



Agentes: Un nuevo paradigma BC friendly

Toni Granell

Ramón Rautenstrauch

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TONI GRANELL

- Microsoft Bizz Apps MVP & MVS
- DQS & Nextraining Microsoft Ambassador
- IAMCP Spain Regional Director Baleares
- Administrador Global Communities: AI & Low Code

<https://www.linkedin.com/in/tgranell/>

<https://www.meetup.com/es-ES/ai-low-code/>



LOS COPILOTOS DE LA SESIÓN

RAMÓN RAUTENSTRAUCH

- Microsoft Copilot MVP 🤖.
- Apasionado ❤️ del Marketing & CMO 🎉.
- Evangelista Copilot 🤖.
- Consultor de IA y Dynamics 365 🎉.
- Friki de la tecnología y de experimentar con la IA.

<https://www.linkedin.com/in/ramonrautenstrauch/>

<https://www.consultor365.com/>

<https://twitter.com/ramonrauten>



Innovación Continua



Innovación Continua

Funcionalidades potenciadas con Copilot



Autorrelleno de campos

Sugerencia
automática
de los valores
de campos



Automatización de procesos de pagos

Extracción de
importes y
correspondencia
en facturas



Chat con Copilot

Ayuda en
el uso de
las apps
instaladas

Innovación Continua

Mejora en la coincidencia de líneas de órdenes de compra

•Copilot analiza las líneas de órdenes de compra para detectar discrepancias y sugerir correcciones, mejorando la exactitud de los procesos de compra.

Sugerencias de emisiones de gases en diarios de sostenibilidad

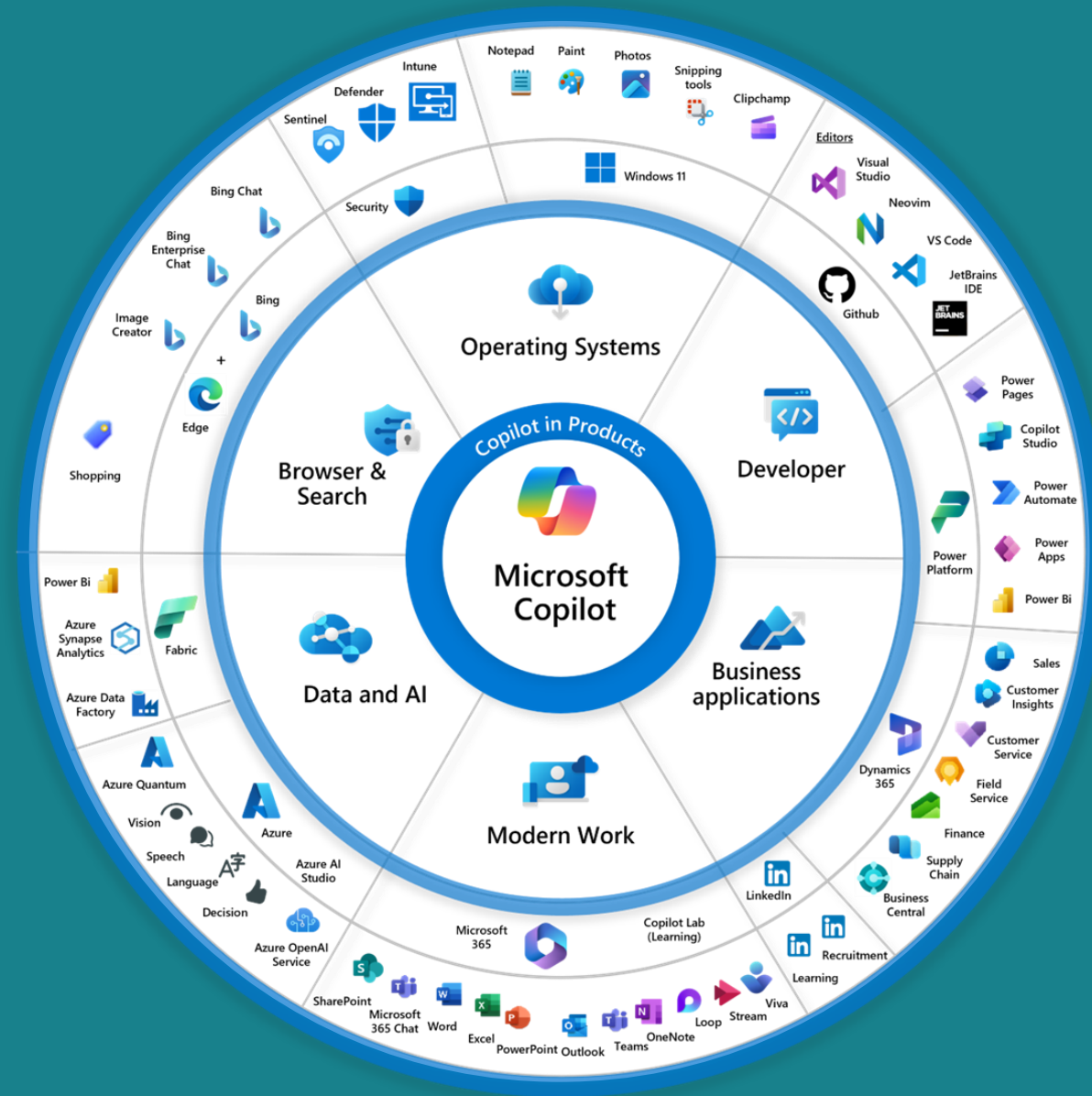
Copilot ayuda a estimar las emisiones de gases de efecto invernadero con base en las descripciones introducidas, facilitando la gestión medioambiental.

Resumen de registros con Copilot

Permite generar resúmenes de registros complejos en Business Central, ofreciendo una visión clara y simplificada de la información.

Automatización del proceso de pedidos de venta (Sales Order Agent)

El Agente de Pedidos de Venta automatiza la toma de pedidos a partir de correos electrónicos, gestionando todo el flujo desde la recepción hasta la creación y confirmación del pedido.



Get started

Hi, meet

You're all set to explore on your own

Show demo

Activities ▾

Sales This Month

\$1,906

> See more


Ongoing Sales

Sales Quotes	Sales Orders	Completely Re... from Stock	Sales Invoices	Purchase Orders	Ongoing Purc... Invoices	Purch. Invoices... Next Week
11	13	0	7	14	3	0
>	>	>	>	>	>	>

Configure Sales Order Agent [Preview](#) [Terms of use](#) [Learn more](#)

Choose how the agent helps with inquiries, quotes, and orders.

☒ Active



Sales Order Agent

By Microsoft

Coworkers can use this agent. [Manage user access](#)

Summary

Monitors incoming emails for sales inquiries, matches senders to registered customers, checks inventory, and creates quotes. When sending quotes, the agent processes replies, and converts accepted quotes into orders.

Monitor incoming information ☒

The agent will read messages in these channels:

☒ Mailbox

Mail... orders@cronus.com

☒ Update

Dynamics 365 Business Central

CRONUS USA, Inc. | < Finance Cash Management > | ≡ **SO** ²


Customers Vendors Items Bank Accounts Chart of Accounts

Get started


Hi, meet Business Central!

You're all set to try out our demo company, Cronus. Go explore on your own, or take a quick tour first.

Show demo tours

Copilot PREVIEW 

Tasks

Sales Order Agent 

Needs attention

- #0009 - Review incoming
Email from Ian Deberry
Incoming message, Ian Deberry from ...
- #0007 - Review to send
Email from Robert Townes
Outgoing message, Inform the custom...

Recent

- ✓ #0008 - 4 hours ago
Email from Helen Ray
Outgoing message, Inform Helen Ray ...
- ✓ #0006 - 3 days ago
Email from Meagan Bond
Outgoing message, Inform Helen Ray ...

Some features connect to other Microsoft services



POWER PLATFORM



Power Apps



Copilot



Copilot Studio



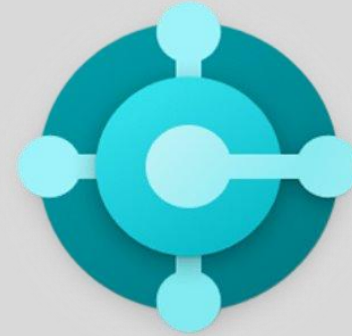
Azure AI Foundry



Power Automate

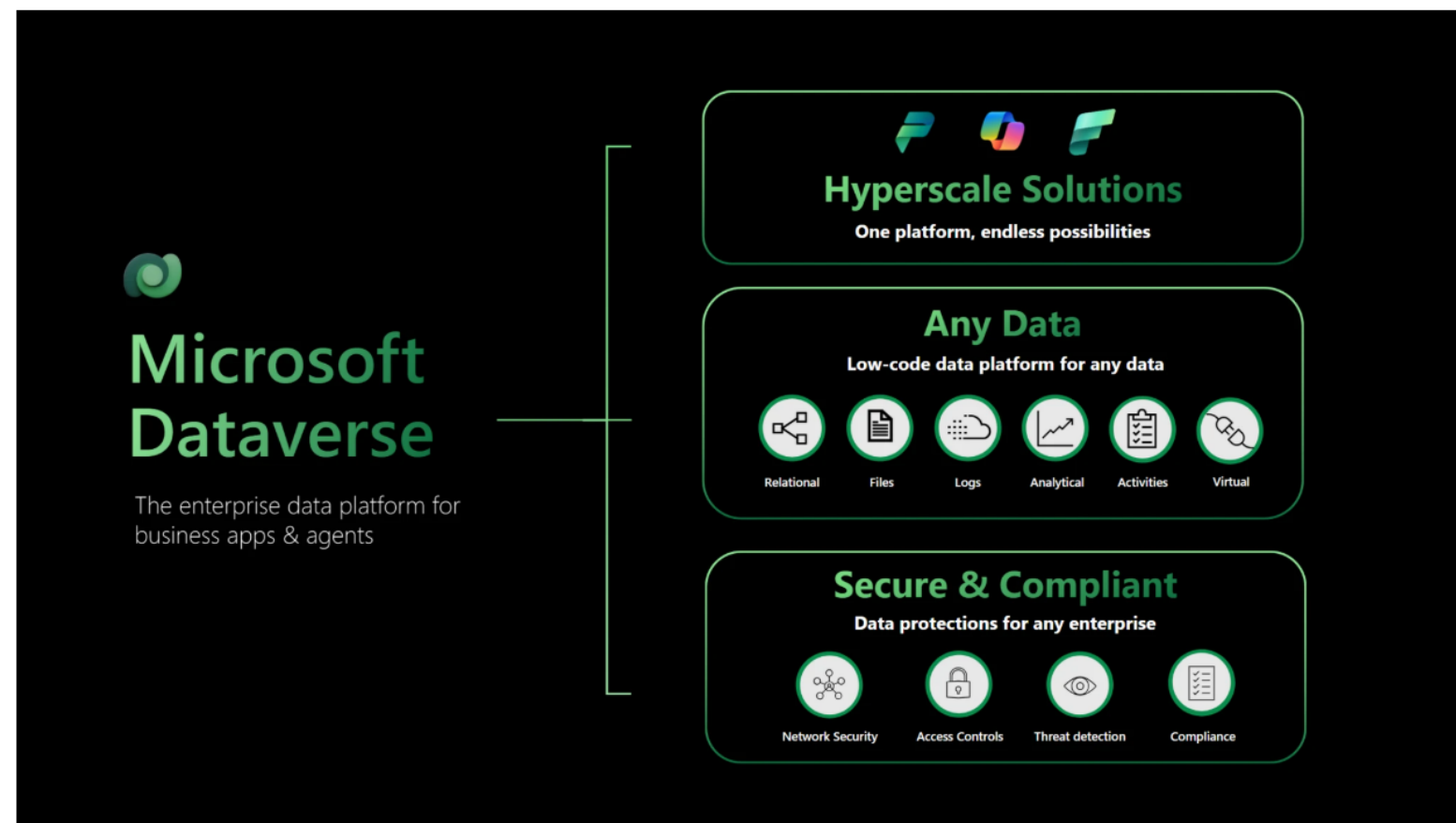


Microsoft Power Pages

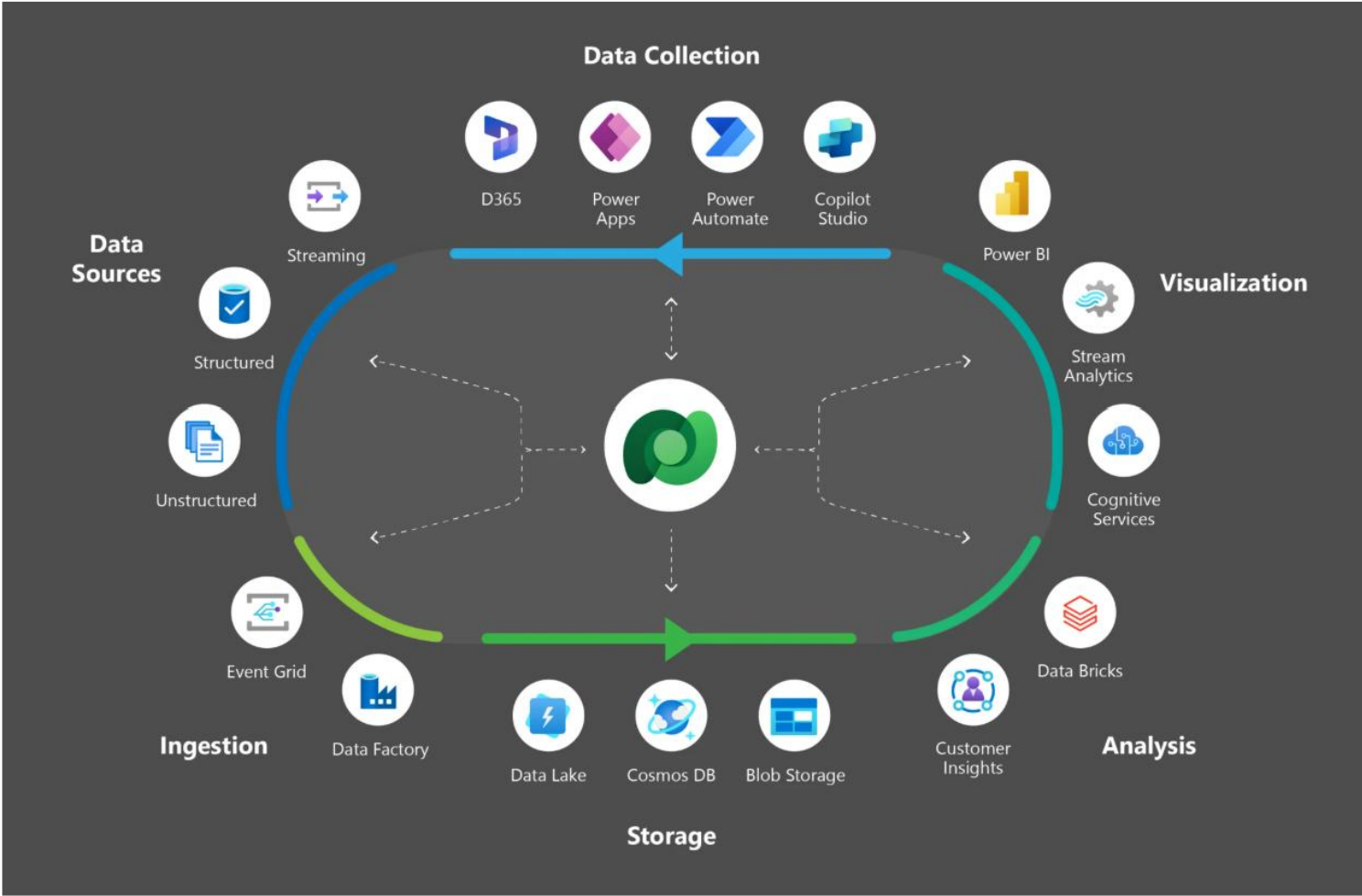


Microsoft Dynamics 365
Business Central

Microsoft Dataverse: Enterprise Data Platform



Modern Data Platform Architecture



La mayoría de las organizaciones aprovecharán las herramientas de desarrollo sin programación para al menos **el 30 % de sus iniciativas de IA y automatización**, lo que ayuda a escalar la transformación digital (DX) y a democratizar la IA.³

Conecta a los copilotos en una plataforma "low-code"

Integración perfecta con Power Platform o Dataverse, entre muchas otras opciones.



Power Apps

Publica sin esfuerzo un copiloto en tu Power App para obtener asistencia conversacional.



Power Automate

Automatiza en y dentro de tus sistemas empresariales con la automatización robótica de procesos (RPA), la automatización digital de procesos (DPA) y las capacidades de API.



Power Pages

Incluye un copiloto en tus sitios con capacidad de respuesta sin programación gracias a la asistencia de la IA generativa sobre tus datos.



Power BI

Consulta análisis personalizados para tu copiloto que atiendan a tus necesidades específicas.



Dataverse

Consulta tus proyectos de aplicaciones empresariales y "low-code".



AI Builder

Crea, entrena y publica modelos de IA sin una sola línea de código.

La oportunidad para la IA conversacional

El 80 %

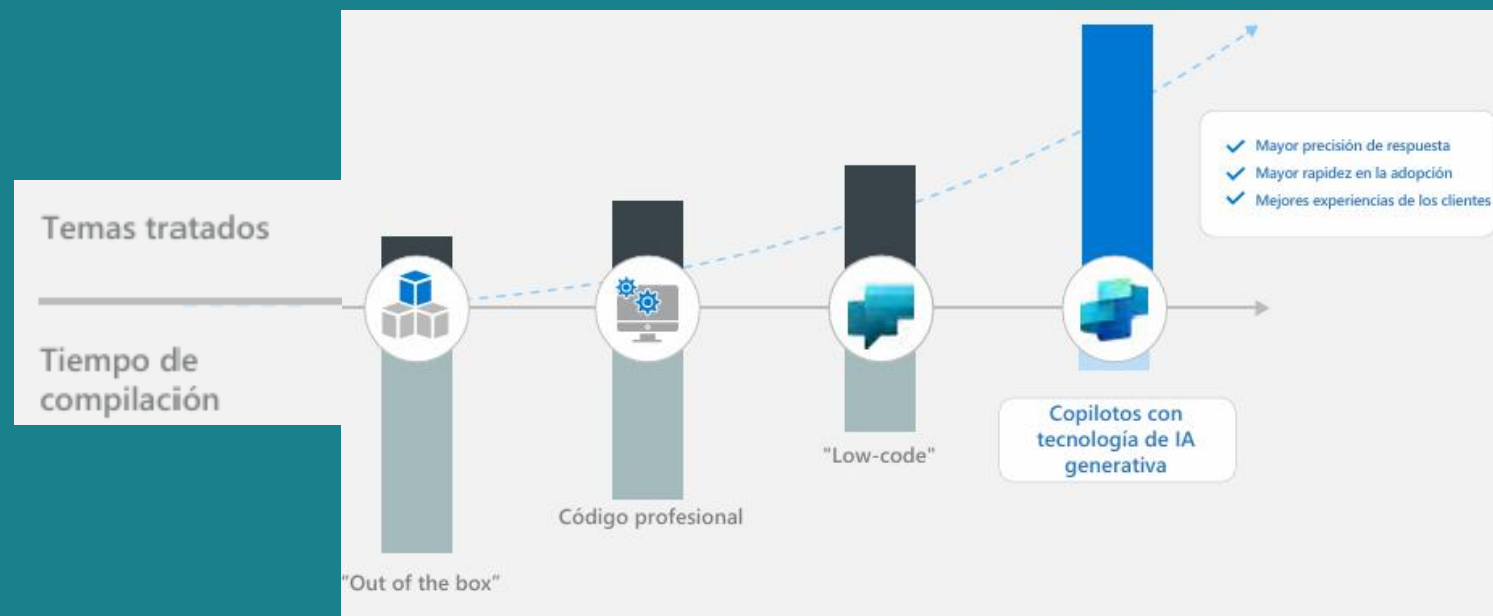
de las aplicaciones empresariales incorporará un asistente de conversación virtual para realizar tareas de obtención y generación de contenido en 2025.¹

80.000 millones de USD

es la reducción prevista de los costes de mano de obra de los agentes mediante implementaciones de inteligencia artificial conversacional dentro de los centros de contacto para 2026.²

El 80 %

de las ofertas de IA conversacional tendrán IA generativa integrada para 2025.¹



Home

Create


Agents

Library

Copilot Studio


Environment
ESS Studio Recording


Create




New agent
Create an agent that leverages end-to-end generative AI for task completion, knowledge sharing, analytics, and more.

Featured
This AI-powered feature is currently in preview. [See terms](#)


**Store Operations (Preview)**
Improve the efficiency of retail frontline workers for managing daily activities


**Employee Self-Service**
Employee Self-Service extensibility pack offered through M65 Copilot via Copilot Studio admin


**Factory Operations (Preview)**
Helps enhance manufacturing operations.


Explore agents
This AI-powered feature is currently in preview. [See terms](#)


Allai-plus-machine-learning-dynamicsFinancial ServicesHumanResourcesOperationsSupplyChainSales


**Safe Travels**
Provides answers to common travel questions and related health and safety guidelines.


**Website Q&A**
Instantly answer user questions using the content of your web site or other knowledge.


**Team Navigator**
Assists employees in finding colleagues and their hierarchy within the organization using Microsoft Teams.


**IT Helpdesk**
Empowers employees to resolve issues and effortlessly create/view support tickets.


**Store Operations**
Improve the efficiency of retail frontline workers by enabling easy access to store procedures and policies.


**Financial Insights**
Help financial services professionals get quick and concise info from their org's financial documents and other available resources.


**Case Management**
Provide round-the-clock automated support to customers by understanding their issues and creating cases.


**Inclusivity**
Helps employees to have a safe place to ask questions and to learn how to activate inclusivity in a modern and diverse workforce.


**Sustainability Insights**
Enables users to easily get insights and data about a company's sustainability goals and progress


**Weather**
Your go-to assistant for getting weather forecast.

**Voice**
A Copilot with voice capabilities.


**Benefits**
Benefits Agent provides personalized information on various benefits offered by the employer that are tailored to employee's unique circumstances.

**Citizen Services**
Enable Public Sector organizations to build an agent with their publicly available websites to assist citizens navigate services and information.

**Self-Help**
Boost customer service with AI for faster, consistent, and efficient resolutions.

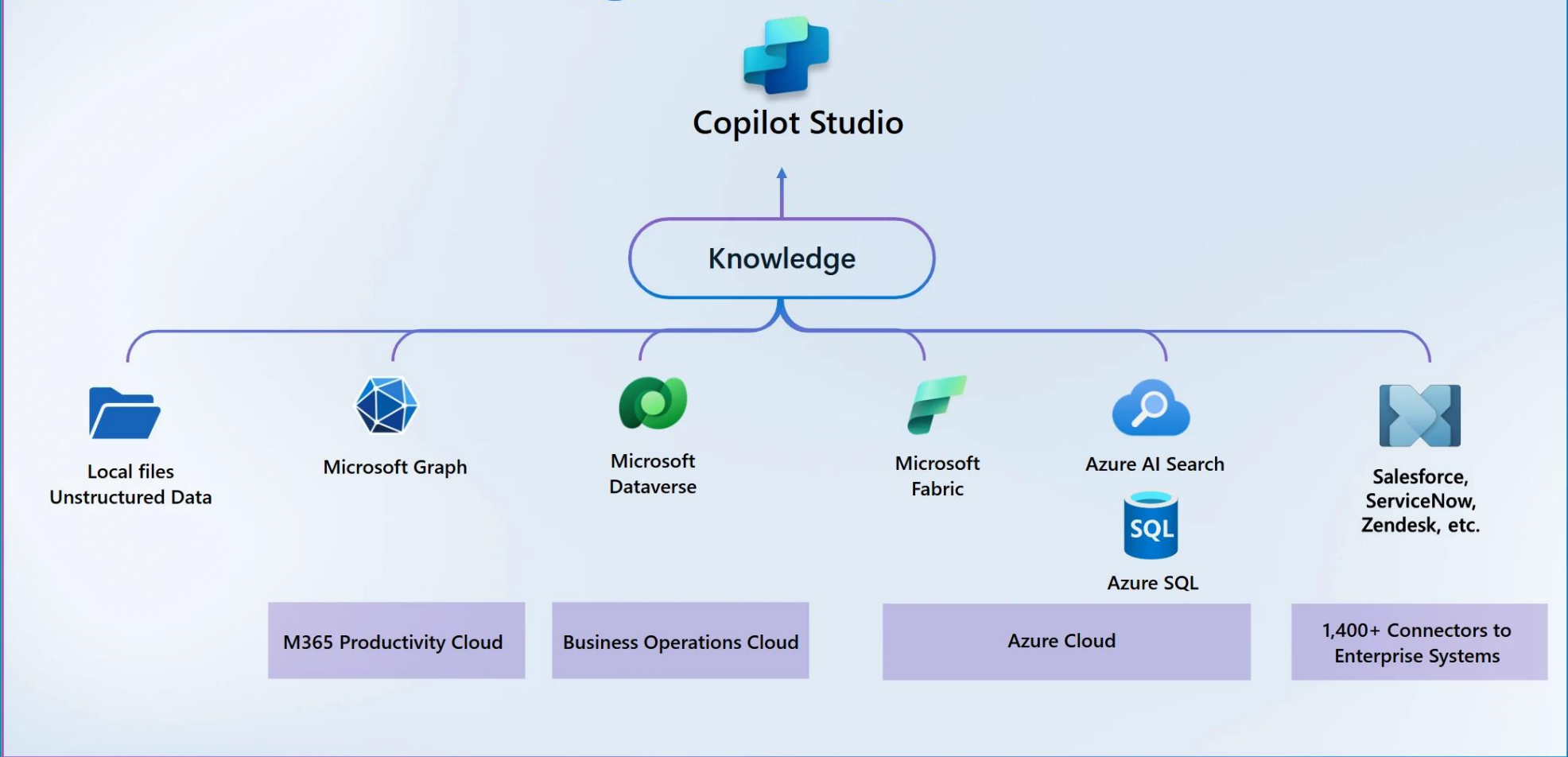
**Leave Management**
Streamline the time-off process for employees with AI-assisted leave requests and policy inquiry answers.

Search templates

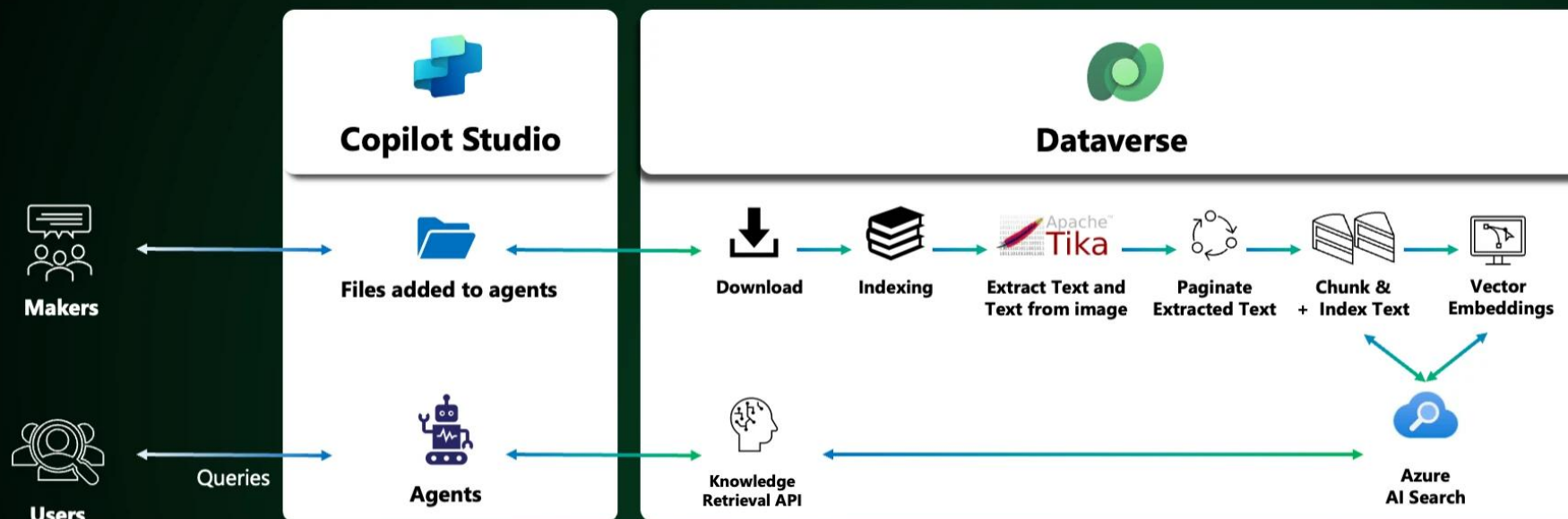


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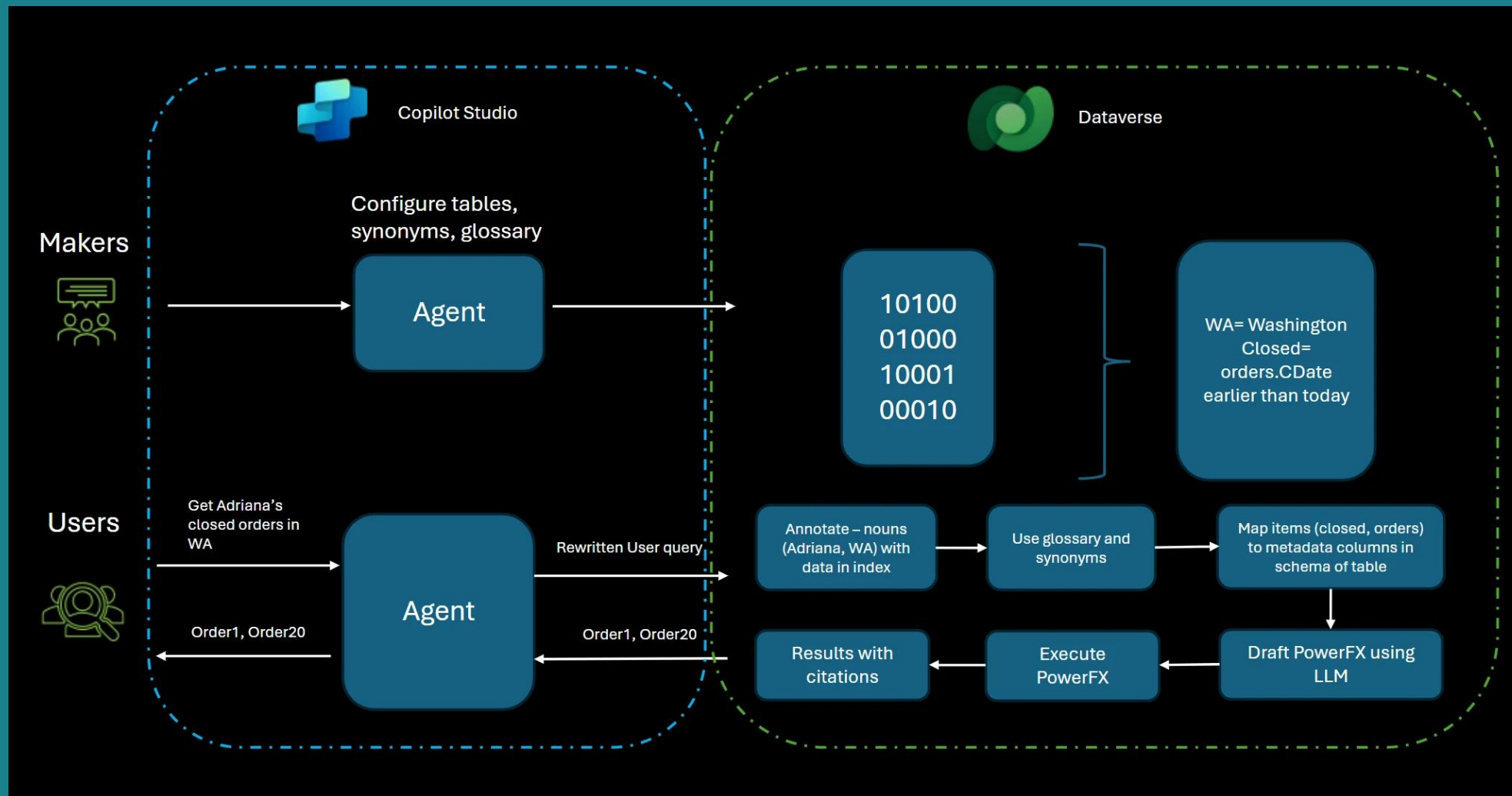
Knowledge in Copilot Studio



Unstructured Knowledge Sources Under the Hood



File types: HTML web pages, PDF, Excel, .CSV, Word documents (.doc, docs), or PowerPoints (.ppt, .pptx)

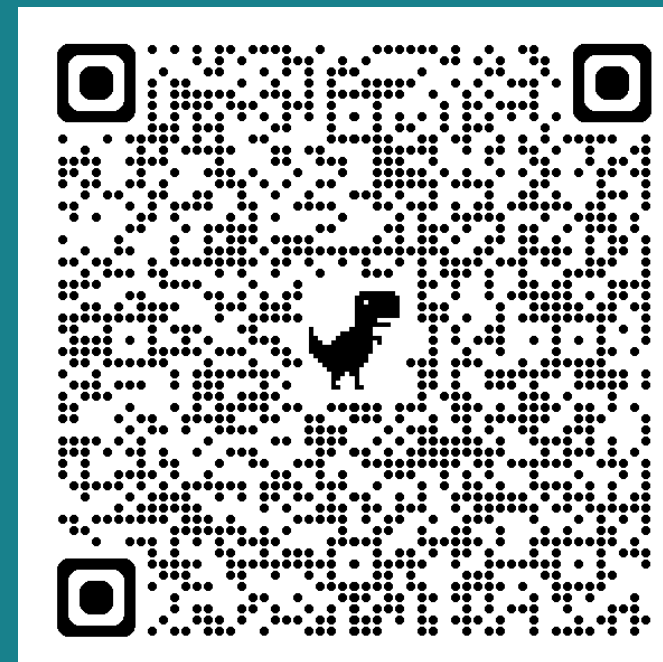


VIDEO

Explore agents pre-built for you in Microsoft Copilot Studio

By [Richard Riley](#), General Manager, Power Platform

<https://www.microsoft.com/en-us/microsoft-copilot/blog/copilot-studio/explore-agents-pre-built-for-you-in-microsoft-copilot-studio/>



Microsoft AI Skills Fest Challenge Sweepstakes

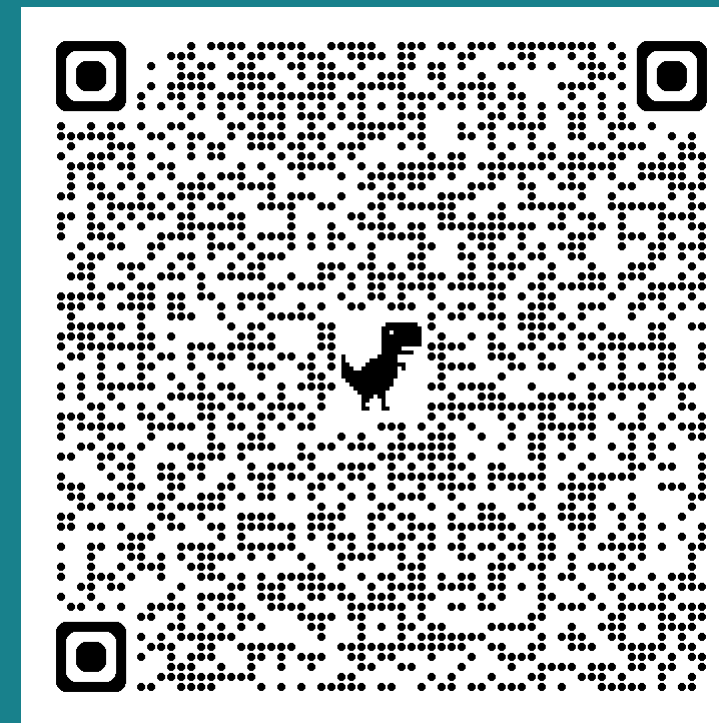
Unlock your potential and showcase your AI skills! As part of the **Microsoft AI Skills Fest Challenge**, we're celebrating 50 years of Microsoft innovation by giving away **50,000 free Microsoft Certification exam vouchers** in weekly prize drawings.

Only two steps needed to enter!

1. Start one of the qualifying [Microsoft AI Skills Fest Challenges](#).
2. Complete this form.

That's it! Once complete, you will have taken the next step toward winning a **100% discount voucher** for select Microsoft Certification exams. Winners will be drawn weekly, and all non-winning entries will roll over to the next drawing—so you only need to enter once!

Good luck, and happy learning! 🚀

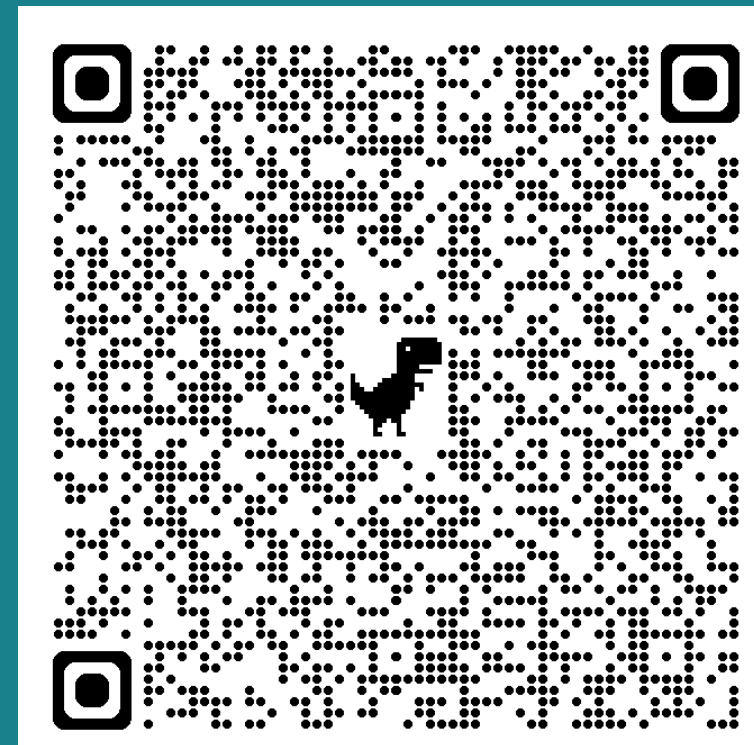


CHALLENGE

AI Skills Fest Challenge: Extend Microsoft 365 Copilot Chat and Microsoft Teams with agents and apps

Unlock the full potential of Microsoft 365 Copilot Chat and Microsoft Teams by extending their capabilities with custom apps and agents. This challenge guides you through essential modules to explore, manage, and enhance Teams, creating seamless workflows and boosting productivity.

Created by  Microsoft



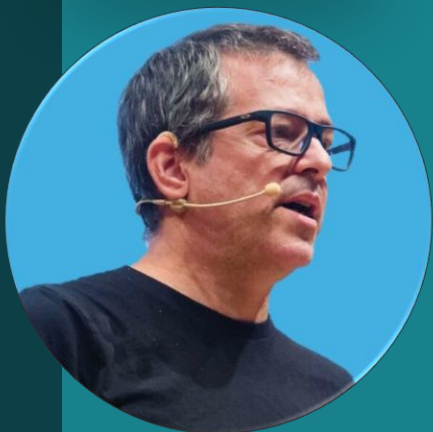
SI QUIERES ESTAR AL DÍA EN IA/COPILOT:



Magda Teruel



Toni Granell



David Hurtado



Ramón Rautenstrauch

SI QUIERES ESTAR AL DÍA EN DYNAMICS 365 BUSINESS CENTRAL:



Yun Zhu



Business Central YouTube



Stefano Demiliani



Alejandro Adelantado



iiiiGRACIAS!!!!



Toni Granell

<https://www.linkedin.com/in/tgranell/>



Ramón Rautenstrauch

<https://www.linkedin.com/in/ramonrautenstrauch/>

<https://www.consultor365.com/>

