# About enCloud9

- Dynamics 365 Cloud Customer Relationship Management – Silver 2014 - present
- 15 years' experience working with small to mid sized businesses to modernize sales, marketing customer service
- Work with companies throughout the US and Canada
- Primary focus is on Cloud-based Dynamics 365 Customer Engagement Platform

# About Dynamics365Support.com

- Premier provider of low-cost fixed fee support services for Dynamics 365, PowerApps and Flow

enCLOUD9
SOCIAL/CRM

DYN 365 SUPPORT

Microsoft Partner | Silver Cloud Customer Relationship Management
Silver Small and Midmarket Cloud Solutions

# WAVE 2 OCTOBER 2020 RELEASE

1. Automatically Updated – You should have the update already

2. Hundreds of improvements and updates to Dynamics 365

3. Dynamics 365 is constantly updating – some updates started rolling out in August, others will not be available until November or later.

# General Improvements

New App Switcher – pop over experience – click on the Hub to switch to another Hub

TIMELINE CHANGES
- Improvements to email – view entire email without opening, track recipient interactions, new email editor and viewer, easier attaching files, knowledgebase articles, templates and signatures
- Timeline Search – search terms are highlighted inline
- Show emails in conversation mode or as individual

DUPLICATE DETECTION
- Coming in early November – Improvements in duplicate detection – see all results at the same time, easier merging.

TEAMS INTEGRATION
- Create new teams/channels from with Dynamics 365. Embed Dynamics 365 inside Teams – also within channels

GLOBAL SEARCH – coming first week in November!
- A cleaner search result experience with Relevance Search – Search bar is ALWAYS visible!

enCLOUD⁹
SOCIAL/CRM

# Dynamics 365 Sales Enhancements

Enhanced Forecasting
- New configuration experience
- Product forecasting – view expected sales by products

New Dedicated Mobile Sales app – Preview available in November

Quote to Cash – easier experience adding products – coming March 2021

PDF creation
- Better experience for creating pdfs – one button in the ribbon for creating quote and downloading or emailing to customers
- Pdfs can be created from ANY entity

enCLOUD⁹
SOCIAL/CRM

# Dynamics 365 Customer Service Enhancements

Customer Service Workspace
- Brings a new multi-tabbed interface
- Work multiple cases at once – eliminates searching and switching from case to case
- Productivity Pane brings Smart Assist - automated macros, scripts, and Knowledgebase to the surface for easy access

Enhanced Analytics
- Power BI based Dashboards for key analytics and insights into customer service data