

# Kelverion

## Integration Pack for Microsoft Dynamics 365

### Enabling CRM to be a integral component of an IT Automated Environment

The Kelverion Integration Pack for Microsoft Dynamics 365 is an add-on for System Center Orchestrator 2022 that enables integration with the Microsoft Dynamics 365 platform.

The Integration Pack supports;

- Microsoft Dynamics 365 Online Subscription

The Integration Pack delivers a range of re-usable objects to automate IT-Functions such as:

#### Synchronization of 365 related information

Customer related data usually resides on various systems within an organization, including the 365 system. Keeping this information up date across all platforms allows 365 agents to deliver quality customer service.

#### Direct Customer Interactions

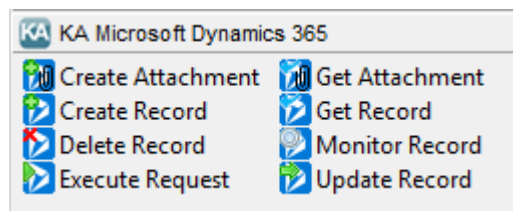
Forwarding customer request directly to backend systems, accompanied by near real time status feedbacks, accelerate business processes and increase customer satisfaction.

#### Automation of Service Management

A Microsoft Dynamics integrated Service Management Solution directly drives existing, automated business and DevOps processes.

#### IP FOR MICROSOFT DYNAMICS 365 ACTIVITIES

<b>Create Attachment</b>	Create a new Note entity record and attach a document to it
<b>Create Record</b>	Insert a new entity record for a specified entity type. Depending on the selected entity type, different required and optional input properties are presented.
<b>Delete Record</b>	Delete a entity record of the specified entity type
<b>Execute Request</b>	executes specific entity operations, such as Resolve Case
<b>Get Attachment</b>	Retrieve an attachment for a specified Note entity record.
<b>Get Record</b>	Retrieve existing entity records according to the specified filter criteria. Depending on the selected entity type, filters specific to the entity type will be presented.
<b>Monitor Record</b>	The Monitor Record activity can be used in a Runbook to detect newly created or updated records
<b>Update Record</b>	Update existing records



Kelverion are an established Independent Software Vendor specialising in IT Automation solutions. Kelverion provides software and specialist consultancy solutions for Microsoft Azure and the Microsoft System Center suite.

Find out more at <http://www.kelverion.com>

