



Office Home & Business 2019 and Office Professional 2019

The essentials to get it all done.

Today's agenda

1. Know your customer
2. Microsoft Office Home & Business 2019 and Office Professional 2019
3. Connecting customers to Office for businesses
4. Handling objections

Outcomes

At the end of this session, you will be able to:

- ✓ Describe a typical **business customer**
- ✓ Describe the important **features and benefits** of Office Home & Business 2019 and Office Professional 2019
- ✓ Describe what Office Home & Business 2019 and Office Professional 2019 deliver and how they differ
- ✓ Apply the **Microsoft selling experience** to Office Home & Business 2019 and Office Professional 2019

Prerequisites

You are already familiar with the core Office applications

Devices with Office preinstalled

Types of preinstalls

- Free trials
- Installed without activation
- Installed with one year included

Remember

- Verify the preinstalled version is the right version
- Remind customers that preinstalls protect customers

Small-business customers



Selling to small-business customers



Small businesses have between 1 and 24 employees



Small businesses likely have no dedicated technical staff



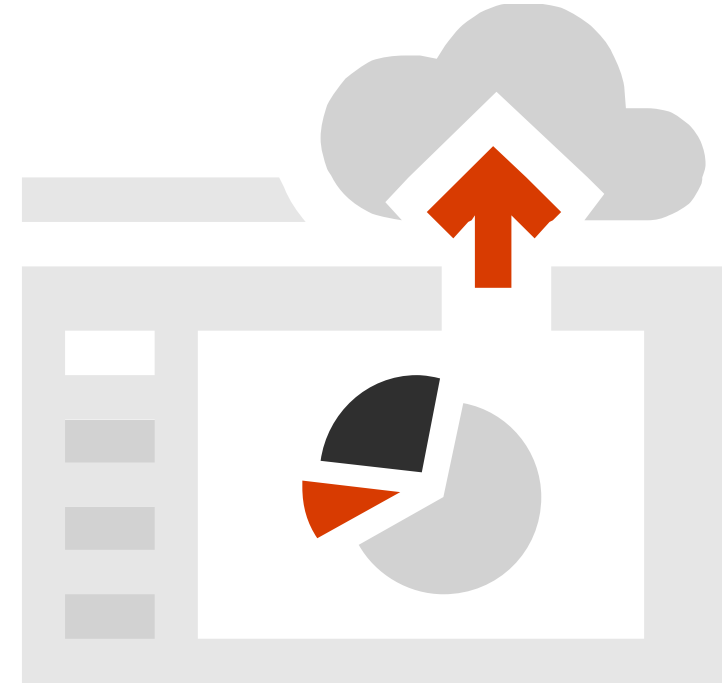
You're probably talking to the business owner



Customer is most likely purchasing a PC or other device

Office Home & Business 2019 and Office Professional 2019

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System requirements

- Internet access
- Microsoft account
- OS
 - Windows 10, Windows Server 2019
- Processor
 - 1.6 Ghz, 2-core processor (Intel for Mac)
- RAM:
 - 4 GB (64-bit), 2 GB (32-bit)
- Disk space
 - 4 GB (PC), 10 GB (Mac OS Extended or APFS)
- Screen
 - 1280x768 (PC), 1280x800 (Mac)
- Resources
 - <https://products.office.com/office-system-requirements>

What's included

Get the classic Office apps on one PC or Mac

Office Professional 2019 includes Access and Publisher (for PC only)

Office Apps



Word



PowerPoint



Excel



Outlook



OneNote



Access



Publisher

What's new in Microsoft Excel

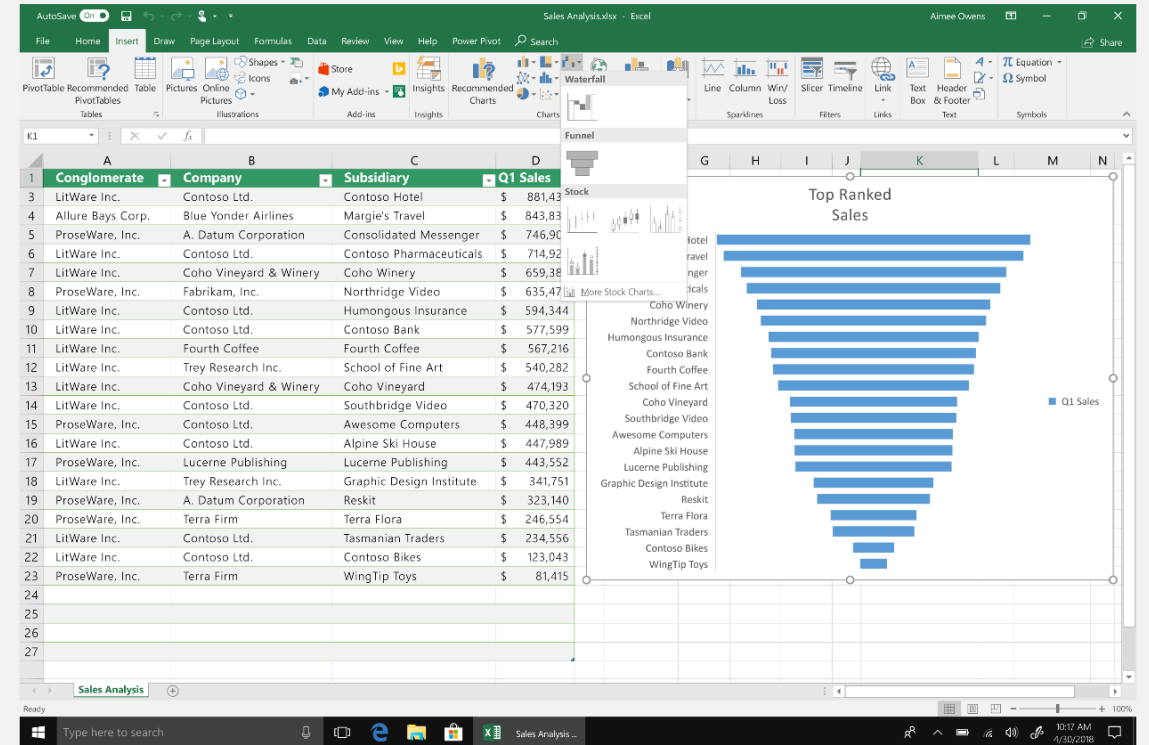
Funnel charts and 2D maps*

Timeline (Now available in macOS!)

New chart types

*Indicates feature is for PC only

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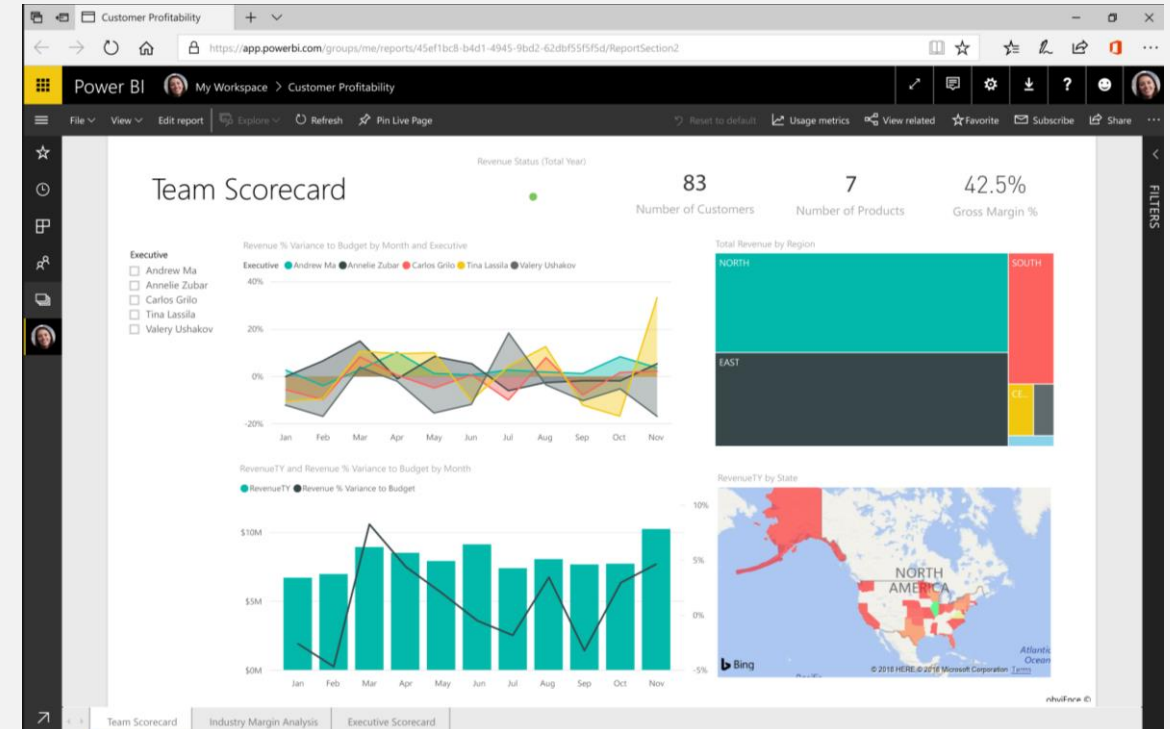
Microsoft Power BI integration

Publish your data directly from Excel to Power BI*

Create interactive reports and dashboards

Visualize hierarchical, financial, and geospatial data with new charts

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*Power BI integration requires a Power BI subscription, and is available on Office 2019 for Windows only.

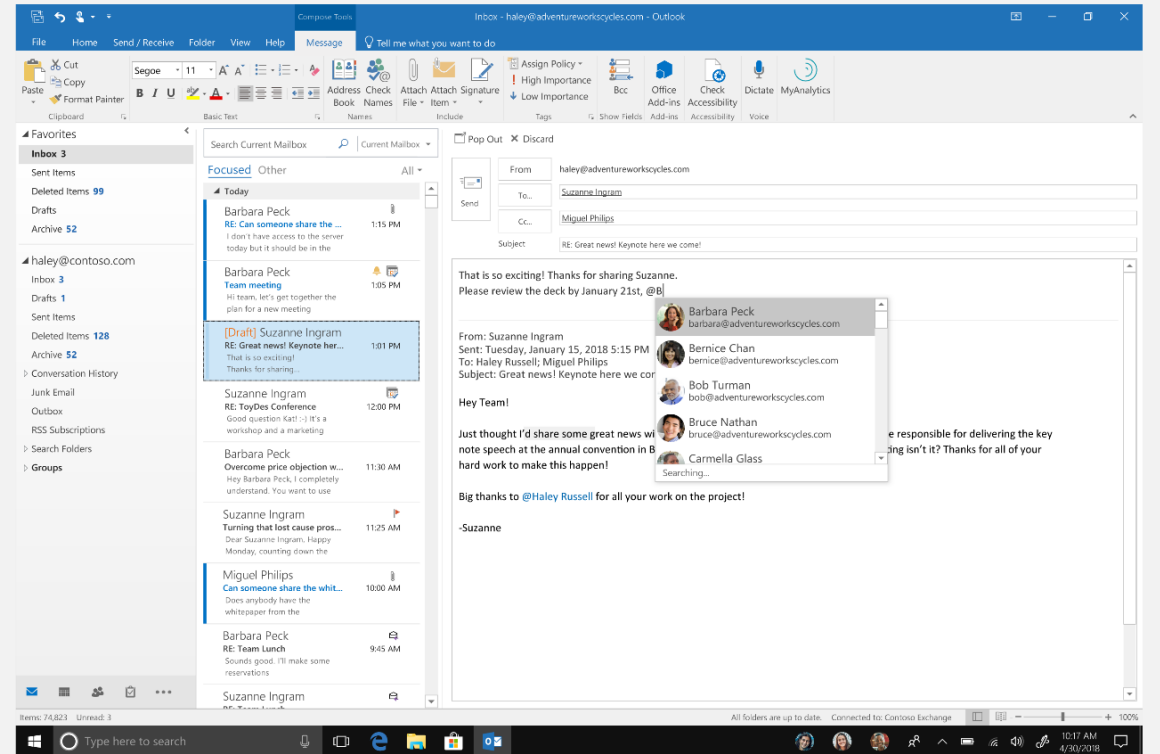
What's new in Microsoft Outlook

@mentions

Groups

Focused inbox

(Now available on macOS!)



New Outlook features

Updated contact card

View the **most relevant information** for people and groups at a glance, looks virtually the same on both **web and mobile**.

Mentions

Highlight a **key contact** by adding the @ symbol followed by their name in the content of an email or calendar item, and they will **automatically** be added as a recipient.

Travel/package cards

Verify your **travel reservations** and **package delivery** details **with ease** using simplified summary cards in your inbox and calendar.

Focused Inbox

Focused Inbox separates your inbox into **two tabs**: Focused and Other. Your most important emails are on the Focused tab while the rest remain **easily accessible** on the Other tab.

Features coming to MacOS!

Delayed send: Delay the delivery of a message, or choose when it will be sent.

Read receipts: Get notified when your important emails have been delivered and opened by recipients.

Email templates: Compose and save a message as a template, and then reuse it when you want it.

What's new in Microsoft PowerPoint

Morph/Zoom/3D*

Icons, SVG

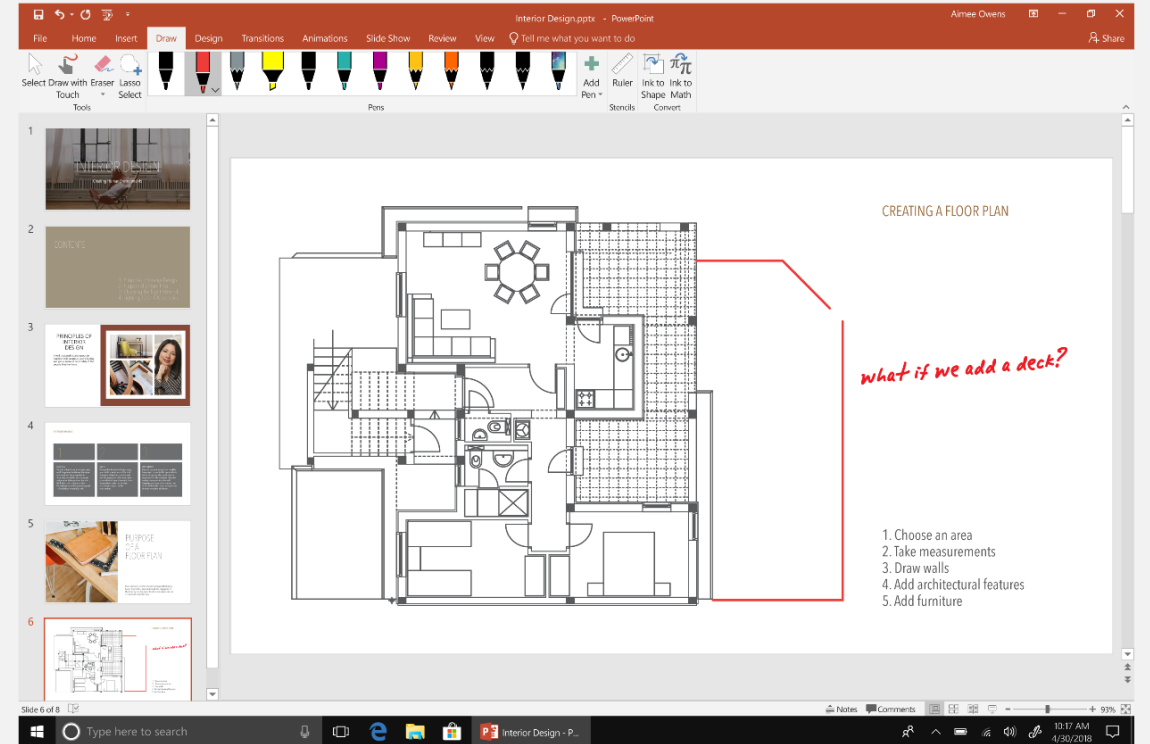
Roaming pencil case

Move slides, objects with pen**

*Zoom features available for PC only

**Pen features available for PC only

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What's new in Word

Additional learning features*

Word Translator
(Now available on macOS!)

Focus Mode
(Now available on macOS!)

*Not all accessibility features will be coming to Mac

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SALES ANALYSIS 2017

Setting aside the long history and strong vision, we can focus on current numbers and see that Adventure Works sales are stronger than ever.

In 2017, Adventure Works worldwide sales topped \$354 million. Of that, 36.7 percent was from the sale of racing bikes. In that category, 42.5 percent of Adventure Works sales were of international products. Adventure Works saw a profit margin that was 17.5 percent higher than sales of comparable products manufactured by other brands.

	Jan.	Jan.	Feb.	Mar.	Apr.	May
US		\$710,233.24	\$701,233.56	\$801,233.30	\$820,233.50	\$930,233.20
Europe		\$320,673.98	\$302,233.34	\$402,504.12	\$310,233.05	\$372,297.34
Asia		\$620,673.46	\$602,233.55	\$602,504.77	\$610,233.43	\$702,297.23
Gross Profit		\$1,651,580.68	\$1,605,700.45	\$1,806,242.19	\$1,740,699.98	\$2,004,827.77

Long-term trends

A multiyear analysis of Adventure Works sales shows that while sales have remained steady over the past five years, Adventure Works brand products have been a steadily increasing share of those sales.

■ Overall Sales ■ Adventure Works Products

PERCENT

YEARS

28 26 36

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Product comparison

	Office 365 Business Premium	Office Home & Business 2019	Office Professional 2019
Core Office apps	Premium Office Apps	Classic Office apps	Classic Office apps
Additional Office apps	Outlook, Access and Publisher*	Outlook	Outlook, Access and Publisher*
Business apps	Outlook Customer Manager, Bookings	Not included	Not included
Premium business services	Skype for Business, Exchange, SharePoint, Microsoft Teams, Yammer	Not Included	Not Included
Installations	Up to 5 PCs/Macs, 5 tablets, and 5 smartphones for 1 person	1 PC/Mac	1 PC/Mac
Extra storage	1 TB of OneDrive cloud storage per person	Not included	Not included
Domain	1 year included**	Not included	Not included
Technical support	Included	Installation only	Installation only
Payment	Subscription	One-time cost	One-time cost

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*Access and Publisher are for PC only

**Special offer terms: Annual commitment required. Custom domain \$12/year after the first year. Only new Office 365 for business subscribers eligible. Limit one free year and one customer domain per organization. Offer not transferrable. Domains subject to availability and GoDaddy's terms. Available worldwide <https://www.godaddy.com/legal-agreements>