MICROSOFT DYNAMICS 365 ECOSYSTEM MAP JULY 2022 SERVICES **ERP SOLUTIONS** INVENTORY **DYNAMICS 365** GLOBAL REGULATORY **DYNAMICS 365 DYNAMICS 365 DYNAMICS 365 SUPPLY DYNAMICS 365 ELECTRONIC VISIBILITY INVENTORY** CONFIGURATION **PLANNING PROJECT OPERATIONS** COMMERCE CHAIN MANAGEMENT INVOICING OPTIMIZATION ADD-IN ACCOUNTING SERVICE Project External micro service Supply chain management for Finance management for medium Retail External micro service **External micro service** medium and large sized and large sized companies for planning for inventory accounting > Fixed assets Out-of-the-box integration > Project sales Al product > Product categories Costing ledger > Out-of-the-box integration Asset managemer > Project management Revision and activation Inventory allocation Revenue Recognition Suggestions to optimize existing supply of quotes > Integrated with Dynamics 365 Apps with Dynamics 365 Apps and accounting > Centralized calendar maintenance Allocation rules Cost object policy Credit managemen Expense management Master planning management recommendation > Project accounting > Demand Driven Material Requirements > Fallback shared inventory pool > Support for all functionality that > Pavroll > Inventory visibility > Warehouse > Resource planning Digital commerce > Input measurement basis > Electronic invoice process experimentations is provided by Electronic reporting (ER) Fraud protection > Employee Asset leasing Modern approvals > Schedule table Soft reservation configuration Retail headquarte Planning management > Regulatory Configuration > Cost flow assumption policy Available-to-promise (ATP) > Vendor collaboration > A prerequisite to configure new Subcontractor Offer managemen Planning insights management integration management > Retail server globalization microservices > Time and attendance > Dual currencies & valuations Services support > Transportation Management Subcontracting support functionality Lead management management Make-to-order supply automation > Multiple e-invoice formats > Call centers > B2B & B2C e-commerce Mixed Reality integration > Full support WHS-enabled items > Support for new globalization feature management Inventory-based projects Time and expense > Self service portal > External Signals support Loyalty management (XML, JSON, TXT, CSV) Audit workbench > Power Apps mobile Stores management Inventory managemen Invoice summary page management > Price list management > Shift management Distributed hybrid > Cloud scale unit > Scheduling with finite capacity > Support for centralized publication, > External web services including Accounts payable Production control Client management storage, and sharing of custom > Cloud POS & Modern Omnichannel excellence > Capability-based resource allocation topology > Product information Microsoft Project Teams collaboration certification handling Cash and bank management > Finance insights > Capable-to-promise support > Engineering change > External Project > Dynamics 365 Commerce Mobile offline Credit and collections configurations management integration Microsoft Dataverse > Procurement and Cost management management Operations planning app marketplace Replenishment Process manufacturing support > Scale Unit Manager > Financials embedded > Project contracts Comprehensive projec Assortment management management > Rebate management > Subscription billing Direct fiscal Power BI Service management management operations TAX **FINANCIAL** INTELLIGENT RESOURCE > Embedded Teams Consolidations > Globalization Studio Cost allocation Requirements integration from POS > Upgrade from YEAR-END CLOSE > Sales and marketing collaboration SCHEDULING > General ledger from POS Dynamics Online stores CALCULATION management **DIMENSION FULFILLMENT** MICRO-SERVICE **OPTIMIZATION ADD-II** > Retail HQ Customer segmentation Order management **SERVICE SERVICE OPTIMIZATION** Microsoft Teams returns App **External micro service** External micro service Extended schedule **External micro service** External micro service for taxes tor financial dimensions optimization solution for fulfillment for year-end closing **DYNAMICS 365 DYNAMICS 365 HUMAN DYNAMICS 365 BUSINESS** Out-of-the-box integration with I > Improve resolving financial I → Specify balance sheet financial INTELLIGENT ORDER **RESOURCES CENTRAL** Dynamics 365 Apps Customer Service, and Project › Quickly adapt to order changes dimensions thru importing dimensions MANAGEMENT > Configuration of tax service Service Automation support > Supplier availability issues tracing > Reverse a year-end close Support large numbers through the RCS of importing journals > Improved customer retention > Proactive react om spike in demand Year-end closing templates **Enterprise resource management for small** Order management Human resource Configurable tax matrix to automatically and medium sized companies Overnight and Emergency Maintains the history and audit trail management Operate on the data in parallel solution determine tax codes, rates, VAT ID scheduling > Single Resource Optimization > Configurable tax calculation designer Organization and personnel Planning functionality > Automate order fulfillment > Bank and payment reconciliations > People management to define formulas and conditions > Simulation > Warehouse management > Workflow Application monitoring Task management management > Achieve scale > Shared tax determination and calculation Accounts receivable > Fulfillment Insights Compensation management > Employee transfer management Assembly management > Technician efficiencies and _ _ _ _ _ _ solution across legal entities > Production management > Budgeting > Smart fulfillment orchestration Personal management Compliance reduced cost Accepting multiple documents > Intelligent talent management Benefits management Analytics > Project management > E-commerce real time integration in one API call > XBRI Integration with learning > Real-time omnichannel inventory data > HR programs optimization > Human resource management Multiple tax registration numbers > Task management > Real-time visibility into orders > CRM Alerts management management system providers Microsoft Power Platform › Business processes management > Service management > Fulfillment optimization using > Leave and absence management > Performance management > Employee and manager self service > Finance management reinforcement learning integration Microsoft Teams integration > Self service portal Integrated operational efficiency dashboards > Employee development > LinkedIn integration > Skills management Accounts payable > Shopify connector Order visibility and insights > Fixed assets Integration management Treasury (B) (B) (B) AI SOLUTIONS Outlook add-in > Teams integration 200 Inventory management > Provider integrations **DYNAMICS 365 DYNAMICS 365 SUPPLY DYNAMICS 365 DYNAMICS 365 CUSTOMER SERVICE CUSTOMER INSIGHTS CONNECTED SPACES CHAIN INSIGHTS INSIGHTS** CRM SOLUTIONS Power personalized engagement Real-time observational data Al-driven insights Al-driven insights and virtual in supply chains with customer insights to improve in-store operations agents in customer service **DYNAMICS 365 DYNAMICS 365** Configurable > KPI summary > Intelligent decisions Digital twins > Enrich demand and Automated Al-driven Segment analysis Data enrichment / **DYNAMICS 365 DYNAMICS 365 DYNAMICS 365** Al-powered skills of the supply chain **CUSTOMER SERVICE** Segmentation Synapse workspace with actionable insights supply signals with dashboard cases grouping CUSTOMER SALES FIELD SERVICE MARKETING > Relationship Customer journey Shopper analytics > Privacy controls Actionable insights Agent suggestions external events Incoming cases **PROFESSIONAL** SERVICE Intelligent Command Center > Anomaly detection Customer data platform powered by Al Prebuilt connectors to Data proofing management dashboard Field service and Marketing Next best offer > Teams and Power Consent Management > Shift management > Proactively avoid disruptions common platforms capabilities **Customer service management** Inventory recommendations Sales management **Customer service** Profile unification Customer satisfaction Venue/Zone management > Supply chain maps Risk prediction Automate add-in maintenance management management recommendations recommendations > Teams-based dashboard Transactional churn model > Engagement insights > Equipment failures control > Knowledge search > Smart case manager › Queue management Customer cards Daily Summary dashboards analytics collaboration tool Audience insights Supply and demand > Intelligent workflow historical analytics > Forecast case and conversation > Connected field service > Personalize service Al powered analytics Client management Selective data sharing > Profile search & discovery > Topic details dashboard Metrics builder Display effectiveness simulations Natural language Conversation intelligence volumes > Competence management Intuitive agent experiences Customer journey orchestration Teams and Power > Integration with Microsoft > Computer vision & Al Multiple tiers of supplier's > Secure collaboration Case resolution support Insights-based sales acceleration Customer service center Knowledge-driven case management Resource planning & management → Deep personalization experience Automate add-in > Triggered real-time alerts ___ support support > Engagement platform Customer satisfaction insights > Event management > Connected customer service > Proactive service delivery Unlock trends and Azure Synapse Analytics > Integration with Microsoft Integration with video > Proactive activity notification > Deep AI intelligence > Resource scheduling dashboard Agent experiences & productivity > Client management Advertising patterns l camera's Forecasting and pipeline intelligence Al-suggested cases Actionable insights > Empower frontline workers Digital marketing Facilitating digital selling > Marketing campaign management › Queue management Agent performance optimization > Customer assets management **DYNAMICS 365 DYNAMICS 365 DYNAMICS 365 DYNAMICS 365** > Pipeline manager workspace > 360-degree view of customer journeys > Case management > Deeply personalized emails Service orders management **DYNAMICS 365** VIRTUAL AGENT FOR > IoT alert Al-based suggestions Order management Task management Operational costs management **MARKET** FRAUD campaigns **FINANCE** SALES INSIGHTS **CUSTOMER SERVICE** Service calendar management > Proposal management Self-service portals > Contracts/Offers management > Layout editor **INSIGHTS PROTECTION INSIGHTS** > Email A/B testing > Lead management > Product information management > Service operations optimization Al-driven insights Al-driven insights **Built-in Al tools to improve** Al anti-fraud Virtual agent Modular work order pricing > Power Automate flow support > Product information management Client management **MICROSOFT** > Return management > Process manufacturing support > Built-in Microsoft Teams chat Service management RELATIONSHIP Competitors management > Service-level agreements Customer journey management > Power Automate integration Adaptive AI technology Sales accelerator Industry insights Customer payment predictions SALES > Microsoft Relationship Sales integration > Procurement management Omnichannel voice Logistic management > Virtual agent designer > Fraud protection network > Forecast bank balance Notes analysis Competition insights > All-in-One digital contact center > Process automation > Customer Insights integration Natural language support Intelligent budget proposal Build customer relationships > Loss prevention scale motion Consumer insights > No code customizing at scale with relationship selling Microsoft Dataverse integration > Integration with Dynamics 365 Virtual Relationship intelligence > Transaction acceptance booster Treasurer workspace > Visual insights Al assisted query builder > External data for cash flow Talking points Alert notifications Conversation tracing > Behavioral and mobile fingerprinting Agent for Customer Service > Simplified opportunity-to-invoice process Business data dashboard > Business data dashboard > Transfer chat's to manager > Test and verify rules forecasting Unified intelligent routing > Pipeline management > LinkedIn Sales Navigator integration Predictive lead/opportunity scoring Customer satisfaction (CSAT) > Protect native mobile applications against fraud > Customer 360 view > Knowledge management > Relationship visualization > Risk decisioning dashboard Assistant studio dashboards Relationship intelligence > Teams integration - Al-generated > Opportunity risks management Conversation intelligence Customer escalation support tool Al-assisted authoring > Business process flow conversation > Contacts analysis Advanced forecasting and pipeline > Integrated Power Virtual Agents > Protect Power Apps portals products against fraud > Timeline view > Document management Next best action Payment Service Provider (PSP) support intelligence Call intelligence and transcription Outlook add-in > Smart Links integration Sales Coaching & Call Intelligence Search functionality for fraud managers > Teams collaboration > InMail communications support Integration wizard . Loss prevention COLLABORATION SOLUTIONS **DYNAMICS 365 DYNAMICS 365 DYNAMICS 365 DYNAMICS 365 DYNAMICS 365** CONFIGURABLE STORE **INVENTORY DYNAMICS 365 DYNAMICS 365 OMNICHANNEL FOR BUSINESS DOCUMENTS** UNIFIED SERVICE UNIVERSAL **FIELD SERVICE** CONNECTOR COMMERCE APP VISIBILITY APP SALES MOBILE APP APP FOR OUTLOOK **CUSTOMER SERVICE** REPORTING FOR LINKEDIN DESK RESOURCE **MOBILE** Mobile app Model-driven power app Microsoft Office-based Windows basedapplication Schedule any data in **Customer Engagement solution** Seamless synchronization Connect with customers Framework for Field Service for Dynamics 365 Sales thru different channels for Microsoft Outlook of LinkedIn leads for call centers > Dedicated hardware station support → On-hand configuration > LinkedIn authentication > Predefined templates > Reminders about customers Multi-resource scheduling Note capturing > Server data in real time Communication panel Contacts and leads > Cloud POS based interface → Soft reservation configuration Drive leads from Facility scheduling > Link emails to contacts > Document lifecycle management > Post-meeting work Signature support Agent scripting management > Extended Data Model > Real-time on-hand inventory > Email integration Next best action > Relationship assistant Sponsored Content > Chromium engine support Application integration > Contacts search Resource pools > Email templates > Configurable toolbars > Routing Cash-and-carry transactions > Fulfillment preferences > Push notifications Matching strategy Day planning queries Single interface > Global search > Cash management > Audit trails > Posting reservation requests Agent configurator Mobile optimized device Access documents management > Windows 10 support > Phone calls and tasks > Agent dashboard / work items > Shift management > Inventory on-hand with all keyboards > Session management > Schedule board tab > Video / audio calls support > Configurability Customer engagement dimensions Assisted selling UX themes > Resource crew scheduling > Client management Order processing/fulfillment ⊕--□ Inventory management > Built-in reporting > Dynamics 365 Commerce integration **DYNAMICS 365 DYNAMICS 365 PROCESS CUSTOMER PORTAL FOR** FINANCE & OPERATIONS SALES ANALYTICS LIFECYCLE **FUNDRAISING AND** CONNECTED **DYNAMICS 365 SUPPLY** (DYNAMICS 365) CUSTOMER **FOR PHONES ANALYTICS FOR** FOR DYNAMICS **SERVICES** FIELD SERVICE **ENGAGEMENT** CHAIN MANAGEMENT **MOBILE APP** AND TABLETS VOICE 365 SALES **DYNAMICS 365 Unified CRM app Enterprise feedback** Mobile app Solution for donor and Collaboration portal to manage Solution to integrate Dynamics 365 Power BI app Power BI app for Dynamics Power Apps portals template that for Dynamics 365 Sales for ERP solutions the application lifecycle Field Service and Azure IoT for phones and tablets 365 business process flow management application creates business-to-business constituent engagement > Sales Performance > Reduce downtime > Process stages funnel insights > Unified Interface > Authentication and authorization > Authentication and authorization > Environment management Attract, retain, and grow donor and > Personalized surveys Departmental capacity management > Sales Leaderboard > Address issues faster > Business process flow insights Access to all apps > Invitation process for customers to use > View, edit, and act on business data supporter bases › Business process library › Question builder > Service performance track > Mobile workspaces management > Azure IoT Central support Drive fundraising efficiency > Win/Loss Analysis Offline work support the website Updates management Survey key driver analysis Azure IoT Hub support → Sales Pipeline Ability to view order history > Optimize the offline capabilities Donation management > Custom dashboards > Implementation process control > Integrated customer data platform > Extensible IoT provider framework > Sales Activity > Easy to create mobile app from main Ability to create orders > Event management User management > Partial response > Ability to view account information Customization analysis > IoT diagnostics > Lead Analysis solution > Campaign management Pause and resume survey > Personalize survey > Pre-configured user roles and entity > Predefined mobile workspaces > Simulator > Transaction management Asset library > Account Analysis > Real-time insights > Revenue management > License sizing estimator > Feedback solution templates > System diagnostic > Multichannel survey distribution **DYNAMICS 365 DYNAMICS 365 DYNAMICS 365 CUSTOMER** OMNICHANNEL POWER **DYNAMICS 365 CUSTOMER** COMMERCE **WAREHOUSE MANAGEMENT TELECOMMUNICATIONS** MEDIA & ENTERTAINMENT SERVICE COMMUNITY VIRTUAL AGENT EXTENSION SERVICE ADMIN CENTER ANALYTICS **MOBILE APP ACCELERATOR** ACCELERATOR Build-in app for Microsoft Power Virtual Agent extension for Dynamics **Customer Services** Fuel automation & innovation **Community management** Build apps for fan & guest experiences Build-in app for warehouse workers in for Dynamics 365 Customer Service Omnichannel messaging capabilities for the Telecommunications Industry Dynamics 365 Commerce and content production administration tool Dynamics 365 SCM → Sales analysis Mobile bar code support > Dynamics 365 messaging support > Consolidated administration > Place management > Fan and Guest Engagement > Full portal configuration > Telco Sales > Content Production > Real-Time Insights > Cases details support > Task-oriented site map Margin analysis > Idea forums > Customer details support > Deep links to manage features > Task Management Content moderation Maintenance scheduling > Event and venue management > Return analysis > Self-Registration support > Feature landing pages Community feedback › Quality management Maintenance activities calendar Discount analysis > Microsoft Teams integration > Wizard-like getting started Manage security roles > Plant maintenance > Payment analysis Inventory counting 念 > Modern Community portal > Transfer / Receiving / Shipping Customer analysis experience Location layouts template > Comparision analysis > Web analytics POWER PLATFORM **POWER VIRTUAL POWER POWER POWER APPS MICROSOFT POWER APPS** POWER **POWER BUILDER AUTOMATE** AGENT **PAGES** APPS **PORTALS** MOBILE **DATAVERSE** Artificial intelligence Portal Cloud-based, low-code data service Mobile solution Low-code software as a **Business intelligence** Robotic process Business service (SaaS) platform automation solutions tool management and app platform for Power Apps > Predefined dashboards > Process automation > Al chatbots > Predefined AI models > Scheduled integration with other → Model App designer > Customizable templates > Portal content management Alerts Synchronization management Bot's analytics > Power BI Premium & Pro Content intelligence > Knowledge base management > Power Pages design studio Application constructor Model-driven apps > Microsoft Azure Analysis Services support > Dataverse integration > Power Automate visual Model-driven app in-app notifications Voice interactions > Access near real-time data and Integrated learning hub > Transparent processes between systems Data connectors Microsoft Dataverse for Apps > Simplified authoring experience for > Predefined integration templates Power BI Insights Apps Power Apps integration Support data loss prevention Authentication management read-only snapshot data > Canvas apps > Embedded analytic Adaptive Cards > Full Power Automate experience > Built-in to Dynamics 365 products > Portals support for image/file columns in > Transform and import data using makers Mobile support > Power Automate integration > Big data foundation Microsoft Dataverse Model versioning Al-assisted authoring > Built-in integration with Dynamics 365 > Tasks automation Built-in mixed reality Power Query > Responsive rendering Al visualization > Portals audit logging Optimization tool for offline capabilities Advanced development > AI model performance information Analyze incremental updates > Build apps for Microsoft Teams > Entities management Form processing > Portals Web API Microsoft Teams integration > Power BI Mobile Document automation Converged mobile app Graphical interface of vour Dataverse data capabilities > Power PI Service > No code development One-time import of data > Invoice processing > Testing and debugging tool Security and governance > UI Flows connector > Dataverse search integration > Integration with Bot Framework > Al Builder integration Smart Narrative > Receipt processing > Co-presence in records Interacting with tables > Unified desktop recorder > Business rules & flows Automated Insights > IDs processing Intelligent formula repair in Power Fx Composer Native PowerPoint integration > Al Builder features in Microsoft > Multi-turn topic suggestions > Business logic with code Document automation solution > Easy record sharing Solution-based flows Async OnSave events > Predefined connectors Automatically create reports in > Dataverse results in Microsoft Teams > Signature detection > Process advisor Collaborate with other makers Dynamics 365 Search > Data archival > Undo and redo in cloud flows > Quarantine of non-compliant Power Apps > Error bars processing > Export to different formats Unstructured document processing Microsoft Dataverse for Analytics > Power Automate is part of Windows 11 MICROSOFT CLOUD FOR INDUSTRY MICROSOFT CLOUD MICROSOFT CLOUD MICROSOFT CLOUD MICROSOFT CLOUD MICROSOFT CLOUD MICROSOFT CUSTOMER MICROSOFT CLOUD FOR HEALTHCARE FOR FINANCIAL SERVICES **FOR NONPROFIT** FOR MANUFACTURING FOR SUSTAINABILITY **EXPERIENCE PLATFORM FOR RETAIL** Capabilities to manage Capabilities to manage Capabilities to manage health data in Capabilities to manage financial services data Capabilities to manage Help companies measure, understand and **Customer engagement** for financial services organizations healthcare organizations nonprofits organizations manufacture organizations take charge of their carbon emissions retail organizations solution Connected patient experiences > Volunteer Engagement Unified customer profile > E-commerce personalization > Connect emissions data sources > Rich out-of-the-box AI and insights > Frontline worker empowerment > Al-orchestrated customer journeys > Volunteer Management Learning and knowledge Digital advertising Remote sales and service into one view > Patient insights Digital and smart stores > Consent, governance, and privacy > Virtual health Customer onboarding Nonprofit marketing template management Connection catalog > Loss and fraud prevention > Deliver effective programming > Dynamic calculation service Care team collaboration Operational visibility > Wealth management management Operational-specific dashboards > Event management > Accelerate mission outcomes Health team productivity Asset productivity Banking customer engagement Anywhere commerce conversior > Data-driven scorecards and goals > Data interoperability Retail banking > Payment processing Multichannel fulfillment Digital advertising > Production operations Supply chain visibility > Audience intelligence > Integrated customer service > Public reporting > Clinical analytics > Loan manager > Web traffic monetization > Digital twins and digital thread Shopper analytics > Actionable insights Operational analytics > Intelligent appointments > Product development > Financial crime protection > Inventory management > Emissions reporting > Retail media Digital selling General insurance Collaboration manager > Data orchestration > Risk analytics MIXED REALITY SOLUTIONS MICROSOFT PLATFORM MICROSOFT MICROSOFT MICROSOFT MICROSOFT **MICROSOFT DYNAMICS 365 DYNAMICS 365 DYNAMICS 365** DYNAMICS 365 **AZURE** GRAPH **REMOTE ASSIST** PRODUCT VISUALIZE **IMPORT TOOL** GUIDES Place a 3D digital twin of product Cloud computing Mixed reality remote Holographic **Tool importing 3D models** Gateway to data **Employee experience** Powerful and flexible canvas with portable components instruction tool solutions solution and intelligence to MR solutions platform presence tool Optimize the converted > Send models SharePoint OneDrive > Predefined integration Azure Bot Viva Topics > Remote > Touch activity menu > HoloLens-based Notes support Attachment's support Manage employee profiles Shared spaces Mobile support with Dynamics 365 One to One calling > Viva Connections 3D models to Microsoft Outlook > Project cooperative work Step by step Machine Learning > Excel integration > Atomic units of productivity > Knowledge and service > Predefined for Sales > HoloLens support > Convert 3D models Asset Capture > Logic Apps > Flexible canvases Mobile devices support Visio Convert documents > Viva Learning insights instructions Word integration Mobile support → IoT Suite to GLB Skype > Planner > Teams integration > Video calling → 3D animation Capture work > Visio add-in support > Real-time updates > Viva Insights Instructor cards with Teams > Power Apps Cloud computing Microsoft Graph API > Dynamics 365 integration > View product in context Layout's support Screen sharing management Teams processes tool > Spatial Triggers Excel > Share key sales details Cognitive Services for mobile app 3D models scaling integration > Teams integration Non-linear (branching) > Power Apps integration > DevOps > Service and repairs > Productivity dashboards AppSource Surveys and walkthroughs workflows > Regression Suite Automation Tool › Guides constructor

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