



# TIM ERVIK

Rådgiver

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## BLOGG

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## Fagområder

- Kundeopplevelse
- Teknologi
- Prosessforbedring
- Gevinstrealisering
- Riktig bruk av teknologi



# Disclaimer & kilder

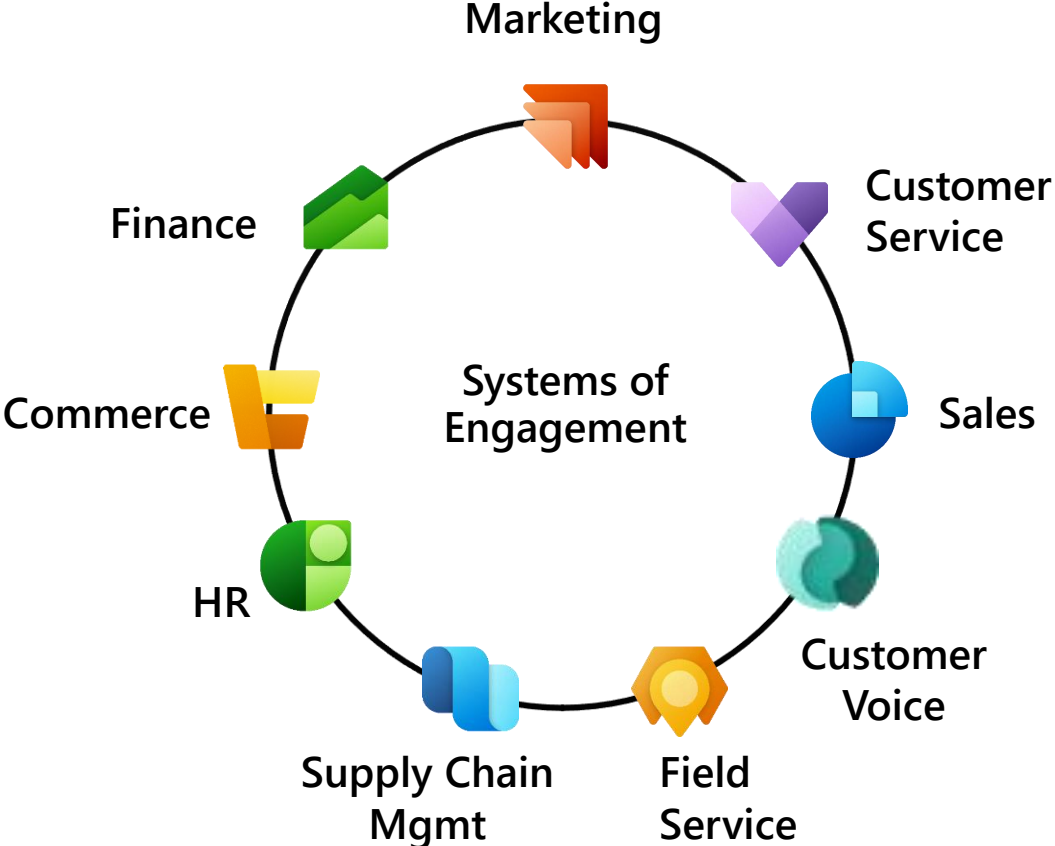
- Tidslinje for lansering kan endres, og planlagt funksjonalitet blir kanskje ikke lansert. Se [Microsoft Policy](#)
- Kilde: <https://docs.microsoft.com/nb-no/dynamics365-release-plan/2020wave2/>
- Business applications Launch Event (October)  
<https://www.youtube.com/watch?v=xU2HglmF8mg>

# Historien til CRM

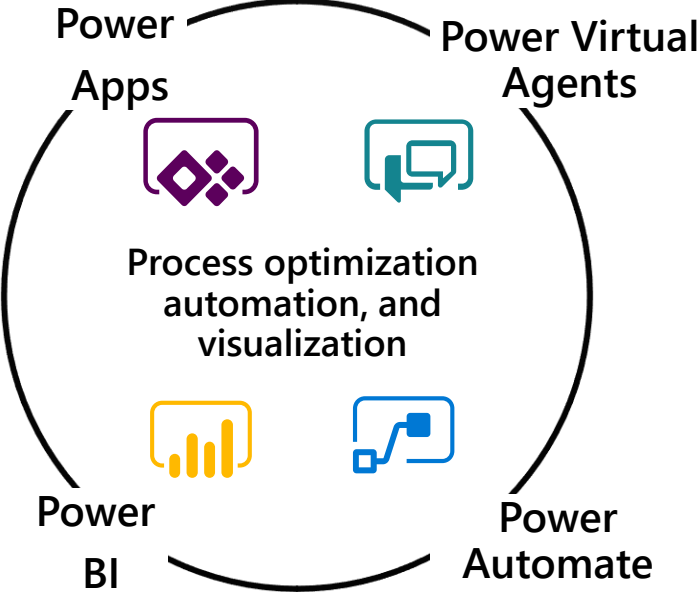




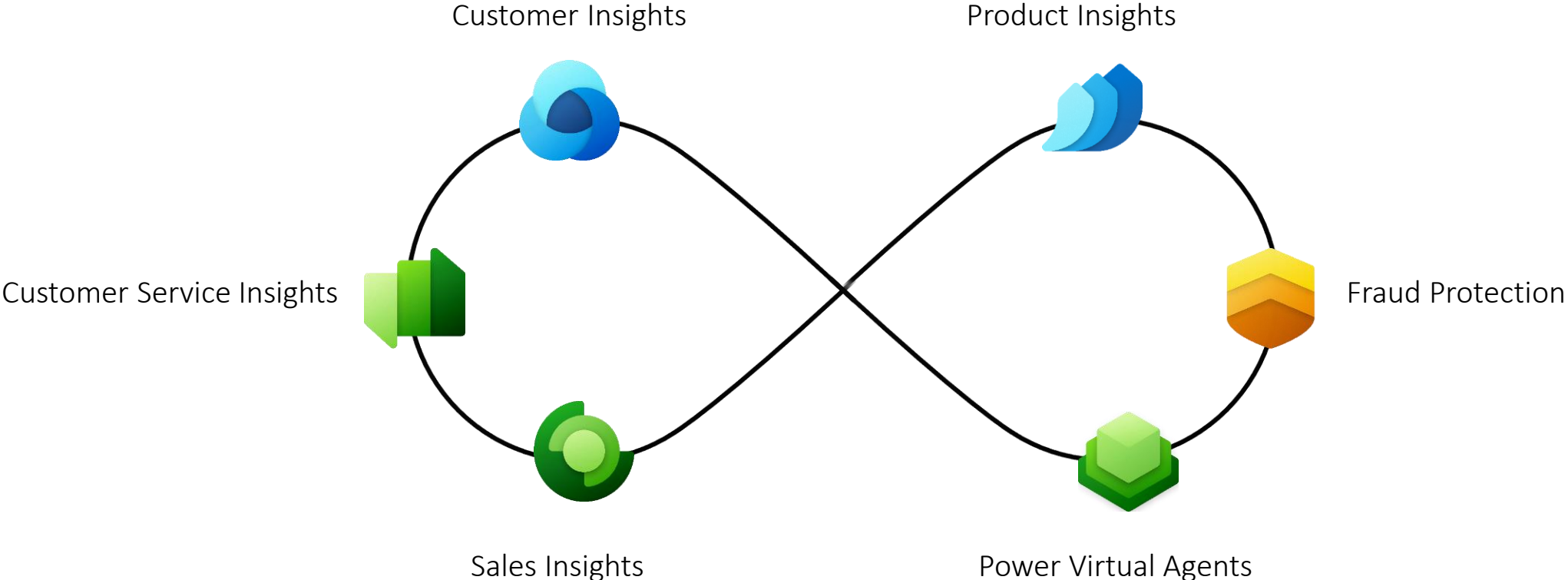
# Dynamics 365

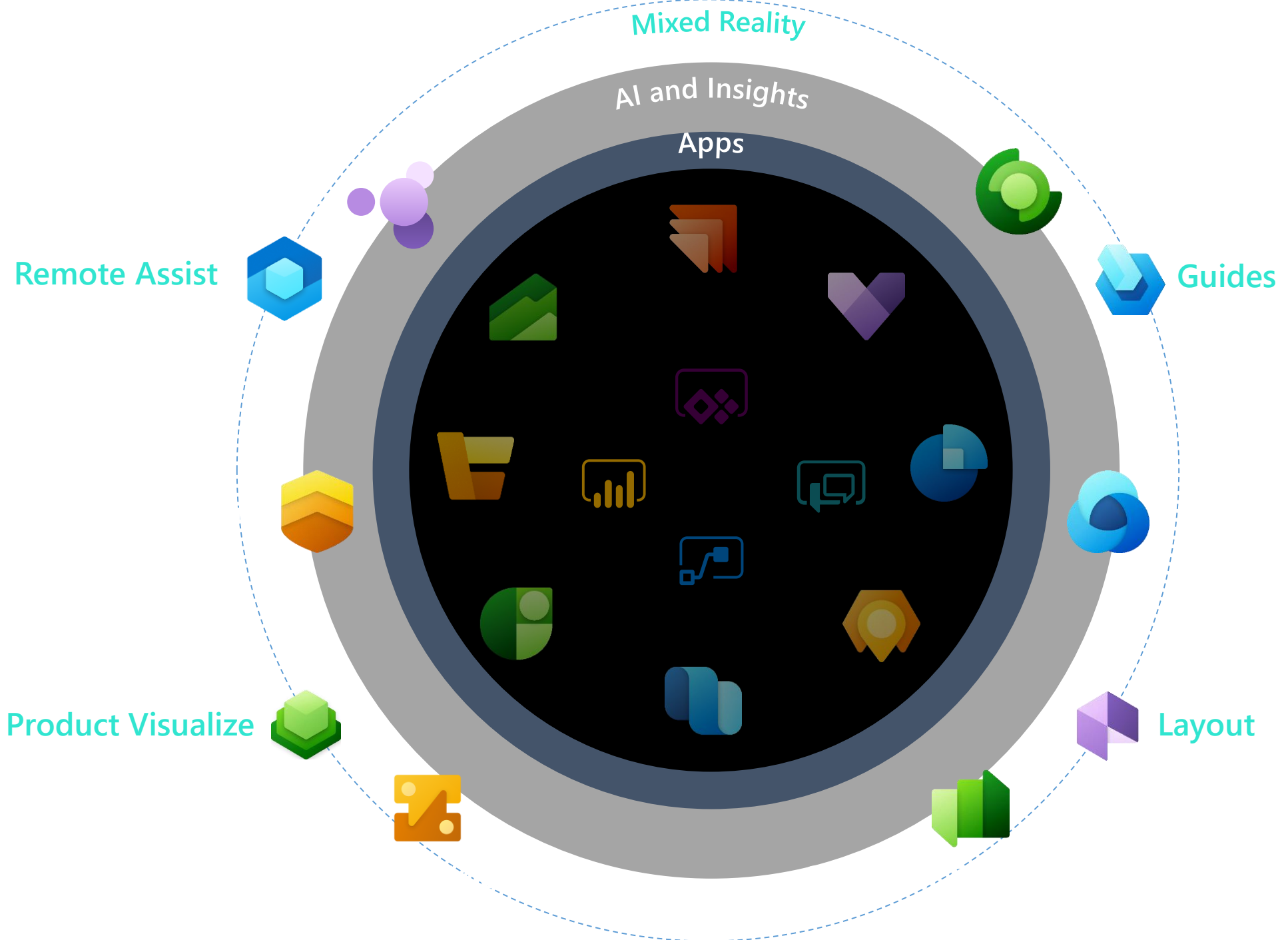


# Power Platform



# Dynamics 365





Mixed Reality

AI and Insights

Apps

Remote Assist

Guides

Product Visualize

Layout

[roadmap.dynamics.com](https://roadmap.dynamics.com)

## Release plans

Learn more about the 2020 release wave 2 plans and key milestones.

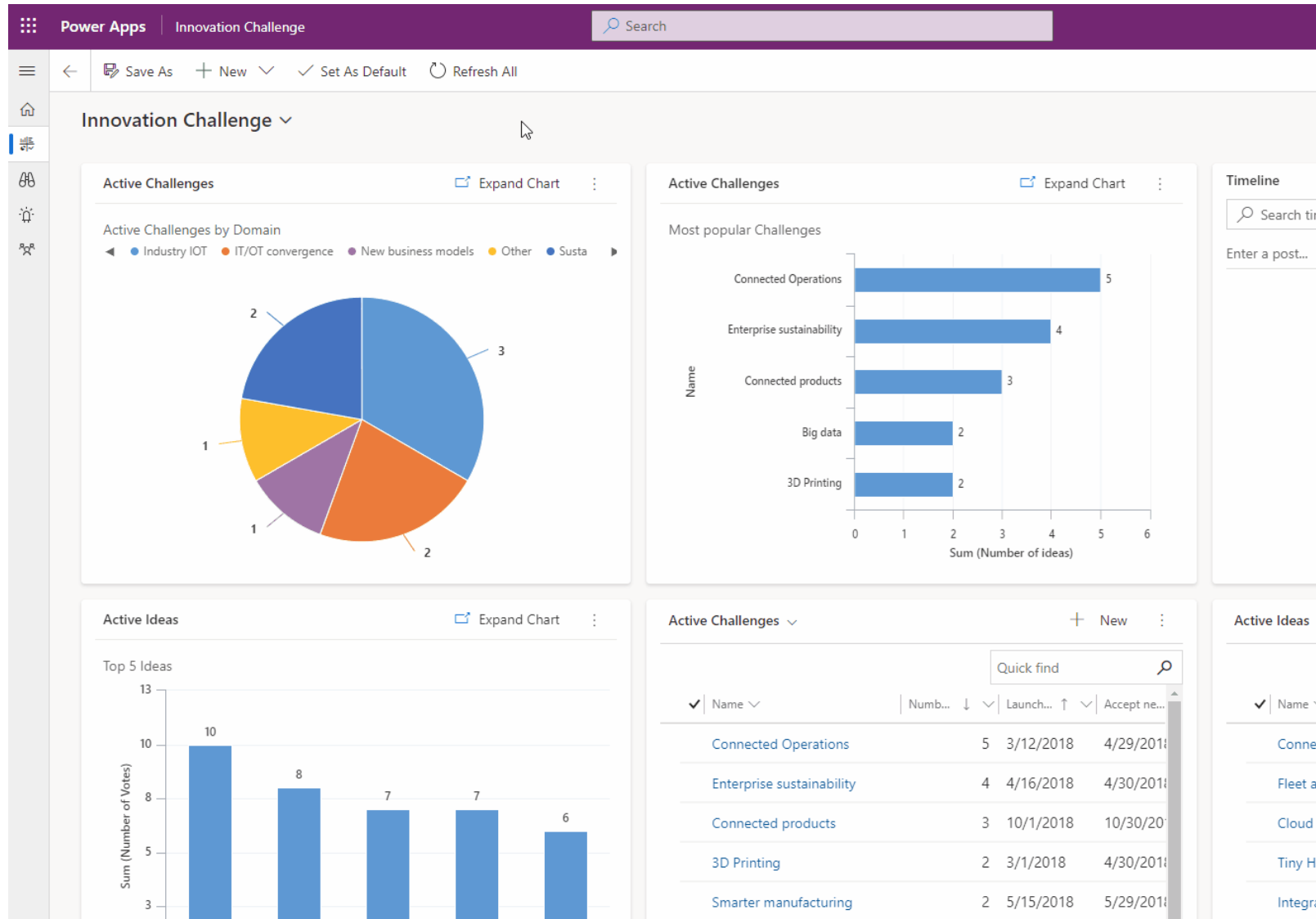
[Dynamics 365 release plan >](#)

[Microsoft Power Platform release plan >](#)





# Ny søkeopplevelse



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# Fokusområder

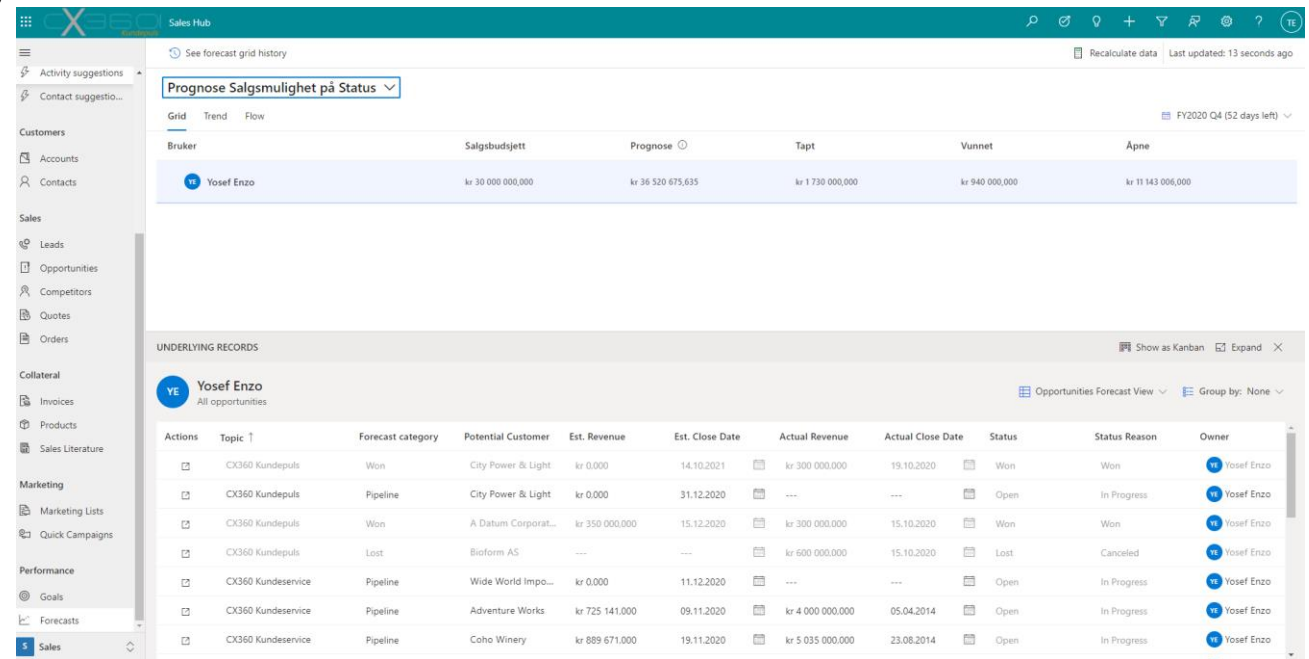
- Prognoser og salgsresultater
- Introduksjon og anbefalinger
- Innsikt gjennom kunstig intelligens





Nyheter

# Prognose



The image displays a screenshot of the Sales Hub interface. The top navigation bar includes the Sales Hub logo and various utility icons. The main content area is titled "Prognose Salgsmulighet på Status" and features a summary table with columns for "Bruker", "Salgsbudsjett", "Prognose", "Tapt", "Vunnet", and "Åpne". Below this, the "UNDERLYING RECORDS" section shows a detailed list of opportunities for "Yosef Enzo".

Bruker	Salgsbudsjett	Prognose	Tapt	Vunnet	Åpne
Yosef Enzo	kr 30 000 000,000	kr 36 520 675,635	kr 1 730 000,000	kr 940 000,000	kr 11 143 006,000

Actions	Topic	Forecast category	Potential Customer	Est. Revenue	Est. Close Date	Actual Revenue	Actual Close Date	Status	Status Reason	Owner
	CX360 Kunde puls	Won	City Power & Light	kr 0,000	14.10.2021	kr 300 000,000	19.10.2020	Won	Won	Yosef Enzo
	CX360 Kunde puls	Pipeline	City Power & Light	kr 0,000	31.12.2020	---	---	Open	In Progress	Yosef Enzo
	CX360 Kunde puls	Won	A Datum Corporat...	kr 350 000,000	15.12.2020	kr 300 000,000	15.10.2020	Won	Won	Yosef Enzo
	CX360 Kunde puls	Lost	Bioform AS	---	---	kr 600 000,000	15.10.2020	Lost	Canceled	Yosef Enzo
	CX360 Kundeservice	Pipeline	Wide World Impo...	kr 0,000	11.12.2020	---	---	Open	In Progress	Yosef Enzo
	CX360 Kundeservice	Pipeline	Adventure Works	kr 725 141,000	09.11.2020	kr 4 000 000,000	05.04.2014	Open	In Progress	Yosef Enzo
	CX360 Kundeservice	Pipeline	Coho Winery	kr 889 671,000	19.11.2020	kr 5 035 000,000	23.08.2014	Open	In Progress	Yosef Enzo

# Ny mobil opplevelse



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# Fokusområder

- Handlingsrettet intelligens
- Tilpasning på tvers av flere kanaler
- Integrer og utvid



The image features several abstract geometric shapes in the background. In the top left, there is a blue circle and a green triangle. In the center, there are three overlapping, rounded rectangular shapes in shades of orange and red. In the bottom left, there is a green square. In the bottom center, there is a yellow dashed circle and an orange circle.

Nyheter

# Innholdspubliserings SoMe



The screenshot shows the 'Schedule post' dialog box in the Microsoft Marketing interface. It allows users to select a date and time for publishing a post. The 'Timezone' is set to '(GMT) Coordinated Universal Time', the 'Date' is '24/04/2020', and the 'Time' is '14:00'. Below this, there is a calendar view for 'May 2020' with a grid of days. The 'Done' button is highlighted in blue.

The screenshot shows the 'New social post' form in the Microsoft Marketing interface. It includes fields for 'Social configuration' (set to 'Contoso Hotels') and 'Facebook page' (set to 'contoso\_hotels/cz'). The 'Message' field contains the text: 'While you may not be able to travel now, plan something to look forward to! Make a purchase until end of the month, and save 30%! #traveling 🍕'. Below the message, there are two media thumbnails labeled 'hotel\_view.png' and 'hotel\_view2.png'. The 'Preview' section shows a Facebook post with the same message and media. The 'Done' button is highlighted in blue.



# Ny utforming kundereiser



The screenshot displays the Microsoft Dynamics 365 Marketing Customer Journey Builder interface. The main window shows a journey titled "Announcement - Luxury, Redefined" with a start condition of "Contact is a member of US Customers". The journey flow includes the following steps:

- Start
- Send an email: Chair Brochures
- Wait for: 5 days
- If opened: Chair Brochures within 1 day (Decision point)
- Yes path: Send an email: Special offer
- No path: Send an email: Follow up
- Send an email: Special offer (after the first decision)
- Create lead (after the second "Send an email: Special offer")
- If opened: Follow up within 2 days (Decision point)
- Yes path: Send an email: Special offer
- No path: Phone call: Follow up call
- End

The right-hand panel shows the configuration for the "Send an email" step, with the email subject set to "Special offer". The "Email details" section indicates the email is of "Commercial" type, "Live" status, and was modified by "System" on 8/30/2019 at 6:32 PM. There are also options for "A/B testing" and "Automate the sending".

# Virtuelle arrangementer



The screenshot shows the 'New event' configuration page in Microsoft Dynamics 365 Marketing. The interface includes a left-hand navigation pane with categories like Home, My work, Channels, Customers, Website, and Assets. The main content area is titled 'New event' and features a progress bar with stages: Event management (Active 2 Days), Preliminaries, Agenda, Organize, Promote, Launch, and Post event. Below the progress bar, there are several configuration panels:

- Key information:** Event name (empty), Event type (www.event1245.com), Registered (0), Checked-in (0), Custom event URL (No).
- Schedule:** Event time zone (GMT +05:30) Minsk, Event start date (12/9/2019 5:36 PM), Event end date (12/9/2019 6:36 PM), Countdown in days (empty), Recurring event (No).
- Stream Event Online:** Do you want to stream this event (Yes), Stream configuration (MS Teams - Meeting), Language (MS Teams - Meeting), Stream URL (MS Teams - Live Event).
- Location:** Building (empty).
- Timeline:** Enter a note... (empty).

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# Fokusområder

- Innsikt og kunstig intelligens
- Omnikanal-Engasjement
- Agentproduktivitet
- Selvbetjening
- Proaktiv service



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# Fokusområder

- Følg opp kundens tilbakemelding i sanntid
- Mål kundetilfredshet via flere engasjementspunkter
- Bruk utvidbare, bruksklare maler for tilbakemeldingsløsninger





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