

Service Definition

Microsoft Dynamics 365

Service overview

Microsoft Dynamics 365 is a fully managed, cloud-based business applications platform providing customer relationship management (CRM) and customer service capabilities. Delivered as software-as-a-service (SaaS), it enables organisations to manage customer interactions, service cases, and business processes without managing infrastructure or underlying platform components.

Service description

Microsoft Dynamics 365 provides configurable applications for managing customer relationships, service delivery, and operational workflows. The platform supports case management, customer interaction tracking, workflow automation, and reporting through a secure, cloud-hosted service.

The service enables organisations to configure data models, business rules, and service processes using administrative interfaces and supported APIs. Microsoft Dynamics 365 is operated, secured, and maintained by the provider as a fully managed SaaS offering and integrates with Microsoft and third-party systems through supported connectors and APIs.

Service model

- **Delivery model:** Software-as-a-Service (SaaS)
 - **Hosting:** Provider-managed Microsoft Azure infrastructure
 - **Access:** Web-based user interfaces and supported APIs
 - **Updates and maintenance:** Managed by the provider
 - **Scalability:** Automatically scaled by the platform
-

Key functionality

- Customer relationship and service management
- Case and interaction tracking
- Configurable workflows and process automation
- Data management and business entities
- Role-based access and security controls
- Reporting and operational dashboards

- Integration with Microsoft and third-party systems
 - API-based access to data and processes
-

Intended users

The service is intended for:

- Public-sector organisations managing citizen or customer interactions
 - Customer service and case management teams
 - Operational and service delivery teams
 - Administrators responsible for system configuration and governance
-

Customisation

What can be customised

Customers can configure:

- Data models, entities, and fields
- Case management and service workflows
- Business rules and validation logic
- Forms, views, and dashboards
- User roles, permissions, and access controls
- Integration configurations using supported APIs

How customisation is performed

Customisation is performed through configuration using Microsoft Dynamics 365 administrative tools, low-code configuration features, and supported APIs. Configuration is rule-based and does not involve changes to the underlying platform infrastructure.

By whom

Customisation can be carried out by authorised customer administrators, configurators, and developers with appropriate permissions.

API access

What users can do using the API

Users can:

- Create, retrieve, update, and manage records
- Manage cases, activities, and service interactions

- Integrate with authorised Microsoft and third-party systems
- Automate workflows and business processes
- Retrieve operational and reporting data

What users can't do using the API

Users can't:

- Modify or manage the underlying platform or hosting infrastructure
 - Bypass authentication, authorisation, or security controls
 - Access other customers' data
 - Change core system behaviour outside documented APIs
 - Perform unsupported bespoke platform customisation
-

Security and governance

The service includes:

- Role-based access control
 - Secure authentication and API authorisation
 - Logical separation of customer data
 - Auditability of configuration and data access
 - Platform-level monitoring and maintenance
-

Service constraints

- Available only as a cloud-hosted SaaS service
 - Hosted exclusively on Microsoft Azure
 - Requires internet connectivity for access
 - No on-premise or customer-hosted deployment
 - No bespoke platform or infrastructure development
 - Dependent on supported APIs and integrations
 - Subject to Microsoft security and governance policies
-

Software add-ons or extensions

Microsoft Dynamics 365 is a **standalone cloud software service**.

It does not operate as an add-on or extension but can integrate with other Microsoft and third-party platforms using supported APIs.

Support and service management

- Platform availability, maintenance, and updates managed by the provider
- Service support provided in line with the agreed support offering
- Platform updates applied without customer intervention

Summary

Microsoft Dynamics 365 enables organisations to manage customer relationships and service delivery through a secure, scalable, and configurable cloud platform, supporting case management, workflow automation, and integration without the complexity of managing infrastructure or bespoke business applications.