

## What's New:

- **Announcement** - **NO DFF SHOW** on Nov 23 - Black Friday (one fortnight from now) - we'll be back on Dec 7
- Update to core CE platform happened last weekend to 9.1.0.288 - <https://support.microsoft.com/en-us/help/4469114/service-update-2-for-microsoft-dynamics-365-9-1>
- Another update to CE platform happened in last 24-36 hours to 9.1.0.294 (fixed a bug that was preventing AI for Sales features from installing correctly)
- Upgrade of CafeX LiveAssist from 3.2.0.4 to 3.3.0.4 (enabling use on UCI in CE)
- Sales Application Solution upgrade available from 9.0.1810.5012 to 9.0.4.791 (you get playbooks with this) - <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/whats-new>
- Social Selling Assistant solution upgrade from 1.0.28.0 to 1.0.33.0
- URS (and Field/Project Service) solution updates for UCI - <https://blogs.msdn.microsoft.com/crm/2018/11/06/release-notes-for-universal-resource-scheduling-september-2018-dynamics-365-v-9-1/> there were also updates for older web UI instances - <https://blogs.msdn.microsoft.com/crm/2018/11/06/release-notes-for-universal-resource-scheduling-september-2018-dynamics-365-v-9-0/> and <https://blogs.msdn.microsoft.com/crm/2018/11/08/release-notes-for-field-service-version-7-update-release-10/> (another update imminent that will allow upgrading from Web UI version to UCI compatible version)
- Fall release of CE Marketing went live Oct 30 - <https://blogs.msdn.microsoft.com/crm/2018/10/30/announcing-dynamics-365-for-marketing-october-2018-update/>
  - Make Dynamics Marketing emails more secure and deliverable - <https://blogs.msdn.microsoft.com/crm/2018/11/05/dynamics-365-for-marketing-set-up-dkim-for-your-sending-domain-to-keep-up-with-recent-office-365-changes/>
- CE Lookups on forms will soon start using quick find views in UCI - <https://blogs.msdn.microsoft.com/crm/2018/11/02/unified-interface-lookup-now-leverages-quick-find-view/>
- CE Unified Service Desk Performance Analyzer - <https://blogs.msdn.microsoft.com/usd/2018/10/29/introducing-unified-service-desk-performance-analyzer/>
- LCS Release Update - <https://blogs.msdn.microsoft.com/lcs/2018/10/30/lcs-october-release-2-release-notes/>
- If you do not have extension point for F&O Request through LCS - <https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/extensibility/extensibility-changes-811>
- F&O 8.0 to 8.1 binary update package is generally available - <https://blogs.msdn.microsoft.com/lcs/2018/11/>
  - <https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/migration-update/appupdate-80-81>
- Three new FnO Insider programs available - <https://experience.dynamics.com/insider/?page=1>
- Cleanup routines in Dynamics 365 for Finance and Operations - <https://blogs.msdn.microsoft.com/axsa/2018/09/05/cleanup-routines-in-dynamics-365-for-finance-and-operations/>
- AI for Sales is generally available - <https://cloudblogs.microsoft.com/dynamics365/2018/11/02/dynamics-365-ai-for-sales-is-now-available/> (the sales manager experience is in public preview)
  - Enabling Who Knows Whom - <https://www.linkedin.com/pulse/dynamics-365-ai-sales-enabling-who-knows-whom-roiy-thomas/>
  - GDPR Optout for Contacts/Leads/Users who want to prohibit their records from having AI applied - <https://docs.microsoft.com/en-us/dynamics365/ai/sales/optout-relationship-analytics-gdpr>
- AI for Customer Service went live (in public preview) - <https://blogs.msdn.microsoft.com/crm/2018/10/31/dynamics-365-ai-for-customer-service-is-now-available-in-public-preview/>
- AI for Market Insights went live (in public preview) - <https://cloudblogs.microsoft.com/dynamics365/2018/10/31/dynamics-365-ai-for-market-insights-public-preview-is-now-available/>
- PowerBI Dataflows leveraging Common Data Model (powering Open Data Initiative) hit public preview - <https://powerbi.microsoft.com/en-us/blog/introducing-power-bi-data-prep-with-dataflows/>
- PowerApps and Flows take big step forward in Dev/Ops story - <https://powerapps.microsoft.com/en-us/blog/apps-and-flows-lifecycle-management-just-got-easier/> and <https://powerapps.microsoft.com/en-us/blog/solutions-in-powerapps/> and <https://flow.microsoft.com/en-us/blog/solutions-in-microsoft-flow/>
- Power Platform "Trial Environments" will start expiring 30 days after creation - tips on retaining things created in those before they expire - <https://powerapps.microsoft.com/en-us/blog/retain-your-resources-and-data-in-trial-environments/>
- Canvas PowerApps update makes surfacing relational data WAY easier - <https://powerapps.microsoft.com/en-us/blog/one-to-many-relationships-for-canvas-apps/>
- Flow Analytics Improvements - <https://flow.microsoft.com/en-us/blog/power-platform-analytics-connectors/>
- Nice Flow UI updates - <https://flow.microsoft.com/en-us/blog/new-flow-navigation-actions/>
- Flow can now be managed by MAM solutions like Intune - <https://flow.microsoft.com/en-us/blog/mam-flow-mobile/>

## How do I operationalize this?

- On Oct 15, 2018, we changed the email address notifications come from to admins. Please check spam filters and junk folders to make sure you're getting all of the notifications we're sending. They now come from msdynamics365@microsoft.com for CE and msdyn365finops@microsoft.com for F&O.
- How to set up a Preview Instance of AI for Customer Service
- How to set up a Preview Instance of AI for Sales Managers
- How to set up Connection Graph and Who knows Whom
- How to set up Playbooks

## Featured Content:

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