

enable

Unlock the potential of your business software

The logo for 'enable' features the word in a teal, lowercase, sans-serif font. Two pink arrows are positioned around the text: one above the 'e' pointing right, and one below the 'e' pointing left, creating a frame around the first letter.

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Business Central: Automating Sales Orders with AI

Steph Pearson – Commercial Manager

Agenda

- Introduction
 - Sales Order Agent
 - Agentic Capabilities of Business Central
 - Q & A
-

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Introduction



The Evolution of Business Systems.

Systems of Record (1980s - 2010s)

Store Data.

Manual Entry

Human-driven process

Systems of Insight (2010s – 2023)

Analyse data.

Dashboards & KPIs.

Human-driven decisions.

Systems of Action (2024 onwards)

Interpret, decide, and act.

AI-Driven agents.

Human oversight only.





What are agentic capabilities

Agentic capabilities are AI-powered assistants inside Business Central that take actions on your behalf – safely consistently, and with your approval.



What can they do?

- Understand natural language.
- Interpret emails, PDFs and messages.
- Suggest actions.



What is the action?

- Create transactions.
- Validate data.
- Learn business patterns



What is the Impact to business?

- Time saving and speed.
- Accuracy and consistency.
- Scalability and better decisions.

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**Agents don't replace
people – they remove
admin that stops people
doing their best work.**

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Deep Dive :
Sales Order Agent

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Sales Order Agent

The old way

- Hours spent reading/replying to emails
- Miss keyed data or missed emails
- Email tennis and slow responses

The Problem It Solves...



Reads emails and extracts details



Checks stock and pricing



Creates sales orders and fixes errors

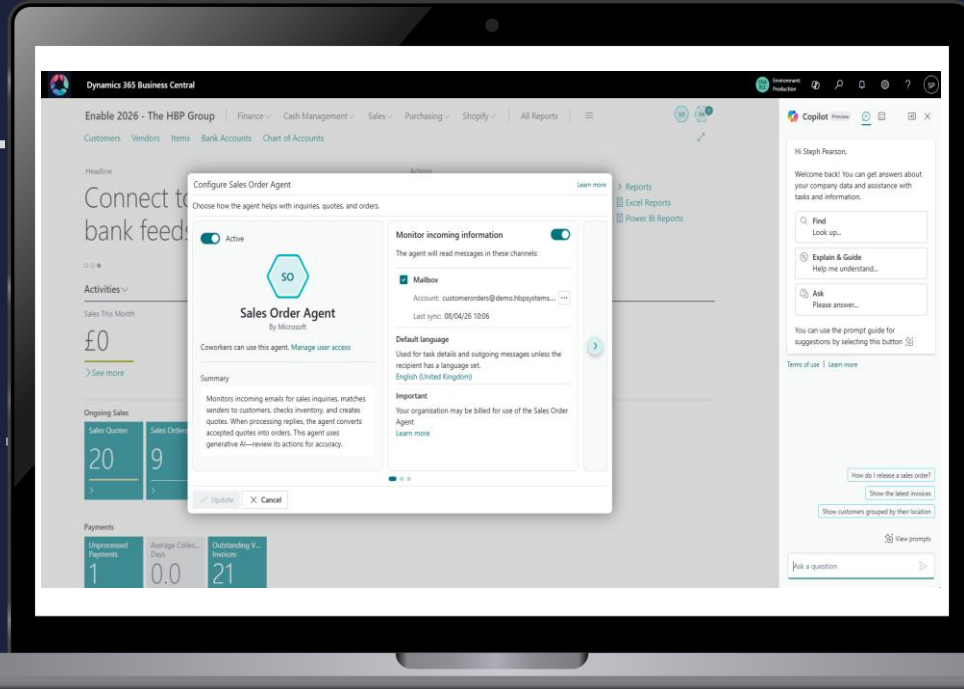


Other AI Capabilities of Business Central

Marketing Text Suggestions

Document Processing Agent

Inventory & Purchasing



Sales Order Agent

Reporting & Analysis Copilot

Workflow automation



Custom Agents With Copilot Studio



Reconcile with Copilot

Perform reconciliation for this bank account CHECKING

Use transaction data from

[Generate](#) [Attach](#)

Reconciling CHECKING statement 42 for 06/10/25

AI-generated content may be incorrect [Learn more](#)

Auto-matched 4 of 10 lines (40%)

Copilot matched 3 of 10 lines (30%)

Statement Ending Balance .. 25,772.93

Post if fully applied

70% of lines are matched. Review match proposals.

Match proposals | [Delete Line](#) [Share](#)

Transaction Date	Description	Amount to Apply	Match Entry
→ 06/09/2025	G04003 FIRSTUP	-2,679.24	15/03/23; First Up Consultants; -2,679.24
06/09/2025	ABBAY ARTSTONE	-6,990.20	31/03/23; Abbey Artstone Limited; -6,9...
06/10/2025	FABRI INC	-1,267.50	31/03/23; Fabrikam, Inc.; -1,267.50

[Keep it](#) [Discard it](#)

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Deep Dive : Item Records

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