Business Central Half Day Workshop

Overview:

The Workshop on Copilot in Business Central is tailored to help businesses harness generative AI for Microsoft Dynamics 365 modules, including Sales, Customer Service, Field Service, and Customer Insights.

This workshop is facilitated by expert consultants certified in Microsoft PowerApps. Participants will gain hands-on experience with Copilot, an AI-powered assistant integrating advanced generative AI and natural language processing into Dynamics 365. Copilot enhances productivity by assisting professionals in generating ideas and content faster, automating repetitive tasks, and providing actionable insights with simple, natural-language commands.

Key features of Copilot include:

- A chat-based interface for quick summaries of sales opportunities, leads, meeting preparations, and account-related updates.

- Seamless integration with Outlook and Teams for efficient data management and email content generation.

- Generative AI tools in Business Central that streamline workflows, inspire creativity, and save time for sales, finance, marketing, and operations teams.

Benefits:

- **Accelerate Product Launch:** Streamline product setup by uploading a picture and letting Copilot automatically match it to the right category and attributes, minimizing data entry. Draft engaging product descriptions based on details like color, material, and size, with options to tailor tone, format, and emphasis to align with your brand. Quickly publish products to your online store using Business Central's seamless integration with Shopify, a leading eCommerce platform.

- **Simplify Accounting Tasks:** Save hours of manual work with Copilot's AI-driven assistance in reconciling bank statements. Whether uploading a file or pulling the latest statement directly from your bank, Copilot matches known transactions and suggests ledger accounts for remaining entries, reducing time spent on tedious financial processes.

- **Expand AI Capabilities with Custom Development:** Developer tools for Copilot in Business Central enable the creation of tailored generative AI solutions for any role or industry. These tools allow developers to design signature user experiences, ensure data security with built-in safeguards, and simplify integration using APIs powered by Azure OpenAI Service. Custom solutions can be deployed to customers directly or scaled through Microsoft AppSource.

- **Deliver Superior Customer Service:** Empower customer service teams with AI-driven support through Dynamics 365 Copilot. Generate contextual responses to queries in chat or email, while leveraging interactive chat features that access knowledge bases and case histories. This ensures customer care agents have instant, AI-powered expertise to deliver exceptional service.