

Welcome to What's new in Microsoft Release Wave 1, 2024

We will kick off shortly

What are the “waves”

This material considers the releases of:

- Wave 2 2023 from Jan to Mar/2024
- Wave 1 2024 from Apr to Jun/2024

Important: we only consider items already classified by Microsoft as GA - General Availability.

The analysis reflects Microsoft's status on 01/25/2024.

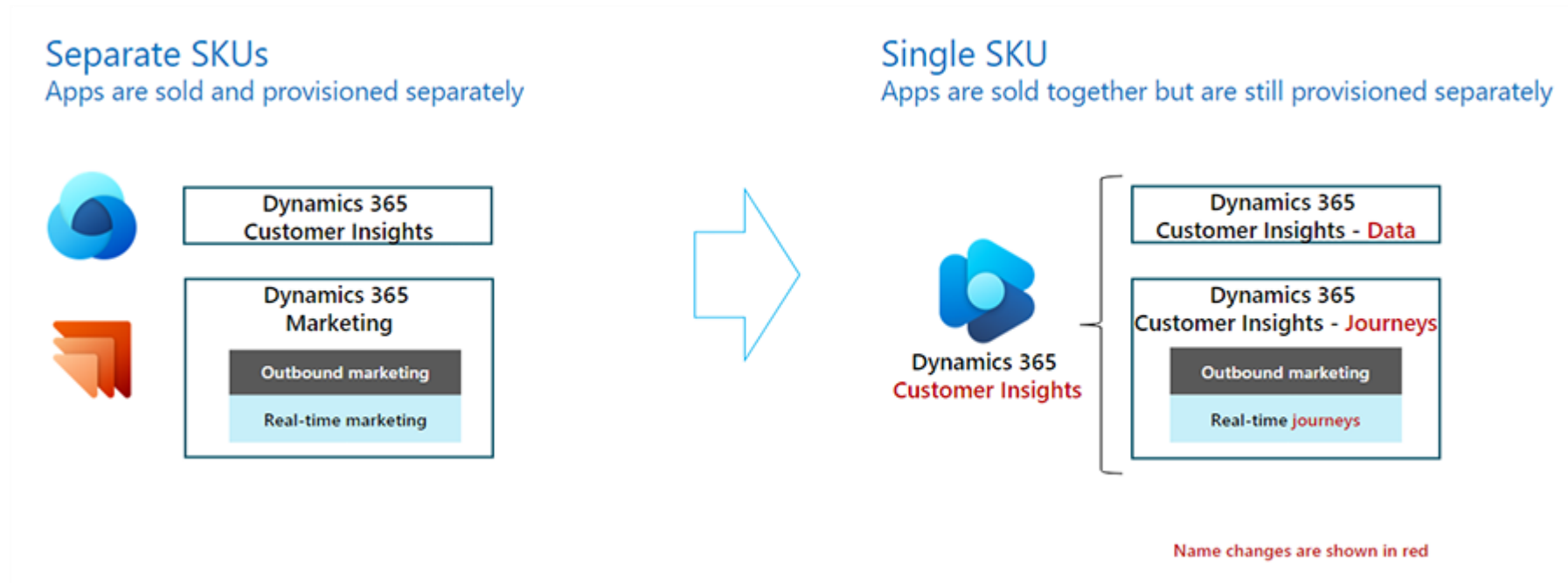
<https://releaseplans.microsoft.com/>

DEPRECATED

Deprecations / Replacements

Marketing

Item	N / U	Deadline	Benefits / Observations
Transitioning from Outbound to Real-time Marketing		Set/2023	<p>On September 1, 2023, Dynamics 365 Marketing and Dynamics 365 Customer Insights will be combined into a single product offering called Dynamics 365 Customer Insights. For more information, see Dynamics 365 Customer Insights FAQs</p> <p>Additionally, on September 1, 2023, Dynamics 365 Marketing will transition to focus on real-time marketing features only. For more information, see Real-time marketing transition FAQs</p> <p>End of transition scheduled for Sep/2024</p>



Customer Insights - Data

Item	N / U	Deadline	Benefits / Observations
Teams bot for Dynamics 365 Customer Insights - Data		Oct/2023	Replaced by alternative solutions: Create a bot in Teams using the v3 Bot Framework SDK or Create a chatbot with Power Virtual Agents and Dataverse for Teams .

Customer Service



Item	N / U	Deadline	Benefits / Observations
Microsoft Power BI template reports for Customer Service Analytics and Omnichannel Insights are deprecated		Nov/2023 Apr/2024	<p>Effective November 6, 2023, Microsoft Power BI template reports for Customer Service Analytics dashboards and Omnichannel Insights will be deprecated. We recommend that you start using the out-of-box Omnichannel historical analytics and Customer Service historical analytics.</p> <p>The deprecated features will be supported and there will be no change in product availability until Feb 28, 2024. Starting April 30, 2024, deprecated features won't be available to download.</p>
Intraday insights reports in Omnichannel for Customer Service are deprecated		May/2023 Apr/2024	<p>The Omnichannel intraday insights reports are deprecated as of May 1, 2023. Support will continue to be available for the deprecated intraday insights reports until October 31, 2023. However, no new functionalities for intraday insights will be released henceforth.</p> <p>Effective April 30, 2024, Omnichannel intraday insights reports won't be available for existing organizations.</p>
The agent-facing Omnichannel app for Customer Service is deprecated		Apr/2023 Jun/2024	<p>The Omnichannel app for agent-facing Customer Service will be retired effective April 1, 2023. After the app is retired, support will be available until June 2024. We recommend that you migrate your omnichannel setup to the Customer Service Workspace.</p> <p>More information: Migrate from Omnichannel to Customer Service to Customer Service Workspace</p>
Field Services - schedule board will be replaced		Apr/2023 Apr/2024	<p>As of April 1, 2023, the legacy schedule board control is deprecated and replaced with an updated schedule board control (located in the Resource Scheduling Controls solution).</p> <p>You can continue to use the legacy schedule board by enabling it with a solution configuration. However, the control will be completely removed in a future release (not before 4/1/2024)</p>



What's new in Dynamics 365 CE



Marketing

Marketing - Moments that matter

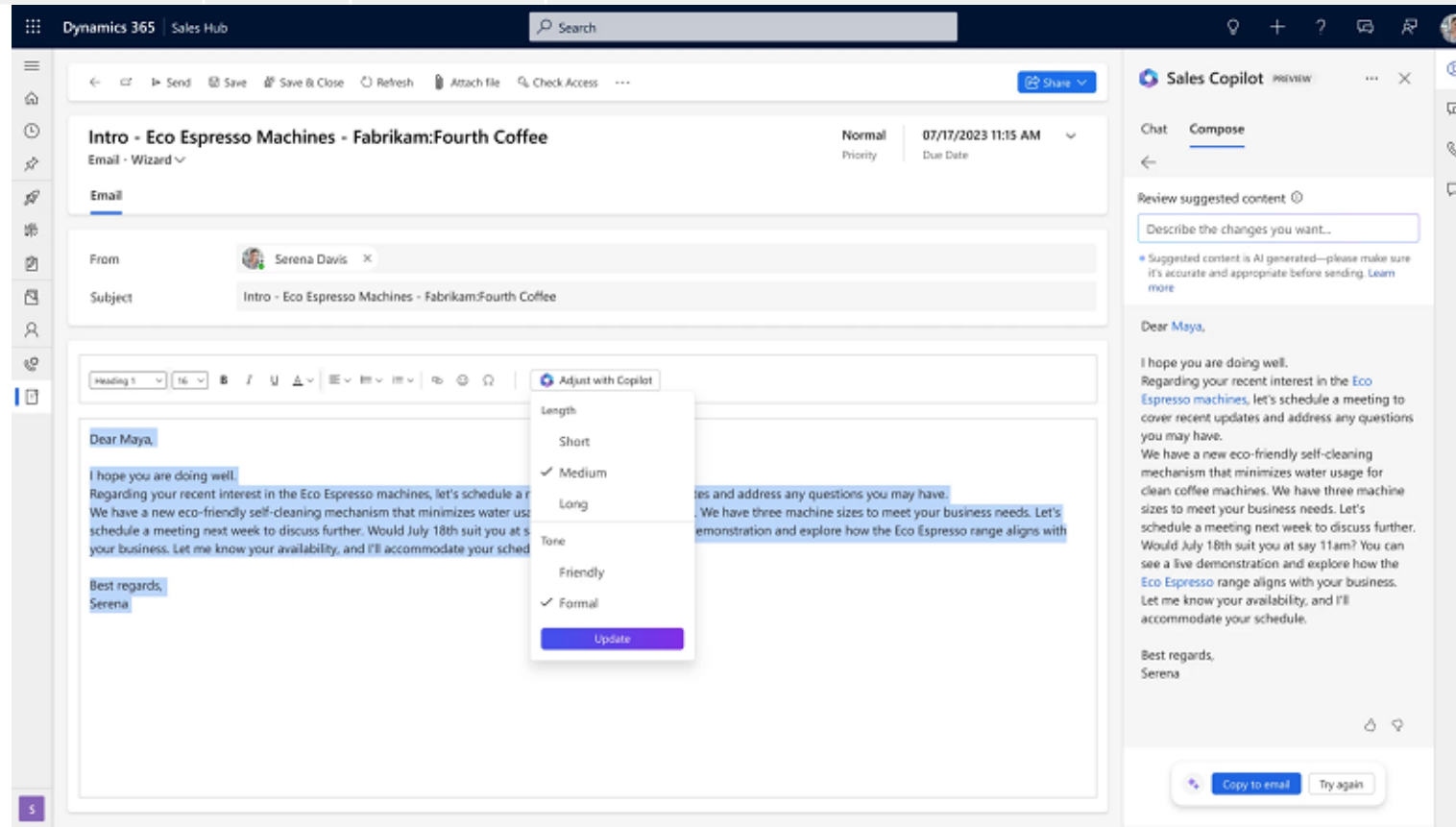
Item	N / U	Deadline	Benefits / Observations
Stay compliant with one-click unsubscribe for emails	Update	Feb/2024	<ul style="list-style-type: none">- Stay compliant with Google and Yahoo email sending requirements for bulk senders that go into effect February 2024.- Emails include list-unsubscribe and list-unsubscribe-post headers, which enable popular email clients to give their users a one-click unsubscribe experience directly from within their email application instead of visiting an unsubscribe web page.- For real-time journeys using preference centers for multibrand consent, one-click unsubscribe only opts the recipient out of that single brand's purpose, ensuring future email to other brands continues to be delivered.- When using topics, one-click unsubscribe for real-time journey emails only opts the recipient out of the topic of the email, keeping the email subscribed to other types of email for that brand.- For outbound marketing subscription centers, one-click unsubscribe opts the contact out of all future marketing emails by setting the contact's DoNotBulkEmail field to prevent sending email.



Sales

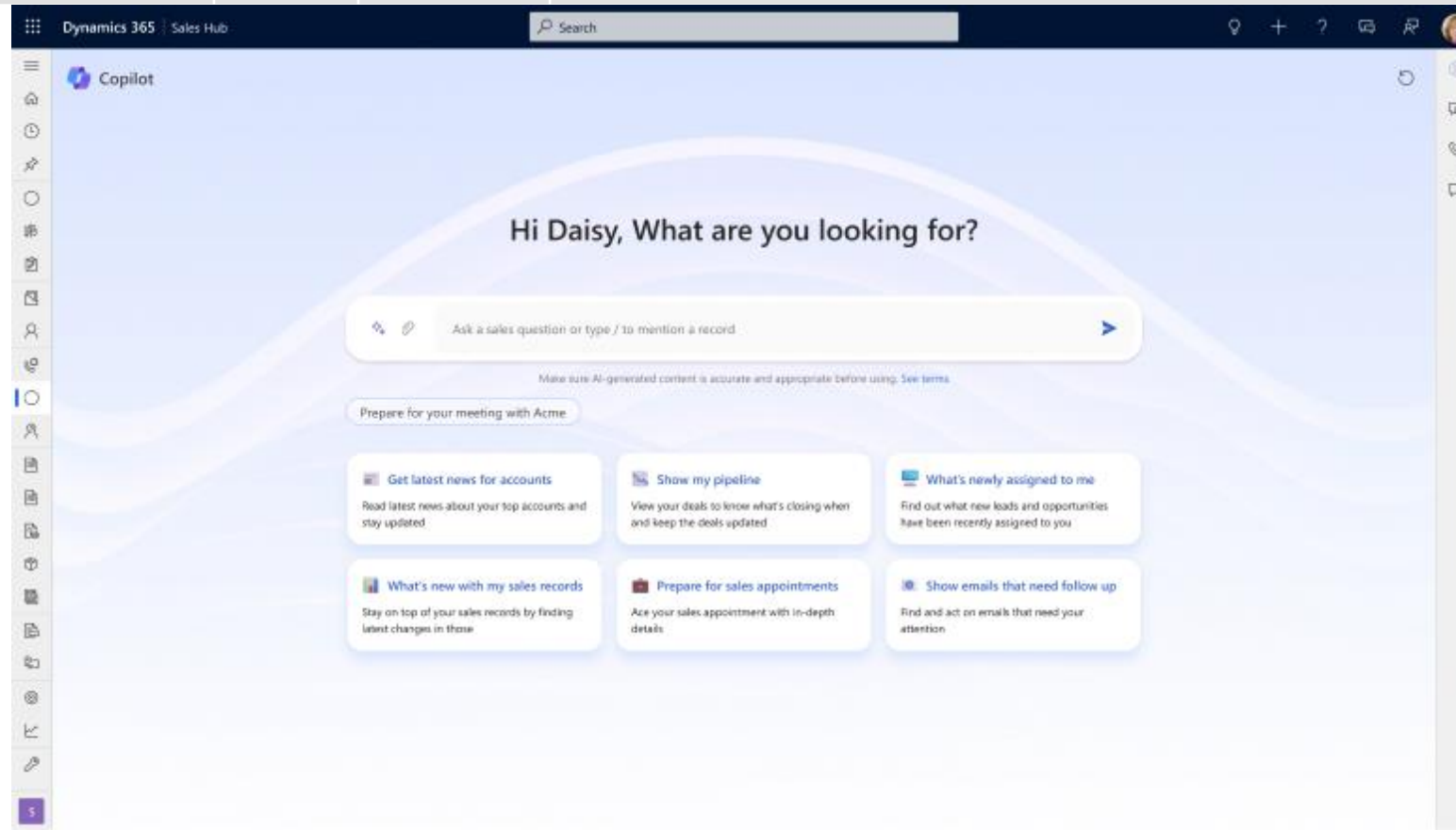
Sales - Copilot and AI innovation

Item	N / U	Deadline	Benefits / Observations
Summarize lengthy emails using Copilot in Dynamics 365 Sales	Update	Apr/2024	With this feature, as a sales professional, you will be able to: <ul style="list-style-type: none">- Review detailed summaries for emails exceeding 1,000 characters.- Efficiently share feedback by copying and pasting the generated summary.
Elevate your sales pitch using Copilot email assistance	Update	Apr/2024	Copilot lets you spend less time composing email. With this feature, you can: <ul style="list-style-type: none">- Select a predefined category or enter your own text and Copilot will suggest content with specific prompts and actions.- Adjust the tone and length of the email.- Customize the suggested content before you send it.



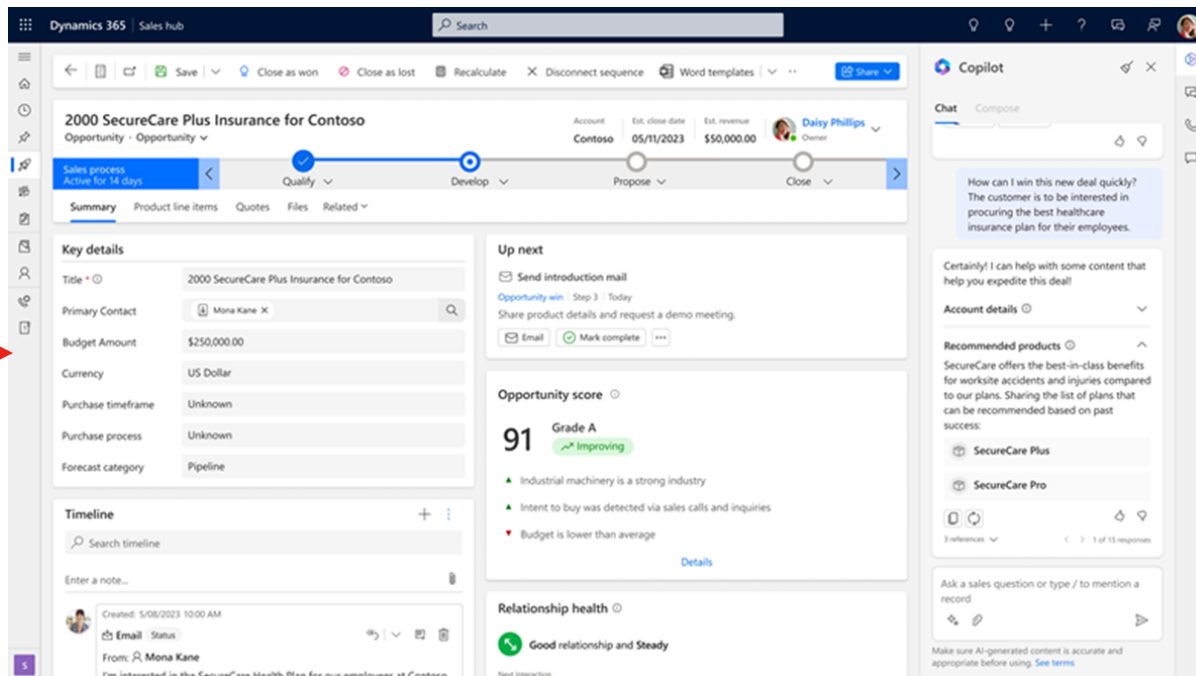
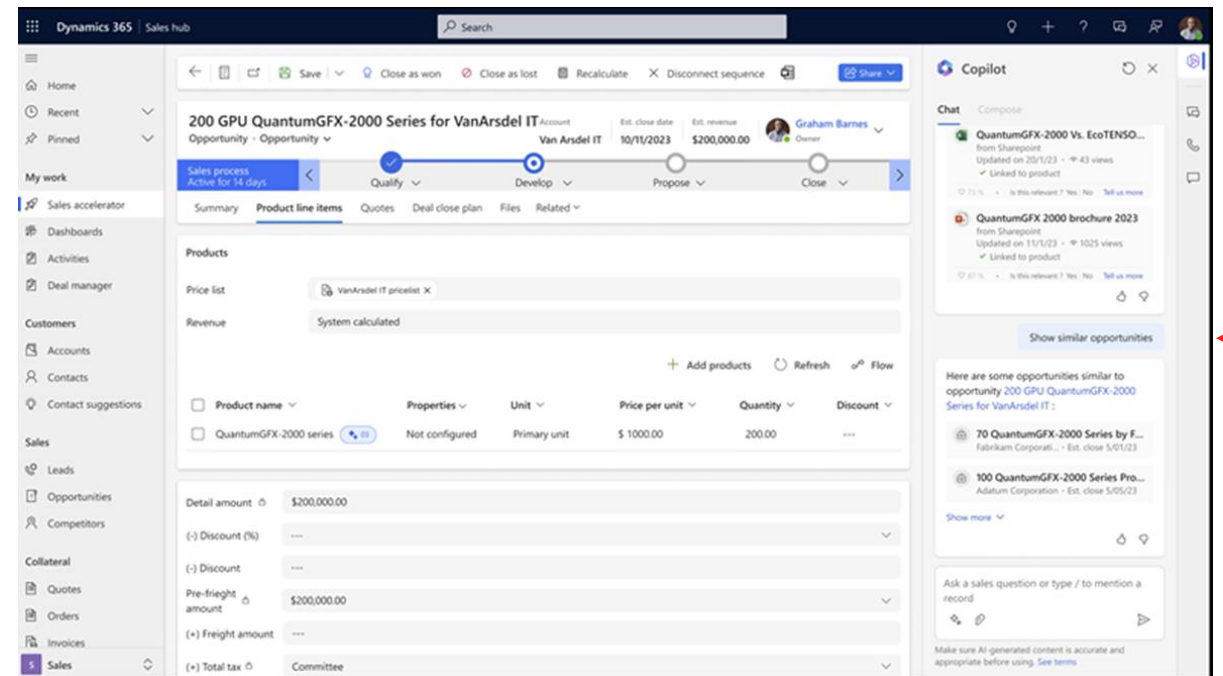
Sales - Copilot and AI innovation

Item	N / U	Deadline	Benefits / Observations
Get real-time insights with Copilot on the home page	Update	Apr/2024	As a seller, you can: <ul style="list-style-type: none">- Access Copilot right on your home page.- Stay on top of changes with real-time insights across different entities.- Find out about any follow-up activities from emails.- Get notified and prepare for your upcoming meetings.- Win more deals by staying on top of your sales pipeline.- Read the latest news about your account.- Chat with Copilot in an immersive wide-screen experience.



Sales - Copilot and AI innovation

Item	N / U	Deadline	Benefits / Observations
Use Copilot to get answers from your sales documents	Update	Apr/2024	As an admin, you can configure the sources that you want Copilot to use for fetching and summarizing the sales information. As a seller, you can access relevant sales information from SharePoint through the Copilot chat interface in Dynamics 365 Sales.
Maximize sales success with AI-suggested past successful deals	Update	Apr/2024	As a seller, you can: <ul style="list-style-type: none"> - View AI-driven opportunity suggestions based on industry, product, account, and geography. - Leverage past successful deals to enhance sales effectiveness and revenue growth.

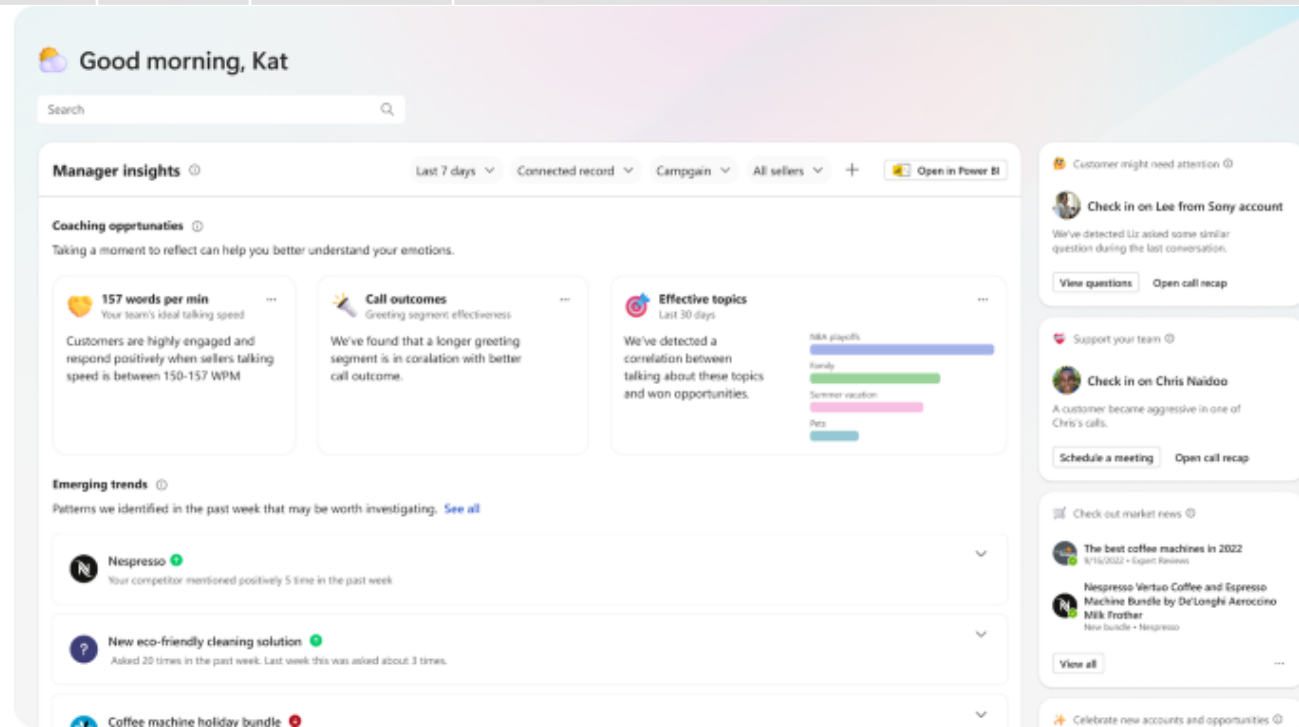



Sales - Copilot

Item	N / U	Deadline	Benefits / Observations
Improve relevance of Copilot summaries and recent changes	Update	Jan/2024	<p>With this feature, administrators can:</p> <ul style="list-style-type: none"> - Configure up to 10 fields for generating opportunity and lead summaries. - Configure up to 10 fields for compiling recent changes lists for opportunities and leads.
Get enriched lead summary with information from Customer Insights	Update	Feb/2024	<p>With this enhancement, Copilot in Dynamics 365 Sales can:</p> <ul style="list-style-type: none"> - Leverage profile information from Dynamics 365 Customer Insights to enhance lead data. - Discover missing information such as phone numbers, email addresses, interests, demographics, and brand associations, enabling more personalized and effective engagement.
Improve productivity with natural language search in Sales Copilot	Update	Mar/2024	<p>With this feature, sellers can:</p> <ul style="list-style-type: none"> - Instruct Sales Copilot to retrieve information from Dynamics 365 Sales using natural language. - Use Copilot to get contextual insights and recommendations.

Sales - Copilot

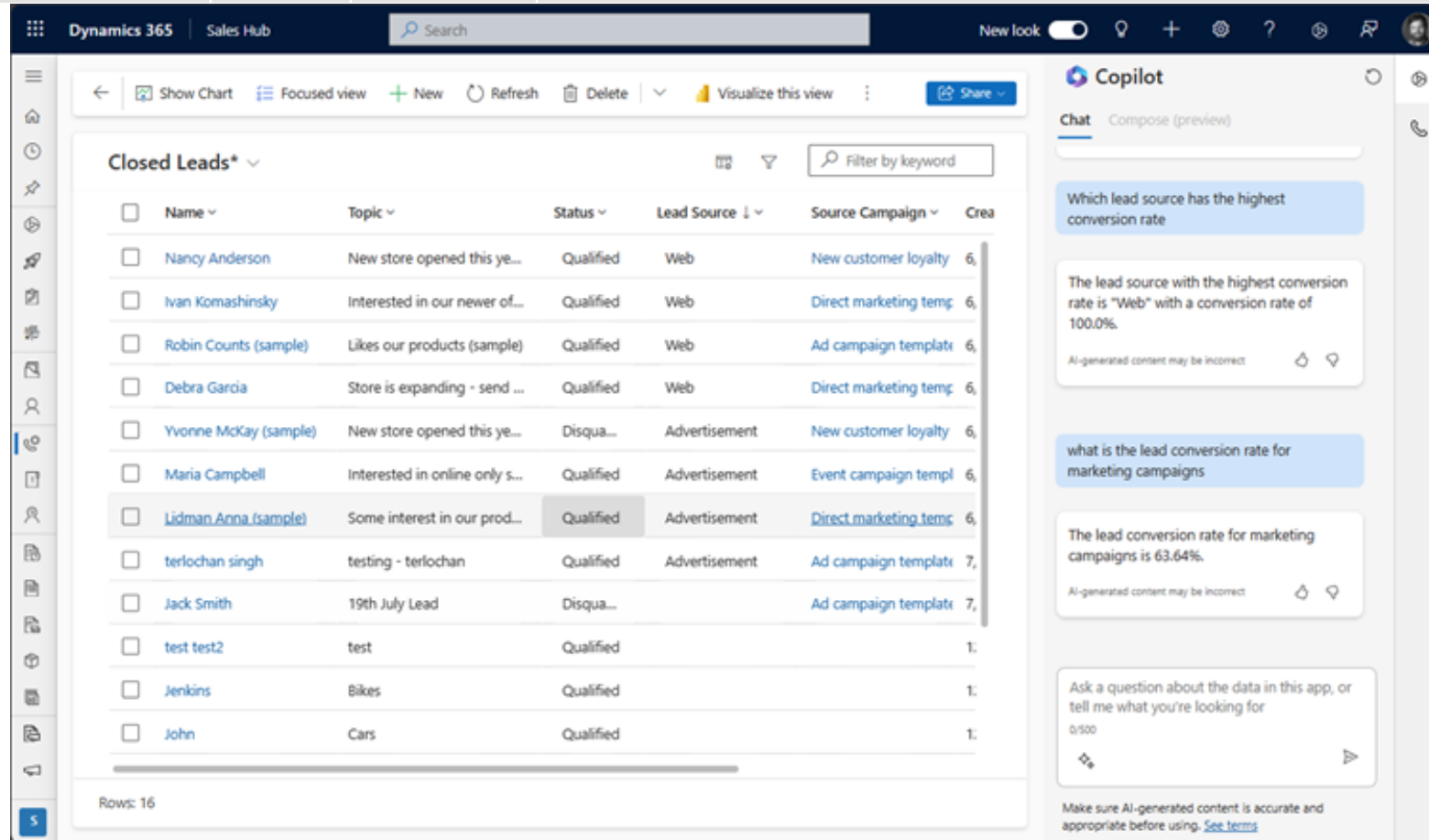
Item	N / U	Deadline	Benefits / Observations
Leverage manager dashboards to coach sellers	Update	Mar/2024	<p>Managers can stay in touch with their field and sellers using the new manager insights dashboard for conversation intelligence.</p> <p>In addition to the existing conversation intelligence dashboard functionality, as a sales manager, you'll be able to view:</p> <ul style="list-style-type: none">- Customer sentiment correlation with keyword and competitor mentions.- Conversation style correlation to deal outcomes.- Conversational KPIs over time.- Holistic view of sellers' performances, as well as insight into conversation patterns that close deals.- Messaging performance in the field and customer perceptions of the competitive landscape.- Sales-oriented filters such as call time and length, seller, connected record, connected record status, campaign, and more.



The screenshot shows a user interface for a sales manager named Kat. At the top, it says "Good morning, Kat" with a search bar. Below that is a "Manager insights" section with filters for "Last 7 days", "Connected record", "Campaign", and "All sellers". There are three main cards: "Coaching opportunities" with a tip about talking speed, "Call outcomes" showing a correlation between greeting segments and call outcomes, and "Effective topics" with a bar chart showing topics like NBA playoffs, Family, Summer vacation, and Pets. On the right side, there are several notification cards: "Customer might need attention" with a "Check in on Lee from Sony account" button, "Support your team" with a "Check in on Chris Naidoo" button, "Check out market news" with an article about Nespresso coffee machines, and "Celebrate new accounts and opportunities".

Sales - Copilot

Item	N / U	Deadline	Benefits / Observations
Respond to sales-related contextual questions in Copilot	New	Mar/2024	<p>As a seller, you can ask sales-specific questions on the following topics and get curated responses from Copilot:</p> <ul style="list-style-type: none"> - Conversion rates of leads and opportunities. For example, you can ask, "What is my lead conversion rate for the last quarter?" - Deal cycle. For example, you can ask, "What is the average deal cycle for my opportunities?" - Pipeline with filters. For example, you can ask, "Show my pipeline with deals closing in the next 30 days." - Deal sizes and value. For example, you can ask, "Display open deals with deal size greater than 10,000."



The screenshot shows the Dynamics 365 Sales Hub interface. The main area displays a table titled "Closed Leads*" with columns for Name, Topic, Status, Lead Source, and Source Campaign. The table contains 16 rows of lead data. On the right side, the Copilot chat window is open, showing a conversation where the user asks, "Which lead source has the highest conversion rate?" and the Copilot responds, "The lead source with the highest conversion rate is 'Web' with a conversion rate of 100.0%." Another question is asked: "what is the lead conversion rate for marketing campaigns?" and the Copilot responds, "The lead conversion rate for marketing campaigns is 63.64%." The interface also includes a search bar, navigation icons, and a "Rows: 16" indicator at the bottom.

Name	Topic	Status	Lead Source	Source Campaign	Created
Nancy Anderson	New store opened this ye...	Qualified	Web	New customer loyalty	6/...
Ivan Komashinsky	Interested in our newer of...	Qualified	Web	Direct marketing temp...	6/...
Robin Counts (sample)	Likes our products (sample)	Qualified	Web	Ad campaign templatr...	6/...
Debra Garcia	Store is expanding - send ...	Qualified	Web	Direct marketing temp...	6/...
Yvonne McKay (sample)	New store opened this ye...	Disqua...	Advertisement	New customer loyalty	6/...
Maria Campbell	Interested in online only s...	Qualified	Advertisement	Event campaign templ...	6/...
Lidman Anna (sample)	Some interest in our prod...	Qualified	Advertisement	Direct marketing tems...	6/...
terlochan singh	testing - terlochan	Qualified	Advertisement	Ad campaign templatr...	7/...
Jack Smith	19th July Lead	Disqua...	Advertisement	Ad campaign templatr...	7/...
test test2	test	Qualified			1/...
Jenkins	Bikes	Qualified			1/...
John	Cars	Qualified			1/...



Copilot for Sales

Ex Sales Copilot

Copilot for Sales - Cross-app experiences



Item	N / U	Deadline	Benefits / Observations
Analyze aggregated sales activities	Update	Apr/2024	<p>Introducing an enhanced feature seamlessly integrated into Microsoft 365 chat, Copilot for Sales add-in in Outlook, and Copilot for Sales app in Teams. To leverage this functionality, ensure Copilot for Sales and Copilot for Microsoft 365 are enabled. This update focuses on addressing users' inquiries arising from customer conversations, encompassing trending topics, areas with negative sentiment, and providing a comprehensive overview of budget discussions from past interactions. Elevate your customer engagement by gaining valuable insights and fostering informed decision-making with this latest release.</p>
Highlight buying intent and provide relevant next steps	Update	Apr/2024	<p>Meeting and email summaries highlight buying intentions mentioned by your customers and provide relevant next steps. The generated email content suggests that you solicit the customer for relevant information in case it's missing.</p> <p>Meeting and email summaries are displayed in Microsoft 365 chat, Copilot for Sales add-in in Outlook, and Copilot for Sales app in Teams.</p> <p>You must enable Copilot for Sales and Copilot for Microsoft 365 in your environment to see meeting and email summaries.</p>
Highlight sales information such as budget and stakeholders in customer interactions	Update	Apr/2024	<p>Meeting and email summaries highlight budget, stakeholders, customer needs, and timeline mentioned by your customer and provide relevant next steps. The generated email content suggests that you solicit the customer for relevant information in case it's missing.</p> <p>Meeting and email summaries are displayed in Microsoft 365 chat, Copilot for Sales add-in in Outlook, and Copilot for Sales app in Teams.</p> <p>You must enable Copilot for Sales and Copilot for Microsoft 365 in your environment to see meeting and email summaries.</p>

Copilot for Sales - Cross-app experiences



Item	N / U	Deadline	Benefits / Observations
Integrate Copilot for Sales with Copilot in Microsoft Word	Update	Apr/2024	<p>You can use Copilot in Microsoft Word, powered by Copilot for Sales, to generate a sales meeting preparation document containing following sections:</p> <ul style="list-style-type: none">- Participants and other stakeholders information- Opportunity summary- Relevant email summaries- Previous meeting summary- Open tasks for relevant opportunity- Open cases for relevant account <p>To use this capability, Copilot for Sales must be enabled in your environment, and you must have a Microsoft 365 license.</p>
Suggest updates to CRM opportunity	Update	May/2024	<p>Suggested updates to the CRM opportunity are displayed based on emails or conversations you had with your customers. The suggested updates help you keep the CRM up to date with information such as opportunity estimated closed date, estimated revenue, and stage.</p> <p>The suggested updates are displayed in Microsoft 365 chat, Copilot for Sales add-in in Outlook, and Copilot for Sales app in Teams. You must enable Copilot for Sales and Copilot for Microsoft 365 in your environment to see suggested updates.</p>
Extend Microsoft Copilot for Sales	Update	Jun/2024	<p>As a customer and partner, you can extend additional Copilot for Sales experiences in Outlook and Teams through Power Platform connectors allowing data and actions to be integrated into Copilot for Sales experiences like the Outlook side pane, Teams side pane during meetings, and adaptive cards.</p> <p>This capability is enabled in Microsoft Teams, Microsoft Outlook, and Microsoft Copilot for Microsoft 365.</p>

Copilot for Sales - Cross-app experiences



Item	N / U	Deadline	Benefits / Observations
Detect customer asks and suggest responses	Update	Jun/2024	<p>Customer asks are automatically detected from emails and conversations you had with your customers and corresponding responses are suggested based on analysis done using internal sources such as CRM and SharePoint folders.</p> <p>Suggested responses to customer asks are displayed in Microsoft 365 chat, Copilot for Sales add-in in Outlook, and Copilot for Sales app in Teams. You must enable Copilot for Sales and Copilot for Microsoft 365 in your environment to use this feature.</p>
Highlight customer issues and provide relevant next steps	Update	Jun/2024	<p>Customer issues are automatically detected, and relevant action items are suggested for you based on analysis done using internal sources such as CRM and SharePoint folders.</p> <p>This feature is displayed in Microsoft 365 chat, Copilot for Sales add-in in Outlook, and Copilot for Sales app in Teams. You must enable Copilot for Sales and Copilot for Microsoft 365 in your environment to use this feature.</p>

Copilot for Sales - Microsoft Teams experiences



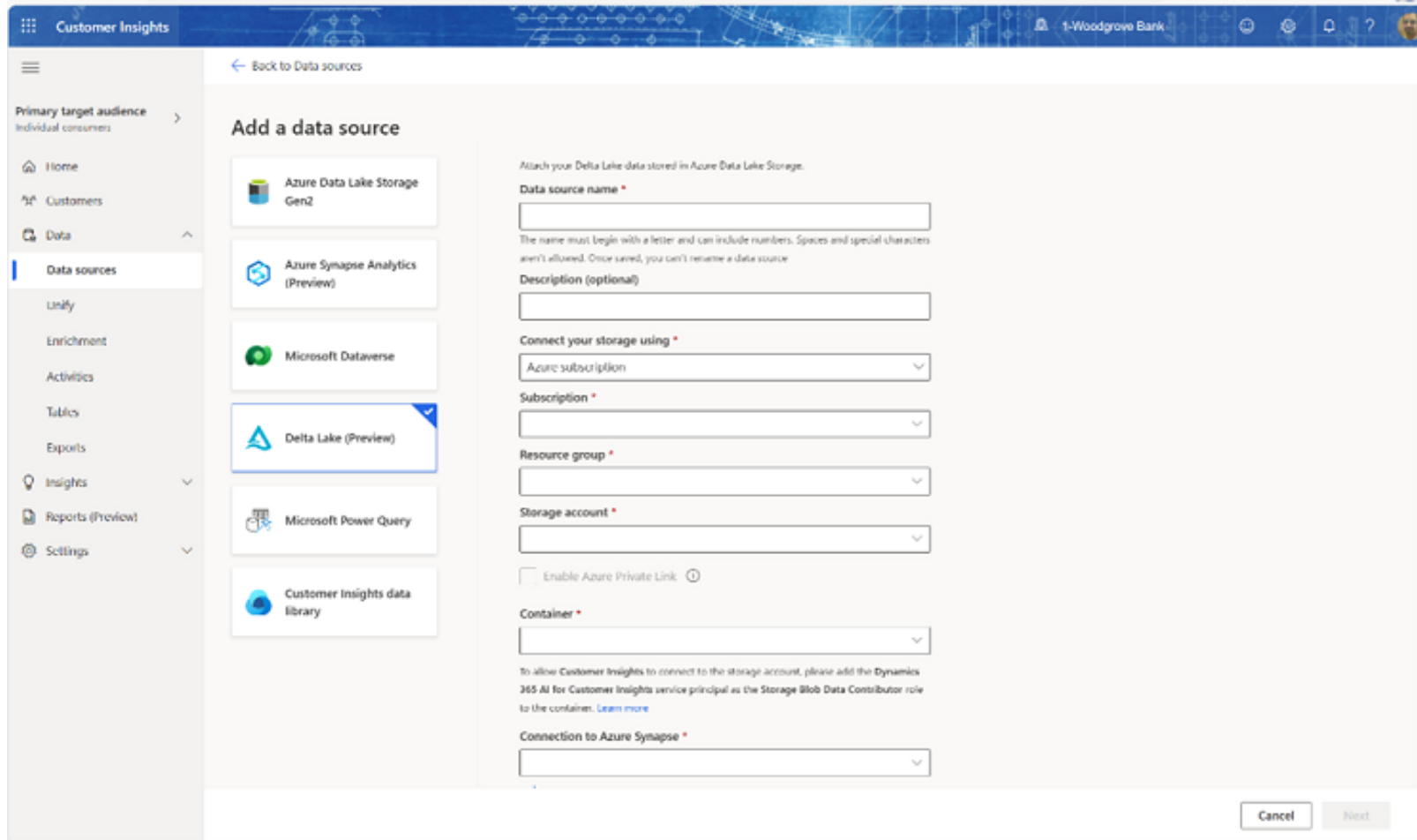
Item	N / U	Deadline	Benefits / Observations
Support sellers with Copilot for Sales mobile experiences in Teams	New	Mar/2024	As a seller, you'll be able to leverage main features including: <ul style="list-style-type: none">- Message extension for searching CRM records and sharing with your colleagues in a chat message.- Personal app experience with quick links to key documentation and admin settings.
Integrate Copilot for Sales with Copilot in Microsoft Teams chat experience	Update	Apr/2024	You can use Copilot in Microsoft Teams, powered by Copilot for Sales, to access opportunity summaries and competitor information through both free text prompts and proactive suggested prompts that are displayed automatically when a relevant name is detected in real time. To use this capability, Copilot for Sales must be enabled in your environment, and you must have a Microsoft 365 license.
Integrate Copilot for Sales with Teams meeting summaries	Update	Apr/2024	You can access the following capabilities from the Teams meeting summary page: <ul style="list-style-type: none">- Action items and task creation in CRM- Sales conversational KPI for all participants- Sales keywords and questions- Speaker's sentiments To use this capability, Copilot for Sales must be enabled in your environment, and you must have a Microsoft Teams premium license.
Collaborate with sales team from Microsoft Teams group chats	Update	Jun/2024	As a seller, you can: <ul style="list-style-type: none">- Share sales-specific information such as email summaries and CRM information from Outlook in group chats.- Use the Copilot for Sales bot to generate opportunity summaries that have the latest opportunity information.



Customer Insights

Customer Insights - Real-time data processing

Item	N / U	Deadline	Benefits / Observations
Seamlessly onboard customer data from your Delta Lake with no data integration	Update	Feb/2024	With this feature, you can: <ul style="list-style-type: none">- Attach your data stored in Delta Lake format as a data source in Customer Insights.- Save time, effort and cost by eliminating any transformation pipeline that converts your Delta Lake data into another format for ingestion to Customer Insights - Data. Delta formatted data can be read natively.- Take advantage of Delta Lake incremental processing without any work. Data stored in Delta Lake format doesn't need to be formatted in separate full or upserts folders.





Customer Insights - Data

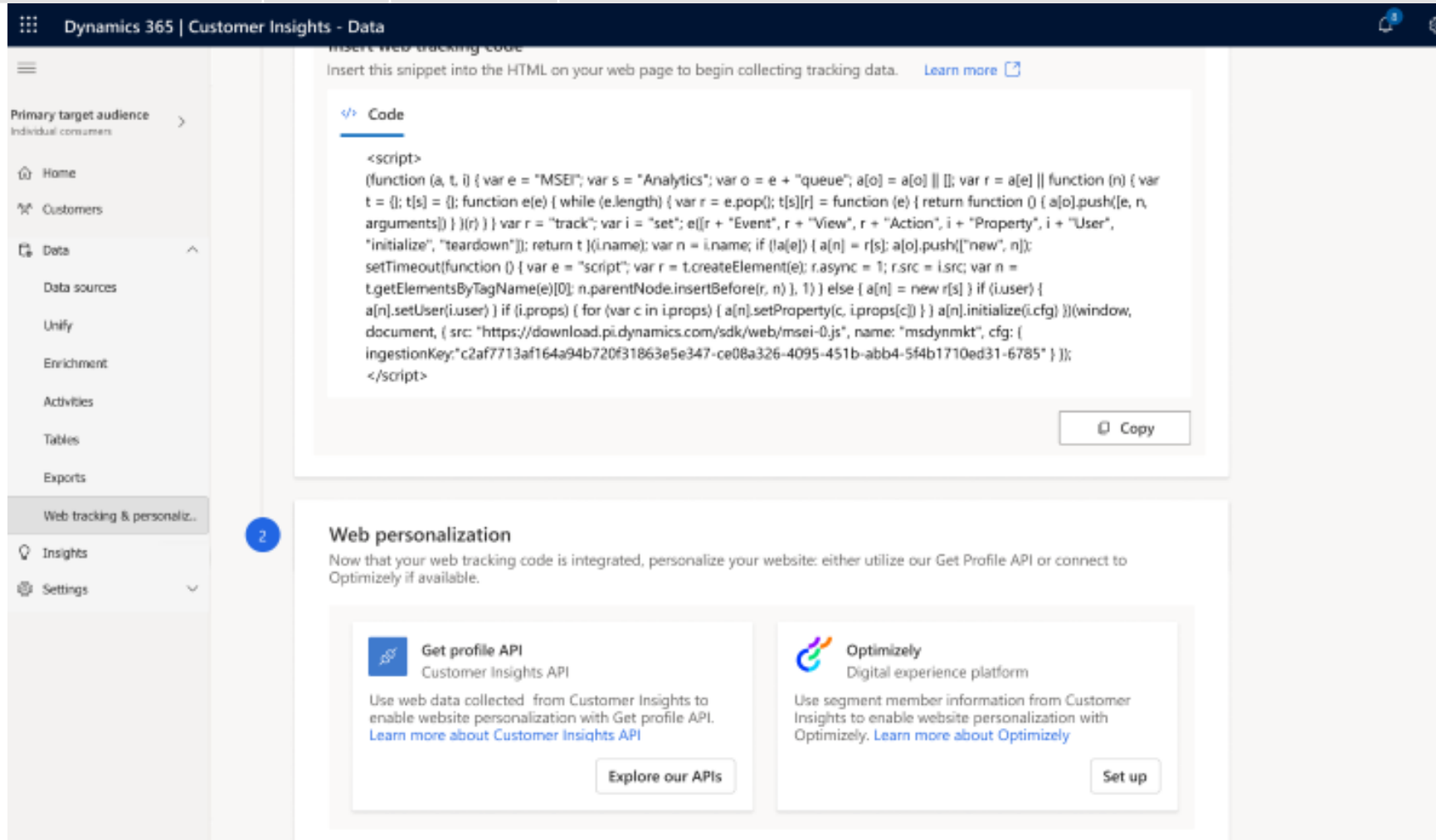
Customer Insights - Data - Real-time personalization



Item	N / U	Deadline	Benefits / Observations
Elevate customer experiences in real time	Update	Apr/2024	<p>Customer Insights helps you collect web interactions in real time, enabling personalized experiences and a deeper understanding of your customers' needs and preferences.</p> <p>This capability includes the following features:</p> <ul style="list-style-type: none">- Real-time web tracking: Ensure that your customer data is ingested in real time with a tracking script that can be added to your website. Capture high-intent signals such as "viewed pricing page," "added item to the cart," or "downloaded e-book" in real time.- Real-time unknown profiles: Capture web data from all your visitors even if they're not authenticated and let the system automatically create unknown profiles in real time.- Real-time unknown-to-known: Merge unknown profiles into known profiles in real time, so you can always have the 360-degree view of your customers.- Real-time web personalization: Leverage our APIs to read your customer data, including segment memberships, web events, or demographic data in real time to personalize the web experience for your visitors.

Customer Insights - Data - Real-time personalization

Item	N / U	Deadline	Benefits / Observations
Personalize omnichannel experiences with no code using Optimizely	Update	Apr/2024	<ul style="list-style-type: none">- Easily configure a connection to and from Optimizely with Customer Insights - Data.- Consume Customer Insights - Data segments within Optimizely.- Run experiments or campaigns based on your Customer Insights - Data segments in Optimizely.- Use experimentation and interaction data from Optimizely in Customer Insights - Data.



The screenshot displays the Dynamics 365 Customer Insights - Data interface. On the left, a navigation pane includes options like Home, Customers, Data, and Web tracking & personalization. The main content area is titled 'Web tracking & personalization' and contains two primary sections:

- Web tracking code:** A section with the heading 'Insert web tracking code' and a sub-heading 'Insert this snippet into the HTML on your web page to begin collecting tracking data.' Below this is a code block containing a JavaScript snippet for tracking events. A 'Copy' button is located at the bottom right of the code block.
- Web personalization:** A section with the heading 'Web personalization' and a sub-heading 'Now that your web tracking code is integrated, personalize your website: either utilize our Get Profile API or connect to Optimizely if available.' This section contains two cards:
 - Get profile API:** A card with the heading 'Get profile API' and sub-heading 'Customer Insights API'. It describes using web data collected from Customer Insights to enable website personalization with the Get profile API. A link 'Learn more about Customer Insights API' is provided, along with an 'Explore our APIs' button.
 - Optimizely:** A card with the Optimizely logo and heading 'Optimizely' and sub-heading 'Digital experience platform'. It describes using segment member information from Customer Insights to enable website personalization with Optimizely. A link 'Learn more about Optimizely' is provided, along with a 'Set up' button.



Customer Insights - Journeys

Customer Insights - Journeys - Unify sales and marketing



Item	N / U	Deadline	Benefits / Observations
Qualify leads and route to sales when buying is likely	Update	Apr/2024	<ul style="list-style-type: none"> - Define lead qualification criteria using multiple signals: fit (based on a lead's profile), intent (for example, filling out a marketing form or watching a demo), recency (when the lead was created), and engagement (lead score crossing a certain threshold). - Take automated action every time a lead hits certain qualification criteria.

The screenshot displays the Dynamics 365 Marketing interface for configuring 'Marketing qualified leads'. The left sidebar shows navigation options like Recent, Pinned, Engagement, Channels, Audience, Lead management, Leads, Scoring models, Qualification, and Assets. The main content area is titled 'Marketing qualified leads' and includes a description: 'Customize when and how open leads should move to this stage. Additionally, automate workflows to trigger once a lead reaches this stage.'

Under the 'Task automation' section, there are two toggle switches: 'Mark leads as sales-ready' (set to Yes) and 'Update lead status' (set to Yes). Below this is the 'Qualifying criteria' section, which lists two criteria: 'Sustainability model score is equal or greater than 60 points' and 'Demographic model is equal or greater than 40 points'. At the bottom, there is a 'Disqualifying criteria' section with an 'Add a criteria' button and options for scoring model score, leads with a specific attribute, and when an action is triggered.

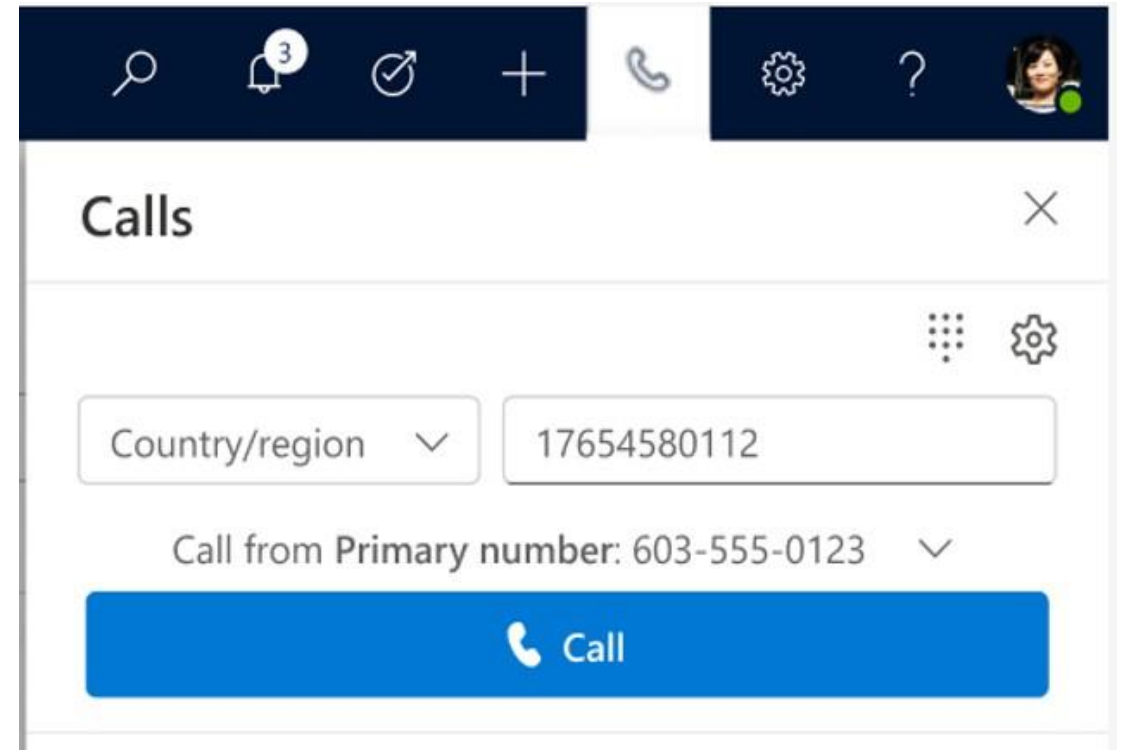
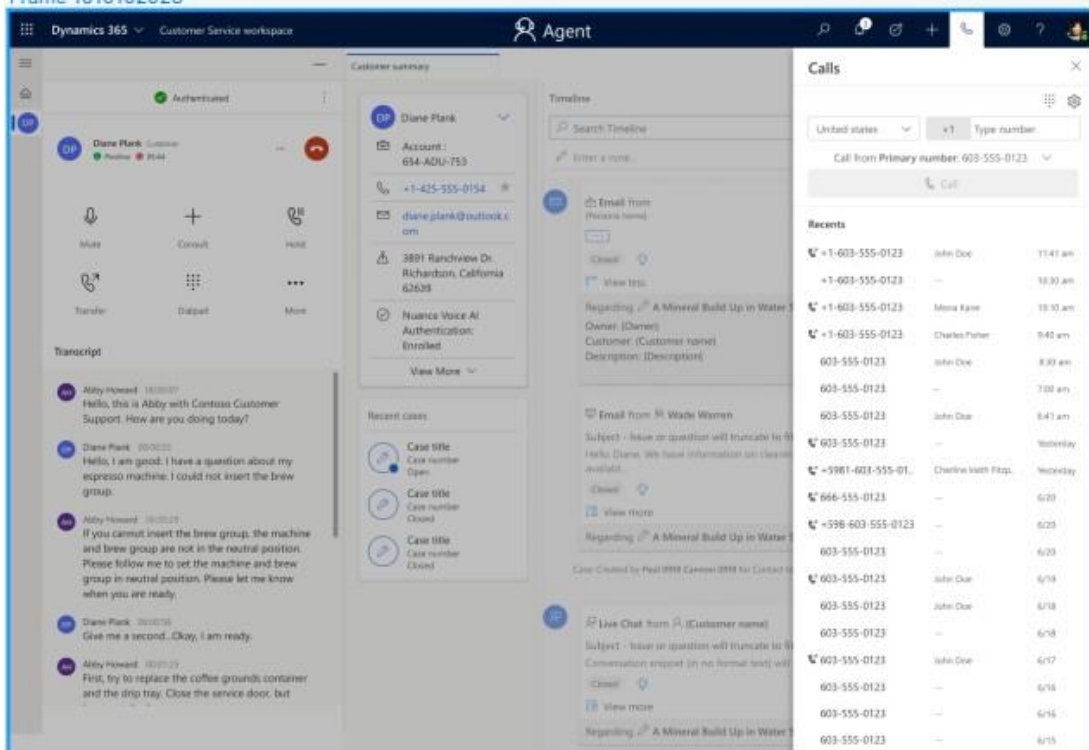
On the right side of the interface, there are three call-to-action buttons: 'Share your ideas', 'Check out our blog', and 'Learn about Qualification'.



Customer Service

Customer Service - Omnichannel

Item	N / U	Deadline	Benefits / Observations
Improvements to the outbound dialing experience	Update	Feb/2024	<p>An intuitive and efficient dialer to make phone calls is a centerpiece for agents who communicate with customers by phone.</p> <p>The improvements include:</p> <ul style="list-style-type: none"> - Number typing and editing. - Number formatting. - Number country/region detection. - Recent calls list. - Select supported countries/regions to call. - Agents can select the outbound number to call with. - Default country/region selection based on locale.





Copilot for Service

Copilot for Service - Agent-facing copilots in CRM systems



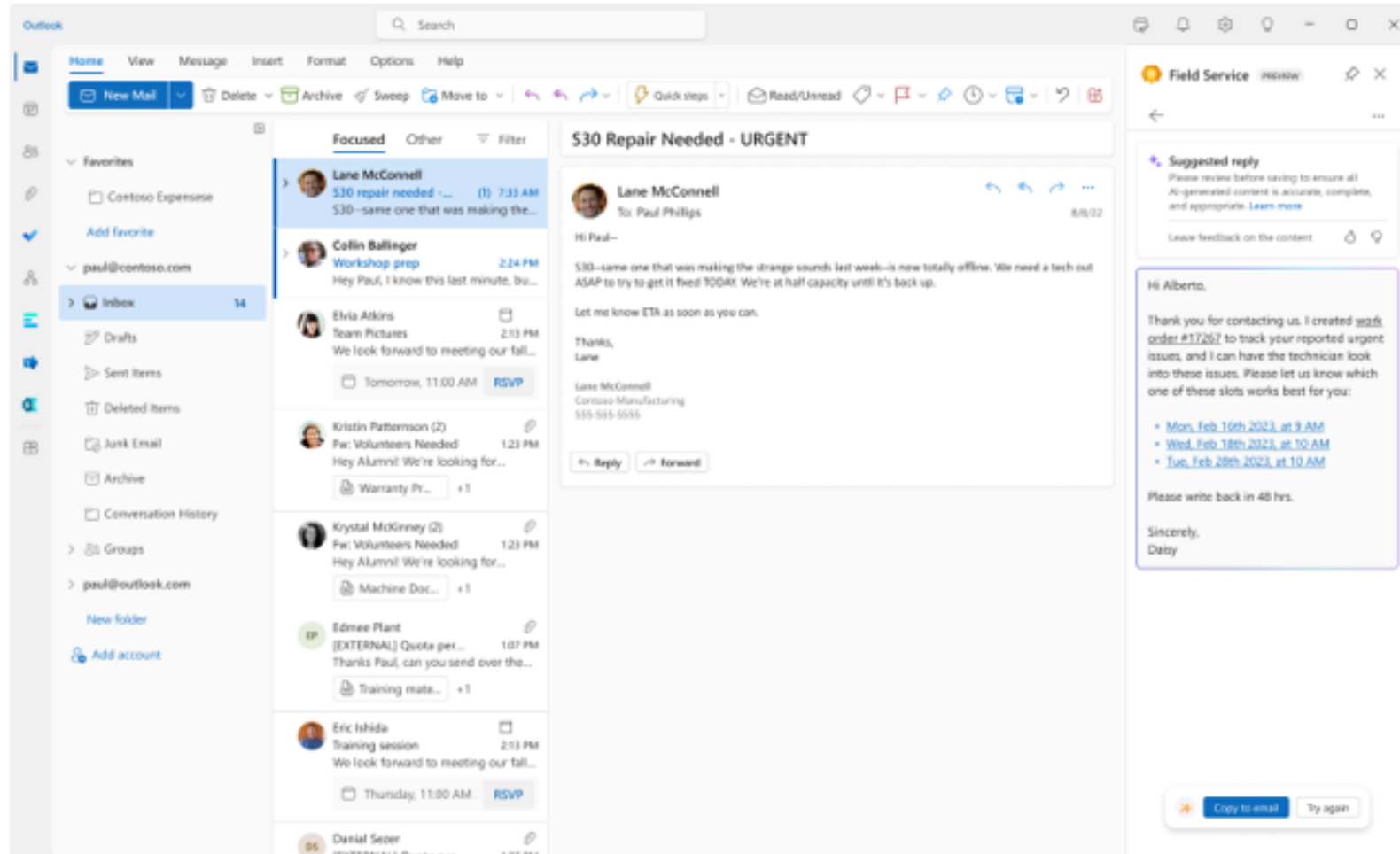
Item	N / U	Deadline	Benefits / Observations
Use custom plugins in agent-facing copilots	New	Feb/2024	Agent-facing copilots embedded in CRM systems can use custom plugins as per their business needs, created in Copilot Studio. Geographic areas: United States
Use Microsoft Copilot directly in your existing CRM systems	New	Feb/2024	Copilot for Service includes Copilot for Microsoft 365 and extends your existing contact center with generative AI to enhance service experiences and boost agent productivity. Your agents can use natural language to ask questions to Copilot right on the side of your agent console or desktop. Geographic areas: United States



Field Service

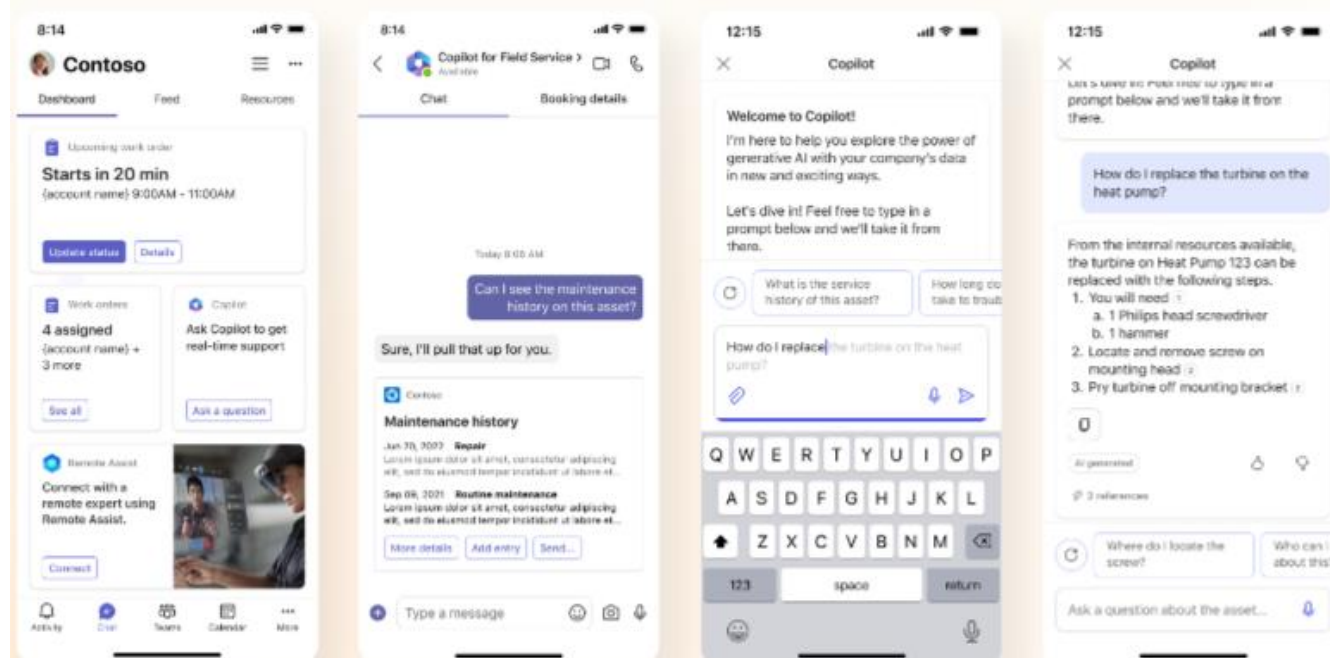
Field Service - Copilot in Field Service

Item	N / U	Deadline	Benefits / Observations
Generate custom responses and summaries in Outlook with AI	Update	Apr/2024	Frontline managers and dispatchers can get an AI-generated response or summary to share with customers within Microsoft 365 applications, including Microsoft Teams and Outlook. Harnessing the power of generative AI can lead to increased frontline productivity.



Field Service - Copilot in Field Service

Item	N / U	Deadline	Benefits / Observations
Ask Copilot about work order information using natural language		Mar/2024	<p>Frontline workers or field service technicians can look up information related to their work orders while doing their jobs with an intuitive natural language copilot experience within Microsoft Teams. Frontline workers or technicians can access information needed to complete their jobs at any time using natural language. Microsoft Copilot helps technicians access work order information with a natural language interface to query and modify work orders as needed.</p> <p>Seamless access to Microsoft Dataverse: Copilot can access the extensive data stored in the Microsoft Dataverse, including critical field service entities like work orders, and booking. This integration ensures technicians have the latest information readily available.</p> <p>Designed for field use, the Copilot is accessible across different platforms (web, Teams) and devices (desktop or mobile), offering real-time assistance whenever and wherever needed. This flexibility ensures that technicians remain agile and well-informed in various field scenarios.</p>



Field Service - Empower frontline workers

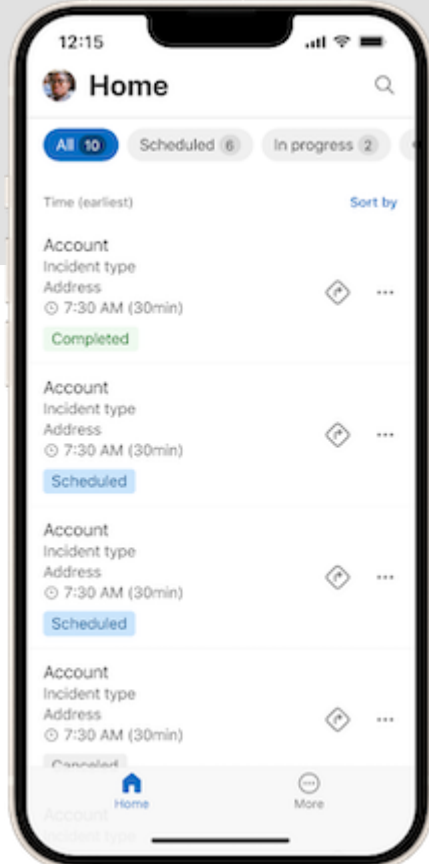
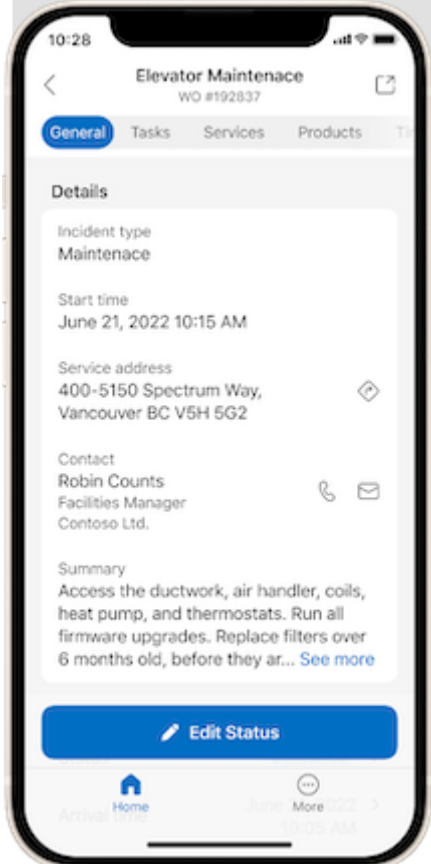
Item	N / U	Deadline	Benefits / Observations
------	-------	----------	-------------------------

New and intuitive user experience for Field Service mobile

Update

Jun/2024

- With the new native mobile user experience, users get:
- Modern look and feel in the home page, booking details, and other aspects of work order management.
- Refreshed user experience, bottom navigation bar, left navigation, and settings area.
- Large touch targets for ease of use and accessibility.
- Ability to quickly filter booking list with common status-related filters.
- Simplified booking list experience, with the ability to change status with swipe gestures and quickly get directions.
- Embedded guides for step-by-step instructions with embedded pictures and branching flows.
- Smooth tab switching through swipe gestures in booking details.
- Easily check-off work order service tasks with a new task management experience.
- Quickly add products, change their line status by tapping on large visible badges, and update quantity.
- Easily add notes with text, image, video, voice, or file attachments to the booking—which show up on the timeline for other users.
- Still have access to the unified interface extensions or customizations made by you in the app through a simple transition experience.



Finance Premium & Invoice Capture

Talk to our Expert



Boost your performance with Microsoft Dynamics 365 Finance Premium!

Planning and analysis: fast, secure, to the point.

Talk to our Expert for Finance Premium:

- Business Performance Analytics
- Business Performance Planning

[Book a meeting](#)

Talk to our Expert for Invoice Capture:

[Book a meeting](#)

AI and Copilot Assessment Workshop

AI in practice – leverage AI for strategic growth in your organization!



This workshop provides an AI integration roadmap fostering innovation, efficiency, strategic growth, operational readiness, and ethical practices, transforming challenges into competitive opportunities.

1-day workshop, On-site or Online.

The workshop is designed for managers, IT decision-makers, process owners, and data analysts.

[Learn more here!](#)

Sessions in the Workshop:

- **Introduction to Microsoft technologies:**
Exploring Microsoft AI, Copilots, and Azure services to enhance efficiency and address business challenges.
- **Use Case Exploration:**
We will explore use cases and identify challenges and priorities for strategic impact in your organization.
- **Design Thinking:**
Design Thinking session focuses on AI solutions, quick wins, ROI, consensus, and prioritizing value creation.
- **Organizational Readiness:**
Discussing AI integration, emphasizing data quality, change management, training, governance, and ethical AI practices.
- **Roadmap and Next Steps:**
Outlining a roadmap for AI adoption to accelerate your organization's journey.

Thank you!



dynamics365team@alfapeople.com



DK: +45 70 20 27 40
DE: +49 5221 28 44 00
CH: +41 43 355 30 60

