



2019 Release Wave 2

Highlights by Carina Claesson



Carina Claesson



#20

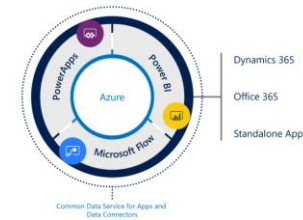


#6



Microsoft Dynamics CRM

#10



#1

INNOFACTOR® #6



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Agenda

Release
Waves –
Overall
Concept

Highlights

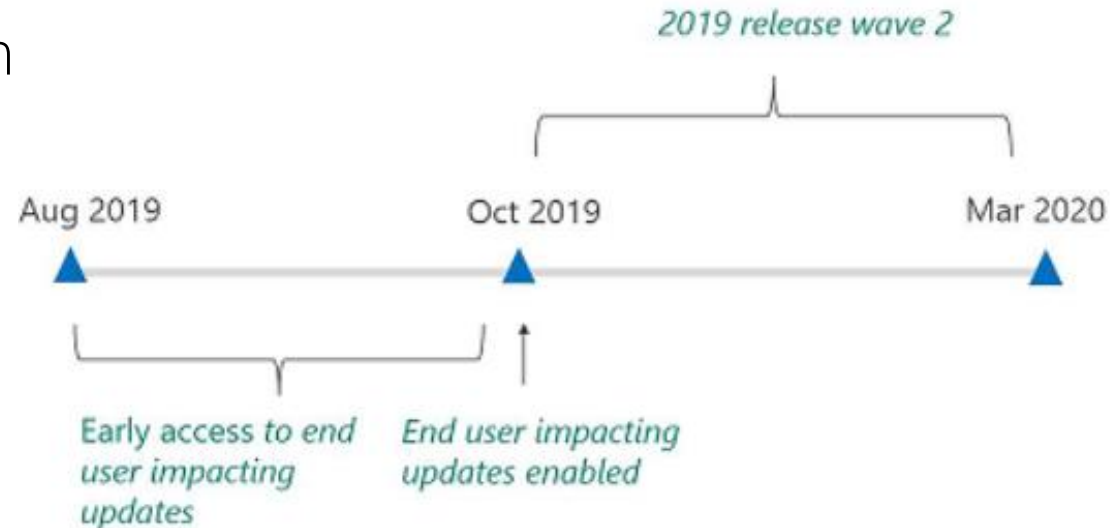
More info





Release Waves – Overall Concept

- What is it?
 - Updates for Power Platform
 - Updates for Dynamics 365
- It is coming to us...
...whether we want it or not!
- Get used to the process
 - Early Opt-In, Early Access
 - February-April, Early access



<https://docs.microsoft.com/en-us/power-platform/admin/preview-october-2019-updates>



Types of updates



- Users, automatically
- Admins, makers, or analysts, automatically
- Users by admins, makers, or analysts



Release Plans



- Get familiar with it
- Change history - keep an eye here
- Early access

<https://aka.ms/dynamics365releaseplan>

<https://aka.ms/powerplatformreleaseplan>



Dynamics 365 Sales - example



This check mark (✓) shows which features have been released for public preview or early access and for general availability.

Feature	Enabled for	Public preview	Early access*	General availability
Make informed decisions with manual sales forecasting	End users by admins, makers, or analysts	✓ Oct 1, 2019	-	-
Customization of Opportunity Close dialog box	End users by admins, makers, or analysts	-	✓ Aug 1, 2019	✓ Oct 1, 2019
LinkedIn Sales Navigator integration enhancements	End users, automatically	-	✓ Aug 2, 2019	Oct 2019
Microsoft Teams integration enhancements	End users, automatically	-	✓ Aug 2, 2019	Oct 2019
Out-of-the-box hierarchical relationship on the Territory entity	End users, automatically	-	✓ Aug 2, 2019	✓ Oct 1, 2019
Simplified lead management experience	End users, automatically	-	✓ Aug 2, 2019	✓ Oct 1, 2019
Business card scan	End users, automatically	-	✓ Aug 1, 2019	✓ Oct 6, 2019



Change History in Release Plan - example



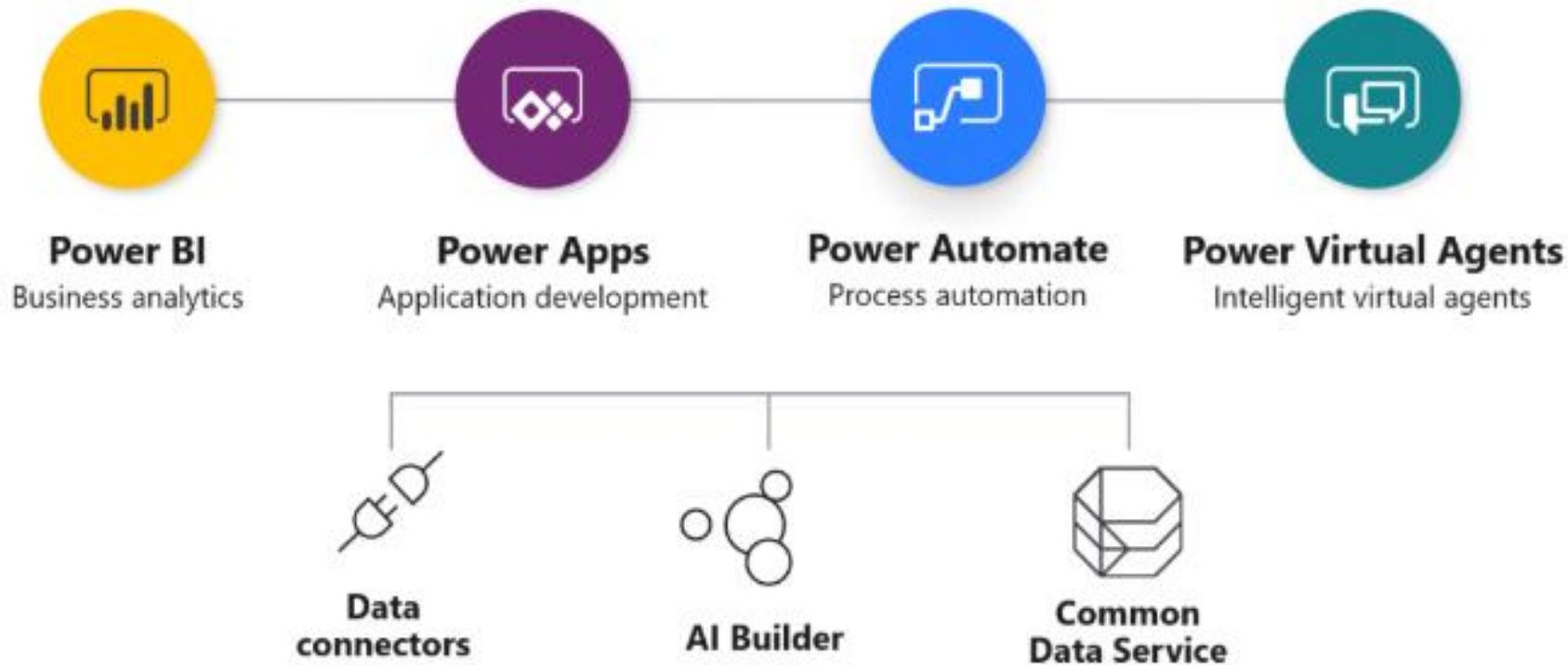
Power Automate

Features added to release plan

Feature	Date added
Automate windows applications	October 22, 2019
Simple, centralized, integrated management of UI flows	October 22, 2019
Automate web-based applications	October 22, 2019
Automate windows applications	October 22, 2019
Power Automate used in SharePoint admin scenarios	October 14, 2019
Better connect flows and Power Apps	October 14, 2019
Microsoft Learn integration	October 14, 2019



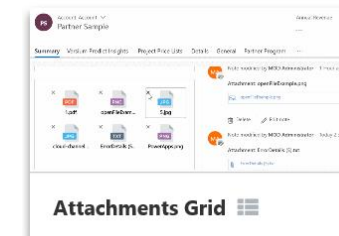
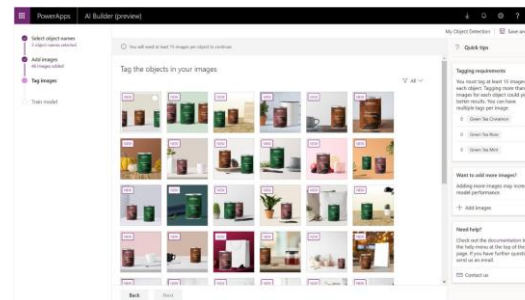
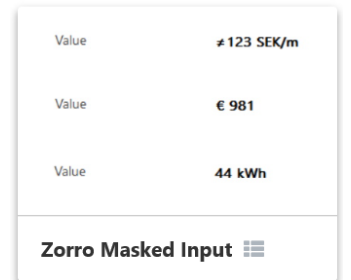
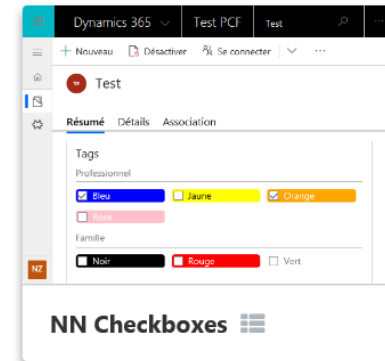
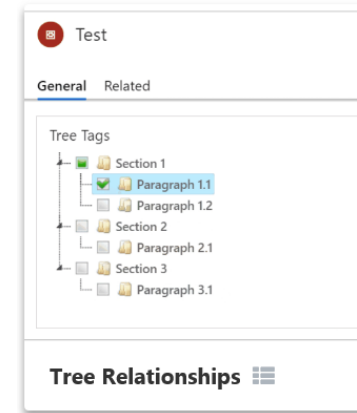
New features & concepts



New features & concepts



- Power Apps Component Framework
 - "Native" framework for Unified Interface
 - Custom components "PCF Controls"
 - 100+ Open Source Controls
 - <https://pcf.gallery/>
- AI Builder
 - Point-and-click experience
 - Create AI models
 - Use them in your Power Apps





New features & concepts

- Adxstudio Portals becomes **Power Apps Portals**
- Voice of the Customer deprecated, in comes **Forms Pro**
- Business Card Scanner
- New RPA in Power Automate - **UI Flows**
- **Power Virtual Agents** (former Dynamics 365 Virtual Agent for Customer Service)



A nighttime photograph of the Copenhagen skyline, featuring the illuminated spire of St. Nicholas Church and the city lights reflected in the water. The word "DEMO" is overlaid in a large, purple, serif font, centered horizontally. A thin horizontal line is positioned below the text.

DEMO

Sales



- Opportunity management improvements
 - Opportunity close customisation
- Lead management improvements
 - New qualify options
 - Pre-populate new leads for existing customers

The top left screenshot shows the 'Quick Create: Close Opportunity' dialog. It contains the following fields: Opportunity (Media Equipment), State (Lost), Status Reason (Lost to Competitor), Actual Revenue (\$0.00), Close Date (1/31/2019), Competitor, and Description. Buttons for 'Save and Close' and 'Cancel' are at the bottom.

The top right screenshot shows the 'Close Opportunity' dialog. It contains the following fields: Status Reason (Value Proposition), Actual Revenue (\$0.00), Close Date (5/15/2019), Competitor, and Description. Buttons for 'OK' and 'Cancel' are at the bottom.

The 'Qualify Lead' dialog is shown over a 'Timeline' view. It contains the following text and table:

Convert this lead as qualified and create the following records:

Account	Yes
Contact	Yes
Opportunity	No

Buttons for 'OK' and 'Cancel' are at the bottom.



Sales



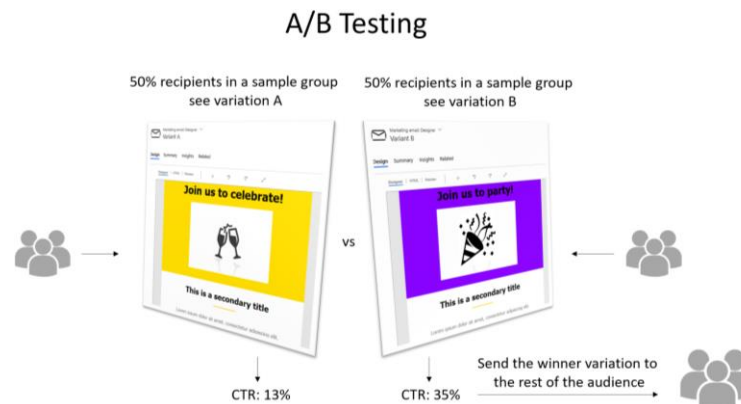
- New Business Process Flow User Experience
 - From horizontal to vertical
 - Supports custom controls
- Products in Opportunities, Quotes, Orders, Invoices improvements
 - Save and new
 - Products without price list
 - Enforce selection of price list
- Contextual Email Communication
- LinkedIn Sales Navigator
 - Photos from LinkedIn
 - InMail from records & org chart
 - InMail as activities



Marketing



- Email A/B testing
- Quick Send
- Customer insights integration
- Forms Pro Surveys
- Support Approvals -
with Power Automate



Customer Service



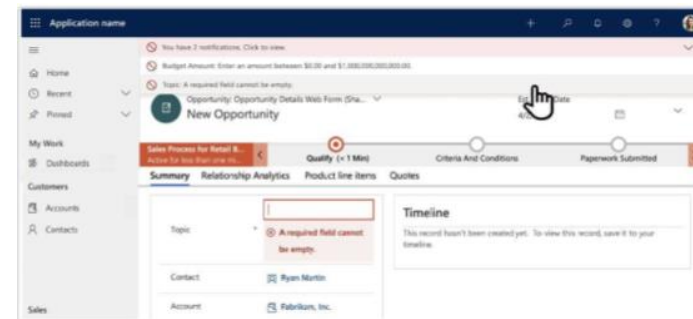
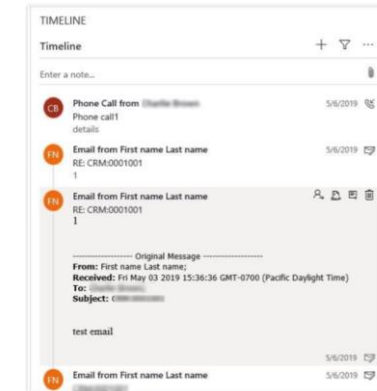
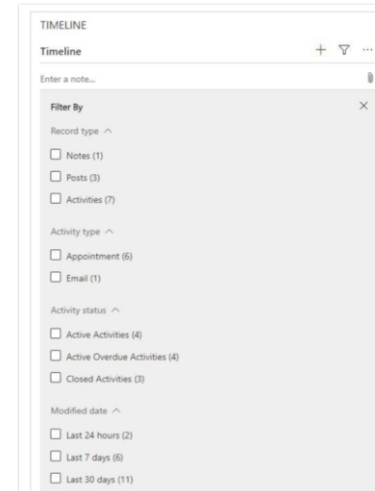
- Customer Service
 - Service Scheduling migration tool
 - Knowledge Article templates
- Omnichannel
 - Power Virtual Agents (chatbots)
 - Bot-assisted agent guidance
 - Skills-based routing
 - Agent scripts
 - Facebook messaging



Unified Interface improvements



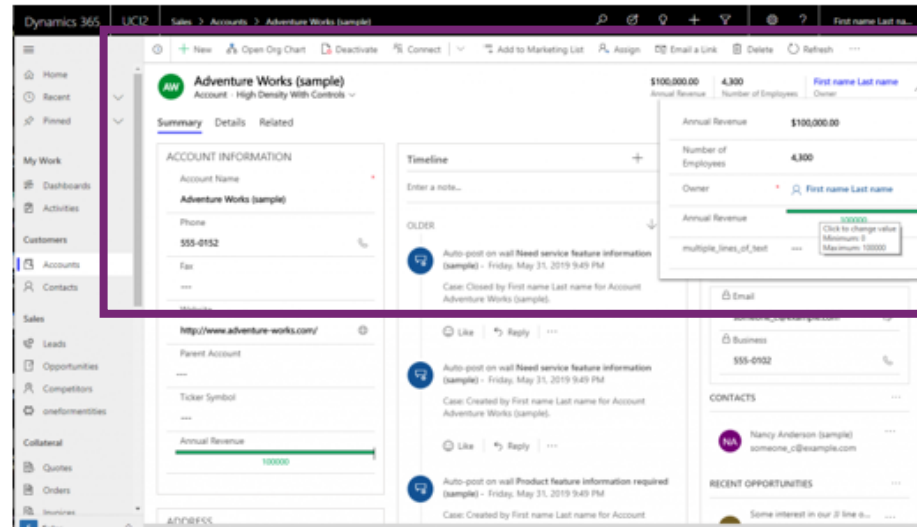
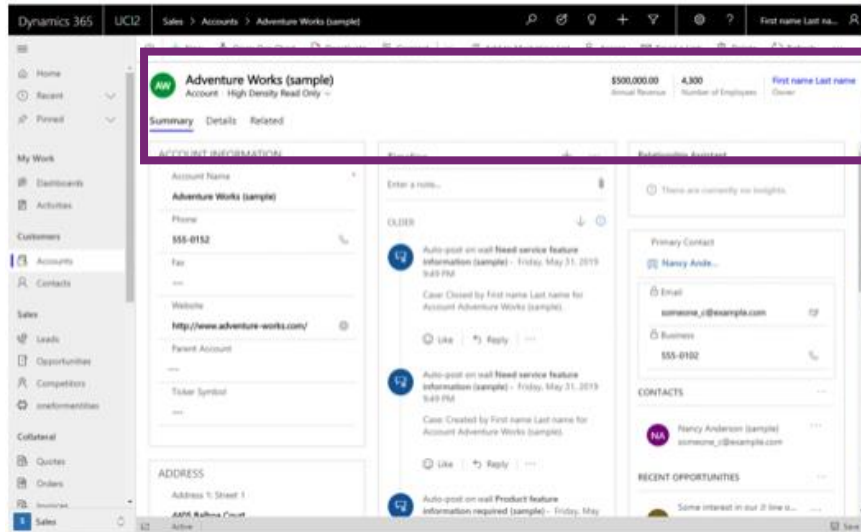
- Timeline
 - New filter capabilities
 - Expand e-mail, view inline e-mails
- Grids
 - More records on the screen
 - Better filtering and navigation
- Error in a field?
 - Quickly navigate to it by clicking on the error message



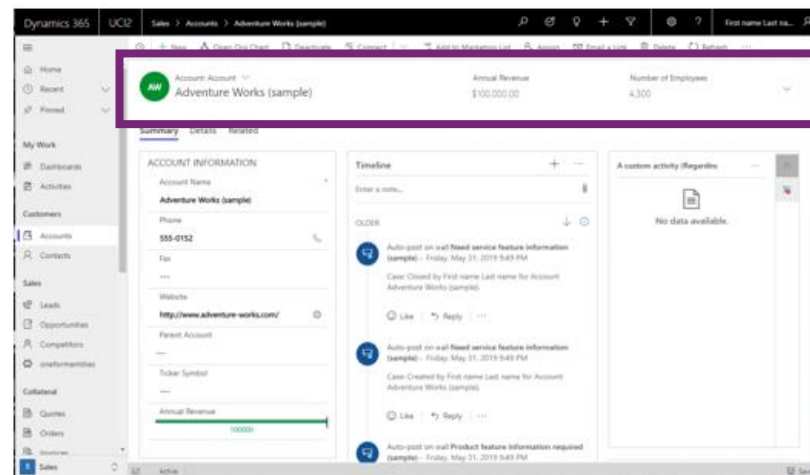
High density header



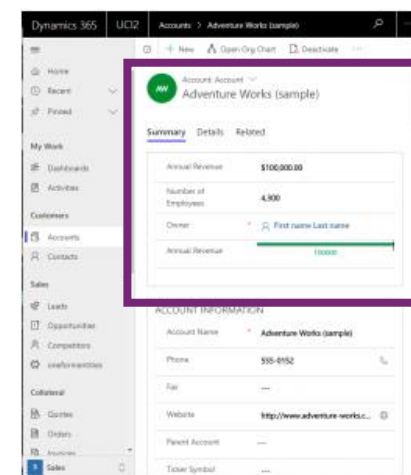
2. High-Density, Flyout



1. High-Density, Read only



3. Low-Density



Power Apps



- Power Apps Component Framework
- Power Apps Portals
- Solution Checker features
 - Verifies your solutions
 - Even canvas apps & flows
- Power Apps test framework –UI automation testing



Power Automate



- Dependency tracking
- Share flows as templates
- Geofence-aware flows
- Manage flows from Power Platform Admin Center
- (Custom Connectors – certification program)



Solution Explorer, Form & Entity designer - enhancements



- Solution Explorer
 - Add Canvas Apps, Flows, Connections, Custom Connectors etc.
 - Connections are created automatically during import
 - Environment variables
- Form Designer
 - Event handlers on forms & controls
 - Tree view for event handlers
- Entity Designer
 - Entity is created in the background
 - View data



Data Integration & CDM



- ALM for Data Integration and Dual Write
- Dynamics 365 FO to the CDS
- SDK for Data Integrator
- Data Integration in Maker portal -> Dataflows
- Exporting CDS data to Azure Data Lake (=new DES?)





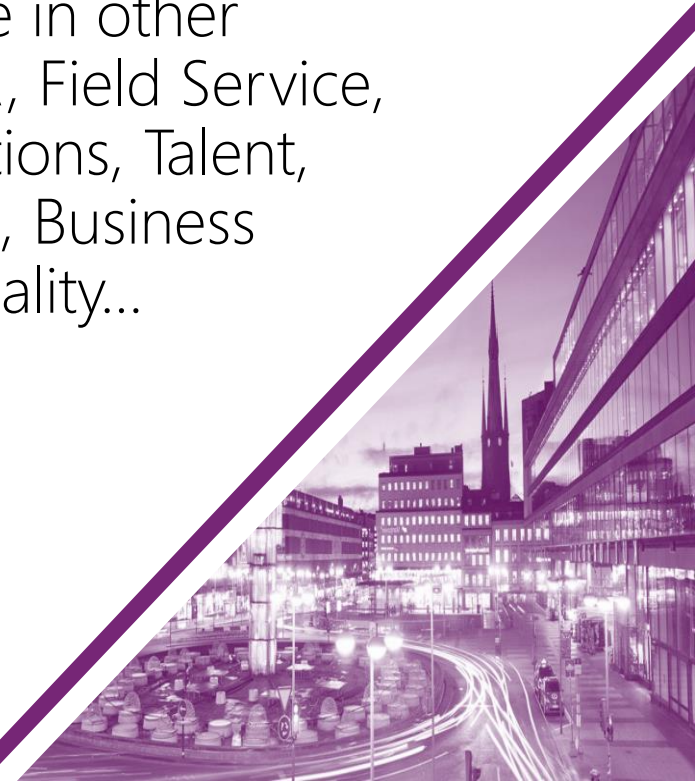
DEMO

And a lot more!



- Sales Insights
 - Customise scoring & priority for cards
- Customer Service Insights
 - Better integration with Dynamics, CDS
- Customer Insights
 - Guided experience to predict customer patterns
 - Extend with Azure Machine Learning

...and lots of more in other areas as well: PSA, Field Service, Finance & Operations, Talent, Retail, Commerce, Business Central, Mixed Reality...



More Info



Business Applications October Virtual Launch Event -10th October 2019

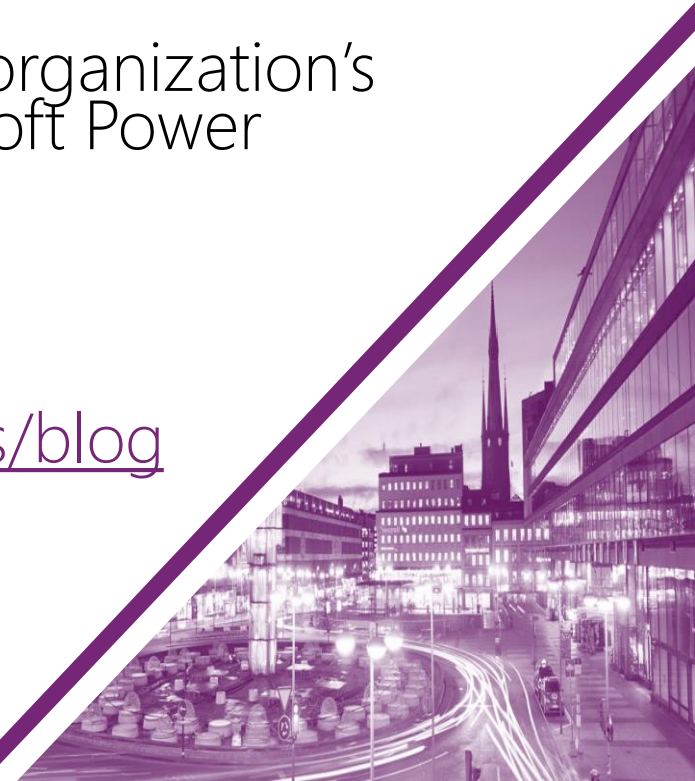
<https://mediastream.microsoft.com/events/2019/1910/BusinessApplications/player/BusinessApplications.html>

Microsoft Ignite - "Vision Keynote" and "Unleashing your organization's creativity and innovation with a deep dive into the Microsoft Power Platform"

<https://www.microsoft.com/en-us/ignite>

Powerapps Blog - <https://powerapps.microsoft.com/en-us/blog>

Twitter – [@MSFTDynamics365](#) [@PowerApps](#)





Thanks!

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