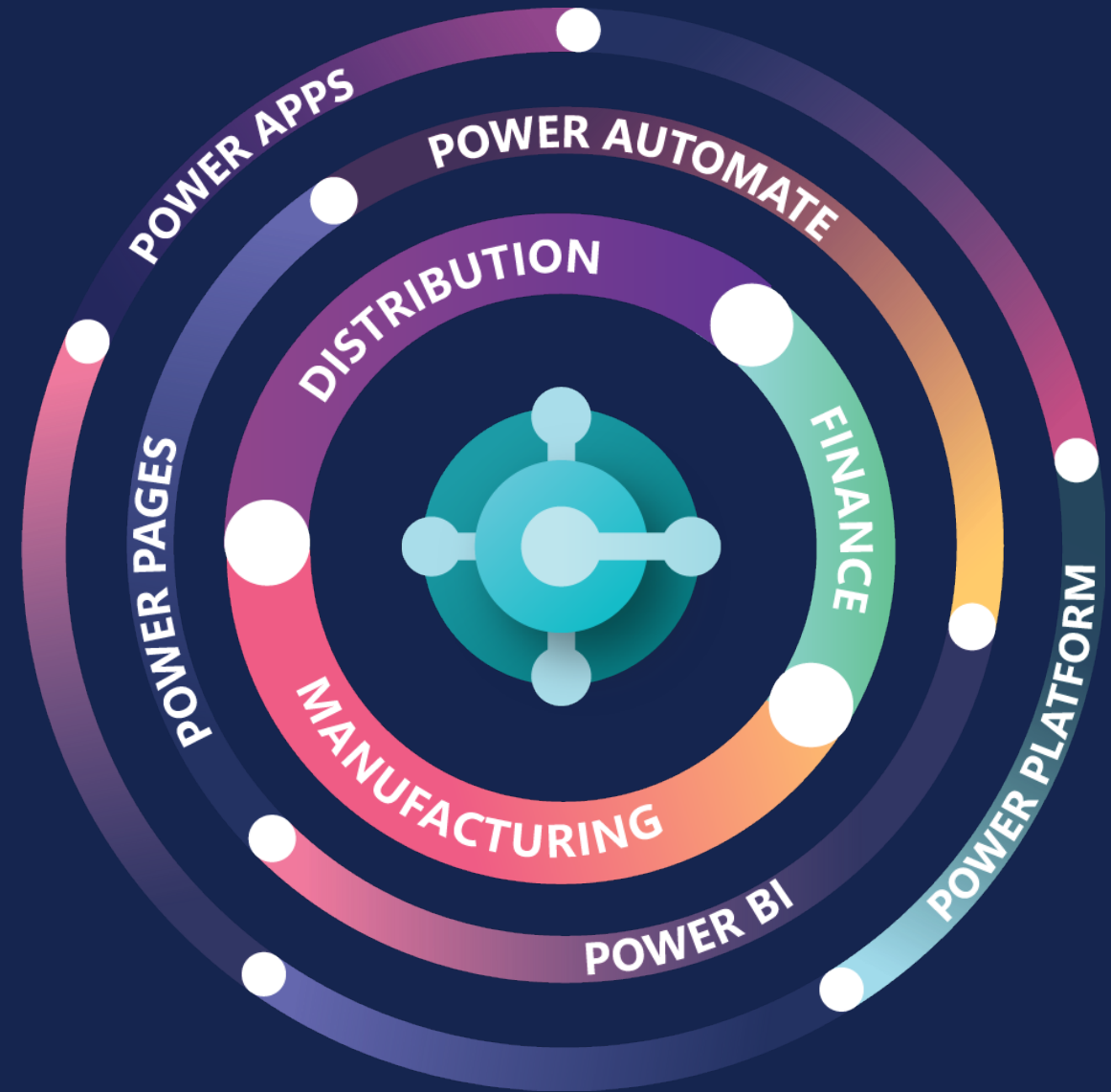


BUSINESS CENTRAL connect

Don't need Power Apps?! Think again



18th & 19th NOVEMBER 2025

What we'll cover

1. Why Automate with Business Central?
2. Real Customer Transformations
3. Demo Time: On Approval Flow (re-usable)
4. What's next with Copilot & AI?
5. Q&A
6. Closing Note & Day 2 Workshop

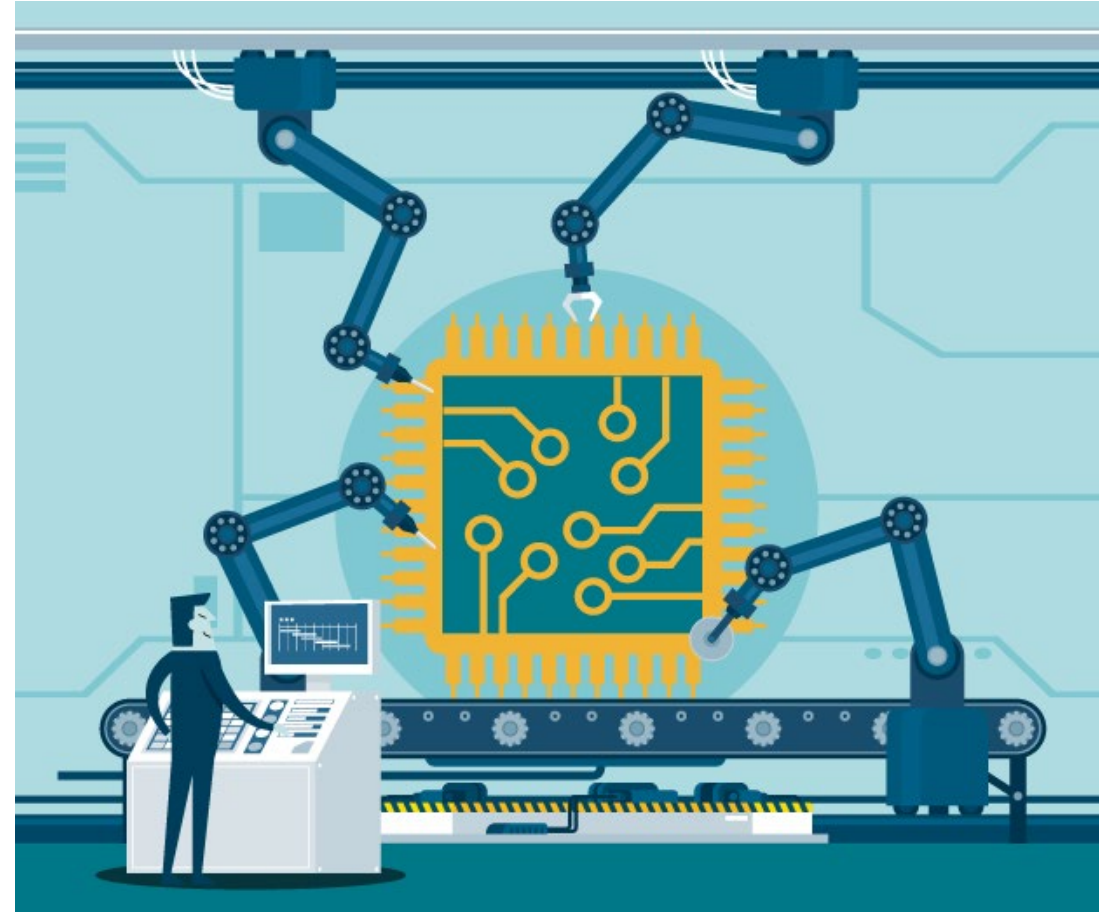




Why Automate with Business Central?

What if 10 minutes of automation saved 10 hours a week?

- Eliminate manual steps
- Reduce errors
- Free people for higher-value work



Today's pain in Business Central processes



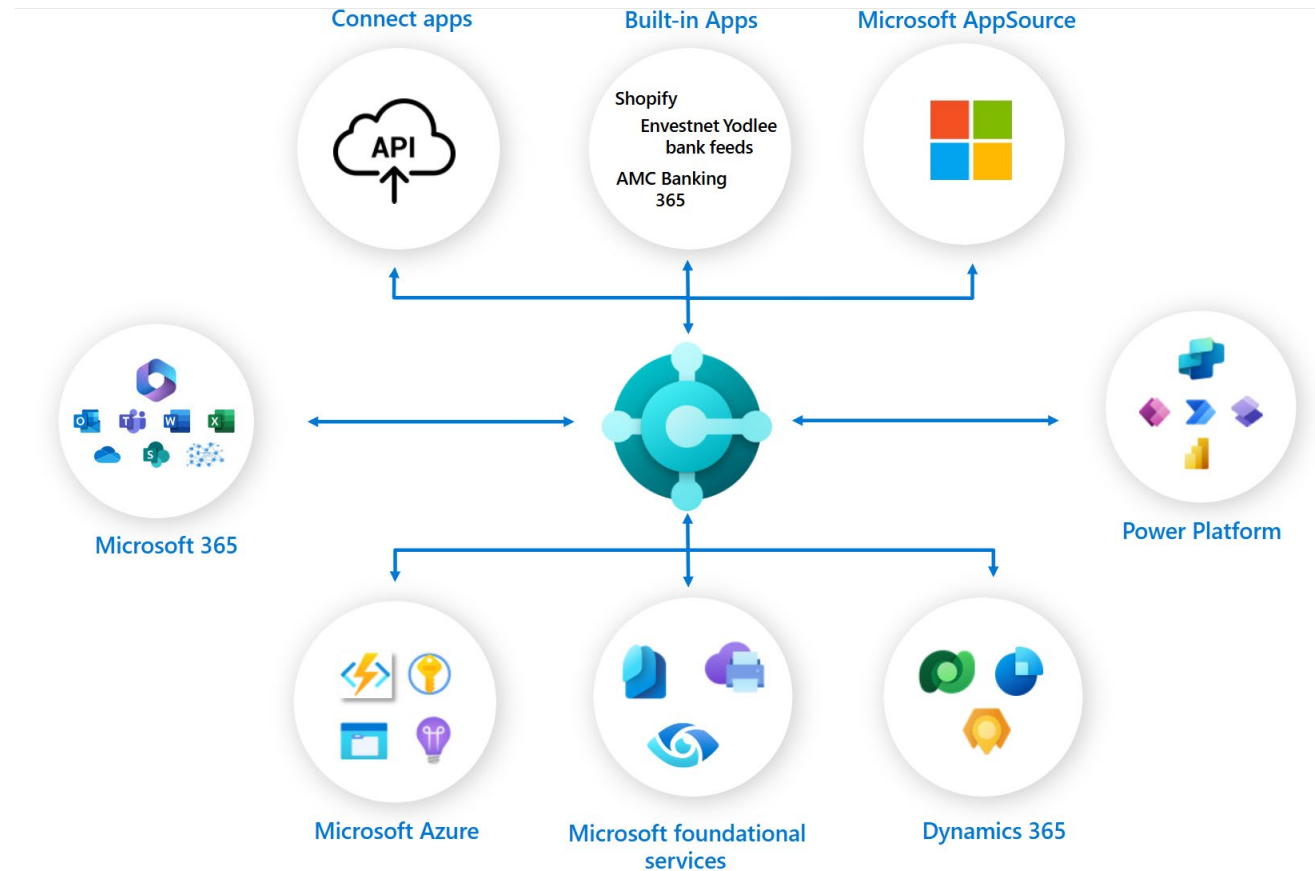
- Manual approvals & handoffs
- Re-keying across systems (CRM ↔ BC)
- Paper forms & Siloed updates
- Slow visibility → Slow decisions

Power Automate + Business Central = leverage

- Native BC triggers/actions
- Dataverse, SharePoint, outlook, Teams integration
- Low code → fast to build & adapt
- Clear audit trail & governance



Integration overview for Business Central





What is Microsoft Power Platform?

Microsoft Power Platform



The world's most complete set of integrated, low-code development tools



Power Apps
for
web and mobile
application
development



Power Automate
for
process
or workflow
automation



Power Virtual Agents
for
customizing
Microsoft Copilots
or building your
own copilot



Power Pages
for
building secure,
data-centric
business websites



Power BI
for
data exploration,
analytics and
reporting



**1000+ Data
connectors**



Copilot



AI Builder



Dataverse



Power Ex



**Managed
Environments**



Power BI

- Data visualization
- Interactive reports
- Integration with multiple data sources



Power Apps

- Drag-and-drop interface
- Integration with Microsoft services
- Mobile and desktop app creation



Power Automate

- Workflow automation
- Seamless integration with 500+ connectors
- AI-driven insights



Microsoft Copilot Studio

- No-code chatbot creation
- Integration with other Power Platform products
- AI-driven conversation flow



Power Pages

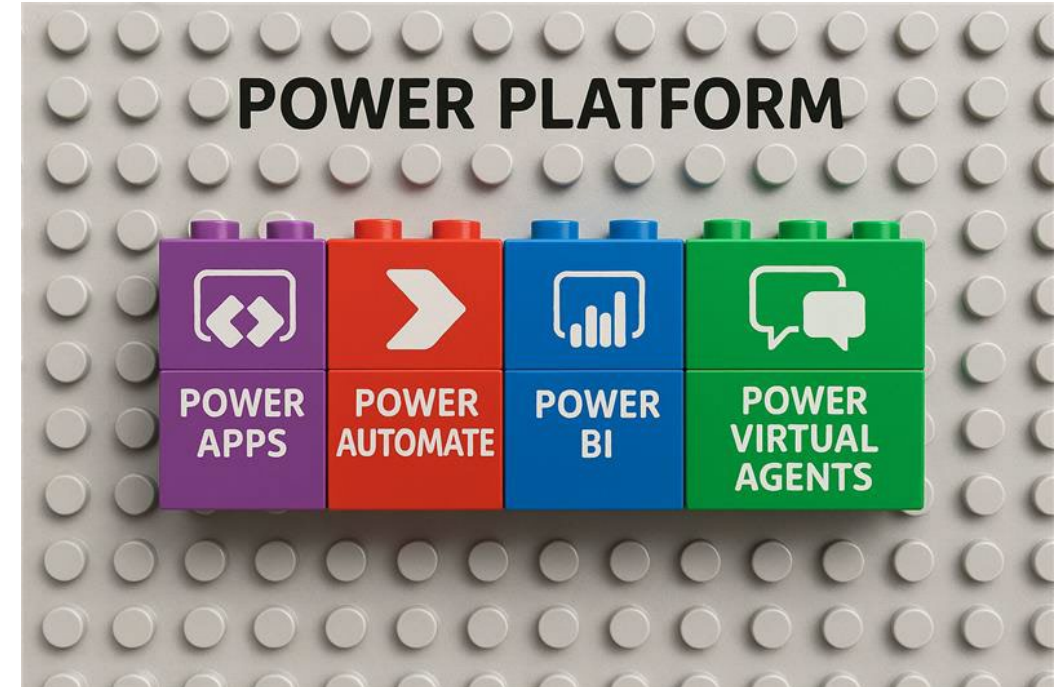
- Intuitive design interface
- Secure data integration
- Responsive design for all devices

What makes Power Platform different?

Visual, drag-and-drop design —
build with digital **LEGO blocks**

No coding required — just connect
data, automate, and publish

Deep Microsoft 365 integration
(Excel, Outlook, SharePoint, Teams)



Turn ideas into solutions — fast.

Key benefits for non-technical users

- **Pre-built templates** for scenarios like inventory, customer management, or HR requests.
- **Rapid creation** — apps and automations in **hours, not months**.
- **Familiar interface** – feels like Microsoft Office.
- **Cost-effective** – reduces IT bottlenecks and consulting costs.

Empowering Everyone to Build

Real-world impact

- **Automation:** Approval workflows that route, notify, and update SharePoint automatically.
- **Data collection:** Digital inspections, surveys and mobile forms.
- **Insights:** Real-time reporting with Power BI dashboards.

Getting started



Begin with **simple wins**:

- Digitise a paper form
- Automate repetitive email approvals
- Build a quick data collection app

Use Microsoft's **free learning**:

- [Microsoft Learn](#)
- Tutorials, forums, community



Power App Preview

Power App preview

The screenshot displays a Power App interface for managing accounts. On the left is a vertical navigation bar with icons for a dashboard, home, and list view, and a user profile icon at the bottom. The main content area is titled 'Accounts' and includes a search bar and a 'Quick Nav Button'. Below this are two summary cards: 'Total Open Orders' with a value of 3, and 'Total Order Value' with a value of £41,250. The 'Overview' section features a table of account data, a 'Filter' button, and a '+ New Order' button. The table lists accounts with details on contact, creation date, status, revenue, and phone number, each with a right-pointing arrow for further action.

Account Name	Primary Contact	Created On	Status	Annual Revenue	Main Phone
Fourth Coffee (sample)	Yvonne McKay (sample)	22/05/2024	Active	£ 100,000.00	555-0150
Litware, Inc. (sample)	Susanna Stubberod (sa...	22/05/2024	Active	£ 20,000.00	555-0151
Adventure Works (samp...	Nancy Anderson (sample)	22/05/2024	Active	£ 60,000.00	555-0152
Fabrikam, Inc. (sample)	Maria Campbell (sample)	22/05/2024	Active	£ 80,000.00	555-0153
Blue Yonder Airlines (sa...	Sidney Higa (sample)	22/05/2024	Active	£ 10,000.00	555-0154
City Power & Light (sam...	Scott Konersmann (sam...	22/05/2024	Active	£ 100,000.00	555-0155
Contoso Pharmaceutica...	Robert Lyon (sample)	22/05/2024	Active	£ 60,000.00	555-0156
Alpine Ski House (samp...	Paul Cannon (sample)	22/05/2024	Active	£ 90,000.00	555-0157
A. Datum Corporation (...)	Rene Valdes (sample)	22/05/2024	Active	£ 10,000.00	555-0158

Power App preview

Sales Overview App was designed to allow mobile quick access to Dataverse records.

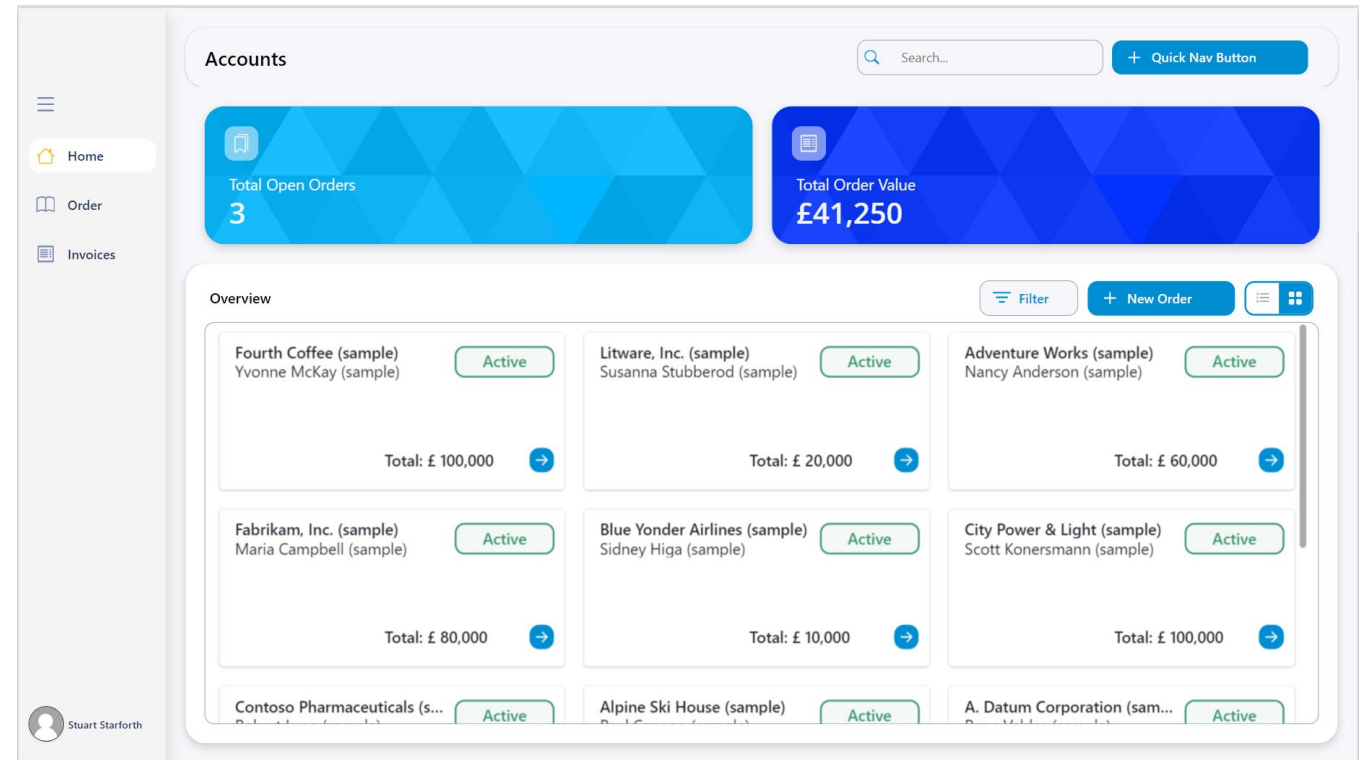
The screenshot displays the 'Accounts' section of a mobile application. At the top, there's a search bar and a 'Quick Nav Button'. Below this, two summary cards are shown: 'Total Open Orders' with a value of 3, and 'Total Order Value' with a value of £41,250. The main section is titled 'Overview' and contains a table of account data. The table has columns for Account Name, Primary Contact, Created On, Status, Annual Revenue, and Main Phone. All accounts listed are 'Active' and were created on 22/05/2024. Each row also features a right-pointing arrow icon for further action.

Account Name	Primary Contact	Created On	Status	Annual Revenue	Main Phone
Fourth Coffee (sample)	Yvonne McKay (sample)	22/05/2024	Active	£ 100,000.00	555-0150
Litware, Inc. (sample)	Susanna Stubberod (sa...	22/05/2024	Active	£ 20,000.00	555-0151
Adventure Works (samp...	Nancy Anderson (sample)	22/05/2024	Active	£ 60,000.00	555-0152
Fabrikam, Inc. (sample)	Maria Campbell (sample)	22/05/2024	Active	£ 80,000.00	555-0153
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A. Datum Corporation (...)	Rene Valdes (sample)	22/05/2024	Active	£ 10,000.00	555-0158

Power App preview

The app has:

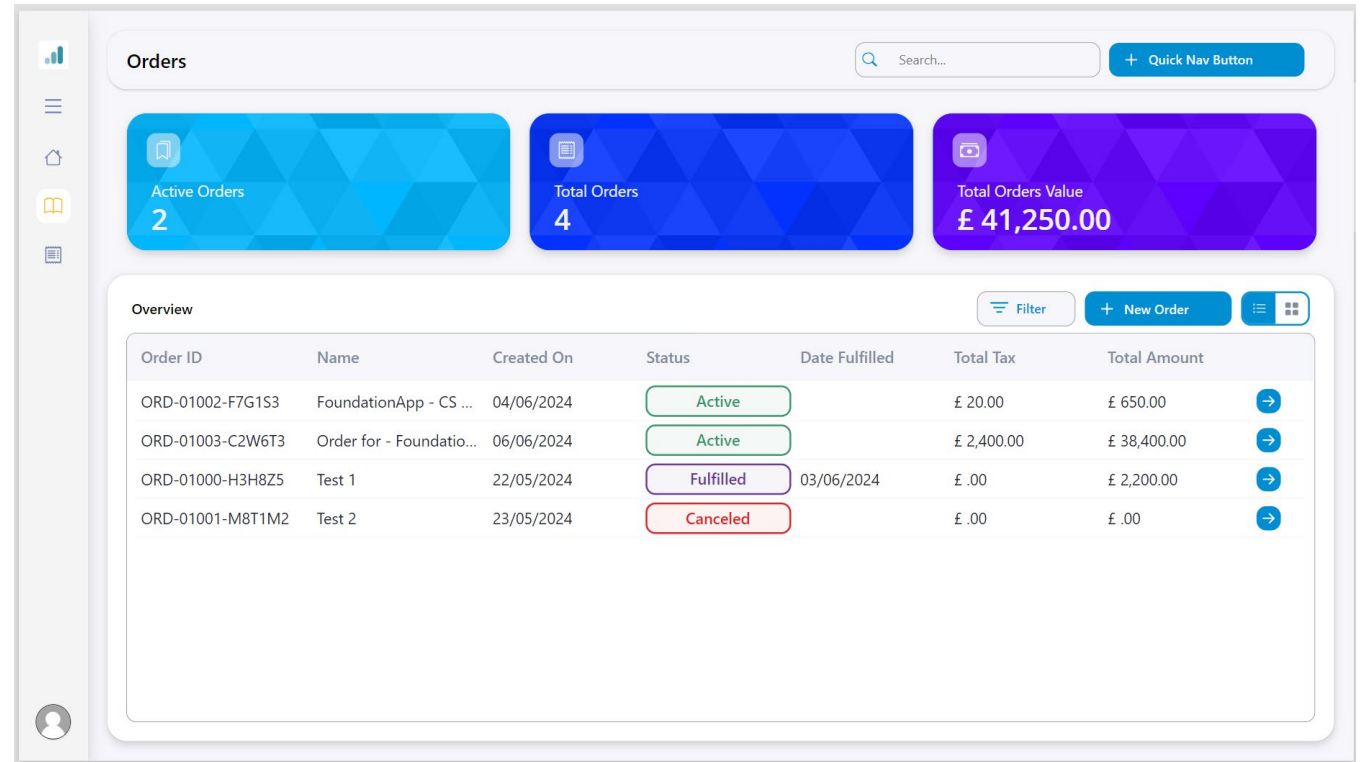
- Responsive layout
- Modern design/look
- Flexible modular component library
- Container structured
- And more...



Power App preview

Responsive app:

- Easily switch between pages and see different data
- Expanding the menu to show more information
- Search and quick navigation buttons





Real Customer Transformations

Customer cases/examples

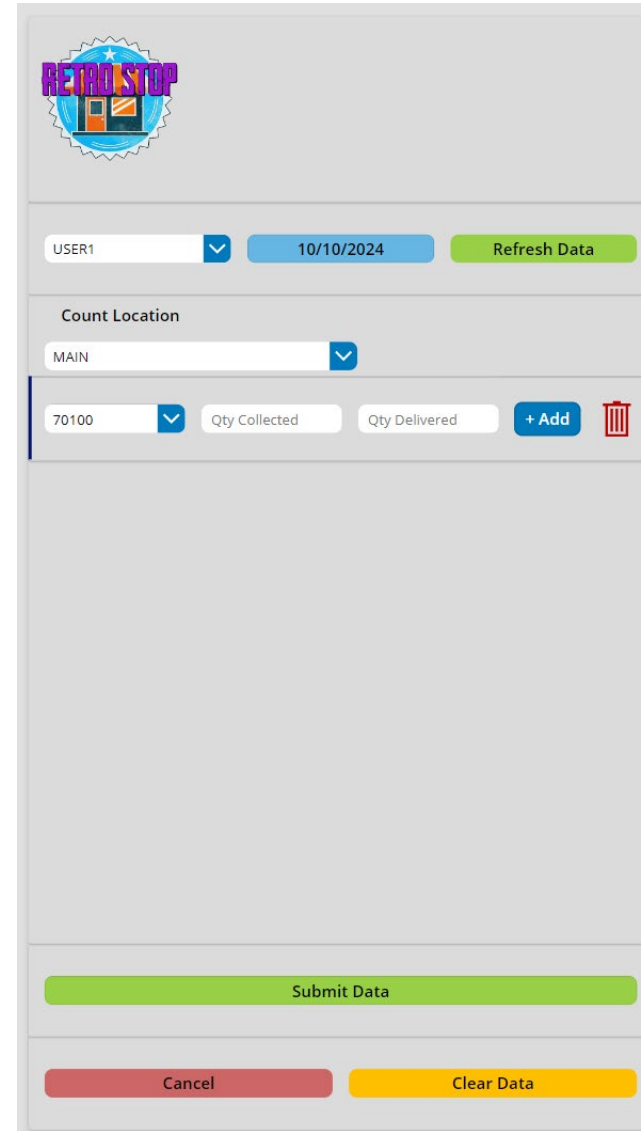
- **Business Central Process Canvas App:** Uses Power Apps and Business Central. Using Tecman Framework we can pull and push data to business central, as well as trigger actions and get responses back to the app.
- **Account Check Flow – Blocked/Disabled Customers in Business Central & CRM:** Power automate that checks when a customer in business central is blocked and deactivates account and contacts in Dataverse(CRM)
- **Purchase Quote Approvals Flow:** Approval process in business central using power automate to do conditional checks and pass to correct person.



Business Central Process App

Canvas App – Retro Stop Kit Application

The Retro Stop Application kit was designed to track and submit stock collected and delivered on site.

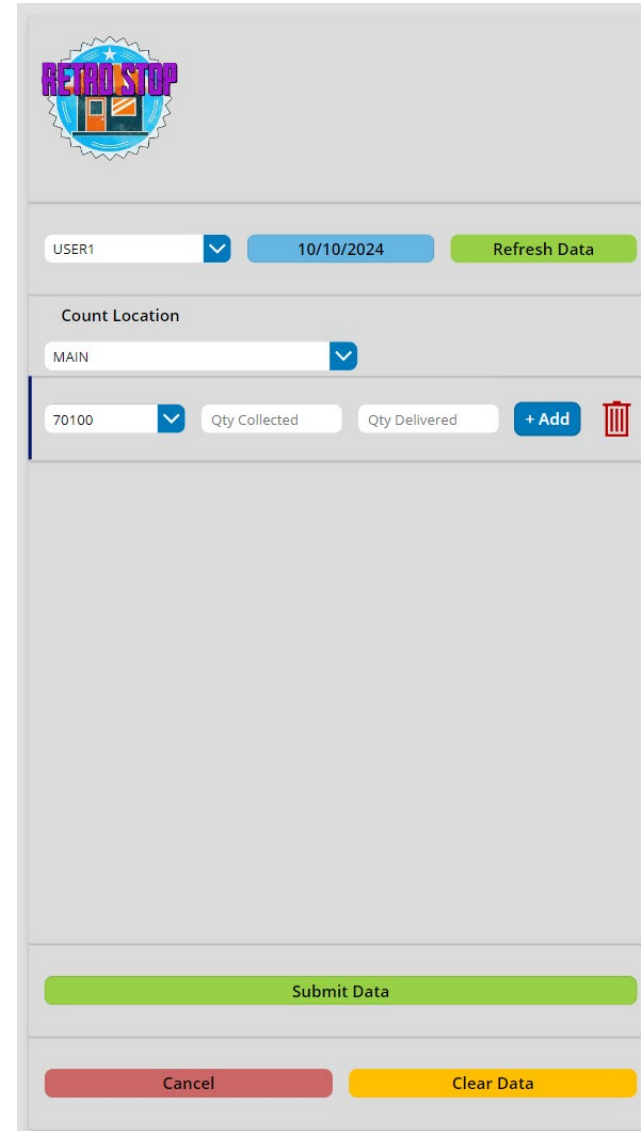


The screenshot displays the Retro Stop Kit Canvas App interface. At the top left is the 'RETRO STOP' logo. Below it, there's a user selection dropdown showing 'USER1' and a date field set to '10/10/2024', accompanied by a 'Refresh Data' button. The 'Count Location' is set to 'MAIN'. A data entry row includes a dropdown with '70100', input fields for 'Qty Collected' and 'Qty Delivered', an '+ Add' button, and a delete icon. A large empty table area is below the entry row. At the bottom, there are three buttons: 'Submit Data' (green), 'Cancel' (red), and 'Clear Data' (yellow).

Canvas App – Retro Stop Kit Application

The app uses an API to communicate with Business Central.

Pulling down the relevant data into a collection, on press of “Refresh Data”.



The screenshot displays the Retro Stop Kit Canvas App interface. At the top left is the 'RETRO STOP' logo. Below it, there is a user selection dropdown showing 'USER1', a date field set to '10/10/2024', and a green 'Refresh Data' button. Underneath is a 'Count Location' dropdown set to 'MAIN'. A data entry section follows, featuring a dropdown with '70100', input fields for 'Qty Collected' and 'Qty Delivered', a blue '+ Add' button, and a red trash icon. A large grey rectangular area occupies the center of the screen. At the bottom, there is a green 'Submit Data' button, and below that, a red 'Cancel' button and a yellow 'Clear Data' button.

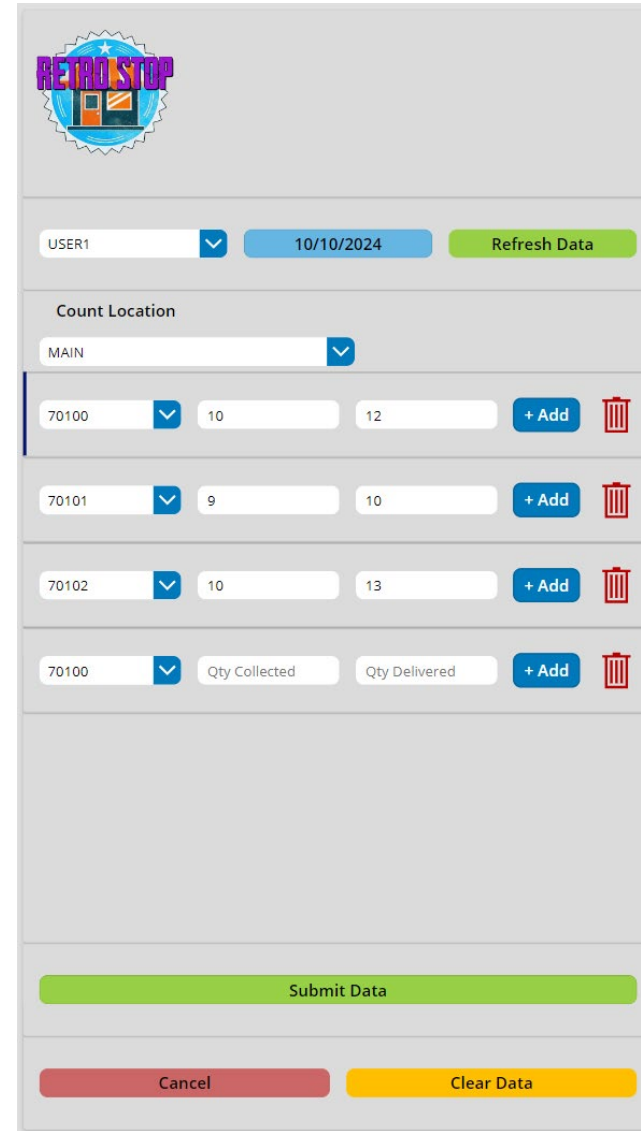
Canvas App – Retro Stop Kit Application

The app pulls data from Business Central via API messages

Date and Time ↓	Message Short	Response Short	APP Code	Entry No.
11/10/2024 09:29	[{"action": "get", "appcode": "KIT", "table": "wmsuserlist", "value": "Get...}	[{"userid": "USER1", "defaultlocationcode": ""}, {" ...	KIT	{2e779a07-e82d-464b-9c62-44f3c9c8fb59}
11/10/2024 09:29	[{"action": "get", "appcode": "KIT", "table": "kitlocationlist", "value": "G...}	[{"code": "MAIN", "name": "Main Warehouse"}]	KIT	{092467b0-21eb-4757-9027-ffe954e249b4}
11/10/2024 09:29	[{"action": "get", "appcode": "KIT", "table": "kitlist", "value": "Get Kit Lis...}	[{"customerno": "10000", "customername": "Th...}	KIT	{969b717d-6ae9-42b4-84ee-ebab072cbba5}

Canvas App – Retro Stop Kit Application

It allows quick collection of vital onsite information while doing collection and deliveries of stock.



The screenshot displays the Retro Stop Kit Canvas App interface. At the top left is the 'RETRO STOP' logo. Below it, there's a user selection dropdown showing 'USER1' and a date field set to '10/10/2024', accompanied by a 'Refresh Data' button. The 'Count Location' is set to 'MAIN'. The main data entry area consists of four rows, each with a dropdown menu, two input fields, and '+ Add' and delete icons. The first three rows have numerical values, while the fourth row is for 'Qty Collected' and 'Qty Delivered'. At the bottom, there are 'Submit Data', 'Cancel', and 'Clear Data' buttons.

Item ID	Qty Collected	Qty Delivered
70100	10	12
70101	9	10
70102	10	13
70100	Qty Collected	Qty Delivered

Canvas App – Retro Stop Kit Application

On submission, the app has confirmation prompts before it submits data to Business Central via API Messages

Are you sure you want to
submit these counts?

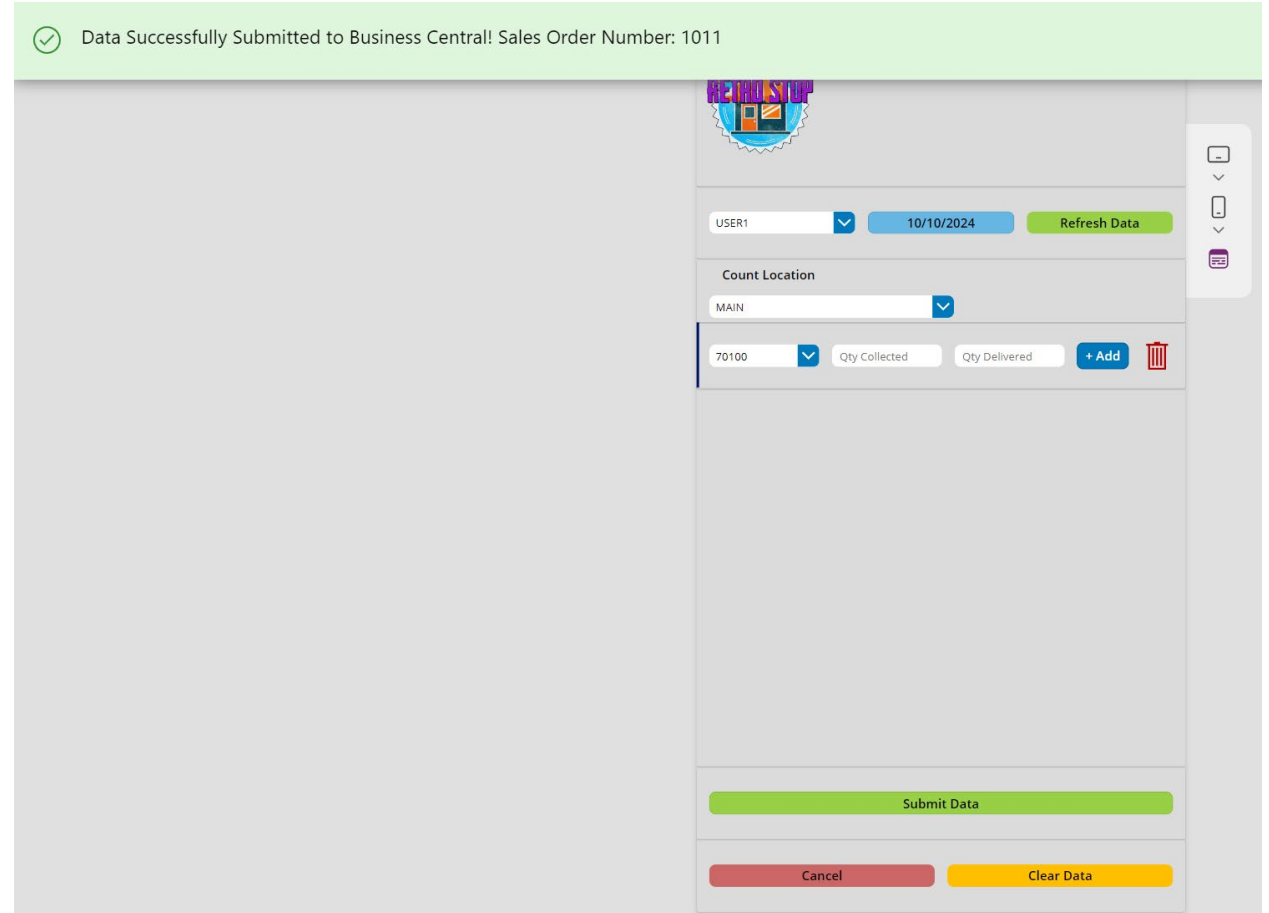
Cancel

Confirm

Canvas App – Retro Stop Kit Application

Submission of data feedback to the app to advise of any errors or successful Sales Order creation.

✓ Data Successfully Submitted to Business Central! Sales Order Number: 1011



The image shows a screenshot of the Retro Stop Kit Application interface. At the top, a green banner displays a success message: "Data Successfully Submitted to Business Central! Sales Order Number: 1011". Below this, the app's logo is visible. The main interface includes a user selection dropdown (currently showing "USER1"), a date field (showing "10/10/2024"), and a "Refresh Data" button. A "Count Location" dropdown is set to "MAIN". Below these, there is a table with columns for "Qty Collected" and "Qty Delivered". The first row in the table has a value of "70100" in the "Qty Collected" column. To the right of the table are buttons for "+ Add" and a trash icon. At the bottom of the interface, there are three buttons: "Submit Data" (green), "Cancel" (red), and "Clear Data" (yellow). A vertical sidebar on the right contains navigation icons for home, list, and details views.

	Qty Collected	Qty Delivered
70100		

Submit Data

Cancel Clear Data

Canvas App – Retro Stop Kit Application

We can see the API message with a successful response of a sales order creation

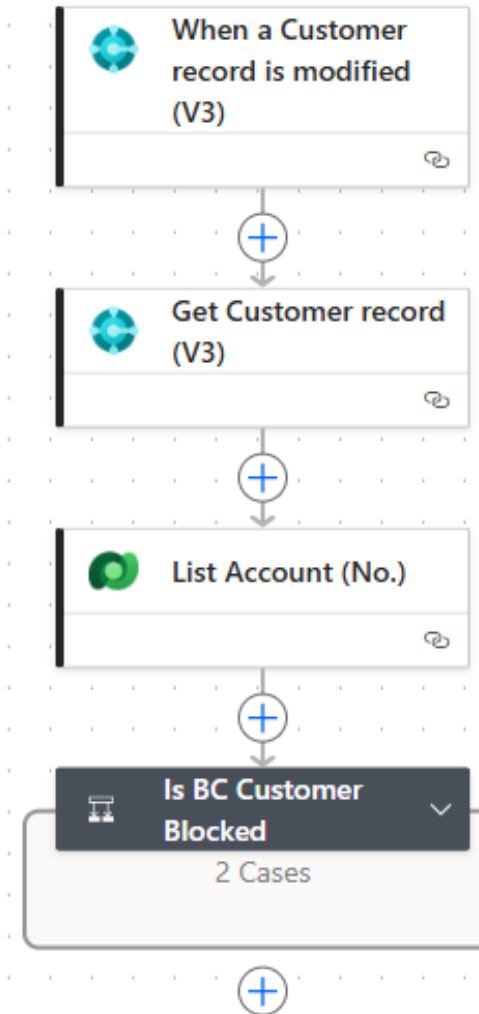
Date and Time ↓	Message Short	Response Short	APP Code	Entry No.
11/10/2024 09:42	[{"action":"post","appcode":"KIT","countlocation":"MAIN","custo...	[{"salesorderno":"1011"}]	KIT	{89dbdef7-6070-4d9a-af50-c446d173a40e}



Account Check Flow – Blocked/Disabled Customers in Business Central & CRM

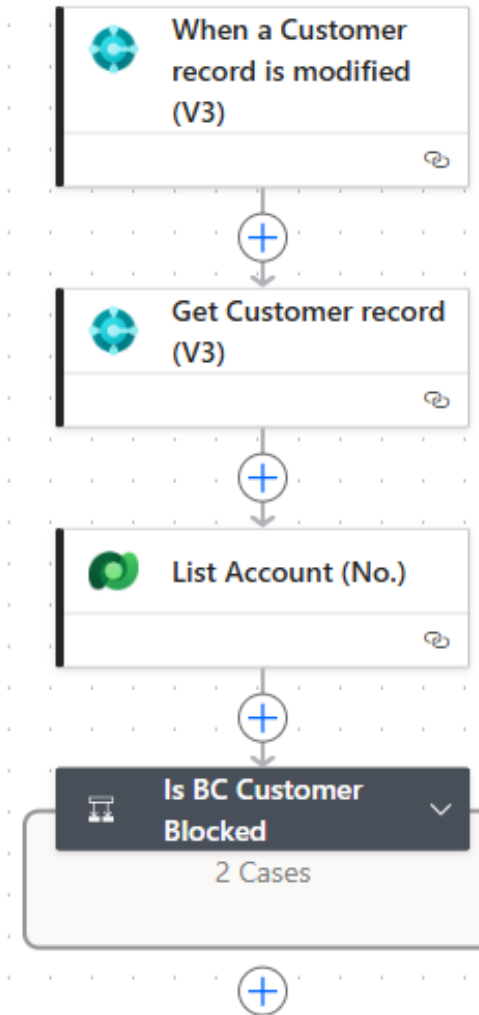
Keeping CRM in sync with Business Central Blocking

- Automatically checks when a **Customer is modified in BC**
- If the **Customer is blocked**, it updates the **matching Account** and all related **Child Accounts and Contacts** in CRM
- If the **Customer is unblocked**, it reactivates them automatically
- Ensures CRM always reflects the latest BC status — no manual updates needed



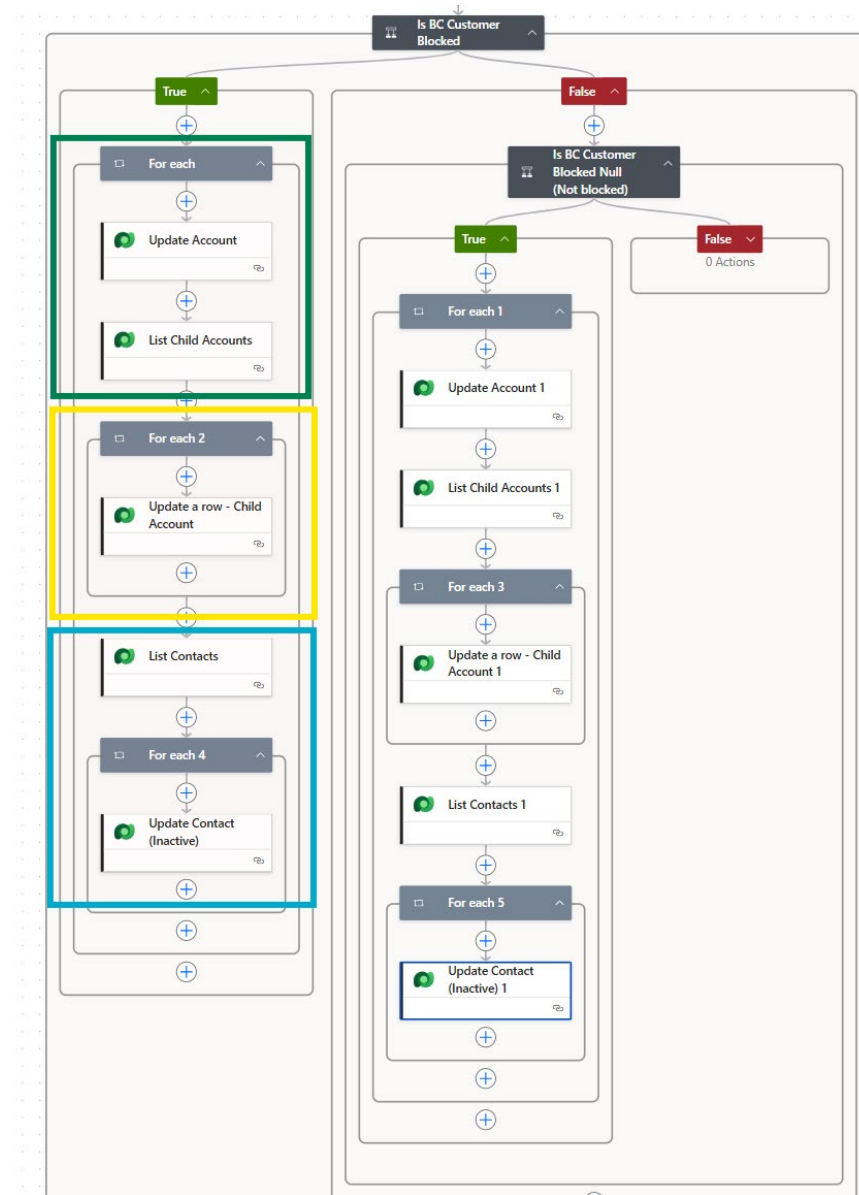
Flow starts from Business Central

- Trigger: "When a Customer record is modified (V3)"
- Gets Customer details from BC
- Finds the matching CRM Account
- Checks if the **Customer is Blocked**



Automated Update Logic

- **Green Section:** Updates the **main Account** and finds all **Child Accounts**
- **Yellow Section:** Deactivates all **Child Accounts**
- **Teal Section:** Deactivates all **Contacts** related to those Accounts
- Right-hand side = reactivation path when customer is unblocked



One flow, total sync

- Ensures **BC and CRM stay aligned** instantly
- Stops users working with **blocked or suspended customers**
- Saves time and avoids human error
- Simple automation with a big operational impact



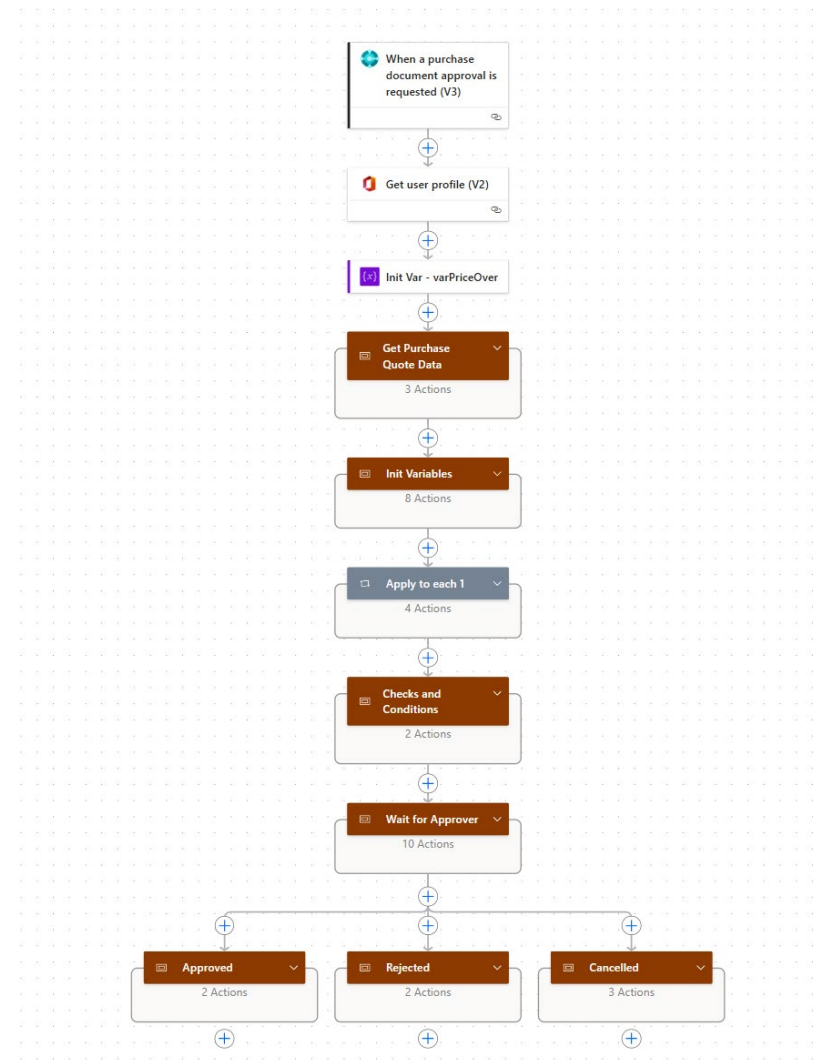
 *BC Data Updated* →  *Flow Runs Automatically* →  *CRM Synced Instantly*



Purchase Quote Approvals Flow

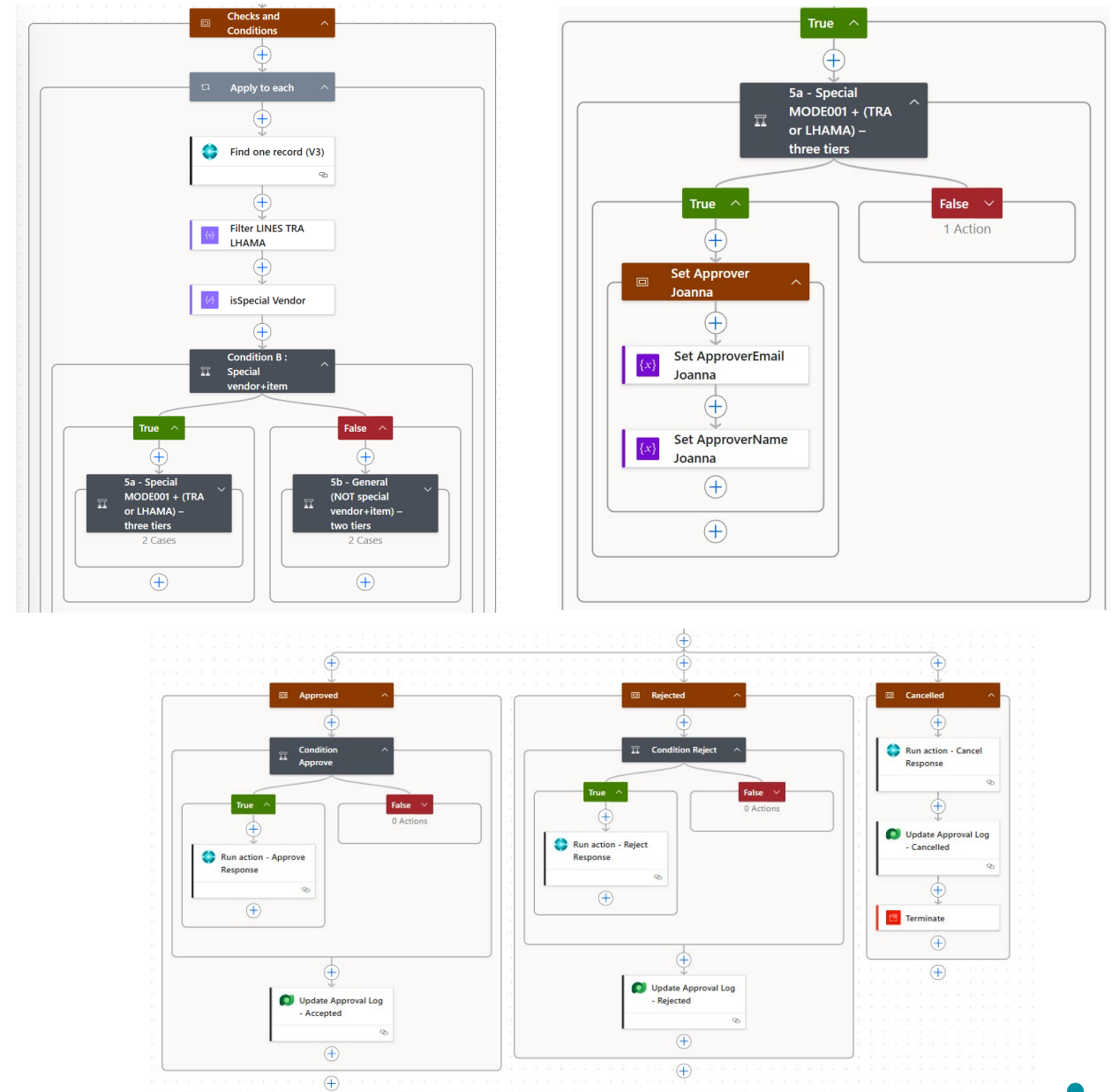
Purchase Quote Approvals – Reusable Power Automate Framework

- Modular flow for Purchase Quote approvals in **Business Central**
- Designed to be **reused and adapted** for any customer
- Automatically handles **Approve / Reject / Cancel** scenarios
- Full tracking in **Dataverse**



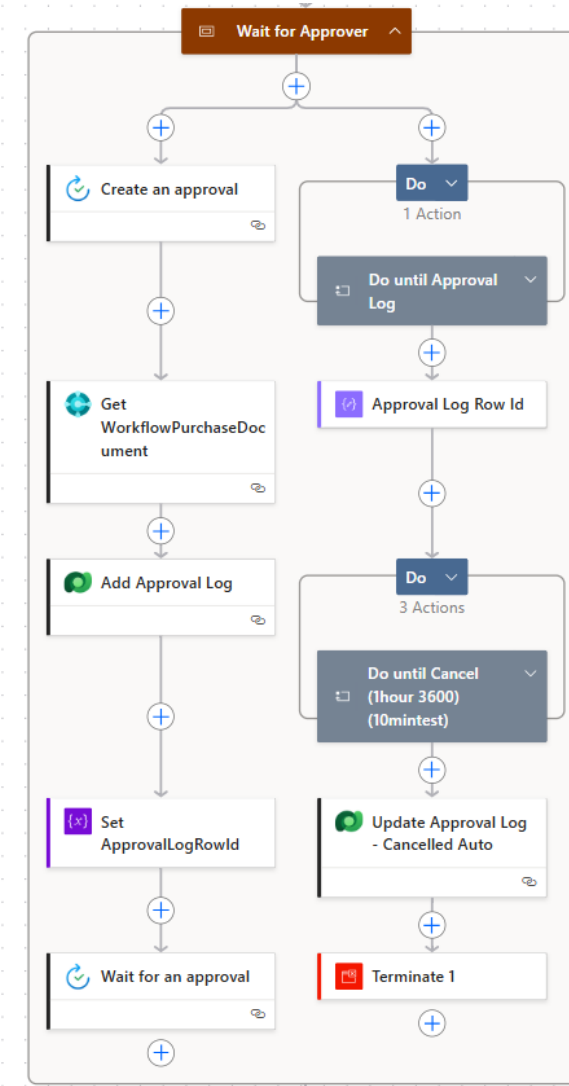
Structured for Flexibility

- **Trigger:** When a purchase document approval is requested in BC
- **Data:** Pulls Purchase Quote and Item data from custom API
- **Variables:** Sets totals, IDs, approver details
- **Checks & Conditions:** Applies customer-specific logic (e.g. tender price, special vendor)
- **Wait for Approver:** Sends approval, monitors status
- **Conclusion:** Handles Approve , Reject , Cancel 



Automatic Detection & Timeout Handling

- Flow **waits for an approval** request response
- If the **Purchase Quote is deleted or cancelled** in BC → Flow cancels itself automatically
- Prevents stale approvals from running for 30 days
- Uses **controlled delay + periodic check** for efficiency



Full Tracking in Dataverse

- Each approval request writes to a **Dataverse Approval Log**
- Tracks **who, when** and **what action** was taken
- Enables reporting, auditing, and customer transparency
- Connects Power Automate → Dataverse → CRM

bles > Approval Log

Properties Tools Schema Data experiences Customizations

Columns Relationships Keys Forms Views Charts Dashboards Business rules Commands Row summaries

Update forms and views

Created On	Action tracking ID	Approval Logs	Client tracking ID	Modified
01/10/2025 12:02	b2aeaf6d-aeaf-4aa8-8fa3-f5cde69...	82cded1a-b69e-f011-bbd3-00224...	986fbab8-b59e-f011-a708-7c1e5...	CRM Tecman
01/10/2025 12:02	b872229b-768d-4f7e-8b00-74ea6...	087f0927-b69e-f011-bbd3-00224...	93e11206-b69e-f011-a708-7c1e5...	CRM Tecman
01/10/2025 12:04	555ade91-c64d-4523-aea0-86de8...	16881452-b69e-f011-bbd3-00224...	5e73732c-b69e-f011-a708-7c1e5...	CRM Tecman
24/10/2025 16:19	a00d3e33-4ebe-4f97-a88d-b01b1...	70eea0d6-ecb0-f011-bbd2-00224...	5e73732c-b69e-f011-a708-7c1e5...	CRM Tecman
27/08/2025 15:05	fb40709f-264b-4aa8-a9f5-f39463...	0c9b07f1-4e83-f011-b4cc-6045b...	5aa329b7-4e83-f011-a708-7c1e5...	CRM Tecman
27/08/2025 15:10	d0bcde95-cb79-492b-aa81-f30c3...	957020a2-4f83-f011-b4cc-6045b...	5aa329b7-4e83-f011-a708-7c1e5...	CRM Tecman
28/08/2025 14:58	964dab12-4982-4997-b376-ab69...	1a4d2d1d-1784-f011-b4cc-6045b...	09d63395-62f0-ef11-9345-6045b...	CRM Tecman
08/09/2025 16:27	41390a93-d29c-47d7-b0ee-2f32f...	c776d65c-c88c-f011-b4cc-6045b...	0e217d30-c88c-f011-a708-7c1e5...	CRM Tecman
08/09/2025 16:28	7e378e8c-fa5b-4def-bcc8-599220...	a9d68988-c88c-f011-b4cc-6045b...	3a5b5d6a-c88c-f011-a708-7c1e5...	CRM Tecman
26/08/2025 16:50	9e96cf90-65c5-4b98-8beb-8d8dd...	18b7985b-9482-f011-b4cc-6045b...	09d63395-62f0-ef11-9345-6045b...	CRM Tecman

Reusable. Reliable. Ready to deploy!

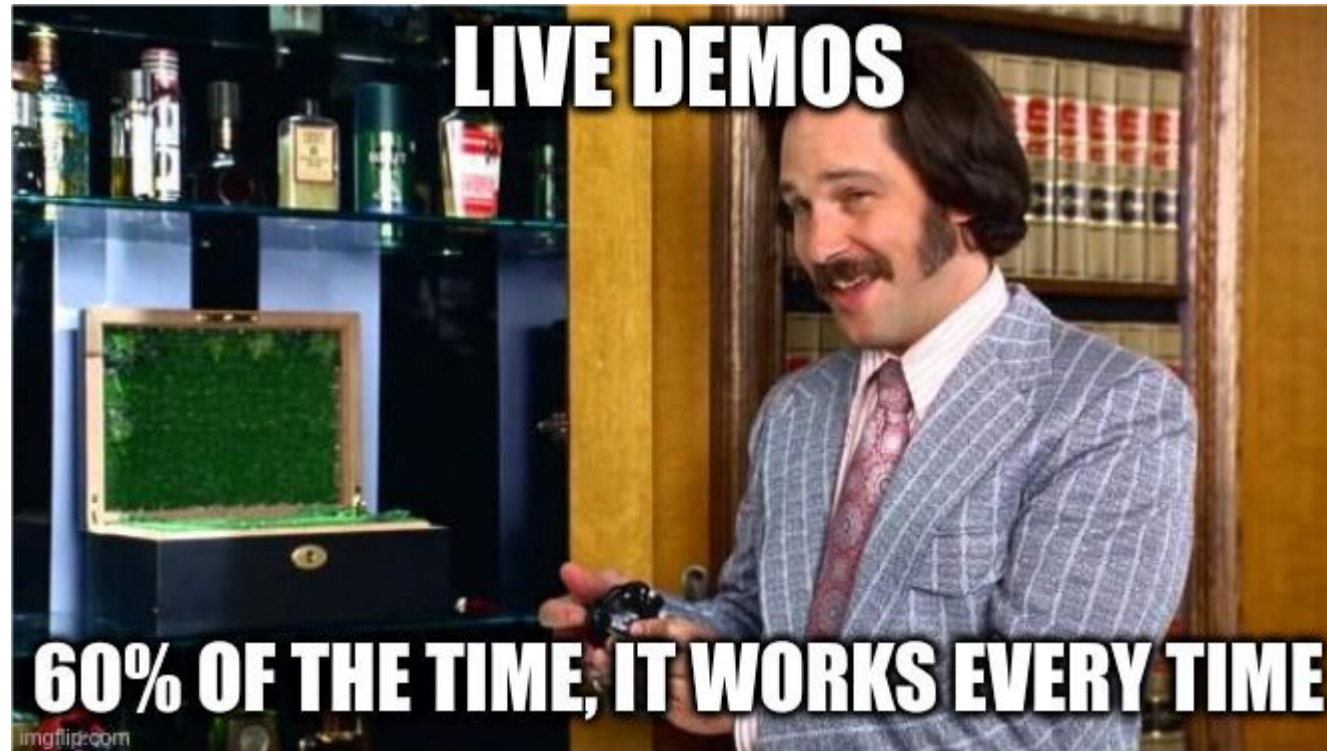
- Cut development time dramatically — same base flow reused
- Only customer-specific logic (APIs, rules) needs updating
- Works for **Purchase Quotes, Sales Orders or any document**
- Provides consistency across all customers





Demo Time: An Approval Flow (re-usable)

Let's see how one of these automations really works





What's Next with Copilot & AI?

From Automation → Intelligence

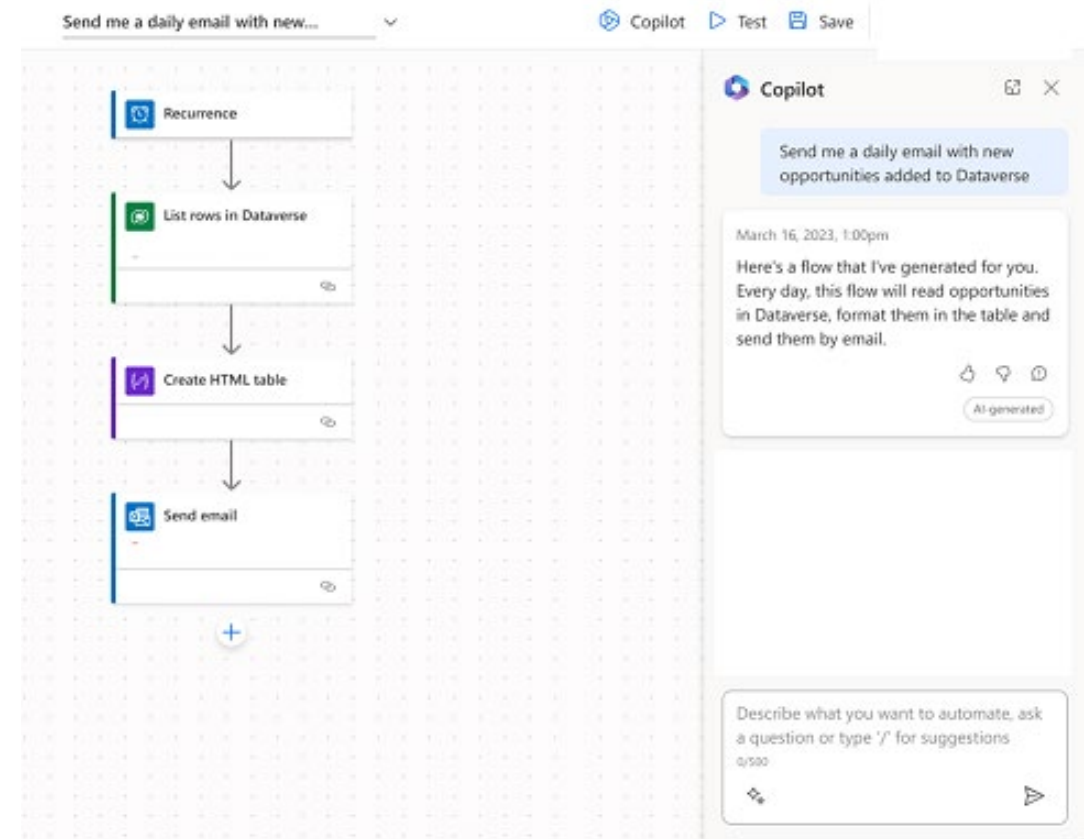
- Power Automate Copilot can now **build or edit flows using natural language**
- AI Builder + Document Intelligence extract data from invoices, emails, or PDFs automatically
- Business Central + Copilot = smart insights: recommendations, data summaries, forecasting
- Less “flow building,” more “flow talking.”



🧠 Think → ⚙️ Automate → 📊 Act

Build Flows by conversation

- Type or say: *"Create a flow that notifies me when a high-value order is created"*
- Copilot generates the full flow with triggers, actions and conditions
- Suggests optimisations: better connectors, fewer steps, reusable expressions
- Speeds up learning for new users



Think → Automate → Act

Smarter data extraction & decision-making

- AI Builder reads purchase invoices, quotes, or supplier emails
- Automatically extracts totals, vendor names, and dates into BC or Dataverse
- Combine with flows for full end-to-end automation
- Add sentiment or prediction models to approvals or service cases



Think → Automate → Act

The next step for our customers

- **Faster delivery** – Copilot accelerates build time
- **Smarter automation** – AI handles variability and unstructured data
- **Predictive insight** – anticipate issues before they happen
- **Accessible innovation** – no-code tools meet AI-driven logic



⚡ Automation 🧠 Intelligence 🤝 Human + AI



Q&A

Ask us anything — or tell us what you'd automate first!

Summary & take away

- Power Automate + BC = smarter business
- Real impact across industries
- Next: Build your own tomorrow

Day 2 Workshop promo

Join us in the Arden Room — Build a Power App for Business Central!

Thank you.

BUSINESS CENTRAL
connect

18th & 19th NOVEMBER 2025

