

November 2025

What's New and Highlights in Business Applications

On today's call



GONÇALO MIGUÉIS



NELSON PEIXOTO



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

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

Agents in Dynamics 365








Pre-built Agents in Dynamics 365

Pre-built Agents with Dynamics 365

The **easiest way to get started** are pre-built agents to quickly launch without the need for extensive configuration:

- ✓ Designed to **integrate seamlessly with other Dynamics 365 applications**
- ✓ With predefined functionalities, many of these agents can be **extended using tools like Copilot Studio**.

Generally Available

 Sales Sales Qualification Agent	 Contact Center & Customer Service Quality Evaluation Agent
 Contact Center & Customer Service Customer Intent Agent	 Business Central Sales Order Agent*
 Contact Center & Customer Service Customer Knowledge Management Agent	 Business Central Payables Agent*
 Customer Service Case Management Agent	

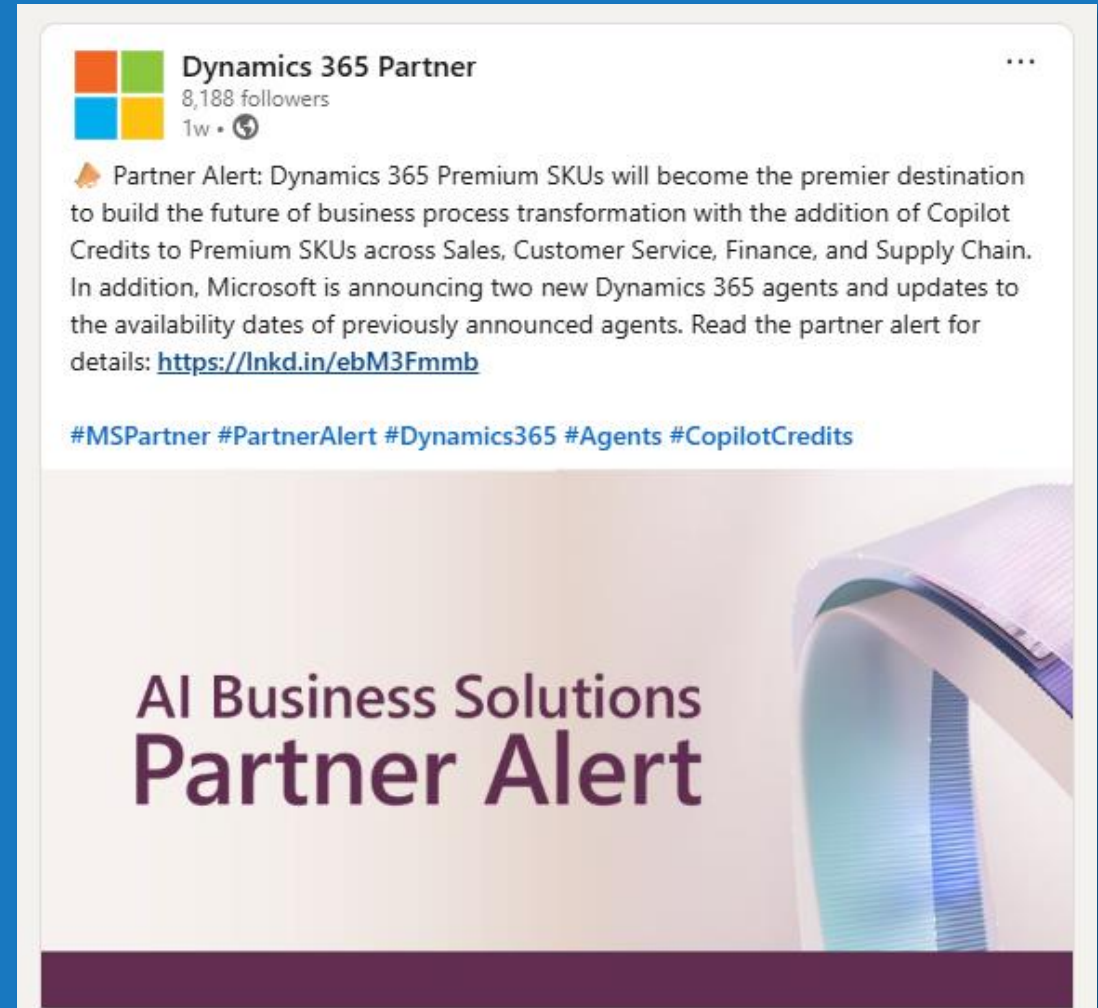
In Public Preview

 Sales Sales Research Agent	 Finance Account Reconciliation Agent
 Sales Sales Close Agent	 Field Service Scheduling Operations Agent
 Supply Chain Management Supplier Communications Agent	 Project Operations Time Entry Agent
 Project Operations Expense Agent	 Project Operations Activity Approvals Agent

* Generally available in November 2025

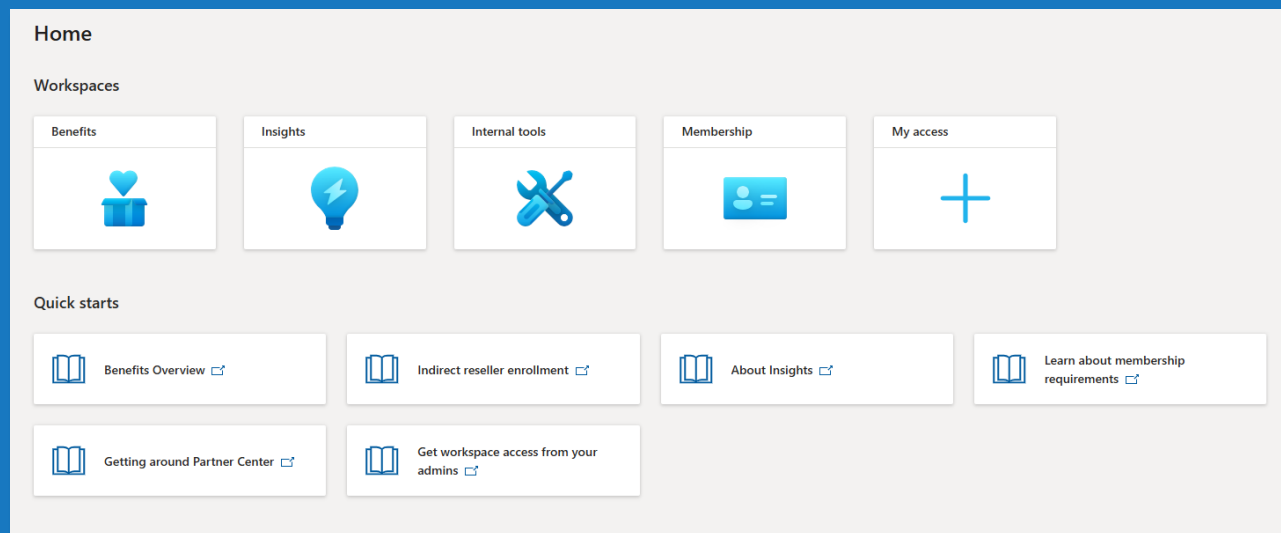
Dynamics 365 Premium SKUs

[Dynamics 365 Premium SKUs will become the premier destination](#)



Microsoft AI Cloud Partner Program Concierge

[Drive profitability with personalized assistance from Partner Concierge](#)



Launch Enablement Guides

[Launch Enablement Guide - Partner Center announcements](#)

[Strengthening security and customer trust with technical and API changes](#)

All Cloud Solution Provider (CSP) and Scale Solution Provider(SSP) partners	AI Builder end of sale: AI Builder credits transition to Copilot Studio credits	Power Platform licensing FAQ Copilot Studio licensing guide	November 1, 2025	October 13, 2025	October 13, 2025
All CSP indirect providers and indirect resellers	Partner of Record (POR) API enforcement	Partner Center Announcement POR FAQ	December 1, 2025	October 13, 2025	October 13, 2025
Partners with Viva customers	Viva Goals retirement	Microsoft Learn Article Partner FAQ	December 31, 2025	October 13, 2025	October 13, 2025
All Cloud Solution Provider (CSP) and Scale Solution Provider (SSP) partners	Cloud Solution Provider (CSP) incentive requirement changes	FY26 CSP incentives eligibility Partner FAQ	FY26	October 13, 2025	October 13, 2025
All distributors (formerly indirect providers) and direct bill partners using attestation methods for their customers' MCA acceptance	Important update to the Microsoft Customer Agreement (MCA) partner attestation blocking changes timeline: Extended to January 5, 2026	Partner Center Announcement Partner FAQ	January 5, 2026	October 13, 2025	October 13, 2025
Cloud Solution Provider (CSP) direct bill partners and distributors who use billing APIs in Partner Center	Migration of unbilled invoice reconciliation API in Partner Center	Partner Center Announcement	March 15, 2026	October 13, 2025	October 13, 2025
CSP direct bill partners, distributors, and resellers through their distributors	New extended service term for Cloud Solution Provider (CSP) subscriptions	Partner briefing deck Partner FAQ Partner Center Announcement Microsoft Learn Article	April 1, 2026	October 14, 2026	October 29, 2025

Events

Business Applications Launch Event

[Explore new AI innovation for Dynamics 365, Microsoft Power Platform, and Copilot Studio at the Business Applications Launch Event](#)



Microsoft Ignite

[Microsoft Ignite: Shaping what's next with our partner ecosystem](#)

November 18–20, 2025



The screenshot shows the Microsoft Ignite website homepage. The top navigation bar includes the Microsoft logo, 'Microsoft Ignite', and links for Sessions, Event guide, Sponsors, Resources, Register now, and Discover. The main headline is 'Ignite possibilities' with a subtext: 'Get the edge you need to drive impact in the era of AI. Join us to bolster your knowledge, build connections, and explore emerging technologies.' Below this, the event details are listed: 'San Francisco, Moscone Center' (November 18–21, 2025, optional pre-day November 17) and 'Online' (November 18–20, 2025). Two buttons are present: 'Register now >' and 'Check out the passes >'. A video player is embedded, showing a stage with the Microsoft logo and the text 'Latest Innovations For AI Transformation'. Below the video, a section titled 'AI Business Solutions' lists four bullet points: 'Discover Copilot and agents at work', 'Innovate with low-code AI and agents', 'Scale with cloud and AI endpoints', and 'Build agentic business applications'. A 'Learn more >' button is at the bottom of this section.

Microsoft Ignite

Sessions Event guide Sponsors Resources Register now Discover

All Microsoft Sign in

Ignite possibilities

Get the edge you need to drive impact in the era of AI. Join us to bolster your knowledge, build connections, and explore emerging technologies.

San Francisco, Moscone Center
November 18–21, 2025 (optional pre-day November 17)

Online
November 18–20, 2025

Register now > Check out the passes >

Latest Innovations For AI Transformation


















AI Business Solutions




















- Discover Copilot and agents at work
- Innovate with low-code AI and agents
- Scale with cloud and AI endpoints
- Build agentic business applications

Learn more >

Technical news

Microsoft Business Applications

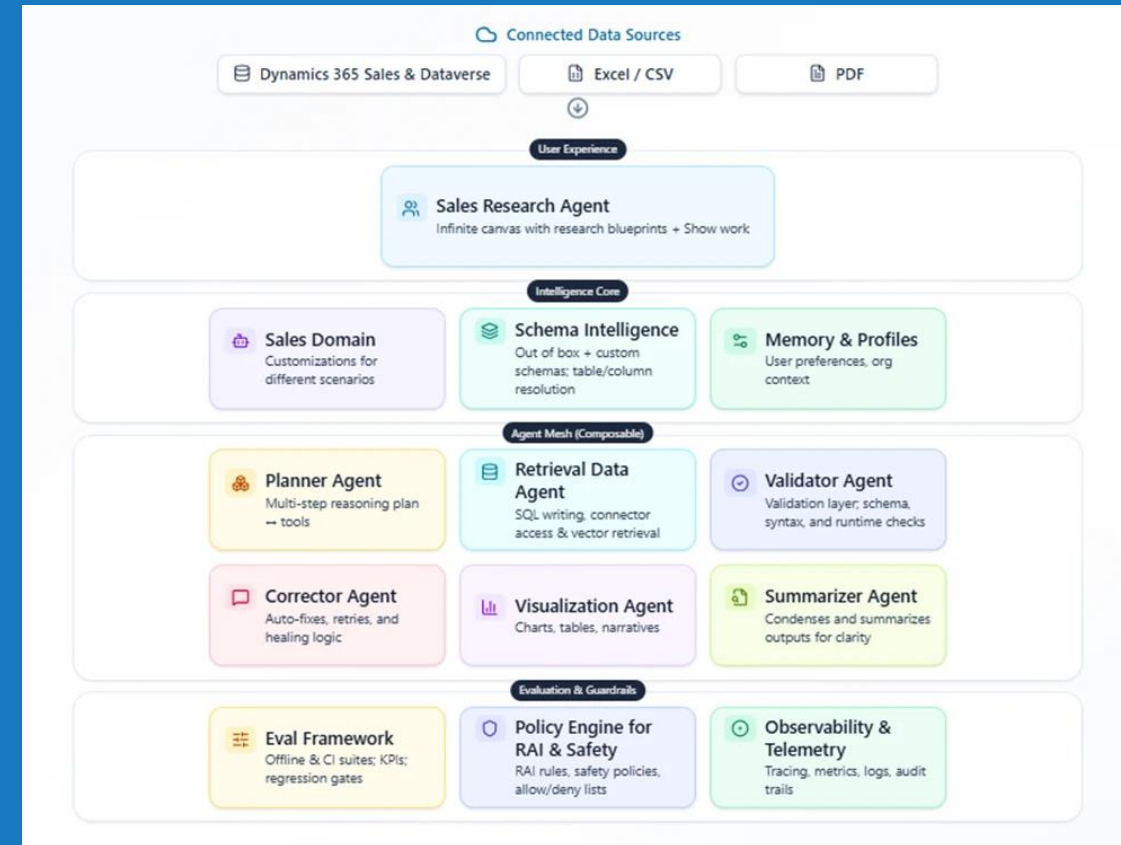
<div><div>Dynamics 365 Finance Insights</div></div>	<div><div>Dynamics 365 Guides</div></div>						<div><div>Microsoft Copilot for Sales</div></div>
<div><div>Dynamics 365 Finance</div></div>	<div><div>Dynamics 365 Intelligent Order Management</div></div>	<div><div>Dynamics 365 Human Resources</div></div>	<div><div>Dynamics 365 Project Operations</div></div>	<div><div>Dynamics 365 Commerce</div></div>	<div><div>Dynamics 365 Business Central</div></div>		<div><div>Microsoft Copilot for Service</div></div>
<div><div>Dynamics 365 Finance</div></div>	<div><div>Dynamics 365 Intelligent Order Management</div></div>	<div><div>Dynamics 365 Human Resources</div></div>	<div><div>Dynamics 365 Project Operations</div></div>	<div><div>Dynamics 365 Commerce</div></div>	<div><div>Dynamics 365 Business Central</div></div>		<div><div>Microsoft Copilot Studio</div></div>
Finance	Supply Chain	Human Resources	Project Management	Commerce	Small & Medium Business		Microsoft Copilot

<div><div>Power Apps</div></div>					<div><div>Healthcare</div></div>	<div><div>LinkedIn Sales Navigator for Dynamics 365</div></div>
<div><div>Power Automate</div></div>					<div><div>Financial Services</div></div>	
<div><div>Power BI</div></div>	<div><div>Dynamics 365 Customer Voice</div></div>			<div><div>Dynamics 365 Contact Center</div></div>	<div><div>Nonprofit</div></div>	
<div><div>Power Pages</div></div>	<div><div>Dynamics 365 Customer Insights - Data</div></div>	<div><div>Dynamics 365 Customer Insights – Journeys</div></div>	<div><div>Dynamics 365 Sales</div></div>	<div><div>Dynamics 365 Customer Service</div></div>	<div><div>Retail</div></div>	
				<div><div>Dynamics 365 Field Service</div></div>	<div><div>Sustainability</div></div>	
					<div><div>Sovereignty</div></div>	
					<div><div>Manufacturing</div></div>	
Microsoft Power Platform	Customer Data Platform	Marketing	Sales	Service	Industry Clouds	

Dynamics 365 Sales

[Sales Research Agent & Sales Research Bench](#)

[Microsoft 365 Copilot for Sales architecture](#)



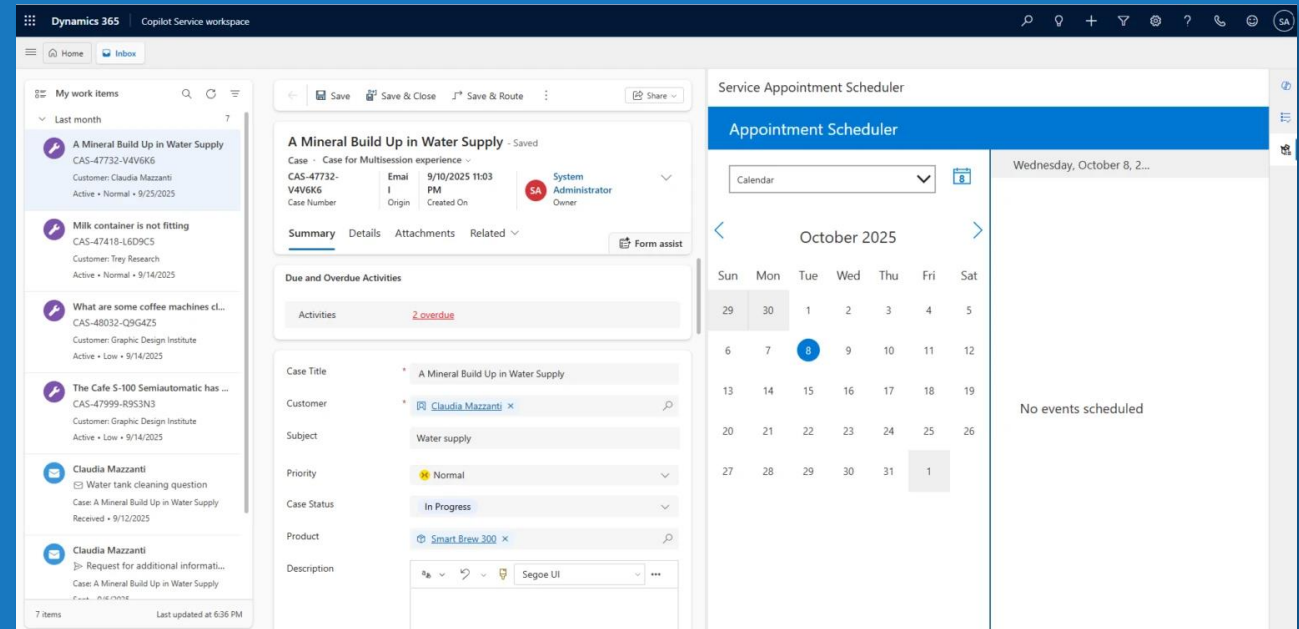
[Release Planner: Dynamics 365 Sales](#)
[Features coming soon](#)

Dynamics 365 Customer Service

[Use custom productivity tools in Dynamics 365 Customer Service](#)

[Try the AI agent activity feed in Dynamics 365 Customer Service](#)

[Use session restore for seamless continuity in Customer Service](#)

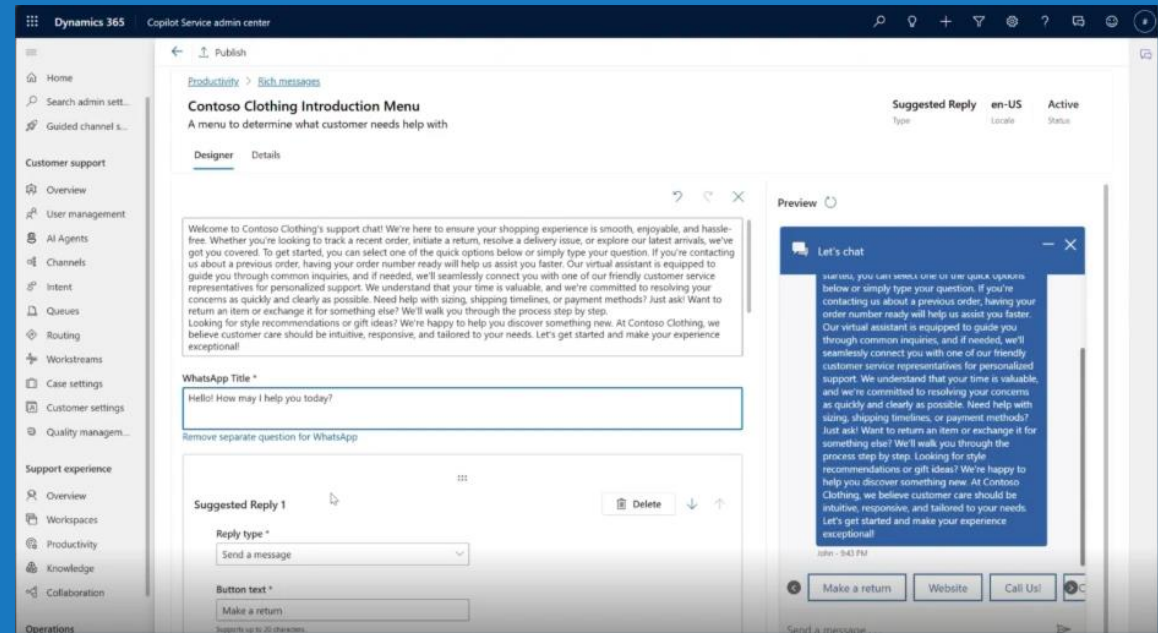


[Release Planner: Dynamics 365 Customer Service
Features coming soon](#)

Dynamics 365 Contact Center

[Try rich messaging for live chat and WhatsApp in Contact Center](#)

[Announcing sensitive data redaction for voice AI agents](#)

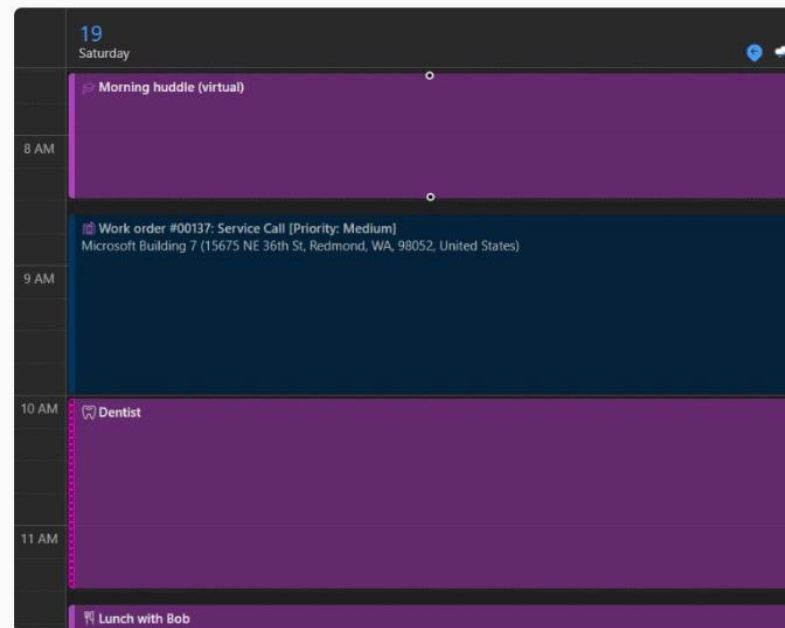


[Release Planner: Dynamics 365 Contact Center Features coming soon](#)

Dynamics 365 Field Service

[Integrate Field Service bookings with Outlook and Teams, now Generally Available](#)

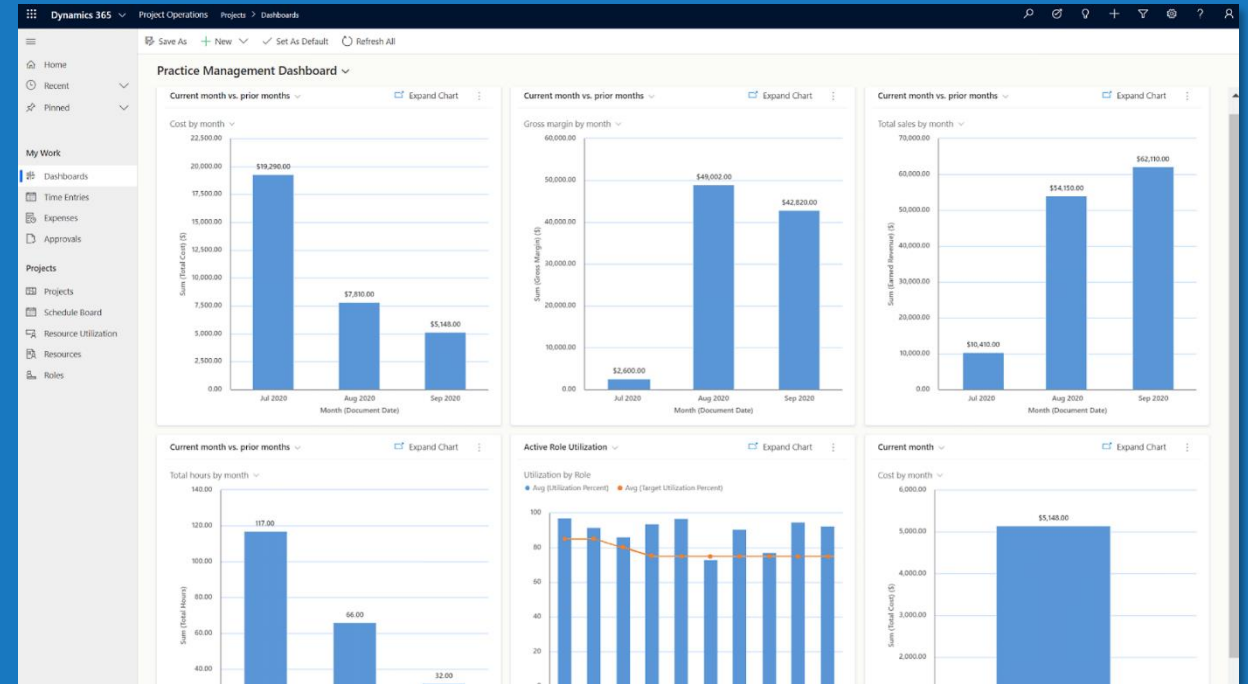
With Release Wave 2 2025, we're excited to announce the **General Availability (GA) of Exchange Integration for Dynamics 365 Field Service**. This capability syncs work order bookings directly into Outlook and Teams calendars, giving technicians a unified view of their schedules in one place, where they already collaborate with their team.



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

Dynamics 365 Project Operations

[Using Project Online? Check out Dynamics 365 Project Operations](#)



[Release Planner: Dynamics 365 Project Operations Features coming soon](#)

Dynamics 365 Business Central

[What's New or Changed in Business Central 2025 Release Wave 2 - Update 27.0](#)

Dynamics 365 Business Central
Get started ▾
Guidance
Troubleshooting ▾
Release plans
Support
Resources ▾

Find by title
/ Dynamics 365 / Business Central /
Ask Learn
Focus mode


Development and administration
New and planned
Get started
> Learn
> Develop
> Sell
> Frequently asked questions
What's new or changed
What's new or changed
Update 27.0
Update 26.5
Update 26.4
> Updates for earlier major versions
> Help and support
> Administration
> Development
> Security, privacy, and compliance
> Performance

Update 27.0 for Business Central 2025 release wave 2

10/02/2025

This article provides an overview of the new and updated features and general information about update 27.0, which starts 2025 release wave 2.

New and updated features


Tip

Watch the launch edition 2025 release wave 2 sessions Get a walkthrough of the key features on YouTube at aka.ms/BCLE.

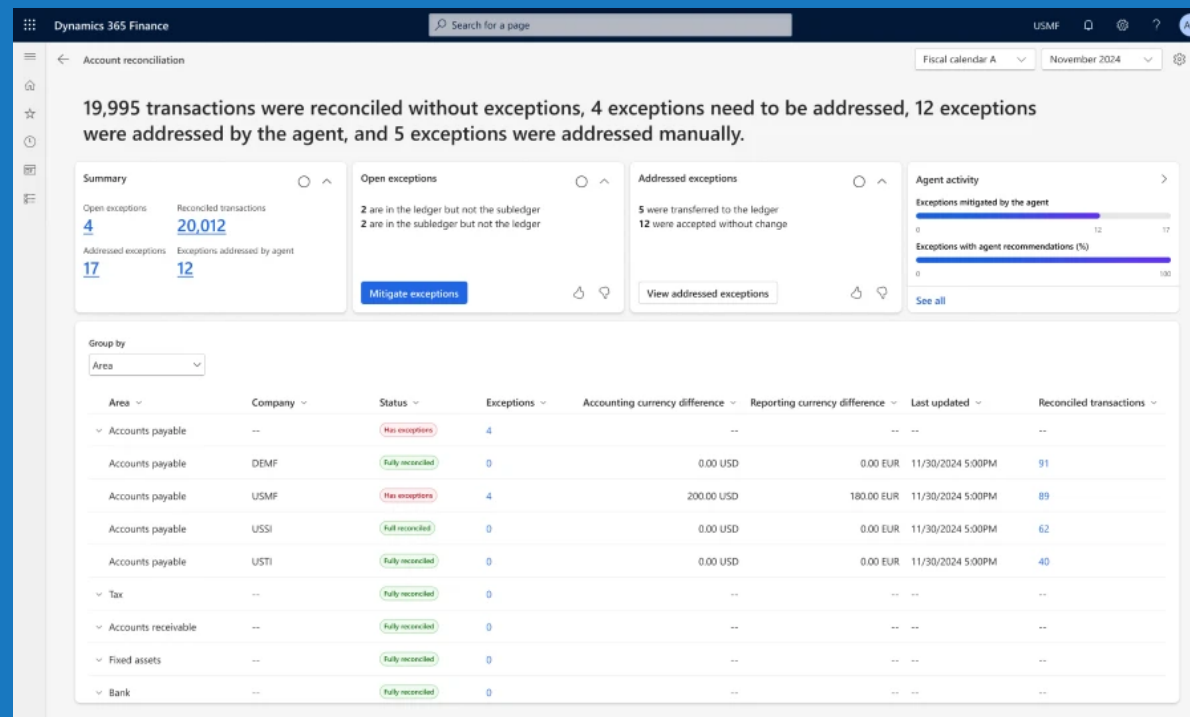
This table lists new and updated features in update 27.0. Learn more about all features planned for 2025 release wave 2 (version 27) in [Plan and prepare for Dynamics 365 Business Central in 2025 release wave 2](#).

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

Dynamics 365 Finance

[Reinventing business process with AI: Agents in record to report](#)

[Introducing the Brazilian Tax Reform Solution in Microsoft Dynamics 365 Finance](#)



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

Dataverse

[Announcing Major Updates to Dataverse + Fabric Integration](#)

[🚨 Permission Update Alert – Dataverse Solutions 🚨](#)

Manage tables

Dataverse
233 of 261 selected ⓘ

D365 Finance & Operations
0 of 0 selected ⓘ

261 results are found after filtering

Filter by keyword 🔍

<input type="radio"/> Table ↑	Name
<input checked="" type="radio"/> Account	account
<input type="radio"/> Action Approval Model	msdyn_flow_actionapprovalmodel
<input type="radio"/> Action Card	actioncard
<input type="radio"/> Activity	activitypointer
<input type="radio"/> Activity File Attachment	activityfileattachment
<input type="radio"/> Activity Party	activityparty
<input type="radio"/> Adx_invitation_invitecontacts	adx_invitation_invitecontacts
<input type="radio"/> Adx_invitation_mspp_webrole_powerpa	

Back Save Cancel

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

AI Builder

[Starting November 1, 2025, we're evolving the way you access and use AI tools in Microsoft Power Platform and Dynamics 365](#)

[Overview of licensing](#)

Learn / Power Platform / AI Builder / [Ask Learn](#) [Focus mode](#)

Overview of licensing

11/01/2025

In Copilot Studio, AI Builder features always consume *Copilot Credits*. Learn more in [Licensing and Copilot Credits](#). In Power Apps and Power Automate, AI Builder features consume either *AI Builder credits* ([Licensing and AI Builder credits](#)), or *Copilot Credits* ([Licensing and Copilot Credits](#)).

AI Builder is licensed on a capacity basis. Building custom and testing models (including prompts) doesn't require AI Builder credits or Copilot Credits. Running them in agents, agent flows, apps, or flows consume these credits.

Important

On November 1, 2025, there are major changes to AI Builder licensing. Starting on this date, AI Builder features in Power Apps and Power Automate can consume both AI Builder credits, or Copilot Credits if there are no available AI Builder credits.

- AI Builder capacity add-ons can only be purchased as a renewal or true-up by existing customers. New customers must purchase Copilot Credits to run AI Builder features.
- AI Builder credits seeded in Power Platform or Dynamics licenses will be removed in November 2026.
- AI Builder trials are discontinued.

[Release Planner: AI Builder Features coming soon](#)

Power BI

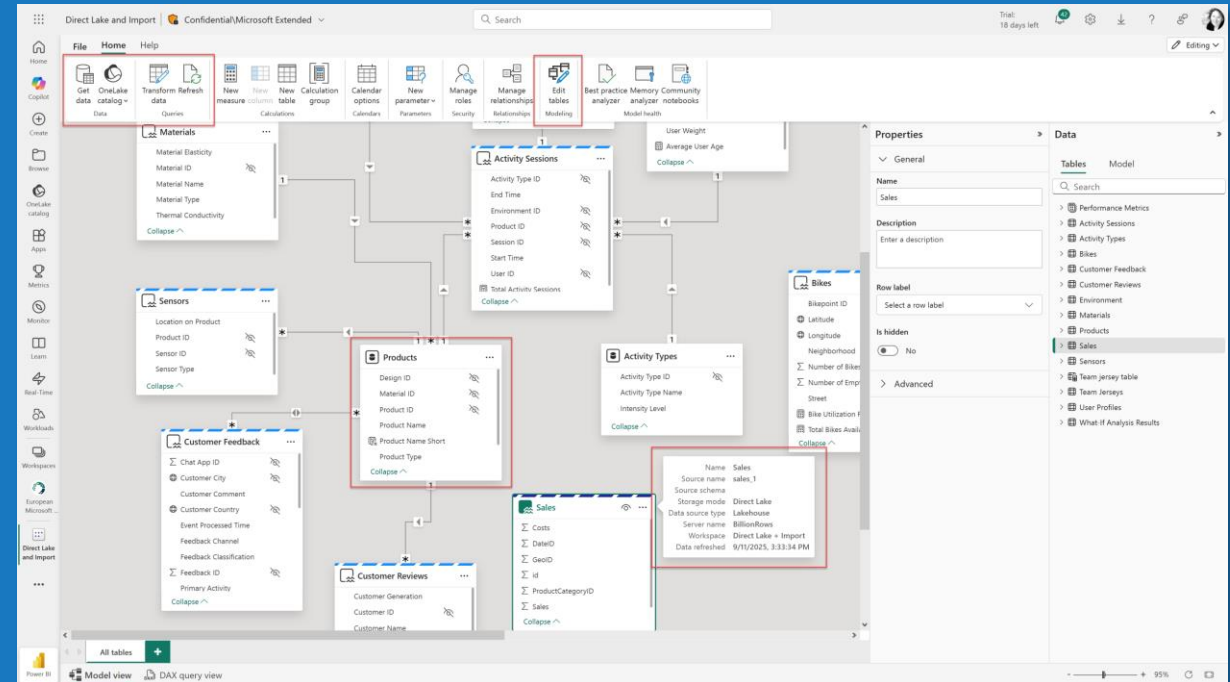
[Introducing Improvements to the Report Copilot in Power BI](#)

[Announcing a new Fabric REST API for connection binding of semantic models](#)

[Empowering our customers to shape the future of data connectivity in Power BI and Microsoft Fabric](#)

[Prep Your Data for AI — Now in the Power BI Service](#)

[Deep dive into composite semantic models with Direct Lake and import tables](#)



[Power BI Roadmap - Features Planned](#)

Power Pages

[Seamlessly Open VS Code Desktop from Power Pages VS Code for the Web with auto-download site code](#)

[Protecting Your Organization with the Phishing Detection Security Agent for Power Pages](#)

Why VS Code Desktop?

Switching to VS Code Desktop unlocks advanced capabilities such as:

- **GitHub Copilot** for AI-assisted coding
- **Configuration file editing** for fine-grained control
- **Develop with Live Preview** for real-time feedback
- **Write and run unit/integration tests** for robust application quality
- Access to a **wide range of extensions** for debugging, linting, and productivity

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

Microsoft Copilot Studio

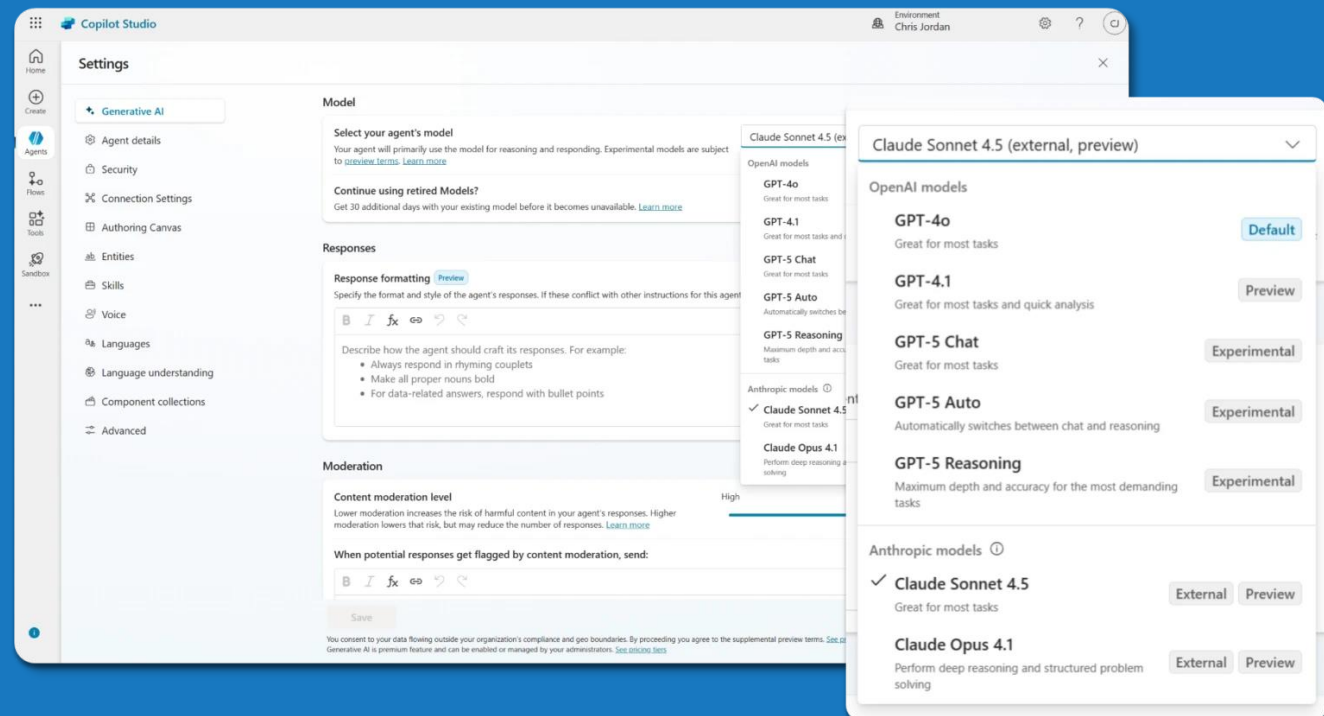
[Adding Custom Headers to MCP Connectors in Copilot Studio](#)

[Deployment Guide-Copilot Studio agent with MCP Server exposed by API Management using OAuth 2.0](#)

[The Custom Engine — CAT's new technical blog](#)

[Microsoft Copilot Studio - Real-time protection during agent runtime](#)

[Available today: Claude Sonnet 4.5 in Microsoft Copilot Studio](#)



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

Documentation & Trainings

Licensing Guides

[Microsoft Dynamics 365 Licensing Guide](#)

[Power Platform Licensing Guide](#)

[Microsoft Copilot Studio Licensing Guide](#)

Appendix K: Change Log

Page(s)	Topic	Change	Action	Date
45	Business Central	Update	Pricing and capacity increase for Business Central Essentials, Premium and Device	November 2025
58	Team Members	Update	Appendix E: Team Members use rights clarified	November 2025
39	Dynamics 365 Agents	New	Dynamics 365 Agents generally available (GA)	October 2025
54	Dynamics 365 Agents	New	Dynamics 365 Agents available in Paid Public Preview	October 2025
10, 11	Commerce	Update	Commerce security role names updated	October 2025
10	Commerce	Update	General subheading added to security roles section	October 2025

Appendix C: Change Log

Page(s)	Topic	Change	Action	Date
Various	AI Builder	Remove	AI Builder End of Sale	November 2025
Various	AI Builder	Update	AI Builder entitlements for existing Power Apps, Power Automate and Dynamics 365 remain available until November 1, 2026.	November 2025
4	How to buy	Update	Updated with Microsoft Partners, Microsoft Sales and Microsoft Online purchasing options	October 2025

Appendix E: Change Log

Page(s)	Topic	Change	Action	Date
30	Code Interpreter	Update	Code Interpreter now generally available (GA)	November, 2025
17-18	Computer Use	Update	Copilot Studio Computer Use now generally available (GA)	November, 2025
29	AI Builder	Update	Text and Generative AI Tools > AI Builder capabilities renamed Copilot Studio AI Tools capabilities	November, 2025
Various	Copilot Studio	New	Copilot Credits Pre-Purchase Plan	October 2025
7,18	Microsoft 365 Copilot	Update	Use rights updated	October 2025
22	Computer Use	New	Computer use in Copilot Studio (Paid Public Preview)	October 2025

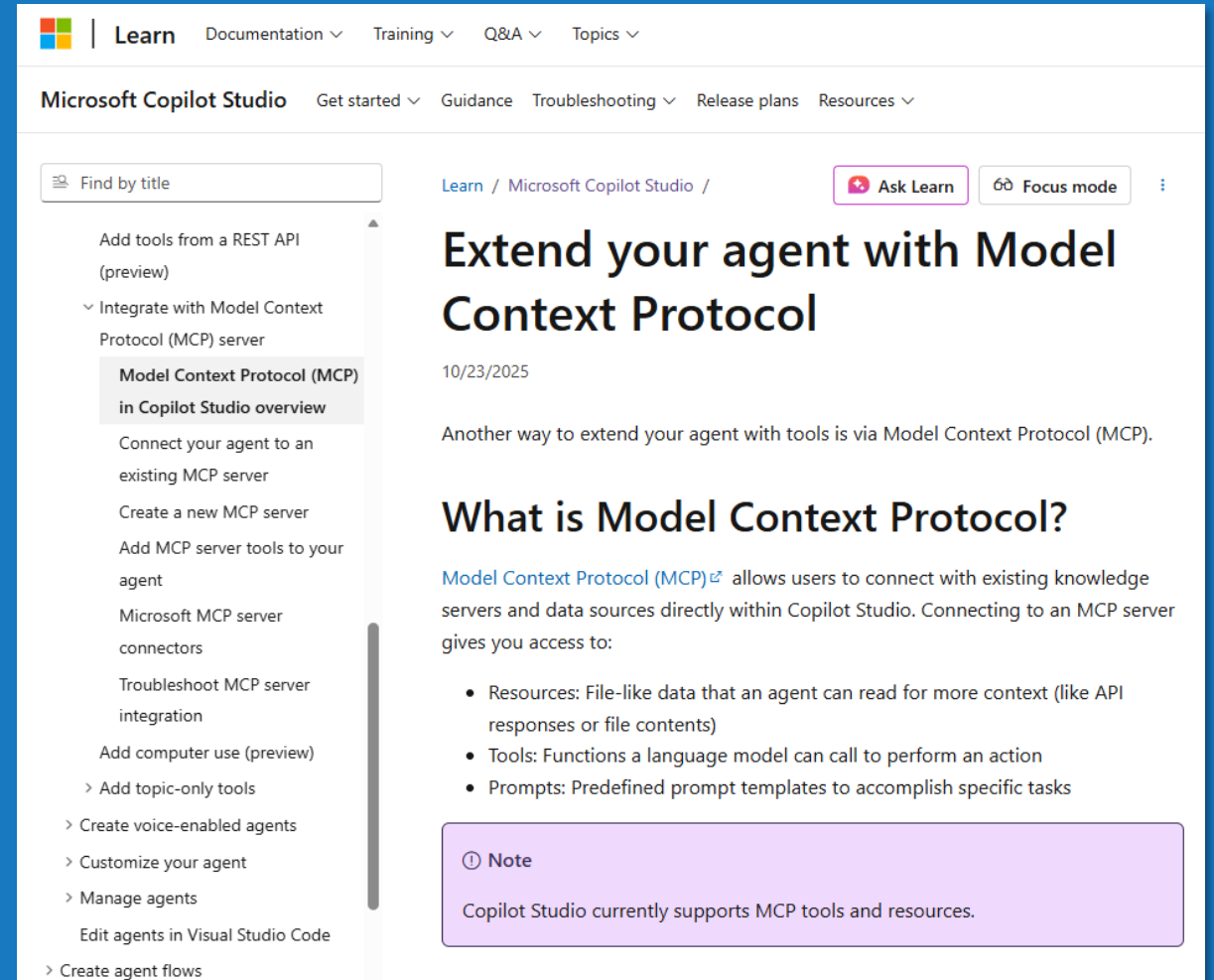
Courseware Title Plan

[Title Plan Update – October 31, 2025](#)

Solution Area	Course Number	Title	Duration
Business Applications	AB-6002	AB-6002: Introduction to finance in Dynamics 365	1 day
Business Applications	AB-6004	AB-6004: Introduction to service in Dynamics 365	1 day
Business Applications	MB-230T01	MB-230T01: Microsoft Dynamics 365 Customer Service	4 day
Business Applications	MB-240T00	MB-240T00: Microsoft Dynamics 365 Field Service	4 day
Business Applications	MB-280T01	MB-280T01: Configure Dynamics 365 customer experience model-driven apps	1 day
Business Applications	MB-280T02	MB-280T02: Empower sellers with Dynamics 365 Sales	2 day
Business Applications	MB-280T03	MB-280T03: Design and deliver powerful customer experiences with Dynamics 365 Customer Insights	1 day
Business Applications	MB-280T04	MB-280T04: Configure a Dynamics 365 customer experience solution	1 day
Business Applications	MB-310T00	MB-310T00: Manage Financial Operations with Dynamics 365 Finance	4 day
Business Applications	MB-330T00	MB-330T00: Conceptualize Supply Chain Management in Microsoft Dynamics 365	5 day
Business Applications	MB-335T00	MB-335T00: Augment advance level Supply Chain Management solutions with Microsoft Dynamics 365	5 day
Business Applications	MB-500T00	MB-500T00: Microsoft Dynamics 365: Finance and Operations Apps Developer	5 day
Business Applications	MB-7005	MB-7005: Create and manage journeys with Dynamics 365 Customer Insights	1 day
Business Applications	MB-7006	MB-7006: Create and manage segments in Dynamics 365 Customer Insights – Data	1 day
Business Applications	MB-700T00	MB-700T00: Microsoft Dynamics 365: Finance and Operations Apps Solution Architect	5 day
Business Applications	MB-800T00	MB-800T00: Manage business solutions with Microsoft Dynamics 365 Business Central	5 day
Business Applications	MB-820T00	MB-820T00: Dynamics 365 Business Central Developer	5 day
Business Applications	MB-910T00	MB-910T00: Introduction to Microsoft Dynamics 365 (CRM)	1 day
Business Applications	MB-920T00	MB-920T00: Introduction to Microsoft Dynamics 365 (ERP)	1 day
Business Applications	PL-200T00	PL-200T00: Microsoft Power Platform Functional Consultant	5 day
Business Applications	PL-400T00	PL-400T00: Microsoft Power Platform Developer	5 day
Business Applications	PL-500T00	PL-500T00: Microsoft Power Automate RPA Developer	5 day
Business Applications	PL-600T00	PL-600T00: Microsoft Power Platform Solution Architect	4 day
Business Applications	PL-7001	PL-7001: Create and Manage Canvas Apps with Power Apps	1 day
Business Applications	PL-7002	PL-7002: Create and Manage Automated Processes by using Power Automate	1 day
Business Applications	PL-7003	PL-7003: Create and Manage Model-Driven Apps with Power Apps and Dataverse	1 day
Business Applications	PL-7008	PL-7008: Create agents in Microsoft Copilot Studio	1 day
Business Applications	PL-900T00	PL-900T00: Introduction to Microsoft Power Platform	2 day

Microsoft Copilot Studio

[Extend your agent with Model Context Protocol](#)



The screenshot shows the Microsoft Copilot Studio documentation page. The top navigation bar includes 'Learn', 'Documentation', 'Training', 'Q&A', and 'Topics'. Below this, the 'Microsoft Copilot Studio' section has links for 'Get started', 'Guidance', 'Troubleshooting', 'Release plans', and 'Resources'. A search bar on the left is labeled 'Find by title'. The left sidebar lists various topics, with 'Model Context Protocol (MCP) in Copilot Studio overview' highlighted. The main content area features the title 'Extend your agent with Model Context Protocol', the date '10/23/2025', and a brief introduction: 'Another way to extend your agent with tools is via Model Context Protocol (MCP)'. A section titled 'What is Model Context Protocol?' explains that MCP allows users to connect with existing knowledge servers and data sources directly within Copilot Studio. A list of three items follows: Resources (file-like data), Tools (functions a language model can call), and Prompts (predefined prompt templates). A purple note box at the bottom states: 'Copilot Studio currently supports MCP tools and resources.'

Learn / Microsoft Copilot Studio /

Extend your agent with Model Context Protocol

10/23/2025

Another way to extend your agent with tools is via Model Context Protocol (MCP).

What is Model Context Protocol?

[Model Context Protocol \(MCP\)](#) allows users to connect with existing knowledge servers and data sources directly within Copilot Studio. Connecting to an MCP server gives you access to:

- Resources: File-like data that an agent can read for more context (like API responses or file contents)
- Tools: Functions a language model can call to perform an action
- Prompts: Predefined prompt templates to accomplish specific tasks

Note

Copilot Studio currently supports MCP tools and resources.

New Certification

[New Certification for architects of
agentic AI business solutions](#)

**Microsoft Certified:
Agentic AI Business
Solutions Architect**

New Exam AB-100 (beta)



Want to know more?

Technical Consultations

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

The screenshot displays the Microsoft Partner Center interface. On the left, a sidebar menu is visible with the following items: 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 contains a table of benefits. A large green arrow points from the table to a button in the bottom right corner.

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](#) (highlighted with a green box)

Thank you!

Next Session:

What's New and
Highlights in Business
Applications

December 4th

