

●●POWER  
●OBJECTS

An HCL Technologies Company

**HCL**

# Microsoft Dynamics 365 Sales Module

# ●● About HCL-PowerObjects

**PowerObjects is the Microsoft Business Applications COE at HCL, supporting every workload on Dynamics 365 and the Power Platform!**

- Founded in 1993, acquired by HCL Technologies in 2015
- Over 1400+ team members dedicated to Dynamics 365
- One of Top 5 Microsoft Global SIs for Microsoft
- Microsoft *Partner of the Year* over 30 times in last 10 years
- Actively serving over 2 Million+ Dynamics 365 Users with IP



Service



Support



Education



Add-Ons

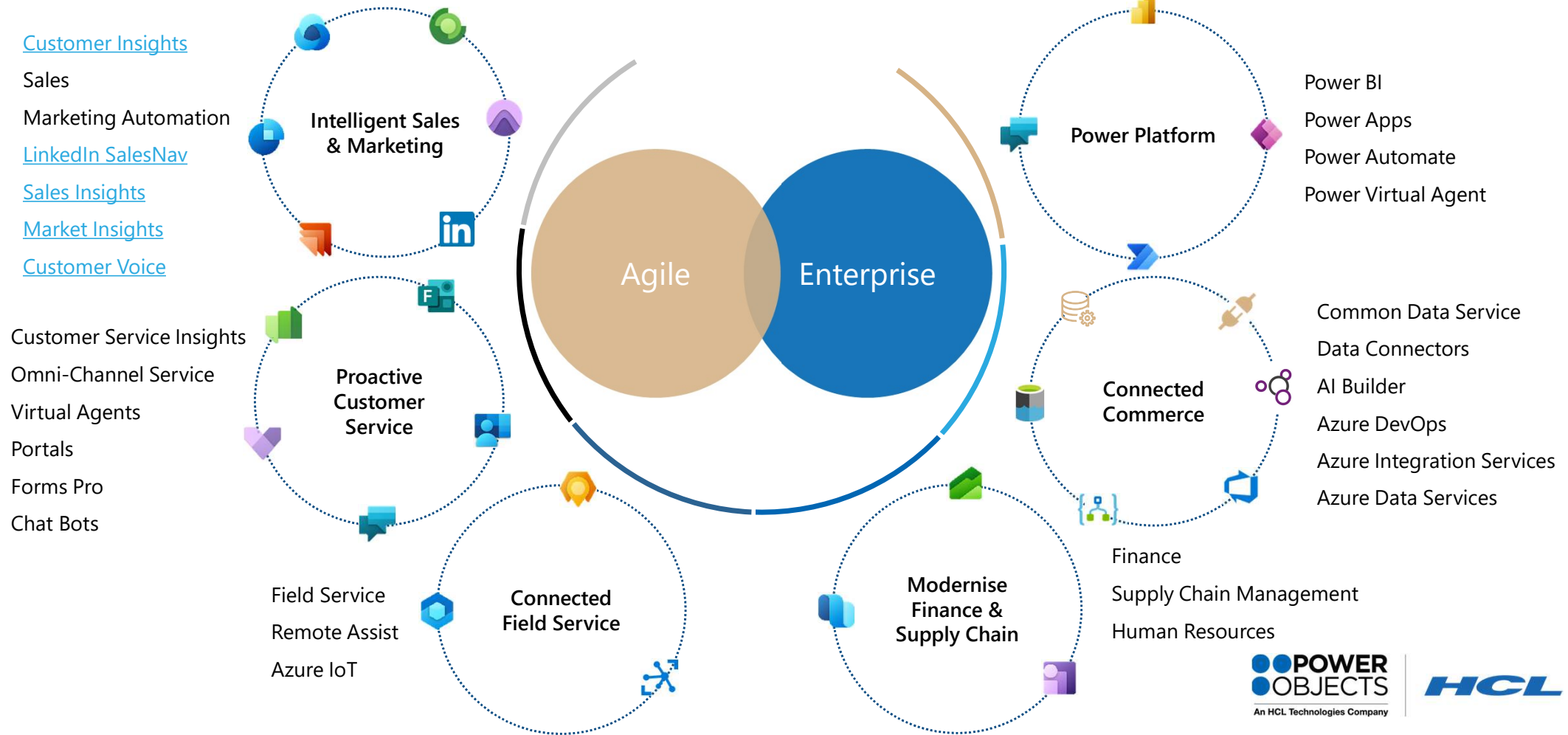


## Multi-award winner

- ◆ 2020 (Business Applications) Technology Innovator of the Year
- ◆ 2020 Customer Service Global Partner of the Year
- ◆ 2019 Customer Service Global Partner of the Year
- ◆ 2019 Financial Services Global Partner of the Year
- ◆ 2019 Power Platform North America Partner of the Year



# Dynamics 365 & Power Platform



# Microsoft Dynamics Ecosystem April 2020

**01 ERP Solutions**

- Dynamics 365 Finance**: Finance management for midsize and big companies
- Dynamics 365 Supply Chain Management**: Supply chain management for midsize and big companies
- Dynamics 365 Project Management**: Project management for small and medium companies
- Dynamics 365 Business Central**: Enterprise resource management for small and medium companies

**02 CRM Solutions**

- Dynamics 365 Sales**: Sales management solution for midsize and big companies
- Dynamics 365 Relationship Sales**: Sales management for professionals
- Dynamics 365 Customer Service**: Build customer relationships at scale with relationship setting
- Dynamics 365 Customer Service**: Customer service management

**03 Modular Solutions**

- Dynamics 365 Commerce**: Retail management
- Dynamics 365 Human Resources**: Human resource management
- Dynamics 365 Mobile App**: Mobile solution for finance and operations
- Dynamics 365 International Business Scheduling**: Schedule any data in Customer Engagement

**04 AI Solutions**

- Dynamics 365 Sales Insights**: AI-driven insights in sales
- Dynamics 365 Customer Service Insights**: AI-driven insights and virtual agents in customer service
- Dynamics 365 Market Insights**: AI-driven market insights
- Dynamics 365 Customer Insights**: Power personalized engagement with customer insights

**05 Mixed Reality Solutions**

- Dynamics 365 Remote Assist**: Mixed reality remote assistance tool
- Dynamics 365 Product Visualize**: Place a 3D digital twin of product in real life
- Dynamics 365 Guides**: Helpdesk connection tool
- Dynamics 365 Import Tool**: Tool importing 3D models to MR solutions ecosystem

**06 Dynamics Services**

- Dynamics 365 Planning Service**: External micro service for planning
- Dynamics 365 Inventory on-hand Service**: External micro service for inventory
- Configurable business documents reporting to Word and Excel**: External micro service to setup documents

**Platform**

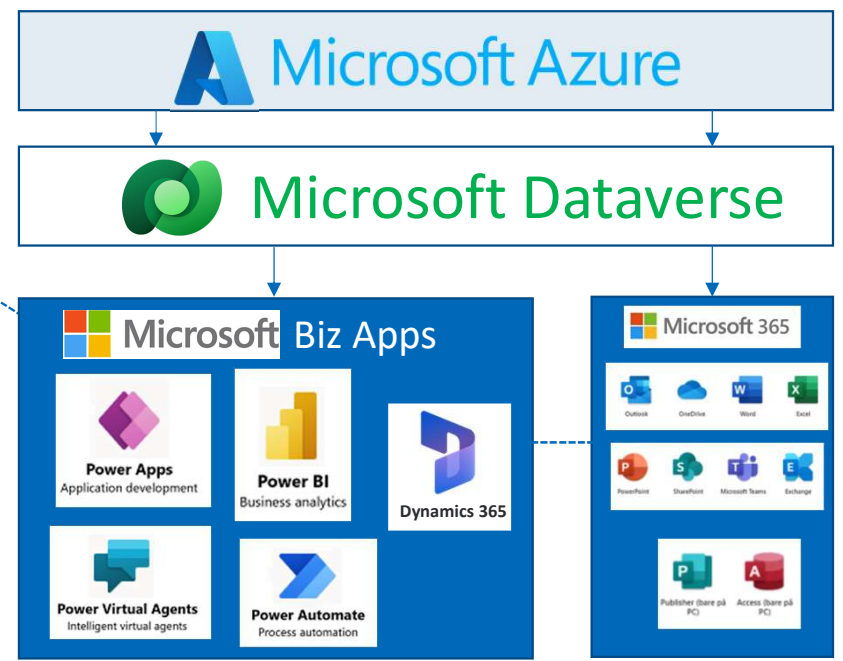
- Power Automate**: Robotic process automation
- Power BI**: Business intelligence solution
- Power Apps**: Business solutions tool
- Power Virtual Agent**: Intelligent virtual agents
- Power App portals**: Portal management
- Microsoft 365**: Office solutions
- Microsoft Azure**: Cloud computing solution
- Lifecycle Services**: Collaboration portal to manage the application lifecycle
- Microsoft Forms Pro**: Surveys solution
- Microsoft Graph**: Gateway to data and intelligence

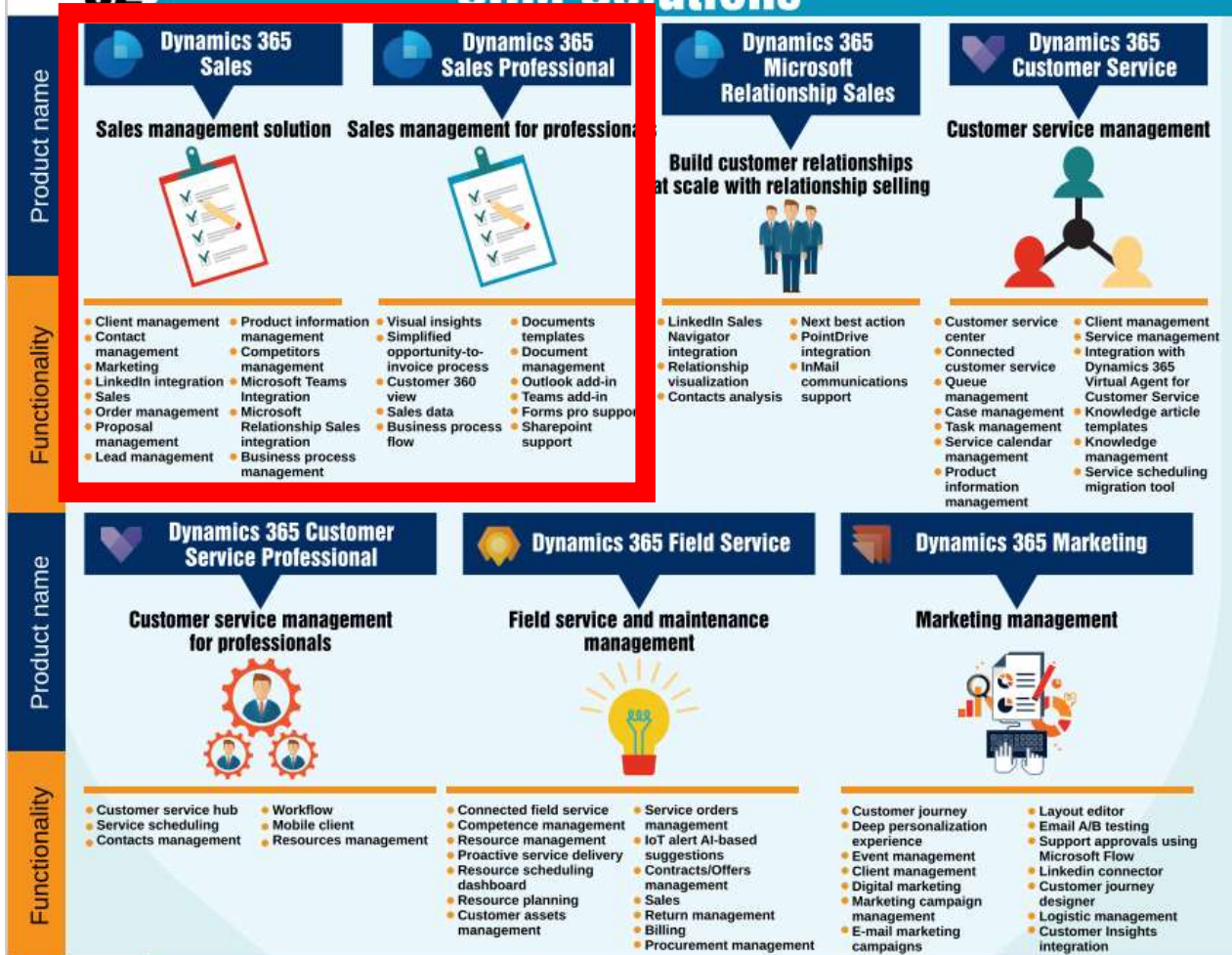
D365 Sales:

- Pro
- Enterprise
- Premium



# Microsoft Ecosystem







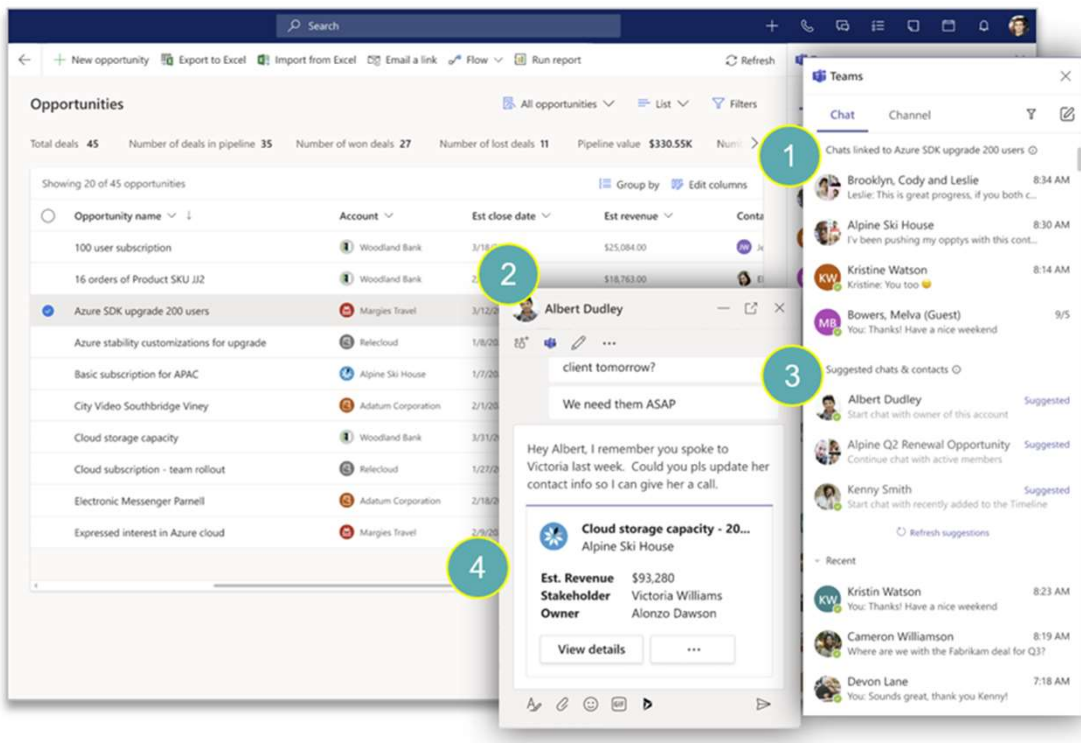
# Microsoft Outlook Integration

The screenshot displays the Microsoft Outlook interface with the Dynamics 365 integration. The top ribbon includes a 'Track' button. The left pane shows an email list with a 'Track' button next to the selected email. The center pane shows the email content, and the right pane shows the Dynamics 365 contact details for Allie Bellew, including her name, title, company, phone numbers, and activity history.

- **Easily track information from Outlook into Dynamics with one click:** Link email messages, meetings, and appointments to a row in your app. For example, link an email message to a specific account, opportunity, or case.
- **View all Dynamics content in Outlook:** Once emails are tracked, you can pull up all contact or account information directly in the Outlook pane.
- **Create new contacts/leads:** with a simple click of a button, you can create new contacts in Dynamics pulling information directly from the content of the emails.
- **Offline access:** Dynamics 365 for Outlook uses offline synchronization filters to determine the subset of data to copy to your local hard drive when you go offline. Before you go offline, you can modify these filters or create new filters to synchronize just the data you need.



# Microsoft Teams Integration



•**Collaborate seamlessly:** Invite anyone in your organization to view and contribute to Dynamics 365 customer records within the flow of a Teams chat or channel.

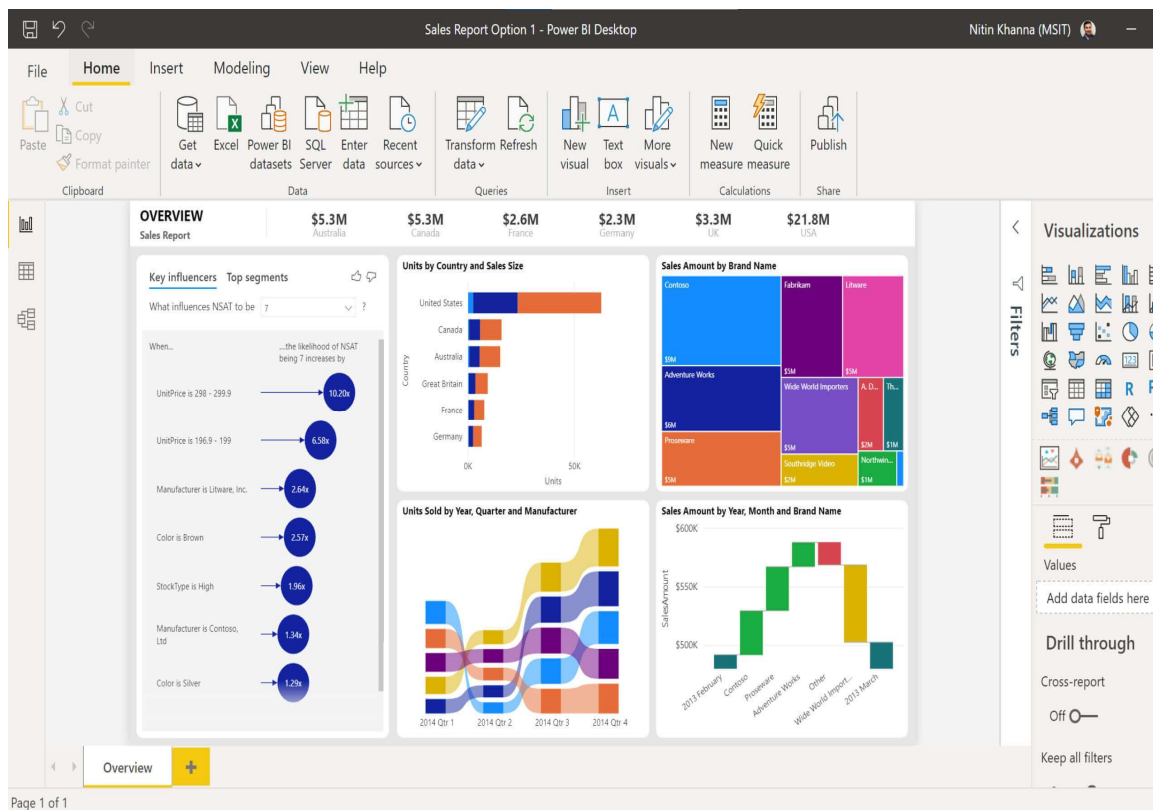
•**Accelerate productivity:** Connect conversations across the organization. Meet, chat, call, and collaborate in Dynamics 365.

•**Enhance engagement:** Bring related conversations together with real-time contextual and suggested chats, and capture customer sentiment to stay in tune with their needs.

•**Integrate experiences:** Increase audience engagement during and after events across multiple channels with engaging content and recommendations.



# Power BI Dynamics 365 Integration



•**Collaborate Across Datasets:** Ability to bring in multiple data tables from different solutions

•**View directly in Dynamics 365 or Teams:** Power BI has the ability to be embedded in Dynamics 365 for easy access on platforms you're already using.

•**Improve Publishing efficiency and accuracy of BI content:** Quickly identify differences and move content from development and testing to production with confidence using the simple visual cues in deployment pipelines.

•**Stream analytics in real time:** Know what's happening now, not just in the past. Get access to real-time analytics so you're always ready to make timely decisions.





●●POWER  
●●OBJECTS

An HCL Technologies Company

**HCL**