



elisa

Mitä seuraava Microsoft Business Applications –
julkaisujuna tuo tullessaan?

Elisa webinaari 4.4.2019

Jukka Niiranen, Markku Suominen

Aamun agendalla:

- 2.4. Launch Event yhteenveto
- Uusi päivitysprosessi
- Kevään tärkeimmät uutuuudet
- Power Platformin merkitys



Markku Suominen



Jukka Niiranen

April '19 Virtual Launch Event

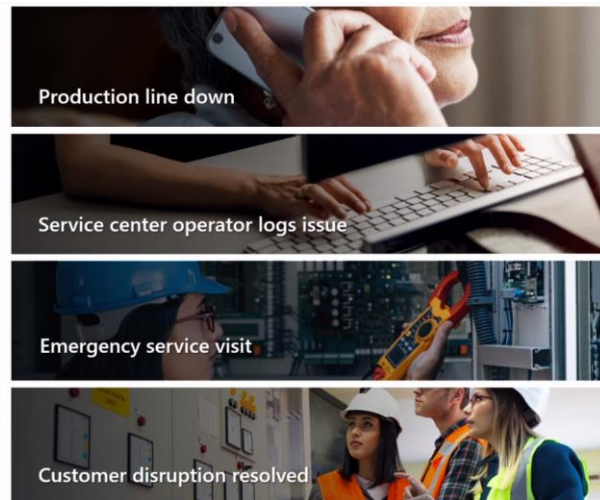


elisa

Entisajan reaktiiviset liiketoimintasovellukset

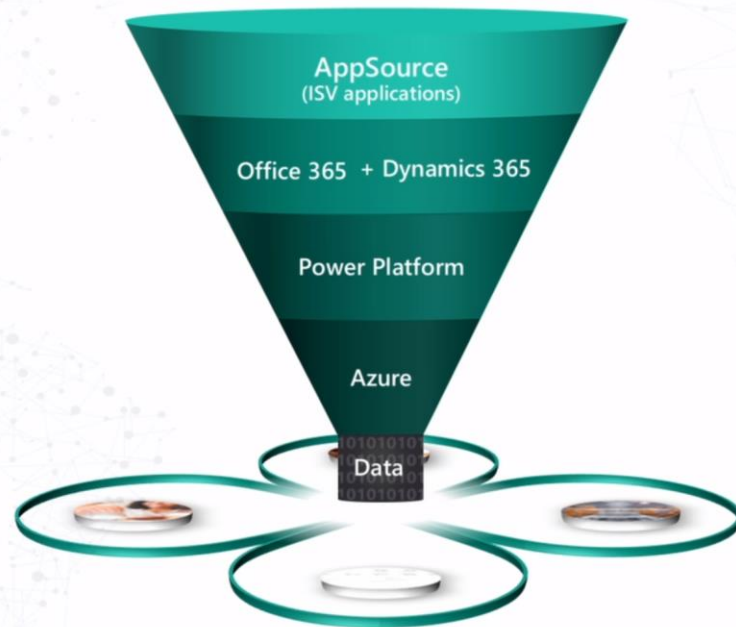


Reactive



Moderni proaktiivinen liiketoiminta-alustat

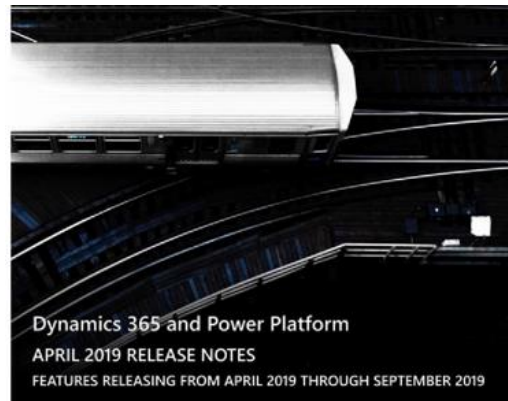
Digital feedback loop



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*

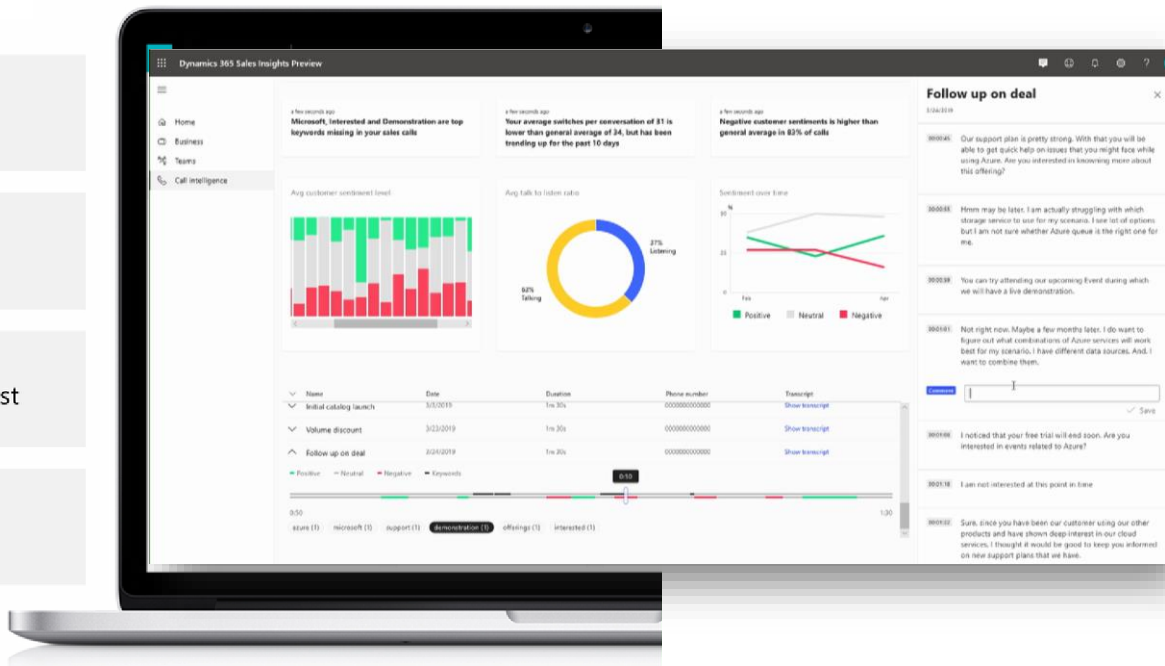
Get answers with rich visualizations using a natural language experience

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



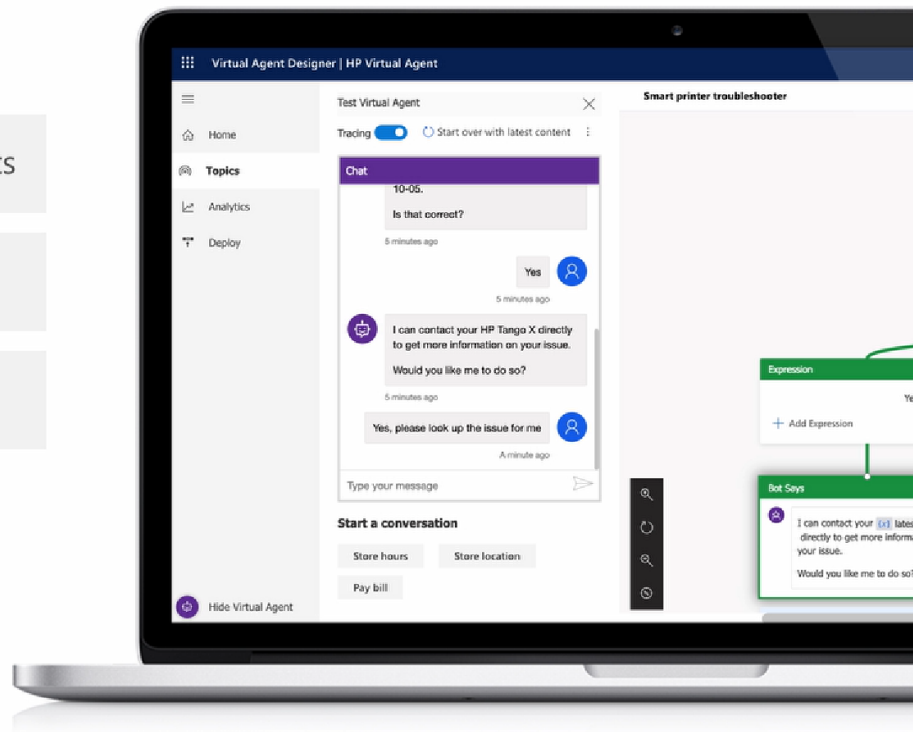
* Public preview

Dynamics 365 Virtual Agent for Customer Service

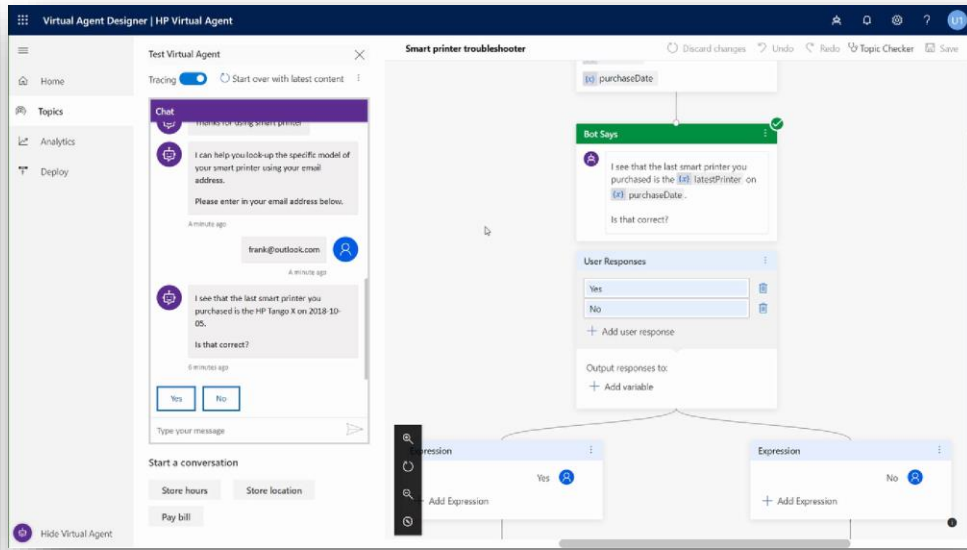
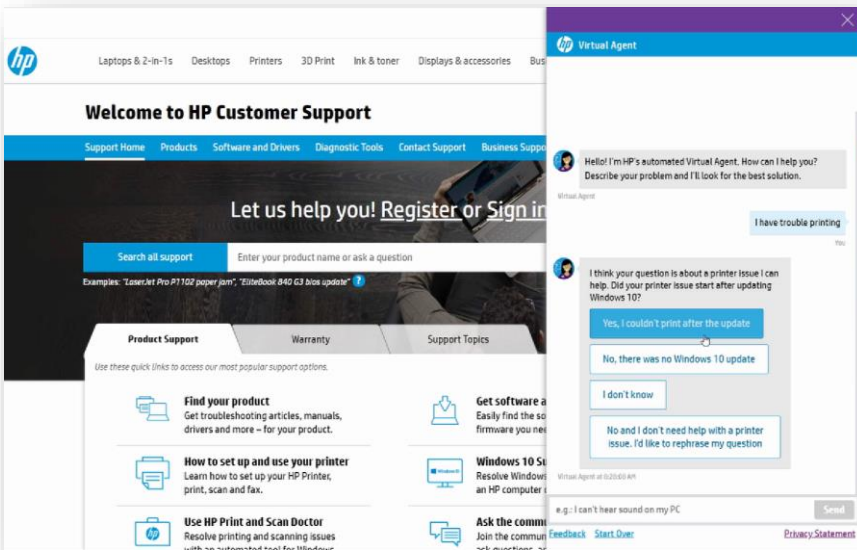
No code required to create virtual agents

Offer personalized experiences

Go beyond conversational search



Dynamics 365 Virtual Agent for Customer Service



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

3

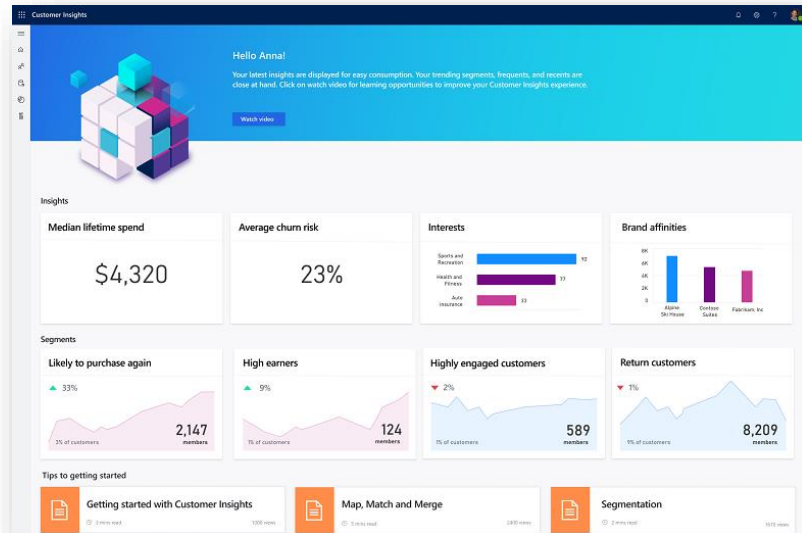
Enable powerful AI and Insights

- Data gravity around customer entity enables the best AI/insights/KPIs
- Accelerate the process through quick start "templates"

4

Power your business processes

- 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)



Dynamics 365 Customer Insights

The screenshot shows the 'Edit rule' interface in Dynamics 365 Customer Insights. The top navigation bar includes 'Dynamics 365' and 'Customer Insights'. The left sidebar lists navigation options: Home, Customers, Segments, Measures, Data, Data sources, Entities, Unify, Enrichment, Activities, Relationships, and Admin. The main content area displays 'Unique customers' as 2,033,397, updated on 1/28/19 at 9:42 PM. Below this is a 'Match order' table with columns 'Entity', 'Name', and 'Age'. The table lists four rules: 1. Primary Contact: D365 (Age 1,7), 2. Interactions: SiteCoreLatest (Age 10), 3. TwitterFeed: FalconLatest (Age 10), and 4. LogScore: LogLatest (Age 99). The 'Rules' section shows a list of rules with a 'Name' column. The 'Conditions' section allows setting conditions on how records will match by choosing equivalent fields in entities. It includes fields for 'Entity' (Contact: D365), 'Field' (firstName, lastName, EMailAddress1), 'Precision' (Low, High, Medium), and 'Normalize' (Type (Phone, Name)).

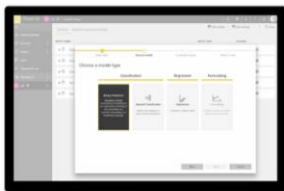
The screenshot shows the customer profile for 'Niels Snabe' in Dynamics 365 Customer Insights. The top navigation bar includes 'Dynamics 365' and 'Sales Hub'. The left sidebar lists navigation options: New, Deactivate, Connect, Assign, Email a Link, Delete, Create Invitation, Refresh, Process, and a dropdown menu. The main content area displays the customer's profile, including a 'Contact Onboarding' status (Active for 57 days), a 'Lead' status, and a 'Customer (57 D)' status. The 'Summary' tab is selected, showing contact information: Email (snabeniels@gmail.com), Primary Phone (---), Mobile Phone (+45 677 24 68), Preferred Method of Contact (Any), Address 1: Street 1 (Ben Websters Vej 4, 2. tv), Address 1: Street 2 (---), Address 1: Street 3 (---), Address 1: City (København SV), Address 1: State/Province (---), and Address 1: ZIP/Postal (2450). The 'CUSTOMER INSIGHTS TIMELINE' section shows a list of events: Gardens - 3/1/18 (New Twinkl card membership), Gardens - 4/5/18 (Event 'Carpark North'), Tweet - 4/5/18 (Message 'Cool concert with Carpark North'), Gardens - 5/7/18 (Promotion 'Bring a friend for rock'), and Gardens - 5/7/18 (Promotion 'Free Royal Beer').

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

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 Contacted	int4
State	String
Inventory Levels	String
On backorder	Boolean

Backorder Risk Model Training Data

Backorder Risk Model Testing Data

Demand Forecasting

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

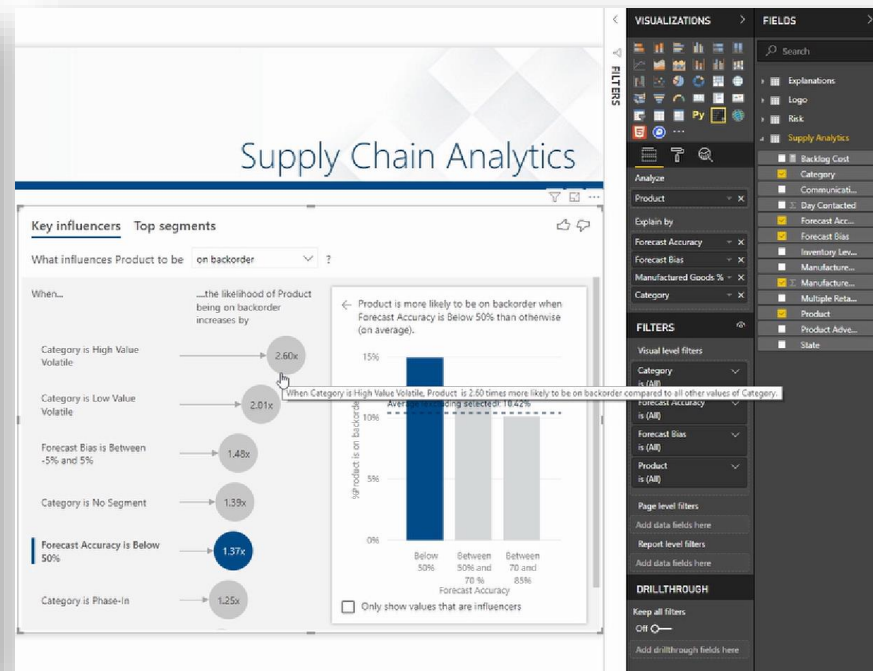
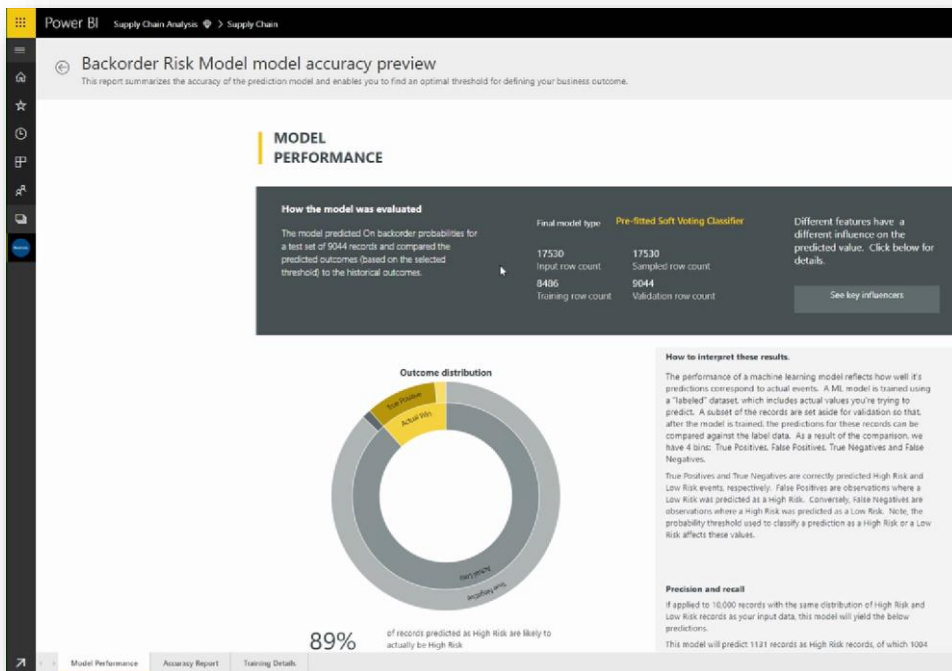
Backorders

Historical outcome field

Manufactured Goods %

Next Cancel

Koneoppimismallit Power BI:n raporteissa



Dynamics 365 Fraud Protection

Protecting Microsoft Ecommerce

Diverse buying experiences and product variety

Risk protects
~1.1B
Transactions* / Year

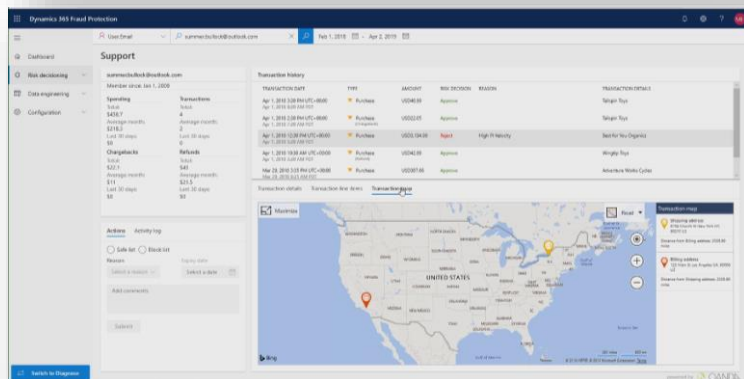
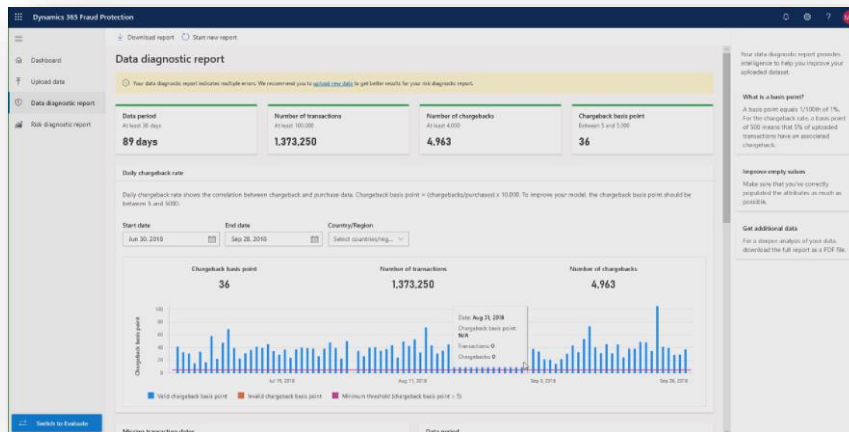
Operates at scale

Risk touches
760M
Monthly Active Users

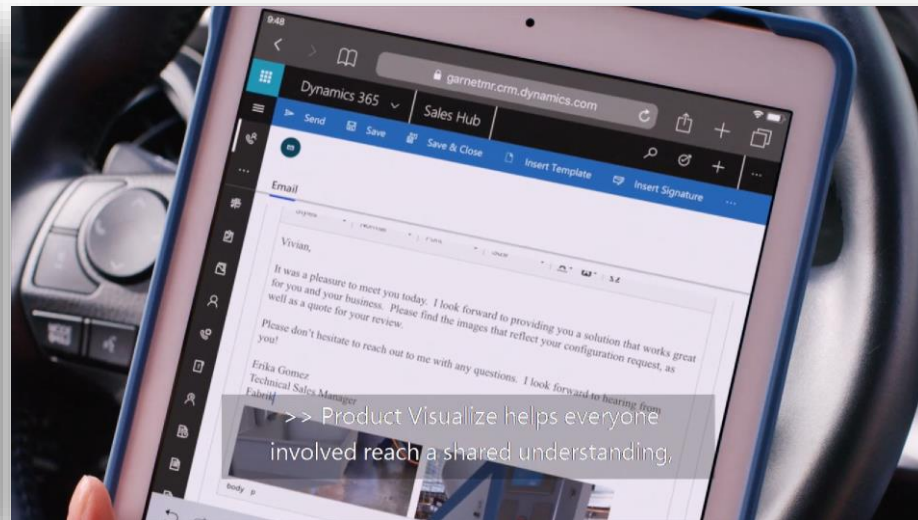
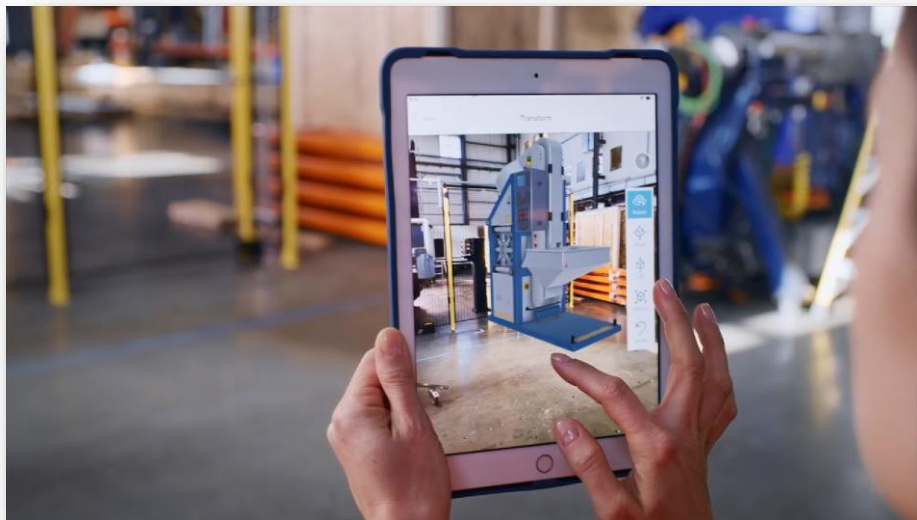
2019 INFORMS Franz Edelman award finalist

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


 | [Docs](#) [Get Dynamics 365](#) [Release Notes](#) [Support](#) [Regional availability](#) [Trust Center](#) [AppSource](#) [More](#)

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 displays the Power Platform Admin center interface. On the left is a navigation pane with options: Help + support, Analytics, Environments (selected), Data integration, Data Gateway, Data policies, and Admin centers. The main content area shows the 'Environments > Elisa Sales' page. It includes a 'Details' section with the following information: Environment URL (elisasalesapp1.crm4.dynam...), State (Ready), Region (Europe, Middle East, Africa), Type (Sandbox), and Current usage (1.68 GB). On the right side of the interface, there is an 'Updates' panel. It features a close button (X) and lists two updates: 'April 2019 update' with a note that changes will go live in April but can be activated early, and 'Dynamics 365 apps update' with a note to upgrade to the latest versions. Both updates include a link to 'Learn more'. A prominent purple 'Activate now' button is located below the first update.

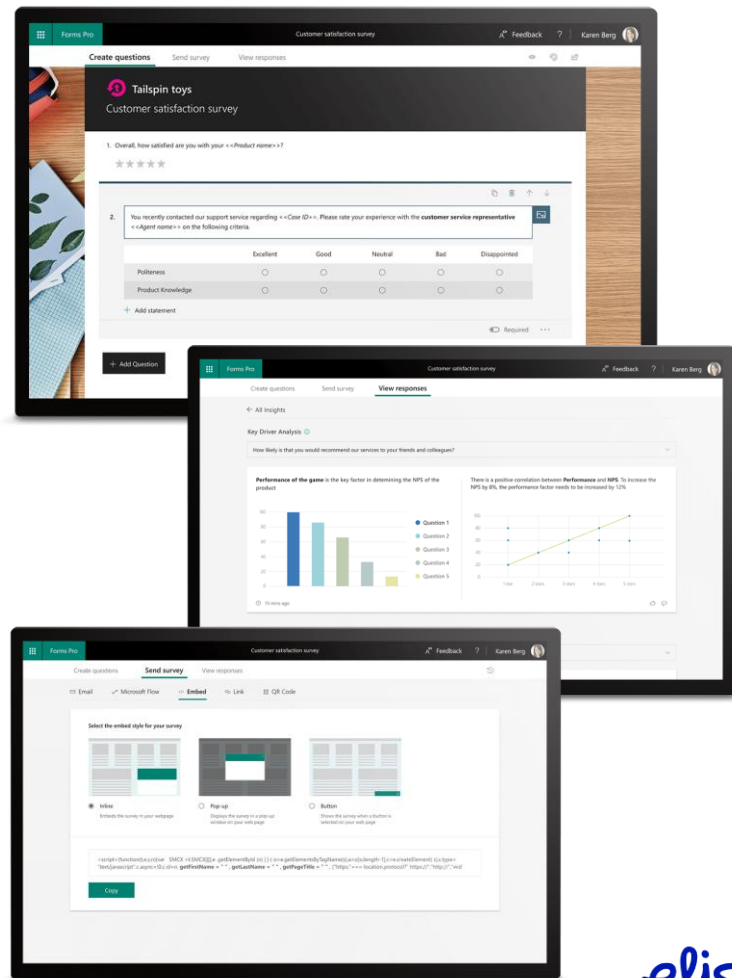
Kevään tärkeimmät uutuudet



elisa

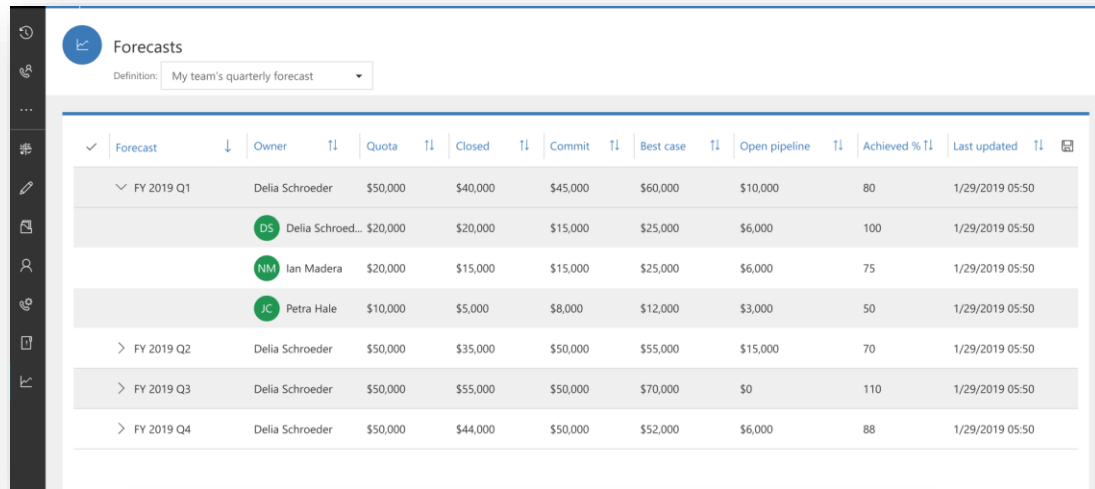
Microsoft Forms Pro

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



Sales forecasting

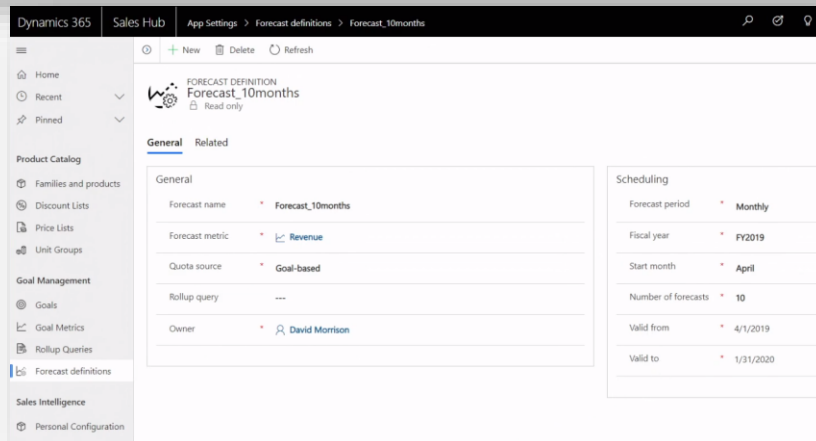
- Myyntiennusteiden hallinta määritetyille aikajaksoille
- Ennusteiden tarkastelu, arvojen muokkaus ja tavoitteiden asettaminen yksittäisille myyjille ja myyntitiimeille
- Myyntimahdollisuuksien linkittäminen ennusteluokkiin



Forecasts

Definition: My team's quarterly forecast

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 Schroeder	\$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



Dynamics 365 Sales Hub App Settings > Forecast definitions > Forecast_10months

+ New - Delete Refresh

FORECAST DEFINITION
Forecast_10months
Read only

General Related

General

Forecast name * Forecast_10months

Forecast metric * Revenue

Quota source * Goal-based

Rollup query ---

Owner * David Morrison

Scheduling

Forecast period * Monthly

Fiscal year * FY2019

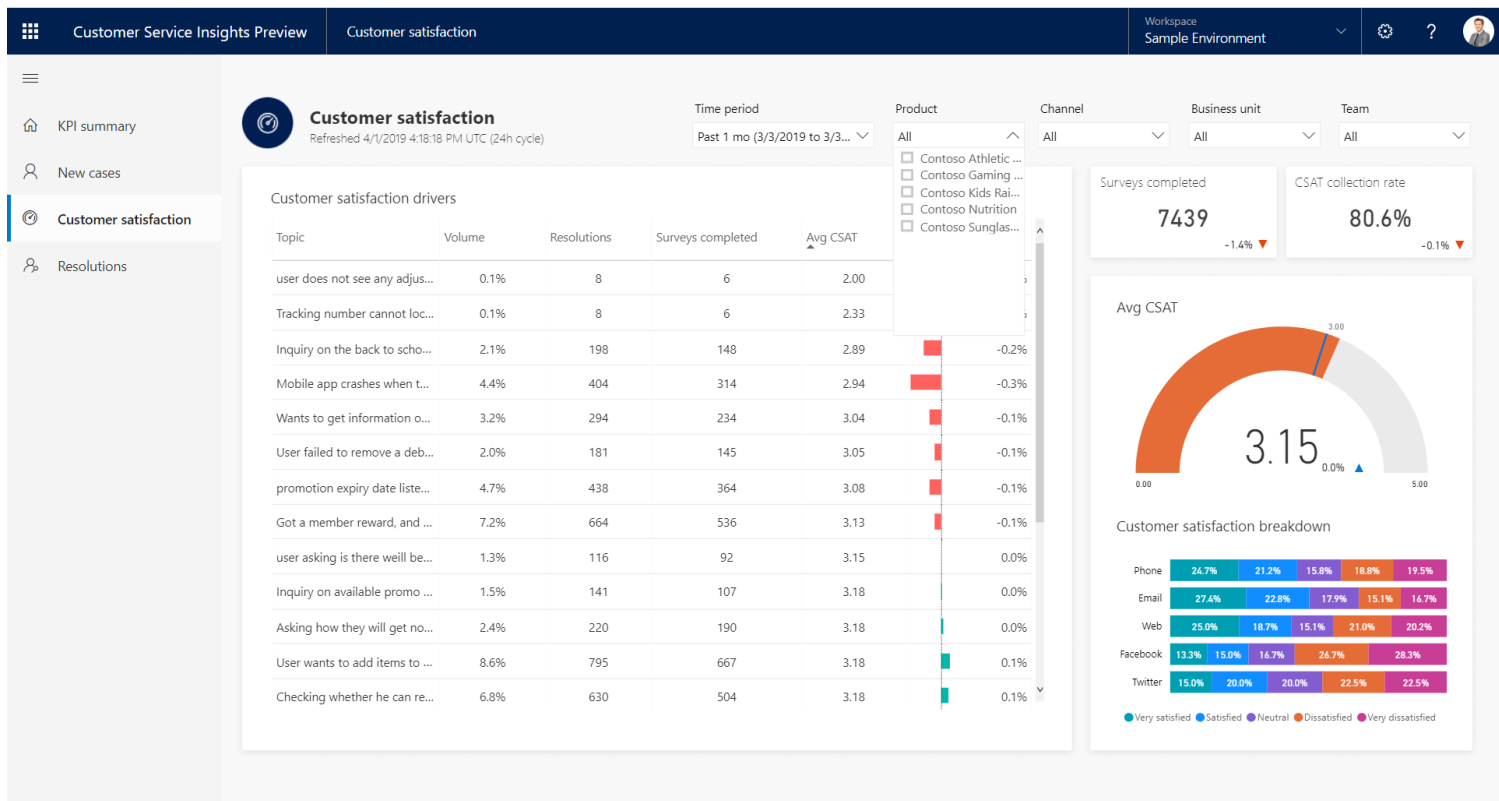
Start month * April

Number of forecasts * 10

Valid from * 4/1/2019

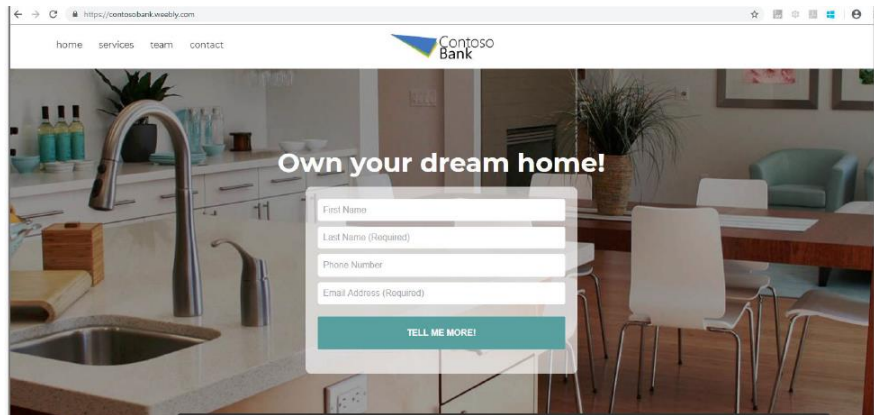
Valid to * 1/31/2020

Dynamics 365 for Customer Service Insights



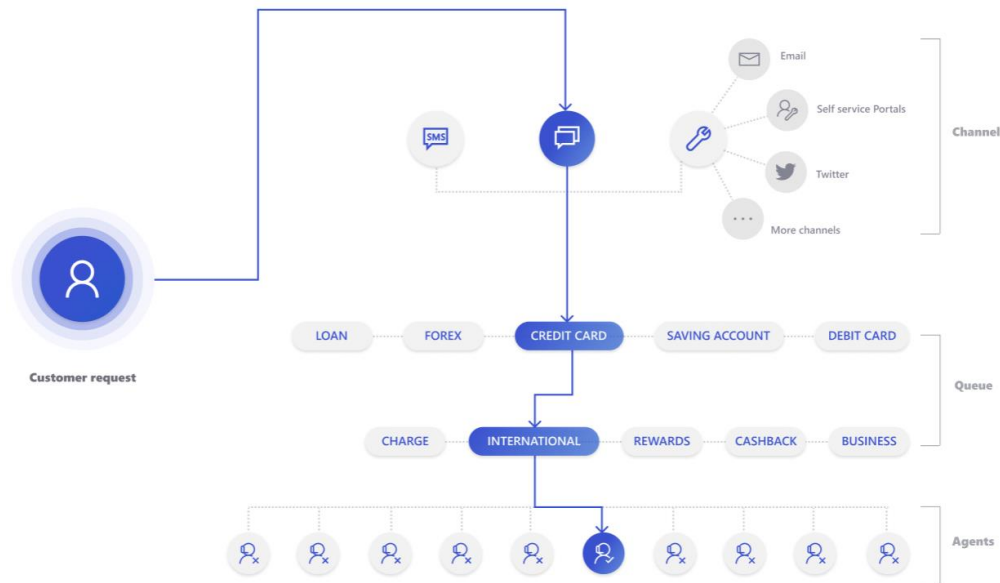
Dynamics 365 for Marketing

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



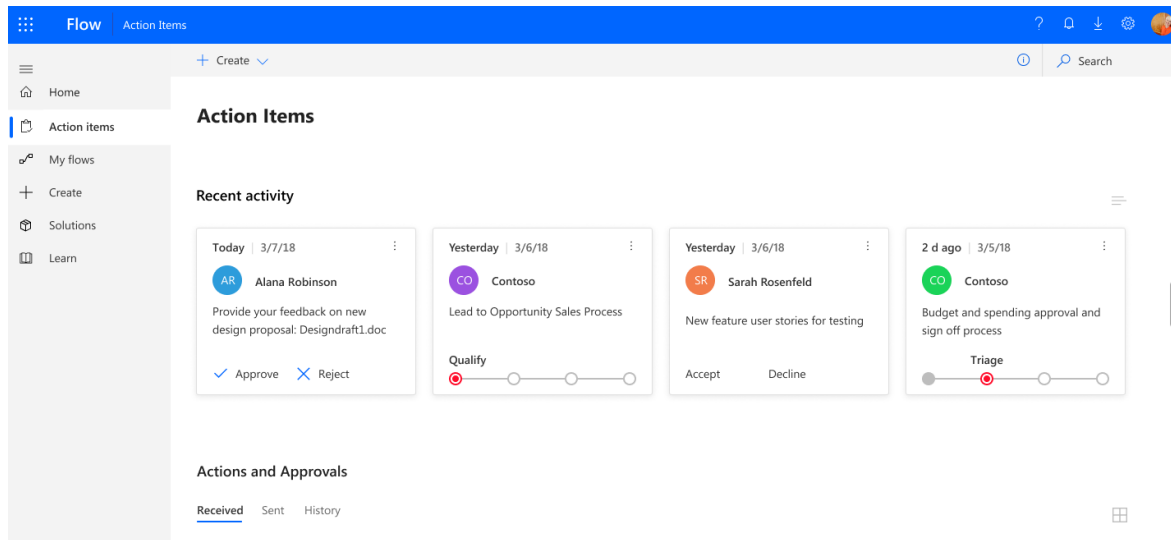
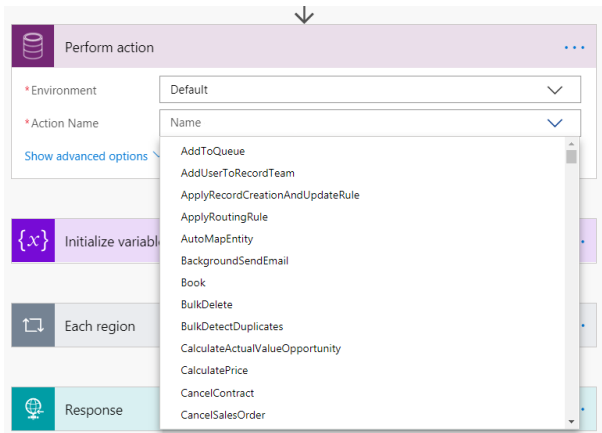
Omni-Channel Engagement Hub

- 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



Flow Approvals & Microsoft Teams

The image shows a Microsoft Teams chat window on the left and a Microsoft Flow workflow on the right. A large blue arrow points from the 'Approve' button in the Teams chat to the 'Approve' option in the Flow workflow.

Microsoft Teams Chat:

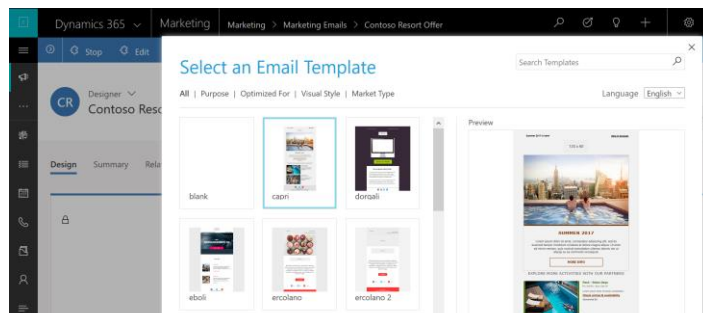
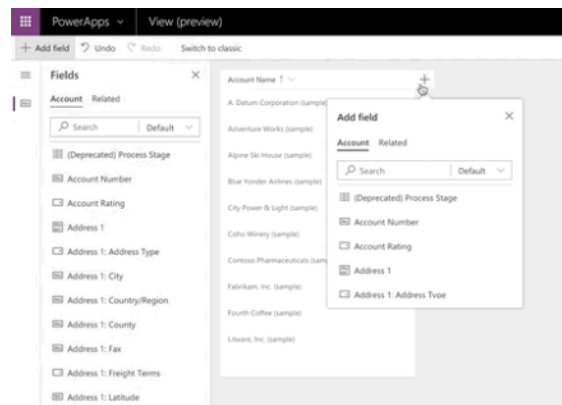
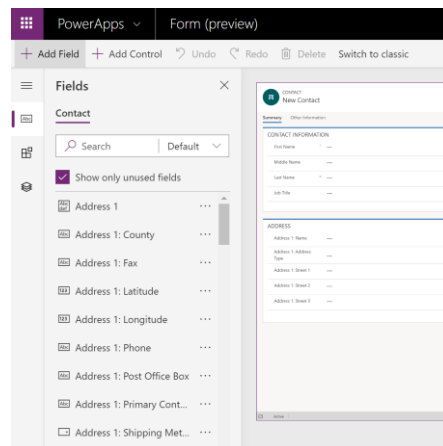
- Flow** (Search or type a command)
- Conversation** (Flows, Approvals, About)
- Message:** Charles Lamanna (demoadmin@PM3Demo.onmicrosoft.com) used Microsoft Flow to automate this notification. Learn more.
- Flow:** 6:40 AM: Updated
- Fuel Change Request for: Route: LAX-LHR**
 - # Fuel Change Request
 - 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 taxi time first.
 - Charles Lamanna (demoadmin@PM3Demo.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 (demoadmin@PM3Demo.onmicrosoft.com) used Microsoft Flow to automate this notification. Learn more.
 - Buttons:** Approve, Reject, Request More Info

Microsoft Flow Workflow:

- 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: x
 - *Recipient: Mail x
 - *Message:
 - # Fuel Change Request
 - From: From Date x
 - To: To Date x
 - Scope: Scope Detail x
 - Requested Fuel Increase: Requested Fuel Increase x
 - Revert Statistical Decision: Revert Statistical Decision x
- Switch**
 - *On: selectedOption: x

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

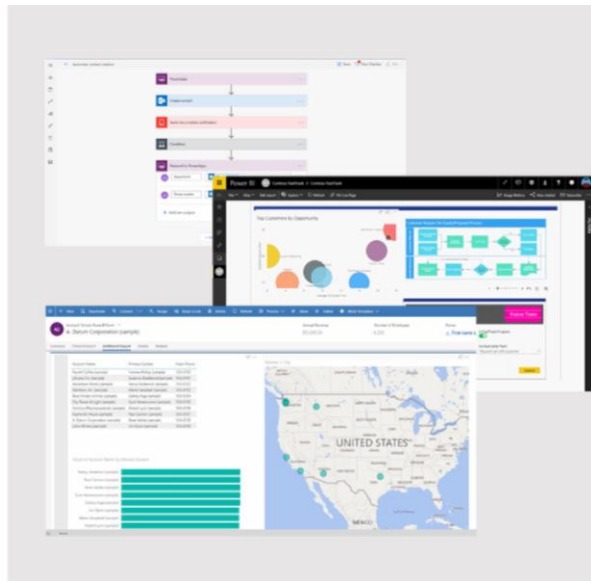


Microsoft Flow

elisa

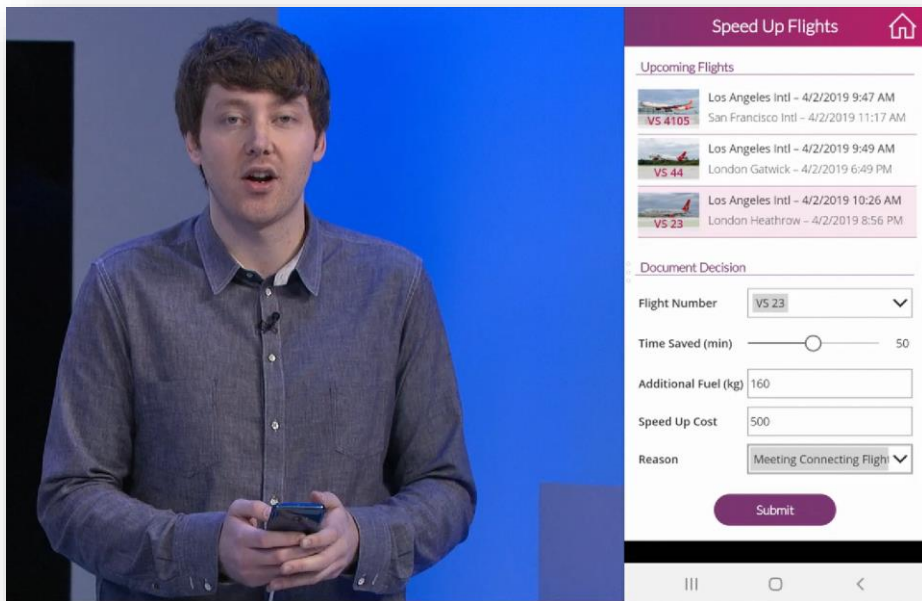
Microsoftin seuraava pilvi?

Power Platform— Better Together



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

Käyttäjälähtöinen sovelluskehitys PowerAppsilla



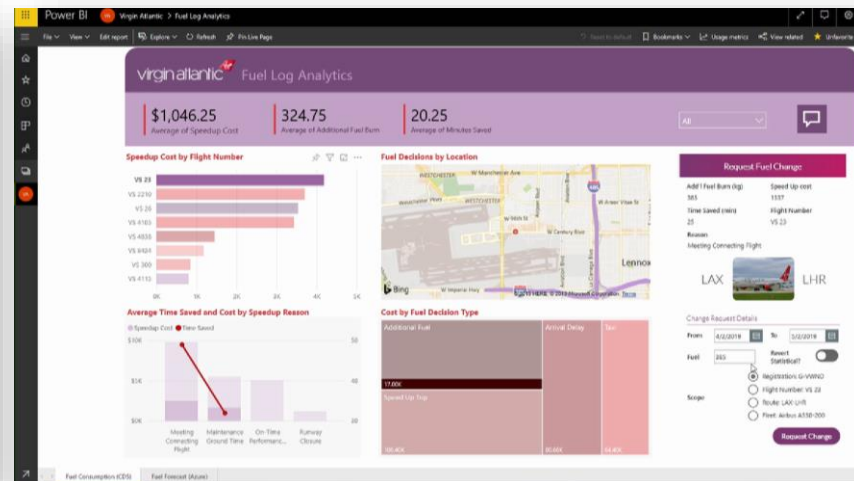
- PowerApps tarjoaa helposti lähestyttävän “no-code” – sovelluskehitysvälineen **liiketoiminnan asiantuntijoille** ja Office-tehokäyttäjille
- Prosessien digitalisointi on **nopeutunut** merkittävästi monissa globaaleissa suuryrityksissä, kun koodausprojektien sijaan on voitu keskittyä **liiketoiminnan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

Yksi alusta, monta käyttöliittymää

The screenshot displays the Dynamics 365 Sales Hub interface for a contact named Yvonne McKay. The interface is divided into several sections:

- Summary:** Shows contact details like Flying Card Number (219313254) and Mileage Balance (5,000).
- MEMBER INFORMATION:** Includes fields for First Name (Yvonne), Last Name (McKay), Flying Card Number, Mileage Balance, Tier (Flying Club Gold), Email (yvonne.mckay@contoso.com), Mobile Phone (+1415582711), and Preferred Method of Contact (Key).
- PERSONAL INFORMATION:** Includes fields for Salutation (Mrs.), Nickname, and Birthday (3/10/1990).
- Spa Booking History:** A section with a purple header showing 'Number of Rights' (3) and 'Number of Spa Bookings' (4). It lists a booking for 'Virgin Atlantic VS 4838' from San Francisco to New York JFK on 2/5/2019 at 7:05 AM, and another booking for 'Spa booking at New York JFK' on 2/4/2019 at 3:27 PM for \$32.00, with a \$16 Unwind option.
- CUSTOMER DETAILS:** Includes Company (Tey Research), Job Title (Sales Director), Business Phone (+13084682321), and various address fields.

Dynamics 365 for Sales



Power BI -raportti

Kiitos!



Markku Suominen

markku.suominen@elisa.fi

linkedin.com/in/markkusuoimin



Jukka Niiranen

Jukka.t.niiranen@elisa.fi

linkedin.com/in/jukkaniiranen

Tutustu



Microsoft
Dynamics 365

yrityksille.elisa.fi/microsoft-dynamics-365

Linkki kiitosviestissä!