



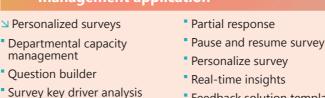
Question builder

Integrated customer data









Feedback solution templates

Multichannel survey distribution

DYNAMICS 365 VIRTUAL AGENT

FOR CUSTOMER SERVICE

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 account information

Ability to view order history

**CUSTOMER PORTAL FOR** DYNAMICS 365

Ability to create orders

Pre-configured user roles and entity permissions

**REMOTE ASSIST** 

**Mixed reality remote** 

Vaccination management **Power app solution** Support and assistance portal

■ Contact Support Supp Registration and appointment

MANAGEMENT

Provider and support portal Frontline worker app

**PRODUCT VISUALIZE** 

Place a 3D digital twin

of product in real life

MICROSOFT VACCINATION

## **AI Solutions** DYNAMICS 365 **SALES INSIGHTS AI-driven insights** in sales Sales accelerator Assistant studio Notes analysis Conversation intelligence Natural language support Advanced forecasting Relationship intelligence and pipeline intelligence Talking points

Sales Coaching

& Call Intelligence

Matching strategy management

DYNAMICS 365 CUSTOMER **SERVICE INSIGHTS** AI-driven insights and virtual agents in customer service △ Automated AI-driven Virtual agents cases grouping KPI summary dashboard Agent suggestions

Configurability

UX themes

Data proofing Customer satisfaction Intelligent workflow Topic details dashboard Case resolution dashboard

Agent scripting

Application integration

Configurable toolbars

Incoming cases Teams and Power Knowledge search Natural language

support

CUSTOMER INSIGHTS **Power personalized engagement** ■ Data enrichment / Segmentation Synapse workspace Relationship Customer journey

**DYNAMICS 365** 

Profile unification Next best interaction Customer cards Profile search & discovery Teams and Power Automate add-in

Next best offer recommendations Engagement insights Audience insights Metrics builder Integration with Microsoft Clarity Analytics integration Integration with Segment analysis

**DYNAMICS 365** 

FINANCE INSIGHTS

integration Virtual agent designer No code customizing Microsoft Dataverse Conversation tracing

Virtual agent

■ Power Automate

configuration tool

Transfer chat's to manager Customer satisfaction (CSAT) dashboards AI-assisted authoring Integrated Power

\* Knowledge and service Video calling File sharing Service and repairs

presence tool

→ HoloLens-based

Surveys and walkthroughs Remote cooperative work Asset Capture Mobile support

Integration with Teams

**Mixed Reality Solutions** 

→ Predefined integration View product in context with Dynamics 365 Share key sales details for Sales Notes support 3D animation Mobile support

 Predefined integration with Teams

**DYNAMICS 365** FRAUD PROTECTION AI anti fraud

Business data dashboard

Predictive lead/opportunity

Adaptive AI technology Test and verify rules Fraud protection network Risk decisioning dashboard Loss prevention scale Customer escalation support Transaction acceptance Payment Service Provider (PSP) support Behavioral and mobile Loss prevention

**DYNAMICS 365** CONNECTED STORE **Real-time observational data** to improve in-store operations Shopper analytics

Intelligent Command Center Integrated workflows with Microsoft Power Platform Inventory recommendations Venue/Zone management

**POWER BI** 

→ Predefined dashboards

**Business intelligence** 

Equipment failures Daily Summary dashboards Customer acquisition funnel Integration with video camera's

Anomaly detection

 Shift management recommendations Queue management Display effectiveness analytics Triggered real-time

od ai builder

Integration with IoT

**Artificial intelligence** 

**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

MICROSOFT CUSTOMER DATA PLATFORM (CDP) Solution to the problem of

■ Unify data for real-time Customer service profile Multi-source data analysis Marketing customer profile Predefined connectors Sales customer profile

**DYNAMICS 365 GUIDES** Holographic

Non-linear (branching)

Attachments support

Guides constructor

workflows

3D models scaling Instructor cards

**DYNAMICS 365 IMPORT TOOL** Tool importing 3D models to MR solutions → Optimize the converted

3D models

to GLB

Convert 3D models

Layouts support Send models HoloLens support Visio add-in support

## **Power Platform**

POWER **AUTOMATE Robotic process** automation

> Microsoft Teams integration UI Flows connector AI Builder integration Power Automate Desktop Document automation Solution-based flows

Process advisor Robotic Process Automation

Power Automate visual Power BI Insights Apps Power PI Service Embedded analytic Smart Narrative Big data foundation Microsoft Dataverse for Analytics

AI visualization Power BI Mobile

Predefined AI models Data connectors Power Apps integration Power Automate Form processing

MICROSOFT DATAVERSE

Cloud-based, low-code data

Invoice processing Receipt processing IDs processing AI Builder features in Microsoft Teams Signature detection

Teams Process automation Application constructor Microsoft Dataverse for Apps Built-in to Dynamics 365 products Built-in mixed reality

POWER APPS MOBILE

**POWER APPS** 

Converged mobile app Testing and debugging Export to different

• Health team productivity Async OnSave events Data interoperability Clinical analytics Operational analytics Build apps for Microsoft

## FINANCIAL SERVICES Capabilities to manage health data in healthcare organizations

Capabilities to manage financial services data for financial services organizations → Unified customer profile

MICROSOFT CLOUD FOR

Spatial Triggers

**Microsoft Cloud for Industry** 

Productivity dashboards

Remote sales and service Customer onboarding Banking customer engagement Loan manager Financial crime protection Risk analytics

Volunteer Management Nonprofit marketing template Deliver effective programming Accelerate mission outcomes

**MICROSOFT CLOUD** 

**FOR NONPROFIT** 

**Capabilities to manage** 

→ Volunteer Engagement

nonprofits organizations

Steps recorder POWER VIRTUAL AGENT

Alerts

Synchronization

between systems

Mobile support

Tasks automation

Transparent processes

Predefined integration

management

**Intelligent virtual agents** 

■ AI chatbots Graphical interface No code development Bots analytics Integration with Bot Voice interactions Framework Composer **Adaptive Cards** Multi-turn topic ' AI-assisted authoring Entities management Predefined connectors **POWER APPS PORTALS** 

**Portal management** 

→ Portal content management \* Knowledge base management Microsoft Azure Analysis Services support Authentication management

One-time import Relevance search integration in portals of data

service and app platform Scheduled integration

■ Compare the second s with other systems Transform and import Business logic data using Power Query

Workflow

• Interacting with tables Business rules & flows Data archival

Canvas apps Built-in integration with Dynamics 365 Optimization tool for offline capabilities

**Mobile solution** 

for Power Apps

**MICROSOFT CLOUD** FOR MANUFACTURING **Capabilities to manage** 

manufacture organizations

**MICROSOFT CLOUD** 

□ Connected patient experiences

Patient insights

Virtual health

**FOR HEALTHCARE** 

Frontline worker Production operations empowerment Learning and knowledge management Operational visibility

digital thread Asset productivity

Supply chain visibility Digital twins and Product development **Capabilities to manage** retail organizations

**FOR RETAIL** 

≥ E-commerce personalization Multichannel fulfillment Integrated customer Digital advertising Digital and smart stores Shopper analytics Loss and fraud Inventory management Retail media Anywhere commerce

**MICROSOFT CLOUD** 

**FOR SUSTAINABILITY** Help companies measure, understand and take charge of their carbon emissions into one view

**MICROSOFT CLOUD** 

 Customers a sustainability scorecard Customers emission reduction goals Emissions reporting

Created by Vadim Ko

## **Microsoft Platform**

MICROSOFT 365 **Office solutions** 

Outlook Project Word Visio Planner Skype Excel Teams

**MICROSOFT AZURE** 

**Cloud computing solution** 

Azure Bot Machine Learning Logic Apps IoT Suite Cloud computing

Cognitive Services DevOps AppSource Regression Suite

MICROSOFT GRAPH **Gateway to data and intelligence** 

Manage employee profiles Excel integration Convert documents Real-time updates Microsoft Graph API

**MICROSOFT VIVA Employee experience platform**  ■ Viva Topics Viva Connections Viva Learning Viva Insights