

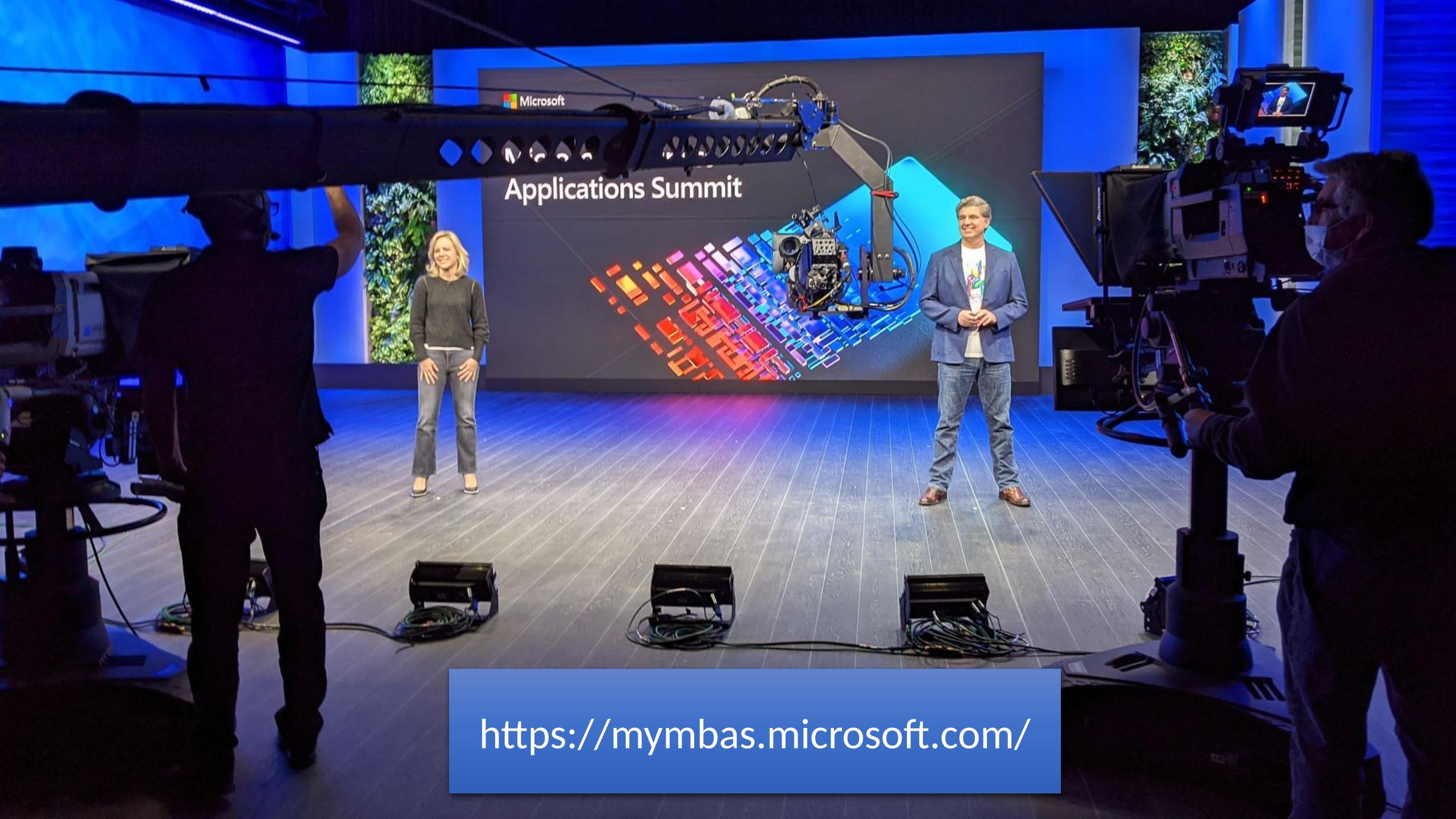


**Finland Dynamics  
User Group**

Online-tapaaminen to 14.5. klo 15–16

A wide-angle photograph of the New York City skyline at sunset, viewed across a body of water. The sky is filled with warm orange and pink hues. The city's iconic skyscrapers, including the Empire State Building and One World Trade Center, are silhouetted against the bright horizon.

**Microsoft Business Applications  
Summit 2020: parhaat palat**



<https://mymbas.microsoft.com/>

## Refine results



Start time

Session type

## Topic

Power Platform

34

Dynamics 365

34

Industry

4

ISV

1

Responding to COVID-19

2

## Products

Power BI

24

Power Apps

23

Power Automate

21

Power Virtual Agents

10

Data Integration

2

Dynamics 365 Finance

6

Common Data Service

9

Dynamics 365 Customer Service

6

Dynamics 365 Fraud Protection

4

Dynamics 365 Commerce

3

Dynamics 365 Customer Insights

3

Dynamics 365 Field Service

3

Dynamics 365 Guides

3

Dynamics 365 Remote Assist

3

Excel

3

All days

Wed 6

Thu 7

Search sessions



Refine results

77 sessions

Chronological



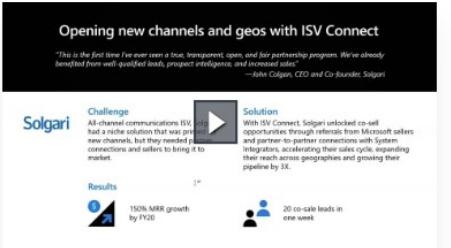
On demand sessions



KEY01

Hear from James Phillips and Alysa Taylor

Wednesday, May 6, 6:00 PM - 7:00 PM EEST

[James Phillips, Microsoft](#)[Alysa Taylor, Microsoft](#)

LIV01

ISV Connect: Making the most of your Microsoft partnership

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Toby Bowers, Microsoft](#)[Steve Guggenheim, Microsoft Corporation](#)[Casey McGee, Microsoft](#)[+ Add to schedule](#)

LIV02

Empower your organization with the Microsoft Power Platform

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Charles Lamanna, Microsoft](#)[Arun Ulagaratchagan, Microsoft](#)[Remove](#)

E2E story example: Insurance journey recap



LIV03

Industry panel: How business applications offerings align to drive impact for...

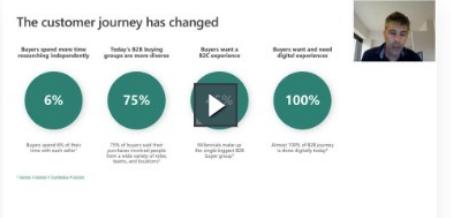
Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Lorraine Bardeen, Microsoft](#)[Kim Mathisen, Microsoft](#)[Sara Nagy, Microsoft](#)[+ Add to schedule](#)

LIV04

Business Central: Deliver a connected SMB Business

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Mike Ehrenberg, Microsoft](#)

LIV05

Dynamics 365 Sales: Building relationships in today's environment with Dynamics...

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Amit Sivan, Microsoft Corporation](#)

LIV06

Staying productive while working apart

Wednesday, May 6, 7:15 PM - 7:45 PM EEST

[Pete Daderko, Microsoft](#)

LIV07

Empower subject matter experts to drive engagement in your business using Power...

Wednesday, May 6, 8:00 PM - 8:30 PM EEST

[Omar Aftab, Microsoft](#)

# MBASin parhaita paloja

- Keynote demo: IKEA
- Power Platform / Jukka Niiranen
- Teams / Markku Suominen
- “Model-driven apps in Dynamics 365” (a.k.a CE) / Antti Pajunen
- Finance & Operations / Teemu Miettinen

@jukkan



@markkusuominen



@teemupmiettinen



@anttipajunen





APP BUILDER



COMPANY

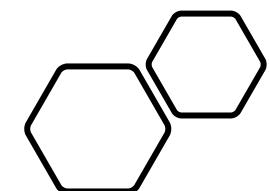


COMPANY SIZE

**211k+ EMPLOYEES**

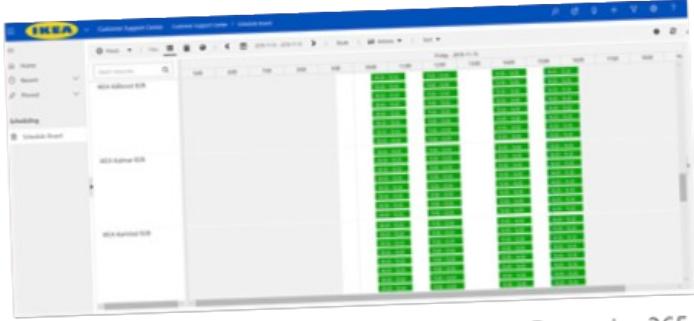
INDUSTRY

**RETAIL**



# Customer story: IKEA

<https://powerapps.microsoft.com/en-us/blog/ikea-sweden/>



- Suite of model-driven apps that leverage Dynamics 365 Customer Engagement modules
- Used to manage in-store kitchen sales appointments, B2B sales pipeline and bookings made via customer support

### Kitchen sales apps



- Automatically update status fields and automatically calculate and set the meeting time



### Supporting flows



**IKEA.se website**  
Scheduling capabilities via website,  
integrates with CDS via SDK



### Common Data Service

Used to store all structured data



**Existing IKEA Tools**  
Existing tools for creating designs  
and ordering parts (ISell). Data



- Kitchen App leverages Dynamics 365 Field Service
- B2B Sales App leverages Dynamics 365 Sales



### Dynamics 365 Customer Engagement



### Azure Functions

Connect to SMS delivery systems, perform  
business logic to optimize performance



### Azure Blob Storage

Supplemental customer information data  
stored with secure access



https://kitchenplanner.ikea.com/us/UI/Pages/VPUI.htm

IKEA

File Edit Item list/Total price Notes Print Save

Search products

Your room layout

Room Shape and Size Add doors Add windows Choose flooring Walls & Ceiling Add Fixtures Additional Structures Add Decorations

Kitchen & Appliances

Dining tables & chairs

Office

Kitchen - Change All at once

Your list so far

Base cabinet 15 inch Close Up Main

IKEA BOT

It looks like you are designing your kitchen. Would you like to schedule an appointment with one of our kitchen experts, either in store or online?

Just now

Yes

Sure. Happy to help. Can you provide me your email?

Just now

charles@litware.com

Which store would you like to visit?

Just now

IKEA Seattle

When would you like to visit the store?

Just now

Tomorrow

Here are the current available appointment times we have for Tomorrow.

Option A: 09:30 AM - 10:30 AM  
Option B: 10:30 AM - 11:30 AM  
Option C: 11:30 AM - 12:30 PM  
Option D: 12:30 PM - 01:30 PM

Please pick one option.

Just now

A B C D

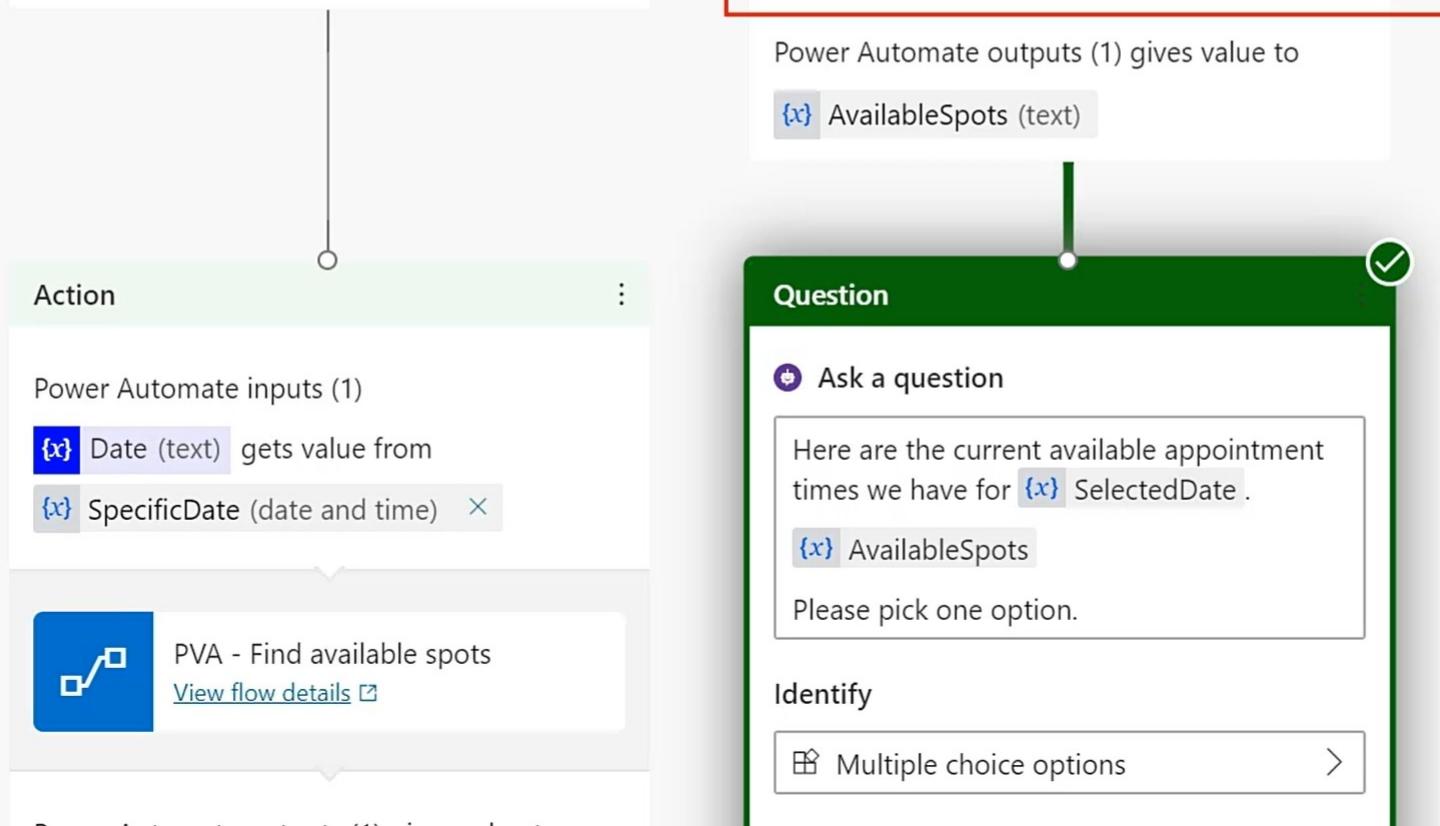
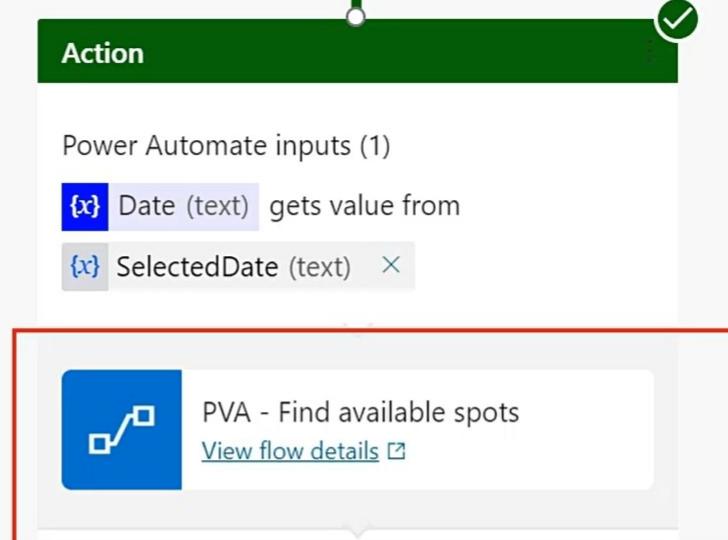
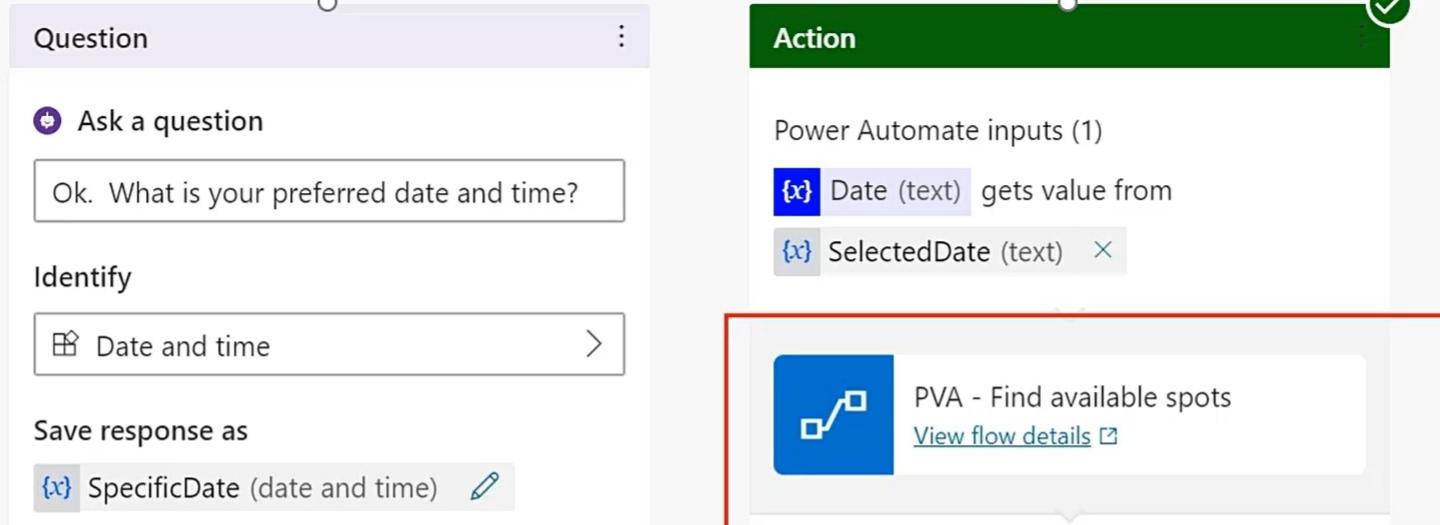
Type your message

Virtual Agent – How can I help you?

Power Virtual Agent

There are no items of this kind

# Power Virtual Agent



Home Recent Pinned Sales Customers Kitchen Projects My work Activities My Schedule Bookings/Availability Reports Dashboards

Save Save & Close New Deactivate Delete Refresh Process Assign Share Email a Link Flow Word Templates Run Report

Avslutad Booking Status Owner

### Bookable Resource Booking

General Related

Name	[REDACTED]
Start Time	2019-11-08 18:15
End Time	2019-11-08 19:54
Duration	107 minutes

Start/End Meeting	Start	End
Actual start time	2019-11-08	18:17
Actual end time	2019-11-08	20:04
Actual duration	107 minutes	

IKEA Co-Workers Kitchen Co-Workers > Bookings/Availability

Antal No-shows den senaste månaden

DAY WEEK MONTH 2019-11-10 - 2019-11-16

Date	Day	Week	Month	Range	Count
DEN 10 NOV 2019	10			10:00 - 11:00	1
DEN 11 NOV 2019	11			11:00 - 12:00	2
DEN 12 NOV 2019	12			12:00 - 13:00	2
DEN 13 NOV 2019	13			13:00 - 14:00	2
DEN 14 NOV 2019	14			14:00 - 15:00	2
DEN 15 NOV 2019	15			15:00 - 16:00	2
DEN 16 NOV 2019	16			16:00 - 17:00	2

Search for records TODAY

Detailed Gantt Chart Data:

- DEN 10 NOV 2019:** 1 slot (10:00 - 11:00) labeled "No show".
- DEN 11 NOV 2019:** 2 slots (11:00 - 12:00). The first slot is labeled "No show". The second slot is labeled "Sofyen IKEA" and "NICOLE".
- DEN 12 NOV 2019:** 2 slots (12:00 - 13:00). Both slots are labeled "No show".
- DEN 13 NOV 2019:** 2 slots (13:00 - 14:00). Both slots are labeled "No show".
- DEN 14 NOV 2019:** 2 slots (14:00 - 15:00). Both slots are labeled "No show".
- DEN 15 NOV 2019:** 2 slots (15:00 - 16:00). Both slots are labeled "No show".
- DEN 16 NOV 2019:** 2 slots (16:00 - 17:00). Both slots are labeled "No show".



Hello Charles

Kitchen Expert



May 2020



Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

## Appointments 8

Today

Upcoming

Past

Colin Murphy

Appointment 10:30 AM-11:30 AM

Start

Reschedule



David Robinson

Appointment 11:15 AM-11:45 AM

Start

Reschedule



Grady Anderson

Appointment 11:30 AM-12:30 PM

Start

Reschedule



Susan Burk

Appointment 12:30 PM-1:30 PM

Start

Reschedule



Scott Konersmann

Appointment 2:00 PM-2:30 PM

Start

Reschedule



IKEA Home Planner | Power Virtual Agents - Topics | Schedule Board - Schedule Board | Customer Appointment App Wili | Edit your flow | Power Automate | IKEA-Demo - v6 - Power BI | +

https://app.powerbi.com/groups/me/apps/8d78f068-53fe-4f43-9c4a-e18e1720c68a/reports/3026379d-f0f0-4a16-85b2-d0e1c49670c6/ReportSection39e9654f3aa366360085?ctid=fba980db-2369-4792-bceb-8b5212a2223a&refreshAccessToken=true

Power BI Apps > IKEA Appointment Bookings > IKEA-Demo - v6

IKEA-Demo - v6 | Data updated 4/29/20

New look on Search Reset to default Bookmarks View

IKEA Appointment Bookings

IKEA-Demo - v6

Appointment Bookings

Product Sales with Image Slicer

Ask a question about your data

Month

Multiple selections

Stores

- Midwest
- New England
- Northeast
- Pacific Northwest
- Southern
- Southwest

Plan Employee Availability

Store: Seattle Date: 5/2/2020

Additional Employees: 5

Employees Available: 5

Request

Appointment Bookings

Appointment Type: In-store (Yellow) Online (Blue)

Feb 2020 Mar 2020 Apr 2020 May 2020

Appointments by Date and Outcome

Outcome: Reschedule (Red), Inquiry only (Black), Ongoing (Yellow), Sale (Blue)

Feb 2020 Mar 2020 Apr 2020 May 2020

## Customer Profile

Name

Colin Murphy

Loyalty Points 1245466

Email

Colin.Murphy@email.com

Phone 555-0110

Appointment Wednesday, May 6, 2020  
10:30 AM-11:30 AM

ProjectPlan Cozy Kitchen

Project Plan #12345

Appointments > Project Plans



Cozy Kitchen

Kitchen Project Plan  
4/23/2020 11:35 PM

Notes

Imagine the different possibilities, then try them out and shape the kitchen to fit your



RIMFORSA

Work bench, stainless steel, bamboo...  
90335211

1

GLENN

Bar stool, white, chrome plated, 26 "  
80272662

1

SEKTION base cabinet frame

36x24x30  
80265398

1

OBEROENDE

ceiling-mounted extractor hood  
60339135

1

BETRODD

Stainless steel dishwasher  
30384817

1

Check out

## Customer Profile

Name

Colin Murphy

Loyalty Points 1245466

Email

Colin.Murphy@email.com

Phone

555-0110

Appointment

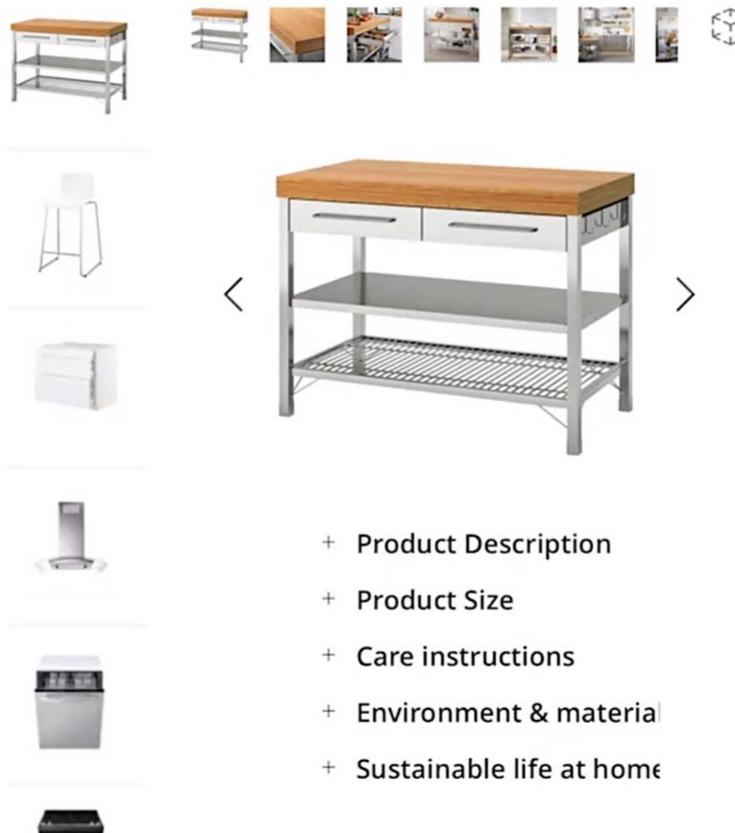
Wednesday, May 6, 2020  
10:30 AM-11:30 AM

ProjectPlan

Cozy Kitchen

Project Plan #12345

Appointments > Project Plans > RIMFORSA



### RIMFORSA

Work bench, stainless steel, bamboo,  
47 1/4x25 5/8x36 1/4 "

**\$499.**

The natural bamboo wood creates a warm and vibrant expression that is combined with simple glass and steel. The RIMFORSA series gives you clutter-free workspaces with durable, easy-care materials.

Quantity

- 1 +  
[Remove](#)

Colors



### You've also viewed



- + Product Description
- + Product Size
- + Care instructions
- + Environment & material
- + Sustainable life at home

Mixed reality components

← Back

↻ Reset



Mixed reality  
components

IKEA Home Planner | Power Virtual Agents - Topics | Schedule Board - Schedule Boa... | Customer Appointment App WIP | Edit your flow | Power Automate | Manage your flows | Microsoft Power Automate | IKEA-Demo - v6 - Power BI | +

https://us.create.powerapps.com/studio/

Power Apps

File Home Insert View Action

New screen Label Button Text Input Gallery Data table Forms Media Charts Icons Custom AI Builder

Source = fx ProductGallery.Selected.'3DObject'

Insert

Popular

- Text label
- Edit form
- Text input
- Vertical gallery
- Add icon
- Rectangle
- Date picker
- Button
- Code components
- View in 3D (preview)
- View in MR (preview)
- Input
- Display
- Layout
- Media
- Shapes
- Charts
- AI Builder

Customer Profile

Appointments > Project Plans > RIMFORSA

Colin Murphy

Loyalty Points 1245466

Email Colin.Murphy@email.com

Phone 555-0110

Appointment Wednesday, May 6, 2020 10:30 AM-11:30 AM

ProjectPlan Cozy Kitchen

Project Plan #12345

RIMFORSA Work bench, stainless steel, bamboo, 47 1/4x25 5/8x36 1/4 " \$499.

The natural bamboo wood creates a warm and vibrant expression that is combined with simple glass and steel. The RIMFORSA series gives you clutter-free workspaces with durable, easy-care materials.

Quantity - 1 + Remove

Colors

You've also viewed

Product Description

Product Size

Care instructions

Environment & materials

Sustainable life at home

CONTROLS msft\_Microsoft.ViewInMR(00000001-0000-0000-0000-000000000000) Properties Advanced

ACTION OnChange false

DATA Source ProductGallery.Selected.'3DObject'

ObjectWidth 0

ObjectHeight 0

ObjectDepth 0

Units ""

Text "View"

DisplayType ""

PaddingTop 5

PaddingBottom 5

PaddingLeft 5

PaddingRight 5

FillColor "#3860B2"

TextColor "#FFFFFF"

Mixed reality components

Power Automate

When an order project is created, call iSell system

Set up inputs  
Inputs: 6

Record and edit steps  
Steps: 1

Review outputs  
Outputs: 0

Test

Run iSell script

Launch iSell

PostElementText 1

Exact Match

History Agent Phone Search

Delete screenshot

Value: email

Show advanced options

LeftClick 1

Search

Delete screenshot

Show advanced options

PostElementText 2

PostElementText 3

LeftClick 2

LeftClick 3

Back Next

Search for helpful resources

iSell - Update Order Project | Forum | Save | Close

Environments IKEA

Power Automate RPA

Sales Products Customer Order Delivery Help

Bookmarks

- Mission
- Employee Info
- Employee CFR Activities
- Zip Code Lookup

- Favorites
- Customer Record
- Project Info

Customer Search

Numbers Names Address Actions

Phone #

Customer #

Agreement #   Exact Match

eAddress

Clear History Agent Phone Search

Customer Project

ID 7080415504 7026935480 707337207 7061652996 7030223632 7164789326

Christie C. Andrew D. Lynn R. Bart F. Pradeep G. Grady A.

D... A... Is... E... J... Jo...

New input Recording outputs Use outputs from current recording >

+ New input  
Recording outputs Use outputs from current recording >  
email customer email  
contact customer name  
customer name  
project ikea customer project  
product type product  
product price quantity  
product quantity

Phone	Location
toys.com (925) 555-0125	2 Kingdom Street
m (982) 555-0182	Manchester M1 4ET
are.com (905) 555-0105	Cambridge CB1 2FB
ys.com (907) 555-0107	Paddington, London W2 6BD
ys.com (974) 555-0174	Cambridge CB1 2FB
com (995) 555-0195	Manchester M1 4ET

Customer Record ([NEW] - murphy@contoso.com)

Customer Record Project Info

ID [NEW] Project [ ]

Customer

Location

Email  murphy@contoso.com

Service Employee Charles L.

Phone Number

Notifications

Processing Date	Inventory	Scheduled Date	Item	Assigned
SVC.I.				
SVC.P.				
CHC				
OTHER				

	Reqs	Proposals	Active SAs	Inactive SAs	Open CFRs	PrePay	Easy Pay	Ins	CustPR	Feedback
SVC.I.										
SVC.P.										
CHC										
OTHER										

Power Automate RPA

Save

Ready Local ENG CHARLESL 5/1/2020 9:50 AM

# Power Platform

# Six big areas of Focus for 2020

01

Expand the building blocks of Power Platform

02

Remote Work Platform: Teams + Power Platform Integration

03

Power Platform no-cliffs extensibility through Azure

04

Power Platform Integration – Power BI,  
Power Apps, Power Automate, CDS

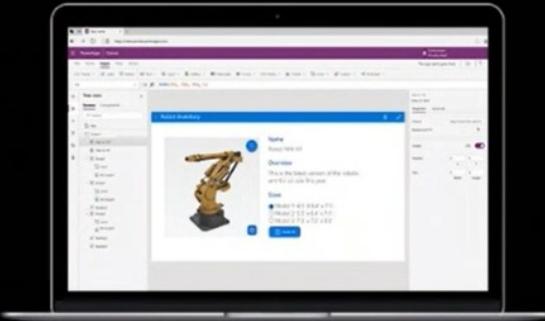
05

Enabling repeatable and scalable enterprise

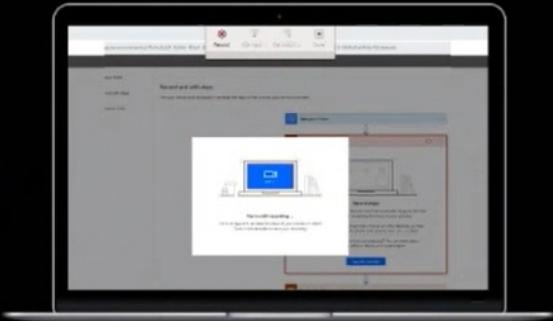
06

Just make everything better – performance,  
reliability, usability, and little features/annoyances

# What are the big MBAS announcements?



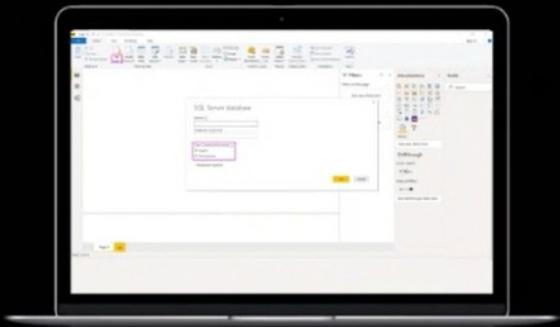
Unlocking the power of Mixed Reality for your apps



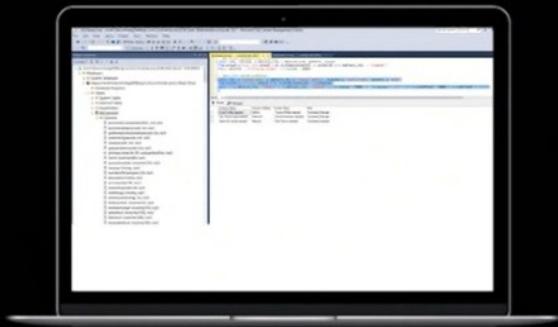
Robotic Process Automation for comprehensive automation capabilities



Enhanced engagement with conversational AI



Adding Direct Query support in Power BI for the Common Data Service



Connecting T-SQL users directly to the Common Data Service

# T-SQL Endpoint for the Common Data Service



SQL Server  
Management  
Studio WORKS!



Entity Framework  
WORKS!



AAD auth means all  
security WORKS!  
(e.g. RLS trimming)



The full stack runs –  
e.g. plugins and rules

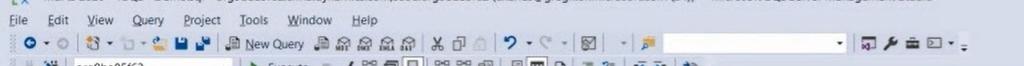
The screenshot shows the Microsoft SQL Server Management Studio interface. The Object Explorer pane displays a database named 'monti1secrmilivesg5048org1.crm2.crmilivetie.com,5558'. The Tables node under 'dbo' contains a single table named 'account'. The Results pane shows the output of a T-SQL query:

```
select name, fullname, a.address1_city, c.address1_city, jobtitle, revenue
from account a inner join contact c on a.primarycontactid = c.contactid and c.address1_city = 'Issaquah'
where (jobtitle = 'Purchasing Manager' and revenue > 50000)

-- Query with nested predicates
select name as 'Company Name', a.address1_city as 'Company Address', fullname as 'Contact Name', jobtitle as 'Role'
from account a left join contact c on a.primarycontactid = c.contactid
where (((a.address1_city = 'Redmond') or (c.address1_city = 'Redmond')) and (a.revenue > 75000) or (a.revenue is null)) and (c.creditlimit > 10000 and c.creditlimit < 20000)
```

The Results pane displays the following data:

Company Name	Company Address	Contact Name	Role
Footh Coffee (sample)	Renton	Yvonne McKey (sample)	Purchasing Manager
City Power & Light (sample)	Redmond	Scott Koenemann (sample)	Purchasing Manager
Alpine Ski House (sample)	Missoula	Paul Cannon (sample)	Purchasing Assistant



Object Explorer

Databases

- System Databases
- org9ba85f62 (Read-Only)
- Database Diagrams

Tables

- System Tables
- External Tables
- GraphTables
- dbo.account
- Columns
- Keys
- Constraints
- Triggers
- Indexes
- Statistics
- dbo.actioncard
- dbo.activitymimeattachn
- dbo.activityparty
- dbo.activitypointer
- dbo.annotation
- dbo.apisettings
- dbo.appconfig
- dbo.appconfiginstance
- dbo.appmodule
- dbo.appmodulecompon
- dbo.appmoduleroles
- dbo.asyncoperation
- dbo.attachment
- dbo.bulkdeleteoperation
- dbo.businessunit
- dbo.businessunitnewsart
- dbo.calendar
- dbo.calendarrule
- dbo.canvasapp
- dbo.connection
- dbo.connectionrole
- dbo.connectionroleassoc
- dbo.contact
- dbo.cr037\_nwind\_produc
- dbo.cr037\_nwind\_produc
- dbo.crs3\_dates
- dbo.crs3\_multiselect
- dbo.crs3\_test\_daughter
- dbo.crs3\_test\_father
- dbo.crs3\_test\_father\_cr
- dbo.customeraddress
- dbo.documenttemplate
- dbo.duplicaterule
- dbo.emailserverprofile
- dbo.expiredprocess
- dbo.fieldsecurityprofile
- dbo.fileattachment
- dbo.goal
- dbo.goalrollupquery
- dbo.import
- dbo.importmap
- dbo.interactionforemail
- dbo.kbarticle
- dbo.kbarticlecomment
- dbo.kbarticletemplate
- dbo.knowledgearticle
- dbo.knowledgearticlecsa
- dbo.knowledgemanage
- dbo.mailbox
- dbo.mailmergegetemplate
- dbo.metric
- dbo.mobileofflineprofile
- dbo.mobileofflineprofile
- dbo.msdyn\_aibdataset

org9ba85f62

Execute

```
-- Query to show entity security
-- note: msft_reviewed is an option set returned in tabular format
select createdbyname,createdon,msft_feedbackcomments,
       msft_reviewed, msft_reviewedname
  from msft_appfeedback

-- Query with nested predicates
select a.name as 'Company Name', a.address1_city as 'Company Address', c.fullname as 'Contact Name', c.jobtitle as 'Role'
  from account a
  join contact c
    on a.primarycontactid = c.contactid
 where ((a.address1_city = 'Redmond' or c.address1_city = 'Redmond')
       and a.revenue > 75000)
go
```

146 %

Results Messages

	createdbyname	createdon	msft_feedbackcomments	msft_reviewed	msft_reviewedname
8	Facility Supervisor	2020-05-05 12:51:59.000	msftdsfasdf	0	No
9	Facility Supervisor	2020-04-30 12:49:28.000	ANother great appl	0	No
10	Facility Supervisor	2020-04-30 15:37:16.000	I am trying to connect	1	Yes
11	Charles Lamanna	2020-04-30 16:28:08.000	More information needed	0	No
12	Charles Lamanna	2020-05-01 22:00:12.000	We are not getting enough PPE deliveries	0	No
13	Facility Supervisor	2020-05-02 12:30:48.000	We should have a weekly sync on staffing to leor ...	0	No
14	Charles Lamanna	2020-05-02 13:13:50.000	The leadership team has been supporting us all t...	0	No
15	Charles Lamanna	2020-05-05 12:42:08.000	I couldn't save in a remote wing of the hospital	0	No
16	Charles Lamanna	2020-05-05 12:42:39.000	This has made my job much easier!	0	No
17	Charles Lamanna	2020-05-05 14:02:11.000	We are getting great support. Thanks!	0	No
18	Facility Supervisor	2020-05-05 14:18:26.000	I cannot submit when in a remote corner of the ho...	0	No

Company Name	Company Address	Contact Name	Role
Fourth Coffee (sample)	Renton	Yvonne McKay (sample)	Purchasing Manager
City Power & Light (sample)	Redmond	Scott Konersmann (sample)	Purchasing Manager
Alpine Ski House (sample)	Missoula	Paul Cannon (sample)	Purchasing Assistant

Query executed successfully.

org9ba85f62.crm3.dynamics.c... charles@gregli.onmicro... org9ba85f62 00:00:00 3 rows

Ln 1

Col 1

INS

Ready

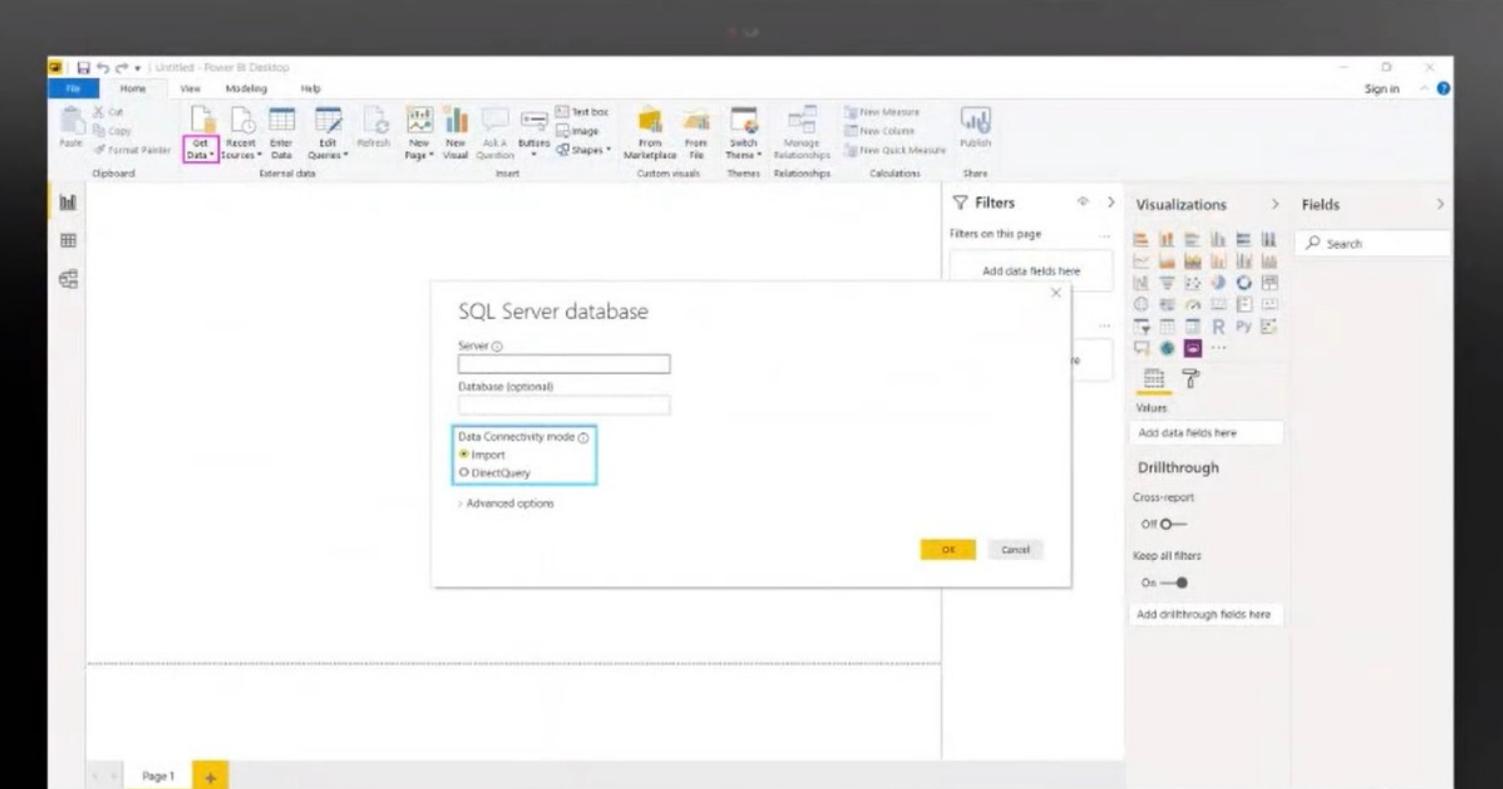


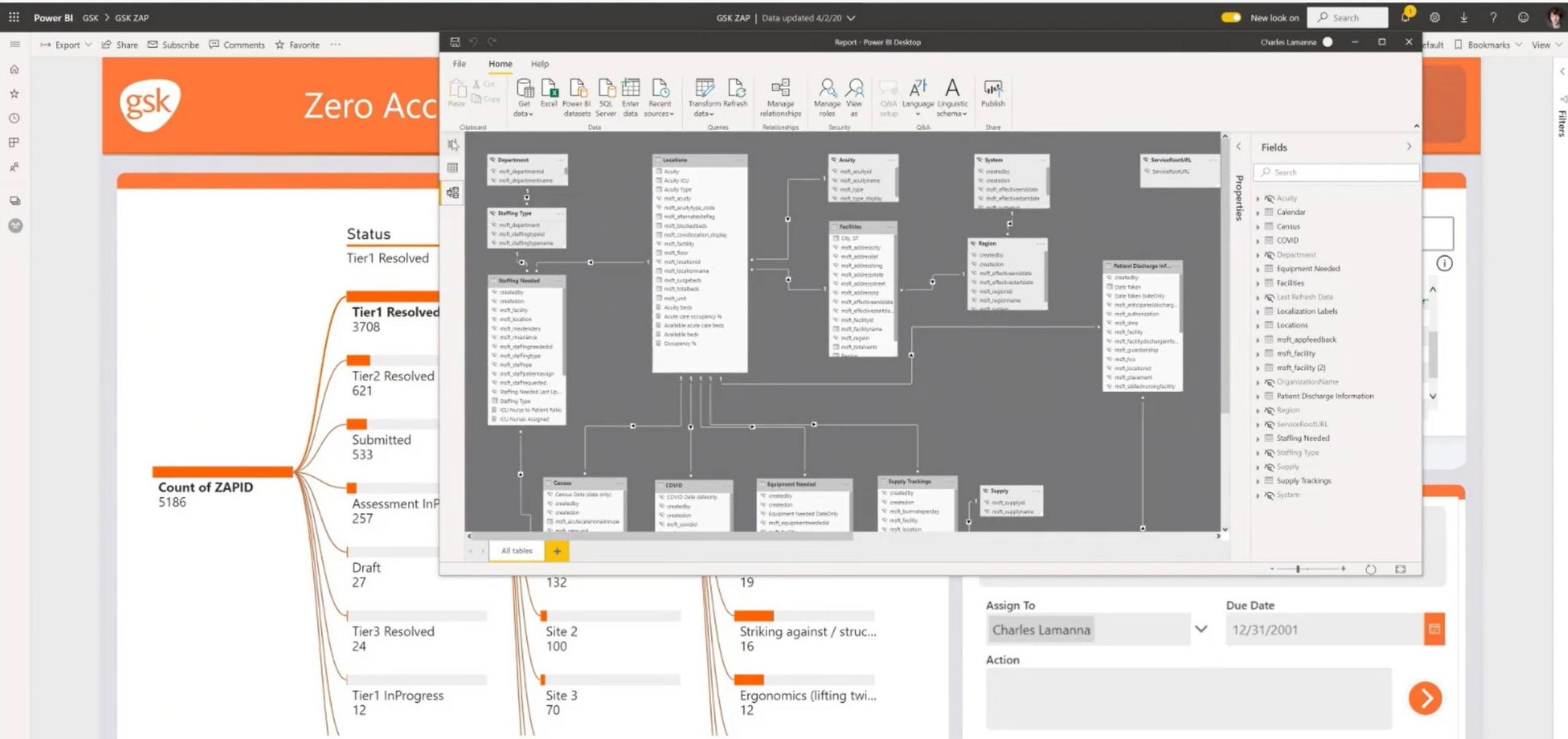
Realtime updates – writes  
are immediately visible in  
Power BI dashboards!

Security “just works:” honors  
all filtering, trimming and  
hierarchy in CDS!

Read queries are routed to  
replicas – to avoid  
overloading the main CDS db!

# Direct Query support for CDS in Power BI





# Data culture

Amazing  
data exploration  
experiences

#1

AI infused experiences with  
the familiarity of Office



# Power BI

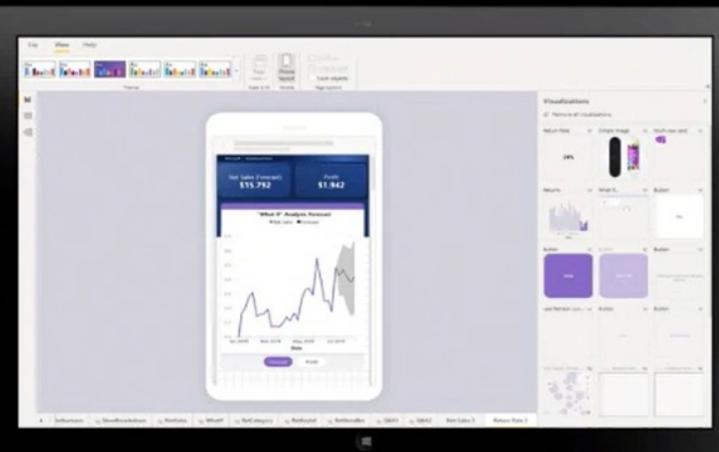
AI infused experiences with the familiarity of Office  
MBAS announcements

Amazing  
experiences



## Visual Personalization for end users

Empower end-users to explore and personalize visuals based on their unique needs.



## New mobile report authoring experience

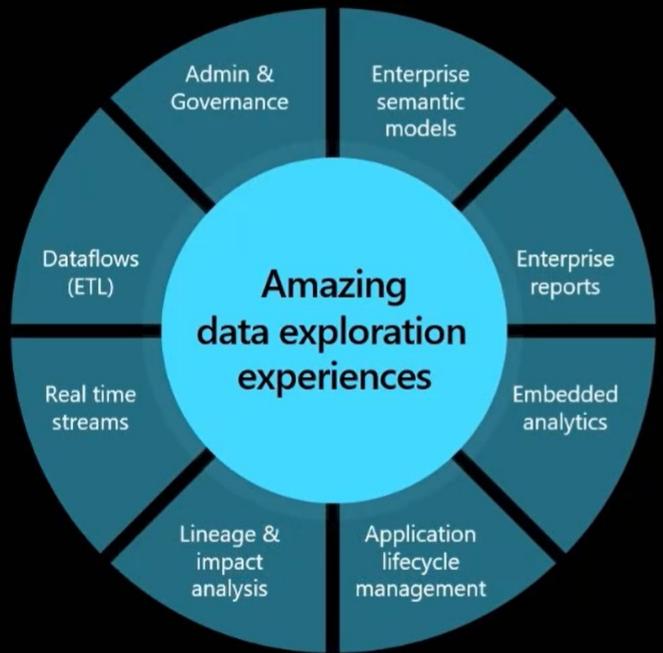
More flexibility, real estate, and tools to create stunning mobile versions of existing reports.



## Smart narratives

Add dynamic, interactive narratives to reports with the flexibility to edit language and format.

# Data culture



#2

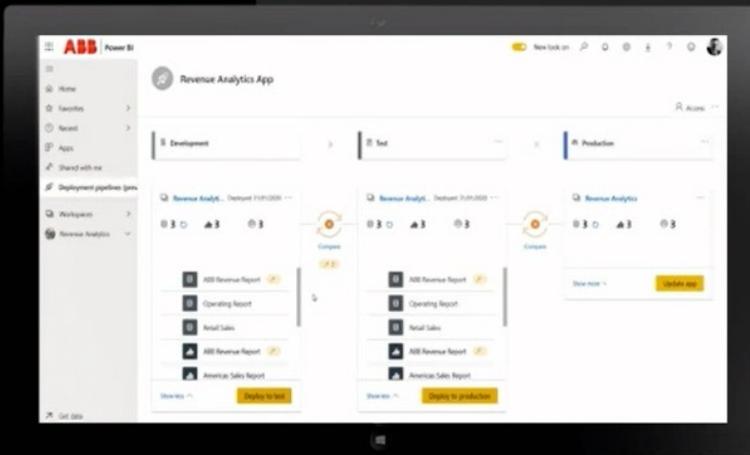
Meet the most demanding  
enterprise needs



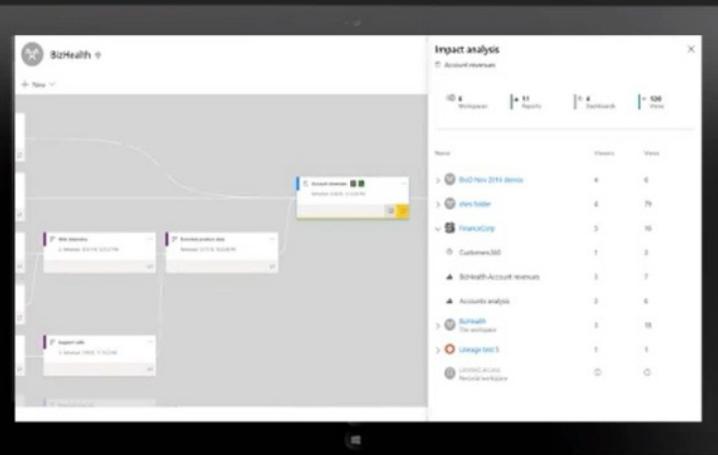
# Power BI

Meet the most demanding enterprise needs

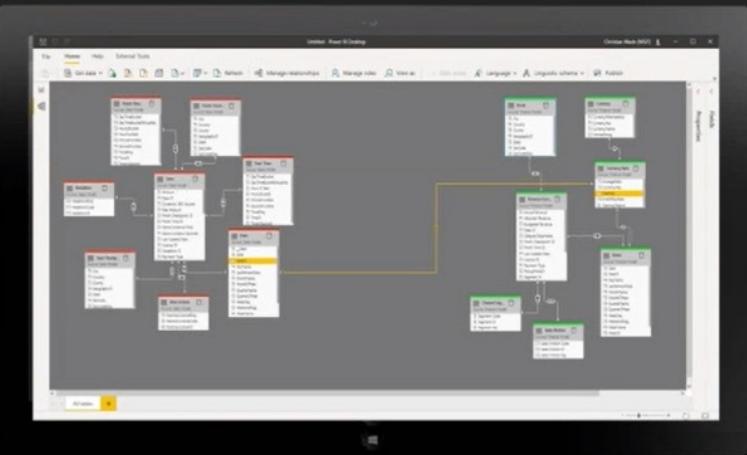
MBAS announcements



**Application Lifecycle Management**  
improve efficiency and accuracy  
with development, test, and  
production environments

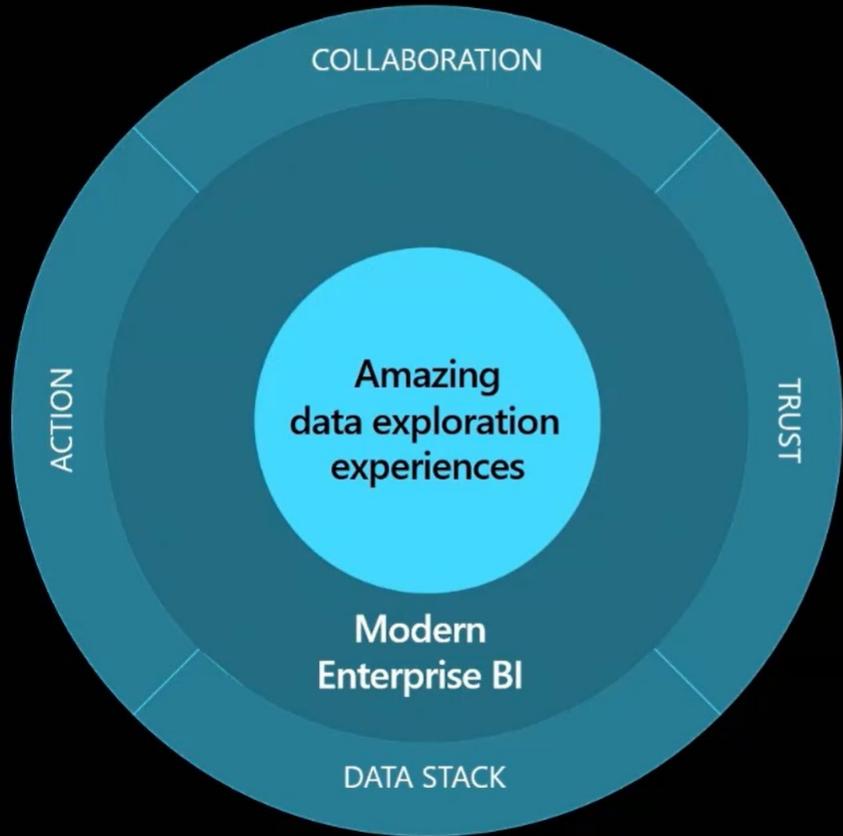


**Lineage and impact analysis**  
Power BI tracks the lineage of all  
entities from the data source to  
the report



**XMLA – read/write and composite models**  
More flexibility, real estate, and tools  
to create stunning mobile versions  
of existing reports.

# Data culture



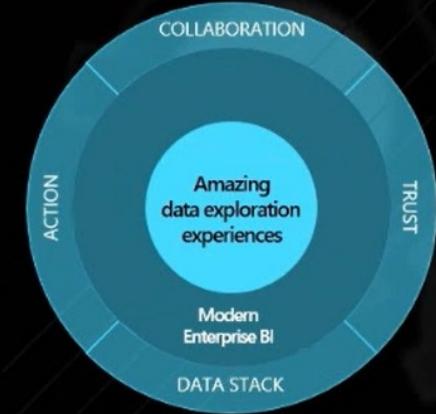
#3

BI woven into the fabric  
of the organization



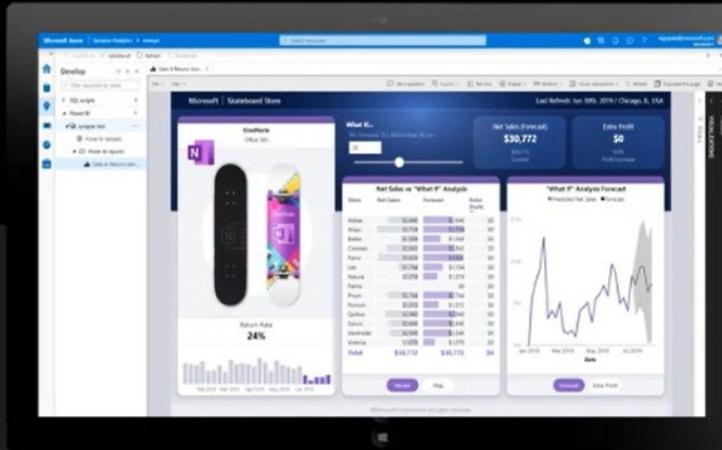
# Power BI

## BI woven into the fabric of the organization



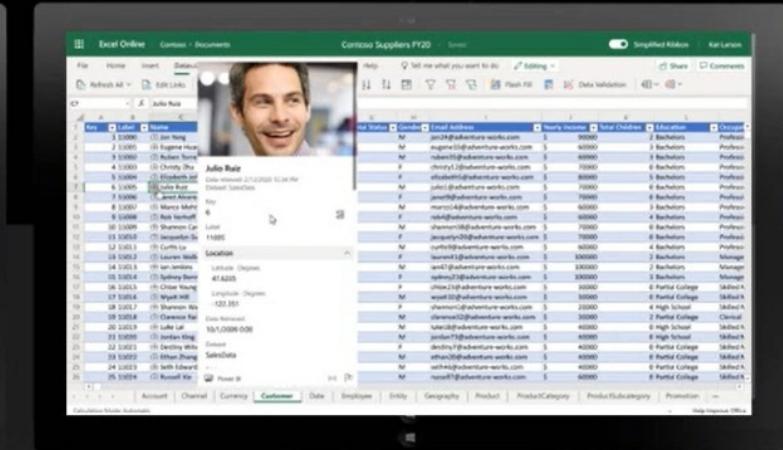
## Power BI in Teams

Updated experiences including new tab and preview links for Power BI content.



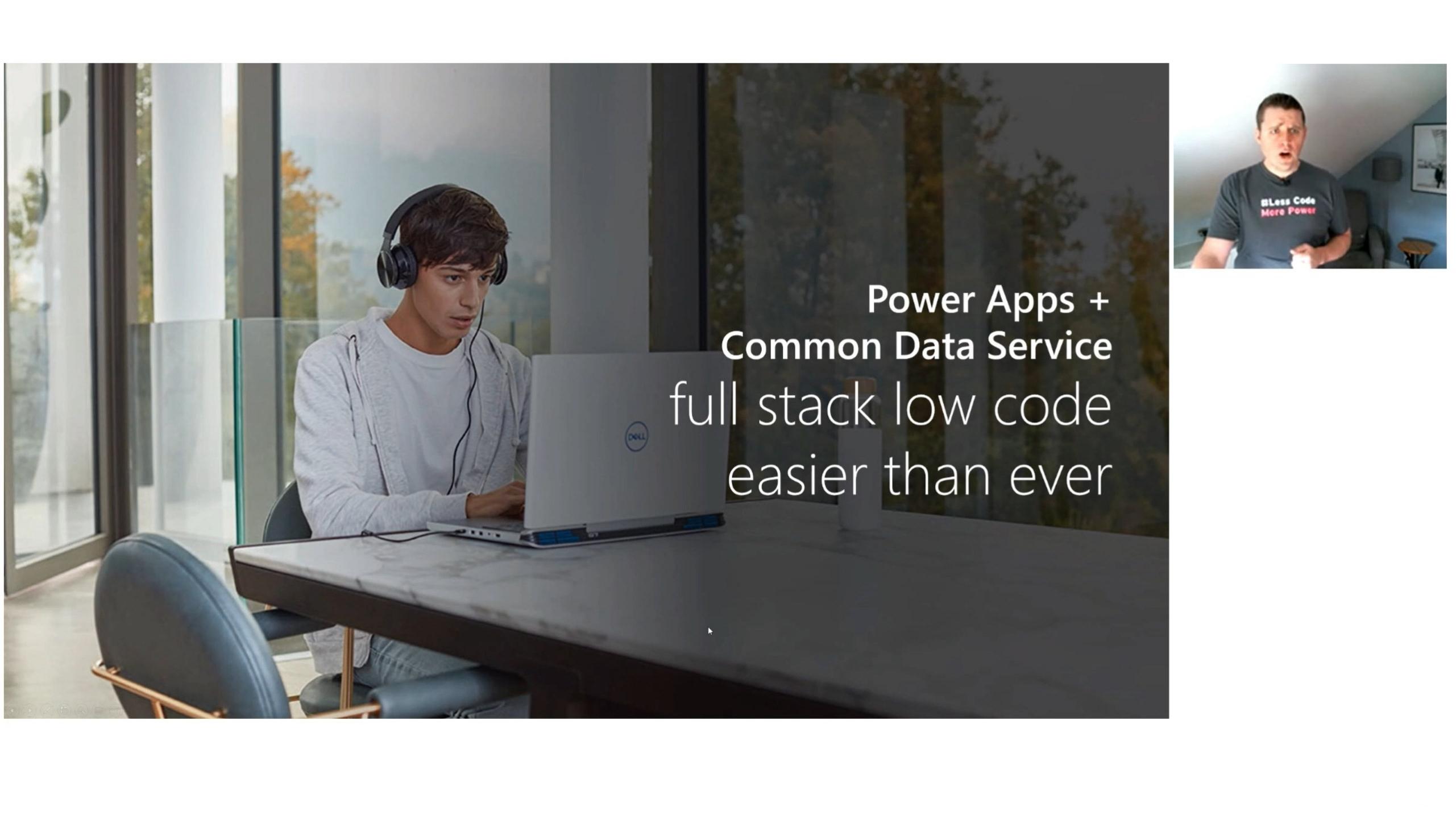
# Azure Synapse

Where data professionals can collaborate, manage, and analyze data with ease.



## Power BI datasets in Excel

Quickly find details from featured tables in Power BI datasets within Excel's data types gallery.

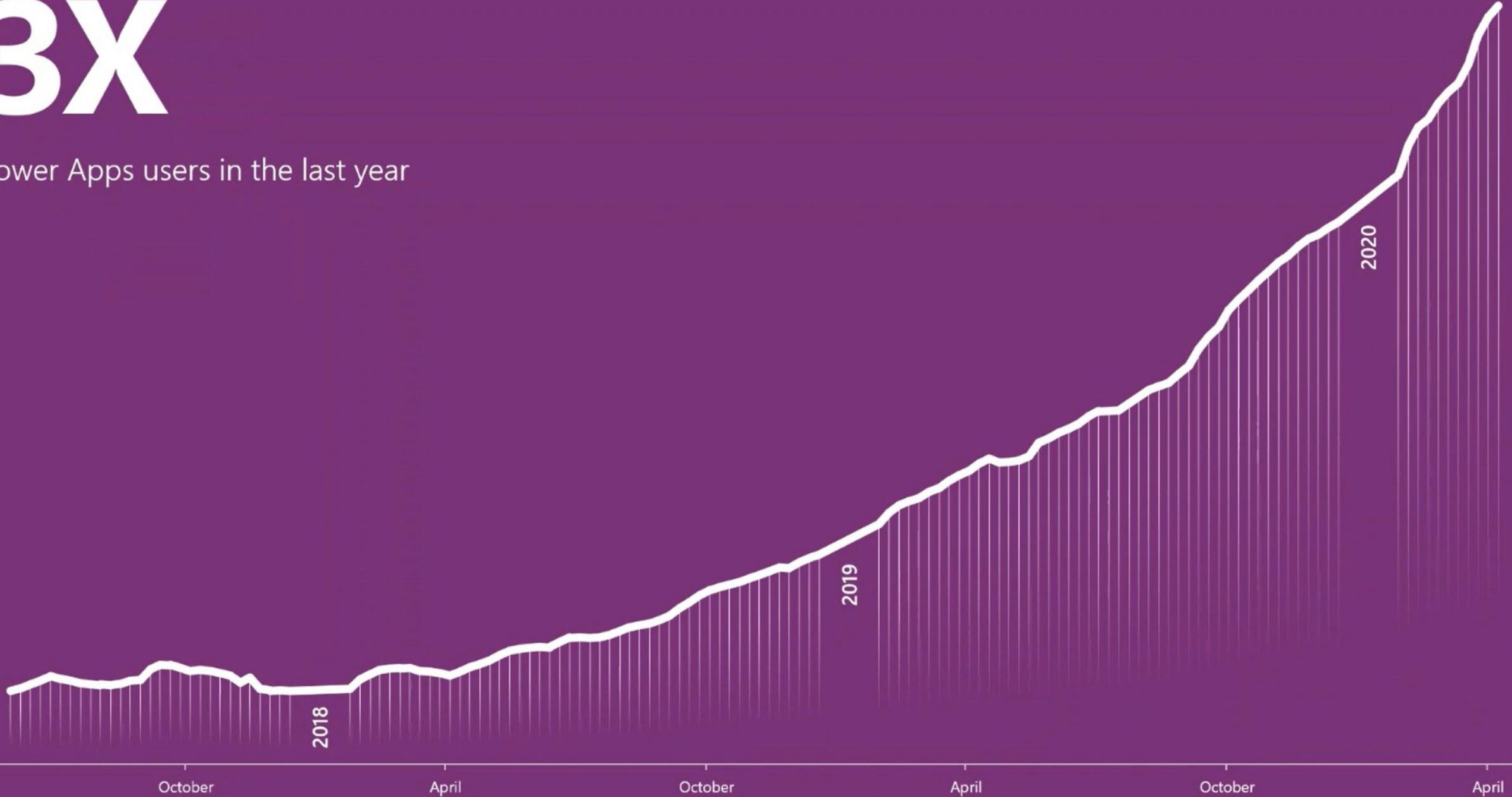


Power Apps +  
Common Data Service  
full stack low code  
easier than ever



# 3X

Power Apps users in the last year





Canvas + Model  
together at last



Coming soon

# Custom pages converge canvas + model

The screenshot shows a Microsoft Dynamics 365 interface with a purple header bar. The header includes the title "Customer Mgmt Landing Page", the "Power Apps" tab, and the "Customer Management" module. Below the header, the URL is https://aurora26020.crm10.dynamics.com/main.aspx?appID=a55ffcc9-9074-ea11-a811-000d3a8c6f6&pagetype=custom&name=cr650\_customermgmtlandingpage\_e227e. The main content area displays a "Welcome to Contoso Customer Management" message and a list of accounts. The list is organized into two columns separated by a vertical dashed line. The first column contains account names and sample descriptions, and the second column contains "Default Value" labels. The accounts listed are:

Account Name (sample)	Default Value
A. Datum Corporation (sample)	
Adventure Works (sample)	
Alpine Ski House (sample)	
Blue Yonder Airlines (sample)	
City Power & Light (sample)	
Coho Winery (sample)	
Contoso Pharmaceuticals (sample)	
Fabrikam, Inc. (sample)	
Fourth Coffee (sample)	
Litware, Inc. (sample)	

The bottom right corner features the Contoso logo.

# Governance – Practically Applied

Secure

Monitor

Alert

- ✓ Define and execute on your environment strategy

- ✓ Setup data loss prevention policies

- ✓ Apply the layers of security

- ✓ Review out-of-box analytics

- ✓ Configure audit logs to monitor usage

- ✓ Extract telemetry for ad-hoc reporting

- ✓ Automate management & policies using mgn connectors

- ✓ Detect anomalies on audit events to trigger alerts

- ✓ Trigger compliance detail request and flows for auditing support

Deploy and Manage

Learn ALM best practices

Script management automation with cmdlets

Automate full ALM using Azure DevOps

Nurture and educate

Establish a Center of Excellence

Educate new makers

Foster best practices



# The Layers of Security

↓  
↑  
**Cross Tenant**



**Tenant level**

Native integration to Azure Active Directory provides build in support for conditional access to the Power Platform for all users in AAD



**Environment level**

Environments, also know as management containers – have two built-in security roles that provide access to permissions within an environment



**Resource level**

Resource level permissions allows for control of user privileges to create resources like apps, flows, custom connectors etc. ...



**Common Data Service**

Common Data Service, offers a wealth of rich business logic including a powerful security model, where role-based security can group together a collection of privileges and allows for record and field level security

# Secure Your Data with Data Loss Prevention (DLP)

Secure



Data loss prevention policies (DLP) enforce rules for which connectors can be used when building apps and flows connecting to data not hosted in the Common Data Service



Connectors are classified as either Business or None Business Data



A connector in the Business group can only be used with other connectors from that group in the same app or Power Automate



Tenant admins can define policies that apply to all environments



New: Introducing the ability to fully block usage of 3<sup>rd</sup> party connectors (standard and premium) as well as Microsoft owned premium connectors

The screenshot shows the 'Data Policy Name' configuration screen with the title 'Default company policy (all environments)'. It includes sections for 'Environments' and 'Data groups'. A note states: 'Categorize these connectors into one of two data groups, "Business data only" and "No business data allowed". Users will be prevented from creating flows and apps that combine connectors from the "Business data only" and "No business data allowed" data groups. Learn more'.

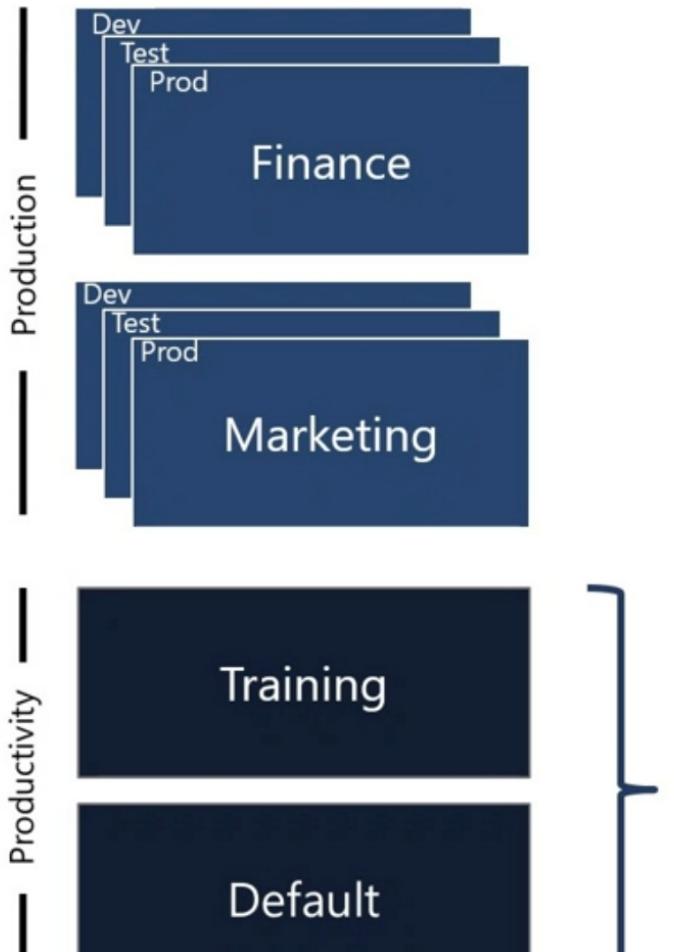
**Business data only**

Icon	Name
+	Add
SQL Server	SQL Server
Office 365 Users	Office 365 Users
Office 365 Outlook	Office 365 Outlook
Office 365 Groups	Office 365 Groups
Office 365 Video	Office 365 Video
SharePoint	SharePoint
Common Data Service	Common Data Service
Common Data Service (experimental)	Common Data Service (experimental)
Dynamics 365	Dynamics 365
Dynamics 365 for Operations	Dynamics 365 for Operations
Microsoft Dynamics 365 Business Central	Microsoft Dynamics 365 Business Central
Dynamics NAV	Dynamics NAV
Outlook.com	Outlook.com
Outlook Tasks	Outlook Tasks
Microsoft Teams	Microsoft Teams
Excel Online (OneDrive)	Excel Online (OneDrive)
Excel Online (Business)	Excel Online (Business)
OneDrive for Business	OneDrive for Business
OneNote (Business)	OneNote (Business)

**No business data allowed (Default)**

Icon	Name
+	Add
Notifications	Notifications
MSN Weather	MSN Weather
Salesforce	Salesforce
OneDrive	OneDrive
Dropbox	Dropbox
10to8 Appointment	10to8 Appointment
Azure Container	Azure Container
Act!	Act!
Adobe Creative Cloud	Adobe Creative Cloud

# Environment and data loss prevention setup



1) Block selected non-Microsoft non-standard connectors (e.g. Dropbox, social media)

1. Create a policy spanning all environments that blocks all unsupported non-Microsoft connectors and classifies all Microsoft connectors as 'Business Data'
2. Create a policy for the default environment (and other training environments) that further restricts which Microsoft connectors are classified as 'Business Data'

#2: Restrict 'business data' connectors (e.g. only Office 365 connectors are business data)

# Cross Tenant Usage Dashboard

*Build using the CoE Starter Kit backed by telemetry from the O365 Activity Logging capabilities*

**Contoso CoE Toolkit Tenant Adoption**  
Power Apps and Power Automate Usage Reports.

Refresh Frequency: Daily | Last refresh On: 4/20/2020 12:14:15 ...

### Power Apps Overview

OVERVIEW ENVIRONMENTS APPS FLOWS CUSTOM CONNECTORS MAKERS CONNECTIONS

Total # of Apps: 37 | Created this Month: 24 | Total App Makers: 3 | Canvas App: 25 | Model Driven App: 12

#### Apps Creation Trend

App Type: ● Canvas ● Model Driven

Count of admin\_appid

Year: Jan 2020, Feb 2020, Mar 2020, Apr 2020

Display Name	Unique Users	Sessions	Users Shared	Groups	Owner	App
ADlx LT Whiteboard			0	0	Julie Strauss	4eb6756...
App Catalog			0	0	Julie Strauss	c6937a17...
Developer Compliance Center			0	0	Julie Strauss	0e01d18f...
DLP Customizer			0	0	Julie Strauss	eee8e679...
DLP Editor			0	0	Julie Strauss	26ab3e28...
Emergency Response App			0	0	Julie Strauss	e467d3bc...
Emergency Response App - COVID-19 stats			0	0	Julie Strauss	c97e2e73...

#### Top 10 Active Departments

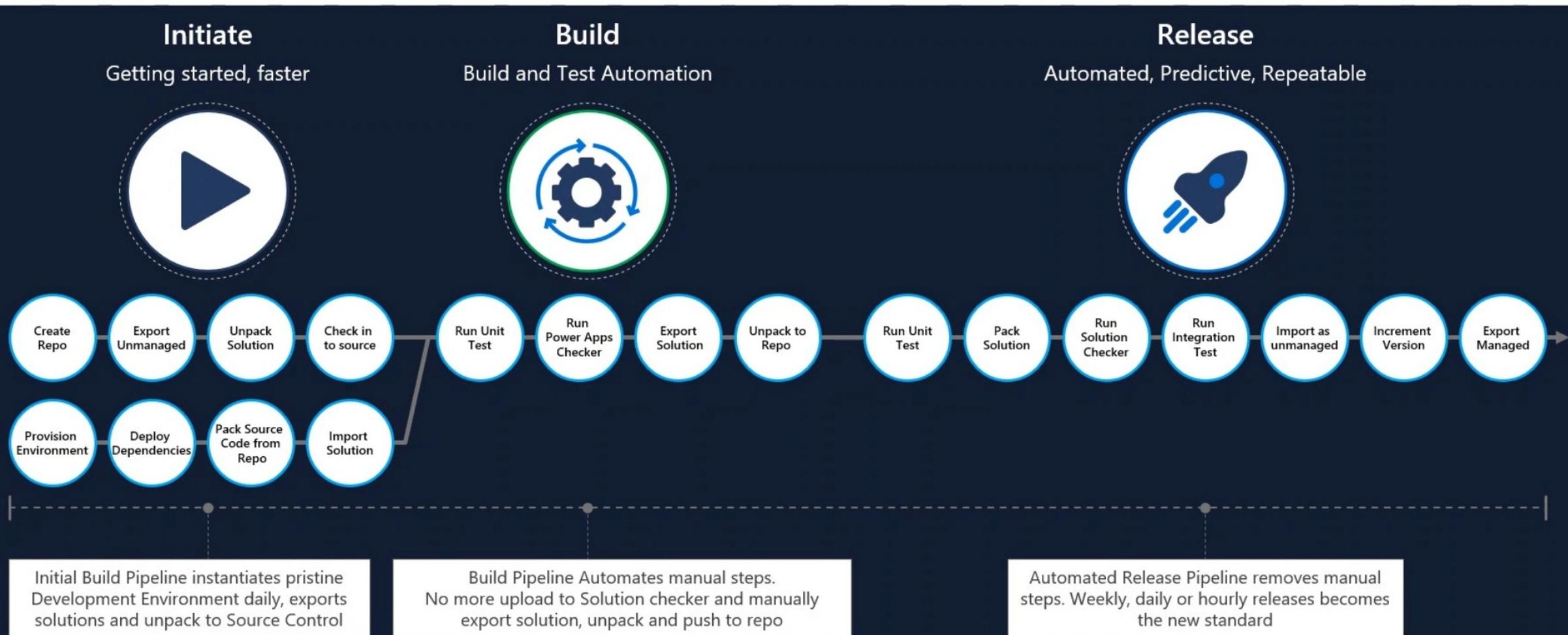
#### Top Env'ts by % of Apps

Environment	% of Apps
Microsoft (orgd4...)	33.33%
CoE (orgd4...)	30.56%
EmergencyRe...	22.22%
CovidTesting	11.11%
Covid...	2.78%

Owner: All | App Display Name: All | App Is Deleted: False | Environment: All | App Department: All | Connectors: All | App Type: Canvas, Model Driven

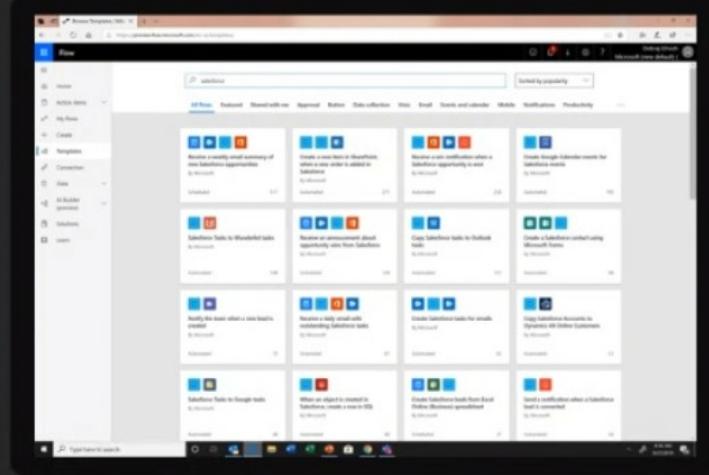
# Power Apps Build Tools

*ALM Powered by Azure DevOps*

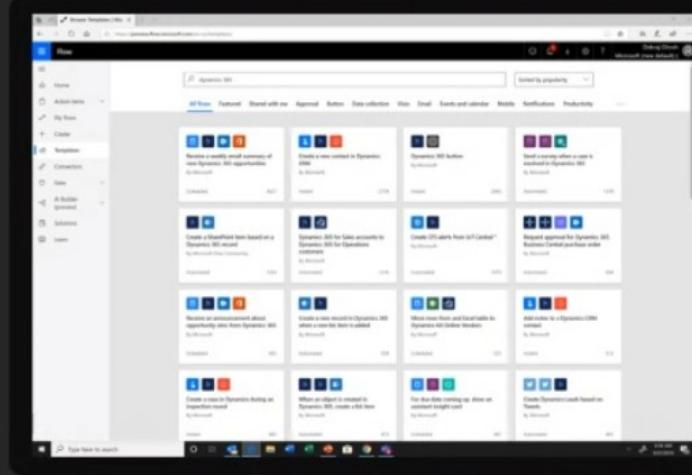


Powered by Azure DevOps and Git

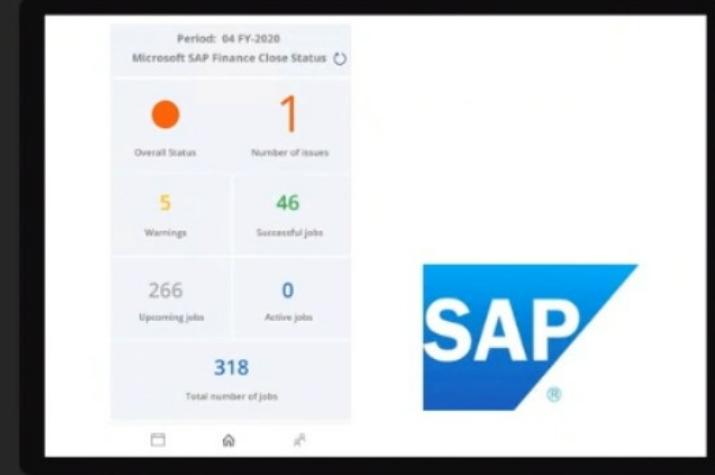
# Easily Automate your Core Operations Processes



Salesforce



Dynamics 365

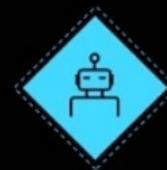


SAP

# Power Automate With Attended and Unattended RPA



**Attended**



**Unattended**

**Interactive automation**

**Background automation**

<b>Overview</b>	Drive efficiencies and automate manual, individual tasks across desktop and web	Accelerate the automation of high-volume and tedious tasks without lifting a finger
<b>Scenario</b>	On-demand task automation	Automate company processes at scale
<b>Audience</b>	Citizen developer in business unit	Automation specialist (for now) in a Center of Excellence dedicated to RPA
<b>Requirement</b>	User signed in on their device/human initiated	Jobs on dedicated machines/robots do the work

Announcing

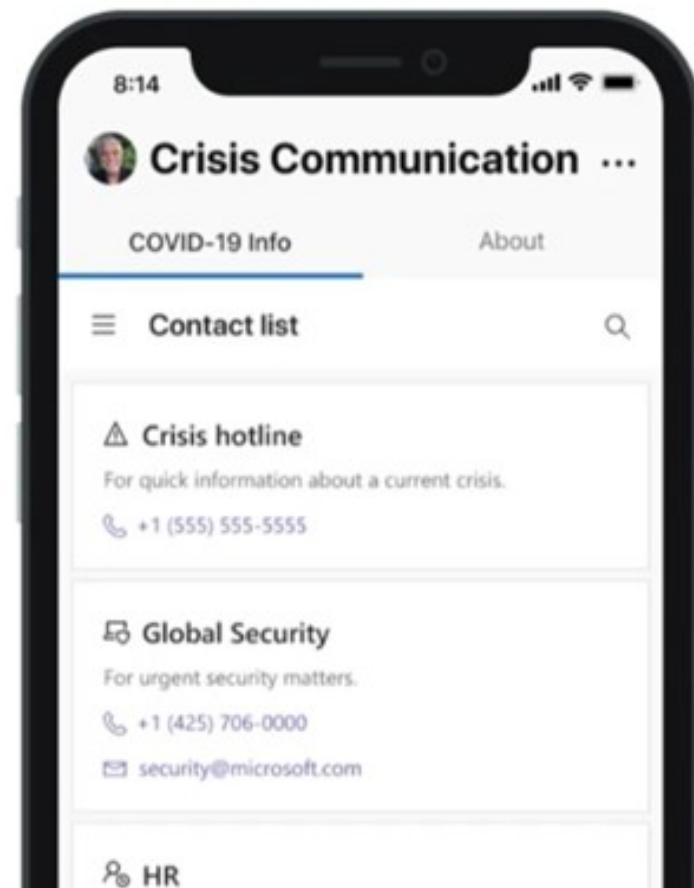
*One Unified Admin Center*

# Teams

Coming Soon

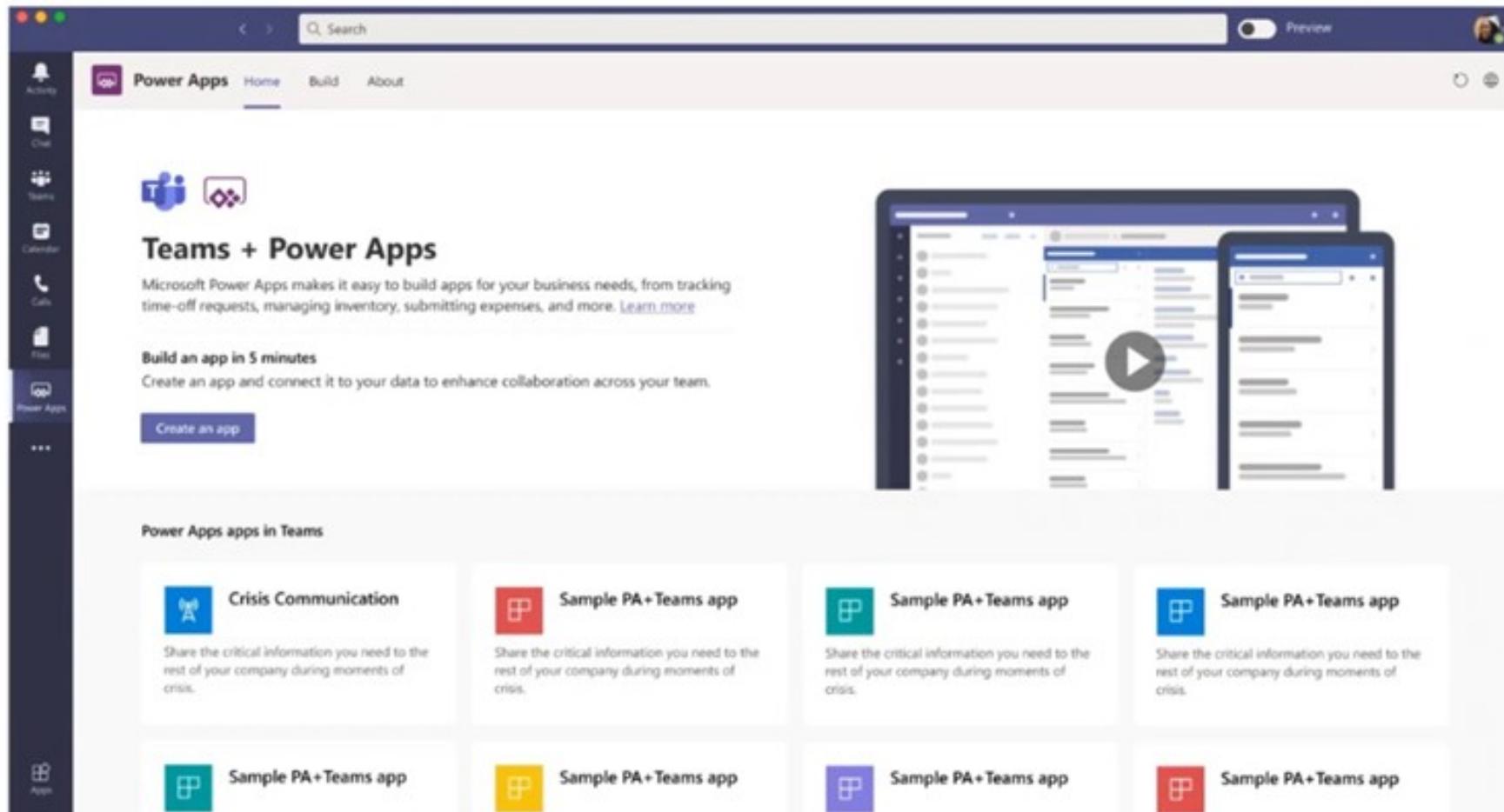
# Power Apps for Teams Mobile

- ✓ Responsive app templates by default
- ✓ Device capabilities in the Teams mobile
- ✓ Themes and controls feel native to Teams



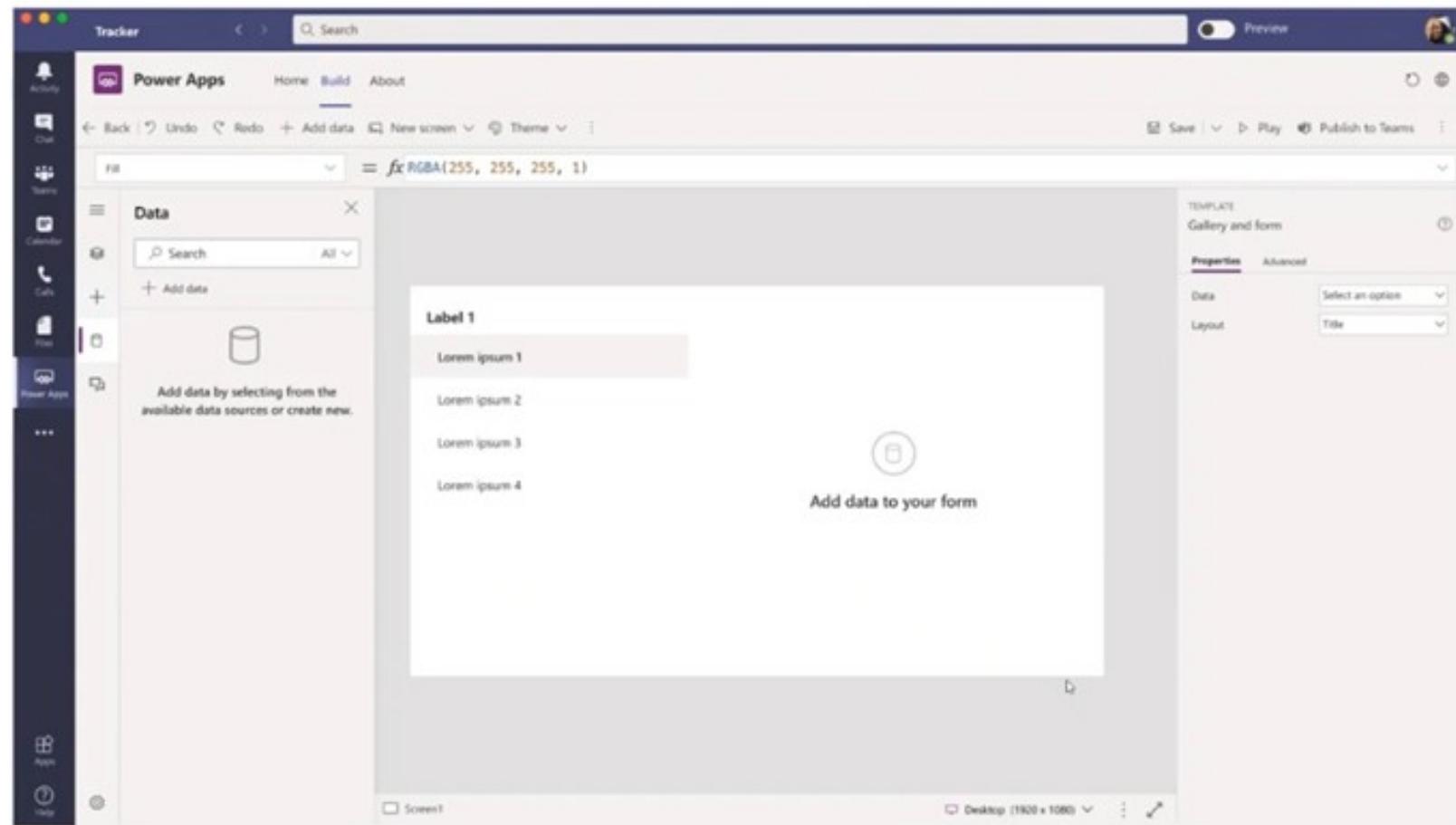
Coming Soon

# Customize Teams with Power Apps studio embedded



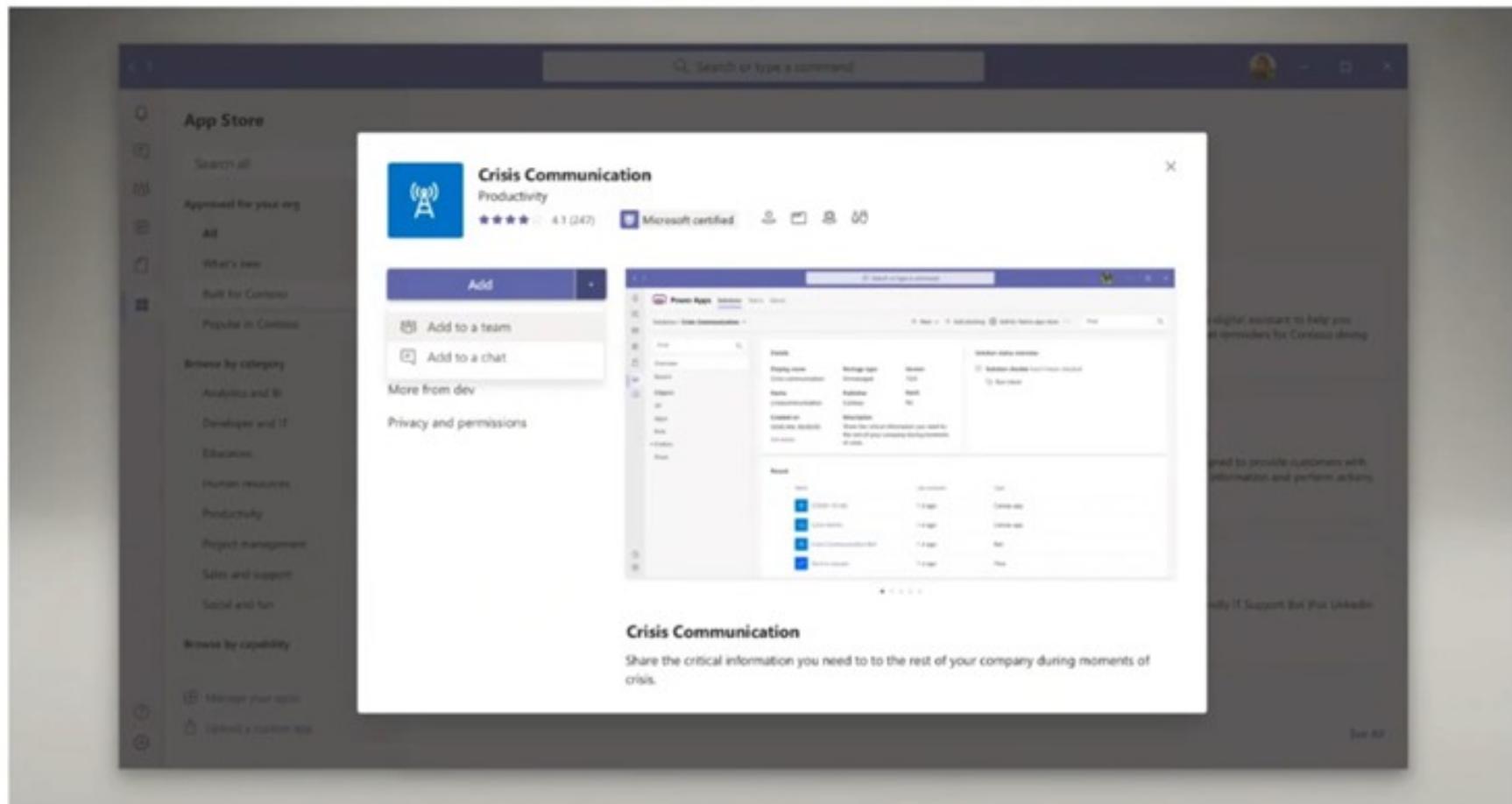
 Coming Soon

# Customize Teams with Power Apps studio embedded



Coming Soon

# Discover and deploy full solutions in Teams easily



Customer Engagement

File Edit View Favorites Tools Help

Links Customize Links

Microsoft Dynamics ... Log Analysis Microsoft Dynamics ... Microsoft Dynamics ... Document Library Microsoft Dynamics ... McLaren Automotive Page Tools Indranil Sarkar McLaren Group

New Activity New Record Go To Tools Advanced Find

Workplace My Work Activities

Activities Search for records

New | From Subject

Indra 087 UNSUBSCRIBE: Testing unsubscribe email with workflow CRM:01040004

Indra 087 UNSUBSCRIBE: testing CRM:01040004

Indra 087 UNSUBSCRIBE: test123 CRM:01040004

Indra 087 Sending mail to farontend

Indra 087 To 1000 contacts in an email body

arif.willis-brow RE: Email Entity - Subject field

Umer.Javed@ RE: Email Entity - Subject field

arif.willis-brow Email Entity - Subject field

indranil.sarkar Microsoft Dynamics CRM: Duplicate detection

Umer.Javed@ RE: Contact History - Display

Umer.Javed@ Re: Contact History - Display

arif.willis-brow RE: Contact History - Display

Nathan Yendel RE: Leads issue

matt.kavanag RE: Issue

Mark O'Riordar RE: Issue

matt.kavanag RE: Issue

Nicola Garrett RE: Issue

1 of 25 selected.

All # A B C D E

E-mail: UNSUBSCRIBE: Testing unsubscribe email with workflow CRM:01040004 - Windows Internet Explorer provided by McLaren Autom

Save and Close Forward Reply Reply All Convert Activity Actions

E-mail UNSUBSCRIBE: Testing unsubscribe email with workflow CRM:01040004

From To Subj

Regarding Testing with workflow for unsubscribing email

Owner \* Indranil Sarkar

Duration Priority

Due Normal

Done

Start Internet Explorer Paint Internet Ex... Inbox - Microsoft ... chk - Message ... Microsoft Of... C:\WINDOWS\... EN This Photo by Unknown author is licensed under CC BY-SA

# Sales Insights

## The customer journey has changed

Buyers spend more time researching independently



Buyers spend 6% of their time with each seller<sup>1</sup>

Today's B2B buying groups are more diverse



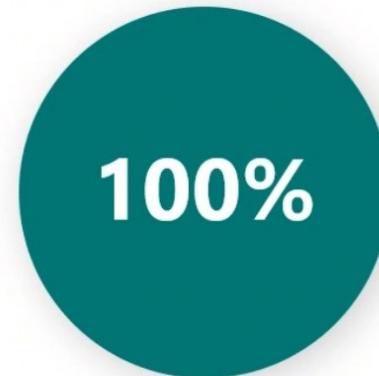
75% of buyers said their purchases involved people from a wide variety of roles.

Buyers want a B2C experience



Millennials make up the single biggest B2B buyer group<sup>3</sup>

Buyers want and need digital experiences



Almost 100% of B2B journey is done digitally today<sup>4</sup>

# Activate digital selling

## Simple engagement platform

with automatic data gathering to create a full view of engagements

## Fast to market guided selling

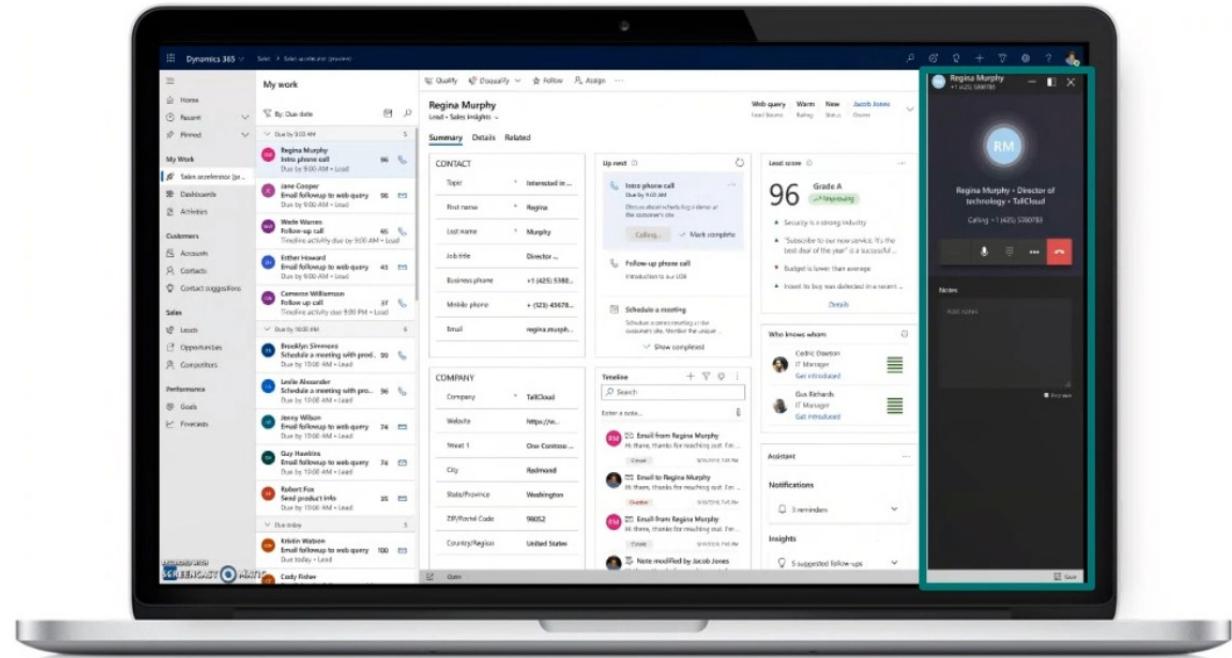
With ability to show recommendation and next best action in the workflow

## Realtime Forecasting & conversation monitoring

To allow sales management and operation to make quick decisions and adopt to changes

# Bringing the new Sales Accelerator capabilities to Dynamics 365 Sales

- Intelligent work queue
  - Next best customer
  - Activities prioritization
  - View, filter, and sort activities
  - Action buttons
- Holistic view
  - Suggestion and reminders
  - Teams collaboration
  - Customer information
- Automation with Sequences
  - Sequence management
  - Sequence run time
- Multi-channel
  - Dialer integration
  - E-mail template
  - Set an appointment



Dynamics 365 Sales Hub Sales > Sales accelerator (preview)

Save Save & Close + New Delete Refresh Collaborate Qualify Create PDF Email as PDF : Softphone dialer

My work

By: Due date ▾

HT vs vs Due by 4:42 PM • Lead 24

KW Kim Williamson vs vs Due by 4:42 PM • Lead 24

EB Ethan Boyd vs vs Due by 4:42 PM • Lead 24

LT Laverne Tourner vs vs Due by 4:42 PM • Lead 24

Yesterday 1

Nikhil Kakkireni NK Phone call to the customer 93 Due by 5/5/2020 3:31 PM • Lead

Last 7 days 2

HT Helen Thomas First email 24 Due by 4/5/2020 4:55 PM • Lead

MP Michael Philips First email 93 Due by 4/5/2020 4:55 PM • Lead

Last 30 days 2

T This is an important thing to remem... intro email 54 Due by 21/4/2020 12:45 PM • Opportunity

E Expressed interest in Havells line of D... intro email 42 Due by 17/4/2020 2:15 PM • Opportunity

S 10 items Last updated at 7:52 PM

Helen Thomas Lead • Sales Insights

Partner Lead Source Warm Rating New Status Kenny Smith Owner

Lead to Opportunity Sale... Active for 15 days

Qualify (15 D) Develop Propose Close

Summary Relationship Analytics Details Related

CONTACT

Topic \* Interest in product

First Name \* Helen

Last Name \* Thomas

Job Title ---

Business Phone (704) 328-7330

Mobile Phone ---

Email sampat.patil@outlook.com

Tower ---

Electronics ---

Engine ---

Covers ---

Up next

Description of new product Due by 4/4/2020 6:30 AM Added by you

Call Mark complete

First email Due by 4/5/2020 4:55 PM

Show completed

Timeline

Search timeline

Enter a note...

Activity Suggestions (preview)

No new activity suggestions for this lead

Contoso Call Summary Contact (704) 328-7330 Channel CIF-Twilio Time spent 00 Started On 9:31:06 AM Activity Phone call

Call Notes Add Notes

**Neron Pick**  
Lead · Sales Insights

Lead to Opportunity Sales... Active for 15 days

NP

Lead Source: --- Warm Rating: --- New Status: New Owner: Kenny Smith

Softphone dialer: Contoso

Call Summary: (3) Contact (704) 328-7330

**Summary** Relationship Analytics Details Related

**CONTACT**

Topic: \* Contoso 3D Printshow

First Name: \* Neron

Last Name: \* Pick

Job Title: ---

Business Phone: ---

Mobile Phone: ---

Email: n.pick@last.fm

Tower: ---

Electronics: ---

Engine: ---

Covers: ---

Up next: Send Attach File Save Insert Template Insert Signature Flow

New Email: Email · Enhanced Email

**Email** Properties Attachments

To: Neron Pick

Subject: Thank you for your interest (Web site)

Font Size

Dear Pick,

Thank you for visiting our Web site. We have forwarded your request for additional information to Kenny Smith, who will be contacting you shortly. If you want to contact Kenny Smith immediately, you can call his or her direct line at our main phone number.

We look forward to assisting you and providing you with a world-class experience.

rmdemoorg03.crm10.dynamics.com... Open

# Introducing new bottoms-up sales forecasting

## A Forecast that works for your organization

- Customize the forecast to fit your unique sales process

## Focus on the right deals

- Enable sellers to intuitively manage their pipeline, prioritize the right opportunities and see direct impacts on the forecast

## Predict your Forecast more accurately

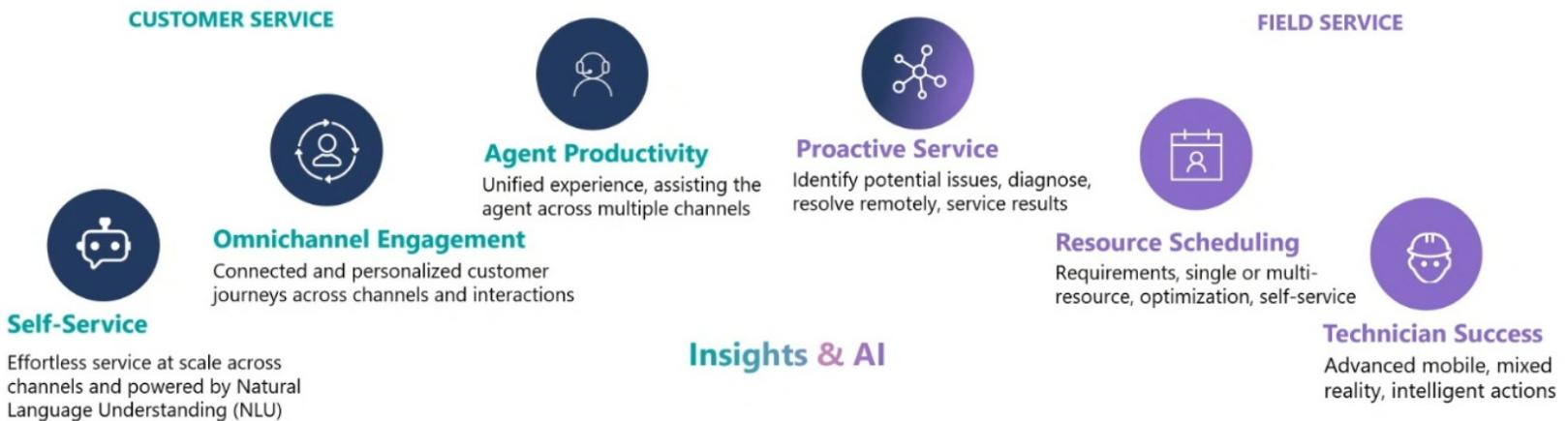
- AI-driven forecast improves the accuracy of your projections from Day 1

## Intuitive Pipeline Management

- An inline editable grid allows sellers to see the underlying deals and make modifications as needed

The screenshots illustrate the Dynamics 365 Sales Forecasts feature. The top screenshot shows a list of opportunities for Hilda Cavallari across four categories: Pipeline, Best case, Committed, and Won. Each category contains a list of opportunities with details like owner, estimated revenue, and estimated close date. The bottom screenshot provides a detailed view of Hilda Cavallari's best case opportunities, showing a table of opportunities with columns for name, account, owner, calculated value, and forecast date. A modal window is open, allowing the user to adjust a specific opportunity's forecast value.

# End to End Customer Engagement



coffee machine troubleshooting

ALL IMAGES VIDEOS MAPS NEWS SHOPPING

1,860,000 Results Any time ▾

How to Troubleshoot a Delonghi Coffee Maker

- Step 1. De-scale the drip coffee maker if the coffee takes longer than normal to brew.
- Step 2. Rinse the machine thoroughly using clean water and no coffee if...
- Step 3. Grind the coffee properly if the consistency is wrong or the coffee takes too long to make.
- Step 4. Scrape the dry coffee residue from...

More ...

How to Troubleshoot a Delonghi Coffee Maker | Hunker  
www.hunker.com/13408388/how-to-troubleshoot-a-delonghi-coffee-maker

Was this helpful?

PEOPLE ALSO ASK

Why is my coffee vending machine not working?

What are the problems with coffee machines?

https://geinnis.blob.core.windows.net/ Virtual Coffee Agent

Hil I'm a virtual coffee agent. I can help with account questions, orders, store information, and more.

If you'd like to speak to a human agent, let me know at any time.

What can I help you with today? Here are some examples of what I can do.

Just now

Coffee Machine Issues Account Issues Order Issues

Type your message

Dynamics 365 Customer Service Hub Service > Devices > Jittery Joe Coffee Machine

Save Save & Close New Device details Deactivate Delete Register Devices Send Command Connect Device Pull Device Data

Jittery Joe Coffee Machine Customer Asset

Summary Command History Device Readings Alerts Related

Send Command Advanced Cancel

New log Send Command Send the command and close the form

Command Details

Customer Asset Jittery Joe Coffee Machine

Command Reset Coffee Machine

Message

Switch View {}

CommandName

Reset Coffee Machine

Parameters {}

Coffee Machine Reset Command

---

Last 24 Hours ...

18:00 00:00 06:00 12:00

Service History

Service Readings

Device Readings

Alerts

Related

Home Recent Pinned

My Work Dashboards Activities

Customers Accounts Contacts Social Profiles

Service Cases Queues

Analytics and Insights Reports (Preview)

Knowledge

Service History

18:00 00:00 06:00 12:00

Graph showing device readings over time (Last 24 Hours):

- magnetometerX avg (blue line)
- magnetometerY avg (orange line)
- magnetometerZ avg (green line)
- accelerometerX avg (red line)
- accelerometerY avg (purple line)
- accelerometerZ avg (brown line)
- gyroscopeX avg (dark blue line)
- gyroscopeY avg (light blue line)
- gyroscopeZ avg (pink line)

# Microsoft Dynamics 365 for Project Operations

Project Sales	Multiple contract types	Lead to Quote processes	Quote revisions	Quote to Project processes
Project planning	WBS	Interactive Gantt and Kanban boards	Co-authoring	Dependencies and constraints
Resource Management	Skills Management	Requirements and Bookings infrastructure	Configurable filters, and search	Reconciliations for bookings and assignments
Time, expense entry and approval	Intuitive web and mobile experiences for entry	Options for approvers to edit	Deep Expense management	
Project costing, pricing and Actuals	Configurable dimensions for cost, sales and purchase pricing	Catalog pricing for products and services	Corrections of actuals and integration to Financial system	
Invoicing	Periodic Invoices	Word-based invoice templates	Configurable summarization	Invoice Corrections
Project Financials	Revenue Recognition	Committed costs	Retainage and Pay-When-Paid	Taxes and Exchange rates

Dynamics 365 Project Operations Projects > Projects > Morrisiana Clinic Setup

New Project Copy Project Deactivate Open in Project Delete Refresh Collaborate Process Share Email a Link Flow ...

Home Recent Pinned Morrisiana Clinic Setup Project 5/28/2020 6:00 PM \$0.00 Due Date 12 Estimated Labor Cost 4 Overdue Expenses 4 Outstanding Invoices

Project Service - Project ... Active for 24 hours New (24 Hrs) Quote Plan Deliver Complete Close

Summary Budget vs Spend by Role Tasks Team Resource Assignments Resource Reconciliation Estimates Tracking Sales ...

Grid Board Timeline Filters (0) Group members

	Name	Start	Finish	Duration	Effort	Assigned to
1	Site Survey	5/4/2020	5/12/2020	7 days	72 hours	
2	Survey Location	5/4/2020	5/11/2020	6 days	48 hours	Spencer Low
3	Application and Permits	5/11/2020	5/12/2020	3 days	24 hours	William Contoso
4	Staffing and Procedures	5/13/2020	5/20/2020	6 days	128 hours	
5	Finalize Medical Staff	5/13/2020	5/18/2020	4 days	32 hours	
6	Non-Medical Volunteer Setup	5/13/2020	5/20/2020	6 days	48 hours	
7	Clinic equipment and procurement	5/13/2020	5/20/2020	6 days	48 hours	
8	Entry and Administration	5/21/2020	5/25/2020	3 days	24 hours	

Add new task

# Finance & Operations

# From reactive to proactive

Dynamics 365

Make

Trade

Service

Finance and HR

## Guides

Hands-free, mixed reality-based learning and operational scenarios; now with Guides content accessible through CDS entities

## Connected Manufacturing

IoT for predictive maintenance and automation

## Overall Equipment Effectiveness

Reduce costs by optimizing most impactful measures to improve performance, maximize availability, and reduce waste

# From reactive to proactive

## Dynamics 365

Make  
**Trade**  
Service  
Finance and HR

### E-commerce

Intelligent, personalized, scalable, omnichannel commerce

### Fraud Protection

Account protection and loss prevention

### Connected Store

Digital signals from the physical world

### Planning Optimization

In-memory, near real-time planning

# From reactive to proactive

## Dynamics 365

Make  
Trade

**Service**

Finance and HR

### Finance Insights

Intelligent payment prediction, customer collections, and cashflow forecasting

### Project Operations

Single Solution for project sales, resourcing, time & expense, accounting, and billing

### Benefits

Provide employees with an easy-to-use employee experience

### Leave and Absence

Request time off easily via Microsoft Teams

< >

Search by keyword

Preview

Activity

Chat

Teams

Calendar

Calls

Files

Human Res...

...

Apps

Human Resources (Preview)

Chat Time off Settings About

Sick  
80 hours

Vacation  
160 hours

COVID-19  
80 hours

Bereavement

1:20 PM

View balances

Human Resources Preview 1:20 PM  
Here's what I found for your balances. For more details about a specific leave type, try typing "View vacation balance details".

Sick  
80 hours

Vacation  
160 hours

COVID-19  
80 hours

Bereavement

What can I do?

Type your questions here

Search by keyword

Preview Microsoft

Human Resources (Preview) Chat Time off Settings About

vacation balance details .

- Sick 80 hours
- Vacation 160 hours
- COVID-19 80 hours
- Bereavement

1:24 PM take vacation in May

Human Resources Preview 1:24 PM It looks like you want to take Vacation leave. Here's the leave request I prepared for you. To add more details to this request, select [Edit details](#)

**Vacation**

Available **160** hours

Start date End date

May 20, 2020 May 28, 2020

Submit Save as draft Edit details

Human Resources Preview is typing •••

Type your questions here

A? 😊 GIF 📸 📁 📈 📋 📃 ... ➤

This screenshot shows the Microsoft Teams interface with the Human Resources (Preview) app open. The sidebar on the left includes Activity, Chat, Teams, Calendar, Calls, Files, and Human Resources (Preview). The main area displays 'vacation balance details' with four categories: Sick (80 hours), Vacation (160 hours), COVID-19 (80 hours), and Bereavement. A message from 'Human Resources Preview' at 1:24 PM suggests taking vacation in May, with a link to 'Edit details' and several emojis. Below this, a 'Vacation' leave request is shown with 160 available hours, starting on May 20, 2020, and ending on May 28, 2020. Buttons for 'Submit', 'Save as draft', and 'Edit details' are present. A status message indicates 'Human Resources Preview is typing' followed by three dots. At the bottom, there is a text input field with placeholder 'Type your questions here' and a toolbar with various icons.

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kommentteja?



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