

April 2025

# What's New and Highlights in Business Applications

# On today's call



GONÇALO MIGUÉIS



PEDRO CUSTÓDIO

# Session Objectives

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

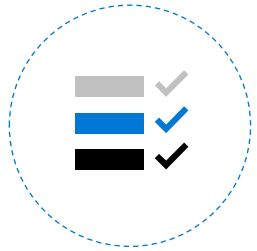
# Agenda

- 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.



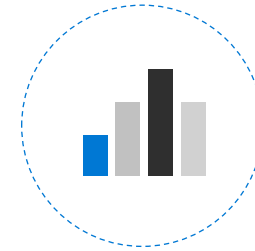
## Build a service or application

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

# Business Central 2025 release wave 1

[General Availability of Business Central 2025 release wave 1 \(version 26\)](#)

[What's new in Business Central 2025 release \(Videos\)](#)

[What's new or changed in Business Central 2025 release wave 1 update 26.0 - Business Central](#)

[Business Central Launch Event –  
Live Opening on April 01, 2025](#)



Watch Business Central 2025 release wave 1 sessions at [aka.ms/BCYouTube](https://aka.ms/BCYouTube)

## Copilot and AI

What's new: Copilot for Sustainability  
What's new: Enhanced Purchase Order matching with Copilot  
Introducing: Sales Order Agent  
Introducing: Payables Agent  
What's new: Summarize with Copilot  
What's new: Autofill fields with Copilot  
What's new: Chat with Copilot in 2025  
What's new: Business Central AI resources  
What's new: Prepare your Copilot extension – practical considerations

## Sustainability Management

What's new: Default sustainability information  
What's new: Post emissions with the General Journal  
What's new: Water and Waste Management  
What's new: Value Chain Automation with Transfer Orders  
What's new: Value Chain Automation with Production Orders  
What's new: Value Chain Automation with Assembly Orders  
What's new: Power BI reports for Sustainability

## Application

What's new: Document Preview in E-Documents  
What's new: E-Documents connectors  
What's new: Enhancements in E-Documents  
What's new: Extending E-Documents with new interface  
What's new: Enhancements in Intrastat  
What's new: Integration with Dynamics 365 Field Service  
What's new: Contoso Demo Tool

## Supply Chain Management

What's new: Cost Adjustment  
What's new in project management: Receive project items with receipts or put-aways  
What's new in manufacturing: Streamline product design  
What's new in manufacturing: Reverse production order transactions  
What's new in manufacturing: Integration to warehouse  
What's new in manufacturing: Order processing  
What's new in manufacturing: Costing  
What's new: Concurrent Inventory Posting

## Ecommerce

What's new in Shopify Connector: Metafields  
What's new in Shopify Connector: Troubleshoot export issues on Shopify Skipped Records page  
What's new: Shopify Connector: Shopify B2B companies and company locations  
What's new in Shopify Connector: Activate sales channels

## Governance and administration

Introducing: Tenant Discovery Endpoint  
Introducing: PTEs in Admin Center  
What's new: Flexible Update Management  
What's new: Customer-Managed Encryption Key  
What's new: Telemetry

## Country and Regional

What's new: E-Documents localizations

## Development

What's new: Power BI embedding (for developers)  
What's new: AL-Go for GitHub on Security  
What's new: AL-Go for GitHub on Build and Performance  
What's new: AL-Go for GitHub on Quality and Testability  
What's new: AL-Go for GitHub on Delivery and Deployment  
What's new: AL-Go for GitHub  
What's new: Server and database  
What's new: Moving tables and fields between AppSource extensions  
What's new: Opening Visual Studio Code from the web client  
What's new: AL language  
Introducing: How to mock outbound http calls for easier testing

## Reporting and data analysis

What's new: Reporting (for developers)  
What's new: Manufacturing analytics (new and updated reports)  
What's new: Manufacturing analytics (updated PBI app)  
What's new in Financial Reporting (for report users)  
What's new in Financial Reporting (for report authors)  
What's new in Financial Reporting (for administrators)  
What's new: Excel reporting (for finance, sales, purchasing, manufacturing, and sustainability)  
Introducing: Discover and explore reports  
What's new: Power BI (for sales)  
What's new: Power BI (for subscription billing)  
What's new: Data analysis

## User Experience

What's new: Business Central user experience and productivity

[BusinessCentral.com](https://BusinessCentral.com)




# New Sales Agents

[Microsoft Dynamics 365 New Sales Agents](#)

  Say hello to the **Sales research agent!**

[Accelerate your journey to AI-first selling with Microsoft AI Accelerator for Sales and new sales agents](#)

[Accelerate your journey to AI-first selling with Microsoft AI Accelerator for Sales and new sales agents](#)

 <b>Sales Chat</b>	 <b>Sales Agent</b>	 <b>Sales Research Agent</b>
<p>Accessed in Microsoft 365 Copilot Chat, Sales Chat enables sales teams to ask questions and query data across web, Microsoft 365 Graph, and CRM datasets using natural language.</p>	<p>Accessed in Microsoft 365, this AI-powered assistant works <b>autonomously 24/7</b> to monitor, research, and prioritize <b>inbound leads</b> within CRM systems like Salesforce and can develop personalized outreach emails based on research and insights.</p>	<p>Available within Dynamics 365 Sales, this deep-reasoning agent delivers <b>actionable recommendations</b> to sales teams by analyzing cross-domain enterprise data from multiple sources.</p>
<p>Paid public preview: May 2025</p>	<p>Paid public preview: May 2025</p>	<p>Paid public preview: April 2025</p>


# New Agents

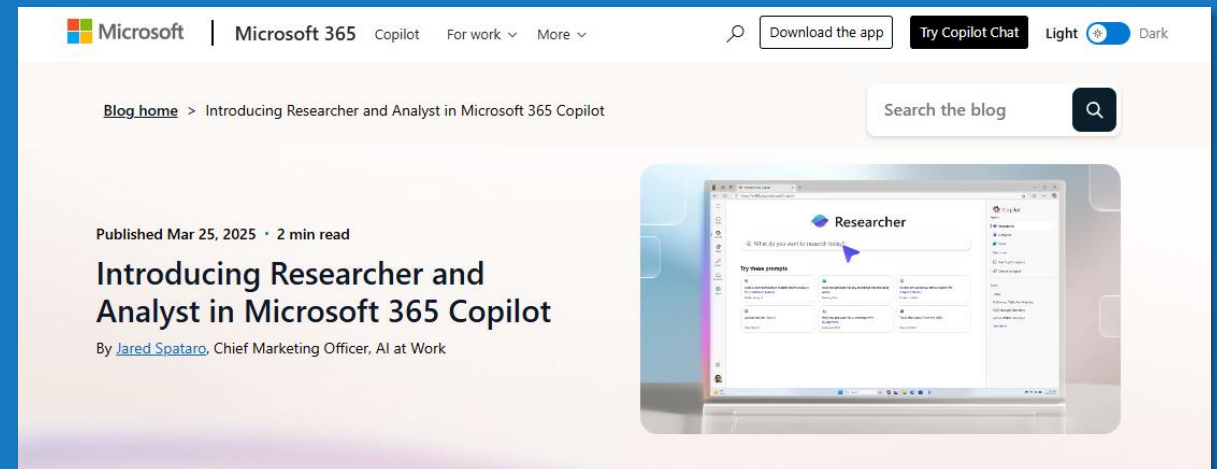
 [3](#) Announcing Deep Reasoning in Copilot Studio Agents ✨

 [4](#) Introducing Agent Flows in Copilot Studio ✨

 [5](#) Autonomous Agents Now Generally Available in Copilot Studio ✨

 [2](#) Microsoft 365 Copilot Introduces Analyst Agent ✨

 [1](#) Microsoft 365 Copilot Introduces Researcher Agent ✨



Introducing Researcher and Analyst in Microsoft 365 Copilot

# Microsoft at 50

[The journey and future of the partner ecosystem](#)

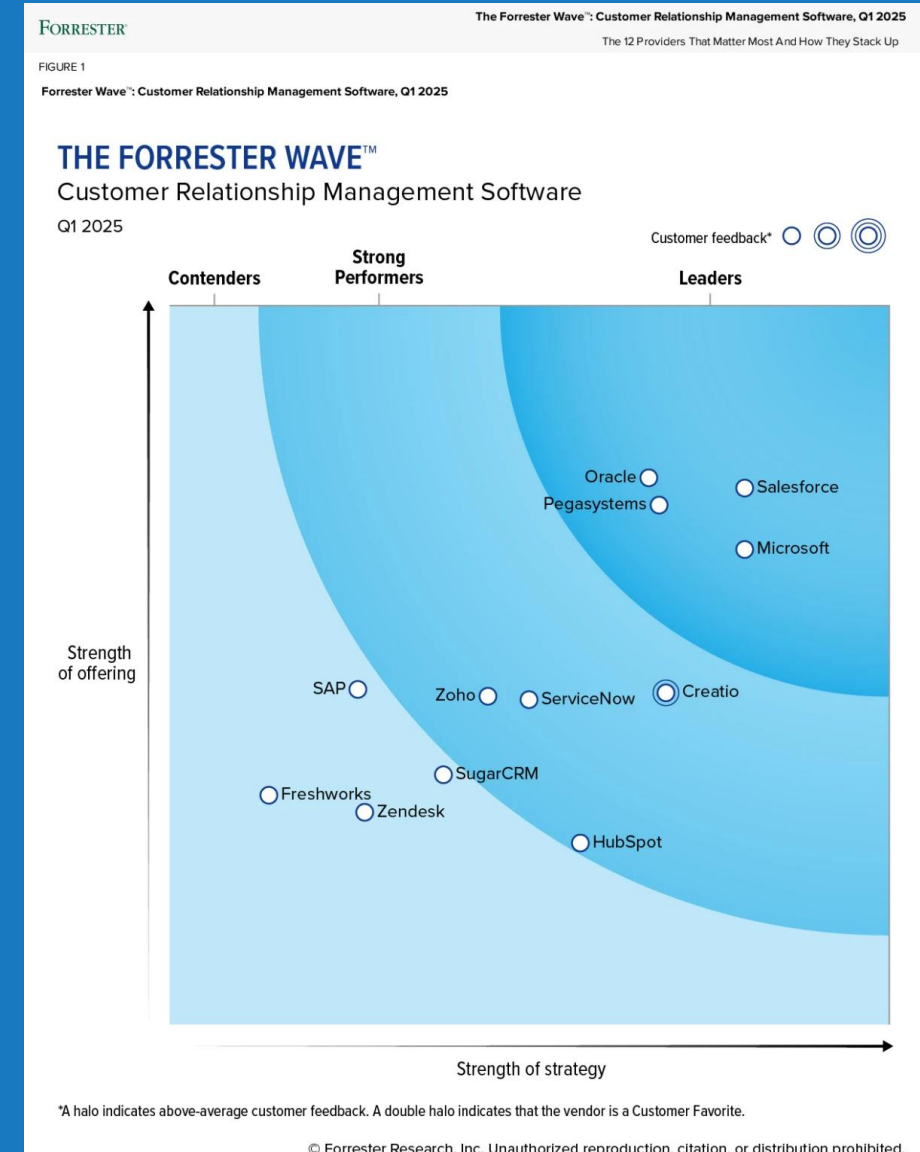
[Microsoft celebrates 50 years](#)



[Microsoft 50th anniversary customer & partner gratitude](#)

# Analyst Reports

Microsoft named a Leader in The Forrester Wave™: Customer Relationship Management, Q1 2025



# Business Applications 2025 Release Wave 1

## [2025 Release Wave 1 Highlights Videos](#)

## [New demos for everyone covering the 2025 Release Wave 1](#)

**2025 Release Wave 1 Recap Highlights**  
Microsoft  
1:40

**2025 Release Wave 1 Highlights**  
by Microsoft Dynamics 365 Community  
Playlist • 16 videos • 1,341 views  
The latest news and updates for the Microsoft 2025 Release Wave for Dynamics 365, Power Platform, ...more  
▶ Play all

**1 2025 Release Wave 1 Recap Highlights**  
Microsoft Dynamics 365 • 1.7K views • 2 weeks ago

**2 Microsoft 365 Copilot for Finance 2025 Release Wave 1 Release Highlights**  
Microsoft Dynamics 365 • 1.4K views • 2 weeks ago

**3 Dynamics 365 Field Service 2025 Release Wave 1 Release Highlights**  
Microsoft Dynamics 365 • 562 views • 2 weeks ago

**4 Dynamics 365 Finance – Business Performance Analytics 2025 Release Wave 1 Release Highlights**  
Microsoft Dynamics 365 • 481 views • 2 weeks ago

**5 Dynamics 365 Business Central 2025 Release Wave 1 Release Highlights**  
Microsoft Dynamics 365 • 1.3K views • 2 weeks ago

**6 Dynamics 365 Customer Insights 2025 Release Wave 1 Release Highlights**  
Microsoft Dynamics 365 • 702 views • 2 weeks ago

**7 Dynamics 365 Supply Chain Management 2025 Release Wave 1 Release Highlights**  
Microsoft Dynamics 365 • 1.1K views • 2 weeks ago

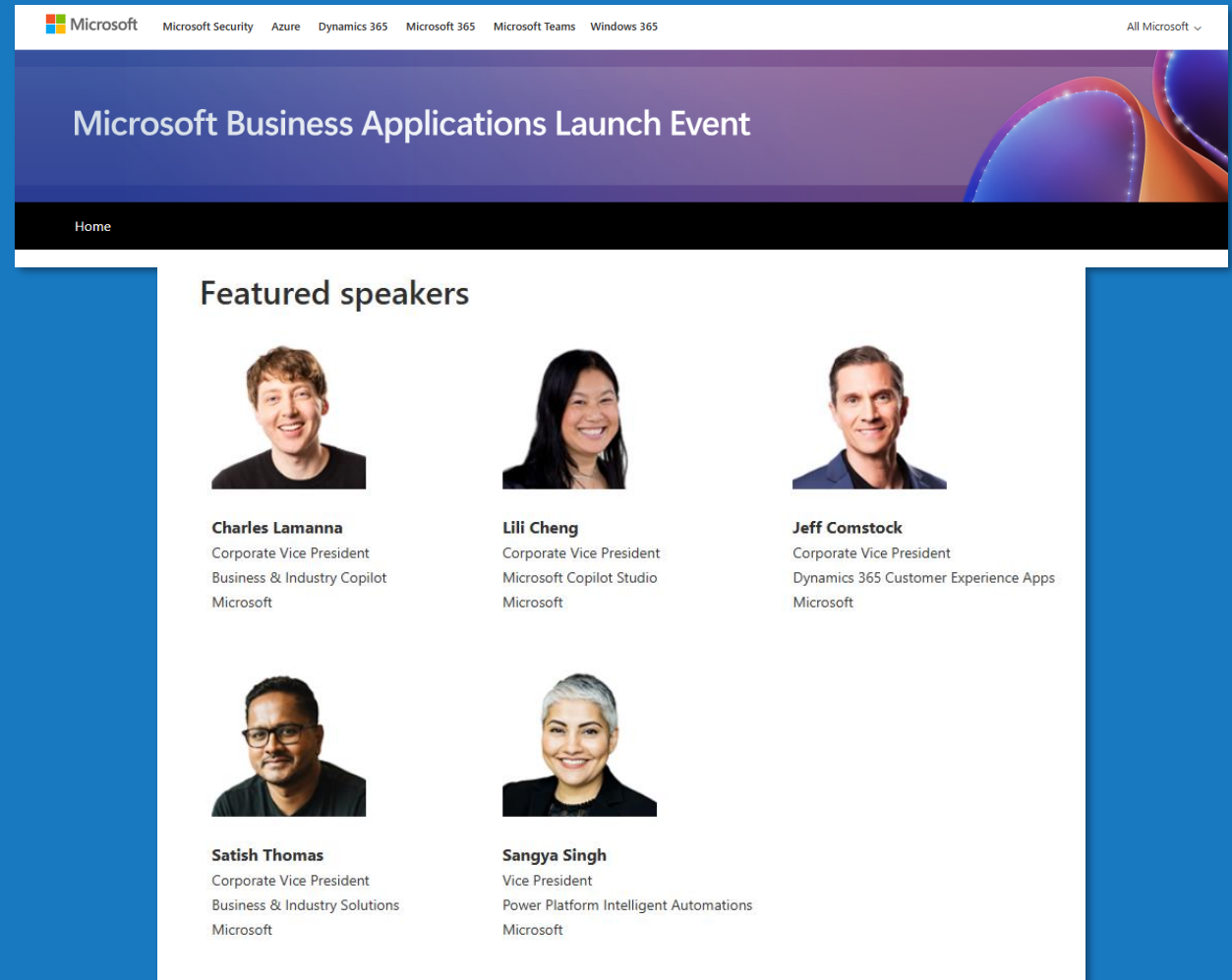
# Events

# Business Applications Launch Event

[Microsoft Business Applications Launch Event](#)

[Business Applications Launch Event is coming](#)

April 30, 2025 | 10:00 AM – 11:15 AM CET (UTC+1)  
April 30, 2025 | 9:00 AM – 10:15 AM PT (UTC-7)  
May 2, 2025 | 12:00 PM – 1:15 PM SGT (UTC+8)




Microsoft Microsoft Security Azure Dynamics 365 Microsoft 365 Microsoft Teams Windows 365 All Microsoft


## Microsoft Business Applications Launch Event

Home


### Featured speakers




**Charles Lamanna**  
Corporate Vice President  
Business & Industry Copilot  
Microsoft




**Lili Cheng**  
Corporate Vice President  
Microsoft Copilot Studio  
Microsoft



**Jeff Comstock**  
Corporate Vice President  
Dynamics 365 Customer Experience Apps  
Microsoft



**Satish Thomas**  
Corporate Vice President  
Business & Industry Solutions  
Microsoft

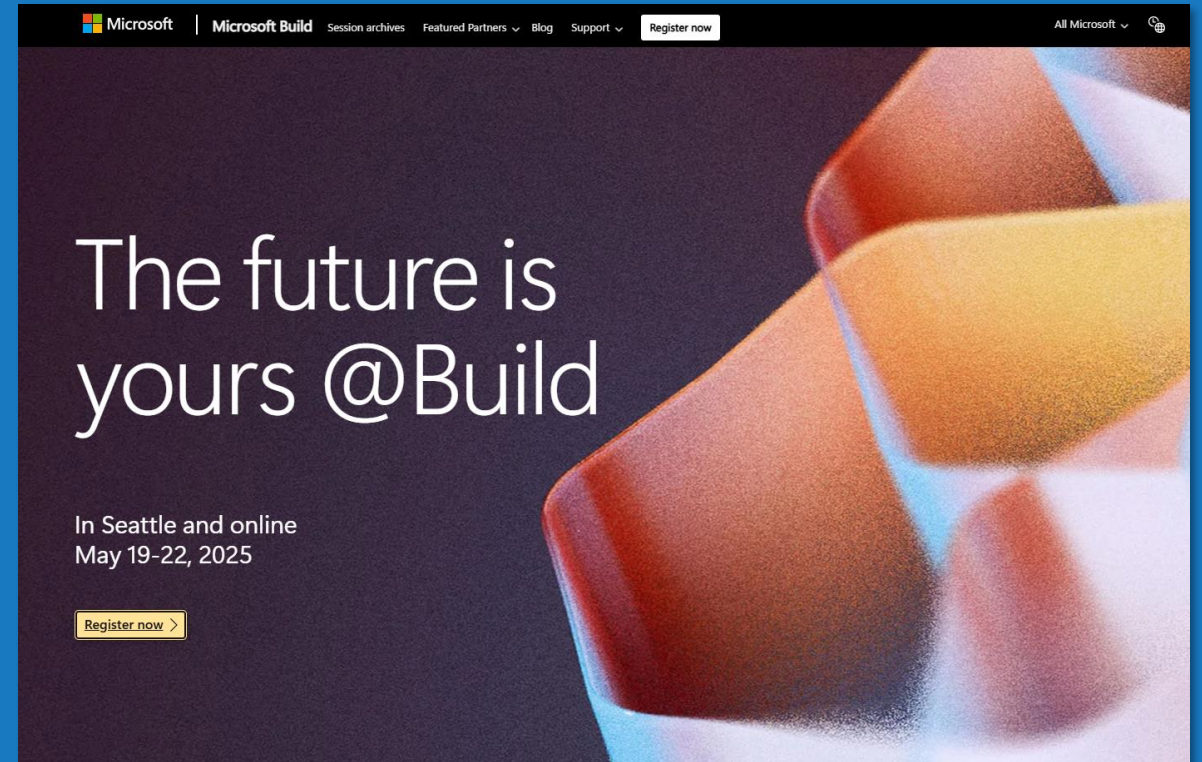


**Sangya Singh**  
Vice President  
Power Platform Intelligent Automations  
Microsoft

# Microsoft Build 2025

[Microsoft Build 2025](#)

May 19-22, 2025  
Seattle and online



# Microsoft Partner FY26 GTM Kickoff Event!

[Microsoft Partner FY26 GTM Kickoff Event](#)


July 22, 2025




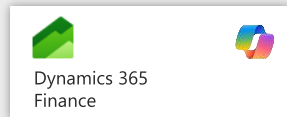
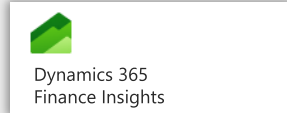
# Technical news

April 2025

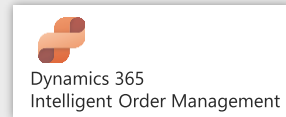
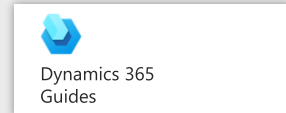
# Microsoft Business Applications

 Copilot features Generally Available

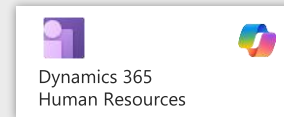
 Copilot announced or in Preview



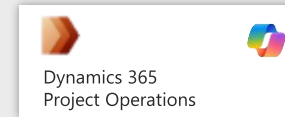
Finance



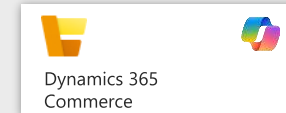
Supply Chain



Human Resources



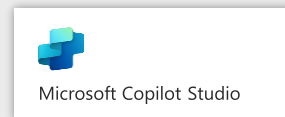
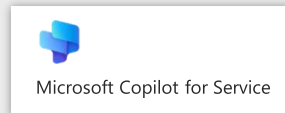
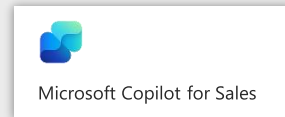
Project Management



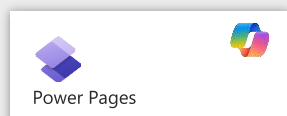
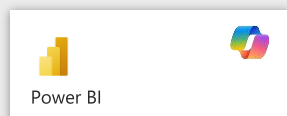
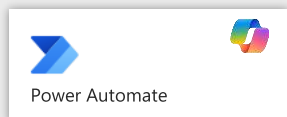
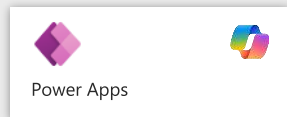
Commerce



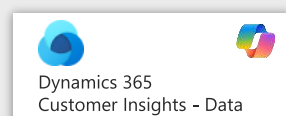
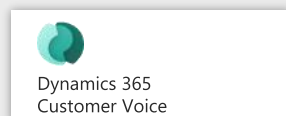
Small & Medium Business



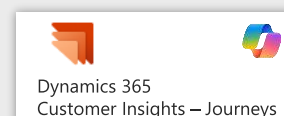
Microsoft Copilot



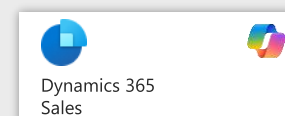
Microsoft Power Platform



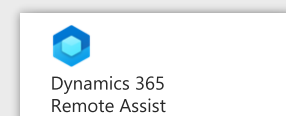
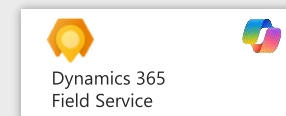
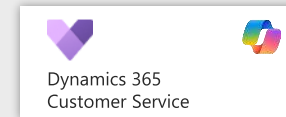
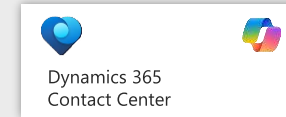
Customer Data Platform



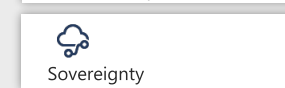
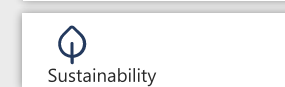
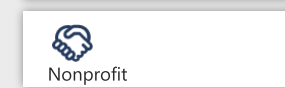
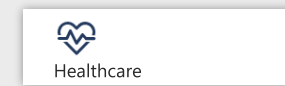
Marketing



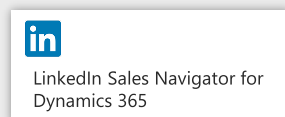
Sales



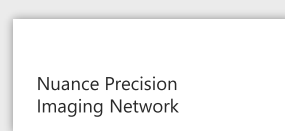
Service



Industry Clouds



LinkedIn



Nuance customer engagement solutions

# Dynamics 365 Sales

[AI-powered sales journeys: Personalization for exceptional customer experiences](#)

With Dynamics 365 and Copilot, organizations are experiencing the following benefits: <sup>1</sup>

- 15% increase in revenue per customer journey.
- 75% time savings on customer journey development.
- 50% reduction in physical marketing spend.

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

# Dynamics 365 Customer Service

[Naming updates to Copilot Service workspace and service representatives](#)

[New naming for Microsoft Dynamics 365 Customer Service product](#)

"AI agent" = autonomous **agents**

"Customer service representative" = **human** consultants

## Renaming

Customer Service workspace  
Contact Center workspace

} Copilot Service workspace

Customer Service admin center  
Contact Center admin center

} Copilot Service admin center

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

# Dynamics 365 Contact Center

[Dynamics 365 Contact Center strengthens patient trust with HIPAA compliance](#)

[Teams Phone extensibility for Dynamics 365 Contact Center](#)

[Teams Phone extensibility for Dynamics 365 Contact Center and certified ISV solutions](#)

We're excited to share that as of March 5, 2025, Microsoft Dynamics 365 Contact Center has officially become **Health Insurance Portability and Accountability Act** (HIPAA) compliant. This significant achievement highlights our dedication to security, privacy, and regulatory standards, particularly benefiting customers in healthcare.

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

# Dynamics 365 Business Central

[Plan and prepare for Dynamics 365 Business Central in 2025 release wave 1](#)

[🚀 Ready for part 2 of 'What's Cooking in Business Central: Sneak Peek into New Financial Reporting Enhancements: Telemetry'](#)

Learn / Dynamics 365 / 2025 release wave 1 plan /



## Plan and prepare for Dynamics 365 Business Central in 2025 release wave 1

Article • 03/13/2025 • 3 contributors

[Feedback](#)

### In this article

- Overview
- Investment areas
- For application administrators
- Get the most out of Business Central

#### 📌 Important

The 2025 release wave 1 plan covers all new functionalities planned to be delivered to market from April 2025 to September 2025. In this article, you'll find the product overview and what's new and planned for **Dynamics 365 Business Central**.


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

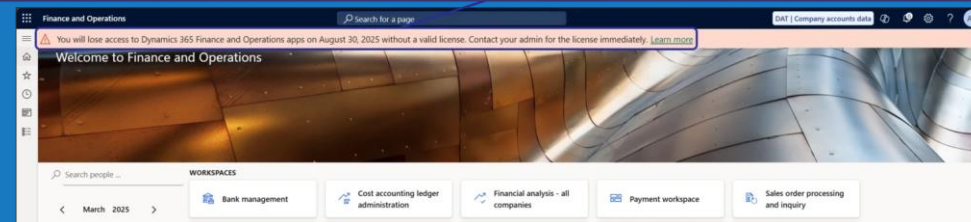
# Dynamics 365 Finance

[Simplifying License Management for Dynamics 365 Finance and Operations: Improved User License Validation](#)

[Creating a AI-Driven Chatbot to Inquire Insights into business data](#)

[Latest enhancements in dual-write pricing for Dynamics 365 Sales and Finance & Operations](#)

 You will lose access to Dynamics 365 Finance and Operations apps on August 30, 2025 without a valid license. Contact your admin for the license immediately. [Learn more](#)



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

# Dynamics 365 Supply Chain Management

[AI-powered retail: 3 reasons to start digitalizing your warehouse in 2025](#)

[Creating a sales order agent for Dynamics 365 Supply Chain Management](#)

[Unlock insights with Business performance analytics in Microsoft Dynamics 365](#)

## Agents: From insight to autonomous action


Many analytics solutions connect data to provide insight, but few connect directly to your ERP system to suggest or even execute next steps. By harnessing AI capabilities within Dynamics 365, you can move from reactive reporting to proactive, autonomous processes.

- **Autonomous monitoring and alerts.** Agents can be created to continuously watch financial performance, supply chain metrics, and workforce signals. Once an anomaly is detected—like unexpected spending spikes or inventory shortfalls—they can alert the right managers in Microsoft Teams or email.
- **Proactive decision assistance.** Instead of diving into massive spreadsheets, managers receive scenario-based recommendations built on historical and real-time data. Agents might suggest renegotiating a vendor contract or reprioritizing marketing spend to optimize ROI.
- **Automated execution.** Imagine your system adjusting procurement orders based on forecasted demand or automatically recommending reallocation of budgets across cost centers. When data reveals that immediate action is needed, Agents can trigger or schedule tasks in Dynamics 365.

[Release Planner: Dynamics 365 Supply Chain Management coming soon](#)

# Power Platform

[Code View is now Generally Available](#)

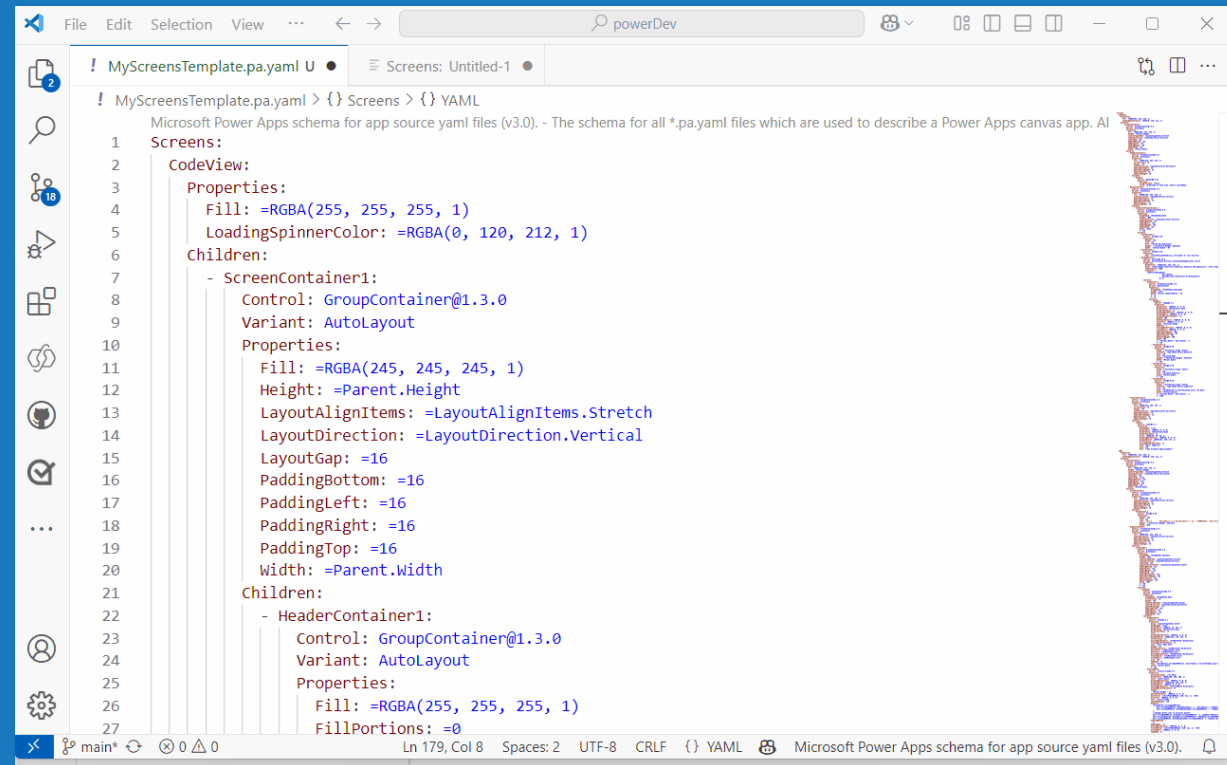
[Power Platform for Admins V2 connector is now generally available in all clouds!](#) 

[Announcing Dynamics 365 / Power Platform Managed Availability](#)

[Use the new and improved Power Platform admin center \(preview\)](#)

[Elevate your Microsoft Power Platform development experience with Power CAT Tools](#)

[Reusable Power Fx Functions in Power Apps & Power Automate](#) 



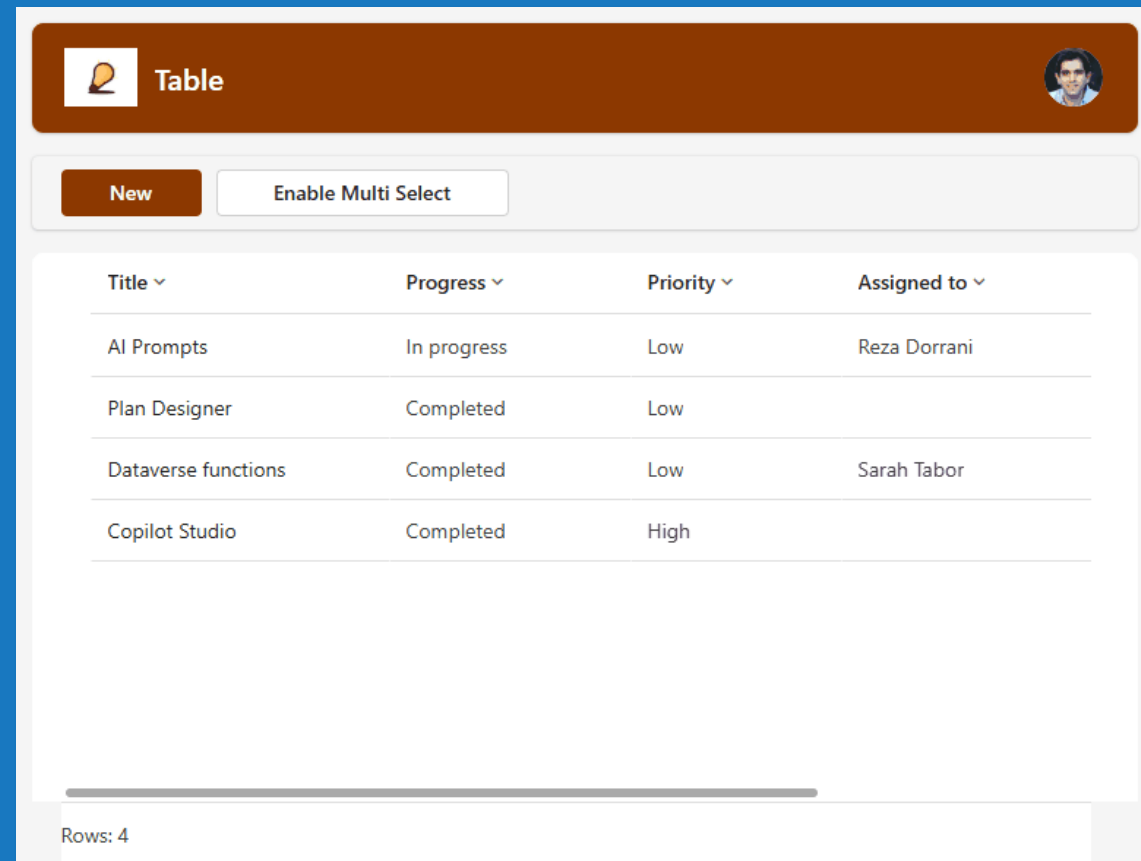
[Power Platform Center of Excellence - Office Hours](#)

# Power Apps

★ [Power Apps TABLE & FORM Control - Beginner's Tutorial](#)

[Unified Theming for Modern Controls & Creator Kit in PowerApps](#)

★ [Learn how to create an Excel-like Editable GRID experience using the Power Apps Gallery with Modern Controls.](#)




Title ▾	Progress ▾	Priority ▾	Assigned to ▾
AI Prompts	In progress	Low	Reza Dorrani
Plan Designer	Completed	Low	
Dataverse functions	Completed	Low	Sarah Tabor
Copilot Studio	Completed	High	

Rows: 4

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

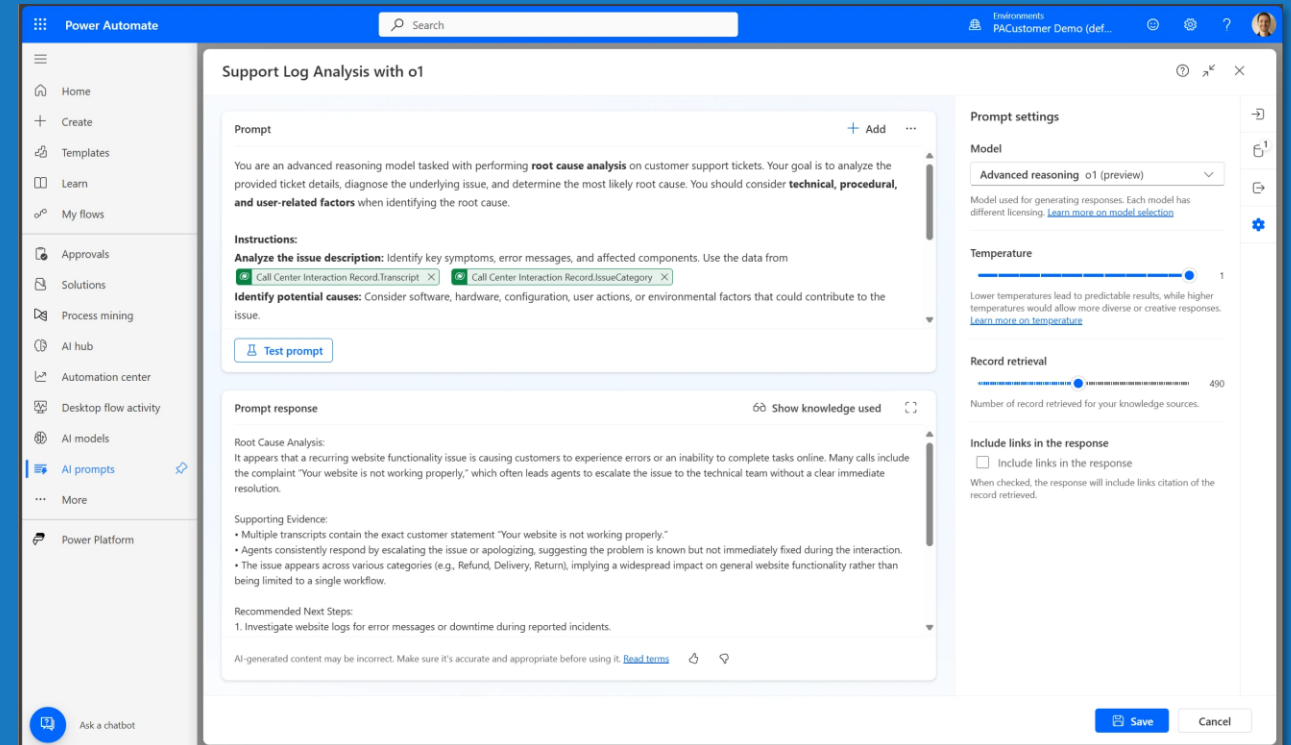
# Power Automate

[Enhanced enterprise automation observability](#)

 [Unlock the Power of Reusable Power Fx Functions in Power Apps & Power Automate!](#)

[Supercharge your Agents and Flows with AI Prompts](#)

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



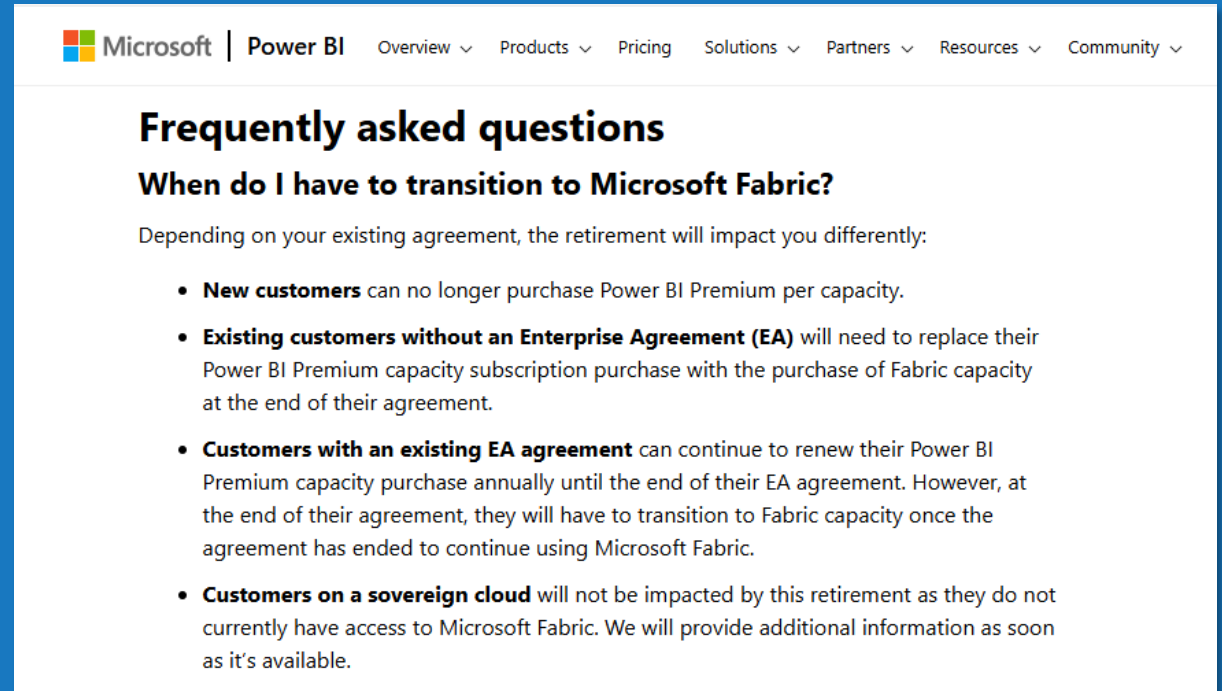
[Release Planner: Power Automate Features coming soon](#)

# Power BI

[Grace period for transitioning from Power BI Premium to Microsoft Fabric](#)

[Upcoming Changes to Power BI Mobile App Support for ADFS 2016](#)

[Power BI DataViz World Championships | 2 Weeks Left to Compete!](#)



The screenshot shows the Microsoft Power BI website. The navigation bar includes the Microsoft logo, 'Power BI', and links for Overview, Products, Pricing, Solutions, Partners, Resources, and Community. The main content area is titled 'Frequently asked questions' and features a section 'When do I have to transition to Microsoft Fabric?'. This section explains that the retirement of Power BI Premium will impact users differently based on their existing agreements. It lists four categories of customers: new customers, existing customers without an Enterprise Agreement (EA), customers with an existing EA agreement, and customers on a sovereign cloud. Each category is followed by a bullet point detailing their transition requirements or status.

Microsoft | Power BI Overview Products Pricing Solutions Partners Resources Community

## Frequently asked questions

### When do I have to transition to Microsoft Fabric?

Depending on your existing agreement, the retirement will impact you differently:

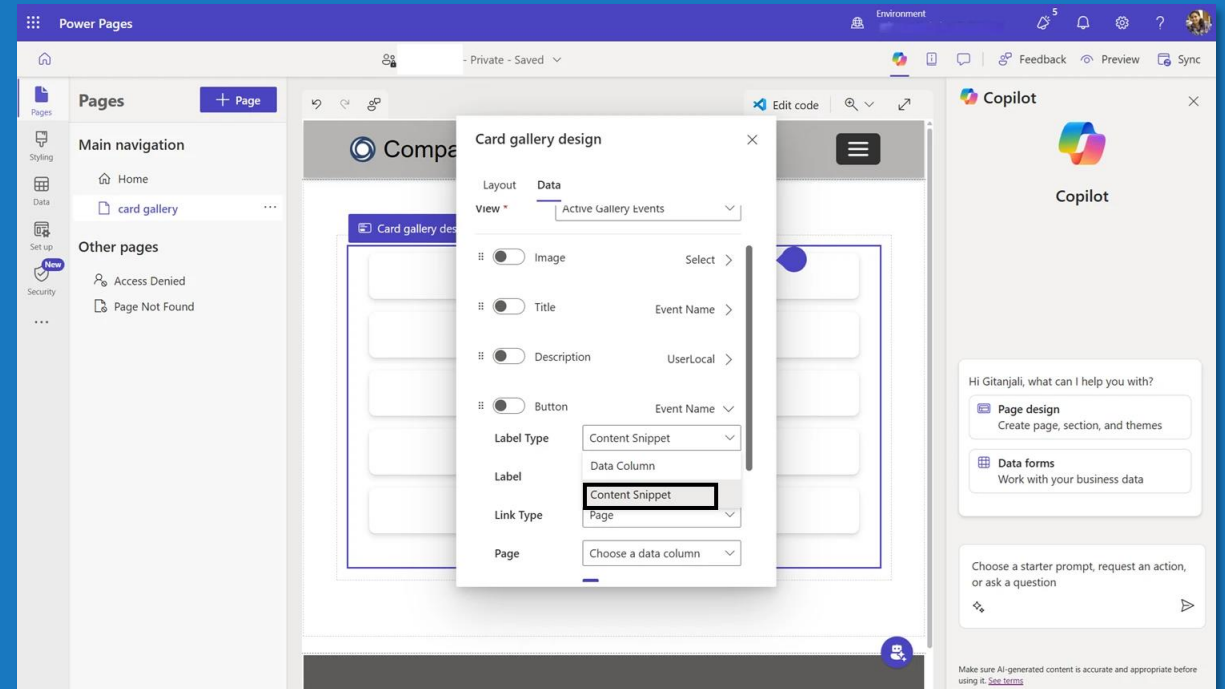
- **New customers** can no longer purchase Power BI Premium per capacity.
- **Existing customers without an Enterprise Agreement (EA)** will need to replace their Power BI Premium capacity subscription purchase with the purchase of Fabric capacity at the end of their agreement.
- **Customers with an existing EA agreement** can continue to renew their Power BI Premium capacity purchase annually until the end of their EA agreement. However, at the end of their agreement, they will have to transition to Fabric capacity once the agreement has ended to continue using Microsoft Fabric.
- **Customers on a sovereign cloud** will not be impacted by this retirement as they do not currently have access to Microsoft Fabric. We will provide additional information as soon as it's available.

# Power Pages

[Announcing General Availability of Card Gallery in Power Pages](#)

[Governance Control in Power Pages: Restrict External Authentication Providers – Now Generally Available!](#)

[Streamlining ALM in Power Pages with Environment Variables for Site Settings](#)



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

# Microsoft Copilot Studio

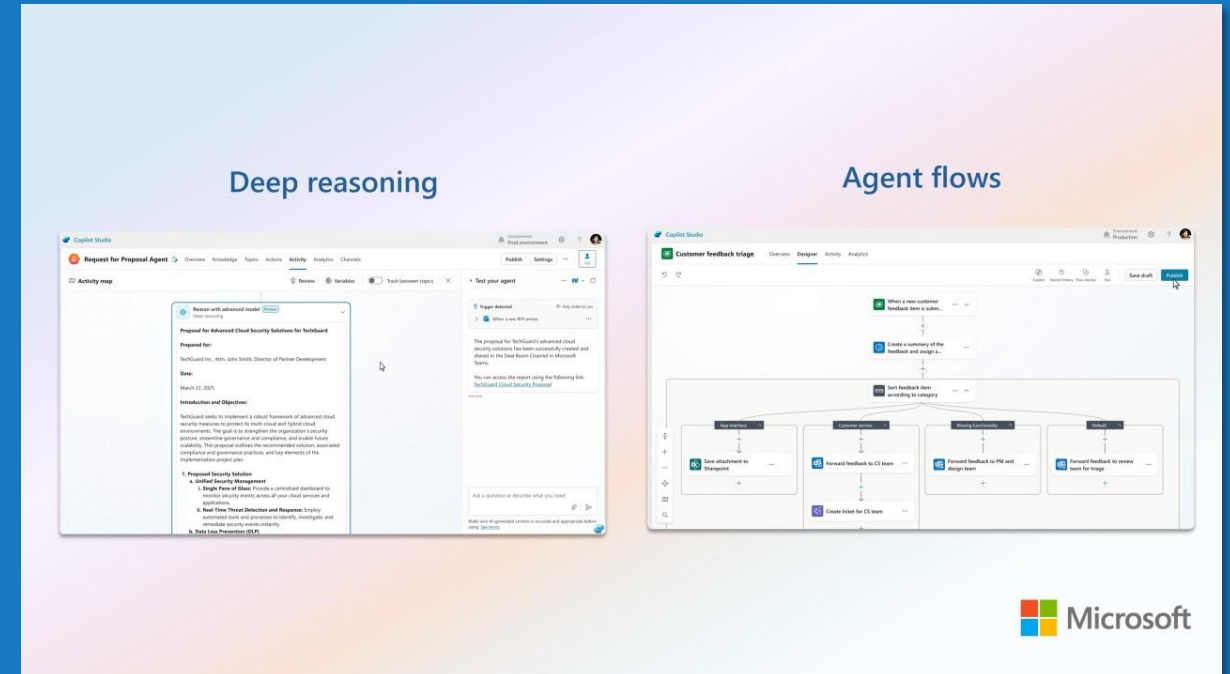
[Unlocking autonomous agent capabilities with Microsoft Copilot Studio](#)

[Introducing deep reasoning and agent flows in Copilot Studio: two new features to help you build smarter agents](#)

[Announcing Model Context Protocol in Copilot Studio](#) ✨

[How to Export an Agent Developed in Copilot Studio](#)

[Publishing, Managing and Securing: Building with Microsoft Copilot Studio](#)



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

# Microsoft Copilot Studio

## ... continued

[Connect and configure an agent for Teams and Microsoft 365](#)

 [Updated pricing for CopilotStudio](#)

[Copilot Studio Licensing Model](#)

[Billing rates and management](#)

Copilot Studio feature	Billing rate	Use in Microsoft 365 Copilot scenarios <sup>1</sup>	Autonomous use
Classic answer	1 message	No charge	N/A
Generative answer	2 messages	No charge	2 messages
Agent action	5 messages	No charge	5 messages
Tenant graph grounding for messages	10 messages	No charge	10 messages
Agent flow actions <i>per 100 actions</i>	13 messages	13 messages	13 messages
AI tools			
- Text and generative AI tools (basic) <i>per 10 response</i>	1 message	1 message	1 message
- Text and generative AI tools (standard) <i>per 10 response</i>	15 messages	15 messages	15 messages
- Text and generative AI tools (premium) <i>per 10 response</i>	100 messages	100 messages	100 messages

<sup>1</sup> Interactive use of classic answers, generative answers, tenant graph grounding and agent actions by authenticated Microsoft 365 Copilot users, in Microsoft 365 apps and services, are included at no extra cost.

[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

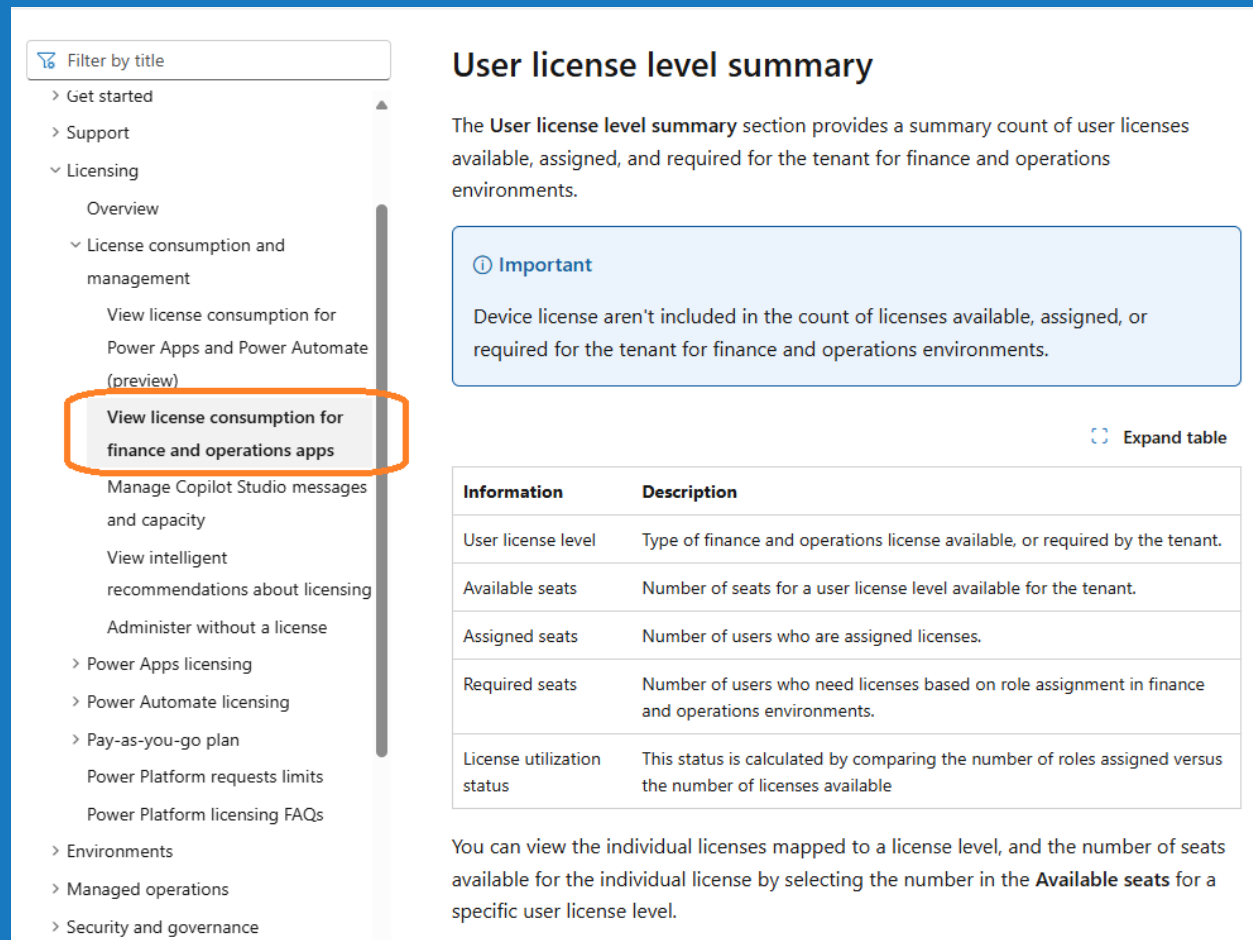
Page	Topic	Change	Action	Date
15	Customer Insights Attach	Update	Eligibility updated/simplified by removing edition specifics from Customer Service and Sales.	April
12	Customer Insights	Update	Customer Insights capacities -Interactions can be sent through out-of-box channels available in Journeys (e.g., emails, SMS, push notifications) or custom channels.	March

## Appendix C: Change Log

Page(s)	Topic	Change	Action	Date
19-20	Copilot Studio	New	Agent actions	April 2025
19-20	Copilot Studio and AI Builder	New	Text and Generative AI Tools	April 2025
27	AI Builder	New	AI prompts, Create text with GPT o1	April 2025
19-20	Copilot Studio and Power Automate	New	Agent flow actions for agent flows	April 2025
19	Copilot Studio	Update	Tenant graph grounding for messages billing rate updated from 30 messages to 10 messages	April 2025
19, 21	Copilot Studio	Update	Zero rating: for Microsoft 365 Copilot Users	April 2025
7, 17, 21	Copilot Studio	Update	Power Automate entitlements included with Copilot Studio message pack licenses	April 2025
7, 21, 30	Managed Environments	New	Copilot Studio for M365 Copilot now features Managed Environments	March 2025

# Licensing Update

## [F&O User license level summary](#)



The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation pane is expanded to 'Licensing', and the 'View license consumption for finance and operations apps' link is highlighted with an orange box. The main content area displays the 'User license level summary' section.

### User license level summary

The **User license level summary** section provides a summary count of user licenses available, assigned, and required for the tenant for finance and operations environments.

**Important**

Device license aren't included in the count of licenses available, assigned, or required for the tenant for finance and operations environments.

[Expand table](#)

Information	Description
User license level	Type of finance and operations license available, or required by the tenant.
Available seats	Number of seats for a user license level available for the tenant.
Assigned seats	Number of users who are assigned licenses.
Required seats	Number of users who need licenses based on role assignment in finance and operations environments.
License utilization status	This status is calculated by comparing the number of roles assigned versus the number of licenses available

You can view the individual licenses mapped to a license level, and the number of seats available for the individual license by selecting the number in the **Available seats** for a specific user license level.

# Finance Agents

[Finance agents documentation](#)

[What's new or changed in Finance agents \(preview\)](#)


Microsoft 365 Copilot for Finance -> Finance Agents

Learn / Microsoft Copilot /

## Finance agents documentation


Discover how to make the most of Finance agents with online training courses, docs, and videos covering product capabilities and how-to articles. Learn how to use Finance agents to surface insights that support strategic decision-making and reduce the time spent on manual, repetitive work.

### About Finance agents

 OVERVIEW

[What are Finance agents?](#)


### Get started

 GET STARTED

[Install Finance agents \(admin-deployed\)](#)


[Install Finance agents \(business user-deployed\)](#)

### Architecture

 OVERVIEW

[Data handling in Finance agents](#)


### Use Finance agents

 HOW-TO GUIDE

[In Excel](#)

[In Outlook](#)

### AI capabilities

 HOW-TO GUIDE

[Financial Reconciliation agent](#)

[Collections in Outlook](#)

# Copilot Studio

## Copilot Studio Partner Demo Resource Guide

Microsoft Copilot Studio

Agent demo resources

Last updated 3/25/25



Recently released customer demos



#autonomous #preview

**Deep reasoning**

Solve more complex business processes by integrating advanced models with your agents.

[Video >](#)



#conversational #GA

**Agent flows**

Supercharge your agents with fixed automation pathways built in Copilot Studio.

[Video >](#)

Build your own custom agent

**Knowledge agents in M365 Copilot**

**Product Knowledge agent (all-up guide)**

[Guide](#)

[Video](#)

+ Alternative demo scenarios

[Guide](#)

Field Service agent

[Video](#)

Due Diligence agent

[Video](#)

Procurement Advisor agent

[Guide](#)

Admin center

[Guide](#)

[Video](#)

**Demo custom agents**

**Conversational agents**

**Customer Service agent (all-up guide)**

[Guide](#)

[Video](#)

Feature deep dive: Knowledge

[Video](#)

Feature deep dive: Analytics

[Video](#)

**Autonomous agents**

**IT Helpdesk agent (all-up guide)**

[Video](#)

Mergers & Acquisitions agent

[Script](#)

[Click-thru](#)

[Video](#)

Logistics Support agent

[Script](#)

[Click-thru](#)

[Video](#)

Project Intake agent

[Script](#)

[Click-thru](#)

[Video](#)

Engagement Management agent

[Click-thru](#)

[Video](#)

Customer Service agent

[Click-thru](#)

[Video](#)

Supply Chain agent

[Video](#)

**Agent security & governance**

DLP

[Video](#)

Telemetry

[Video](#)

Securing and auditing

[Video](#)

Agent inventory

[Video](#)

Purview

[Video](#)

Securing with Power Platform Admin Center

[Video](#)

Environment groups and routing

[Video](#)

**Showcase of features in preview**

**Azure AI Foundry integration**

Azure AI Search as Knowledge


[Video](#)

Bring your own Azure model

[Video](#)

40

# Trainings: Agents

 [The Agent Lab is back – and we're going bigger](#)



Microsoft

## The Agent Lab

Session 1 - 3. April 2025  
**Build your own agent with Copilot Studio**

Session 2 - 10. April 2025  
**A conversation on intelligent apps with Ryan Cunningham, CVP Power Platform**



Session 3 - 17. April 2025  
**The power of building agents in Azure AI Foundry**




The poster features a dark background with a glowing, wavy, grid-like pattern in shades of purple and blue at the bottom.

# Microsoft Copilot Studio Webinars

[Microsoft Power CAT AI Webinars](#)


Microsoft  
Power Customer Advisory Team

  
 **AI WEBINARS**  
INTERACTIVE VIRTUAL SERIES

 Starting March 5th  9 AM PST / 12 PM EST / 5 PM GMT  60-90 minute sessions

# Power Platform Solution Assessment (preview)

[Power Platform Solution Assessment \(preview\)](#)


[Learn](#)
[Discover](#)
[Product documentation](#)
[Development languages](#)
[Topics](#)

[Assessments](#)
[FAQ & Help](#)


[Learn](#) / [Assessments](#) / [Browse](#) /

MICROSOFT ASSESSMENTS

## Power Platform Solution Assessment (preview)


This review offers a comprehensive assessment, covering every aspect of the solution, from functionality and user experience to its alignment with overall business goals. While not all questions are required, it is advised to answer as many as possible to achieve the...

[Start Assessment](#)




**Length of assessment**

60



**Format**

Multiple choice and multiple response questions.



**Results**

Receive curated and personalized [guidance](#) that fits your specific scenarios.

**Recommendations for your workload**

Activate tools to consider engineering to improve your workload across the four pillars of the Microsoft Azure Well-Architected Framework.

**Your overall results**

**Success** Almost there. You have some more to improve but you are on track. Review the recommendations to see what actions you can take to improve your results.

CRITICAL 2.00    MODERATE 18.47    NEEDS ATT 11.53    **Your result: 44/700**

**Categories that influenced your results**

Cost Optimization    Azure Machine Learning    CRITICAL

Cost Optimization    CRITICAL

Cost Optimization    CRITICAL

[Ready to Go](#)

Learn how to improve your Cost Optimization using a PowerShell script.

**Your overall results**

CRITICAL 2.00    MODERATE 18.47    NEEDS ATT 11.53    **Your result: 44/700**

**Categories that influenced your results**

Cost Optimization    Azure Machine Learning    CRITICAL

Cost Optimization    CRITICAL

Cost Optimization    CRITICAL

**TAKE ACTION**

### Improve your score over time

After completion of assessment, you will receive pragmatic recommendations based on your specific needs. Over time, you can improve your score by following these personalized recommendations.

[See results example](#)

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 navigation 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)

