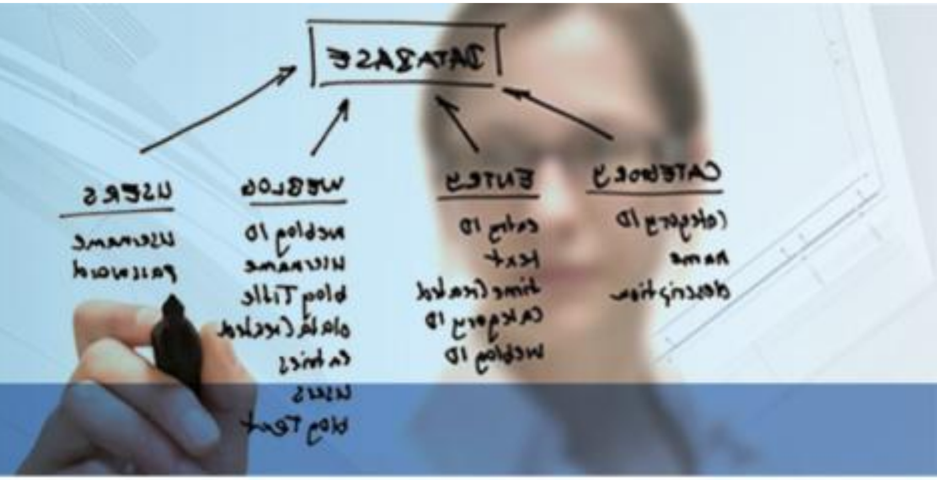
Microsoft | Services

Multicurrency & Multilanguage

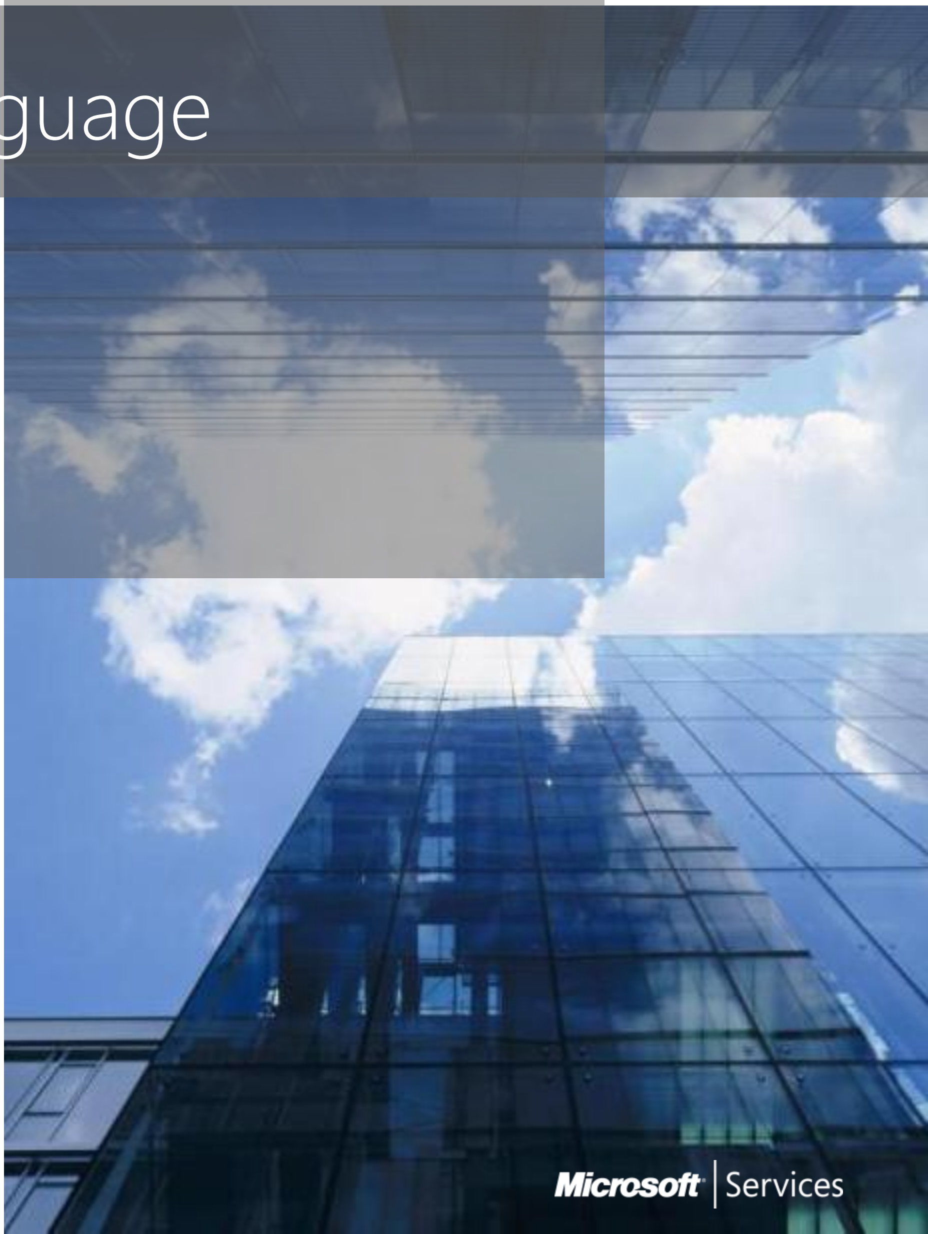


STRATEGY ■ CONSULTING ■ SUPPORT

Multicurrency & Multilanguage

- Multi-Language User Interface (MUI)
  - Overview
  - Installation and Administration
  - Architecture
  - Customizations
  - Known Issues/Limitation

- Multi-Currency
  - Overview
  - Architecture
  - Deployment and Administration



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Multi-Language User Interface (MUI)

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Overview

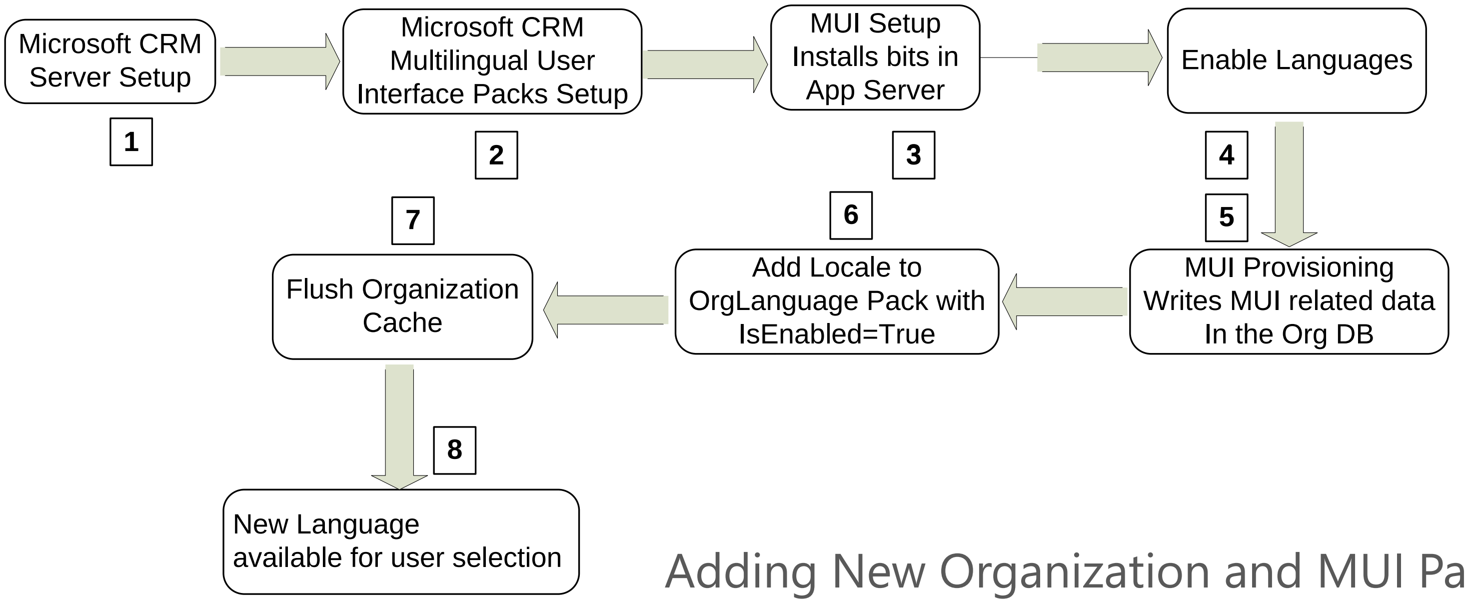
- Base Language
  - Set during install
    - Cannot be changed
  - New organizations can have their own base language
- MUI Packs
  - Available in all 41 languages
- Data is not translated
- Reports, Email & KB Templates are language specific
  - Custom report would need to be created for each language

MUI Installation

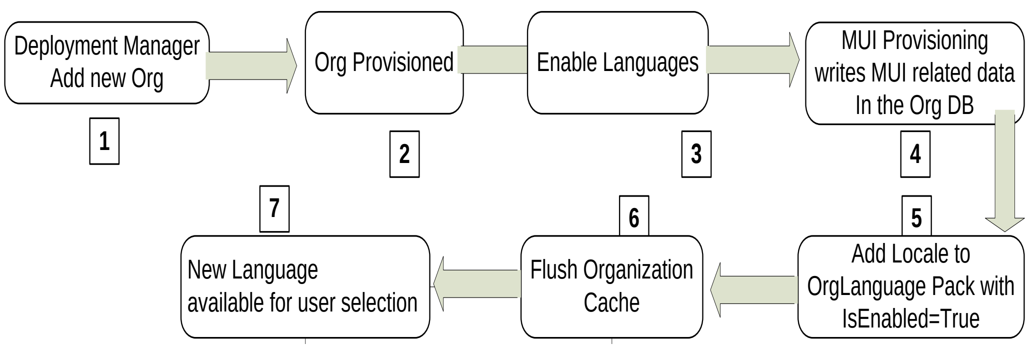
- 1 MUI Pack for each language
- MUI Installation
  - Install on App Servers, Help Servers and Outlook Clients
  - Need to be local admin to install
  - GPO/SMS Supported
  - Data provisioning & language activation for Org
- AppServer - Installs MUI resource binaries and provisioning files for the selected language.
- HelpServer - Installs Help files for the selected language.
- If more than one App or Help server exists the MUI pack needs to be installed on each one.

MUI Installation (cont)

MUI Installation Path

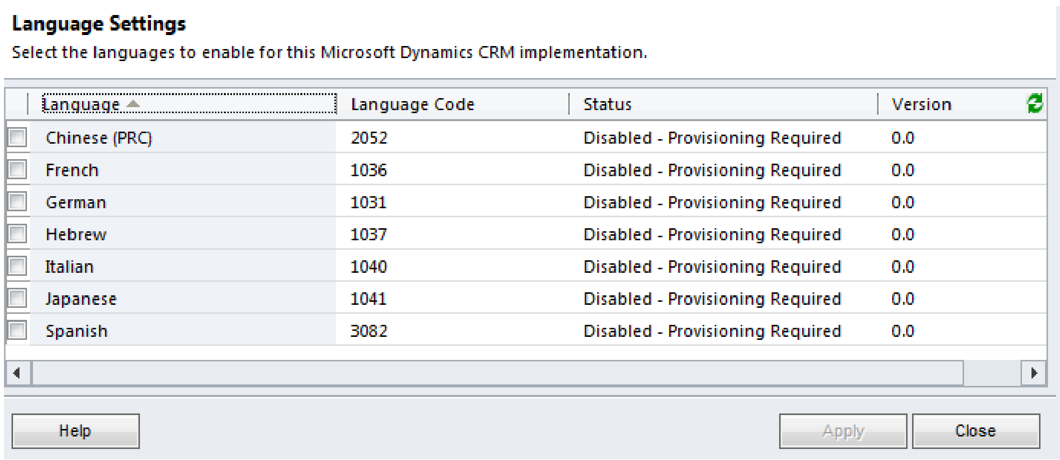


Adding New Organization and MUI Path



MUI Administration

- Enable\Disable MUI Packs
  - Settings-Administration-Languages
- Disabled Languages
  - Users cannot select the disabled/uninstalled languages
  - Existing users with the disabled language as their selection will fall back to the base language



Language Settings

Select the languages to enable for this Microsoft Dynamics CRM implementation.

Language	Language Code	Status	Version
Chinese (PRC)	2052	Disabled - Provisioning Required	0.0
French	1036	Disabled - Provisioning Required	0.0
German	1031	Disabled - Provisioning Required	0.0
Hebrew	1037	Disabled - Provisioning Required	0.0
Italian	1040	Disabled - Provisioning Required	0.0
Japanese	1041	Disabled - Provisioning Required	0.0
Spanish	3082	Disabled - Provisioning Required	0.0

Help Apply Close

MUI Provisioning

- Single Transaction
  - Will roll back if the provisioning fails
- Creates a record in the Metadataschema.OrganizationLanguagePack table
  - Sets IsEnabled = True
- Adds labels to the LocalizedLabels table for the new language
- Adds Language specific templates and reports
- Adds Language specific Metadata

MUI Provisioning (cont)

- Customized Objects will not be translated by the MUI pack provisioning
- Renamed Out Of Box Entities, Attributes, Picklist values will have the Out of Box value
- Deleted Objects will still have the Out of Box value added but will not show up
  - Picklists are an exception they will still be added.

MUI Provisioning (cont)

- System Data
  - Role Names are not translated
  - Transaction Data is not localized including Advanced Find Queries
  - System Data that can be translated will only show in the users set language
  - Picklist values are defined with a localeID

Customizations

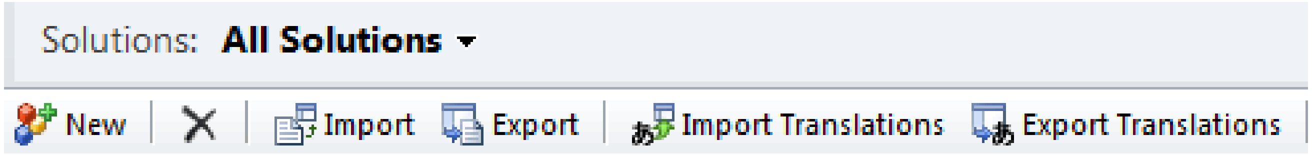
- Customizations are Organization specific
  - Customization occurs in "Base Language"
  - Customized Objects will display in the base language until manually translated
  - No language / locale specific attribute properties
    - Ex: If last name is nvarchar (30), it will be nvarchar (30) for all languages and locale.

Customizations (cont)

- Customizations Export will export all language values
- Customization Import will only import the languages that are enabled on the system your importing to

Import/Export Translations

- Used to translate customizations
  - Settings-Solutions
  - XML editable in Excel 2003 or Later
  - Can import one or more language translations
  - Need to publish customizations before exporting translations and publish after importing translations



Templates & Reports

- Language attribute on templates & reports
  - Views filtered by users language (default)
  - Able to view other languages
- Out of box templates/reports provisioned with MUI Pack Languages
  - KB, Email, Reports are added when MUI is enabled
- Reports are language specific
  - Select language for column headings
  - Categorize for a language or all languages
  - Display of Regional data in reports are based on users' locale

MUI & Sitemap

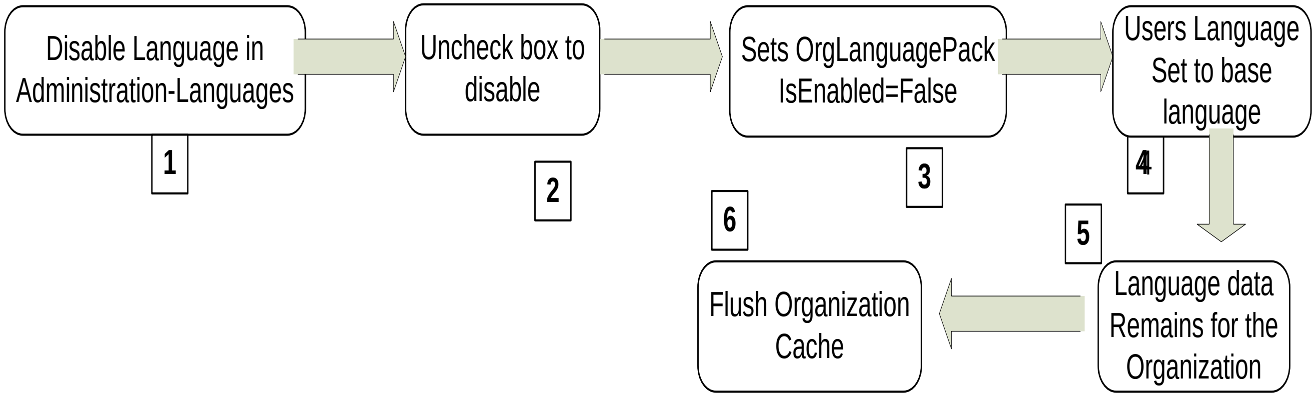
- <SiteMap>
- <Area Id="Workplace“ ... >
- <Group Id="MyWork“ ... >
- <SubArea Id="dashboard" Icon=“..." Url=“...">
- <Titles>
- <Title LCID="1033" Title=“Dashboard" />
- <Title LCID="1031" Title=“Armaturenbrett” />
- </Titles>
- ...
- </Group>

MUI De-Provisioning

- De-Provisioning
  - De-activates the language in the Metadataschema.OrganizationLanguagePack table
  - Users with the De-Provisioned language will be set back to the base language
  - No language related metadata is removed

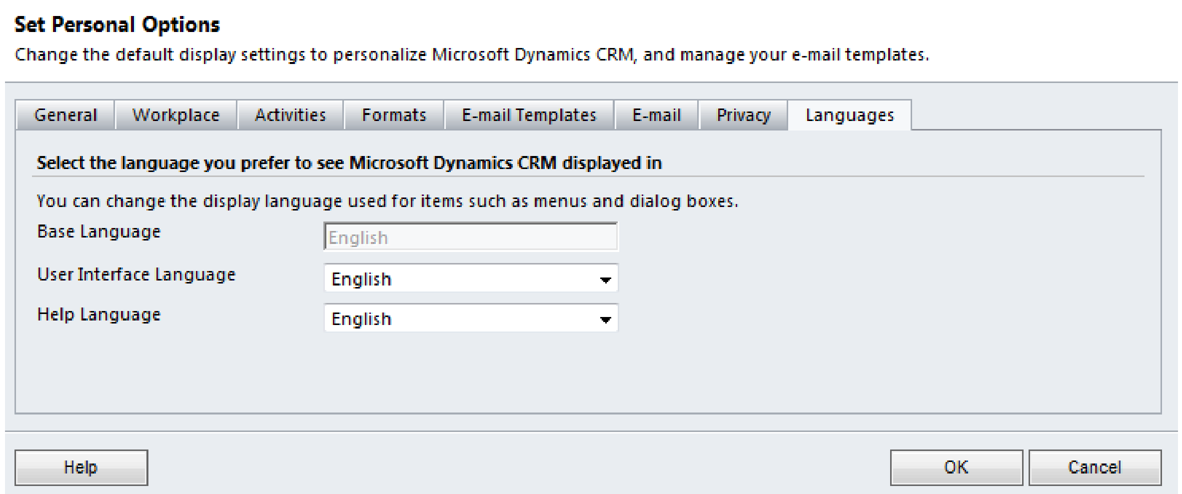
MUI Uninstall

- MUI un-install
  - Removal of MUI bits from the App Servers.
  - MUI deactivation for the Org
  - User data is not removed



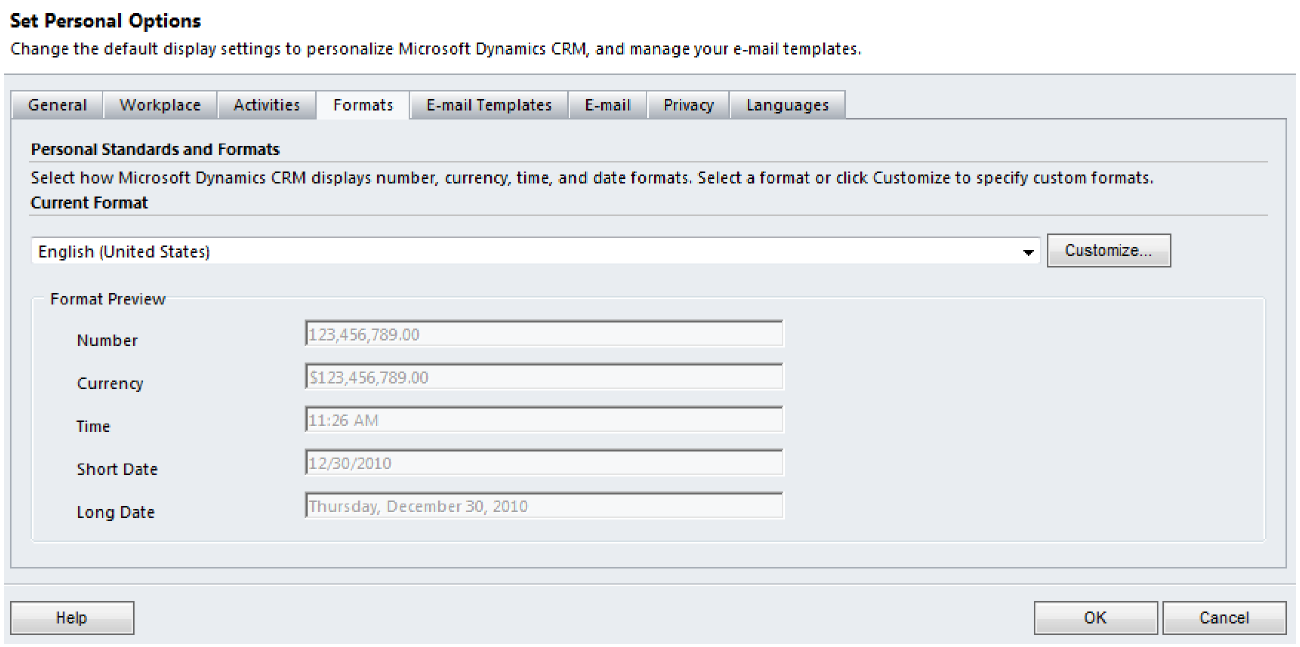
Personal Options

- User can set their own language options
  - File-Options-Languages
  - User Interface and Help can be selected separately
  - Initial language will be the base or we will detect the browser language and if that MUI pack is available set that
    as the default



Personal Options (cont)

- Regional Display Formats
  - Selection can be per user or set by System
  - File-Options-Formats or Settings-Administration-Systems Settings



Outlook Client and MUI

- Need to Install the CRM MUI pack on the Outlook clients
- Can set Language Options in the CRM Outlook Client from the CRM Options area.
- CRM MUI pack and Office MUI pack are not dependent on each other.

Upgrade Impact on MUI

- Only the base language will be upgraded
  - Post upgrade, apply the needed 2011 MUI packs
- If importing subsequent 4.0 organizations after the initial upgrade has been done and 2011 MUI packs applied, the new organizations will have their MUI packs auto updated.

MUI Known Issues & Limitations

- Admin tools are not MUI enabled:
  - Deployment Manager, User Manager, Customize Entities
- Outlook CRM UI language based on CRM Language Setting
  - Not Office MUI setting
- “System Data” remains in base language
  - Examples: Role names, Offline filters

Microsoft Services

Multicurrency

Architecture Overview

- Each organization has a base currency
- Ability to add n additional currencies
- Fixed conversion rate between the base currency and other currencies
- Records have one currency for all money fields
- Support for money fields on all entities
  - e.g.: Annual revenue on a Lead
- Advanced Find, Reports, Export to Excel multi-currency compliant

Architecture

Validation:
Opportunity
Currency == Price
List Currency

Calculation:
Est. Revenue
from
Opportunity
Products

Opportunity "Big Deal"

Rules for all entities:
When there's a
money field…
there's also:
exchangerate,
money field_base

Calculation:
Est. Revenue
÷
Exchange
Rate
=
Est. Revenue
(Base)

Snapshot
Exchange Rate for
Transaction

Multi-Currency

- Financial transactions in 2 currencies:
  - Base currency – Used for financial reporting
    - Microsoft uses $. Toyota uses ¥.
  - Transaction Currency – Currency in which any financial transaction is carried out
    - Office XP in Malaysia sells in RM (Malaysian Ringgit)

- Transaction Currency / Exchange Rate = Base Currency

  $ 1 . . . . 122 ¥

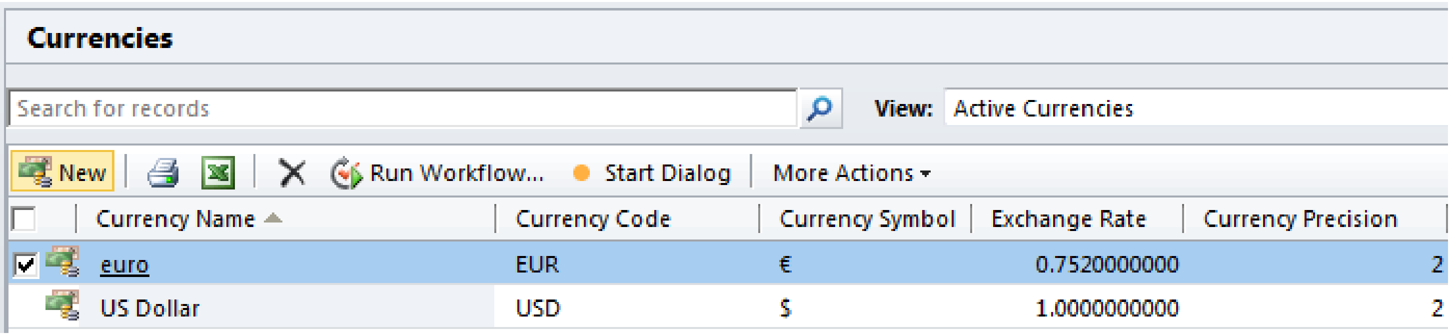
  $ 1 . . . . 0.725 €

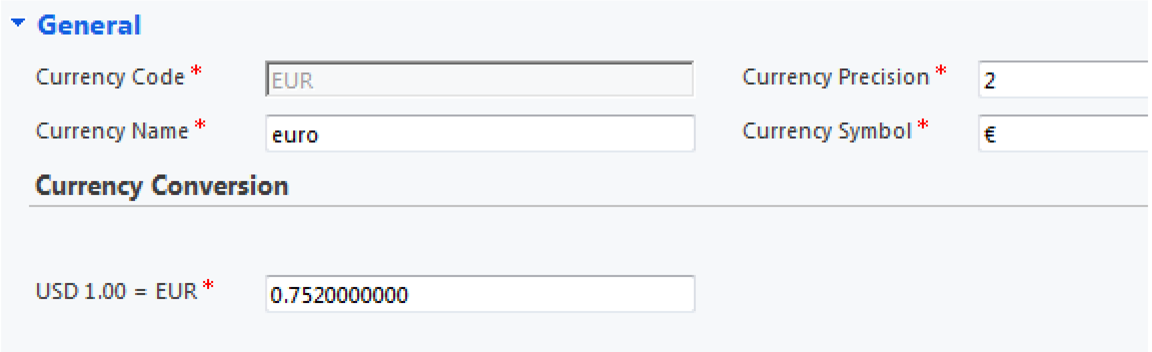
Deployment & Administration

- Base currency for org set in server setup
  - It cannot be changed once set
  - Upgrade: All existing transactions are in the base currency
- Transactional currencies and conversion rates defined per organization
  - Input in CRM manually
  - Custom code to link to 3rd party via Web Services

Transactional Currencies Setup

- Transactional Currencies
  - Settings-Business Management-Currencies



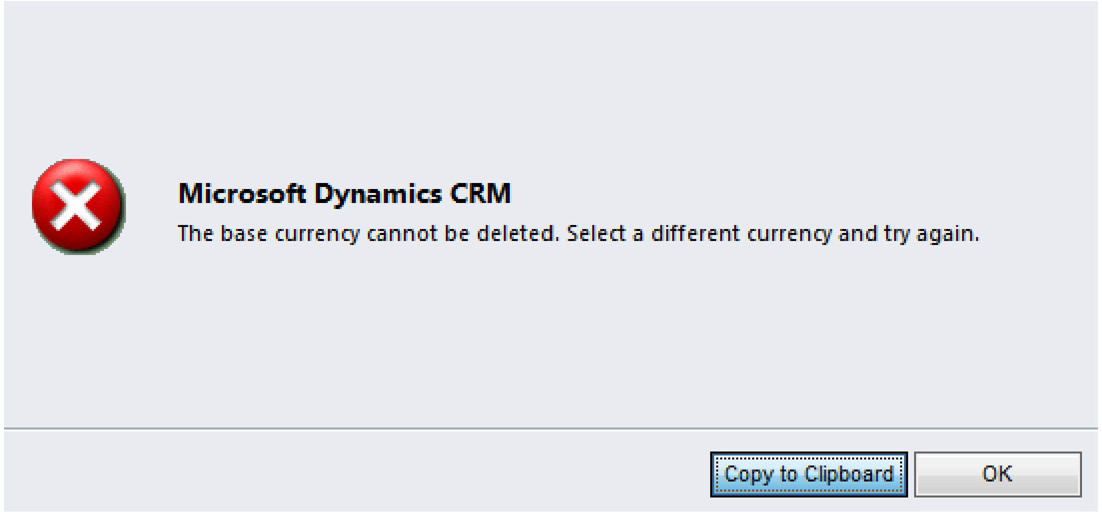


Precision Types

- Precision Types
  - Pricing Decimal Precision
  - Currency Precision
    - Can be set for both base and transaction currencies
  - Field Precision

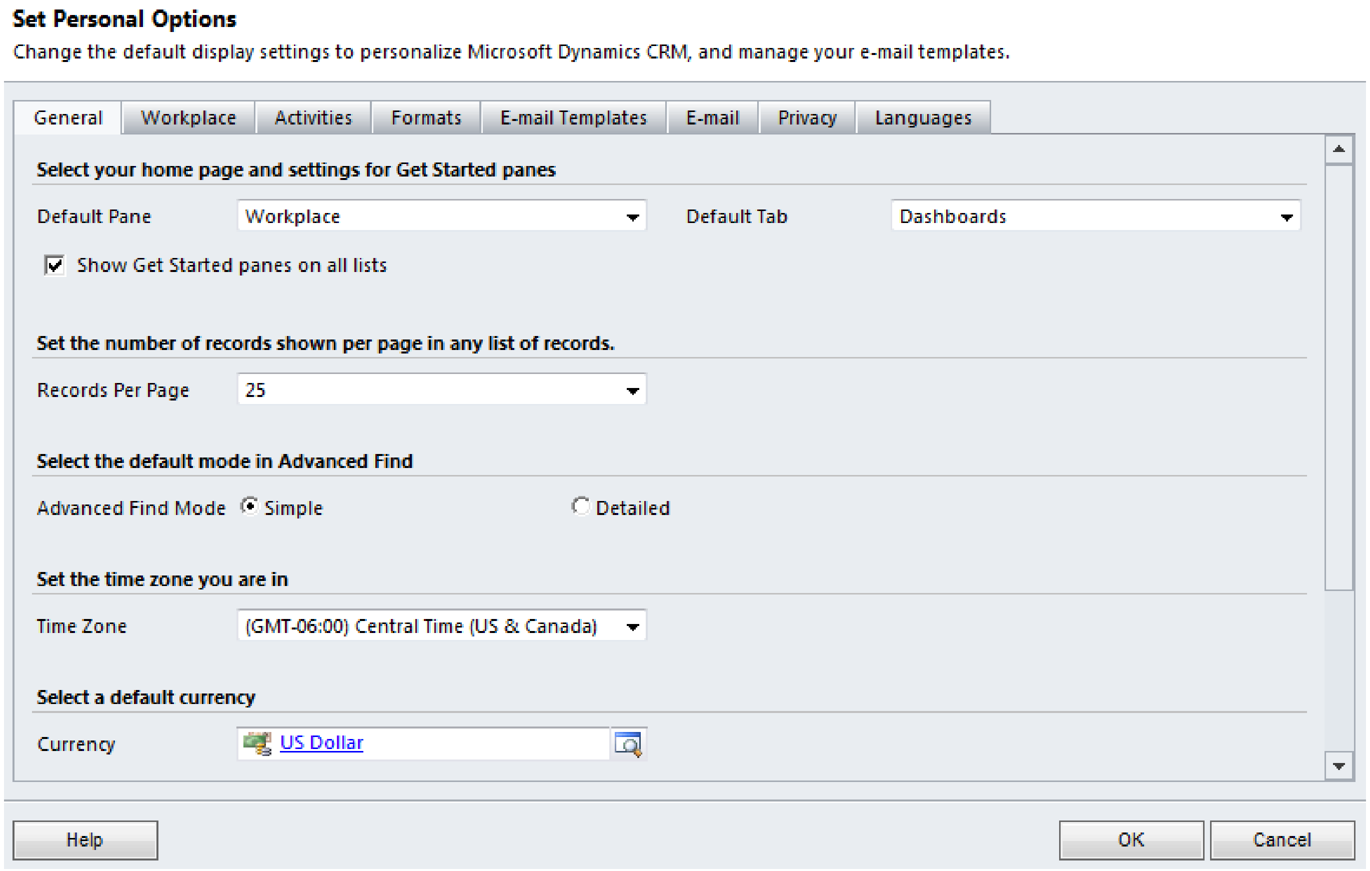
Transactional Currency

- Cannot delete the default base currency
- Cannot be delete if they are associated with another record



Personal Options

- File-Options-General

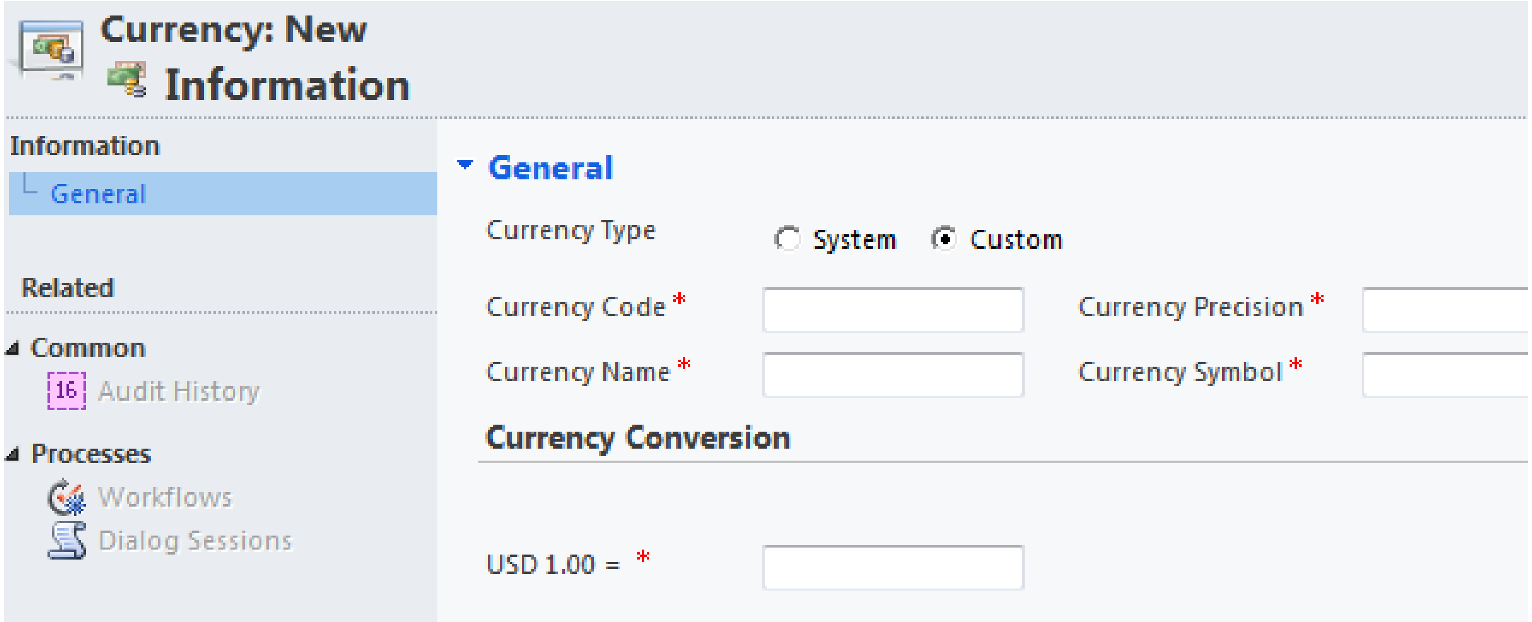


Financial Transactions

- Support financial transactions in different currencies
  - Any given transaction is in one currency (header and all line items)
- Pricelists in multiple currencies
  - Currency validated whenever pricelist is referenced in the Opportunities, Quotes, Order and Invoice.
  - Caveat: Percentage of Product pricing is only available on currency for the Product

Add Currencies

- System Currency Types
  - Default options available through Currency Code (170+)
  - Custom



Tips & Tricks

- Default currency on Account, Contact, Lead acts as a seed for associated transactions
  - If no default, then pick user default
    - If no user, then org base
  - Users can override default

- Pricelist associated with the Opportunity, Quote, etc. must match currency as the Opportunity, Quote, etc. itself

- Opportunity → Q → O → I path: currency does not change
- Outlook Off-Line to On-line behavior:
  - Exchange rate is updated as the tx is replayed

Questions?