

## Microsoft Dynamics CRM What's New in 4.0:

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Kevin Evans, Director  
Martin & Associates

## What's New in CRM 4.0

- CRM 4.0 – Code-named “Titan”
  - Release date Q4 2007
  - Microsoft Dynamics CRM Live (hosted)
    - Early Access (Beta) 1 program in September 2007
    - Early Access 2 programs – November 2007
    - Open Access Q1 2008

## What's New in CRM 4.0

- Dynamics CRM Live (hosted software)
  - Software-as-a-service
  - Operated and Managed by Microsoft via datacenter
  - Or operated by Microsoft Partners
- Multi-tenant (run multiple CRM Servers on 1 Server)
- Multi-currency

## What's New in CRM 4.0

- Automatic Duplicate Deletion on any entity
- No more CRM email subject line token
- E-mail improvements
- Use of MRU (most-recently used) lists in CRM client for quick access in drop-downs
- Enhanced lookup fields (auto complete functionality)
- Workflow is now web-based (and uses Windows Workflow Foundation)

## What's New in CRM 4.0

- New entity relationships (many-to-many support)
- Offline client SDK and plug-in support
- CRM web-based Report Builder Wizard
- Full support for internet-facing deployments (IFD)

## Questions and Answers

- Kevin Evans 513-772-7284 x109
  - [kevin.evans@martinandassoc.com](mailto:kevin.evans@martinandassoc.com)