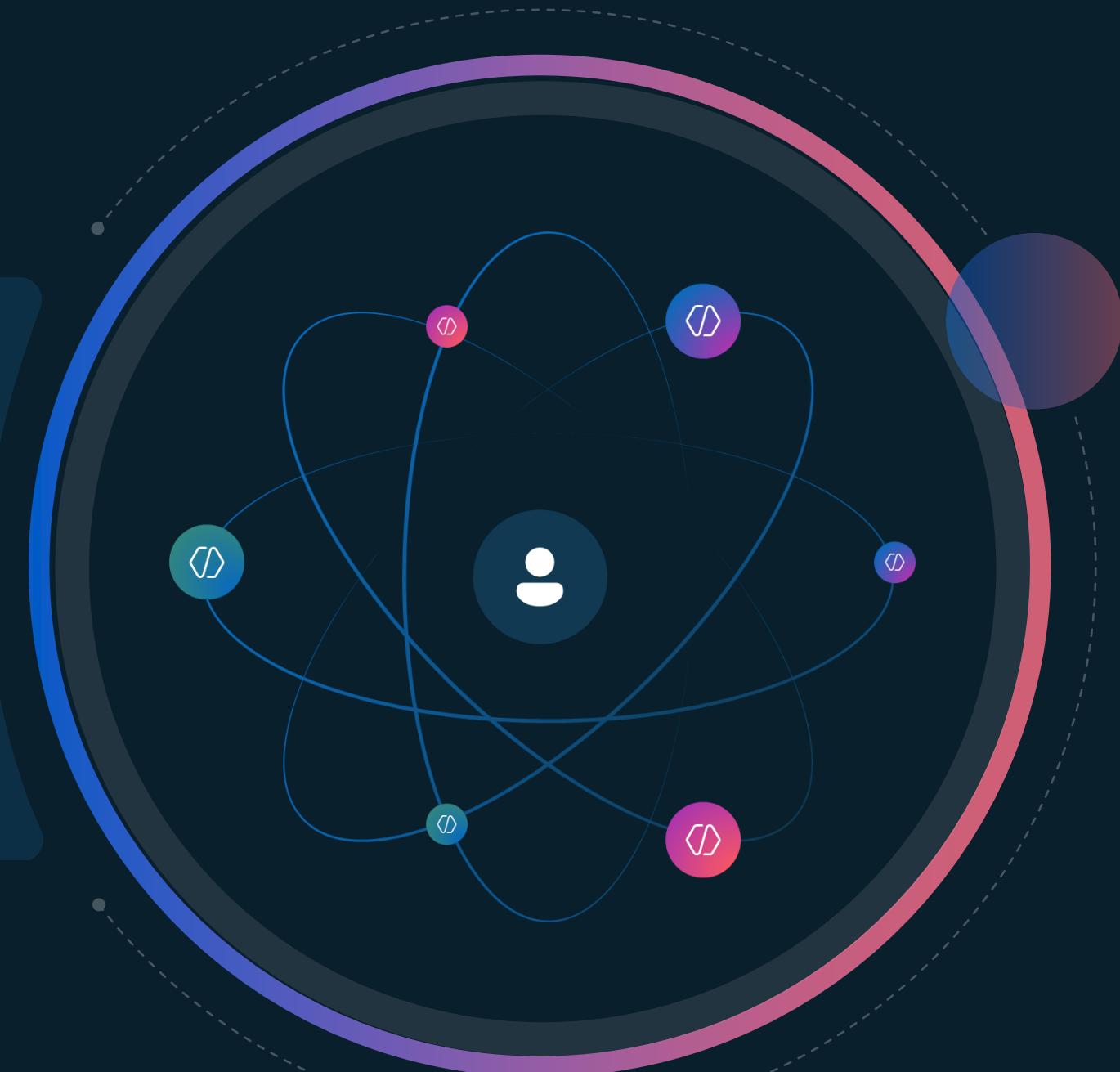




The Frontier Business: Unlocking Productivity and Growth with Agentic AI

Alison Wright
Small Business Director, UK & Ireland

/alisonwright76



The Frontier Firm

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



Buy intelligence
like **electricity**

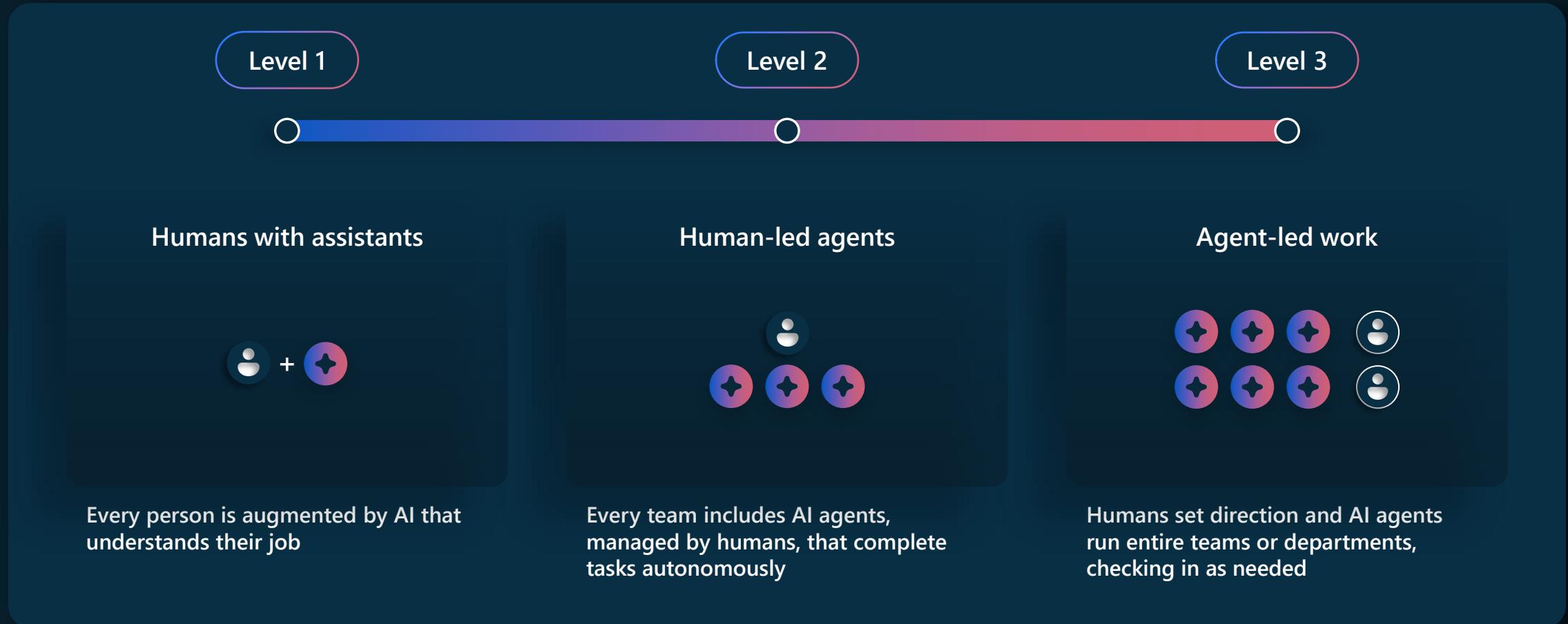


Put it to work like
an **employee**



Compound it
like **interest**

Changing the way work is organized

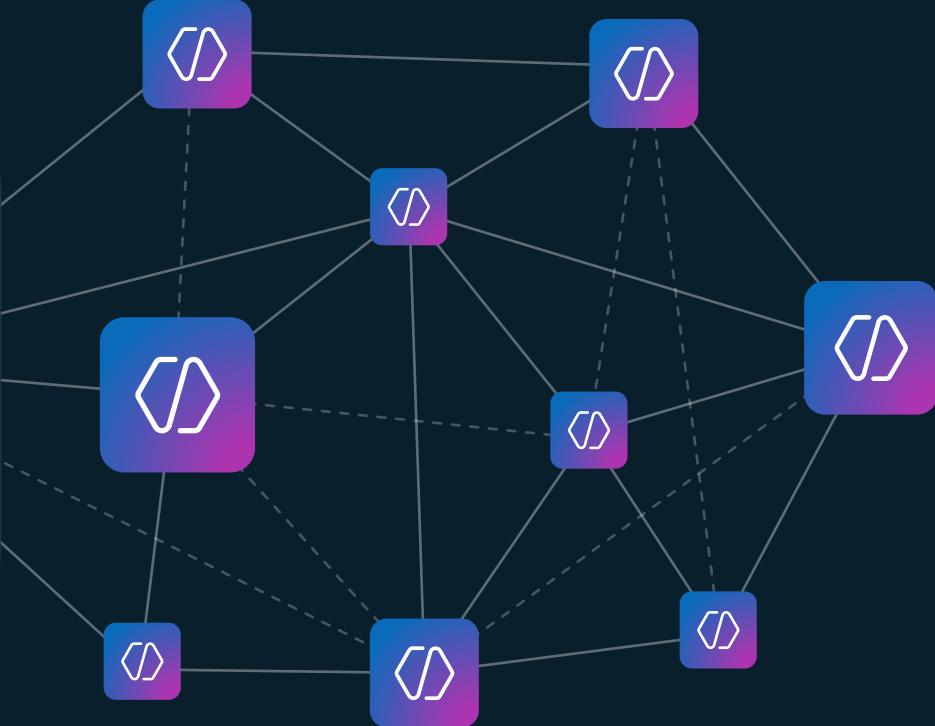




Copilot

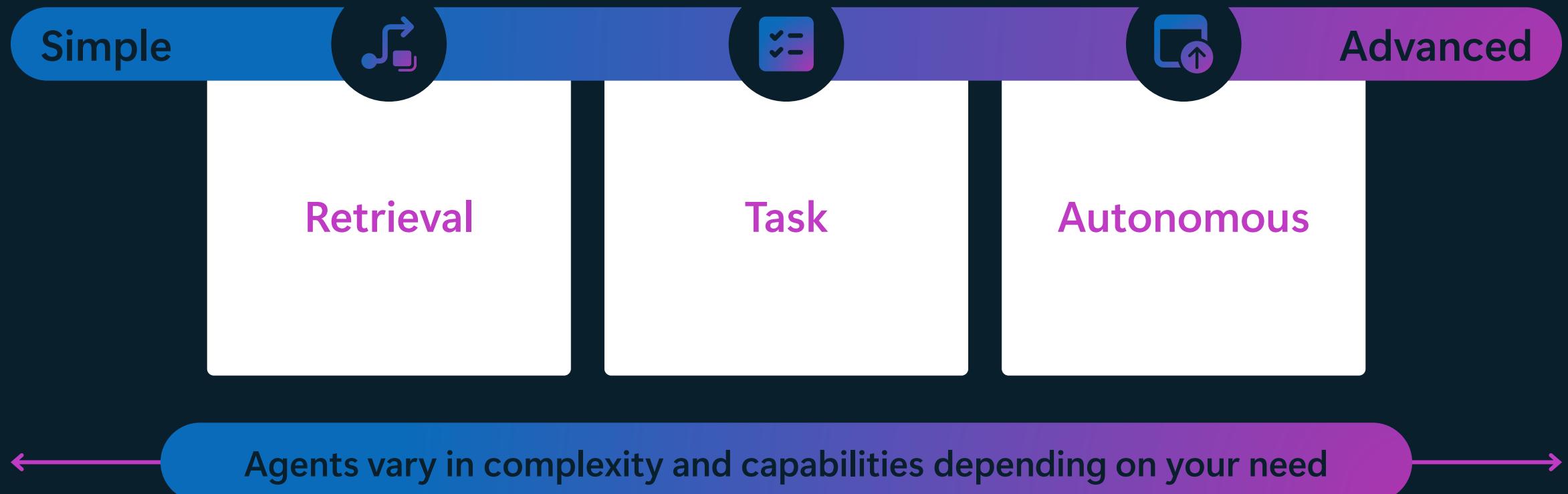


Agents



Copilot Control System

What are agents?



Agentic AI in the new frontier



Agent Examples



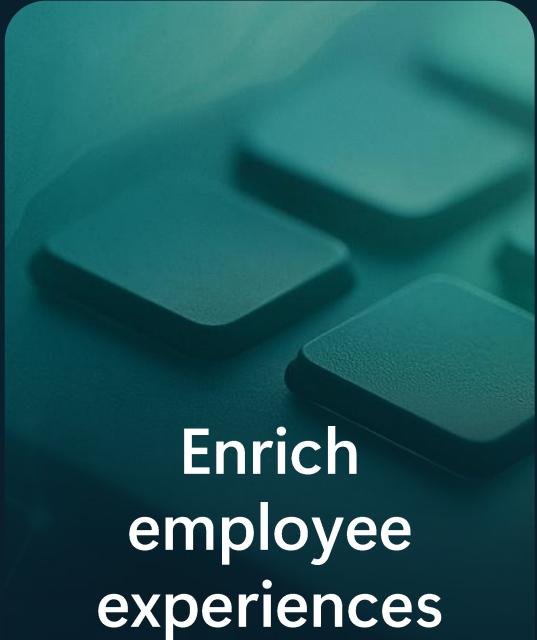
82%

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

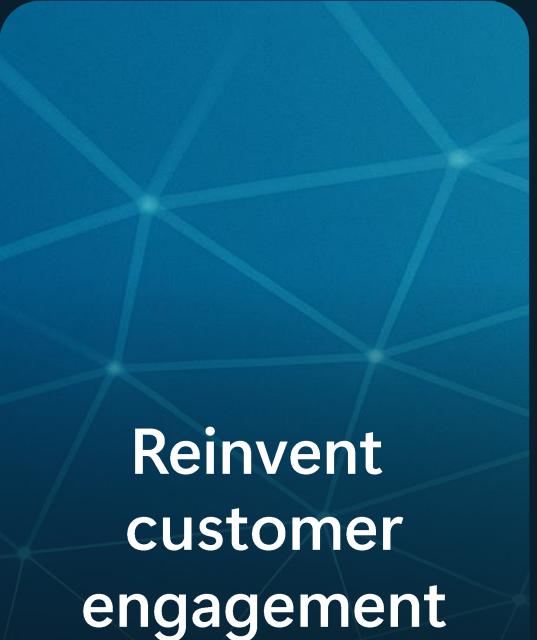
Source: Microsoft Work Trend Index Survey 2025, 78% (n = 9,037).

AI-led Transformation

Success framework



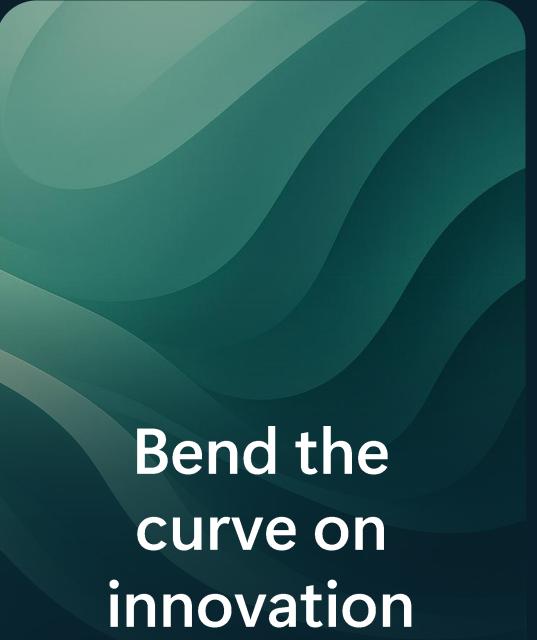
Enrich employee experiences



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**

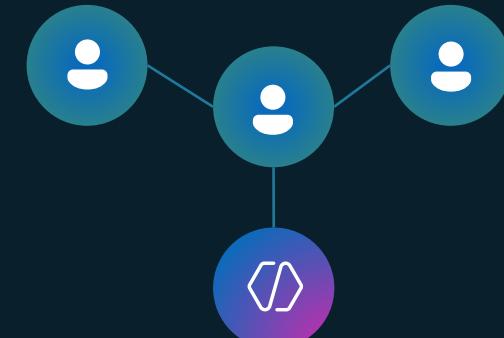
Economics

**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

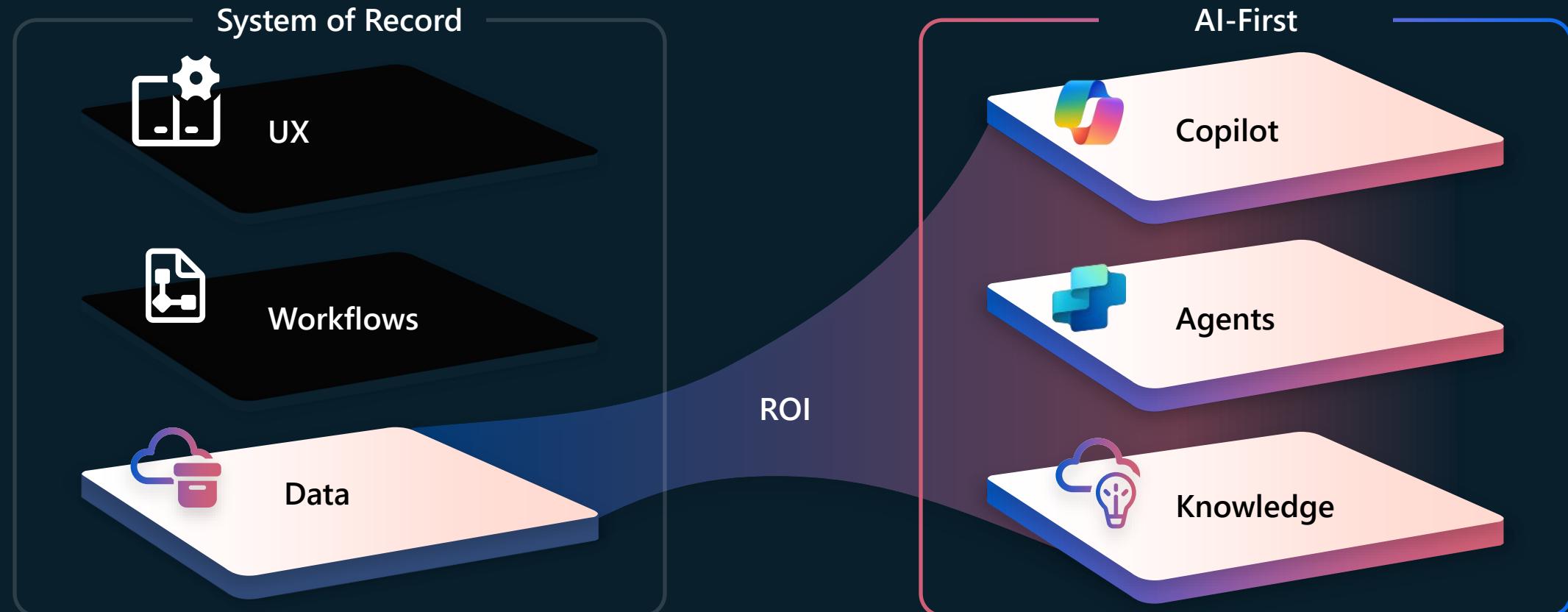


A new lever for **margin** improvement



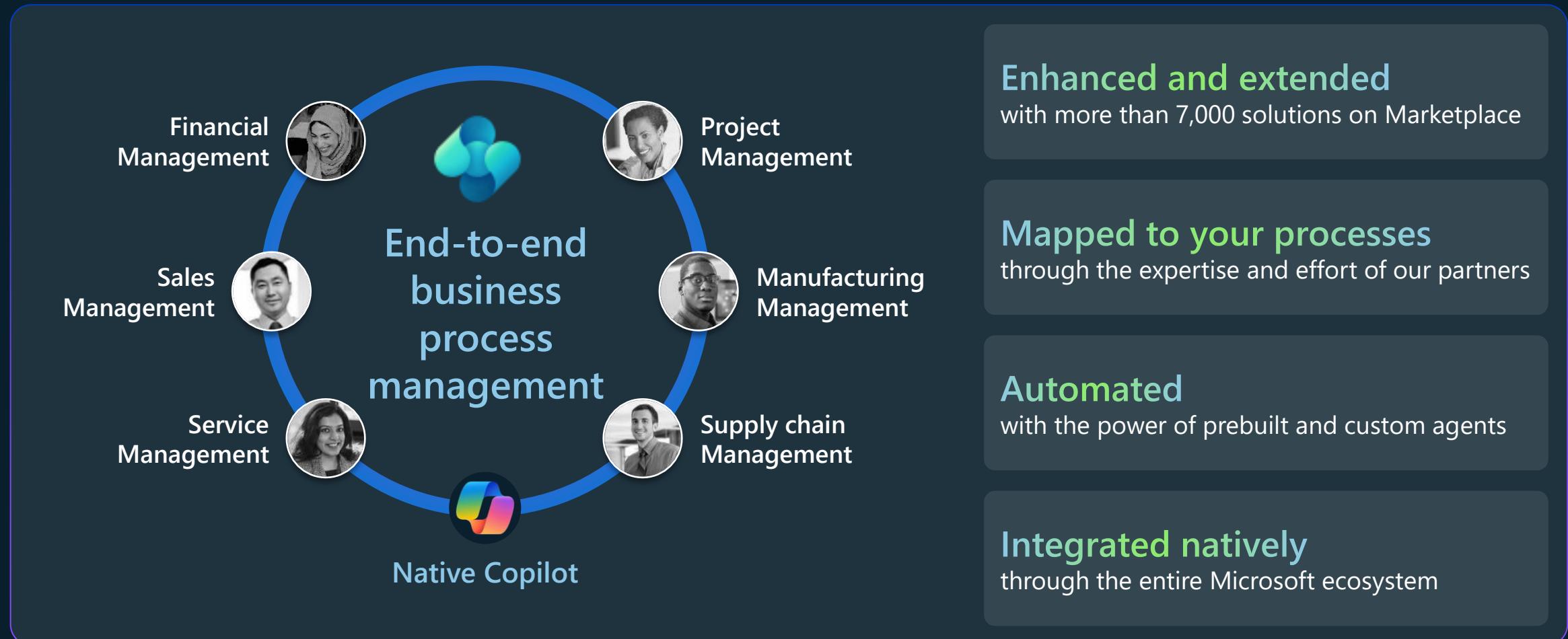
A new lens to analyze **impact**

Business Application



Dynamics 365 Business Central

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





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

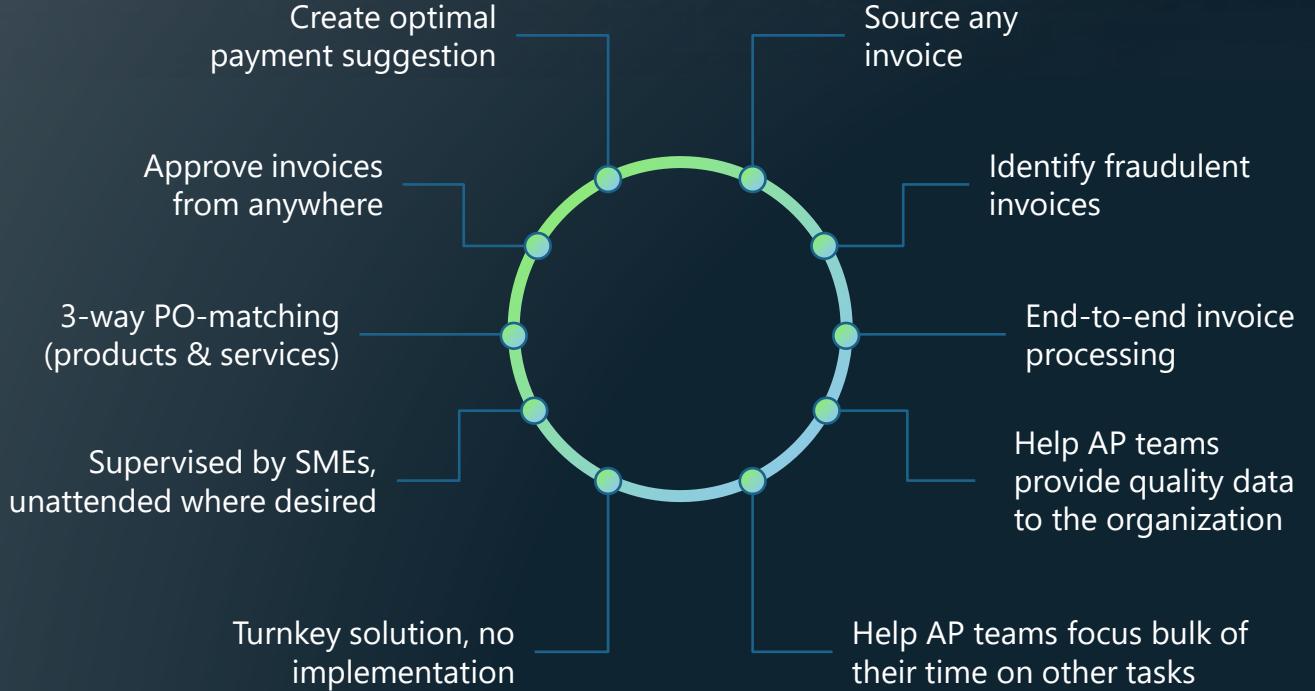
Version management

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



You don't need to just watch AI and Agents

Try and test released agents and
build-in Copilot features

Sales Order Agent

Payables Agent

The screenshot shows the Microsoft Dynamics 365 Business Central Home page. At the top, there are links for Customers, Vendors, Items, Bank Accounts, and Chart of Accounts. Below these, a large headline says "Good afternoon!" and a sub-headline "Headline". The main content area displays several performance metrics in a grid format:

Actions	
+ Sales Quota	Received: 824
+ Sales Order	Purchase invoices: 212
+ Sales Invoice	Purchase orders: 726
+ Purchase Quo	Time spent on invoice creation: 78 hours
+ Purchase Order	Time spent on order matching: 72 hours
+ Purchase Invoice	Value of line items: \$72,150

Below the metrics, there is a "Review tasks (4)" button with a circular icon showing the number 4. The page is divided into sections: "Activities" (Sales This Month: \$2,420,231, Overdue Sales Invoice: \$70,024, Overdue Purchase Order: \$49,422), "Ongoing Sales" (Sales Quotas: 2, Sales Orders: 9, Completed By: 0, Sales Invoices: 7), "Ongoing Purchases" (Purchase Orders: 14, Purchase Invoices: 3, Purchase Requests: 0), and "Payments" (Scan documents, Import documents).

Bank Reconciliation Copilot

The screenshot shows the Microsoft Copilot for Business interface. At the top, there are account details: Bank Account Name (Wizbit Wide Bank), Statement No. (1), Statement Date (3/31/2024), Balance Last Statement (20,000.00), and Statement End. Below this, a purple callout box contains the text "Copilot finds matches". The main area is titled "Reconcile with Copilot" and includes fields for "Perform reconciliation for this bank account" (set to "CHECKING") and "Use transaction data from" (set to "Import transaction data"). A blue callout box in the center says "You upload or import bank data". There are also "Generate" and "Attach" buttons. The bottom right corner features a blue circular icon with a white "C" and a small green gear icon.

Analysis assist with Copilot

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!

