



# Dynamics 365 and Power Platform: Availability, data location, language, and localization

April 2020

The purpose of this document is to provide comprehensive information about product availability and customer data location for Customer engagement, Enterprise resource planning, and Power Platform family of applications. The information will be updated periodically, and Microsoft provides no license, express or implied, in this document. In this report, the following information can be found:

- Product availability
- Data location
- Language
- Localization

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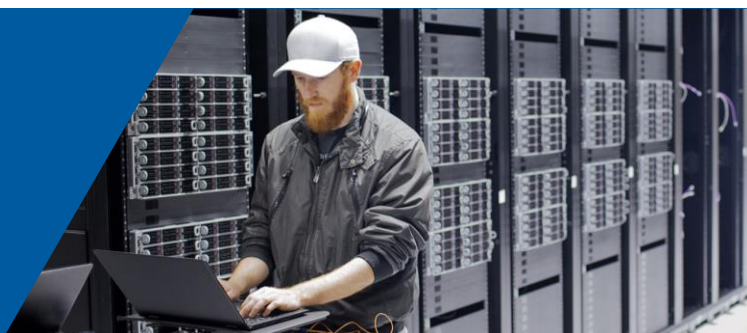
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# Dynamics 365 and Power Platform Data Centers



## Overview



We own and offer an unmatched breadth and depth of cloud capabilities and services supported by one of the world's largest developer and partner ecosystems. When subscribing to our services, a customer has three options to choose from.

 Global	 Go Local	 Sovereign
<p>A public internet cloud deployment option that lets customers access hyper-scale; globally connected cloud services deployed from regional Microsoft datacenters.</p>	<p>A cloud option that addresses local data residency requirements by letting all public cloud users within a country keep their data in the country. The datacenters are part of the globally connected cloud services offered by Microsoft.</p>	<p>A cloud option that adheres to the strictest standards of operation. Data remains inside the country of residence at all times. Customers who select this option can access hyper-scale cloud services isolated from global cloud services and deployed from local datacenters to meet specific and unique requirements.</p>

- **Global cloud:** United States, Europe, Asia Pacific
- **Go Local cloud:** Canada, Brazil, UK, France, India, Japan, Australia, United Arab Emirates, RSA
- **Sovereign cloud:** US Government, Germany, China

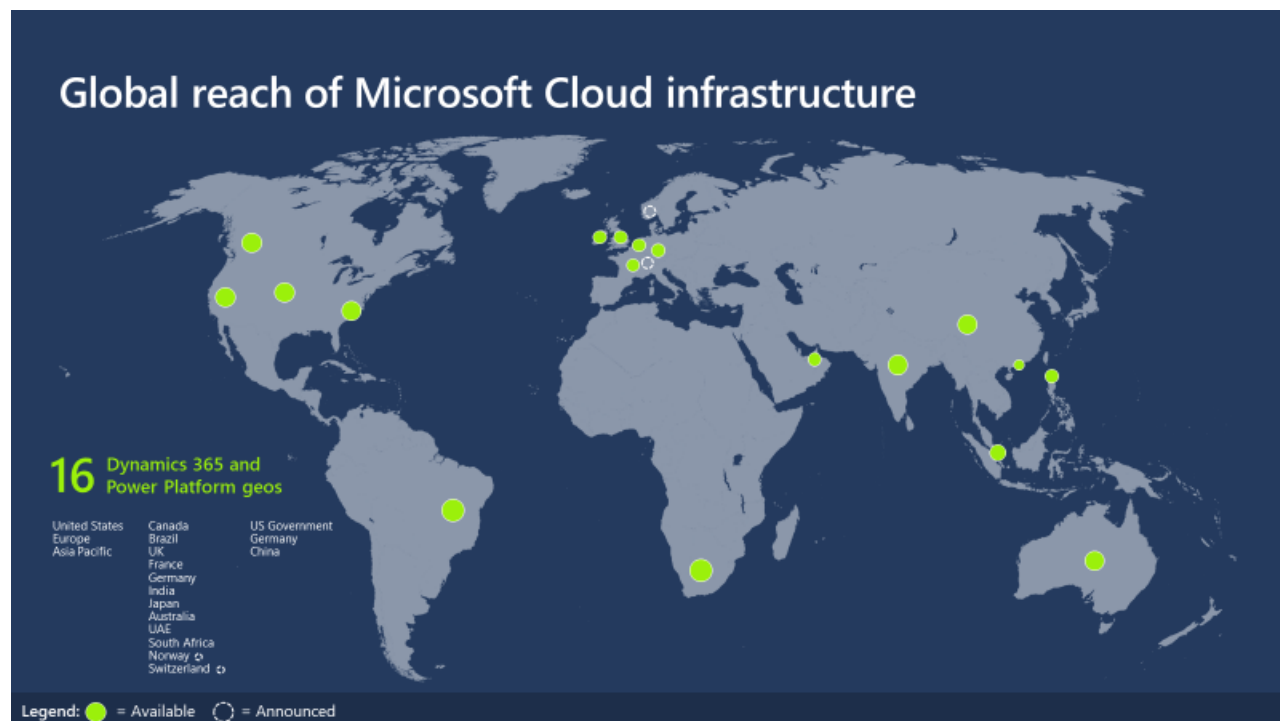
This overall level of agility gives customers more freedom of choice in finding the option that best fits their specific requirements.

Learn more about privacy and compliance at the [Microsoft Trust Center](#).

## Datacenter locations



We have a worldwide network of datacenters set up around the world in 14 different locations, making us one of the top three global networks. This level of localization helps organizations' more easily meet data residency, sovereignty, and compliance requirements. In addition, in many parts of the world, we offer the option of choosing global, local, and sovereign clouds. Please review the [product sections](#) for details on specific service availability.



## International availability



Customers will be able to purchase services in the following countries. Please review the [product sections](#) for details on specific service availability.

Afghanistan	Cape Verde	Germany	Liberia	Oman	South Georgia and South Sandwich Islands
Aland Islands	Cayman Islands	Ghana	Libya	Pakistan	South Korea
Albania	Central African Republic	Gibraltar	Liechtenstein	Palau	South Sudan
Algeria	Chad	Greece	Lithuania	Palestinian Territory, Occupied	Spain
American Samoa	Chile	Greenland	Luxembourg	Panama	Sri Lanka
Andorra	China	Grenada	Macao	Papua New Guinea	Suriname
Angola	Christmas Island	Guadeloupe	Macedonia	Paraguay	Svalbard and Jan Mayen
Anguilla	Cocos	Guam	Madagascar	Peru	Swaziland



Antarctica	Colombia	Guatemala	Malawi	Philippines	Sweden
Antigua and Barbuda	Comoros	Guernsey	Malaysia	Pitcairn	Switzerland
Argentina	Congo	Guinea	Maldives	Poland	Taiwan
Armenia	Congo	Guinea-Bissau	Mali	Portugal	Tajikistan
Aruba	Cook Islands	Guyana	Malta	Puerto Rico	Tanzania
Australia	Costa Rica	Haiti	Marshall Islands	Qatar	Thailand
Austria	Côte D'ivoire	Heard Island and McDonald Islands	Martinique	Réunion	Timor-Leste
Azerbaijan	Croatia	Holy See	Mauritania	Romania	Togo
Bahamas	Curaçao	Honduras	Mauritius	Russian Federation	Tokelau
Bahrain	Cyprus	Hong Kong	Mayotte	Rwanda	Tonga
Bangladesh	Czech Republic	Hungary	Mexico	Saint Barthélemy	Trinidad and Tobago
Barbados	Denmark	Iceland	Micronesia	Saint Helena, Ascension and Tristan Da Cunha	Tunisia
Belarus	Djibouti	India	Moldova	Saint Kitts and Nevis	Turkey
Belgium	Dominica	Indonesia	Monaco	Saint Lucia	Turkmenistan
Belize	Dominican Republic	Iraq	Mongolia	Saint Martin	Turks and Caicos Islands
Benin	Ecuador	Ireland	Montenegro	Saint Pierre and Miquelon	Tuvalu
Bermuda	Egypt	Isle of Man	Montserrat	Saint Vincent and The Grenadines	Uganda
Bhutan	El Salvador	Israel	Morocco	Samoa	Ukraine
Bolivia	Equatorial Guinea	Italy	Mozambique	San Marino	United Arab Emirates
Bonaire, Sint Eustatius and Saba	Eritrea	Jamaica	Myanmar	Sao Tome and Principe	United Kingdom
Bosnia and Herzegovina	Estonia	Japan	Namibia	Saudi Arabia	United States
Botswana	Ethiopia	Jersey	Nauru	Senegal	United States Minor Outlying Islands
Bouvet Island	Falkland Islands	Jordan	Nepal	Serbia	Uruguay
Brazil	Faroe Islands	Kazakhstan	Netherlands	Seychelles	Uzbekistan
British Indian Ocean Territory	Fiji	Kenya	New Caledonia	Sierra Leone	Vanuatu
Brunei Darussalam	Finland	Kiribati	New Zealand	Singapore	Venezuela
Bulgaria	France	Kuwait	Nicaragua	Sint Maarten	Vietnam
Burkina Faso	French Guiana	Kyrgyzstan	Niger	Slovakia	Virgin Islands, British
Burundi	French Polynesia	Laos	Nigeria	Slovenia	Virgin Islands, U.S.
Cambodia	French Southern Territories	Latvia	Niue	Solomon Islands	Wallis and Futuna
Cameroon	Gabon	Lebanon	Norfolk Island	Somalia	Yemen
Canada	Gambia	Lesotho	Northern Mariana Islands	South Africa	Zambia
	Georgia		Norway		Zimbabwe

# Products



Customer Engagement	Enterprise Resource Planning	Artificial Intelligence	Power Platform
<a href="#">Microsoft Dynamics 365 Sales</a>	<a href="#">Microsoft Dynamics 365 Finance</a>	<a href="#">Microsoft Dynamics 365 Customer Service Insights</a>	<a href="#">Power BI</a>
<a href="#">Microsoft Dynamics 365 Customer Service</a>	<a href="#">Microsoft Dynamics 365 Supply Chain Management</a>	<a href="#">Microsoft Dynamics 365 Customer Insights</a>	<a href="#">Power Apps</a>
<a href="#">Microsoft Dynamics 365 Field Service</a>	<a href="#">Microsoft Dynamics 365 Commerce</a>	<a href="#">Microsoft Dynamics 365 Sales Insights</a>	<a href="#">Power Automate</a>
<a href="#">Microsoft Dynamics 365 Marketing</a>	<a href="#">Microsoft Dynamics 365 Business Central</a>	<a href="#">Microsoft Dynamics 365 Market Insights – public preview</a>	<a href="#">Power Apps Portals</a>
<a href="#">Microsoft Relationship Sales solution – LinkedIn Sales Navigator</a>	<a href="#">Microsoft Dynamics 365 Project Service Automation</a>	<a href="#">Microsoft Dynamics 365 Sales Insights – worldwide public preview</a>	<a href="#">Power Virtual Agents</a>
<a href="#">Chat Add-in for Dynamics 365</a>	<a href="#">Microsoft Dynamics 365 Human Resources</a>	<a href="#">Microsoft Dynamics 365 Fraud Protection</a>	



# Customer Engagement Applications



## Overview



Dynamics 365 revolutionizes CRM by applying intelligence to all forms of data. This enables organizations to evolve from reactive business decisions to proactive insights that empower your employees to accelerate business results. Dynamics 365 is the world's connected business cloud designed to help you better understand your business and act strategically to be successful.

## Microsoft Dynamics 365 Sales



### Overview

[Dynamics 365 Sales](#) is an enterprise-grade customer engagement software that enables sales teams to build strong relationships with their customers, take actions based on insights, and close deals faster. As the most popular application on the Dynamics 365 platform, Sales encompasses many scenarios that range from traditional outbound sales models to complex configurations that meet many large enterprise business needs.

### Where your Microsoft Dynamics 365 Sales data is stored

Dynamics 365 Sales can be deployed into the Microsoft Azure datacenters (also referred to as "regions") listed below.

With Dynamics 365 Sales customers can specify the region where their [customer data](#) will be stored. Microsoft may replicate customer data to other regions available within the same geography for data durability, except as specified below. No matter where customer data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access customer data.

## Regions where Dynamics 365 Sales can be deployed

Explore Dynamics 365 Sales by geography [here](#).

### Note:

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.
- For China-specific information, learn more [here](#).

## Storing customer data – customer data at rest in geo

Microsoft will not transfer customer data outside the selected Azure geographic location (geo) for Dynamics 365 Sales except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- Customers use services that are designed to operate globally, including the following:
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.
  - Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).
  - Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally. You can find more information [here](#).
  - Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#).
  - Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or
  - Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.
  - Additionally, certain types of customer data (specifically the application name, application description, and application logo) will be stored globally, rather than in the primary storage geo.
- Customers configure external services to extend Dynamics 365 Sales such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Machine Learning Cognitive Services:** If features that use cognitive services are activated, customer data for domains such as product recommendations and demand forecasting can be synchronized outside of the configured region. Use of these features is optional. You can find more information [here](#).
  - **Data integration:** Configuration of Dynamics 365 Sales data management features that work with external services (whether provided by Microsoft or a third party) may result in the transfer of core customer data outside of the region configured for the production environment to a geographic location that customers designate. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, or Power Automate deployment to Dynamics 365 Sales may

send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).

- **Microsoft Visual Studio Team Services:** Customers can choose where to store custom code, metadata, and data assets that support their Dynamics 365 Sales implementation. You can find more information about the availability of Visual Studio Team Services [here](#).

## Availability

Product is available for transaction [globally](#).

## Languages

- Arabic
- Basque
- Bulgarian
- Catalan
- Chinese Simplified (PRC)
- Chinese Traditional (Hong Kong SAR)
- Chinese Traditional (Taiwan)
- Croatian
- Czech
- Danish
- Dutch
- English
- Estonian
- Finnish
- French
- Galician
- German
- Greek
- Hebrew
- Hindi
- Hungarian
- Indonesian
- Italian
- Japanese
- Kazakh
- Korean
- Latvian
- Lithuanian
- Malay
- Norwegian
- Polish
- Portuguese (Brazil)
- Portuguese (Portugal)
- Romanian
- Russian
- Serbian (Cyrillic)
- Serbian (Latin)
- Slovakian
- Slovenian
- Spanish
- Swedish
- Thai
- Turkish
- Ukrainian
- Vietnamese



# Microsoft Dynamics 365 Customer Service



## Overview

[Dynamics 365 Customer Service](#) is an end-to-end, self-support and assisted-support service that supports multiple channels of customer engagement, provides comprehensive and efficient case routing and management for agents, and enables authoring and consumption of knowledge management articles.

## Where your Microsoft Dynamics 365 Customer Service data is stored

Dynamics 365 Customer Service can be deployed into the Microsoft Azure datacenters (also referred to as “regions”) listed below.

With Dynamics 365 Customer Service customers can specify the region where their [customer data](#) will be stored. Microsoft may replicate customer data to other regions available within the same geography for data durability, except as specified below. No matter where customer data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access customer data.

## Regions where Dynamics 365 Customer Service can be deployed

Explore Dynamics 365 Customer Service product by geography [here](#).

### Note:

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.
- For China-specific information, learn more [here](#).

## Storing customer data – customer data at rest in geo

Microsoft will not transfer customer data outside the selected Azure geographic location (geo) for Dynamics 365 Customer Service except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- Customers use services that are designed to operate globally, including the following:
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.
  - Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).
  - Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally. You can find more information [here](#).
  - Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#).
  - Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or

- Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.
- Additionally, certain types of customer data (specifically the application name, application description, and application logo) will be stored globally, rather than in the primary storage geo.
- Customers configure external services to extend Dynamics 365 Customer Service such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Machine Learning Cognitive Services:** If features that use cognitive services are activated, customer data for domains such as product recommendations and demand forecasting can be synchronized outside of the configured region. Use of these features is optional. You can find more information [here](#).
  - **Data integration:** Configuration of Dynamics 365 Customer Service data management features that work with external services (whether provided by Microsoft or a third party) may result in the transfer of core customer data outside of the region configured for the production environment to a geographic location that customers designate. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, or Power Automate deployment to Dynamics 365 Customer Service may send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).
  - **Microsoft Visual Studio Team Services:** Customers can choose where to store custom code, metadata, and data assets that support their Dynamics 365 Customer Service implementation. You can find more information about the availability of Visual Studio Team Services [here](#).

## Availability

Product is available for transaction [globally](#).

## Languages

- |                                       |             |                         |                      |
|---------------------------------------|-------------|-------------------------|----------------------|
| • Arabic                              | • Dutch     | • Indonesian            | • Romanian           |
| • Basque                              | • English   | • Italian               | • Russian            |
| • Bulgarian                           | • Estonian  | • Japanese              | • Serbian (Cyrillic) |
| • Catalan                             | • Finnish   | • Kazakh                | • Serbian (Latin)    |
| • Chinese Simplified (PRC)            | • French    | • Korean                | • Slovakian          |
| • Chinese Traditional (Hong Kong SAR) | • Galician  | • Latvian               | • Slovenian          |
| • Chinese Traditional (Taiwan)        | • German    | • Lithuanian            | • Spanish            |
| • Croatian                            | • Greek     | • Malay                 | • Swedish            |
| • Czech                               | • Hebrew    | • Norwegian             | • Thai               |
| • Danish                              | • Hindi     | • Polish                | • Turkish            |
|                                       | • Hungarian | • Portuguese (Brazil)   | • Ukrainian          |
|                                       |             | • Portuguese (Portugal) | • Vietnamese         |

# Microsoft Dynamics 365 Field Service



## Overview

[Dynamics 365 Field Service](#) is an end-to-end solution for on-site service that empowers organizations to move from being reactive to providing proactive or predictive field service, and to embrace new business models such as outcome-based service or “anything-as-a-service.”

## Where your Microsoft Dynamics 365 Field Service data is stored

Dynamics 365 Field Service can be deployed into the Microsoft Azure datacenters (also referred to as “regions”) listed below.

With Dynamics 365 Field Service customers can specify the region where their [customer data](#) will be stored. Microsoft may replicate customer data to other regions available within the same geography for data durability, except as specified below. No matter where customer data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access customer data.

## Regions where Dynamics 365 Field Service can be deployed

Explore Dynamics 365 Field Service product by geography [here](#).

*Note:*

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.
- For China-specific information, learn more [here](#).

## Storing customer data – customer data at rest in geo

Microsoft will not transfer customer data outside the selected Azure geographic location (geo) for Dynamics 365 Field Service except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- Customers use services that are designed to operate globally, including the following:
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.
  - Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).
  - Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally. You can find more information [here](#).
  - Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#).
  - Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or

- Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.
- Additionally, certain types of customer data (specifically the application name, application description, and application logo) will be stored globally, rather than in the primary storage geo.
- Customers configure external services to extend Dynamics 365 Field Service, such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Data integration:** Configuration of Dynamics 365 Field Service data management features that work with external services (whether provided by Microsoft or a third party) may result in the transfer of core customer data outside of the region configured for the production environment to a geographic location that customers designate. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, or Power Automate deployment to Dynamics 365 Field Service may send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).
  - **Microsoft Visual Studio Team Services:** Customers can choose where to store custom code, metadata, and data assets that support their Dynamics 365 Field Service implementation. You can find more information about the availability of Visual Studio Team Services [here](#).

## Availability

Product is available for transaction [globally](#).

## Languages

- |                                       |              |                         |                      |
|---------------------------------------|--------------|-------------------------|----------------------|
| • Arabic                              | • Dutch      | • Italian               | • Russian            |
| • Basque                              | • English    | • Japanese              | • Serbian (Cyrillic) |
| • Bulgarian                           | • Estonian   | • Kazakh                | • Serbian (Latin)    |
| • Catalan                             | • Finnish    | • Korean                | • Slovakian          |
| • Chinese Simplified (PRC)            | • French     | • Latvian               | • Slovenian          |
| • Chinese Traditional (Hong Kong SAR) | • Galician   | • Lithuanian            | • Spanish            |
| • Chinese Traditional (Taiwan)        | • German     | • Malay                 | • Swedish            |
| • Croatian                            | • Greek      | • Norwegian             | • Thai               |
| • Czech                               | • Hebrew     | • Polish                | • Turkish            |
| • Danish                              | • Hindi      | • Portuguese (Brazil)   | • Ukrainian          |
|                                       | • Hungarian  | • Portuguese (Portugal) | • Vietnamese         |
|                                       | • Indonesian | • Romanian              |                      |

# Microsoft Dynamics 365 Marketing



## Overview

[Dynamics 365 Marketing](#) is a marketing automation solution that can help businesses turn more prospects into business relationships. Since its launch in April 2018, Dynamics 365 Marketing has seen increasing adoption by organizations looking to align sales and marketing, make smarter decisions, and grow with an adaptable platform. The app goes beyond basic email marketing to provide deep insights and generate qualified leads for your sales teams. Its graphical content creation and design tools make visually rich emails, landing pages, and customer journeys easy to design and execute.

## Where your Microsoft Dynamics 365 Marketing data is stored

Dynamics 365 Marketing can be deployed into the Microsoft Azure datacenters (also referred to as “regions”) listed below.

Microsoft may replicate customer data to other regions available within the same geography for data durability, except as specified below. For those customers that choose to deploy in the European Union or United States Azure geographic areas (also referred to as “geo”), your Customer Data will stay within that geo. For deployments in other geos, Customer Data will leave that geo. No matter where Customer Data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access Customer Data.

## Regions where Dynamics 365 Marketing can be deployed

Explore Dynamics 365 Marketing product by geography [here](#).

*Note:*

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.
- For China-specific information, learn more [here](#)

## Storing customer data – customer data at rest in geo

For customers in the United States and European Union, Microsoft will not transfer Customer Data outside the selected Azure geographic location (geo) for Dynamics 365 Marketing except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- Customers use services that are designed to operate globally, including the following:
  - Email marketing sending used to send marketing messaging globally as configured by the customer.
  - Marketing resource file delivery through content delivery networks to deliver marketing content globally – like pictures in emails.
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.

- Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).
- Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally. You can find more information [here](#).
- Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#).
- Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or
- Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.
- Additionally, certain types of customer data (specifically the application name, application description, and application logo) will be stored globally, rather than in the primary storage geo.



- Customers configure external services to extend Dynamics 365 Marketing, such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Machine Learning Cognitive Services:** If features that use cognitive services are activated, customer data for domains such as product recommendations and demand forecasting can be synchronized outside of the configured region. Use of these features is optional. You can find more information [here](#).
  - **Data integration:** Configuration of Dynamics 365 Marketing data management features that work with external services (whether provided by Microsoft or a third party) may result in the transfer of core customer data outside of the region configured for the production environment to a geographic location that customers designate. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, or Power Automate deployment to Dynamics 365 Marketing may send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).
  - **Microsoft Visual Studio Team Services:** Customers can choose where to store custom code, metadata, and data assets that support their Dynamics 365 Marketing implementation. You can find more information about the availability of Visual Studio Team Services [here](#).
- Customers customize the schema and display names for fields, entities, relations, attributes, and other elements in Dynamics 365 Marketing, in which case the customized schema and display names may be referenced by other object definitions and may get shared through various other channels that are outside of the designated geo. However, the data entered for the fields, entities, relations, attributes, and other elements themselves will not be transferred outside the designated geo.

## Availability

Product is available for transaction [globally](#).

## Languages

- |                       |              |                         |                           |
|-----------------------|--------------|-------------------------|---------------------------|
| • Arabic              | • Estonian   | • Japanese              | • Serbian (Latin)         |
| • Basque              | • Finnish    | • Korean                | • Serbian Cyrillic        |
| • Bulgarian           | • French     | • Latvian               | • Slovak                  |
| • Catalan             | • Galician   | • Lithuanian            | • Slovenian               |
| • Chinese (Hong Kong) | • German     | • Norwegian (Bokmal)    | • Spanish (International) |
| • Chinese (Taiwan)    | • Greek      | • Polish                | • Swedish                 |
| • Croatian            | • Hebrew     | • Portuguese (Brazil)   | • Thai                    |
| • Czech               | • Hungarian  | • Portuguese (Portugal) | • Turkish                 |
| • Danish              | • Indonesian | • Romanian              | • Ukrainian               |
| • Dutch               | • Italian    | • Russian               | • Vietnamese              |
| • English             |              |                         |                           |

# Microsoft Relationship Sales solution – LinkedIn Sales Navigator



## Availability

Product is available for transaction [globally](#), except in the following markets

- China
- Russian Federation

## Languages

- English
- German
- Portuguese
- Dutch
- French
- Italian
- Spanish

## Additional Resources

<https://www.linkedin.com/help/sales-navigator/answer/55743>

# Chat Add-in for Dynamics 365



## Availability

Product is available for transaction [globally](#). Review prerequisites [here](#) before purchasing.

## Languages

- Danish
- Dutch
- English
- French
- German
- Japanese
- Norwegian
- Portuguese (Portugal)
- Spanish
- Swedish
- Italian

# Enterprise resource planning applications



## Overview



Dynamics 365 revolutionizes ERP by applying intelligence to all forms of data. This enables organizations to evolve from reactive business decisions to proactive insights that empower your employees to accelerate business results. Dynamics 365 is the world's connected business cloud designed to help you better understand your business and act strategically to be successful.

## Overview – translation and localization

Organizations doing business in a particular country must comply with country-specific laws, regulations, and common business practices to handle their daily business transactions and operations and meet their legal obligations for activities conducted in the country. Microsoft recognizes that non-adherence to these laws and regulations can lead to severe consequences for an organization doing business in that country.

Microsoft Dynamics 365 Finance & Microsoft Dynamics 365 Supply Chain Management software helps organizations manage their various business processes through its extensible architecture. Microsoft extends the business process functionality of its Microsoft Dynamics 365 Finance & Microsoft Dynamics 365 Supply Chain Management software by developing specific commercial requirements, language, and non-vertical, national, or international functionality to address specific tax, accounting, or financial reporting requirements for countries where Microsoft makes this software generally available. The process of adapting software to meet local laws or requirements is called localization. The process of adapting software to meet language requirements is called translation.

Laws and regulations vary by country. While Microsoft Dynamics 365 Finance & Microsoft Dynamics 365 Supply Chain Management software "out-of-the-box" is localized and/or translated to address specific laws and/or regulations for countries, it is not supported in terms of localizations, translations, or technical support in all countries. Features or functionalities that are available in a country may not be available in all countries. Rather, we look to our channel partners, who are an important part of our global strategy, to deliver Microsoft Dynamics 365 Finance & Microsoft Dynamics 365 Supply Chain Management solutions that help customers meet their compliance obligations. Channel partners may adapt the Microsoft Dynamics 365 Finance & Microsoft Dynamics 365 Supply Chain Management software to:

- Supplement the base Microsoft Dynamics 365 Finance & Microsoft Dynamics 365 Supply Chain Management application by developing functionality to meet specific laws or regulations that are not covered by features provided "out-of-the-box" (e.g., regulations that are unique to states, provinces, cities, or municipalities in a country); or

- Create their own localizations and/or translations in countries where Microsoft does not offer a localized and/or translated version of Microsoft Dynamics 365 Finance & Microsoft Dynamics 365 Supply Chain Management software

Partner-created solutions are owned, implemented, maintained, and serviced by, or on behalf of, the originating channel partner.

## Microsoft Dynamics 365 Finance



### Overview

Dynamics 365 Finance helps to maximize financial visibility and profitability through automated and modernized global financial operations. Dynamics 365 Finance enables monitors performance in real time, predict future outcomes, and makes data-driven decisions to drive business growth.

### Where your Microsoft Dynamics 365 Finance data is stored

Dynamics 365 Finance can be deployed into the Microsoft Azure datacenters (also referred to as “regions”) listed below.

With Dynamics 365 Finance customers can specify the region where their customer data will be stored. Microsoft may replicate customer data to other regions available within the same geography for data durability, except as specified below. No matter where customer data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access customer data.

### Regions where Dynamics 365 Finance can be deployed

Explore Dynamics 365 Finance product by geography [here](#).

#### *Note:*

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.
- For China-specific information, learn more [here](#)

### Storing customer data – customer data at rest in geo

Microsoft will not transfer customer data outside the selected Azure geographic location (geo) for Dynamics 365 Finance except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- Customers use services that are designed to operate globally, including the following:
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.

- Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).
- Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally. You can find more information [here](#).
- Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#).
- Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or
- Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.



- The administration portal for Dynamics 365 Finance known as Microsoft Dynamics Lifecycle Services (LCS), stores certain customer data on servers located in the United States such as:
  - Your code or metadata, and data packages (e.g., master or application configuration data) to support the Dynamics 365 Finance application lifecycle.
  - Business process models and task guides.
  - Usage and diagnostic logs during the application lifecycle process; and
  - Content related to support requests submitted to Microsoft such as support issues, service requests, and hotfix requests.
- Dynamics 365 Finance collects usage and diagnostic logs where customer data is stored in the United States.
- Customers configure external services to extend Dynamics 365 Finance such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Machine Learning Cognitive Services:** If features that use cognitive services are activated, customer data for domains such as product recommendations and demand forecasting can be synchronized outside of the configured region. Use of these features is optional. You can find more information [here](#).
  - **Data integration:** Configuration of Dynamics 365 Finance data management features that work with external services (whether provided by Microsoft or a third party) may result in the transfer of core customer data outside of the region configured for the production environment to a geographic location that customers designate. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, or Power Automate deployment to Dynamics 365 Finance and Operations may send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).
  - **Microsoft Visual Studio Team Services:** Customers can choose where to store custom code, metadata, and data assets that support their Dynamics 365 Finance and Operations implementation. You can find more information about the availability of Visual Studio Team Services [here](#).

## Availability

This product is available for transaction [globally](#).

## Languages

<b>Arabic</b>	<b>Estonian</b>	<b>Italian</b>	<b>Russian</b>
Saudi Arabia, United Arab Emirates	Estonia	Italy, Switzerland	Russia
<b>Chinese</b> (Simplified)	<b>Finnish</b>	<b>Japanese</b>	<b>Spanish</b>
China	Finland	Japan	Mexico, Spain
<b>Czech</b>	<b>French</b>	<b>Latvian</b>	<b>Swedish</b>
Czech Republic	Belgium, Canada, France, Switzerland	Latvia	Sweden
<b>Danish</b>	<b>German</b>	<b>Lithuanian</b>	<b>Thai</b>
Denmark	Austria, Germany, Switzerland	Lithuania	Thailand
		<b>Norwegian Bokmål</b>	<b>Turkish</b>
		Norway	Turkey

**Dutch**

Belgium, Netherlands

**English**Australia, Canada, India,  
Ireland, Malaysia,  
New Zealand, Singapore,  
South Africa, UK, US**Hungarian**

Hungary

**Icelandic**

Iceland

**Polish**

Poland

**Portuguese**

Brazil

## Localization

Localization is the process of adapting software to meet country-specific laws or regulations. Microsoft localizes Microsoft Dynamics 365 Finance to include features and functionality designed to address specific Dynamics 365 Finance, accounting, or financial reporting requirements for various countries. Features or functionalities that are available in a particular country may not be available in all countries. Please consult your channel partner for details about product features and capabilities. Also consult them and/or your professional advisers to determine whether this software is appropriate for your business needs in a given country.

- |                  |               |                        |                  |
|------------------|---------------|------------------------|------------------|
| • Brazil*        | • France      | • Norway               | • United Kingdom |
| • Canada         | • Germany     | • Poland               | • Australia      |
| • Mexico         | • Hungary     | • Russia*              | • China          |
| • United States  | • Iceland     | • Saudi Arabia         | • India          |
| • Austria        | • Ireland     | • South Africa         | • Japan          |
| • Belgium        | • Italy       | • Spain                | • Malaysia       |
| • Czech Republic | • Latvia      | • Sweden               | • New Zealand    |
| • Denmark        | • Lithuania   | • Switzerland          | • Singapore      |
| • Estonia        | • Netherlands | • United Arab Emirates | • Thailand       |
| • Finland        |               |                        |                  |

\*Localization is planned for later updates

## Additional resources

You can find the details for current and planned availability of country localization and language in the [Product availability, localization and translation guide](#).

# Microsoft Dynamics 365 Supply Chain Management



## Overview

Dynamics 365 Supply Chain Management helps to transform manufacturing and supply chain operations using predictive insights and intelligence from AI and Internet of Things (IoT) across planning, production, inventory, warehouse, and transportation management to maximize operational efficiency, product quality, and profitability.

## Where your Microsoft Dynamics 365 Supply Chain Management data is stored

Dynamics 365 Supply Chain Management can be deployed into the Microsoft Azure datacenters (also referred to as “regions”) listed below.

With Dynamics 365 Supply Chain Management customers can specify the region where their customer data will be stored. Microsoft may replicate customer data to other regions available within the same geography for data durability, except as specified below. No matter where customer data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access customer data.

## Regions where Dynamics 365 Supply Chain Management can be deployed

Explore Dynamics 365 Supply Chain Management product by geography [here](#).

### Note:

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.
- For China-specific information, learn more [here](#)

## Storing customer data – customer data at rest in geo

Microsoft will not transfer customer data outside the selected Azure geographic location (geo) for Dynamics 365 Supply Chain Management except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- Customers use services that are designed to operate globally, including the following:
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance
  - Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#)
  - Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally. You can find more information [here](#)

- Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#)
- Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or
- Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.
- The administration portal for Dynamics 365 Supply Chain Management known as Microsoft Dynamics Lifecycle Services (LCS), stores certain customer data on servers located in the United States such as:
  - Your code or metadata, and data packages (e.g., master or application configuration data) to support the Dynamics 365 Finance and Operations application lifecycle
  - Business process models and task guides
  - Usage and diagnostic logs during the application lifecycle process; and
  - Content related to support requests submitted to Microsoft such as support issues, service requests, and hotfix requests.
- Dynamics 365 Supply Chain Management collects usage and diagnostic logs where customer data is stored in the United States.
- Customers configure external services to extend Dynamics 365 Supply Chain Management such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Machine Learning Cognitive Services:** If features that use cognitive services are activated, customer data for domains such as product recommendations and demand forecasting can be synchronized outside of the configured region. Use of these features is optional. You can find more information [here](#).
  - **Data integration:** Configuration of Dynamics 365 Supply Chain Management data management features that work with external services (whether provided by Microsoft or a third party) may result in the transfer of core customer data outside of the region configured for the production environment to a geographic location that customers designate. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, or Power Automate deployment to Dynamics 365 Supply Chain Management may send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).
  - **Microsoft Visual Studio Team Services:** Customers can choose where to store custom code, metadata, and data assets that support their Dynamics 365 Supply Chain Management implementation. You can find more information about the availability of Visual Studio Team Services [here](#).

## Availability

This product is available for transaction [globally](#).

## Languages

### Arabic

Saudi Arabia, United Arab  
Emirates

### Estonian

Estonia

### Italian

Italy, Switzerland

### Portuguese

Brazil

**Chinese (Simplified)**

China

**Czech**

Czech Republic

**Danish**

Denmark

**Dutch**

Belgium, Netherlands

**English**Australia, Canada, India,  
Ireland, Malaysia,  
New Zealand, Singapore,  
South Africa, UK, US**Finnish**

Finland

**French**Belgium,  
Canada, France,  
Switzerland**German**Austria, Germany,  
Switzerland**Hungarian**

Hungary

**Icelandic**

Iceland

**Japanese**

Japan

**Latvian**

Latvia

**Lithuanian**

Lithuania

**Norwegian Bokmål**

Norway

**Polish**

Poland

**Russian**

Russia

**Spanish**

Mexico, Spain

**Swedish**

Sweden

**Thai**

Thailand

**Turkish**

Turkey

## Localization

Localization is the process of adapting software to meet country-specific laws or regulations. Microsoft localizes Microsoft Dynamics 365 Finance to include features and functionality designed to address specific Dynamics 365 Finance, accounting, or financial reporting requirements for various countries. Features or functionalities that are available in a particular country may not be available in all countries.

Please consult your channel partner for details about product features and capabilities. Also consult them and/or your professional advisers to determine whether this software is appropriate for your business needs in a given country.

- |                  |               |                        |                  |
|------------------|---------------|------------------------|------------------|
| • Brazil*        | • France      | • Norway               | • United Kingdom |
| • Canada         | • Germany     | • Poland               | • Australia      |
| • Mexico         | • Hungary     | • Russia*              | • China          |
| • United States  | • Iceland     | • Saudi Arabia         | • India          |
| • Austria        | • Ireland     | • South Africa         | • Japan          |
| • Belgium        | • Italy       | • Spain                | • Malaysia       |
| • Czech Republic | • Latvia      | • Sweden               | • New Zealand    |
| • Denmark        | • Lithuania   | • Switzerland          | • Singapore      |
| • Estonia        | • Netherlands | • United Arab Emirates | • Thailand       |
| • Finland        |               |                        |                  |

\*Localization is planned for later updates

## Additional resources

You can find the details for current and planned availability of country localization and language in the [Product availability, localization and translation guide](#).

# Microsoft Dynamics 365 Commerce



## Overview

[Dynamics 365 Commerce](#)—built on proven Dynamics 365 Retail capabilities—is an end-to-end retail solution delivering seamless commerce across all channels encompassing sales, mobility, intelligence and productivity to help retailers and workers achieve more in a cloud-first, mobile-first way. The application offers comprehensive support to operate a broad range business processes including e-commerce, clienteling, merchandising, point of sale, inventory and channel management capabilities while providing immersive customer experiences across physical and digital channels.

## Where your Microsoft Dynamics 365 Commerce is stored

Dynamics 365 Commerce can be deployed into the Microsoft Azure datacenters (also referred to as “regions”) listed below.

With Dynamics 365 Commerce, customers can specify the region where their [customer data](#) will be stored. Microsoft may replicate customer data to other regions available within the same geography for data durability, except as specified below. No matter where customer data is stored, Microsoft does not control or limit the locations from where customers or their end users may access customer data.

## Regions where Dynamics 365 Commerce can be deployed

Explore Dynamics 365 Commerce product by geography [here](#).

### Note:

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.
- For China-specific information, learn more [here](#)

## Storing customer data – customer data at rest in geo

Microsoft will not transfer customer data outside the selected Azure geographic location (geo) for Dynamics 365 Commerce except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- Customers use services that are designed to operate globally, including the following:
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.
  - Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).
  - Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally. You can find more information [here](#).



- Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#).
- Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or
- Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.
- Customer data that is stored locally in the commerce scale unit (CSU) is synchronized to the production instance location the customer has chosen based on the above section “Azure regions where Dynamics 365 Commerce can be deployed.”
- The administration portal for Dynamics 365 Commerce known as Microsoft Dynamics Lifecycle Services (LCS), stores certain customer data on servers located in the United States such as:
  - Your code or metadata, and data packages (e.g., master or application configuration data) to support the Dynamics 365 Commerce application lifecycle
  - Business process models and task guides
  - Usage and diagnostic logs during the application lifecycle process; and
  - Content related to support requests submitted to Microsoft such as support issues, service requests, and hotfix requests.
- Customers use Dynamics 365 Commerce **site builder** to upload and play videos those videos are stored on servers located in the United States.
- Customers use Microsoft Dynamics 365 Fraud Protection integration with Dynamics 365 Commerce, customer data may be processed and stored in the United States or any other country in which Microsoft or its sub processors operate.
- Dynamics 365 Commerce collects usage and diagnostic logs where customer data is stored in the United States.
- Customers configure external services to extend Dynamics 365 Commerce such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Machine Learning Cognitive Services:** If features that use cognitive services are activated, customer data for domains such as product recommendations and demand forecasting can be synchronized outside of the configured region. Use of these features is optional. You can find more information [here](#).
  - **Data integration:** Configuration of Dynamics 365 Commerce data management features that work with external services (whether provided by Microsoft or a third party) may result in the transfer of core customer data outside of the region configured for the production environment to a geographic location that customers designate. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, or Power Automate deployment to Dynamics 365 Commerce may send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).
  - **Microsoft Visual Studio Team Services:** Customers can choose where to store custom code, metadata, and data assets that support their Dynamics 365 Commerce implementation. You can find more information about the availability of Visual Studio Team Services [here](#).

## Availability

Product is available for transaction [globally](#) except for the following markets:

- China
- Russian Federation

## Languages

### Arabic

Saudi Arabia, United Arab Emirates

### Chinese (Simplified)

China

### Czech

Czech Republic

### Danish

Denmark

### Dutch

Belgium, Netherlands

### English

Australia, Canada, India, Ireland, Malaysia, New Zealand, Singapore, South Africa, UK, US

### Estonian

Estonia

### Finnish

Finland

### French

Belgium, Canada, France, Switzerland

### German

Austria, Germany, Switzerland

### Hungarian

Hungary

### Icelandic

Iceland

### Italian

Italy, Switzerland

### Japanese

Japan

### Latvian

Latvia

### Lithuanian

Lithuania

### Norwegian Bokmål

Norway

### Polish

Poland

### Portuguese

Brazil

### Russian

Russia

### Spanish

Mexico, Spain

### Swedish

Sweden

### Thai

Thailand

### Turkish

Turkey

## Localization

Localization is the process of adapting software to meet country-specific laws or regulations. Microsoft localizes Microsoft Dynamics 365 Commerce to include features and functionality designed to address specific Dynamics 365 Commerce, accounting, or financial reporting requirements for various countries. Features or functionalities that are available in a particular country may not be available in all countries.

Please consult your channel partner for details about product features and capabilities. Also consult them and/or your professional advisers to determine whether this software is appropriate for your business needs in a given country.

- |                  |               |                        |                  |
|------------------|---------------|------------------------|------------------|
| • Brazil*        | • France      | • Norway               | • United Kingdom |
| • Canada         | • Germany     | • Poland               | • Australia      |
| • Mexico         | • Hungary     | • Russia*              | • China          |
| • United States  | • Iceland     | • Saudi Arabia         | • India          |
| • Austria        | • Ireland     | • South Africa         | • Japan          |
| • Belgium        | • Italy       | • Spain                | • Malaysia       |
| • Czech Republic | • Latvia      | • Sweden               | • New Zealand    |
| • Denmark        | • Lithuania   | • Switzerland          | • Singapore      |
| • Estonia        | • Netherlands | • United Arab Emirates | • Thailand       |
| • Finland        |               |                        |                  |

\*Commerce localization is planned for later updates

## Additional resources

You can find the details for current and planned availability of country localization and language in the [Product availability, localization and translation guide](#).

# Microsoft Dynamics 365 Business Central



## Overview

Dynamics 365 Business Central is a comprehensive business management solution designed for small to medium-sized businesses. The service helps to streamline your processes, make smarter decisions, and accelerate growth.

## Where your Microsoft Dynamics 365 Business Central data is stored

Dynamics 365 Business Central (previously known as Dynamics 365 Finance and Operations, Business edition) can be deployed into the Microsoft Azure datacenters (also referred to as “regions”) listed below.

With Dynamics 365 Business Central, customers select a country on sign-up, and this specifies the geography (also referred to “geo”) where their [customer data](#) will be stored. Microsoft may replicate customer data to other regions available within the same geography for data durability. No matter where customer data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access customer data.

## Regions where Dynamics 365 Business Central can be deployed

Explore Dynamics 365 Business Central by geography [here](#).

*Note:*

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.

## Storing customer data – customer data at rest in geo

Microsoft will not transfer customer data outside the selected Azure geographic location (geo) for Dynamics 365 Business Central except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- Customer uses services that are designed to operate globally, including the following:
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.
  - Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).
  - Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally. You can find more information [here](#).
  - Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#).
  - Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or

- Preview, beta, or other pre-release services could store customer data outside of the provisioned geo.
- Dynamics 365 Business Central collects usage and diagnostic logs where customer data is stored in the United States.
- Customers configure external services to extend Dynamics 365 Business Central such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Machine Learning Cognitive Services:** If features that use cognitive services are activated, customer data could be synchronized outside of the configured region. Use of these features is optional. You can find more information [here](#).
  - **Extensions and integrations:** Configuration of Dynamics 365 Business Central to work with external services (whether provided by Microsoft or a third party) may result in the transfer of customer data outside of the region configured for the production environment. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, Microsoft Exchange and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, Exchange or Power Automate deployment to Dynamics 365 Business Central may send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).

## Availability

Product is available for transaction in the following markets:

- Canada
- Denmark
- Italy
- Spain
- Hong Kong SAR \*
- Singapore \*
- United States
- Estonia \*
- Netherlands
- Sweden
- Indonesia \*
- South Korea
- Mexico
- Finland
- Norway
- Switzerland
- Japan \*
- Taiwan \*
- Austria
- France
- Poland\*
- United Arab Emirates \*
- Malaysia \*
- Thailand \*
- Belgium
- Germany
- Portugal \*
- United Kingdom
- New Zealand
- Czechia \*\*\*
- Iceland
- Serbia \*
- Australia
- Russia \*\*\*

\*3<sup>rd</sup> party Partner delivered via Microsoft AppSource

\*\*\*On premises only

## Languages

<b>Chinese</b> Hong Kong, Taiwan	<b>Estonian</b> Estonia	<b>Italian</b> Italy	<b>Russian</b> Russia
<b>Czechia</b> Czech Republic	<b>Finnish</b> Finland	<b>Italian</b> Switzerland	<b>Serbian</b> Serbia
<b>Danish</b> Denmark	<b>French</b> Belgium, Canada, France, Switzerland	<b>Japanese</b> Japan	<b>Spanish</b> Spain, Mexico
<b>Dutch</b> Belgium	<b>German</b> Austria, Germany, Switzerland	<b>Korean</b> South Korea	<b>Swedish</b> Sweden
<b>Dutch</b> Netherlands		<b>Norwegian</b> Norway	
<b>English</b> Canada, US, UK, Australia, New Zealand, Malaysia, UAE, South Africa			

## Additional Resources

For more information, please visit the [Microsoft Business Central Localization Site](#).

You can find the details for current and planned availability of country localization and language in the [Product availability, localization and translation guide](#).

# Microsoft Dynamics 365 Project Service Automation



## Overview

[Dynamics 365 Project Service Automation](#) is an end-to-end solution for project-based organizations to manage projects from sales through delivery. The application has deep resource management, sales, pricing, invoicing, time and expense entry, and approval capabilities along with a minimum set of project task and work breakdown structure (WBS) capabilities. With Microsoft Project re-platforming onto the Common Data Service platform, the Project Service Automation application that is already on the Common Data Service platform is uniquely positioned to leverage this industry-standard set of project-planning and task scheduling capabilities. The service industries module in Dynamics 365 Finance is especially strong in project accounting, with revenue recognition and customer-facing invoicing that leverage date-effective exchange rates and a rich sales tax feature set.

## Where your Microsoft Dynamics 365 Project Service Automation data is stored

Dynamics 365 Project Service Automation can be deployed into the Microsoft Azure datacenters (also referred to as “regions”) listed below.

With Dynamics 365 Sales customers can specify the region where their [customer data](#) will be stored. Microsoft may replicate customer data to other regions available within the same geography for data durability, except as specified below. No matter where customer data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access customer data.

## Regions where Dynamics 365 Project Service Automation can be deployed

Explore Dynamics 365 Project Service Automation by geography [here](#).

### Note:

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.

## Storing customer data – customer data at rest in geo

Microsoft will not transfer customer data outside the selected Azure geographic location (geo) for Project Service Automation except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- Customers use services that are designed to operate globally, including the following:
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.
  - Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).

- Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally. You can find more information [here](#).
- Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#).
- Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or
- Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.
- Additionally, certain types of customer data (specifically the application name, application description, and application logo) will be stored globally, rather than in the primary storage geo.



- Customers configure external services to extend Dynamics 365 Project Service Automation, such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Data integration:** Configuration of Dynamics 365 Project Service Automation data management features that work with external services (whether provided by Microsoft or a third party) may result in the transfer of core customer data outside of the region configured for the production environment to a geographic location that customers designate. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, or Power Automate deployment to Dynamics 365 Project Service Automation may send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).
  - **Microsoft Visual Studio Team Services:** Customers can choose where to store custom code, metadata, and data assets that support their Dynamics 365 Project Service Automation implementation. You can find more information about the availability of Visual Studio Team Services [here](#).

## Availability

Product is available for transaction [globally](#).

## Languages

- |                                       |              |                         |                      |
|---------------------------------------|--------------|-------------------------|----------------------|
| • Arabic                              | • Dutch      | • Italian               | • Romanian           |
| • Basque                              | • English    | • Japanese              | • Russian            |
| • Bulgarian                           | • Estonian   | • Kazakh                | • Serbian (Cyrillic) |
| • Catalan                             | • Finnish    | • Korean                | • Serbian (Latin)    |
| • Chinese Simplified (PRC)            | • French     | • Latvian               | • Slovakian          |
| • Chinese Traditional (Hong Kong SAR) | • Galician   | • Lithuanian            | • Slovenian          |
| • Chinese Traditional (Taiwan)        | • German     | • Malay                 | • Spanish            |
| • Croatian                            | • Greek      | • Norwegian             | • Swedish            |
| • Czech                               | • Hebrew     | • Polish                | • Thai               |
| • Danish                              | • Hindi      | • Portuguese (Brazil)   | • Turkish            |
|                                       | • Hungarian  | • Portuguese (Portugal) | • Ukrainian          |
|                                       | • Indonesian |                         | • Vietnamese         |

# Microsoft Dynamics 365 Human Resources



## Overview

[Dynamics 365 Human Resources](#) enables organizations to centralize workforce data and drive operational excellence across HR programs. As people resources are the most expensive part of operating expenses, the imperatives of efficiency and cost reduction have always been a part of the HR mandate; however, when workforce practices are disconnected and lack a cohesive strategy across the company, the result is high turnover rates, longer hiring cycles, and lower employee engagement. All of which contribute to lack of product innovation, expensive operational errors, less satisfied customers, and suboptimal financial results. Our vision for Dynamics 365 Human Resources is to help HR teams balance operational excellence, organizational agility, and the employee experience to create a workplace where people and the business thrive.

## Where your Microsoft Dynamics 365 Human Resources data is stored

Dynamics 365 Human Resources includes core HR capabilities and functionality that provides additional experiences such as Attract and Onboard. Such functionality may also be available for purchase as a standalone modular application through web-direct (e.g. Dynamics 365 Human Resources: Attract or Dynamics 365 Human Resources: Onboard). Unless noted, this article applies to Dynamics 365 Human Resources and each standalone modular app.

Dynamics 365 Human Resources can be deployed in the Microsoft Azure datacenters (also referred to as "regions") listed below.

With Dynamics 365 Human Resources, customers can specify the [geography](#) where their [customer data](#) will be stored<sup>1</sup>. Microsoft may replicate customer data to other regions available within the same geography for data durability, except as specified below.

No matter where customer data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access customer data.

<sup>1</sup>Does not apply to standalone modular applications. See [here](#) for additional details.

## Regions where Dynamics 365 Human Resources can be deployed

Explore Dynamics 365 Human Resources by geography [here](#).

## Storing customer data – customer data at rest in geo

Microsoft will not transfer customer data outside the selected Azure geographic location for Dynamics 365 Human Resources except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- The customer uses a Microsoft service that is designed to operate globally including the following:
  - Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.

- Dynamics 365 Human Resources provisioning service<sup>1</sup> stores a list of environments accessible to each user, which is stored in the United States.
- Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#);
- Azure Multi-Factor Authentication, which may store Multi-Factor Authentication data globally
- You can find more information [here](#);
- Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#);
- Services that provide global routing functions and do not process or store customer data. This includes Traffic Manager, which provides load balancing, and Azure DNS, which provides domain name services that route to different regions; or
- Preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.
- The administration portal for Dynamics 365 Human Resources, known as Microsoft Dynamics Lifecycle Services (LCS)<sup>1</sup>, stores certain customer data on servers located in the United States such as:
  - Data packages (e.g., master or application configuration data) to support the Dynamics 365 Human Resources application lifecycle.
  - Business process models and task guides.
  - Usage and diagnostics logs collected during the application lifecycle process; and
  - Content related to support requests submitted to Microsoft such as support issues, service requests, and hotfix requests.
- Dynamics 365 Human Resources collects usage and diagnostic logs where customer data is stored in the United States.
- Customers configure external services to extend Dynamics 365 Human Resources, such customer configurations may cause customer data to be transferred outside of the selected geo. Examples of customer configurable external services include:
  - **Data integration:** Configuration of Dynamics 365 Human Resources data management features that work with external services (whether provided by Microsoft or a third party) may result in the transfer of core customer data outside of the region configured for the production environment to a geographic location that customers designate. You can find more information [here](#).
  - **Microsoft Power BI, Microsoft Power Apps, and Microsoft Power Automate:** Customers who connect their Power BI, Power Apps, or Power Automate deployment to Dynamics 365 Human resources may send customer data outside of the designated region to the geographic area where their Power BI, Power Apps, or Power Automate is deployed. You can find more details [here](#).

<sup>1</sup>Does not apply to standalone modular applications. See [here](#) for additional details.

## Availability

Product is available for transaction [globally](#) except for the following markets:

- Russian Federation

## Languages

**Arabic**

Saudi Arabia, United Arab  
Emirates

**Chinese**

(Simplified)  
China

**Czech**

Czech Republic

**Danish**

Denmark

**Dutch**

Belgium, Netherlands

**English**

Australia, Canada, India,  
Ireland, Malaysia,  
New Zealand, Singapore,  
South Africa, UK, US

**Estonian**

Estonia

**Finnish**

Finland

**French**

Belgium, Canada, France,  
Switzerland

**German**

Austria, Germany,  
Switzerland

**Hungarian**

Hungary

**Icelandic**

Iceland

**Italian**

Italy, Switzerland

**Japanese**

Japan

**Latvian**

Latvia

**Lithuanian**

Lithuania

**Norwegian Bokmål**

Norway

**Polish**

Poland

**Portuguese**

Brazil

**Russian**

Russia

**Spanish**

Mexico, Spain

**Swedish**

Sweden

**Thai**

Thailand

**Turkish**

Turkey

# Artificial intelligence applications



## Microsoft Dynamics 365 Customer Service Insights



### Overview

[Dynamics 365 Customer Service Insights](#) provides an actionable view into critical performance metrics, operational data, and emerging trends using industry-leading artificial intelligence. These insights empower customer service managers to make better decisions to improve customer satisfaction and operational efficiency with confidence. Thanks to the power of artificial intelligence (AI), machine learning, and business intelligence (BI), you can easily get a clear view into your contact center on what is happening, why it is happening, and what could happen, and then decide your best course of action. The AI model used by Customer Service Insights proactively learns from users' gestures and optimizes over time per each individual customer. Best of all, the AI capabilities are included out of the box and don't require any AI expertise to use.

### Availability

Product is available for transaction [globally](#).

### Languages

Localization:

- |                       |              |                         |                      |
|-----------------------|--------------|-------------------------|----------------------|
| • Basque              | • Finnish    | • Korean                | • Russian            |
| • Bulgarian           | • French     | • Latvian               | • Serbian (Cyrillic) |
| • Catalan             | • Galician   | • Lithuanian            | • Serbian (Latin)    |
| • Chinese Simplified  | • German     | • Malay                 | • Slovak             |
| • Chinese Traditional | • Greek      | • Norwegian (Bokmål)    | • Slovenian          |
| • Croatian            | • Hindi      | • Polish                | • Spanish            |
| • Czech               | • Hungarian  | • Portuguese (Brazil)   | • Swedish            |
| • Danish              | • Indonesian | • Portuguese (Portugal) | • Thai               |
| • Dutch               | • Italian    | • Romanian              | • Turkish            |
| • English             | • Japanese   |                         | • Ukrainian          |
| • Estonian            | • Kazakh     |                         | • Vietnamese         |

Natural Language Understanding (NLU) model languages

- |                      |          |            |              |
|----------------------|----------|------------|--------------|
| • Chinese Simplified | • French | • Italian  | • Portuguese |
| • English            | • German | • Japanese | • Spanish    |

# Microsoft Dynamics 365 Customer Insights



## Overview

Customer experience is at the very core of every organization's digital transformation ambitions. To compete in today's market, organizations need to build meaningful relationships with their customers on a personal level. The ability to effectively personalize at scale requires a complete, unified view of customers. Build a deep understanding of customers by connecting customer data from various transactional, behavioral, and observational sources to create a 360-degree customer view to deliver insights that drive customer-centric experiences and processes.

The latest release of [Microsoft Dynamics 365 Customer Insights](#) includes new capabilities to help businesses further unify data across sources to get a single view of customers, optimize engagement, and discover insights that drive personalized experiences.

## Availability

Product is available for transaction [globally](#).

## Languages

- Danish
- English
- German
- Japanese
- Dutch
- French
- Italian
- Spanish

# Microsoft Dynamics 365 Sales Insights



## Overview

[Dynamics 365 Sales Insights](#) makes AI accessible to everyone across the sales organization, giving sales teams time back so they can focus on building relationships with customers. Insights tailored to every member of the sales team are now available with a new digital assistant. The assistant offers sellers contextual relationship insights and transforms guided selling with next-best-action recommendations. Sales managers benefit from smart coaching suggestions based on customer conversations.

## Availability

Product is available for transaction [globally](#).

## Languages

Localization:

- |                                       |             |                         |                      |
|---------------------------------------|-------------|-------------------------|----------------------|
| • English                             | • Danish    | • Indonesian            | • Romanian           |
| • Arabic                              | • Dutch     | • Italian               | • Russian            |
| • Basque                              | • English   | • Japanese              | • Serbian (Cyrillic) |
| • Bulgarian                           | • Estonian  | • Kazakh                | • Serbian (Latin)    |
| • Catalan                             | • Finnish   | • Korean                | • Slovakian          |
| • Chinese Simplified (PRC)            | • French    | • Latvian               | • Slovenian          |
| • Chinese Traditional (Hong Kong SAR) | • Galician  | • Lithuanian            | • Spanish            |
| • Chinese Traditional (Taiwan)        | • German    | • Malay                 | • Swedish            |
| • Croatian                            | • Greek     | • Norwegian             | • Thai               |
| • Czech                               | • Hebrew    | • Polish                | • Turkish            |
|                                       | • Hindi     | • Portuguese (Brazil)   | • Ukrainian          |
|                                       | • Hungarian | • Portuguese (Portugal) | • Vietnamese         |

Machine learning model languages (contextual insights):

- English

Model languages for Dynamics 365 Sales Insights application (conversation intelligence):

- |           |           |            |                        |
|-----------|-----------|------------|------------------------|
| • English | • French  | • Spanish  | • Brazilian Portuguese |
| • German  | • Italian | • Japanese | • Chinese (simplified) |

# Microsoft Dynamics 365 Market Insights – Public preview



## Overview

Today, business professionals face several challenges to understanding their customers and their market. An enormous amount of information is continuously being updated and coming from many different sources. In addition, some of the information needed may not be accessible. It may also take weeks or months to collect and understand the information about a specific topic, and this information is often expensive to access, gather and process. In the worst case, you may miss an important event or find out about it too late. These challenges result in low visibility into market trends and missed opportunities to build customer relationships.

With [Dynamics 365 Market Insights](#), you can close this gap with access to a variety of insights about the things you're interested in most (e.g., your products, customers, competitors, partners, events, and general topics). These insights come from a variety of data sources (including but not limited to news, web data, internet browsing behavior, and search activity) and are delivered to you in a concise, timely and proactive manner. In addition to providing relevant news about your topic(s), Dynamics 365 Market Insights also enables you to make more informed decisions based on what consumers say, seek, and feel about their products and brands.

## Availability

Product is available for preview in the following markets:

- United States

## Languages

Listening/Sentiment/Localization:

- English



# Microsoft Dynamics 365 Product Insights – public preview



## Overview

[Dynamics 365 Product Insights](#) delivers real-time visibility into your connected product experiences, so you can take action in the moment to move from transactions to richer, ongoing customer relationships. With capabilities designed for business users, anyone in your organization can make data-informed decisions, regardless of specialized data science knowledge or coding skills.

## Languages

Localization:

- English

Machine learning model languages

- English

# Microsoft Dynamics 365 Fraud Protection



## Overview

Today's digitally transformed merchants conduct most business online and in real time with little human intervention. This reduces merchants' costs and improves the customer experience, but it also exposes merchants to serious threats from those who attempt to take advantage of the online channel's relative anonymity and accessibility.

[Dynamics 365 Fraud Protection](#) provides insights and tools to detect payment and account creation fraud. The service will help enable an e-commerce merchant to drive down fraud loss, increase bank acceptance rates to yield higher revenue, and improve the online shopping experience of its customers.

Currently the merchants DFP environment can be provisioned in two geographies – US and Europe. Data residency applies to the boundaries of the geography where environment is provisioned.

## Availability

Product is available for transaction [globally](#) except China and Russia.

## Language

Listening/Sentiment/Localization:

- English
- French

## Data locations

Dynamics 365 Fraud Protection operates in the geographical (geo) locations listed below. To determine where customer data will be stored, customers can choose the geo of the tenant account during initial signup and creation of the account. Microsoft may replicate data to other regions for data resiliency but will not replicate or move customer data outside the geo. Customers and their end users may move, copy or access their customer data from any location globally.

**Note:** Microsoft continuously looks for opportunities to deploy the business application platform to more geographical locations.

Explore Dynamics 365 Fraud Protection by geography [here](#).

# Power Platform

## Power BI



### Overview

[Power BI](#) is a business analytics solution that lets you visualize your data and share insights across your organization or embed them in your app or website. Connect to hundreds of data sources and bring your data to life with live dashboards and reports.

### Certification and attestations

You can be assured that the data you entrust to us is held in accordance with stringent industry safeguards. Power BI complies with the standards listed below, and compliance is verified by third-party audits and certifications.

[Find out more about certifications and attestations for Power Platform.](#)

### Privacy

At Microsoft, we're serious about strict standards regarding the privacy and protection of customer data. We take strong measures to protect your data from unauthorized persons or inappropriate access. Not only do Microsoft policies prohibit your data from being mined for marketing or advertising, we also restrict access by Microsoft personnel and subcontractors, and carefully define requirements for responding to government requests for customer data. However, your customer data is available to you at any time and for any reason.

Microsoft complies with international data protection laws regarding transfers of customer data across borders. We also offer an expanding network of global datacenters to help customers meet geographic restrictions on data storage.

[Learn more about how Microsoft manages your data](#)

[Find out where your Power Platform data is stored](#)

## Security

### Discover powerful security technologies

Your data is securely protected because the Power BI is built on [Microsoft Azure](#). This means that Power BI benefits from the Azure platform's powerful security technologies. Encryption of data, at rest and in transit, also preserves confidentiality. In addition, Power BI uses separate front-end and back-end clusters, the Gateway role, and secure data storage architecture. This helps protect your information and allows your organization's data to be unified whether in the cloud or on premises.

Power BI is governed by the [Microsoft Online Services Terms](#) and the [Microsoft Online Services Privacy Statement](#).

[Get an overview of the Power Platform](#)

### Keep data secure with identity and access management

Now you can make sure that user access to your data is secure and controlled. Power BI uses [Azure Active Directory \(Azure AD\)](#) identity and access management mechanisms to help ensure that only authorized users can access the environment, data, and reports.

Power BI uses Azure AD as an identity repository for authentication and authorization. When users sign in to Power BI via a secure (HTTPS) website, all communication between the user's web browser and a business application platform service is encrypted.

The [Azure Traffic Manager](#) receives the request, and—based on the user's location—determines the location of the nearest service deployment, then responds with the IP address of that web front end (WFE) cluster.

To learn more about how the Azure Traffic Manager performs traffic routing, [read the Microsoft Azure documentation on Traffic Manager traffic-routing methods](#).

To find out about the Azure Content Delivery Network (CDN) from which necessary files are downloaded, [watch the Microsoft Azure documentation CDN videos](#).

### Encryption to safeguard data

Encryption can help protect your data both at rest and in transit. Data requested and transmitted is encrypted in transit using HTTPS.

Data transferred through the on-premises data gateway is encrypted. Data that users upload is typically sent to Azure Blob storage, and all metadata and artifacts for the system itself are stored in an Azure SQL database and Azure Table storage.

### Secure access for Power BI data

In Power BI, your data is secure because access authorization is based on a user's identity. The Power BI service handles data at rest (not currently being acted upon) and data in process (being actively accessed or updated by users or the service). Data is divided into two categories:

- Data accessed by direct query
- Data not accessed by direct query

Direct queries are directly translated to the native language of an underlying data source. Non-direct queries do not include credentials for the underlying data. The distinction between a direct query and other queries determines how the Power BI service handles the data at rest and whether the query itself is encrypted.

Power BI uses [Azure Storage](#) for Blob storage and [Azure SQL Database](#) for metadata that the system generates and uses. The user never connects directly to these storage repositories—all user connections are made to the Gateway role. The Gateway role then forwards requests for data to other roles such as the Presentation role, which is used to render the dashboard.

Only authorized users can access data based on identity. However, when users access data, it becomes their responsibility to secure any data they share. With static reports, authorized users can share reports with unauthorized users. With dynamic reports, users can see reports only if they are authenticated and authorized. Here's how static and dynamic reports handle data:

- **Static reports.** When a static report is created, the data is fixed in the report—similar to a PDF. (There is no "callback" to the Power BI system to view the data visualized in the report.)
- **Dynamic reports.** With a dynamic report, the data doesn't reside in the report. Instead, the report is generated by pulling data from SQL Server Analysis Services, using the [Power BI Analysis Service Connector](#) to connect to SQL Server.

[Learn more about Power BI security](#)

## Storing customer data

Power BI stores information that is global in nature, such as user identities and profile information, in a datacenter located in the United States. All Power BI customer data, as well as the geo-redundant mirrors, is maintained within the selected geo.

Power BI works and uses several Microsoft Azure services. Please refer to the [Microsoft Azure datacenter map](#) for details on the retention of customer data by location.

Microsoft will not transfer customer data outside the selected geo except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- The customer configures an account to enable such transfer of customer data, including through the use of the following:
- Features that are designed to operate globally, such as Content Delivery Network (CDN), which provides a global caching service and stores customer data at edge locations around the world; and the Dynamics 365 and Power Platform home page and Admin Center portals, which store application names, descriptions, and logos globally for performance.
- Common Data Service, which stores entity and field names (but not the content of database tables) globally.
- ISV Studio, which stores data in the United States but may store it globally.
- Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).
- Azure Multi-Factor Authentication, which may store authentication data globally. You can find more information [here](#).
- Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#)
- Services that provide global routing functions and do not process or store customer data. This includes Traffic Manager, which provides load balancing between different regions, and Azure DNS, which provides domain name services that route to different regions.

- Preview, beta, or other prerelease services, which typically store customer data in the United States but may store it globally.

**Note:** Microsoft does not control or limit the geos from which customers, or their end users may access customer data.

[Microsoft Azure datacenter map](#)

[Learn more about how Microsoft manages your data](#)

## Data protection and infrastructure security

Your data is secure and protected because Power BI is built on Microsoft Azure. Power BI employs Azure infrastructure security which relies on best security practices and technologies to safeguard data as it travels within Microsoft datacenters and across the internet.

### Architecture

The architecture of Power BI services is designed to help protect your data. Power BI is deployed in datacenters around the world, and each deployment consists of two clusters:

- **WFE cluster.** All users connect to the WFE before accessing any information in Power BI. Servers in the WFE cluster authenticate users, using Azure AD to store user identities and authorize access to data. The Azure Traffic Manager finds the nearest Power BI deployment, and that WFE cluster manages login and authentication.
- **Back-end cluster.** All subsequent activity and access to data is handled through the back-end cluster. It manages dashboards, visualizations, datasets, reports, data storage, data connections, and data refresh activities. The back-end cluster hosts many roles, including Azure API Management, Gateway, Presentation, Data, Background Job Processing, and Data Movement.

Users directly interact only with the Gateway role and Azure API Management which are accessible through the internet. These roles perform authentication, authorization, distributed denial-of-service (DDoS) protection, bandwidth throttling, load balancing, routing, and other security, performance, and availability functions. There is a distinct boundary between the roles that users can access and the roles that are accessible only by the system.

### Threat management

We work to constantly strengthen threat management to increase protection and reduce risks —so you know your data remains secure now and in the future. The Azure [multi-pronged threat management approach](#) protects business application platform services by using intrusion detection, DDoS attack prevention, penetration testing, data analytics, and machine learning.

### Physical security

Power BI is deployed in Microsoft regional datacenters. These datacenters are protected by layers of defense-in-depth security that include perimeter fencing, video cameras, security personnel, secure entrances, and real-time communications networks, continuing from every area of the facility to each physical server unit.

[Take a virtual datacenter tour](#)

## Data locations

Power BI operates in the geographical (geo) locations listed below. To determine where customer data will be stored, customers can choose the geo of the tenant account during initial signup and creation of the account. Microsoft may replicate data to other regions for data resiliency but will not replicate or move customer data outside the geo. Customers and their end users may move, copy, or access their customer data from any location globally.

**Note:** Microsoft continuously looks for opportunities to deploy the business application platform to more geographical locations.

Explore Power BI by geography [here](#).

Note:

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas).
- Power BI in China is a separate service sold and operated by 21Vianet. The Azure datacenter map outlines the locations of datacenters where 21Vianet stores customers data. For resiliency and availability, 21Vianet may replicate customer data in at least two datacenters, but always within China.
- For customers of Power BI Germany, customer data remains in the identified German datacenters under control of T-Systems, a Deutsche Telekom company acting as a German data trustee
- Power BI Government is sold separately to qualifying government customers. For data resiliency and availability, Microsoft may replicate customer data in at least two datacenters – but always within Power BI Government regions.

## Availability

This product is available for transaction [globally](#).

## Languages

- |                                |              |                         |              |
|--------------------------------|--------------|-------------------------|--------------|
| • English                      | • Estonian   | • Korean                | • Slovakian  |
| • Arabic                       | • Finnish    | • Latvian               | • Slovenian  |
| • Basque                       | • French     | • Lithuanian            | • Spanish    |
| • Bulgarian                    | • Galician   | • Malay                 | • Swedish    |
| • Catalan                      | • German     | • Norwegian             | • Thai       |
| • Chinese Simplified (PRC)     | • Greek      | • Polish                | • Turkish    |
| • Chinese Traditional (Taiwan) | • Hebrew     | • Portuguese (Brazil)   | • Ukrainian  |
| • Croatian                     | • Hindi      | • Portuguese (Portugal) | • Vietnamese |
| • Czech                        | • Hungarian  | • Romanian              |              |
| • Danish                       | • Indonesian | • Russian               |              |
| • Dutch                        | • Italian    | • Serbian (Cyrillic)    |              |
|                                | • Japanese   | • Serbian (Latin)       |              |

- Kazakh

## Additional resources

[Power BI security white paper](#)



# Power Apps



## Overview

[Power Apps](#) is a suite of apps, services, connectors, and a data platform that provides an environment for rapidly developing custom apps for your business needs. Using Power Apps, you can quickly build custom business apps that connect to your business data stored either in the underlying data platform (Common Data Service) or in various online and on-premises data sources (SharePoint, Excel, Office 365, Dynamics 365, SQL Server, and so on). Use Power Apps [documentation](#) to get expert information and answers to address your needs, regardless of how you use Power Apps.

## Certification and attestations

You can be assured that the data you entrust to us is held in accordance with stringent industry safeguards. Power Apps complies with the standards listed below, and compliance is verified by third-party audits and certifications.

[Find out more about certifications and attestations for Power Platform.](#)

## Privacy

At Microsoft, we're serious about strict standards regarding the privacy and protection of customer data. We take strong measures to protect your data from unauthorized persons or inappropriate access. Not only do Microsoft policies prohibit your data from being mined for marketing or advertising, we also restrict access by Microsoft personnel and subcontractors, and carefully define requirements for responding to government requests for customer data. However, your customer data is available to you at any time and for any reason.

Microsoft complies with international data protection laws regarding transfers of customer data across borders. We also offer an expanding network of global datacenters to help customers meet geographic restrictions on data storage.

[Learn more about how Microsoft manages your data](#)

[Find out where your Power Platform data is stored](#)

## Security

### Discover powerful security technologies

Your data is securely protected because Power Apps is built on [Microsoft Azure](#). This means that Power Apps benefits from the Azure platform's powerful security technologies. Encryption of data, at rest and in transit, also preserves confidentiality. In addition, Power Apps uses separate front-end and back-end clusters, the Gateway role, and secure data storage architecture. This helps protect your information and allows your organization's data to be unified whether in the cloud or on premises.

Power Apps is governed by the [Microsoft Online Services Terms](#) and the [Microsoft Online Services Privacy Statement](#).

[Get an overview of Power Platform](#)

## Keep data secure with identity and access management

Now you can make sure that user access to your data is secure and controlled. Power Apps uses [Azure Active Directory \(Azure AD\)](#) identity and access management mechanisms to help ensure that only authorized users can access the environment, data, and reports.

Power Apps uses Azure AD as an identity repository for authentication and authorization. When users sign-in to Power Apps via a secure (HTTPS) website, all communication between the user's web browser and Power Apps is encrypted.

The [Azure Traffic Manager](#) receives the request, and—based on the user's location—determines the location of the nearest service deployment, then responds with the IP address of that web front end (WFE) cluster.

To learn more about how the Azure Traffic Manager performs traffic routing, [read the Microsoft Azure documentation on Traffic Manager traffic-routing methods](#).

To find out about the Azure Content Delivery Network (CDN) from which necessary files are downloaded, [watch the Microsoft Azure documentation CDN videos](#).

## Encryption to safeguard data

Encryption can help protect your data both at rest and in transit. Data requested and transmitted is encrypted in transit using HTTPS.

Data transferred through the on-premises data gateway is encrypted. Data that users upload is typically sent to Azure Blob storage, and all metadata and artifacts for the system itself are stored in an Azure SQL database and Azure Table storage.

## Secure connectivity for Power Apps and Power Automate

Power Apps and Power Automate ensure that your data is secure because they connect to external services on behalf of users. So only authorized users can access your data with authorization decisions based on the user's identity. It's impossible for a flow or app to perform an operation in a service for which the creator does not have permissions.

Even when users grant other users access to a flow or app, access to the data is not shared when sharing an app. Users must provide their own credentials to create their own non-shared connection to the data sources. Users can share their flows or apps with other authenticated users in their organizations, and each user provides their own credential to create their own (non-shared) connection to the data sources.

Authorization tokens are easy to manage. Power Automate and Power Apps connect through Azure API Management, which stores the authorization tokens that users create for those services. These tokens are automatically refreshed when they expire and live until they are explicitly revoked by the user who created the connection. They do not expire when the user's password changes. In addition, administrators can manage the flows and apps in an organization as well as which services they have access to, through the Power Automate or Power Apps Admin centers.

Finally, administrators can configure Data Loss Prevention policies to control the flow of data between different services in their flows and apps. These policies can block data from being sent to non-compliant systems even if the end user would have access to send this information manually.

[Learn about data loss prevention policies](#)

## Storing customer data

Power Apps stores information that is global in nature, such as user identities and profile information, in a datacenter located in the United States. All Power Apps customer data, as well as the geo-redundant mirrors, is maintained within the selected geo.

Power Apps works and uses several Microsoft Azure services. Please refer to the [Microsoft Azure datacenter map](#) for details on the retention of customer data by location.

Microsoft will not transfer customer data outside the selected geo except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- The customer configures an account to enable such transfer of customer data, including through the use of the following:
- Features that are designed to operate globally, such as Content Delivery Network (CDN), which provides a global caching service and stores customer data at edge locations around the world; and the Dynamics 365 and the Power Platform home page and Admin Center portals, which store application names, descriptions, and logos globally for performance.
- Common Data Service, which stores entity and field names (but not the content of database tables) globally.
- ISV Studio, which stores data in the United States but may store it globally.
- Azure Active Directory, which may store Active Directory data globally. You can find more information [here](#).
- Azure Multi-Factor Authentication, which may store authentication data globally. You can find more information [here](#).
- Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#)
- Services that provide global routing functions and do not process or store customer data. This includes Traffic Manager, which provides load balancing between different regions, and Azure DNS, which provides domain name services that route to different regions.
- Preview, beta, or other prerelease services, which typically store customer data in the United States but may store it globally.

**Note:** Microsoft does not control or limit the geos from which customers, or their end users may access customer data.

[Microsoft Azure datacenter map](#)

[Learn more about how Microsoft manages your data](#)

## Data protection and infrastructure security

Your data is secure and protected because Power Apps is built on Microsoft Azure. Power Apps employs Azure infrastructure security which relies on best security practices and technologies to safeguard data as it travels within Microsoft datacenters and across the internet.

### Architecture

The architecture of Power Apps is designed to help protect your data. Power Apps is deployed in datacenters around the world, and each deployment consists of two clusters:

- **WFE cluster.** All users connect to the WFE before accessing any information in Power Apps. Servers in the WFE cluster authenticate users, using Azure AD to store user identities and authorize access to data. The Azure Traffic Manager finds the nearest Power Apps deployment, and that WFE cluster manages login and authentication.
- **Back-end cluster.** All subsequent activity and access to data is handled through the back-end cluster. It manages dashboards, visualizations, datasets, reports, data storage, data connections, and data refresh activities. The back-end cluster hosts many roles, including Azure API Management, Gateway, Presentation, Data, Background Job Processing, and Data Movement.

Users directly interact only with the Gateway role and Azure API Management which are accessible through the internet. These roles perform authentication, authorization, distributed denial-of-service (DDoS) protection, bandwidth throttling, load balancing, routing, and other security, performance, and availability functions. There is a distinct boundary between the roles that users can access and the roles that are accessible only by the system.

### Threat management

We work to constantly strengthen threat management to increase protection and reduce risks —so you know your data remains secure now and in the future. The Azure [multi-pronged threat management approach](#) protects Power Apps by using intrusion detection, DDoS attack prevention, penetration testing, data analytics, and machine learning.

### Physical security

Power Apps are deployed in Microsoft regional datacenters. These datacenters are protected by layers of defense-in-depth security that include perimeter fencing, video cameras, security personnel, secure entrances, and real-time communications networks, continuing from every area of the facility to each physical server unit.

[Take a virtual datacenter tour](#)

## Data locations

Power Apps operates in the geographical (geo) locations listed below. To determine where customer data will be stored, customers can choose the geo of the tenant account during initial signup and creation of the account. Microsoft may replicate data to other regions for data resiliency but will not replicate or move customer data outside the geo. Customers and their end users may move, copy or access their customer data from any location globally.

**Note:** Microsoft continuously looks for opportunities to deploy Power Apps to more geographical locations.

Explore Power Apps by geography [here](#).

*Note:*

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas).
- US Government is sold separately to qualifying government customers. For data resiliency and availability, Microsoft may replicate customer data in at least two datacenters – but always within Government regions.

## Availability

This product is available for transaction [globally](#).

## Languages

- |                                |              |                         |              |
|--------------------------------|--------------|-------------------------|--------------|
| • English                      | • Estonian   | • Korean                | • Slovakian  |
| • Basque                       | • Finnish    | • Latvian               | • Slovenian  |
| • Bulgarian                    | • French     | • Lithuanian            | • Spanish    |
| • Catalan                      | • Galician   | • Malay                 | • Swedish    |
| • Chinese Simplified (PRC)     | • German     | • Norwegian             | • Thai       |
| • Chinese Traditional (Taiwan) | • Greek      | • Polish                | • Turkish    |
| • Croatian                     | • Hindi      | • Portuguese (Brazil)   | • Ukrainian  |
| • Czech                        | • Hungarian  | • Portuguese (Portugal) | • Vietnamese |
| • Danish                       | • Indonesian | • Romanian              |              |
| • Dutch                        | • Italian    | • Russian               |              |
|                                | • Japanese   | • Serbian (Cyrillic)    |              |
|                                | • Kazakh     | • Serbian (Latin)       |              |

## Additional resources

[Power Apps Q&A](#)

# Power Automate



## Overview

[Power Automate](#) is the popular process automation and workflow product from Microsoft. Every month, over a million people automate everything from simple notifications to highly tailored multi-step approval processes spanning organizational boundaries. Power Automate exemplifies the future of automation by infusing intelligence and empowering completely non-technical users to automate complex workflows—all without tortuous IT deployments.

## Certification and attestations

You can be assured that the data you entrust to us is held in accordance with stringent industry safeguards. Power Automate complies with the standards listed below, and compliance is verified by third-party audits and certifications.

[Find out more about certifications and attestations for Power Platform.](#)

## Privacy

At Microsoft, we're serious about strict standards regarding the privacy and protection of customer data. We take strong measures to protect your data from unauthorized persons or inappropriate access. Not only do Microsoft policies prohibit your data from being mined for marketing or advertising, we also restrict access by Microsoft personnel and subcontractors, and carefully define requirements for responding to government requests for customer data. However, your customer data is available to you at any time and for any reason.

Microsoft complies with international data protection laws regarding transfers of customer data across borders. We also offer an expanding network of global datacenters to help customers meet geographic restrictions on data storage.

[Learn more about how Microsoft manages your data](#)

[Find out where your Power Platform data is stored](#)

## Security

### Discover powerful security technologies

Your data is securely protected because Power Automate is built on [Microsoft Azure](#). This means that Power Automate benefits from the Azure platform's powerful security technologies. Encryption of data, at rest and in transit, also preserves confidentiality. In addition, Power Automate uses separate front-end and back-end clusters, the Gateway role, and secure data storage architecture. This helps protect your information and allows your organization's data to be unified whether in the cloud or on premises.

Power Automate is governed by the [Microsoft Online Services Terms](#) and the [Microsoft Online Services Privacy Statement](#).

[Get an overview of Power Platform](#)

## Keep data secure with identity and access management

Now you can make sure that user access to your data is secure and controlled. Power Automate uses [Azure Active Directory \(Azure AD\)](#) identity and access management mechanisms to help ensure that only authorized users can access the environment, data, and reports.

Power Automate uses Azure AD as an identity repository for authentication and authorization. When users sign-in to Power Automate via a secure (HTTPS) website, all communication between the user's web browser and Power Apps is encrypted.

The [Azure Traffic Manager](#) receives the request, and—based on the user's location—determines the location of the nearest service deployment, then responds with the IP address of that web front end (WFE) cluster.

To learn more about how the Azure Traffic Manager performs traffic routing, [read the Microsoft Azure documentation on Traffic Manager traffic-routing methods](#).

To find out about the Azure Content Delivery Network (CDN) from which necessary files are downloaded, [watch the Microsoft Azure documentation CDN videos](#).

## Encryption to safeguard data

Encryption can help protect your data both at rest and in transit. Data requested and transmitted is encrypted in transit using HTTPS.

Data transferred through the on-premises data gateway is encrypted. Data that users upload is typically sent to Azure Blob storage, and all metadata and artifacts for the system itself are stored in an Azure SQL database and Azure Table storage.

## Secure connectivity for Power Apps and Power Automate

Power Apps and Power Automate ensure that your data is secure because they connect to external services on behalf of users. So only authorized users can access your data with authorization decisions based on the user's identity. It's impossible for a flow or app to perform an operation in a service for which the creator does not have permissions.

Even when users grant other users access to a flow or app, access to the data is not shared when sharing an app. Users must provide their own credentials to create their own non-shared connection to the data sources. Users can share their flows or apps with other authenticated users in their organizations, and each user provides their own credential to create their own (non-shared) connection to the data sources.

Authorization tokens are easy to manage. Power Automate and Power Apps connect through Azure API Management, which stores the authorization tokens that users create for those services. These tokens are automatically refreshed when they expire and live until they are explicitly revoked by the user who created the connection. They do not expire when the user's password changes. In addition, administrators can manage the flows and apps in an organization as well as which services they have access to, through the Power Automate or Power Apps Admin centers.

Finally, administrators can configure Data Loss Prevention policies to control the flow of data between different services in their flows and apps. These policies can block data from being sent to non-compliant systems even if the end user would have access to send this information manually.

[Learn about data loss prevention policies](#)

## Storing customer data

Power Automate stores information that is global in nature, such as user identities and profile information, in a datacenter located in the United States. All Power Automate customer data, as well as the geo-redundant mirrors, is maintained within the selected geo.

Power Automate works and uses several Microsoft Azure services. Please refer to the [Microsoft Azure datacenter map](#) for details on the retention of customer data by location.

Microsoft will not transfer customer data outside the selected geo except when:

- It is necessary for Microsoft to provide customer support, troubleshoot the service, or comply with legal requirements.
- The customer configures an account to enable such transfer of customer data, including through the use of the following:
- Features that are designed to operate globally, such as Content Delivery Network (CDN), which provides a global caching service and stores customer data at edge locations around the world; and the Dynamics 365 and the Power Platform home page and Admin Center portals, which store application names, descriptions, and logos globally for performance.
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- Customer data collected during the onboarding process by the Microsoft Office 365 Admin Center. You can find more information [here](#)
- Services that provide global routing functions and do not process or store customer data. This includes Traffic Manager, which provides load balancing between different regions, and Azure DNS, which provides domain name services that route to different regions.
- Preview, beta, or other prerelease services, which typically store customer data in the United States but may store it globally.

**Note:** Microsoft does not control or limit the geos from which customers, or their end users may access customer data.

[Microsoft Azure datacenter map](#)

[Learn more about how Microsoft manages your data](#)



## Data protection and infrastructure security

Your data is secure and protected because Power Apps is built on Microsoft Azure. Power Automate employs Azure infrastructure security which relies on best security practices and technologies to safeguard data as it travels within Microsoft datacenters and across the internet.

### Architecture

The architecture of Power Automate is designed to help protect your data. Power Automate is deployed in datacenters around the world, and each deployment consists of two clusters:

- **WFE cluster.** All users connect to the WFE before accessing any information in Power Automate. Servers in the WFE cluster authenticate users, using Azure AD to store user identities and authorize access to data. The Azure Traffic Manager finds the nearest Power Automate deployment, and that WFE cluster manages login and authentication.
- **Back-end cluster.** All subsequent activity and access to data is handled through the back-end cluster. It manages dashboards, visualizations, datasets, reports, data storage, data connections, and data refresh activities. The back-end cluster hosts many roles, including Azure API Management, Gateway, Presentation, Data, Background Job Processing, and Data Movement.

Users directly interact only with the Gateway role and Azure API Management which are accessible through the internet. These roles perform authentication, authorization, distributed denial-of-service (DDoS) protection, bandwidth throttling, load balancing, routing, and other security, performance, and availability functions. There is a distinct boundary between the roles that users can access and the roles that are accessible only by the system.

### Threat management

We work to constantly strengthen threat management to increase protection and reduce risks —so you know your data remains secure now and in the future. The Azure [multi-pronged threat management approach](#) protects Power Automate by using intrusion detection, DDoS attack prevention, penetration testing, data analytics, and machine learning.

### Physical security

Power Automate are deployed in Microsoft regional datacenters. These datacenters are protected by layers of defense-in-depth security that include perimeter fencing, video cameras, security personnel, secure entrances, and real-time communications networks, continuing from every area of the facility to each physical server unit.

[Take a virtual datacenter tour](#)

## Data locations

Power Automate operates in the geographical (geo) locations listed below. To determine where customer data will be stored, customers can choose the geo of the tenant account during initial signup and creation of the account. Microsoft may replicate data to other regions for data resiliency but will not replicate or move customer data outside the geo. Customers and their end users may move, copy, or access their customer data from any location globally.

**Note:** Microsoft continuously looks for opportunities to deploy Power Automate to more geographical locations.

Explore Power Automate by geography [here](#).

*Note:*

- Because there is only one region in Brazil, customer data in Brazil South may be replicated to South Central US (Texas) for disaster recovery purposes.
- US Government is sold separately to qualifying government customers. For data resiliency and availability, Microsoft may replicate customer data in at least two datacenters – but always within Government regions.

## Availability

This product is available for transaction [globally](#).

## Languages

- |                                |              |                         |              |
|--------------------------------|--------------|-------------------------|--------------|
| • English                      | • Estonian   | • Korean                | • Slovakian  |
| • Basque                       | • Finnish    | • Latvian               | • Slovenian  |
| • Bulgarian                    | • French     | • Lithuanian            | • Spanish    |
| • Catalan                      | • Galician   | • Malay                 | • Swedish    |
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| • Chinese Traditional (Taiwan) | • Greek      | • Polish                | • Turkish    |
| • Croatian                     | • Hindi      | • Portuguese (Brazil)   | • Ukrainian  |
| • Czech                        | • Hungarian  | • Portuguese (Portugal) | • Vietnamese |
| • Danish                       | • Indonesian | • Romanian              |              |
| • Dutch                        | • Italian    | • Russian               |              |
|                                | • Japanese   | • Serbian (Cyrillic)    |              |
|                                | • Kazakh     | • Serbian (Latin)       |              |

## Additional resources

[Power Automate Q&A](#)

# Power Apps Portals



## Availability

This product is available for transaction [globally](#).

## Languages

- |                                       |              |                         |                      |
|---------------------------------------|--------------|-------------------------|----------------------|
| • Basque                              | • English    | • Kazakh                | • Serbian (Cyrillic) |
| • Bulgarian                           | • Estonian   | • Korean                | • Serbian (Latin)    |
| • Catalan                             | • Finnish    | • Latvian               | • Slovakian          |
| • Chinese Simplified (PRC)            | • French     | • Lithuanian            | • Slovenian          |
| • Chinese Traditional (Hong Kong SAR) | • Galician   | • Malay                 | • Spanish            |
| • Chinese Traditional (Taiwan)        | • German     | • Norwegian             | • Swedish            |
| • Croatian                            | • Greek      | • Polish                | • Thai               |
| • Czech                               | • Hindi      | • Portuguese (Brazil)   | • Turkish            |
| • Danish                              | • Hungarian  | • Portuguese (Portugal) | • Ukrainian          |
| • Dutch                               | • Indonesian | • Romanian              | • Vietnamese         |
|                                       | • Italian    | • Russian               |                      |
|                                       | • Japanese   |                         |                      |

# Power Virtual Agents



## Overview

[Power Virtual Agents](#) enables anyone in your organization to create AI-powered bots that can chat with users about specific topics. They can answer routine questions, resolve common issues, or automate tasks that take up valuable customer or employee time.

Creating a bot is typically a complex and time-intensive process, requiring long content update cycles and a team of experts. Power Virtual Agents gives anyone in your organization the ability to create powerful custom bots using an easy, code-free graphical interface, without the need for AI experts, data scientists, or teams of developers. A bot can interact with users, ask for clarifying information, and ultimately answer a user's questions.

## Data location of an organization using Power Virtual Agents

Power Virtual Agents can be deployed into the Microsoft Azure datacenters (also referred to as "regions") listed in this article. You can choose the datacenter you want to use when [setting up your environment](#).

Microsoft may replicate customer data to other regions available within the same geography for data durability. No matter where customer data is stored, Microsoft does not control or limit the locations from which customers, or their end users may access customer data.

Data will be stored in United States if a bot author's tenant location is not listed under the Data locations table above. For France, data will be stored in Europe.

### Data locations

Explore Power Virtual by geography [here](#).

## Customer data

Microsoft will not transfer customer data outside the selected Azure geographic location (geos) for Power Virtual Agents except when:

- Microsoft must provide customer support, troubleshoot the service, or comply with legal requirements.
- Customers use services that are designed to operate globally, including the following:
  - Email used to send marketing messaging globally, as configured by the customer.
  - The Dynamics 365 home page, which stores application names, descriptions, and logos globally for performance.
  - [Azure Active Directory](#), which may store Active Directory data globally.
  - [Azure Multi-Factor Authentication](#), which may store multi-factor authentication data globally.
  - Customer data collected during the onboarding process by the [Microsoft Office 365 Admin Center](#).
  - Services that provide global routing functions and do not process or store customer data. This includes Azure DNS, which provides domain name services that route to different regions; or preview, beta, or other pre-release services, which typically store customer data in the United States but may store it globally.

- Additionally, certain types of customer data (specifically the application name, application description, and application logo) will be stored globally, rather than in the primary storage geographic location.
- Customers configure external services to extend Power Virtual Agents. Such customer configurations may cause customer data to be transferred outside of the selected geographic location. Examples of customer configurable external services include:
  - [Customer Service Hand-off](#) – Configurable external services that hand-off bot escalations to a human agent.
  - Multi-Channel – Configurable to external channels such as Facebook and internal non-PVA services (Microsoft Teams).
    - Facebook documentation
    - Microsoft Teams documentation
  - Customer Service Insights Topic suggestion – Topic suggestions from Customer Service Insights are automated into Power Virtual Agents with a single click. Data may go to a bot in a different geographic region than the workspace region in Customer Service Insights.

## Availability

This product is available for transaction [globally](#).

## Languages

Localization:

- English

Machine learning model languages

- English

## Additional resources

Power Virtual Agents available across all regions with data stored in [supported data locations](#) only.

# Dynamics 365 Remote Assist



## Overview

[Dynamics 365 Remote Assist](#) is a mixed-reality solution available on HoloLens for first-line workers to collaborate with remotely located personnel, to more effectively and efficiently get their jobs done.

## Availability

This product is available for transaction [globally](#). Offerings are [available](#) to US Government customers.

## Languages

- English

## Additional resources

More Dynamics 365 Remote Assist documentation can be found [here](#).