



Mitä seuraava Microsoft Business Applications – julkaisujuna tuo tullessaan?

Elisa webinaari 4.4.2019

Jukka Niiranen, Markku Suominen

Aamun agendalla:

- 2.4. Launch Event yhteenvetö
- Uusi päivitysprosessi
- Kevään tärkeimmät uutuudet
- Power Platformin merkitys



Markku Suominen



Jukka Niiranen

April '19 Virtual Launch Event

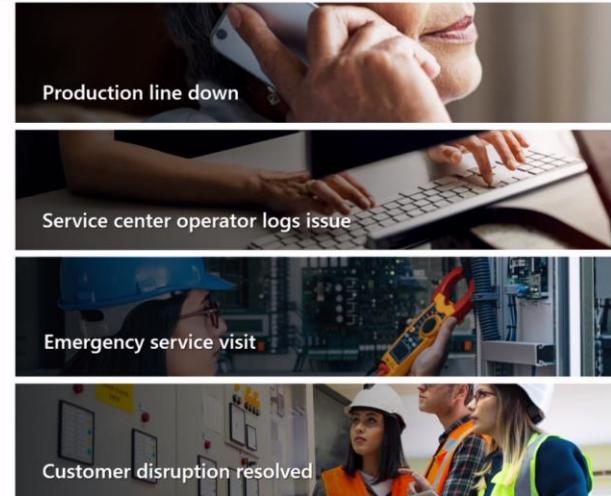


elisa

Entisajan reaktiiviset liiketoimintasovellukset



Reactive



Moderni proaktiivinen liiketoiminta-alustat

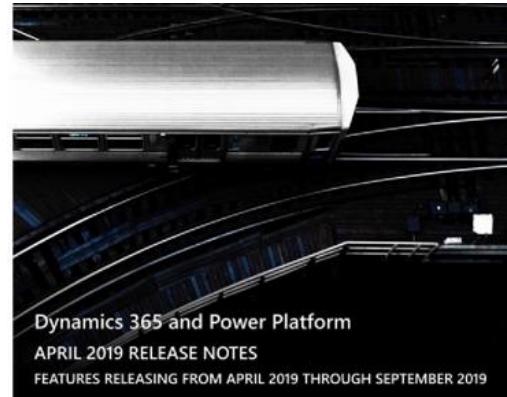
Digital feedback loop



Microsoft Business Applications April 2019

Yli 350 uutta ominaisuutta

- Sales
 - Customer Service
 - Portal
 - Field Service
 - Project Service Automation
 - Finance and Operations
 - Talentissa
 - Retail
 - Business Central
- Microsoft Layoutiin ja Microsoft Remote Assistiin lisätty uusia yhdistetyn todellisuuden kokemuksia
 - Microsoft Forms Pro kyselysovellus, integroitu Dynamics 365:n kanssa



Dynamics 365 Sales Insights

Call intelligence

Proactive sales coaching and visibility into customer conversations

Business Q&A for sales managers*

Get answers with rich visualizations using a natural language experience

Assistant Studio*

AI-guided selling to enable sales teams to focus on what's most important and take the best next action

Predictive forecasting*

Increase forecast accuracy with machine learning-derived predictive forecasts

The screenshot displays the Dynamics 365 Sales Insights Preview interface. On the left, a sidebar navigation includes Home, Business, Teams, and Call intelligence. The main area is titled "Dynamics 365 Sales Insights Preview". It features several cards with insights:

- A card about missing keywords: "Microsoft, Interested and Demonstration are top keywords missing in your sales calls".
- A card about average switches: "Your average switches per conversation of 81 is lower than general average of 34, but has been trending up for the past 10 days".
- A card about customer sentiment: "Negative customer sentiments is higher than general average in 83% of calls".

Below these cards are three visualizations:

- "Avg customer sentiment level": A bar chart showing sentiment levels across Positive (green), Neutral (light blue), and Negative (red).
- "Avg talk to listen ratio": A donut chart showing a 27% Listen ratio.
- "Sentiment score trend": A line graph showing sentiment scores over time, with a legend for Positive (green), Neutral (light blue), and Negative (red).

On the right side, there is a "Follow up on deal" section showing a list of deals with details like Name, Date, Duration, Phone number, and Transcript link. Below this is a timeline visualization showing a call transcript with segments for "Initial catalog launch", "Volume discount", and "Follow up on deal". The timeline includes a progress bar and a legend for Positive, Neutral, and Negative sentiment categories. At the bottom, a footer shows a transcript snippet with words like "sure", "microsoft", "support", "demonstration", "offerings", and "interested".

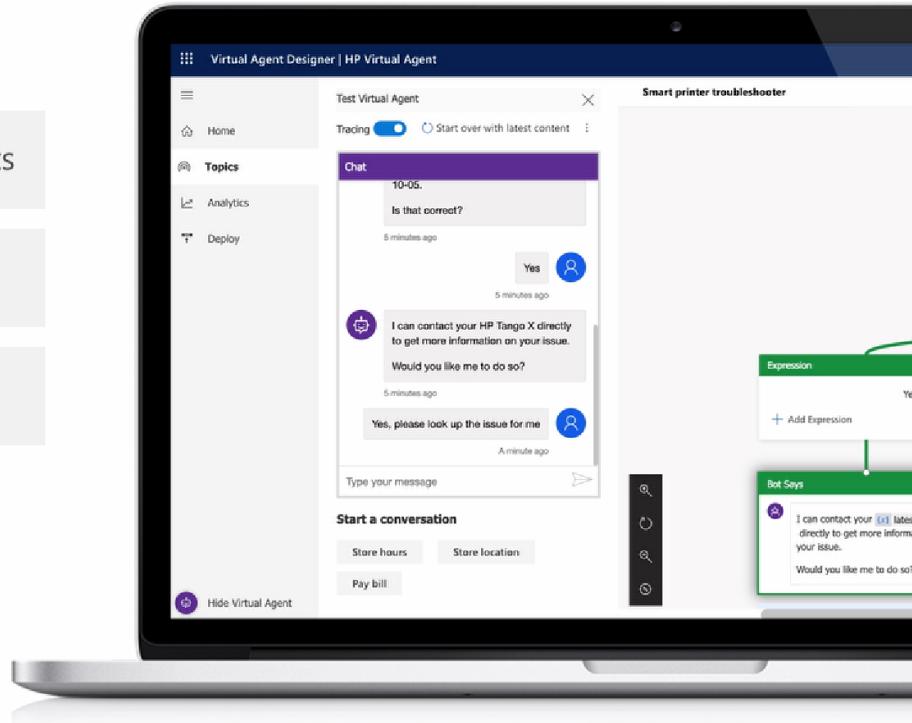
* Public preview

Dynamics 365 Virtual Agent for Customer Service

No code required to create virtual agents

Offer personalized experiences

Go beyond conversational search



Dynamics 365 Virtual Agent for Customer Service

The image displays three screenshots related to the Dynamics 365 Virtual Agent for Customer Service:

- Left Screenshot:** A screenshot of the HP Customer Support website. It features a navigation bar with categories like Laptops & 2-in-1s, Desktops, Printers, 3D Print, Ink & toner, Displays & accessories, and Business. Below the navigation is a banner with the text "Welcome to HP Customer Support" and "Let us help you! Register or Sign in". A search bar is present, along with links for Product Support, Warranty, and Support Topics. There are also sections for finding a product, setting up a printer, and using the HP Print and Scan Doctor.
- Middle Screenshot:** A screenshot of a live chat window titled "HP Virtual Agent". The agent asks, "Hello! I'm HP's automated Virtual Agent. How can I help you? Describe your problem and I'll look for the best solution." The user responds with "I have trouble printing". The agent then asks, "I think your question is about a printer issue I can help. Did your printer issue start after updating Windows 10?" The user replies with two options: "Yes, I couldn't print after the update." and "No, there was no Windows 10 update.". The user selects the first option. The agent then asks, "I don't know." and "No and I don't need help with a printer issue. I'd like to rephrase my question." The user types "e.g.: I can't hear sound on my PC".
- Right Screenshot:** A screenshot of the "Virtual Agent Designer | HP Virtual Agent" interface. It shows a "Test Virtual Agent" window with a conversation log. The user has typed "purchaseDate". The bot responds with "I see that the last smart printer you purchased is the HP Tango X on 2018-10-05." and asks "Is that correct?". Below the test window, there are sections for "User Responses" (with "Yes" and "No" buttons) and "Output responses to:" (with "+ Add variable" button). At the bottom, there are two "Expression" boxes: one for "Yes" and one for "No", each with a "+ Add Expression" button.

Dynamics 365 Customer Insights

Enables every organization to unify and understand their customer data to harness it for intelligent insights and actions

1

Eliminate data silos and unify customer data

- Unlock and unify "all" your customer data across all sources
- Build semantically rich and cleansed data in ADL+CDM lake to ecosystem

2

Enrich customer data with Microsoft proprietary signals

- Enrich customer data with high value aggregated signals from Microsoft Graph
- Accelerate the process through quick start "templates"

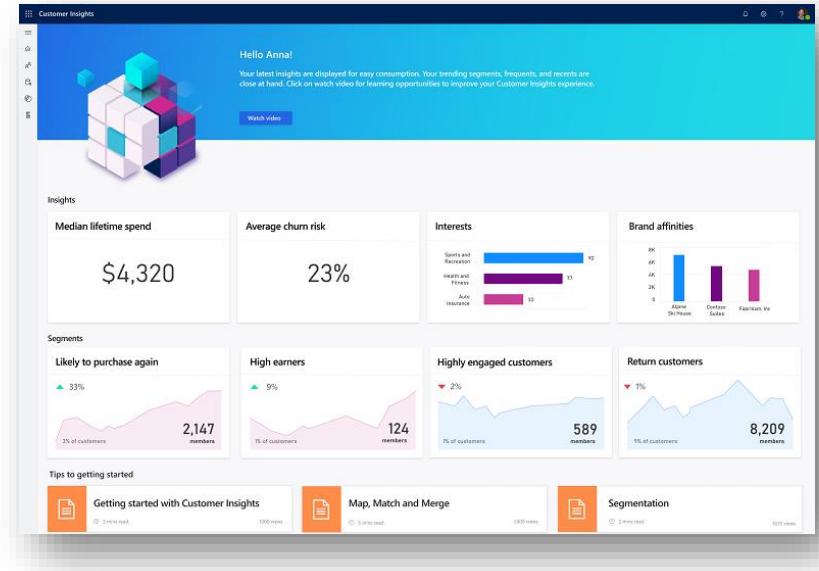
3

Enable powerful AI and Insights

- Data gravity around customer entity enables the best AI/insights/KPIs
- Customizable profiles and segments to drive business processes
- Infuse OOB consistent "card" experiences in Dynamics 365 apps
- OOB integrations with Power Platform (Power BI, PowerApps, Flow)

4

Power your business processes



Dynamics 365 Customer Insights

The screenshot displays two main windows of the Dynamics 365 Customer Insights application.

Left Window: Edit rule

This window shows the "Edit rule" screen where users can set conditions for matching records across different entities. The current rule is named "Name + email rule". It includes sections for "Conditions" and "Rules".

- Conditions:** Contains four pairs of entity and field mappings:
 - Contact : D365 → firstName (Precision: Medium)
 - Interactions : SiteCoreLatest → firstname (Type: (Phone, Name))
 - Contact : D365 → lastName (Precision: Medium)
 - Interactions : SiteCoreLatest → lastname (Type: (Phone, Name))
 - Contact : D365 → EmailAddress1 (Precision: Medium)
- Rules:** A single rule named "Name + email rule" is listed, which uses the "Name + email" rule type.

Right Window: Contact Detail View

This window shows the detailed view of a contact record for "Niels Snabe". The contact is currently a "Lead" and has been "Contact Onboarding" for 57 days. The summary tab is selected, displaying basic contact information like email (snabenels@gmail.com) and phone numbers. The timeline tab shows a history of interactions and events, including tweets and promotions from "Gardens".

Power BI kohtaa AI:n

Pervasive AI in Power BI



Big data foundation



Citizen data science



Easy to use



Power BI Supply Chain Analysis ➔ Supply Chain

Entities Machine learning models

ENT

Entity Name: Backorders

FIELD NAME DATA TYPE

Manufactured Goods %	Decimal
Job	String
Forecast Accuracy	String
Forecast Bias	String
Product Advertised	String
Multiple Retailers	String
Communication Type	String
Day Contested	Int64
State	String
Inventory Levels	String
On backorder	Boolean

Backorders

Select data Choose model Customize inputs Name + train

Select the historical outcome data that you would like to predict

Your model needs to learn from past situations where the event outcome is known.

Entity name: Backorders

Historical outcome field: Manufactured Goods %

Next Cancel

Backorder Risk Model Training Data

Backorder Risk Model Testing Data

Demand Forecasting

Koneoppimismallit Power BI:n raporteissa

Power BI Supply Chain Analysis > Supply Chain

Backorder Risk Model model accuracy preview

This report summarizes the accuracy of the prediction model and enables you to find an optimal threshold for defining your business outcome.

MODEL PERFORMANCE

How the model was evaluated

The model predicted Backorder probabilities for a test set of 9044 records and compared the predicted outcomes (based on the selected threshold) to the historical outcomes.

Final model type: Pre-Built Soft Voting Classifier

Input row count	Sampled row count	Training row count	Validation row count
17530	17530	8496	9044

Different features have a different influence on the predicted value. Click below for details.

See key influencers

Outcome distribution

89% of records predicted as High Risk are likely to actually be High Risk.

How to interpret these results.

The performance of a machine learning model reflects how well its predictions correspond to actual events. A ML model is trained using a "labeled" dataset which includes actual values you're trying to predict. A subset of the records are set aside for validation so that, after the model is trained, predictions for those records can be compared against the labeled data. As a result of this comparison we have 4 bins: True Positives, False Positives, True Negatives and False Negatives.

True Positives and True Negatives are correctly predicted High Risk and Low Risk events, respectively. False Positives are observations where a Low Risk was predicted as a High Risk. Conversely, False Negatives are observations where a High Risk was predicted as a Low Risk. Note, the probability threshold used to classify a prediction as a High Risk or a Low Risk affects these values.

Precision and recall

If applied to 10,000 records with the same distribution of High Risk and Low Risk records as your input data, this model will yield the below predictions:

This model will predict 1131 records as High Risk records, of which 1004

Model Performance Accuracy Report Training Details

Supply Chain Analytics

Key influencers Top segments

What influences Product to be on backorder

When... → the likelihood of Product being on backorder increases by

- Category is High Value Volatile → 2.60x
- Category is Low Value Volatile → 2.01x
- Forecast Bias is Between -5% and 5% → 1.48x
- Category is No Segment → 1.39x
- Forecast Accuracy is Below 50% → 1.37x
- Category is Phase-in → 1.25x

Product is more likely to be on backorder when Forecast Accuracy is Below 50% than otherwise (on average).

Avg. 2.60x (High Value Volatile) is 2.60 times more likely to be on backorder compared to all other values of Category.

Product is on backorder

Forecast Accuracy	Below 50%	Between 50% and 70%	Between 70% and 85%
Below 50%	15%	10%	5%
Between 50% and 70%	10%	15%	10%
Between 70% and 85%	5%	10%	15%

Only show values that are influencers

FILTERS

Visual level filters

Page level filters

Report level filters

DRILLTHROUGH

Dynamics 365 Fraud Protection

Protecting Microsoft Ecommerce

Diverse buying experiences and product variety

Risk protects
~1.1B
Transactions* / Year

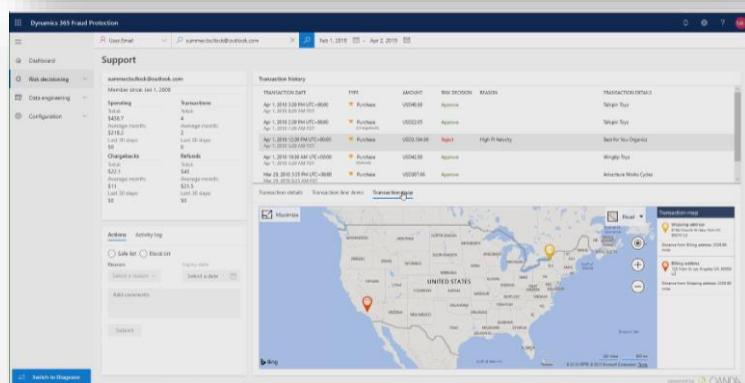
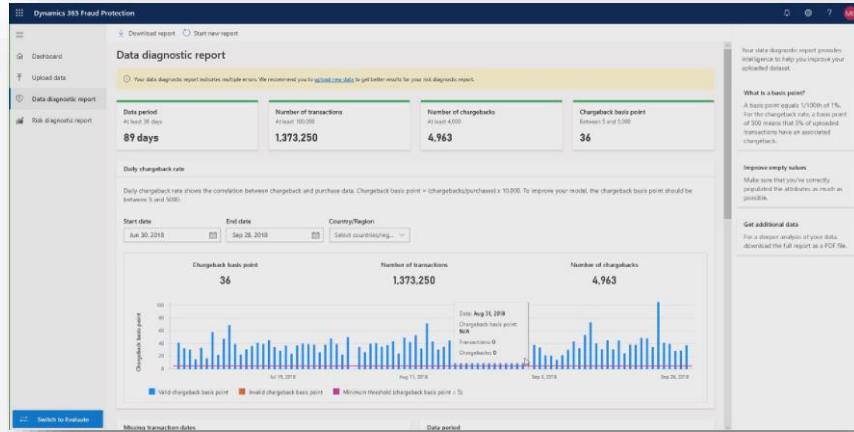
Operates at scale

Risk touches
760M
Monthly Active Users

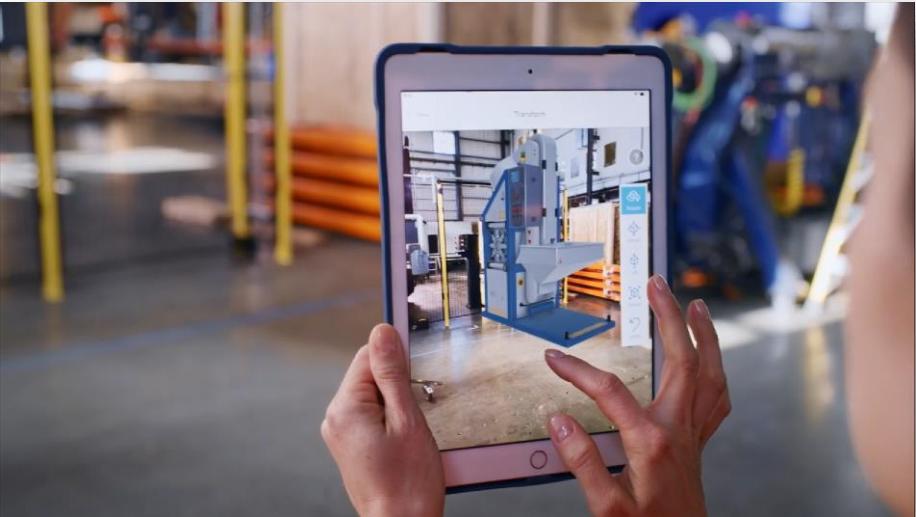
2019 INFORMS Franz Edelman award finalist

Risk stops
~\$1B
Total Fraud

*Risk is Microsoft's fraud protection solution. Results are aggregated across Microsoft businesses supported by the technology. Results may differ in your environment.



Dynamics 365 Product Visualize



Uusi päivitysprosessi



elisa

Junien liikennöinti

- Julkaisujunat keväällä ja syksyllä
- Ennakkotiedot reittioppaassa (release notes)
- Reitin avajaiset 1. huhtikuuta ja 1. lokakuuta
- Junamatkan pituus 6 kuukautta, useita pysäkkejä matkalla

Dynamics 365 and Power Platform Release Notes

Find out about the latest capabilities and enhancements in Dynamics 365 and Power Platform (Power BI, PowerApps, and Microsoft Flow).



April '19

Covers features releasing from April 2019 through September 2019.



Spring '18

Covers features releasing from April 2018 through September 2018.



October '18

Covers features releasing from October 2018 through March 2019.

Kaikki samassa junassa

- Kevään 2019 julkaisusta alkaen kaikki Microsoft-pilven asiakkaat ovat samassa versiossa
- Päivitykset tuodaan saataville samanaikaisesti maantieteelliseen alueeseen
- Ei asiakaskohtaista aikataulutusta, automaattinen asennus

Junamatkaan valmistautuminen

- Ennakkoversio saatavilla testausta varten
- Päivitys otettavissa käyttöön kaikkiin ympäristöihin
 - Huom: ei voida poistaa käytöstä
- Julkaisun yhteydessä kaikkiin ympäristöihin asennetaan tämä sama alustaversio
- Sovellustoimintojen päivitykset saapuvat välillä huhtikuu-syyskuu

The screenshot shows the Microsoft Power Platform Admin center interface. On the left is a navigation sidebar with options like Help + support, Analytics, Environments (selected), Data integration, Data Gateway, Data policies, and Admin centers. The main content area shows environment details for "Elisa Sales".

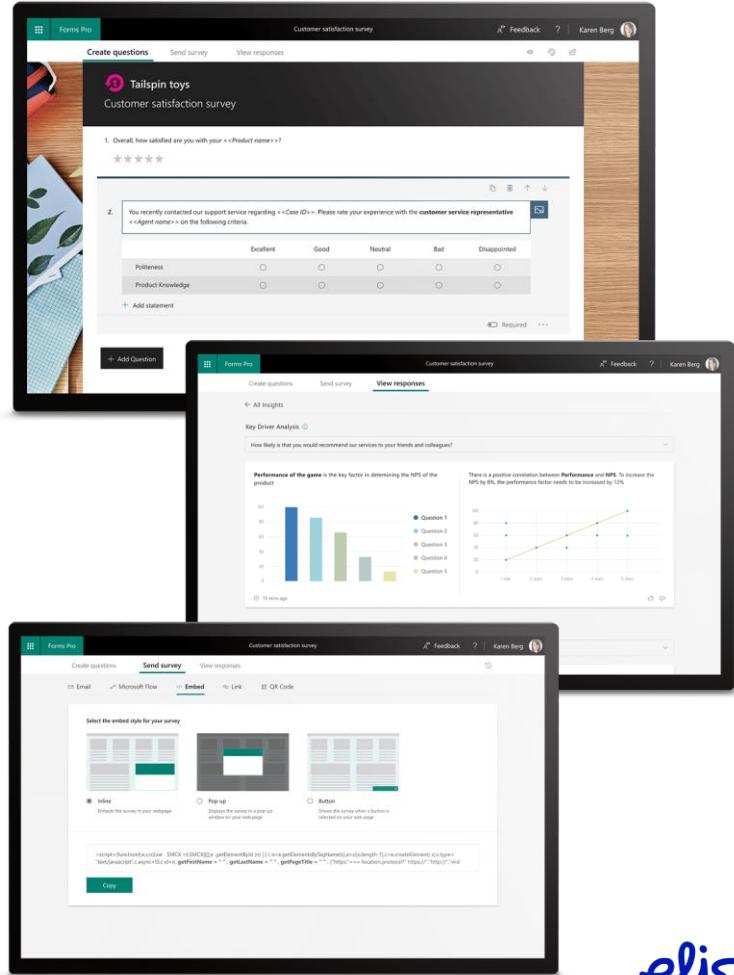
- Details:** Environment URL: elisasalesapp1.crm4.dynam...; State: Ready; Region: Europe, Middle East, Africa; Type: Sandbox; Current usage: 1.68 GB.
- Updates:** A banner for the "April 2019 update" states: "These changes will go live in April, but you can activate them early. See what's included". It includes a warning: "Updating is permanent, and can't be undone. Learn more" and a purple "Activate now" button.
- Dynamics 365 apps update:** A message encourages upgrading apps to the latest versions, with a link to learn about updates.

Kevään tärkeimmät uutuudet



Microsoft Forms Pro

- Kyselytyökalu integroituna Dynamics 365:n asiakastietoihin
- Erinomainen käyttökokemus Microsoft Forms –perusversioon pohjautuen
- Monipuoliset kysymystyyppit (NPS, pisteytys, liitteet), haarautuva logiikka, kieliversiot
- Yhdistäminen liiketoimintaprosessien tapahtumiin Microsoft Flown avulla
- Tulosten analysointi valmiilla koontinäytöillä tai Power BI:ssä



Sales forecasting

- Myyntienヌsteiden hallinta määritetylle aikajaksoille
- Ennusteiden tarkastelu, arvojen muokkaus ja tavoitteiden asettaminen yksittäisille myyjille ja myyntitiimeille
- Myyntimahdollisuuskien linkittäminen ennusteluokkiin

The screenshot displays two main sections of the Dynamics 365 Sales Hub.

Forecasts: This section shows a list of forecasts for the current year. The columns include Forecast, Owner, Quota, Closed, Commit, Best case, Open pipeline, Achieved %, and Last updated. The data is organized by quarter (FY 2019 Q1, Q2, Q3, Q4) and shows individual forecasts for each quarter.

Forecast	Owner	Quota	Closed	Commit	Best case	Open pipeline	Achieved %	Last updated
FY 2019 Q1	Delia Schroeder	\$50,000	\$40,000	\$45,000	\$60,000	\$10,000	80	1/29/2019 05:50
	DS Delia Schroed...	\$20,000	\$20,000	\$15,000	\$25,000	\$6,000	100	1/29/2019 05:50
	NM Ian Madera	\$20,000	\$15,000	\$15,000	\$25,000	\$6,000	75	1/29/2019 05:50
	JC Petra Hale	\$10,000	\$5,000	\$8,000	\$12,000	\$3,000	50	1/29/2019 05:50
> FY 2019 Q2	Delia Schroeder	\$50,000	\$35,000	\$50,000	\$55,000	\$15,000	70	1/29/2019 05:50
> FY 2019 Q3	Delia Schroeder	\$50,000	\$55,000	\$50,000	\$70,000	\$0	110	1/29/2019 05:50
> FY 2019 Q4	Delia Schroeder	\$50,000	\$44,000	\$50,000	\$52,000	\$6,000	88	1/29/2019 05:50

Forecast definitions: This section shows the configuration of a forecast definition named "Forecast_10months". The "General" tab is selected, displaying fields such as Forecast name (Forecast_10months), Forecast metric (Revenue), Quota source (Goal-based), and Owner (David Morrison). The "Scheduling" tab is also visible, showing settings like Forecast period (Monthly), Fiscal year (FY2019), Start month (April), Number of forecasts (10), Valid from (4/1/2019), and Valid to (1/31/2020).

Dynamics 365 for Customer Service Insights

Customer Service Insights Preview Customer satisfaction Workspace Sample Environment ?

KPI summary New cases **Customer satisfaction** Resolutions

Customer satisfaction

Refreshed 4/1/2019 4:18:18 PM UTC (24h cycle)

Time period: Past 1 mo (3/3/2019 to 3/31/2019)

Product: All

Channel: All

Business unit: All

Team: All

Customer satisfaction drivers

Topic	Volume	Resolutions	Surveys completed	Avg CSAT
user does not see any adjust...	0.1%	8	6	2.00
Tracking number cannot loc...	0.1%	8	6	2.33
Inquiry on the back to scho...	2.1%	198	148	2.89
Mobile app crashes when t...	4.4%	404	314	2.94
Wants to get information o...	3.2%	294	234	3.04
User failed to remove a deb...	2.0%	181	145	3.05
promotion expiry date liste...	4.7%	438	364	3.08
Got a member reward, and ...	7.2%	664	536	3.13
user asking is there weil be...	1.3%	116	92	3.15
Inquiry on available promo ...	1.5%	141	107	3.18
Asking how they will get no...	2.4%	220	190	3.18
User wants to add items to ...	8.6%	795	667	3.18
Checking whether he can re...	6.8%	630	504	3.18

Surveys completed: 7439 (-1.4% ▼)

CSAT collection rate: 80.6% (-0.1% ▼)

Avg CSAT: 3.15 (0.0% ▲)

Customer satisfaction breakdown

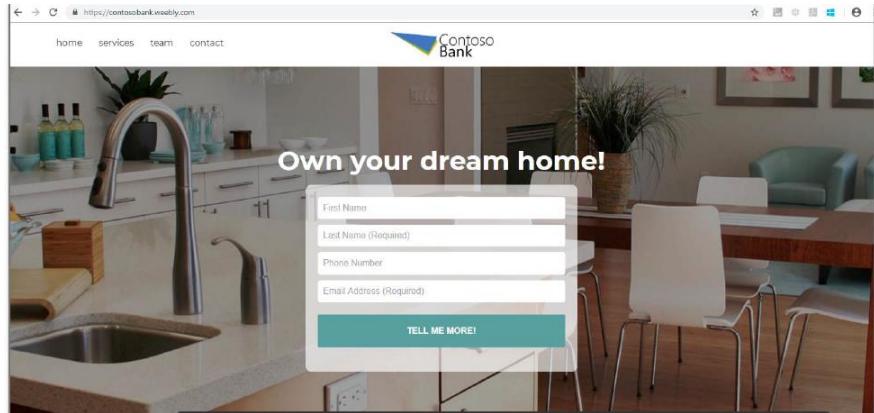
Channel	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Phone	24.7%	21.2%	15.8%	18.8%	19.5%
Email	27.4%	22.8%	17.9%	15.1%	16.7%
Web	25.0%	18.7%	15.1%	21.0%	20.2%
Facebook	13.3%	15.0%	16.7%	26.7%	28.3%
Twitter	15.0%	20.0%	20.0%	22.5%	22.5%

● Very satisfied ● Satisfied ● Neutral ● Dissatisfied ● Very dissatisfied



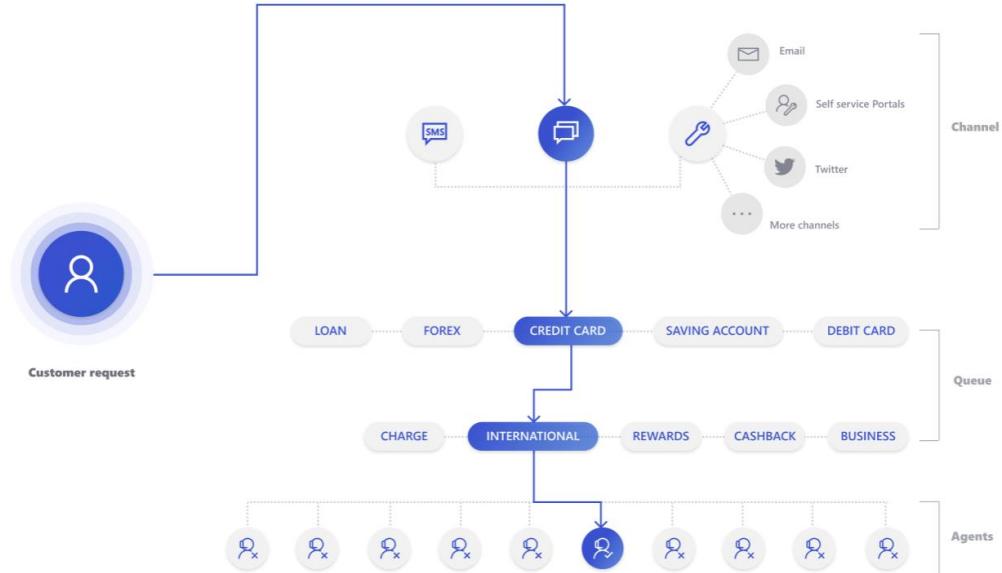
Dynamics 365 for Marketing

- Kampanjoiden ja segmenttien laajennettavuus
- Sisällönhallintajärjestelmien integrointi
- Yhteisöpalveluviestit (Twitter ja Facebook)
- Roskapostiarvon ennusteet sähköposteille



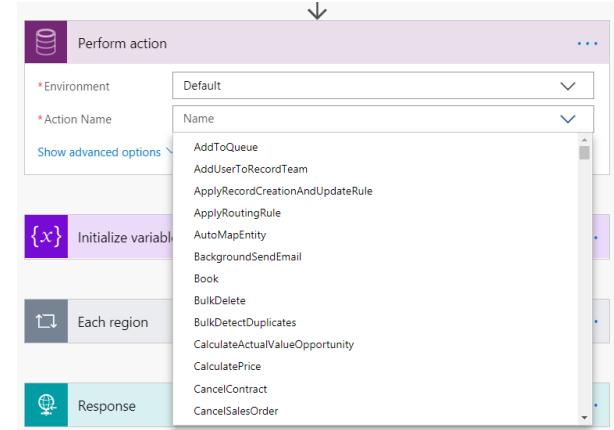
Omni-Channel Engagement Hub

- Pilvipohjainen ratkaisu Dynamics 365 Customer Servicen eri palvelukanavista tulevien yhteydenottojen hallintaan
- Tikettien reititys oikeille asiakaspalvelijoille saatavuuden ja osaamisen perusteella
- Usean rinnakkaisen session hallinta sekä selaimessa että Unified Service Desk (USD) - clientissa



Microsoft Flow

- Pariteetti perinteisten Dynamics CRM:n taustalla ajettavien työnkulkujen toimintojen kanssa
- Flown rakentaminen Microsoft Vision avulla
- Action Center prosessien ja hyväksyntien halintaan



The screenshot shows the Microsoft Flow 'Action Items' interface. The top navigation bar includes 'Flow' and 'Action Items'. The left sidebar has links for 'Home', 'Action items' (which is selected), 'My flows', 'Create', 'Solutions', and 'Learn'. The main area is titled 'Action Items' and shows 'Recent activity' with four cards:

- Today | 3/7/18**: Alana Robinson (AR) - Provide your feedback on new design proposal: Designdraft1.doc. Buttons: Approve (blue checkmark) and Reject (red X).
- Yesterday | 3/6/18**: Contoso (CO) - Lead to Opportunity Sales Process. Status: Qualify. Progress bar: 0% (red dot).
- Yesterday | 3/6/18**: Sarah Rosenfeld (SR) - New feature user stories for testing. Status: Accept. Progress bar: 0% (grey dot).
- 2 d ago | 3/5/18**: Contoso (CO) - Budget and spending approval and sign off process. Status: Triage. Progress bar: 0% (grey dot).

Below this is a section titled 'Actions and Approvals' with tabs for 'Received' (selected), 'Sent', and 'History'. A small 'elisa' logo is in the bottom right corner.

Flow Approvals & Microsoft Teams

The image shows a Microsoft Teams interface with a Flow card open. The card displays two fuel change requests:

- Fuel Change Request for: Route: LAX-LHR**
 - # Fuel Change Request
 - From: 2019-02-19
 - To: 2019-05-02
 - Scope: Route: LAX-LHR
 - Requested Fuel Increase: 385
 - Revert Statistical Decision: False
 - Response: Request More Info
 - Comments: Let's wait to see the impact of the new runway on the time first.

Charles Lamanna (dmeadmin@PMGDemo.onmicrosoft.com) used Microsoft Flow to automate this notification. Learn more

Fuel Change Request for: Flight Number: VS 23
 - # Fuel Change Request
 - From: 2019-04-02
 - To: 2019-05-02
 - Scope: Flight Number: VS 23
 - Requested Fuel Increase: 385
 - Revert Statistical Decision: False
 - Charles Lamanna (dmeadmin@PMGDemo.onmicrosoft.com) used Microsoft Flow to automate this notification. Learn more

Approve | Reject | Request More Info

Flow Approvals & Microsoft Teams

Flow

Request Long Term Fuel Change Approval

When a record is created

Get record

Get manager

Start an approval via Teams (Preview)

Options Item - 1: Approve

Options Item - 2: Reject

Options Item - 3: Request More Info

Add new item

Headline: Fuel Change Request for Scope Detail

Recipient: Mail

Message: Fuel Change Request From Date To Date Scope Scope Detail Requested Fuel Increase Requested Fuel Increase Revert Statistical Decision Revert Statistical Decision

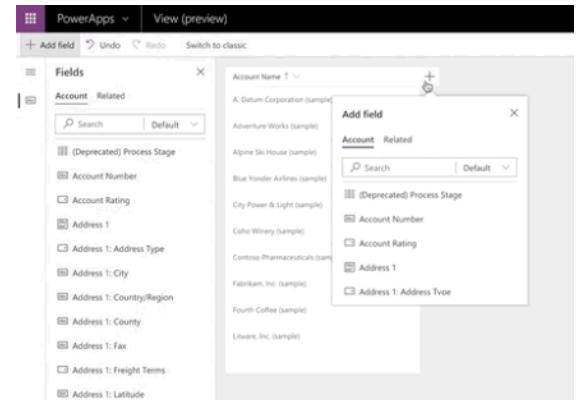
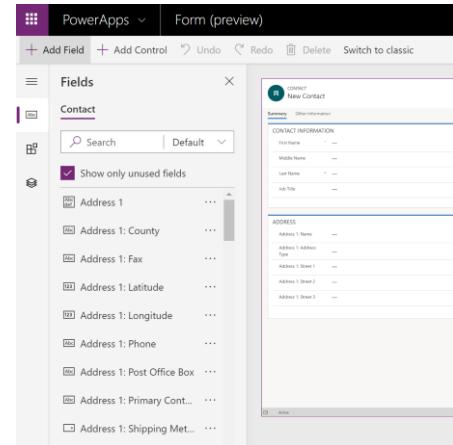
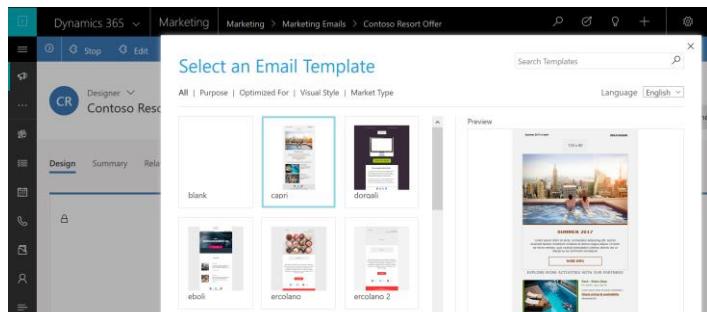
Switch

On selectedOption

elisa

PowerApps

- Uudet lomake- ja näkymäsuunnittelijat Model-driven Apps –kehitykseen
- CDS-näkymäsuodattimien hyödyntäminen tietolähteinä Canvas App -sovelluksissa
- Components-toiminto uudelleenkäytettävien Canvas App –komponenttien luomiseen
- PowerApps Component Framework (PCF) edistyneiden käyttöliittymäkontrollien kehittämiseen



Power Platformin merkitys



PowerApps



Power BI

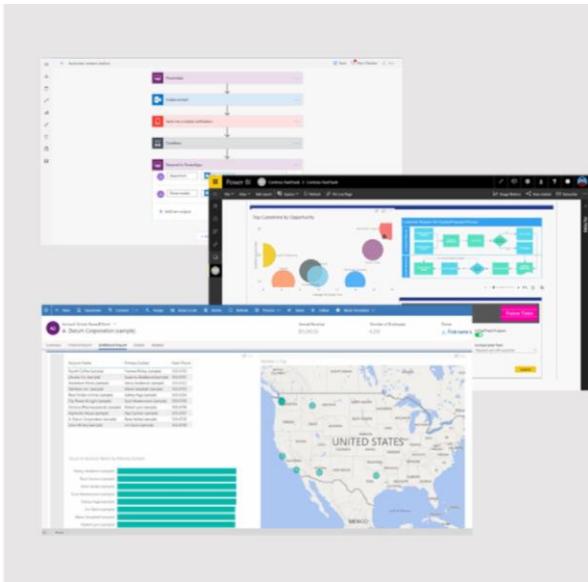


Microsoft Flow

elisa

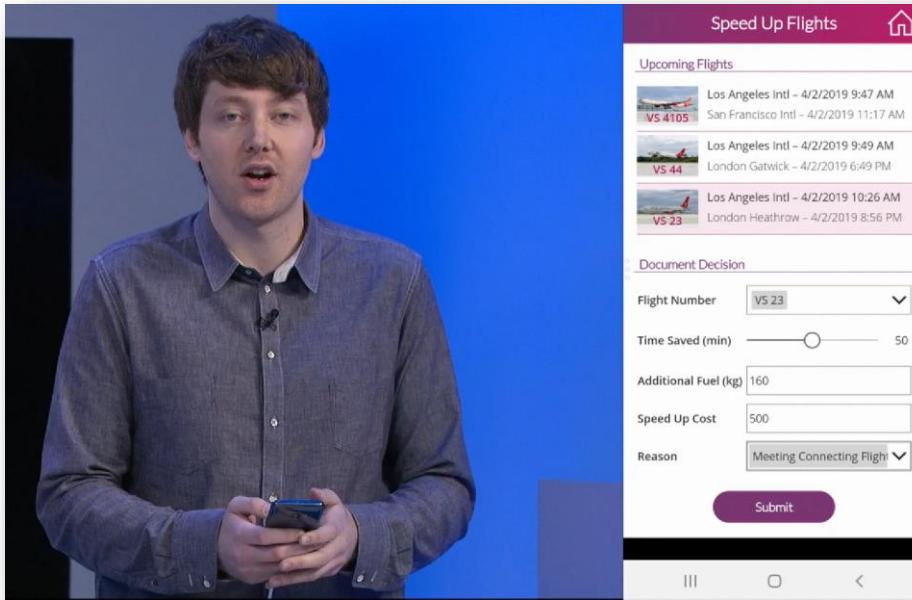
Microsoftin seuraava pilvi?

Power Platform—
Better Together



- Sovellusalusta on merkittäväää uutta liiketoimintaa, johon Microsoft panostaa juuri nyt
- Power user –lähtöiset työkalut yhdistyvät Dynamics 365:n osana kehittyneeseen enterprise-kelpoiseen teknologiaan

Käyttäjälähtöinen sovelluskehitys PowerAppilla

A photograph of a man with brown hair, wearing a blue button-down shirt, standing on a stage with a blue background. He is holding a smartphone in his hands and appears to be speaking. To his right is a screenshot of a mobile application interface titled "Speed Up Flights". The app shows a list of "Upcoming Flights" with details like flight number, destination, and time. Below this is a "Document Decision" section with fields for "Flight Number" (set to VS 23), "Time Saved (min)" (set to 50), "Additional Fuel (kg)" (set to 160), "Speed Up Cost" (set to 500), and a dropdown menu for "Reason" (set to "Meeting Connecting Flight"). A "Submit" button is at the bottom.

- PowerApps tarjoaa helposti lähestyttävän “no-code” – sovelluskehitysvälineen **liiketoiminnan asiantuntijoille** ja Office-tehokäyttäjille
- Prosessien digitalisointi on **nopeutunut** merkittävästi monissa globaaleissa suuryrityksissä, kun koodausprojektien sijaan on voitu keskittyä **liiketoiminnan kehitysprojekteihin**, pääosin sisäisin resurssein
- Lue [Virgin Atlantic case study](#) PowerApps-blogissa

Yksi alusta, monta käyttöliittymää

Dynamics 365 Sales Hub - Yvonne McKay

Contact: Contact - Yvonne McKay

Flying Card Number: 219.513.254
Mileage Balance: 5,000

MEMBER INFORMATION

First Name	Yvonne
Last Name	McKay
Flying Card Number	219.513.254
Mileage Balance	5,000

Tier: Flying Club Gold
Email: yvonne.mckay@contoso.com
Mobile Phone: +1415548211
Preferred Method of Contact: Any

PERSONAL INFORMATION

Status	Mrs.
Nickname	—
Birthday	3/10/1950

Spa Booking History

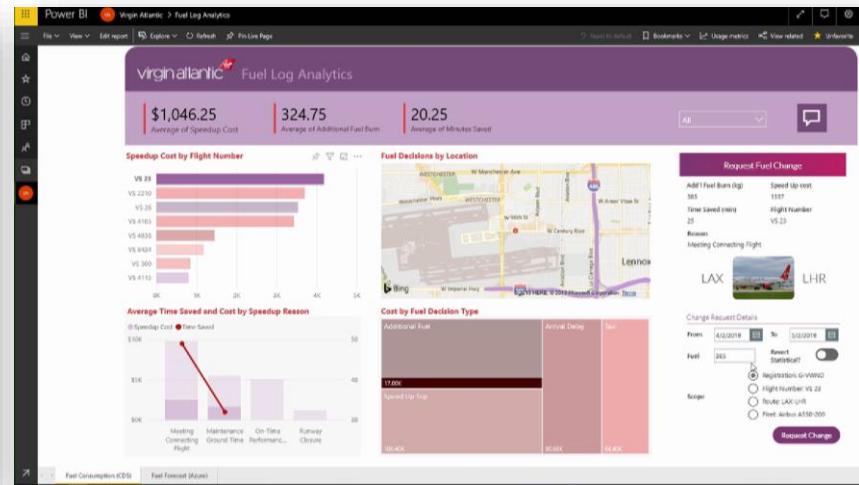
Number of Flights: 3
Number of Spa Bookings: 4

Booking History

Virgin Atlantic VS 4838
San Francisco Intl - 2/5/2019 7:05 AM
New York JFK - 2/5/2019 12:35 PM

Spa booking at New York JFK
2/4/2019 3:27 PM
\$16 Unwind
\$ 32.00

2 action(s) available



Dynamics 365 for Sales

Power BI -raportti

Kiitos!



Markku Suominen

markku.suominen@elisa.fi

linkedin.com/in/markkusuominen



Jukka Niiranen

Jukka.t.niiranen@elisa.fi

linkedin.com/in/jukkaniiranen

Tutustu



Microsoft
Dynamics 365

yrityksille.elisa.fi/microsoft-dynamics-365

Linkki kiitosviestissä!