

USERSCORE™

Installation & Configuration Guide

Client Guide

Microsoft Dynamics 365 CRM and Power Apps Model-Driven Applications

Document information	Details
Product owner	Prashant Prakash Tirlotkar
Product version	1.0.0.0
Guide version	1.0
Release date	19 August 2026
Support	app.crmcrate@gmail.com

Scope

This guide is intended for client administrators who install, activate, configure, and validate UserScore.

Contents

1. About UserScore
2. Before You Begin
3. Install UserScore
4. Activate UserScore
5. Configure UserScore
6. Verify Installation
7. Using UserScore
8. Support

Important

Install and validate UserScore in a sandbox environment before importing it into production.

1. About UserScore

UserScore™ is a user activity, adoption, and license analytics solution for Microsoft Dynamics 365 CRM and Power Apps model-driven applications. It monitors supported activities performed by eligible interactive users, including record creation, updates, access activity, and other supported Dataverse operations.

UserScore maintains user activity history, identifies active and inactive users, tracks Microsoft license information, and associates licenses with individual users. Application users and non-interactive users are excluded from activity monitoring and analytical-profile generation.

What UserScore provides

- User activity snapshots and history
- Active and inactive user visibility
- User Analytical Profiles
- Microsoft license inventory and user-license associations
- Adoption and observed license-utilization analytics inside a model-driven app

Decision-support notice

UserScore provides analytical indicators. It does not automatically determine whether a Microsoft license should be retained or removed, and it must not be treated as a complete employee-performance measure.

2. Before You Begin

2.1 Prerequisites

- ☐ A supported Microsoft Dynamics 365 or Power Apps Dataverse environment
- ☐ System Administrator or equivalent privileges for solution import and initial setup
- ☐ Dataverse auditing enabled for the required tables and operations
- ☐ A Microsoft Entra administrator available to grant Microsoft Graph application consent
- ☐ The UserScore managed solution package
- ☐ A UserScore license key and API key
- ☐ A sandbox environment for the initial installation and validation

2.2 Information to Obtain from the UserScore Product Team

Item	Purpose
License key	Activates UserScore for the client tenant.
API key	Authorizes supported UserScore internal operations.

2.3 Information to Provide to the UserScore Product Team

Item	Description
Tenant ID	Microsoft Entra tenant ID for the installation environment.
Client contact	Full name and business email address of the client point of contact.
Organization name	Legal or trading name of the client organization.
Subscription	Current offer: 12-month free pilot, subject to the agreed pilot terms.

2.4 Required Permissions

Permission or role	Type	Purpose
System Administrator	Dataverse	Imports and configures the solution and performs initial validation.
LicenseAssignment	Microsoft Graph application permission	Reads subscribed license SKUs and user license assignments required for license analytics.
User	Microsoft Graph application permission	Reads user properties required to match Microsoft Entra users with Dataverse users.

Administrator consent

A Microsoft Entra administrator must grant tenant-wide administrator consent for the Microsoft Graph application permissions. UserScore does not require license write permissions.

3. Install UserScore

3.1 Download the Managed Solution

1. Open the authorized UserScore download page: <https://www.crmcrate.com/user-score/>
2. Download the latest managed solution package to a secure location.
3. Confirm that the package version matches the intended UserScore release.
4. Request the license key and API key through app.crmcrate@gmail.com or the published UserScore contact channel.

3.2 Import the Managed Solution

1. Sign in to Power Apps at <https://make.powerapps.com>.
2. Select the target environment.
3. Open Solutions and select Import solution.
4. Browse to the UserScore managed solution ZIP file.
5. Review the package information and select Next.
6. Complete any connection-reference or environment-variable prompts presented by the import wizard.
7. Select Import and wait for the operation to complete successfully.

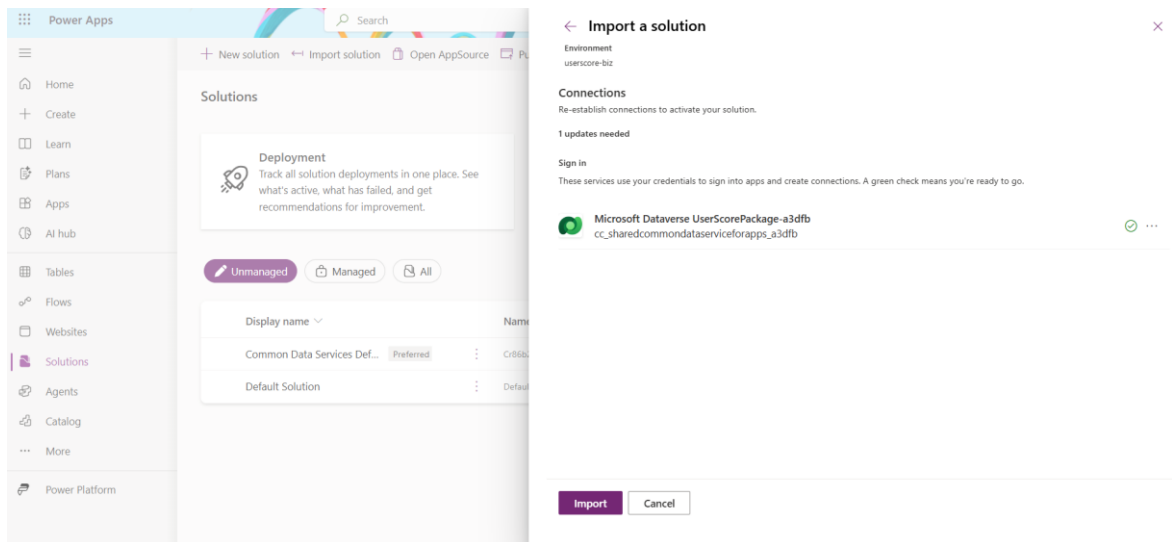


Figure 1. Importing the UserScore managed solution

3.3 Assign Access

In the current release, UserScore is intended for authorized administrators because the application displays organization-level user and license analytics. Assign access only to approved users or teams.

Role	Assign to	Purpose
System Administrator	Approved administrators or administrative teams	Provides access to install, configure, operate, and review UserScore analytics.

Least-privilege recommendation

If a dedicated UserScore security role is introduced in a later release, use that role instead of System Administrator for routine access.

4. Activate UserScore

- 1. Open the UserScore model-driven application.
- 2. Navigate to Configuration.
- 3. Create a configuration record.
- 4. Enter the UserScore license key and API key.
- 5. Enter the Tenant ID, Client ID, and Client Secret for the Microsoft Entra app registration configured with the permissions in Section 2.4.
- 6. Save the configuration record.

Easy Configuration

License Configuration

License ID LIC-*****

API Key

License Key

Service Principal & Operations

Tenant ID

Client ID

Client Secret

Monitor Activity Type Create, Update, Delete, Assign, Share, Resolve ...

User Activity Threshold 1.00 Hour

Figure 2. UserScore activation and configuration

Protect secrets

Do not expose the API key or client secret in screenshots, documentation, email, or support tickets. Restrict access to the configuration record and rotate credentials according to the client security policy.

5. Configure UserScore

5.1 Application Settings

Setting	Recommended value	Description
Monitor Activity Type	Select all required activity types	Determines which supported user activities UserScore tracks. Unselected activity types are excluded from activity processing.
User Activity Threshold (Hours)	720	Defines the lookback period used to classify users as Active or Inactive. A value of 720 hours represents 30 days.

Example: when the threshold is set to 720 hours, a user is classified as Active if Last Active Time falls within the previous 720 hours. Otherwise, the user is classified as Inactive.

5.2 Grant Microsoft Graph Administrator Consent

1. Sign in to the Microsoft Entra admin center using an account permitted to grant tenant-wide administrator consent.
2. Open App registrations and select the app registration used by UserScore.
3. Open API permissions.
4. Add the following Microsoft Graph Application permissions: LicenseAssignment.Read.All and User.Read.All.
5. Select Grant admin consent for the tenant and confirm the action.
6. Verify that the status for both permissions shows that consent has been granted.

Configured permissions

Applications are authorized to call APIs when they are granted permissions by users/admins as part of the consent process. The list of configured permissions should include all the permissions the application needs. [Learn more about permissions and consent](#)

+ Add a permission ✓ Grant admin consent for crmcrate.com

API / Permissions name	Type	Description	Admin consent requ...	Status
▼ Dynamics CRM (1) ...				
user_impersonation	Delegated	Access Common Data Service as organization users	No	✓ Granted for crmcrate.com ...
▼ Microsoft Graph (8) ...				
Directory.Read.All	Application	Read directory data	Yes	✓ Granted for crmcrate.com ...
Organization.Read.All	Application	Read organization information	Yes	✓ Granted for crmcrate.com ...
User.Read	Delegated	Sign in and read user profile	No	✓ Granted for crmcrate.com ...
User.Read.All	Application	Read all users' full profiles	Yes	✓ Granted for crmcrate.com ...
User.ReadBasic.All	Application	Read all users' basic profiles	Yes	✓ Granted for crmcrate.com ...
User.ReadUpdate.All	Application	Read and update users	Yes	✓ Granted for crmcrate.com ...
User.ReadWrite.All	Application	Read and write all users' full profiles	Yes	✓ Granted for crmcrate.com ...
User.ReadWrite.CrossCloud	Application	Read and write profiles of users that originate from an ext...	Yes	✓ Granted for crmcrate.com ...

Figure 3. Microsoft Graph application permissions and administrator consent

Permission scope

UserScore requires read-only access for license and user analytics. Do not grant Microsoft Graph write permissions unless a future documented feature explicitly requires them.

5.3 Initial Synchronization

UserScore automatically starts synchronization within approximately one hour after installation. Depending on the number of users, assigned licenses, activity records, and available environment capacity, the initial processing time may vary.

To start synchronization manually:

1. Sign in to Power Automate at <https://make.powerautomate.com>.
2. Select the target environment.
3. Open Solutions and select the UserScore package solution.
4. Open Cloud flows.
5. Locate Generate User Analytical Profiles and select Run.
6. Monitor the run history and confirm that the flow completes successfully.

6. Verify the Installation

Complete the following checks before releasing UserScore to administrators:

- ☐ The UserScore model-driven application opens successfully.
- ☐ The configuration record contains the correct tenant and application-registration details.
- ☐ The license key and API key have been saved securely.
- ☐ Microsoft Graph administrator consent has been granted.
- ☐ The Generate User Analytical Profiles flow completes successfully.
- ☐ User Analytical Profiles have been created for eligible interactive users.
- ☐ Application users and non-interactive users are not included.
- ☐ License records are associated with the expected user profiles.
- ☐ Activity Snapshots are being created for configured activity types.
- ☐ Dashboards display user activity, adoption, and license analytics.

If validation fails

Review the flow run history, Microsoft Graph consent status, and UserScore configuration values before contacting support.

7. Using UserScore

7.1 Analytical Dashboards

UserScore provides interactive dashboards for user activity, adoption, and observed license utilization. Administrators can review activity trends, identify active and inactive users, view recent activities, examine user-to-license associations, and analyze licenses by High, Medium, and Low usage bands. Dashboard records support drill-down into the underlying user profiles, activity history, and license records.

7.2 User Analytical Profile

The User Analytical Profile provides a consolidated view of an eligible interactive user's activity and assigned Microsoft licenses. Each profile displays the associated user, current activity status, Last Active Time, activity history, and licenses associated with the user. Application users and non-interactive users are excluded from profile generation.

7.3 Activity Snapshot

An Activity Snapshot records each supported action performed by an eligible interactive user, including the activity type, activity date and time, associated user, and related Dataverse record. Activity Snapshots provide the source data used by UserScore dashboards, adoption metrics, and Active or Inactive classification.

7.4 License Analytics

UserScore calculates observed license utilization by dividing the number of active users associated with a license by the total number of users associated with that license, then multiplying the result by 100.

Usage category	Utilization range	Description
Low Usage	Below 34%	Fewer than 34% of associated users are classified as Active.
Medium Usage	34% to below 67%	Between 34% and 66.99% of associated users are classified as Active.
High Usage	67% or more	At least 67% of associated users are classified as Active.

Interpretation limitation

These categories measure observed activity among users associated with a license. They do not measure purchased-license capacity or unassigned units. For example, 5 active users out of 5 associated users produces 100% observed utilization even if the tenant owns 500 units of that license.

7.5 User Activity Status

UserScore compares each profile's Last Active Time with a cutoff date calculated from the configured User Activity Threshold in hours. The calculation uses the current UTC date and time.

Activity status	Calculation	Description
Active	Last Active Time is on or after the cutoff date.	The user has recorded activity within the configured threshold period.
Inactive	Last Active Time is before the cutoff date.	The user has no recorded activity within the configured threshold period.
Inactive	Last Active Time is empty.	UserScore has not recorded qualifying activity for the user.

Data-quality limitation

A user may appear Inactive when auditing was enabled recently, qualifying activity was not captured,

	synchronization is incomplete, or available history does not cover the configured threshold. Treat the status as an observed activity indicator, not as a complete measure of employee performance or business value.
--	---

8. Troubleshooting

Issue	Possible cause	Recommended action
Solution import fails	Missing privilege, dependency, or unsupported environment configuration.	Review the import log, confirm System Administrator access, and verify package prerequisites.
Activation fails	Incorrect license key, API key, Tenant ID, Client ID, or Client Secret.	Re-enter the values, verify credential validity, and confirm access to the configuration record.
Graph data is unavailable	Administrator consent is missing or the app registration uses incorrect permissions.	Verify LicenseAssignment.Read.All and User.Read.All application permissions and grant administrator consent.
Profiles are not created	The synchronization flow failed or eligible users were not returned.	Review the Generate User Analytical Profiles flow run history and plug-in trace logs.
No activity is displayed	Auditing is disabled, activity types are not selected, or processing has not completed.	Verify auditing, Monitor Activity Type settings, and synchronization status.
Activity status appears incorrect	The threshold, Last Active Time, or captured history does not reflect the expected period.	Verify the configured threshold, Last Active Time, source history, and latest synchronization run.

Information to Include in a Support Request

- ☐ UserScore solution version
- ☐ Environment URL or environment ID
- ☐ Date and time of the issue, including timezone
- ☐ Exact error message
- ☐ Affected user or process
- ☐ Flow run ID or plug-in trace details, when available
- ☐ Screenshots with license keys, API keys, client secrets, and personal data removed

9. Support

Support item	Details
Support email	app.crmcrate@gmail.com
Website	https://www.crmcrate.com
Support hours	9:00 AM to 6:00 PM India Standard Time
Target initial response	Within 72 hours

Before contacting support

Do not send license keys, API keys, client secrets, access tokens, or other credentials. Provide only the minimum diagnostic information required to investigate the issue.