

Dynamics 365 for Customer Service

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 Customer Service, these new capabilities include:

- **Knowledge management enhancements** will benefit knowledge authors, customer service agents, and customers with new search, inline editing, and knowledge article templates.
- **Timeline usability enhancements.** Updates to the timeline experience will enable customers to see larger amounts of information and filter to see specific activities. Sales managers, salespeople, and customer service agents who are looking at the history of interactions with an account, contact, or case will benefit from the ability to find data more quickly.

Key milestones

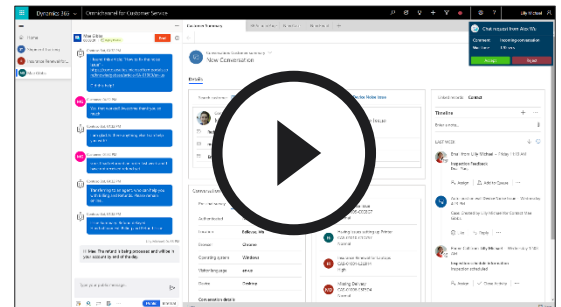
Get prepared to onboard the new 2019 release wave 2 updates with confidence. Early access to this release wave, October update, will start on **August 2nd, 2019** and will be generally available on **October 1st, 2019**.

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 Customer Service. Visit: aka.ms/ROGCS19RW2ROV



Read the release plan

Explore the entire set of new capabilities planned for 2019 release wave 2. Visit: aka.ms/ROGCS19RW2RP



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 Customer Service. Coming soon!



Join the Dynamics 365 community

Visit: aka.ms/ROGCS19RW2UC

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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/ROGCS19RW2RP

Knowledge management enhancements

Investments in improving knowledge management will benefit knowledge authors, customer service agents, and customers.

Knowledge management search and rendering enhancement

Currently knowledge base search control supports filtering only on status and language of articles. To provide a better knowledge search experience for agents, this feature extends the filtering capability to other attributes.

Knowledge management inline image enhancement

Knowledge authors will be able to author more easily. The ability to create professional presentations of articles will help drive self-service adoption by making knowledge base articles more effective at shifting customers toward self-help. Knowledge authors will have an improved inline image experience in which they can directly copy, paste, and drag and drop images, or select them from File Explorer and add them to knowledge articles, instead of sourcing them from links, as is done today.

Knowledge article templates

Customers will get out-of-the-box templates that they can readily use. They will also have the ability to create, edit, or delete templates as per the needs of the business. Knowledge authors in the customer's organization can use these templates to quickly create knowledge articles.

▶ Watch the overview video: aka.ms/ROGCS19RW2ROV1

Timeline usability enhancements

The current timeline experience provides users with an overview of notes and activities associated with the entity for which it is shown (case, account, contact, and so on). However, the interaction model and a lack of information density prevent users from finding the information that they need efficiently.

Updates to the timeline experience will enable customers to see larger amounts of information and filter to see specific activities. Sales managers, salespeople, and customer service agents who are looking at the history of interactions with an account, contact, or case will benefit from the ability to find data more quickly.

Timeline enhancements include the following:

- Improved information density for greater visibility of items without the need to scroll.
- Improved filtering by activity type, ability to set multiple filters simultaneously, and visual indications that the list is filtered.

▶ Watch the overview video: aka.ms/ROGCS19RW2ROV2

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June 10, 2019

Release plan available

Learn about the new capabilities coming in the 2019 release wave 2 (October 2019 – March 2020) across Dynamics 365 and the Power Platform.

August 2, 2019

Early access available

Try the new capabilities before they get enabled automatically for end-users as part of the 2019 release wave 2, October update.

October 1, 2019

General availability

Production deployment for 2019 release wave 2, October update begins.

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 2nd, 2019**. General availability is **October 1st, 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 2nd, 2019. Learn how to enable access to these enhancements with confidence. Visit: 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/ROGCS19RW2GAT

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/ROGCS19RW2RP

View all capabilities included in this release.

Release calendar

aka.ms/ROGCS19RW2RC

Know important release milestones.

Product releases

aka.ms/ROGCS19RW2PR

Stay up to date on product updates.

Licensing guide

aka.ms/ROGCS19RW2LG

Improve your understanding of how to license Dynamics 365.

User community

aka.ms/ROGCS19RW2UC

Engage with Dynamics 365 experts and peers in the community.

Upcoming events

aka.ms/ROGCS19RW2E

Find and register for in person and online events.

Product documentation

aka.ms/ROGCS19RW2PD

Find documentation for Microsoft Dynamics 365.

Is this guide helpful?



aka.ms/ROG19RW2Feedback