

August 09, 2017

# What's new and highlights from Microsoft Dynamics 365

# On today's call



PRIYANKA KOUSHIK



TEJASWINI RADHAKRISHNAN

# Agenda

- Distribution and Partner news
- Events
- Technical news
- Documentation & Trainings
- Did you know?
- Questions and Answers

# Distribution and Partner news

# One Commercial Partner

## One Commercial Partner: Putting Partners First

### Introducing One Commercial Partner

We're bringing together partner-focused teams from across the company into one organization. One Commercial Partner harnesses our partner expertise and knowledge – technical, marketing, business development, and programs. It brings together the things that work so that every partner can benefit, regardless of size, business model, or geography.

This organization is not just partner led, it's partner first, and it was designed to put our focus on your success and growth. All of our partner-facing roles will have the responsibility to work with you in one of these three primary functions:

1. **Build-with** – Whether you need to build a practice, build IP, or build your capabilities, our team of partner development professionals are there to support you. They have business model expertise and are supported by technical and specialist resources. Their mission is to get the right resource to you at the right time to support your success and growth.
2. **Go-To-Market** – Our team of partner marketing experts will help you bring your solutions to market through offers. They will orchestrate with the teams that build with you on the market opportunity and the teams that sell with you on customer needs.
3. **Sell-with** – We are adding a new role to our partner business. Channel Managers have responsibility for connecting the right partner solutions to the right customer at the right time, with best practices, marketplaces, and work hand in hand with all sizes and all

Technical presales and deployment services:  
[askpts@microsoft.com](mailto:askpts@microsoft.com)

# ISV Cloud Embed Program

[Helping partners innovate in business applications](#)

[ISV Resource Hub](#)



The screenshot shows the Microsoft ISV Cloud Embed program landing page. At the top is the Microsoft logo and navigation links for search, menu, and sign in. Below the navigation bar is a dark header with the word "Marketing" and a dropdown arrow. The main content area features the title "Microsoft ISV Cloud Embed" and an illustration of a city skyline with a cloud and a line connecting it to a building. To the right of the illustration, the text reads: "Microsoft is extending the number of higher-level services available to our ISV partners as embeddable building blocks:". Below this, three services are listed: "Dynamics 365 – rapidly create business applications tailored for a specific industry or region without starting from scratch", "PowerApps – allow power users to create new application functionality – delivered in the browser or in a mobile application", and "Flow – allow power users to add and customize the behavior of business processes".

Microsoft

Marketing

## Microsoft ISV Cloud Embed

Microsoft is extending the number of higher-level services available to our ISV partners as embeddable building blocks:

Dynamics 365 – rapidly create business applications tailored for a specific industry or region without starting from scratch

PowerApps – allow power users to create new application functionality – delivered in the browser or in a mobile application

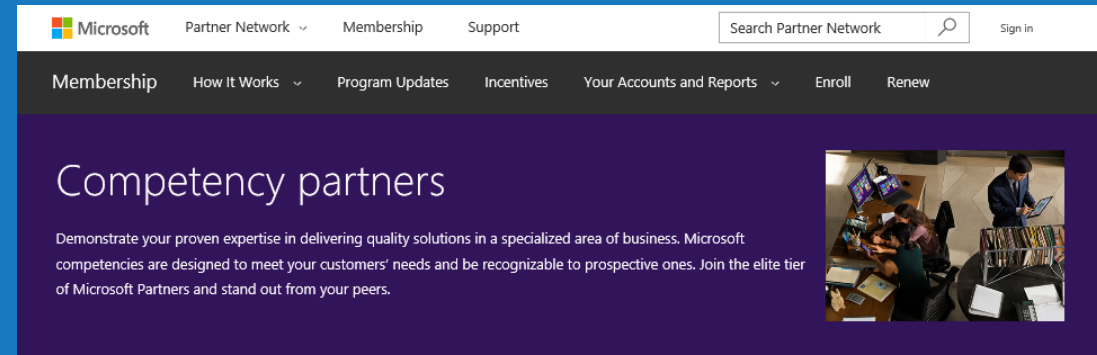
Flow – allow power users to add and customize the behavior of business processes

[FAQ Document](#)

# Cloud Business Applications Competency

[Competency partners](#)

[Cloud Business Applications](#)

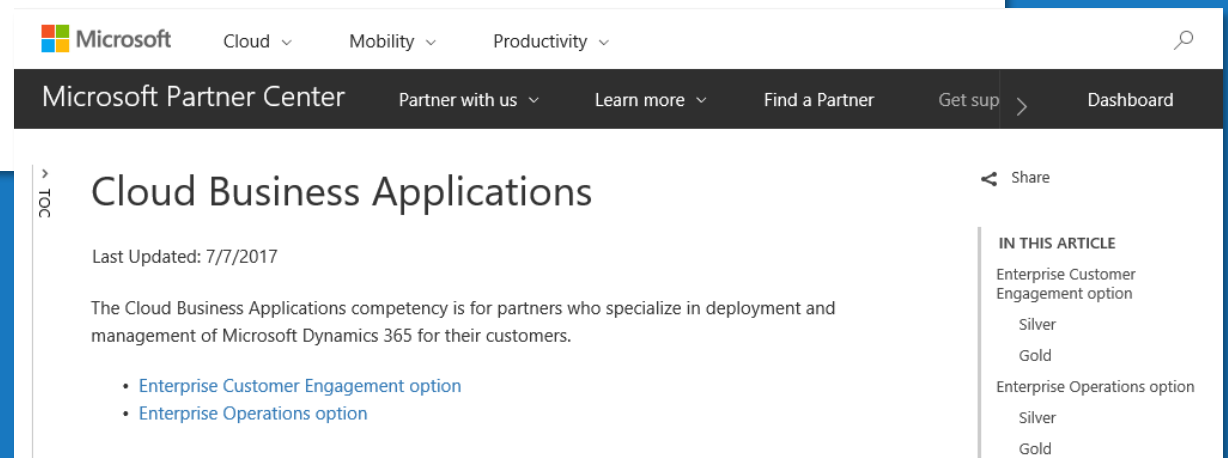


The screenshot shows the top section of the Microsoft Partner Network website. The header includes the Microsoft logo, navigation links for Partner Network, Membership, and Support, a search bar for the Partner Network, and a Sign in link. Below the header is a dark navigation bar with links for Membership, How It Works, Program Updates, Incentives, Your Accounts and Reports, Enroll, and Renew. The main content area has a purple background with the heading "Competency partners". Below this heading is a paragraph explaining that competencies are designed to meet customers' needs and be recognizable to prospective ones. To the right of the text is an image of people working at computers. Below the main content area is a horizontal bar with six categories: App Dev and ISV, Cloud Platform & Infra, Data Mgmt & Analytics, Business Applications (highlighted), Mobility, and Productivity.



## Cloud Business Applications

Demonstrate your expertise as a premier Microsoft Dynamics 365 partner with the Cloud Business Applications competency. Distinguish your organization as a leader in delivering modern enterprise and business ready apps and services that transform our customer's business processes. Qualify for



The screenshot shows the Microsoft Partner Center page for the Cloud Business Applications competency. The header includes the Microsoft logo, navigation links for Cloud, Mobility, and Productivity, and a search icon. Below the header is a dark navigation bar with links for Microsoft Partner Center, Partner with us, Learn more, Find a Partner, Get sup, and Dashboard. The main content area has a white background with the heading "Cloud Business Applications". Below this heading is a paragraph explaining that the competency is for partners who specialize in deployment and management of Microsoft Dynamics 365 for their customers. To the right of the text is a sidebar with a "Share" link and a section titled "IN THIS ARTICLE" containing links for Enterprise Customer Engagement option (Silver, Gold) and Enterprise Operations option (Silver, Gold). Below the main content area is a list of links for Enterprise Customer Engagement option and Enterprise Operations option.

# The Forrester Wave

[Microsoft Dynamics 365 for Sales named a leader in latest The Forrester Wave: Sales Force Automation Solutions, Q2 2017](#)

 Cloud ▾ Mobility ▾ Productivity ▾

Dynamics 365 [Contact us >](#)

## Microsoft Dynamics 365 for Sales named a leader in latest The Forrester Wave: Sales Force Automation Solutions, Q2 2017

 By David Held on 7/13/2017 1:25:00 PM



### Microsoft Dynamics 365 for Sales Named a Leader in The Forrester Wave™ for SFA

The Forrester Wave™ : Sales Force Automation Solutions, Q2 2017



As we head into the new fiscal year at Microsoft, we continue to see the transformation of buyer-seller dynamics. Buyers unequivocally have higher expectations and more influence. At the same time, sellers are under-equipped to juggle multiple stakeholders and overburdened with outdated tools. That's why here at Microsoft, our number-one priority is to help sales organizations adapt to the new reality and thrive by building stronger and better relationships with buyers, while achieving higher productivity.

In a new report, The [Forrester Wave™: Sales Force Automation Solutions, Q2 2017](#), Forrester details how empowered buyers have reshaped what modern selling looks like. Under this new lens, Forrester evaluated Sales Force Automation (SFA) vendors and identified Microsoft in the Leaders ripple.



# Subscription Changes

[Migrate Dynamics AX subscriptions to Dynamics 365](#)

The Microsoft Dynamics CRM Online and AX plans are retired. Effective July 1, 2017, you can no longer renew into the legacy plans



## Microsoft Dynamics AX licensing changes

| Retired SKU       | Dynamics 365 SKU   |
|-------------------|--|
| Enterprise SKU    | Microsoft Dynamics 365 for Unified Operations or Microsoft Dynamics 365 Plan |
| Task              | Microsoft Dynamics 365 for Activity  |
| Task/self service | Microsoft Dynamics 365 for Team Members                                      |
| Device            | Microsoft Dynamics 365 for Operations Device                                 |


## Microsoft Dynamics CRM Online licensing changes

| Retired SKU                       | Dynamics 365 SKU  |
|-----------------------------------|---|
| Enterprise                        | Dynamics 365 Enterprise Customer Engagement Plan  |
| Professional                      | Dynamics 365 Enterprise Customer Engagement Plan, Dynamics 365 for Sales, or Dynamics 365 for Customer Service                                |
| Basic                             | Dynamics 365 for Team Members, Dynamics 365 for Sales, Dynamics 365 for Customer Service, or Dynamics 365 Enterprise Customer Engagement Plan |
| Essential                         | Dynamics 365 for Team Members   |
| Field service add-on              | Dynamics 365 Enterprise Customer Engagement Plan or Dynamics 365 for Field Service  |
| Project Service Automation Add-on | Dynamics 365 Customer Engagement Plan or Dynamics 365 for Service Automation  |

Reminder: [Product Terms Addendum](#)

# Subscription Transition

[Switch from Dynamics CRM Online to Dynamics 365 \(online\)](#)


TechNet
United States (English) Sign in

TechNet
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Home Library Wiki Learn Gallery Downloads Support Forums Blogs

... > Subscription Management for Dynamics... > Switch from Dynamics CRM Online to D...

## Switch from Dynamics CRM Online to Dynamics 365 (online)

Dynamics CRM 2016


Updated: June 12, 2017

Applies To: Dynamics 365 (online), Dynamics CRM Online

Your Microsoft Dynamics CRM Online plan is being retired. When it's time to renew, we'll walk you through your options and help you switch plans in the Office 365 admin center. To learn more about your options, see [Important information for CRM Online customers](#).

If you're an existing Dynamics CRM Online customer, you will be notified when your subscription will expire. At that time, you'll need to start a new subscription with one of the new Dynamics 365 (online) licenses. You can switch before you receive the expiration notice.

Your subscription expires in 30 days. [Renew today!](#) | [View this email in your browser.](#)



### Your CRM Online subscription expires in 30 days

[RENEW TODAY](#)

**Organization:** Contoso

Thank you for being a Microsoft Online Services customer. Your subscription to CRM Online expires in 30 days, but if you [renew today](#), you can continue to utilize the service without a lapse in your subscription.

We have introduced new plans to meet our customers' needs. You will need to select one of the new plans on your next renewal date. These new plans are very similar but not identical to your current plan. [Learn more about the new Office 365 plans.](#)

Print
Share

#### IN THIS ARTICLE

[How to renew when your plan is retiring](#)

What happens to my data when I switch to a Dynamics 365 subscription?

What happens if I do not switch to a Dynamics 365 subscription?

Need help? Contact support.

See Also

# Microsoft Relationship Sales

## Microsoft Relationship Sales

[LinkedIn announcement](#)



**Build authentic, personal relationships**

Foster your customer relationships with Microsoft Relationship Sales—combining LinkedIn Sales Navigator and Dynamics 365 for Sales. Unify your social and sales data to identify the right leads and connect with them through personalized engagement.

[CONTACT US >](#)

**Build relationships with the right people**

Increase win rates by finding key decision makers from over 500 million LinkedIn members. Then identify the best way to reach and connect with them, including introductions from colleagues that they know and trust.

- Focus on the right people with predictive lead scoring
- Find every member of the buying committee
- Discover the best path to reach each buyer for a stronger response

**Dynamics 365 for Sales, Enterprise Edition + LinkedIn Sales Navigator Enterprise**

# Events

# Microsoft Inspire

[Keynotes](#)

[Dynamics 365 Sessions](#)

Formerly known as Worldwide Partner Conference



Microsoft Inspire

Washington D.C.  
July 9-13, 2017

Same great event.  
Brand new name.

#MSInspire



Recommended Sessions:

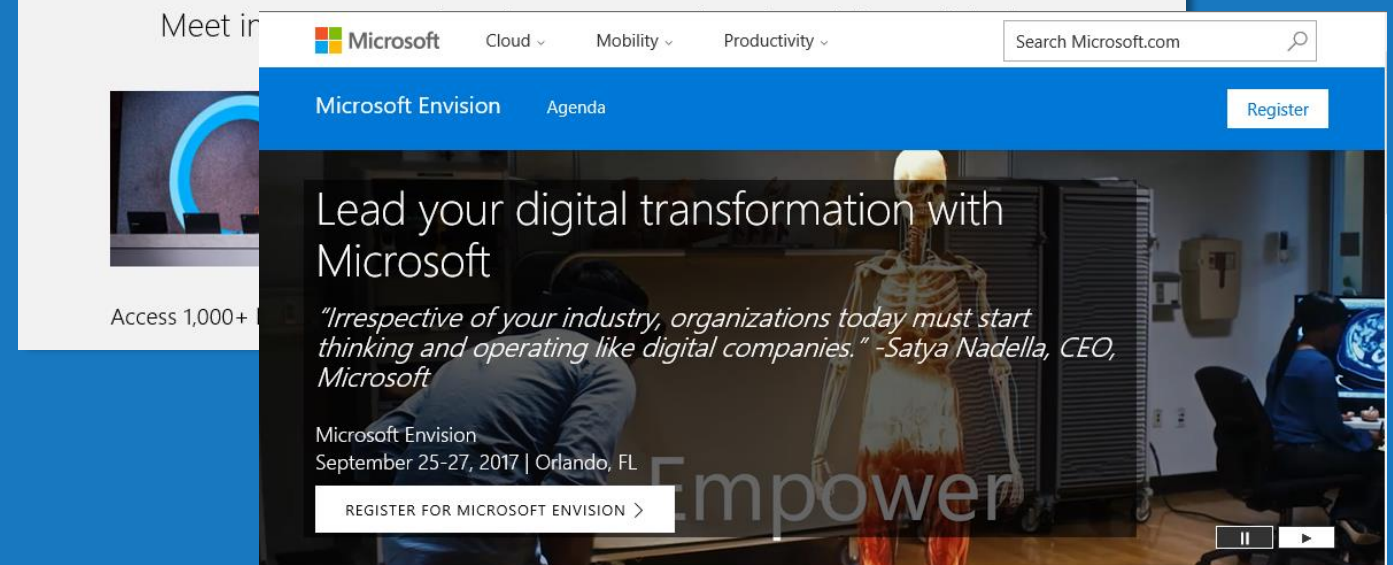
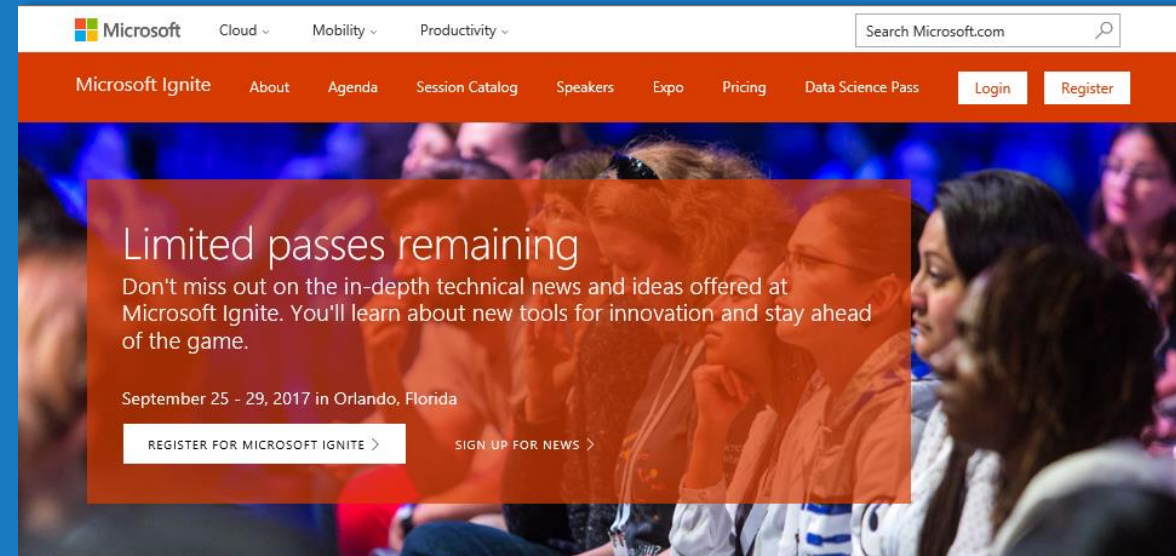
- CE120 Expand your business using Microsoft Dynamics 365, Business Edition: Applications strategy and roadmap
- CE134p Introducing the Microsoft Relationship Sales solution offer (Dynamics 365 + LinkedIn)

# Ignite & Envision

[Microsoft Ignite](#) and [Microsoft Envision](#)

Side-by-side in Orlando, FL  
September 25-27

Microsoft Ignite -> for technicians  
Microsoft Envision -> for decision makers



Featured speakers

# Technical news

# July 2017 Update #1

[Microsoft Dynamics 365 July 2017 Update](#)

General availability of Microsoft Dynamics 365, July 2017 update

- LinkedIn Sales Navigator and Dynamics 365 for Sales
- Dynamics 365 for Retail
- Dynamics 365 for Talent
- Preview for Dynamics 365 for Sales and Dynamics 365 for Marketing
- Dynamics 365 for Finance and Operations, **Business** edition – availability in the United Kingdom
- Dynamics 365 for Finance and Operations, **Enterprise** edition - New Hybrid deployment options
- Prospect to cash integration




# July 2017 Update #2

[Dynamics 365 for Customer Insights:  
July 2017 Refresh](#)

[Predicting business outcomes with  
Customer Insights](#)

Preview Refresh




Microsoft

Microsoft Dynamics 365 Team blog

Dynamics CRM functionality is now a part of Dynamics 365, a suite of intelligent business applications. This blog covers the new Dynamics apps and all supported versions of Microsoft Dynamics CRM.

Dynamics 365 for Customer Insights:  
July 2017 Refresh

Rate this article ★★★★★

 365blog July 6, 2017 0

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40

220

We're excited to announce the July 2017 Refresh for [Dynamics 365 for Customer Insights](#) (Preview). This refresh includes powerful new applications that can transform your customer data into actionable insights to drive intelligent customer engagement.

This release introduces the preview of 3 new applications, in addition to the existing Customer 360°:

- **Predictive Match** uses contextual information to associate activities or records across channels with known customers
- **Predictive Scoring** enables any business user to predict any business outcome, by automatically generating Machine Learning models
- **Segmentation** allows you to identify the right audience based on your all your historical customer data and related entities

In November, with the Customer Insights Preview, we introduced the [Customer 360° application](#). With this release, AI is now embedded into Customer Insights, to help you make better inferences from your data, predict outcomes specific to your business process, and identify cohorts for better targeting of your communications.

# Convert email to case

Convert email to a case with a few clicks in Dynamics 365 App for Outlook

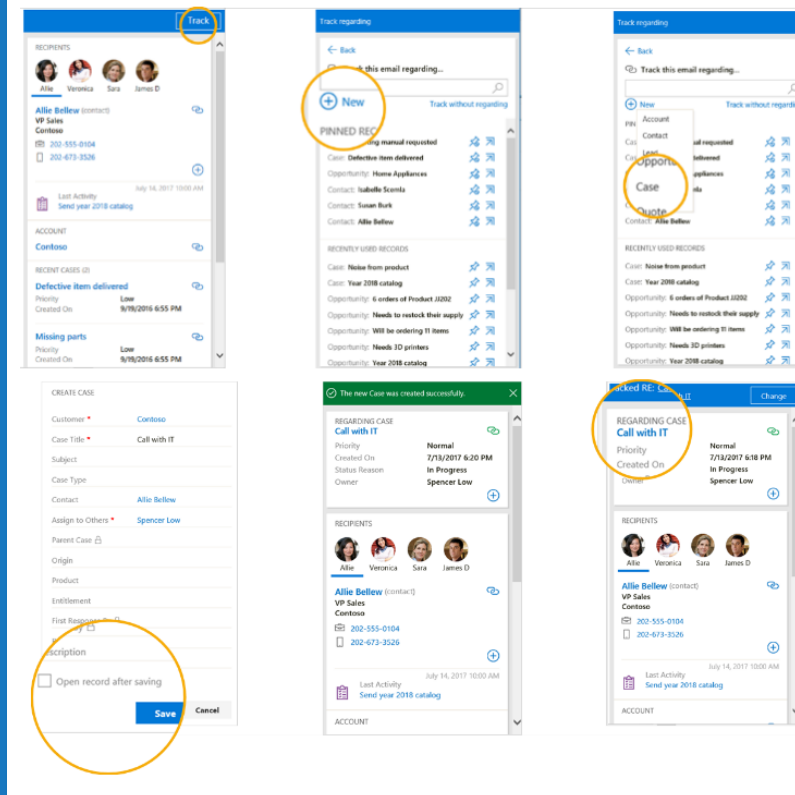
## What "convert email to a case" really means

For most users, the goal is straightforward: A new email contains information regarding a new issue that needs to be tracked in Dynamics 365. The user wants to create a new case in Dynamics 365 as quickly as possible, without leaving Outlook. If we translate the business need to Dynamics 365 App for Outlook actions, the user needs to track the email, create a new case, perhaps edit some fields, and save. "Converting an email to a case" is therefore a specific scenario of "track and create new" in Dynamics 365 App for Outlook.

## How to create a case from an email


When you decide that an email needs to be linked to a new case in Dynamics 365, you can do so using the following steps:

1. Click **Track**.
2. Click **New**.
3. Select **Case** from the dropdown list.
4. Edit or add the fields in the quick create form.
5. Click **Save**.



# Mobile Offline Usage

[Filter your data for mobile offline usage on Microsoft Dynamics 365](#)


 Microsoft




Microsoft Dynamics 365 Team blog

Dynamics CRM functionality is now a part of Dynamics 365, a suite of intelligent business applications. This blog covers the new Dynamics apps and all supported versions of Microsoft Dynamics CRM.

## Filter your data for mobile offline usage on Microsoft Dynamics 365

Rate this article ★★★★★

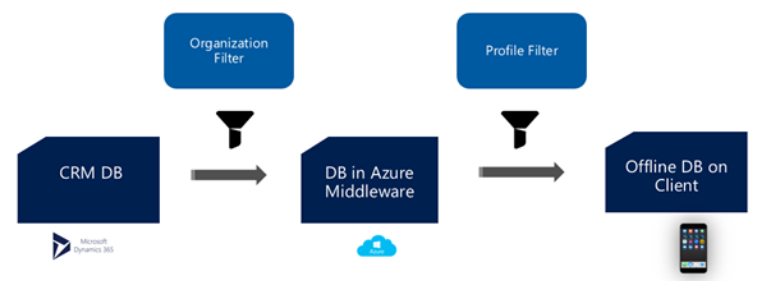
 365blog July 7, 2017 0

 Share 1  20  85

Microsoft Dynamics 365 users can work with mobile application in offline mode, even when the device is disconnected from the network. The application provides a rich offline experience which lets you to work with all basic commands like create, read, update, and delete and business processes - so your productivity is not impacted when you are not online.

Mobile Offline can be setup by Dynamics 365 administrator in an organization<sup>1</sup>. Administrators can select and choose the entities, and corresponding data that users can work with in offline mode based on business requirement. Filtering the right set of data for offline ensures effective utilization of your device memory and network bandwidth. Dynamics 365 provides offline service by replicating Dynamics 365 data in Azure, and synchronizing the data from the Azure to mobile client devices. An administrator can filter the data for offline usage at these two stages.

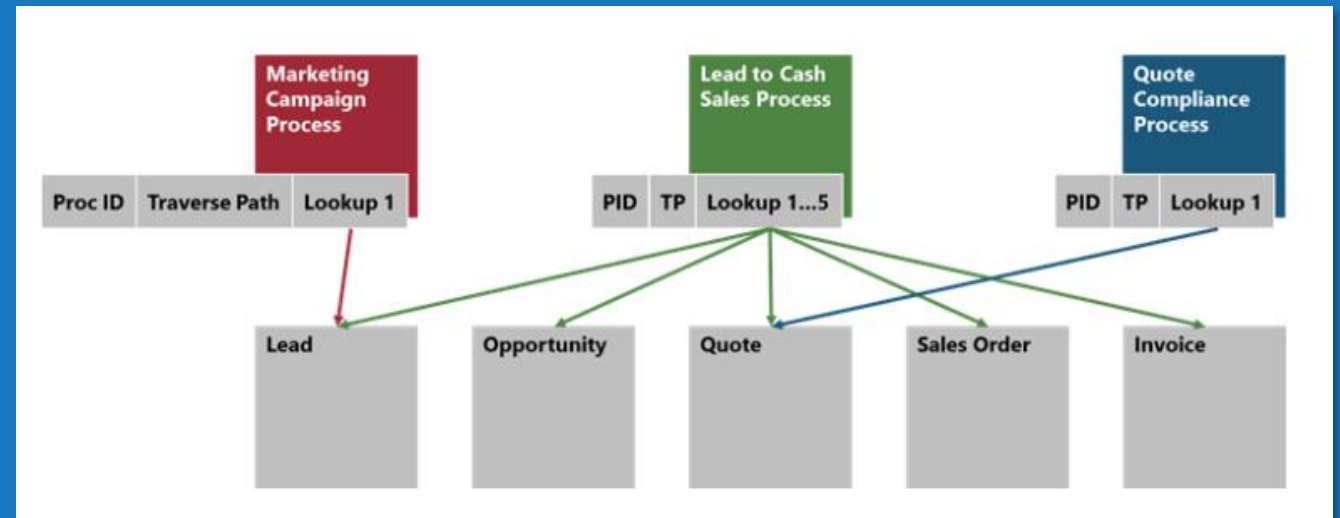
1. Organization Filter
2. Profile Filter



```
graph LR; CRM[CRM DB] --> OrgFilter[Organization Filter]; OrgFilter --> Azure[DB in Azure Middleware]; Azure --> ProfileFilter[Profile Filter]; ProfileFilter --> Client[Offline DB on Client];
```

# Business Process Flow

[How to determine which Business Process Flow \(BPF\) instance is shown when a record is opened](#)



# Field Service & Project Service Automation

[Dynamics 365 for Field Service and  
Project Services Automation Update 3](#)

- Universal Resource Scheduling Enhancements – for both Project Service Automation(v1.2.1.51) and Field Service (v6.2.1.38)
- Field Service Solution(v6.2.1.38) Bug Fixes
- Project Service Automation Solution (v1.2.1.51) Enhancements
- Resource Scheduling Optimization (v1.0.5.0) Enhancements

# Schedule Assistant Search

[Dynamically build your schedule assistant search by changing the URL](#)

Dynamics 365 for Field Service  
Dynamics 365 for Project Service Automation



## Microsoft Dynamics 365 Team blog

Dynamics CRM functionality is now a part of Dynamics 365, a suite of intelligent business applications. This blog covers the new Dynamics apps and all supported versions of Microsoft Dynamics CRM.

## Dynamically build your schedule assistant search by changing the URL approach

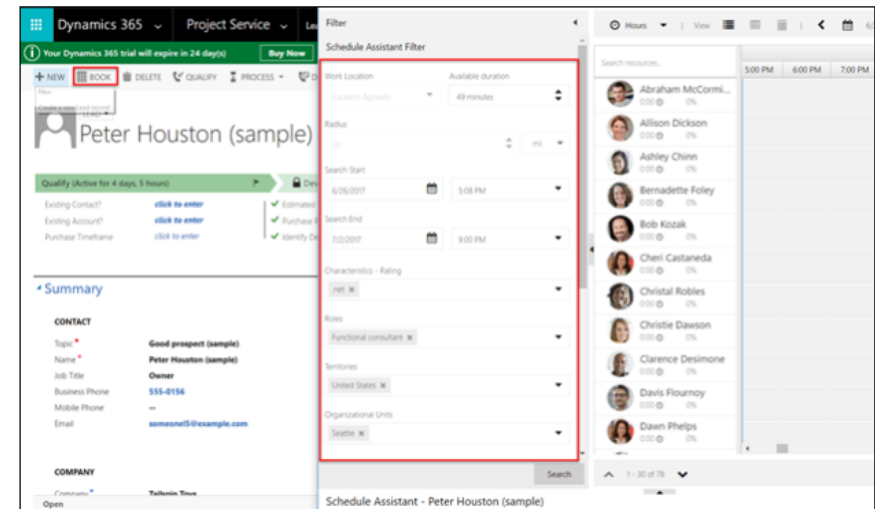
Rate this article ★★★★★

365blog July 14, 2017

0


Share 3 20 222

If you are a customer that relies heavily on the "book" button to search for availability for your resources, this may open up implementation possibilities you did not think were possible.



Prior to reading this post, you may have assumed that when you click the "book" button on either a requirement, or any schedulable entity, the filters the schedule assistant used was only controllable via settings, attributes, and


## How mixed reality enhances connected field service




Cloud • Mobility • Productivity

Contact us

# How mixed reality enhances connected field service




By Todd Bergeson on 7/6/2017 11:00:00 AM



Governments have a wide range of responsibilities—from protecting citizens and providing social services to planning economic growth. Critical services like maintaining roads or keeping street lights on sometimes get taken for granted. Though these services seem simple, they require diligent oversight and management, plus ongoing monitoring to ensure issues are quickly identified and remediated.

At the same time, citizens expect their governments to do more than maintain the status quo. So, how do governments improve their service delivery capabilities? Innovative agencies are taking advantage of a powerful set of technologies: advanced field service, analytics and machine learning, connected Internet of Things (IoT) devices, and mixed-reality solutions.

With the help of a modern field service solution, such as [Microsoft Dynamics 365 for Field Service](#), it's possible for government organizations to increase employee productivity and drive better use of citizen tax dollars through improved first-time-fix rates, advanced scheduling, and resource optimization. With the power of connected devices, advanced analytics, and machine learning embedded in solutions like [Connected Field Service from Microsoft Dynamics 365 for Field Service](#), governments are moving from costly break-fix models to a never-fail approach. And with [Microsoft HoloLens](#) and other mixed-reality solutions, technicians who would normally rely on field visits can visualize inspection processes, increase accuracy, and enhance cross-collaboration. Together, these technologies work seamlessly to improve productivity and create a new, more cost-effective service paradigm.



# Microsoft Social Engagement

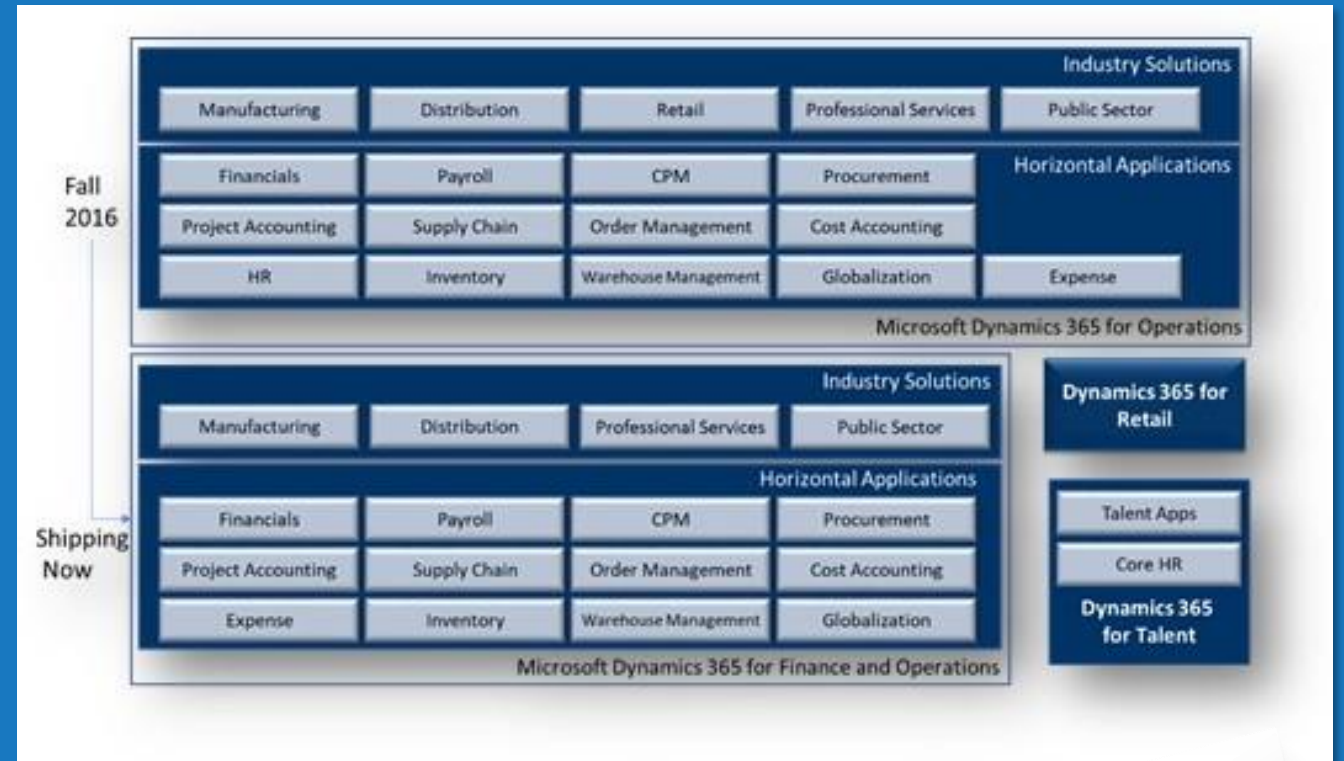
[What's new in Microsoft Social Engagement 2017 Update 1.6](#)

- Improved base model for sentiment analysis
- Improved load-balancing for data acquisition
- Bug Fixes



# Dynamics 365 for Finance and Operations, Enterprise edition

[Microsoft Dynamics 365 for Finance and Operations, Enterprise edition July 2017 update](#)



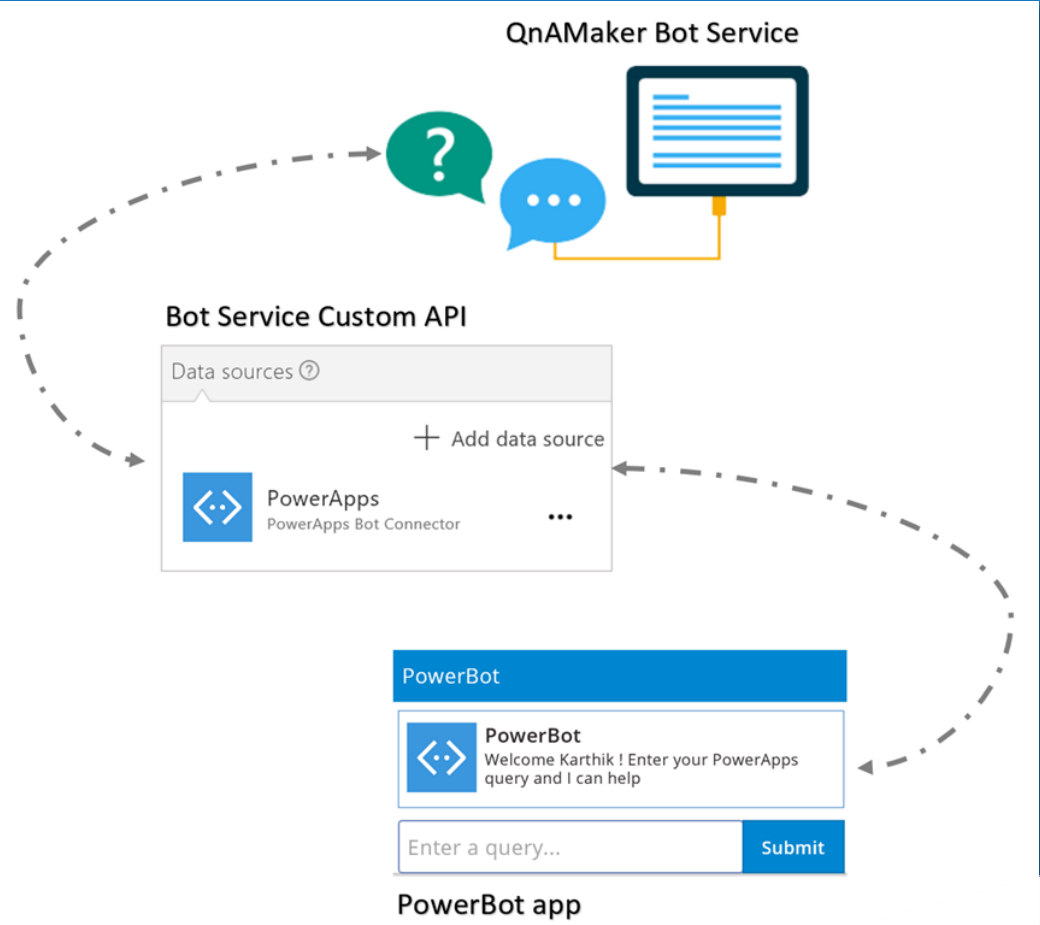
[On-premises deployment landing page](#)

# PowerApps #1

[PowerBots – Creating smart apps with PowerApps and Microsoft Bots](#)

[How To Notifying User that New Data is Available](#)

[PowerApps Q2 update: the 'power user's dream' that is transforming business processes across industries](#)



[What's new in PowerApps](#)

# PowerApps #2

[Embed Power BI tiles in PowerApps](#)

[Latest PowerApps update adds the ability to Import/Export apps, a new PowerBI tile control, and the Coalesce function](#)

[Export and import your apps across environments with packaging](#)

Blog > Announcements > New Features

## Embed Power BI tiles in PowerApps



Filip Karadzic, Senior Program Manager, Thursday, July 27, 2017

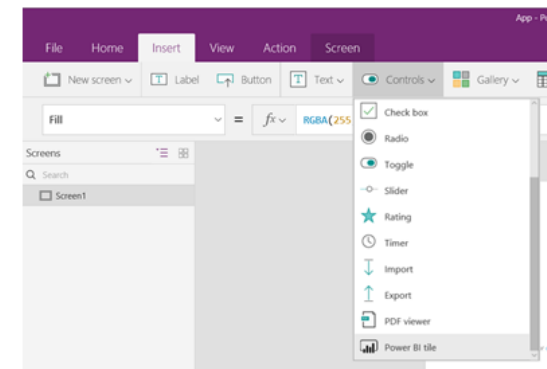


The wait is over. PowerApps and Power BI can play together, regardless of who's hosting! We already showed you how you can **embed your app** inside a Power BI dashboard. Now with the new **Power BI tile** control, you can show your Power BI tiles inside your app.

Why is this big news?

Power BI is a powerful analysis and visualization tool. PowerApps is great at enabling people to take action on the web and mobile. Now you can build apps that give users great insight and let them act right away. Same place, same time.

### Showing Power BI tiles inside your app




# Microsoft Flow #1

[Grow up to Azure Logic Apps](#)

[Easily publish your flows to the public gallery, improved custom connector experience and more!](#)

[Q2 Update for Microsoft Flow](#)

 Microsoft

Flow





Templates

Connectors

Learn

Blog > Walkthroughs

Grow up to Azure Logic Apps

 Stephen Siciliano, Principal Group PM Manager, Microsoft Flow, Thursday, July 27, 2017   

Azure Logic Apps offers developers even richer capabilities than what's included in Microsoft Flow. Starting this week, it is possible for Flow users to save any flow they have as a Logic App resource template. This template can be managed like any other Logic App resource -- and deployed through Visual Studio or directly in the Azure portal to a subscription of the user's choice.

How to get your Flow definition

Converting a flow to an Azure Logic app starts by exporting the Logic App definition from the Microsoft Flow web portal. Navigate to the flow that you would like to convert and open the ... **More** menu. In this menu, there are two options:

- Export as Logic app template (.json)
- Export as Package (.zip)


For this feature, you will want to select the first menu item. Packages are used to export flows to move them along with other resources such as PowerApps and Common Data Service entities - you can read more [about that here](#).

# Microsoft Flow #2

[Export and import your flows across environments with packaging](#)





[Use expressions in flow actions](#)

[Easily publish your flows to the public gallery, improved custom connector experience and more!](#)

 Microsoft | [Flow](#) | [Templates](#) | [Connectors](#) | [Learn](#)

[Blog](#) > [Walkthroughs](#)

## Export and import your flows across environments with packaging

 **Sunay Vaishnav**, Program Manager 2, Microsoft Flow, Thursday, July 27, 2017   

We are very happy to announce preview of packaging features in Microsoft Flow. With packaging, you will now be able to export a flow as a package and import it into a different environment.


### Exporting a flow package

- To export a flow package click on "... " menu, select '**Export**' then click on '**Package (.zip)**'.
- On the next screen, provide a name and a description for your package first. You can then configure defaults and add comments in case which will be accessible during the import phase.
- Next, click on the "**Export**" button in the bottom right corner and your package should start downloading shortly after. If your download doesn't start automatically, you can also click on the "**Download**" button.
- You will need the downloaded zip file, when you're ready to import a flow.

# Common Data Service





[Jazz up your apps with Images for the Common Data Service!](#)

[Data Integrator and Prospect to Cash templates are now Generally Available in the Common Data Service!](#)

 [PowerApps](#) [Learn](#) [Support](#) [Partners](#) [Blog](#) [Pricing](#)

[Blog](#) > [Announcements](#) > [How to use PowerApps](#) > [General](#) > [Common Data Service](#)

## Jazz up your apps with Images for the Common Data Service!

 [Vijeta Johri](#), Senior Program Manager, Thursday, July 6, 2017   

We are extremely pleased to announce the support for images in the Common Data Service! Support for images has been one of the top asks from customers since General Availability, and we're happy to say we heard you! With this new work, you can add a field of data type **Image** to your entities and use those when building your apps with PowerApps. We also have multiple standard entities that also have image fields such as *Product* entity which you can consume in your app.

### Adding an image field

You can add an image field to custom or standard entities. Here are the steps to do that:

1. On <http://web.powerapps.com>, expand the **Common Data Service** section and click or tap **Entities** in the left navigation pane. Your list of entities appears.
2. Click or tap an entity, and then click or tap **Add field** near the top of the screen. You can filter the list by typing one or more characters in the search bar.
3. Under **Display name**, specify the string of text that will identify the field to users.
4. Under **Name**, specify the string of text that you will use to refer to the field in, for example, a formula when you build an app.
5. Under **Type**, specify the type of data as **Image**.
6. Click or tap **Save** to submit your changes.

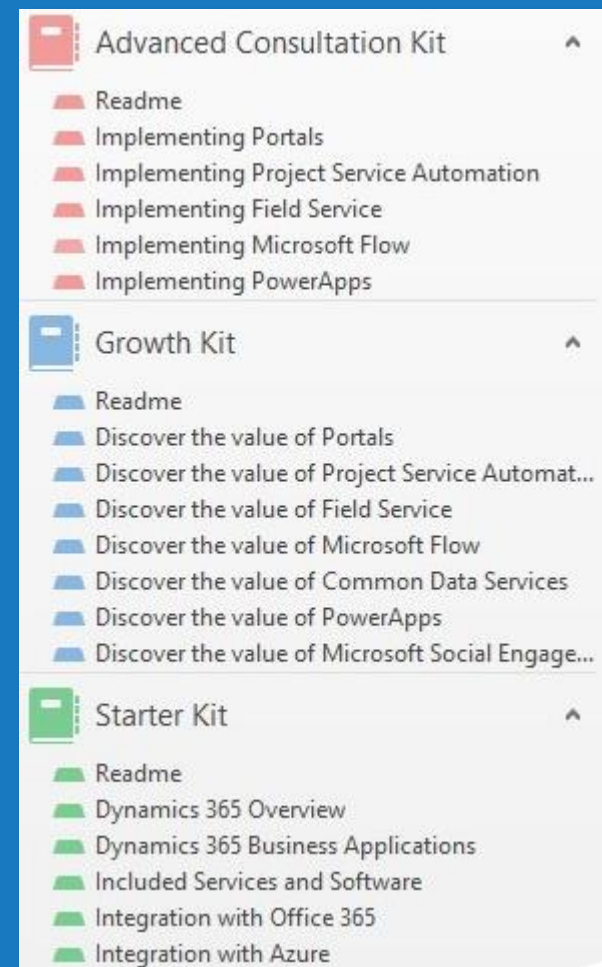
# New Packaged Services

[Dynamics 365 Starter Kit Consultation](#)

[Dynamics 365 Growth Kit Consultation](#)

[Dynamics 365 Advanced Workload Consultation](#)

5 Partner Advisory Hours per Kit + Consultation




[askpts@microsoft.com](mailto:askpts@microsoft.com)

# Documentation & Trainings



# New Documentation Site


[New documentation site for Dynamics 365!](#)




 Microsoft

**Microsoft Dynamics 365 Team blog**  
 Dynamics CRM functionality is now a part of Dynamics 365, a suite of intelligent business applications. This blog covers the new Dynamics apps and all supported versions of Microsoft Dynamics CRM.

## New documentation site for Dynamics 365!

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 365blog July 13, 2017 1

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  116
  892

Looking for documentation on Dynamics 365? Check out our new Dynamics 365 documentation site at [docs.microsoft.com/dynamics365](https://docs.microsoft.com/dynamics365). The new site provides a quick and intuitive way to drill down to just the Dynamics 365 content you need.

For example, if you're working with one of the Dynamics 365 enterprise applications, go to the [Enterprise edition applications](#) page. You'll find a simplified set of links for each app, so you can quickly zero in on the right set of content for your role.

### Microsoft Dynamics 365 Documentation

|  |   |  |  |
|--|---|--|--|
| Get started with Dynamics 365<br><b>Enterprise edition applications</b><br>Business edition applications<br>Add-in solutions and apps<br>Integrate, customize, develop | <b>DYNAMICS 365 FOR Finance and Operations</b><br>Overview<br>Onboard and deploy<br>Financials<br>Supply chain management<br>Administration | <b>DYNAMICS 365 FOR Sales</b><br>Overview<br>Set up and administer<br>Customize<br>User's Guide                      | <b>DYNAMICS 365 FOR Customer Service</b><br>Overview<br>Set up and administer<br>Customize<br>User's Guide |
|  | <b>DYNAMICS 365 FOR Field Service</b><br>Overview<br>Set up and administer<br>Customize<br>User's Guide                                     | <b>DYNAMICS 365 FOR Project Service Automation</b><br>Overview<br>Set up and administer<br>Customize<br>User's Guide | <b>DYNAMICS 365 FOR Retail</b><br>User's Guide<br>Deploy<br>Develop  |
|  | <b>DYNAMICS 365 FOR Talent</b><br>Overview  | <b>DYNAMICS 365 FOR Customer Insights</b><br>Overview<br>Set up and administer<br>Develop                            |  |

If you're part of a small-to-medium-sized business working with Dynamics 365 for Financials, go to the [Business edition applications](#) page, and then click the link you need. The Financials app will soon be joined by Dynamics 365 for Sales, Business edition.

# Dynamics 365 Business Edition

[Microsoft Dynamics 365 Business Edition  
Partner FAQ](#)

PartnerSource Access required



## **Microsoft Dynamics 365 for Finance and Operations, Business edition Frequently Asked Questions**

Updated: July 2017

**Microsoft Dynamics 365 for Finance and Operations, Business edition** is a business management solution

[Microsoft Dynamics 365 for Sales, Business edition,  
Microsoft Dynamics 365 for Marketing, Business  
edition, Frequently Asked Questions](#)

# eBooks

[Create Custom Analytics in Dynamics 365 with Power BI](#)

Create custom analytics in Dynamics 365 with Power BI

Gain insights that can help turn your sales and marketing numbers into data-driven success stories



[Largest FREE Microsoft eBook Giveaway!](#)

Did you know?

# Microsoft 365 Enterprise


[Microsoft 365 Enterprise](#)

[Introducing Microsoft 365](#)



### Learn more about Microsoft 365 Enterprise

Empowering employees in a digital world



GET THE FREE EBOOK >

Step-by-step value guide

Create your plan for digital transformation today with the Value Discovery Workshop.

TRY IT NOW >

### Discover the Microsoft 365 Enterprise that's right for you

Both plans offer an intelligent solution that empowers everyone to be creative and work together, securely with Office 365, Windows 10 Enterprise, Enterprise Mobility + Security.

|                         |                         | Microsoft 365 E3 | Microsoft 365 E5 |
|-------------------------|-------------------------|------------------|------------------|
| Office applications     | Word, Excel, PowerPoint | ✓                | ✓                |
| Email & calendar        | Outlook, Exchange       | ✓                | ✓                |
| Chat-based workspace    | Microsoft Teams         | ✓                | ✓                |
| Voice, video & meetings | Skype for Business      | ✓                | ✓                |

# Microsoft 365 Business

[Microsoft 365 Business](#)

[Introducing Microsoft 365](#)



## What's included



### Comes with Office

Stay up-to-date with the latest versions of Word, Excel, PowerPoint, and more.



### Email and calendaring

Connect with customers and coworkers using Outlook and Exchange.



### File storage

Manage your files from anywhere with 1TB of storage.



### Data protection controls

Help secure business data on personal and company-owned devices.



### Safest Windows ever

Get upgraded to Windows 10 Pro from Windows 7 and 8.1 Pro.



### Cyberthreat protection

Help protect PCs from malware, viruses, and spyware.



### Administration and deployment

Manage new PCs and devices faster and more easily than ever.



### Dependability and support

Get 99.9% uptime guaranteed and 24x7 online and phone support.

[VIEW THE DEMO >](#)

[WATCH THE VIDEO OVERVIEW >](#)



Microsoft 365 Business available for public preview on August 2, 2017.

[SIGN UP TODAY >](#)

# Artificial Intelligence (AI)

[Microsoft's role at the intersection of AI, people and society](#)

[Seeing AI App is Now Available in the iOS app store](#)



[Seeing AI 2016 Prototype - A Microsoft research project](#)

# Cognitive Services

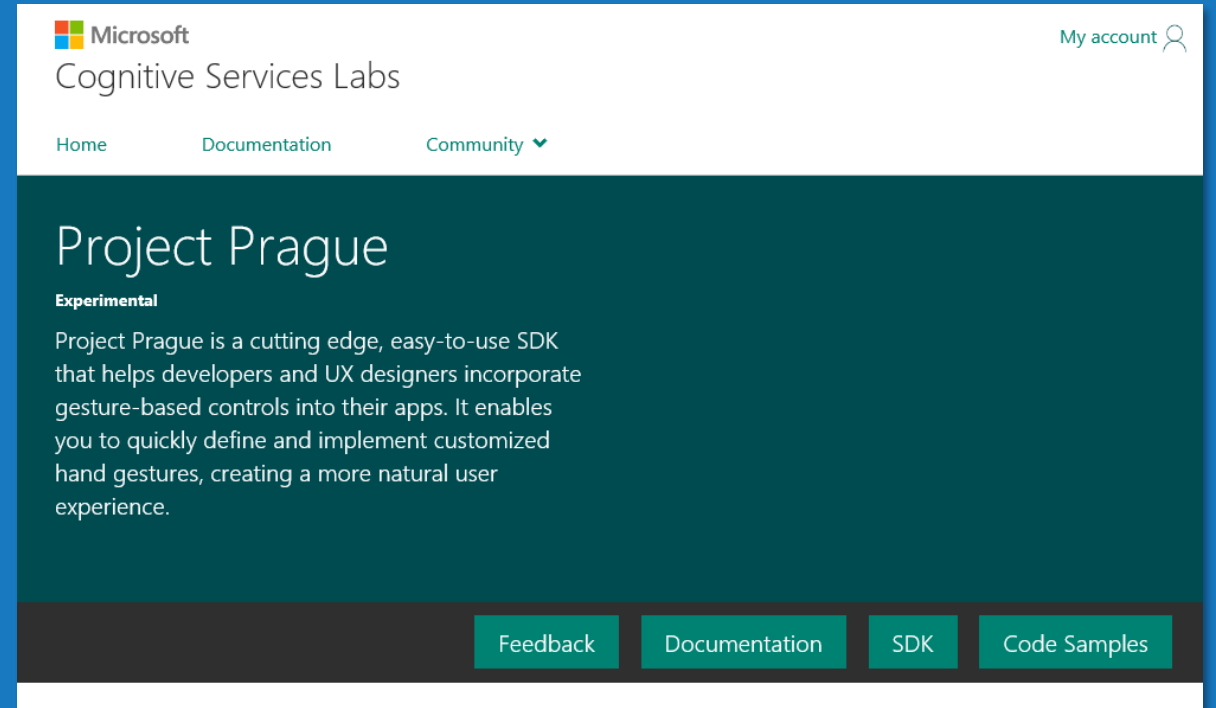
Cognitive Services

[Project Prague](#)

Other Projects

[Presentation Translator](#)

[Presentation Translator - A Microsoft Garage Experimental Project](#)





Next session

September, 06<sup>th</sup>

Questions  
Wishes  
Feedback

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