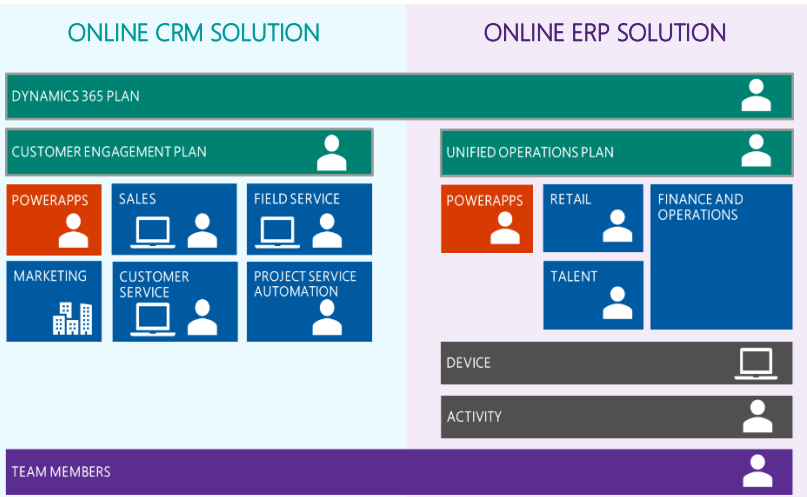


Dynamics 365 Online solutions

Volume Licensing

This document covers licensing for the Dynamics 365 online products. The licensing of the on-premises solutions is covered in a separate handout in this series.

The functionality of Dynamics Online is primarily licensed with User or Device Subscription Licenses as shown below, which may be mixed as required to suit an organization's requirements.



Operations Device / Operations Activity: Operations Device licenses are used to license a device which behaves as a point of sale device, shop floor device, warehouse device or store manager device, used by multiple users under a single Device license. An Operations Activity license gives access to similar functionality on a user basis

Team Members: this user license entitles users to lightweight access across the Dynamics 365 Apps through designated scenarios

Dynamics 365 Plan: gives a user full access to all functionality
Customer Engagement Plan: gives access to all CRM functionality. Economically viable if a user needs access to two or more of the apps.

Unified Operations Plan: gives access to all ERP functionality. Note that the Finance and Operations App which covers financial, manufacturing and supply chain capabilities is not available as a separate license, it's part of the Unified Operations Plan which includes access to all Operations functionality

External Users: there are no additional requirements for licensing external users.

Customer Engagement Apps and **Unified Operations Apps** relate to key functions and operations within an organization. The SLs for these apps give users full access to specific parts of the solution relevant to their particular roles, and light access to all the other apps under Team Members rights.

- ▶ **Sales:** a Professional SL gives access to core sales capabilities such as lead and opportunity management, and an Enterprise SL adds additional functionality such as Social Engagement and Gamification
- ▶ **Customer Service:** a Professional SL gives access to core customer service capabilities such as case management, and an Enterprise SL adds additional functionality such as Social Engagement and Gamification
- ▶ **Field Service:** access to field service capabilities including work order management, and repairs and returns management
- ▶ **Project Service Automation:** for professionals who manage projects and the associated customer engagement process end-to-end. Includes rights to Project Online Premium

- ▶ **Marketing:** marketing automation functionality licensed with a single organizational license, purchased either standalone or as an Attach offering to either a Customer Engagement App or the Customer Engagement Plan
- ▶ **Talent:** for HR professionals and recruiters
- ▶ **Finance and Operations:** covers financial, manufacturing and supply chain capabilities
- ▶ **Retail:** licenses users at the headquarters and central operations function of retailers

DUAL USE RIGHTS: DYNAMICS 365 ONLINE

Dual use rights enable a customer to support a hybrid solution so that if they buy a Dynamics 365 online Subscription License, they have rights to access an on-premises server solution too.

Dynamics 365 SL	Dynamics 365 Server CAL equivalence rights
Team Member SL	Team Member CAL
Sales SL	Sales CAL
Customer Service SL	Customer Service CAL
Customer Engagement Plan SL	Sales CAL + Customer Service CAL
Dynamics 365 Plan SL	Sales CAL + Customer Service CAL

Customers with active Dynamics 365 SLs may:

- ▶ Install any number of copies of Dynamics 365 Server software on a network server or shared servers
- ▶ Install Dynamics CRM 2016 Server software instead of Dynamics 365 Server
- ▶ Allow users licensed with the above Dynamics 365 SLs to access the server software

Dynamics 365 SL	Dynamics 365 for Operations Server CAL equivalence rights
Team Member SL	Team Member CAL
Operations Device SL	Operations Device CAL
Operations Activity SL	Operations Activity CAL
Unified Operations Plan SL	Operations CAL
Dynamics 365 Plan SL	Operations CAL

Customers with active Dynamics 365 SLs may:

- ▶ Install any number of copies of Dynamics 365 for Operations Server software on a network server or shared servers
- ▶ Install Dynamics AX 2012 R3 Server software instead of Dynamics 365 for Operations Server
- ▶ Allow users licensed with the above Dynamics 365 SLs to access the server software

Further Microsoft Licensing handouts and exams: GetLicensingReady.com