**What's new in Dynamics 365 Business Central telemetry - December 2023**

It is December and it has been a month since the last newsletter. It’s been quiet month in the product group where we reflected on feedback from the Directions EMEA 2023 conference and are slowly starting the work on the 2024 release wave 1.

The bleeding edge news on Dynamics 365 Business Central telemetry used to happen on Twitter/X, but I am not sure about the future of this platform, so will stay there for a bit, but I am not very active there at the moment.

The intention of these monthly newsletters is to try to gather everything that I know and learn about this area and present it here. Let’s go…

In the December 2023 edition, read about these things:

* Power BI Usage apps – December updates
* New signal/updates
* Documentation updates
* New blogs and videos

# Power BI Usage apps – December updates

The December updates for both apps are not bringing revolutionary changes, but maybe the few things that happened are just what can help you be more productive with telemetry.

## Environment Usage app (for VARs)

**Error report**

New page on *PTE upload validation diagnostics*. Let’s you track any compilation error that happened during the validation of an uploaded Per-Tenant Extensions to the environment from the Extension Management page in the client.

**Administration report**

New page *Retention policy changes*. Let’s you track any changes to retention policies.

New page on *PTE upload validations*. Let’s you track any attempt to upload Per-Tenant Extensions to the environment from the Extension Management page in the client.

Release note: <https://github.com/microsoft/BCTech/blob/master/samples/AppInsights/PowerBI/Reports/AppSource/environment-app-pbix/changelog.txt>

## App Usage app (for ISVs)

A single thing happened: I added new parameter "Include only these AppIds". This allows you to filter the report dataset (at refresh time) to only include certain apps.

Release note: <https://github.com/microsoft/BCTech/blob/master/samples/AppInsights/PowerBI/Reports/AppSource/isv-app-pbix/changelog-isv-app.txt>

# New signal/updates

**Coming soon/in the works (no ETA given)**

PTE upload failures. Early KQL samples is available now. Check them out here:

<https://github.com/microsoft/BCTech/blob/master/samples/AppInsights/KQL/Queries/ExampleQueriesForEachArea/PTEUploadValidation.kql>

Business Events lifecycle events (coming in 23.x).

Early KQL samples is available now. Check them out here: <https://github.com/microsoft/BCTech/blob/master/samples/AppInsights/KQL/Queries/ExampleQueriesForEachArea/BusinessEvents.kql>

Onboarding telemetry: format data of date dimensions

# Documentation updates

Nothing to mention this time.

# Tips and tricks

**Powerpoint decks for you to present on telemetry**

I was asked by someone at Directions EMEA 2023 if they could get a copy of the BCLE deck for "What’s new in Telemetry". In case others can use it for any presentation (internal or external event), a cleaned-up version is now available here:

<https://github.com/microsoft/BCTech/tree/master/samples/AppInsights/Presentations/decks>

In case that you missed it, the BCTech repo has many more Powerpoint decks on this topic, e.g.

* Sales: Base follow-up meetings with customers on data to provide more value
* Projects: Get more data-driven before/during/after go-live.
* Product owners (ISV): Learn about your customers and users, how they use your app, which errors they get, and customer growth/churn.
* Strategic usage of telemetry for partners. Learn how we use telemetry (we have just enabled it) all over your partner practice. This deck is built around the Telemetry Maturity Model.
* Introduce telemetry to your organization.
* Trainers: Help partners/colleagues get more data-driven with telemetry.

Check out BCTech to see if there is a deck that resonates with you:

<https://github.com/microsoft/BCTech/tree/master/samples/AppInsights/Presentations#what-power-point-presentations-are-available>

# Blog posts and videos

D365 Senior Solution Architect José Miguel Azevedo blogged on how to alert on job queue failures with Power Automate: <https://maique00.wixsite.com/blog/post/automatic-alerts-when-bc-job-queue-fails-low-code>

Microsoft MVP Eric Wauters aka Waldo blogged about telemetry cost and how to use Power BI metrics to monitor this:

<https://www.waldo.be/2023/11/27/a-bc-telemetry-story-monitor-your-telemetry-usages/>

(

see also this part of the telemetry documentation: <https://learn.microsoft.com/en-us/dynamics365/business-central/dev-itpro/administration/telemetry-control-cost>

)

Microsoft MCT and performance specialist Duilio Tacconi blogged about how to solve a performance issue with APIs using telemetry:

<https://duiliotacconi.com/2023/11/05/outgoing-web-service-telemetry-a-practical-example/>

Microsoft MVP Stefano Demiliani blogged about how to automate setting up telemetry and on telemetry cost: <https://demiliani.com/2023/11/20/dynamics-365-business-central-automate-the-telemetry-setup/>

The recording of the BCLE video *What’s new in telemetry* session is now available from the official Business Central YouTube channel*:* <https://www.youtube.com/watch?v=7rIHz0zrgWU>

Did you know that the BCTech repo has pages with links to blog posts and videos on telemetry?

Blogs: <https://github.com/microsoft/BCTech/blob/master/samples/AppInsights/BLOGS.md>

Videos: <https://github.com/microsoft/BCTech/blob/master/samples/AppInsights/VIDEOS.md>

If you create blog posts/videos on telemetry (or know of things that are not linked from these two pages), feel free to do a pull request to the repository (or send me an email/message).

# Ask Me Anything (AMA) from Microsoft roundtable on data-driven implementations

Earlier this month, I wrote a longer article on telemetry titled

*Ask Me Anything (AMA) from Microsoft roundtable on data-driven implementations*

<https://www.linkedin.com/pulse/ask-me-anything-ama-from-microsoft-roundtable-kennie-nybo-pontoppidan-07s2f>

Below, I have highlighted two things that is worth repeating:

1. A question about learning resources on how to use telemetry in a partner practice
2. How to get low friction go-lives and help customers optimize their investments with telemetry data

**Question: So far, my understanding is: telemetry is similar to the event viewer, but in the cloud. It looks like telemetry is a lot more than that. How can we leverage it across entire project lifecycle? Are there any learning resources?**

Yup.

Learn about personas and usage scenarios here: <https://learn.microsoft.com/en-us/dynamics365/business-central/dev-itpro/administration/telemetry-power-bi-app#use-the-app>

For people working in sales, see this part (Data-driven “How to do more with less” with Business Central aka “The sales meeting from Hell”) (8 minutes)

<https://www.youtube.com/watch?v=Ka7MWV3OyII&t=26m>

of the video Get Low Friction Go Lives and Optimize Your Investments with Telemetry Data.

For project managers, see this part (Data-driven “How to do more with less” with Business Central aka “The sales meeting from Hell”) (10 minutes)

<https://www.youtube.com/watch?v=Ka7MWV3OyII&t=10m43s>

of the video Get Low Friction Go Lives and Optimize Your Investments with Telemetry Data.

For people working with strategy in your partner organization, take a look at the playbook Using telemetry to improve your partner practices and processes:

<https://github.com/microsoft/BCTech/tree/master/samples/AppInsights/Presentations#what-power-point-presentations-are-available:~:text=ISV%20product%20owners-,strategic,-Learn%20how%20we>

**Get Low Friction Go Lives and Optimize Your Investments with Telemetry Data**

As mentioned above, earlier this year I recorded this session

Get Low Friction Go Lives and Optimize Your Investments with Telemetry Data

for the DynamicsCon Virtual conference

<https://www.youtube.com/watch?v=Ka7MWV3OyII>

The video is 40 minutes end to end and I got some feedback that this is too long for many people to invest without knowing if this is for them. That is a fair point. So I am working with the DynamicsCon team to add timing sections to the video. Until that happens, here they are in case you want to dive into a specific topic:

What is telemetry and why should I care (starts at 1 min, 38 sec): <https://www.youtube.com/watch?v=Ka7MWV3OyII&t=88s>

Power BI demo on Business Central telemetry data (starts at 3 min, 33 sec): <https://www.youtube.com/watch?v=Ka7MWV3OyII&t=3m33s>

Data-driven, low-friction Business Central go-lives (starts at 10 min, 43 sec): <https://www.youtube.com/watch?v=Ka7MWV3OyII&t=10m43s>

How to track errors before/during go-lives (starts at 20 min, 58 sec): <https://www.youtube.com/watch?v=Ka7MWV3OyII&t=20m58s>

Data-driven “How to do more with less” with Business Central aka “The sales meeting from Hell” (starts at 26 min): <https://www.youtube.com/watch?v=Ka7MWV3OyII&t=26m>

I want this. What should I tell my administrator? (starts at 34 min): <https://www.youtube.com/watch?v=Ka7MWV3OyII&t=34m>

# Signup to the newsletter (and/or spread the word)

That's it for the December newsletter. If you made it all the way down here, then you are truly a Telemetry Hero. See you in a month.

If you liked the newsletter and think that others might benefit from it as well, please send them the signup link here:

<https://www.linkedin.com/newsletters/6981923051273658368>

All 23 earlier posts are also available from there.

PS. Would love to hear your experiences on using alerts to be more proactive. Reach out (or blog about your experiences.)

PPS. It is not too late to rate the Power BI apps on Appsource 😊 Your feedback matters (a lot).

Do it here:

<https://appsource.microsoft.com/en-us/product/power-bi/microsoftdynsmb.bc_telemetry_pbi_app>

(for environment telemetry)

or

<https://appsource.microsoft.com/en-us/product/power-bi/microsoftdynsmb.bc_telemetry_pbi_app_isv_version>

(for app telemetry)