

# Telecommunication Industry Solutions Powered by Microsoft Dynamics 365

Microsoft offers the telecommunications industry-specific solutions that extend the current capabilities of the platform. Telecommunications field services need efficient workforce, automation, scheduling, and planning for optimizing. The field service management software is required to enable managers seek complete visibility and enhance efficiency of field workforce.

## What is D365 Telecommunications Accelerator?

The Microsoft Dynamics 365 telecommunications accelerator offers a fast track to build new subscriber management, service management, or network operations solutions using Microsoft Power Platform. This solution is targeted for network operators, wireless and mobile carriers, internet service providers, any owner or provider of network infrastructure, any of the independent software vendors, or general system integrators who work in the telecommunications industry.

## Key Features Available in the Accelerator

### Place Management Solution

It includes a sample model-driven app that uses the telco data model to enable the capturing and tracking of "places." These places can be service locations for current and future customers, the precise locations of network equipment or managed facilities, any designated network zones or network operations centers, service area definitions, and all the various relationships between and across them. The model-driven app uses the telco data model to build out these places and the related data entities. It includes various forms, views, dashboards, and feature-rich UX controls, including:

- ▶ A graphical site map to navigate directly to any of the key data entities in the data model, such as Places, Geographic Places, Geographic Addresses, Geographic Locations, Local Places, Networks, Resources, and Service Areas.
- ▶ Sample dashboards that highlight key network metrics, including the use of sample Power BI reports that have been enhanced to show multiple data entities from the data model on a common map.
- ▶ The rich use of Azure Maps functionality throughout the Place Management solution that is embedded on several entity forms to show specific addresses, regions, and/or geospatial coordinates. Also provides the ability to search for a specific address and to use address normalization to keep consistency for prefixes, street names, city, and country names.
- ▶ An embedded custom component created using Power Apps component framework and several canvas apps that directly integrate Azure Maps to allow a user to designate points on a map or to even draw polygons (such as a square, circle, line, or multisided box) to define service areas, campuses, city limits, or any other geographic or political boundary.



## Telecom Sales Solution

- ▶ The use of the new Place entity in the telco data model with a Place Management tab to expand location data captured about sales leads, opportunities, quotes, orders, and accounts.
- ▶ A new Telco Lead view has been added to the Leads form and a new Lead Serviceability Flow added to processes.
- ▶ A new Service Address tab has been added to the Leads form that captures target service address information. A graphical map is included in this form.
- ▶ A new serviceability wizard canvas app has been added that walks a sales technician through a series of screens with all the steps needed to "qualify" a lead by comparing the target service address with network availability, including geographic address matching, service area designation, and any active network resources that might be in close proximity to the service address.



## Plant Maintenance Solution

This model-driven application schedules repeating maintenance tasks. This app simplifies a large operational burden for the industry and makes audit and liability questions easier to answer. It's a tool for customers to build their own customers' confidence in the services they purchase. Some of the key features in Plant maintenance include:

- ▶ Updated sample dashboard (see above) to include network resourcing by type, service status, open and closed maintenance activities.
- ▶ Created new maintenance types, such as warranty, contractual, and compliance, which can be aligned to specific maintenance plans.
- ▶ The ability to set up maintenance plans and use different maintenance types.
- ▶ Define different network resourcing types, such as optical network units, antenna, and switch.
- ▶ Create specific network resources based on the types defined above, such as the network zone and service area where they're deployed, accounts, and manufacturer.
- ▶ View maintenance calendar to schedule key maintenance events or see when maintenance activities are taking place.



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with us for your  
cloud needs:**



+1 (973) 601 8770



[sales@korcomptenz.com](mailto:sales@korcomptenz.com)

