

Microsoft PowerApps and Microsoft Flow Licensing Guide

July 2019

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Using This Guide

Use this guide to improve your understanding of how to license Microsoft PowerApps and Microsoft Flow.

This guide is not intended to influence the choice of Microsoft products and services. The examples presented in this guide are illustrative. Microsoft reserves the right to review or update this document at any time without notice.

This document applies for users with PowerApps and Microsoft Flow licenses.

Microsoft Dynamics 365 evolves Microsoft’s current Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) cloud solutions into one cloud service with new purpose-built applications to help manage specific business functions, reference the Dynamics 365 Licensing [Guide](#) for more information. For licensing information related to Business Central, Microsoft’s comprehensive ERP and CRM solution designed for smaller businesses, refer to the Dynamics 365 Business Central Licensing [Guide](#). Licensing information for using mixed reality business tools and Dynamics 365 applications can be found in the Dynamics 365 Mixed Realty Licensing [Guide](#).

To facilitate understanding of licensing requirements this guide is structured as follows:

- 1) Brief description of the product
- 2) Channel Licensing (how to buy)
- 3) Licensing
- 4) Use rights
- 5) Add-ons
- 6) Notes: Changes
- 7) Scenario

For help determining the right technology solution for any given organization, including the license requirements for a specific product or scenario, consult with your Microsoft account team or your Dynamics 365 Certified Partner. This guide does not supersede or replace any of the legal documentation covering use rights.

What’s new in this licensing guide

This licensing guide was updated to reflect licensing updates as of July 2019.

Category	Description	Change Summary
Common Data Service	Outlook and SharePoint Integration	Common Data Service will allow integration with Outlook and SharePoint. For more information: <ul style="list-style-type: none">• Outlook• SharePoint

Introduction to Microsoft PowerApps and Microsoft Flow

Microsoft PowerApps is a service for building and using custom business apps that connect to your data and work across the web and mobile - without the time and expense of custom software development.

PowerApps is a suite of apps, services, connectors and data platform that provides a rapid application development environment to build custom apps to meet business needs. Using PowerApps, users can quickly build custom business apps that connect their business data stored either in the underlying data platform (Common Data Service) or in various online and on-premises data sources (e.g., SharePoint, Excel, Office 365, Dynamics 365, SQL Server). Learn more at the PowerApps service [page](#).

Microsoft Flow is a cloud-based software tool that allows employees to create and automate workflows across multiple applications and services without the need for developer help. Automated workflows are called flows. To create a flow, the user specifies what action should take place when a specific event occurs. Once a flow is built, it can be managed through an app on a mobile device. Learn more at the Microsoft Flow [page](#).

PowerApps licenses always include Flow capabilities. PowerApps Plan 1 includes Flow Plan 1 and PowerApps Plan 2 includes Flow Plan 2. In addition to being included in PowerApps licenses, Flow is also available as a standalone service.

Service Capabilities	PowerApps License	Flow License
PowerApps capabilities	•	
Flow capabilities	•	•

How to buy PowerApps and Flow

Licensing Programs

Licensing Programs are channels where you can buy PowerApps and Flow. You can license PowerApps and Flow through Microsoft Volume Licensing (VL), Cloud Solution Provider program (CSP), and/or Web Direct (MOSP) programs. In Volume Licensing, PowerApps and Flow are available through:

- Enterprise Agreement (EA)
- Enterprise Agreement Subscription (EAS)
- Service and Cloud Enrollment (SCE)
- Enrollment for Education Solutions (under the Campus and School Agreement) (EES)

Additional channels:

- Microsoft Online Government
- Microsoft Products and Services Agreement (MPSA). More information on MPSA is available [here](#).
- Microsoft Online Subscription Program (Web Direct/MOSP)

For more information on Dynamics 365 licensing channels and segment availability, refer to [Appendix E](#).

Mixing of licenses across different licensing programs on a single tenant is not recommended and could lead to incompatible subscriptions. MPSA licenses may be mixed with EA licenses if short term subscriptions are required.

Participating in a Volume Licensing program typically involves signing an agreement and/or enrollment, meeting a minimum purchase requirement, and ordering licenses through a Microsoft Reseller. Visit the [Microsoft Volume Licensing website](#) to learn more about how to buy through Volume Licensing, find a reseller partner, and more helpful information.

How to License PowerApps and Flow

Licensing Requirements for Users

Customers must purchase Subscription Licenses (SLs) for their organization or their affiliates' employees and on-site agents, vendors or contractors who directly or indirectly access PowerApps and Flow.

User SL: User SLs are assigned on a "named user" basis, meaning each user requires a separate User SL named user subscription. User SLs cannot be shared but an individual with a User SL may access the service through multiple devices.

- There is no limit on the number of apps and flows that a licensed user can create
- Any PowerApps or Flows license is eligible to administer apps

Customers may mix and match PowerApps and Flow licenses, and licenses that include PowerApps capabilities, across the users in their organization.

Scenario:

100 users in organization: 50 may be licensed with Office 365, 20 with Dynamics plans, 25 with PowerApps Plan 1, and 5 with PowerApps Plan 2.

The User SL grants users non-perpetual rights (with no buy-out rights) to the use of the PowerApps and Flow service. As long as you are current on your subscription payments and adhere to the [Product Terms and the Online Service Terms](#), you will have access to the most up-to-date version of PowerApps and Flow.

Subscription duration requirements are determined by the Licensing Program under which a SL is licensed. Short term subscriptions are available exclusively through the MPSA Licensing Program.

Multiplexing

Multiplexing refers to the use of hardware or software that a customer uses to pool connections, reroute information, or reduce the number of devices or users that directly access or use the PowerApps and Flow service. Multiplexing does NOT reduce the number of SLs of any type required to access the PowerApps and Flow apps. Any user or device that accesses the PowerApps and Flow app—whether directly or indirectly—must be properly licensed.

PowerApps and Flow service can only be accessed if you have a PowerApps or Flow license. Similarly, PowerApps and Flow licenses are required for users or devices that input data into, query, or view data from the PowerApps and Flow apps through a pooling device. Pooled connections use a non-interactive user account in PowerApps and Flow that can access the system but only via the web service layer. Internal users and devices accessing PowerApps and Flow service indirectly through a portal or via an API to a separate service such Microsoft Outlook must also be properly licensed, regardless of if they are set up as a PowerApps and Flow user in the app, for example:

- Internal users and devices that access the PowerApps and Flow service must still be properly licensed for PowerApps and Flow.
- Any user or device that accesses PowerApps and Flow service that is made available through an automated process requires a PowerApps and Flow license
- The number of tiers of hardware or software between the PowerApps and Flow apps and the user or devices that ultimately use PowerApps and Flow service indirectly does not affect the number of SLs required.

For additional information about multiplexing refer to the Microsoft Volume Licensing Brief [Multiplexing—Client Access License \(CAL\) Requirements](#).

Note: Licensed users may manually rekey information (when coming from non-licensed users) into the PowerApps and Microsoft Flow service. This scenario is not considered multiplexing.

PowerApps and Flow Subscriptions

PowerApps and Flow capabilities are included with Office 365 and Dynamics 365 subscriptions and can be licensed as standalone services.

Table 1: Licenses that include PowerApps and Flows

Qualifying Licenses		PowerApps
Office 365 Business Essentials	Office 365 A5 for Students	PowerApps for Office 365 Includes PowerApps and Flow
Office 365 Business Premium	Office 365 Education E3 for Faculty	
Office 365 A1 for Faculty	Office 365 Education E3 for Students	
Office 365 A1 for Students	Office 365 Education for Homeschool for Faculty	
Office 365 A1 Plus for Faculty	Office 365 Education for Homeschool for Students	
Office 365 A1 Plus for Students	Office 365 Enterprise E1	
Office 365 A3 for Faculty	Office 365 Enterprise E2	
Office 365 A3 for Students	Office 365 Enterprise E3	
Office 365 A3 for Student Use Benefit	Office 365 Enterprise E3 Developer	
Office 365 A5 for Student Use Benefit	Office 365 Enterprise E3 without ProPlus	
Office 365 A5	Office 365 Enterprise E5	
Office 365 A5 for Faculty	Office 365 Enterprise F1	
Dynamics 365 for Sales Professional	Dynamics 365 Unified Operations – Activity	
Dynamics 365 for Customer Service Professional	Dynamics 365 for Talent: Attract	
Dynamics 365 Team Members	Dynamics 365 for Talent: Onboard	
Dynamics 365 Business Central Team Members		
Dynamics 365 for Sales Enterprise	Dynamics 365 Customer Engagement Plan	PowerApps for Dynamics 365 includes PowerApps Plan 2 Flow Plan 2
Dynamics 365 for Customer Service Enterprise	Dynamics 365 Unified Operations Plan	
Dynamics 365 for Field Service	Dynamics 365 Plan	
Dynamics 365 for Project Service Automation	Dynamics 365 Business Central	
Dynamics 365 for Retail	Dynamics 365 for Talent	



PowerApps

PowerApps is designed to be a no cliffs application development platform that supports a wide range of apps and use cases, from power users customizing and extending their Office 365 experience and data to developers creating apps that map complex business processes and work with large volumes of data in the Common Data Service.

Figure 1: PowerApps Plans

Category	Name	Description	Price Per user/month
Standalone plans	PowerApps Community Plan	Free environment for individual use – learn PowerApps	-
	PowerApps Trial Plan	30-day trial plan with full PowerApps Plan 2 capabilities	-
	PowerApps Plan 1	Access/run unlimited custom canvas apps	\$7
	PowerApps Plan 2	Access/run unlimited custom model driven apps	\$40
Office subscription	PowerApps for Office 365	Extend and customize Office experience with PowerApps	included
Dynamics 365	PowerApps for Dynamics 365	Extend capabilities of Dynamics 365 apps* within use rights	included
		Extend capabilities of Dynamics 365 select apps**, includes PowerApps Plan 2	included

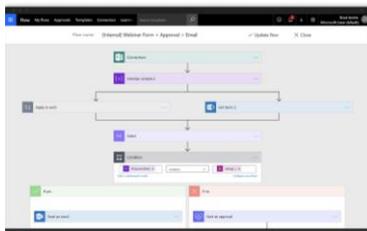
*Dynamics 365 for Sales Professional, Dynamics 365 for Customer Service Professional, Dynamics 365 for Talent: Attract, Dynamics 365 for Talent: Onboard, Dynamics 365 Team Members, Dynamics 365 Activity, Dynamics 365 Business Central Team Members

**Dynamics 365 for Sales Enterprise, Dynamics 365 for Customer Service, Dynamics 365 for Field Service, Dynamics 365 for Talent, Dynamics 365 for Project Service Automation, Dynamics 365 for Retail, Dynamics 365 Customer Engagement Plan, Dynamics 365 Unified Operations Plan, Dynamics 365 Plan, Dynamics 365 Business Central

Scenario:

Dynamics 365 customers with Dynamics 365 enterprise or Business Central USLs have PowerApps Plan 2 capabilities.

Note, Dynamics 365 Team Members, Dynamics 365 Unified Operations- Activity, Dynamics 365 for Sales Professional, Dynamics 365 for Customer Service Professional, Dynamics 365 for Talent: Attract, Dynamics 365 for Talent: Onboard, and Dynamics 365 Business Central Team Members USLs include PowerApps for Dynamics 365 capabilities. Reference the Dynamics 365 Licensing [Guide](#) for details.



Flow

Flow is included in certain Office 365 and Dynamics 365 offers via PowerApps. In addition to being available as part of Office 365 and Dynamics 365, Flow is available as a standalone service for scenarios that only require workflow.

- Flow include with Office 365
- Flow included with Dynamics 365

Flow Plan 1 is designed to meet the needs of individual users who need to create and run flows across all supported data sources, including the Common Data Service. Flow Plan 2 includes everything in Flow Plan 1 with added administrative capabilities such as policy and usage as well as higher flow functionality.

Figure 2: Flow Plans

Category	Name	Description	Price Per user/month
Standalone plans	Flow Free	Free environment for individual use – learn Flow	-
	Flow Trial Plan	30-day trial plan with full Flow Plan 2 capabilities	-
		30-day trial plan with full Flow Plan 1 capabilities	-
	Flow Plan 1	Run any flow	\$5
	Flow Plan 2	Run any flow, view usage and set policy	\$15
Office subscription	Flow for Office 365	Extend and customize Office experience with Microsoft Flow	included
Dynamics 365	Flow for Dynamics 365	Extend capabilities of Dynamics 365 apps* within use rights	included
		Extend capabilities of Dynamics 365 select apps**, includes Flow Plan 2	included

*Dynamics 365 for Sales Professional, Dynamics 365 for Customer Service Professional, Dynamics 365 for Talent: Attract, Dynamics 365 for Talent: Onboard, Dynamics 365 Team Members, Dynamics 365 Activity, Dynamics 365 Business Central Team Members

**Dynamics 365 for Sales Enterprise, Dynamics 365 for Customer Service, Dynamics 365 for Field Service, Dynamics 365 for Talent, Dynamics 365 for Project Service Automation, Dynamics 365 for Retail, Dynamics 365 Customer Engagement Plan, Dynamics 365 Unified Operations Plan, Dynamics 365 Plan, Dynamics 365 Business Central

Scenario:

- Automate and model business processes across apps and services
- From simple automations to advanced scenarios with branches, loops, and more
- Trigger actions, grant approvals, and get notifications right at work

Default Subscription Capacity

PowerApps and Flow default subscription capacities leverage the same tenant and infrastructure and will accrue across one tenant. If a customer purchases PowerApps, they will receive default access to both PowerApps and Flow.

Default Capacity per tenant	PowerApps Plan 1	PowerApps Plan 2
Common Data Service Database Capacity	1GB	10GB
Common Data Service File Capacity	20GB	20GB
Common Data Service Log Capacity	2GB	2GB
Default Capacity per USL	PowerApps Plan 1	PowerApps Plan 2
Flow Runs per user/month	4,500	15,000

For every increment of PowerApps or Flow user SLs, the included database and file capacity increases, see table. The cap on the amount of database capacity that may be earned or purchased per tenant is subject to the technical limit of 4TB/instance, no maximum on file or log capacity.

Accrued Entitlement per USL	PowerApps Plan 1	PowerApps Plan 2
Common Data Service Database Capacity	20MB	250MB
Common Data Service File Capacity	NA	2GB
Common Data Service Log Capacity	NA	NA

Note, Common Data Service will allow integration with Outlook and SharePoint.

PowerApps and Flow Add-ons

If you require additional subscription capacity (such as additional database or file capacity), you can include these optional add-on licenses with your subscription. Subscription add-ons apply across tenant and are not tied to a specific user. Subscription add-ons can be purchased at any time and remain a part of the subscription for the remainder of the subscription term.

Add-ons

PowerApps apps or flows utilizing the Common Data Service will consume varying quantities of Database Capacity, File Capacity, and Log Capacity and may require different kinds of PowerApps and Flows environments. Apps may utilize flows, or flows may be run separately from apps.

Each type of per user license (Office 365, Dynamics 365 applications, Dynamics 365 Plans, and the standalone PowerApps Plan 1 and Plan 2, and Flow Plan 1 and Flow Plan 2 licenses) include capacities of one of more of these basic resources. These entitlements are pooled, and shared across users, at the customer tenant level.

PowerApps Flow Plan 1 and Plan 2 add-on capacity per tenant/month		Maximum
Common Date Service Database Capacity	\$40/GB	4TB/environment
Common Data Service File Capacity	\$2/GB	NA
Common Data Service Log Capacity	\$10/GB	NA

PowerApps Flow Plan 1 and Plan 2 add-on capacity per user/month		Maximum
Flow Runs	\$40/50K Runs	NA

Dynamics 365 Trial and Implementation

Free Trials

You can sign-up for a free trial of PowerApps or Flow for details:

- PowerApps [here](#)
- Microsoft Flow [here](#)

Development and Testing with PowerApps and Flow

The free Community Plan is intended for individual use allowing developers to learn and build skills on PowerApps, Microsoft Flow and Common Data Service. To learn more, click [here](#).

Pricing

You can find PowerApps price lists here:

- PowerApps: <https://powerapps.microsoft.com/pricing>
- Flow: <https://flow.microsoft.com/pricing>

Additional Resources

Resource	Link
PowerApps Service	https://powerapps.microsoft.com/
Flow Service	https://flow.microsoft.com/
Dynamics 365 Licensing Guide	https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409
Dynamics 365 Business Central Licensing Guide	https://go.microsoft.com/fwlink/?LinkId=871590&clcid=0x409
Dynamics 365 Mixed Reality Licensing Guide	https://go.microsoft.com/fwlink/?LinkId=2090495&clcid=0x409

Appendix A: Terminology and Custom Entities

Administration: Administration is critical in order to establish boundaries and policies around the use of PowerApps in organizations

- Manage environments – space to store, and manage, and share data, apps, and flows
- Data policies – create and enforce policies that define how data can be shared

Application Types:

- **Canvas Apps:** Design and build a business application from a canvas in Microsoft PowerApps without writing code in a traditional programming language. Design the application by dragging and dropping elements onto a canvas, the designer has complete control over app layout.
- **Model-driven Apps:** Design is a component-focused approach to app development based on data model and business processes. Unlike canvas app development where the designer has complete control over application layout, with model-driven apps much of the layout is determined for you and largely designated by the components you add to the application.

Common Data Service: Common Data Service lets you store and manage data that's used by business applications.

Connector: It provides a way for users to connect their business data and leverage a set of pre-built actions and triggers to build their applications and workflows. **Examples of connections:** Common Data Service, SharePoint, SQL, OneDrive, Excel, Dynamics 365.

- **Standard Connector:** Data sources within the Microsoft 365 ecosystem. **Examples:** Excel, Outlook, SharePoint, LinkedIn. A list of standard connectors [here](#).
- **Premium Connector:** Business systems beyond Microsoft 365, require PowerApps Plan 1 or Plan 2. **Examples:** DocuSign, Zendesk, Jira Software.
- **Custom Connector:** To support more tailored scenarios, you can build custom connectors with their own triggers and actions. These connectors are function-based - data is returned based on calling specific functions in the underlying service. **Example:** Services that are not available as prebuilt connectors.
- **On-premises Connector:** Access on-premises data using a gateway. **Example:** Microsoft SQL Server.

CRUD: Create, read, update, and delete operations.

Entities: A set of records used to store data, similar to how a table stores data within a database. Entities let you model your business data for use within your organization business applications. Examples of entities: Account, Contact, Lead, Opportunity.

- **Standard entities:** Common Data Service provides set of business entities, out of the box, that represent most commonly used entities across business applications. **Examples:** Account, Appointment, Contact, Email, etc.
- **Custom entities:** Entities that are created by the customer/partner for a specific business need. **For example,** type of machine is not a standard entity, so you can create it as a custom entity.
- **Restricted entities:** Entities that requires a Dynamics 365 license for full access. **Examples:** Case, SAL, Knowledge Articles. For list of restricted entities click [here](#).
- **Complex entities:** These are entities that use complex server-side business logic. Any entity (whether standard or custom) becomes complex once the customer/partner associates the entity with the custom business logic. **Example:** any entity that uses a real-time workflow or code plug-in.

Workflows:

- **Background Workflows:** Task automation across systems and services. Runs in the background.
- **Real-time Workflows:** Task automation across systems and services. Runs in a real time manner.
- **Business Process Flows:** Structured stateful human interactive workflows which are composed of multiple steps, allows branching/stage gating, and includes process KPIs and reporting.

Custom Entities

PowerApps and Flow provide the right to use custom entities.

Custom Entity Overview:

An entity defines information that you want to track in the form of records, which typically include properties such as company name, location, products, email, and phone.

Dynamics 365 PowerApps and Flow offer "out-of-the-box" entities to cover typical scenarios. However, there may be times when customers and partners need to create entities to store data that is specific to your organization – namely custom entities. Note, adding a field to existing standard entities does not make it a custom entity.

Custom entities may be created by a customer or partner. These custom entities can either map to existing PowerApps and Flow entities (directly change PowerApps and Flow entities) or they can create brand new entities.

Application/Plan	Custom Entity Use Rights
PowerApps and Flow	<ol style="list-style-type: none"> 1. Full access 2. No limit on number of custom entities 3. Full Create, Read, Update, and Delete (CRUD) on data records associated with custom entities
PowerApps Application	<ol style="list-style-type: none"> 1. CRUD on standard entities that are not restricted - (https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/data-platform-restricted-entities) <ol style="list-style-type: none"> a. If the PowerApps application creates or updates a restricted entity, then the application user needs to be licensed with an Enterprise Application or Plan (Full user) 2. No limit on number of custom entities 3. Full CRUD on data records associated with custom entities
Dynamics 365: Team Members Sales Professional Customer Service Professional Operations – Activity Talent: Attract & Onboard	<ol style="list-style-type: none"> 1. Create and modify up to 15 custom entities (per application) in addition to the included "out-of-box" entities <ol style="list-style-type: none"> a. There is no limit on read rights for custom entities 2. Custom entities should be within the context of the application module 3. Full CRUD on data records associated with custom entities

Appendix B: PowerApps Use Rights

PowerApps Use Rights	PowerApps for Office 365	PowerApps Plan 1	PowerApps Plan 2	PowerApps for Dynamics 365*	PowerApps for Dynamics 365**
Applications					
Run standalone canvas app	•	•	•		•
Run standalone model-driven app			•	Can only run extended first-party Dynamics 365 apps within the context of the application use right	•
Common Data Service - Entities					
Common Data Service use rights		•	•	•	•
Custom entity (non-restricted)		Unlimited CRUD	Unlimited CRUD	15 custom entities per app—should map to app context	Unlimited CRUD
Standard entity (non-restricted)		CRUD	CRUD	CRUD for entities included <i>within application use rights</i>	CRUD
Restricted entity			read only		CRUD for entities included <i>within application use rights</i>
Complex entity			•	•	•
Connectors					
Standard connectors	•	•	•	•	•
Premium connectors		•	•	•	•
Custom connectors		•	•	•	•
On-premises connectors		•	•	•	•
Administration					
Create/manage environments to deploy apps, flows, and database in Common Data Service			•		•
View org insights/analytics			•		•

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Appendix C: Flow Use Rights

Flow Use Rights	Flow for Office 365	Flow Plan 1	Flow Plan 2	Flow for Dynamics 365*	Flow for Dynamics 365**
Flows					
Background workflows	•	•	•	•	•
Real-time workflows			•	•	•
Business process flows			•	•	•
Connectors					
Standard connectors	•	•	•	•	•
Premium connectors		•	•	•	•
Custom connectors		•	•	•	•
On-premises connectors		•	•	•	•
Administration					
Checks	5 minute	3 minute	1 minute	5 minute	1 minute
View org insights/analytics			•		•
Flow Runs					
per user per month	2,000	4,500	15,000	2,000	15,000

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Appendix D: Data Connectors

PowerApps and Flow rely on a common set of connectors to provide access to business data. These connectors are divided into three categories (Standard and Premium) which align to the use rights across the various service editions. For a complete list of the available data connectors click [here](#).

Standard		Premium
Common cloud services and open protocols	Microsoft Services	
These services or protocols are what every modern worker needs to manage their day-to-day work. They span from social media to cloud file storage.	You can use any service from Microsoft. Some may be free, and others paid. Unlike the other three tiers these services are guaranteed to be available if you're using them elsewhere.	Professionals from sales to marketing to software development rely on these services to get their job done. These services are generally tailored to specific verticals.
If a service is available for free, or it's an open protocol, it likely is in this tier	If a service is provided by Microsoft, then it is in this tier.	If a service requires monthly or annual licenses, it's probably in this tier
Some examples include: <ul style="list-style-type: none"> • Dropbox • Facebook • GitHub • Google Drive • Twitter 	Some examples include: <ul style="list-style-type: none"> • SharePoint • OneDrive for Business • Dynamics 365 • Office 365 Users • Office 365 Outlook 	Some examples include: <ul style="list-style-type: none"> • Common Data Service • DocuSign • MySQL • Salesforce • Zendesk

Appendix E: Licensing Channel and Segment Availability

License	Channel						Segment						
	EA	EAS	EES	CSP	MPSA	MOSP	CORP	FAC	STU	EDU	GOV	GCC	NFP
PowerApps	•	•	•	•	•	•	•	•	•	•	•	•	•
Flow	•	•	•	•	•	•	•	•	•	•	•	•	
Common Data Service Database Capacity	•	•	•	•	•	•	•	•	•	•	•	•	•
Common Data Service File Capacity	•	•	•	•	•	•	•	•	•	•	•	•	•
Common Data Service Log Capacity	•	•	•	•	•	•	•	•	•	•	•	•	•
Flow Runs	•	•	•	•	•	•	•	•	•	•	•	•	

Appendix F: Change Log

Page	Topic	Change	Action	Date
8	Common Data Service	Updated	Common Data Service will allow integration with Outlook and SharePoint.	July 2019

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