

KAYA CONSULTING

Omni Channel Integration for Microsoft Dynamics 365

Kaya Consulting created an out-of-the-box solution for the integration of all possible retail channels for Microsoft Dynamics 365 for Operations. Often companies are confronted with the issue of integration multiple retail channels; some of them are legacy POS systems, some of them modern e-commerce sites. Our solutions enables the integration of both the legacy systems in parallel with new modern POS, e-commerce, call centers etc with Microsoft Dynamics 365 for operations.

How it works

The basic idea was to simulate the existing POS integration of Microsoft Dynamics 365 for Operations and create a sustainable solution. The picture below will highlight the process flow. BizTalk receives the message from the Native POS systems. The message is standardized and added to the Azure Service Bus. For correct standardization, additional meta data can be added from Microsoft Dynamics 365. The messages are consumed by a dedicated, created Batch in Azure Service Bus.

The messages are sent to the Microsoft Dynamics 365 Retail SDK. The results are placed in the response queue and from this point the processing of the Retail Database is native Microsoft Dynamics 365 functionality.

