



# EONESOLUTIONS SANDBOX FAQ



SMARTCONNECT SPECIFICS

## SMARTCONNECT SPECIFICS

**Question:** What is the eOne Sandbox?

**Answer:** A demonstration environment that you can use to perform a demo anytime and anywhere. The Sandbox is loaded with Dynamics 365, GP, NAV, Salesforce.com, Excel, connections to cloud applications and all the other great eOne products.

**Question:** How do I connect to the sandbox?

**Answer:** This is the best part. You simply open a browser and go to <http://eonesolutions.com/sandbox/>. You can do this from anywhere that has an internet connection!

**Question:** How long does it take to connect?

**Answer:** About 30 seconds.

**Question:** So how do you have Dynamics 365, GP, NAV, SmartConnect, and Excel all running in a browser?

**Answer:** That's the magic you don't have to worry about. They are all installed and working on a virtual environment which is spun up for you to use in a browser anytime, anywhere.

**Question:** Can I break it if I start playing around?

**Answer:** Only temporarily. Nothing you do will be saved after you exit. So feel free to do whatever you like in the Sandbox. When you close, what you did goes away. The next time you start it up you are back to the great working image that eOne has built for you.

**Question:** What if I play around and enter sample data about my client?

**Answer:** As above – as soon as you close the Sandbox all the data magically disappears.

**Question:** Do I need to reserve a time to use the eOne Sandbox?

**Answer:** Not at the moment. Currently we are able to run 20 concurrent sessions, so unless there are 20 people using the image all at the same time, you will have access to the demo environment. If we reach the point where there are more than 20 of our great resellers using the Sandbox we will upgrade to allow more concurrent connections.

**Question:** Who do you expect to use the Sandbox?

**Answer: eONE:** We will be using the Sandbox for all the demonstrations we present.

**Account Managers:** This Sandbox is perfect for the quick 3-5 minute demo of a product or a feature. We believe we have made it so easy that account managers can talk to a customer about all solutions. Then jump on and show it immediately. We have built step-by-step demo scripts for ALL the regular scenarios.

**Consultants:** Let's admit it, consultants make the very best sales people. When you are onsite and your customer asks about a solution there are two things you can do:

1. Tell your sales person/account manager. They call two days later and arrange a demo in 5 days' time. By then everyone has forgotten what and why they are looking at this. Lose the sale.
2. OR Jump into the eOne Sandbox and show the feature right there and right then. Win the sale.

**Presales:** Ever been asked to show NAV and Dynamics 365 integration, Salesforce.com and GP, Imports into Extender fields or SmartView External and started to shake? Not anymore as you can add the eOne Sandbox into the tools you use for demonstrations. It will work every time. You can have the Sandbox open in a browser and switch to it any time during a presentation. It is seamless and makes your demos sing and dance.

**Customers:** For the right customers at the right time – you can let them play in the Sandbox to test some things out. This is best done guided by you to ensure they do not get lost and confused.

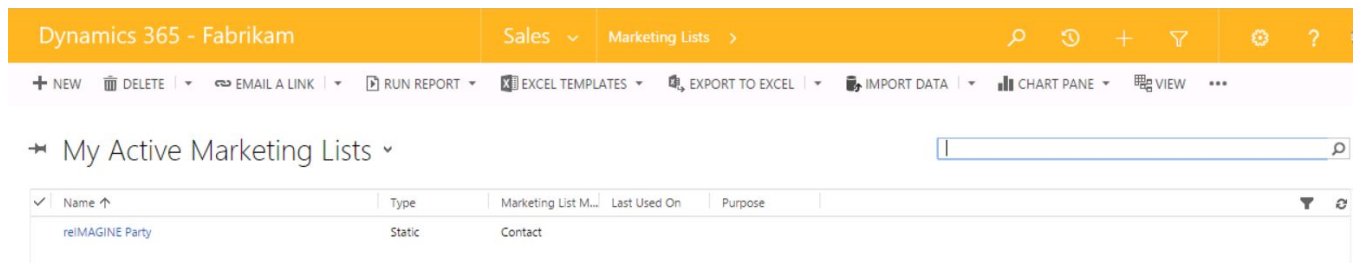
**Question:** You mentioned demo scripts, tell me more about them?

**Answer:** We offer a whole series of simple to use instructions on how to deliver the most common demonstrations. Each demo script is in the form of 'What to Show' and 'What to Say' laying out every click and screen you need to deliver the demo. We have kept the individual demos down as close to three minutes as we can – but you can always string multiple demos together. Some of the example Demos Scripts are:

- Dynamics 365 (CRM) to NAV two-way integration
- Dynamics 365 (CRM) to GP two-way integration
- Dynamics 365 Field Service to GP two-way integration
- Dynamics 365 Field Service to NAV two-way integration
- Dynamics 365 (CRM) to Zendesk two-way integration (Cloud app integration example)
- Salesforce.com and GP two-way integration
- Salesforce.com to NAV two-way integration
- Excel Template integration
- Opportunity management in Excel
- Cloud App Integration

**Question:** When I open up Dynamics 365, I notice there are two tabs. Which should I use for the Dynamics 365 – GP integration demo?

**Answer:** Use the Dynamics 365 – Fabrikam (CRM), which has a background color of yellow when you're demoing bi-directional GP – Dynamics 365 integration. You'll find that it includes the Dynamics 365 sales and field service apps.



Name	Type	Marketing List M...	Last Used On	Purpose
reIMAGINE Party	Static	Contact		

**Question:** When I open up Dynamics 365, I notice there are two tabs. Which should I use for the Dynamics 365 – NAV integration demo?

**Answer:** Use the Dynamics 365 – Cronus (CRM), which has a background color of blue when you're demoing bi-directional NAV – Dynamics 365 integration. You'll find that it includes the Dynamics 365 sales and field service apps.

**Question:** But I'm an account manager – I don't do demo's. Why do I want a Sandbox?

**Answer:** That attitude is probably why you are not selling as much as you could! Imagine if you took a little time to learn a few 3 minute demos! You do not need to be technical. You simply need to know how to read, how to talk and how to click. We have made it that simple to complete these simple demonstrations that require a complex environment. eOne's account managers have taken the time to learn these demos and so can you. Making a sale can be all about timing – so make sure you can show what they want, when they ask about it.

**Question:** But I'm a consultant – I don't do demo's. Why do I want a Sandbox?

**Answer:** You should show off cool software. There is no one a customer trusts more than you. When a customer asks questions and you can turn around and take 3 minutes to show them how that feature can help them – you will make sales. If your company does not pay you for closing a deal – tell them they should. If you take 3 minutes after every engagement to show a new 'something' you will sell plenty and be busy with billable hours for life!

**Question:** Can I use the Sandbox for things other than demos?

**Answer:** The primary purpose is for demonstrations. This does not stop you using this environment for testing something out and seeing how we have done things, or anything else you can think of.

**Question:** What happens at the end of the session? How do I shut the Sandbox down?

**Answer:** Simply close your browser. That's it. Closing the browser will disconnect your session and reset your environment back to the original state.

**Question:** So can I add some sample data today – then use the Sandbox for my demo tomorrow.

**Answer:** No. When you close the browser the Sandbox is reset. Just like building a castle in the sand – once a wave comes then it's all back to a flat sandy beach. This is why the image is a great thing for small short demos or being incorporated into your larger demonstration. It is not designed for those big 4 hour demos that you spend 2 days building sample data for.

**Question:** Why does the eOne Sandbox reset?

**Answer:** The whole idea behind this Sandbox is to provide an environment that ALWAYS works. The way we ensure it ALWAYS works is to reset it after every use. Every time you use it you are using the exact same base that you used last time. You can be sure it worked.

**Question:** How often does the Sandbox get updated with service packs and new releases?

**Answer:** We aim to do updates at the end of every quarter – so the end of March, June, September & December. Each update will update appropriate service packs and releases for each eOne product as well as relevant Microsoft updates. We will also apply any updates to demo's, fixes, new scripts, new demo's, new sample data, etc. We also reserve the right to make emergency or unscheduled updates as required.

**Question:** I am an ISV – can we get our software installed on the Sandbox?

**Answer:** Not right now. We are working with a few ISV's to see how feasible this is, while maintaining our promise that our demos will ALWAYS work. Please contact us to discuss your specific scenario and we will see if we can help.

## SANDBOX FAQ



**Question:** Demos can often be slow – how fast is the Sandbox?

**Answer:** Fast like a rocket. It will be the best Dynamics 365, GP, NAV, Salesforce.com & web client integration environment you have ever used.

**Questions:** Can I brand the demo image for my own company?

**Answer:** No – but there is really no need to. If you wish – you can change the desktop background to your own logo. Otherwise it is a generic Sandbox that looks and feels like a real environment. No one will know you are in the eOne Sandbox.

Have other questions? Email [sales@eonesolutions.com](mailto:sales@eonesolutions.com) or give us a call at +1-888-319-3663. We're happy to help!