Dynamics 365 CE Sales and Service Analytics Power BI Demo Accelerator

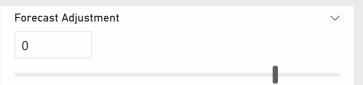
Prepared for the Microsoft TS Community by Scott Sewell - misewell@microsoft.com Dynamics 365 CE GBB - New York, NY

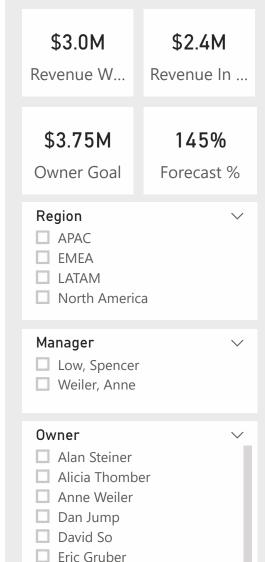
The first step is to update "Edit Queries / Data Source Settings" and point it to your own version of the Excel Source file.



Microsoft Opportunity Pipeline



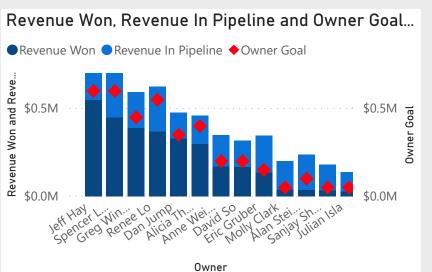


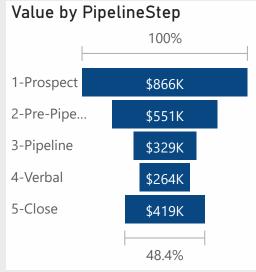


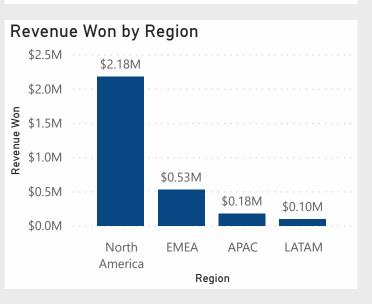
☐ Greg Winston

Jeff Hay

☐ Julian Isla



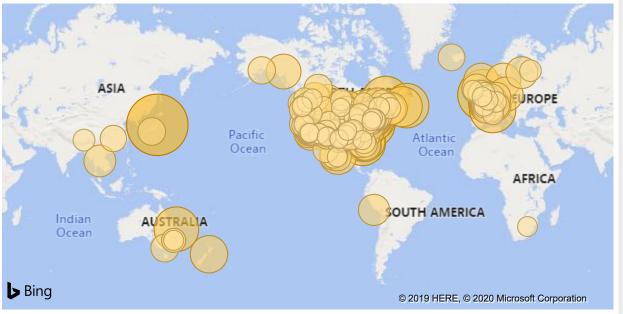




Opportunity Count In Pipeline and Opportunity Cou...

Software			Computers	
			All-in-One Lapt	
			Desktops	
			Furniture	
Design app		Mobile app		
Electronics				
	Laser Pr	inters		
			Stand-up Desks	
Mobile Printers	Scanner	S	Computer Desks	

Revenue by Location





Microsoft Opportunity Health

951

Open Opportunities

\$2M

Total Value

13.04

Avg Days Remaining

\$2.4M

Value In Pipeline

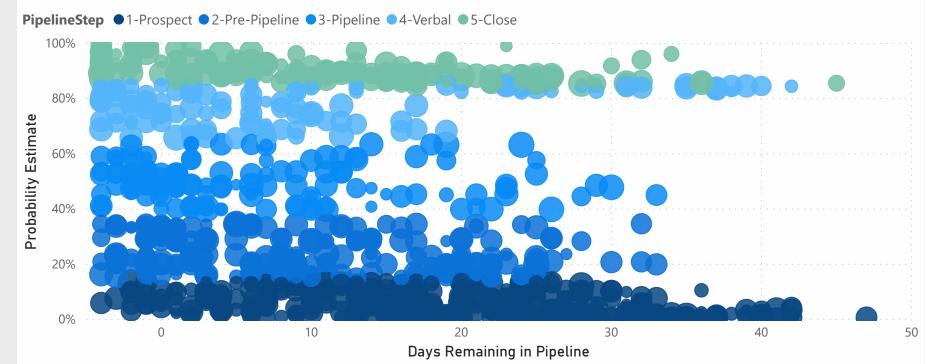
Region

- ☐ Select all
- ☐ APAC
- ☐ EMEA ☐ LATAM
- ☐ North America

Product

- ☐ Select all
- ☐ All-in-One
- Computer Desks
- Design app
- Desktops
- Laptops
- ☐ Laser Printers
- ☐ Mobile app
- ☐ Mobile Printers
- Scanners
- ☐ Stand-up Desks

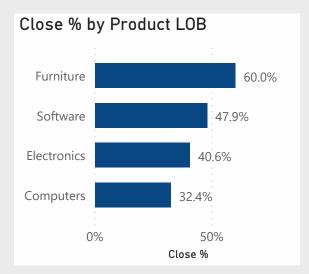
Days Remaining in Pipeline, Probability Estimate, Value, Account Name, Owner and Product LOB by OpportunitySe...

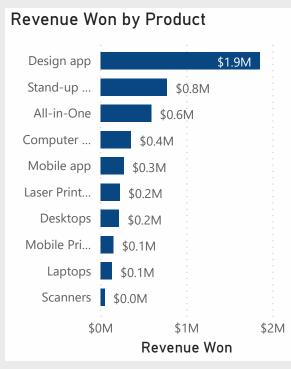


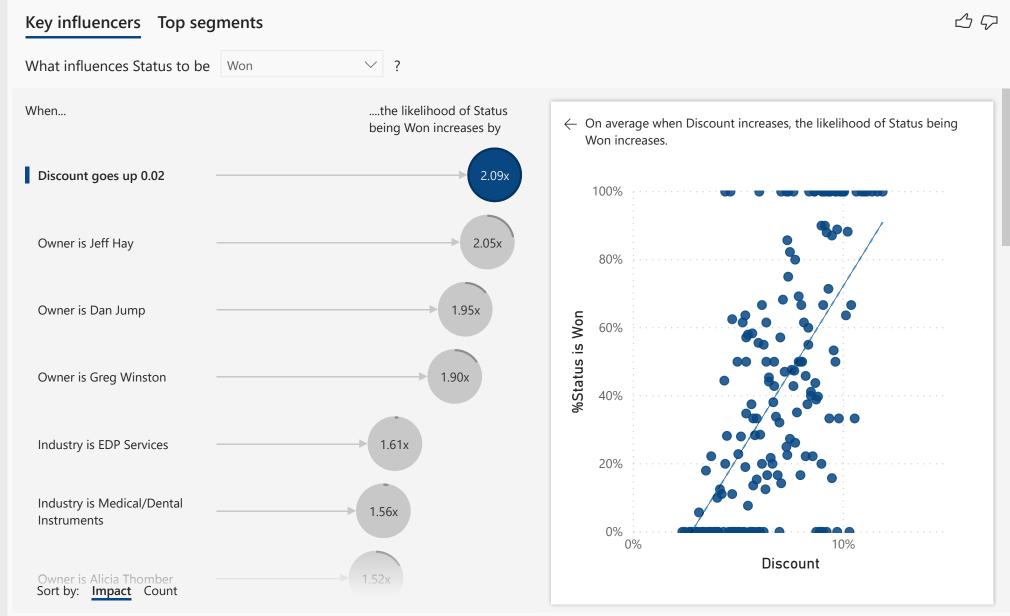
CloseDate	Account Name	Owner	Product	Value	Topic
1/27/2020	Bahringer-Schmeler	Jeff Hay	Design app	\$3,100	Organic intermediate Design app encryption
1/27/2020	Bailey-Schmeler	Renee Lo	Mobile Printers	\$500	Seamless bottom-line Mobile Printers customer loyalty
1/27/2020	Bechtelar and Sons	David So	All-in-One	\$3,800	Ergonomic full-range All-in-One monitoring
1/27/2020	Blue Yonder Airlines (sample)	Sanjay Shah	Mobile app	\$2,500	Multi-layered tangible Mobile app task-force
1/27/2020	Carter-Bernier	Eric Gruber	Laser Printers	\$1,000	Universal client-server Laser Printers model
1/27/2020	Dach-Windler	Alicia Thomber	Design app	\$3,800	Exclusive didactic Design app superstructure
1/27/2020	Effertz-Wolff	David So	Design app	\$2,800	Intuitive stable Design app application
1/27/2020	Frami-Mosciski	Dan Jump	Desktops	\$2,900	Down-sized logistical Desktops strategy
1/27/2020	Goyette-Kihn	Renee Lo	Design app	\$3,400	Versatile scalable Design app artificial intelligence
1/27/2020	Harvey-Stoltenberg	Renee Lo	Design app	\$3,400	Multi-channelled foreground Design app time-frame



Microsoft Influence on Opportunity Win/Loss Ratio

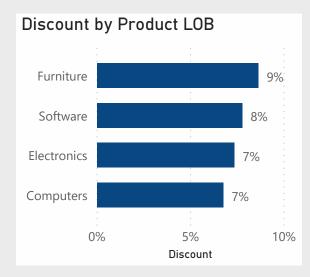


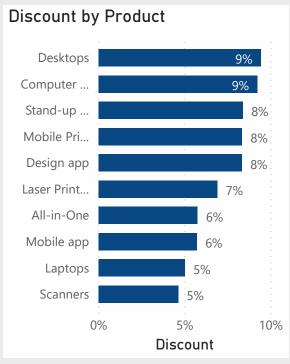


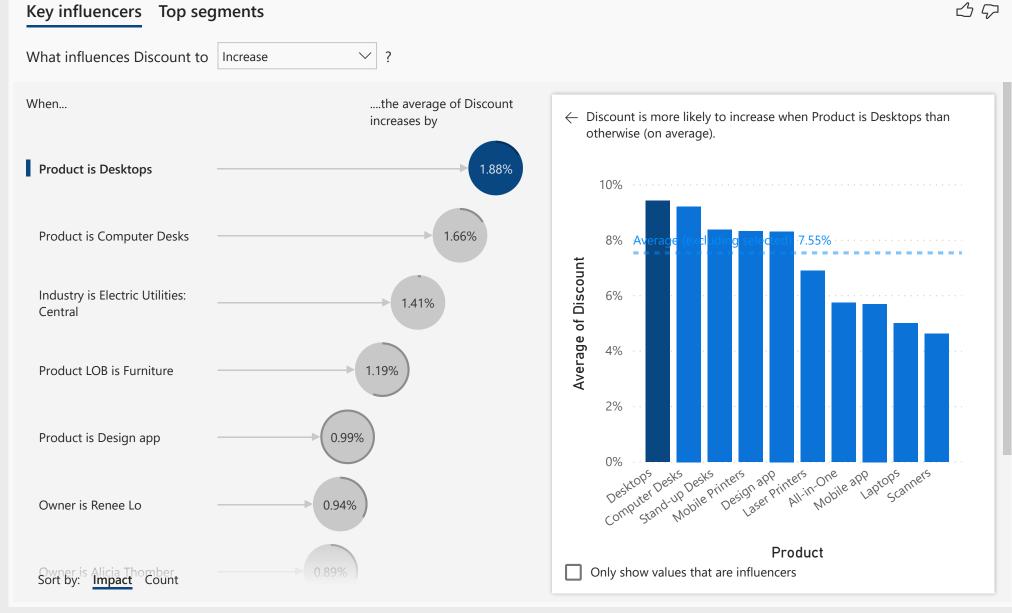




Microsoft Influence on Sales Discount Offered

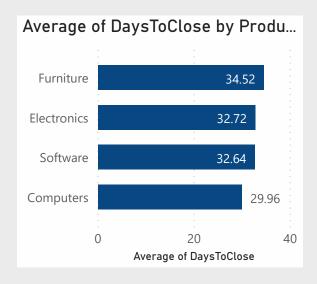


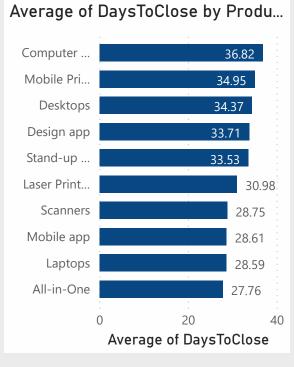


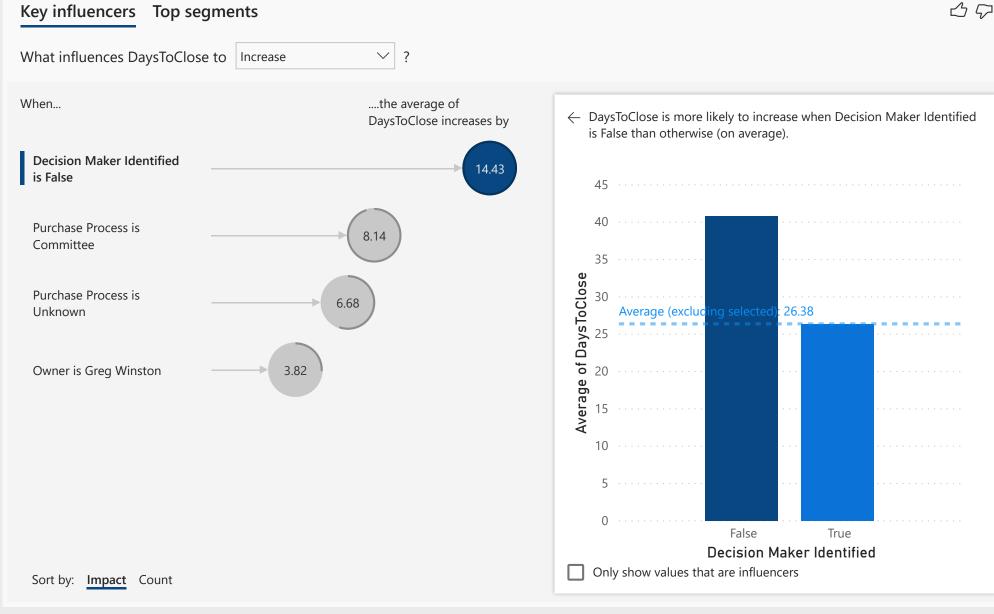




Microsoft Influence on Sales Days to Close









Microsoft KPI Summary - Last 30 Days



Product	~
All	~

Торіс	Case Count	Resolution Minutes	Escalations	SLA Compliance
Design app Payment	162	29.1	16%	100% 🜟
Mobile app General	158	16.1		100% 🜟
Design app Returns	153	27.4	20%	100% 🜟
All-in-One General	123	15.7		100% 🜟
Mobile app Payment	109	53.7		29% 🌣
Design app Login Q	99	31.3	15%	100% 🜟
Laptops General	91	13.7		100% 🜟
Design app General	89	20.3	9%	100% 🜟
All-in-One Payment Total	75 2,435	5 <i>A</i> 2 29.8	13%	21% ≺∕> 89 %

Topic	Case Count	Cases MoM%	CSAT	CSAT Impact	^
Design app Payment	162	-14.7% 🔰	4.32	<mark>-0.</mark> 50%	
Mobile app General	158	-9.2%	4.25	-0 <mark>.</mark> 17%	
Design app Returns	153	-11.6% 🔰	4.84	0. <mark>72%</mark>	
All-in-One General	123	-14.0%	5.00	0. <mark>82%</mark>	
Mobile app Payment	109	-24.3% 🔰	2.68	-2.42%	
Design app Login Q	99	-13.9% 🔰	4.64	-0.02%	
Laptops General	91	-34.1% 🖖	4.92	0. <mark>50%</mark>	
Design app General	89	-19.8% 🔰	4.88	0. <mark>48</mark> %	
All-in-One Payment Total	75 2,435	-15 7% № - 19.5%	2 75 4.50	0.00%	~

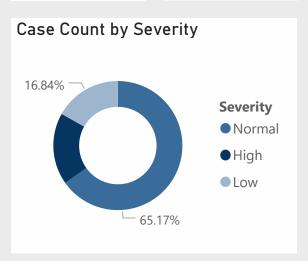


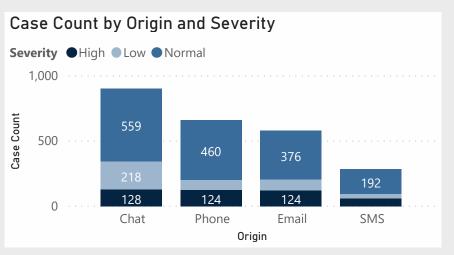


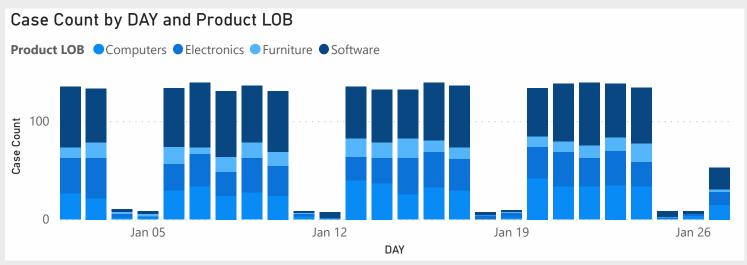












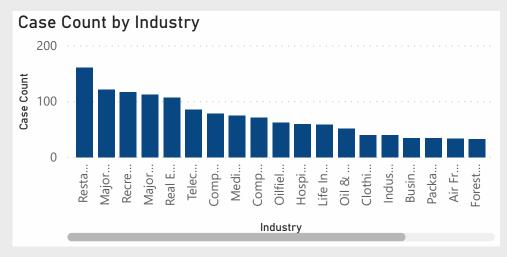


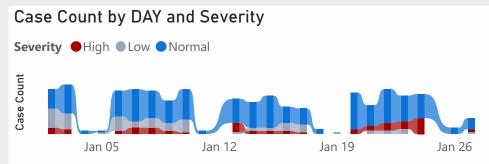
Microsoft New Cases - Last 30 Days

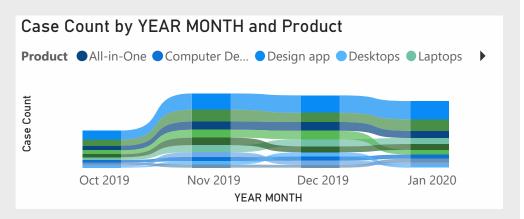


Subject	Case Count	Escalations	SLA Compliance	Resolution Minutes	CSAT	CSAT Impact - Subject
Payment Inquiry	112	13%	78%	38.1	4.13	-4.08%
General	111	6%	100%	16.0	4.79	3.34%
Returns	68	34%	97%	27.6	4.81	2.43%
Login Question	56	21%	91%	34.5	4.50	0.12%
Shipping Question	34	21%	91%	32.4	4.26	-1.54%
Account Set-up	28		100%	27.9	4.39	-0.40%
Account Reset	25	28%	56%	50.5	4.40	0.23%
Total	434	16%	89%	29.9	4.50	0.00%

Product LOB	Case Count ▼	Escalations	SLA Compliance	Resolution Minutes	CSAT	CSAT Impact - Products
□ Software						
Design app	117	23%	91%	31.8	4.44	0.10%
Mobile app	76		80%	32.2	3.75	-4.23%
□ Computers						
All-in-One	48		75%	34.5	4.50	0.25%
Laptops	38		95%	21.9	4.89	0.5 <mark>6%</mark>
Desktops	17	94%	94%	31.1	4.88	0.34%
Total	434	16%	89%	29.9	4.50	0.00%

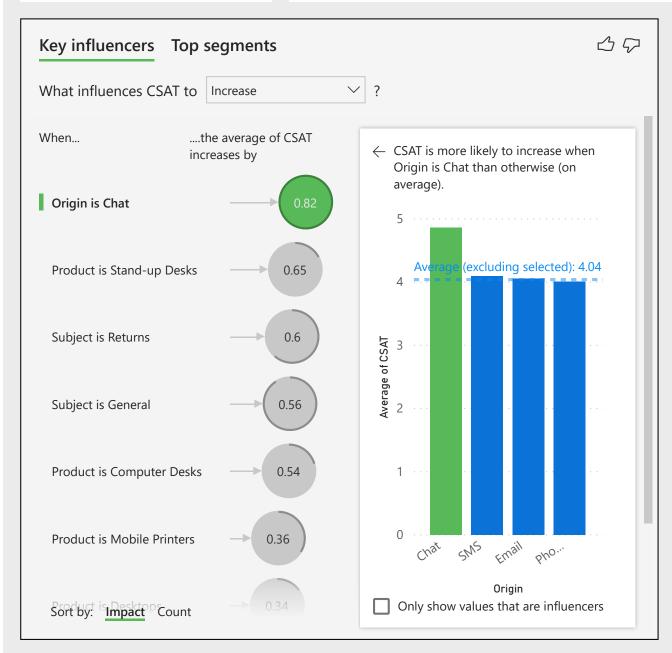


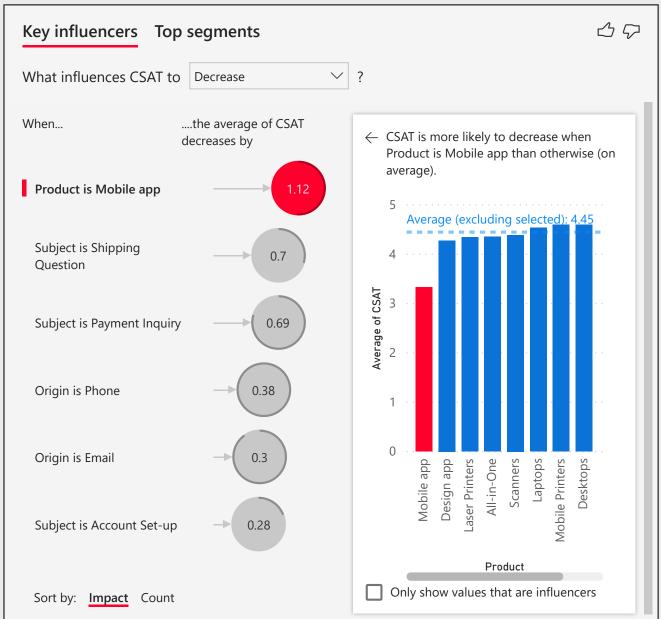






Microsoft Influence on Customer Satisfaction Scores







Microsoft Influence on SLA Violation Frequency

