

# nHanced Apps

What's New &  
What's Next?

Product Team

Josh Holland, Ronan Kelly & Sarah Bennett



# What are nHanced Products?

System Management

eCommerce

Reporting

Support & Aftercare

Day to Day

Sales

Purchasing

Inventory & Warehousing

User Experience

Finance

# nHanced Credit Control

**What it does today**

Customer balances by  
period

Record communications  
and outcomes

Set chase dates

# Customer balances by period

**Aged Accounts Receivable in real-time,  
directly in Business Central.**

School of Fine Art (30000)

Credit Control List



Reports

Navigate

More options

No. ↑	Name	Not Due	1 to 30 days
<u>30000</u>	⋮ School of Fine Art	0.00	<u>1,236.60</u>
300000	Cedar Logistics Ltd	2,200.00	0.00
310000	Blue Retail Collective Corporation	4,800.00	2,304.00
320000	West Marketing Associates Corp...	10,200.00	0.00
330000	Heritage Property Ltd	1,820.00	0.00
340000	Blue Healthcare Ltd	1,600.00	0.00
350000	Oak Trading Ltd	5,440.00	448.00
360000	River Logistics Enterprises Corpo...	5,800.00	0.00
370000	Apex Security Partners Corporati...	4,400.00	0.00
380000	Riley Roberts Decorating	600.00	0.00
390000	Casey Thomas Dog Walking	800.00	168.00
40000	Alpine Ski House	0.00	0.00
400000	River Design Works Corporation	6,800.00	0.00
410000	Pioneer Solutions Ltd	2,800.00	336.00
420000	Riley Singh Decorating	600.00	336.00

# Record communications and outcomes

Communications captured, updating the relevant ledger entries.

Credit Control Log Card



## Credit Control Log 15/04/26 North Proper

General >

190000

North Prop

### Log Details

Log Date	15/04/2026	No. of Attachments	
Created By Name	Ronan Kelly	Dispute Status	
Log Type Code	CHASE	Payment Date Promise	29/05/2026
Subject	Overdue payment	Next Chase	01/06/2026
Comments	Phone call with George, confirmed payment missed and will pay end of month.	Assigned To	Ronan Kelly
		Closed	<input type="checkbox"/>

Lines

Show Selected Entries

Show All Entries

Copy From Another Log



Sele...	Document Type	Document No.	Description	Remaining Amt. (LCY)	Due Date ↑	Curren ↑
→ <input checked="" type="checkbox"/>	<b>Invoice</b>	<b>103303</b>	Invoice 102309	2,040.00	<b>01/04/2026</b>	

# Set chase dates

Easy management and visibility of who to contact and when.

190000

North Property Ventures Ltd

No. of Attachments . . . . .

0

Dispute Status . . . . .



Payment Date Promise . . .

29/05/2026



Next Chase . . . . .

01/06/2026



Assigned To . . . . .

Ronan Kelly



Closed . . . . .



# Set chase dates

Easy management and visibility of who to contact and when.

North Property Ventures Ltd (190000)

Credit Control List



Reports

Navigate

More options

No. ↑	Name	Next Chase Date	Assigned To	Not Due
<b>100000</b>	<b>Morgan Thompson Carpentry</b>	<b>27/05/2026</b>	<b>Ronan Kelly</b>	<b>1,020.00</b>
<b>110000</b>	<b>Casey Wright Plumbing</b>	<b>20/05/2026</b>	<b>Ronan Kelly</b>	<b>400.00</b>
120000	Sam Thomas Electrical	–	–	200.00
<b>130000</b>	<b>Oak Design Works Corporation</b>	<b>21/05/2026</b>	<b>Ronan Kelly</b>	<b>8,308.00</b>
140000	Harbour Property Ltd	–	–	5,504.00
150000	South Services Ltd	–	–	1,680.00
160000	East Manufacturing Partners Cor...	–	–	4,600.00
170000	Harper Taylor Cleaning	–	–	460.00
180000	Sam Johnson Dog Walking	–	–	400.00
<b><u>190000</u></b>	<b>⋮ North Property Ventures Ltd</b>	<b>01/06/2026</b>	<b>Ronan Kelly</b>	<b>4,968.00</b>
20000	Trey Research	–	–	750.60
200000	West Services Ltd	–	–	3,936.00
210000	North Design Ltd	–	–	4,480.00
220000	East Foods Ltd	–	–	2,800.00
230000	Heritage Holdings Ltd	–	–	4,480.00
240000	Avery Walker Photography	–	–	1,040.00
250000	Pioneer Trading Systems Corpora...	–	–	5,200.00
260000	Pioneer Digital Works Corporation	–	–	8,400.00

# nHanced Credit Control

**What it does today**

Customer balances by  
period

Record communications  
and outcomes

Set chase dates

# Dynamic Credit Control

**For nHanced Credit Control**



# Dynamic Credit Control

01

Customer Payment history reviewed.

02

Average payment behaviour calculated.

03

Real data used to assign Credit Scores to Customers.

04

Customer balance predicted against sales orders.

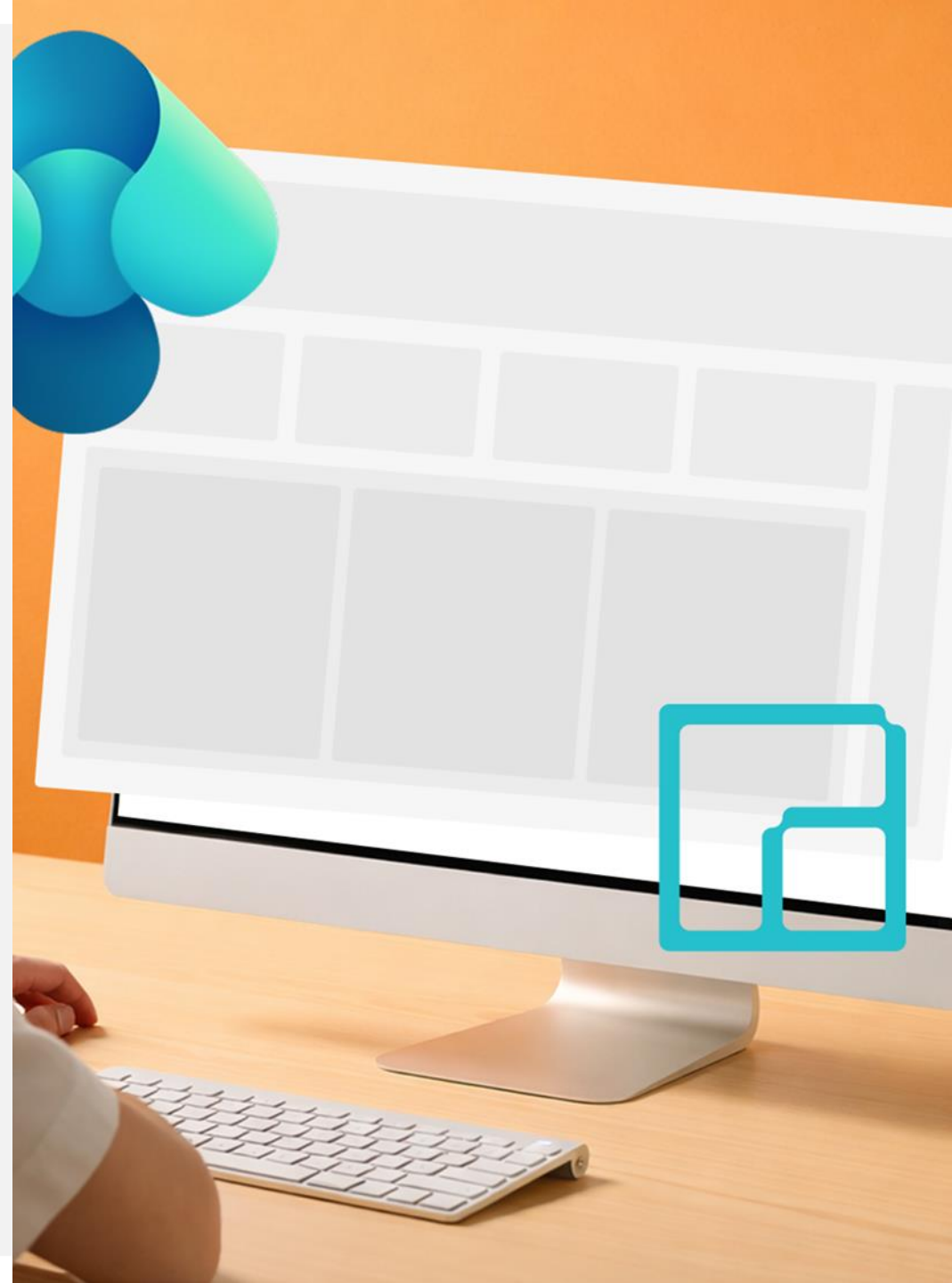
05

Orders that are likely to exceed Credit Limit held.

06

Credit Control approval before orders even ship.

Demo



# Dynamic Credit Control

**What's coming next?**



# Dynamic Credit Control

**What's coming next?**

- nHanced Workflows 2.0
- Credit Score Forecasting
- Integrations? AI?
- What do you want to see?

# Dynamic Credit Control

01

Customer Payment history reviewed.

02

Average payment behaviour calculated.

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Real data used to assign Credit Scores to Customers.

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Orders that are likely to exceed Credit Limit held.

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Credit Control approval before orders even ship.

# Panels & Tiles

- **Build relevant Role Centres**
- **Define per user, per role**
- **Easy to modify**
- **Smart Filtering**

# Dynamic Panels & Tiles

## Insights

### Vendor Info

General

Andrzej Zwierzchowski 5 >	Cyrus Bryant 0 >	Garry Popplewell 5 >
Jakub Hojnacki 7 >	Josh Holland 10 >	Joseph Sanders 7 >
Mathew Howes 8 >	Nigel Hyde 10 >	Reuben Barry 3 >
Ronan Kelly 12 >	Sarah Bennett 15 >	Tom Bevan 4 >
Tim McAndrew 10 >		

### My Records

Sales

My Customers 5 >	My Sales 5 >
------------------------	--------------------

Purchase

My Vendors 15 >	My Purchase Orders 1 >
-----------------------	------------------------------

Inventory

Items Out of Stock 42 >	My Overdue Receipts 1 >
-------------------------------	-------------------------------

# Demo

## Insights

### Vendor Info

General

Andrzej Zwierzchowski 5 >	Cyrus Bryant 0 >	Garry Poplewell 5 >
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### My Records

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My Customers 5 >	My Sales 5 >
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Purchase

My Vendors 15 >	My Purchase Orders 1 >
-----------------------	------------------------------

Inventory

Items Out of Stock 42 >	My Overdue Receipts 1 >
-------------------------------	-------------------------------

# Dynamic Panels & Tiles

Our latest update just got an upgrade

## Insights

### Purchase Invoices by Date

This Year

1st Quarter 2024

£-247.38k

>

2nd Quarter 2024

£-241.33k

>

3rd Quarter 2024

£0k

>

4th Quarter 2024

£0k

>

Last Year

1st Quarter 2023

£-84.52k

>

2nd Quarter 2023

£-88.83k

>

3rd Quarter 2023

£-70.45k

>

4th Quarter 2023

£-74.18k

>

### Vendor Info

General

Andrzej  
Zwierchowski

5

>

Cyrus Br

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Nigel Hy

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>

Ronan Kelly

12

>

Sarah B

15

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Tim McAndrew

10

>

# Demo

## Insights

### Purchase Invoices by Date

This Year

1st Quarter 2024

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Cyrus Br

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7

>

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10

>

Mathew Howes

8

>

Nigel Hy

10

>

Ronan Kelly

12

>

Sarah B

15

>

Tim McAndrew

10

>

# nHanced Workflows 2.0



**Simpler to build.  
Smarter to run.**

# Keynote Recap

- **UI Improvements & Navigation**
- **Templates & Guided Creation**
- **Routing Improvements**
- **Visibility**
- **Communication**
- **Administrator Control**



Launch  
Demo

# What's new for Administrators

**Admin Responses**

**Behaviour Flags**

**Redirections**

# Admin Responses

**Respond to workflows as an Admin**

**Impersonate another recipient for troubleshooting**



Launch  
Demo

Workflow Instance (nHanced)



✓ Saved, Bookmarks, Refresh, Close icons

WF000012

✓ Respond, ✗ Cancel, 🔍 Navigate, More options



Order Date: 07/05/20; Amount: 1,500

Record Type ..... Order

Record No. .... 106002

Workflow Code ..... PURCH-ORD-APPR-02

Status >

Closed

Sequences and Recipients Group

Sequences v

Show more

Name	Status	Response Code
Procurement Team	Closed	APPROVE
→ Finance Approval Team	Closed	APPROVE

Recipients v

Show less

Type	Source	Workflow Recipient ID	Administration Mode	Administration User ID	ID ↑
→ User	Workflow R...	32	Impersonation	JOSHUA.HOLLAND...	31

Attachments >

Details >

# What's new for Administrators

**Admin Responses**

**Behaviour Flags**

**Redirections**

# Behaviour Flags

**Control your workflows the way  
you want**

**Enable standard workflows  
alongside nHanced if required**

# Workflows Setup (nHanced)

Navigate

## Defaults

Default Decision Method ..... First

Default Notification Setup ..... Email

## Numbering

Workflow Instance No. Series Code ..... WF-INSTANCE

Workflow Instance Interim No. Series Code ..... WF-INSTANCE-INT

## Behaviour

Show less

One Workflow Instance per Record .....

New Workflow Instance Presentation ..... Message

Originators Can Cancel .....

Recipients Can Cancel .....

Respond to Workflow Instance Enabled .....

Create Answer Responding from BC .....

Line Group Code Enabled .....

### No Recipients

Handling ..... Error

### No Sequence Recipients

Handling ..... Error

### No Line Group Instances

Handling ..... Error

### Originator is Recipient

Handling ..... Send

Job Queue Entries >

# What's new for Administrators

**Admin Responses**

**Behaviour Flags**

**Redirections**

# Redirections

**Workflow Holidays Redesigned  
Account for the Unaccountable**

Workflow Redirections (nHanced)

✓ Saved | Bookmarks, Copy, Refresh

Search, Refresh, + New, Edit List, Delete, Show/Hide Times, Update Workflow Instances, Navigate, Actions, Fewer options

Share, Filter, List View

Show more

	Scope		Code	From Recipient Type	From Recipient	To Recipient Type	To Recipient	Start Date	End Date	Status	Reason Code	Reason Comment
→	Workflow	⋮	PURCH-ORD-APPR	User	Joseph Sanders	User	Joshua Holland	22/04/2026	23/04/2026	Active	ILLNESS	N/A
	All Workflows			User	Mathew Howes	User	Tim Mcandrew	11/05/2026	15/05/2026	Planned	HOLIDAY	Approved Holiday
	All Workflows			User	Sarah Bennett	People Group	Logistics Team	07/05/2026	08/05/2026	Planned	CONFERENCE	Attending User Day 26
	Workflow		SALES-ORDER-AP...	User	Ronan Kelly	Contact	Meagan Bond	01/04/2026	03/04/2026	Archive	TRAINING	Delivering Training for Workflows

# Still to come...

- **Email Editor**
- **Teams Approvals**
- **Workflow Visualiser**

# • Email Editor

**“Clear, consistent communication – every time.”**





# Sales Order 104018

Save Subject as... Save Body as...

## Subject

Sales Order Approval - Order 104018

## Body



CRONUS UK, Ltd.  
7122 South Ashford Street  
London  
Greater London  
W2 8HG

### Sales Order Approval

### Order 104018

**Customer No.: 62000; Customer Name: The Device Shop; Order Date: 20/01/27; Amount: 160**

[Click Here to See the Document](#)

**Approve**

**Reject**

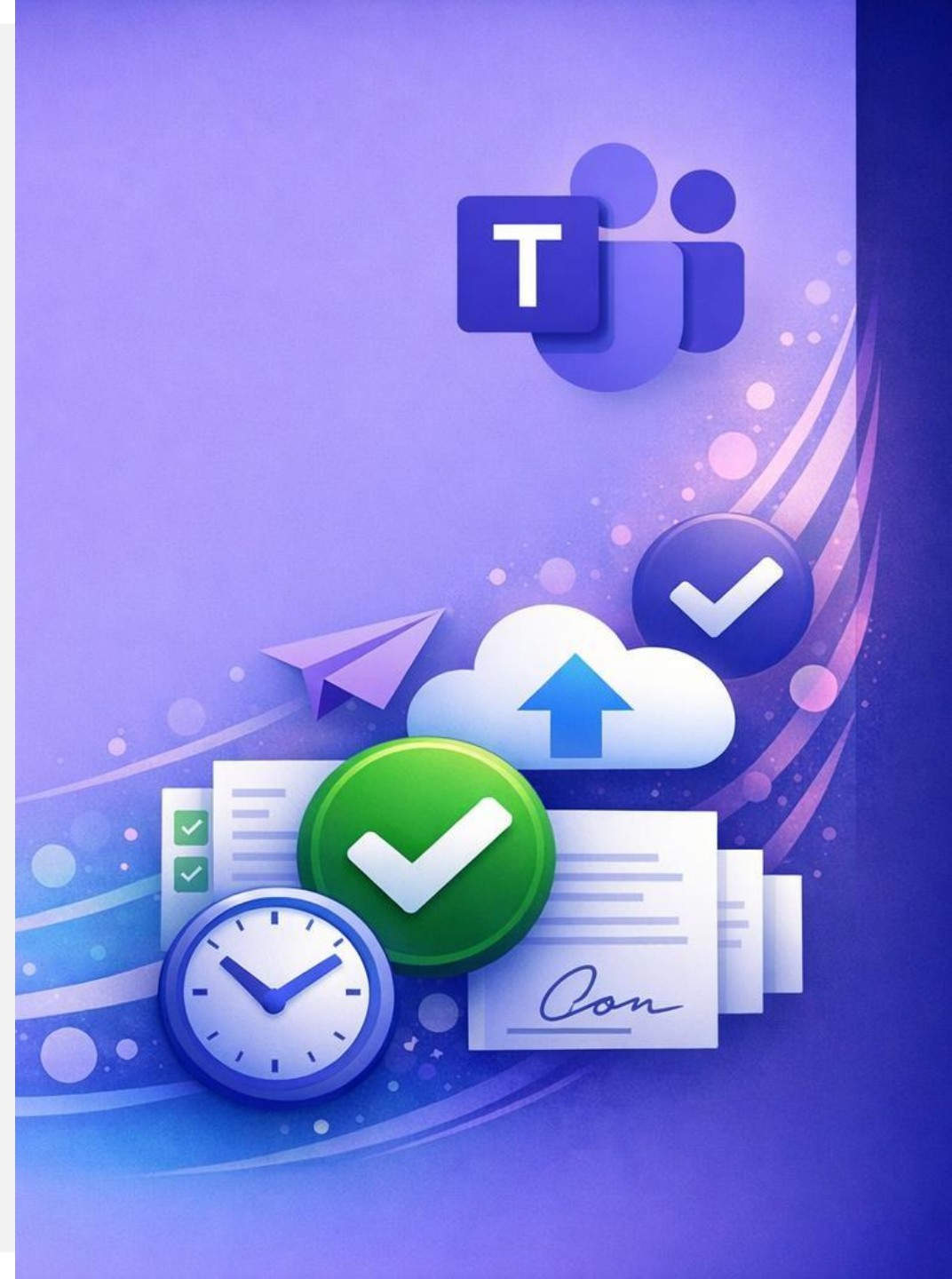
- Real time editing
- No HTML knowledge required
- Preview within Business Central

# Still to come...

- **Email Editor**
- **Teams Approval**
- **Workflow Visualiser**

- **Teams Approval**

“Approve faster, right where work happens”





## BC Approvals

Approve or deny Business Central requests in a bot chat.



### App features

#### Bots

Complete tasks, find info, and chat using prompts

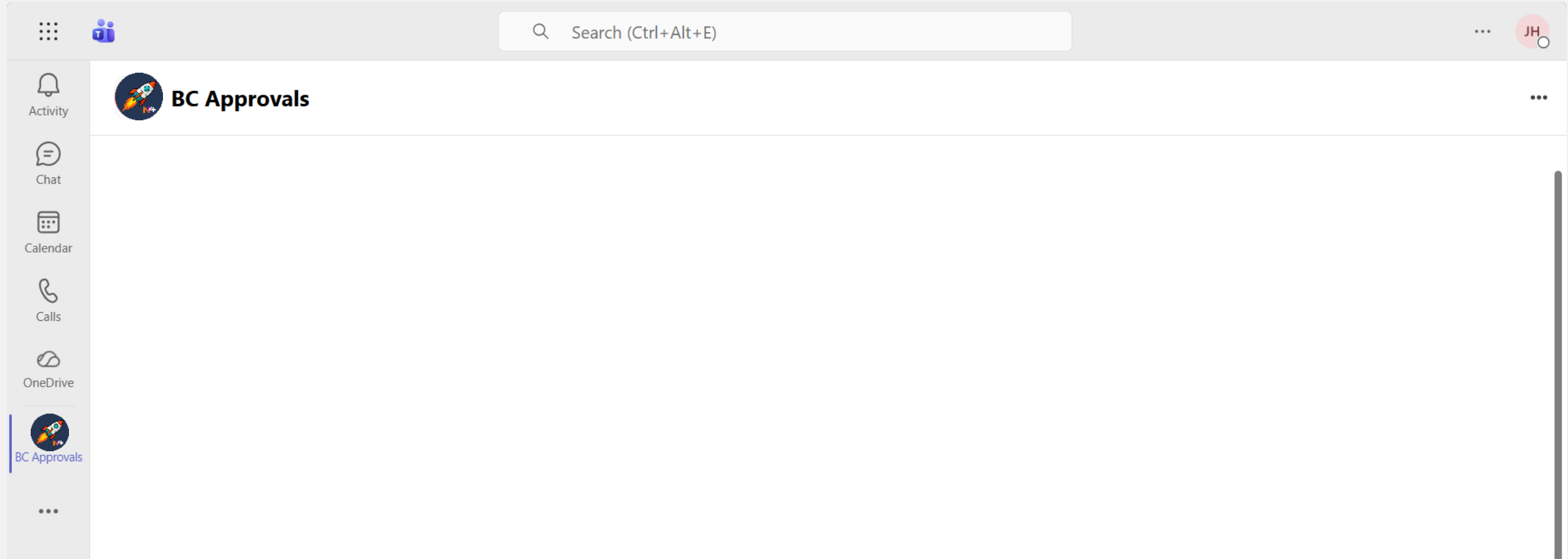
Created by: [Node4](#)

### Permissions

- Receive messages and data that I provide to it.
- Send me messages and notifications.
- Access my profile information such as my name, email address, company name and preferred language.

By using BC Approvals, you agree to the [privacy policy](#), [terms of use](#), and [permissions](#).

# What does this look like?



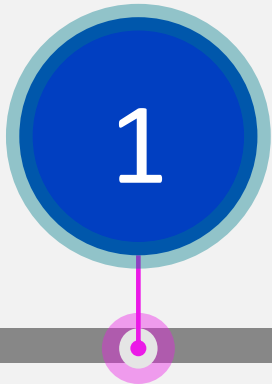
# Still to come...

- Teams Approvals
- Email Editor
- **Workflow Visualiser**

- **Workflow Visualiser**

**“See the full approval journey”**





## Progress

See exactly where the workflow sits in its approval lifecycle.

Understand the current stage and who it's waiting on.



## Proof

A complete, chronological trail of responses and decisions.

Every approval, rejection, and response visually represented.



## Control

Reroute approvals when plans change

Handle the unexpected.



# SALES-ORDER-APPR - Sales Order Approval

Refresh Details



Type:

Workflow

Recipient

## Details

### Recipient

Type	User
Code	JOHN
Name	John White
Value Filter	5,000 ..
Location Code Filter	BLUE GREEN
Responsibility Centre Filter	LONDON

[Navigate to User](#)

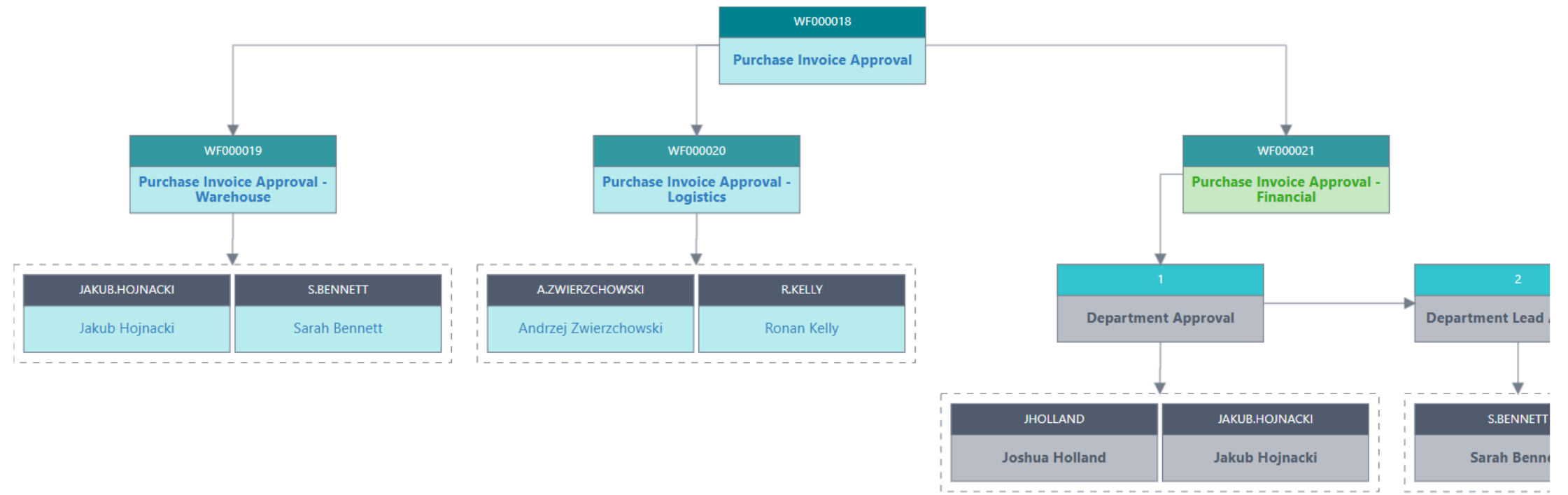
Workflow Diagram | Work Date: 28/01/2027



✓ Saved, Copy, Paste

# WF000018 - Purchase Invoice Approval

Refresh Details



Type:

- Workflow
- Line Workflow
- Sequence
- Recipient

Status:

- Outstanding
- In Progress
- Completed (Positive)
- Completed

**Already using nHanced Workflows?**

# Already using nHanced Workflows?

Here's what changes with  
2.0

What you Need	What You Gain
Business Central v26 or higher	Faster, more reliable approvals
Workflows 2.0 Upgrade App	Improved conditions & logic
No redesigns needed	Future-proof platform for new features



# So why Workflows 2.0?

- **Templates**
- **3x Routing Parameters**
- **More communication support**
- **Easier Workflow maintenance**

**What else is happening?**



**nHanced  
Setup Control**

“Disconnect” copied environments



**Workflows 2.0**

The work continues



**Credit Control**

Your ideas matter

# Send us your nHanced Credit Control Feedback



nHanced Credit Control  
Feedback Form





**nHanced  
Setup Control**

“Disconnect” copied environments



**Workflows 2.0**

The work continues



**Credit Control**

Your ideas matter



**Mirroring**

Building the Bridge to Fabric

15:00 Conference  
Theatre



**Exploration: AI**

nHance the nHanced

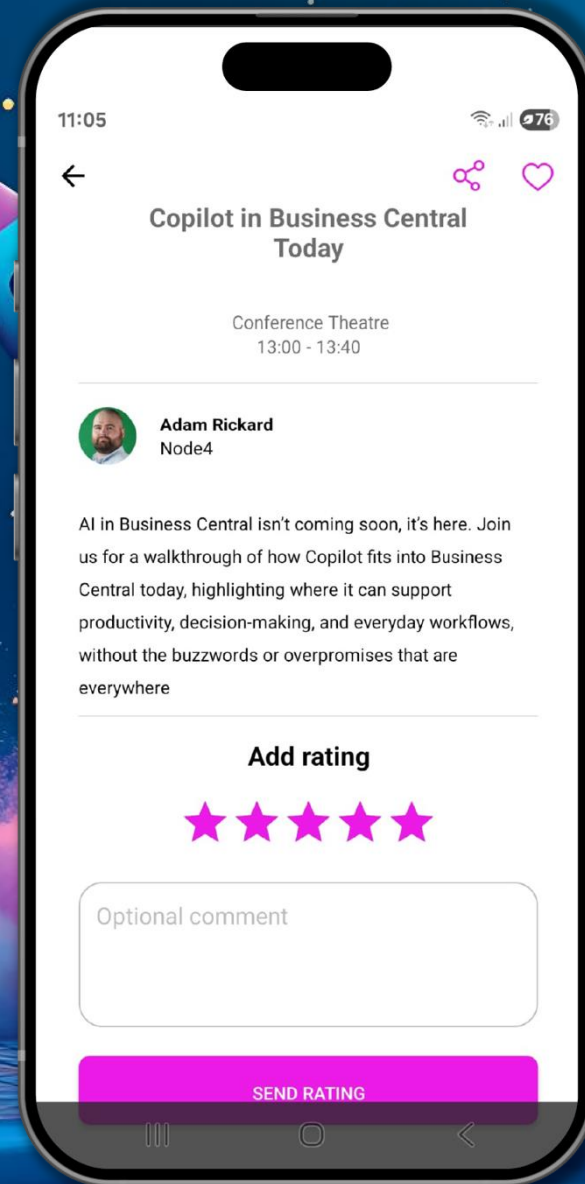


**Continuous  
Improvement**

App refreshes and improvements

# Loved it? Learned something? Had opinions?

Head to the app and share your thoughts - stars and honesty encouraged





# nHanced Giveaway



WIN

LEGO® TOY STORY LOTSO



Ask us how to enter!



# Thank You.



nHanced Credit Control  
Feedback Form

