Microsoft Dynamics 365 Crm Managed Service Preact


Implement Business Central and explore methods to upgrade to NAV 2018 Key Features Learn the key roles of Dynamics NAV partner and the roles within your customer's organization Create configuration packages and perform data migration Learn Microsoft Dynamics 365 Business Central to use Dynamics NAV 2018 functionalities in the Cloud Book Description Microsoft Dynamics Business Central is a full business solution suite and a complete ERP solution, which contains a robust set of development tools. These tools can help you to gain control over your business and can simplify supply chains, manufacturing, and operations. Implementing Microsoft Dynamics 365 Business Central On-Premise covers the latest features of Dynamics Business Central and NAV from the end users' and developers' perspectives. It also provides an insight into different tools available for implementation, whether it's a new installation or migrating from the previous version of Dynamics NAV. This book will take you from an introduction to Dynamics NAV 2018 through to exploring all the techniques related to implementation and migration. You will also learn to expand functionalities within your existing Microsoft Dynamics NAV installation, perform data analysis, and implement free third-party add-ons to your existing installation. As you progress through the book, you will learn to work with third-party add-on tools. In the concluding chapters, you will explore Dynamics 365 Business Central, the new Cloud solution based on the Microsoft NAV platform, and techniques for using Docker and Sandbox to develop applications. By the end of the book, you will have gained a deep understanding of the key components for successful Dynamics NAV implementation for an organization. What you will learn Explore new features introduced in Microsoft Dynamics NAV 2018 Migrate to Microsoft Dynamics NAV 2018 from previous versions Learn abstract techniques for data analysis, reporting, and debugging, install, configure, and use additional tools for business intelligence, document management, and reporting.

Discover Dynamics 365 Business Central and several other Microsoft services Utilize different tools to develop applications for Business Central Who this book is for For Implementing Microsoft Dynamics 365 Business Central On-Premise is for Dynamics NAV partners and end users who want to know everything about Dynamics NAV implementation. This book is for you if you want to be a project manager or get involved with Dynamics NAV, but do not have the expertise to write code yourself. This book can also help you to understand the need to move to Business Central and its advantages.

Ken Withrow was the primary author of the previous edition.

This certification guide offers complete, up-to-date coverage of the PL-200 exam so you can prepare effectively. The book covers topics such as configuring Dataverse, creating Power Apps, managing processes with Power Automate, implementing chatbots, and even integrating Power Platform with other apps.

Microsoft Dynamics 365 is a new enterprise resource planning (ERP) based product and a customer relationship management (CRM) application that was made by Microsoft in July 2016. The product had a formal release in November 2016 as a part of the complete Microsoft Dynamics Line. The Dynamics product line is available in two editions: Business Edition that is primarily made for small and medium-sized companies and the Enterprise Edition for medium to large organizations. In July 2017, the product line was redesigned, and the CRM application is now called the Customer Engagement Plan. The full name of the product is now called Microsoft Dynamics 365 - for Finance and Operations. This book will look at the features of the Microsoft Dynamics 365 product to educate the reader on the capabilities of the software.

As Microsoft's Dynamics 365 gains ground and businesses adopt this tool, the demand for internal resources who need to understand how to support and maintain it increases. Administering, Configuring, and Maintaining Microsoft Dynamics 365 in the Cloud addresses the needs of those who support Dynamics, discussing numerous real-world scenarios that businesses must deal with when implementing Dynamics 365. Scenarios are presented with simple, fully functional walkthroughs so that non-developers can follow the instructions and learn how to address any issues that need to be resolved. The variety of concepts discussed in this book include how to: Quickly set up and configure users, teams, business units, and security Navigate through the system and present data in easy to access dashboards and SSRS reports Import data and export data, and migrate data between systems Create customized Business Process Flows, Workflows, and Business Rules Customize your Dynamics 365 instance with new entities, fields, and JavaScript Deploy and manage plugins and solutions

Harness the power of Dynamics 365 Operations and discover all you need to implement it! About This Book Master all the necessary tools and resources to evaluate Dynamics 365 for Operations, implement it, and proactively maintain it. Troubleshoot your problems effectively with your...
Customer Relationship Management (CRM) systems are a growing topic among small- and medium-sized enterprises, entrepreneurs, and small business owners, and it is completely clear that CRM is a tool that businesses should have in place to manage sales processes. Teams of small businesses must have a system to run their daily activities, and small businesses and small business owners must track their marketing effort, a function that is important for maintaining their contacts with prospects and clients to improve the effectiveness of their sales effort. CRM tools, once only available to large corporations, are now powerful technology for small and medium businesses. Small and medium businesses are now able to implement CRM solutions under a more cost-effective business model as an alternative to traditional tools like Salesforce, Dynamics, or Oracle. This makes the success of CRM implementation mainly the simplicity of new tools and solutions that have been developed for the management of sales processes. This book discusses how to implement a CRM from the perspective of the businessperson—not the more typical IT consultant or the technical staff. It benefits business development, sales management, and sales process control. Small business owners must understand why and how implementing a CRM will create value for the business—and how it will focus on business development, sales management, and how it leads to happy customers. Small business owners must first understand what a CRM system is, how it works, what its main functions are, and how it serves to manage workflows in the company’s sales department. Generally, entrepreneurs struggle to find the time to read and study complex and fully comprehensive books. This book provides direct operational guidelines to those who need easy-to-read information about how to use CRM effectively. Business professionals must be able to set up CRM systems and avoid mistakes and wasting time. This book provides an overview of what can be done with CRM and how it helps to empower business people to find new customers and win their business. This book discusses the logic of CRM in sales, giving tips and explanations on why and what happens when it is implemented in a specific way. Essentially, it will give the entrepreneur the knowledge they need to implement CRM in sales in general terms, supporting enhanced customer relationships.

Confidently shepherd your organization’s implementation of Microsoft Dynamics 365 to a successful conclusion in Mastering Microsoft Dynamics 365 Implementations. This audiobook provides a practical guide to deploying Dynamics 365, accomplished executive, project manager, and author Eric Newell delivers a holistic, step-by-step reference to implementing Microsoft’s cloud-based ERP and CRM business applications. You’ll find the practical and concrete instructions you need to take your implementation project all the way to the finish line on-time and on-budget. You’ll learn the precise steps to take in the correct order, to bring your Dynamics 365 implementation to life. What to do before you begin the project, including identifying key stakeholders and building your business case. How to deal with change management throughout the lifecycle of your project. How to manage conference room pilots (CRPs) and what to expect during the sessions. Perfect for CIOs, technology VPs, CFOs, Operations leaders, application directors, business analysts, ERP/CRM specialists, and project managers, Mastering Microsoft Dynamics 365 Implementations is an indispensable and practical reference for guiding your real-world Dynamics 365 implementation from planning to completion. This book is packed with practical steps and screenshots to make learning fun and addictive. You will learn to build a complete Airline Compensation Management System using Dynamics CRM 2011. If you want a focused book that gets you up-to-speed with the new features of Microsoft Dynamics CRM 2011, then this is the perfect book for you.

Gain an understanding of basic and advanced customizations in Dynamics 365 and learn how they can be effectively used to implement simple business requirements. This is a practical book for developers that explains the use of various Dynamics 365 features as well as use of advanced concepts such as Azure integration and custom development. Customizing Dynamics 365 starts by explaining the business requirements of the example application, which will explain the platform features and discussing why Dynamics 365 is the ideal platform for the solution. Next, you will set up your development environment and use the different customizations of the platform to implement the basic business requirements of the example application. Further, you will automate the business process and create advanced customizations with plugins and custom workflow activities. Towards the end you will learn more about Azure integration, reports and dashboards, portal development, and data migration techniques, which will help you select the best option for a particular scenario. After reading this book you will be able to develop solutions with Dynamics 365 by understanding the various features and customizations of the platform. What You Will Learn Choose the right customizations and configurations to meet end-user requirements. Use Azure features with Dynamics 365 to implement complex business scenarios. Understand the importance of using source control for Dynamics 365 customizations. Discover new trends with Dynamics 365 mobility. Who This Book Is For Dynamics 365 developers, consultants, and architects.

Discover how to set up core Dynamics 365 Customer Engagement functionality and learn how to build more customized processes on top of the standard capabilities. This book starts by showing you how to set up the Dynamics 365 Online system for sales, customer service, marketing field...
service, and Outlook integration. In the second section, you’ll work through UI customizations, process automation and reporting in Dynamics 365 CE. Learn about the App Framework, how to create model-driven apps and how to get started with the Common Data Service for Apps. Leverage Flow in Dynamics 365 CE to create loosely coupled business applications using automation from Microsoft and third-party services. After reading Dynamics 365 CE Essentials, you will have mastered the core functionality available in Dynamics 365 CE and be able to set it up for a number of different scenarios. What You Will Learn Set up the core standard features of Dynamics 365 CE Create model-driven apps within Dynamics 365 customized to specific business needs Customize Dynamics 365 CE and leverage process automation functionality through the UI Learn about the Common Data Service for Apps Who This Book Is For Consultants, business analysts, administrators, and project managers who are looking for more information about Dynamics 365.

Customer Relationship Management, Fourth Edition, is a much-anticipated update of a bestselling textbook, including substantial revisions to bring its coverage up to date with the very latest in CRM practice. The book introduces the concept of CRM, explains its benefits, how and why it can be used, the technologies that are deployed, and how to implement it, providing you with a guide to every aspect of CRM in your business or your studies. Both theoretically sound and managerially relevant, the book draws on academic and independent research from a wide range of disciplines including IS, HR, project management, finance, strategy and more. Buttle and Maklan, clearly and without jargon, explain how CRM can be used throughout the customer life cycle stages of customer acquisition, retention and development. The book is illustrated liberally with screenshots of CRM software applications and case illustrations of CRM in practice.

Effective CRM administrative management using Dynamics 365 About This Video Organization onboarding User and security management Monitoring and auditing In Detail This course focuses on the most common tasks that a Dynamics 365 Administrator must master. From the basic everyday user management to in-depth security models, performance maintenance and auditing, the administrator must be familiar with all of the aspects required to keep a CRM environment running smoothly. You will start with managing subscriptions and licenses, then assign and configure user roles. Then, you’ll learn how to manage system settings, add multi-lingual support, and utilize user resources. Also, you’ll review CRM platform performance and the different types of system functionality. Then, you’ll learn how to manage a business, data, and various services using the CRM platform. Lastly, you’ll cover auditing, CRM application management, and the various templates available. By the end of this course, you will understand the core concepts required for a Dynamics 365 Administrator role.

Boost your accounting and financial skills with Microsoft Dynamics 365 Key Features Make real-time data-driven decisions for your enterprise with Microsoft Dynamics 365 Enterprise edition Configure and set up the Microsoft Dynamics 365 financial module via highly useful tips and tricks Administer customer relations and plan enterprise resources with this systematic guide Book Description Microsoft Dynamics 365 for finance and operations is a rapidly growing application and is widely used in enterprise organizations. Because of its ability to maximize business productivity, it is a fast-growing business application package in the ERP market. We will start by looking into ERP concepts, implementation needs, and interface design, giving you basic knowledge of financial management aspects and explaining key concepts along the way. To begin with, you’ll be taken through the general ledger and financial dimension functions. You’ll then learn about the sales tax mechanism and multi-currency in Microsoft Dynamics 365. We tackle each topic with focused examples and explanations on topics such as payable/receivable accounts, forecasting cash and bank management, budgeting planning control, and fixed assets. Finally, we walk you through intercompany consolidation, costing basics, and financial reporting. By the end of this book, your finance team will have a much richer understanding of Microsoft Dynamics 365 for finance and operations and its powerful capabilities. What you will learn Examine the business logic behind the financial functionalities of Microsoft Dynamics 365 FFO Set up and configure the core modules of financial management Grab the key control points of financial management Explore intercompany and consolidation in Microsoft Dynamics 365 FFO Understand multi-currency, sales tax mechanisms, and budgeting capabilities in Microsoft Dynamics 365 FFO Get to grips with monthly/year-end period close functionality Understand the account payable and receivable module Use Microsoft Dynamics 365 to create financial reports Who this book is for This book is for application consultants, solution architects, controllers, CFOs, pre-sales and other professionals who are involved in a Microsoft Dynamics 365 for finance and operation implementation. Basic knowledge of financial terms, concepts, and terminologies is required.

Software Telemetry is a guide to operating the telemetry systems that monitor and maintain your applications. It takes a big picture view of telemetry, teaching you to manage your logging, metrics, and events as a complete end-to-end ecosystem. You’ll learn the base architecture that underpins any software telemetry system, allowing you to easily integrate new systems into your existing infrastructure, and how these systems work under the hood. Throughout, you’ll follow three very different companies to see how telemetry techniques impact a greenfield startup, a large legacy enterprise, and a non-technical organization without any in-house development. You’ll even cover how software telemetry is used by court processes—ensuring that when your first telemetry subpoena arrives, there’s no reason to panic!

Learn, develop, and design applications using the new features in Microsoft Dynamics CRM Key Features Implement business logic using processes, plugins, and client-side scripts with MS Dynamics 365 Develop custom CRM solutions to improve your business applications A comprehensive guide that covers the new features of Microsoft Dynamics 365 and increasingly advanced topics. Book Description Microsoft Dynamics 365 CRM is the most trusted name in enterprise-level customer relationship management. The latest version of Dynamics CRM comes with the important addition of exciting features guaranteed to make your life easier. It comes straight off the shelf with a whole new frontier of updated business rules, process enhancements, SDK methods, and other enhancements. This book will introduce you to the components of the new designer tools, such as SiteMap, App Module, and Visual Designer for Business Processes. Going deeper, this book teaches you how to develop custom SaaS applications leveraging the features of Power Apps available in Dynamics 365. Further, you will learn how to automate business processes using Microsoft Flow, and then we explore Web API, the most important platform update in Dynamics 365 CRM. Here, you’ll also learn how to implement Web API in custom applications. You will learn how to write an Azure-aware plugin to design and integrate
cloud-aware solutions. The book concludes with configuring services using newly released features such as Editable grids, Data Export Service, LinkedIn Integration, Relationship Insights, and Live Assist. What you will learn: Develop apps using the platform-agnostic Web API. Leverage Azure Extensions to design cloud-aware applications. Learn how to implement CRUD operation. Create integrated real-world apps using Microsoft PowerApps and Flow by combining services such as Twitter, Facebook, and SharePoint Configure and use Artificial Intelligence. Azure Cognitive Services for Recommendation and Text. Analytic services. Who this book is for: This book targets skilled developers who are looking to build business-solution software and are new to application development in Microsoft Dynamics 365, especially for CRM.

As Microsoft’s Dynamics 365 gains ground and businesses adopt this tool, the demand for internal resources who need to understand how to support and maintain it increases. Administering, Configuring, and Maintaining Microsoft Dynamics 365 in the Cloud addresses the needs of those who support Dynamics, discussing numerous real-world scenarios that businesses must deal with when implementing Dynamics 365. Scenarios are presented with simple, fully functional walkthroughs so that non-developers can follow the instructions and learn how to address any issues that need to be resolved. The variety of concepts discussed in this book include: How to: Quickly set up and configure users, teams, business units, and security. Navigate through the system and present data in easy-to-access dashboards and SSRS reports. Import data and export data. And migrate data between systems. Create customized Business Process Flows, Workflows, and Business Rules. Customize your Dynamics 365 instance with new entities, fields, and JavaScript. Deploy and manage plugins and solutions.

Confidently shepherd your organization’s implementation of Microsoft Dynamics 365 to a successful conclusion! In Mastering Microsoft Dynamics 365, Implementations, Architectural best practice, project manager, and author Eric Newell delivers a holistic, step-by-step reference to implementing Microsoft’s cloud-based ERP and CRM business applications. You’ll find the detailed and concrete instructions you need to take your implementation project all the way to the finish line, on-time, and on-budget. You’ll learn: The precise steps to take, in the correct order, to bring your Dynamics 365 implementation to life. What to do before you begin the project, including identifying stakeholders and building your business case. How to deal with a change in management throughout the lifecycle of your project. How to manage conference room pilots (CRPs) and what to expect during the sessions. Perfect for CIOs, technology/VPs, CFOs, Operations leaders, application directors, business analysts, ERP/CRM specialists, and project managers. Mastering Microsoft Dynamics 365 Implementations is an indispensable and practical reference for guiding your real-world Dynamics 365 implementation from planning to completion.

Selecting the right architecture enables organizations to deliver a successful business solution that can boost customer engagement and growth. With this comprehensive guide you’ll learn architectural best practices and methodologies for implementing an enterprise-grade solution tailored for your business needs using Microsoft Power Platform.

Master the world of financial management with Microsoft Dynamics NAV 2016 About This Book Familiarize yourself with Dynamics NAV and get up to date with the latest release—this is an invaluable tool for financial management. Learn how to use reporting tools that will help you to make the right decisions at the right time. Explore features inside the sales and purchase areas as well as functionalities including payments, budgets, cash flow, fixed assets, and business intelligence. Who this book is for: This book will appeal to financiers and accountants who are using Dynamics NAV as their ERP and financial management system. Dynamics NAV consultants and project managers will find it useful for their daily work. What you will learn: How to handle complete business processes for purchases and sales in Dynamics NAV. Use the banking features and the reconciliation process to gain greater insights into a company’s financial status. Report data in a meaningful way that provides the company with insightful analysis. Set up dimensions and link them with master tables and journals. Work with multi-currency and intercompany postings. Receive and send documents electronically. Manage complete Fixed Asset by Setup, transactions, budgets, and Fixed Asset Reporting. In detail Microsoft Dynamics NAV is a global Enterprise Resource Planning (ERP) solution that provides small and mid-size businesses with greater control over their finances and a way to simplify their supply chain, manufacturing, and operations. Microsoft Dynamics NAV’s Financial Management explains all you need to know in order to successfully handle your daily financial management tasks. This book walks you through all the improvements in the latest release and shows you how to apply them in your workplace. You will learn about functionalities including sales and purchase processes, payments, bank account management, reporting, taxes, budgets, cash flow, fixed assets, cost accounting, inventory valuation, workflows, sending and receiving electronic documents, and business intelligence. This book comprehensively covers all the financial management features inside the latest version of Dynamics NAV and follows a logical schema. By the time you refinish this book, you will have learned about budgets, cash flow management, currencies, intercompany postings, and accounting implications in areas such as jobs, services, warehousing, and manufacturing. Style and approach This book is an in-depth, practical tutorial demonstrating both the basic and more advanced concepts of financial management in Dynamics NAV.

Social media has received considerable attention, and many potential benefits, as well as concerns, are now being discussed. This book explores how social media can successfully support business processes in marketing, sales and service in the context of customer relationship management (CRM). It presents the fundamentals of Social CRM, and shows how small and large companies alike have implemented it. In turn, the book presents analytic and operational software tools that offer features for enhancing and streamlining interactions with customers. The book concludes with an overview of essential design areas that businesses need to bear in mind when introducing social media into their CRM strategies. In this regard, it also points out key success factors, limitations, and data protection aspects. Accelerate your digital transformation and break down silos with Microsoft Dynamics 365! It’s no secret that running a business involves several complex parts like managing staff, financials, marketing, and operations—just to name a few. That’s where Microsoft Dynamics 365, the most profitable business management tool, comes in. In Microsoft Dynamics 365 For Dummies, you’ll learn the aspects of the program and each of its applications from Customer Service to Financial Management. With expert author Renato Bellu’s clear instructions and helpful tips, you’ll be managing to your fullest advantage before you know it. Let’s get started! Digitally transform your business by connecting CRM and ERP. Use data to make decisions across all business functions. Integrate Dynamics 365 with Office 365 and LinkedIn. Manage finances and operations. Are you running a dynamic business? This book shows you how.

An in-depth, expert guide to Microsoft Dynamics CRM 2011 from Microsoft CRM experts! What better way to learn how to administer Dynamics CRM 2011 than from two Microsoft CRM experts? This in-depth Bible is packed with expert guidance on the latest version of
Microsoft Dynamics 365 Crm Managed Service Preact

Fundamentals of CRM with Microsoft Dynamics 365 and Power Platform is a practical guide that will take you through all the essential components of Dynamics 365. This book will show you how Dynamics 365 leverages and extends the Power Platform capabilities to build effective business solutions customized to meet your organization’s needs.

Gain hands-on experience working with the architecture, implementation, deployment, and data migration of Dynamics 365. Customer Engagement Key Features Explore different tools to evaluate, implement, and proactively maintain Dynamics 365 for CE. Integrate Dynamics 365 with applications such as Power BI, Power Apps, and Microsoft Power Automate. Design application architecture, explore deployment choices, and perform data migration. Book Description Microsoft Dynamics 365 for Customer Engagement (CE) is one of the leading customer relationship management (CRM) solutions that help companies to effectively communicate with their customers and allow them to transform their marketing strategies. Complete with detailed explanations of the essential concepts and practical examples, this book will guide you through the entire life cycle of implementing Dynamics 365 CE for your organization or clients, and will help you avoid common pitfalls while increasing efficiency at every stage of the project. Starting with the foundational concepts, the book will gradually introduce you to Microsoft Dynamics 365 features, plans, and products. You’ll learn various implementation strategies and requirement gathering techniques, and then design the application architecture by converting your requirements into technical and functional designs. As you advance, you’ll learn how to configure your CRM system to meet your organization’s needs, customize Dynamics 365 CE, and extend its capabilities by writing client-side and server-side code. Finally, you’ll integrate Dynamics 365 CE with other applications and explore its business intelligence capabilities. By the end of this book, you’ll have gained an in-depth understanding of all the key components necessary for successful Dynamics 365 CE implementation. What you will learn: Explore the new features of Microsoft Dynamics 365 CE. Understand various project management methodologies, such as Agile, Waterfall, and DevOps. Customize Dynamics 365 CE to meet your business requirements. Integrate Dynamics 365 with other applications, such as Power BI, Power Automate, and Power Apps. Convert client requirements into functional designs. Extend Dynamics 365 functionality using web resources, custom logic, and client-side and server-side code. Discover different techniques for writing and executing test cases. Understand various data migration options to import data from legacy systems. Who this book is for: This book is for consultants, project managers, administrators, and solution architects who want to set up Microsoft Dynamics 365 Customer Engagement in their business. Although not necessary, basic knowledge of Dynamics 365 will help you get the most out of this book.

The dramatic events of 2020 have clarified the urgent need for digital transformation in countless organizations. The rise of remote work and the rapidly increasing use of cloud technologies are just two drivers of the relentless pace of digital disruption. Despite this, many companies remain unprepared or hesitant to embrace digital transformation. Understanding the key drivers of change and leveraging the powerful capabilities of technologies with a collaborative platform can aid an organization to prepare for digital transformation. Building a Digital Future provides a clearly defined roadmap for executing this change with Microsoft Dynamics 365. Firms of all types and sizes will learn how Microsoft Dynamics 365 can help them achieve competitive advantages for their business, reduce the time needed to effect change by automating time-consuming tasks, drive innovation and improvements through an evergreen system post-implementation. Each chapter of this book is curated with best practices, compelling case studies, and lessons learned. Building a Digital Future enables organizations to truly embrace the benefits of digital transformation by anchoring Microsoft Dynamics 365 at the core of their business. Perfect for any business leader looking for a one-stop and comprehensive playbook for transforming their business into a digital powerhouse with Dynamics 365.

Written for the IT professional and business owner, this book provides the business and technical insight necessary to migrate your business to the cloud using Microsoft Office 365. This is a practical look at cloud migration and the use of different technologies to support that migration. Numerous examples of cloud migration with technical migration details are included. Cloud technology is a tremendous opportunity for an organization to reduce IT costs, and to improve productivity with increased access, simpler administration, and improved services. Those businesses that embrace the advantages of the cloud will receive huge rewards in productivity and lower total cost of ownership over those businesses that choose to ignore it. The challenge for those charged with implementing Microsoft Office 365 is to leverage these advantages with the minimal disruption of their organization. This book provides practical help in moving your business to the Cloud and covers the planning, migration and the followon management of the Office 365 Cloud services.

Prepare for Microsoft Exam 70-346, and demonstrate your real-world mastery of the skills needed to provision, manage, monitor, and troubleshoot Microsoft Office 365 identities and cloud services. Designed for experienced IT pros ready to advance their status, this Exam Ref focuses on the critical-thinking and decision-making acumen needed for success at the MCSA level. The new Second Edition reflects all updated exam topics released by Microsoft through mid-2017. It covers the expertise measured by the following objectives: Provision Office 365 Plan and implement networking and security in Office 365. Manage cloud identities. Implement and manage identities by using DirSync. Implement and manage Federated Identities. Single sign-on in Office 365 Availability and Microsoft Office 365 and allows the Microsoft Exam Ref publications stand apart from third-party study guides because they: Provide guidance from Microsoft, the creator of Microsoft certification exams. Target IT professional-level exam candidates with content focused on their needs; not “one-size-fits-all content. Streamline study by organizing material according to the exam’s objective domain (OD), covering one functional group and its objectives in each chapter. Feature Thought Experiments to guide candidates through a set of “what if?” scenarios, and prepare them more effectively for Pro-level style exam questions. Explore big picture thinking around the planning and design aspects of the IT pro’s job role. See full details about Exam 70-346 at:
More than 80 recipes to help you leverage the various extensibility features available for Microsoft Dynamics and solve problems easily About This Book Customize, configure, and extend the vanilla features of Dynamics 365 to deliver bespoke CRM solutions fit for any organization Implement business logic using point-and-click configuration, plugins, and client-side scripts with MS Dynamics 365 Build a DevOps pipeline as well as Integrate Dynamics 365 with Azure and other platforms Who This Book Is For This book is for developers, administrators, consultants, and power users who want to learn about best practices when extending Dynamics 365 for enterprises. You are expected to have a basic understand of the Dynamics CRM 365 platform. What You Will Learn Customize, configure, and extend Microsoft Dynamics 365 Create business process automation Develop client-side extensions to add features to the Dynamics 365 user interface Set up a security model to securely manage data with Dynamics 365 Develop and deploy clean code plugins to implement a wider range of custom behaviors Use third-party applications, tools, and patterns to integrate Dynamics 365 with other platforms Integrate with Azure, Java, SSIS, Power BI, and Octopus Deploy Build an end-to-end DevOps pipeline for Dynamics 365 In Detail Microsoft Dynamics 365 is a powerful tool. It has many unique features that empower organizations to bridge common business challenges and technology pitfalls that would usually hinder the adoption of a CRM solution. This book is not just about building custom applications, but it is also about helping you understand how to use Dynamics 365 management solution that's easy to use and adapt. It helps you connect your finances, sales, service, and operations to streamline business processes, improve customer interactions, and enable growth. This book gives you all the information you need to become an expert in MS Dynamics 365. This book starts with a brief overview of the functional features of Dynamics 365. You will learn how to create Word and Excel templates using CRM data to enable customized data analysis for your organization. This book helps you understand how to use Dynamics 365 as an XRM Framework, gain a deep understanding of client-side scripting in Dynamics 365, and create client-side applications using JavaScript.
and the Web API. In addition to this, you will discover how to customize Dynamics 365, and quickly move on to grasp the app structure, which helps you customize Dynamics 365 better. You will also learn how Dynamics 365 can be seamlessly embedded into various productivity tools to customize them for machine learning and contextual guidance. By the end of this book, you will have mastered utilizing Dynamics 365 features through real-world scenarios. What you will learn Manage various divisions of your organization using Dynamics 365 customizations Explore the XRM Framework and leverage its features Provide an enhanced mobile and tablet experience Develop client-side applications using JavaScript and the Web API Understand how to develop plugins and workflows using Dynamics 365 Explore solution framework improvements and new field types. Who this book is for Mastering Microsoft Dynamics 365 Customer Engagement is for you if you have knowledge of Dynamics CRM and want to utilize the latest features of Dynamics 365. This book is also for you if you're a skilled developer looking to move to the Microsoft stack to build business solution software. Extensive Dynamics CRM development experience will be beneficial to understand the concepts covered in this book.

Microsoft has changed the technology so customers can now select, evaluate, and implement Microsoft Dynamics 365 and other applications for their enterprise. This book will provide insights and relevant information around Dynamics 365 Apps, trial experience and implementation of Dynamics 365 for Finance and Operations Apps

Microsoft has introduced a new product based on MS Dynamics CRM named MS Dynamics 365 which consists of 7 components and has extended functionality compared to any other CRM systems. It is equipped to be flexible to meet the needs of businesses. This book provides a comprehensive coverage of Dynamics 365 and helps you make your tasks much simpler.

Configure and customize Microsoft Dynamics 365 Field Services to help your organization deliver onsite service to customer locations. This book will guide you in setting up and implementing Dynamics 365 Field Services to automate workflow and schedule algorithms for mobile users. The book starts with an introduction to Field Services and setting up your Dynamics 365 subscription. Next, you will configure your application. You are shown how to allocate work, manage resources, and move inventory. You will configure both Field Services and the new Field Services Mobile app. One of the main topics covered is applying security to both Field Services and the Field Services Mobile App and how to use both flavors of the application to implement effective solutions. You will go through examples to understand and apply the concepts and features for configuration of Field Services. You will also learn best practices for configuring and customizing Field Services. After reading this book, you will be able to develop and implement enterprise-scale solutions using Dynamics 365 Field Services. What Will You Learn Create and process Work Orders Manage inventory movement in the field Set up security in Field Services and Field Services Mobile App Generate Work Orders with agreement Utilize Microsoft Power Automate with Field Service Who Is This Book For Technical and functional consultants who have Dynamics 365 CE development experience

Programming Microsoft Dynamics 365 Business Central will help you effectively use the development tools that are built into Dynamics Business Central. You will understand the strengths of Microsoft Dynamics 365 Business Central’s development tools and how they can be applied to address functional business requirements.

Accelerate your digital transformation and break down silos with Microsoft Dynamics 365. It’s no secret that running a business involves several complex parts like managing staff, financials, marketing, and operations—just to name a few. That’s where Microsoft Dynamics 365, the most profitable business management tool, comes in. In Microsoft Dynamics 365 For Dummies, you’ll learn the aspects of the program and each of its applications from Customer Service to Financial Management. With expert author Renato Bellu’s clear instructions and helpful tips, you’ll be managing to your fullest advantage before you know it. Let’s get started! Digitally transform your business by connecting CRM and ERP. Use data to make decisions across all business functions. Integrate Dynamics 365 with Office 365 and LinkedIn. Manage financials and operations. Are you running a digital business? This book shows you how!

Discover the endless capabilities and end-to-end project management functionalities of Dynamics 365 Project Operations to drive your firm’s project success and ensure rapid business growth in the competitive digital economic world. Key Features: Deliver successful projects via improved collaboration, visibility, and teamwork using Microsoft Project Operations solutions Gain real-time data insights to modernize business strategies to increase market share Build the right project operations models to meet business needs with an optimized budget. Book Description Dynamics 365 Project Operations is a game-changing solution set for project-driven businesses that allows you to deliver commercially successful projects in a timely and cost-effective manner, keeping the project teams productive and collaborative. With this book, you’ll find out how you can bring more value to the business by winning new projects and driving exponential revenue growth. Starting with the key principles of Project Operations, you’ll understand how it improves project planning and execution. You’ll then learn how to successfully deploy Project Operations along with different integration strategies and get to grips with the best approach for sales through project opportunities, project contracts, and pricing workflow implementation. This book will guide you through setting up direct staffing and centralized staffing models and enable you to manage project changes confidently by getting hands-on with project timeline management, pricing management, resource assignments, and modifications. In the final chapters, you’ll find out how to use Project Operations effectively for project accounting and finance. By the end of this book, you’ll have gained the confidence to deliver profitable projects in a well-connected organization through efficient decision-making and successful customer-client relationships. What you will learn Configure key elements of Project Operations to drive improved collaboration with your customers. Discover how Project Operations is interconnected with Microsoft 365 and Dynamics 365 Platform. Understand the Project Opportunity-to-Quote-to-Contract workflow and its implications for selling. Find out how to set up and utilize direct staffing and centralized staffing models. Explore Project Timeline Management using Task, Board, and Timeline views. Find out how information flows to finance and operations in Project Operations. Who is this book for? This book is for project managers, project leads, business consultants, and business leaders who want to gain a competitive edge by delivering successful projects in a shorter time span with the help of effective operations and workflows across different teams within projects. Knowledge of Microsoft 365 and a sound understanding of business acumen and sales through the delivery process is necessary to get the most out of this book.

Explores the architecture, components, and tools of Microsoft Dynamics AX 2012 R3, including forms, security, SharePoint integration, workflow infrastructure, reporting, automating tasks and document distribution, and application domain frameworks.