

# MS Dynamics 365 Customer Engagement Connector



Microsoft  
Dynamics 365 CE

**Supported versions** : Dynamics CRM 2016 v8.2

**Supported Synchronization Options**: *Accounts, Contacts, Products, Invoices, Invoice Items, Orders, Order Items, Cases*

## MS Dynamics 365 CE API Settings

In order to use Integration Framework with CRM, BSS needs to authenticate itself by using OAuth2 (ClientID, ClientSecret, user name, password and resource). These values can be retrieved while adding "Application Group" in AD FS.

## Activating the MS Dynamics 365 CE Connector

The activation of the integration connector can be done from BSS Setup. For creating a new CRM instance, you must navigate to **BSS > Setup > System Options > Systems Setup** and select the **Activate** action for the "**MS Dynamics 365 CRM**" connector. You will be asked to set a unique name for the new instance that will be created.

## Supported Push and Pull Methods for MS Dynamics 365 CE

This page explains which are the Push and Pull methods supported by MS Dynamics 365 CE connector. Push are the methods where interworks.cloud platform sends information to CRM and pull are the methods where we get information from CRM. For each method the data transformation schema is explained.

## Customizing and Testing the MS Dynamics 365 CE Connector

If you want to extend or amend the out-of-the-box functionality that is offered from our Dynamics 365 CE connector, you can do so from the "**edit integration**" page. The extensions you can do is to change the mapping between the interworks.cloud and NAV entities, or to implement new push and pull methods that are not currently supported from our connector.