"CUSTOMER TODAY!"

A Solution to provide top related news, articles on selected customer in CRM

Contents

Overview

The "Customer Today!" solution provides end-users with top news articles using Bing News Search API. Results include details like images of the news article, related news and categories, provider info, and article URL based on CRM News Entity Configuration.

Verify the Solution after Installation

After downloading the solution from https://appsource.microsoft.com/en-us the following components should be present in Dynamics 365.

Below are the Components.

Get the Bing News Search API Key

1. Click on https://azure.microsoft.com/en-us/services/cognitive-services/bing-news-search-api/
2. Click on **Try Bing News Search API**.
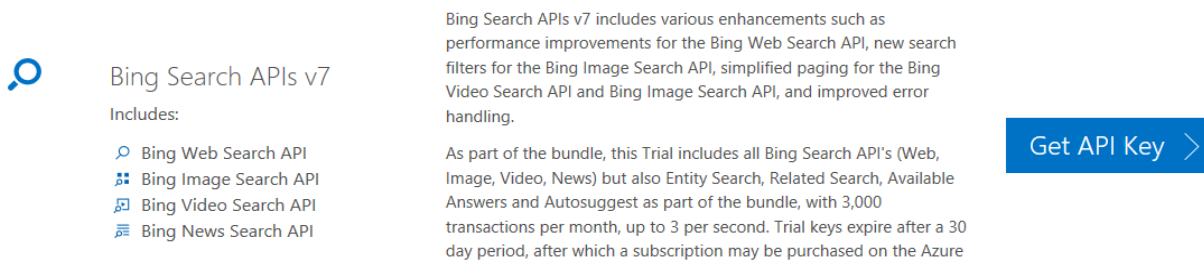
3. Click on **Get API Key**.

Select API

Bing Search APIs v7

Includes:

- Bing Web Search API
- Bing Image Search API
- Bing Video Search API
- Bing News Search API

Bing Search APIs v7 includes various enhancements such as performance improvements for the Bing Web Search API, new search filters for the Bing Image Search API, simplified paging for the Bing Video Search API and Bing Image Search API, and improved error handling.

As part of the bundle, this Trial includes all Bing Search API's (Web, Image, Video, News) but also Entity Search, Related Search, Available Answers and Autosuggest as part of the bundle, with 3,000 transactions per month, up to 3 per second. Trial keys expire after a 30 day period, after which a subscription may be purchased on the Azure
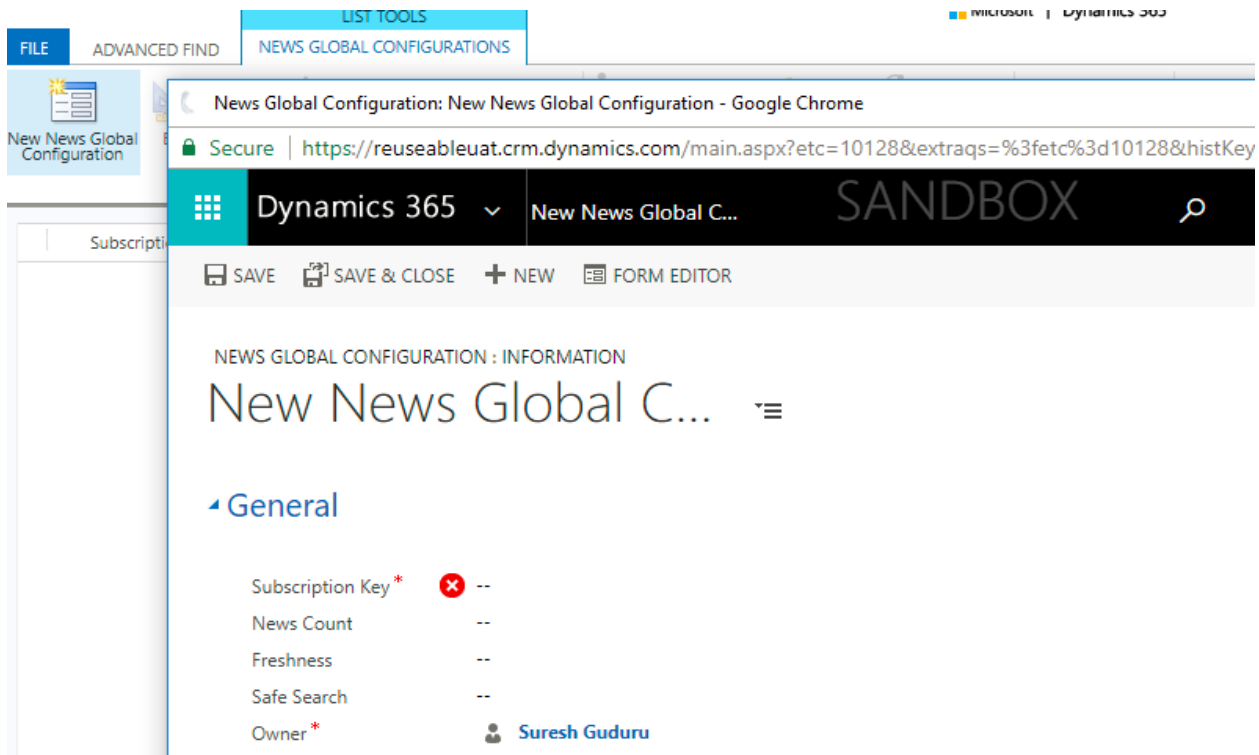
Get API Key >

4. Accept the **Cognitive Service Terms and Conditions**, login to your Azure subscription account, <u>and copy the API Key</u>.

Configuring Entities

Configure News Global configurations entity

1. Click on Advance find and select News Global configurations entity as shown below.
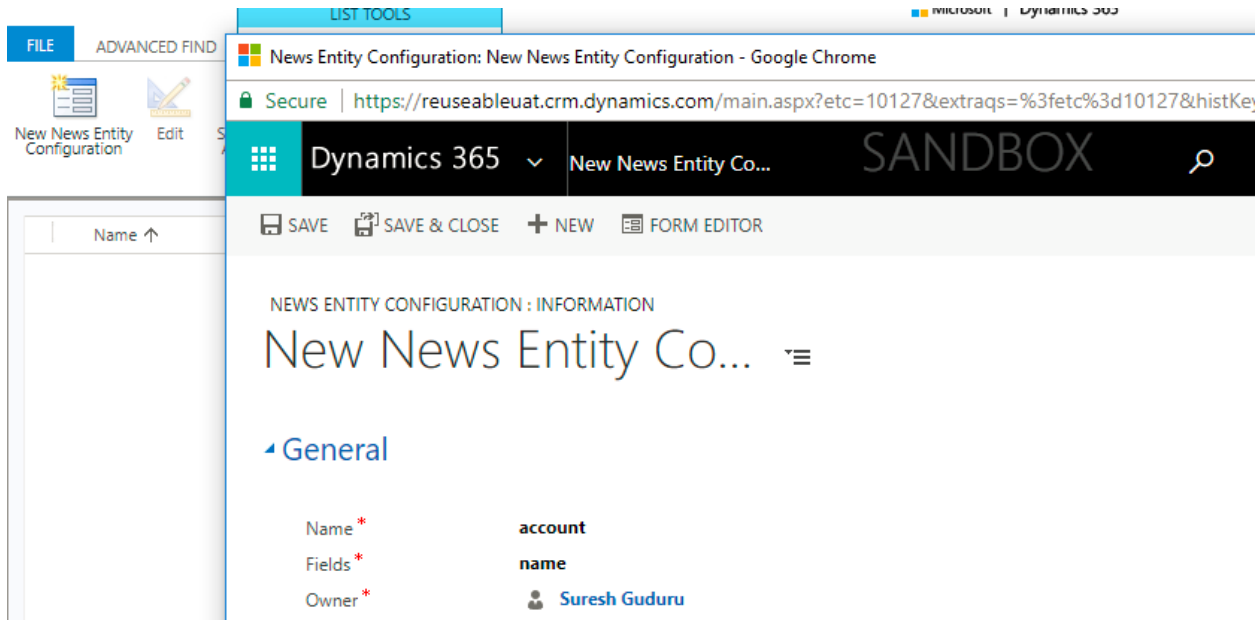
2. Provide Subscription Key (previously acquired).

Configure News Entity Configurations

Click on Advance Find and select News Entity Configurations, click on Results, and create new entity record. Example for Account is given below...

NOTE: NOTE: This News feed can be used by other entities by creating new configurations.

Adding Web resource for the configured entities

An example for account entity is given below...

1. Go to **Settings|Customizations|Entity|Account|Forms**
2. Select the main form of the entity
3. Navigate to **Insert|Web resource**
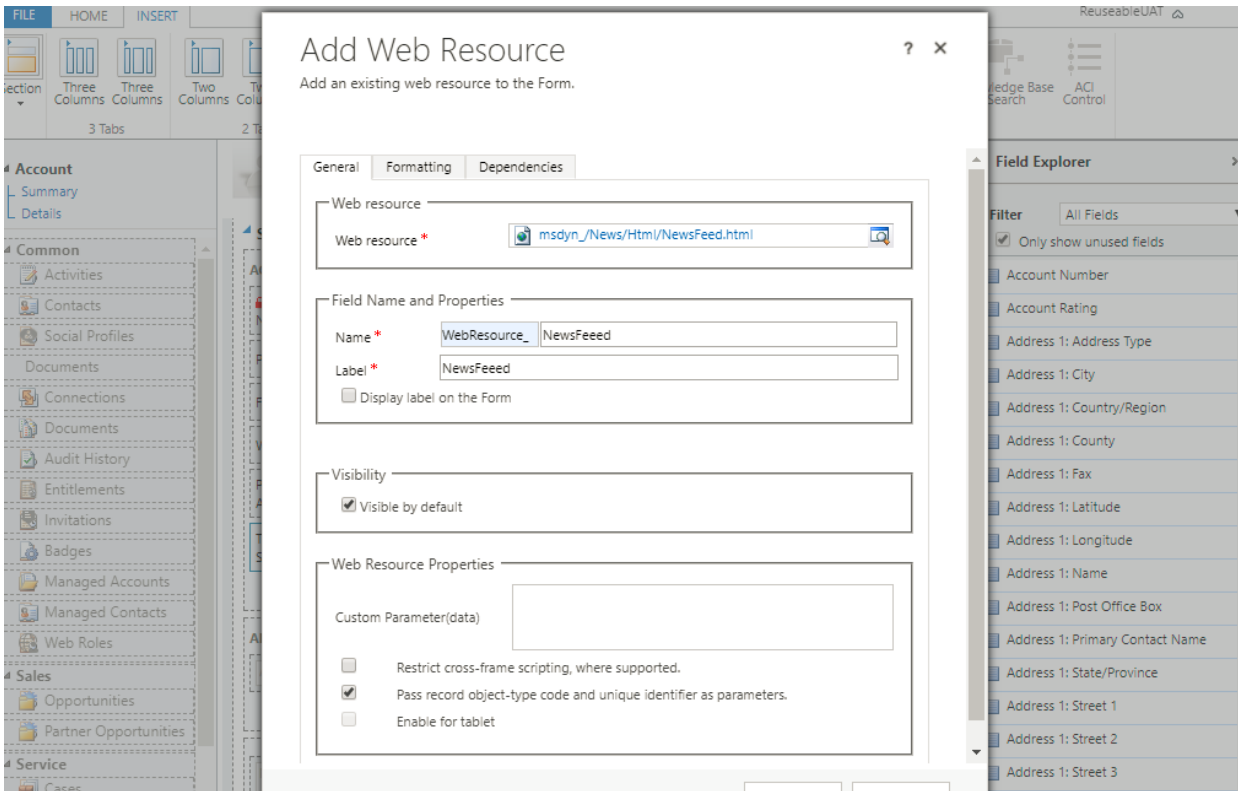
4. Select the check box for "Pass record object-type code and unique identifier as parameter"
5. After inserting the web resource, need to publish the customizations.

Functionality Verification

Create a new account or open an existing account. The News feed web resource will show the related news, articles for the selected Account. Example given below...

End of Document