

AI at Work Roadmap | August 2026



Copilot



Copilot Studio



Dynamics 365

Available now
(Last 60 days)

Copilot app design update: Introduces a simplified chat screen, streamlined navigation, and clearer chat responses.

Copilot Cowork: Plans, executes, and delivers complex work from start to finish.

Agent 365 SDK: Provides developer tools for building and integrating agents with Microsoft Agent 365.

Maker Experience Refresh: Simplifies how makers create and configure agents.

Expanded real-time agents across voice: Extends real-time agent experiences across voice and digital messaging channels.

Workflows and MCP servers as agents: Let agents run deterministic multi-step processes and access tools exposed through MCP servers.

Customer Insights: Adds agents for optimizing outreach and creating customer journeys.

Dynamics 365 plugins for Copilot Cowork: Connects Cowork with Dynamics 365 Sales, Customer Service, and ERP applications.

Quality Assurance Agent: Delivers real-time coaching within customer-service interactions.

Available now
(Last 30 days)

Model updates: Adds OpenAI GPT-5.6 for complex end-to-end work and Anthropic Claude Opus 5 for multi-step tasks.

Agents in Copilot Chat: Add Word, Excel, and PowerPoint agents directly to a Copilot Chat prompt.

GitHub Copilot Harness: Provides a flexible harness for building and improving agents, workflows, and apps.

Visual workflow builder: Provides a visual experience for creating and managing multi-step automated workflows.

Dynamics 365 Customer Experience MCP Server for Service: MCP tools and MCP apps used by Service Agent in Microsoft 365 Copilot

Workforce Engagement Management: Helps organizations plan, monitor, and improve work across human and digital labor.

Coming soon

Copilot in Excel updates: Adds theme-design skills and grounds analysis in governed Power BI data.

Copilot in PowerPoint updates: Adds custom skills for reusable, task-specific presentation guidance.

Enhanced agent evaluation: Adds deeper activity traces and AI-assisted generation of evaluation conversations.

Dynamics 365 Supplier Engagement: Provides a unified framework for collaboration between organizations and suppliers.

Dynamics 365 Onboarding Agent: Guides HR teams and new employees through onboarding activities.

Maximize your knowledge with the latest resources

The latest resources across AI at work areas.



Copilot

 Read the Cowork blog | aka.ms/coworkinprogress

 Get started with Copilot Cowork | [Microsoft Learn](https://microsoft.com/learn/cowork)

 What's new in Copilot Cowork | [Microsoft Learn](https://microsoft.com/learn/cowork)



Copilot Studio

 Read the blog | [Microsoft Community Hub](https://microsoft.com/community)

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 Official Microsoft Copilot Studio documentation | [Microsoft Copilot Studio | Microsoft Learn](https://microsoft.com/learn/copilot-studio)



Dynamics 365

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