

# WorkshopPLUS - Dynamics 365 Customer Engagement: Monitoring with Application Insights 1 Day with Lab

## WorkshopPLUS

**Focus Area:** Operations and Monitoring

**Duration:** 1 day

**Difficulty:** 100

### Overview

Learn how to implement monitoring of high value business and operational transactions within model driven Power Apps. This course is to educate about how to use proactive monitoring techniques for key contextual data points and the best way to extract and analyze the data.

### Objectives

After completing this training, students will be able to:

- Implement a monitoring strategy for model-driven apps.
- Describe the Kusto query language for model-driven apps.
- Understand key contextual data points.
- Understand how to configure & setup Dynamics 365 model-driven apps to send telemetry data to Application Insights.
- Understand how and where to send Dynamics 365 model-driven apps telemetry data for monitoring.
- Understand how to visualize data insights in Azure Dashboard & Power BI.
- Create D365 User Adoption reports in Power BI from Application Insights data.
- Create Alerts and Notifications.
- Gain insights into customizations, events and error monitoring.
- Gain insights into user adoption such as page views, location and devices.

### Key Takeaways

#### Course Material

- Pushing data from all areas of the platform.
- Querying data using Kusto query language.
- Implementing Azure Monitor alerts.
- Reviewing Azure Application Insights data structure.
- Analyzing data using Power BI.

#### Hands-on Labs

- Most of the concepts covered above will be supported by hands-on labs and demos.

### Agenda

#### Morning

- Application Insights and Model-driven apps
- Labs

#### Afternoon

- Azure Monitor
- Azure Monitor and Application Insights
- Labs

Plan for a full day. Early departure is not recommended

## Course Details

### Module 1: Application Insights Resource

#### Configuration

- Overview
- Resource creation
- Instrumentation Key Identification

### Module 2: D365 model-driven apps Application

#### Insights Configuration

- Overview
- Script Configuration and Tooling
- Form Telemetry Captures (On-Load and On-Save Events)
- Form Contextual Data
- Plugin Contextual Data

### Module 3: Azure Monitor

- Overview
- Query Captured Dynamics 365 model-driven Apps Telemetry
- Understand Kusto Basics
- Understand Dashboard & Power BI for Dynamics 365 model-driven Apps Telemetry
- Lab

### Module 4: Application Insights and Azure Monitor

- Overview
- Smart Detection
- Alerts
- Metrics and Logs

## Recommended Qualifications

Understanding of Application Performance  
Management concepts pertaining to web applications

## Hardware Requirements

- An Intel Core-i5-based PC
- 4 GB RAM
- Windows 7 SP1 or later
- Internet access with at least 1 Mbps bandwidth per student.

## For more information

Contact your Microsoft Account Representative for further details.