Good Morning!

Welcome to:

A walk-through of new functions and features: Microsoft Release Wave 2



Pour yourself a nice cup of coffee and get comfortable.

We will kick off at 9.00.

AlfaPeople

Today´s team



Rupali Melekar

Technical Solution Architect

rme@alfapeople.com



Vivian Voss

Business Architect

vvo@alfapeople.com

Today´s topics

AlfaPeople

Microsoft Dynamics 365



Teams



Customer Service



Field Service



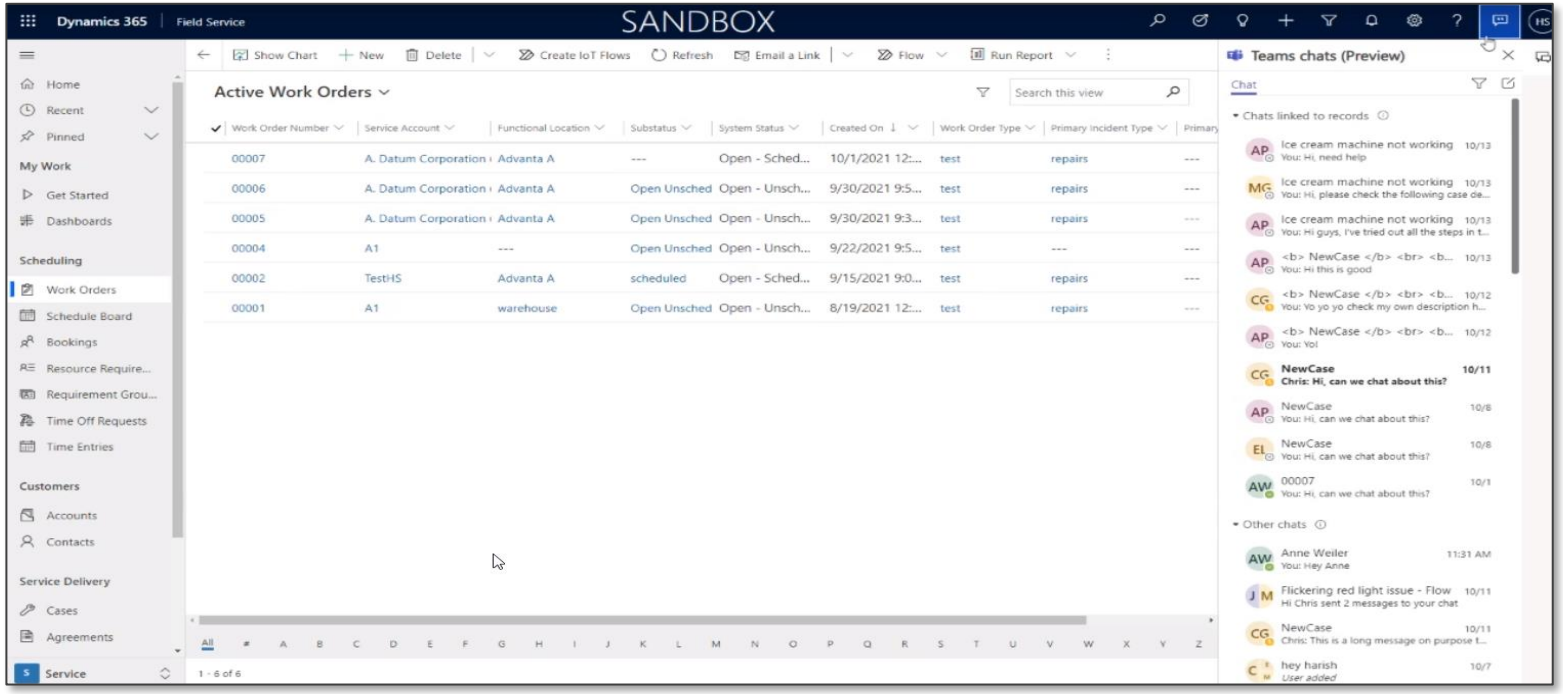
Marketing



Power Platform

Collaborate using Microsoft Teams chat from within Dynamics 365

- Integrated Microsoft Teams chat capabilities
- Contextual chat and channel list
- People discovery



MORE INFORMATION

Enabled For
- Users by admins, makers or analysts

Public Preview
- Sep 2021

Early Access
- n/a

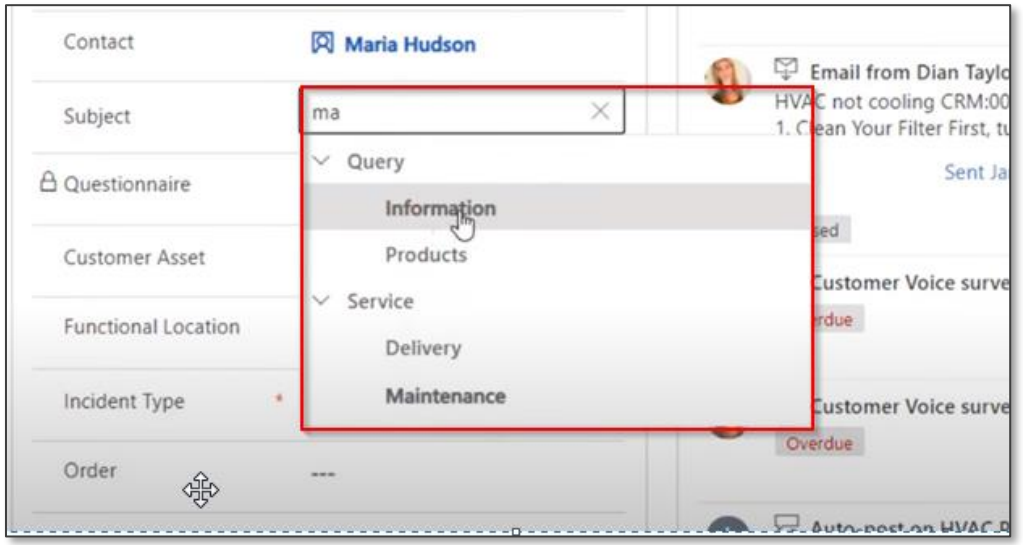
General Availability
- Mar 2022

Read More:
Enhanced Teams Collaboration

Dynamics 365 Customer Service

Case Management

- Modern Control for Subject entity



MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

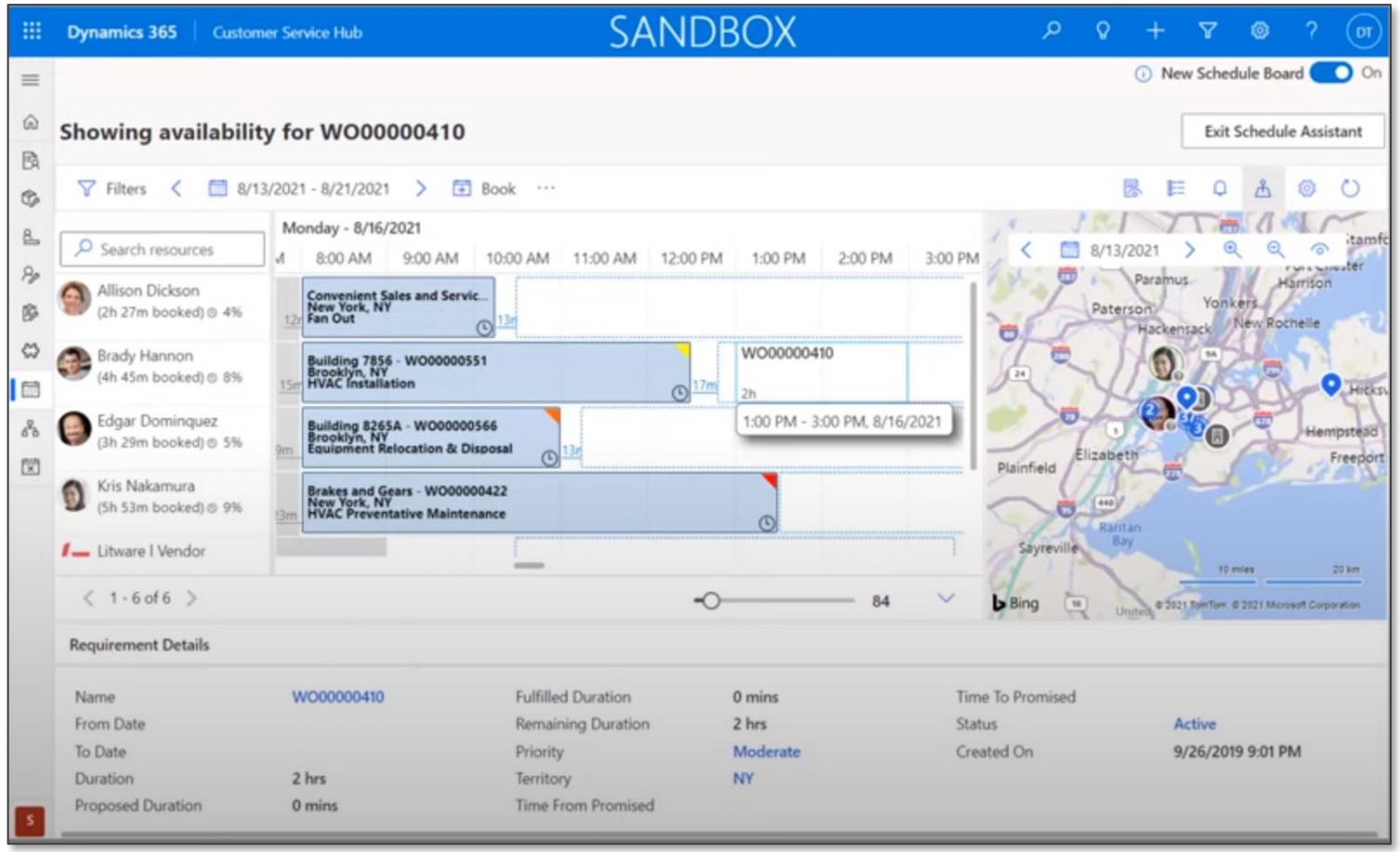
Early Access
- Aug 2021

General Availability
- Oct 2021

Read More:
Case Management Updates

Dynamics 365 Customer Service

- Improved Universal Resource Scheduling experience



MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

Early Access
- Aug 2021

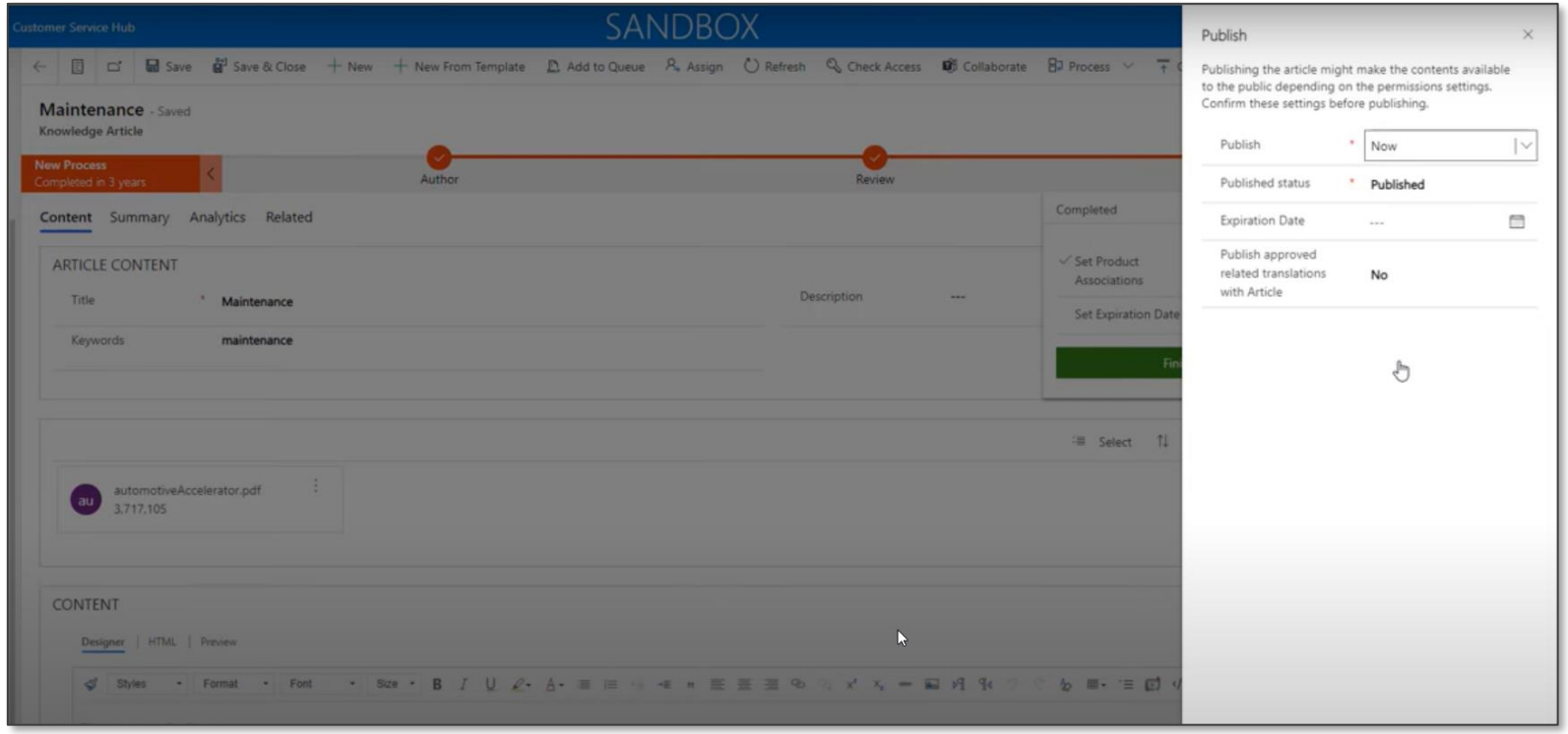
General Availability
- Oct 2021

Read More:
Case Management Updates

Dynamics 365 Customer Service

Knowledge Management

- Improvement in Publishing the Knowledge Base Articles



MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

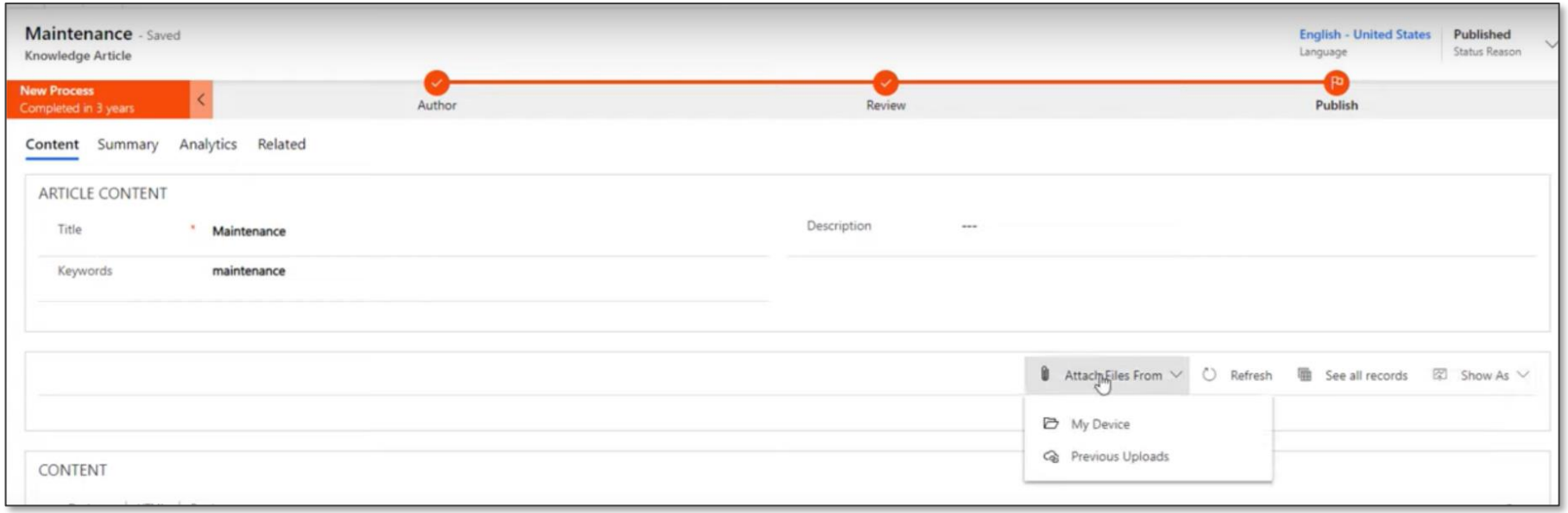
Early Access
- Aug 2021

General Availability
- Oct 2021

Read More:
Knowledge management enhancements

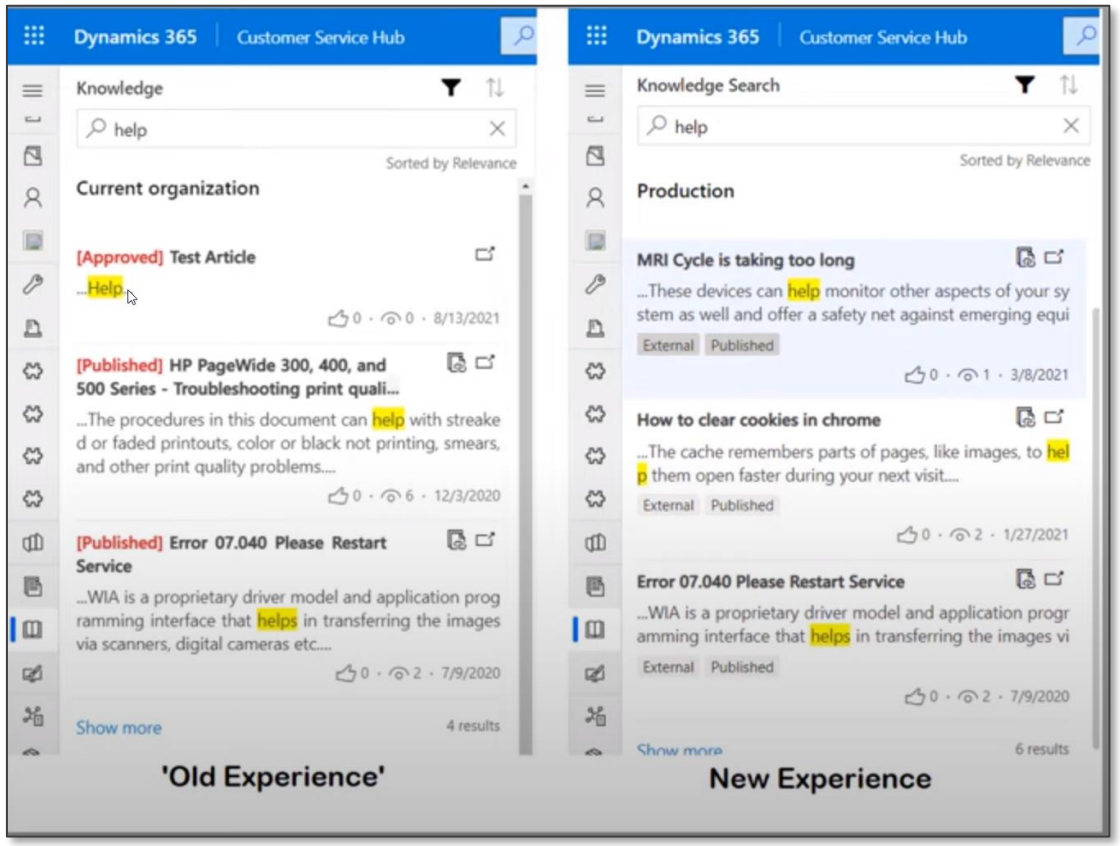
Dynamics 365 Customer Service

- Easy and intuitive experience for adding and managing knowledge article attachments.



Dynamics 365 Customer Service

- Improved Search Updates



Dynamics 365 Field Service



- Enhanced new schedule board experience with essential features carried over from old experience and additional usability improvements
- Redesigned work order form that will boost users' productivity with an enhanced user interface
- Empowering the frontline worker with new Windows 10 Dynamics 365 Field Service App

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

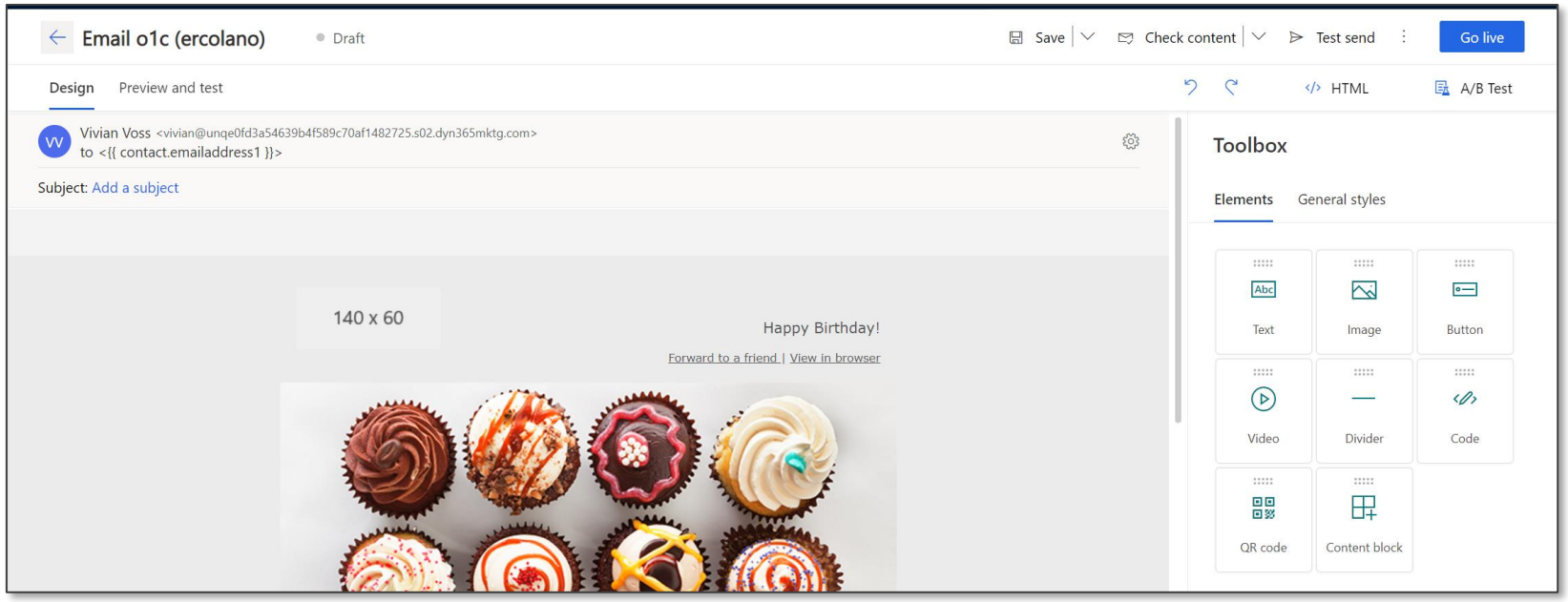
Early Access
- Aug 2021

General Availability
- Oct 2021

Read More:
Field Service 2021 Release wave 2 Planned features

New functionality for Dynamics 365 Marketing

- Intuitive Email editor



- A/B testing
- Accessibility and Spam checker
- Generate iCalendar files for events/sessions
- Reusable templates
- Reusable content blocks
- Include lists of related data

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

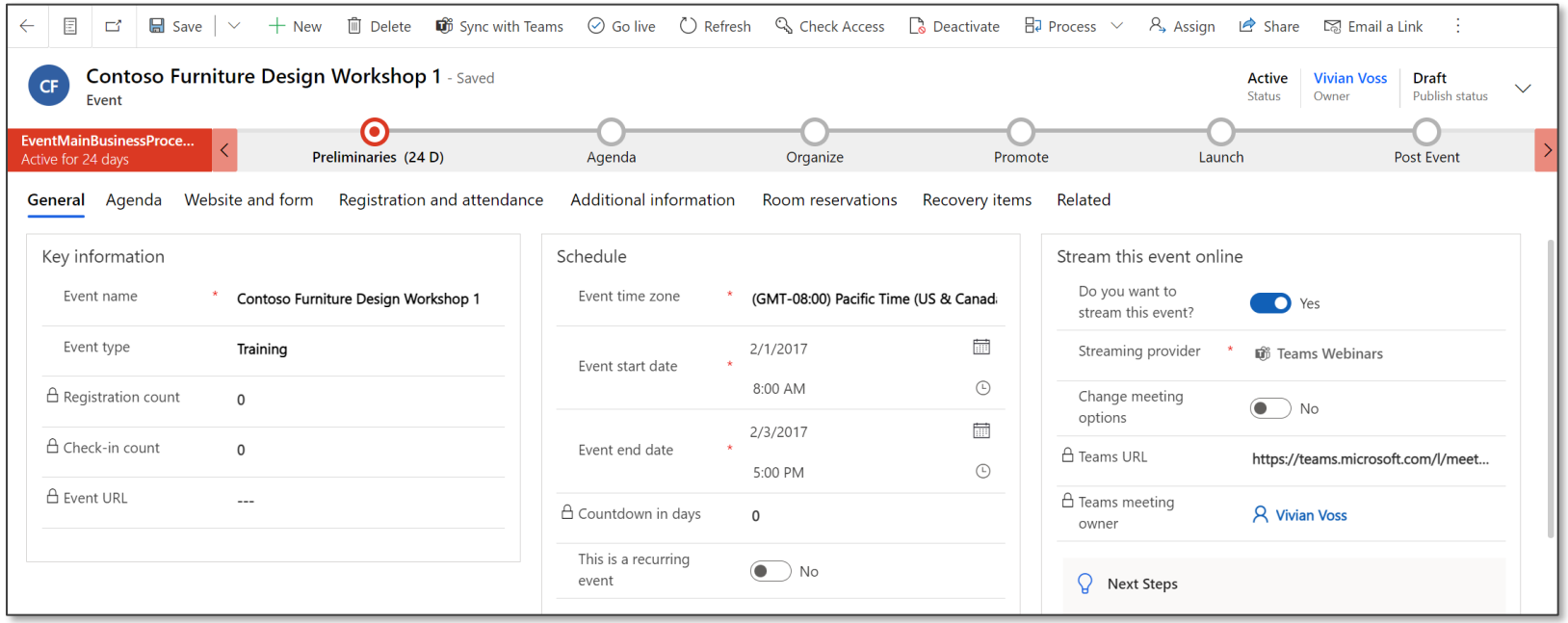
Early Access
- June/July 2021

General Availability
- Oct 2021

Read More:
New and upcoming features (Dynamics 365 Marketing) | Microsoft Docs

New functionality for Dynamics 365 Marketing

- Event module



- Run in-person events or Webinars
- Seamless integration with Teams
- Automate communication flow before/during and after an event

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

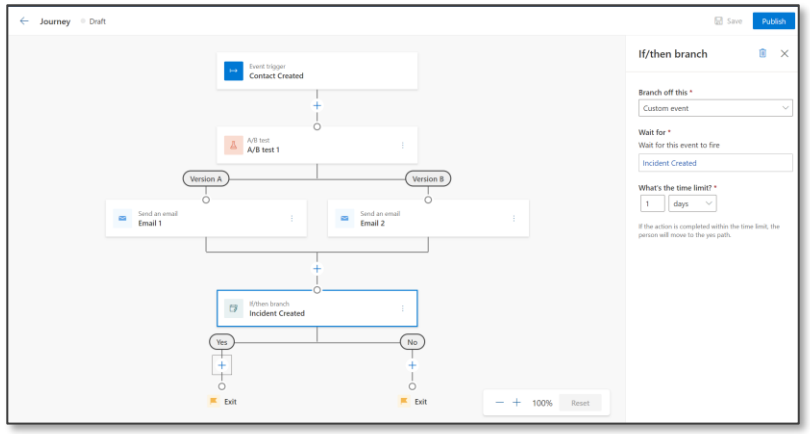
Early Access
- n/a

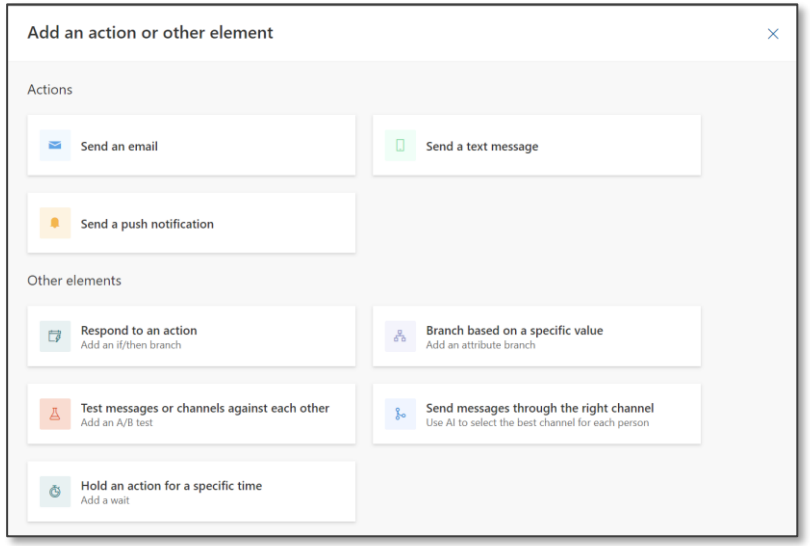
General Availability
- Oct 2021

Read More:
New and upcoming features (Dynamics 365 Marketing) | Microsoft Docs

New functionality for Dynamics 365 Marketing

- Real-time marketing





- Event-based customer journeys
- Custom event triggers
- SMS/Push notifications
- Connect your Customer Insights data to personalise your customer engagement

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

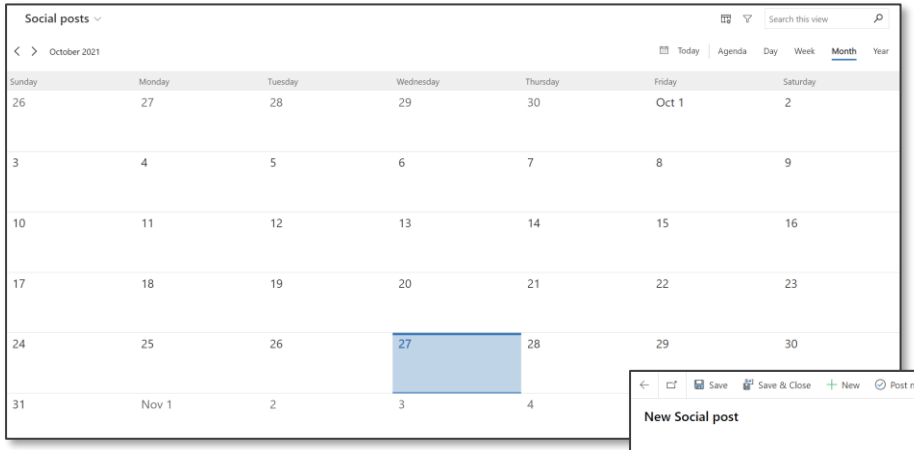
Early Access
- n/a

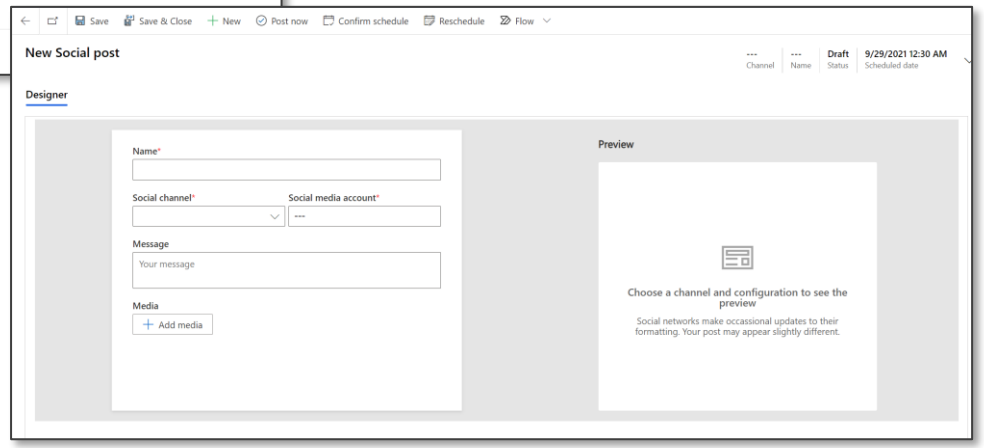
General Availability
- Oct 2021

Read More:
New and upcoming features (Dynamics 365 Marketing) | Microsoft Docs

New functionality for Dynamics 365 Marketing

- Social Media





- Create social media calendar
- Create posts directly from D365 Marketing
- Multiple ways of integration with LinkedIn

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

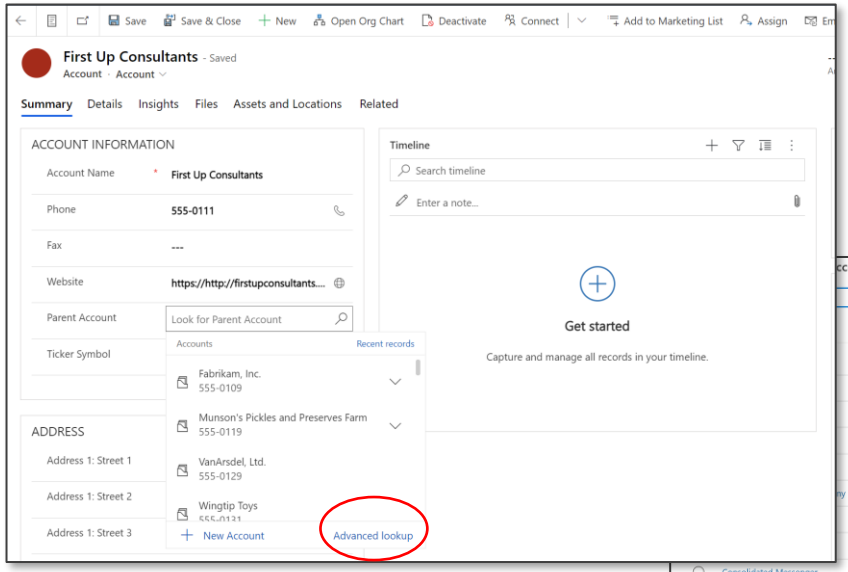
Early Access
- n/a

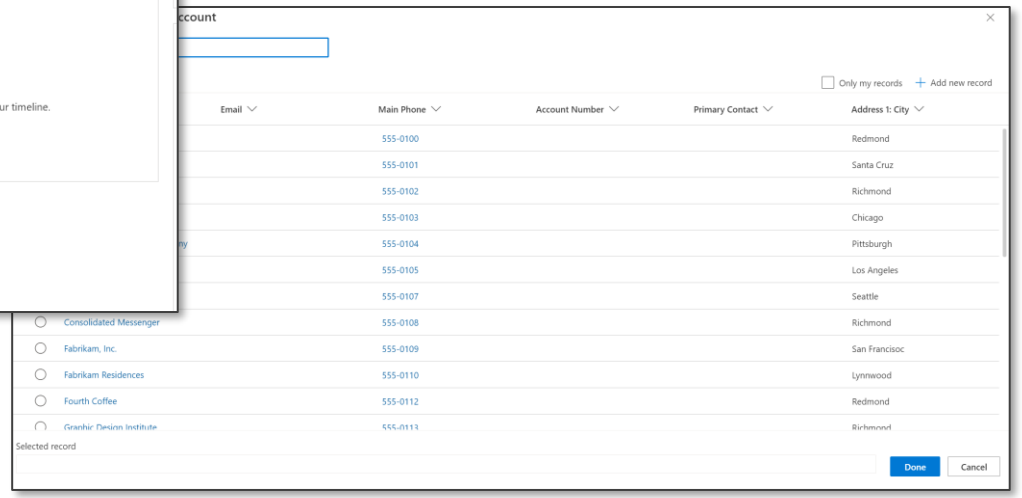
General Availability
- n/a

Read More:
New and upcoming features (Dynamics 365 Marketing) | Microsoft Docs

New functionality for Model-driven apps

- Advanced lookup capabilities





- Search for more records on lookup
- Filter based on your own records

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

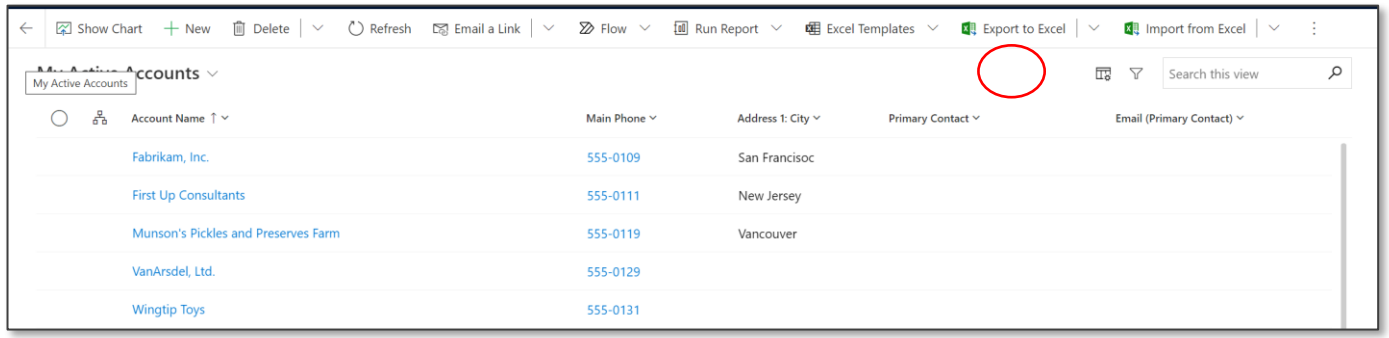
Early Access
- June/July 2021

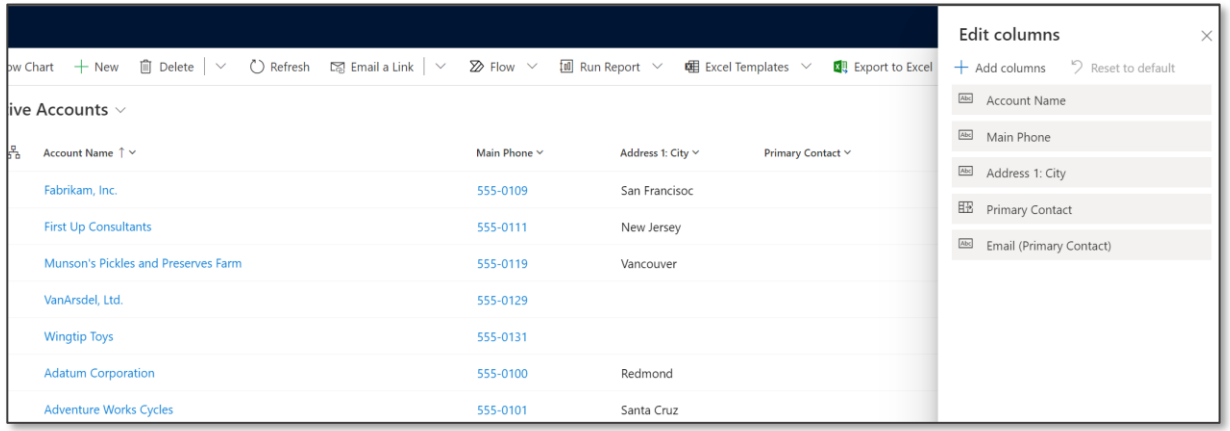
General Availability
- Oct 2021

Read More:
New and planned features for Power Apps, 2021 release wave 2 | Microsoft Docs

New functionality for Model-driven apps

- New column options in grid view page





- Add new columns
- Remove columns
- Change the order of columns
- Save as personal view

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

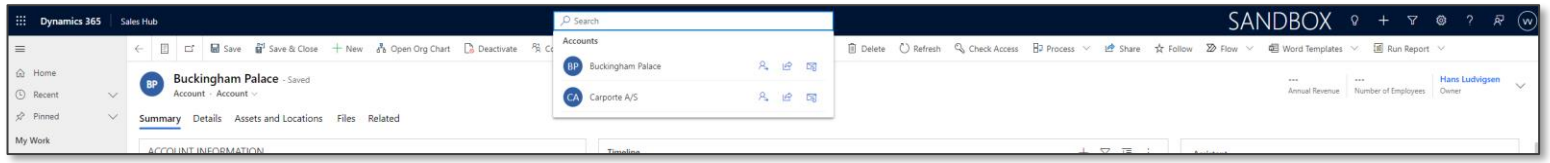
Early Access
- June/July 2021

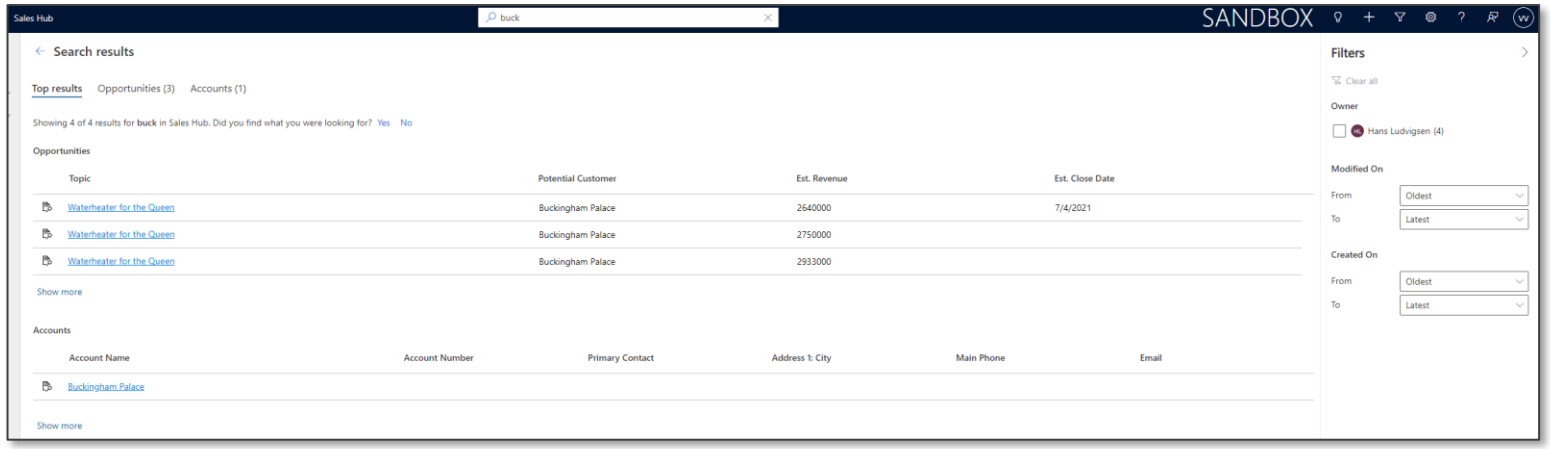
General Availability
- Oct 2021

Read More:
New and planned features for Power Apps, 2021 release wave 2 | Microsoft Docs

New functionality for Model-driven apps

- Modern search for all users





- Relevance Search is now Dataverse search
- Search box always available in the middle of the top bar
- Filtering options on the side
- Seeing suggested results as you type

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

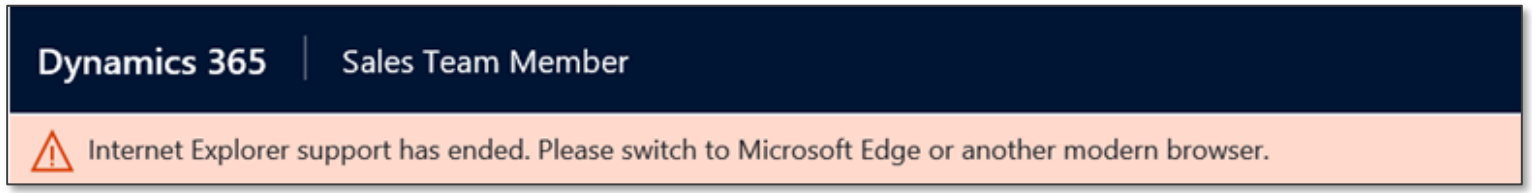
Early Access
- July 2021

General Availability
- Oct 2021

Read More:
New and planned features for Power Apps, 2021 release wave 2 | Microsoft Docs

New functionality for Model-driven apps

- Warnings for old browsers and IE





- Display warnings when using system with IE as support for IE ended in August 2021
- Display warnings when using an older browser version than:
  - MS Edge (Chromium) 83
  - Chrome 83
  - Firefox 76

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

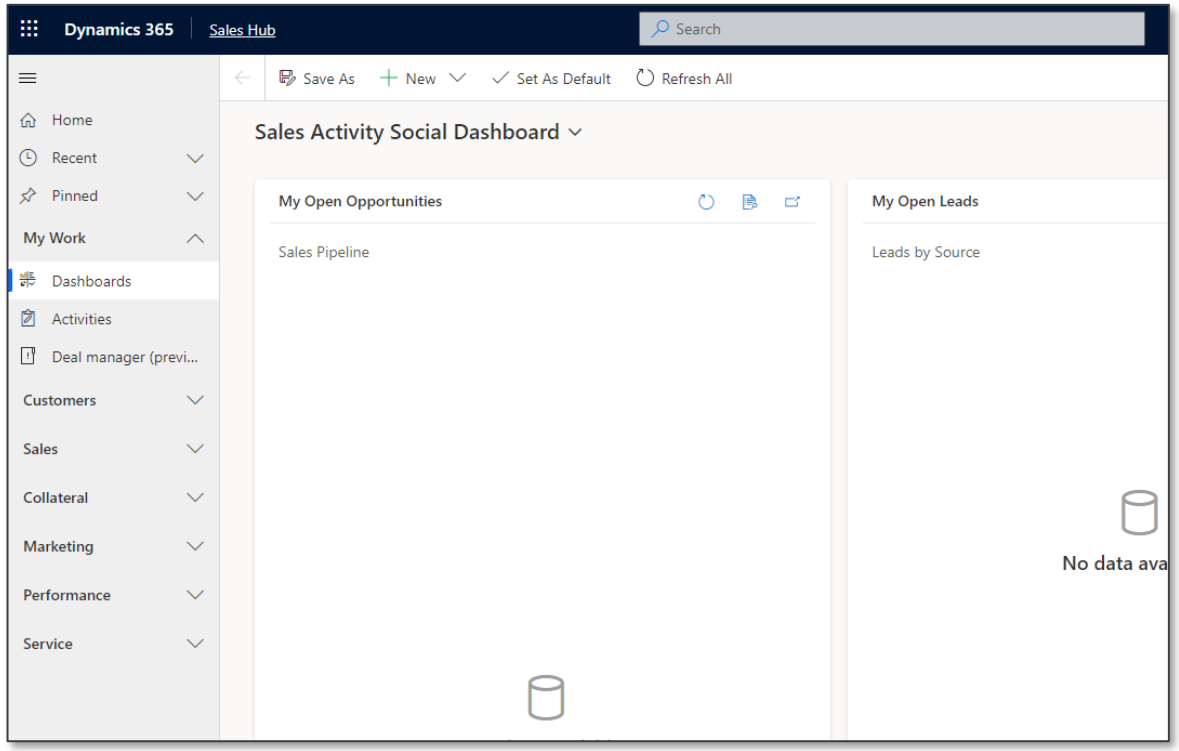
Early Access
- July 2021

General Availability
- Oct 2021

Read More:
New and planned features for Power Apps, 2021 release wave 2 | Microsoft Docs

New functionality for Model-driven apps

- Improved site map experience



- Sections/groups can now be collapsed for a better user experience
- This can be enabled through the new modern app designer

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

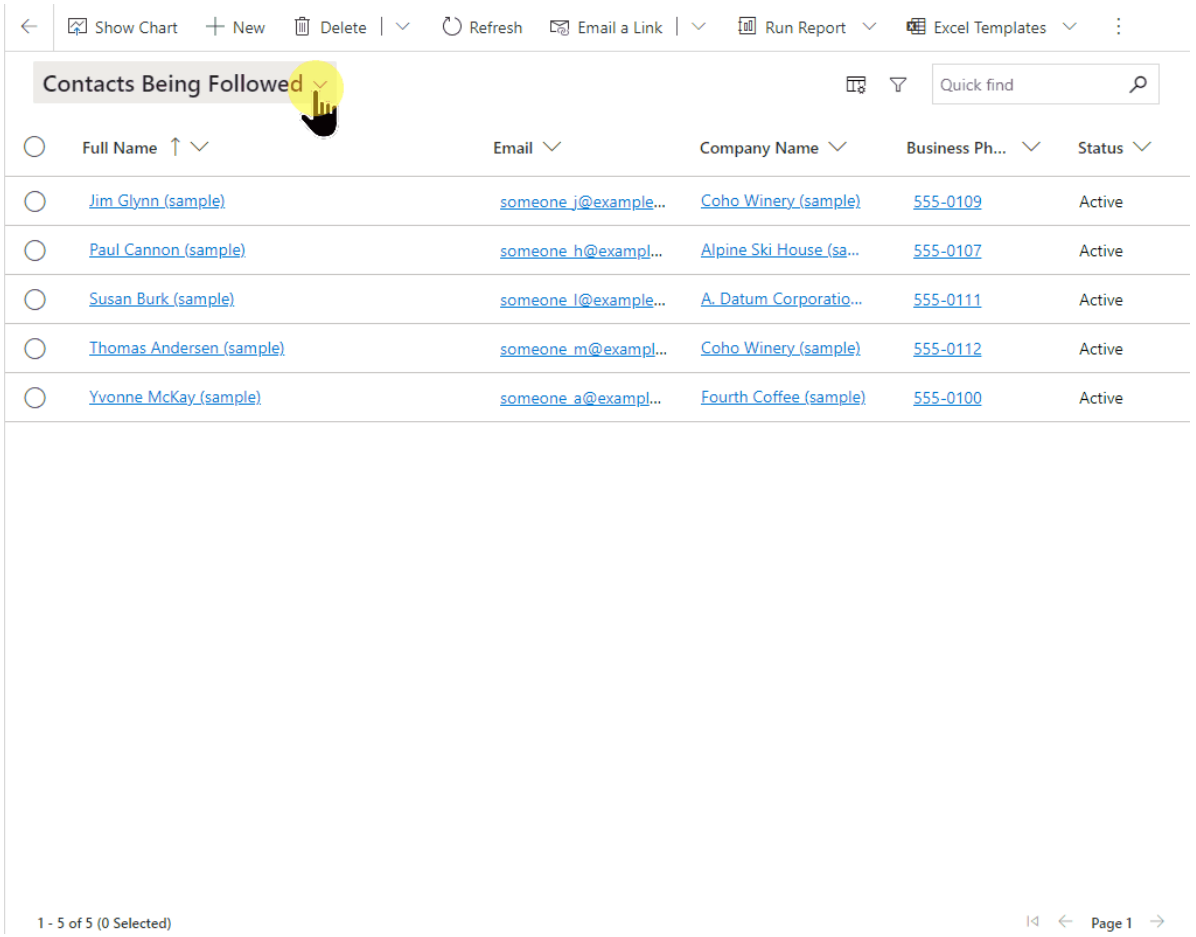
Early Access
- Aug2021

General Availability
- Oct 2021

Read More:
New and planned features for Power Apps, 2021 release wave 2 | Microsoft Docs

New functionality for Model-driven apps

- Edit multiple rows



MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

Early Access
- Aug2021

General Availability
- Oct 2021

Read More:
New and planned features for Power Apps, 2021 release wave 2 | Microsoft Docs

Deprecations for Model-driven apps

AlfaPeople



Skype integration with customer engagement apps

- No presence indication with Skype for Business
- MS recommends moving over to Teams

Skype for Business Online retirement

- Skype for Business Online customers will automatically be moved over to Teams after July 2021
- Skype for Business on-premise will continue to function

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

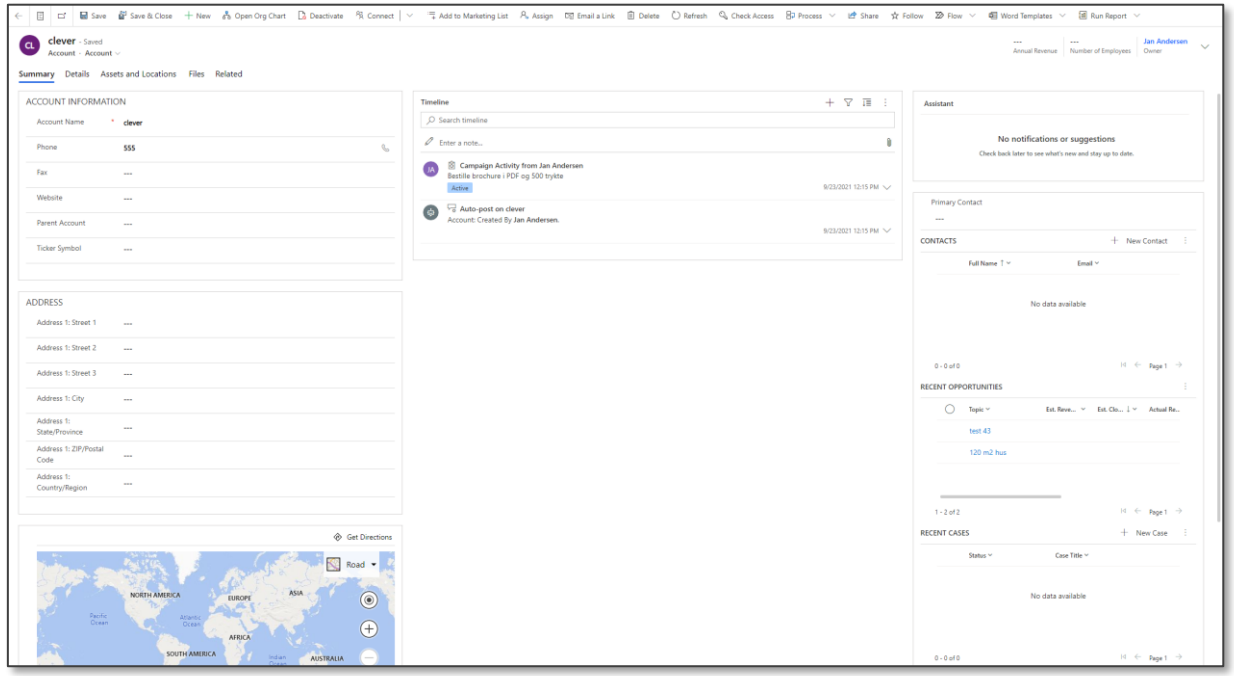
Early Access
- n/a

General Availability
- Oct 2021

Read More:
Skype for Business Online retirement - Microsoft Teams | Microsoft Docs

Deprecations for Model-driven apps

- Form footers in model-driven apps won´t be supported



- No gray footer bar on records from October release
- Save functionality is only in the top now. Save status visible from the record name
- Open in a new window is next to Save button

MORE INFORMATION

Enabled For
- Users automatically

Public Preview
- n/a

Early Access
- n/a

General Availability
- Oct 2021

Read More:
Important changes (deprecations) coming in Power Apps, Power Automate and customer engagement apps - Power Platform | Microsoft Docs

THANK YOU FOR TODAY

AlfaPeople A/S

Støberigade 14
2450 København SV

Telefon +45 70 20 27 40

Email info.dk@alfapeople.com



Rupali Melekar

Technical Solution Architect

- rme@alfapeople.com



Vivian Voss

Business Architect

- vvo@alfapeople.com