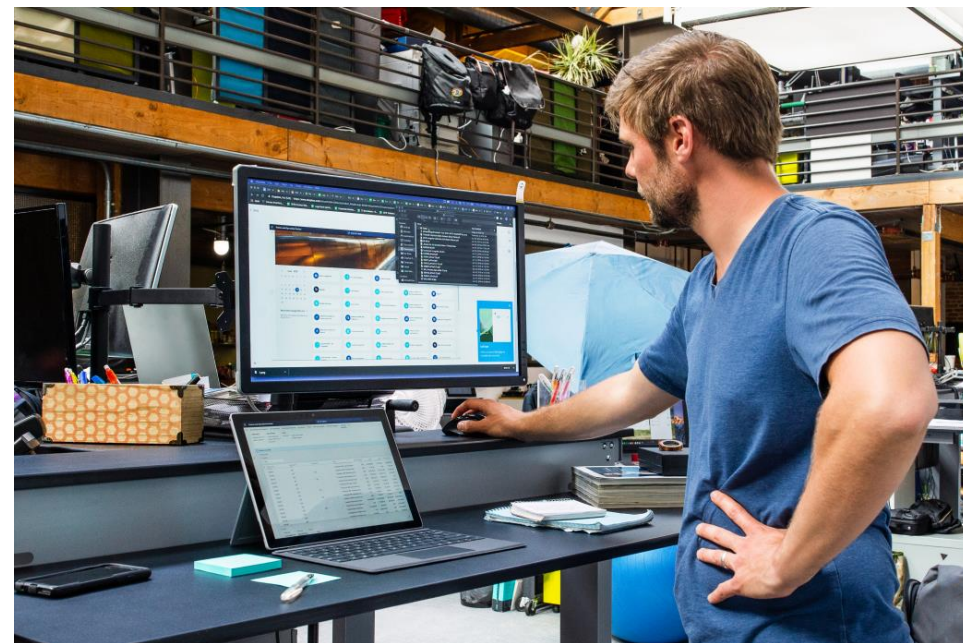




Interfaces with Dynamics 365 Operations for ISVs

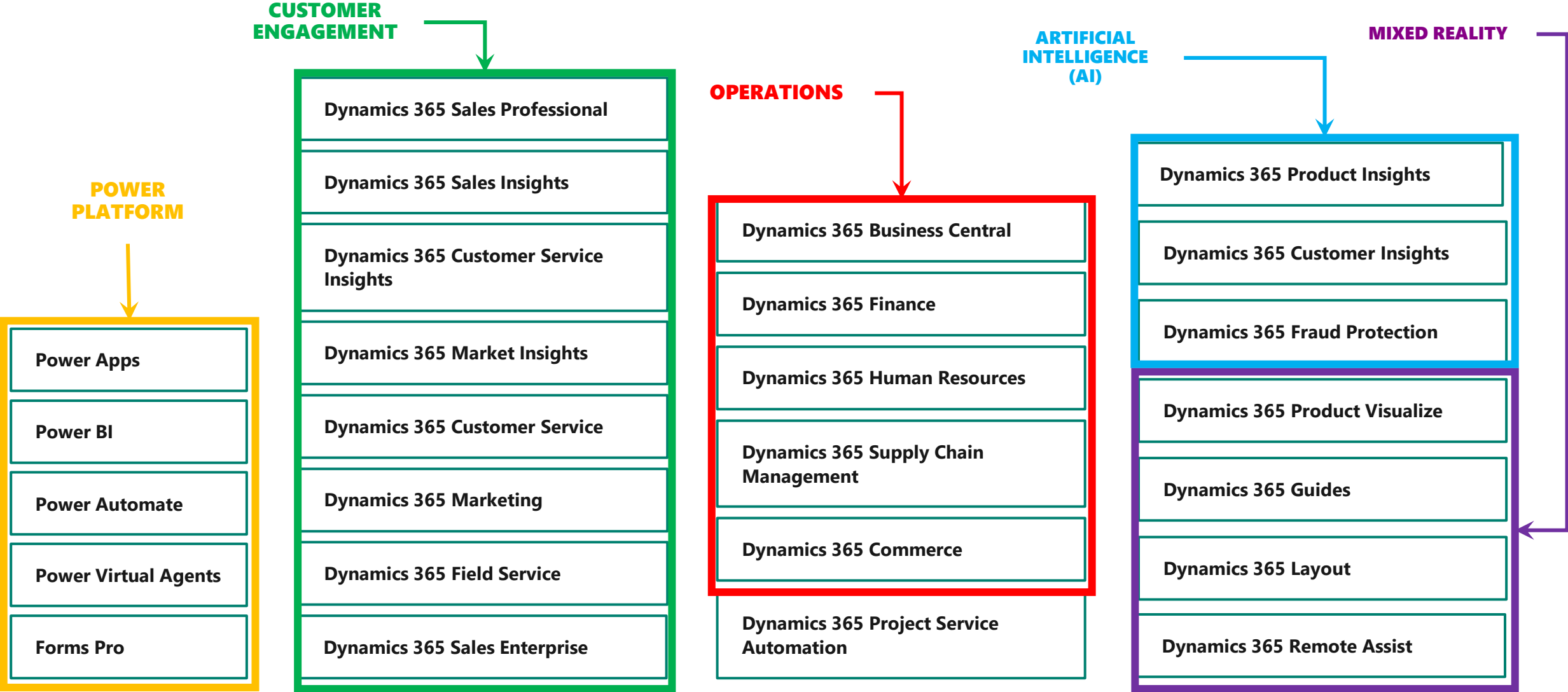
Nayuribe Girado, Juliet Moreiro
OCP PTA & CSA Western Europe



Today's Agenda

- Welcome
- A look into The Lifecycle Service (LCS)
- Integration Platform and Tools
 - Data Management
 - Web Services
- The Power Platform
 - Power Apps and Power Automate
 - The Common Data Model and the Common Data Services
- Business Events
- Other services
- Questions and Feedback

Microsoft Dynamics 365 Business Applications



The Lifecycle Services (LCS)

The entry point to manage the operations applications lifecycle

OPERATIONS

Dynamics 365 Business Central

Dynamics 365 Finance

Dynamics 365 Human Resources

Dynamics 365 Supply Chain Management

Dynamics 365 Commerce

The screenshot displays the Microsoft Lifecycle Services (LCS) dashboard. The interface is organized into several sections:

- Get started:** Includes an "Issue search" bar, a "Learn" link with a question mark icon, a "Blog" link with a speech bubble icon, and a "Downloadable tools" link with a download icon.
- Recent projects:** A tabbed interface showing "All projects" and "Implementation". Below the tabs are two placeholder boxes labeled "Microsoft".
- Announcements:** A section titled "Changes coming soon to your LCS environments" with a paragraph of text.
- Environments:** A section with a "Microsoft Azure settings" link and a "Cloud" icon, followed by a box labeled "Azure hosted - Deployed".
- More tools:** A grid of blue tiles containing various tools and services, including "Alert service", "Issue search", "Work items", "Project users", "Business process modeler", "Support", "SharePoint Online library", "My subscription", "Cloud-hosted environments", "System diagnostic", "Asset library", "Feedback and bugs", "Code upgrade", "Translation service", "Solution management", "Office 365 users", "Configuration & data manager", "Upgrade analysis", and "Project settings".
- Right sidebar:** A vertical column of blue tiles for "Manage methodologies", "Preview feature management", "Organization users", "Manage incidents", "Globalization portal", "Shared asset library", "Translation service", and "Solution management".

The Lifecycle Services (LCS) tools

A wide selection of tools to move towards predictable, repeatable, high quality implementations.

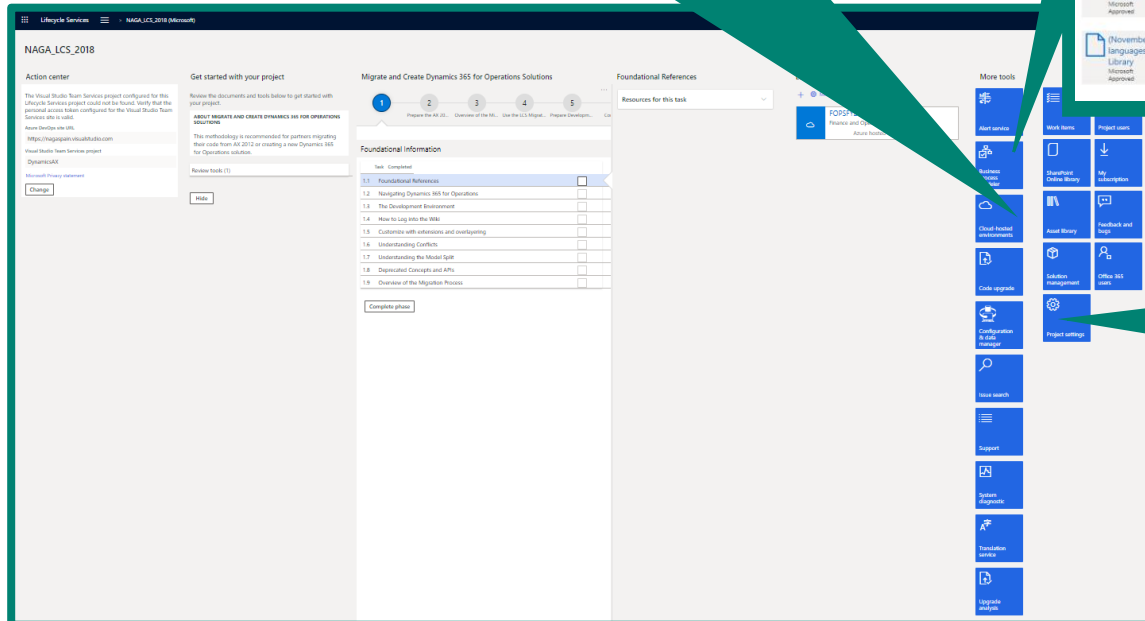
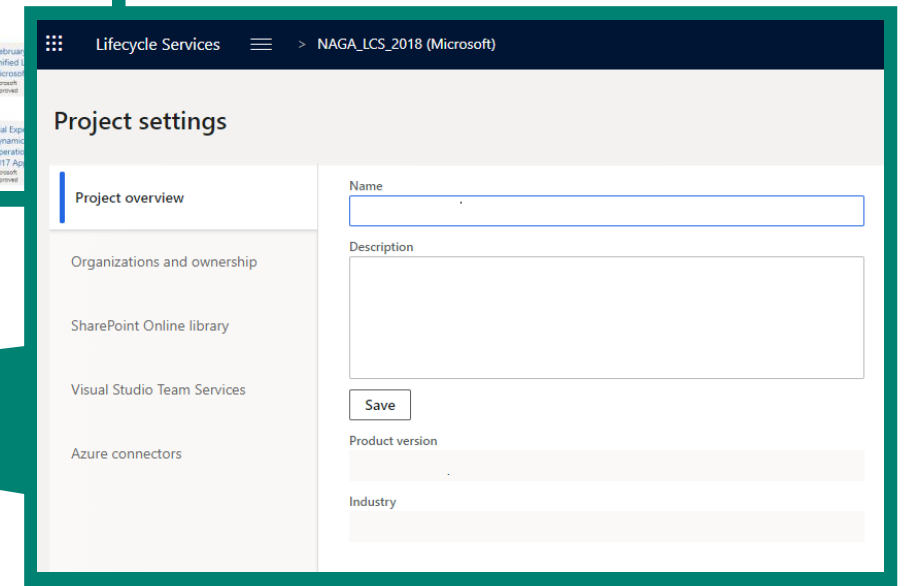
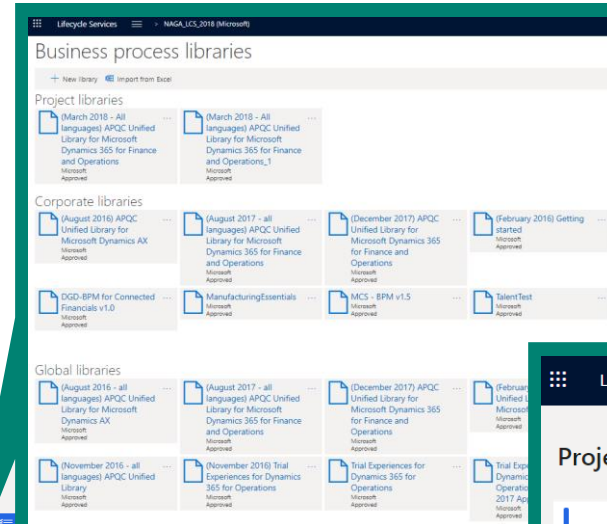
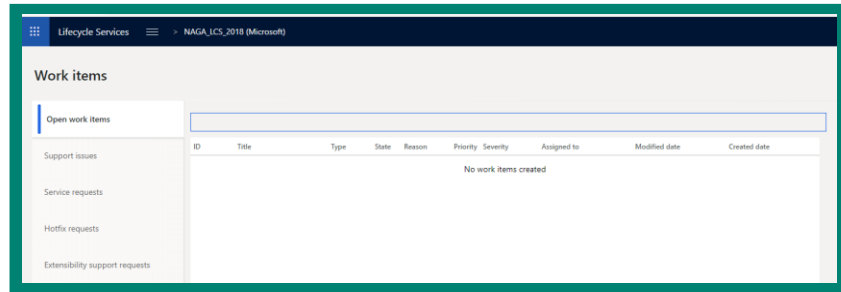
The image shows the Lifecycle Services (LCS) portal interface with several callouts highlighting specific features:

- Action center:** A callout box highlights the 'Action center' section, which displays a message about a Visual Studio Team Services project configuration issue. It includes fields for 'Azure DevOps site URL' (https://.visualstudio.com) and 'Visual Studio Team Services project' (DynamicsAX), along with a 'Change' button.
- Cloud-hosted environments:** A callout box highlights the 'Cloud-hosted environments' section, which shows a table of environments. The table has columns for 'Environment name', 'Topology type', 'Deployed by', 'Deployed on', and 'Deployment status'. A single environment is listed: 'Dynamics 365 for Fina...' with a 'Deployed' status.
- Shared asset library:** A callout box highlights the 'Shared asset library' section, which lists various asset types and their counts. The list includes: Business database (0), Commerce Cloud Scale Unit Extension (0), Configuration (0), Cortana intelligence application (1), Data package (223), Database backup (0), Deployment (0), Downloadable VHD (208), Dynamics 365 Retail SDK (0), e-Commerce package (0), GER Configuration (2385), Localized financial report (3), Localized financial report 2012 (4), Marketing asset (2), Model (29), Model database (0), Model store (0), Nuget package (3), Power BI report model (23), Retail Self-service package (16), Software deployable package (144), and Solution package (0).

The main interface also includes a 'Get started' section with links to 'Learn', 'Blog', and 'Downloadable tools', and a 'Recent projects' section showing two 'Microsoft' projects. A 'Globalization portal' link is also visible in the bottom navigation bar.

The Lifecycle Services (LCS) tools

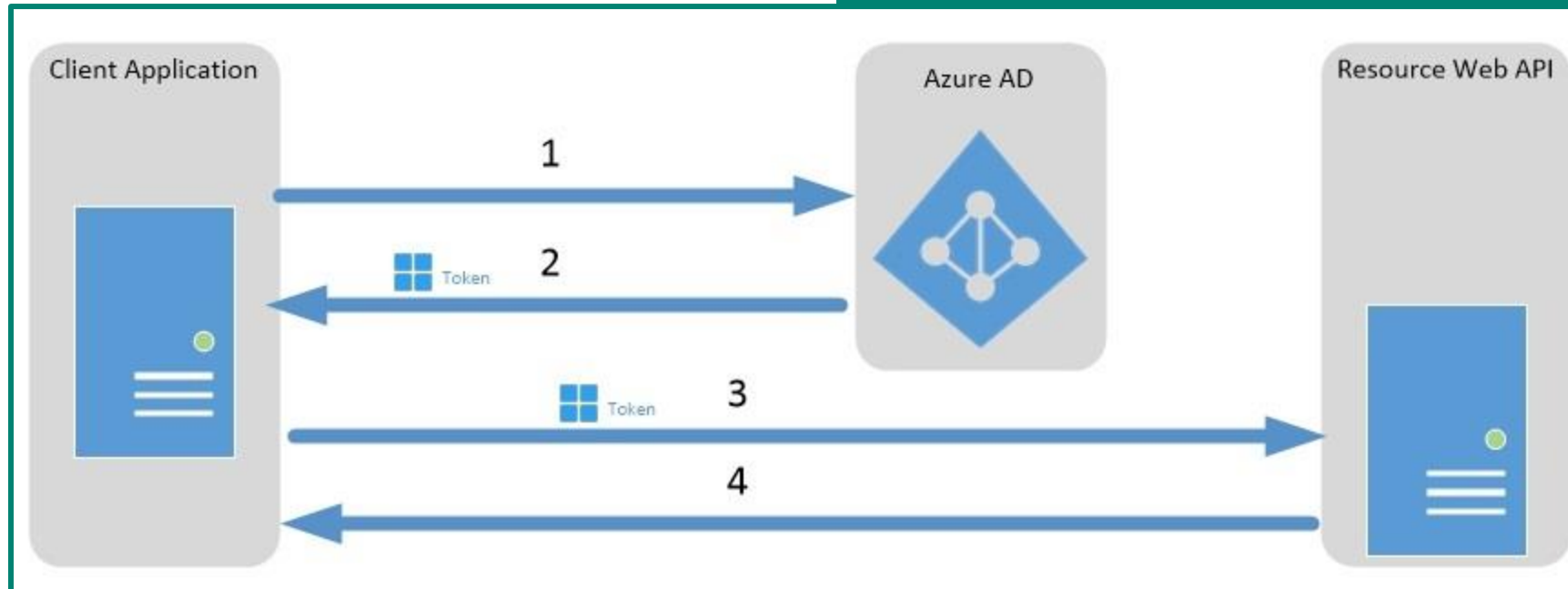
A wide selection of tools to move towards predictable, repeatable, high quality implementations.



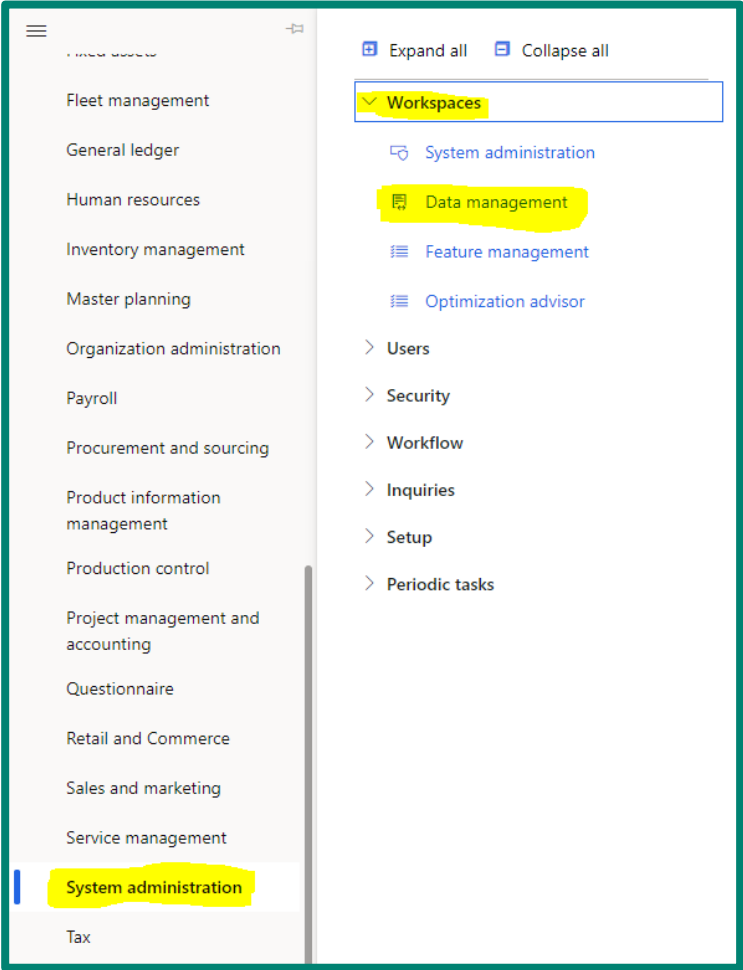
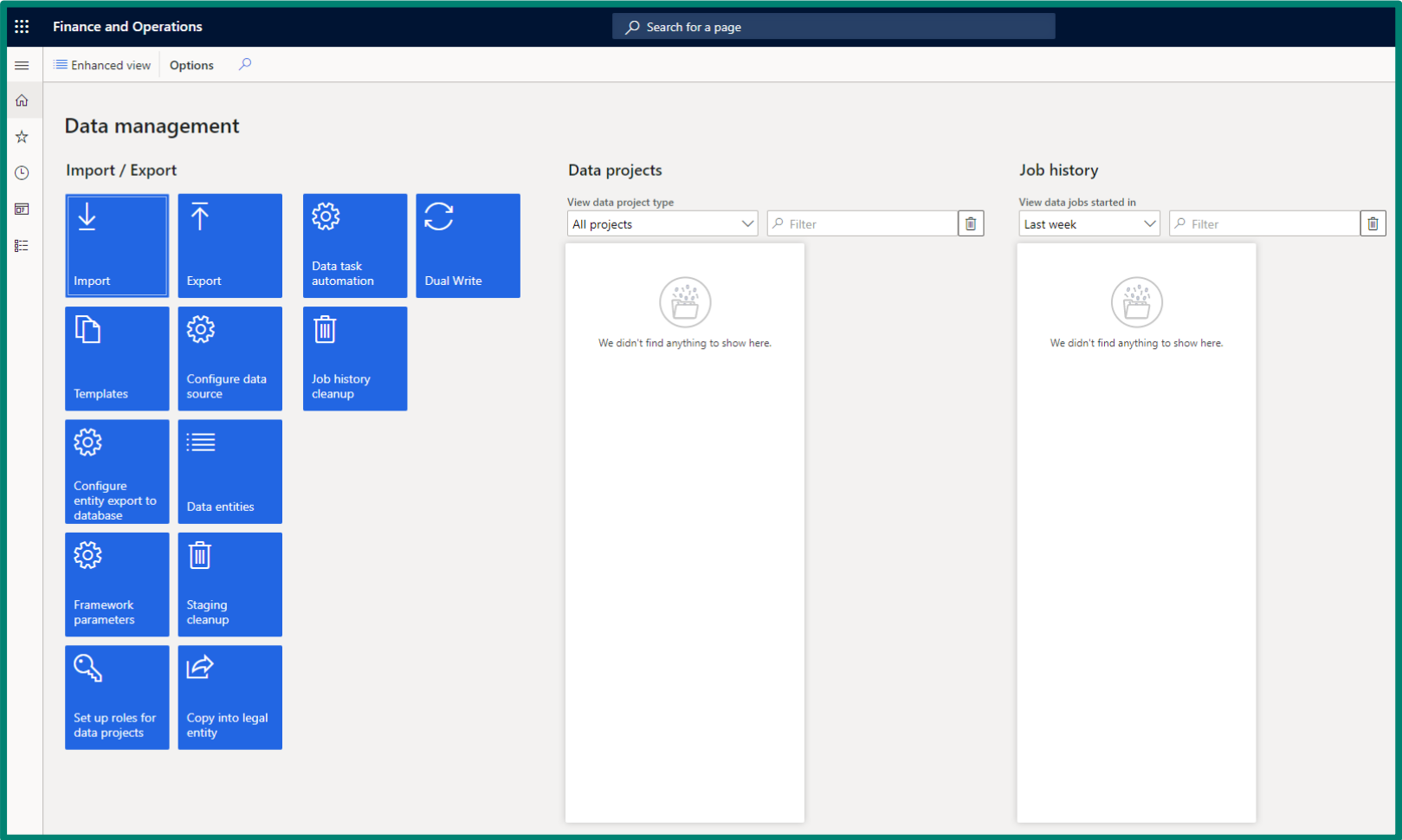
Service endpoints

OData Service	REST endpoint, for CRUD operations.	Endpoint: https://[baseURI]/data
REST Metadata Service	Read-only service, provides metadata information for elements.	Endpoint: http://[baseURI]/Metadata
SOAP-based custom service	You can develop your own custom services.	Endpoint: https://[baseURI]/soap/services/ service_group_name
JSON-based custom service	The return data set is in JSON format.	Endpoint: https://[baseURI]/api/services/ ervice_group_name

Web Services

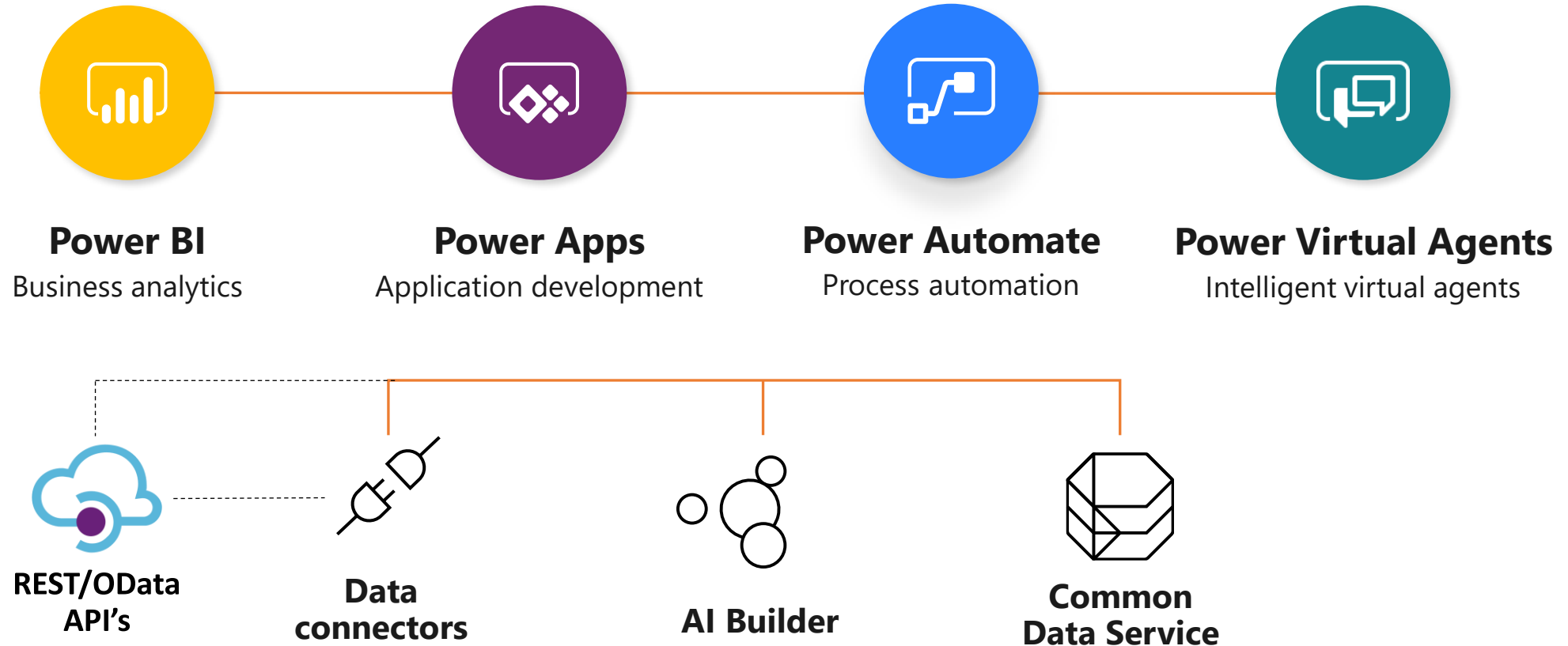


Data Management Services



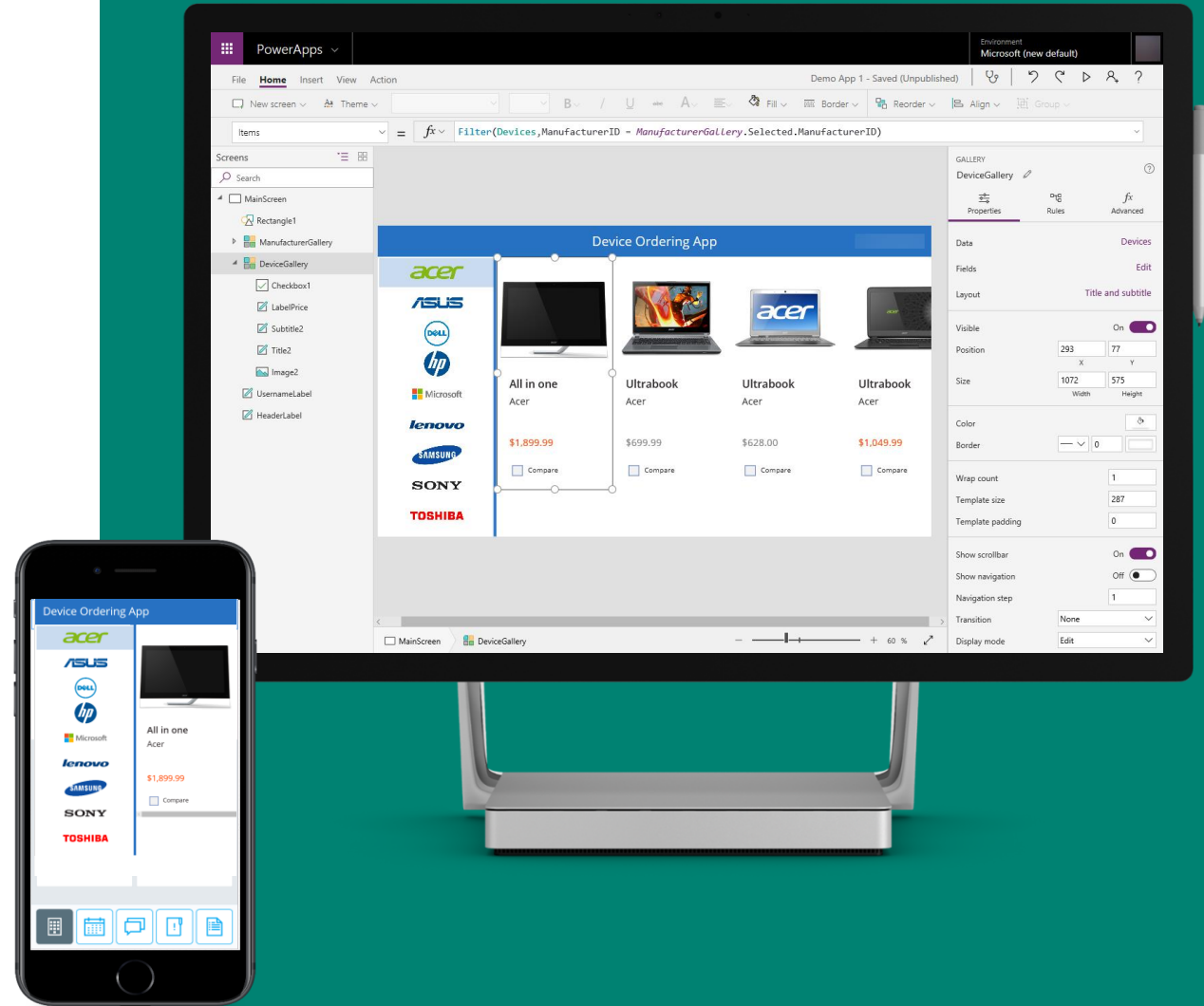
Microsoft Power Platform

The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications



Power Apps

Low-code / no-code
visual environment



Power Apps

InterfacesFnODemo - Power App

+

←

→

↺

https://preview.create.powerapps.com/studio/#source=portal&environment-name=839eace6-59ab-4243-97ec-a5b8fcc104e4&enviro...

🗖

🌟

🔖

👤 Not syncing

⋮

Power Apps

Environment
Microsoft (new default) (msdef...)

👤

File

Home

Insert

View

Action

New screen

Label

Button

Text

Input

Gallery

Data table

Forms

Media

Charts

Icons

Custom

AI Builder

Fill

=

fx

RGBA(255, 255, 255, 1)

Tree view

Screens

Components

Search

App

Welcome screen

SCREEN

Welcome screen

Properties

Advanced

Search for a property ...

ACTION

OnVisible

OnHidden

DATA

BackgroundImage

DESIGN

Fill

RGBA(255, 255, 255, 1)

ImagePosition

ImagePosition.Fit

Height

Max(App.Height, App.DesignHeight)

More options

Add an item from the insert pane or connect to data

Welcome screen

60 %

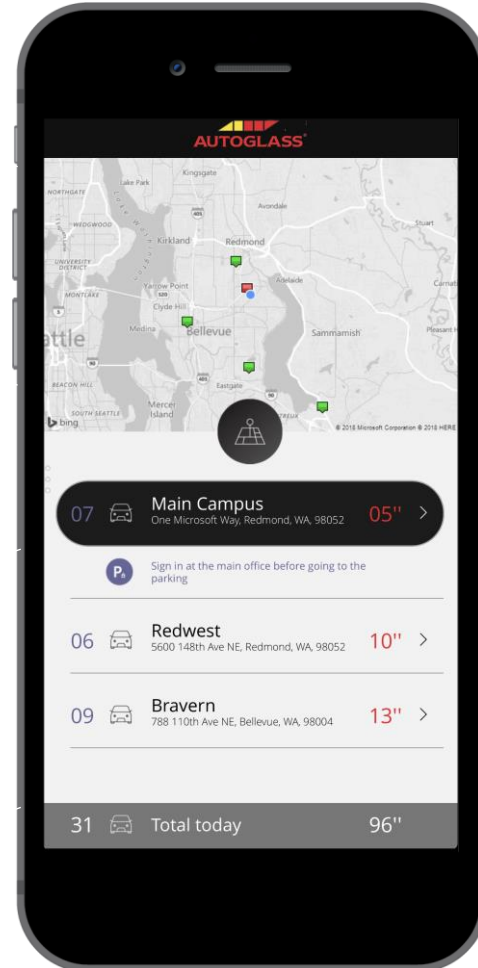
Anatomy of an app

Any platform support

Share apps like documents

Seamless integration

Extensibility model



WYSIWYG design experience

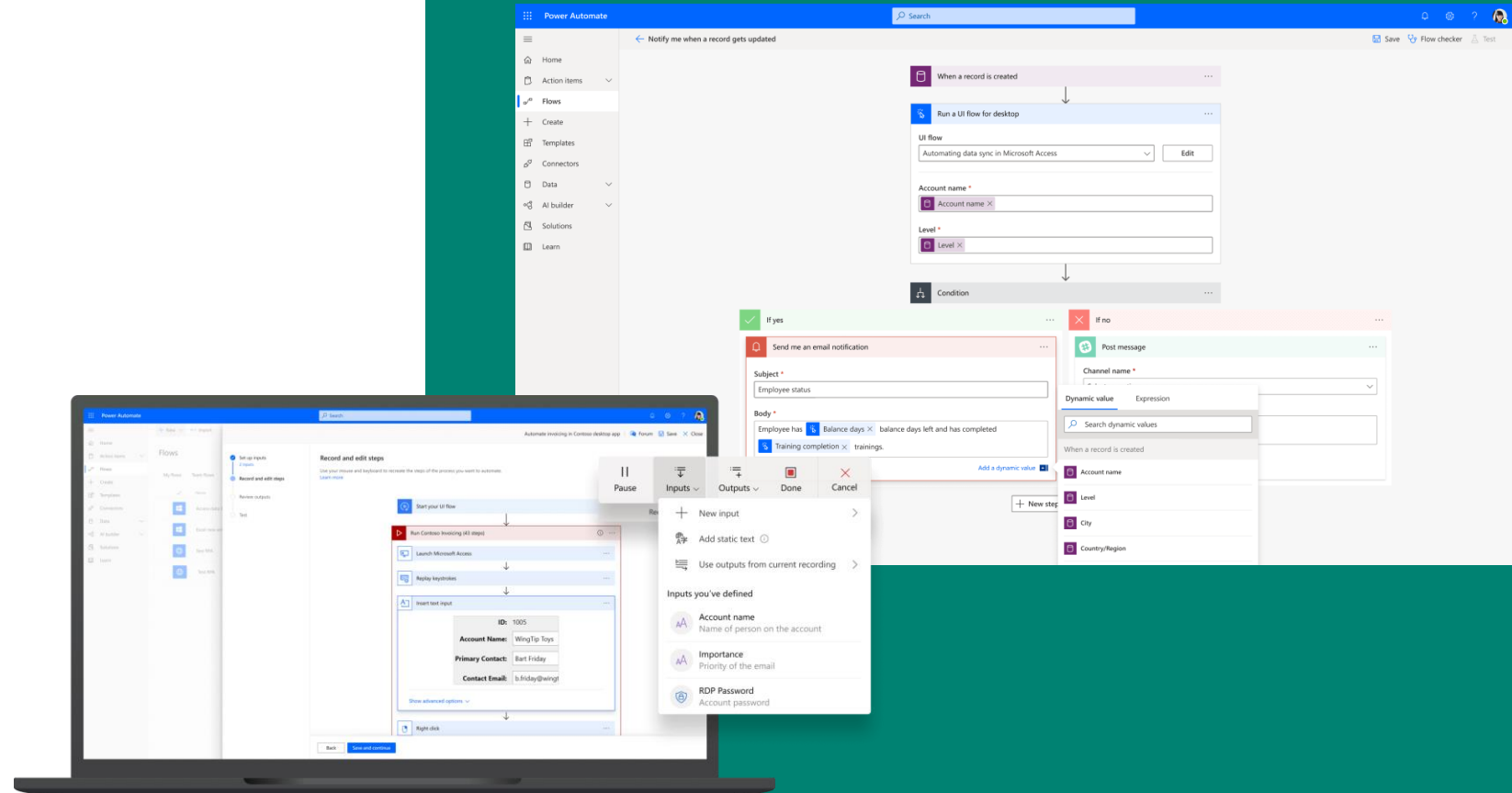
Data connectivity


Built-in data platform





App logic


Power Automate

Low-code / no-code
flows





 When a new email arrives ⓘ ⋮

Folder	Inbox 
To	Recipient email addresses separated by semicolons (If any match, the
CC	CC recipient email addresses separated by semicolons (If any match,
To or CC	To or CC recipient email addresses separated by semicolons (If any r
From	Sender email addresses separated by semicolons (If any match, the ti
Importance	Any 
Only with Attachments	No 
Include Attachments	No 
Subject Filter	DN2019

[Hide advanced options](#) 



 Send an email ⋮

* To	 From x ;
* Subject	DotNet2019 Apps Inteligentes con Cognitive Services
* Body	<pre><html> <head> <title> </title> </head> <body aria-readonly="false"> <div>Hola,
 &nbsp;</div> <div>Muchas gracias por tu inter&eacute;s en la sesi&oacute;n de hoy, aqu&iacute; tienes la presentaci&oacute;n de la sesi&oacute;n de hoy sobre</pre>

Anatomy of a workflow

Hundreds of triggers

Thousands of actions

Share flows like documents

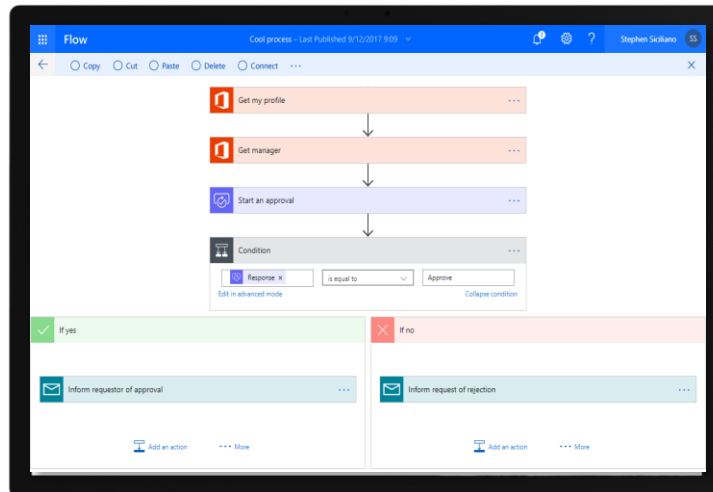
Data connectivity

Seamless integration

Built-in data platform

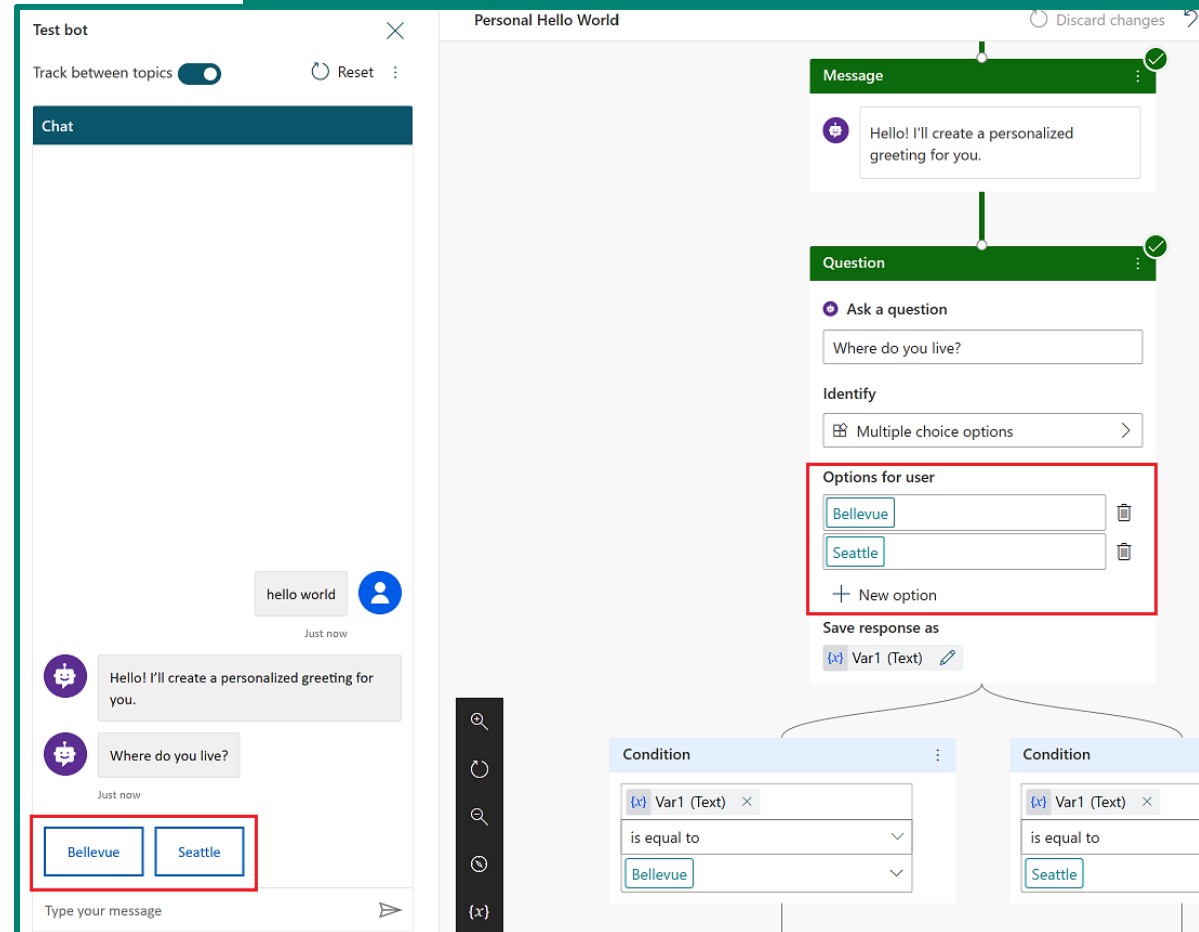
Extensibility model

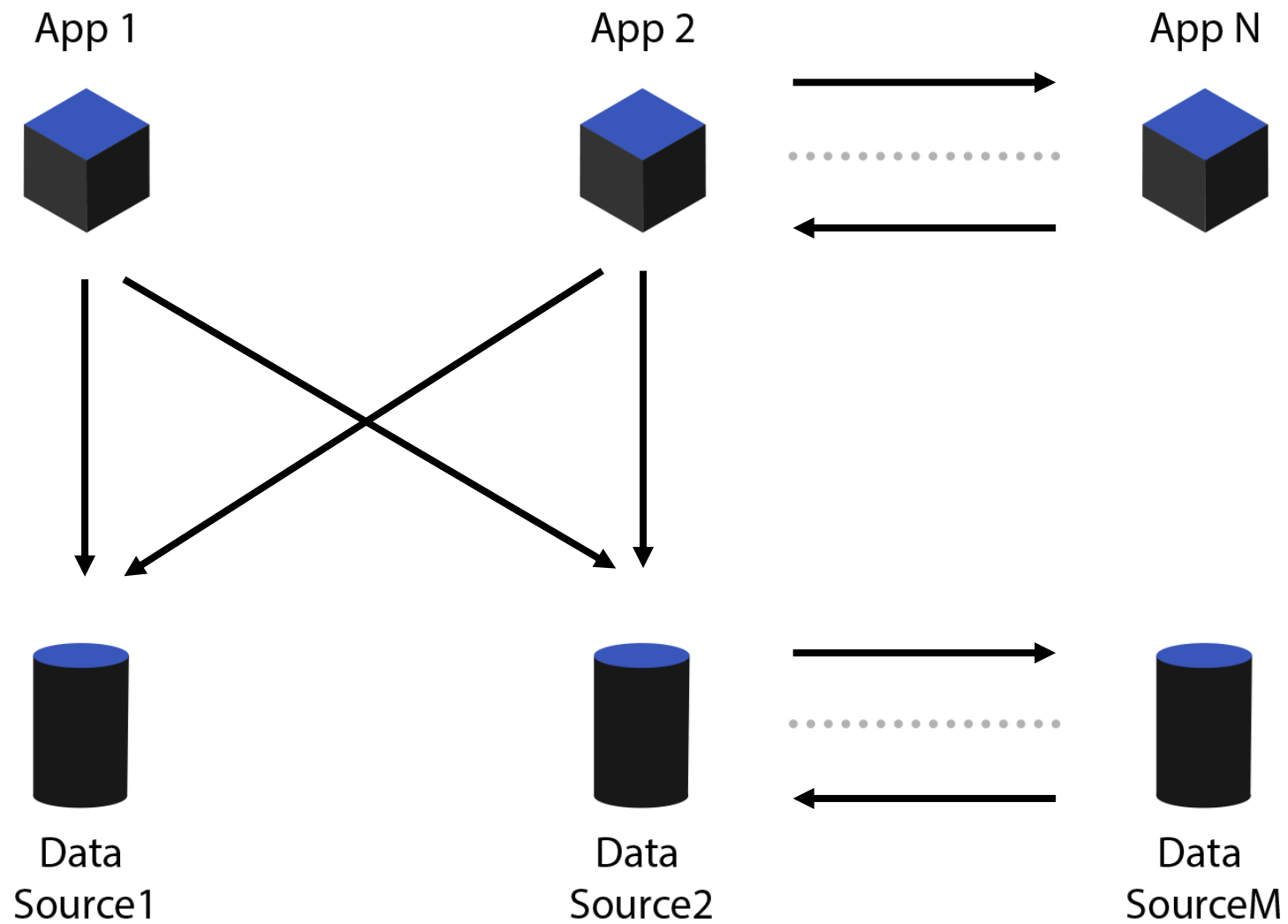
Intelligent automation



Power Virtual Agents

Easily create powerful bots using a guided, no-code graphical interface





CDM SCHEMA

CORE

- Account
- Activity
- Contact
- Currency
- Email
- Goal
- Letter
- Note
- Owner
- Organization
- Position
- Task
- ...

CRM

- Account
- Appointment
- Campaign
- Contact
- Lead
- Marketing List
- Phone Call
- Social Activity
- ...

SALES

- Competitor
- Discount
- Invoice
- Opportunity
- Order
- Order Product
- Quote
- ...

SERVICE

- Case
- Contract
- Entitlement
- Resource
- Service
- Scheduling Group
- Task
- ...

SOLUTIONS

MARKETING

- Account
- Contact
- Event
- Marketing Email
- Marketing Page
- ...

WEB

- Link Clicks
- Web Interactions
- Web Page
- ...

TALENT

- Department
- Job Positions
- Worker
- ...

HEALTHCARE

- Patient
- Practitioner
- Device
- Care Plan
- Risk Assessment
- Encounter
- Episode of Care
- Medication
- Procedure
- ...

Working with subject matter & industry experts, CDM is expanding to include additional business entities and concepts

Account

Description: Business that represents a customer or potential customer.

Attributes:

- accountNumber
- accountRatingCode
- createdOn
- creditLimit
- openDeals
- openRevenue
- territoryid
- hotelGroup
- ...



Adobe



Microsoft

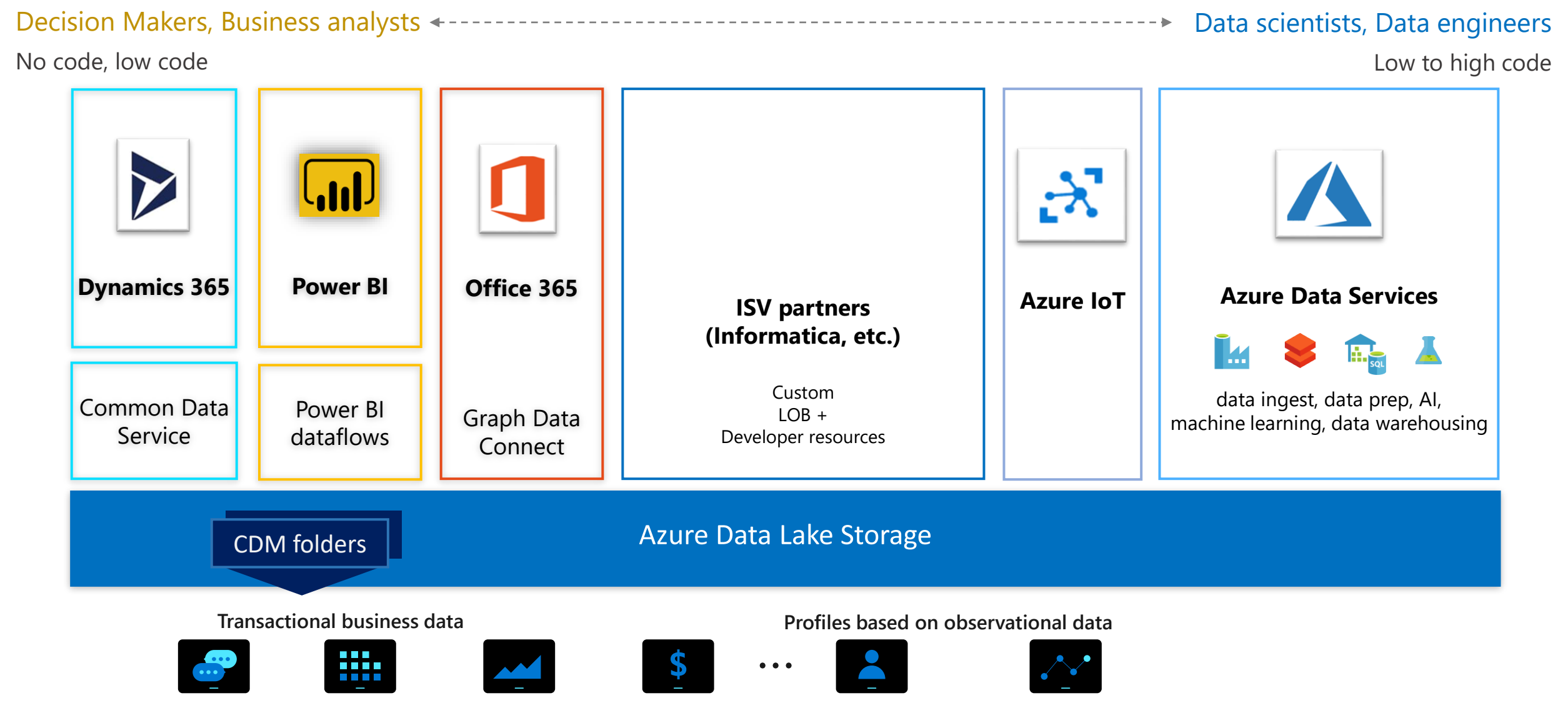


Announcing the Open Data Initiative

Deliver unparalleled business insight from your behavioral, transactional, financial, and operational data with the Open Data Initiative — a jointly-developed vision by Adobe, Microsoft, and SAP.

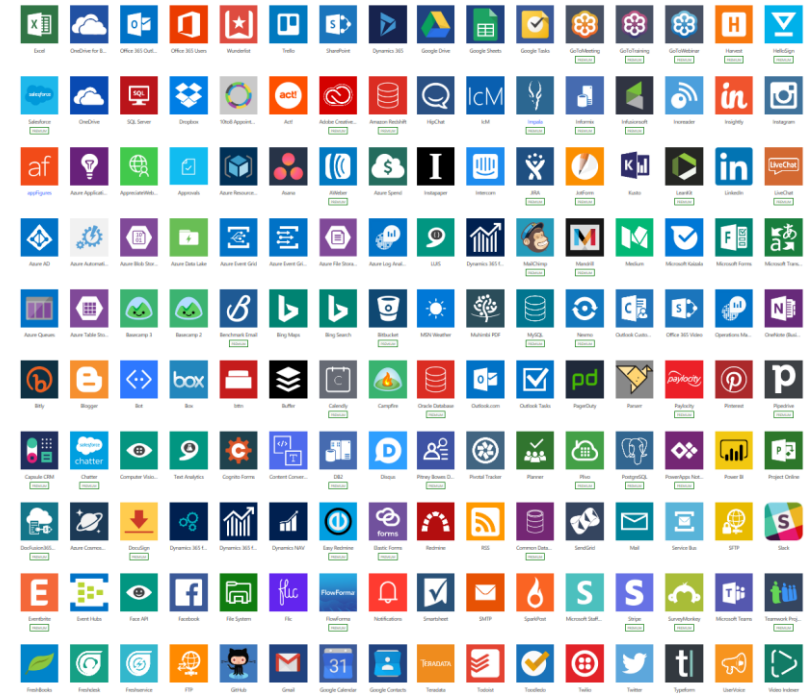


Common Data Models enable low friction collaboration today

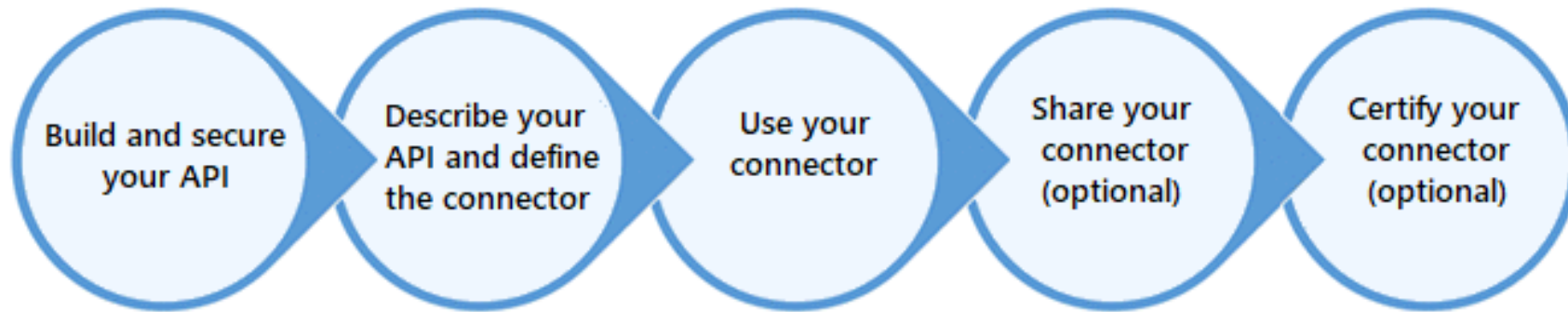


Cloud and on-premises connectivity

- Built-in connectivity to over 230 cloud services, files, databases, web APIs, etc.
- Seamless hybrid connectivity to on-premises systems via the On-Premises Data Gateway
- Build custom connectors for everyone to leverage



Custom connectors



API definition

API definition lets you configure the location of the Swagger 2.0 metadata description publicly accessible.

API definition location

[Export to Power Apps + Power Automate](#)

Business Events

What is a Business Event?

Examples

- When a **Sales Order is Confirmed** a Pick Ticket needs to be generated in Warehousing system
- When a **Packing Slip is Posted** ecommerce needs to be updated with estimated ship date
- When **PO is Confirmed** a payment needs to take place in other system

Business process integration
between F&O and other
systems

Fire and forget
pattern

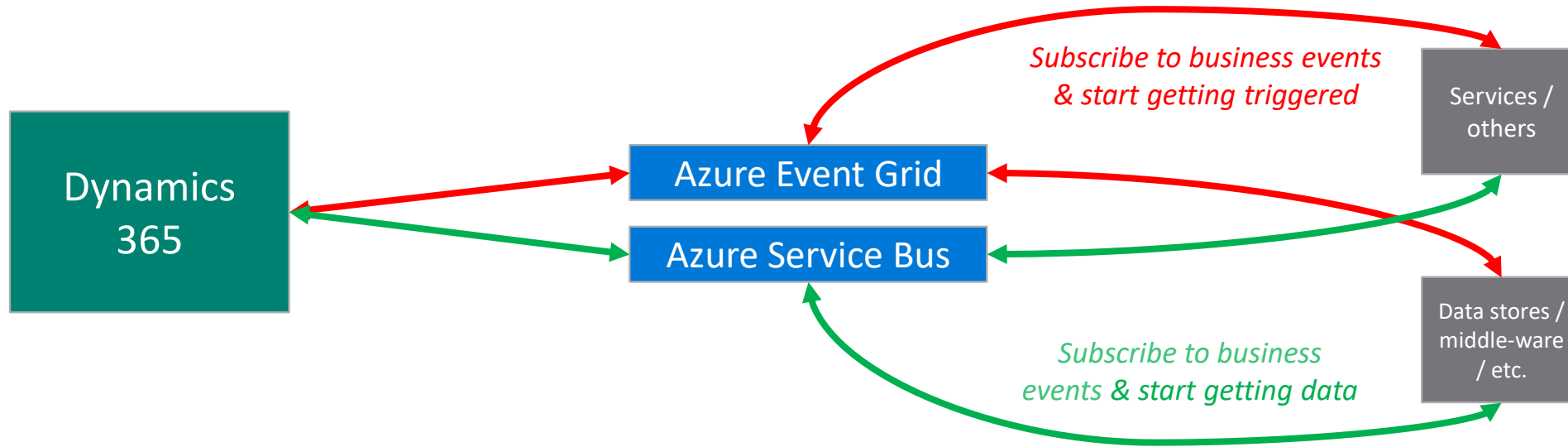
Consumed
externally

Small and nimble
messages

Real time

Business Events

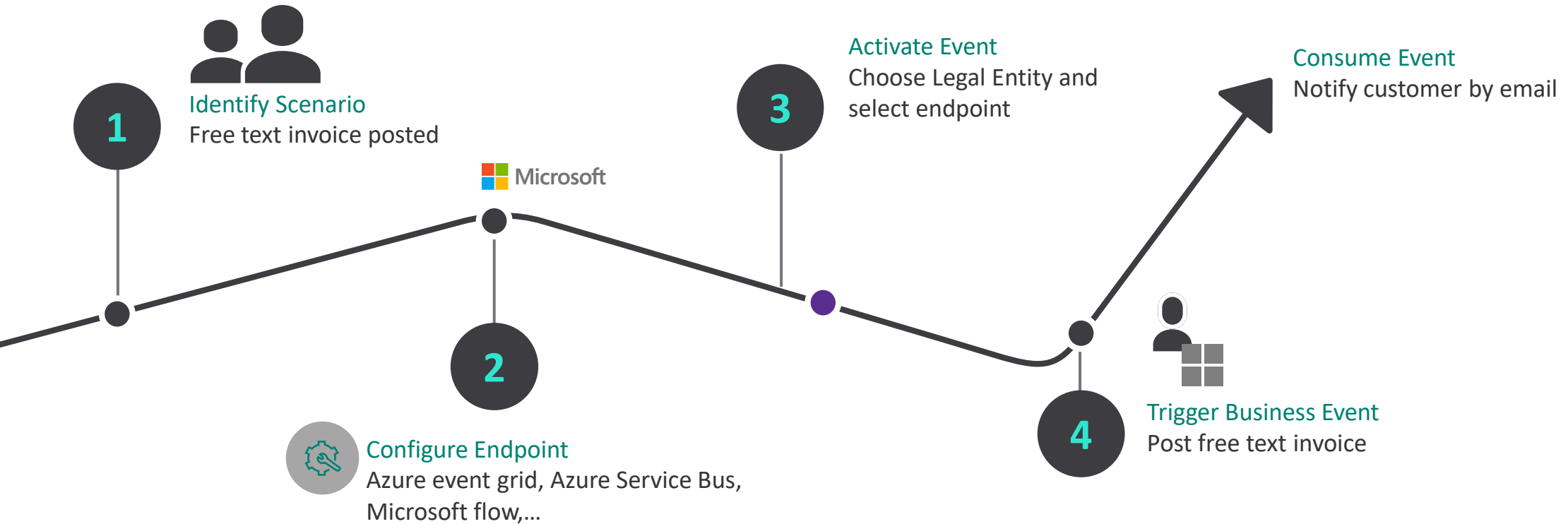
What is a Business Event?



Business events must **not** be considered a mechanism for **exporting data**. By definition, business events are lightweight and nimble. They aren't intended to carry large payloads to fulfill data export scenarios.

Business Events

End-to-end process



Business Events

The catalog

- Lists all available business events in the instance

- Business event categories

Application

Alert

Workflow

- The business event catalog is built during database synchronization (explicit update can be done via Manage > Rebuild business events catalog.)
- Shows BE fields and can download Sample payload

MANAGE OPTIONS 🔍

Business events - Preview

Business event catalog

Endpoints

Active events

Inactive events

Errors

+ Activate

✓	Category	Business event ID ↑	Name
	Accounts receivable	CollectionLetterSentBusinessEvent	Collection letter c
	Accounts receivable	CollectionStatusUpdatedBusinessEvent	Collection status c
	Account		Collection letter created
	Account		Accounts receivable
	Account		This business event is triggered when a user creates a collection letter for a customer as part of the Quote to Cash pro
	Account		Fields passed to event
	Purchase		Download schema
	Purchase		

Collection letter created

Accounts receivable

This business event is triggered when a user creates a collection letter for a customer as part of the Quote to Cash pro

Fields passed to event

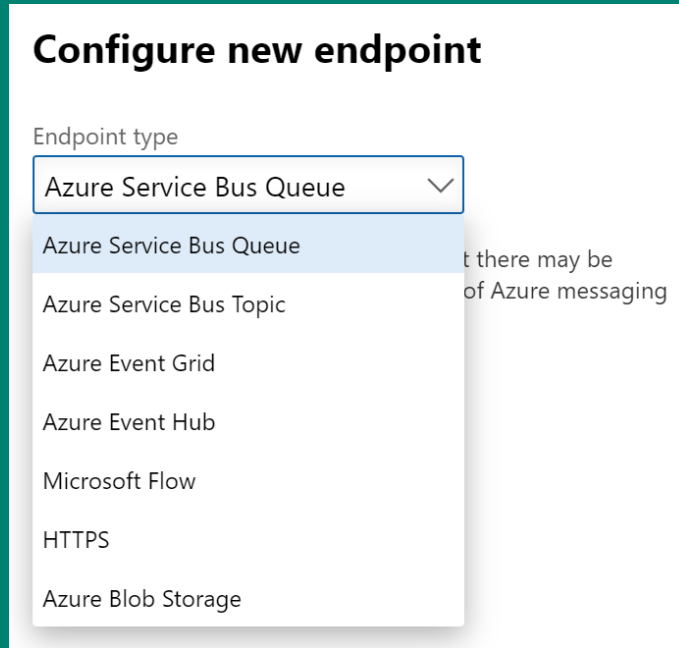
Download schema

Field name	Field label
CustAccount	Customer account
CollectionLetterNumber	Collection letter number
CollectionLetterDate	Collection letter date
CollectionLetterDueDate	Collection letter due date
CollectionLetterAmount	Collection letter amount
CollectionLetterCode	Collection letter code
LegalEntity	Legal entity
EventId	Business Event instance ID
EventTime	Event time
MajorVersion	Major version
MinorVersion	Minor version

Business Events

Endpoints

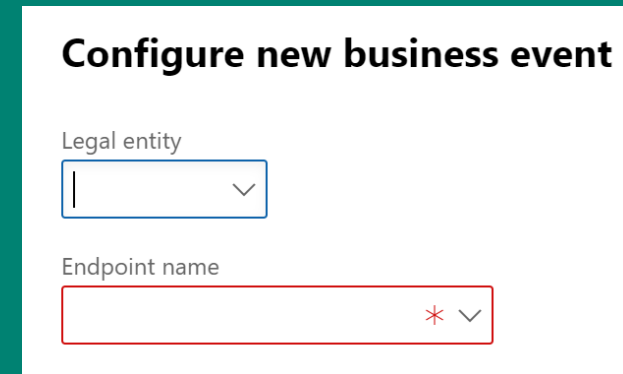
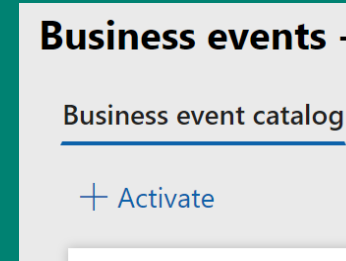
- Endpoints play the role of middleware that should receive and deliver Business Events
- Bring your own endpoints, part of customer domain (customer Azure subscription)
- Supported endpoints :
 - Azure endpoints,
 - Microsoft Flow
 - Http/https
- Endpoints list can be extended via customization



Business Events

Activation

- Activate Business event to enable outbound processing
- Business events can be activated either in specific legal entities or in all legal entities (leave blank field)
- Endpoint is assigned when business event is activated.
- Business events can be deactivated when processing needs to be paused (maintenance, activities in the integration landscape).

A screenshot of a form titled "Configure new business event". It contains two input fields. The first field is labeled "Legal entity" and has a dropdown arrow. The second field is labeled "Endpoint name" and has a red border, a red asterisk indicating it is required, and a dropdown arrow.

LogicApps

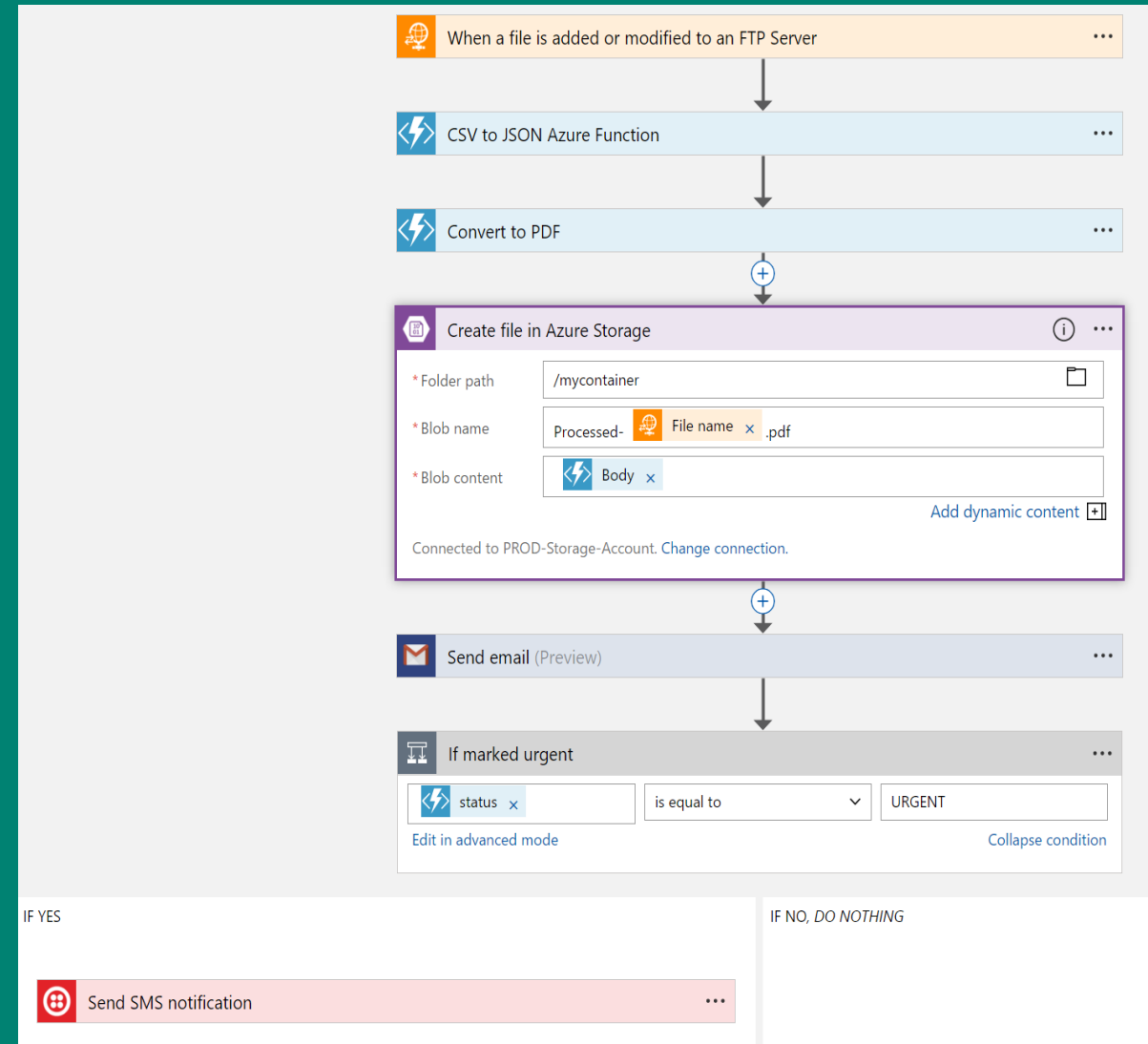
What is it?

Visually design workflows in the cloud

Express logic through powerful control flow

Connect disparate functions and APIs

Declarative definition to work with CI/CD



Logic Apps

- Developer focused
- Visual Studio development environment
- Source control / release management
- Ideal for Azure developers
- Full access to 'code-view'

Power Automate (Flow)

- Citizen developer focused
- Web + mobile development environment
- Connecting to business applications
- Ideal for SharePoint, Dynamics, and Office users
- Can be exported as Logic App

Azure Service Bus

What is it?

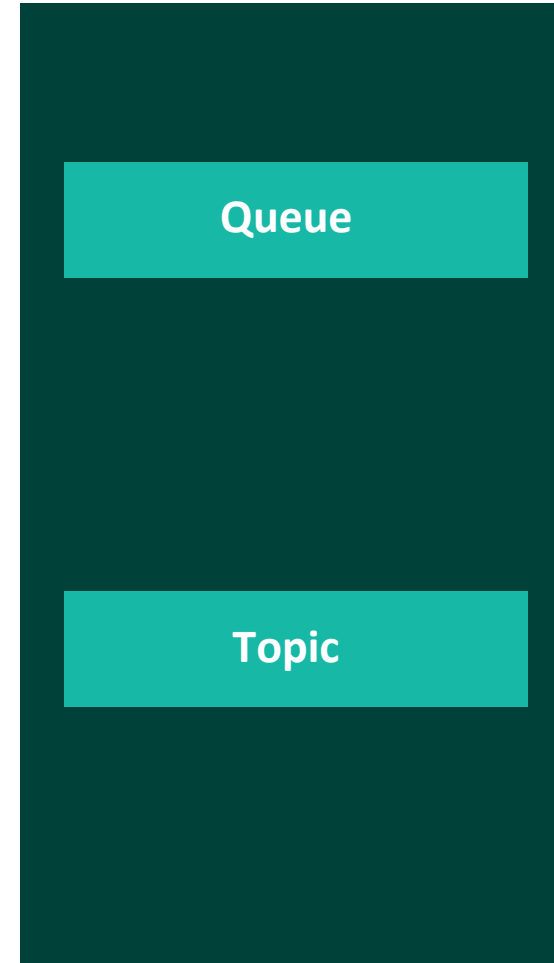
Reliable asynchronous message delivery that requires polling

Advanced messaging features like FIFO, batching/sessions, transactions, dead-lettering, temporal control, routing and filtering, and duplicate detection

At least once delivery

Optional in-order delivery

Senders



Receivers



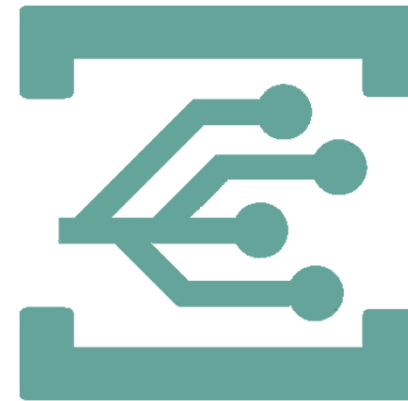
What if all these events
could be managed and
directed from one place?



Azure Event Grid

Concepts

- Events – what happened
- Event Publishers – where it took place
- Topics – where publishers send events
- Event Subscriptions – mechanism that routes & filters events
- Event Handlers – the app or service reacting to the event



Other concepts



Azure Key Vault



SAS policy



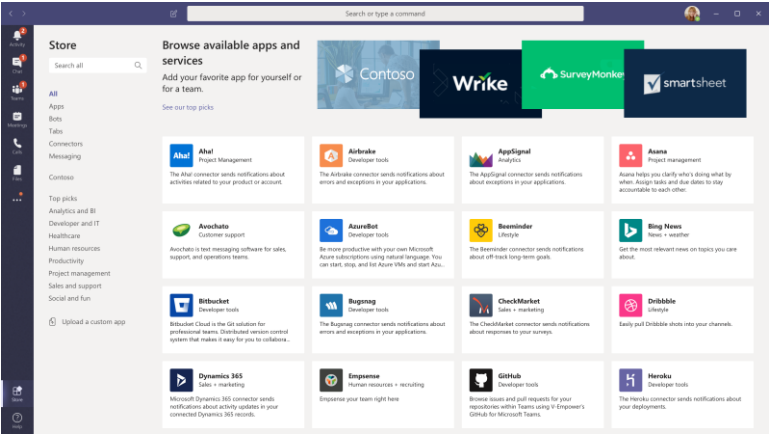
Azure AD App Registration

Other services

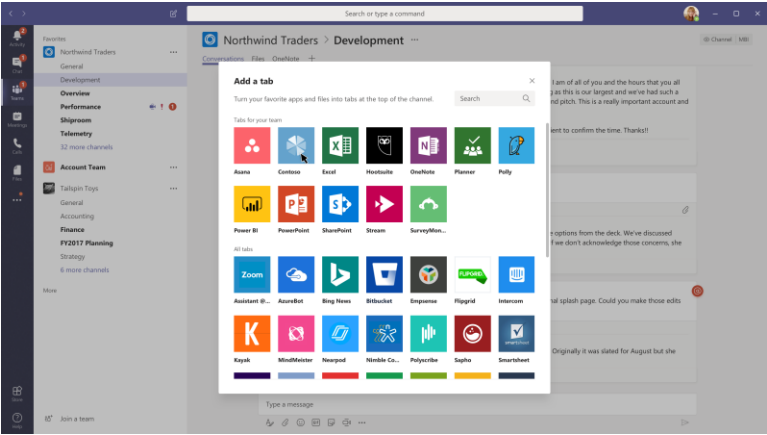


Azure Data Lake

Teams tabs



Teams apps



Practice time

Go to














<https://github.com/julietsvq/DynamicsInterfaces>

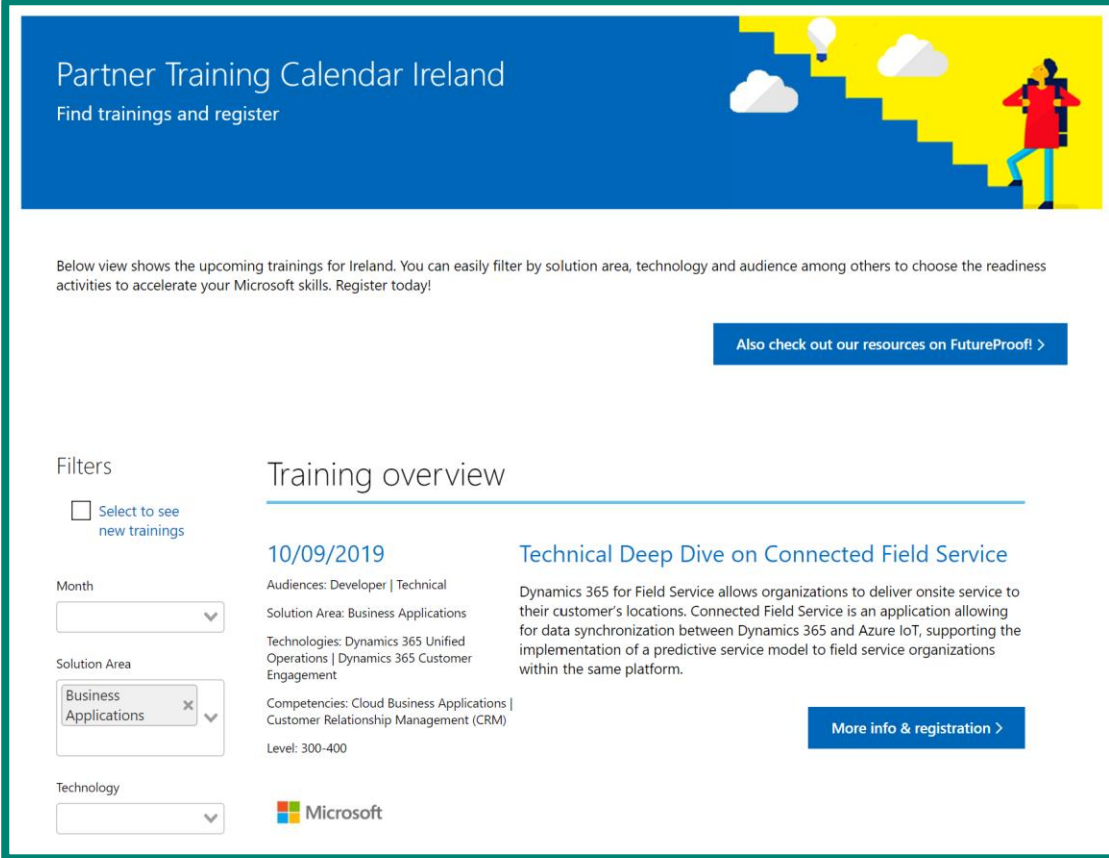
for slides and hands-on D365 Integrations!



Partner Training Calendar

The site you should check for training options

-  <https://www.microsoft.com/fi-fi/partner-training/>
-  <https://www.microsoft.com/nb-no/partner-training/>
-  <https://www.microsoft.com/sv-se/partner-training/>
-  <https://www.microsoft.com/da-dk/partner-training/>
-  <https://www.microsoft.com/en-ie/partner-training/>
-  <https://www.microsoft.com/nl-nl/partner-training/>
-  <https://www.microsoft.com/nl-be/partner-training/>
-  <https://www.microsoft.com/de-ch/partner-training/>
-  <https://www.microsoft.com/fr-ch/partner-training/>
-  <https://www.microsoft.com/de-at/partner-training/>
-  <https://www.microsoft.com/it-it/partner-training/>
-  <https://www.microsoft.com/es-es/partner-training/>
-  <https://www.microsoft.com/pt-pt/partner-training/>



Partner Training Calendar Ireland
Find trainings and register

Below view shows the upcoming trainings for Ireland. You can easily filter by solution area, technology and audience among others to choose the readiness activities to accelerate your Microsoft skills. Register today!

[Also check out our resources on FutureProof! >](#)

Filters

☐ Select to see new trainings

Month
▼

Solution Area
Business Applications x ▼

Technology
▼

Training overview

10/09/2019

Audiences: Developer | Technical
Solution Area: Business Applications
Technologies: Dynamics 365 Unified Operations | Dynamics 365 Customer Engagement
Competencies: Cloud Business Applications | Customer Relationship Management (CRM)
Level: 300-400

Technical Deep Dive on Connected Field Service

Dynamics 365 for Field Service allows organizations to deliver onsite service to their customer's locations. Connected Field Service is an application allowing for data synchronization between Dynamics 365 and Azure IoT, supporting the implementation of a predictive service model to field service organizations within the same platform.

[More info & registration >](#)

Microsoft

Dankie Faleminderit **Shukran** Chnorakaloutioun Hvala Blagodaria

Děkuji **Tak** Dank u Tānan Kiitos **Merci** Danke Ευχαριστώ A dank

Mahalo ἡΤΙΠ. **Dhanyavād** Köszönöm Takk Terima kasih **Grazie** Grazzi



nayuribe.girado@microsoft.com
jmoreiro@microsoft.com

Thank you!



nayuribegirado
julietmoreiro

감사합니다 Paldies Choukrane Gracias Aċiū **Благодарам** ありがとうございます

谢谢 Баярлалаа **Dziękuję** Obrigado Mulțumesc **Спасибо** Ngiyabonga

Ďakujem Tack Nandri Kop khun Teşekkür ederim Дякую Хвала Diolch