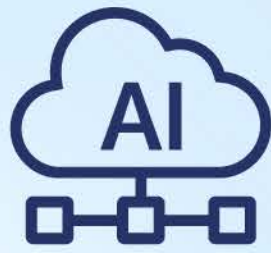# Role-based
Copilot Offerings
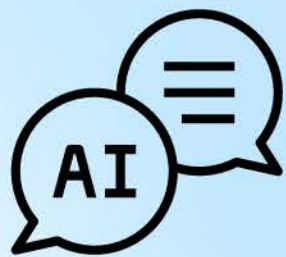
2025 Release Wave 1

Microsoft 365 Copilot for Sales

Advanced AI Integration

Enhanced generative AI capabilities are designed specifically for sales roles, providing deeper CRM insights and proactive recommendations.

Sales Chat™ Enhancements

Streamlined experiences in SalesChat™ will improve user interactions, with new agent workflows that give organizations better control over automation experiences and notifications.

Improved CRM Platform Insights

Further CRM platform insights will be surfaced to the sales teams, integrating seamlessly across the Microsoft 365 product suite.

Microsoft 365 Copilot for Service

Cutting-edge AI Capabilities
Enhanced generative AI capabilities within agents' flow of work, improving service delivery and operational efficiency.

CRM System Connectivity
This release will introduce the ability to connect with any CRM system, enhancing the flexibility and utility of service operations.
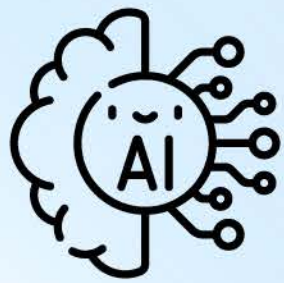
Email Management Tools
New features for inline email summarization and drafting will streamline communication and enhance response efficiency.

Microsoft 365 Copilot for Finance

Intelligent Automation

Automation of variance analysis in Excel and the ability to access external data sources will increase operational efficiency.

Support for Collections in Teams

Functionality extensions through Copilot Studio will include supporting collections calls directly within Microsoft Teams.

Generative AI for Strategic Insights

Generative AI will be leveraged to summarize macroeconomic conditions, providing concise insights to aid strategic financial decisions.

Leverage All Updates at One Place Contact DynaTech Systems

Starting **February 3, 2025,** customers can test new features in non-production environments. These updates, including UX enhancements, will auto-enable in production by April 2025.