

Show Notes for 5-1-26

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

- Automate testing with Playwright samples - <https://learn.microsoft.com/en-us/power-platform/developer/playwright-samples/overview>
- Making Copilot UI Widgets from Power Apps - <https://www.microsoft.com/en-us/power-platform/blog/2026/04/22/custom-tools-and-rich-ui-for-app-based-conversations-are-now-in-public-preview/>
- Power Pages improves security with SharePoint - <https://www.microsoft.com/en-us/power-platform/blog/power-pages/more-secure-sharepoint-integration-in-power-pages-with-site%e2%80%91scoped-permissions/>
- Updated agent platform recommender - <https://microsoft.github.io/AgentPlatformAdvisor/>
- Real-time voice goes GA - <https://www.microsoft.com/en-us/microsoft-copilot/blog/copilot-studio/extend-ai-voice-support-introducing-real-time-voice-agents-in-microsoft-copilot-studio/>
- Agent name suffixes by environment - <https://learn.microsoft.com/en-us/microsoft-copilot-studio/publication-agent-display-name-suffix>

What's New in **CE**:

- New Service Operations Agent for CCaaS - <https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2026/04/30/introducing-service-operations-agent-in-dynamics-365-contact-center/>
- All the Contact Center Agents - <https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2026/04/27/dynamics-365-contact-center-ai-agents/>
- Policy/Governance in Customer Service - <https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2026/04/29/dynamics-365-customer-service-governance-preview/>
- Record CSR screens for coaching - <https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2026/04/28/screen-recording-dynamics-365-customer-service-contact-center/>

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

- Plan and prepare for Dynamics 365 Project Operations in 2026 release wave 1
<https://learn.microsoft.com/en-us/dynamics365/release-plan/2026wave1/enterprise-resource-planning/dynamics365-project-operations/>
- Plan and prepare for Dynamics 365 Human Resources in 2026 release wave 1
<https://learn.microsoft.com/en-us/dynamics365/release-plan/2026wave1/enterprise-resource-planning/dynamics365-human-resources/>
- Plan and prepare for Dynamics 365 Commerce in 2026 release wave 1
<https://learn.microsoft.com/en-us/dynamics365/release-plan/2026wave1/enterprise-resource-planning/dynamics365-commerce/>
- Plan and prepare for Dynamics 365 Business Central in 2026 release wave 1
<https://learn.microsoft.com/en-us/dynamics365/release-plan/2026wave1/smb/dynamics365-business-central/nce-operations-crossapp-capabilities/>

What's New in **F&SCM**:

- Plan and prepare for Microsoft Sustainability Manager in 2026 release wave 1
<https://learn.microsoft.com/en-us/dynamics365/release-plan/2026wave1/enterprise-resource-planning/sustainability-manager/>
- Plan and prepare for Dynamics 365 Finance in 2026 release wave 1
<https://learn.microsoft.com/en-us/dynamics365/release-plan/2026wave1/enterprise-resource-planning/dynamics365-finance/>
- Plan and prepare for Dynamics 365 Supply Chain Management in 2026 release wave 1

<https://learn.microsoft.com/en-us/dynamics365/release-plan/2026wave1/enterprise-resource-planning/dynamics365-supply-chain-management/>

- Plan and prepare for finance and operations cross-app capabilities in 2026 release wave 1
<https://learn.microsoft.com/en-us/dynamics365/release-plan/2026wave1/enterprise-resource-planning/finance-operations-crossapp-capabilities/>

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

- Power Platform App Agents App to 9.1.2026044.260416
- Power Platform Environment Settings App to 1.1.1.3098 then 1.1.1.3109
- Dynamics 365 Service Scheduling to 9.0.26033.1002
- Power Automate Extensions to 1.10.0.0
- Business performance analytics to 2.7.3385.2
- Globalization Solution for Microsoft Dynamics 365 Finance to 1.0.3392.1 then 1.0.3404.2
- Dynamics 365 Customer Insights - Journeys real-time to 1.1.64196.104
- Contact Center CRM Connector to 1.5.26034.1014 then 1.5.26035.1018
- Dynamics 365 Customer Service Intelligence to 9.2.26033.1088 then 9.2.26035.1078
- Dynamics 365 QualityManagementService to 1.0.26033.1037 then 1.0.26035.1022
- Dynamics Sales Embedded Package to 9.0.26034.10003
- Omnichannel for Customer Service - ProactiveAI to 1.5.27.29418617 then 1.5.27.29419752
- Power Automate Process Mining to 1.14.11.0
- Copilot for finance and operations apps to 1.0.03397.2 then 1.0.03406.1
- Microsoft Dynamics 365 - PowerAIExtensions to 1.1.3384.1
- SCMAIApp to 1.1.03390.2
- AI Builder to 202603.4.17.1
- Dynamics 365 ChannelExperienceApps to 1.0.26035.1015
- Dynamics 365 Customer Service Analytics to 9.0.26035.1010
- Dynamics 365 for Field Service to 8.8.144.50
- Dynamics 365 Service Agents to 9.0.26035.1013
- Workforce Management for Customer Service to 9.0.26035.3011
- Power Platform Dataflows to 1.1.3362.1

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>