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# TRANSITIONING TO THE UNIFIED INTERFACE

for Microsoft Dynamics 365 for Customer Engagement

## MICROSOFT RECENTLY ANNOUNCED BIG CHANGES THAT WILL IMPACT CUSTOMERS USING:

- Dynamics 365 Sales
- Dynamics 365 Customer Service
- Dynamics 365 Field Service
- Dynamics 365 Project Service
- Dynamics 365 Marketing

**The Dynamics 365 legacy web client is being deprecated. Customers need to transition to the Unified Interface (UI) by October 1, 2020. Part of this change also means that:**

- Process dialogs will be replaced by Business Process Flows or Canvas Apps
- Task flows are being replaced by Business Process Flows

## WHY IS MICROSOFT MAKING THESE CHANGES?

As more employees move to using mobile devices, the unified interface creates a consistency across all device platforms. Microsoft Flow and the entire Microsoft Power Platform are tightly woven into the new UI, providing better business process capabilities.

Additionally, the new UI provides better performance and an improved user experience. For example, users only see the tasks and information they need for their role in the organizations.

## WHAT DO I NEED TO KNOW?

If you are using the web client or classic workflow, talk to your Dynamics partner about creating a transition plan to the new UI. Microsoft has published several helpful articles and videos with transition guidance:

[Introduction to the Unified Interface \(video\)](#)

[Why and how to move to the UI in Microsoft Dynamics 365 \(video\)](#)

[UI for model-driven apps in PowerApps](#)