



Dynamics 365

Telecommunications Accelerator

Test Drive Guide

Published: May 2021

Telecommunications Accelerator Release Version: v1.0

Guide version: 1.0.1

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Telecommunications Accelerator overview

The Dynamics 365 Telecommunications Accelerator expands the [Common Data Model](#) to include 16 new attributes based on a subset of the specifications of the [TM Forum Open Digital Framework](#) and in response to input provided by Microsoft's broad ecosystem of Telecommunications ISV and System Integrator partners. Like the [7 other industry accelerators](#) already published, this new Telecommunications Accelerator extends and customizes the capabilities of the Power Apps platform and Dynamics 365 products to enable telco-specific application design and development and fuel new innovation and automation for network operators, internet service providers, and mobile carriers.

The telecommunications accelerator is available on Github at the following address:

<http://aka.ms/telcoacceleratorgithub>

Goal of this guide

This guide will walk you through the Test Drive of the Telecommunications Accelerator sample applications that are part of the v1.0 release.

Included in this release are two sample model-driven applications, Place Management and Telco Sales, we welcome you to explore through the Test Drive. The **"Place Management"** solution uses a new Telecommunications extension of the Microsoft Common Data Model and the **"Telco Sales"** solution builds off Dynamics 365 Sales to expand Lead Capture capabilities and qualification checks. Continue reading this guide to learn more about the capabilities available in each solution.

Taking a Test Drive

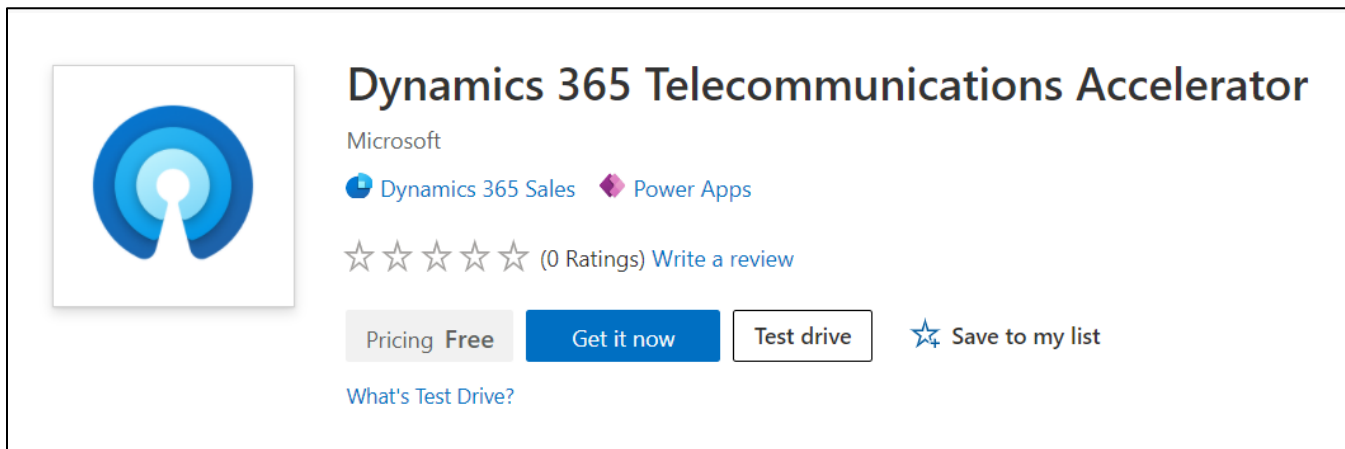
Test Drive offers a unique way to try out apps on AppSource.

How does it work? It's simply — sign in and agree to the terms of use. A preconfigured environment that demonstrates the application's key features and benefits will then be created for you to try. You can continue to access and try the app for several hours. There is no need to set up or use your own Azure or Dynamics 365 subscription. Launch the preconfigured environment, try the app, and decide whether it's right for you.

Please note a Test Drive:


- Showcases key Accelerator functionality and uses representative sample data as examples.
- May include capabilities not yet available for download or that require customization being using in a real-world deployment
- Is **read-only**; you will not be able to change the data shown and in some cases you may have limited use of features that require fully read-and-write access rights
- Can be used for a limited duration to experience the accelerator capabilities – to implement the accelerator solutions and data model in your own environment, please use the **"Get It Now"** feature available on the AppSource posting

To take a Test Drive of the telecommunications accelerator, follow this process:



1. Select the **Test Drive button** for the telecommunications accelerator from [AppSource](#).
2. Your screen will change to this and provide you with a link to access your TestDrive:


Apps > Dynamics 365 Telecommunications Accelerator > Test Drive



Dynamics 365 Telecommunications Accelerator

Test Drive

by Microsoft



Your Test Drive is ready (2 days 21 hours remaining)


[GO TO MY TEST DRIVE](#)

Test Drive details

This guide will walk you through the Test Drive of the Dynamics 365 Telecommunications Accelerator. There are two sample model-driven applications that are available for installation with the v1.0 release of this accelerator and that you can explore through the Test Drive. The **"Place Management"** solution which uses a new Telco extension of the Microsoft Common Data Model and enables the configuration and management of all of the locations, addresses, and network resources/equipment that are part of your managed network. The **"Telco Sales"** solution which builds off Dynamics 365 Sales extends the capabilities of Lead Management to add telco-specific data fields and qualification wizards. The guide will explain the capabilities available in each solution.


3. Within 1-2 hours you should receive an email with instructions and a link like so:

Your Dynamics 365 Telecommunications Accelerator test drive is ready





Microsoft AppSource <appsource-no-reply@microsoft.com>

To [redacted]



9:49 AM

 If there are problems with how this message is displayed, click here to view it in a web browser.



Microsoft

AppSource

Your Dynamics 365 Telecommunications Accelerator test drive is ready

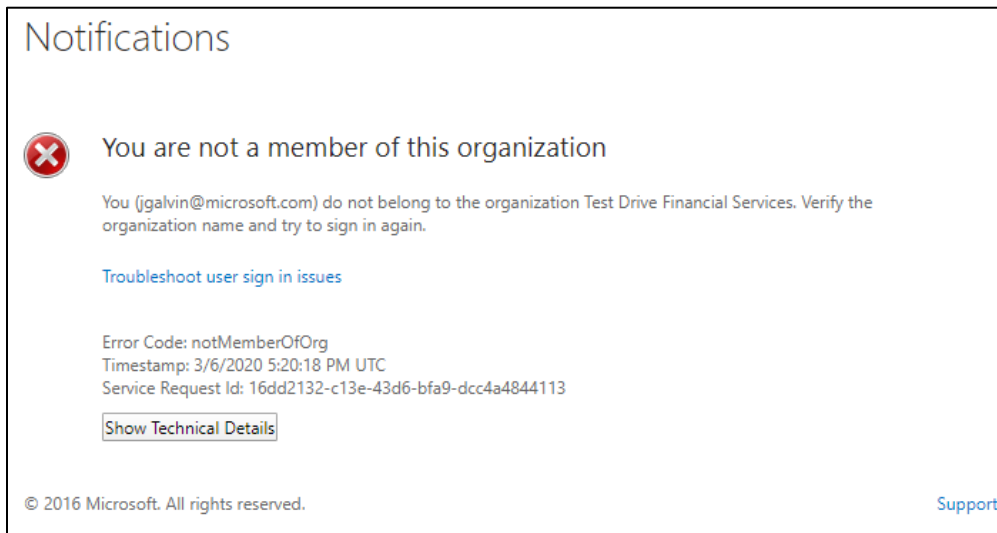
Hello [redacted]

You have 72 hours to try the [Dynamics 365 Telecommunications Accelerator](#) app. Instructions are available in your [Test Drive user manual](#).

[Test drive now >](#)

Known Errors

Did you see this error message?

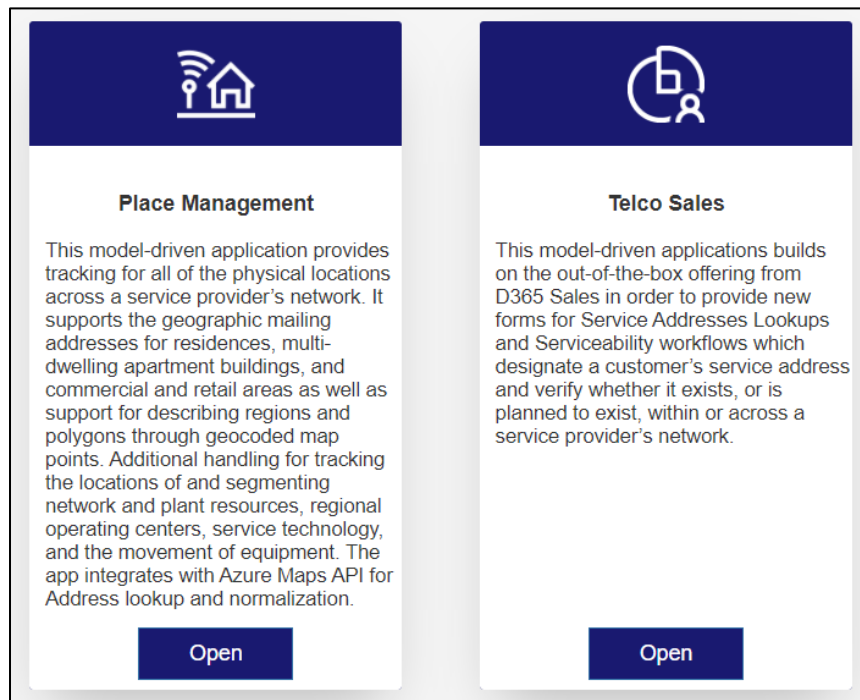


If you recently tried a test drive, you may receive this error. If so, please open a **private** or **incognito** window in your browser and restart the test drive. This should resolve the error. If it does not resolve this error message, please let us know at dynindaccsupport@microsoft.com

Another error is a blank screen. If you get this error, you will need to refresh by closing the window and signing back in.

Telecommunications Accelerator Apps

There are two apps published as part of this accelerator: Place Management and Telco Sales. When you first open the Test Drive, you will see a Splash Screen that lists and describes each of them. The guide below provides additional details on how to navigate the functionality within each of the apps.



Place Management Solution

Solution Summary

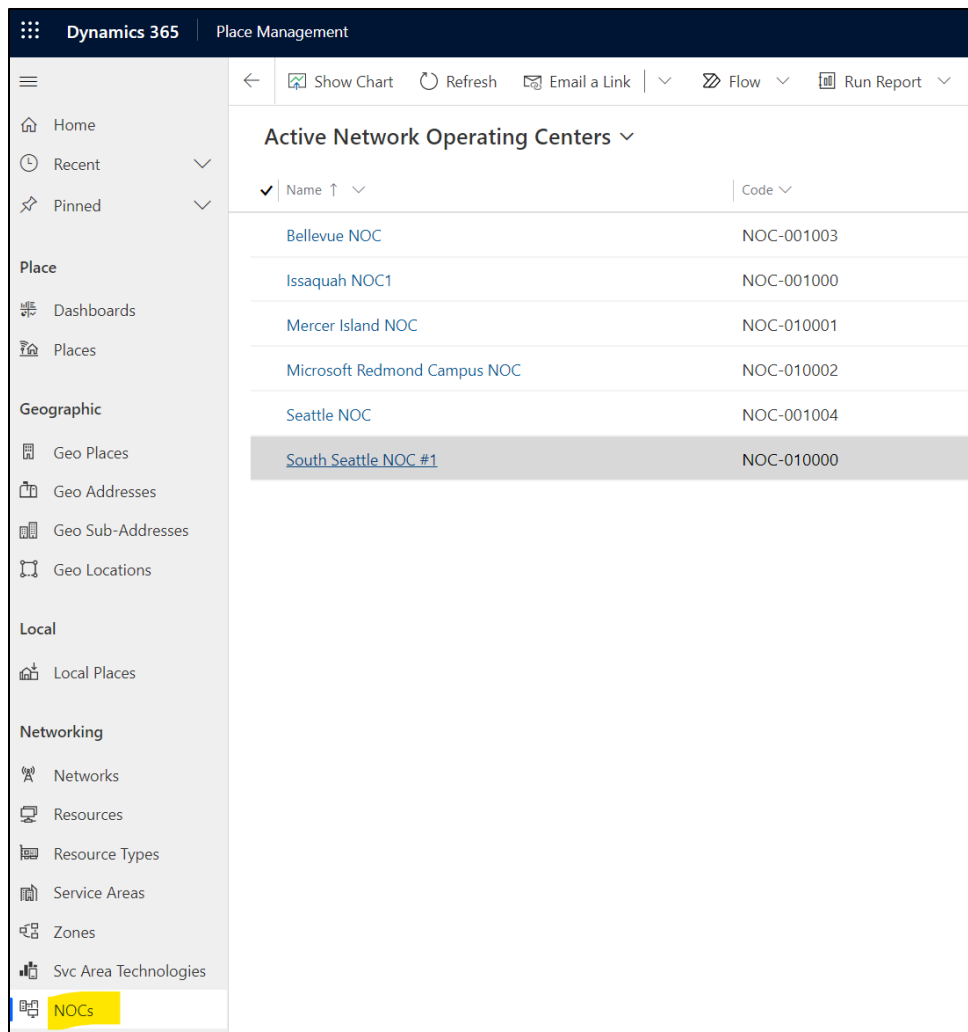
This model-driven application uses all the entities in the new Telecommunication Data Model. The "Place" entity and the related entities are used to capture and manage all physical locations and networking equipment (resources) across a service provider's managed network. It supports mailing addresses for residences, multi-dwelling apartments/townhouses/condominiums, and commercial and retail areas as well as support for describing any geographic regions/boundaries/polygons that have no distinct mailing address using geospatial coordinates to describe areas, campuses, bounded circles or industrial complexes. Inner space – or rooms within buildings or designated spaces or containers within rooms – is supported through the Local Place entity. There's additional support in this app for tracking the location and definition of networks, network zones, resources, network operating centers, related service technology and so on. Tight integration with the Azure Maps API provides address normalization, address search and lookup, graphical interactive maps, map drawing tools and so on.

Use the solution: Configuring your Network

First start by configuring network information with these steps below.

Step 1: Network Operating Centers

A Network Operating Center (NOC) is a management and/or central facility run by a network operator that oversees and monitors the health and activities of a service area, network(s), or network resource(s).



Beginning all the way at the bottom of the left-hand navigation panel, select **NOCs**. This gives you access to the **Active NOCs** and **Inactive NOCs**. Get a feel for what the NOCs can offer and explore the samples prepared for you.

Step 2: Service Area Technologies

A service area technology is the technology, product, service, or feature that is offered by operators to customers.

Dynamics 365

Place Management

SANDBOX

Home

Recent

Pinned

Place

Dashboards

Places

Geographic

Geo Places

Geo Addresses

Geo Sub-Addresses

Geo Locations

Local

Local Places

Networking

Networks

Resources

Resource Types

Service Areas

Zones

Svc Area Technologies

Show Chart

+ New

Delete

Refresh

Email a Link

Active Network Zones

Name

Code

Mercer Island-South	NZ-001005
MSFT-West-1-CORP	NZ-001004
MSFT-West-1-Guest	NZ-001002
NZ1	NZ-001000
Zone 62-Alpha	NZ-001001

Continue the same process as the last two steps and select **Zones** from the left-hand navigation. Similarly, dive deeper and explore the sample data provided to you.

Step 4: Service Areas

A service area is a defined geographic area where the product/service is being offered. This can be used to uniquely set an area apart from other parts of the operator network.

Telecommunications Accelerator Test Drive Guide

Dynamics 365 Place Management **SANDBOX**

← Show Chart + New Delete Refresh Email a Link Flow Run Report Excel Templates

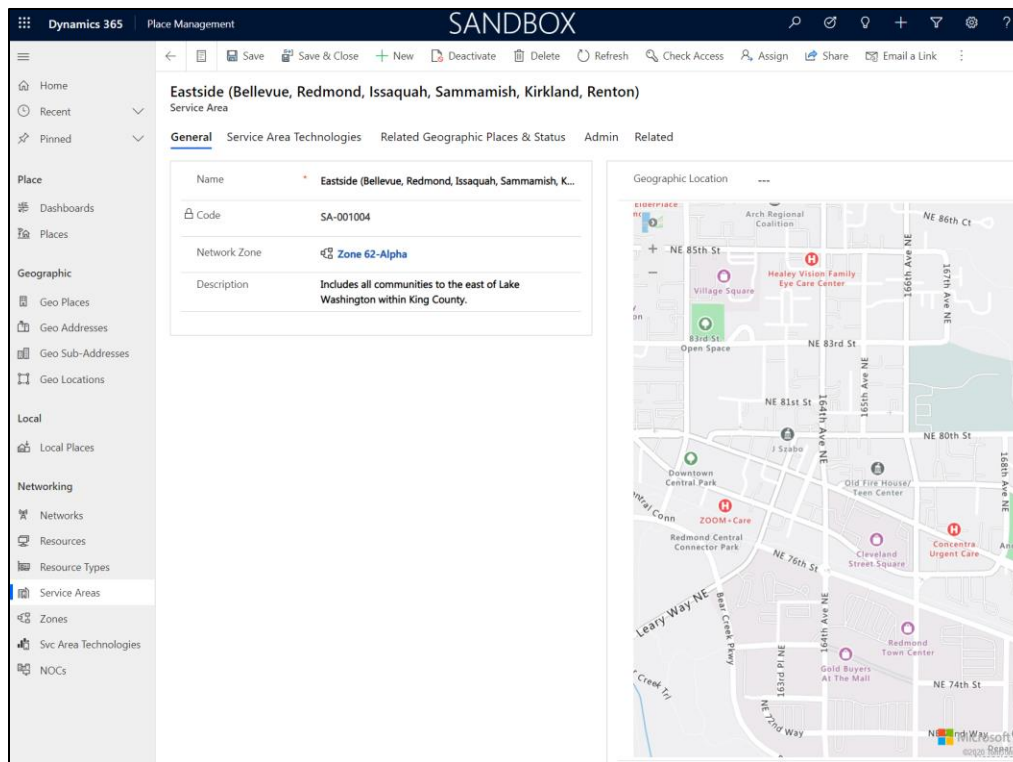
Active Service Areas Search this view

Name	Code	Network Zone	Geographic Location	Description
Eastside (Bellevue, Redmond, Issaquah, Sam	SA-001004	Zone 62-Alpha	---	Includes all communities to the east ...
Greater Boston Area	SA-001006	---	25 mile radius from John Hancock	Within 25 miles from Downtown Bost...
Greater Seattle Area	SA-001002	---	Queen Anne Tower Complex - 5	Includes most of King County
Idaho Service Area	SA-001000	---	---	DSL Service for McCall Idaho
Issaquah Service Area	SA-010000	NZ1	---	---
Mercer Island	SA-010001	Mercer Island-South	Mercer Island, Washington	Mercer Island is a city in King County,...
Microsoft Redmond Campus	SA-010002	MSFT-West-1-Guest	Microsoft Redmond Campus	---

Place Management

- Home
- Recent
- Pinned
- Place
 - Dashboards
 - Places
- Geographic
 - Geo Places
 - Geo Addresses
 - Geo Sub-Addresses
 - Geo Locations
- Local
 - Local Places
- Networking
 - Networks
 - Resources
 - Resource Types
 - Service Areas**
 - Zones
 - Svc Area Technologies
 - NOCs

Jump into the sample data in the **Service Areas**.



Here you will see all you entered including a map which you can zoom in or out on by using the +/- buttons and you have style options as well.

Step 5: Network Resource Types

A network resource type defines different types of network resources or network equipment such as "Fiber Drop", "Switch", "Optical Network Unit".

Dynamics 365

Place Management

SANDBOX

Home

Recent

Pinned

Place

Dashboards

Places

Geographic

Geo Places

Geo Addresses

Geo Sub-Addresses

Geo Locations

Local

Local Places

Networking

Networks

Resources

Resource Types

Service Areas

Zones

Svc Area Technologies

NOCs

Show Chart

New

Delete

Refresh

Email a Link

Flow

Run Report

Active Network Resource Types

Name

Code

Asset

NRT-001002

Combiner / Splitter

NRT-010001

Device

NRT-001001

Optical Network Units

NRT-001006

Radio Antenna

NRT-010000

Voice Switch

NRT-001003

Explore the examples of the **Resource Types**.

Step 6: Network Resources

A network resource is any physical, operator-owned, or plant-related resource that can be tracked and managed. This can be node, device, slot, field box, power unit, etc.

Dynamics 365

Place Management

SANDBOX

Show Chart

New

Delete

Refresh

Email a Link

Flow

Run Report

Excel Templates

Search this view

Home

Recent

Pinned

Place

Dashboards

Places

Geographic

Geo Places

Geo Addresses

Geo Sub-Addresses

Geo Locations

Local

Local Places

Networking

Networks

Resources

Resource Types

Service Areas

Zones

Svc Area Technologies

NOCs

Active Network Resources

Name	Code	Type	Parent Network Resource	Install Date	Network Zone
5G LTE Device #1	NR-001000	Device	---	---	Zone 62-Alpha
Customer Drop	NR-001009	---	---	2/14/2020	---
Microsoft Phone Switch	NR-001004	Voice Switch	---	---	MSFT-West-1-Guest
ONU 123	123	Optical Network Units	---	11/27/2020	---
Port 1 on Voice Switch	NR-001002	Voice Switch	Seattle Voice Switch	---	Zone 62-Alpha
Queen Anne Transmitter 15-Alpha	NR-001008	Radio Antenna	---	3/1/1999	---
Seattle Voice Switch	NR-001001	Voice Switch	---	---	Zone 62-Alpha
Switch Ports 1-6	NR-001003	Voice Switch	Seattle Voice Switch	---	Zone 62-Alpha

Select **Resource** on the left-hand navigation and then select an example to view more details.

Telecommunications Accelerator Test Drive Guide

Microsoft Phone Switch

Network Resource

General

Child Network Resources

Admin

Related

General

Name

Microsoft Phone Switch

Code

NR-001004

Type

Voice Switch

Parent Network Resource

Network Zone

MSFT-West-1-Guest

Local Place

Fiber Drop 1 - Building 37, Main Floor, Server Closet

Details

Account

Microsoft Corp

MAC Address

Manufacturer

Make

Model

String

Install Date

16041 Northeast 36th Way, Redmond, WA 98052

[47.642, -122.128]

NE 40th St

NE 39th St

NE 38th St

NE 37th St

NE 36th St

NE 35th St

NE 34th St

NE 33rd St

NE 32nd St

NE 31st St

NE 30th St

NE 29th St

NE 28th St

NE 27th St

NE 26th St

NE 25th St

NE 24th St

NE 23rd St

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NE -87th St

NE -88th St

NE -89th St

NE -90th St

NE -91st St

NE -92nd St

NE -93rd St

NE -94th St

NE -95th St

NE -96th St

NE -97th St

NE -98th St

NE -99th St

NE -100th St

Here you will see all you entered including a map which you can zoom in or out on by using the +/- buttons and you have style options as well.

Step 7: Networks

A network is the combination of resources and equipment used that offer a specific set of services to consumers. Networks can share similar geographic areas/physical topology and even overlay each other.

The screenshot shows the Dynamics 365 Place Management interface. The left-hand navigation pane includes sections for Place (Dashboards, Places), Geographic (Geo Places, Geo Addresses, Geo Sub-Addresses, Geo Locations), Local (Local Places), and Networking (Networks, Resources). The 'Networks' option is highlighted. The main area displays a table of 'Active Networks' with columns for Name, Code, Type, and Status. The table contains six entries, with 'Contoso 5G Seattle Network' highlighted.

Name	Code	Type	Status
Boston Area LTE Network	NT-001004	Wireless	Active
Contoso 5G Seattle Network	NT-001001	Wireless	Active
Contoso Video Fiber Network	NT-001002	Wired	Active
Mercer Island Fiber Loop	NT-001000	Wired	Active
Microsoft Corpnet Wifi	NT-001003	Wireless	Active
Microsoft Guest Wifi	NT-010000	Wireless	Active

This is where you can view networks by selecting the **Networks** on the left-hand navigation. Select on a sample created for you to view examples of what can be captured in a network.

Use the solution: Place Management

Now you are ready to associate street addresses and physical locations that are passed by your network.

Step 8: Geographic Addresses

A geographic address is a postal address specifically formatted for a particular global region such as North America, UK, Australia, Europe, etc. These include street number, street name, street type and geo coordinates and a locality that defines the governing legislative authority used by the postal system. A geographic address can also include a range of street numbers (even, odd, or both) on the same street.

Dynamics 365 Place Management				
<div> <div> <div></div> <div>Home</div> </div> <div> <div></div> <div>Recent</div> </div> <div> <div></div> <div>Pinned</div> </div> <div>Place</div> <div> <div></div> <div>Dashboards</div> </div> <div> <div></div> <div>Places</div> </div> <div>Geographic</div> <div> <div></div> <div>Geo Places</div> </div> <div> <div></div> <div>Geo Addresses</div> </div> <div> <div></div> <div>Geo Sub-Addresses</div> </div> <div> <div></div> <div>Geo Locations</div> </div> </div>	<div> <div></div> <div>Show Chart</div> </div> <div> <div></div> <div>Refresh</div> </div> <div> <div></div> <div>Email a Link</div> </div> <div> <div></div> <div>Flow</div> </div> <div> <div></div> <div>Run Report</div> </div>			
	Active Geographic Addresses			
	<div> <div>✓</div> <div>Name</div> <div>↑</div> <div>↓</div> </div> <div>Street Number</div> <div>Street Name</div> <div>Street Type</div>			
	1 Bellevue Way NE	1	Bellevue Way Nor...	Way
	1 Microsoft Way	1	Microsoft Way	Other
	100 Bellevue Way NE	100	Bellevue Way Nor...	Way
	1000 Bellevue Way NE	1000	Bellevue Way Nor...	Way
	100-1140 Bellevue Square, Bellevue ---		Bellevue Way Nor...	Other
	1009 NE 70th St	1009	Northeast 70th St...	Street
	1012 NE 70th St	1123	Northeast 70th St...	Street
	1015 NE 70th St	1015	NE 70th Street	Street
	1018 NE 70th St	1018	NE 70th Street	Street

Explore geographic addresses by selecting **Geo Addresses** and select examples to discover the possibilities.

100-1140 Bellevue Square, Bellevue

Geographic Address

General

Find Address

Geographic Sub-Addresses

Notes

Admin

Related

General

Name

*

100-1140 Bellevue Square, Bellevue

Code

GA-001006

Type

*

Formatted Address

Address Status

Active

Locality/Area

Locality

King County

City

Bellevue

State/Province

WA

Postal Code

98004

Country

United States

Street Name and Number

Street Number

Street Name

Bellevue Way Northeast

Street Type

Other

Optional: Street Number Range

Street Number First

100

Street Number First Suffix

Street Number Last

1,140

Street Number Last Suffix

Even or Odd

Both Even & Odd Numbers

Geo Location

Latitude

47.61126

Longitude

-122.20138

Geographic Location (Points Only)

External ID

External System

You will notice the **Find Address** tab activates a canvas app. When you click on it the first time, you may see a screen like this:

Almost there ...

Find Geo Address needs your permission to use the following. Please allow the permissions to proceed.



Find Location with Azure v2

Find Location with Azure v2

Signed in

[Switch account](#)

Allow

Don't Allow

Once you click on **Sign In** and **Allow** you will reach this screen:

100-1140 Bellevue Square, Bellevue

Geographic Address

General Find Address Geographic Sub-Addresses Notes Admin Related

100

Bellevue Way Northeast

Bellevue

WA

98004

United States

Find Address

Select **Find Address**.

Dynamics 365 | Place Management SANDBOX

Home Recent Pinned Place Dashboards Places Geographic Geo Places Geo Addresses Geo Sub-Addresses **Geo Locations**

Active Geographic Locations

Name	Geometric Type	Accuracy	Spatial Reference	Point Count	Service
25 mile radius from John Hancock Tow	Circle	---	---	1	---
29 Rue Rambeau - Merville, France	Point	---	---	1	---
Georgia Tech Campus, Atlanta	Polygon	---	---	12	---
Marymoor Office Complex - New Const	Polygon	---	---	6	---
Mercer Island, Washington	Polygon	---	---	19	---
Microsoft Redmond Campus	Polygon	---	---	10	---
Queen Anne Tower Complex - 5 mile ra	Circle	---	---	1	---
South Seattle Fiber Route	Line	---	---	316	---
University of Washington Campus	Polygon	---	---	13	---

View geographic locations by selecting **Geo Locations** on the left-hand navigation. Select any of the sample entries to view the many capabilities. Depending on the example you selected you will a shape on the map. This is based on the **Geometric Type** selected.

Microsoft Redmond Campus
Geographic Location

General Geographic Points Admin Related

General

Name: Microsoft Redmond Campus

Code: GL-010010

Geometric Type: Polygon

Accuracy: ---

Spatial Reference: ---

Description: The Microsoft campus is the corporate headquarters of Microsoft, located in Redmond, Washington. The

Points Summary

Point Count: 10

Azure Maps JSON Metadata

```
{
  "type": "FeatureCollection",
  "features": [
    {
      "type": "Feature",
      "properties": {
        "azureMapsShapeId": "be575f1c-a8a3-45c0-8cf0-b5516c328030"
      },
      "id": "be575f1c-a8a3-45c0-8cf0-"
    }
  ]
}
```

GeoJSON: ---

Map view showing the Microsoft Redmond Campus polygon. A tooltip displays the address: 15320 Northeast 40th Street, Redmond, WA 98052 [47.848, -122.134].

In non-read only version you will be able to create a point on a map. The following are steps to create a **Point**:

- Step 1: Change the **style** and/or **zoom in** or **out** to get your map where you need it. You can also adjust the direction of the map by grabbing the map and using your mouse/track pad to maneuver the map.
- Step 2: For best results, select the **Maximize** button to enlarge the map.
- Step 3: Select the **Clear & Draw** button.
- Step 4: Select the **Draw Point** button and add your point on the map. It will show up as a dropped pin.
- Step 5: Select the Update button to save. Close the window and you will see the updates in the summary and coordinates.
- Bing Maps: Select **Bing Maps** to view your point on Bing Maps in a new tab.

The screenshot displays a web application interface for managing geographic locations. The title bar reads "29 Rue Rambeau - Merville, France" and "Geographic Location". Below this, there are tabs for "General", "Geographic Points", "Admin", and "Related". The "General" tab is active, showing a form with fields for "Name" (29 Rue Rambeau - Merville, France), "Code" (GL-001008), "Geometric Type" (Point), "Accuracy" (---), "Spatial Reference" (---), and "Description" (---). The "Points Summary" tab is also visible, showing a "Point Count" of 1 and an "Azure Maps JSON Metadata" field containing a JSON object. The main map area shows a street grid in Merville, France, with a red pin marking the location of 29 Rue Rambeau. The map includes labels for streets like NE 85th St, NE 83rd St, NE 81st St, NE 76th St, NE 74th St, and NE 72nd Way, as well as landmarks like Village Square, Healey Vision Family Eye Care Center, and Redmond Central Connector Park.

Similar to creating a point, in non-read only version you will be able to create a polygon on a map. The following are steps to create a **Polygon**:

- Step 1: Change the **style** and/or **zoom in** or **out** to get your map where you need it. You can also adjust the direction of the map by grabbing the map and using your mouse/track pad to maneuver the map.
- Step 2: For best results, select the **Maximize** button to enlarge the map.
- Step 3: Select the **Clear & Draw** button.
- Step 4: Select the **Draw Polygon** button and with your mouse click to add your first point on the map. Continue to add points with your mouse and close off your polygon. Once you are happy with your area selected, select the **Draw Polygon**. Now you will see a greyed-out area. If this selection represents the area well, save via the **Update** button. If not continue this process again. Close the window and you will see the updates in the summary and coordinates.
- Bing Maps: Select **Bing Maps** to view your point on Bing Maps in a new tab.

Microsoft Redmond Campus
Geographic Location

General | Geographic Points | Admin | Related

General

Name	Microsoft Redmond Campus
Code	GL-010010
Geometric Type	Polygon
Accuracy	---
Spatial Reference	---
Description	The Microsoft campus is the corporate headquarters of Microsoft, located in Redmond, Washington. The

Points Summary

Point Count	10
Azure Maps JSON Metadata	{ "type": "FeatureCollection", "features": [{ "type": "Feature", "properties": { "azureMapsShapeId": "be575f1c-a8a3-45c0-8cf0-b5516c328030" }, "id": "be575f1c-a8a3-45c0-8cf0-" }] }
GeoJSON	---

Map controls: Edit, Clear & Draw, Update, Maximize, Search

Map labels: 148th Ave NE, NE 51st St, NE 40th St, NE 36th St, Overlake, Redmond Technology Center Station, Bel R

Microsoft
©2020 TerraTerra

In non-read-only version you will also be able to create a circle on a map. The following are steps to create a **Circle**:

- Step 1: Change the **style** and/or **zoom in** or **out** to get your map where you need it. You can also adjust the direction of the map by grabbing the map and using your mouse/track pad to maneuver the map.
- Step 2: Set the **Circle Radius** and **Circle Radius Unit**.
- Step 3: For best results, select the **Maximize** button to enlarge the map.
- Step 4: Select the **Clear & Draw** button.
- Step 5: Select the **Draw Circle** button and with your mouse click to add your point on the map. Now you will see a greyed-out circle. If this selection represents the area well, save via the **Update** button. If not continue this process again. Close the window and you will see the updates in the summary and coordinates.
- Bing Maps: Select **Bing Maps** to view your point on Bing Maps in a new tab.

Queen Anne Tower Complex - 5 mile radius

Geographic Location

General Geographic Points Admin Related

General

Name Queen Anne Tower Complex - 5 mile radius

Code GL-010008

Geometric Type Circle

Circle Radius 5.00

Circle Radius Unit Miles

Accuracy ---

Spatial Reference ---

Description Tower #1 is located at 301 Galer Street in Seattle and is 570 feet high. The transmitter site is 430 feet

Points Summary

Point Count 1

Azure Maps JSON Metadata

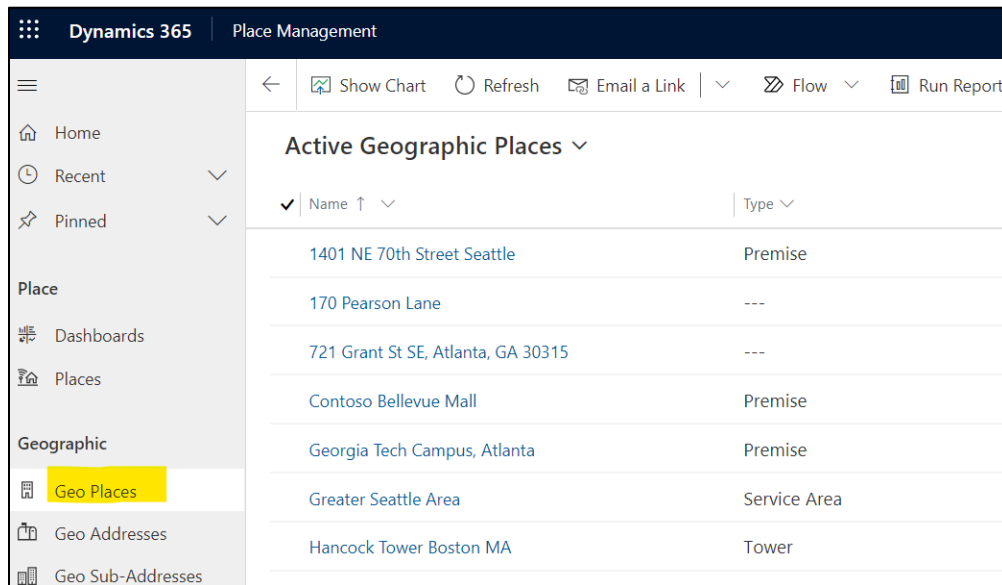
```
{
  "type": "FeatureCollection",
  "features": [
    {
      "type": "Feature",
      "properties": {
        "_azureMapsShapeId": "ba91507f-9e0c-43d4-a0e2-fefea20c4fff",
        "subType": "Circle",
        "radius": 8046.7
      }
    }
  ]
}
```

GeoJSON ---

Edit Clear & Draw Update Maximize Search A

Step 11: Geographic Places

A geographic place refers to either a geographical address or location using geospatial coordinates. It is also used as a parent entity for a Local Place.



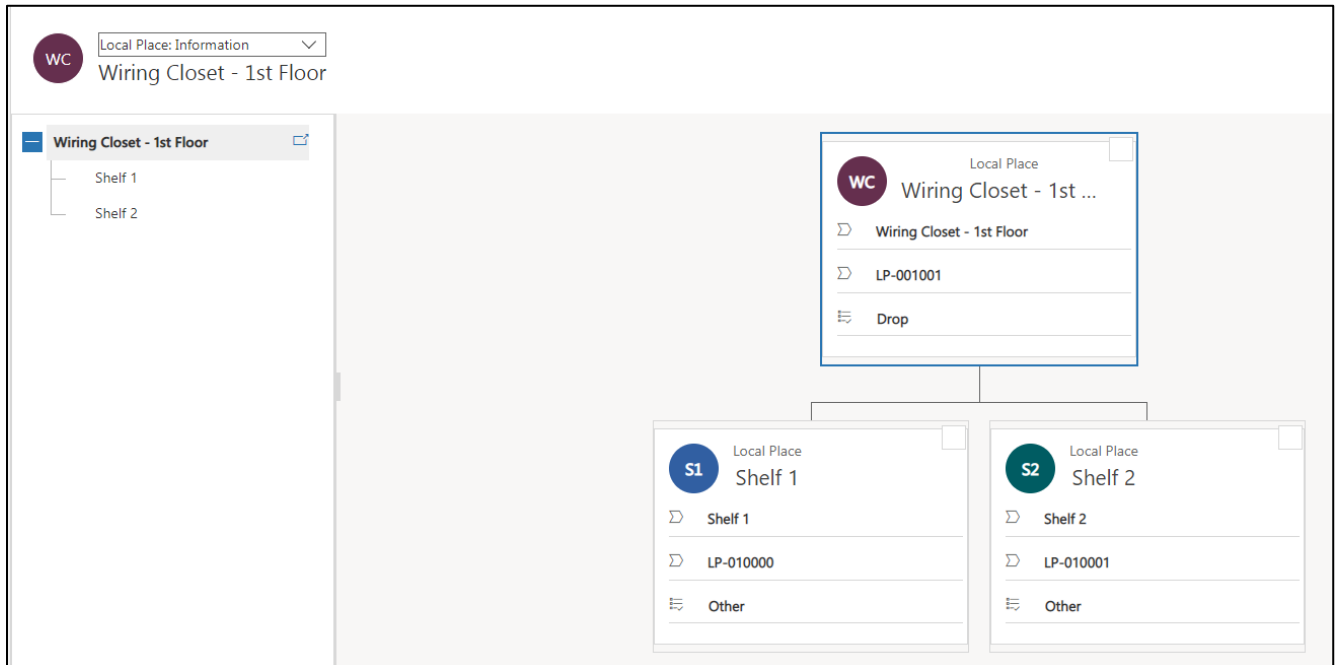
The screenshot shows the Dynamics 365 Place Management interface. The left-hand navigation pane is visible, with 'Geo Places' highlighted under the 'Geographic' section. The main content area displays a table titled 'Active Geographic Places' with columns for 'Name' and 'Type'. The table lists several geographic locations and their types.

Name	Type
1401 NE 70th Street Seattle	Premise
170 Pearson Lane	---
721 Grant St SE, Atlanta, GA 30315	---
Contoso Bellevue Mall	Premise
Georgia Tech Campus, Atlanta	Premise
Greater Seattle Area	Service Area
Hancock Tower Boston MA	Tower

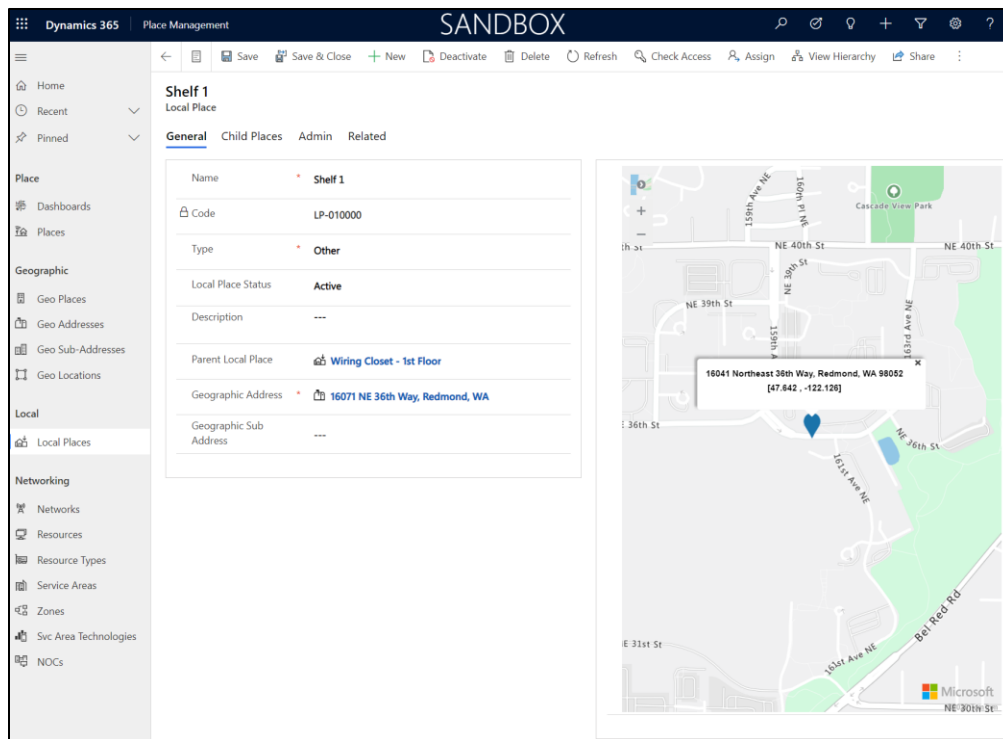
View examples of geographic places by selecting **Geo Places** on the left-hand navigation.

Step 12: Local Places

A local place is a designation, inner space location, or holder for a specific network/plant resource that has no unique street address to distinguish it. For example, a wing or hall within a campus, a specific room or wire closet within a building, a rack in a server room, a shelf on a rack, or a port on a server. Note that a local place can be parent (container) to another local place or places.



Now select any **Local Place** example provided.



You will see here there are more mandatory fields (designated by a red asterisk*). A map view will be available to you with the same abilities to zoom in or out on by using the **+/-** buttons and style change options.

Step 13: Places

A place is the central data construct of this solution and represents a specific location for servicing customers and/or housing network equipment. A Place is always the combination of a Geographic Place and a Local Place.

Name	Code	Geographic Place	Type (Geographic Place)	Local Place	Type (Local Place)
1401 NE 70th Street Cust Drop	PL-001003	1401 NE 70th Street Seatt	Premise	Customer Drop	Drop
Contoso Bellevue Mall Server Closet F	PL-001001	Contoso Bellevue Mall	Premise	Wiring Closet - 1st Floor..	Drop
Contoso Bellevue Mall Server Closet F	PL-001002	Contoso Bellevue Mall	Premise	Wiring Closet - 2nd Floor	Drop
Microsoft Campus, Fiber Drop	PL-001005	Microsoft Redmond Camj ---		Fiber Drop 1 - Building 3i	Drop
Microsoft Corp Wifi DNS #9	PL-001006	Microsoft Redmond Camj	Premise	Server Room	Closet
Microsoft Redmond Fiber Drop 2	PL-001000	Microsoft Redmond Camj	Premise	Fiber Drop 1 - Building 3i	Drop
New Office Building Marymoor	PL-001007	Marymoor Office Comple	Premise	Server Room	Closet
Queen Anne Hill TV Towers - Antenna	PL-001004	Queen Anne Hill Tower Tr		Queen Anne Hill Tower 2,	Tower

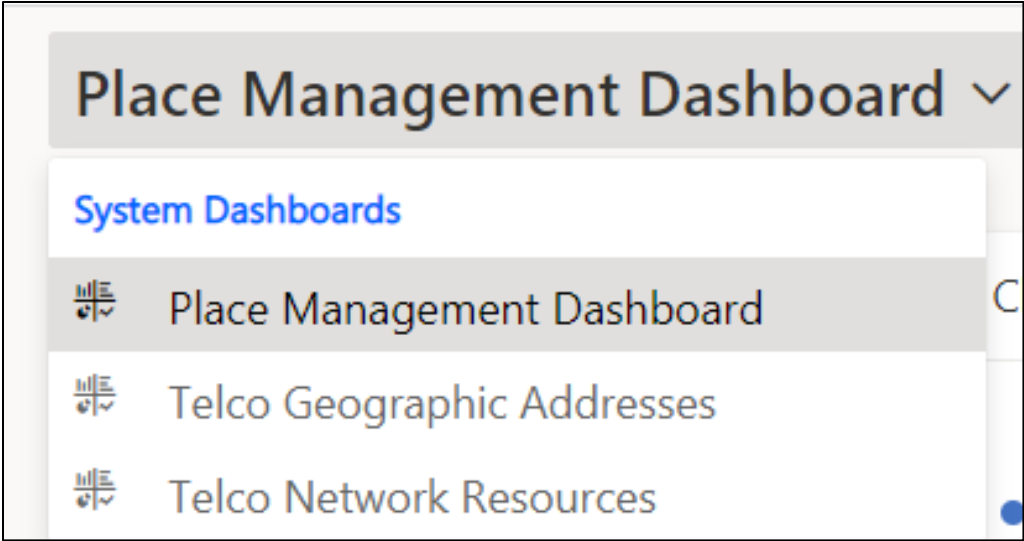
Select **Places** on the left-hand navigation to view some examples.

Step 14: Using the Place Management Dashboards

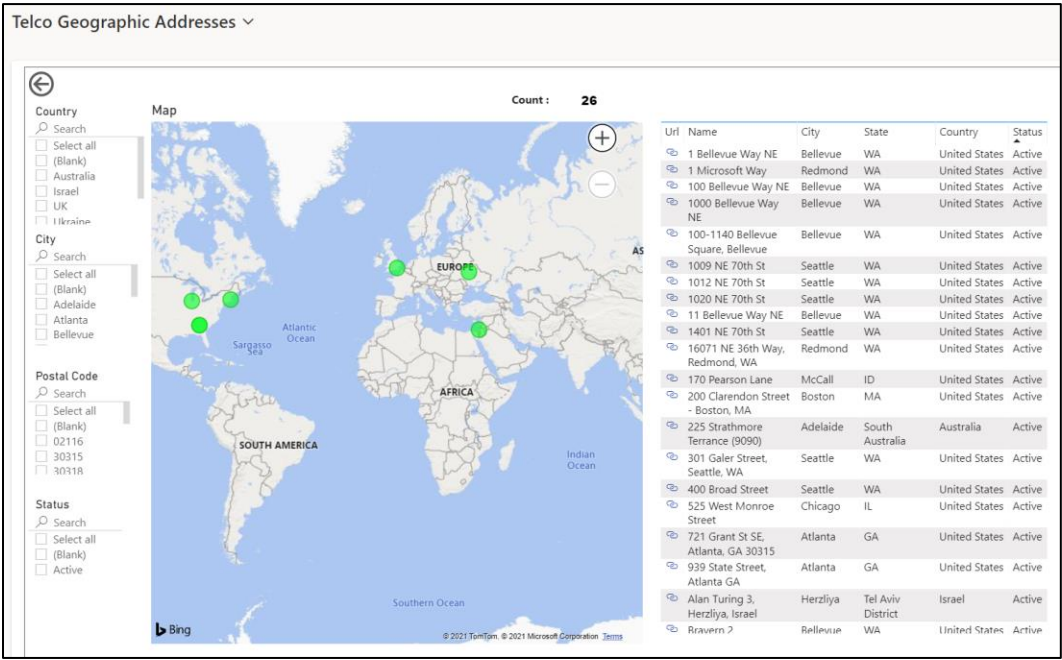
The **Dashboards** view gives you an out-of-the box view of metrics and stats.

You will notice there are 3 dashboards listed: "Place Management Dashboard", "Telco Geographic Addresses" and "Telco Network Resources". The last two are both Power BI reports that have been embedded in the solution to showcase how additional analytics and visualization capabilities that come with Power BI can be customized for telecommunications use cases. In this case, we have integrated Azure Maps in the reports to see different entities in the model projected on a map. The filters on the left control which data is added to the map and the entities on the right show which matching records are found.

The default is the **Place Management Dashboard** dropdown.



This is the **Telco Geographic Address** Dashboard:



This is the **Telco Network Resources** Dashboard:

Telco Network Resources ▾

Resource Type

Search
☐ Select all
☐ (Blank)
☐ Device
☐ Optical Network Units
☐ Radio Antenna
☐ Voice Switch

Network Zone

Search
☐ Select all
☐ (Blank)
☐ MSFT-West-1-Guest
☐ Zone 62-Alpha

Account

Search
☐ Select all
☐ (Blank)

Map

Count : 3

Count : 7

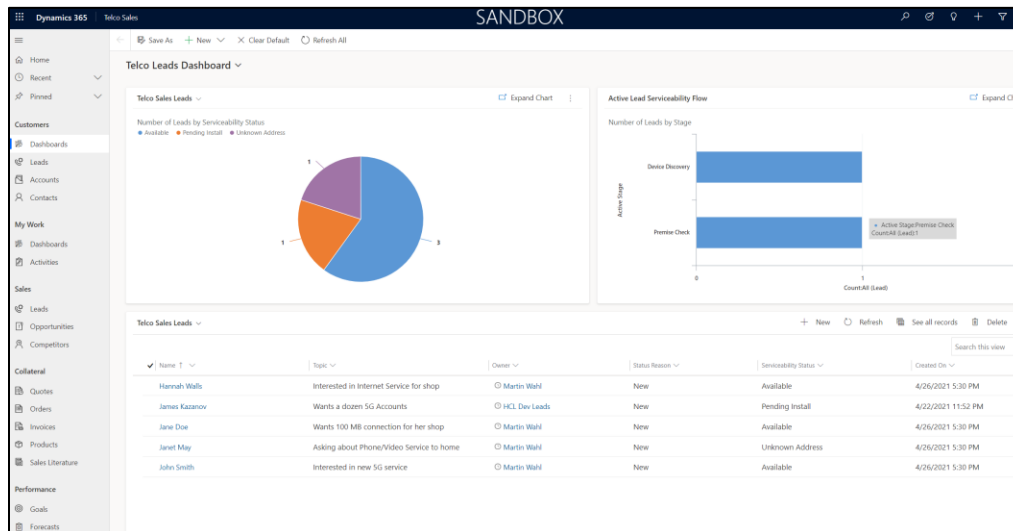
Url	Resource Name	Local Place
	5G LTE Device #1	Wiring Closet - 2nd Floor
	Customer Drop	Wiring Closet - 1st Floor
	Microsoft Phone Switch	Fiber Drop 1 - Building 37, Main Floor, Server
	ONU 123	Wiring Closet - 1st Floor
	Port 1 on Voice Switch	Server Room
	Queen Anne Transmitter 15-Alpha	Queen Anne Hill Tower 1, Antennas 1-15
	Seattle Voice Switch	Wiring Closet - 1st Floor

Telco Sales Solution

Solution Summary

The second sample solution called “Telco Sales” showcases how you can take the standard out-of-the-box [Dynamics 365 Sales application](#) and add new features customized for specific telecommunications operations, such as service address tracking, street address normalization, serviceability checks, and lead qualification. For example, a built-in lead qualification wizard walks a user through a variety of pre-check steps needed to confirm whether a potential customer’s service address both is within the network’s reach and whether there are available and nearby network equipment available that can serve the customer’s requirements. These sample applications provide a great starting point for developers looking to build and deploy solutions for telecommunication operators and their managed networks.

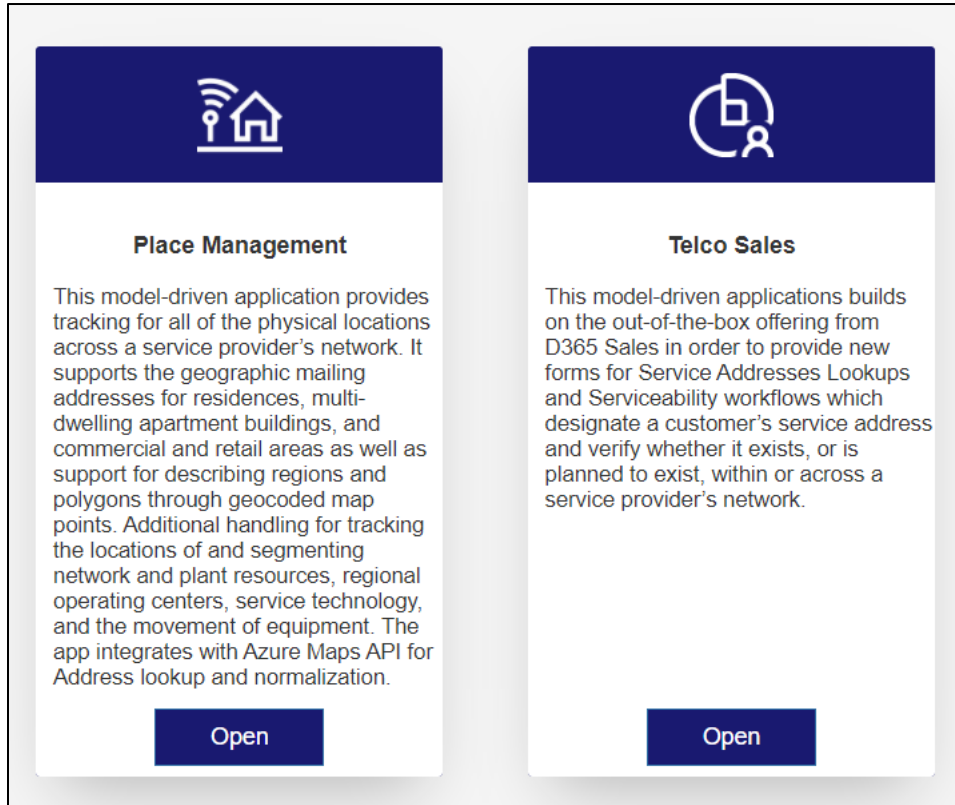
The Dashboard view gives metrics which can easily be configured to your needs. Our example shows the Telco Sales Leads by serviceability status, the lead stages, and all the current telco sales leads.

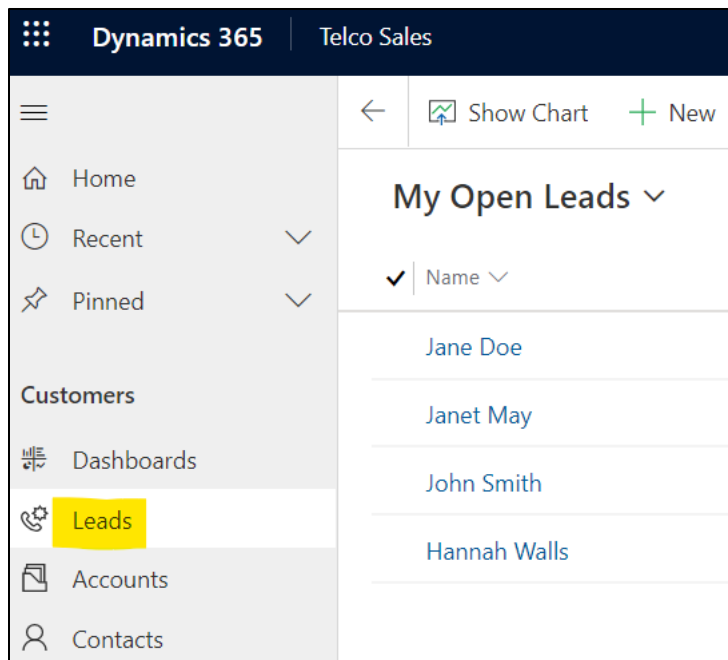


Telco Sales Leads

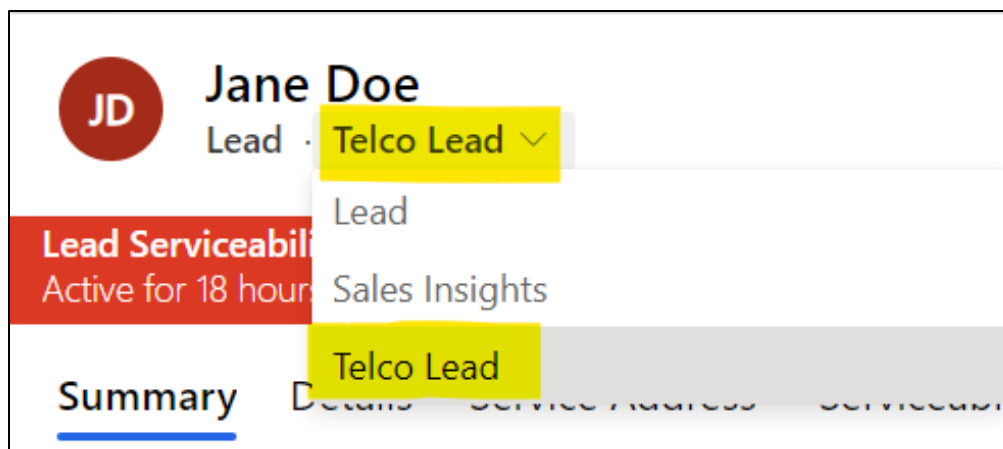
Since the read-only test drive does not allow you to save, we will walk you through a lead that has been created. The following walks you through the business flow logic to create and qualify a new telco lead. Please note, the walkthrough is just an illustration of a few possibilities, your business may have different requirements/needs so you can easily create an app which suits these specific needs.

From the main telecommunications accelerator screen select Telco Sales.





On the left-hand navigation, select **Leads** under Sales. Select Jane Doe.

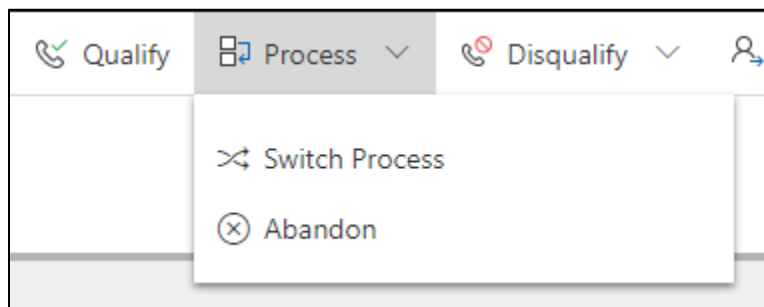
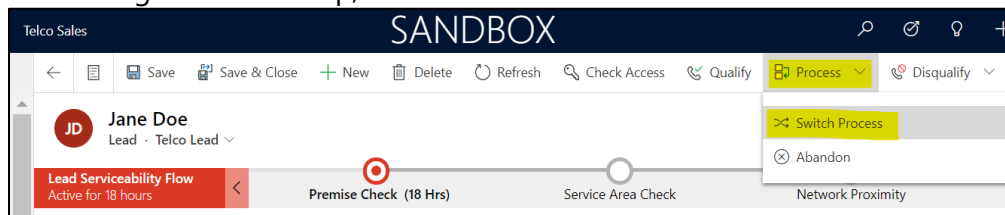


Ensure the dropdown under the name shows **Telco Lead**.

Switching to the Lead Serviceability Process

The Telco Sales solution comes with a customized business process control that focuses on the steps of tracking “Lead Serviceability”. In the Test Drive you will already be in this process. However, the following steps are needed to switch from the standard out-of-the-box business process to the custom Telco process in non-read only solutions:

From navigation at the top, select **Process**.



Select **Switch Process**.

Switch Process

×

Select a different process.

✓

Instance Name ▾

Modified On ▾

Modified By ▾

Lead Serviceability Flow	4/28/2021	Martin Wahl
Lead to Opportunity Sales Process	4/26/2021	HCL Dev Le...

[Archived Processes >>](#)

OK

Cancel

Select **Lead Serviceability Flow** and then **OK**. Once you click "OK", you will see the new Telco "Lead Serviceability Flow" process with the following four stages to capture information and set status for:

- Premise Check
- Service Area Check
- Network Proximity
- Device Discovery

The screenshot shows the customer profile for Jane Doe, a Telco Lead. The top navigation bar includes a red 'JD' icon, the name 'Jane Doe', and the role 'Lead · Telco Lead'. To the right, there are status indicators: 'Available' (Serviceability Status), 'Warm' (Rating), 'New' (Status), and 'Martin Wahl' (Owner). Below this is a 'Lead Serviceability Flow' bar with five steps: 'Premise Check (18 Hrs)' (highlighted with a red target icon), 'Service Area Check', 'Network Proximity', and 'Device Discovery'. The main content area is divided into three sections: 'Contact' (with fields for Topic, First Name, Last Name, Job Title, Company, Business Phone, Mobile Phone, Email, and Website), 'Timeline' (with a search bar and a note about an auto-post on Jane Doe), and 'Assistant' (with a message about no notifications or suggestions). The 'Stakeholders' and 'Competitors' sections also show 'No data available'.

You'll notice you land in the **Summary** view. In this tab are details about the customer and their needs (Topic).

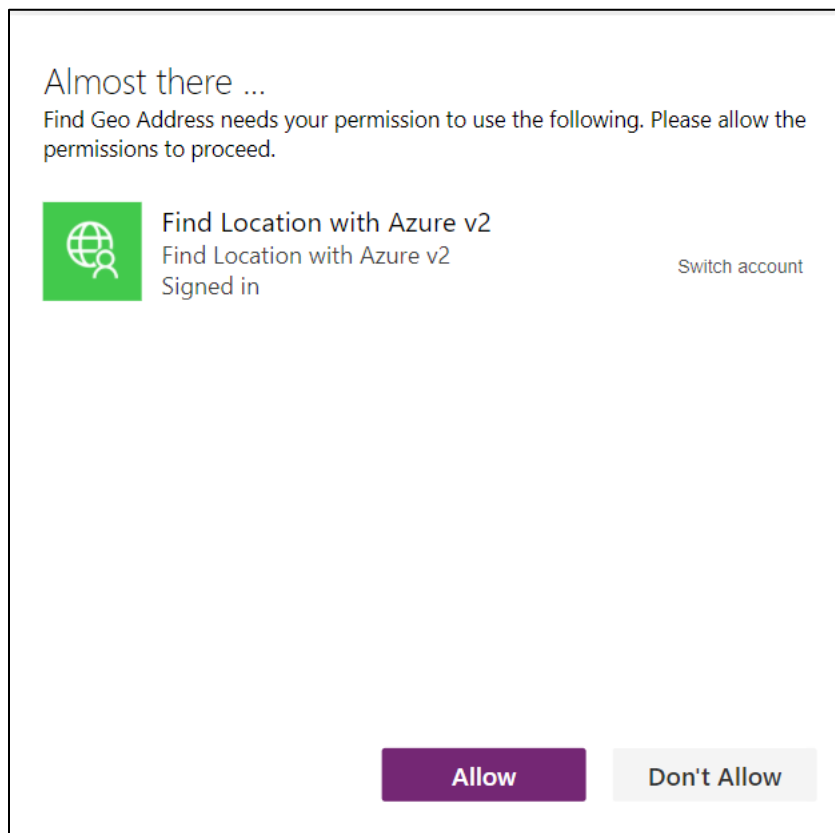
This screenshot is a zoomed-in view of the top section of the customer profile page. It shows the 'Jane Doe' header with the 'JD' icon and the role 'Lead · Telco Lead'. The 'Lead Serviceability Flow' bar is visible, with 'Premise Check (18 Hrs)' highlighted by a red target icon. Below the flow bar, the 'Service Address' tab is selected and highlighted in yellow, while 'Summary', 'Details', 'Serviceability', and 'Files' are visible but not selected.

Select the **Service Address** Tab. This is a customer address.

Qualifying a Lead through the Serviceability Wizard

A common practice of network operators is to perform a qualification check on a potential new customer lead. That check could include confirming that the service address for the customer is one that is within the network, or that there are available network resources, such as bandwidth or connections/drops within reach of the customer premises. We have built a sample "Serviceability Wizard" that captures some of these qualification checks. To try it, select the **Serviceability** tab.

Note: When you click **Serviceability** for the first time, you may see this screen and need to click **Allow** to proceed forward.



JD

Jane Doe
Lead · Telco Lead ▾

Available
Serviceability Status

Lead Serviceability Flow
Active for 18 hours

Premise Check (18 Hrs)

Service Area Check

Network Proximity

Summary
Details
Service Address
Serviceability
Files
Related

Search For An Address

276

Bellevue Way Northeast

Bellevue

WA

98004

United States

Find Address

The address from the prior screen is automatically entered, so select the **Find Address** button.

Search For An Address

276

Bellevue Way Northeast

Bellevue

WA

98004

United States

Find Address

Found Address:

276 Bellevue Way Northeast, Bellevue, WA
98004

If the found address is accurate, please click
'Select Found Address'.
Otherwise, review what you have entered
and click 'Select Address Entered'.

☒ Select Found Address

☐ Select Address Entered

Mark As Not Serviceable

Save and Select Geographic Address >>

Select either **Found Address** or **Address Entered** and then **Save and Select Geographic Address**.

Choose A Geographic Address

100-1140 Bellevue Way Northeast
Bellevue, WA 98004
United States

Found Address:
276 Bellevue Way Northeast

Bellevue, WA 98004
United States

<< Search For An Address

Mark As Not Serviceable

Save and Select Geographic Sub Address >>

Save And Select Geographic Location >>

Choose a geographic address by selecting the address which appears and then select the **Save and Select Geographic Sub Address** button.

Telecommunications Accelerator Test Drive Guide

Choose A Geographic Sub Address

Search:

Sort By:

Building Name

Geographic Address:
100-1140 Bellevue Way
Northeast
Bellevue, WA 98004
United States

<input type="radio"/>	Type: Sub-Unit	Sub Unit Type: Suite
<input type="radio"/>	Building:	Sub Unit: 116
<input type="radio"/>	Level Type:	
<input type="radio"/>	Level:	

<input type="radio"/>	Type: Sub-Unit	Sub Unit Type: Suite
<input type="radio"/>	Building:	Sub Unit: 100
<input type="radio"/>	Level Type:	
<input type="radio"/>	Level:	

<< Search For An Address

Mark As Not Serviceable

Save and Select Geographic Place >>

Select an address and the **Save and Select Geographic Place** button.


Choose A Geographic Place

Search:

Sort By:

Name

▼



Name: Contoso Bellevue Mall

Code: GP-001002

Description: Contoso Bellevue Mall is a shopping center in Bellevue, Washington. The mall has 180 retail stores.

Geographic Address:

100-1140 Bellevue Way
Northeast
Bellevue, WA 98004
United States

Geographic Sub Address:

(none)

<< Select Geo Subaddress/Location

Mark As Not Serviceable

Save and Select Service Area >>

Again, select the available place and **Save and select Service Area** button.

Telecommunications Accelerator Test Drive Guide

Choose A Service Area

Search:

Sort By:

Name

▼

Name: Eastside (Bellevue, Redmond, Issaquah, Sammamish,
Code: SA-001004

Place Status: Active

Description: Includes all communities to the east of Lake
Washington within King County.

Geographic Address:

100-1140 Bellevue Way
Northeast
Bellevue, WA 98004
United States

Geographic Sub Address:

(none)

Geographic Place:

Name: Contoso Bellevue
Code: GP-001002

<< Select Geographic Place

Mark As Not Serviceable

Save and Check Network Resource>>

Just as in the prior steps, select the appropriate selection and then **Save and Check Network Resource** button.

Network Resource Proximity

Distance:
Unit:

Search Name:
Sort By:

Geographic Address:
100-1140 Bellevue Way
Northeast
Bellevue, WA 98004
United States

Geographic Sub Address:
(none)

Count: 5

Find Network Resources

Name: Microsoft Phone Switch	Install Date:
Type: Voice Switch	Distance: 3.59 Miles
Parent:	
Name: 5G LTE Device #1	Install Date:
Type: Device	Distance: 4.81 Miles
Parent:	
Name: Customer Drop	Install Date: 2/13/2020
Type:	Distance: 4.81 Miles
Parent:	
Name: ONU 123	Install Date: 11/26/2020
Type: Optical Network Units	

<< Select Service Area

Mark As Not Serviceable

Save and Review >>

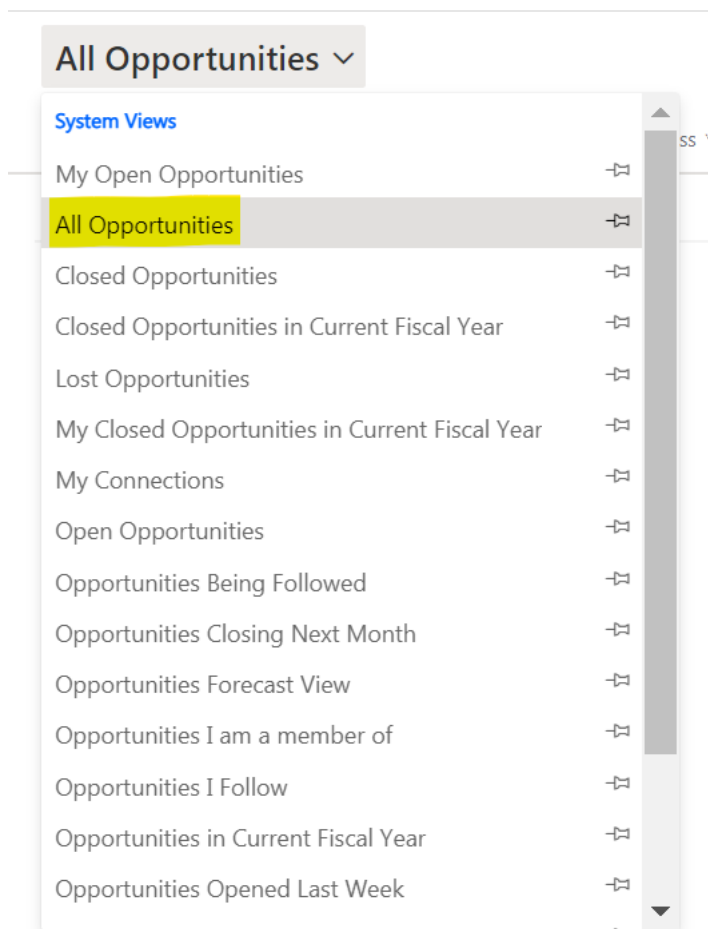
Finally, increase the distance to **5 Miles** and select **Find Network Resources**. This will locate network resources within the area. Since this is within the service area you will **Save and Review**. However, at any time you have the ability to **Mark As Not Serviceable**.

Additional Enhancements to Dynamics 365 Sales

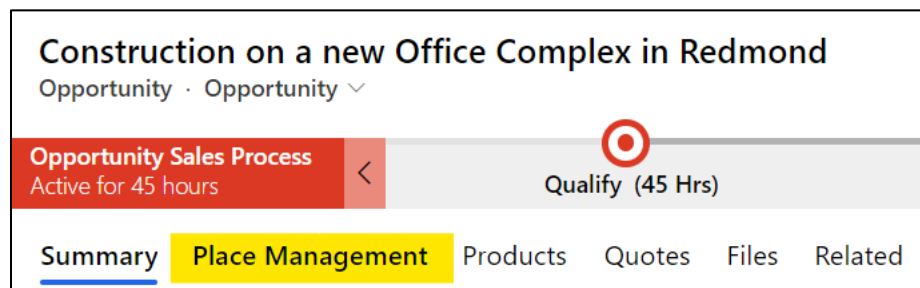
In addition to Leads, we have also added telco customizations into the standard Dynamics 365 Sales application for **Opportunities**, **Quotes**, **Orders**, and **Accounts**.

Step 1: Choose one of these options (**Opportunities**, **Quotes**, **Orders**, or **Accounts**) from the left-hand navigation.

Step 2: Select the drop down to **All Opportunities/All Quotes/All Orders/All Accounts** and select a topic or name created.



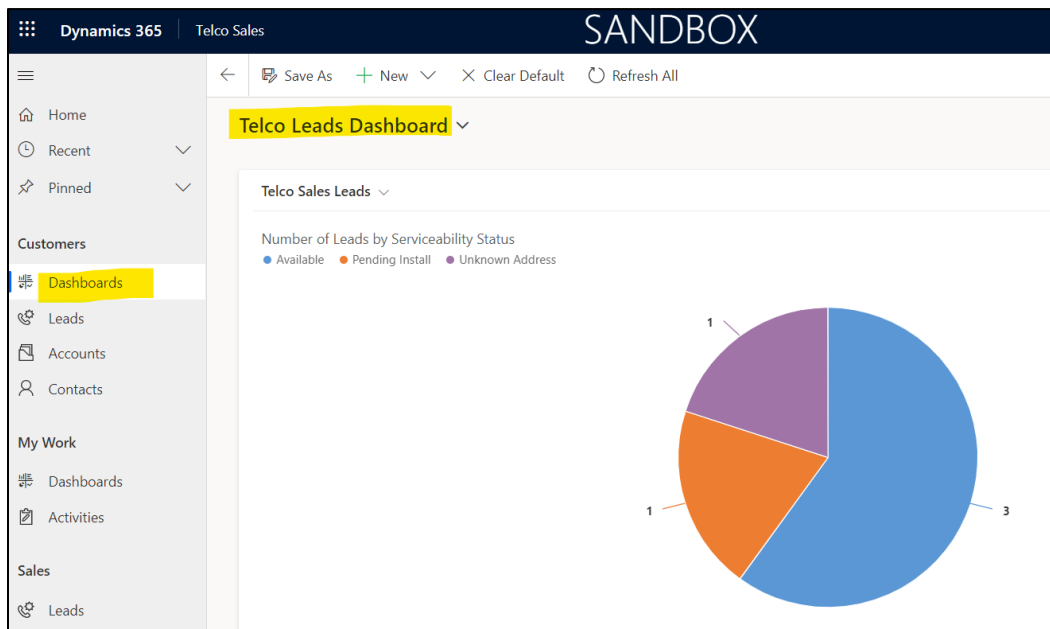
Step 3: Notice the new **Place Management Tab** available to you.



This can be used to store telco-specific data at any stage during the sales process.

Step 4: The **Telco Leads Dashboard** available to you.

There is also a sample **Telco Leads Dashboard** which highlights key sales metrics that can be valuable during the sales process. This dashboard can be further customized to add meaningful statistics, quotas, or other data visualizations and analytics.



See this view by selecting **Dashboards** from the left-hand navigation and selecting **Telco Leads Dashboard** from the dropdown.

Questions? Feedback?

Send an email to mawahl@microsoft.com

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