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# Dynamics 365 Fraud Protection licensing scenarios training

Dynamics 365 Fraud Protection licensing scenarios trainingAs part of Dynamics 365 licensing scenarios training series, now offering new episode called Dynamics 365 Fraud Protection. You can find the recording and deck available here: and .This training is targeted to field sellers and licensing community for advanced learning.

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

Infrastructure update: Geographic availability improvements for Dynamics 365 and Power PlatformPower 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.

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

Learn about FY21 key themes, sales strategy, and execution during the Business Applications Digital DaysNow 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.

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

MSX Integration for intelligent guided selling experience – live July 20Catalyst is a selling process on Digital Transformation which enables sellers to lead with Business value selling (vs. technology products & features). On July 20 MSX CRM will launch the following:Enterprise Recommender capabilities to enable sellers to build and manage a pipeline of opportunitiesA Business Process Flow (in place of MSP) aligned to the Catalyst IDEA stages. Content integration via Seismic – both content for the seller as well as relevant content to share with customers.

# New Business Value Insights templates for rapid response

New Business Value Insights templates for rapid responseThe Business Value Insights (also known as Enlightens) is used to help sellers to “open the door” and continue the engagement. 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.

# Quick-Start Guide to Building Resiliency with Customers

Quick-Start Guide to Building Resiliency with CustomersFrom protecting frontline workers to establishing distributed sales teams, organizations face unprecedented changes. 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.

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

Quick-Start Guide to Delivering Always-On, Always Exceptional ServiceOver 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.

# Review the Quick-Start Guide to Accelerate Digital Selling

Review the Quick-Start Guide to Accelerate Digital SellingOver the last five years, brands have been making it easier for customers to shop and buy their products from anywhere at any time.

# Technical readiness webinar series

Technical readiness webinar seriesThe Level 300 Technical Readiness Webinars Series is available for live () and 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. Production environments: Backups of the business database and financial reporting database are retained for up to 28 days.

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

Three new Microsoft Dynamics 365 webinar series available on Microsoft.com New Webinar: Keep Consumers Connected with Your BusinessEvery organization needs to adapt and adjust its operations to the current business landscape. Episode 1: Understand and Engage Customers in Uncertain TimesEpisode 2: Lead your Sales Team through a Crisis Today and in the FutureEpisode 3: Adapt to Customer Needs to earn Loyalty and TrustNew Webinar: Adapt to a Rapidly Changing EnvironmentIn today’s uncertain environment, the ability to adapt quickly to change and strengthen engagement with employees and customers is critical to your business success.

# Updated D365 Technical Content

Updated D365 Technical ContentCOVID-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 and Infopedia.

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

What’s New for 2020 release wave 1 webinar series continue with one remaining session in June.