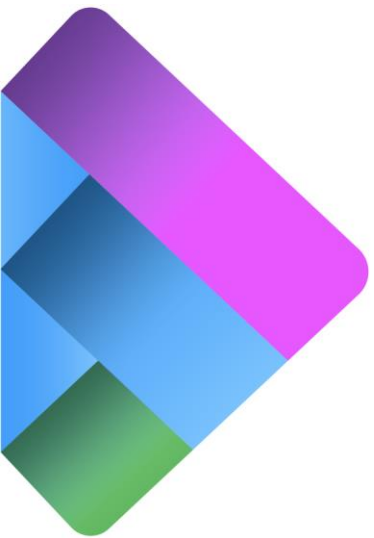


Microsoft Dynamics Meetup Deutschland September 2023

Power Platform & D365 2023 Release Wave 2



CRM and Beyond



Speaker Information

Dynamics 365 & Power Platform

Solution Architect

@ Avanade Deutschland

Community Work

- Dynamics 365 Meetup Deutschland (Organizing Team)
- Deutschland / DACH Powerthon (Organizing Team)
- Speaker

LinkedIn: www.linkedin.com/in/schladot

E-Mail: joergen@schladot.de

Blog relaunch in October 2023:
<https://www.crm-and-beyond.com>



Power Platform & D365 2023 Release Wave 2

- 2 Release Waves / Year
April / October
- Early Access - 2 month prior official release date
<https://learn.microsoft.com/en-us/dynamics365/release-plan/2023wave2/features-ready-early-access>
- [Microsoft Dynamics 365 - Release Plan](https://releaseplans.microsoft.com/en-US/?app=Marketing)
<https://releaseplans.microsoft.com/en-US/?app=Marketing>
- Dynamics 365 2023 Release Wave 2 pdf
<https://go.microsoft.com/fwlink/?linkid=2241095>
- Power Platform 2023 Release Wave 2 pdf
<https://go.microsoft.com/fwlink/?linkid=2241096>



<https://releaseplans.microsoft.com/en-US/?app=Marketing>

Dynamics 365 and Microsoft Power Platform
Release planner

All release plans My release plans

Dynamics 365

Marketing

Sales

Viva Sales

Microsoft Sales Copilot

Commerce

Customer Insights

Customer Service

Field Service

Finance and Operations cross-app

Guides

Finance

Project Operations

Watch the new highlights!

Planned
11 upcoming features included in release plans

Coming soon
17 upcoming features available this month

Try now
33 new features recently released to market

Unify sales and marketing

Build custom reports using Microsoft Fabric integration
Public Preview Nov 2023

Accelerate your pipeline with integrated analytics
Public Preview Dec 2023

Qualify leads and route to sales when buying is likely
UPDATED General Availability Dec 2023

Copilot and AI innovation

Moments that matter



Early Access

- Early Access – available 2 months prior official release
- Can be activated since July 31st on Power Platform Admin Center <https://aka.ms/ppac>
- Wave updates cannot be skipped!
- Environments with activated Early Preview will not be updated to GA Version in October

→ Use separate / trial environment for preview access

- Environment update will be deployed on european servers between October 13th.-16th 2023

Europe

Friday, October 13, 2023 to Monday, October 16, 2023

- More information about regional deployment schedule:

<https://learn.microsoft.com/en-us/power-platform/admin/general-availability-deployment#deployment-schedule>



The screenshot displays the Power Platform Admin Center interface. The left sidebar shows navigation options: Home, Environments, Analytics, Billing (Preview), Settings, Resources, Help + support, Data integration, Data (preview), Policies, and Admin centers. The main content area is titled 'Environments > Intelligent Order Management Trial'. It includes sections for Details (Environment URL, State, Region, Refresh cadence, Type, Security group, Organization ID, Environment ID), Auditing (Auditing enabled, Retain audit logs for, Free up capacity), Version (Dataverse version), Updates (2023 release wave 2), and Recent operations (Type, Start time, Initiated by, Status). A red box highlights the 'Manage' button in the Updates section. Below the main content, there is a section for 'Updates' with a title '2023 release wave 2' and a description: 'Update now and your end users get new features in: All available updates will start at once. Only apps that you have a license for or have installed will be updated. All updates will happen at once.' A red box highlights the 'Update now' button. To the right of the 'Update now' button, there is a warning message: 'This can't be undone. Performance may be impacted while you update (it could take a few hours). Learn more'. Further right, there is a 'Turn on update?' dialog box with a 'Confirm' button highlighted by a red box. At the bottom right, there is a 'Dynamics Meetup Deutschland' logo.



Some highlights of the upcoming Power Platform & Dynamics 365 2023 release wave 2 update

For a full list of features, please visit the official Microsoft learn release pages.

The QR codes will direct you to the official announcement on the Microsoft pages.

Wave highlights have been collected using the release planner and features have been added to “My release plan” section.





Power Platform - Dataverse

Associate activities with multiple related records		UPDATED	Public Preview Oct 2023		
Accelerate value with clean data			General Availability Mar 2024		
Use one connector for all legacy connectors			General Availability Nov 2023		
Experience enhancements to formula columns		UPDATED	General Availability Dec 2023		
Use Power Fx to define column level rollup logic			Public Preview Jan 2024		
Use access checker to view all users who have access to your record			undefined		



Power Platform – Pro Dev / Integration

Deploy customizations to finance and operations apps		UPDATED	Public Preview Sep 14, 2023		
Deploy developer sandboxes and assign them to engineers		UPDATED	Public Preview Sep 14, 2023		
Create finance and operations apps against cloud runtime			General Availability Oct 2023		
Enable support for asynchronous operation in dual-write functionality			Public Preview Oct 2023		
Synapse Link for Dataverse includes finance and operations data		UPDATED	General Availability Nov 2023		
Experience combined Power Platform and Finance and Operations Visual Studio tools			undefined		



Power Platform – Power Apps

Set the solution context for customizations



Public Preview
Oct 2023



Experience improved named formula browsing in Power Apps Studio



Public Preview
Mar 2024



Resize and reposition the Power Fx editor within Power Apps Studio



Public Preview
Mar 2024



Quickly create data-connected apps with rich, responsive layout templates















Public Preview
Mar 2024





Power Platform – Power Automate

Run a cloud flow for more than 30 days per invocation			Public Preview Nov 2023		
Store cloud flow execution history in Microsoft Dataverse		NEW	Public Preview Nov 2023		
Manage abandoned cloud flows		UPDATED	Public Preview Dec 2023		
Use your own encryption key for encrypting data at-rest for existing environments			Public Preview Dec 2023		



Power Platform – Power Pages

Use Bootstrap version 5 in Power Pages



UPDATED

undefined









CRM and Beyond

Microsoft Dynamics Meetup Deutschland

Dynamics 365

Marketing Customer Insights Journey

Increase lead conversions by routing to the correct sales rep		NEW	General Availability Oct 2023		
Qualify leads and route to sales when buying is likely		UPDATED	General Availability Dec 2023		

D365 Sales

Engage with your customers by invoking SMS chat pane from Activities			Early Access Jul 31, 2023		
Empower seller to proactively pick next prioritized record based on business rule			General Availability Nov 2023		
Guide sellers to work simultaneously using multiple sequences			Public Preview Dec 2023		





Dynamics 365

Customer Service

Pin and unpin records in timeline



General Availability
Oct 2023



Route calls to agents who are idle for longest period



General Availability
Oct 2023



D365 Field Service

New and improved work order experience



UPDATED

Public Preview
Aug 9, 2023



Work hours calendar supports multiple recurrences



Early Access
Jul 31, 2023



Generate a work order from a quote









General Availability
Oct 2023



Copilot

Power Virtual Agents

Use Dataverse as a source for AI-created generative answers		UPDATED	Public Preview Oct 2023		
Use internal SharePoint content as a source for AI-created generative answers			General Availability Oct 2023		

D365 Field Service

AI-powered work order recap		UPDATED	General Availability Nov 2023		
AI-powered work order recap for mobile users		UPDATED	General Availability Nov 2023		
Create work orders in Outlook using AI		UPDATED	General Availability Nov 2023		
Create work orders in Teams using AI		UPDATED	Public Preview Nov 2023		
Leverage AI for resource scheduling in Outlook		UPDATED	General Availability Dec 2023		

Copilot

D365 Sales

Gear up for meetings with AI-generated preparation notes		General Availability Sep 2023		
Stay on top of your deals with AI-generated opportunity summaries		General Availability Sep 2023		
Stay on top of your lead with AI-generated lead summary		General Availability Sep 2023		
Elevate your customer engagements with AI-recommended content		Public Preview Jan 2024		
Know your account better with AI-generated account summary		UPDATED Public Preview Jan 2024		

Copilot

D365 Marketing

Create journeys by describing them using Copilot



UPDATED

General Availability
Nov 2023



Prevent messages from sending during unwanted times by setting up quiet times using Copilot



UPDATED

General Availability
Dec 2023



Copilot

D365 Customer Service

Discover knowledge content with Copilot



General Availability
Oct 2023



Draft email replies with a click using Copilot



General Availability
Oct 2023

