

Show Notes for 5-15-26

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

- Dataverse Business Skills - <https://www.microsoft.com/en-us/power-platform/blog/2026/05/01/business-skills/>
- Give more access to Copilot Studio Agent Analytics - <https://techcommunity.microsoft.com/blog/copilot-studio-blog/read-only-analytics-access-and-custom-metrics-now-available-in-microsoft-copilot/4516824>
- Agent Debugger in Copilot Studio Kit - https://www.linkedin.com/posts/ravikiran-patil-b73b1535_copilotstudiokit-copilotstudio-powerplatform-ugcPost-7457684862942986240-HeYg
- New Dataverse Features Recap - <https://www.microsoft.com/en-us/power-platform/blog/2026/05/05/dataverse-agent-data-platform/>
- Conversation evaluations - <https://learn.microsoft.com/en-us/microsoft-copilot-studio/analytics-agent-evaluation-multi-turn>
- What to use when in Copilot Studio - <https://the-autonomous-edge.ghost.io/copilot-studio-is-growing-fast-heres-how-to-know-what-to-use-and-when/>
- Copilot Studio April Summary - <https://www.microsoft.com/en-us/microsoft-copilot/blog/copilot-studio/new-and-improved-agent-governance-intelligent-workflows-and-connected-app-experiences/>
- CUA goes GA - <https://techcommunity.microsoft.com/blog/copilot-studio-blog/computer-using-agents-in-microsoft-copilot-studio-are-now-generally-available/4519427>
- Power FX User Defined Types GA - <https://www.microsoft.com/en-us/power-platform/blog/power-apps/power-fx-user-defined-types-generally-available/>
- Closed Loop Learning for Power Apps MCP - <https://www.microsoft.com/en-us/power-platform/blog/power-apps/power-apps-mcp-server-introduces-closed-loop-learning-for-enterprise-agents/>
- Dataverse (Power Platform) Admin Skills - <https://www.microsoft.com/en-us/power-platform/blog/2026/05/12/dataverse-agentic-administration/>
- Evaluations of all agents - <https://devblogs.microsoft.com/microsoft365dev/announcing-the-public-preview-of-the-microsoft-365-copilot-agent-evaluations-tool/>
- Updated agent governance whitepaper - <https://techcommunity.microsoft.com/blog/copilot-studio-blog/new-updates-administering-and-governing-agents-whitepaper-v3-2/4517044>
- Power Platform May Feature Summary - <https://www.microsoft.com/en-us/power-platform/blog/2026/05/14/whats-new-in-power-platform-may-2026-feature-update/>

What's New in **CE**:

- Case Enrichment Simulations - <https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2026/05/05/case-enrichment-simulation-dynamics-365/>
- Consent based recordings - <https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2026/05/08/consent-based-recording-dynamics-365-contact-center/>
- Credits Consumption Estimation in D365 - <https://www.microsoft.com/en-us/dynamics-365/blog/it-professional/2026/05/15/ai-credit-estimation-dynamics-365-workforce-planning/>
- Copilot Cowork gets access to D365 - <https://www.microsoft.com/en-us/microsoft-365/blog/2026/05/05/copilot-cowork-from-conversation-to-action-across-skills-integrations-and-devices/>

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

- Microsoft Dynamics 365 - PowerAIExtensions to 1.1.3407.3
- Agent Productivity Tools to 9.2.26035.1006 then 9.2.26042.1002
- Appprofilemanager to 10.1.26035.1007 then 10.1.26042.1003
- Copilot Studio Kit to 20260430.1 then 20260504.4
- Contact Center CRM Connector to 1.5.26041.1028 then 1.5.26042.1013
- Dynamics 365 for Field Service to 8.8.145.42
- Dynamics 365 Service Scheduling to 9.0.26043.1001
- Dynamics Sales Embedded Package to 9.0.26041.10003

- Omnichannel for Customer Service - ProactiveAI to 1.5.27.29426538 then 1.5.27.29427673
- Power Automate Extensions to 1.10.3.0
- PowerPlatformEnvironmentSettingsApp to 2.2.3389.2
- Dynamics 365 Customer Voice to 3.0.3403.2
- Globalization Solution for Microsoft Dynamics 365 Finance to 1.0.3413.1 then 1.0.3420.1
- Microsoft Dynamics 365 Project Operations to 4.165.3409.5
- Dynamics 365 Customer Service Analytics to 9.0.26035.1013 then 9.0.26042.1009
- Dynamics 365 Finance and Operations Platform Tools to 1.0.6.7
- Dynamics 365 ChannelExperienceApps to 1.0.26042.1013
- Dynamics 365 Customer Service Intelligence to 9.2.26042.1052
- Dynamics 365 QualityManagementService to 1.0.26042.1015
- Dynamics 365 Service Agents to 9.0.26042.1008
- Omnichannel for Customer Service - ChatGPT to 1.5.27.109
- Omnichannel for Customer Service - M365 Copilot to 1.5.27.113
- Workforce Management for Customer Service to 9.0.26042.3008
- Omnichannel Power Virtual Agent Extension to 1.5.27.8
- Omnichannel Telephony Power Virtual Agent Extension to 1.5.27.8
- Power CAT Tools to 1.0.20260511.1
- Dynamics 365 Customer Insights - Journeys to 1.122.2009.311
- Dynamics 365 Customer Insights - Journeys real-time to 1.1.65002.153

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>