



# Microsoft Business Applications strategy and Business Central 2024 Wave 1 And a tiny bit of Copilot

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# Business Applications and Business Central Online Strategy

# Microsoft Cloud



Industry-specific components

A row of eight blue icons representing various industry-specific components, including a heart, a cloud, a hand holding a heart, a person in a circle, a gear, a refresh symbol, a person with a checkmark, and a document.

Microsoft 365

A row of five icons representing Microsoft 365 applications: Teams (T), Outlook (O), Word (W), Excel (X), and PowerPoint (P).

Dynamics 365

A row of three icons representing Dynamics 365 applications: a network diagram, a document, and a cloud.

Developer Tools

A row of two icons representing Developer Tools: GitHub and Visual Studio.

Power Platform

A row of four icons representing Power Platform applications: a bar chart, a diamond, a blue arrow, and a speech bubble.

Microsoft Azure

A row of six icons representing Microsoft Azure services: a cloud, a green circle, a blue cube, a blue triangle, a cloud with a gear, and a globe.

Identity, security, management, and compliance

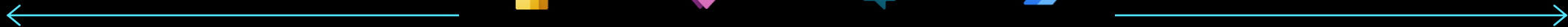
# Microsoft Business Applications

Finance and operations (ERP)

Customer Engagement (CRM)



Mixed Reality



Power Platform



Power BI



Power Apps







Power Virtual Agents




Power Automate

# Microsoft Copilot empowering your business



## Unlock Productivity across your organization

Persona	Copilot	Scenario	Availability	Blogs	Demo/Video
 Knowledge Workers	Microsoft Copilot	I want to introduce my entire organization to generative AI without putting my company data at risk—allowing employees to get answers, summarize documents, or generate images and text in Windows, Edge, Bing, and the Copilot mobile app	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot for Microsoft 365	I want to bring Copilot to my entire organization to use AI-powered chat with secure access to organizational graphs and access Copilot across all M365 apps.	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot for Dynamics 365 Project Operations	I want to rapidly create new project plans for new engagements in minutes, instead of hours, simply by describing details of the project using natural language.	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot for Dynamics 365 Finance	I want collections managers to have quick access to credit and payment history so they can prioritize and personalize customer communication, helping to increase successful collection rates and proactively keep customers in good standing.	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot for Dynamics 365 Supply Chain	I want to efficiently handle changes to purchase orders at scale and assess the impact and risk to help optimize procurement decisions.	Public Preview	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot in Microsoft Viva	I want to accelerate workforce insights and actionable OKR development, automate processes, and boost employee engagement with next-generation AI	Limited Preview		
 Customer Service	Microsoft Copilot for Service	I want to modernize my contact center to enhance service experiences and boost agency productivity.	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot in Dynamics 365 Customer Service	I want to level up my customer care by generating contextual responses to customer questions and quick access to case resolution expertise with AI assistance.	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot in Dynamics 365 Field Service	I want to help frontline service workers spend less time on repetitive tasks and more time focused on customers by using AI to prepopulate data in work orders.	Generally Available	<a href="#">LINK</a> ; <a href="#">LINK</a>	<a href="#">LINK</a> ; <a href="#">LINK</a>
 Sales	Copilot in Dynamics 365 Customer Insights	I want to use generative AI to generate insights about customers and curate highly personalized, targeted customer segments using natural language dialogue.	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a> ; <a href="#">LINK</a>
	Microsoft Copilot for Sales	I want to transform the way sellers work by automating and simplifying tasks, personalized customer interactions, and maintain selling focus.	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a> ; Guided: <a href="#">LINK</a>
 Data Professionals	Copilot in Dynamics 365 Sales	I want to help sellers prioritize ROI-generating tasks by reducing mundane work with AI assistance for email replies, meeting prep, and information tracking.	Generally Available	<a href="#">LINK</a>	
	Copilot in Microsoft Fabric	I want an AI assistant to help my data professionals analyze and visualize data using natural language.	Public Preview	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot in Power BI	I want to use AI to illuminate hidden patterns, opportunities, and anomalies in my data.	Public Preview	<a href="#">LINK</a>	<a href="#">LINK</a>

## Safeguard your business

Persona	Copilot	Scenario	Availability	Blogs	Demo/Video
 Security Analysts	Microsoft Copilot for Security	I want a generative AI-powered security solution that helps increase the efficiency and capabilities of defenders to improve security outcomes at machine speed and scale.	Early Access Program	<a href="#">LINK</a>	<a href="#">LINK</a>

## Build and extend your AI capabilities

Persona	Copilot	Scenario	Availability	Blogs	Demo/Video
 IT Professionals	Microsoft Copilot for Azure	I want to use generative AI to help users gain new insights into their workloads, unlock untapped Azure functionality, and orchestrate tasks across cloud & edge.	Public Preview	<a href="#">LINK</a>	
	Microsoft Copilot Studio	I want to gain greater control and efficiency by authoring responses to predictable scenarios within Copilot for Microsoft 365 and/or create custom Copilots and GPTs by incorporating my data and plugins.	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot in Power Apps	I want to build enterprise-grade applications faster and more easily with generative AI.	Public Preview	<a href="#">LINK</a>	<a href="#">LINK</a>
	Copilot in Power Automate	I want to build, edit, and extend workflows using natural language and get help from AI powered chat.	Public Preview	<a href="#">LINK</a>	<a href="#">LINK</a>
 Developers	Copilot in Power Pages	I want to revolutionize my web development experience by leveraging AI to generate text, build detailed forms, and chatbots—all in a matter of minutes.	Private Preview	<a href="#">LINK</a>	<a href="#">LINK</a>
	GitHub Copilot	I want to provide my developers contextualized assistance throughout the software development cycle in several languages.	Generally Available	<a href="#">LINK</a>	<a href="#">LINK</a>
	GitHub Copilot X	I want to enhance GitHub Copilot with a more personalized experience by bringing in chat and voice interfaces, pull request support, and the ability to get answers on documents.	Private Preview	<a href="#">LINK</a>	<a href="#">LINK</a>
	Build your own copilot with Azure AI Studio	I want to build, evaluate, and deploy my AI solutions securely and responsibly all within one space.	Public Preview	<a href="#">LINK</a>	<a href="#">LINK</a>

# Business Central online momentum

**30,000+**

Customers

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**5000+**

Apps on AppSource

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**155**

# countries where Business Central  
online is available

# Why Business Central?



## Core functionality

Finance, supply chain management

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## Ease and speed of implementation

Business is changing faster than ever and SMBs need agility

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## AI and Collaboration

The lines between productivity, communication, and business applications are blurring

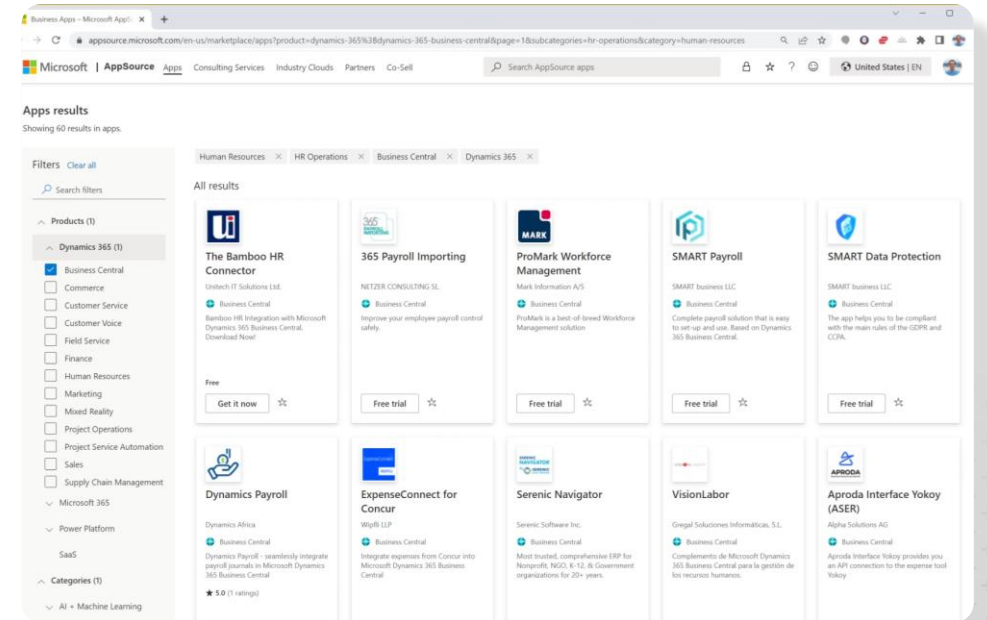
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Reliability, performance, security, compliance, and scale

# Business Central differentiation: Core functionality

Global core ERP capabilities in the SMB segment without customization through a unique combination of built-in features and rich ISV ecosystem





# Business Central differentiation: AI and Collaboration

Unmatched experiences built on the broad Microsoft ecosystem



Microsoft 365



Business Central



Power Platform



Microsoft Dynamics 365 Copilot



# Business Central Ideas



**We listen  
and  
we deliver**

**67**

Ideas delivered  
on average pr. release

**27%**

Votes represented by  
Delivered ideas

**<https://aka.ms/bcideas>**

# New version 2024 Wave 1

## Plan and prepare for Dynamics 365 Business Central in 2024 release wave 1

Article • 02/15/2024 • 4 contributors

 Feedback

### In this article

Overview

Investment areas

For application administrators

Get the most out of Business Central

### Important

The 2024 release wave 1 plan covers all new functionalities planned to be delivered to market from April 2024 to September 2024. In this article, you'll find the product overview and what's new and planned for **Dynamics 365 Business Central**.

<https://aka.ms/bcreleaseplan>

# Business Central Videos

**Microsoft Dynamics 365 Business Central**  
@MicrosoftDynamics365BC · 7.090 abonnenter · 115 videoer

Microsoft Dynamics 365 Business Central is a comprehensive business management solu... >

[dynamics.microsoft.com/en-us/business-central/overview](https://dynamics.microsoft.com/en-us/business-central/overview) og 4 links mere

Abonnerer

Start Videoer Live Playlister Fællesskab

**Conversational Chat using Copilot in Dynamics 365 Business Central** · 1.463 visninger · for 4 måneder siden

Available in early 2024, conversational chat using Copilot in Dynamics 365 Business Central helps you answer questions quickly and easily, locate records faster, and even learn new skills—all...

**What's new in 2024 release wave 1** ▶ Afspil alle

Microsoft Dynamics 365 Business Central 2024 release wave 1 is live! Discover what's new in this release here and register on <https://aka.ms/BCLE> to participate in the live opening session and liv...

- [aka.ms/BCLE](https://aka.ms/BCLE) 0:39
- What's new: Business Central Integration with Power Platform 19:45
- What's new: Using Power Pages with Business Central 17:36
- What's new: Business Central Integration with Dataverse 40:59
- Introducing Sustainability in Business Central 27:31
- What's new: E-Documents 36:23

<https://aka.ms/BCYoutube>



# Business Central 2024 Wave 1

# Dynamics 365 Business Central

## 2024 release wave 1 investment areas

### Core functionality

#### Finance

- G/L – Currency revaluation
- A/R & A/P
- Regulatory (1099 submission)

#### Reporting

- More 'Out of the box' reports
- Discover report and data analysis easily
- **Sustainability journals**

#### Supply chain

- **Field Service integration**
- Shopify B2B
- Service management improvements
- **Jobs -> Project**

### AI and collaboration

#### Generative AI

- Map e-documents with Copilot
- **Chat with Copilot**
- **Create sales lines with Copilot**
- **Generate analysis tabs with Copilot**
- **Ask Copilot for help about fields**
- Development Tools for Copilot

#### Microsoft 365 Integration

- Improved discoverability and usability

### Ease and speed of implementation

#### Geographic expansion

- Additional countries

#### User experience

- Intuitive error messages
- Sharing error messages
- Drag and drop multiple files

#### Power Platform

- Start creating Power Automate flows with Copilot
- Power BI dashboards for core ERP
- More data and business events exposed

### World class service

#### Fundamentals

- Performance
- Scalability
- Reliability
- High Availability

#### Efficient development

- **Easy testing with Page Scripting**
- Drag & Drop API for AL
- Prompt dialog improvements
- Easier refactoring of apps
- AppSource improvements
- AL Go: No friction in testing app dependencies

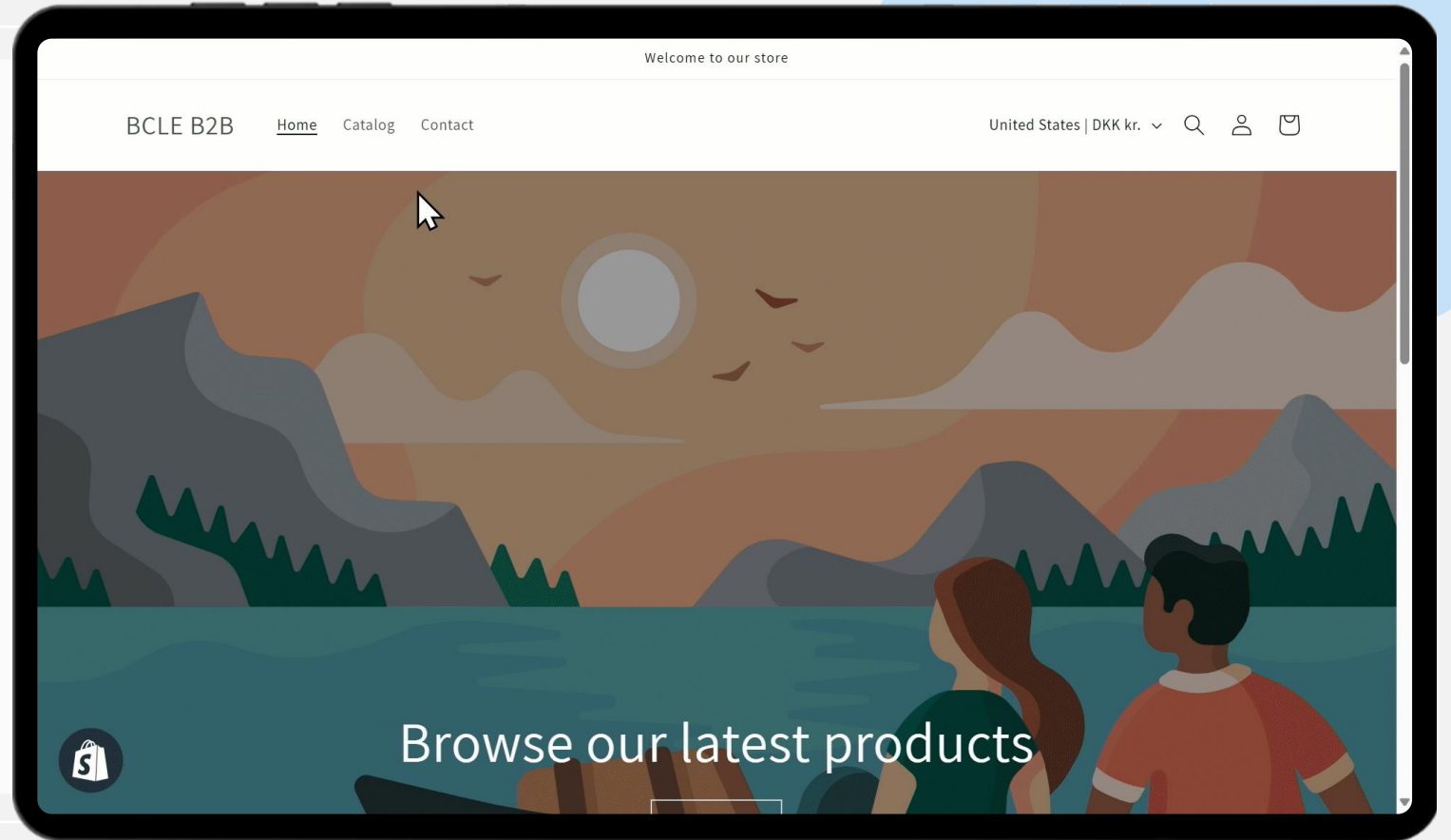
#### Administration

- More granular access to environments
- Advanced data privacy: CMK and Lockbox
- Auditing in M365

# Core Functionality

## Connect Business Central with Shopify B2B

Streamline B2B operations by managing multiple buyers and groups, offer different pricing and discounts.



# Core Functionality

## Field Service integration

Reduce inventory costs, improve service and invoicing. Product and resource information consistency .

The screenshot displays the Dynamics 365 Business Central interface for 'CRONUS USA, Inc.' in the 'Assisted Setup' section. A modal dialog titled 'Dynamics 365 Field Service Integration Setup' is open, providing instructions for connecting to a Field Service solution. The dialog includes a 'Field Service URL' field with the value 'https://org30347947.crm.dynamics.com' and 'Next' and 'Finish' buttons.

**Dynamics 365 Field Service Integration Setup**

Welcome to Dynamics 365 Field Service Connection Setup

You can set up a Dynamics 365 Field Service connection to enable seamless coupling of data.

Start by specifying the URL to your Dynamics 365 Field Service solution, such as `https://mycrm.crm4.dynamics.com`

Field Service URL: `https://org30347947.crm.dynamics.com`

Once coupled, you can work with and synchronize data types that are common to both services, such as work order products, work order services, customer assets and bookable resources, and keep the data up-to-date in both locations.

Buttons: Back, Next, Finish



# Core Functionality

## Sustainability tracking

Measure your sustainability impact with Business Central.

Dynamics 365 Business Central

CRONUS USA, Inc. | Finance | Cash Management | Sales | Purchasing | Shopify | All Reports

Customers | Vendors | Items | Bank Accounts | Chart of Accounts | Chart of Sustainability Accounts

Get started

Hi, meet Business Central!

You're all set to try out our demo company, Cronus. Go explore on your own, or take a quick tour first.

Show demo tours

Activities

Sales This Month \$8,932 > See more	Overdue Sales Invoice Amount \$63,890 > See more	Overdue Purch. Invoice Amount \$49,422 > See more	Sales Invoices Predicted Overdue 0 > See more
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Ongoing Sales

Sales Quotes 2 >	Sales Orders 9 >	Completely Re... from Stock 0 >	Sales Invoices 6 >
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Ongoing Purchases

Purchase Orders 14 >	Ongoing Purc... Invoices 3 >	Purch. Invoices... Next Week 0 >
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Payments

Unprocessed Payments 1 >	Average Collec... Days 5.9 >	Outstanding V... Invoices 15 >
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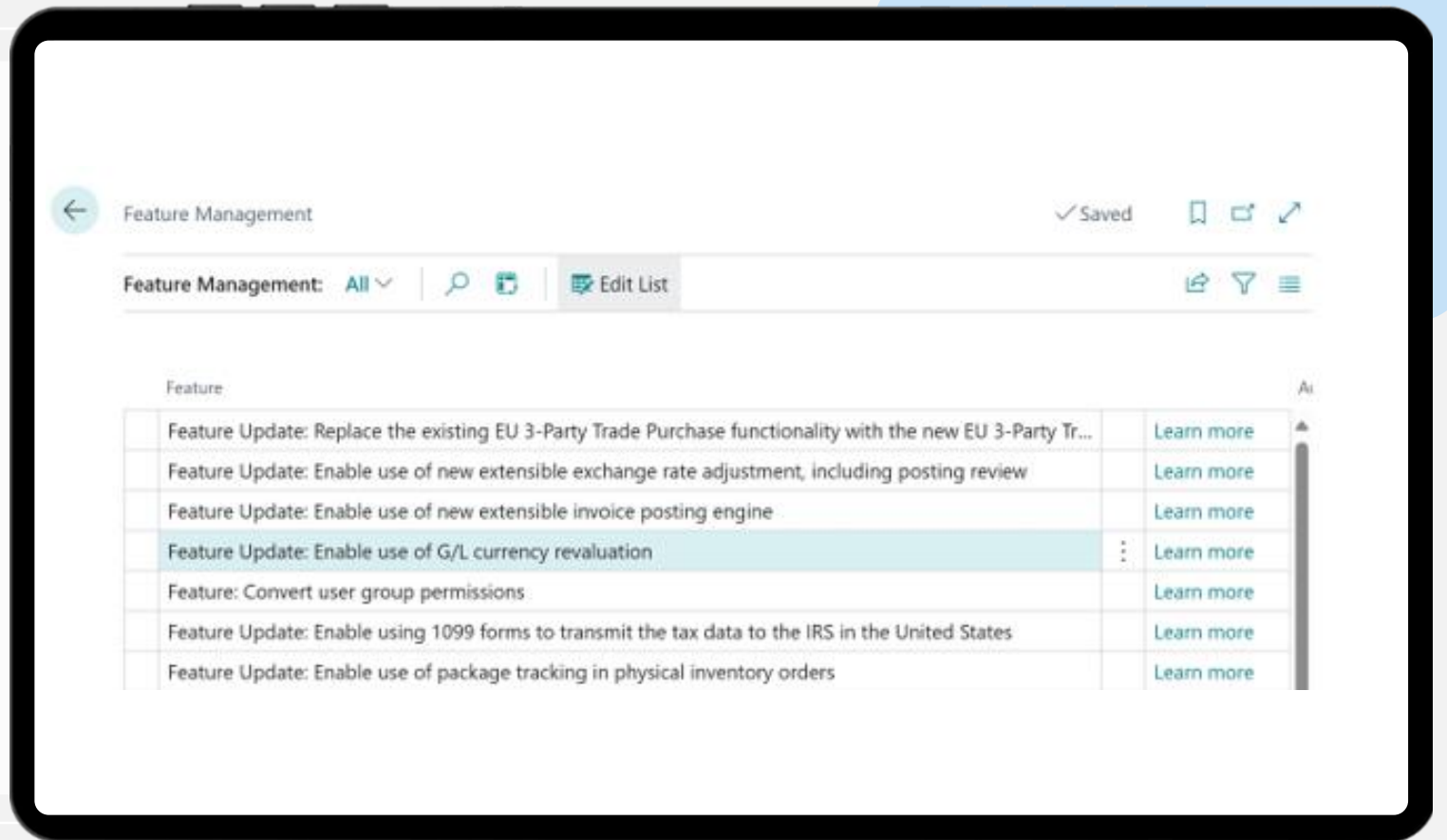
Scan documents

Create Incomin... from Camera

# Core Functionality

## Finance Improvements (multi-company)

G/L revaluation (G/L subledger)  
Currency posting to Employee Ledger  
Consolidation improvements  
Excel Layout reports



# Core Functionality

## Project Management improvements

Projects (formally known as Jobs)

Fact boxes

Default location

Select items

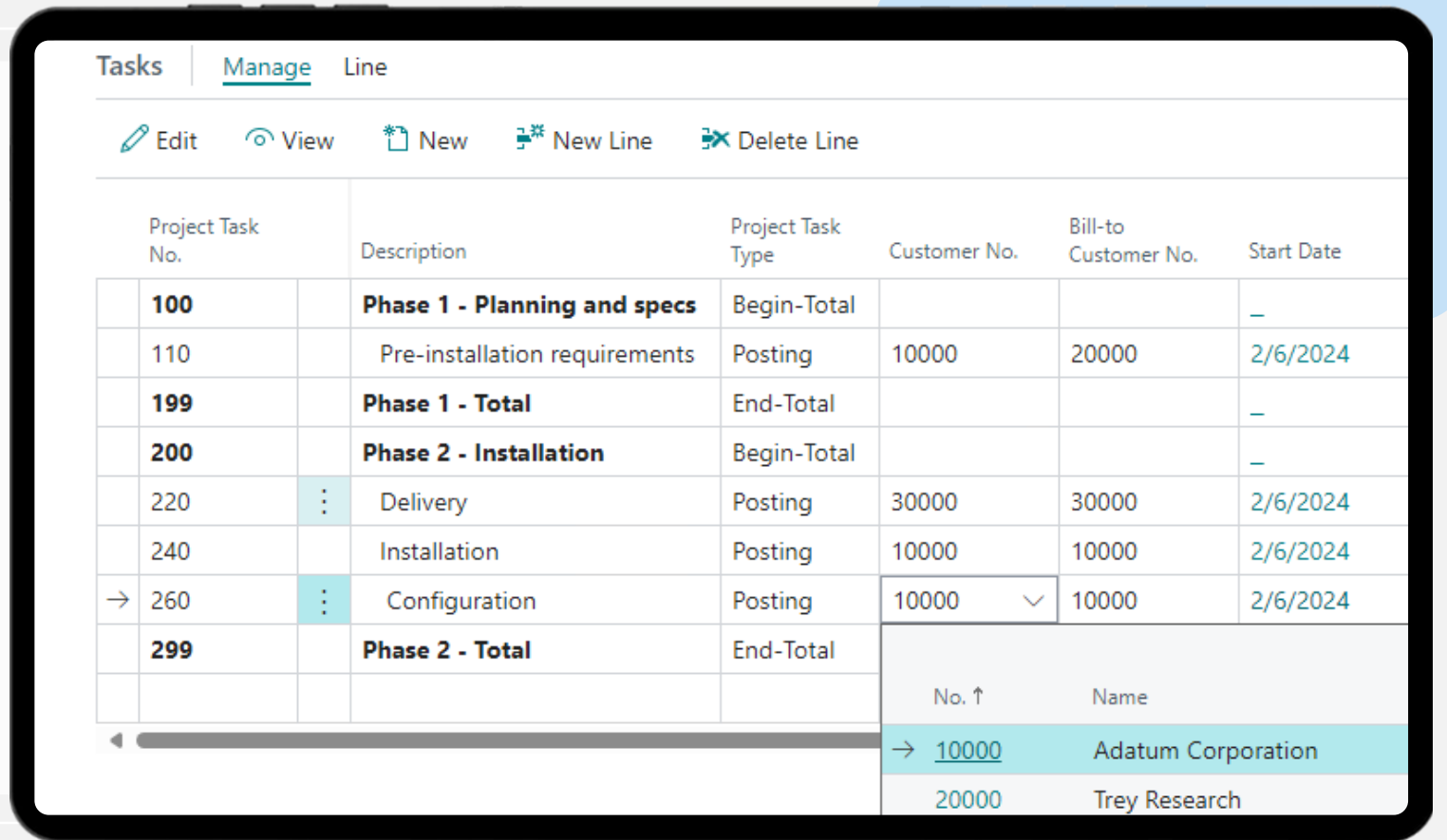
Explode BOM

Archive orders

Assemble-to-project

Billing to multiple customers

Get project lines



Project Task No.	Description	Project Task Type	Customer No.	Bill-to Customer No.	Start Date
<b>100</b>	<b>Phase 1 - Planning and specs</b>	Begin-Total			–
110	Pre-installation requirements	Posting	10000	20000	2/6/2024
<b>199</b>	<b>Phase 1 - Total</b>	End-Total			–
<b>200</b>	<b>Phase 2 - Installation</b>	Begin-Total			–
220	⋮ Delivery	Posting	30000	30000	2/6/2024
240	Installation	Posting	10000	10000	2/6/2024
→ 260	⋮ Configuration	Posting	10000	10000	2/6/2024
<b>299</b>	<b>Phase 2 - Total</b>	End-Total			

No. ↑	Name
→ 10000	Adatum Corporation
20000	Trey Research

# Core Functionality

## Reminder improvements

New Accounts Receivable role center

Automation for reminders

Customizable emails for reminder levels

The screenshot displays the Accounts Receivable role center for CRONUS Denmark A/S. The interface includes a navigation menu at the top with options like 'Kunder', 'Saldo', 'Salgsordrer', 'Salgsfakturaer', and 'Salgsreturordre'. A central message reads 'Goddag MOD Administrator!'. Below this, there are several key performance indicators (KPIs) for 'Oversigt over tilgodehavender', such as 'Samlet forfaldent beløb (LV)', 'Udstående i alt (LV)', 'Udgående kontosaldo', 'Gennemsnitlige antal kreditdage', and 'Salgsfakturaer, der forfalder næste uge'. The dashboard is organized into sections: 'Aktiviteter' (with sub-sections for 'Betaling' and 'Dokumentgodkendelser'), 'Rykkere' (with sub-sections for 'Reminders' and 'Brugeropgaver'), 'Selvbetjening' (with sub-sections for 'Timesedler' and 'Ventende timesedler'), and 'Oplysninger' (with sub-sections for 'Debitorer med forfaldne beløb', 'Forfaldne fakturaer', and 'Rapportindbakke'). Each KPI and section contains a card with a title, a value, and a '>' link for further details.

# Core Functionality

## Timesheet improvements

Reduced clutter on time sheet lines

Reduced the number of clicks required to access activity details

Fill out time sheets faster using by copy values from previous lines

The screenshot displays the Dynamics 365 Business Central interface for a Time Sheet on January 22, 2024 (Week 4). The interface includes a navigation bar with 'Home', 'Prepare', 'Automate', and 'Fewer options'. A dropdown menu for 'Copy lines from time sheet' is highlighted, showing options like 'Copy lines from time sheet' and 'Copy lines from time sheet with comments'. A table of time sheet lines is shown with columns for Type, Status, Project No., Project Task No., Cause of Absence Code, Work Type Code, and dates from Monday to Friday. A 'Time Sheet Line Details' panel on the right shows 'Comments', 'Resource Details', and 'Project Details'. A 'Time Sheet Status' section at the bottom right shows a summary of the sheet's status.

Type	Stat...	Project No.	Project Task No.	Cause of Absence Code	Cha...	Work Type Code	22 Mon	23 Tue	24 Wed	25 Thu	26 Fri
Project	Open	JOB00010	1110		<input checked="" type="checkbox"/>	STANDARD	8				
Project	Open	JOB00010	1120		<input checked="" type="checkbox"/>	STANDARD		8	8		
Absence	Open			HOLIDAY	<input checked="" type="checkbox"/>					8	

Unit of Measure: HOUR Total: 32

**Time Sheet Line Details**

**Comments**  
[View Comments](#)

**Resource Details**  
Work Type Description: Standard working hours

**Project Details**  
Description: Reception area remodel  
Task Description: Reclaim Bricks

**Time Sheet Status**

Comment	Yes
Open	32.00
Submitted	0.00
Rejected	0.00
Approved	0.00

# Ease and Speed of Implementation

## Actionable errors

Resolve errors faster

Share error details

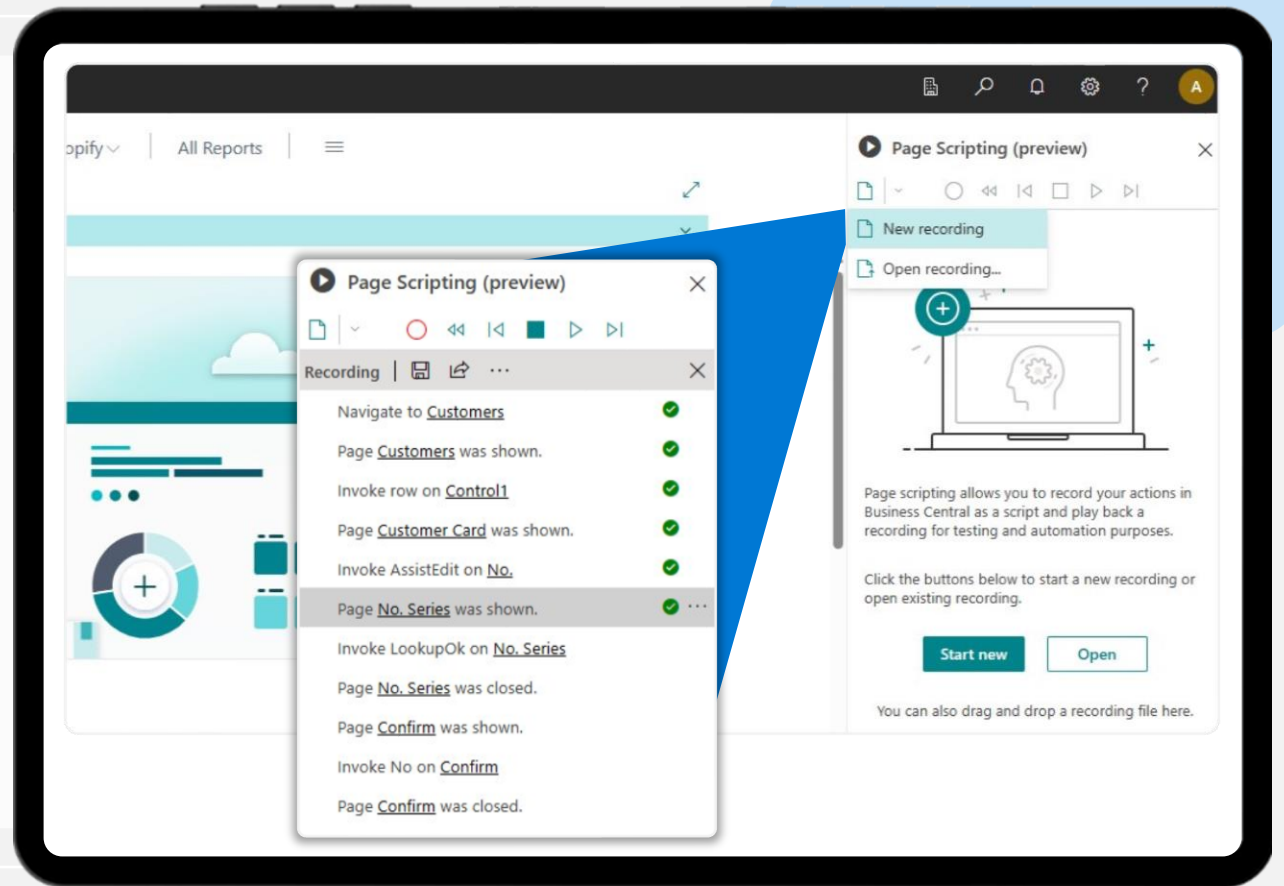
1.

# Transforming testing from dread to delight!

Say hello to the Page Scripting tool!

Enable **customers and consultants** to effortlessly **record and play** user acceptance tests **directly within the Business Central web client**

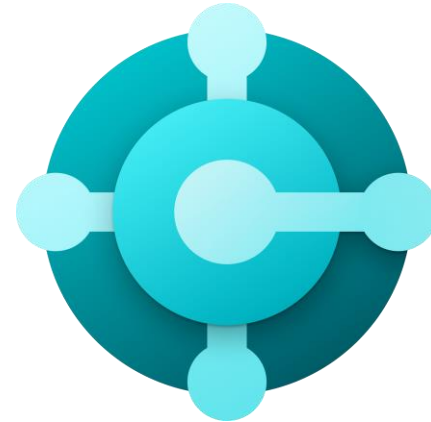
- Higher confidence dealing with changes
- Better quality with higher test coverage and testing agility
- Lower running and maintenance costs



In **preview** with 2024 release wave 1

# Copilot and AI innovation in Dynamics 365 Business Central

You are the Pilot.  
Copilot is your assistant



Video:

[A new era of AI in Dynamics 365 Business Central - Youtube](#)





# A new era of AI in Dynamics 365 Business Central



# | Microsoft Azure Cloud

## Runs on trust

Your data is your data

Data is stored encrypted in *your Azure subscription*

Your data from any fine-tuning is not used to train the foundation AI models

Azure OpenAI Service provisioned in *your Azure subscription*

Model fine tuning stays in *your Azure subscription* and never moves into the foundation AI models

Your data is protected by the most comprehensive enterprise compliance and security controls

Encrypted with Customer Managed Keys

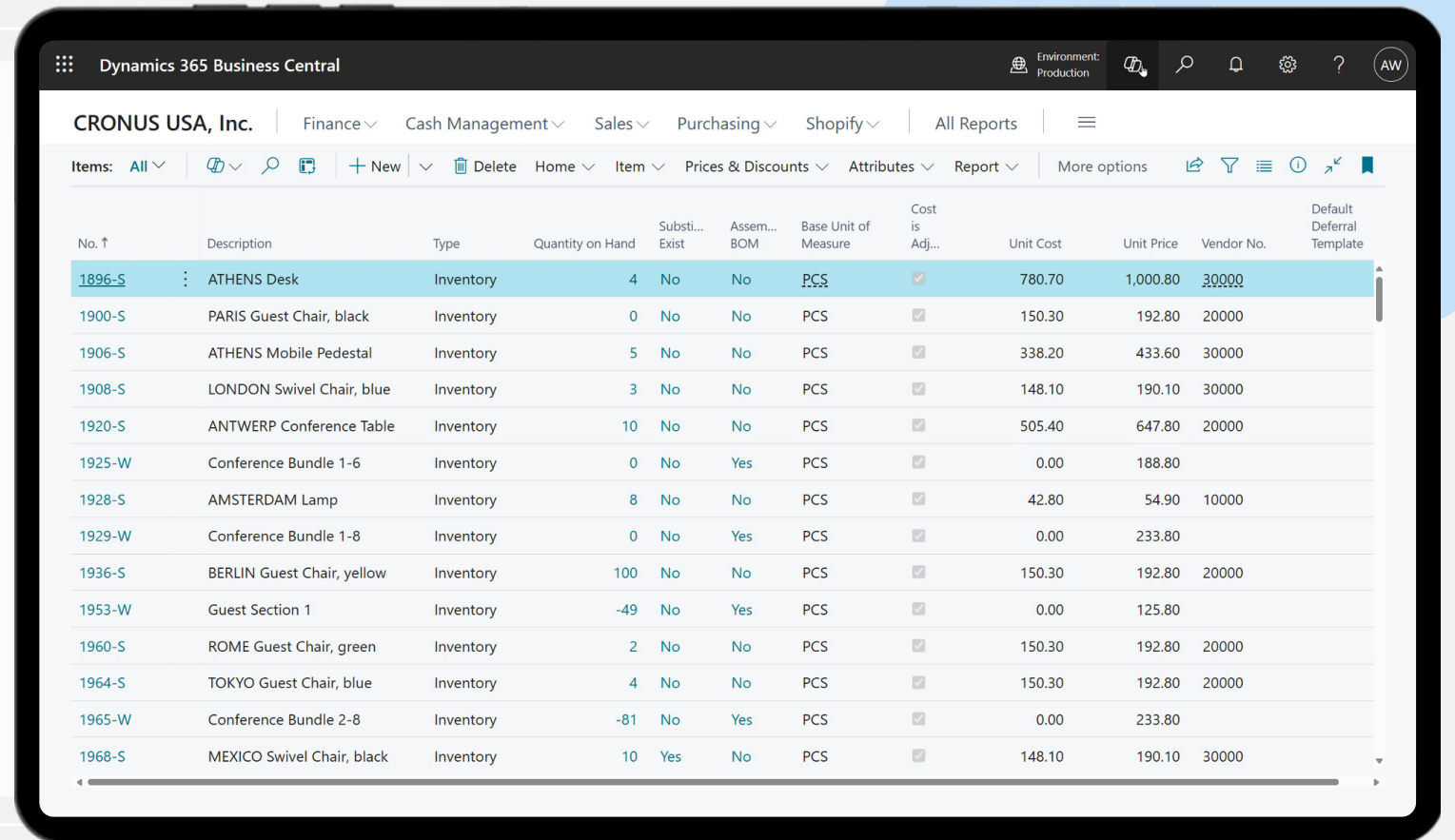
Private Virtual Networks, Role Based Access Control

Soc2, ISO, HIPPA, CSA STAR Compliant

# AI and collaboration

## Chat with Copilot

Quickly find and go to your data and get explanation and help with tasks.



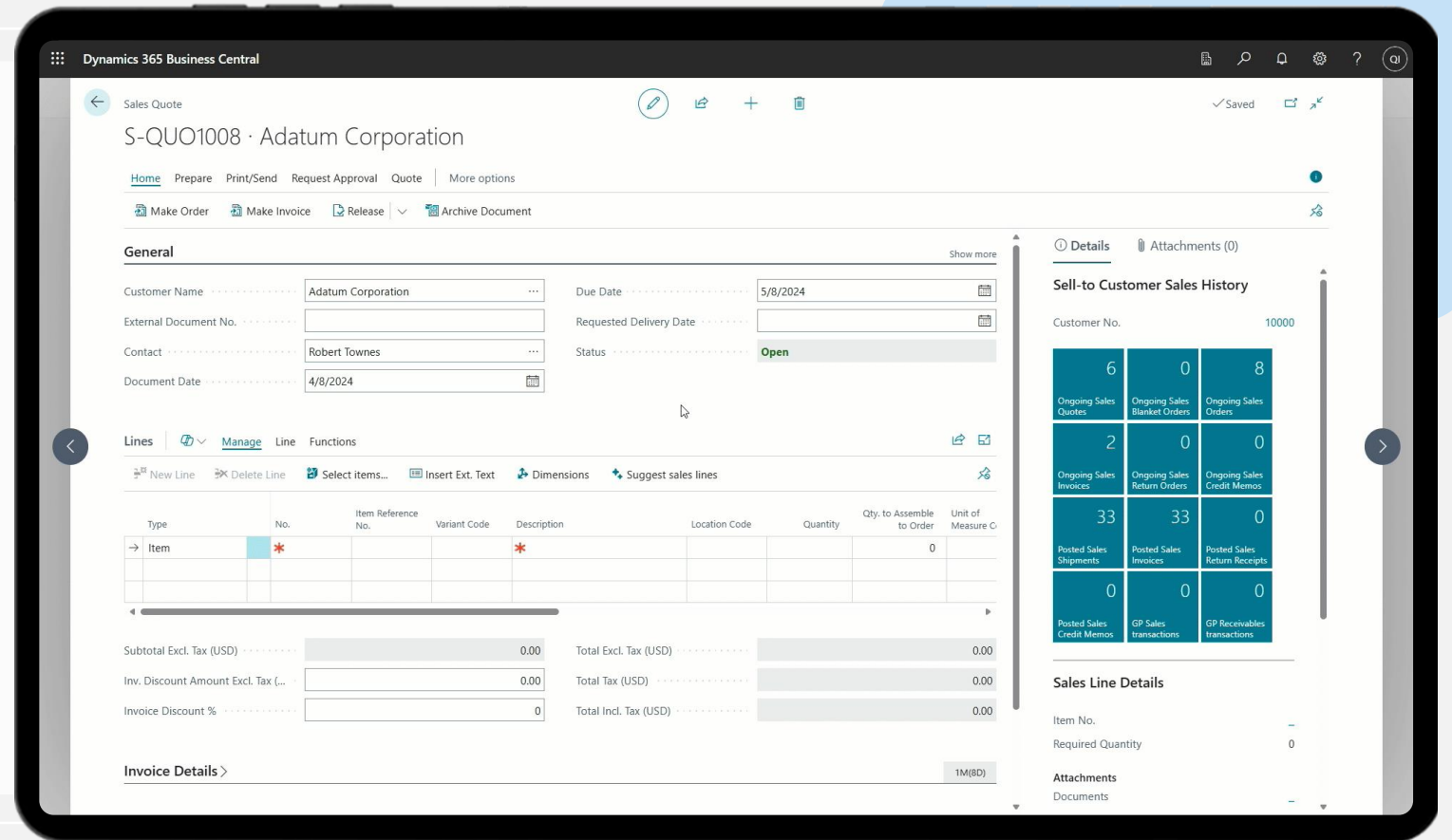
The screenshot displays the Dynamics 365 Business Central interface for CRONUS USA, Inc. The top navigation bar includes the company name and various functional areas like Finance, Cash Management, Sales, Purchasing, and Shopify. Below this, there are search and action icons. The main content area shows a table of inventory items with columns for item number, description, type, quantity on hand, and other attributes. The first row is highlighted in blue.

No. ↑	Description	Type	Quantity on Hand	Substi... Exist	Assem... BOM	Base Unit of Measure	Cost is Adj...	Unit Cost	Unit Price	Vendor No.	Default Deferral Template
1896-S	ATHENS Desk	Inventory	4	No	No	PCS	<input checked="" type="checkbox"/>	780.70	1,000.80	30000	
1900-S	PARIS Guest Chair, black	Inventory	0	No	No	PCS	<input checked="" type="checkbox"/>	150.30	192.80	20000	
1906-S	ATHENS Mobile Pedestal	Inventory	5	No	No	PCS	<input checked="" type="checkbox"/>	338.20	433.60	30000	
1908-S	LONDON Swivel Chair, blue	Inventory	3	No	No	PCS	<input checked="" type="checkbox"/>	148.10	190.10	30000	
1920-S	ANTWERP Conference Table	Inventory	10	No	No	PCS	<input checked="" type="checkbox"/>	505.40	647.80	20000	
1925-W	Conference Bundle 1-6	Inventory	0	No	Yes	PCS	<input checked="" type="checkbox"/>	0.00	188.80		
1928-S	AMSTERDAM Lamp	Inventory	8	No	No	PCS	<input checked="" type="checkbox"/>	42.80	54.90	10000	
1929-W	Conference Bundle 1-8	Inventory	0	No	Yes	PCS	<input checked="" type="checkbox"/>	0.00	233.80		
1936-S	BERLIN Guest Chair, yellow	Inventory	100	No	No	PCS	<input checked="" type="checkbox"/>	150.30	192.80	20000	
1953-W	Guest Section 1	Inventory	-49	No	Yes	PCS	<input checked="" type="checkbox"/>	0.00	125.80		
1960-S	ROME Guest Chair, green	Inventory	2	No	No	PCS	<input checked="" type="checkbox"/>	150.30	192.80	20000	
1964-S	TOKYO Guest Chair, blue	Inventory	4	No	No	PCS	<input checked="" type="checkbox"/>	150.30	192.80	20000	
1965-W	Conference Bundle 2-8	Inventory	-81	No	Yes	PCS	<input checked="" type="checkbox"/>	0.00	233.80		
1968-S	MEXICO Swivel Chair, black	Inventory	10	Yes	No	PCS	<input checked="" type="checkbox"/>	148.10	190.10	30000	

# AI and collaboration

## Create sales lines easily with Copilot

Expedite creation of sales documents and minimizes time spent on repetitive tasks and lookup



The screenshot displays the Dynamics 365 Business Central interface for a Sales Quote (S-QUO1008) for Adatum Corporation. The interface is divided into several sections:

- General:** Fields for Customer Name (Adatum Corporation), Due Date (5/8/2024), External Document No., Requested Delivery Date, Contact (Robert Townes), Status (Open), and Document Date (4/8/2024).
- Lines:** A table with columns for Type, No., Item Reference No., Variant Code, Description, Location Code, Quantity, Qty. to Assemble to Order, and Unit of Measure. A single line is visible with a red asterisk in the No. and Description columns.
- Summary:** Fields for Subtotal Excl. Tax (USD) (0.00), Total Excl. Tax (USD) (0.00), Inv. Discount Amount Excl. Tax (0.00), Total Tax (USD) (0.00), Invoice Discount % (0), and Total Incl. Tax (USD) (0.00).
- Right Panel:** Includes 'Details' and 'Attachments (0)'. A 'Sell-to Customer Sales History' section shows a grid of metrics for Customer No. 10000, such as Ongoing Sales Quotes (6), Ongoing Sales Blanket Orders (0), Ongoing Sales Orders (8), Ongoing Sales Invoices (2), Ongoing Sales Return Orders (0), Ongoing Sales Credit Memos (0), Posted Sales Shipments (33), Posted Sales Invoices (33), Posted Sales Return Receipts (0), Posted Sales Credit Memos (0), GP Sales transactions (0), and GP Receivables transactions (0). Below this is a 'Sales Line Details' section with Item No. and Required Quantity (0).

# AI and collaboration

## Copilot for E-Documents

Match E-invoices with Purchase Orders using Copilot assistance

The screenshot displays the Dynamics 365 Business Central dashboard for CRONUS USA, Inc. The interface includes a top navigation bar with tabs for Finance, Cash Management, Sales, Purchasing, and Shopify. Below this, a summary section shows key financial figures: Customers (\$0,932), Vendors (\$03,890), Items (\$49,422), and Bank Accounts (U). The main dashboard is divided into several sections: Ongoing Sales (Sales Quotes: 2, Sales Orders: 9, Completely Re... from Stock: 0, Sales Invoices: 6), Ongoing Purchases (Purchase Orders: 14, Ongoing Purc... Invoices: 3, Purch. Invoices... Next Week: 0), and Payments (Unprocessed Payments: 1, Average Collec... Days: 5.9, Outstanding V... Invoices: 14). There is also a 'Scan documents' button. The 'Incoming Documents' section shows 'My Incoming Documents' with a count of 1. The 'E-Document Activities' section is highlighted with a red box and contains 'Incoming E-Document' (Matched Purc... Orders: 1) and 'Waiting Purch... E-Documents' (1). Other sections include 'Intercompany' (Incoming Transactions: 0, Rejected...er Companies: 0, Outgoing Transactions: 0) and 'Outgoing Transactions' (Intercompany... to Send: 0). A URL bar at the bottom shows the system's address.





Looking into the crystal ball

# ERP and Business Apps will fundamentally change



It is not a question of if, but when, the AI Era will make a dramatic increases in productivity.



And we know we are not smart enough to predict exactly when and how...



# Dynamics 365 Business Central

## 2024 release wave 2 investment areas

### AI powered business

#### ● Finance

- Collections improvements
- Regulatory requirements

#### ● Supply chain

- Project and Service optimizations
- Field Service Integration with Service Management

#### ● Generative AI

- Create orders from Chat
- Page summarization
- Payment reconciliation
- E-document more matching
- Drag and Drop on Prompt Dialog
- Late payment prediction – new model
- 3<sup>rd</sup> party knowledge bases
- More languages
- And more to come.....

#### ● Reporting

- Power BI apps
- Embedded Power BI pages
- Improved Report Explorer
- More Excel Layout reports
- Improved Data Analysis
- Improved Document Reporting
- Sustainability Role Center and Goals

### World class service

#### ● Geographic expansion

- Additional countries

#### ● User experience

- Share errors details with Power Automate
- Actionable permissions errors

#### ● Power Platform

- Additional Power Automate templates
- More data and business events exposed

#### ● Fundamentals

- Performance – Easier profiling
- Scalability
- Reliability
- High Availability

#### ● Efficient development

- No friction in testing app dependencies

#### ● Administration

- Flexible update management
- Comprehensive Admin Center app management
- Auditing in Microsoft Purview

# Thank you!



- **Aina Gjølstøl**  
Channel Manager, Business Applications
- [Aina.gjstl@microsoft.com](mailto:Aina.gjstl@microsoft.com)