

# WorkshopPLUS - Power Platform Admin



## WorkshopPLUS

**Duration:** 1 Day [Remote/Onsite]

**Difficulty Level:** 300 - Advanced

### Description

Across organization admin settings are gradually moving from the web client to the Power Platform admin center, apps with unified interface, or Power Apps. Meanwhile, you'll still be able to manage settings in customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation), as usual. With our diverse feature set in Power Platform Low Code, you can choose from the following modules, choose one of the following:

- WorkshopPLUS - Power Platform : Email Integration for Dataverse 1 Day with Lab
- WorkshopPLUS - Power Platform: Model-Driven Apps and Dataverse Administration with Labs
- WorkshopPLUS - Power Platform: Dynamics 365 and Dataverse Troubleshooting

### Objectives

- Learn the best practices for managing, troubleshooting, and caring for Dataverse/Dynamics 365/Power Platform
- Practice administration and troubleshooting techniques in a lab environment to help improve time to resolution of issues in your production environments.

### Outcomes

- Gain a deeper understanding of the best practices for managing, troubleshooting, and caring for Dataverse/Dynamics 365/Power Platform

### Methodology

#### Learn by example

You will participate in group discussions and learn from presentations and demonstrations.

#### Hands-on

You will participate in hands-on labs and demonstrations to learn relevant concepts.

### Scope

1. This offering is scoped to include key components and features of Dynamics 365, Dataverse and Power Platform.
2. Delivery will be scoped to one of the below modules (See below for more details).

## Delivery Outline

### WorkshopPLUS - Power Platform: Model-Driven Apps and Dataverse Administration with Labs

<b>Description</b>	This offering presents the foundational concepts accompanied by hands-on exercises that will help prepare you to implement and operate Model-Driven apps and Dataverse, including Dynamics 365 Apps. The primary focus will be the Dataverse Security model and the Administration functionality available via the Power Platform Admin center and the supporting technology.
<b>Duration and Level</b>	<ul style="list-style-type: none"> <li>• 1 Day</li> <li>• Level 300</li> </ul>
<b>Detailed Agenda</b>	<p><b>Environments Administration and Admin Portal</b></p> <ul style="list-style-type: none"> <li>• Environment Administration</li> <li>• Model-Driven(Dynamics 365) apps</li> <li>• Multi-Geo Tenants</li> <li>• Updates</li> </ul> <p><b>Users and Security Model</b></p> <ul style="list-style-type: none"> <li>• Business Units, Security Roles, and Teams</li> <li>• Create User and Assign License (Lab)</li> <li>• Configure Access Teams (Lab)</li> <li>• Field Level Security (Lab) and Hierarchy Security</li> </ul> <p><b>Introduction to Process Automation</b></p> <ul style="list-style-type: none"> <li>• Microsoft Power Automate overview</li> <li>• Dataverse Legacy Workflows overview</li> </ul> <p><b>Data Management</b></p> <ul style="list-style-type: none"> <li>• Auditing</li> <li>• Duplicate Detection (Lab)</li> <li>• Data Import (Lab)</li> <li>• Bulk Record Deletion (Lab)</li> <li>• Data Export Service</li> <li>• Export to Data Lake</li> </ul> <p><b>Dataverse Analytics</b></p> <ul style="list-style-type: none"> <li>• Overview</li> </ul>
<b>Participants</b>	Participants that have some experience with Model-Driven apps and Power Platform
<b>Skill Requirements</b>	<ul style="list-style-type: none"> <li>• Experience with Office 365 Admin Center</li> <li>• Experience with Office 2016 or later</li> </ul>
<b>Delivery Requirements</b>	<ul style="list-style-type: none"> <li>• Computer with Windows 10 or later, audio equipment, internet access and at least 1 Mbps bandwidth per participant</li> <li>• Microsoft Teams for remote deliveries</li> <li>• A modern browser capable of rendering web sites that use current web standards</li> </ul>

<b>Description</b>	This offering is designed to provide troubleshooting knowledge to administrators and support staff of Microsoft Dynamics 365 apps and Dataverse that focuses on troubleshooting application performance, processes, system jobs, email integration, and errors.
<b>Duration and Level</b>	<ul style="list-style-type: none"> <li>• 1 Day</li> <li>• Level 300</li> </ul>
<b>Detailed Agenda</b>	<p><b>Troubleshooting Application Performance</b></p> <ul style="list-style-type: none"> <li>• Form Load Performance</li> <li>• Slow View, Quick Find, and Global Search results</li> </ul> <p><b>Troubleshooting Processes and Power Automate Flows</b></p> <ul style="list-style-type: none"> <li>• Workflows</li> <li>• System Jobs</li> <li>• Power Automate Flows</li> </ul> <p><b>Troubleshooting Errors</b></p> <ul style="list-style-type: none"> <li>• JavaScript Errors</li> <li>• Timeout Errors</li> </ul> <p><b>Troubleshooting Server-Side Sync and App for Outlook</b></p> <ul style="list-style-type: none"> <li>• Server-Side Sync Dashboards, Mailbox Alerts and Mailbox Details</li> <li>• Incoming and Outgoing Emails</li> <li>• Test and Enable</li> <li>• Appointment, Contact, and Task Synchronization</li> <li>• App for Outlook Connectivity and Tracking</li> </ul>
<b>Participants</b>	Administrators, support staff, or power users of Dynamics 365 apps and Dataverse
<b>Skill Requirements</b>	<ul style="list-style-type: none"> <li>• Experience with Dynamics 365 apps and Dataverse</li> <li>• Experience with diagnostics and debugging tools</li> </ul>
<b>Delivery Requirements</b>	<ul style="list-style-type: none"> <li>• PC with Windows 10 or later, audio equipment, internet access, and one Mbps or greater bandwidth per participant</li> <li>• Microsoft Teams for remote deliveries</li> <li>• A modern browser capable of rendering web sites that use current web standards</li> </ul>

<b>Description</b>	This offering provides a deep technical understanding of how Model-driven apps, including Dynamics 365 Customer Engagement apps, use Server-Side Synchronization and the Dynamics 365 App for Outlook to integrate with E-mail providers such as Exchange.
<b>Duration and Level</b>	<ul style="list-style-type: none"> <li>• 1 Day</li> <li>• Level 300</li> </ul>
<b>Detailed Agenda</b>	<p><b>Introduction to Server-Side Synchronization</b></p> <ul style="list-style-type: none"> <li>• Server-Side Synchronization breakdown</li> <li>• Limitations and supportability of Server-Side Synchronization</li> <li>• Configuration of Server Profiles, Mailboxes and Settings</li> </ul> <p><b>How Server-Side Synchronization Works</b></p> <ul style="list-style-type: none"> <li>• How Server-Side Sync reaches out to Exchange</li> <li>• Mailbox timing values for reaching out to Email providers</li> <li>• Exchange item properties</li> <li>• Email promotion and Dynamics regarding object values</li> </ul> <p><b>Incoming and Outgoing Email Correlation and Promotion</b></p> <ul style="list-style-type: none"> <li>• Incoming Email automatic promotion</li> <li>• Methods for correlation</li> <li>• Folder-level tracking</li> <li>• Category Tracking</li> <li>• Outgoing Email and Status fields</li> </ul> <p><b>Appointment, Contact and Task Filters and Synchronization</b></p> <ul style="list-style-type: none"> <li>• How Dynamics uses filters to synchronize items with Exchange</li> <li>• Limitations of synchronization and how to change default filters</li> <li>• Appointment sync and sending meeting updates</li> <li>• Contact and Task sync and how to prevent duplication</li> </ul> <p><b>Dynamics 365 App for Outlook</b></p> <ul style="list-style-type: none"> <li>• App for Outlook and how it functions with Dynamics 365</li> <li>• Limitations and supportability of the App</li> <li>• How to distribute and access the App</li> <li>• Basic configuration changes to the App</li> </ul>
<b>Participants</b>	Participants that have some experience with Dynamics 365, Power Platform and Exchange
<b>Skill Requirements</b>	<ul style="list-style-type: none"> <li>• Experience with Office 365 Admin Center</li> <li>• Experience with Office 2016 or later</li> </ul>
<b>Delivery Requirements</b>	<ul style="list-style-type: none"> <li>• Computer with Windows 10 or later, audio equipment, internet access and at least 1 Mbps bandwidth per participant</li> <li>• Microsoft Teams for remote deliveries</li> <li>• A modern browser capable of rendering web sites that use current web standards</li> </ul>

**Note:** Advanced lessons can be replaced with any other lessons.

**For more information:** Please contact your Microsoft Representative for more details.