

Show Notes for 3-20-26

What's New in **Power Platform**:

- M365 Copilot in Power- <https://www.microsoft.com/en-us/dynamics-365/blog/business-leader/2026/03/09/a-new-way-of-working-is-taking-shape-frontier-transformation/>
- How Work IQ leverages Dataverse - <https://devblogs.microsoft.com/microsoft365dev/build-business-understanding-with-dataverse-in-microsoft-365-copilot/>
- Skills for Copilot Studio - <https://microsoft.github.io/mcscatblog/posts/skills-for-copilot-studio/>
- Securely embedding agents into Power Pages - <https://www.microsoft.com/en-us/power-platform/blog/power-pages/seamlessly-embed-copilot-studio-agents-into-power-pages/>
- Agent API for Power Pages - <https://www.microsoft.com/en-us/power-platform/blog/power-pages/infuse-intelligent-experiences-into-power-pages-sites-with-the-new-agent-api/>
- March release of Copilot Studio Kit (update through marketplace) - <https://github.com/microsoft/Power-CAT-Copilot-Studio-Kit/releases/tag/CopilotStudioAccelerator-March2026>
- Use Power Apps in Copilot and Copilot in Power Apps - <https://www.microsoft.com/en-us/dynamics-365/blog/business-leader/2026/03/09/a-new-way-of-working-is-taking-shape-frontier-transformation/>
- Transcripts and orchestration details in Copilot Studio - <https://microsoft.github.io/mcscatblog/posts/power-of-topics-copilot-studio/>
- Agents at work - [Agents at Work](#)
- Helper for Dataverse reporting - https://www.linkedin.com/posts/mscottsewell_xrmttoolbox-powerbi-dataverse-activity-7437569808465989632-eoBN
- Intent is key - <https://www.microsoft.com/en-us/power-platform/blog/2026/03/12/from-apps-to-agents-rearchitecting-enterprise-work-around-intent/>
- March Feature Updates - <https://www.microsoft.com/en-us/power-platform/blog/power-apps/whats-new-in-power-platform-march-2026-feature-update/>

What's New in **CE**:

- Custom Neural Voices in CCaaS - <https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2026/03/06/custom-neural-voices-dynamics-365-contact-center/>

What's New in **HR/Retail/BC/Project/F&SCM**:

- What's New in Finance | FastTrack TechTalk | Dynamics 365 - <https://community.dynamics.com/blogs/post/?postid=e83be155-930b-f111-8407-00224832b910>
- Traceability in Dynamics 365 SCM: Overview and new features | FastTrack TechTalk - <https://community.dynamics.com/blogs/post/?postid=4782ba44-1a0d-f111-8406-6045bda6fdea>
- Advanced Quality Management in Supply Chain Management, Part 1 | FastTrack Tech Talk | Dynamics 365 - <https://community.dynamics.com/blogs/post/?postid=6bb301a0-9812-f111-8406-000d3a54c4d2>
- 2026 release wave 1 plans for Microsoft Dynamics 365, Microsoft Power Platform, and Copilot Studio offerings - <https://www.microsoft.com/en-us/dynamics-365/blog/business-leader/2026/03/18/2026-release-wave-1-plans-for-microsoft-dynamics-365-microsoft-power-platform-and-copilot-studio-offerings/#highlights-from-dynamics-365>

What's New in **Solution Updates**:

- Power Automate Extensions to 1.9.43.0 then 1.9.44.0
- Contact Center CRM Connector to 1.5.26022.1019 then 1.5.26023.1020
- Dynamics 365 Customer Service Analytics to 9.0.26021.1009 then 9.0.26023.1012
- Dynamics 365 QualityManagementService to 1.0.26021.1016
- Dynamics Sales Embedded Package to 9.0.26022.10003 then 9.0.26023.10003
- Microsoft Dynamics 365 - PowerAIExtensions to 1.0.1.1572 then 1.0.1.1588

- Omnichannel for Customer Service - ProactiveAI to 1.5.27.29405044
- PowerAppsUXAgentApp Package to 9.1.2026031.260303084
- Power Platform Environment Settings App to 1.1.1.2996 then 1.1.1.3024
- Automated Routing Engine to 3.5.0.135
- Generative user interface pages for model apps to 9.1.2026031.260303
- Globalization Solution for Microsoft Dynamics 365 Finance to 1.0.3350.1 then 1.0.3357.1
- Copilot Studio Kit to 20260311.5 then 20260313.2
- Dynamics 365 for Field Service to 8.8.142.393
- Power Automate Process Mining to 1.14.10.0
- Dynamics 365 Customer Insights - Journeys to 1.122.2004.112
- Dynamics 365 Customer Insights - Journeys real-time to 1.1.62960.63
- Agent Productivity Tools to 9.2.26023.2000
- Appprofilemanager to 10.1.26023.1001
- Dynamics 365 ChannelExperienceApps to 1.0.26023.1014
- Dynamics 365 Customer Service Intelligence to 9.2.26023.1066
- Dynamics365 ServiceFeatureManagerAnchor to 9.0.26023.1004
- Omnichannel for Customer Service - ProactiveAI to 1.5.27.29406174
- Power Apps Checker to 2.2.3321.1
- Employee Self-Service HR to 1.1.0.0
- Employee Self-Service IT to 1.1.0.0
- ESS HR Workday to 1.1.0.0
- ESS IT ServiceNow IT to 1.1.0.0
- Dynamics 365 Customer Voice to 3.0.0.237
- Business performance analytics to 2.6.3351.1
- Finance and Operations Virtual Entity to 2.10.0.50
- Microsoft Dynamics 365 Project Operations to 4.163.0.733
- Planning Optimization Add-in for Dynamics 365 SCM to 1.0.3361.1
- Microsoft Project Service Core to 1.0.163.730

4 Places you can look to find out some of the details of these updates:

- <https://docs.microsoft.com/en-us/dynamics365/released-versions/>
- M365 Admin Center - <https://portal.office.com/adminportal/home#/MessageCenter>
- Customer Insights - <https://learn.microsoft.com/en-us/dynamics365/customer-insights/whats-new-customer-insights>
- F&SC Release Schedule - <https://learn.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/get-started/quality-updates-schedule>