

# Microsoft presents: Dynamics 365 Copilot

**Evgenij Korovin,**  
*Engineering Manager @ Microsoft*

**Sam van Lieshout,**  
*Software Engineer @ Microsoft*



# Agenda

- What's new in Generative AI
- Dynamics 365 Copilot in Business Central
- What's next for Business Central
- How to get started

AI

AI will eat software

Foundation Models change  
what's possible with AI

# Example foundation models



DALL-E

Creating images from text

Codex

Understand and generate code

Whisper

Automatic speech recognition

ChatGPT

Conversational AI chatbot

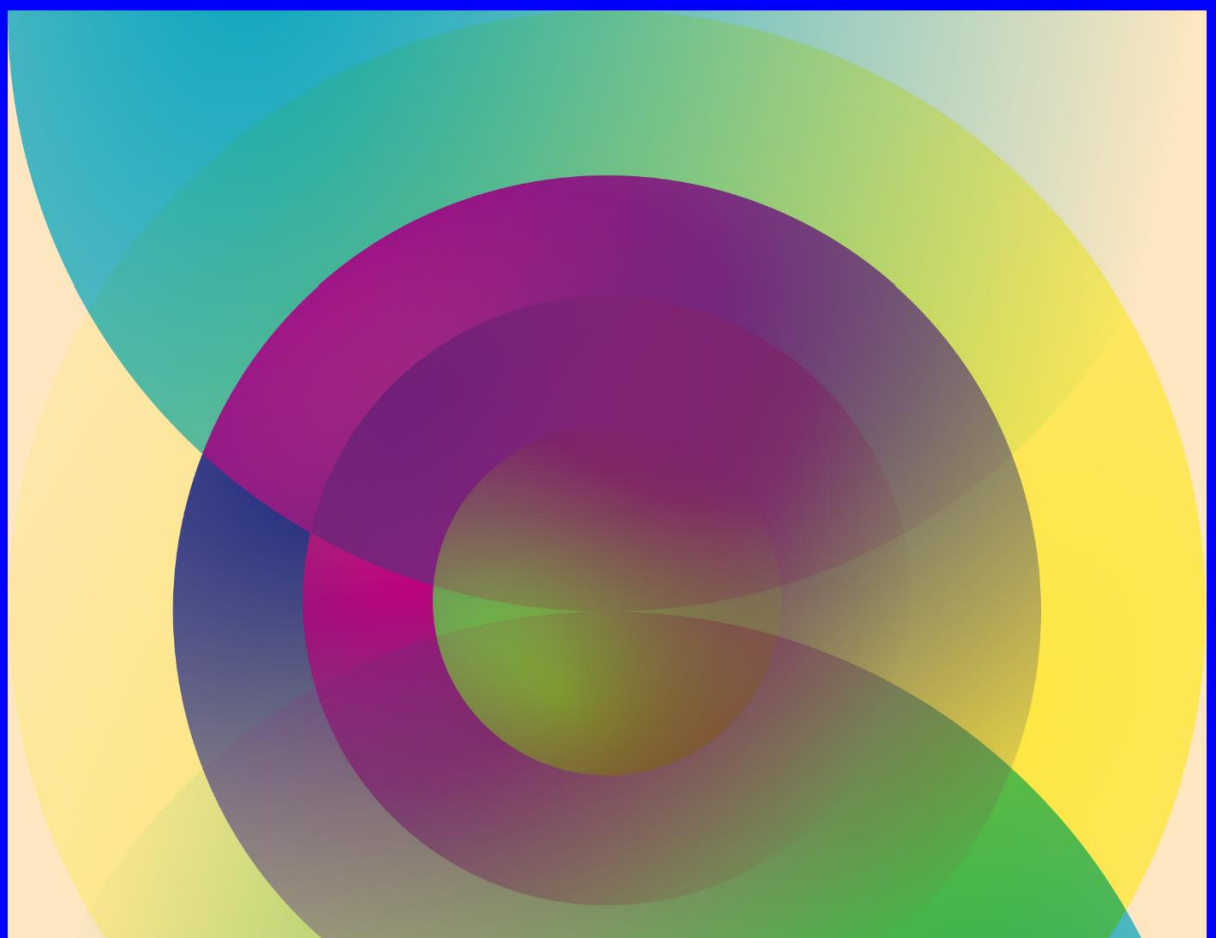
GPT-3, 3.5, 4

Understand and generate  
natural language

# ChatGPT plugins

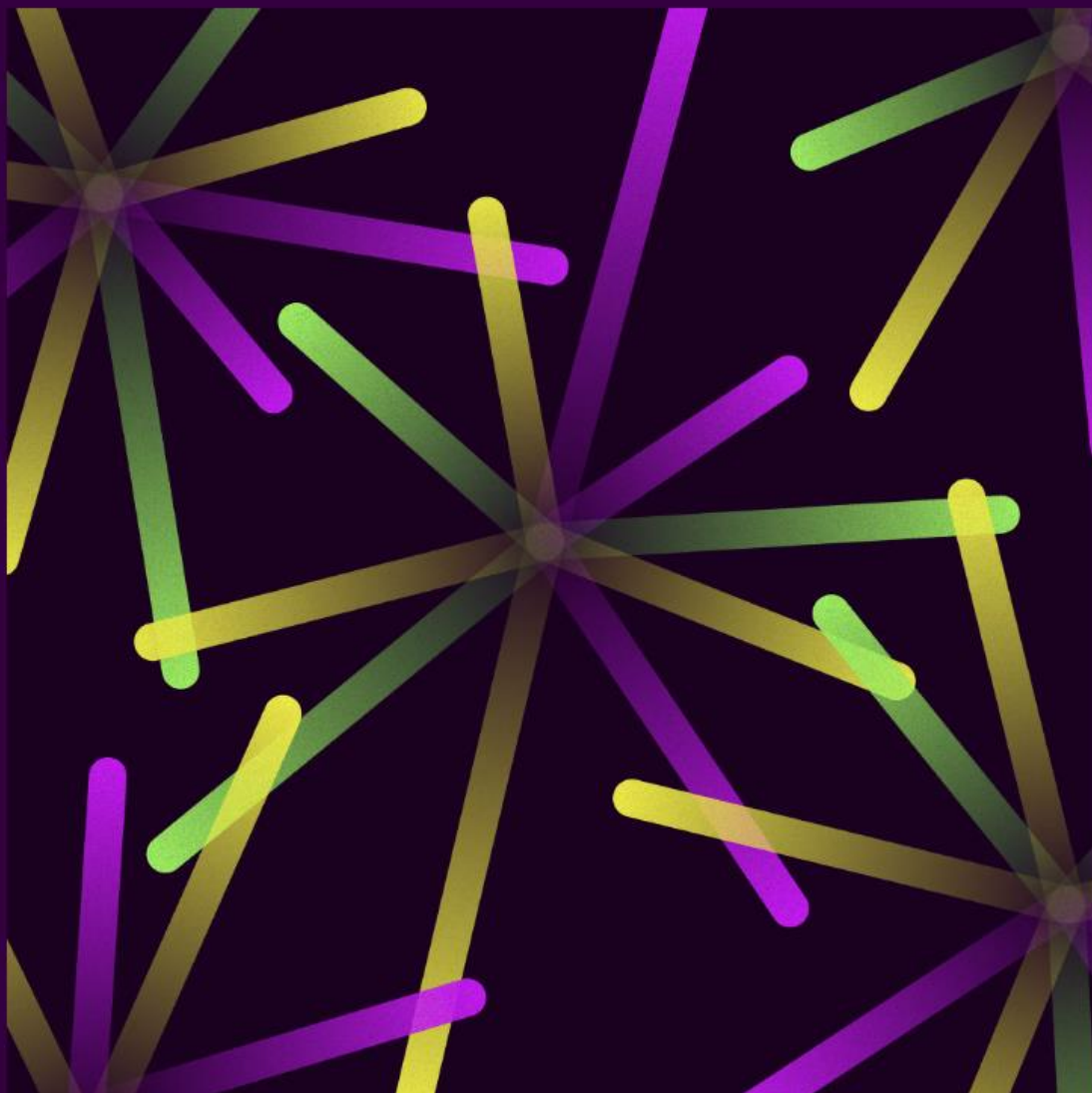
We've implemented initial support for plugins in ChatGPT. Plugins are tools designed specifically for language models with safety as a core principle, and help ChatGPT access up-to-date information, run computations, or use third-party services.

[Join plugins waitlist](#) [Read documentation](#) ↗



# Function calling and other API updates

We're announcing updates including more steerable API models, function calling capabilities, longer context, and lower prices.





ARTIFICIAL INTELLIGENCE / TECH / POLICY

# Congress hates Big Tech – but it still seems optimistic about AI



Photo by Win McNamee / Getty Images

/ OpenAI CEO Sam Altman testified before the Senate, kicking off a series of hearings on artificial intelligence.

By [Makena Kelly](#), a reporter who covers the politics and power influencing the tech industry. Before joining The Verge in 2018, she covered Congress and breaking news.

May 16, 2023, 11:18 PM GMT+2 | [1 Comment](#) / [1 New](#)



Kicking off a series of AI hearings Tuesday, Sen. Richard Blumenthal (D-CT) used a text-to-voice generator trained on hours of his speeches to deliver an opening statement before OpenAI CEO Sam Altman.

Members of the Senate Judiciary Committee voiced urgency (or had a computer do it for them) about regulating artificial intelligence during the hearing. But they struck a largely friendly tone with Altman, who supported many of the same reforms they proposed. For his part, Altman latched onto the idea of Congress creating a new agency tasked with regulating artificial intelligence and licensing its development by

Sam Altman Retweeted



**Rishi Sunak** @RishiSunak · May 24

Done safely and securely, AI has the potential to grow the economy.

This evening I met with @sama, @demishassabi and Dario Amodei to discuss how the UK can provide on AI.



ALT

OpenAI and Google DeepMind

634 450 2,546 771K

Sam Altman Retweeted



**Emmanuel Macron** @EmmanuelMacron · May 23

Developing talents and technologies in France, acting for regulation at the French, European and global levels, these are our priorities in terms of artificial intelligence. We discussed this with Sam Altman, the creator of ChatGPT.



378 533 2,978 617.3K

Sam Altman Retweeted



**Piotr Müller** @PiotrMuller · May 23 ·

Premier @MorawieckiM spotkał się z prezesem @OpenAI @sama oraz jego współpracownikami. W zespole @OpenAI ważną rolę odgrywają Polacy 🇵🇱

Głównymi tematami rozmów były m. in:

- ➡ rozwój sztucznej inteligencji oraz możliwości udziału polskich firm w tym procesie,
- ➡ wpływ... [Show more](#)



41 78 312 102.4K



A dark, blue-tinted photograph of an airplane cockpit. The image shows the instrument panel with various gauges, dials, and digital displays. The text "Era of" is in white, and "Copilots" is in a large blue font, both centered over the image. The cockpit is viewed from the perspective of the pilot, with the yoke and side panels visible.

# Era of Copilots

You are the pilot.

With an AI Copilot  
assistant

AI as a real-time collaborator

...that generates content

...that sparks creativity

...that automates cognitive tasks

...that creates users experiences

# 50+ AI Announcements on Microsoft Build

Since then, developments have accelerated at a rapid pace, with several key milestones along the way, including:

- Greater availability of **Azure OpenAI Service** with added support for ChatGPT and OpenAI's groundbreaking GPT-4 model.
- **Copilots** across a wide range of users, including Dynamics 365 Copilot, Microsoft 365 Copilot and Copilot for Power Platform.
- **Expansion of a new AI-powered Bing** to the Windows 11 taskbar, mobile and Skype; Bing Image Creator to chat; and a full open preview of the platform, no waitlist required.

This is just the beginning of the new era of AI. That's why [Microsoft Build](#) is so important. During this event, we'll be showcasing how AI is redefining what and how developers build, as well as the future of work.

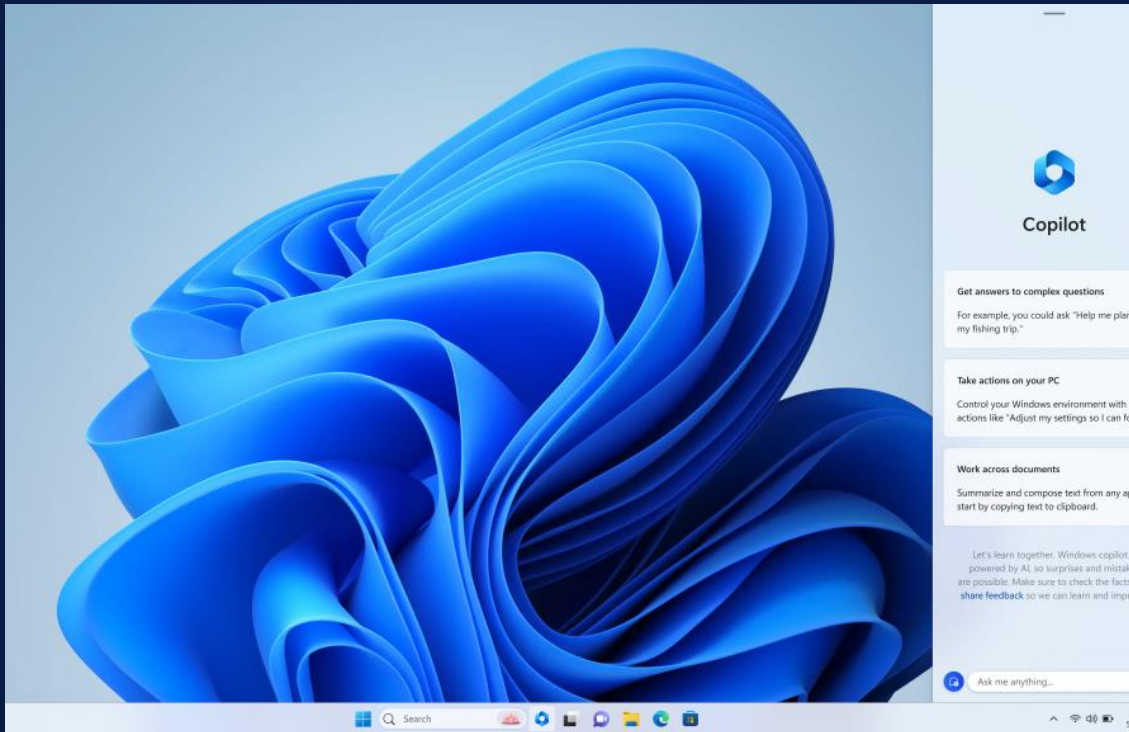
Before we get into the news, let's talk about two concepts we are discussing: **copilots** and **plugins**.

## **New Azure AI tooling to help developers build, operationalize and deploy their own next-generation AI apps**

It starts with our new **Azure AI Studio**. We're [making it simple](#) to integrate external data sources into Azure OpenAI Service. In addition, we're excited to introduce **Azure Machine Learning prompt flow** to make it easier for developers to construct prompts while taking advantage of popular open-source prompt orchestration solutions like Semantic Kernel.

In **Azure OpenAI Service**, which brings together advanced models including ChatGPT and GPT-4, with the enterprise capabilities of Azure, we're announcing [updates](#) to enable developers to deploy the most cutting-edge AI models using their own data; a Provisioned Throughput SKU that offers dedicated capacity; and plugins that simplify integrating other external data sources into a customer's use of Azure OpenAI Service. We now have more than 4,500 customers using Azure OpenAI Service.

# Windows Copilot



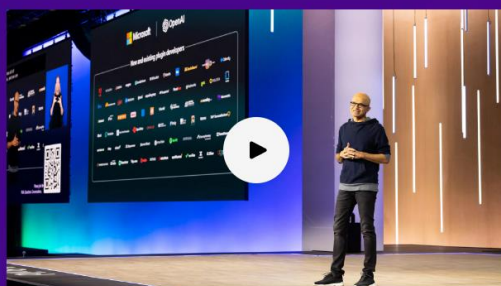




# Hit the highlights or dive deep into content you missed

Continue learning with highlighted sessions and explore the full session catalog focused on cloud development, AI, .NET, collaborative apps, data platform, developer tools, DevSecOps and SRE, low-code, and Windows.

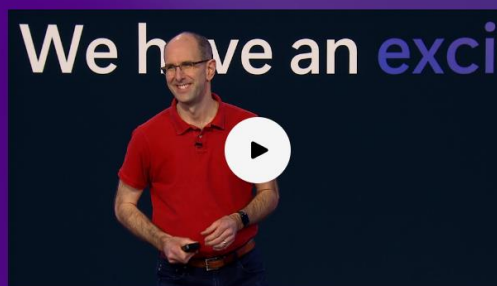
[Explore the session catalog](#) >



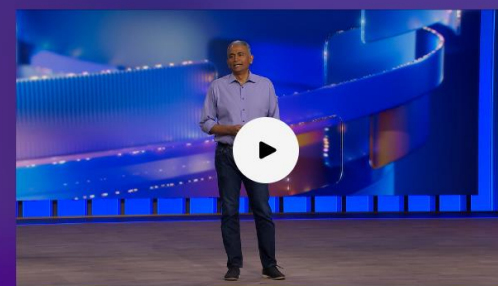
[Microsoft Build opening](#)



[The era of the AI Copilot](#)



[Next generation AI for developers with the Microsoft Cloud](#)



[Shaping the future of work with AI](#)



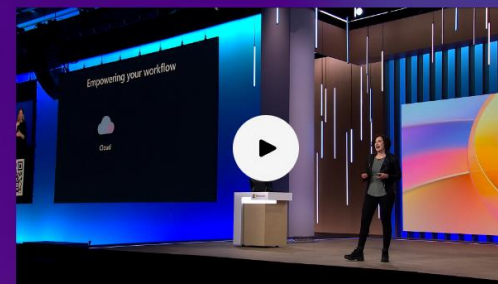
[Scott and Mark Learn to Code](#)



[Developer joy with Scott Hanselman and friends](#)

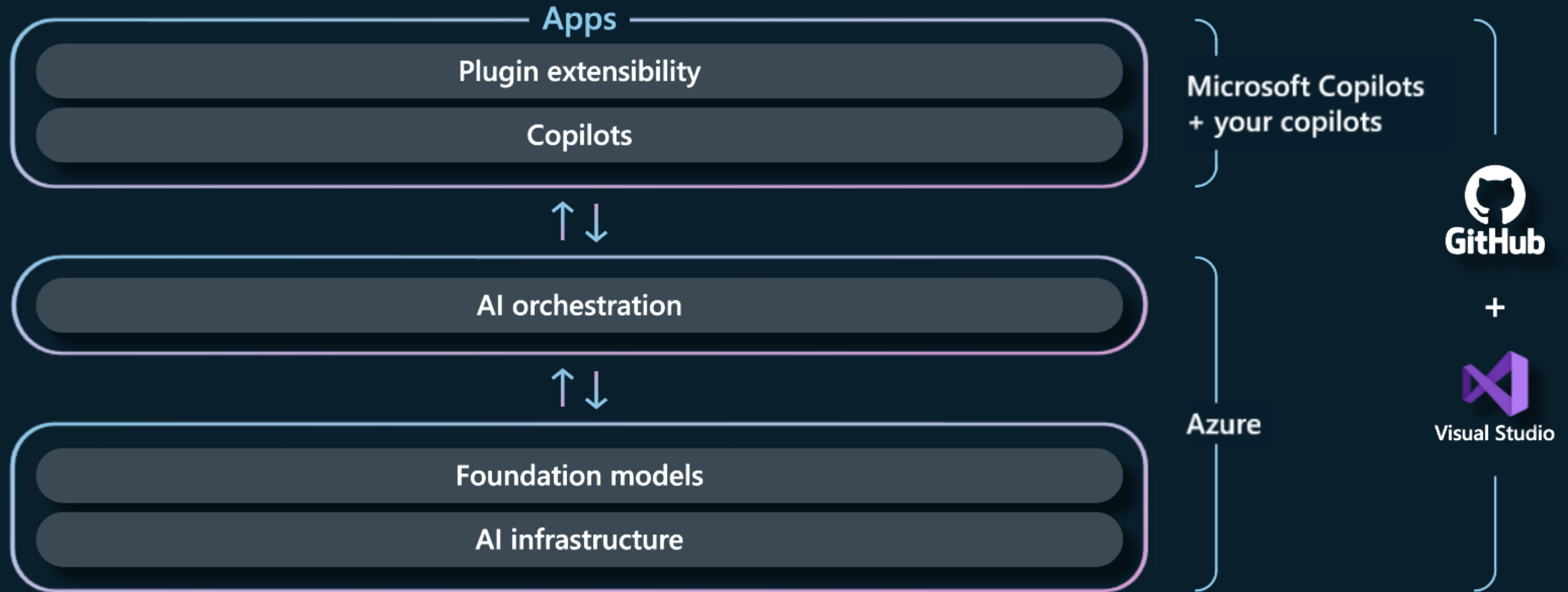


[State of GPT](#)



[Inject the power of the cloud and AI into your development workflow](#)

# Copilot stack



# Responsible AI

# Putting principles into practice at Microsoft

We are committed to making sure AI systems are developed responsibly and in ways that warrant people's trust.

▶ Play the video

aka.ms/RAI

## How Microsoft drives responsible AI

[Principles](#)

[Across the company](#)

[Leadership](#)

[Engineering](#)

## Microsoft responsible AI principles

### Fairness

AI systems should treat all people fairly

▶ [Play video on fairness](#)

### Reliability & Safety

AI systems should perform reliably and safely

▶ [Play video on reliability](#)

### Privacy & Security

AI systems should be secure and respect privacy

▶ [Play video on privacy](#)

### Inclusiveness

AI systems should empower everyone and engage people

▶ [Play video on inclusiveness](#)

### Transparency

AI systems should be understandable

▶ [Play video on transparency](#)

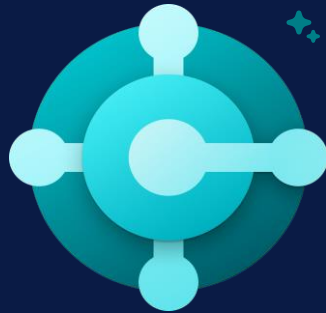
### Accountability

People should be accountable for AI systems

▶ [Play video on accountability](#)



# The Copilot System for Business Central



Not ChatGPT 🤖

Uses Azure Open AI services

Built on Responsible AI principles

Human is always in a loop

# The Copilot System

Starts with user prompting the system to suggest new marketing text

Copilot can not always help, for example, if item attributes are missing

Create with Copilot

Choose how Copilot suggests marketing text for 'ATHENS Desk' (preview)

Attributes to include Office Desk: Black, 100 CM, 200 CM, 95 C...

Format and length Tagline + Paragraph

Create draft More settings Undo Redo Clear text

Marketing Text

Suggested text is AI-generated. Review to ensure accuracy. Learn more

Write your own text, or let Copilot create a draft first

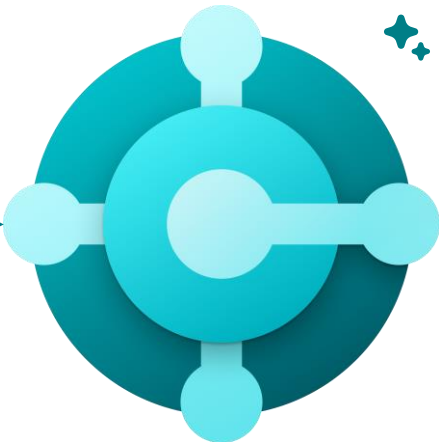
A A<sup>2</sup> B / U P A

≡ ≡ +E →E " ≡ ≡ ...

Is this a good suggestion? Read preview terms

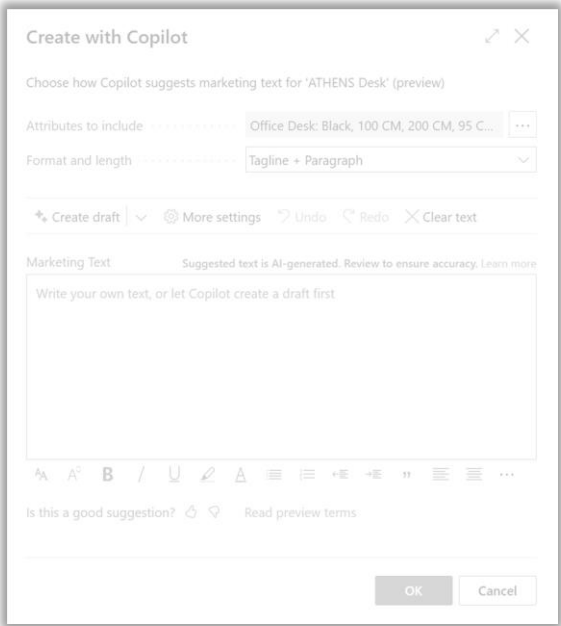
OK Cancel

User Prompt



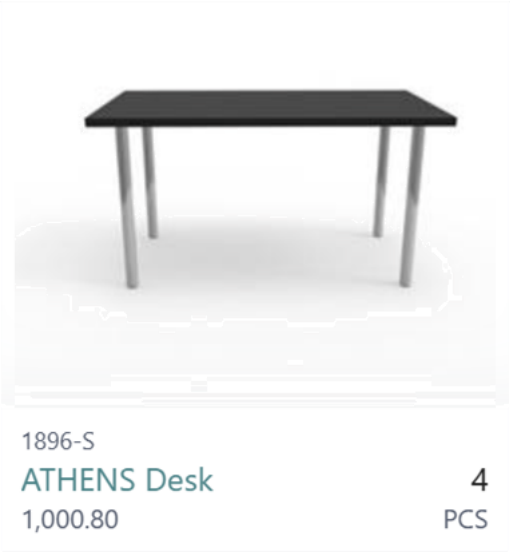
Copilot can partially help with tagline suggestions if you have just a couple of attributes

# The Copilot System

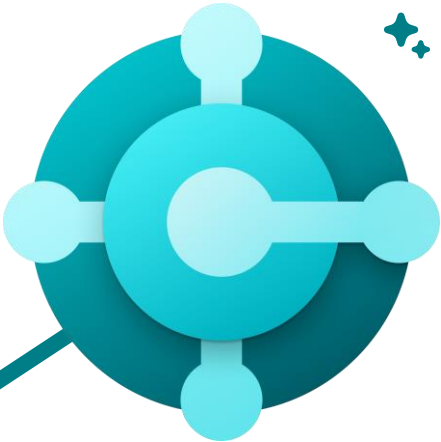


Grounding ensures the accuracy and relevance of the generated result by including factual data from BC (items, categories, attributes)

Copilot could go beyond and include more data like sales statistics, product review



Grounding



*Pre-processing*

Always respects the current security and privacy settings of the user.

# The Copilot System

Create with Copilot

Choose how Copilot suggests marketing text for 'ATHENS Desk' (preview)

Attributes to include: Office Desk: Black, 100 CM, 200 CM, 95 C...

Format and length: Tagline + Paragraph

Create draft More settings Undo Redo Clear text

Marketing Text

Suggested text is AI-generated. Review to ensure accuracy. Learn more

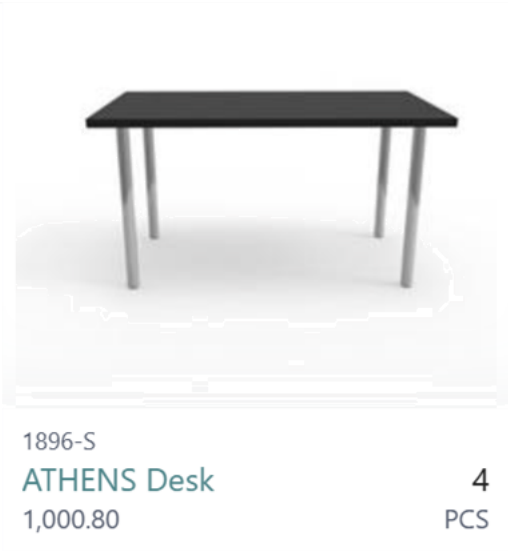
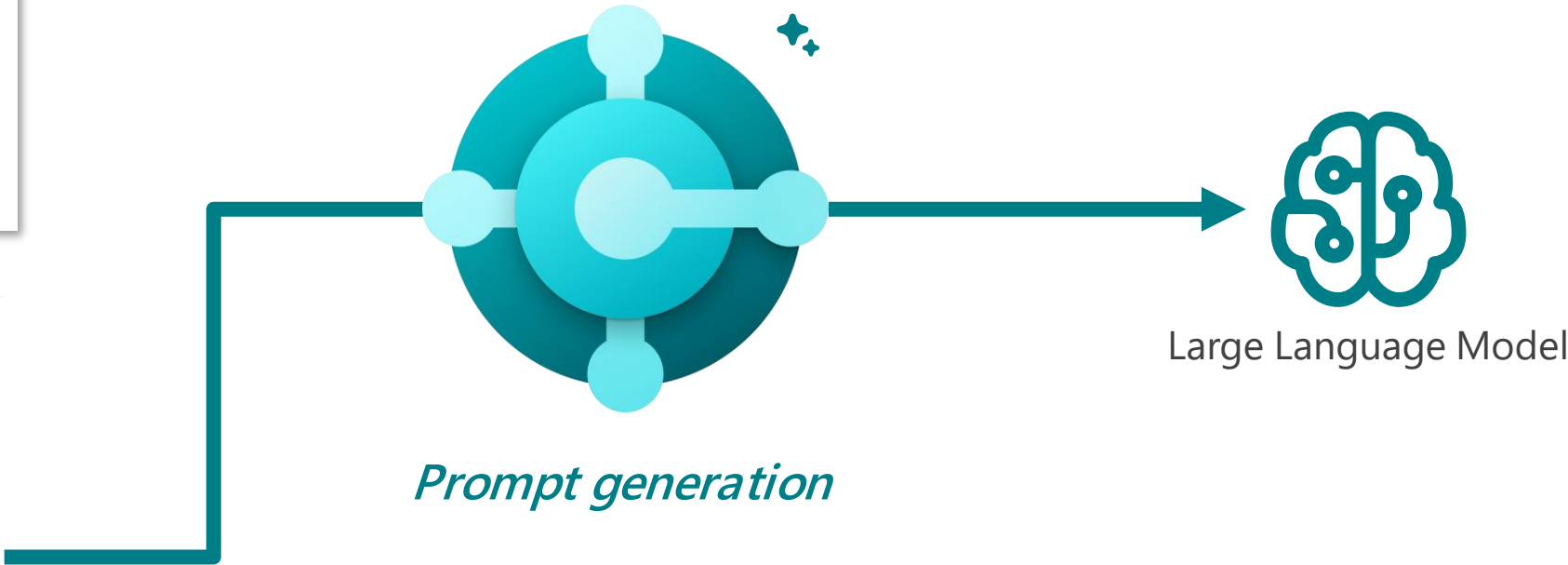
Write your own text, or let Copilot create a draft first

Is this a good suggestion? Read preview terms

OK Cancel

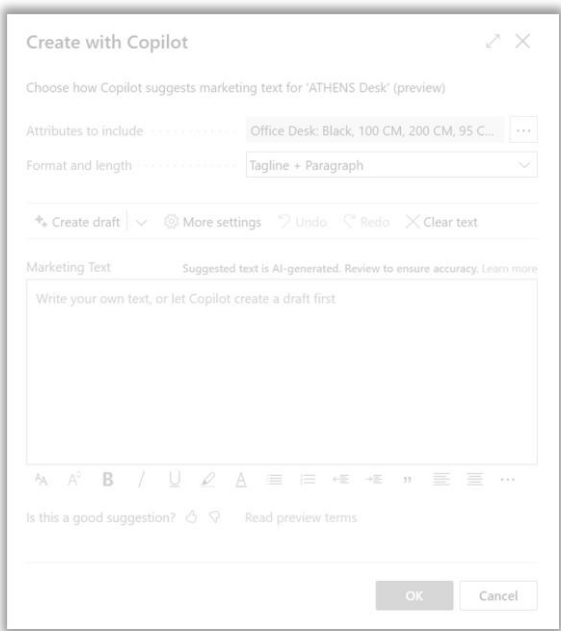
Copilot generates a prompt to send to a Large Language Model (LLM)

The final prompt includes extra instructions to avoid harmful content, deal with bias and fabrications





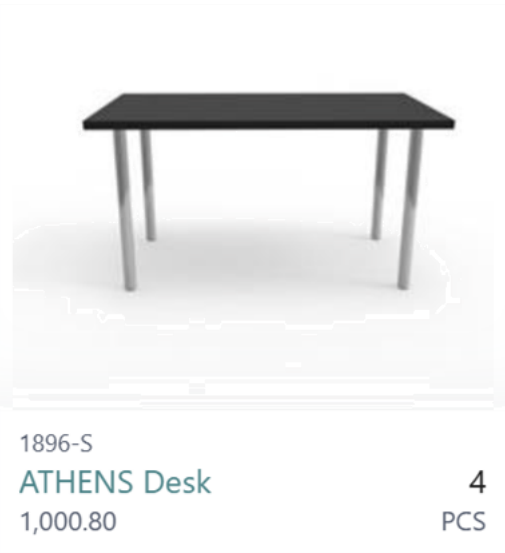
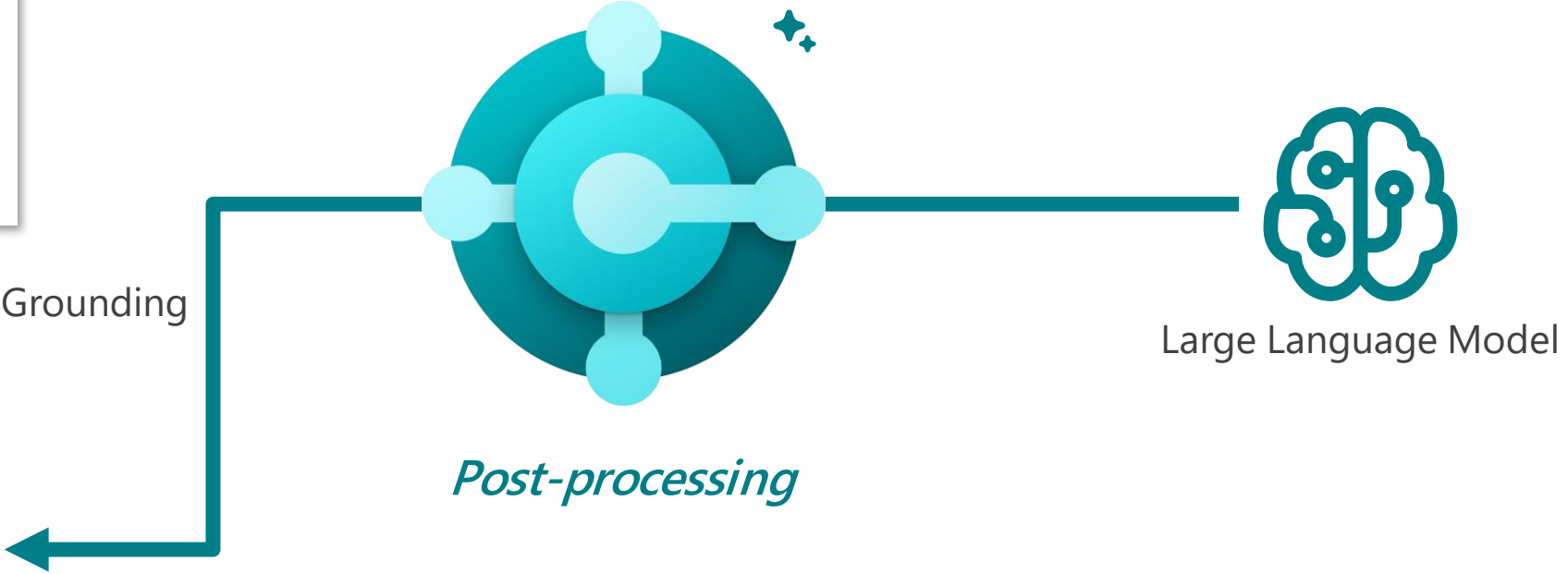
# The Copilot System



Copilot never “just” surfaces a result from LLM directly back to the user.

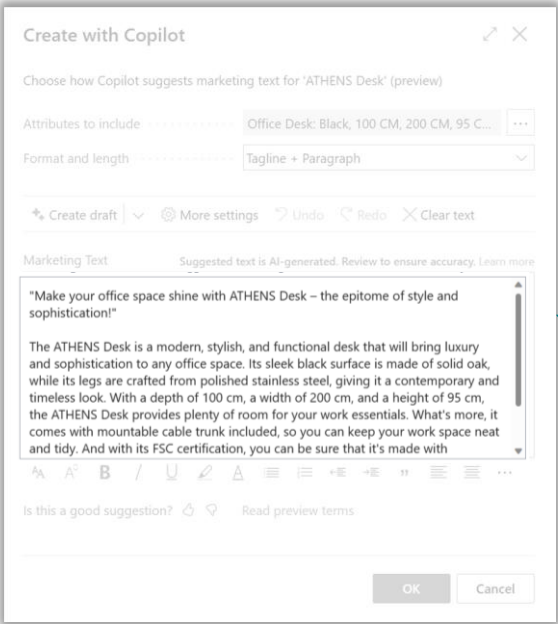
Post-processing correctness checks:

- All figures cross-checked with database facts
- Response matches the expected format (tagline, paragraph)
- Harmful content and fabrication detection



There may be several iterations with Copilot and the LLM that happen transparently in order to deliver a high-quality result

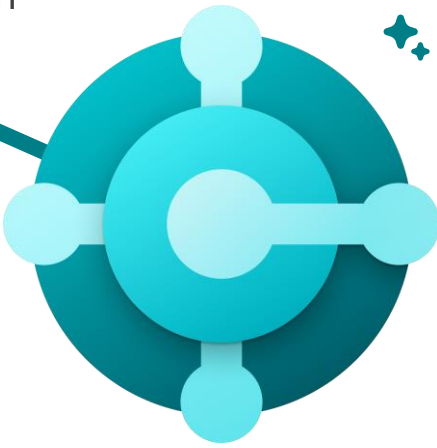
# The Copilot System



Copilot displays the suggestion for human review.

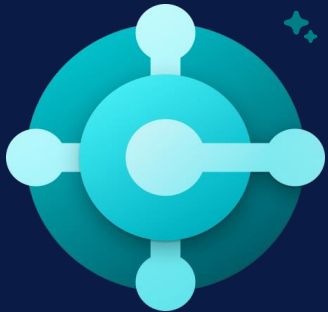
It is always up to the user to approve, edit or reject the suggestion. Result is temporary up to this point.

Suggestion



# Demo: Responsible AI in action + Getting Started with Copilot

# The Copilot System for Business Central



Ready for you to try in production and sandbox environments for any BC localization with update 22.0

English languages only

Admin consent is required

Marketing text feature also works without Copilot

Controlled by a new feature key (Please turn it ON after 22.0 upgrade 🌟)

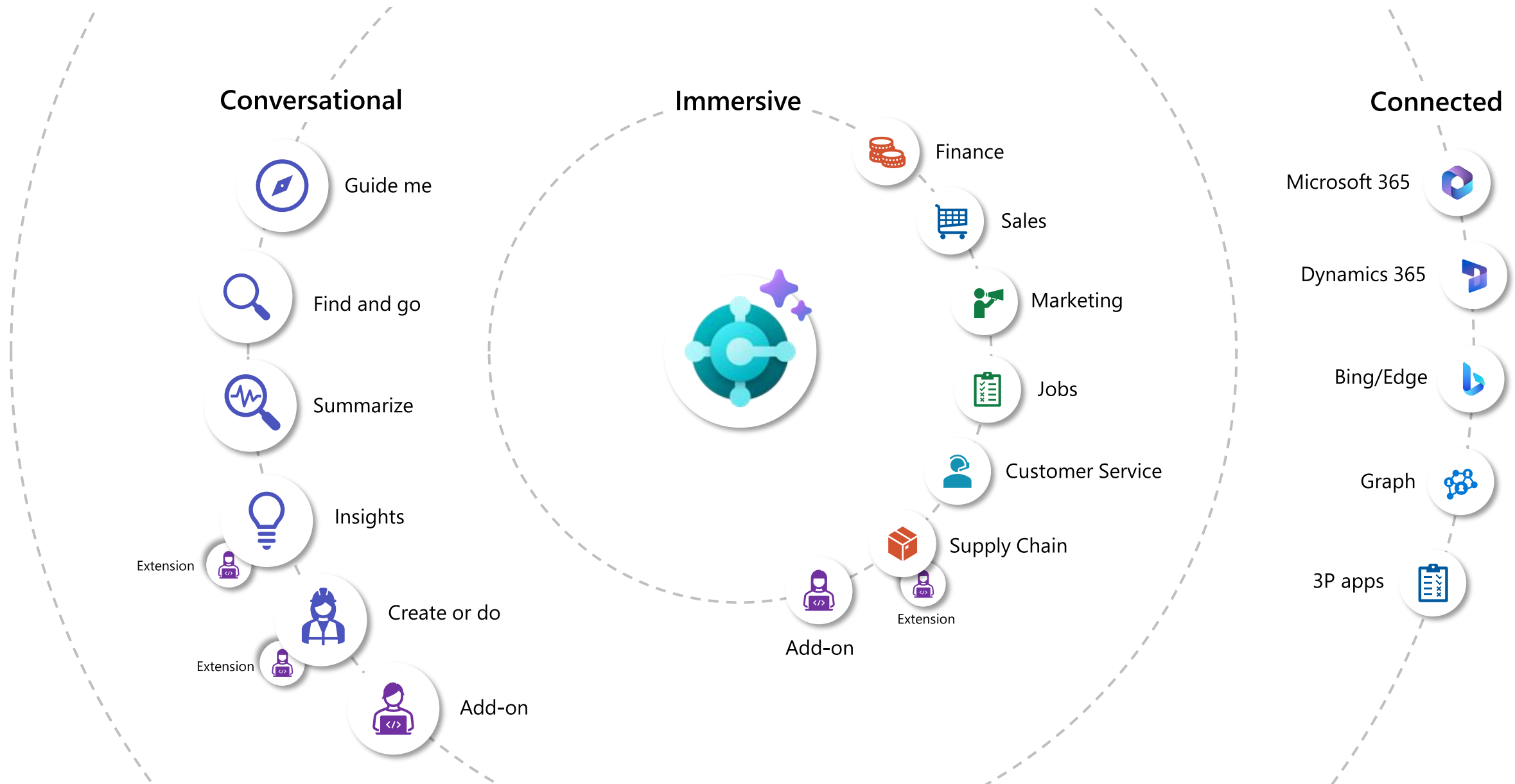


AI

...is everywhere

"Your native language has become the programming language of the future."

# our vision for AI everywhere





# How do I build my own generative AI features?

While marketing text suggestions are in preview it is not possible to extend the LLM capabilities. But you can start now...

# Announcing Generative AI in Business Central QuickStart



Learn more:  
[aka.ms/BCStartCodingWithAI](https://aka.ms/BCStartCodingWithAI)

```
45  ...var
46  ...    CategoryPromptTxt: Label 'Given a list of item categories,
47  ...    pick one that would suit an item with the name '%1'.';
48  ...    ItemCategories: %2\Selected category:', Locked = true;
49
50  ...local procedure SuggestItemCategory(): Code[20]
51  ...var
52  ...    AzureOpenAi: Codeunit 'Azure OpenAi';
53  ...    SuggestedCategory: Text;
54  ...    ItemCategories: Text;
55  ...    SuggestedCategoryCode: Code[20];
56  ...begin
57  ...    //RAI: pre-processing grounding (provide item categories)
58  ...    ItemCategories := BuildCategoryList();
59
60  ...    SuggestedCategory := AzureOpenAi.GenerateCompletion(
61  ...    StrSubstNo(CategoryPromptTxt, Rec.Description, ItemCategories), 1000, 0);
62
63  ...    //RAI: post-processing grounding (prevent fabrication)
64  ...    SuggestedCategoryCode := ValidateCategory(SuggestedCategory);
65
66  ...    exit(SuggestedCategoryCode);
67  ...end;
68
```

# Demo: Generative AI in Business Central QuickStart

File Edit Selection View Go Run Terminal Help Home - al (Workspace) - V

App.ReadMe AL Home X AL Explorer

## AL Home

### Business Central developer news

**2023-06-21 Get started with developing generative AI features for Business Central**

Let's bootstrap your AI journey with Azure OpenAI! We've shared some sample code as an extension that enables you to explore the possibilities of large-scale language models (LLM). This code is designed to simplify the process of setting up and running LLM experiments, starting with easily configuring and testing your connection to the Azure OpenAI service. After that, you can extend your AL logic to do more exciting things with this code. The sample code uses Azure OpenAI to suggest an item category based on the item description field.

#### Sample code using Azure OpenAI to make suggestions

The extension's source code is available at the Business Central BCTech repository on GitHub. You can get to it directly at <https://aka.ms/BCStartCodingWithAI>. You can either download or install the sample extension to your sandbox environment or clone the source code for your own projects.



# Data extraction from emails

Dear Sam,

Thank you for good talk today. As a follow up on our conversation, I would like to order two pairs of Surface headsets, and extra keyboard for my daughter. Also, please include 5 power plugs, as I keep losing them all the time.

Hope you can send it to me by end of this week.

/Evgenij

Prompt: Analyze the above text and retrieve all available specific information about the order. Return product description and qty in json format "..."

Start working  
with AI now !

Bing Chat is your newly daily Copilot

---

Signup for GitHub Copilot

---

Get a key

---

Explore Azure AI tools

---

[aka.ms/BCStartCodingWithAI](https://aka.ms/BCStartCodingWithAI)

# Dynamics 365 Business Central

## 2023 release wave 2 investment areas

### Core ERP

#### Finance

- Multi-company
- G/L
- A/R & A/P
- Regulatory

#### Reporting

- Out-of-the box Power BI App
- Analysis Mode
- Report Explorer
- Enable Developers

#### Supply chain

- Improved picking process
- SKU management
- Fulfillment suggestions
- Improved Warehouse Management for jobs and manufacturing

### Collaboration and productivity

#### Generative AI

- Marketing Text
- Platform Support
- And more to come...

#### Teams & Office Integration

- Teams
- Outlook

#### Power Platform

- Power Automate
- Power Apps
- Dataverse

### Ease and speed of implementation

#### Geographic expansion

- Andorra
- Armenia
- Azerbaijan
- Bahamas
- Bermuda
- Bolivia
- British Virgin Islands
- Cambodia
- Cameroon
- Cayman Islands
- Ethiopia
- Fiji
- Ghana
- Guernsey (United Kingdom)
- Isle of Man (United Kingdom)
- Jersey (United Kingdom)
- Kazakhstan
- Kosovo
- Liechtenstein
- Macao (SAR China)

#### User experience

- Action bar
- Navigation
- Drag and Drop
- Search
- Error handling
- Time Sheets
- Onboarding
- User Assistance
- Cloud Connectivity
- Setup

### Performance and scale

#### Fundamentals

- Performance
- Reliability
- Tooling

#### Efficient Development

- Connected experience
- AppSource Monetization
- AL Go and DevOps in GitHub
- Efficient Troubleshooting

#### Administration

- Access Control
- App Management
- Migrations



October 2023



April 2024



October 2024

# Join the conversation on Yammer

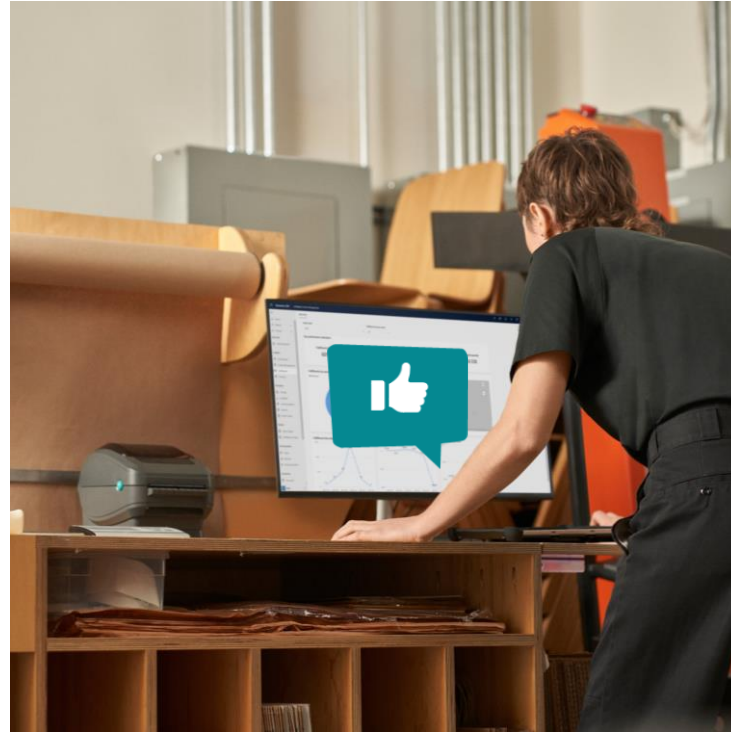
<https://go.microsoft.com/fwlink/?linkid=2229283>



# Action



Try it out



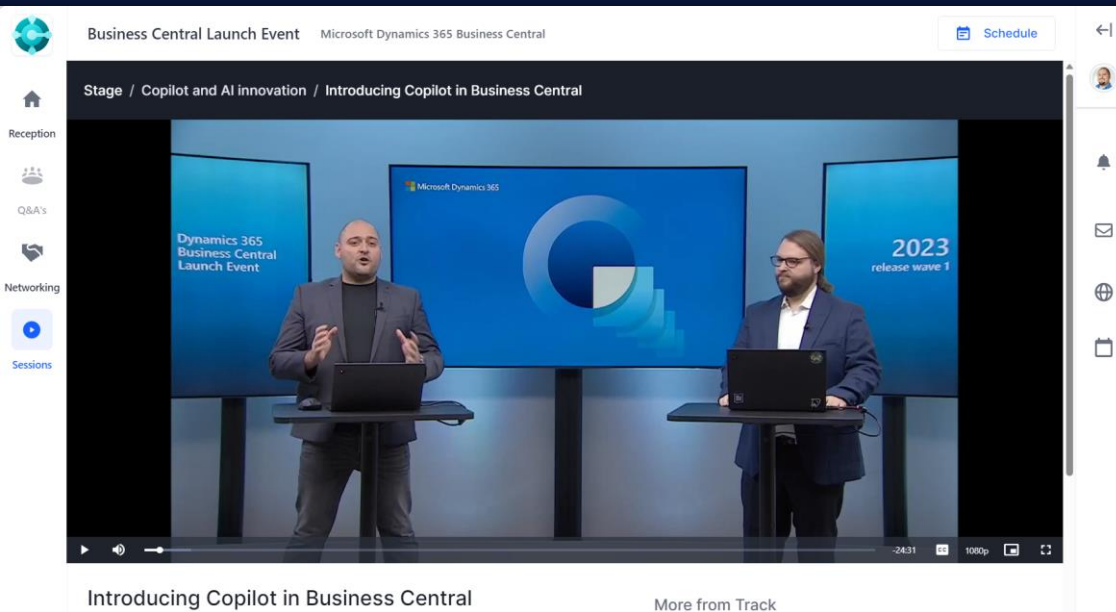
Rate suggestions



Engage in discussion

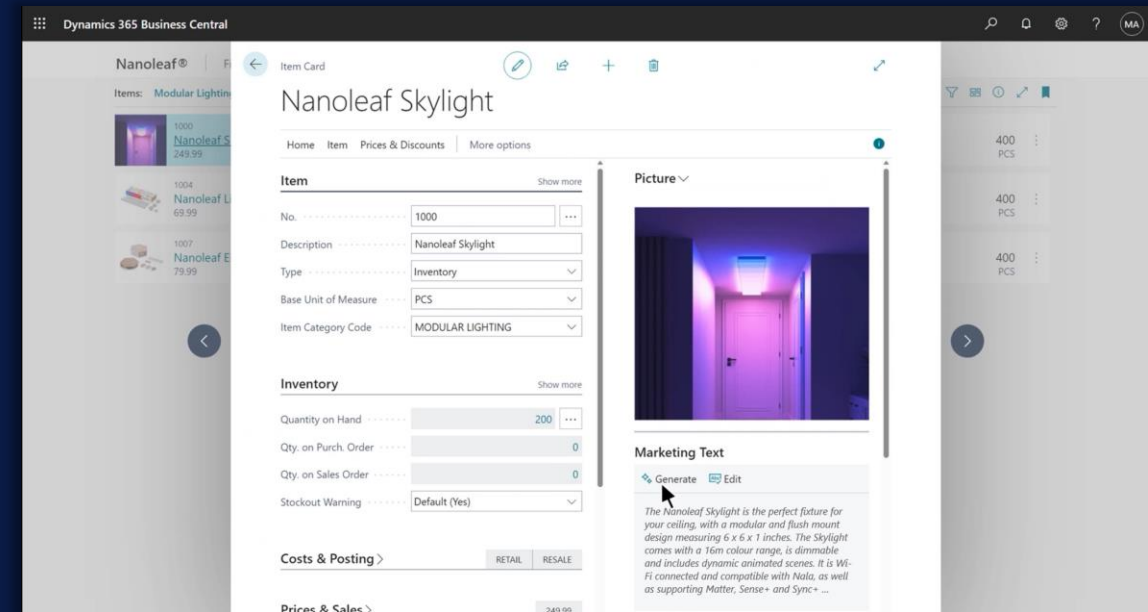


# Resources



30-min video "Introducing Copilot in Business Central" at Business Central Launch Event

<https://go.microsoft.com/fwlink/?linkid=2227231>



2-min video introducing Copilot in Business Central with customer Nanoleaf

<https://go.microsoft.com/fwlink/?linkid=2227074>

# Resources

## Drive sales with AI-generated product descriptions

Article • 04/04/2023 • 3 contributors [Feedback](#)

**Important**

Some of the functionality described in this release plan has not been released. Delivery timelines may change and projected functionality may not be released (see [Microsoft policy](#)). Learn more: [What's new and planned](#)

Enabled for	Public preview	General availability
Users by admins, makers, or analysts	Apr 2023	-

### Business value

Great products deserve great marketing, but authoring compelling product descriptions for dozens or even hundreds of similar products for your online store requires time, skill, and creativity. Business Central accelerates time to market with AI-generated product descriptions, right from where you manage your inventory. We've streamlined the end-to-end process, starting from uploading a picture to Business Central, to AI-powered suggestions for marketing copy based on your product attributes such as color and material, to publishing that to your online store with just a few clicks.

### Feature details


- Start with a picture:** Create a new item record by uploading a picture. Business Central analyzes the image and automatically suggests a matching category from your list of item categories. Customers who configured categories with templates and default attributes benefit from all of these being automatically...

## Feature release plan

<https://go.microsoft.com/fwlink/?linkid=2226636>

## Introducing Microsoft Dynamics 365 Copilot, bringing next-generation AI to every line of business

March 6, 2023 • 8 min read [Share](#)

 [Emily He](#)  
Corporate Vice President, Business Applications Marketing

[Announcements](#) [AI](#) [Dynamics 365](#)

### Introducing the world's first AI copilot in both CRM and ERP

Today [we announced Microsoft Dynamics 365 Copilot](#), providing interactive, AI-powered assistance across business functions—from sales, service, and marketing to supply chain. With Dynamics 365 Copilot, we're introducing the world's first AI copilot natively built-in to both CRM and ERP applications.

Copilot brings the power of next-generation AI capabilities and natural language processing to Dynamics 365, working alongside business professionals to help them create ideas and content faster, complete time-consuming tasks, and get insights and next best actions—just by describing what's needed.

Copilot features are in preview across Dynamics 365 applications and Microsoft Viva Sales. View demos of the capabilities, as well as learn how to access the previews, below.

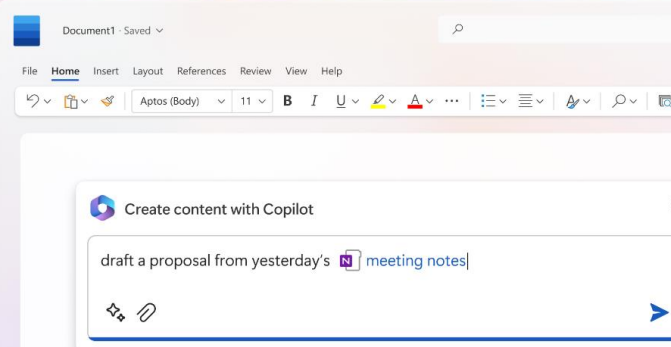
## Announcement on Dynamics 365 Blog

<https://aka.ms/bcAI>

## Introducing Microsoft 365 Copilot – your copilot for work

Mar 16, 2023 | Jared Spataro, Corporate Vice President, Modern Work & Business Applications

[f](#) [t](#) [in](#)



## Other AI announcements

<https://blogs.microsoft.com>

Thank  
You!



# Q&A

Any Questions?





## Does this work with Business Central on premises?

**No** support for on prem while feature is in preview.

Assessing balance between technical, billing, and cloud motivators.





# Will Copilot remain free?

## **Maybe**

Assessing balance between ease of access, Azure billing, partner extensibility.



# Does Marketing Text work without Copilot?

**Yes**

You can manually author Marketing Text without any AI assistance



# Which languages are supported by Copilot?

**English languages** only while in preview

We aspire to unlock more languages. Please use Feedback 



# Does Copilot use my data to train AI models?

**No.**

A new, single request is sent to the pre-trained models. Copilot does not use these prompts to retrain the model.