



Jukka Niiranen
Dynamics 365 Technical Lead

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🐦 @jukkan



**Finland Dynamics
User Group**

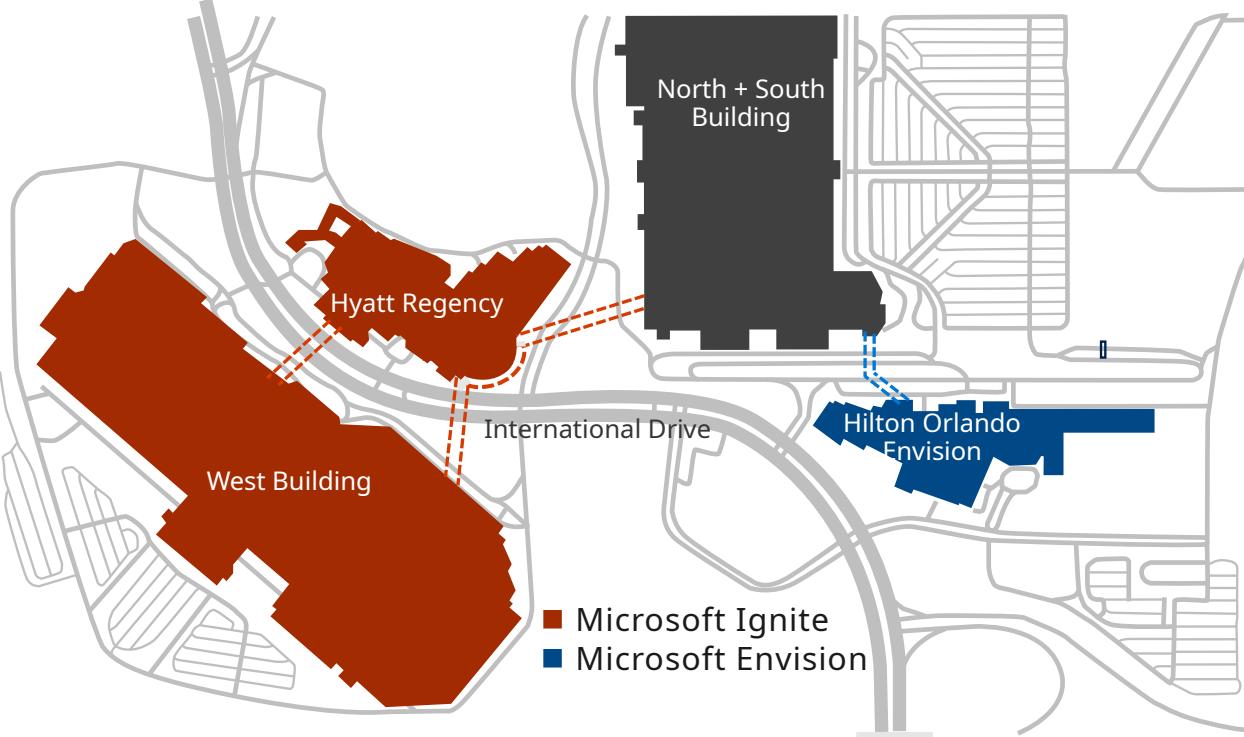
Microsoft Ignite 2018 in 30 minutes

FDUG #1 - 18.10.2018

Microsoft Ignite

September 24–28, 2018 | Orlando, Florida





Ignite + Envision

5+1
days

30.000
attendees

1.600+
sessions

Refine results

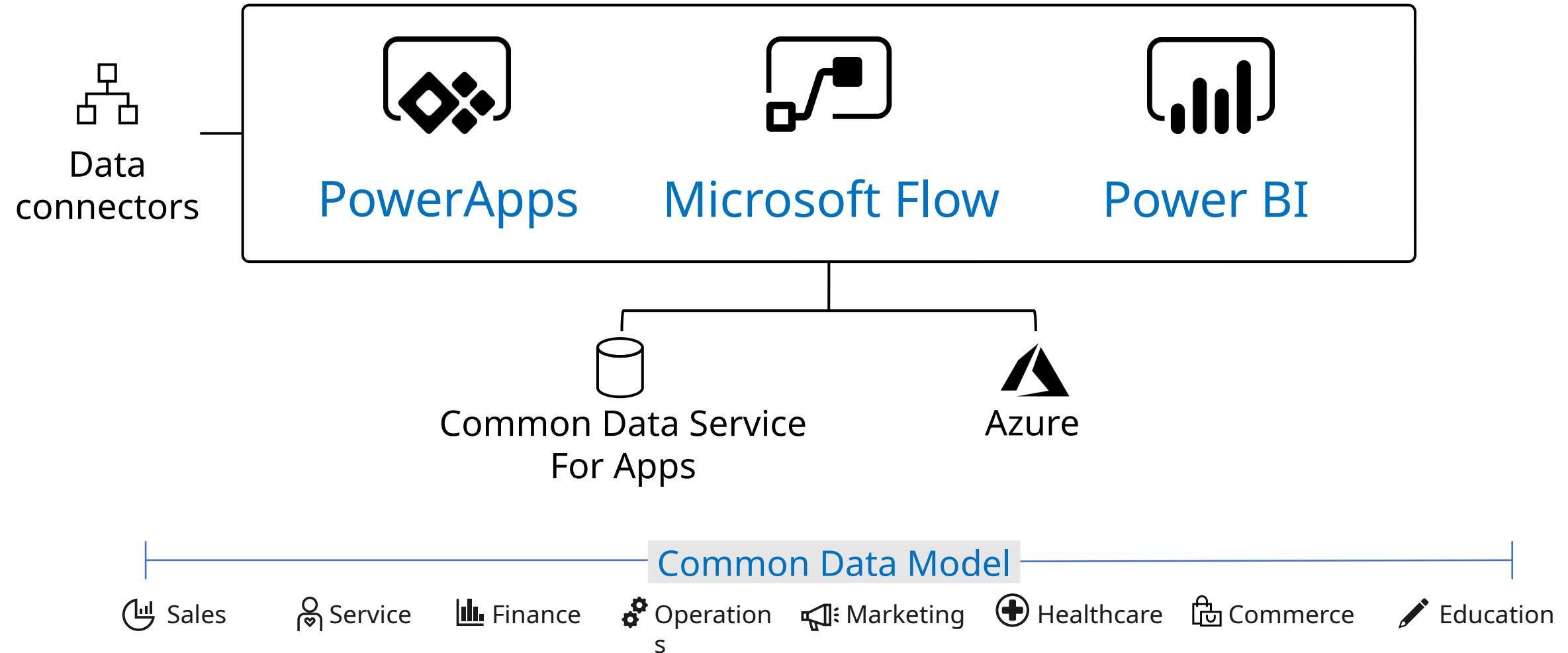
^ Solution

Modern Workplace	638
Applications & Infrastructure	358
Data & AI	129
Business Applications	114
Diversity & Inclusion	17
IT Journey	13

^ Product

Azure	535
Microsoft 365	460
Office 365	253
Servers	125
Dynamics 365	111
Windows	95
Enterprise Mobility + Security	89
Not Product Specific	28

Power Platform



POWER PLATFORM VISION



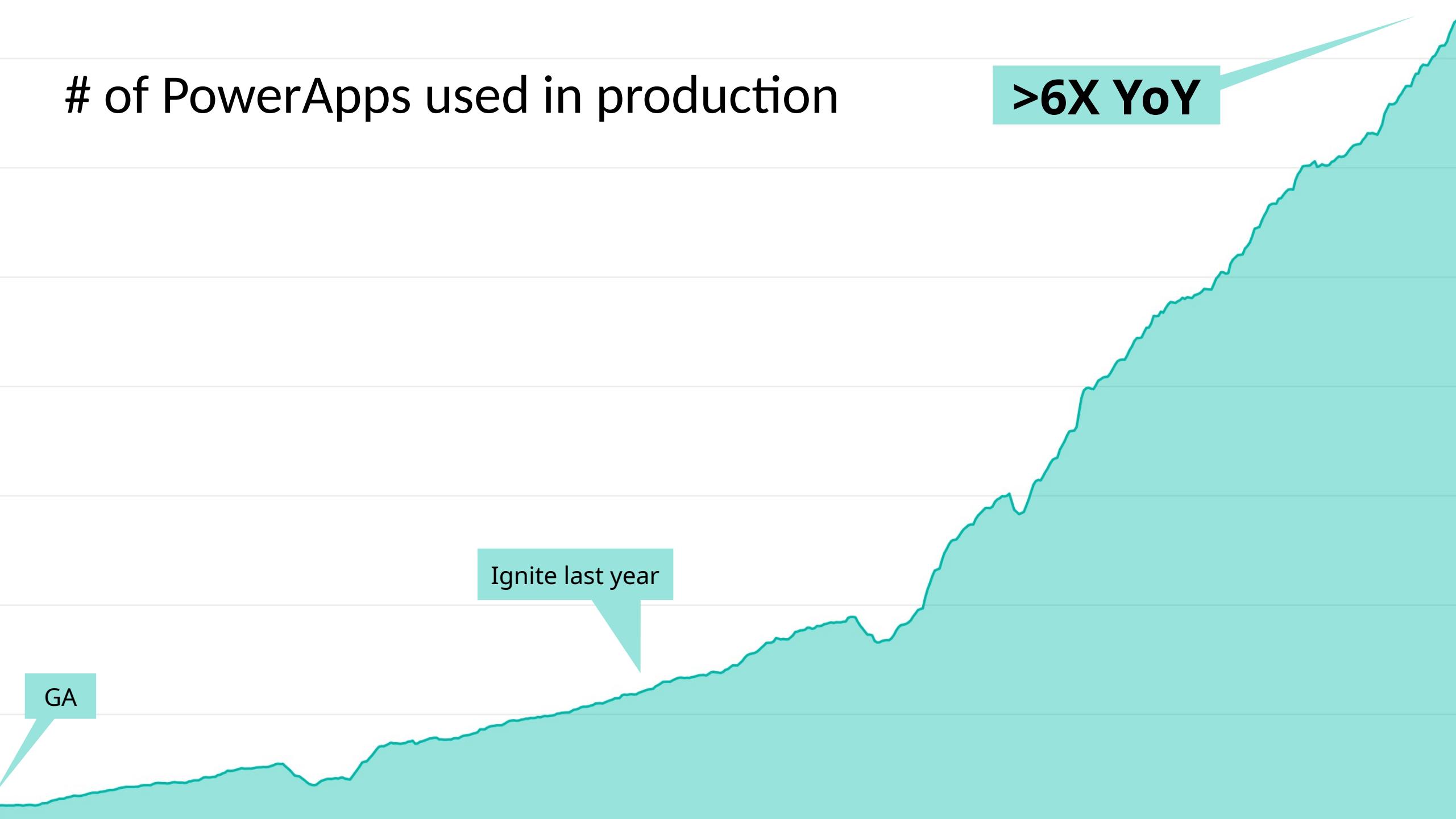
of PowerApps used in production

>6X YoY



Ignite last year

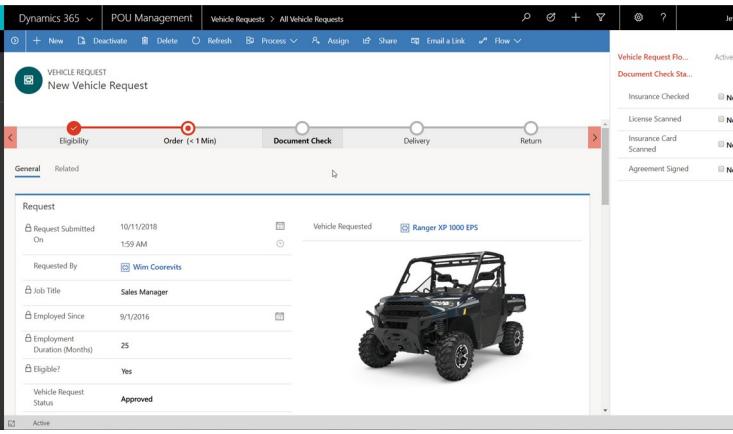
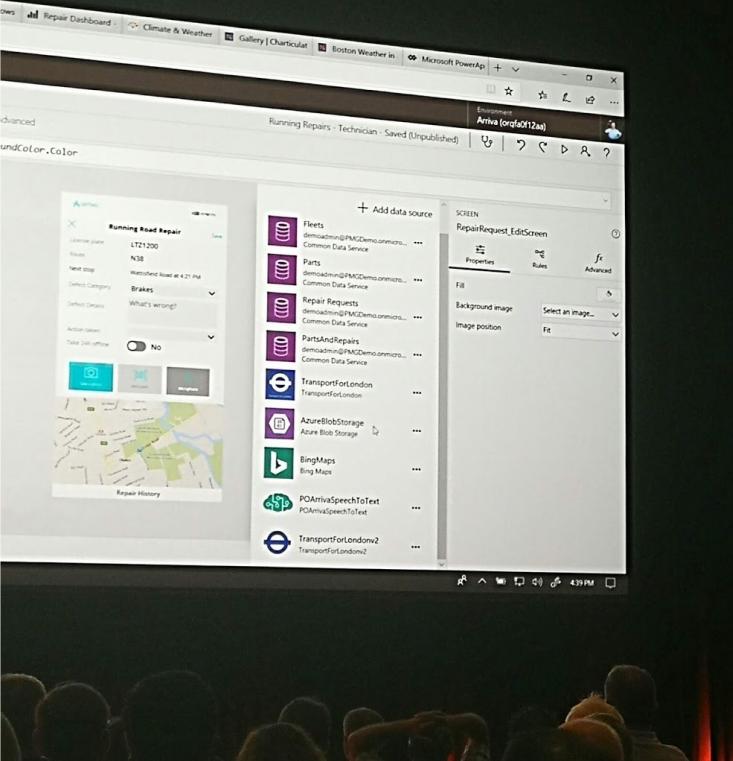
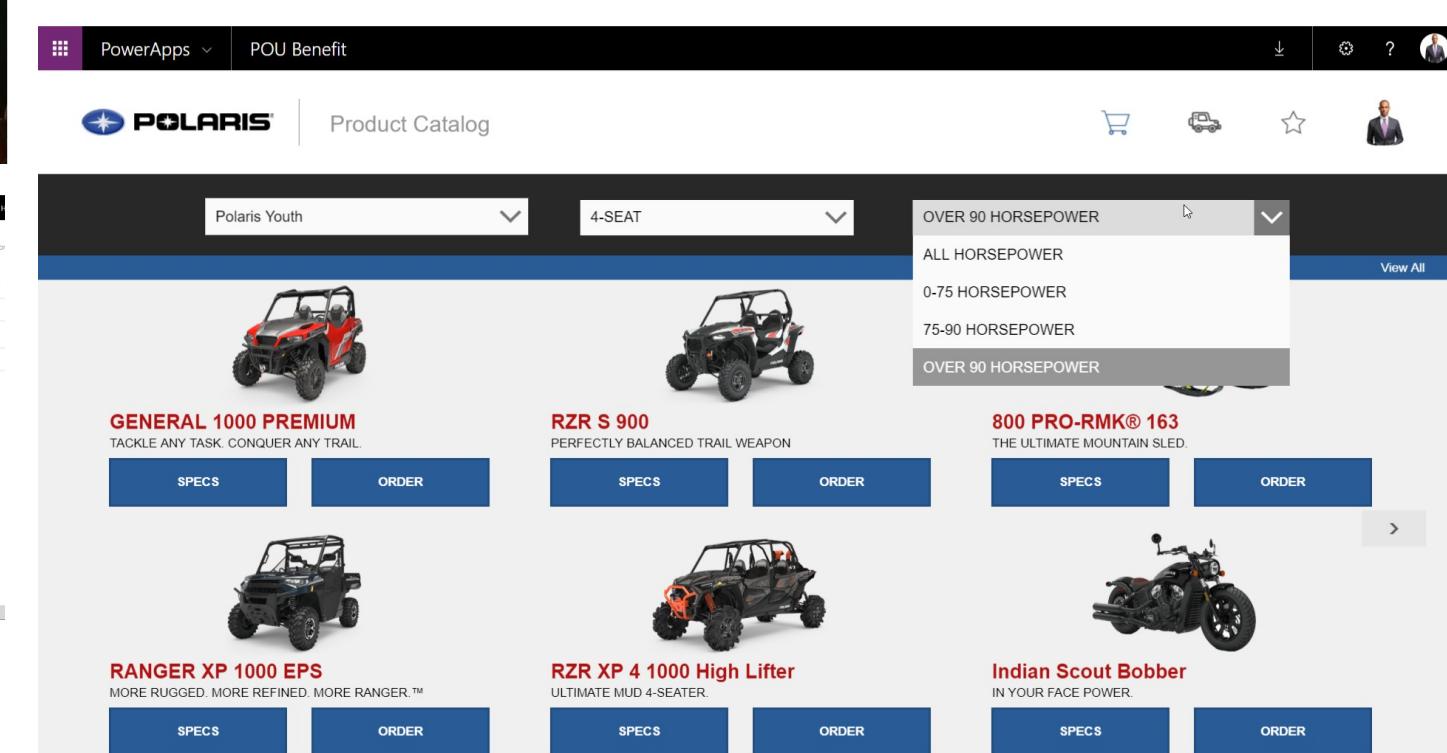
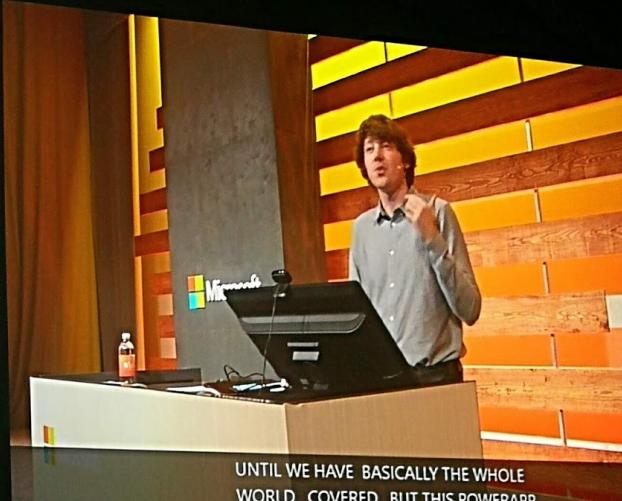
GA

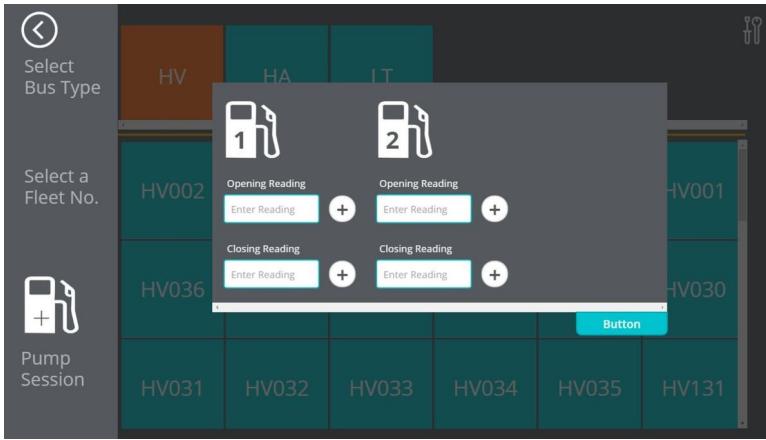


POWERAPPS:

Model-driven

vs. Canvas apps





View Page

Traffic
Part Type
Element Type
Issue
One Pager Status

Task Status
Part ID
Issue Element
CPQ Notes

In Progress
10220
235721
MFG Code 15R8

Part Name
Issue Element Name
ID

Volkswagen T1 Camper Van
BRICK CORNER 1X2X2
432

Attachments
Share On Share Point
QILNote

There is nothing attached.
No

LEGO®



Power
Platform
communi
ty heroes
on stage

Dynamics 365 App for Microsoft Teams

The screenshot illustrates the integration of the Dynamics 365 Sales Hub with the Microsoft Teams app. On the left, the Microsoft Teams sidebar shows various channels like 'Contoso' and 'Mountain Bikes'. The main area displays the 'Sales Hub' for 'Opportunity: Opportunity' related to 'Mountain Bikes'. A central smartphone screen shows a list of opportunities: 'Expressed interest in A. Datum X line of printers', 'Refrigeration smart sensors', and 'Very likely will order Product SKU M1600 and M1650 this year'. Below this is a detailed view of the 'Refrigeration smart sensors' opportunity, including account information (Tailspin Toys), owner (Veronica Quek), estimated close date (3/6/17), probability (40%), and estimated revenue (\$3,550,000.00). The desktop interface shows the opportunity's timeline, contact details (Adrian Dumitrascu), and stakeholders. A 'Review team members' modal is open, listing team members like Alice Smith, Bob Baker, Veronica Quek, Welly Lee, and Ben Elad.

Dynamics 365 Sales Hub - Opportunities - Mountain Bikes

Opportunity: Opportunity - Mountain Bikes

Opportunity Sales Process: Active for 5 months

Qualify Develop

Topic: Mountain Bikes

Account: Blue Yonder Airline

Currency: US Dollar

Description: Customer shows interest with purchasing mobile computing machines.

Probability: 40

Sales Stage: Qualify

Open

Timeline

TODAY

- Susan Burke saved a message in Microsoft Teams - Just Now
- Veronica Quek at 12:30 pm
- Contoso acquired Northwind North America subsidiary for \$1M.
- Open in Teams | Reply

Microsoft Teams Conversation - updated at 1:20 pm

Jeff Miller at 12:50pm

2:30

Expressed interest in A. Datum X line of printers
Opportunity

Refrigeration smart sensors
Opportunity

Very likely will order Product SKU M1600 and M1650 this year
Opportunity

Show "Refrigeration smart sensors"

Refrigeration smart sensors
Opportunity

Account: Tailspin Toys
Owner: Veronica Quek
Est. Close Date: 3/6/17
Probability: 40
Est. Revenue: \$3,550,000.00

e changes Log an activity Follow

Type a message here

First Name: Adrian
Last Name: Dumitrascu
Business Phone: 768-555-0156
Mobile Phone:
Email: Adrian@adventure-works.com

STAKEHOLDERS

Name: Ben Elad

Next

Review team members

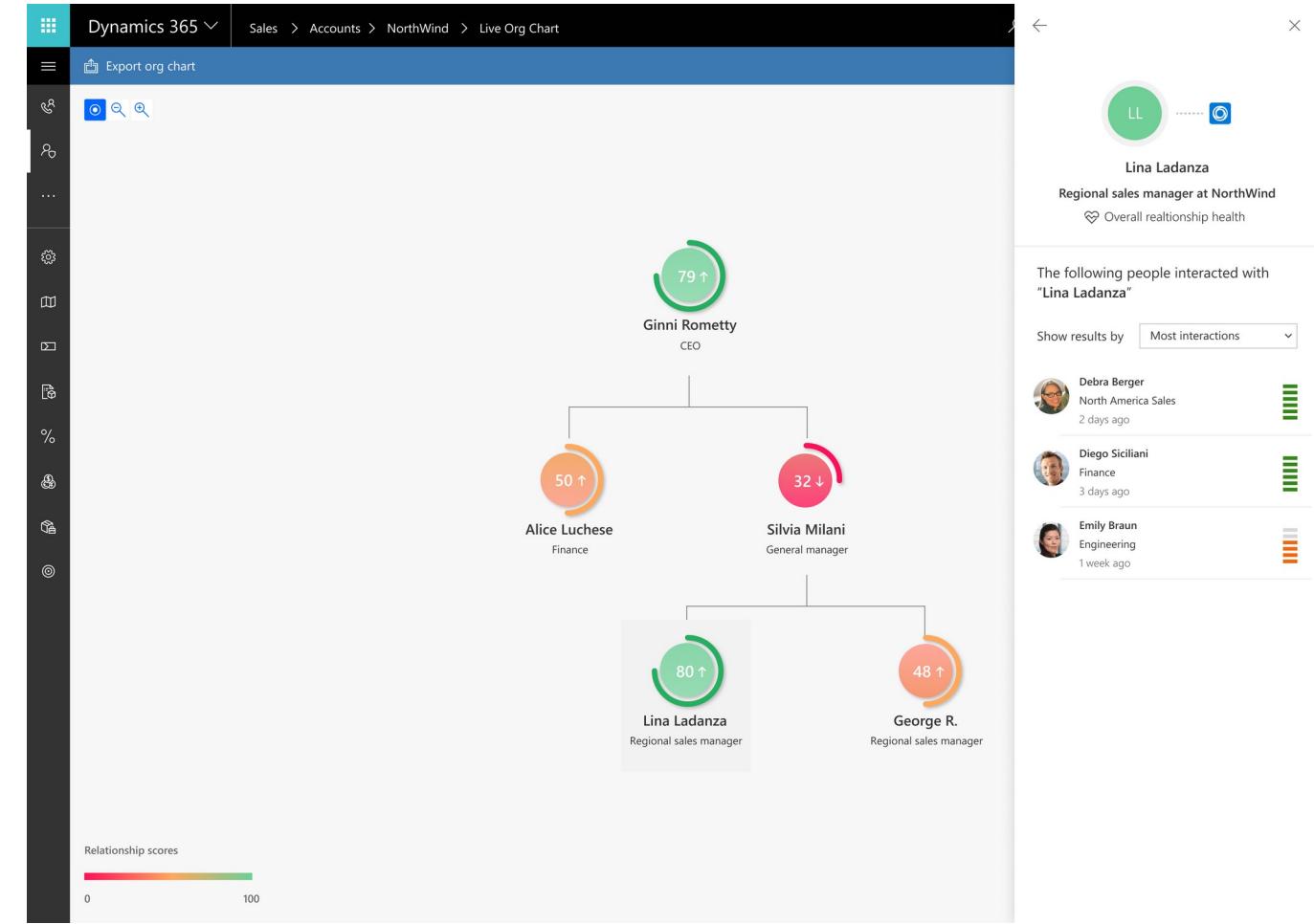
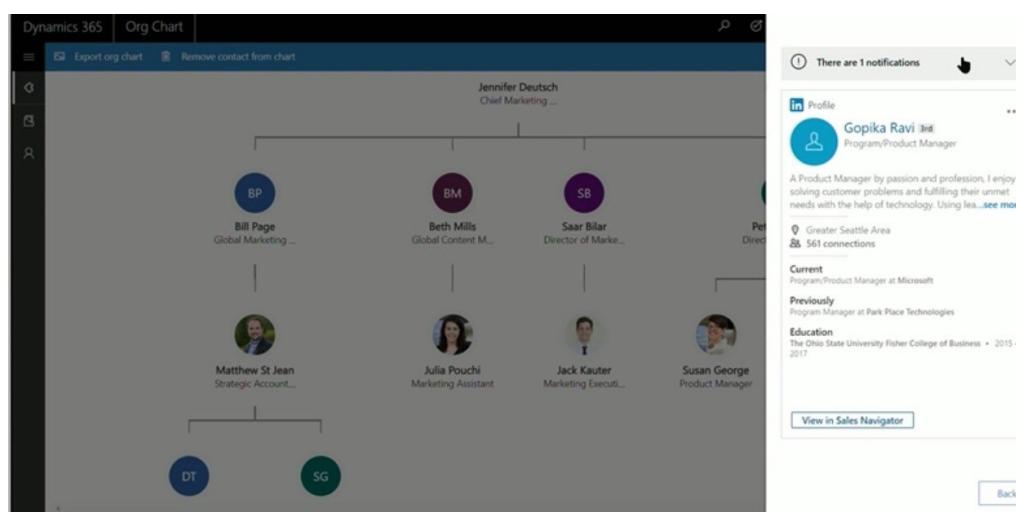
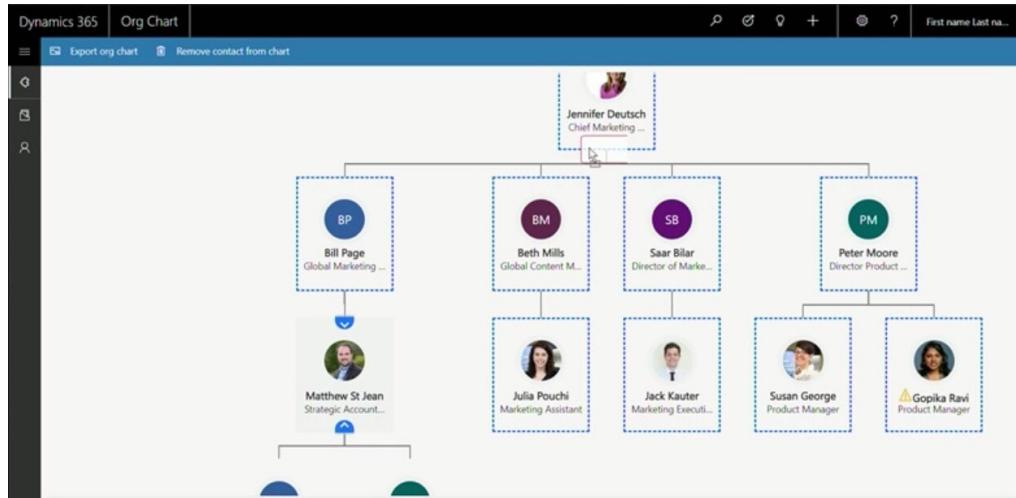
The following members will be added to this team (you can change this later).

Team members

- Alice Smith Owner
- Bob Baker Owner
- Veronica Quek Member
- Welly Lee Member
- Ben Elad Member

Showing 5 of 5 records

Live Organization Chart



AI for Sales

Dynamics 365 AI | Sales

Opportunity: Sales Insights - 3D Printers for GDI (Read only)

Est. Close Date: 9/10/2018 | Est. Revenue: \$600,000.00 | Status: In Progress

All Interactions: Phone calls From us: 40 (From us: 10%, From them: 90%)

Time spent: Them 16.7 h | Us 1.3 d

Good relationship and Improving

Next Interaction: Next Activity Not Scheduled

Last Interaction: Monday, September 24, 2018 6:00 AM | Review the current status of the project

Business

FORECAST ACTUALS PIPELINE LEADS ACTIVITIES

Today You are currently out-performing last year's results | Today You have been selling more in Australia this year than last by 10% | Today Your team is having trouble moving from Qualification to Propose stage

Show more like this | Dismiss | Show more like this | Dismiss | Show more like this | Dismiss

Dynamics 365 AI | Sales

Home

Tuesday, September 20, 2018 | Q2, 11 days left | ACTUAL REVENUE \$313K | OPEN REVENUE \$76K | DEA

Actuals: You may not hit your quota this quarter. Your team is \$87K below target with 11 days left

\$313K

Actual revenue - today | View report

Leaderboard

Eric Boocock | Senior Sales rep | Send email | LinkedIn

Q2 performance

\$23K	\$34K
Actual revenue	Gap
\$57K	\$20K
Quota	Pipeline

View scorecard | Pacific Ocean | AUSTRALIA

Opportunities at risk

Opportunity name	Health	Act. revenue	Close date
Renewal for 2019	20	\$2.3K	9/28/2018
New customer add for dynamics	20	\$4K	10/03/2018
searching for dynamic365 sales...	35	\$3.6K	9/15/2018

Home

Tuesday, September 20, 2018

Q2, 11 days left

ACTUAL REVENUE \$313K

OPEN REVENUE \$76K

DEALS WON 65

WIN-RATE 54%

AVG. DEAL SIZE \$6.1K

Ask a question about your sales...

How are we doing vs. historically?

Fiscal Year 2014 2015 2016 2017 2018



Actuals

You may not hit your quota this quarter. Your team is \$87K below target with 11 days left

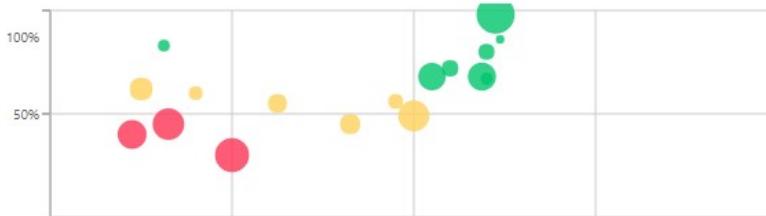
Actual revenue - today

[View report](#)

Pipeline

- 3 deals, worth \$180K, are closing soon and have poor relationship score

Opportunity relationship score - an hour ago

[View report](#)

Leaderboard

- Eric and Errol are more than \$20K away from meeting their quotas

Team performance - yesterday

[View report](#)

What industries are we winning deals in?



Why are we losing deals?



Where is our revenue coming from?



How does our sales funnel look by stage?



How do our won vs. loss deals correlate to our win rate?





You may not hit your quota this quarter. Your team is \$87K below target with 11 days left

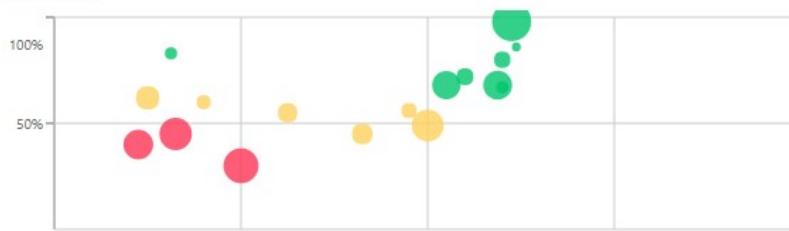
Actual revenue - today

[View report](#)

Pipeline

- 3 deals, worth \$180K, are closing soon and have poor relationship score

Opportunity relationship score - an hour ago

[View report](#)

Highlights

Ryan won a deal!

"Renewal of contract for 2018" was closed as won yesterday!

- This 5K deal was previously at risk of being lost.

Just now

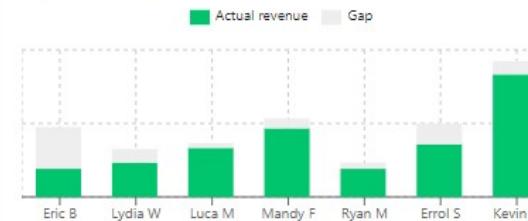
[View opportunity](#)

New opportunity

PREVIEW

- Eric and Errol are more than \$20K away from meeting their quotas

Team performance - yesterday

[View report](#)

Eric Boocock

Senior Sales rep

[Send email](#)

Q2 performance

\$23K Actual revenue

\$34K Gap

\$57K Quota

\$20K Pipeline

[View score](#)

Opportunities at risk

Opportunity name	Health	Act. revenue	Clos.
Renewal for 2019	20	\$2.3K	
New customer add for dynamics	20	\$4K	
searching for dynamic365 sales...	35	\$3.6K	
Upsell into new location	40	\$1.2K	

Upcoming

1:1 with Eric

You have a meeting with Eric in 30 minutes

- Eric has achieved 60% of quota (lowest performer). Your connection at Contoso, Paul Cannon, might help on the "2018 order" deal.

Sales rep actual - today

Relevant news



How to Get Your Microsoft Dynamics 365/CRM Users to Go Directly to the Unified Interface

community.dynamics.com - 37 minutes ago



Salesforce is finally getting some real competition — and it's from Microsoft

MarketWatch - 4 hours ago

Recent insight

Sentiment

- Significant drop in positive sentiment while talking to customers in t...



Owner Type

All

Owner Name

All

\$313K

Actual Revenue

How are we doing vs. historically?

Fiscal Year ● 2014 ● 2015 ● 2016 ● 2017

**Why are we losing deals?**

Actual

Storage

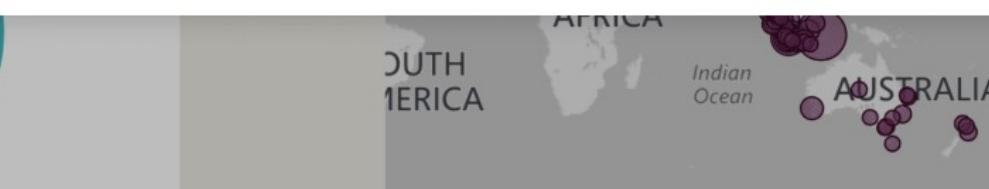
You are currently leveraging Microsoft provided storage. You can configure Dynamics 365 AI to store data in your organization's Azure Data Lake Storage account and authorize users in Power BI to access your organization's data.

Why move to Azure Data Lake?

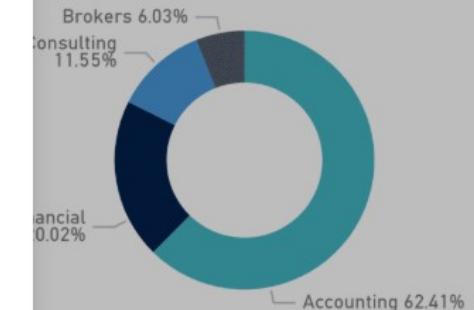
With Azure Data Lake Store, you can analyze all of your data in one place with no artificial constraints. Unlock maximum value from all of your unstructured, semi-structured, and structured data using the first cloud data lake built for enterprises with no limits on the size of the data. Azure Data Lake Store is secured, massively scalable, and built to the open HDFS standard, allowing you to run massively parallel analytics.

Edit in Power BI

With your data in Azure Data Lake Store, you can now create custom reports on your data in Power BI, share with other Power BI users, or publish back into the Dynamics 365 AI app

[Learn more about Azure Data Lake](#)[Pricing for Azure Data Lake](#) Use my own Azure storage account**317**

Lost Opportunity Count

What industries are we winning deals in?

AI for Market Insights

Market Insights Preview Home

What are people saying?

Diversity Ignite X Search

Languages: English

Here's what we found

Will be traveling to Orlando for #MSIgnite later this week. What are the best #Diversity talks to attend? Been waiting all year for this and don't want to miss anything...
3:10 PM - Sep 17, 2018

Big shoutout to all the #WomenInSTEM attendees who are helping advance #DiversityInTech and showing up for #MSIgnite next week! Represent!
3:12 PM - Sep 17, 2018

Putting the final touches on my Diversity and Inclusion presentation for #MSIgnite - see you there!

Continue

Market Insights Preview Home

Collecting conversations ...

Collecting social conversations for your brand across Twitter and more sources

Understand how Analytics is structured and where you can change your data set.



You'll find your brand/topic in the upper left corner of the screen on top of the insights area. By default you see insights based on the last 30 days, but can change this anytime by adjusting the time filter in the upper right corner.

● ○ ○ ○

EVENT
Microsoft Ignite

Status: Active Owner: Ryan Martin Publish status: Live

EventMainBusinessProcess... Active for 4 days < Preliminaries (4 D) Agenda Organize Promote Launch Post Event >

General Agenda Registration and attendance Social Listening Additional information Post event Related

Social Insights

All Search Topics

SENTIMENT

Positive Neutral Negative

9.1 index -0.3 change →

PHRASES

looking way orlando join us learn kicking
booth see week session join will keynote
ceo live et us #msignite microsoft can
get #msdyn365 new monday next 00am et
great ready 00am ignite

1.8k posts -37%

RECENT POSTS

Prevedere Inc @Prevedere 13:22 09/22/2018

Gain a 360° view of demand with ERIN: <https://t.co/q93kB3w9r2> #MachineLearning #MSIgnite @TheBillMoffett

AI for Customer Service Insights

Customer Service Insights | Sample Environment

Create your own workspace [Connect your data](#)

Incoming cases Refreshed 9/14/2018 12:00:00 AM (24h cycle)

Time period: Past 97 Days (9/7/2018-9/13/2018) Product: All

KPI summary

Top case volume impactors

Topic	Volume	Total cases
User wanted to apply promo code, bu...	11.6%	387
When the user input the coupon code...	9.2%	307
User wants to add items to watchlist a...	8.6%	288
Checking whether he can redeem exp...	6.7%	224
Got a member reward, and asks if the...	6.7%	223

Top resolve time impactors

Topic	Avg. resolve time	Impact
When the user input the coup...	26.86	-2.7%
User wants to add items to watc...	29.30	-2.0%
Checking whether he can redee...	26.54	-2.0%
Wants to get information on cu...	19.12	-1.8%
Mobile app crashes when the U...	22.97	-1.7%

Case priority

Total case breakdown

Current popular topics

Topic	Volume	Total cases	Avg. resolve time	Resolve rate	Avg. CSAT
User wanted to apply promo code, but got code expired ...	11.38%	295	40.03	71%	3.06
When the user input the coupon code the website said pr...	9.76%	253	26.86	69%	3.29
User wants to add items to watchlist and get notification ...	8.95%	232	29.30	74%	3.06
Checking whether he can redeem expired notes or coup...	7.21%	187	26.54	71%	3.19
Got a member reward, and asks if there is an expiration d...	6.90%	179	36.54	77%	3.08

Emerging topics

Topic	Volume change	Total cases	Avg. resolve time	Resolve rate	Avg. CSAT
Wants to get information on current local deals and onli...	19.05%	84	19.12	84%	2.99
Checking whether he can redeem expired notes or coup...	17.11%	187	26.54	71%	3.19
Inquiry on available promo code for the items in the sho...	16.28%	43	32.49	75%	3.03
User gets invalid promo code after following instruction	16.22%	16.28%	27.80	80%	3.35
User wants to add items to watchlist and get notification...	15.95%	232	29.30	74%	3.06

Case tracking

Customer Service Virtual Agent

Virtual Agent

Hi, I'm the Customer Self Service Virtual Agent. How can I help you today?

How do I reset my School Buddy?

Which School Buddy model do you want to reset?

Type your message...

You've automated this topic.

Facebook School Buddy 500 4 min 3.8

Topic case composition:

- Web
- Email
- Phone

Live agent tier 2

Live agent tier 1

Abandoned

Resolved

CONVERSATION START

```

    "How do I reset my School Buddy?" →
    "Which School Buddy model do you want to reset?" →
    USER SAYS: "School Buddy 1000"
    School Buddy 500 →
    School Buddy 500
  
```

Virtual agent

Here's how to reset School Buddy 1000:

- Turn on your device
- Hold the power and volume button down until you see the logo on screen

Enter virtual agent message

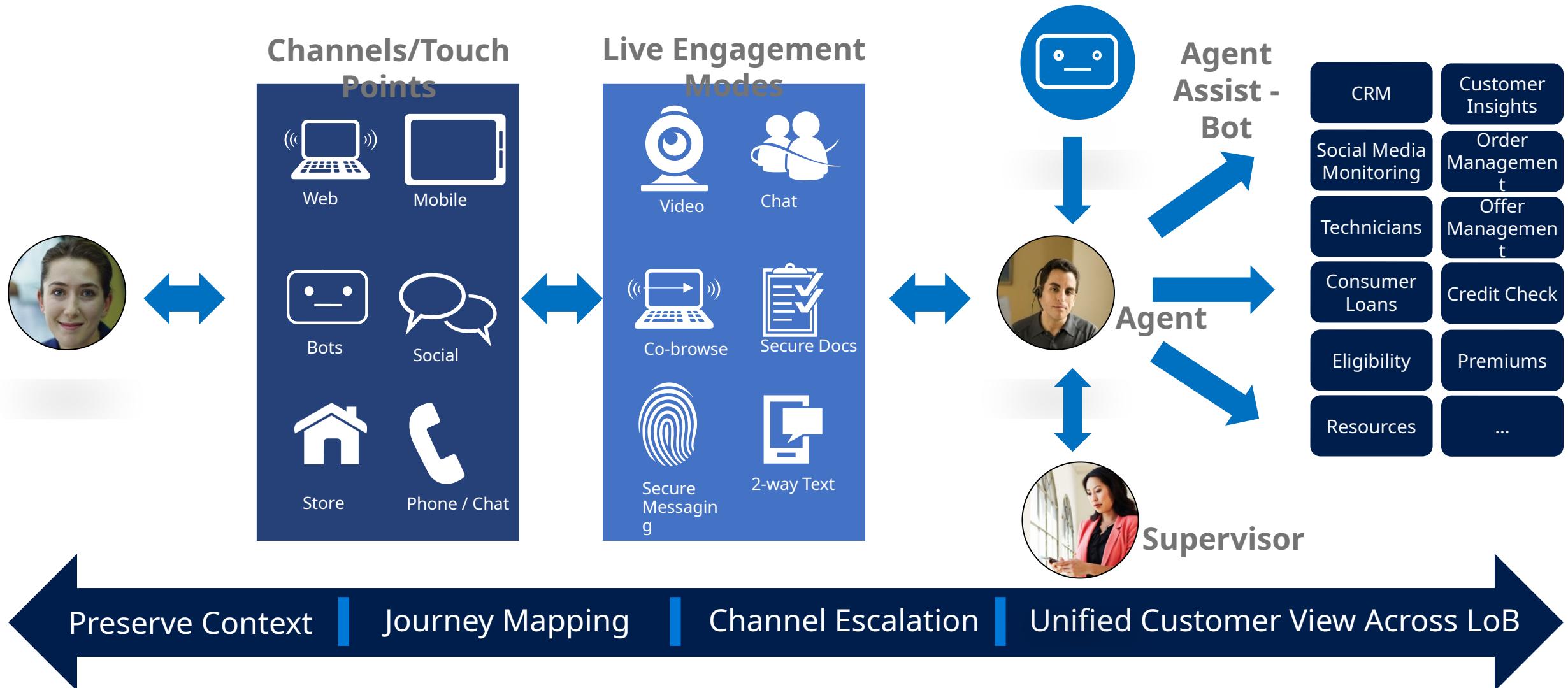
Virtual agent says

Customer says

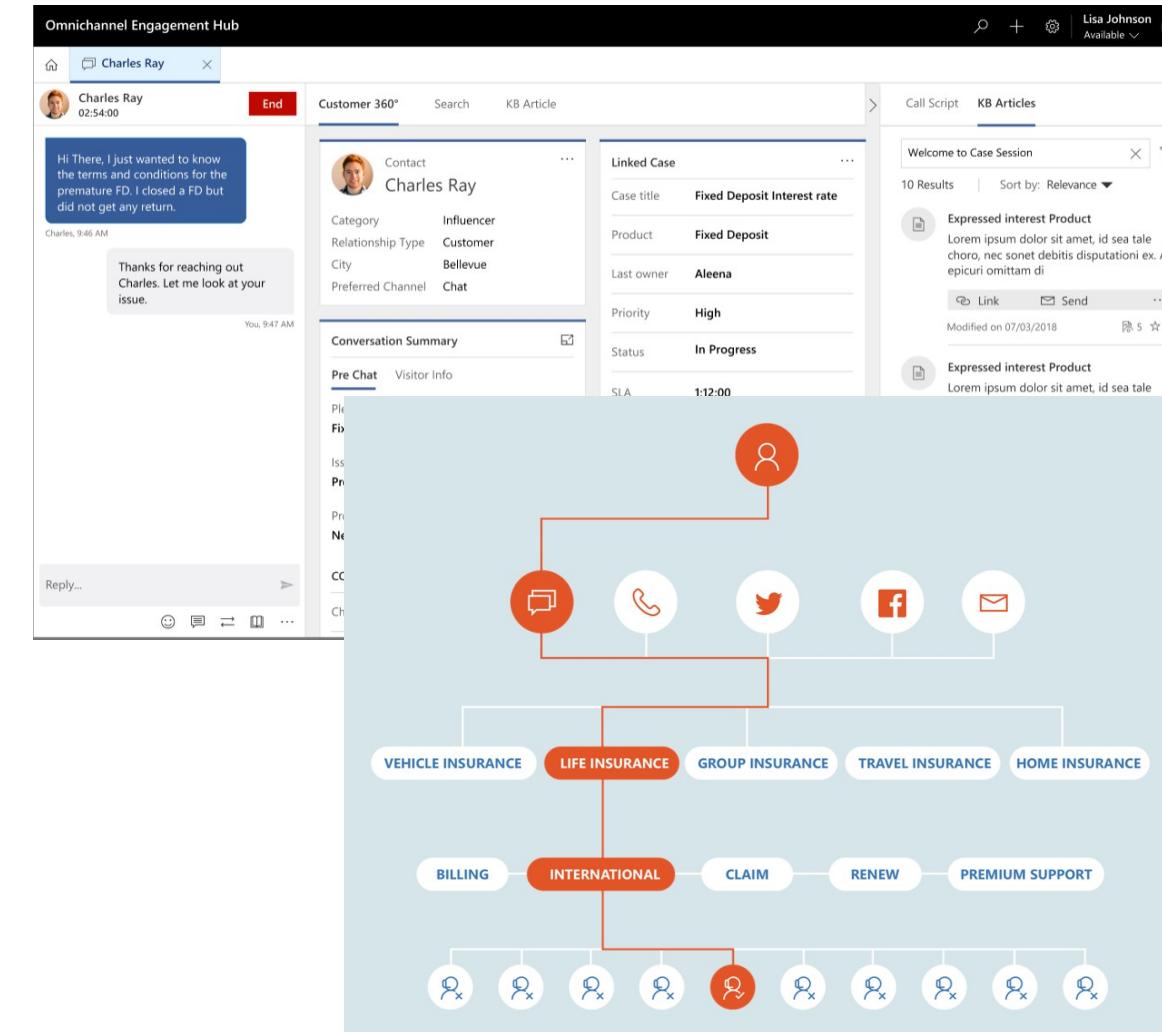
Action

Escalate

Omni-channel Engagement Hub



Omni-channel Engagement Hub



DEC 2018 - PREVIEW

Channels

Live Chat Channel

Enable Live chat support channel (D365 portal & Custom Websites)

SMS Channel

Enable SMS support channel (inbound & outbound messaging)

Channel Integration Framework (Phone)

Partners can embed cloud telephony UI and enable data exchange

Enable Customer to Bring their

Integration with Microsoft bot framework for deflection & escalation scenarios

Bots

Engagement

Agent & Supervisor Experiences

Simple, easy to learn, unified experience; manage agent workforce; real-time monitoring

Unified Routing & Work

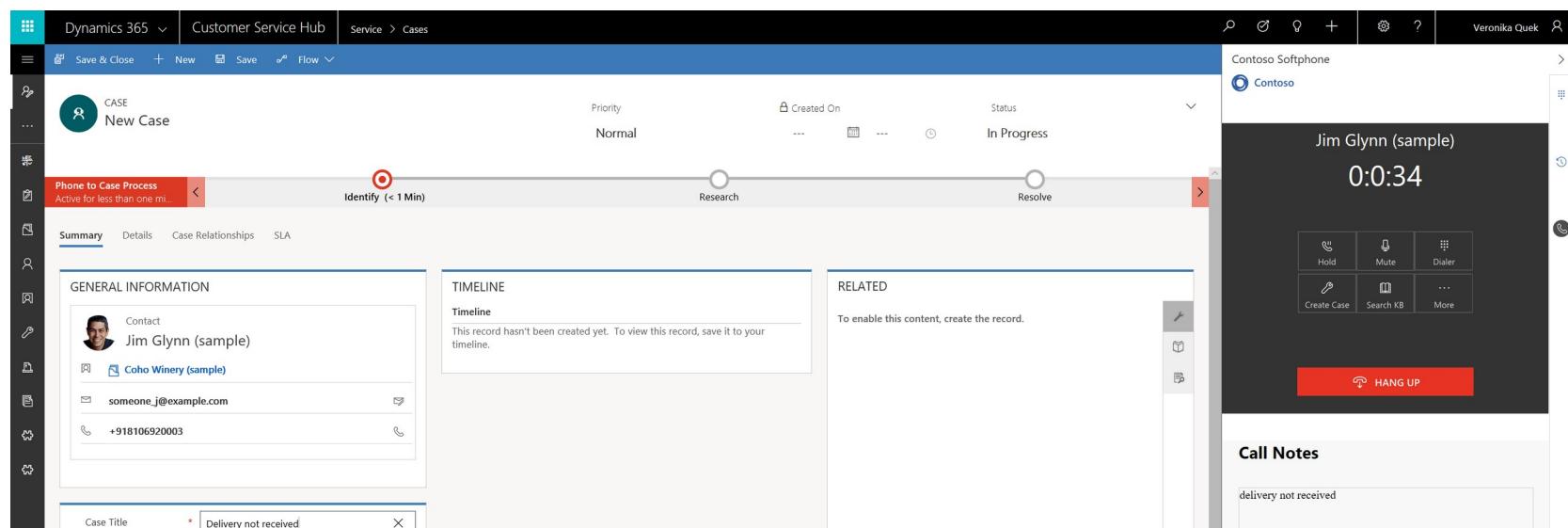
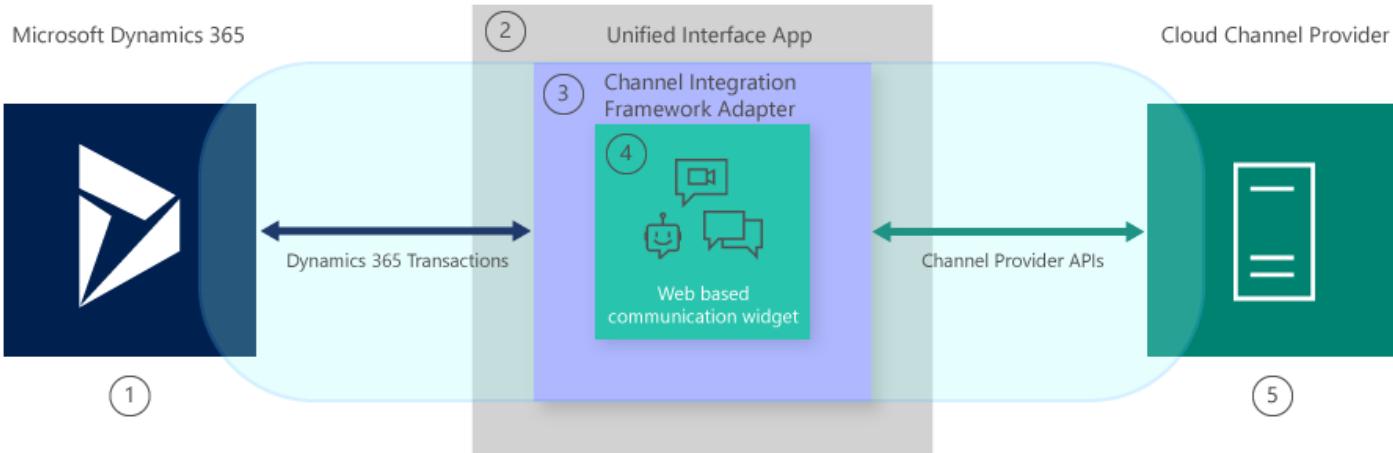
Configurable, Automated, Intelligent routing of work items from different channels

Insights

Intelligent Insights

Suggested Articles, Related Items, KPIs

Channel Integration Framework

[Public preview](#)

Javascript library for channel integrations

Easy configuration and deployment experience for developers

APIs to support incoming call scenarios

APIs to support click to call scenarios through events

Associate different partner providers with different set of users in the same org

Comprehensive Developer Guide for common scenarios

Portals

Case Number
CAS-01062-D1D5C0

Last Updated
9/19/2018 8:57 PM

Customer *
[REDACTED]

Contact
[REDACTED]

Subject
Default Subject

Case Type
Question

SharePoint Documents

Name ↑	Modified
abcd.txt (1 KB)	10 minutes ago
OCE.csv (78 KB)	11 minutes ago

Contoso, Ltd. [Home](#) | [Blogs](#) | [Forums](#) | [Ideas](#) | [Knowledge Base](#) | [Support](#) | [Search](#) | [English](#) | [Sign In](#)

CONTOSO COMMUNITY

Store Sales Overview

10 New Stores
104 Total Stores

Total Sales Variance by Fiscal Month and District Manager

District Manager: Allen Gurnett, Andrew Ma, Andrew Zuber, Brad Sutton, Carter Hayes, Chris Gray, Chris McGuire, Finn Lasota, Valerie Uhlakovic

Popular Topics

Most Recent Articles

- Booking Travel (Feb 24, 2017)
- Damaged or Defective Products (Dec 22, 2016)
- Delivery Never Arrived (Oct 31, 2016)

Diagnostic tool
Last updated : 12/12/2018 12:09:50am

Diagnosis results

Issue	Category	Result
Deprecated feature usage	Portal Runtime	✖ Error
Configuration issues	Portal Runtime	✖ Error
Change notifications connection	Portal Runtime	✖ Error
Dynamics 365 Org connection	Portal Runtime	✖ Error
	Solution upgrade/install	✖ Error
	Solution upgrade/install	⚠ Warning
	Provisioning	⚠ Warning
	Provisioning	⚠ Warning
	Provisioning	⚠ Warning



Components



Search



Dynamic Components



Ad



Ad Template



Badges



Blogs



Breadcrumbs



Entity List



Entity Form



Web Form



Events: Upcoming



Footer



Forums



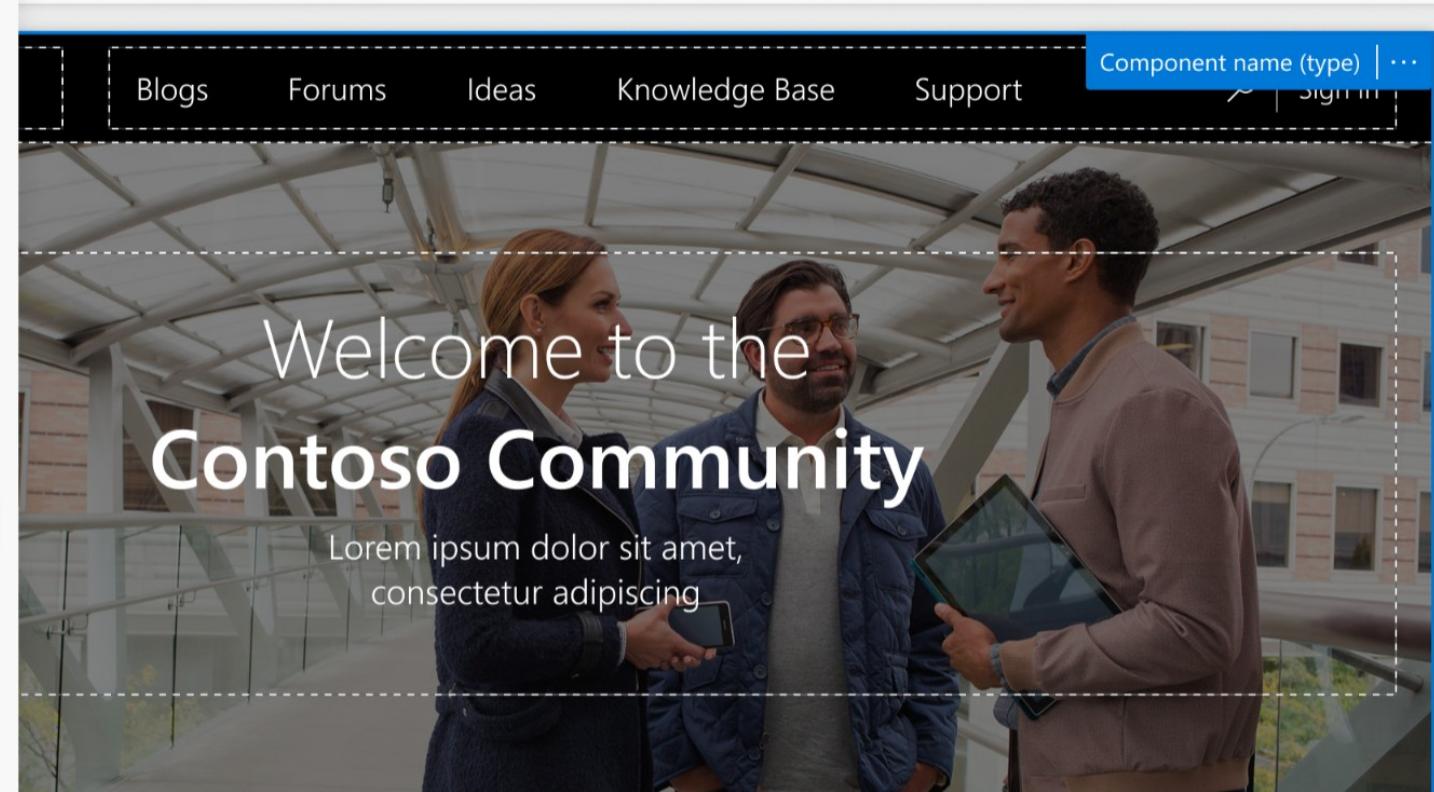
Header



Language Picker



Page Header



Property

Style

Web Page

Name*

Home

Partial URL

/home

Language

English

Page template



One column



Two columns



Three columns



2:1 Columns



1:2 Columns



Custom

Advanced

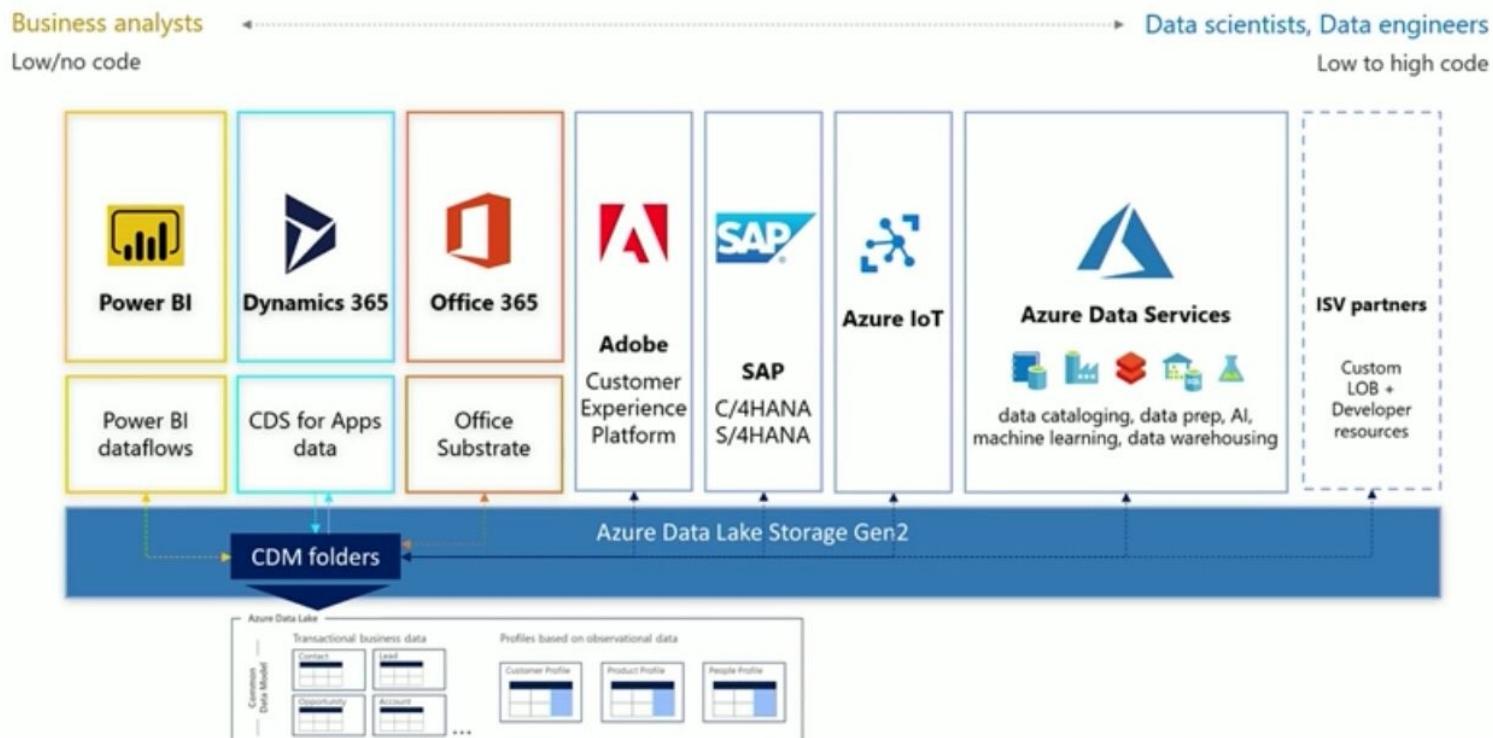
Open Data Initiative



- *Unlock and harmonize **siloed data** to create new value*
- *Bi-directionally move transactional, operational, customer or IoT data **to and from the common data lake** based on their preference or needs*
- *Create data-powered digital feedback loops for greater business impact, while also helping to enable their **security and privacy compliance** initiatives*
- *Build and adopt intelligent applications that natively **understand data, relationships and metadata** spanning multiple services from Adobe, SAP, Microsoft and their partners*

Common Data Model (CDM)

Enabling low friction collaboration among Data + AI professionals



The screenshot shows the Microsoft Power Query interface with the following sections:

- Choose Data Source:** A navigation bar with tabs: All categories, File, Database, Azure, Online services, Other. The "All categories" tab is selected.
- Data Sources:** A grid of data source icons and names:

Access File	Excel File	JSON File
XML File	IBM DB2 database Database	Oracle database Database
SQL Server database Database	Azure Blobs Azure	Azure SQL Data Azure
Azure Tables Azure	Salesforce Reports Online services	
Web API Other		
- Edit Queries:** A section with buttons: Get Data, Refresh, Options, Manage Columns. Below it, a table titled "Categories" is shown with columns: Alphabetical_list_of_..., Categories, and CategoryID.
- Templates:** A section showing a template for "Salesforce" with the description: "Explore and monitor your Salesforce including Accounts, Opportunities, Contacts, Leads, and more."

"New Microsoft Project"

Office 365 | Project

Alabama Solar Farm
Private, Confidential

+ Add row | + Add key date

T 7 OCT 14 OCT 21 OCT 28 NOV 4 NOV 11 NOV 18 NOV 25

Software Complete | Launch Farm

Farm Buildout
Heather Heide Principal Pm Manager

Control Unit
Eray Chou Principal Pm Manager

ECU
Chris Boyd Principal Pm Manager

Online Marketing Campaign | Permitting

Energy density measurement | Flare Handling | Recombinant filtering

Maintenance Routines | Energy density measurement

Connect

Azure DevOps organization
<https://solarbreeze.visualstudio.com>
✓ Looks good

Choose a project
Solar Control Unit

Connect to project ⓘ

Get updates to Roadmap from Azure Boards
By Microsoft

Connect

See details

This template is used to keep your Project Roadmap up to date with the latest information from Azure Boards

This flow will connect to:

- Azure DevOps
- Project Roadmap

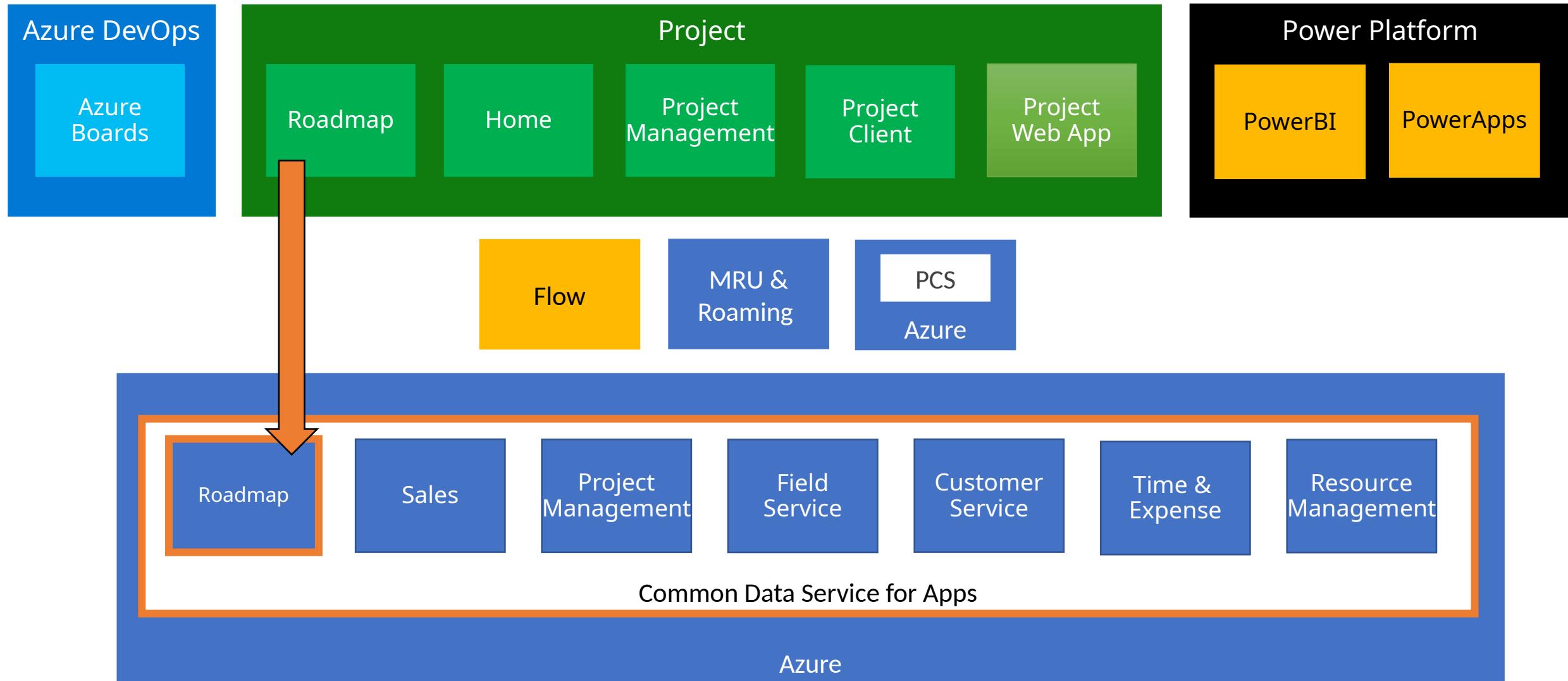
Permissions

Project Roadmap

- Read and update Roadmap items

Powered by Microsoft Flow

"New Microsoft Project"



[← Back to jobs](#) [Close job](#)

Customer Success Manager

Hiring Manager: Jeff Hay

Req ID: 001008

Job status: Active

[Applicants](#)[Prospects](#)[Details](#)[Hiring team](#)[Process](#)[Postings](#) Search applicants

Applicants to consider ⓘ

Archie McDermott

software

[View candidate](#)

Ayo Achebe

[View candidate](#)[My applicants](#)[All](#)

NAME

DATE APPLIED

Alessandra Russo

10/13/18

Ayo Achebe

10/13/18

PowerApps

Solution: Dynamics 365 for Talent Apps

Components

! You cannot directly edit the components within a managed solution. If the managed properties for solution components are set to allow customization, you can edit them in the Customizations area or from another unmanaged solution.

Solution Dynamics 365 for Talent Apps

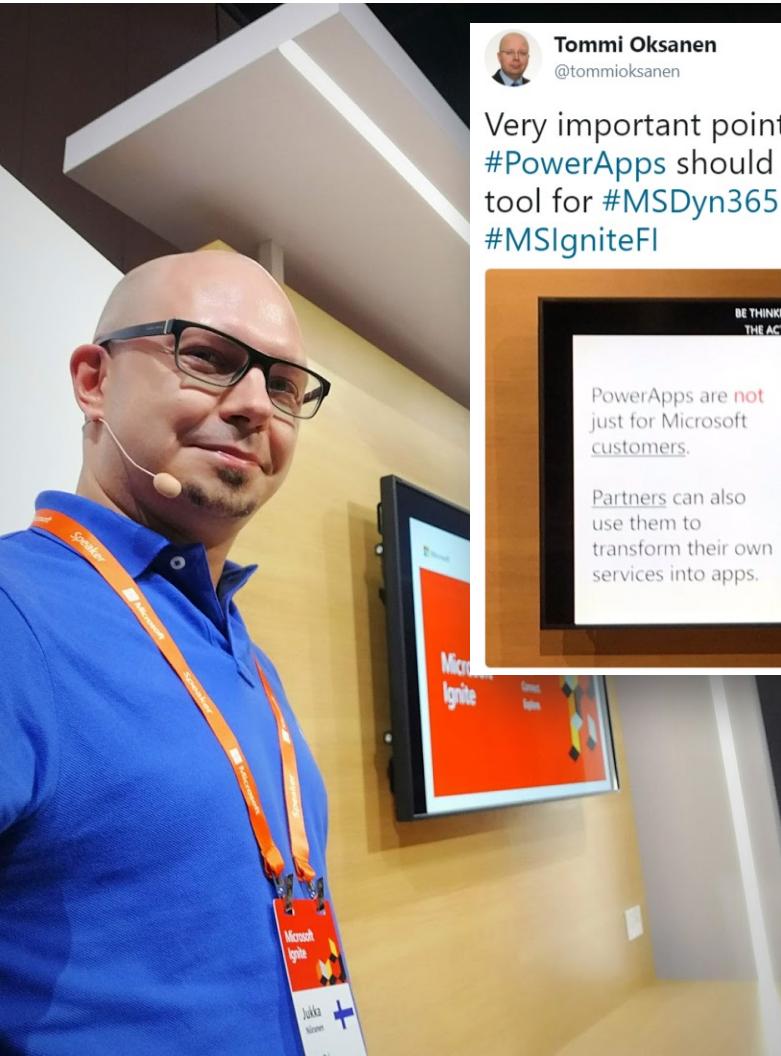
Component Type: All

	Display Name ↑	Name	Type
	Onboarding guide activity participant	msdyn_o...	Entity
	Onboarding guide participant	msdyn_o...	Entity
	Onboarding newbie activity status	msdyn_o...	Entity
	Onboarding project status	msdyn_o...	Option Set
	Recruiter	Recruiter	Security Role
	Recruiting admin	Recruitin...	Security Role
	Recruiting read all	Recruitin...	Security Role
	Skype Meeting Type	msdyn_s...	Option Set

51 - 100 of 164 (0 selected)

Page 2

Elisa @ Ignite 2018



Tommi Oksanen
@tommioksanen

Following

Very important point from [@jukkan](#):
#PowerApps should also be considered as a tool for #MSDyn365 partners. #MSIgnite #MSIgniteFI

BE THINKING ABOUT SOMETHING FOR THE ACTUAL CUSTOMERS. SO THIS

PowerApps are not just for Microsoft customers.

Partners can also use them to transform their own services into apps.

Julian Sharp
@julianatvigence

@jukkan showing how to use #PowerApps onboard new customers. Fascinating #MSIgnite

A man stands at a podium, presenting to an audience. A large screen behind him shows a slide titled "From Planning to Configuration".

Tommi Oksanen
@tommioksanen

Following

ABSOLUTELY LOVING [@ElisaOyj's #MSDyn365](#) onboarding app! This is something every Dynamics partner should have. Forces the customer to think through things — in his or her own pace. [@jukkan #MSIgnite #MSIgniteFI](#)

TIPS AND OPTIONS, VALUES AND/OR ADD NEW

The App: dynamic content screens

1. Main screens, like "Data model"
2. Subscreens: ordered list of pages, like "Contacts"
3. Gallery: configuration items, like "Contact fields"
4. Toggles: simple field properties like "visible"
5. Edit forms: additional properties like tooltip, option set values

George Doubinski @georgedude · 25. syysk. #PowerApps inception by @jukkan at #Ignite2018 : creating PowerApp to manage PowerApps

PowerApps are not just for Microsoft customers.

Partners can also use them to transform their own services into apps.

CRMAudio, the Dynamics 365 Podcast
@crmaudio

Vastauksensa käyttäjille @georgedude ja @jukkan

@jukkan and Satya: separated at birth?

EXPO: BUSINESS APPLICATIONS





That's all!

Microsoft



Finland Dynamics User Group

<https://www.dynamics365.fi/>