

The logo for Prodware, featuring the word "prodware" in white lowercase letters on a black background, with a blue stylized "P" icon to the right.

# Prodware Connector for **DeviceTone™** for

Microsoft Dynamics 365 for Field Service

## USER GUIDE



| Version Control | Prepared By:                      | Reviewed by: | Change            |
|-----------------|-----------------------------------|--------------|-------------------|
| 04/06/2019 v1.0 | Jennifer Rozin<br>David Chouraqui | Emma Bush    | Initial version   |
| 12/08/2019 v1.1 | Emma Bush                         |              | AppSource version |

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This user document is valid for the **Prodware Connector for DeviceTone™ version 1.0** based on Dynamics 365 CE.

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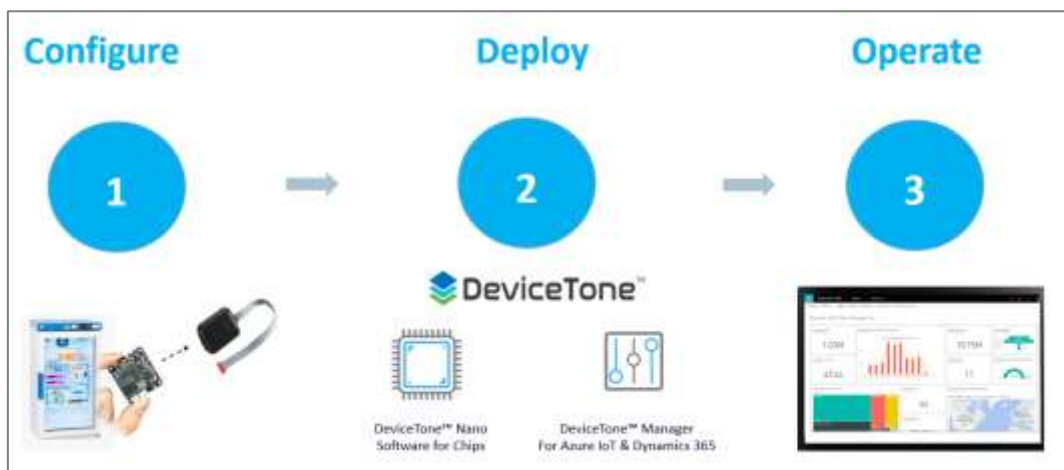
# 1. INTRODUCTION

## 1.1 APPLICATION DESCRIPTION

DeviceTone™ is an innovative open-source standards technology that transforms existing products into “smart” devices that can send alerts and ongoing performance data to be used for predictive maintenance scenarios.

Prodware have built a Dynamics 365 for Field Service connector to **DeviceTone™**, to help manufacturers (OEMs), distributors and service companies respond to triggers from these “smart devices”.

The Internet of Things or IoT has been a much-discussed tech trend, but now with **DeviceTone™**, coupled with the business process familiarity of Dynamics 365; IOT and smart tech is within reach of our customers.



The DeviceTone™ Connector **transforms existing products into “smart” devices** that can send alerts and ongoing performance data:

- Configure Rules into IoT central and automatically create alerts with Microsoft Flows
- Convert IoT Alerts into Cases and Work Orders
- Detect, troubleshoot, and resolve issues so a technician is dispatched only when necessary.

## 1.2 GOAL OF THE CONNECTOR

**Prodware Connector for DeviceTone™** boosts standard Dynamics 365 for Field Service by quickly connecting any devices to Azure IoT suite and Dynamics 365.

Product benefits:

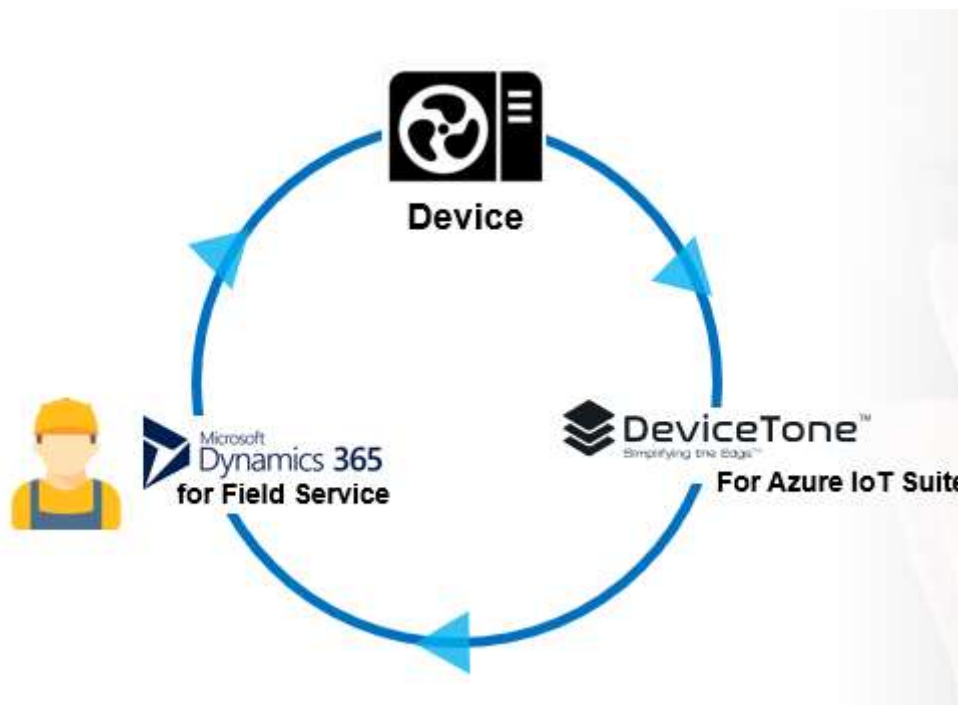
- Create continuous relationships with customers by receiving alerts for predictive maintenance
- Increase customer satisfaction and retention
- Upsell and generate additional sales opportunities
- Reduced downtime
- Optimized dispatch of technicians

## 2. SETUP & INSTALLATION GUIDE

### 2.1 SYSTEM REQUIREMENTS

Prodware DeviceTone™ connector for Dynamics 365 must be installed on Dynamics 365 for Field Service (v9 Online).

To be able to use this functionality your Dynamics 365 CEM license must be up to date. If necessary, contact your reseller for more information about your license.



## 2.2 INSTALLATION

The installation is composed of:

- Connected Field Service for Azure IoT Central : <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-overview>
- Configuration in DeviceTone™ Manager: Create the connection between IOT Central and DeviceTone™, Associate Company, Devices and project

### Connected Field Service for Azure IoT Central

Please refer to this link in order to connect IoT Central with Field Service:

<https://docs.microsoft.com/en-us/dynamics365/customer-engagement/field-service/cfs-iot-overview>

### DeviceTone Manager

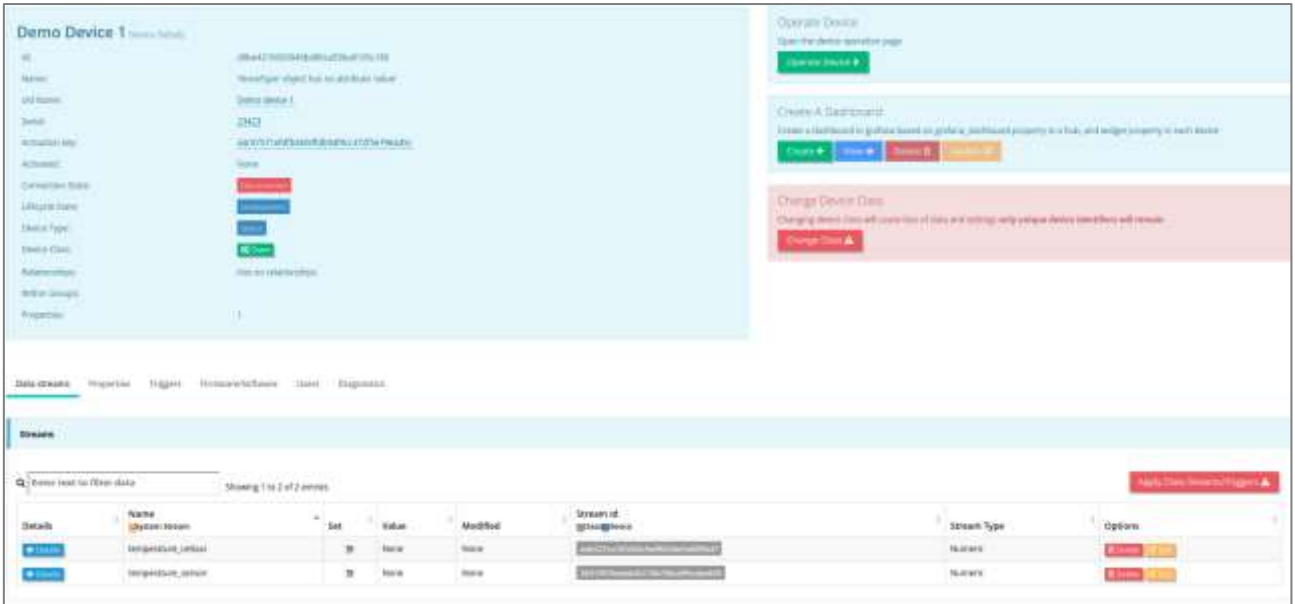
This part is the configuration of the DeviceTone™ Manager. It is carried out by the DeviceTone™ team. It includes:

- Creation of the Company
- Creation of a new Project



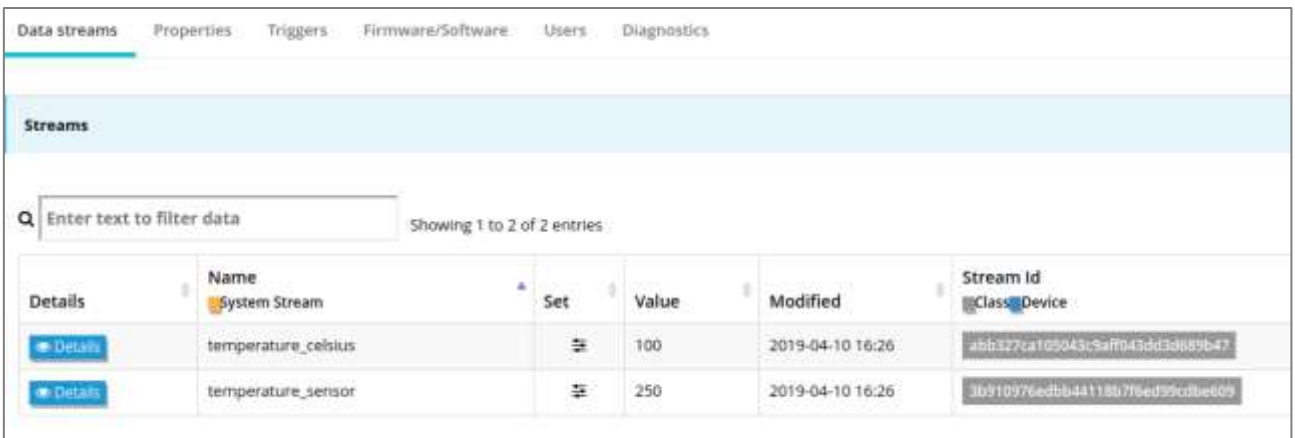
*The Project's List Page (homepage) – with a project*

- Creation of the different Devices



Device Page

- Configuration of Device Streams



Device Streams

- Definition of Device Properties: how the device operates, reporting rate, location, categorization, dashboard behaviors
- Implementation of Device Triggers to:
  - Send alerts
  - Integrate to other API systems such as CRM, ERP, etc.
  - Update other streams, change units and calculations
  - For other custom uses



Data streams Properties **Triggers** Firmware/Software Users Diagnostics

**Data/Scheduled Triggers**

Q Enter text to filter data Showing 1 to 1 of 1 entries

| Type    | Trigger Name            | Referenced Stream Name             | Schedule | Action  | ActionData                     |
|---------|-------------------------|------------------------------------|----------|---------|--------------------------------|
| Regular | <a href="#">Convert</a> | <a href="#">temperature_sensor</a> |          | formula | {{temperature_celsius}}*9/5-32 |

*Device Triggers*