



# New Features Guide 2021 R2

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**MAXIMIZER**CRM CLOUD



# Overview of Version 2021 R2

Maximizer CRM 2021 R2 introduces several new features described in this section.

## Improvements to the Word Add-in

The Word Add-in now comes with an improved user experience. They are as follows:

- The add-in is now browser agnostic and does not require ActiveX controls. You can now log on to Maximizer CRM using a browser of your choice. The session information will be captured by the Word Add-in, irrespective of the browser of access.
- The new Word Add-in supports the ability to preview documents, as well as switch between concurrent sessions.

### **i** Note:

Unless otherwise mentioned, the functionality of the Word Add-in is as before. Existing Word templates will continue to work after the upgrade.

## Using the new Word Add-in

To use the new Word Add-in, do the following in the order stated:

- 1 Install the Word Add-in following the instructions given in [Installing the Word Add-in](#).
- 2 Use the Word Add-in following the instructions in <https://maximizer.helpdocs.io/>

### **i** Note:

If you have both the Outlook Add-in as well as the Word Add-in already installed, you must also upgrade the Outlook Add-in at the time of upgrading the existing Word Add-in to the new version of the Word Add-in.

## Improvements to Maximizer CRM Live

Version 2021 R2 introduces updates to merging address book entries. Going forward, case numbers from the source address book entry will be preserved in the target address book entry. This is a change from the earlier behaviour, where new case numbers were created every time address book entries were merged.

Additionally, the following improvements are also made:

- Several bugs discovered earlier are now fixed.
- Security updates have been applied to this release.





## Contacting Support

If you have problems with or questions about Maximizer CRM or Maximizer CRM Live, contact the Maximizer Support team. To do that, you can use one of the following channels:

### Phone

- **North America:** 1-866-275-1254 (Monday through Friday, 5:00 AM to 7:30 PM, PST; Sunday 11:00 AM to 7:30 PM, PST)
- **Europe, Middle East, Africa:** +44 13 4476 6904 (Monday through Friday, 9.00 AM to 5.30 PM, GMT)
- **Australia & New Zealand:** + 61 2 9957 2011 (Monday through Friday, 5:00 AM to 7:30 PM, PST; Sunday 11:00 AM to 7:30 PM, PST)

### Email

Write to the support team at:

- **EMEA:** [techsupport@maximizer.co.uk](mailto:techsupport@maximizer.co.uk)
- **Rest of the world:** [support@maximizer.com](mailto:support@maximizer.com)

### Chat

The chat window can be accessed from within Maximizer CRM. Go to **Help Center > Support Chat**.