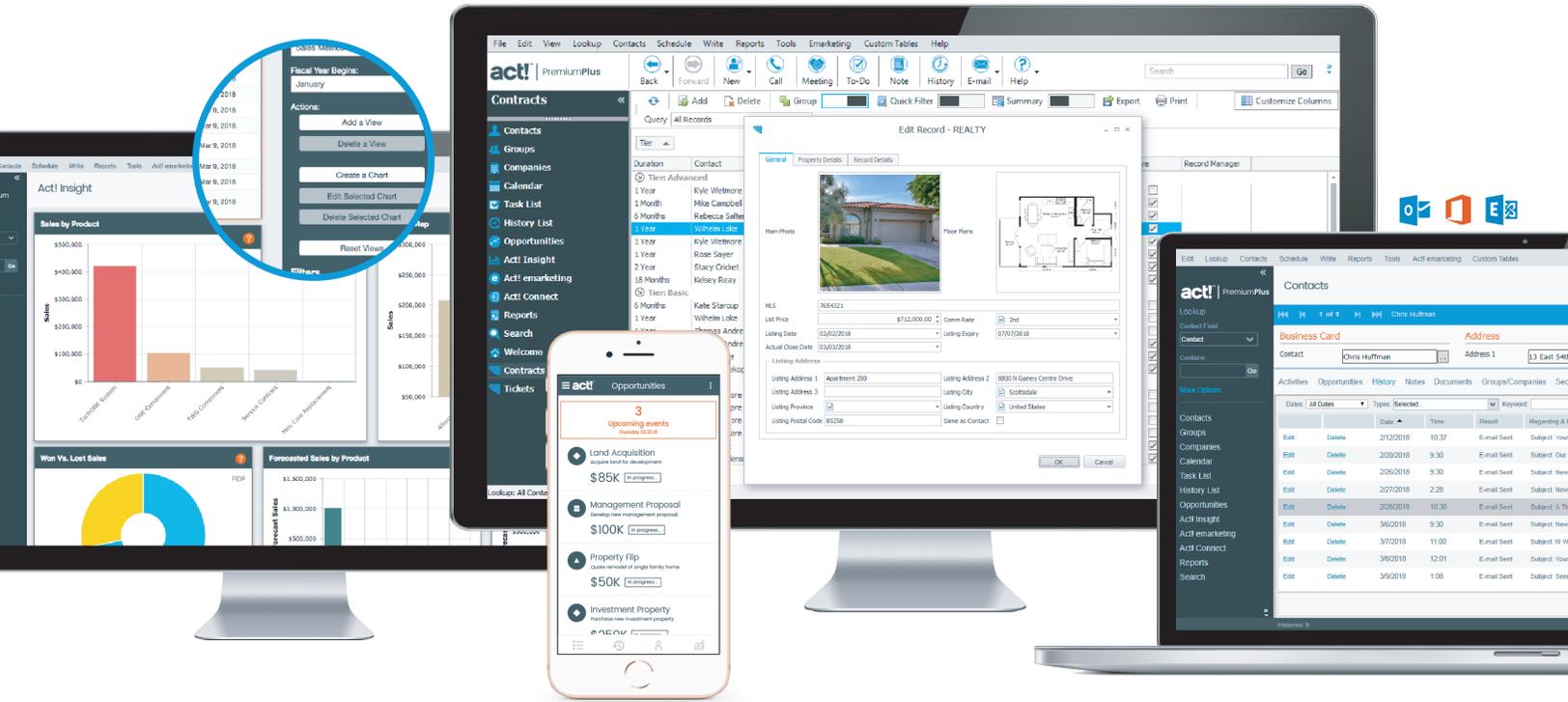




What's new in Act! v20.1



Introducing the most adaptable, everywhere, connected Act! experience yet! Optimise 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, customisable 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 popular Microsoft platforms Office 365 and Exchange for contact and calendar sync.

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 **1300 362 046 (AU) | 0800 443 163 (NZ)**

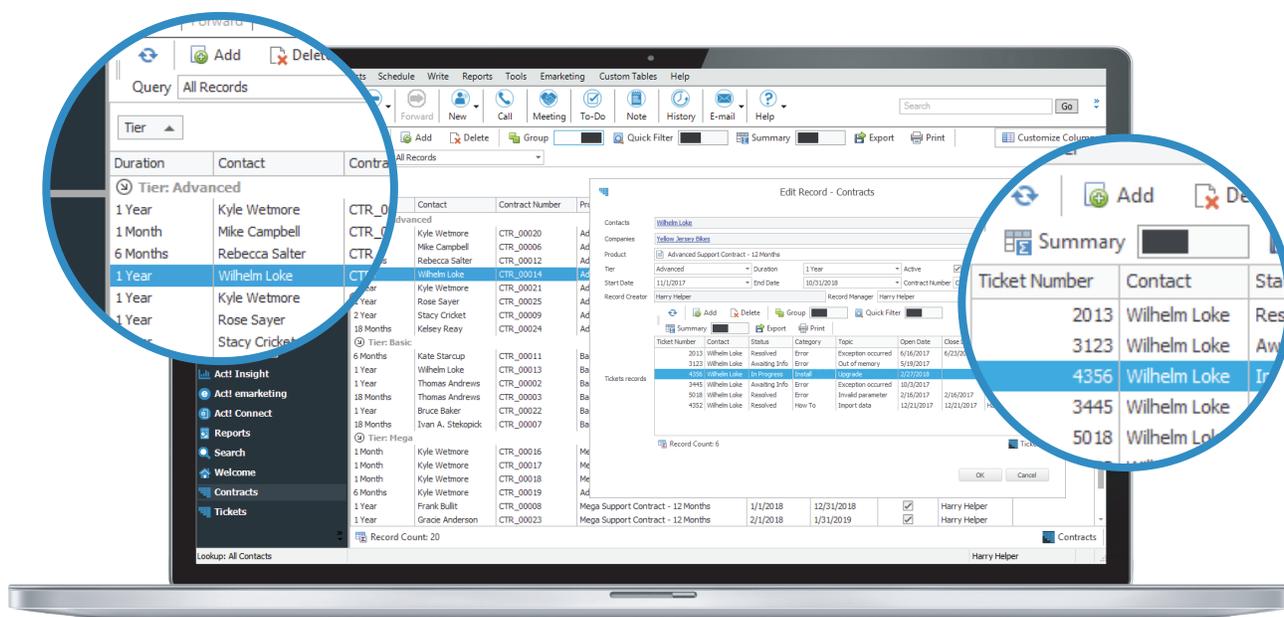
visit **act.com/whatsnew**

or contact your Act! Certified Consultant¹



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.

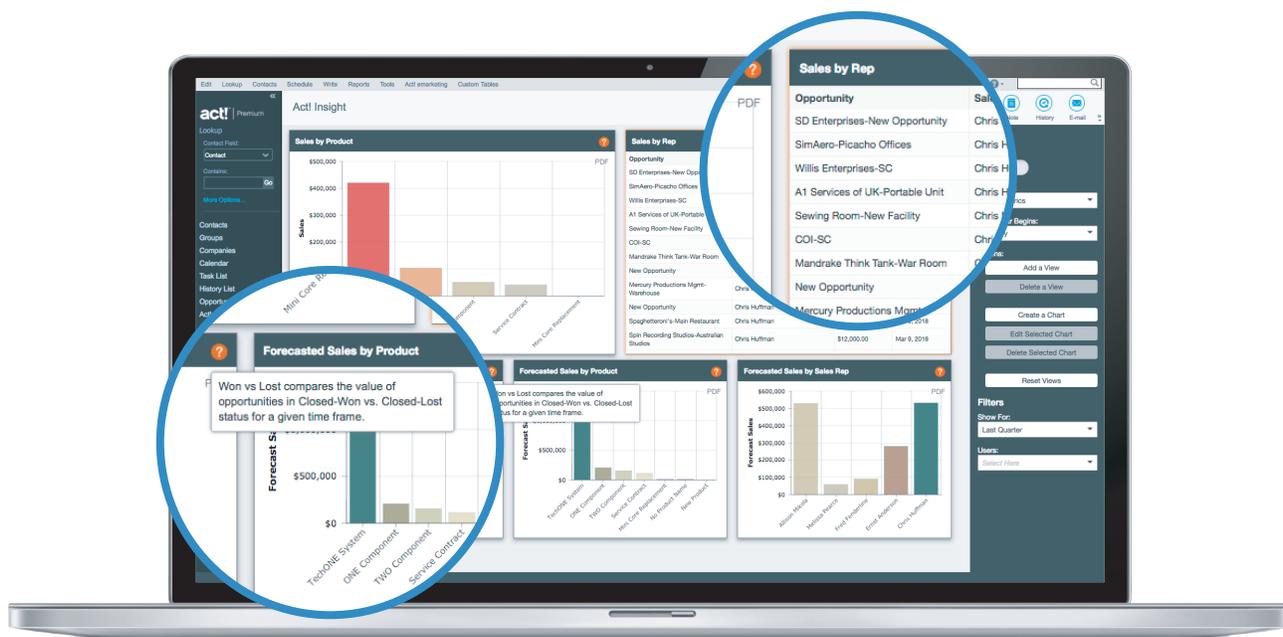


Compatibility with Office 365 & Exchange

Work with popular Microsoft platforms Office 365 and Exchange for contact and calendar sync 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 customisation 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! emarketing 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! emarketing 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

NEW Act! v20

- Next generation Outlook integration
- Fresh, new look
- Compatibility with Office 365, Exchange, & Chrome™ for Mac²

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 Alexa³

Call 1300 362 046 AU | 0800 443 163 NZ, visit act.com/whatsnew, or contact your Act! Certified Consultant¹

¹ 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. ² 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. ³ Works with Amazon Echo, Echo Dot, and Echo Show.

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