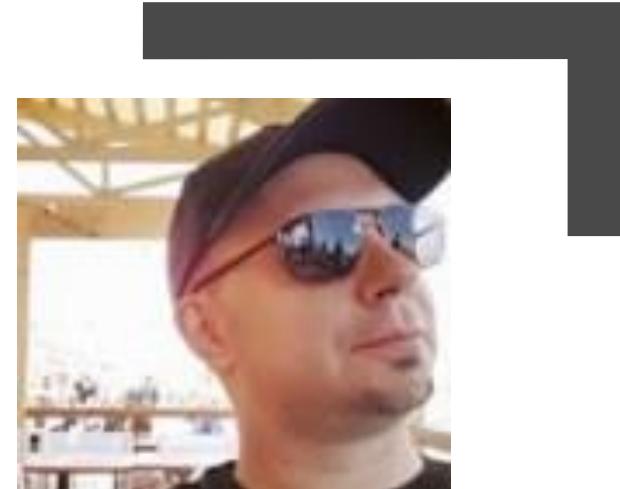


Microsoft Business Applications October Virtual Launch Event

Finland Dynamics User Group presenting highlights



Finland Dynamics User Group admins



Teemu Miettinen, Markku Suominen, Jukka Niiranen,
Kimmo Koski, Antti Pajunen

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



FINLAND DYNAMICS USER GROUP / DYNAMICS365.FI

ETUSIVU BLOGI TIETOAI OTA YHTEYTTÄ!

10.9.2019

Jäähyväiset vanhalle käyttöliittymälle: Unified Interface korvaa legacy web clientin 1.10.2020

DYNAMICS 365 CUSTOMER ENGAGEMENT / UNIFIED INTERFACE



Microsoft Dynamics 365 Customer Engagement on tarjonneet kaksi rinnakkaisista käyttöliittymätekniikoista jo pidemmän tovin. Vain selaimella käytettävä web client on ollut se oletuskäyttökemus, johon käyttäjä päätyy ympäristön perus-URL:in syöttäessään. CRM 2013 -versiossa ensimmäisen kerran esiteltyn ja sittemmin paranneltu web client on tuki tarjonneet pienempiinkin ruutuihin sopeutuvaa layouttia, mutta varsinaiset mobiililaitteiden käyttöliittymät perustuvat aina eri teknologiaan.

Unified Interface näki päivänvalon kesällä 2017, kun Microsoft paljasti tuloillaan olleen 9.0-version uuden käyttökokemuksen. Nimensä mukaisesti se oli tarkoitettu toimimaan kaikissa päätelitteissä ja käyttökonteksteissa. Puhelinsovellukset olivat ensimmäisiä, jotka hyppäsivät aiemasta MoCA-clientista uusimpaan teknologiaan, mutta tämän jälkeen niin Outlook App kuin esim. Microsoft Teams -välilehdet ovat esitelleet

Hae sanalla

Viimeisimmät artikkelit

Tule FDUG-virtuaalitapaamiseen keskustelemaan syksyn 2019 julkaisuaalosta

Jäähyväiset vanhalle käyttöliittymälle: Unified Interface korvaa legacy web clientin 1.10.2020

<https://twitter.com/Dyn365FDUG>



FDUG Dynamics365.fi

98 Tweets



FDUG Dynamics365.fi

@Dyn365FDUG Follows you

FDUG on suomalainen käyttäjäkerho Microsoft Dynamics -ohjelmistojen parissa työskenteleville. Lue lisää [dynamics365.fi](#)

② Helsinki, Finland Joined September 2018

65 Following 88 Followers

Followed by Microsoft Teams Community Finland, Sweetspotter, and 35 others you follow

Tweets

Tweets & replies

Media

Likes



FDUG Dynamics365.fi @Dyn365FDUG · 3h

Hei #Dynamics365 ja #PowerApps -käyttäjä! Tule tänään klo 15-16 linjoille kuuntelemaan uusimmat Dynamics 365 - ja PowerApps-uutiset! #FDUG käläpi parhaat palat 10.10 järjestetystä Virtual Launch Eventista. Teams-linkki löytyy täältä: [meetup.com/Finland-Dynami...](#)





Microsoft Dynamics Ecosystem

<https://twitter.com/CaltechIT/status/1183765046448533505>



Jonas Rapp #UserGroup... 7h

Virtual Entities are not dead.
Virtual Entities are incredibly important for us, we use it extensively in the platform itself and we will accelerate the investments in Virtual Entities.

- Matt Barbour at [#eXtreme365](#)

phew



Jonas Rapp #UserGroup... 7h

Microsoft [#Flow](#) is not just for [#PowerPlatform](#). It is the automation engine for Microsoft. The [#PowerPlatform](#) team owns Flow, but it is for all of Microsoft.

- Matt Barbour at [#eXtreme365](#)



Jonas Rapp #UserGroup... 6h

We think we have closed most gaps between [#Flow](#) and classic asynchronous workflows. If you find something that is missing - let us know!

- Matt Barbour at [#eXtreme365](#)



Jonas Rapp #UserGroup... 6h

There are lots of efforts going into providing you licensing capabilities for your [#PCF](#) controls. We will give that to you.

- Matt Barbour at [#eXtreme365](#)

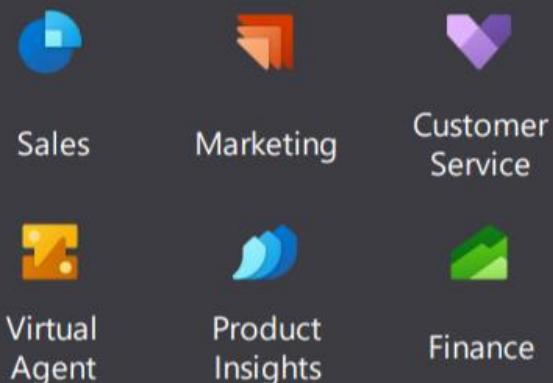
But before we start, tweets from [#eXtreme365](#)

2019 Release Wave 2

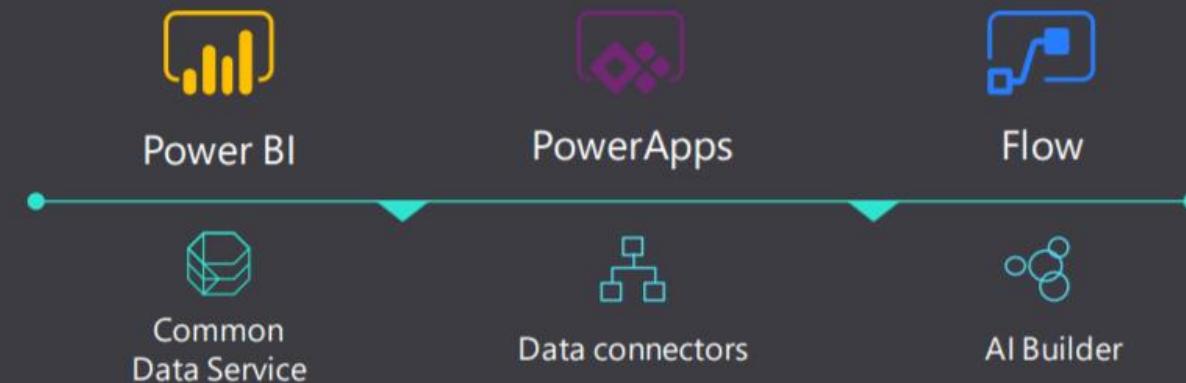
Uncovering some of the most exciting new product updates

The release wave 2 includes **400+ new capabilities**. Get a first-hand look at some of the highlights across...

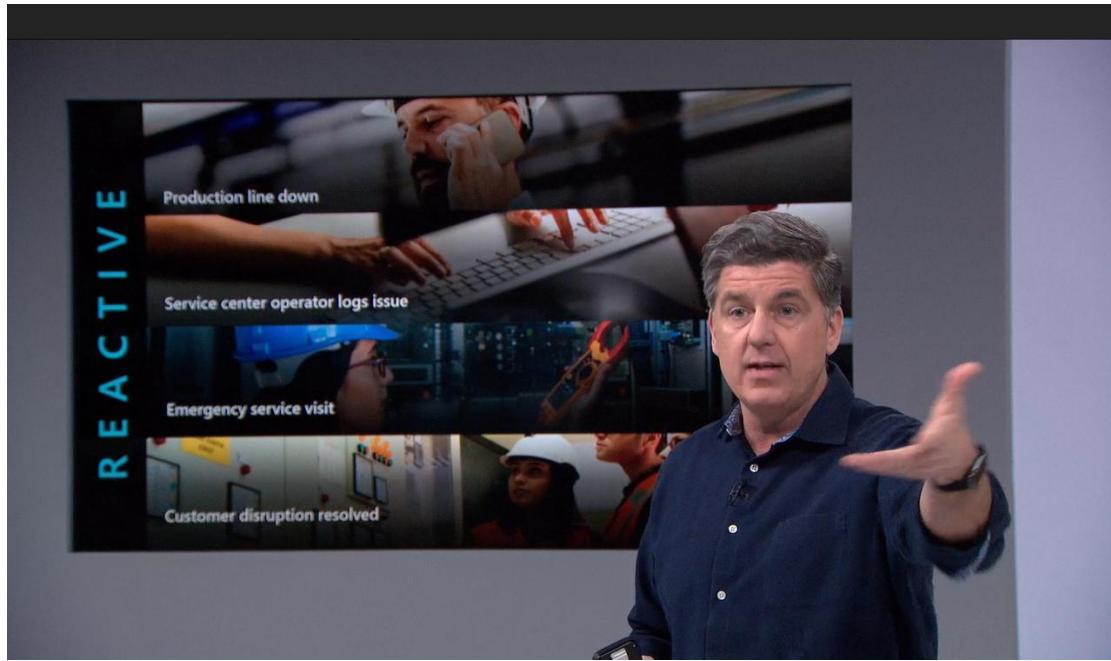
Dynamics 365



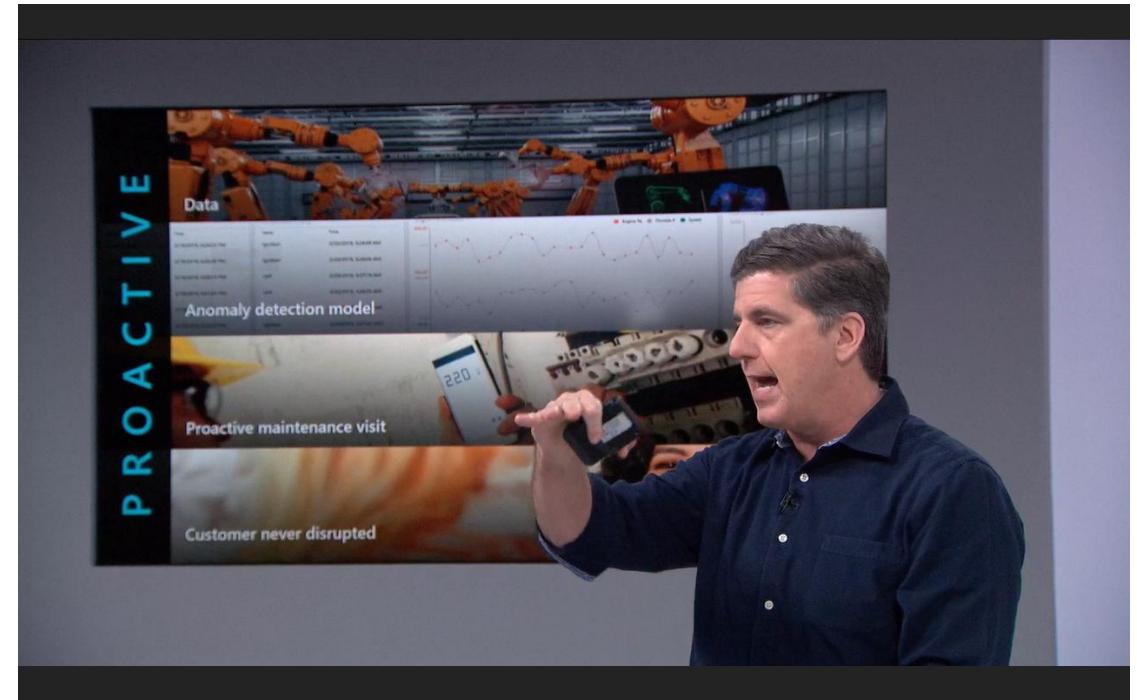
Microsoft Power Platform



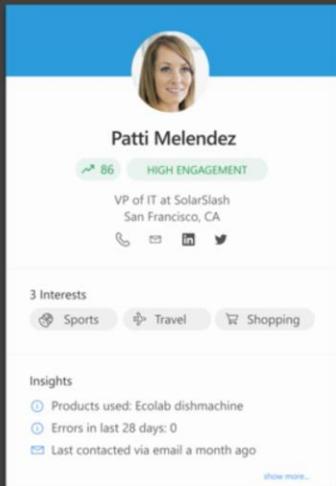
Reactive James Phillips ☹



Proactive James Phillips ☺



Data-first comprehensive understanding of customer



Patti Melendez
VP of IT at SolarSlash
San Francisco, CA
86 HIGH ENGAGEMENT
3 Interests: Sports, Travel, Shopping
Insights: Products used: Ecolab dishmachine, Errors in last 28 days: 0, Last contacted via email a month ago

Harness customer insights...

How do I provide a stellar personalized outcome?

Understand market signals...

How can I build and discover high value segments based on predictive demographic and audience intelligence?

Gather product insights...

How are my products and services being used and performing?

Dynamics 365 Customer Insights

Run Save Discard changes

Back to Unify

Match

Identify the unique customers in your entities by matching records of customers.

Unique customers 937,781

Matched records 412,600

Updated: 10/8/19, 2:52 PM View last run

Match order

Entity	Name	All records	Records matched
Primary	Accounts : Dynamics	--	
2	OPCO_CCI : PreEnrollmentList	590,288	14.8%

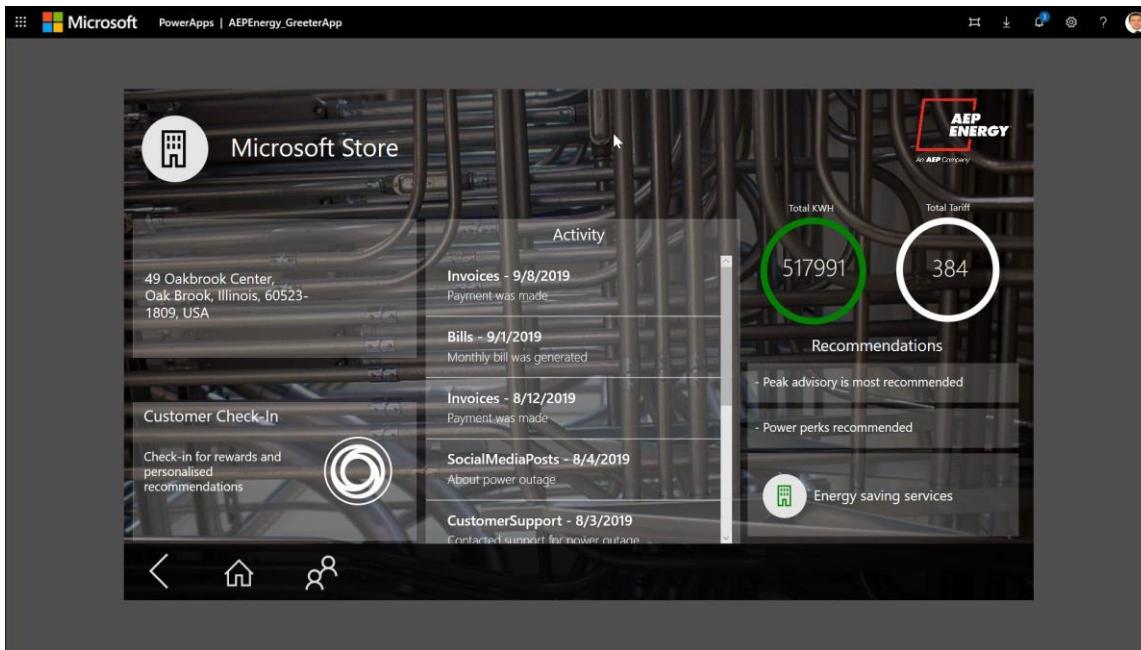
Rules

Use rules in the order shown to match records of the same customer.

Order	Name	Records matched
1	Phone+Name+Address	14.8%
3	CSP_CCI : PreEnrollmentList	672,984

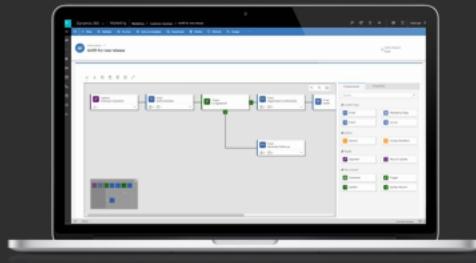
Customer Insights

CI in PowerApps & Power BI

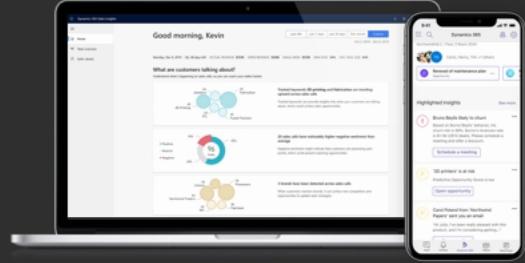


This screenshot shows the AEP Customer Insights Power BI report. It features a navigation bar with "AEP Customer Insights" and "AEP Customer Insights Report". The main content area is titled "CUSTOMER PROFILE Account Based Selling". It includes a "Customer Profile" card for "Microsoft Store" (Primary Contact: Miguel Martinez, Number of Units: 2, Primary billing address: 49 Oakbrook Center Oak Brook, IL 60522-1809) and several performance metrics: Awareness (9 Activities, 1 Social Activities, 1 Phone Calls), Fulfillment (5626 Avg. Monthly Spend, 7 Avg. DPO Days, 61.6 kwh Avg. Monthly KWH), Support (0.12 Churn Score, 1 High Priority Cases, 2 Active Cases), and Engagement (3 Open Opportunities, 89% Qualification rate, 93 Engagement Score). Below this is a "Data Sources and Segmentation" section with a circular diagram showing connections between "Profile", "Opportunities", "Dynamics 365", and "Investment L&W". The "Market Insights" section contains a chart showing a 2,500% increase in web searches for "Surface Pro X" over the last 7 weeks. The right side of the screen has a "Timeline" section showing activity logs for various users and devices, such as "Web - 10/8/19 Invoice paid" and "Social - 9/30/19 Social media post: power outage".

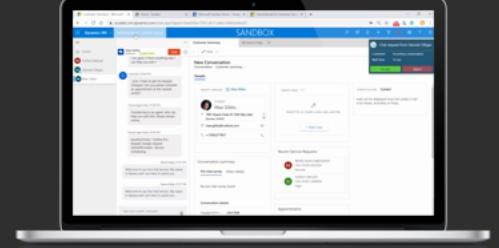
Deliver personalized experiences across customer journeys



Marketing



Sales



Customer Service



Data

Intelligence

Dynamics 365 Sales: 2019 Wave 2 Highlights

Sales Productivity

Guided Intelligent Selling

Sales Assistant

Business Q&A for Sales Managers

The image shows a tablet and a smartphone side-by-side. The tablet screen displays the Dynamics 365 Sales Insights interface. At the top, it says "Good morning, Kevin". Below that, it shows a summary: "Monday, Dec 9, 2019 | Q2, 48 days left | ACTUAL REVENUE \$313K | OPEN REVENUE \$120K | DEALS-WON \$313K" and the date range "Oct 5, 2019 - Dec 9, 2019". A navigation bar at the bottom includes "Last 24h", "Last 7 days", "Last 30 days", "This month", and "Custom". The main content area is titled "What are customers talking about?" and includes a callout: "Tracked keywords 31 upward across sales. Tracked keywords can indicate what's hot right now, which could influence your selling strategy." It features three circular charts: one for "Jewelers", one for "Fabrication", and one for "3D Printing". The "Jewelers" chart has values 44, 49, 45, 39, and 43. The "Fabrication" chart has values 49, 44, 45, and 39. The "3D Printing" chart has values 45, 43, and 39. Below these is a pie chart showing sentiment distribution: 96 calls, 57% Positive, 29% Neutral, and 14% Negative. The smartphone screen shows a note from "Henry" with handwritten text: "e-mail the proposal to Henry by Friday and schedule a follow up meeting for next Monday. Update the estimated revenue for this opportunity to 125k". A callout box on the phone says "Scanned text" and "Email the proposal to Henry by Friday and schedule a followup meeting for next Monday. Update the estimated revenue for this opportunity to \$125K". A "Suggest updates" button is at the bottom right of the phone screen.

Dynamics 365

New lead - Coleman's

16:30 - 17:00

Becky, Mandy

Sonoran Account Joana Berg Contact

Discuss new services with VanArsdel Ltd

17:00 - 18:00

sarad@vanarsdelltd.com,
annew@vanarsdelltd.com,
garthf@vanarsdelltd.com

VanArsdel, Ltd. Account Nancy Anderson Contact

Highlighted insights

The opportunity is at risk and the close date coming up
Sell 10 new items

Activity Teams Calendar Calls More

Meeting preparation

17:00 - 18:00

NEW CONTACTS

sarad@vanarsdelltd.com
NotResponded

annew@vanarsdelltd.com
NotResponded

garthf@vanarsdelltd.com
NotResponded

REGARDING

VanArsdel, Ltd. account
Main Phone 555-0152
Address 1: City Santa Cruz
Primary Contact Nancy Anderson

RELATED INSIGHTS

The opportunity is at risk and the close date coming up
Sell 10 new items

The opportunity is due by 2019-10-11 and has a low opportunity score of 62. Close it to clean up your pipeline.



The screenshot shows a Dynamics 365 Omnichannel for Customer Service interface. At the top, there's a blue header bar with the text "Let's Chat!" and a yellow circular logo. Below the header, a message from "Virtual Agent Bob" at 08:42 AM is displayed in a green bubble: "Welcome to Customer support. I am Virtual Agent Bob and I am here to help you today." A cursor arrow is positioned over this message. The main chat area shows a conversation between "Virtual Agent Bob" and a customer named "Mae Gibbs". Mae Gibbs' messages are in blue bubbles, and Bob's responses are in green bubbles. The customer asks about tuition due dates and missed deadlines, and Bob provides information about enrollment past deadlines. At the bottom, there's a text input field with "Type to chat..." placeholder text and a "Send" button.

An agent will be with you in a moment.

Virtual Agent Bob, 08:42 AM

Welcome to Customer support. I am Virtual Agent Bob and I am here to help you today.

Hi, When is the Tuition due?

Unread messages

Virtual Agent Bob, 08:43 AM

Tuition is due by the first day each semester.

Type to chat...

Mae Gibbs, 00:00:07 | Slightly positive

Customer, 08:43 AM

yes, it is very helpful! Awesome thank you so much!

Virtual Agent Bob, 08:43 AM

I am glad, is there anything else I can help you with?

Customer, 08:43 AM

I missed the deadline for Fall Semester but I have a bit of prior experience in the program I want to enroll in, so I think I can catch-up. Can I enroll now?

Virtual Agent Bob, 08:43 AM

Transferring to an agent, who can help you with this. Please remain online..

Virtual Agent Bob, 08:43 AM

Issue Summary : Missed Fall Semester Deadline
Hand-off Context : Enrollment past Deadline

DynamicsBotPPE, 08:43 AM

Type your public message...

Omnichannel Engagement Hub

Customer Summary KB Search Page +

New Conversation

Conversation · Customer summary

Details

Search customer  Mae Gibbs

Student
Mae Gibbs

Bellevue

mae.gibbs@outlook.com

Phone

Search issue ---

Search for or create a new issue, and link

+ New Case

Smart assist

Agent script

Program Enrollment

Please follow these steps to request

- > Verify Customer
- > Check Payment Status
- > Troubleshooting Guide
- > Send Email
- > Create Case

Recent Cases

CP	Computer Programming Certificate Course CAS-01000-W8L7T1 Normal
ED	Enrollment Discounts CAS-01047-K5Z7S8 Normal
PP	PathwayConnect Program CAS-01048-J5N0Q2 Normal

Conversation summary

Pre-chat survey  Visitor details 

No pre-chat survey found

Conversation details

Engagement channel **Live Chat**

Waiting time **11 secs**

Open

Virtual Agent for Customer Service

Virtual Agent Preview | TruGreen Virtual Agent

Test bot

Tracing Start over with latest content

Chat

Southern Chinch Bug: The Southern Chinch Bug is a unique lawn-damaging insect that changes colors, sizes and markings throughout each nymph stage. Learn more at <https://www.trugreen.com/lawn-care-101/learning-center/lawn-pests/southern-chinch-bug>.

Do you want me to schedule an appointment to take care of this issue for you?

Just now

Yes No

Type your message

Bug Issues

Discard changes Undo Redo

(x) Bug FAQ Learn more at
(x) More Info Link.

Bot Says

Do you want me to schedule an appointment to take care of this issue for you?

User Responses

Yes No

+ Add user response

Output responses to:

+ Add variable

Condition Condition

Yes No

TruGreen Virtual Agent

Login | Register Call us 1-800-464-0171

See services in your area Buy Online

TruGreen Virtual Agent

Online account. What would you like to do?

Just now

Get account balance Just now

I can help you retrieve your account balance.

Can you confirm your phone number on file ? (ex: 5557891234)

Just now

5557891234 Just now

Thanks for your patience Rose! Your current balance is \$44.05.

Is there anything I can help you with?

Just now

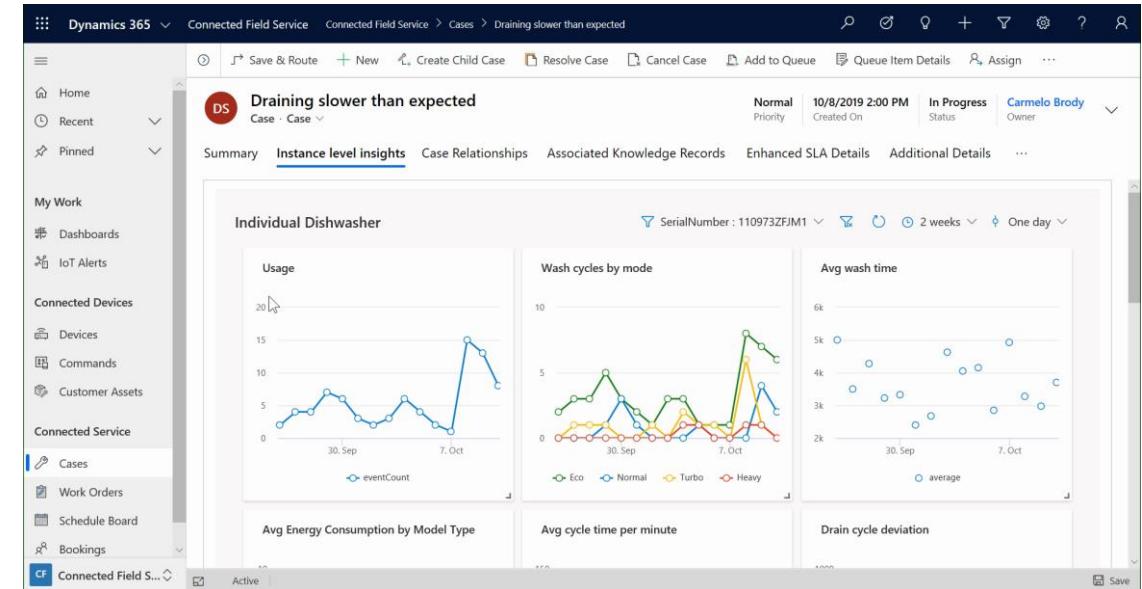
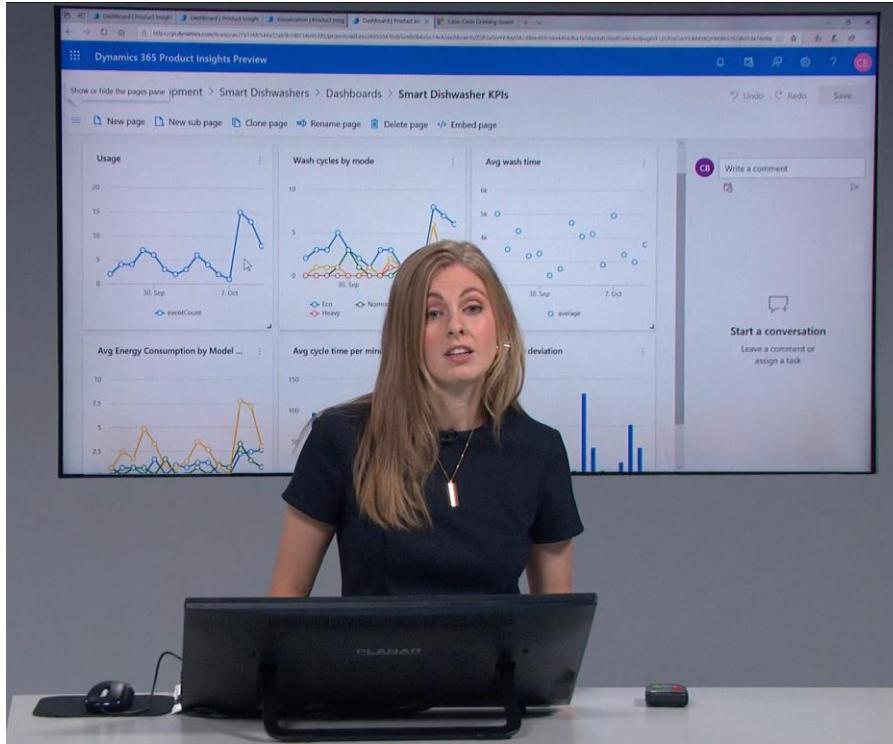
Date of my next service Reschedule my next service

Virtual Agent – How can I help you?

8:48 AM 10/10/2019

Hide bot

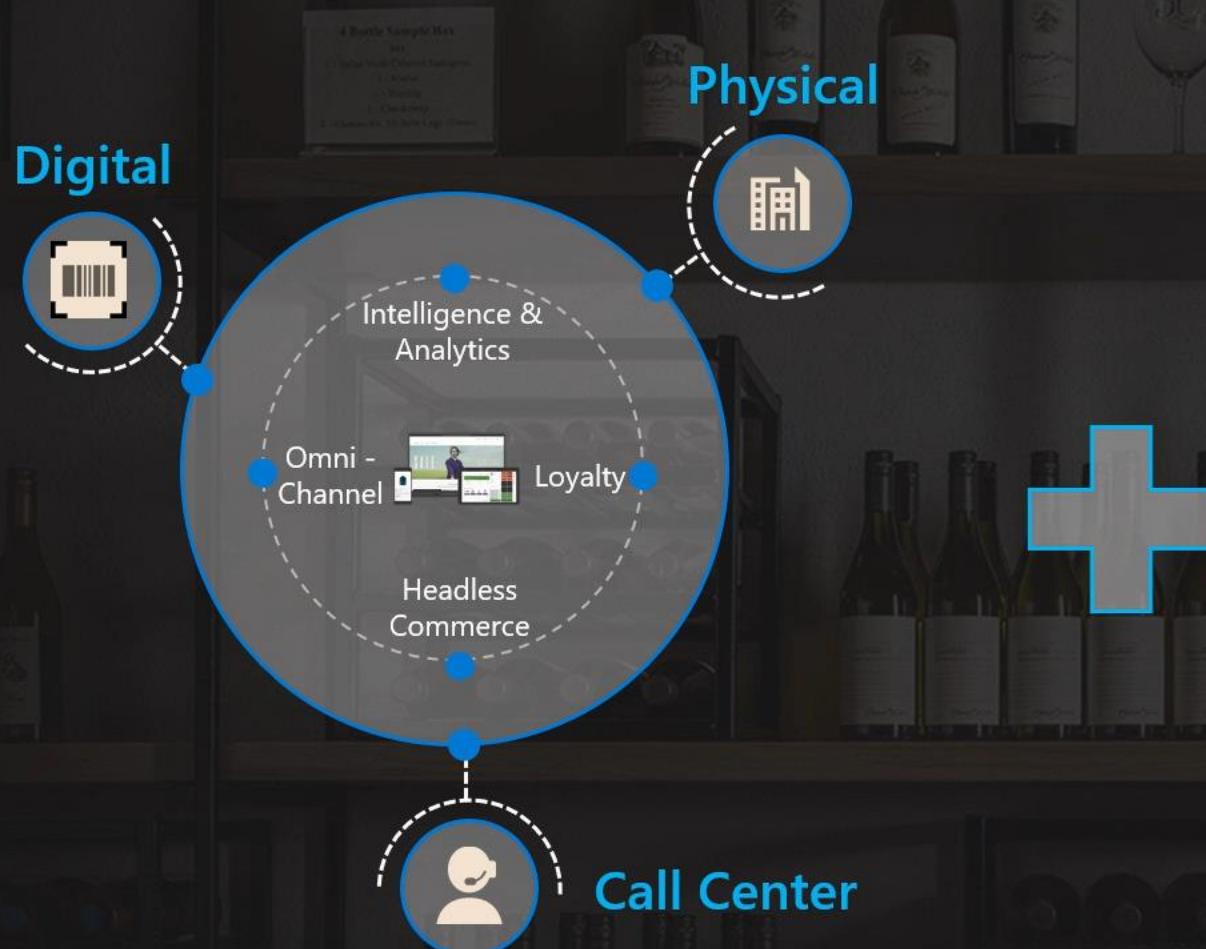
The image displays a composite screenshot of a virtual agent development environment and its resulting user interface. On the left, the 'Virtual Agent Preview' interface shows a 'Test bot' session. It features a sidebar with links for Home, Topics, Analytics, and Deploy. The main area has a 'Chat' section with a message from the bot about the Southern Chinch Bug, followed by a question from the user. Below the chat is a 'User Responses' section with 'Yes' and 'No' buttons. A configuration pane on the right allows setting conditions for responses based on user input. On the right, a preview window shows the bot's responses on a web page, including a 'Buy Online' button and a 'Virtual Agent – How can I help you?' prompt. The overall theme is customer service, specifically lawn care management.



Product Insights & Connected Field Service

Commerce – New capability highlights

Omnichannel commerce at your fingertips



Supply Chain Management

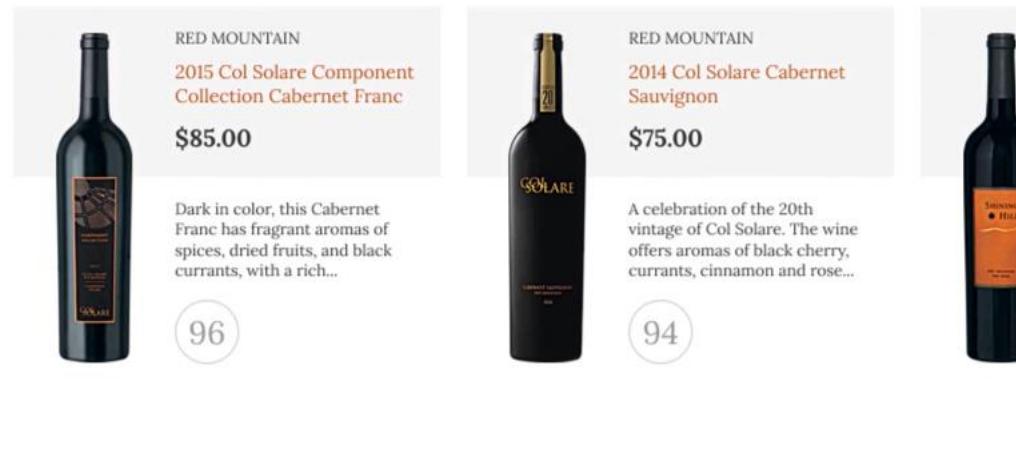
Customer Insights

Fraud Protection

Omnichannel Customer Service

Marketing

People also like



Reviews

[Write a review](#)

Filter by rating

5 ★	85%
4 ★	10%
3 ★	2%
2 ★	3%
1 ★	0%

★★★★★ 4 / 5 (126)

Filter by: 5 stars ▾ Sort by: Ratings ▾



Johnnie McConnell

Verified purchase

March 9, 2019

Will buy again

Very reasonable priced and good quality wine. We bought two bottles and will buy again!

Was this review helpful? [1 \(0\)](#) [Report](#)

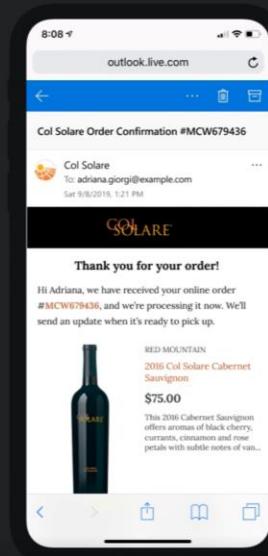
Very nice wine, goes well with red meat

We brought this wine to a restaurant with us for our anniversary dinner. My

recommendations based on shopper behavior



Amanda Brady



Chateau Ste. Michelle seamless

1. SHIPPING ADDRESS [Change](#)

Chateau Ste. Michelle Winery
14111 NE 145th St
Woodinville, WA 98072
(425) 415-3330

Order summary

Subtotal	\$75.00
Shipping	To be calculated
Tax	To be calculated
Order total	\$75.00

2. DELIVERY OPTION [Change](#)

Store pickup

3. PAYMENT METHOD

Loyalty card
55103
Amount to use [Apply](#)

*Before applicable taxes

Place order [Edit](#)

Shopping bag

In-store pickup (1 item)

2016 Col Solare Cabernet Sauvignon
Quantity: 1
\$75.00

Pick up in a store
Chateau Ste. Michelle Winery

Card number*

Expiration date*

Security code*

What is this?

Billing address

First name* Last name*

Address 1*
Street address or P.O. box

Address 2 (optional)

or DFP,

Three bottles of Solare wine are displayed side-by-side against a dark background. The labels on the bottles read "COMPONENT COLLECTION", "ESTATE VINEYARD RED MOUNTAIN", "MAGNUM", and "SOLARE". The middle bottle also specifies "CABERNET FRANC".

Collector's Society

Because we know you appreciate
the finer things in life.

and bring up Adriana's details

Start

A dashboard titled "Start" featuring several orange and brown tiles. The tiles include:

- "Current transaction" (top left)
- "Order fulfillment" (second row, first column)
- "Orders to pickup" (second row, second column)
- "Orders to ship" (second row, third column)
- "Select hardware station" (third row, first column)
- "Reports" (third row, second column)

Each tile has a small icon representing its function.

Products

A product catalog section titled "Products". It features a large image of a bottle of Solare wine next to a glass, with a scenic mountain landscape in the background. Below this, there are two sections:

- "CURRENT RELEASE" (with an image of a bottle)
- "OUR" (partially visible)

Overview Recommendation



Adriana Giorgi
Customer account: 2001
Customer since: 10/5/2016

Contact information
Email: adriana.giorgi@contoso.com
Phone: +1 (206) 555-5613

Addresses
Home address (PRIMARY)
712 1st Ave SW
Kirkland, WA 98007
USA

Added to client book by
Emma Harris

Loyalty cards
55103
Enrollment date: 10/10/2016

Activities Order history

Activities (119) ▾

Today

Email
9/3/2019, 8:49 PM
Opened email - "We invite you to our special event at Red Mountain."
[Edit](#) | [Delete](#)

Note by John
7/9/2019, 10:21 AM
During the member wine tasting event, Adriana preferred our 2015 Component Collection Malbec. Her husband Ted preferred 2015 Shining Hill Red Wine.
[Edit](#) | [Delete](#)

Yesterday

Purchase in store
5/2/2019, 6:01 PM
Bought 2 bottles of new releases in store. Got invited to our member only wine tasting event on Sep 2019.

Last week

Website visit
4/26/2019, 9:02 PM
Visited Col Solare website. Browsed two pages: New Releases and Gifts + Events.

Product review online
4/23/2019, 11:52 AM
Provided a product review. Gained 10% off her next purchase.

Most recent purchases

	2015 Component Collection C... 9/2/2019, 6:01 PM STONN-22500009
	2015 Shining Hill Red Wine 9/1/2019, 8:24 PM 012757

Attributes

Preferred catalog	Top Rated Wines
Event opt in	Yes
Marketing opt in	No
Preferred food pairings	Rich meat dishes, steak
Notes	Prefer flavor of berries

Affiliations

Military	Description: 5% off for military discount
----------	---

Wish lists

48	Karen's wine list
36	Ted's wine list

Using Customer Insights integrated to Commerce, led's wine list



Options

Col Solare

Links

Products and categories

[Products by category](#)[Released products by category](#)[Product kits](#)[Released product kits](#)[Retail product hierarchy](#)

Channels

[Online stores](#)[All retail stores](#)[All call centers](#)

Employees

Workers

[Users](#)[Jobs](#)[Positions](#)

Permission groups

Catalogs and assortments

[All catalogs](#)[Assortments](#)

Pricing and discounts

[All discounts](#)[Discounts](#)[Mix and match discounts](#)[Quantity discounts](#)[Threshold discounts](#)[Coupons](#)[Price adjustments](#)[Category price rules](#)[Affiliations](#)

Workspaces



Catalog management



Category and product management



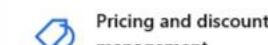
Channel deployment



Data management



Electronic reporting



Pricing and discount management

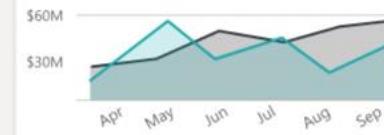


Retail IT

Charts

Current year, last years sales

By fiscal month

[This year's sales](#) [Last year's sales](#)

Sales this month

Last updated July 12, 2019 at 12:01 AM

\$37.3M

Sales by store and region

Last updated Sept 1, 2019 at 12:01 AM



Shortcuts

Favorites

[Retail sales](#)[Retail store management](#)[Channel deployment](#)[Category and product management](#)

Recent

[All retail stores](#)[Workers](#)[Discounts](#)[Assortments](#)[Released products](#)[Retail sales](#)

Work items assigned to me

By unifying the experience across all channels,

Configure my workspace Options



Category and product management

Summary

Analytics

Sales amount
This month

\$417,528.18

Margin
This month

47.0%

Average price per product
This month

\$77.72

Total baskets
This month

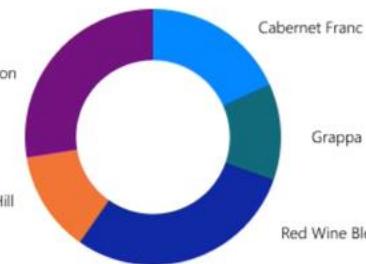
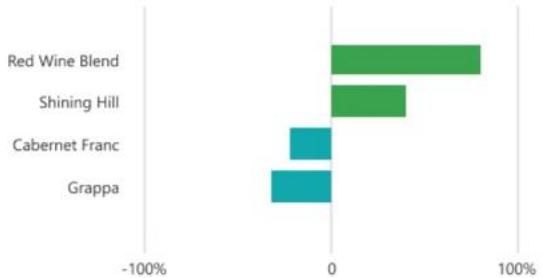
1,933

Average quantity over basket
This month

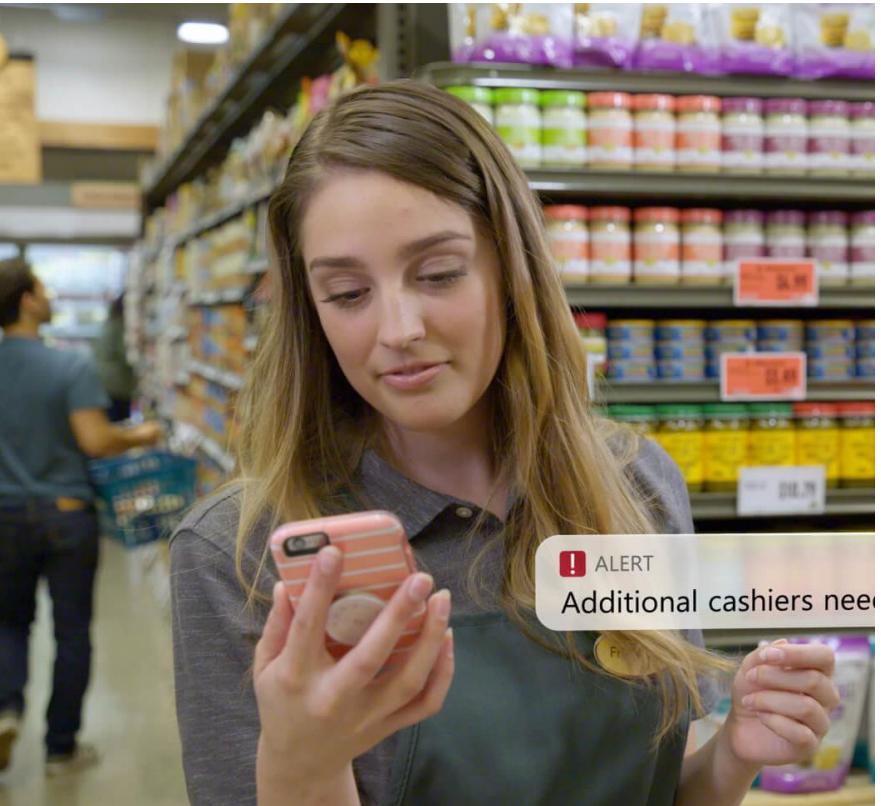
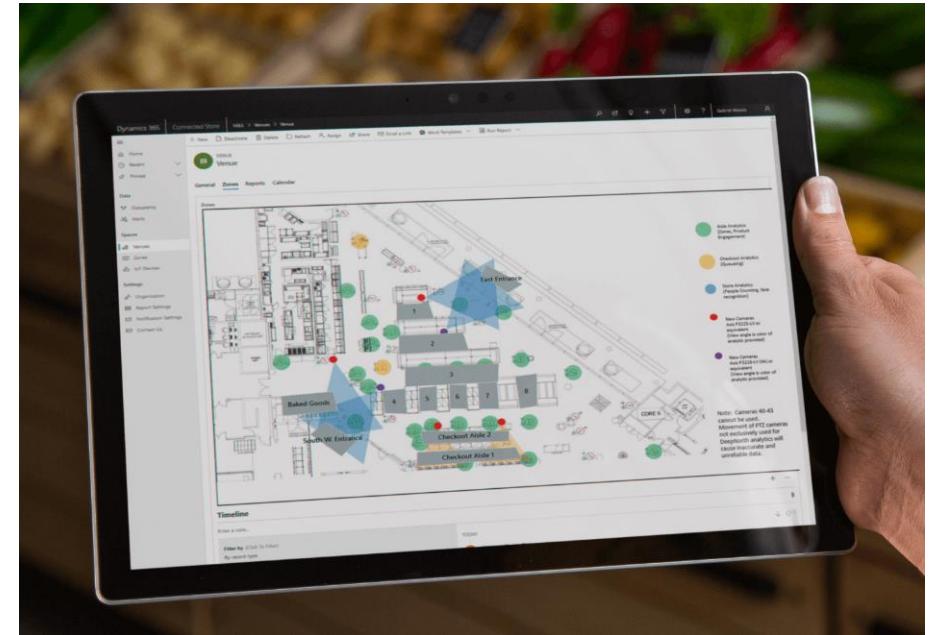
2.73

Average price per basket
This month

\$216.59

Sales by channel
This monthSales by category
This monthSales by product
This monthTop category trends
This monthSales to budget sales YoY
YoY, last 9 months● Last year ● This year ● Budget sales this yearSales by channel demand forecast
YoY, last 9 months● Stores ● Online ● Call center ● Forecast

a manager can review performance based



Connected Store

ROI

Data



Footfall prediction



Dwell Time



Motion Or
Door contact +
store hours



Refrigeration
monitoring



Shelf-void
detection +
Footfall
prediction



People count



Door contact
tracking



Footfall
Prediction +
POS

Benefit



Employee
Scheduling
Optimization



Per-zone sales
conversion



Loss Prevention
(e.g. controlled
area monitoring)



HVAC
Utilization and
Repairs



Increase Shelf
availability



Employee task
optimization
(i.e., bathroom
cleaning /
servicing)



Loss Prevention
(e.g., high-
value-goods
cases and
cabinets)



Pre-made food
waste
prediction

— Data monitoring GA in April 2020 —

Roadmap

Power Platform momentum

>3M

Monthly Active Developers on the Power Platform

>700%

growth in PowerApps production apps in the last year

>300%

growth in PowerApps Monthly Active Users in the last year

>25M

data models hosted in the Power BI service

95%

of Fortune 500 companies using Power BI

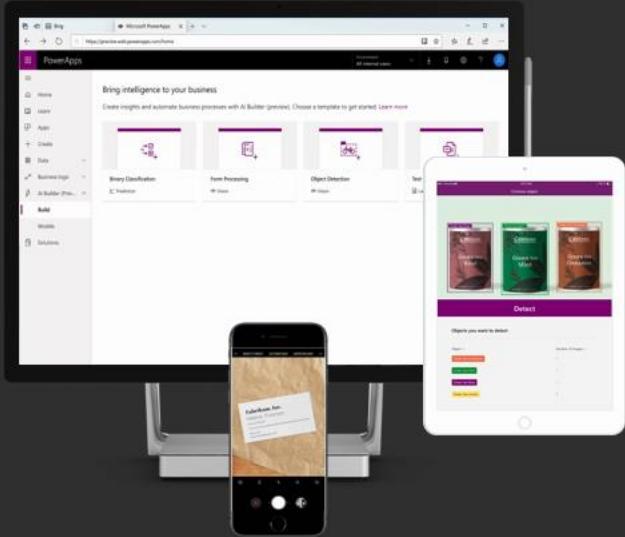
>25B

Microsoft Flow steps run each day

PowerApps – New capability highlights

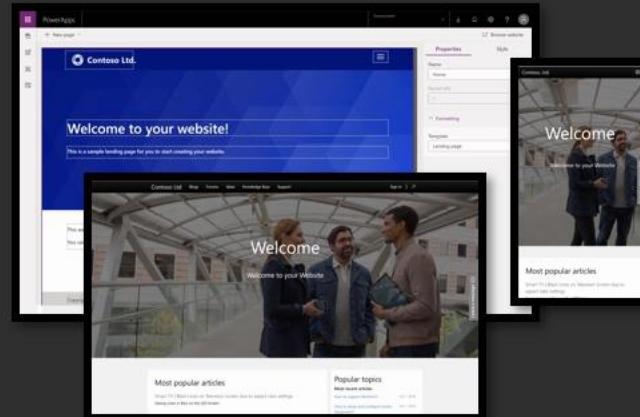
Empower EVERY developer to achieve more

Now Generally Available! AI Builder



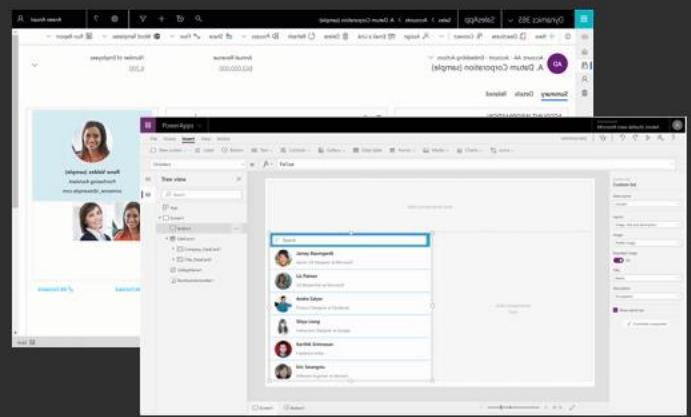
Four types of AI models out of the box to make your applications intelligent

Now Generally Available! Portals



Use prebuilt templates or create your own websites for internal or external users

Shared components for all app types



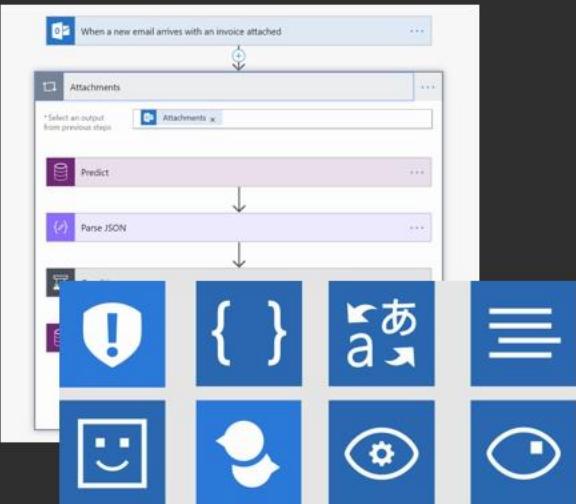
Embed canvas in model apps and common component framework

Reusable, responsive custom components from 3rd party developers using TS and JS

Flow – New capability highlights

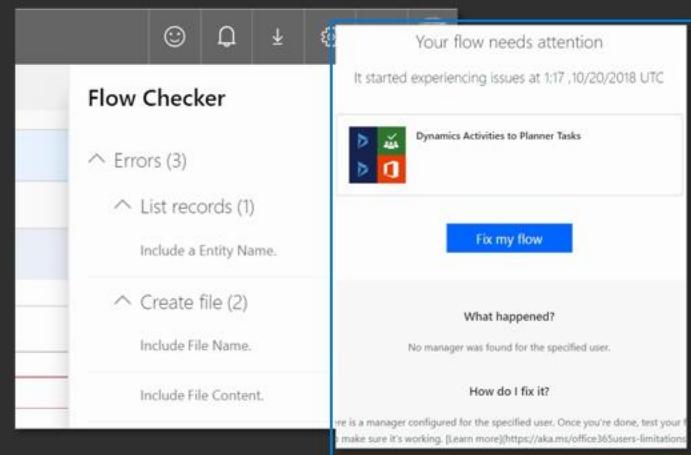
Empower everyone to do more in less time

Intelligent Flows with AI Builder



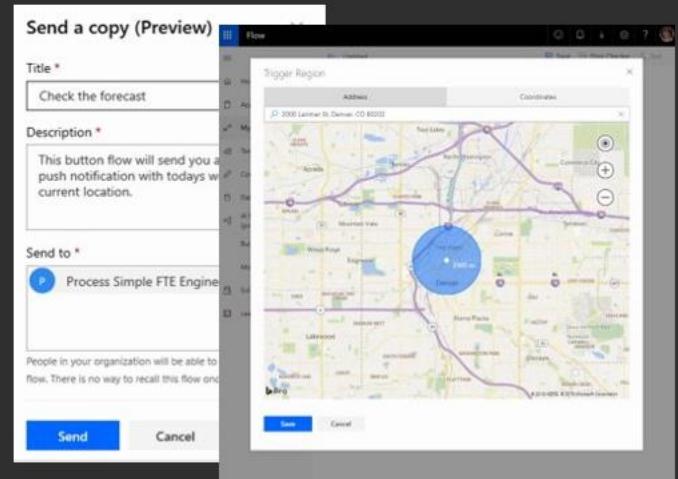
Connect to AI Builder models and Azure Cognitive Services

Flow Checker Repair Tips



Proactive information about potential issues

Authoring improvements



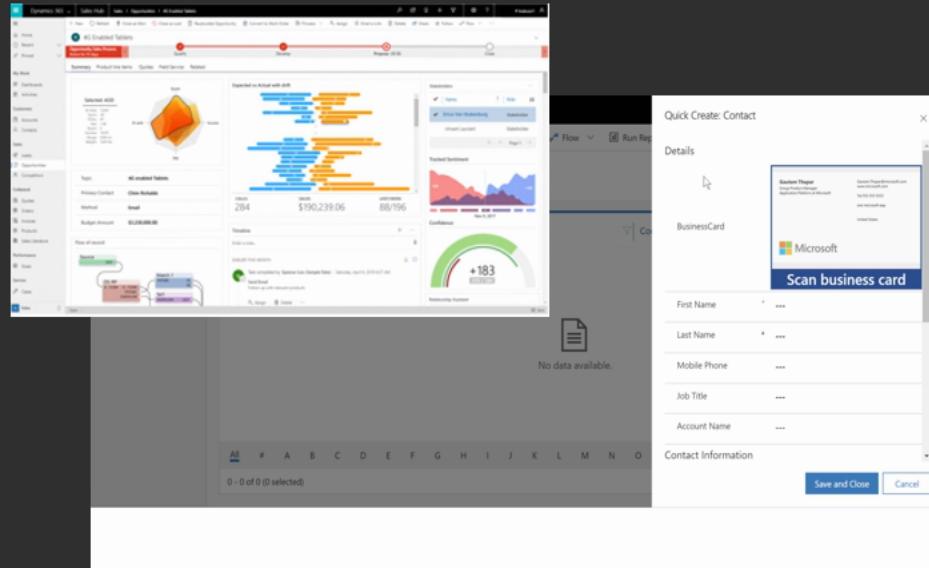
Sharing, geofencing, solution components, BPF offline

Share copies of original flows, use solution aware components and work with BPFs offline

PowerApps for Developers

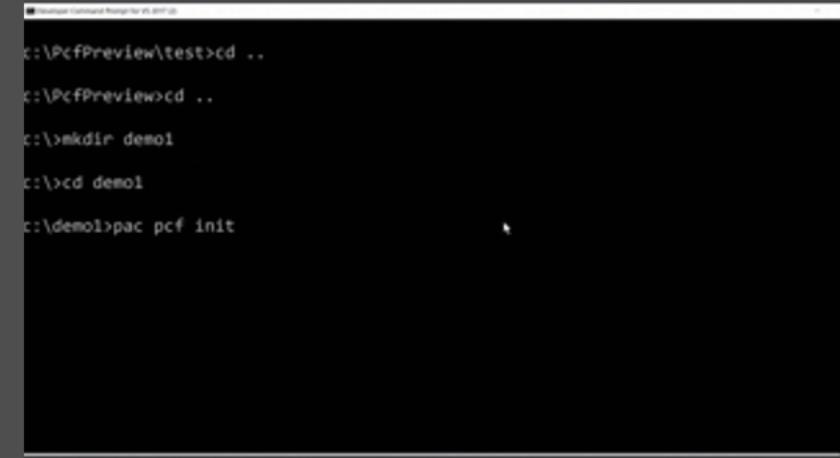
Empower EVERY developer – including professional developers

PowerApps Component Framework



Create reusable components
for use anywhere

PowerApps Command Line Interface (CLI)



Automated build process
and solution packaging

My Profile

Components

TR11014547

Region 10

Background Check Status: Not Started

Profile

My Events

Skills & Experience

Text

Welcome Charles Lamanna

Complete Your Profile so we can ensure you get most updated information about Local Events

Form

Unable to show preview
Edit the form through the property panel

Component Form

Display

Create new Use existing

Name: My Profile

Entity: Contact (contact)

Form layout: Profile Web Form

Edit form

Mode: Edit

Form success settings

Advanced settings

[Select all](#) [Clear all](#)

4 form fields selected

Done

Emergency Management Institute



FEMA

This Certificate of Achievement is to acknowledge that

JEFF HAY

has reaffirmed dedication to serve in times of crisis through continued professional development and completion of this course:

IS-00300

Intermediate ICS for Expanding Incidents

ICS-300

Issued this 4th Day of September 2015

0.2 IACET CEU




Renee Lo
Superintendent

Certificates form

[Selected fields](#) [All fields](#)

- Name
- Course Code
- Certificate
- Date

Flow

Certificate processing

If certificate uploaded

And

- Is Document true
- Object Type vms_skill

+ Add

Process the certificate using AI Builder

Set variables to output of AI Builder

Get skill details

If no

Add an action

```
graph TD; Start(( )) --> Cond{If certificate uploaded}; Cond --> Process[Process the certificate using AI Builder]; Process --> Set[Set variables to output of AI Builder]; Set --> Get[Get skill details]; Cond --> EndX{If no};
```

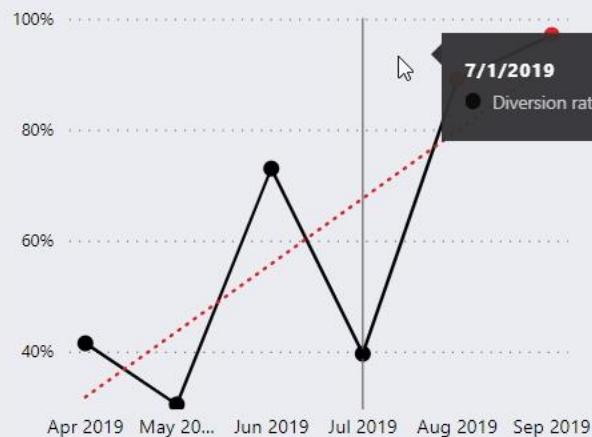



Veolia Analytics and Reporting

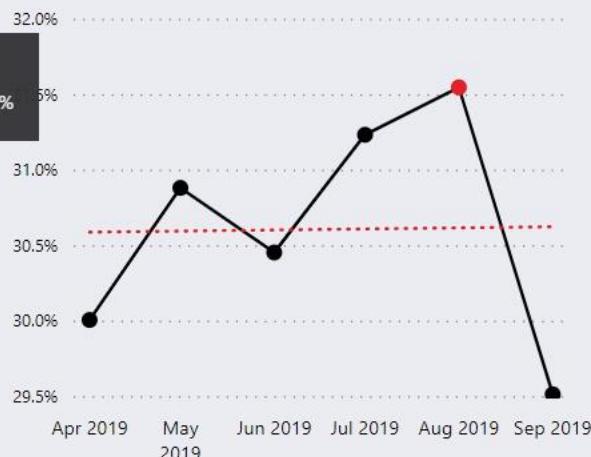
[Export](#) [Subscribe](#) [Comments](#) ...[Reset to default](#) [Bookmarks](#) View[★](#) [Edit](#)

WASTEFLOW 2019, UK Regional Report

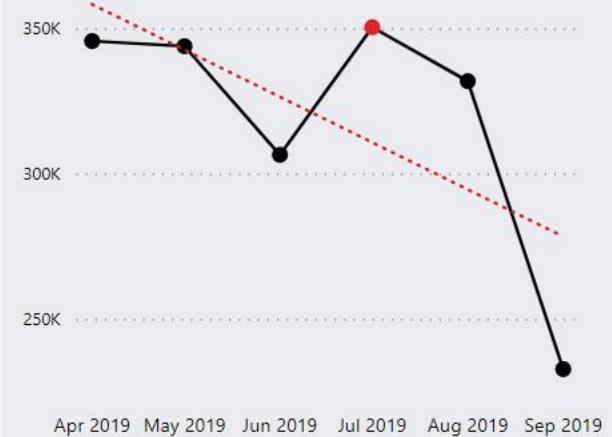
Diversion % by Month



Recycling % by Month



Total Weight by Month



Main Performance KPIs

59.4%

Diversion %

+34% vs Goal

Goal is 55% in 2019

30.7%

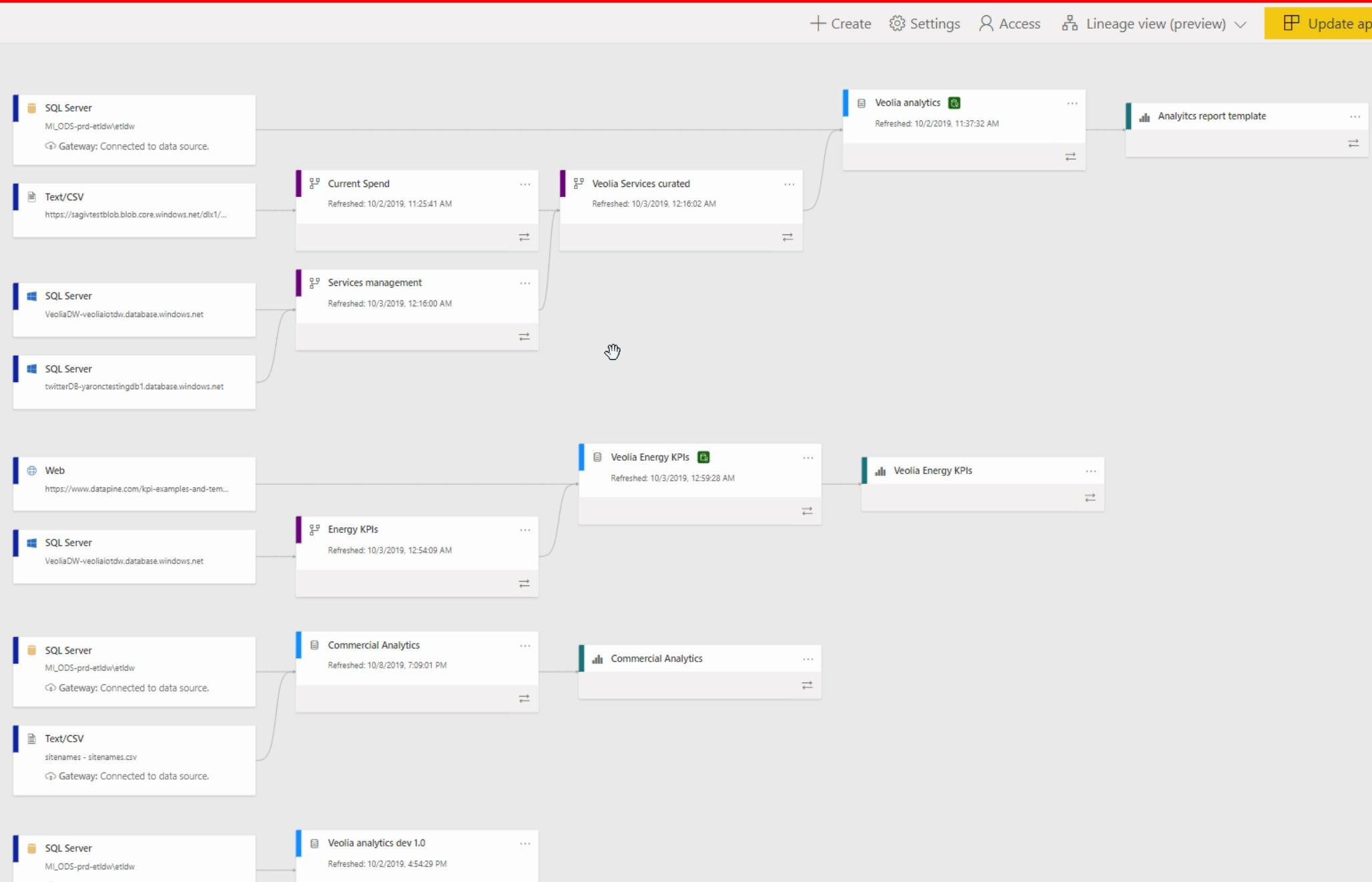
Recycling %

-12% vs Goal

Goal is 35% in 2019

Site

Site	Recycling %	Total Weight (kg)
210 Pentonville Road	51.5%	37,540
Grangemouth	23.4%	29,620
Merseyside - Picow Farm	2.4%	29,570
Bury (Bury Bridge)	39.2%	25,340
Whitemoss Landfill	6.9%	22,610
Bury (Paper Recycling)	48.2%	22,220
Pitsea	7.2%	21,551
Lymington WTS	3.9%	20,950
Shropshire - Wem	48.2%	18,930
Total	30.7%	1,912,415





Themes

Classic



Page view ▾



Phone layout

Gridlines
Snap to grid
Lock objects

Performance analyzer



Bookmarks

Sync
slicersBring
forward ▾Send
backward ▾Selection
pane

Align ▾



Group ▾

Arrange

CURRENT SPEND

2019, UK Regional Report

59.4%

Diversion rate

1.32K

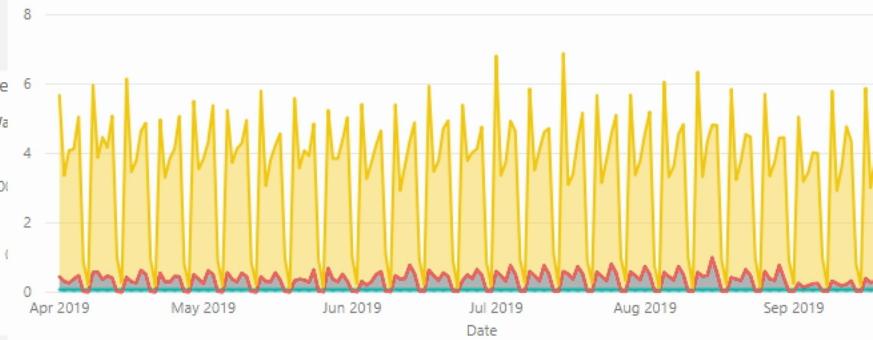
Diversion Tonnage

30.7%

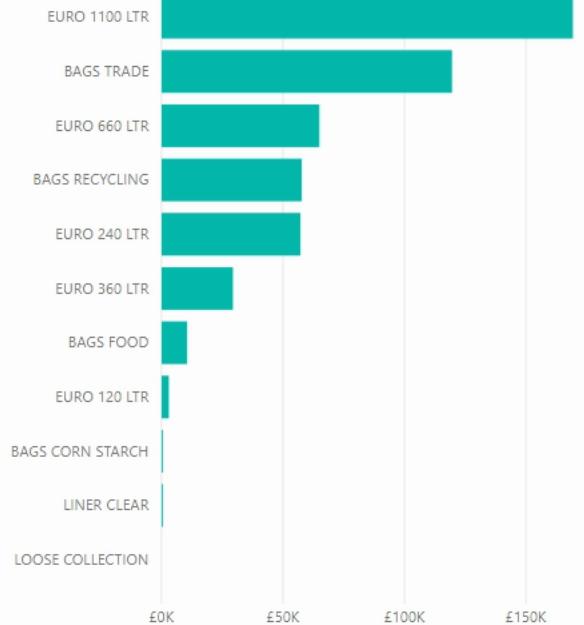
Recycling%

Recycling Tonnage by Date and Waste Name

Waste Name: Cardboard, Food Waste - Not Animal By Product, Non-Hazardous Industrial, Recyclate - Mixed



Total Spend by Product Name



Current Spend



WEIGHT ANALYSIS

2019, UK Regional Report



Q&A Visual

Ask a question about your data

Try one of these to get started

show me total weight for the last month

top final destinations by co 2 saved

top waste descriptions by diversion rate

what is the landfill% by final destination

what is the avg weight by final destination

what is the co 2 saved by product description

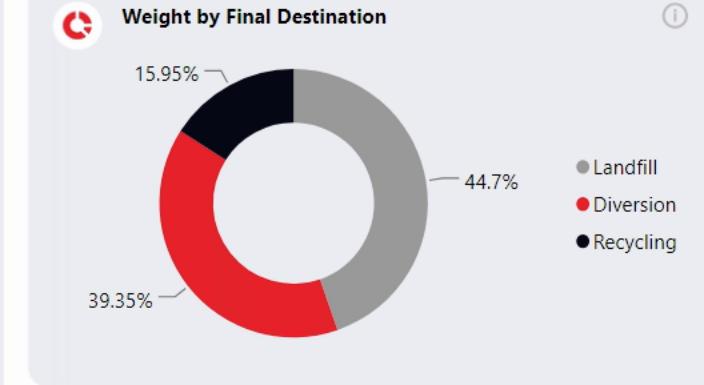
what is the service KPI scheduled lifts by waste description

what is the landfill tonnage diversion tonnage by waste description

show me co 2 saved for the last year

revenue items sorted by date

Show fewer suggestions



Visualizations



Filters

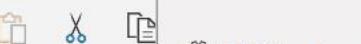
<input type="checkbox"/> Search
<input checked="" type="checkbox"/> Question field
<input checked="" type="checkbox"/> Suggestio... On
<input checked="" type="checkbox"/> Title Off
<input checked="" type="checkbox"/> Backgrou... Off
<input checked="" type="checkbox"/> Lock aspe... Off
<input checked="" type="checkbox"/> General
<input checked="" type="checkbox"/> Border Off
<input checked="" type="checkbox"/> Visual he... On

Weight Analysis

Wasteflow

Service KPIs





Q&A setup



Getting started



Review questions



Teach Q&A



Manage terms

Teach Q&A

Teach Q&A to understand questions and terms people might use.

Enter a question about your data using everyday language

recycling rate by critical sites

Clear

Define the terms Q&A didn't understand (i)

Critical sites

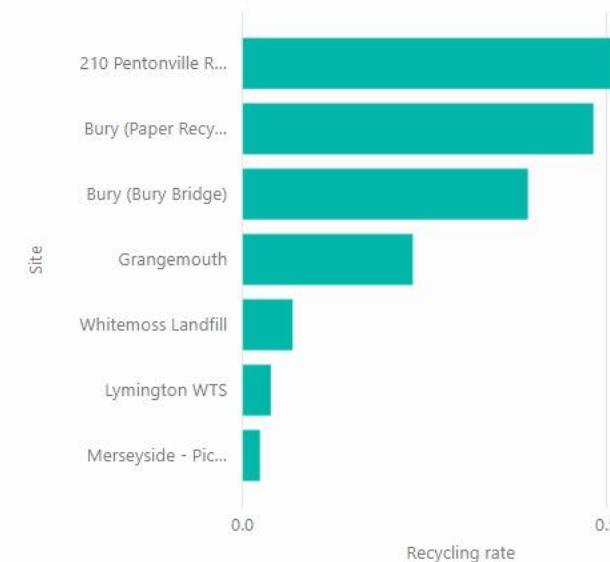
Sites that have waste weight > 20000 are critical.

Save

(i) This feature is in preview. [Learn more](#)

Preview your result

Show critical site and recycling rate



Weight Analysis

Wasteflow

Service KPIs



MICROSOFT

Microsoft Project
Version 1.00

Copyright (C) 1984 by MAS
Copyright (C) 1984 by Microsoft Corporation
Microsoft is a registered trademark of Microsoft Corp.

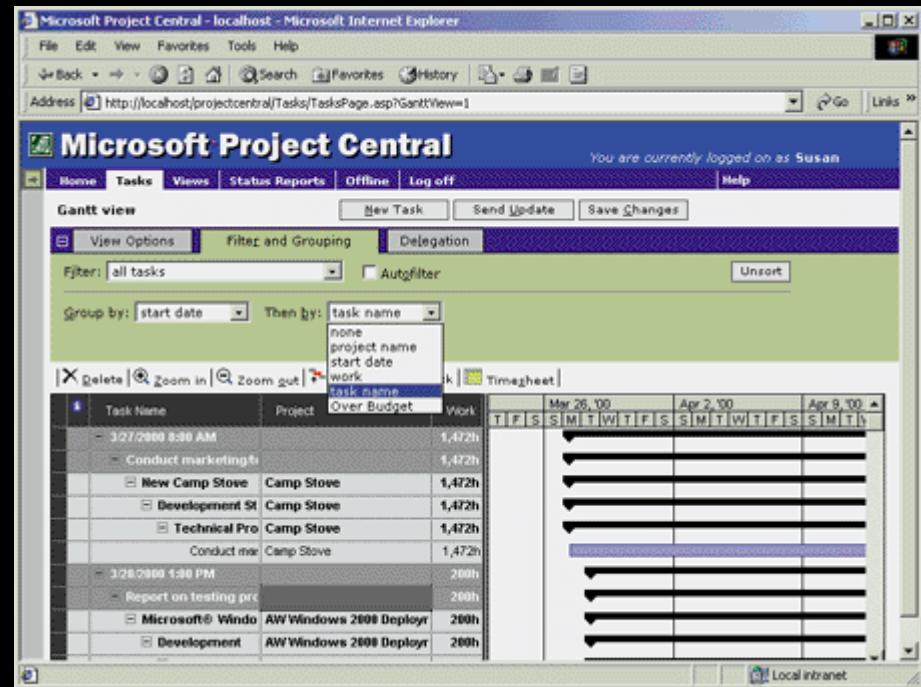
1984

	Oct'84	111	11111	22222	233	Nov'84	11111	122	22223	Dec'84
	89012	56789	23456	90112	56789	23456	901	67890	34567	
1	Gen mktg plans									
2	Assign responsi									
3	Consolidate pla									
4	Review product									
5	Hire prototype									
6	Design prototyp									
7	Hire layout art>							
8	Hire new produc	>
9	Train new produ
10	Review prototyp									
11	Final selection	=	=	=	=	=	=	=	=	=>
12	Prepare nationa		=	=	=	=	=	=	=	=>
13	Approve adverti						=	=		=>
14	Produce adverti							=	=	= =
15	Draft press rel		-	-	->...	->....
16	Approve press r					->....
17	Press ready									
18										
19										

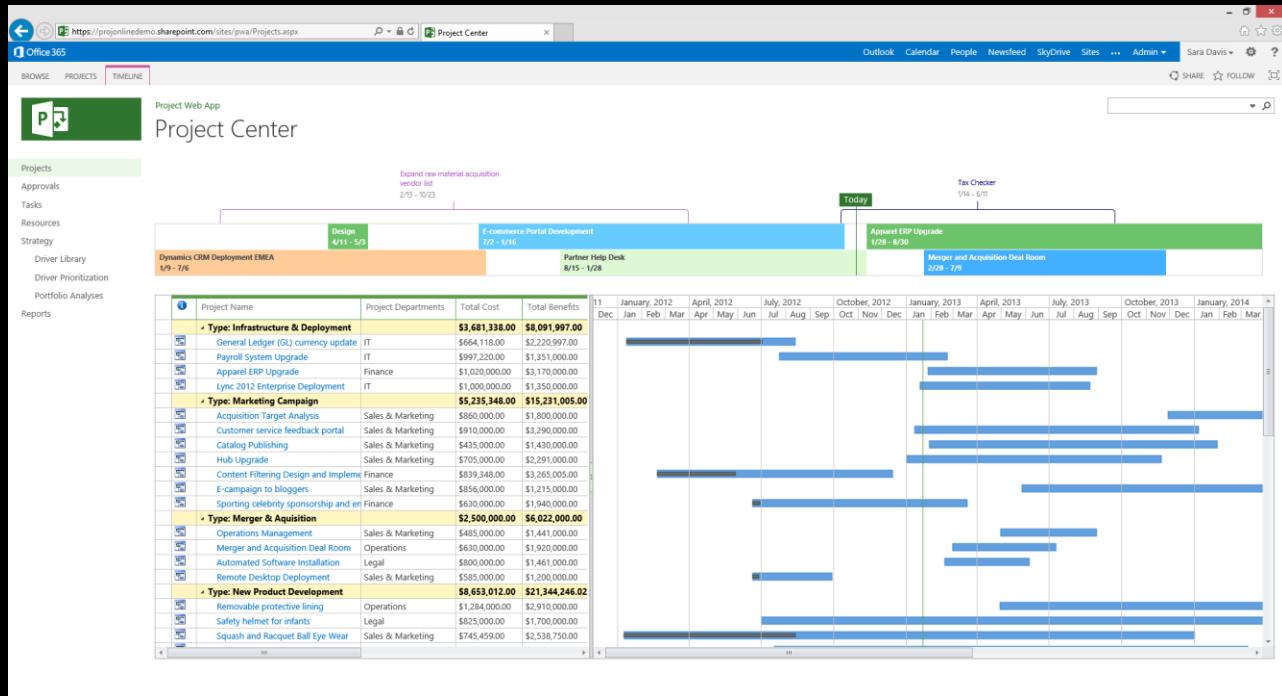
COMMAND: Blank Calendar Delete **EXI** Goto Help Insert Move
 Options Print Quit Resource Sort Transfer Xternal
 Select option or type command letter

ACTIVITY Microsoft Project: develop.ACT

1984



2000



2013

Meet Project...

The image displays a collage of Microsoft Project interface screenshots, illustrating various project management features:

- Project Home - Website Rebrand:** Shows a Gantt chart for a "Website Rebrand" project. Tasks include "Pre Release" (June 14-21), "Official Beta" (June 21-28), "Launch" (July 10), "Post Launch" (July 17), and "Review One".
- Asset creation:** A screenshot of the "Asset creation" screen for a "Design Development Plan" by Cecil Folk.
- Contoso Office Relocation:** A project board for "Contoso Office Relocation" showing tasks like "Planning the Move" and "Finances and Insurance".
- Planning the Move:** A task list for "Planning the Move" including "Crucial" items like "Calculate moving expenses" and "Create a moving-expense receipt file".
- Moving Expenses:** A task list for "Moving Expenses" including "Calculate moving expenses" and "Create a moving binder".
- Finances and Insurance:** A task list for "Finances and Insurance" including "Review household finances" and "Verify that your belongings are insured for the move".
- Calendar:** A calendar view for "Contoso Office Relocation" from June 10 to June 24, showing scheduled tasks and events.
- Grid:** A grid view of tasks for "Contoso Office Relocation" including "Planning the Move", "Moving Expenses", "Finances and Insurance", and "Transfer insurance address".
- Board:** A board view for "Contoso Office Relocation" showing tasks grouped by category.
- Grid:** Another grid view of tasks for "Contoso Office Relocation".
- Calendar:** Another calendar view for "Contoso Office Relocation" showing tasks over time.

... again!

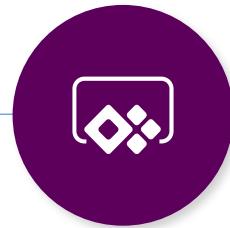
Microsoft Power Platform

One platform that spans Office 365, Dynamics 365, and standalone applications

Analyze. Act. Automate.



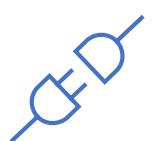
Power BI
Business analytics



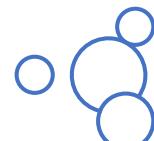
PowerApps
Application development



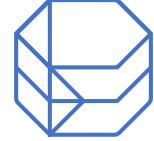
Flow
Workflow automation



**Data
connectors**

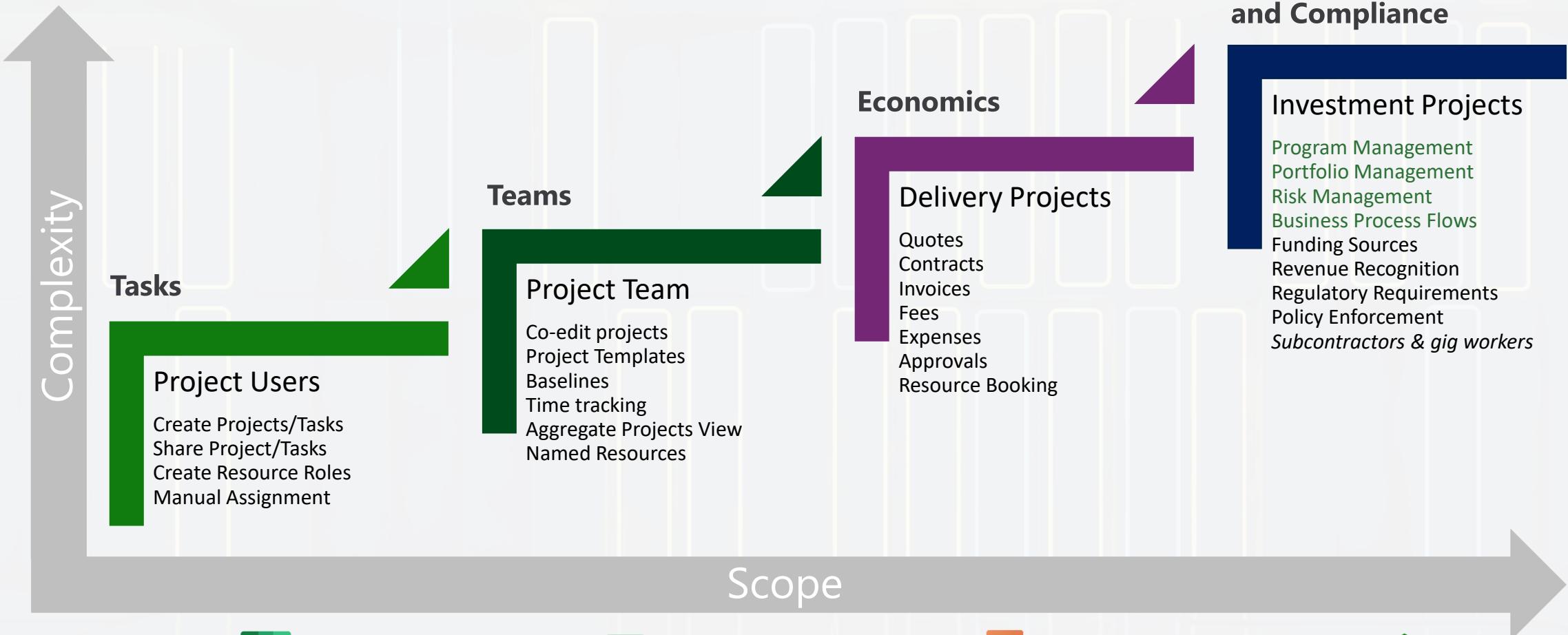


AI Builder



**Common
Data Service**

Current State Project Execution Offerings



Planner



Project

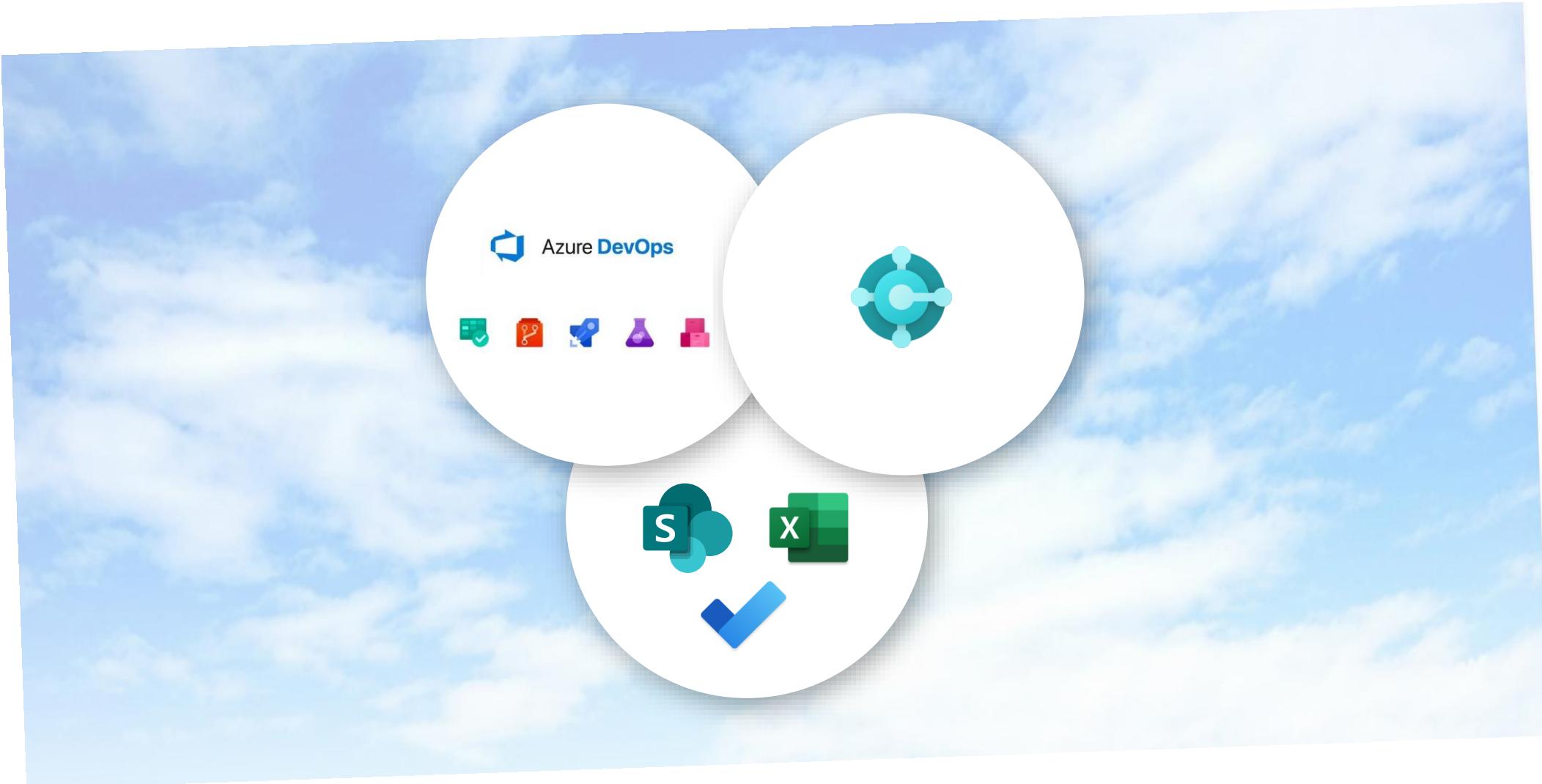


PSA



Finance

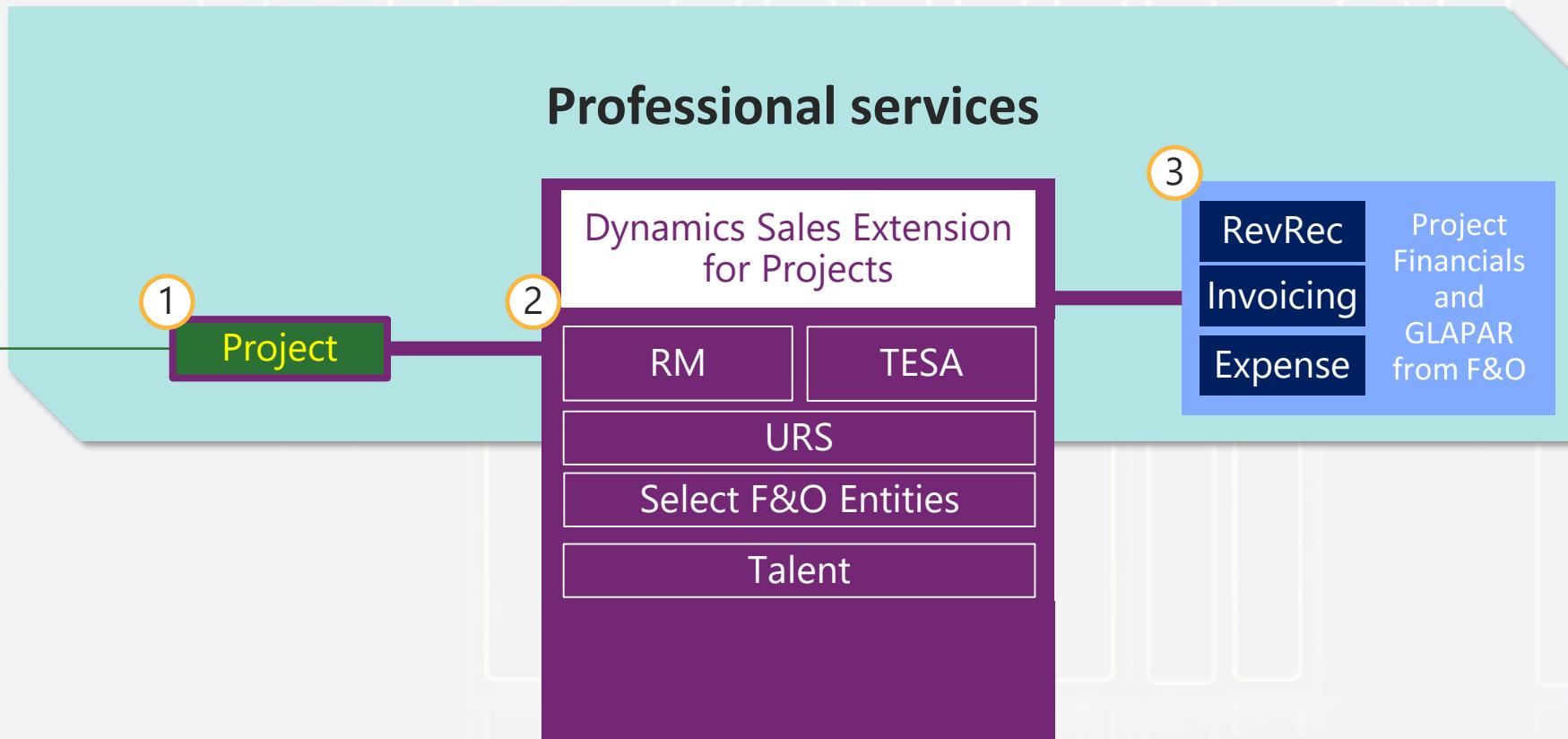
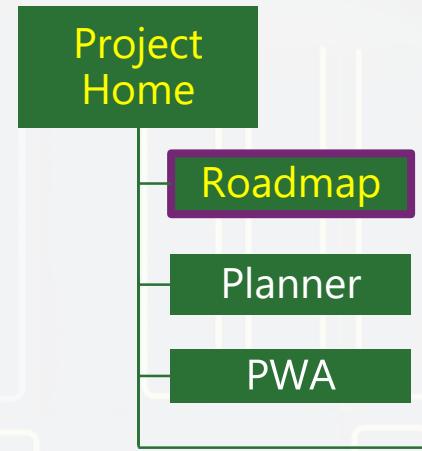
There are so many more...



...that can get the job done

Professional services roadmap

Microsoft Project



Legend

Office Fabric	CDS
D365 App	F&O

RM = Resource Management
TESA = Time, Expense, Status, Approvals
PWA = Project Web Access (aka Project Online)
GLAPAR = General Ledger, Accounts Payable, Accounts Receivable
F&O = Dynamics 365 for Finance & Operations
CDS = Common Data Service

Current State for PSA

PROJECT SALES

PLAN PROJECTS

RESOURCE MANAGEMENT

TESA

Pipeline Management	Support for Products and Projects
Contract Management	Project Quotes
Cost & Revenue Estimation	Project Profitability
Configurable Pricing	Multiple Billing Methods

Lite WBS
Task Management
Gantt

Resource Booking
Substituting Resources
Universal Resource Scheduling (URS)

Booking Reconciliation
Skills Management
Project Tracking for POW, Cost & Revenue



Dynamics 365 PSA Capabilities

Roadmap for the new Project

PROJECT SALES

PLAN PROJECTS

RESOURCE MANAGEMENT

TESA



WBS

Task
Management

Gantt

Project
Scheduling
Service

Project

Roadmap: Target next winter

PROJECT SALES

PLAN PROJECTS

RESOURCE MANAGEMENT

TESA

Pipeline Management	Support for Products and Projects
Contract Management	Project Quotes
Cost & Revenue Estimation	Project Profitability
Configurable Pricing	Multiple Billing Methods

WBS
Task Management
Gantt

Resource Booking
Substituting Resources
Skills Management

Booking Reconciliation
Skills Management
Approvals

Time & Expense Lite Entry
Project Tracking for POW, Cost & Revenue

Project

Dynamics 365 PSA Capabilities

Roadmap: Target next winter

PROJECT SALES

PLAN PROJECTS

RESOURCE MANAGEMENT

TESA

INVOICING AND PROJECT FINANCIALS

Pipeline Management	Support for Products and Projects
Contract Management	Project Quotes
Cost & Revenue Estimation	Project Profitability
Configurable Pricing	Multiple Billing Methods

WBS
Task Management
Gantt

Resource Booking	Booking Reconciliation
Substituting Resources	Skills Management

Time & Expense Entry
Approvals

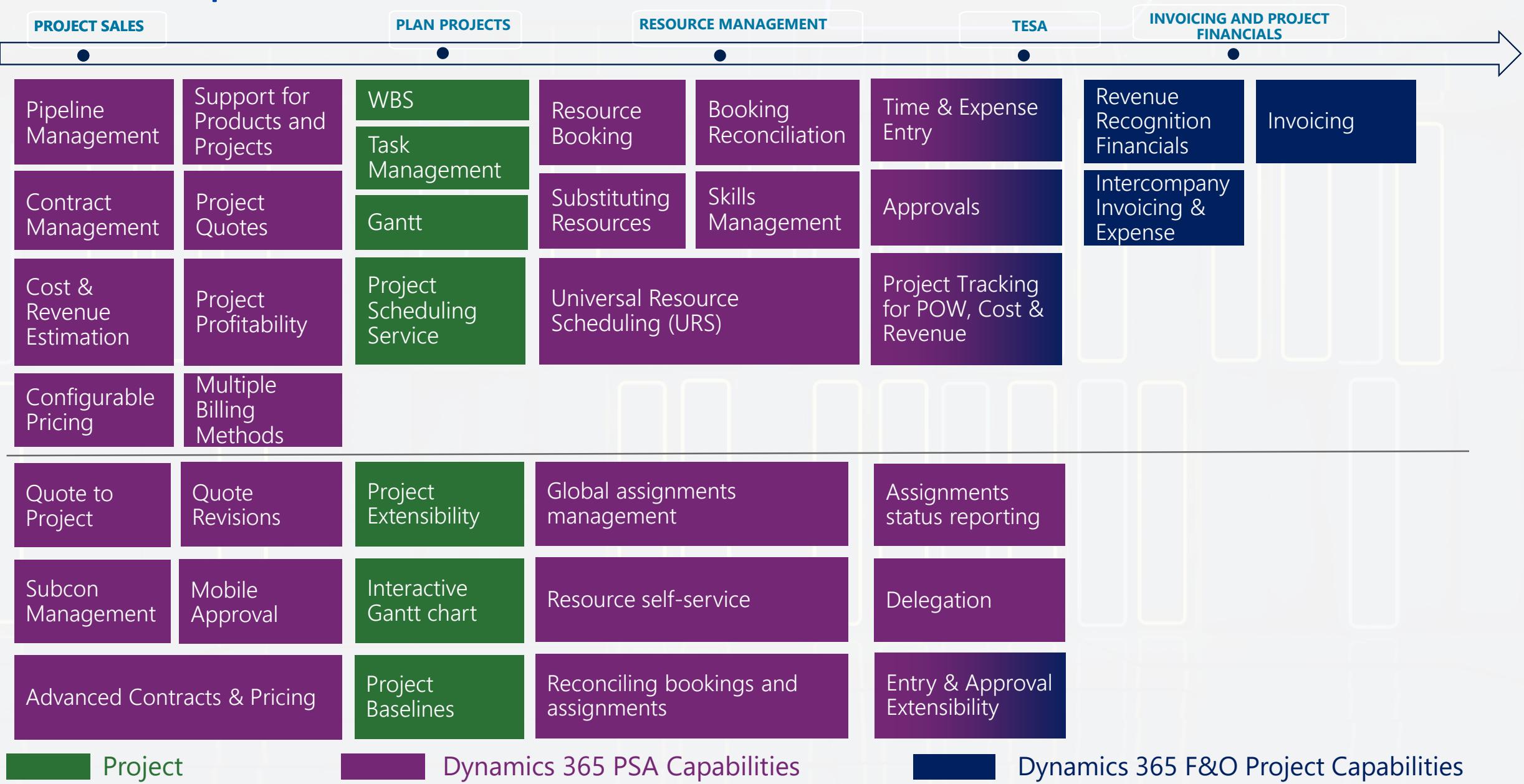
Revenue Recognition Financials
Intercompany Invoicing & Expense

Project

Dynamics 365 PSA Capabilities

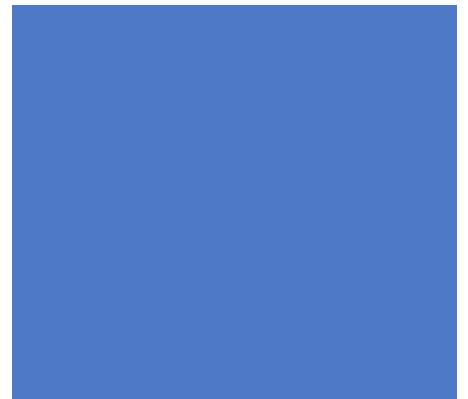
Dynamics 365 F&O Project Capabilities

Roadmap: Future vision



Dynamics 365 Ecosystem, tweets from #eXtreme365, Dynamics Marketing, simplified lead management

Markku Suominen



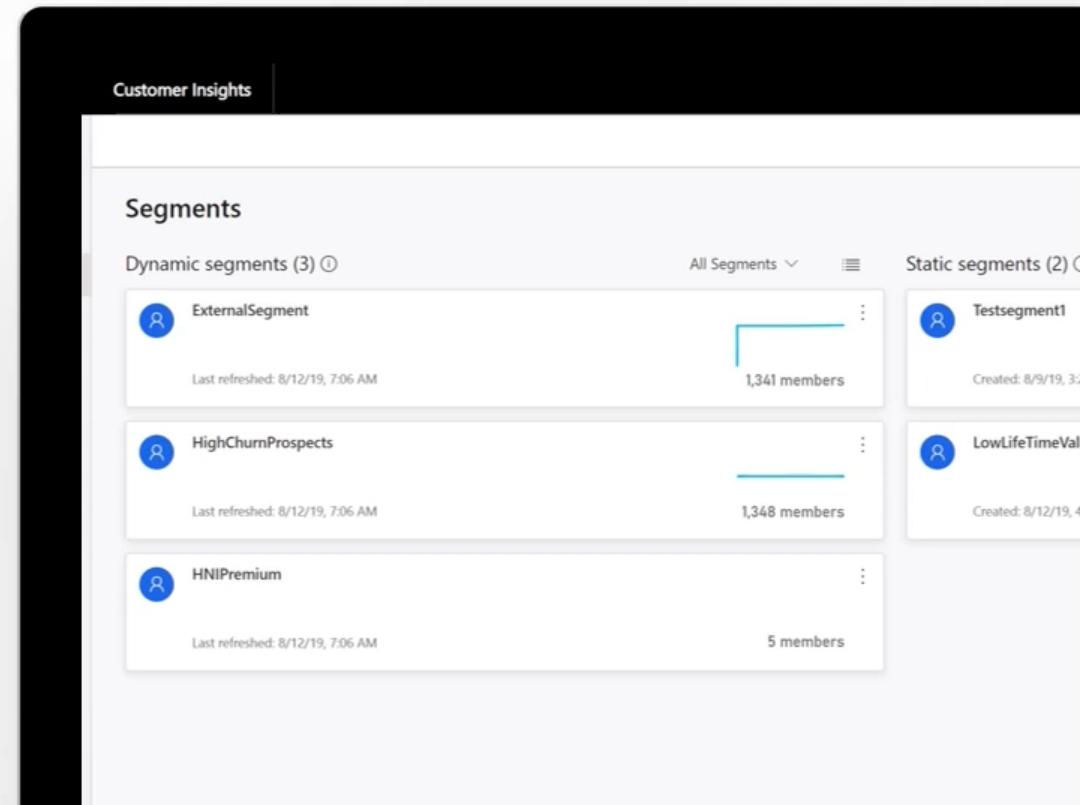
Dynamics 365 Marketing and Dynamics 365 Customer Insights Integration

What is it solving?

The contact profiles built using artificial intelligence on top of rich pools of customer data, can now be used for targeted campaigns.

Highlights

- Build profiles combining customer data from multiple sources.
- Use segments created on such profiles to run targeted campaigns in Dynamics 365 for Marketing.



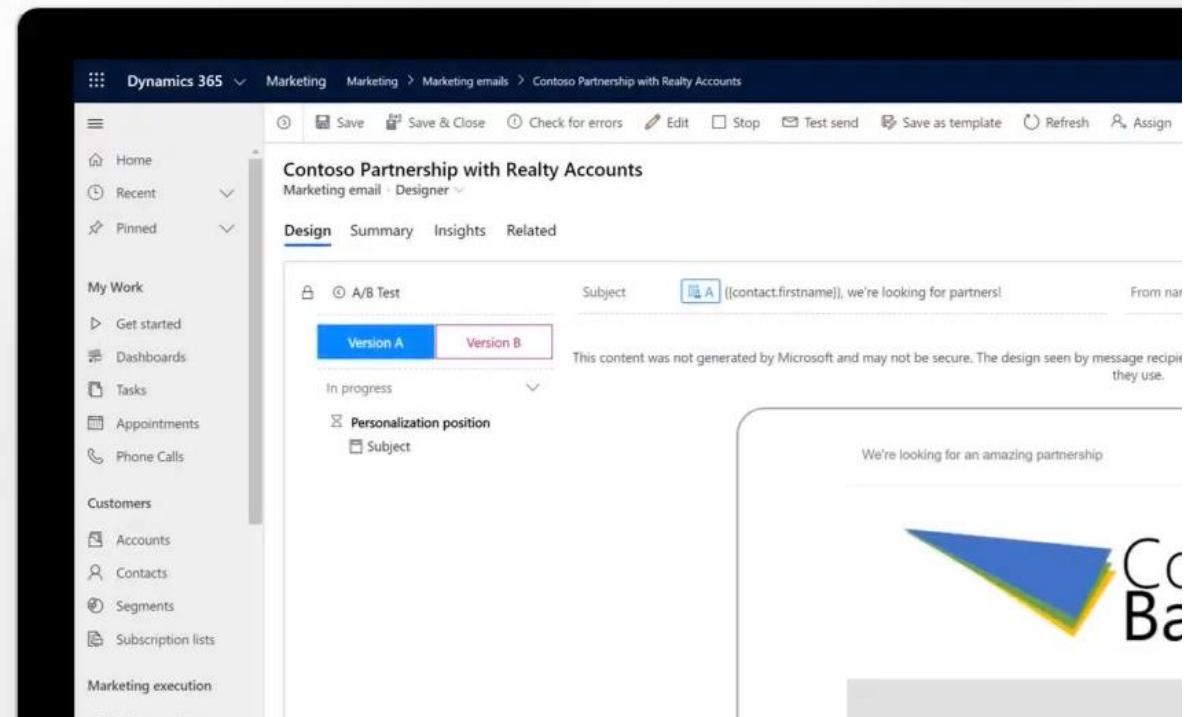
Dynamics 365 Marketing A/B testing

What is it solving?

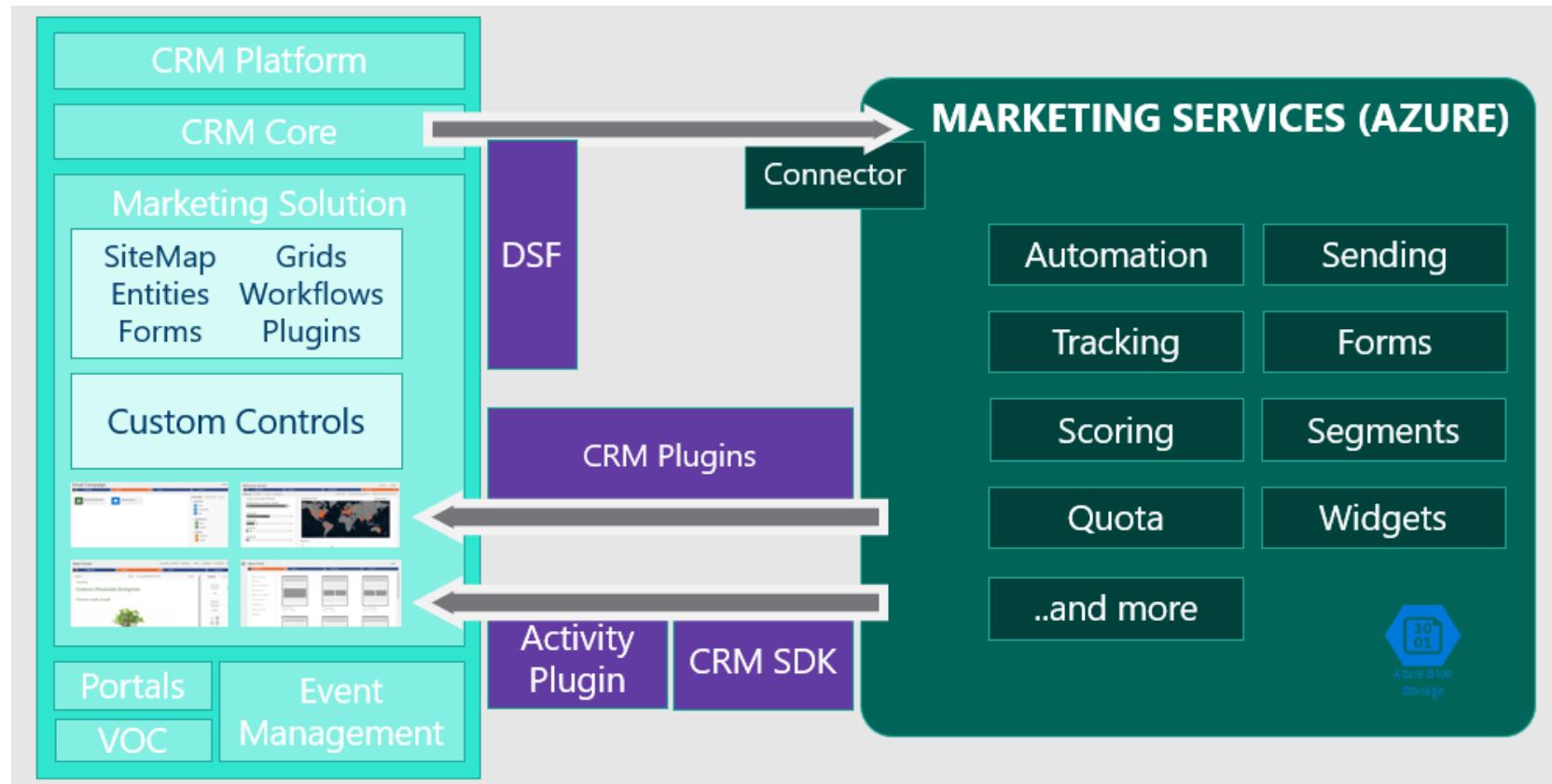
Helps take the guesswork out of creating a successful marketing email design

Highlights

- Test variations of email designs in a small part of the segment
- Automatically send the winning design to the rest of the segment



Dynamics 365 for Marketing - architecture



Support for surveys using Microsoft Forms Pro

What is it solving?

Easily include surveys as part of marketing engagement, including automated triggers

Highlights

- Build surveys using Microsoft Forms Pro
- Select surveys in email content
- Set automated triggers on survey submissions

The screenshot shows a survey titled "Product Satisfaction". The first question is "1. Why Did You Buy from our Store?" with five options: "I am a loyal customer.", "You had the specific item I was looking for in stock.", "You had a product that met my needs I did not find elsewhere.", "Promotional coupon.", and "Referral from friend.". The second question is "2. How Did You Find our Store?" with two visible options: "Loyal customer." and "".

Product Satisfaction

1. Why Did You Buy from our Store?

I am a loyal customer.

You had the specific item I was looking for in stock.

You had a product that met my needs I did not find elsewhere.

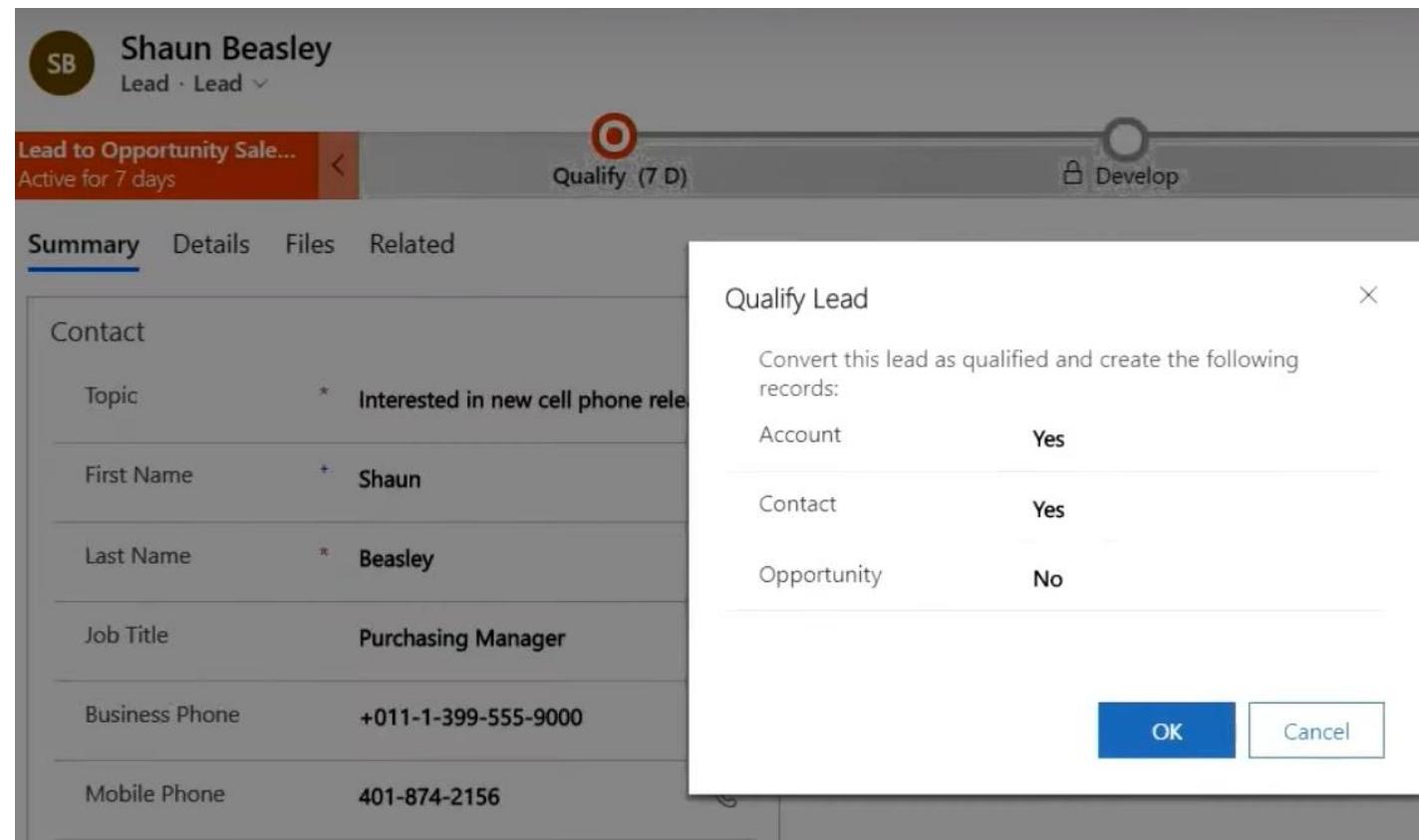
Promotional coupon.

Referral from friend.

2. How Did You Find our Store?

Loyal customer.

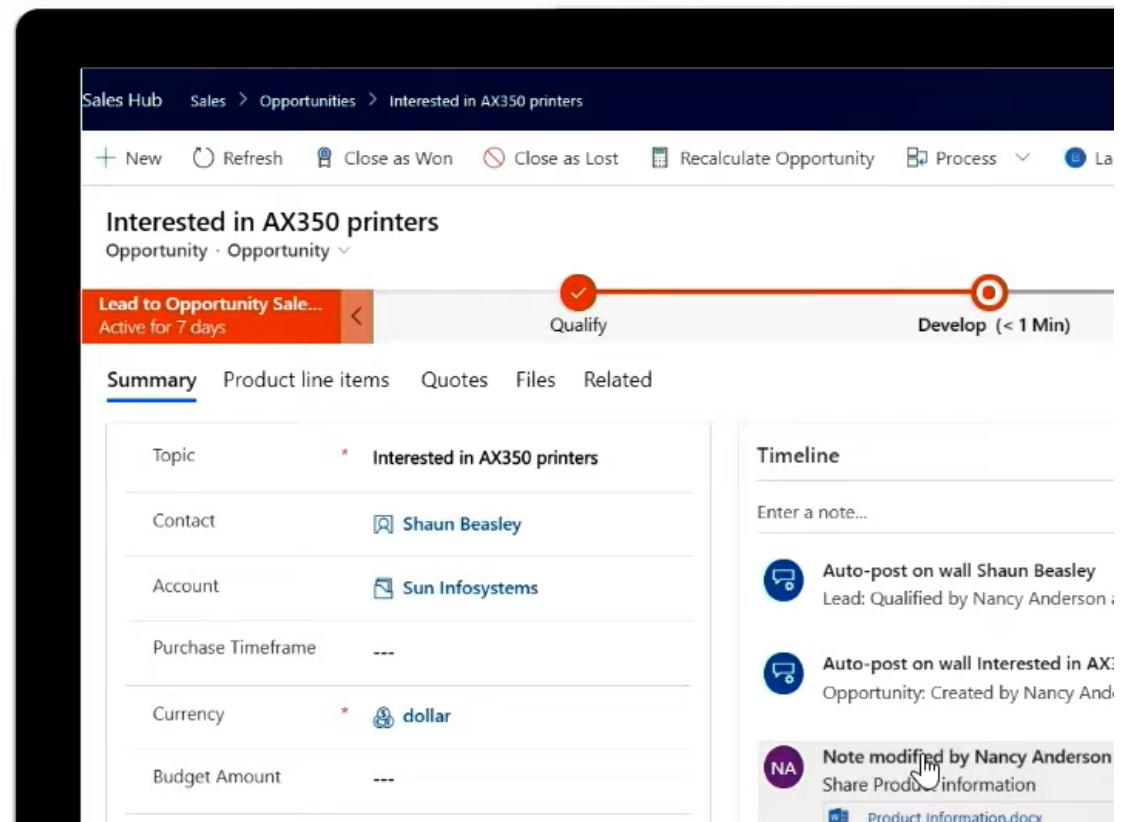
Convert lead and optionally create contact, account, opportunity



Display notes in Opportunity record

Benefit from notes/attachments captured by the seller, displayed when nurturing a lead in the opportunity record, after the lead is qualified

Research captured by the Seller in notes/attachments of the Originating Lead are displayed in the Opportunity record when the lead is qualified.



Dynamics 365 Finance and Operations

Release Wave 2 – 2019

Tekniset uudet ominaisuudet!

Teemu Miettinen

Ominaisuuksien hallinta

Feature management overview

- PU29 tuli ominaisuus Feature Management (työtila)
- Paneeliin tulee tiettyjä ominaisuuksia joita voidaan manuaalisesti asettaa päälle.
 - Kaikki uudet ominaisuudet eivät tule tänne.
 - Jotkin ominaisuudet aktivoidaan käyttöön tietyn ajan jälkeen.
 - Osa ominaisuuksista ei voida ottaa pois päältä aktivoinnin jälkeen.
- Voit ajastaa koska jokin tietty tai sitten kaikki ominaisuudet aktivoituvat.

Pilvipalvelut ja Lifecycle Services

Feature	Enabled for	Public preview	General availability
Geo expansion to France	Admins, makers, or analysts, automatically	-	Oct 2019
Migration to self-service deployments	Admins, makers, or analysts, automatically	-	Oct 2019
Database movement RESTful APIs in Lifecycle Services	End users by admins, makers, or analysts	Sep 30, 2019	Nov 2019
Configure add-ins through Lifecycle Services	Admins, makers, or analysts, automatically	-	Feb 2020
Cross-project management - License allocation	Admins, makers, or analysts, automatically	-	Feb 2020
Onboard to Azure Monitor	Admins, makers, or analysts, automatically	Oct 2019	Feb 2020

Data ja Prosessipalvelut

Feature	Enabled for	Public preview	General availability
<u>Trigger and monitor a flow</u>	End users by admins, makers, or analysts 	Jan 2020	
<u>Data in Common Data Service - Phase 1</u>	End users by admins, makers, or analysts	Jul 24, 2019	Oct 2019
<u>Data in Common Data Service – Phase 2</u>	End users by admins, makers, or analysts	Dec 2019	Jan 2020

Alusta - Platform osa 1/3

Feature	Enabled for	Public preview	General availability
<u>Developer tools as installable components</u>	Admins, makers, or analysts, automatically	Nov 2019	-
<u>Embed Power BI solutions directly into analytical workspaces</u>	End users by admins, makers, or analysts	May 1, 2019	Oct 1, 2019
<u>Preview documents using embedded viewer control</u>	End users by admins, makers, or analysts	Jul 5, 2019	Oct 1, 2019
<u>Attachment recovery</u>	End users by admins, makers, or analysts	Aug 1, 2019	Oct 2019

Alusta - Platform osa 2/3

Feature	Enabled for	Public preview	General availability
<u>Visual refresh of the web client to align with the Fluent design language</u>	End users, automatically	Aug 5, 2019	Oct 2019
<u>User productivity – Filtering enhancements</u>	End users by admins, makers, or analysts	-	Jan 2020
<u>User productivity – Personalization enhancements</u>	End users by admins, makers, or analysts	-	Jan 2020

Alusta - Platform osa 3/3

Feature	Enabled for	Public preview	General availability
<u>Improved experience on mobile devices – Phase 1</u>	End users by admins, makers, or analysts	Nov 2019	Jan 2020
<u>Build automation hosted in Azure DevOps</u>	Admins, makers, or analysts, automatically	Jan 2020	Jan 2020
<u>User productivity – New grid</u>	End users by admins, makers, or analysts	Aug 5, 2019	Mar 2020
<u>User productivity – Saved views</u>	End users by admins, makers, or analysts	Aug 5, 2019	Mar 2020
<u>Priority-based scheduling for batch jobs</u>	Admins, makers, or analysts, automatically	Nov 2019	To be announced

Configurable business documents reporting in Word and Excel

Feature	Enabled for	Public preview	General availability
<u>Configurable business documents reporting in Word and Excel</u>	End users by admins, makers, or analysts	✓ Aug 5, 2019	✓ Oct 1, 2019

- Business Management Document löytyy omana työtilana
- Sen kautta voidaan avata SSRS raportteja Excel ja Word pohjille, ja muokata niitä siitä suoraan!!!
- AR ja AP raportit löytyvät jo ja tuki muiden moduulien rapsoille tulee vuoden loppuun menessä

Kiitos!



**Finland Dynamics
User Group**

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