

# Dynamics 365 for Sales

2019 release wave 2

October 2019-March 2020

In this guide, you will be able to learn the most important things about this release wave. These will help you plan to onboard the release updates with confidence.

## Top things to know

### New capability highlights

The **2019 release wave 2**, brings to market significant new services and capabilities to enable digital transformation for businesses. For Dynamics 365 for Sales, these new capabilities include:

- **Simplified lead management experience** introduces improvements across top scenarios related to lead management.
- **Contextual email communication.** Salespeople will be able to write email with context of the record they are working on, navigate between records, have multiple active draft emails open simultaneously, preview the content before sending, add attachments, and be able to use email templates to optimize commonly used tasks.
- **Microsoft Teams integration enhancements** help to connect Dynamics 365 records to Teams channels without leaving the Dynamics 365 app.

### Key milestones

Get prepared to onboard the new 2019 release wave 2 updates with confidence. Early access to this release wave, October update, will start on **August 2<sup>nd</sup>, 2019** and will be generally available on **October 1<sup>st</sup>, 2019**.

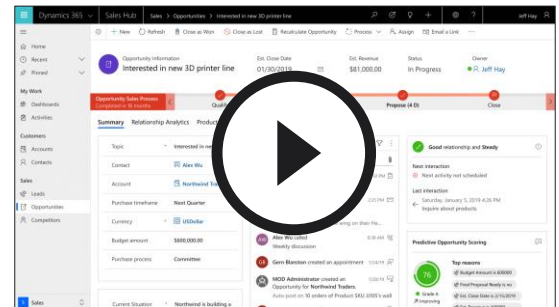
### For application administrators

End-user impacting features should be reviewed by application administrators. This facilitates release change management and enables successful onboarding of new capabilities released to market. Look for all features tagged "End users, automatically" in the release plan.

### Watch the release overview video

Get an overview of the new capabilities and enhancements to Dynamics 365 for Sales.

Visit: [aka.ms/ROGS19RW2ROV](https://aka.ms/ROGS19RW2ROV)



### Read the release plan

Explore the entire set of new capabilities planned for 2019 release wave 2.

Visit: [aka.ms/ROGS19RW2RP](https://aka.ms/ROGS19RW2RP)



### Onboard new capabilities with confidence

Prepare to onboard the new capabilities in your production deployment by watching the deep-dive video series for Dynamics 365 for Sales.

Coming soon!



### Join the Dynamics 365 community

Visit: [aka.ms/ROGS19RW2UC](https://aka.ms/ROGS19RW2UC)

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## New capability highlights

These capabilities outline our commitment to deliver on our roadmap priorities. To learn more about the entire set of capabilities being delivered during this release wave, visit: [aka.ms/ROGS19RW2RP](https://aka.ms/ROGS19RW2RP)

### Simplified lead management experience

To help our customers maximize productivity, we are introducing improvements across top scenarios related to lead management.

Top scenarios include:

- Auto populate contact and/or company-related fields when a sales rep selects an existing contact and/or account at the creation of a new lead.
- Display notes and attachments captured by a sales rep when promoting a lead in the opportunity record after the lead is qualified.
- Enable sales reps to qualify leads and quickly move to the next stage of the sales cycle: optionally create opportunity, account, or contact records based on the organization-level settings configured by the admin for the lead creation experience. The default setting would be Yes, which would automatically create an account, contact, and opportunity when qualifying a lead.

▶ Watch the overview video: [aka.ms/ROGS19RW2ROV1](https://aka.ms/ROGS19RW2ROV1)

### Contextual email communication

With a rich text editor and a pop-up non-blocking window, composing email has never been better in Dynamics 365 for Sales. Salespeople will be able to write email with context of the record they are working on, navigate between records, have multiple active draft emails open simultaneously, preview the content before sending, add attachments, and be able to use email templates to optimize commonly used tasks. The email opening up in a non-blocking window gives salespeople all the relevant content at a glance, while they compose their email to the customer.

▶ Watch the overview video: [aka.ms/ROGS19RW2ROV2](https://aka.ms/ROGS19RW2ROV2)

### Microsoft Teams integration enhancements

Dynamics 365 integration with Teams was introduced in April 2019. Enhancements help to connect Dynamics 365 records to Teams channels without leaving the Dynamics 365 app. Sellers will receive team member recommendations, during the connection flow, based on Dynamics 365 access privileges. To further improve the extensibility, file sharing can now be enabled for any out-of-the-box and custom entities, across Dynamics 365 and Teams connections. Connections refer to the ability to add a Dynamics 365 tab to a Teams channel. Feature details include:

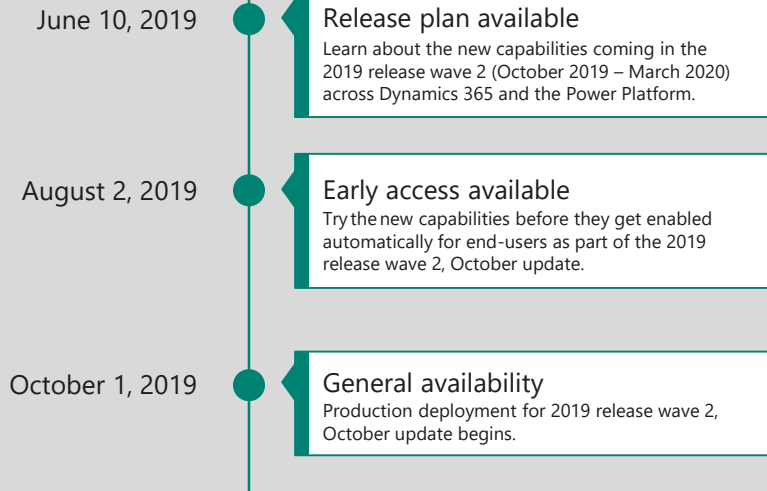
- When connecting a Dynamics 365 record to a Teams channel, relevant members are suggested based on users associated with the Dynamics 365 record. Member suggestions will be available to a user if designated as a channel owner.
- SDK support is now available for the Microsoft Teams integration feature for any entity type, including custom entity types.
- When creating a Teams channel from the Dynamics 365 record page, users can automatically connect the Dynamics 365 record to the selected channel.

▶ Watch the overview video: [aka.ms/ROGS19RW2ROV3](https://aka.ms/ROGS19RW2ROV3)

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## Key milestones

**Prepare** to onboard the new release update with confidence.

Early access for the 2019 release wave 2, October update will start on **August 2<sup>nd</sup>, 2019**. General availability is **October 1<sup>st</sup>, 2019**.

## Update process and global rollout

### Early access

Application administrators can try out new capabilities in a non-production deployment prior to receiving release updates in their production deployment starting on August 2<sup>nd</sup>, 2019. Learn how to enable access to these enhancements with confidence. Visit: [aka.ms/EarlyAccessFeatures](https://aka.ms/EarlyAccessFeatures)

### General availability

The 2019 release wave 2, October update will be deployed in production environment for all customer starting October 1st, 2019. For more information on specific timelines, please visit: [aka.ms/ROGS19RW2GAT](https://aka.ms/ROGS19RW2GAT)

## For application administrators

### End-user impacting features to the user experience enabled automatically

End-user impacting features should be reviewed by application administrators. This facilitates release change management and enables successful onboarding of new capabilities released to market. For the complete list, look for all features tagged "End users, automatically" in the release plan.

### Features that must be enabled by application administrators

This release wave contains features that must be enabled or configured by administrators, makers, or business analysts to be available for their end users. For the complete list, look for all features tagged "End users by admins, makers, or analysts" in the release plan.

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## Get the most out of Dynamics 365

### Release plan

[aka.ms/ROGS19RW2RP](https://aka.ms/ROGS19RW2RP)

View all capabilities included in this release.

### Release calendar

[aka.ms/ROGS19RW2RC](https://aka.ms/ROGS19RW2RC)

Know important release milestones.

### Product releases

[aka.ms/ROGS19RW2PR](https://aka.ms/ROGS19RW2PR)

Stay up to date on product updates.

### Licensing guide

[aka.ms/ROGS19RW2LG](https://aka.ms/ROGS19RW2LG)

Improve your understanding of how to license Dynamics 365.

### User community

[aka.ms/ROGS19RW2UC](https://aka.ms/ROGS19RW2UC)

Engage with Dynamics 365 experts and peers in the community.

### Upcoming events

[aka.ms/ROGS19RW2E](https://aka.ms/ROGS19RW2E)

Find and register for in person and online events.

### Product documentation

[aka.ms/ROGS19RW2PD](https://aka.ms/ROGS19RW2PD)

Find documentation for Dynamics 365 for Sales.

## Is this guide helpful?



[aka.ms/ROG19RW2Feedback](https://aka.ms/ROG19RW2Feedback)