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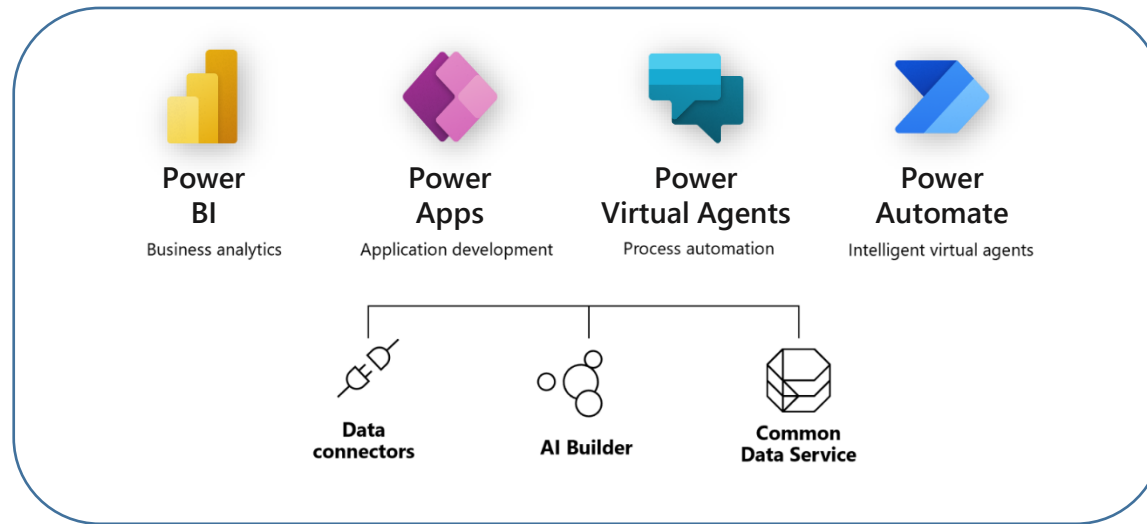
Fagområder

- Kundeopplevelse
- Teknologi
- Prosessforbedring
- Gevinstrealisering
- Riktig bruk av teknologi



Disclaimer

- Tidslinje for lansering kan endres, og planlagt funksjonalitet blir kanskje ikke lansert. Se [Microsoft Policy](#)



Power Platform



Produktportefølje

Dynamics 365 Sales products

◆ Limited ● Included ○ Add-in

	<u>Dynamics 365 Sales Professional</u>	<u>Dynamics 365 Sales Enterprise</u>	<u>Dynamics 365 Sales Premium</u>	<u>Microsoft Relationship Sales</u>
+ Sales execution	◆	●	●	●
+ Microsoft Office 365 integration	◆	●	●	●
+ Reporting and analysis	◆	◆	◆	◆
+ Customization and extensibility ³	◆	●	●	●
+ LinkedIn Sales Navigator				●

Produktportefølje

Sales Insights Add-in for Dynamics 365 Sales⁶

● Included ○ Add-in

	<u>Dynamics 365 Sales Professional</u>	<u>Dynamics 365 Sales Enterprise</u>	<u>Dynamics 365 Sales Premium</u>	<u>Microsoft Relationship Sales</u>
+ Contextual insights		○	●	○
+ Sales accelerator		○	●	○
+ Conversation intelligence		○	●	○

Dynamics 365 Sales Insights Feature Categories

Standard features

- Assistant
- Auto capture
- Email engagement

Premium features

- Premium assistant
- Premium auto capture
- Notes analysis
- Relationship analytics
- Who knows whom
- Predictive lead scoring
- Predictive opportunity scoring
- Premium forecasting
- Talking points
- Sales accelerator
- Assistant app for Teams
- Conversation intelligence

Dynamics 365 Sales Insights

Kilde: [Overview of Sales Insights | Microsoft Docs](#)

2021 Release wave 1

Dynamics 365 Sales



Prioriterte områder

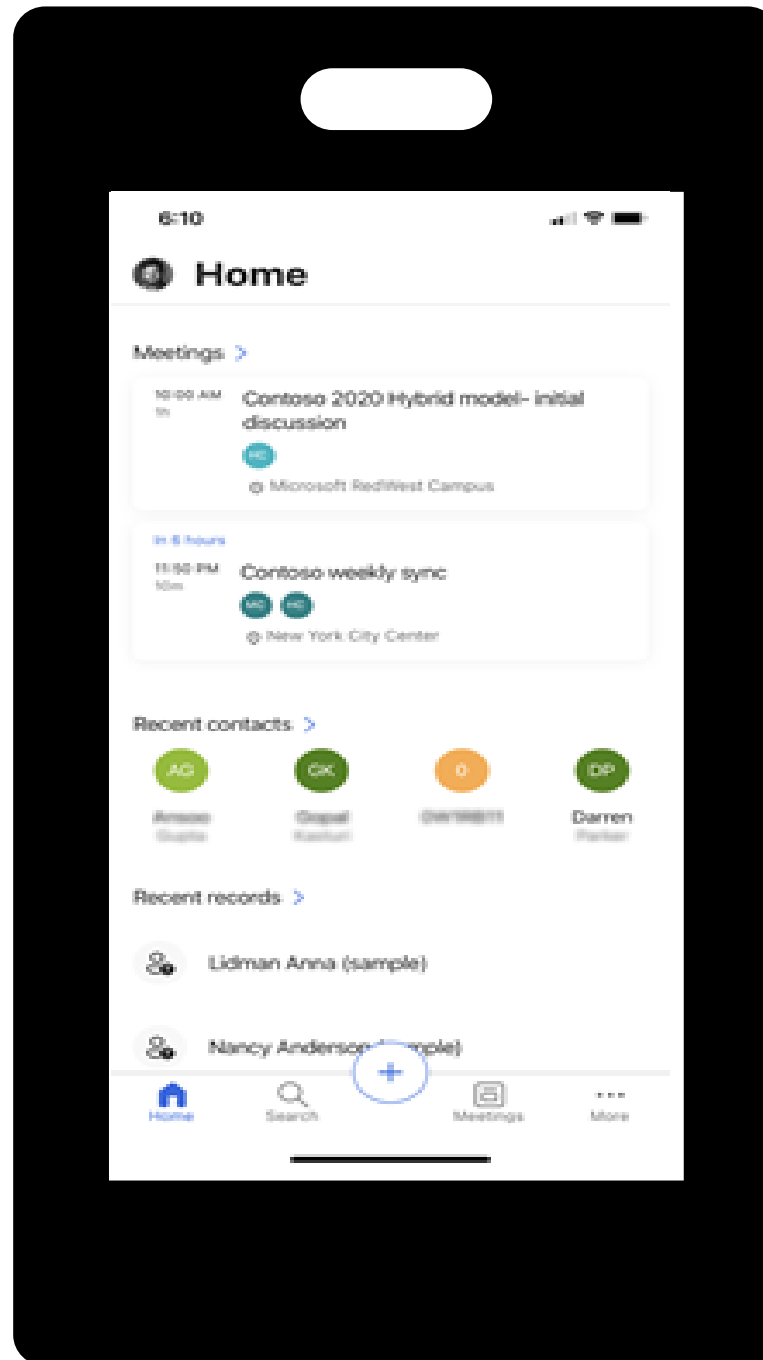
- Ytelse og produktivitet
- Digitale assistenter og neste beste handling
- Innsikt gjennom bruk av kunstig intelligens

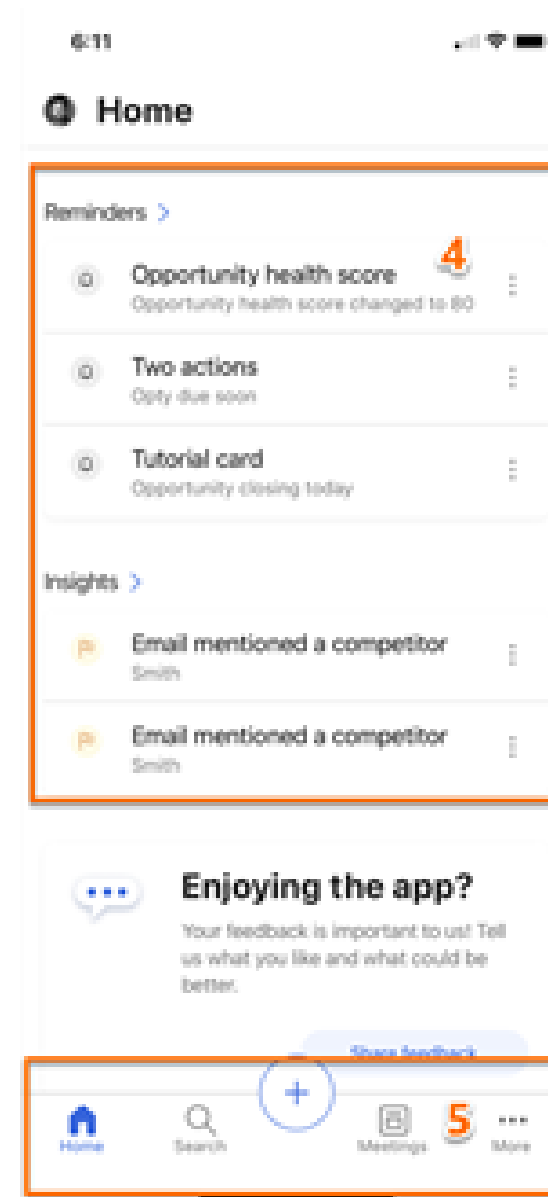
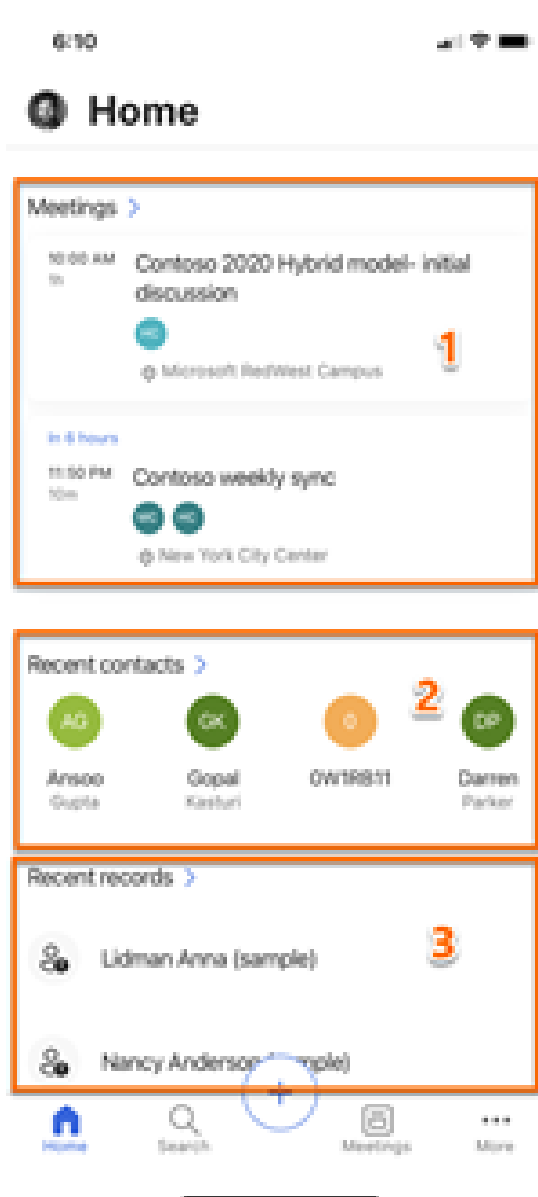


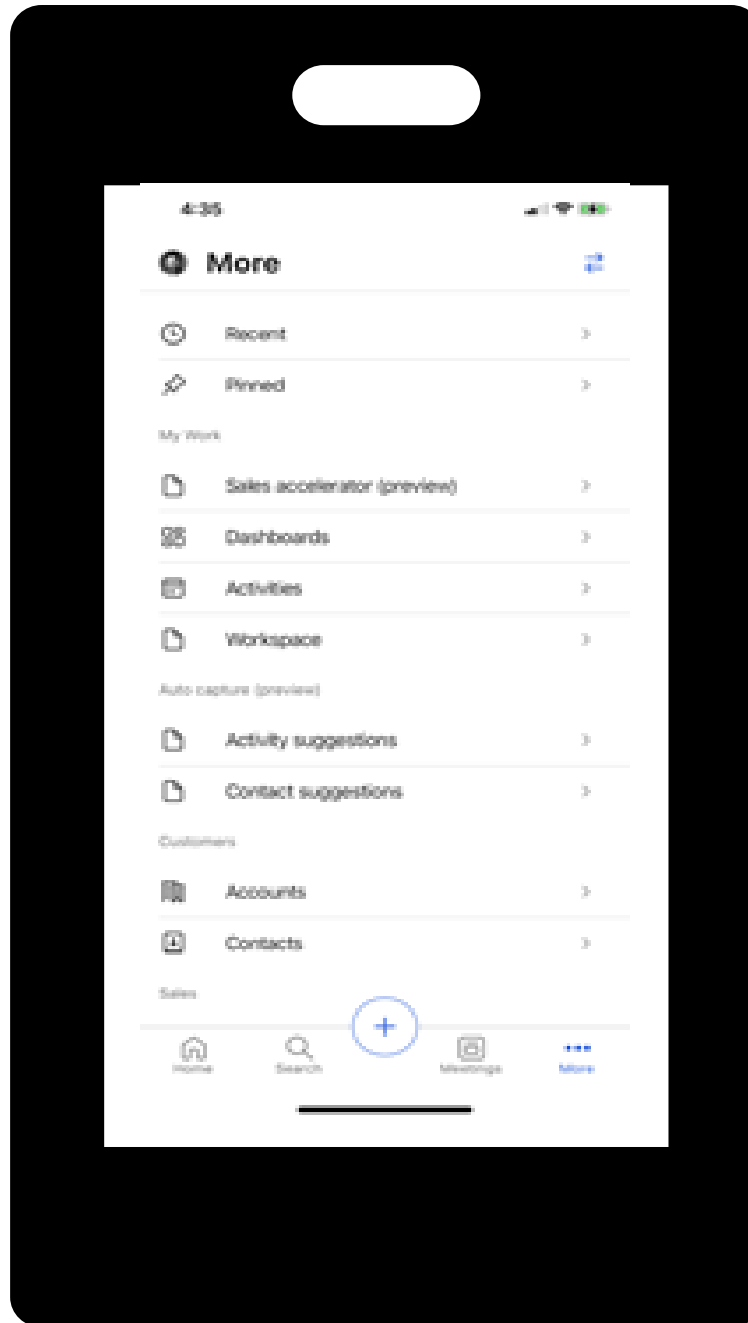
Ny mobil arbeidsflate

Dynamics 365 Sales









Samhandling i Microsoft teams

The screenshot displays the Microsoft Dynamics 365 Opportunities interface on the left and the Microsoft Teams chat window on the right. The Opportunities table lists various deals, with the 'Azure SDK upgrade 200 users' deal selected. A callout window shows details for this deal, including revenue and stakeholder information. The Teams chat window shows a conversation about the deal, with a message mentioning 'client tomorrow?' and 'We need them ASAP'. A callout window also shows details for the 'Cloud storage capacity - 20...' deal.

Opportunity name	Account	Est close date	Est revenue	Contact
100 user subscription	Woodland Bank	3/18/20	\$25,084.00	
16 orders of Product SKU JJ2	Woodland Bank	2/1/20	\$18,763.00	
Azure SDK upgrade 200 users	Margies Travel	3/12/20		
Azure stability customizations for upgrade	Relecloud	1/8/20		
Basic subscription for APAC	Alpine Ski House	1/7/20		
City Video Southbridge Viney	Adatum Corporation	2/1/20		
Cloud storage capacity	Woodland Bank	3/31/20		
Cloud subscription - team rollout	Relecloud	1/27/20		
Electronic Messenger Parnell	Adatum Corporation	2/18/20		
Expressed interest in Azure cloud	Margies Travel	2/9/20		

Callout window for 'Azure SDK upgrade 200 users':

- Est. Revenue: \$93,280
- Stakeholder: Victoria Williams
- Owner: Alonzo Dawson

Callout window for 'Cloud storage capacity - 20...':

- Account: Alpine Ski House

Teams ringe funksjon

Kilde: Dynamics 365 and Microsoft Teams: extend collaboration

The screenshot displays the Dynamics 365 interface for a lead named Regina Brady. The left pane shows a list of leads, with Regina Brady selected. The main pane shows the lead's details, including a sequence of tasks such as 'Follow up with customer' and 'Send call summary'. A Teams call window is overlaid on the right side of the Dynamics 365 interface, showing a call in progress with a red 'RB' icon and a '1' in a green circle. A '2' in a green circle is placed over the 'Send call summary' task in the Dynamics 365 sequence. A '3' in a green circle is placed over the 'Record and analyze' toggle in the Teams call window.

The screenshot displays a Microsoft Teams call window titled 'Follow up with David - business account'. The call is in progress, and a recording is started. The call content shows a video of a person holding a tablet displaying a credit limit approval screen. The Teams interface includes a 'Recording started' notification, a 'Record and analyze' toggle, and a 'Notes' section with a '5' in a green circle. A '4' in a green circle is placed over the 'Record and analyze' toggle. A '6' in a green circle is placed over the 'Notes' section.

Sales Accelerator

Dynamics 365 Sales



Alt på et sted
for selgeren

The screenshot displays the Dynamics 365 Sales Hub interface for a lead named Kenya Brady. The interface is divided into several sections:

- Left Navigation Panel:** Contains navigation options such as Home, Recent, Pinned, My Work, Sales accelerator, Dashboards, Activities, Auto capture (preview), Activity suggestions, Contact suggestio..., Customers, Accounts, Contacts, Sales, Leads, Opportunities, Competitors, Collateral, Quotes, Orders, Invoices, Products, Sales Literature, and Marketing.
- My work (Left Panel):** A list of activities for various leads, including reminders, call customers, and thank you emails, with associated scores and dates.
- Lead Card (Top Right):** Shows the lead's name (Kenya Brady), status (Lead), and a progress bar with stages: Lead to Opportunity Sal..., Quality (12 D), Develop, Propose, and Close.
- Contact Information (Middle Right):** Details for Kenya Brady, including job title (Store Manager), business phone (222-555-0172), mobile phone (222-555-0173), and email (kenya@consolidatedmessenger.com).
- Up next (Right Panel):** A sequence of tasks for lead nurturing, including a reminder email (Step 2 of 5) and a call customer (Step 3 of 5).
- Lead Score (Far Right):** A score of 90, categorized as Grade A, with a 'Steady' trend. It includes indicators for purchase timeframe, process, and budget.
- Who Knows Whom (Bottom Right):** A list of contacts who have interacted with the lead, including Alan Steiner, Alicia Thomer, Allie Bellew, David So, and Diane Prescott.

Gamification

Dynamics 365 Sales





trial GAME

Game In Progress

08/12/2016



LEADERBOARDS



SMACK TALK



MANAGE YOUR TEAM



PLAYER PROFILE

Countdown to next period

03 : 12 : 23 : 35
DAYS HOURS MINUTES SECONDS



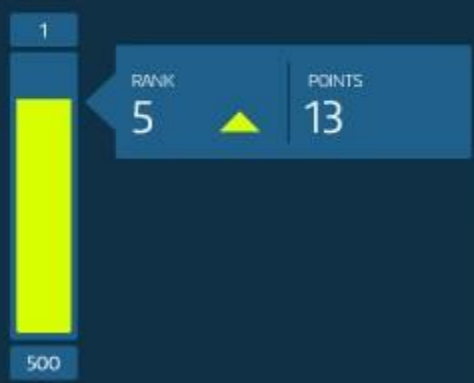
Display KPIs

Display Current Leaders



Amelia Britt

PROGRESS:



FANTASY TEAM AWARDS

FAN TEAM AWARDS

GAME MVP AWARD

POSITION AWARDS

KPI AWARDS

WEEKLY AWARDS

RANK	PLAYER	PRIZES	POINTS
1	Vincent Krug	Surface Pro	22
2	Betsy Glass	XBox	20
3	Zachary Bosley	Microsoft Band	18
4	Cornelia Huffman		16
5	Amelia Britt		13



trial GAME

Game In Progress

08/12/2016



LEADERBOARDS



SMACK TALK



MANAGE YOUR TEAM



PLAYER PROFILE



LUTHER ANGELO
928

Good luck everyone!!

3

I'm going to win!



AMELIA BRITT
940

Reply

I'm excited about this game



AMELIA BRITT
940



KARINA RAYMOND
12:20 Yesterday

I've got a good feeling about this one.

1

Reply



Add a comment



Add Photo



Add BAM

SUBMIT POST



trial GAME

Game In Progress

08/12/2016



LEADERBOARDS



SMACK TALK



MANAGE YOUR TEAM



PLAYER PROFILE



Amelia Britt

Sales Executive

Add Time Off



AmeliaBritt776



in.linkedin.com/in/AmeliaBritt

MP D



16

POSITION AWARD



JULY 2016

PLAYER OF THE WEEK



JULY 2016

TEAM WORK



OCTOBER 2015

GOALIE AWARD



SEPTEMBER 2015

GAME MVP AWARD



SEPTEMBER 2015

FANTASY TEAM AWARD



SEPTEMBER 2015

TWITTER AWARD



AUGUST 2016

My Stats

By Awards

By Metrics

GAME MVP AWARD

2/39



FANTASY TEAM AWARD

1/39



POSITION AWARD - GREEN

2/5



KPI AWARD - REVENUE BOOKED

1/7



KPI AWARD - NEW OPPORTUNITIES CREATED

2/39



KPI AW PIPELIN ADDED

17/



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