Microsoft

AI Powered Business Solutions Dynamics 365

Dr. Funda Öncü
AI Business Solutions Sales Executive

Microsoft Dynamics 365

"Microsoft 365, Dynamics 365, and the Power Platform, on top of what we're doing with Azure, is the core of what we are doing as a company."

--*Satya Nadella*
CEO, Microsoft

Microsoft
∞ Meta
Apple
Alphabet

Top Global Companies in 2023 by TIME MAGAZINE

Discover the top global companies of 2023 according to TIME Magazine's criteria of Employee Satisfaction, Revenue Growth, and Sustainability. The tech giants from the United
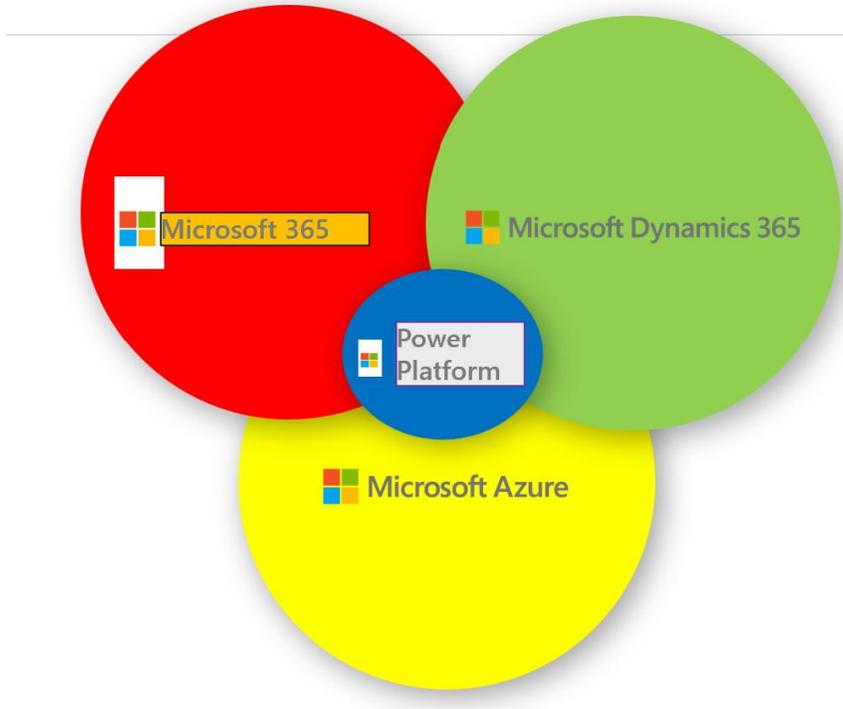
Microsoft is the **trusted leader** in business applications and low-code solutions.

Microsoft Dynamics 365

Microsoft Power Platform

Microsoft 365

Microsoft Dynamics 365
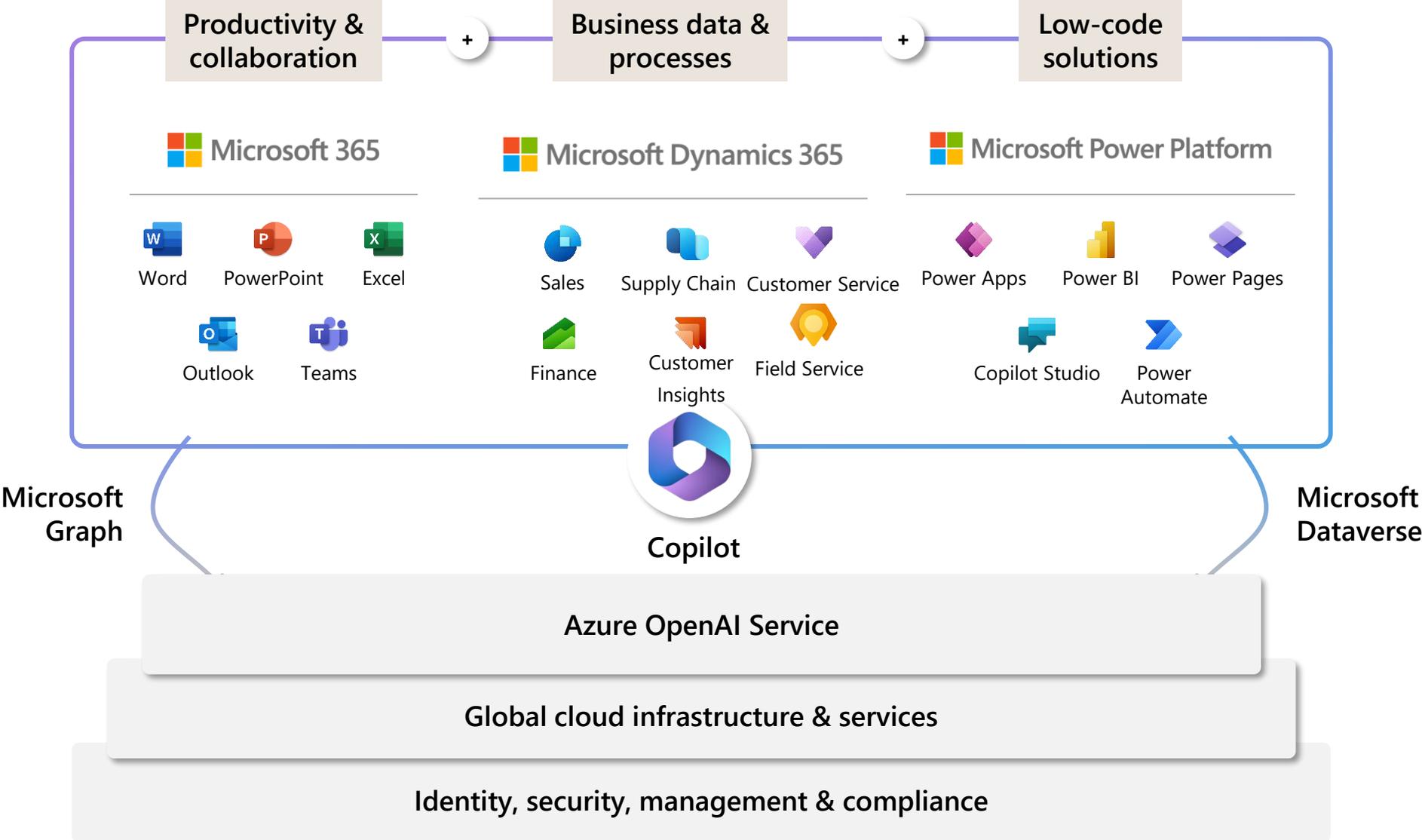
Power Platform

Microsoft Azure

97% of Fortune 500 companies choose Dynamics 365 or Power Platform

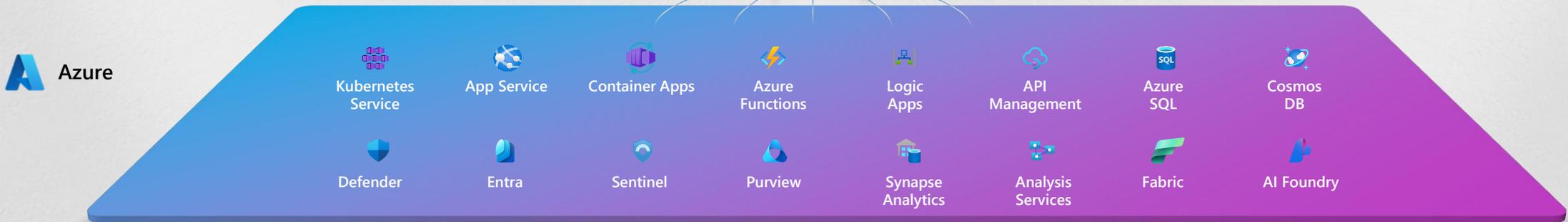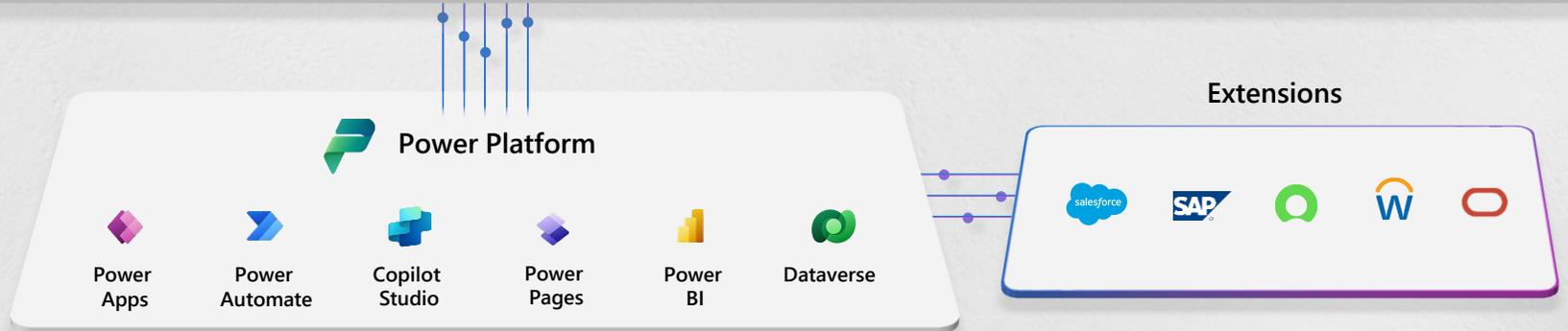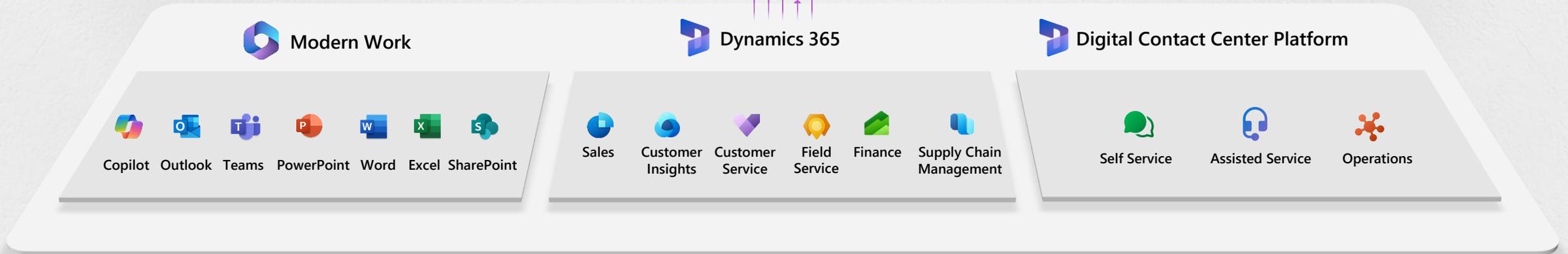**500K** organizations use Dynamics 365 and Power Platform every month

40K+ customers use Copilot features in Dynamics 365 or Power Platform

30 year history of enhancing and redefining CRM and ERP solutions

The blueprint for cross-organization impact

Productivity & collaboration + **Business data & processes** + **Low-code solutions**

Microsoft 365

Word | PowerPoint | Excel

Outlook | Teams

Microsoft Dynamics 365

Sales | Supply Chain | Customer Service

Finance | Customer Insights | Field Service

Microsoft Power Platform

Power Apps | Power BI | Power Pages

Copilot Studio | Power Automate

Microsoft Graph

Copilot

Microsoft Dataverse

Azure OpenAI Service

Global cloud infrastructure & services

Identity, security, management & compliance

Enterprise AI Platform

Modern Work
Copilot · Outlook · Teams · PowerPoint · Word · Excel · SharePoint

Dynamics 365
Sales · Customer Insights · Customer Service · Field Service · Finance · Supply Chain Management

Digital Contact Center Platform
Self Service · Assisted Service · Operations

Power Platform
Power Apps · Power Automate · Copilot Studio · Power Pages · Power BI · Dataverse

Extensions
salesforce · SAP · · ·

Azure
Kubernetes Service · App Service · Container Apps · Azure Functions · Logic Apps · API Management · Azure SQL · Cosmos DB

Defender · Entra · Sentinel · Purview · Synapse Analytics · Analysis Services · Fabric · AI Foundry

By 2027 at least...

95%
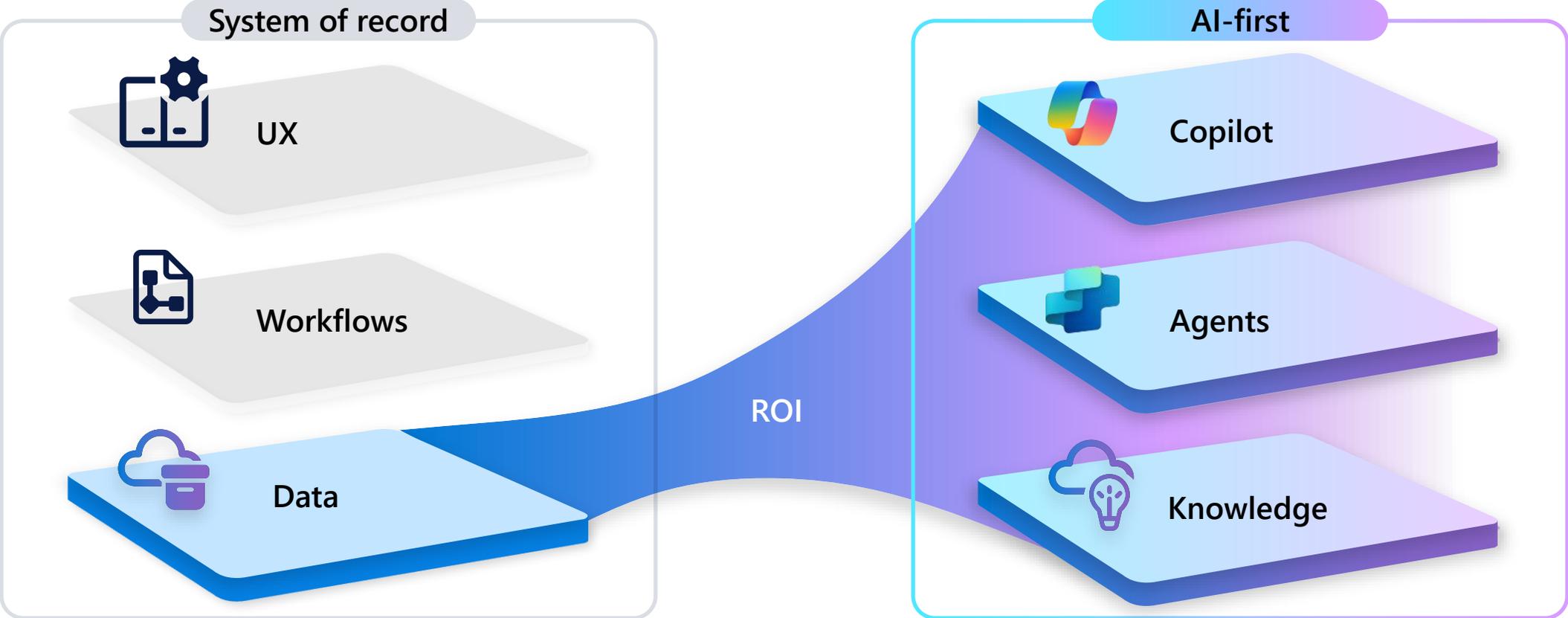of seller research workflows
will begin with AI

Source: 2025 Strategic Roadmap for an AI-First Sales
Organization Gartner 2025

82%
of leaders say they'll use
digital labor in the next 12-18
months.

Source: Microsoft Work Trend Index 2025

Legacy Business applications are being reimagined

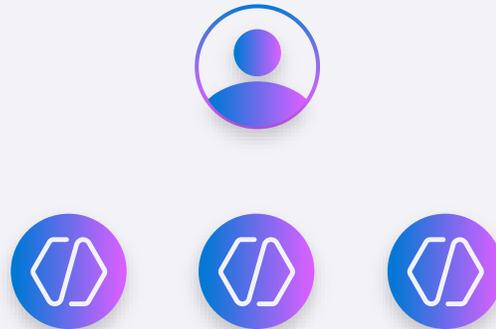# Becoming a Frontier Firm through Agentic Business Applications

Phase 1	Phase 2	Phase 3
Human with assistant	**Human-led agents**	**Human-led, agent-operated**

Every employee has an AI assistant that helps them work better and faster

Agents join teams as "digital colleagues," taking on specific tasks at human direction
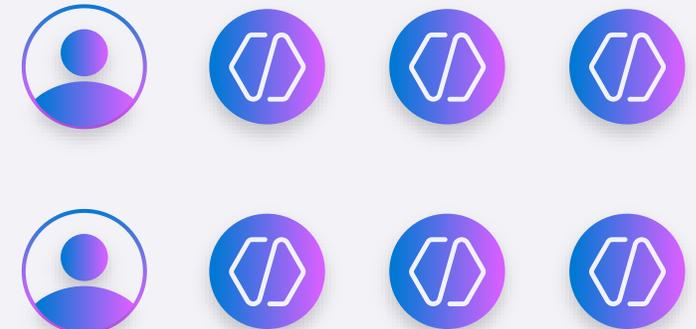
Humans set direction and agents run entire business processes and workflows, checking in as needed

Building the foundation for your AI transformation

User experiences

Power Apps   Power Pages   Copilot Studio   Power BI   Microsoft 365   Microsoft 365 Copilot

Automation

Power Automate   Copilot Studio

Orchestration

Microsoft 365 Copilot   Copilot Studio

Data
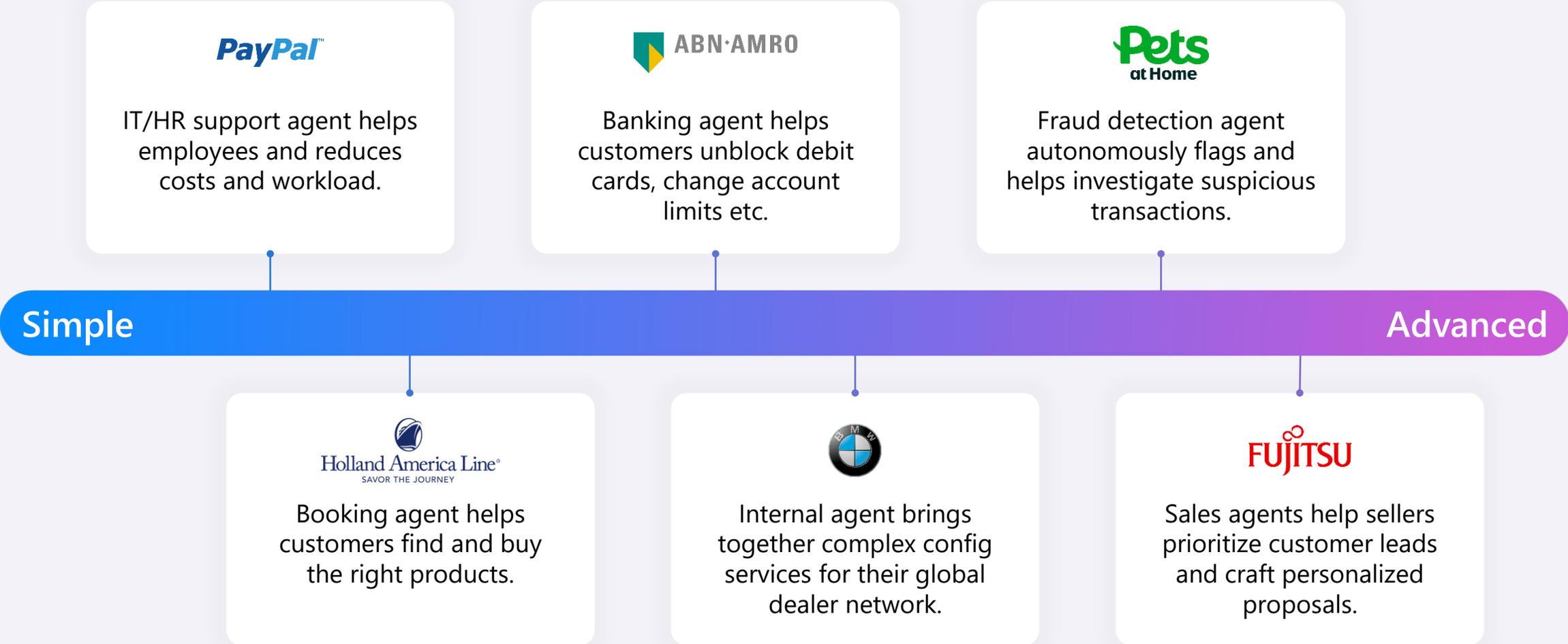
Microsoft 365   Dataverse   Connectors

Foundation

Microsoft Azure   Azure AI Foundry

Transform business processes with agents

PayPal

IT/HR support agent helps employees and reduces costs and workload.

ABN·AMRO

Banking agent helps customers unblock debit cards, change account limits etc.

Pets at Home

Fraud detection agent autonomously flags and helps investigate suspicious transactions.

Simple ── **Advanced**

Holland America Line
SAVOR THE JOURNEY

Booking agent helps customers find and buy the right products.

BMW

Internal agent brings together complex config services for their global dealer network.

FUJITSU

Sales agents help sellers prioritize customer leads and craft personalized proposals.

Microsoft AI Business Solutions

Microsoft 365

Outlook

Word

Teams

PowerPoint

Excel

SharePoint

Defender

Intune

Windows

Windows 11

Windows 365

Copilot+PC

Copilot Studio

Copilot Studio

Dynamics 365

Sales

Commerce

Finance

Field Service

Customer Insights

Project Operations

Contact Center

Customer Service

Supply Chain Management

Power Platform

Power Apps

Power Automate

Power Pages

Power BI

Agents designed for work

Dynamics 365

the leading agentic CRM and ERP business applications

Service

Contact Center

Contact center as a service

Customer Service

Customer relationship management

Customer Experience

Sales

Revenue forecast and acceleration

Operations

Finance

Financial management

Supply Chain Management

Supply chain, warehouse, asset management

Generative AI

Built in and included in premium SKUs

Unified

Dataverse as one common data model

Agents

Supporting end-to-end business processes

Collaborative

Seamlessly integrated with Microsoft 365 and Teams

Extensible

Embedded low code for innovation and automation

Pre-built agents for Dynamics 365 to help you get to the frontier faster

Customer Experience

Sales Order Agent	Customer Intent Agent
Sales Qualification Agent	Customer Knowledge Management
Sales Research Agent	Case Management Agent
Sales Development Agent	Scheduling Operations Agent

Finance & Operations

Supplier Communications Agent
Account Reconciliation Agent
Financial Reconciliation Agent
Time, Expense, and Activity Approvals Agents

Extend your business applications with low-code tools

Power Platform

Power Apps	Power Automate	Power Pages	Power BI
Web and mobile app development	Process and workflow automation	Secure, data-centric business websites	Data exploration, analytics and reporting

Boost efficiency with intelligent automation

One platform for your app, automation, bot, RPA and BI

Enhance experiences with agentic apps

Create personalized, interactive apps that improve user engagement and satisfaction

Scale with a trusted and secure platform

Rely on robust security to grow your solutions and protect your data

Build a custom copilot, examples to bring to life

IT Service

Transform IT service processes with multi-turn experiences.

Ask the IT Service copilot

> What are the **new laptop options** for my device replacement?

> Exciting! These are your options:
>

> Would you like me to start the approval process to your manager and then create an IT ticket for set up?

Enter your message

Customer Facing

Empower customers to interact with your organization, available 24/7.

Ask the Customer Experience copilot

> Can you send me a **receipt of my recent purchase** and a "**how to" guide on the product?**

> Authenticates user

> Of course! I have emailed you a **copy of the receipt**. You can read the **product guide here**.

> Have you considered this **Product?** It has been popular with your recent purchase.

Enter your message

Human Resources

Interface with your ERP systems to streamline HR processes.

Ask the Employee Experiences copilot

> Start the **onboarding process** and required tasks for **new colleague?**

> Sorted. I have used your HR site to formulate a list, available in "To do"

> Thanks. What is the budget for **learning and development** left on my team**?**
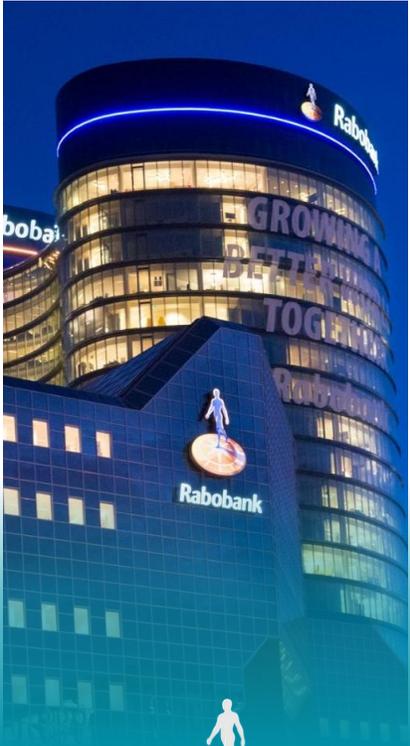
> According to your IO: 12345, you have $5400 remaining for this quarter.

Enter your message

More than 160,000 customers across every industry have used Copilot Studio
to help improve performance and efficiency while reducing costs and risks

Rabobank

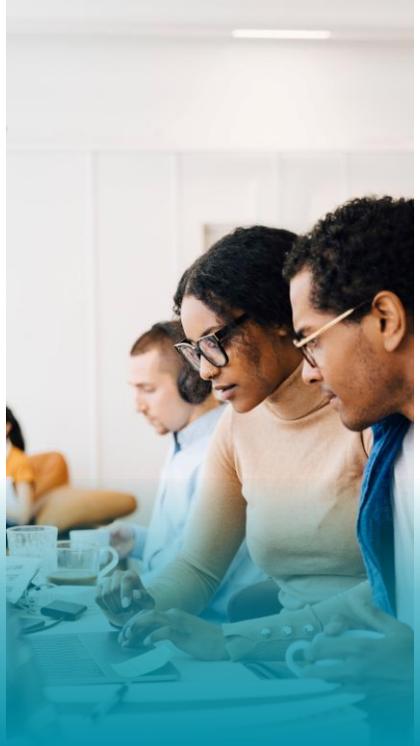Offering conversational banking on telephony and digital channels

PayPal

Reducing costs and workload by providing HR/IT support for employees

Holland America Line

Helping customers to find and book the perfect cruise

accenture

Creating customer-focused solutions as a Microsoft Partner

hp

Helping customers find the right products and support

CINEPLEX

Providing customer service support for guests