CONVERGENCE | AI + ERP

MIAMI | 2025

Accelerating Financial Close with Dynamics 365 Account Reconciliation Agent

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Agenda

- Overview
  - Account reconciliation workspace
  - Account reconciliation agent
- Improvements in 10.0.46
  - Create Journal Entry Flow Enhancements
  - Reverse Flow Enhancements
  - Intelligent Matching
    - Support for “In ledger not in subledger” exceptions
    - Support for “In subledger not in ledger” exceptions

Challenges
Finance manager

What current state looks like

Time consuming to manually reconcile ledgers

Error-prone and stressful

Limited strategic focus

Account Reconciliation Agent

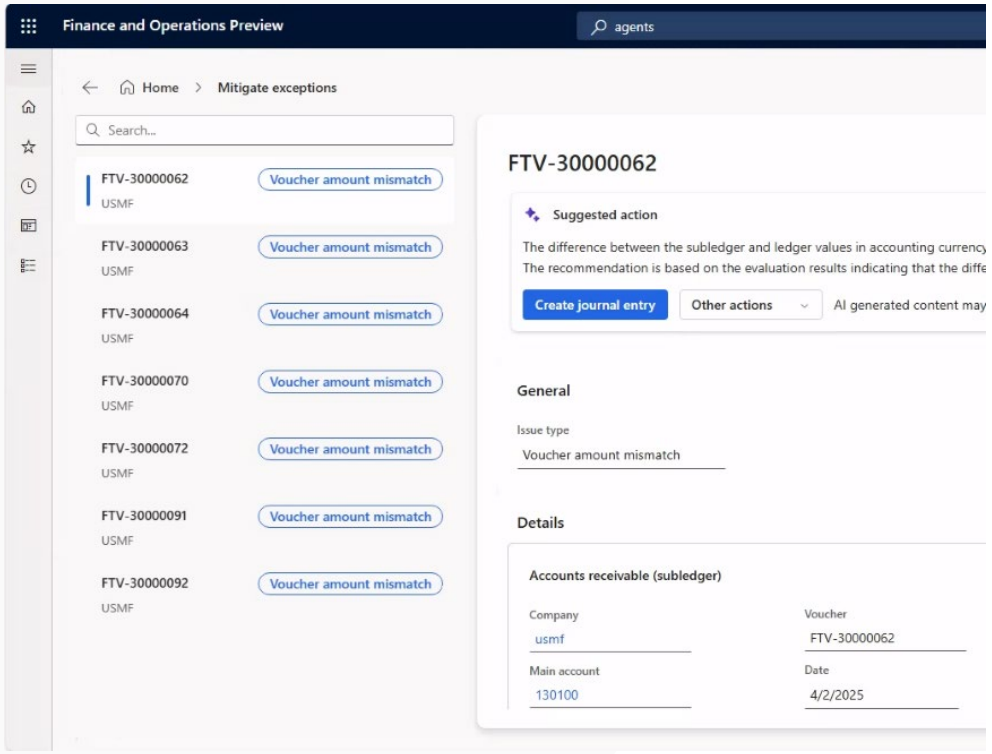
Key benefits

Enhanced Efficiency: Customers can maintain a reconciled state more consistently, reducing the time and effort required for manual reconciliation.

Proactive Management: The intelligent agent proactively identifies and suggests mitigations for exceptions, minimizing the risk of errors and ensuring financial accuracy.

Improved Transparency: Every exception is meticulously logged, capturing the history of actions taken by users, automation, or agents, thereby enhancing transparency and accountability.

Regular Reconciliation: The ability to reconcile on a more regular basis ensures that customers' financial records are always up-to-date, leading to better decision-making and financial planning.



Account reconciliation agent

Today

- Manually run account reconciliation report for each subledger (SSRS) → Manually find discrepancies → Export detailed data to Excel → Research transaction in and out of accounts to determine corrective action
- Collaborate with stakeholders to make adjustments → Re-run reconciliation report

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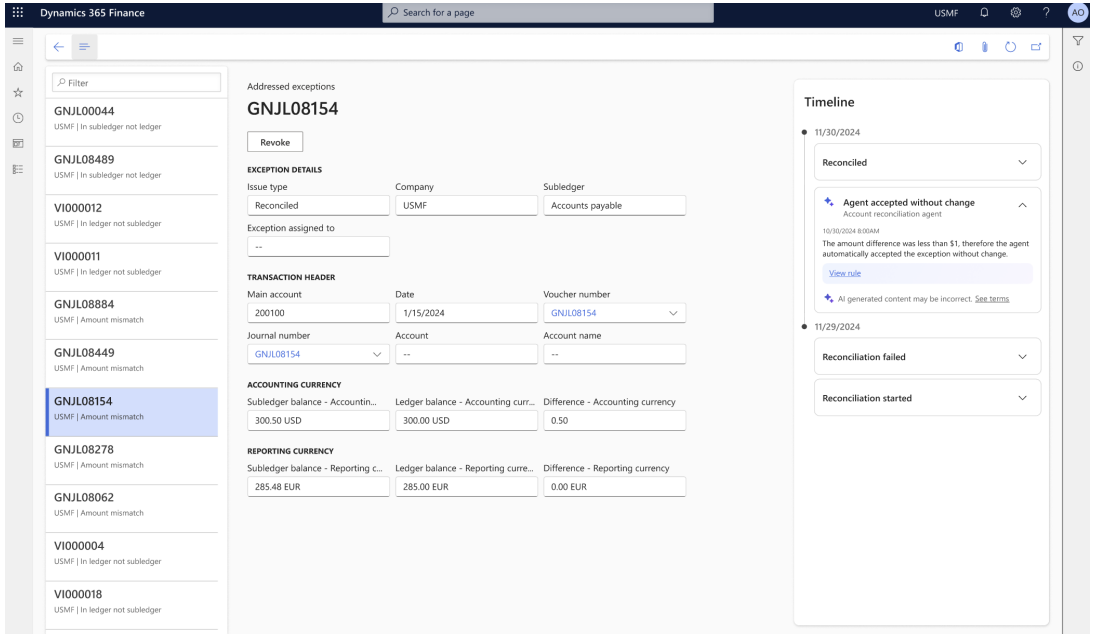
- Constant monitoring of voucher transactions → Flag discrepancies → Notify finance team proactively → Propose decision + alternatives
- Take actions and track evidence of actions

- User defines notification preferences → Review and accept/reject proposals → Evidence is attached for period close

Key takeaways

- Adaptive Experience
- Agents are continuously learning
- Agent activity tracking



In order to stay compliant, all the agent activities are tracked and logged so that it is easy to audit later

Account Reconciliation Agent

Business outcome

What current state looks like

Time consuming to manually reconcile ledgers

Error-prone and stressful

Limited strategic focus

What future state looks like...

Continuous reconciliation

Identify issues in real time

Close books faster

Focus on planning

Account reconciliation workspace

Account reconciliation agent

Resources

Account Reconciliation Agent (production ready preview)

Agent management (preview)

Enable Copilot capabilities in finance and operations apps

Billing rates and management - Microsoft Copilot Studio

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