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Dynamics 365 Technical Lead

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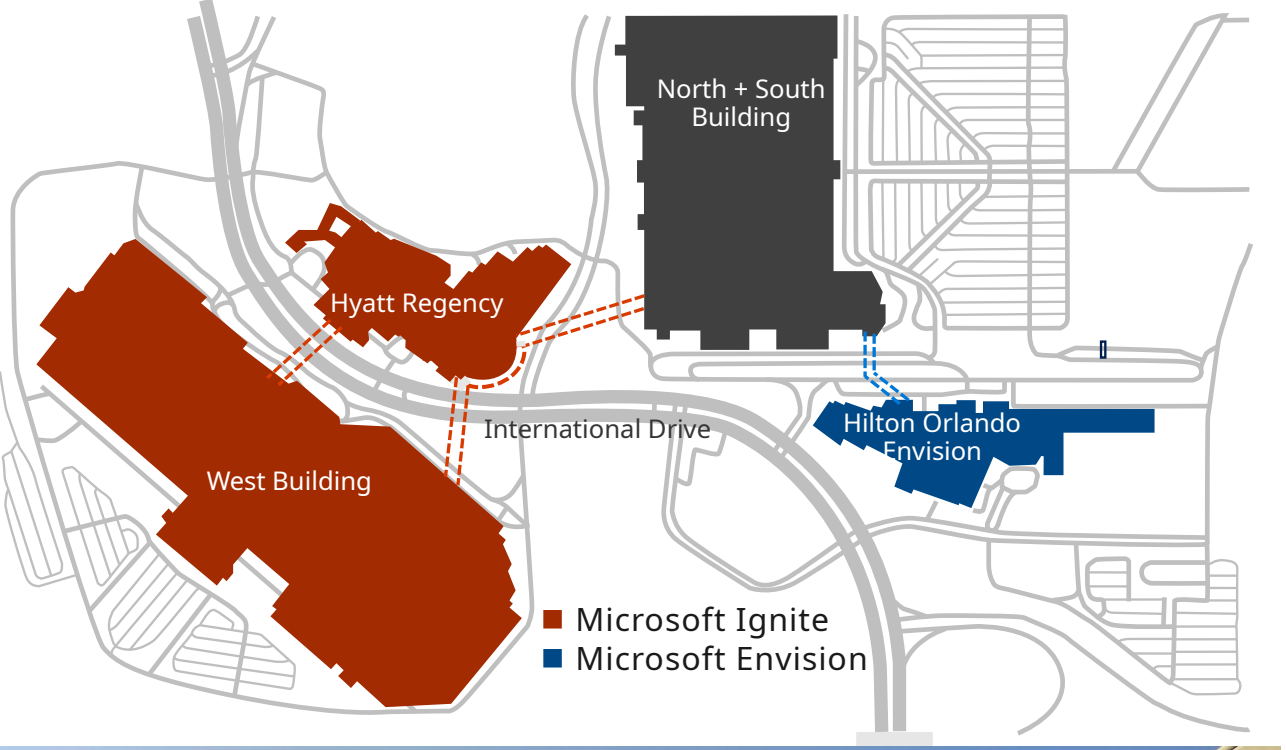
@jukkan

Finland Dynamics User Group

Microsoft Ignite 2018 in 30 minutes

FDUG #1 - 18.10.2018

Microsoft Ignite
September 24–28, 2018 | Orlando, Florida
Microsoft
Find your way



Ignite + Envision

5+1 days

30.000 attendees

1.600+ sessions

MyIgni

Refine results

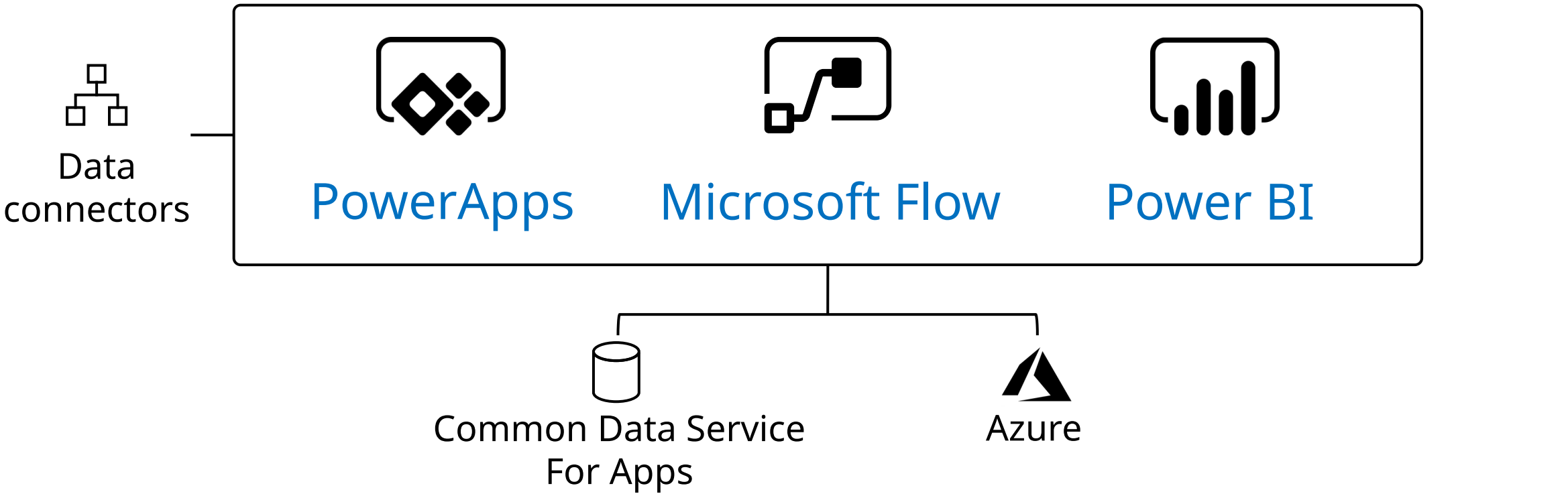
Solution

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

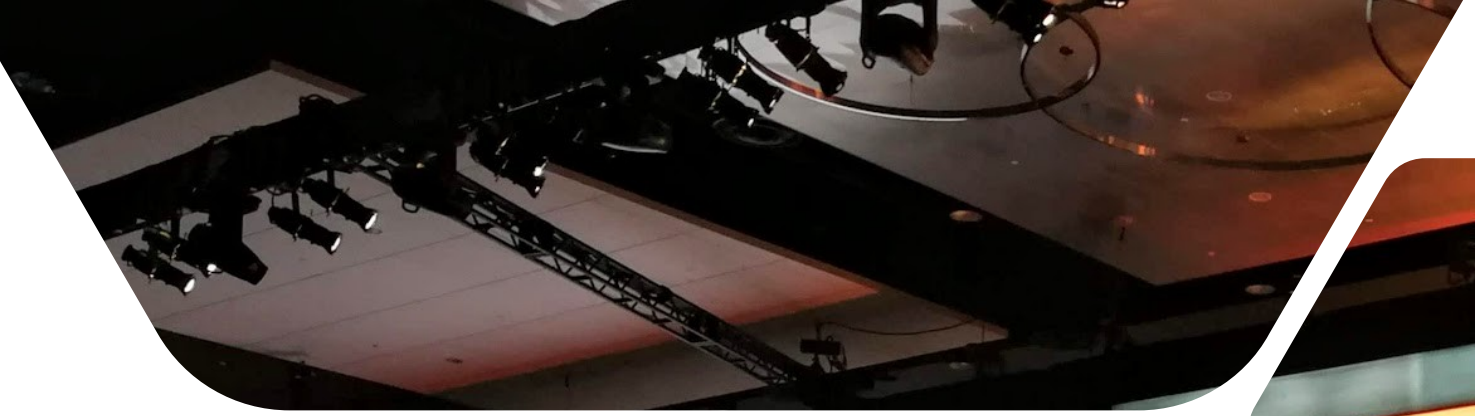
Power Platform

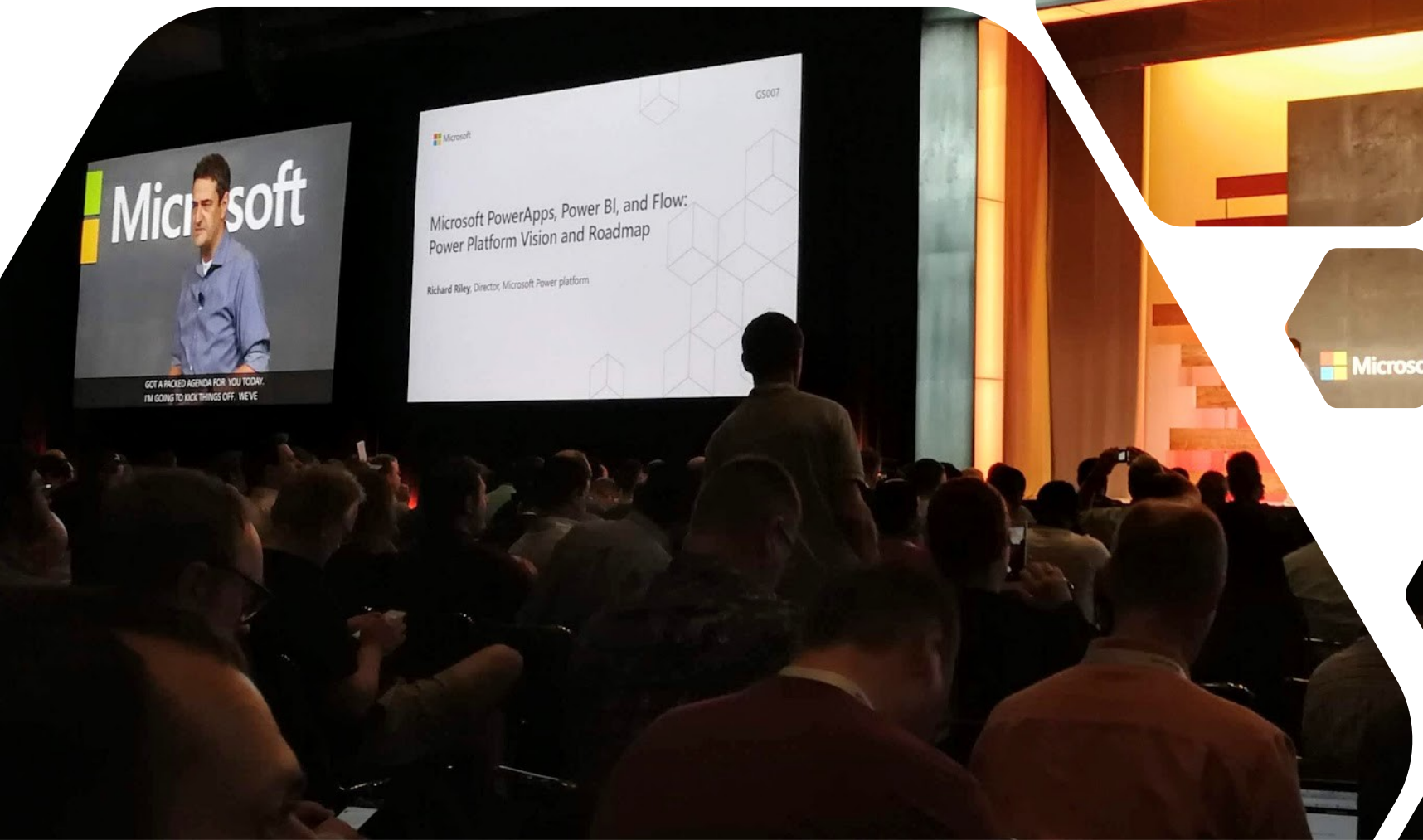


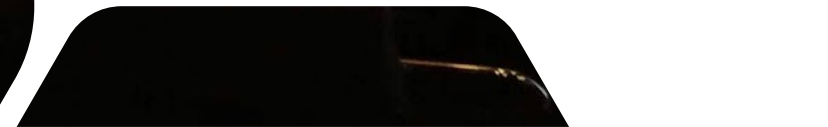
Common Data Model

Sales Service Finance Operations Marketing Healthcare Commerce Education

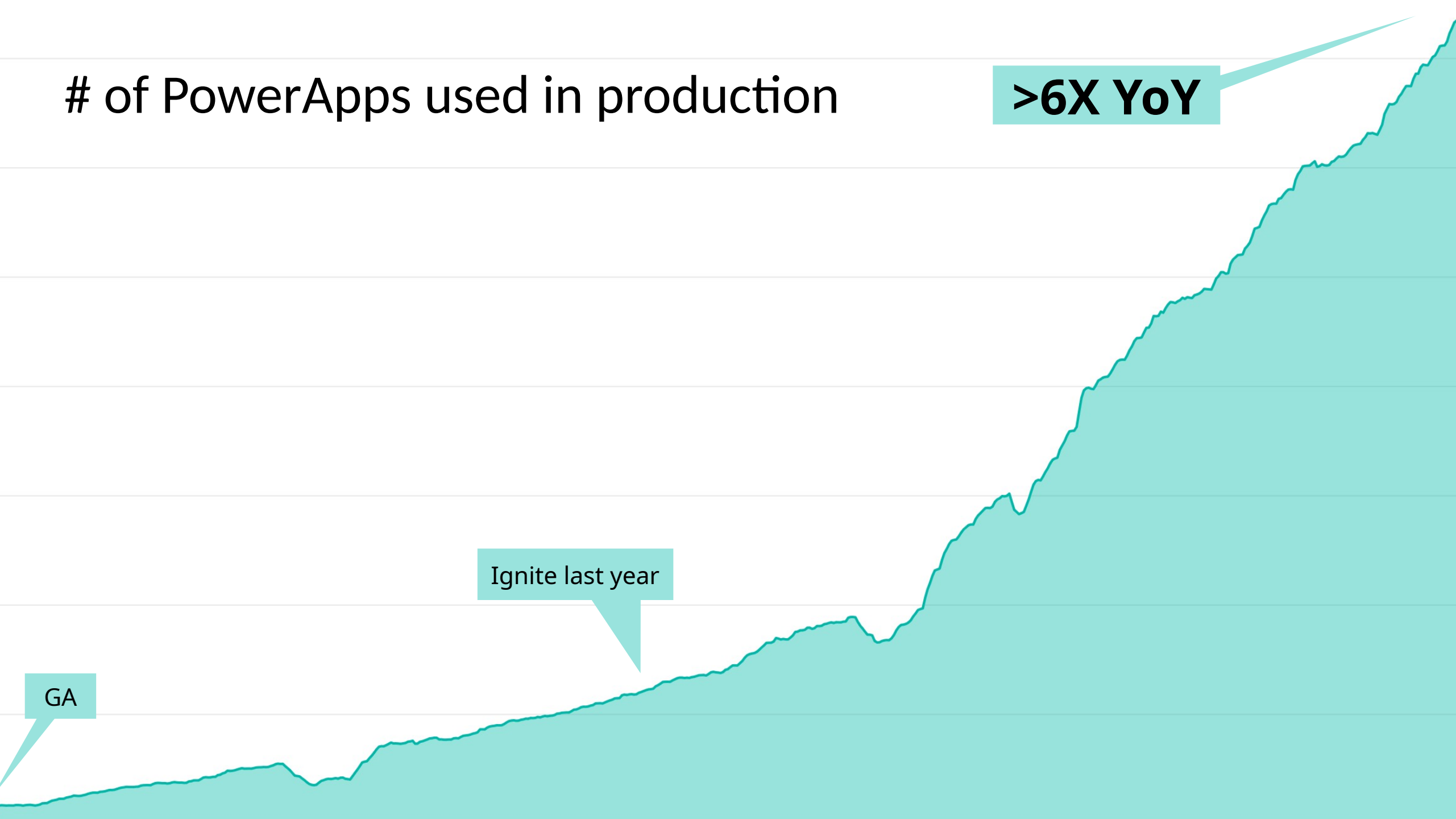
POWER PLATFORM VISION



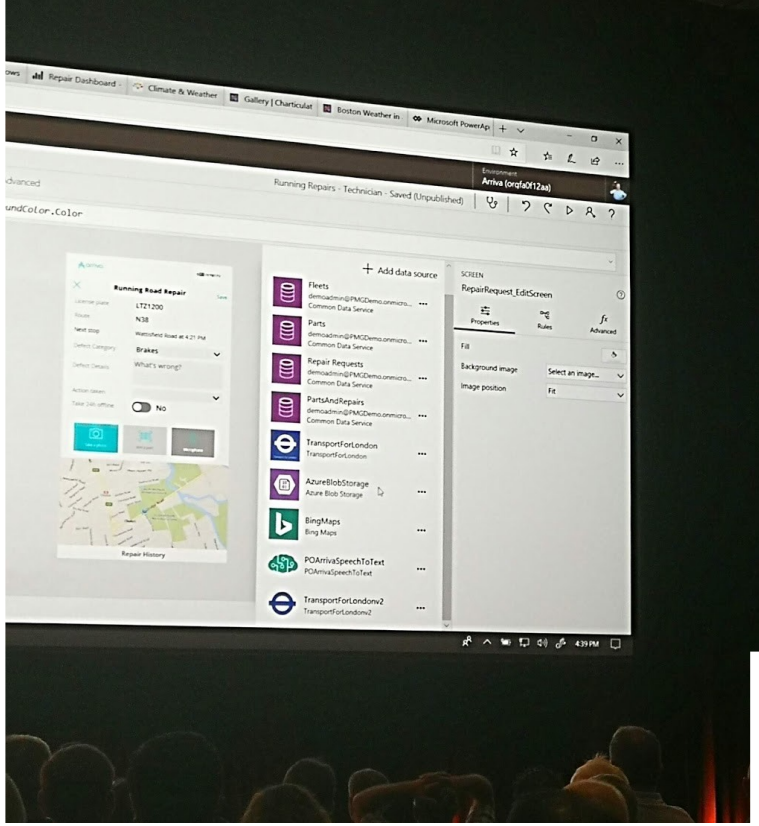


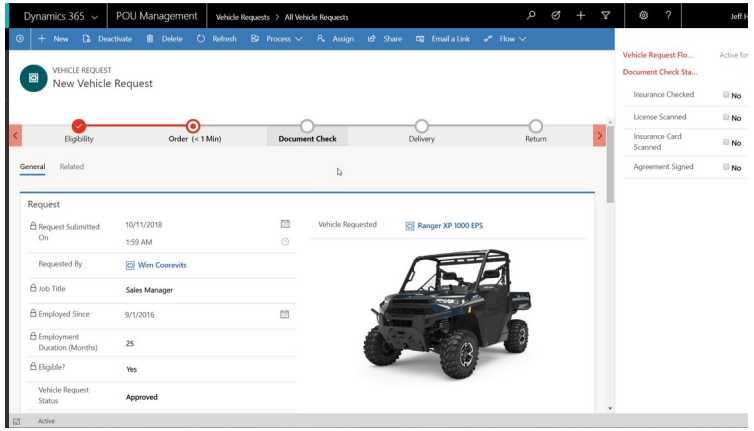


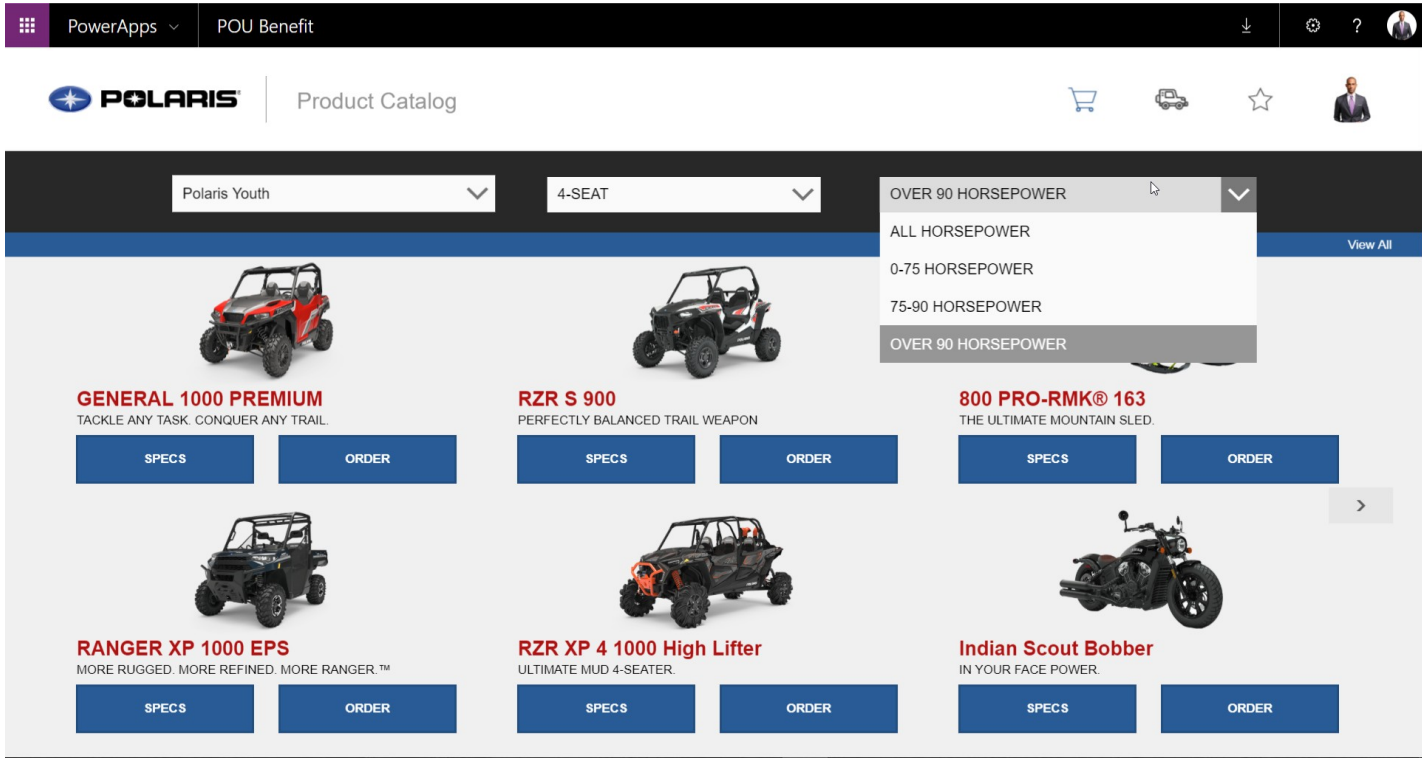
of PowerApps used in production

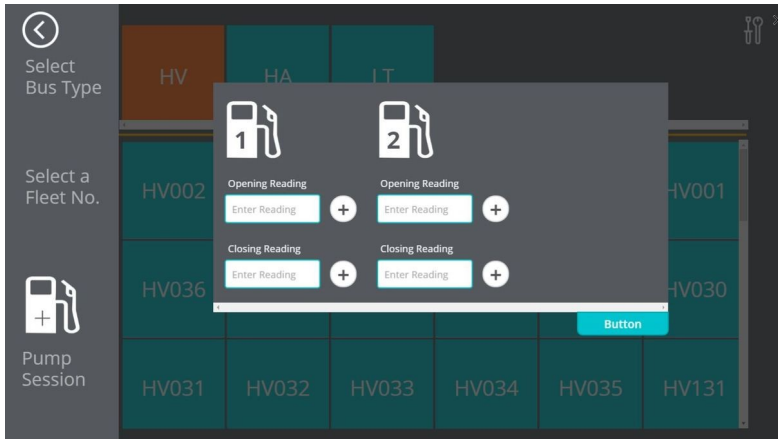


POWERAPPS: Model-driven vs. Canvas apps



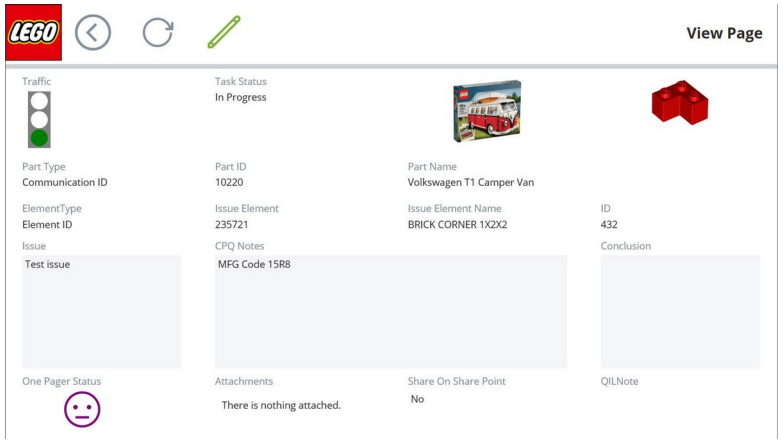






arriva a DB company

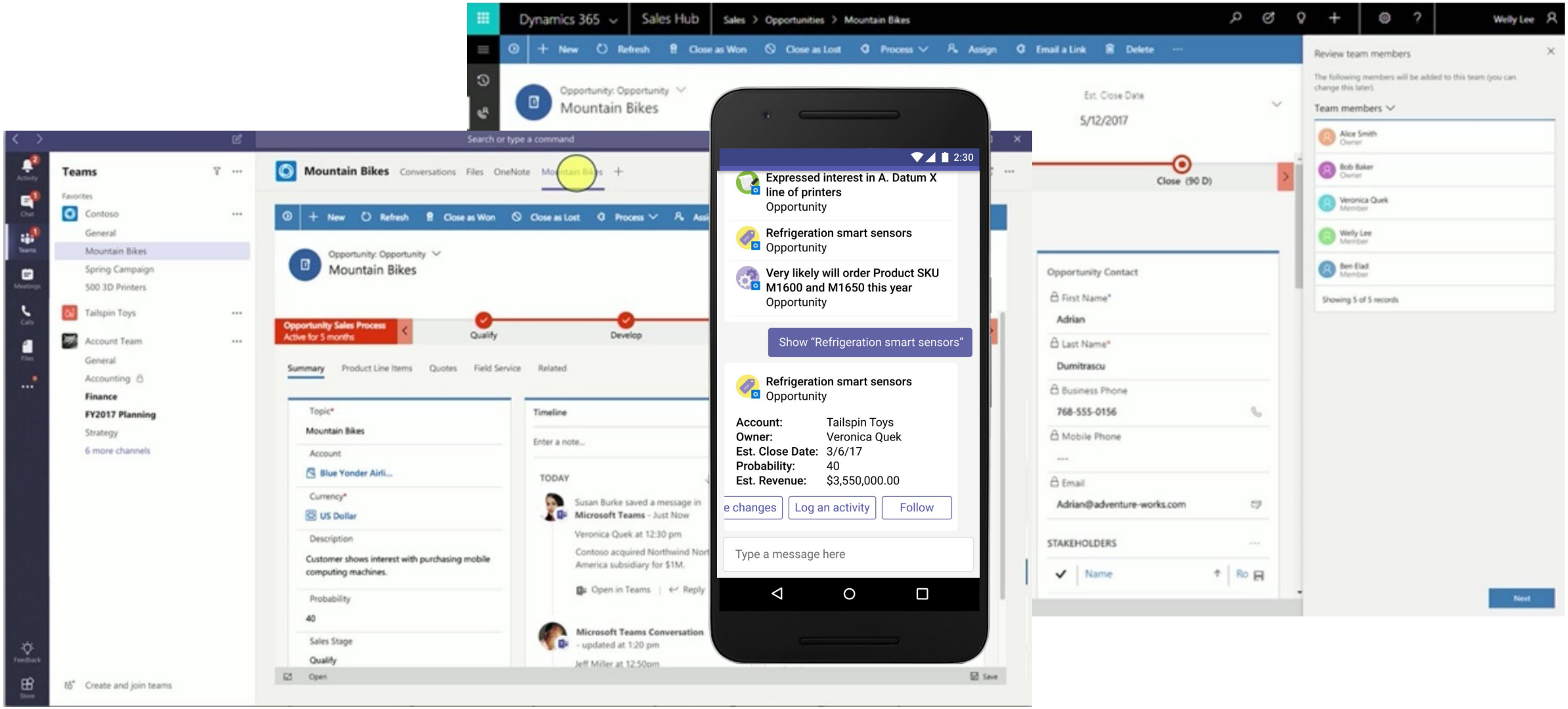
Power Platform community heroes on stage



LEGO®

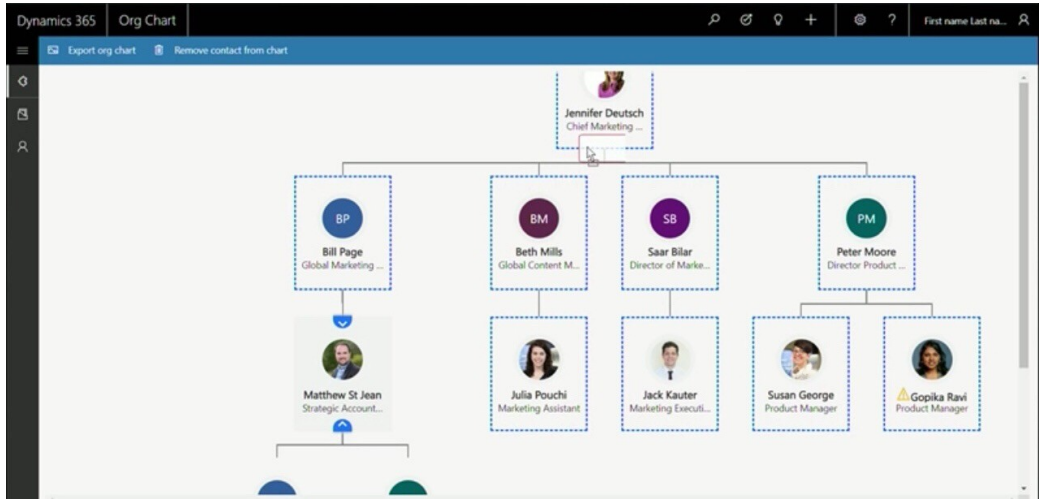
BRK2056

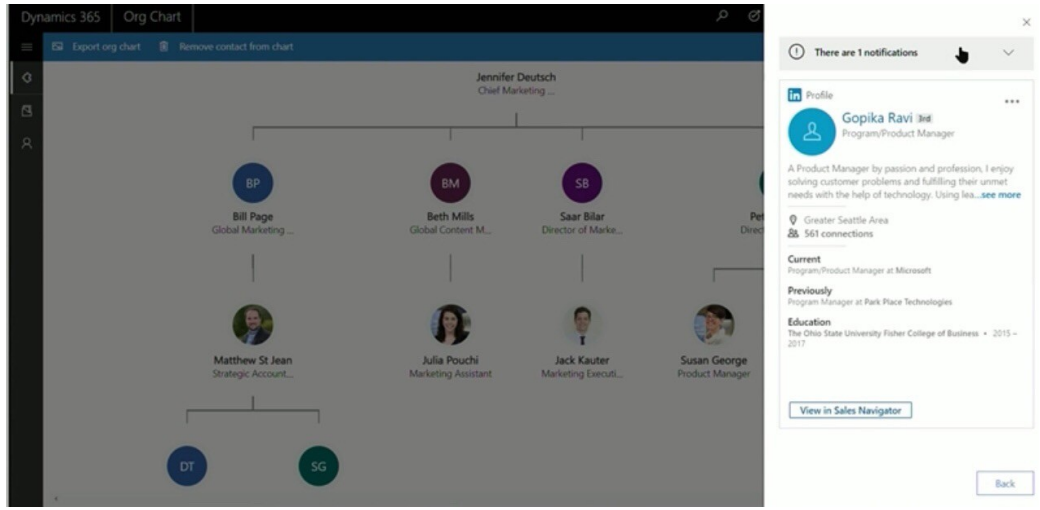
Dynamics 365 App for Microsoft Teams

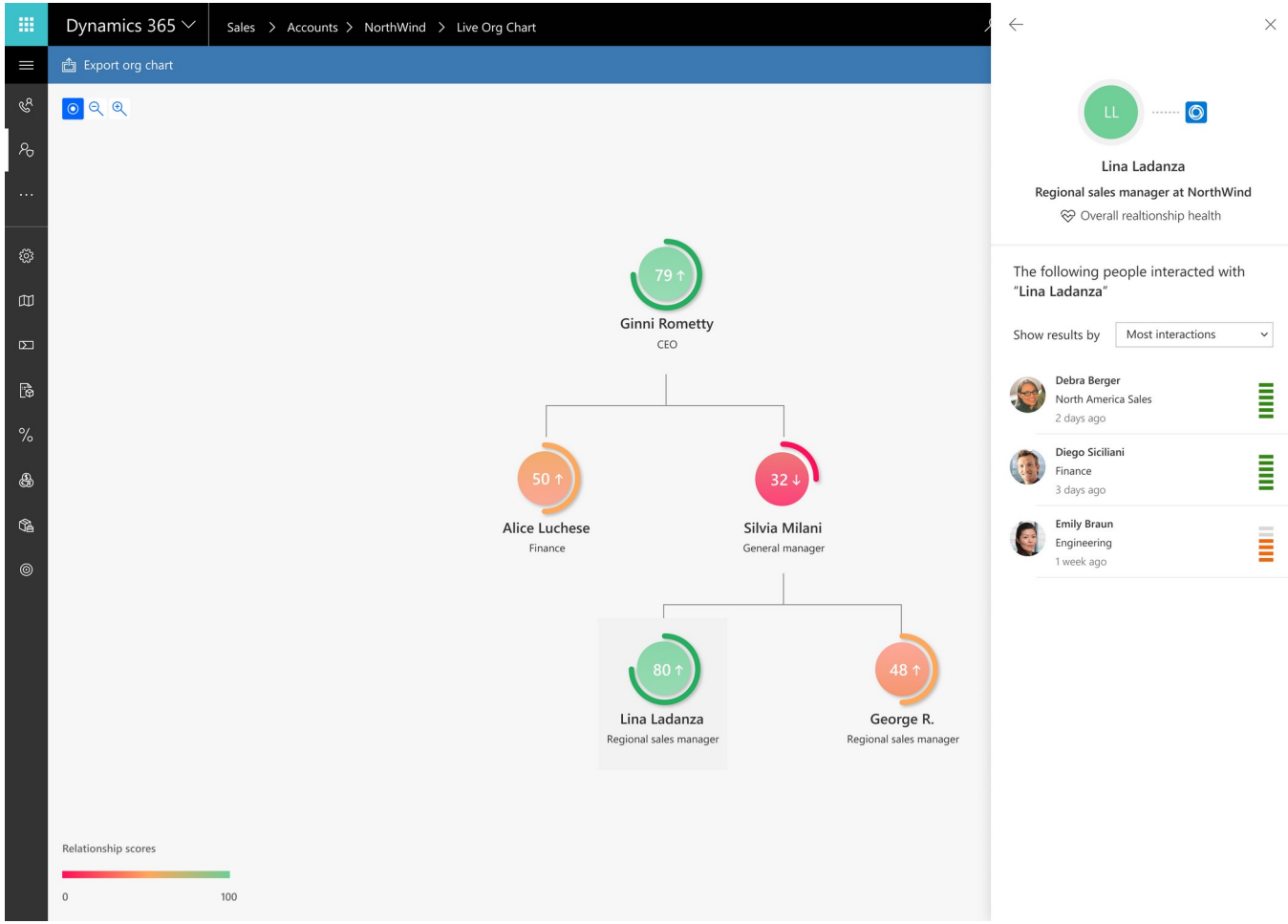


BRK2129

Live Organization Chart

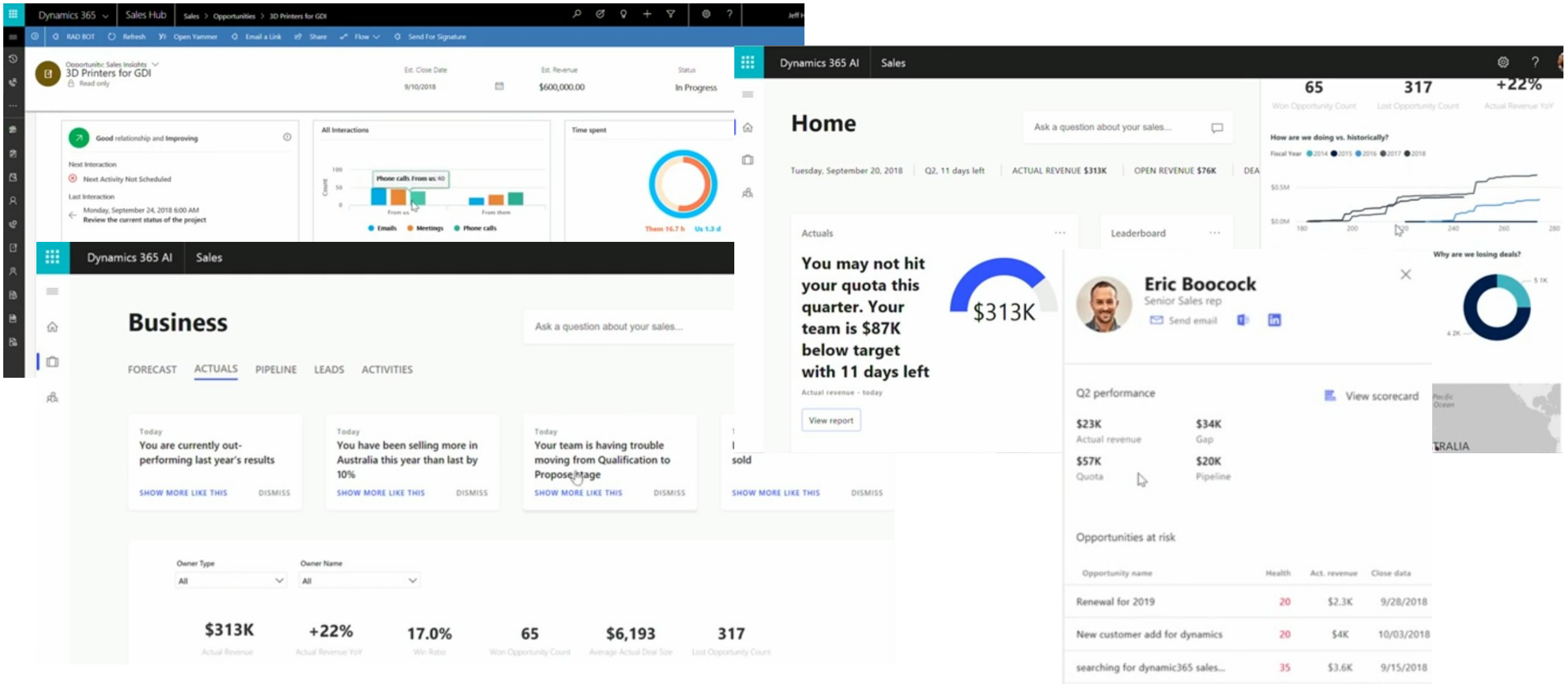






BRK2398

AI for Sales



Home

Ask a question about your sales...

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

Actuals

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

Actual revenue - today

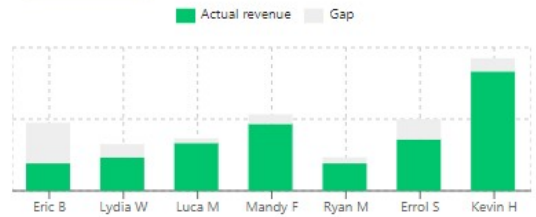
View report

Leaderboard

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

Team performence - yesterday

View report

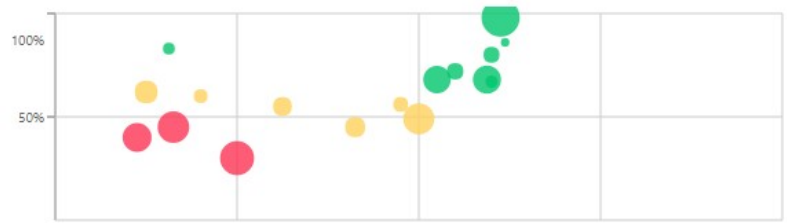


Pipeline

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

Opportunity relationship score - an hour ago

View report



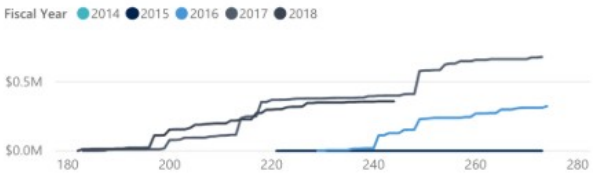
Team calls

- Negative customer sentiment is above mean in 72% of calls

Overall sentiment - yesterday

View report

How are we doing vs. historically?



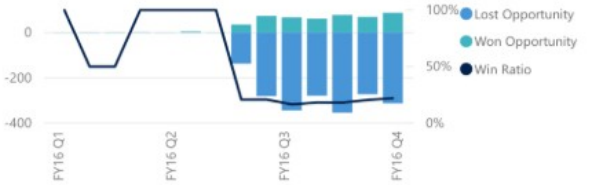
What industries are we winning deals in?

Why are we losing deals?

Where is our revenue coming from?

How does our sales funnel look by stage?

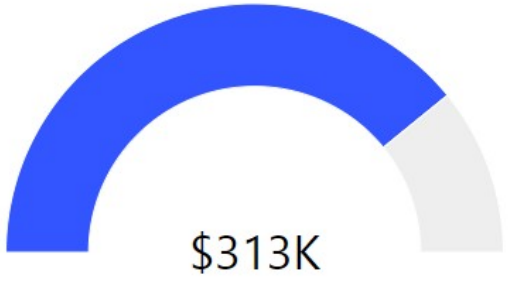
How do our won vs. loss deals correlate to our win rate?



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

Actual revenue - today

View report



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

Team performence - yesterday

View report

Eric Boocock

Senior Sales rep

Send email

Q2 performance

View sc

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

Opportunities at risk

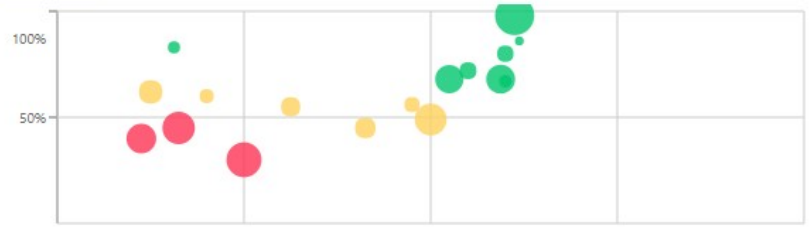
Opportunity name	Health	Act. revenue	Clo
Renewal for 2019	20	$2.3K	
New customer add for dynamics	20	$4K	
searching for dynamic365 sales...	35	$3.6K	
Upsell into new location	40	$1.2K	

Pipeline

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

Opportunity relationship score - an hour ago

View report



Team calls

- Negative customer sentiment is above mean in 72% of calls

Overall sentiment - yesterday

View report

Highlights

See all

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

Upcoming

Eric Boocock

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.

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

Upcoming

1:1 with Eric

You have a meeting with Eric in 30 minutes

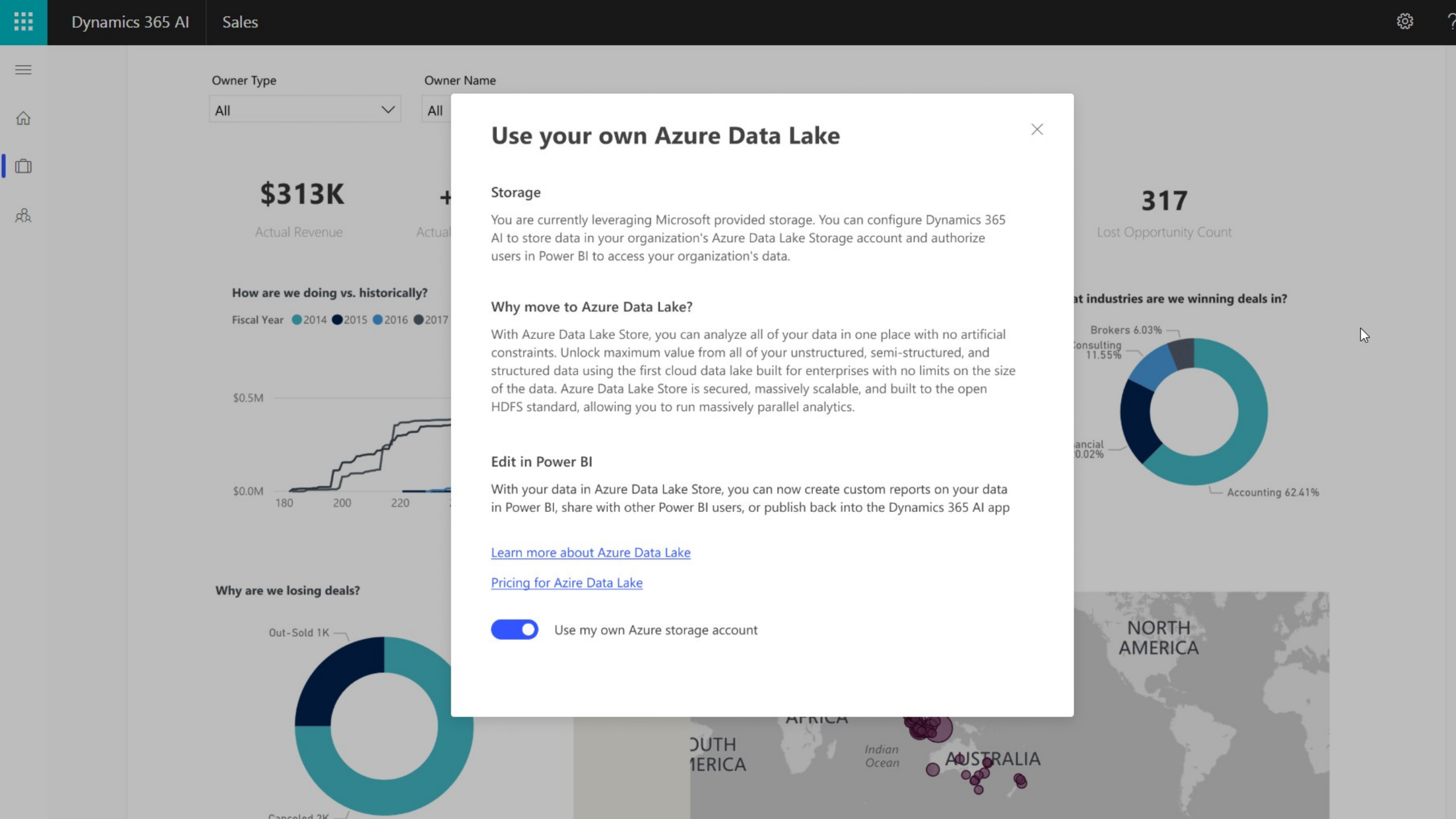
- Eric has achieved 60% of quota (lowest performer). Y connection at Contoso, Paul Cannon, might help on "2018 order" deal.

Sales rep actual - today

Recent insight

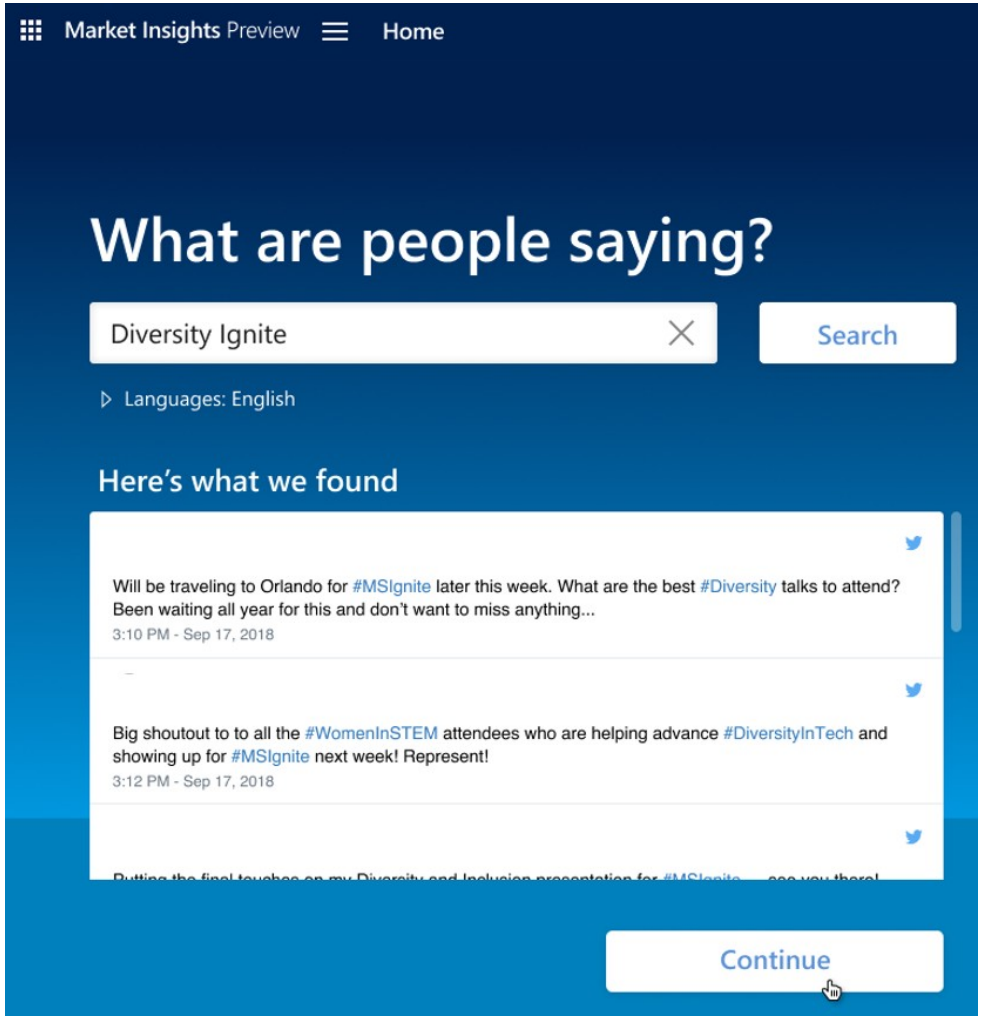
Sentiment

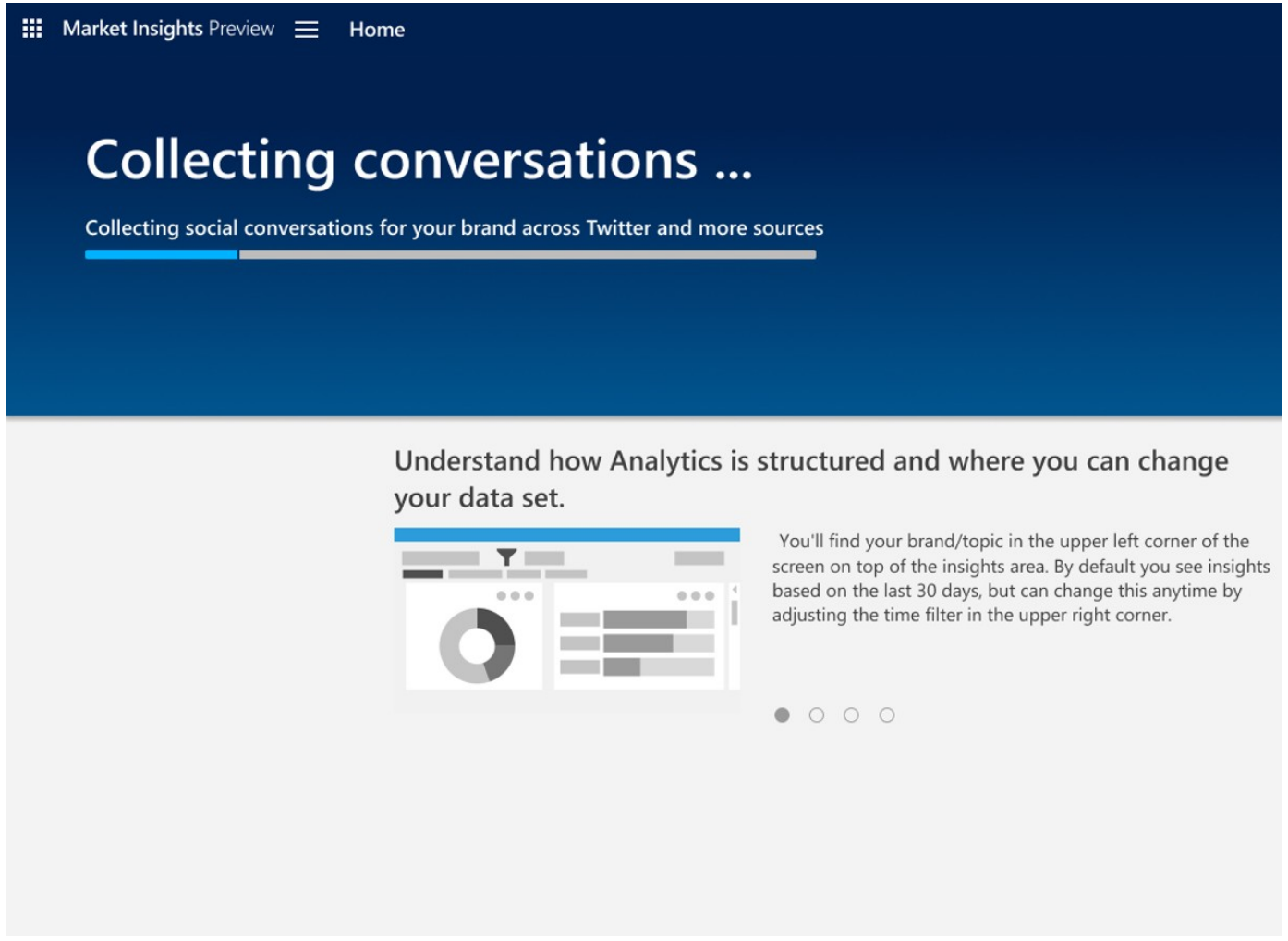
- Significant drop in positive sentiment while talking to customers in th


Dynamics 365 AI
Sales
Owner Type
All
Owner Name
All
$313K
Actual Revenue
317
Lost Opportunity Count
How are we doing vs. historically?
Fiscal Year 2014 2015 2016 2017
$0.5M
$0.0M
180
200
220
Brokers 6.03%
Consulting 11.55%
Accounting 62.41%
Why are we losing deals?
Out-Sold 1K
NORTH AMERICA
Indian Ocean
AUSTRALIA
Use your own Azure Data Lake
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 Azire Data Lake
Use my own Azure storage account

BRK2247

AI for Market Insights





MI

EVENT

Microsoft Ignite

Status * Active

Owner * Ryan Martin

Publish status * Live

EventMainBusinessProce...
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

1.8k posts -37%

SENTIMENT

Positive Neutral Negative

9.1
index

-0.3
change

-10 0 +10

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

RECENT POSTS

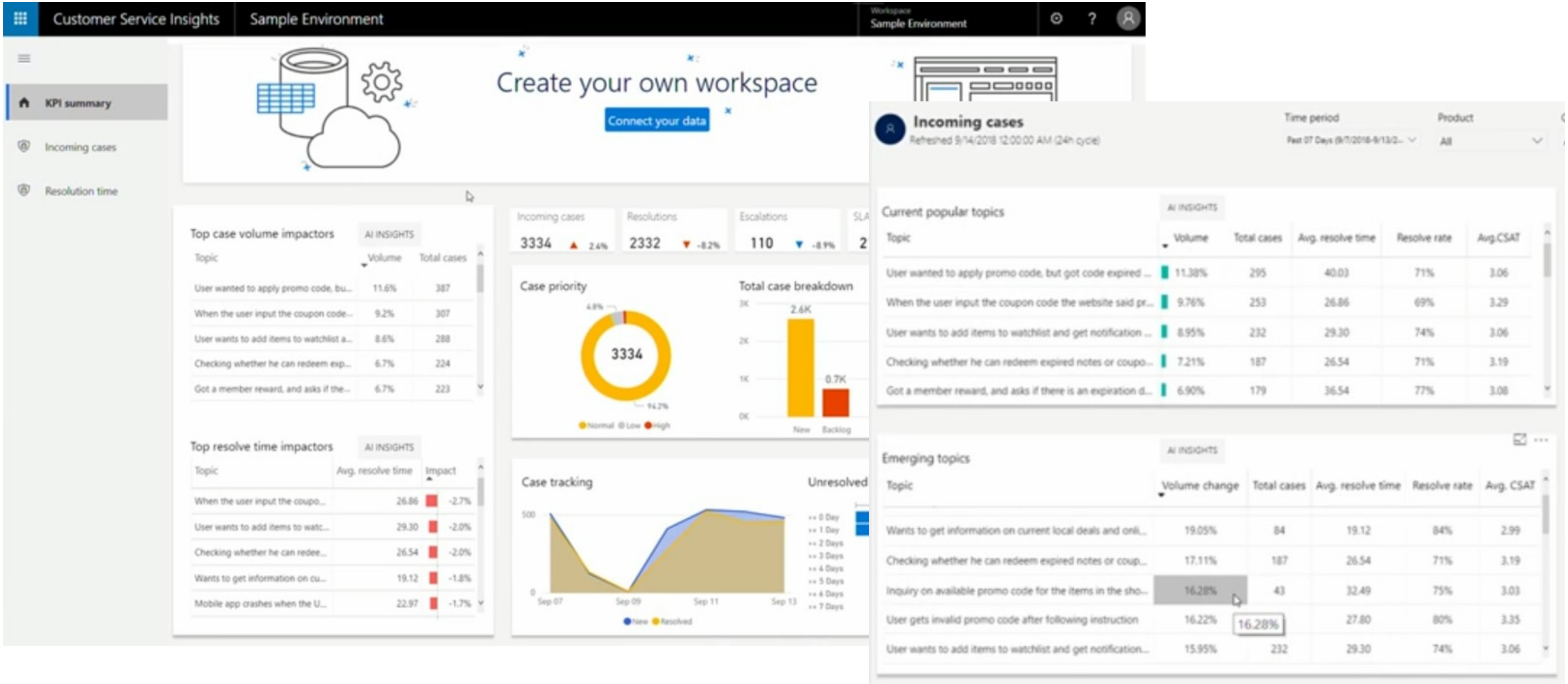
13:22 09/22/2018

Prevedere Inc @Prevedere

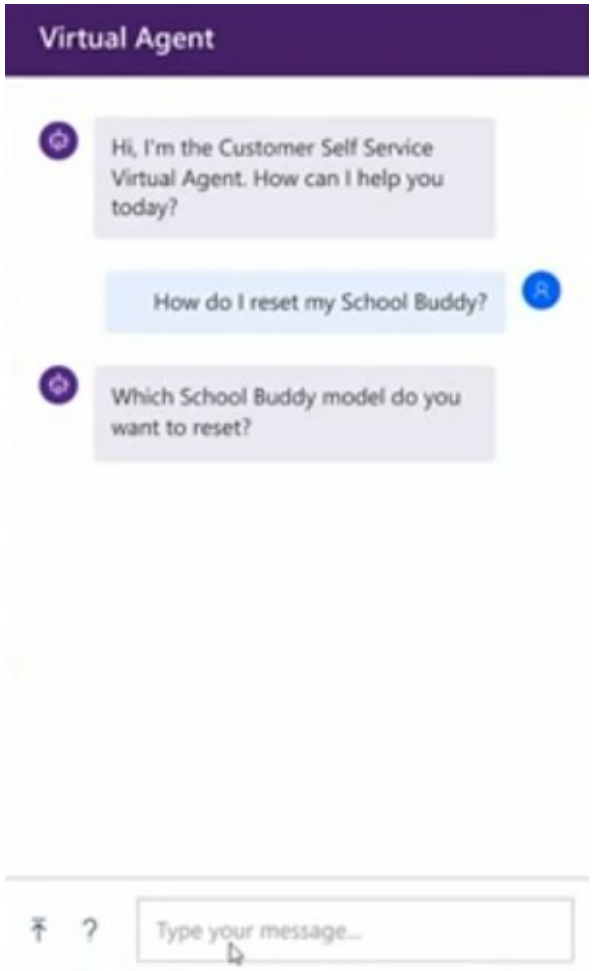
Gain a 360° view of demand with ERIN: https://t.co/q93kB3w9r2 #MachineLearning #MSIgnite @TheBillMoffett

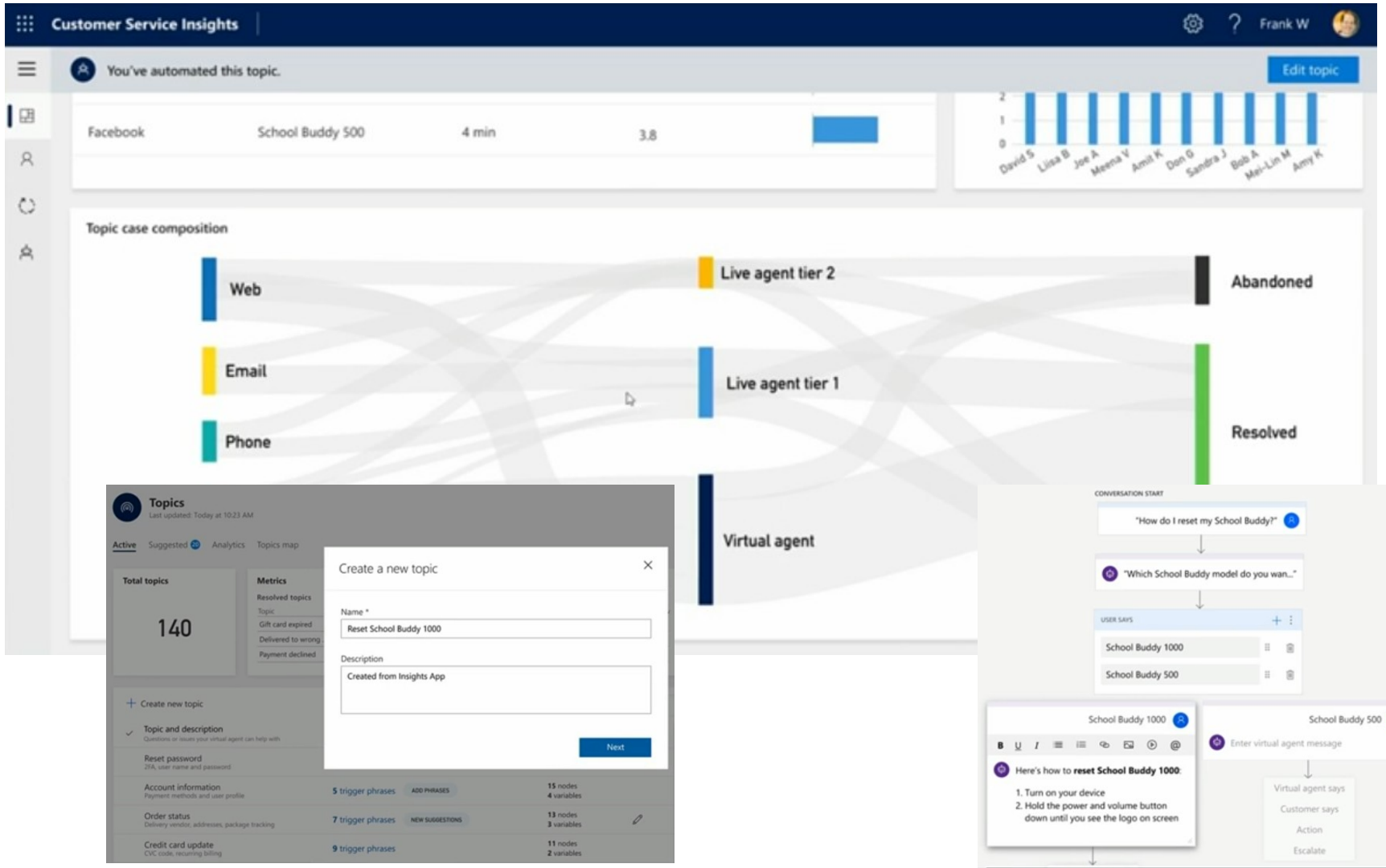
BRK2398

AI for Customer Service Insights

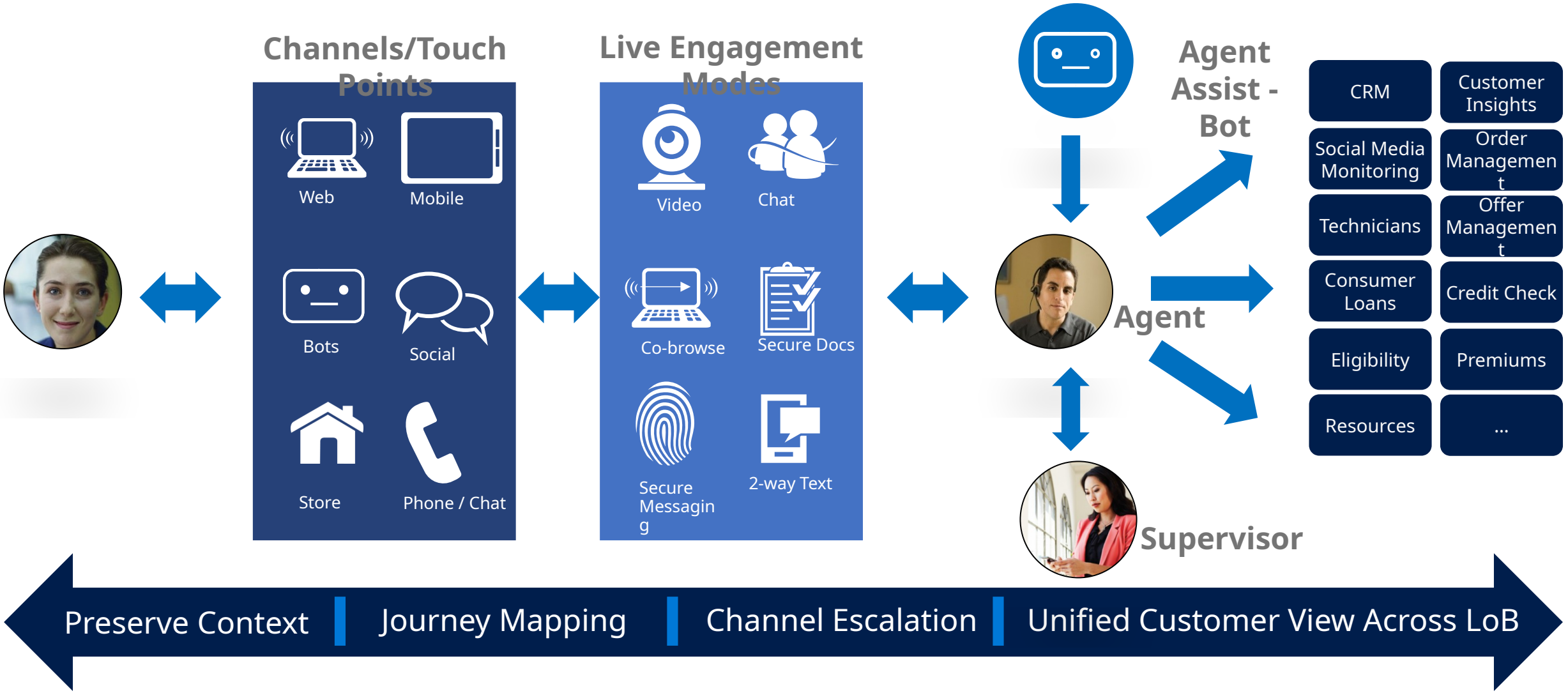


Customer Service Virtual Agent





Omni-channel Engagement Hub



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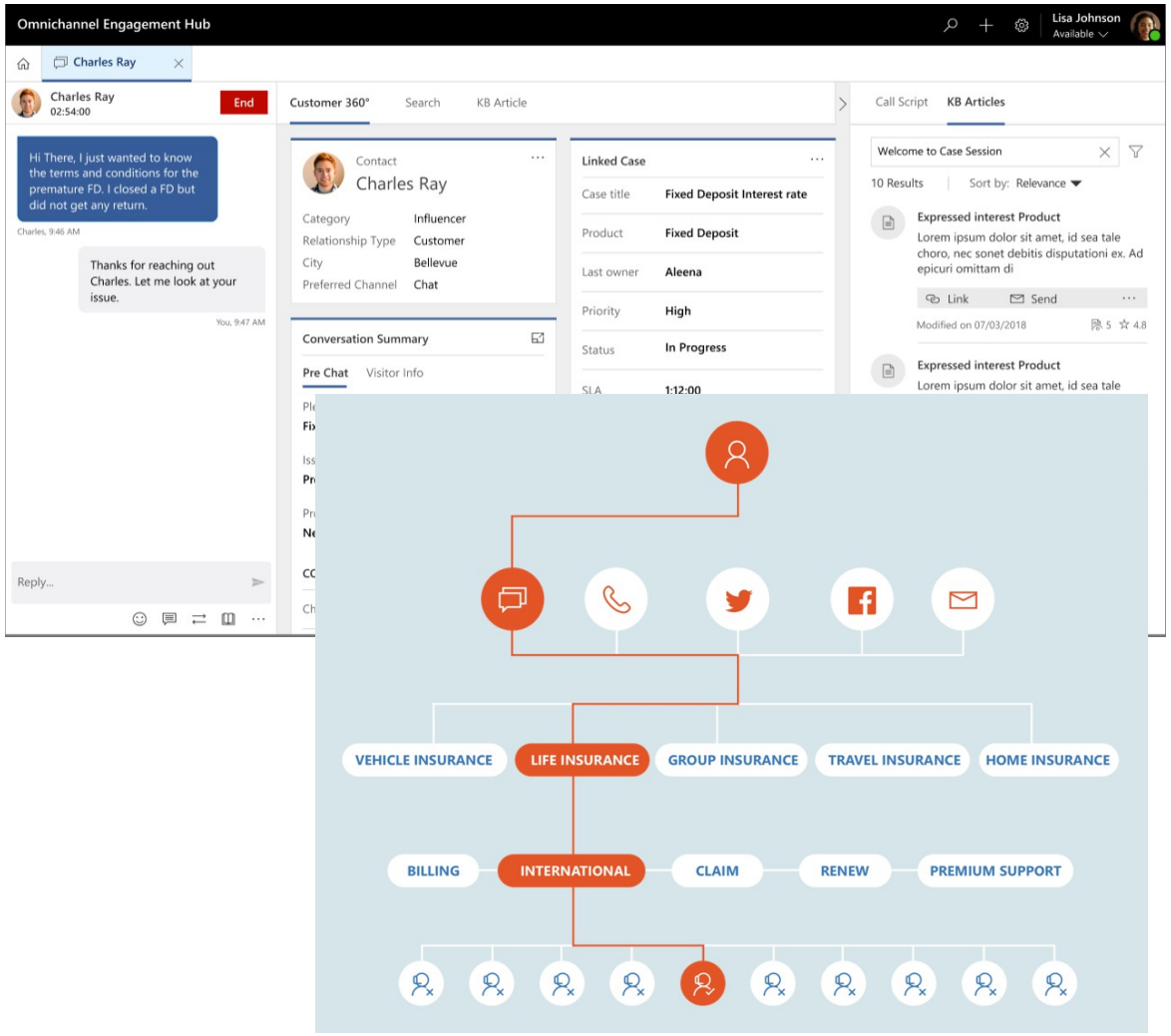


DEC 2018 - PREVIEW

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 Bots
Integration with Microsoft bot framework for deflection & escalation scenarios

Engagement

Agent & Supervisor Experiences
Simple, easy to learn, unified experience; manage agent workforce; real-time monitoring

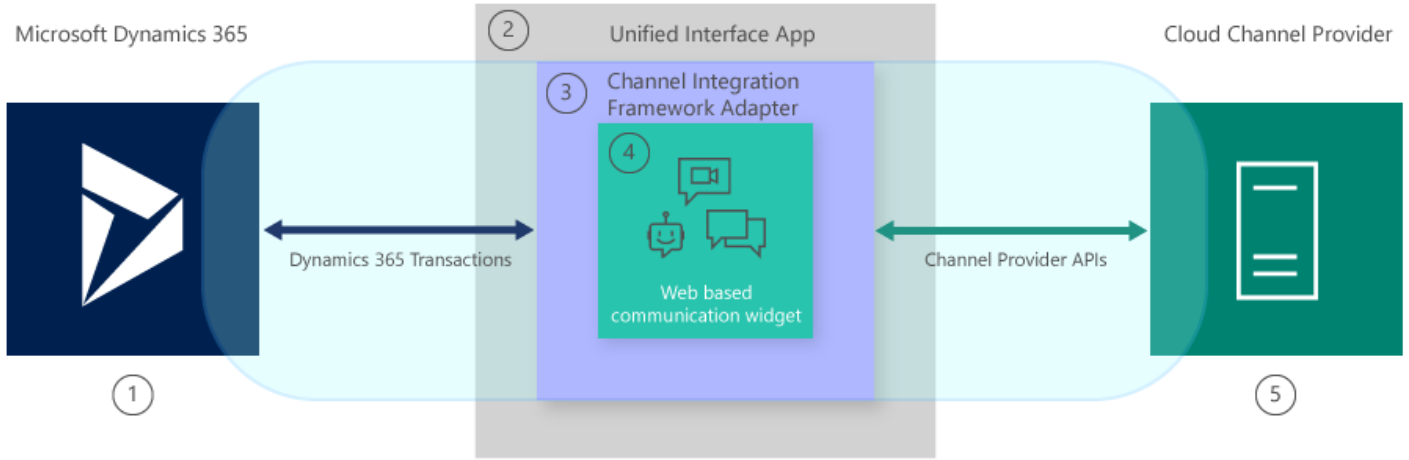
Unified Routing & Work Distribution
Configurable, Automated, Intelligent routing of work items from different channels

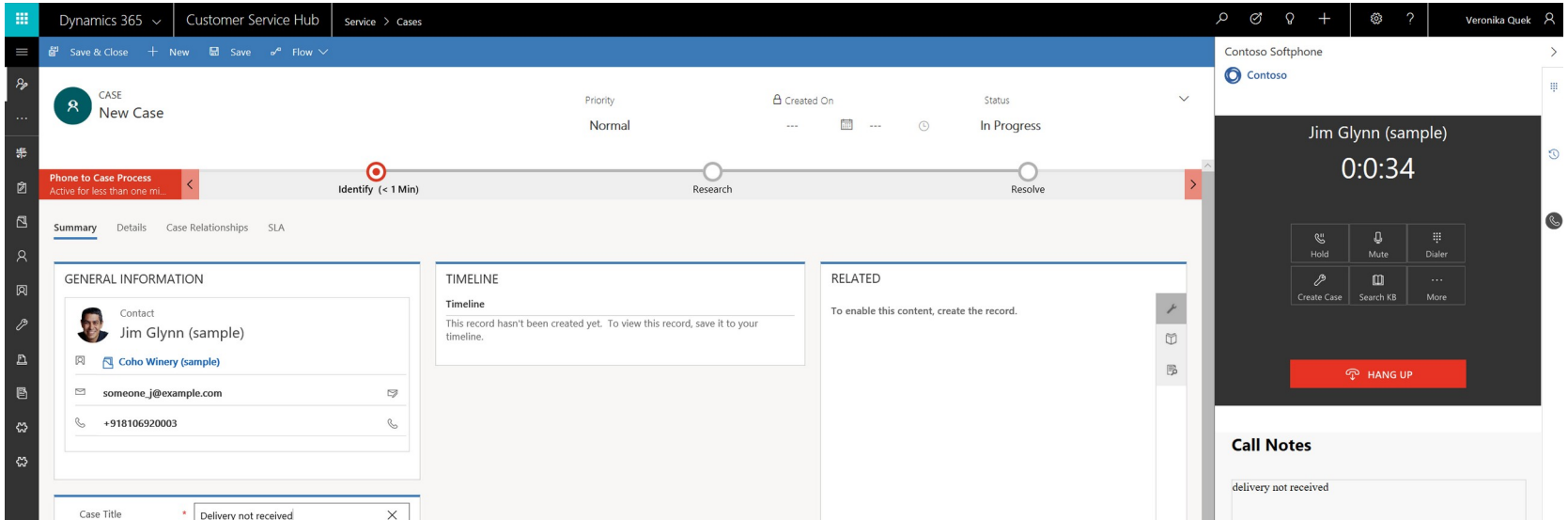
Insights

Intelligent Insights
Suggested Articles, Related Items, KPIs

Channel Integration Framewo

[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

Channel Integration

BRK2151

Portals

Case Number

CAS-01062-D1D5C0

Last Updated

9/19/2018 8:57 PM

Customer *

[redacted]

Contact

—

Subject

Default Subject

Case Type

Question

SharePoint Documents

Add Files | New Folder

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

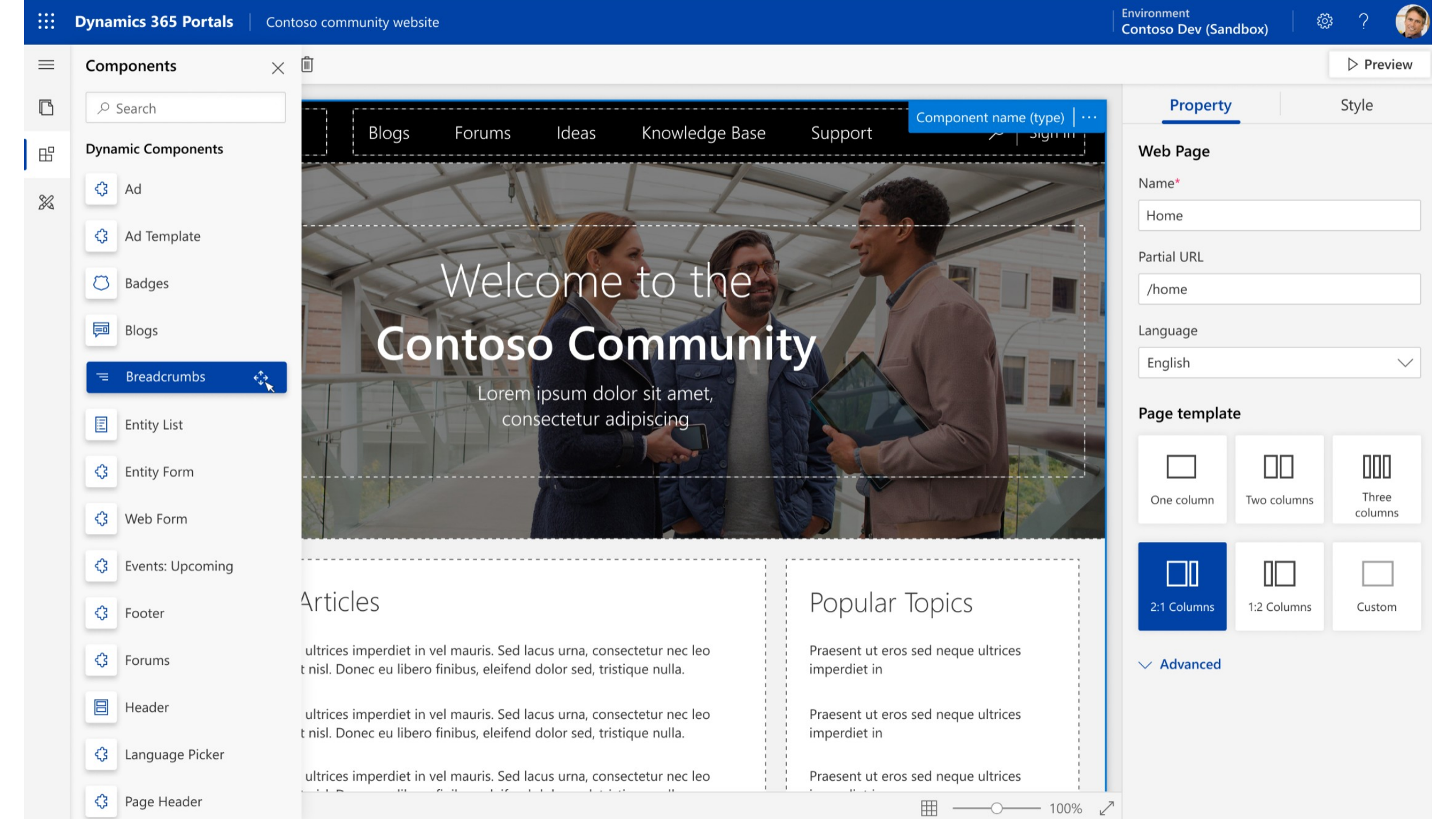
Diagnostic tool

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

Need help?
Contact Support

Diagnosis results — Refresh 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
Lorem ipsum dolor situ	Solution upgrade/install	Error
Lorem ipsum dolor situ	Solution upgrade/install	Warning
Lorem ipsum dolor situ	Solution upgrade/install	Warning
Lorem ipsum dolor situ	Provisioning	Warning
Lorem ipsum dolor situ	Provisioning	Warning
Lorem ipsum dolor situ	Provisioning	Warning

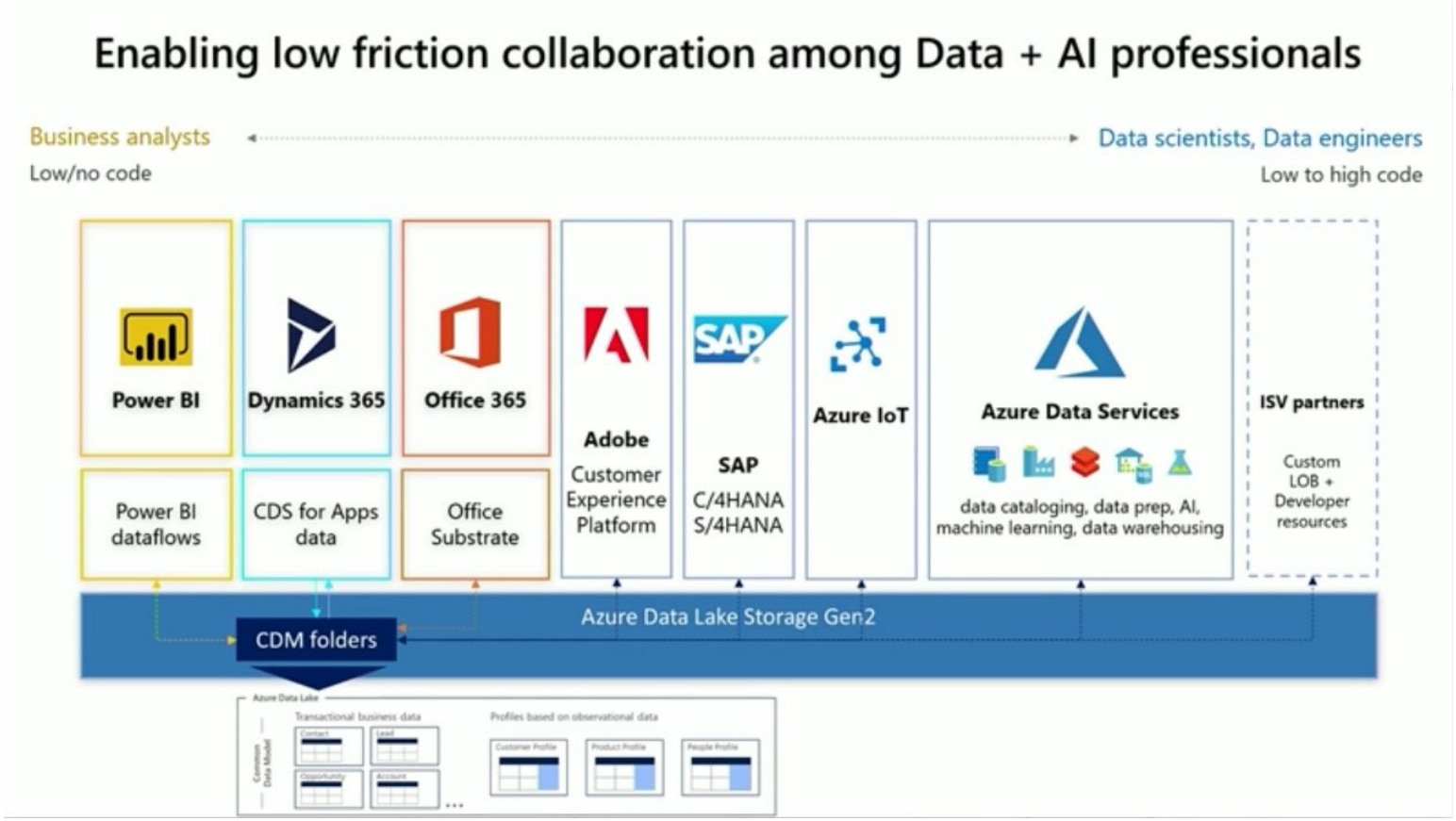

Dynamics 365 Portals
Contoso community website
Environment
Contoso Dev (Sandbox)
Components
Search
Dynamic Components
Ad
Ad Template
Badges
Blogs
Breadcrumbs
Entity List
Entity Form
Web Form
Events: Upcoming
Footer
Forums
Header
Language Picker
Page Header
Preview
Blogs
Forums
Ideas
Knowledge Base
Support
Component name (type)
Welcome to the
Contoso Community
Lorem ipsum dolor sit amet,
consectetur adipiscing
Articles
ultrices imperdiet in vel mauris. Sed lacus urna, consectetur nec leo
t nisl. Donec eu libero finibus, eleifend dolor sed, tristique nulla.
ultrices imperdiet in vel mauris. Sed lacus urna, consectetur nec leo
t nisl. Donec eu libero finibus, eleifend dolor sed, tristique nulla.
ultrices imperdiet in vel mauris. Sed lacus urna, consectetur nec leo
Popular Topics
Praesent ut eros sed neque ultrices
imperdiet in
Praesent ut eros sed neque ultrices
imperdiet in
Praesent ut eros sed neque ultrices
100%
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

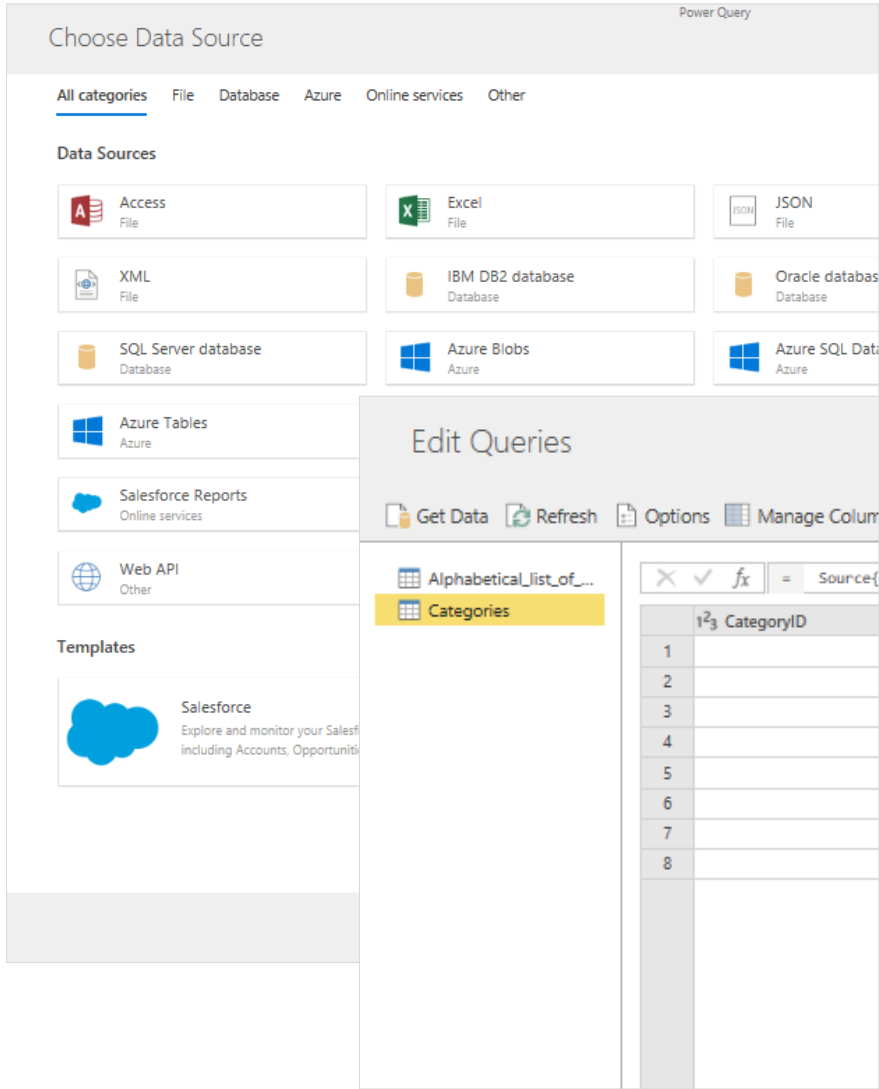
Press release

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)

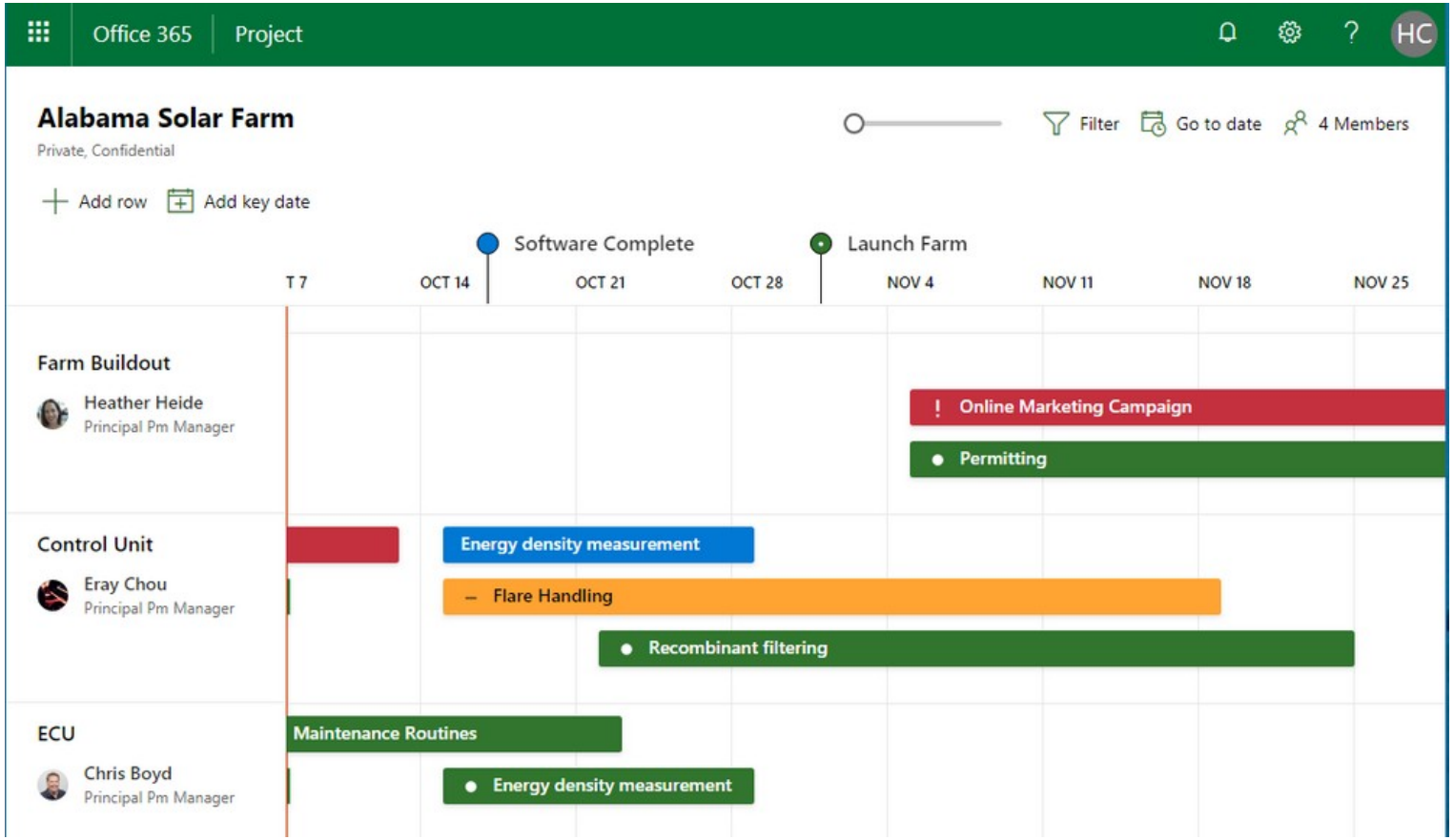


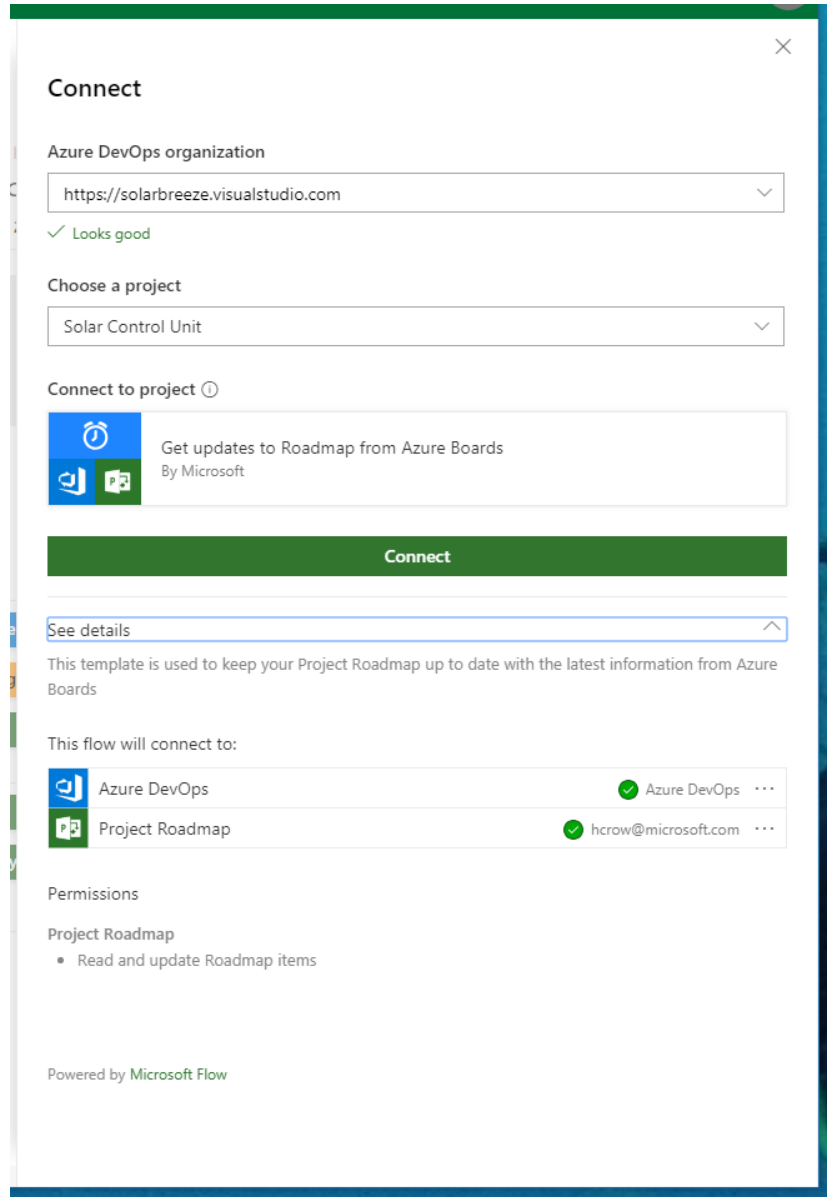


https://aka.ms/cdmposter

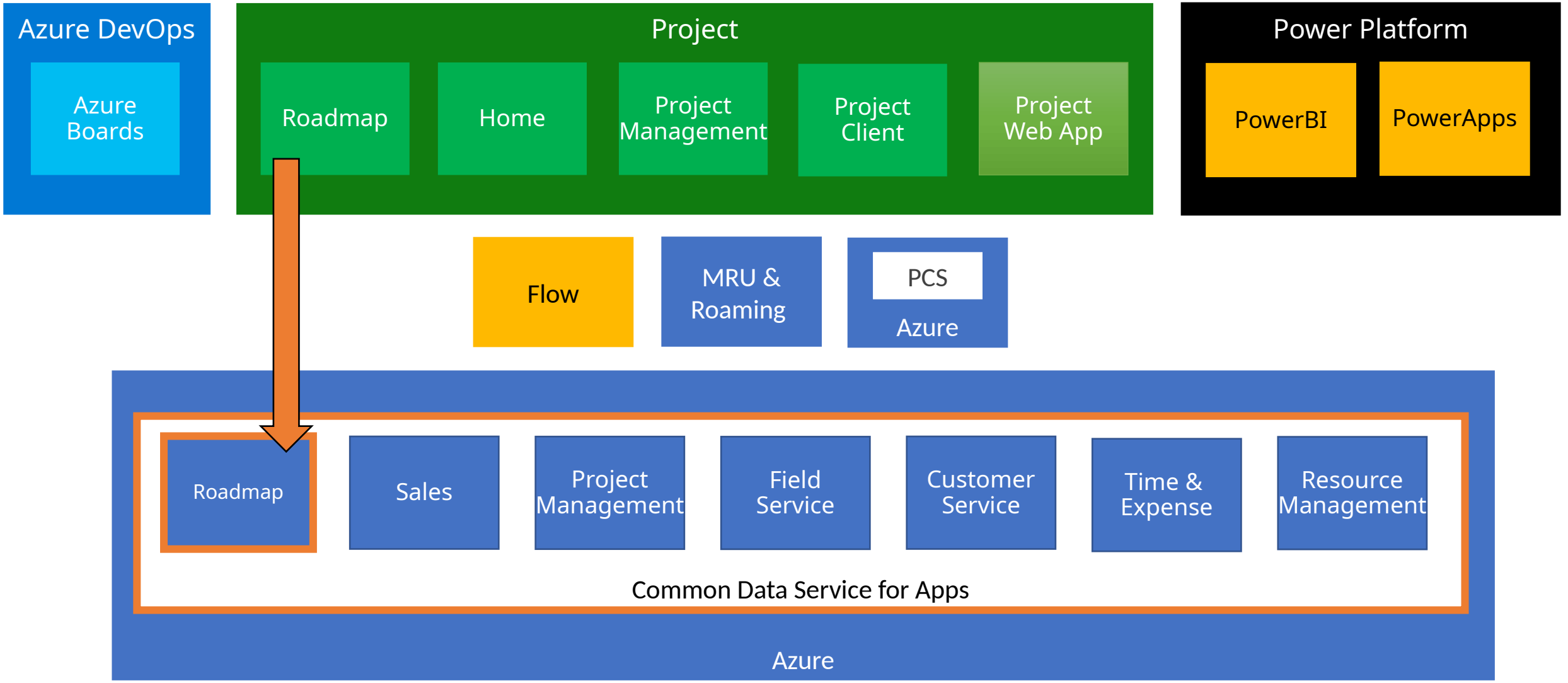
Tech Community

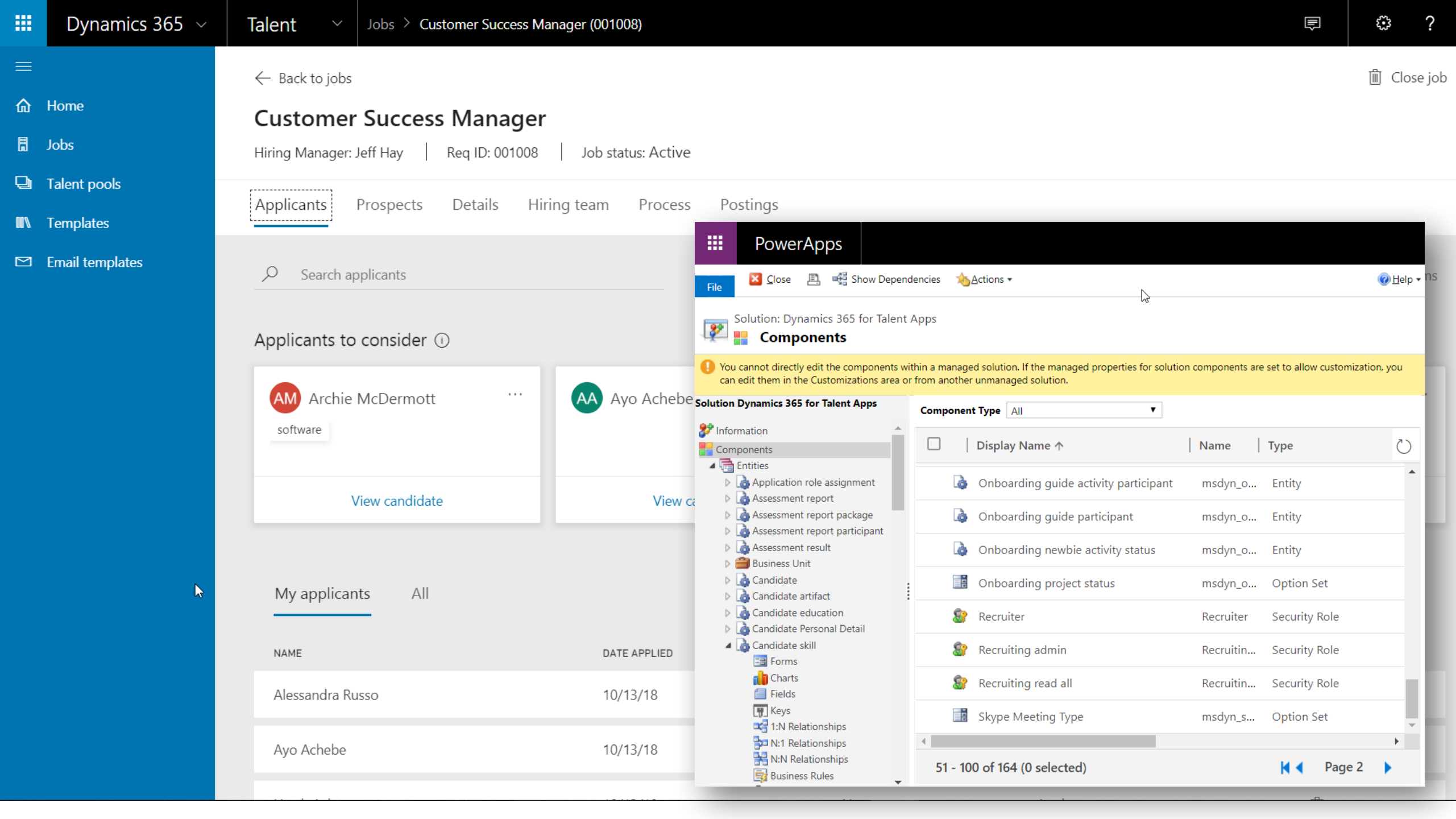
”New Microsoft Project”





”New Microsoft Project”




Dynamics 365
Talent
Jobs > Customer Success Manager (001008)
Home
Jobs
Talent pools
Templates
Email templates
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
AM Archie McDermott
software
View candidate
AA Ayo Achebe
My applicants
All
NAME
DATE APPLIED
Alessandra Russo 10/13/18
Ayo Achebe 10/13/18
PowerApps
File
Close
Show Dependencies
Actions
Help
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
Information
Components
Entities
Application role assignment
Assessment report
Assessment report package
Assessment report participant
Assessment result
Business Unit
Candidate
Candidate artifact
Candidate education
Candidate Personal Detail
Candidate skill
Forms
Charts
Fields
Keys
1:N Relationships
N:1 Relationships
N:N Relationships
Business Rules
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

THR2224

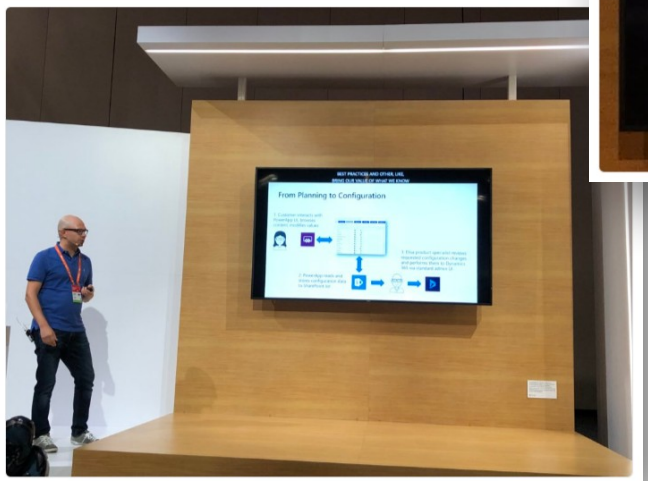
Elisa @ Ignite 2018

Tommi Oksanen
@tommioksanen
Following

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

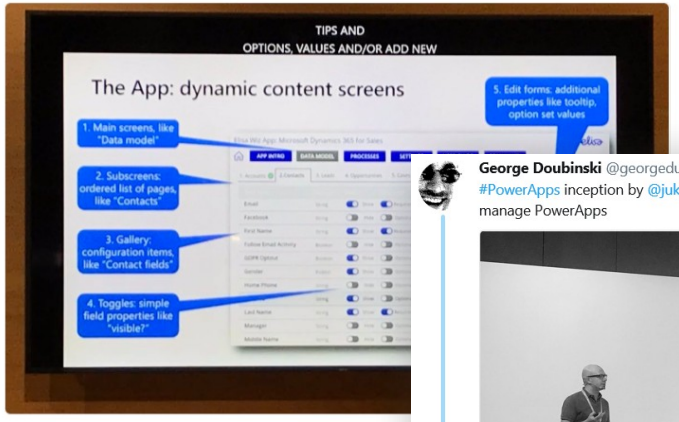
Julian Sharp
@julianatvigence
Following

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



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



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

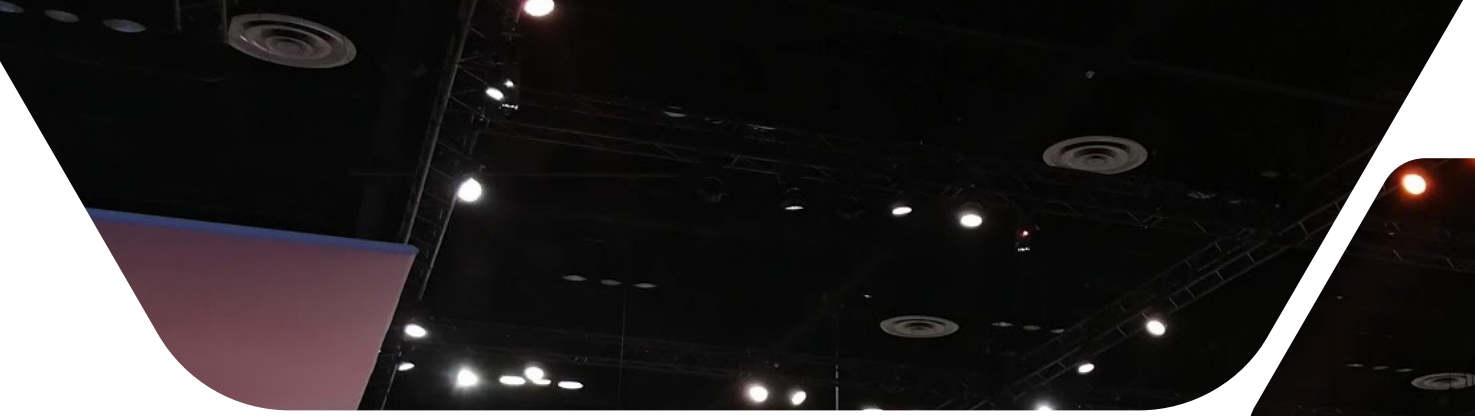
2 2 12

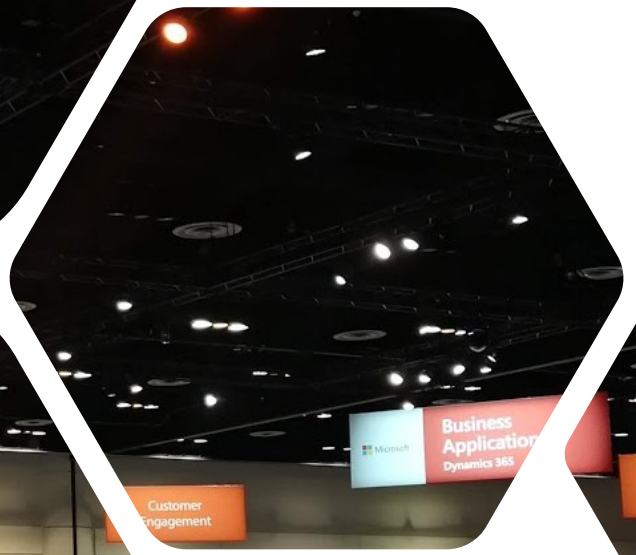
CRMAudio, the Dynamics 365 Podcast
@crmaudio
Seuraa

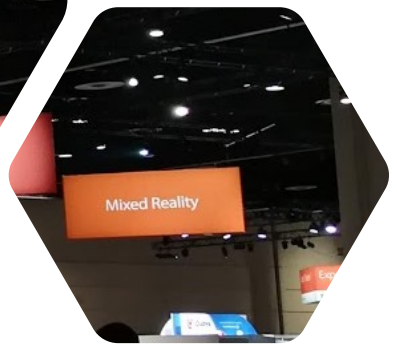
Vastauksena käyttäjille @georgedude ja @jukkan

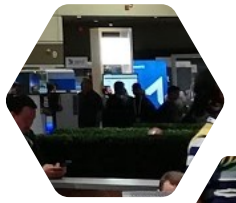
@jukkan and Satya: separated at birth?

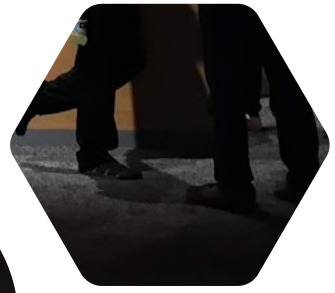
EXPO: BUSINESS APPLCIATIONS











That’s all!
Microsoft

Finland Dynamics User Group

https://www.dynamics365.fi/