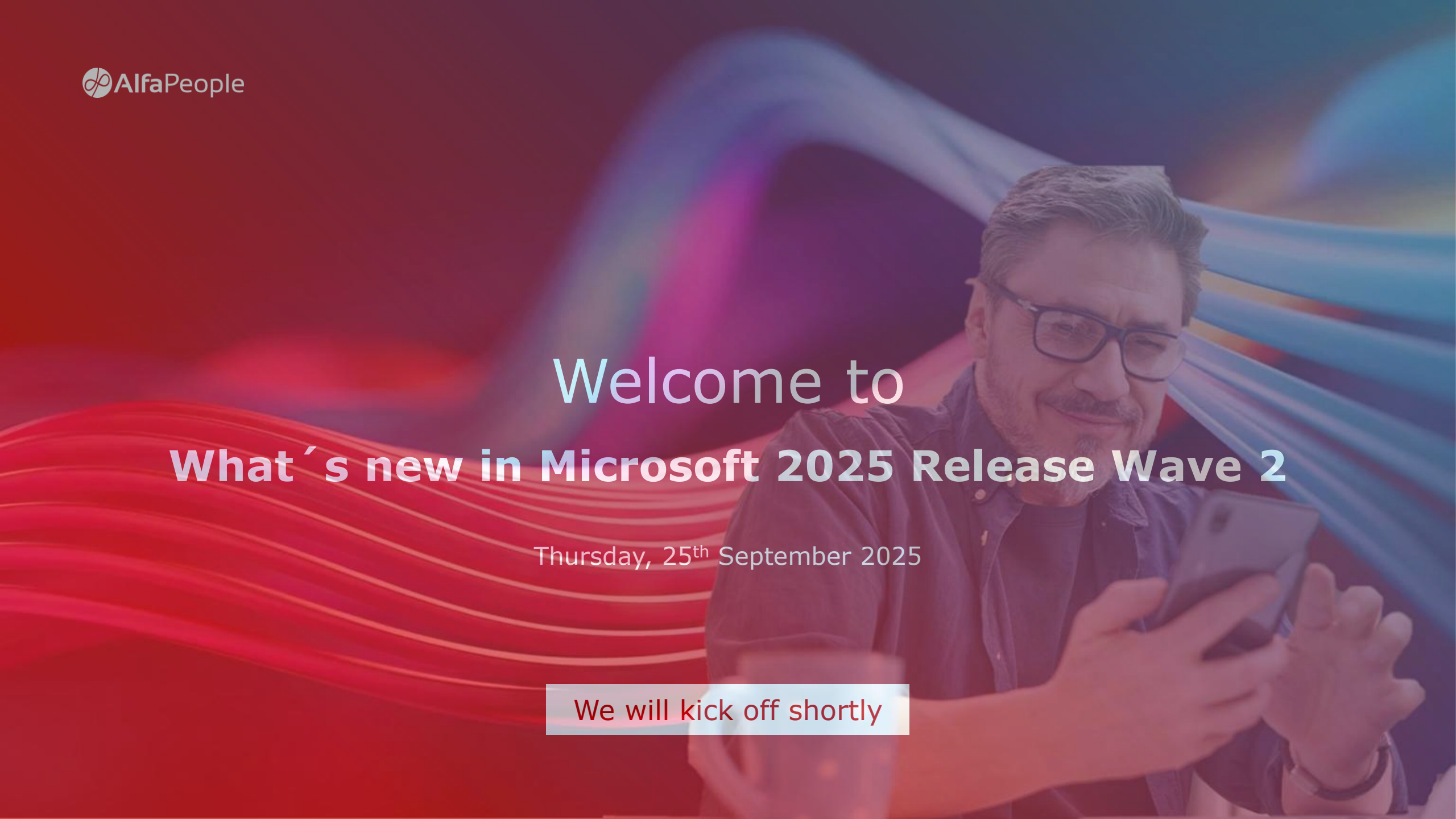




Welcome to **What's new in Microsoft 2025 Release Wave 2**

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



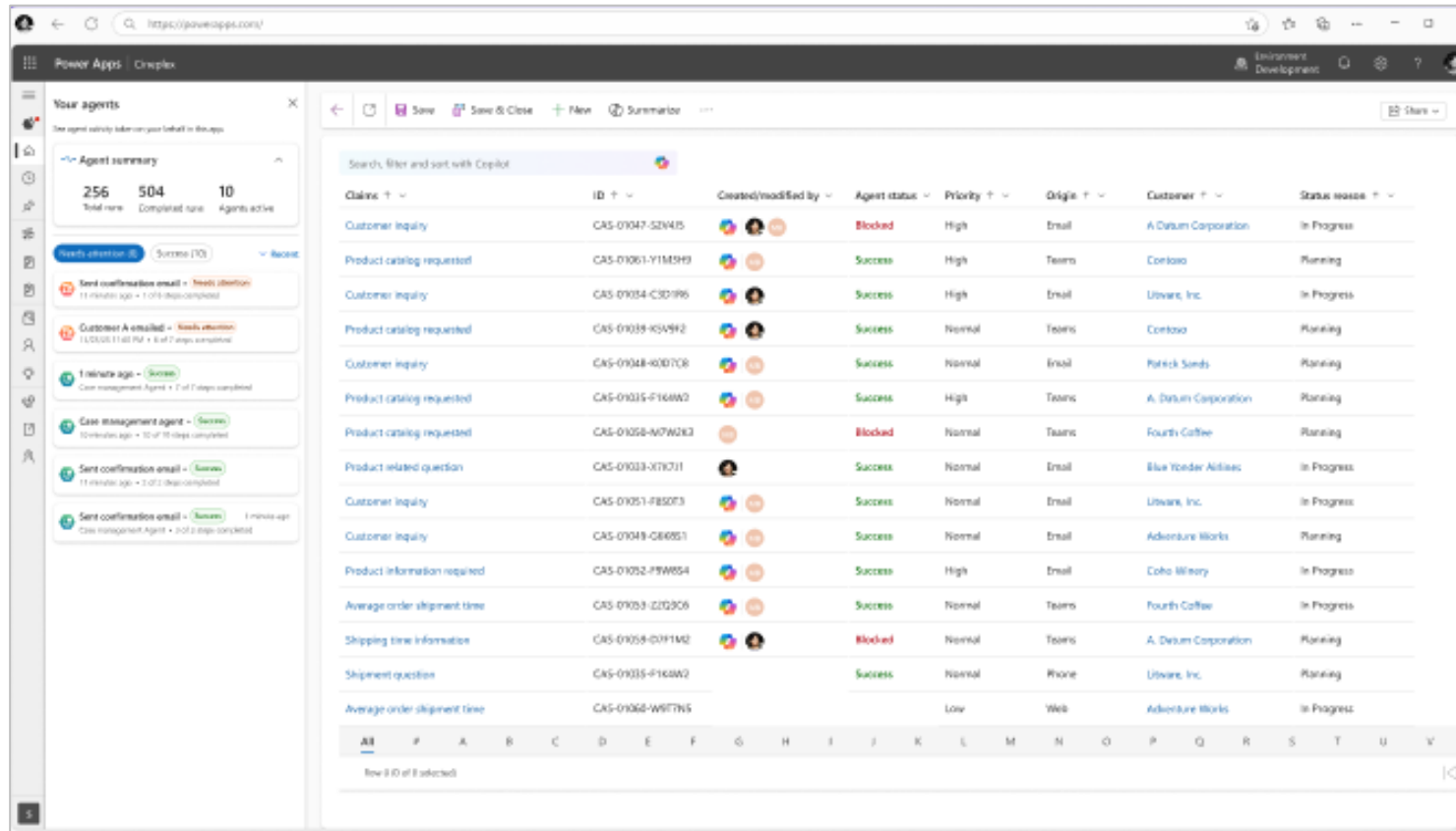
What's new in Power Platform



Power Apps

Power Apps - Copilot for Power Apps makers and users

Item	N / U	Deadline	Benefits / Observations
Manage and oversee AI agents in apps	Updated	Sep/2025	When business users oversee and manage AI agents, the agents handle escalations and exceptions. As business users access the actions AI agents perform, customers use AI agents more. The agents save time by automating repetitive tasks. Makers can associate Microsoft Copilot Studio agents with model-driven apps in the modern app designer. Business users can oversee and manage those agents within the apps.



The screenshot displays the Power Apps Copilot interface. On the left, a sidebar titled 'Your agents' shows a summary of 256 total agents, 504 completed agents, and 10 active agents. Below this, a list of recent agent actions is shown, including 'Send confirmation email' and 'Customer A emailed', each with a status indicator (Success or Needs attention) and a timestamp. The main area features a table of agents with columns for 'Claims', 'ID', 'Created/modified by', 'Agent status', 'Priority', 'Origin', 'Customer', and 'Status reason'. The table lists various agents such as 'Customer Inquiry', 'Product catalog requested', and 'Average order shipment time', each with a unique ID and a status (e.g., Blocked, Success, In Progress). At the bottom, a navigation bar shows the current page (1) and a total of 10 items.

Item	N / U	Deadline	Benefits / Observations
GA Agent builder in Power Apps	Updated	Aug/2025	Agent builder in Power Apps gives you a fast and convenient way to bring your apps into the agentic era by building agents directly within Power Apps Studio with a streamlined Copilot Studio experience. Quickly create custom AI agents by using existing knowledge, logic, and actions in Power Apps. These agents handle tasks on their own, so you don't need to worry about repetitive tasks. They boost individual productivity and improve business efficiency.
Generate model-driven app pages using natural language	New	Jul/2025	This feature empowers makers to quickly generate pages for their model-driven applications by describing their needs in natural language. With the app agent, makers can efficiently build Office-like consumer-grade experiences tailored for enterprise needs. This accelerates development, enhances usability, and provides a seamless, intuitive user interface.

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Power Platform

Create new agent

Agents



Create an agent from an app

Select an app, and then describe in your own words the process that you want to automate.

Learn more



Start from blank

Go directly to Microsoft Copilot Studio to create a new agent from scratch.

Learn more

My agents

Created from an app

All

Describe your page

Build a gallery page for accounts

Build a gallery page for anniversaries

Build a list page for features

Build a page showing Account records as a gallery of cards using modern look & feel. All cards should have fixed size and tall enough to fit 4 lines of titles. Include name, entityimage on the top and, website, email, phone number. Make the component fill 100% of the space. Make the gallery scrollable. use data from the Account table.

Make each card clickable to open the Account record in a new window.

Account

Add data

Attach image

Add table

1 of 6 data sources

407 / 50000

This preview feature uses generative AI. See terms



Power Automate

Power Automate - Copilot for Power Automate

Item	N / U	Deadline	Benefits / Observations
Insert automation flow steps with Copilot at the exact places	Updated	Sep/2025	Save time when you create flows by asking inline contextual Copilot to add multiple steps at the exact places. Makers with access to Copilot automatically get this feature turned on.
Review flow summary from Copilot and download as a PDF	Updated	Sep/2025	This feature helps you save time when you create documentation to share with other teammates. This feature is automatically available for makers who have access to Copilot. You don't need technical knowledge to use this feature. You see the autogenerated summary at the top of the page. You can expand the summary to read more details or select the Download button to save it as a PDF file.
Troubleshoot Copilot in cloud flows designer	Updated	Aug/2025	Copilot can now help you troubleshoot flow errors by giving you guidance and fixing the errors for you. You can accept the changes or go back to the original version and modify the flow as needed.

28-day run history ⓘ [Edit columns](#) [All runs](#)

Start	Duration	hasAttachments	isHtml	Status
Aug 22, 11:56 AM (5 d ago)	00:00:04	false	true	Succeeded
Aug 17, 12:00 PM (1 wk ago)	00:00:03	false	true	Succeeded
Aug 17, 11:00 AM (1 wk ago)	00:00:04	false	true	Succeeded
Aug 16, 06:36 PM (1 wk ago)	00:00:05	true	true	Succeeded
Aug 16, 06:01 AM (1 wk ago)	00:00:08	false	true	Succeeded
Aug 10, 04:13 PM (2 wk ago)	00:00:04	false	true	Succeeded
Aug 9, 10:02 AM (2 wk ago)	00:00:06	false	true	Succeeded
Aug 1, 05:15 PM (3 wk ago)	00:00:03	false	true	Succeeded
Jul 28, 02:59 PM (1 mo ago)	00:00:07	false	true	Succeeded



AI Builder

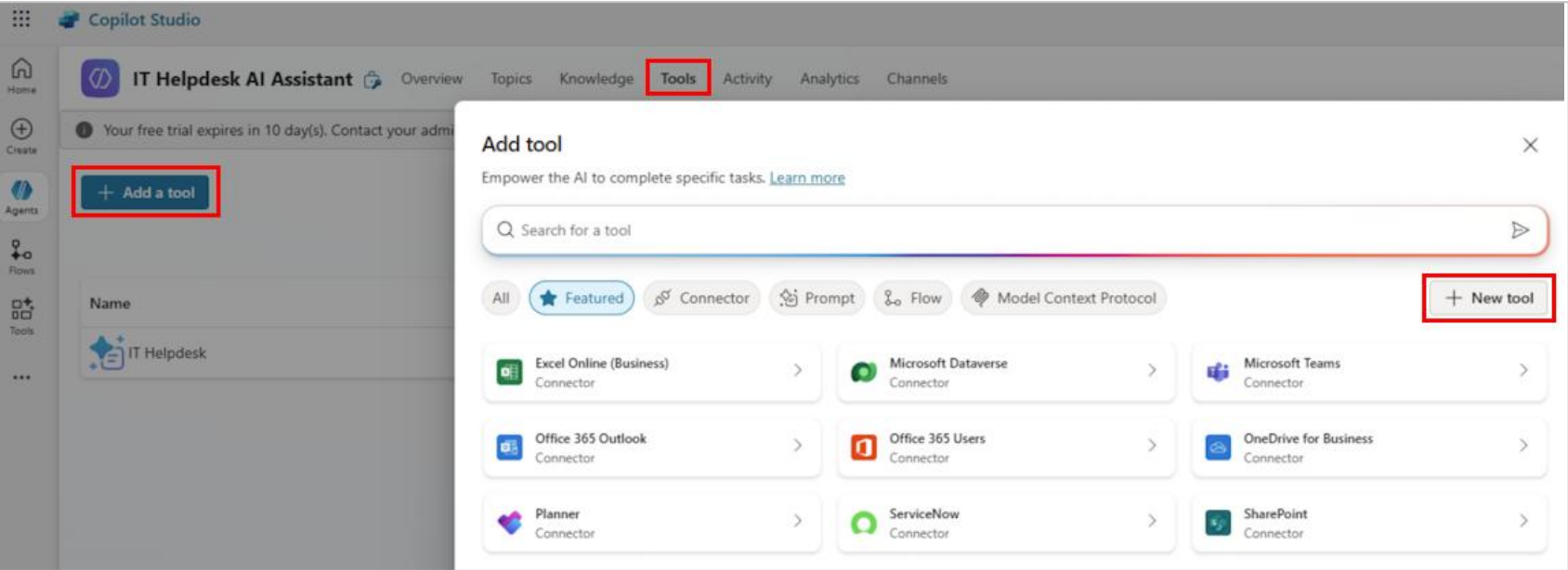
AI Builder - Build intelligent solutions with AI capabilities



Item	N / U	Deadline	Benefits / Observations
Review AI generated content with validation station	Updated	Set/2025	AI prompts can generate content based on what makers have defined, though it might not always match end users' expectations. They can send feedback, which is used by the maker to provide a more accurate response.

AI Builder - Extend copilot capabilities with AI

Item	N / U	Deadline	Benefits / Observations
Process documents with Copilot prompts	Updated	Sep/2025	Save time and resources when you use prompts that set logic inside Copilot agents. With these prompts, you don't need as much manual work, and you can reuse the prompts. When you use prompts in Copilot agents, you set specific logic to extract and augment information from documents.
Use your own generative AI model from Azure AI Foundry in prompt builder	Updated	Sep/2025	Optimize costs and use specialized models for individual tasks. In prompt builder, the model selection capability gives you a secure connection to a custom model deployed in Azure AI Foundry. With this integration, you can seamlessly add your own fine-tuned and optimized models tailored to specific business needs directly into your Power Automate flows or Copilot agents.



AI Builder - Intelligent document and email processing



Item	N / U	Deadline	Benefits / Observations
Enhance automated document processing with validation station	Updated	Sep/2025	By letting you confirm low-confidence fields or potential errors, the validation station reduces the risk of inaccuracies in critical documents, such as invoices and contracts. This feature minimizes costly mistakes. It empowers businesses with quality control by increasing trust in automated systems while maintaining high data integrity in document-driven processes.
Enhance document processing efficiency with an agent	Updated	Sep/2025	Integrating the document processing agent into Microsoft Copilot Studio empowers businesses to automate and streamline document workflows. This integration reduces manual data entry and minimizes errors. By quickly extracting, categorizing, and validating information from documents such as invoices and contracts, the agent enhances operational efficiency and ensures compliance with business rules.

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+ New agent

Install a managed agent (preview) ⓘ

Document Processor (Preview)
Managed agent

Process Document

Process Document

Validation Rules

Assign Reviewer

Add Document Sources

Finish

☒ invoiceNo
1726

☒ invoiceTo
Fabrikam, Inc.

☒ address
345 North St, NY 98052

☒ customerId
5791

☒ salesperson
Jacob Steffensen

☒ paymentTerms
Due on Receipt

☒ items
View table

☒ subtotal
147.29

☒ salesTax
2.96

☒ total
150.25

Upload another document

Next

1 of 1

INVOICE

DATE
Sept 21, 2015

INVOICE NO
1726

ADDRESS
345 North St
NY 98052

INVOICE TO
Fabrikam, Inc.
345 North St
NY 98052

CUSTOMER ID
5791

Salesperson
Jacob Steffensen

Salesperson
Jacob Steffensen

PAYMENT TERMS
Due on Receipt

QUANTITY	DESCRIPTION	UNIT PRICE	LINE TOTAL
05	Fourier cartridge	\$8.00	\$40.00
01	C Filter replacement	\$12.49	\$12.49
01	Charging cables	\$80.00	\$80.00

Subtotal: \$147.29

Sales Tax: \$2.96

Total: \$150.25



Copilot Studio

Copilot Studio - Copilot and AI innovation



Item	N / U	Deadline	Benefits / Observations
Use your own model when generating responses	New	Nov/2025	When you replace the default language model with a custom or fine-tuned model for summarization in Copilot Studio, your organization delivers more accurate, compliant, and domain-specific agent responses. This capability drives higher customer satisfaction, operational efficiency, and competitive differentiation.
Configure triggers with end user credentials	Updated	Sep/2025	You can create an agent with a trigger and actions that you share with multiple users. Each user provides their own credentials to trigger the agent, so the process is secure, easy to manage, and simple to use.
Automate approvals decisions with Intelligent Approvals	Updated	Out/2025	Intelligent approvals transform how organizations manage routine approvals by reducing turnaround times from days or even weeks to just minutes. This acceleration helps businesses stay on schedule, reduce delays, capture early payment discounts, and avoid costly late fees. By automating repetitive decisions, teams reclaim valuable time to focus on strategic, high-impact work. The feature also enhances accuracy in approvals, minimizing costly errors and financial risk, while delivering clear, audit-ready rationales that streamline compliance and regulatory reviews.
Use the Lead Manager and Customer Brief templates	Updated	Aug/2025	The Lead Manager and Customer Brief agent templates help you speed up customer adoption of autonomous agents by providing ready-made agents that connect to your existing line-of-business apps.
Analyze quality of responses that use generative AI	Updated	Sep/2025	Get insights into the quality of your knowledge sources and how well the agent responds to different types of questions. With this information, you can better serve your agent users.
Analyze quality of responses that use generative AI	Updated	Sep/2025	When business executives use this report in Viva Insights, they see aggregated, cross-tenant visibility to the business impact and value from using conversational agents across their company. The report makes it easier for executives to identify the return on investment and align agent usage with their business goals.



DataVerse

Dataverse - Extend your copilots with knowledge and actions



Item	N / U	Deadline	Benefits / Observations
Populate prompt columns with conditional logic	Updated	Oct/2025	Reduces manual updates, ensures complete data for AI insights, improves dashboard reliability, and saves time for makers and admins.
Standardize security role and system application docs	Updated	Sep/2025	Users, admins, and non-admins can easily find Microsoft Dataverse security roles and their respective privileges in the documentation or by asking Microsoft Copilot in Bing. The documentation also includes system application users and their security roles, which you can inquire about using Copilot in Bing.
Enable makers to create Dataverse AI prompt columns	Updated	Sep/2025	Makers can use generative AI prompts to improve data quality so users can efficiently process customer feedback and inquiries.



Governance and Administration

Item	N / U	Deadline	Benefits / Observations
Manage agent security with enhanced admin controls	Updated	Oct/2025	By using the new governance controls, you can guide Copilot development in your tenants, enforce governance policies that match your organizational requirements, and unlock Copilot innovation opportunities.
View sensitivity labels in connectors	Updated	Sep/2025	Customers can use Power Platform connectors and Copilot connectors to transfer Microsoft Purview Information Protection sensitivity labels for items that users already labeled. This feature ensures adequate data governance for extensibility in agentic scenarios.
Take advantage of expanded Virtual Network support	Updated	Sep/2025	Expanded virtual network support for more connectors and Power Platform services greatly enhances your data security strategies. Power Platform now supports service endpoints and data export for Virtual Networks. With this enhancement, you can set up secure, private, outbound connectivity from Power Platform to resources in your Virtual Network.
Encrypt data at rest for Government Community Cloud - High	Updated	Aug/2025	With this feature, you can meet your data and privacy policies. Government Community Cloud - High (GCC High) customers can use their own encryption key from their Azure Key Vault to encrypt their Microsoft Power Platform environment database at rest.
Extend IP firewall to Microsoft Copilot Studio	Updated	Aug/2025	As an administrator, you enhance your organization's security by restricting unauthorized access to Microsoft Copilot Studio from IP ranges outside your configured business ecosystem. This restriction keeps your organization secure while allowing you to operate without interfering with users when your presence isn't required.



Power Pages

Power Pages – Administration and governance

Item	N / U	Deadline	Benefits / Observations
Recommend license-capacity allocation in Power Platform Advisor	Updated	Aug/2025	This feature analyzes license consumption across your Power Pages environments. It flags environments that reach or exceed capacity and suggests corrective actions. You get clear recommendations to manage capacity.

Thank you!



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