

Team Members License for Existing Customers

Updated April 2019

Online

Existing Team Member customers and their licensed users may continue to exercise their use rights for the following workloads:

Customer Engagement

- Dynamics 365 for Sales: non-employees may create and update opportunities via a portal or API
- Dynamics 365 for Customer Service:
 - Interactive Service Hub
 - Knowledgebase Management
 - User interface integration for Dynamics 365
- Dynamics 365 for Field Service: non-employees may update work order via a portal or API
- Across workloads:
 - Create, update, and delete Accounts
 - Create, update, and delete records against unlimited number of custom entities
 - 'PowerApps for Dynamics 365 Team Members' removed (including API access, and ability to use premium, on-premises, or custom connectors)

Unified Operations

- Dynamics 365 Finance and Operations:
 - Field service security roles
 - Field service technician
 - Service dispatcher

Exclusions:

Customers not impacted by this change in **October 2018** and not eligible for the above use rights include existing customers licensed with: Dynamics CRM Online, Dynamics AX (online), Dynamics 365 On-Premises, Dynamics 365 for Operations on-premises, Dynamics 365 Business Central, Microsoft Dynamics NAV, Microsoft Dynamics GP, Microsoft Dynamics SL, Microsoft Dynamics AX on-premises, Dynamics CRM on-premises, Microsoft Dynamics RMS, Microsoft Dynamics POS, and any other legacy Dynamics Price List (DPL).

On-premises

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