



# Review Hub User Guide 2.0

# USING REVIEW HUB

## Overview

- Review Hub has five views – Home, Heatmap, Health Rating, Executive Summary, Self-Service
  - Toggle views by using left-hand navigation

The screenshot shows the Microsoft Dynamics 365 Review Hub interface. On the left, a vertical navigation bar lists five views with corresponding icons:

- Collapse/Expand:** collapse & expand left-hand navigation
- Home:** health of individual products
- Heat Map:** health of all products across metrics and stages
- Health Rating:** summary health of products
- Executive Summary:** executive summary with highlights & lowlights
- Self-Service:** self-service function available to Admins, Coordinators, & Operators

The main content area displays reviews for two products:

Product	Review Owner	Health Rating
Dynamics 365 Business Central	Mike Morton	Needs Improvement
Dynamics 365 Commerce	Balaji Balasubramanian*	None

At the top right, there is a search bar, a dropdown for Insights by Month & Year (set to May 2022), a button for My Reviews (0), and a Product Scorecard button (20).

# USING REVIEW HUB

## Overview

- Review Hub has capability of performing searches and proving feedback
  - Click on Report Issue to report an issue or request a feature
  - Search by Product or Review Owner

The screenshot shows the Microsoft Dynamics 365 Review Hub interface. At the top, there's a navigation bar with links for Home, Heat Map, Health Rating, Executive Summary, and Self-Service. Below the navigation bar is a search bar labeled "Search by Product and Review Owner". The main area displays a grid of review cards for various products. Each card includes the product name, review owner, health rating (indicated by a sad face icon), and status (Needs Improvement). To the right of the grid, a sidebar titled "Select an action" is open, showing options like Feature Request, New Scorecard Type Request, Report Issue, and Tracking Your Request. The sidebar also includes a "Select an action" dropdown and a user profile icon.

Product	Review Owner	Health Rating	Status
Dynamics 365 Business Central	Mike Morton	Needs Improvement	Needs Improvement
Dynamics 365 Commerce	Lori Lamkin	Needs Improvement	Needs Improvement
Dynamics 365 Customer Insights	Ryan Jones (CUSTOMER INSIGHTS)	Needs Improvement	Needs Improvement
Dynamics 365 Customer Service	Jeff Comstock	Needs Improvement	Needs Improvement
Dynamics 365 Customer Voice	Lori Lamkin	Needs Improvement	Needs Improvement
Dynamics 365 Field Service	Ray Smith	Needs Improvement	Needs Improvement
Dynamics 365 Finance	Georg Glantschnig	Needs Improvement	Needs Improvement
Dynamics 365 Fraud Protection	Donald Kossmann	Needs Improvement	Needs Improvement
Dynamics 365 Guides	Vishal Sood*	Needs Improvement	Needs Improvement
Dynamics 365 Marketing	Lori Lamkin	Needs Improvement	Needs Improvement
Dynamics 365 Project Operations	Georg Glantschnig	Needs Improvement	Needs Improvement
Dynamics 365 Remote Assist	Vishal Sood*	Needs Improvement	Needs Improvement

# USING REVIEW HUB

## Home View

- Home view is default view when opening Review Hub
  - Click Insights by Month & Year drop-down to select month and year
  - Click on My Reviews to view Scorecards icons that are assigned to you as the Review Owner
  - Click on appropriate Scorecard to view all Scorecard icons (i.e. Product Scorecard, Support Scorecard, Case Review)

The screenshot shows the Microsoft Review Hub interface. At the top, there is a navigation bar with the text "DTP | Review Hub - Beta V04.27.2022", a search bar labeled "Search by Product and Review Owner", and user information for "Administrator". Below the navigation bar is a main dashboard area. On the left, there is a blue ribbon icon and a "Home" icon. A dropdown menu titled "Insights by Month & Year" is open, showing "May 2022" and a dropdown arrow. To the right of the dropdown are three circular icons: "My Reviews" (0), "Product Scorecard" (20), and "Support Scorecard" (41). Further to the right are icons for "Case Review" (2) and a person profile. Arrows point from callout boxes to specific elements: one arrow points from the "Insights by Month & Year" callout to the dropdown menu; another arrow points from the "My Reviews" callout to the "My Reviews" icon; and a third arrow points from the "Scorecard" callout to the "Support Scorecard" icon.

**Insights by Month & Year:** Filter for month and year

DTP | Review Hub - Beta V04.27.2022

Search by Product and Review Owner

Administrator Report Issue

Insights by Month & Year May 2022

0 My Reviews 20 Product Scorecard 41 Support Scorecard 2 Case Review

**My Reviews:** An easy method to view Scorecards assigned to you

**Scorecard:** Total number of scorecards in Review Hub

# USING REVIEW HUB

## Scorecard Icon View

- Each Scorecard icon represents a product and displays Review Owner and Health Rating

The screenshot shows the Microsoft Dynamics 365 Business Central Review Hub interface. At the top, it says "DTP | Review Hub - Beta V04.27.2022". Below that is a toolbar with icons for Home, Insights by Month & Year (selected), Reviews, and filters for All, Excellent, and Good reviews. The main area displays a card for the product "Dynamics 365 Business Central". The card includes a blue circular icon with a gear and a person, the product name, the review owner "Mike Morton", the health rating "Needs Improvement" (indicated by a sad face emoji), and the status "Needs Improvement". Three callout boxes with arrows point to specific elements:

- Scorecard Icon:** The icon represents a product
- Review Owner:** The owner responsible for the review and coordinating data
- Health Rating:** A rating used to quickly assess the health of a product

# USING REVIEW HUB

## Scorecard View

- Scorecard icons can link to the Scorecards with metric information
  - Click on the Scorecard icon to open the Scorecard

**Scorecard: Product metric information**

The diagram illustrates the connection between the Dynamics 365 Business Central Review Hub and the Product Scorecard. On the left, a screenshot of the Review Hub shows the 'Review Owner' as Mike Morton and the 'Health Rating' as 'Needs Improvement'. An arrow points from this screen to the right, where a screenshot of the Product Scorecard is displayed. The scorecard title is 'Dynamics 365 Business Central' and it shows various metrics for the month of May 2022.

**Dynamics 365 Business Central**

Review Owner:  
Mike Morton

Health Rating:  
 Needs Improvement

**Dynamics 365 Business Central**

Review Owner: Mike Morton  
Stakeholders: Christian Baek, Dmitry Chadayev, Jannik Bausager, Mike Morton (Manage Stakeholders)

Create Executive Summary

Review Month: May 2022

Health Rating: Needs Improvement

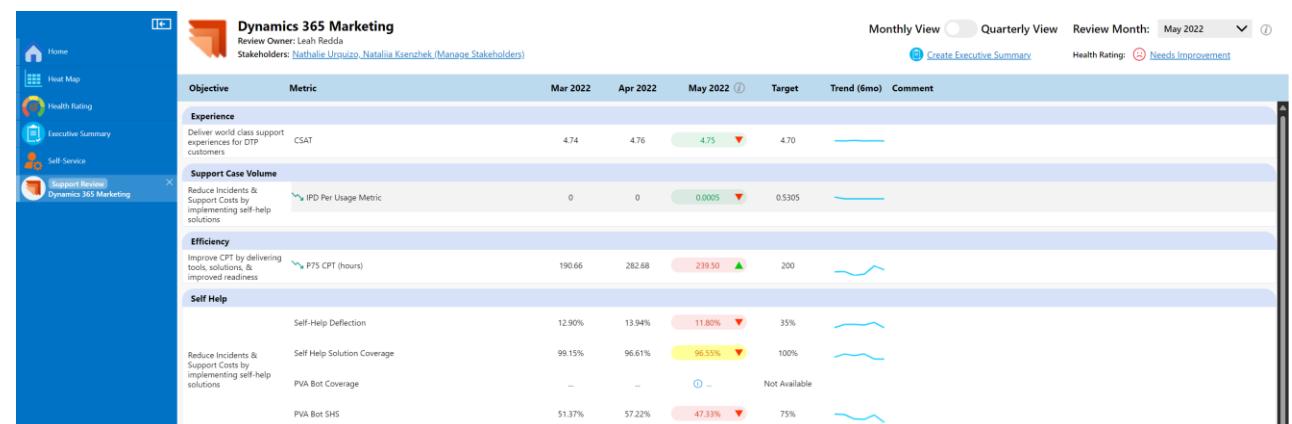
Objective	Metric	Mar 2022	Apr 2022	May 2022	Target	Trend (6mo)	Comment
Discover	Does the product appear in first page search results for relevant keywords?	Yes	Yes	Yes	Yes		
	Number of website visitors	152,899	154,178	...	Not Available		
What product can help me with the problem?	Is the generated RFP content current and reflecting solution values?	Not Applicable	Not Applicable	Not Applicable	Yes		The Business Central field is not staffed to respond to RFPs.
	Are differentiators (pillars) mentioned in digital media?	Yes	Yes	Yes	Yes		

# USING REVIEW HUB

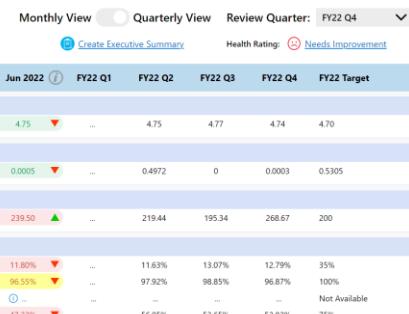
## Instructions for switching Insights from Monthly to Quarterly view

- Select a product
- Move the toggle left for Monthly insights
- Move the toggle right for Quarterly Insights

Monthly Insights



Quarterly Insights



# USING REVIEW HUB

## Scorecard View

- Scorecard includes Review Owner, Stakeholders, and Health Rating
  - Review Owner and Health Rating are the same as in the Scorecard icon
- The Scorecard is divided into Metric Category sections
  - Each of the sections have one or more metrics underneath it

The screenshot shows the Dynamics 365 Business Central Review Hub interface. At the top, there's a navigation bar with 'DTP | Review Hub - Beta V04.27.2022', 'Product Scorecard' (with a dropdown arrow), 'Request Edit Access', 'Administrator', 'Report Issue', and a user profile icon. Below the navigation is a header for 'Dynamics 365 Business Central' with 'Review Owner: Mike Morton' and 'Stakeholders: Christian Baek, Dmitry Chadayev, Jannik Bausager, Mike Morton (Manage Stakeholders)'. To the right of the header are buttons for 'Create Executive Summary', 'Review Month: May 2022', and 'Health Rating: 😐 Needs Improvement'. The main content area displays a table titled 'Discover' with columns: Objective, Metric, Mar 2022, Apr 2022, May 2022, Target, Trend (6mo), and Comment. The table contains four rows of data. On the left side of the interface, three callout boxes point to specific elements: 'Review Owner: The owner responsible for the review and coordinating data' points to the 'Review Owner' field; 'Stakeholders: Product members that can update data' points to the 'Stakeholders' field; and 'Metric Category: Sections aligned by the Metric Category' points to the 'Discover' section of the table.

**Create Executive Summary:** The link that creates an executive summary

**Health Rating:** A rating used to quickly assess the health of a product

**Review Owner:** The owner responsible for the review and coordinating data

**Stakeholders:** Product members that can update data

**Metric Category:** Sections aligned by the Metric Category

Objective	Metric	Mar 2022	Apr 2022	May 2022	Target	Trend (6mo)	Comment
Discover	Does the product appear in first page search results for relevant keywords?	Yes	Yes	Yes	Yes	...	
What product can help me with the problem?	Number of website visitors	152,899	154,178	⚠️ ...	Not Available	...	The Business Central field is not staffed to respond to RFPs.
	Is the generated RFP content current and reflecting solution values?	Not Applicable	Not Applicable	Not Applicable	Yes		
	Are differentiators (pillars) mentioned in digital media?	Yes	Yes	Yes	Yes		

# USING REVIEW HUB

## Scorecard View

- The Health Rating can link to the health score and health rating details
  - Click on Health Rating to access detailed information

DTP | Review Hub - Beta V04.27.2022

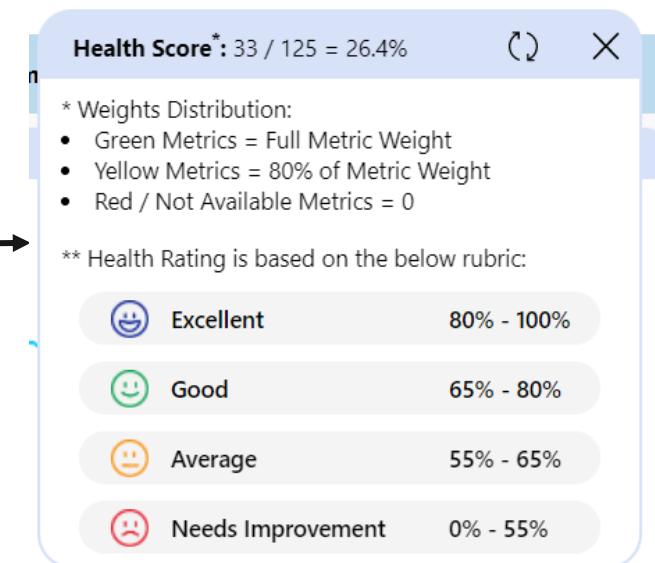
Product Scorecard

Request Edit Access   Administrator   Report Issue

Review Month: May 2022

Health Rating: 😕 Needs Improvement

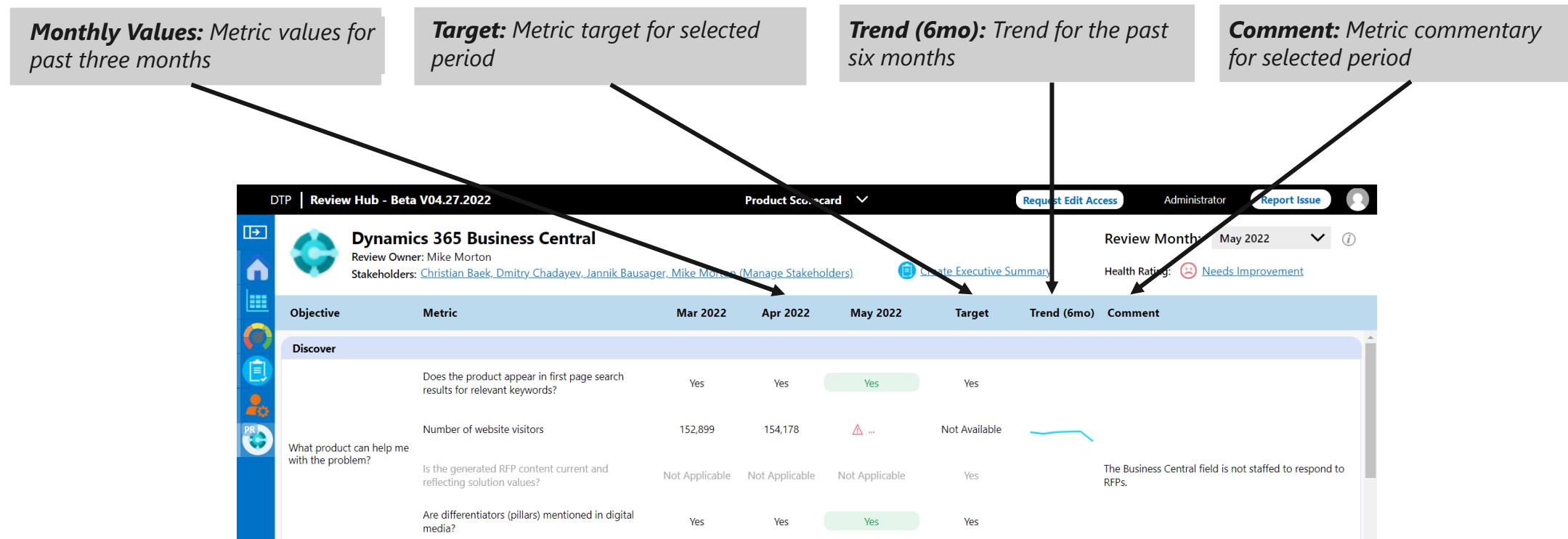
Objective	Metric	Mar 2022	Apr 2022	May 2022	Target	Trend (6mo)	Comment	
Discover	Does the product appear in first page search results for relevant keywords?	Yes	Yes	Yes	Yes			
	Number of website visitors	152,899	154,178	⚠️ ...	Not Available			
	What product can help me with the problem?	Is the generated RFP content current and reflecting solution values?	Not Applicable	Not Applicable	Not Applicable	Yes		The Business Central field is not staffed to respond to RFPs.
	Are differentiators (pillars) mentioned in digital media?	Yes	Yes	Yes	Yes			



# USING REVIEW HUB

## Scorecard View

- Scorecard - Each Scorecard has metrics with monthly values, target, and trend alongside commentary for the selected period



# USING REVIEW HUB

## Scorecard View

- Scorecard - Each metric has a fly-out pane with comprehensive information about the metric
  - Click on metric row to open fly-out pane

The diagram illustrates the Scorecard View interface, showing how different metrics are interconnected through a central fly-out pane.

**Metric Description:** Description of metric

**Metric Health Weight:** Predefined weight for metric

**Value Type:** Type of value

**Metric Update Method:** Method used to capture metric

**Metric Effective Date:** Effective date of metric

**Update Values:** Allows Stakeholders, Review Owners, & Coordinators to edit manual metric values

**Target Details:** Allows Admin, Coordinators, & Review Owners to edit manual & automated target values

**Historical Values:** Past metric values

**Central Fly-out Pane:**

Does the product appear in first page search results for relevant keywords?

**Metric Description:** Search Engine Optimization - Determine if the product appears in first page search results for relevant keywords. This is part of a set of metrics that will help a customer determine what product can help solve his requirements.

**Metric Health Weight:** 5

**Value Type:** Boolean

**Update Method:** Manual

**Metric Effective Date:** 03/10/2021

**Update Record:** May 2022

**Metric Value:**  Not Applicable

**Value (Yes/No):**  Yes

**Value Date (updated on 5/2/2022):** 5/4/2022

**Comments:** [Empty box]

**Target Details:** Target (Yes/No)  Yes

**Historical Values:**

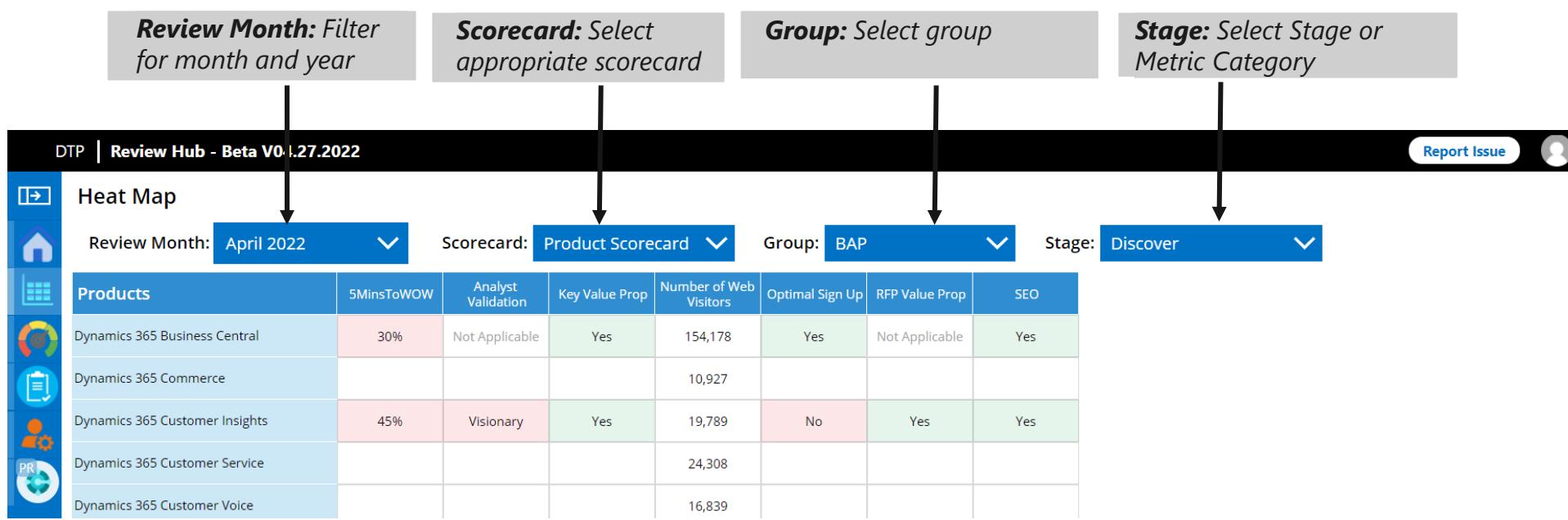
Target	Value	Month	Comment
Yes	Yes	May-2022	We appear on first page with product name in
Yes	Yes	Apr-2022	
Yes	Yes	Mar-2022	
Yes	Yes	Feb-2022	
Yes	Yes	Jan-2022	We appear on first page with product name in
Yes	...	Dec-2021	
Yes	Yes	Nov-2021	Searches for "Business Central" show up, but not more
Yes	Yes	Oct-2021	Searches for "Business Central" show up, but not more
Yes	Yes	Sep-2021	Comes up both as SEM and SEO 1st
Yes	Yes	Aug-2021	
Yes	Yes	Jul-2021	Yes, SEO now also works even if "Central" is not part of
Yes	No	Jun-2021	No, SEO only works if user is specifically using the

**Buttons:** Apply (twice)

# USING REVIEW HUB

## Heat Map View

- Heat Map view is opened by clicking the graph in left-hand navigation
  - Click Review Month drop-down to select month
  - Click Scorecard to select scorecard (i.e. Product Scorecard, Support Scorecard)
  - Click Group to select group (i.e. SAAS, PAAS/IAAS, etc.)
  - Click on Stage to select Stage or Metric Category



# USING REVIEW HUB

## Heat Map View

- Heat Map view shows the health of all reviewed products across stages and metrics following a color-coded pattern (Red, Green, and yellow)
  - With green representing a healthy state and by contrast red representing a poor state. While yellow represents a metric on track to meet its target, the tile is left blank when the data is not available or is late and changes color once the data is ready.

The screenshot shows the Microsoft Dynamics 365 Review Hub interface. At the top, there's a navigation bar with 'DTP' and 'Review Hub - Beta V04.27.2022'. On the right side of the header are 'Report Issue' and a user profile icon. Below the header, there's a search bar with the placeholder 'Search products, services, and more...' and a 'Search' button. To the left of the main content area is a vertical sidebar with icons for Home, Scorecard, Group, and Stage, each associated with a dropdown menu. The main content area is titled 'Heat Map' and displays a table of products and their performance metrics. The table has columns for Product Name, SMinstoWOW, Analyst Validation, Key Value Prop, Number of Web Visitors, Optimal Sign Up, RFP Value Prop, and SEO. The rows list various Dynamics 365 products: Business Central, Commerce, Customer Insights, Customer Service, Customer Voice, Field Service, Finance, Fraud Protection, Guides, Marketing, Project Operations, and Remote Assist. The 'SMinstoWOW' column uses a color-coded system where green indicates a healthy state, red indicates a poor state, and yellow indicates a metric on track to meet its target. Other columns show numerical values for web visitors and sign-ups, and categorical values for validation, key value prop, and SEO.

Products	SMinstoWOW	Analyst Validation	Key Value Prop	Number of Web Visitors	Optimal Sign Up	RFP Value Prop	SEO
Dynamics 365 Business Central	30%	Not Applicable	Yes	154,178	Yes	Not Applicable	Yes
Dynamics 365 Commerce				10,927			
Dynamics 365 Customer Insights	45%	Visionary	Yes	19,789	No	Yes	Yes
Dynamics 365 Customer Service				24,308			
Dynamics 365 Customer Voice				16,839			
Dynamics 365 Field Service				23,346			
Dynamics 365 Finance		Visionary	Yes	23,997	No	Yes	Yes
Dynamics 365 Fraud Protection	56%	Not Evaluated	Yes	6,124	No	Yes	No
Dynamics 365 Guides				4,443			
Dynamics 365 Marketing				26,509			
Dynamics 365 Project Operations				19,512			
Dynamics 365 Remote Assist				8,151			

# USING REVIEW HUB

**Instructions for switching Heatmap Insights from Monthly view for Business Units/Stage (Metric group) to monthly/historical insights for Business Units per single metrics**

- Click on "Heat Map" on the left NAB
- Select a "Metric"

The screenshot shows the Microsoft Dynamics 365 Review Hub interface. On the left, there's a navigation bar with options like Home, Heat Map, Health Rating, Executive Summary, Self-Service, Support Review, and Dynamics 365 Marketing. The 'Heat Map' option is highlighted with a red arrow. Below the navigation bar is a dropdown menu labeled 'Metric' with several items: Accessibility, DocsPerf, Ideas Response Rate, IPD/UM, IRR, KSI, LearnPerf, NSAT, Security, SR, and Support CSAT. The main area is titled 'Heat Map' and displays a grid of performance data for various business units. The grid includes columns for Business Unit, Accessibility, DocsPerf, Ideas Response Rate, IPD/UM, IRR, KSI, LearnPerf, NSAT, Security, SR, and Support CSAT. Each cell in the grid contains a value and a color-coded status indicator. For example, Dynamics 365 Business Central has an Accessibility score of C (green), DocsPerf at 84.00% (light green), and Ideas Response Rate at 95.15% (light green). The IRR column shows values like 0.4028, 0.0125, etc. The KSI column shows values like 83.28%, 85.71%, etc. The LearnPerf column shows values like 35.00%, 44.00%, etc. The NSAT column shows values like 98, 82, etc. The Security column shows values like 335, 432, etc. The SR column shows values like 86.96%, 44.74%, etc. The Support CSAT column shows values like 4.69, 4.73, etc. The grid also includes a 'Color Meanings' legend at the top: Value ≥ Target/Green Range (green), Yellow Range ≤ Value < Target/Green Range (yellow), Value < Yellow Range (red), Value Not Applicable/No Data (light yellow), and Value w/o Target (light blue).

Business Unit	Accessibility	DocsPerf	Ideas Response Rate	IPD/UM	IRR	KSI	LearnPerf	NSAT	Security	SR	Support CSAT
Dynamics 365 Business Central	C	84.00%	95.15%	0.4028	83.28%	85.71%	35.00%	98	335	86.96%	4.69
Dynamics 365 Commerce		81.00%	63.40%	0.0125	86.84%	76.79%	44.00%	82		44.74%	4.73
Dynamics 365 Customer Insights	C	89.00%	0%	0.0045	54.55%	96.27%	36.00%	56	432	27.27%	5
Dynamics 365 Customer Service		85.00%	82.15%	0.0099	91.23%	84.64%	40.00%	89	480	77.19%	4.79
Dynamics 365 Customer Voice		92.00%	62.45%	0.0027	9.09%	0%	34.00%	7.32	500	4.55%	2
Dynamics 365 Field Service		84.00%	80.54%	0.0777	90.91%	80.33%	39.00%	82	500	88.64%	4.44
Dynamics 365 Finance	C	93.00%	72.62%	0.1045	94.46%	96.33%	37.00%	87		72.02%	4.68
Dynamics 365 Fraud Protection	C	93.00%	100.00%	0.0007	100.00%	100.00%	69.00%	100	473.79	100.00%	5
Dynamics 365 Guides		64.00%	53.06%	0.7252	75.00%	98.00%	16.00%	133	500	75.00%	4.80
Dynamics 365 Marketing	D	88.00%	93.25%	0.3870	90.16%	92.77%	45.00%	81	418.30	95.08%	4.76
Dynamics 365 Project Operations		79.00%	82.24%	0.0552	27.27%	82.93%	39.00%	86	455	27.27%	4.28
Dynamics 365 Remote Assist		89.00%	64.52%	0.1925	83.33%	99.32%	32.00%	127	500	50.00%	5
Dynamics 365 Sales	D	87.00%	89.65%	0.0153	96.20%	84.79%	40.00%	96	486.25	86.08%	4.58
Dynamics 365 Supply Chain Management	C	88.00%	74.59%	0.1165	88.54%	93.35%	38.00%	90		66.67%	4.65
Dynamics 365 Talent: Human Resources		89.00%	80.27%	0.0786	92.31%	95.63%	46.00%	81	460	76.92%	4.75
Microsoft Power Apps	C	92.00%	0%	0.0133	81.71%	80.91%	34.00%	37.68	469.62	65.37%	4.71
Power App Portals				0.0005		97.94%		70	479.40		
Power Automate	D	85.00%	0%	0.0165	65.41%	81.05%	34.00%	34.50	487.14	44.98%	4.72
Power BI		65.00%	94.11%	0.0261	84.55%	93.21%	36.00%	56	413.75	81.53%	4.71
Power Virtual Agents	D	95.00%	0%	0.0008	85.19%	78.65%	52.00%	39.88		18.52%	4.27

# USING REVIEW HUB

- Instructions for switching Heatmap Insights from Monthly view for Business Units/Stage (Metric group) to monthly/historical insights for Business Units per single metrics**
- Click on "Monthly view"
- Click on "Historical view"

The screenshot shows the Microsoft Power BI Insights & Analytics interface. On the left, there's a sidebar with icons for Home, Heat Map, Health Rating, Executive Summary, Self-Service, and Support Review. The main area has a title bar with 'Portfolio Metric', 'Month: July 2022', 'Metric: IPD/UM', and a 'View' dropdown set to 'Historical'. Below this is a table titled 'Products' with columns for various Dynamics 365 products and their performance metrics over time. A large downward arrow is positioned above the table, pointing towards the second screenshot.

Product	08/2022	07/2022	06/2022	05/2022	04/2022	03/2022	02/2022	01/2022	12/2021	11/2021	10/2021
Dynamics 365 Audience Insights	Not Applicable	0.004	0.0047	0.0053	0.0047	0.0049	0.0051	0.0036	0.0045	0.0044	0.0046
Dynamics 365 Business Central	Not Applicable	0.2893	0.3564	0.3401	0.2667	0.3561	0.3472	0.4102	0.4028	0.6659	0.4389
Dynamics 365 Commerce	Not Applicable	0.0048	0.0064	Not Applicable	0.0065	0.0073	0.0109	0.0135	0.0125	0.0128	0.0137
Dynamics 365 Customer Service	Not Applicable	0.0102	0.009	0.0096	0.01	0.0088	0.0089	0.0087	0.0099	0.0128	0.0139
Dynamics 365 Customer Voice	Not Applicable	0.168	0.1785	0.0027	0.0027	0.0027	0.0027	0.0027	0.0027	0.005	0.0048
Dynamics 365 Field Service	Not Applicable	0.0651	0.0608	0.0602	0.0584	0.0587	0.0947	0.0726	0.0777	0.1429	0.0746
Dynamics 365 Finance	Not Applicable	0.1008	0.1004	0.1016	0.123	0.1034	0.1186	0.1115	0.1045	0.1153	0.109
Dynamics 365 Fraud Protection	Not Applicable	0.0004	0.0002	0.0004	0.0008	0.0008	0.0008	0.0008	0.0007	0.0008	Not Applicable
Dynamics 365 Guides	Not Applicable	0.3806	0.4715	0.443	0.5077	0.6748	0.6081	0.839	0.7252	0.5385	0.8932
Dynamics 365 Human Resources	Not Applicable	0.0534	0.051	0.0508	0.0458	0.0677	0.0568	0.0662	0.0786	0.0897	0.0895
Dynamics 365 Marketing	Not Applicable	0.444	0.5059	Not Applicable	0.4791	0.537	0.5775	0.4937	0.387	Not Applicable	0.6357
Dynamics 365 Project Operations	Not Applicable	0.0476	0.0483	0.0556	0.0564	0.0573	0.0654	0.0632	0.0552	0.0609	0.0595
Dynamics 365 Sales	Not Applicable	0.0169	0.0159	0.019	0.0154	0.0179	0.017	0.0148	0.0153	0.0221	0.0198
Dynamics 365 Supply Chain Management	Not Applicable	0.118	0.1171	0.1304	0.1104	0.1218	0.139	0.1212	0.1165	0.1217	0.1214
Microsoft Power Apps	Not Applicable	0.0104	0.0104	0.011	0.0121	0.0121	0.0116	0.0121	0.0133	0.0161	0.0159
Power Automate	Not Applicable	0.0244	0.0239	0.0237	0.0261	0.0258	0.0246	0.0241	0.0165	0.0299	0.0274
Power BI	Not Applicable	0.0242	0.0247	0.0249	0.0246	0.0253	0.0281	0.0254	0.0261	0.0321	0.0316
Power Portals	Not Applicable	0.0003	0.0004	0.0003	0.0003	0.0005	0.0007	0.0005	0.0005	0.0006	0.0006
Power Virtual Agents	Not Applicable	0.0015	0.0013	0.0013	0.0013	0.0014	0.0011	0.0011	0.0008	0.0014	0.0014

The screenshot shows the Microsoft Power BI Insights & Analytics interface. The top navigation bar includes 'Home', 'Heat Map', 'Health Rating', 'Executive Summary', 'Self-Service', and 'Support Review'. The main area has a title bar with 'Portfolio Metric', 'Month: July 2022', 'Metric: IPD/UM', and a 'View' dropdown set to 'Monthly'. Below this is a table titled 'Products' with columns for various Dynamics 365 products and their performance metrics over time. A large downward arrow is positioned above the table, pointing towards the first screenshot.

Products	Value	Target	Variance to Target	MoM	YoY
Dynamics 365 Audience Insights	0.004	-1	25100	-17.5	50
Dynamics 365 Business Central	0.2893	-1	445.66	-23.19	-55.96
Dynamics 365 Commerce	0.0048	-1	20933.33	-33.33	-366.67
Dynamics 365 Customer Service	0.0102	0.01	1.96	11.76	-26.47
Dynamics 365 Customer Voice	0.168	-1	695.24	-6.25	97.14
Dynamics 365 Field Service	0.0651	-1	1636.1	6.61	-14.59
Dynamics 365 Finance	0.1008	-1	1092.06	0.4	-17.16
Dynamics 365 Fraud Protection	0.0004	-1	250100	50	
Dynamics 365 Guides	0.3806	-1	362.74	-23.88	-59.91
Dynamics 365 Human Resources	0.0534	-1	1972.66	4.49	-37.64
Dynamics 365 Marketing	0.444	0.84	-89.19	-13.94	-105.74
Dynamics 365 Project Operations	0.0476	-1	2200.84	-1.47	-25
Dynamics 365 Sales	0.0169	0.03	-77.51	5.92	-2.37
Dynamics 365 Supply Chain Management	0.118	-1	947.46	0.76	3.14
Microsoft Power Apps	0.0104	0.0117	-12.5		
Power Automate	0.0244	0.0269	-10.25	2.05	-24.18
Power BI	0.0242	0.036	-48.76	-2.07	-27.69
Power Portals	0.0003	-1	333433.33	-33.33	-100
Power Virtual Agents	0.0015	-1	66766.67	13.33	6.67

# USING REVIEW HUB

## Health Rating View

- Health Rating view is opened by clicking dial in left-hand navigation
  - Click Scorecard to select scorecard (i.e. Product Scorecard, Support Scorecard, Case Review)
  - Click Review Month drop-down to select month
  - Click on Rating Rubrics to view rubrics for health rating

**Scorecard:** Select appropriate scorecard

**Review Month:** Filter for month and year

**Rating Rubric:** An easy method to view health rating criteria

\*\* Health Rating is based on the below rubric:

Rating	Description	Score Range
Excellent	80% - 100%	
Good	65% - 80%	
Average	55% - 65%	
Needs Improvement	0% - 55%	

# USING REVIEW HUB

## Health Rating View

- Health Rating view has smiley faces to allow for quick assessment of product health
  - The Rating is generated based on Health Score and Rating Rubric
  - The Rating is the same as Health Rating in the Product Scorecard view

**Rating:** A rating used to quickly assess the health of a product

**Health Score:** A score calculated based on metric attainment

Rating	Products	Health Score
:( Needs Improvement	Dynamics 365 Business Central	26.4%
	Dynamics 365 Customer Insights	
	Power BI	
	Dynamics 365 Sales	
	Dynamics 365 Project Operations	
	Dynamics 365 Remote Assist	

# USING REVIEW HUB

## Health Rating View

- Health Rating view has ability to link to Scorecard with metric information
  - Click on Product name to access detailed view

DTP | Review Hub - Beta V04.27.2022

### Health Rating

Scorecard: Product Scorecard | Review Month: May 2022

Rating	Products	Health Score
:( Needs Improvement	Dynamics 365 Business Central	26.4%
	Dynamics 365 Customer Insights	
	Power BI	
	Dynamics 365 Sales	
	Dynamics 365 Project Operations	
	Dynamics 365 Remote Assist	
	Dynamics 365 Guides	
	Dynamics 365 Supply Chain Management	
	Microsoft Power Apps	



DTP | Review Hub - Beta V04.27.2022

### Product Scorecard

Dynamics 365 Business Central

Review Owner: Mike Morton  
Stakeholders: Christian Baek, Dmitry Chadayev, Jannik Bausager, Mike Morton (Manage Stakeholders)

Create Executive Summary

Review Month: May 2022 | Health Rating: :( Needs Improvement

Objective	Metric	Mar 2022	Apr 2022	May 2022	Target	Trend (6mo)	Comment	
Discover	Does the product appear in first page search results for relevant keywords?	Yes	Yes	Yes	Yes			
	Number of website visitors	152,899	154,178	⚠ ...	Not Available			
	What product can help me with the problem?	Is the generated RFP content current and reflecting solution values?	Not Applicable	Not Applicable	Not Applicable	Yes		The Business Central field is not staffed to respond to RFPs.
		Are differentiators (pillars) mentioned in digital media?	Yes	Yes	Yes	Yes		
		Self-serve sign-up flow for trial/free users is <= 3 steps?	Yes	Yes	Yes	Yes		
How can I try this product?	% of users Won in Usability study benchmarks	30%	30%	30% -	90%			
	Is this product going in the right direction?	Position in Gartner Magic Quadrant / Forrester Wave	Not Evaluated	Not Applicable	Not Evaluated	Leader	Still waiting for result - have submitted to Gartner	

**Scorecard:** Product metric information

# USING REVIEW HUB

## Executive Summary View

- Executive Summary view is opened by clicking clipboard in left-hand navigation
  - Click Scorecard to select scorecard (i.e., Product Scorecard, Support Scorecard, Case Review)
  - Click Product to select desired product
  - Click Review Month drop-down to select month

**Scorecard:** Select appropriate scorecard

**Product:** Select desired product

**Review Month:** Filter for month and year

DTP | Review Hub - Be a V04.27.2022

Administrator Report Issue

Executive Summary

Scorecard: Product Scorecard Product: Power BI Review Month: April 2022

Executive Summary

Highlights

Analyst Validation	Leader
IPD/UM	0.0253 of 0.036
Support CSAT	4.74 of 4.70
Ideas Response Rate	94.11% of 80%
SR	67.79% of 65%
MAU	10,237,762 of 10,123,852

Lowlights

5MinsToWOW	15% of 90%
Accessibility	D
MA Cust	240,808 of 265,963.27
Retention Rate	39% of 52%

# USING REVIEW HUB

## Executive Summary View

- Executive Summary view has an executive summary overview, highlights, and lowlights
  - Click on Edit to modify Executive Summary section
  - Return to Scorecard view to modify the highlights and lowlights

The screenshot shows the DTP | Review Hub - Beta V04.27.2022 interface. At the top, there are three input fields with arrows pointing down to the corresponding sections in the main content area:

- Scorecard:** Select appropriate scorecard
- Product:** Select desired product
- Review Month:** Filter for month and year

The main content area displays the Executive Summary, which includes:

- A summary list:
  - PowerBI Desktop MAU passed 3.6M
  - PowerBI MAU growth is below historical comparisons, with a 17% YoY decline in new user growth.
  - PowerBI NPS is up overall but remains below target of 60.
  - PowerBI Community is re-engaged, evidenced by the increase of thread volume, and an increase in visitor engagement time. All positive signs the community will continue to grow.
  - PowerBI NSAT is on track at 119.8
- A table titled "Executive Summary" with two columns: "Highlights" and "Lowlights".
- Under "Highlights":
  - Analyst Validation: Leader
  - IPD/UM: 0.0253 of 0.036
  - Support CSAT: 4.74 of 4.70
  - Ideas Response Rate: 94.11% of 80%
  - SR: 67.79% of 65%
  - MAU: 10,237,762 of 10,123,852
- Under "Lowlights":
  - 5MinsToWOW: 15% of 90%
  - Accessibility: D
  - MA Cust: 240,808 of 265,963.27
  - Retention Rate: 39% of 52%

# USING REVIEW HUB

## Instructions for Stakeholders

- How To - Add/update manual metric values and comments to metric values for the most recent review cycle
- Click on metric to be updated within Product Scorecard; metric update page will appear
- Click on Value Number and update with metric information
- Click on Comments and update with metric commentary
- Click on Apply to save the input

The screenshot shows the Dynamics 365 Business Central Review Hub interface. The top navigation bar includes 'DTP | Review Hub - Beta V04.27.2022', 'Product Scorecard', 'Request Edit Access', 'Administrator', and 'Report Issue'. The main area displays a 'Discover' section with a question about product search results, followed by a detailed view of a metric.

**Metric Details:**

- Metric Description:** Usability Studies should be conducted periodically with good sample data to assess user experience. This is the equivalent of 5 mins to WCAG metric. Goal is to have 9/10 or 90% of users Wowed by the experience. \*\*This metric may be updated based on changes driven by Project Beethoven.
- Metric Health Weight:** 8
- Value Type:** Percentage
- Update Method:** Manual
- Metric Effective Date:** 07/09/2021

**Update Record (April 2022):**

Metric Value	Target Details
<input type="checkbox"/> Not Applicable	<input type="checkbox"/> Not Available
<b>Value Number (%)</b> 30	<b>Target Value (%)</b> 90
* Value Date (updated on 4/10/2022) 5/4/2022	Green Range Start Value (%) Yellow Range Start Value (%)
	75
Comments	
<input type="button" value="Apply"/>	

**Historical Values:**

Graph showing historical values from Oct-21 to Apr-22. The Y-axis represents the percentage of users wowed, ranging from 0 to 100. The X-axis shows months: Oct-21, Dec-21, Jan-22, Feb-22, Mar-22, Apr-22. A blue line represents the 'Value' over time, starting at ~10%, rising to ~25% in Feb-22, and stabilizing around 20% through Apr-22. Grey dots represent 'Targets' at various points.

Target	Value	Month	Comment
90%	30%	Apr-2022	
90%	30%	Mar-2022	
90%	30%	Feb-2022	
90%	10%	Jan-2022	Our first WOW study returned a low 10% - several
90%	...	Dec-2021	
90%	0%	Oct-2021	Business Central is act Battery status: fully charged 100%

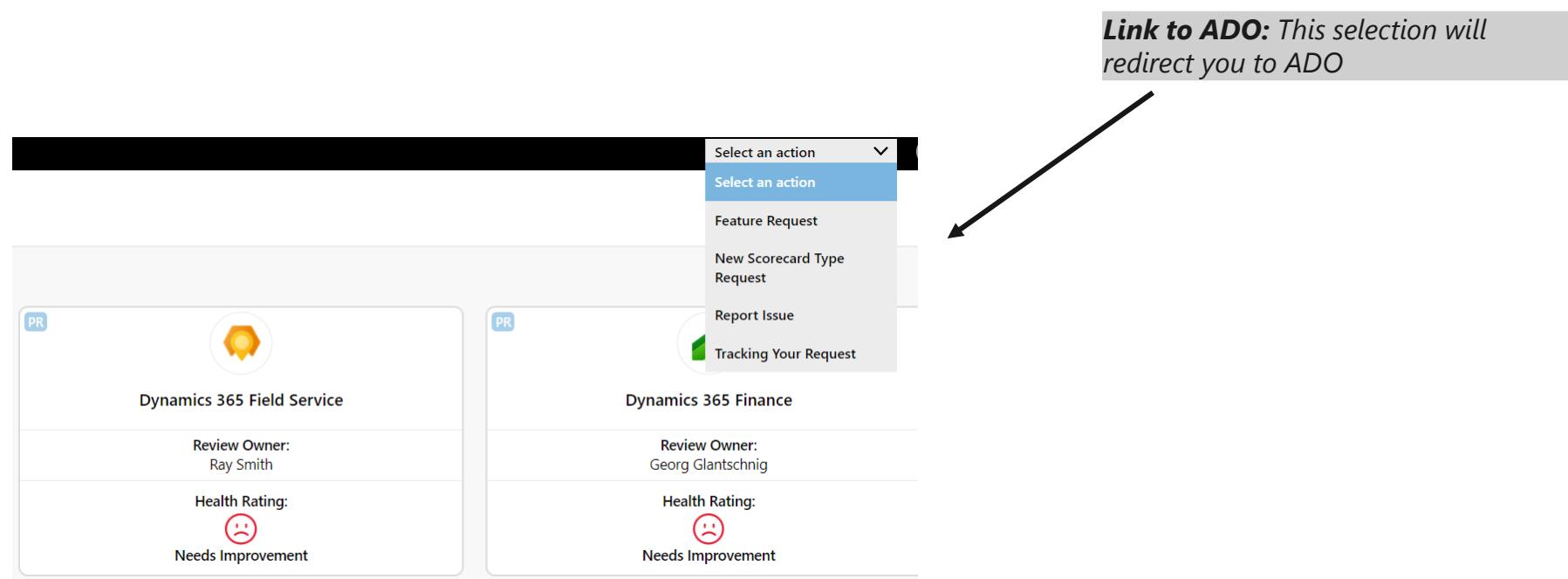
**Value Number:** The metric value for the selected review cycle

**Comments:** The metric comments for the metric value for the selected review cycle

# USING REVIEW HUB

## ***Instructions for requesting a new scorecard type***

- How To - Request a new scorecard type
- Click on "select action" dropdown and select " New Scorecard Type Request"
- You will be redirected to a work item in Azure DevOps.



# USING REVIEW HUB

## Instructions for requesting a new scorecard type

- How To – Add information related to the new “coordinator”
- Click on “Description” to define the purpose of your scorecard
- Click on “Team”

**Team:** This selection will redirect you to Custom fields

Azure DevOps msazure / One / Boards / Work items

One

NEW PRODUCT BACKLOG ITEM \*

Review Hub Scorecard Type Onboarding: [Title]

Unassigned 0 comments Add tag

State: New Area: One\BAG Analytics and Insights\ROBs\Review Hub\Product Review

Reason: New backlog item Iteration: One\Custom\BAG Analytics and Insights\Backlog

Description

Executive Summary (outlines project requirements in general):

Scope (defines project boundaries; what is included and what is not):

Requirements (stakeholder requirements and expectations):

Mock-Ups (screenshots of desired screens or templates; if applicable):

Open Questions:

- What data are you using/changing/adding?
- Why do you need something new?
- Who is responsible to update?
- Who is accountable for quality?
- What integration monitoring added?
- Is Data migration needed?

Acceptance Criteria

Click to add Acceptance Criteria

Risk Assessment Comment

Details

Priority: 2 Effort: 2 Triage: Risk Assessment: Original Estimate: Completed Work: Remaining Work: Business Value: Value area: Business: Security Rating: Status: Release Vehicle: Deployment

To track releases associated with this work item, go to Releases and turn on deployment status reporting for Boards in your pipeline's Options menu. Learn more about deployment status reporting.

Development

+ Add link

Related Work

+ Add link Add an existing work item as a parent

Scheduling

Start Date: Finish Date: Target Date: Due Date:

Search ... LM X

Save ...

Details Scans Exception Handling KPIs Team

# USING REVIEW HUB

## **Instructions for requesting a new scorecard type**

- How To – Add information related to the new “coordinator”
- Click on “Custom Field 1” to add the coordinator name
- Click on “Custom Field 2” to add the coordinator Email address
- Click on “Custom Field 3” to add the Board type

**Custom Field 1:** coordinator name

**Custom Field 2:** coordinator email

**Custom Field 2:** Scorecard Name

NEW PRODUCT BACKLOG ITEM \*

Review Hub Scorecard Type Onboarding: [Title]

Unassigned 0 comments Add tag

State: New Area: One\BAG Analytics and Insights\ROBs\Review Hub\Product Review

Reason: New backlog item Iteration: One\Custom\BAG Analytics and Insights\Backlog

**Team Use**

Custom Field 1

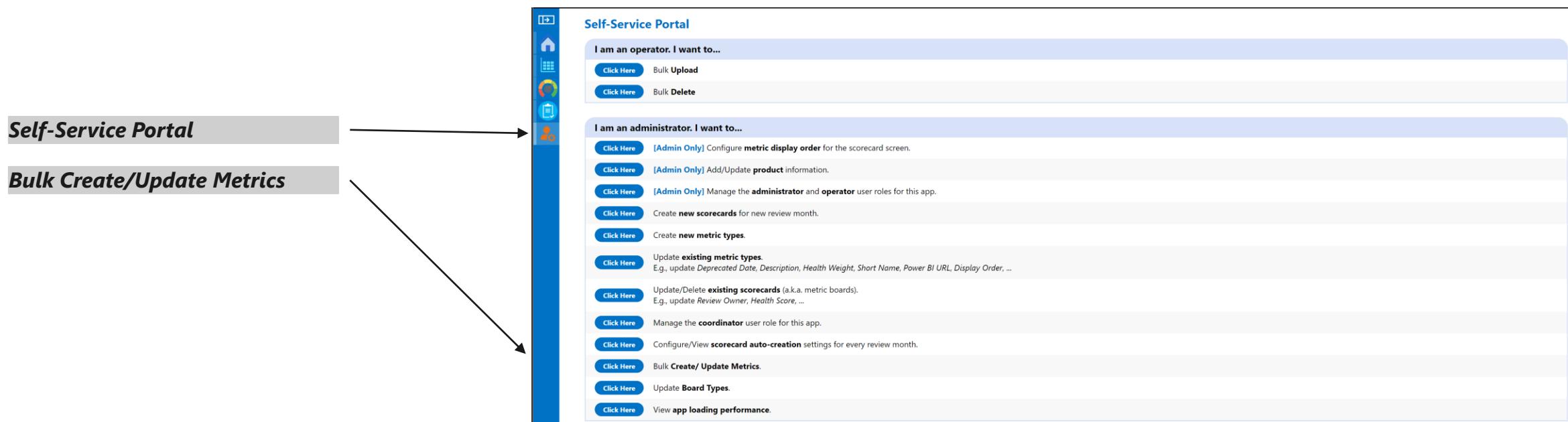
Custom Field 2

Custom Field 3

# USING REVIEW HUB

## ***Instructions for uploading new metrics for a scorecard***

- Click on "Self-Service Portal" on the left NAB
- Select "Bulk Create/Update"



# USING REVIEW HUB

***Instructions for creating and uploading new metrics for a scorecard***

[Step by step instruction](#)

## USER INITIAL INPUT

**Experience**

Deliver world class support experiences for DTP customers

CSAT 0 0 4.75 ▲ 4.70

**Support Case Volume**

Reduce Incidents & Support Costs by implementing self-service

IPD Per Usage Metric 0 0 0.0171 ▼ 0.0228

**Self-Help Deflection**

**Metric Description:** Purpose of this metric is to measure how many Support sessions we were able to successfully deflect.

**Metric Health Weight:** 5

**Value Type:** Percentage

**Update Method:** BAG IA automated

**Power BI Report:** [Go!](#)

**Metric Effective Date:** 10/31/2021

**Update Record** January 2023 [Last Modified](#)

**Metric Value** [Edit](#)  Not Applicable

**Value Number (%)** 26.0249

**Value Date (updated on 12/31/2022)** 12/31/2022

**Learning** 

**Next Steps** [Upload workitem](#)

**Target Details**  Not Available

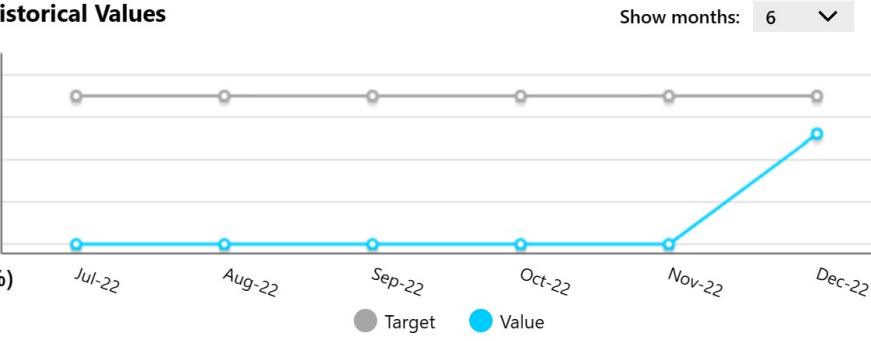
**Target Value (%)** 35

**Green Range Start Value (%)** 3

**Yellow Range Start Value (%)** 31.5

Green Range Start Value cannot be smaller than Yellow Range Start Value.  
Please follow:  
**Yellow Start < Green Start < Target Value**

**Historical Values** Show months: 6



Target	Value	Month	Learning	Next steps
35%	26.0249%	Dec-2022	We need to automate process	Task ID: 1617988
35%	0%	Nov-2022		
35%	0%	Oct-2022		
35%	0%	Sep-2022		
35%	0%	Aug-2022		
35%	0%	Jul-2022		
35%	0%	Jun-2022		
35%	0%	May-2022		
35%	0%	Apr-2022		
35%	0%	Mar-2022		

**Apply**

# SCORECARD PAGE



## Power BI

Review Owner: Leah Redda

Stakeholders: [Roy Rubinstein](#), [Scott Gerlach](#) ([Manage Stakeholders](#))

Monthly View



Quarterly View

Review Month:

December 2022



[Create Executive Summary](#)

Health Rating: Good

Objective	Metric	Oct 2022	Nov 2022	Dec 2022	Target	Trend (6mo)	Learning	Next steps	State
<strong>Experience</strong>									
Deliver world class support experiences for DTP customers	CSAT	0	0	4.75	4.70				
<strong>Support Case Volume</strong>									
Reduce Incidents & Support Costs by implementing self-help solutions	IPD Per Usage Metric	0	0	0.0171	0.0228		IPD has remained flat <a href="#">Task ID 16717281</a>	<a href="#">In Progress</a>	

# EXECUTIVE SUMMARY

## Learnings Summary

Even though overall Power Apps MAU has increased by ~60% YoY, IPD has remained flat. So IPD/MMAU has reduced 40%

Rave Transfers is at an all-time low with a %IPD share of 11.58%

Many teams are continuing to see heavy case misroutes (70% of the cases reviewed were marked as misrouted)

Data Runtime, Licensing, and Views & Grids continue to be the top IPD drivers.

On-boarding new teams to Alchemy

## Next steps/Action items

1. [Task ID 16717281: Update Data runtime, following P75 model.](#)
2. [Task ID 16717281: Build pipeline to route case reviews.](#)

## Highlights (3)

Metric	Value	Target
CSAT	0	4.70
⚡ % of SRs with ICMs	0%	Not Available
📝 35% decrease YoY		

📝 Valid cases reviewed: 144 Misrouted cases reviewed: 360 Number of cases created in Jan: 3915 Case Review Target: 587 (15% of 3915) %Target Achieved (incl. misrouted cases): 85.8% %Target Achieved (excl. misrouted cases): 24.52% Note: Case Review Target should be based on number of closed cases in Jan, not cases created

## Lowlights (2)

Metric	Value	Target
⚡ P75 CPT (hours)	0	200
📝 CPT (Canvas + Model): 318 (261 + 57) (3% increase MoM)		
Number of Work Items Created	0	Not Available