

# Microsoft Customer Digital Experience (CDX)

[aka.ms/cdx](https://aka.ms/cdx)

Create demo tenants, download step-by-step demo scripts for Microsoft Modern Work, Security and Business Applications products, and conduct immersive sessions with customers.

# Customer Digital Experiences

Interactive digital experiences using fully functional Microsoft 365 environments

Help your customers understand:



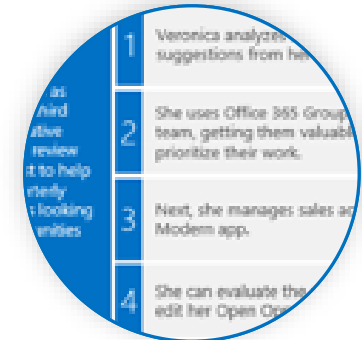
## Why

Discover why Microsoft is the right choice for their business



## What

Understand what needs to be done to achieve their business goals



## How

Learn how to implement, manage, integrate and support Microsoft Cloud products

# Customer Digital Experiences

A story telling platform

## 2 Constructs

Environments

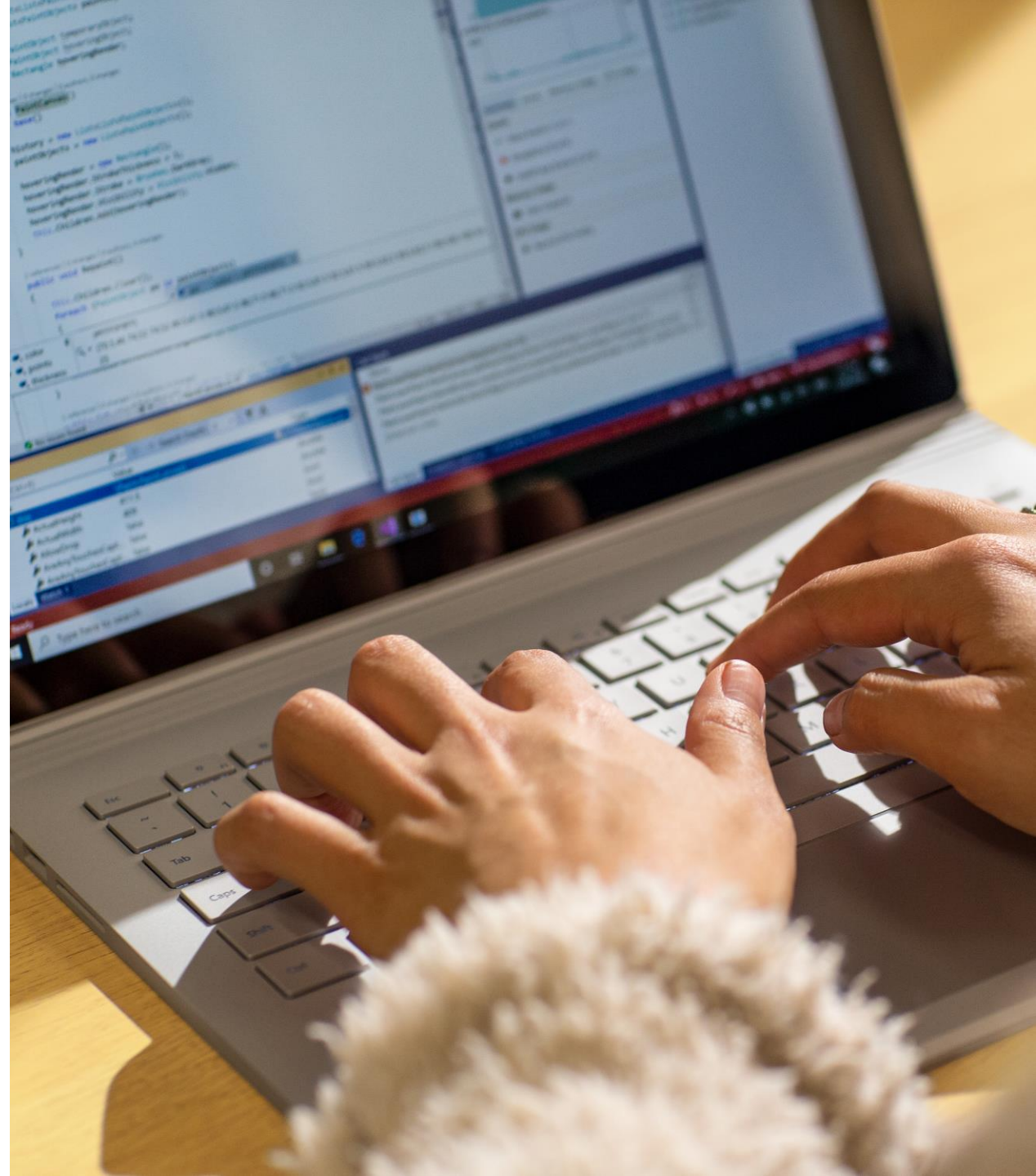
Experiences

## 3 Experience Formats

Customer Immersion Experiences

Demos

Interactive Guides



# Transform Platform

If you visit CDX from Transform.microsoft.com, the landing page will look different for Microsoft employees vs. Microsoft partners and MVPs.

This screenshot shows the Microsoft Transform Partner Portal. The top navigation bar includes 'Tools', 'Dashboard', and 'Admin'. The main content is divided into two sections: 'Partner Portal' and 'What's new'. The 'Partner Portal' section features three cards: 'Business Applications Partner Portal', 'Microsoft 365 and Security Partner Portal', and 'Azure for Partners'. The 'Tools' section below it contains six cards: 'Microsoft Customer Digital Experiences', 'Value Calculator', 'Microsoft Cloud Accelerator Program', 'Business Workshop Tool', 'Security Workshop Compliance Workshop', and 'Business Workshop Tool'. The 'What's new' section on the right lists three recent articles with dates and 'Read article' links.

This screenshot shows the Microsoft Transform landing page for employees. The top navigation bar includes 'Home', 'Portals', and 'Site Map'. The main header features a large banner with the text 'Welcome to Microsoft Transform' and 'The latest Cloud Marketing resources to help you work with your customers'. Below the banner is a paragraph explaining that the platform hosts content from Cloud Marketing organizations and acts as a hub for resources. The 'Portals' section below contains four cards: 'Azure GearUp', 'Biz Apps Hub', 'OnRamp for Modern Work & Security', and 'Global Demand Center (GDC)'. Each card includes a brief description and an 'Explore' link.

# CDX How-to

This deck is to provide guidance to users on how to use Microsoft Customer Digital Experience (CDX) platform. In this deck, you will find:

- How to get access
- Terms of Use
- Experience Types: Demo, Interactive Guide, CIE
- Demo tenant types
- FAQ & Support

# Who has access to CDX?

Microsoft employees, vendors with MSFT domains, Partners, and MVPs all have access to CDX

# Microsoft FTE and Vendors

Access is granted to Microsoft employees and vendors with MSFT domains

Vendors and employees may have limited access to some content in CDX based on their role or organization affiliation



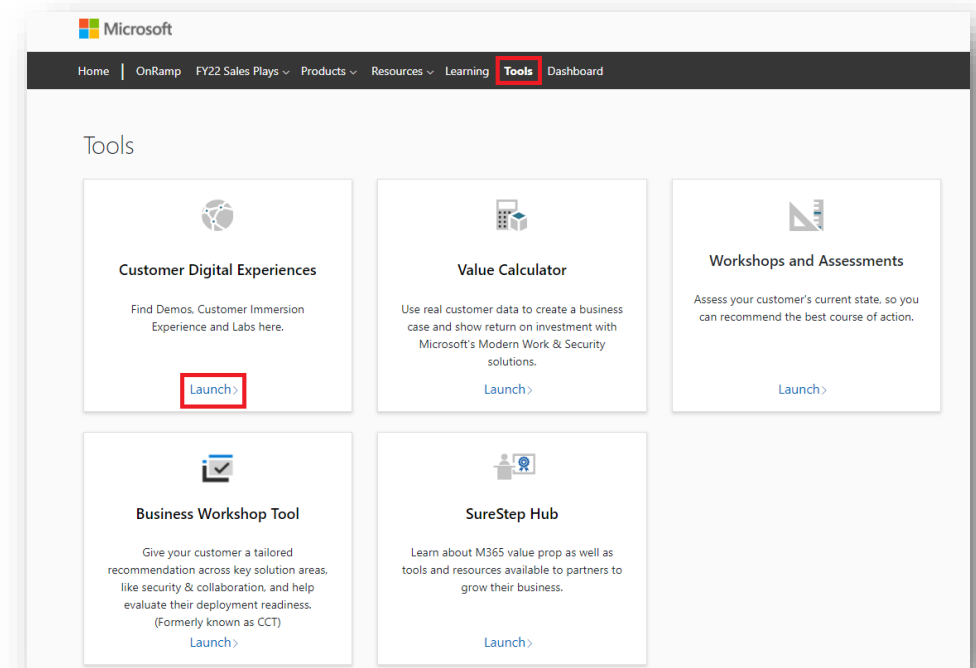
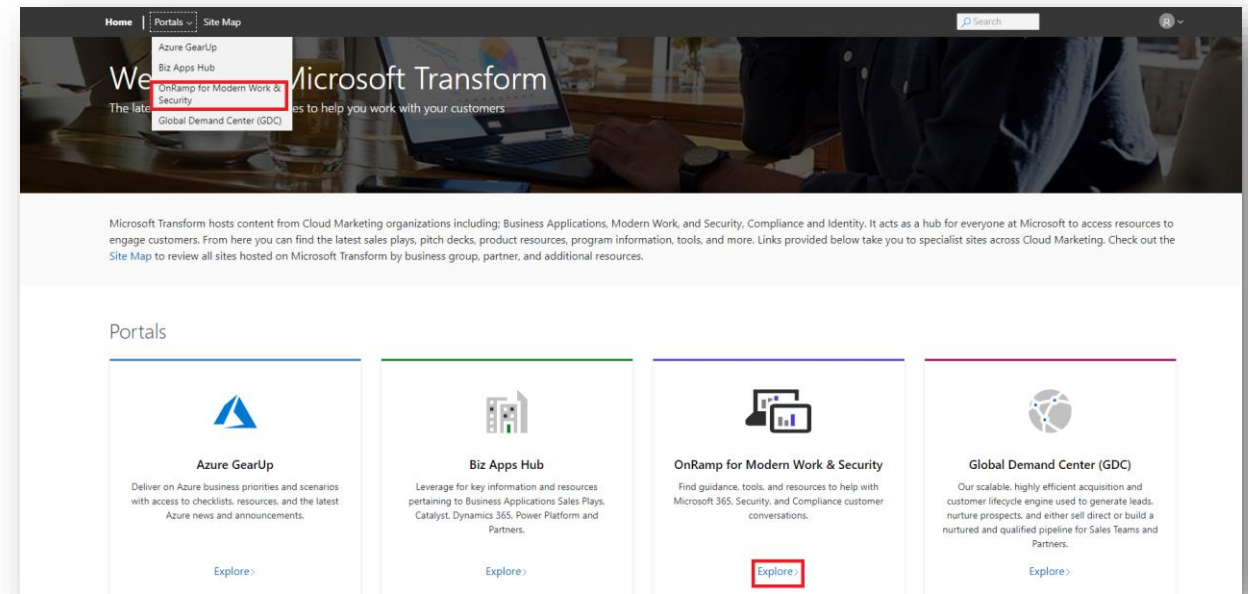
# Microsoft FTE and Vendors access

## Accessing CDX from Transform

- Log into **transform.microsoft.com**
- If prompted to set up a profile, choose the appropriate Segment & Role
- Upon completing your profile, click on Portals > OnRamp for Modern Work & Security
- Click on 'Tools' in the upper navigation bar
- Click 'Launch' on the Customer Digital Experience tile

## Accessing CDX directly

- Visit **cdx.transform.microsoft.com**



# Partners and MVPs

Access is granted to valid Microsoft partners and MVPs

Partners must use a work email account that is enrolled into the Microsoft Partner Center, associated with their MPN account AND authenticated through their work domain's Azure Active Directory. Partner tenants licensed with only a Windows Store for Business subscription will not allow users access to CDX.

An MSA/Live ID is not valid for accessing CDX

MVP users must be current, have an up-to-date NDA on file, and be approved by MVP team

## Microsoft Partner Center Help

<https://partner.microsoft.com> and click on Support



# Partners and MVPs access

## Accessing CDX from Transform

- Open a browser: **transform.microsoft.com**
- You may have to use an InPrivate session if you use a different account for MPN than your primary account
- Sign in using your partner account
- If prompted to set up a profile, choose Partner for both Segment & Role
- Upon completing your profile, you can navigate to the CDX home page

## Accessing CDX directly

- Visit **cdx.transform.microsoft.com**

The screenshot displays the Microsoft Partner Portal dashboard. At the top, there are navigation links for 'Tools', 'Dashboard', and 'Admin', along with the user's name 'Amanda Riesselman'. The main content area is a grid of tiles, each representing a different tool or resource. On the right side, there is a 'What's new' section with several news articles. At the bottom, there is a navigation menu with categories like 'What's new', 'Microsoft Store', 'Education', 'Enterprise', 'Developer', and 'Company'. The footer contains links for 'Sitemap', 'Contact Microsoft', 'Privacy', 'Terms of use', 'Trademarks', 'Safety & eco', 'About our ads', and '© Microsoft 2021'.

**Microsoft Partner Portal**

Tools Dashboard Admin | Amanda Riesselman

**Business Applications Partner Portal**  
resources that will be helpful for you to work with your customers.  
[Launch >](#)

**Microsoft 365 and Security Partner Portal**  
Grow your business with Microsoft 365 for Partners. Enable your customers in the cloud with one source for all the training, support, and tools you need.  
[Launch >](#)

**Azure for Partners**  
Get updates on industry news, product and feature announcements, upcoming events, market trends and more straight to your inbox every other month.  
[Launch >](#)

**Microsoft Customer Digital Experiences**  
Find Demos, Customer Immersion Experience and Labs here.  
[Launch >](#)

**Value Calculator**  
Use real customer data to create a business case and show return on investment with Microsoft's Modern Work & Security solutions.  
[Launch >](#)

**Microsoft Cloud Accelerator Program**  
Leverage programs and content to help you engage customers throughout the sales and usage lifecycle.  
[Launch >](#)

**Business Workshop Tool**  
Give your customer a tailored recommendation across key solution areas, like security & collaboration, and help evaluate their deployment readiness. (Formerly known as CCT)  
[Launch >](#)

**Security Workshop Compliance Workshop**  
Deliver value with guided conversations that uncover customer security and/or compliance needs and establish trust.  
[Launch >](#)

**What's new**

- Sunrise helps Vera Bradley enable e-commerce growth mid-pandemic**  
Friday September 17, 2021  
Sunrise helps Vera Bradley enable e-commerce growth mid-pandemic  
[Read article >](#)
- Why using a Sandbox environment is good for business**  
Tuesday September 14, 2021  
Why using a Sandbox environment is good for business  
[Read article >](#)
- Highlights Rewind for August 2021**  
Thursday September 9, 2021  
Highlights Rewind for August 2021  
[Read article >](#)
- 9 ways to develop and grow your practice with FY22 Sales Plays**  
Thursday September 9, 2021  
9 ways to develop and grow your practice with FY22 Sales Plays  
[Read article >](#)

[View all >](#)

**What's new**

- Microsoft Store
- Education
- Enterprise
- Developer
- Company

English (United States) | Sitemap | Contact Microsoft | Privacy | Terms of use | Trademarks | Safety & eco | About our ads | © Microsoft 2021

# CDX Terms Of Use Agreement

Important: Violations of the Terms of Use can result in a loss of access to CDX

## CDX - Terms Of Use

Resources and experiences, such as demo tenants and customer immersion experiences, available on the CDX site are for Microsoft employees, MVP (Microsoft Valuable Professional), and Microsoft Partner employees to deliver Microsoft product demonstrations, or individual self-learning activities.

It is not compliant with our terms of use to obtain any resource or experience through CDX that are leveraged for other uses such as software engineering, implementation of customer proof-of-concepts, training courses, 3rd party product sales, or product trials. However, adding, integrating, or configuring 3rd party apps into demo tenants is allowed.

Resources and experiences that are created through CDX and not used for Microsoft product demonstrations or self-learning will not be supported. This includes applying and managing publicly available Microsoft trial licenses.

It is against Microsoft consumer and commercial agreements to leverage CDX resources and experiences for personal or commercial use by Microsoft employees, Microsoft Partners, MVPs, and customers.

Support is provided for tenant usage that follows a published demo guide only. Tenant credentials should not be shared with customers, unless within an official and approved customer immersion experience or lab available from CDX. Resources and experiences obtained from the CDX site remain the property of Microsoft Corporation and we reserve the right to obtain access and repossess at any time.

Adding payment instruments such as credit cards to demo tenants or customer immersion experiences is not permitted. If additional licenses are required, please reach out to the support team to obtain product demo or trial licenses with appropriate business justification. Where payment instruments are added, the tenant will be flagged by the Fraud and Risk team at Microsoft and a case will be opened for follow up.

The CDX site must be accessed using legitimate/real user accounts by Microsoft employees, MVPs, or Microsoft Partner employees. The use of non-user accounts such as fake users, service accounts, or other system accounts on CDX is prohibited.

Microsoft Partners and MVPs failing to adhere to the Terms of Use may be offboarded from the CDX site and other Microsoft Partner programs. Failure of a Microsoft employee adhering to the Terms of Use may result in the Microsoft employee unable to access resources from the CDX site.

- When you first access CDX you will be presented with the Terms of Use for the site. It is important to read and understand these terms.
- CDX resources are for delivering Microsoft product demonstrations to customers or individual self-learning activities.
- CDX resources are **NOT to be used for any testing, proof-of-concepts, training courses, 3<sup>rd</sup> party app development, and sales or product trials.** Tenant usage is monitored, and violations can result in the immediate loss of access to your tenants and CDX.

# What are CDX Experiences?

CDX offers Customer Immersion Experiences, Demos, and Interactive Guides

# Experiences for all

CDX offers a series of experiences for all audiences and sales stages.

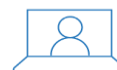
Experiences in CDX are the primary methods by which a user can demonstrate or learn more about Microsoft tools and products.



## Customer Immersion Experience (CIE)

**Experience profiles**

A 1-3 hour on-site or virtual experience with highly active participation, led by a professional facilitator



## Demo

A deep one-to-many or one-to-few presentation with little to no audience participation led by product owners or SMES



## Interactive Guide

A step-by-step, hands-on technical experience for our users and focus on specific scenarios and enablement of features and functionality

### Audience

- Enterprise executives, BDMs, ITDMs that meet minimum qualifications.
- 4-20 people
- Practitioners, ITDMs, IT pros, security pros, people involved in tech planning or everyday use.
- Unlimited in number

### Time frame

- 1-3 hours
- Can vary
- Can vary, shorter or longer curricula

### Location

- Onsite or virtual
- Onsite or virtual, webinar
- Often featured at conferences/events

### Experience

- Interactive, story-telling based, "hands on keyboard" with some guided simulation
- Led by Microsoft and partner facilitators
- Multiple industries
- Used only GA products/features
- Mostly passive, with some guided simulation
- Led by Microsoft and partner facilitators
- Multiple industries
- Can feature non-GA or private preview products/features
- Mostly passive, with some guided simulation
- Led by proctors
- Multiple industries
- Can feature non-GA or private preview products/features

# How to access an experience

Recommended experiences can be found on the home page based on your user profile.

A full list of all available experiences can be found by following this [link](#) or by clicking on the 'Experiences' tab in the upper navigation bar within the CDX site.

If you know the name of the experience you would like to use, you can also search by the Experience name on the CDX homepage.

Microsoft

Tools | **CDX** | Experiences | My Environments | Dashboard | Events | Content | Admin | What's new | Help | Service health | Site tour | Terri Harmon

## Microsoft Customer Digital Experiences

Search for Experiences

Microsoft Customer Digital Experiences (CDX), is a portfolio of immersed digital experiences to demonstrate Microsoft technology and product with hands-on interaction, orchestrated by Microsoft sellers, partners or marketers. There are three major types of experiences: demos, interactive guide, and Customer Immersion Experience. To learn more about how to use CDX, explore each of the experiences below or visit our [user guide](#)

### Customer Immersion Experience

A 1-3 hour on-site or virtual experience with highly active participation, led by a professional facilitator

### Demo

A deep one-to-many or one-to-few presentations with little to no audience participation led by product owners or SMEs

### Interactive

A guided presentation without audience participation led by a presenter

### Recommended Experiences

#### Customer Immersion Experience

Modern Workplace Customer Immersion Experience

60 mins

Business Decision Maker, CEO, CIO, CSO, CTO, HR, IT Decision Maker, IT...

Last updated 02/24/2021 11:33 AM

#### Demo

Microsoft Cloud for Healthcare (FY22)

45 mins

Business Decision Maker, CIO, CTO, Educator, IT Decision Maker, IT Pro...

Demo type Shared Tenant

Last updated 09/09/2021 01:23 PM

#### Interactive Guide

Protect Your Cloud Infrastructure With Azure network security

15 mins

CTO, Information Workers, IT Decision Maker, IT Pro, Security Profesio...

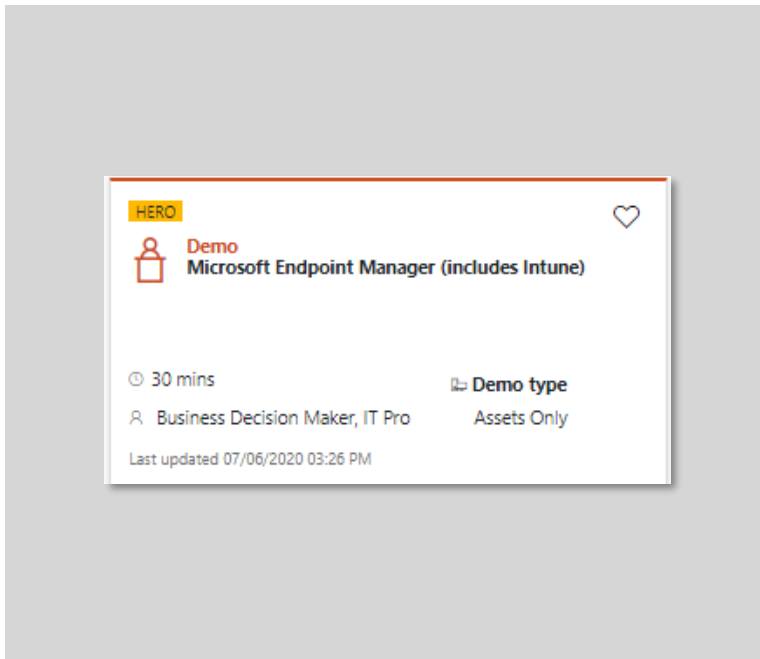
Last updated 08/19/2021 08:38 AM

# What is a CDX Demo?

A deep one-to-many or one-to-few presentation with little to no audience participation led by product owners or SMEs

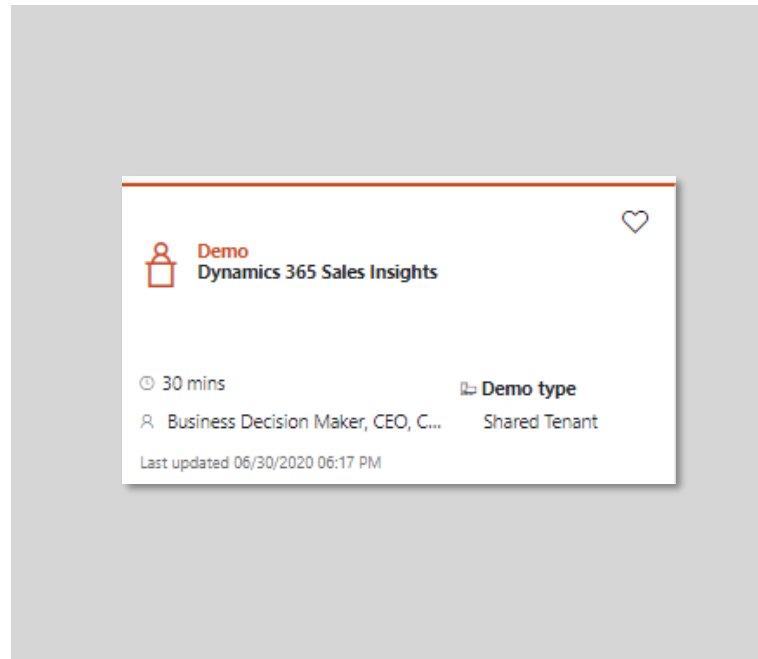
# Demo Overview

Coming in a variety of different types, demos make up most experiences available on CDX. There are three different types of Demos offered in CDX.



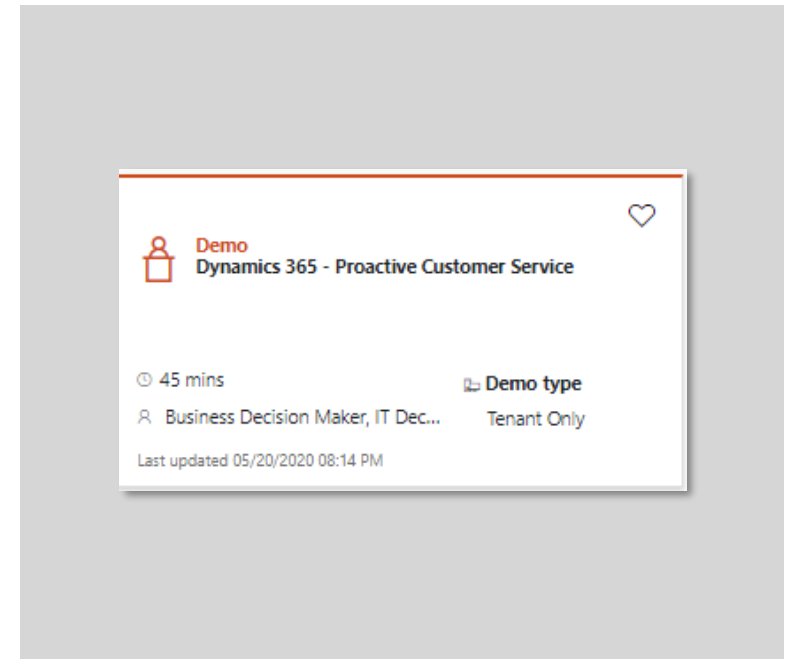
## Assets Only

Asset Only demos only offer downloadable guides to follow as a stand-alone demo or within a Demo Tenant that is already in your account.



## Shared Tenant

Shared Tenant demos allow you to open a demo environment that is already pre-configured and may contain products and features that may not be available within your own demo tenant.

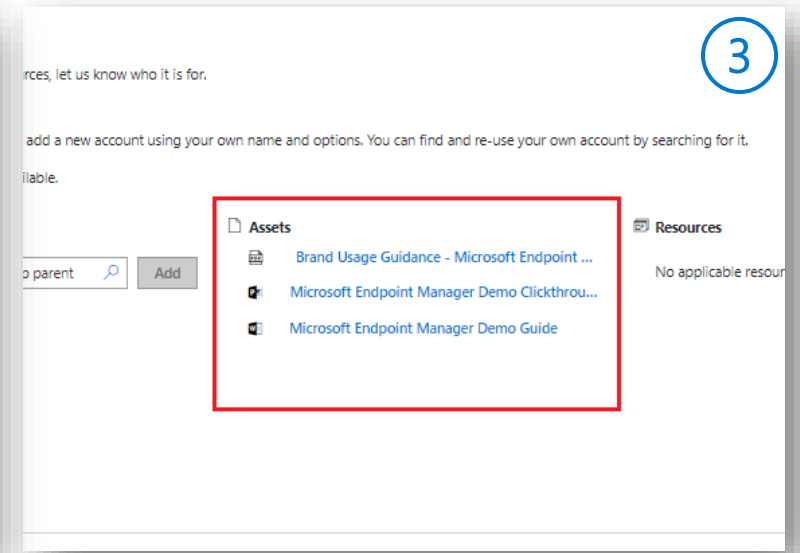
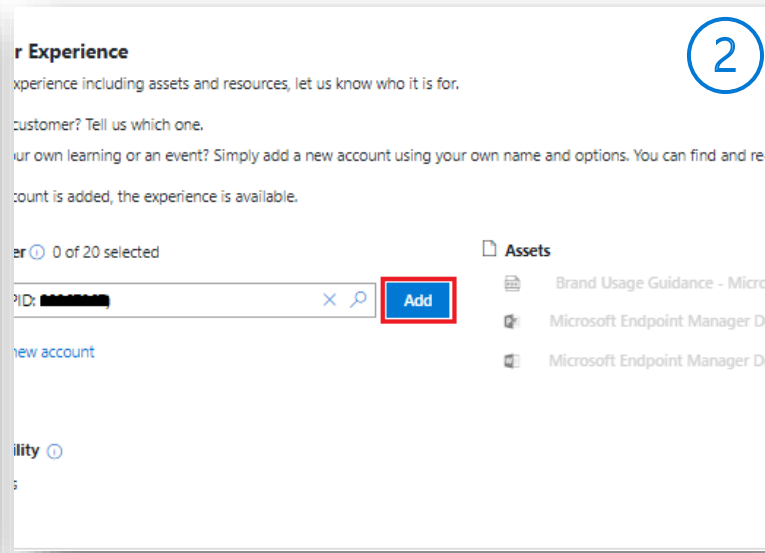
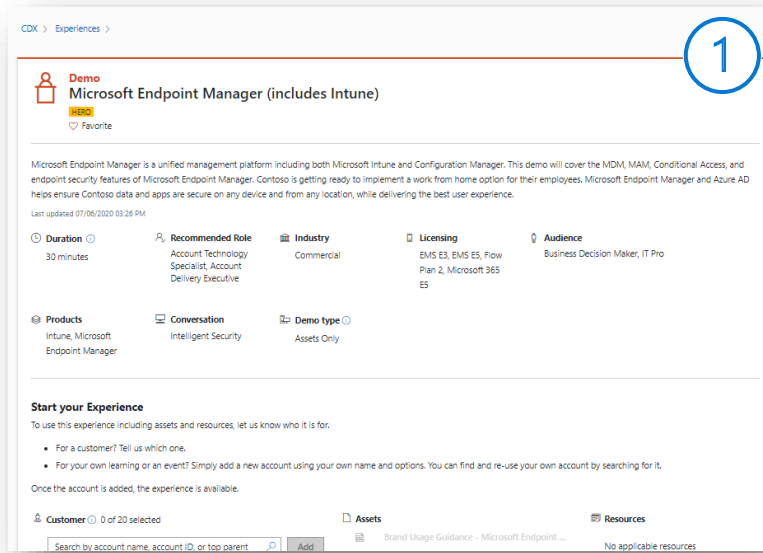


## Tenant Only Demo

Tenant Only demos provide an easily accessible personal demo tenant that can be used to demo the product that the Experience is about.

# Assets Only Demos

Assets Only demos contain downloadable resources that you can use to run or supplement your demonstrations.



Go to the Experiences page and click on the demo you wish to use.

Once on the demo detail page, you will need to add a customer to the Customer field at the bottom of the page.

You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not for a customer, simply search for and select the 'Test' option.

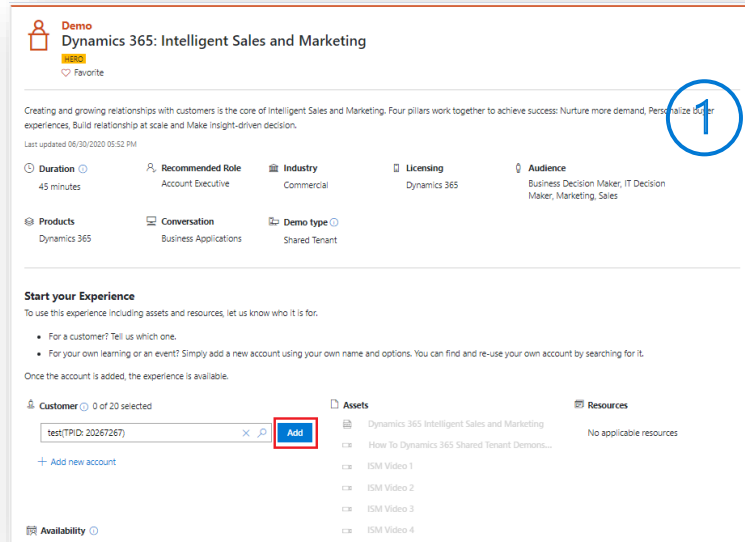
Click 'Add'.

Once a Customer has been added, the assets will be available for download.

Click on the asset you want to download to initiate the download.

# Shared Tenant Demos

Shared Tenant demos allow you to open a demo environment that is already pre-configured for the demo and may contain products and features that may not be available within your own tenants.

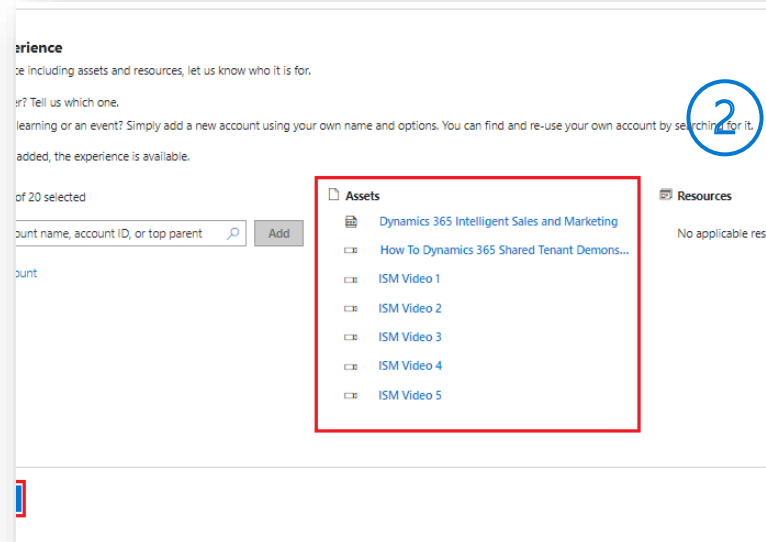


Go to the Experiences page and click on the demo you wish to use.

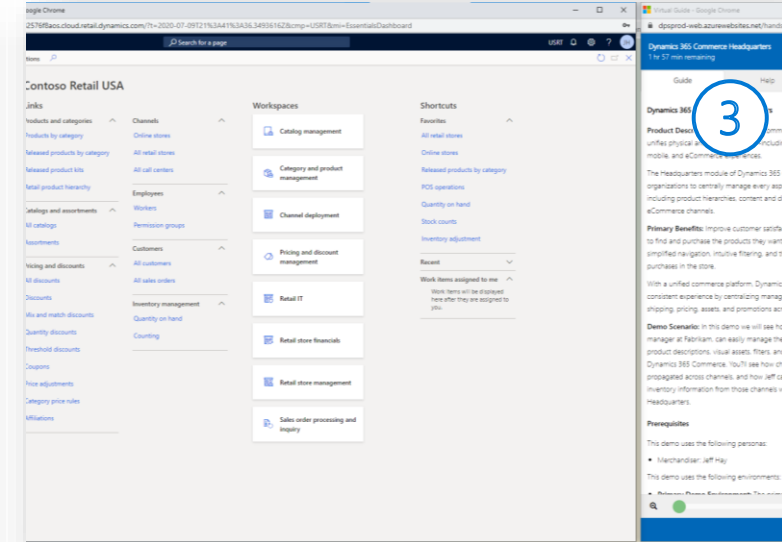
Once on the shared tenant demo detail page, you will need to add a customer to the Customer field. You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not for a customer, simply search for and select the 'Test' option.

Click 'Add'.



The 'Start' button is now activated and the assets (including a downloadable version of the demo guide) are now available to download.

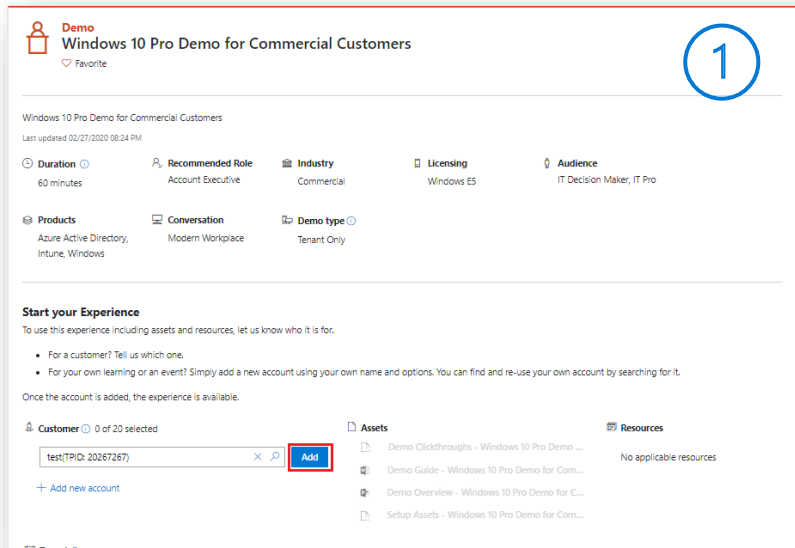


Click 'Start' to launch the shared tenant in the browser with a guide window on the right-hand side of the screen (far right image).

Some shared tenant experiences have dynamic usernames and passwords that you can only get in the side-by-side guide. On some shared tenant experiences, you can download the guide asset and follow the directions within from a browser tab. This will use the same shared tenant without the side-by-side guide.

# Tenant-Only Demo

Tenant-Only Demos provide an easily accessible pre-configured tenant that can be used to demo the product that the specific experience is about.



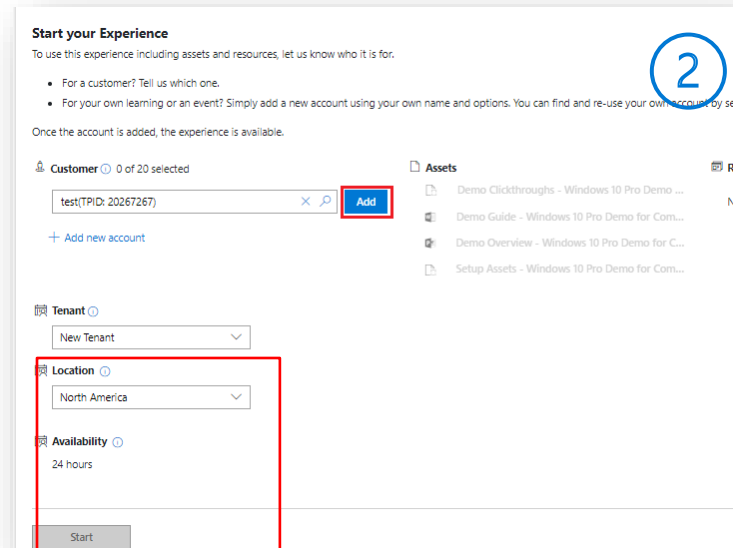
Go to the Experiences page and click on the demo you wish to use.

Once on the Tenant-Only demo detail page, you will need to add a customer to the Customer field at the bottom of the page.

You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not selected for a customer, simply search for and select the 'Test' option.

Click 'Add'.



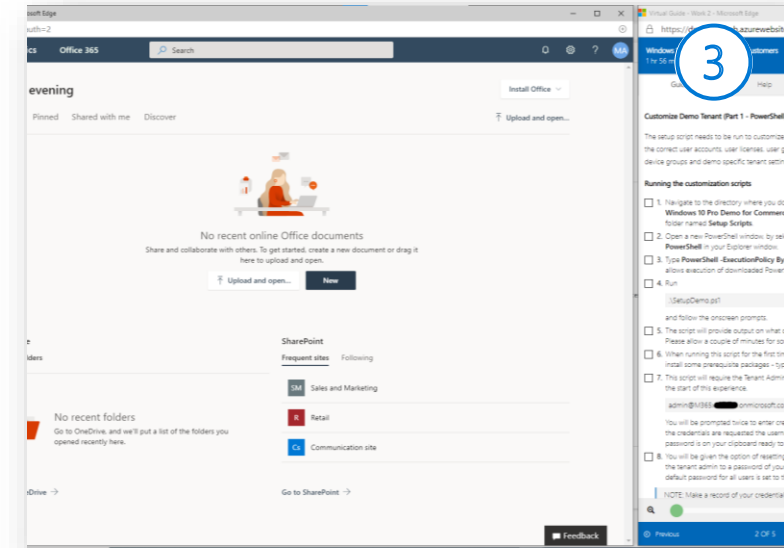
Click on the 'Tenant' Drop-down menu.

If choosing an existing tenant, click 'Start' to open a side-by-side demo window and guide.

If selecting 'New Tenant' you will claim a new tenant for your account.

Select a region for your tenant.

Click 'Start'.



Click 'Start' to launch the shared tenant in the browser with a guide window on the right-hand side of the screen (far right image).

If you do not wish to use the side-by-side guide, simply download the guide asset and follow the directions within.

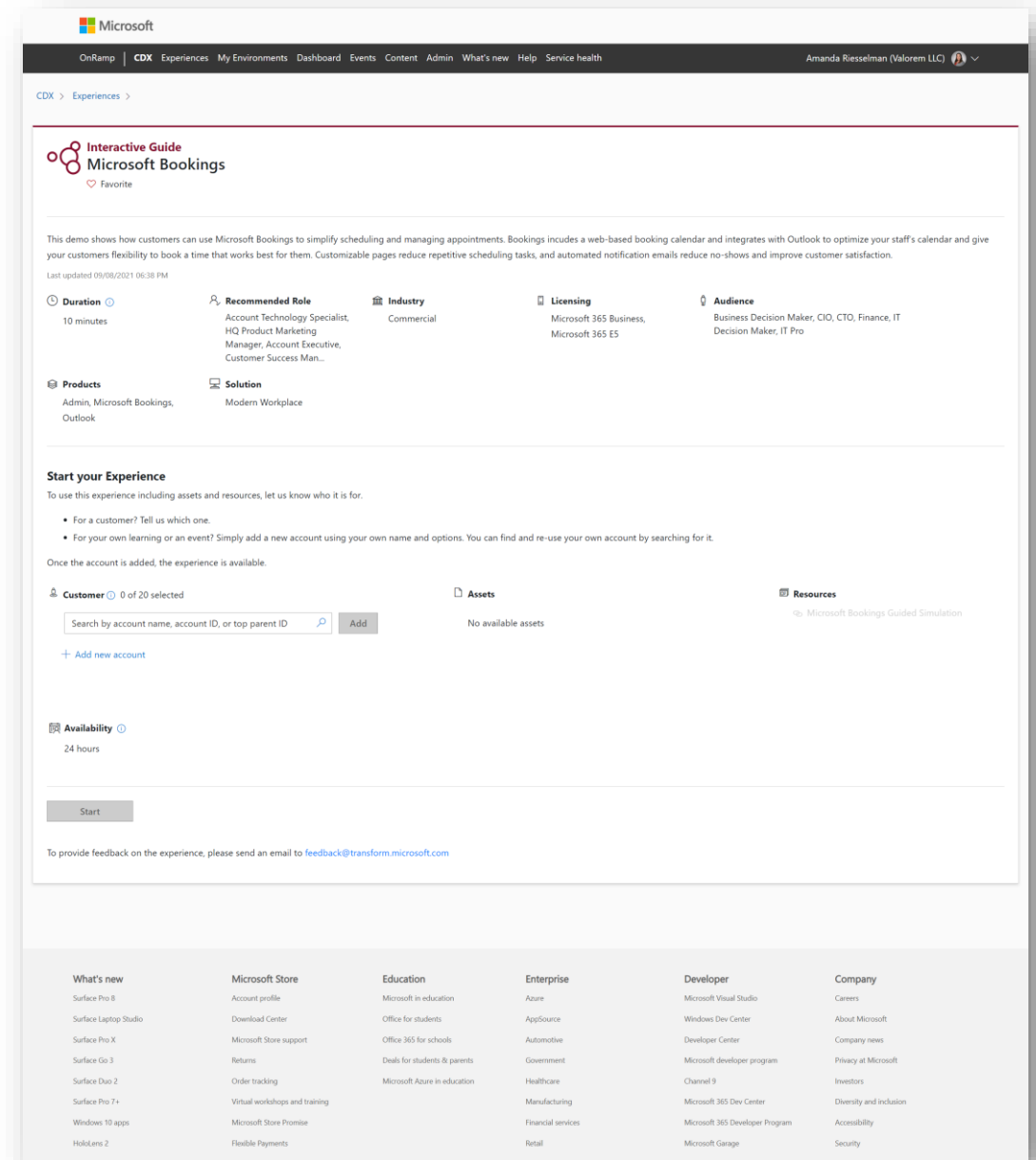
# What is an Interactive Guide?

A step-by-step, hands-on technical experience for our users and focus on specific scenarios and enablement of features and functionality

# Interactive Guides Overview

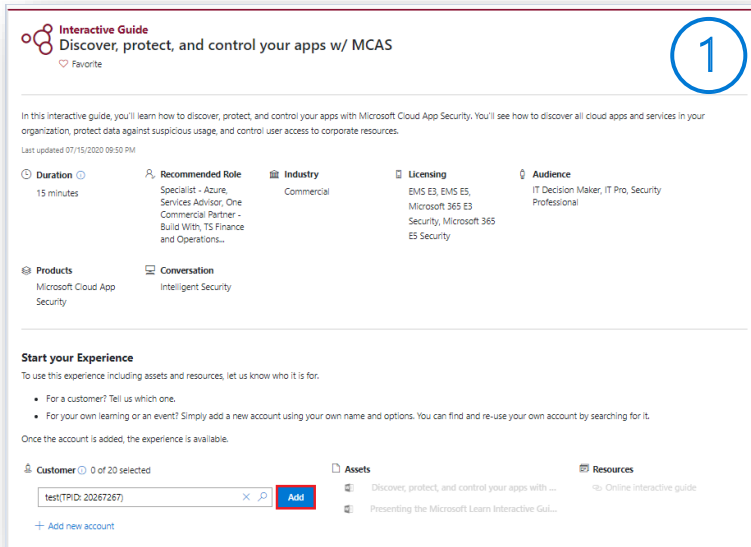
Interactive Guides provide a step-by-step guided presentation for a specific feature of a product or business scenario.

Interactive Guides bring the pivot from one-on-one conversations to one-to-many, especially in supporting virtual training and events.



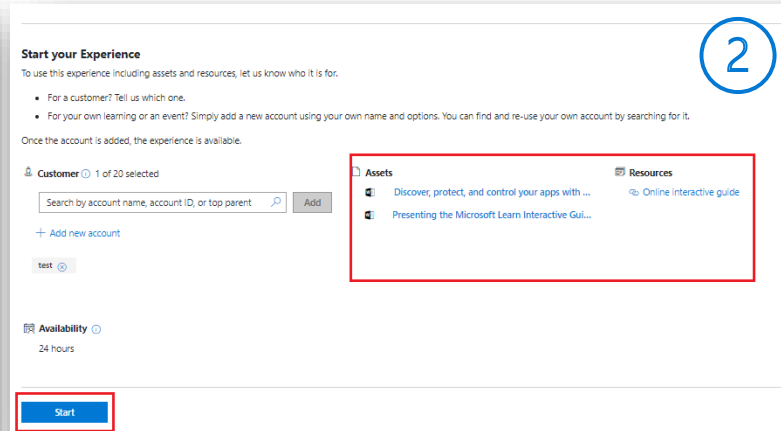
# Interactive Guide

Interactive Guides are available in online formats and are for all audiences: field, partners, and customers.



Go to the Experiences page and click on the Interactive Guide you wish to use.

Once on the Interactive Guide detail page, you will need to add a customer to the Customer field at the bottom of the page.



You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not for a customer, simply search for and select the 'Test' option.

Click 'Add'.



The 'Start' button is now activated and the assets/resources are now available to download or click on.

Click 'Start' to launch a full-screen version of the interactive guide in a new window, or click on the 'Online Interactive Guide' link under 'Resources' to open the guide in a new tab.

# What is a Customer Immersion Experience (CIE)?

A 1-3 hour on-site or virtual experience with highly active participation, led by a professional facilitator

# Customer Immersion Experiences Overview

Customer Immersion Experiences (CIEs) are experiences within CDX that allow users to utilize a Microsoft 365 tenant to facilitate a live, interactive demo session.

CIEs use virtual desktops or a quick tenant to allow all participants to log into a live Microsoft 365 environment and interact with each other in real-time using a scenario-based script to demonstrate various Microsoft 365 products.

There are various CIEs to choose from, and each highlight a product or have an industry focus.

CIEs come in two different options:

- Instant-On
- Quick Tenant

The screenshot shows the 'Customer Immersion Experience' configuration page. At the top, it says 'Customer Immersion Experience Enabling Remote Work CIE' with a 'HERO' badge and a 'Favorite' button. Below this is a description: 'How do remote workforces meet objectives while also being secure? In this CIE, the facilitator assumes the role of Chief Experience Officer while leading a program. The experience uses Teams as a communication and collaboration headquarters while covering activities like real-time co-authoring, live event streaming, and data in Power BI.' It also shows 'Last updated 07/01/2020 12:56 PM'.

Key configuration fields include:

- Duration:** 60 minutes
- Recommended Role:** Account Technology Specialist, Account Delivery Executive
- Industry:** Commercial
- Licensing:** EMS E5, Office 365 E5
- Products:** Microsoft 365 Apps, Microsoft Teams, Office 365 Advanced, Threat Protection, Power Apps, Power Automate, Power BI
- Conversation:** Modern Workplace

The 'Build your Experience' section prompts the user to complete fields to download assets and start the experience. It features a 'Customer' selection field with '0 of 20 selected' and a search box containing 'test(TPID: 20267267)'. A blue 'Add' button is highlighted with a red box. Below the search box is a '+ Add new account' link.

Other fields include:

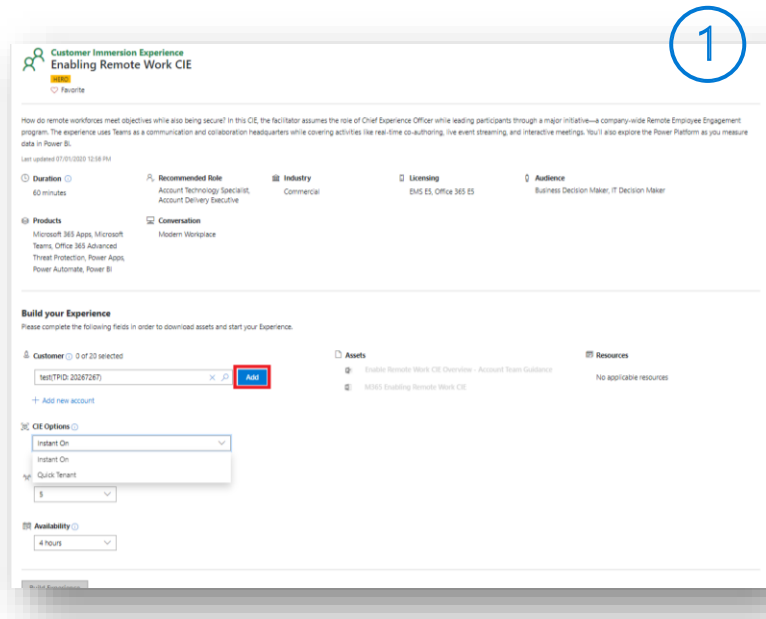
- CIE Options:** A dropdown menu currently showing 'Instant On' with a list of options: 'Instant On' and 'Quick Tenant'. Below it is a numeric input field set to '5'.
- Availability:** A dropdown menu set to '4 hours'.

On the right side, there is an 'Assets' section with two items: 'Enable Remote Work CIE Overview - A...' and 'M365 Enabling Remote Work CIE'.

At the bottom, there is a 'Build Experience' button.

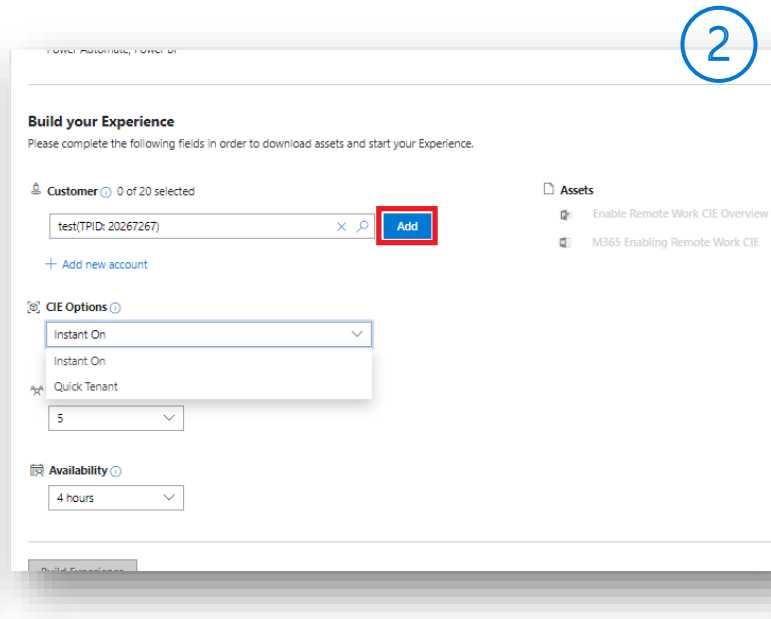
# CIE

There are various CIEs to choose from, and each one highlights a different product or industry. CIEs come with two different options: Instant-On or Quick Tenant



Go to the Experiences page and click on the CIE you wish to use.

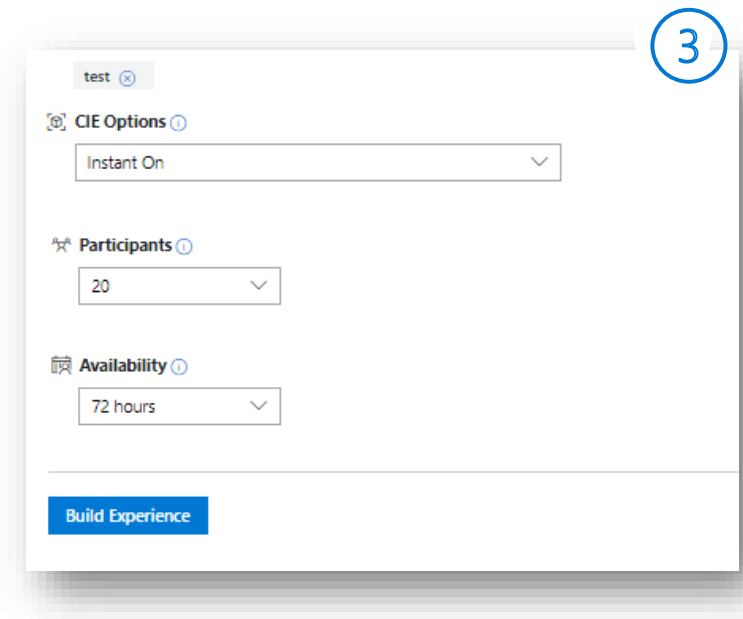
Once on the CIE detail page, you will need to add a customer to the Customer field at the bottom of the page.



You can search for an existing customer or click '+ Add new Account' to create a new customer profile.

If this is not for a customer, simply search for and select the 'Test' option.

Click 'Add'.



You must choose a CIE Option, Quick tenant or Instant-On.

Once you complete the required fields Click 'Build Experience'

It may take up to 10 minutes for the Instant-On format to be ready for use.

# Instant-On CIEs


Once you have selected the right CIE for your demo, you will then need to configure your CIE. The required options to start a CIE are as follows:

- Customer- The customer to whom this CIE is being presented. Instant-On CIEs should not be used for testing purposes and only a customer account should be selected.
- CIE Options- Quick tenant or Instant-On.
  - If the Instant-On option is selected, two additional fields are required:
  - Participants - how many users will be participating in the CIE (this will determine the number of available users in the Virtual Machine environment).
  - Availability- This determines how long the virtual machines are available.
- Once all the Required Fields have been selected click 'Build Experience'
- After Launching the CIE, you may see a message stating that it may take up to ten minutes before the CIE is available.
- Instant-On CIEs cannot be extended and should only be claimed for the time needed for your customer session.


## Build your Experience


Please complete the following fields in order to download assets and start your


 **Customer** ⓘ 1 of 20 selected


Search by account name, account ID, or top parent ID 

[+ Add new account](#)

test 


 **CIE Options** ⓘ

Instant On 

 **Participants** ⓘ

20 

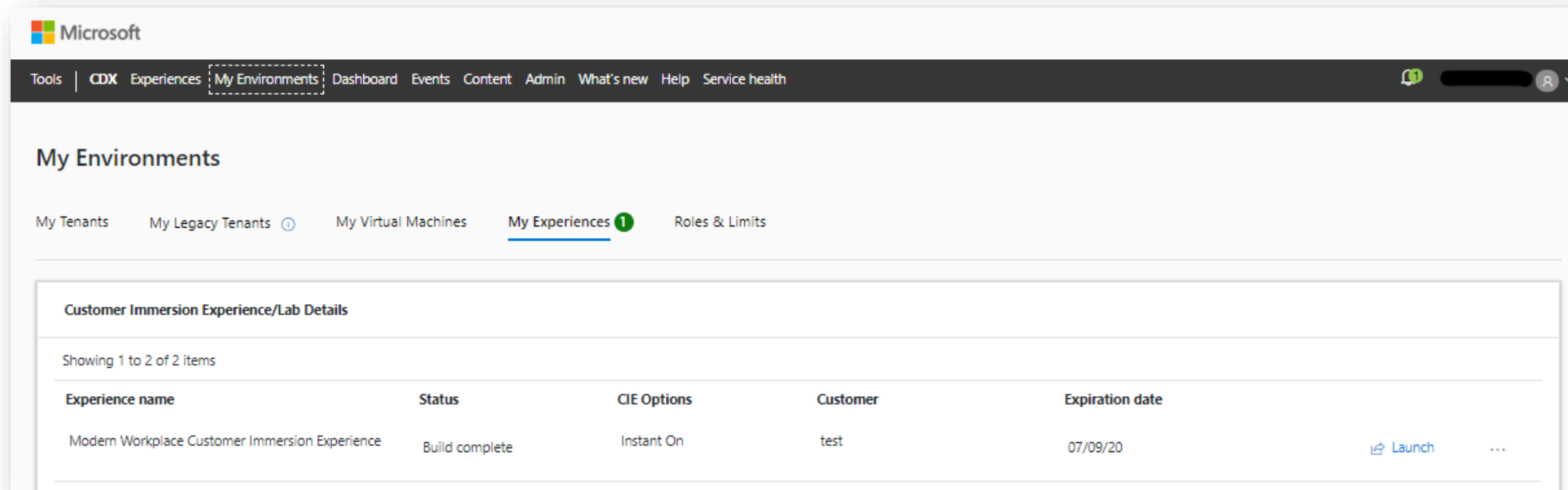
 **Availability** ⓘ

72 hours 

[Build Experience](#)

# Instant On CIEs

- Once the CIE has built, you will see a notification in the upper right-hand corner of the screen.
- Click on the notification or click on 'My Environments' and then select 'My Experiences'.
- From the 'My Experiences' page, you will have the option to 'Launch' the CIE.



The screenshot shows the Microsoft portal interface. The top navigation bar includes 'Tools', 'CDX', 'Experiences', 'My Environments' (highlighted with a dashed box), 'Dashboard', 'Events', 'Content', 'Admin', 'What's new', 'Help', and 'Service health'. Below the navigation bar, the 'My Environments' section is active, with sub-tabs for 'My Tenants', 'My Legacy Tenants', 'My Virtual Machines', 'My Experiences' (selected and marked with a green '1'), and 'Roles & Limits'. The main content area displays a table titled 'Customer Immersion Experience/Lab Details' with the following data:

Experience name	Status	CIE Options	Customer	Expiration date	
Modern Workplace Customer Immersion Experience	Build complete	Instant On	test	07/09/20	<a href="#">Launch</a> ...

# Instant On CIEs

- After Launching the CIE, you are taken to a screen that looks like the CIE experience that was selected when the CIE was first started.
- The downloadable guide is available, and the CIE options are visible.
- Click 'Launch Experience' to be brought to the CIE detail page.

**Start your Experience**  
Please complete the following fields in order to download assets and start your Experience.

**Customer** 1 of 20 selected  
Search by account name, account ID, or top parent ID    
[+ Add new account](#)  
test

**CIE Options**  
Instant On

**Participants**  
5

**Availability**  
4 hours

**Assets**  
Facilitator Prep Guide - Commercial  
M365 Modern Workplace CIE Facilitator Guide

**Resources**  
No applicable resources

The experience build is complete.

# Instant On CIEs

From this page you can:

- Find the tenant admin credentials to log into your tenant.
- Copy the customer-facing URL so your customers can access the virtual machines from a browser window to join the CIE.
- Access the Personas in your CIE.
  - This can be done by any of the below ways:
    - Clicking 'Launch Persona'.
    - Downloading the RDP file.
    - Viewing the details to access the Persona's credentials in browser.

The screenshot displays the 'Facilitator Session Details' page for a 'Modern Workplace Customer Immersion Experience'. The page is organized into several sections:

- Session information:** Includes 'Session availability' (07/09/20 07:55:56 PM UTC through 07/09/20 11:57:45 PM UTC), 'Customer' (test), and 'Industry' (Commercial).
- Tenant information:** Includes 'Tenant' (M365x732691.onmicrosoft.com), 'Password' (i8lg^JRK/jal), and 'Status' (Available).
- Virtual CIE details:** Includes 'Customer direct URL' (https://cdx.transform.microsoft.com/cie/7b799a68fc9ab7d).
- Personas:** A list of five personas, with the first four visible. Each persona card includes a photo, name, title, a 'Launch Persona' button, and a 'Download RDP' button.

Persona Name	Title	Action
Megan Bowen	Marketing Manager	Launch Persona
Patti Fernandez	President	Launch Persona
Diego Siciliani	HR Manager	Launch Persona
Nestor Wilke	Director	Launch Persona

# Quick Tenant CIE

- If you opt to use the quick tenant option, a new tenant will be added to your list of active tenants in the 'My Tenant' list.
  - To access your quick tenant simply click on 'My Environments', and your CIE tenant will be available in your list of tenants.
  - A Quick Tenant CIE provides only a preconfigured tenant and can be accessed by your users either in a browser or on physical devices. (Devices are not provided by CDX).

The screenshot shows the 'My Tenants' dashboard with a navigation bar at the top containing 'My Tenants', 'My Legacy Tenants', 'My Virtual Machines', 'My Experiences', and 'Roles & Limits'. A 'Create Tenant' button is located in the top right corner. Below the navigation bar is a 'Tenant Details' section with a table listing tenants. The table has columns for 'Tenant name', 'Creation date', 'Expiry date', 'Period', 'Content pack', 'Tenant status', and 'Renewal status'. The row for 'CIEs675129' is highlighted with a red border. The 'Tenant name' column contains two empty boxes, one of which is outlined in black. The table also includes action buttons for 'Delete', 'Transfer', and 'Credentials' for each tenant. At the bottom of the table, there is a pagination control showing '1 2 3 4' and a 'Show 5 in a page' dropdown.

Tenant name	Creation date	Expiry date	Period	Content pack	Tenant status	Renewal status			
	06/14/20	Admin Portal	90 day	M365 Enterprise ASM	Failed	Not available	Delete	Transfer	Credentials
	06/11/20	Admin Portal	90 day	Dynamics 365 Business Central No CRM 3M	Completed	Not available	Delete	Transfer	Credentials
	06/08/20	Admin Portal	90 day	M365 Enterprise	Completed	Not available	Delete	Transfer	Credentials
CIEs675129	06/01/20	Admin Portal	90 day	CIE Financial Services-Insurance	Completed	Not available	Delete	Transfer	Credentials
	05/31/20	Admin Portal	1 Year	Dynamics 365 Business Central No CRM 13M	Completed	Not available	Delete	Transfer	Credentials

# Obtaining and accessing Tenants

# Obtaining a demo tenant

Visit the My Environments page on CDX to obtain a new demo tenant or get details on an existing tenant.

Microsoft

Tools | CDX | Experiences | My Environments | Dashboard | Events | Content | Admin | What's new | Help | Service health | Site tour | Teri Harmon

## Microsoft Customer Digital Experiences

Search for Experiences

Microsoft Customer Digital Experiences (CDX), is a portfolio of immersed digital experiences to demonstrate Microsoft technology and product with hands-on interaction, orchestrated by Microsoft sellers, partners or marketers. There are three major types of experiences: demos, interactive guide, and Customer Immersion Experience. To learn more about how to use CDX, explore each of the experiences below or visit our [user guide](#)

### Customer Immersion Experience

A 1-3 hour on-site or virtual experience with highly active participation, led by a professional facilitator

### Demo

A deep one-to-many or one-to-few presentations with little to no audience participation led by product owners or SMES

### Interactive

A guided presentation without audience participation led by a presenter

### Recommended Experiences

#### Customer Immersion Experience

Modern Workplace Customer Immersion Experience

60 mins

Business Decision Maker, CEO, CIO, CSO, CTO, HR, IT Decision Maker, IT...

Last updated 02/24/2021 11:33 AM

#### Demo

Microsoft Cloud for Healthcare (FY22)

45 mins

Business Decision Maker, CIO, CTO, Educator, IT Decision Maker, IT Pro...

Demo type Shared Tenant

Last updated 09/09/2021 01:23 PM

#### Interactive Guide

Protect Your Cloud Infrastructure With Azure network security

15 mins

CTO, Information Workers, IT Decision Maker, IT Pro, Security Profession...

Last updated 08/19/2021 08:38 AM

# Create a new tenant

On the My Environments page, click Create Tenant

All available options will be show on the screen – no other options exist if you do not see it as a choice.

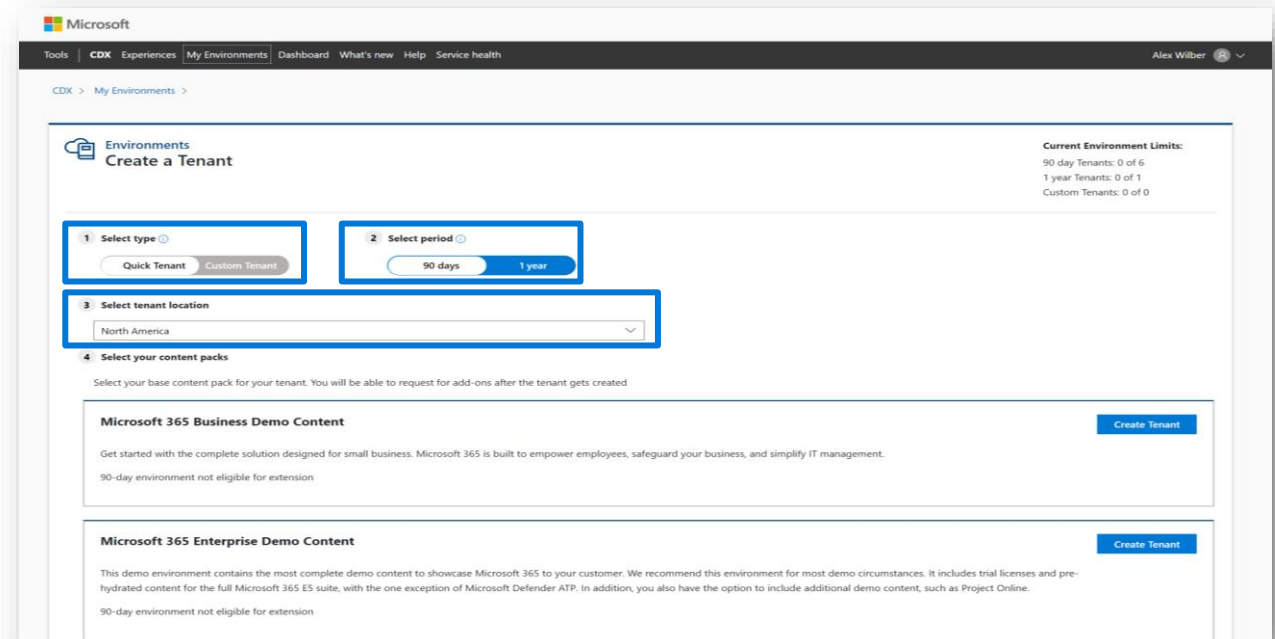
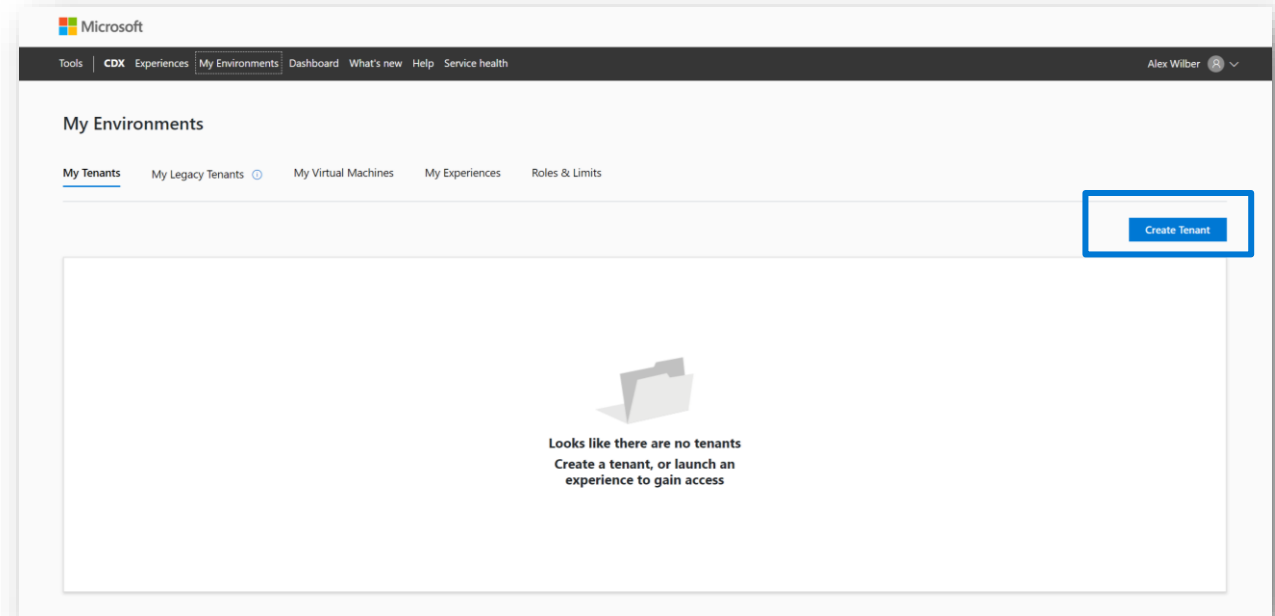
Select Quick tenant to get a tenant without waiting for it to be provisioned

Choose a period – most demo tenants should be 90 days

Select a tenant location

Click Create Tenant next to a tenant content pack description to claim that tenant.

Not all content packs are available in all regions or time periods.

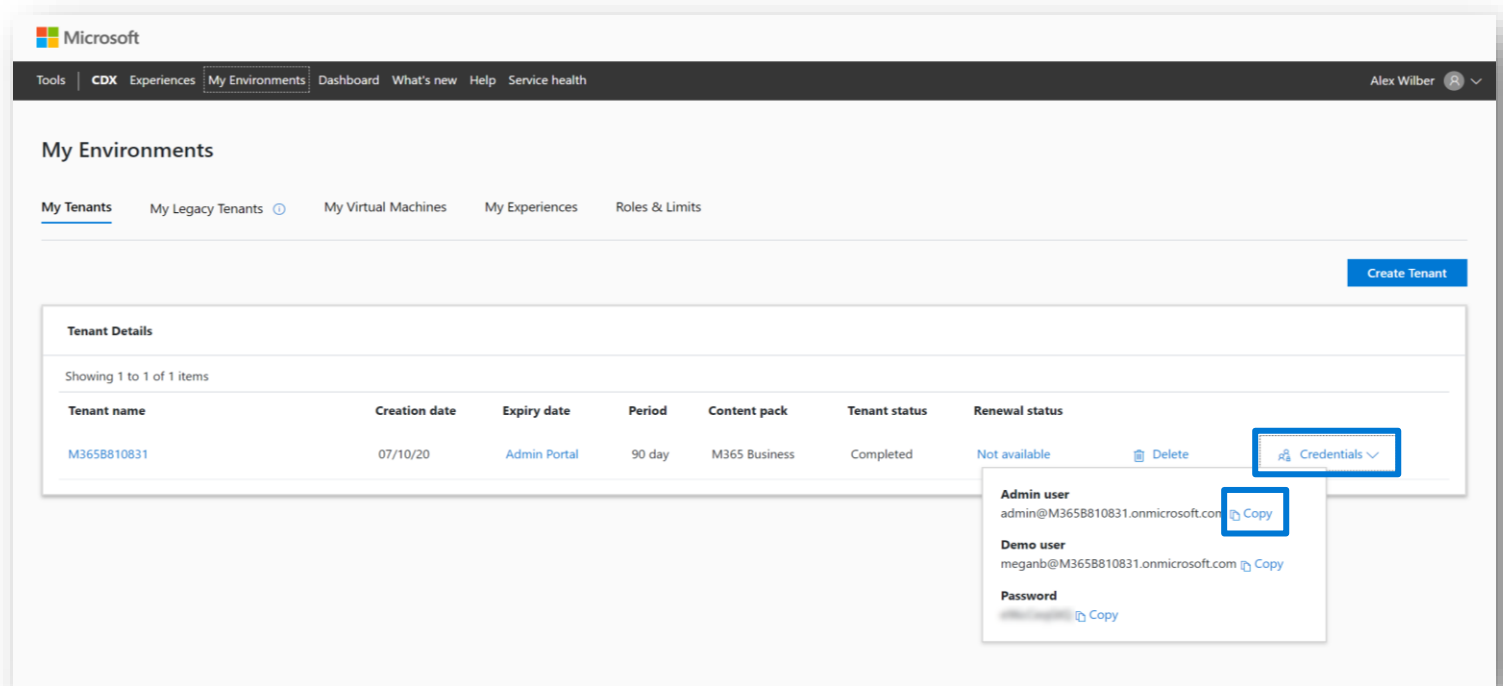


# Accessing your tenant details

You can find your tenant details on the My Environment page or click on the tenant name to open the tenant detail page.

Log into your tenant using the credentials provided in a browser by visiting [www.office.com](http://www.office.com)

You may need to use in-private so that the browser doesn't try to authenticate with your work account automatically.



The screenshot shows the Microsoft My Environments page. The navigation bar includes 'Tools', 'CDX', 'Experiences', 'My Environments', 'Dashboard', 'What's new', 'Help', and 'Service health'. The user 'Alex Wilber' is logged in. The 'My Environments' section has tabs for 'My Tenants', 'My Legacy Tenants', 'My Virtual Machines', 'My Experiences', and 'Roles & Limits'. A 'Create Tenant' button is visible. The 'Tenant Details' section shows a table with one tenant:

Tenant name	Creation date	Expiry date	Period	Content pack	Tenant status	Renewal status	
M365B810831	07/10/20	Admin Portal	90 day	M365 Business	Completed	Not available	Delete Credentials

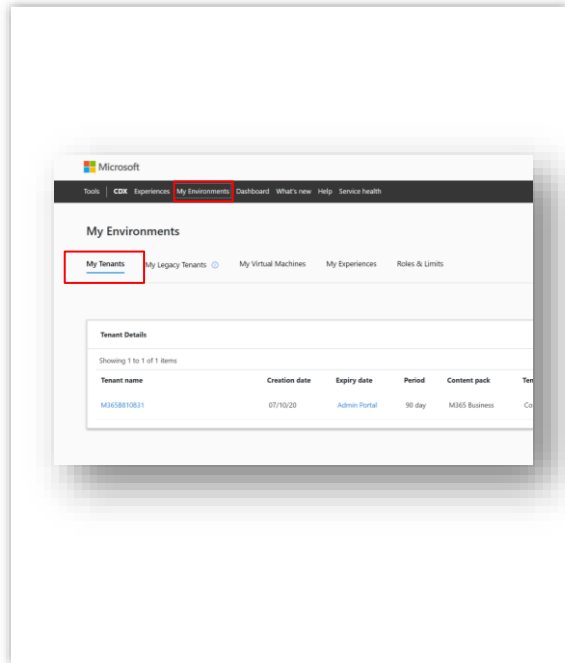
The 'Credentials' dropdown menu is open, showing the following information:

- Admin user**  
admin@M365B810831.onmicrosoft.com Copy
- Demo user**  
meganb@M365B810831.onmicrosoft.com Copy
- Password**  
[Redacted] Copy

Important: To prevent loss of access to your tenant, you should not add MFA or change the password of the tenant's users. This may prevent the CDX support team from assisting you with future requests.

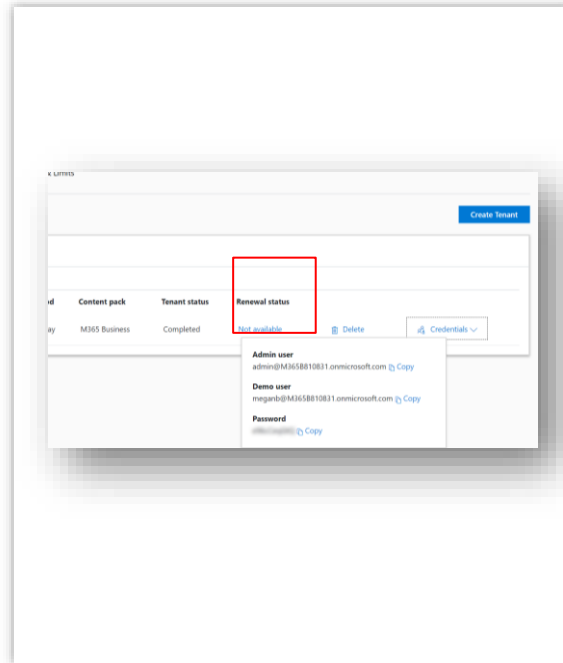
# Tenant Extensions

# How to submit a Tenant Extension



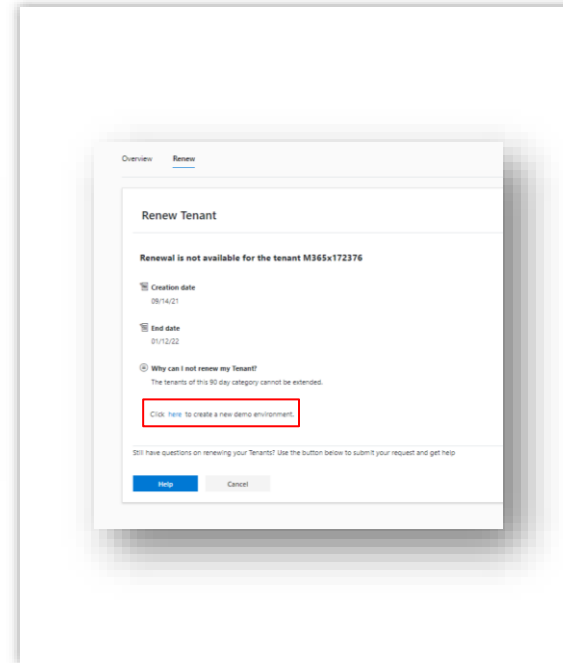
Go to the My Environments tab in the main navigation

Once on the page select the My Tenants tab to view your claimed tenants



For each tenant you can see the 'Renewal status' in the table.

The renewal status is based on the 'Expiry Date' which you can view in the tenant Admin portal in Azure.



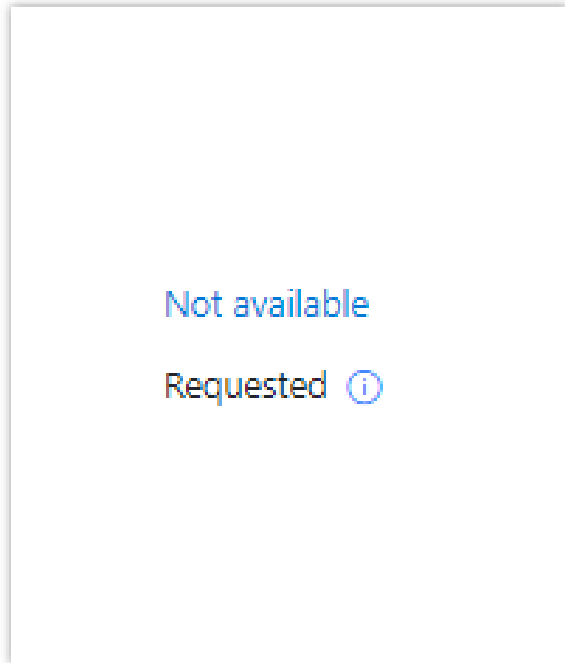
90-day tenants are not eligible for extension except for a few tenant types.

If you would like to ask for an exception you can open a support ticket via the link in the renew page.

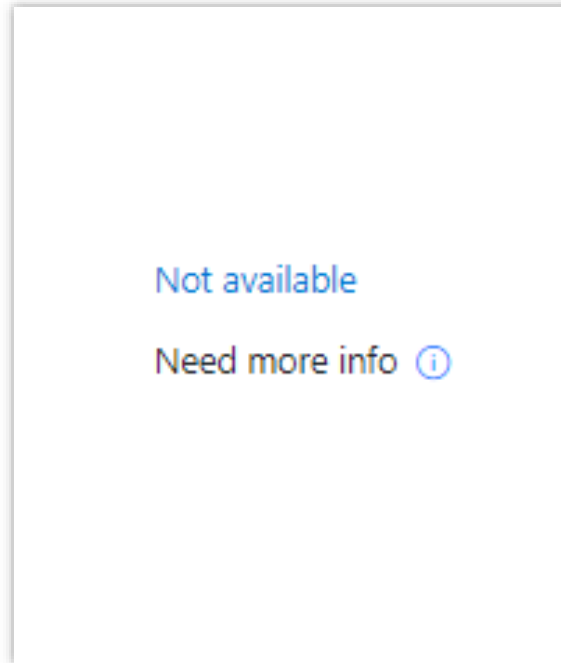


An overview of the extension process and FAQ can also be found by clicking on the 'Renewal Status' of your tenant.

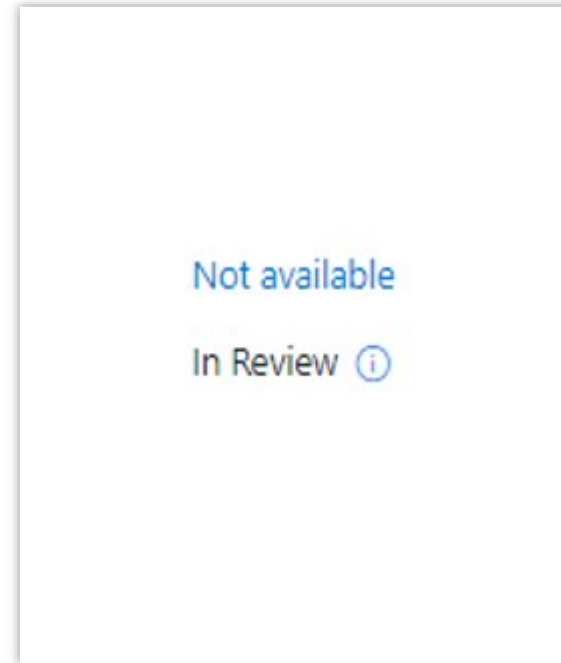
# How to Respond to the Extension Team



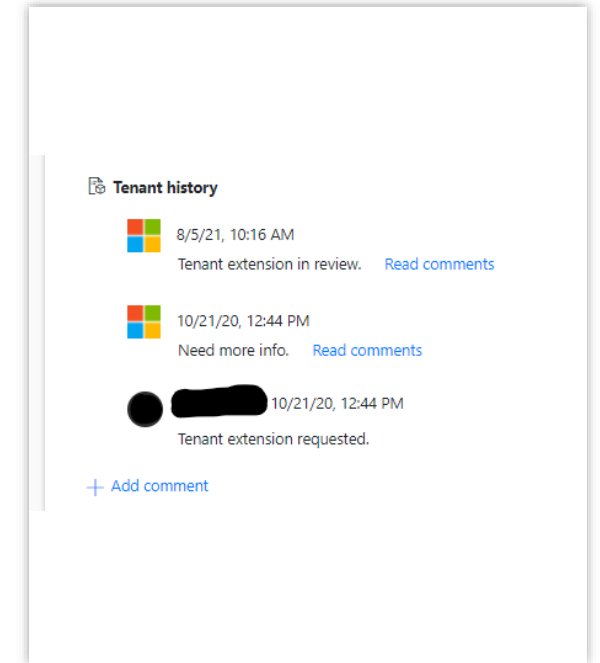
After submitting an extension request, the 'Renewal status' will change from 'renew' to 'Requested' and will show as 'In Review'



Once the request is submitted, the request will either be approved, denied, or additional information is needed by the extension team.

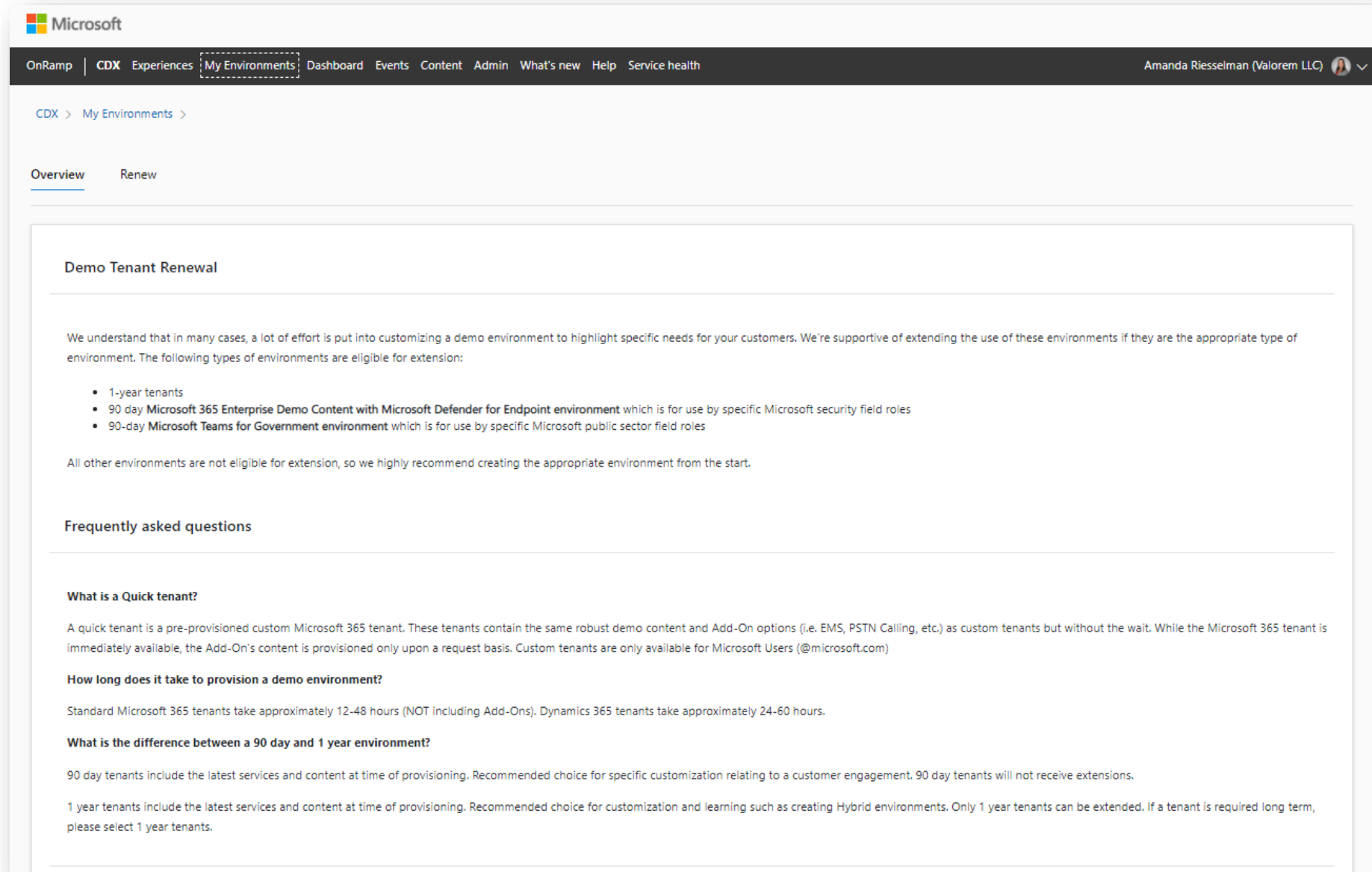


If Additional information was required in order to process the request, you can submit new information to the extension team. Once you have sent a follow up, the status will change to 'In Review'



If any additional information is required by the extension team, you can provide new details via the 'Add Comment' button on the tenant detail screen.

# Overview and FAQ



The screenshot shows the Microsoft OnRamp interface. The top navigation bar includes 'OnRamp', 'CDX', 'Experiences', 'My Environments' (highlighted with a dashed box), 'Dashboard', 'Events', 'Content', 'Admin', 'What's new', 'Help', and 'Service health'. The user 'Amanda Riesselman (Valorem LLC)' is logged in. The breadcrumb trail is 'CDX > My Environments >'. The page has two tabs: 'Overview' (selected) and 'Renew'. The main content area is titled 'Demo Tenant Renewal' and contains the following text:

We understand that in many cases, a lot of effort is put into customizing a demo environment to highlight specific needs for your customers. We're supportive of extending the use of these environments if they are the appropriate type of environment. The following types of environments are eligible for extension:

- 1-year tenants
- 90 day **Microsoft 365 Enterprise Demo Content with Microsoft Defender for Endpoint environment** which is for use by specific Microsoft security field roles
- 90-day **Microsoft Teams for Government environment** which is for use by specific Microsoft public sector field roles

All other environments are not eligible for extension, so we highly recommend creating the appropriate environment from the start.

**Frequently asked questions**

**What is a Quick tenant?**

A quick tenant is a pre-provisioned custom Microsoft 365 tenant. These tenants contain the same robust demo content and Add-On options (i.e. EMS, PSTN Calling, etc.) as custom tenants but without the wait. While the Microsoft 365 tenant is immediately available, the Add-On's content is provisioned only upon a request basis. Custom tenants are only available for Microsoft Users (@microsoft.com)

**How long does it take to provision a demo environment?**

Standard Microsoft 365 tenants take approximately 12-48 hours (NOT including Add-Ons). Dynamics 365 tenants take approximately 24-60 hours.

**What is the difference between a 90 day and 1 year environment?**

90 day tenants include the latest services and content at time of provisioning. Recommended choice for specific customization relating to a customer engagement. 90 day tenants will not receive extensions.

1 year tenants include the latest services and content at time of provisioning. Recommended choice for customization and learning such as creating Hybrid environments. Only 1 year tenants can be extended. If a tenant is required long term, please select 1 year tenants.

# FAQ & Support

# Support

CDX has 24/5 support via [support@transform.microsoft.com](mailto:support@transform.microsoft.com) with an 8-hour SLA. This alias should be used for all support items including Interactive guides, Demos, CIEs, and any other issues that may arise while using CDX.

The CDX support team can assist with questions surrounding material on CDX but cannot provide technical support for issues arising from tenant use outside of published demo scripts.

The CDX support team cannot provide custom licensing for tenants obtained on CDX.

Users can also open a ticket via the Help page within CDX and then monitor the status of the ticket via the Ticket History.

Additionally, users are also offered an opportunity to provide feedback about the tool or the user experience.

Microsoft

Tools | CCT | Resources | Dashboard | What's new | Help

Alex Wilber

## Help

### FAQ Ticket History

**What is the Commercial Consulting Tool?**  
The Commercial Consulting Tool is intended to accelerate sales performance by increasing seller and customer confidence around modern workplace solutions by simplifying the consulting process. The Tool will empower sellers to comprehensively assess complex customer scenarios, help customers discover the benefits of Microsoft's modern workplace solutions, and provide customer-friendly recommendations that increase sales and customer success.

**Who should use the Commercial Consulting Tool?**  
The Commercial Consulting Tool is designed for Microsoft Sellers and Partners to comprehensively evaluate their customer's Modern Workplace needs.

**How do I access the Commercial Consulting Tool?**  
The <https://transform.microsoft.com> site uses the Microsoft Partner Center for authentication. Partners are required to be enrolled with the Microsoft Partner Center <https://partner.microsoft.com> to access the site. If you need further assistance, please review the information on the Partner Center <https://partner.microsoft.com/en-us/support/partner-center-help>

**What is included in the recommendation?**  
The tool assesses a customer's needs across five solution areas and deployment readiness. Based on the solution areas selected and how the questions are answered, the tool will recommend a Microsoft or Office 365 package, Surface device and add-ons & accessories.  
The tool will also assess the customers deployment readiness if selected.  
The recommendations will be given at the end of the assessment with an option to download as a PowerPoint file and sent in an email.

**Can I test the tool without entering customer data?**  
Yes, on the "Get started" page, there is a checkbox "This assessment is not for a customer" that will allow you to test out the tool without adding in any account information.

**What are my sharing options?**  
From the dashboard in the navigation bar, you can share an assessment with another seller. Assessments shared with you will also be located in the dashboard.  
If you are affiliated with a Microsoft store, assessments will be automatically shared with your store's alias and can be accessed from the dashboard.  
At the bottom of the recommendation page, there is an option to send an email with a recommendation summary with the PowerPoint report attached. Sellers & Partners not associated with a store can enter in an address to send. Sellers affiliated with a store will be able to send the email and PowerPoint to the store's alias.

**Get help**  
Do you have an issue? Use the button below to tell us about your issue.  
[Submit Request](#)

**Provide Feedback**  
Got some feedback? Use the button below to submit your requests.  
[Submit Feedback](#)