

MICROSOFT DYNAMICS ECOSYSTEM MAP

October 2020

ERP Solutions

CRM Solutions

Modular Solutions

AI Solutions

Mixed Reality Solutions

Services

Platform

ERP Solutions

Product name	Dynamics 365 Finance	Dynamics 365 Supply Chain Management	Dynamics 365 Project Operations	Dynamics 365 Business Central
Product name	Finance management for middle and big companies	Supply chain management for middle and big companies	Project management	Enterprise resource management for small and medium companies
Functionality	<ul style="list-style-type: none"> Revenue Recognition Credit management Intercompany Treasury Organization administration Accounts receivable Budgeting Audit workbench Accounts payable Cash and bank management Cost management Financials embedded Power BI Consolidations General ledger Fixed assets Expense management Payroll Asset leasing Tax Finance insights integration 	<ul style="list-style-type: none"> 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 Fleet management Mixed Reality integration Inventory visibility Cloud & Edge scale unit Scale Unit Manager IoT Intelligence 	<ul style="list-style-type: none"> Project sales management Project accounting Inventory-based projects Price list management Microsoft Project integration Billing Comprehensive project operations Requirements management Resource planning Schedule table Offer management Lead management Time and expense management Client management Teams collaboration Mixed Reality integration Service management Self service portal 	<ul style="list-style-type: none"> Planning Warehouse management Assembly management Production management Analytics XBRL Task management Service management Finance management Self service portal Accounts payable Treasury Inventory management Workflows Accounts receivable Budgeting Project management Human resource management CRM Microsoft Power Platform integration Fixed assets

CRM Solutions

Product name	Dynamics 365 Sales	Dynamics 365 Sales Professional	Dynamics 365 Microsoft Relationship Sales
Product name	Sales management solution	Sales management for professionals	Build customer relationships at scale with relationship selling
Functionality	<ul style="list-style-type: none"> Client management Contact management Marketing Forecasting and Gamification Sales 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 	<ul style="list-style-type: none"> Visual insights Simplified opportunity-to-invoice process Customer 360 view Sales data Business process flow 	<ul style="list-style-type: none"> Documents templates Document management Outlook add-in Teams add-in Forms pro support Sharepoint support LinkedIn Sales Navigator integration Relationship visualization Contacts analysis Next best action PointDrive integration InMail communications support
Product name	Dynamics 365 Customer Service	Dynamics 365 Field Service	Dynamics 365 Marketing
Product name	Customer service management	Field service and maintenance management	Marketing management
Functionality	<ul style="list-style-type: none"> Customer service center Connected customer service Queue management Case management Task management Service calendar management Product information management Client management Service management Omni-channel for Customer Service Integration with Dynamics 365 Virtual Agent for Customer Service Knowledge article templates Knowledge management Service scheduling migration tool 	<ul style="list-style-type: none"> 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/Offers management Sales Return management Billing Procurement management 	<ul style="list-style-type: none"> Customer journey Deep personalization Relationship experience Event management Client management Digital marketing Marketing campaign management E-mail marketing 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

AI Solutions

Product name	Dynamics 365 Sales insights	Dynamics 365 Customer service insights	Dynamics 365 Customer insights
Product name	AI-driven insights in sales	AI-driven insights and virtual agents in customer service	Power personalized engagement with customer insights
Functionality	<ul style="list-style-type: none"> Sales accelerator Notes analysis Natural language support Relationship intelligence Talking points Business data dashboard Predictive lead/opportunity scoring Assistant studio Conversation intelligence Advanced forecasting and pipeline intelligence Sales Coaching & Call intelligence 	<ul style="list-style-type: none"> Automated AI-driven cases grouping Agent suggestions Data profiling capabilities Customer satisfaction dashboard Intelligent workflow Topic details dashboard Case resolution dashboard Virtual agents KPI summary dashboard Assistant studio Teams and Power Automate add-in Knowledge search Historical analytics Natural language support 	<ul style="list-style-type: none"> Data enrichment / Segmentation Customer journey Incoming cases dashboard Next best interaction Customer cards Profile search & discovery Teams and Power Automate add-in Pre build data sources Segment analysis Synapse workspace Relationship management Next best offer recommendations Engagement insights Audience insights
Product name	Dynamics 365 Virtual agent for Customer service	Dynamics 365 Fraud protection	Dynamics 365 Product Insights
Product name	Virtual agent configuration tool	AI anti fraud solution	Products and services real-time insights
Functionality	<ul style="list-style-type: none"> Power Automate integration Virtual agent designer No code customizing CDS integration Conversation tracing Transfer chat's to manager Customer satisfaction (CSAT) dashboards Assistant studio AI-assisted authoring Integrated Power Virtual Agents 	<ul style="list-style-type: none"> Adaptive AI technology AI Flows connector Loss prevention Transaction acceptance booster Risk decisioning dashboard Customer escalation support tool Loss prevention 	<ul style="list-style-type: none"> AI-driven smart advisor Product performance visibility Real-time issues identification E-mail marketing campaigns Layout editor Predefined dashboards Customer experience analytic Integration with IoT
Product name	Dynamics 365 Connected Store	Dynamics 365 Finance Insights	Microsoft Customer Data Platform (CDP)
Product name	Real-time observational data to improve in-store operations	Built-in AI tools to improve cash flow	Solution to the problem of disconnected customer data systems
Functionality	<ul style="list-style-type: none"> Triggered real-time alerts Intelligent Command Center Integrated workflows with Microsoft Power Platform Inventory recommendations Venue/Zone management Equipment failures control Integration with IoT Daily Summary dashboards Customer acquisition funnel Integration with video camera's Anomaly detection Shift management recommendations Store analytics Integration with IoT 	<ul style="list-style-type: none"> Customer payment predictions Forecast bank balance Intelligent budget proposal Treasurer workspace External data for cash flow forecasting 	<ul style="list-style-type: none"> Marketing customer profile Sales customer profile Customer service profile Multi-source data analysis Predefined connectors

Modular Solutions

Product name	Dynamics 365 Commerce	Dynamics 365 Human Resources	Finance and Operations (Dynamics 365) mobile app	
Product name	Retail management	Human resource management	Mobile solution for Finance and Operations	
Functionality	<ul style="list-style-type: none"> AI product recommendation Digital commerce Fraud protection integration Pricing Stores management Shift management Omni-channel excellence Dynamics 365 Commerce app Assortment management Product categories Employee management Retail server Call centers Loyalty management Cloud scale unit Cloud POS & Modern POS Replenishment management Online stores Retail HQ PayPal payments connector 	<ul style="list-style-type: none"> People management Task management Compensation management Compliance HR programs optimization Alerts management Replenishment 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 	<ul style="list-style-type: none"> Predefined workspaces Custom workspaces designer Optimization tool for offline capabilities 	
Product name	Dynamics 365 Universal Resource Scheduling	Field Service Mobile	Dynamics 365 Omnichannel for Customer service	
Product name	Schedule any data in Customer Engagement	Mobile solution for Field Service	Connect with customers through different channels	
Functionality	<ul style="list-style-type: none"> Multi-resource scheduling Facility scheduling Resource pools Fulfillment preferences Schedule board tab Resource crew scheduling Server data in real time Signature support Email integration Push notifications Access documents Communication panel management Next best action Single interface 	<ul style="list-style-type: none"> Agent configurator Agent dashboard / work items Video / audio calls support 	<ul style="list-style-type: none"> Agent configurator Agent dashboard / work items Video / audio calls support 	
Product name	Dynamics 365 Gamification	Dynamics 365 App for Outlook	Dynamics 365 Connector for LinkedIn	Dynamics 365 Unified service desk
Product name	Employee and teams competitions management	Customer Engagement solution for Microsoft Outlook	Seamless synchronization of LinkedIn leads	Framework for call centers
Functionality	<ul style="list-style-type: none"> Gamification management KPI's management Gamification portal Contacts and leads Link emails to contacts Relationship assistant Email templates Global search Phone calls and tasks LinkedIn authentication Matching strategy management Note capturing Agent scripting Application integration Configurable toolbars Audit trails Session management Configurability UX themes 	<ul style="list-style-type: none"> Unified interface Access to all apps Offline work support 	<ul style="list-style-type: none"> Personalized surveys Question builder Integrated customer data platform Real-time insights Feedback solution templates Multichannel survey distribution 	<ul style="list-style-type: none"> Authentication and authorization Invitation process for customers to use the website Ability to view order history Ability to create orders Ability to view account information Pre-configured user roles and entity permissions
Product name	Dynamics 365 for phones and tablets	Dynamics 365 Customer Voice	Customer portal for Dynamics 365 Supply Chain Management	
Product name	Unified app for phones and tablets	Enterprise feedback management application	Power Apps portals template that create business-to-business (B2B) website	
Functionality	<ul style="list-style-type: none"> Unified interface Access to all apps Offline work support 	<ul style="list-style-type: none"> Personalized surveys Question builder Integrated customer data platform Real-time insights Feedback solution templates Multichannel survey distribution 	<ul style="list-style-type: none"> Authentication and authorization Invitation process for customers to use the website Ability to view order history Ability to create orders Ability to view account information Pre-configured user roles and entity permissions 	

Mixed Reality Solutions

Product name	Dynamics 365 Remote Assist	Dynamics 365 Product Visualize	Dynamics 365 Guides	Dynamics 365 Import tool
Product name	Mixed reality remote presence tool	Place a 3D digital twin of product in real life	Holographic instruction tool	Tool importing 3D models to MR solutions
Functionality	<ul style="list-style-type: none"> HoloLens-based Knowledge and service Video calling File sharing Service and repairs Surveys and walkthroughs Remote cooperative work Asset Capture Mobile support Integration with Teams 	<ul style="list-style-type: none"> Predefined integration with Dynamics 365 for Sales 3D animation View product in context Share key sales details Notes support Mobile support Predefined integration with Teams 	<ul style="list-style-type: none"> Capture work processes 3D models scaling Non-linear (branching) workflows Attachments support Step by step instructions Instructor cards management Spatial Triggers Productivity dashboards 	<ul style="list-style-type: none"> Optimize the converted 3D models Convert 3D models to GLB Layouts support Send models to Microsoft HoloLens support Visio add-in support to GLB

Services

Product name	Dynamics 365 Planning Optimization	Dynamics 365 Inventory on-hand service	Configurable business documents reporting in Word and Excel	Electronic invoicing add-on
Product name	External micro service for planning	External micro service for inventory	External micro service to setup documents	External micro service to setup documents
Functionality	<ul style="list-style-type: none"> Multi-tenant What if analysis Planning insights Hyper Scale External Signals Real time 	<ul style="list-style-type: none"> Real time Improved performance Simply to share Simply to integrate 	<ul style="list-style-type: none"> Predefined templates Document lifecycle management Extended Data Model Routing 	<ul style="list-style-type: none"> Out-of-the-box integration with Dynamics 365 Apps Electronic invoice process configuration Regulatory Configuration Services (RCS) Multiple e-invoice formats (XML, JSON, TXT, CSV) External web services including certification handling Configurable exception message handling

Power Platform

Product name	Power Automate	Power BI	Power Apps	Power Virtual Agent	Power App portals
Product name	Robotic process automation	Business intelligence solution	Business solutions tool	Intelligent virtual agents	Portal management
Functionality	<ul style="list-style-type: none"> Alerts Synchronization management Virtual processes between systems Predefined integration templates Mobile support Tasks automation Steps recorder Microsoft Teams integration UI Flows connector AI Builder integration Power Automate Desktop Robotic Process Automation 	<ul style="list-style-type: none"> Predefined dashboards Power Automate visual Power BI Insights Apps Embedded analytic Big data foundation AI visualization Power BI Mobile Power PI Service Smart Narrative Common Data Service for Analytics 	<ul style="list-style-type: none"> Process automation Application constructor Common Data Service for Apps Built-in mixed reality Build apps for Microsoft Teams Converged mobile app Testing and debugging tool AI Builder 	<ul style="list-style-type: none"> AI chatbots Bots analytics Voice interactions Adaptive Cards AI-assisted authoring Entities management Graphical interface No code development Integration with Bot Framework Composer Multi-turn topic suggestions Predefined connectors 	<ul style="list-style-type: none"> Portal content management Knowledge base management Authentication management
Product name	Microsoft 365	Microsoft Azure	Lifecycle Services	Microsoft Graph	
Product name	Office solutions	Cloud computing solution	Collaboration portal to manage the application lifecycle	Gateway to data and intelligence	
Functionality	<ul style="list-style-type: none"> Sharepoint Outlook Word Skype Teams Excel Project Visio Planner Excel 	<ul style="list-style-type: none"> Azure Bot Machine Learning Logic Apps IoT Suite Cloud computing Cognitive Services DevOps AppSource Regression Suite Automation Tool 	<ul style="list-style-type: none"> Environment management Business process library Updates management Implementation process control User management System diagnostic 	<ul style="list-style-type: none"> Manage employee profiles Excel integration Convert documents Real-time updates Microsoft Graph API 	