



MICROSOFT SALES⁺ COPILOT TRANSITION^o PLAYBOOK

Ensure optimal transition to Microsoft Sales Copilot
from Dynamics 365 App for Outlook

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Purpose and scope

The SITUATION

Microsoft Sales Copilot (previously named Viva Sales) has been introduced in August 2022, with monthly new features available in Outlook, including CRM data CUD operations, AI-powered copilot automatic email replies, easy create and access for Teams collab space, and it has been in rapid development ever since.

We have now reached a point where all the widely used features of Dynamics 365 App for Outlook can be achieved in Sales Copilot.


Purpose

This guide aims to provide an introduction into the main features available inside Sales Copilot and guide the customers in their transition from Dynamics 365 App for Outlook to Sales Copilot.




Sales Copilot is available across Outlook, Teams and Dynamics 365.

This playbook focuses on Sales Copilot in Outlook and Teams features as they relate to the Dynamics 365 App for Outlook capabilities.

User personas relevant for this playbook:

-  Users of Dynamics 365 App for Outlook who are Sales Enterprise or Sales Premium license holders

Audiences:

-  Customer Solution Architects
-  Partner Solution Architects
-  FastTrack Solution Architects

Inside this playbook

- ✓ Understand the benefits of Sales Copilot
- ✓ Comparison between Sales Copilot and Dynamics 365 App for Outlook
- ✓ Considerations for a strategy for transition
- ✓ Understand the items and techniques needed for transitioning

Chapter 1 Introduction

Understand functionality cover of Sales Copilot

What and Why Microsoft Sales Copilot ?

- Microsoft Sales Copilot is a seller companion app which lives in the apps sellers love and use (Outlook, Teams, CRM). It brings customer engagement data in the seller's flow of work.
- Infused with AI-powered capabilities, it allows sellers to be more efficient, to unlock productivity and uplevel skills.

Resources

Chapter 2 Explore

Detail the transition for each feature

Sales Copilot in Outlook vs Dynamics 365 App for Outlook

- Parity with Dynamics 365 App for Outlook core features.
- Identify the existing Dynamics App for Outlook functional components in use and equivalent Sales Copilot features.
- Understand the similarities and differences between apps.

License Prerequisites & Technical considerations

Resources

Chapter 3 Transition

Plan and execute

Approach

- Determine transition approach for your organization.
- Establish a plan.

Train users, super users and administrators on new processes

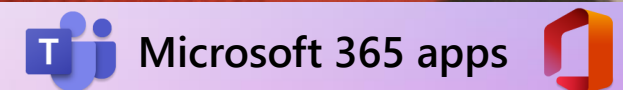
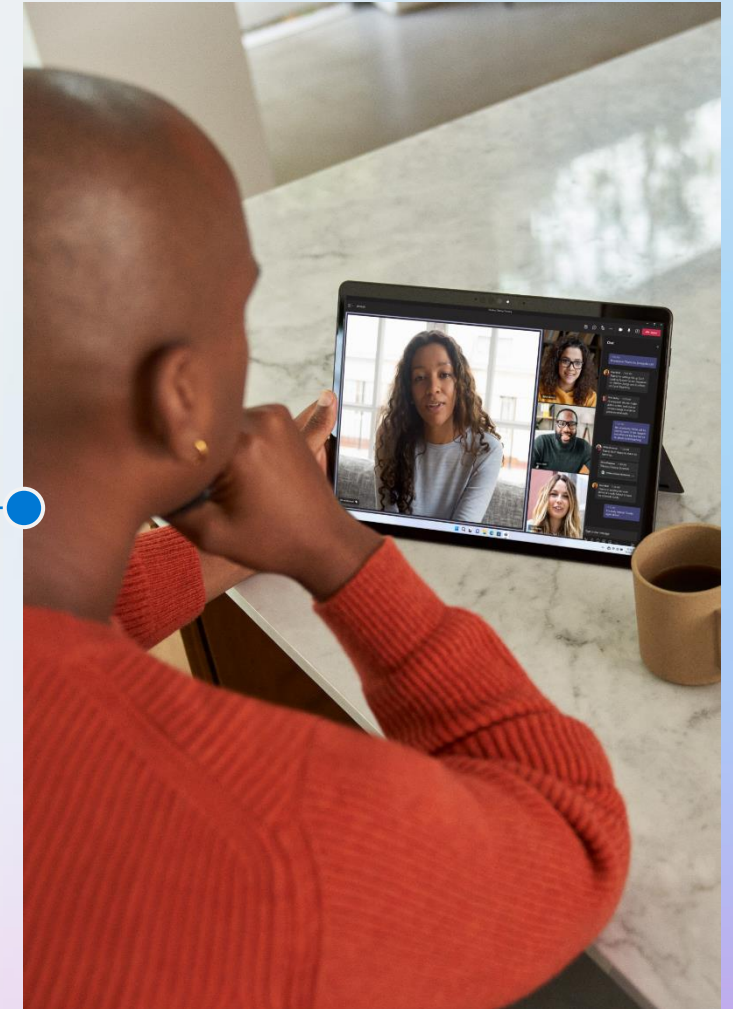
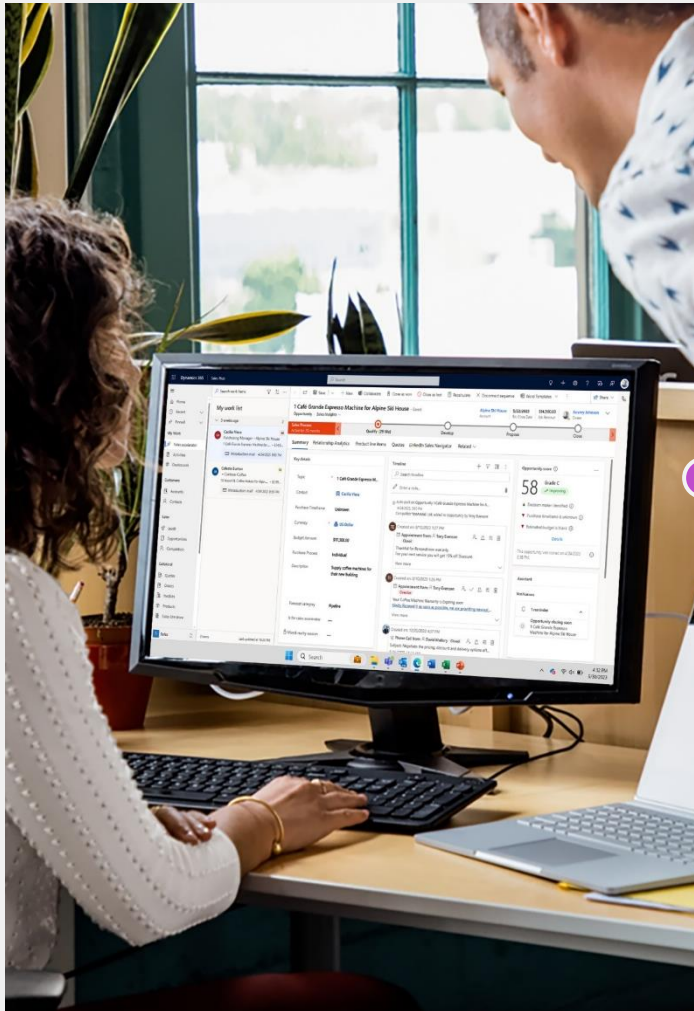
- Leverage the comprehensive public resources available as training guides.

FAQ

Resources

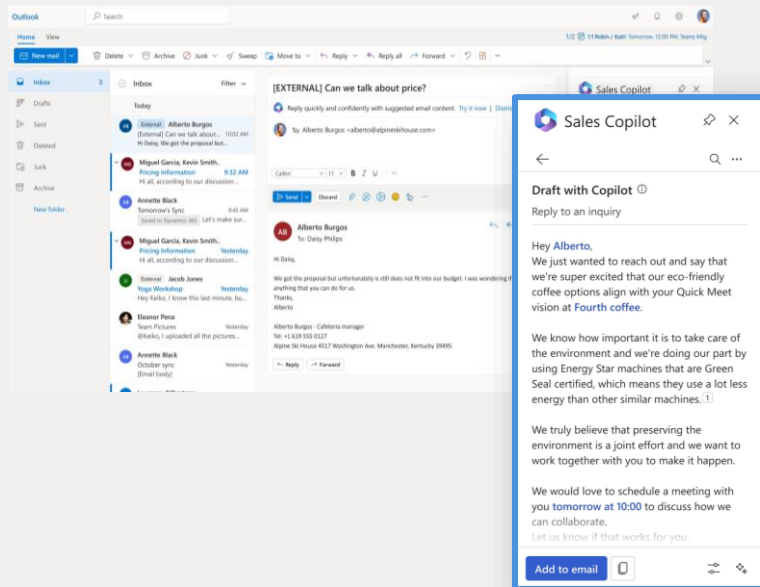
Chapter 1: Introduction

Empower sellers in the flow of work



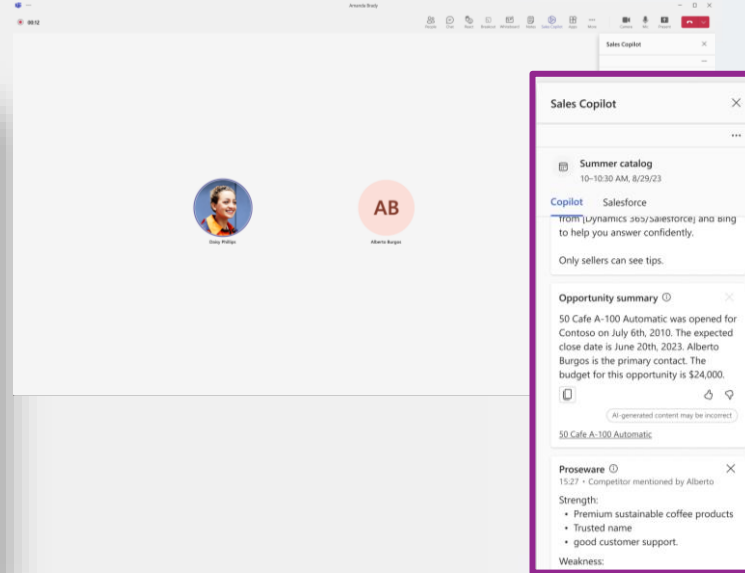
Microsoft Sales Copilot

The future of work for salespeople



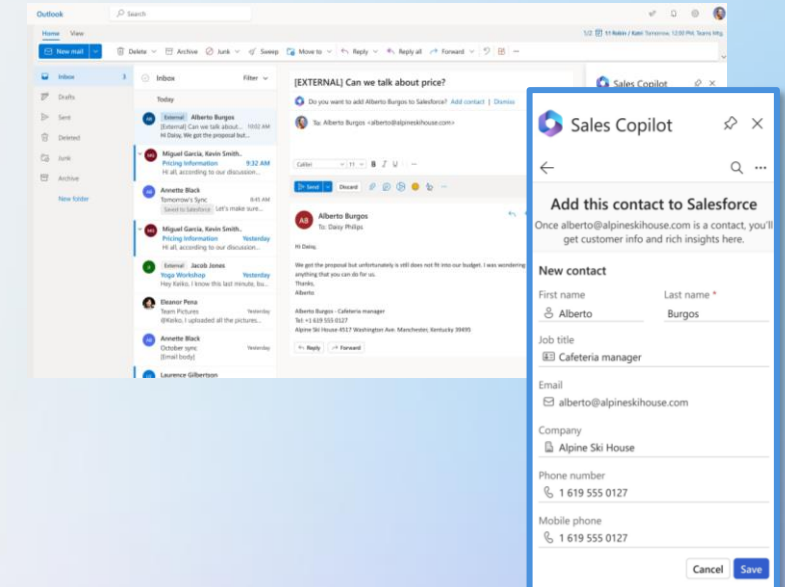
Unlock sales productivity

AI-generated summaries, transcriptions, and emails



Personalize customer interactions

AI-assisted insights, content, and recommendations



Stay in the flow of work

Seamless data integration and updates between Microsoft 365 apps and your CRM

Sales Copilot reimagines how sellers work. Work smarter not harder and show up as the best version of yourself.

Key Advantages of Sales Copilot

CRM Data in the flow of work

- Never miss a stakeholder, create sales contacts right from Outlook. View/update CRM data and track Outlook activities to the CRM.

Out of the box Sales copilot

- A suite of AI powered productivity features readily available to minimize busy work

Premium sales meeting experience

- With Sales Copilot Conversation Intelligence stop taking notes during customer meetings and remain actively engaged with your customer.
- After the meeting, Sales Copilot generates a rich meeting summary with follow-up action items, relevant keywords, question detection, sentiment analysis, and more.

Maximize time selling and collaborating

- Efficient collaboration with Teams and channels created using deal room templates with pre-pinned apps and CRM records.

Your 'out-of-the-box' Sales Copilot

Supercharged AI Productivity

CRM data in the flow of work



Outlook



Teams

Generative AI Sales Scenarios



Copilot



Email

Maximize Time Selling & Collaborating

Build relationships and close deals faster

Premium Sales Meeting Experience and Recaps



Copilot



Conversations

Collab Spaces Teams Sales Templates



Teams Channels



Apps

Create CRM Contacts

Never miss a stakeholder, create Contact entities right from Outlook

1

Sales Copilot

amira.l...

Add this contact to Dynamics 365

Once amira.l... is a contact, you'll get customer info and rich insights here.

We automatically filled in details from the email we think belong here. [Learn more](#)

New contact

First nameLast name

AmiraBeldjilali

Job Title

Email

amira.l...

Company Name

Business Phone

Mobile Phone

Owner

CancelSave

Open in Dynamics 365

View / Update CRM data

Context is key and updates a breeze. CRM data always at your fingertips

2

Contact details

Updated just now

First nameLast name

AmiraBeldjilali

Job Title

Email

amira.l...

Company Name

Fourth

Fourth Coffee (sample) Account

Yvonne McKay (sample) Account

Yvonne McKay (sample) Contact

Fourth Coffee (sample) Account

Amira Beldjilali Contact

Fourth Coffee (sample) Account

Yvonne McKay (sample) Contact

Fourth Coffee (sample) Account

Tue 14/03/2023 • 9:30

Opportunity details

Topic

Renewal of all the materials

Account

Status Reason

In Progress

Actual Revenue

Status

Open

Rating

Warm

Hot

Warm

Cold

Email Address

Est. close date

Est. revenue

Probability

20

Connect / Save back to CRM

Track emails and appointments to your CRM to keep your team updated.

4

Sales Copilot

Email from: Amira Beldjilali

Received 27/07/23, 10:33 AM

HighlightsDynamics 365

Save email to Dynamics 365

Save

Draft with Copilot

Describe the email

Reply to an inquiry

Make a proposal

Address a concern

No recent meetings to sum

Sales Copilot

Connect to a record

renewal

Renewal of all the materials Opportunity

Warranty contract renewal Opportunity

3

Search/Share CRM Data

Bring your sales team up to speed, share CRM data in Teams

Corina Balan Chat

I would like to discuss about a new opportunity can you please tell me when you are free

Sales Copilot

Renewal of all the materials Opportunity

Account

Status Reason

In Progress

Sales Copilot

Advanced search

Search for any record

A. Datum Corporation (Coffee) Account

Amira Beldjilali Contact

Renewal materials Opportunity

Microsoft Contact

Renewal of all the materials Opportunity

New store opened this year - follow up (sample) Opportunity

5

View recent and upcoming activities

Have your recent customer interactions through Outlook & Teams

Sales Copilot

Amira Beldjilali

Sr Solution Architect • Microsoft France

Saved contact

Contact details

Updated just now

Job Title

Sr Solution Architect

Email

amira.l...

Company Name

Microsoft France

Business Phone

Mobile Phone

Owner

Amira Beldjilali

Accounts

Microsoft France

Related items

Updates?

Thu 27/07/2023 • 10:33 AM

coffee

Fri 14/07/2023 • 0:09 AM

Halo

Thu 13/07/2023 • 9:21 AM

Show more

Generative AI Sales Scenarios

Sales Email Generation

Answer inquiries, draft proposals, and more using context from CRM

1

Sales Email Summarization

Catch up on email in a snap

2

CRM Entity Summarization

Catch up on CRM Opportunities and prep for meetings

3

Sales Meeting Summarization

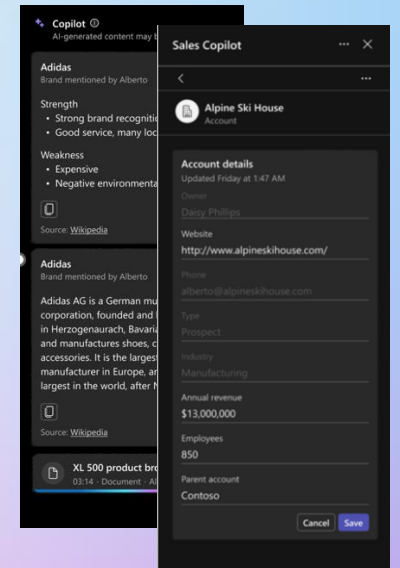
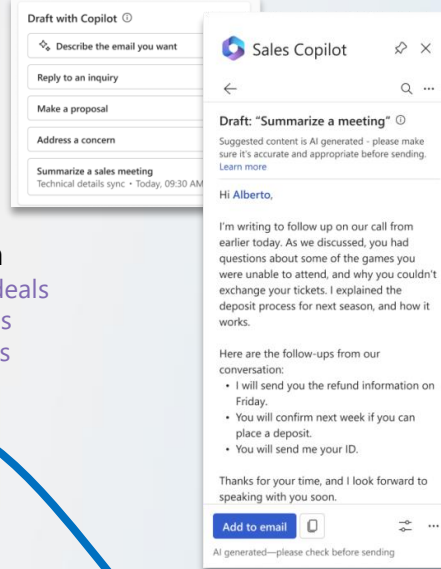
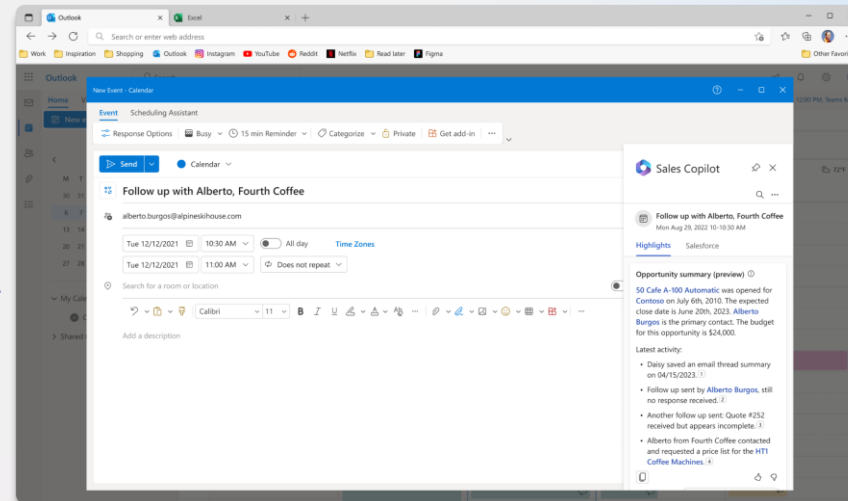
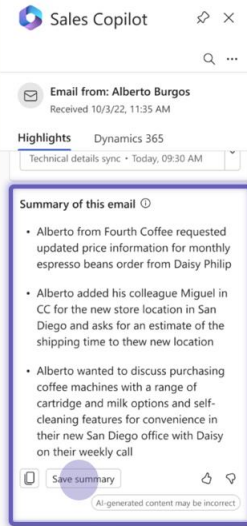
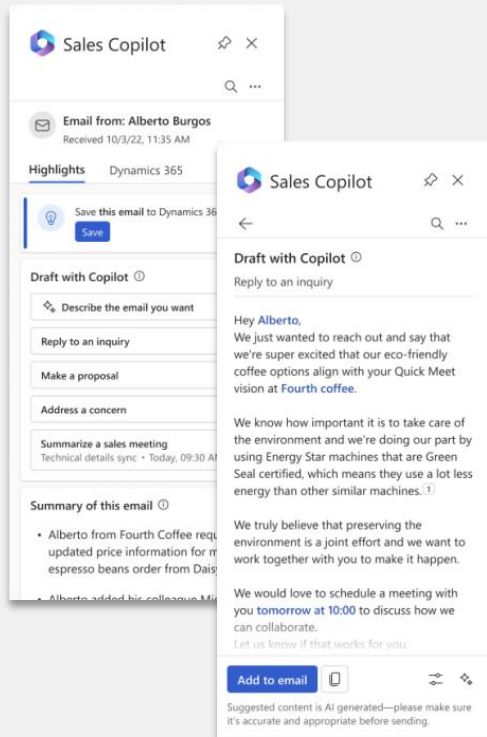
Narrow in on closing deals by automating sales meeting summaries

4

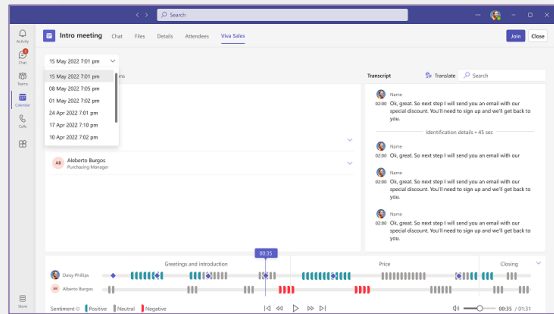
Real-time Sales tips

Have all your sales insights are your fingertips

5



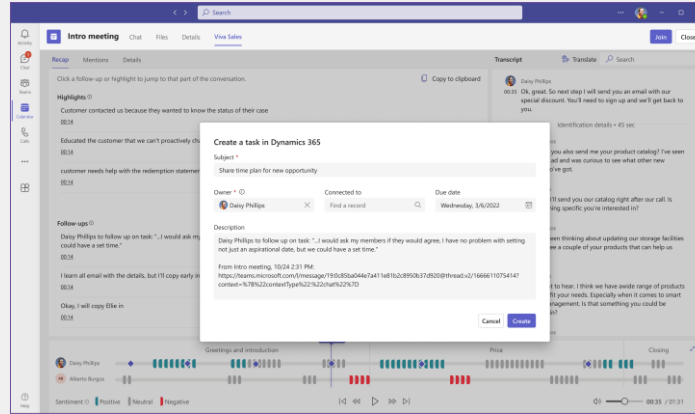
Premium Sales Meeting experience – AI generated meeting summaries



1

Stop taking notes

During the meeting focus on the customer as the meeting summary is automatically generated with highlights and action items.



3

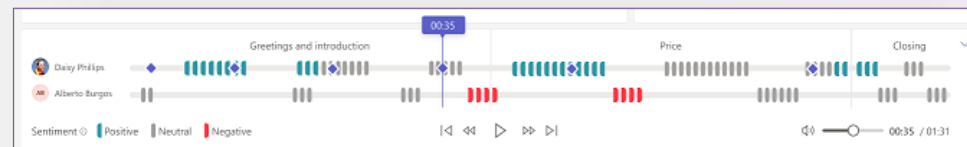
Create follow up tasks

After the meeting, convert the suggested action items to a task and save it in CRM directly from Teams.

2

Grow with a digital coach

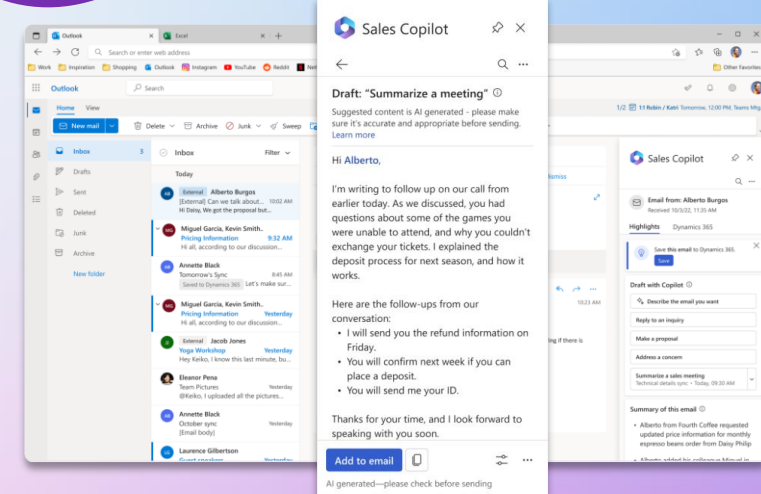
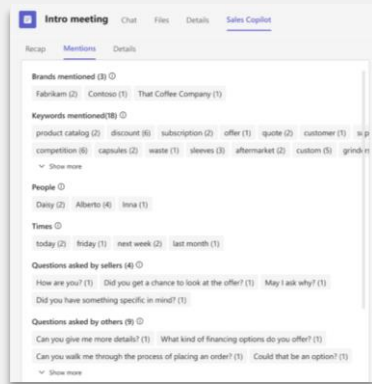
After the meeting, gain a deeper understanding of the call with sentiment analysis.



4

Summarize a sales meeting

Quickly follow up after a meeting with automatically generated email capturing the meeting highlights and next steps.

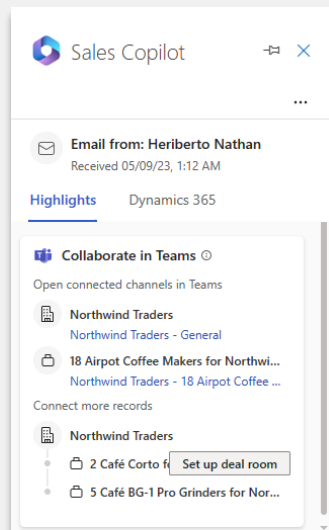


Collab Spaces – Teams Sales Templates

Create / Access Teams and Channels

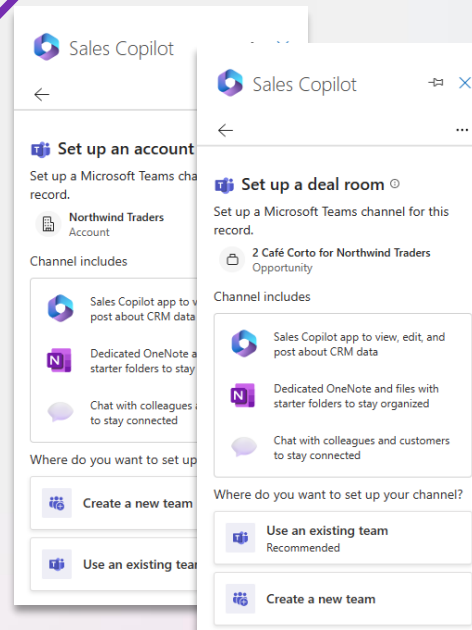
Create a new place in Teams to collaborate or find existing Teams

1



2

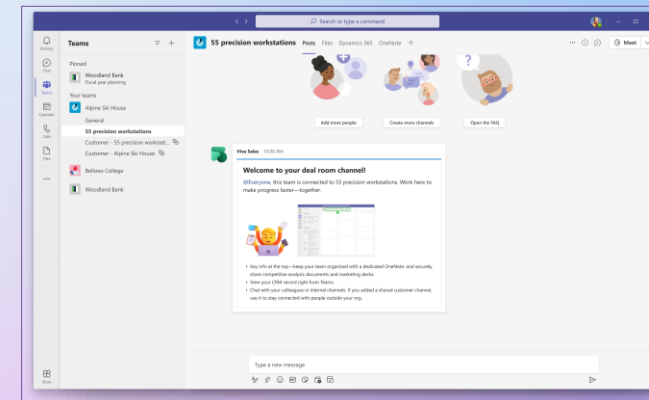
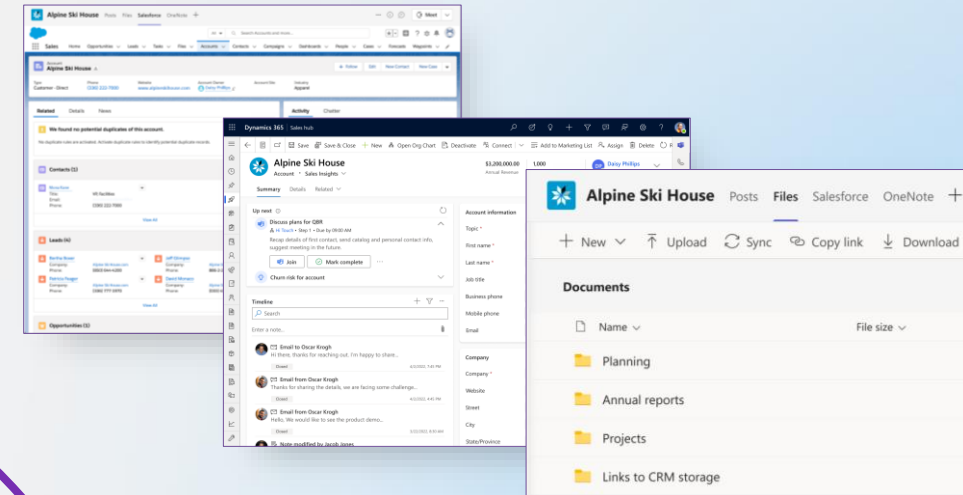
Select a Sales Template
Account Teams and Deal Room Opportunity Channels



3

Automated Creation of Collab Space

Bring together the right people, apps, and CRM context to close deals

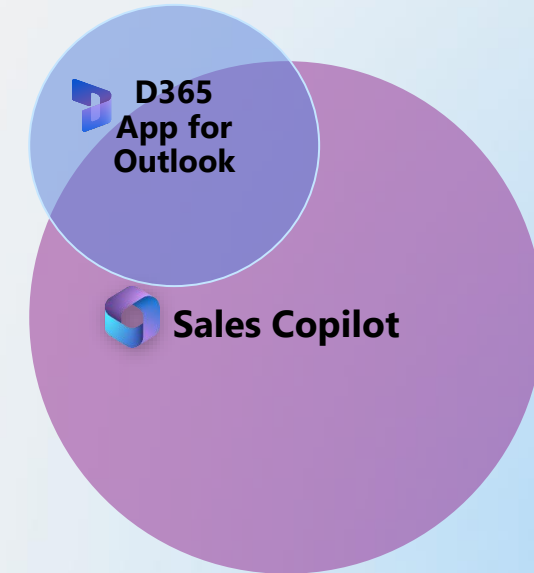


Chapter 2: Explore

Dynamics 365 App for Outlook

Focused on Enablement across all D365 model driven apps

Productivity app focused on comprehensive platform integration – track, read, write from M365 (Outlook) and Teams to D365.



Sales Copilot

Focused on Empowerment of Sales Teams – *the* app for sellers

AI-powered sales productivity app which delivers the next capabilities:

- **The most used Dynamics 365 App for Outlook features** e.g., tracking CRM data from the Outlook flow of work, saving Outlook emails and appointments to your CRM.
- **AI powered features** e.g., email suggested replies, automatic thread summarization, meeting summaries with sentiment analysis, highlights, keywords and follow up items for customer meetings.
- **Seamless collaboration with Teams and channels** organized in a predictable manner and accessible in Outlook and Dynamics 365 apps.



Sales Copilot in Outlook

Capability available only in Sales Copilot in Outlook	Sales Copilot	Dynamics 365 app for Outlook
AI - Generate email content when you compose a new email or reply to an existing email	✓	✗
AI - Refine and fine-tune generated content with new prompts that build upon previous suggestion	✓	✗
AI - Summarize with a single click customer meetings with action items, next steps and interaction summary	✓	✗
AI - Email conversation summary and save it to your CRM as a note	✓	✗
AI - Opportunity summary so you can quickly catch up on the latest updates and prepare for customer meetings	✓	✗
AI - Automatically capture email signature for contact creation	✓	✗
Collab spaces - Set up teams and channels with pre-pinned apps and predictable structure to foster collaboration directly from Outlook	✓	✗
Collab spaces - Access linked teams and channels from Outlook	✓	✗
General productivity - View Recent and Upcoming Activities for your customers	✓	✗

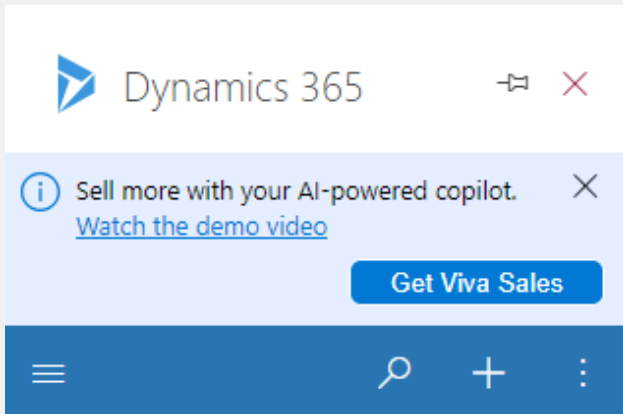


Sales Copilot in Outlook

Capability	Sales Copilot	Dynamics 365 app for Outlook
Save Outlook emails and calendar events to Dynamics 365	✓	✓
Connect saved Outlook emails and events to Dynamics 365 tables (OOB or custom)	✓	✓
Create new CRM contacts from Outlook	✓	✓
Create non-contact records in Dynamics 365	Coming soon	✓
Delegate access (allow a user to act on behalf of another user)	Coming soon	✓
Mobile access – already available for Teams	Coming soon	✓
Save draft emails to the CRM	✓	✓
Save draft appointments to the CRM	✓	✓



Capability	Sales Copilot	Dynamics 365 app for Outlook
Un-track emails and appointments from CRM	✓	✓
Apply email templates	Coming soon with improved new approach – AI generated content	✓
Track email or appointment attachments	Coming soon	✓
Global Search	Coming soon	✓
Switch CRM environments	✓	✗



Sellers are encouraged to migrate to Sales Copilot

A notification is published in the D365 App for Outlook add-in

The notification initiates the end-user to the installation path [Install Sales Copilot - Microsoft Support](#)



Sales Copilot installation from the App Source is considered user-deployed instead of admin-deployed and will not have full feature support. Work with your CRM administrator, for an admin-deployed Sales Copilot installation for full feature support. Learn more [Sales Copilot deployment guide for Dynamics 365 customers | Microsoft Learn](#).



M365 Outlook and Teams license

- You can use **Sales Copilot in Outlook, Teams and Dynamics 365**.
- Outlook: Desktop or Web supported.
- Only Exchange online is supported.
- Mobile is not supported.



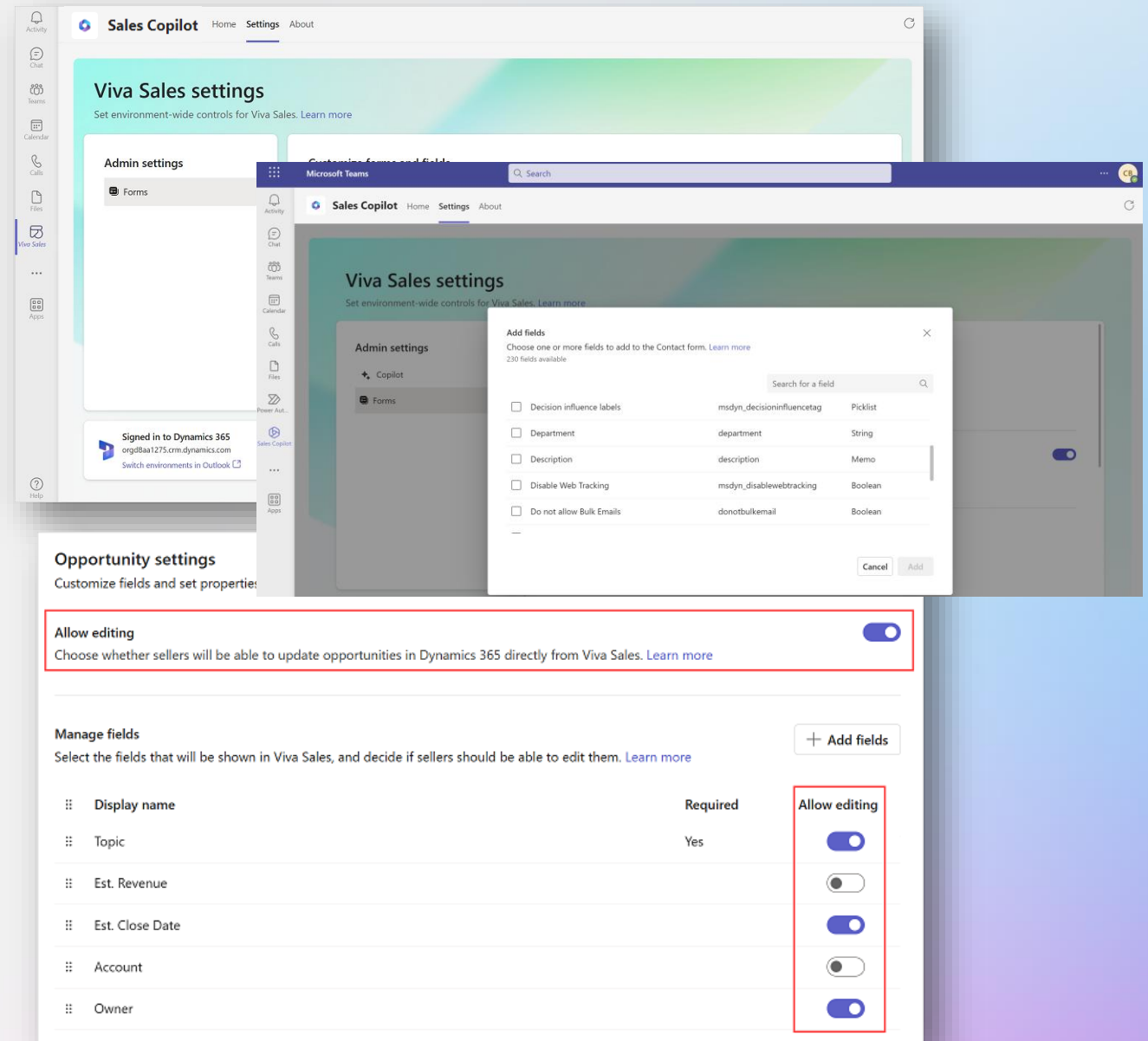
CRM license

- CRM account is mandatory with 2 CRMs supported currently: Dynamics 365 online and Salesforce.
- **Dynamics 365 Sales online** only; not for Dynamics on-premises.
- **Sales Copilot is included with Dynamics Sales enterprise and premium licenses.**

Customizations in Sales Copilot

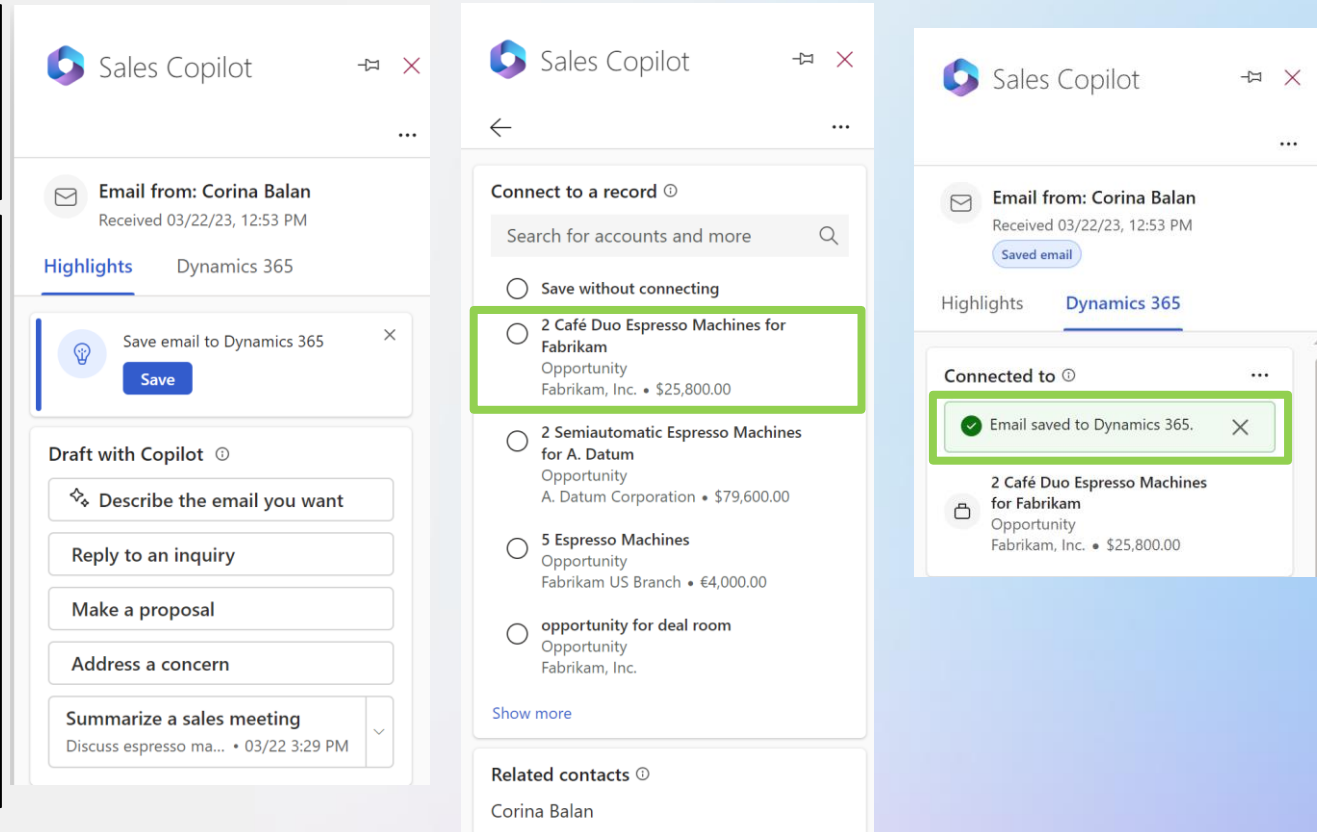
Extensibility capabilities available for Sales Copilot:

- **Expand** scope from default Contact, Opportunity, Account (COA) to **all first party or custom entities**.
- **Edit** all entity forms for Sales Copilot Outlook and Teams as per your **business needs**.
- Define if objects & fields on forms are **editable**.
- Select **contacts creation** behavior. (using Outlook or CRM forms)
- **Save emails** and appointments regarding first party or **custom entities**.
- For fields order, Sales Copilot can leverage **CRM views for opportunity, account and other first party or custom entities**.



Server-Side Synchronization in Sales Copilot

- Server-Side synchronization (SSS) enables Dynamics 365 App for Outlook to **track Outlook activities and objects** to the CRM system. It allows for **automatic synchronization** of emails based on configuration from Dynamics 365 app.
- Sales Copilot works **in the same way** as Dynamics 365 App for Outlook with SSS. And with the recent release, **SSS has become a prerequisite for tracking emails and appointments** in Sales Copilot.
- As such, capabilities such as **Category Tracking, Tracking draft emails or appointments, Un-tracking emails or appointments** are available with Sales Copilot.



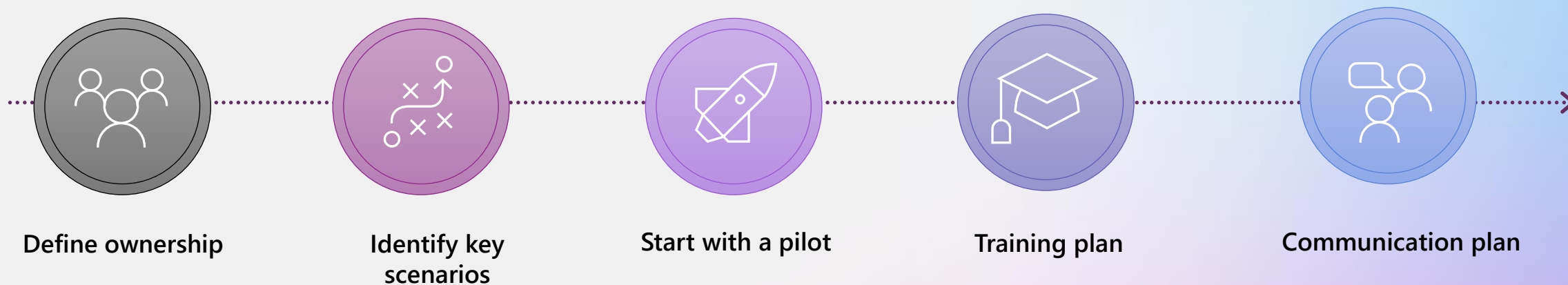
Chapter 3: Transition

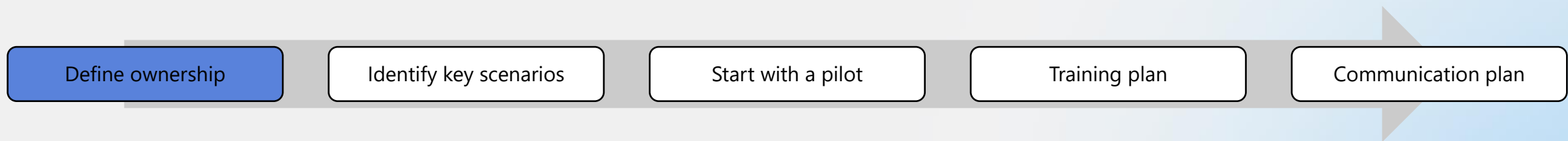
Considerations

At this stage, you have already identified the key features of Sales Copilot and the added benefits for your sellers over Dynamics 365 App for Outlook.

For any transition project to be successful, there are a few steps that need to be followed, and transitioning to Sales Copilot is no exception.

In this section, we will discuss some important considerations for a successful transition.

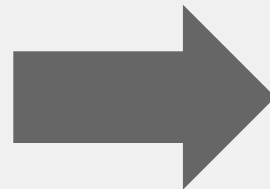




Considerations

As any other project, defining the **ownership** is critical for success as it will define **responsibilities** for each area or task that will encourage and motivate each individual or team to complete the assignment.

Leaving open items or in grey zone can contribute to not achieving desired progress with the transition activities.



Project Owner

Be sure to identify an owner for the adoption process to co-ordinate the activities and ensure the steps are followed.

Business Stakeholders

Any impact from the Dynamics 365 App for Outlook will affect the business user, for this reason key users from the business should be active and receive the ownership from activities as fit-gap analysis, testing and training.

- Designated *Early adopters* will learn and explore the capabilities of Sales Copilot. They will promote sales transformation across the organization and ensure an effective feedback loop.
- Designated *Champions* will learn and help others to use Sales Copilot. They will be part of the change management team and facilitate user onboarding.
- An *SME who is familiar with the existing implementation* of the existing Dynamics 365 App for Outlook would also be required.



Project and activities ownership will build a sense of responsibility that will contribute for the success of the project.

Define ownership

Identify key scenarios

Start with a pilot

Training plan

Communication plan

Considerations

Before planning the transition to Sales Copilot, you should :

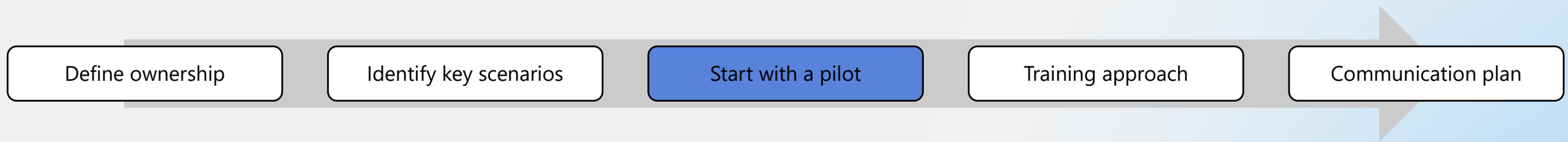
- Review how the business is using today Dynamics 365 App for Outlook and identify pain points, inefficiencies and opportunities for improvement.
- Consider how Sales Copilot will be able to make your sellers work life better whilst addressing current challenges or opportunities.
- Identify and prioritize most important scenarios.

The following examples of scenarios can be the scope for your pilot. The recommendation is to start with a limited set of features and after concluding your first pilot, you can expand the scope and include more capabilities.

- [Email thread summarization](#) - Use email summaries to catch up on a long email thread. Save the summary to your CRM as a note to keep your CRM updated with the latest information.
- [Suggested email replies](#) - Sellers can move a deal forward quicker using generated email content based on pre-defined response categories or seller's own prompt.
- [Track emails and appointments to your CRM](#) - As a seller, you can save all outgoing and incoming communication with your customers in the CRM system so that everyone in the company has full visibility in the CRM for relevant activities



Performing the assessment exercise could transform the transition into an opportunity to improve your sales processes by using the latest capabilities of Sales Copilot.



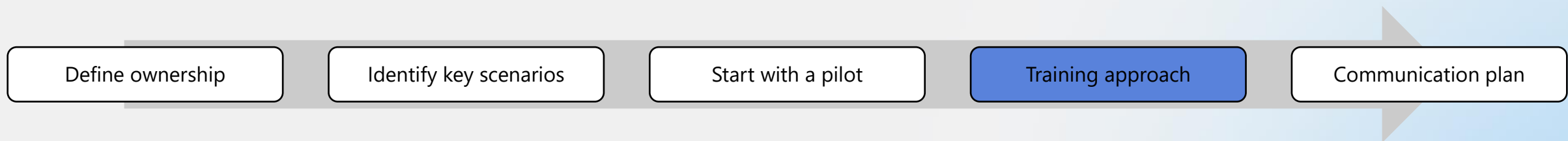
Start with a pilot

An important step in any transition project is performing a pilot. Once you have validated all the prerequisite requirements, defined the scope, obtained business approval, identified the transition scenarios, it is highly recommended to perform a pilot transition.

A pilot transition will help you validate:

- High level plan
- Transition approach
- Transition timeline
- Transition architecture

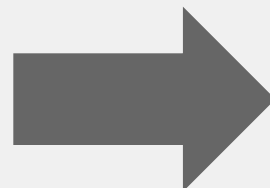
A pilot transition will also help you reduce problems during the actual transition and refine your overall execution plan.



Considerations

Sales Copilot is highly intuitive and does not require extensive training. To ensure that no one is left behind and that the transition is smooth, you can provide your users trainings and specific workshops.

Here are some examples of training material that could be prepared for your users:



Admin and early adopters – IT enthusiasts who typically don't require extensive training.

Champions – They help others using and onboarding Sales Copilot, so they should have access to more deep-dive resources.

Support team – They should be aware of the troubleshooting resources and if needed how to raise tickets to Microsoft Support.

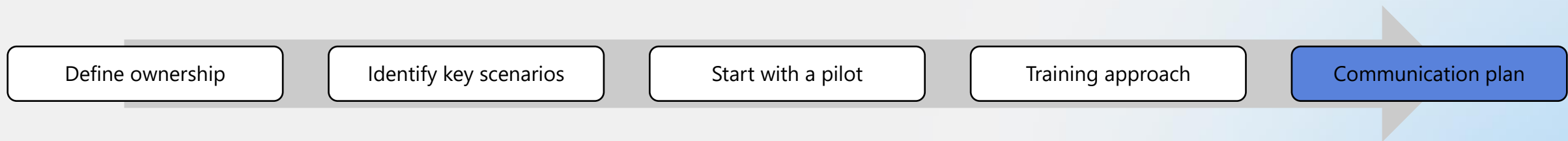
Business users – They need access to the detailed Sales Copilot training guides.

Make sure to leverage the Microsoft Sales Copilot documentation for your training materials:

- [Training module for sellers](#)
- [Use Sales Copilot in Outlook](#)
- [Use Sales Copilot in Teams](#)



Testing activities can be included during training phase as users could be running their daily activities in Sales Copilot.



Step 5: User Communication

It is time to start drafting the user communication plan to include what, when, and how information will be shared across different teams and stakeholders.

The user communication information may include:

- That the change is coming, and highlight the key benefits of moving to Sales Copilot
- Provide regular updates on the progress to allow users to feel empowered
- Update training information and share these updates to the users
- A few days before remind users of the change
- The day after the adoption of Sales Copilot, let users know the change has been implemented, and where they can share feedback or ask for support



Here's an example email message to share with your sellers [Template to welcome sellers in your organization to Sales Copilot](#)

1. Install Sales Copilot Outlook and Teams apps

- ✓ Verify licensing prerequisites, build a transition plan and **start with a pilot** before deploying Sales Copilot to the whole organization.
- ✓ Work with your **M365 Admin** to install [Sales Copilot for Outlook and Teams](#).
- ✓ [Allow transcription](#) for Teams meetings. For meeting insights generated by Sales Copilot conversation intelligence, **only transcript is required**.

2. Verify security roles and email synchronization rules

- ✓ For **admins** of Dynamics 365, Sys admin, Sys customizer or Sales Copilot administrator role is required to customize Sales Copilot for Outlook and Teams.
- ✓ For **sellers**, they require either OOB role (salesperson or sales manager) or Sales Copilot user role.
- ✓ Ensure Server Side Synchronization setup is complete and user mailboxes are successfully enabled. (this should already be the case for your existing Dynamics 365 App for Outlook users). Otherwise SSS is configured as a user will track the first Outlook activity to your Dynamics 365.

3. Customize Sales Copilot if OOB forms are not suitable

- ✓ Log in Sales Copilot Outlook app **first** then access Sales Copilot app in Teams. [Update the forms and fields](#) for your business and publish.
- ✓ When customizing, don't recreate your CRM forms and only **consider the essential fields** for good data quality and data required by your sellers to be their most productive. Sales Copilot customizations are not yet solution aware so you will need to replicate the forms configuration across environments.

4. Configure Sales Copilot and enable other features such as AI copilot features

- ✓ From Sales Copilot app in Teams, enable [suggested email content](#) also referred to as email insights or email suggested replies.
- ✓ Ensure a healthy change management is in place and consider that as the app evolves monthly, more features will be added. Stay up to date with the [monthly update blog](#).
- ✓ Once Sales Copilot has been deployed to your whole organization, consider [removing Dynamics 365 App for Outlook](#) if not used anymore.

Raising and tracking issues in production

When it's time to find answers to your Sales Copilot questions, there are a variety of self-support and assisted support options to provide the help you need.

The Troubleshooting Guide helps you locate the most relevant information for the problems you're trying to solve. [FAQ](#)

Can't find a solution yourself? Send a question to the Community and receive answers from other customers, partners, MVP's, and Microsoft employees.

<https://community.dynamics.com/>

Raise support requests for expedited live site support. Your support ticket will be appropriately tracked and routed to a team of experts that will help you resolve your problems. [CRM Support](#)

"Leveraging AI to gain better insights faster from the data in Dynamics is a strategic priority area for Sandvik Coromant. We are very excited about Viva Sales and Sales Copilot helping us accelerating here with 'opportunity summary.' The feedback from our pilot groups has been very positive."

—Peter Hoffner
CRM Product Owner
Sandvik Coromant

"Using Copilot for meeting summaries has saved me at least 30 minutes per meeting. Now I can copy, paste, adjust a few things, and quickly send. It has increased my velocity tenfold; my opportunities are closing faster, and my closing rate has climbed."

David Swenson
Business Development Director at Netlogic Computer Consulting

"Teleperformance believes in being agile and does not want to be weighed down by analysis paralysis. While we are cautious of trying out any recent technology, we trust Microsoft products and prefer to try them quickly"

Jeff Koehler
Vice President of Enterprise Technologies at Teleperformance

"At Investec, we are very excited to see how we can leverage Microsoft Sales Copilot and AI within the Microsoft stack to connect our internal teams and to enhance our understanding further of prospective and current clients to ensure we are providing a best-in-class experience."

—Dan Speirits
CRM Product Manager
Investec

"Opportunity summary in Microsoft Sales Copilot is a huge and important leap in our direction to save more time for our sales personnel. With this capability in the hands of our sellers, they can spend more time equipping organizations with best-in-class security solutions to help make our world a safer place."

—Philip Eklund
VP of Client Engagement Platform
Securitas

"The overall value of Dynamics 365 isn't contained to individual applications, it's the landscape, integrations, and data flow. Now, all of our colleagues are working with more data, in less time, to continue to exceed customer expectations."

Pepijn Karsmakers
Chief Information Officer
Azelis

Success Stories

FAQ

Q: Which license do I need to use Sales Copilot ?

A: Dynamics 365 Sales Enterprise license or premium includes Sales Copilot at no extra cost. For SFDC backend CRM, there is a Sales Copilot SKU that can be purchased.

Q: Do I need CRM connectivity to use Sales Copilot?

A: Yes, a Dynamics 365 online or SFDC are required as CRM.

Q: Should I move all my Dynamics 365 Sales enterprise users who use Dynamics 365 App for Outlook to Sales Copilot ?

A: Yes, Sales Copilot already covers the core features of App for Outlook with lots of added value with features such as AI copilot, conversation intelligence and collaboration spaces. You can start the transition in phases by moving a portion of your sellers first as a pilot, and later the rest of the users.

Q: If I don't use Dynamics 365 App for Outlook today, should I still consider Sales Copilot?

A: If tracking Outlook activities or bringing CRM data in Outlook was not required in the past, and thus, the App for Outlook was not installed, do consider the additional features of Sales Copilot such as AI copilot, conversation intelligence or collaboration spaces, and how these can help your business.

Q: I have 300 Dynamics 365 Sales enterprise licensed users and 500 Dynamics 365 Customer Service enterprise licensed agents using Dynamics 365 App for Outlook. Should we move all 800 to Sales Copilot ?

A: No, Sales Copilot is role tailored for seller persona. Your customer Service agents can continue using Dynamics 365 App for Outlook, while sales users should transition to Sales Copilot. For hybrid personas, covering both sales and customer service, consider which app has more weight, if all use cases are supported in Sales Copilot or if feasible to use both apps as needed.

Q: Will Dynamics 365 App for Outlook be deprecated ?

A: There are no plans to deprecate Dynamics 365 App for Outlook currently.

Q: Why should I transition to Sales Copilot ?

A: Sales Copilot bring tremendous value for sellers: AI powered copilot for high efficiency, premium meeting experience with conversation intelligence, facilitated collaboration flow and CRM data in the flow of work. It is a SaaS application with monthly releases with new features and enhancements. Most platform energy is focused on AI-powered Sales Copilot which is available across Outlook, Teams and Dynamics 365 Sales apps.

For more FAQ, see [Sales Copilot FAQ - Microsoft Support](#).

Sales Copilot Resources

Administrator resources

[Sales Copilot architecture | Microsoft Learn](#)

[Sales Copilot deployment guide for Dynamics 365 customers | Microsoft Learn](#)

[Administrator settings for Sales Copilot | Microsoft Learn](#)

Sellers resources

[Use Sales Copilot in Outlook](#)

[Use Sales Copilot in Teams - Microsoft Support](#)

[Use AI to kickstart email replies](#)

[Boost sales performance with Microsoft Sales Copilot - Training](#)

To stay informed of upcoming updates, consult the [monthly update blog](#).





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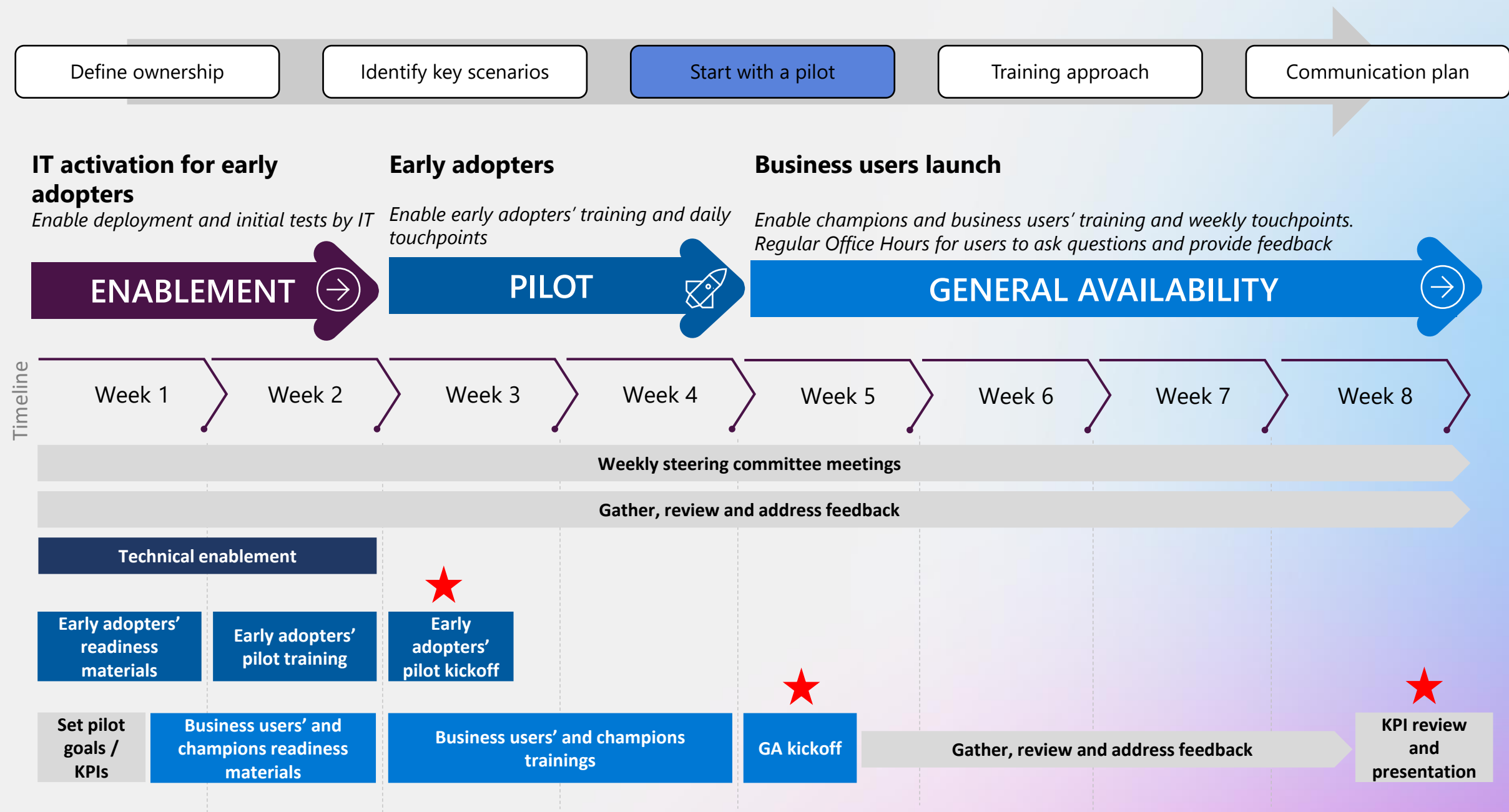
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Appendix

- Transition - Pilot Timeline Example
- UI Language support for Sales Copilot

Start with a pilot – timeline example



User Interface Languages

Sales Copilot 	Arabic, Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hebrew, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese (Portugal), Spanish, Swedish, Thai, and Turkish.
Dynamics 365 App for Outlook 	Bulgarian, Hebrew, Portuguese (Brazil), Chinese (People's Republic of China), Hindi (India), Portuguese (Portugal), Chinese (Taiwan), Hungarian, Romanian, Croatian, Indonesian, Russian, Czech, Italian, Serbian, Danish, Japanese, Slovak, Dutch, Kazakh, Slovenian, English, Korean, Spanish, Estonian, Latvian, Swedish, Finnish, Lithuanian, Thai, French, Malaysian, Turkish, German, Norwegian, Ukrainian, Greek, Polish, Vietnamese.