

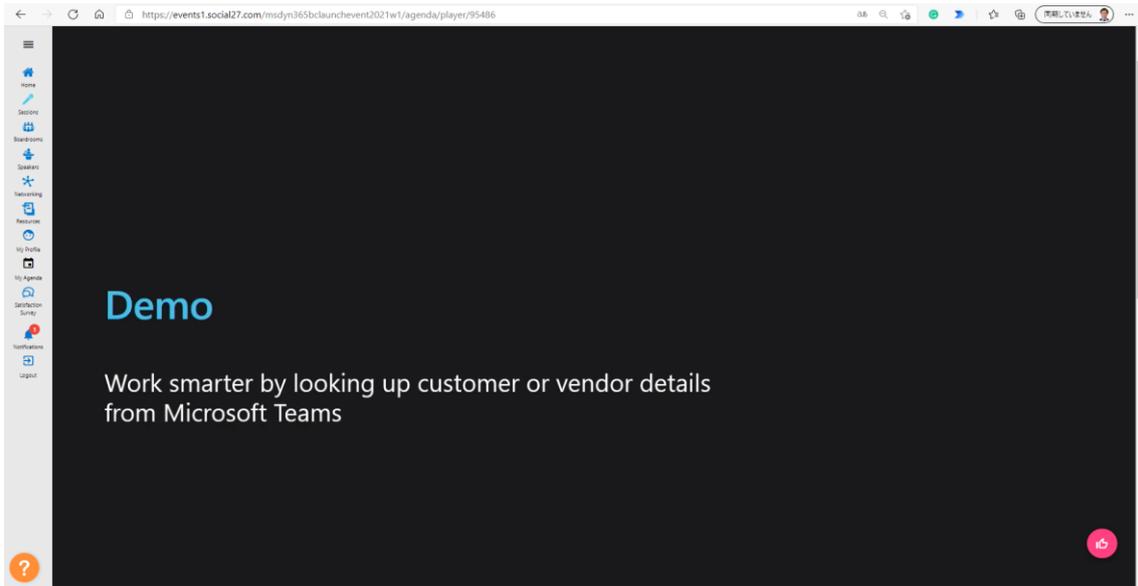
Interoperability with Microsoft Teams

A screenshot of a presentation slide. The slide has a black background with the title "Microsoft Teams and Dynamics 365 Business Central" in large, light blue, sans-serif font. Below the title is a graphic consisting of several overlapping, semi-transparent blue and purple diamond shapes. On the left side of the slide, there is a vertical navigation menu with icons for Home, Settings, Boardrooms, Meetings, Resources, My Profile, My Agenda, Satisfaction Survey, Notifications, and Logout. A small orange question mark icon is at the bottom left of the slide area.

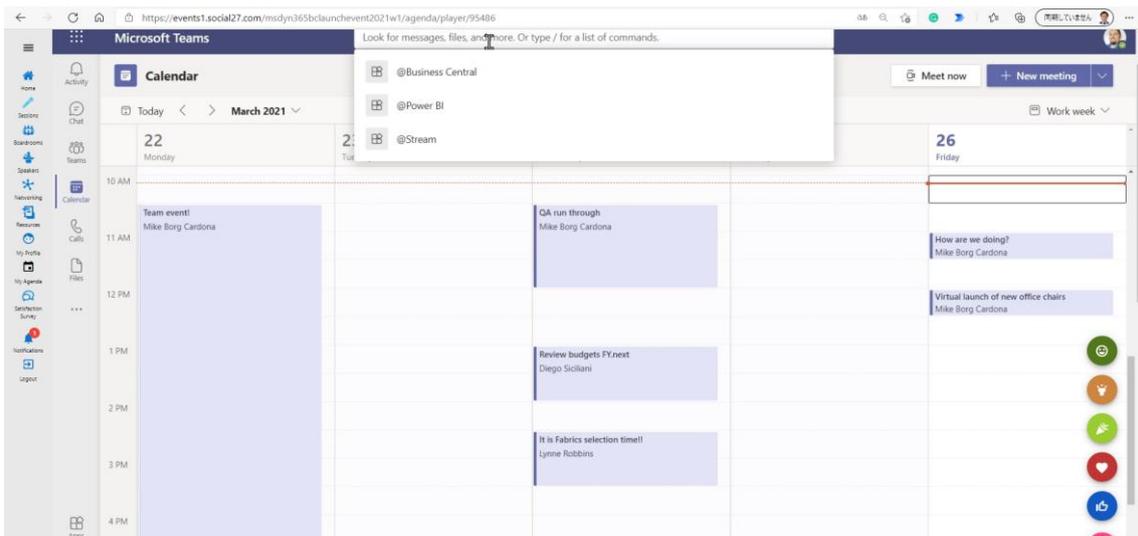
A screenshot of a presentation slide titled "Features". The slide has a white background with a blue header bar. It displays three examples of integration features, each in a dark blue frame:

- Link preview:** Shows a preview of a Microsoft Edge page with a yellow chair image.
- Contact search:** Shows a search interface for Business Central contacts, listing names like "Robert Thomas" and "Krzysztof Riek".
- Card details:** Shows a detailed view of a contact card with various fields and data.

On the right side of the slide, there is a video feed of a presenter, a man in a grey suit jacket, speaking. The navigation menu and question mark icon from the previous slide are also visible on the left side.



In Calendar



Microsoft Teams | Business Central | Search for business contacts |

You'll be searching in CRONUS USA, Inc. To switch company, go to Settings.

Calendar | Today < > March 2021

22 Monday | 23 Tuesday | 24 Wednesday | 25 Thursday | 26 Friday

10 AM | 11 AM | 12 PM | 1 PM | 2 PM | 3 PM | 4 PM

Team event! Mike Borg Cardona

QA run through Mike Borg Cardona

Review budgets FY.next Diego Siciliani

It is Fabrics selection time!! Lynne Robbins

How are we doing? Mike Borg Cardona

Virtual launch of new office chairs Mike Borg Cardona

Meet now | + New meeting

Work week

Microsoft Teams | Business Central | Search for business contacts | art

- Adatum Corporation
adatum.corporation@adatum.com, +1 762 555 0100 (Customer)
- Helen Ray
helen.ray@tresearch.net, +1 447 555 0134 (Customer)
- Meagan Bond
meagan.bond@fineartschool.net, +1 941 555 0111 (Customer)
- Raymond Hillard
raymond.hillard@nodpublishers.com, +1 404 555 0101 (Vendor)
- Robert Townes
robert.townes@adatum.com, +1 762 555 0105 (Customer)

Calendar | Today < > March 2021

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Meet now | + New meeting

Work week

Microsoft Teams | Business Central | Contact Card |

Meagan Bond
Contact Card



Company Name: School of Fine Art
Type: Person
Business Relation: Customer
Phone No.: +1 941 555 0111
Email: meagan.bond@fineartschool.net

Details | Pop out

Calendar | Today < > March 2021

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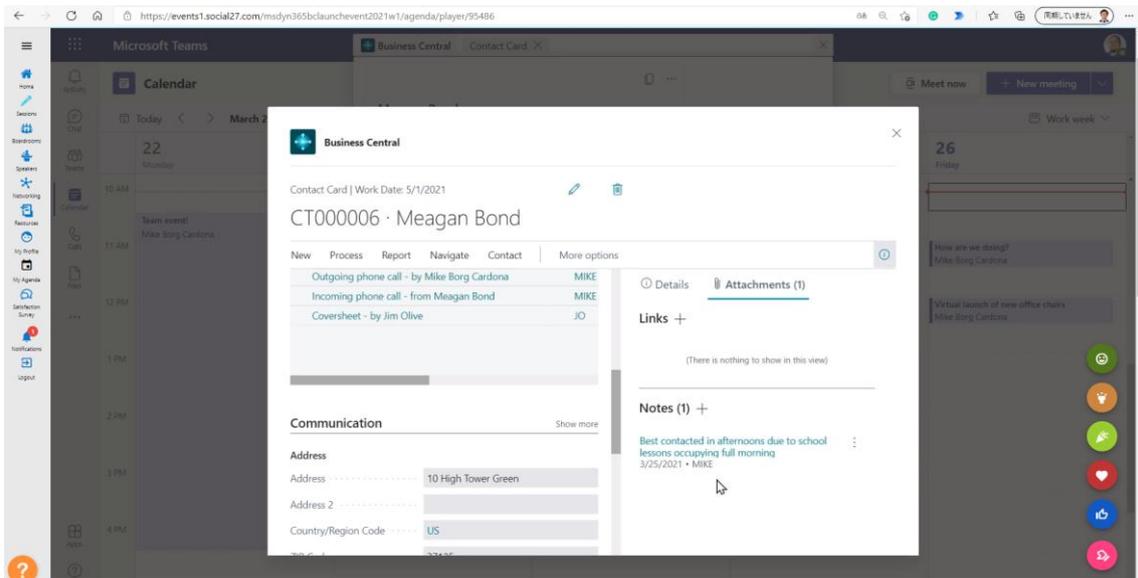
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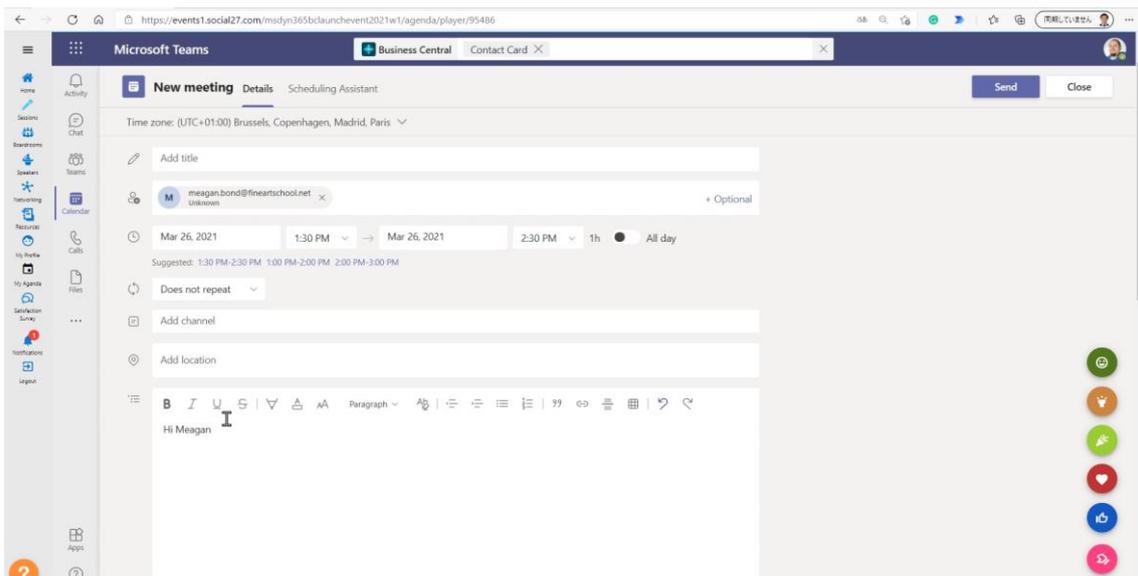
Meet now | + New meeting

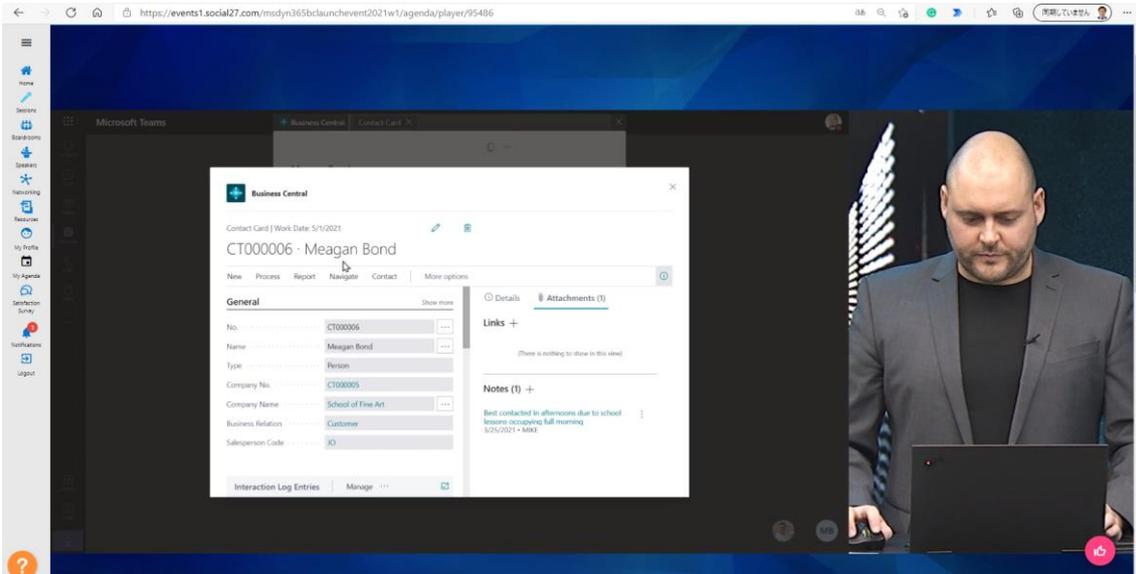
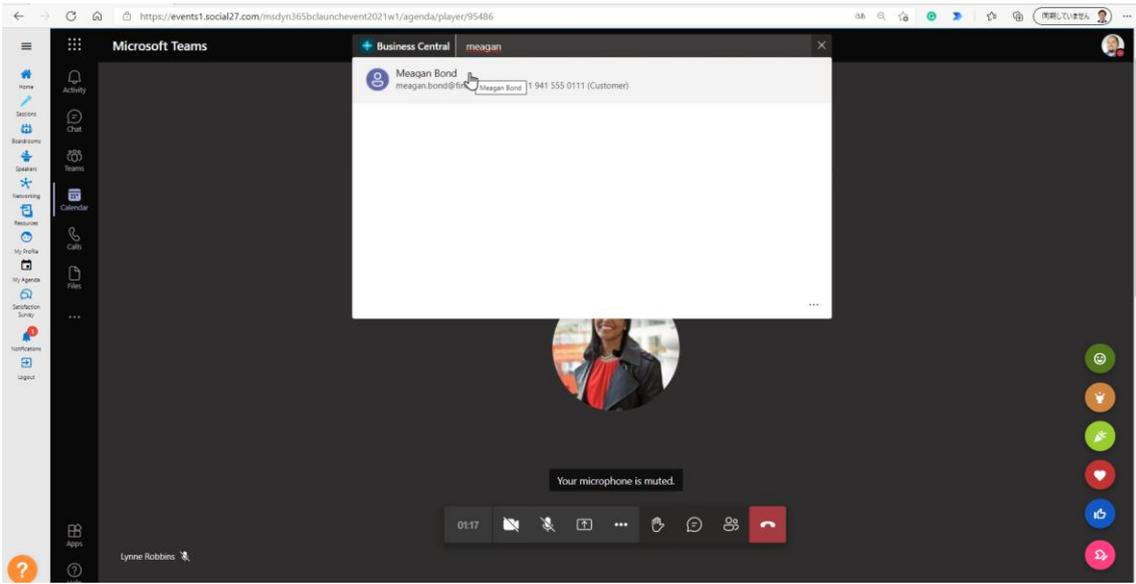
Work week

See the details of the customer



New meeting





https://events1.social27.com/msdyn365bclaunchevent2021w1/agenda/player/95486

Microsoft Teams

Business Central

Contact Card | Work Date: 5/1/2021

CT000006 · Meagan Bond

New Process Report Navigate Contact More options

Company No. CT000005

Interaction Log Entries Manage More options

Interaction	Salesperson Code	Description	Comm...	Opportur No.
Business letter - by Jim Olive	JO	Business letter	No	
Outgoing phone call - by Mike Borg Cardona	MIKE	Outgoing phone call	Yes	
Incoming phone call - from Meagan Bond	MIKE	Incoming call	No	
Coversheet - by Jim Olive	JO	Coversheet	No	

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Microsoft Teams

Search

NW Nestor Wilke Chat Files Organization Activity +

How are we doing? 03:15

Your microphone is muted.

Chat

Recent

- Lynne Robbins 3/25
This message was deleted
- NW Nestor Wilke 3/25
You: Hi Nestor, welcome to our team! We've give...
- How are we doing? User added 3/25
- Team event! User added 3/25
- How are we doing? Megan: Hi megan, just warming up here 3/25
- Virtual launch of new office chairs User added 3/25
- Cross-site sync on QA issues User added 3/24
- Allan Deyoung 3/24
You: Added a new tab at the top of this chat. Here...

Business Central

Dynamics 365 Business Central

Comprehensive business management that connects teams and helps you work smarter

Sign in from browser Get the mobile app

Add the app to Teams

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Microsoft Teams

Inventory and Purchasing Posts Files Breakage form FY22 Budget PowerBI +

Mike Borg Cardona Yesterday 11:59 AM
Added a new tab at the top of this channel. Here's a link.

[Edit | Breakage form](#)

Diego Siciliani Yesterday 12:01 PM
We're preparing for purchase budgeting for next fiscal year.

Lynne Robbins Yesterday 12:03 PM
Already on it 😊

Diego Siciliani Yesterday 12:03 PM
Looks like we're running low on the armchair fabrics again - would **Mike Borg Cardona** you mentioned that you spoke to another vendor recently who was able to deliver in different colors?

Hey Diego, here is the contact **@business**



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Microsoft Teams

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We're preparing for purchase budgeting for next fiscal year.

Lynne Robbins Yesterday 12:03 PM
Already on it 😊

Diego Siciliani Yesterday 12:05 PM
Looks like we're running low on the armchair fabrics again - would **Mike Borg Cardona** you mentioned that you spoke to another vendor recently who was able to deliver in different colors?

Hey Diego, here is the contact **Business Central > Contacts** [fabrikam](#)

Fabrikam, Inc.
fabrikam.inc@fabrikam.com, +1 762 555 0144 (Vendor)

Krystal York
krystal.york@fabrikam.com, +1 762 555 0145 (Vendor)

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Microsoft Teams

Inventory and Purchasing Posts Files Breakage form FY22 Budget PowerBI +

Diego Siciliani Yesterday 12:01 PM
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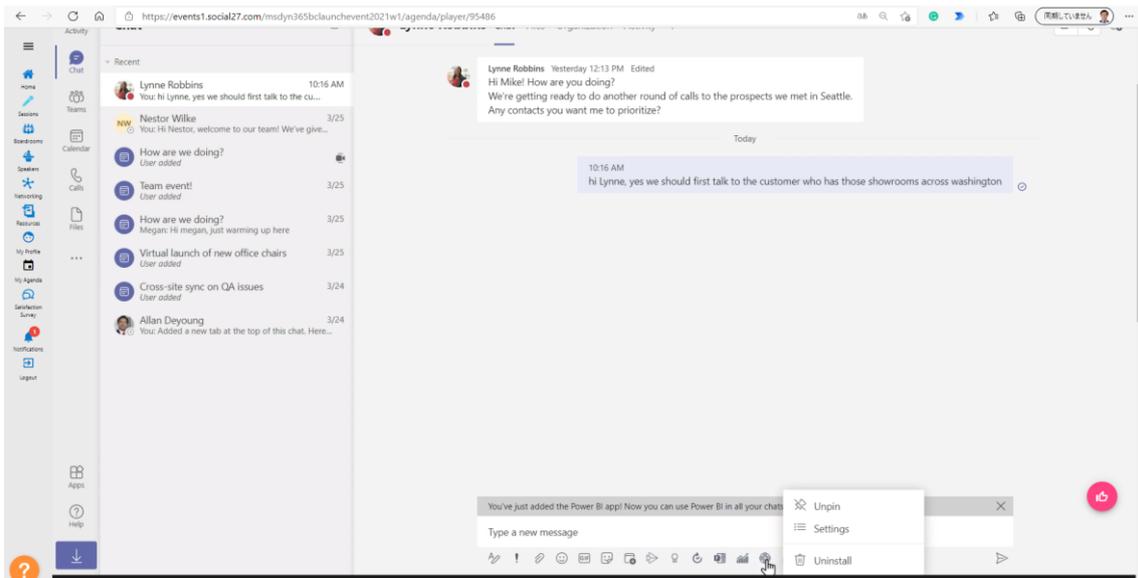
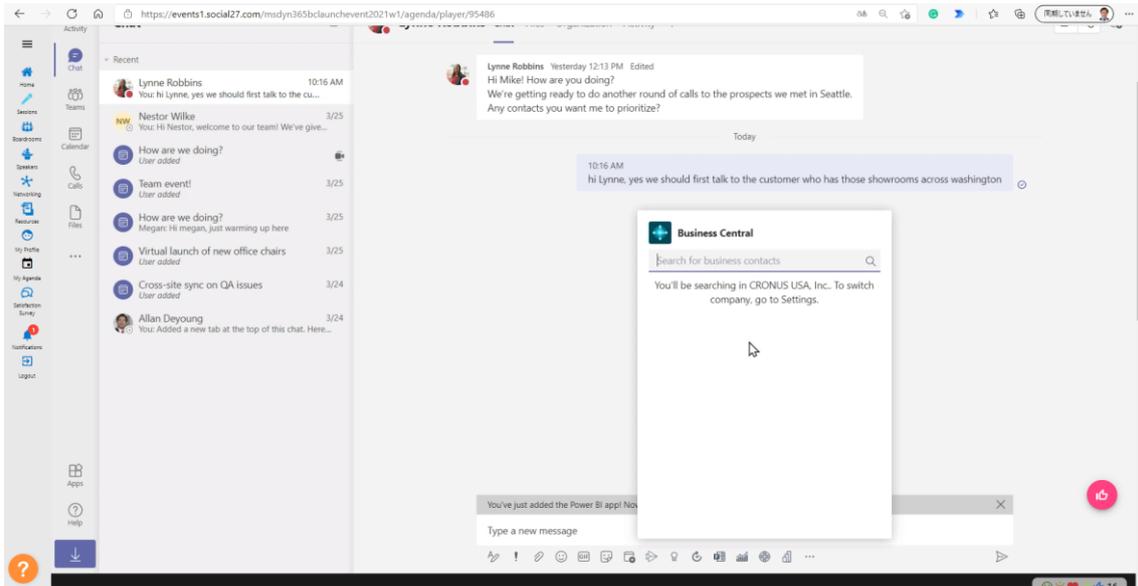
Diego Siciliani Yesterday 12:05 PM
Looks like we're running low on the armchair fabrics again - would like to be prepared. **Mike Borg Cardona** you mentioned that you spoke to another vendor recently who was able to deliver in different colors?

Hey Diego, here is the contact

Contact Card

Name:	Fabrikam, Inc.
Company Name:	Fabrikam, Inc.
Type:	Company
Business Relation:	Vendor
Phone No.:	+1 762 555 0144
Email:	fabrikam.inc@fabrikam.com

[Details](#) [Pop out](#)



https://events1.social27.com/msdyn365bclaunchevent2021w1/agenda/player/95486

Activity

Recent

- Lynne Robbins 10:16 AM
You hi Lynne, yes we should first talk to the cu...
- Nestor Wilke 3/25
You: Hi Nestor, welcome to our team! We've give...
- How are we doing? 3/25
User added
- Team event! 3/25
User added
- How are we doing? 3/25
Megan: Hi megan, just warming up here
- Virtual launch of new office chairs 3/25
User added
- Cross-site sync on QA issues 3/24
User added
- Allan Deyoung 3/24
You: Added a new tab at the top of this chat. Here...

Business Central Configuration page for Microsoft...
https://teamsintegrationservice.smb.dynamics.com...

Business Central Settings

Environment: st

Company: CRONUS USA, Inc.

You are currently connected to Business Central as:
mike@434446bcb180US.onmicrosoft.com

Sign out Help Privacy Terms of use

You've just added the Power BI app! Now you can use Power BI in all your chats and channels.

Type a new message

https://events1.social27.com/msdyn365bclaunchevent2021w1/agenda/player/95486

Activity

Recent

- Lynne Robbins 10:16 AM
You hi Lynne, yes we should first talk to the cu...
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You: Hi Nestor, welcome to our team! We've give...
- How are we doing? 3/25
User added
- Team event! 3/25
User added
- How are we doing? 3/25
Megan: Hi megan, just warming up here
- Virtual launch of new office chairs 3/25
User added
- Cross-site sync on QA issues 3/24
User added
- Allan Deyoung 3/24
You: Added a new tab at the top of this chat. Here...

Lynne Robbins Yesterday 12:13 PM Edited
Hi Mike! How are you doing?
We're getting ready to do another round of calls to the prospects we met in Seattle.
Any contacts you want me to prioritize?

Today

10:16 AM
hi Lynne, yes we should first talk to the customer who has those showrooms across washington

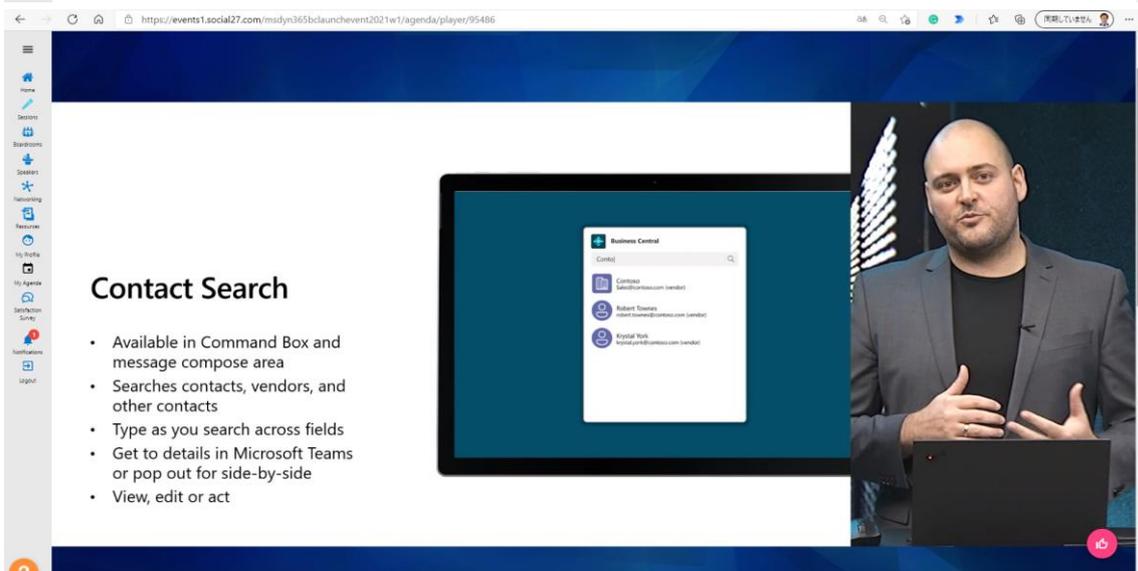
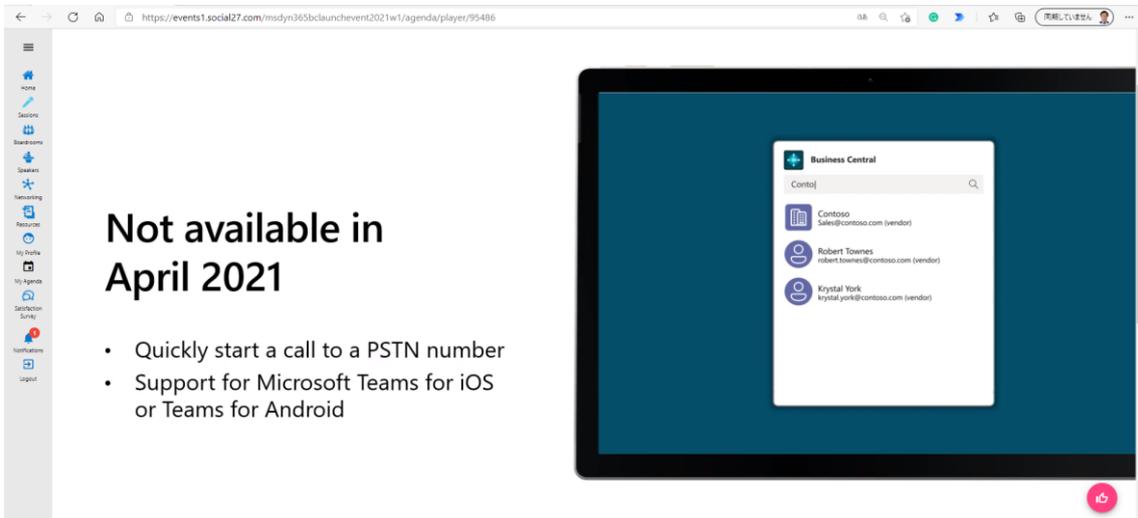
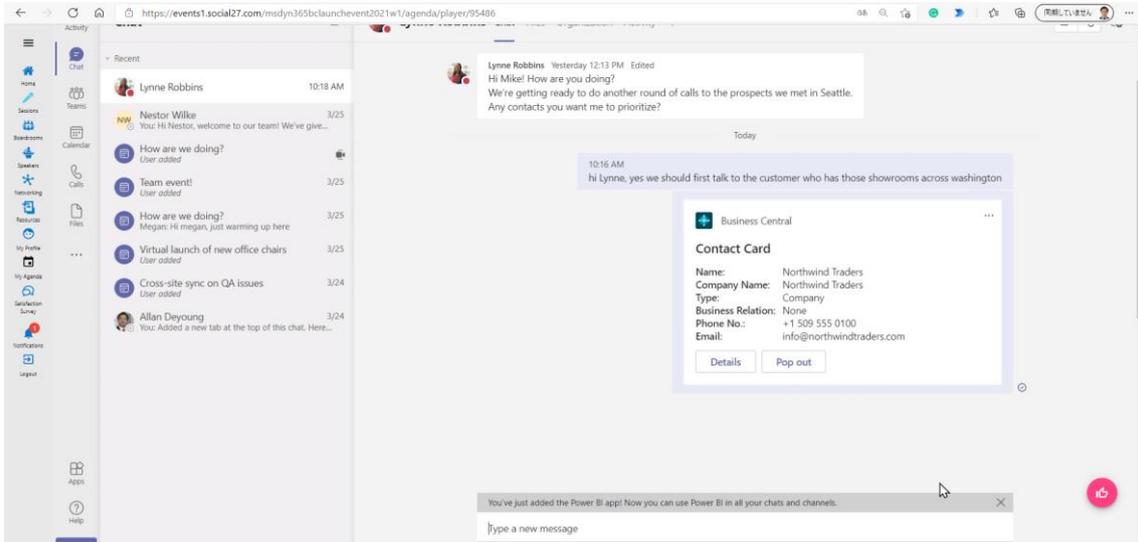
Business Central

kirkland

- Northwind Traders
info@northwindtraders.com, +1 509 555 0100 (None)
- Woodlodge Bank
+1 447 555 0165 (None)

You've just added the Power BI app! Now you can use Power BI in all your chats and channels.

Type a new message



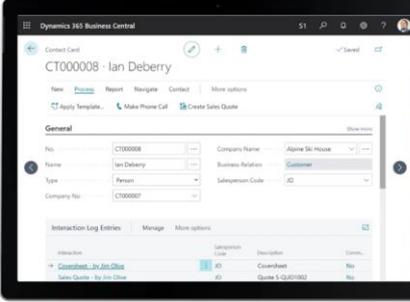
https://events1.social27.com/msdyn365bclaunchevent2021w1/agenda/player/95486

Contact Search

- Available in Command Box and message compose area
- Searches contacts, vendors, and other contacts
- Type as you search across fields
- Get to details in Microsoft Teams or pop out for side-by-side
- View, edit or act

Other benefits

- Improvements to Contact pages
- Contacts API



The screenshot shows a Dynamics 365 Business Central Contact Card for Ian Deberry. The card includes fields for Name, Type, Company No., Company Name, Business Relation, and Salesperson Code. Below the card, there is a table for Interaction Log Entries with columns for Interaction, Salesperson Code, Description, and Complete.

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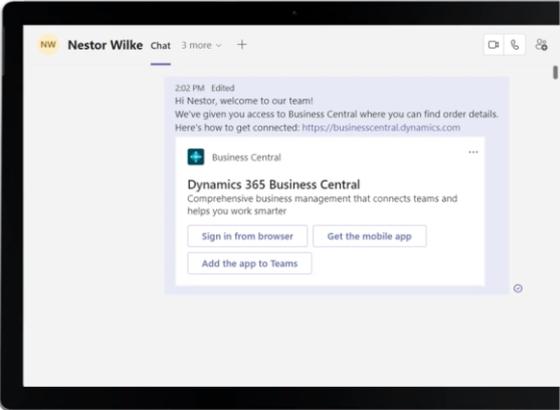
Other enhancements



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More reliable and intuitive

- First link expands faster
- Access card details before sending
- More links are recognized
- Popup blocker message
- Industry solutions as embed apps



The screenshot shows a Microsoft Teams chat window with a message from Business Central. The message contains a link to the Business Central website and an embed card with the following text: "Dynamics 365 Business Central Comprehensive business management that connects teams and helps you work smarter". Below the text are three buttons: "Sign in from browser", "Get the mobile app", and "Add the app to Teams".

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On the go

- View cards and card details within Microsoft Teams for iOS and Teams for Android
- Pop out to the Business Central mobile app

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Do more in Microsoft Teams

- Access camera and location
- Print to cloud-enabled printers

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Good to know



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Which deployments?

Available for

- ✔ Business Central online

Not available for

- ✘ Business Central on-premises
- ✘ Business Central hosted
- ✘ Hybrid or private cloud



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Which app version?

v1.0.4 includes contact search
Find your version in app store listing

The screenshot shows the Microsoft Teams app listing for Business Central. The 'Messages' section is circled in blue, indicating the version and supported languages. The supported languages listed are: Dutch, Dutch (Schiedamschen), Dutch (East), English (Australia), English (Canada), English (India), English (Ireland), English (New Zealand), English (Philippines), English (Singapore), and English (South Africa).

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Documentation

Teams FAQ

APPLIES TO Business Central online

This article answers some of the questions you may have about working with Teams and Business Central.

General Working with cards Working with web links Collaborating with guests

How do I sign in to the Business Central app in Teams?

After installing the app, you'll be asked to sign in the first time you publish a Business Central link into Teams that is where you choose the domain and you'll be in Teams. Depending on your Teams setup, you may have to enter your credentials that you use to access Business Central.

How do I sign out of the Business Central app in Teams?

To sign out of your current user identity in Teams used to connect to Business Central, go to any other computer, and then sign the Business Central user out manually. When the session expires, check your currently signed-in identity and then choose Sign out of your existing Teams in the browser. You'll be signed out of any Business Central web clients that are using browser cookies.

Does the app for Teams connect to Business Central on premises?

No. The Business Central app for Teams only opens with Business Central online. There are no plans to support Business Central deployment types like on-premises, hybrid cloud, or private cloud that Microsoft doesn't host on message directly.

Minimum requirements

This section describes the minimum requirements for the Business Central app. Refer to work in Teams.

Required licenses

This table gives you an overview of the licenses needed for the Business Central app. Business Central is in Teams.

What	Teams license	Business Central license
Apps that use Business Central metadata (connections, attachments, etc.)	Required	Required
View cards of Business Central records in a connection	Required	Required
View records of cards for a Business Central record in a connection	Required	Required

Also see: [License requirements](#)

Also see: [Privacy policy settings must be turned on](#). Otherwise, a card can't be generated for Business Central that is published into a Teams connection. For more information about this setting, see [Manage privacy policies in Teams](#).

Managing the Business Central app (optional)

As a Teams administrator, you can manage all apps for your organization, including the Business Central app. You can approve or install the Business Central app for your organization. Check out [How to manage the app](#) for details.

For more information, see the following articles in the Microsoft Teams admin center:

- [Manage your apps in the Microsoft Teams admin center](#)
- [Manage app privacy policies in Microsoft Teams](#)

For Business Central

Managing privacy and compliance

Microsoft Teams provides extensive controls for compliance and management of sensitive or personally identifiable data, including data collected and shared by the Business Central app.

Understanding where Business Central cards are stored

After a card is added to a chat, the card and the data shown on the card are stored by Teams. This information is subject to the Teams policies for your organization, such as data retention policies. When deleting and deleting one of the apps in the Teams app, the data remains stored in Business Central and will only be removed by Teams when the user chooses to delete the data.

- Teams does not store Teams data that data, see [Location of data in Microsoft Teams](#).
- Teams does not store Teams data that data, see [Location of data in Microsoft Teams](#).

Restricting sharing of cards

The present app is in groups from sending cards to chat or channels by setting up message policies that are in the Teams settings. For more information about the settings, see [Manage privacy policies in Teams](#).

You can use an information security to prevent individuals or groups from communicating with each other. To learn more, see [Information security in Microsoft Teams](#).

Only the present app is in the Microsoft 365 Security & Compliance Center, can't be deleted and can't be used, but they are subject to the data management rules across the card. To learn more about Teams that include meeting ID for cards, see [Microsoft Teams meeting ID for cards](#).

Responding to data requests

For more information about Teams, see [Microsoft Teams](#).

Troubleshooting Microsoft Teams Integration with Business Central

APPLIES TO Business Central online

This article provides information on how to identify and fix problems you may experience when using Microsoft Teams with Business Central, as a signed user or administrator.

None of my links expand into a card

If you're experiencing the problem, here are a few things to try:

- Check that you have the Business Central app in Teams installed.
- Check that you have the Teams desktop app in Teams in the browser. Then, on the left side, select Apps and search for Business Central. When you find the Business Central icon, click it to open the app. If you still can't find the icon, check the Business Central app isn't installed. For more information about how to install the app, see [Install the Business Central app for Microsoft Teams](#).

None

Teams users can't immediately install apps. For more information about guest users, see [Add and remove external users](#).

- Check that you're signed in to the correct identity.
- Check that you're signed in to the correct identity. When the session expires, check whether the user is signed in to the correct identity or whether the user is connected to Business Central.
- Make sure you're using the correct version of the app. The Business Central app is published as a web service.

Teams connects to Business Central using an endpoint for the location on the Business Central server. For information about publishing your app, see [Publishing your app](#).

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Resources

- Get the Business Central app
<https://aka.ms/BCgetTeamsApp>
- Docs, FAQs, troubleshooting
<https://go.microsoft.com/fwlink/?linkid=2143571>
- For developers
<https://go.microsoft.com/fwlink/?linkid=2158242>



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Summary

- App is generally available
- Collaborate seamlessly with people in and outside your organization
- Try it out with version 18 of Business Central online, and app version 1.0.4

