

February 2025

# What's New and Highlights in Business Applications

# On today's call



GONÇALO MIGUÉIS



GUILHERME DE ALMEIDA NUNES



PEDRO CUSTÓDIO

# Session Objectives

- Keep you up-to-date about the Microsoft Business Applications
- Save you time
- Provide you the links to additional information

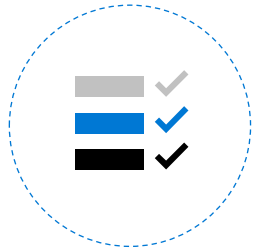
# Agenda

- Technical Presales & Deployment Services
- Distribution and Partner news
- Events
- Technical News
- Documentation & Trainings
- Questions and Answers

# Technical Presales & Deployment Services

# Plan, build and grow your technical capabilities and accelerate sales

Partner organizations receive technical & business enabler guidance from a Microsoft Partner Technical Consultant (PTC) through personalized, one-to-one consultations to plan, build and publish Microsoft AI & cloud services or applications and accelerate the closure of sales opportunities.



## Plan your business with Microsoft

Get help assessing your organization's technical capabilities to uncover key opportunities that can help you grow your business.



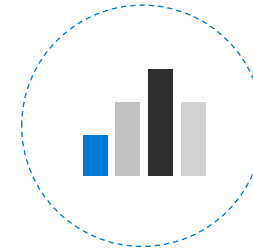
## Build a service or application

From envisioning to publishing, our consultants will advise and support you.



## Technical assistance for sellers

Help to create demos and proofs of concepts and remove sales blockers to help close more sales opportunities.



## Grow and support your business

Consultants are here to support you in growing and enhancing your solution, even after you've built and sold your service or application.

Get started today at <https://aka.ms/tpd>. Available to partner organizations with a Microsoft AI Cloud Partner Program user account and benefits associated with a Solutions Partner designation, legacy competency or Microsoft Action Pack.

# Learn more about our supported solutions

Our consultants are ready to support partners across Microsoft's suite of cloud and cloud-hybrid products.



## Infrastructure (Azure)

Learn how to migrate an existing application, accelerate the development of a new one, or get to market faster. Stretch the boundaries of your technical solutions with innovative approaches to AI and Internet of Things (IoT) technologies. Dive into our server migration, data migration, SAP on Azure, application innovation, AI, analytics, and IoT options.



## Modern Work

Examine real-world scenarios you may encounter when closing deals and implementing Microsoft Modern Work solutions. Work with our consultants to enhance your organization's capabilities for provisioning, configuring and managing Microsoft 365 and to accelerate productivity with AI.



## Data & AI (Azure)

Address real-world scenarios encountered when closing deals and implementing Microsoft Data & AI solutions. Get assistance for closing sales, improving sales pitches, and creating technical capabilities in the scenarios of Data Platform Modernization, Advanced Analytics, and AI. Work with our consultants to eliminate technical blockers and address the main challenges when deploying your solutions.



## Security

Ready your team to address real-world scenarios you encounter when closing deals and implementing Microsoft Security solutions. Work with our consultants to enhance your organization's capabilities with AI and for securing Microsoft 365. Get assistance closing sales for Security solutions.



## Digital & App Innovation (Azure)

Get ready to address the main challenges when building a cloud application on Azure. Get assistance to speed up envisioning and deploying your cloud application and successfully publish it to the Microsoft commercial marketplace. Work with our consultants to receive technical guidance and best practices to build and modernize AI applications.



## Business Applications

Boost your customers' engagement capabilities by using intelligent solutions like Microsoft Dynamics 365 and Power Platform, and Microsoft Sales Copilot which can empower businesses to make better-informed, more customer-driven decisions.

# Technical consultations (TC) defined

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## What a TC is

- Delivered remotely.
- Consultation service to help plan, build and grow partner technical capabilities.
- Provides technical resources, recommendations and deliverables.
- Focuses on common partner questions and technical scenarios.
- Packaged as a Microsoft AI Cloud Partner Program advisory benefit.

## What a TC is not

- Microsoft sign-off or certification / approval of a proposed partner solution.
- Hands-on support or in-production deployment assistance.
- Break-fix alternative for in-production or technical issues.
- Training or workshop.



# Microsoft Partner Program benefits used to engage

Technical presales and deployment services to help you deliver services and applications faster.

	Advisory hours	Technical sales preparation & deal enablement
Partner Launch Benefits	Not available	Not available
Partner Success Core Benefits	5	Deducts advisory hours
Partner Success Expanded Benefits	10	Unlimited
Solutions Partner	50	Unlimited
Specialization / Expert*	50	Unlimited

\*Specialization and Expert MSP designation and TPD benefits shown are the same as, and not incremental to, Solutions Partner designation benefits.

Get the details: [Learn how to qualify for Microsoft AI Cloud Partner Program technical presales and deployment benefits.](#)

# Distribution and Partner news

# 2025 release wave 1 plans

[2025 release wave 1 plans for Microsoft Dynamics 365, Microsoft Power Platform, and Role-based Copilot offerings](#)

[Role-based Copilots Release planner](#)

[Dynamics 365 and Power Platform 2025 Release Wave 1 Highlights](#)

[Release plans for Dynamics 365, Power Platform, Cloud for Industry, and Copilot](#)



**Dynamics 365 release wave 1**

Check out the 2025 release wave 1 Dynamics 365 features.


[Learn more >](#)



**Microsoft Power Platform**

Check out the 2025 release wave 1 Microsoft Power Platform features.

[Learn more >](#)



**Role-based Copilot offering release wave**

Check out the 2025 release wave 1 Role-based Copilot offering features.

[Learn more >](#)

# 2025 Release Wave 1

Dynamics 365 Applications

[Dynamics 365 Sales](#)

[Dynamics 365 Customer Service](#)

[Dynamics 365 Contact Center](#)

[Dynamics 365 Field Service](#)

[Dynamics 365 Customer Insights - Data](#)

[Dynamics 365 Customer Insights - Journeys](#)

[Dynamics 365 Release planner](#)



Increase pipeline quality with intent-to-buy analysis

Update knowledge base using Customer Knowledge Management Agent

Use contact center for sales

Optimize schedules with Scheduling Operations Agent

Use Microsoft OneLake as a data source

Create journeys by using Copilot to describe them

# 2025 Release Wave 1

Dynamics 365 Applications

[Dynamics 365 Finance](#)

[Dynamics 365 Supply Chain Management](#)

[Dynamics 365 Project Operations](#)

[Dynamics 365 Human Resources](#)

[Dynamics 365 Commerce](#)

[Dynamics 365 Business Central](#)

[Dynamics 365 Release planner](#)



Search documents using natural language in document explorer

Automate procure-to-pay tasks with supplier communications agent

Increase work breakdown structure limits

Avoid duplication with Microsoft Entra ID integration

Roll out multifaceted pricing strategies

Suggest gas emissions in sustainability journals with Copilot

[Dynamics 365 and Power Platform 2025  
Release Wave 1 Highlights](#)

# 2025 Release Wave 1

Microsoft Power Platform

[Power Apps](#)

[Power Pages](#)

[Power Automate](#)

[Microsoft Copilot Studio](#)

[AI Builder](#)

[Microsoft Dataverse](#)

[Governance and Administration](#)

Find records and filter views using natural language

Set up Microsoft Entra External ID with wizard

Self-heal UI and browser automation actions at execution with AI

Use a single connector for both knowledge and actions

Process and generate documents with Copilot prompts

Integration with source control systems

Use application lifecycle management in Copilot Studio

[Power Platform Release planner](#)



# 2025 Release Wave 1

Role-based Copilot offerings

[Microsoft 365 Copilot for Sales](#)

[Microsoft 365 Copilot for Service](#)

[Copilot for Finance](#)

Use Salesforce record types in Copilot for Sales

Enhance Copilot responses with additional sources in 3rd-party CRM systems

Use Copilot for Finance macroeconomic analysis

[Role-based Copilots Release planner](#)



# Microsoft Partner Benefits

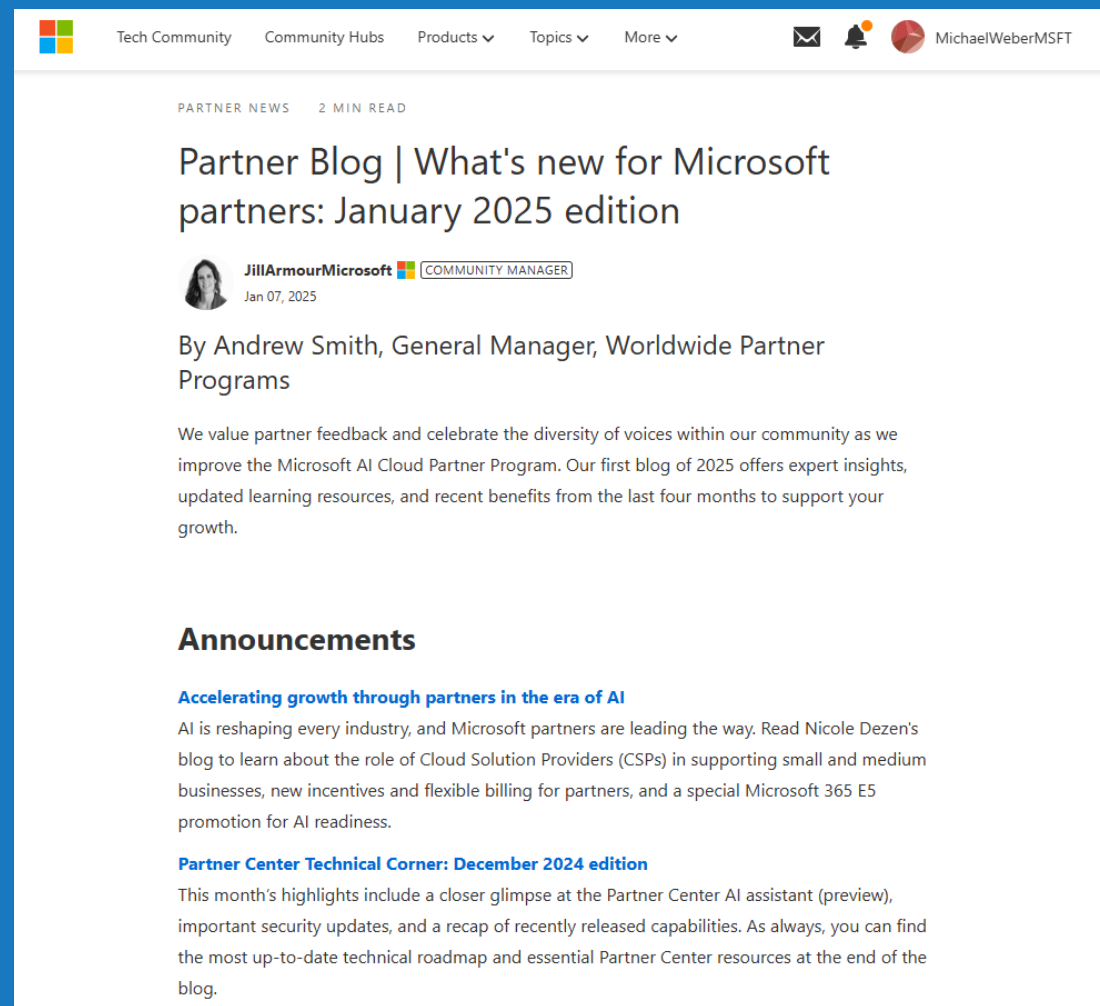
[Grow your business with updated partner benefits](#)

*"we're adding more than 25 in-demand product licenses to many of our partner benefits offerings to give you access to the latest innovations across the Microsoft Cloud. These updated licenses **include several Microsoft 365 Copilot** products, Power Apps Premium, Microsoft Defender for Endpoint, and Microsoft GitHub"*



# What's new for Microsoft Partners

[What's new for Microsoft partners: January 2025 edition](#)




The screenshot shows a Microsoft Tech Community blog post. The header includes the Microsoft logo, navigation links for Tech Community, Community Hubs, Products, Topics, and More, and user profile information for MichaelWeberMSFT. The main content area features the title 'Partner Blog | What's new for Microsoft partners: January 2025 edition', a sub-header 'PARTNER NEWS 2 MIN READ', and the author 'Jill ArmourMicrosoft' with a 'COMMUNITY MANAGER' badge and a date of 'Jan 07, 2025'. The author's name is followed by a small Microsoft logo. The byline reads 'By Andrew Smith, General Manager, Worldwide Partner Programs'. The main text begins with 'We value partner feedback and celebrate the diversity of voices within our community as we improve the Microsoft AI Cloud Partner Program. Our first blog of 2025 offers expert insights, updated learning resources, and recent benefits from the last four months to support your growth.' Below this is a section titled 'Announcements' with two sub-sections: 'Accelerating growth through partners in the era of AI' and 'Partner Center Technical Corner: December 2024 edition'.

Tech Community Community Hubs Products Topics More MichaelWeberMSFT

PARTNER NEWS 2 MIN READ

## Partner Blog | What's new for Microsoft partners: January 2025 edition

 **Jill ArmourMicrosoft** COMMUNITY MANAGER  
Jan 07, 2025

By Andrew Smith, General Manager, Worldwide Partner Programs

We value partner feedback and celebrate the diversity of voices within our community as we improve the Microsoft AI Cloud Partner Program. Our first blog of 2025 offers expert insights, updated learning resources, and recent benefits from the last four months to support your growth.

### Announcements

**Accelerating growth through partners in the era of AI**

AI is reshaping every industry, and Microsoft partners are leading the way. Read Nicole Dezen's blog to learn about the role of Cloud Solution Providers (CSPs) in supporting small and medium businesses, new incentives and flexible billing for partners, and a special Microsoft 365 E5 promotion for AI readiness.

**Partner Center Technical Corner: December 2024 edition**

This month's highlights include a closer glimpse at the Partner Center AI assistant (preview), important security updates, and a recap of recently released capabilities. As always, you can find the most up-to-date technical roadmap and essential Partner Center resources at the end of the blog.

# Go To Market updates Dynamics 365

[Dynamics 365 Sales](#)

[Dynamics 365 Customer Service](#)

[Dynamics 365 Finance](#)

[Dynamics 365 Supply Chain Management](#)

[Dynamics 365 Human Resources](#)

[Dynamics 365 Project Operations](#)

[Dynamics 365 Commerce](#)

[Dynamics 365 Intelligent Order Management](#)

[Dynamics 365 Business Central](#)

The screenshot shows the Microsoft Dynamics 365 Customer Service page. The main heading is "Dynamics 365 Customer Service". Below it, a paragraph describes the service's capabilities. To the right is an image of a person working at a computer. A callout box titled "What's new" is overlaid on the page, listing several resources. Below the callout, the page content includes sections for "Adopting Copilot in customer service" and "Resource library".

**What's new**  
Here are top resources for helping position the latest Customer Service features and capabilities with customers. For more materials, check out our resources library below.

- Customer Service Modernization pitch deck 🔒
- Customer Service Modernization TDM pitch deck 🔒
- Customer Service elevator pitch 🔒
- Customer Service one pager 🔒

**Adopting Copilot in customer service**  
Help your customers see the value of adopting Copilot as part of their customer service experience in Dynamics 365.

- Copilot in Dynamics 365 Customer Service - demo video 🔒
- Copilot in Dynamics 365 Customer Service - guided demo 🔒
- Copilot in Dynamics 365 Customer Service - unguided demo - click 'Ctrl' for prompt within demo 🔒
- Blog: Microsoft 365 Copilot for Sales and Microsoft 365 Copilot for Service are now generally available
- Microsoft 365 Copilot for Service
- Copilot Practice development: The AI-Powered Future of Work

**Resource library**  
Find product-centric resources to support your GTM efforts.

Core assets	Demo resources
<ul style="list-style-type: none"> <li>Dynamics 365 Customer Service capabilities datasheet</li> <li>Voice Channel for Dynamics 365 Customer Service pitch deck</li> <li>Microsoft 365 Copilot for Service pitch</li> </ul>	<ul style="list-style-type: none"> <li>Demo video: Customer Service Modernization</li> <li>Click-through demo: Customer Service Modernization</li> </ul>

# Go To Market updates Power Platform

[Power Apps](#)

[Power Automate](#)

[Power Pages](#)

Microsoft

Home | Power Platform for Partners | Practice Development | Go to market | Program | Benefits & Skilling | More | Search | Michael Weber

Home > Go To Market > Low Code >

## Power Apps

Power Apps helps partners innovate faster to modernize processes and solve tough challenges. In this low-code development environment, Power Apps includes 900+ connectors, built-in governance and security, and AI-powered capabilities to accelerate time to value and reduce costs.

### What's new

Here are top resources for helping position the latest Power Apps features and capabilities with customers. For more materials, check out the resources library below.

- [The Total Economic Impact of Power Apps](#)
- [Power Apps core pitch deck](#)
- [Power Apps technical pitch deck](#)
- [Power Apps demos](#)

- [In-a-day workshop event program](#)
- [App-in-a-day workshop materials](#)
- [Hack-a-thon-in-a-box materials](#)
- [Power Apps Admin-in-a-day materials](#)

The best way to position these resources to build one-to-one relationships is to address the challenges.

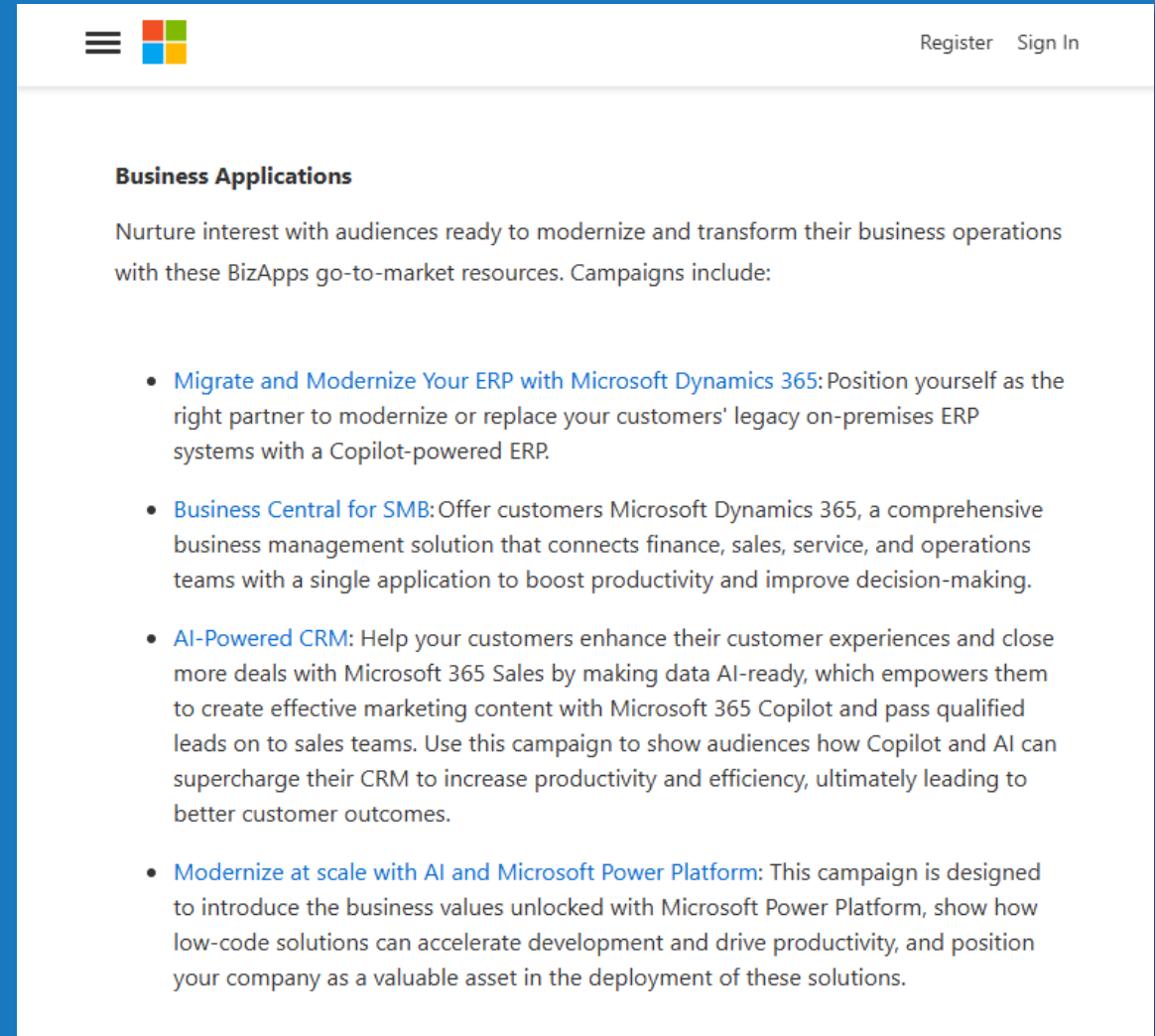
### Power Apps in SMB

Power Apps is not just for enterprise customers. This low-code development platform is ideal for small and medium businesses, giving them the ability to have custom applications and workflows that previously would have been far too expensive to create.

- [Power Apps SMB pitch deck](#)
- [Customer infographic](#)
- [SMB low code conversation starters](#)
- [DMC automated digital campaign](#)
- [Ready-to-Go campaign materials](#)

# Solution Area Campaigns

[Drive demand for your offers with solution area campaigns in a box](#)



The screenshot shows a website header with a hamburger menu icon, the Microsoft logo, and links for 'Register' and 'Sign In'. Below the header, the section is titled 'Business Applications'. The main text reads: 'Nurture interest with audiences ready to modernize and transform their business operations with these BizApps go-to-market resources. Campaigns include:'. There are four bullet points, each starting with a blue dot and a blue link title, followed by a descriptive paragraph.

**Business Applications**

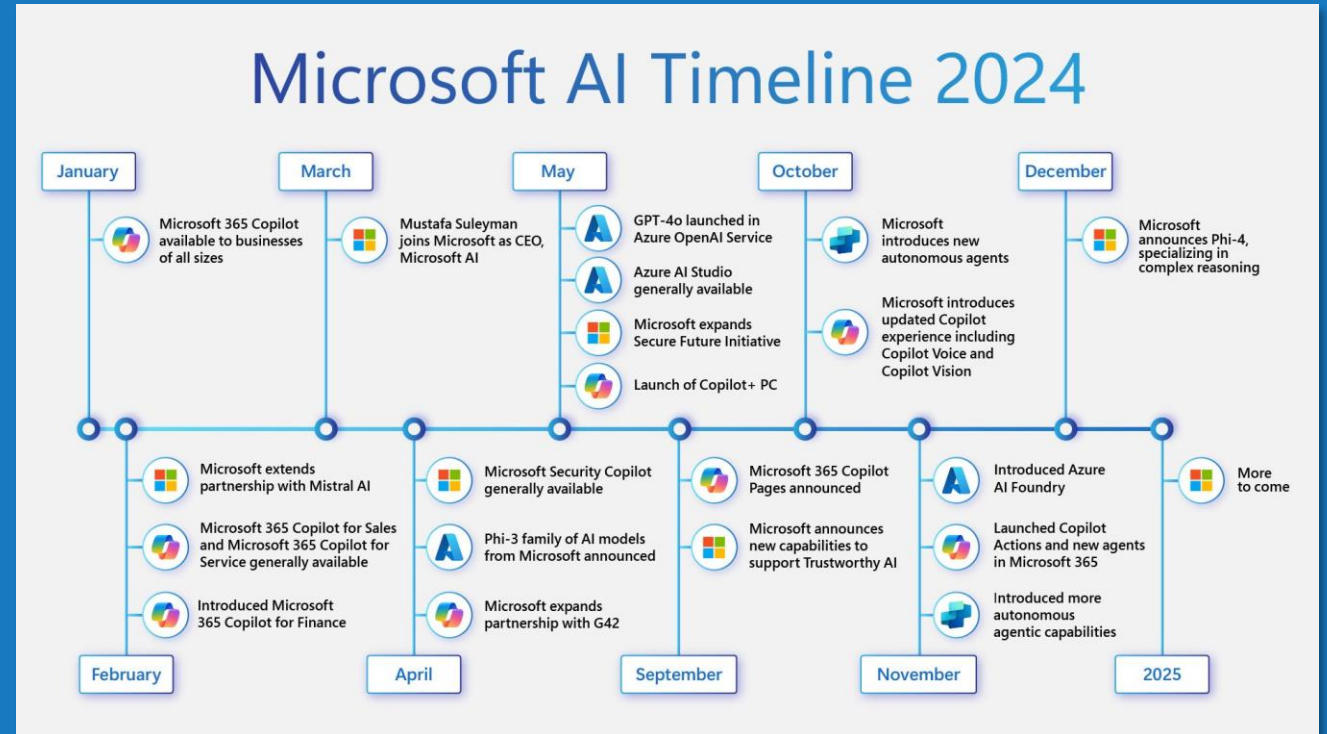
Nurture interest with audiences ready to modernize and transform their business operations with these BizApps go-to-market resources. Campaigns include:

- [Migrate and Modernize Your ERP with Microsoft Dynamics 365](#): Position yourself as the right partner to modernize or replace your customers' legacy on-premises ERP systems with a Copilot-powered ERP.
- [Business Central for SMB](#): Offer customers Microsoft Dynamics 365, a comprehensive business management solution that connects finance, sales, service, and operations teams with a single application to boost productivity and improve decision-making.
- [AI-Powered CRM](#): Help your customers enhance their customer experiences and close more deals with Microsoft 365 Sales by making data AI-ready, which empowers them to create effective marketing content with Microsoft 365 Copilot and pass qualified leads on to sales teams. Use this campaign to show audiences how Copilot and AI can supercharge their CRM to increase productivity and efficiency, ultimately leading to better customer outcomes.
- [Modernize at scale with AI and Microsoft Power Platform](#): This campaign is designed to introduce the business values unlocked with Microsoft Power Platform, show how low-code solutions can accelerate development and drive productivity, and position your company as a valuable asset in the deployment of these solutions.

# AI Timeline 2024

[Microsoft's vision for generative AI: How Copilot and autonomous agents lead a new era of business](#)

[Check Out Microsoft's AI Timeline 2024 ✨](#)



# Events

# Copilot and the Copilot Stack Bootcamp

["Build, Extend, or Buy? Driving Customer Conversations with Copilot and the Copilot Stack" bootcamp](#)

February 11-13



Microsoft Partner Skilling Hub

## Build, Extend, or Buy? Driving Customer Conversations with Copilot and the Copilot Stack

February 11-13, PT, IST, GMT

# Powerful Devs Conference

[Announcing Powerful Devs Conference + Hack Together 2025](#)

February 12-28



February 12-28, 2025

# Powerful Devs

CONFERENCE + HACK TOGETHER

Become #PowerfulDevs and #HackTogether  
[aka.ms/PowerfulDevs](https://aka.ms/PowerfulDevs)


Microsoft Power Platform

The banner features a central graphic of a globe with various Microsoft Power Platform icons (Power BI, Power Apps, Power Automate) and data points around it, set against a blue and purple gradient background.




# Technical news


# Microsoft Business Applications



Dynamics 365  
Supply Chain Management




Dynamics 365  
Guides




Dynamics 365  
Intelligent Order Management

Supply Chain



Dynamics 365  
Finance Insights




Dynamics 365  
Finance

Finance




Dynamics 365  
Human Resources

Human Resources



Dynamics 365  
Project Operations

Project Management



Dynamics 365  
Commerce

Commerce




Dynamics 365  
Fraud Protection



Dynamics 365  
Business Central


Small & Medium Business




Microsoft Copilot for Sales



Microsoft Copilot for Service




Microsoft Copilot for Finance




Microsoft Copilot Studio

Microsoft Copilot




LinkedIn Sales Navigator for  
Dynamics 365

LinkedIn




Nuance Precision  
Imaging Network


Nuance customer  
engagement solutions




Power Apps



Power Automate




Power BI




Power Pages

Microsoft Power Platform




Dynamics 365  
Customer Voice




Dynamics 365  
Customer Insights - Data

Customer Data Platform




Dynamics 365  
Customer Insights – Journeys

Marketing




Dynamics 365  
Sales

Sales




Dynamics 365  
Contact Center



Dynamics 365  
Customer Service




Dynamics 365  
Field Service



Dynamics 365  
Remote Assist


Service



Healthcare




Financial Services




Nonprofit



Retail



Sustainability



Sovereignty



Manufacturing

Industry Clouds

# Dynamics 365 Customer Service

[Transition from Unified Service Desk to Customer Service workspace](#)

[End of support for Smart Assist case and knowledge suggestions](#)

## Key dates

- Deprecation: **April 1, 2026**  
After this date, we are no longer going to invest in the USD with CRM Online application. All versions before the latest update will no longer have access Dataverse as they will lack critical security features.
- End of Service: **April 30, 2027**  
After this date, the USD with CRM Online application will no longer receive quality or security updates.
- End of Support: **June 30, 2028**  
After this date, we are no longer supporting the USD with CRM Online application. It will be taken out of service.

[Release Planner: Dynamics 365 Customer Service  
Features coming soon](#)

# Dynamics 365 Contact Center

[Microsoft will release two new AI Agents for its Dynamics 365 Contact Center "early in 2025".](#)

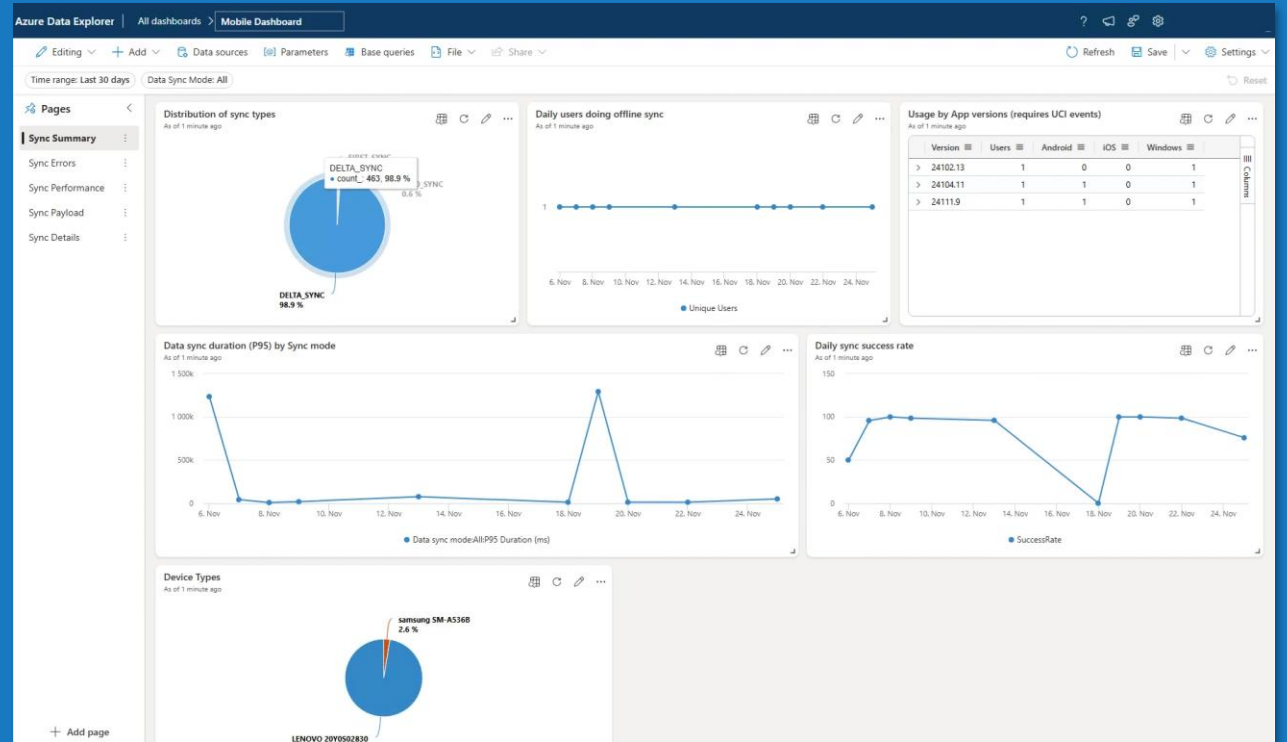
Customer Intent Agent

Knowledge Management Agent

[Release Planner: Dynamics 365 Contact Center  
Features coming soon](#)

# Dynamics 365 Field Service

## Mobile Offline Data with Application Insights

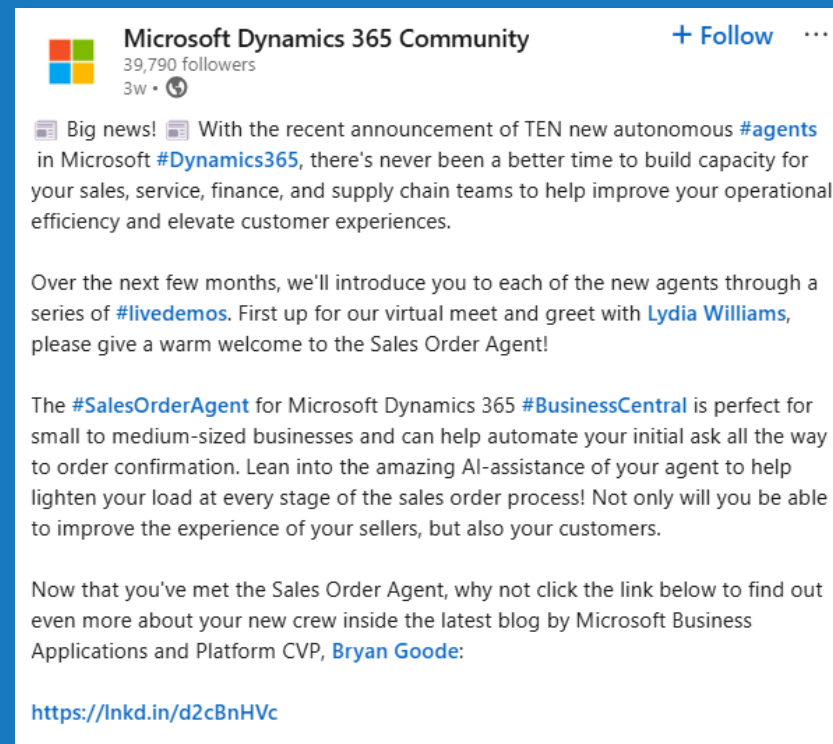


Release Planner: Dynamics 365 Field Service  
Features coming soon

# Dynamics 365 Business Central

[The Sales Order Agent for Microsoft Dynamics 365 Business Central](#)

[Microsoft Dynamics 365 Business Central - latest minor update](#)



**Microsoft Dynamics 365 Community** + Follow ...  
39,790 followers  
3w •

Big news! With the recent announcement of TEN new autonomous **#agents** in Microsoft **#Dynamics365**, there's never been a better time to build capacity for your sales, service, finance, and supply chain teams to help improve your operational efficiency and elevate customer experiences.

Over the next few months, we'll introduce you to each of the new agents through a series of **#livedemos**. First up for our virtual meet and greet with **Lydia Williams**, please give a warm welcome to the Sales Order Agent!

The **#SalesOrderAgent** for Microsoft Dynamics 365 **#BusinessCentral** is perfect for small to medium-sized businesses and can help automate your initial ask all the way to order confirmation. Lean into the amazing AI-assistance of your agent to help lighten your load at every stage of the sales order process! Not only will you be able to improve the experience of your sellers, but also your customers.

Now that you've met the Sales Order Agent, why not click the link below to find out even more about your new crew inside the latest blog by Microsoft Business Applications and Platform CVP, **Bryan Goode**:

<https://lnkd.in/d2cBnHVc>

[Release Planner: Dynamics 365 Business Central  
Features coming soon](#)

# Dynamics 365 Finance

[120 new flow diagrams for Design to Retire, Order to Cash, and Record to Report](#)

Product Solutions Resources Open Source Enterprise Pricing Search or jump to... Sign in Sign up

microsoft / dynamics365patternspractices Public Notifications Fork 44 Star 128

<> Code Issues 122 Pull requests 1 Discussions Actions Security Insights

Files main Go to file

- .github
- architectures
- graphics
  - Acquire to dispose process flow...
  - Acquire to dispose visio flow di...
  - Case to resolution process flow ...
  - Case to resolution process flow ...
  - Design to retire process flow da...
  - Design to retire process flow di...
  - Inventory to deliver process flo...
  - Inventory to deliver process flo...
  - Order to cash process flow data...
  - Order to cash process flow diag...
  - Plan to produce process flow da...
  - Plan to produce process flow di...
  - README.md
  - Record to report process flow d...
  - Record to report process flow di...
  - Source to pay process flow data...
  - Source to pay process flow diag...
  - acquire-to-dispose-graphics.pptx

dynamics365patternspractices / graphics /

rachel-profit January 2025 Additional Flow Diagrams 6f366eb · last month History

Name	Last commit message	Last commit date
..		
Acquire to dispose process flow...	November 2024 Process Flow Diagrams	3 months ago
Acquire to dispose visio flow diagrams (AI Gener...	November 2024 Process Flow Diagrams	3 months ago
Case to resolution process flow data (AI Generat...	November 2024 Process Flow Diagrams	3 months ago
Case to resolution process flow diagrams (AI Gen...	November 2024 Process Flow Diagrams	3 months ago
Design to retire process flow data (AI Generated)...	January 2025 Additional Flow Diagrams	last month
Design to retire process flow diagrams (AI Gener...	January 2025 Additional Flow Diagrams	last month
Inventory to deliver process flow data (AI Genera...	November 2024 Process Flow Diagrams	3 months ago
Inventory to deliver process flow diagrams (AI Ge...	November 2024 Process Flow Diagrams	3 months ago
Order to cash process flow data (AI Generated).xl...	January 2025 Additional Flow Diagrams	last month
Order to cash process flow diagrams (AI Generat...	January 2025 Additional Flow Diagrams	last month
Plan to produce process flow data (AI Generated)...	November 2024 Process Flow Diagrams	3 months ago
Plan to produce process flow diagrams (AI Gener...	November 2024 Process Flow Diagrams	3 months ago
README.md	Update README.md	2 years ago
Record to report process flow data (AI Generated)...	January 2025 Additional Flow Diagrams	last month
Record to report process flow diagrams (AI Gene...	January 2025 Additional Flow Diagrams	last month

[Release Planner: Dynamics 365 Finance coming soon](#)

# Power Platform

## Introducing Maker and Admin Deployment Pages

Power Apps

Let's build an app. What should it do?

Collect RSVPs | Track sales leads | List inventory | Manage inspections

Use everyday words to describe what your app should collect, track, list, or manage ...

Other ways to create an app

- Start with data**  
Create new tables, select existing tables, or connect to external data sources.
- Start with a page design**  
Select from a list of different designs and layouts to get your app going.
- Start with an app template**  
Select from a list of fully-functional business app templates. Use as-is or customize to suit your needs.

Your apps

Name	Modified	Owner	Type
Woodgrove Morale Booster	5 days ago		Canvas
Power Platform Environment Settings	1 month ago	SYSTEM	Model-driven
Power Pages Management	3 months ago	SYSTEM	Model-driven
Dataverse Accelerator App	3 months ago	SYSTEM	Model-driven
Solution Health Hub	3 months ago	SYSTEM	Model-driven

Ask a virtual agent

Learning for every level See all

Power Platform Center of Excellence - Office Hours



# Dataverse

[Work with existing tables in data workspace](#)

[Automating Logic Apps connections to Dynamics 365 using Bicep](#)

Power Apps | Create new tables

Environment: Travis Model Playground

Back | + New table | + Existing table | View data | Create relationships | Remove | Save and exit

Copilot

add a table for hotel

Got it. I'll create tables for you.

A Hotel table has been created with the specified columns and sample data.

Hotel

Undo

AI-generated content may be incorrect

View prompts

What would you like to do next?

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

[Release Planner: Dataverse Features coming soon](#)

# Power Apps

[SQL Server environment variables available for Power Apps](#)

[GA announcement: 6 additional modern controls in Canvas!](#)

[Introducing the plan designer in Power Apps \(preview\)](#)

[User defined functions, user defined types, and enhanced component properties move forward](#)

**Settings**

- General
- Display
- Copilot
- Updates**
- Support

**Updates**

user-defined ×

**Experimental**

These early-stage preview features are experimental and may change, break, or be removed at any time. Do not use in production apps. If you'd like, you can experiment and [provide feedback](#). [See preview terms](#).

**User-defined functions**

User-defined functions (UDFs) are named formulas with parameters for logic reuse.

On

**User-defined types**

Create custom data types for the parameters and return type of Power Fx user-defined functions and select native functions (ParseJSON, IsType, AsType).

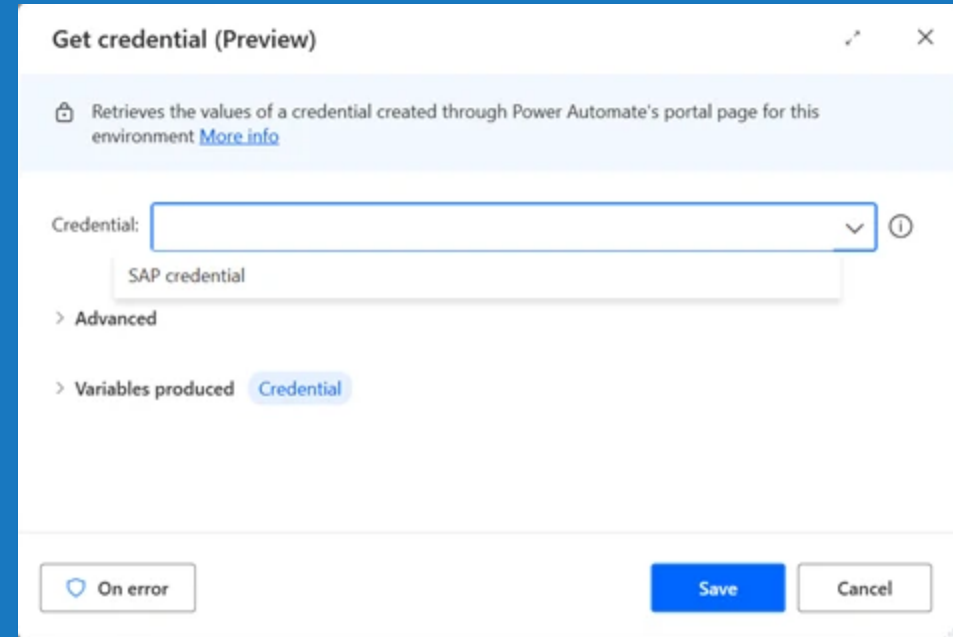
On

[Release Planner: Power Apps Features coming soon](#)

# Power Automate

[New Security Features for Desktop flows:  
Enhancing protection of identities, secrets and  
desktop infrastructure](#)

[January 2025 update of Power Automate for  
desktop](#)



The screenshot shows a dialog box titled "Get credential (Preview)". It contains a description: "Retrieves the values of a credential created through Power Automate's portal page for this environment [More info](#)". Below this is a "Credential:" dropdown menu with "SAP credential" selected. There are two expandable sections: "Advanced" and "Variables produced", with "Credential" listed under "Variables produced". At the bottom, there are three buttons: "On error" (with a shield icon), "Save", and "Cancel".

[Release Planner: Power Automate  
Features coming soon](#)

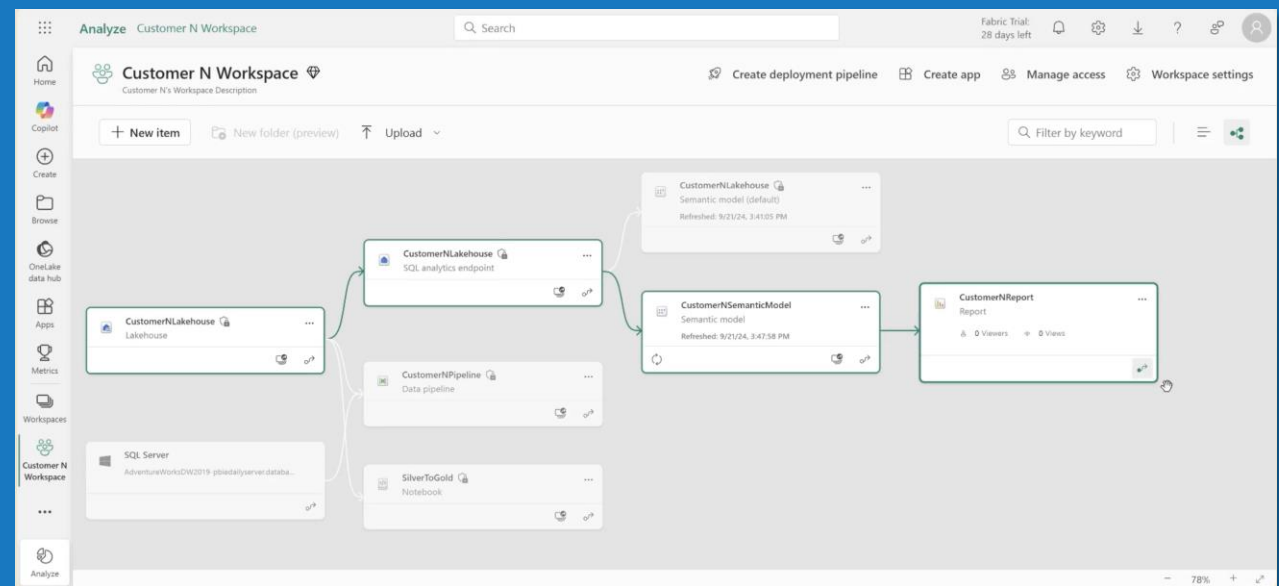
# Power BI

[Add Copilot Summaries to Power BI email subscriptions \(Preview\)](#)

[Deep dive into TMDL view for Power BI Desktop \(Preview\)](#)

[Save to OneDrive and SharePoint: Updated File Picker \(Preview\)](#)

[Introducing Power BI Embedded with Direct Lake Mode \(Preview\)](#)



# Power Pages

[Streamlining Power Pages Monthly Releases with Predictable ALM-Aligned Updates](#)

[Announcing Power Pages General Availability in Norway](#)

Key improvements include:

- Ensuring that **Non Production websites** (including all trial, developer websites as well as production websites available in sandbox environments) are always upgrade first before production environment following ALM best practices.
- **Predictable Rollouts:** Standardized release paths will provide predictability of when non production v/s production websites would be updated.
- **Dedicated Testing Time:** Providing additional time to test new features in non-production environments before production upgrades.

#### Updated Release Process

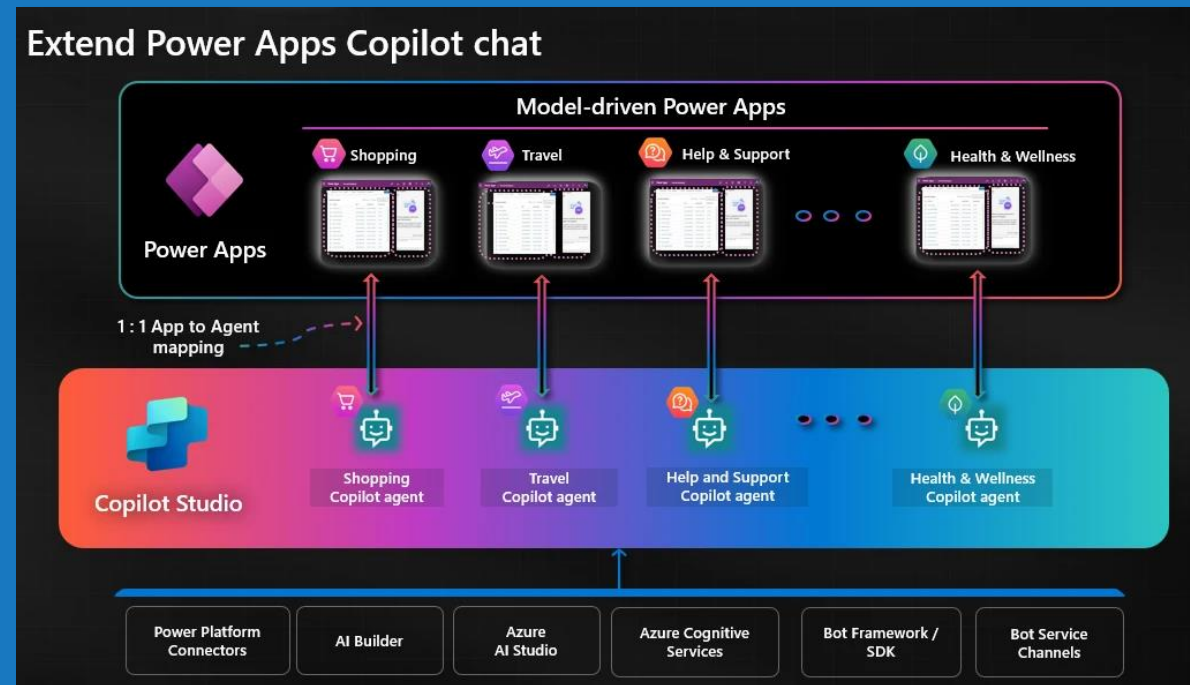
The new release process will follow these stages:

1. **Week 0:** Upgrade all sites marked for early upgrade.
2. **Weeks 1–4:** Upgrade all non-production environments (geographically).
3. **Weeks 2–5:** Upgrade all production environments (geographically).

[Release Planner: Power Pages Features coming soon](#)

# Microsoft Copilot Studio

[Unlock new possibilities by customizing Copilot chat in your apps with Copilot Studio \(Preview\)](#)



[Release Planner: Microsoft Copilot Studio Features coming soon](#)

# Documentation & Trainings

# Licensing Guides

[Microsoft Dynamics 365 Licensing Guide](#)

[Power Platform Licensing Guide](#)

## Appendix J: Change Log

Page	Topic	Change	Action	Date
16	Customer Voice	Update	Customer Service Premium removed	January
40	Sales Premium	Add	Added to Capacity licenses table	
40	Contact Center, Contact Center Voice & Customer Service Premium	Add	Added to Capacity licenses table	
51	Dynamics 365 Project Operations	Update	Dynamics 365 Team Members Use Rights: Project Operations - Approve time, expense, material usage entries, and customer invoices	December

## Appendix C: Change Log

Page(s)	Topic	Change	Action	Date
7, 18-19	Microsoft Copilot Studio	New	Pay-as-you-go meter	December 2024
19, 20	Microsoft Copilot Studio	New	Agents	December 2024
26	AI Builder	New	AI prompts, Create text with GPT 4o Mini	December 2024



# Dynamics 365 release schedule and early access

[What is the Dynamics 365 release schedule and early access?](#)

The screenshot shows the Microsoft Learn website interface. At the top, there is a navigation bar with the Microsoft logo, the word 'Learn', and several dropdown menus: 'Discover', 'Product documentation', 'Development languages', and 'Topics'. On the right side of the navigation bar, there is a search icon and a 'MW' logo. Below the navigation bar, there is a secondary navigation bar with 'Dynamics 365' selected, followed by 'Release plans', 'Support', 'Regional availability', 'Troubleshooting', and 'Resources'. On the right side of this bar, there are two buttons: 'Get Dynamics 365' and 'Free trial'.

The main content area is divided into two columns. The left column is a sidebar with a search box labeled 'Filter by title'. Below the search box, there is a list of navigation items: 'Dynamics 365', 'Welcome to Dynamics 365', 'Get started' (with a dropdown arrow), 'What is Dynamics 365?', 'What's new', 'Release schedule' (highlighted with a grey background), 'Accessibility in Dynamics 365', 'Find your way in Dynamics 365', 'Icons', 'Deprecations', 'Deploy' (with a right-pointing arrow), 'Find training and certifications', 'Find compliance content', 'Find support and resources', 'Copilot and generative AI features', 'Leave us feedback', and 'Contribute'.

The right column contains the main article content. At the top, there is a breadcrumb trail: 'Learn / Dynamics 365 / Get started /'. Below this is the article title: 'What is the Dynamics 365 release schedule and early access?'. Under the title, there is a line of text: 'Article • 23/01/2025 • 16 contributors'. On the right side of this line, there is a 'Feedback' icon and the word 'Feedback'. Below the title and metadata, there is a section titled 'In this article' with a list of links: 'Key dates for the 2025 release wave 1', 'Release waves', 'Early visibility through release plans', and 'Early access'. Below the list, there is a 'Show 3 more' link. The main body of the article starts with a paragraph: 'Solutions that are based on Dynamics 365, Power Platform, Role-based Copilot offerings, and Cloud for Industry receive service updates in two annual release waves. The release plans provide information about new and changed capabilities. Learn more at Release plans for Dynamics 365, Power Platform, Role-based Copilot offerings, and Cloud for Industry.' Below this paragraph, there is another paragraph: 'In this article, you can find key dates and other information about the two release waves for the following apps:'. This is followed by a bulleted list of app names: 'Dynamics 365 Sales', 'Dynamics 365 Customer Service', 'Dynamics 365 Commerce', 'Finance and Operations cross-app capabilities', 'Dynamics 365 Finance', 'Dynamics 365 Human Resources', 'Dynamics 365 Supply Chain Management', and 'Power Automate'.

# Trainings and Exams

[January 2025 V1 Title Plan now available!](#)

Solution Area	Course Number	Title	Title Plan Note	State
Business Applications	<b>MB-230T01</b>	MB-230T01: Microsoft Dynamics 365 Customer Service	3/15 Minor Update: Course content/labs not impacted.	Released
Business Applications	<b>MB-240T00</b>	MB-240T00: Microsoft Dynamics 365 Field Service	2/16 Major update: Full lab updates, please check change log when released.	Released
Business Applications	<b>MB-280T01</b>	MB-280T01: Configure Dynamics 365 customer experience model-driven apps	Course has successfully launched.	Released
Business Applications	<b>MB-280T02</b>	MB-280T02: Empower sellers with Dynamics 365 Sales	1/24: Minor update	Under Development
Business Applications	<b>MB-280T03</b>	MB-280T03: Design and deliver powerful customer experiences with Dynamics 365 Customer Insights	Course has successfully launched.	Released
Business Applications	<b>MB-280T04</b>	MB-280T04: Configure a Dynamics 365 customer experience solution	Course has successfully launched.	Released
Business Applications	<b>MB-310T00</b>	MB-310T00: Microsoft Dynamics 365 Finance	2/28 Major update: More information to come soon.	Under Development
Business Applications	<b>MB-330T00</b>	MB-330T00: Microsoft Dynamics 365 Supply Chain Management	7/26 Major Update moved to 8/16: Refreshing existing modules in course.	Released
Business Applications	<b>MB-335T00</b>	MB-335T00: Microsoft Dynamics 365 Supply Chain Management, Expert	8/16 Major Update: Refreshing existing modules in this course post release.	Released
Business Applications	<b>MB-500T00</b>	MB-500T00: Microsoft Dynamics 365: Finance and Operations Apps Developer	2/28 Major update: More information to come soon.	Under Development
Business Applications	<b>MB-7005</b>	MB-7005: Create and manage journeys with Dynamics 365 Customer Insights	Course has been released.	Released
Business Applications	<b>MB-7006</b>	MB-7006: Create and manage segments in Dynamics 365 Customer Insights – Data	Course has been released.	Released
Business Applications	<b>MB-7007</b>	MB-7007: Deploy and configure Microsoft 365 Copilot for Sales	PLEASE NOTE: Course release will be on hold until July 2025.	Planned
Business Applications	<b>MB-700T00</b>	MB-700T00: Microsoft Dynamics 365: Finance and Operations Apps Solution Architect	Minor update 8/16 move to 9/6: To remove retiring module	Released
Business Applications	<b>MB-800T00</b>	MB-800T00: Microsoft Dynamics 365 Business Central Functional Consultant	3/8 Major Update: Changing the order of some of the existing modules.	Released
Business Applications	<b>MB-820T00</b>	MB-820T00: Dynamics 365 Business Central Developer	Course has been released.	Released
Business Applications	<b>MB-910T00</b>	MB-910T00: Microsoft Dynamics 365 Fundamentals (CRM)	11/1 Minor Update: Minimal impact to course content.	Released
Business Applications	<b>MB-920T00</b>	MB-920T00: Microsoft Dynamics 365 Fundamentals (ERP)	8/16 Minor Update: Changes to PPT after beta teach, finance, SCM, HR.	Released
Business Applications	<b>PL-200T00</b>	PL-200T00: Microsoft Power Platform Functional Consultant	1/19 Minor Update: Update per August 2023 JTA/OD Refresh.	Released
Business Applications	<b>PL-400T00</b>	PL-400T00: Microsoft Power Platform Developer	8/16: Azure passes removed.	Released
Business Applications	<b>PL-500T00</b>	PL-500T00: Microsoft Power Automate RPA Developer	8/23 Minor update: This course no longer requires an Azure Pass.	Released
Business Applications	<b>PL-600T00</b>	PL-600T00: Microsoft Power Platform Solution Architect	8/30 Minor update changed from 8/2: Minimal impact to course content.	Released
Business Applications	<b>PL-7001</b>	PL-7001: Create and Manage Canvas Apps with Power Apps	6/28 Minor Update: No impact to content or labs.	Released
Business Applications	<b>PL-7002</b>	PL-7002: Create and Manage Automated Processes by using Power Automate	6/28 Minor Update: No impact to content or labs.	Released
Business Applications	<b>PL-7003</b>	PL-7003: Create and Manage Model-Driven Apps with Power Apps and Dataverse	6/28 Minor Update: No impact to content or labs.	Released
Business Applications	<b>PL-7004</b>	PL-7004: Implement AI models with Microsoft Power Platform AI Builder	New release dates are subject to change.	Released
Business Applications	<b>PL-7008</b>	PL-7008: Create agents in Microsoft Copilot Studio	11/15 Major Update: Title change -- Course has been released. April 2025.	Released
Business Applications	<b>PL-900T00</b>	PL-900T00: Microsoft Power Platform Fundamentals	9/13 Minor Update: Minor changes to AI, Copilot Studio content	Released

# Microsoft Skilling Offerings

Drive customer demand and accelerate growth with Microsoft skilling offerings

## Build expertise with Partner Project Ready Workshops

Your organization's developers, solution architects, and data scientists can prepare for real customer needs with our Partner Project Ready Workshops. They can register for the Microsoft Azure, Business Applications, Modern Work, or Microsoft Security Project Ready Workshops to build their design and deployment capabilities and prepare for real-world customer scenarios. These multiday skilling events help deepen the expertise needed to assess customer needs and seamlessly implement Azure solutions.

Register today to build the skills that will help you become project-ready faster:

- [Partner Project Ready Workshops: Azure](#)
- [Partner Project Ready Workshops: Business Applications](#)
- [Partner Project Ready Workshops: Modern Work](#)
- [Partner Project Ready Workshops: Security](#)

## Meet skilling requirements faster with Certification Weeks

Build your AI and cloud skills and accelerate your path to certification with advanced, role-based Certification Week events. For beginner and intermediate learners, Certification Weeks offer expert-led training that helps you master the intricacies of Azure AI. Participation in Certification Weeks also helps organizations meet Microsoft AI Cloud Partner Program skilling requirements.

Organizations with Microsoft Certified Individuals are qualified to offer specialized services, which helps distinguish them from competitors and increase customer satisfaction and loyalty—while unlocking further opportunities and incentives from Microsoft.

## Grow your AI capabilities with our Industry AI Envisioning series

Join one of the Business and Capability Envisioning Webinars to explore AI's impact on your industry and discover how to harness it to drive more business value and better customer experiences. You'll gain insights from industry-specific use case examples, learn how to strategically solve business problems using an envisioning framework, and better understand how to recognize AI-driven solution opportunities for your customers and organization.

Register for an upcoming webinar for your industry:

- [AI for Retail](#)
- [AI for Manufacturing](#)
- [AI for Healthcare](#)
- [AI for Sustainability](#)
- [AI for Financial Services](#)

the globe and throughout the year. Register today to

• [Microsoft AI Cloud Partner Program: Azure](#)

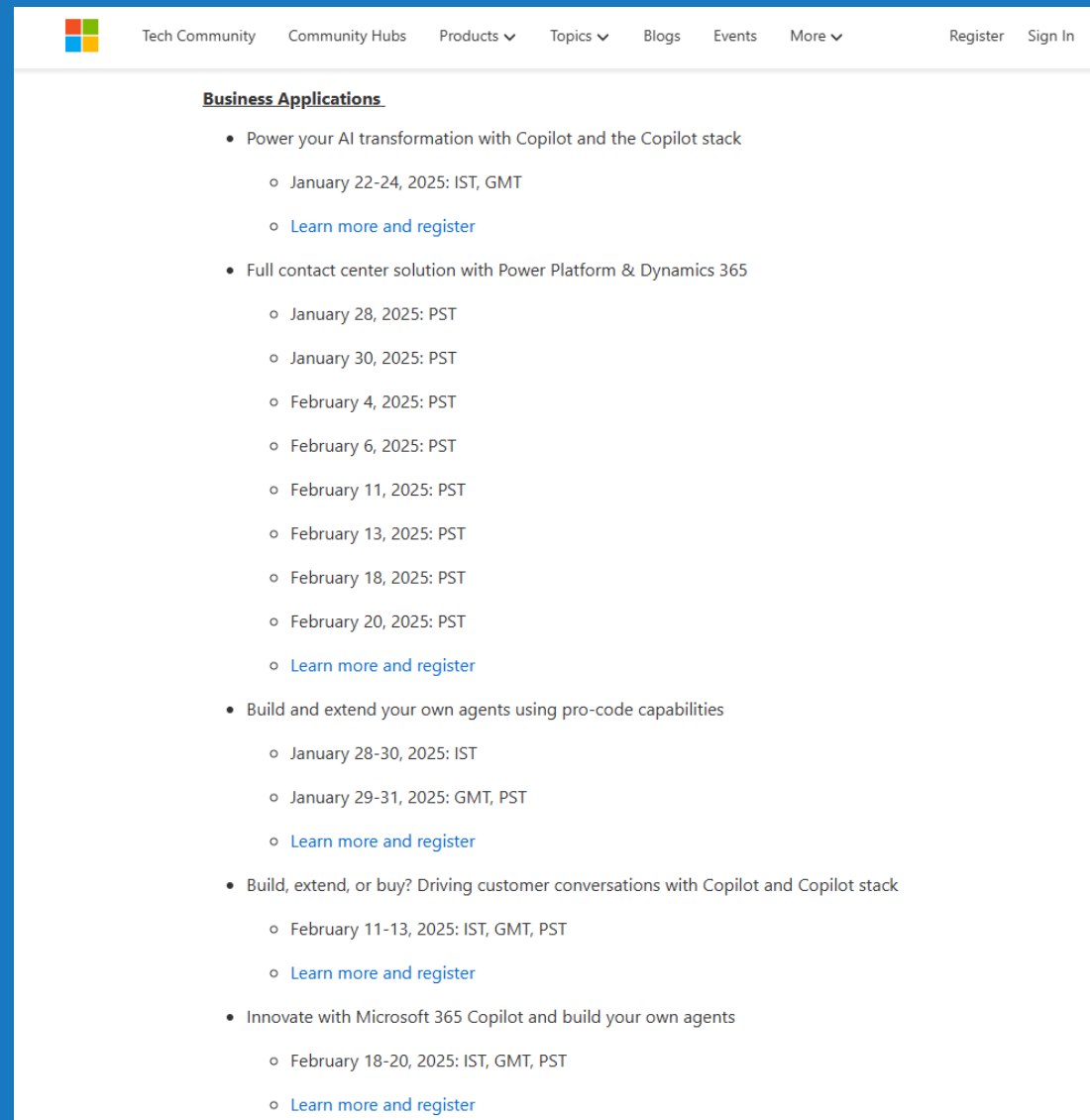
• [Microsoft AI Cloud Partner Program: Business Applications](#)

• [Microsoft AI Cloud Partner Program: Modern Work](#)

• [Microsoft AI Cloud Partner Program: Security](#)

# Skilling Opportunities

[Drive customer demand and accelerate growth with Microsoft skilling opportunities](#)



The screenshot displays the Microsoft Tech Community website. The navigation bar includes the Microsoft logo, 'Tech Community', 'Community Hubs', 'Products', 'Topics', 'Blogs', 'Events', 'More', 'Register', and 'Sign In'. The main content area is titled 'Business Applications' and lists several skilling opportunities:

- Power your AI transformation with Copilot and the Copilot stack
  - January 22-24, 2025: IST, GMT
  - [Learn more and register](#)
- Full contact center solution with Power Platform & Dynamics 365
  - January 28, 2025: PST
  - January 30, 2025: PST
  - February 4, 2025: PST
  - February 6, 2025: PST
  - February 11, 2025: PST
  - February 13, 2025: PST
  - February 18, 2025: PST
  - February 20, 2025: PST
  - [Learn more and register](#)
- Build and extend your own agents using pro-code capabilities
  - January 28-30, 2025: IST
  - January 29-31, 2025: GMT, PST
  - [Learn more and register](#)
- Build, extend, or buy? Driving customer conversations with Copilot and Copilot stack
  - February 11-13, 2025: IST, GMT, PST
  - [Learn more and register](#)
- Innovate with Microsoft 365 Copilot and build your own agents
  - February 18-20, 2025: IST, GMT, PST
  - [Learn more and register](#)

Want to know more?

# Technical Consultations

[Explore Technical Presales and Deployment services \(TPD\)](#)

The screenshot displays the Microsoft Partner Center interface. The left sidebar contains navigation options: Home > Benefits, Technical benefits (highlighted with a green box), Go-to-market, Marketplace Rewards, Logo Builder, and Modeller. The main content area is titled "Benefits | Technical benefits" and features a table of benefits. A large green arrow points from the table down to a "Submit technical presales and deployment request" button, which is also highlighted with a green box.

Benefit name/offer and benefit type	Microsoft Product Support	Partner Advisory Hours	Expires	View details
Gold Support benefit Gold Core	Microsoft Product Support - 20 incidents Signature Product Support - Unlimited incidents	50 hours	28-Feb-2022	
Microsoft product support IDs Contract ID [REDACTED] Access ID [REDACTED]				
Microsoft Action Pack Subscription Support benefit MAPS Core	Microsoft Product Support - 10 incidents		14-Aug-2022	
Microsoft product support IDs Contract ID [REDACTED] Access ID [REDACTED]				
Silver Support benefit Silver Core	Microsoft Product Support - 15 incidents Signature Product Support - Unlimited incidents		01-Mar-2022	
Microsoft product support IDs Contract ID [REDACTED] Access ID [REDACTED]				

**Contact technical support**  
Cloud products  
Open a new technical support ticket, on behalf of your customer.  
From the Partner Center menu select **Customers**, select the specific customer, and then **Service management**. In the Support Requests section, select **New request**, and select the product to open the relevant product portal.  
On-premises product  
Use the [Support for Business workflow](#), "Support plan" (page 3) is where you Add Contract (AAD or MSA Sign-in) or select Buy now for Pay-Per-Incident (MSA Sign-in)

**Contact technical presales and deployment services**  
Use your technical presales assistance or advisory hours benefit to request technical assistance during the presales, design, deployment, and app development phases of your cloud and hybrid solutions.  
[Learn more](#)  
**Submit technical presales and deployment request**

