

Team Members License for Existing Customers

Customers with Team Members licenses acquired prior to October 1, 2018, may use their Team Members licenses in accordance with the description below through the duration of their term and any subsequent term begun prior to July 1, 2020, or through June 30, 2023, whichever is earlier.

Team Members use rights are unchanged for existing customers subscribing to Dynamics 365 Team Members as of October 1, 2018, including commercial, government, education and non-profit, and Team Members licenses acquired under the SMB promotion.

Existing Team Member customers and their licensed users may continue to exercise their use rights for the following workloads:

Customer Engagement

- Dynamics 365 for Sales: non-employees may create and update opportunities via a portal or API
- Dynamics 365 for Customer Service:
 - Interactive Service Hub
 - Knowledgebase Management
 - User interface integration for Dynamics 365
- Dynamics 365 for Field Service: non-employees may update work order via a portal or API
- Across workloads:
 - Create, update, and delete Accounts
 - Create, update, and delete records against unlimited number of custom entities

Unified Operations

- Dynamics 365 Finance and Operations:
 - Field service security roles
 - Field service technician
 - Service dispatcher

Exclusions:

Customers not impacted by this change in October 2018 and not eligible for the above use rights include existing customers licensed with: Dynamics CRM Online, Dynamics AX (online), Dynamics 365 On-Premises, Dynamics 365 for Operations on-premises, Dynamics 365 Business Central, Microsoft Dynamics NAV, Microsoft Dynamics GP, Microsoft Dynamics SL, Microsoft Dynamics AX, Dynamics CRM on-premises, Microsoft Dynamics RMS, Microsoft Dynamics POS, and any other legacy Dynamics Price List (DPL).