



# What's new in 2022 Release Wave 1

**Microsoft Dynamics 365  
& Microsoft Power Platform**

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# 1 Introduction

Since today April 1, Dynamics 365 production environment can be manually updated to the first major release of Microsoft for the Dynamics 365 platform (**Dynamics 365 release wave 1 2022**).

The Dynamics 365 release wave 1 2022 will be pushed mandatory in the weekend of 15-16-17<sup>th</sup> of April 2022 (current timeline of Microsoft, can be subject to change) to the production environment.

In this document we have created a brief overview of the most important updates for Net IT customers. If there are any doubts or questions, please feel free to contact us. We will assist you in the upcoming update process.

The public preview for the second big wave of 2022 will become available mid-August, with a production availability for in mid-October.

## 2 General features and Look-and-Feel

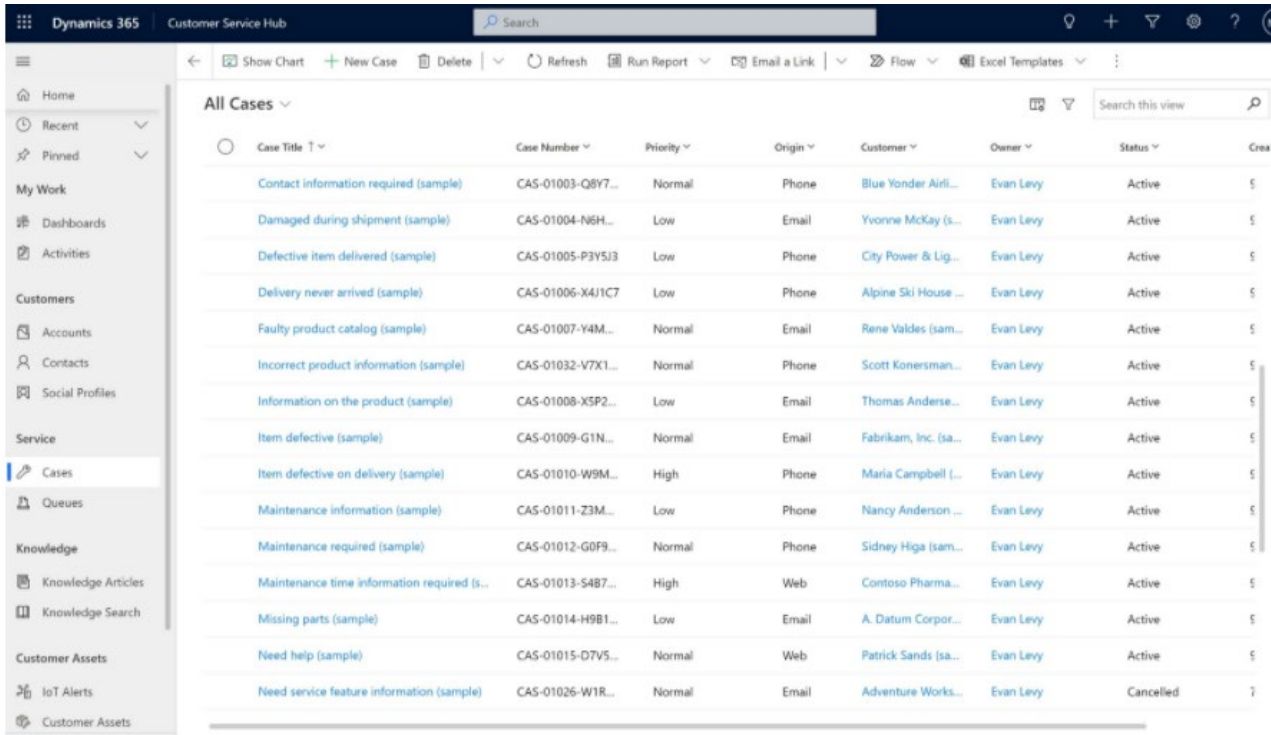
This section explains some general changes which are arriving with the new release, including some parts which are no longer supported.

### 2.1 Adjustments to the grid control

*Only available in preview from april 2022. No official production release announced yet*

Historically in Microsoft Dynamics 365 a grid always had a limitation of the maximum number of records which are shown in a grid (max. 250), creating multiple pages which a user needs to go through. The new grid control will allow users to keep scrolling down until they reach the line they are looking for.

Both options with paging and without paging will stay available as for now.



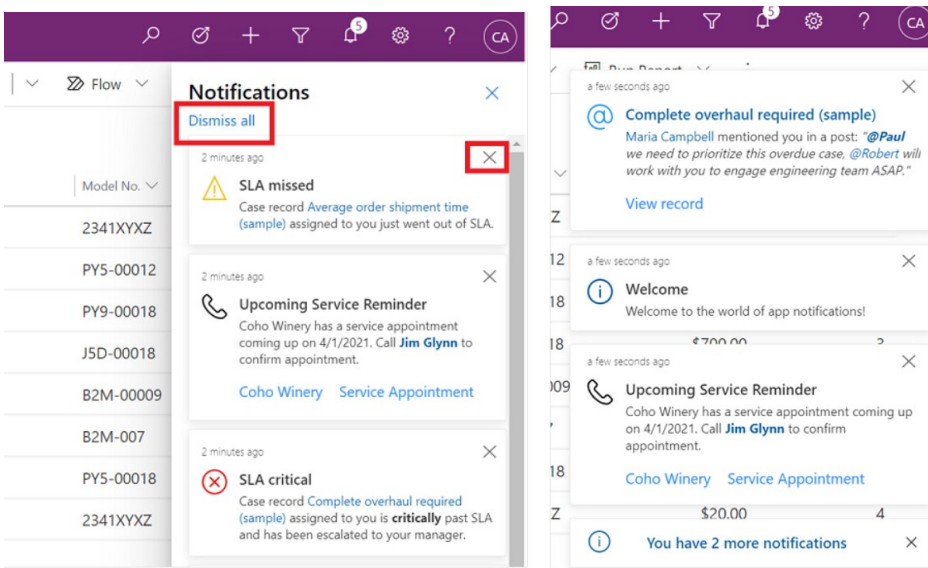
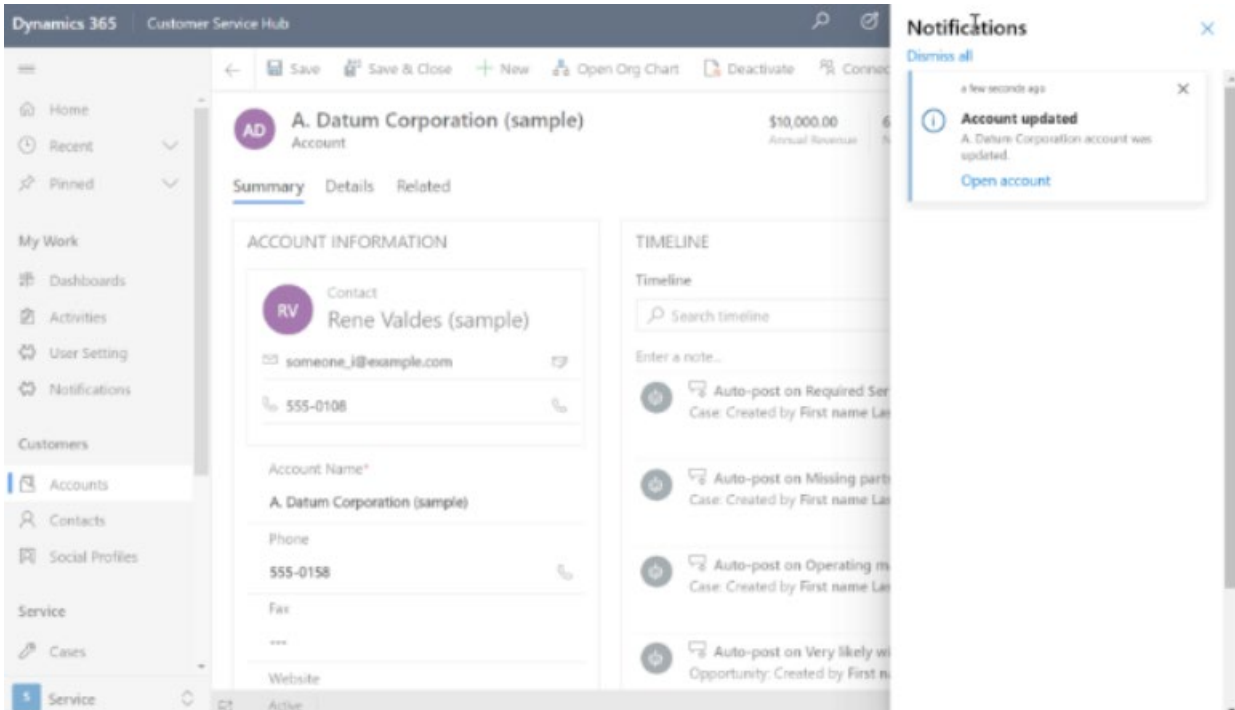
The screenshot shows the Dynamics 365 Customer Service Hub interface. The main area displays a table titled "All Cases" with columns for Case Title, Case Number, Priority, Origin, Customer, Owner, Status, and Created By. The table contains 15 rows of sample data.

| Case Title                                  | Case Number       | Priority | Origin | Customer              | Owner     | Status    | Created By |
|---|-------------------|----------|--------|-----------------------|-----------|-----------|------------|
| Contact information required (sample)       | CAS-01003-Q8Y7... | Normal   | Phone  | Blue Yonder Airli...  | Evan Levy | Active    | 5          |
| Damaged during shipment (sample)            | CAS-01004-N6H...  | Low      | Email  | Yvonne McKay (s...    | Evan Levy | Active    | 5          |
| Defective item delivered (sample)           | CAS-01005-P3Y5J3  | Low      | Phone  | City Power & Lig...   | Evan Levy | Active    | 5          |
| Delivery never arrived (sample)             | CAS-01006-X4J1C7  | Low      | Phone  | Alpine Ski House ...  | Evan Levy | Active    | 5          |
| Faulty product catalog (sample)             | CAS-01007-Y4M...  | Normal   | Email  | Rene Valdes (sam...   | Evan Levy | Active    | 5          |
| Incorrect product information (sample)      | CAS-01032-V7X1... | Normal   | Phone  | Scott Konersman...    | Evan Levy | Active    | 5          |
| Information on the product (sample)         | CAS-01008-X5P2... | Low      | Email  | Thomas Anderse...     | Evan Levy | Active    | 5          |
| Item defective (sample)                     | CAS-01009-G1N...  | Normal   | Email  | Fabrikam, Inc. (sa... | Evan Levy | Active    | 5          |
| Item defective on delivery (sample)         | CAS-01010-W9M...  | High     | Phone  | Maria Campbell (...   | Evan Levy | Active    | 5          |
| Maintenance information (sample)            | CAS-01011-Z3M...  | Low      | Phone  | Nancy Anderson ...    | Evan Levy | Active    | 5          |
| Maintenance required (sample)               | CAS-01012-G0F9... | Normal   | Phone  | Sidney Higa (sam...   | Evan Levy | Active    | 5          |
| Maintenance time information required (s... | CAS-01013-54B7... | High     | Web    | Contoso Pharma...     | Evan Levy | Active    | 5          |
| Missing parts (sample)                      | CAS-01014-H9B1... | Low      | Email  | A. Datum Corpor...    | Evan Levy | Active    | 5          |
| Need help (sample)                          | CAS-01015-D7V5... | Normal   | Web    | Patrick Sands (sa...  | Evan Levy | Active    | 5          |
| Need service feature information (sample)   | CAS-01026-W1R...  | Normal   | Email  | Adventure Works...    | Evan Levy | Cancelled | 7          |

Additionally, the control can also be used as an editable grid, if enabled by the developer. When editing is enabled, users can make direct edits in the grid instead of having to make changes in the corresponding form.

## 2.2 Model-driven app in-app notifications

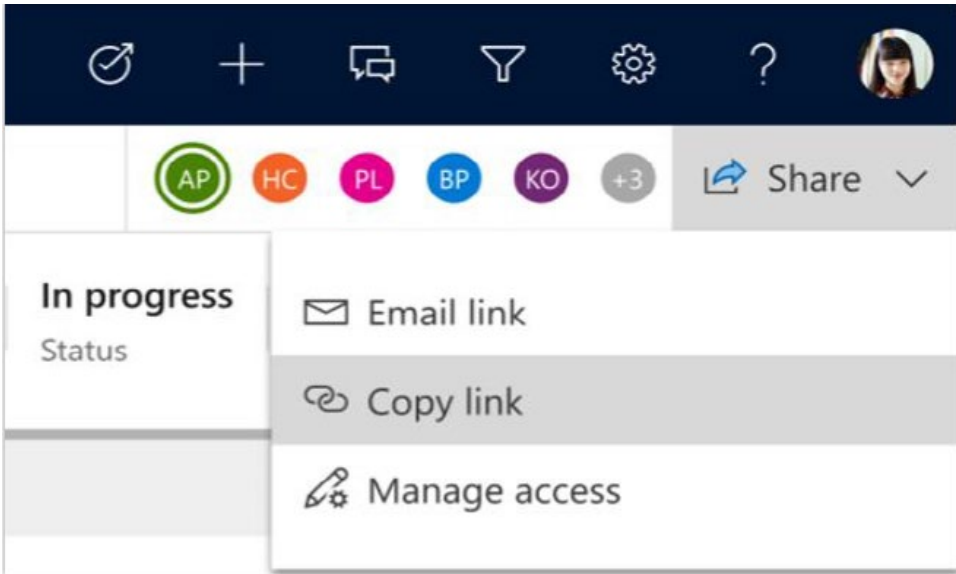
The notifications were released in July 2021 in preview mode and will become available for production as of April 2022. These notifications can be used in a side panel (left) or via the TOAST (right)



## 2.3 Easy record sharing

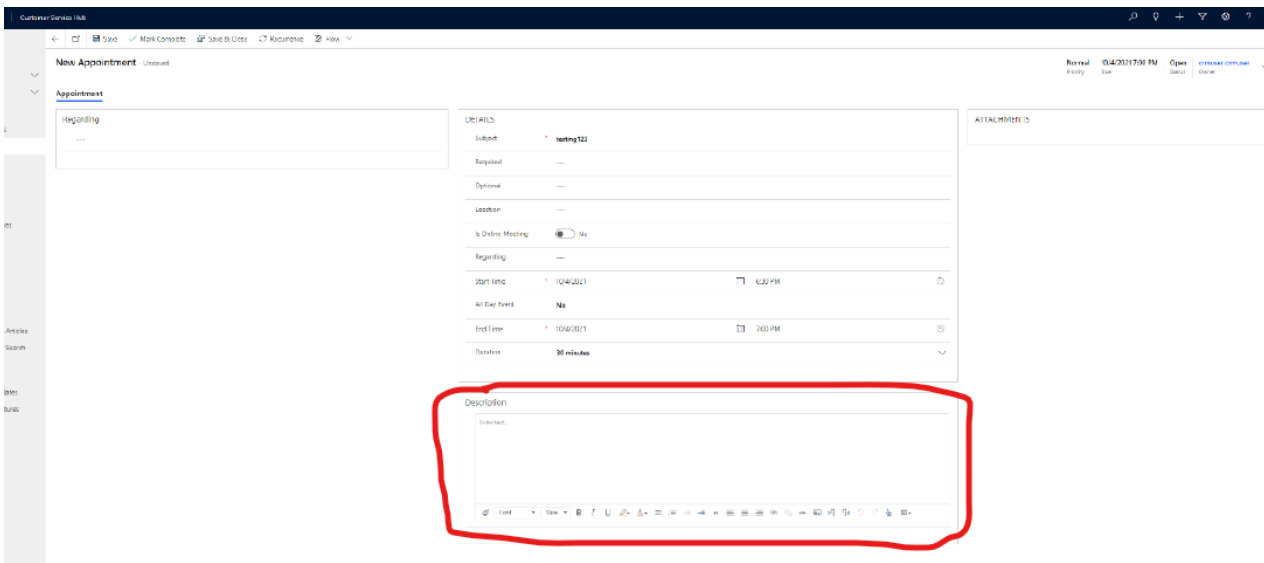
Share records as easy as Microsoft Office documents. A new share button is available to allow users to email a link or copy the link and share it with someone else. Sharing of course always takes into account existing security roles within Microsoft Dynamics 365.

**Note:** This feature is for now available for limited tables: Account, Case, Opportunity and Contact



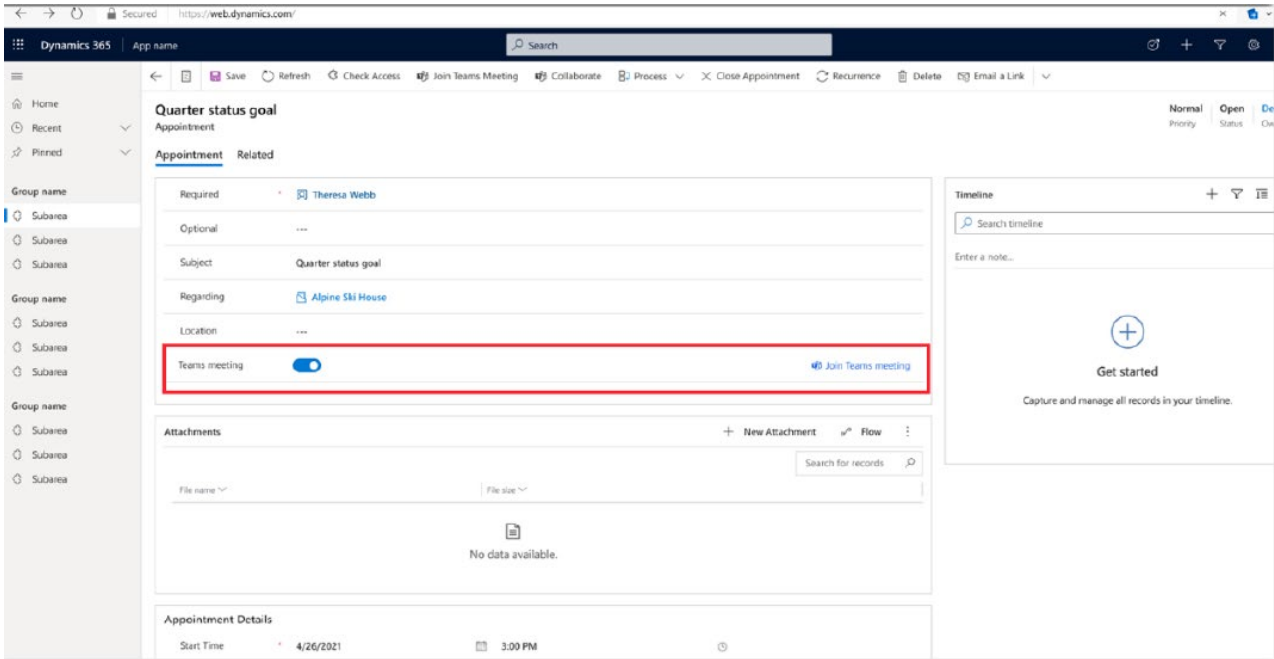
## 2.4 Appointment description support rich text

When creating an appointment in the new version of Microsoft Dynamics 365, it will be possible to add links, lists and other rich text items in your appointment description. This new rich text editor will become the default standard editor for appointments and email activities.



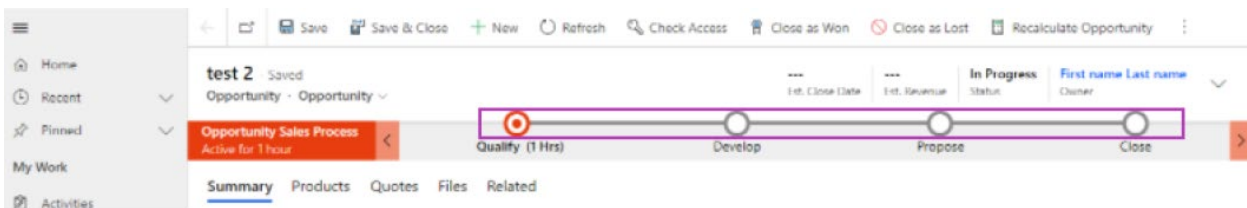
## 2.5 Create and join Teams meetings from in-app appointments

When creating an appointment from a Microsoft Dynamics 365 Power App, this appointment can from now on be directly set as a Teams meeting.



## 2.6 UI improvement for business process flows

The visibility of a business process flow will be improved. The colour contrast in the path-line between each stage of a Business Process Flow (BPF) will become slightly darker. This will help users easily identify and follow each stage in a BPF.



## 2.7 Modern Advanced Find

The well-known advanced find using the 'funnel' symbol can be replaced by a new *modern advanced find*

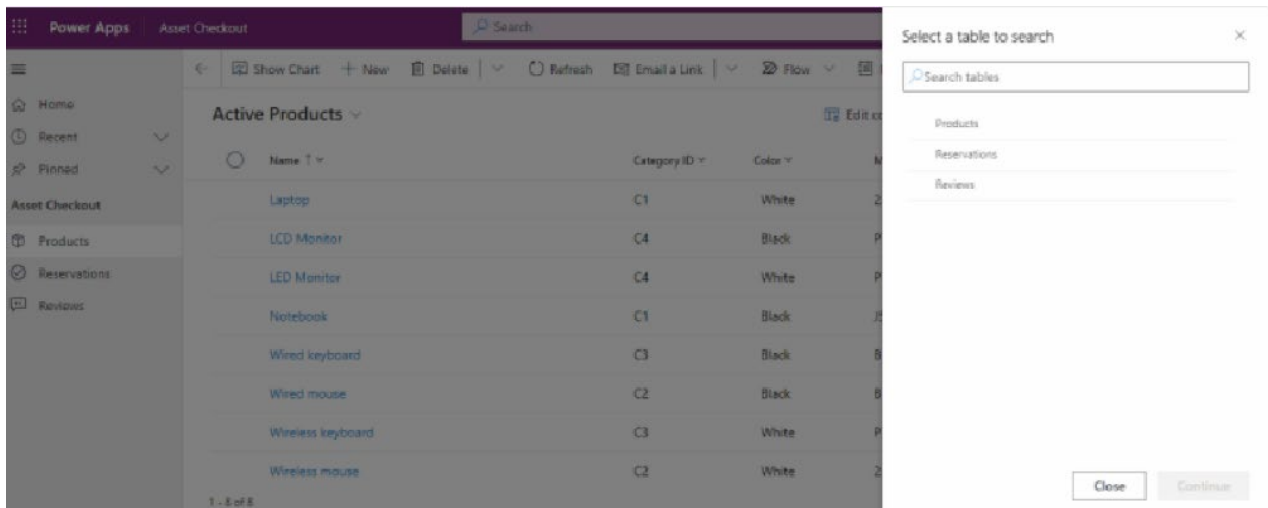
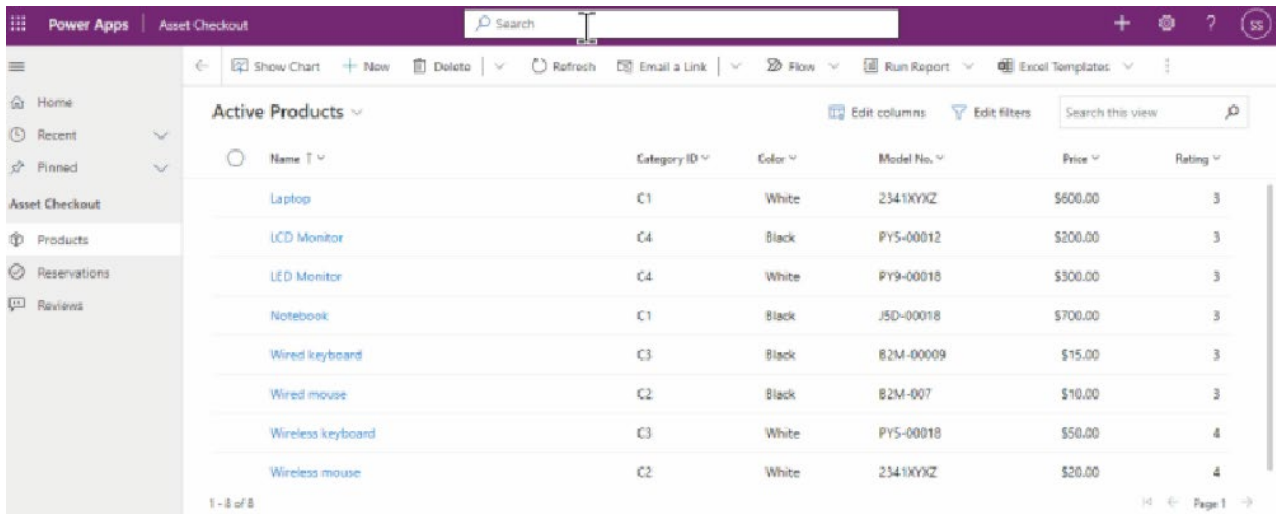


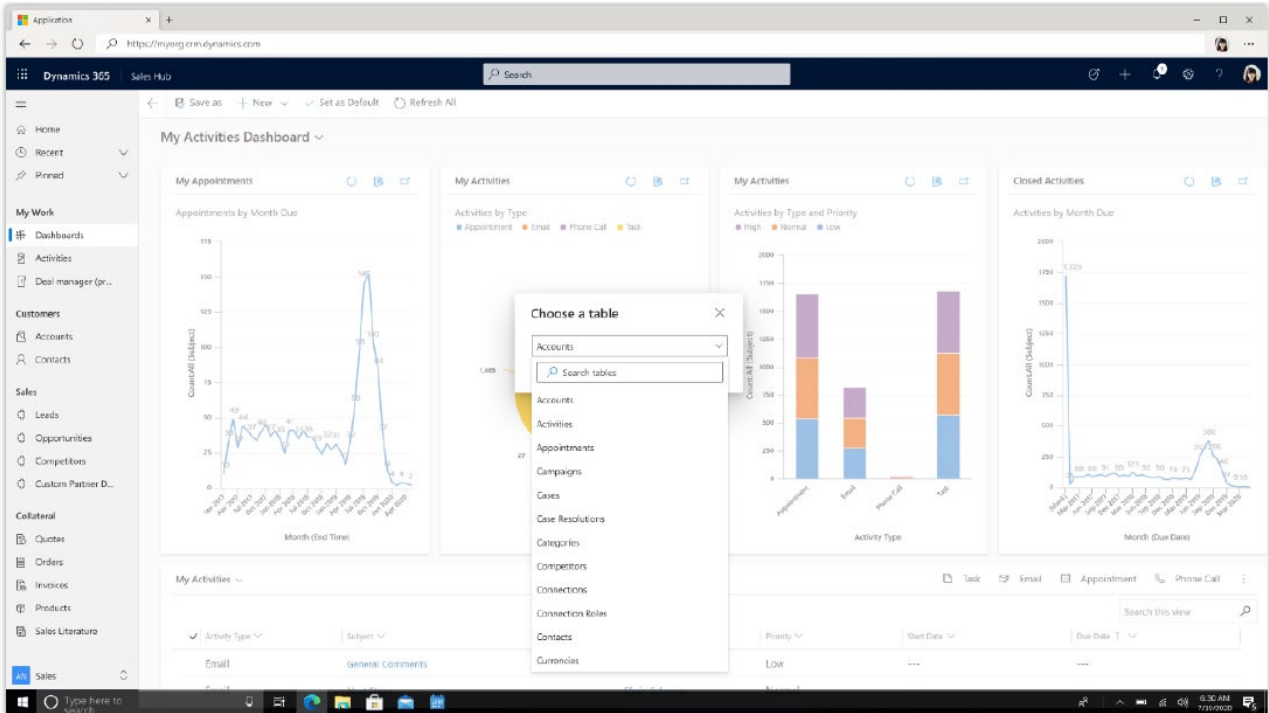
The modern advanced find will start from the dataverse search and will allow users to find any table they want and apply filters to construct the data needed.

Picking the view to use will be also easier. This modern advanced find also allows user to search for a specific view, based on the name of the view. The creation and sharing of personal views is also optimized

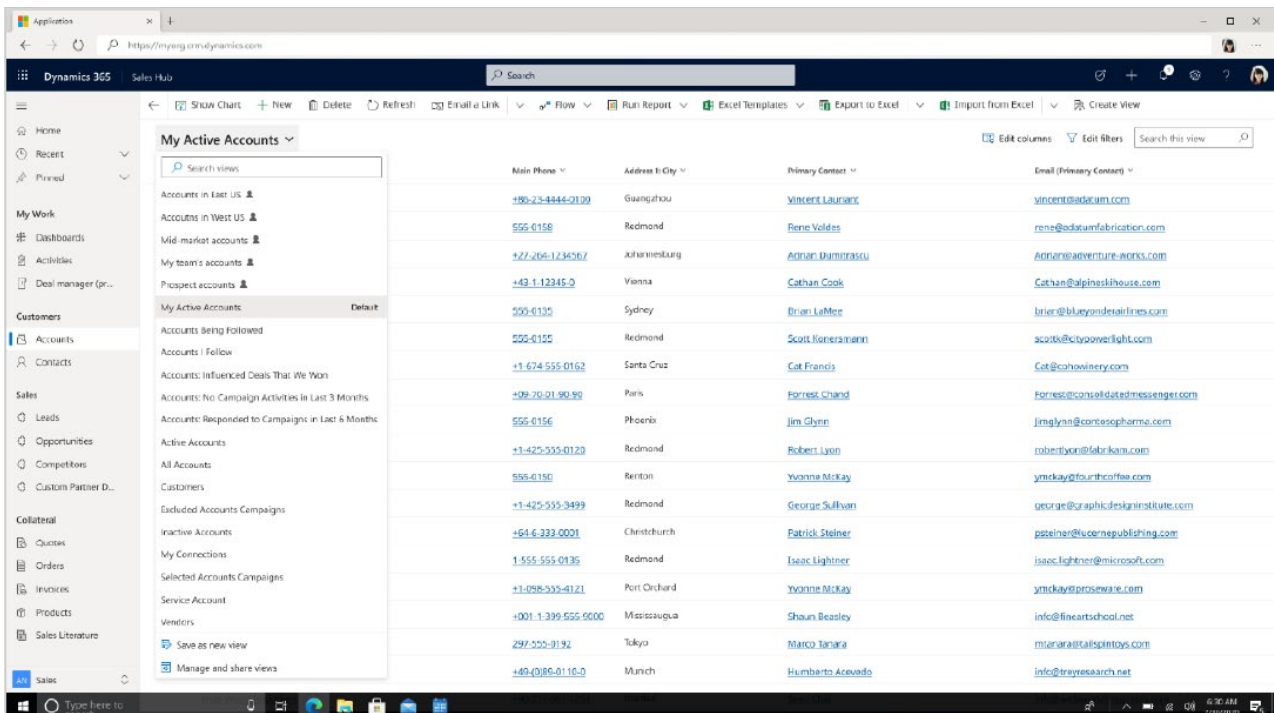


## 2.8 Searching tables and setting filters in Power Apps





## 2.9 Enhanced view selector



**Note:** the modern advanced is available in preview since February and on production instances from April. This feature is not activated automatically. To use the modern Advanced Find, the administrator needs to

enable 'Dataverse search' and in the settings, there will be a section 'Advanced find options'. Here the option **modern advanced find in model-driven apps** needs to be set to **on**.

#### Advanced find options

---

|   |   |
|---|---|
| Modern advanced find in model-driven apps | Default: Off. If <b>On</b> , legacy advanced find will be replaced with a modern experience that has enhanced view management capabilities like searching on views and the ability to share, hide, and delete personal views. More information: <a href="#">Advanced find in model-driven apps</a> . This setting only appears if you have enabled 2022 Release Wave 1. |
|---|---|

|                                  |  |
|----------------------------------|--|
| Allow users to hide system views | Default: Off. If <b>On</b> , users can hide system views in the view selector to manage their view list in model-driven apps. More information: <a href="#">Hide views on a grid page</a> . This setting only appears if you have enabled 2022 Release Wave 1. |
|----------------------------------|--|

#### Search

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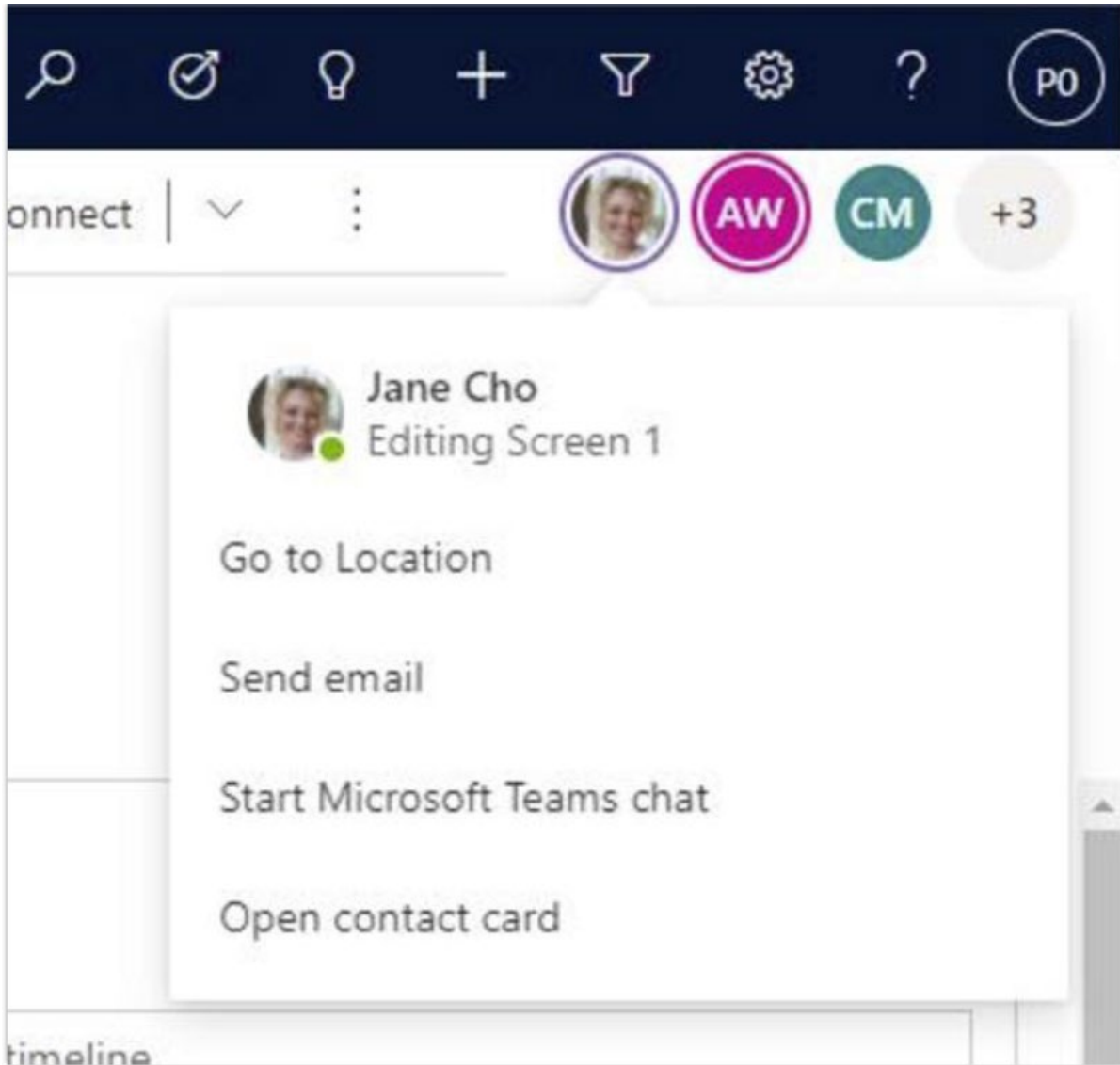
|                  |  |
|------------------|--|
| Dataverse search | Default: Off. If <b>On</b> , you can use Dataverse search to find records across multiple tables, sorted by relevance. |
|------------------|--|

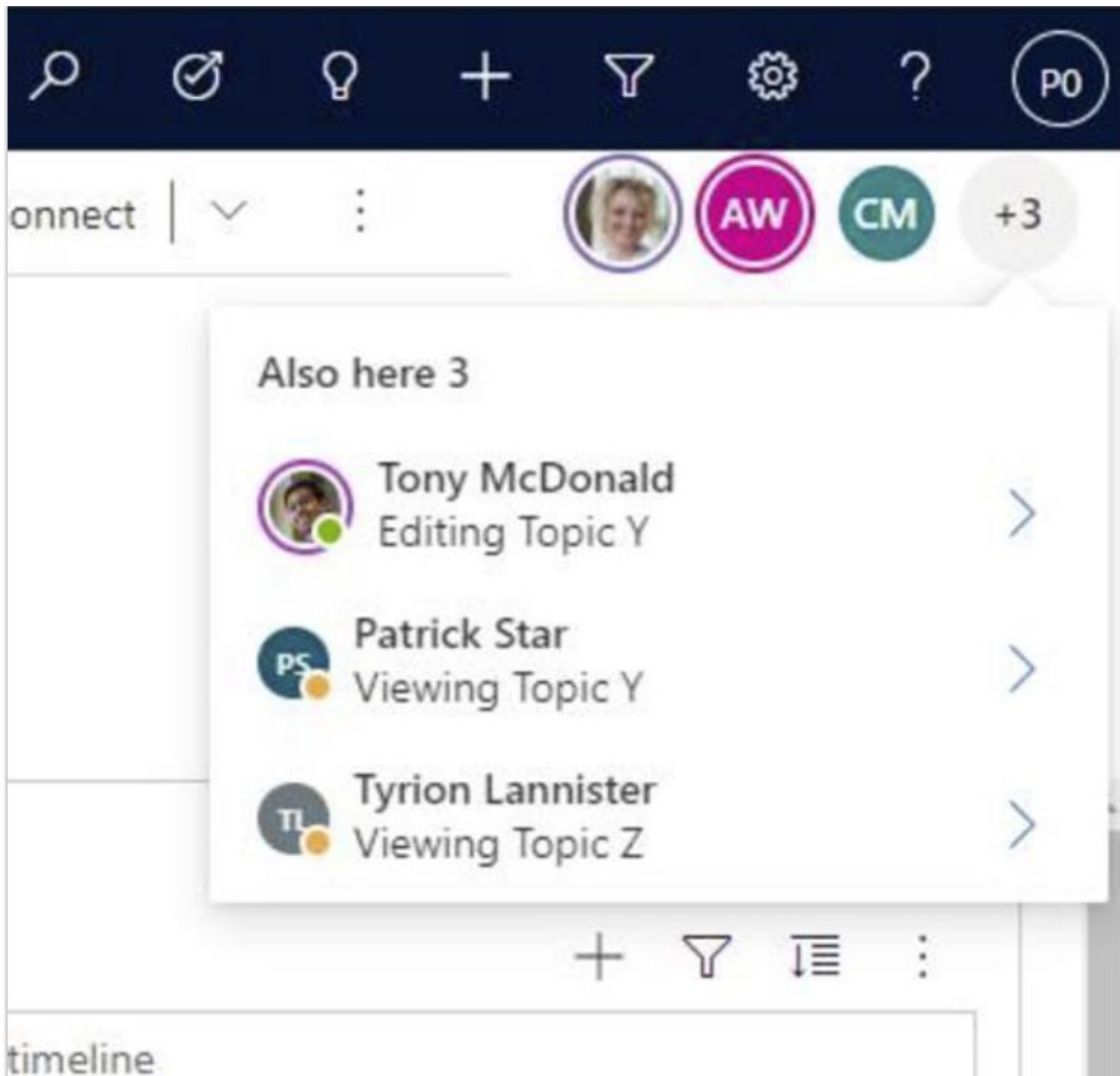
## 2.10 Co-presence in records

*Feature only available for preview, but production release only scheduled for september 2022*

See colleagues who are working on a record and easily start chats with them. A manager for example can see all the records someone of his team is working on and immediately start a chat or send an email to take collaboration to the next level.

**Note:** This feature will only be made accessible for now on tables Account, Case, Opportunity and contact.





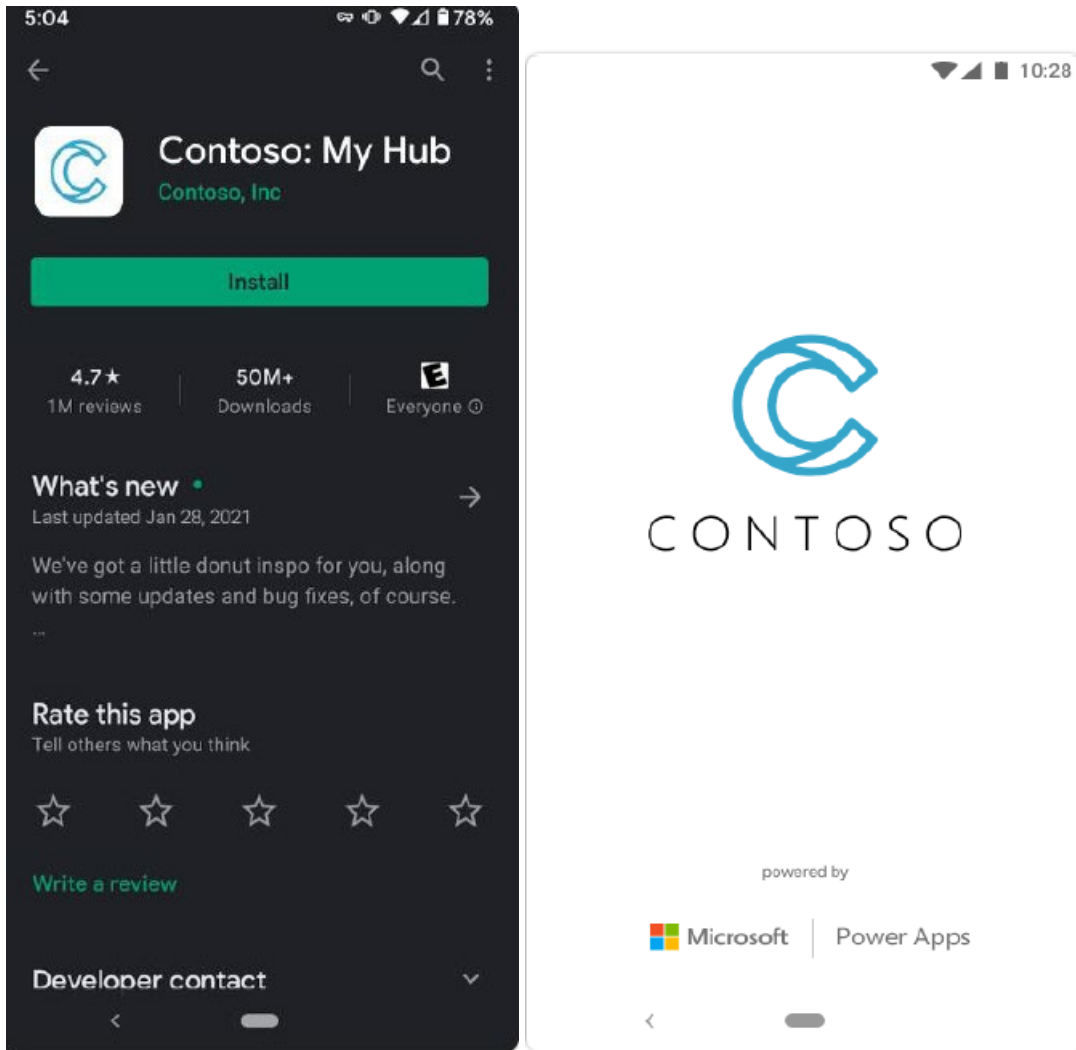
## 2.11 Create standalone, native mobile apps with Power Apps

With the Power Apps platform, it was already possible to create mobile apps for iOS and Android platform. However, the access to this app only was possible using the Power Apps mobile app. This new feature will allow you to publish canvas apps as standalone, native mobile apps.

This includes following highlights:

- App will be discoverable in the app store (app gets its own unique Apple/Google app store identity)
- Provide your own home screen icon and app name
- Set an image to show on the custom splash screen and sign in screens

Example from Google Play store



## 2.12 Power Apps application on WINDOWS running model-driven and canvas app with full support for offline

The Power Apps for Windows is a new application in parity with iOS and Android. It allows both model-driven apps to run in offline mode. With the Power Apps for Windows with business data on any device from anywhere. Tasks can also be automated to help users get more work accomplished quickly. Custom apps can also be shared among users.

The Power Apps for Windows supports highly secured authentication with Azure AD, Intune Management and Microsoft's system center configuration manager.

## 2.13 Deprecation of Office365 authentication type and organizationServiceProxy class for connecting to dataverse

Being already deprecated for some time, the WS-trust authentication type that is used by custom clients to connect to Dataverse will officially no longer be supported from Release 2022 Wave 1.

For quite a long time, the WS-Trust has been an acceptable way to connect apps and integrations in the Microsoft Dataverse. But with the current encryption standards this WS-trust security protocol is no longer the most secure way to work. The WS-trust security protocol, when used in conjunction with a user account and password, implements an authentication flow that presents both users ID and password to the authenticating resource in 'clear text' form, relying solely on the transport encryption to provide security for the initial leg of the authentication. Also, WS-trust is not up for the more modern Multi-Factor Authentication and conditional access to customer data.

Existing connections/integrations using WS-Trust must be replaced using the capabilities of Azure Active Directory to secure and protect access to their applications and customers in Dataverse.

## 3 Marketing

The features and topics described in this section are only available for customers who have the Microsoft Dynamics 365 Marketing license.

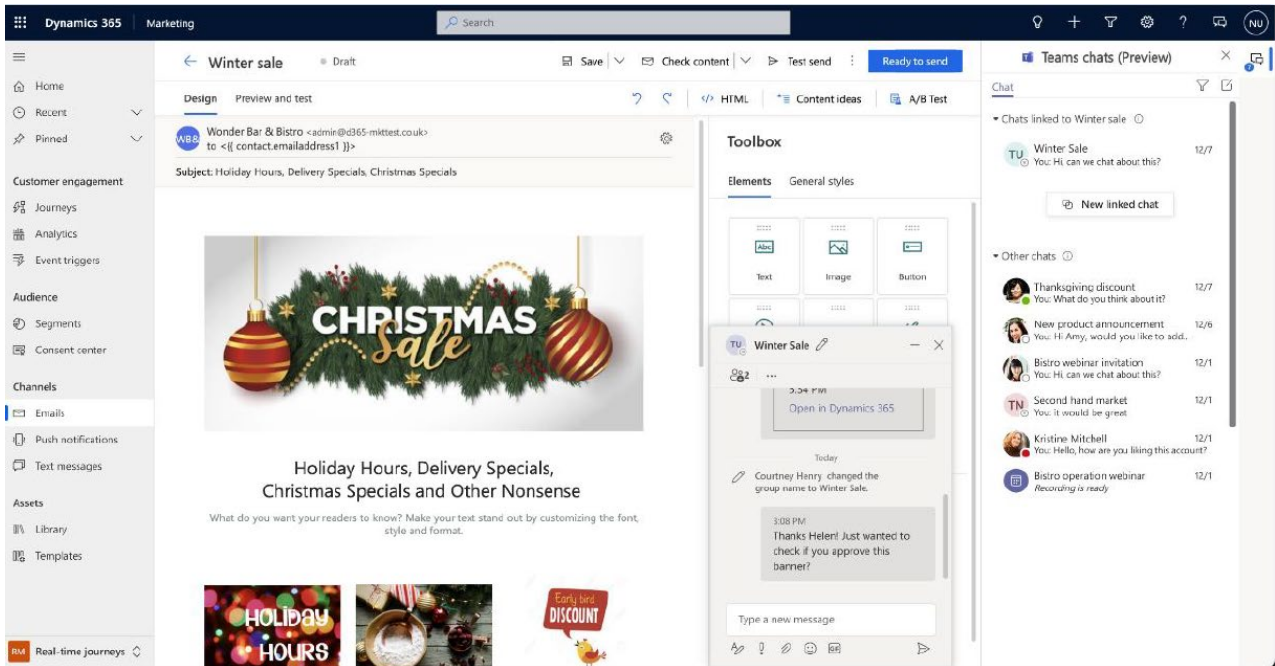
### 3.1 Collaborative apps

With the huge rise of virtual meetings Microsoft has put a lot of effort in the Microsoft Teams platform. More recently they're fully focussing of making the Teams app collaborate much easier with other applications. Microsoft Dynamics 365 is one of these applications which gets full focus from Microsoft.

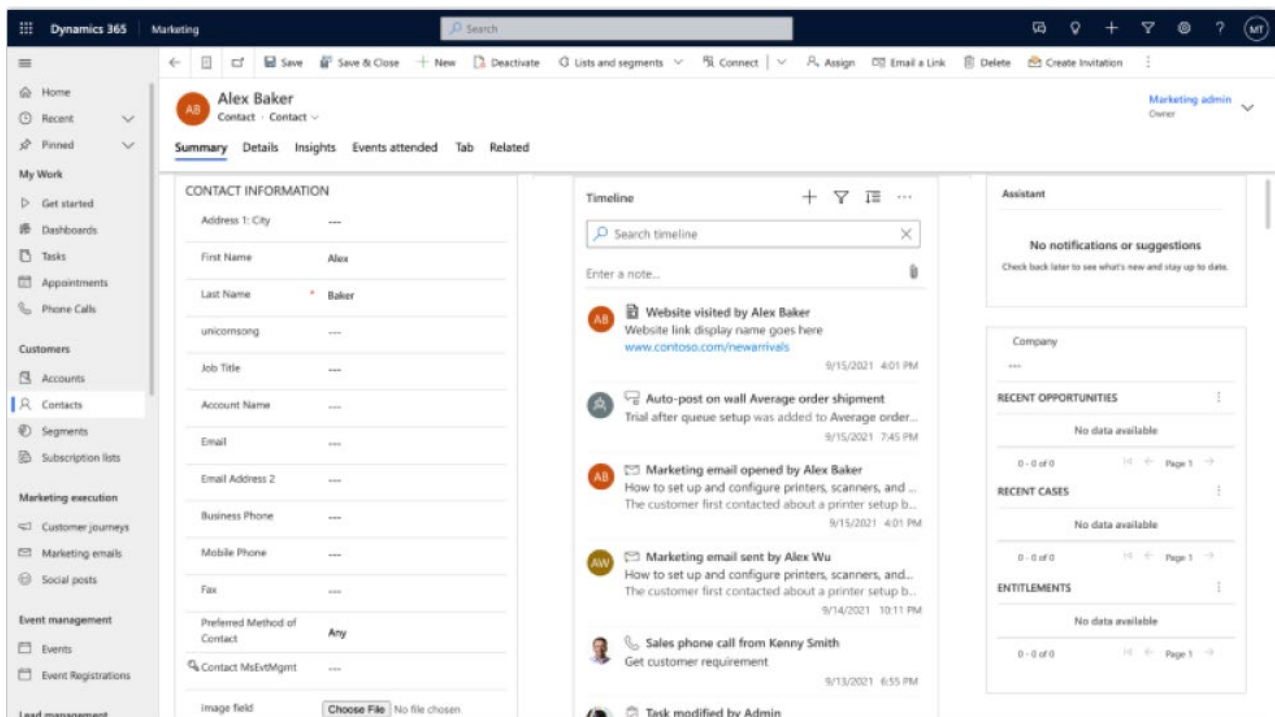
It was already possible to connect your Microsoft Dynamics 365 apps with Microsoft Teams but with the new release also some marketing features become available for collaboration:

- Collaborate across your organization to create the best marketing campaigns possible using built-in Microsoft Teams chat
  - o All Teams chat capabilities can be used directly within Microsoft Dynamics 365 Marketing For example when creating a journey in Microsoft Dynamics 365 Marketing, you can easily consult a colleague while you are creating a journey using the Teams chat functionality directly from Microsoft Dynamics 365 Marketing





- Personalize interactions using a unified view of customer activity across Dynamics 365 Marketing, Sales and Customer Service
  - o View both real-time and outbound marketing activities in the Microsoft Dynamics 365 unified timeline
  - o Search and filter marketing-only activities such as “All emails opened by contact X”
  - o Preview email content within the timeline





- Take action with your customers in more ways by raising triggers from a journey to run another journey or Power Automate flow.
  - o It is now possible to trigger custom processes or power automate flows when a relevant point is reached in a customer journey
  - o Custom event triggers will make multiple journeys which logically function together easily blend into each other.
  - o A new journey tile can raise an event trigger at any point in a customer journey. If another journey or power automate flow is connected to this trigger, this will run immediately when a customer reaches the tile.
  - o This also means you can easily connect journeys. For example, a welcome journey ends for a customer, the customer can be immediately added to a nurture journey if the criteria are met

### **3.2 Reach customers on their best channel**

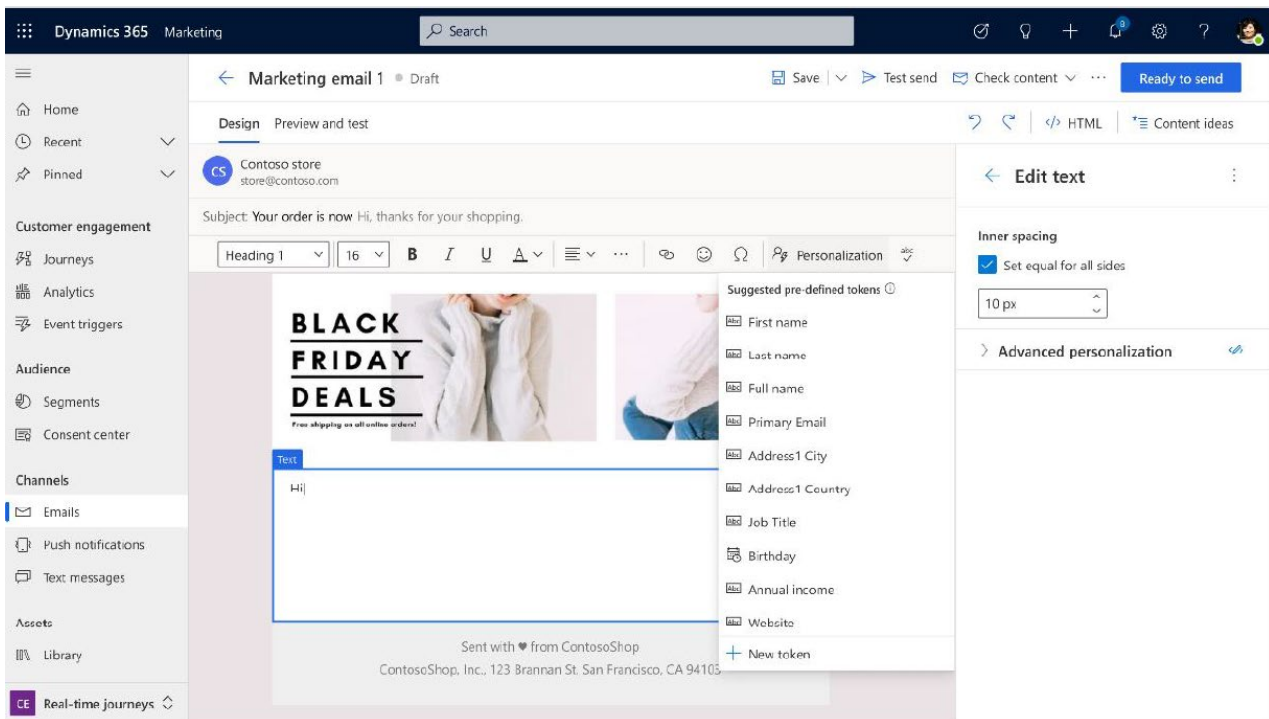
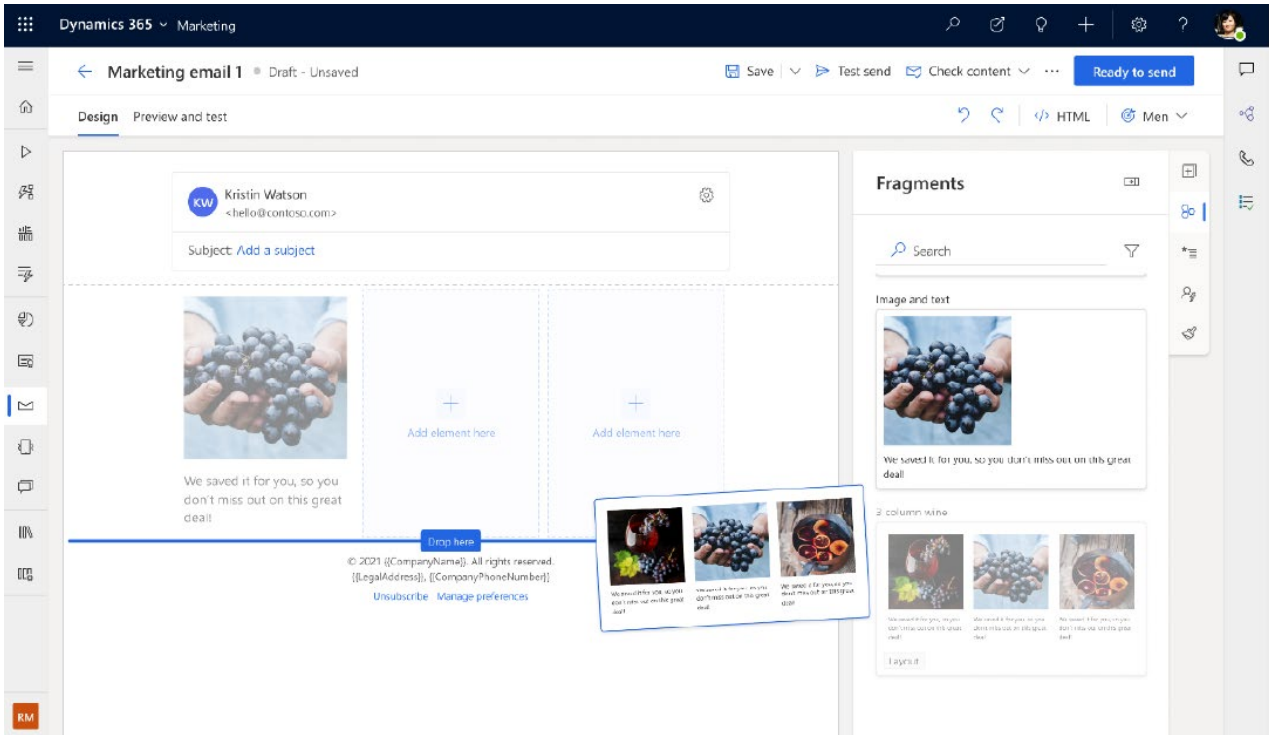
Increase engagement using AI-powered optimization to reach each customer on the best channel based on their attributes.

The algorithm for channel optimization has been optimized to monitor more closely and accurately how each customer responds to different channels of communication. Based on the way customers engage in marketing campaigns and detailed customer attributes, the algorithm will determine the best communication channel for each customer.

### **3.3 Personalize emails with predefined dynamic text or reusable content fragments**

With the new release a quick list of the most commonly used dynamic text is available (e.g., first name) This list will be available as a token list, which can be easily added to e-mails when they are created for a certain marketing mailing.

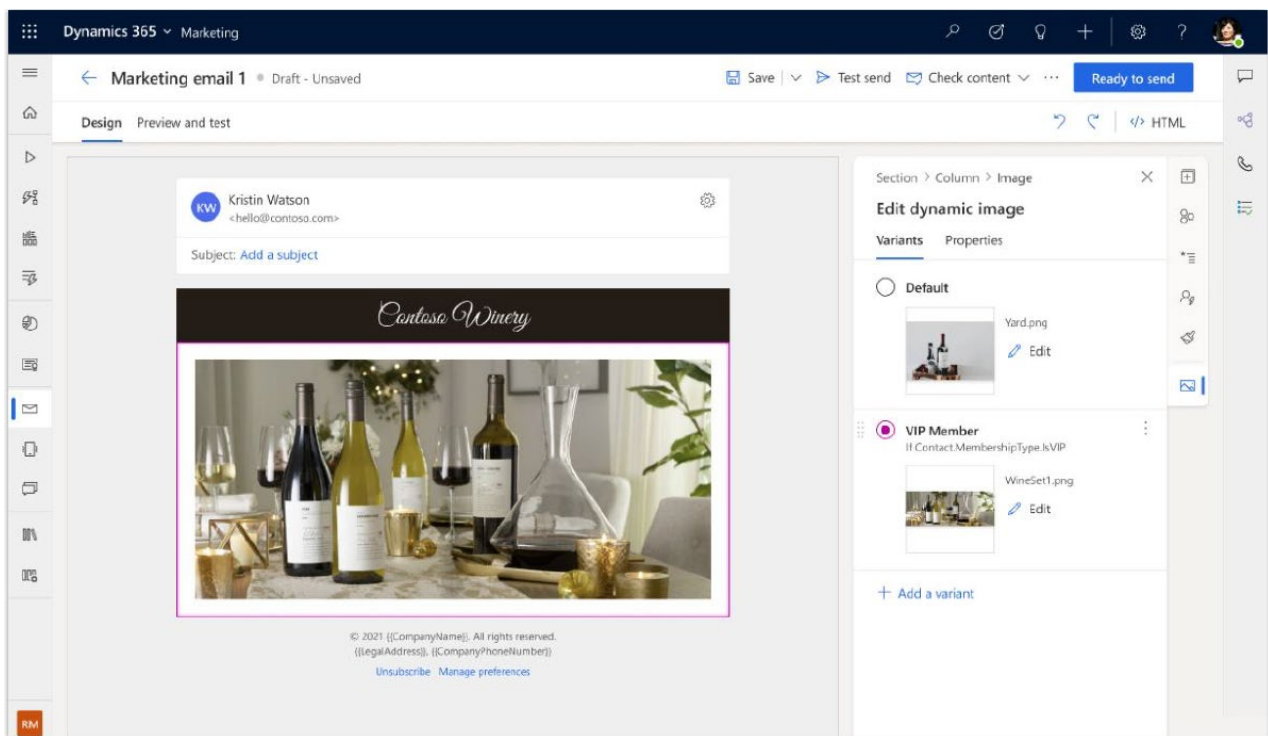
Microsoft Dynamics 365 Marketing now also has the option to create and reuse blocks of content, to make fancy emails just by clicking them together. These content fragments can include layout advanced elements and personalization.



### 3.4 Conditional dynamic content in emails

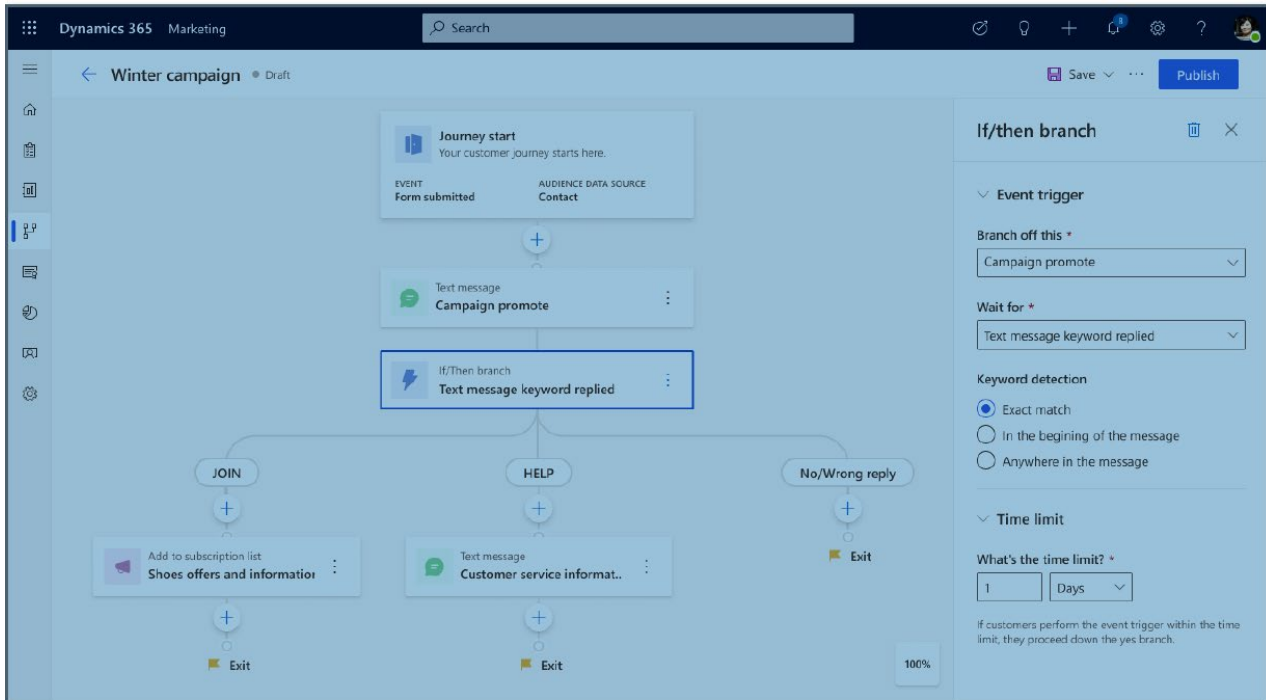
The content of messages can now be made dynamic so certain sections of the message are only available for customers which fit certain segments. Allowing you to target the segments you want with the information you like them to receive. This can now be done without coding, using the new interface. Meaning the marketing team can create a single message, with some different content depending on the segment a

customer belongs to. The previewer of the email designer allows the marketers to check the result before they send it to your customers.



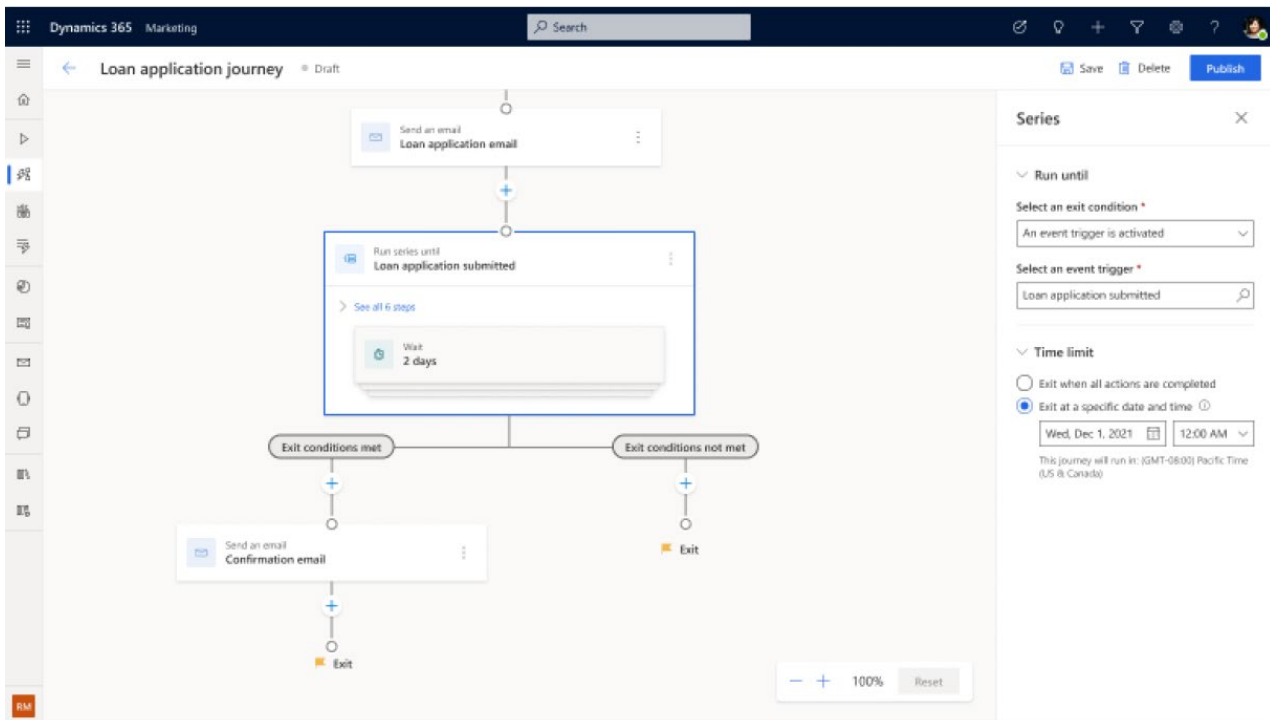
### 3.5 React on the SMS replies of customers

Before it was already possible to send SMS messages to your customers, but with the new release it will also be possible to act on their responses. In the journeys you can set certain keywords and based on the replies the customer sends, journey branches can be created to guide the customer to the process.



### 3.6 Journeys to send out reminders encouraging customers to respond

Feature only available for preview from April 2022, production release expected for June 2022

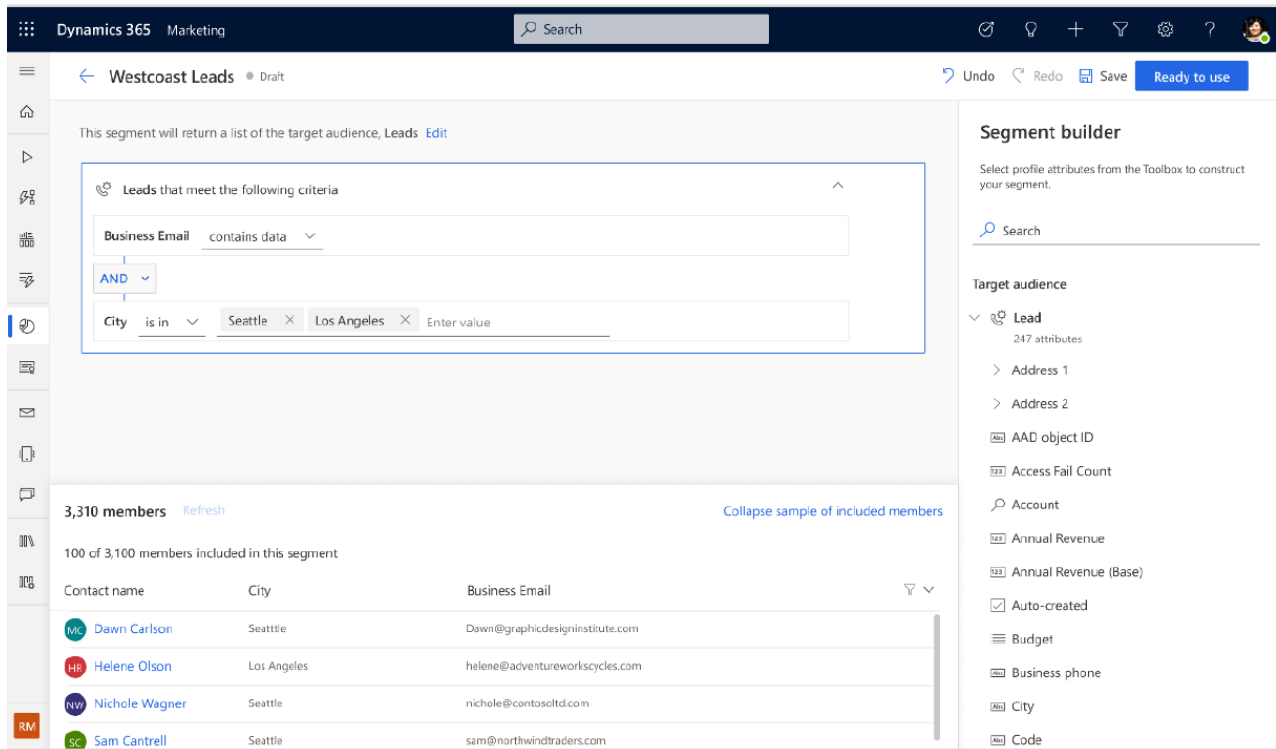


The journeys can be made more action-oriented with this new feature, reminding customers until they have completed the required action. Before this needed to be added by creating cascading branches in the journey, now this can be done with a single branch.

### 3.7 Reimagined, easy-to-use segmentation builder

*Feature only available for preview from June 2022, production release is not announced yet*

The goal of the new **segmentation builder** is for marketers to not need to dive deeper into the database or any SQL concepts or need to rely on data analysts. The segments can be built on leads, without requiring the lead to have a parent contact. The leads can be marketed directly using customer journeys. The new segment builder will give an iterative approach for building the segment logic through member previews that populate while the user is building the segment.



The screenshot displays the Dynamics 365 Marketing interface for a segment named 'Westcoast Leads'. The segment is currently in 'Draft' status. The criteria for the segment are defined as follows:

- Business Email contains data
- AND
- City is in Seattle, Los Angeles

The segment currently has 3,310 members. A preview shows 100 of 3,100 members included in the segment. The following table represents the data shown in the preview:

| Contact name   | City        | Business Email                  |
|----------------|-------------|---------------------------------|
| Dawn Carlson   | Seattle     | Dawn@graphicdesigninstitute.com |
| Helene Olson   | Los Angeles | helene@adventureworkcycles.com  |
| Nichole Wagner | Seattle     | nichole@contosold.com           |
| Sam Cantrell   | Seattle     | sam@northwindtraders.com        |

The right-hand side of the interface shows the 'Segment builder' panel, which allows users to select profile attributes from the Toolbox to construct their segment. The 'Target audience' is set to 'Lead' (247 attributes). The 'Toolbox' includes attributes such as Address 1, Address 2, AAD object ID, Access Fail Count, Account, Annual Revenue, Annual Revenue (Base), Auto-created, Budget, Business phone, City, and Code.

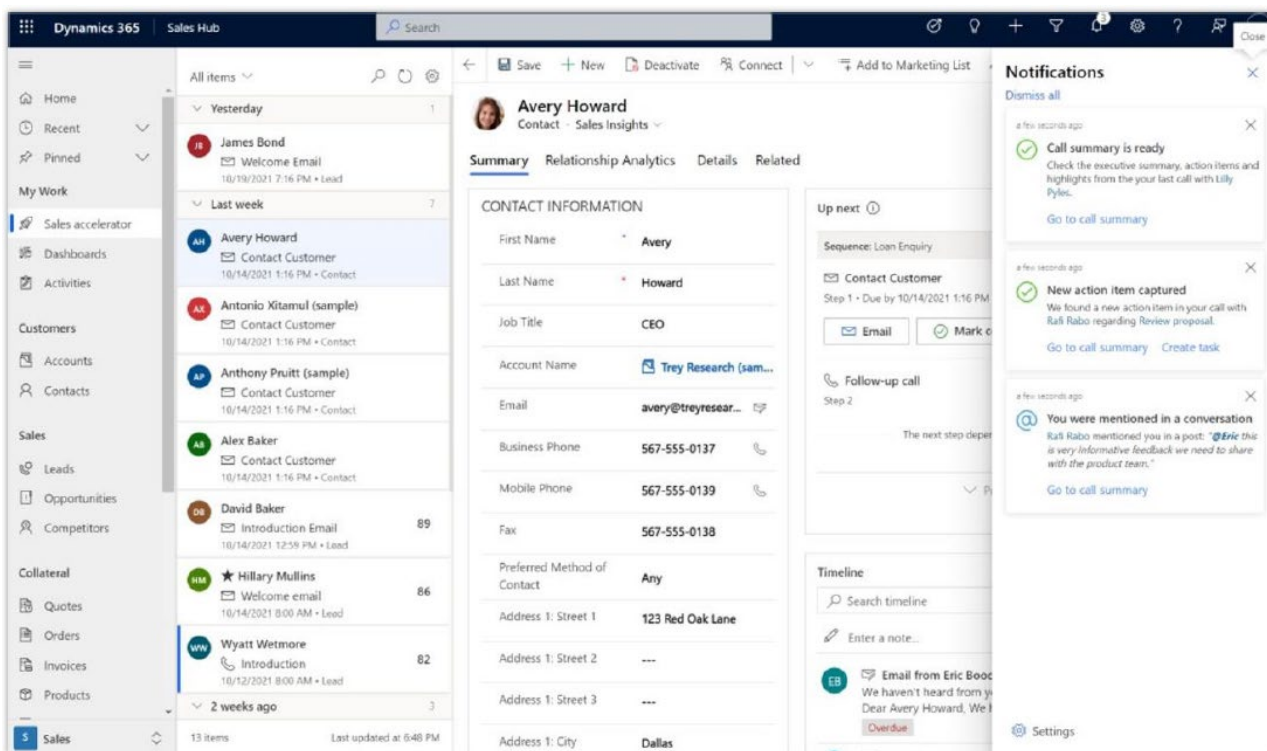
## 4 Sales

### 4.1 Conversation Intelligence

*Feature only available for preview from May 2022, production release expected for September 2022*

With the improved collaboration features and a new powerful search, your sellers can better take advantage of the full value of conversation intelligence

- Introducing in-app notifications and emails to make sure sellers and managers don't miss valuable insights and follow up their commitments
- Bringing the valuable strategy and coaching dashboards from Sales Insights into D365 to introduce values where sellers and managers spend their days
- Enabling comments, mentions and sharing of conversation intelligence artifacts will make it an integral part of sellers' and managers' day-to-day work and contribute to coaching and collaboration culture.
- A powerful search and filter toolset over conversation intelligence and Dynamics 365 rich data will help sellers and managers get even more valuable insights out of conversation intelligence's most valuable asset --- the call recordings and insights.



## 4.2 Sales Hub

The Sales Hub already exists a long time but will come from now on preinstalled on all environments. The Sales hub comes configured with several core sales and sales insight features.

## 4.3 Support for yearly forecast periods

Up till now forecasts could only be configured on a monthly or quarterly basis. With the new release Microsoft Dynamics 365 allows to track sales objectives on an annual basis.

## 4.4 Capture mobile phone contacts and recent calls

*Feature only available for preview from August 2022, production release expected for September 2022*

Contacts and recent calls from mobile users who call customers directly from their phone, can be logged into Microsoft Dynamics 365 Sales.

## 4.5 Log information using the mobile phone camera

*Feature only available for preview from August 2022, production release expected for September 2022*

It was already possible to capture information from business cards directly into Microsoft Dynamics 365 (using the AI license), this interface will be improved to support more languages and optimize the user experience.

As an extra feature handwritten notes can be scanned using the phone camera and the text can get digitized into Microsoft Dynamics 365 Sales

## 4.6 Outlook deep-link integration

*Feature only available for preview from August 2022, production release expected for September 2022*

The Microsoft Dynamics 365 Sales mobile app will be updated to provide a deep-link integration with Microsoft Outlook and make it context-aware. This will allow users to stay working in the app when they are creating an email to customers. So, no more switching between Outlook and the sales app.

## 4.7 Discover accounts and contacts from email interactions

*Only available in preview from April 2022. No official production release announced yet*

When receiving an email from a contact, a user needs to create this contact manually in Microsoft Dynamics 365. With the new feature a user can query for accounts for which interactions were made via email and get an overview of all known contacts at those accounts. Also, contacts can be queried with which the team has interacted over email and find connections with other members of your team

The system will also show an interaction score, to indicate how well your organization is connected to an account or contact.



← Save Save & Close + New Open Org Chart Deactivate Connect |

**A. Datum Corporation** - Saved \$35,000,000.00 Annual Revenue 2,000 Number of Employees Kenny Smith1 Owner

Account · Sales Insights

Summary Tab Details Who knows Whom Related

**Summary**

Account Name \* **A. Datum Corporation**

Website **http://www.adatum.com/**

**Relationship Overview**

Interaction score ⓘ • 54

Next Meeting  
11/4/2021 3:45 PM

Last interactions

- KM** Kayla Lewis 10/30/2021 11:13 AM
- YK** Serena Davis 10/30/2021 12:26 PM

**Top Contacts**

- KL** Kayla Lewis Suggested • 99  
10/25/2021
- EL** Eugenia Lopez Suggested • 95  
10/25/2021
- CG** Corey Gray Lead • 79  
10/30/2021

[Show more contacts](#)

**Connected Colleagues**

- SD** Serena Davis • 66  
10/25/2021

## 4.8 Get notified when customers actively engage with the team

With this new release it is possible to give notifications to a user when customers interact with a sent email, so further action can be taken by the team. A user can be notified when a customer opens an email or selects a link or downloads an attachment. The system can be configured in a way that the user immediately receives suggested next steps.

These notifications can be configured for:

- Failed automated email or workflow
- Customer response to emails
- Opened, read, or forwarded an email
- Downloaded an attachment
- Selected a link in the email
- Contact updates the phone number in the signature and update contact information



## 5 Service

### 5.1 Knowledge management search for portal

The relevance search will now be available in portals. As the relevance search already works in the Microsoft Dynamics 365 PowerApps, giving fast and comprehensive search results, sorted by relevance, this will now also be available for portal users who search for knowledge base articles on the portal.

**Note:** This search will replace the current portal global search functionality

### 5.2 Analytics for knowledge articles and search terms

To help to get the knowledge base articles as relevant and accurate as possible, the system will capture historical view and KB article usage (as well as other metrics). Microsoft Dynamics 365 Service will foresee dedicated reports that provide the historical trends for key metrics (number of views, number of visitors, average feedback rating, ...)

## 6 Release Wave 2 2022

Based on the current information which is made available by Microsoft some features/functionalities within the **Microsoft Power Platform** will be deprecated with the release in October 2022.

### 6.1 Data Export Service

Being deprecated in November 2021, the Data export Service will continue to work and will be fully supported until it reaches end-of-support and end-of-life in November 2022. This will impact Microsoft Dynamics 365 and Power Platform customers who use Data Export Service add-on for Microsoft AppSource.

As an alternative Microsoft suggests to use [Azure Synapse Link for Dataverse](#).

### 6.2 Dataverse OData v2.0 Service

Microsoft plans to remove the Dataverse OData v2.0 Organization Data Service on November 11, 2022. This does not involve the Organization Service SOAP endpoint. This endpoint is also deprecated but no date has been announced for the removal of the SOAP endpoint.

The OData v2.0 endpoint was introduced with CRM 2011 and has proven its use throughout many years. Now it will be replaced by more modern, fast and secure technologies like Web API, an OData v4.0 service.

Net IT will investigate if there is still legacy code using OData v2.0. If this is found the code should be migrated to use the Web API before November 11<sup>th</sup> 2022.

### **6.3 Support for Microsoft Groups and Yammer in Microsoft Dynamics 365 is deprecated**

Since February 2022 support for Microsoft 365 Groups (previously known as Office Groups) and Yammer in Microsoft Dynamics 365 is deprecated. Since Microsoft is fully focussing on integrations with the Microsoft Teams platform, it is also the recommendation to make the transition to Microsoft Teams for the processes for which Groups and Yammer are used by an organisation.

Teams can be created for existing Microsoft 365 Groups and map them to individual records as per the requirements. Microsoft 365 Groups can still be used, but will require a custom made experience to be hosted in Dynamics 365.

For now Microsoft just announced the deprecation and didn't communicate yet on an official deletion date.

### **6.4 Dynamics 365 Connector is deprecated**

The Microsoft Dynamics 365 connector used for Data Integrations, Flows, Logic Apps and Canvas apps is officially deprecated.

From April 29<sup>th</sup> 2022 no new connections can be created for Data Integrations, Flows, Logic Apps and Canvas App and on **July 28<sup>th</sup> 2022**, all existing uses of the Dynamics 365 connector will be disabled. By that time the existing connections must be migrated to another solution.

This other solution is to switch towards the **Microsoft Dataverse Connector**. Unfortunately this connector is not suitable for every solution because of:

- It isn't available in Logic Apps
- It doesn't enable cross-tenant or cross environment connections
- It cannot be used for Canvas app that use the Power Apps for Windows Client.

In these cases Microsoft still recommends a legacy connector, Microsoft Dataverse (legacy). In the future it needs to be replaced by the Microsoft Dataverse Connector.