

MICROSOFT DYNAMICS Ecosystem map March 2021

> ERP Solutions

DYNAMICS 365 FINANCE Finance management for medium and large sized companies Revenue Recognition Credit management Intercompany Treasury Organization administration Accounts receivable Budgeting Audit workbench Accounts payable Cash and bank management Credit and collections Cost management Financials embedded Power BI Consolidations General ledger Fixed assets Expense management Payroll Asset leasing Tax Finance insights	DYNAMICS 365 SUPPLY CHAIN MANAGEMENT Supply chain management for medium and large sized companies Asset management Master planning Self service portal Retail headquarter management Transportation management Inventory management Human resources Production control Product information management Procurement and sourcing Service management Cost allocation Sales and marketing Questionnaire Project management and accounting Warehouse management Vendor collaboration Time and attendance Mixed Reality integration Inventory visibility Cloud & Edge scale unit Scale Unit Manager Rebate management IoT Intelligence	DYNAMICS 365 PROJECT OPERATIONS Project management Project sales management Project accounting Inventory-based projects Invoice summary page Price list management Microsoft Project integration Billing Project contracts management Requirements management Resource planning Schedule table Offer management Lead management Time and expense management Client management Teams collaboration Comprehensive project operations Upgrade from Dynamics 365 PSA	DYNAMICS 365 COMMERCE Retail management AI product recommendation Digital commerce Fraud protection integration Pricing B2B & B2C e-commerce Stores management Shift management Omnichannel excellence Dynamics 365 Commerce app marketplace Assortment management Customer segmentation and targeting Product categories Employee management Retail server Call centers Loyalty management Cloud scale unit Cloud POS & Modern POS Replenishment management Online stores Retail HQ Microsoft Teams Integration PayPal payments connector	DYNAMICS 365 BUSINESS CENTRAL Enterprise resource management for small and medium sized companies Planning Warehouse management Assembly management Production management Analytics XBRL Task management Service management Finance management Self service portal Accounts payable Treasury Inventory management Workflow Accounts receivable Budgeting Project management Human resource management CRM Microsoft Power Platform integration Fixed assets
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> CRM Solutions

DYNAMICS 365 SALES Sales management solution Client management Engagement platform Contact management Marketing Forecasting and Gamification Digital selling Pipeline manager workspace Order management Proposal management Lead management Product information management Competitors management Microsoft Teams Integration Microsoft Relationship Sales integration Dynamics 365 Sales mobile Business process management	DYNAMICS 365 SALES PROFESSIONAL Sales management for professionals Visual insights Simplified opportunity-to-invoice process Customer 360 view Sales data Business process flow Documents templates Document management Outlook add-in Teams add-in Forms pro support Sharepoint support	MICROSOFT RELATIONSHIP SALES Build customer relationships at scale with relationship selling LinkedIn Sales Navigator integration Relationship visualization Contacts analysis Next best action PointDrive integration InMail communications support
DYNAMICS 365 CUSTOMER SERVICE Customer service management Customer service center Connected customer service AI-suggested cases Queue management Case management Task management Service calendar management Product information management Client management Service management Omnichannel chat & calls Integration with Dynamics 365 Virtual Agent for Customer Service Unified intelligent routing Knowledge management Service scheduling migration tool	DYNAMICS 365 FIELD SERVICE Field service and maintenance management Connected field service Competence management Resource management Proactive service delivery Resource scheduling dashboard Resource planning Customer assets management Service orders management IoT alert AI-based suggestions Contracts/Offer management Sales Return management Billing Procurement management	DYNAMICS 365 MARKETING Marketing management AI powered analytics Customer journey Deep personalization experience Event management Client management Digital marketing Marketing campaign management Deeply personalized emails campaigns Layout editor Email A/B testing Support approvals using Microsoft Automate Microsoft Teams for virtual events support Customer journey management Logistic management Customer Insights integration

> Services

DYNAMICS 365 PLANNING OPTIMIZATION External micro service for planning Multi-tenant What if analysis Planning insights Hyper Scale External Signals support Real time	INVENTORY VISIBILITY ADD-IN FOR DYNAMICS 365 SCM External micro service for inventory Real time Improved performance Simply to share Simply to integrate	GLOBAL INVENTORY ACCOUNTING ADD-IN FOR DYNAMICS 365 SCM External micro service for inventory accounting Costing ledger Cost object policy Input measurement basis policy Cost flow assumption policy Simply to integrate
CONFIGURABLE BUSINESS DOCUMENTS REPORTING IN WORD AND EXCEL External micro service to setup documents Predefined templates Document lifecycle management Extended Data Model Routing	ELECTRONIC INVOICING ADD-ON FOR DYNAMICS 365 External micro service to setup documents Out-of-the-box integration with Dynamics 365 Apps Electronic invoice process configuration Regulatory Configuration Services (RCS) support Multiple e-invoice formats (XML, JSON, TXT, CSV) External web services including certification handling Configurable exception message handling	TAX SERVICE External micro service for taxes Out-of-the-box integration with Dynamics 365 Apps Configuration of tax service through the RCS Configurable tax matrix to automatically determine tax codes, rates, VAT ID Configurable tax calculation designer to define formulas and conditions Shared tax determination and calculation solution across legal entities

> Modular Solutions

DYNAMICS 365 HUMAN RESOURCES Human resource management People management Task management Compensation management Compliance HR programs optimization Alerts management Leave and absence management Employee and manager self service Employee development Organization and personnel management Employee transfer management Personal management Benefits management Learning Business processes management Performance management LinkedIn integration Skills management	DYNAMICS 365 OMNICHANNEL FOR CUSTOMER SERVICE Connect with customers thru different channels Communication panel management Next best action Single interface Agent configurator Agent dashboard / work items Video / audio calls support	DYNAMICS 365 UNIVERSAL RESOURCE SCHEDULING Schedule any data in Customer Engagement Multi-resource scheduling Fulfillment preferences Schedule board tab Resource crew scheduling	MICROSOFT DYNAMICS 365 - GAMIFICATION Employee and teams competitions management Gamification management KPI's management Gamification portal	FINANCE AND OPERATIONS MOBILE APP Mobile solution for Finance and Operations Predefined workspaces Custom workspaces designer Built-in integration with Dynamics 365 Optimization tool for offline capabilities	FIELD SERVICE MOBILE APP Mobile solution for Field Service Server data in real time Signature support Email integration Push notifications Access documents	
CUSTOMER PORTAL FOR DYNAMICS 365 SUPPLY CHAIN MANAGEMENT Power Apps portals template that create business-to-business (B2B) website Authentication and authorization Invitation process for customers to use the website Ability to view order history	DYNAMICS 365 CUSTOMER VOICE Enterprise feedback management application Personalized surveys Question builder Integrated customer data platform Partial response Pause and resume survey	DYNAMICS 365 UNIFIED SERVICE DESK Framework for call centers Note capturing Agent scripting Application integration Configurable toolbars Audit trails Session management Configurability UX themes	DYNAMICS 365 APP FOR OUTLOOK Customer Engagement solution for Microsoft Outlook Contacts and leads Link emails to contacts Relationship assistant Email templates Global search Phone calls and tasks	DYNAMICS 365 FOR PHONES AND TABLETS Unified app for phones and tablets Unified Interface Access to all apps Offline work support	DYNAMICS 365 CONNECTOR FOR LINKEDIN Seamless synchronization of LinkedIn leads LinkedIn authentication Matching strategy management	LIFECYCLE SERVICES Collaboration portal to manage the application lifecycle Environment management Business process library Updates management Implementation process control User management System diagnostic

> AI Solutions

DYNAMICS 365 CUSTOMER INSIGHTS Power personalized engagement with customer insights Data enrichment / Segmentation Customer journey Profile unification Next best interaction Customer cards Profile search & discovery Teams and Power Automate add-in Azure Synapse Analytics integration	DYNAMICS 365 CUSTOMER SERVICE INSIGHTS AI-driven insights and virtual agents in customer service Automated AI-driven cases grouping Agent suggestions Data proofing capabilities Customer satisfaction dashboard Intelligent workflow Topic details dashboard	DYNAMICS 365 SALES INSIGHTS AI-driven insights in sales Sales accelerator Notes analysis Natural language support Relationship intelligence Talking points Business data dashboard Natural language support	DYNAMICS 365 FINANCE INSIGHTS Built-in AI tools to improve cash flow Customer payment predictions Forecast bank balance Intelligent budget proposal Treasurer workspace External data for cash flow forecasting
DYNAMICS 365 CONNECTED STORE Real-time observational data to improve in-store operations Triggered real-time alerts Intelligent Command Center Integrated workflows with Microsoft Power Platform Inventory recommendations Venue/Zone management Equipment failures control	DYNAMICS 365 FRAUD PROTECTION AI anti fraud solution Adaptive AI technology Fraud protection network Loss prevention scale motion Transaction acceptance booster Behavioral and mobile fingerprinting	DYNAMICS 365 VIRTUAL AGENT FOR CUSTOMER SERVICE Virtual agent configuration tool Power Automate integration Virtual agent designer No code customizing Microsoft Dataverse integration Conversation tracing Transfer chat's to manager Customer satisfaction (CSAT) dashboards AI-assisted authoring Integrated Power Virtual Agents	MICROSOFT CUSTOMER DATA PLATFORM (CDP) Solution to the problem of disconnected customer data systems Marketing customer profile Sales customer profile Customer service profile Multi-source data analysis Predefined connectors

> Mixed Reality Solutions

DYNAMICS 365 PRODUCT VISUALIZE Place a 3D digital twin of product in real life Predefined integration with Dynamics 365 for Sales 3D animation View product in context Share key sales details	DYNAMICS 365 REMOTE ASSIST Mixed reality remote presence tool Notes support Mobile support Predefined integration with Teams File sharing Service and repairs	DYNAMICS 365 IMPORT TOOL Tool importing 3D models to MR solutions Optimize the converted 3D models Convert 3D models to GLB Layouts support	DYNAMICS 365 GUIDES Holographic instruction tool Capture work processes tool 3D models scaling Non-linear (branching) workflows Guides constructor Attachments support
DYNAMICS 365 REMOTE ASSIST (continued) Surveys and walkthroughs Remote cooperative work Asset Capture Mobile support Integration with Teams	DYNAMICS 365 IMPORT TOOL (continued) Send models to Microsoft HoloLens support Visio add-in support	DYNAMICS 365 GUIDES (continued) Step by step instructions Instructor cards management Spatial Triggers Productivity dashboards	

Power Platform

POWER AUTOMATE Robotic process automation Alerts Synchronization management Transparent processes between systems Predefined integration templates Mobile support Tasks automation Steps recorder Microsoft Teams integration UI Flows connector AI Builder integration Power Automate	MICROSOFT DATAVERSE Cloud-based, low-code data service and app platform Scheduled integration with other systems Transform and import data using Power Query One-time import of data Interacting with tables Business rules & flows Business logic with code Workflow	AI BUILDER Artificial intelligence solution Predefined AI models Data connectors Power Apps integration Power Automate integration Form processing Invoice processing Receipt processing IDs processing Signature detection	POWER VIRTUAL AGENT Intelligent virtual agents AI chatbots Bots analytics Voice interactions Adaptive Cards AI-assisted authoring Entities management	POWER APPS Business solutions tool Process automation Application constructor Microsoft Dataverse for Apps Built-in to Dynamics 365 products Built-in mixed reality	POWER APPS PORTALS Portal management Portal content management Knowledge base management Microsoft Azure Analysis Services support Authentication management	POWER BI Business intelligence solution Predefined dashboards Power BI Mobile Power BI Service Power BI Insights Apps Smart Narrative Embedded analytic Microsoft Dataverse for Analytics Big data foundation AI visualization
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> Industry accelerators

MANUFACTURING Foundational components for Manufacturing industry Enable new suppliers to contact a manufacturer Quality a new supplier Enable API data integration onboarding Maintain and provide ongoing visibility into supplier transactions Maintain and provide ongoing visibility into API data exchange Manage and approve access requests Manage and approve supplier requests Manage and track supplier health	AUTOMOTIVE Foundational components for Automotive industry Extensions to Common Data Model Sample model-driven apps Sample canvas apps for the Fleet Manager Individual solutions for Sales, After Sales, etc Test drive experience through AppSource Sample "Model.json" file	MEDIA AND ENTERTAINMENT Foundational components for Media industry Extensions to Common Data Model Event and venue management Sports management Ticket sales Guest management Display and advertising sales A sample power portal app	NONPROFIT Foundational components for Nonprofit industry Extensions to Common Data Model A Program design template application Connect logframes Awards Case management Constituents Delivery frameworks Fundraising IATI Hub Project management & program design Assessment management Sample Power BI dashboards Deployable sample data Data integrator templates Test drive experiences through AppSource	EDUCATION, INCLUDING HIGHER EDUCATION AND K-12 Foundational components for Education industry Extensions to Common Data Model K-12 parent and student portal A student portal Advisor dashboard A business partner dashboard The Accomplishment extension The Grants phone app Sample model-driven apps Test drive experiences through AppSource	FINANCIAL SERVICES, INCLUDING BANKING AND INSURANCE Foundational components for Finance industry Extensions to Common Data Model Sample files to implement the banking data model Individual solutions for retail and commercial banking Test drive experiences through AppSource	MICROSOFT CLOUD FOR HEALTHCARE Set of solutions for the healthcare market Care management Home Health Patient Access Patient Outreach Patient Service Center
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Microsoft Platform

MICROSOFT AZURE Cloud computing solution Azure Bot Machine Learning Logic Apps IoT Suite Cloud computing Cognitive Services DevOps AppSource Regression Suite Automation Tool	MICROSOFT 365 Office solutions SharePoint Outlook Word Skype Teams Excel Project Visio Planner Excel	MICROSOFT GRAPH Gateway to data and intelligence Manage employee profiles Excel integration Convert documents Real-time updates Microsoft Graph API
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