



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	<ul style="list-style-type: none"><li>• Unified retail customer profile atop CI (w/ Retail Churn Predictive Model)</li><li>• Retail Database template</li><li>• + New Future Products (TBD)</li></ul>	●
	Industry-specific unlimited integrated support 24/7	●
Customer success	Industry-specific technical solution architects (CSA)	●
	Industry-dedicated Event Management	Add-on per event (GA TBA)

# Features and Solution Dependencies

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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

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Capability – Product mapping

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						•		•			

# Deploy via Microsoft Cloud Solution Center



 New portal-based experience to simplify industry cloud deployments



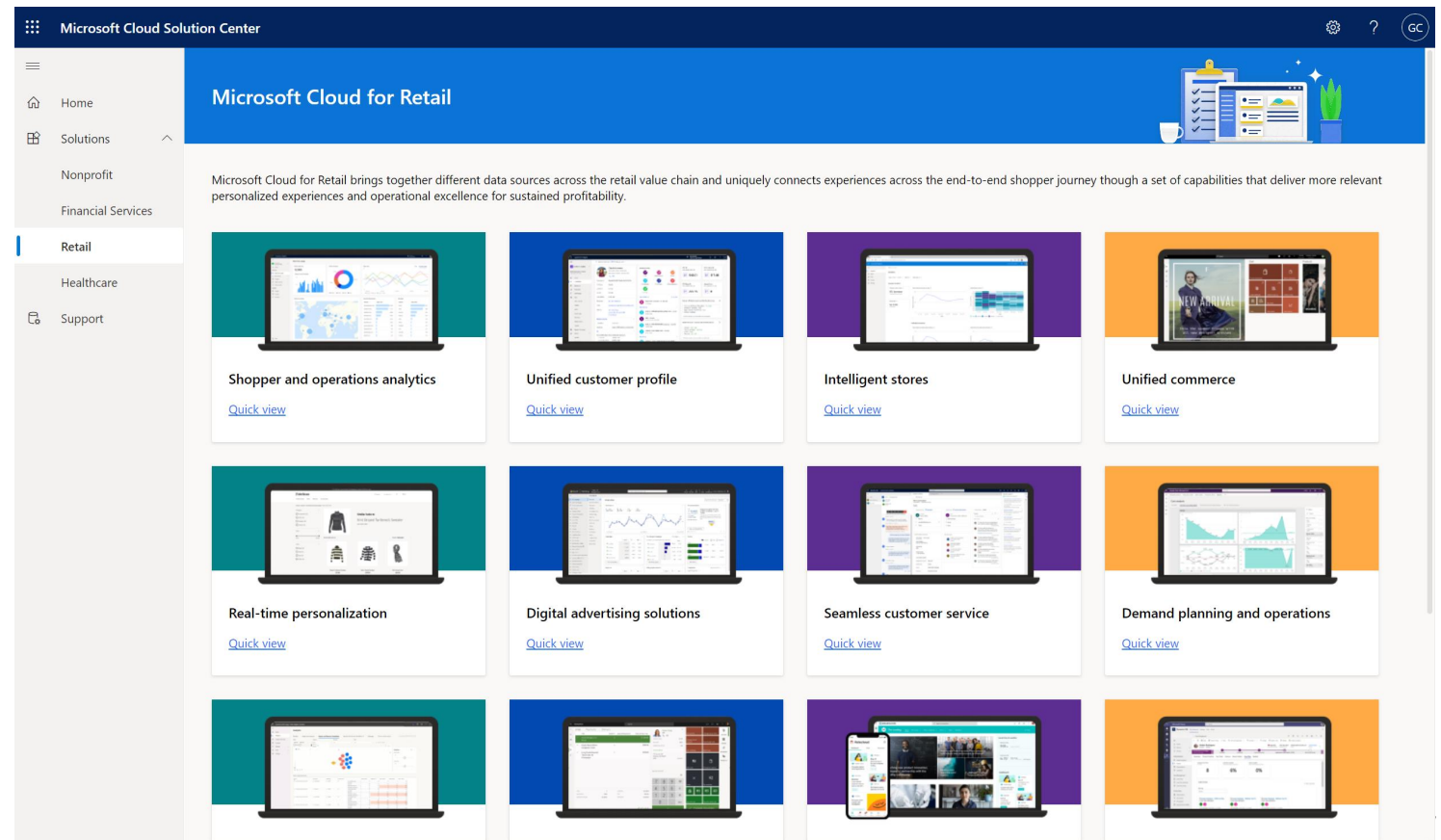
In-built licensing and pre-requisite checks to simplify deployment process



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



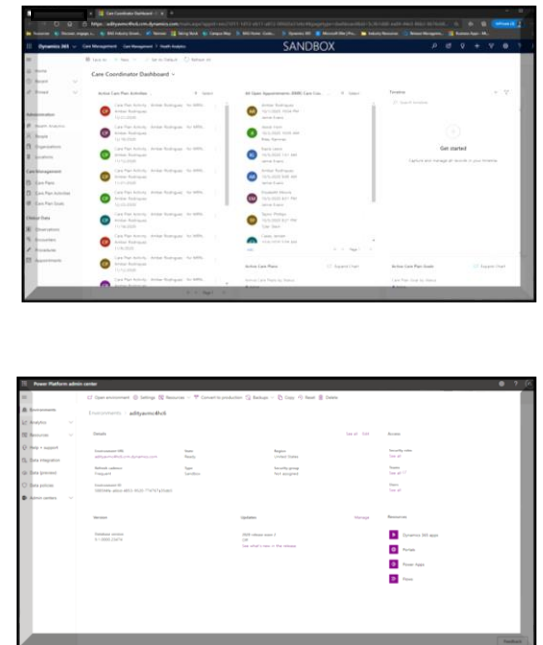
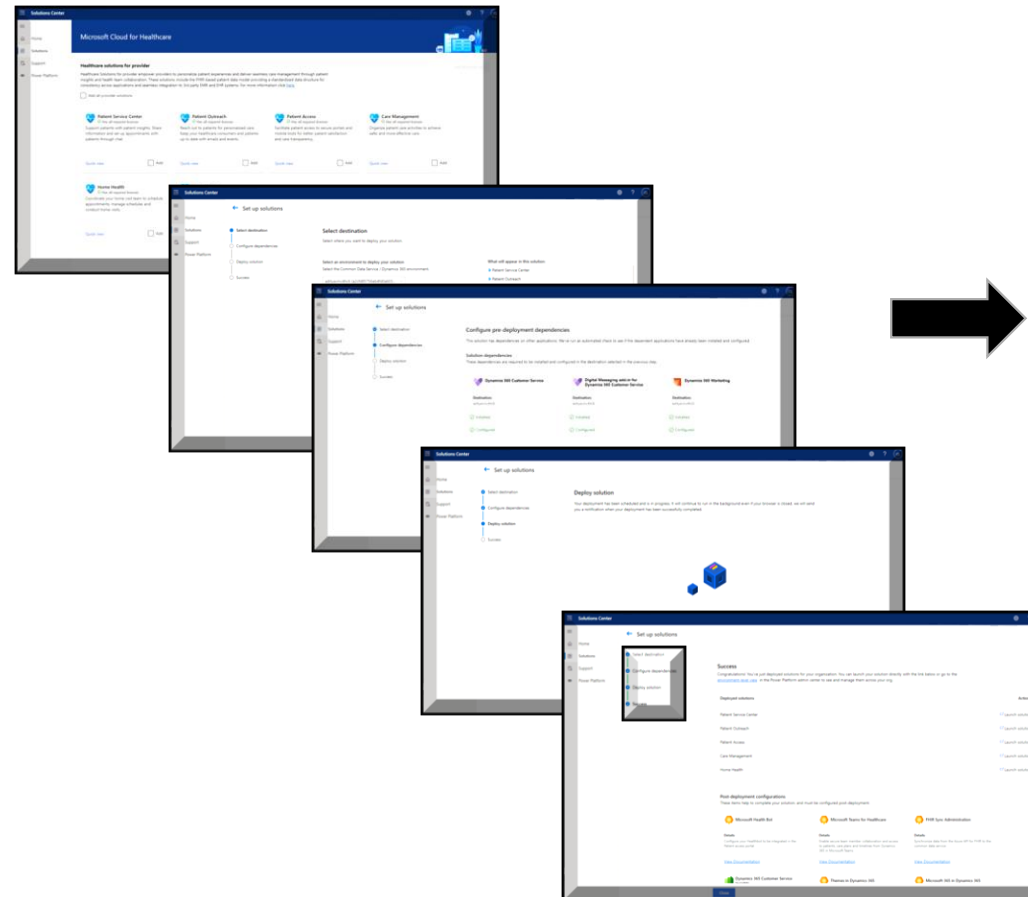
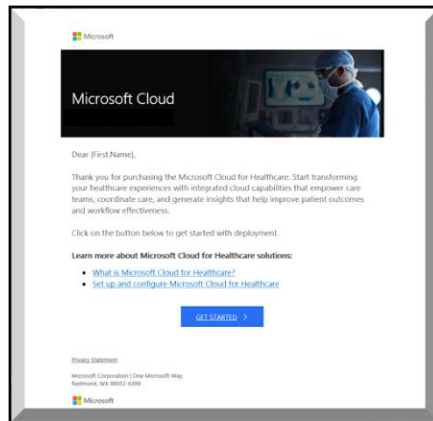
# Deploy via Microsoft Cloud Solution Center



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

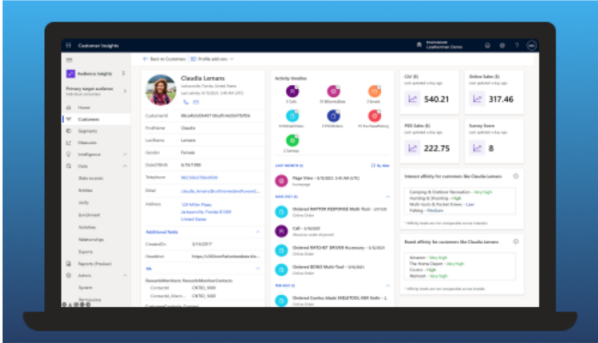
License needed for the following:

- [Microsoft Cloud for Retail add-on](#)

#### Learn more about it

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

Close



# Deploy | Step 2 : Select Retail solutions



View solutions

The screenshot displays the Microsoft Cloud Solution Center interface. The top navigation bar includes the Microsoft Cloud Solution Center logo, settings, help, and a user profile icon. The left sidebar lists navigation options: Home, Solutions, Nonprofit, Financial Services, Retail (selected), Healthcare, and Support. The main content area is titled 'Microsoft Cloud for Retail' and features a descriptive paragraph: '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 through a set of capabilities that deliver more relevant personalized experiences and operational excellence for sustained profitability.'

Below the text, there is a grid of 12 solution cards, each featuring a laptop displaying a relevant interface and a 'Quick view' link:

- Shopper and operations analytics** (Teal background)
- Unified customer profile** (Blue background)
- Intelligent stores** (Purple background)
- Unified commerce** (Orange background)
- Real-time personalization** (Teal background)
- Digital advertising solutions** (Blue background)
- Seamless customer service** (Purple background)
- Demand planning and operations** (Orange background)
- Real-time personalization** (Teal background)
- Digital advertising solutions** (Blue background)
- Seamless customer service** (Purple background)
- Demand planning and operations** (Orange background)

# Deploy | Step 3 : Select destination



Select environment



← Set up solution

- ✓ Additional components
- Set up new deployment
- Configure dependencies
- Deploy solution
- Success

## Set up new deployment

Follow these steps to set up and deploy your new solutions

Enter Dataverse environment ⓘ

[Create new](#)

Name your deployment for easy management ⓘ

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**Terms of service**

☐ I acknowledge that I have read and agree to the [Preview Agreement](#)



# Deploy | Step 4 : Configure dependencies

## Configure dependencies

- Additional components
- Set up new deployment
- Configure dependencies**
- Deploy solution
- Success

### 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.



#### Environment:

Power Fx

✓ Installed

✓ Configure

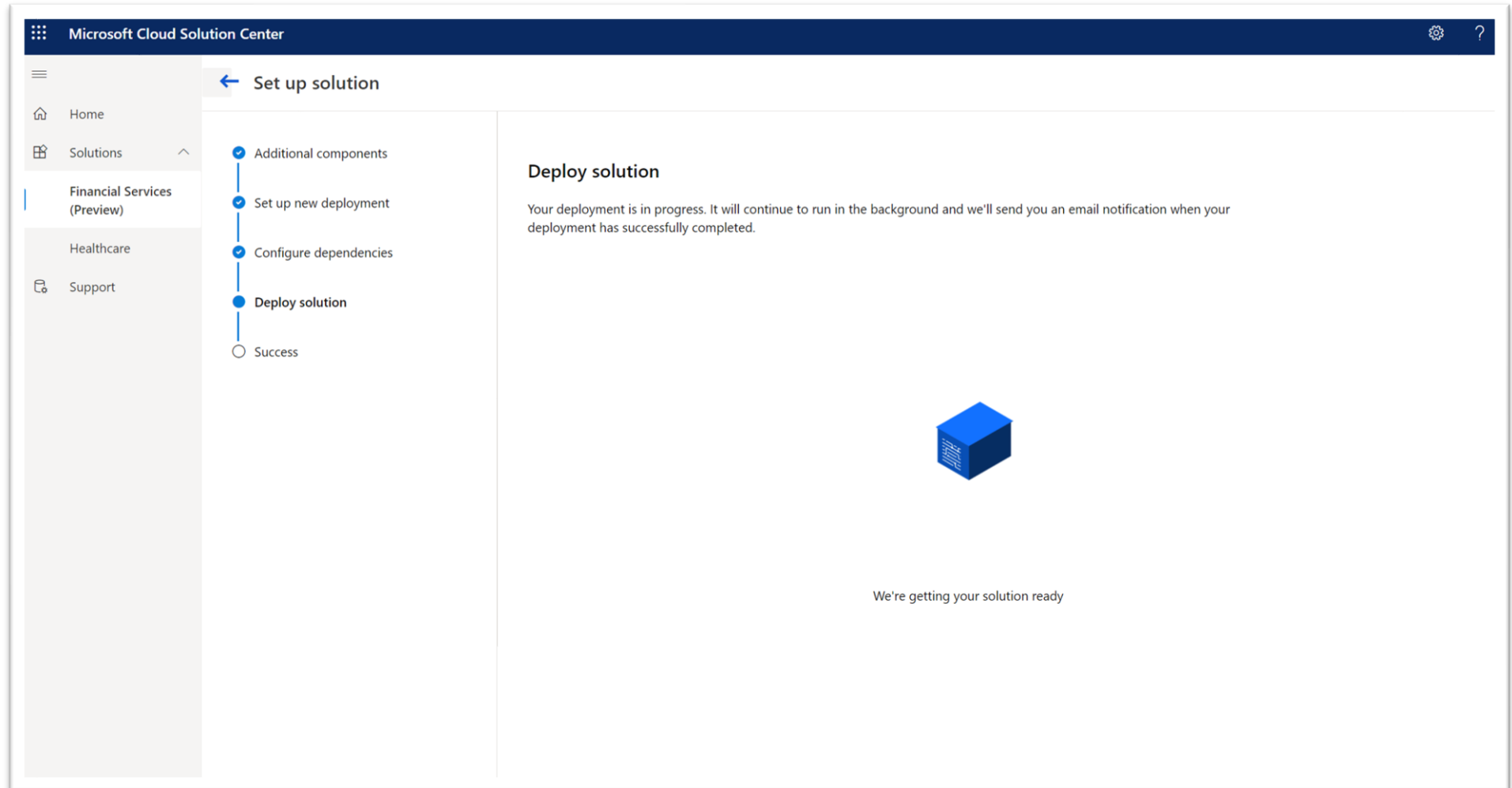
Back

Deploy

Cancel



# Deploy | Step 5 : Install Retail solutions



Install solutions

# Deploy | Step 6 : Track solution status



admin.powerplatform.microsoft.com/environments/instance/77c22ed2-6571-4249-b75c-29ce2c55f65f/hub?geo=Na

Power Platform admin center

Open environment Settings Resources Convert to production Backups Copy Reset Delete

Environments

Analytics Resources Help + support Data integration Data (preview) Data policies Admin centers

### Environments

Details		<a href="#">See all</a>	<a href="#">Edit</a>
Environment URL	State Ready		
Region United States	Refresh cadence Frequent		
Type Sandbox	Security group Not assigned		
Environment ID defc6bf0-89e7-464d-af11-03ed97a69e06			

Version	Updates
Database version 9.1.0000.24647	2020 release wave 2 On <a href="#">See what's new in the release</a>

### Access

Security roles  
[See all](#)

Teams  
[See all](#)

Users  
[See all](#)

### Resources

- Dynamics 365 apps
- Portals
- Power Apps
- Flows

Track solution  
status in Power  
Platform Admin  
Center

# Configure | Post deployment configuration



← Set up solution

- ✓ Additional components
- ✓ Set up new deployment
- ✓ Configure dependencies
- ✓ Deploy solution
- ✓ Success

### Success


Congratulations! You've just deployed solutions for your organization. You can launch your solution directly with the link below or go to the [environment-level view](#) in the Power Platform admin center to see and manage them across your org.

Deployed solutions	Actions
Unified customer profile app	<a href="#">Launch solution</a>
Sample data	

### Explore our ecosystem

Our solutions come backed with a rich ecosystem to help enhance any solution you choose. [View all financial services apps](#)

### Learn More



Learn More  
[View Documentation](#)

Close

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**