



User Adoption Monitor



User Adoption Monitor

User Adoption Monitor - White Paper

Aim:

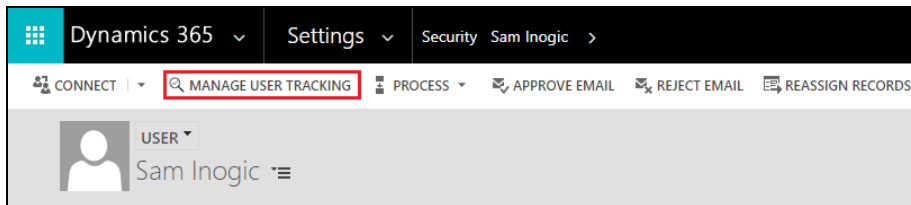
Enable managers to monitor the actions of team members with respect to using Dynamics CRM for their day to day operation and not with the intent of monitoring what exact data was entered by the user

Features:

- Monitor Dynamics CRM Users Actions
- Track OOB and Custom Entities Records
- Define Monitoring Period for Entities
- Define Users to be Monitored
- Define Entities and Associated Actions
- Track Usage: Daily, Weekly or Monthly
- Dashboard Reporting per Entity/ Action/ Period
- Dashboard Reporting per User/ Period
- User Adoption Report Creation
- Monitor Usage Without Disrupting On-going Activity
- Track user Log-in & Log-out details
- Track amount of time spent by user on particular Entity records

Ease of Access:

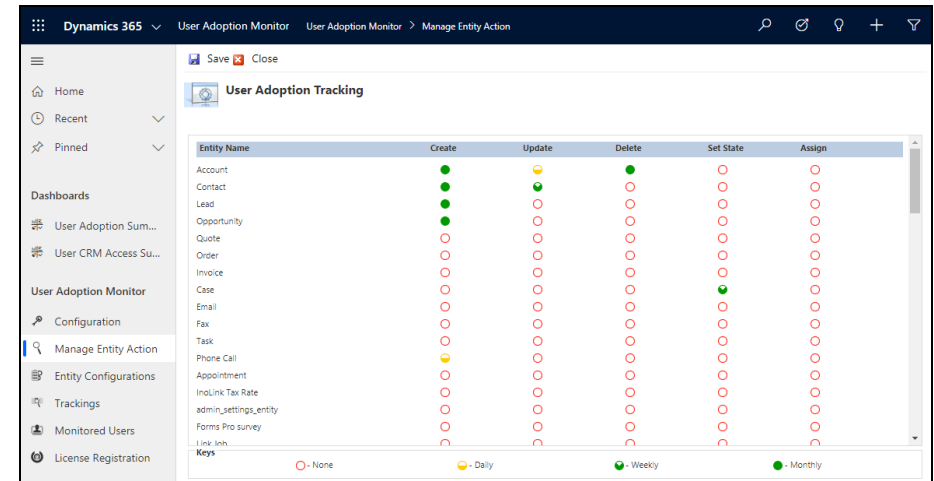
A new button will be available in the Security Settings area of Dynamics CRM



User Adoption User Interface:

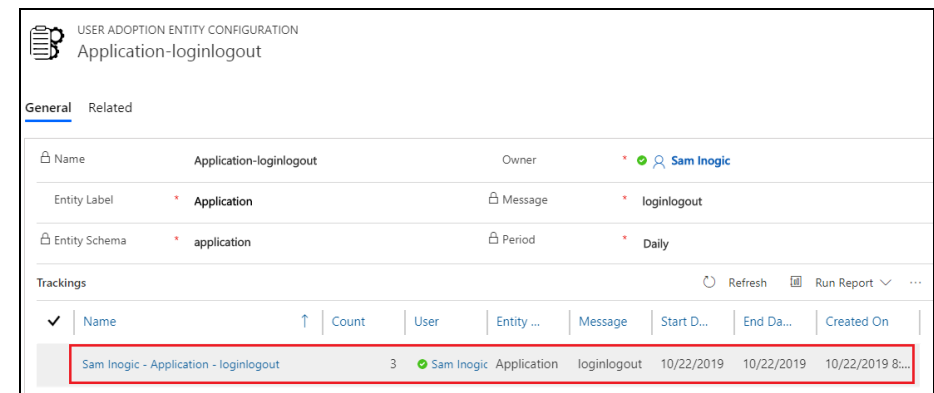
User Adoption tracking settings can be done from Security. Here the Managers can configure the entities and operation that need to be monitored. You choose the

period based on which the results need to be summarized. The tracking can be set for daily, weekly or monthly basis.



Log-in & Log-out


Track Log-in & Log-out details of each user in Dynamics 365 CRM on daily basis.



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Check-in & Check-out

Keep track of time spent by each user on particular Entity records.

 USER ADOPTION ENTITY CONFIGURATION
Case-checkincheckout


General

Related

Name

Case-checkincheckout

Owner

*  Sam Inogic

Entity Label

* Case

Message

* checkincheckout


Entity Schema

* incident




Period

* Daily

Action Name

 UAM-Case-CheckinCheckOut



Trackings


 Refresh  Run Report 










| <input checked="" type="checkbox"/> | Name | Count | User | Entity ... | Message | Start D... | End Da... | Created On |
|-------------------------------------|-------------------------------------|-------|------------|------------|------------|------------|------------|------------------|
| <input checked="" type="checkbox"/> | Sam Inogic - Case - checkincheckout | 4 | Sam Inogic | Case | checkin... | 10/22/2019 | 10/22/2019 | 10/22/2019 9:... |

Monitor User Adoption:





Managers can configure the user actions in Dynamics CRM that need to be monitored by the tool. You can set rules specific to individual users to monitor as well.

 Save  Close

 **Manage User Tracking: Sam Inogic**

| Entity Name | Create | Update | Delete | Set State | Assign |
|-------------|---|---|---|---|--------|
| Account |  |  |  | | |
| Lead |  | | | | |
| Opportunity |  | | | | |
| Incident | | | | | |
| Email | | | | | |
| Contact |  |  | | | |
| Case | | | |  | |
| Phone Call |  | | | | |

Keys

 - None  - Daily  - Weekly  - Monthly

Review results on Dashboard

The monitoring results are stored in easy to report formats. Quickly design charts and have it up on your dashboard.

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Contact Us:

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