

# UI Intelligence for Microsoft Dynamics 365™

## Brief Overview

UI Intelligence is WalkMe's AI-based solution that requires zero configuration and is completely autonomous. It allows you to see your commonly used forms from the eyes of a user and quickly identify which areas encounter the most errors and wasted time.

[Learn more about UI Intelligence.](#)

Once enabled on Microsoft Dynamics 365™, you can use it to see where you stand compared to industry benchmarks and gain insights to make your processes more productive.

[Click here](#) to get your free trial of UI Intelligence for Microsoft Dynamics 365™.



## Installation

The video below will guide you through the process to install WalkMe UI Intelligence for Microsoft Dynamics 365™.

**Please note:** You must be a Dynamics Admin to complete the installation process.



## FAQs

1. **Once installed, how much time does it take for the dashboard to be ready?**
  - WalkMe UI Intelligence is a machine learning technology that gathers data to learn about user interaction. Therefore, the number of interactions in your Microsoft Dynamics 365™ instance will affect the amount of time it will take for your dashboard to be ready. This can take anywhere from 2 days to about 2 weeks.
2. **What type of data is being sent?**
  - WalkMe gathers data based on user interaction, never collecting PII.
3. **Is UI Intelligence GDPR compliant?**
  - Yes, WalkMe is GDPR compliant.
4. **If I decide to buy UI Intelligence after 60 days, does the data collected from the trial carry over?**
  - Yes.
5. **If I decide not to purchase UI Intelligence after 60 days, what happens to the data?**
  - We will delete the data in our deletion cycle.
6. **What other platforms are included?**
  - At the moment UI intelligence is available for Microsoft Dynamics 365™ and Salesforce Lightning.
7. **How can I opt-out of the trial?**
  - You can turn off data collection through the settings in the console.
8. **When does the 60 days begin? What is the start date and what is the end date?**
  - If you are an existing WalkMe customer with Microsoft Dynamics 365™, the start date begins as soon as you opt-in to the trial. For all others, the trial begins upon registration completion.
9. **Can multiple people from my company each get a trial?**
  - There is one trial per company, but each company can have multiple users accessing the app.

## Support

If you experience any issues when trying to access UI Intelligence for Microsoft Dynamics 365™, [please reach out to our Support team here.](#)