



Release Wave 2 2021

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Release Wave - Notes!

- Language makes a difference
- General Availability (GA) == Ready for Production
- Release vs. Release Wave

Knowledge management

A robust and detailed knowledge base helps agents find answers for customers faster and enables customers to self-serve through support portals.

Feature	Enabled for	Public preview	Early access*	General availability
Relevance search integration for knowledge management in portals	Users by admins, makers, or analysts	Dec 2021	-	-
Usability improvements in knowledge management	Users, automatically	-	✓ Aug 2, 2021	✓ Oct 4, 2021







Sales



GA

PP

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- Sales Accelerator: Worklist, Sequences, Assignment of Leads 
- Intelligent fields - Configure predictive lead scoring 
- Teams in Dynamics!! 
- For mobile: 
 - Support outgoing Microsoft Teams calls.
 - Log outgoing Microsoft Teams calls experience.
 - Automatic transcription of outgoing Microsoft Teams calls.
 - Post-call conversation insights and action item detection.



Customer Service



GA

- Overview of the Customer Service workspace application for Dynamics 365 Customer Service 
- (Not new in this RW but...) Remove validation on contact and customer for cases in Customer Service 
- OmniChannel – Lots on phone call management, Voice-bots 








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Power Apps

(Small tweaks to UI changes/improvements)

- Advanced lookup capabilities for all users in model-driven Power Apps 
- Collapsible groups in the site map 
- Modern search for all users in model-driven apps 
- Edit multiple records - new UI 
- Create view directly in the UI 
- Visualize and plan routes using the Map component 
- Unified and modern Power Apps designer 

GA

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Honourable mentions



Deprecations

- Low-density headers in model-driven apps won't be supported with the 2021 release wave 2
- Form footers in model-driven apps won't be supported with the 2021 release wave 2



Power Portals

- CI/CD-deployments of configurations
- More support for Web APIs



Power Automate

- Improvements for connection references, Unique names, views
- Desktop flows, a bunch in GA already, some in Public Preview



Dataverse

- Microsoft Dataverse search can search through File data type
- Modernize business units
- Archive functionality



Thanks for listening.

