

Copilot in Dynamics 365 Business Central

The AI-powered assistant for work





Manual workflow processes are **slow, tedious and repetitive**

- Finding insights manually takes time
- Complex business processes make it tough to put the pieces together
- Navigating through large volumes of data manually consumes valuable time
- Manual processes are prone to human errors and can lead to inaccuracies and inconsistencies
- Staying competitive in the market while reducing operational costs is a significant challenge

AI has come to work



75%

of people are
already using
AI at work



85%

of users say AI
helps them focus
on their most
important work



79%

of leaders agree their
company needs to
adopt AI to stay
competitive

aka.ms/wti

Fundamental priorities shaping the AI transformation



Faster business growth and
improve the customer experience

Increase revenue

Scale quickly



Optimize workflows &
business processes

Quick to market

Operational efficiency

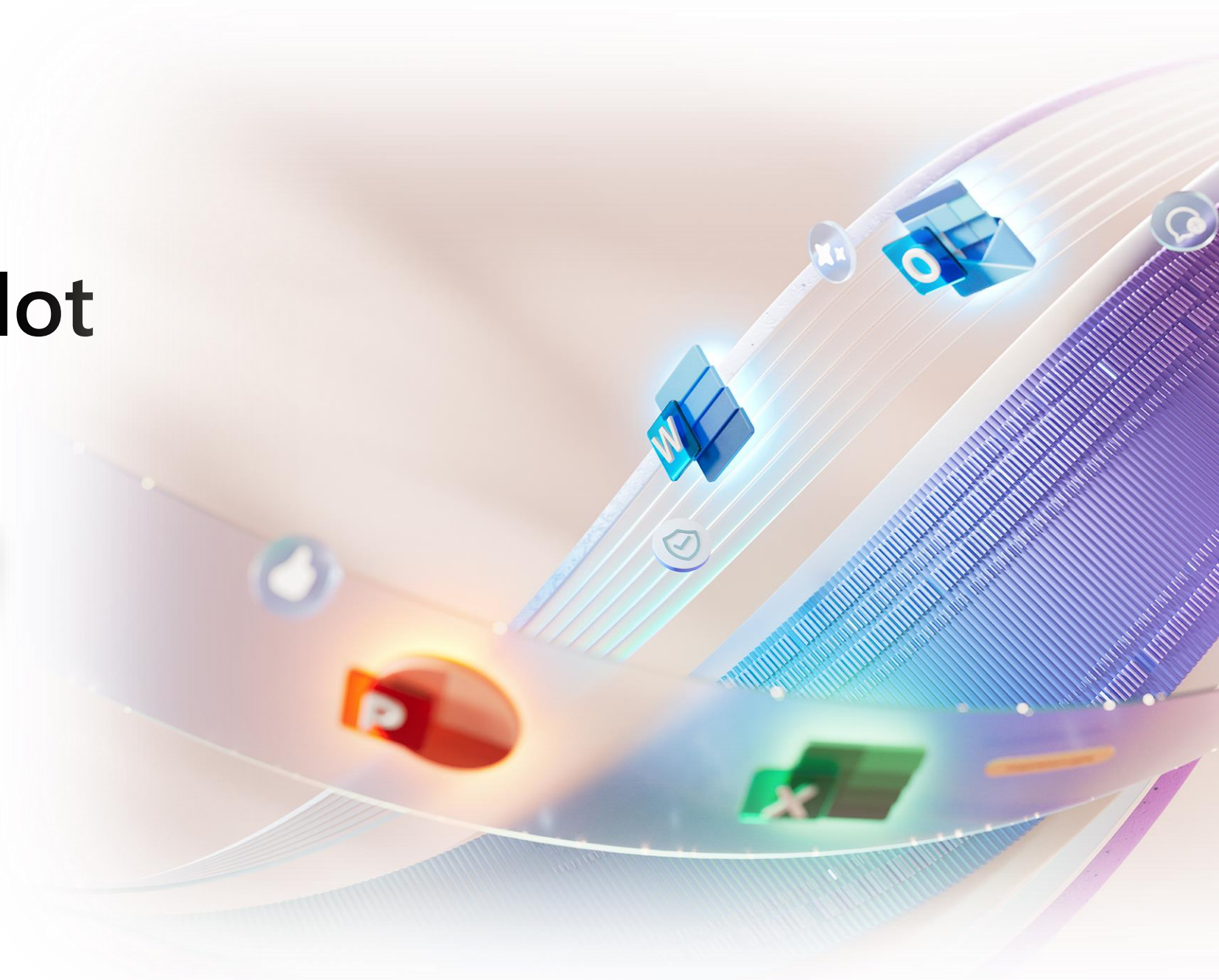


Boost productivity and
improve employee experience

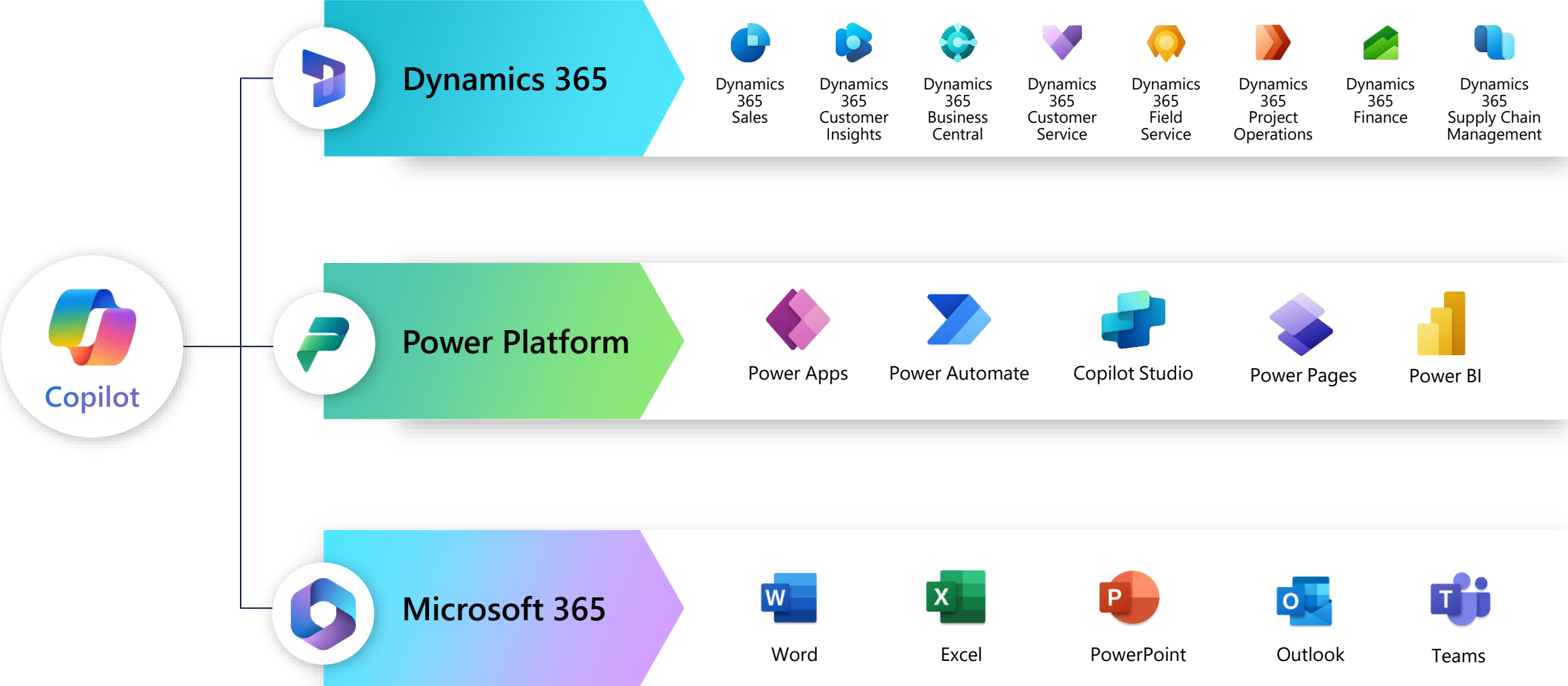
Faster onboarding

High employee retention

Introducing Microsoft Copilot



Copilot at work



Microsoft Copilot makes AI a productive part of everyone's work

67%

of people said Copilot saved them time, so they could focus on more important work

68%

of people said Copilot improved the quality of their work

70%

of people said they were more productive with Copilot

77%

of people said they didn't want to give it up!

Microsoft Work Trend Index

aka.ms/wti



Copilot in Business Central

Scale your business by
transforming the way work gets done



Improve productivity

Simplify order taking, get to data-driven insights faster, and reclaim time for important work



Unlock creativity

Bring products to market quicker and drive sales, with compelling, AI-generated product descriptions



Eliminate repetitive tasks

Streamline month-end, keep on top of payables, and improve the accuracy of your financial records

Copilot in Business Central

What can Copilot do for you?



Guide

Explains concepts and helps you learn new skills



Find

Locates records and pages, finds matching products based on natural language inquiries or similar products



Compare

Reconciles bank statements and incoming e-documents



Analyze

Organizes data to help you get to insights faster



Suggest

Drafts product descriptions, suggests numbering pattern setup for records

Your AI-powered assistant with a growing skillset

Chat with Copilot

Use natural language to interact with Copilot

Copilot acts as a virtual assistant, helping you track down the right information at the right time

Finds business data for your company in Business Central

Gives explanations or step-by-step guidance on various tasks

Helps you understand the purpose and typical use of individual fields

Finds records or pages, or explains how to do things

The screenshot displays the Dynamics 365 Business Central interface. The main window shows the 'Accounting Periods' table with columns for Starting Date, Name, New Fiscal Year, Closed, Date Locked, and Inventory Period Closed. The Copilot chat interface is open on the right, showing a welcome message and a search bar. A blue callout box points to the Copilot chat interface with the text 'Ask follow-up or clarifying questions'. Another blue callout box points to the bottom of the Copilot chat interface with the text 'Express yourself in your own words'.

Starting Date	Name	New Fiscal Year	Closed	Date Locked	Inventory Period Closed
7/1/2022	July				
8/1/2022	August				
9/1/2022	September				
10/1/2022	October				
11/1/2022	November				
12/1/2022	December				
1/1/2023	January	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
2/1/2023	February				
3/1/2023	March				
4/1/2023	April				
5/1/2023	May				
6/1/2023	June				
7/1/2023	July				
8/1/2023	August				
9/1/2023	September				
10/1/2023	October				
11/1/2023	November				
12/1/2023	December				

Express yourself in your own words

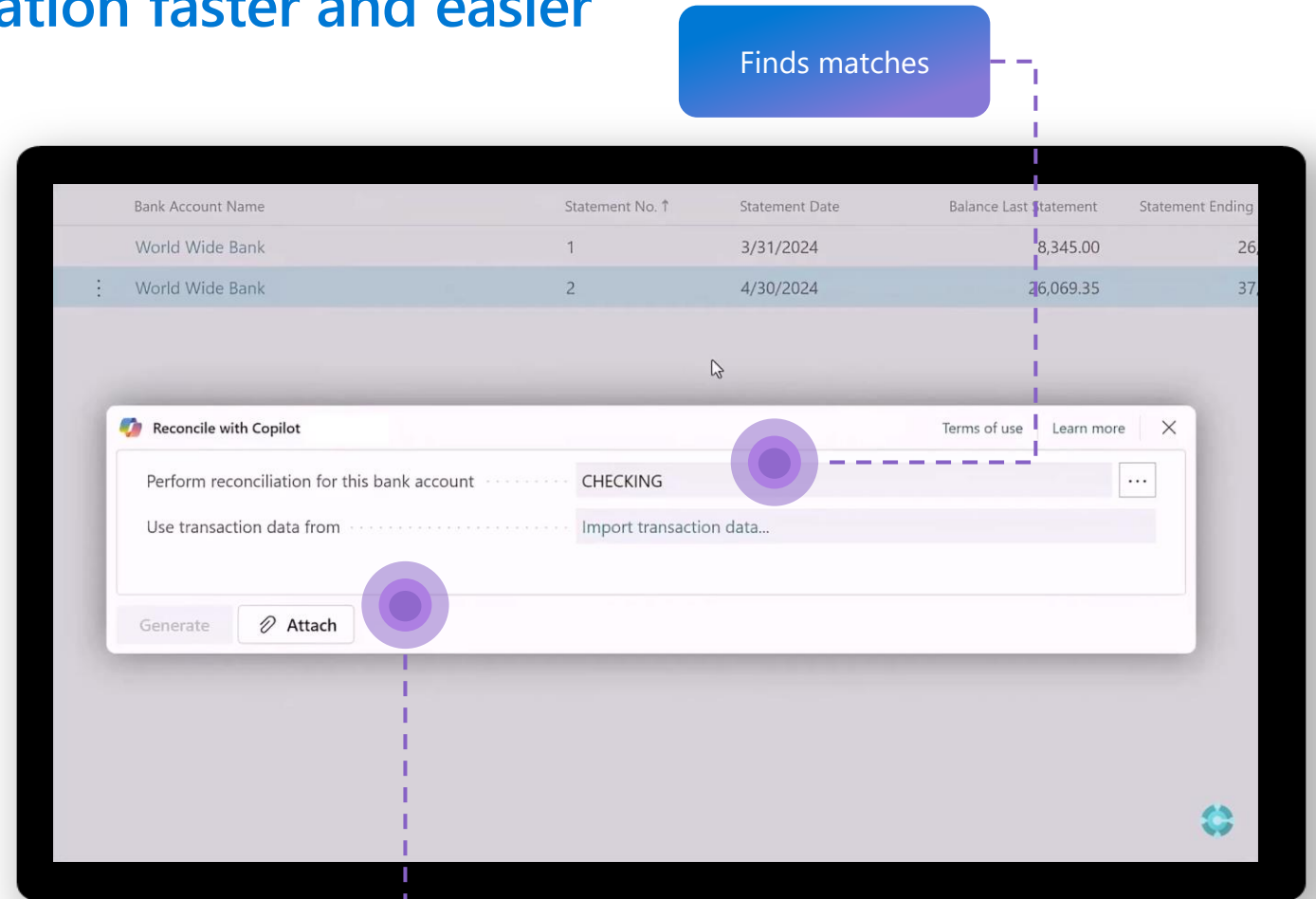
Bank reconciliation with Copilot

Solve the puzzle of bank reconciliation faster and easier

Copilot is your AI-powered bookkeeping assistant that helps you turn a tedious monthly chore into a quick review

Finds matches with your ledger entries, even when multiple charges are consolidated into a single entry

Suggests matching ledger accounts to post new transactions to.



Finds matches

You upload or import bank data

AI-powered analysis with Copilot

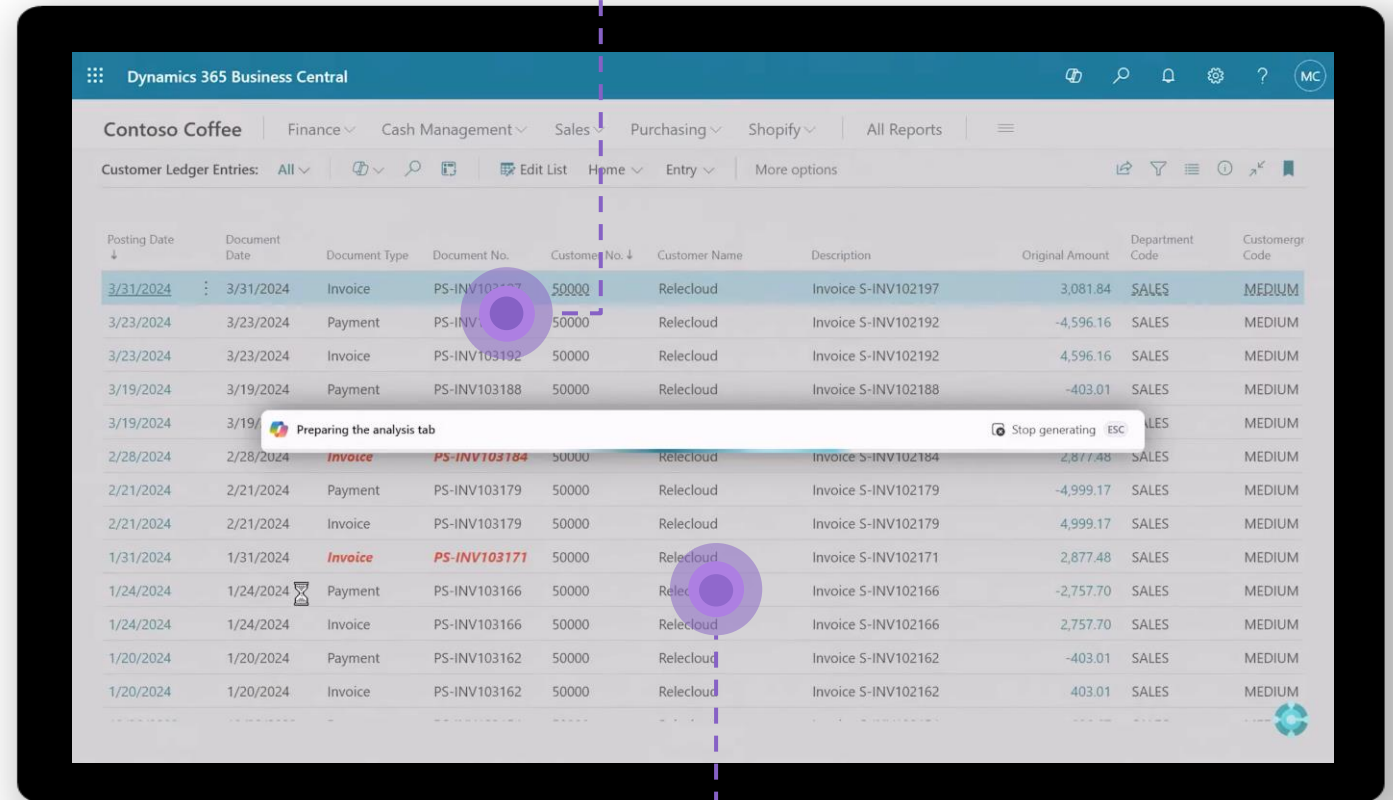
Get to key insights faster

Copilot simplifies analysis by transforming raw data into insightful summaries using next generation AI

Provides an interactive and versatile way to calculate, summarize, and examine data

Creates, totals, pivots, and filters to help you find the information you're looking for

Prepares the analysis tab



Adjust and iterate on your layout

Microsoft Cloud Runs on trust



Your data is **your data**



Your data is **not used to train**
the foundation AI models



Your data is protected by the most
comprehensive enterprise
compliance and security controls



Copilot in Business Central

Built on Microsoft's comprehensive approach



Security

+



Compliance

+



Privacy

+



Responsible AI

Copilot in Business Central



Security

Copilot can only access data available to the user



Compliance

For EU customers, data does not leave the EU Data Boundary



Privacy

Microsoft does not view your prompts or share your data with others



Responsible AI

Users can review Copilot output before it is saved

Additional AI features in Business Central

Boost customer service with inventory forecasting

AI uses past sales data to forecast future demand, preventing stockouts

Business Central streamlines the process by generating vendor requests

Helps you fulfil customer orders on time

Reduce risk with late payment prediction

Helps reduce outstanding receivables by forecasting if outstanding sales invoices are likely to be paid on time

Improves your financial performance by proactively addressing potential late payments

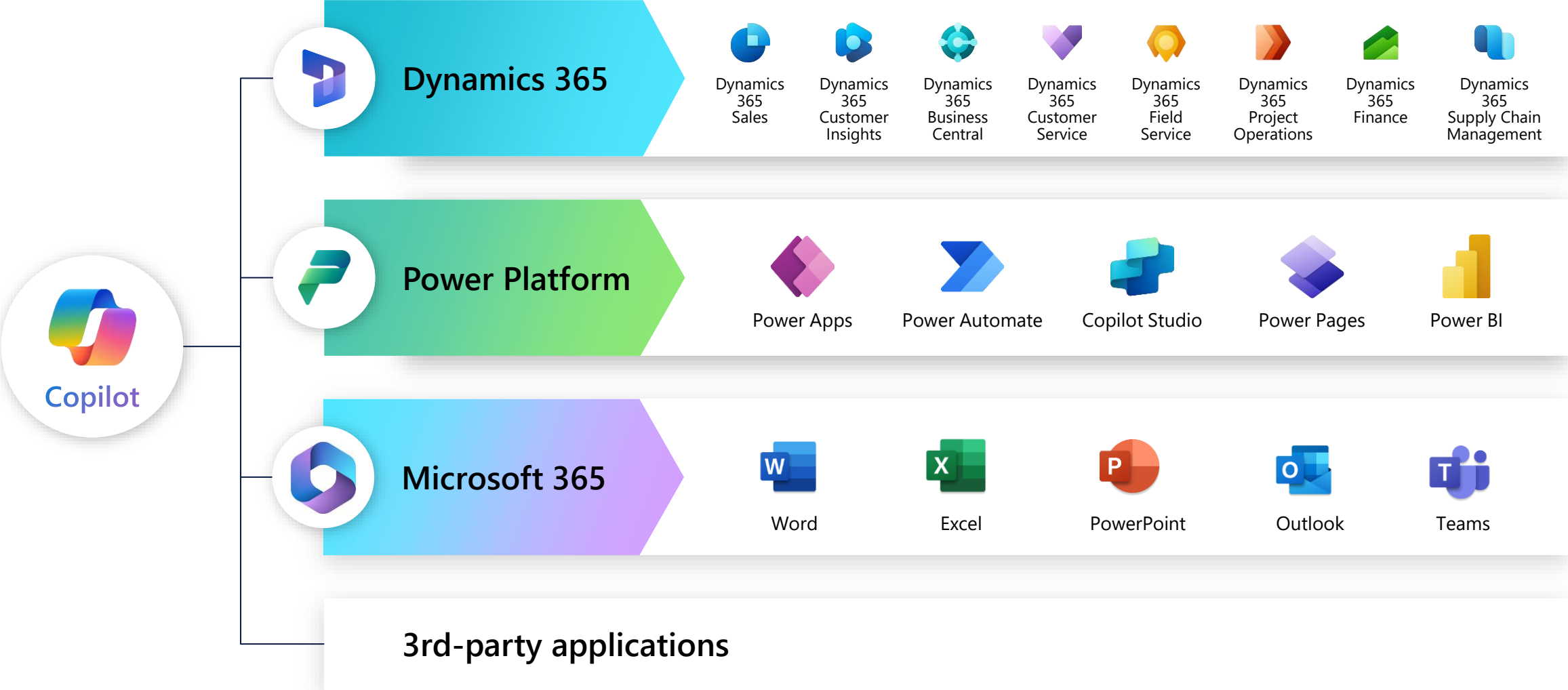
Improve financial stability with cash flow analysis

Powered by AI, Business Central helps you monitor your company's cash position

Helps you pivot quickly to safeguard your company's fiscal wellbeing

Work smarter with AI in Dynamics 365 Business Central

Copilot connects everyday tools



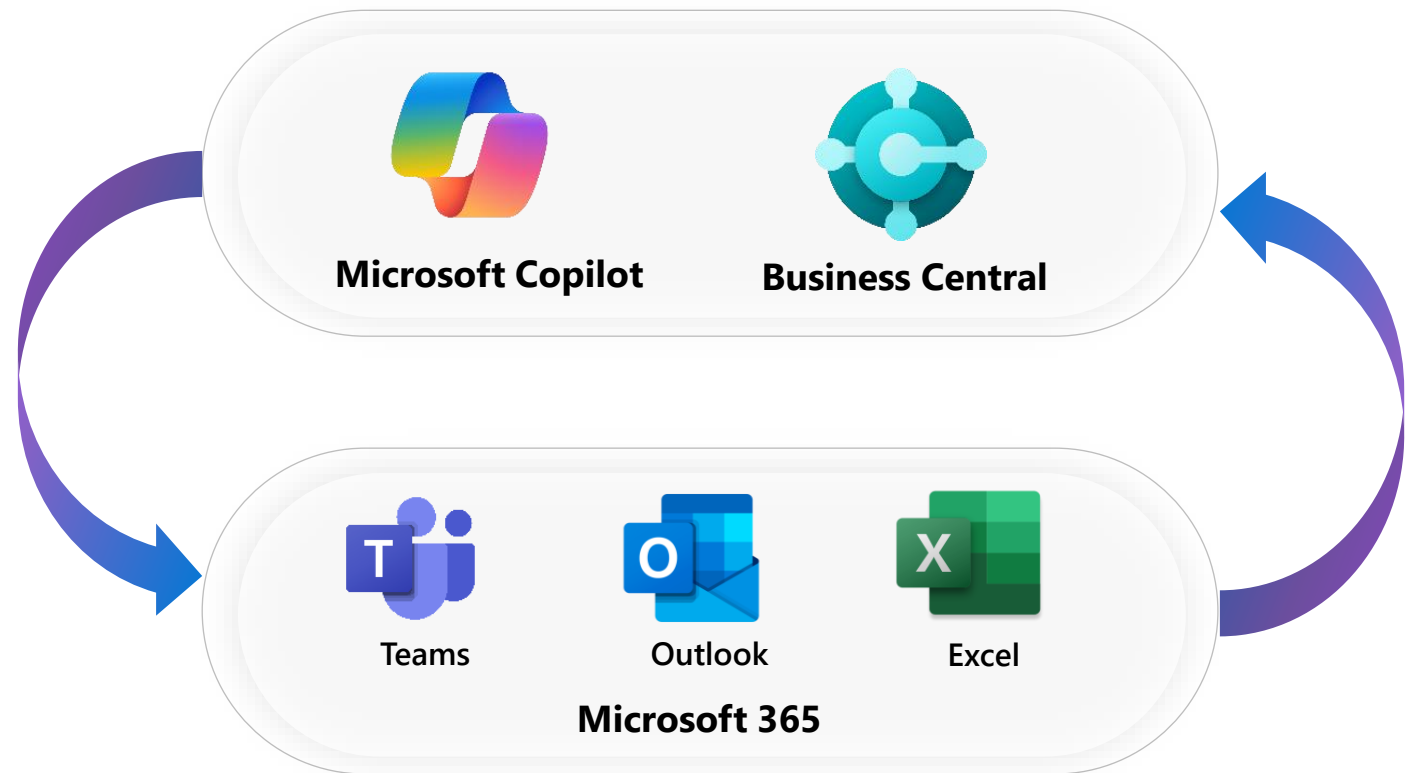
Work smarter with Copilot in Business Central and connect it with Microsoft 365 apps

Seamlessly connect Business Central + Microsoft 365 and harness the power of Copilot

Collaborate in the apps where teams work best. Connect Business Central to Outlook, Excel, and Teams— work seamlessly together with timely data

Stay in the flow of work. Get the data employees need in the tools they prefer— without switching applications

Connect the dots with Copilot. Work between applications with greater continuity, guided by AI. Get help drafting emails, summarizing information, and more —no matter where you work



Microsoft 365 Copilot: Excel

Your personal Excel expert

Copilot reasons over structured data and completes tasks such as adding filters or splitting text

Executes formulas and provides steps and explanations along the way

Turns time-consuming tasks into seamless and efficient experiences in Excel

Asked to calculate the profit

Date	Product ID	Product Name	Category	Street address	Sales Channel	Shipping State	Marketing Spend	Avg Customer Rating	Units Sold	Unit Price	Total Revenue
6/30/2024	FC-3001	Fast Charger Basic	Fast Chargers		Distributor	Wisconsin	\$ 16,500	4.6	9	\$ 4,500	\$ 40,500
6/29/2024	CC-2002	Commercial Charger Advanced	Commercial Chargers		Distributor	New Jersey	\$ 23,500	4.0	26	\$ 1,600	\$ 41,900
6/29/2024	HC-1001	Home Charger Basic	Home Chargers		Retail	Louisiana	\$ 35,000	4.2	12	\$ 360	\$ 4,320
6/28/2024	HC-1003	Home Charger Premium	Home Chargers		Direct	Tennessee	\$ 28,000	4.7	33	\$ 480	\$ 15,840
6/29/2024	FC-3001	Fast Charger Basic	Fast Chargers	1234 La Crosse Ln	Direct	Tennessee	\$ 16,500	4.6	35	\$ 4,500	\$ 155,250
6/28/2024	CC-4002	Public Charger Advanced	Public Chargers	1234 La Crosse Ln	Distributor	Wisconsin	\$ 14,500	4.1	18	\$ 4,500	\$ 81,000
6/28/2024	CC-2002	Commercial Charger Advanced	Commercial Chargers		Distributor	Louisiana	\$ 23,500	4.0	194	\$ 1,600	\$ 309,600
6/27/2024	CC-4001	Public Charger Standard	Public Chargers	2345 Gator Bully, Ct	Distributor	Louisiana	\$ 23,000	3.7	1	\$ 1,800	\$ 1,800
6/27/2024	CC-4003	Public Charger Pro	Public Chargers	3456 Freesia Ct, Ge	Direct	South Carolina	\$ 25,200	2.8	48	\$ 5,000	\$ 32,000
6/27/2024	HC-1001	Home Charger Basic	Home Chargers		Distributor	Kentucky	\$ 35,000	4.2	4	\$ 500	\$ 1,440
6/27/2024	CC-2001	Commercial Charger Standard	Commercial Chargers		Direct	Oregon	\$ 10,400	3.5	194	\$ 1,200	\$ 232,200
6/26/2024	CC-2002	Commercial Charger Advanced	Commercial Chargers		Direct	Texas	\$ 23,500	4.0	198	\$ 1,600	\$ 316,800
6/25/2024	CC-4001	Public Charger Standard	Public Chargers	456 Cedar Lane, Ct	Distributor	North Carolina	\$ 23,000	3.7	27	\$ 1,800	\$ 48,600
6/25/2024	HC-1001	Home Charger Basic	Home Chargers		Retail	Maryland	\$ 35,000	4.2	14	\$ 360	\$ 5,040
6/25/2024	HC-1003	Home Charger Premium	Home Chargers		Retail	Colorado	\$ 28,000	4.7	11	\$ 480	\$ 5,280
6/23/2024	CC-3002	Commercial Charger Advanced	Commercial Chargers		Distributor	New York	\$ 23,500	4.0	15	\$ 1,600	\$ 24,000
6/22/2024	HC-1002	Home Charger Plus	Home Chargers		Direct	Illinois	\$ 22,500	3.1	72	\$ 400	\$ 28,800
6/21/2024	FC-3001	Fast Charger Basic	Fast Chargers		Distributor	Georgia	\$ 16,500	4.6	35	\$ 4,500	\$ 155,250
6/21/2024	FC-3003	Fast Charger Premium	Fast Chargers		Direct	North Carolina	\$ 27,800	4.8	9	\$ 8,000	\$ 72,000
6/19/2024	HC-1001	Home Charger Basic	Home Chargers		Direct	Arizona	\$ 35,000	4.2	21	\$ 360	\$ 9,000
6/19/2024	FC-3002	Fast Charger Plus	Fast Chargers		Direct	New Jersey	\$ 34,871	3.3		\$ 6,750	\$ 756,000
6/19/2024	CC-2003	Commercial Charger Pro	Commercial Chargers		Direct	Alabama	\$ 24,200	2.9		\$ 2,700	\$ 86,400
6/19/2024	CC-2001	Commercial Charger Standard	Commercial Chargers		Direct	Texas	\$ 10,400	3.5		\$ 1,200	\$ 20,400
6/19/2024	CC-2001	Commercial Charger Standard	Commercial Chargers		Distributor	Kentucky	\$ 10,400	3.5	203	\$ 1,200	\$ 243,000
6/17/2024	CC-2003	Commercial Charger Pro	Commercial Chargers		Distributor	California	\$ 24,200	2.9	162	\$ 2,700	\$ 437,400
6/16/2024	CC-4003	Public Charger Pro	Public Chargers	5678 Wrangler Via	Direct	Kentucky	\$ 25,200	2.8	23	\$ 9,000	\$ 207,000
6/16/2024	CC-4003	Public Charger Pro	Public Chargers	678 Dusty Trail, Tu	Direct	Arizona	\$ 25,200	2.8	1	\$ 9,000	\$ 9,000
6/16/2024	FC-3001	Fast Charger Basic	Fast Chargers		Direct	Washington	\$ 16,500	4.6	9	\$ 4,500	\$ 40,500
6/15/2024	HC-1002	Home Charger Plus	Home Chargers		Distributor	Massachusetts	\$ 22,500	3.1	24	\$ 400	\$ 9,600
6/15/2024	CC-2003	Commercial Charger Pro	Commercial Chargers		Distributor	Indiana	\$ 24,200	2.9	16	\$ 2,700	\$ 43,200
6/14/2024	CC-4003	Public Charger Pro	Public Chargers	789 Fleur-de-lis Fl	Distributor	Louisiana	\$ 25,200	2.8	21	\$ 9,000	\$ 189,000

Generates suggested formulas

Suggestions can then be added

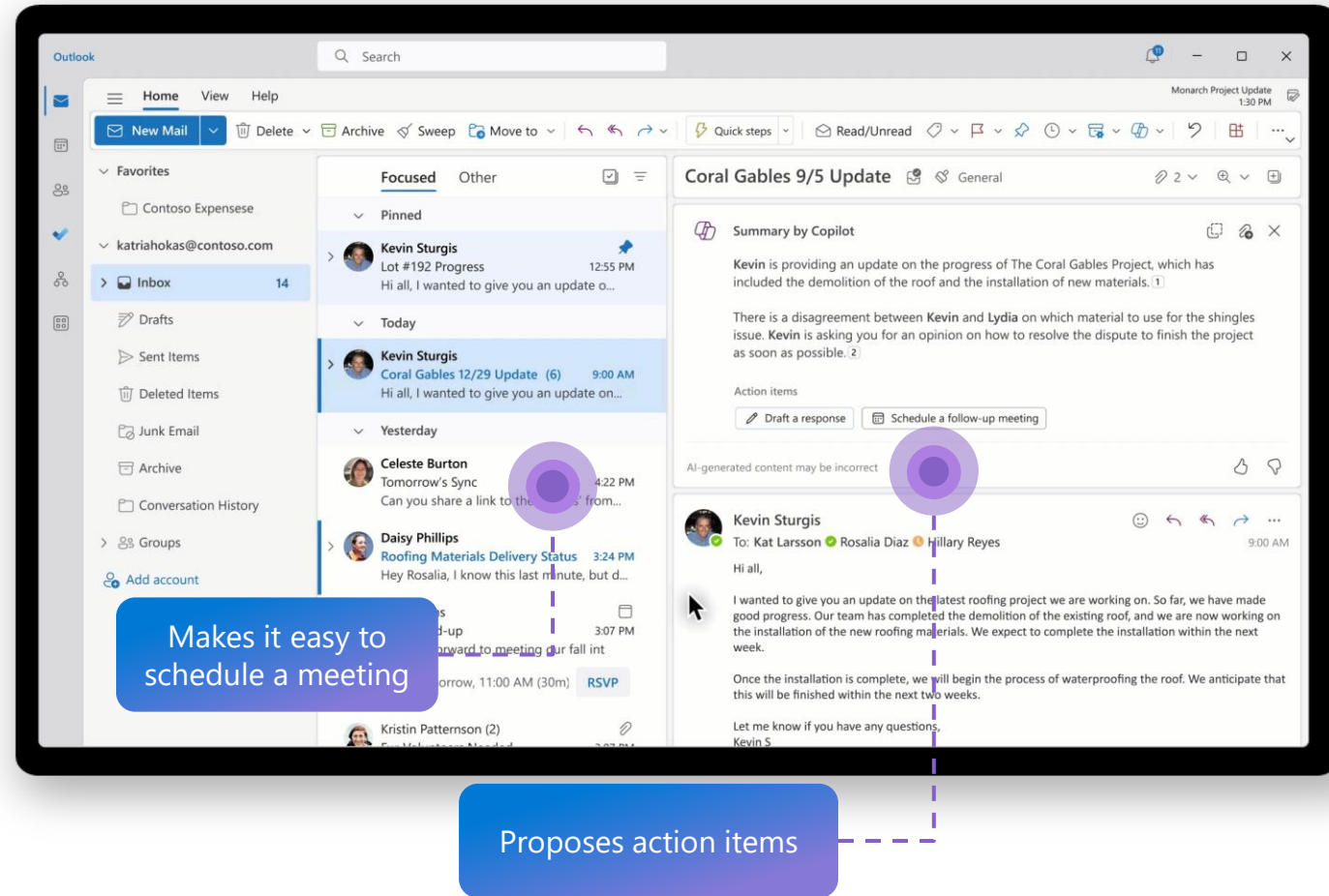
Microsoft 365 Copilot : Outlook

Helps you create impactful communication in a fraction of the time

Copilot summarizes an email thread and suggests action items

Helps you manage your inbox and draft email responses that sound like you

Coaches you to deliver your message in the right tone and clarity to communicate more effectively



Copilot in Power BI

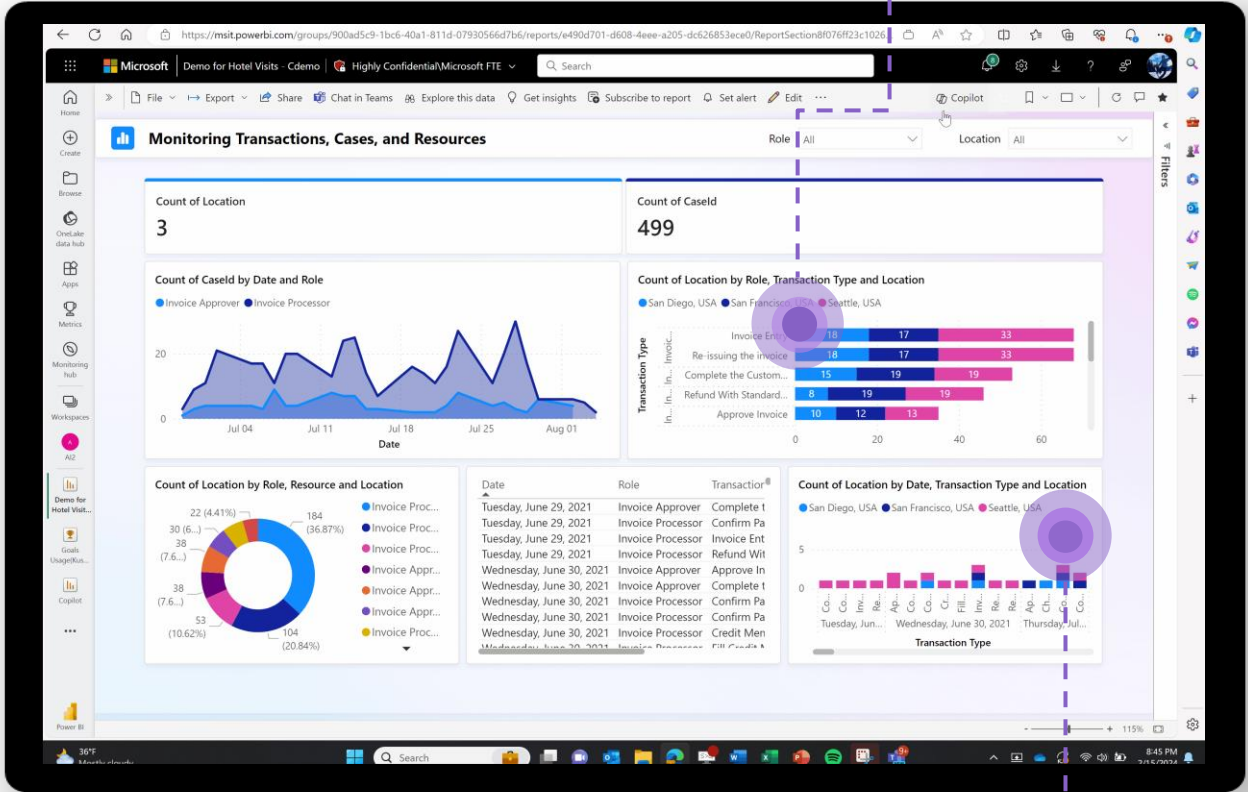
Empowering you to quickly find and share insights

Copilot for Power BI lets you quickly create report pages with just a few clicks

Evaluates the data and provides a report outline with suggested pages

With Copilot you can generate a summary of a report page by asking questions in natural language

Creates a report



Gives insights into your data

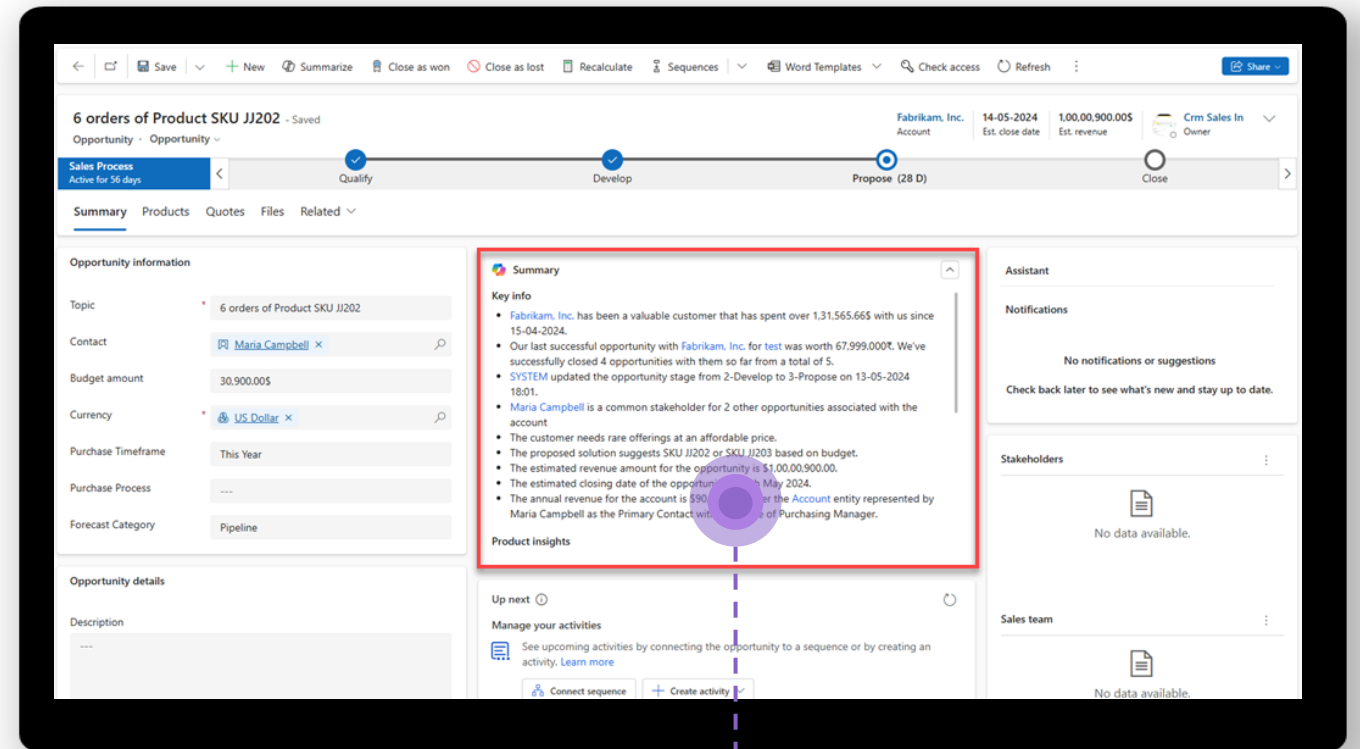
Copilot in Dynamics 365 Sales

Helps unlock seller productivity

Copilot produces a quick summary of the sales opportunity and lead records

Helps you prepare for meetings by analyzing email and previous meeting history

Keeps you up to date by tracking recent record changes and latest news about accounts



Produces opportunity summary

**Extend Copilot
or build your own agent**

Extend Copilot or build your own agent

In Business Central you can **optimize business processes** and **enhance productivity** by extending Copilot, or building your own agent in Copilot Studio



Extend Copilot

Extend and customize Copilot in Business Central by using tools that are a part of Business Central's standard development platform and boost efficiency of your unique processes



Build your own agent

Connect to your data in Business Central and publish on channels such as Microsoft Teams or your website

Extend Copilot in Business Central



Leverage Copilot for unique business solutions



Install add-ons that enhance Business Central with **industry-focused AI capabilities**



Engage with your partner to **design and build custom**, generative AI solutions

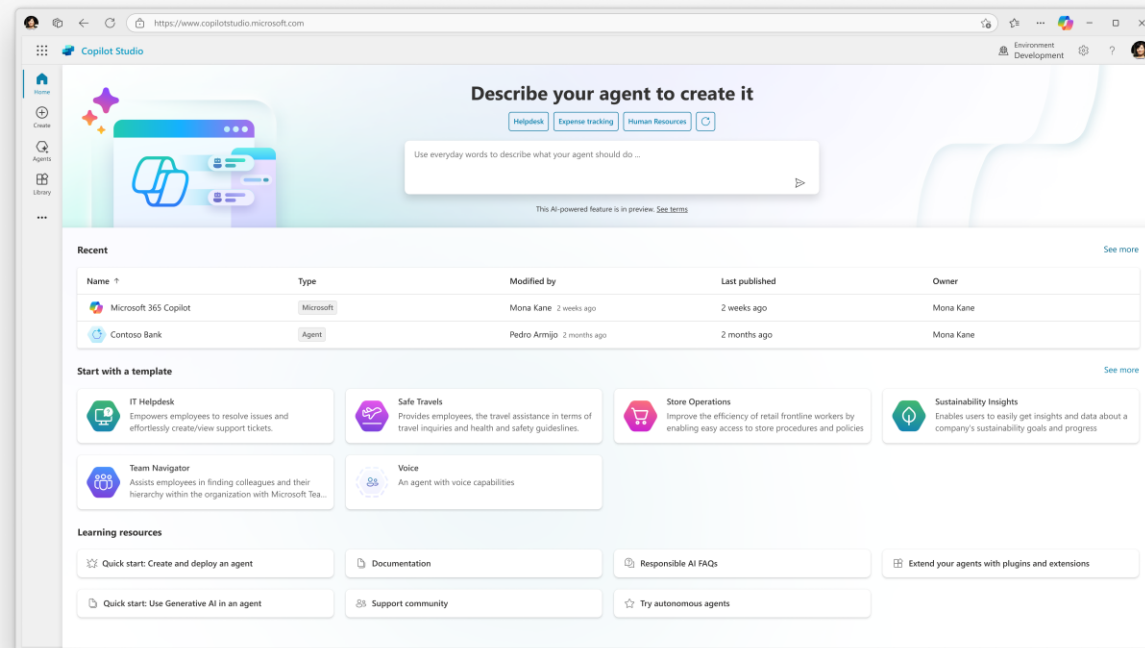


Rest upon strong foundations for **security, privacy, compliance** and **Responsible AI**

Build agents with Copilot Studio



Copilot Studio is a platform to build conversational experiences that **connect to knowledge and data from Business Central** and can **operate standalone**



Meet your users where they already are



Access everything in one place



Automate your workflows



Integrate with your external apps



Connect to your data (Business Central, Microsoft 365,...)



Customer:
Virgin Money

Industry:
Products and services

Size:
Large (1,000-9,999 employees)

Country:
United Kingdom

Products and services:
Microsoft Copilot Studio
Power BI
Microsoft Teams

[Read full story here](#)



“All our existing FAQs are stored in our Microsoft Dynamics 365 Knowledge Base. It makes sense to use Microsoft Copilot Studio to surface that information to customers. This integration – having an end-to-end Microsoft solution – simplifies reporting through Power BI, skills, architecture and support as well as giving us new choices.”

—Adam Paice, Head of Digital Proposition, Virgin Money

Situation:

With 6.6 million retail and business banking customers, Virgin Money’s desire to create top-class customer experiences guides everything the team does. It is this philosophy that has inspired the Virgin Money team to create an award-winning virtual assistant.

Solution:

One way in which the brand innovates to deliver exceptional customer experiences is through its award-winning virtual assistant, built using end-to-end Microsoft technologies, including Copilot Studio.

Impact:

This type of triaging means that contact centre colleagues are freed from mundane, repetitive tasks. Their time is focused on speaking with customers for whom they can really add value. For the agents, this results in much more satisfying and rewarding work. Their virtual assistant also has a high customer satisfaction score.

From AI to ROI

Achieving measurable business results with Copilot



Make Copilot Available

Create a foundation for AI-driven innovation

Establish data security, user access, and company policies



Solution Optimization

Establish accurate, complete, current data

Define the personas, scenarios, and process improvements



Develop AI Aptitude

Develop the skills to work alongside Copilot

Drive adoption and manage organizational change



Maximize Business Value

Identify and quantify the value (ROI) generated

Copilot increases revenue, optimizes costs, and helps employees thrive



Scale Adoption

Empower all employees to realize the benefits of Copilot

Support continuous improvement

82% of leaders say their employees will need new skills to be prepared for the growth of AI.¹

We can help.

Thank you

APPENDIX

Additional capabilities of Copilot in Business Central

E-invoice matching with Copilot

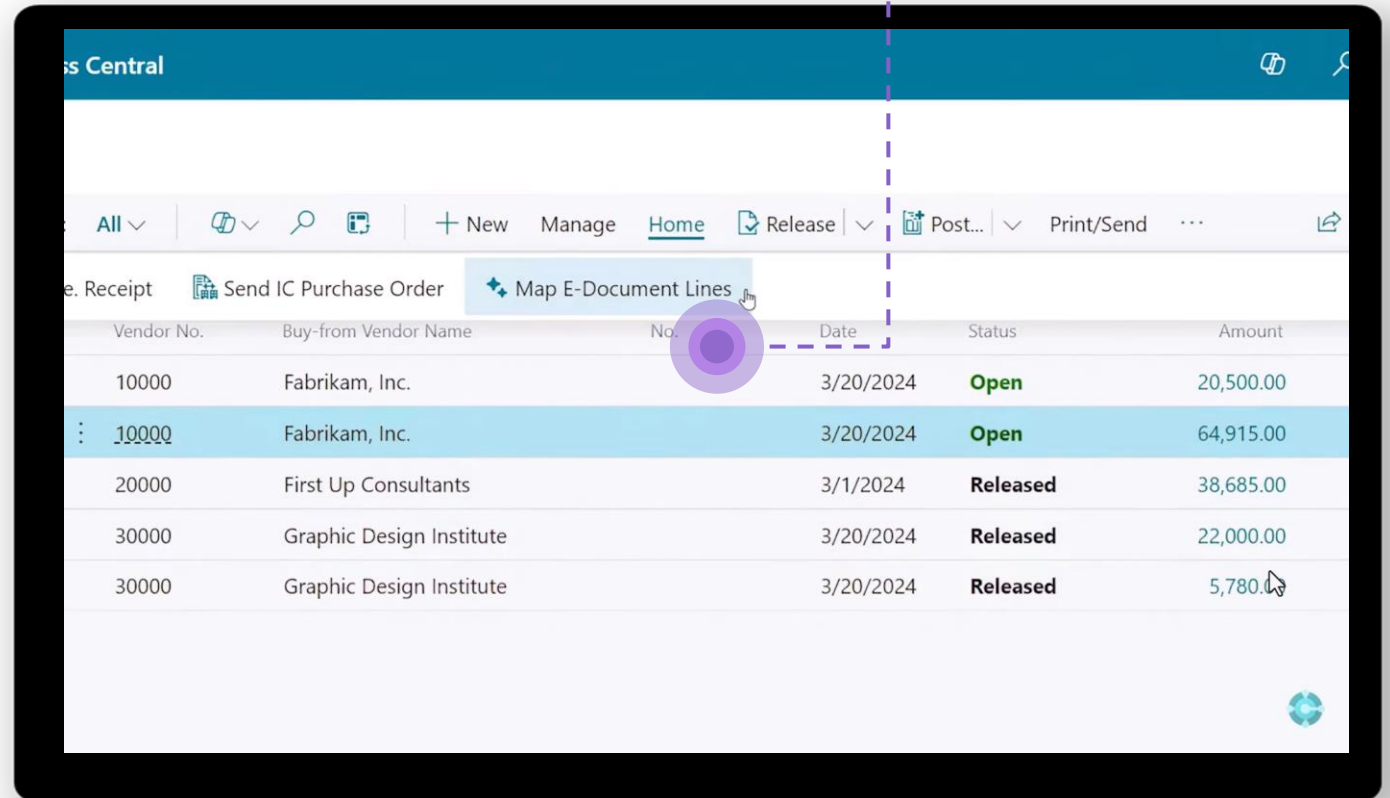
Keep finances organized with e-invoice matching

Copilot improves the process by mapping and matching vendor invoices to purchase orders

Reduces time spent on tasks that normally include extensive search, lookup, and data entry

Finds matches even when vendor invoices don't relate exactly with purchase orders

Maps and matches invoices



The screenshot shows the Dynamics Central interface. At the top, there's a navigation bar with 'All', 'New', 'Manage', 'Home', 'Release', 'Post...', and 'Print/Send'. Below this, there are several buttons: 'e. Receipt', 'Send IC Purchase Order', and 'Map E-Document Lines'. A purple callout box points to the 'Map E-Document Lines' button. Below the buttons is a table with the following columns: Vendor No., Buy-from Vendor Name, No., Date, Status, and Amount.

Vendor No.	Buy-from Vendor Name	No.	Date	Status	Amount
10000	Fabrikam, Inc.		3/20/2024	Open	20,500.00
10000	Fabrikam, Inc.		3/20/2024	Open	64,915.00
20000	First Up Consultants		3/1/2024	Released	38,685.00
30000	Graphic Design Institute		3/20/2024	Released	22,000.00
30000	Graphic Design Institute		3/20/2024	Released	5,780.00

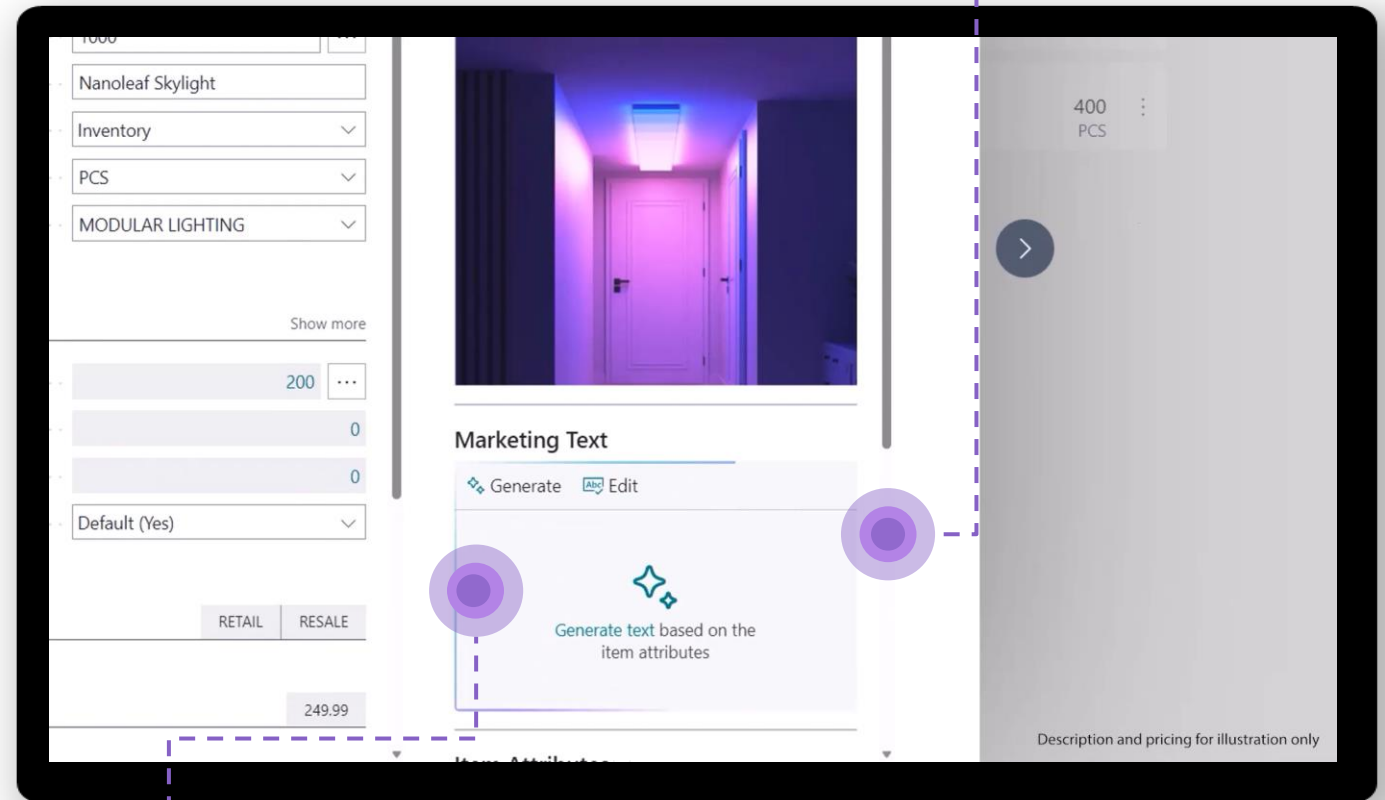
Marketing text suggestions with Copilot

Stop typing and start selling

Copilot uses natural language technology to craft an engaging description tailored to the product

Creates product descriptions tailored to your preferred tone, format, and length

Uses key attributes already in your data



Generates marketing text

Allows you to edit text

Create sales lines with Copilot

Free up time for sales teams to focus on building relationships

Copilot allows you to describe items in a few words or paste details from an email

Copilot suggests matching items from your extensive product catalog

Upload a file to have Copilot extract all lines from the order

Allows you to paste details from an email

LR Lynne Robbins
To: Jeff Hay

Dear Contoso, we're delighted with our barista series at our head office and are ready to purchase more products for our second office. Here's what we're looking for:

- 3 x Airpot Duo
- 6 x Glass carafe with 700 ml glass (matches our brand!!!)
- 10 x Whole roasted beans, Brazil
- 5 x whole roasted beans, Colombia

Best regards,
Lynne Robbins
Purchasing Department at **Alpine Ski House**

Creates sales lines

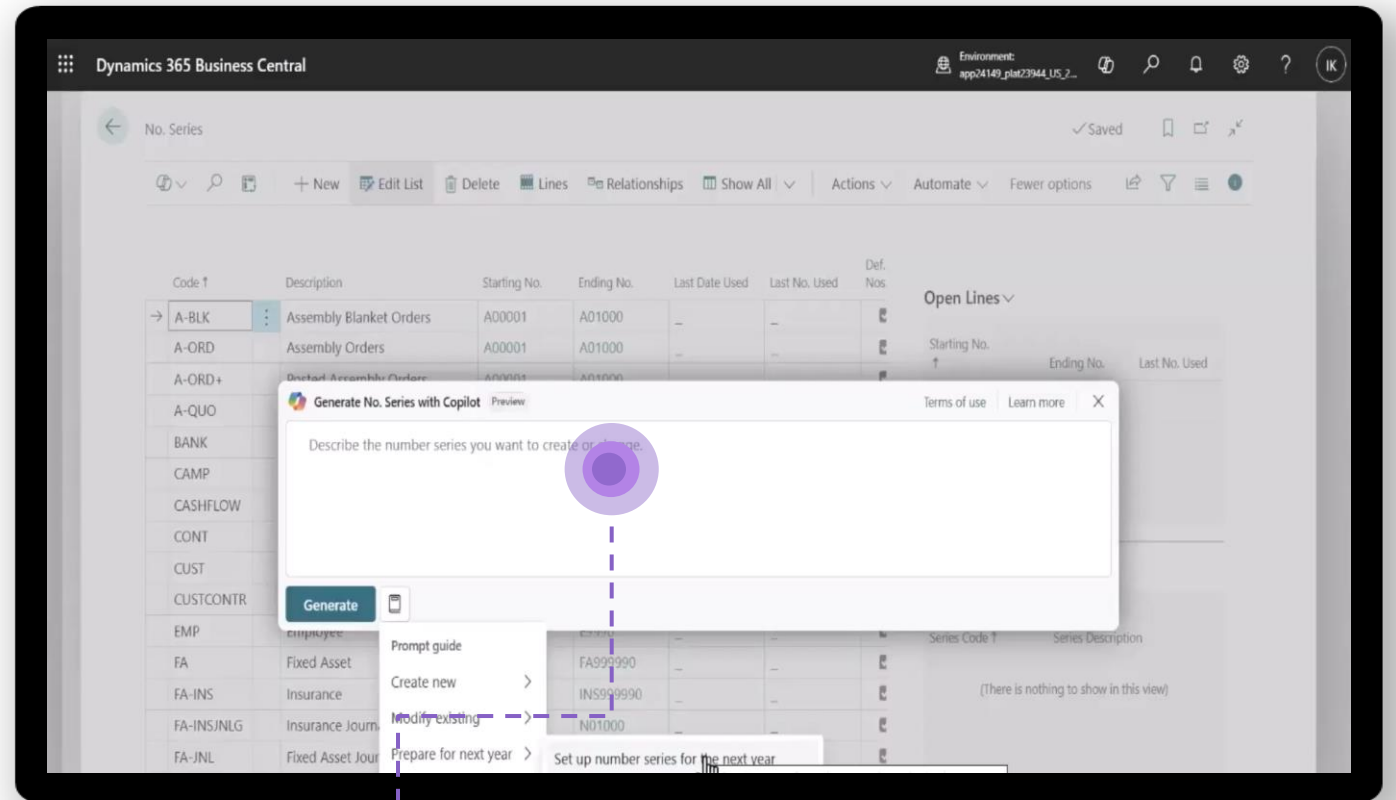
Suggest number series

Update your numbering with ease

Copilot suggests numbering patterns for records such as Sales invoices

Guide Copilot with a few words to create new numbering patterns for any draft or posted documents

Copilot reduces the time it takes to set up number series and make it easier to maintain them



Copilot suggests settings for you to review and finalize

Item substitute suggestions

Never miss out on a sale

Copilot suggests similar items from your catalog, filling out a list of possible substitutes

Finds similar products by comparing multiple datapoints such as product name, category, and more

Reduces the risk of creating duplicated entries on the Items list page

Ask Copilot to suggest substitutes

The screenshot displays the Dynamics 365 Business Central interface for 'CRONUS International Ltd.'. The main area shows a table of items with columns for No., Description, Inventory, Substi... (Substitute Existence), Assem... (Assembly BOM), Production BOM No., Routing No., Base Unit of Measure, Cost & Adj. (Cost and Adjustment), Unit Cost, Unit Price, and Vend. (Vendor). The item '1900-S : PARIS Guest Chair, black' is selected. Below it, a list of substitute items is shown, including '1906-S ATHENS Mobile Pedestal', '1908-S LONDON Swivel Chair, blue', '1920-S ANTWERP Conference Table', '1924-W CHAMONIX Base Storage Unit, black', '1925-W Conference Bundle 1-6, black', '1928-S AMSTERDAM Lamp', '1928-W ST.MORITZ Storage Unit/Drawers', '1929-W Conference Bundle 1-8', '1936-S BERLIN Guest Chair, yellow', '1952-W OSLO Storage Unit/Shelf', and '1953-W Guest Section 1'. A callout box points to the 'Ask Copilot to suggest substitutes' button, and another callout box points to the list of substitute items.

No.	Description	Inventory	Substi... Exist	Assem... BOM	Production BOM No.	Routing No.	Base Unit of Measure	Cost & Adj.	Unit Cost	Unit Price	Vend.
1710	Hand rear wheel Brake	200	No	No			PCS		4.50	0.00	3
1720	Hand front wheel Brake	200	No	No			PCS		4.80	0.00	0
1800	Handlebars	152	No	No			PCS		2.12	0.00	0
1850	Saddle	152	No	No			PCS		7.20	0.00	0
1896-S	ATHENS Desk	262	No	No			PCS		505.09338	649.40	3i
1900	Frame	152	No	No			PCS		15.70	0.00	0
1900-S	PARIS Guest Chair, black	299	No	No			PCS		97.50	125.10	2i
1906-S	ATHENS Mobile Pedestal	254	No	No			PCS		219.50	281.40	3i
1908-S	LONDON Swivel Chair, blue	305	No	No			PCS		96.10	123.30	3i
1920-S	ANTWERP Conference Table	96	No	No			PCS		328.00	420.40	2i
1924-W	CHAMONIX Base Storage Unit, black	26	No	Yes			PCS		81.70	136.40	2i
1925-W	Conference Bundle 1-6, black	0	No	No			PCS		0.00	122.50	
1928-S	AMSTERDAM Lamp	272	No	No			PCS		27.80	35.60	1i
1928-W	ST.MORITZ Storage Unit/Drawers	67	No	Yes			PCS		191.90	342.10	
1929-W	Conference Bundle 1-8	0	No	No			PCS		0.00	151.70	
1936-S	BERLIN Guest Chair, yellow	136	No	No			PCS		97.50	125.10	2i
1952-W	OSLO Storage Unit/Shelf	15	No	Yes			PCS		93.60	158.50	
1953-W	Guest Section 1	0	No	No			PCS		0.00	81.60	

Copilot provides a list of substitute suggestions

APPENDIX

Additional customer stories

planted.

Customer:
Planted Foods AG

Industry:
Consumer Goods

Size:
Medium (50-999 employees)

Country:
Switzerland

Products and services:
Dynamics 365 Business Central
Power BI
Azure

[Read full story here](#)



“Azure OpenAI helps us to manage everyday tasks more efficiently and facilitates the search for information for innovative process development.”

—Elena Silingardi, data scientist, Planted

Situation:

Planted is the fastest growing FoodTech startup in Europe in the field of alternative proteins and has a clear goal to become the European market leader in this sector. Planted is determined to harness the power of artificial intelligence to drive sustainable change in its business.

Solution:

The journey began with the use of Generative AI to mainly boost the productivity of Planted’s marketing team and usher in a new era of data-driven product development. Since then, Planted has expanded the capabilities of its own agent and onboarded more employees.

Impact:

To Planted it is already clear that its agent not only helps to make work processes more productive – it could also open a creative and playful approach to the Planted product cosmos. Planted envisions that also consumers could benefit from it, for example with regards to seeking cooking recipes using Planted meats.

APPENDIX

Frequently Asked Questions (FAQs)

FAQ: Understanding Copilot

What is Generative AI?

“Generative AI refers to a category of artificial intelligence (AI) algorithms that generate new outputs based on the data they have been trained on. Unlike traditional AI systems that are designed to recognize patterns and make predictions, generative AI creates new content in the form of images, text, audio, and more.”
- Generative AI Definition, [World Economic Forum](#)

What is Copilot?

Microsoft Copilot is the AI-powered assistant that helps people improve productivity, boost creativity, and eliminate tedious tasks.

Copilot uses large language models (LLMs) and other generative AI models powered by the Azure OpenAI Service, integrating customer data with the Microsoft Graph and other Microsoft apps and services with the security, privacy, and compliance that customers expect from the Microsoft cloud. Microsoft Copilot is present in many Microsoft apps and services, including Microsoft 365, Dynamics 365 and Windows.

What is the difference between OpenAI and Azure OpenAI Service?

OpenAI is an AI research and development company.

Azure OpenAI Service gives customers access to advanced OpenAI models as APIs, with the enterprise promise of Azure. Microsoft co-develops these APIs in partnership with OpenAI.

With Azure OpenAI, customers get the security, privacy and compliance capabilities of Microsoft Azure while running the same models as OpenAI.

What is the difference between ChatGPT and Copilot?

ChatGPT is a general-purpose large language model (LLM) trained by OpenAI on a massive dataset of text, designed to engage in human-like conversations and answer a wide range of questions on various topics.

Copilot also uses an LLM; however, the enterprise-ready AI technology is optimized for your business processes, your business data, and your security, privacy and compliance requirements.

For more on what is artificial intelligence: <https://azure.microsoft.com/resources/cloud-computing-dictionary/what-is-artificial-intelligence/>

FAQ: Using Copilot in Business Central

Where can I find the list of Copilot features?

Copilot includes a constantly expanding set of capabilities that help users in different roles and tasks. Find the full list of capabilities at aka.ms/bcAI, or follow the [Microsoft Dynamics 365 release planner](#) for upcoming features.

In which countries/regions and languages is Copilot available?

Copilot is available wherever Business Central is available. While Copilot is available in all Business Central languages, Microsoft supports only the languages that underwent rigorous quality assessment. Some preview features may initially be available only in select geographies and languages. [View the international availability report for details.](#)

Do I need to train Copilot on my company data?

Copilot in Business Central relies on powerful AI foundation models that are coupled with data management features in Business Central. No expensive or time-consuming training is needed before your organization can start using Copilot with your own company data. Copilot requires no setup or configuration and is ready to use.

Is Copilot expensive?

Currently, Copilot in Business Central is included with your Business Central online license at no additional cost. However, fair-use policies, quotas, and pricing might be introduced later.

FAQ: Learning more about Copilot

Where do I find demos of Copilot in Business Central?

You can watch bite-sized videos of Copilot in action at aka.ms/bcYouTube.

Where do I get more information about Copilot in Business Central?

For general questions, see [about Copilot in Business Central](#). Read the [FAQs for Copilot data security and privacy for Dynamics 365](#), or detailed information about [Copilot and data residency](#).

Where can I learn more about Microsoft's commitment to responsible AI?

Microsoft is not new to AI, having invested in ethical AI principles for over a decade. Learn about Microsoft's [Responsible AI principles](#), or read the [2024 Responsible AI Transparency Report](#)

Where can I learn more about Copilot Studio and how to start creating agents?

You can take our [Get started with Microsoft Copilot Studio](#) training to learn more about how to get started with Copilot Studio.

Where can I find more documentation on managing Copilot in each app?

Review documentation and FAQ on the Microsoft documentation pages learn.microsoft.com/dynamics365.

APPENDIX

Resources

Resources and Next Steps

- 1** Explore Microsoft 365 Copilot for work aka.ms/CopilotForWork
- 2** Join the Microsoft 365 Copilot Community Hub aka.ms/Microsoft365CopilotCommunity
- 3** Leverage the Resources for Adoption aka.ms/CopilotAdoption
- 4** Learn how Microsoft 365 Copilot works aka.ms/CopilotIntroTraining

Resources and Next Steps for partners

- 1** Explore the AI transformation opportunity with Microsoft aka.ms/aipartnerplaybook
- 2** Take a look at the Copilot Studio pitch deck aka.ms/CopilotStudioPitch_Partner
- 3** Learn AI knowledge and skills learn.microsoft.com/ai
- 4** Leverage Copilot partner resources aka.ms/copilotpartner