



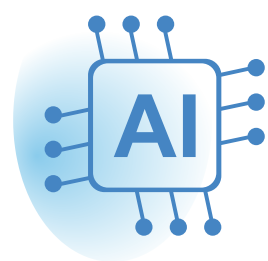
# Microsoft Dynamics 365 Enhancements

**2025** Release wave 1



# DYNAMICS 365

## SALES



**AI-Powered Selling:** AI capabilities will enhance seller productivity by predicting customer needs and suggesting optimal next steps.



**Enhanced Productivity:** Copilot and automated agents will streamline task management and boost performance, allowing sellers to focus on high-value activities.



**User Experience Overhaul:** A reimagined interface will provide real-time sales guidance and prioritize tasks to enhance efficiency and accuracy.





# DYNAMICS 365

## CUSTOMER SERVICE



**Optimized Case Management:** AI-powered routing and case suggestions will enhance service workflows, ensuring faster resolutions and improved efficiency.



**Expanded Copilot Capabilities:** Copilot will support both service representatives and supervisors by minimizing manual tasks and boosting customer engagement.

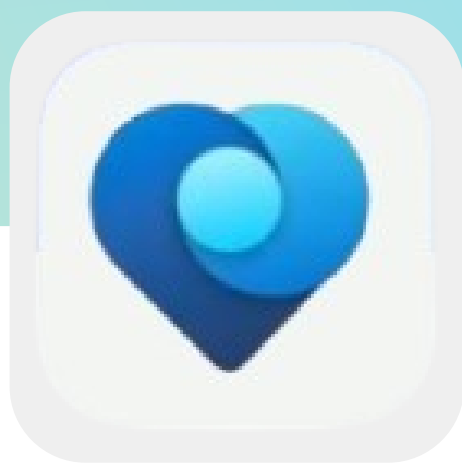


**Boosted Productivity:** AI-driven automation will streamline interactions and knowledge management, enabling quicker and more accurate service delivery.



# DYNAMICS 365

## CONTACT CENTER



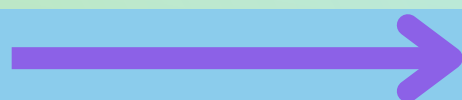
**Intelligent Case Routing:** Advanced algorithms will ensure efficient case distribution, optimizing agent workloads and enhancing customer service.



**Automated Intent Recognition:** Copilot and AI-powered agents will accurately identify customer intent, elevating the self-service experience.



**Workforce Efficiency:** Enhanced management tools will streamline staffing, improve resource allocation, and elevate service quality.





# DYNAMICS 365

## FIELD SERVICE



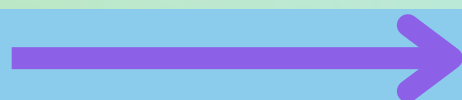
**Proactive Service Tool:** Automated inspection generation and actionable insights for schedulers will enhance proactive service management.



**Team Collaboration:** Seamless integration with Microsoft Teams and Outlook will improve field coordination and cross-department communication.



**Information Access:** Frontline workers and managers will gain faster access to critical information, enabling real-time decision-making.



# DYNAMICS 365

## FINANCE



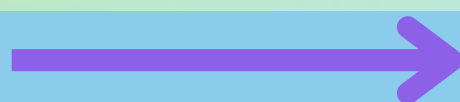
**Regulatory Compliance:** New tools will simplify complex tax management and ensure adherence to evolving regulations.



**Intelligent Automation:** AI-powered automation will handle key financial tasks like account and bank reconciliations, minimizing errors and saving time.



**Enhanced Analytics:** Upgraded business analytics will provide faster data refresh rates and expanded extensibility for deeper insights.



# DYNAMICS 365 SUPPLY CHAIN MANAGEMENT



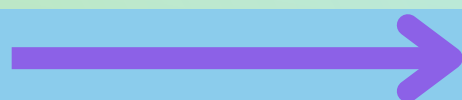
**Supplier Communication Automation:** AI will streamline supplier interactions, increasing efficiency and shortening lead times.



**Demand Planning:** AI-driven insights, including cell-level explainability and generative analytics, will enhance demand forecasting, optimizing inventory levels and minimizing waste.



**Manufacturing Intelligence:** AI-powered production planning will integrate real world data, improving precision and maximizing output.



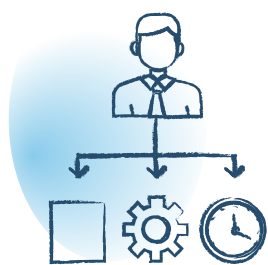
# DYNAMICS 365 PROJECT OPERATIONS



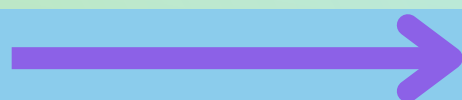
**AI-Driven Management:** Enhanced AI capabilities will improve what-if analysis in project planning and execution, providing deeper insights for effective resource allocation and decision-making.



**Mobile Application:** A new mobile app will enable seamless remote time and expense management, increasing flexibility for project teams.



**Scalable Project Management:** Upgraded scalability features will support larger projects, handling complex invoicing and high transaction volumes efficiently.





# DYNAMICS 365 HUMAN RESOURCES



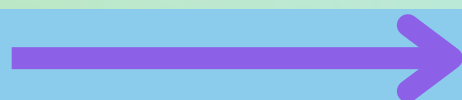
**AI-Powered Recruitment:** AI will optimize hiring processes, from intelligent candidate assessments to seamless integration with platforms like LinkedIn.



**Automated HR Workflow:** AI-driven tools will enhance hire-to-retain processes, simplifying benefits management and employee interactions.



**Enhanced Employee Experience:** Advanced HR tools will empower business partners and managers to manage and analyze employee data more efficiently.



# DYNAMICS 365 COMMERCE



**Next-Gen Mobile POS:** A revamped point-of-sale system will minimize hardware reliance and elevate in-store customer interactions.



**Seamless Payment Solutions:** A modernized payment system will support a wide range of payment methods for a smoother checkout experience.

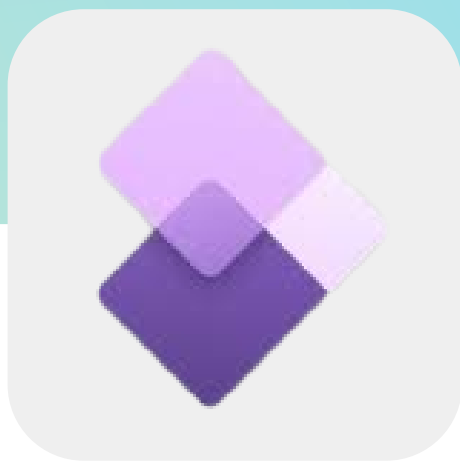


**Unified Omni-Channel Pricing:** Integrated pricing capabilities will enable dynamic and competitive pricing strategies across all sales channels.



# DYNAMICS 365

## FINANCE AND OPERATIONS CROSS- APP CAPABILITIES



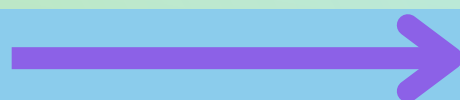
**AI-Powered ERP:** AI capabilities will be extended across the ERP suite to streamline processes and improve user experiences.



**Advanced Enterprise Security:** Strengthened security and compliance features will safeguard data integrity and ensure regulatory adherence.



**Enhanced customization & Integration:** Expanded options will support seamless customization and integration, particularly for AI and automation-driven scenarios.



# DYNAMICS 365 CUSTOMER INSIGHT - DATA



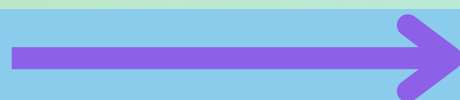
**Real-Time Insights:** Customer profiles will be enriched with real-time data integration, enabling immediate application in marketing and sales.



**Behavioral Analytics:** Advanced behavioral data will enhance customer interaction strategies, driving deeper engagement.



**Optimized Data Management:** Efficient data ingestion processes will keep customer information current and actionable.





# DYNAMICS 365 CUSTOMER INSIGHT - JOURNEY



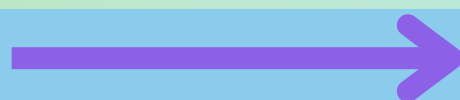
**AI-Enhanced Customer Journeys:** AI will optimize customer journey mapping, improving engagement across emerging digital channels.



**Smarter Event Management:** Upgraded tools will streamline lead generation and event management, fostering high-quality lead nurturing.



**Strategic Customer Engagement:** Advanced planning tools will maximize the impact of each interaction, strengthening touchpoints throughout the customer journey.



# Learn more the latest enhancements in the Microsoft Dynamics 365

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**(+66) 95-896-2041**