

Welcome to **What's new in Microsoft 2025 Release Wave 2**

Thursday, 25th September 2025

We will kick off shortly

Agenda

- What's new - Dynamics 365 CE

- Sales
- Copilot for Sales
- Customer Insights - Data
- Customer Insights - Journeys
- Customer Service
- Copilot for Service
- Contact Center
- Field Service

- What's new - Power Platform

- Power Apps
- Power Automate
- AI Builder
- Copilot Studio
- Dataverse
- Governance and Administration
- Power Pages



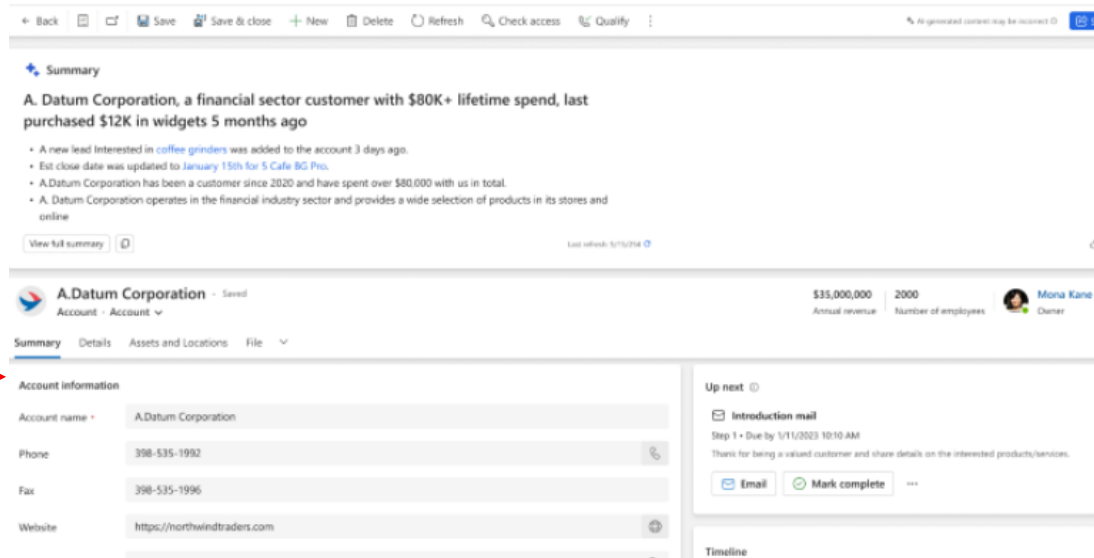
What's new in Dynamics 365 CE



Sales

Sales - Copilot and AI innovation

Item	N / U	Deadline	Benefits / Observations
Accelerate data entry using form fill assist toolbar	Updated	Oct/2025	As part of Copilot's form fill assistance initiatives, the form fill assist toolbar supports uploading of files, emails, and images, helping eliminate this manual data entry work. It uses AI to extract key details such as names, phone numbers, addresses, and company info from uploaded content, and intelligently maps them to the right fields in the sales form. Use Files to upload supported file types (.txt, .docx, .csv, .pdf, .png, .jpg, .jpeg, .bmp) and get inline suggestions to fill out fields based on the file's content.
Get embedded experience for Copilot summaries	New	Oct/2025	The Copilot summary for Opportunity, Lead, and Account gives sellers instant, AI-generated insights so they can quickly get up to speed, understand deal context faster, and spend less time searching through data.



Summary

A. Datum Corporation, a financial sector customer with \$80K+ lifetime spend, last purchased \$12K in widgets 5 months ago

- A new lead interested in [coffee grinders](#) was added to the account 3 days ago.
- Est close date was updated to [January 15th for 5 Cafe BG Pro](#).
- A. Datum Corporation has been a customer since 2020 and have spent over \$80,000 with us in total.
- A. Datum Corporation operates in the financial industry sector and provides a wide selection of products in its stores and online.

[View full summary](#)

A. Datum Corporation - Saved
Account - Account

\$35,000,000 Annual revenue | 2000 Number of employees | **Mona Kane** Owner

Summary | Details | Assets and Locations | File

Account information

Account name: A. Datum Corporation

Phone: 398-535-1992

Fax: 398-535-1996

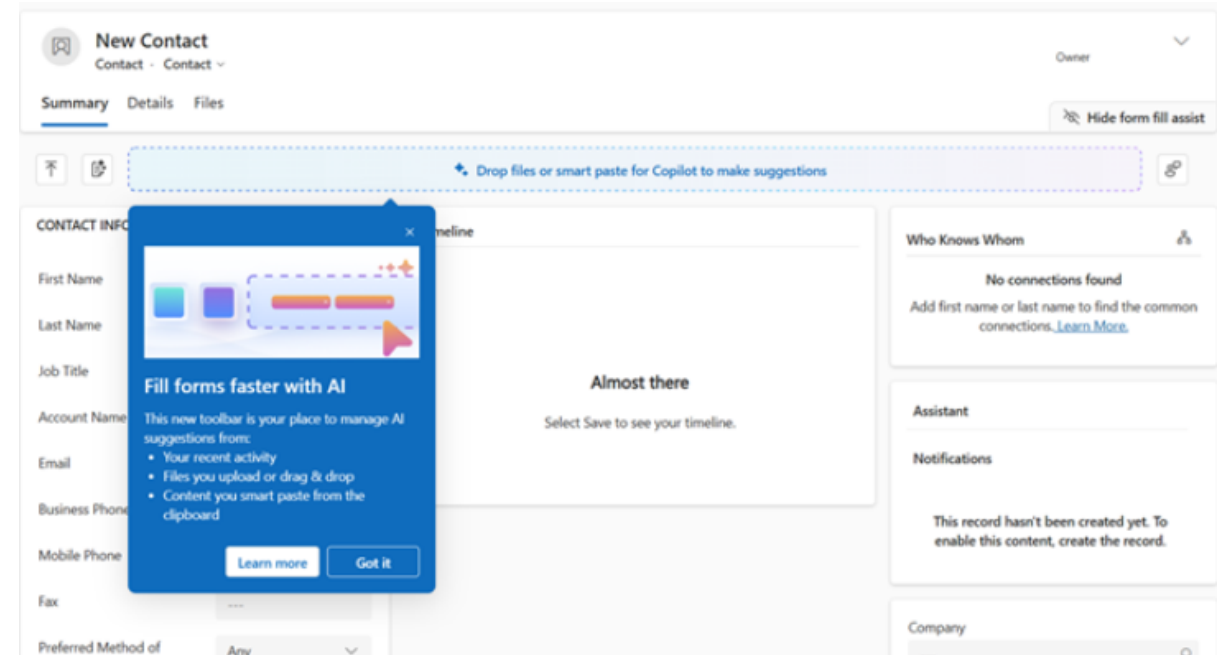
Website: <https://northwindtraders.com>

Up next

Introduction mail
Step 1 • Due by 1/11/2023 10:10 AM
Thank for being a valued customer and share details on the interested products/services.

[Email](#) [Mark complete](#) ...

Timeline



New Contact
Contact - Contact

Summary | Details | Files

Drop files or smart paste for Copilot to make suggestions

Fill forms faster with AI

This new toolbar is your place to manage AI suggestions from:

- Your recent activity
- Files you upload or drag & drop
- Content you smart paste from the clipboard

[Learn more](#) [Got it](#)

CONTACT INFO

First Name

Last Name

Job Title

Account Name

Email

Business Phone

Mobile Phone

Fax

Preferred Method of

Who Knows Whom

No connections found
Add first name or last name to find the common connections. [Learn More](#)

Assistant

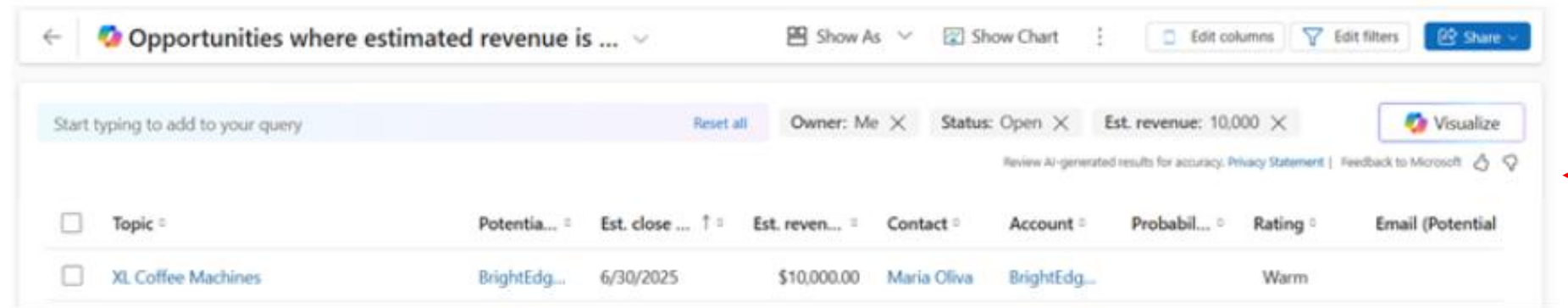
Notifications

This record hasn't been created yet. To enable this content, create the record.

Company

Sales - Copilot and AI innovation

Item	N / U	Deadline	Benefits / Observations
Find, filter, and sort using natural language with smart grid	updated	Oct/2025	Smart grids, part of Copilot's workflow efficiency toolkit, simplify this process by letting you filter, find, and sort data using natural language. Just type a query in natural language in Copilot Search, and Copilot instantly applies the right filters and updates the grid.



The screenshot shows a Copilot search interface for 'Opportunities where estimated revenue is ...'. The search bar contains the text 'Start typing to add to your query' and a 'Reset all' button. The search results are filtered by 'Owner: Me', 'Status: Open', and 'Est. revenue: 10,000'. A 'Visualize' button is visible. The search results table has columns: Topic, Potential, Est. close date, Est. revenue, Contact, Account, Probabil..., Rating, and Email (Potential). One result is shown: 'XL Coffee Machines' with a potential of 'BrightEdg...', an estimated close date of '6/30/2025', an estimated revenue of '\$10,000.00', contact 'Maria Oliva', account 'BrightEdg...', and a rating of 'Warm'.

<input type="checkbox"/>	Topic	Potentia...	Est. close ... ↑	Est. reven...	Contact	Account	Probabil...	Rating	Email (Potential)
<input type="checkbox"/>	XL Coffee Machines	BrightEdg...	6/30/2025	\$10,000.00	Maria Oliva	BrightEdg...		Warm	

Sales – Lead Management

Item	N / U	Deadline	Benefits / Observations
Boost pipeline by autonomously researching leads with Sales Qualificacion Agent	Updated	Oct/2025	The Sales Qualification Agent in Dynamics 365 Sales eliminates this human toil by autonomously researching information about every lead using data from CRM and public web sources. The agent then recommends whether you should engage with the lead.
Improve sales efficiency with Sales Qualification Agent's e-mail validation	Updated	Oct/2025	Now, the Sales Qualification Agent in Dynamics 365 Sales verifies each email address and identifies if it's a work or personal email. Sales teams can save precious time by ignoring unreachable leads, increase the effectiveness of their sales outreach, and stay compliant by reaching out to only valid work emails.

Paul Thompson from KSB Pumps
 Tooling for stainless-steel pump components | Purchasing director | (842) 1231-2241 | paulthompson@ksb.com Invalid

Key insights How was this generated?
 Lead has a high purchasing intent and can be qualified
 The lead is actively evaluating tooling solutions aligned with budget pre-approved—making this a strong opportunity w...

What has happened to this lead
 We began engaging with the lead on March 19 following he...
 3, the lead responded positively on March 5, expressing inte...

This lead is hot 🔥🔥🔥

Invalid email
 This email address is invalid, which will negatively impact deliverability and engagement rates.
 Email *
 jhan@ab.com
 This email doesn't seem to be valid as the domain is unknown. If you're sure it's correct, you can mark it as valid. Otherwise, update the email.
 Mark valid Update

Copilot suggested actions for you
 Top actions that can help achieve your target

- Daisy Phillip** (Contact) - Interested in Coffee XL machines
 Send product details to Daisy
 Daisy asked for 20 XL coffee machine's product details. Send product brochure to take lead forward.
 Send email
- Beth Davies** (Contact) - Interested in NeoCoffee XL and CalcLife ma...
 Prepare for introductory meeting with Beth
 Beth has showed interest in meeting in-person in her New York office for initiating purchasing discussion.
 Schedule appointment
- Hilary Reyes** (Contact) - Interested in CoffeePod subscrip...
 Get discount approval for Hilary
 Hilary has enquired about the possibility of a 10% discount. Get approval for the same from the finance...
 Create task
- Krystal McKinney** (Contact) - Interested in Coffeeless machines
 Send deal timeline to Krystal
 Krystal requires an urgent replacement of all coffee machines in her Seattle office. Share a draft timeline a...
 Send email

All generated content may be incorrect. [Learn more](#)

My open leads

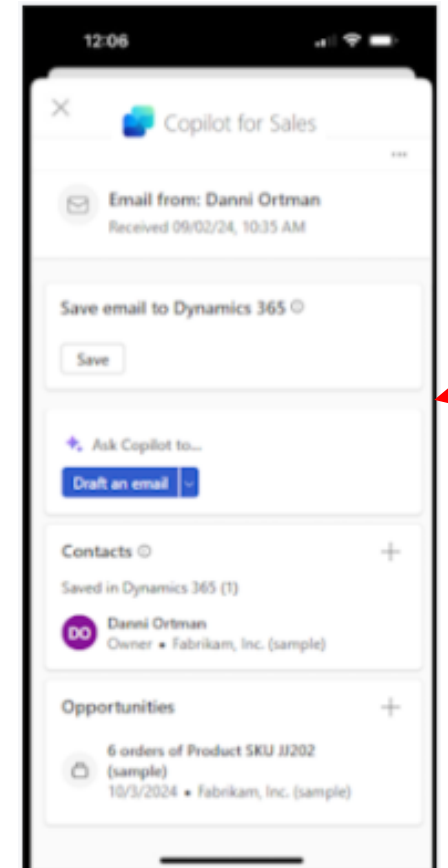
Name	Topic	Status reason	Created on
<input type="checkbox"/> Winford Asher	10 Airport Coffee Makers for Fabrikam	New	5/31/2023 11:10 AM
<input type="checkbox"/> Josiah Love	10 Airport Duo Coffee Makers for Alpine Ski House	New	5/31/2023 11:10 AM
<input type="checkbox"/> Harrison Curtis	5-Cafe Duo Espresso Machines for Alpine Ski House	New	5/31/2023 11:10 AM
<input type="checkbox"/> Jermaine Bennett	5-Cafe Lite Espresso Machines for A. Datum	New	5/31/2023 11:10 AM
<input type="checkbox"/> Gerald Stephens	10 Airport Lite Coffee Makers Long-term Lease for Alpine Sk...	New	5/31/2023 11:10 AM
<input type="checkbox"/> Halle Griffiths	20 Airport XL Coffee Makers Long-term Lease for Northwin...	New	5/31/2023 11:10 AM
<input type="checkbox"/> Rachel Michael	20 Airport XL Coffee Makers for Alpine Ski House	New	5/31/2023 11:10 AM



Copilot for Sales

Copilot for Sales – Microsoft Outlook Experiences

Item	N / U	Deadline	Benefits / Observations
Access Copilot for Sales from Outlook mobile	New	Ago/2025	Sellers can easily track emails to CRM, keep the CRM updated, and use AI power to summarize and generate email replies, all from within the mobile version of Outlook on iPhone or Android devices.

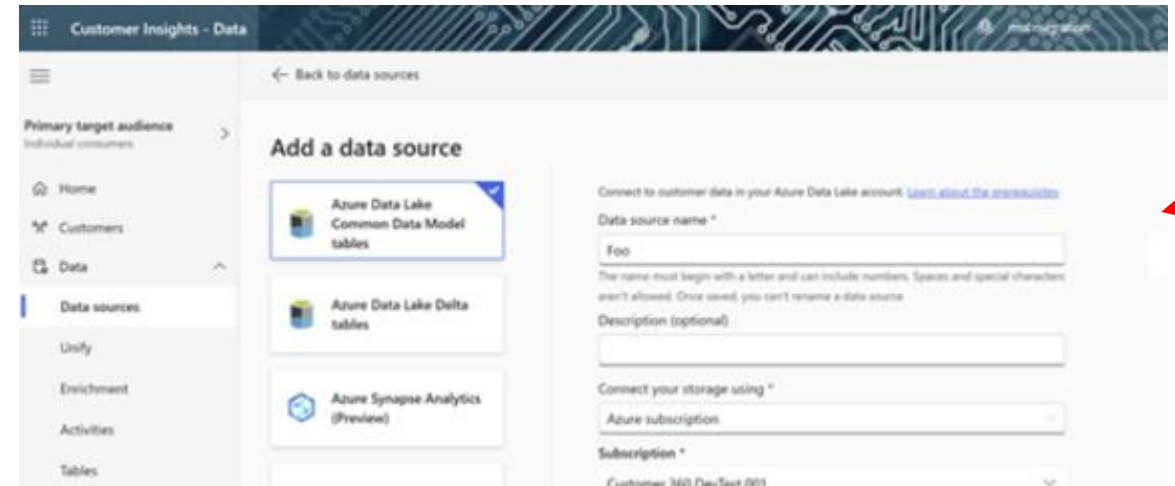
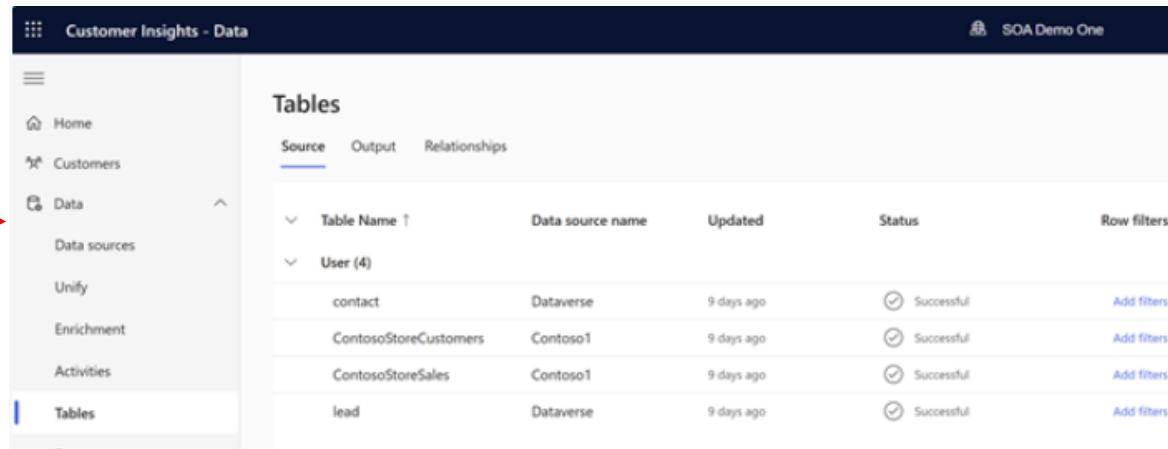




Customer Insights Data

Customer Insights – Faster Time to Insights

Item	N / U	Deadline	Benefits / Observations
Connect to Azure store behind a firewall using Virtual Network support	Updated	Sep/2025	Customer Insights - Data uses the Virtual Network support in Power Platform to securely configure Private Link connections to your Azure storage behind a firewall. Customer Insights - Data uses private links for three scenarios: Data input, Data output, exports.
Filter rows from source data for better processing	Updated	Oct/2025	With Customer Insights - Data, you can apply row filters directly to any source table you ingest. This filter feature reduces the data scope to just what you need.

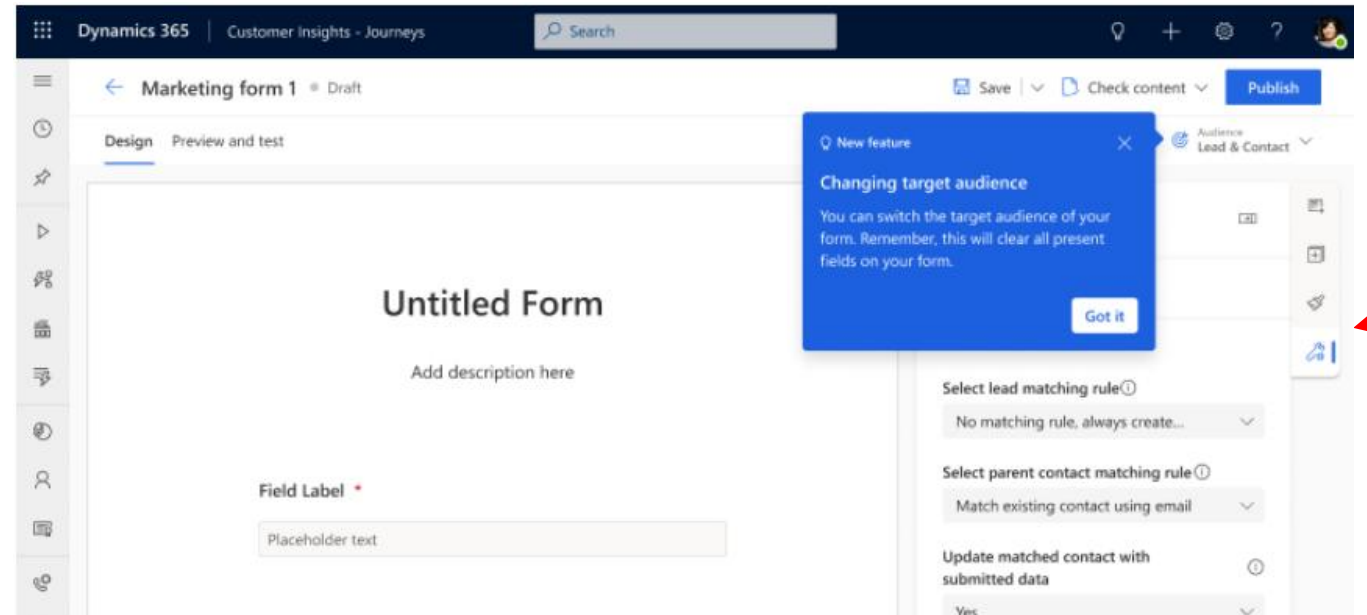




Customer Insights Journeys

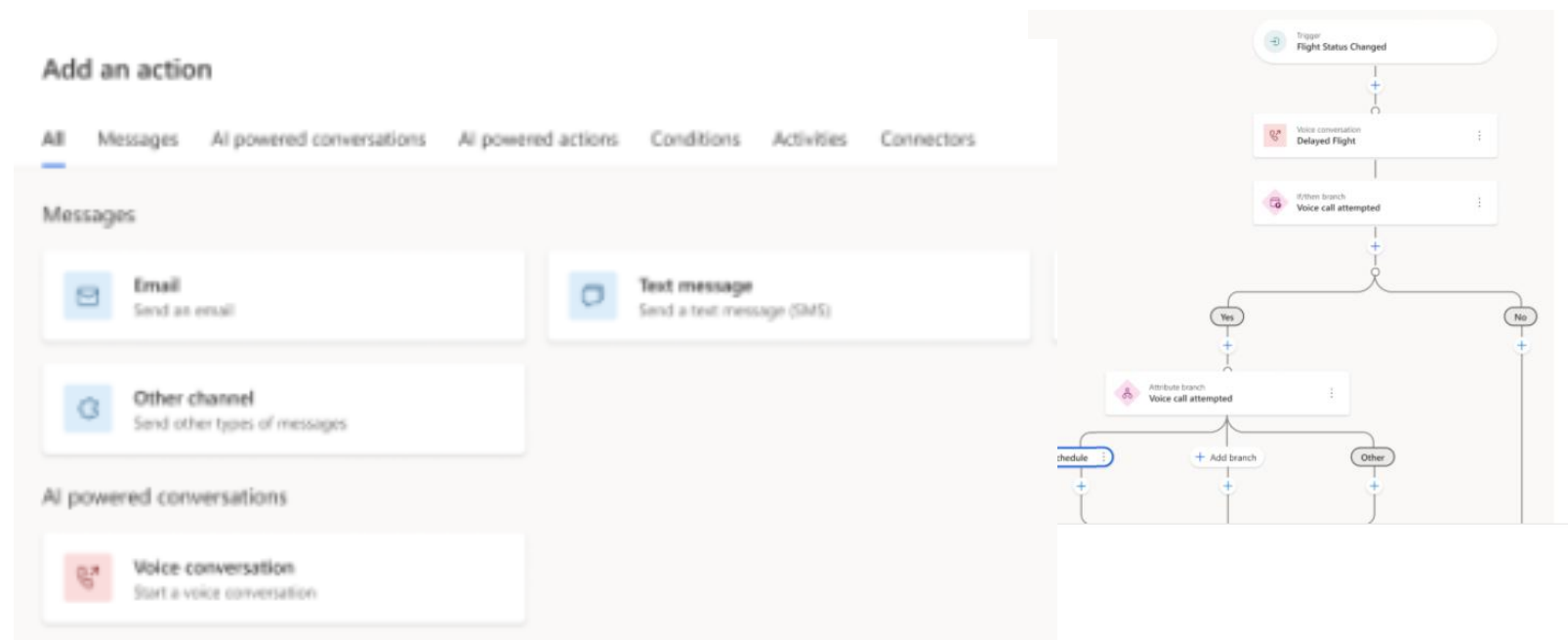
Customer Insights - Journeys – Unify Sales and Marketing

Item	N / U	Deadline	Benefits / Observations
Generate leads that link to an existing contact	Updated	Sep/2025	With this new set of capabilities to connect lead and contact data, you can choose how to update existing contact or lead details and define advanced matching rules to prevent duplicate records.



Customer Insights - Journeys – Copilot and agents

Item	N / U	Deadline	Benefits / Observations
Transform your outreach with Copilot – powered voice conversations	Updated	Nov/2025	By integrating Customer Insights - Journeys with Contact Center, you can go beyond traditional marketing tactics by leveraging Copilot Studio agents to deliver meaningful, hyper-personalized experiences that boost customer satisfaction and engagement.

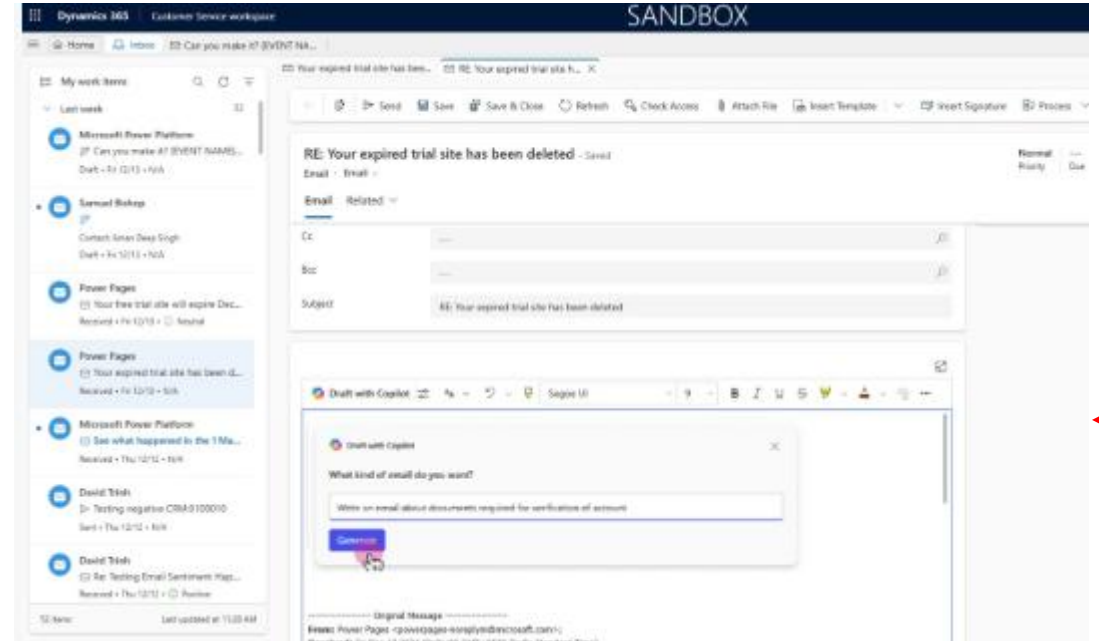
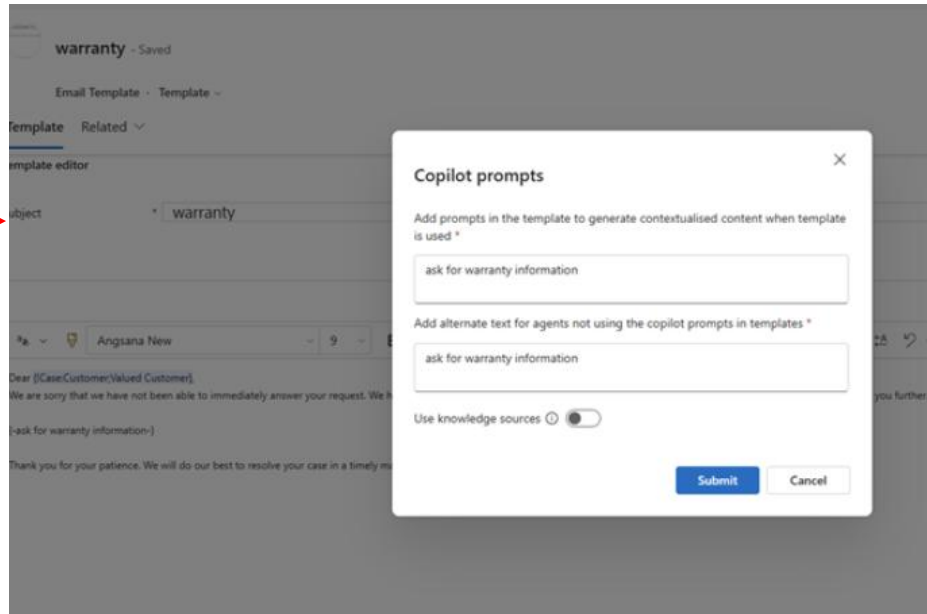




Customer Service

Customer Service - Copilot and AI innovation

Item	N / U	Deadline	Benefits / Observations
Connect AI agents using Model Context Protocol server	Updated	Oct/2025	Whether you're a developer building an AI agent to automate part of the service workflow or a customer service representative using AI agents such as ChatGPT and Claude to get work done, you can now connect Customer Service to your agents with the MCP server.
Insert Copilot prompts in email templates	Updated	Oct/2025	With this feature, administrators can set up email prompts in email templates. When a customer service representative uses an email template, Copilot automatically fills in content from the prompts. This feature boosts agent productivity and cuts down on manual work.
Use Copilot-powered email template recommendations	Updated	Oct/2025	Copilot Email Assist now suggests relevant email templates, so customer service representatives don't need to search for templates manually.



Customer Service - Copilot and AI innovation

Item	N / U	Deadline	Benefits / Observations
Automate case lifecycle tasks with Case Management Agent	Updated	Oct/2025	When a customer service representative accepts a live chat, the Case Management Agent automatically creates a case and fills in the required information. As the conversation continues, representatives can use the agent to update case fields in real time. When the conversation ends, the agent automatically updates the case fields.
Update Knowledge base using Customer Knowledge Management Agent	Updated	Oct/2025	Customer Knowledge Management Agent automatically turns untapped case and case-related conversation data into knowledge that supports your contact center. Customer Knowledge Management Agent harvests knowledge from cases in real time as service representatives close cases, helping your contact center respond to emerging issues in minutes.





Copilot for Service

Copilot for Service - Copilots embedded in CRM systems



Item	N / U	Deadline	Benefits / Observations
Embed case summary customizations in your CRM system		Sep/2025 (Public Preview)	This feature lets admins customize case summaries so that they include only the relevant fields from their third-party CRM systems. This flexibility improves case summary accuracy, customer service representative efficiency, and alignment with organizational workflows.
Enhance Copilot responses with additional sources in 3rd-party CRM systems		Sep/2025 (Public Preview)	The ability to integrate the Knowledge Hub in Copilot for third-party CRM systems such as Salesforce and ServiceNow helps enhance service representative response quality. By using multiple knowledge sources, service representatives can provide faster and more accurate resolutions without the need to ingest content into a single system. This feature reduces manual effort and helps increase service representative productivity.



Contact Center

Contact Center - Copilot and AI innovation



Item	N / U	Deadline	Benefits / Observations
Use enhanced real-time translation	Updated	Oct/2025	With this feature, users get an out-of-the-box solution for translation services, so they don't need to bring their own web resources. Service representatives get updated feature usage with more configurations. They can tailor their conversations more accurately based on their existing skills and preferences.
Promote intents for self-service in semi or fully automated manner	Updated	Oct/2025	The enhanced approach introduces automation to reduce operational overhead and accelerate intent use in self-serve modes by allowing admins to define when intents can promote. This feature saves time and resources by increasing automation or assisting admins in making faster decisions, which increases the efficiency of intent promotion. With this approach, businesses can operate more smoothly and focus on higher-value tasks.
Resolve complex issues autonomously with Customer Intent Agent	Updated	Oct/2025	By automating complex support interactions across voice, chat, and email, this feature cuts support staffing costs by increasing the number of interactions that resolve autonomously. It boosts customer satisfaction scores and reduces average handling time through faster, personalized resolutions without human interaction.
Use feedback agent in chat and digital channels	Updated	Oct/2025	Customer feedback survey agent using Copilot Studio is a robust solution that simplifies and enhances the collection and analysis of customer feedback across voice, chat, email, and digital channels. This feature uses generative AI to tailor questions and interpret responses contextually.

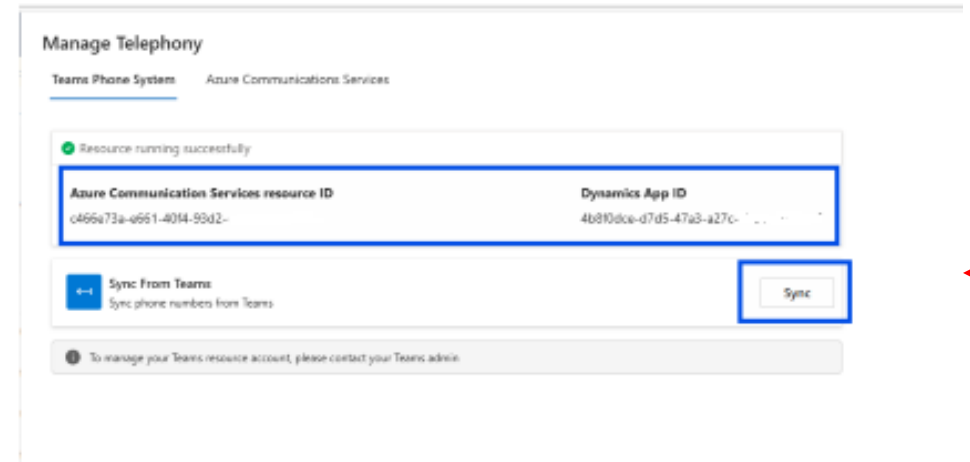
Contact Center – IVR capabilities



Item	N / U	Deadline	Benefits / Observations
Enable SIP x header support for context transfer	New	Nov/2025	SIP X header support extends in-call context transfer beyond the existing 128-character User-to-User (UUI) limit. Organizations can now pass up to five custom SIP X headers per call, and each header supports up to 256 characters. This feature enables more detailed context, such as call ID, language preference, or handling instructions, to flow between external systems and voice agents (IVR). The result is faster resolutions, reduced repetition, and improved customer experiences.
Enable selective hold with music and exit prompts	Updated	Sep/2025	Voice agents use selective hold periods when callers need time to retrieve information, just like human agents. By playing music or promotional prompts during these pauses, the system prevents awkward silences that might suggest disconnection or audio problems caused by background noise. This approach gracefully pauses the conversation while playing music or promotional prompts.
Mask sensitive data and prevent unauthorized access	Updated	Sep/2025	Safeguarding sensitive data isn't just a necessity but a mandate for contact centers. As the custodians of customer trust, contact centers lead the way in using innovative methods to protect customer data at every stage—acquisition, transmission, and storage.
Use constrained grammars for speech recognition	Updated	Sep/2025	High containment within self-service channels is essential for organizations, with recognition accuracy being paramount for voice agents. You can achieve higher accuracy by constraining speech recognition through defined rules and parameters, especially when handling alphanumeric input, lists, and predefined option sets. Historically, voice agents have relied heavily on constrained speech. By providing this capability in Copilot Studio, you can preserve your investment in the authoring, tuning, and use of speech grammars while maintaining the high level of accuracy gained through their implementation.

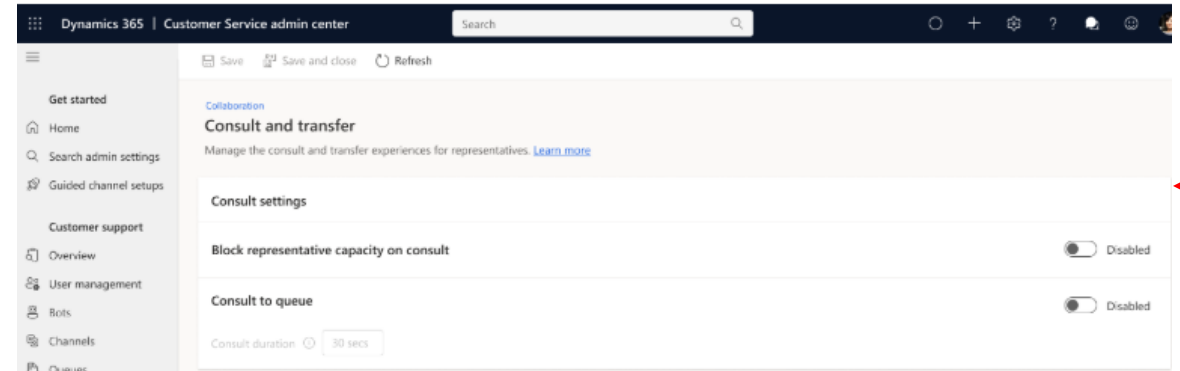
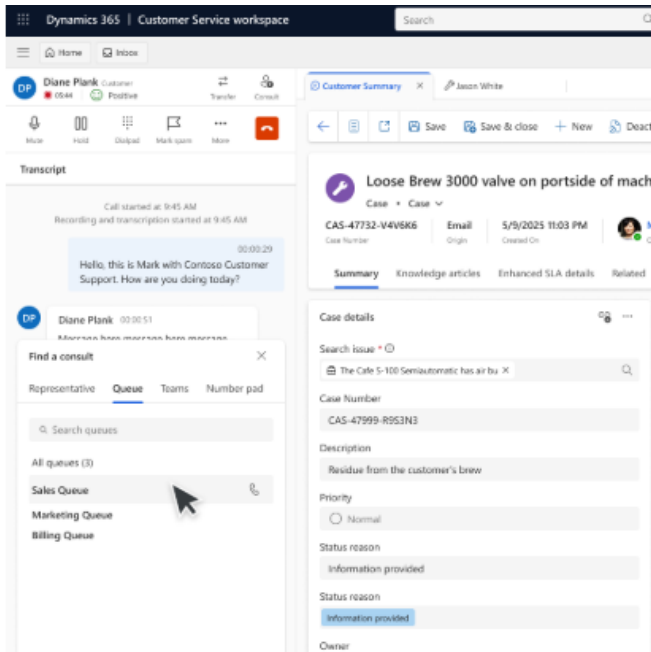
Contact Center – Teams Integration

Item	N / U	Deadline	Benefits / Observations
Use Microsoft Teams phone in Dynamics 365 Contact Center	Updated	Aug/2025	By connecting the Teams Phone numbers with Dynamics 365 Contact Center, businesses integrate their existing Teams Phone system without the need to configure a separate telephone setup. Customers can use the broad geographic reach of Teams calling capabilities through calling plans available in 36 countries, Operator Connect in 96 countries, and Direct Routing globally. Also, it eliminates the need for customers to bring their own Azure Communication Services resource.



Contact Center – Unified Routing

Item	N / U	Deadline	Benefits / Observations
Block capacity for consulted conversations	Updated	Oct/2025	By blocking capacity for consulted conversations, businesses can improve resource management and avoid overburdening their service representatives. This enhances overall efficiency and customer satisfaction.
Select a representative automatically in consult to queue	Updated	Oct/2025	When service representatives select a queue during the consult process, this feature automatically connects them to the best representative for consultation. This feature is helpful when service representatives aren't sure how to find the appropriate representative to consult. The system finds the right subject matter expert (SME) based on the conversation context.
Set timer to wrap up conversations in seconds	Updated	Aug/2025	You can now set the wrap-up timer in seconds, so contact centers have precise control over post-conversation workflows. Previously, you could only set this timer in minutes.

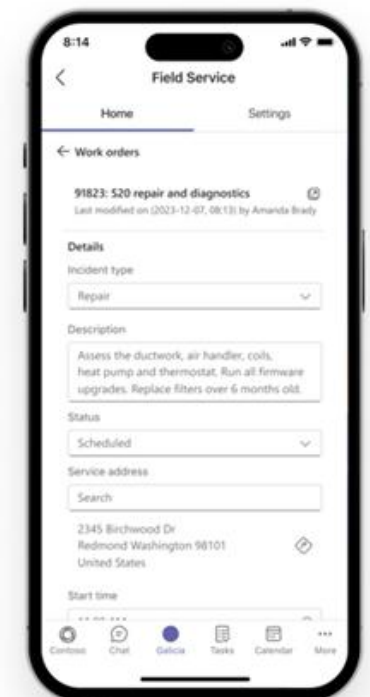
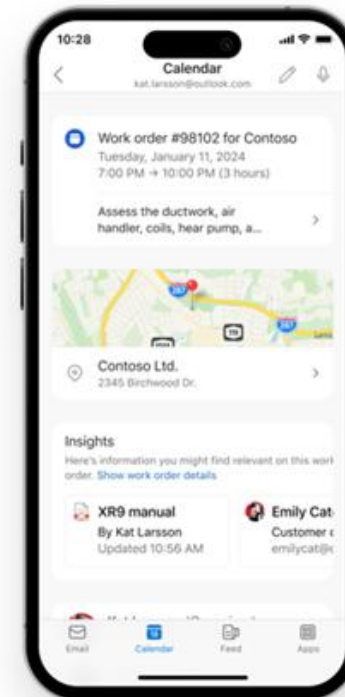
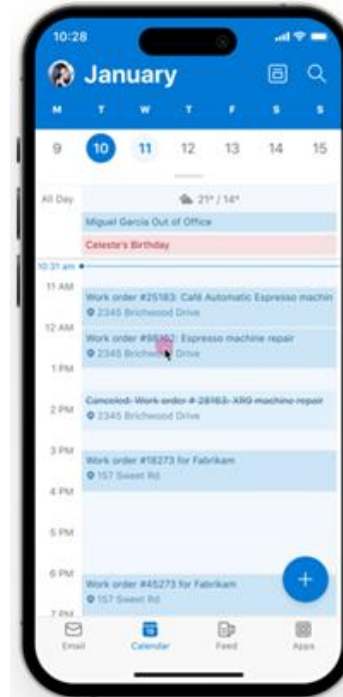
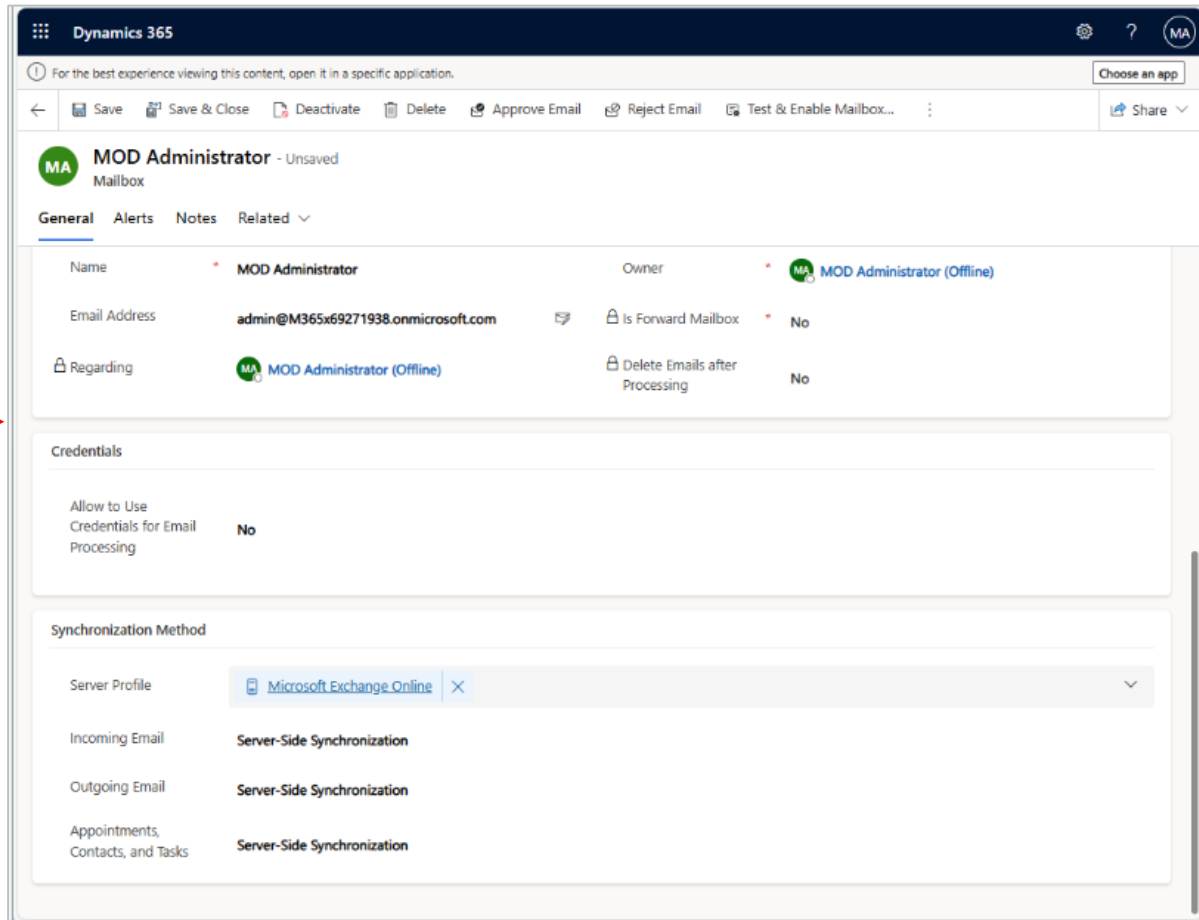




Field Service

Field Service - Boost technician productivity

Item	N / U	Deadline	Benefits / Observations
Integrate bookings with Outlook and Teams	Updated	Out/2025	<p>Frontline workers can access their assigned bookings directly within Outlook and Teams, the platforms they already use daily. This integration eliminates the need for switching between multiple tools, allowing employees to manage their work and personal schedules all in one place. Field Service bookings for work orders create an appointment in the frontline workers' calendars and provide extra details, including a deep link to the Field Service application. This feature offers several valuable improvements</p>



Thank you!



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