



# Microsoft Dynamics 365 Retail

Capabilities

# Drive unified commerce

## Create seamless shopping experiences

Increase revenue, customer satisfaction, and brand loyalty by delivering a consistent shopping experience across stores, web, mobile, and call centres.

## Enable omni-channel buying

Give customers the convenience and flexibility to buy in-store, pick up in other locations, or get home delivery through optimised ordering and fulfilment tools.

## Increase brand loyalty

Enable customers to earn and redeem points, and use gift cards and promotional coupons across channels.

The image displays a retail POS system interface. On the left, a list of items is shown with columns for ITEM, QUANTITY, and SALES REPRESENTATIVE. The items listed are Track Jacket, Hoodie, The Red Dress, and Suede Boot, each with a quantity of 1 and a loyalty discount of 5% off over \$100. A pop-up window for a sales representative, Karen Berg (ID 2001), is overlaid on the list, showing her profile picture and contact information. To the right, a dashboard of green tiles provides various promotional and discount tools, including Line discount percent and amount, Total discount percent and amount, Loyalty Card (55103), BALANCE (\$0.00), and MARKETING OPT IN (NO). The dashboard also features a grid of discount percentages (5%, 10%, 15%, 20%) and buttons for Price override and Add affiliation.

ITEM	QUANTITY	SALES REPRESENTATIVE
Track Jacket M, Navy, Regular Loyalty 5% off over \$100: Discount \$4.00 (5.00 %)	1	
Hoodie M, Grey, Regular Loyalty 5% off over \$100: Discount \$6.00 (5.00 %)	1	
The Red Dress 10, Red, Regular Loyalty 5% off over \$100: Discount \$7.00 (5.00 %)	1	
Suede Boot 11, Tan, Regular Loyalty 5% off over \$100: Discount \$8.00 (5.00 %)	1	

**Karen Berg**  
2001  
[Phone Icon] [Email Icon]

LOYALTY CARD	55103
BALANCE	\$0.00
MARKETING OPT IN	NO

Line discount percent | Line discount amount  
Total discount percent | Total discount amount  
5% | 10% | 15% | 20%  
Price override | Add affiliation

# Create a modern store experience

## Deliver exceptional customer service

Meet customer expectations by using tools to access real-time product, customer, stock, and order visibility.

## Tailor product selection and recommendations

Offer more product selection and recommendations through advanced analytics that provide the best of both online and in-store shopping.

## Optimise store operations

Gain insights through automation and business intelligence dashboards that manage reports, scheduling, time tracking, and sales.

The dashboard displays three main sections: Order history, Recent purchases, and a customer Summary.

### Order history

DATE	NUMBER	TOTAL
12/01/2017	STONN-19100006	\$454.22
12/01/2017	STONN-19100005	\$63.75
12/01/2017	STONN-19100004	
12/01/2017	STONN-19100003	
12/01/2017	STONN-19100002	
12/01/2017	STONN-19300001	
11/28/2016	ANNARBO-3-442414	
11/27/2016	ATLANTA-3-445236	
11/27/2016	ATLANTA-3-444910	\$601.05
11/27/2016	CAMBRID-2-444454	\$186.42

### Recent purchases

[See all](#)

- Orange Leather Bag  
12/01/2017 5:46 PM  
STONN-19
- Brown Aviator Sunglasses  
12/01/2017 5:46 PM  
STONN-19

### Summary

Customer Account 2001  
Customer since 10/05/2016 4:34 PM

karenb@contoso.com

206-555-5613

[2 addresses](#)

[Home address](#)

712 1st Ave SW  
Kirkland, WA 98007  
USA

PRIMARY

# Effectively manage merchandising

## Streamline sourcing and replenishment

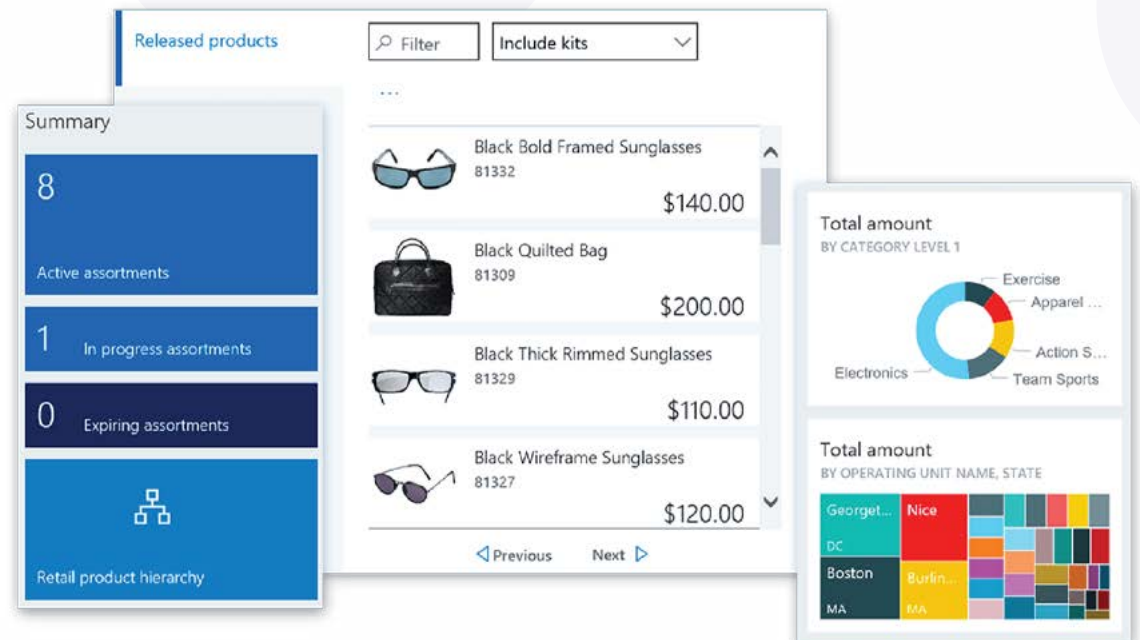
Acquire stock from the right supplier at the right price, and allocate and replenish stores based on season, market demand, and competitive pressures.

## Manage product demand

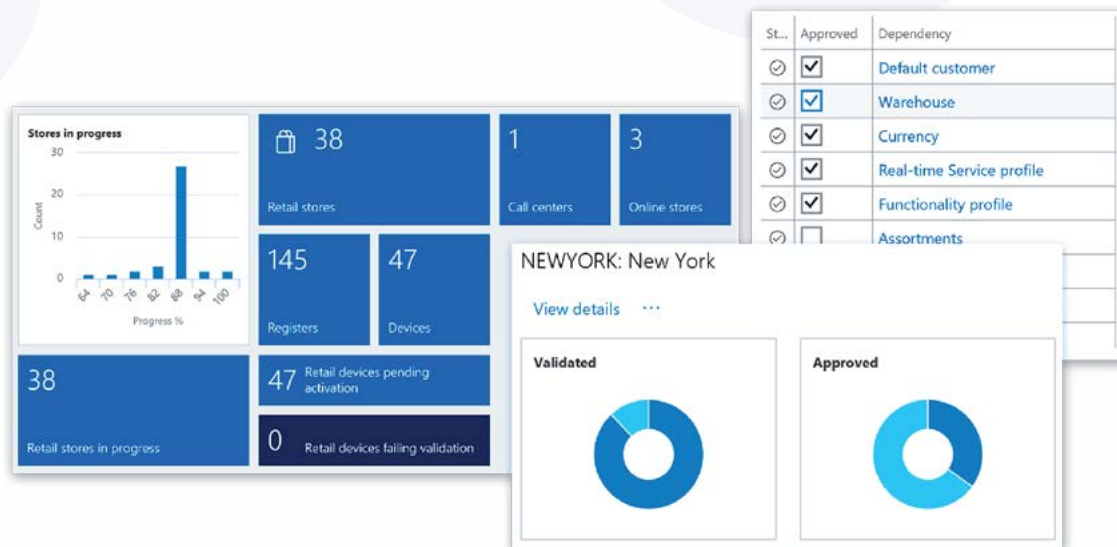
Offer the right products in the right channels at the right prices by centrally tracking product information, categories, assortment, and pricing.

## Amplify sales and promotions

Target product and promotion by category, channel, season, loyalty, and tier to impact revenue.



# Optimise operations through insights



## Maximise business impact

Reduce fulfilment costs, improve stock utilisation, and efficiently manage your business using customer and operational insights.

## Speed up end-of-day activities

Complete key store closing activities faster using automated and streamlined workflows.

## Increase stock visibility

Manage stock counts to enable the right level of stock at the right locations

## Meet changing business needs

Drive actions to support multi-company, multi-brand, and multi-channel global operations.



# Innovate with a modern and adaptable platform

## Adapt quickly

Accelerate time to market and adapt the application to your needs with no-code visual editors and tools that make it easy to build and deploy web and mobile apps.

## Extensible platform

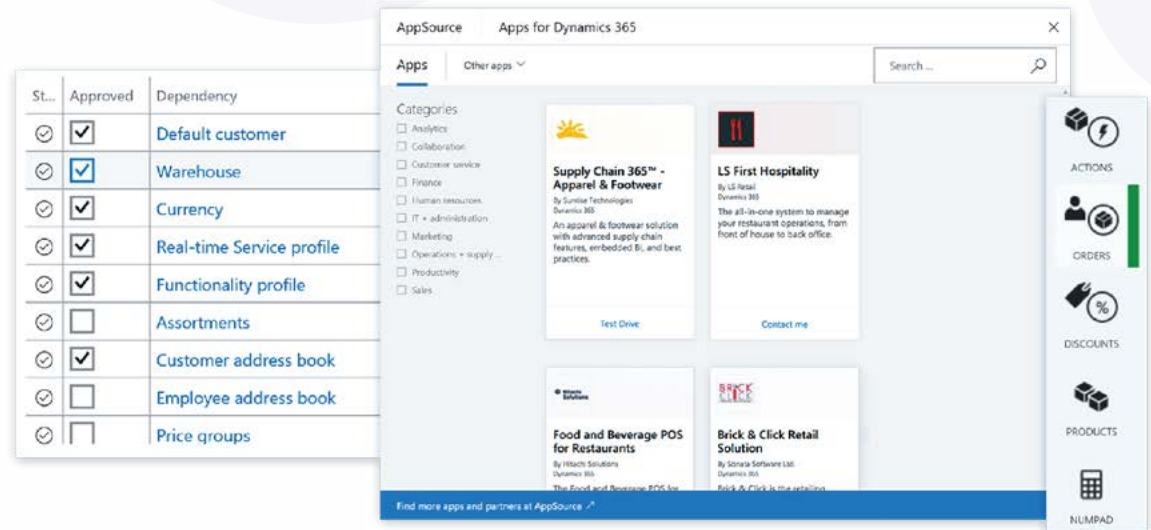
Automate processes across Dynamics 365 applications and third-party systems for better engagement experiences.

## Invest with confidence

Rely on the Microsoft cloud platform to reduce the cost and complexity of operating a global infrastructure and trust our state-of-the-art datacenters to safeguard your data.

## Drive innovation

Transform your customer interactions with deep insights provided by artificial intelligence that guide your teams to the right business outcomes.





Find out more about **Microsoft Dynamics 365**

Call: 0191 500 8150  
Email: [info@monpellier.co.uk](mailto:info@monpellier.co.uk)  
Visit: [www.monpellier.co.uk](http://www.monpellier.co.uk)

