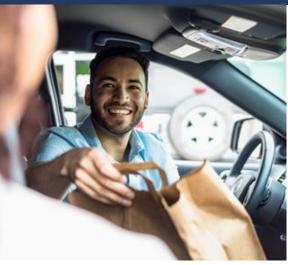Microsoft

Module 3

Microsoft Cloud Solution Center

Know the Solution

- Packaging and Pricing
- Features and Solution Dependencies
- Introduction to Microsoft Cloud Solution Center
- Post deployment configurations

Getting Started

1 **SELECT**
- Select Microsoft Cloud for Retail capabilities for your enterprise

2 **PROCURE**
- Purchase Microsoft Cloud for Retail license for Unified Customer Profile/Retail Churn Model
- Obtain licenses for other Dynamics 365, Power Platform and Microsoft 365 components as needed for dependencies of selected features

3 **DEPLOY**
- Dynamics , Power Platform and M365 components through Microsoft Cloud Solution Center

4 **CONFIGURE**
- Solution configurations for each module

Select and Procure | Cloud for Retail

Pricing Model

Highlights

- **[New] Industry-specific IP on top of existing cloud services**
  - Unified Customer Profile
  - Retail Database template
  - CSA support (within usage limits)
  - Future extra CSA hour capacity available in separate SKU

- **License level:**   **1 Per Tenant**
- **Price:**   **$20,000 per month**
- **Channel(s):**   **EA**

Add-on to Capabilities (2/1 launch)

Microsoft Cloud for Retail Add-on		$20,000/mo.
Purpose-built IP	• Unified retail customer profile atop CI (w/ Retail Churn Predictive Model) • Retail Database template • + New Future Products (TBD)	●
Customer success	Industry-specific unlimited integrated support 24/7	●
	Industry-specific technical solution architects (CSA)	●
	Industry-dedicated Event Management	Add-on per event (GA TBA)

Features and Solution Dependencies

	●	Capability – Product mapping

Capabilities	D365 Commerce	D365 e-commerce	Microsoft Clarity	POS Add-On	D365 Fraud Protection	D365 Connected Spaces*	D365 Marketing	D365 Customer Insights	Promote IQ	Microsoft Advertising *Bing Ads*	Azure Cognitive Search	Intelligent Recommendation	Azure Synapse analytics
	Per user	Per tenant	Free	Per device	Per transaction	*Preview*	Per Contact (tenant)	Per profile (tenant)	Ad rev sharing	Pay per click	Metered	Metered	Metered
Real-time personalization							●				●	●	
Digital Advertising solutions										●			
Unified commerce	●	●	●	●							●		
Intelligent stores						●							
Intelligent fraud prevention					●								
Shopper and operations analytics								●			●		●
Retail media									●				

Features and Solution Dependencies

Capabilities	M365 Teams Frontline Worker	Microsoft Viva	D365 Commerce	D365 Connected Spaces	Retail Intelligence*	D365 Supply Chain Mgmt.	Supply Chain Insights	D365 Intelligent Order Management	D365 Customer Insights	D365 Customer Service	Power Virtual Agent
	Per user	Per user	Per user	(Public Preview)	TBA	Per user	(Preview)	Per tenant	Per profile (tenant)	Per user	Per session
Seamless customer service			●							●	●
Real-time store communications and collaboration:	●										
Retail workforce management	●		●								
Process automation and career development		●									
Unified customer profile					●				●		
Flexible fulfilment						●		●			
Supply chain visibility						●	●	●			
Demand forecasting and planning optimization						●		●			

Capability – Product mapping

Deploy via Microsoft Cloud Solution Center

New portal-based experience to simplify industry cloud deployments
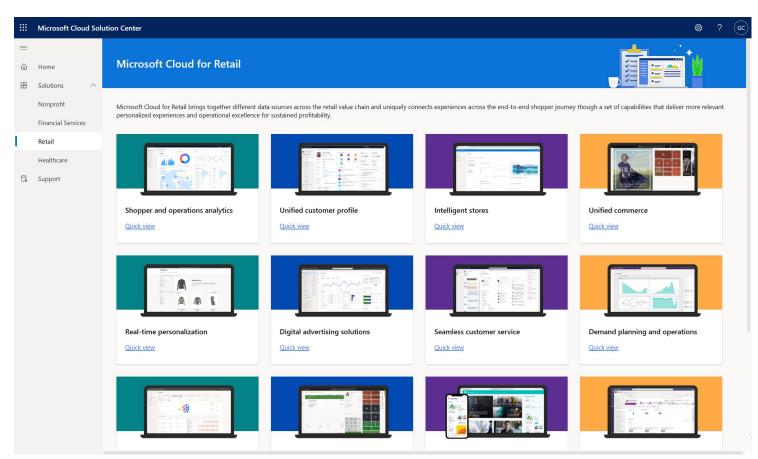
✓ In-built licensing and pre-requisite checks to simplify deployment process

Unified deployment and configuration experience across multiple lines of apps

Prerequisites:

- Enterprise has purchased Microsoft Cloud for Retail

- User is a Power Platform Admin or Dynamics 365 Admin to deploy the solution

- User has required licenses and dependent Dynamics 365, Power Platform and Microsoft 365 applications installed
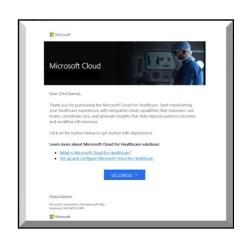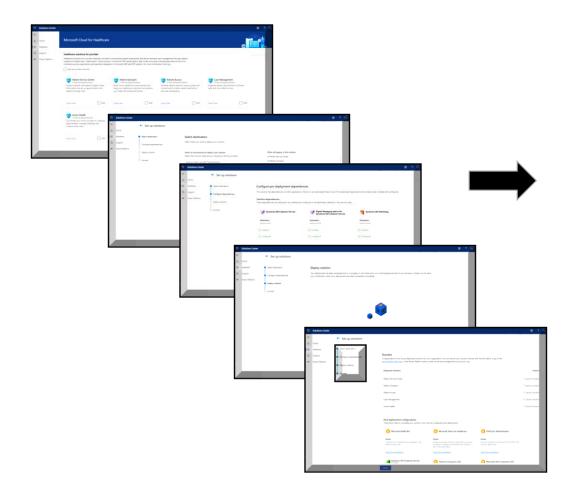
Deploy via Microsoft Cloud Solution Center

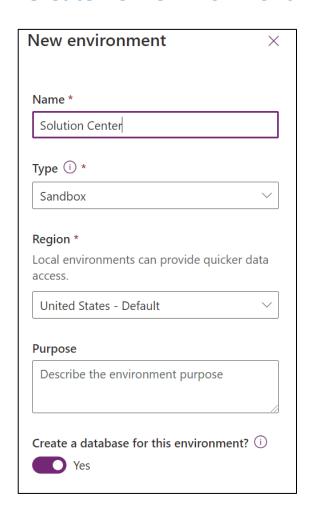| Post purchase mail	Microsoft Cloud Solution Center	Launch/Manage solution

Deploy | Step 1 : Prepare Environment

Create new environment

New environment

Name *

Solution Center

Type ⓘ *

Sandbox ▾

Region *

Local environments can provide quicker data access.

United States - Default ▾

Purpose

Describe the environment purpose

Create a database for this environment? ⓘ

Yes

Pre-install dependencies

Unified customer profile (Public Preview in U.S.)

Improve customer retention and loyalty with Unified Customer Profile and the retail channel churn predictive model. View the probability of customer churn across channels by analyzing customer, transaction, and session data.

At a glance

Leverage Your Existing Data: Input fields include customer, transaction, and session details.

Gain Insights to Retain Customers: AI-generated channel churn probability per customer.

Next Best Action: Output to existing applications to identify and execute upon next best action.

Solution dependencies

The following dependencies are required for this solution, additional licenses may be required.

Dynamics 365 Customer Insights

License needed for the following:

⊖ Microsoft Cloud for Retail add-on

Learn more about it

Unified customer profile (Public Preview in U.S.) Learn more

Close

9

Deploy | Step 2 : Select Retail solutions

View solutions

Microsoft Cloud Solution Center

- Home
- Solutions ∧
  - Nonprofit
  - Financial Services
  - **Retail**
  - Healthcare
- Support

Microsoft Cloud for Retail

Microsoft Cloud for Retail brings together different data sources across the retail value chain and uniquely connects experiences across the end-to-end shopper journey though a set of capabilities that deliver more relevant personalized experiences and operational excellence for sustained profitability.

Shopper and operations analytics
Quick view

Unified customer profile
Quick view

Intelligent stores
Quick view

Unified commerce
Quick view

Real-time personalization
Quick view

Digital advertising solutions
Quick view

Seamless customer service
Quick view

Demand planning and operations
Quick view

Deploy | Step 3 : Select destination

Select environment

Deploy | Step 4 : Configure dependencies

Configure dependencies

Configure pre-deployment dependencies

This solution has dependencies on other applications. We've run an automated check to see if the dependent applications have already been installed and configured.

↻ Re-check dependencies

Solution dependencies

These dependencies are required to be installed and configured in the destination selected in the previous step.

Power Apps

Environment:

⊘ Installed

⊘ Configure

Back   **Deploy**   Cancel
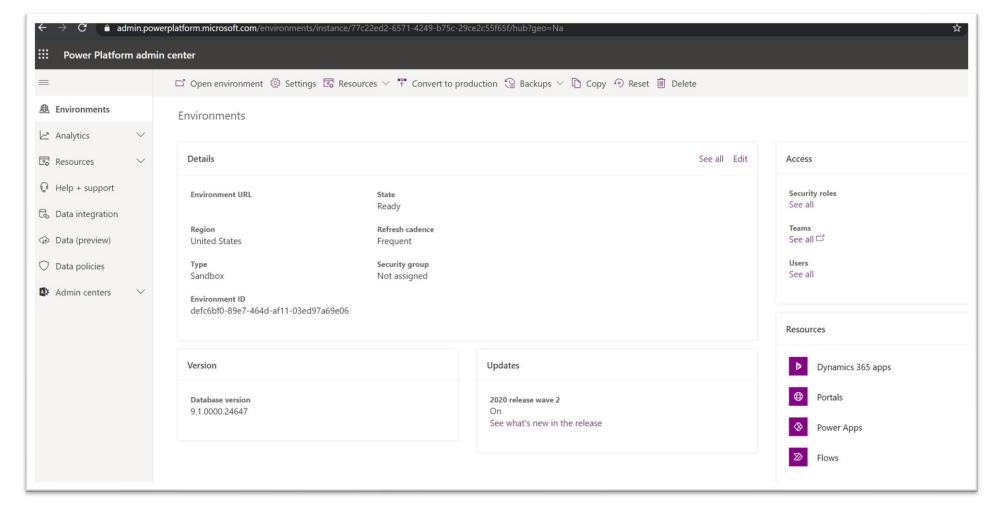
Deploy | Step 5 : Install Retail solutions

Install solutions

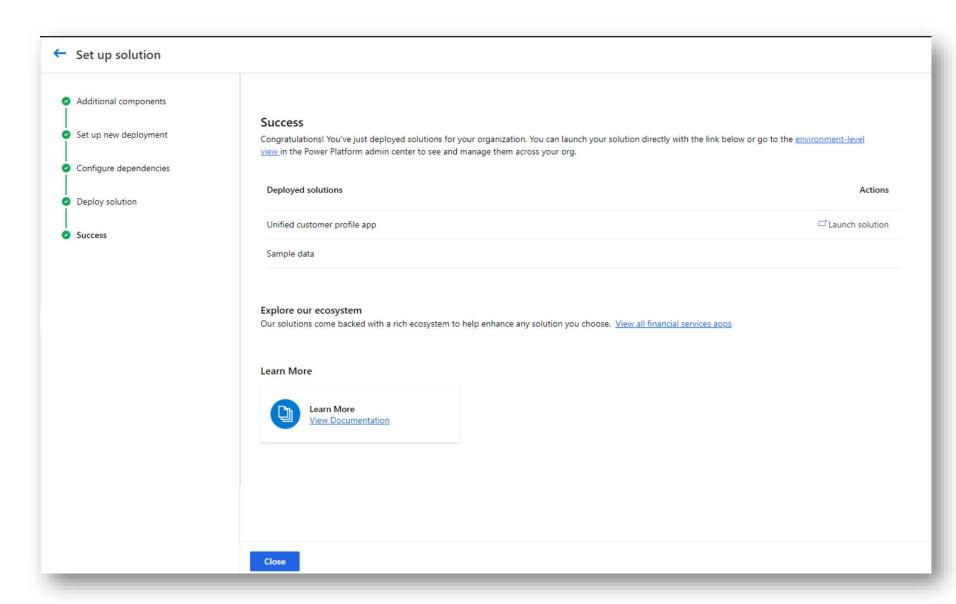# Deploy | Step 6 : Track solution status

Track solution status in Power Platform Admin Center

Configure | Post deployment configuration

Post deployment configurations

Configure | Post deployment solution configuration

Configure Azure Solutions

Configure Microsoft Teams solution for collaboration

Dynamics 365 solution enhancements

Unified
Customer Profile

Configure
Retail churn
model

Live Demo of Solution Center and Solution Center Support