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What's New:

- CE Omni-Channel Engagement Hub Preview turns on (Insider Portal on experience.dynamics.com) - <https://docs.microsoft.com/en-us/business-applications-release-notes/october18/service/customer-service-omni-channel-release-notes/omni-channel-engagement-hub-overview>
- CE USD 4.1 Preview available supporting Edge and Chrome browsers (Insider Portal on experience.dynamics.com) - <https://blogs.msdn.microsoft.com/usd/2018/12/17/public-preview-of-the-edge-process-for-unified-service-desk/>
- Solution Checker (PowerApps Checker) for CE to help you find ways to improve your performance and maintainability - <https://docs.microsoft.com/en-us/powerapps/maker/common-data-service/use-powerapps-checker>
- Guidance in troubleshooting Server Side Sync mailbox errors - <https://blogs.msdn.microsoft.com/crminthefield/2019/02/14/how-to-read-the-dynamics-365-mailbox-details-file-for-troubleshooting/>
- Using documents as part of Sales Playbooks - <https://docs.microsoft.com/en-us/dynamics365/customer-engagement/sales-enterprise/associate-documents-playbook-activities>
- Check out all these sample PowerApps reusable components - <https://powerapps.microsoft.com/en-us/blog/powerapps-ten-reusable-components/>
- April 2019 Release Notes Updates (quite a few of them!) - <https://docs.microsoft.com/en-us/business-applications-release-notes/April19/index>
- Introducing Dynamics 365 Guides - <https://dynamics.microsoft.com/en-us/mixed-reality/guides/> and <https://docs.microsoft.com/en-us/business-applications-release-notes/April19/dynamics365-mixed-reality/microsoft-dynamics365-guides/>
- CE Virtual Agents - <https://dynamics.microsoft.com/en-us/ai/customer-service/> and <https://docs.microsoft.com/en-us/business-applications-release-notes/April19/artificial-intelligence/customer-service/virtual-agent/>
- CE Customer Insights - <https://dynamics.microsoft.com/en-us/ai/customer-insights/> and <https://docs.microsoft.com/en-us/dynamics365/ai/customer-insights/overview>
- Dynamics 365 CE Solution Lifecycle Management whitepaper - <https://www.microsoft.com/en-us/download/details.aspx?id=57777>
- Core CDS for Apps platform update to 9.1.0.1847 in NA weekend of 2-8 - <https://support.microsoft.com/en-us/help/4486657/service-update-18-for-microsoft-dynamics-365-9-1-0>
- Core CDS Platform update to 9.1.0.2057 on weekend of 2-15 - <https://support.microsoft.com/en-us/help/4487586/service-update-20-for-microsoft-dynamics-365-9-1>
- Core CDS Platform update to 9.1.0.2251 on weekend of 2-22 - <https://support.microsoft.com/en-us/help/4488161/service-update-22-for-microsoft-dynamics-365-9-1-0>
- Core CDS Platform update to 9.1.0.244 expected on weekend of 3-1 - <https://support.microsoft.com/en-us/help/4488855/service-update-24-for-microsoft-dynamics-365-9-1-0>
- Field Service solution update to 8.4.0.338 - <https://blogs.msdn.microsoft.com/crm/2019/02/11/release-notes-for-field-service-version-8-4-0-338/>
- Another Field Service update to 8.5.0.343
- Project Service solution update to 3.4.0.37 - <https://blogs.msdn.microsoft.com/crm/2019/02/13/release-notes-for-project-service-automation-update-release-4/>
- Universal Resource Scheduling update to 3.4.0.141 - <https://blogs.msdn.microsoft.com/crm/2019/02/20/release-notes-for-universal-resource-scheduling-february-2019/>
- Talent Solution Upgrade to 9.152.0
- CE AI for Sales solution update to 9.0.1.7043
- CE Voice of the Customer update to 9.0.1438.4 (remember to update via Applications) - <https://blogs.msdn.microsoft.com/crm/2019/02/21/whats-new-in-voice-of-the-customer-version-9-0-1438-3-9-0-1438-4/>

How do I operationalize this?

- New Solution History tile in CE instances to get telemetry on Solution Import/Upgrade failures
- Solution Checker demo
- Components Demo PowerApp

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