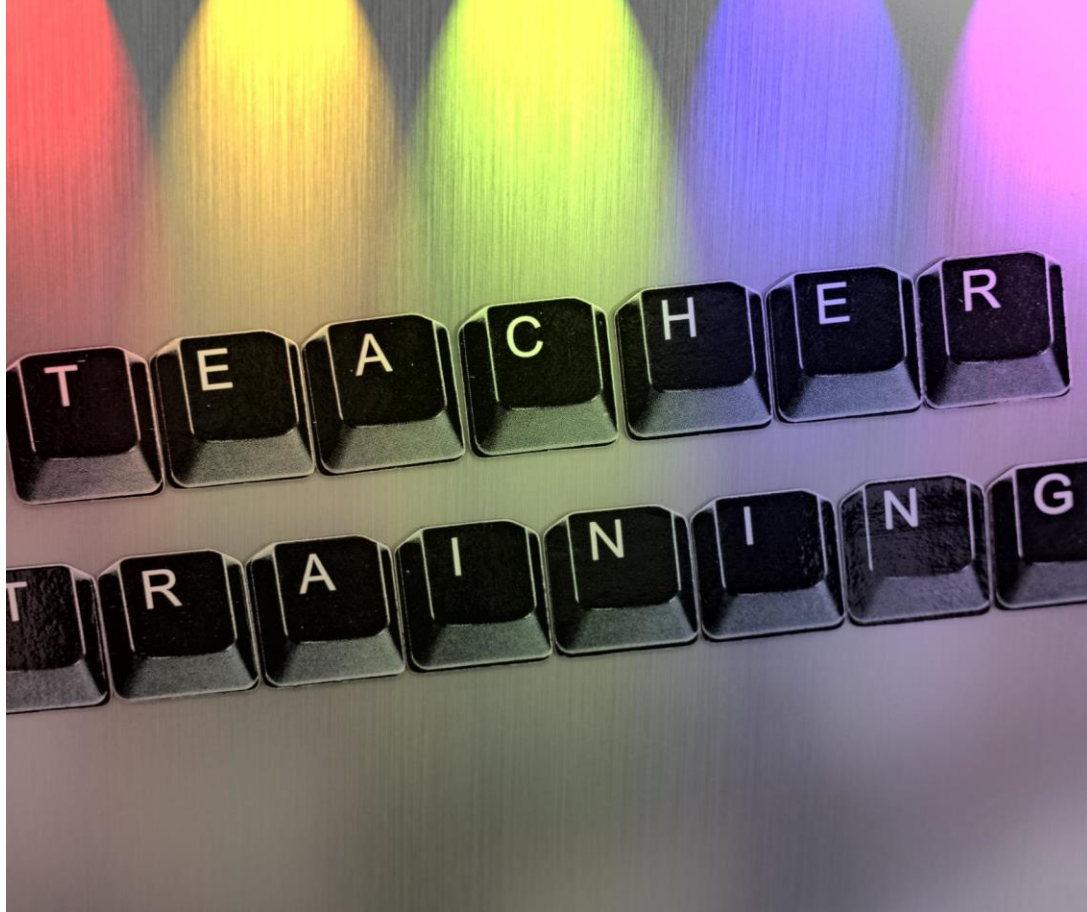# 2024 Lunch and Learn
The Power of Dynamics
365 Ecosystem

- What is AI
- Microsoft Copilot
- Integration with Office 365
  - Word, Excel, Powerpoint, Teams
- Integration with Business Central
- Integration with Dynamics CRM
- Integration with Power Apps / Power Automate
- Examples / Real World Demonstrations
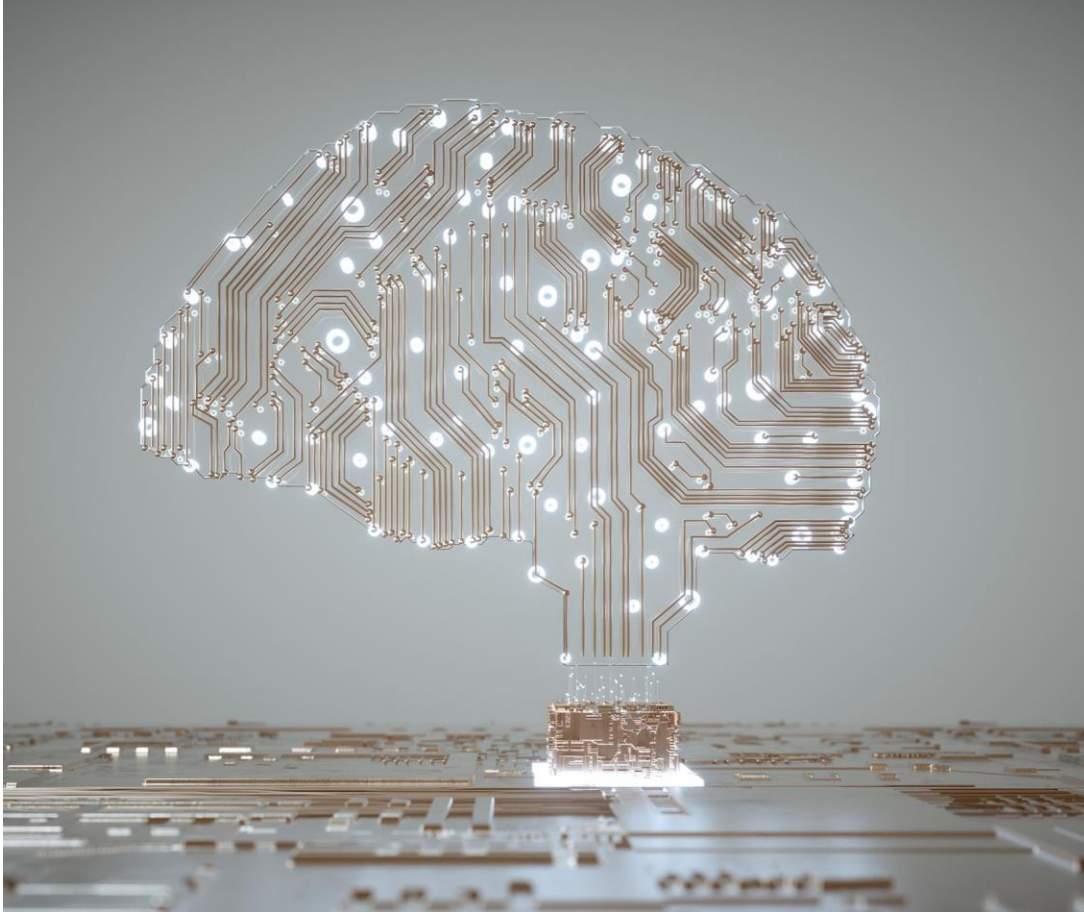- Q&A

What is AI?

- Artificial Intelligence is the simulation of human intelligence in machines that are programmed to think and work like humans.

- AI can be classified into three categories - Artificial Narrow Intelligence(A.N.I.), Artificial General Intelligence(A.G.I.), and Artificial Superintelligence(A.S.I.)

- AI is being used in various fields such as healthcare, finance, transportation, and many more.

What is AI?

- In the context of the Dynamics ecosystem, AI is a learning model that leverages data from inside and outside your organization to help you with everyday tasks, like having a team of assistants that are experts in many different areas.

- The AI understands the Office suite, and line of business applications that you're already using.

Dynamics 365 | GP

- What is Copilot?
- How can Copilot help in business applications?

What is Microsoft Copilot?

- Microsoft Copilot is an AI-powered assistant to help you with common Office tasks

- Copilot provides suggestions, assistance, and can even write apps and automations

- Copilot is integrated with Office 365, Business Central, Dynamics 365 (CRM), and many other tools

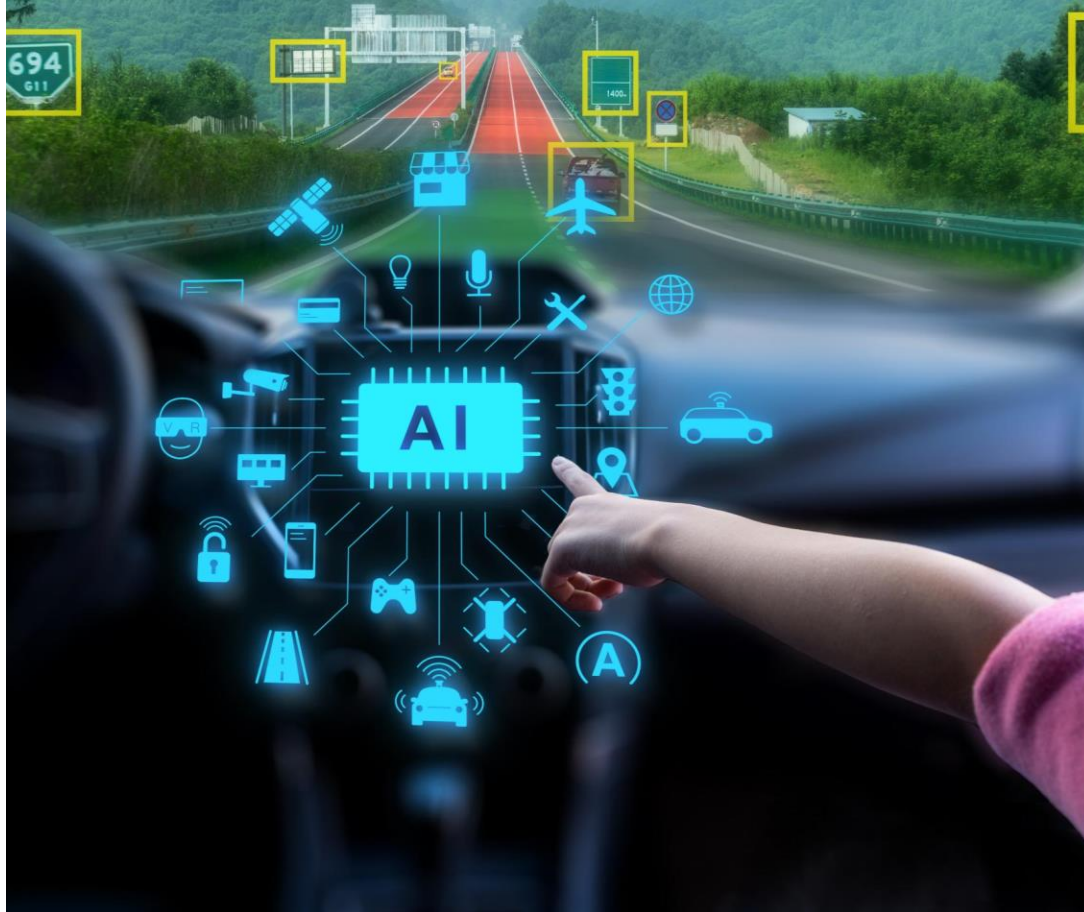# How can Copilot help with everyday office tasks?

- Copilot can help with common Office tasks such as formatting, formula entry, and data entry

- It can provide suggestions, assistance, and write apps and automations to streamline workflows

- Copilot can help with tasks across Office 365, Dynamics 365, and many other tools

- Copilot can help you review documents, meetings, and business data

- Copilot is optionally integrated into your Microsoft Tenant, and can securely use information you share with it to answer questions and make decisions

Copilot in Office 365

- Copilot runs within Excel, Word, Teams, and other applications with context-aware suggestions and assistance.

- It can review and summarize meetings, help with Excel functions, drafting documents, and many other common tasks
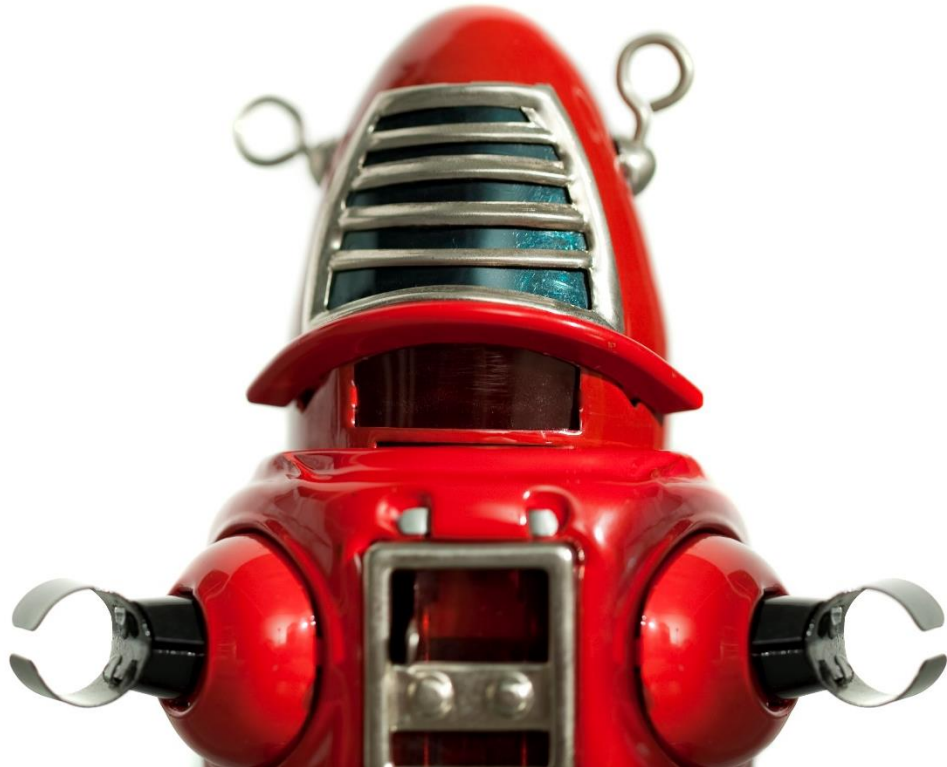
Microsoft

- Copilot can analyze lists such as invoices, purchases, customers, etc and allows you to "ask questions" of your data

- Copilot can suggest inventory descriptions, match transactions, and find patterns

- *BC support is always expanding and in preview*

- Copilot can summarize the timeline to bring staff "up to speed" on emails, opportunities, recent cases, and other CRM-based entities

- Copilot can directly query your data and answer natural-language questions based on the information you give it access to

- Copilot can be used in PowerApps to do things like reading and data-entering invoices, process forms and turn them into tables

- Copilot can be used to build automations – you describe what you want, and it will build a simple automation that you can then customize

- With SmartLists and integration to Excel, you can use Copilot to analyze and query your data from GP, and also build automations to and from the Dynamics GP environment.

- With On-Premise connectors, SQL data can be used to feed Copilot and make it part of the full ecosystem

- Copilot provides more seamless integration between your LOB applications (BC, GP, CRM, Teams, Office, etc) and gives you options to use, understand, analyze and report on data you already have.

- Copilot is your assistant and expert, built-in to the Microsoft Dynamics ecosystem

- Microsoft has invested heavily in AI, and continues to build new features and functionality into the applications you already own and use

- Many functions are free, and some are add-on for additional functionality

Real-World Examples

Power Automate w/Invoice Reader -> Business Central	Teams Meeting Review / QA / Action Items
Dynamics GP -> Excel -> Copilot Analysis	Dynamics 365 Query w/Copilot
Word from Description	Powerpoint from File
Email -> Business Central	Powerpoint from Notes

Questions?

Dynamics 365 | GP