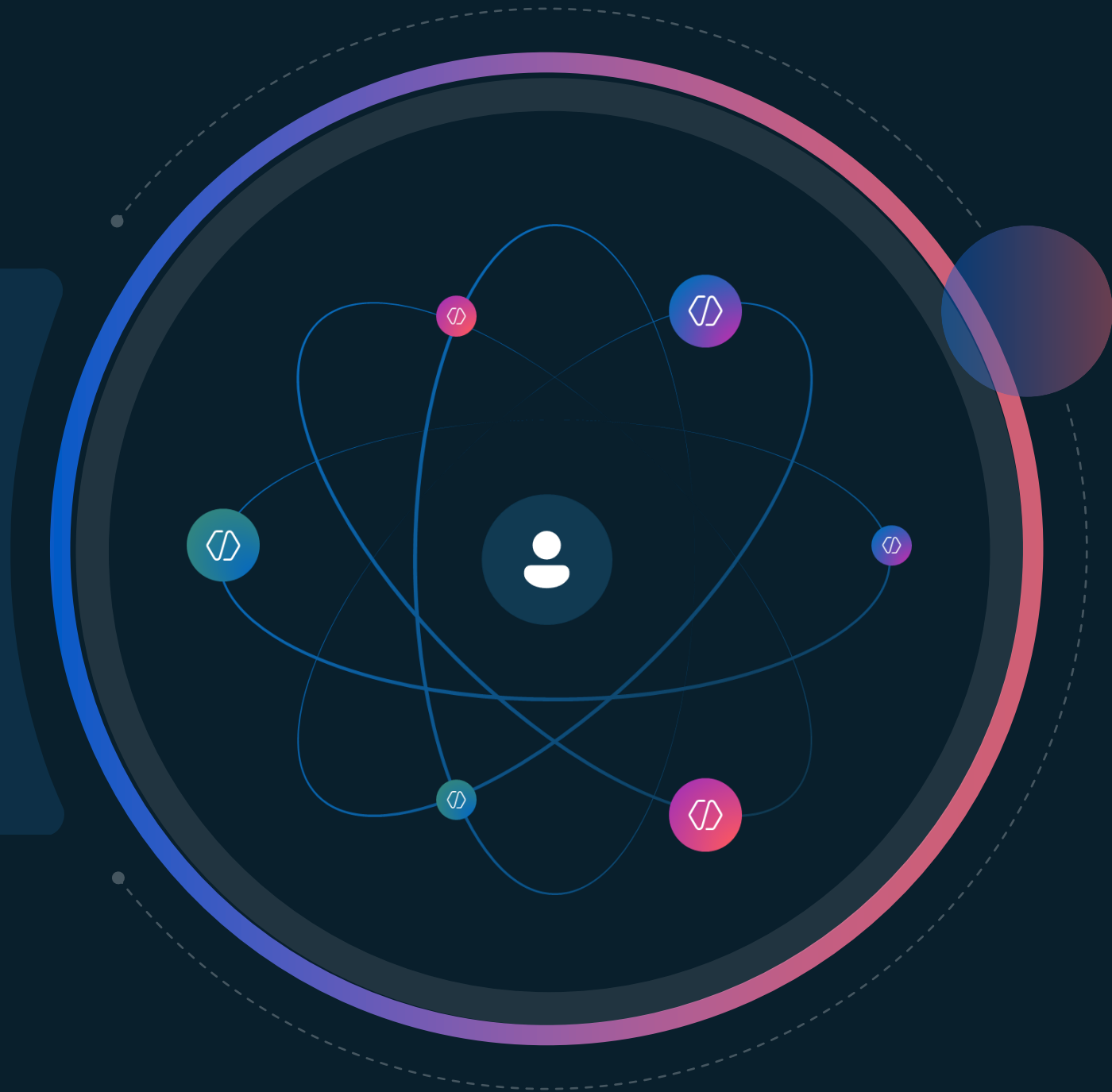




The Frontier Business: Unlocking Productivity and Growth with Agentic AI

Alison Wright
Small Business Director, UK & Ireland

 /alisonwright76



The Frontier Firm

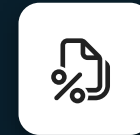
Frontier Firms are human-led, agent-operated organizations that:



Buy intelligence
like electricity

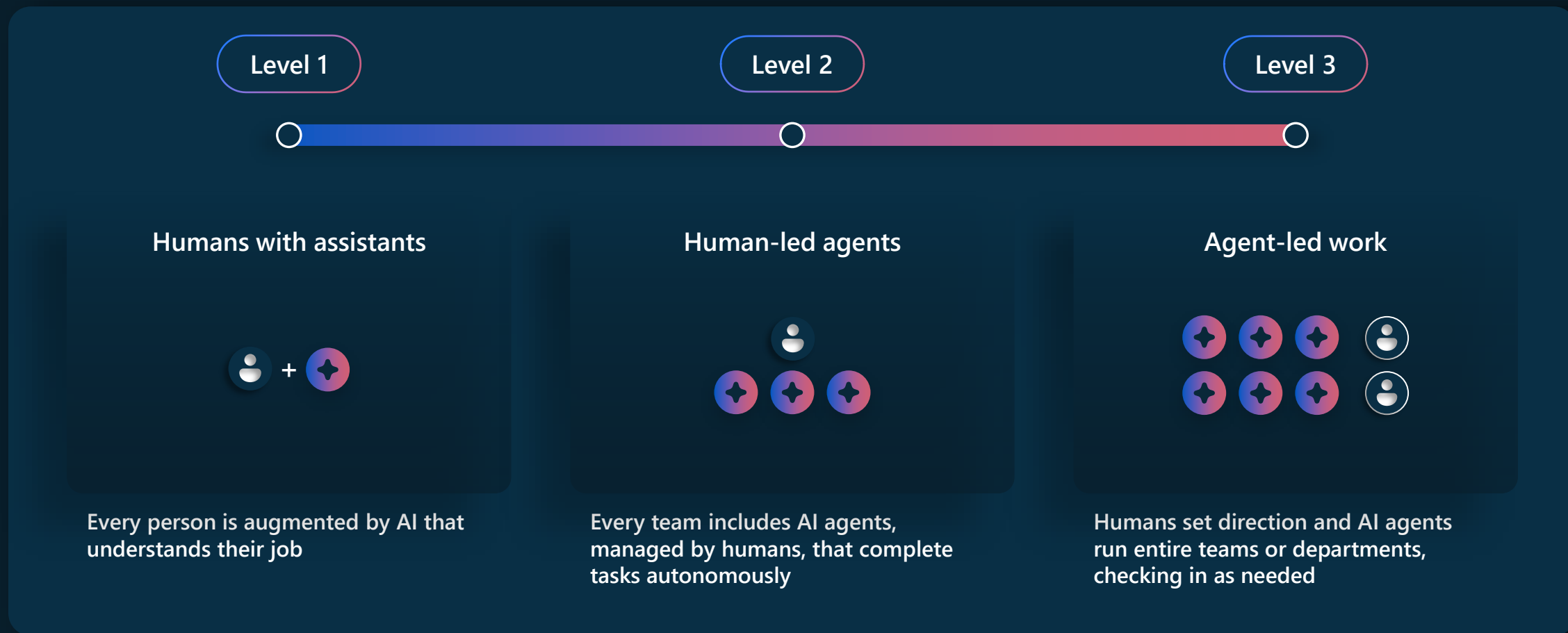


Put it to work like
an employee



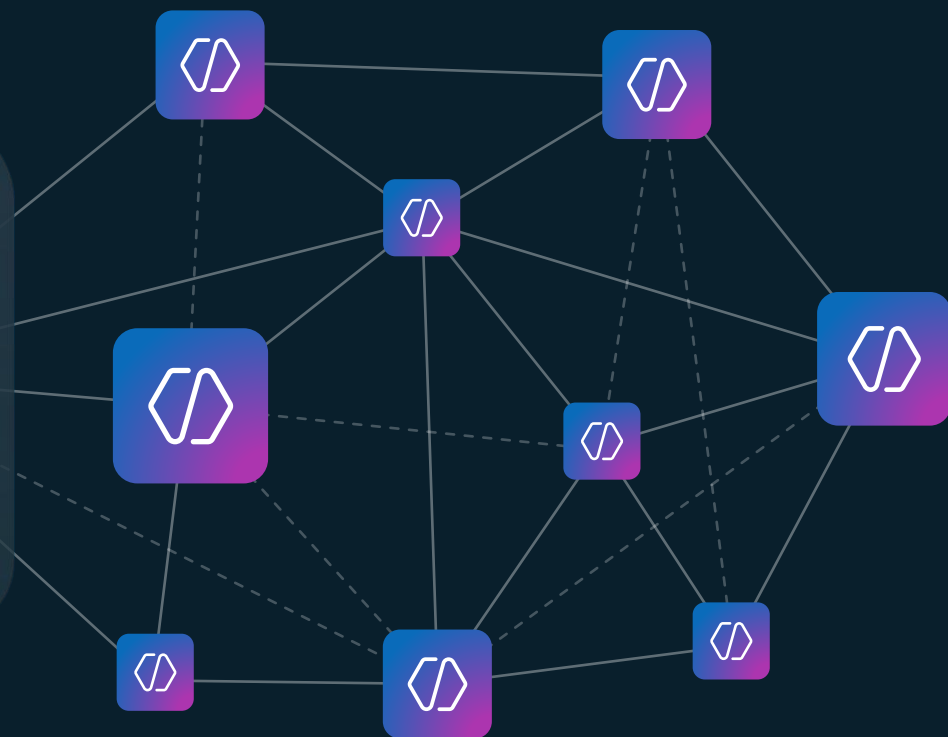
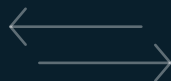
Compound it
like interest

Changing the way work is organized



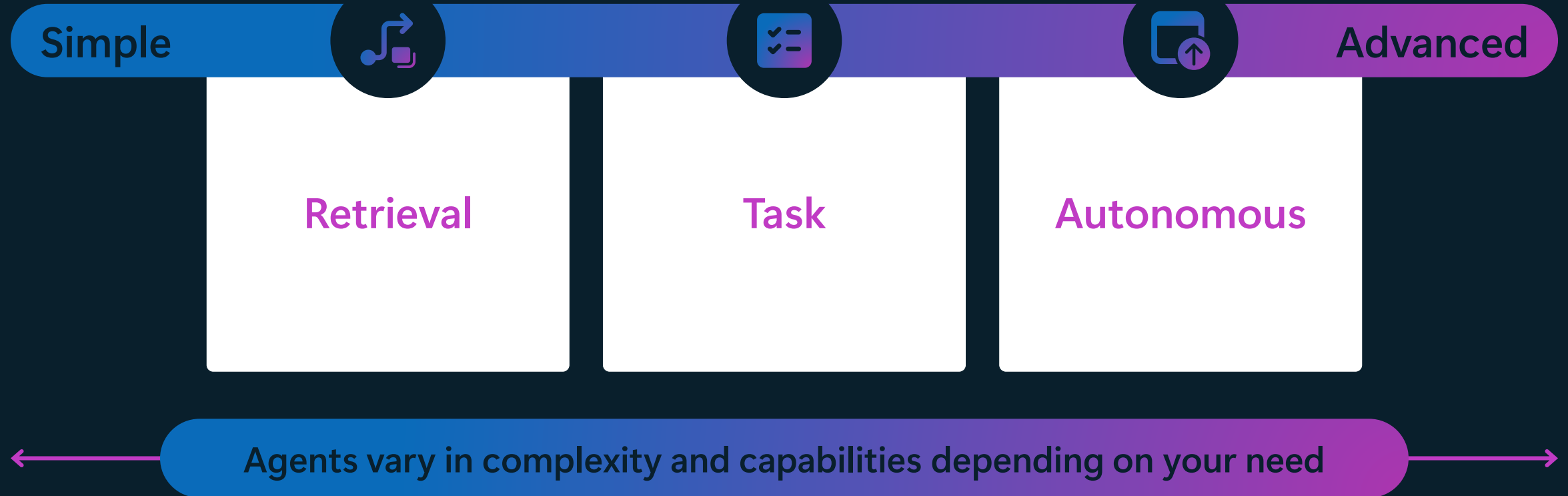
Copilot

Agents



Copilot Control System

What are agents?



Agentic AI in the new frontier



Agent Examples

PayPal™

IT/HR support agent helps employees and reduces costs and workload.



Customer Service agent handles 60% of customer enquiries and escalates to humans as needed

Pets
at Home

Fraud detection agent autonomously flags and helps investigate suspicious transactions.

Simple

Advanced

ESTÉE LAUDER

ConsumerIQ agent uncovers consumer trends and fuels innovation, reducing data gathering time



Internal agent brings together complex config services for their global dealer network.

FUJITSU

Sales agents help sellers prioritize customer leads and craft personalized proposals.

82%

of leaders expect to use agents
in the next 12-18 months to meet
demand for workforce capacity

Source: Microsoft Work Trend Index Survey 2025, 78% (n = 9,037).

AI-led Transformation

Success framework



**Enrich
employee
experiences**



**Reinvent
customer
engagement**



**Reshape
business
processes**



**Bend the
curve on
innovation**

Essential shifts for becoming a Frontier Firm

Readiness

Preparing your
workforce for human-
agent collaboration

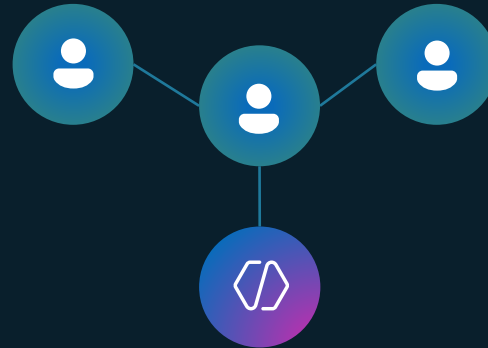
Economics

Navigating the
economics of
digital labor

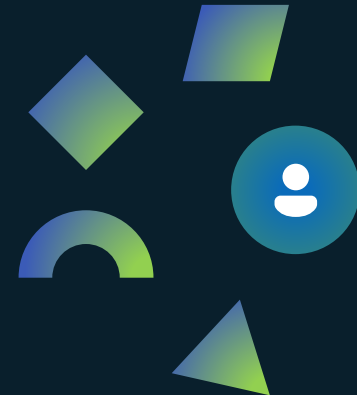
Workforce Readiness



Define human-agent
expectations



Help everyone
become an agent boss



Reskill people for future
growth

Consider the Economics

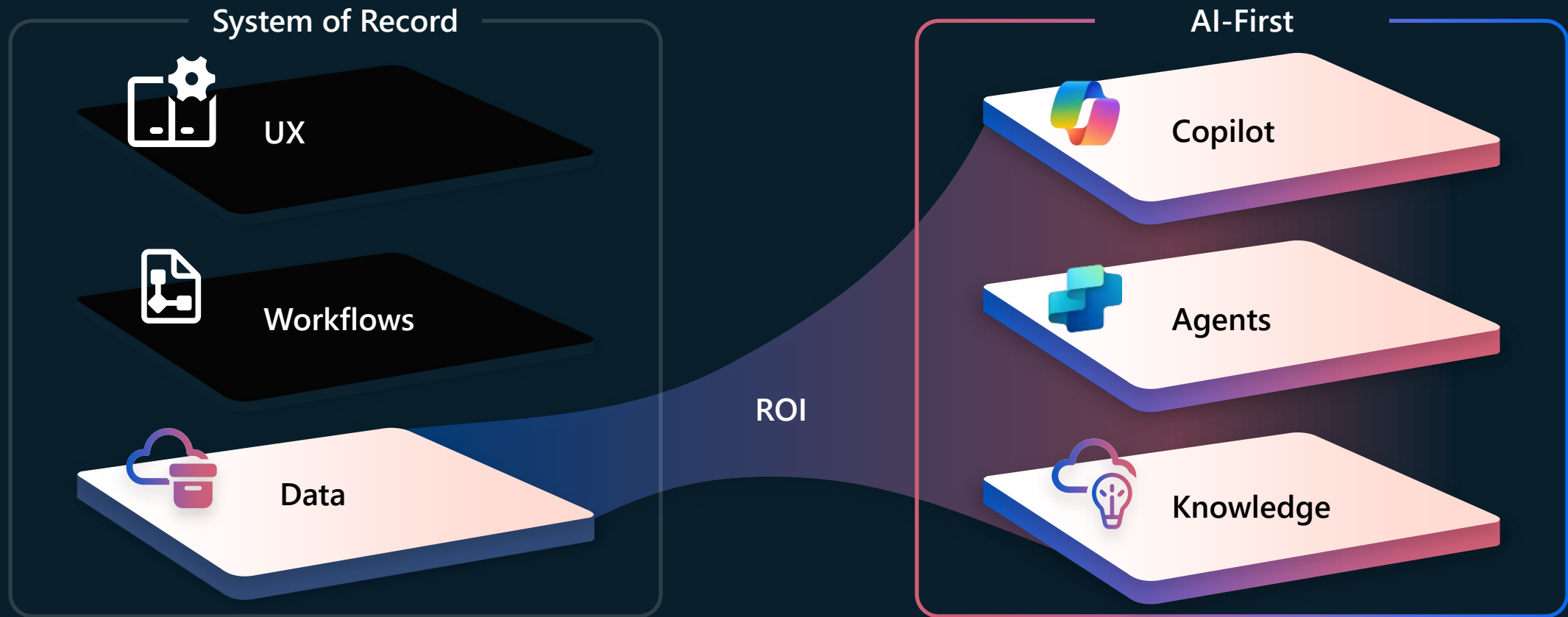


A new lever for **margin**
improvement



A new lens to **analyze**
impact

Business Application



Dynamics 365 Business Central

Tailor-made for SMBs, with the full power of Microsoft AI



Enhanced and extended

with more than 7,000 solutions on Marketplace

Mapped to your processes

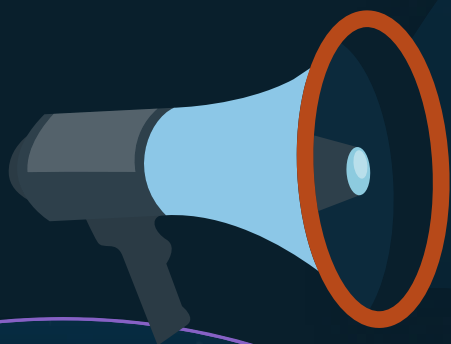
through the expertise and effort of our partners

Automated

with the power of prebuilt and custom agents

Integrated natively

through the entire Microsoft ecosystem



50,000
Customers!

Transforming Every Function and Process



Customer Service

Planning & Dispatch

Service contracts

Service orders

Service prices



Sales

Contacts

Sales
invoices

Sales
orders

Dynamics 365 Sales
integration

Sales
Opportunities

Discounting



Finance

General Ledger

Budgeting

Financial reporting

Bank reconciliation

Asset management

Cost accounting



Marketing

Campaigns

Email logging

Interaction logging

Pricing

Sales enablement



Inventory/Supply

Inventory control

Item tracking

Supply planning

Demand forecasting

Sales and inventory
forecasting

Warehouse shipments



Purchasing

Purchase invoicing

Purchase orders

Return orders

Resourcing

Addresses

Purchase discounts



Manufacturing

Assembly management

Cost worksheet

Bill of materials

Capacity planning

Machine centers

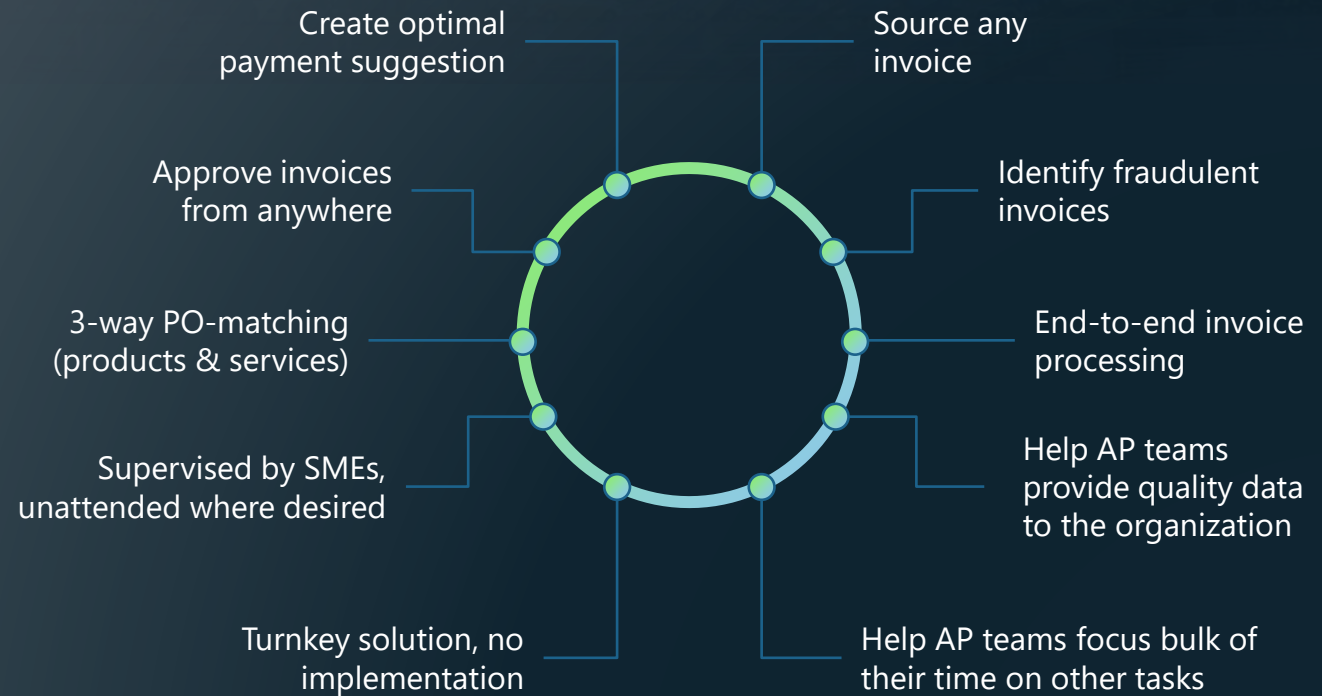
Version management

Payables Agent

Automates the end-to-end invoice processing

Public preview features

- Imports PDF invoices from M365 mailbox
- Auto-capture invoice information
- Auto-create new vendors
- Historic pattern matching
- Deferral scenario detection
- Supports localized and custom line fields
- User can see agent *"reasoning"*
- Optional email review before processing



Future vision
Transform back-office & Accounts Payable processes with AI

Sales Order Agent

Automates the end-to-end sales order process

Agent skills

- Analyze customer requests via email
- Advanced inventory search
- Items availability calculation
- Create multi-line sales quotes and sales orders
- Support multi-turn conversations, updating quotes
- Generate email with quote/order details
- Natural language instructions to steer the agent
- Handle multiple shipping addresses
- Opt-out from reviewing all inbound messages
- Multi-language support

aka.ms/BCagents



Available globally

You don't need to just watch AI and Agents

Try and test released agents and
build-in Copilot features

Sales Order Agent

The screenshot shows the Dynamics 365 Sales Order Agent interface. It features a sidebar with navigation options like 'Hi, meet Sales Order Agent', 'Monitor incoming information', and 'Deliver insights'. The main area displays a summary of sales orders, including a total of \$6,932 and a list of activities with dates and times.

Payables Agent

The screenshot shows the Dynamics 365 Payables Agent interface. It features a sidebar with navigation options like 'Good afternoon!', 'Activities', and 'Payables Agent'. The main area displays a summary of payables, including a total of \$2,420,231 and a list of activities with dates and times.

Bank Reconciliation Copilot

The screenshot shows the Dynamics 365 Bank Reconciliation Copilot interface. It features a sidebar with navigation options like 'Copilot finds matches' and 'You upload or import bank data'. The main area displays a summary of bank reconciliation, including a total of \$2,420,231 and a list of activities with dates and times.

Analysis assist with Copilot

The screenshot shows the Dynamics 365 Analysis assist with Copilot interface. It features a sidebar with navigation options like 'Analysis assist with Copilot' and 'Request the analysis table'. The main area displays a summary of analysis, including a total of \$2,420,231 and a list of activities with dates and times.

Continuing to build

2025 investments

AI powered business



Finance

- Regulatory features
- Subscription billing improvements
- E-documents: Significant enrichments (payments, fin. charges, reminders, e-invoice preview, sending via email...)

Supply chain

- Quality management
- Subcontracting enhancements
- Shopify – Sales channels and more updates
- Manufacturing enhancements

Sustainability

- Capturing emissions with Gen. journal
- Water and waste intensity management
- Scope 3 emissions value chain automation

Generative AI

- Sales Order Agent – GA
- Analysis Assist with Copilot – GA
- Sustainability with Copilot – GA
- Payables Agent
- Autofill
- Summarize
- Copilot for troubleshooting
- Better search experience
- Copilot suggest GHG emissions

Reporting

- Financial reporting enhancements
- Additional Power BI reports
- Additional Excel reports
- Word reporting – data picker

World class service



Geographic expansion

- Additional partner localization countries

User experience

- UX improvements for Copilot and agents
- Filters on lookup pages
- Additional keyboarding improvements

Power Platform

- Copilot Studio integration with agents
- Sample Copilot Studio templates

Fundamentals

- Security, Scalability, High availability
- Managed AI resources GA + AI monetization
- Performance
- Governance
- External service dependency management

Efficient development

- Developer and testing tools for Copilot and agents (Preview)
- No-code "customization"
- AL GO for GitHub – security & fundamentals
- Page Scripting GA
- Add a Field GA

Administration

- App management in TAC – continued
- Preview environment improvements
- Cloud Migration pipeline – Migrate legacy NAV/Navision customers

**Transformation is the goal.
Build momentum with quick wins.**



Thank You!

