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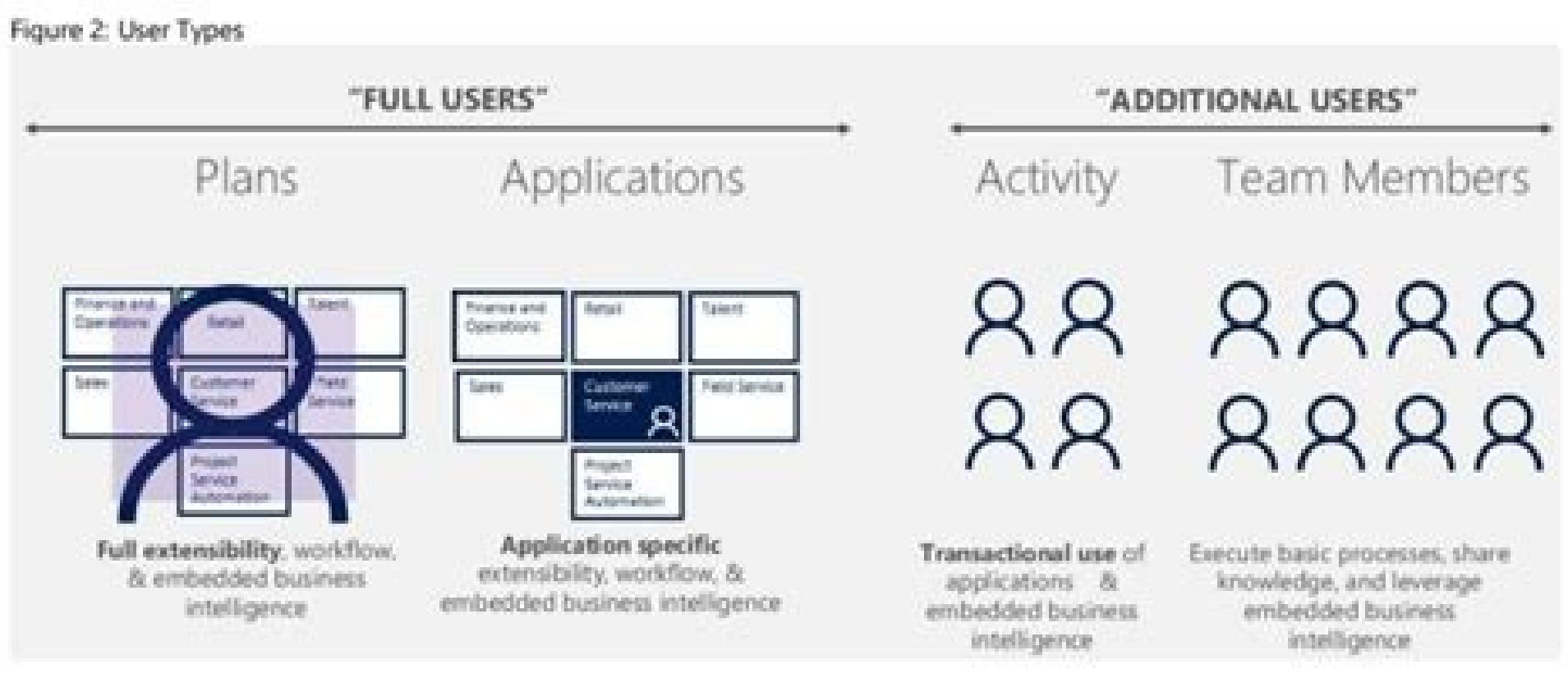
#5 GRILLES COMPARATIVES DES LICENCES DYNAMICS 365 ANNEXES – SUPPORTS PAYANTS

	Support d'abonnement	Prise en charge améliorée	Support professionnel direct	Support Premier
Selectionnez vous-même votre plan	Une petite ou moyenne entreprise avec un support standard répondant aux problématiques non critiques pour l'entreprise	Une petite ou moyenne entreprise qui a besoin d'un temps de réponse plus rapide	Une entreprise de taille moyenne avec un support plus complet répondant aux différents besoins de l'entreprise	Une entreprise avec des besoins de support avancé et des exigences de support aux applications stratégiques
Forums Communautaires	✓	✓	✓	✓
Tableaux de bord de service	✓	✓	✓	✓
Accès aux portails d'aide Customer Source et Customer Center	✓	✓	✓	✓
Remises de tickets Web	✓	✓	✓	✓
Résolutions d'incidents complexes illimités	✓	✓	✓	✓
Service de livraison	✓	✓	✓	✓
Support	Heures d'ouverture locales	Heures d'ouverture locales	24/24/7 pour les OS de niveau A	24/24/7 pour les OS de niveau A
Temps de réponse le plus rapide	Jour ouvré suivant	<2 heures	<1 heure	<1 heure
Support téléphonique	Appels illimités	Appels illimités	Appels illimités	Appels illimités

#4 LES LICENCES ET PLANS DYNAMICS 365 FOR OPERATIONS

Dynamics 365 for Operations offre les fonctionnalités ERP dont les organisations ont besoin pour gérer les processus opérationnels.

Dynamics 365 for Operations offre de puissantes fonctionnalités financières, d'inventaire, d'approvisionnement, de transport et de planification d'opération, toutes dans une seule application.



#2 LES DIFFÉRENTES LICENCES LES TYPES D'UTILISATEURS

Les utilisateurs « full » ou les administrateurs de votre organisation auraient probablement besoin de tirer parti de la majorité des applications métiers trouvées dans Dynamics 365 avec un accès complet en lecture / écriture.

Ces utilisateurs « full » peuvent inclure les ventes, le service client, les employés des finances, les contrôleurs, les dirigeants et les gestionnaires. L'intégralité des accès à un utilisateur « full » peut être donnée via une application autonome, soit par l'un des deux plans.

Par exemple, un gestionnaire du service client peut seulement avoir besoin d'un accès « full » à la demande de service à la clientèle alors que le directeur financier aurait besoin d'une visibilité totale et serait mieux adapté à l'un des plans.

#4 LES LICENCES ET PLANS DYNAMICS 365 PLAN 1

Le **Plan 1** fournit aux utilisateurs : Dynamics 365 for Sales, Dynamics 365 for Customer Service, Dynamics 365 for Field Service et Dynamics 365 for Project Service et la plateforme PowerApps.

Est également inclus dans **Plan 1** un abonnement à Microsoft Social Engagement.

Utilisateurs inclus	Prix
1-99	97€
100-249	75,90€
250-499	67,50€
500-999	59€
+ 1000	50,60€

Tarifs dégressifs en fonction du nombre d'utilisateurs

D365 licensing guide. Microsoft license overview. Microsoft dynamics licensing guide. Dynamics 365 licensing guide 2021. Dynamics license guide.

For help determining the right technology solution for any given organization, including the license requirements for a specific product or scenario, please give SyncraTec Solutions a call for a free licensing consultation. Unified Interface Transition Microsoft whitepaper on the Dynamics 365 Unified Interface Transition, from July, 2019 (55 pages). Summary: This business-oriented white paper outlines the planning, governance, and management principles to consider when approaching a User Experience change within a model-driven application on the PowerApps platform. This white paper focuses specifically on Dynamics 365 applications adopting the Unified Interface, but many topics are applicable to any user experience update. Microsoft is shifting away from the traditional (legacy) CRM user interface, to the new "Unified Interface." The legacy user interface will be deprecated in 2020. The evolution of the Microsoft Dynamics 365 applications brings substantial architectural and functional changes to enable digital transformation. The front end for this new user experience, the Unified Interface, is built on responsive web design principles, which provide optimal viewing and interaction for any screen size, device, or browser orientation. With a move to make Unified Interface the default experience for end users of Dynamics 365 apps, many customers are taking the opportunity to review their current implementations and optimize workflows to reflect changes in the business. On September 10, 2019, Microsoft announced that the legacy web client will be deprecated. Customers must have transitioned to Unified Interface before October 1, 2020. This will affect Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Project Service, and Dynamics 365 Marketing customers. Microsoft will continue to provide support, security, and other critical updates to the Dynamics 365 legacy web client until October 1, 2020 but will not release any additional functionality beyond what has already been announced. ClickDimensions Hard and Soft Bounce Codes This article describes ClickDimensions Hard and Soft Bounces.

Eligible nonprofits can get Dynamics 365 Sales Enterprise free for up to 5 seats and discounted pricing of \$23.80 per user/month for additional users. Microsoft Dynamics 365 Sales Enterprise enables full relationship management for all your constituents, from donors and government agencies, to volunteers, to beneficiaries. PROGRAM DESCRIPTION. Dynamics 365 is a suite of intelligent business applications designed to connect customers, products, people, and operations. Power Platform is a line of applications created so that companies can analyze data, build solutions, automate processes, and create virtual agents to overcome business challenges. We invite individuals or organizations to ... 25.08.2022 - Implementation Guide; Webinars; Galleries; Dynamics 365 Video Gallery ... 2021 MSBizAppsSummit Gallery; 2020 MSBizAppsSummit Gallery; 2019 MSBizAppsSummit Gallery; Dynamics 365 Migration Community; Better Together Integration; Unified Interface Community; ... We are honored to announce that Microsoft Dynamics 365 was identified as a Leader ... For example, if you're licensed for Microsoft Office Professional Plus 2019 through Volume Licensing, you can use Microsoft Office Professional Plus 2016 instead. But you may not downgrade to Microsoft Office Standard Edition 2016 because it is a different product and not considered a prior version of Microsoft Office Professional Plus 2019. 24.08.2022 - Refer to Licensing guide for Microsoft Power Apps and Power Automate use rights for Microsoft 365 applications. Effective October 1st 2019, there are certain changes made to use rights which are listed below. Power Apps use rights with Dynamics 365 licenses: Dynamics 365 Enterprise licenses will no longer include general purpose Power Apps ... The licensing changes FAQ published on August 28, 2019 included an announcement that the SQL, Azure, and Dynamics 365 connectors listed below will be reclassified from Standard to Premium. Non-Microsoft connectors that had previously been classified as standard connectors will still be available to Office 365 users. Power users can create custom apps and workflows without writing code using Power Apps and Power Automate. Professional developers can extend Dynamics or build bespoke apps using the full power of Azure on top of Microsoft Dataverse. With Power Virtual Agents, respond rapidly to customer and employee needs - at scale - using intelligent chatbots. No coding required. 19.07.2022 - For more information about Dynamics 365 Marketing licensing, see the Administration and setup FAQ. For complete licensing details, including specific quotas and other conditions, see the Microsoft Dynamics 365 Licensing Guide. Prerequisites and requirements. To run the setup wizard, you must meet all the following requirements: All of the Dynamics on-premises resources you used to access on PartnerSource are now available at the links below. Pricing, ordering, and agreements Go to PartnerSource Business Center to create an order, download license keys, renew contracts, find partner-only downloads, access price lists, and submit incentive claims.

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