Korcomptenz

Automotive Industry Solutions Powered by Microsoft Dynamics 365

Leverage innovative and comprehensive solutions to create a connected experience for the dynamic needs of the automotive industry. Reduce downtime, manage cost-drivers, customize customer experience, and ensure technical skill matching, etc.

What is D365 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.

Ready to Use 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

FORMS	DASHBOARDS	APPS
Customer 360 – auto form	Vehicle inventory dashboard	B2C portal (Power Apps portal)
Lead disposition form		Service Advisor – Redesigned canvas app
Opportunity form		

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