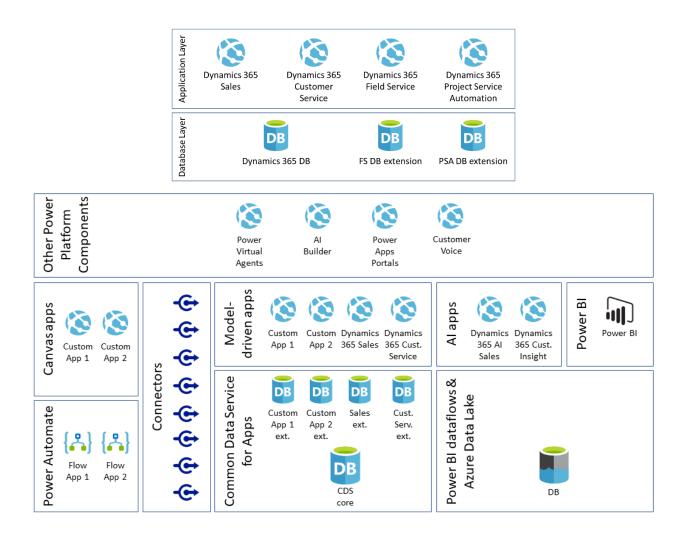
Chapter 1: Microsoft Power Platform and Microsoft Dynamics 365 Overview



Free with Dynamics 365 Sales

- (Relationship) Assistant
- Auto Capture
- Email Engagement

Advanced features for Dynamics 365 Sales

- Advanced Assistant
- Relationship Analytics
- Predictive Lead Scoring
- Predictive Opportunity Scoring
- Notes Analysis
- Who Knows Whom
- Talking Points
- Assistant App for Teams

Dynamics 365 Sales Insights App

- Sales Analytics Overview
- Team Analytics Overview
- Seller Analytics Overview
- Natural language Q&A

Licensing	Description	Price
Trials	Trials For almost all Microsoft Power Platform components there is a possibility to provision a free trial usually limited to 30 days	
Power Apps Community Plan	Specific free of charge permanent license dedicated to learning and individual development, only 1 single user is supported	Free
Power Apps / Power Automate for Office 365	These licenses are included in most Office 365 subscriptions and allow the creation of Power Apps and Power Automate flows based on Office 365 services	Included in Office 365
Power Apps / Power Automate for Dynamics 365	These licenses are included in most Dynamics 365 subscriptions and allow the creation of Power Apps and Power Automate flows based on the Dynamics 365 licensed products	Included in Dynamics 365
Power Apps standalone plans	These licenses contain Common Data Service and allow the creation of Power Apps beyond Office 365	\$10 - \$40 / user / month
Power Automate standalone plans	These licenses contain Common Data Service and allow the creation of Power Automate flows beyond Office 365	\$15 / user / month or \$500 / 5 flows
Power Virtual Agents	Power Virtual Agents are licensed per tenant and the price is based on bot sessions	\$1,000 / 2,000 sessions
Power Apps Portals		
Al Builder is licensed based on units of 1 million service credits. Service credits are consumed when Al models are trained or used in Power Platform solutions		\$500 / unit

Power BI	Power BI has three licensing options: Power BI Free is free of charge Power BI Pro is licensed based on user / month Power BI Premium is licensed based on dedicated resource	\$10 / user / month \$5,000 / resource / month
Forms Pro for Office 365	Forms Pro is licensed as an upgrade for Office 365 users	\$100 / 2,000 survey responses
Forms Pro for Dynamics 365	Forms Pro is included in selected Dynamics 365 licenses	Free / 2,000 survey responses
Dynamics 365	Most Dynamics 365 products (Sales, Sales Insights, Customer Service, Customer Service Insights, Field Service, Remote Assist, Guides, Finance, Supply Chain Management, Project Service Automation, Retail, Business Central) are licensed per user / per month	\$20 - \$180 / user / month
Dynamics 365	Some Dynamics 365 products (Marketing, Customer Insights, Fraud Protection) are licensed per tenant / per month	\$750 – \$10,000 / tenant / month
Capacity	Every Microsoft Power Platform product includes a certain amount of free database storage capacity. When exceeded, additional storage capacity can be purchased.	

	Dynamics 365 Sales license	Power Apps single-app license	
License costs 3 years for 100 users	\$234,000	\$36,000	
Implementation	\$12,000	\$48,000	
Total cost	\$246,000	\$84,000	
Monthly cost	\$6,830	\$2,330	

	Dynamics 365 Marketing license	Power Apps single-app license
License costs 3 years for 100 users	\$54,000 (licensed per instance not user)	\$36,000 (licensed per user)
Implementation	\$24,000	\$750,000
Total cost	\$78,000	\$786,000
Monthly cost	\$2,170	\$21,830

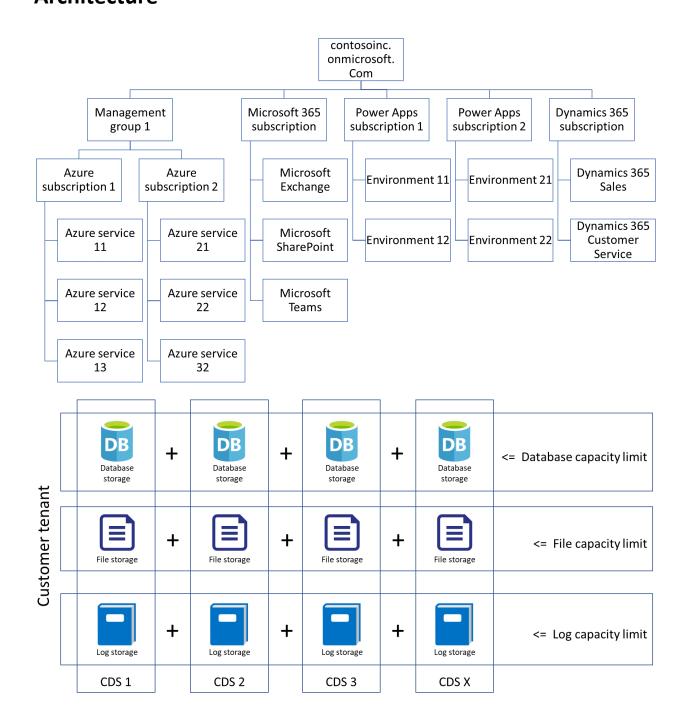
Component	Usage Scenario
Dynamics 365 Sales, Sales Insights, Product Visualize	Contoso Inc. sales departments managing B2B sales processes and insights
Dynamics 365 Marketing, Power Apps Portals	Contoso Inc. marketing department running product campaigns and product presentation and conferences
Dynamics 365 Customer Service, Customer Service Insights, Unified Service Desk, Power Apps Portals, Power Virtual Agents	Contoso Inc. customer service departments managing service inquiries and providing remote help and support
Dynamics 365 Field Service, Connected Field Service, Remote Assist	Contoso Inc. field service department managing maintenance and repair onsite visits and proactive maintenance for customer's installed machinery equipped with IoT connected sensors
Dynamics 365 Project Service Automation	Contoso Inc. project implementation department managing onsite installation projects of sold machinery and factories
Dynamics 365 Finance	Contoso Inc. finance department managing finance accounting of every legal entity in the group.
Dynamics 365 Supply Chain management	Contoso Inc. production, procurement, logistics, and finance departments managing the respective business workloads.
Dynamics 365 Commerce, Connected Store, Fraud Protection	Contoso Inc. retail department managing retail stores and e-commerce sales.
Dynamics 365 Human Resources, Guides	Contoso Inc. human resources department managing all aspects of hiring, people management, benefits, training, readiness, and so on.

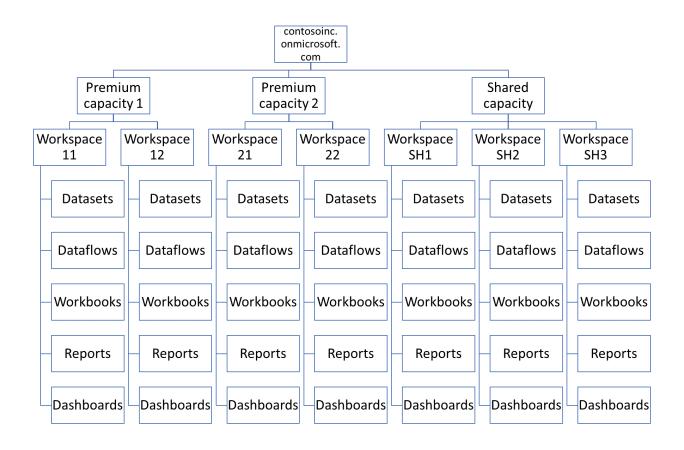
Dynamics 365 Customer Insights & Market Insights	Contoso Inc. sales organization managing 360° customer and competitor view including all external and internal information sources
Dynamic 365 Product Insights	Contoso Inc. managing analytical view on sold products for early recognizing trends and developments leading to continuous product improvement.
Canvas Apps	Contoso Inc. power users and citizen developers developing small single-purpose mobile apps
Power Automate	Contoso Inc. power users and citizen developers developing automations across the solution components
Power BI Premium	Contoso Inc. power users and citizen developers developing analytical and reporting solutions. To achieve advanced capabilities, Contoso Inc. will purchase Power BI Premium with appropriate premium capacity
Dynamics 365 Customer Voice	Contoso Inc. sales, customer service, and field service departments running surveys to improve customer satisfaction

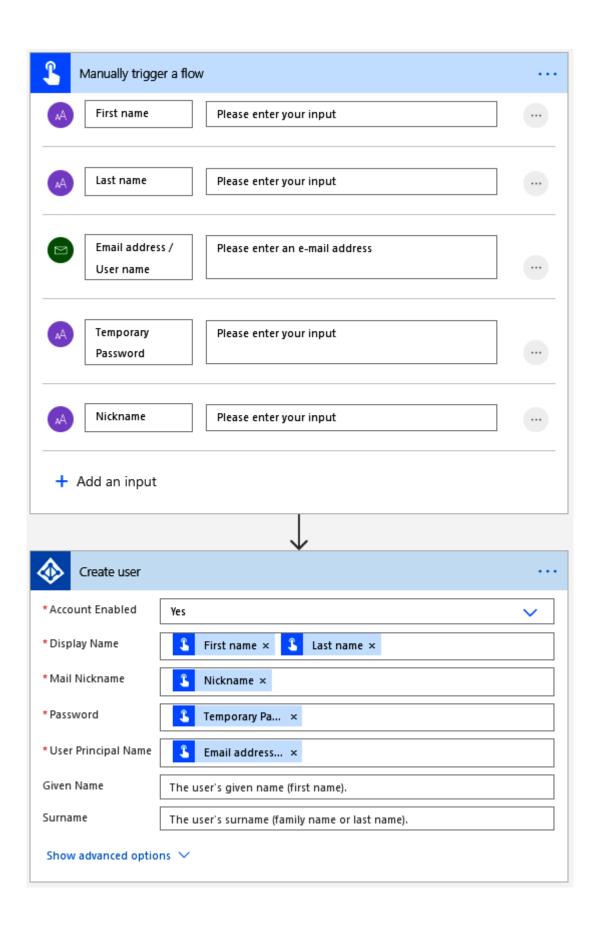
Chapter 2: Microsoft 365 and Microsoft Azure Overview

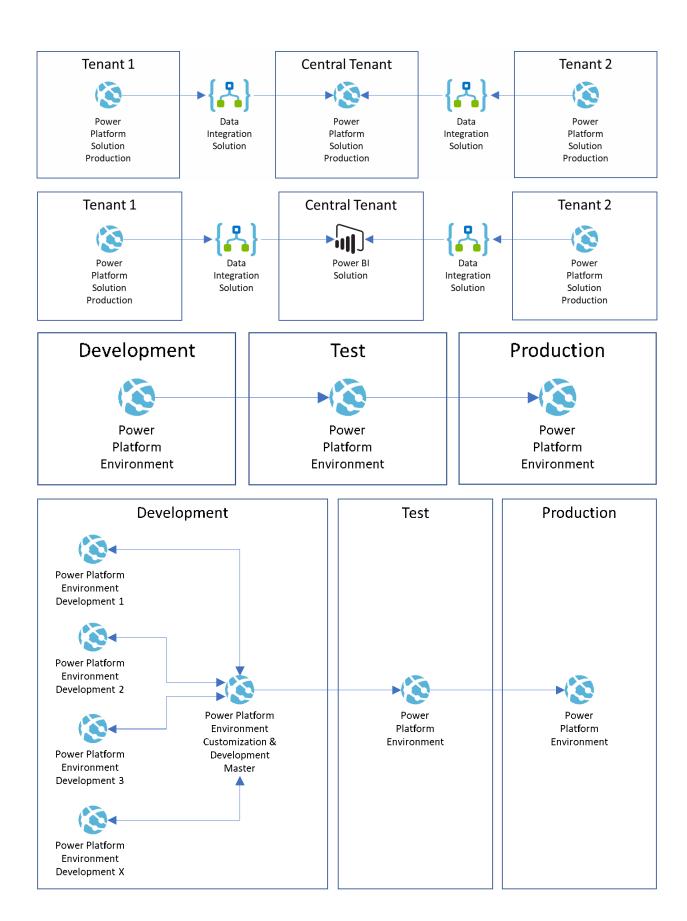
No images...

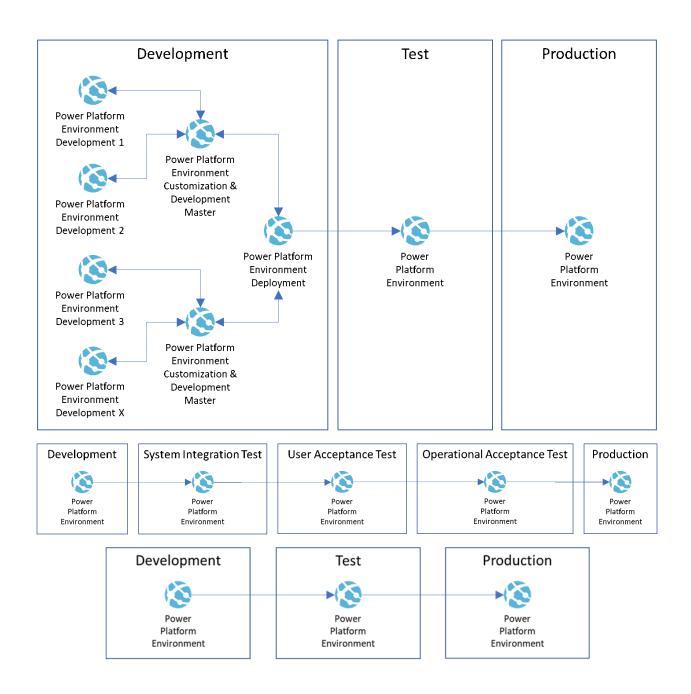
Chapter 3: Understanding Microsoft's Power Platform Architecture

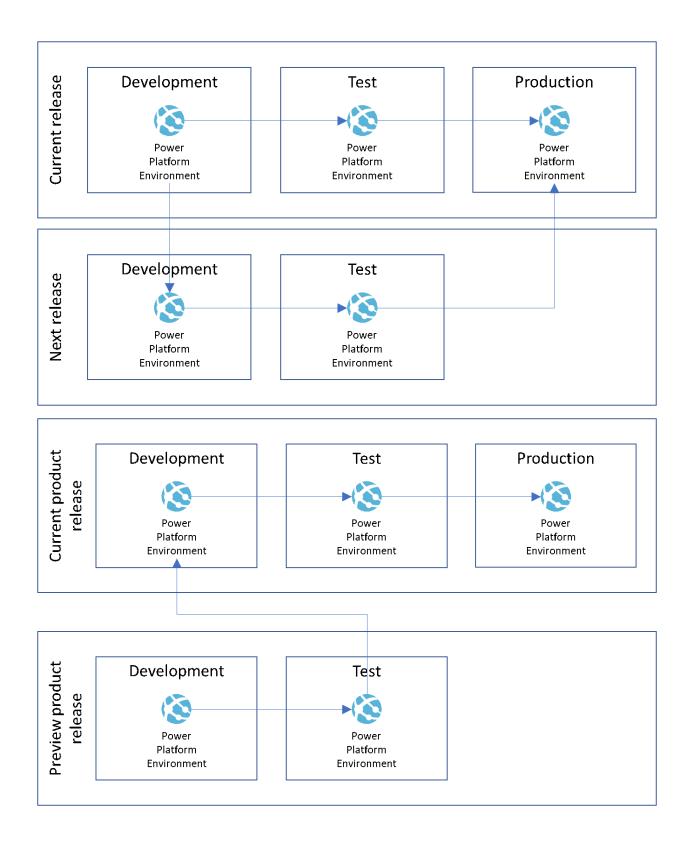


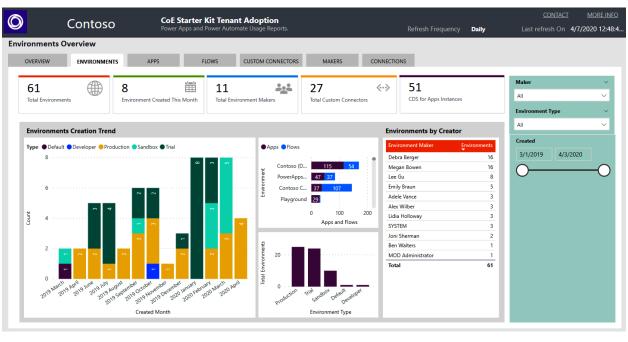


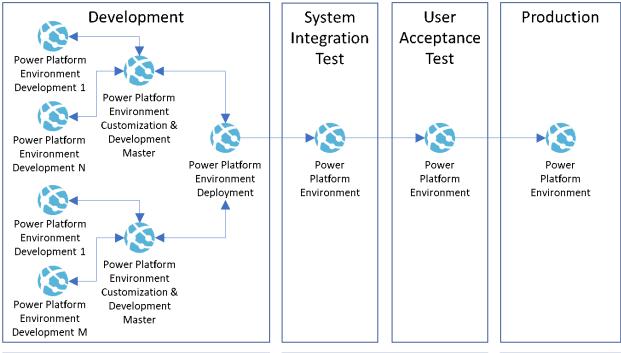


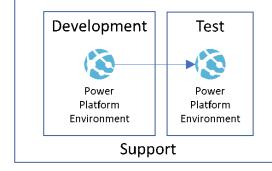








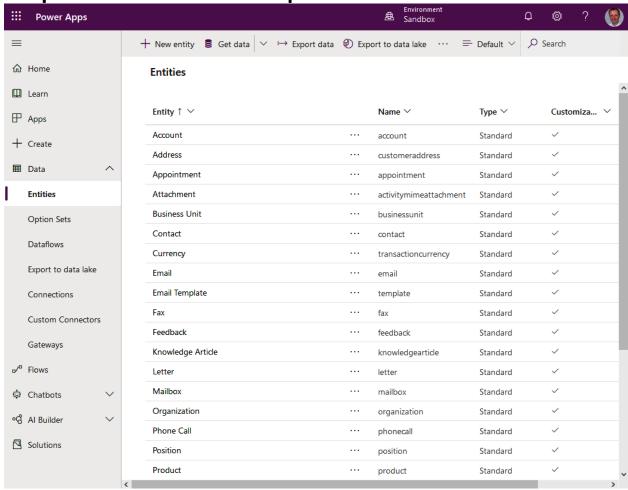


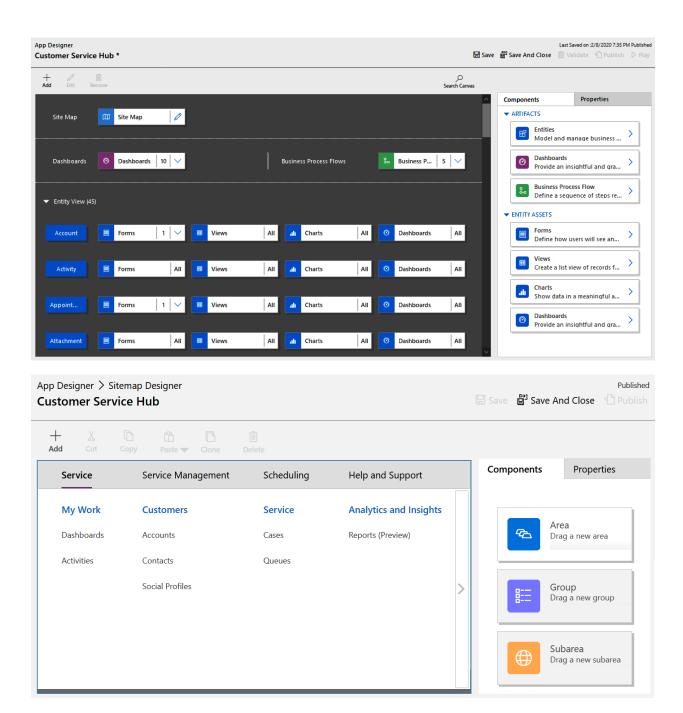


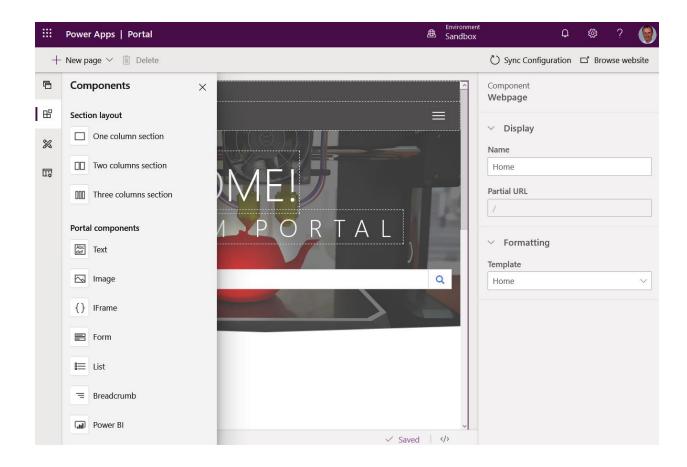


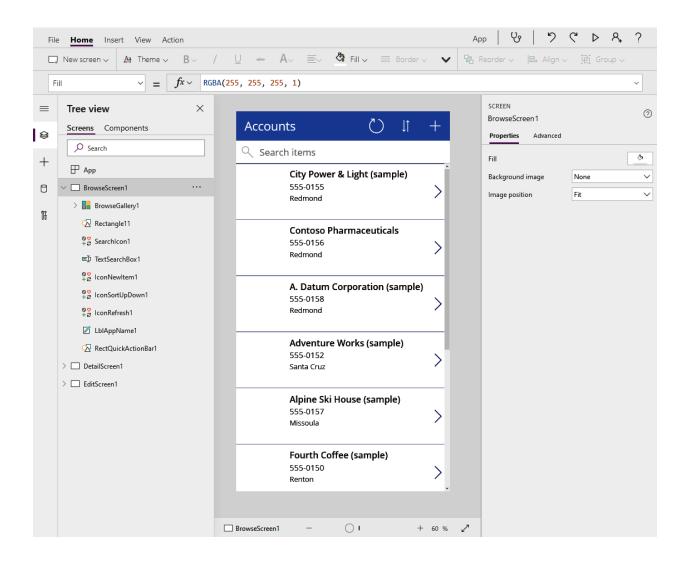


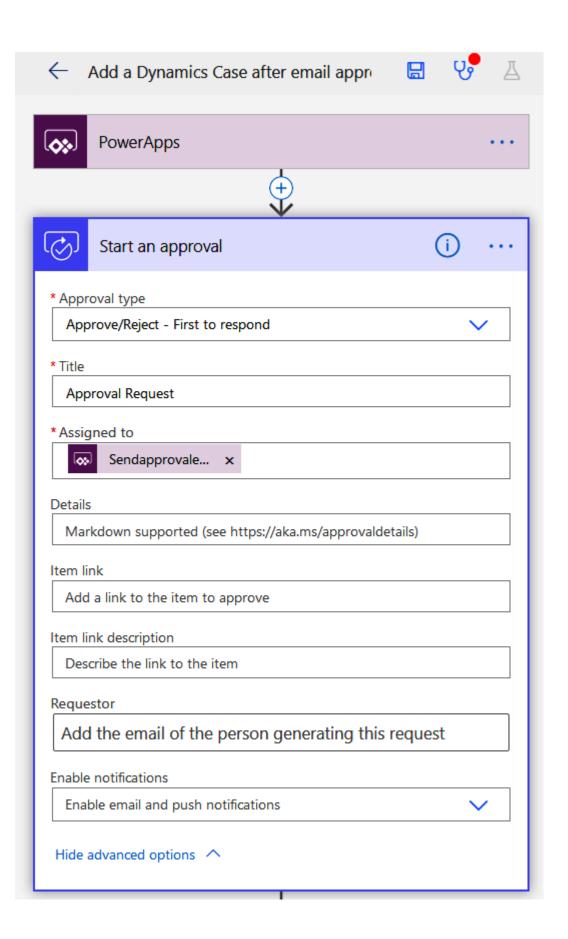
Chapter 4: Tools and Techniques

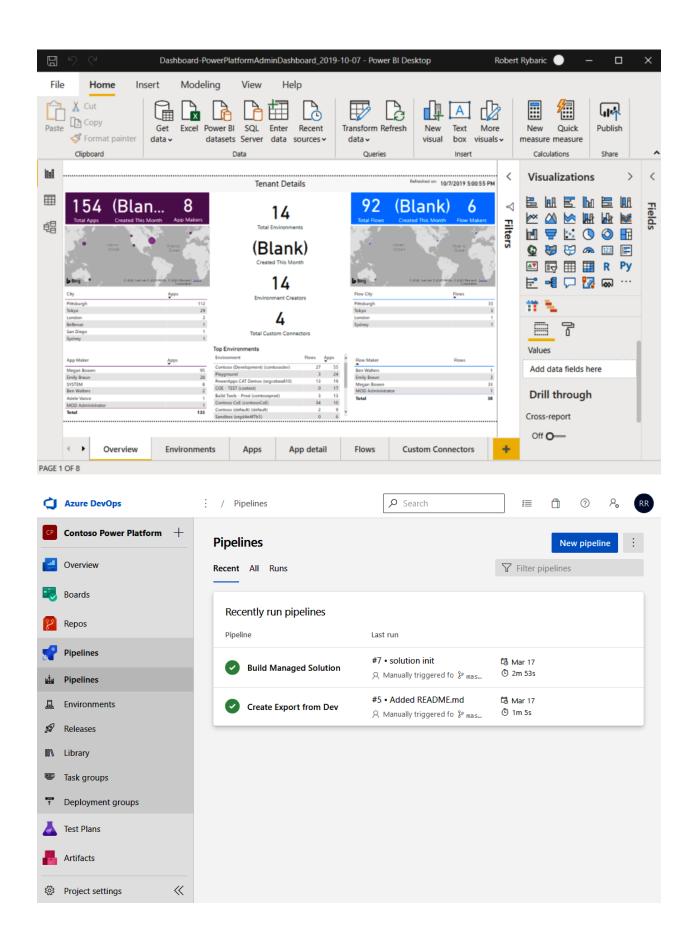












Chapter 5: Application Lifecycle Management

Power Platform Solution Package

CDS

Entity

- Fields
- Relationships
- Views
- Forms
- Dashboards
- Charts
- Business Rules
- Alternate Keys
- Global Option Sets
- Processes (Workflows, Business Process Flows, Custom Actions)
- Code (Web Resources, PlugIns, Custom Workflow Activities, Custom Controls, and so on)
- Reports
- Security (Security Roles, Field Security Profiles)
- Virtual Entity Data Providers and Sources
- Configuration Elements, Templates

Model-driven Apps

- Model-driven Apps
- Model-driven Site Maps

Canvas Apps

- Canvas Apps
- Component Library
- Custom Connector

Power Automate

- Flows
- UI Flows
- Custom Connector

AI Builder

- Al Model
- Environment Variables

Unmanaged Solution 2

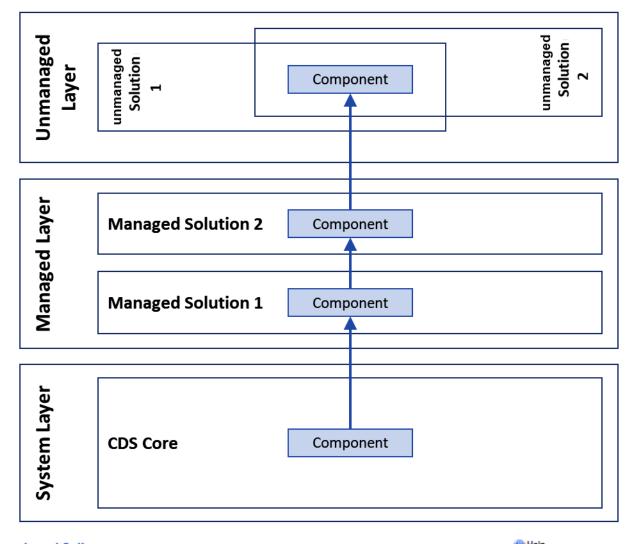
Unmanaged Solution 2

Managed Solution 3

Managed Solution 2

Managed Solution 1

CDS Core



Import Options

Melp

This solution package contains an update for a solution that is already installed.

Solution Action (Learn more)

Upgrade (recommended)

This option upgrades your solution to the latest version and rolls up all previous patches in one step. Any components associated to the previous solution version that are not in the newer solution version will be deleted.

Stage for Upgrade

This option upgrades your solution to the higher version, but defers the deletion of the previous version and any related patches until you apply a solution upgrade later.

Update (not recommended)

This option replaces your solution with this version. Components that are not in the newer solution will not be deleted and will remain in the system.

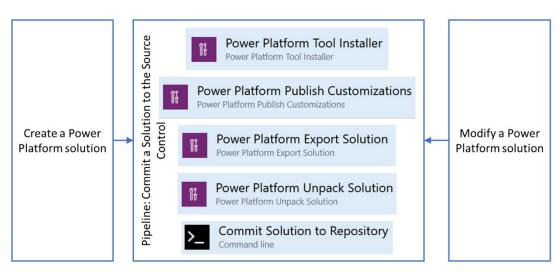
Previous customizations on components included in this solution (Learn more)

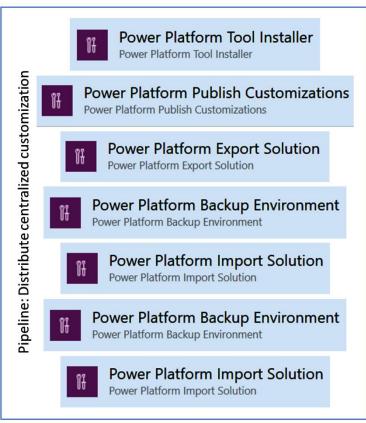
Maintain customizations (recommended)

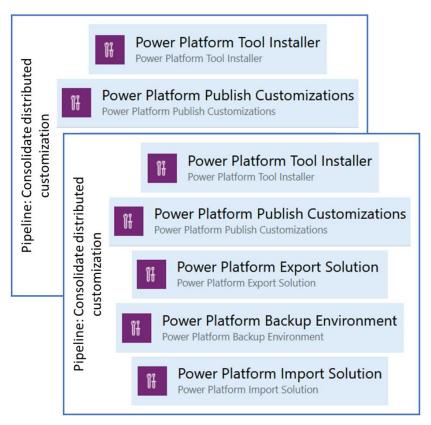
This option maintains any unmanaged customizations performed on components, but also implies that some of the updates included in this solution will not take effect.

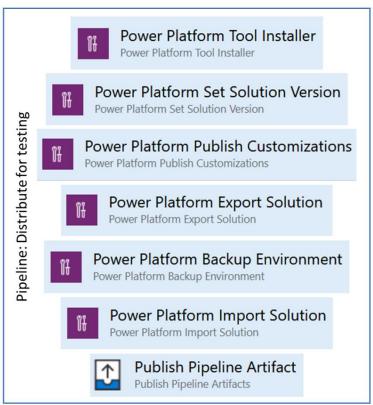
Overwrite customizations (not recommended)

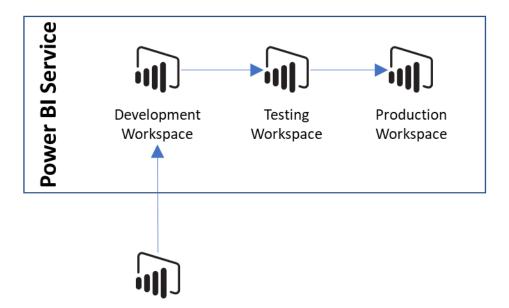
This option overwrites or removes any unmanaged customizations previously performed on components in this solution. This option does not affect components that support merge behavior (forms, sitemap, ribbon, app modules). Components that have other managed solutions on top of the existing solution you are replacing do also still remain on top and are not affected by this option.



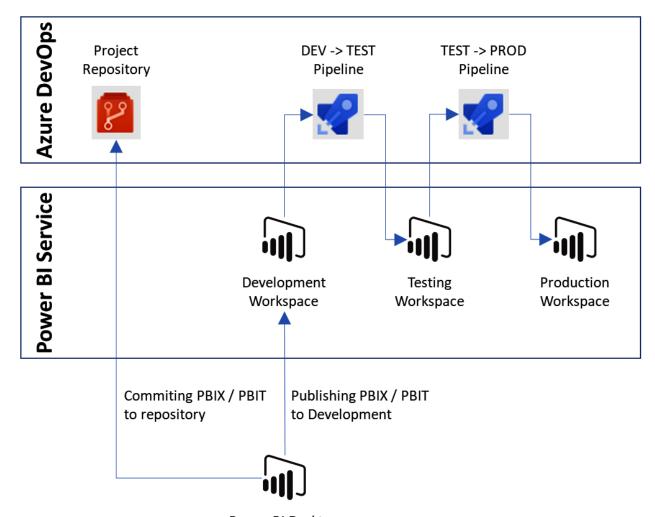








Power BI Desktop



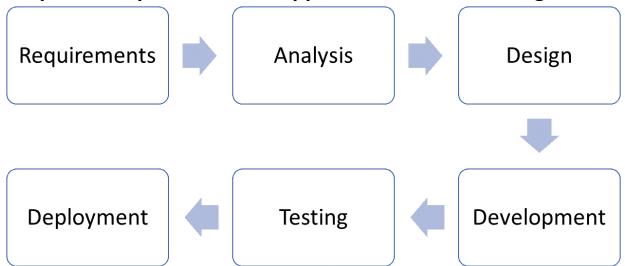
Power BI Desktop

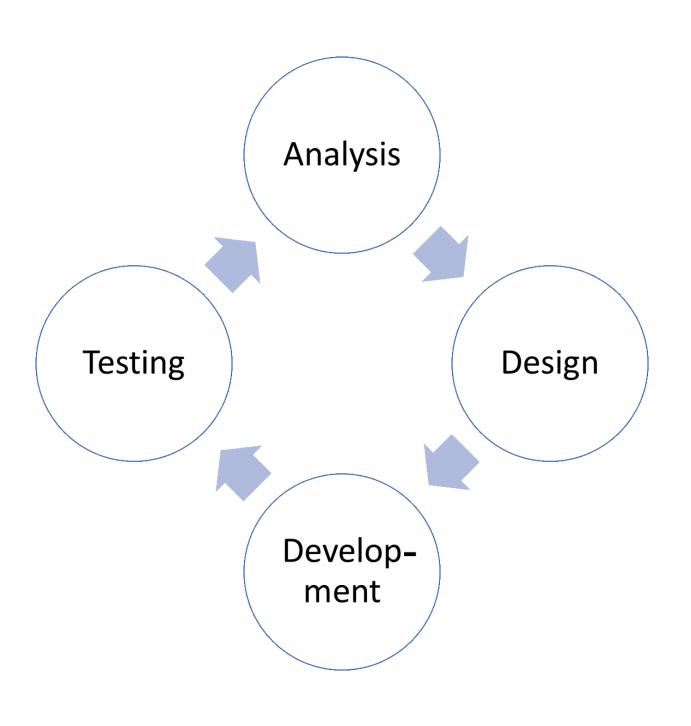
Unmanaged Layer Dynamics 365 Dynamics 365 **Dynamics 365 CDS Core** Sales **Field Service Customer Service Customizations Customizations** Customizations **Customizations Managed Layer Dynamics 365 Field Service Dynamics 365 Customer Service Dynamics 365 Sales System Layer CDS Core**

Unmanaged Layer	Americas EMEA Customizations Customizations Customizations Customizations	3
Managed Layer	Dynamics 365 Field Service Dynamics 365 Customer Service Dynamics 365 Sales	
System Layer	CDS Core	
← Sel Select cor	ected entities nponents to your selected entities. will be added to your project	×
	onents selected Include all components Include entity metadata mponents	×

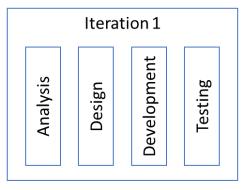
Unmanaged Layer	CDS Core Customizations	Dynamics 365 Sales Customizations	Dynamics 365 Marketing Customizations	Dynamics 365 Customer Service Customizations	Dynamics 365 Field Service Customizations	Dynamics 365 Project Operations Customizations		
Managed Layer	Dynamics 365 First-Party Applications							
System Layer			CDS	Core				

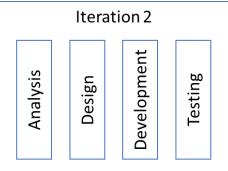
Chapter 6: Implementation Approach and Methodologies





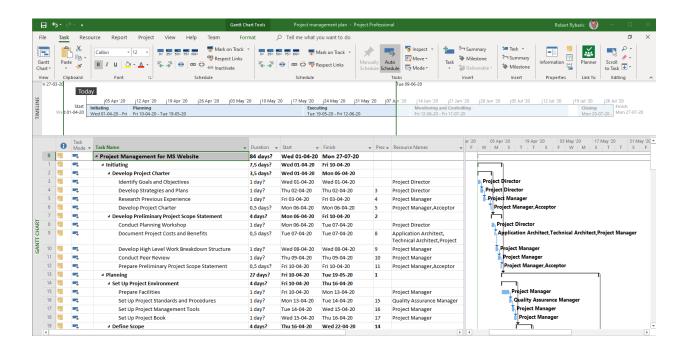
Requirements

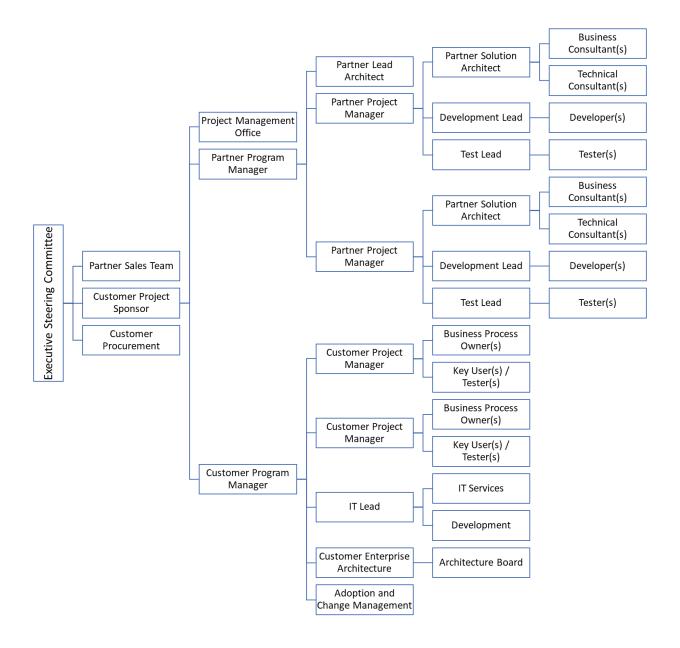


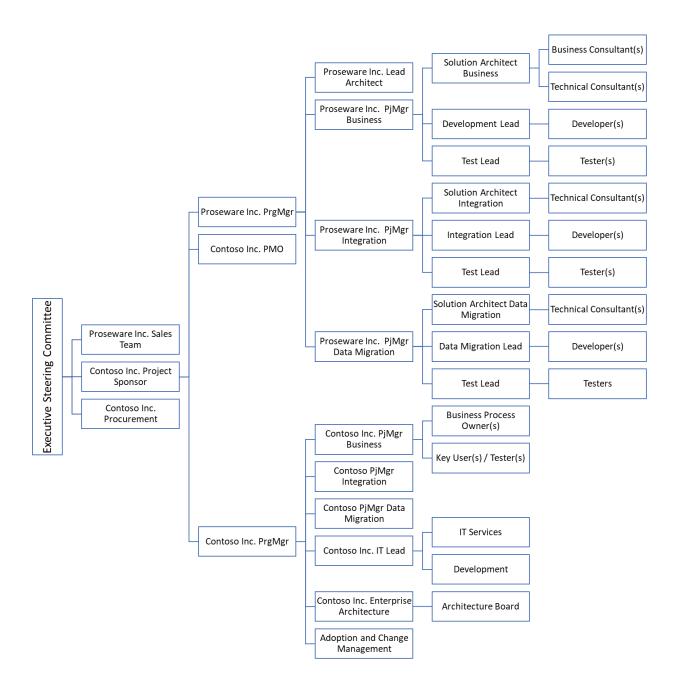


Deployment

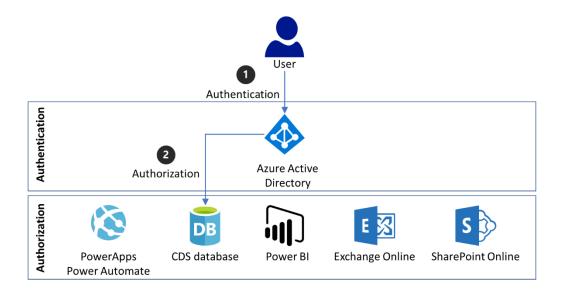
Do out nom out	Commission	Total havens	Analysis	Design	Development	Testing
Requirement	Complexity	Total hours	15% 20	20%	40%	25%
REQ-01	Simple	40	6	8	16	10
REQ-02	Complex	120	18	24	48	30

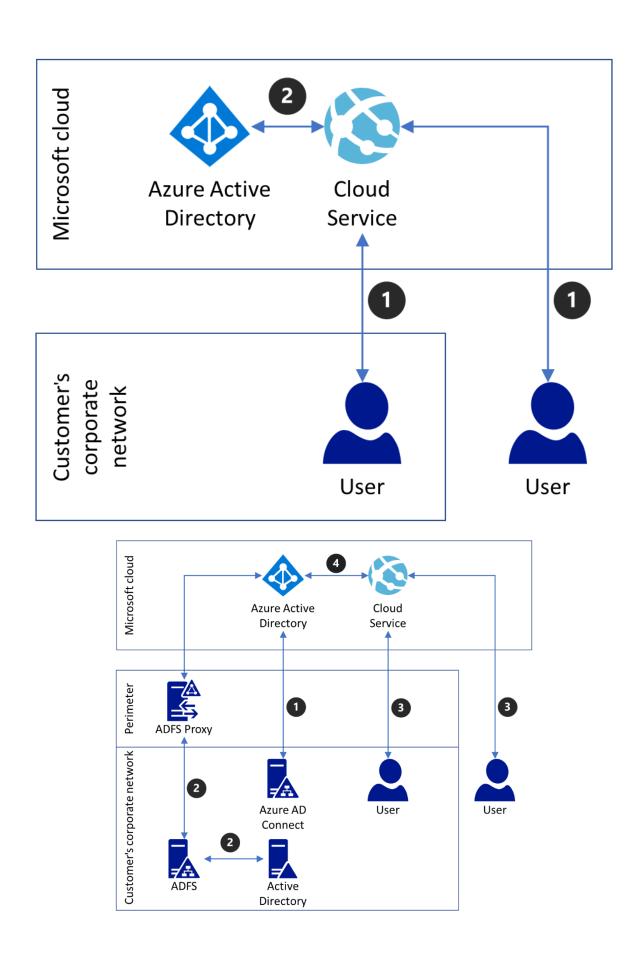


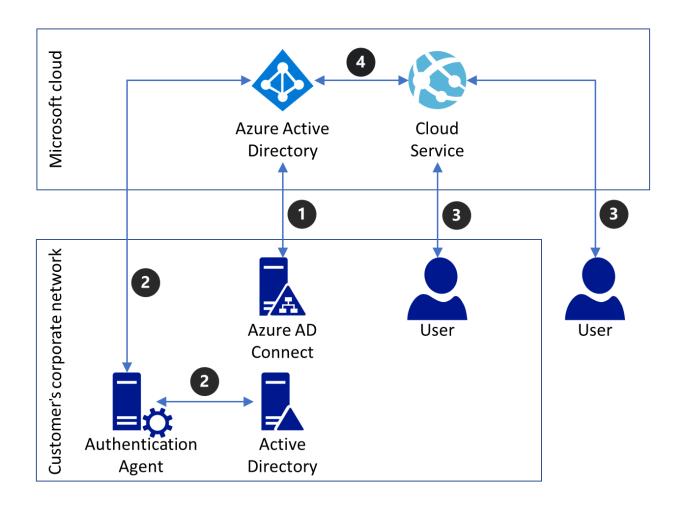


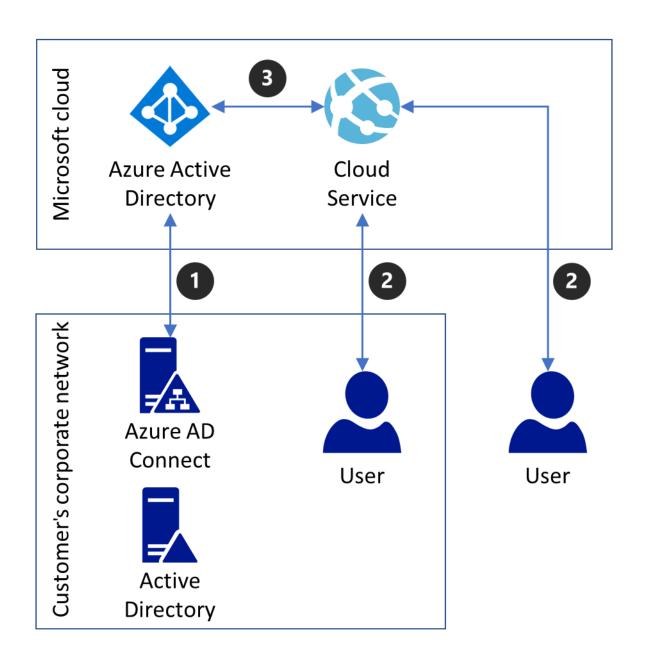


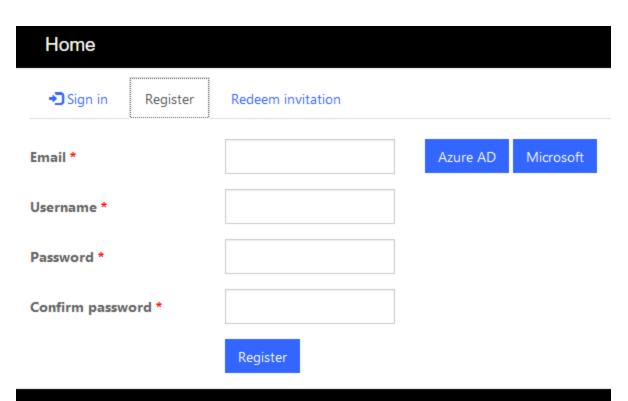
Chapter 7: Microsoft Power Platform Security

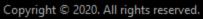


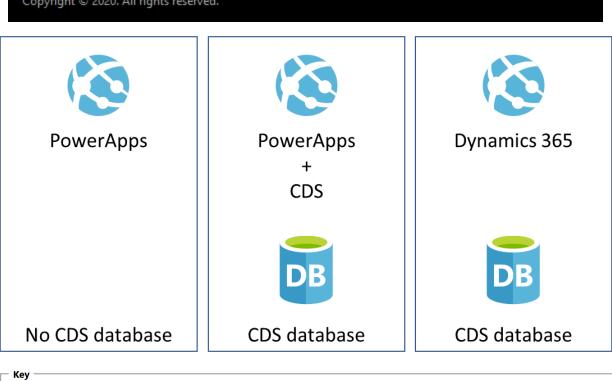




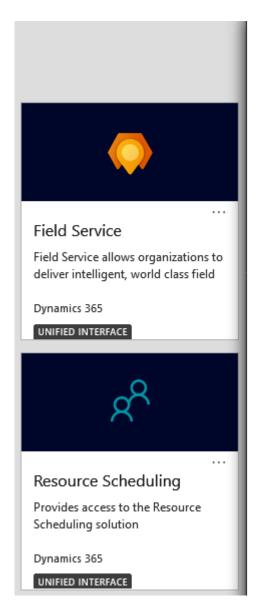










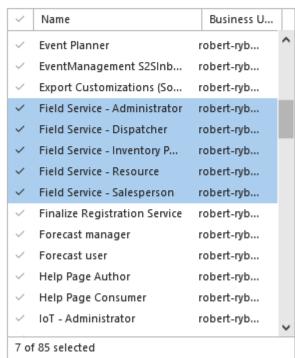


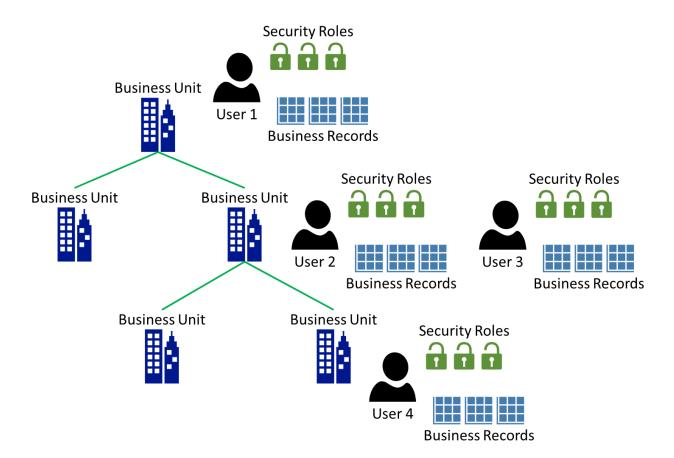
Manage Roles - Field Service

Choose an app URL that is easy to remember and then select which roles can access it.

 \times

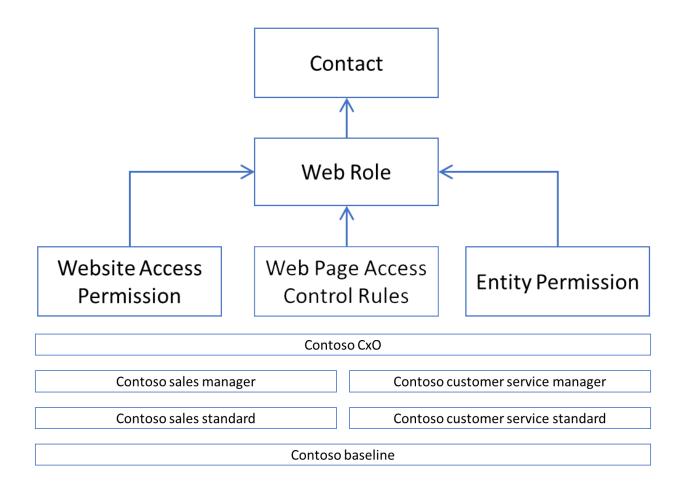
- > App URL Suffix
- ∨ Roles





Manage roles

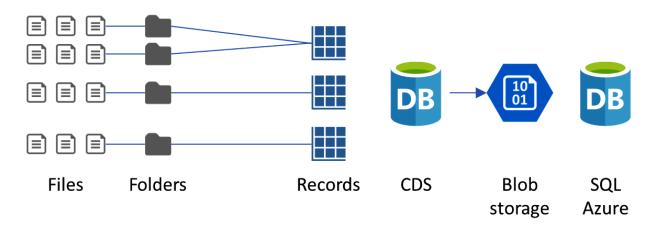












Azure Active Directory Tenant

- Conditional Access
- Active Directory Integration
- Multi-Factor Authentication
- Data Loss Prevention Policies
- Cross-Tenant Inbound and Outbound Restrictions

Power Platform Environment without CDS

- Environment Roles
- Data Loss Prevention Policies
- Canvas Apps Sharing
- Power Automate Flows Sharing
- Connector Permissions

Power Platform Environment with CDS

- Model-Driven Apps Access Authorization
- User Accounts Provisioning Governance
- Session Governance
- Service Authentication
- CDS Authorization

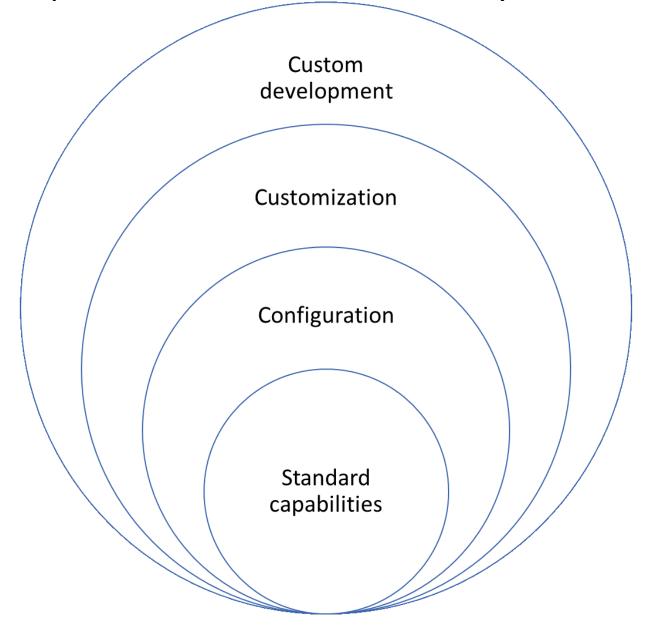
Power Apps Portals

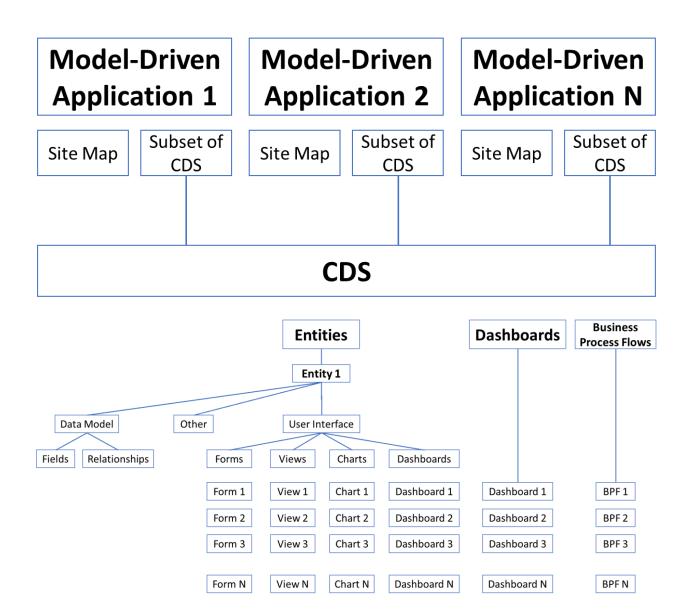
- Portal Authentication
- Portal Authorization

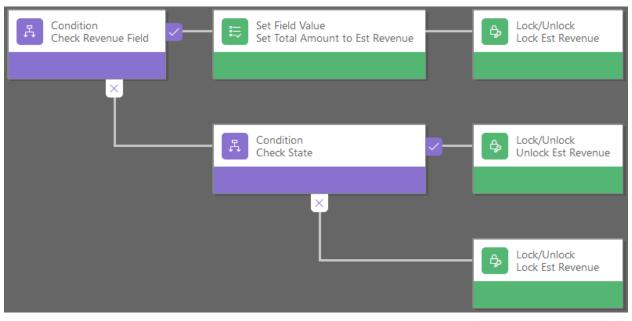
Power BI

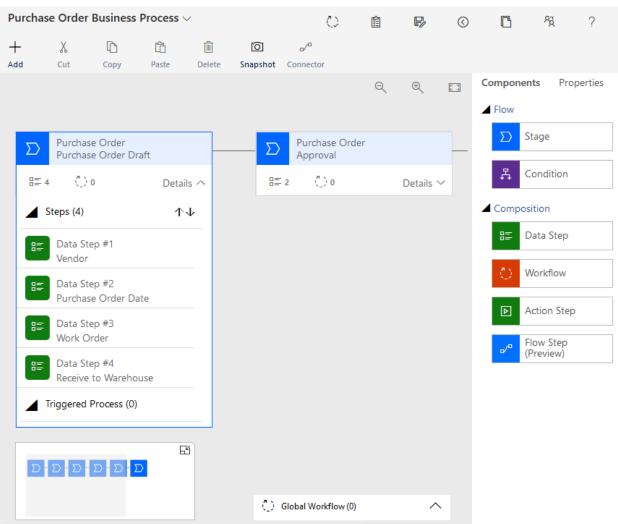
- Power BI Authorization
- Row-Level Security
- DirectQuery Security

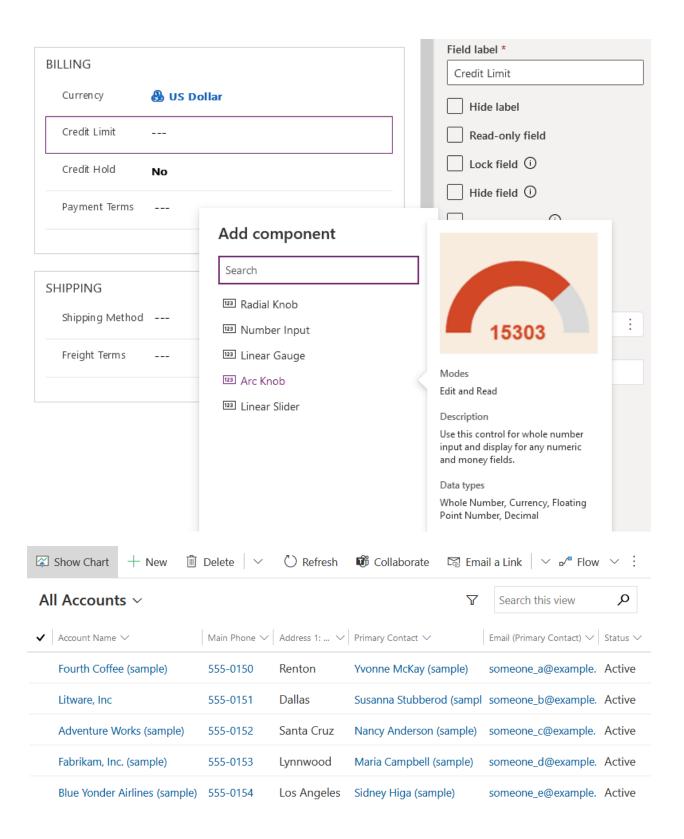
Chapter 8: Microsoft Power Platform Extensibility





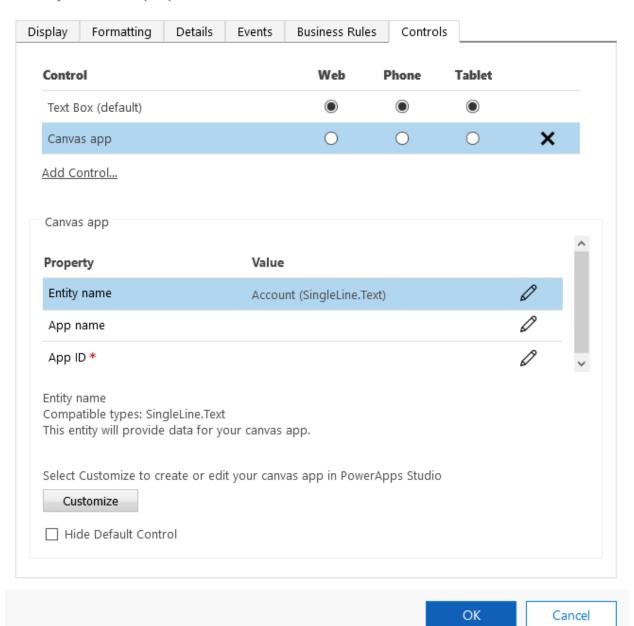






Field Properties

Modify this field's properties.



? X

Assemblies to interact with the organization and discovery service

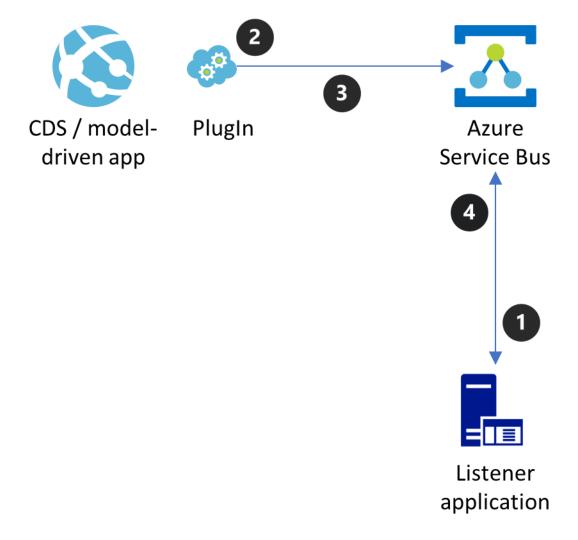
- Microsoft.Crm.Sdk.Proxy.dll
- Microsoft.Xrm.Sdk.dll

Assembly to develop custom workflow actions

• Microsoft.Xrm.Sdk.Workflow.dll

XRM Tooling to build external .NET-based applications

- Microsoft.Xrm.Tooling.Connector.dll
- Microsoft.Xrm.Tooling.CrmConnectControl.dll
- Microsoft.Xrm.Tooling.WebResourceUtility.dll



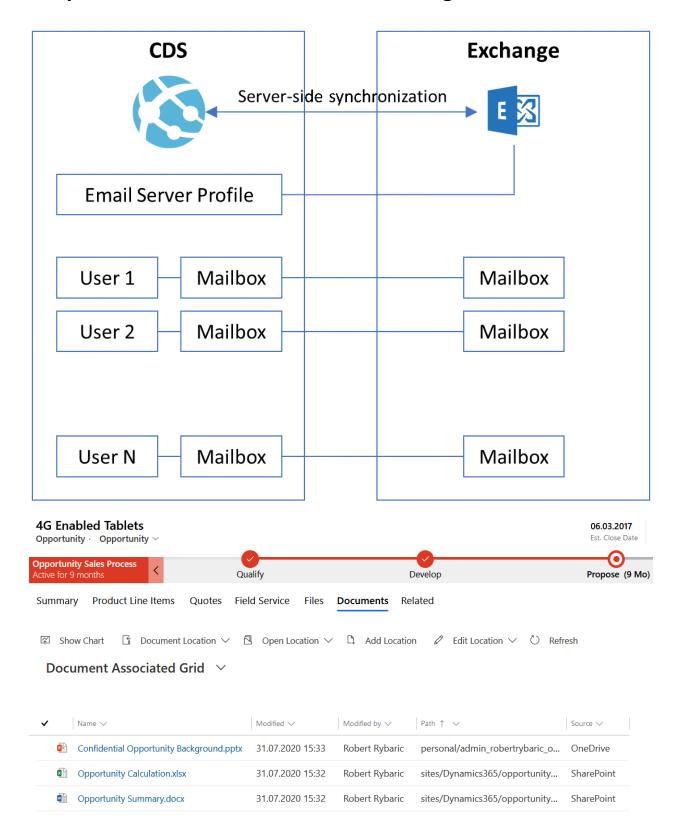
×

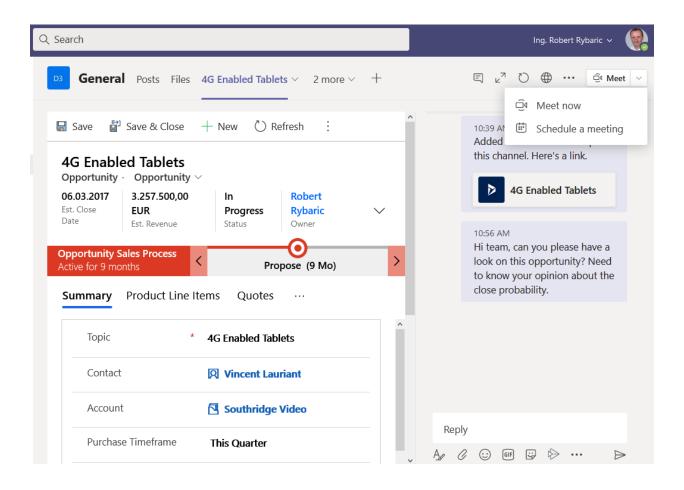
Service Endpoint Registration

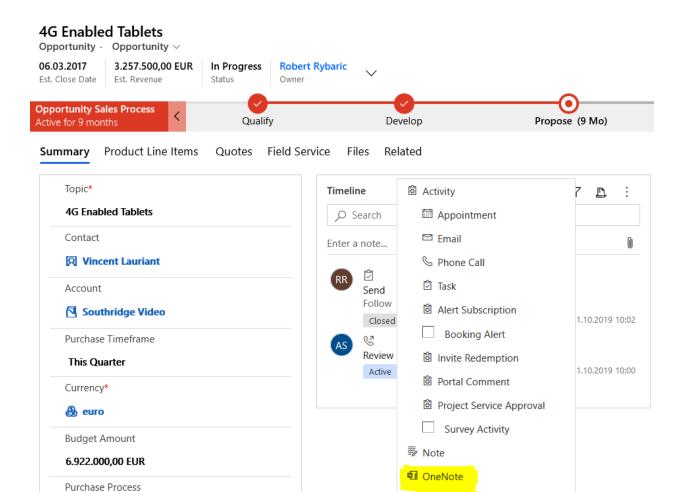
Configure a connection to Azure Service Bus to which plug-in events can be sent.

Name	Contoso Azure Se	ervice Bus	
NameSpace Address	sb:// <your names<="" td=""><td>space></td><td></td></your>	space>	
Designation Type	Topic		~
Topic Name			
Message Format	.NETBinary		~
Authorization Type	SASKey		~
SAS Key Name			
SAS Key			
User Information Sent	UserId		~
Description			^ ~
			·
		Save	Cancel

Chapter 9: Microsoft Power Platform Integration

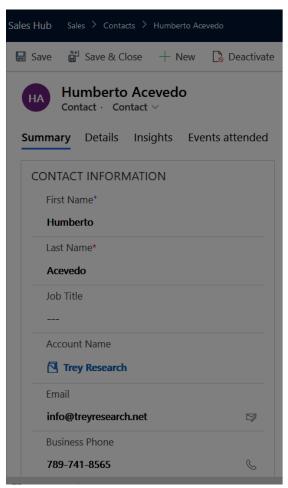


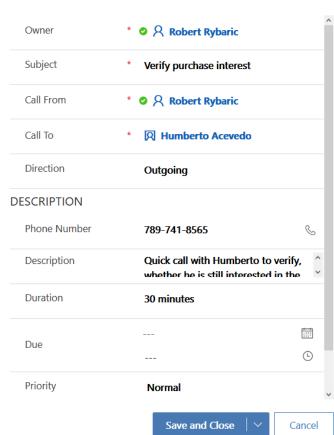




Individual

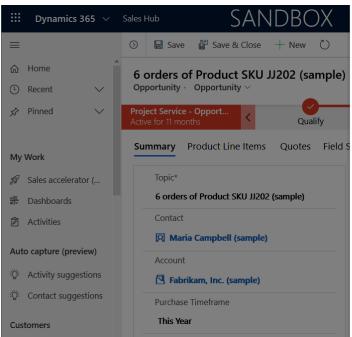
₽ Post

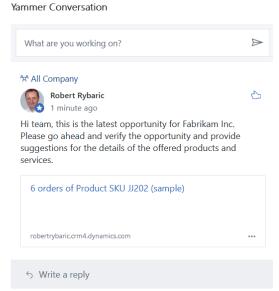




X

Quick Create: Phone Call





Power Automate

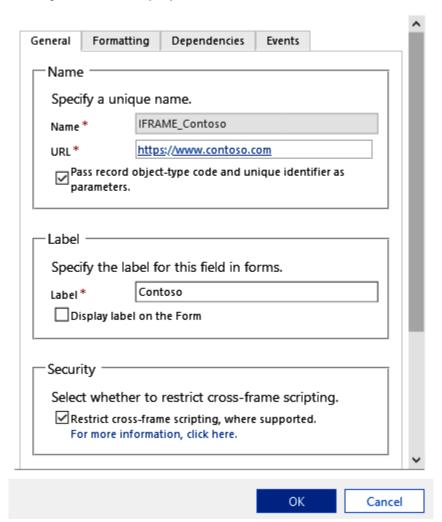
- Does not need an Azure license
- Cannot easily integrate with Microsoft Azure services
- Native integration with canvas apps
- Provides options for human interactions
- Can be deployed with CDS solutions
- Approval process
- Provides an app for mobile devices

Logic Apps

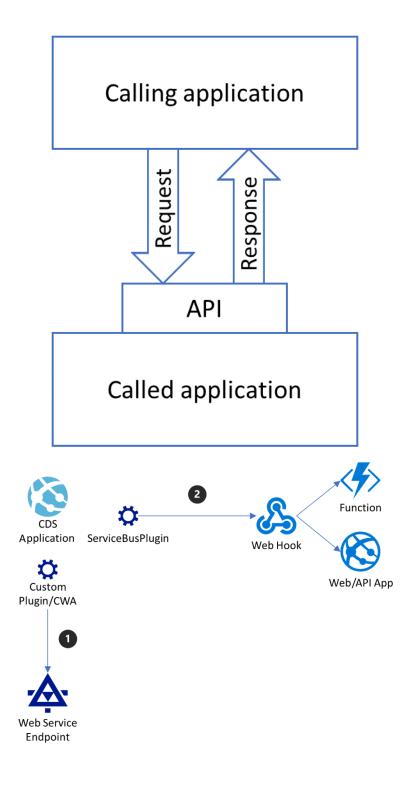
- Requires an Azure license
- Can be easily integrated with other Azure services to build complex solutions
- Enterprise scalability
- Can be developed using code with Visual Studio

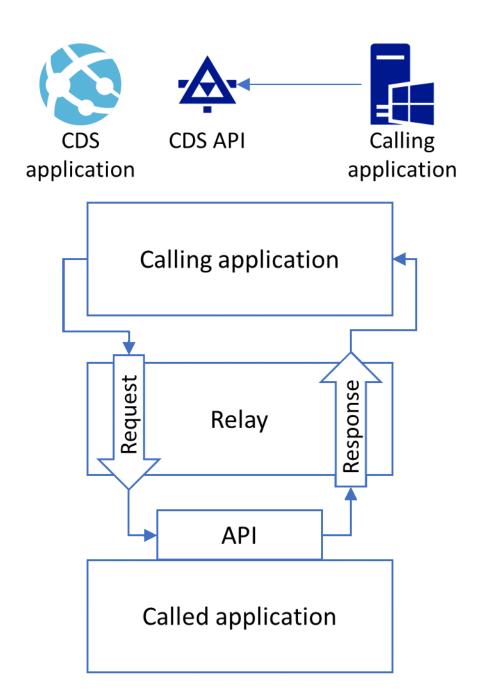
IFRAME Properties

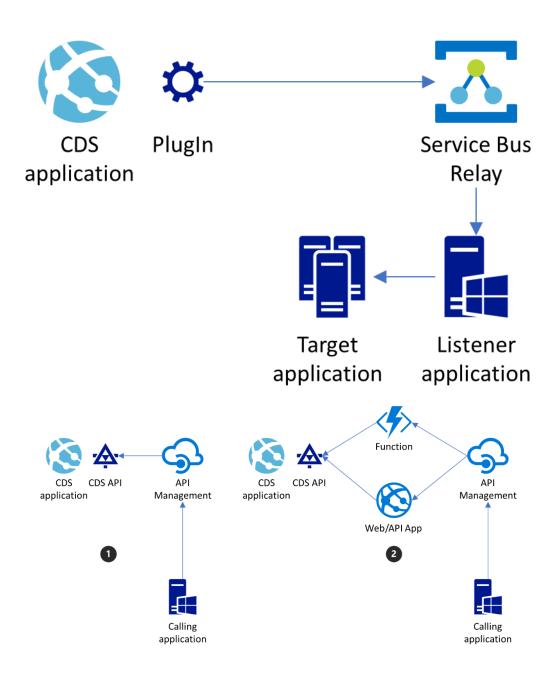
Modify this IFRAME's properties.

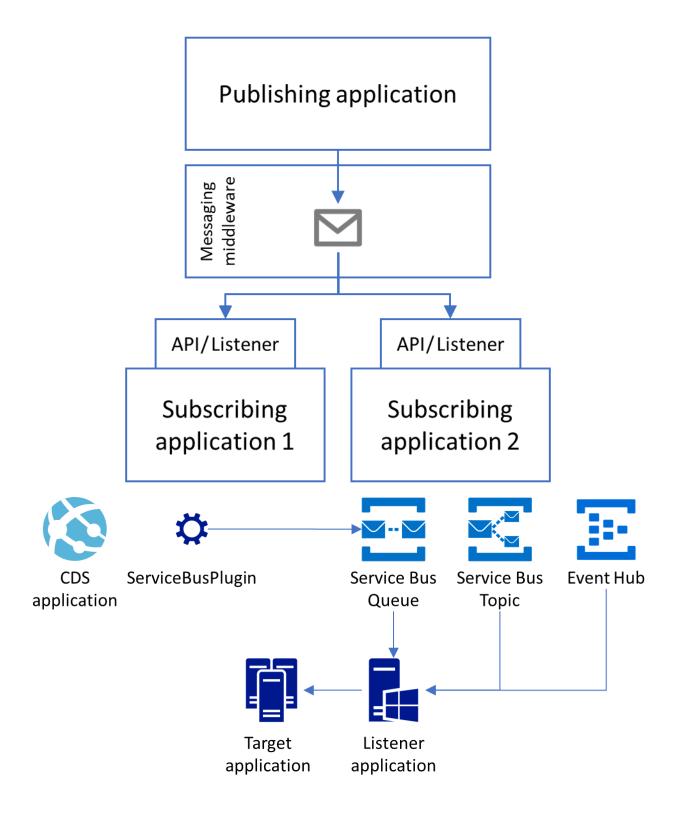


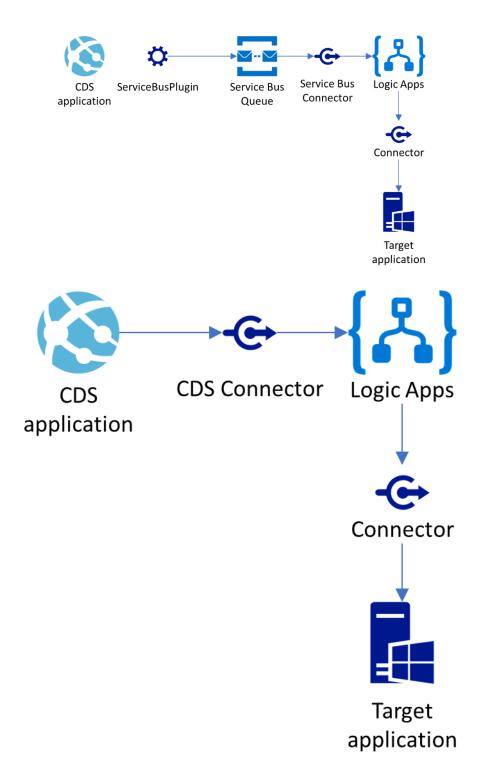
×

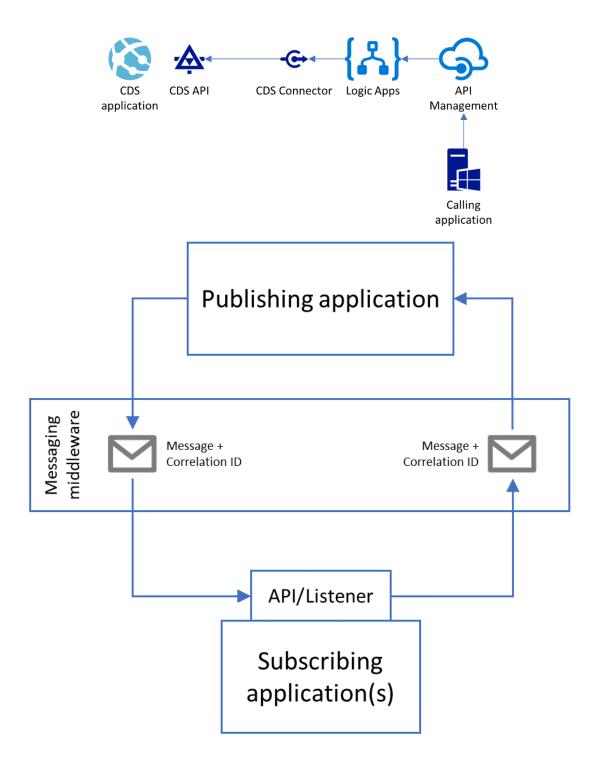


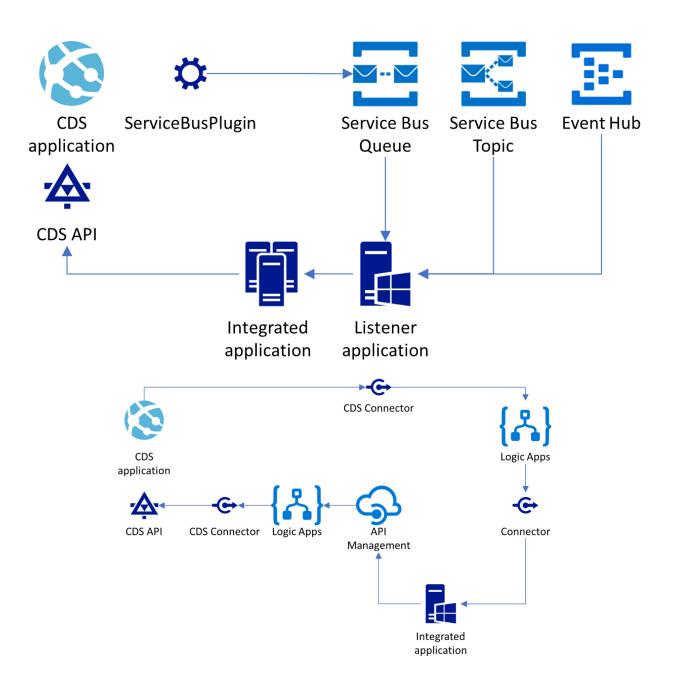


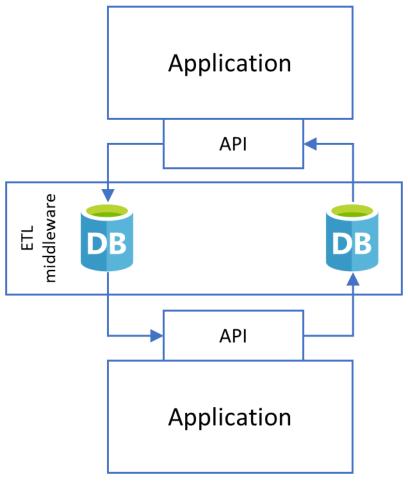


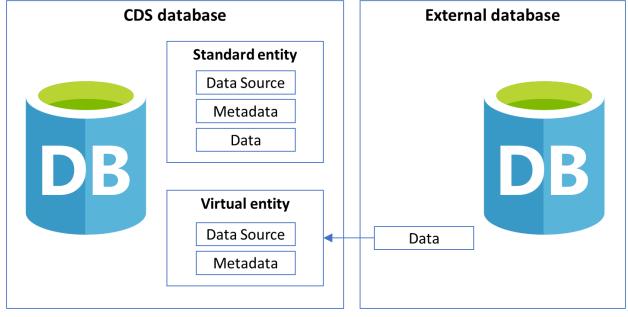




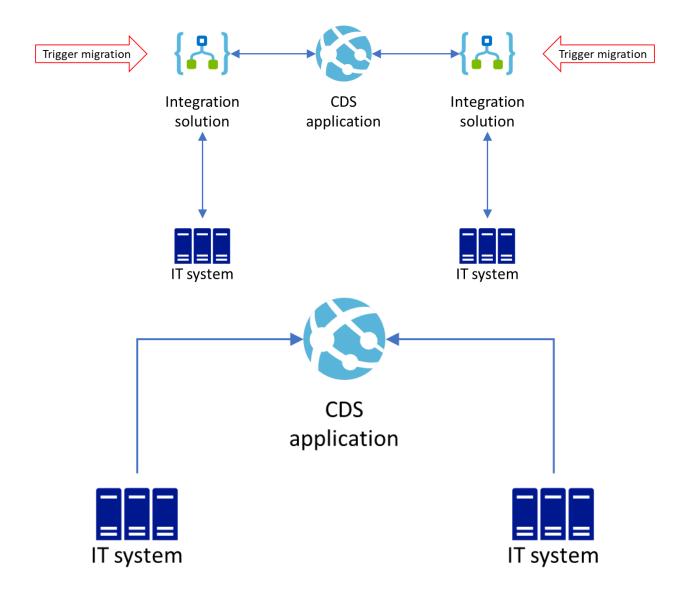


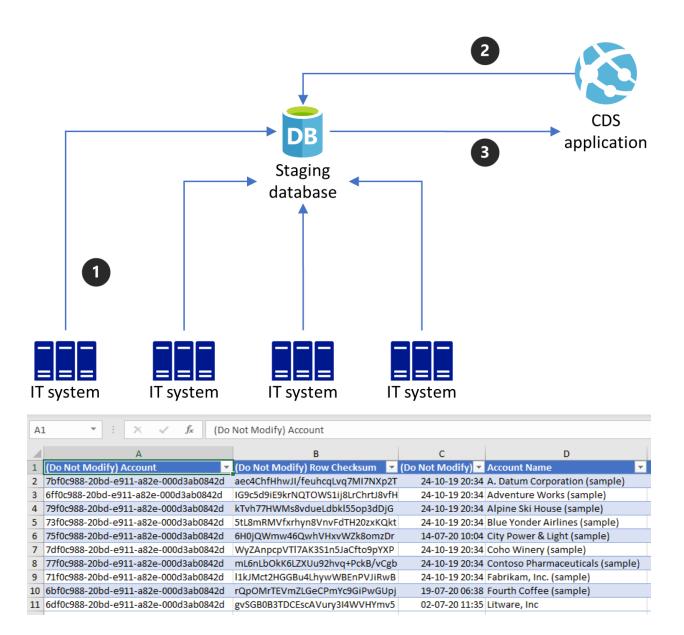






Chapter 10: Microsoft Power Platform Data Migration





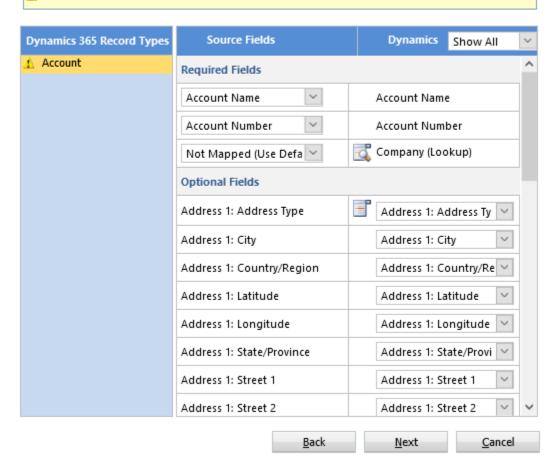
Map Fields

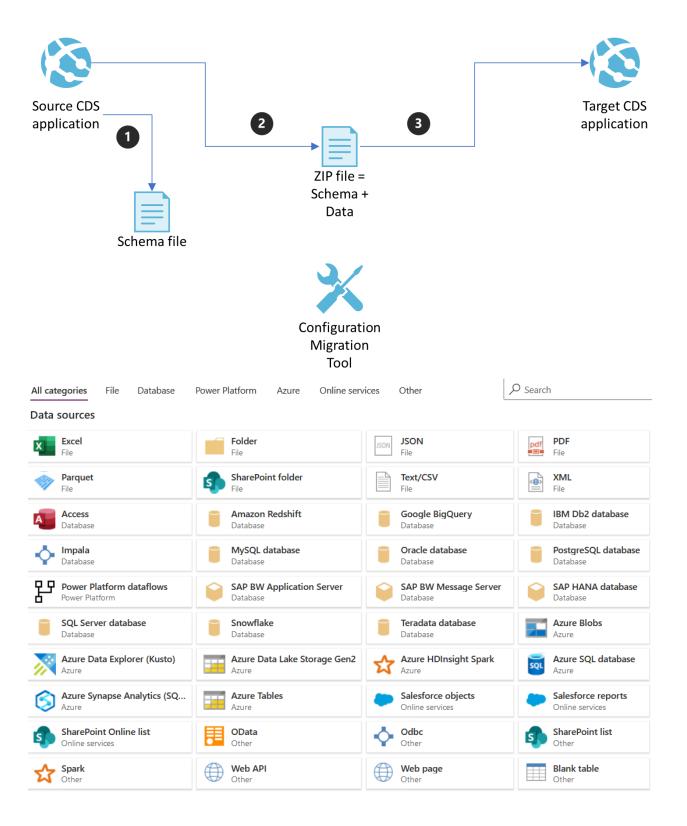


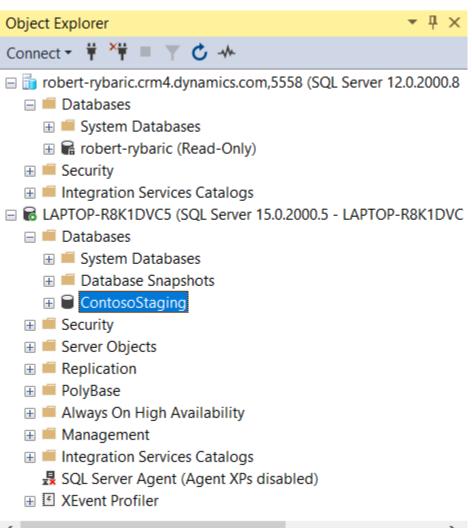
Select the Microsoft Dynamics 365 record type and map each source field to a target Microsoft Dynamics 365 field. We suggest that you map all the required fields before you click Next.

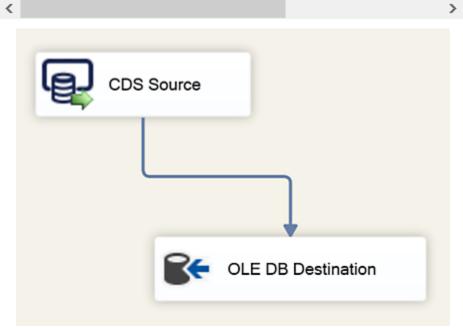


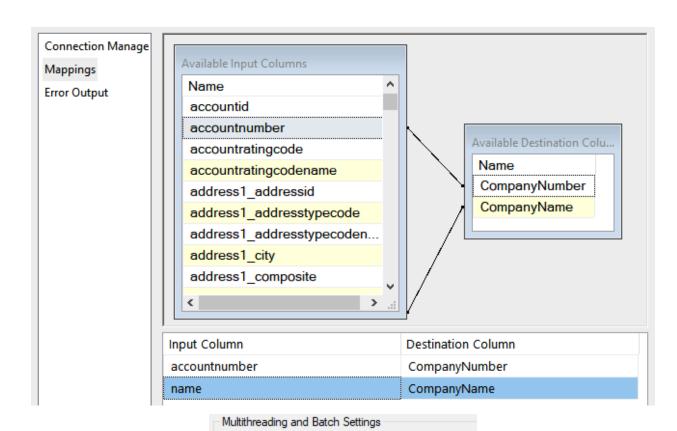
Map the unmapped fields, and then continue.











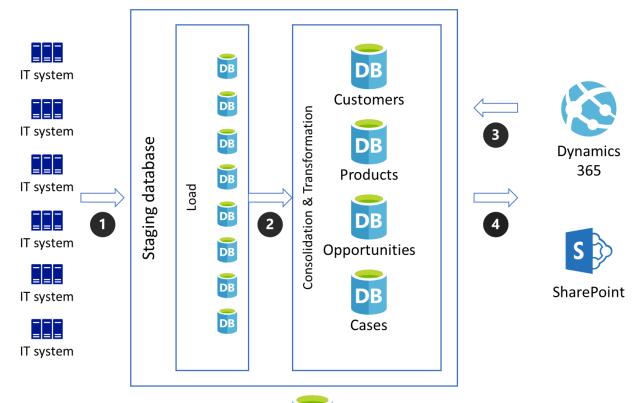
100

threads in total

Batch Size:

Use up to

✓ Enable Multithreaded Writing



SQL Server Integration Services