



MICROSOFT COPILOT FOR FIELD SERVICE PLAYBOOK

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AGENDA

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Business Impact of Copilot

Feature Overview

Customer References

Regions and Languages

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Introduction

[Copilot in Dynamics 365 Field Service \(video\)](#)

[Copilot in Dynamics 365 Field Service supports exceptional frontline service - Microsoft Dynamics 365 Blog](#)

[Next-generation AI on the frontline with Microsoft Teams | Microsoft 365 Blog](#)

[Empower your frontline workers while increasing operational efficiency](#)

[Copilot in Dynamics 365 Field Service helps take field support to the next level - Microsoft Dynamics 365 Blog](#)

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Deep-dive

[Dynamics 365 Field Service - Copilot in Field Service | Microsoft Learn](#)

[Dynamics 365 Field Service - Microsoft 365 integrations for Field Service | Microsoft Learn](#)

[Frontline updates in Microsoft Teams, Windows 365, Copilot & Dynamics 365 Field Service \(video\)](#)

[FAQ for Copilot data security and privacy for Dynamics 365 and Power Platform - Dynamics 365 | Microsoft Learn](#)

[Enable copilots and generative AI features - Power Platform | Microsoft Learn](#)

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[Test copilot within a trial environment](#)

[Set up Field Service for Outlook](#)

[Set up the Dynamics 365 Field Service Plugin for Microsoft Copilot](#)

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[Obtain licenses and set up the plugin](#)

[New mobile user experience \(preview\) - Dynamics 365 Field Service | Microsoft Learn](#)

[FAQ about work order creation using Copilot in Field Service for Outlook](#)

[FAQ about Dynamics 365 Field Service Plugin for Microsoft Copilot \(preview\) - Dynamics 365 Field Service | Microsoft Learn](#)

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[Overview of Dynamics 365 Field Service 2023 release wave 2 | Microsoft Learn](#)

[Experience the power of Copilot in Dynamics 365 Field Service in the mobile application - Microsoft Dynamics 365 Blog](#)

[Copilot for Field Service Tip Time - Ready to share Template for Training](#)

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What's new

[Release Plan](#)

Technology Evolution

Artificial Intelligence

Machine Learning

Deep Learning

Generative AI

1950s

Artificial Intelligence

the field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence.

1959

Machine Learning

subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions.

2017

Deep Learning

a machine learning technique in which layers of neural networks are used to process data and make decisions.

2021-2022

Generative AI

create new written, visual, and auditory content given prompts or existing data.

LLM models changed what is possible

Text prompt

Teddy bears mixing sparkling chemicals as mad scientists as digital art

GPT-1

GPT-2

GPT-3

GPT-4

Parameters

117 Million

1.5 Billion

175 Billion

1.76 Trillion

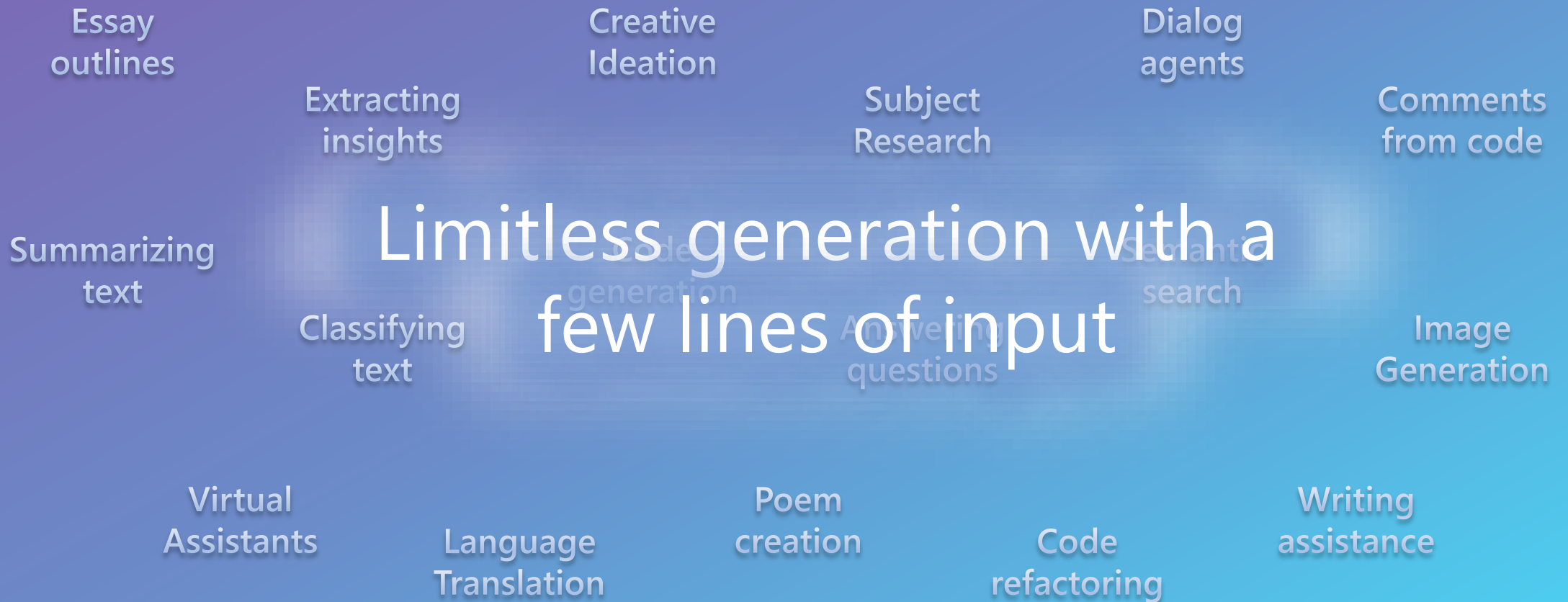


The generative AI growth curve is the fastest the world has seen

Time to reach
100M users



Generative AI capabilities



Era of Copilots

AI as a real-time collaborator

...that generates content

...that sparks creativity

...that automates cognitive tasks

...that completes work

In the future

**From people working
side by side**

In the future

**From people working
side by side**

**To people working
side by side with AI**

Copilot makes core activities better



Communicate

Create compelling content
tuned for **your business
context**



Analyze

Ask questions about
your business data
and processes,
generate insights



Act

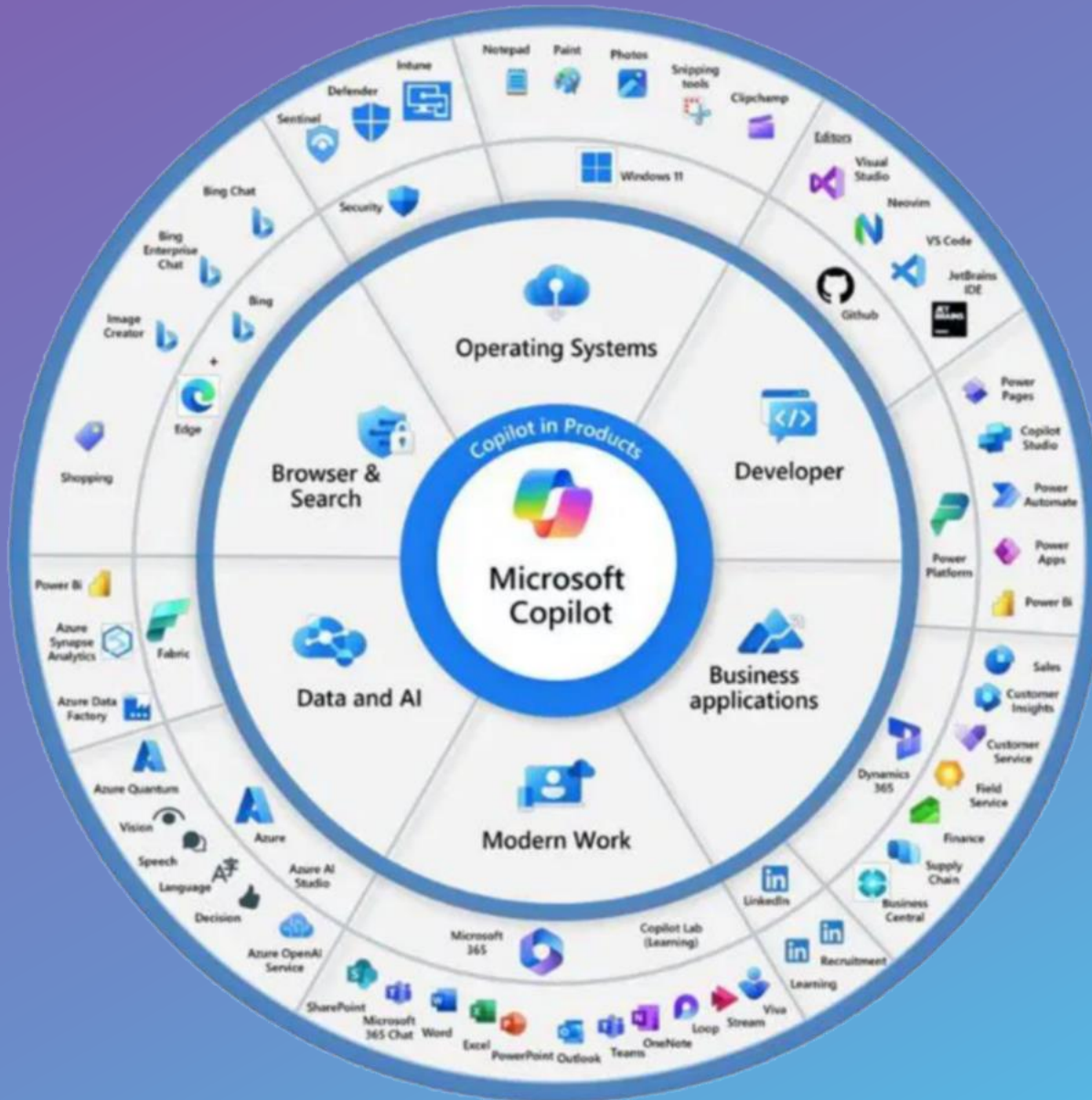
Instruct copilot to perform
business tasks with
human in the loop
validation

Make Copilot your everyday AI companion

Whether you're writing, communicating, coding, designing, or just browsing, Copilot will be at the ready to respond to your request and help you do your best work.

Expand what's possible for everyone in your organization with AI. Empower people to create new ideas, connections, experiences, and innovations with Microsoft Copilot in the tools they already use.

Work more productively, boost efficiency, and improve business outcomes with Copilot—generative AI assistance right in your apps.



Unlock the power of AI + M365 + your business data to maximize workforce efficiency



Dynamics 365



Field Service



Remote assistance



Guides

Dataverse

Copilot



Microsoft 365



Teams



Viva



Outlook



Tasks

Microsoft Graph

Responsible AI

Security & Compliance



Copilot in Dynamics 365 Field Service helps take field support to the next level



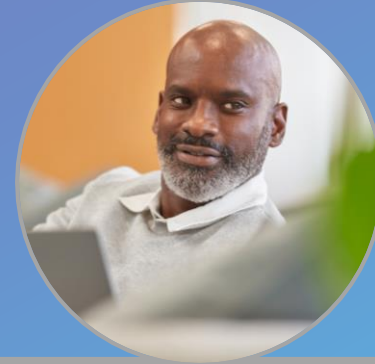
Dispatcher

- Assign the right technician based on customer needs
- Optimize the schedule for right technician at the right time and right location



Frontline Technician

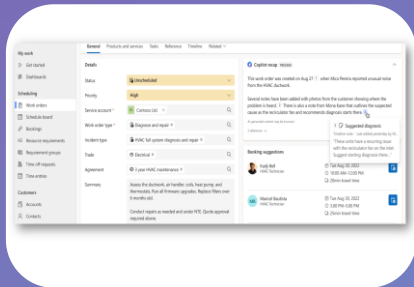
- Access to all the tools needed for the job in a single place
- Knowledge assistance, troubleshooting, and taking actions on work orders
- Easily find, and ask for help to get the job done in timely fashion



Field Service Manager

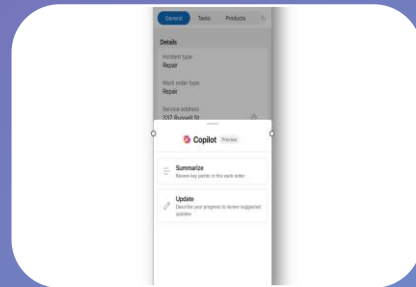
- Triage and manage work from multiple sources (emails, chats ...)
- Maximize productivity and utilization of frontline workers
- Manage customer relationships and access insights to respond to customers

Modernize your Field Service solution with Microsoft 365 integrations and AI Copilot



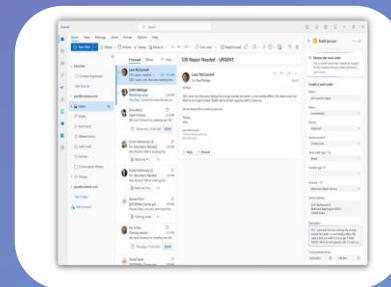
Copilot for Field Service in Web

AI-powered work order recaps help Field Service Managers quickly access critical information and recommended next steps, boosting efficiency and improving customer satisfaction



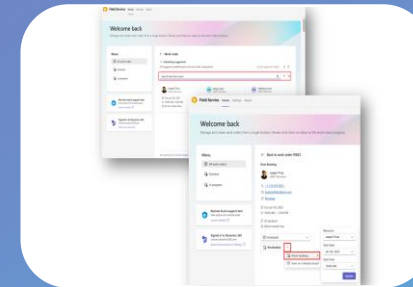
Copilot for Field Service in Mobile App

Technicians can update work orders in the new user experience of the Field Service mobile app. This AI-powered feature allows frontline workers describe work performed in natural language using standard text or speech-to-text capabilities



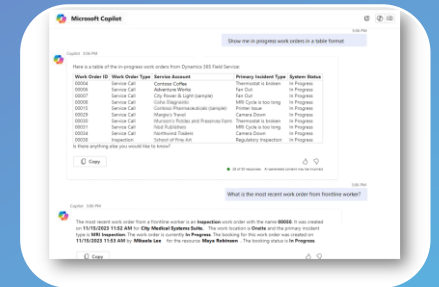
Copilot for Field Service in Outlook

An Outlook add-in for Field Service Managers to create, view, and edit work orders directly from their email



Copilot for Field Service in Teams

A one-stop-shop for quick information and actions across all your team's devices (Field Service Manager)
Quickly view your daily schedule (Frontline Worker)



M365 Chat

Users with a Microsoft 365 Copilot license can simply state in chat what they need using natural language to receive specific information related to their work orders in Field Service

Copilot simplify work order management in Web

Business challenges

- Frontline workers spend hours everyday recapping or internalizing a large corpus of work orders, resources, schedules, and customer information.
- Inaccuracies in manually entering this volume of data are inevitable, making insights and next steps less reliable.
- In fast-paced, real-world settings, it's impossible for workers to effectively synthesize all the information being generated each day.

With Copilot you can

- Auto-summarize work orders, assets, resources, bookings, customers and accounts, and more.
- Generate actionable insights from a high volume of varied data.
- Get access to summaries and actionable insights where they're needed most to improve with first time first rate and CSAT.

Copilot for Field Service in Web

Work order Recap

My work

- Get started
- Dashboards

Scheduling

- Work orders
- Schedule board
- Bookings
- Resource requirements
- Requirement groups
- Time off requests
- Time entries

Customers

- Accounts
- Contacts

General | Products and services | Tasks | Reference | Timeline | Related ▾

Details

Status: **Unscheduled** ▾

Priority: **High** ▾

Service account *: **CL Contoso Ltd.** × 🔍

Work order type *: **Diagnose and repair** × 🔍

Incident type: **HVAC full system diagnosis and repair** × 🔍

Trade: **Electrical** × 🔍

Agreement: **3 year HVAC maintenance** × 🔍

Summary

Assess the ductwork, air handler, coils, heat pump, and thermostats. Run all firmware upgrades. Replace filters over 6 months old.

Conduct repairs as needed and under NTE. Quote approval required above.

Copilot recap PREVIEW ⌵

This work order was created on Aug 27 ¹ when Mica Pereira reported unusual noise from the HVAC ductwork.

Several notes have been added with photos from the customer showing where the problem is heard. ² There is also a note from Mona Kane that outlines the suspected cause as the recirculator fan and recommends diagnosis starts there. ³

AI-generated content may be incorrect

3 references ▾

Suggested diagnosis

Timeline note | Last edited yesterday by M...

"These units have a recurring issue with the recirculator fan on the inlet. Suggest starting diagnosis there..."

Booking suggestions

Kadji Bell
HVAC Technician

Tue Aug 30, 2022
10:00 AM–12:00 PM
20min travel time

MB Maricel Bautista
HVAC Technician

Tue Aug 30, 2022
3:00 PM–5:00 PM
25min travel time

The recap can be minimized for screen efficiency

When enough data is available, Copilot auto generates a recap

References are available inline to help verify accuracy and learn more

Boost frontline technicians' productivity

Challenges

- Technicians struggle with tight schedule of appointments. It's hard to pause and update the bookings.
- Finding the right field to update is a challenge for technicians who move from one route to another.
- Frontline workers face a lot of pressure to record information and often postpone it until the end of the day, risking to forget some details.

With Copilot you can

- Boost frontline technician productivity
- Describe work performed in natural language to update bookings.
- Using voice commands, Frontline Technicians can save time when entering data and be able to focus more on his tasks.

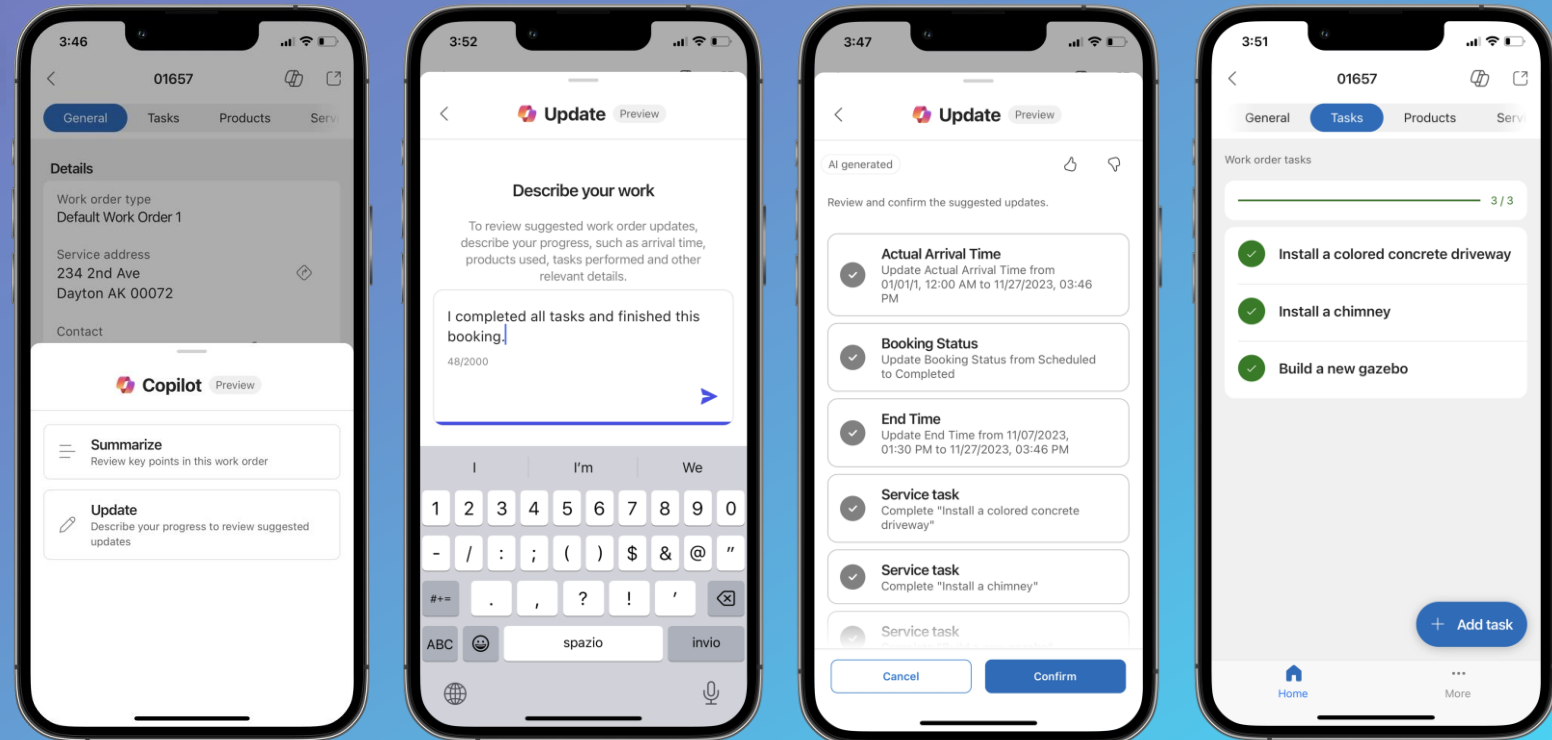
Copilot in Field Service mobile

Update Booking on Mobile

With the help of Copilot in Dynamics 365 Field Service, Frontline Technicians can update work orders in the new user experience of the Field Service mobile app.

This AI-powered feature allows frontline workers describe work performed in natural language using standard text or speech-to-text capabilities. Based on their input, Copilot recommends updates to fields on the work order, and updates them after confirmation.

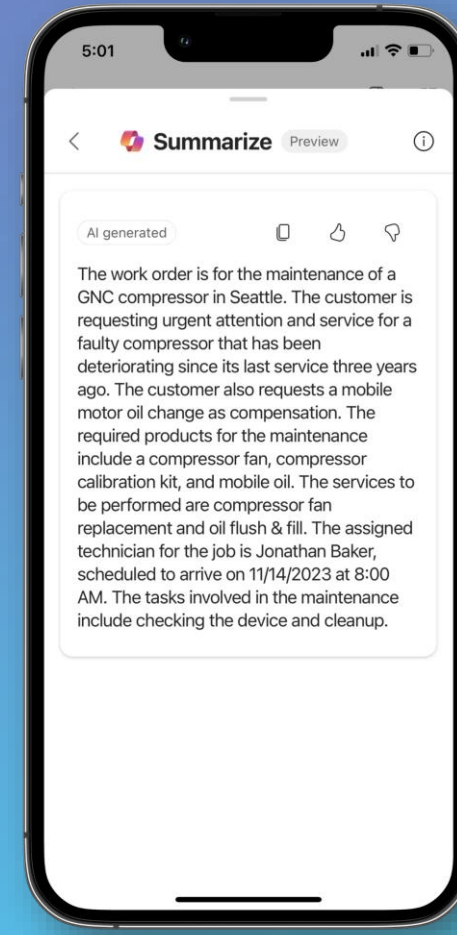
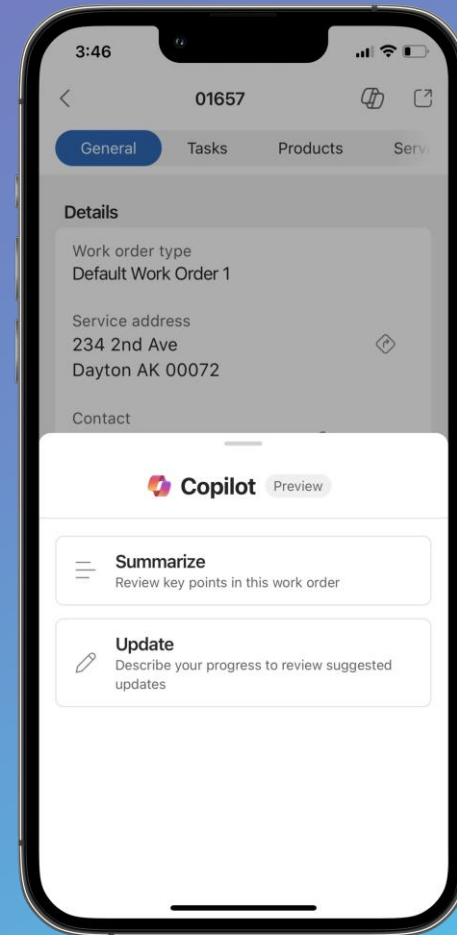
AI-powered work order update (preview) - Dynamics 365 Field Service | Microsoft Learn



Copilot in Field Service mobile

Work Order recap

Copilot for Field Service mobile help frontline technicians easily access the key information they need on the go to further save valuable technician time.



Review key points in the work order without having to navigate through a series of tabs

Streamline work order management in Outlook

Business challenges

- Email responses take time to compose from scratch, even when they're repetitive.
- Employees spend 4-5 hours a day responding to emails (Adobe).
- McKinsey reports that poor manual scheduling can decrease field service productivity by up to 25%.
- Excess time is spent searching email, chat, and documents for customer-specific details.

With Copilot you can

- Let Copilot translate emails to create new work orders and offer scheduling suggestions directly in Outlook, based on customer data and context.
- Minimize errors from manual scheduling or data entry.
- Optimize technician scheduling with data-driven recommendations based on factors such as travel time, availability, and skillset.

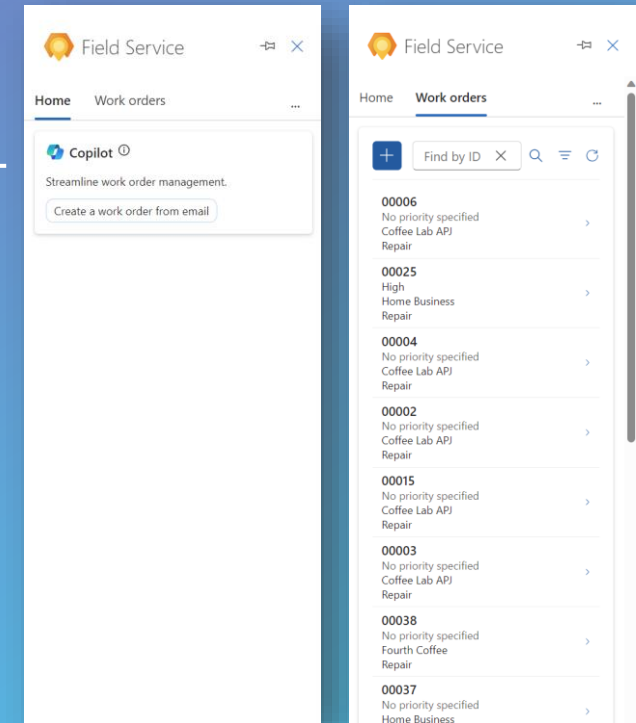
Copilot for Field Service in Outlook

Streamline work order management in Microsoft 365

Without leaving Outlook, Copilot in Dynamics 365 Field Service Outlook add-in can streamline work order creation with relevant details pre-populated from emails and provide key Work Order Info.

It can also optimize technician scheduling with data-driven recommendations based on factors such as travel time, availability, and skillset. Relevant work orders are surfaced within this experience for managers to review before creating new work orders and these can be easily rescheduled or updated as customer needs change. In addition, organizations will be able to customize work orders for their frontline needs by adding new fields as well as renaming or rearranging existing fields.

AI generated
suggestions



Work Order
List

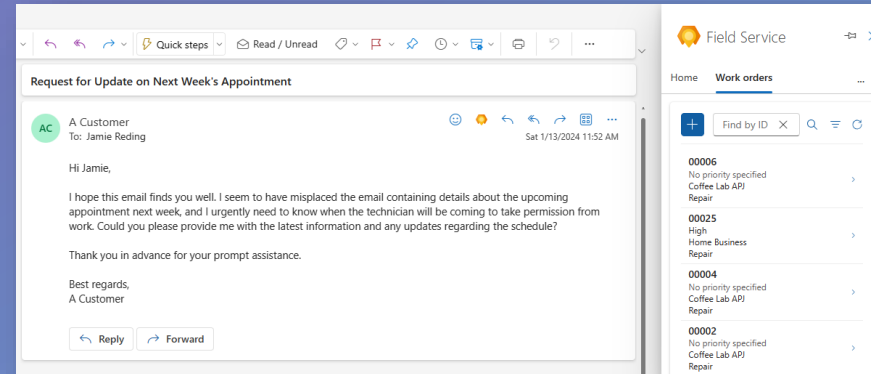
The Copilot help pane in Outlook

Work Order Info

Field Service Copilot helps, without leaving Outlook, to quickly respond to questions about existing Work Orders having key information handy directly in Outlook.

New out-of-the-box or Custom fields can be added as well as renaming or rearranging existing fields.

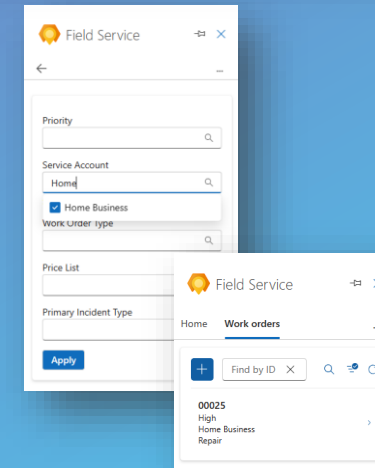
[Customize the Microsoft 365 integrations for Field Service - Dynamics 365 Field Service | Microsoft Learn](#)



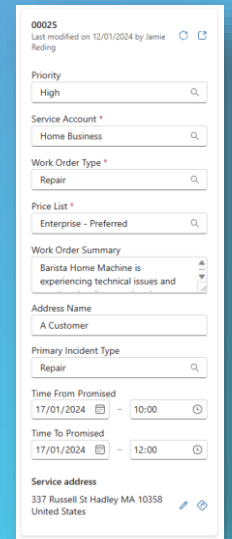
Search Work Order by ID

The list shows up to 50 work orders, with the most recent one listed first.

Filter the search



Work Order Details



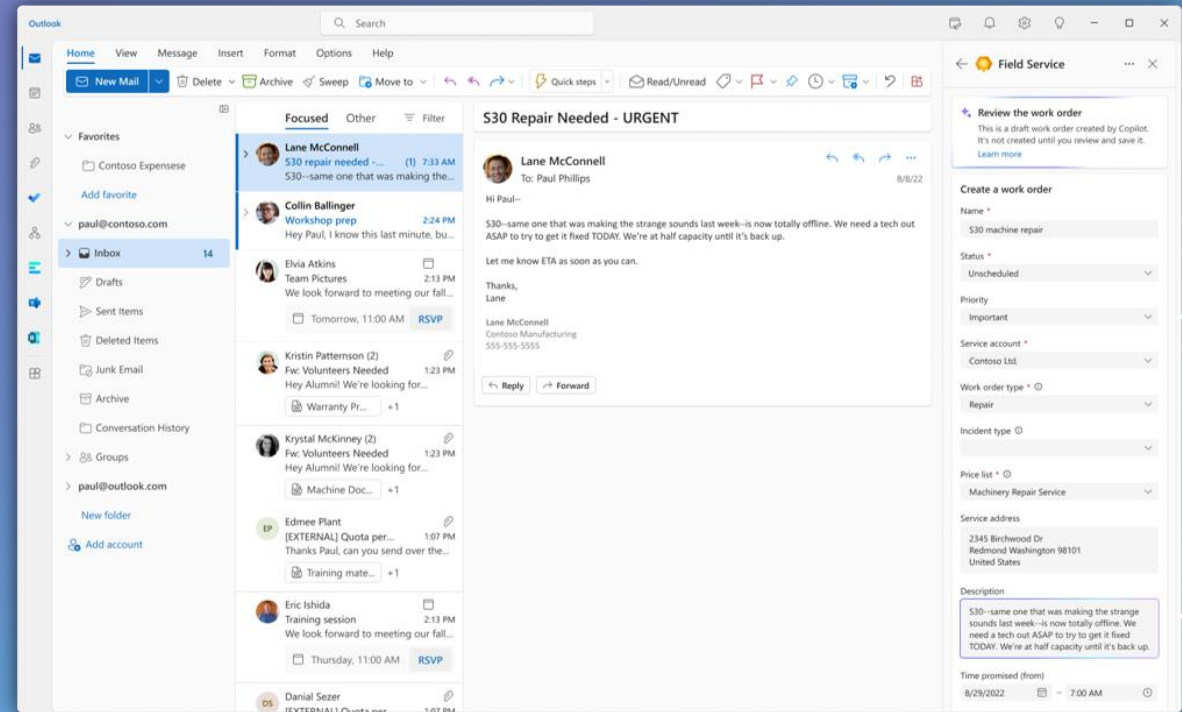
The Copilot help pane in Outlook

Work Order Creation

With Copilot, customer e-mails are pre-populated into draft work orders to review in Outlook. With one click, summary data can be saved to Field Service, keeping it user-friendly.

Email threads provide context for essential work order fields

[Work with Field Service in Outlook \(frontline managers\) - Dynamics 365 Field Service | Microsoft Learn](#)



Sentiment analysis helps suggest the right priority

Email summary saved concisely into Dynamics 365 Field Service

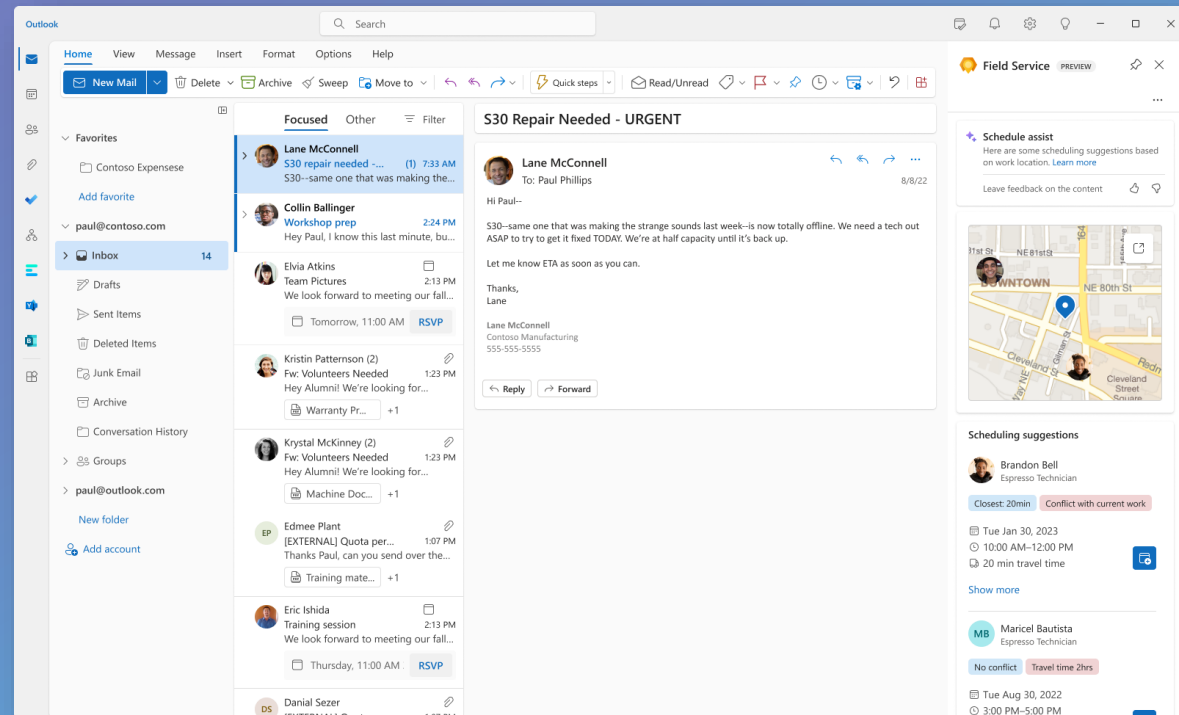
The Copilot help pane in Outlook

Get scheduling recommendations

Field Service Copilot keeps things simple with streamlined processes and support to help Jamie scheduling technicians with recommendations based on travel time, availability, skill set, and more.

It helps users with time-consuming tasks due to constantly changing windows, menus, and navigation.

Schedule or reschedule a work order



Schedule assist recommends a technician based on travel time, availability, and skill set

Additional choices keep the dispatcher in control

Streamline work order management in Teams

Business challenges

- Field Service Manager who use Teams for most of their daily communication, can find time-consuming and frustrating to switch between different tools to schedule Field Service Technicians.

With Copilot you can

- Field Service Manager can easily schedule work orders from Teams. The app suggests the best scheduling options based on various factors, such as technicians' skills and availability, distance to the customer site, agreed time slots, and the business unit.

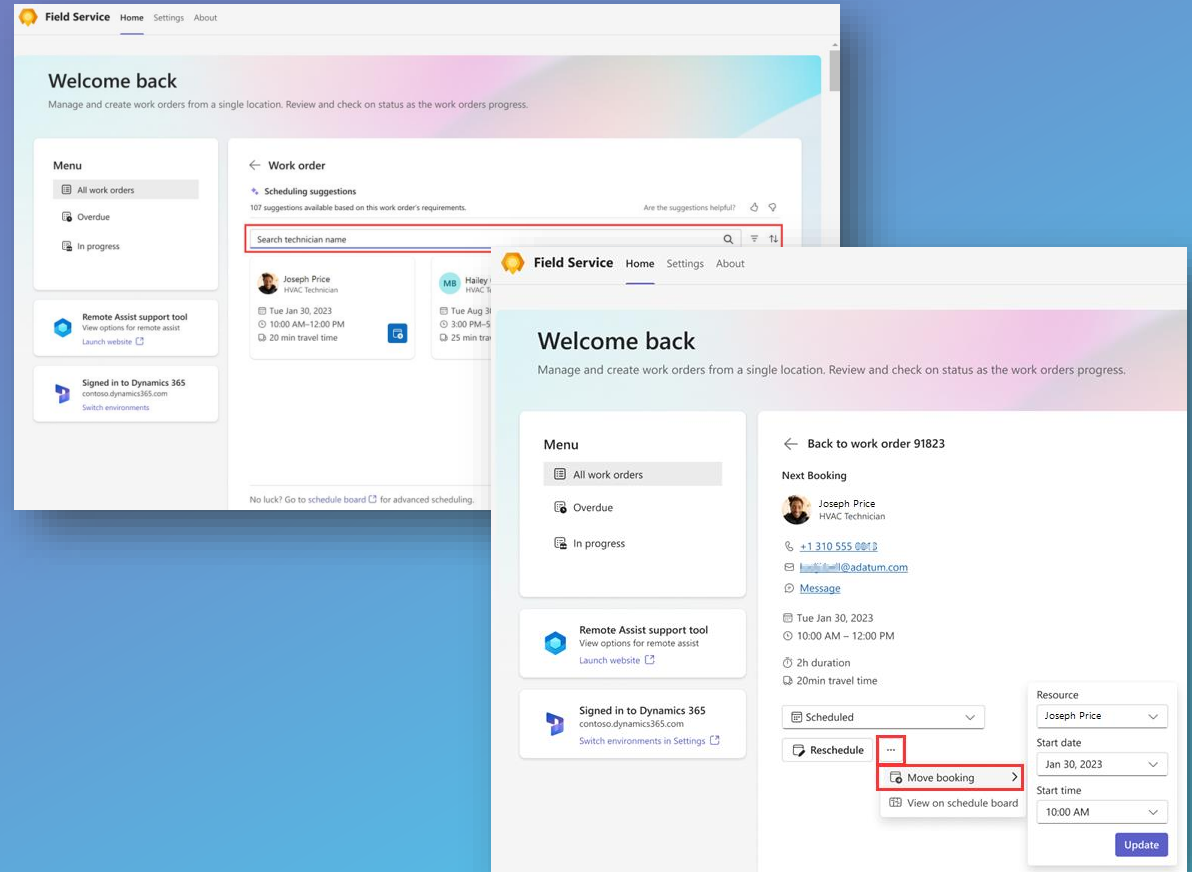
Copilot for Field Service in Microsoft Teams

Get scheduling suggestions in Teams

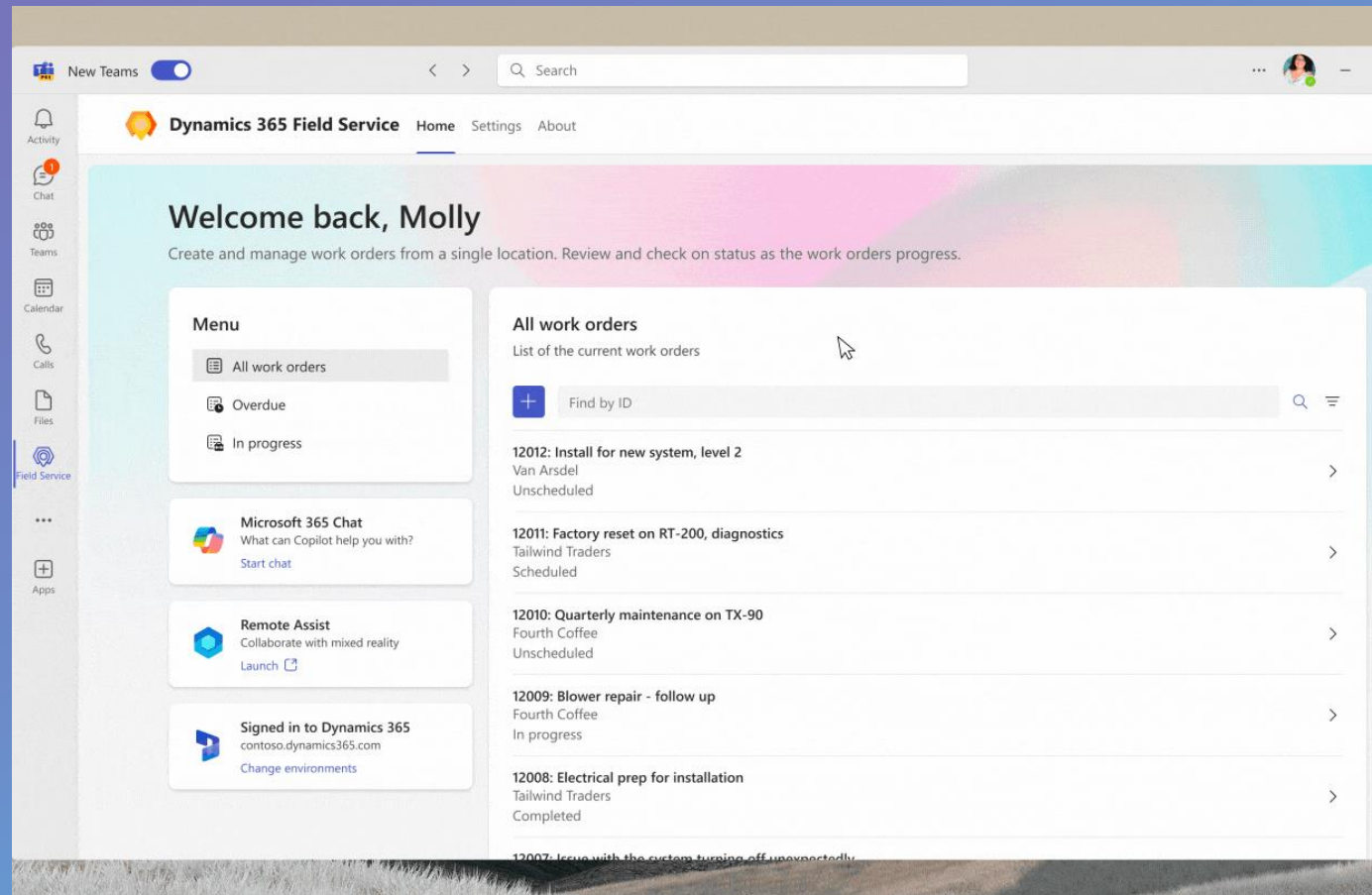
The Dynamics 365 Field Service app for Teams enables frontline managers to manage work orders without disrupting their workflow. Without leaving Teams, you can create, view, and edit work orders and quickly respond to requests for service or questions about existing requests.

Copilot for Field Service helps Field Service Managers schedule Work Orders. Scheduling suggestions are based on technicians' availability and skills, proximity to the customer's location, promised time windows, and the business unit.

[Schedule or reschedule a work order](#)



Copilot for Field Service in Teams



Getting answers faster with natural language search with Copilot in Microsoft Teams

Business challenges

- It's difficult to scale for wide-ranging customer service.
- Frontline workers are under pressure to resolve work orders quickly.
- Significant time is spent searching customer information, manuals, work order details, asset history and more.
- Industry stats
 - Mckinsey – 2 hr. /day
 - IDC - 30% of the workday

With Copilot you can

- Ask simple questions in natural language to help troubleshoot on the job.
- Search across all data, including guides and manuals, work orders, customer information, and more.
- Resolve high volumes of work orders efficiently.
- Improve CSAT and worker productivity.

M365 Copilot Chat

M365 Chat

Microsoft Copilot for Field Service work orders enables users to simply state what they need using natural language. For example, "What are the high priority work orders?" to receive a concise overview of the key work orders.

Users with Teams as my main communication platform, have a quick way to get important information regarding work orders without having to switch to different tools.

Frontline Workers have this feature on Mobile devices.

[Dynamics 365 Field Service Plugin for Microsoft Copilot \(preview\) - Dynamics 365 Field Service | Microsoft Learn](#)

The screenshot displays the Microsoft Copilot chat interface. At the top, the header shows the Microsoft Copilot logo and the time 3:06 PM. A user prompt asks to show in-progress work orders in a table format. The Copilot response includes a table of work orders and a follow-up question. The table has five columns: Work Order ID, Work Order Type, Service Account, Primary Incident Type, and System Status. Below the table, there is a 'Copy' button and a status bar indicating 28 of 30 responses and a disclaimer about AI-generated content. A second user prompt asks for the most recent work order from a frontline worker, and the Copilot response provides details about a specific work order.

Microsoft Copilot 3:06 PM

Show me in progress work orders in a table format

Copilot 3:06 PM

Here is a table of the in-progress work orders from Dynamics 365 Field Service:

Work Order ID	Work Order Type	Service Account	Primary Incident Type	System Status
00004	Service Call	Contoso Coffee	Thermostat is broken	In Progress
00006	Service Call	Adventure Works	Fan Out	In Progress
00007	Service Call	City Power & Light (sample)	Fan Out	In Progress
00008	Service Call	Coina Diagnostic	MRI Cycle is too long	In Progress
00015	Service Call	Contoso Pharmaceuticals (sample)	Printer Issue	In Progress
00029	Service Call	Margie's Travel	Camera Down	In Progress
00030	Service Call	Munson's Pickles and Preserves Farm	Thermostat is broken	In Progress
00031	Service Call	Ried Publishers	MRI Cycle is too long	In Progress
00034	Service Call	Northwind Traders	Camera Down	In Progress
00038	Inspection	School of Fine Art	Regulatory Inspection	In Progress

Is there anything else you would like to know?

Copy

28 of 30 responses AI-generated content may be incorrect

3:06 PM

What is the most recent work order from frontline worker?

Copilot 3:06 PM

The most recent work order from a frontline worker is an **Inspection** work order with the name **00050**. It was created on **11/15/2023 11:52 AM** for **City Medical Systems Suite**. The work location is **Onsite** and the primary incident type is **MRI Inspection**. The work order is currently **In Progress**. The booking for this work order was created on **11/15/2023 11:53 AM** by **Mikaela Lee** for the resource **Maya Robinson**. The booking status is **In Progress**.

Copy

Ask Copilot questions using a natural language

*Requires the "Microsoft 365 Copilot" license

What early adopters are saying about Copilot...

"Game changer for frontline teams"

"Game changer for frontline teams"

"Game changer for frontline teams"

"Reduce admin burden"

"Reduce admin burden"

"Reduce admin burden"

"Reduce admin burden"

"Quicker response times"

"Quicker response times"

"Quicker response times"

"Quicker response times"

"Stay in the flow of work"

"Stay in the flow of work"

"Stay in the flow of work"

"Faster way of working"

"Faster way of working"

"Faster way of working"

"Faster way of working"

"Access to information faster"

"Access to information faster"

"Access to information faster"

"Increase the speed of customer responses"

"Increase the speed of customer responses"

Customer & Partner Reactions

HITACHI

"We are excited to introduce Copilot in Dynamics 365 Field Service to our clients in the Property and Housing market because we see the power in simplicity. Whether it be our clients raising responsive repairs for their homes to get the right person with the right skill, ...management of their business plans, inventory, ...Copilot enables frontline teams to go from issue to resolution in just a few clicks."



"I'm pleasantly surprised how well it works across all email types and I see this as massive value to our customers."



"I am really excited about Copilot as I believe it will completely change the way our employees interact with Field Service. It will be a game changer for our field service and frontline teams, allowing them to enhance best-in-class service by getting access to the information they need when they need it."



"What pleasantly surprised us was how the enhanced work order form and view features provide a streamlined experience which will greatly improve efficiencies for end users. The integration of Dynamics 365 Field Service and Microsoft 365 allows users to work in applications most familiar to them and still stay connected and informed on all matters related to Field Service."

Case studies & Social Media Campaigns:

G&J Pepsi: [Microsoft Customer Story-Dynamics 365 quenches G&J Pepsi-Cola Bottlers' thirst for innovation, integration, and agility](#)

Hitachi: [AI at your service with Copilot in Microsoft Dynamics 365 Field Service](#)

Joulz & 9altitudes: [Field Service extends business transformation for core industries.](#)

Field Service Copilot supported geographies, regions



Available regions

- Copilot enabled/ON by default

Supported languages

English and local languages such as Dutch, French, German, Italian, Japanese, Korean, Norwegian, Portuguese, and Spanish and more



When Data will move across regions

Data movement across regions is required when an Azure OpenAI Service endpoint isn't available in the same location and your Dynamics 365 environment

If your environment is hosted on a specific region as London or France, the data will not move outside Europe but is considered across region anyway as there isn't any Open AI endpoint on same location

Data Movement required

Dynamics 365 geography	Azure OpenAI geography
Asia Pacific	United States
Australia	United States
Canada	United States
Europe	Europe
France	Europe
Germany	Europe
India	United States
Japan	United States
Korea	United States
Norway	Europe
Singapore	United States
South Africa	United States
South America	United States
Switzerland	Europe
United Arab Emirates	United States
United Kingdom	Europe
United States	United States

Field Service Copilot supported languages

Today, Field Service Copilot already supports many Languages:

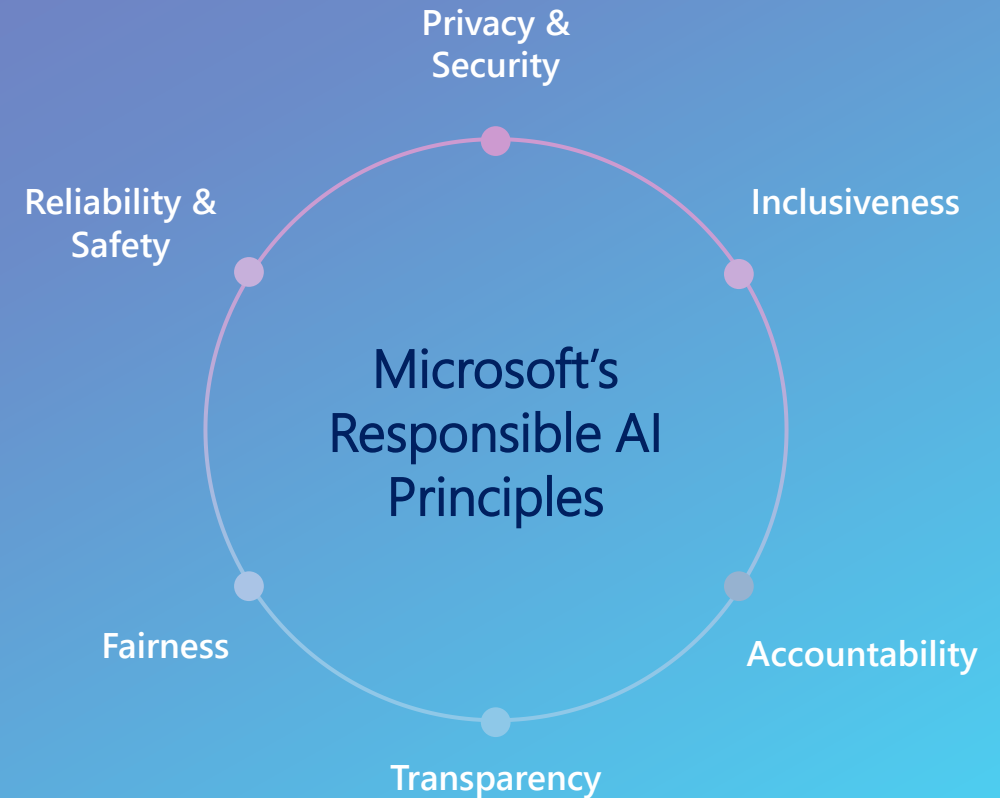
Language	Locale	Language	Locale
Basque (Basque)	eu-ES	Kazakh (Kazakhstan)	kk-KZ
Bulgarian (Bulgaria)	bg-BG	Korean (Korea)	ko-KR
Catalan (Catalan)	ca-ES	Latvian (Latvia)	lv-LV
Chinese (Simplified, PRC)	zh-CN	Lithuanian (Lithuania)	lt-LT
Chinese (Taiwan)	zh-TW	Malay (Malaysia)	ms-MY
Chinese (Hong Kong)	zh-HK	Norwegian (Bokmal)	nb-NO
Croatian (Croatia)	hr-HR	Polish (Poland)	pl-PL
Czech (Czech Republic)	cs-CZ	Portuguese (Brazil)	pt-BR
Danish (Denmark)	da-DK	Portuguese (Portugal)	pt-PT
Dutch (Netherlands)	nl-NL	Romanian (Romania)	ro-RO
English (United States)	en-US	Russian (Russia)	ru-RU
Estonian (Estonia)	et-EE	Serbian (Cyrillic, Serbian)	sr-Cyrl-RS
Finnish (Finland)	fi-FI	Serbian (Latin, Serbia and Montenegro)	sr-Latn-RS
French (France)	fr-FR	Slovak (Slovakia)	sk-SK
Galician (Galician)	gl-ES	Slovenian (Slovenia)	sl-SI
German (Germany)	de-DE	Spanish (Spain)	es-ES
Greek (Greece)	el-GR	Swedish (Sweden)	sv-SE
Hindi (India)	hi-IN	Thai (Thailand)	th-TH
Hungarian (Hungary)	hu-HU	Turkish (Turkey)	tr-TR
Indonesian (Indonesia)	id-ID	Ukrainian (Ukraine)	uk-UA
Italian (Italy)	it-IT	Vietnamese (Vietnam)	vi-VN
Japanese (Japan)	ja-JP		

Responsible AI

Trust, security, and compliance

Microsoft Cloud runs on trust

- Your data is your data.
- Your data from any fine-tuning is not used to train the foundational AI models.
- Your data is protected by the most comprehensive enterprise compliance security controls.



Responsible AI

Data Security Principles

The Azure OpenAI Service is fully controlled by Microsoft; Microsoft hosts the OpenAI models in Microsoft's Azure environment and the Service does NOT interact with any services operated by OpenAI (e.g. ChatGPT, or the OpenAI API).

Your prompts (inputs) and completions (outputs):

- are NOT available to other customers.
- are NOT available to OpenAI.
- are NOT used to improve OpenAI models.
- are NOT used to improve any Microsoft or 3rd party products or services.

To learn more about Azure AI Service data privacy and security reference [Data, privacy, and security for Azure OpenAI Service](#). To learn more about Microsoft Copilot data privacy, read our [Privacy Statement](#).

Responsible AI

What kind of security and compliance does Copilot offer?

CSA STAR Certification	
CSA STAR Attestation	●
ISO 20000-1:2018	
ISO 22301:2019	
ISO 27001:2013	●
ISO 27017:2015	●
ISO 27018:2019	●
ISO 27701:2019	●
ISO 9001:2015	
SOC 1, 2, 3	●
GSMA SAS-SM	
HIPAA BAA	●
HITRUST	

K-ISMS	
PCI 3DS	
PCI DSS	
Australia IRAP	
Germany C5	●
Singapore MTCS Level 3	
Spain ENS High	
Singapore OSPAR	

Copilot uses GPT models in Microsoft's Azure OpenAI Service. Azure OpenAI Service runs on the Azure global infrastructure to meet your production needs, such as critical enterprise security, compliance, and regional availability

Responsible AI

How does Copilot protect customer data?

Copilot is compliant with our existing privacy, security, and compliance commitments to our customers.

- **Multiple forms of protection to safeguard organizational data.** Service-side technologies are utilized to encrypt customer content both at rest and in transit, ensuring robust security measures. For comprehensive information on encryption protocols, go to [Encryption in the Microsoft Cloud](#). Connections are safeguarded using Transport Layer Security (TLS). The transmission of data from Dynamics 365 and Power Platform to Azure OpenAI Service is facilitated through the Microsoft backbone network to ensure the reliability and safety of the transfer.
- **Architected to protect tenant, group, and individual data.** We know data leakage is a concern for customers. Large Language Models (LLMs) are not further trained on, or learn from, your tenant data or your prompts. Within your tenant, our permissions model provides safeguards and enterprise-grade security as seen in our Azure offerings. On an individual level, Copilot presents data that only you can access using the same technology that we've been using for years to secure customer data.
- **Built on Microsoft's comprehensive approach to security, compliance, and privacy.** Copilot is integrated into Microsoft services like Dynamics 365 and Power Platform and inherits these products' security, compliance, and privacy policies and processes. Multi-factor authentication, compliance boundaries, privacy protections, and more make Copilot the AI solution you can trust.

Responsible AI

Does Copilot meet requirements for regulatory compliance mandates?

Microsoft is offering Copilot within the Dynamics 365 and Power Platform ecosystem.

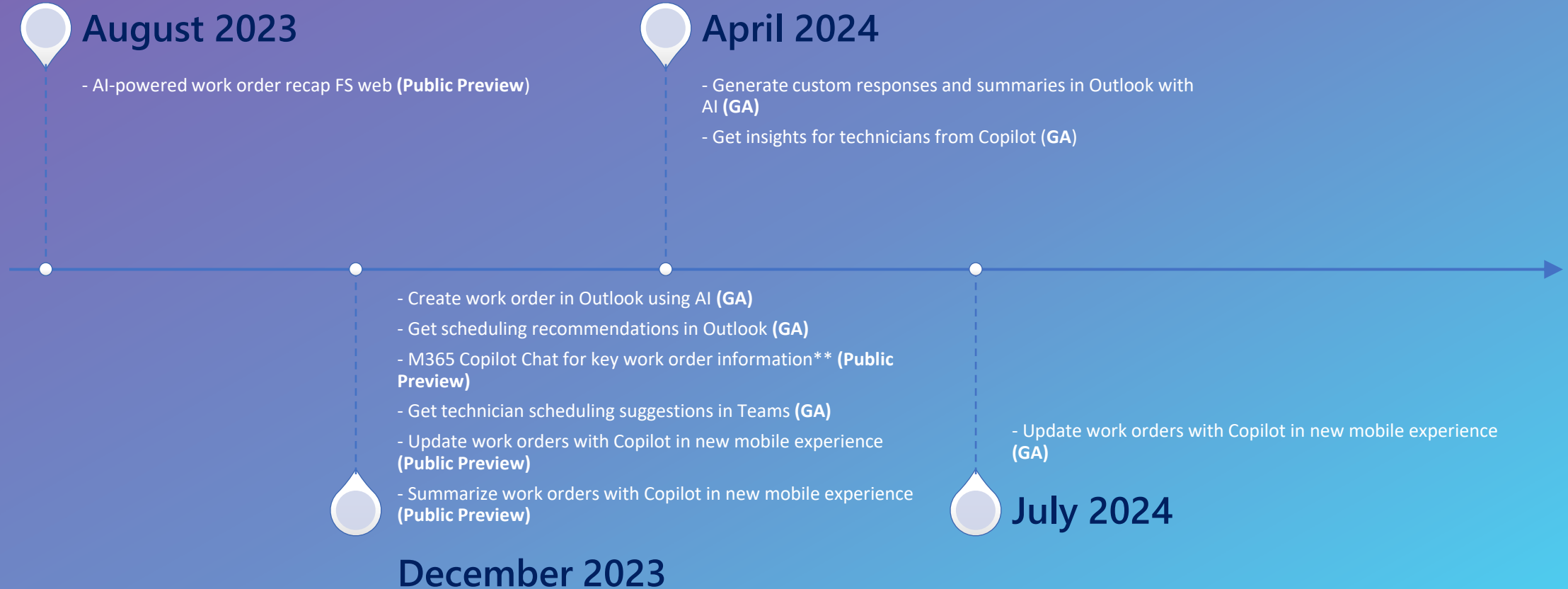
For details on the regulatory certifications of a Microsoft service, go to [Service Trust Portal](#).

Additionally, Copilot adheres to our commitment to responsible AI, which is put into action through our [Responsible AI Standard](#).

As regulation in AI evolves, Microsoft will continue to adapt and respond to future regulatory requirements in this space.

Dynamics 365 and Power Platform [trust](#) documentation provides comprehensive information about customer data locations, and compliance with global, regional, and industry-specific requirements for managing data.

Field Service Copilot Feature Timeline*



*Important! Some of the functionality described in this Timeline has not been released. Delivery timelines may change and projected functionality may not be released.

**Requires the "Microsoft 365 Copilot license".

Next steps

Turn it on: Enable Copilot for Field Service features to immediately assess and show business value. For example, customers have turned on the Work Order Summary and Work Order creation from Outlook today.

For preview features these should be enabled in non-production environments.

Partner with us: We are investing significantly in the upcoming months on more Copilot features. We want to work closely with our customers to help to shape these features.

THANK YOU

Provide feedback on feature enhancements or new ideas
[Ideas List \(dynamics.com\)](#)

[Provide your feedback directly to us anonymously](#)