



Do what matters

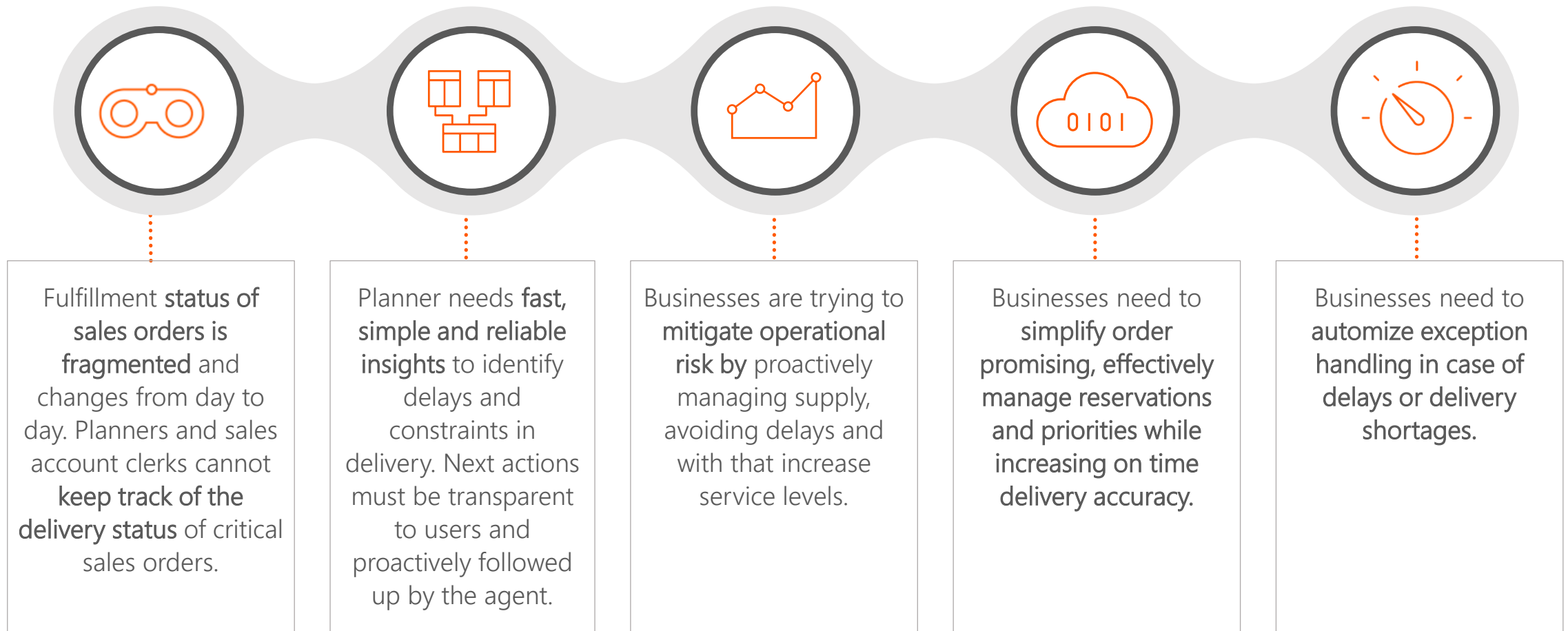
Avanade Delivery Status Agent for Dynamics 365 Finance & Supply Chain Management



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Business Issues



Overview: Avanade Delivery Status Agent

Agent to detect delivery risk, trace pegging dependencies, and accelerate promise decisions—without jumping across modules.

Business challenges

Fragmented fulfillment visibility across Sales, Inventory, and Supply—users switch screens to build the full picture.

Pegging & reservation traceability is slow, delaying confident ship-date commitments.

Constraints surface late (inventory shortages, warehouse blocks), creating last-minute escalations.

Linked supply orders require manual checks (PO / Production / Transfer / Planned).

Date risk is not proactively highlighted (overdue/delayed), impacting confirmation and promise accuracy.

Solution

Centralized Delivery & Pegging Status Agent

Integrated with Dynamics 365: Pulls real-time data from Sales Orders, Inventory Transactions, and Supply Orders.

Synchronizes updates across planning and execution processes

High level- Architecture

Real-time Data Access (X++ AI Tool) Fetches Sales Orders, Inventory Transactions, pegging chain, supply orders, dates

Outputs (In-app + Email) Returns prioritized insights + actions; sends Summary Report email when requested

Trigger (Sidecar/Work space) User selects orders → runs “Get Delivery Status / Summary Report”

Reasoning & Orchestration (Delivery Status Agent) Interprets intent + applies prompt library (and custom prompts)

Benefits

Improved promise accuracy by surfacing delays and pegging issues early.

Reduced manual effort and fewer missed delivery dates.

Scalable solution that can extend to other planning and fulfillment scenarios.

Faster decision-making with one-click actions for firming, reserving, or running CTP.

Integrated visibility across sales, supply, and inventory processes.

Solution overview and functional scope

What the Delivery Status Agent does and what sits outside the base offering.

Business problem

Why customers care

Fulfillment status is fragmented across sales orders, reservations, inventory transactions and linked supply, making customer answers slow and inconsistent.

Offering

What the agent does

A Copilot Studio agent that explains ordered versus delivered versus remaining quantity, highlights shipment and pegging status, and returns a clear delivery narrative.

Deployment

How it is used

Delivered as an accelerator configured in one customer test environment, connected to Dynamics 365 Finance & Supply Chain Management

Core functional capabilities

- Natural-language order-status questions by sales order or scoped order line.
- Delivery narrative covering ordered quantity, delivered quantity, remaining quantity, shipment status and overall progress.
- Trace to linked supply and key constraints where Dynamics 365 data and custom AI Plugins coverage are available.
- Optional email or collaboration output.
- Governed recommendations and approved write-back where explicitly configured using ERP MCP.

Business value, personas and adoption fit

Role-based value proposition for customer-facing and operations teams.

Business value

Faster answers, earlier risk visibility and more consistent promise decisions.

- Reduce manual navigation across multiple Dynamics 365 forms when users need one delivery answer quickly.
- Explain delays in business language by surfacing missing stock, delayed supply, warehouse blocks or reservation issues
- Standardize exception handling with governed recommendations before customer commitments are changed.



Manual Checks



Promise Clarity



Resolution Time



Avoidable Escalations

Who it serves

Role-based adoption fit



Planner / scheduler

See constraints and pegging faster for critical orders.

More time on resolution and less time stitching status together manually.



Customer service

Respond to “where is my order?” with one governed narrative.

Improves consistency of customer communication and reduces back-and-forth.



Logistics / fulfillment lead

Spot shortages and delivery risk earlier.

Supports proactive prioritization and better service-level management.

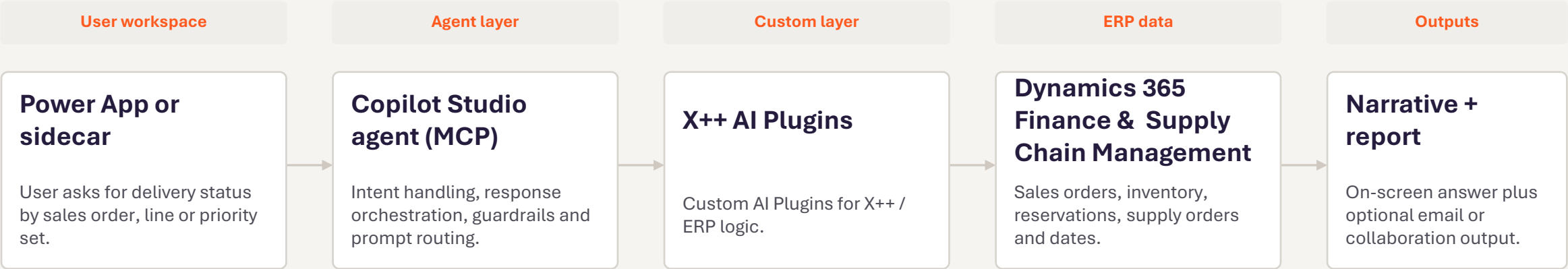
Governance

Role-based access, audit trail, optional approval gates and environment separation.

High-level architecture and deployment model

Customer-tenant deployment with D365-grounded orchestration.

Designed to run in the customer tenant and test environment so regions can validate value with the customer’s own data and controls.



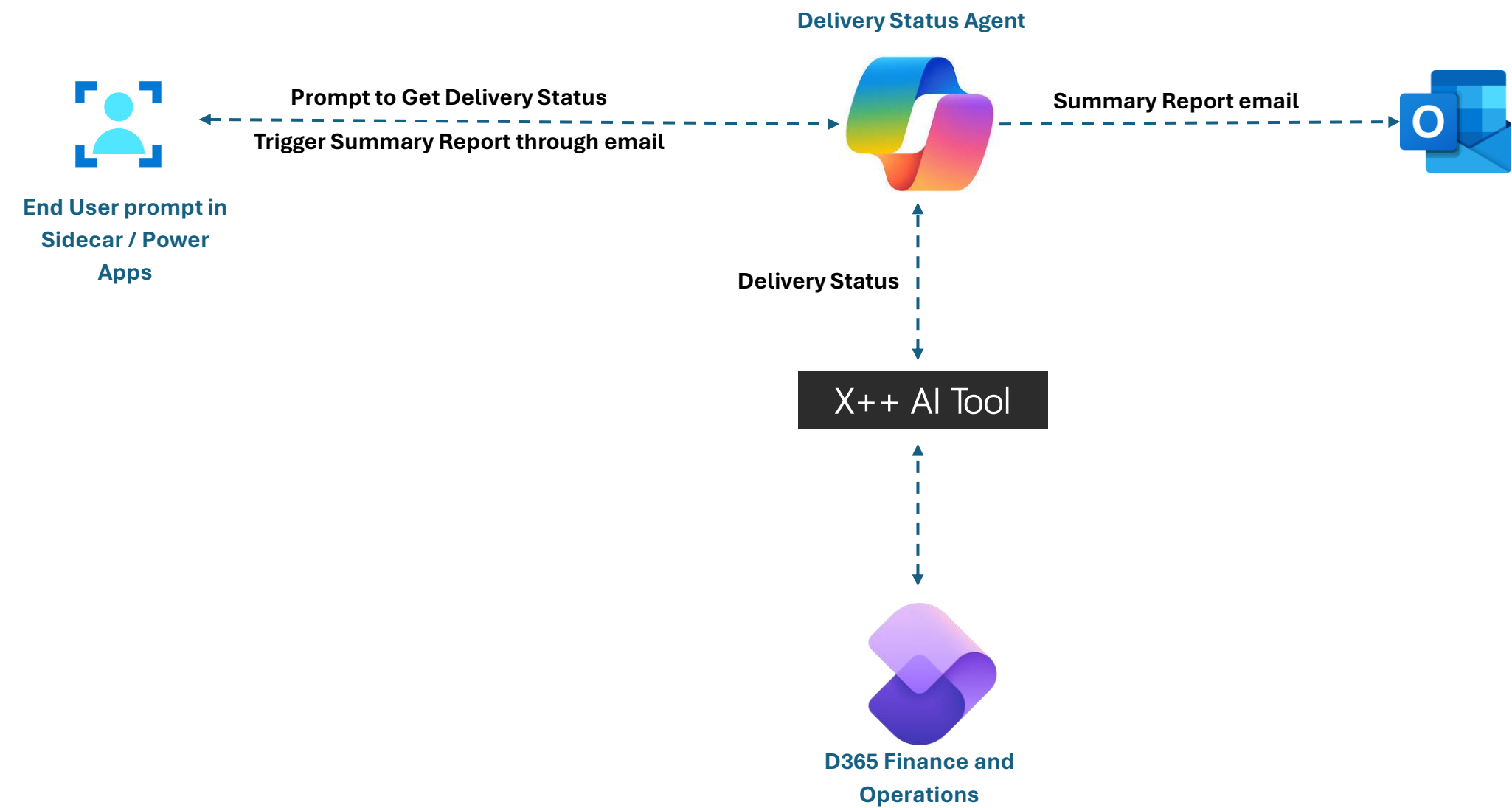
Deployment model

- One customer-owned test environment with optional customer-hosted Azure component when API exposure is needed.
- Reuse of existing Power Platform environment and D365 entitlements where available.

Integration notes

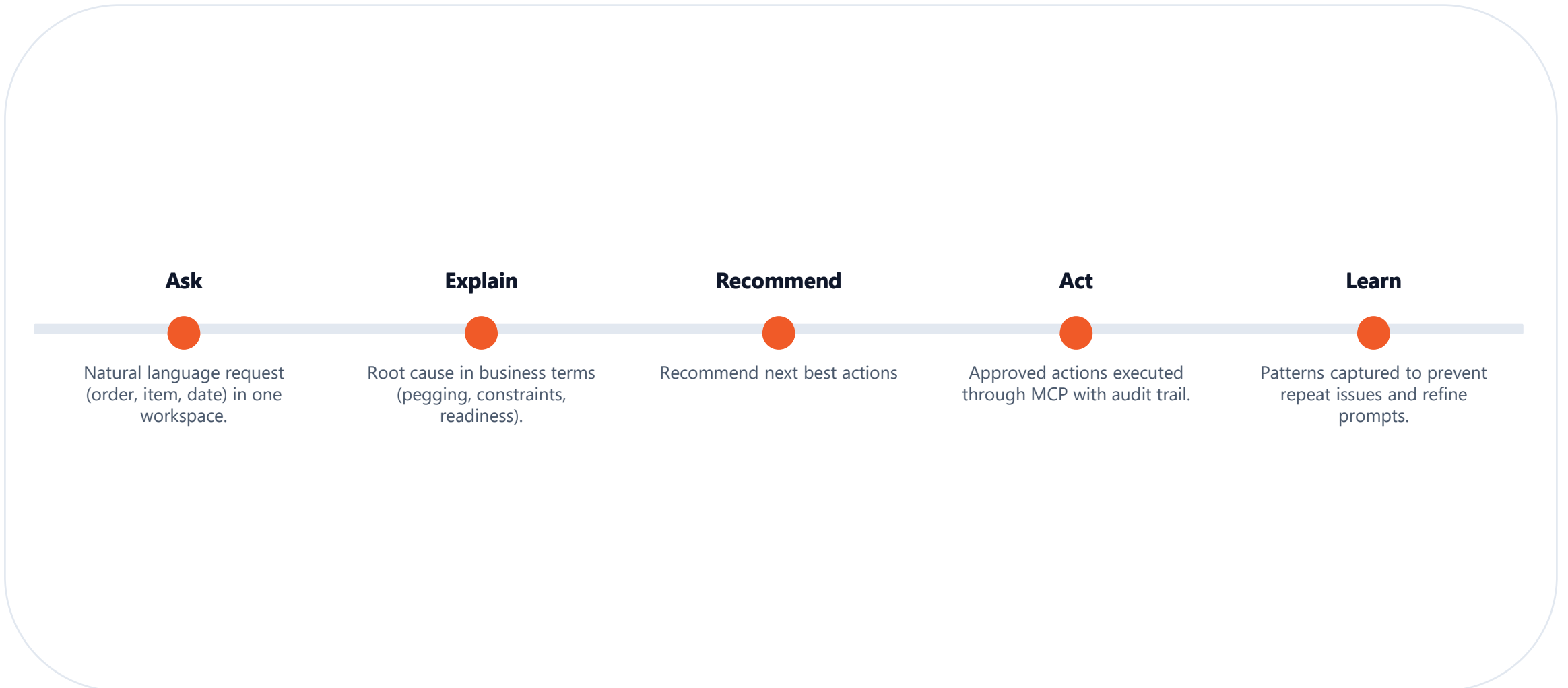
- Reads customer order and supply data directly from Dynamics 365-connected services; write-back remains governed.
- Supports customer-hosted infrastructure and can align to MCP / ERP-grounded tool patterns where required.

Architecture



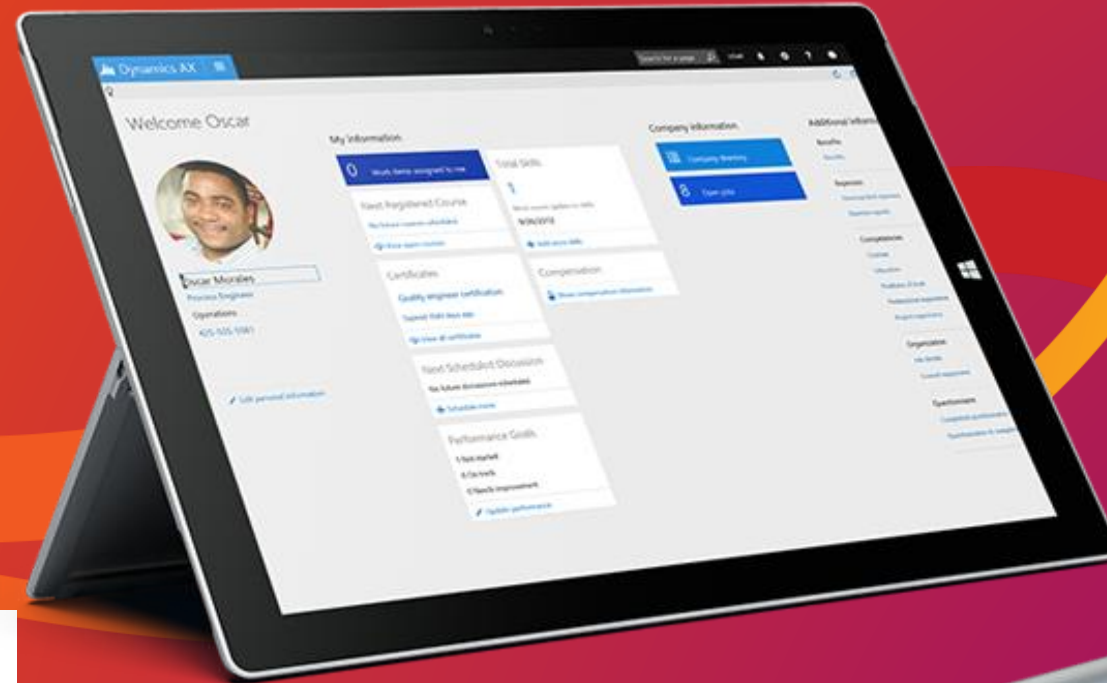
Delivery Status Agent: user journey

Benefits to stakeholders at each stage of the decision cycle





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Technical Walkthrough/Demo