

Dynamics 365 Customer Service Implementation Resources

Presenters:

Michele Mazzucco – FastTrack Solution Architect

Vince Angeloni – FastTrack Solution Architect

Joseph Thomas – FastTrack Solution Architect

Nuno Silva – FastTrack Solution Architect

Josh Wells – FastTrack Solution Architect

Ramanujam Raghunathan – FastTrack Solution Architect

Sourav Das Biswas – FastTrack Solution Architect



TechTalk Series

- *Implementation Resources – introduction ([link](#))*
- *Channel Integration Framework 2.0 ([link](#))*
- **Samples and tools ←**
- Testing for Service
- Analytics for Service

Agenda

- Automate agent tasks with Power Automate
- Monitor Copilot Studio in Application Insights
- Route or deflect cases with AI Builder
- Summarize KB articles with GPT
- Solutions for Copilot Studio
 - Play secure audio file
 - Implement DTMF aggregation
 - Set up multilingual bot

Dynamics 365 Customer Service

Implementation Optimization Resources



aka.ms/d365csresources

Customer Service Implementation Resources

- Are these resources officially supported by Microsoft?
 - ✓ This is community content, offered “as-is” and not part of Microsoft products
 - ✓ Meant to be a starting point for you to implement your project
 - ✓ All code and solutions are starter samples for your implementation, not a final product
 - ✓ All samples, tutorials and guidance are in line with Microsoft’s best practices
- Can I contribute to these resources?
 - ✓ Some of the items will have a corresponding GitHub repo (e.g., code samples)
 - ✓ We’ll evaluate other forms of collaboration
- Can I submit my ideas for new resources?
 - ✓ Submit your suggestions in the [Ideas portal](#)
 - ✓ Leverage any FastTrack engagement you have on your project

Samples and tools

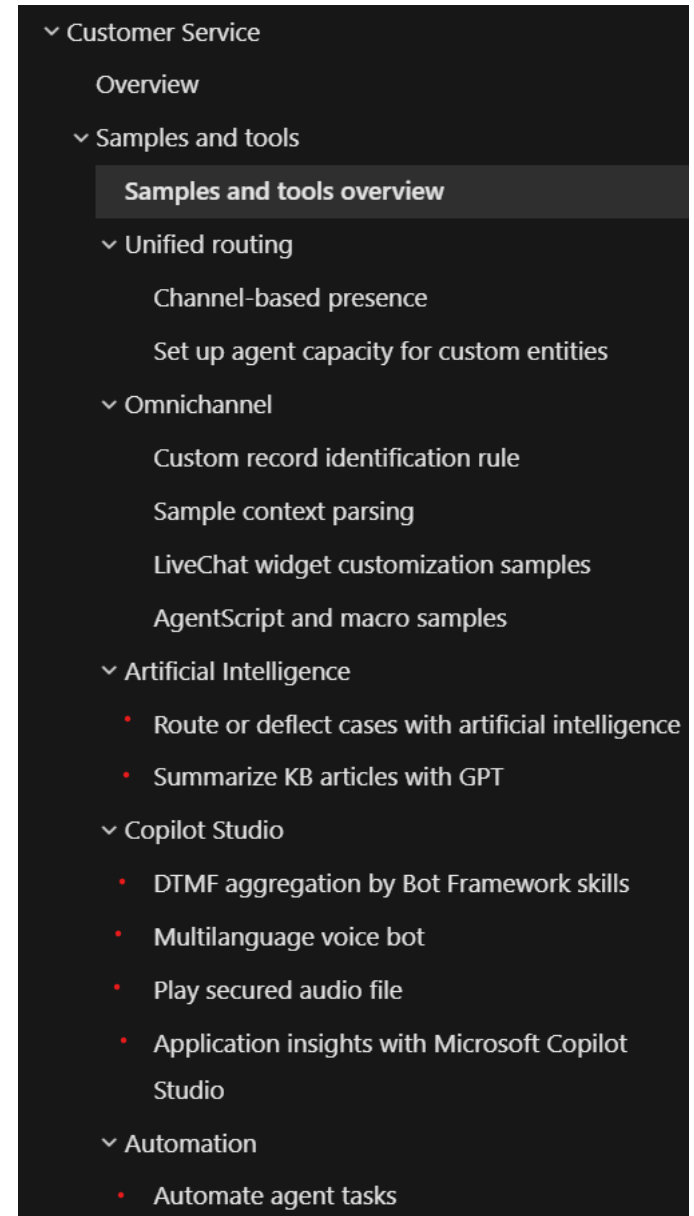
Vince Angeloni



Samples and tools - Overview

Areas:

- Unified Routing
- Omnichannel
- Artificial Intelligence
- Copilot Studio
- Automation



Automate agent tasks with Power Automate Desktop

Josh Wells

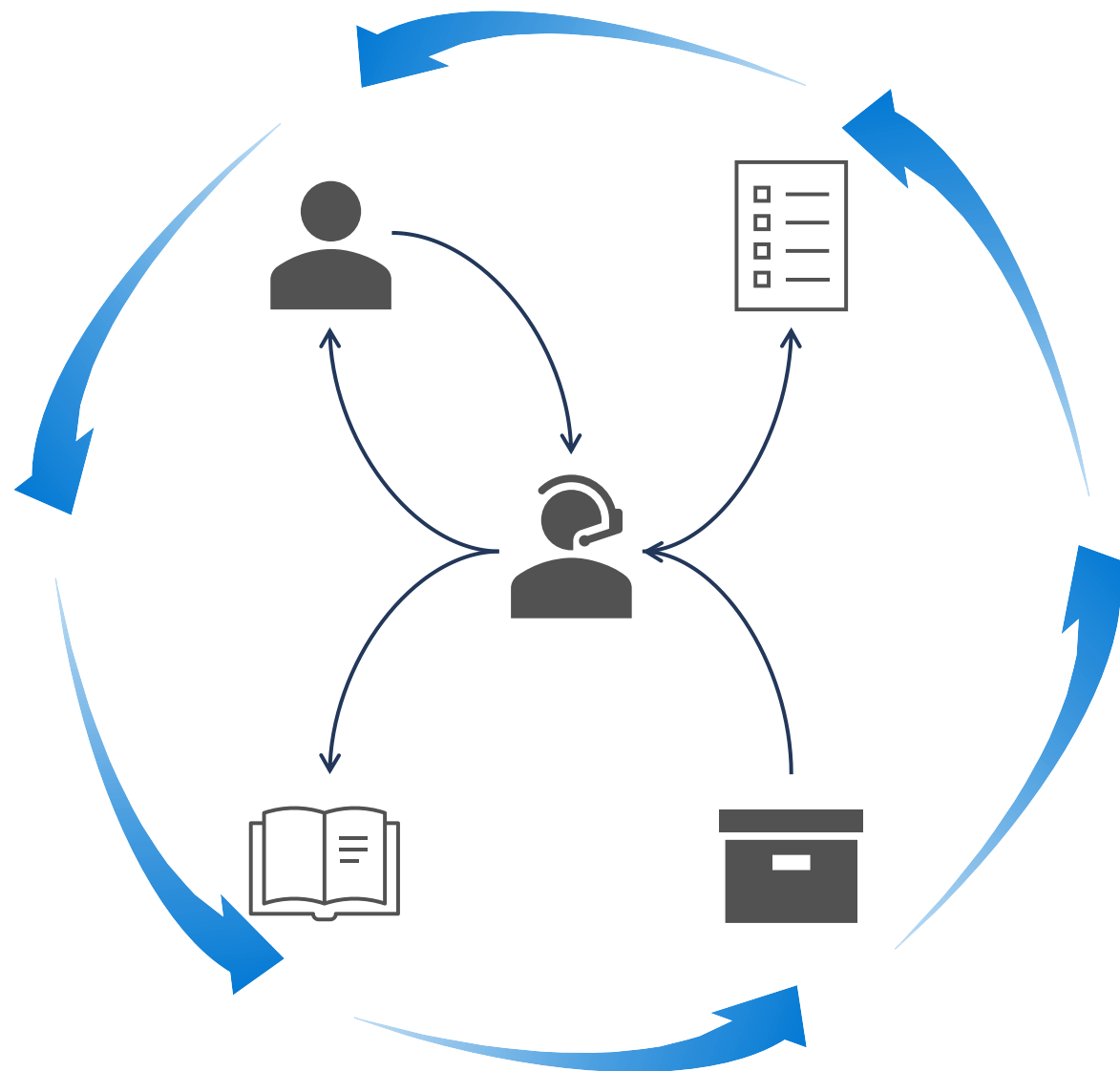


Automate agent tasks with Power Automate Desktop





Automate agent tasks with Power Automate Desktop



Customer Service workspace

https://optimize25dccpdev.crm.dynamics.com/main.aspx?forceUCI=1&appid=943b4e7e-cb9f-ed11-aad1-000d3a313da3

Dynamics 365

Customer Service workspace

Search

SANDBOX

New look

Home

Inbox

Customer Service Agent Dash... | Omnichannel Ongoing Conve...

Save As

New

Set As Default

Refresh All

Share

Customer Service Agent Dashboard

My Active Cases

New Case

Delete

Refresh

See all records

Filter by keyword

<input type="checkbox"/> Case Title ↑	Case Number	Priority	Origin	Customer	Status Reason	Created On
<input type="checkbox"/> Complete overhaul required (sample)	CAS-01066-G3J4X0	High	Web	Paul Cannon (sample)	In Progress	8/30/2023 1:49 PM

All

#

A

B

C

D

E

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J

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P

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R

S

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V

W

X

Y

Z

Rows: 1 - 1 of 1

Page 1

Cases Available to Work On

Refresh

Filter by keyword

Title	Entered Que...	Queue	Worked By
-------	----------------	-------	-----------

My Open Activities

Task

Email

<input type="checkbox"/> Activity ...	Subject	Regardi...	Priority	Start Date
<input type="checkbox"/> Email	A case has been opened for your request	Complete...	Normal	
<input type="checkbox"/> Email	RE: CRM:0114001	Average ...	Normal	

Automate agent tasks with Power Automate Desktop

All the details are available in the MS learn page

[Automate agent tasks with Power Automate - Dynamics 365 | Microsoft Learn](#)

Application insights telemetry with Microsoft Copilot Studio

Ramanujam Raghunathan



AppInsights for Copilot Studio



This article discusses how you can capture telemetry data from your Microsoft Copilot Studio bot for use in Azure Application Insights.



In addition to the native analytics features within Microsoft Copilot Studio, you can send telemetry data to Application Insights. Telemetry offers insights into your bot by tracking:

Logged messages and events sent to and from your bot
Topics to be triggered during user conversations
Custom telemetry events that can be sent from your topics



Resources for Sample Kusto Query [Application insights telemetry with Microsoft Copilot Studio - Dynamics 365 | Microsoft Learn](#)

botappinsights
Application Insights

Overview

Activity log

Access control (IAM)

Tags

Diagnose and solve problems

Investigate

Monitoring

- Alerts
- Metrics
- Diagnostic settings
- Logs
- Workbooks

Usage

- Users
- Sessions
- Events
- Funnels
- User Flows
- Cohorts
- More

Application Dashboard Getting started Search Logs Monitor resource group Feedback Favorites Rename Delete

Essentials JSON View

Resource group [\(move\)](#) : [MA.azuremonitortest.eastus.managed](#)

Location : West US 2

Subscription [\(move\)](#) : [Azure subscription 1](#)

Subscription ID : 12b0e214-a332-49c3-8d58-363557c0f664

Tags [\(edit\)](#) : [Add tags](#)

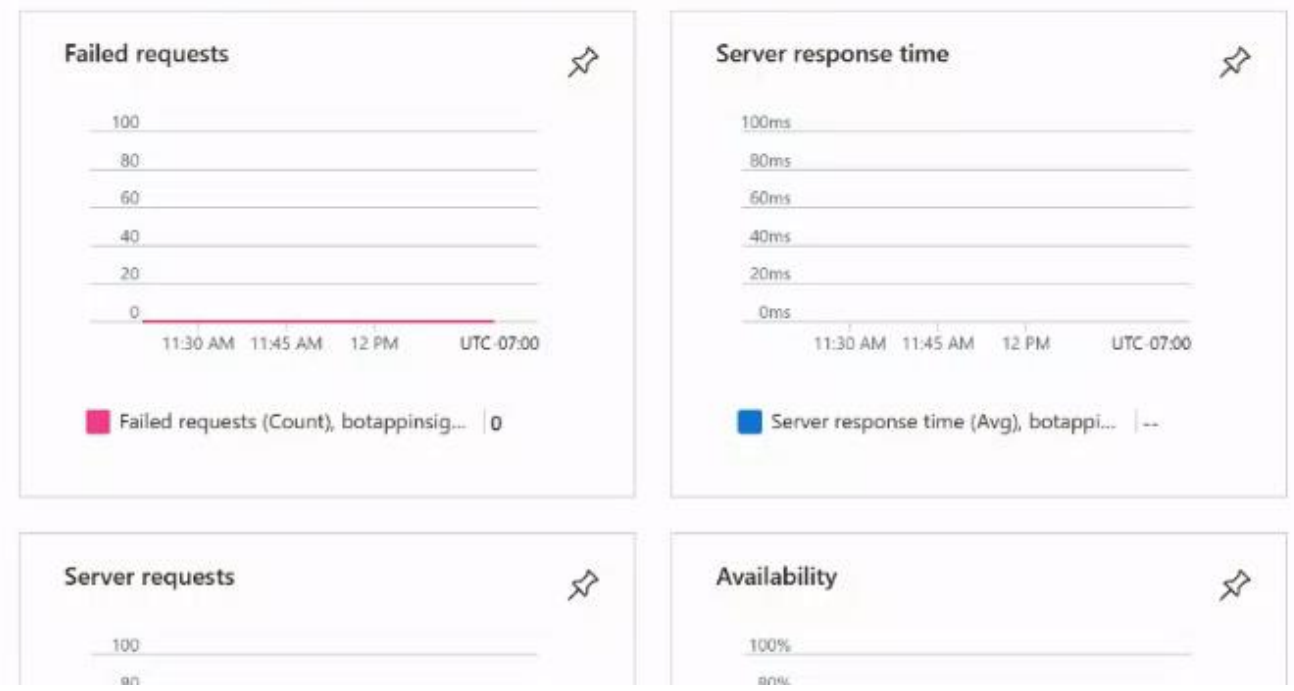
Instrumentation Key : 9b33e393-29a6-4a29-b7b3-89f0a001f2bf

Connection String : InstrumentationKey=9b33e393-29a6-4a29-b7b3-89f...

Workspace : [12b0e214-a332-49c3-8d58-363557c0f664-MA-azure...](#)

Show data for last:

30 minutes 1 hour 6 hours 12 hours 1 day 3 days 7 days 30 days



DEMO: AppInsights Telemetry Data

Ramanujam Raghunathan





botappinsights | Logs

Application Insights

Search

- Overview
- Activity log
- Access control (IAM)
- Tags
- Diagnose and solve problems
- Investigate
- Monitoring
 - Alerts
 - Metrics
 - Diagnostic settings
 - Logs**
 - Workbooks
- Usage
 - Users
 - Sessions
 - Events
 - Funnels
 - User Flows
 - Cohorts
 - More

New... * New... * New... * New... * New... * New... * Ne... *x + Feedback Queries Settings Bookmarks

botappinsights Select scope Run Time range : Last 24 hours Save Share + New alert rule

Tables Queries Functions ...

Search

Filter Group by: Solution

Collapse all

Favorites

You can add favorites by clicking on the ☆ icon

Application Insights

- availabilityResults
- browserTimings
- customEvents
- customMetrics
- dependencies
- exceptions
- pageViews
- performanceCounters
- requests
- traces

```
1 customEvents
2 | where customDimensions["conversationId"] == "Iy1GHVHLIDn8uKURR3nkbj-us"
```

Query history

DEMO: Custom Dimensions Telemetry Data

Ramanujam Raghunathan



botappinsights | Logs

Application Insights

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- Workbooks

Usage

- Users
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- Cohorts
- More

botappinsights

Select scope

Run

Time range : Last 24 hours

Save

Share

New alert rule

```
1 let rawData = customEvents
2 | where customDimensions["conversationId"] == "Iy1GHYHL1Dn8uKURR3nkbj-us"
3 | order by timestamp asc, session_Id
4 | extend TimeDifference = iif(row_number() > 1 and session_Id == prev(session_Id), (timestamp - prev(timestamp))/
5 | extend Kind=customDimensions["Kind"]
6 | extend TopicName=customDimensions["TopicName"]
7 | extend Text = customDimensions["text"]
8 | extend errorCodeIndex = indexof(customDimensions["text"], "Error code:")
9 | extend conversationIdIndex = indexof(customDimensions["text"], "Conversation ID:")
10 | extend errorCodeText = substring(customDimensions["text"], errorCodeIndex + strlen("Error code:"),
11 | extend Words = split(customDimensions["TopicName"], ".") // Split the string into an array of words
12 | extend TopicIdWords = split(customDimensions["TopicId"], ".")
13 | extend NumWords = array_length(Words) // Get the number of words in the array
14 | extend Topics = case (array_length(Words) == 1, TopicIdWords[2], Words[2])
15 | extend channelId = tostring(customDimensions['channelId'])
16 | extend fromId = customDimensions['fromId']
17 | extend fromName = customDimensions['fromName']
18 | extend recipientId = customDimensions['recipientId']
19 | extend typetext = tostring(customDimensions['type'])
20 | extend EventGroupcounter = iif(name == "TopicStart", 1, iif(name == "TopicEnd", 0, 0))
21 | extend EventGroup =
22 case(name == "TopicStart", strcat("TopicStart_", Topics), case(name == "TopicEnd", strcat("TopicEnd_", Topics),
23 | extend RowId = row_cumsum(EventGroupcounter)
24 | project timestamp, name, tostring(Topics), Kind, Text, errorCodeText, session_Id, customDimensions, EventGroup,
25 rawData
```

Query history

customEvents | extend isDesignMode = customDimensions['DesignMode'] | where isDesignMode == "False" // Exclude canvas test

Run

DEMO: Error Identification and Gen Answers Telemetry Data

Ramanujam Raghunathan



botappinsights | Logs

Application Insights

Search

- Overview
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 - Users
 - Sessions
 - Events
 - Funnels
 - User Flows
 - Cohorts
 - More

Time range : Last 24 hours

```
1 |> extend timestamp = timestamp
2 |> where customDimensions["conversationId"] == "Iy1GHYHL1Dn8uKURR3nkbj-us"
3 |> order by timestamp asc , session_Id
4 |> extend TimeDifference = iif(row_number() > 1 and session_Id == prev(session_Id), (timestamp - prev(timestamp))/
1ms, (timestamp-timestamp)/1ms)//1ms
5 |> extend Kind=customDimensions["Kind"]
6 |> extend TopicName=customDimensions["TopicName"]
7 |> extend Text = customDimensions["text"]
8 |> extend errorCodeIndex = indexof(customDimensions["text"], "Error code:")
9 |> extend conversationIdIndex = indexof(customDimensions["text"], "Conversation ID:")
10 |> extend errorCodeText = substring(customDimensions["text"], errorCodeIndex + strlen("Error code:"),
```

Results Chart

session_Id	customDimensions	EventGroup	TimeDifference
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"fromId":"9865a8a8-c9d6-4af2-985c-e47c2b663c07","type"...	Other	0
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"DesignMode":"False","channelId":"directline","conversatio...	TopicStart_tri...	3.8548
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"DesignMode":"False","channelId":"directline","conversatio...	Other	1.4193
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"DesignMode":"False","channelId":"directline","conversatio...	Other	1.4823
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"DesignMode":"False","channelId":"directline","conversatio...	Other	1.8276
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"DesignMode":"False","channelId":"directline","conversatio...	TopicEnd_trig...	0.1293
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"fromId":"9865a8a8-c9d6-4af2-985c-e47c2b663c07","type"...	Other	0.199
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"DesignMode":"False","channelId":"directline","conversatio...	TopicStart_Co...	0.8892
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"DesignMode":"False","channelId":"directline","conversatio...	Other	1.312
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"DesignMode":"False","channelId":"directline","conversatio...	TopicEnd_Co...	0.8996
eKZxo6CQUAYj5GPaFOiEm1afgKFD+aZt5RlyaUIXTEI=	{"recipientId":"9865a8a8-c9d6-4af2-985c-e47c2b663c07","r...	Other	0.1293

Schema and Filter

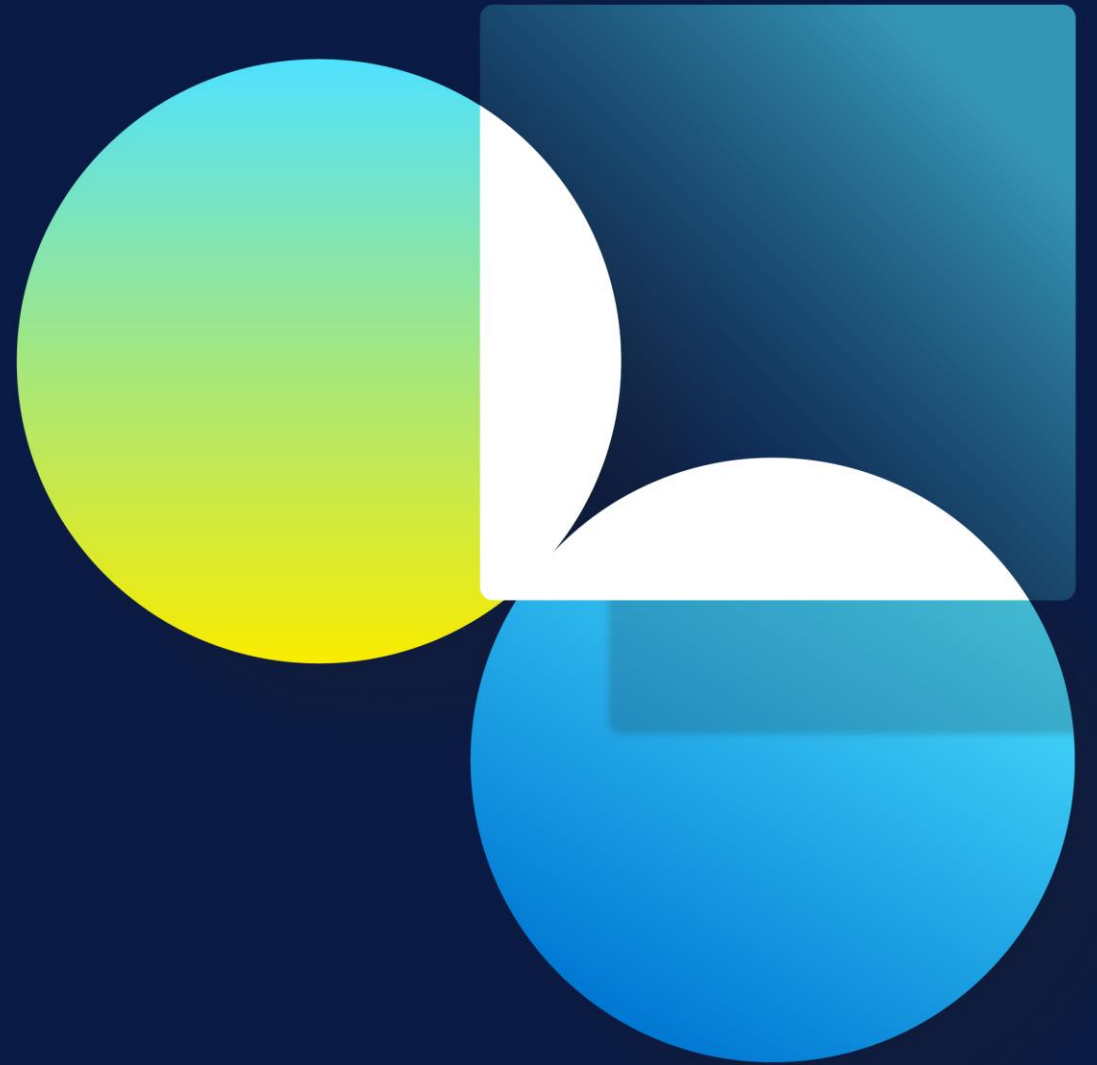
AppInsights for Copilot Studio

All the details are available in the MS learn page

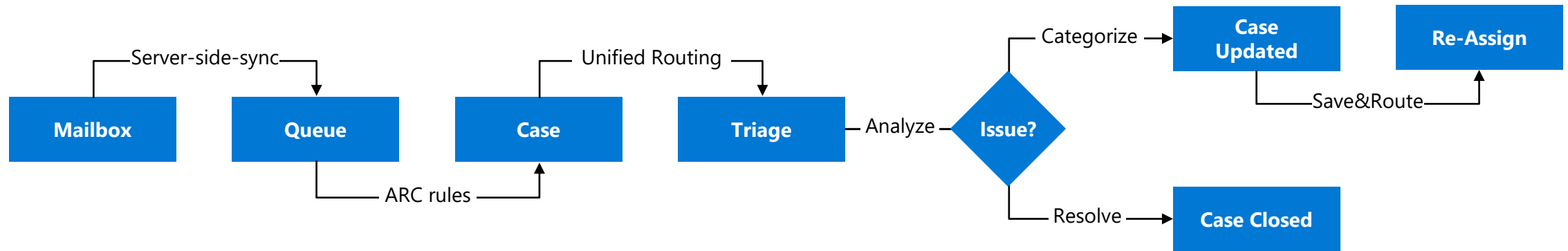
[Application insights telemetry with Microsoft Copilot Studio - Dynamics 365 | Microsoft Learn](#)

Route or deflect cases using AI Builder

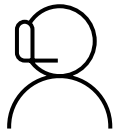
Michele Mazzucco



Route or deflect cases using AI Builder



Working with unstructured data, for example emails, may take extra effort when processing incoming customer requests:



Analyze the original message



Define the nature of the request



Re-assigned the case to proper queue

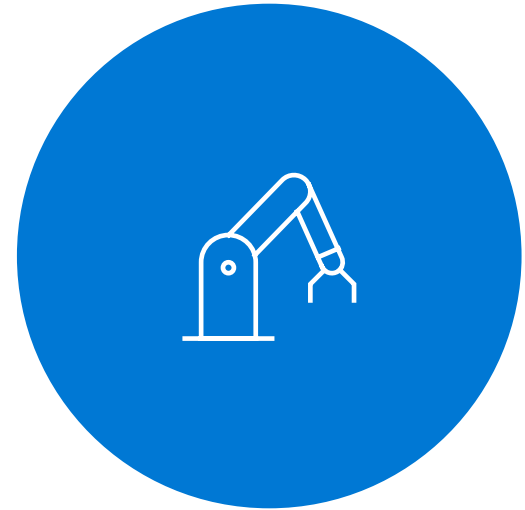
Route or deflect cases using AI Builder



Receive a new email
message



Apply AI to detect intent
and extract info



Automate case routing
and assignment

Route or deflect cases using AI Builder

Adding a GPT Prompt for your business scenario:

The screenshot displays the Power Apps AI Builder interface. On the left, a navigation pane shows options like Home, Create, Learn, Apps, Tables, Flows, and Solutions. The main area is titled 'AI prompts' and contains a card for 'Create text with GPT using a prompt'. A blue arrow points from this card to a detailed view of a prompt titled 'Test Email Categorization + Grounding'. This view shows a prompt text that instructs the model to analyze 'EmailText' and define a category matching with 'Email Category.Description', then return the corresponding 'Email Category.Name'. It also includes an example JSON output with fields like 'customername', 'customernumber', and 'category'. On the right, there are sections for 'Prompt settings' (including 'Prompt details', 'Input', and 'Data used (preview)') and a list of data sources, with 'Email Category' selected.

Prompts give makers the freedom to instruct the GPT model to behave in a certain way or to perform a specific task. By carefully crafting a prompt, you can generate responses that suit your specific business needs. This transforms the GPT model into a flexible tool to accomplish various tasks.

[Create a prompt | Microsoft Learn](#)

Route or deflect cases using AI Builder

Editing the

1

2

Support Queue - Automatic case creation - Saved

Record Creation and Update Rule Item

Condition builder Related ▾

Condition

Condition name * Support Queue - Automatic case creation


Condition that must pass to continue (pass if blank) * And ▾

- ☐ Subject (Email) ▾ Contains data ▾ ⋮
- ☐ Description (Email) ▾ Contains data ▾ ⋮
-

Actions to take

Record to create Case

Configure in Microsoft Power Automate

Save and open Power Automate 

Save and open Power Automate

AI Case

Power Automate creates a flow based on the action you selected. Please confirm the information within the action that you are creating. You can also add or edit actions in Power Automate [Learn more](#)

AI Record

Route or deflect cases using AI Builder

Conditions

And

☐

Routed record (Case)

Contains data

CASE DETAILS

Case Title

account locked

ID

CAS-01073-R0L7T3

Subject

AI Fields

AI Category

complaint

AI Reason

this is a complaint because the product was damaged and did not work

Route to queues

Queue

Complaints Queue (2 users)

```
"customernumber": "AB00996",  
"category": "complaint",  
"reason": "this is a complaint because the prod  
"sentiment": "negative"
```

Summarize Knowledge Base articles with GPT

Sourav Das Biswas



Summarize knowledge articles from D365 using GPT

- In this scenario customer facing bot is integrated with knowledge base stored in Dynamics 365
- The AI generated response summarizes the knowledge base articles using custom prompts configured using AI hub
- The custom prompt is integrated with bot's topic flow using Copilot Studio
- Overall, it makes the conversation more accurate and personalized to customer's queries

The image displays two components: a Power Automate flow on the left and a chat interface on the right.

Power Automate Flow:

- Step 1:** "Generate answers from Dataverse..." (Action). It outputs three items: `jsonresult` (string), `jsonResult1` (string), and `textresult` (string).
- Step 2:** "Condition" (Condition). It checks if `articleCount1` (number) is greater than 0.
- Step 3:** "All other conditions" (Condition). It checks if `articleCount1` (number) is greater than 0.
- Step 4:** "Transfer conversation" (Action). It sends the message: "Let me connect you with the next available agent".
- Step 5:** "Action" (Action). It uses the "Power Automate inputs (1)" and outputs `content (String)` and `textResult1` (string).
- Step 6:** "Text Summarization Flow" (Action). It uses the "Power Automate inputs (1)" and outputs `content (String)` and `textResult1` (string).

Chat Interface:

- Header:** "Self service bot".
- User Message:** "Can you please help me with steps to make travel bookings?".
- Bot Response:**
 - Header:** "Here's what i found".
 - Text:** "When booking your next travel adventure, follow these quick tips to make the process easier:".
 - List:**
 1. Choose wisely by considering your interests and budget. Research destinations and set a budget.
 2. Plan your itinerary by deciding the trip duration and prioritizing activities. Book tours and activities in advance.
 3. Find flight deals by using comparison sites and being flexible with dates and alternative airports.
 4. Book accommodations by researching and reading reviews. Consider booking directly for potential discounts.
 5. Prepare for your trip by checking travel requirements, packing accordingly, getting travel insurance, and notifying your bank.
 - Text:** "By following these steps, you'll be ready to embark on your next adventure stress-free! Happy travels!".
 - Text:** "For more information, you can refer to the full article [here](#)."
- Footer:** "Type your message".

Try out the chatbot we made!

Here are some things my bot can help you with:

Hello

Start over

Talk to a person

Self service bot



Hello, I'm your virtual assistant. Just so you are aware, I sometimes use AI to answer your questions.

2 minutes ago

Hi



Just now



How can I help you today?

Just now

Type your message



Summarize knowledge articles from D365 using GPT

All the details are available in the MS learn page

[Summarize Dynamics 365 Knowledge Base articles with GPT - Dynamics 365 | Microsoft Learn](#)

The article will be upgraded soon with the migration from OpenAI endpoint to the AI Builder GPT prompt

Play secure audio file from Copilot Studio

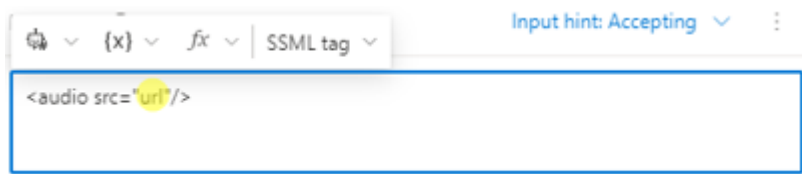
Nuno Silva



Play secure audio file from Copilot Studio classic (PVA)

This article refers to Copilot Studio classic (Power Virtual Agents) for voice support

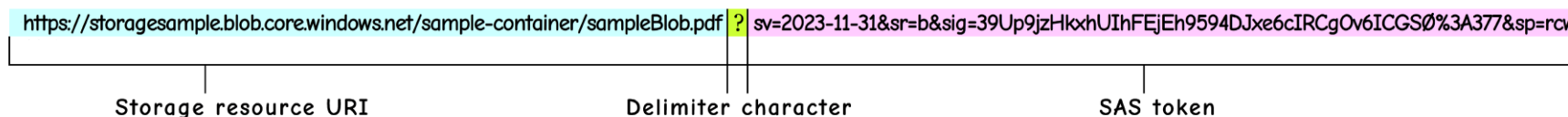
- By using Azure Bot Framework Composer is possible to add Speech components to your bot responses to play audio file, using SSML tags ([Authoring speech experiences in Bot Framework Composer | Microsoft Learn](#))



- The audio file url must be accessible on internet

How to secure the audio file:

- Utilize Azure Blob storage to host audio files for playback through SSML
- Create SAS tokens for your storage containers, [link](#)



[Play secure audio file from Copilot Studio - Dynamics 365 | Microsoft Learn](#)

Using Azure BFC skill to add DTMF aggregation to PVA

Vince Angeloni



Using Bot Framework Composer skill to add DTMF aggregation to Copilot Studio classic for voice support

This article refers to Copilot Studio classic (Power Virtual Agents) for voice support



Scenario:

IVR asks for account number by DTMF (Dual Tone Multi Frequency) input, example "1223457#"

Solution:

Extend MCS classic (PVA) by adding a custom skill that uses [Aggregate DTMF Input](#) included in the Telephony Extensions github package.

Set up a multilingual bot in Copilot Studio classic

Vince Angeloni



Set up a multilingual bot in voice channel

This article refers to Copilot Studio classic (Power Virtual Agents) for voice support

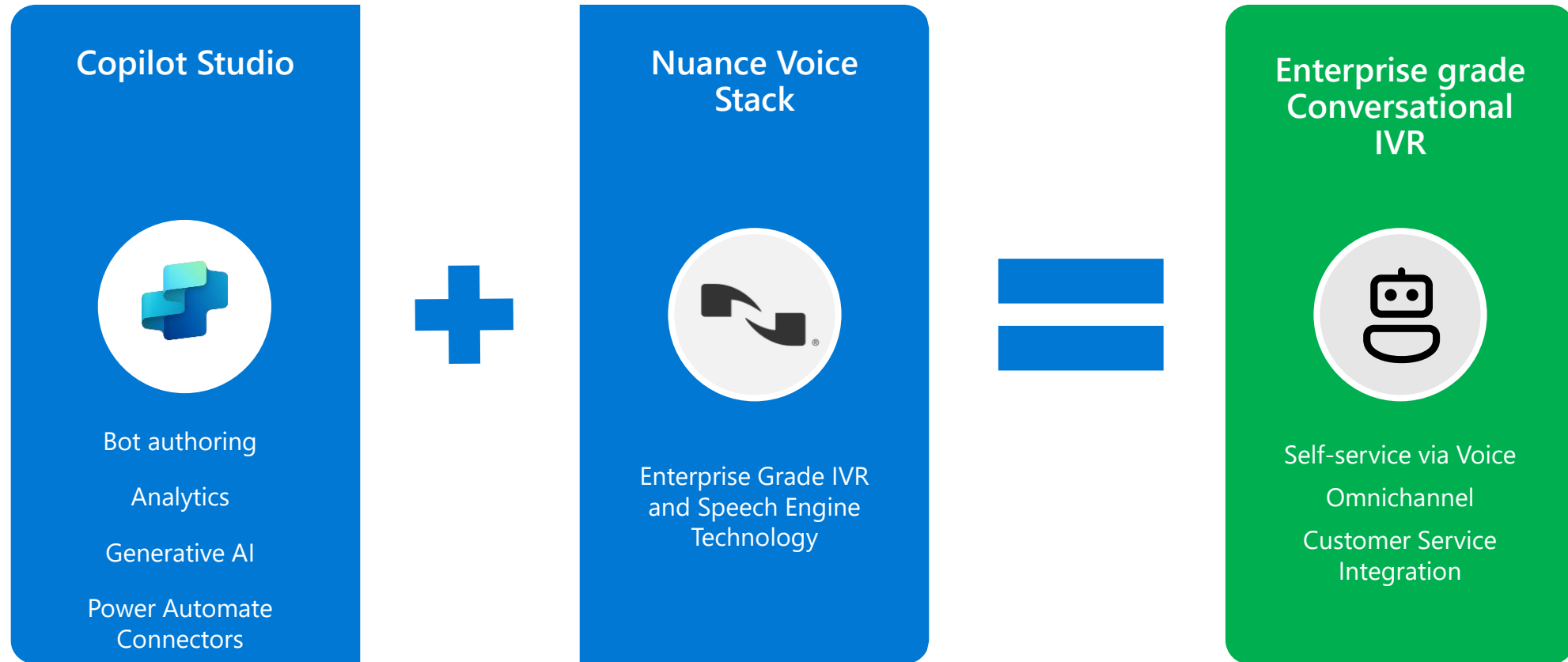
- A multilingual contact center helps you serve global customers who want to interact with your contact center in the language of their choice. You can also set up bots as the first contact who can handle such requests.
- The intent of this article is to provide a sample code of a multilingual bot in *Copilot Studio classic (Power Virtual Agents) for voice support*, by using Azure Bot Framework Composer
- [Set up a multilingual bot to use in voice channel | Microsoft Learn](#)

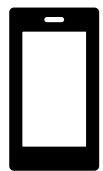
What's next

Vince Angeloni



Contact Center IVR with Copilot Studio as authoring tool





Native DTMF authoring support

Question Speech & DTMF

SSML tags {x} fx

Should I forward this information to your phone?

+ Add

Identify

Multiple choice options

☒ Assign DTMF keys to options

Options for user

Yes 1

No 2

+ New option

Save user response as

{x} Var1 choice

DTMF

Choose how your copilot receives input from a dial pad. [Learn more](#)

Interdigit timeout

3000 ms

Termination timeout

☐ Continue without waiting

☒ Termination timeout

2000 ms

Question Speech & DTMF Credit card number

SSML tags {x} fx

Sure I see an application for loan. In order to verify you can you please tell or type last four digits of your driver license?

+ Add

Identify

User's entire response

☒ Accept multi-digit DTMF input

Number of digits (DTMF only)

4

Termination key

#

Save user response as

{x} UserDriverLicensel... string

Name

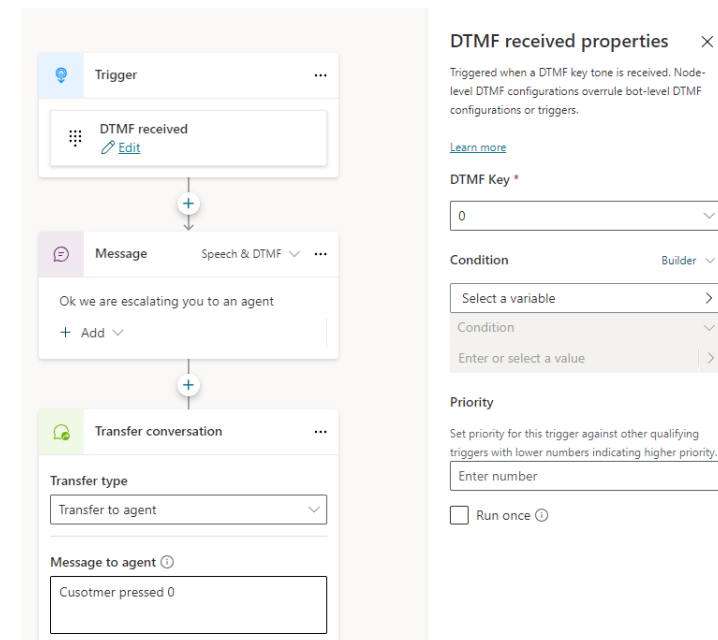
Credit card number

Description

Credit card number that has 13 or 16 digits and starts with a 4.

Pattern

4[0-9]{12}(?:[0-9]{3})?



Give customers choice

Let customer select between speech and DTMF input

Adjust to your audience

Control interdigit and termination timeouts to ensure your customer has sufficient time to enter the input

Constrain and validate input

Validate that the input matches pattern before next step (or reprompt)

Offer familiar control

Replicate your legacy IVR with DTMF input to give customers time to get used to Conversational experience



Speech output optimization authoring

Message Speech & DTMF ...

SSML tags {x} fx

Text variation available.

```
< speak>
< voice name="en-US-AriaNeural"> < lang
xml:lang="en-US">
fx If(Global.va_IsNewCustome... How
can I help</lang> </voice>

< voice name="fr-FR-DeniseNeural"> < lang
xml:lang="fr-FR"> Bienvenue chez Conotoso
Bank </lang> </voice>

< voice name="zh-CN-
XiaochenMultilingualNeural"> < lang
xml:lang="ko-KR">
fx If(Global.va_IsNewCustome...
제가 도와드릴 수 있는 일이 있나요? </lang>
</voice> </ speak>
```

+ Add

Message Speech & DTMF ...

SSML tags {x} fx

- Audio
- Break
- Emphasis
- Prosody

string

n" /> How can I

Message Speech & DTMF ...

Welcome to Contoso B

+ Add

- Text
- Speech & DTMF

Fine tune voice to your needs
Use SSML to fine tune speech output

Access to the vNext preview

<https://aka.ms/VoiceVNext>



QUESTIONS

FastTrack for Dynamics 365

Dynamics 365 FastTrack - Upcoming TechTalks

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20 May 2024

FastTrack for Dynamics 365

[Upcoming TechTalk: Copilot Capabilities in Dynamics 365 Finance and Supply Chain M...](#)

Alejandra Cabrales

♡ (3)



16 May 2024

FastTrack for Dynamics 365

[Upcoming TechTalk: Implementation Optimization resources - D365 Customer Service \(...\)](#)

LutzE

♡ (0)



Most liked

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[Upcoming TechTalk: Copilot Capabilities in Dynamics 365 Finance and Supply Chain Management](#)

Review the Copilot features that are currently available in Dynamics 365 Finance and SCM or will be released with the 10.0.40 Update.
PRESENTERS Beatriz Nebot Garcia, Senior Product Manager Jodi Christiansen, Senior Program Manager Eric Wang,

20 May 2024 Alejandra Cabrales

♡ (3)

[Upcoming TechTalk: Dynamics 365 finance and operations apps UI performance testing with JMeter](#)

Before attending this event, take some time to explore our Performance testing with Jmeter blog series
[https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcommunity.dynamics.com%2Fblogs%2Fpost%2F%3Fpostid%3D587b9524-30c9-422c-a5f8-4e37

29 Mar 2024 Alejandra Cabrales

♡ (2)

[TechTalk: Dynamics 365 Automated Regression Testing with Leapwork | August 30 or 31, 2023](#)

Regression testing is an absolute must in the Dynamics 365 ecosystem. It enables teams to accelerate release cycles, increasing testing coverage, improve time and cost efficiency and ensure bugs are detected proactively as early as possible. There ar

Dankie Faleminderit **Shukran** Chnorakaloutioun Hvala Blagodaria
Děkuji **Tak** Dank u Tänan Kiitos **Merci** Danke Ευχαριστώ A dank
Mahalo ἡΤΙΠ. **Dhanyavād** Köszönöm Takk Terima kasih **Grazie** Grazzi

Thank you!

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