



September 2026

# What's new in D365

## Power Platform & Customer Engagement



# Your D365 What's new Team



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# Service update availability

CY26Q4  
10.0.49

| Preview availability | General availability self-update | First auto-update schedule | Second auto-update schedule | End of service |
|----------------------|----------------------------------|----------------------------|-----------------------------|----------------|
| July 27, 2026        | September 11, 2026               | October 2, 2026            | November 1, 2026            | May 21, 2027   |



**Disclaimer**

We explicitly point out that activation without prior consultation can lead to errors. We cannot guarantee that the functions presented here will run in individualized projects without prior adaptation. We therefore accept no liability for new functionalities activated by the customer without prior consultation. The presentation serves purely to introduce new functionalities and does not constitute a recommendation for action regarding the activation of the functionalities.

「What's new

# Power Platform Highlights

# Dataverse business data in Microsoft 365 Copilot

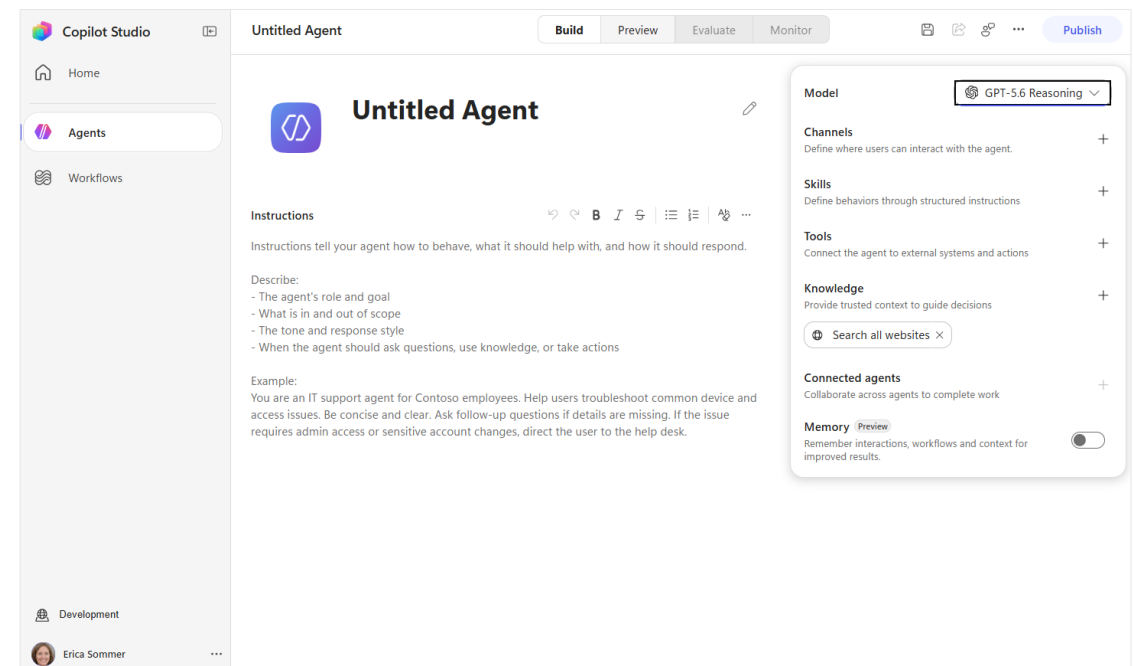
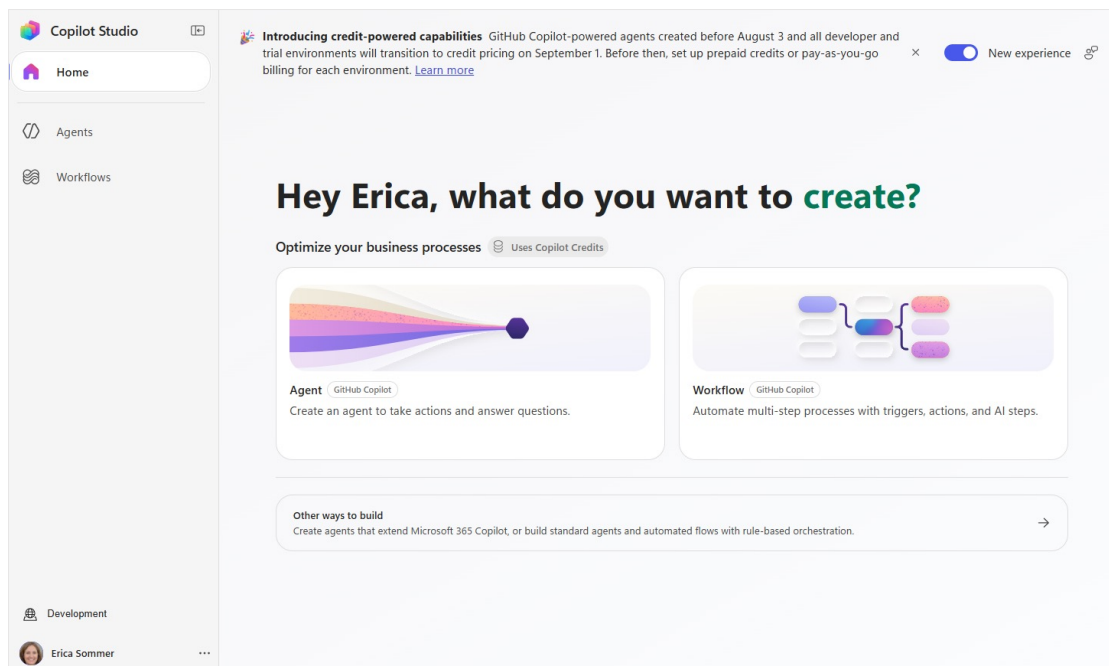
Power Platform admins can make Dataverse environment data available in Microsoft 365 Copilot. Users can then chat with Copilot to search and reason over business data, such as account and contact information.

Copilot can combine relevant Dataverse records with information from emails, Word, and PowerPoint to provide a more comprehensive view of a business account. Access is controlled by administrators, and Copilot only returns Dataverse data the user is authorized to access.

This feature has been in public preview since June 22, 2026.

# Copilot Studio: the new agent experience

Since June 2026, Copilot Studio has offered a new experience for building agents, available as a production-ready preview alongside the classic experience. A toggle on the homepage switches between the new and the previous environment. The new experience uses an enhanced orchestration runtime to improve reasoning and response quality. It also introduces reusable skills, persistent memory across interactions, and Microsoft IQ for accessing organizational data such as emails, calendar events, files, Teams messages, and people. Agents can also create and edit Word, Excel, PowerPoint, and PDF files.

 PREVIEW +  
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# GitHub Copilot harness and Copilot Credits

In Copilot Studio, every agent and workflow runs on a harness — the runtime between the design and the language model. Three harnesses are available: the GitHub Copilot harness for reasoning-heavy, multi-step processes, the standard harness for rule-based agents, and the Copilot chat harness for extending Microsoft 365 Copilot. The harness determines how an agent works, which capabilities are available, and how usage is billed. On the GitHub Copilot harness, Copilot Credits are consumed from the moment building starts, not after publishing, and cover model tokens, tools, and the harness itself.

| Considerations                | GitHub Copilot harness                                                               | Standard harness                                                                  | Copilot chat harness                                                      |
|-------------------------------|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| <b>Best for</b>               | Complex, multi-step business processes                                               | Rule-based agents and structured conversations                                    | Extending M365 Copilot Chat with enterprise knowledge                     |
| <b>How it works</b>           | Reasons through a goal on its own, step by step                                      | Follows the topics and rules you define                                           | Connects enterprise knowledge to M365 Copilot Chat                        |
| <b>Recovers from problems</b> | Retries and finds alternative paths automatically                                    | Follows the paths you define                                                      | Not a focus                                                               |
| <b>Works with files</b>       | Creates, edits, and reasons over Word, Excel, PowerPoint, and PDF files              | Not a focus                                                                       | Not a focus                                                               |
| <b>Skills and memory</b>      | Yes                                                                                  | Not a focus                                                                       | Not a focus                                                               |
| <b>Publishing</b>             | Internal teams or external customers                                                 | Internal teams or external customers                                              | Internal teams                                                            |
| <b>Billing</b>                | <a href="#">Overview of billing for agents powered by the GitHub Copilot harness</a> | Described in <a href="#">Licensing for agents powered by the standard harness</a> | Consumption or included in <a href="#">Microsoft 365 Copilot licenses</a> |



PREVIEW



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# Dataverse agent users with Entra identity

AI agents can be provisioned in Dataverse as agent users with enterprise-managed Microsoft Entra agent identities. Administrators can assign dedicated, least-privileged security roles based on the capabilities the agent requires.

Agent-driven actions are fully audited, helping organizations apply consistent security and compliance controls while maintaining traceability of data access and changes in Dataverse. This feature has been in public preview since June 1, 2026.

# End of AI Builder credits

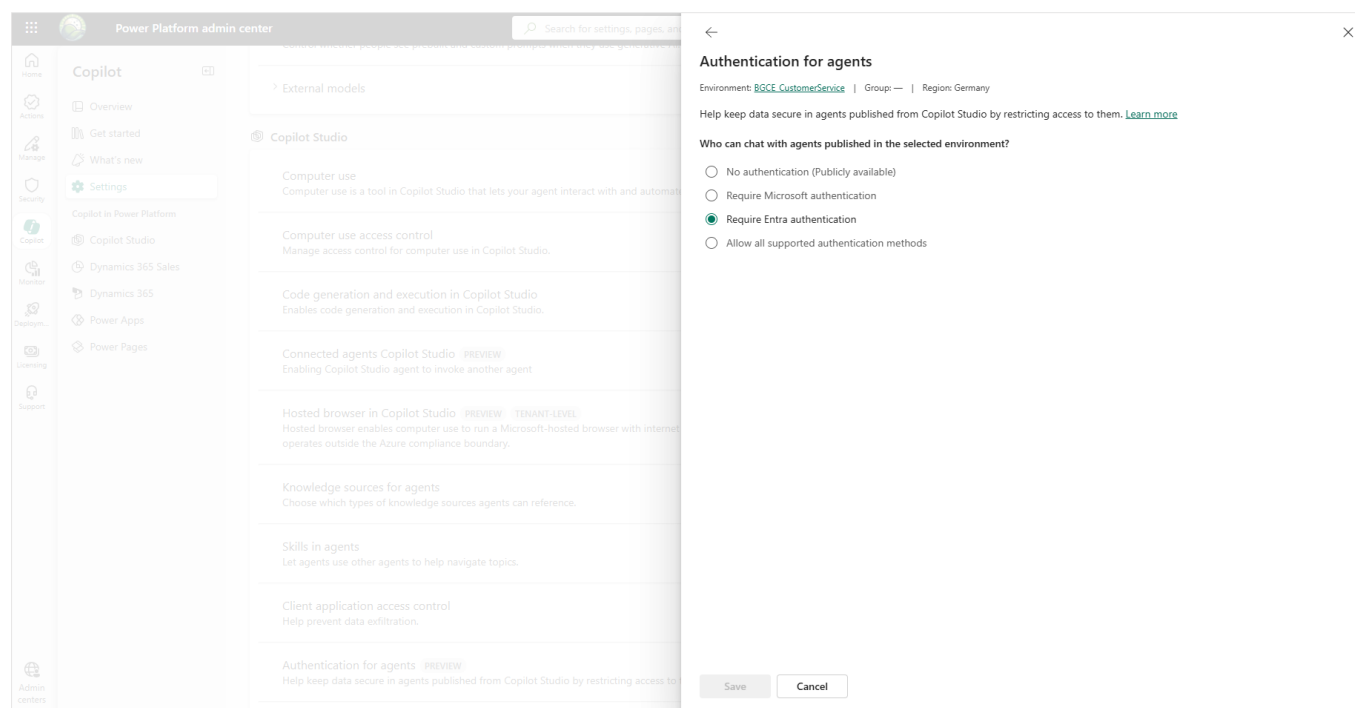
Starting November 1, 2026, the AI Builder credits included with premium licenses will no longer be available. Existing AI Builder capacity add-ons can continue to be used until their contracts expire, but they can no longer be renewed or newly purchased after November 1, 2026. Contracts that started before November 1, 2025 keep their agreed entitlements for the contract term.

AI Builder credits are not automatically converted to Copilot Credits. Instead, Copilot Credits are required to continue using AI Builder features once the seeded credits are no longer available.



# Manage agent security with enhanced admin controls

Admins can centrally define authentication and access policies for agents at the environment or environment group level in the Power Platform admin center. Policies can require Microsoft Entra ID authentication, allow approved external identity providers, or prohibit anonymous access. They can also govern agent sharing and restrict unsupported configurations. These policies are evaluated during agent deployment and at runtime, helping ensure that only compliant agents can be published and accessed. This closes off weak authentication paths as agent adoption scales. This feature has been in public preview since May 31, 2026; general availability announced for September 2026.

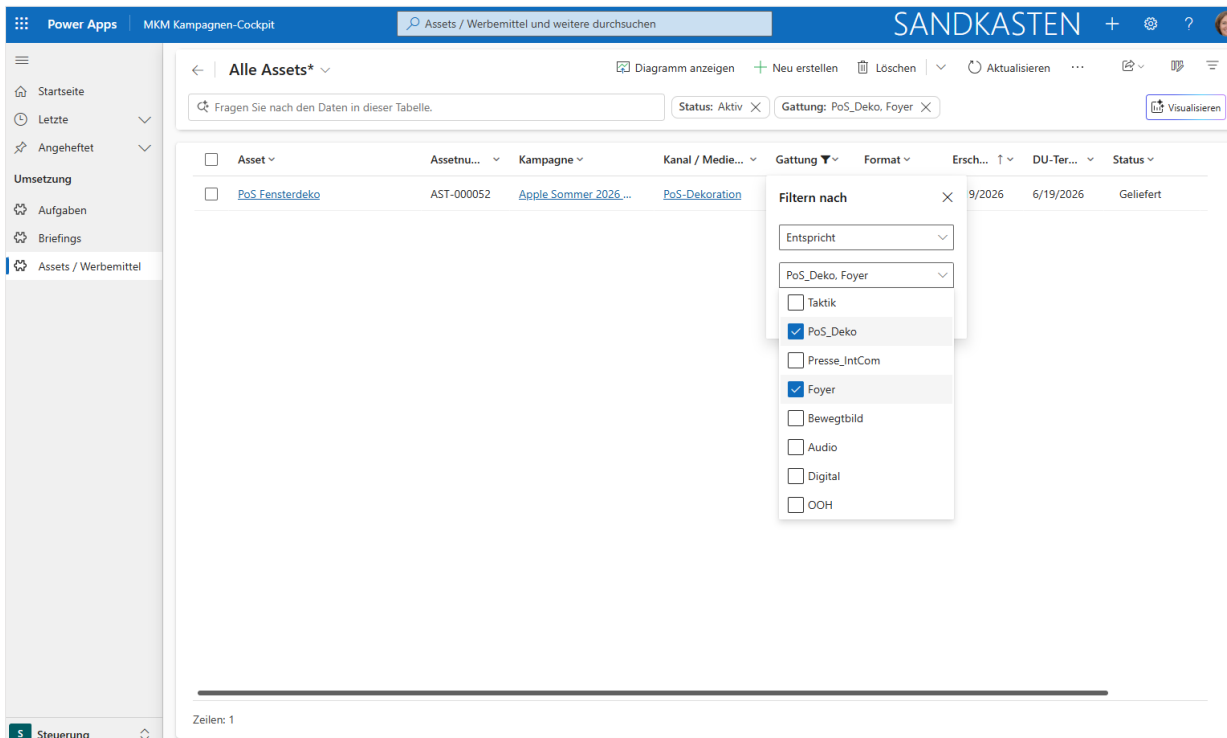


# Share Process license capacity across workflows

Flow groups let you share the capacity of a single Power Automate Process license across up to 25 cloud flows. This is useful for higher-volume flows that do not require dedicated capacity. Prerequisites are process licenses available to the environment, cloud flows stored in solutions, and maker permissions. By sharing capacity across multiple flows, organizations can improve capacity utilization, reduce licensing costs, and simplify license management. This feature has been generally available since July 30, 2026.

# Filter grid columns by multiple selected values

Users can now filter records in model-driven app grids using columns that support multiple selected values. Filters can be applied to one or more selected values, making it easier to narrow down large result sets without manually scanning extensive lists or relying on broader filters. Grid filtering now behaves the way choice-based data is expected to behave. The feature is enabled automatically for users and is currently available in Public Preview.

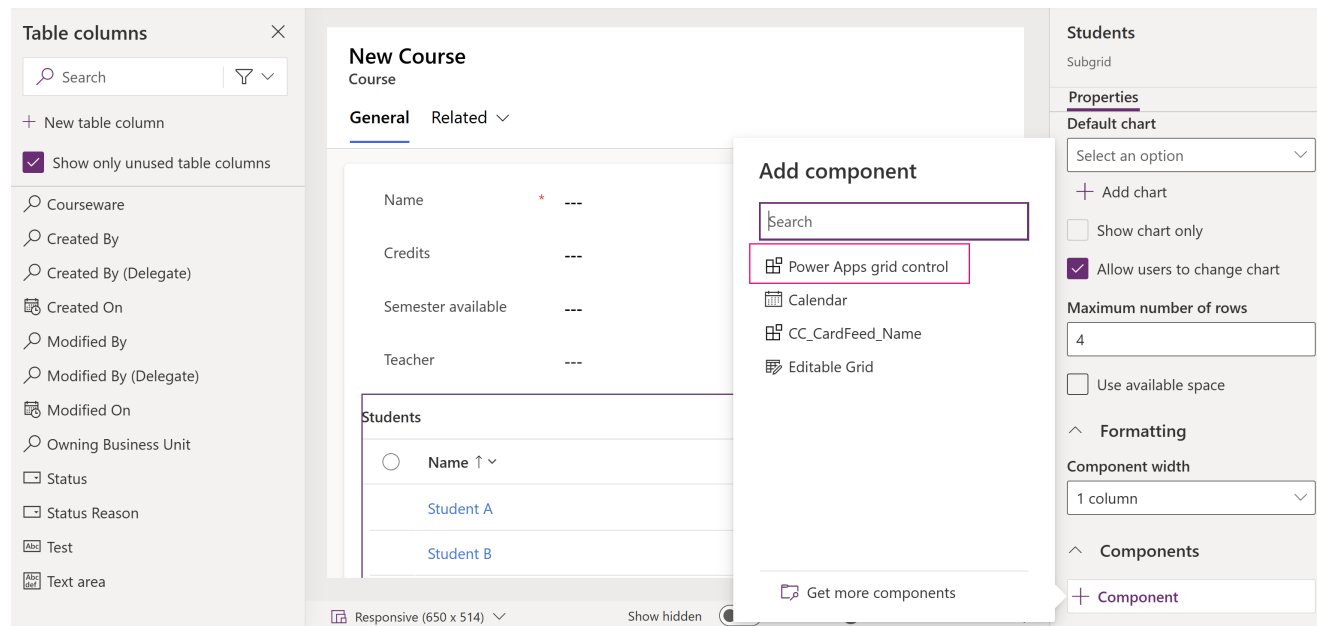


The screenshot displays the 'SANDKASTEN' app interface. The top navigation bar includes 'Power Apps', 'MKM Kampagnen-Cockpit', a search bar, and the app name 'SANDKASTEN'. The left sidebar shows navigation options like 'Startseite', 'Letzte', 'Angeheftet', 'Umsetzung', 'Aufgaben', 'Briefings', and 'Assets / Werbemittel'. The main area shows a table titled 'Alle Assets\*' with columns: Asset, Assetnu..., Kampagne, Kanal / Medie..., Gattung, Format, Ersch..., DU-Ter..., and Status. A filter dropdown is open for the 'Gattung' column, showing a list of categories with checkboxes. The selected values are 'PoS\_Deko' and 'Foyer'. The table shows one record: 'PoS Fensterdeko' with asset number 'AST-000052', campaign 'Apple Sommer 2026...', and channel 'PoS-Dekoration'. The status is 'Geliefert'.

| Asset           | Assetnu... | Kampagne             | Kanal / Medie... | Gattung         | Format | Ersch... | DU-Ter... | Status    |
|-----------------|------------|----------------------|------------------|-----------------|--------|----------|-----------|-----------|
| PoS Fensterdeko | AST-000052 | Apple Sommer 2026... | PoS-Dekoration   | PoS_Deko, Foyer |        | 9/2026   | 6/19/2026 | Geliefert |

# Editable Grid and Read-Only Grid deprecated

Effective March 2026, the Editable Grid and Power Apps Read-Only Grid controls are deprecated in model-driven apps. They continue to function until further notice but receive only critical security fixes and no new features. Microsoft recommends migrating to the Power Apps grid control, which supports both read-only and editable scenarios in a single control. It adds infinite scrolling, nested grids, grouping, aggregation, and richer filtering. Existing configurations such as views and subgrids using the deprecated controls should be reviewed, migrated and tested where appropriate.



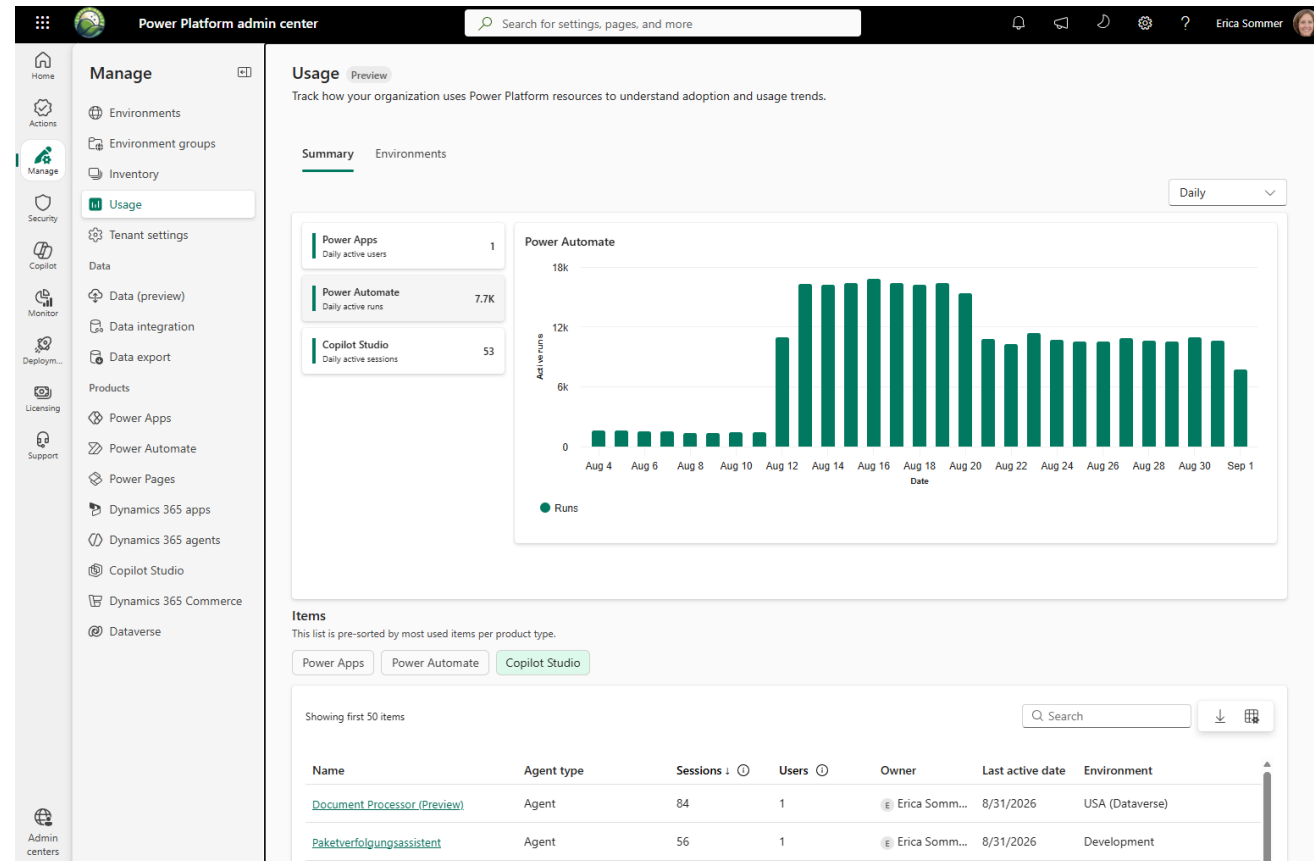
# Refine global search with table scoping

Global search in model-driven apps can now be scoped to one or more tables. Users can narrow search results to the relevant record types, reducing noise from unrelated matches and making it easier to find the right record in apps with many searchable tables. This benefit grows with app size: in organizations with many searchable tables, broad result lists are harder to review and slow down the path from search term to the right record.

The feature is enabled automatically for users and is currently available in Public Preview.

# New Usage page for Power Platform adoption

The new Usage page in the Power Platform admin center brings adoption and usage metrics for Power Apps, Power Automate, and Copilot Studio into one place. It shows daily and monthly usage figures with trendlines, including app users, flow runs, and agent sessions. It also highlights the most-used apps, flows, and agents. Access requires the Power Platform administrator role. Tenant usage can be evidenced rather than estimated, also as input for licensing decisions. This feature is in public preview and still rolling out by region.



# Links to further information



## Disclaimer

We explicitly point out that the functions presented here have been selected editorially by us and therefore do not claim to provide a complete overview of the range of functions of a service update. You can find a complete overview of the underlying functions in the official Microsoft documentation.

[Microsoft Power Platform: 2026 release wave 1 plan](#)

# What's new in D365 Customer Engagement

**There is nothing new** in the current version, and **we are looking forward** to the upcoming innovations in the next release.



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┌ If you have any questions about this update or any other topics, please get in touch with your contact person.

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