DynaTech | Systems | Microsoft Solutions Partner

Microsoft
Dynamics 365
Enhancements

2025 Release Wave 1

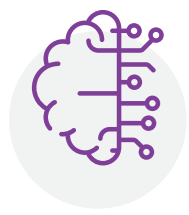Microsoft Dynamics 365

Sales

AI-Powered Selling: AI capabilities will enhance seller productivity by predicting customer needs and suggesting optimal next steps.

Enhanced Productivity: Copilot and automated agents will streamline task management and boost performance, allowing sellers to focus on high-value activities.

User Experience Overhaul: A reimagined interface will provide real-time sales guidance and prioritize tasks to enhance efficiency and accuracy.

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Customer Service

Advanced Case Management: AI-driven routing and case suggestions will optimize service workflows and improve resolution times.
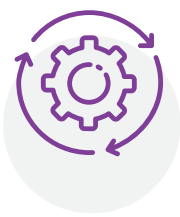
Enhanced Copilot Capabilities: Copilot functionalities will be extended to service representatives and supervisors, focusing on reducing manual tasks and increasing engagement.
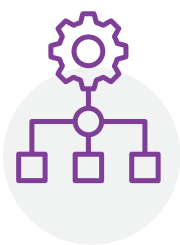
Productivity Gains: AI enhancements will streamline interactions and automate knowledge management, leading to faster and more accurate service delivery.

Contact Centre

Intent Automation: Copilot and agent capabilities will automatically determine customer intent, enhancing the self-service experience.

Unified Routing Features: Enhanced routing algorithms will efficiently distribute cases among agents, improving customer service.

Workforce Optimization: New workforce and quality management tools will optimize staffing and enhance service quality.

Field Service

Proactive Service Tools: Automated inspection generation and actionable insights for schedulers will empower proactive service management.

Team Collaboration: Integration with Microsoft Teams and Outlook will enhance field coordination, improving communication across departments.

Information Access: Frontline workers and managers will have faster access to critical information, enhancing real-time decision-making.

Finance

Regulatory Compliance: Advanced tools for managing complex tax scenarios and ensuring compliance with new regulations will be introduced.

Intelligent Automation: AI agents will automate key financial processes such as account and bank reconciliations, reducing errors and saving time.
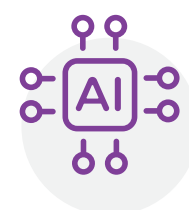
Enhanced Analytics: New capabilities in business performance analytics will be offered, with improved data refresh rates and extensibility options.
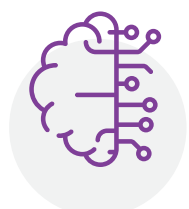
Supply Chain Management

Supplier Communication Automation: AI will automate interactions with suppliers, improving efficiency and reducing lead times.
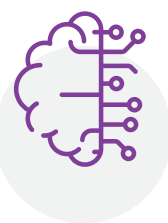
Demand Planning: AI-driven insights will provide more accurate demand forecasting, helping to optimize inventory levels and reduce waste.

Manufacturing Intelligence: AI will synchronize production planning with real-world data, enhancing manufacturing precision and output.

Project Operations

AI-Enhanced Management: AI will assist in project planning and execution, offering insights for effective management and resource allocation.
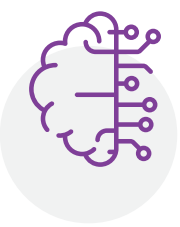
Mobile Application: A new mobile app will facilitate remote time and expense management, enhancing flexibility for project teams.

Project Scalability: Improved scalability features will manage larger projects and handle more extensive invoicing and transaction volumes efficiently.

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Finance & Operations Cross-App Capabilities

AI Across ERP: AI functionality will be expanded across the ERP suite to automate processes and enhance user experiences.

Enterprise Security: Enhanced enterprise-grade security and compliance features will ensure data integrity and regulatory adherence.

Customization and Integration: More options for customization and integration, particularly in scenarios involving AI and automation, will be provided.

Human Resources

AI in Recruitment: AI will enhance recruitment processes, from AI-driven assessments to seamless integrations with platforms like LinkedIn.
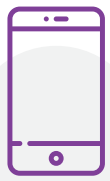
Automated HR Processes: AI-enhanced tools and workflows will streamline benefits management and employee interactions.

Improved Employee Experience: New tools for HR business partners and managers will manage and analyze employee data more effectively.

Commerce

Mobile-First POS: A redesigned point-of-sale system will reduce hardware dependencies and enhance customer interactions in-store.

Advanced Payment Solutions: Modern, streamlined payment processes will accommodate a variety of payment methods.

Omni-Channel Pricing: Unified pricing capabilities will allow for sophisticated and competitive pricing strategies across all sales channels.

Customer Insights Data

Real-Time Data Utilization: Enhanced customer profiles with real-time data integration will be leveraged for immediate application in marketing and sales.
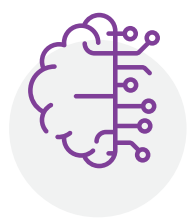
Behavioral Insights: Behavioral data will refine customer interaction strategies and improve engagement.

Efficient Data Management: Streamlined data ingestion processes will ensure customer data is up-to-date and actionable.
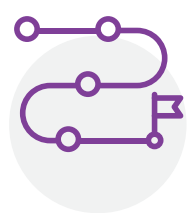
Customer Insights Journeys

AI-Optimized Customer Journeys: AI will refine customer journey mapping, optimizing interactions and engagement across new digital channels.

Event Management Enhancement: Improved lead generation and event management tools will capture and nurture high-quality leads effectively.

Strategic Interaction Planning: Advanced planning tools will ensure each customer interaction is impactful, enhancing touchpoints throughout the customer journey.

Leverage All Updates at One Place

Contact DynaTech Systems

Starting February 3, 2025

customers can test new features in non-production environments. These updates, including **UX enhancements,** will auto-enable in production by **April 2025.**

Stay tuned for the **Power Platform Updates** of **Release Wave 1 2025**