

“AI Everywhere”
Dynamics 365 Business Central

Henrik Jacobs
Business Group Lead, Business Applications



The age of AI

AI will set the stage for
a new era of innovation.

The history of AI



1950
Alan Turing introduces the "**Turing Test**"

1956
Field of AI is launched, "**artificial intelligence**" coined at Dartmouth



1960
The "first computer" that learned **skills** by trial and error.



1978/79
In Japan, **SCARA**, the robotic arm for high-speed assembly unveiled.



1988
Jabberwacky, a chatbot designed to have conversations with users and imitate human interaction.



1997
IBM's Deep Blue beats reigning world champion Garry Kasparov in chess.

Late 1990s
KISMET, a robot head that recognizes and replicates human emotion.



Late 2000s
IBM's **Watson**, a computer system answers questions via natural language. Beats Jeopardy! contestants.



2011
Apple launches **Siri**, an intelligent personal assistant.



2021
OpenAI develops **DALL-E**, an image generator based on text prompts.

2022
OpenAI launches **ChatGPT**, a chatbot that interacts in a conversational way.

Write a song about Oseberg and how they are an excellent Dynamics 365 Business Central partner. Oseberg won partner of the year in 2022, and they have a focus on retail.

✓ Searching for: **Oseberg Dynamics 365 Business Central partner**

✓ Generating answers for you...

Here's a song about Oseberg and their Dynamics 365 Business Central partnership:

Verse 1:

Oseberg Solutions, a partner of the year
In Dynamics 365 Business Central, they have no fear
Their focus on retail is crystal clear
And they're moving customers to D365 at an impressive rate

Chorus:

Oseberg Solutions, a partner you can trust
With expertise in Business Central and more, they're a must
They'll help you on your journey to the cloud
And with their guidance, your business will stand out from the crowd

Verse 2:

With Oseberg Solutions as your partner
Your business will be smarter
They'll help you with customer engagement/CRM
And with Power Platform, you'll be able to make data-driven decisions like a gem

Chorus:

Oseberg Solutions, a partner you can trust
With expertise in Business Central and more, they're a must
They'll help you on your journey to the cloud
And with their guidance, your business will stand out from the crowd

Bridge:

Oseberg Solutions is Norway's leading Business Central provider
With them as your partner, you'll be a business driver
They'll help you with implementation and advisory services too
And with their help, your business will be brand new

Bing: ChatGPT

Meet the new AI

- Speaks natural language
- Synthesizes large amount of data
- Creates original content
- Iterates ideas with human in the loop

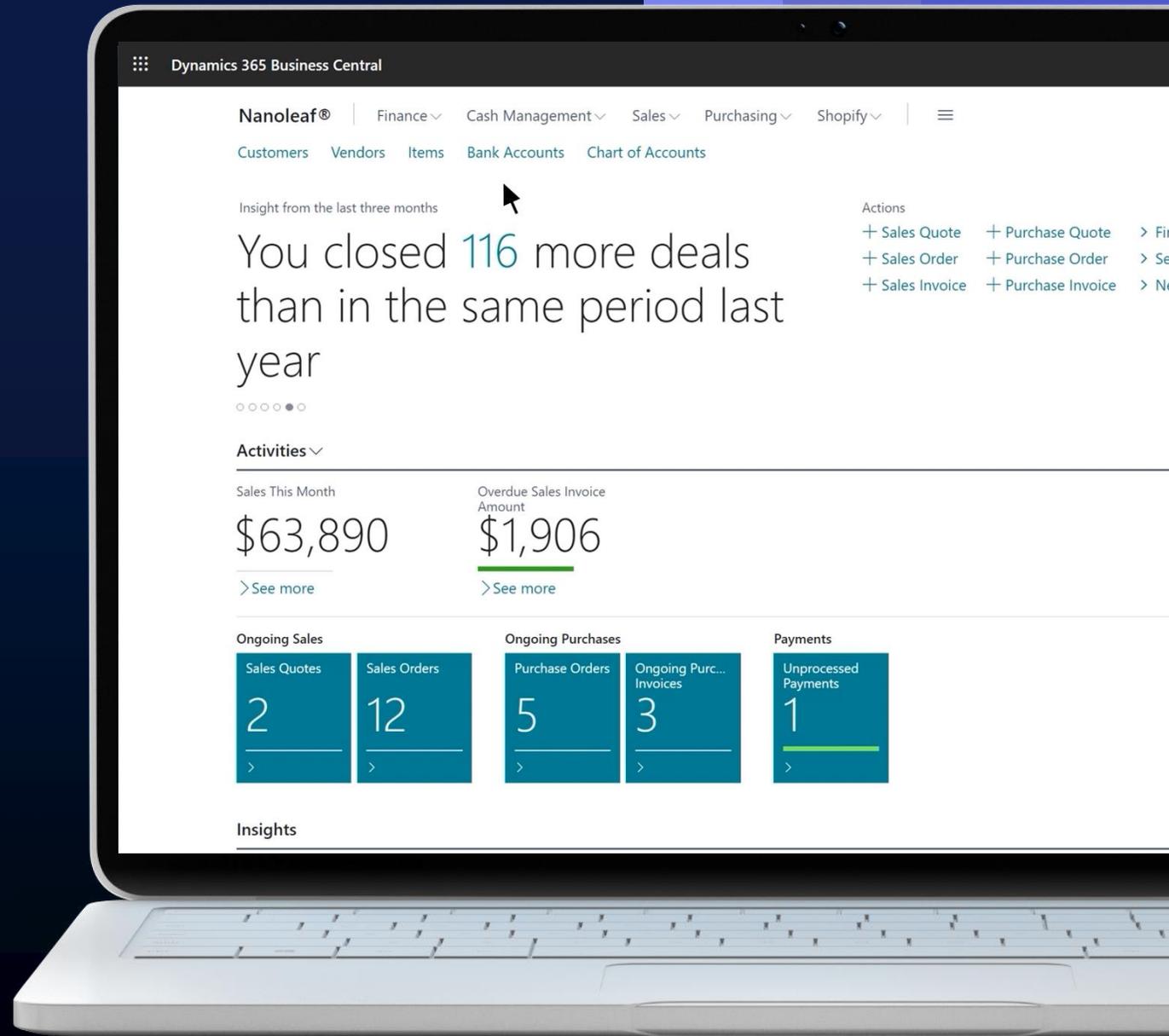


DALL-E: Retail store with robot customers in the style of Edvard Munch



With Microsoft Dynamics 365 Copilot,
we're introducing the world's first AI copilot
for both CRM and ERP

Copilot in Dynamics 365 Business Central



Dynamics 365 Business Central

Make your vision a reality with a connected business management solution that enables you to adapt faster, work smarter, and perform better.



Adapt faster

Be prepared for disruption with the insights needed to pivot quickly, shift business models, and cultivate strategic plans.



Work smarter

Empower your people to confidently take action and get more done with AI-infused processes, automated workflows, and interoperability with Microsoft 365 + Teams.



Perform better

Enable better business performance with continuous process improvements and responsiveness across your entire business—not just financials.

Work smarter using collaborative applications



Teams



Outlook



Excel



Windows



 Meet now



Dynamics 365
Business Central



Dataverse



Teams

Business data is available to everyone, everywhere

Easily communicate as part of any business process

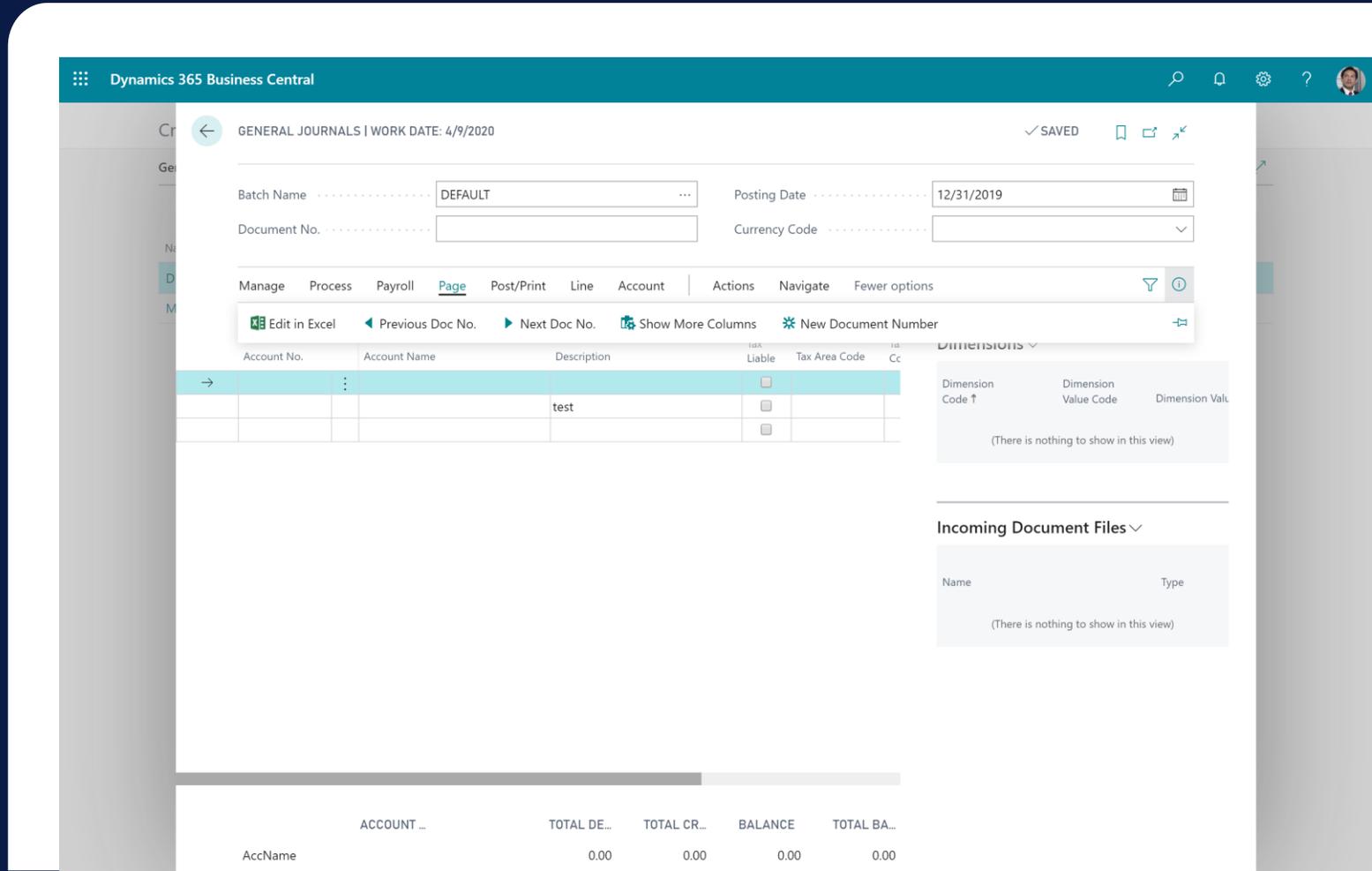
Business applications are now multiplayer

Dynamics 365 Business Central with Excel

 Access Excel within Business Central to view data and create transactions such as general ledger journals.

 Export data from Business Central to Excel for efficient data entry and accuracy and publish data back to Business Central.

 Easily analyze transactions using familiar Excel functionality, add additional data, and publish.



The screenshot displays the Dynamics 365 Business Central interface for a General Journal entry. The header shows "GENERAL JOURNALS | WORK DATE: 4/9/2020" and a "SAVED" status. The form includes fields for "Batch Name" (DEFAULT), "Posting Date" (12/31/2019), "Document No.", and "Currency Code". Below the form is a table with columns: Account No., Account Name, Description, Liab, Tax Area Code, and Cc. A row is highlighted with a blue background, containing a right-pointing arrow in the first column and the text "test" in the Description column. The table also includes checkboxes for "Liab" and "Tax Area Code". To the right of the table is a "Dimensions" section with columns for Dimension Code, Dimension Value Code, and Dimension Value, and a note "(There is nothing to show in this view)". Below this is an "Incoming Document Files" section with columns for Name and Type, also with a note "(There is nothing to show in this view)". At the bottom of the interface, a summary table is visible with columns: ACCOUNT ..., TOTAL DE..., TOTAL CR..., BALANCE, and TOTAL BA... The data row shows "AccName", "0.00", "0.00", "0.00", and "0.00".

Dynamics 365 Business Central with Outlook



Interact with customers and vendors directly from Outlook to accelerate transactions and business decisions.



Promptly manage inquiries, service requests, or process payments to accelerate the sales cycle.



Get insights into customer history, previous discounts, and more without leaving Outlook.

Outlook Search

New message Delete Archive Junk Sweep Move to Categorize Snooze Undo

Thank you for your business! - Invoice 103073

Wide World Importers <wide.world.importers@contoso.com>
Thu 1/10/2019 4:03 PM
John Peltier

Wide World Importers - Invoi...
70 KB

Hello John,

Here is the invoice for your recent furniture order. Thank you for your business!

Invoice No. 103073 **Wide World Importers**

CRONUS USA, Inc.
7122 South Ashford Street
Atlanta, GA 31722

Item	Description	Ship Date	Qty.	Unit Price	Total
1928-S	Amsterdam Lamp	1/10/2019	50	42.80	2,140.00
2000-S	Sydney Swivel Chair	1/10/2019	42	148.10	6,220.20
				Subtotal	\$8,360.20
				Tax	\$501.61
				Total	\$8,861.81

Best regards,
Wide World Importers
wide.world.importers@contoso.com
(701) 555-0151

Business Central

40000 · Wide World Importers

Vendor *
Purchase Invoice
Purchase Order
Purchase Credit Memo

29,777.20 18,193.10
Total (\$) Overdue Amounts (\$ as of 04/09/18)

0.00 194,408.51
Invoiced Prepayment Amount (\$) Payments (\$)

2/14/2018
Last Payment Date

Aged Accounts Payable
Period Length: Day | 2 weeks overdue

0
-10k
-20k
Not Overdue 6D 12D

Buy-from Vendor History

0	0
Quotes	Blanket Orders

Dynamics 365 Business Central with Teams



Make faster decisions by sharing Business Central data within Microsoft Teams conversations and tabs.



Look up business contacts from Teams, along with insights, a history of interactions, and related records.



Easily edit data and take action without switching apps.

The screenshot displays the Microsoft Teams interface. On the left, the 'Teams' list shows several teams, with 'Warehouse' selected. The main chat area shows a conversation with Alex Wilber at 4:10 PM. The message is titled 'Inventory count' and discusses a discrepancy in the inventory. A Business Central item card is embedded in the chat, showing details for a 'BERLIN Guest Chair, yellow'. The card includes a photo of the chair and a table of attributes:

No.:	1936-S
Quantity on Hand:	112
Unit Price:	192.8
Base Unit of Measure:	PCS

Below the table are 'Details' and 'Pop out' buttons. A response from Megan Bowen at 4:11 PM follows, stating she will update the information. At the bottom, there is a 'New conversation' button and a footer with 'Join or create a team' and a settings icon.

Access Business Central data with only a Microsoft 365 license **at no additional cost**



Access Business Central cards and tables that have been shared with you in Teams.



Unlock data, improve collaboration, and enhance decision making without purchasing additional Business Central licenses.

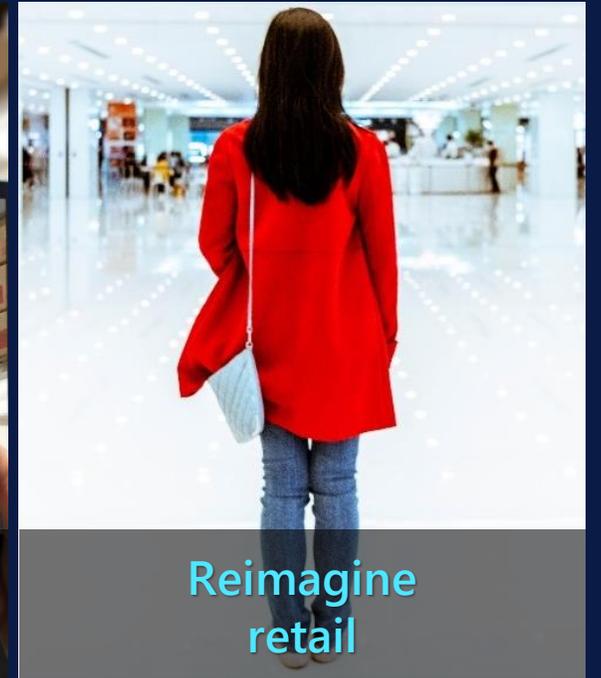
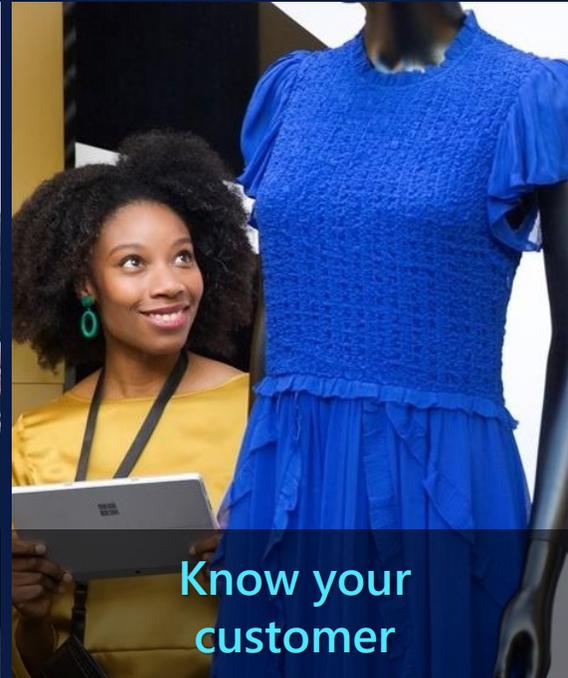


Read-only access is granted through your Microsoft 365 license as configured by your admin.

The screenshot displays the Microsoft Teams interface. On the left, the navigation pane shows 'Teams' with a list of teams including 'Contoso' and 'Major event planners'. The main area shows a 'General' channel with a shared Business Central table titled 'Chairs for retail'. The table lists various chair models, their stock levels, and prices.

Item	Stock	Price	Item	Stock	Price
1900-S PARIS Guest Chair, black	-5 PCS	192.80	1908-S LONDON Swivel Chair, blue	3 PCS	190.10
1936-S BERLIN Guest Chair, yellow	100 PCS	192.80	1960-S ROME Guest Chair, green	2 PCS	192.80
1964-S TOKYO Guest Chair, blue	4 PCS	192.80	1968-S MEXICO Swivel Chair, black	10 PCS	190.10
1972-S MUNICH Swivel Chair, yellow	0 PCS	190.10	1980-S MOSCOW Swivel Chair, red	0 PCS	190.10
1988-S SEOUL Guest Chair, red	0 PCS	192.80	2000-S SYDNEY Swivel Chair, green	38 PCS	190.10

Retailer shifting organizational priorities



Roadmap

<http://aka.ms\BCreleaseplan>

