# Accelerators – Customization and Development



**Cognitive Convergence** 

http://www.cognitiveconvergence.com +1 4242530744 shahzad@cognitiveconvergence.com Cognitive Convergence is Subject Matter Expert in Office 365, Dynamics 365, SharePoint, Project Server, Power Platform: Power Apps-Power BI-Power Automate-Power Virtual Agents.

Our Dynamics 365 Accelerators Consulting, Development, Customization, Integration services and solutions, can help companies maximize business performance, overcoming market challenges, achieving profitability, and providing best customer service.

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# Objective

The document briefly describes the accelerators. We will define use cases that accelerators can be used in and some use cases that Microsoft have catered and provided solutions for. This document will cover power platform modules that are used for the creation of accelerators.

With this concept, the opportunities available to ISVs will be also discussed. In addition, some of the vertical elements of the industry we are working on as ISVs along with their benefits will be discussed.

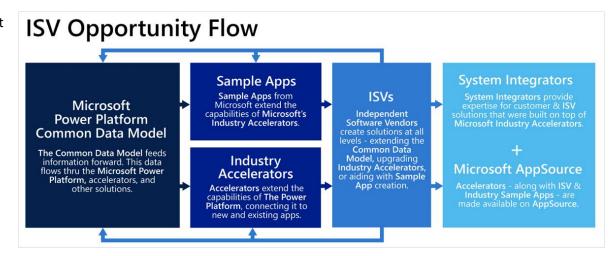
### **INDUSTRY ACCELERATORS**

Accelerators take the unified data approach of Microsoft Power Platform a step further by expediting the development of vertical solutions using an industry-tailored Common Data Model based on top industry standards with business logic integration. This enables customers and partners to easily build and customize industry-specific applications that can leverage data across Dynamics 365, Microsoft 365, and Azure.

Industry accelerators are foundational components within Microsoft Power Platform and Dynamics 365 that enable ISVs and other solution providers to

quickly build industry vertical solutions. The accelerators extend Common Data Model to include new entities to support a data schema for concepts within specific industries.

The image shows ISVs have multiple opportunities to deliver industry-focused applications and solutions. These opportunities exist whether you're building directly on Power Apps (Dataverse) or Dynamics 365 apps. Each level further expands the opportunities at the next level above. The accelerators provide opportunities to rapidly build vertical, industry-focused apps, in addition to enabling system integrators to help scale and support these new apps and solutions.

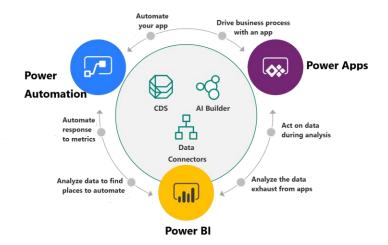


### **POWER PLATFORM**

Microsoft Power Platform is a line of business intelligence, app development, and app connectivity software applications. Microsoft developed the Power Fx low-code programming language for expressing logic across the Power Platform. It also provides integrations with GitHub and Teams.

- Power Apps
- Power Automate
- Power BI
- Power VA

**Power Apps** provide a rapid low code development environment for building custom apps for business needs. It has services, connectors, and a scalable data service and app platform (Microsoft Dataverse) to allow simple integration and interaction with existing data. **Power Automate** lets users create automated workflows between applications and services. It helps automate repetitive business processes such as communication, data collections, and decision approvals. **Power BI** (Business Intelligence) is a business analytics service that delivers insights for analyzing data. **Power Virtual Agents** enables anyone to create powerful chatbots using a guided, no-code graphical interface, without the need for data scientists or developers.



### **MODEL-DRIVEN APPS**

Model-driven app design is an approach that focuses on adding components such as forms, views, and charts and dashboards to tables using an app designer tool. Additionally, relationships connect tables together in a way that permits navigation between them and ensures that data is not repeated unnecessarily. Using the app designer with little or no code, you can build either simple or very complex apps.

Model-driven apps are especially well suited to process driven apps that are data dense and make it easy for users to move between related records. For example, if you are building an app to manage a complex process, such as onboarding new employees, managing a sales process, or member relationships in an organization such as a bank, a model-driven app is a great choice.

### BENEFITS OF MODEL DRIVEN APPROACH

There are some notable advantages to this method of application development.

- Once the data model and relationships have been created, the build process is relatively rapid due to rich component-focused no-code designers.
- Apps have a similar user interface across various devices from desktop to mobile.
- The apps are accessible and responsive automatically.
- The user experience is consistent across all model-driven apps. Once a user is confident with one model-driven app, later apps are easier to adopt within an organization.
- Migrating apps between development, test, and production environments is relatively straightforward by using solutions.



Request Microsoft Dynamics 365 demo

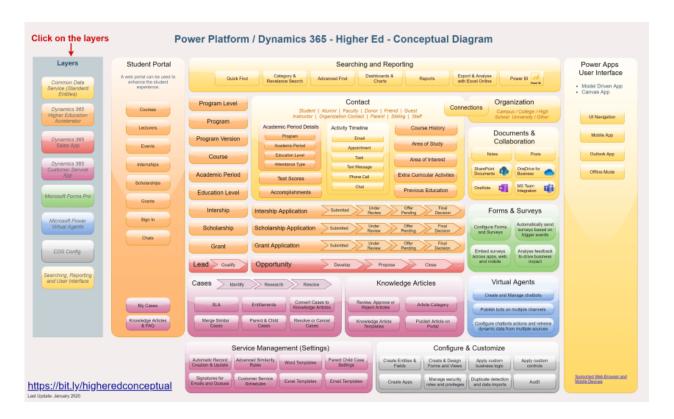
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### INDUSTRY FOCUSED SOLUTIONS

Currently work is being done on the following major industry verticals with the purpose to provide solution that will help accelerate the business and also solve any problems that are being faced.

### Education

- Student PowerApps Development
- Teacher PowerApps Development
- Mentor PowerApps Development
- Integration of System view for easy access to entities
- Field and forms attribute for out of box and custom entities
- Student Recruitment
- Student Welfare



### Healthcare

Our solution enables you to focus on all aspects of your business and the customer lifecycle, from relationship and engagement management to business development.

- Quote to Card
- Group Plan Administration
- Distributor Relationship Management
- Member Care
- Provider Services
- Member Integration Toolbox
- Workflows like
  - o EMR (appointments)
  - Nutrition orders
  - Procedures
  - Referral requests

### **Real Estate**

- Property Structure Management
- Split and Merge Leasable Units
- Separate model driven apps for every phase of construction
- A separate canvas app for all the booking purposes like renovation, surveys etc.
- Ability to add images of the desired location.



#### Government

- Government-specific extensions to Common Data Model (CDM), including a data model to support government segments.
- A sample customizable app for government services, programs, and benefits. The app shows how Microsoft Power Platform and Dynamics 365 can use the data model to manage applications and approvals, and to transform government programs and services.
- A sample customizable Power Apps portal for residents and businesses to apply for government services, programs, and benefits.
- Front-office to back-office program and fund management that includes the following processes:
- Applicants find out about a government program
- Applicants apply for a benefit
- Approvals
- Tracking against the associated fund and budget in Dynamics 365 Finance for public sector
- Partner and developer documentation on GitHub. The documentation includes reference guides, entity relationship diagrams (ERDs), and metadata documentation on the data model.



### Dynamics 365 Nonprofit Accelerator

The Dynamics 365 nonprofit accelerator and Common Data Model for Nonprofits help organizations eliminate data silos, enabling powerful insights into their data. Microsoft is dedicated to working with nonprofits and partners to develop solutions based on entities and attributes that nonprofits commonly use for constituent management, fundraising, awards, program delivery, and impact tracking.

The nonprofit accelerator provides the following to partners and nonprofit organizations:

Book a free meeting and let us have a look at your opportunities with Microsoft Solutions

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- A Program design template application that partners can evolve to help nonprofit program and country managers to create and browse Logframes (logical frameworks, the building blocks of effective program design).
- Connect logframes to internal, external, and standard indicators like the United Nations Sustainable Development Goals (SDGs) in order to improve program measurement and outcome tracking.
- Eight unique sample model-driven applications to help partners rapidly develop UI, workflows, and business logic to automate the following areas:
  - Awards
  - Case management
  - Constituents
  - Delivery frameworks
  - o Fundraising
  - o IATI Hub
  - o Project management & program design
  - Assessment management
- Support for extending the model with custom entities, forms, and relationships that meet nonprofit needs.
- Support for building canvas apps in Power Apps.
- Sample dashboards featuring fundraising and program delivery analytics that can be extended.
- Deployable sample data to bring the sample apps to life.
- A test drive experience through AppSource with walkthroughs, reference guides, mapping guides, entity-relationship diagrams, and metadata documentation on the data model.
- Data integrator templates and mappings to integrate data from the nonprofit accelerator in Dynamics 365.
- IATI add-on Common Data Model, sample model-driven app, sample data, flows, and documentation.



### **USE CASES**

# Dynamics 365 Automotive Accelerator

With the Dynamics 365 automotive accelerator, you can develop solutions based on entities and attributes that dealerships and OEMs commonly leverage for customer experience and other business processes. These entities include deals, sales contracts, specifications, fleet, warranties, inspection, test drives, branding, business, customer-vehicle relationship, vehicle and equipment, lead, service and after-sales management, and more. The accelerator includes an automotive data model, Power BI apps, canvas and model-driven sample apps based on connected experiences.

The automotive accelerator provides the following to partners and customers:

- Extensions to Common Data Model to include a data model that supports customer experiences, including entity definitions and relationships.
- Sample model-driven apps to show some possibilities of how Dynamics 365 and the automotive data model can be used, including customer experience management, customer 360, connected field service, and DMS.
- Sample canvas apps for the Fleet Manager to schedule service appointments quickly and proactively with service centers to show how anyone can quickly develop new apps with Microsoft Power Platform using the automotive accelerator.
- Sample Power BI dashboards that provide analytics around vehicle inventory, services, lead disposition, branding, and business operation.
- Sample "Model.json" file to implement the automotive data model as Common Data Model folders in Azure Data Lake Storage for analytics, AI, and Machine Learning.
- Individual solutions for Sales, After Sales, Marketing, and a package that you can deploy and install, including sample data. The Automotive Common Data Model extension can also be installed using a Microsoft Power Platform SKU.
- Test drive experience through AppSource with walkthroughs, reference guides, entity-relationship diagrams, and metadata documentation on the data model.

### Site map extensions

With the Dynamics 365 automotive accelerator, you can optimize the customer experience, streamline OEM-to-dealer integration, and gain insights from analytics. When the accelerator is installed into Dynamics 365, the experience is transformed into one specifically built for automotive and it allows partners and customers to quickly build Power Apps and Power BI visualizations.

- Marketing: Test Drives Customer Segmentation
- Sales: Deals Trade Ins Quotes Activities
- After Sales: Service Appointments Service Contracts Sales Contracts Device Warranties
- Vehicles: Vehicles Fleet
- Setup Branding: Device Brand Device Class Device Models Device Model Codes Device Variant Device Type
- Setup Business: Business Business Facility Business Operation
- Auto: Contacts, Service Appointments, Test Drives

### **B2C** portal

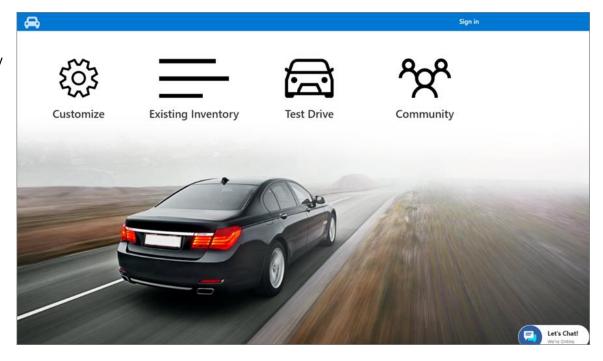
The Portal highlights the B2C interactions, showcases inventory browsing, car configuration, scheduling test drives, forums, and post activity. It also covers an omnichannel interaction with a bot and highlights the ability to escalate to an agent.

Learn more about the benefits of Dynamics 365 Sales Accelerator in a demo environment

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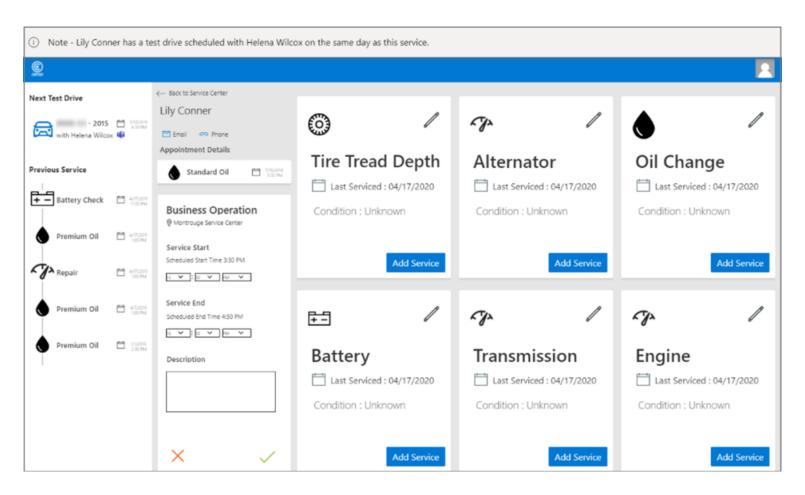
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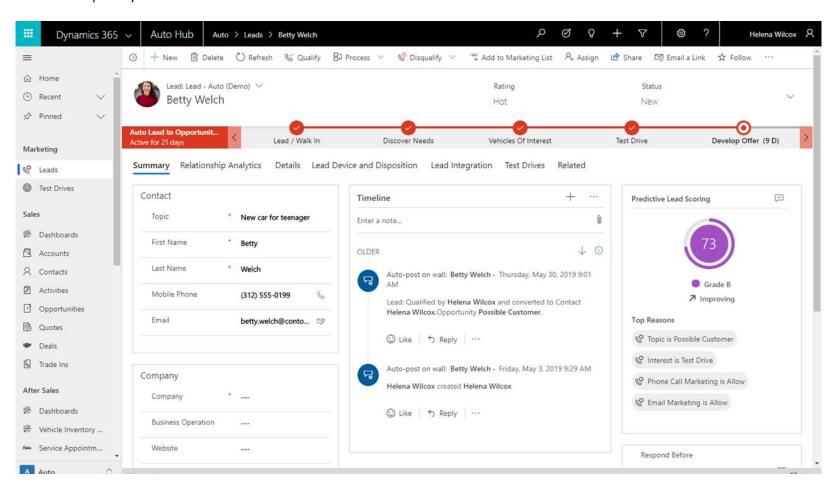
### Service Advisor – Redesigned canvas app

The **Service Advisor** app is completely redesigned to provide holistic view of the daily appointments, car service history, simple access to added value services and other information that empowers the *service advisor* to provide an exceptional customer experience and opportunity to sell additional services and products.



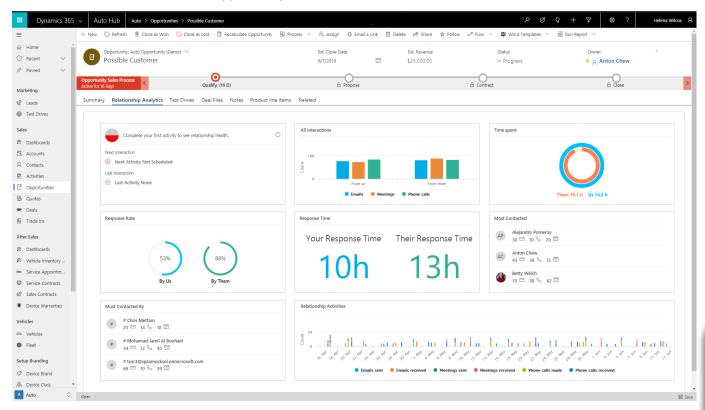
### **Lead Disposition Form**

The Automotive Common Data Model supports inbound lead data based on the STAR (automotive industry) guidelines. The form below showcases a sample lead disposition process based on a consistent set of activities while highlighting native Dynamics 365 AI and Insight capabilities for Predictive Lead Scoring and Relationship Analytics.



### Opportunity form

The opportunity form shows key details, provides deep insights-based Dynamics 365 Relationship Analytics, Opportunity Scoring and presents users with relevant data associated with the opportunity (Test Drive activities, Deal Files, Product line items).



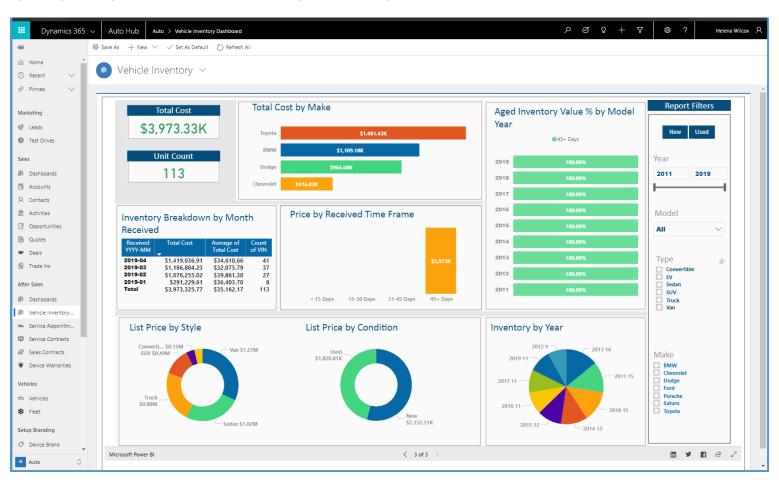
In order to maximize value, we will assist you by transforming the setup of an existing Dynamics 365 Accelerator.

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### Vehicle inventory dashboard

Example of Power BI dashboards embedded within Dynamics 365 in the automotive accelerator sample application. With the example vehicle inventory dashboard, the inventory manager can quickly gain insights into total inventory/assets cost, number of available units, aged inventory value percentage by model year, list price by model year or drill down into inventory breakdown by month received.



# Dynamic 365 Education Accelerator

Common Data Model helps customers eliminate data silos, enable powerful insights, and act on their own data. This need is nowhere more relevant than in education, where data often deals with students and their ability to navigate a complex system to reach their goals.

Data Model more relevant to their needs by shaping the roadmap for the education accelerator together. Microsoft is dedicated to enabling ISVs, partners, and customers to build and focus their efforts on vertical industries in a streamlined approach. The accelerator provides a uniform platform for customers who wish to connect, embed, or extend the Dynamics 365 platform and Microsoft Power Platform.

Education accelerator divided into two components

- 1. Higher Education Accelerator
- 2. K-12 Accelerator

# **Higher Education Accelerator**

With the higher education component in the Microsoft Dynamics 365 education accelerator. Develop solutions that are based on entities and attributes that higher education institutions use. The component includes entities for student engagement, and additional entities for internships, scholarships, grants, and accomplishments. The component also provides entities, fields, forms, views, and dashboards specific to higher education.

The higher education scenario is released to complement existing Dynamics 365 instance and assist with day-to-day operations, or as a standalone data model for developers. The accelerator contains installable scenarios that include standard entity attribute extensions, new higher education entities, prebuilt dashboards, sample data, and other tools to help customers and partners build and deploy new solutions.

### Site map extensions

With the higher education component of the Dynamics 365 education accelerator, institutions can optimize student and faculty engagement, improve institutional effectiveness, predict outcomes, and gain insights from analytics. When the accelerator is installed, the experience is transformed into one built for higher education and one that allows institutions to quickly build Power Apps applications and Power BI visualizations.

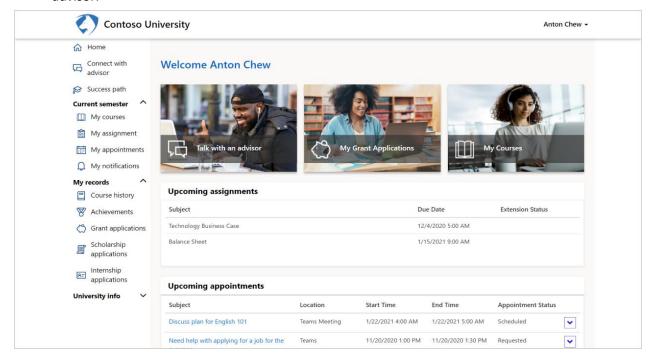
Higher education institutions can build their business processes on top of the entities in the accelerator. The ribbon customizations contain entities to record student, faculty, and alumni interactions, business partner interactions, appointments, events, and outreach.

### Forms, dashboards, and apps

The higher education component combines standard Dynamics 365 entities with customized entities to make it easier to build solutions. Here are some of the forms, dashboards, and apps that demonstrate the entities and the data model.

## Student portal

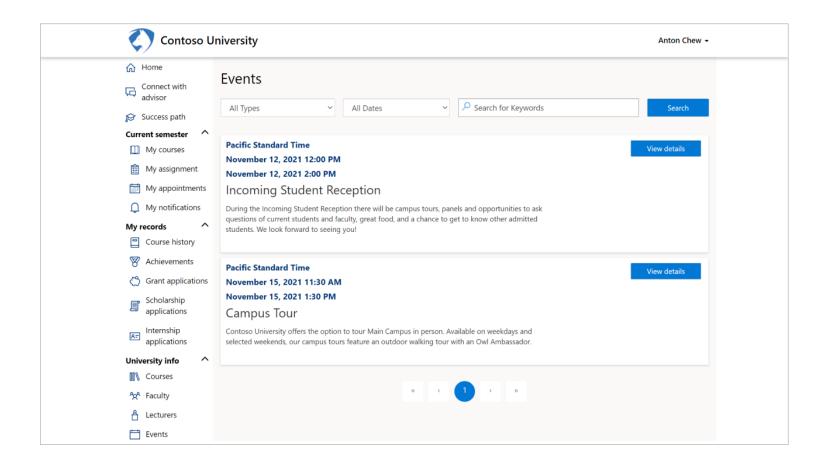
The higher education student portal allows students to access relevant university information, personal course history and achievements, grant application status, and scholarships available and applied to. Students can also view their courses and assignments and create and manage appointments with their advisor.



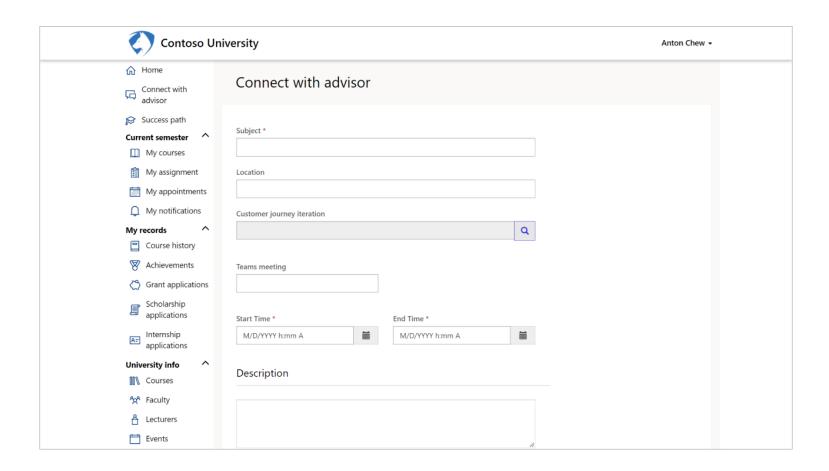
Consultancy of Dynamic 365 Sales Accelerator to boost sales and qualify leads faster will be provided.

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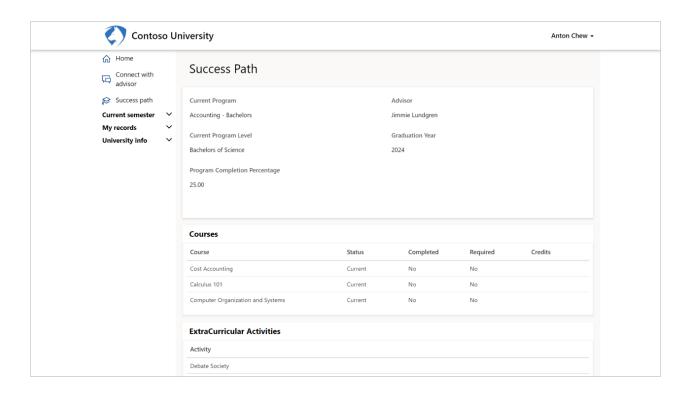
Parents and students can search, view, and register for digital and in-person events. This extension to the K-12 Parent Student portal is built on Dynamics 365 Marketing, so partners and customers can use advanced marketing capabilities. A Dynamics 365 Marketing license is required for this feature.



Students can schedule in-person or virtual meetings with their advisor to ensure continued progress toward their academic and personal goals.



Student can also view the success path. Success path shows progress toward the requirements for graduation or degree completion.



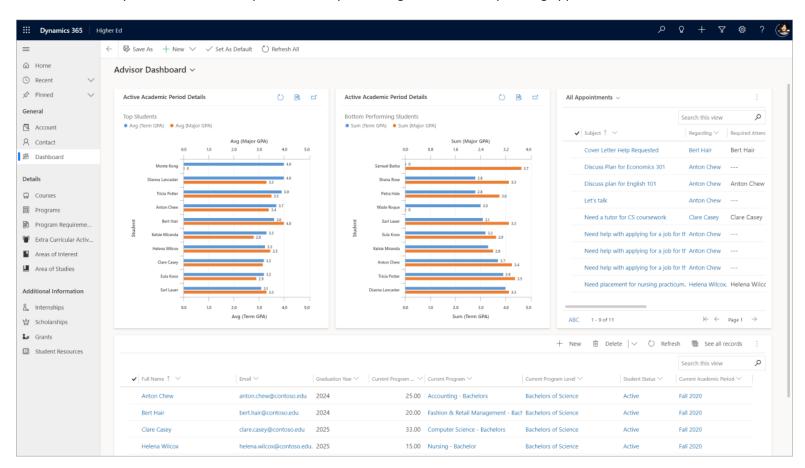
We will solve challenges by unifying your customers and business with a modern, cloud-based ERP & CRM platform.

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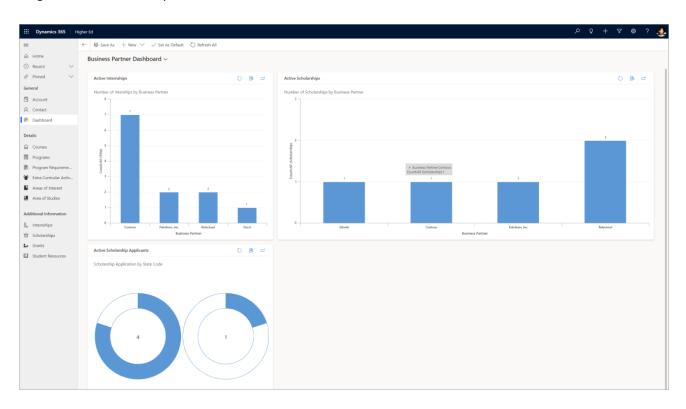
### Advisor dashboard

In Advisor Dashboard university advisors can view top and bottom performing students and upcoming appointments with students.



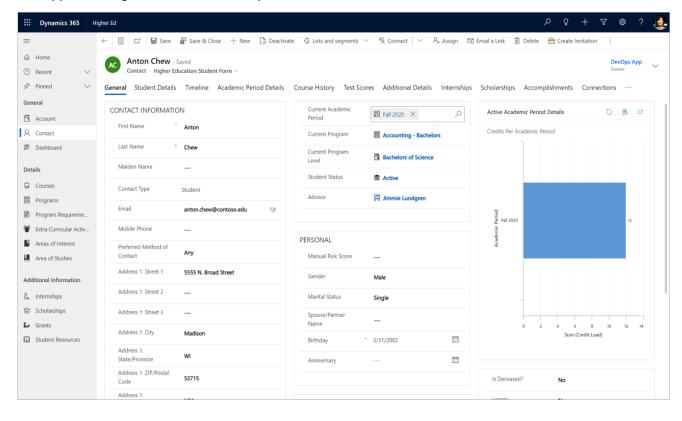
# Business partner dashboard

A business partner is any organization that's willing to engage with the university for events, hackathons, internships, scholarships, or grants. With the native dashboard and Power BI dashboards, business partners can use the Business partner dashboard to gain insights into student interest in opportunities and applications for grants and scholarships.



### Student form

The Dynamics 365 student form shows student information such as contact information, course load, areas of study, degree, course history, and test scores, in the context of the app and the interface. The student record becomes the source of truth to deliver the right ongoing engagements for providing the best support throughout the student lifecycle.



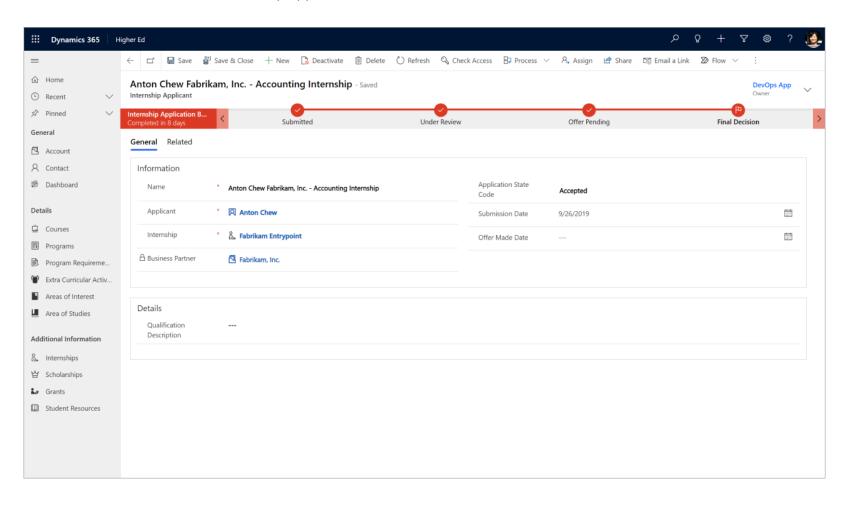
Optimizing operations will be provided to accelerate responsiveness, improve service levels, and reduce costs.

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# Student internship application status form

A provided form tracks the status of the internship applications of students.



# Dynamics 365 K-12 accelerator

K-12 include Parent/Student Portal, Attendance update, Attendance Update Mobile app and Model driven admin. In Parent/Student portal parent and student can see the detail like assessment, exam, Assignment, attendance, and calendar etc. In Model driven app admin or teacher can update marks and take attendance etc.

### Site map extensions

With the K-12 component, schools can optimize student success through understanding data about the student journey. When the accelerator is installed, the experience is transformed into one built for K-12 schools and one that allows schools to quickly build Power Apps applications and Power BI visualizations.

### Forms, dashboards, and apps

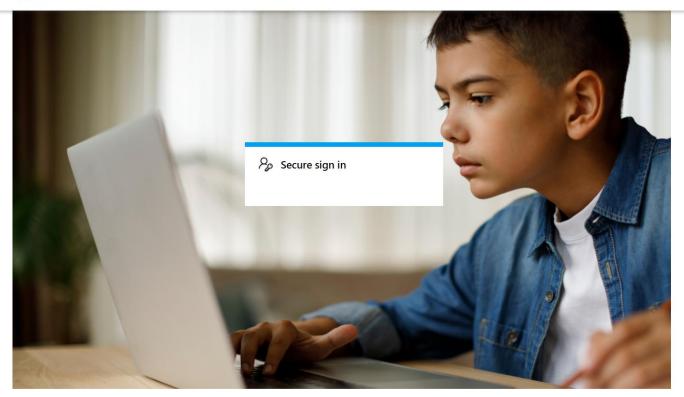
To better understand and use the available forms, dashboards, and apps in this scenario, let's look at it through the personas of a parent, an administrator, and an educator.

# Parent and student portal

The K-12 Parent Student portal allows both the parent and student access to the student's information. From attendance to grades, it facilitates clear conversations about progress made by students with the parents and guardians who support their students.

Student or Parent can login by through Secure sign in method.

Contoso School Sign In



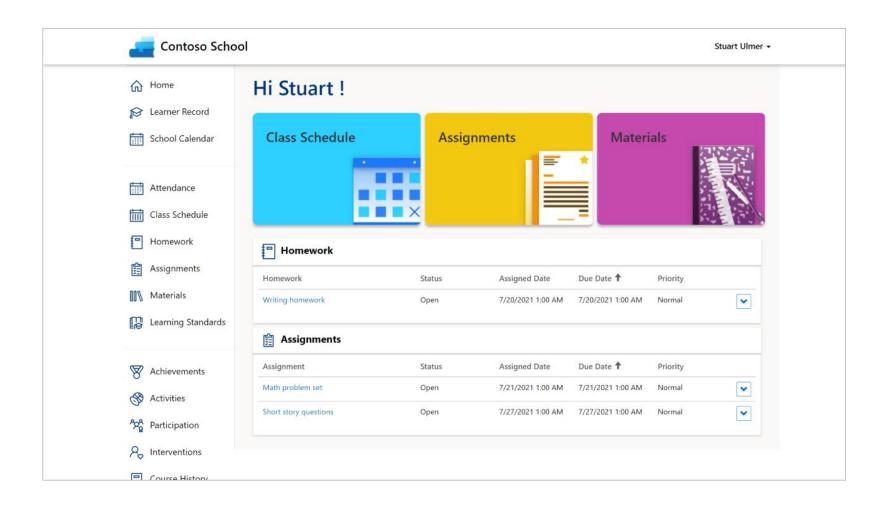
Provide assistance to address business goals using innovative solutions.

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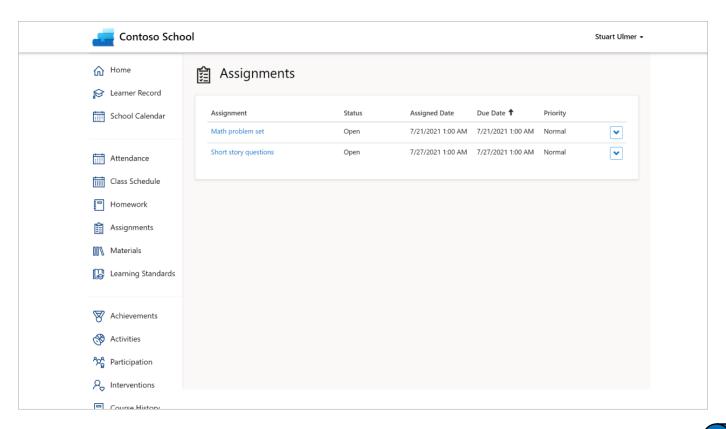
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Here, students can see all their assignments and progress made with each and focus on a particular subject to see only those assignments.



Students can easily check assignments, grades, and test scores.

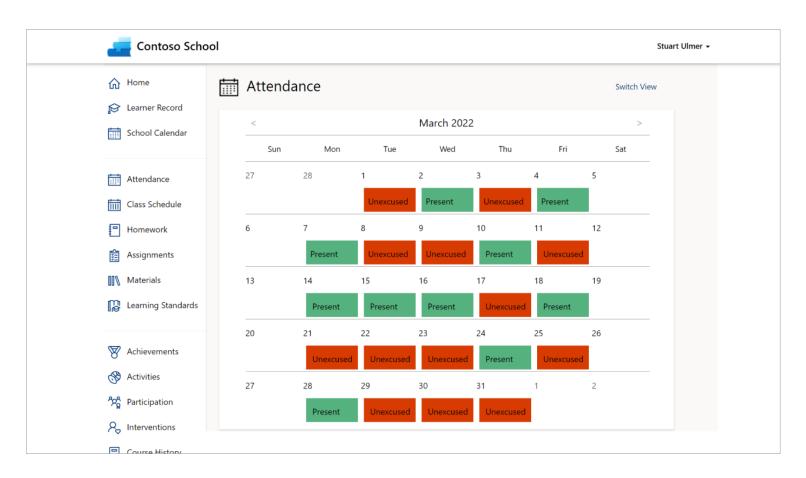


Our Microsoft Dynamics 365 consulting services help businesses improve the tool's scalability, performance, and security.

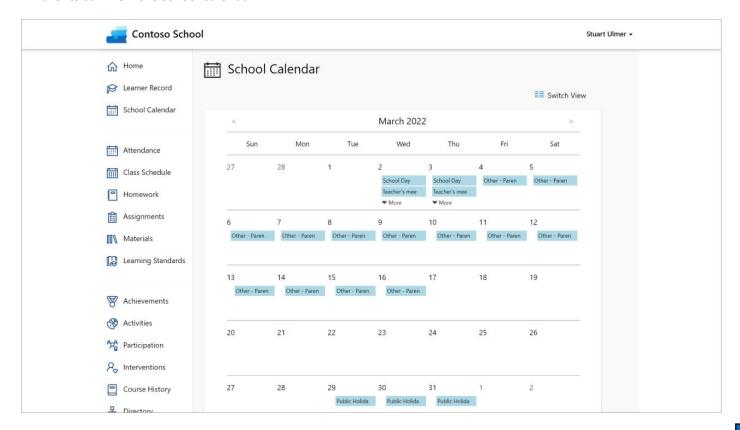
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They can also check other important details like attendance.



### Parents can view the school calendar.

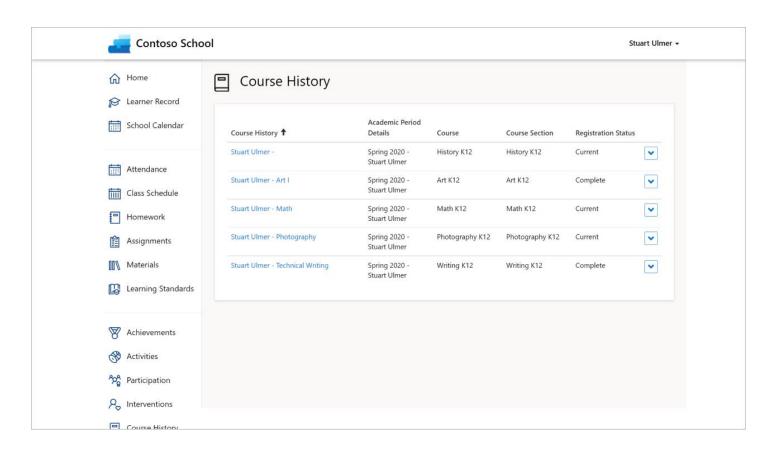


We assist to manage tasks performed by accounting, sales, marketing, and customer service departments.

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Parents can also easily view the course history for the student, including both current and previous courses.



### WHY ACCELERATORS

The accelerators offer opportunities to swiftly build vertical, enterprise-focused apps, similarly to allowing device integrators to help scale and assist those new apps and solutions.

- Improve Sale/Deal Pipeline. Track deals through variable stages of sales process. Insights through dashboards help to locate problem areas where deals are stuck.
- Sales Process Defines practical steps for a sales process that ensures qualification and closing of a deal.
- Activity Tracking Track each customer's activities that are taking place in the sales process. By mapping those activities as insights, a salesperson can focus on activities that are most effective in the conversion stage.
- Sales Forecasting Based on past sales performance, predict how much revenue can be generated in the future
- Qualify leads faster Lead Scoring tool powered by artificial intelligence allow an ability to focus on the most qualified leads
- Analytics functions help to predict future sales
- Several extensions built on the Common Data Model designed with input from automotive leaders offer a boosted customer experience and strengthen relationships
- to streamline internal processes and strengthen relationships Automotive Accelerator based on the Automotive CDM use a set of highly relevant and specialized entities and attributes
- Build new solutions or combine with standard Dynamics 365 entities to leverage the data that's already at hand
- Extend the functionalities of portals such as parent-student portal allow parents to pay book fees and other expenses that are recorded in Finance & Operations
- Dual-data entry functionality Enter any object such as cars over to inventory and linking those to asset management
- Add or use virtual entities as per need. For instance, link invoice and payment information

### CHALLENGES IN DYNAMICS 365 ACCELERATORS

The accelerators extend common information model to consist of new entities to support a facts schema for ideas within specific industries.

Let us know how we can help you with your Dynamics 365 or Power Platform Accelerators project.

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- Dynamics 365 manufacturing accelerator is not available in Microsoft app source as well as in GITHUB source.
- Error importing Financial Accelerator into On Prem v9
- Error while importing in On-Premises
- Failure to load solution Dynamics 365 Higher Education Accelerator, version: 1.0.1.6.
- Work Around for not using AI for Sales
- Mapping to FHIR resources (EMR)
- Financial Services
- No instructions on installing sample data
- Previous Education lookup to Program Level is incorrect
- Cannot import sample data "Higher Education Accelerator"
- Incorrect view filter on practitioner view

### WHY US

Cognitive Convergence is a Certified Microsoft Partner. We have a team of professionals that have worked for Microsoft directly in development roles to have an extensive application knowledge. We have a team of certified professionals that are currently working on market focused solutions (Accelerators). The team specializes in understanding respective verticals and also to convert that knowledge into a solution for respective domains.

#### Our core service features

- Certified Developers
- Industry knowledge
- Niche-focused software industry
- Plan and design system that is easy to use and can be customized to meet individual businesses' needs
- On-Time and On-Budget solutions
- Activating and implementing components as per needs
- ERP and CRM Strategy and Roadmap Development

### Our scope

Our focus is project business, by addressing the need for automated, standardized, and integrated project business processes. We are determined to give companies with critical project needs the appropriate tools and techniques to transform them into fully integrated, proactively managed organizations.

# OUR SKILLS IN D365 TRACK, THAT WILL BE USED IN ACCELERATORS

### Our expertise in Power BI

Cognitive Convergence is a recognized expert that provide consulting services that help in designing, deploying, managing, enhancing or troubleshooting on-premises, cloud -based or hybrid Power BI environment. Cognitive Convergence provide help to start fresh with Power BI to modernize current business analytics solution or revamp existing Power BI deployment by incorporating new data sources or adding new services.

- Reports and Dashboard creation in Power BI
- Data transformation and cleaning.
- AppSource Power BI Visuals
- AppSource Power BI Apps, Template Apps
- PowerApps visual for Power BI
- Power BI Integration with QuickBook
- Power BI Integration with Dynamics 365 Business Central
- Power BI dashboard Mobile strategy

Ready to implement Dynamics 365/Power Platform Accelerator into Your Organization? Contact Us

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### Our Expertise in Power Apps

As an official Microsoft Partner, we provide Power Apps Consulting Services to companies of all sizes.

- Modeling business data
- Defining business processes
- Composing the app

Our three types of application are:

### **Canvas App**

Canvas-App Connectors integrate with systems such as SharePoint, Office 365, Excel and more. Use built custom features, connectors, and integration points. Instantly providing results by using specific logic expressions. Entities of Data Verse

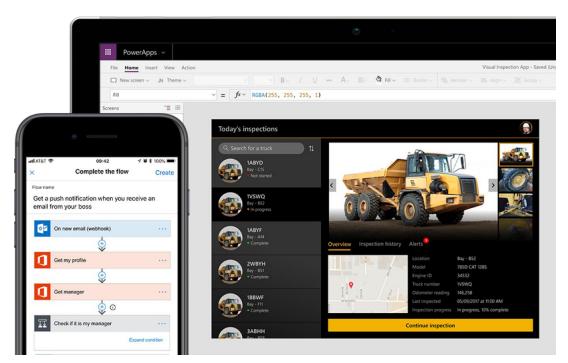
# Model driven app

Rich component-focused no-code design environments. Complex responsive apps with a similar UI across a variety of devices from desktop to mobile. Rich design capability. Distributing an app as a solution

### **Portals**

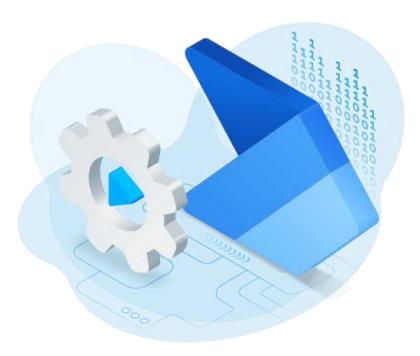
Microsoft Power Apps portals extend Data verse to internal and

external audiences. Power Apps portals come with a variety of preconfigured portal solutions that target diverse audiences. This mode of application development offers rapid application development, application modernization, cloud strategy and management, customer engagement and much more.



### Our Expertise in Power Automate

- Business Process Automation
- Custom audit services for data residing in SQL Server and Excel
- Automate in a single platform across apps and services
- Customize, build, and manage UI flows scripts in a secure cloud environment
- Leverage a low-code experience
- Integrate UI automation with API-based automation by combining UI flows with regular flows
- Create and/or maintain custom solutions built using .NET, SQL Server, Azure, and other Microsoft technologies
- Create Approvals, generate emails, extract information and data from other sources using connectors
- Use connectors as wrapper around API to allow underlying services perform actions using Power Automate



Our team of Dynamics 365 Experts has the knowledge and real-world experience necessary to deliver a seamless transition.

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### CONCLUSION

A brief introduction to Accelerators has been given. The opportunities these solutions provide to the ISVs have been briefed. Along with that, the core components that combine to form an accelerator have been discussed. The most prominent of those is the Model Driven Apps and thus has been discussed with some depth.

Some of the industry verticals that Cognitive Convergence has been working on have also been discussed. Not only that, but a use case also provided by Microsoft has been explained along with its components. Also, some reasons to choose accelerators and some challenges being faced have been briefed.

Last but not the least, our expertise in all those technologies that combine to form an accelerator have also been shed a light on.

