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 2012 or 2016 Orchestrator that enables integration with the Microsoft Dynamics 365 platform.

The Integration Pack supports;

- Microsoft Dynamics 365 Online Subscription - Version 1612 (8.2.2.1510) or (9.0.2.54)
- Microsoft Dynamics 2016 On-premises Server (8.2.2.0112)

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 like Provance Service Management directly drives existing, automated business and DevOps processes.
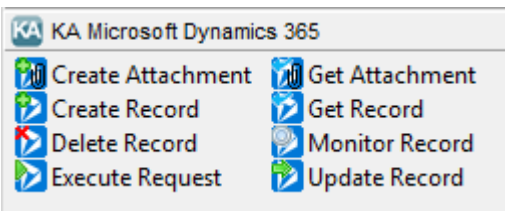
Kelverion are a Microsoft System Center and Cloud Partner who offer Integration Packs and Tools to enhance System Center Orchestrator and Azure Automation and deliver System Center implementation services.
Find out more at http://www.kelverion.com

IP FOR MICROSOFT DYNAMICS 365 ACTIVITIES

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

Cloud & Hybrid Automation Experts