

Dynamics 365 Business Central

DynUG 24. november 2026

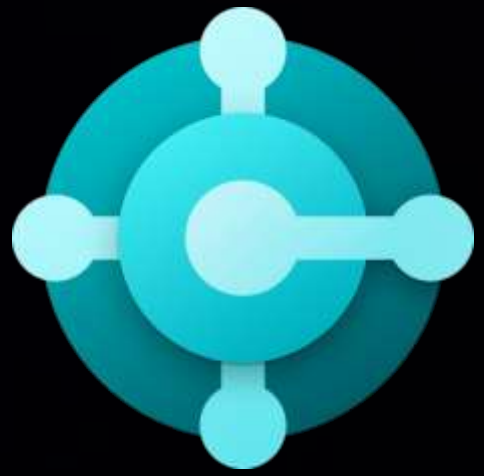
Peter Jakobsen
Solution Architect, Business Central
Microsoft Global Center of Excellence Team
peter.Jakobsen@microsoft.com
https://www.linkedin.com/in/peter-jakobsen-bc-rocks

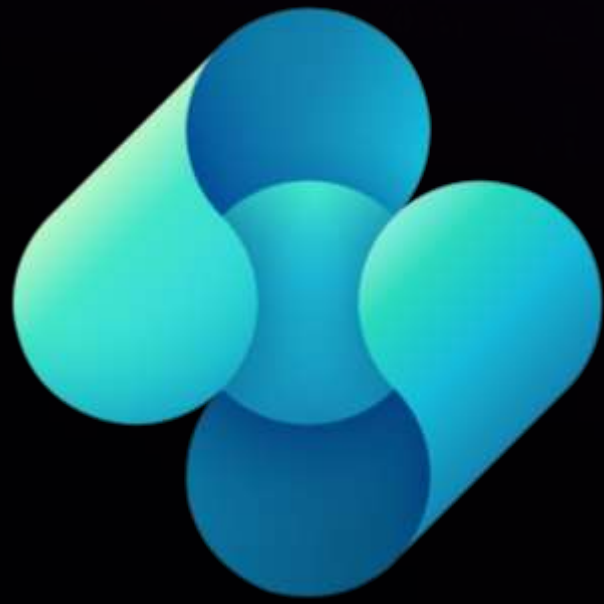
Confidential Microsoft Corporation

Microsoft Dynamics 365 Business Central through the years





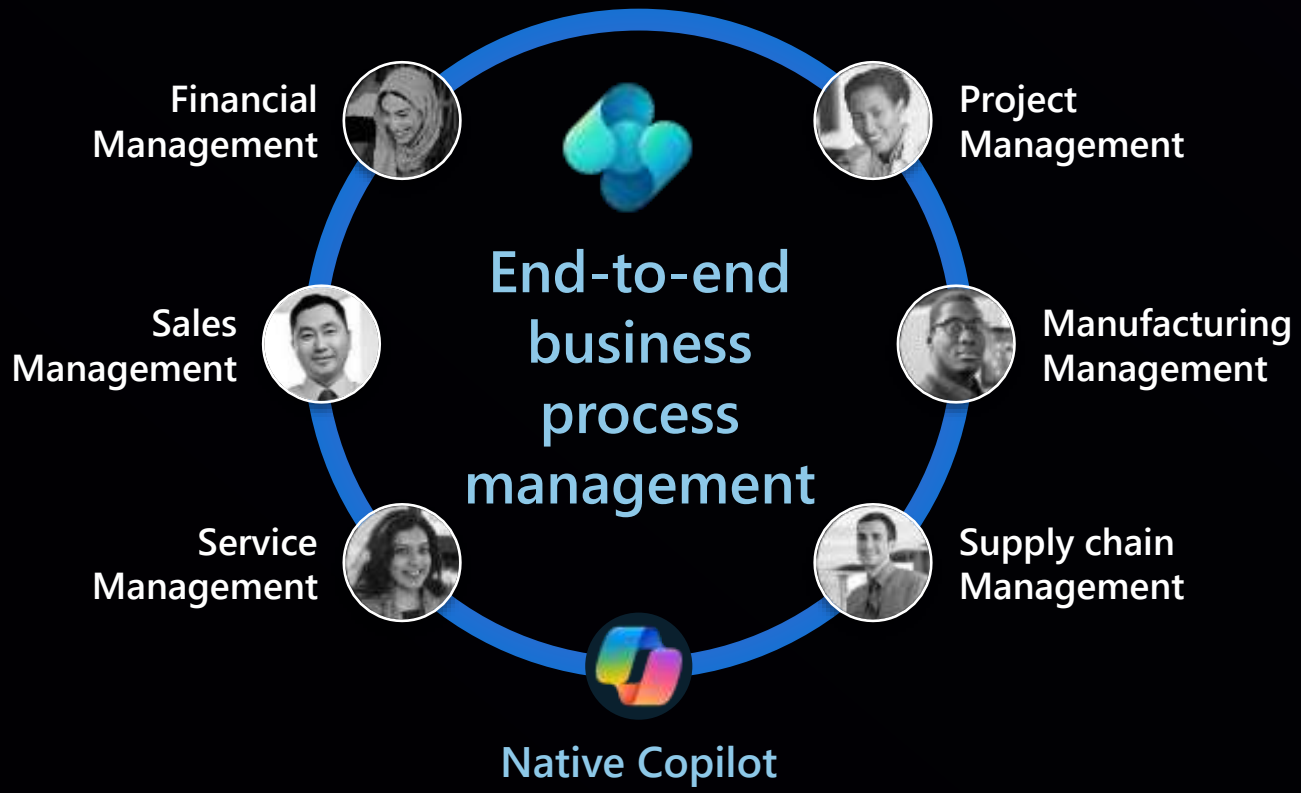




Pre 2018 — 2018 — 2021 — 2026 RW1...2

Dynamics 365 Business Central

Tailor-made for SMBs & Mid Market clients, with the full power of Microsoft AI



Enhanced and extended
with more than 10,000 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

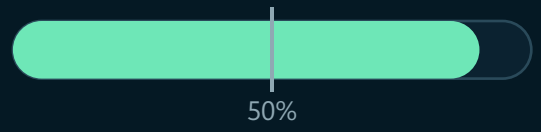
Classified as Microsoft Confidential

Nine in ten adopted. Six percent are winning.

AI adoption versus real profit impact

ADOPTED

9 in 10



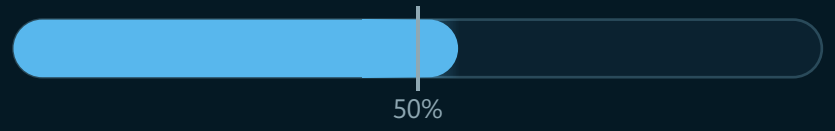
use AI in at least one business function

SCALING

Smaller companies **1 in 3**

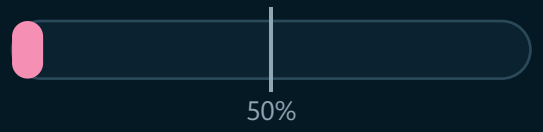


Large companies **More than half**



WINNING

6%



say AI has contributed real profit

Source: McKinsey, The State of AI in 2026: On the Road to ROI (August 2026). Global Survey, 1,719 participants, 4 May - 8 June 2026.

What are the six percent doing?

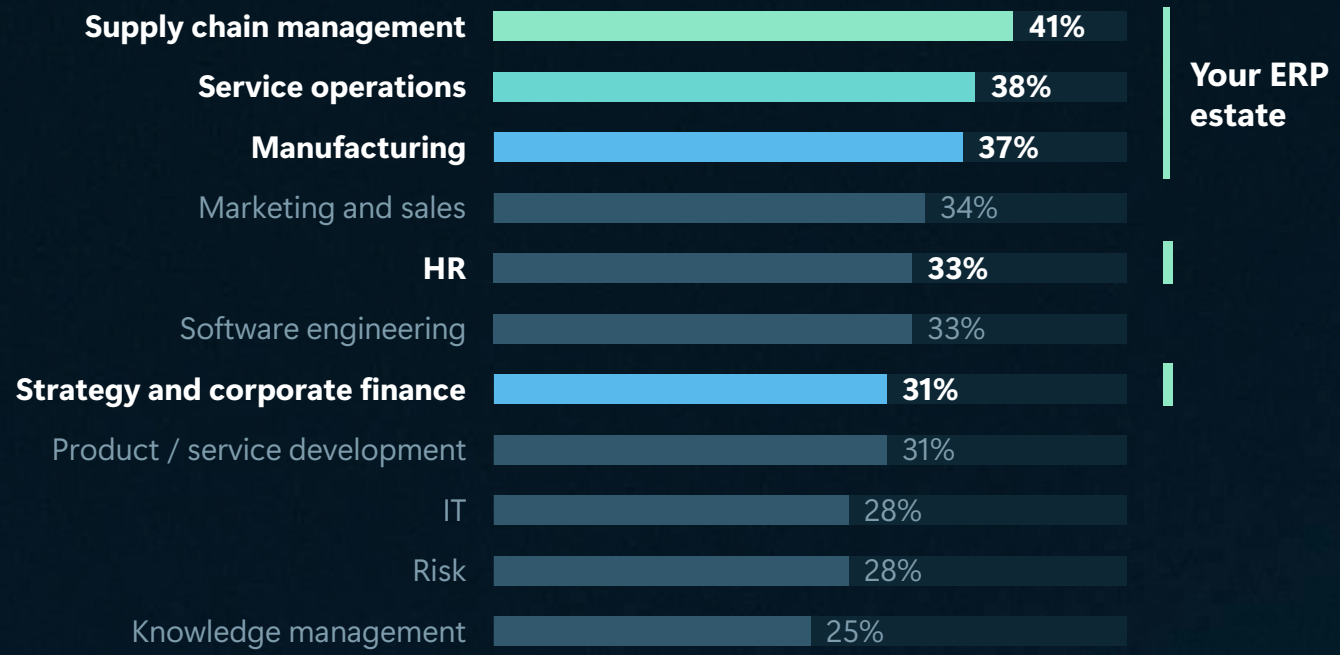
- ~~A better model.~~
- ~~A bigger budget.~~
- ☑ They **redesigned** the work.

Fundamentally redesigned business processes because of their AI use.

McKinsey, The State of AI in 2026: On the Road to ROI, p17 and Exhibit 11. High performers are the ~6% attributing 5% or more of EBIT to AI (n = 92 of 1,719). McKinsey publishes these shares as “nearly three-quarters” and “just one quarter”; the 55% prior-year figure is published exactly.

Where AI is actually driving ROI.

Share of organizations reporting any cost decrease from AI in the past 12 months, by function



3%

cut cost by 20% or more

The value is real.
Almost nobody has reached it.

McKinsey, The State of AI in 2026: On the Road to ROI, Exhibit 6. Asked only of respondents whose organizations regularly use AI in that function. Separate question and denominator from the adoption funnel.

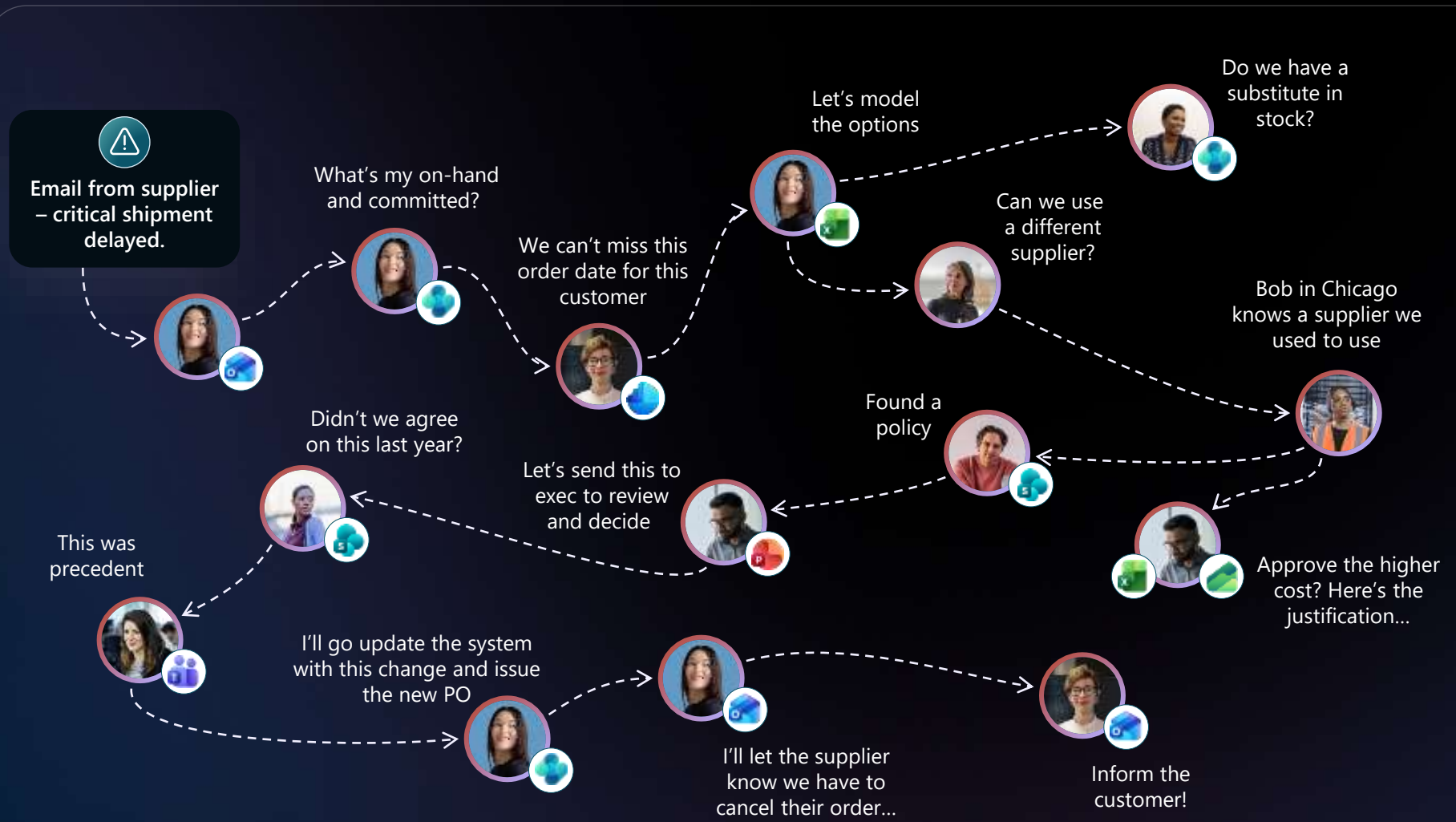
How, exactly do you redesign your work process ?

Meet Sophie, the supply planner

One role, multiple AI-assisted tasks, no shared context



The coordination tax



One response to one delay

15

context switches across 8 Systems and 9 people

It does not cost you hours.
It costs the business days
of waiting

Every handoff is a wait.
People lose hours chasing information. The business loses days before it can act

Every organization is a coordination machine

Today's Reality
People as Middleware

Productivity & Office Apps



3P Business Applications

Forms | Forms | Forms | Forms

Data | Data | Data | Data

Frontier Reality
People as Agent Managers



Copilot

Agents
1P | 3P

Microsoft Dynamics 365
Business Central

Productivity
Applications



The new Copilot in Business Central

Microsoft Copilot in Business Central

Familiar

Chat, delegate, build, and automate—with the full power of Office, all in Copilot experience in Business Central

Grounded

Answers from Business Central data, documentation and company context, respecting user permissions.

Work IQ

The intelligence layer that grounds Copilot in your organization's work.

Multi-Model

The right model for every task and workflow

File- and web aware

Read files, actions next. Search the web for further context.

Security and Management

Built-in security, governance

SCENARIO 1 · FINANCE

Focus collections where they can make the biggest difference

"Which overdue accounts need attention first—and why?"



Maya Thompson

Finance Manager
Alder & Finch Home Goods
(wholesale distributor)

The Challenge

The finance team spends hours reviewing overdue accounts, checking customer history, and deciding where to focus first.

The Journey

1

Spot the priority

Business Central shows overdue receivables and the customers driving the largest exposure.

2

Understand the context

Copilot helps bring together relevant payment, order, and customer context. Maya opens the cited records to confirm.

3

Decide and follow through

Maya reviews the evidence, prioritizes the accounts, and assigns the appropriate next action.

How Business Central + Copilot helps

Business Central provides trusted receivables and customer history. Copilot helps Maya prioritize and understand the context. Maya decides what action to take.

Ask Copilot (preview)

"Which customers have the largest overdue balances, and what context should I review first?"

The Outcome

Less time researching accounts—more time resolving the receivables that matter

- ✓ Faster prioritization of overdue accounts
- ✓ Less manual research across records
- ✓ Clear, consistent follow-up

Illustrative scenario. Persona, company, and data are fictional. Copilot features marked (preview) are in public preview and subject to supplemental terms.

Expense Agent

AI does it all, capturing, extraction, categorization, and itemization of all types of expenses and allowances

Expense rules and AI-driven policies automatically applied

Works where users are, in email, web app, mobile app, and more*

Expense agent features in this release

2026 release wave 2 · Already available

Set up	Collection	Reporting	Approving	Compliance
Worldwide availability October 2026 – new features in November release				
• Improved guided setup • Improved expense users' creation • Default setup data • Localized demo data • **Mileage per data range and vehicle type** • Added expense locations	• Mobile app • **Mileage enablement** • Project assignment • Improving duplicate handling • Multiple environments and companies • **Credit card feed** • Background itemization • Lost receipts	• Automatic reimbursing email • Projects/tasks in web app • Per diem details in the web app • Travel requisition • Expense report per trip	• Approval activity log • AI-driven policy validation • Enable interim approvers - simple • Approval limits • Alternate approvers • Approval delegation	• Withholding taxes for expenses • VAT claiming in expense reports
GA (General availability) – December 2026				
• Improved onboarding	• Small amount expenses with no attachment	• AI-drive adding participants • Expense spend limits • 'Processed by email' tag • Open in BC app • Improved reimbursement process	• **Travel requisition approvals** • Project manager as an interim approver • Interim approvers in workflow • Optional approvals • Cross category policies	• Role centers updates

Expense Agent

How expenses should be done

Available in Public Preview

Enhancements for Sales Order Agent and Payables Agent

Sales Order Agent

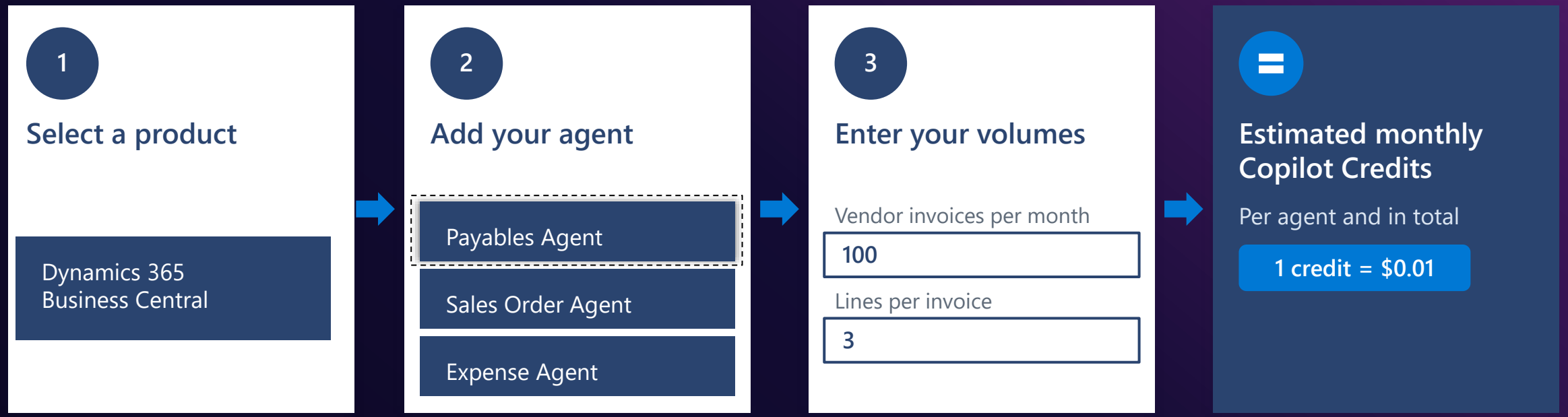
- Simple Onboarding
- Multiple agents in one company
- Scaling processing of customer orders
- Finding items by variant
- Improved item availability view

Payables Agent

- Purchase order matching
- Receipt on Invoice
- PDF viewer on purchase invoices
- E-mail based review
- Credit Notes

HOW TO SETUP

How to calculate credit use?



Copilot Credit Estimator

https://microsoft.github.io/copilot-studio-estimator/

Suggestion for partners: Test scenarios & Have customers run their processes

Classified as Microsoft Confidential

What agents run on: the core application

Finance & compliance

- Cross-environment MDM
- E-Documents and EDI
- Withholding tax for employees
- Improved excise duties calculation & self-billing

Manufacturing & supply chain

- Instructions for vendor in the Purchase Orders
- Inventory put-aways in subcontracting
- Direct Transfers from Warehouse-Enabled Locations

Commerce

- Shopify Exchanges and Refund Processing
- Tariff and Country of Origin Synchronization
- Better security, traceability and troubleshooting

Sustainability

- Carbon data in operational flows
- EUDR certification information
- Measure, comply, and correct in context

Reporting

- Central branding for document reports
- Financial reporting packs
- Report inbox API

Agents change how work gets done. The core application keeps expanding what the business can do

Master data management | Across environments

From sharing within one environment to connecting companies across several

BEFORE

One environment

Environment A

Master company

Company A

Company B

Company-to-company, inside one boundary

NOW

Multiple environments



One source. Wider reach.

One master dataset | Multiple environments

Easy administration

Setup in minutes, select tables

API enabled setup & monitoring

Administer at scale

Announcing

Public preview (November)

Dynamics 365 Business Central + Microsoft Fabric

Data mirroring



Faster replication

Near real-time, native data flows without BC APIs

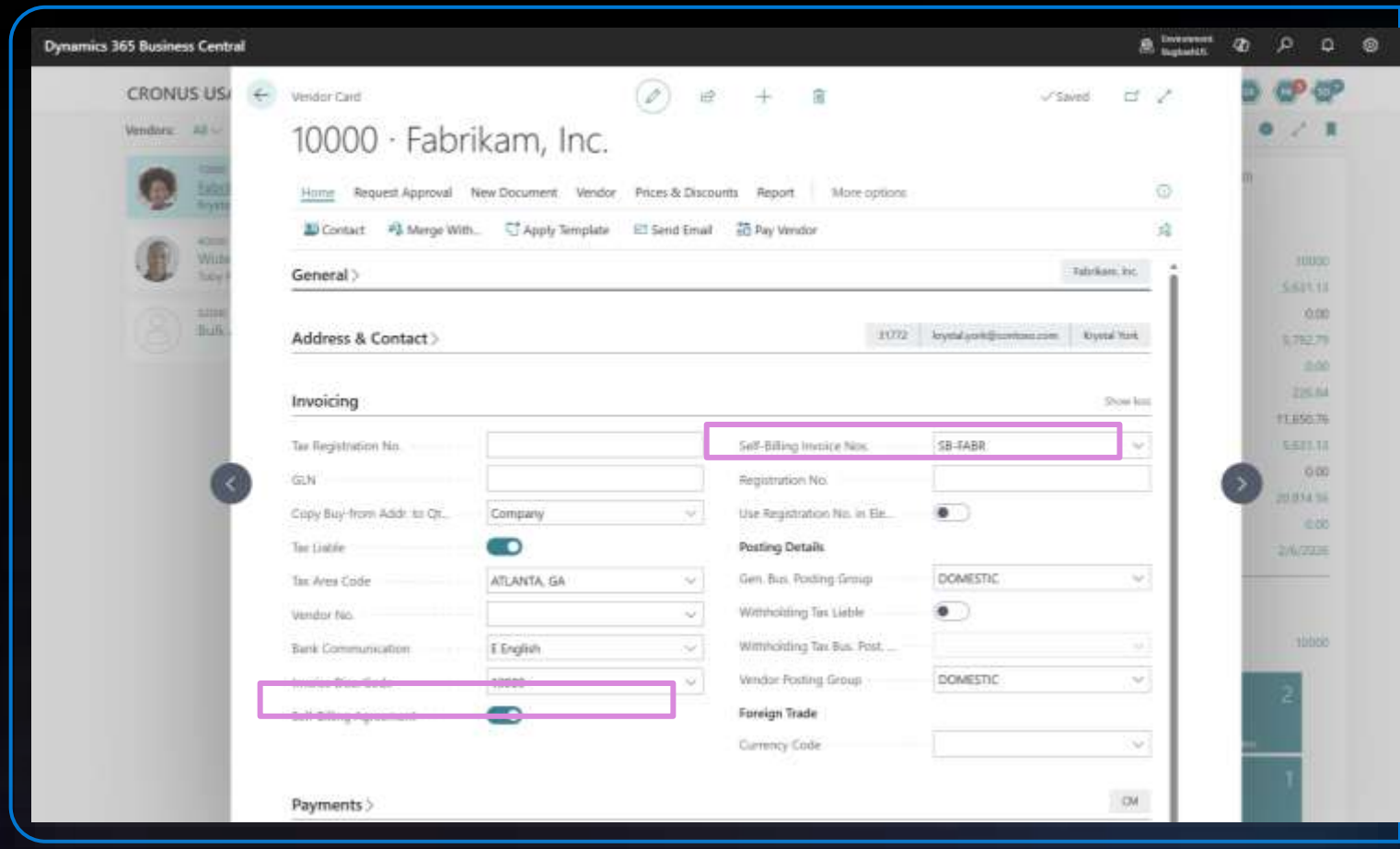
Multi-company

Shared schema data model

aka.ms/bcFabric

Self-billing Enhancements in This Release

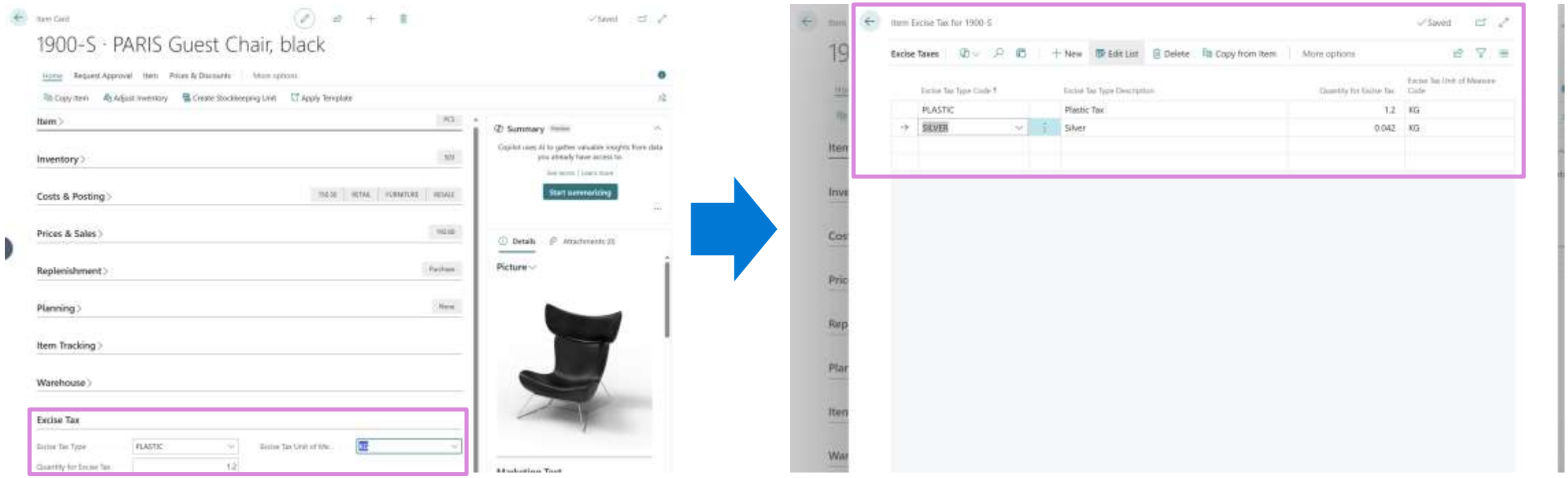
- You can setup Number Series per Vendor
- You can still keep only one if you want
- Added Peppol format and workflow for self-billing



Excise Taxes Enhancements

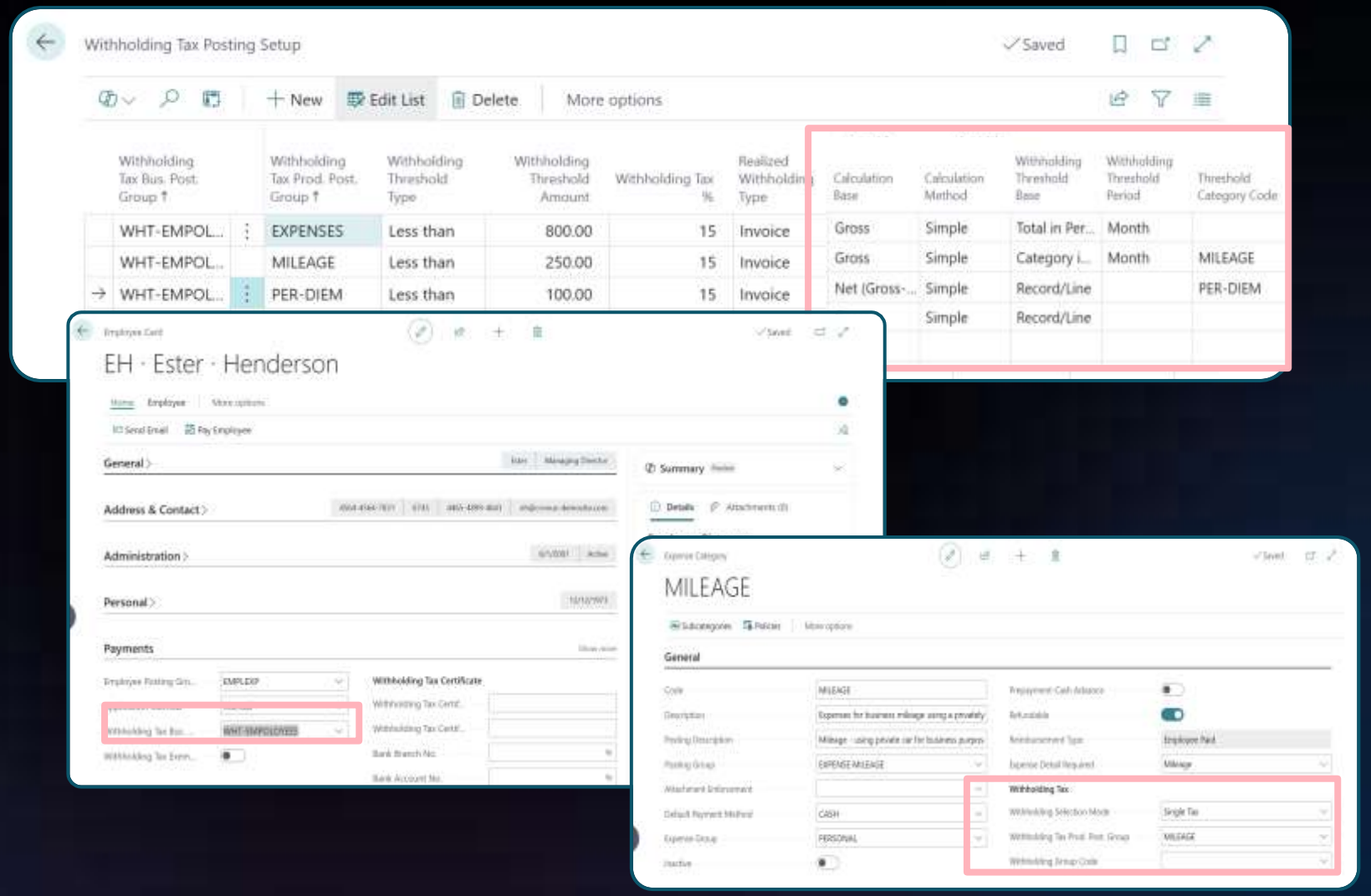
Multiple excise taxes per item (Related > Excise Taxes)

Automatic upgrade



Calculating Withholding Tax for Employees

Automatically calculate, post, and track withholding tax on employee expenses while ensuring compliance and complete financial visibility.



Introducing

Composite Document Layouts

Build professional, branded reports with no code. Coming in 29.0 and 29.1

3 Themes

8+ Header/footer layouts

50+ Body layouts

Financial Reporting Made Simpler

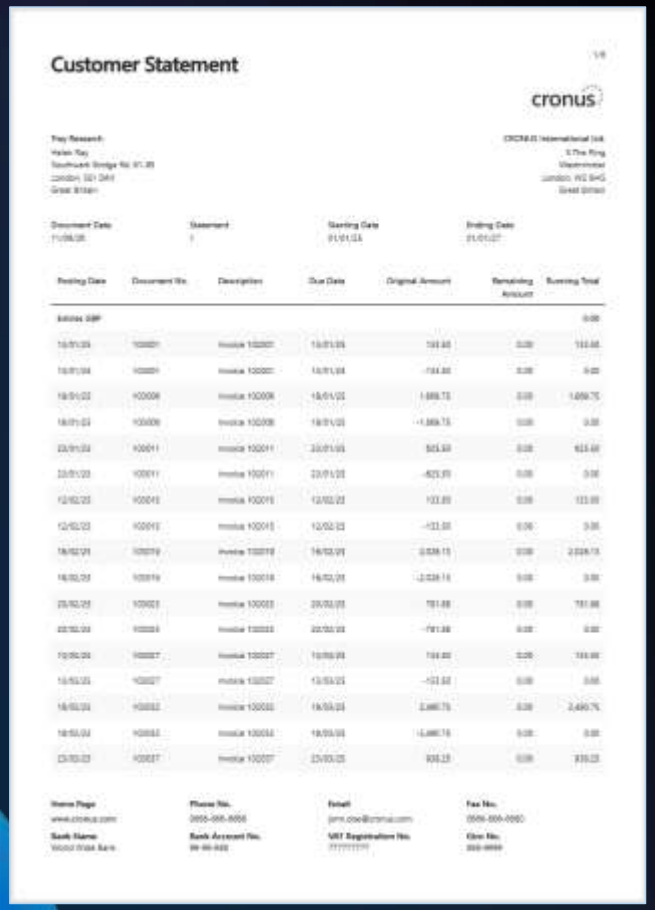
Create, manage, and distribute financial reports more efficiently with improved report design, report packs, and governance capabilities.

Features for Authors	Features for Users	Features for Administrators
Discover uncategorized accounts on the Chart of Accounts	**Run multiple reports and get a single PDF**	Automatic change logging: On all financial report setup tables
Track account usage in financial reports		APIs on report inbox
Track which accounts a row or column line sum over		

Same report layout



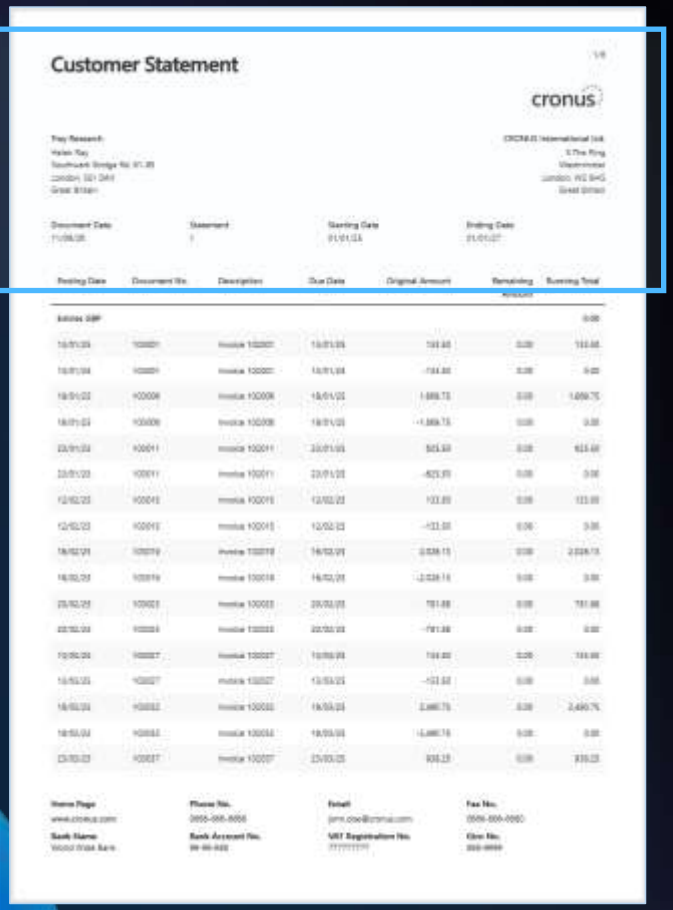
Three different branded outputs







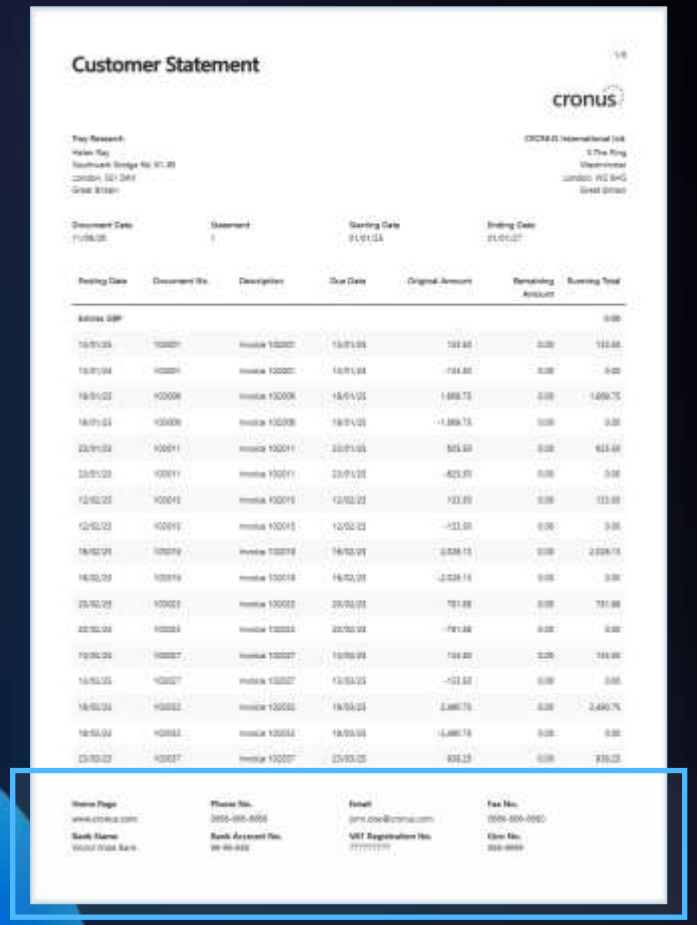
Same layout, different headers



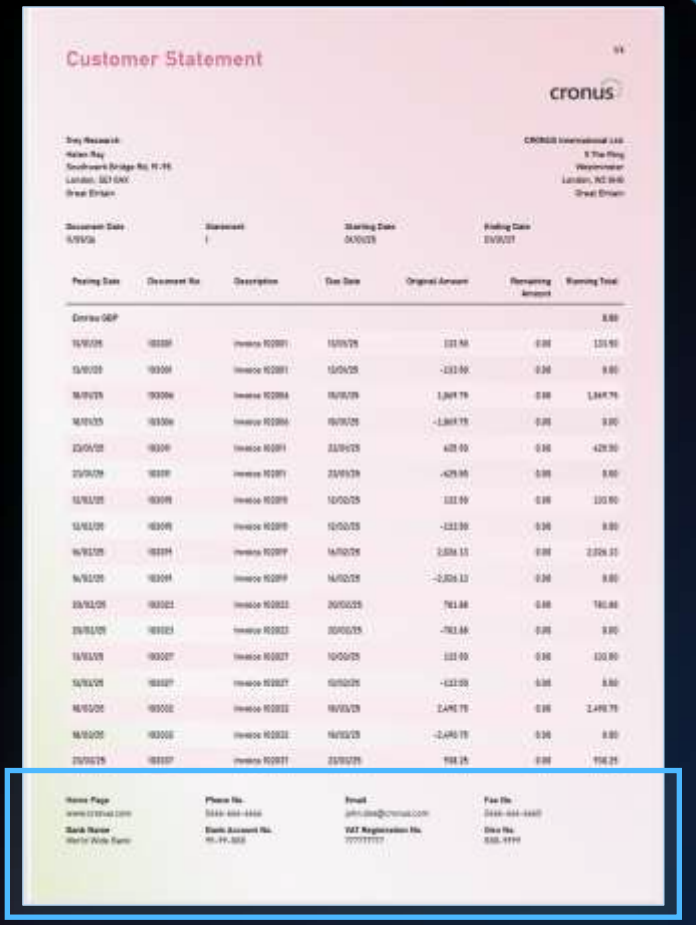


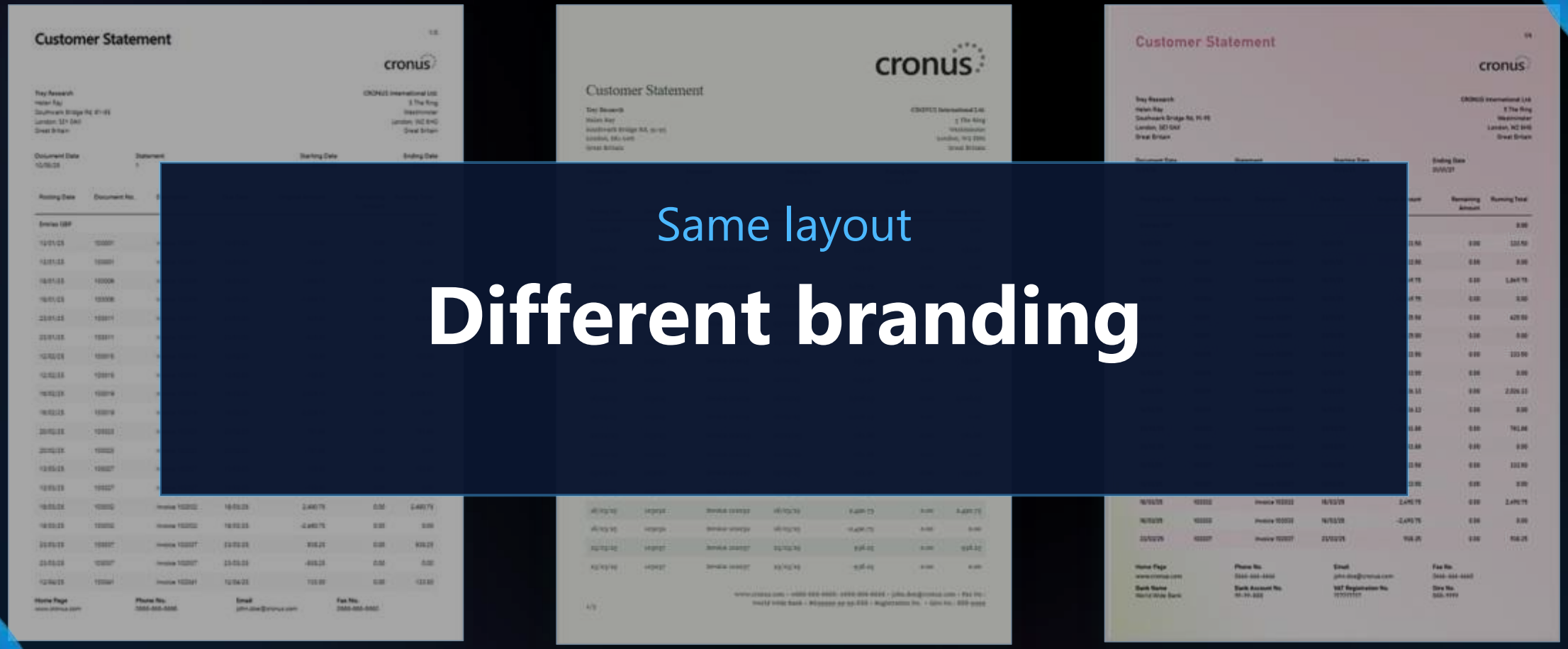


Same layout, different footers









Same layout

Different branding

160+

New Features

in the last 12 months

Investments

AI At Work Roadmap

AGENTIC

Agentic Outcomes, Extensibility and Foundation (more 1P agents, More evals)

PORTFOLIO MATURITY

Microsoft Suite

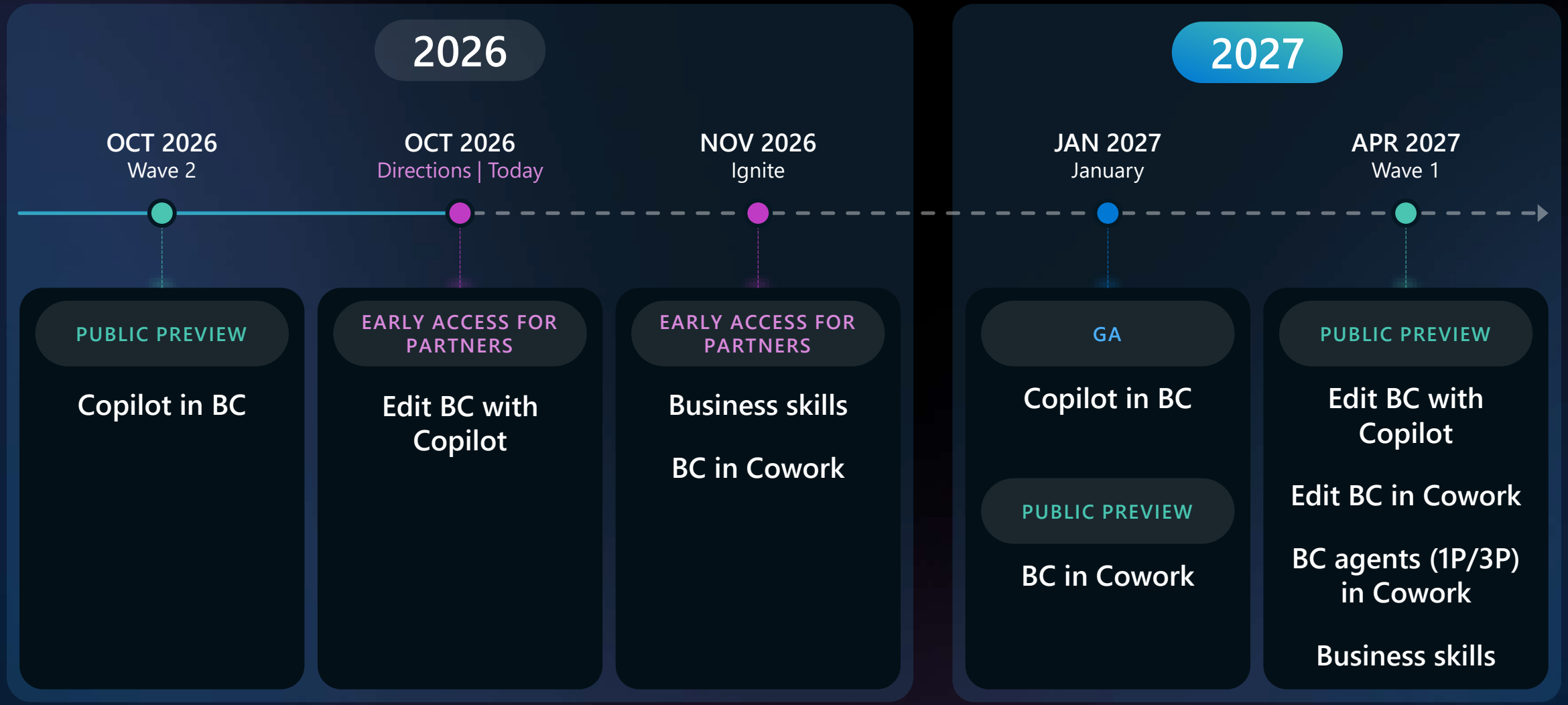
BC + M365 (Copilot)

FUNDAMENTALS

Security, Core application, Scale and Resilience

Rapid pace of innovation, always on roadmap, emphasis on driving value and outcomes
Launch every month with minor releases, twice a year with major releases
We plan 6-12 months in advance

Copilot in Business Central: The road ahead



Learn What's New Faster With BCLE

Business Central Launch Edition 2026 release wave 2

One-stop shop to watch what's new in this release wave

Find all the **30+ What's new readiness sessions** on our official Business Central YouTube Channel.

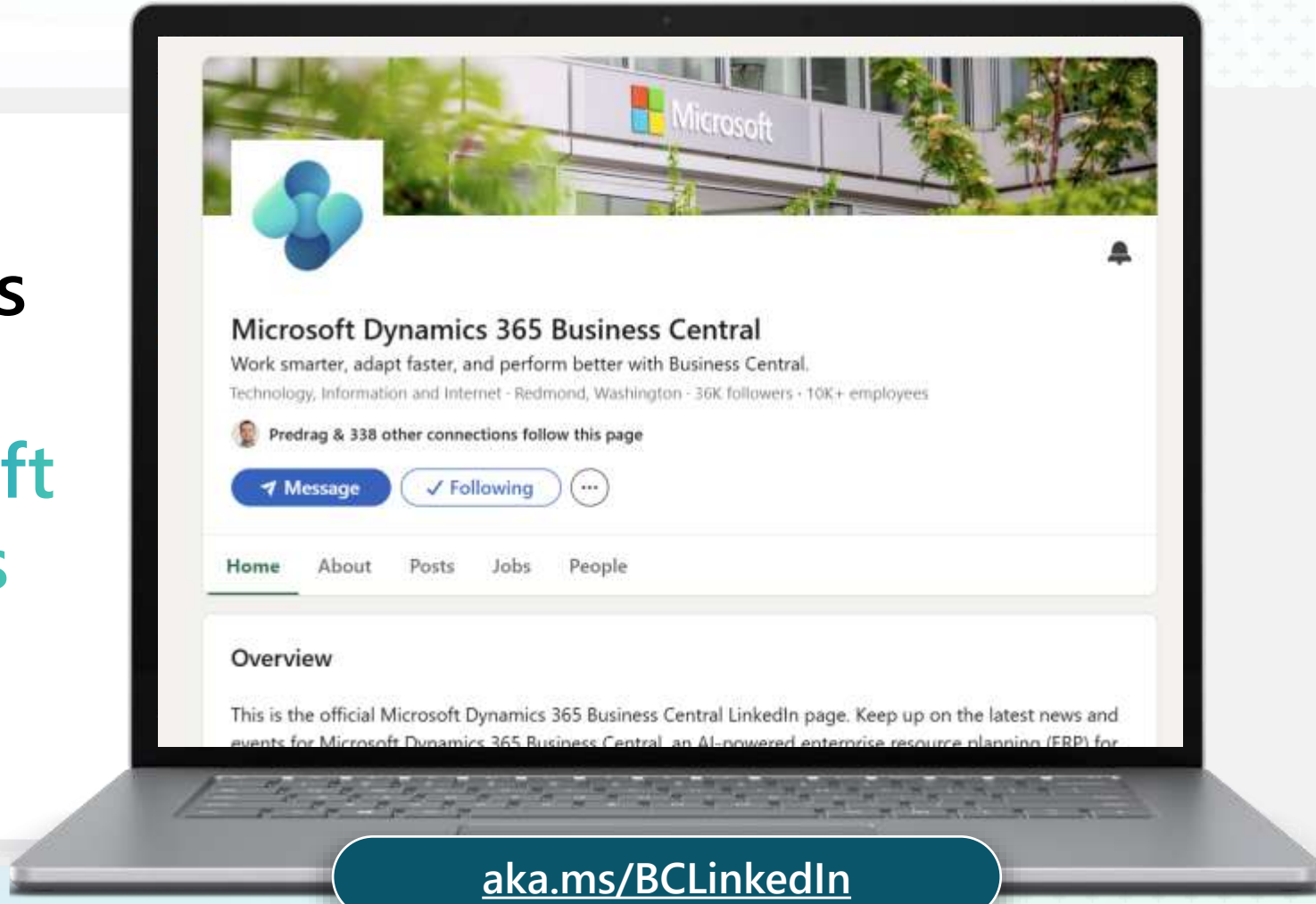
Learn what's new faster in every release!



aka.ms/BCLE

Stay Up To Date

Follow the weekly news and announcements on the Official Microsoft Dynamics 365 Business Central LinkedIn page

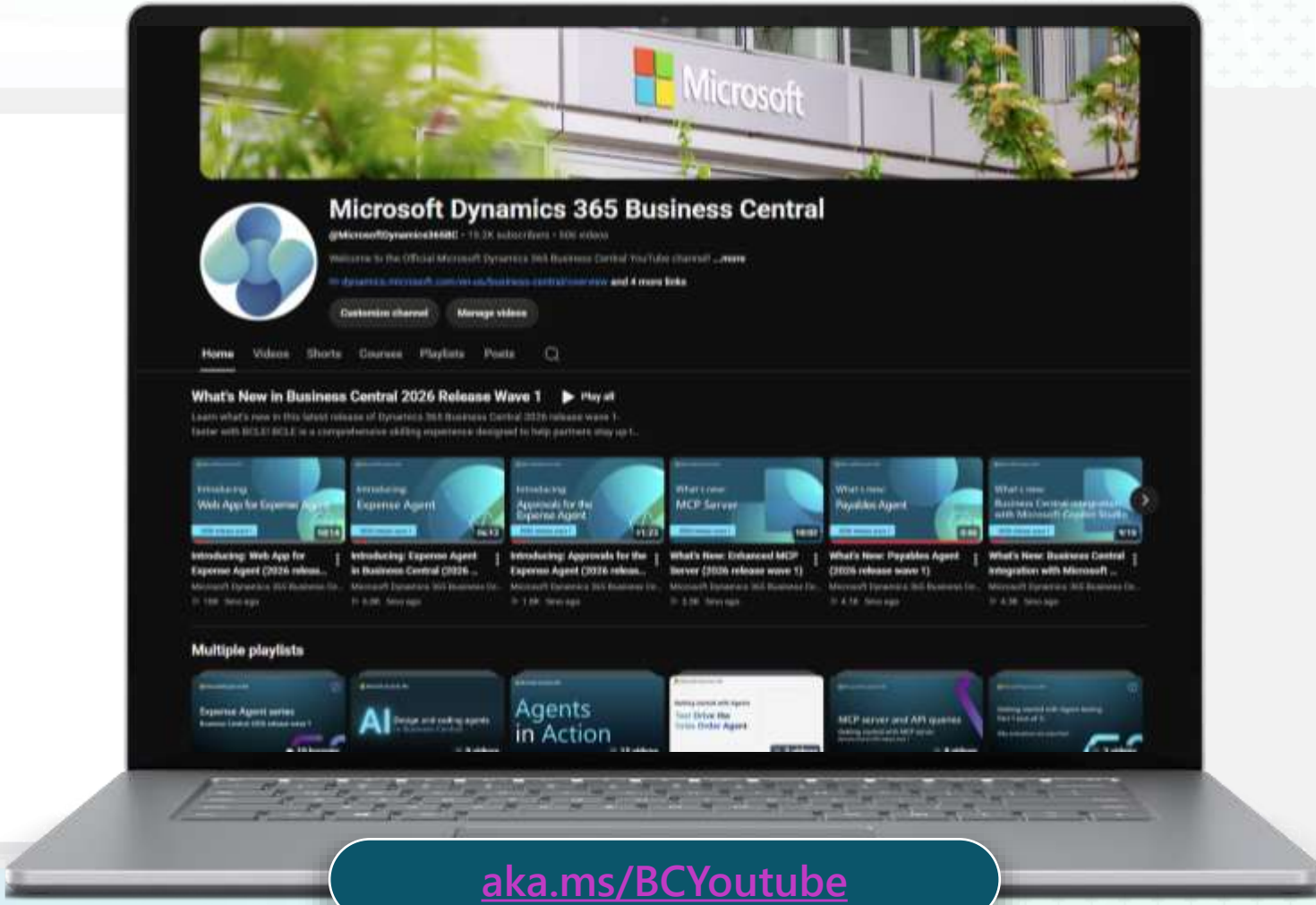


aka.ms/BCLinkedIn

Watch More Videos on YouTube

One-stop shop to watch Business Central videos:

- Latest updates and new product walkthroughs
- Copilot and AI insights, demos, and guidance
- Quick tips, tricks, and best practice
- Technical deep dives and developer content



aka.ms/BCYoutube

TAK

Peter Jakobsen
Solution Architect, Business Central
Microsoft Global Center of Excellence Team
peter.Jakobsen@microsoft.com
https://www.linkedin.com/in/peter-jakobsen-bc-rocks

Classified as Microsoft Confidential