

# MICROSOFT DYNAMICS 365 ECOSYSTEM MAP OCTOBER 2022

## ERP Solutions

- Dynamics 365 Finance
- Dynamics 365 Supply Chain Management
- Dynamics 365 Project Operations
- Dynamics 365 Commerce
- Dynamics 365 Human Resources
- Dynamics 365 Business Central
- Dynamics 365 Intelligent Order Management

## CRM Solutions

- Dynamics 365 Sales
- Dynamics 365 Customer Service
- Dynamics 365 Customer Service Professional
- Microsoft Relationship Sales
- Dynamics 365 Field Service
- Dynamics 365 Marketing

## AI solutions

- Dynamics 365 Customer Insights
- Dynamics 365 Connected Spaces
- Dynamics 365 Supply Chain Insights
- Dynamics 365 Customer Service Insights
- Dynamics 365 Sales Insights
- Dynamics 365 Market Insights
- Dynamics 365 Virtual agent for Customer service
- Dynamics 365 Fraud protection
- Dynamics 365 Finance Insights

## Services

- Dynamics 365 Planning Optimization
- Inventory Visibility Add-in
- Global Inventory Accounting
- Regulatory Configuration Service
- Electronic Invoicing
- Tax Calculation Service
- Financial Dimension Service
- Resource Scheduling Optimization Add-in
- Intelligent Fulfillment Optimization
- Year-end close micro-service

## Power Platform

- Power Automate
- Power BI
- AI Builder
- Power Apps
- Power Virtual Agent
- Managed Environments
- Microsoft Dataverse
- Power Apps mobile
- Power Pages

## Collaboration Solutions

- Store Commerce app
- Inventory Visibility app
- Dynamics 365 Universal Resource Scheduling
- Dynamics 365 Field Service Mobile
- Dynamics 365 App for Outlook
- Dynamics 365 Omnichannel for Customer service
- Dynamics 365 Connector for LinkedIn
- Dynamics 365 Unified service desk
- Configurable business documents reporting
- Dynamics 365 Sales mobile app
- Dynamics 365 for phones and tablets
- Dynamics 365 Customer Voice
- Customer portal for Dynamics 365 Supply Chain Management
- Dynamics 365 Prospect to Cash
- Lifecycle Services
- Connected Field Service
- Fundraising and Engagement
- Sales Analytics for Dynamics 365 Sales
- Process Analytics for Dynamics 365
- Dynamics 365 Customer Service Community
- Omnichannel Power Virtual Agent Extension
- Dynamics 365 Customer Service admin center
- Dynamics 365 Telecommunications Accelerator
- Dynamics 365 Productivity Tools
- Dynamics 365 Media & Entertainment Accelerator
- Warehouse Management mobile app

## Microsoft Cloud for Industry

- Microsoft Cloud for Healthcare
- Microsoft Cloud for Financial Services
- Microsoft Cloud for Nonprofit
- Microsoft Cloud for Manufacturing
- Microsoft Cloud for Retail
- Microsoft Cloud for Sustainability
- Microsoft Customer Experience Platform

## Mixed Reality Solutions

- Dynamics 365 Remote Assist
- Dynamics 365 Import tool
- Dynamics 365 Guides

## Microsoft Platform

- Microsoft 365
- Microsoft Azure
- Microsoft Graph
- Microsoft Viva
- Microsoft Loop
- Microsoft Digital Contact Center Platform