TABLE OF CONTENTS

[Dynamics 365 Fraud Protection licensing scenarios training 1](#_Toc46992808)

[Infrastructure update: Geographic availability improvements for Dynamics 365 and Power Platform 2](#_Toc46992809)

[Learn about FY21 key themes, sales strategy, and execution during the Business Applications Digital Days 2](#_Toc46992810)

[MSX Integration for intelligent guided selling experience – live July 20 3](#_Toc46992811)

[New Business Value Insights templates for rapid response 4](#_Toc46992812)

[Quick-Start Guide to Building Resiliency with Customers 4](#_Toc46992813)

[Quick-Start Guide to Delivering Always-On, Always Exceptional Service 5](#_Toc46992814)

[Review the Quick-Start Guide to Accelerate Digital Selling 5](#_Toc46992815)

[Technical readiness webinar series 5](#_Toc46992816)

[Three new Microsoft Dynamics 365 webinar series available on Microsoft.com 6](#_Toc46992817)

[Updated D365 Technical Content 7](#_Toc46992818)

[What’s New for 2020 release wave 1 webinar series 8](#_Toc46992819)

# Dynamics 365 Fraud Protection licensing scenarios training

As part of Dynamics 365 licensing scenarios training series, now offering new episode called Dynamics 365 Fraud Protection. This short video explains the most common scenarios related to the new Dynamics 365 Fraud Protection offers that will be generally available on July 1.

You can find the recording and deck available here: [video](https://msit.microsoftstream.com/video/0ef7a3ff-0400-a936-f426-f1eaa9e188c1) and [deck](https://microsoft.sharepoint.com/:p:/r/sites/Infopedia_G01KC/_layouts/15/WopiFrame.aspx?sourcedoc=%7b03a61382-f24e-429a-83dc-e5de525da17f%7d&action=default&DefaultItemOpen=1).

This training is targeted to field sellers and licensing community for advanced learning. In order to get familiar with some basic licensing concepts, fundamental level trainings are recommended before the advanced scenarios. You can find easy access to core Dynamics 365 licensing trainings on  [Dynamics 365 Licensing portal.](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fteams%2FBusinessApplicationsPricingandLicensing2%2FSitePages%2FTraining.aspx&data=02%7C01%7CHenrique.Yagi%40microsoft.com%7C6a1e9866c7cd4e58984508d7d66a1dd9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637213623558590209&sdata=mpmsNFZag1yfCbbehvDSe2uTfiVyDKYp0E2hCODbWMo%3D&reserved=0)

Resources:

* Dynamics 365 Pricing and Licensing page: [Field](https://microsoft.sharepoint.com/sites/Infopedia_G01/Pages/DynamicsHub.aspx#Dynamics365:Pricing-licensing-Overview) & [Partner](https://businesscenter.mbs.microsoft.com/#contentdetail/Dyn365PricingandLicensing)
* Dynamics 365 [Licensing Training](https://microsoft.sharepoint.com/teams/BusinessApplicationsPricingandLicensing2/SitePages/Training.aspx) page
* Dynamics 365 [Licensing Guide](https://go.microsoft.com/fwlink/?LinkId=866544&clcid=0x409) (PDF)

Licensing support:

* Field: [LicenseQ](https://microsoft.sharepoint.com/teams/CSSLicenseQ)
* Partner: [Microsoft Partner Community](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps)

For announcements and communications: [Yammer](https://www.yammer.com/microsoft.com/#/threads/inGroup?type=in_group&feedId=1777689) (Field only) and [Microsoft Partner Community](https://www.microsoftpartnercommunity.com/t5/Business-Applications/ct-p/BizApps)

# Infrastructure update: Geographic availability improvements for Dynamics 365 and Power Platform

Power BI is now generally available in the Switzerland data center. This is the first of the Business Applications online services to go live in Switzerland local cloud to support customers requiring data residency.

As Business Applications continue to expand into new Local and Sovereign infrastructure serving customers in regulated industries, the key highlights include:

# Learn about FY21 key themes, sales strategy, and execution during the Business Applications Digital Days

Now announcing the Business Applications Digital Days will be hosted July 14-16, 2020 by the worldwide Business Applications Sales Enablement team. This is a corporate-led virtual readiness event to kick-off the new fiscal year by providing the Business Applications enterprise FY21 key themes, sales priorities and execution programs. The corporate teams will cover continuity in execution, enhancements to sales model updates, industry, value selling, compensation, partner, and other sales execution to help accelerate pipeline. Recordings will be available post event. The target audience is the Business Applications STU Enterprise and invitations are extended to other Business Applications field communities and roles including: SMC STU, Sub BG Lead, Sub PMM, OCP PMAs and PTAs, CSU, MCS, and ATU Biz Apps champs.

Please register (details below) for the July 14-16 sessions open to all Business Applications focused field roles. Note: your registration through the website registers you for all three days in the single registration. Once you register for the call option that is optimized for your geographic location, an MS Teams Live Event calendar invite will be sent to you within 5 business days from the ‘Biz Apps Enablement’ (accelba) mailbox. Review the [agenda](https://aka.ms/BizAppsDigitalDays) and email [accelba@microsoft.com](mailto:accelba@microsoft.com) for questions.

*Call option 1*

|  |  |  |
| --- | --- | --- |
| Tues, July 14 | 7AM PT  Sales strategy & industry  (~120 mins) | Weds, July 15 | 7AM PT  Value selling  (~120 mins) | Thurs, July 16 | 7:30AM PT  Sales programs, offers, partner  (~90 mins) |
| [REGISTER HERE](https://bizappsenableevents.microsoftcrmportals.com/event/sessions?id=Digital_Days_CI_AM_Calls1707594763) | | |

*Call option 2*

|  |  |  |
| --- | --- | --- |
| Tues, July 14 | 4PM PT  Sales strategy & industry  (~120 mins) | Weds, July 15 | 4PM PT  Value selling  (~120 mins) | Thurs, July 16 | 4:30PM PT  Sales programs, offers, partner  (~90 mins) |
| [REGISTER HERE](https://bizappsenableevents.microsoftcrmportals.com/event/sessions?id=Digital_Days_IC_PM_Calls4217903762) | | |

# MSX Integration for intelligent guided selling experience – live July 20

Catalyst is a selling process on Digital Transformation which enables sellers to lead with Business value selling (vs. technology products & features). Catalyst is a customer-facing brand that enables us to set expectations with the business executives on what kind of journey they can expect to go through with Microsoft to conceive, plan and execute business-altering digital transformation plans. The Catalyst IDEA framework is a journey that customers take with sellers to discover, envision, uncover business value, demonstrate the solution and ensure realization of the business value that was envisioned at the start of the journey.

To support the field as they build the Catalyst IDEA selling muscle, Catalyst will be incorporated into Microsoft Sales Experience (MSX) CRM for an intelligent guided selling experience beginning July 20. Sellers will be able to manage a Business Applications Catalyst customer opportunity within MSX, which will prompt sellers on the next best action to take a customer through the Catalyst journey.

On July 20 MSX CRM will launch the following:

* Enterprise Recommender capabilities to enable sellers to build and manage a pipeline of opportunities
* A Business Process Flow (in place of MSP) aligned to the Catalyst IDEA stages.
* Next Best Action Recommendations and Contextual Notifications in the Business Process Flow, which will point sellers to the relevant accelerators at the right opportunity stage, along with links to request sales support resources.
* Help sellers identify the ‘right’ Partner (or MCS) support and enable the seller to share the customer opportunity, directly in the workflow.
* Content integration via Seismic – both content for the seller as well as relevant content to share with customers.

You will also be able to track execution of the FY21 Catalyst Win Formula as part of the new MSX CRM capabilities.  The reporting will enable sales manager coaching discussions to help sellers be more successful in driving customer opportunities through the Catalyst journey.

Additional information:

* [A14 scaling catalyst walking deck](https://nam06.safelinks.protection.outlook.com/ap/p-59584e83/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2F%3Ap%3A%2Ft%2FCatalystIntegrationintoMSX%2FEfT0q_pDFjhEk6Ngg2jtOBsBpe6guR3_cGpE9iEo0hZr2Q%3Fe%3Dp3F6dt&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654750981&sdata=bhbqLOd5%2FN0LDoB%2FIOf10aeHxwKtx22Eg42IuuXCnjE%3D&reserved=0)
* [Catalyst overview](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2FPages%2FDocset-Viewer.aspx%3Fdid%3DG01KC-2-3944&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654760935&sdata=UN%2FrriIVCUhEqiYg2JVQfYMjte%2FqpW0u0Qh8o4XhAEs%3D&reserved=0) (internal)
* [Video: Catalyst Sales Journey](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fyoutu.be%2FWvt1CJIDSM4&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654760935&sdata=WRB3WX0OWGZBedM5qdRk%2FxqdoObyNnZBYN%2BjNIqHJEo%3D&reserved=0) (to customer)
* [Video: Catalyst IDEA Selling](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmsit.microsoftstream.com%2Fvideo%2F5cf008ec-8f23-4fad-a57f-06c526c0ca3b&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654770893&sdata=JgWuBZhQddsytznBFWebGaVQOShou4gUY4cg%2F5nqQbg%3D&reserved=0) (to field/seller)
* [Microsoft Catalyst Sales Desk](https://aka.ms/CatalystSD)

[Catalyst & Rapid Response Journeys](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fmicrosoft.sharepoint.com%2Fsites%2Finfopedia%2Fpages%2Flayouts%2Fkcdoc.aspx%3Fk%3Dg01kc-2-11315&data=02%7C01%7Cv-coollm%40microsoft.com%7C5f912e895487453b62c008d80f30d2c9%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637276049654770893&sdata=xtryjvttAWCsvd6nLHrTeof3Nm9UPEXkRJjAW08pUGo%3D&reserved=0)

# New Business Value Insights templates for rapid response

TheBusiness Value Insights (also known as Enlightens) is used to help sellers to “open the door” and continue the engagement. The Business Value Insights (BVI) is one of first assets of the Catalyst journey in Prospecting phase. The BVI is a Microsoft-hosted “outside-in” discussion with the customer and has been created using publicly available company, industry, and peer information to help uncover areas of potential improvement and value to our customers.

On June 16, the first 8 templates were released for the Top 4 Industries (Retail, Manufacturing, Healthcare and Government) for Rapid Response phase following Priority Industry Scenarios. These templates focus on addressing COVID-19 related situations customers are going through for the Respond, Restart and Reshape stages. Review these [templates](https://microsoft.sharepoint.com/sites/Infopedia/pages/docset-viewer.aspx?did=G01KC-2-11888) and customize for customer needs.

# Quick-Start Guide to Building Resiliency with Customers

From protecting frontline workers to establishing distributed sales teams, organizations face unprecedented changes. Customers and employees need consistent, empathetic, and impactful experiences more than ever. Organizations need to learn fast and evolve with agility, delivering meaningful engagement across existing and new channels and touchpoints. The [Quick-Start Guide to Building Resiliency with Customers](https://clouddamcdnprodep.azureedge.net/gdc/gdcE0Oqf2/original) explains key workforce transformation scenarios to help respond to rapid change—and even crises—just as fast, using data to drive confident decisions. For each scenario, there will be a short list of questions to understand your current situation, activities to plan for what’s next, and resources to get started.

* Establish your distributed and remote service team.
* Optimize your resource scheduling.

Create a remote sales organization.

# Quick-Start Guide to Delivering Always-On, Always Exceptional Service

Over the last 5 to 10 years, customer and field service organizations have stepped up to become their companies’ top competitive differentiators. During this time of rapid change, organizations face difficulties when it comes to delivering consistent, always-on service. Read the [Quick-Start Guide to Delivering Always-on, Always Exceptional Service](https://clouddamcdnprodep.azureedge.net/gdc/gdc3Bu9DM/original), which targets common challenges organizations are likely experiencing, with tips and tactics addressing them. You won’t find a lengthy list of to-dos— the goal is to provide you with a short list of concrete actions that will have the most impact to deliver always-on, always exceptional service regardless of what the world throws at you.

# Review the Quick-Start Guide to Accelerate Digital Selling

Over the last five years, brands have been making it easier for customers to shop and buy their products from anywhere at any time. During times of rapid change, organizations continue to face difficulties when it comes to digital selling. Read the [Quick-Start guide to Accelerate Digital Selling](https://clouddamcdnprodep.azureedge.net/gdc/gdcpvRCNU/original), which targets common challenges that sales organizations face, with tips and tactics that can help. You won’t find a lengthy list of to-dos— the goal is to provide you with a short set of concrete actions that will deliver the most impact, so your teams can sell seamlessly, wherever they are.

# Technical readiness webinar series

The Level 300 Technical Readiness Webinars Series is available for live ([one session remaining in June](https://learning.eventbuilder.com/FY20TechnicalReadinessWebinarSeries)) and [on-demand viewing](https://learning.eventbuilder.com/FY20TechnicalReadinessWebinarSeries) for field and partners looking to receive an overview of 2020 release wave 1 new capabilities for Dynamics 365 products led by the Engineering Product Team. Please reach out to [Keith Overa](mailto:Keith%20Overa%20%3ckovera@microsoft.com%3e) with any questions.

Geographic availability – web transition: Minor improvements have been incorporated to the geographic availability information for Dynamics 365 and Power Platform services. The report may be accessed from [Dynamics 365](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fdynamics.microsoft.com%2Fen-us%2Fresources%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472056150&sdata=o362JPTtyjhoBsJTC46k8d72Yr0va5beSRkDQdbVXyA%3D&reserved=0), [Power BI](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerbi.microsoft.com%2Fen-us%2Froadmap%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472066142&sdata=f3UYPCt0MIzzMAOnf9CGAkCW2us6V%2FsOJWDiqqDuxXk%3D&reserved=0), [Power Apps](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowerapps.microsoft.com%2Fen-us%2Froadmap%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472066142&sdata=bIIH1zJy1N5qXh28kscJaEg9oWpPupmYcP3he4Wv71E%3D&reserved=0), [Power Automate](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fflow.microsoft.com%2Fen-us%2Froadmap%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472076133&sdata=vMWGFdEFzDZSdBWealU1So%2B%2FufxXhWteXMxcyOvlRlE%3D&reserved=0) and [Power Virtual Agent](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fpowervirtualagents.microsoft.com%2Fen-us%2F&data=02%7C01%7Cradhij%40microsoft.com%7C4662f817700744d6e5d408d806923d8c%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637266572472076133&sdata=UzQJW8BnRA1qG%2BBP01Fk4rsO%2BDwcFVJRiEp9YDjyR74%3D&reserved=0) web pages.

Dynamics 365 for Finance, Supply Chain, Commerce: database backup retention changes are live.

* Production environments: Backups of the business database and financial reporting database are retained for up to 28 days.
* Sandbox environments: Backups of the business database and financial reporting database are retained for up to 7 days.

Review the full [Business Applications Infrastructure update - May 2020](https://microsoft.sharepoint.com/sites/Infopedia_G01KC/KCDOCs2/Customer%20Experience%20Updates/Business%20Applications%20Infrastructure%20update%20%E2%80%93%20May%202020.pdf).

# Three new Microsoft Dynamics 365 webinar series available on Microsoft.com

New Webinar: Keep Consumers Connected with Your Business

Every organization needs to adapt and adjust its operations to the current business landscape. Watch this [webinar series](https://info.microsoft.com/ww-Landing-B2C-Webinar-Series-Keep-Consumers-Connected-Video.html) to learn how to maintain business continuity and build ongoing, high-quality customer engagement for long-term success. All three episodes are available on demand now.

* Episode 1: Earn Customer Trust Through Personalized, Timely Outreach
* Episode 2: Deliver Seamless Customer Experiences
* Episode 3: Identify and Prioritize Customer Needs at Scale

New Webinar: How to Foster Customer Relationships at a Critical Time

It’s now more important than ever to prevent potential disruption for your customers, maintain the quality of products and services, and continue building strong customer relationships.  Watch this [webinar series](https://info.microsoft.com/ww-landing-how-to-foster-customer-relationships-at-a-critical-time.html) to help your organization respond to changes in real time and achieve long-term success. All three episodes are available on demand now.

* Episode 1: Understand and Engage Customers in Uncertain Times
* Episode 2: Lead your Sales Team through a Crisis Today and in the Future

Episode 3: Adapt to Customer Needs to earn Loyalty and Trust

New Webinar: Adapt to a Rapidly Changing Environment

In today’s uncertain environment, the ability to adapt quickly to change and strengthen engagement with employees and customers is critical to your business success. Watch this [three-episode webinar series](https://info.microsoft.com/ww-landing-Culture-Series-Webinar-Email-Adapt-Rapidly.html) to learn from Microsoft’s sales and service industry leaders with first-hand experience driving change management with positive results.

* Episode 1: Remote Selling Accelerated
* Episode 2: AI in the New Normal

Episode 3: Why Agility and Care are Critical to Great Customer Experiences

# Updated D365 Technical Content

COVID-19 updates to the Dynamics 365 FY20 Sales Play click-through DemoMates are available on CDX today.

The below table displays available assets for each sales play and their underlying workloads - all icons will direct you to the corresponding asset available on the [CDX demo platform](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcdx.transform.microsoft.com%2F&data=02%7C01%7Cvanbuc%40microsoft.com%7C84248445b73940643c2808d8026c6ec5%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C637262012608413852&sdata=jg3%2BlQnT1JAsW%2BpPUDD5qJtpXXI7QizbQE7Ym1EoL98%3D&reserved=0) and Infopedia. Valid credentials are required.

For questions, please reach out to [D365TPM@microsoft.com](mailto:D365TPM@microsoft.com).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Dynamics 365 Technical Content | | | | | |
| FY20 Sales Play | Technical Pitch Deck | [CDX – Access to Dynamics 365 Demonstrations](https://cdx.transform.microsoft.com/) | | | |
| Shared Tenant | | 90 Day Tenant | DemoMates |
| Connected Commerce |  |  | Fraud Protection | - |  |
|  | Commerce POS |
|  | Commerce Headquarters |
|  | Commerce eCommerce |
| Connected Field Service |  |  | Dynamics 365 Field Service |  |  |
| Business Central |  |  | Dynamics 365 Business Central |  |  |
| Intelligent Sales and Marketing |  |  | Dynamics 365 Marketing |  |  |
|  | Dynamics 365 Sales |
|  | Dynamics 365 Sales Insights |
|  | Dynamics 365 Customer Insights |
|  | Customer Insights Pocket Demo |
| Supply Chain Management |  |  | Dynamics 365 Supply Chain Management | - |  |
| Modern Finance |  |  | Dynamics 365 Finance | - |  |
| Proactive Customer Service |  |  | Dynamics 365 Customer Service |  |  |
|  | Customer Service Insights |

# What’s New for 2020 release wave 1 webinar series

[What’s New for 2020 Wave 1 Release Readiness Webinars](https://learning.eventbuilder.com/FY20WhatsNewWebinarSeries) continue with one remaining session in June. On-demand recordings and decks are available for field and partners to receive an overview of the 2020 release wave 1 highlights, led by Product Marketing, and grouped by Sales Play. Please reach out to [Keith Overa](mailto:Keith%20Overa%20%3ckovera@microsoft.com%3e) with any questions.