

Dynamics 365 Customer Service

Quick Start Program

Feature	Quick Start	Basic Implementation	Advanced Implementation
Set up Dynamics 365 Accounts	X	X	X
Initial Consultation – Objectives Definition	X	X	X
Review Legacy System and Process	X	X	X
Create Custom Fields	X	X	X
Agile Development Process	X	X	X
Implement Proposal Workflow	X	X	X
End User Training Session	X	X	X
Identify Future Enhancements		X	X
Project Plan		X	X
Multiple Agile Sprints		X	X
Create Custom Entities		X	X
Define Custom Workflows		X	X
Base Model Testing, Validation & Refinement		X	X
Create Custom Reports		X	X
Configure Non-production Environments		X	X
Testing		X	X
Administrator Training		X	X
Security Configuration			X
Business Intelligence Configuration			X
Data Conversion			X
Integration with Accounting and Other Systems			X
Advanced Business Processes and Workflow			X
Developer Training			X
Project Time	1 Week	4 Weeks	8 weeks and up

Summary of Approaches

* **NOTE:** Estimates based on typical implementations. Estimates will be finalized during Quick Start.

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