

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
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
Intercompany
Treasury
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
Repurchase management
Online stores
Retail HQ
Microsoft Teams Integration
PayPal & Google Pay payments connector

Dynamics 365 Project Operations
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
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 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 marketing 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 WMS-enabled items

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

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
Simulation
Achieve scale
Technician efficiencies and reduced cost

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

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

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

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
Personalized 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

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
Product information management
Client management
Service management
Service-level agreements
Omni-channel 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
Service orders management
IoT alert AI-based suggestions
Contracts/Offers management
Service operations optimization
Modular work order pricing
Return management
Billing
Procurement management

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

Collaboration Solutions

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

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

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

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

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

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

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

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

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

Omni-channel 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 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 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

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

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

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

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

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

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

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

Dynamics 365 Customer Service Insights
AI-driven insights and virtual agents in customer service
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
Incoming cases dashboard
Teams and Power Automate add-in
Knowledge search historical analytics
Natural language support

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 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

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 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

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

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
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

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 BI Service
Smart Narrative
Automated Insights
Native PowerPoint integration
Microsoft Dataverse for Analytics

Artificial Intelligence solution
Predefined AI models
Data connectors
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 Apps mobile
Mobile solution for Power Apps
Model-driven apps
Canvas apps
Built-in integration with Dynamics 365
Optimization tool for offline capabilities

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

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

Microsoft Platform

Microsoft 365
Office solutions
SharePoint
Outlook
Word
Skype
Teams

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

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