



FREE TICKETS,
LIMITED CAPACITY

DYNAMICS POWER! CALGARY 365

CALGARY'S ANNUAL
BUSINESS APPLICATIONS
TECHNICAL CONFERENCE BY
365 SATURDAY

Agenda

Time	Room 1	Room 2
09:00 – 10:00	Keynote – Matthew Mead	
10:10 – 11:10	Empower! Improving business processes with the Power Platform – Victor Dantas	Getting started with PowerApps Component Framework (PCF) – Alex Shlega
11:15 – 12:15	Enterprise CRM Implementation – An Analyst’s perspective – Lyndsay Kowalick	Get started with Dynamics 365 Virtual Agent for Customer Service – Dhina Gajavarathan
12:15 – 1:00	Lunch Break	
1:00 – 2:00	Setting up Continuous Integration (CI) and Continuous Delivery (CD) for PowerApps/D365 CE – Alex Shlega	Dynamics 365 Data Migration Demystified – Kunal Tripathy
2:10 – 3:10	PowerApps Lab	Getting the Most Out of the Field Service Mobile App – George Gingerich
3:15 – 4:00	Close & Swag	

Dynamics 365 Community

Join the Dynamics 365 Community, where you can interact with your peers and Microsoft Dynamics 365 experts. You can get answers to your questions by posting questions in the forums, starting discussions, reading informative blog articles, and watching how-to videos.

<https://community.dynamics.com>

Benefits

- Participate and help build a pool of knowledge that's accessible by members at any time!
- Expand your network by engaging with peers

Involvement

- Need help? Ask questions and join in on business or technical discussions in the forums
- Share your expertise by hosting a blog or syndicating your existing blog

Recognition

- Earn badges for participation and engagement
- Become a Community Star and earn appreciation from peers

Join Today!

- Get answers, find inspiration, connect with others
- Free membership
- **Any questions? Email us at dlcommed@Microsoft.com**

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- www.365portal.org
- Twitter: @Dyn365Community
- LinkedIn: @365-Saturday
- Hashtags
 - #D365SaturdayCalgary #365Saturday #msdyn365
- Wifi: TBC
- Pass: TBC
- Community.Dynamics365.com

Individual Session Feedback

- **We really value your feedback. Log-in to the 365portal event page and click on the session title.**
- **Make sure you have added the session to your schedule and you have checked in.**
- **You can now leave feedback which will help the speaker and improve our future events for the community.**

DYNAMICS 365 - DATA MIGRATION DEMYSTIFIED

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- Twitter [@imKTripathy](https://twitter.com/imKTripathy)
- Blog <https://Kunaltripathy.com>



AGENDA:

- Why data Migration is tough?
- Data Migration Process
 - Evaluate
 - Plan
 - Extract
 - Load
 - Validate
- Performance Optimization
- Migration Tools – Tips and Tricks



WHAT IS DATA MIGRATION?

WHEN DO WE MIGRATE DATA?

- New Implementation
 - Migrate Data from Legacy Application
 - Migrate data from other Apps
- Move from on premise to CRM Online?
 - Fast Track Migration is not available (***Best way to move from on-prem to Online**)
 - Reimplementation before migration
- Re-implementation
 - Remodeling/restricting
 - Organization restricting , merge/acquisition

DATA MIGRATION CHALLENGES

A person is rappelling down a dark, craggy rock face. They are wearing a yellow tank top, grey shorts, and a climbing harness. The background is a dramatic sky with soft clouds and a hint of a sunset or sunrise. The overall tone is adventurous and challenging.

Data Migration from Legacy systems to new Implementation is Often Complex

- Diverse dataset/ Multiple data sources
- Data Integrity
- Time consuming
- Legacy data Often need data cleaning

Data Integration is often Overlooked

- Focus of Application development
- Underestimation of the scale of data issues
- Overestimating the ability of technologists to fix the problem unaided
- Misunderstanding what you've signed up for

UPGRADE on-Prem to cloud



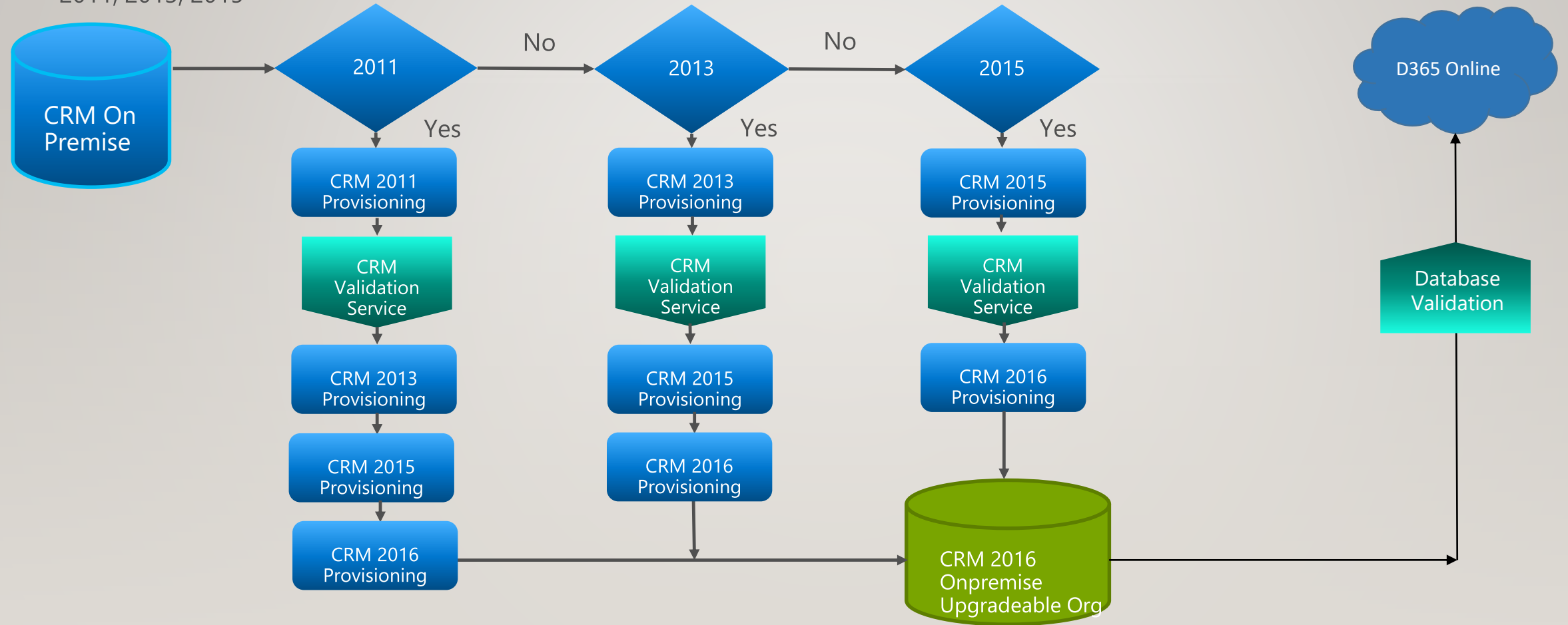
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MOVE TO CLOUD



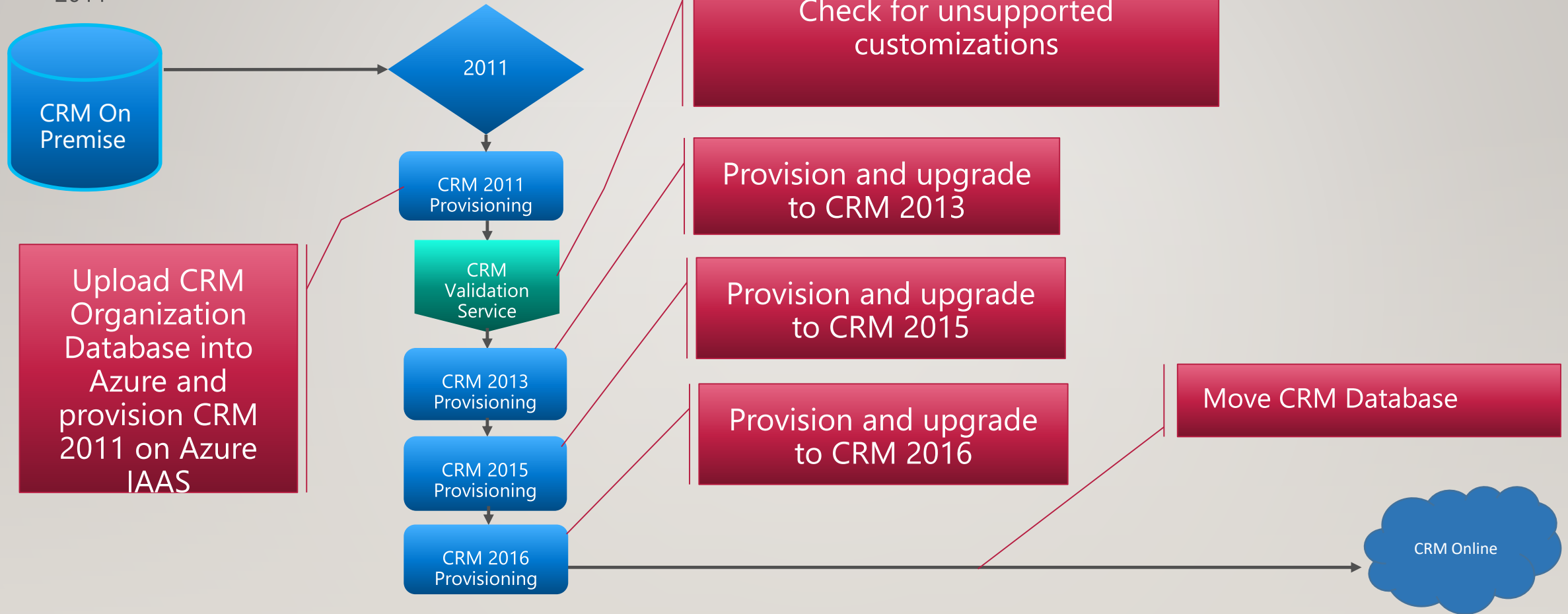
Dynamics CRM
2011, 2013, 2015



MOVING TO CLOUD – FAST TRACK PROGRAM



Dynamics CRM
2011

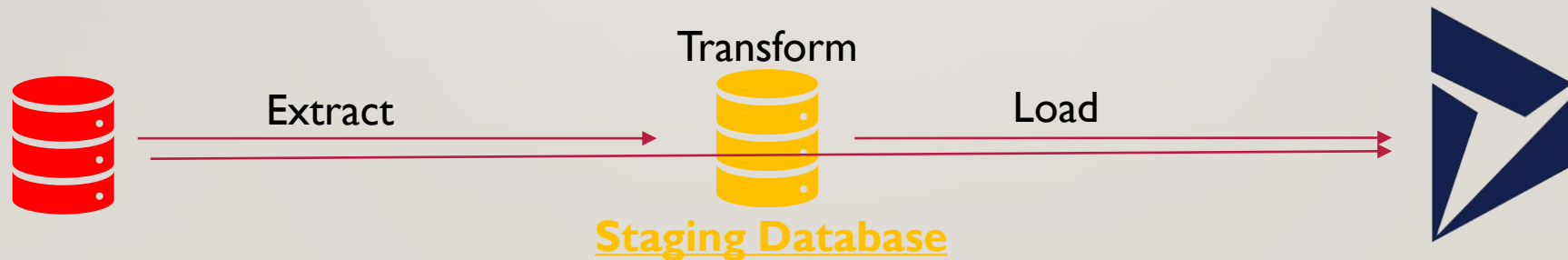
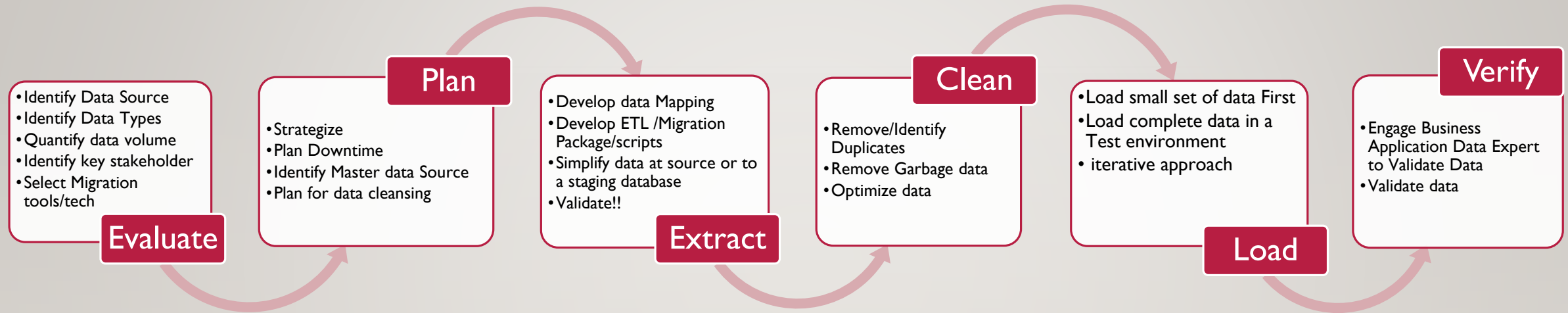


Dynamics LCS Program : <https://lcs.dynamics.com>

MIGRATE



DYNAMICS DATA MIGRATION **PROCESS**



EVALUATE



DYNAMICS DATA MOVE TOOLS

Import Export Utility

- Use for small one time Imports
- Use when Client is managing Data Imports
- For N:N relation, use N:N migration utility in XrmToolBox

Configuration Migration Tool/ Custom

- Use for migrating data from CRM to CRM
- Primary use is configuration/reference data Migration to ensure same guid
- Purpose is to synchronize CRM Configuration data from one Environment to other

Use Integration for Migration

- Purpose built integration could be used to do the initial load or synchronization of Data.
- Cost effective

DM specific tools : SSIS/Scribe/Informatica

- For Heavy data lifting
- For Migrating Data from Legacy sources
- To Migrate CRM configuration data: Business Unit, Teams, Queues, User, user security role , team, queue associations



Data Factory



SELECTING : DATA MIGRATION TOOL

- Scalability :
 - Does the Solution Scale to support your Data Migration need
 - Support for Multiple threads
 - Support for Execute Multiple, Batch execution
- Team skills :
 - Learning Curve
 - Team members skills
- Error Handling and Retry
 - Data Migration will have failures, does the tool/software handle it
 - Can it handle intermittent errors
 - Retry/rerun options.

PLANNING



DATA: KEY FACTORS

- Data Strategy: identify what data needs to be in Dynamics 365
 - **Historical data:** Any data not needed for day to day operation
 - **Operation data:** Relevant data required for day to day operation
- Data Quality: Improve data Quality (***Garbage In, Garbage Out***)
 - Check for ***Accuracy, Completeness*** and ***Relevancy/Validity***
 - Inconsistent and incomplete Data
 - Duplicates
 - Obsolete Data
- Engage Business SME: Business SME's are the only ones who truly understand the data and who can, therefore, be involved and decide the mapping.

DATA MIGRATION : DATA MAPPING

	A	B	C	D	E	F
1	Logical Name	Display Name	Type	Source Mapping	Transformation Required	Notes
2	accountid	Account	Lookup	Customer.customer_id		
3	accountrolecode	Role	Picklist			
4	address1_addressid	Address 1: ID	Uniqueidentifier	Customer.address_id		
5	address1_addresstypecode	Mailing Address: Address Type	Picklist			
6	address1_city	Mailing Address: City	String	Address.city		
7	address1_composite	Mailing Address	Memo		Transform Based on address fields	
8	address1_country	Mailing Address: Country/Region	String	Address.country		
9	address1_county	Address 1: County	String			
10	address1_fax	Address 1: Fax	String			
11	address1_freighttermscode	Address 1: Freight Terms	Picklist			
12	address1_latitude	Address 1: Latitude	Double			
13	address1_line1	Address 1: Street 1	String			
14	address1_line2	Address 1: Street 2	String			
15	address1_line3	Address 1: Street 3	String			
16	address1_longitude	Address 1: Longitude	Double			
17	address1_name	Address 1: Name	String			
18	address1_postalcode	Mailing Address: Postal Code/ZIP	String	Address.postal_code		
19	address1_postofficebox	Mailing Address: BOX	String			
20	address1_primarycontactname	Address 1: Primary Contact Name	String			
21	address1_shippingmethodcode	Address 1: Shipping Method	Picklist			
22	address1_stateorprovince	Mailing Address: Province/State	String			
23	address1_telephone1	Address 1: Phone	String			
24	address1_telephone2	Address 1: Telephone 2	String			
25	address1_telephone3	Address 1: Telephone 3	String			
26	address1_upszone	Address 1: UPS Zone	String			
27	address1_utcoffset	Address 1: UTC Offset	Integer			
28	address2_addressid	Address 2: ID	Uniqueidentifier			
29	address2_addresstypecode	Billing Address: Address Type	Picklist			
30	address2_city	Billing Address: City	String			
31	address2_composite	Billing Address	Memo			
32	address2_country	Billing Address: Country/Region	String			
33	address2_county	Address 2: County	String			
34	address2_fax	Address 2: Fax	String			
35	address2_freighttermscode	Address 2: Freight Terms	Picklist			
36	address2_latitude	Address 2: Latitude	Double			
37	address2_line1	Billing Address: Address 1	String			
38	address2_line2	Billing Address: Address 2	String			

Target (Account)

Source (Customer)

DATA MIGRATION : DATA MAPPING

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3	accountrolecode	Role	Picklist		3	accountrolecode	Role	Picklist			
4	address1_addressid	Address 1: ID	Uniqueidentifier	Customer.address_id	4	address1_addressid	Address 1: ID	Uniqueidentifier	Customer.address_id		
5	address1_addresstypecode	Mailing Address: Address Type	Picklist		5	address1_addresstypecode	Mailing Address: Address Type	Picklist			
6	address1_city	Mailing Address: City	String	Address.city	6	address1_city	Mailing Address: City	String	Address.city		
7	address1_composite	Mailing Address	Memo		7	address1_composite	Mailing Address	Memo		Transform Based on address fields	
8	address1_country	Mailing Address: Country/Region	String	Address.country	8	address1_country	Mailing Address: Country/Region	String	Address.country		
9	address1_county	Address 1: County	String		9	address1_county	Address 1: County	String			
10	address1_fax	Address 1: Fax	String		10	address1_fax	Address 1: Fax	String			
11	address1_freighttermscode	Address 1: Freight Terms	Picklist		11	address1_freighttermscode	Address 1: Freight Terms	Picklist			
12	address1_latitude	Address 1: Latitude	Double		12	address1_latitude	Address 1: Latitude	Double			
13	address1_line1	Address 1: Street 1	String		13	address1_line1	Address 1: Street 1	String			
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26	address1_upszone	Address 1: UPS Zone	String		26	address1_upszone	Address 1: UPS Zone	String			
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38	address2_line2	Billing Address: Address 2	String		38	address2_line2	Billing Address: Address 2	String			

EXTRACT





<http://www.kingswaysoft.com/downloads/samples/CrmMigrationStarterPack.zip>

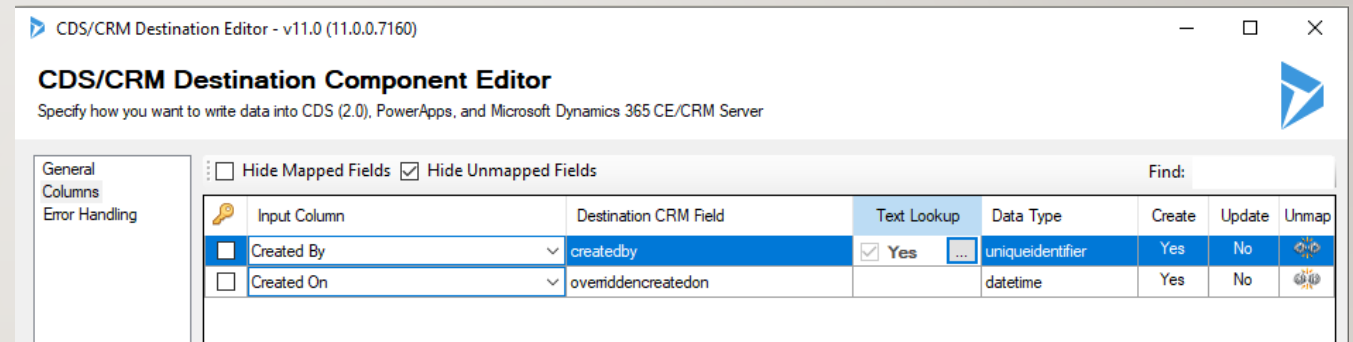
DATA MIGRATION: AUDIT FIELDS

Audit Fields : Can't be written to Directly

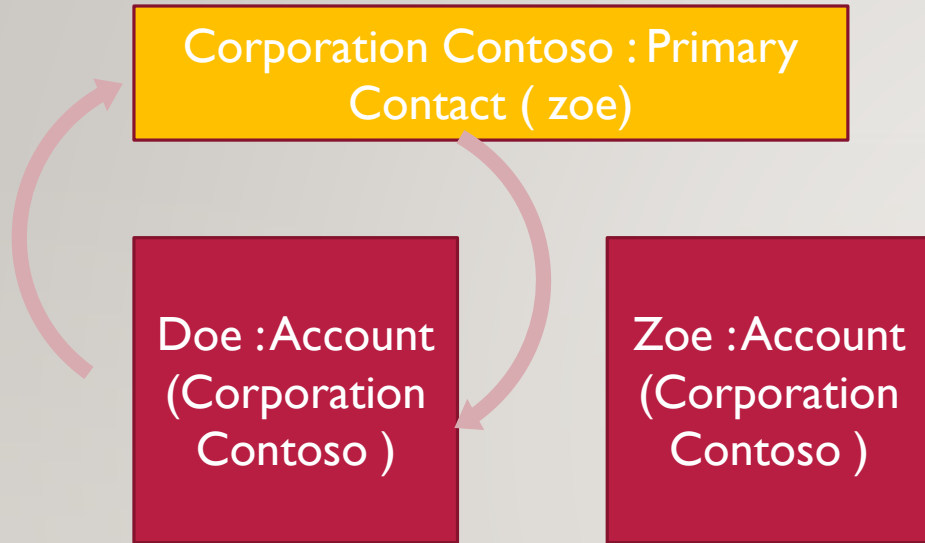
- createdby
- createdon
- modifiedby
- modifiedon

Solution:

- Set createdon date by using *overriddencreatedon* field.
- *createdby* can be set by using Service Proxy Impersonation
- *modifiedby* can be set by using Service Proxy Impersonation as well, but it adds complexity
- Writing to *modifiedon* is not supported. If absolutely necessary you can write to *modifiedon* by using a Plugin, create another field on the entity to hold the desired modified on value, create a Pre create plugin which sets the *modifiedon* to the desired value and update it.



DATA MIGRATION: **RELATIONSHIP DEPENDENCY**



Approach:

- Sequence/order of data migration is key
- Do multiple passes to migrate data in Stages

Steps:

- Migrate “Corporation Contoso” without Primary Contact info
- Migrate “Doe” and “Zoe” contacts with all the details
- Update “Corporation Contoso” with Primary contact to “Zoe”

DATA MIGRATION: MIGRATION CONSIDERATION

Data Insert method? create Vs upsert:

- Create is significantly faster
- Upsert allows packages to be rerun without deleting all the data *

Track Source and unique identifiers:

- Create Source(text) field to track data source
- Create Source Id(text) field to track unique record Identifier
- Can create Alternate key to ensure uniqueness and better indexing for upsert

Importsequencenumber :

- Built in field to track Import Sequence, can be used instead of custom “Source Id”
- Number field to unique id had to be numeric
- Can be useful for Batch Run, as you can use this as a parameter to track batch and for a failed/inaccurate batch entire data in that batch could be deleted.

The screenshot shows the 'General' tab of a field configuration in Microsoft Dynamics CRM. The field is named 'Import Sequence Number' and is of type 'Whole Number'. The configuration includes the following details:

- Schema:**
 - Display Name: Import Sequence Number
 - Name: importsequencenumber
 - Field Requirement: Optional
 - Searchable: Yes
 - Field Security: ☐ Enable, ☒ Disable
 - Auditing: ☒ Enable, ☐ Disable
 - Description: Sequence number of the Import that created this record.
- Type:**
 - Type: Whole Number
 - Format: None
 - Minimum Value: -2,147,483,648
 - Maximum Value: 2,147,483,647
 - IME Mode: disabled

A warning message states: "This field will not be audited until you enable auditing on the entity." A link to "Microsoft Dynamics CRM" is provided for more information on interacting with entities and fields programmatically.

DATA MIGRATION: **MIGRATION CONSIDERATION**

Plan for special Entities:

- Activity Entities: Task, Email, Notes, Phone calls, appointments
 - High Volume
 - Stored in multiple entities with varying states
- Product Family/Foundational Entities: Currency, Unit, product, product Family, Price list
- Close Entities: Case, Opportunity, Quote, Order
- Feature Parity:
 - Unified Interface
 - Business Process Flows
 - Dependencies of Workflow



DATA MIGRATION: DOCUMENTS AND FILES

Migrate them as Notes or to SharePoint?

Dynamics 365 Notes:

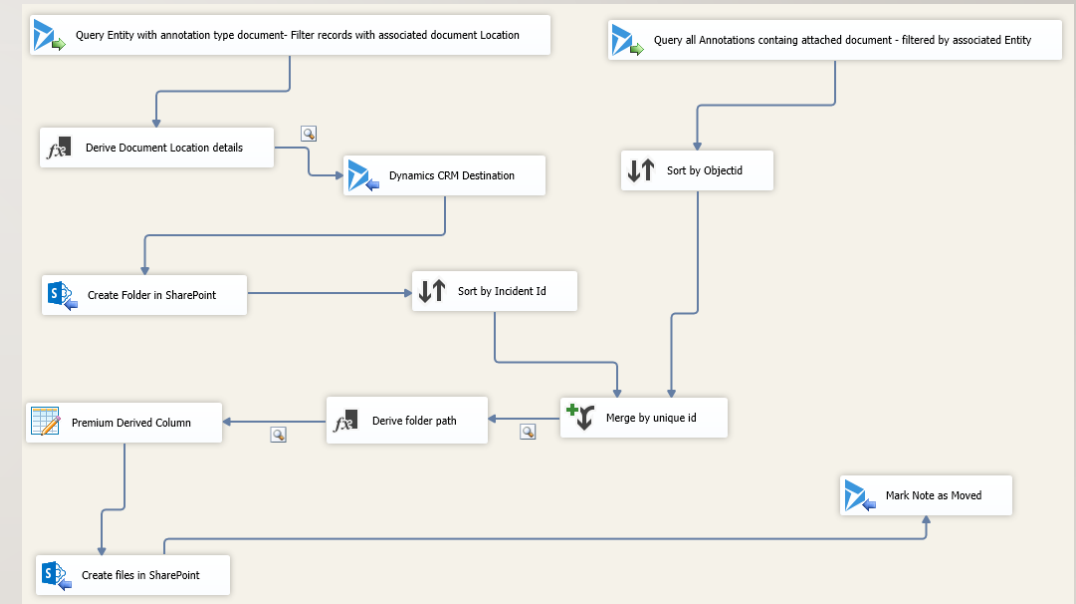
- Great for adding quick notes.
- Not the best solution for File attachments
- Editing and download experience is not great * (PCF to rescue)
- Storage Cost (<https://survivingcrm.com/2012/04/file-storage-and-crm-what-you-should-know/>)

SharePoint:

- Easy association, Searching, check in, check out
- Low storage cost

Suggestion:

- Migrate Notes(Text) as Notes
- Migrate Documents to SharePoint
- Can use SSIS/Scribe to migrate them
- Sample Package : <https://kunaltripathy.com/2018/07/22/migrate-dynamics-365-notes-attachments-sharepoint/>



DATA MIGRATION : MAPPING TABLE

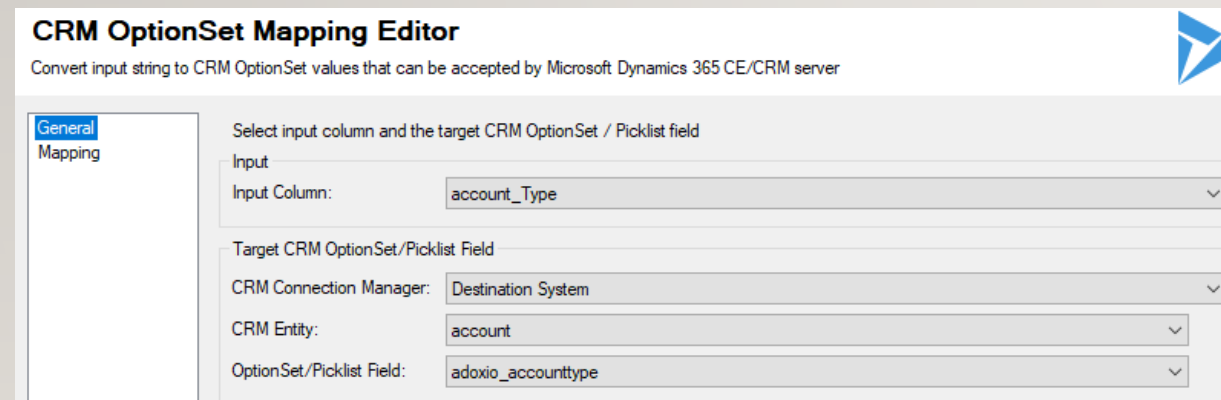
Configuration Data between source and target system could be different.

- Account Type
- Contact Type
- Case Type

This data should be either mapped at field level or mapped in another mapping sheet “Configuration Mapping”,

Approach to Transformation(SSIS)

- For Option Set use KingswaySoft option set Mapping
- For Lookups or other field use KingswaySoft Value Mapping(Under Preview)*



CRM OptionSet Mapping Editor
Convert input string to CRM OptionSet values that can be accepted by Microsoft Dynamics 365 CE/CRM server

General Mapping

Select input column and the target CRM OptionSet / Picklist field

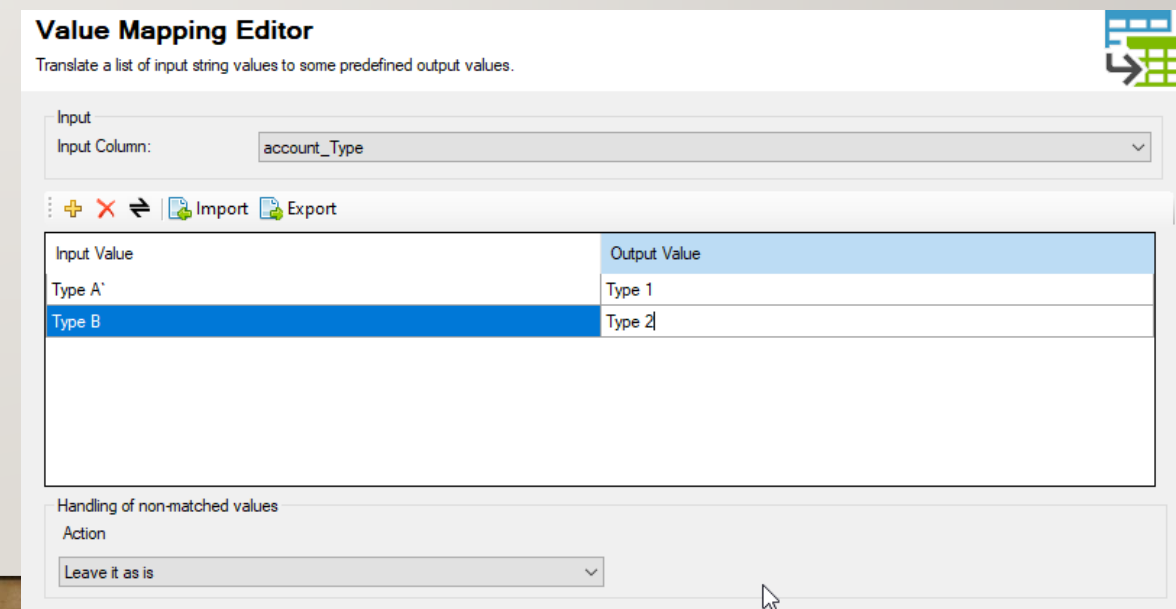
Input
Input Column:

Target CRM OptionSet/Picklist Field

CRM Connection Manager:

CRM Entity:

OptionSet/Picklist Field:



Value Mapping Editor
Translate a list of input string values to some predefined output values.

Input
Input Column:

+ X ⇌ Import Export

Input Value	Output Value
Type A	Type 1
Type B	Type 2

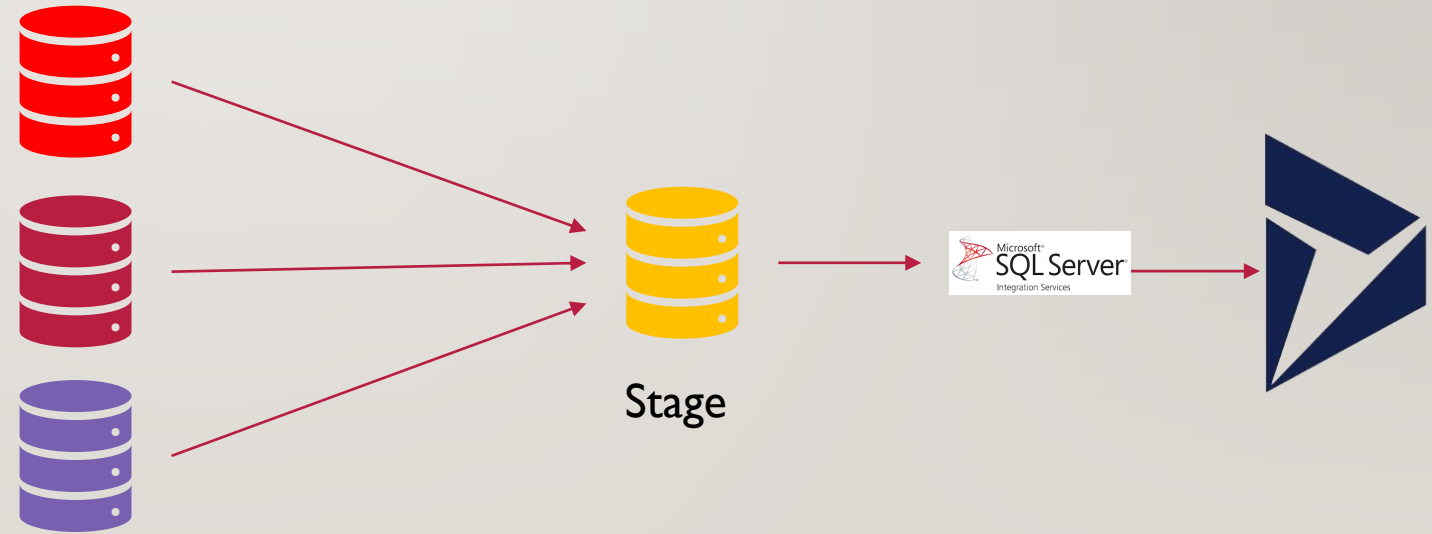
Handling of non-matched values
Action

DATA MIGRATION: STAGING DATABASE

Staging database :An intermediate storage area used for data processing during the extract, transform and load (ETL) process. It could be another SQL Database or new table and views at Source database.

Best Used for :

- Normalizing to multiple tables
- De Normalizing from multiple tables to single tables
- De-duping and Merging*
- Cleansing*
- Creating a Unified View



DATA MIGRATION : ERROR HANDLING

- Error Logging through Skipped Rows and Failure rows output
- Skipped Rows and error rows could be recorded into another database or source database could be updated to mark error rows, this will make the job rerun simple.
- Iterative approach to build Data Migration Packages.
- For Timeout and sql Errors, Increase the Timeout duration and adjust the thread count and Batch size.

CLEAN



OPTIMIZING DATA QUALITY

Data Migration is the best time to Clean data, Common area to Look at:

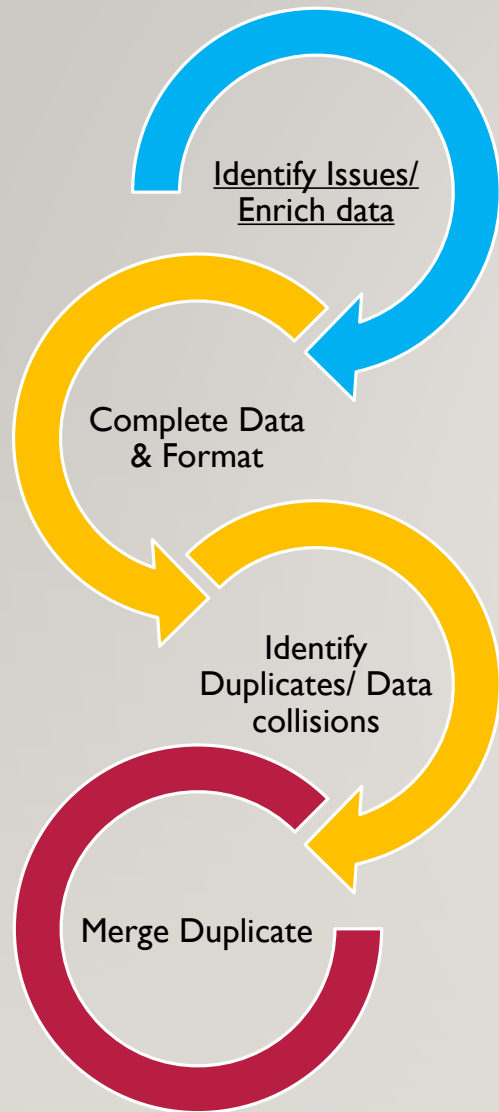
- Accounts: Duplicate, Inaccurate
- Contacts: Duplicate, Inaccurate
- Address: Inconsistent, incomplete
- Obsolete data

When is the best Time to Clean ?

- Pre Migration?
- Post Migration?
- At source?
- Destination?



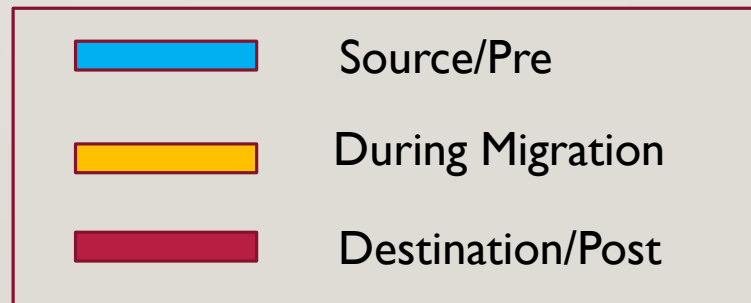
OPTIMIZING DATA QUALITY



- Legacy Apps generally don't have tools to assist with data cleanup
- Cleaning and merging data in Stage could be challenging due to Associated Records.

Leverage Dynamics 365 Tools to deal with Merge

- Duplicate Detection
- Merge utility



DATA CLEANING : DEDUPLICATION

Strategy :

- Client Data Expert to determine what is duplicate
- Duplicate/irrelevant Data Removed as source, pre migration
- Duplicate data Identified and marked as Duplicate in CRM, Users are responsible for cleaning after migration

Tools

- Use CRM Duplicate Detection Tool
- Use KingswaySoft Duplicate Detector

DATA CLEANING : MERGE

Show Chart

Edit

Activate

Deactivate

Delete

Merge

Geo Code

Add to Marketing List

Assign

Active Contacts

✓	Full Name	Email	Company Name
	Jennifer Wilkins	jennifer_wilkins@fabrikam.com	---
	Jennifer Wilkins	---	Contoso Instrumentation
	Jill David	jill_david@fabrikam.com	---
✓	Jim Glynn	---	---
✓	Jim Glynn	jimg@blueyonderairlines.com	Blue Yonder Airlines
	Jodi Ferrell	---	Trey Research Fabrication

Master Record and Field Selection

Master Record :

Jim Glynn

Jim Glynn

CONTACT INFORMATION

Select all fields in this section

Select all fields in this section

First Name *

Jim

Last Name *

Glynn

Email

jimg@blueyonderairlines.com

Business Phone

408-875-4579

Mobile Phone

555-9823

Preferred Method of Contact

Any

Address 1: Street 1

New Mobile Phone

Address 1: City

Sydney

Address 1: ZIP/Postal Code

0200

Address 1: Country/Region

Australia

PERSONAL

Select all fields in this section

Select all fields in this section

DEDUPLICATION : KingswaySoft duplicate detector

- KingswaySoft Duplicate Detector
- KingswaySoft Address Verification
- KingswaySoft Diff Detector

Duplicate Detector Component Editor
Compares rows within a source to find duplicates.

General
Comparison Settings
Error Handling

Column Name: queueid

Match Type: **Fuzzy Match**
Exact Match
Fuzzy Match
Address Match
First Name Match
Company Name Match
Phone Number Match
US Zip Code Match

Similarity Threshold: 1.00

Add Filter

Duplicate Detector Component Editor
Compares rows within a source to find duplicates.

General
Comparison Settings
Error Handling

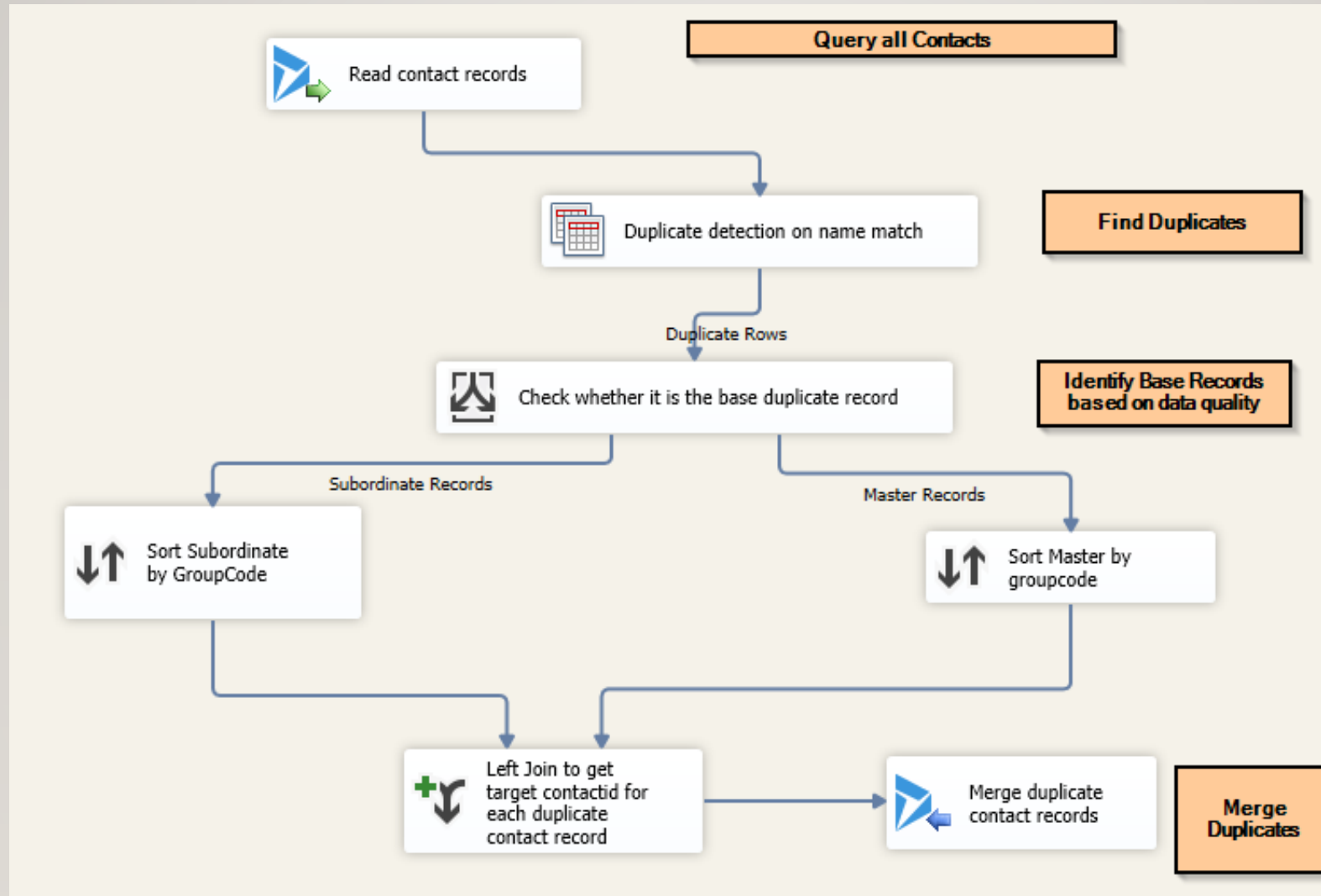
Column Name: Match Type: Similarity Threshold

firstname	Exact Match	1.00
lastname	Exact Match	1.00
telephone1	Exact Match	1.00

Add Filter

<https://www.kingswaysoft.com/products/ssis-productivity-pack>

DEDUPLICATION : DYNAMICS 365 DEDUPLICATION



LOAD



WEEKEND DATA LOAD STRATEGY



DATA LOAD STRATEGY - I

Primary Load

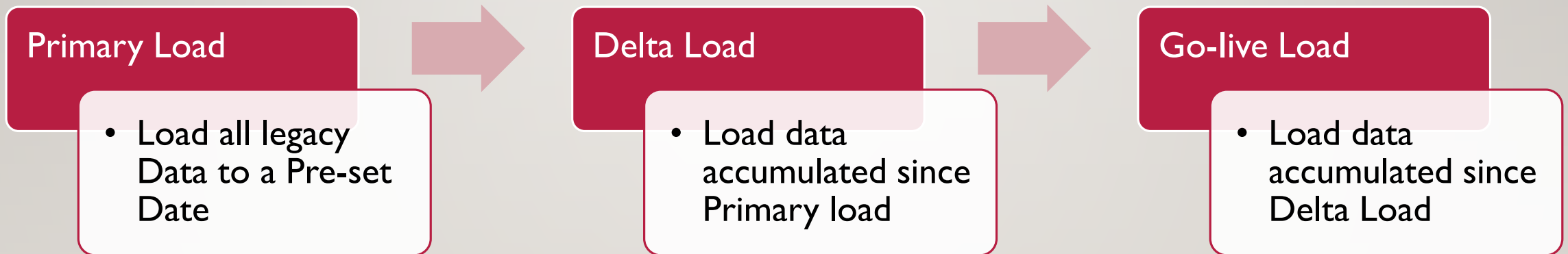
- Load all legacy Data



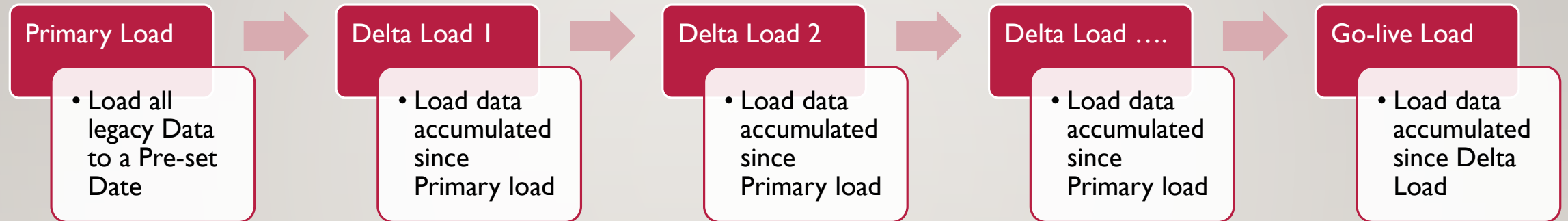
Delta Load/cutover

- Load data accumulated since Primary load

DATA LOAD STRATEGY - II

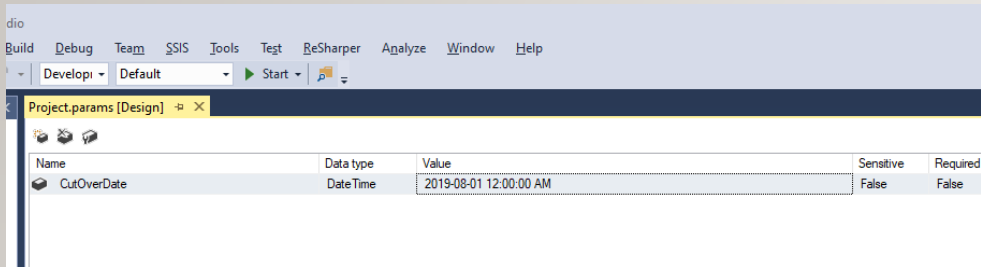


DATA LOAD STRATEGY - III

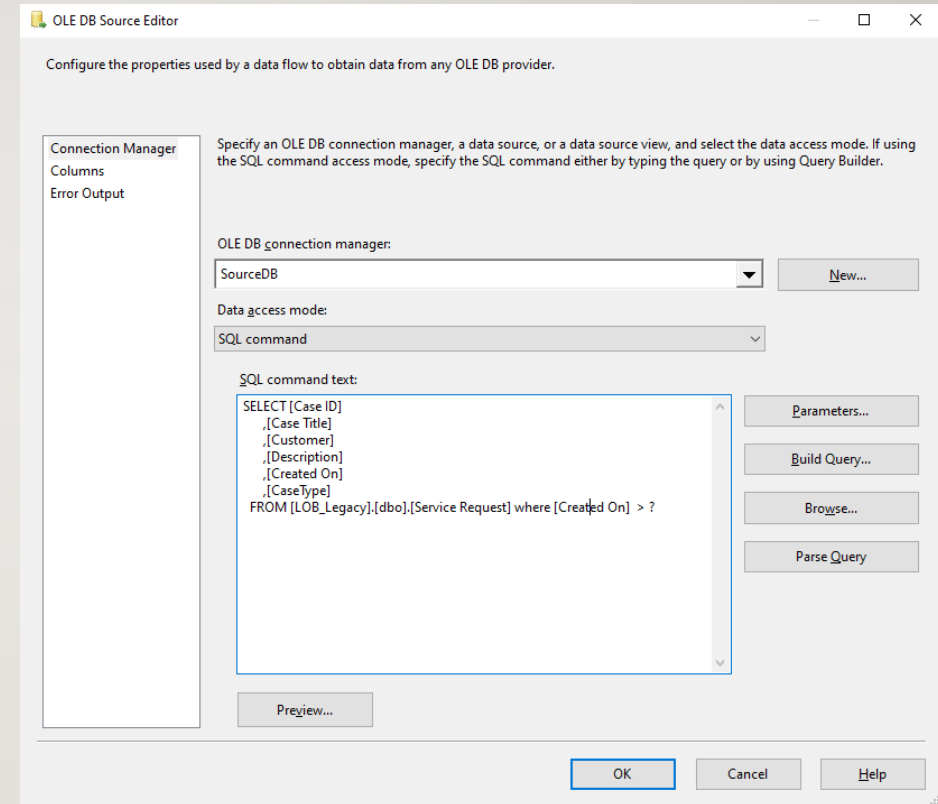


Multiple Iteration to cleanse and validate data – Complex enterprise data Migration

CREATE PACKAGES TO SUPPORT DELTA LOADS



Create SSIS Parameter to have a Cutover Date



Create Source query to Include Parameter as filter criteria.

VALIDATE



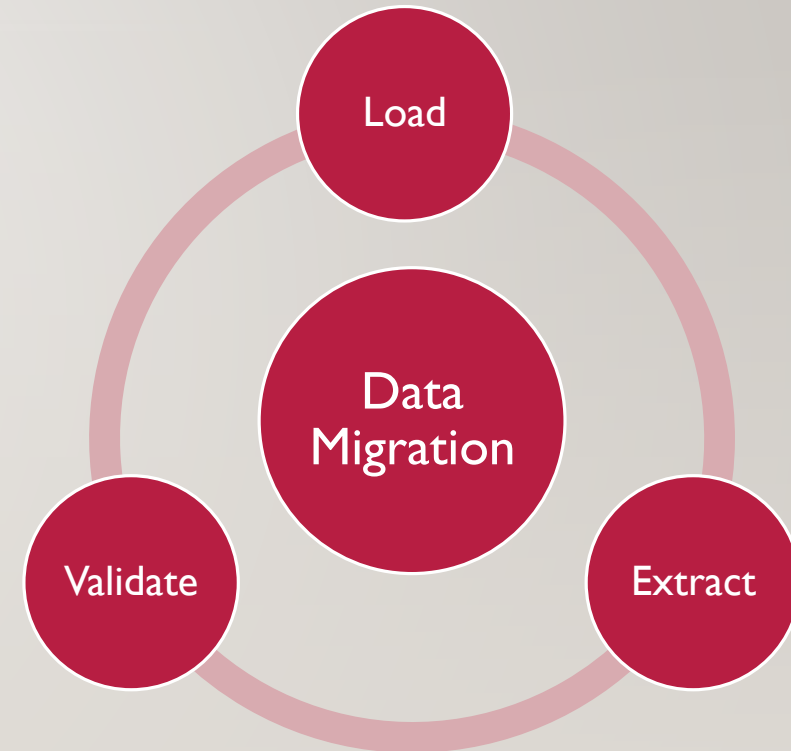
DATA VALIDATION

Strategy :

- Data Validation is continuous Process
 - Validate Data is mapped correctly
 - Ensure all the requisite data is being extracted
 - validation is required to ensure data has been loaded correctly
- Engage Business user and Functional for validation as well as mapping

Tools

- Record Counter Plugin in XRMToolbox



API LIMITS & PERFORMANCE



DATA MIGRATION : PERFORMANCE OPTIMIZATION

Latency

- CRM diagnostic Tool

<https://<Dynamics OrgName>.crm.dynamics.com/tools/diagnostics/diag.aspx>.

- Keep latency as low as possible.
- If using Azure VM, Host the VM in same Geo as CRM.

Dynamics 365 Diagnostics

Diagnostic tests:

Data Point	Action	Status	Results Summary
Latency Test		complete	57 ms
Bandwidth Test		complete	264 KB/sec
Browser Info		complete	
IP Address		complete	
JavaScript Array Benchmark		complete	100 ms
JavaScript Morph Benchmark		complete	15 ms
JavaScript Base64 Benchmark		complete	1 ms
JavaScript Dom Benchmark		complete	8 ms
Organization Info		complete	org47daa70e
All Tests	Run	complete	

Results:

Client Time: Tue, 24 Sep 2019 07:40:12 GMT

=== DOM Benchmark ===

Total Time: 8 ms

Breakdown:

Append: 1ms

Prepend: 3ms

Index: 0ms

Insert: 2ms

Remove: 2ms

Client Time: Tue, 24 Sep 2019 07:40:12 GMT

=== Organization Info ===

Organization name: org47daa70e

Is Live: True

Server time: 9/24/2019 4:11:47 AM UTC

Url: https://kt131.crm.dynamics.com/tools/diagnostics/diag.aspx

Client Time: Tue, 24 Sep 2019 07:40:12 GMT

Clear

E-Mail Results

DATA MIGRATION : D365 API LIMITS



Burst Throttle Limit : 6000 per user within a sliding window of 5 minutes*



24 Hours Limit : License based, 20K API request/24 Hours for Enterprise application user

- Additional Capacity Add-on's will add 10K/24 hours

DATA MIGRATION : D365 API LIMITS

User licenses	Number of API requests / 24 hours
Dynamics 365 Enterprise applications*	20,000
Dynamics 365 Professional **	10,000
Dynamics 365 Team Member	5,000
PowerApps per user plan	5,000
Microsoft Flow per user plan	5,000
Office licenses (that include PowerApps/Microsoft Flow)	2,000
Application user / Non-interactive users	See section below

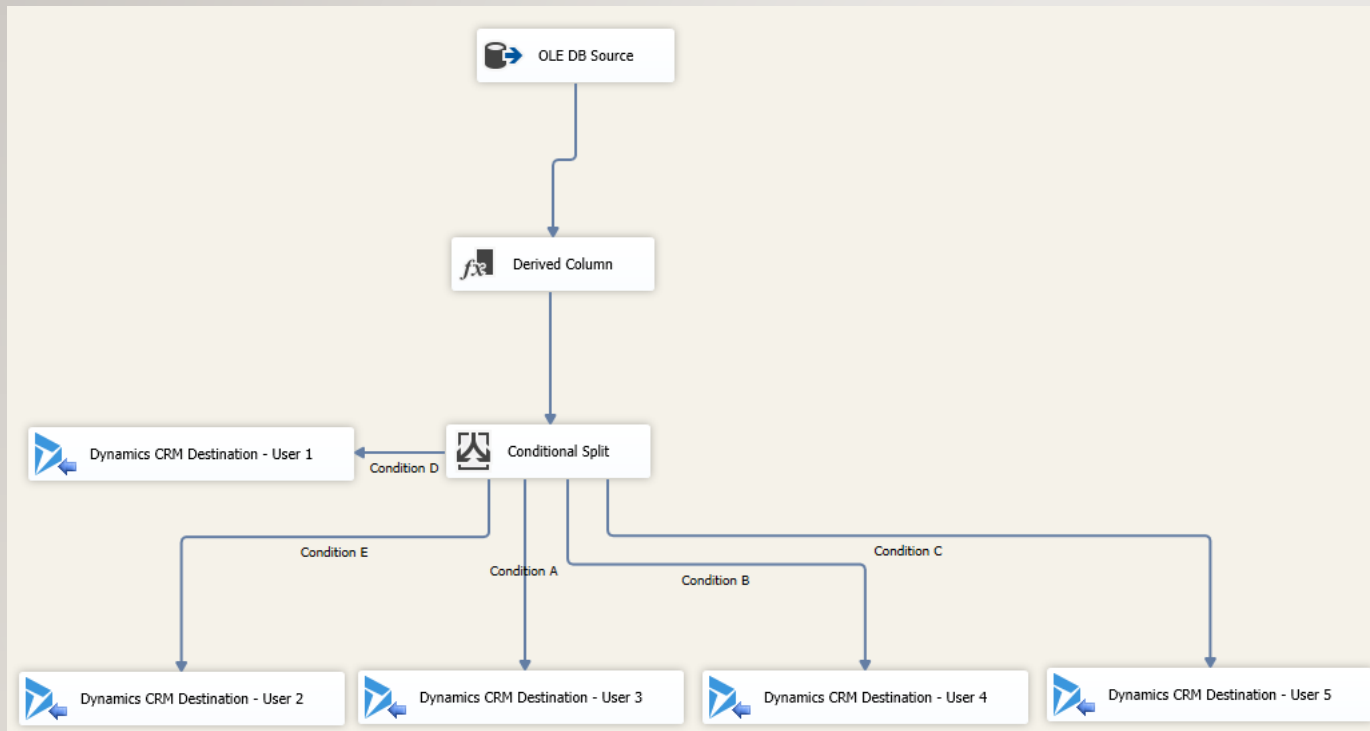
New 24 hour Per user limits effective October.

DATA MIGRATION : D365 API LIMITS

Limits	Burst Throttle Limit	24 Hours Limit
Who does it apply to?	Apply to all	License based
What is the limit?	6000 per user within a sliding window of 5 minutes* 4000 for trials.	20K API request/24 Hours for Enterprise application user
How to increase the Limit	Can't be changed.	Additional Capacity Add-on's will add 10K/24 hours per user
Enforced?	Yes, will Error out with error code -2147015902, -2147015903 or -2147015898 .Error includes” Retry-After” timespan.	Not yet but will be in future, Reports available from admin dashboard for analysis and understanding usage.
Record processing throughput	240,000 records per minute (with a batch size of 200)	Same as long as user has not exceeded 20K record limit.
Options	Split Data Across Multiple Users. Use Batch processing.	As its not enforced, exceeding the limit for one off data load might be ok, but for consistent load additional license needs to be procured.


DATA MIGRATION : BULK LOAD

Split Data using conditional split with multiple Destination using different users



Multithreading and Batch Settings

Batch Size:

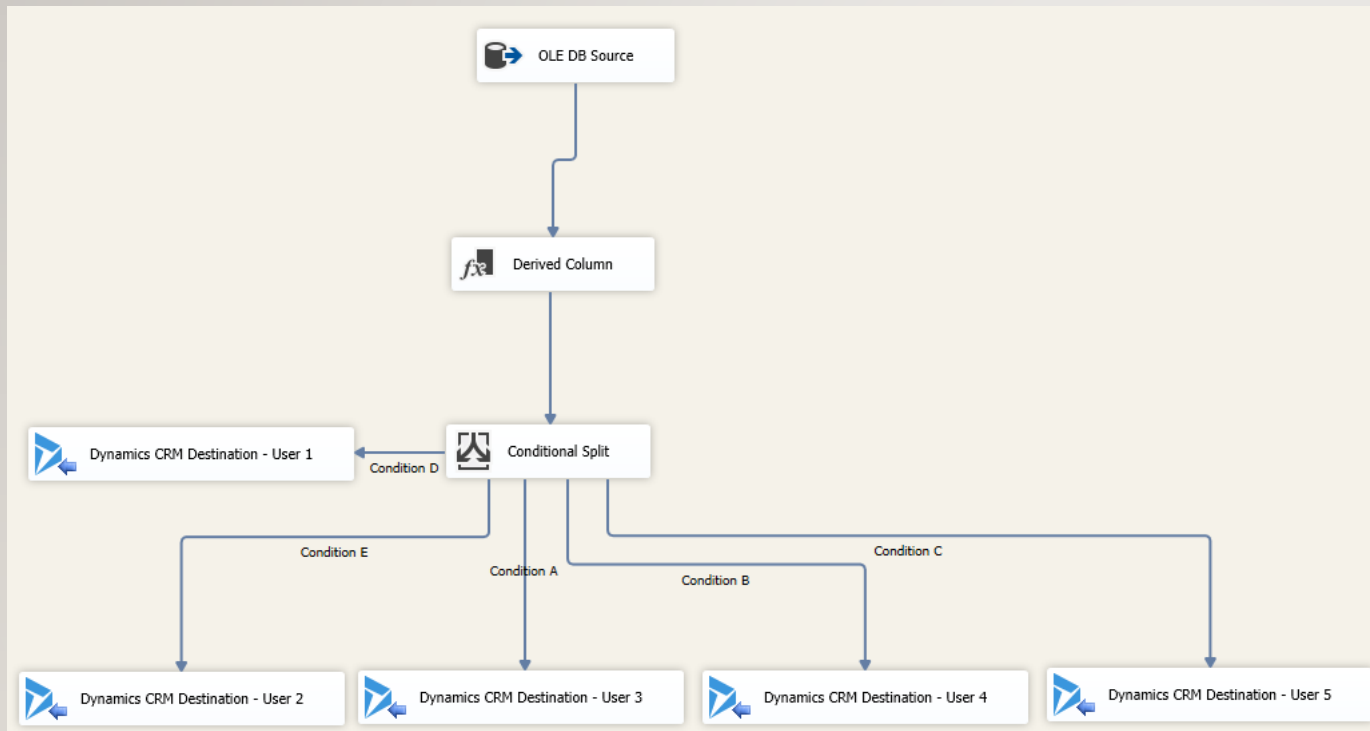
☒ Enable Multithreaded Writing 

Use up to threads in total

Use Multi Threaded writing with 100/200
Batch size based on Latency

DATA MIGRATION : BULK LOAD

Split Data using conditional split with multiple Destination using different users



Multithreading and Batch Settings

Batch Size:

☒ Enable Multithreaded Writing 

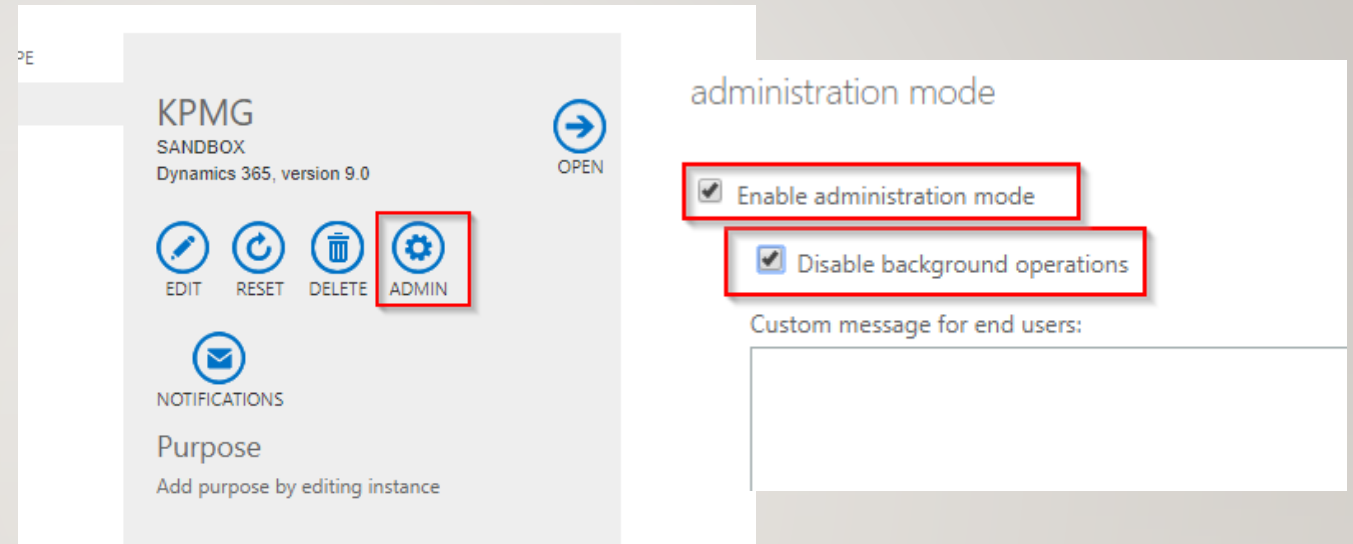
Use up to threads in total

Use MultiThreading with 100/200 Batch size based on Latency

DATA MIGRATION : PERFORMANCE OPTIMIZATION

- Disable all Plugins and Workflows
- Disable Duplicate Detection Jobs
- Disable auditing
- Optimize plugin/workflow that may need to run.

CRM Online: you may use Administrative mode



CRM On Premise: you can disable them manually or programmatically using SSIS and other tools.

DATA MIGRATION : PERFORMANCE OPTIMIZATION

- Enable RCSI: ReadCommittedSnapshotIsolationEnabled to True
- Enable Snapshot : SnapshotIsolationEnabled to true
- SqlCommandTimeout from 30 to 300
- MaxWorkerProcessHandleCount
- ExecuteMultiplePerOrgMaxConnectionPerServer

Monitor Resource usage on your Migration Server, CRM Server and database server, poor performance could be caused by poor infrastructure

BEST PRACTICE & LEARNINGS

- Know your Data, understanding the data is key to ensuring effective Integration. Engage LOB SME for understanding Data and process
- Data Mapping exercise prior to Integration and Identifying and defining “System of Record” or Master Record Set helps in maintaining Data integrity.
- Use Service Accounts for Data Migration
- Migrate for a sample data set first and validate before running full migration
- Let Platform generate Guids, don't self generate them

RESOURCES

Reach Me:

E-mail kunal.Tripathy@Adoxio.com

Twitter [@imKTripathy](https://twitter.com/imKTripathy)

Blog <https://Kunaltripathy.com>

- **API Limits:**
 - <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/developer/api-limits>
 - <https://docs.microsoft.com/en-us/power-platform/admin/api-request-limits-allocations#non-licensed-usersapplication-users>
 - <https://powerplatform.se/api-per-user-limits-the-good-the-bad-and-the-ugly/>
- **Fast Track Migration Program:**
 - Fast Track : <https://docs.microsoft.com/en-us/dynamics365/get-started/fasttrack/customer-engagement/microsoft-fasttrack-dynamics-365>
 - Migration Guide : <https://download.microsoft.com/download/6/D/6/6D67BDEA-1D67-42B4-A52A-CF13CD547CB5/OPtoCRMOnlineMigration.pdf>
 - Migration Guide: <http://download.microsoft.com/download/5/4/5/5457368C-676A-4520-B874-6D2B29AE33B5/dynamicscrmoptodynamics365migration.pdf>
- **SSIS Sample Code/Starter pack:**
 - Starter Pack: <https://www.kingswaysoft.com/downloads/samples/CrmMigrationStarterPack.zip>
 - Notes Migration: <https://kunaltripathy.com/2018/07/22/migrate-dynamics-365-notes-attachments-sharepoint/>
 - Portal Migration: <https://kunaltripathy.com/2018/09/09/migrate-adxstudio-portals-dynamics-365-portals/>

DynamicsPower! 365 Saturday South Africa

DynamicsPower! 365 Saturday South Africa is coming to Johannesburg on the 17th August delivering 3 Tracks of Deepdives into Dynamics 365 CE, Fin and internationally renowned MVPs. Modelling with the Principle Product register for and is completely free of charge.

WHEN

17 August 2019

1 day, 18 hours and 49 minutes

ADD TO SCHEDULE/CHECK IN

Add to my event schedule

[View your event schedule](#)

SESSION OVERVIEW

This session which explains the functionality, purposes the organization hierarchies (level 200/300).

WHAT TIME

15:00 - 16:00

EVENT

[DynamicsPower! 365 Saturday South Africa](#)

OmniChannel Engagement Hub, A Cool New Tool...but not a USD Killer

Session Added: [View your event schedule](#)

ADD TO SCHEDULE/CHECK IN

Remove from my event schedule

Check in to session

[View your event schedule](#)

WHAT TIME

14:00 - 14:50

EVENT

[365 Saturday Amsterdam 2019](#)

OmniChannel Engagement Hub, A Cool New Tool...but not a USD Killer

Please provide your feedback for this session!

ADD TO SCHEDULE/CHECK IN

Undo check in

[View your event schedule](#)

WHAT TIME

14:00 - 14:50

EVENT

[365 Saturday Amsterdam 2019](#)

SPEAKER



Neil Parkhurst

Feedback

Your feedback is very important to us, so please complete this form to tell us your thoughts. If you would prefer that your feedback remains anonymous, check the option below.

Rating: ☐ ☐ ☐ ☐ ☐

Comments

I learnt a lot about the new Session Management Feature and support for Chrome and Edge which will be really helpful in our [caliente](#)

☐ Submit anonymous feedback

Submit Feedback

Overall Event Feedback



Agenda

Time	Room 1	Room 2
09:00 – 10:00	Keynote – Matthew Mead	
10:10 – 11:10	Empower! Improving business processes with the Power Platform – Victor Dantas	Getting started with PowerApps Component Framework (PCF) – Alex Shlega
11:15 – 12:15	Enterprise CRM Implementation – An Analyst’s perspective – Lyndsay Kowalick	Get started with Dynamics 365 Virtual Agent for Customer Service – Dhina Gajavarathan
12:15 – 1:00	Lunch Break	
1:00 – 2:00	Setting up Continuous Integration (CI) and Continuous Delivery (CD) for PowerApps/D365 CE – Alex Shlega	Dynamics 365 Data Migration Demystified – Kunal Tripathy
2:10 – 3:10	PowerApps Lab – 365 Saturday Team	Getting the Most Out of the Field Service Mobile App – George Gingerich
3:15 – 4:00	Close & Swag	