



**Microsoft Dynamics 365  
Sales**

Capabilities

# Enable smarter selling with embedded insights

## Show the next best step

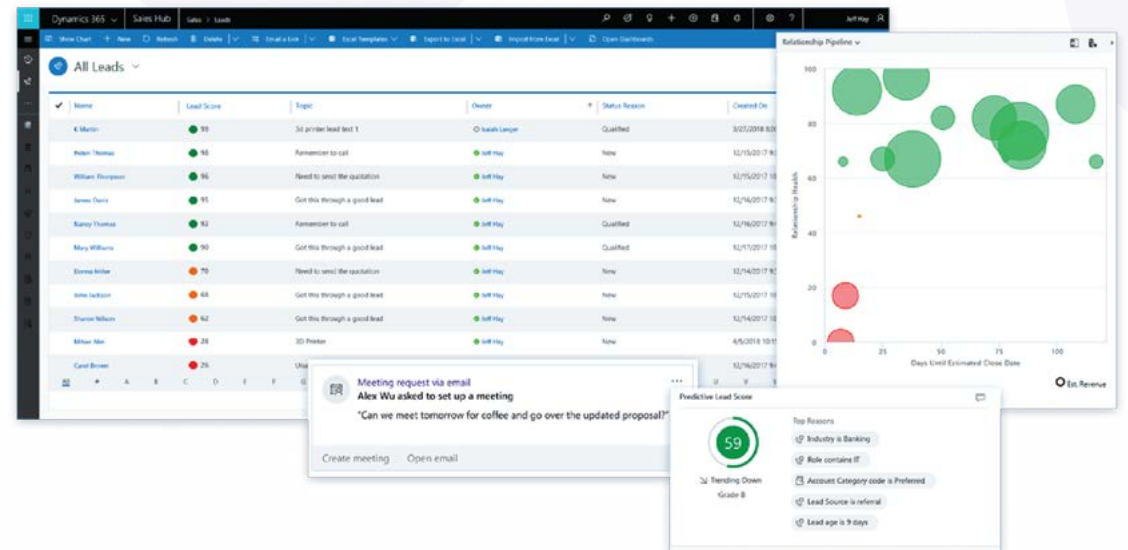
Provide your sellers with contextual, embedded insights from Dynamics 365 for Sales that reveal the next best step to move each customer relationship forward.

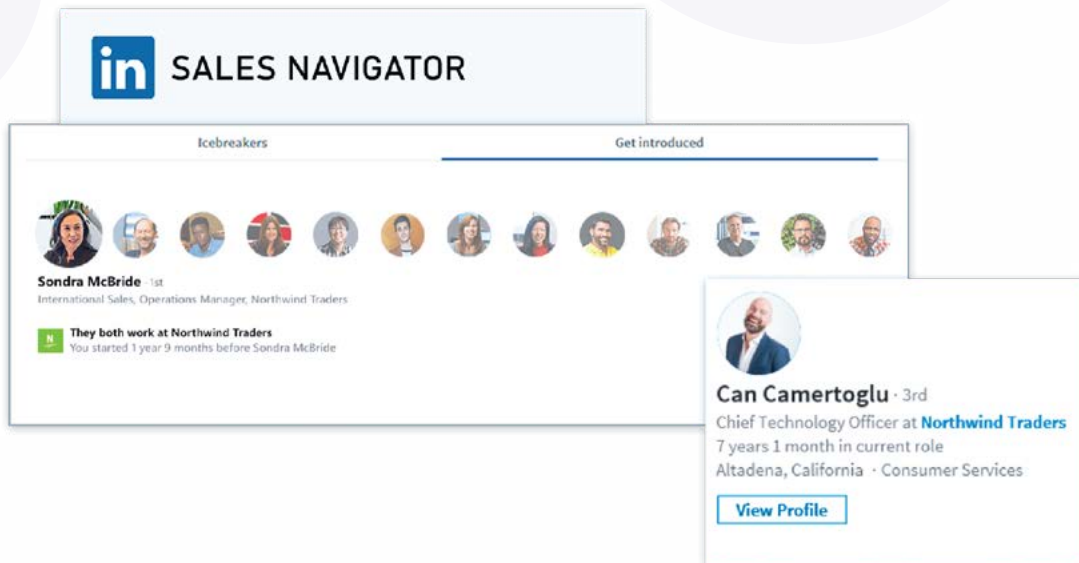
## Optimise email engagement

Show sellers when and how customers interact with their emails, so they can be more proactive and responsive in their communications.

## Tailor insights for your specific needs

Include your organisation's custom insights as part of action cards embedded within the application.





# Empower sellers to build relationships with authentic and personal engagement

## Connect data and processes to enable relationship selling

Unify relationship data and processes with integration between LinkedIn Sales Navigator and Dynamics 365 for Sales, so sellers have the insights they need to build trust and easily manage relationships at scale.

## Get a clear view of the organisational structure

With interactive org charts, keep track of your accounts' contacts and understand the relationships among contacts to identify potential stakeholders and influencers.

## Personalise content

Enable your sales team to collaborate and personalise sales documents with embedded Office 365 tools that fit the way they work.

# Boost seller productivity with seamless tools

## Provide intelligent guidance

Increase user adoption and minimise training with rich, context-sensitive help and an intelligent, event-driven sales process that guides sellers to optimal outcomes.

## Simplify sales execution

Accelerate deals with an end-to-end, immersive experience for opportunity management. Increase seller productivity with familiar tools like Excel and Outlook that work seamlessly with Dynamics 365 for Sales features.

## Sell anytime, anywhere

Support work on the go, even when there's no connectivity, with modern mobile applications that provide contextual news, social data, and task flows that increase usability.

## Connect with your partners

Recruit, onboard, and strengthen your partner channel through deeper enablement and activation. Give partners a quick view of interactions across opportunities, cases, and other relevant information.

The screenshot displays the Microsoft Dynamics 365 interface for a sales opportunity. At the top, a card for 'Northwind Printers' shows 'Est. Close Date' as 4/14/2018, 'Est. Revenue' as \$2,750,000.00, and 'Status' as 'In Progress'. Below this is a sales process flow with stages: 'Qualify', 'Develop', 'Propose (23.0)', and 'Close'. A red progress bar indicates the current stage is 'Propose'. Below the flow is an Outlook email interface. The email is titled 'Reviewing Proposal for Northwind Printers and Carter Electronics' and is from Alex Wu (alex.wu11@hotmail.com) to Jeff Hay. The email content reads: 'Hi Jeff, We have on offer from Carter Electronics that is better priced. Please respond. Kind regards, Alex'. A right-hand pane shows details for the 'REGARDING OPPORTUNITY Northwind Printers', including 'Est. Close Date: 9/1/2017', 'Est. Revenue: \$600,000.00', 'Status Reason: In Progress', and 'Owner: Jeff Hay'. Below this, it lists 'RECIPIENTS' with Alex Wu as the contact, 'Purchasing Manager at Northwind Traders', and 'Last Activity: Meeting to review order' on August 01, 2016.

# Accelerate sales performance

## Shorten ramp-up time

Ease onboarding for new sellers. Align sales behaviour with best practices and interactive help and documentation features from Dynamics 365 for Sales.

## Increase sales effectiveness

Hit your numbers by setting goals, monitoring results, and providing timely feedback and coaching. Investigate deviations from plan and take corrective action using real-time analytic dashboards.

## Gain visibility and insights

Go from data to insights in Dynamics 365 for Sales with real-time dashboards that have interactive, drill-down capabilities and natural language queries.

## Motivate sellers

Energise your sellers with fun and exciting team-based sales contests. Improve sales performance and hold everyone accountable with a unique gamification solution that makes results highly visible.



# Innovate with solutions built to evolve

## 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 applications.

## Extend and connect

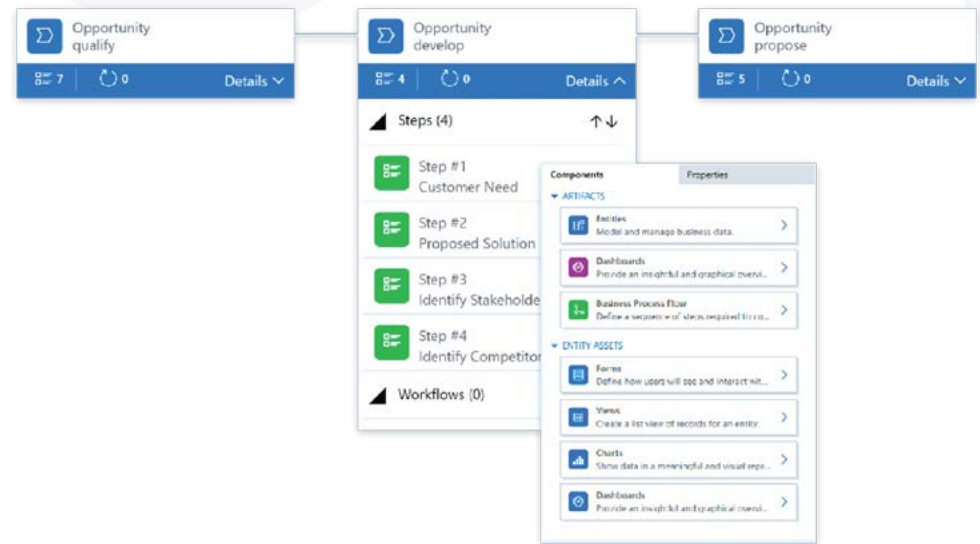
Automate processes across Dynamics 365 applications and partner systems for a unified experience.

## Invest with confidence

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

## Drive innovation

Transform your customer interactions with deep insights provided by embedded intelligence of Dynamics 365 for Sales that guides your teams to the right business outcomes.





Find out more about **Microsoft Dynamics 365**

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Email: [info@monpellier.co.uk](mailto:info@monpellier.co.uk)

Visit: [www.monpellier.co.uk](http://www.monpellier.co.uk)