



Build Your Own Dynamics 365 App and Power Apps Training MBDE-404

Description

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Microsoft Power Apps provides a low-code application development environment for building feature-rich, custom apps. Power App helps organizations innovate faster to deliver solutions that modernize processes and solve tough challenges. Along with low-code development, Power App includes 400 pre-built and custom connectors, built-in governance and security, and native professional developer extensibility that helps accelerate time to value and differentiate your services offerings.

Microsoft has Mobile Apps for Sales, Customer Service and Field Service. You can go further and have your own custom Line of Business (LOB) Apps that match your organizations needs and manage specific line of business (LOB).

Our case-based workshop uses the case study method to ensure maximum impact and learning. We will create three separate Apps: Canvas App, Model Designed App, and Portal Power App. This workshop is facilitated by a professional Power App developer to provide you real-time answers and support.

Introduction to portals

Model-driven and canvas Power Apps deliver business functionality to people. Microsoft Power Apps portals extend Microsoft Dataverse to internal and external audiences such as communities, customers, partners, and employees.



Power Apps portals come with a variety of preconfigured portal solutions that target diverse audiences. Starter portals have many features that add value to the Microsoft Dynamics 365 service apps. The following sections explain how these features help modern businesses engage a modern audience.

Modern audience

People have various experiences with customer service support, both positive and negative. Frequently, customer service support experiences involve being put on hold for a long time and waiting for a customer service agent to answer the call. Another negative experience might involve writing a letter, mailing it, and waiting without any expectation of a reply. Customer service support experiences should be positive and convenient. Rather than being put on hold, most people would prefer to use self-service capabilities on the company’s website, where their issue will be sent directly to the supplier’s knowledge base for the products and services. Similarly, instead of writing a letter, people can engage in the online community forum and get instantaneous answers from other users who are sharing their related experiences.

Portal capabilities empower the majority of online consumers who prefer to find answers on their own through self-service and community options. By using Power Apps portals, you can provide them with a branded, personalized, self-service experience. Portals help you provide an organized, searchable knowledge base to deliver consistent, up-to-date answers and community experience for peer-to-peer support and direct interaction with your subject matter experts. Additionally, portals provide simple navigation with seamless transitions between self and assisted support.

Out-of-the-box mobile optimizations for portal and knowledge articles ensure that customers can get the help that they need, any time and from any device.

Consumers are a major driver of this trend:

- The majority of global consumers now expect brands and organizations to offer a self-service portal.

- Nearly one-third of consumers keep in touch with brands they've done business with to make sure that they are getting the most out of their purchase.
- Half of the consumers are using multiple channels to stay connected, including web, mobile, telephone, social, and self-service channels. Often, consumer use many channels for a single support experience.

Providing a web portal interface takes advantage of these user trends and brings any type of engagement, including partner, group, and employee scenarios, that directly accesses Dataverse to create a modern connected experience for external users and internal business operations.

Modern business

Your business is already using Power Apps. Consider the additional capabilities that using Power Apps portals can deliver:

- **Provide self-service support** – When your business is growing, rather than having to employ extra staff in call centers, you could use Power Apps portals to add self-service capabilities to your website so that your customers can search knowledge articles, engage with other customers, find answers, and create support cases when needed (that go directly into Dynamics 365 Customer Service), all without a single interaction from your resources.
- **Build a sales pipeline** – When a lead fills out a **Contact us** form on your company website, this information is recorded in Dynamics 365 Sales where the record can become part of your sales pipeline automatically.
- **Empower employees** – When an employee needs a new computer, they can fill out an online form, where the information will be recorded in Dataverse so the helpdesk staff can immediately access and process this information.
- **Engage mobile workforce** – Empower agents on any device, wherever they work. Field technicians can process and complete work orders in the column, instantly updating Dynamics 365 Field Service.

Power Apps portals capabilities

Power Apps portals are built on top of Dataverse. This architecture comes with a major benefit. All the differentiating features of model-driven Power Apps are the features of Power Apps portals as well, including:

- Centralized management
- Common Data Model
- Roles and permissions
- Forms and views
- Business rules
- Declarative workflows and actions
- Plug-in architecture
- Integration with other services
- Dataverse extensibility
- Audit

Power Apps portals deliver a complete content management system out of the box, with all content stored in Dataverse. As a result, content can be edited through the portals studio and also directly by using the Portal Management app. Additionally, the robust Dataverse security model can help secure the content.

The following table describes the key capabilities of Power Apps portals.

Capability icon	Capability	Description
	Content	Seamless, responsive, and customizable web design for any user on any device. Full tracking and context are available because Dataverse is the operating system for all interactions.
	Functionality	Quickly build more secure, functional websites to interact with Dataverse with no coding required. Track customer interactions across all channels and capture them in a custom Power Apps or Dynamics 365 instance.
	Extensibility	Use powerful Microsoft Power Platform business processes that are natively extended through the web front end. Integrate portals with other systems like SharePoint or Power BI. Extend portals with custom development to cater to complex scenarios.
	Security	All data that is used to build portal content is protected more through Dataverse security model. Power Apps portals extend this model to help secure and tailor the content for the target audiences who are not Basic Users.

Course Outline

Module 1: Dynamics 365 Apps

- Power Apps
- Custom Power Apps
- Examples of Line of Business Apps
- Dynamics 365 Sales & Service Apps
- Dynamics 365 Finance Apps
- Power BI Apps
- Dynamics and Microsoft Software Apps

Module 2: The Power Apps Universe

- Canvas Apps
- Model-driven apps
- Common Data Service
- Common Data Model
- Data Connectors
- Custom connectors

Module 3: Building A Canvas Power Apps

- Create a Canvas App
- Add a Gallery
- Connect a Data Source
- Create a Compare Screen
- Deploy and Run Your App

Module 4: Dataverse

- The Dataverse Entities
- Entity relationships Fields
- Apply business logic Solutions
- Security

Module 5: Building a Model Driven App

- Create a Model Driven (data model structured) App
- Understand app components
- Create and design app forms
- Apply business logic
- Create and manage app views
- Use the following; charts
- Dashboards
- Custom controls
- And lastly, use themes for branding
- Share an app
- Distribute an app

Module 6: Building A Portal Power Apps

- The types of Portals
- Customer Self-Service
- Community
- Partner
- Employee Self-Service
- Custom Portal
- Creating a Portal App

Module 7: The Power BI Service

- Power BI, reports and brief overview about how they can be used in a Power App

Module 8: Extend canvas apps

- Extend canvas apps
- Custom connectors
- Integrate into websites and other services
- Develop offline-capable apps

Module 9: Extend model-driven apps

- Extend model-driven apps
- Customize entity forms and views
- Build custom components (Power Platform component framework)
- Customize visualizations and dashboards
- Apply business logic using client scripting
- Customize commands and ribbon
- Create, manage, and publish app

Module 10: Best Practices

- Best Practices
- User Interface Standardization
- Have a “Loading” button
- Use Pop-Up Information Boxes

Module 11: Power Apps Workshop

- Course Review

Related Courses:

[DA-100 Analyzing Data with Microsoft Power BI](#)

[PL-200 Microsoft Power Platform Functional Consultant](#)

[PL-600 Microsoft Power Platform Solution Architect](#)

[PL-400 Microsoft Power Platform Developer](#)

[PL-900 Microsoft Power Platform Fundamentals](#)

[Power Platform-PowerApps & Power Automate Development Combo Class \(PL-900 and PL-400\)](#)

Related Certifications:

[Microsoft Certified: Power Platform App Maker Associate](#)

[Learning Paths](#)

[Credly & Job Opportunities](#)

[Contact Us](#) or Live Chat if you have questions or concerns about Microsoft Technical Training.

PRODUCT TYPE

- simple

PRODUCT VISIBILITY

- featured

PRODUCT CAT

- Dynamics 365 CE (CRM) Developer
- Power Apps
- Power Platform - Power BI, Power Apps, Power Automate!

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