

Juli 2025

Aktuelles und Highlights von Business Applications

Unser Ziel

- Die neusten Informationen zum Thema Microsoft Business Applications teilen
- Ihnen Zeit sparen
- Zusätzliche Ressourcen und Informationen zu jedem Thema zur Verfügung zu stellen

Agenda

- Breaking News
- Distribution und Partner
- Events
- Branchen (Industries)
- Technik
- Dokumentation & Trainings
- Wussten Sie schon?
- Fragen und Antworten

Breaking News

Microsoft Learn

 [Microsoft Learn Docs MCP Server](#)

[We just released the MCP Server for Learn](#)

 Microsoft Learn

Now Available: MCP Server for Microsoft Learn



Embed Learn content into your own platform or product



Power AI agents with Microsoft Learn documentation



Enable end users at scale — beyond REST API limits

Distribution und Partner

Analyst Report

[Microsoft named a Leader in the 2025 Gartner® Magic Quadrant™ for Analytics and BI Platforms](#)

Figure 1: Magic Quadrant for Analytics and Business Intelligence Platforms



Microsoft Partner of the Year

[Nominations are open for the 2025 Microsoft Partner of the Year Awards!](#)

[2025 Microsoft Partner of the Year Awards – nomination window is now open!](#)

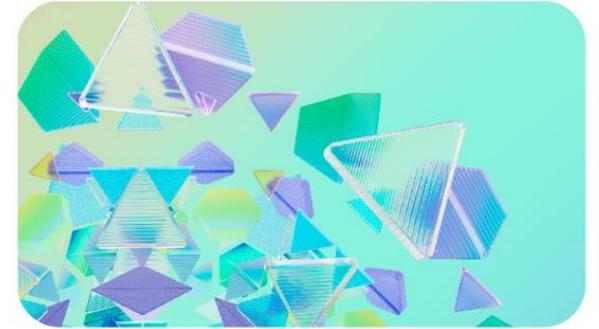
[Microsoft Partner of the Year Awards](#)



Partner of the Year Awards

The Microsoft Partner of the Year Awards acknowledge outstanding successes and innovations by partners in over 100 countries and in a wide variety of categories and industries, including cloud to edge technologies, entrepreneurial spirit and social impact. [Learn more.](#)

Nominations for the 2025 awards are open now through July 18 at 6:00pm PT. Start your nomination today!



Get resources

Review the official 2025 guidelines and rules and regulations for an in-depth understanding of the program.

[Download the official rules](#)

[Download the awards guidelines](#)



Get tips

Explore expert advice from the Partner of the Year Awards judges and learn how to create an award-winning entry.

[Get advice from the judges](#)



Get answers

Still have questions? Get a general program overview and step-by-step instructions on how to submit your nomination.

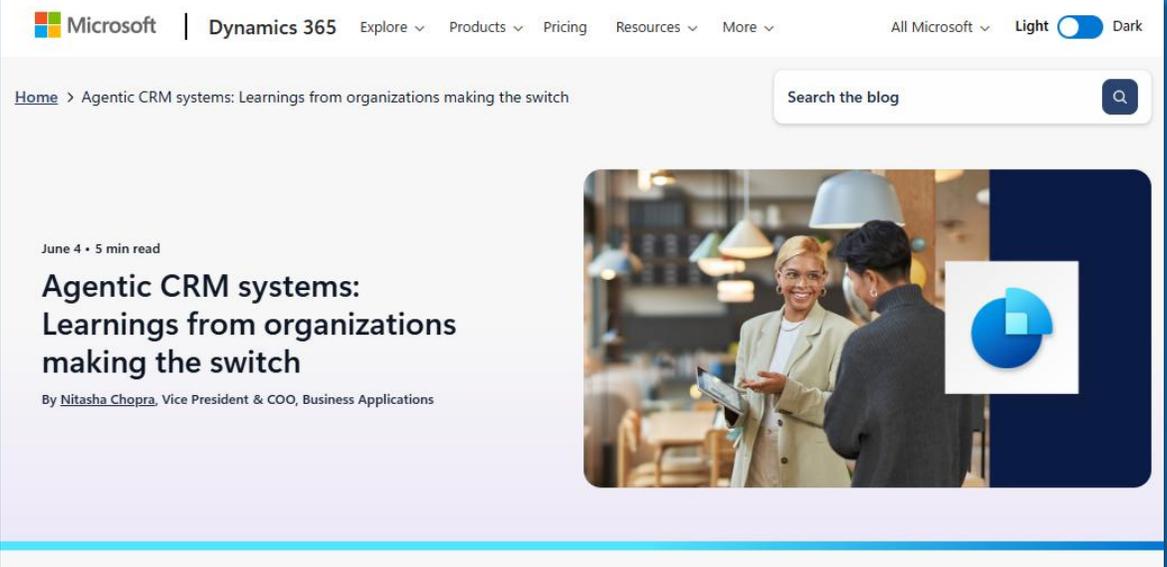
[Download an overview](#)

[Download the FAQ](#)



Agentic CRM Systems

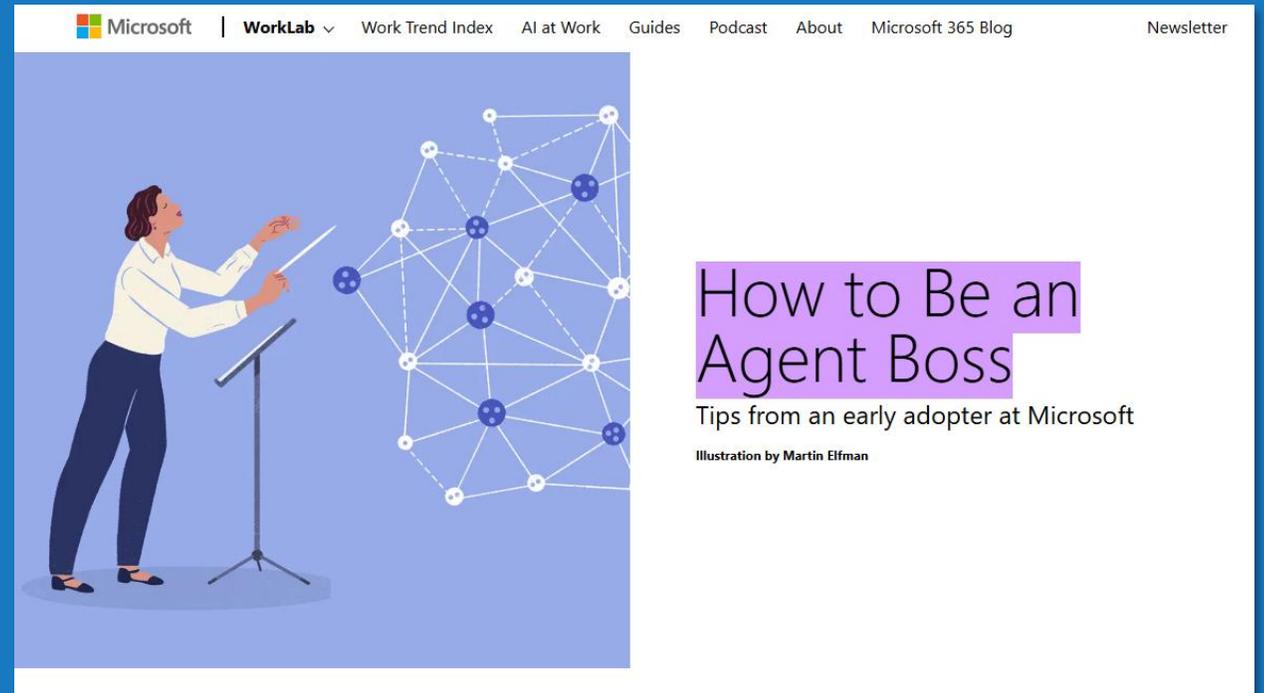
[AI-first CRM systems: Learnings from organizations making the switch](#)



The screenshot shows a Microsoft Dynamics 365 blog page. The header includes the Microsoft logo, 'Dynamics 365', and navigation links for 'Explore', 'Products', 'Pricing', 'Resources', and 'More'. There is also a search bar and a toggle for 'Light' or 'Dark' theme. The main content area features a breadcrumb trail: 'Home > Agentic CRM systems: Learnings from organizations making the switch'. Below this is a search bar with the text 'Search the blog'. The article title is 'Agentic CRM systems: Learnings from organizations making the switch', dated 'June 4 • 5 min read', and written by 'Nitasha Chopra, Vice President & COO, Business Applications'. To the right of the text is a featured image showing two people in a professional setting, with a Microsoft Dynamics 365 logo overlaid on the right side of the image.

Agents & Copilot Studio

[How to Be an Agent Boss](#)



The image shows a screenshot of a Microsoft WorkLab article. The navigation bar at the top includes the Microsoft logo, 'WorkLab' with a dropdown arrow, and links for 'Work Trend Index', 'AI at Work', 'Guides', 'Podcast', 'About', 'Microsoft 365 Blog', and 'Newsletter'. The main content area features an illustration of a woman in a white shirt and dark pants standing at a podium, gesturing towards a large, complex network diagram composed of white and blue nodes connected by lines. To the right of the illustration, the article title 'How to Be an Agent Boss' is displayed in a large, bold font, with the words 'How to Be an' highlighted in a purple box. Below the title, the subtitle reads 'Tips from an early adopter at Microsoft', and the credit 'Illustration by Martin Elfman' is visible at the bottom of the text block.

Microsoft | WorkLab ▾ Work Trend Index AI at Work Guides Podcast About Microsoft 365 Blog Newsletter

How to Be an Agent Boss

Tips from an early adopter at Microsoft

Illustration by Martin Elfman

Events

MCAPS Start for Partners

[Build, invest, and win together at MCAPS Start for Partners!](#)

July 15, 2025



The screenshot shows the Microsoft website for the MCAPS Start for Partners event. The page features a navigation bar with the Microsoft logo and links for 'MCAPS Start for Partners', 'FAQ', 'Accessibility', and 'Code of conduct'. The main content area has a gradient background and includes the event title, date, time, and a description. A 'Register today' button is prominently displayed. Below this, a 'Featured speakers' section lists five individuals with their photos, names, titles, and LinkedIn icons.

Microsoft | MCAPS Start for Partners | FAQ | Accessibility | Code of conduct

MCAPS Start for Partners

July 15, 2025
8:00 AM–12:30 PM Pacific Time

Join senior Microsoft leaders for a digital readiness event to kick off the FY26 fiscal year together. Register now to learn about Microsoft strategic priorities, investments, Microsoft AI Cloud Partner Program enhancements, and new business opportunities to scale your business.

[Register today](#)

Featured speakers

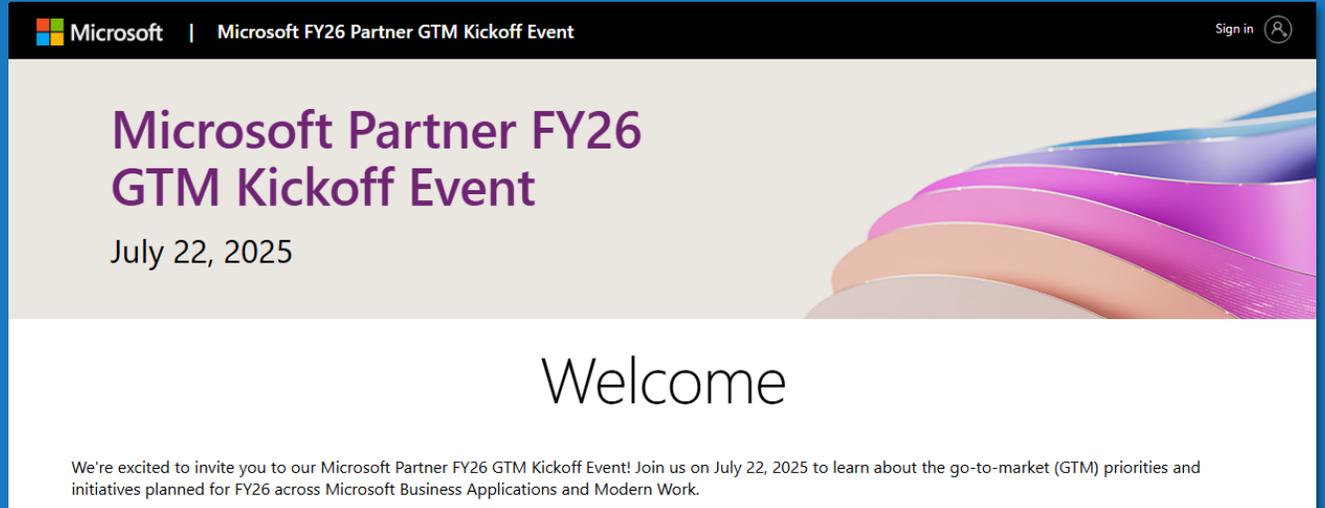
 <p>Judson Althoff Executive Vice President and Chief Commercial Officer Microsoft</p>	 <p>Nicole Dezen Chief Partner Officer, CVP Microsoft</p>	 <p>Ralph Haupter President, Global Small, Medium Enterprises and Channel Microsoft</p>	 <p>Nick Parker President, Industry & Partnerships Microsoft</p>	 <p>Julie Sanford Vice President, Partner GTM, Programs & Operations Microsoft</p>
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Microsoft Customer and Partner Solutions

Microsoft Partner FY26 GTM Kickoff Event

[Register for the Business Applications and Modern Work FY26 GTM Kickoff Event](#)

July 22, 2025



The banner features a dark blue header with the Microsoft logo and event title. The main content area has a light beige background with a colorful, abstract wave graphic on the right. The text is centered and reads: 'Microsoft Partner FY26 GTM Kickoff Event', 'July 22, 2025', 'Welcome', and a paragraph of introductory text.

Microsoft | Microsoft FY26 Partner GTM Kickoff Event Sign in

Microsoft Partner FY26 GTM Kickoff Event

July 22, 2025

Welcome

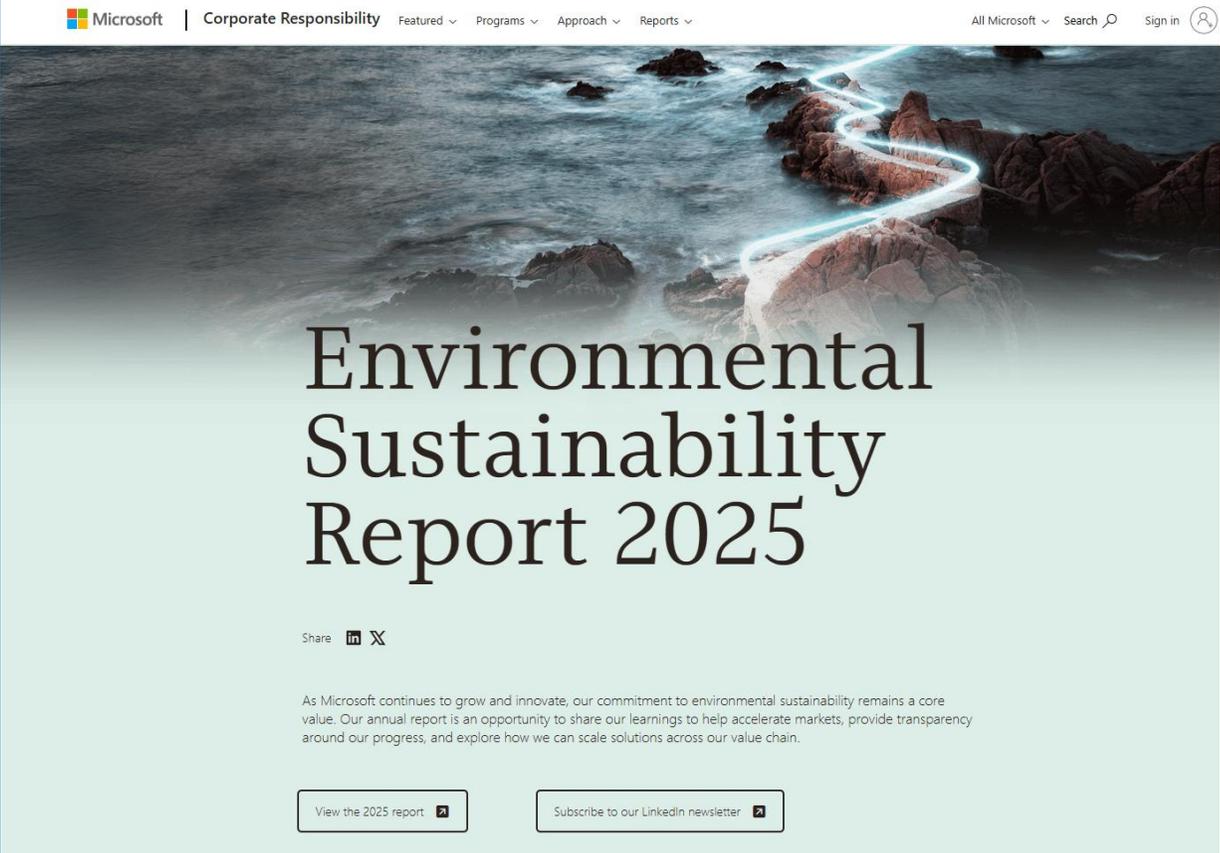
We're excited to invite you to our Microsoft Partner FY26 GTM Kickoff Event! Join us on July 22, 2025 to learn about the go-to-market (GTM) priorities and initiatives planned for FY26 across Microsoft Business Applications and Modern Work.

Branchen (Industries)

Sustainability

[Environmental Sustainability Report 2025](#)

[Microsoft Cloud for Sustainability API calculation methodology](#)



Microsoft | Corporate Responsibility Featured Programs Approach Reports All Microsoft Search Sign in

Environmental Sustainability Report 2025

Share  

As Microsoft continues to grow and innovate, our commitment to environmental sustainability remains a core value. Our annual report is an opportunity to share our learnings to help accelerate markets, provide transparency around our progress, and explore how we can scale solutions across our value chain.

[View the 2025 report](#) 

[Subscribe to our LinkedIn newsletter](#) 

Technik

Microsoft Business Applications



Dynamics 365
Supply Chain Management



Dynamics 365
Guides



Dynamics 365
Finance Insights



Dynamics 365
Finance



Dynamics 365
Intelligent Order Management



Dynamics 365
Human Resources



Dynamics 365
Project Operations



Dynamics 365
Commerce



Dynamics 365
Business Central

Finance

Supply Chain

Human Resources

Project Management

Commerce

Small & Medium Business



Microsoft Copilot for Sales



Microsoft Copilot for Service



Microsoft Copilot Studio

Microsoft Copilot



Power Apps



Power Automate



Power BI



Power Pages



Dynamics 365
Customer Voice



Dynamics 365
Customer Insights - Data



Dynamics 365
Customer Insights – Journeys



Dynamics 365
Sales



Dynamics 365
Contact Center



Dynamics 365
Customer Service



Dynamics 365
Field Service



Healthcare



Financial Services



Nonprofit



Retail



Sustainability



Sovereignty



Manufacturing

Microsoft Power Platform

Customer Data Platform

Marketing

Sales

Service

Industry Clouds



LinkedIn Sales Navigator for
Dynamics 365

LinkedIn

Microsoft Copilot for Sales

[AI in sales: Applying historical lessons to modern challenges](#)

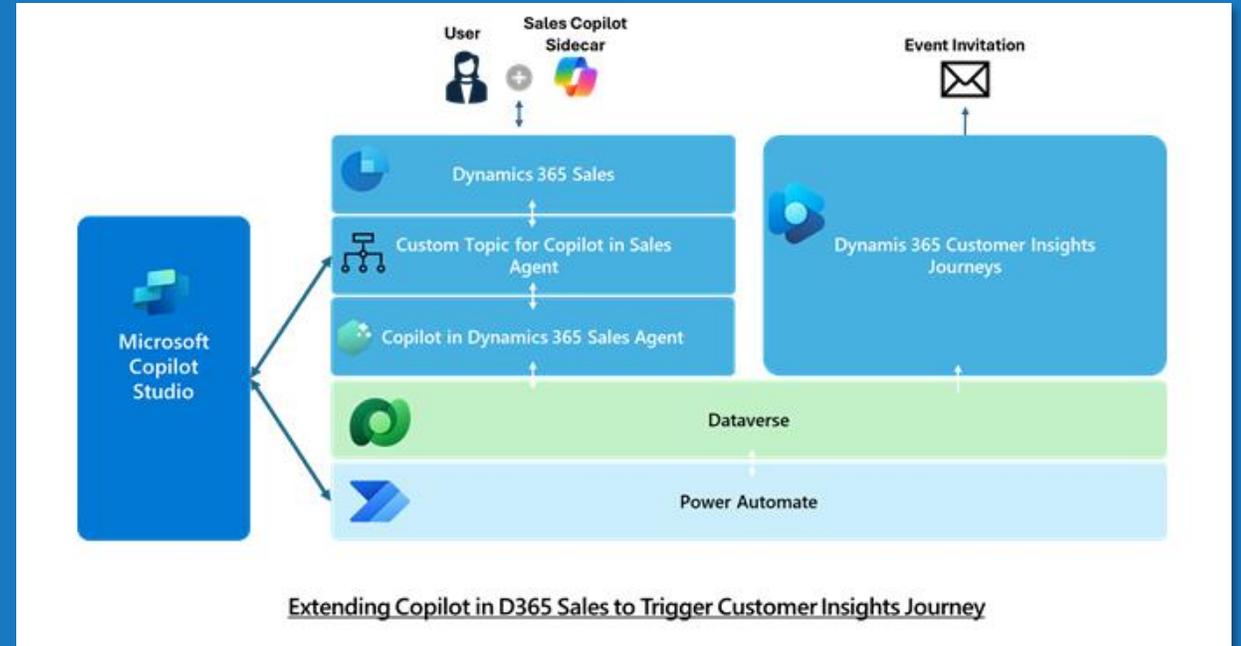
[Microsoft 365 Copilot for Sales Success Kit](#)

The screenshot shows the Microsoft 365 Copilot for Sales landing page. At the top, there is a navigation bar with the Microsoft logo, 'Microsoft Adoption', and several dropdown menus: Roles, Products, Industry, Solutions, Resources, Training, Communities, and What's new. A search bar is located on the right side of the navigation bar. Below the navigation bar is a large hero section featuring a woman with curly hair, wearing a headset and smiling while working on a laptop. To the left of the woman, the text reads: 'Microsoft 365 Copilot for Sales' followed by a paragraph: 'Designed for sellers, Copilot for Sales brings sales data and insights in the flow of work to help sellers save time, focus on customers, and close more deals. Copilot for Sales is experienced within Microsoft 365 and connects directly to Dynamics and Salesforce CRMs for real-time data and updates.' Below the hero section is a 'RESOURCES' section titled 'Find the right tools'. This section contains three white cards with rounded corners. The first card is titled 'Explore the Success Kit' and includes the text 'Use our success kit to accelerate your sales transformation with generative AI.' and a 'View the kit' button. The second card is titled 'Learn how it works' and includes the text 'Review our technical documentation covering product capabilities and how-to articles.' and a 'Learn more' button. The third card is titled 'Join the Copilot Community' and includes the text 'The Copilot for Sales community is your hub for the official blog, latest news, and discussions.' and a 'Join now' button. On the left side of the resources section, there are three social media icons: a purple icon with a white 'i' (likely LinkedIn), a black icon with a white 'X' (Twitter), and a blue icon with a white 'in' (LinkedIn).

[Release Planner: Microsoft Copilot for Sales](#)

Dynamics 365 Sales

[Extending Copilot in Dynamics 365 Sales to Trigger Customer Insights Journeys](#)



[Release Planner: Dynamics 365 Sales](#)
Features coming soon

Dynamics 365 Customer Service

[SLA Live Conversation Counter](#)

[Unlock the power of record routing with real-time analytics](#)

[Partner Alert: Starting August 1, 2025, Dynamics 365 \(D365\) Omnichannel SKUs will enter End-of-Sale](#)

[Dynamics 365 Customer Service and Contact Center journey](#)



Dynamics 365 Partner
6,997 followers
4w • 🌐

Partner Alert: Starting August 1, 2025, Dynamics 365 (D365) Omnichannel SKUs will enter End-of-Sale for all channels and segments. Existing customers with Omnichannel add-on licenses may remain on those licenses until the end of their current enrollment with eligibility to renew once, until July 31, 2026. At the time of their next renewal, they will transition to the equivalent D365 Contact Center add-on or D365 Customer Service Premium SKU.
Read the partner alert for more details: <https://lnkd.in/eKprvEb2>

#MSPartner #Dynamics365 #PartnerAlert #Omnichannel #ContactCenter

Microsoft

**Business Applications
Partner Alert**

[Release Planner: Dynamics 365 Customer Service
Features coming soon](#)

Dynamics 365 Contact Center

[Smarter callbacks with availability-aware scheduling CCaaS APIs](#)

[The power of proactive engagement in Dynamics 365 Contact Center](#)

 [Thrilled to announce the release of Shift Based Routing!](#) 

Scheduling the callback with CCaaS_CreateProactiveVoiceDelivery

You can use this API to schedule the callback within the customer's preferred time window.

Key Parameters:

- DestinationPhoneNumber: Customer's phone number.
- ProactiveEngagementConfigId: Reference to the runtime configuration.
- ContactId: CRM contact ID.
- Windows: Preferred callback time slots.
- InputAttributes: Optional JSON for personalization.

Sample Request:

```
1 {
2   "ApiVersion": "1.0",
3   "ProactiveEngagementConfigId": "cbbac510-3e66-ef11-a671-6045bd03d9d8",
4   "DestinationPhoneNumber": "+123456798",
5   "ContactId": "761e062f-c734-ef11-8e4f-00224808a166",
6   "Windows": [
7     { "Start": "2024-09-10T13:00:00Z", "End": "2024-09-10T15:59:59Z" },
8     { "Start": "2024-09-11T13:00:00Z", "End": "2024-09-11T15:59:59Z" }
9   ],
10  "InputAttributes": {
11    "type": "callback",
12    "customerNotes": "my printer is mixing colors"
13  }
14 }
```

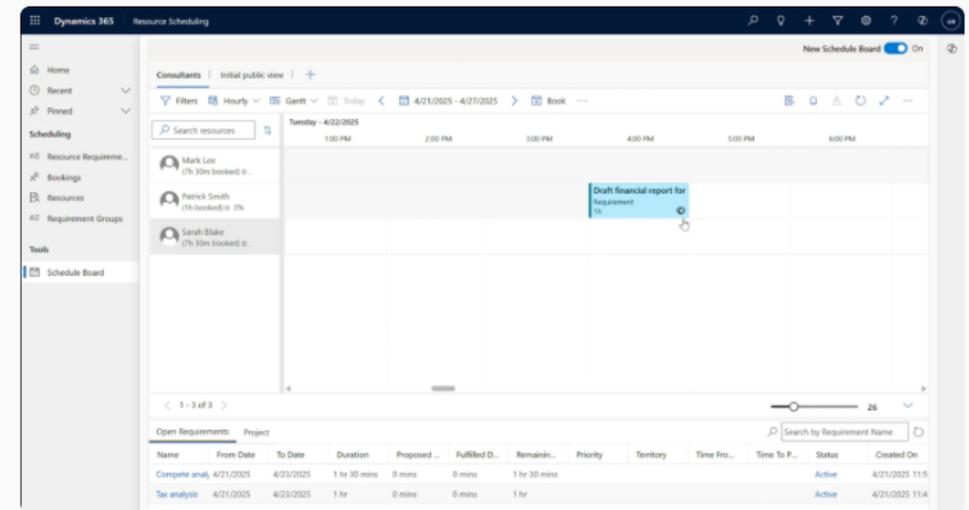
[Release Planner: Dynamics 365 Contact Center](#)
[Features coming soon](#)

Dynamics 365 Field Service

[Seamless scheduling across time zones in Dynamics 365 Field Service](#)

Book requirements across time

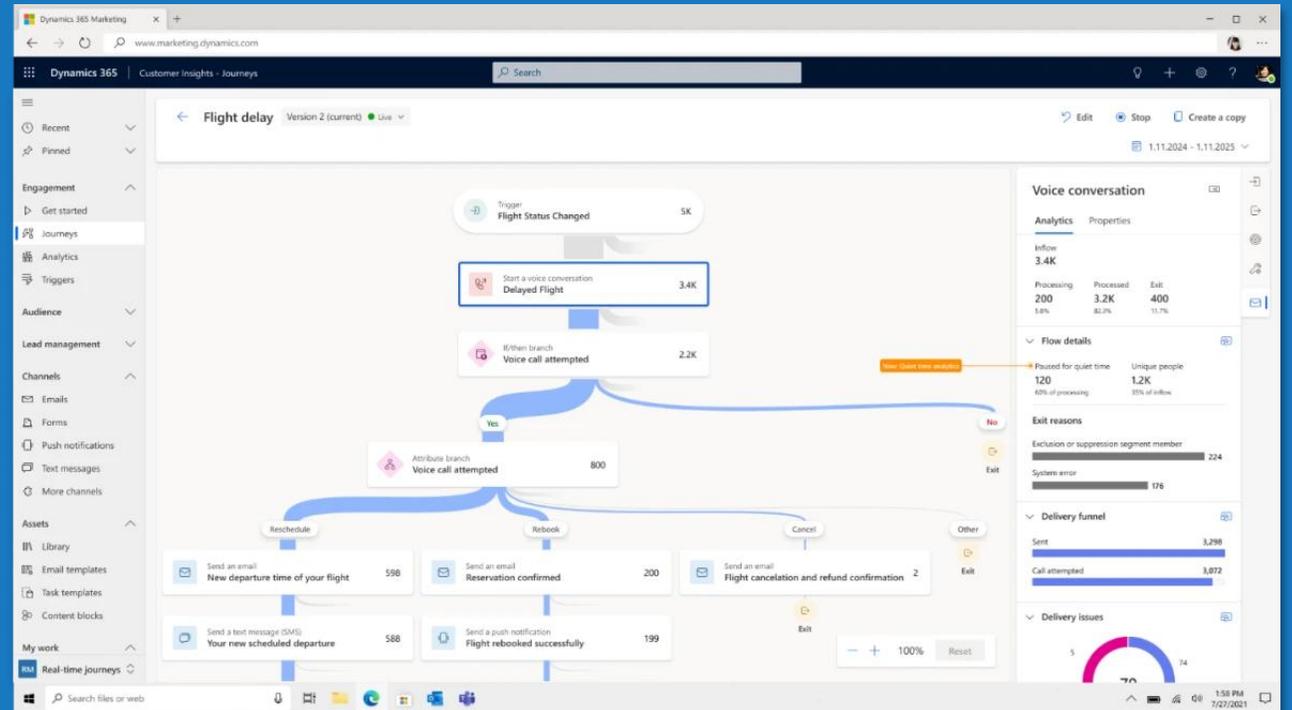
Let's check out an example. A project manager at a consulting firm manages a team of consultants which work remotely from various locations. All consultants work from 9am-5pm in their local times. Mark works in Singapore, Patrick in New York, and Sarah is based in Seattle. By default, their resource availabilities show haphazardly on the schedule board, which is set to UTC. This makes scheduling tricky.



[Release Planner: Dynamics 365 Field Service Features coming soon](#)

Dynamics 365 Customer Insights - Journeys

[AI-powered proactive engagement and conversational journeys with Microsoft Dynamics 365 in public preview](#)



[Release Planner: Dynamics 365 Customer Insights - Journeys Features coming soon](#)

Dynamics 365 Business Central

[Update 26.2 for Microsoft Dynamics 365 Business Central 2024 Release Wave 1 - Business Central](#)

[Explore migration options for Microsoft Dynamics GP and Microsoft Dynamics SL customers](#)

- ▼ Get started
 - > Learn
 - > Develop
 - > Sell
 - > Frequently asked questions
- ▼ What's new or changed
 - What's new or changed
 - Update 26.2**
 - Update 26.1
 - Update 26.0
 - > Updates for earlier major versions
 - > Help and support
- > Administration
- > Development
- > Security, privacy, and compliance
- > Performance
- > Integration
- > Deprecated features
- > Business Central on-premises
- > Responsible AI

Feature changes

[Expand table](#)

Product area	Feature	PP/GA
Copilot and AI	Use AI resources for your Copilot extensions	PP
E-documents	Automate embedded attachments in PEPPOL	GA
	Send e-documents via a service and email simultaneously	GA
	Use B2B Router as a service provider for E-documents	GA
	Use Continia as a service provider for e-documents	PP
Financial management	Analyze subscription billing data with Power BI reports	GA
Reporting and data analysis	Add fields from related tables in analysis mode	GA
	Use enhanced analytics for manufacturing (updated Power BI app)	GA
	Use enhanced analytics for projects	GA
	Use enhanced analytics for purchasing	GA
	Use enhanced analytics for sales	GA
	Use enhanced Excel reports for sustainability	GA
Sustainability management	Use enhanced analytics for Sustainability	GA

[Release Planner: Dynamics 365 Business Central
Features coming soon](#)

Dynamics 365 Finance

[Get started with agents for finance: Learnings from 2025 Gartner® CFO & Finance Executive Conference](#)



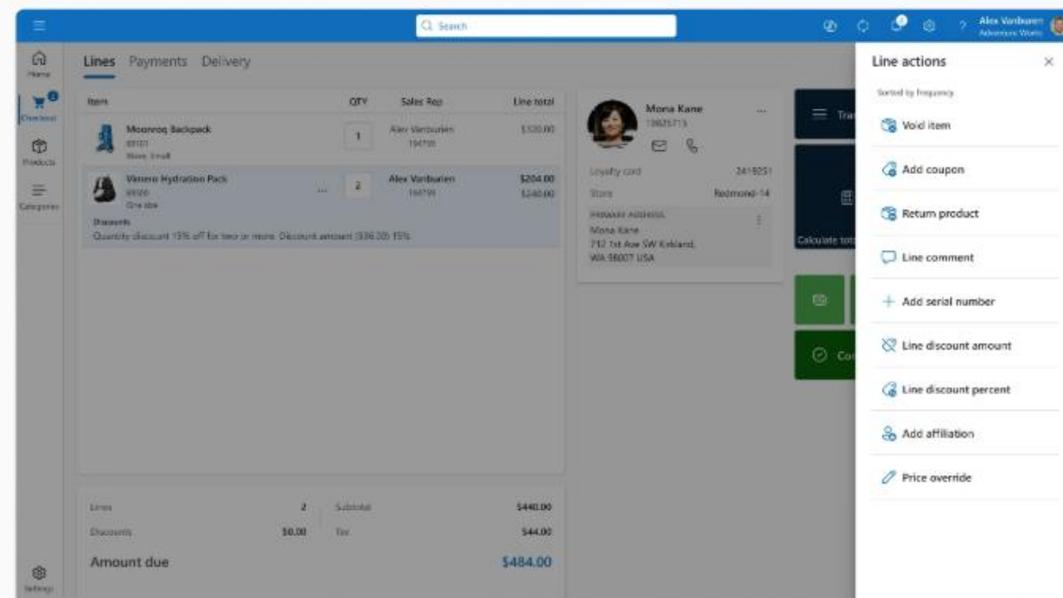
[Release Planner: Dynamics 365 Finance coming soon](#)

Dynamics 365 Commerce

[Under the Hood: Building an AI-Driven Storefront with Dynamics 365 Commerce](#)

1. Faster checkout with new transaction page workflows

The redesigned transaction page, now built with React-based controls and Fluent 2 Design, brings a faster, cleaner, and more intuitive checkout experience.



[Release Planner: Dynamics 365 Commerce Features coming soon](#)

Power Platform

[Announcing the Azure Databricks connector in Power Platform](#)

[💡 Agents and Business Apps with Real-Time Knowledge from Databricks](#)

ANALYTICS ON AZURE BLOG 2 MIN READ

Announcing the Azure Databricks connector in Power Platform



AnaviNahar  MICROSOFT

Jun 11, 2025



We are ecstatic to announce the public preview of the Azure Databricks Connector for Power Platform. This native connector is specifically for Power Apps, Power Automation, and Copilot Studio within Power Platform and enables seamless, single click connection.

With this connector, your organization can build data-driven, intelligent conversational experiences that leverage the full power of your data within Azure Databricks without any additional custom configuration or scripting – it's all fully built in!

The Azure Databricks connector in power platform enables you to:

- **Maintain governance:** All access controls for data you set up in Azure Databricks are maintained in Power Platform
- **Prevent data copy:** Read and write to your data without data duplication
- **Secure your connection:** Connect Azure Databricks to Power Platform using Microsoft Entra user-based OAuth or service principals
- **Have real time updates:** Read and write data and see updates in Azure Databricks in near real time
- **Build agents with context:** Build agents with Azure Databricks as grounding knowledge with all the context of your data

Instead of spending time copying or moving data and building custom connections which require additional manual maintenance, you can now seamlessly connect and focus on what matters – getting rich insights from your data – without worrying about security or governance.

[Power Platform Center of Excellence - Office Hours](#)

Dataverse

[Data Agent Architecture powered by Microsoft Dataverse](#)

[Long-Term Retention \(LTR\): Cost Effective Strategy for Managing Storage and Compliance](#)

[Dataverse at Build: The Agent Platform Powering the Future of Agentic AI](#)

[💡 Do you want to use Dataverse MCP Server?](#)



[Release Planner: Dataverse Features coming soon](#)

Power Apps

[Customize model-driven forms to leverage Copilot Studio content in your apps \(Preview\)](#)

[Enhanced Component Properties, User Defined Functions, and UntypedObjects on the move](#)

[A New Way to Build Power Apps with Agents – Introducing Plan Designer](#) ★

The screenshot displays the Power Apps interface for a 'Beach House' listing. The main form contains the following fields:

Name	Beach House
Display Name	Charming Beach House with Ocean Views
Address	123 Shore Dr
City	Seattle
District	---
Description	Delightful beach house offering stunning ocean views.
Number of Bedrooms	---
Number of Bathrooms	---
Maximum Guests	---

The 'Listing Insights' panel on the right provides the following data:

Average Booking Amount:	\$1,345.5
Most Popular Stay Month:	August
Average Stay Length:	15 days
Average Guests:	4 guests
Cancellation Rate:	15%
Typical Booking Window:	30 days in advance

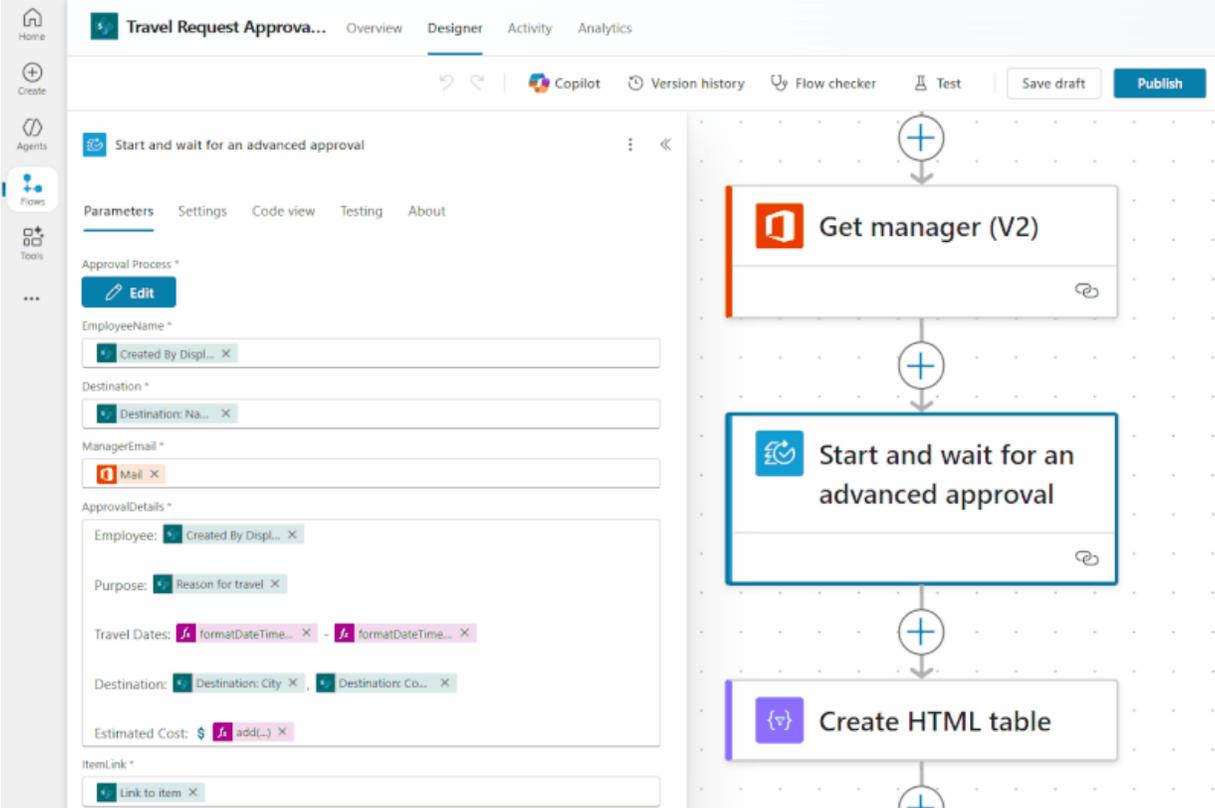
Recommendations include:

- Increase nightly rates to 4,500 per month
- The average booking amount has shown a steady increase, indicating a higher willingness to pay. Additionally, the most popular stay month is during the summer, which typically sees higher demand. Adjusting the rates to reflect this trend can maximize revenue.

[Release Planner: Power Apps Features coming soon](#)

Power Automate

 [NEW: Advanced Approvals in Power Platform – Build complex, multi-stage workflows with conditional logic](#) 



The screenshot displays the Power Automate Designer interface for a flow titled "Travel Request Approva...". The interface is divided into two main sections: a left-hand "Parameters" pane and a right-hand "Flow" canvas.

Parameters Pane:

- Approval Process ***: Includes an "Edit" button.
- EmployeeName ***: Contains a field with a selected value "Created By Displ...".
- Destination ***: Contains a field with a selected value "Destination: Na...".
- ManagerEmail ***: Contains a field with a selected value "Mail".
- ApprovalDetails ***:
 - Employee:** Selected value "Created By Displ...".
 - Purpose:** Selected value "Reason for travel".
 - Travel Dates:** Two fields with selected values "formatDateTime..." and "formatDateTime...".
 - Destination:** Two fields with selected values "Destination: City" and "Destination: Co...".
 - Estimated Cost:** A field with a selected value "add(...)" and a currency symbol.
- ItemLink ***: Contains a field with a selected value "Link to item".

Flow Canvas:

The flow starts with a connector (+) leading to the first step: "Get manager (V2)". This is followed by another connector (+) leading to the second step: "Start and wait for an advanced approval". A final connector (+) leads to the third step: "Create HTML table".

[Release Planner: Power Automate Features coming soon](#)

Power BI

[Celebrate with us as Power BI Turns 10!](#)

[Open and edit any semantic model with Power BI tools](#)

[New Power BI Copilot experiences include chatting with your data](#)

[Your Road to Power BI Certification Starts Here](#)

The screenshot displays the Power BI Semantic Model Editor interface. The top navigation bar includes 'File', 'Home', and 'Help' menus, along with a search bar and a 'Trial: 14 days left' indicator. The 'Home' ribbon contains various tool icons for creating new tables, calculation groups, parameters, and managing relationships and roles. The main workspace shows a data model diagram with tables: Product Subcategory, Product, Internet Sales, Product Category, Customer, and Geography. The 'Internet Sales' table is highlighted. The right-hand 'Properties' pane shows the 'Model' tab with a search bar and a list of model components: Relationships (8), Roles (0), Tables (7), Hierarchies (0), and Measures (17). The 'Measures' section is expanded to show 'Partitions (4)', which includes 'Internet Sales 2017', 'Internet Sales 2018', 'Internet Sales 2019', and 'Internet Sales 2020'. The 'Internet Sales 2017' partition is highlighted with a red box. The bottom status bar shows 'All tables' and a '+51%' zoom level.

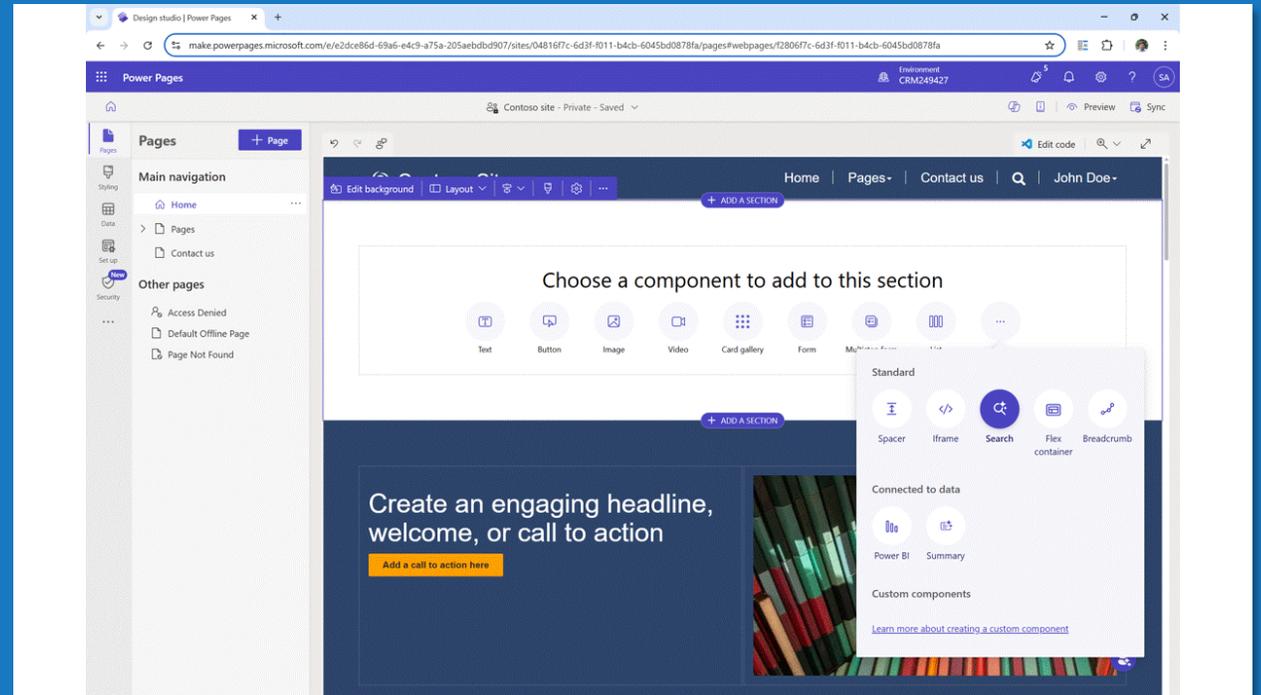
[Power BI Roadmap - Features Planned](#)

Power Pages

[Power Pages Home Action Center Is Generally Available – Stay Informed, Stay in Control](#)

[Enable Natural Language Search for Lists in Power Pages](#)

[Announcing the AI-Powered Search and Summary Components in Power Pages Component Library](#)



[Release Planner: Power Pages Features coming soon](#)

Microsoft Copilot Studio

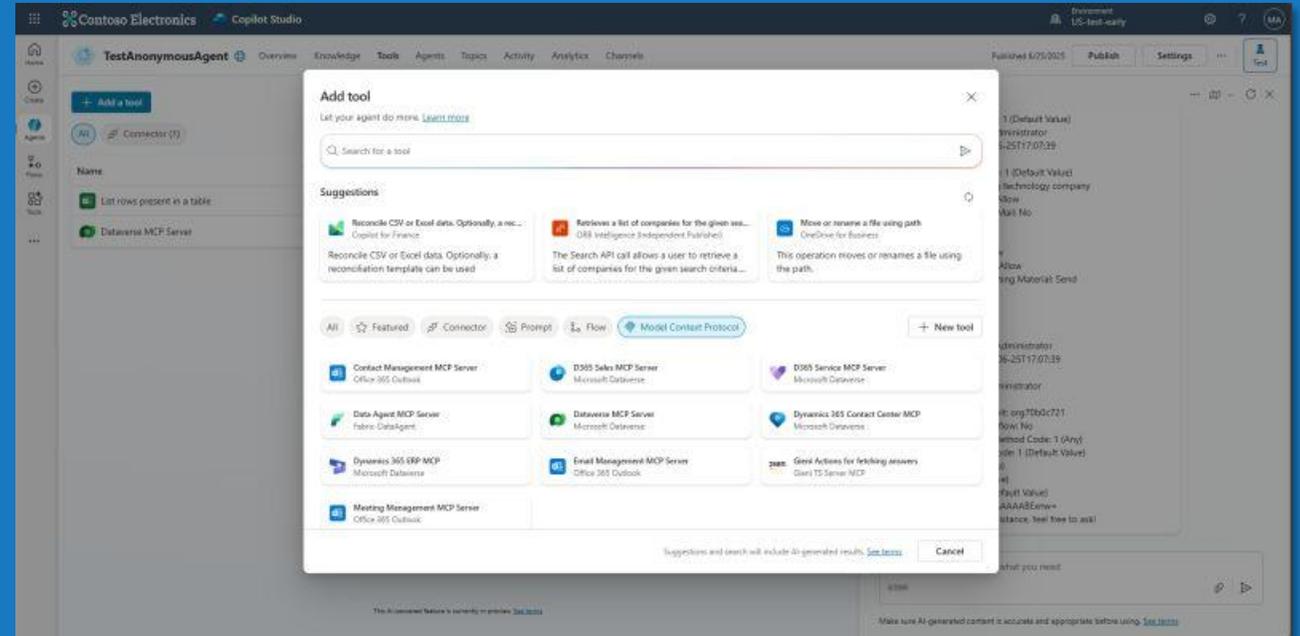
[Accessing Copilot Studio Conversation Transcript at Runtime](#)

[Some 1st party MCP Servers are now available in Copilot Studio](#)

[Multi-Agent Capabilities in Copilot Studio Are Now Live \(Early Release\)!](#)

[Microsoft Announcement: Azure AI Search Now in Copilot Studio](#) 🚀

[Big news for Microsoft Copilot Studio agent admins*](#) 🚀



[Release Planner: Microsoft Copilot Studio Features coming soon](#)

Dokumentation & Trainings

Licensing Guides

[Microsoft Dynamics 365 Licensing Guide](#)

[Power Platform Licensing Guide](#)

Appendix J: Change Log

Page	Topic	Change	Action	Date
27	Project Operations	Update	Expense Mobile Role – only requires a Team Member license.	July 2025
62	Microsoft Copilot Studio	Remove	Appendix G: Microsoft Copilot Studio Offers in Paid Public Preview	July 2025
28 – 29	Project Operations	Update	Ops Activity added to - Project Resource, Project timesheet delegate, Project timesheet user, and Project approver roles Project Operations added to - Engineering change request clerk & Field Service Integration User roles	June 2025
36	Supply Chain Management Premium	Update	SCM Premium added to - Global cost accounting manager & Globalization feature developer roles	June 2025
47	External Users	Update	Licensing Requirement for External Users – language updated	June 2025
62	Microsoft Copilot Studio	Add	Microsoft Copilot Studio Offers in Paid Public Preview	June 2025

Appendix C: Change Log

Page(s)	Topic	Change	Action	Date
Various	Copilot Studio	Update	Copilot Studio now referenced in the Microsoft Copilot Studio Licensing Guide	July 2025
6,16	Power Automate	Clarified	Cloud flows in Copilot Studio PP requests limits	June 2025

Licensing Guides #2

[Microsoft Copilot Studio Licensing Guide](#)

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How to Buy Copilot Studio	4
Microsoft Copilot Studio	5
Licensing Overview	5
Summary of Copilot Studio	7
Tracking Copilot Studio Message Consumption and Entitlements	8
Dataverse for Copilot Studio	9
Managed Environments	10
Security and Governance	10
Additional Resources	11
Appendix A: Multiplexing and Licensing Requirements for External Users	12
Appendix B: Text & Generative AI Tools Capabilities	13
Appendix C: Offers in Paid Public Preview	15
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Appendix D: Terminology	18
Appendix E: Change Log	20

Appendix E: Change Log

Page(s)	Change	Topic	Date
32	New	Code Interpreter (Paid Public Preview)	July 2025
32	New	Bring Your Own Model (BYOM) (Paid Public Preview)	July 2025
32	New	Multi-Agent Orchestration in Copilot Studio (Paid Public Preview)	July 2025
N/A	Update	Copilot Studio Billing Rates now referenced in Billing rates and management .	July 2025
10	New	Cloud flows - Power Platform Requests limits	June 2025

Licensing Guides #3

[Microsoft Dragon Copilot | Licensing Guide](#)



Microsoft Dragon Copilot

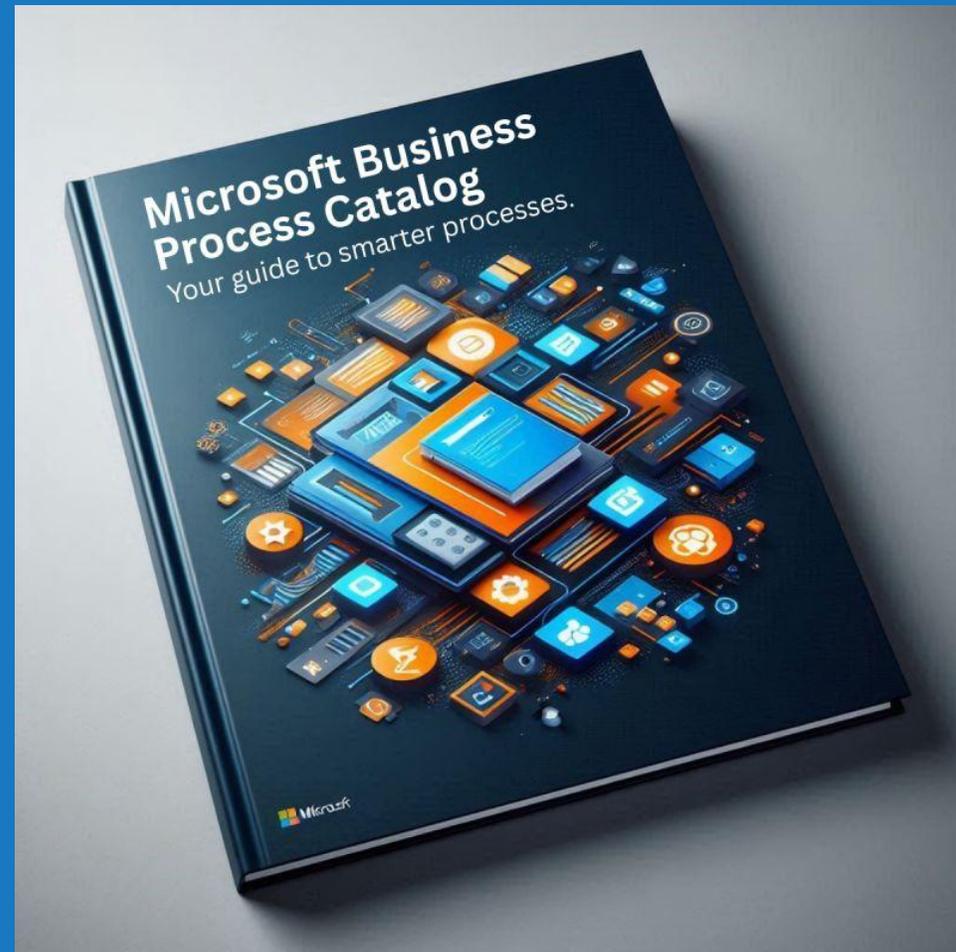
Licensing guidance

Contents

Summary.....	1
How to Buy.....	2
Product Licensing.....	2
Dragon Copilot Offer.....	3
Appendix.....	6

Dynamics 365 Business Process Catalog

  [Hot off the press: the May 2025 Business Process Catalog is live!](#)  



Power Platform

[Power Platform adoption guidance](#)

Power Platform [Get started](#) [Products](#) [Guidance](#) [Troubleshooting](#) [Release plans](#) [Resources](#)

Microsoft Power Platform guidance documentation

Provides information to help you create and implement the business and technology strategies necessary for your organization to succeed with Microsoft Power Platform.

Power Platform adoption guidance

Find guidance for each phase of your Power Platform adoption journey.

 <p>Strategy</p> <ul style="list-style-type: none"> Assess Power Platform adoption strategy Define vision, metrics and goals Measure and communicate business value More... 	 <p>Plan</p> <ul style="list-style-type: none"> Define roles and responsibilities Evaluate delivery models Establish license assignment strategies More... 	 <p>Security</p> <ul style="list-style-type: none"> Enhance your security posture Establish data protection and privacy controls Configure identity and access management More... 	 <p>Governance</p> <ul style="list-style-type: none"> Management at scale Establish an environment strategy Implement reactive governance controls More...
 <p>Operations</p> <ul style="list-style-type: none"> Establish effective ALM practices Gain insights into Power Platform adoption Monitor license and capacity consumption More... 	 <p>Availability</p> <ul style="list-style-type: none"> Plan mission critical workloads Build a disaster recovery plan More... 	 <p>Readiness</p> <ul style="list-style-type: none"> Establish a training and upskilling strategy Set up tools to support your community Host internal training events More... 	 <p>Community</p> <ul style="list-style-type: none"> Define community purpose and goals Onboard new makers Share success stories Nurture and educate

'Microsoft Copilot Studio

 [Introducing the Copilot Studio Adoption site](#)

[Microsoft Copilot Studio – Microsoft Adoption](#)



RESOURCES

Find the right tools

Governance and security eBook

Understand the framework for managing agents and the critical considerations in governing, securing, and monitoring agents.

 Download the eBook

Copilot Studio scenarios

Explore the Scenario Library to jumpstart your projects with downloadable resources to help you get stuff done.

 View scenarios

Mastering Copilot Studio video series

Dive into our video series showcasing the power of building agents in Copilot Chat and Copilot Studio. Stay updated with the latest techniques and insights.

 Watch now

Choose your role

Business users **Creators** IT & Leadership

Create your own agents

-  Get started quick with starter prompts
-  Steps to build an agent in Copilot Chat
-  Agents in Copilot Chat handout
-  Build agents in Copilot Studio agent builder
-  Unleash the power of Copilot and agents
-  Tutorial: Make the most out of agents and Copilot Chat
-  Use actions to extend Microsoft 365 Copilot

How to use agents

-  Using agents in Microsoft 365 Copilot Chat
-  Researcher agent in Microsoft 365 Copilot
-  Analyst agent in Microsoft 365 Copilot
-  Tutorial: Get to know agents

Explore the Agent Store

-  Access agents in the new Agent Store
-  Explore Researcher and Analyst agents and the Agent Store
-  Microsoft 365 Copilot: Built for the era of human-agent collaboration

 Priority  Website  Download  Video

Governance and security eBook

Microsoft Copilot Studio

[Governance guide designed by
Power CAT team for Copilot Studio](#)

[Governance and security eBook](#)



Copilot Studio Governance & Security Guide



Overview

The purpose of this guide is to offer Copilot Agents admins, Copilot Studio COE leads, and other related stakeholders a concise governance and security guide for managing Copilot agents across their enterprises. It also aims to highlight the critical areas that should be considered in governing, securing, and monitoring Copilot agents.

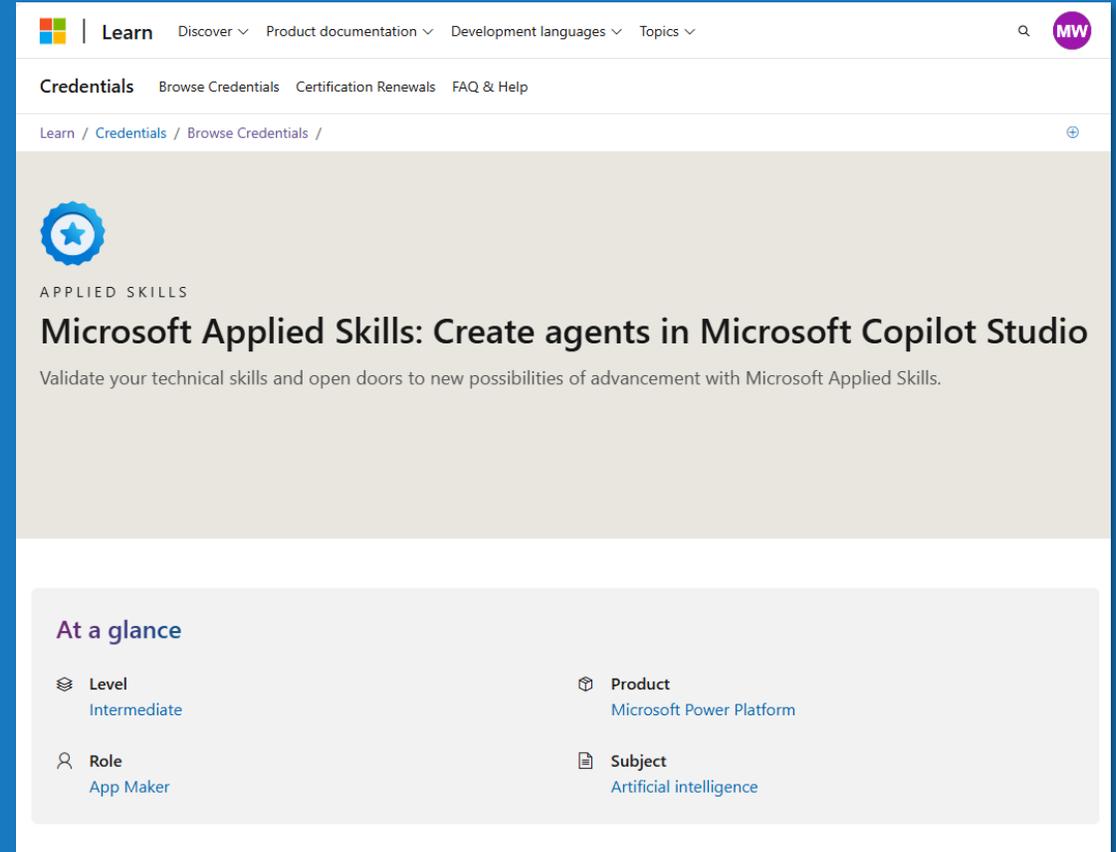
How to use this guide

This guide divides Copilot Studio projects into five key phases, assisting administrators and operations teams in focusing on the relevant governance and security aspects of each phase. By examining the relevant project phase of your Copilot Studio you can review the pertinent sections and key areas for that specific phase.



Microsoft Applied Skills credential Microsoft Copilot Studio

[Microsoft Applied Skills: Create agents in Microsoft Copilot Studio](#)



The screenshot shows the Microsoft Applied Skills page for the credential 'Microsoft Applied Skills: Create agents in Microsoft Copilot Studio'. The page features a blue header with the Microsoft logo and navigation links. The main content area is light gray and includes a blue gear icon with a star, the text 'APPLIED SKILLS', and the credential title. Below the title is a description: 'Validate your technical skills and open doors to new possibilities of advancement with Microsoft Applied Skills.' The 'At a glance' section lists the following details:

Level Intermediate	Product Microsoft Power Platform
Role App Maker	Subject Artificial intelligence

Courseware & Certifications

[June V1 Title Plan Now Available](#)

Solution Area	Course Number	Title
Business Applications	MB-230T01	MB-230T01: Microsoft Dynamics 365 Customer Service
Business Applications	MB-240T00	MB-240T00: Microsoft Dynamics 365 Field Service
Business Applications	MB-280T01	MB-280T01: Configure Dynamics 365 customer experience model-driven apps
Business Applications	MB-280T02	MB-280T02: Empower sellers with Dynamics 365 Sales
Business Applications	MB-280T03	MB-280T03: Design and deliver powerful customer experiences with Dynamics 365 Customer Insights
Business Applications	MB-280T04	MB-280T04: Configure a Dynamics 365 customer experience solution
Business Applications	MB-310T00	MB-310T00: Microsoft Dynamics 365 Finance
Business Applications	MB-330T00	MB-330T00: Microsoft Dynamics 365 Supply Chain Management
Business Applications	MB-335T00	MB-335T00: Microsoft Dynamics 365 Supply Chain Management, Expert
Business Applications	MB-500T00	MB-500T00: Microsoft Dynamics 365: Finance and Operations Apps Developer
Business Applications	MB-7005	MB-7005: Create and manage journeys with Dynamics 365 Customer Insights
Business Applications	MB-7006	MB-7006: Create and manage segments in Dynamics 365 Customer Insights – Data
Business Applications	MB-700T00	MB-700T00: Microsoft Dynamics 365: Finance and Operations Apps Solution Architect
Business Applications	MB-800T00	MB-800T00: Microsoft Dynamics 365 Business Central Functional Consultant
Business Applications	MB-820T00	MB-820T00: Dynamics 365 Business Central Developer
Business Applications	MB-910T00	MB-910T00: Microsoft Dynamics 365 Fundamentals (CRM)
Business Applications	MB-920T00	MB-920T00: Microsoft Dynamics 365 Fundamentals (ERP)
Business Applications	PL-200T00	PL-200T00: Microsoft Power Platform Functional Consultant
Business Applications	PL-400T00	PL-400T00: Microsoft Power Platform Developer
Business Applications	PL-500T00	PL-500T00: Microsoft Power Automate RPA Developer
Business Applications	PL-600T00	PL-600T00: Microsoft Power Platform Solution Architect
Business Applications	PL-7001	PL-7001: Create and Manage Canvas Apps with Power Apps
Business Applications	PL-7002	PL-7002: Create and Manage Automated Processes by using Power Automate
Business Applications	PL-7003	PL-7003: Create and Manage Model-Driven Apps with Power Apps and Dataverse
Business Applications	PL-7004	PL-7004: Implement AI models with Microsoft Power Platform AI Builder
Business Applications	PL-7008	PL-7008: Create agents in Microsoft Copilot Studio
Business Applications	PL-900T00	PL-900T00: Microsoft Power Platform Fundamentals

Wussten Sie schon?

Researcher and Analyst in Microsoft 365 Copilot

Researcher and Analyst are now generally available

The essential elements of Microsoft

A brief history of some of the hardware, software, services and games that built the company

1 1975 Ab Altair BASIC	2 1981 D MS-DOS 1.0	3 1989 Sq Microsoft SQL Server 1.0	4 1991 Vb Visual Basic 1.0	5 1985 Wi Windows 1.0	6 1990 Wt Windows 3.0	7 1993 Wg Windows NT 3.11	8 1994 Ds Microsoft Exchange 5.0	9 1994 Tp Windows NT 4.0	10 1995 St Windows 95
11 1995 Dx DirectX 1.0	12 1997 Vs Visual Studio 97	13 1992 Mp Microsoft Multipan	14 1983 W Microsoft Word 1.0	15 1984 Pr Microsoft Project 1.0	16 1985 Ex Microsoft Excel 1.0	17 1987 Pp PowerPoint 1.0	18 1989 Om Microsoft Office (Mac)	19 1997 Ac Microsoft Access 1.0	20 1993 Ec Microsoft Encarta
21 1998 Ss Microsoft SQL Server 7.0	22 2000 Ch C#	23 1995 Ie Internet Explorer 1.0	24 1997 O Microsoft Office 97	25 1996 Cc Microsoft Comic Chat	26 1996 Bo Microsoft Bob	27 1996 Es Microsoft Exchange Server 4.0	28 1996 Fp Microsoft FrontPage	29 1997 Cl Clippy	30 1994 Ha Comic Sans
31 2010 F FF 2.0	32 2012 Ts TypeScript	33 2001 Ox Microsoft Office XP	34 2001 Sp SharePoint Portal Server 2001	35 2003 On Microsoft OneNote	36 2006 De Microsoft Defender	37 2010 Te Microsoft Office 2010	38 2013 Th Microsoft Office 2013	39 2015 Si Microsoft Office 2015	40 1994 Fl Microsoft Flight Simulator 1.0
41 2015 Sc Visual Studio Code	42 2022 Gc GitHub Copilot	43 87-88 H Hardware	44 1995 Nw The Microsoft Network (MSN)	45 1996 Ho Hotmail	46 1998 Up Windows Update	47 1999 Mm MSN Messenger	48 2000 Bt Backend Server 2000	49 2002 Xl Xbox Live	50 1994 Go Microsoft Golf
51 2001 Ot Office 365	52 2012 Ws Windows Store	53 2012 Od OneDrive	54 2014 C Cortana	55 2016 Dt Dynamics 365	56 2017 Gp Xbox Game Pass	57 2019 Pa Power Automate	58 2020 E Microsoft Edge	59 2004 T Microsoft Teams	60 1994 Go Microsoft Golf
61 2004 S MSN Search	62 2006 Lm Windows Live Messenger	63 2009 B Bing	64 2010 A Windows Azure	65 2006 Gw Gears of War	66 2011 M Microsoft	67 2012 Fh Ferra Horizon	68 2015 Hg Halo 5: Guardians	69 2015 X Xbox One	70 2005 Fm Ferra Motorsport
71 2015 Lu Microsoft Lumia 950	72 2016 Hl Microsoft HoloLens	73 2016 Su Microsoft Surface Studio	74 2017 Sl Microsoft Surface Laptop	75 2017 Xx Xbox One X	76 2018 Xa Xbox Adaptive Controller	77 2020 K Kinect	78 2010 Oy Microsoft Kin	79 2012 Rt Microsoft Surface (RT)	80 2013 Xo Xbox One
81 2020 Xs Xbox Series XS	82 2021 Sa Surface Adaptive Kit	83 2024 Cp Copilot Plus PCs	84 2025 Ls Surface Laptop 7	85 2025 Ma Microsoft Majors 1	86 2020 Xs Xbox Series XS	87 2021 Sa Surface Adaptive Kit	88 2024 Cp Copilot Plus PCs	89 2025 Ls Surface Laptop 7	90 2025 Ma Microsoft Majors 1

Developer tools

</> Microsoft's very first piece of software, Altair BASIC (1), was a developer tool – turn to p22 to read Bill Gates's account of its creation. Scroll forward to today and we continue to support developers with resources like AI-driven coding assistant GitHub Copilot (66).

Operating systems

Windows Our first OS debuted in 1981 – MS-DOS (2), developed primarily for IBM PCs. Windows (3) was launched just a few years later, and has since been through almost 20 iterations and reinventions, from 95 to XP and Windows 11 (118), our latest version.

Productivity software

W The company has long created tools to work more productively, from the revolutionary debuts of Encarta (20) and PowerPoint (17) to the mind-expanding possibilities of Edge (58).

Services

hotmail We've helped our customers improve their lives, from communication with Hotmail (90) to gaming with Xbox Live (84) – or even generating their own gameplay through Muse (14) – and from search with Bing (97) to personal assistance around the racetrack and into deep space with Halo (41) and Starfield (116).

Games

HALO Beautifully bookended by the first and latest iterations of Flight Simulator (22, 117) (See p26 for more details), our games haven't just taken customers up above the clouds but also onto the fairway, around the racetrack and into deep space with Halo (41) and Starfield (116).

Hardware

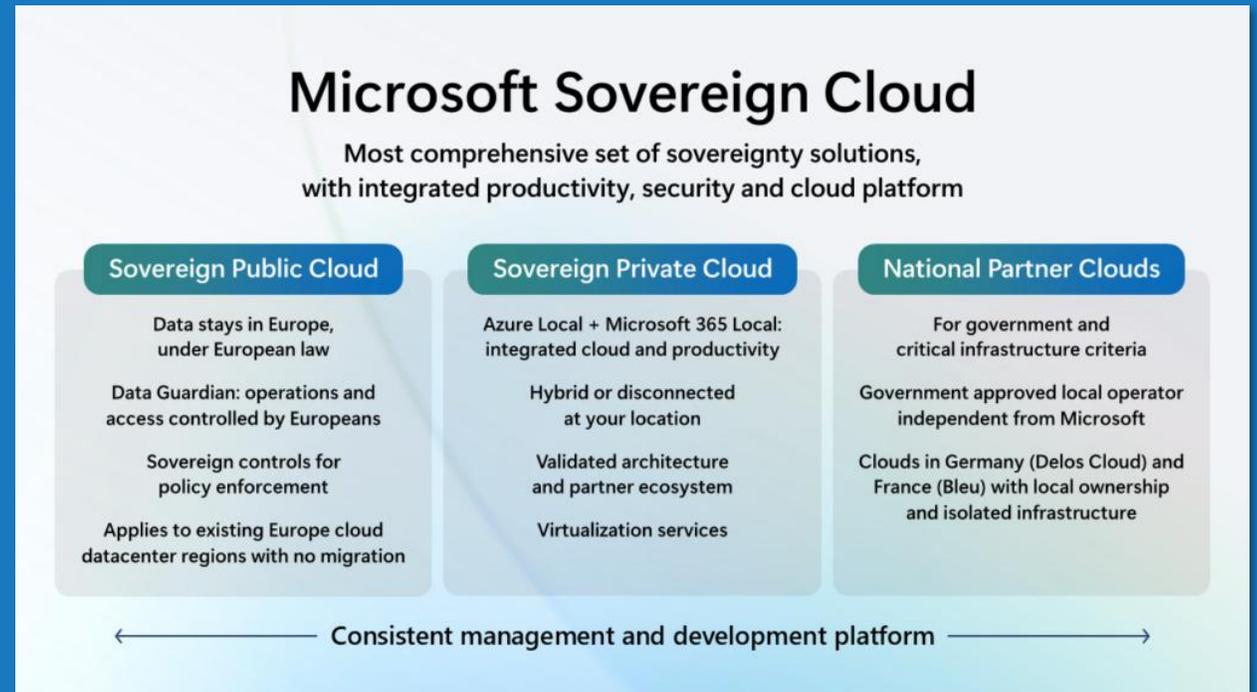
XBOX The Microsoft Mouse (67) made a mighty impression when it launched in 1995, and has been followed by a cavalcade of keyboards and gaming consoles, PCs and laptops, mobile phones and AR headsets, accessibility kits and even an FPS player (72).

Location in table
 Year of release
 Abbreviated title
 Product name

30 Signal A MAGAZINE FROM MICROSOFT
ISSUE 01 / SPRING 2025 36

Microsoft Sovereign Cloud

[Announcing comprehensive sovereign solutions empowering European organizations](#)



XBOX

[ROG Xbox Ally Handhelds Revealed](#)



Der nächste Termin: Nach der Sommerpause

Die Folien werden hier zur Verfügung gestellt:
<https://aka.ms/aktuellesslides>

Technical Consultations

[Explore Technical Presales and Deployment services \(TPD\)](#)

The screenshot displays the Microsoft Partner Center interface. The left-hand navigation menu is highlighted with a green box, showing the path: Home > Benefits > Technical benefits. The main content area is titled "Benefits | Technical benefits" and features a table of benefits. A large green arrow points from the table down to the "Contact technical presales and deployment services" section. In this section, a button labeled "Submit technical presales and deployment request" is highlighted with a green box.

Benefit name/offer and benefit type	Microsoft Product Support	Partner Advisory Hours	Expires	View details
Gold Support benefit Gold Core	Microsoft Product Support - 20 incidents Signature Product Support - Unlimited incidents	50 hours	28-Feb-2022	
Microsoft product support IDs Contract ID [REDACTED] Access ID [REDACTED]				
Microsoft Action Pack Subscription Support benefit MAPS Core	Microsoft Product Support - 10 incidents		14-Aug-2022	
Microsoft product support IDs Contract ID [REDACTED] Access ID [REDACTED]				
Silver Support benefit Silver Core	Microsoft Product Support - 15 incidents Signature Product Support - Unlimited incidents		01-Mar-2022	
Microsoft product support IDs Contract ID [REDACTED] Access ID [REDACTED]				

Contact technical support
Cloud products
Open a new technical support ticket, on behalf of your customer.
From the Partner Center menu select **Customers**, select the specific customer, and then **Service management**. In the Support Requests section, select **New request**, and select the product to open the relevant product portal.
On-premises product
Use the [Support for Business workflow](#), "Support plan" (page 3) is where you Add Contract (AAD or MSA Sign-in) or select Buy now for Pay-Per-Incident (MSA Sign-in)

Contact technical presales and deployment services
Use your technical presales assistance or advisory hours benefit to request technical assistance during the presales, design, deployment, and app development phases of your cloud and hybrid solutions.
[Learn more](#)
Submit technical presales and deployment request

