Talent: Core HR

Human resource management

People management • Organization

Unified operations

Mobile solution for Finance

and Onerations

Predefined workspaces

Custom workspaces designer

Optimization tool for offline

Dynamics 365

Gamification

Employee and teams

competitions management

KPI's management

Employee transfer

Personal

Benefits

Learning

Business

processes

management

Task management

Leave and absence

Compensation

Employee self

Employee

manägement

Compliance

Modular Solutions

Dynamics 365

Talent: Onboard

New hires management

Task management

Resource management

Contact management

Activity management

Onboard process management

Microsoft Social

Engagement

Social engagement

management

Power BI connector • Location

Dynamics 365 App

for Outlook

Customer Engagement solution

for Microsoft Outlook

analytics

Analysis Social CRM

Global search Phone calls and

Dynamics 365

for phones

Unified app for

phones and tablets

Phrases analytics

Link emails to

contacts Relationship assistant

Dynamics 365

Commerce

Omni-channel solution

for retail and e-tail

companies



Talent: Attract

Hiring management

Position management

Dynamics 365

Universal

Resource Scheduling

Schedule any data in Customer Engagement

Multi-resource scheduling Facility scheduling

for Dynamics 365

Portal management

Knowledge base management

Resource pools

Schedule board tab

Vacancies templates

Dynamics 365 Supply

Finance management for middle

Dynamics 365 Finance



Revenue Recognition Credit management Intercompany

Treasury Organization administration Accounts receivable

Audit workbench

Cash and bank Cost management

Consolidations General ledger Fixed assets Payroll

Accounts pavable

Self service portal Retail headquarter

Transportation management Inventory manage Human resources Production control Product information

Asset management

Master planning

and big companies

 Procurement and sourcing Service managemen

Questionnaire Project management and accounting Warehouse mana

 Vendor colaboration Time and attendence Fleet management

Sales and marketing

Dynamics 365 Business Central

Enterprise resource management for small and medium companies



Planning Treasurv Warehouse management • Inventory management Assembly management Workflow Accounts receivable Production management

Dynamics 365

Customer Service

Customer service management

Analytics Budgeting XBRL Project management Task management Human resource Service management Finance management

Accounts payable

• CRM

Service management

365 Virtual Agent for

Customer Service

Service scheduling

migration tool

templates

Integration with Dynamics

Knowledge managemen

Dynamics 365

Sales Professional

Sales management for small business

Chain Management

Supply chain management for middle

Dynamics 365

Sales Enterprise



Product name

Product

Client management Contact management Marketing LinkedIn integration

Competitors management Microsoft Teams Order management Integration Proposal management

Business process Dynamics 365

Field Service

Field service and maintenance management



Competence

Resource management Mixed reality Guides for Field Service

Resource planning Customer assets

Return management Billing

Service orders Schedule table Contracts/Offers management

Product information

management

Resource planning Schedule table

Price list management Project contracts

Requirements management

Offer management Lead management Time and expense

Client management Teams collaboration Comprehensive project

Dynamics 365

Market insights

Al-driven market insights

Alerts management
 Posts

Sources dashboard

Conversation

Event management Client management management

Digital marketing Marketing campaign E-mail marketing campaigns

Voice of the Customer Email A/B testing Support approvals using Microsoft Flow Linkedin connector Logistic management **Customer Insights**

Dynamics 365

Customer insights

Power personalized engagement

with customer insights

Data enrichment / Segmentation.

Customer journey

Next best interaction

Profile unification

Customer cards

Layout editor

AI Solutions

Dynamics 365 **Dynamics 365** Sales insights Customer service insights

Al-driven insights in sales Al-driven insights and virtual agents in customer service

Automated Al-

Notes analysis Predictive Natural language lead/opportunity support scoring Relationship Assistant studio analytics Predictive Talking points forecasting

dashboard Call Intelligence

Dynamics 365

for Customer service

Virtual agent

configuration tool

Customer

(CSAT)

dashboards

Microsoft Bot

Skills support

Al-assisted

authoring

Flow

integration,

designer

Virtual agent

customizina

integration

Conversation Transfer chat's

Virtual agent

driven cases grouping satisfaction dashboard Intelligent workflow Topic details

Dynamics 365

Fraud protection

Al anti fraud solution

Risk

dashboard.

friction

Shared

External

Data

Data

diagnostic

certification

Case resolution dashboard Virtual agents KPI summary dashboard Incoming cases support

Search rules Activity maps Natural language dashboard

dashboard Profile search & discovery lot Intelligence for Dynamics 365 Dynamics 365 **Product Insights**

Natural language

support

Dynamics 365

Real-time IoT integration

Products and services real-time insights





• Real-time Predefined Al-driven production **Dvnamics 365** management Product Real-time

Predefined dashboards Customers performance experience visibility Real-time Integration identification

Triggered real- Integration Venue/Zone camers management Integration with IoT failures control dashboards



Dynamics 365 Retail

Retail management



Sales channel Call centers management Loyalty Stores management Cloud scale unit Assortment Modern POS Replenishment management

Product categories Online stores **Employee**

Product name

Product name

Product

Product name

Product name

Offer management

Dynamics 365

Talent: Offers



Offer managent Offer templates

Dynamics 365 **Omnichannel for Customer service**

Connect with customers thru different channels



Agent panel management Single interface configurator Agent dashboard

Connector

of LinkedIn leads

LinkedIn authentification

Dynamics 365

Remote Assist

Mixed reality remote

presence tool

Hololens-based • Remote

Matching strategy



Dynamics 365 Voice of the Customer

Seamless synchronization

collection

Customer opinions

Questionnaire designer Questionnaire planning

Dynamics 365

Layout

Mixed reality design

spaces tool

Virtual & Mixed • Edit physical •

Import tool

cooperative

Vision sharing

layout in real-

world scaling

Proposed

Agent scripting • Session Application ntegration Configurable toolbars

Dynamics 365

Unified

service desk

Framework for call centers

Note capturing • Audit trails

UX themes

365 Product

visualize

Place a 3D digital twin of

product in real life

integration with support

View product in Predefined

Share key sales with Teams

Dynamics Services

Dynamics 365 Inventory

on-hand service

support

integration

Dynamics 365 • Mobile

Predefined

context

Recommendations Online store management Online store management

Loyalty

programs

Guides

support

 new Unified Interface Access to all apps Offline work support

Multi-channel

management

Dynamics 365 Guides **Import tool**

Holographic instruction Tool importing 3D models tool

to MR solutions operations

Capture work Instructor Optimize the Send models management models Hololens constructor support Attachments dashboards models to GLB

Layouts

Configurable business

documents reporting

in Word and Excel

support

06

Video calling

File sharing

Connection

with the all

Dynamics 365 Planning service

support

Integration

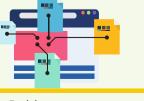
External micro service for planning



Multi-tenant External Signals support **Hyper Scale**

External micro service for inventory

Simply to integrate



Real time Improved performance **External micro service to setup documents**



Extended Data Model

Document lifecycle management





stock

management

Predefined



Power BI







Microsoft Office



Microsoft Azure









Microsoft PowerApps

Collaboration portal to manage the application lifecycle

Lifecycle Services



Microsoft Forms Pro

Automated workflows solution

Microsoft Flow

Environment management
Business process library
Updates management
Implementation process control

Surveys solution

Visual insights Documents templates Customer service center Simplified Document Queue management opportunity-to-invoice Case management process Sharepoint support Task management Customer 360 view Service calendar Sales data **Business process flow** Client management **Dynamics 365 Project** Dynamics 365 **Service Automation** Marketing **Project management**

