



Korcomptenz

Whitepaper



Agentic Business Applications

From Insight to Action— At Enterprise Scale

The next evolution of enterprise systems is here. Microsoft's Agentic Business Applications bring Dynamics 365, Copilot Studio, and Microsoft Fabric together so AI agents can reason, plan, and act across core processes. Korcomptenz turns that promise into impact—elevating ERP/CRM from systems of record to systems of action with governance, measurable value, and ROI accountability.

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Why This Matters Now

Volatility squeezes margins while talent constraints stretch teams. Leaders need real-time visibility—and the power to intervene before performance drifts. Yet agility stalls under fragmented tools and processes. The winners won't just automate; they'll orchestrate—anticipating disruption and coordinating human + agent work to prevent it.



The Operating Model: Record → Action → Learning

One stack, three roles, continuous value:



Dynamics 365 (Record):

Standardized processes and a unified data model on Dataverse across finance, supply, service, and projects.

Copilot Studio (Action):

Define agent goals, guardrails, tools, channels, and approvals; compose agents that recommend, execute, and monitor.

Microsoft Fabric (Learning):

Analytics, events, telemetry, lineage, and audit to continuously learn and enforce policy.

Result: One source of truth. One control plane. One execution engine—secured with identity, encryption, role-based access, and auditable trails.

What Changes for the Business

Faster cycles, fewer

exceptions: Agents automate multi-step flows—procure-to-pay, project-to-profit, financial close—so teams focus on exceptions.

Decisions with confidence:

Agents surface next-best actions, execute within policy, and report outcomes; humans stay in the loop where required.

Proof on day one:

With Korcomptenz's Business Value Register (BVR) and SmartForge KPI Packs, value is baselined, tracked, and signed off (time saved, cost avoided, compliance uplift, margin impact).

Frontier Finance & Operations

By 2028, a meaningful share of day-to-day decisions will be autonomous. “Frontier” enterprises redesign work for human + agent teams: accelerating period close, optimizing fulfillment, and delivering projects on time and budget.



Modernize to unlock: Legacy on-prem and siloed data block GenAI and agentic capabilities. Dynamics 365 on Dataverse unifies customer, commerce, production, and logistics data—making it agent-ready. Prebuilt agents arrive monthly; custom agents are rapidly composed in Copilot Studio (low- or pro-code) powered by Azure AI Foundry.

Proof in processes:

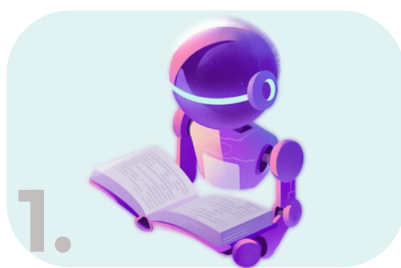
Source-to-Pay: Agents validate/amend POs 24×7 to protect OTIF.

Record-to-Report: Agents speed reconciliations, collections, and narrative reporting for a faster, compliant close.

Project-to-Profit: Agents curb leakage with accurate invoices and automated expense capture to improve cash visibility.

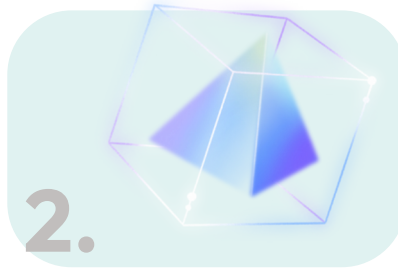
Service, Reinvented: Human + Copilot + Agents

Support moves from human-led to agent-operated in three steps:



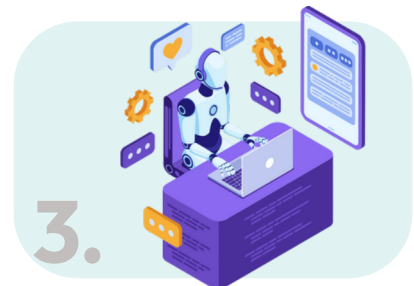
1.

Assist every rep with an AI copilot.



2.

Assign digital colleagues specific tasks with approvals.



3.

Automate end-to-end workflows, with supervisors alerted only when needed.

The outcome: evergreen self-service (autonomous knowledge curation), streamlined case → resolution → follow-up, real-time supervisor insights, and AI coaching—driving lower resolution time and attrition, and material revenue lift via improved CSAT/NPS.

KOR VoiceOps™ for ERP: Hands-Free, Heads-Up Operations

What it is: Our voice-integrated solution lets people talk to ERP securely—managing tasks and accessing data by voice. Powered by Azure Speech and NLP, orchestrated through Copilot Studio actions with Fabric telemetry, VoiceOps removes keyboard friction wherever speed and safety matter most.

Where it fits: Natively plugs into Dynamics 365 (Finance, Supply Chain, Sales/Service) and surfaces via Teams/mobile headsets with role-based guardrails and auditable approvals.

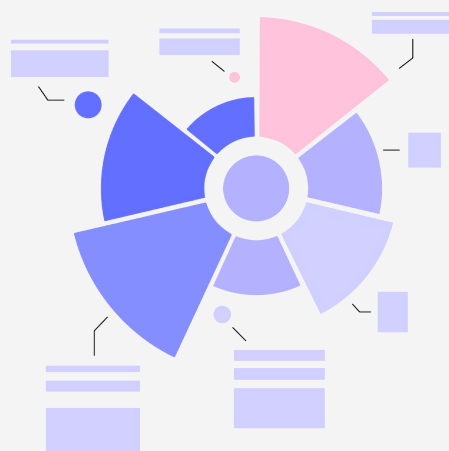
Proof in processes:

Dialog-to-Action: Natural language → validated ERP transaction (create/approve/confirm/update).

Observability & Trust: Traces, transcripts, and telemetry logged to Fabric.

Context-Aware Security: RBAC, segregation of duties, policy approvals, optional voice biometrics.

Multimodal UX: Voice plus on-screen confirmations for accuracy and speed.



High-impact use cases:



Finance/Procurement:

Mobile invoice approvals, hands-free expenses, budget queries, voice POs.

Manufacturing/Shop Floor:

Work-order updates, hands-free quality capture, voice-raised maintenance.

Supply Chain/Warehousing:

Voice picking/put-away, cycle counts, shipping/receiving, exception logging.

Sales/Service:

Post-call CRM updates, voice order entry, live order status, field-service closures.

Analytics & Alerts:

“Show today’s sales vs forecast,” proactive voice alerts, cross-function approvals, guided onboarding.

Measured impact: Cycle time down; picks/hour up; fewer errors; higher first-time-right; safer floors; faster adoption; better compliance.

KOR VoiceOps™ for ERP: Hands-Free, Heads-Up Operations

Value-first. Governance-led. Scale-ready.

Value Engineering:

Baseline KPIs with BVR/SmartForge (cycle time, cost/tx, error rate); set ROI targets before build.

Observability & Trust:

Reasoning traces, telemetry, and audit in Fabric for compliance and continuous learning.

Agent & Voice

Design: Objectives, tools, channels, SoD, approval thresholds in Copilot Studio; humans-in-the-loop by policy.

Industrialize & Scale:

Reusable actions, two-tier ERP patterns, and low-/pro-code extensions to move from pilot to portfolio.

The Bottom Line: Autonomy the CFO Can Trust

Agentic Business Applications—and KOR VoiceOps™ for ERP—help you do more with the stack you already have, safely. Consolidate tools, cut friction, enhance compliance, and unlock capacity. Insights trigger decisions; decisions trigger results; results are measured and governed.

Korcomptenz operationalizes this paradigm—turning ERP/CRM into systems of action. Every autonomous (and voice-driven) workflow is designed with clear governance, measurable value, and ROI accountability.

Korcomptenz. Expert-Led Transformations. Agentic by Design.



Expert-led Transformations & Impact-led Growth

At Korcomptenz, we lead with expertise - in technology and domain to deliver solutions that align with your business goals. We leverage our experience and robust partner ecosystem to elevate your processes, powering your transformation journey toward impactful growth.

Visit www.korcomptenz.com to learn more or email us at sales@korcomptenz.com.

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