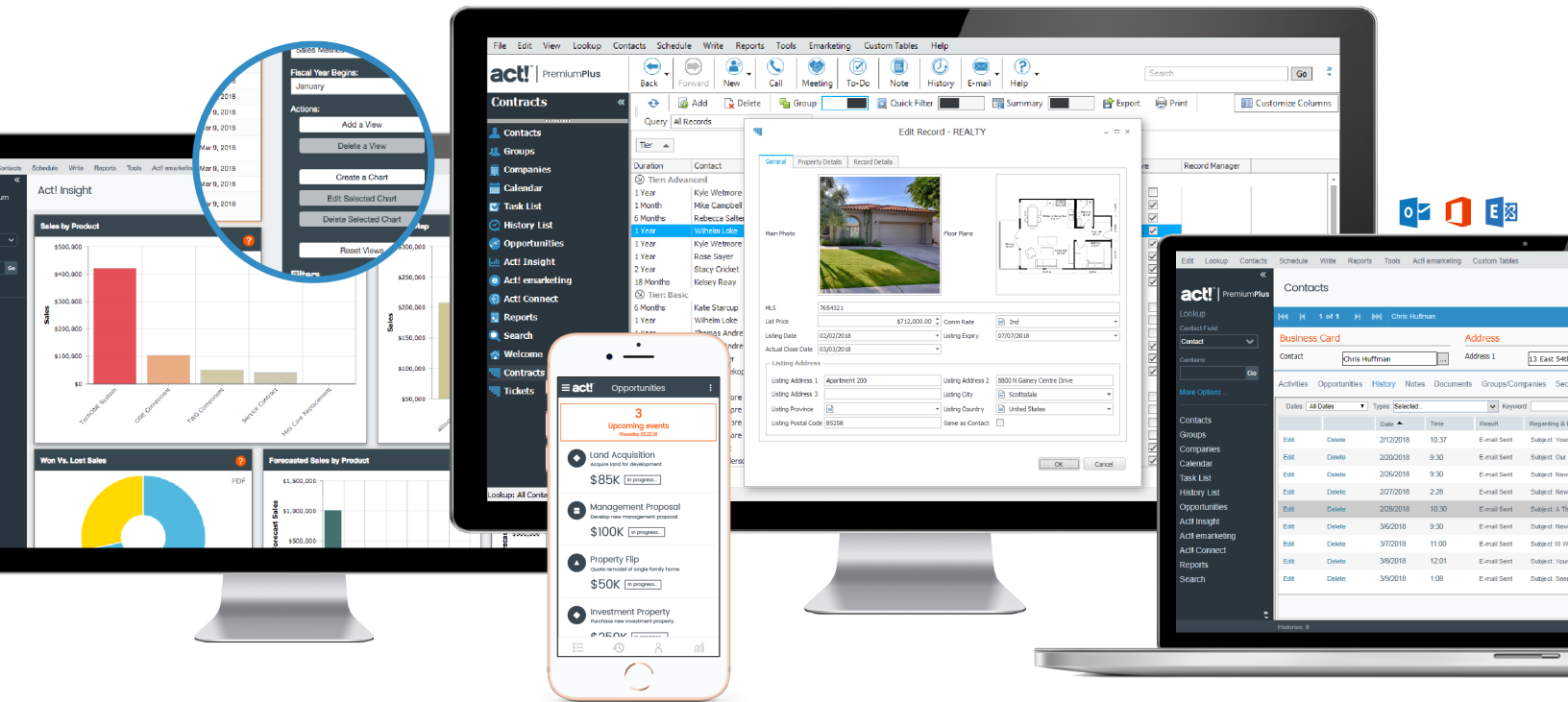




# What's new in Act! v20.1



Introducing the most adaptable, everywhere, connected Act! experience yet! Optimize your unique business with Custom Tables Manager and Industry Templates in the new Act! Premium Plus, next generation Microsoft® Outlook® integration, compatibility with Office 365 and Exchange, customizable Act! Insight dashboards, and so much more. Plus, benefit from flexible options for customer support that enhance your subscriber value!

Active members are entitled to receive Act! v20.1 features like next generation Outlook integration, enhancements to Act! Insight and Act! Companion, plus customer success resources and connections to hundreds of popular apps. Subscribe today!

Unlock the full potential of Act! using Custom Tables Manager in the new Act! Premium Plus.

Extend your connected workspace via next generation Outlook integration for Act!.

Work with newly supported popular Microsoft platforms Office 365 and Exchange.

Strengthen business insights and improve sales mobility with enhancements to Act! Insight and Act! Companion.

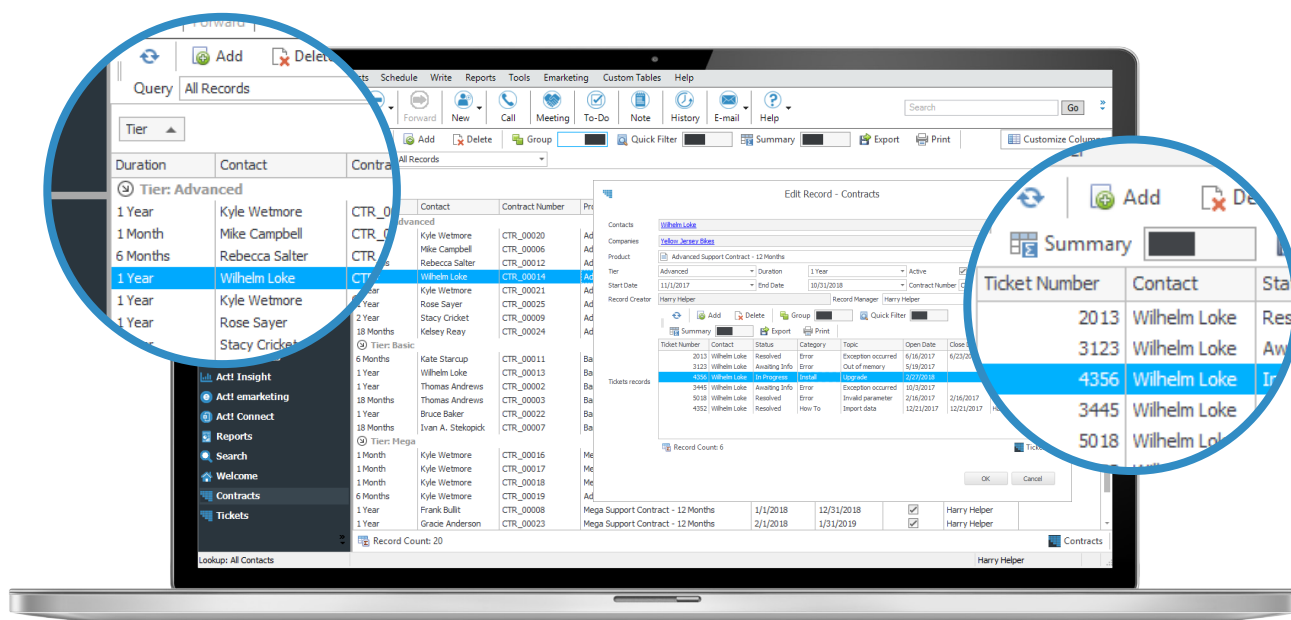
Get the help you need with flexible new options for customer support.

Call **866-873-2006**, visit **act.com/whatsnew**, or contact your Act! Certified Consultant'



## Custom Tables in the new Act! Premium Plus

Do you maintain complex data separate from Act!, because you struggle to find the right place for insurance policy details, product catalogs, mortgage information, or project management dates? Unlock the full potential of Act! using Custom Tables and Industry Templates in the new Act! Premium Plus. Custom Tables Manager provides maximum adaptability so you can bring complex data sets, unique businesses processes, and specialized industry practices together in Act! to manage your business. But unlike spreadsheets, you can associate individual table entries to Act! contacts, companies, groups, and opportunities for easy reference. Plus, you get the benefits of CRM to action on the data—create activities and to-dos, send follow-up emails, engage in informed sales conversations, and more.



## Next generation Microsoft Outlook integration

Extend your connected workspace via next generation Outlook integration for Act!. Sync for Outlook contacts and calendar details leverage modern new engine technology to drive superior sync performance and enhance duplicate checking. Quick actions within Outlook let you record emails to Act! history manually from the inbox and sent folder, auto-record emails to Act! history when emails are sent, or bulk sync emails to Act! history. Configure what gets recorded to Act! history—email components or email components plus attachments. Mail Merge improvements make it possible to include images in your communications, whether you're using new or existing templates.



## Compatibility with Office 365 & Exchange

Work with newly supported popular Microsoft platforms Office 365 and Exchange for additional convenience, flexibility, access options, and control.

## Enhancements to Act! Insight & Act! Companion

Strengthen business insights and improve sales mobility with enhancements to valuable subscriber-only features Act! Insight and the Act! Companion mobile app. Act! Insight dashboards now include rich customization capabilities so you can pull in data from all Act! entities, reporting-based fields, and custom fields, making it easier to measure business and team performance. Even drill through to Act! list views from dashboards.



Act! Companion now includes Act! opportunities so you can manage your pipeline from anywhere. View opportunities in new list or detail views, and easily create, update, close, or delete opportunities on-the-fly.

## Flexible new options for customer support

Get the help you need, when and how you need it with flexible new options for customer support that empower your productivity, including a new Ultimate support plan option, new technical support mobile app, enhanced digital self-service experience, and more.



## What's new since your version

A multitude of product innovations, feature enhancements, and compatibility updates have been introduced since your version. Don't miss out!



### Act! v17

New Outlook® sync options

Integration with popular business tools, like Dropbox

Streamlined configuration, deployment, & access options

Customizable big buttons, notifications, & default history options

Easy access to helpful resources



### Act! v18

Favorite contacts

Act! emailing administrative features

Compatibility with Windows® 10, Office 2016, Chrome™, & Internet Explorer® 11

**Exclusive Act! Premium membership features:**

Act! Connect  
Act! API



### Act! v19

30+ refreshed standard reports

Act! emailing performance improvements

Compatibility with 64-bit editions of Microsoft® Office 2016 & 2013

**Exclusive Act! Premium membership features from v18+:**

Act! Companion mobile app  
Act! Premium Contact Link  
eCommerce connections  
Act! Connect Link



### Act! v20

Next generation Outlook integration

Fresh, new look

Compatibility with Office 365, Exchange, & Chrome™ for Mac<sup>2</sup>

**Exclusive Act! Premium membership features from v18 & v19+:**

Custom Tables Manager & Industry Templates in the new Act! Premium Plus  
Act! Insight dashboards  
Act! Companion with new Act! Insight & opportunities views  
Ask Act!™ with Amazon Alexa<sup>3</sup>

**Call 866-873-2006, visit [act.com/whatsnew](https://act.com/whatsnew), or contact your Act! Certified Consultant<sup>1</sup>**

<sup>1</sup> Act! Certified Consultants are third-party vendors. Swiftpage and its affiliates are in no way liable or responsible for claims made related to the services provided by third-party vendors. <sup>2</sup> Office integration is not available using Chrome™, even on Windows®. Integration with Outlook® for Mac is available with Act! Premium Contact Link via the Act! API. <sup>3</sup> Works with Amazon Echo, Echo Dot, and Echo Show.

**Important Note:** Review Act! system and browser requirements at [act.com/systreq](https://act.com/systreq). Act! product capabilities and pricing vary based on edition and services chosen. One license is required for each Act! user. Act! Connect services require an active subscription, and use of either the Act! Web API or Act! Connect Link depending on deployment and access method. Services purchased through third parties are subject to the respective third party's billing policies and usage terms. Basic Act! emailing account included (email up to 200 contacts per month). View membership details at [swiftpage.com/billing-policy](https://swiftpage.com/billing-policy). Next generation Outlook® integration works with Office 365, Office 2016, Office 2013, and Exchange. Office 2010 is no longer supported in Act! v20.1.

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