MICROSOFT DYNAMICS Ecosystem Map February 2022

ERP Solutions

Dynamics 365 Supply Chain Management
Supply chain management for medium and large sized companies
- Asset management
- Master planning
- Inventory visibility
- Retail headquarter management
- Transportation management
- Inventory management
- 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
- Mixed Reality integration
- Self service portal
- Distributed hybrid topology
- Scale Unit Manager
- Rebate management
- Face recognition sign-in for production floor workers
- IoT Intelligence

Dynamics 365 Finance
Finance management for medium and large sized companies
- Revenue Recognition
- Credit management
- Treasury
- Intercompany
- Organization administration
- Accounts receivable
- Budgeting
- Audit workbench
- Accounts payable
- Cash and bank management
- Credit and collections
- Cost management
- Financials embedded Power BI
- Consolidations
- General ledger
- Fixed assets
- Expense management
- Payroll
- Asset leasing
- Human resources management
- Tax
- Power Apps mobile support
- Finance insights
- Mobile offline
- Microsoft Dataverse support
- Subscription billing
- Globalization Studio

Dynamics 365 Commerce
Retail management
- AI product recommendation
- Digital commerce
- Fraud protection integration
- Pricing
- B2B & B2C e-commerce
- Stores management
- Shift management
- Omnichannel excellence
- Dynamics 365 Commerce app marketplace
- Assortment management
- Inventory movement between in-store locations from POS
- Customer segmentation and targeting
- Product categories
- Integrated experimentations
- Employee management
- Retail server
- Call centers
- Loyalty management
- Cloud scale unit
- Cloud POS & Modern POS
- Replenishment management
- Online stores
- Retail HQ
- Microsoft Teams Integration
- PayPal & Google Pay payments connector

Dynamics 365 Project Operations
Project management
- Project sales management
- Project accounting
- Modern approvals
- Subcontractor Management
- Inventory-based projects
- Invoice summary page
- Price list management
- Microsoft Project integration
- Billing
- Project contracts management
- Requirements management
- Resource planning
- Schedule table
- Offer management
- Lead management
- Time and expense management
- Client management
- Teams collaboration
- External Project Operations planning
- Comprehensive project operations
- Upgrade from Dynamics 365 PSA

Dynamics 365 Human Resources
Human resource management
- People management
- Task management
- Compensation management
- Compliance
- Intelligent talent management
- HR programs optimization
- Alerts management
- Leave and absence management
- Employee and manager self service
- Employee development
- Organization and personnel management
- Employee transfer management
- Personal management
- Benefits management
- Integration with learning management system providers
- Business processes management
- Performance management
- LinkedIn integration
- Skills management

Dynamics 365 Business Central
Enterprise resource management for small and medium sized companies
- Bank and payment reconciliations
- Warehouse management
- Assembly management
- Production management
- Analytics
- XBRL
- Task management
- Service management
- Finance management
- Self service portal
- Accounts payable
- Treasury
- Inventory management
- Planning functionality
- Workflow
- Accounts receivable
- Budgeting
- Project management
- Human resource management
- CRM
- Microsoft Power Platform integration
- Microsoft Teams integration
- Shopify support
- Fixed assets
- Outlook add-in

Dynamics 365 Intelligent Order Management
Order management solution
- Automate order fulfillment
- Application monitoring
- Smart fulfillment orchestration
- E-commerce real time integration
- Real-time omnichannel inventory data
- Real-time visibility into orders
- Integrated operational efficiency dashboards
- Order visibility and insights
- Integration management
- Provider integrations

Microsoft Cloud for Industry

Microsoft Cloud for Financial Services
Capabilities to manage financial services data for financial services organizations
- Unified customer profile
- Remote sales and service
- Customer onboarding
- Wealth management
- Banking customer engagement
- Retail banking
- Loan manager
- Financial crime protection
- General insurance
- Collaboration manager
- Data orchestration
- Risk analytics

Microsoft Customer Experience Platform
Customer engagement solution
- Rich out-of-the-box AI and insights
- AI-orchestrated customer journeys
- Consent, governance, and privacy management
- Event management
- Digital advertising
- Audience intelligence
- Web traffic monetization

Microsoft Cloud for Nonprofit
Capabilities to manage nonprofits organizations
- Volunteer Engagement
- Volunteer Management
- Nonprofit operating template
- Deliver effective programming
- Accelerate mission outcomes
- Payment processing

Microsoft Cloud for Healthcare
Capabilities to manage health data in healthcare organizations
- Connected patient experiences
- Patient insights
- Virtual health
- Care team collaboration
- Health team productivity
- Data interoperability
- Clinical analytics
- Operational analytics

Microsoft Cloud for Sustainability
Help companies measure, understand and take charge of their carbon emissions
- Connect emissions data sources into one view
- Connection catalog
- Dynamic calculation service
- Operational-specific dashboards
- Data-driven scorecards and goals
- Public reporting
- Actionable insights
- Emissions reporting

Microsoft Cloud for Retail
Capabilities to manage retail organizations
- E-commerce personalization
- Digital advertising
- Digital and smart stores
- Loss and fraud prevention
- Anywhere commerce conversion
- Multichannel fulfillment
- Integrated customer service
- Shopper analytics
- Inventory management
- Retail media

Microsoft Cloud for Manufacturing
Capabilities to manage manufacture organizations
- Frontline worker empowerment
- Learning and knowledge management
- Operational visibility
- Asset productivity
- Production operations
- Supply chain visibility
- Digital twins and digital thread
- Product development
- Digital selling

Services

Dynamics 365 Planning Optimization
External micro service for planning
- Suggestions to optimize existing supply
- Centralized calendar maintenance
- Demand Driven Material Requirements Planning
- Planning insights
- Subcontracting support
- Make-to-order supply automation
- External Signals support
- Scheduling with finite capacity
- Capability-based resource allocation
- Capable-to-promise support
- Process manufacturing support

Inventory Visibility Add-in
External micro service for inventory
- Inventory allocation
- Allocation rules
- Fallback shared inventory pool
- Soft reservation
- Available-to-promise (ATP) functionality
- Full support WHS-enabled items

Unified pricing service
External micro service for pricing
- Inspect pricing details at the order level
- Calculate and determine applicable discounts based on concurrency modes
- Define margin-components price adjustments
- All major discount types support
- Easy-to-use RESTful API

Regulatory Configuration Service
Designer and lifecycle management service for no-code/low-code globalization functionality
- Out-of-the-box integration with Dynamics 365 Apps
- Support for all functionality that is provided by Electronic reporting (ER)
- A prerequisite to configure new globalization microservices
- Support for new globalization feature functionality
- Support for centralized publication, storage, and sharing of custom configurations

Global Inventory Accounting
External micro service for inventory accounting
- Costing ledger
- Cost object policy
- Input measurement basis
- Cost flow assumption policy
- Dual currencies & valuations

Resource Scheduling Optimization Add-in
Extended schedule optimization solution
- Dynamics 365 Field Service, Customer Service, and Project Service Automation support
- Improved customer retention
- Overnight and Emergency scheduling
- Single Resource Optimization
- Simulation
- Achieve scale
- Technician efficiencies and reduced cost

Intelligent Fulfillment Optimization
External micro service for fulfillment
- Multiple channels
- Quickly adapt to order changes
- Supplier availability issues tracing
- Proactive react om spike in demand

Tax Calculation Service
External micro service for taxes
- Out-of-the-box integration with Dynamics 365 Apps
- Configuration of tax service through the RCS
- Configurable tax matrix to automatically determine tax codes, rates, VAT ID
- Configurable tax calculation designer to define formulas and conditions
- Shared tax determination and calculation solution across legal entities
- Accepting multiple documents in one API call
- Multiple tax registration numbers
- Tax on transfer orders

Tax audit and reporting service
External micro service to scale the existing tax audit and reporting content
- Ingestion of tax audit reporting data in Finance into Azure Data Lake
- Transformation of the data into the tax declaration and Tax audit data models
- Low-code Electronic reporting capabilities
- Reusing the existing Electronic reporting formats for Tax audit and Tax declarations

Electronic Invoicing
External micro service to process & configure invoice documents
- Out-of-the-box integration with Dynamics 365 Apps
- Electronic invoice process configuration
- Regulatory Configuration Services support
- Multiple e-invoice formats (XML, JSON, TXT, CSV)
- External web services including certification handling
- Configurable exception message handling

Financial Dimension Service
External micro service for financial dimensions
- Improve resolving financial dimensions thru importing
- Support large numbers of importing journals
- Operate on the data in parallel

CRM Solutions

Dynamics 365 Sales
Sales management solution
- Client management
- Conversation intelligence
- Engagement platform
- Contact management
- Forecasting and pipeline intelligence
- Digital selling
- Pipeline manager workspace
- Order management
- Proposal management
- Lead management
- Product information management
- Competitors management
- Microsoft Relationship Sales integration
- Sales accelerator and process automation
- Visual insights
- Simplified opportunity-to-invoice process
- Pipeline management
- Customer 360 view
- Relationship intelligence
- Business process flow
- Document management
- Outlook add-in
- Microsoft Teams Integration

Dynamics 365 Customer Service Professional
Customer service management for professionals
- Personalize service
- Intuitive agent experiences
- Knowledge-driven case management
- Customer satisfaction insights
- Deep AI intelligence
- Actionable insights
- Agent performance optimization
- 360-degree view of customer journeys
- Operational costs management
- Self-service portals

Microsoft Relationship Sales
Build customer relationships at scale with relationship selling
- LinkedIn Sales Navigator integration
- Relationship visualization
- Opportunity risks management
- Contacts analysis
- Next best action
- Smart Links integration
- InMail communications support

Dynamics 365 Customer Service
Customer service management
- Voice channels
- Customer service center
- Connected customer service
- Agent experiences & productivity
- AI-suggested cases
- Queue management
- Case management
- Task management
- Service calendar management
- Client management
- Service management
- Service-level agreements
- Omnichannel voice
- APIs for queue and agent availability
- Integration with Dynamics 365 Virtual Agent for Customer Service
- Unified intelligent routing
- Knowledge management
- Teams integration - AI-generated conversation
- Timeline view
- Call intelligence and transcription

Dynamics 365 Marketing
Marketing management
- AI powered analytics
- Customer journey orchestration
- Deep personalization experience
- Event management
- Client management
- Digital marketing
- Marketing campaign management
- Deeply personalized emails campaigns
- Layout editor
- Email A/B testing
- Power Automate flow support
- Microsoft Teams for virtual events support
- Customer journey management
- Logistic management
- Customer Insights integration

Dynamics 365 Field Service
Field service and maintenance management
- Connected field service
- Competence management
- Resource planning & management
- Proactive service delivery
- Resource scheduling dashboard
- Empower frontline workers
- Customer assets management
- IoT alert AI-based suggestions
- Contracts/Offers management
- Service operations optimization
- Modular work order pricing
- Return management
- Billing
- Procurement management

Collaboration Solutions

Dynamics 365 Telecommunications Accelerator
Fuel automation & innovation for the Telecommunications Industry
- Place management
- Telco Sales
- Maintenance scheduling
- Maintenance activities calendar
- Plant maintenance

Dynamics 365 App for Outlook
Customer Engagement solution for Microsoft Outlook
- Contacts and leads
- Link emails to contacts
- Relationship assistant
- Email templates
- Global search
- Phone calls and tasks

Dynamics 365 Connector for LinkedIn
Seamless synchronization of LinkedIn leads
- LinkedIn authentication
- Matching strategy management

Configurable business documents reporting
Microsoft Office-based templates
- Predefined templates
- Document lifecycle management
- Extended Data Model
- Routing

Dynamics 365 for phones and tablets
Unified CRM app for phones and tablets
- Unified Interface
- Access to all apps
- Offline work support

Dynamics 365 Universal Resource Scheduling
Schedule any data in Customer Engagement
- Multi-resource scheduling
- Facility scheduling
- Resource pools
- Fulfillment preferences
- Schedule board tab
- Resource crew scheduling

Process Analytics for Dynamics 365
Power BI app for Dynamics 365 business process flow
- Process stages funnel analysis
- Business process flow insights
- Service performance track
- Custom dashboards

Dynamics 365 Customer Voice
Enterprise feedback management application
- Personalized surveys
- Departmental capacity management
- Question builder
- Survey key driver analysis
- Integrated customer data platform
- Partial response
- Pause and resume survey
- Personalize survey
- Real-time insights
- Feedback solution templates
- Multichannel survey distribution

Store Commerce app
Windows based application for store
- Dedicated hardware station support
- Cloud POS based interface
- Chromium engine support
- Cash-and-carry transactions
- Cash management
- Shift management
- Customer engagement
- Assisted selling
- Client management
- Order processing/fulfillment
- Inventory management
- Built-in reporting
- Dynamics 365 Commerce integration

Omnichannel Power Virtual Agent Extension
Power Virtual Agent extension for Dynamics Omnichannel messaging capabilities
- Dynamics 365 messaging support
- Cases details support
- Customer details support

Dynamics 365 Unified service desk
Framework for call centers
- Note capturing
- Agent scripting
- Application integration
- Configurable toolbars
- Audit trails
- Session management
- Configurability
- UX themes

Dynamics 365 Customer Service admin center
Customer Services administration tool
- Consolidated administration
- Task-oriented site map
- Deep links to manage features
- Feature landing pages
- Wizard-like getting started experience

Dynamics 365 Field Service Mobile
Mobile solution for Field Service
- Server data in real time
- Signature support
- Email integration
- Push notifications
- Access documents
- Windows 10 support

Dynamics 365 Omnichannel for Customer service
Connect with customers thru different channels
- Communication panel management
- Next best action
- Single interface
- Agent configurator
- Agent dashboard / work items
- Video / audio calls support

Finance and Operations (Dynamics 365) mobile app
Mobile app for ERP solutions
- Authentication and authorization
- View, edit, and act on business data
- Mobile workspaces management
- Optimize the offline capabilities
- Easy to create mobile app from main solution
- Predefined mobile workspaces

Dynamics 365 Customer Service Community
Community management for Dynamics 365 Customer Service
- Full portal configuration
- Idea forums
- Content moderation
- Community feedback
- Manage security roles
- Modern Community portal template

Lifecycle Services
Collaboration portal to manage the application lifecycle
- Environment management
- Business process library
- Updates management
- Implementation process control
- User management
- Customization analysis
- Asset library
- License sizing estimator
- System diagnostic

Connected Field Service
Solution to integrate Dynamics 365 Field Service and Azure IoT
- Reduce downtime
- Address issues faster
- Azure IoT Central support
- Azure IoT Hub support
- Extensible IoT provider framework
- IoT diagnostics
- Simulator

Fundraising and Engagement
Solution for donor and constituent engagement
- Attract, retain, and grow donor and supporter bases
- Drive fundraising efficiency
- Donation management
- Event management
- Campaign management
- Transaction management
- Revenue management

Sales Analytics for Dynamics 365 Sales
Power BI app for Dynamics 365 Sales
- Sales Performance
- Sales Leaderboard
- Win/Loss Analysis
- Sales Pipeline
- Sales Activity
- Lead Analysis
- Account Analysis

Customer portal for Dynamics 365 Supply Chain Management
Power Apps portals template that creates business-to-business (B2B) website
- 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

Dynamics 65 Media & Entertainment Accelerator
Build apps for fan & guest experiences and content production
- Fan and Guest Engagement
- Content Production
- Event and venue management
- Self-Registration support
- Microsoft Teams integration

AI Solutions

Dynamics 365 Connected Spaces
Real-time observational data to improve in-store operations
- Intelligent decisions with actionable insights
- Shopper analytics
- Intelligent Command Center
- Inventory recommendations
- Venue/Zone management
- Equipment failures control
- Daily Summary dashboards
- Customer acquisition funnel
- Computer vision & AI support
- Integration with video camera's
- Anomaly detection
- Shift management recommendations
- Queue management analytics
- Display effectiveness analytics
- Triggered real-time alerts
- Unlock trends and patterns

Dynamics 365 Customer Insights
Power personalized engagement with customer insights
- Data enrichment / Segmentation
- Customer journey
- Consent Management
- Profile unification
- Next best interaction
- Customer cards
- Profile search & discovery
- Teams and Power Automate add-in
- Azure Synapse Analytics integration
- Segment analysis
- Synapse workspace
- Relationship management
- Next best offer recommendations
- Engagement insights
- Audience insights
- Metrics builder
- Integration with Microsoft Clarity
- Integration with Microsoft Advertising

Dynamics 365 Supply Chain Insights
AI-driven insights in supply chains
- Digital twins of the supply chain
- Actionable insights powered by AI
- Proactively avoid disruptions
- Supply chain maps
- Smart case manager
- Supply and demand simulations
- Multiple tiers of supplier's support
- Enrich demand and supply signals with external events
- Prebuilt connectors to common platforms
- Risk prediction
- Selective data sharing
- Secure collaboration

Microsoft Customer Data Platform (CDP)
Solution to the problem of disconnected customer data systems
- Unify data for real-time insights
- Marketing customer profile
- Sales customer profile
- Customer service profile
- Multi-source data analysis
- Predefined connectors

Dynamics 365 Customer Service Insights
AI-driven insights and virtual agents in customer service
- Automated AI-driven cases analysis
- Agent suggestions
- Data proofing capabilities
- Customer satisfaction dashboard
- Intelligent workflow
- Topic details dashboard
- Case resolution dashboard
- Virtual agents
- KPI summary dashboard
- Incoming cases dashboard
- Teams and Power Automate add-in
- Knowledge search historical analytics
- Natural language support

Dynamics 365 Finance Insights
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

Dynamics 365 Sales Insights
AI-driven insights in sales
- 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

Dynamics 365 Virtual agent for Customer service
Virtual agent configuration tool
- Power Automate integration
- Virtual agent designer
- No code customizing
- Microsoft Dataverse integration
- Conversation tracing
- Transfer chat's to manager
- Customer satisfaction (CSAT) dashboards
- AI-assisted authoring
- Integrated Power Virtual Agents

Dynamics 365 Fraud protection
AI anti-fraud solution
- Adaptive AI technology
- Fraud protection network
- Loss prevention scale motion
- Transaction acceptance booster
- Behavioral and mobile fingerprinting
- Test and verify rules
- Protect native mobile applications against fraud
- Risk decisioning dashboard
- Customer escalation support tool
- Protect Power Apps portals products against fraud
- Payment Service Provider (PSP) support
- Integration wizard
- Loss prevention

Dynamics 365 Market insights
AI-driven insights in markets
- Industry insights
- Competition insights
- Consumer insights
- AI assisted query builder
- Alert notifications
- Business data dashboard

Power Platform

Power Virtual Agent
Intelligent virtual agents
- AI chatbots
- Bot's 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

AI Builder
Artificial intelligence solution
- Predefined AI models
- Data connections
- Power Apps integration
- Power Automate integration
- Model versioning
- Form processing
- Invoice processing
- Receipt processing
- IDs processing
- AI Builder features in Microsoft Teams
- Signature detection

Power Automate
Robotic process automation
- Alerts
- Synchronization management
- Transparent processes between systems
- Predefined integration templates
- Mobile support
- Tasks automation
- Steps recorder
- Microsoft Teams integration
- UI Flows connector
- AI Builder integration
- Power Automate Desktop
- Document automation solution
- Solution-based flows
- Process advisor
- Power Automate is part of Windows 11

Power Apps mobile
Mobile solution for Power Apps
- Model-driven apps
- Canvas apps
- Built-in integration with Dynamics 365
- Optimization tool for offline capabilities

Power Apps
Business solutions tool
- Process automation
- Application constructor
- Microsoft Dataverse for Apps
- Built-in to Dynamics 365 products
- Built-in mixed reality
- Build apps for Microsoft Teams
- Converged mobile app
- Testing and debugging tool
- Easy record sharing
- Async OnSave events
- Collaborate with other makers
- Export to different formats

Microsoft Dataverse
Cloud-based, low-code data service and app platform
- Scheduled integration with other systems
- Transform and import data using Power Query
- One-time import of data
- Interacting with tables
- Business rules & flows
- Business logic with code
- Data archival
- Workflow

Power BI
Business intelligence solution
- Predefined dashboards
- Power Automate visual
- Power BI Insights Apps
- Embedded analytic
- Big data foundation
- AI visualization
- Power BI Mobile
- Power PI Service
- Smart Narrative
- Automated Insights
- Native PowerPoint integration
- Microsoft Dataverse for Analytics

Power Apps portals
Portal management
- Portal content management
- Knowledge base management
- Microsoft Azure Analysis Services support
- Authentication management
- Portals audit logging
- Dataverse search integration

Mixed Reality Solutions

Dynamics 365 Remote Assist
Mixed reality remote presence tool
- HoloLens-based
- Knowledge and service insights
- Video calling
- File sharing
- Service and repairs
- Surveys and walkthroughs
- Remote cooperative work
- Asset Capture
- Mobile support
- Power Apps integration
- Integration with Teams

Dynamics 365 Product Visualize
Place a 3D digital twin of product in real life
- 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

Dynamics 365 Import tool
Tool importing 3D models to MR solutions
- Optimize the converted 3D models
- Convert 3D models to GLB
- Layout's support
- Send models to Microsoft HoloLens support
- Visio add-in support

Dynamics 365 Guides
Holographic instruction tool
- Touch activity menu
- One to One calling
- Mobile devices support
- Capture work processes tool
- 3D models scaling
- Non-linear (branching) workflows
- Guides constructor
- Attachment's support
- Step by step instructions
- Instructor cards management
- Spatial Triggers
- Power Apps integration
- Productivity dashboards

Microsoft Platform

Microsoft 365
Office solutions
- SharePoint
- Outlook
- Word
- Skype
- Teams
- Excel
- OneDrive
- Project
- Visio
- Planner

Microsoft Azure
Cloud computing solution
- Azure Bot
- Machine Learning
- Logic Apps
- Regression Suite Automation Tool
- Cloud computing
- Cognitive Services
- DevOps
- AppSource
- IoT Suite

Microsoft Graph
Gateway to data and intelligence
- Manage employee profiles
- Excel integration
- Convert documents
- Real-time updates
- Microsoft Graph API

Microsoft Loop
Powerful and flexible canvas with portable components
- Shared spaces
- Atomic units of productivity
- Flexible canvases
- Teams integration
- Dynamics 365 integration

Microsoft Viva
Employee experience platform
- Viva Topics
- Viva Connections
- Viva Learning
- Viva Insights

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