

UD 25

Power Apps in a Dynamics365 World

Art Of The Possible

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R&D / Innovation

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Microsoft Business Applications

 **Dynamics 365**
Unified CRM & ERP



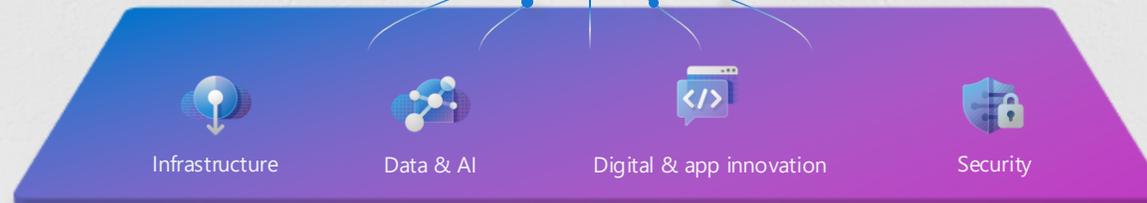
Microsoft Digital Contact Center Platform



 **Power Platform**
Low Code → Pro Code



 **Azure**
Microsoft Cloud



Today's Demo Journey

+ MORE
POWER APP
DEMOS

Festival vendor
reports rented
equipment failure

Customer Service
Agent manages
case and sales
return order

On-site festival
staff receive
notification of
broken equipment

01

02

03

01

Festival vendor
reports rented
equipment failure

“My pitch
generator is
broken”

Festival Exhibitor

Helping festival
vendors efficiently
with Power Page case
creation

02

Customer Service
Agent manages
case and sales
return order

**“We need to
optimize our
service operation
and reduce
resolution times”**

**Customer Service
Manager**

Streamlining
Operations with
Integrated D365
Applications

03

On-site festival staff receive notification of broken equipment

“I was impressed at how quickly the site team replaced my broken generator! The refund was a bonus!”

Festival Exhibitor

Providing exceptional customer service with Power Apps

Site Management / Incident Reporting

Power App



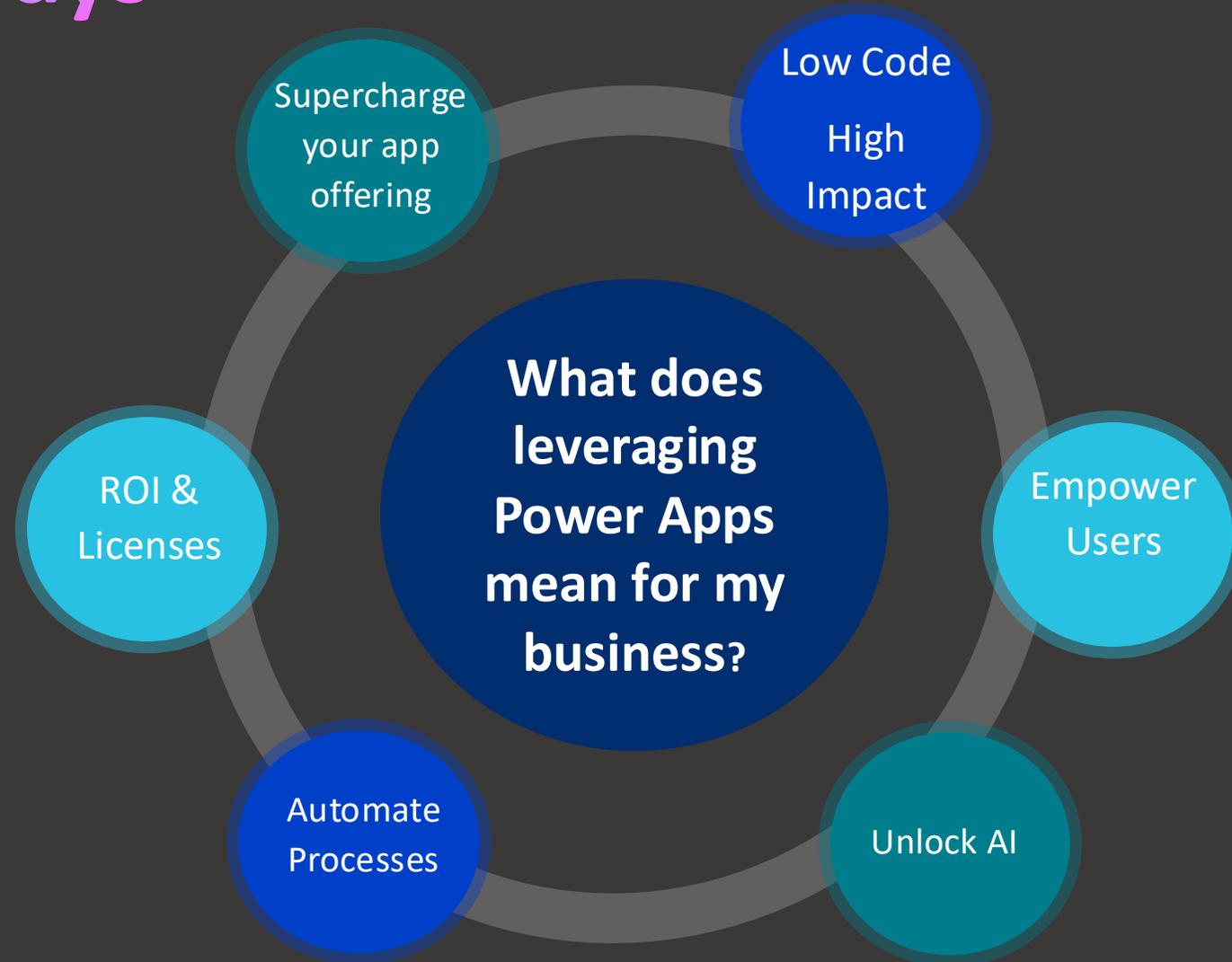
POWER APP
DEMO

nHanced Factbox

Power App



Takeaways



Q&A

Please rate all sessions

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