

# Show Notes for 4-17-26

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

- Many improvements/additions to Agent Academy - <https://devblogs.microsoft.com/powerplatform/agent-academy-update-special-ops-cowork-collective/>
- PPAC alerts go GA - <https://www.microsoft.com/en-us/power-platform/blog/power-apps/power-platform-monitor-alerts-are-now-generally-available/>
- Tips on deploying agents to Teams - <https://microsoft.github.io/mcscatblog/posts/copilot-studio-teams-agent-patterns/>
- ALM tips for agent deployment - <https://microsoft.github.io/mcscatblog/posts/copilot-studio-teams-deployment/>
- Skills for canvas apps in code tools - <https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/create-canvas-external-tools>
- Skills for Power Pages in code tools - <https://www.microsoft.com/en-us/power-platform/blog/power-pages/build-your-server-side-logic-with-ai-new-power-pages-agentic-code-skills/>
- April Feature Summary - <https://www.microsoft.com/en-us/power-platform/blog/2026/04/09/whats-new-in-power-platform-april-2026-feature-update/>
- Agents and Workflows - <https://www.microsoft.com/en-us/microsoft-copilot/blog/copilot-studio/automate-business-processes-with-agents-plus-workflows-in-microsoft-copilot-studio/>
- How deploying agents is different - <https://www.apprising.co.nz/post/what-to-put-in-place-before-you-deploy-copilot-studio-agents-to-production>
- Merge Canvas Apps - <https://github.com/feincraftai/CanvasDeepMerger/tree/main>
- Governance snapshot - <https://github.com/Laskewitz/inventory-report?tab=readme-ov-file>
- Copilot Studio Samples - <https://microsoft.github.io/CopilotStudioSamples/>
- Making Apps Smarter - <https://www.microsoft.com/en-us/power-platform/blog/2026/04/15/making-business-apps-smarter-with-ai-copilot-and-agents-in-power-apps/>
- Run Evals programmatically - [https://www.linkedin.com/posts/adilei\\_copilotstudio-evals-skillsforcopilotstudio-ugcPost-7450649838041407488-uokk](https://www.linkedin.com/posts/adilei_copilotstudio-evals-skillsforcopilotstudio-ugcPost-7450649838041407488-uokk)
- Create Fabric MCP Custom Connector - <https://troystaylor.com/power%20platform/custom%20connectors/2026-04-15-fabric-mcp-custom-connector.html>
- Declarative Agents from Copilot Studio - <https://microsoft.github.io/mcscatblog/posts/no-copilot-license-m365-channel/>

## What's New in **CE**:

- Post call events in CCaaS - <https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2026/04/15/trigger-post-call-actions-using-caller-hang-up-events/>

## What's New in **HR/Retail/BC/Project**:

- Enable accelerated growth with confidence: A Forrester TEI study projects more than 200% ROI over three years and six-month payback using Dynamics 365 Business Central - <https://www.microsoft.com/en-us/dynamics-365/blog/business-leader/2026/03/31/enable-accelerated-growth-with-confidence-a-forrester-tei-study-projects-more-than-200-roi-over-three-years-and-six-month-payback-using-dynamics-365-business-central/>
- D365 Project Operations : Optimize Project Ops - <https://releaseplans.microsoft.com/en-US/?app=Project+Operations&status=planned>
- D365 Business Central : Copilot & Agents, Country & Regional, Development, ECommerce, Electronic Documents, Financial Management, Governance & Administration, Reporting & Data Analysis, Supply Chain Management, Sustainability Management - <https://releaseplans.microsoft.com/en-US/?app=Business+Central&status=planned>

## What's New in **F&SC**:

- **D365 Finance : Business Performance, Core Financials, & Globalization Studio** - <https://releaseplans.microsoft.com/en-US/?app=Finance&status=planned>
- **D365 F&O Cross App Opportunities : Boost Productivity with Copilot, One Dynamics Platform** - <https://releaseplans.microsoft.com/en-US/?app=Finance+and+Operations+cross-app+capabilities&status=planned>
- **D365 SCM : Planning, Procurement, Sales & Marketing, WMS** - <https://releaseplans.microsoft.com/en-US/?app=Supply+Chain+Management&status=planned>

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

- Dynamics 365 Customer Service Intelligence to 9.2.26031.1089 then 9.2.26033.1087
- Power Platform Dataflows to 1.1.3322.1
- Contact Center CRM Connector to 1.5.26032.1011 then 1.5.26033.1015
- Dynamics 365 QualityManagementService to 1.0.26031.1017 then 1.0.26033.1036
- Omnichannel for Customer Service - ProactiveAI to 1.5.27.29416349
- Business performance analytics to 2.7.3375.1
- Globalization Solution for Microsoft Dynamics 365 Finance to 1.0.3383.1 then 1.0.3385.1
- Invoice Capture for Dynamics 365 Finance to 2.3.3383.1
- Microsoft Project Service Core to 1.0.165.33682
- Microsoft Dynamics 365 Project Operations to 4.165.3368.2
- Agent Productivity Tools to 9.2.26033.1006
- Appprofilemanager to 10.1.26033.1008
- Business Copilot AI to 2.0.3379.1
- Dynamics 365 ChannelExperienceApps to 1.0.26033.1018
- Dynamics 365 Customer Service Analytics to 9.0.26033.1070
- Dynamics 365 for Field Service to 8.8.144.46
- Dynamics 365 Service Agents to 9.0.26033.1007
- Dynamics Sales Embedded Package to 9.0.26033.10002
- Omnichannel for Customer Service - ProactiveAI to 1.5.27.29417483
- Workforce Management for Customer Service to 9.0.26033.2003
- Omnichannel Power Virtual Agent Extension to 1.5.27.4
- Omnichannel Telephony Power Virtual Agent Extension to 1.5.27.4
- Copilot in Microsoft Dynamics 365 Supply Chain Management to 1.1.03334.3
- Finance and Operations Virtual Entity to 2.20.3385.8

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>