



# What is the Power Platform Anyway?

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#SS2020

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**Microsoft MVP - Business Applications**

**Microsoft Certified Trainer (MCT)**

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<https://www.linkedin.com/in/nickdoelman/>

<https://powerplatformlearning.newzenler.com>



# Agenda



## Part 1

The Story of the Power Platform  
(How does Dynamics 365 fit in?)



## Part 2

Key Power Platform Technologies  
and Features



## Part 3

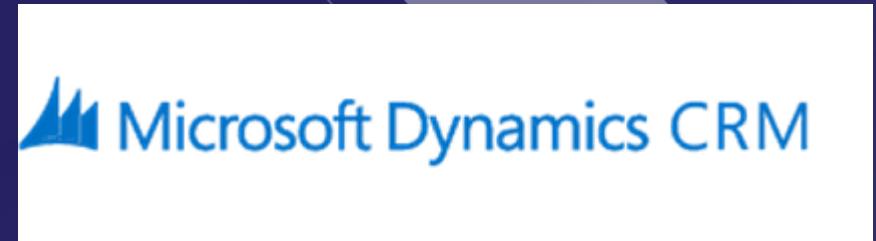
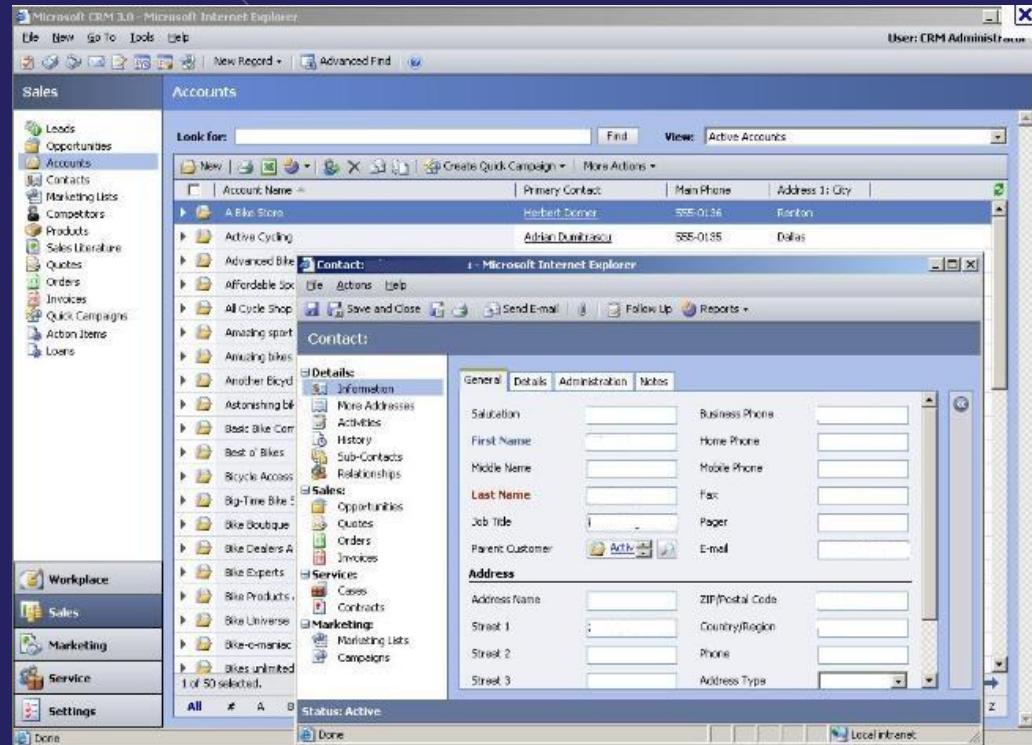
Common Questions



Part 1

The Origin Story of the Power Platform

# Dynamics CRM: In the Beginning



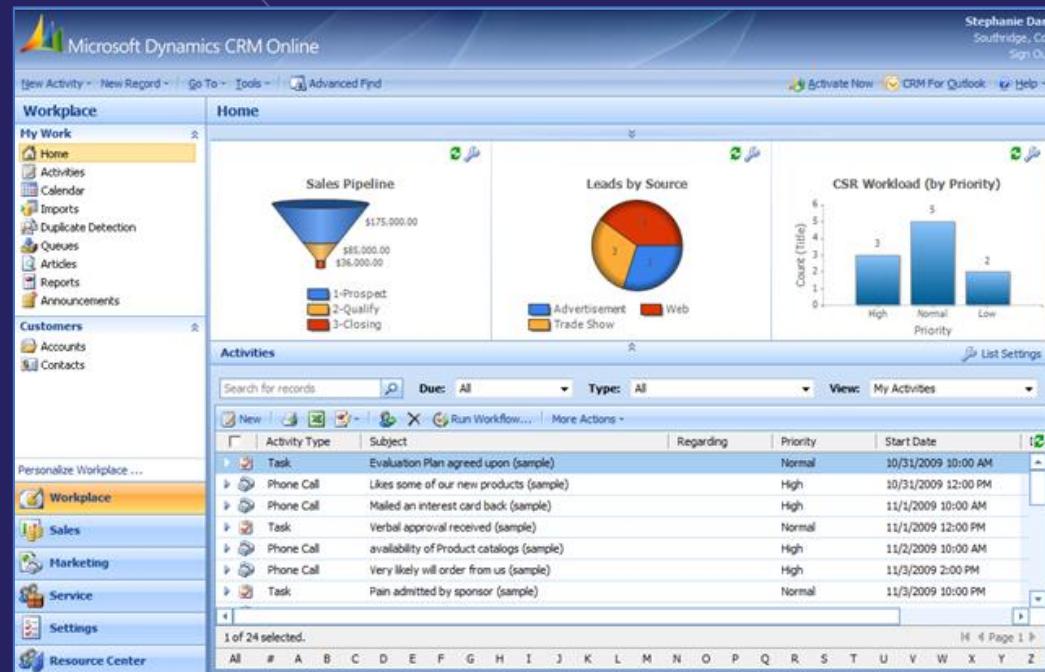
**Dynamics CRM**

- Sales
- Service
- Marketing

Business Application Layer

Microsoft SQL

# Dynamics CRM Online



## Dynamics CRM Online

- Sales
- Service
- Marketing

Business Application Layer

Microsoft SQL

AZURE/Office 365

# xRM – Unique Line of Business Apps



Unique Line of Business Apps

a.k.a. xRM Applications

“anything” Relationship Management

Dynamics CRM/CRM Online

- Sales
- Service
- Marketing

Business Application Layer

Microsoft SQL

AZURE

# xRM – Unique Line of Business Apps

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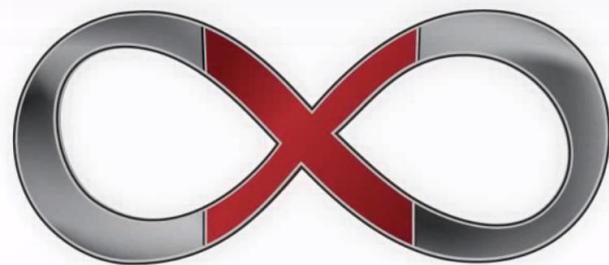
- **Data Entity and Relationships**
- **Multi-user**
- **Web Based**
- **User Security and Authentication**
- **User Interface**
- **Automation (Workflow)**
- **Reporting**
- **Integration**
- **Mobile**
- **Etc...**



# xRM – Unique Line of Business Apps



<https://youtu.be/Yru5CkANOKA>



POSSIBILITIES

# Renaming: Dynamics 365



# Dynamics 365 (CRM, F&O, Bus. Central)



Microsoft  
Dynamics 365

Unique Line of Business Apps  
a.k.a. xRM Applications  
“anything” Relationship  
Management

Dynamics 365 for Customer  
Engagement

- Sales
- Service
- Marketing

Business Application Layer

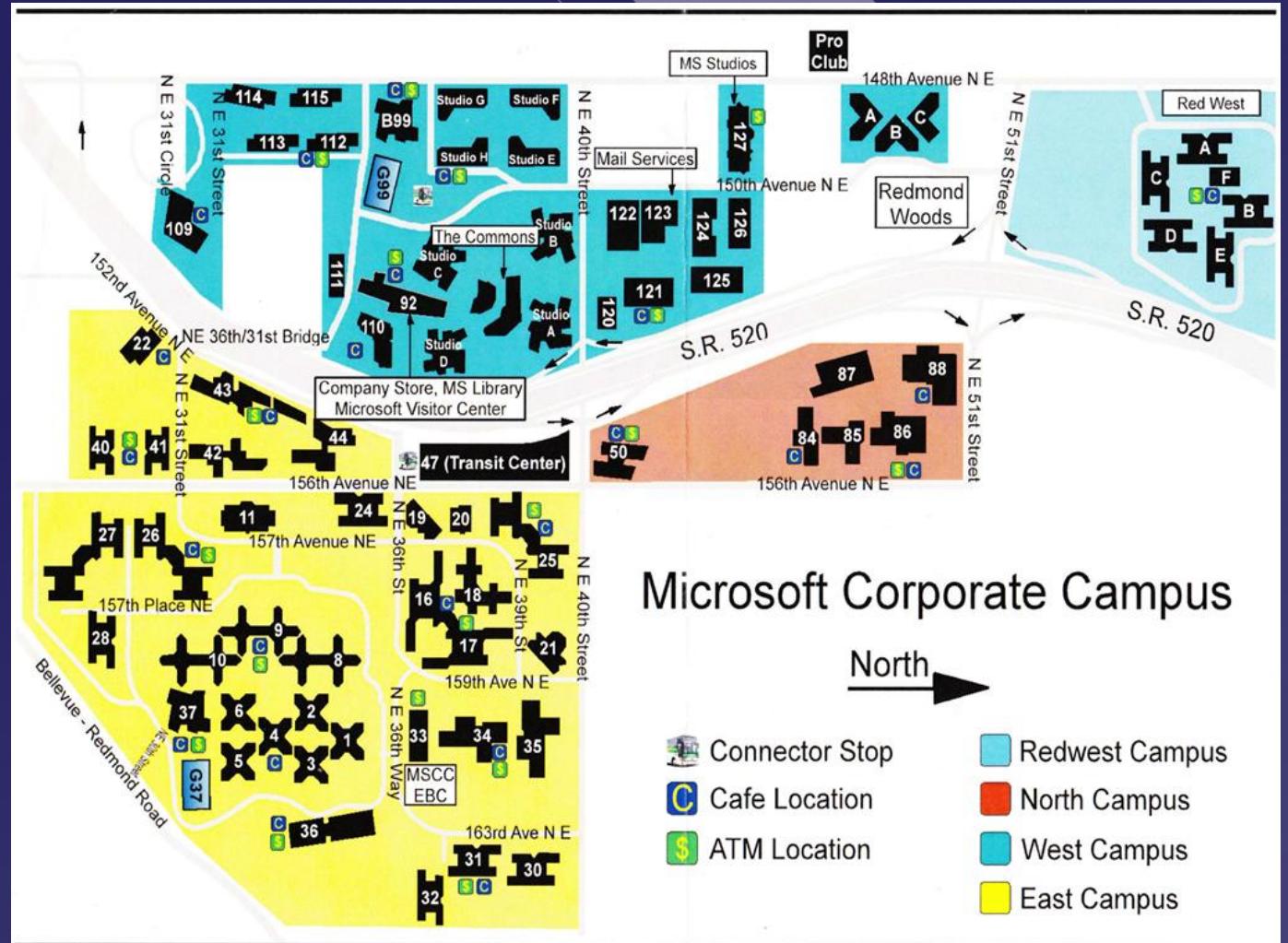
Microsoft SQL

AZURE

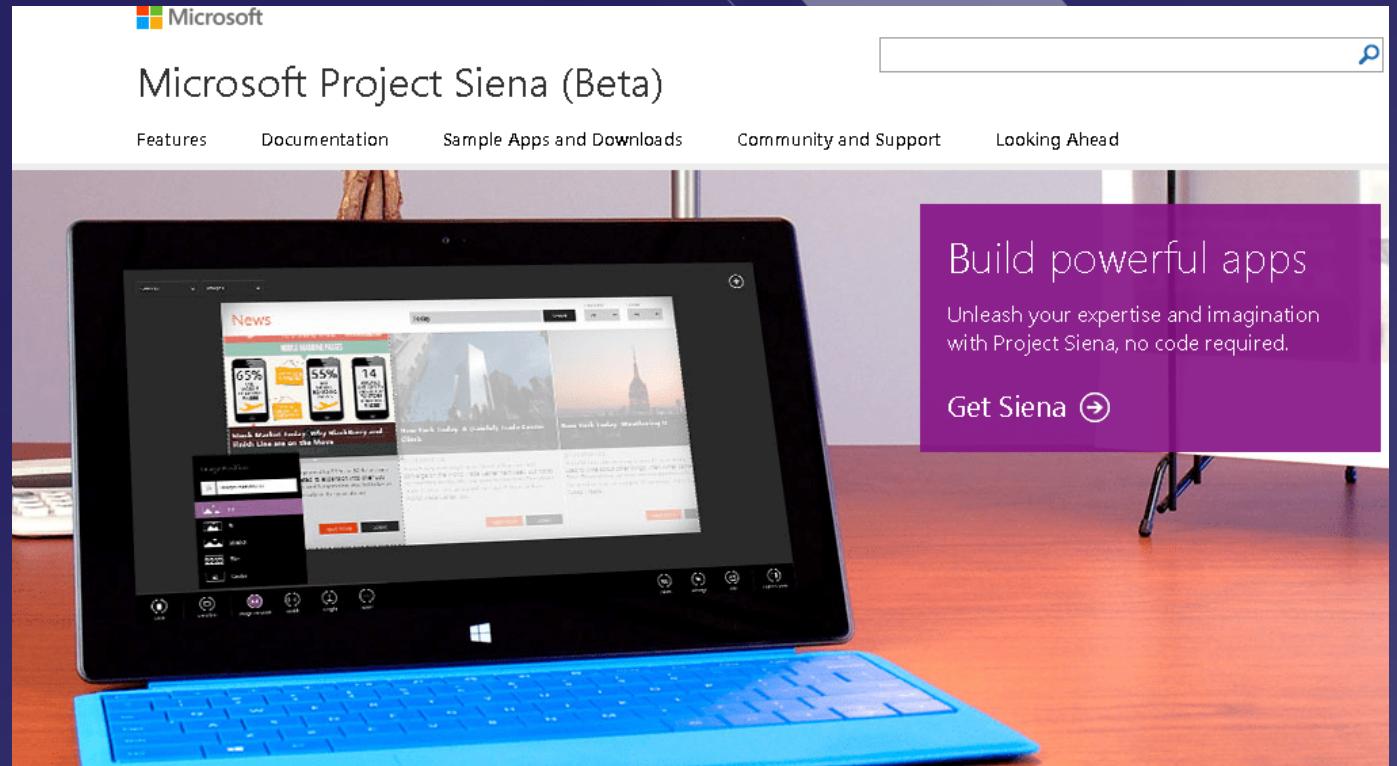
Dynamics  
365  
Finance &  
Operations

Dynamics  
365  
Business  
Central

Meanwhile, in  
some other  
Lab at  
Microsoft...



# Project Siena

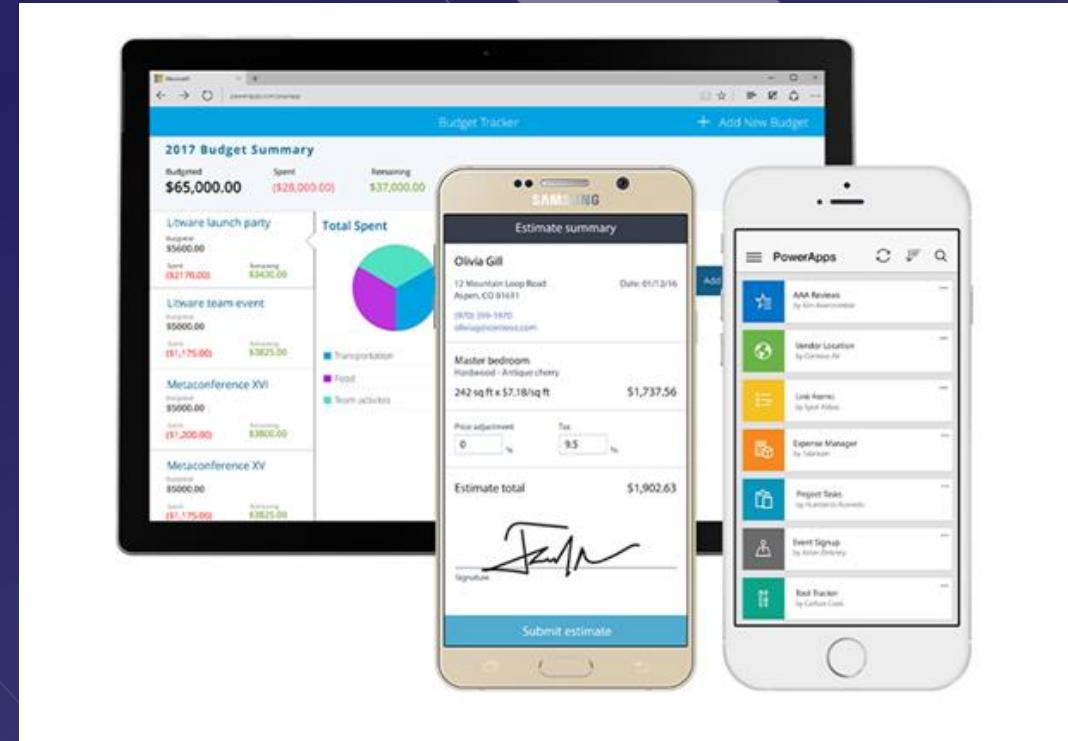


# “Classic” PowerApps

## PowerApps – low code/no code

- SharePoint
- Office 365
- SQL
- etc

AZURE

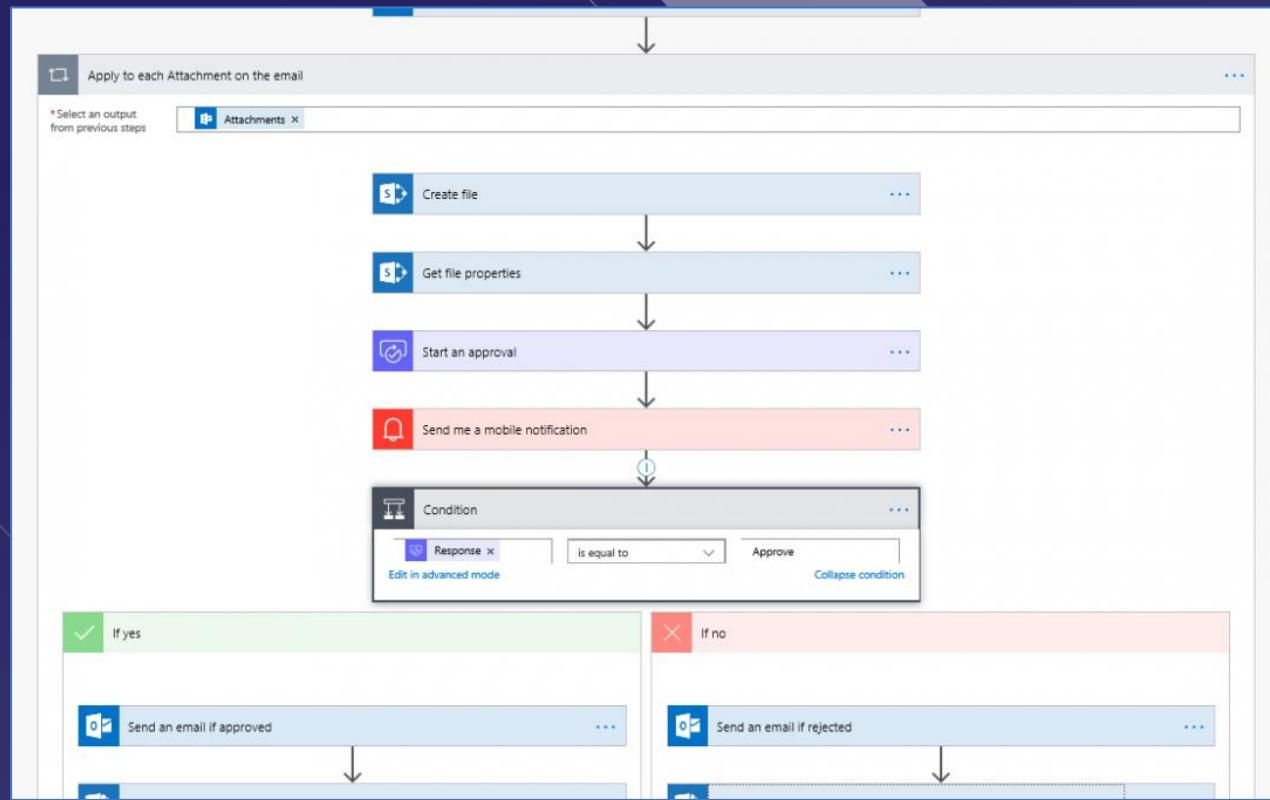


# Microsoft Flow

Flow – low code/no code workflows

- SharePoint
- Office 365
- SQL
- Etc

AZURE

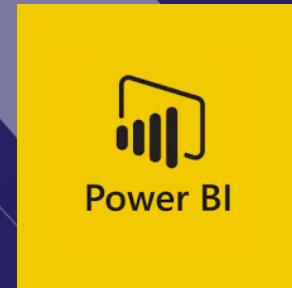
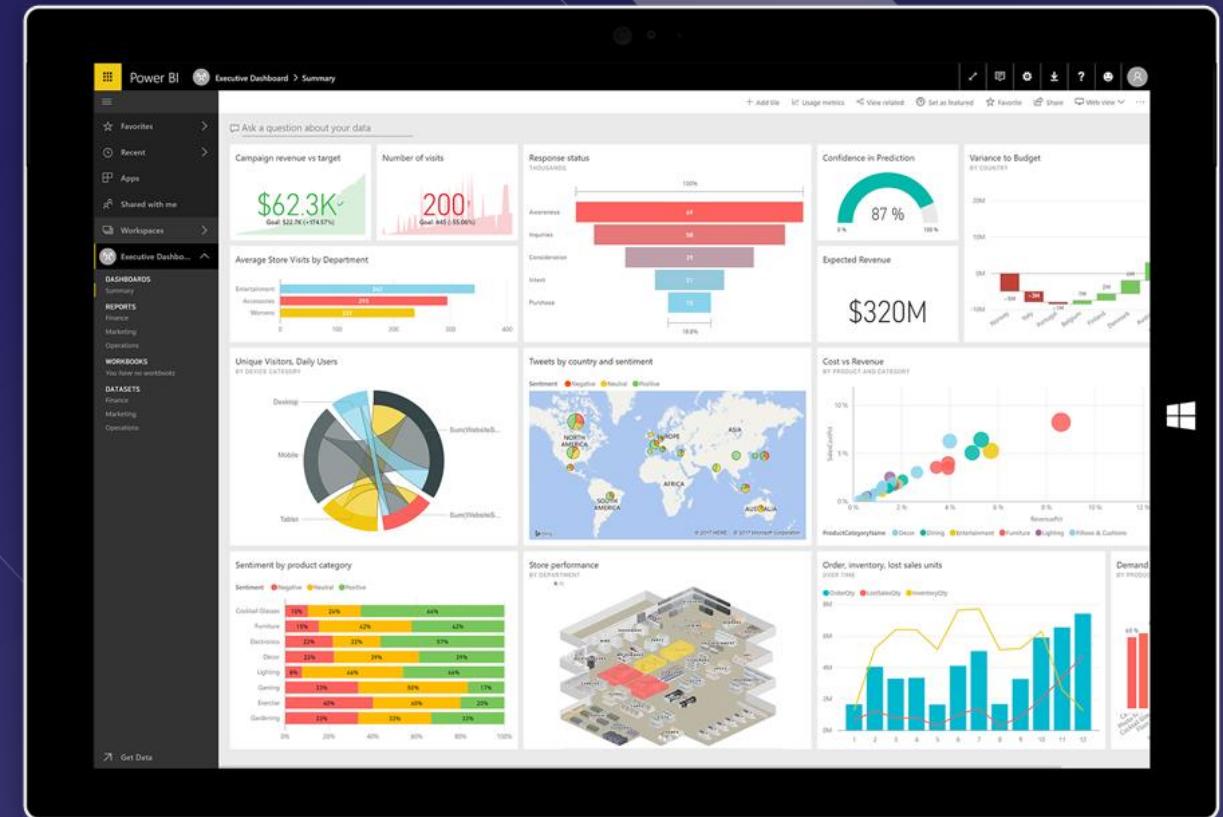


# Power BI

## Power BI – Reporting

Any data source

AZURE



# Maybe need a Database with Common Entities...?



Common Data Service

Common Entities like;

- Accounts
- Contacts
- Activities...

PowerApps – low code/no code

- SharePoint
- Office 365
- SQL
- Etc

COMMON  
DATA SERVICE  
(CDS v1.0)

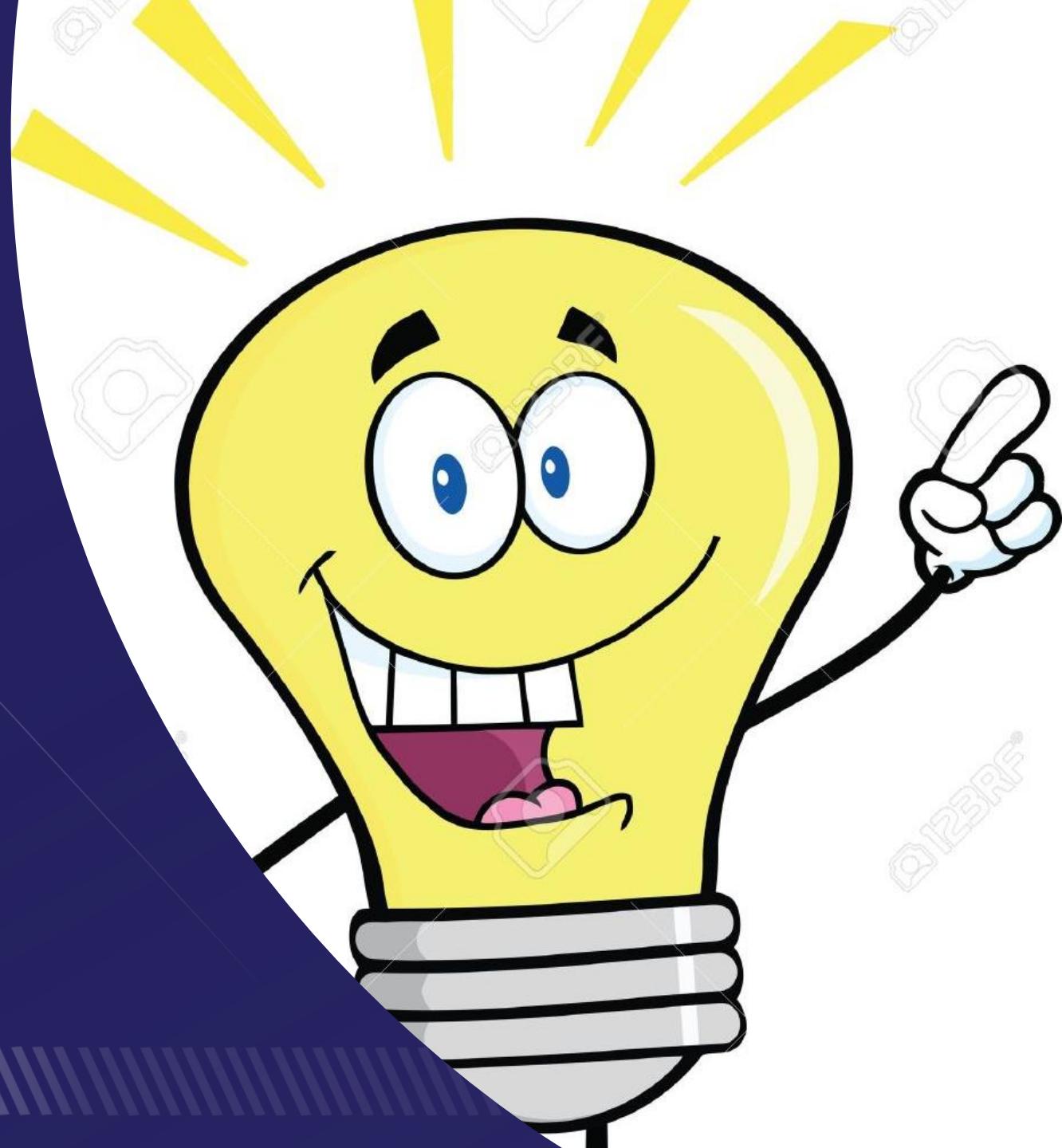
Common Data  
Model

AzureSQL

AZURE

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What can we do  
with this new  
tech?



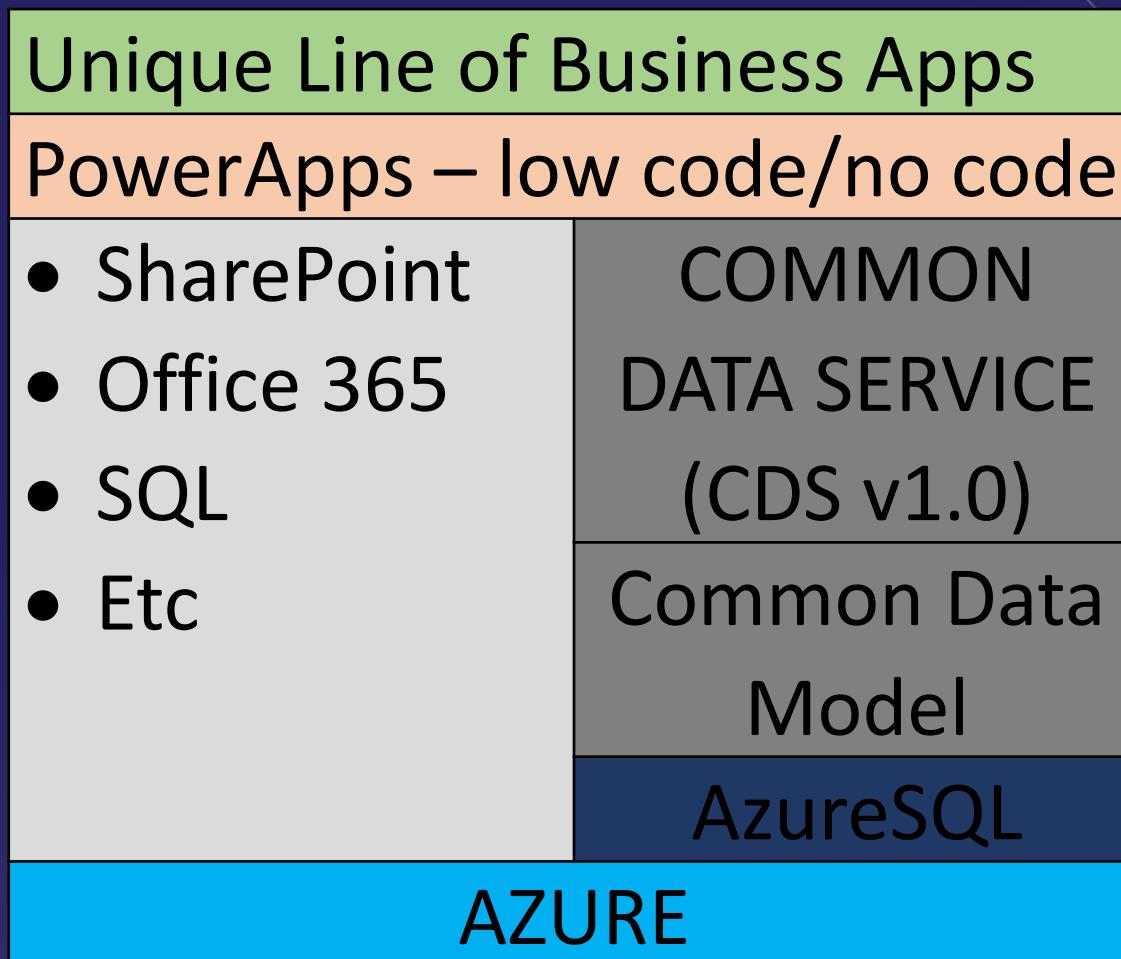
# PowerApps – Unique Line of Business Apps

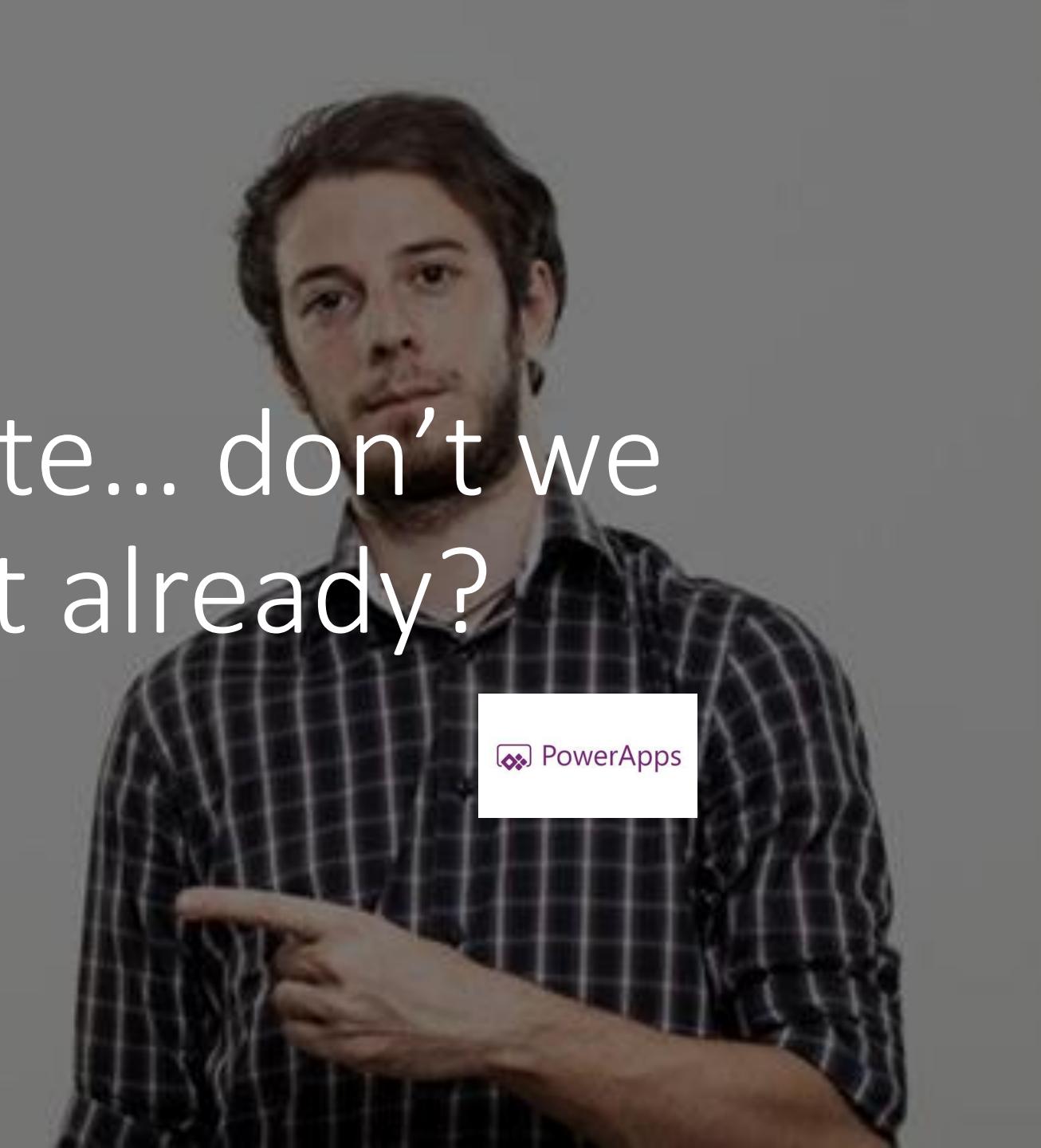
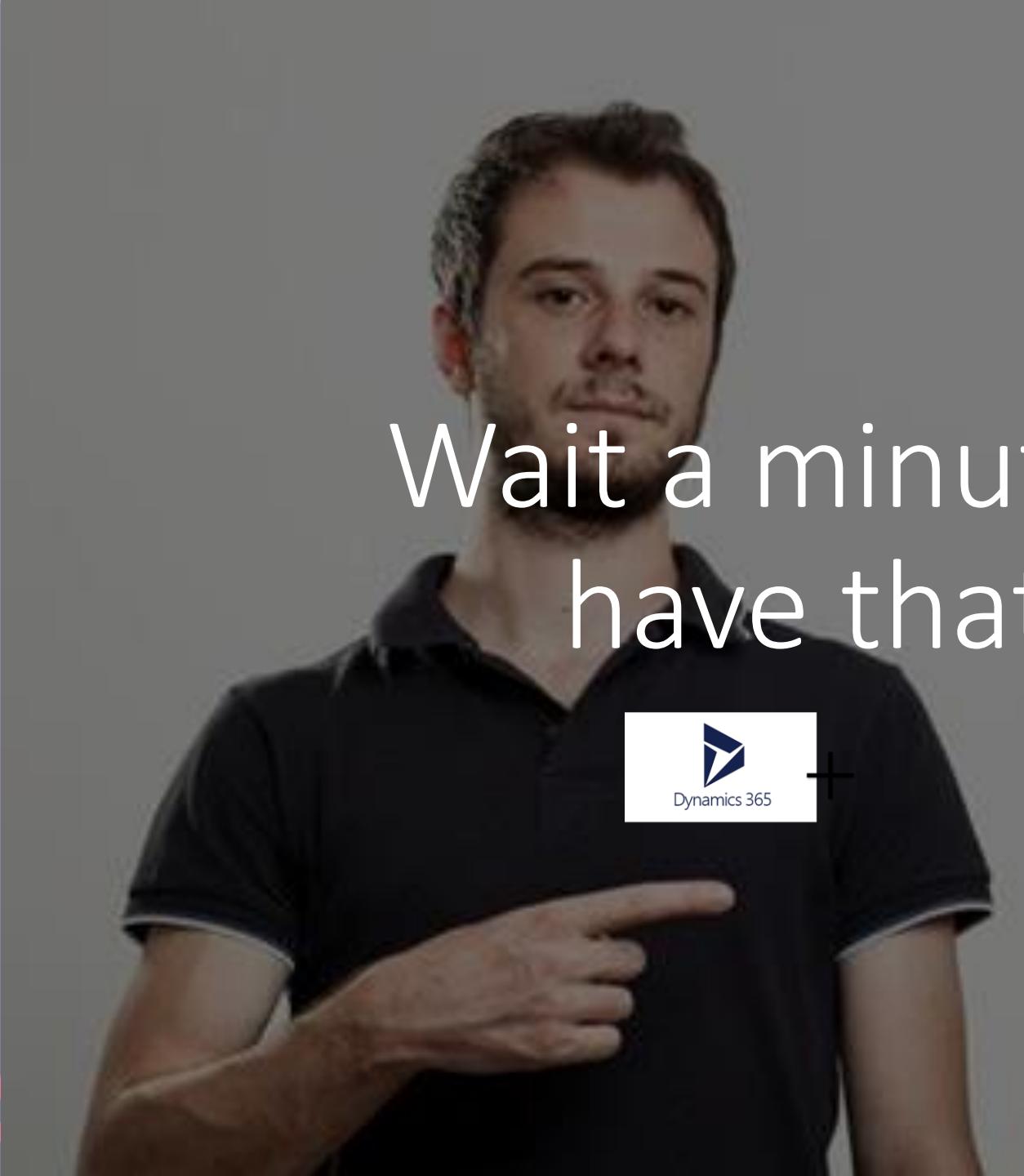
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- Data Entity and Relationships
- Multi-user
- Web Based
- User Security and Authentication
- User Interface
- Automation
- Reporting
- Integration
- Mobile
- Etc...



# What can we do with this new tech?





Wait a minute... don't we  
have that already?

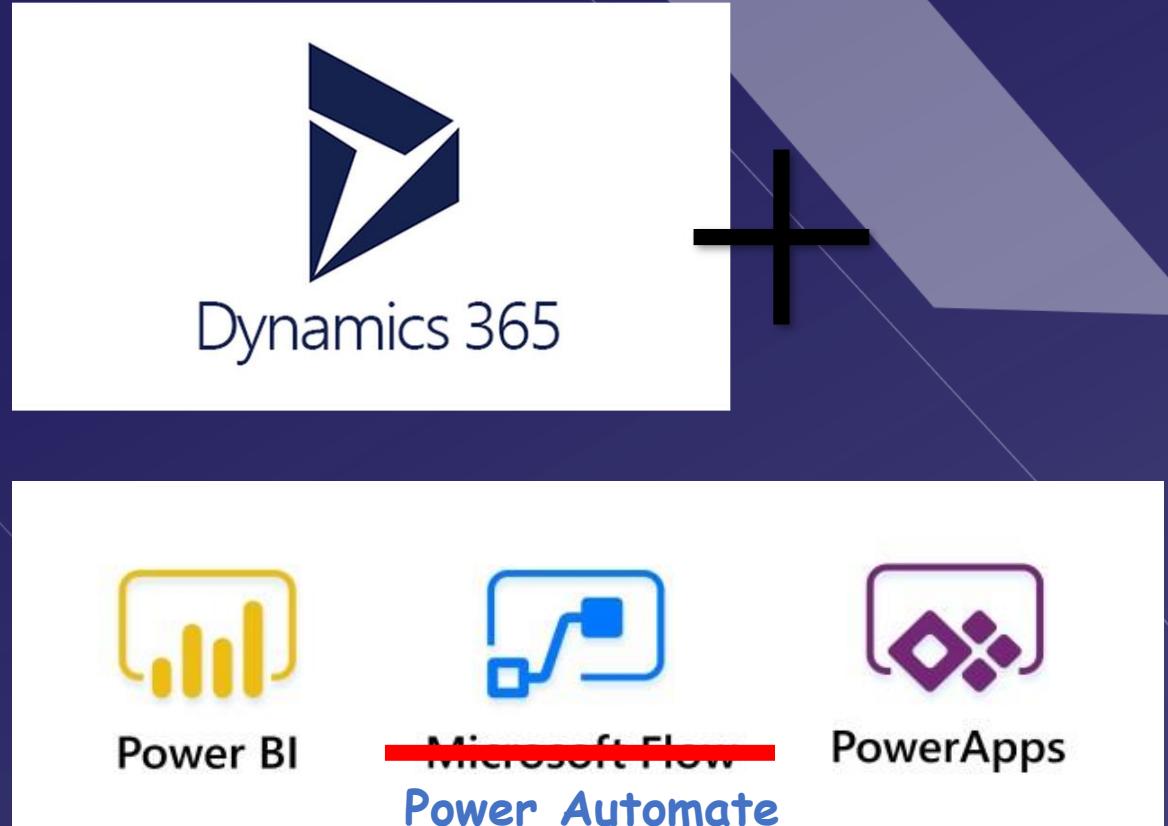




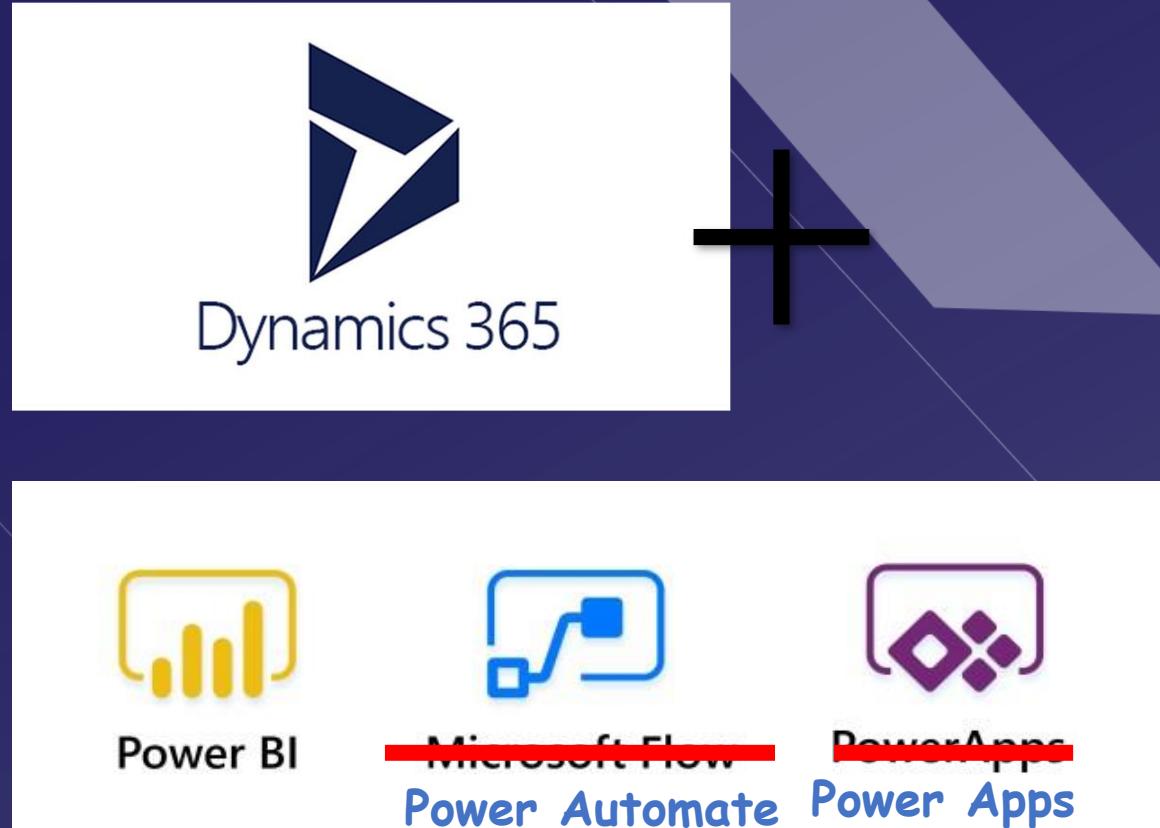
Dynamics  
365,  
PowerApps,  
Flow, Power  
BI – Better  
together!



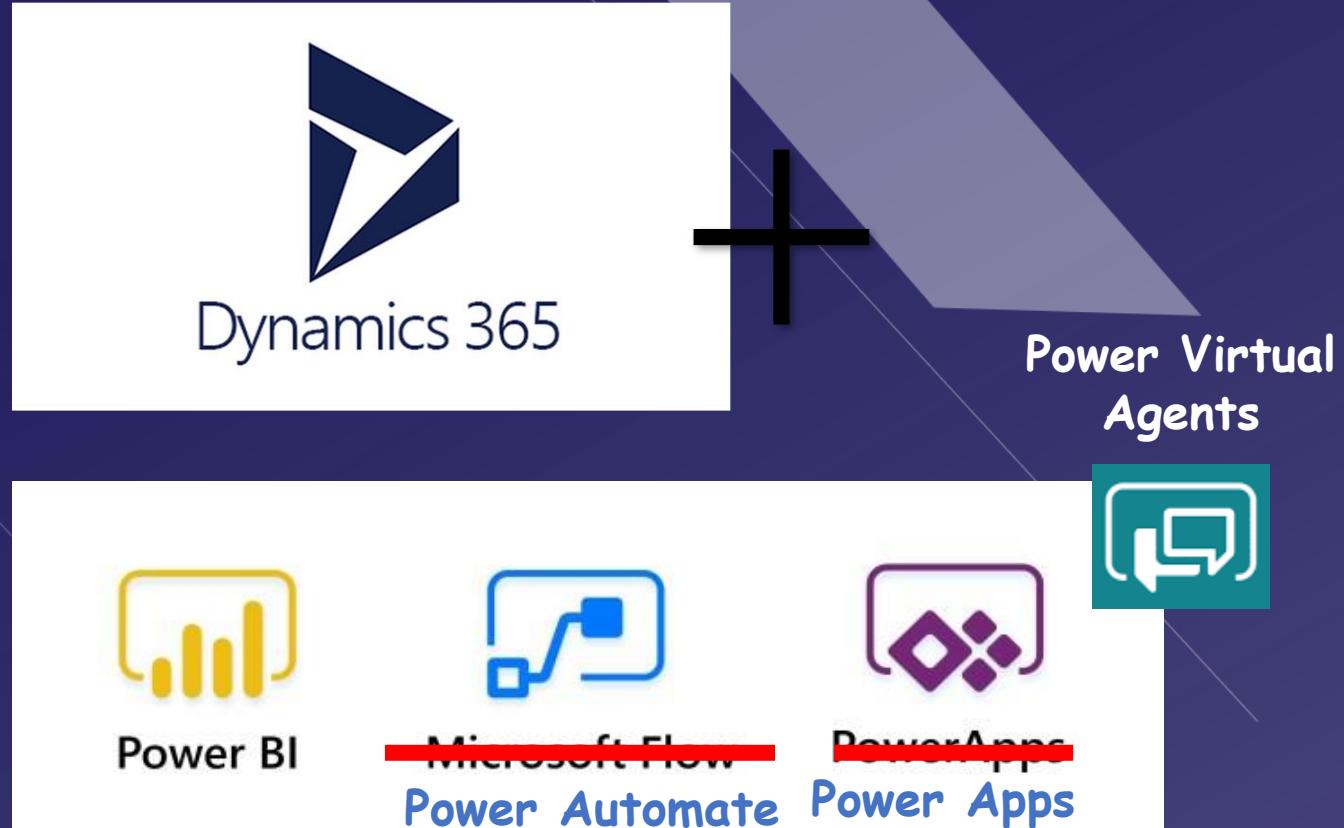
Dynamics 365,  
PowerApps,  
Power  
Automate,  
Power BI –  
Better  
together!



Dynamics  
365, Power  
Apps, Power  
Automate,  
Power BI –  
Better  
together!



Dynamics  
365, Power  
Apps, Power  
Automate,  
Power BI –  
Better  
together!



# Dynamics 365, Power Apps, Power Automate, Power BI – Better together!



## Part 2

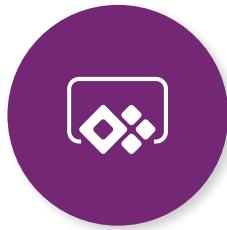
# The Power Platform Line Up

# Microsoft Power Platform

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



**Power BI**  
Business analytics



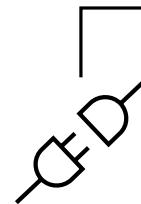
**Power Apps**  
Application development



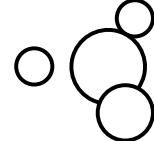
**Power Automate**  
Process automation



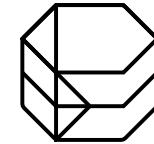
**Power Virtual Agents**  
Intelligent virtual agents



**Data  
connectors**

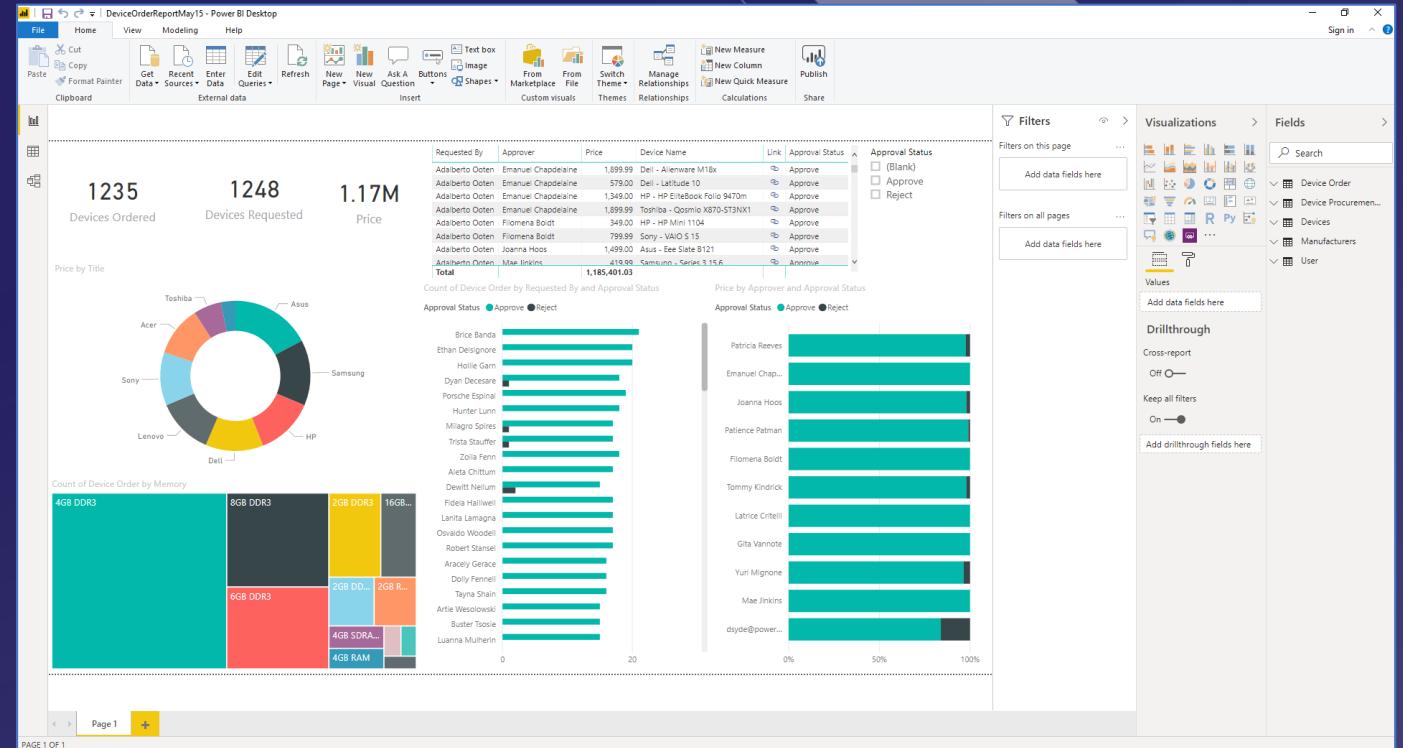


**AI Builder**

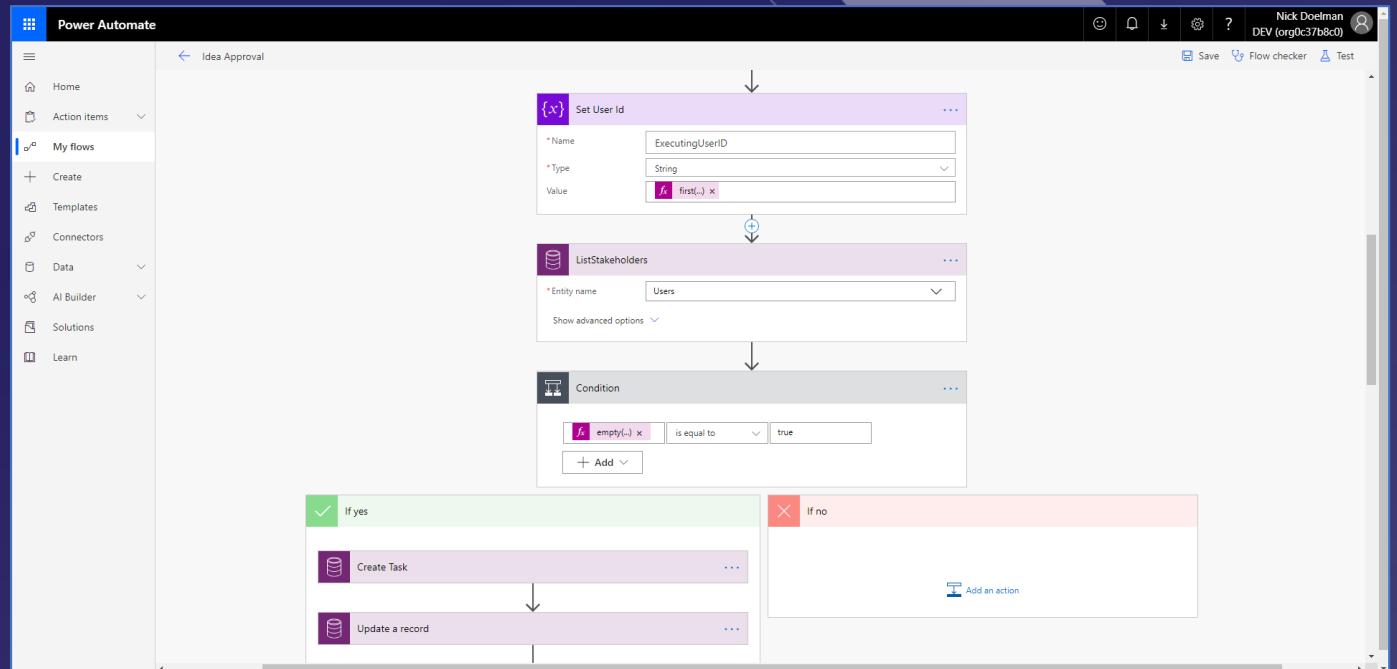


**Common  
Data Service**

# Power BI



# Power Automate



# Power Virtual Agents

The screenshot displays the Power Virtual Agents Preview interface. On the left, a sidebar menu includes Home, Topics (selected), Entities, Analytics, Publish, and Manage. The main area shows a chat window titled "Test bot" with a message from a user ("gift card") and a response from the bot ("I can check on that for you. Do you have the gift card number handy?"). Below the chat is a message input field ("Type your message") and a "Hide bot" button. To the right of the chat is the "Lookup balance of gift card" trigger phase, which contains a list of possible questions. The bottom half of the screen shows the bot's internal flowchart. It starts with a "Trigger Phase" node containing a list of questions related to gift card balances. This leads to a "Question" node with the question "I can check on that for you. Do you have the gift card number handy?". This node has three conditions: "Is equal to Yes", "Is equal to No", and "All other conditions". The "Yes" condition leads to a "Condition" node with the expression "Is equal to Yes", which then leads to a "Question" node asking for "Gift card number, security code". The "No" condition leads to a "Condition" node with the expression "Is equal to No", which then leads to a "Question" node asking for "Email address". The "All other conditions" path leads to a "Question" node asking for "What's the gift card number and security code? I'll look it up." The flowchart also includes nodes for "Identify", "Options for user", and "Save response as".

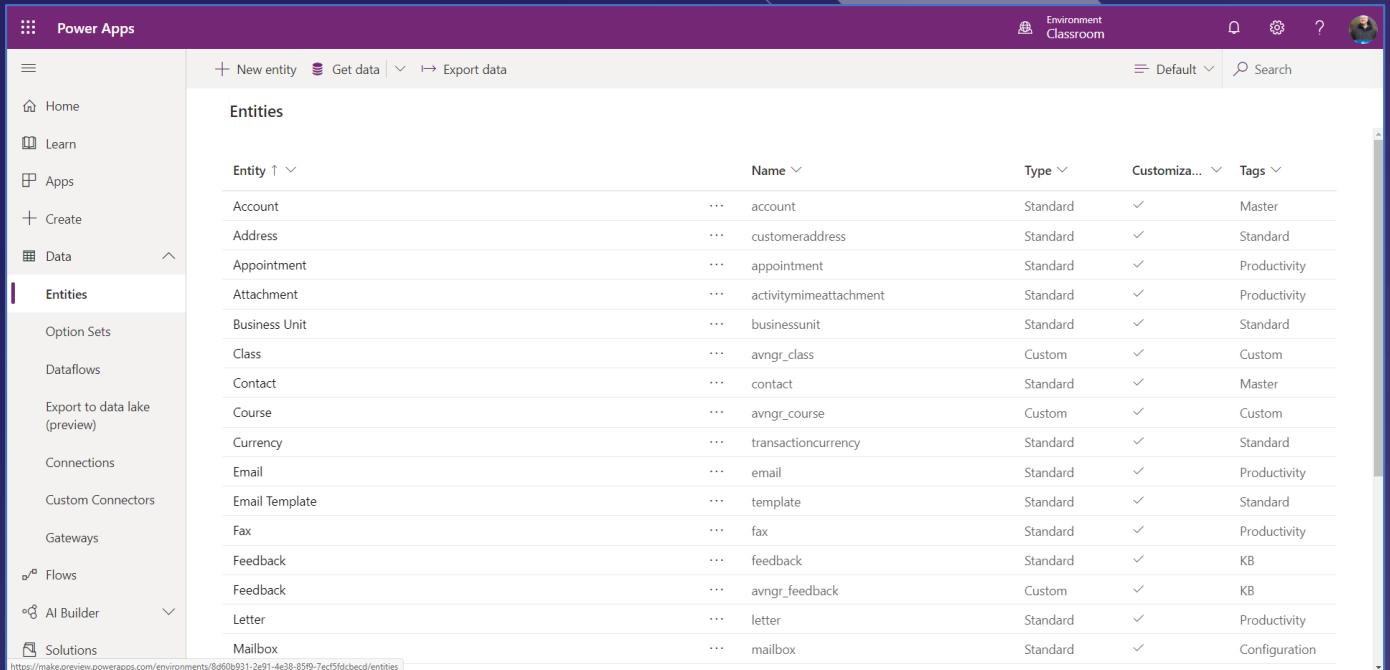
# Data Connectors

The screenshot shows the Microsoft Power Apps portal interface. The left sidebar has a 'Data' section expanded, listing 'Entities', 'Option Sets', 'Dataflows', 'Export to data lake (preview)', 'Connections', 'Custom Connectors', 'Gateways', 'Flows', and 'AI Builder'. The main area displays a list of data connectors:

Connector	Provider	Type
Cognito Forms (preview)	Microsoft	Standard
Commercient (preview)	Microsoft	Premium
Common Data Service (current environment)	Microsoft	Premium
Company Connect (preview)	Microsoft	Premium
Content Conversion (preview)	Microsoft	Standard
Dynamics 365 Customer Insights (preview)	Microsoft	Premium
DataB Data Enrichment (preview)	Microsoft	Premium
DB2	Microsoft	Premium
Disqus (preview)	Microsoft	Standard
D&B Optimizer (preview)	Microsoft	Standard

The bottom right corner of the interface includes a keyboard input switcher with the text: 'English (Canada) US keyboard To switch input methods, press Windows key+Space.'

# Common Data Service



The screenshot shows the Microsoft Power Apps interface for managing entities. The left sidebar includes links for Home, Learn, Apps, Create, Data (selected), Entities (selected), Option Sets, Dataflows, Export to data lake (preview), Connections, Custom Connectors, Gateways, Flows, AI Builder, and Solutions. The main area displays a table of entities with columns for Entity, Name, Type, Customiza..., and Tags. The table lists standard entities like Account, Address, Appointment, Attachment, Business Unit, Class, Contact, Course, Currency, Email, Email Template, Fax, Feedback, Letter, and Mailbox, along with custom entities such as avngr\_class, avngr\_course, transactioncurrency, avngr\_feedback, and letter. The interface also features a navigation bar at the top with tabs for New entity, Get data, Export data, Environment Classroom, Default, and Search.

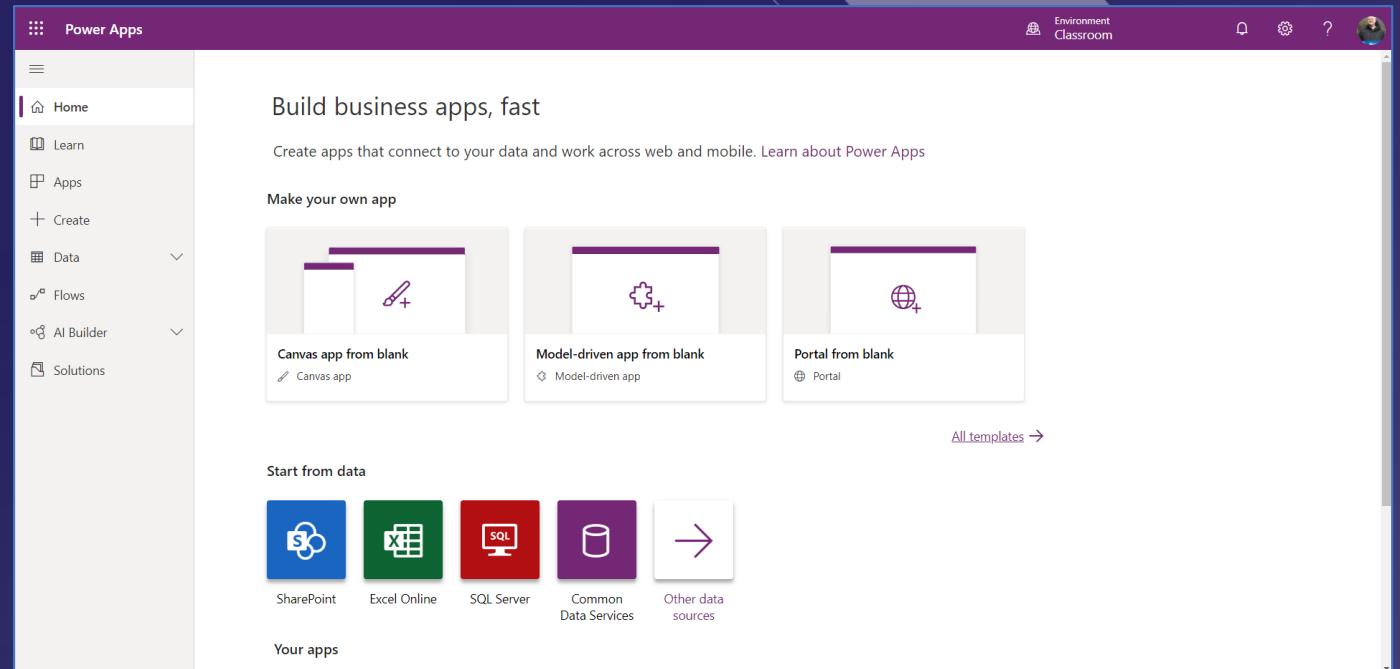
Entity ↑ ↓	Name	Type	Customiza...	Tags
Account	account	Standard	✓	Master
Address	customeraddress	Standard	✓	Standard
Appointment	appointment	Standard	✓	Productivity
Attachment	activitymimeattachment	Standard	✓	Productivity
Business Unit	businessunit	Standard	✓	Standard
Class	avngr_class	Custom	✓	Custom
Contact	contact	Standard	✓	Master
Course	avngr_course	Custom	✓	Custom
Currency	transactioncurrency	Standard	✓	Standard
Email	email	Standard	✓	Productivity
Email Template	template	Standard	✓	Standard
Fax	fax	Standard	✓	Productivity
Feedback	feedback	Standard	✓	KB
Feedback	avngr_feedback	Custom	✓	KB
Letter	letter	Standard	✓	Productivity
Mailbox	mailbox	Standard	✓	Configuration

# AI Builder

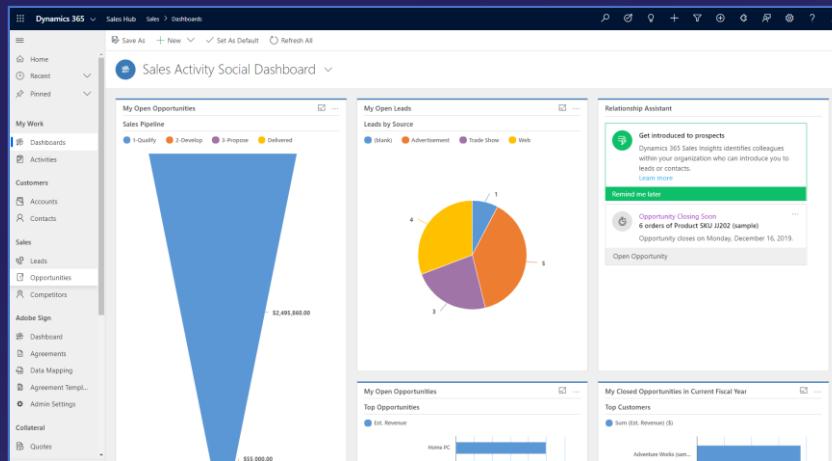
The screenshot shows the Power Apps AI Builder interface. On the left is a navigation sidebar with options: Home, Learn, Apps, Create, Data, Flows, AI Builder, Build, Models, and Solutions. The AI Builder option is currently selected. At the top right, there is a message about a 30-day free trial ending soon, a "Get AI Builder" button, and account information for "Environment USA". The main content area features a heading "Enhance your business with AI" and a sub-section "Make your own AI model" with four cards:

- Form Processing (preview)**: Read and save information from standard documents.
- Object Detection (preview)**: Recognize and count things in images.
- Prediction**: Predict whether something will happen.
- Text Classification (preview)**: Categorize text by its meaning so it's easier to analyze.

# Power Apps



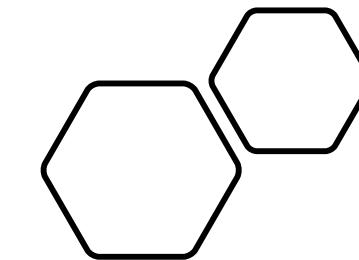
# Where does Dynamics 365 fit?



# DYNAMICS 365



## IS A POWER APP!



# Power App Types

The screenshot shows the Microsoft Power Apps portal interface. On the left, a navigation sidebar includes Home, Learn, Apps, Create, Data, Flows, AI Builder, and Solutions. The main area features a heading "Build business apps, fast" and sub-sections "Make your own app" (Canvas app from blank, Model-driven app from blank, Portal from blank) and "Start from data" (SharePoint, Excel Online, SQL Server, Common Data Services, Other data sources). A table titled "Your apps" lists four items: Registration App (Canvas), Class Room App (Model-driven), Solution Health Hub (Model-driven), and Asset Checkout (Model-driven). On the right, an "Environments" pane is open, showing a list of environments: Classroom, Nick Doelman's Environment, **Portal in a Day** (selected), Project Management Development, RBMSPOC2, RBMSVirtualAgent, ReadyBMS Ltd, ReadyBMS Ltd (default) (Upgrade), and readyxrm.

Build business apps, fast

Create apps that connect to your data and work across web and mobile. [Learn about PowerApps](#)

Make your own app

- Canvas app from blank
- Model-driven app from blank
- Portal from blank

All templates →

Start from data

- SharePoint
- Excel Online
- SQL Server
- Common Data Services
- Other data sources

Your apps

Name	Modified	Owner	Type
Registration App	15 min ago	Nick Doelman	Canvas
Class Room App	15 min ago	Nick Doelman	Model-driven
Solution Health Hub	1 wk ago	SYSTEM	Model-driven
Asset Checkout	2 wk ago	Nick Doelman	Model-driven

Environments

- Search
- Classroom
- Nick Doelman's Environment
- Portal in a Day**
- Project Management Development
- RBMSPOC2
- RBMSVirtualAgent
- ReadyBMS Ltd
- ReadyBMS Ltd (default) (Upgrade)
- readyxrm

# Canvas Apps

Power Apps | Northwind Orders (Canvas)

Northwind Orders

Order Number	Order Status	Order Date	Paid Date
0936	Invoiced	6/4/2006	6/4/2006

Customer: Company Y Employee: Marsh

Notes:

Product	Quantity	Unit Price	Extended
Northwind Traders Cajun Seasoning	30	\$ 22.00	\$ 660.00
Northwind Traders Chocolate	40	\$ 12.75	\$ 510.00

Select Product: \$ .00

Totals: 70 \$ 1,170.00

Order 1000 Company Z \$ .00  
Order 0938 Closed Company F \$ 2,870.00  
Order 0937 Closed Company CC \$ 3,810.00  
Order 0936 Invoiced Company Y \$ 1,170.00  
Order 0935 Shipped Company I \$ 606.50  
Order 0934 Closed Company BB \$ 230.00  
Order 0933 New Company A \$ 736.00

# Model Driven Apps

The screenshot shows the Microsoft PowerApps Innovation Challenge interface. The main title is "Connected Operations". The challenge is described as "Active for 30 days". The timeline consists of four stages: "Setup" (marked with a checkmark), "Track (30 D)", "Select And Execute", and "Close And Award". The "Details" tab is selected, showing the following information:

- Name:** Connected Operations
- Description:** Industry 4.0 is a term used to describe a collection of technologies and processes, including intelligent machines, connected
- Owner:** SYSTEM
- Communicate via:** ...

The "Timeframe" tab shows the challenge is active for 30 days. The "Related" tab is also present.

**Stakeholders:** Challenge Sponsor: ...; Review Committee: Nick Doelman (org0c37b8c0)

**Contributed Ideas:**

- Cq: Connected quality control (Connected Operations, 10)
- Fa: Fleet automation (Connected Operations, 8)
- Is: Integrated service management (Connected Operations, 6)
- Af: Automobile fuel consumption (Connected Operations, 1)

**Start Team Chat:** Team One, General

# Portal Apps

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Contoso Ltd

Home | Services | About us | RegistrationPage | New page (1) | | Sign in

**Build your website!**

This is a sample landing page for your website to get started with.

**Getting started**

This is a dummy text. You can start editing directly here.

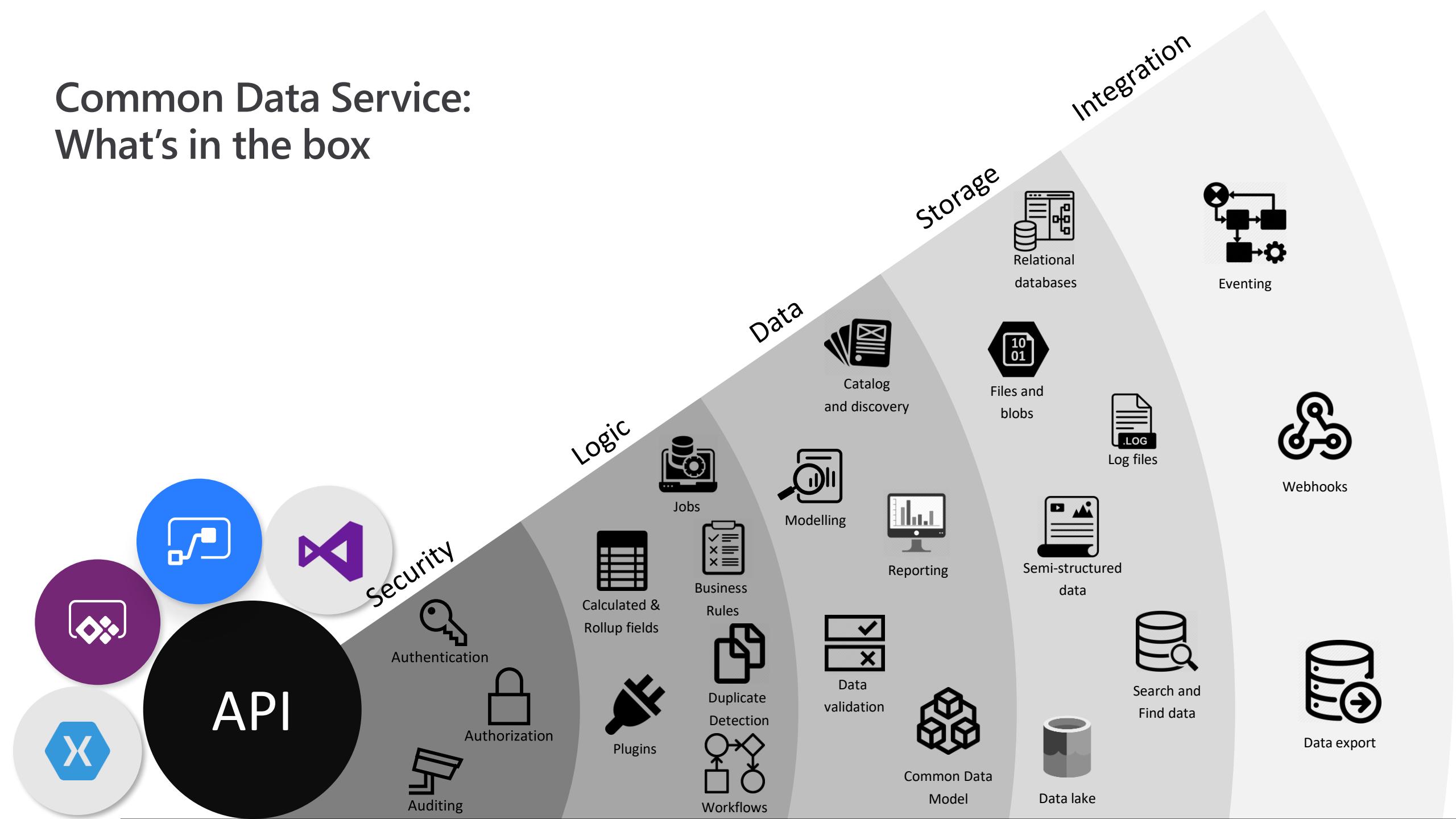
The image shows a sample landing page for a website titled "Contoso Ltd". The header includes navigation links for Home, Services, About us, RegistrationPage, New page (1), a search icon, and Sign in. Below the header is a large blue banner with a background image of a man in a suit looking at a tablet. Overlaid on the banner is the text "Build your website!" and a smaller text "This is a sample landing page for your website to get started with.". Below the banner is a white section containing the text "Getting started" and "This is a dummy text. You can start editing directly here.". At the bottom of this section are three square icons: one showing a bar chart and line graph, another showing a lightbulb, and a third showing a person and a document with a dollar sign.

# Part 3

# Common Questions

Is CDS just a database?  
(and wouldn't I just use Azure SQL... or  
SharePoint Lists... or Excel?)

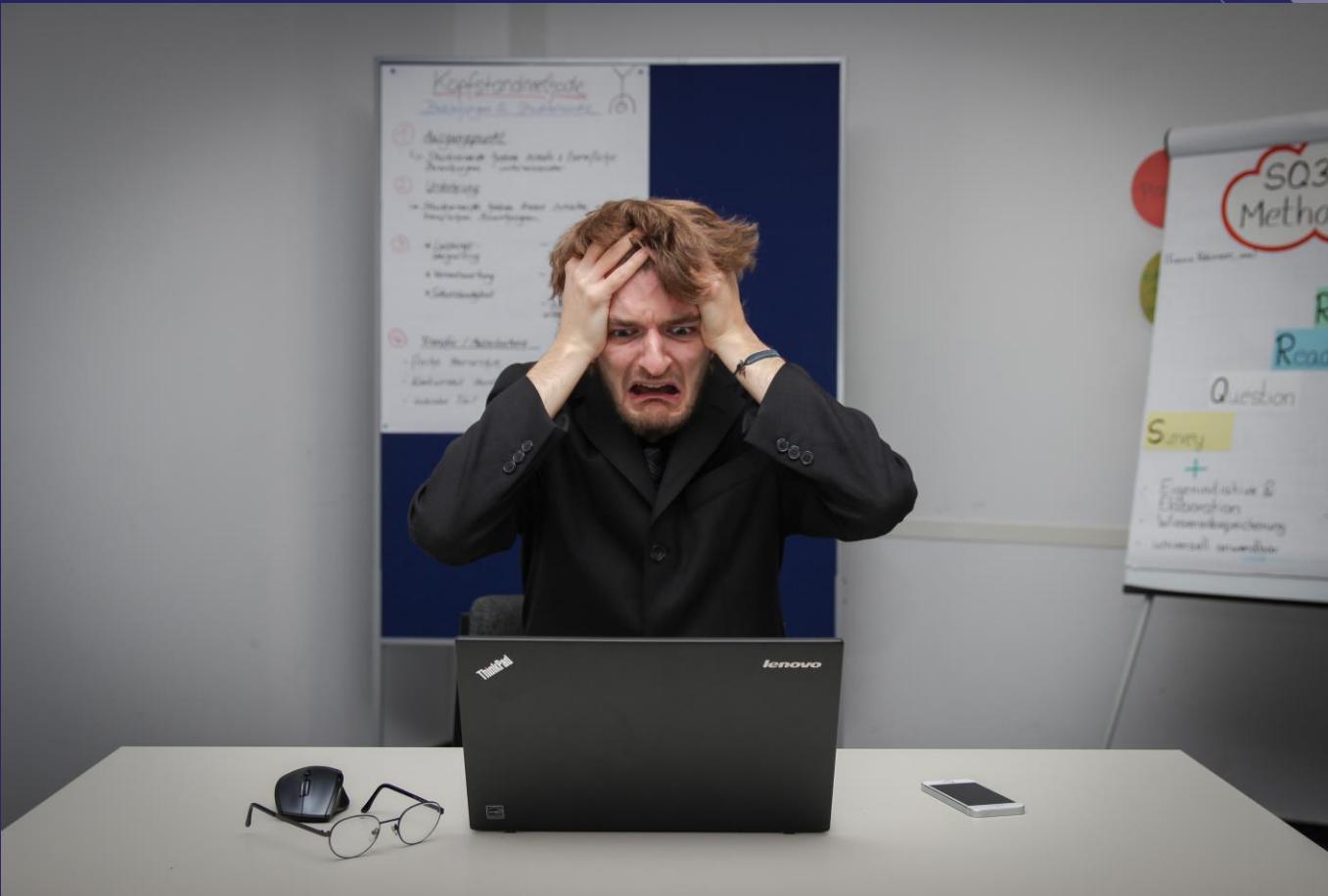
# Common Data Service: What's in the box



# What is a “Citizen” Developer?

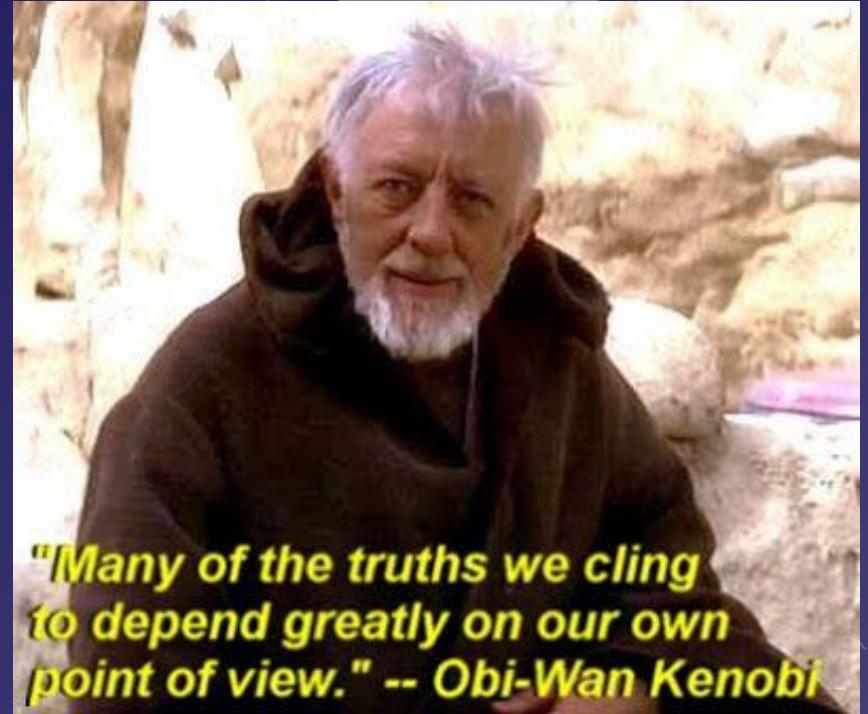


# Why is Power Platform licensing complicated?



# Why is it so expensive? Is it?

- Cloud computing is a hard cost
- Business Applications Group is Microsoft's largest customer
- \$40 per month?
  - How much does it cost for coffee per employee per month?
  - How much is an employee's mobile plan?
- Try to do it for free, you will do it wrong



# Who are the Power Platform Competitors?

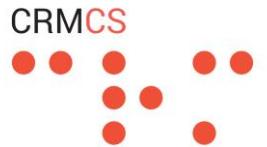


# What is a Digital Feedback Loop?

# Why is the Power Platform Community so Awesome?



# /// Sponsor



#SS2020



# Thank You

#SS2020