

Microsoft confidential

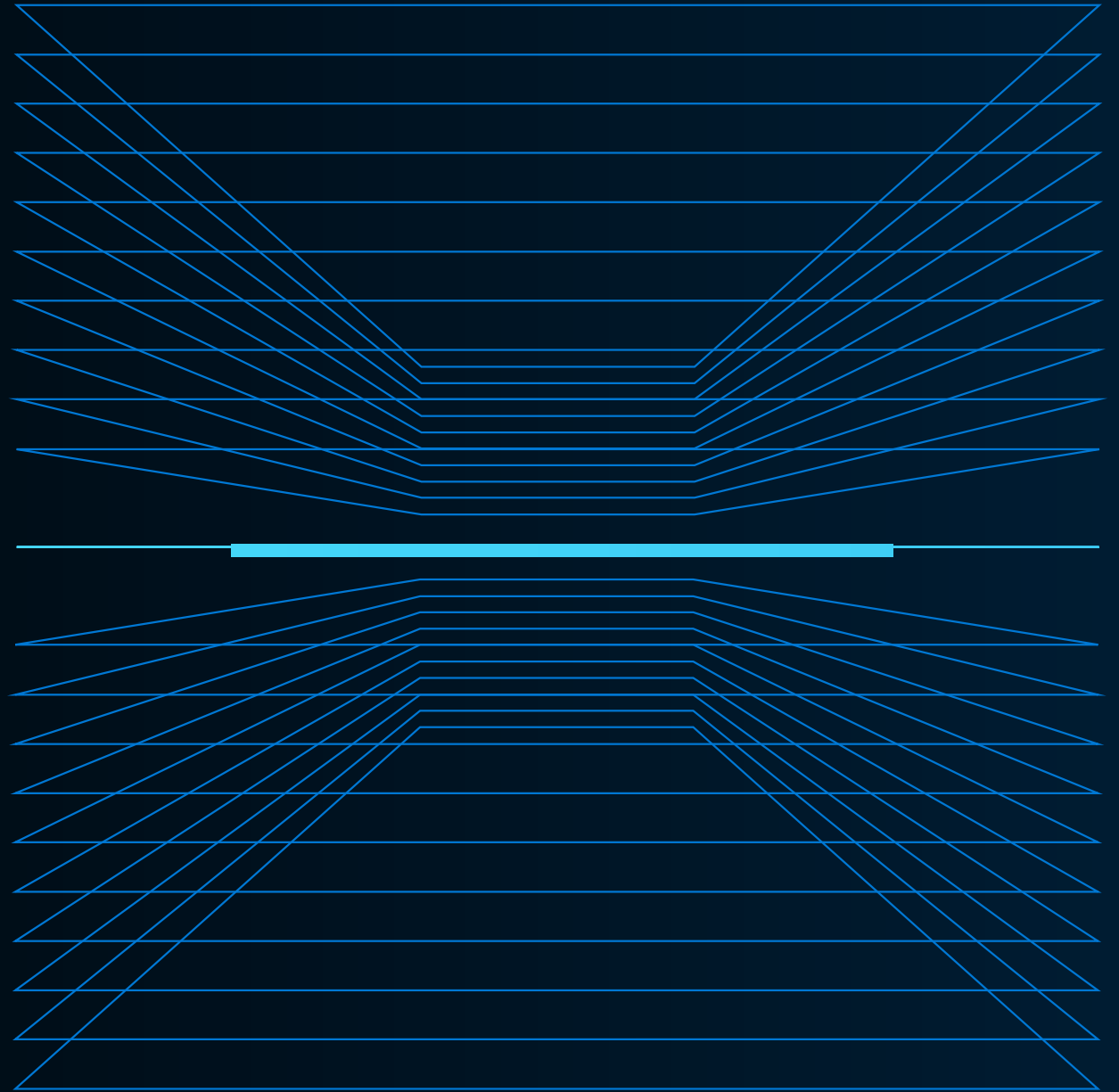
All content in this deck is
shared under NDA



GenAI in Action

Copilot in Power Platform and copilot for business roles

Tom Marsh
Partner Group Product Manager,
Copilot Applied AI,
Microsoft Business Applications



Agenda

Copilot for business roles

Copilot for Sales

Copilot for Service

Copilot for Finance

Copilot in Power Platform

Power Automate

Power Apps

Power Pages

Customizing copilot

Copilot Studio

General availability of
Azure OpenAI Service
expands access to large,
advanced AI models with
added enterprise benefits

A Microsoft Copilot for everyone

Microsoft and OpenAI extend partnership

Jan 23, 2023 | [Microsoft Corporate Blogs](#)

OpenAI

Microsoft

Copilot Preview

Add a column called Location and populate it with sample data

Just now

Sure, here's the Location column with sample data.

Just now

Create content with Copilot

draft a proposal from yesterday's meeting notes

Write unit tests for this function

With Copilot

import unittest

import datetime

class TestParseExpense(unittest.TestCase):

def test_parse_expense(self):

expense_string = "2023, 1

expected_output = 1

date = datetime.datetime(2023, 1

date = datetime.datetime(2023, 1

self.assertEqual(parse_expense_string,

connect you

Continous Bot - 9:43 AM

You have joined the conversation, 9:44 AM

Conversation summary

Customer recently ordered a Smart Roast 2400 and is having difficulty connecting the device to the internet. They've already tried the steps in the quick start guide.

Copy

Generated

Microsoft Support Center

Email

diane.plank1915@outlook.com

Phone number

+413456789234

Address

4080 Mount Olive Road, Cleveland, Ohio 44105

Conversation

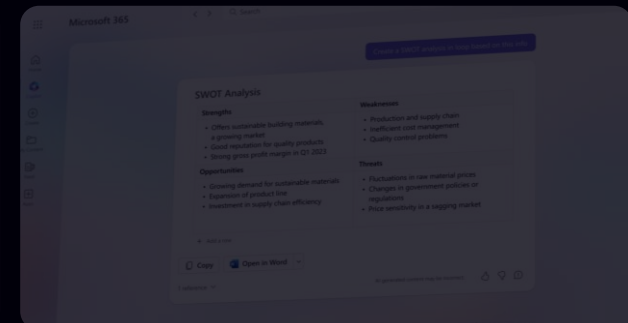
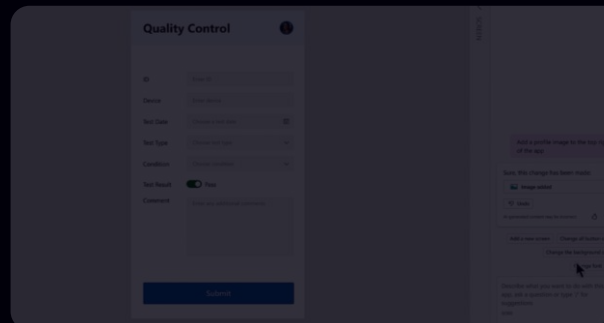
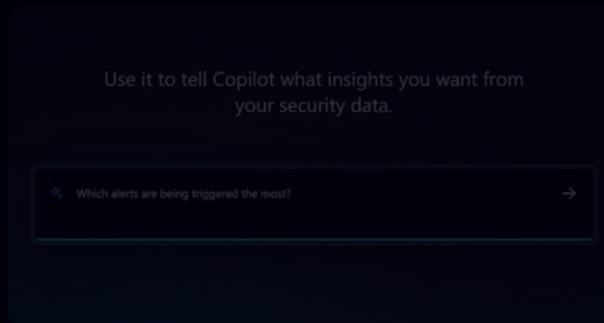
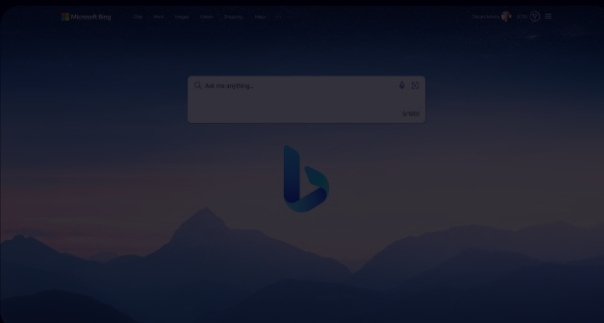
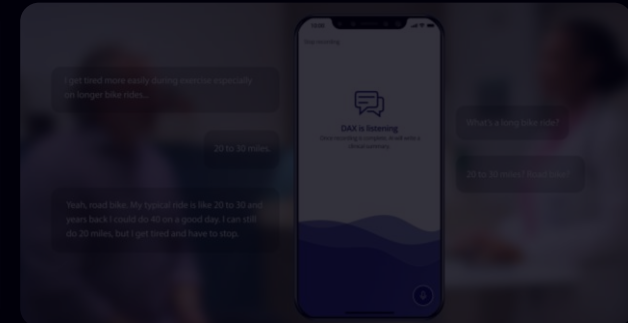
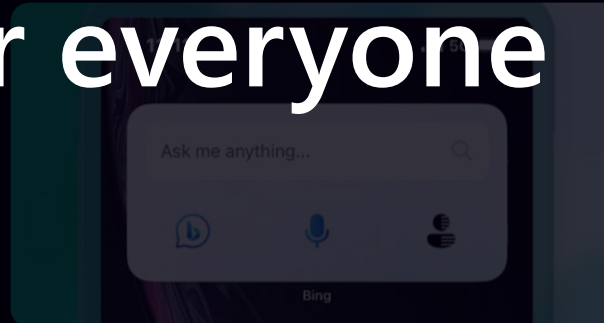
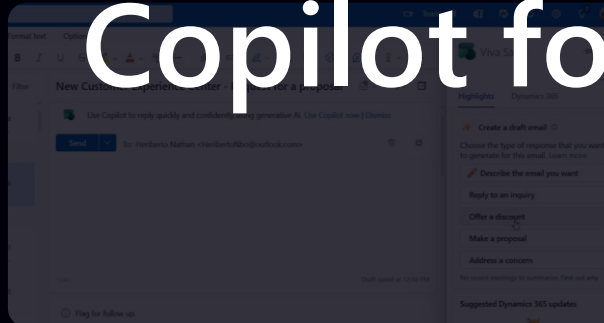
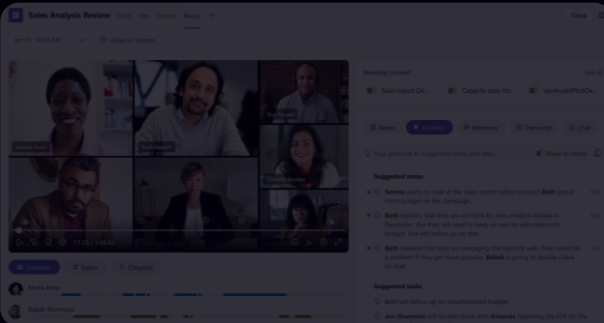
Pre-chat survey

Visitor details

How can I adjust my system to get work done?

4/4/2020

11:11 AM
5/23/2023

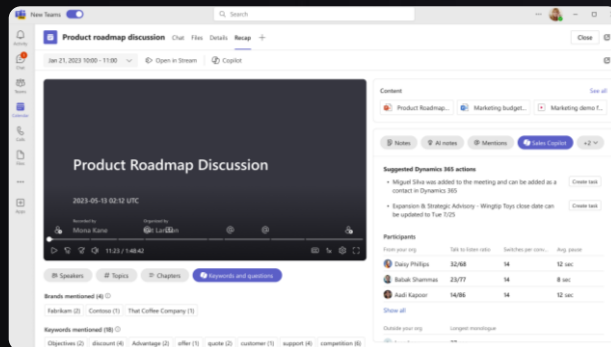




Extending the Microsoft Copilot



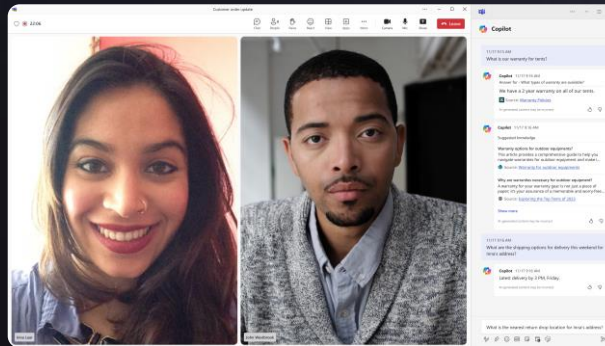
Microsoft Copilot for Sales



Optimize sellers' workflow for increased effectiveness and personalized interactions



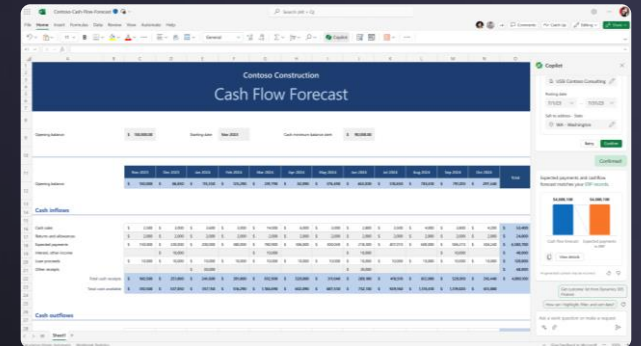
Microsoft Copilot for Service



Integrates into existing CRM solutions and turbocharges service agents



Microsoft Copilot for Finance



Boost Excel and Outlook with workflow and data-specific insights for finance pros

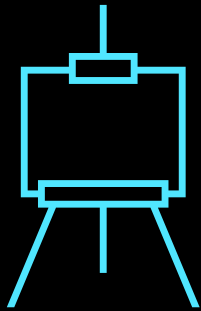
Future of Business Applications

Copilot for your
CUSTOMERS

Copilot for your
EMPLOYEES

AI-first
AUTOMATION

Copilot makes core activities better



Communicate

Create compelling content
tuned for your business
context



Analyze

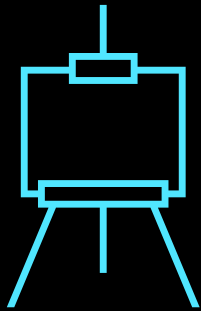
Ask questions about
your business data
and processes,
generate insights



Act

Instruct copilot to perform
business tasks with
human in the loop
validation

Copilot makes core activities better



Communicate

Create compelling content
tuned for **your business
context**



Analyze

Ask questions about
your business data
and processes,
generate insights



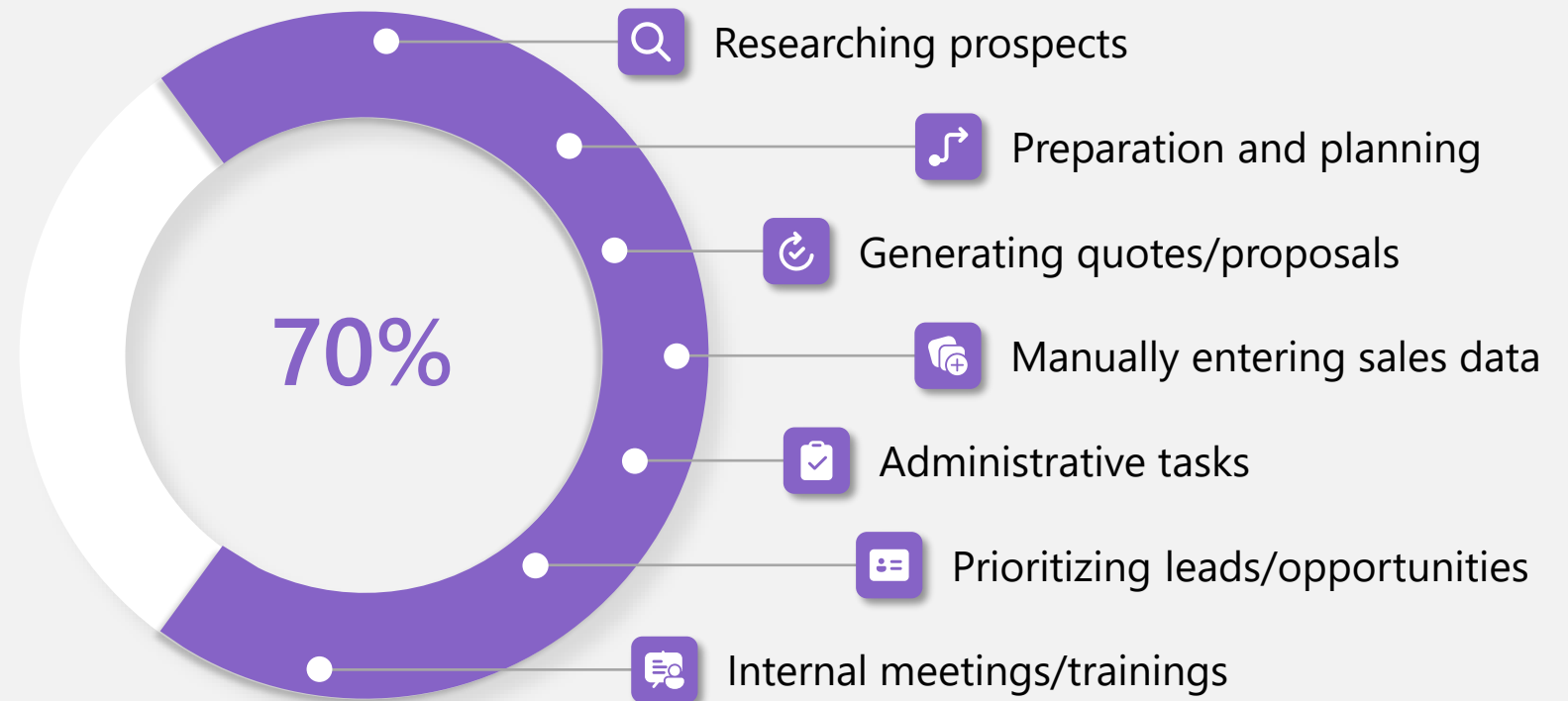
Act

Instruct copilot to perform
business tasks with
human in the loop
validation

**Copilot helps sellers spend more
time selling**





Mundane tasks keep sellers from their customers

Amount of time sellers spend on administrative and non-selling duties¹



The AI advantage

Surveys show that sellers want AI to help them:

-  Understand customer needs
-  Automate processes
-  Simplify tedious tasks
-  Improve productivity¹

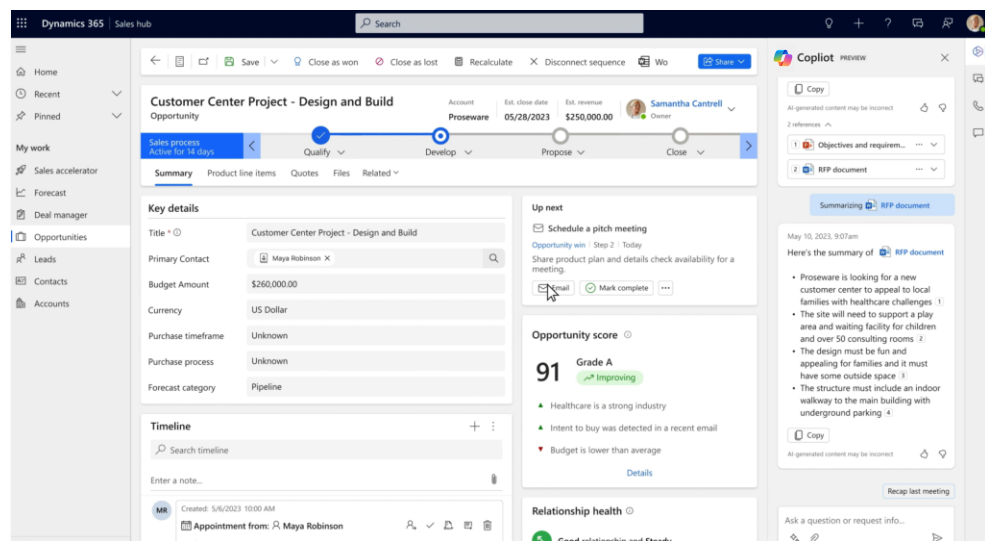
99 percent of sellers
surveyed said that if AI saved
them an hour, they would
reinvest that time on work tasks¹

¹Microsoft. "Sellers' attitudes about AI." June 2023. An Ipsos study commissioned by Microsoft. Study included 700 participants who use professional CRM systems at organizations of at least 300 people. Industries include Financial Services, Professional Services, Manufacturing, Retail, Technology, and Healthcare.



Dynamics 365 Sales

Dynamics 365 Sales (Hub) is our core Sales offering, designed to help businesses manage their sales processes, improve customer engagement, and drive revenue growth.



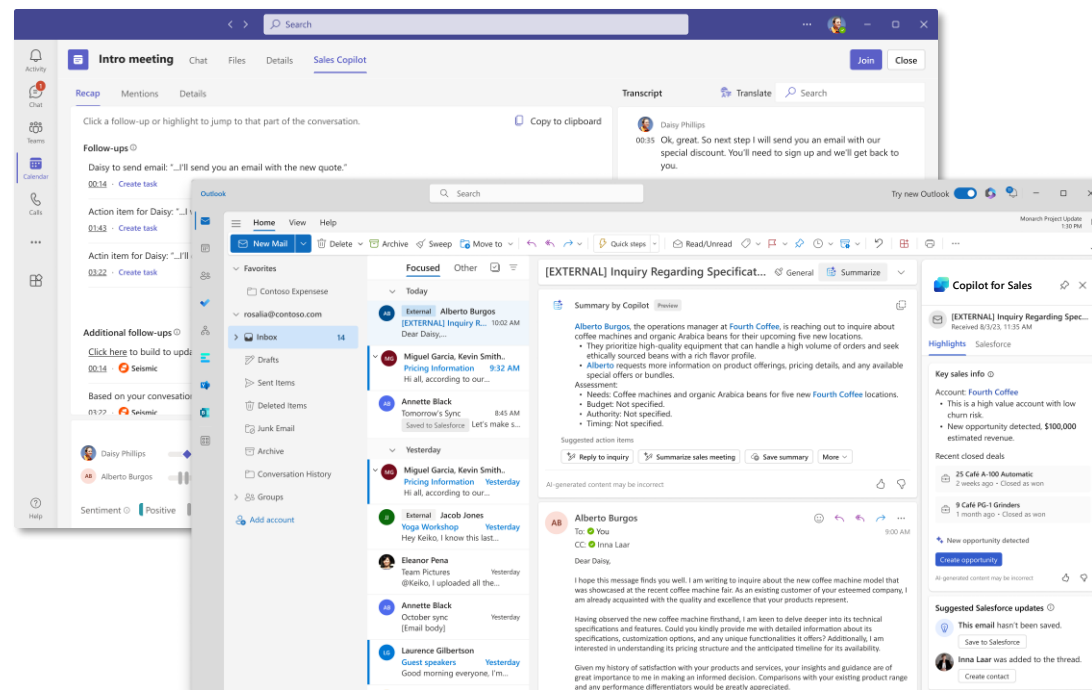
Copilot in Dynamics

Copilot in Dynamics materializes directly within the Dynamics 365 shell, providing AI-powered experiences across the application.



Microsoft Copilot for Sales

Copilot for Sales is an AI-driven sales assistant designed to empower sellers with insights, recommendations, actions, and up-to-date CRM data directly from M365 applications.



Microsoft Copilot for Sales

Your AI assistant for sellers



Unlock sales productivity

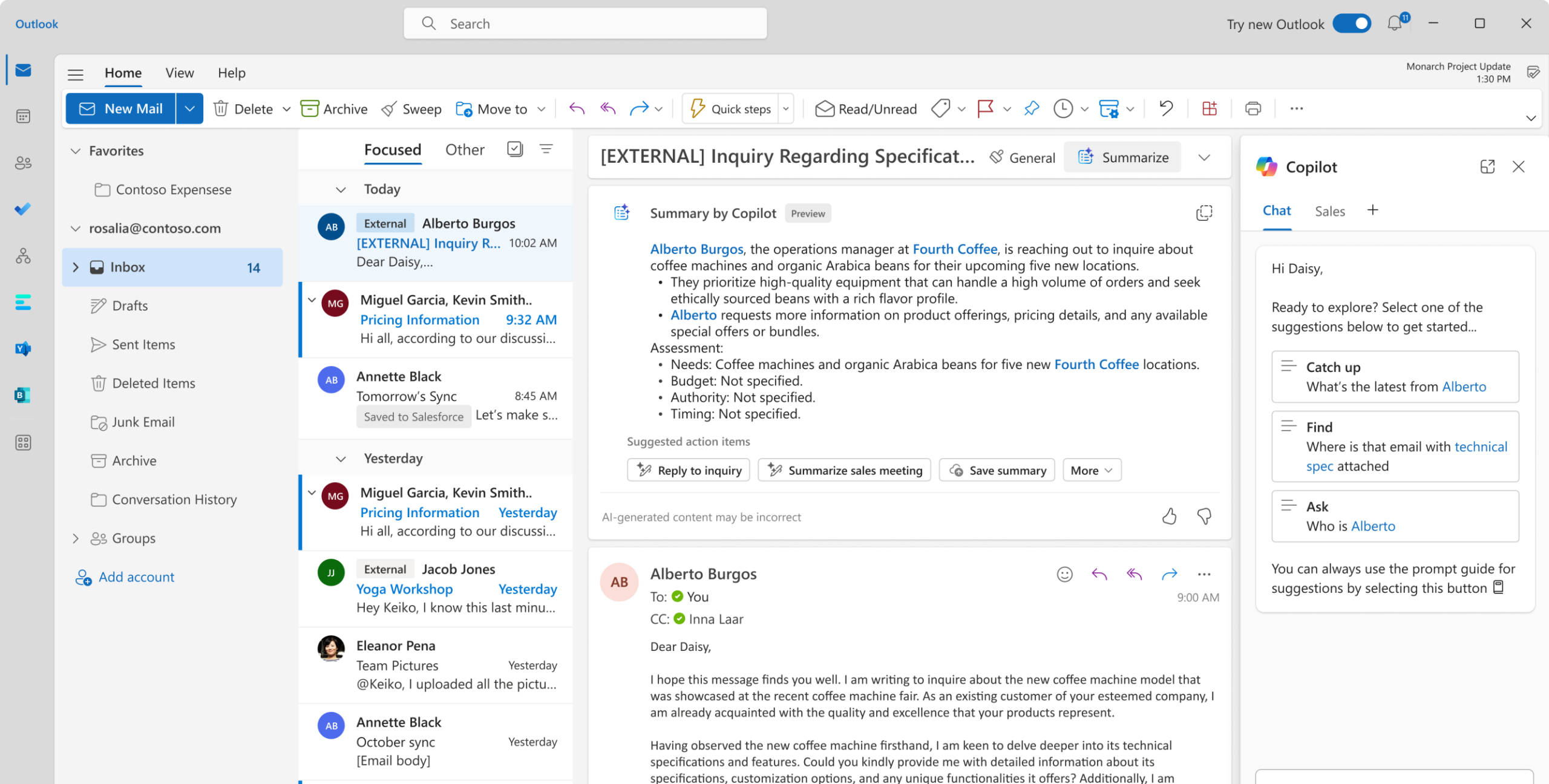
AI-generated emails, summaries, and content

Personalize customer interactions

AI-assisted insights and recommendations

Keep data fresh

Seamless information sharing and data integrations



Copilot for Sales summaries emails, bringing CRM enrichment and helping sellers gather context instantly

Outlook

Try new Outlook

Search

Monarch Project Update
1:30 PM

HomeViewHelp

New MailDeleteArchiveSweepMove toQuick stepsRead/Unread

Favorites

Contoso Expense

rosalia@contoso.com

Inbox14

Drafts

Sent Items

Deleted Items

Junk Email

Archive

Conversation History

Groups

Add account

FocusedOther

Today

External Alberto Burgos
[EXTERNAL] Inquiry R... 10:02 AM
Dear Daisy,...

Miguel Garcia, Kevin Smith..
Pricing Information 9:32 AM
Hi all, according to our discussi...

Annette Black
Tomorrow's Sync 8:45 AM
Saved to Salesforce Let's make s...

Yesterday

Miguel Garcia, Kevin Smith..
Pricing Information Yesterday
Hi all, according to our discussi...

External Jacob Jones
Yoga Workshop Yesterday
Hey Keiko, I know this last minu...

Eleanor Pena
Team Pictures Yesterday
@Keiko, I uploaded all the pictu...

Annette Black
October sync Yesterday
[Email body]

[EXTERNAL] Inquiry Regarding Specificat... General Summarize

Summary by Copilot Preview

Alberto Burgos, the operations manager at Fourth Coffee, is reaching out to inquire about coffee machines and organic Arabica beans for their upcoming five new locations.

- They prioritize high-quality equipment that can handle a high volume of orders and seek ethically sourced beans with a rich flavor profile.
- Alberto requests more information on product offerings, pricing details, and any available special offers or bundles.

Assessment:

- Needs: Coffee machines and organic Arabica beans for five new Fourth Coffee locations.
- Budget: Not specified.
- Authority: Not specified.
- Timing: Not specified.

Suggested action items

- Reply to inquiry
- Summarize sales meeting
- Save summary
- More

AI-generated content may be incorrect

Alberto Burgos

To: You
CC: Inna Laar

9:00 AM

Dear Daisy,

I hope this message finds you well. I am writing to inquire about the new coffee machine model that was showcased at the recent coffee machine fair. As an existing customer of your esteemed company, I am already acquainted with the quality and excellence that your products represent.

Having observed the new coffee machine firsthand, I am keen to delve deeper into its technical specifications and features. Could you kindly provide me with detailed information about its specifications, customization options, and any unique functionalities it offers? Additionally, I am

Copilot

ChatSales

Key sales info

Fourth Coffee is a high value account with low churn risk.

- Estimated revenue downgraded to \$80,000

Insights from People.ai:

- A key decision maker is missing for this opportunity. Consider getting Hillary Curtiz (Finance director) involved.

Ask copilot to ...

Find contact for Hillary Curtiz

AI-generated content may be incorrect

Suggested tasks (2)

Update the closing date of the XR Coffee Machine to 12/5/2023.
12:01 PM, 8/21/23
Update

Save this email to Salesforce.
11:54 AM, 8/21/23
Save

AI-generated content can have mistakes

The side-car is always available with curated information to help the seller take action.

Outlook

Try new Outlook

Monarch Project Update 1:30 PM

Home View Help

New Mail Delete Archive Sweep Move to Quick steps Read/Unread

Favorites

- Contoso Expense
- rosalia@contoso.com
- Inbox 14
- Drafts
- Sent Items
- Deleted Items
- Junk Email
- Archive
- Conversation History
- Groups
- Add account

Focused Other

Pinned

Kevin Sturgis
Lot #192 Progress 12:55 PM
Hi all, I wanted to give you an update o...

Today

Alberto Burgos
[EXTERNAL] Inquiry - Coffee... (6) 9:00 AM
Dear Daisy Phillips,...

Yesterday

Celeste Burton
Tomorrow's Sync 4:22 PM
Can you share a link to the owners' from...

Daisy Phillips
Roofing Materials Delivery Status 3:24 PM
Hey Rosalia, I know this last minute, but d...

Elvia Atkins
RQC Stand-up 3:07 PM
We look forward to meeting our fall int

Tomorrow, 11:00 AM (30m) RSVP

Kristin Patterson (2)
Fw: Volunteers Needed 3:07 PM
Hey Alumni! We're looking for volunteers

[EXTERNAL] Inquiry - Coffee... General 2

To: Lydia Bauer; Henry Brill; Katri Ahokas

Draft with Copilot AI-generated content may be incorrect.

Hi Alberto,

Thank you for confirming the budget and timing for the coffee machines and organic beans purchase. I'm thrilled to hear that the premium bundle aligns with your vision for Fourth Coffee' new locations.

I have reviewed our schedules and propose a Teams meeting, here is my availability:

- Monday the 12th at 10:30AM.
- Tuesday the 13th at 11:00AM.
- Thursday the 15th at 02:00PM.

This will give us an opportunity to delve deeper into the features and benefits of the Eco Espresso Machine and address any questions or concerns you and Inna may have.

Please let me know if this works for you or if you would prefer an alternative time.

I appreciate your enthusiasm for our products and look forward to meeting you and Inna soon. Should you have any additional questions or require further information in the meantime, please feel free to reach out.

Best regards,
Daisy Phillips
Sales Representative

Copilot

Chat Sales +

Key sales info ⓘ

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Suggested tasks (2) ⓘ

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12:01 PM, 8/21/23
Update
- Save this email to Salesforce.
11:54 AM, 8/21/23
Save

AI-generated content can have mistakes

When it's time to reply, Copilot for Sales creates a draft appropriate for the opportunity.

Meeting prep for Fourth Coffee · Saved

Search (Alt + Q)

File Home Insert Layout References Review View Help

Aptos (Body) 11 B I U [highlight] [text color] [background color] [bullets] [numbered] [link] [comment] [voice] [draw] [eraser] Copilot [grid] [more]

Draft with Copilot

Help me prep for my next meeting with **Fourth Coffee** based on / Type to reference files, extensions, and more.

9/300

Generate [link icon] Reference your content

Copilot

Chat **Sales** +

Key sales info

Fourth Coffee is a high value account with low churn risk.

- Estimated revenue downgraded to **\$80,000**

Insights from People.ai:

- A key decision maker is missing for this opportunity. Consider getting **Hillary Curtiz** (Finance director) involved.

Ask copilot to ...

Find contact for Hillary Curtiz

AI-generated content may be incorrect

Suggested tasks (2)

- Update the closing date of the **XR Coffee Machine** to **12/5/2023**.

12:01 PM, 8/21/23

Update

AI-generated content can have mistakes

Connected to

Preparing for a meeting is easy with generated meeting prep docs in Word.

Meeting prep for Fourth Coffee · Saved

Search (Alt + Q)

FileHomeInsertLayoutReferencesReviewViewHelp

Undo

Clipboard

Font

Aptos (Body)

11

B

I

U

Color

Background

More

Bullets

Numbered

Indent

Decrease indent

Find

Copy

Microphone

Eraser

Highlighter

Copilot

Grid

More

RSVPs

Alex Brown, Sr Procurement manager, decision maker, required, accepted

Donna Cohen, Legal advisor, influencer, optional, no response

RSVPs

3 people

Opportunity summary

Overview

50 Cafe A-100 Automatic was opened for Contoso on July 6th, 2010. The expected close date is June 20th, 2023. Alberto Burgos is the primary contact. The budget for this opportunity is \$24,000.

Latest activity

Daisy saved an email thread summary on 04/15/2023.

Follow up sent by Alberto Burgos, still no response received.

Another follow up sent: Quote #252 received but appears incomplete.

Open tasks for this opportunity

Subject	Priority	Due	Created on	Owner
Installation of a new panel in new cafeteria building	High	In progress	07/06/2023	Eva Terrazas
Low production from 3 solar panels	High	In progress	06/06/2023	Inna Laar
Send new autumn catalog	Low	Delayed	06/010/2023	Inna Laar

Looking things over....

Stop generating

ESC

Copilot

ChatSales+

Key sales info

Fourth Coffee is a high value account with low churn risk.

Estimated revenue downgraded to \$80,000

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A key decision maker is missing for this opportunity. Consider getting Hillary Curtiz (Finance director) involved.

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Suggested tasks (2)

Update the closing date of the XR Coffee Machine to 12/5/2023.

12:01 PM, 8/21/23

Update

AI-generated content can have mistakes

Connected to

Preparing for a meeting is easy with generated meeting prep docs in Word.

6:17

Coffee machines proposal

Chat

People

Raise

React

View

Notes

Copilot

Apps



More

Camera


Mic

Share

Leave meeting



Inna Laar



Copilot

ChatSales+

Northwind ⓘ


15:27 • Competitor mentioned by Alberto

↑ Strengths:

- Established Market Presence: Strong market presence with a loyal customer base.
- Diverse Product Range: Wide variety of coffee machines for different needs.
- Competitive Pricing: Offers attractive pricing for their products. ¹

↓ Weaknesses:

- Limited Organic Sourcing: Lacks emphasis on organic sourcing for beans.
- Lack of Transparency: Inconsistent labeling of bean sources.
- Higher Failure Rates: Reports of higher machine failure rates. ²

Northwind
Competitor

AI-generated content may be incorrect

2 reference ▾

During meetings, Copilot for Sales “rides along” helping coach the seller in the moment.

Activity

Chat

Teams

Calendar

Files

Apps

New Teams

Search

Tailspin Toys

Product roadmap discussion

Chat

Files

Details

Recap

Jan 21, 10:30 AM

Open in Stream

Serena Davis

Aadi Kapoor

Mona Kane

Bruno Zhao

Beth Davies

Babak Shammamas

11:23 / 1:48:42

Speakers

Topics

Chapters

Keywords

Sentiment

Show an indication of how speakers are feeling

Mona Kane

Babak Shammamas

Daisy's talking statistics

Learn more

Talking time

52%

Team avg 60% (+15%)

Avg. talking speed

157wpm

Team avg 147 (-6%)

Longest pause

0.63sec

Team avg 0.8 (-16%)

Show your talking statistics

Content

VanArsdelPitchDeck.pptx

VanArsdelPitchDeck.pptx

Notes

AI notes

@ Mentions

Sales

+2

Draft a summary email

Save notes

Suggested notes

> Serena wants to look at the product catalog before she and Danielle commit to another purchase.

> Danielle explains that they are on track for new product release in December. But they will need to keep an eye on testing results. She will follow up on that.

Danielle explains that they are managing the capacity at Contoso well. There be a problem if they get a surge of users. Babak will make sure that they the necessary provisions to handle an influx of users if the need arises.

Generated notes may be incorrect

Are these notes useful?

Suggested tasks

Danielle will follow up on feature enhancement prioritization

Jon Shammamas will double check with Amanda regarding the ETA for the new product.

After the meeting, Copilot for Sales provides a rich recap with suggested next steps, notes, and followups.

Activity

Chat

Teams

Calendar

Files

Apps

New Teams

Search

Tailspin Toys

Product roadmap discussion

Chat

Files

Details

Recap

Jan 21, 10:30 AM

Open in Stream

Serena Davis

Babak Shammamas

Speakers

Topics

Chapter

Sentiment

Show an indication of how speakers a

Mona Kane

Babak Shammamas

Create a task in Dynamics

Subject *

Share time plan for new opportunity

Owner * ⓘ

Danielle Phillips

Connected to

Find a record

Due date

Wednesday, 3/6/2022

Description

Daisy Phillips to follow up on task: "...I would ask my members if they would agree, I have no problem with setting not just an aspirational date, but we could have a set time."

From Intro meeting, 10/24 2:31 PM:

https://teams.microsoft.com/l/message/19:0c85ba044e7a411e81b2c8950b37d920@thread.v2/1666611075414?context=%7B%22contextType%22:%22chat%22%7D

Cancel

Create

Suggested tasks

Danielle will follow up on feature enhancement prioritization

Jon Shammamas will double check with Amanda regarding the ETA for the new product.

Create task

Create task

And connecting information back to the CRM is just a click away.

Dell

How Dell uses Sales Copilot to boost their Salesforce performance

In this video from Ignite, Bruce Sanchez, the Global Lead of Sales Learning and Enablement Technology at Dell, talked about how Sales Copilot integrates with Salesforce and provides value to Dell.



Create more personalized and connected customer experiences with Copilot. Join us to see how to break down data silos, empower teams with real-time insights, and boost productivity for your sales and marketing teams. You'll learn about the latest capabilities across the Dynamics 365 customer experience solution, including Microsoft Sales Copilot, and hear success stories from customers and partners.

[Watch the video](#)

Ignite website: 08:00-17:00

"Implementing Viva Sales has saved time, improved skills, contributed to better work-life balance, and increased revenue by 25% in one quarter due to reduced burnout and enhanced efficiency. " "We finish tasks quickly, enjoy our personal time, and therefore are more productive the next day."

David Swenson

Business Development Director,
Net Logic



NETLOGIC
Computer Consulting

**Copilot helps agents resolve cases
faster with higher satisfaction**



Microsoft Copilot for Service

Your everyday AI assistant for service teams

Natural Language



Large Language
Models (LLMs)



Web
grounding



Microsoft Graph
grounding



Enterprise-grade
data protection



Contact center systems

Surface knowledge, summarize cases and conversations, draft contextual responses, and more



Commercial data
protection



The
Internet



Microsoft 365
Apps



Copilot
Studio

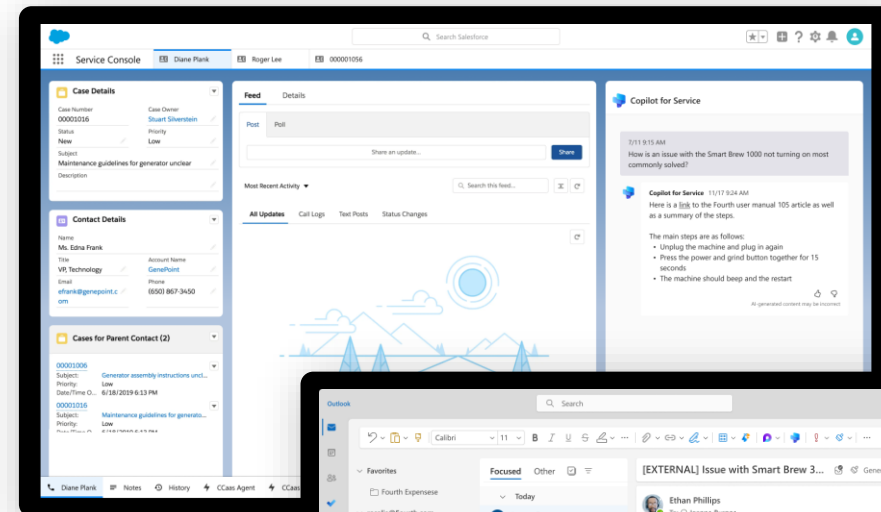
Boost agent productivity in the flow of work

Access productivity enhancements in the tools agents already use every day

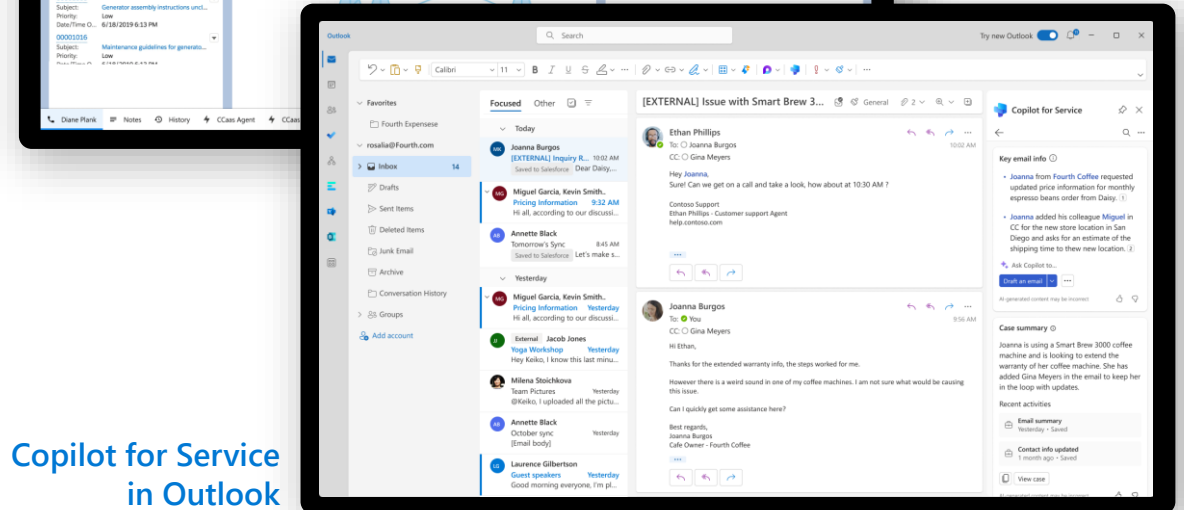
Copilot for Service includes Copilot for Microsoft 365, enriching productivity tools like Outlook and Teams with advanced CRM and knowledge capabilities

Embed directly into agent desktops including Salesforce, ServiceNow, Zendesk, and others

Use an intuitive, natural language interface to get answers and insights from across contact center systems and organizational data



Copilot for Service
in Salesforce



Copilot for Service
in Outlook

Boost agent productivity in the flow of work

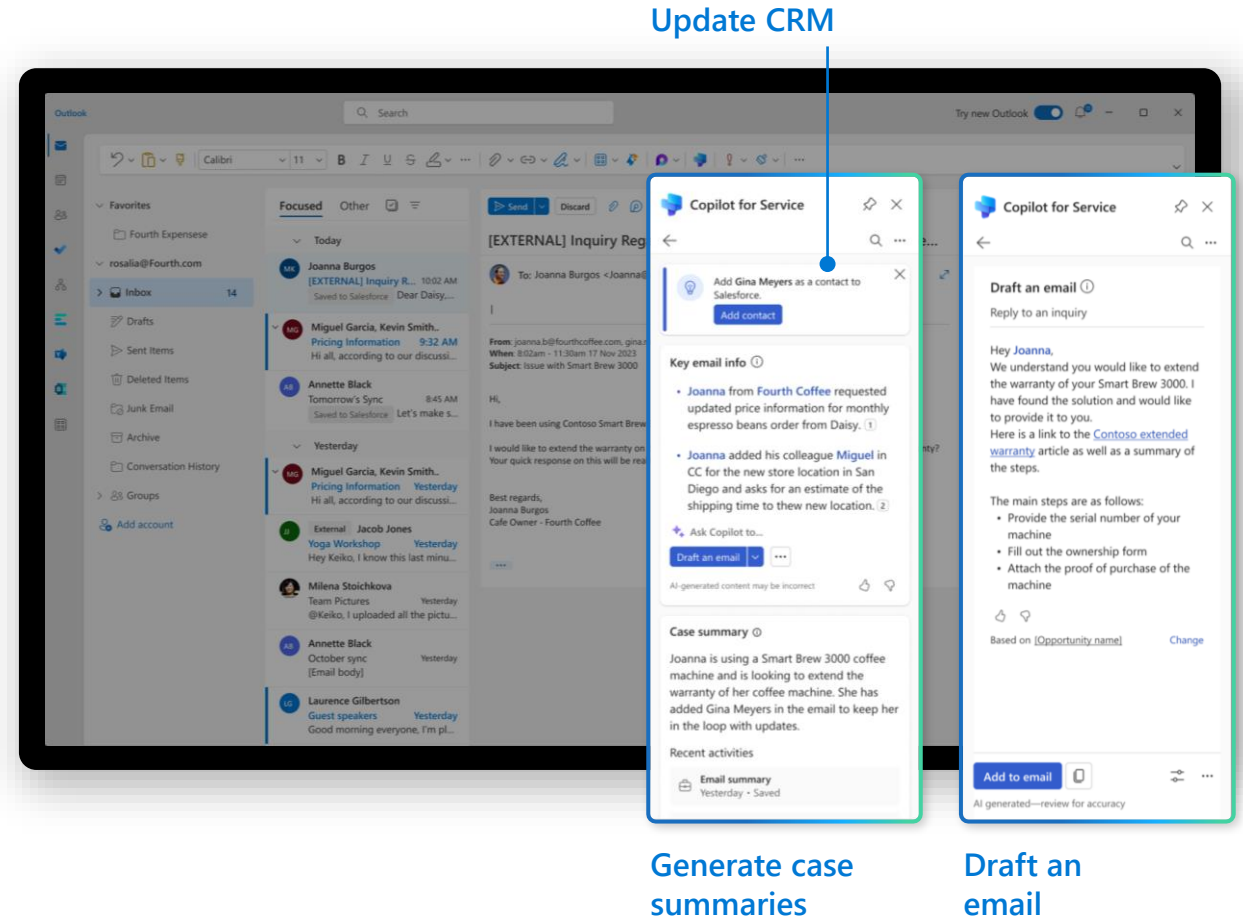
Get answers and respond to customers fast

View Copilot-generated case summaries pulling insights from CRM data to rapidly understand case progress and reduce onboarding time

Generate personalized emails and contextual follow-ups that pull in email conversations and CRM information to accelerate responses

Get automated summaries of conversations for fast wrap-ups and handoffs, reducing time spent on writing or skimming for context

View and update CRM records directly from Outlook and Teams to simplify wrap-ups



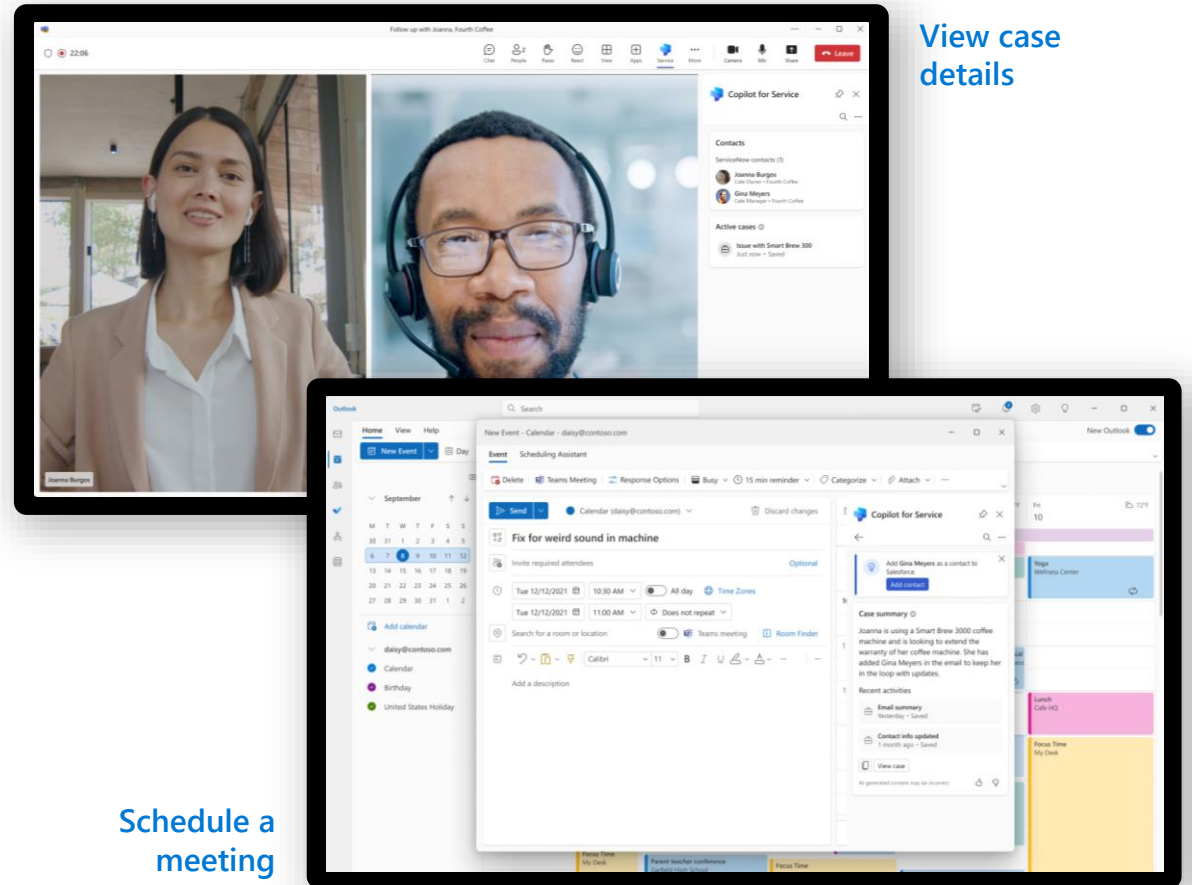
Boost agent productivity in the flow of work

Automate routine tasks with ease

Schedule meetings and pull in case summaries to quickly add context

View case details directly in Teams to ramp up quickly during a meeting

Generate meeting recaps with summaries of key discussion points and suggested next steps to accelerate wrap-ups



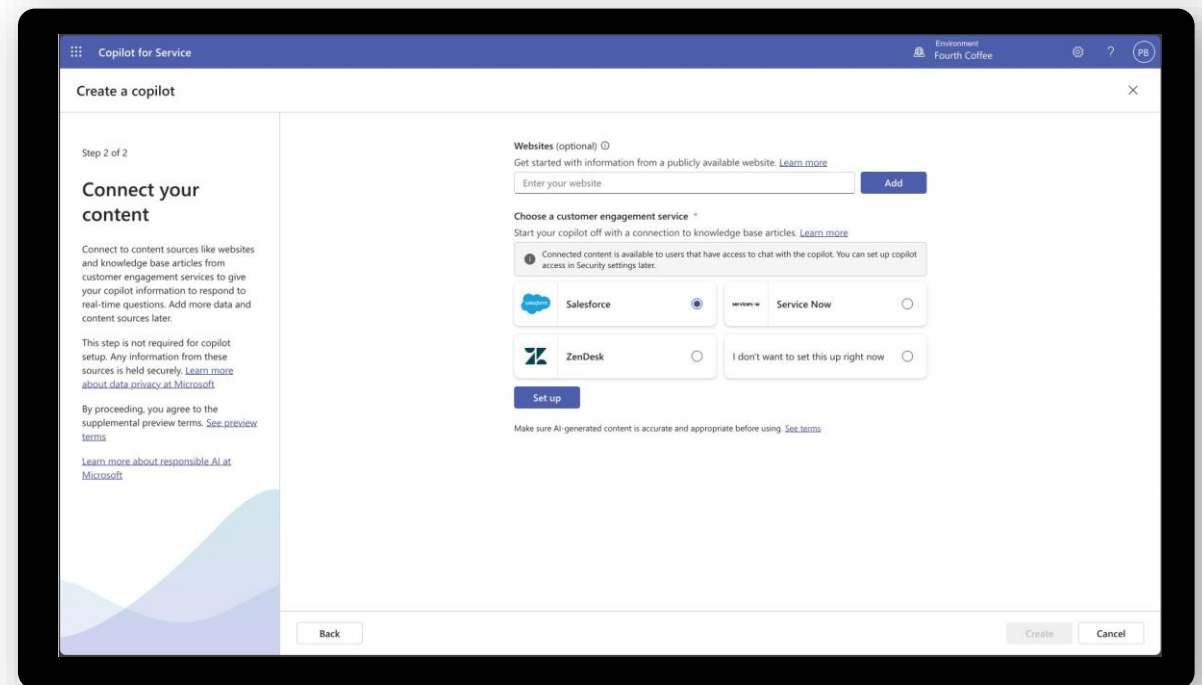
Connect trusted knowledge sources

Combine generative AI with contact center knowledge

Connect to existing contact center systems and other trusted knowledge sources like public websites, SharePoint, knowledgebase articles, and offline files

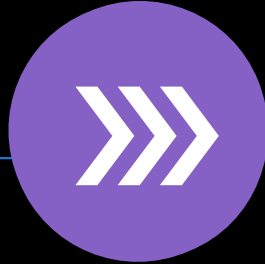
Out-of-the-box integrations with major service vendors including Salesforce, ServiceNow, and Zendesk

Copilot analyzes CRM data, internal knowledge, historical cases, and customer interaction data to deliver customized, relevant responses to agents



Connect knowledge sources

Examples of early Copilot impact across Microsoft commercial support



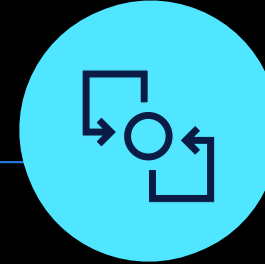
Copilot **increased number of cases and chats** managed by support agents by **9%-12%**

Serve more customers with the help of Copilot



Several businesses observed Copilot to **decrease AHT** for agents handling chat cases by **12% - 16%**

Serve customers faster with the help of Copilot



Across all groups, Copilot **decreased the need for peer assistance** to resolve a case by **13%**

Jr. agents become Super agents with the help of Copilot

Key Takeaways

* These results are statistically significant at the 95th percent confidence interval



Microsoft Copilot for Finance

Your everyday AI assistant for finance professionals

Natural Language



Large Language
Models (LLMs)



Web
grounding



Microsoft Graph
grounding



Enterprise-grade
data protection



**ERP and Financial
Systems**

Microsoft Dynamics 365 Finance
Finance-specific actions, insight,
and recommendations



Commercial data
protection



The
Internet



Microsoft 365
Apps

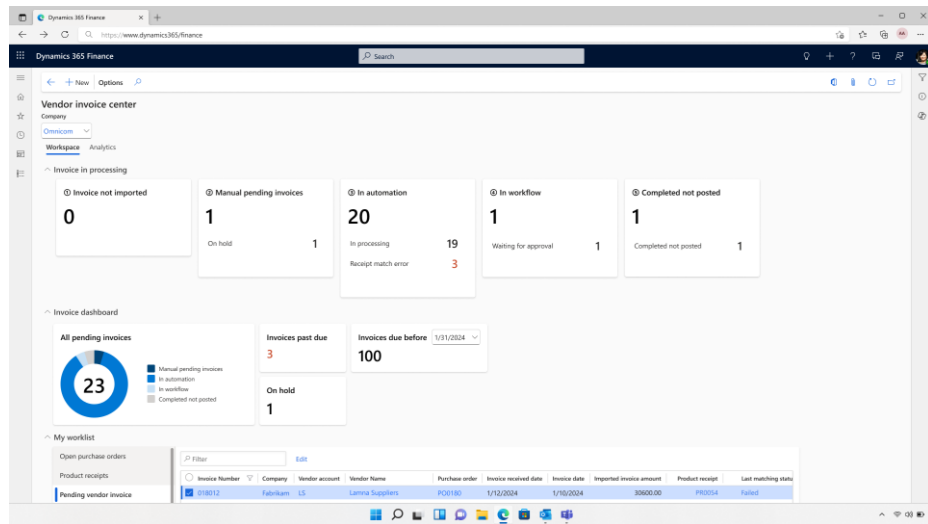



Copilot
Studio

Products



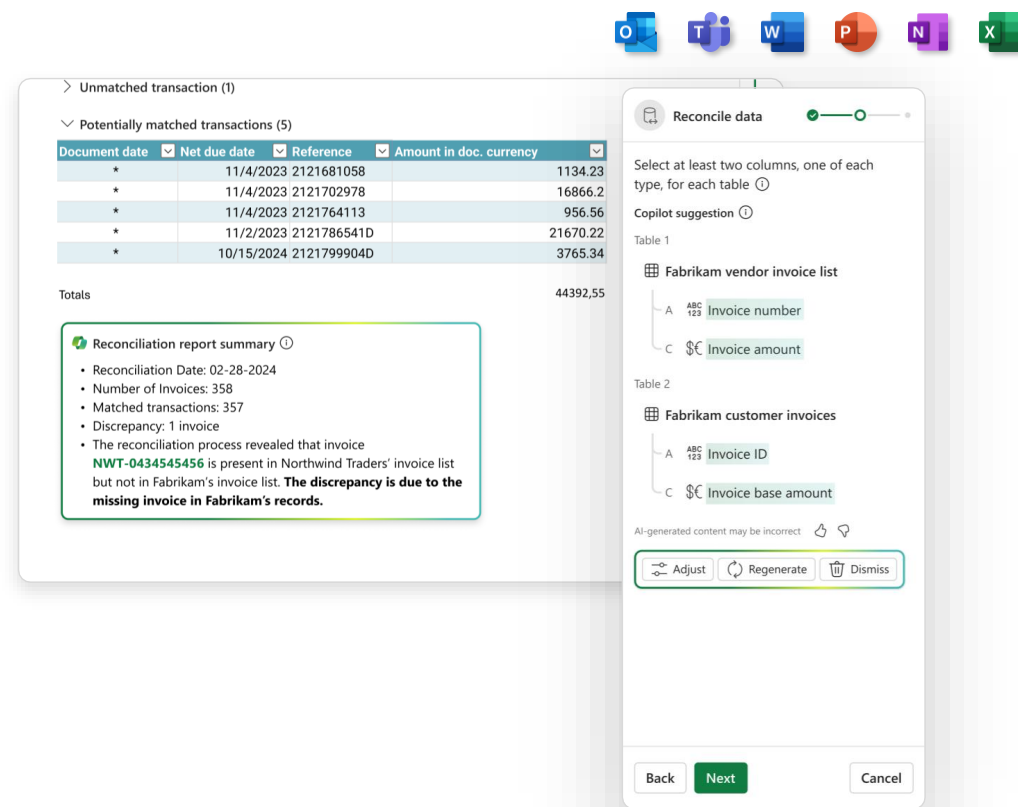
Dynamics 365 Finance is our core ERP offering, designed to help businesses manage their financial processes, enhance decision making, automate operations and drive growth.



 **Copilot in Dynamics 365 Finance**
Copilot experiences in Dynamics 365 Finance flow of work



Copilot for Finance is an AI-driven finance assistant designed to empower finance professionals with insights, recommendations, actions, and up-to-date ERP data across all M365 applications.*



* Copilot for Finance includes Copilot for Microsoft 365

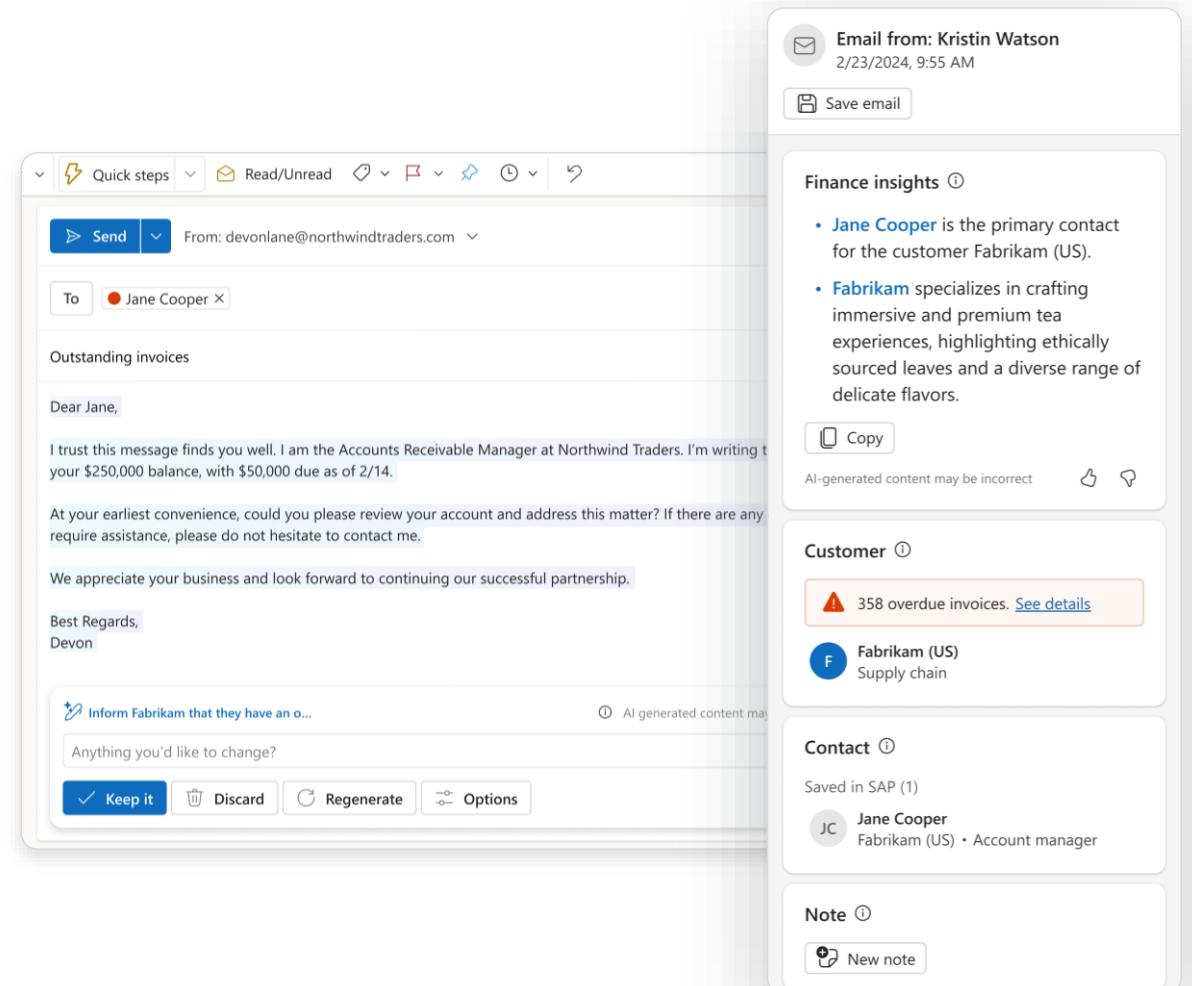
Quote to cash: accelerated collections

Reduce costs with Copilot for Finance for customer interactions

Review customer financial standing directly within Outlook

Share customer balance statements and invoice copies directly from Outlook

Summarize and save customer interactions for accurate and contextual collaboration



Financial period close: streamline data reconciliation

Accelerate time-to-close and reduce costs with Copilot for Finance for data reconciliation

Leverage intelligent data structures comparisons and guided troubleshooting in Excel

Analyze results with an auto-generated report summary that highlights discrepancies

Easily troubleshoot and resolve any discrepancies with recommendations and actions

Unmatched transaction (1)

Potentially matched transactions (5)

Document date	Net due date	Reference	Amount in doc. currency
*	11/4/2023	2121681058	
*	11/4/2023	2121702978	
*	11/4/2023	2121764113	
*	11/2/2023	2121786541D	2
*	10/15/2024	2121799904D	

Totals

Reconciliation report summary

- Reconciliation Date: 02-28-2024
- Number of Invoices: 358
- Matched transactions: 357
- Discrepancy: 1 invoice
- The reconciliation process revealed that invoice **NWT-0434545456** is present in Northwind Traders' invoice list but not in Fabrikam's invoice list. **The discrepancy is due to the missing invoice in Fabrikam's records.**

Reconcile data

Select at least two columns, one of each type, for each table

Copilot suggestion

Table 1

Fabrikam vendor invoice list

A Invoice number

C Invoice amount

Table 2

Fabrikam customer invoices

A Invoice ID

C Invoice base amount

AI-generated content may be incorrect

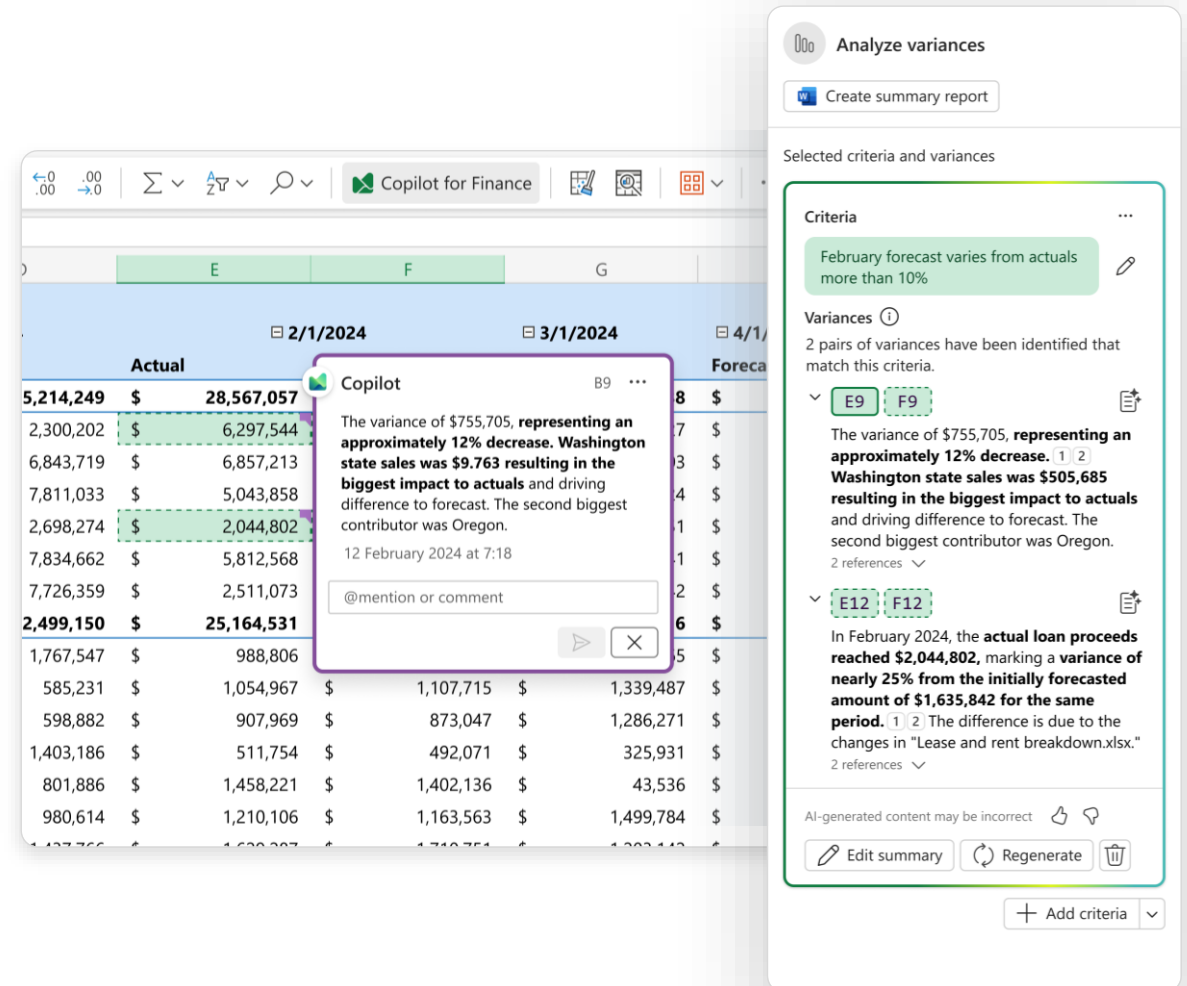
Adjust Regenerate Dismiss

Back Next Cancel

Accelerate impact with Copilot for Finance

Follow-up with suggested contacts and auto-summarized analysis commentary

Turn data into presentation-ready visuals and reports ready to be shared across Outlook and Teams



Microsoft



“Based on pilot usage, the data reconciliation capabilities in Microsoft Copilot for Finance saves an average of 20 minutes/account, or a 22% costs savings in average handling time. It’s a huge timesaver for an organization as complex as Microsoft.”

— Anita Mehra, Corporate Vice President, Global Treasury & Financial Services

Customer:

- Microsoft

Industry:

- Software

Country:

- United States

Products and services:

- Microsoft Copilot for Finance

Situation:

At Microsoft, there are teams spending, on average, 1-2 hours per week reconciling data, across hundreds of accounts in a month.

Solution:

A group from the Treasury and Financial Planning and Analysis teams at Microsoft piloted Copilot for Finance to automate and simplify the data reconciliation process and improve productivity.

Impact:

- Reconciliation helps reduce manual plotting of invoices and saves an average of 20 mins/account
- 1-2 hours spent reconciling data is now done in 10 minutes

**Power Platform is the best way to
add generative AI**

Microsoft Power Platform



Power BI

Business analytics



Power Apps

Application development



Power Automate

Workflow automation



Microsoft Copilot Studio

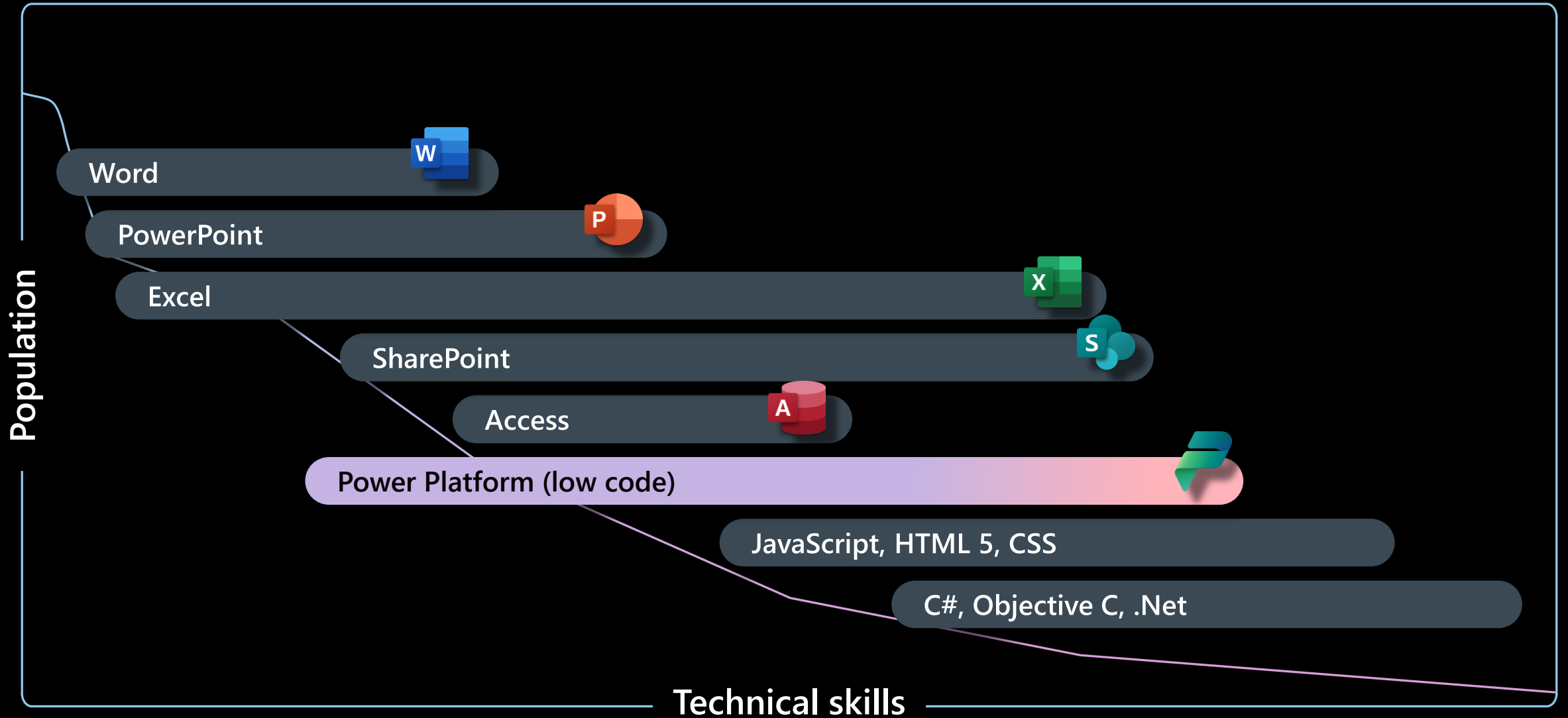
Build and extend copilots



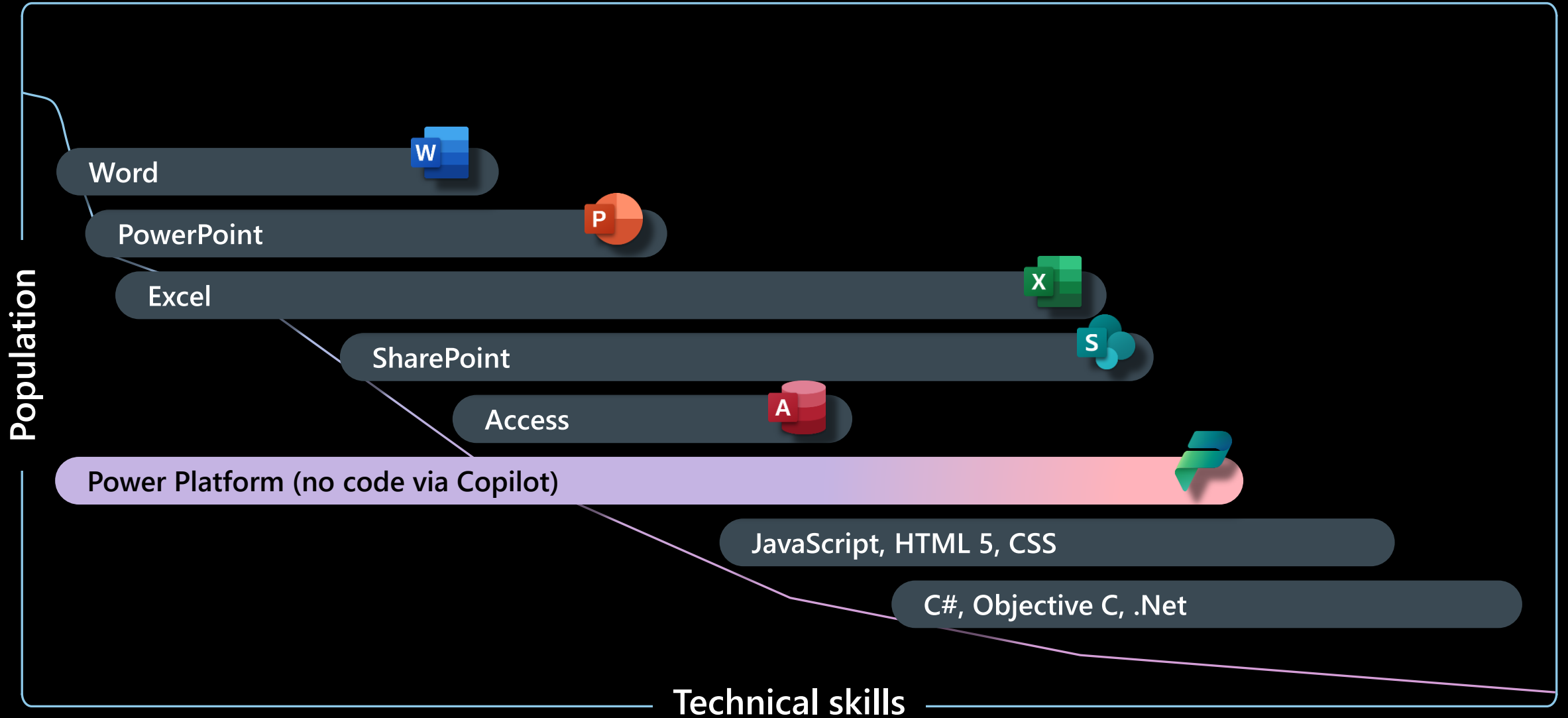
Power Pages

Website development

Broad audience with “low code”



But even broader audience with Copilot



130,000 organizations

have experienced Copilot in
Dynamics 365 & Power Platform

Copilot is for makers and end users

Makers: Save time
and improve quality



Communicate



Analyze



Act

Users: Get copilot
benefits *everywhere*



Communicate



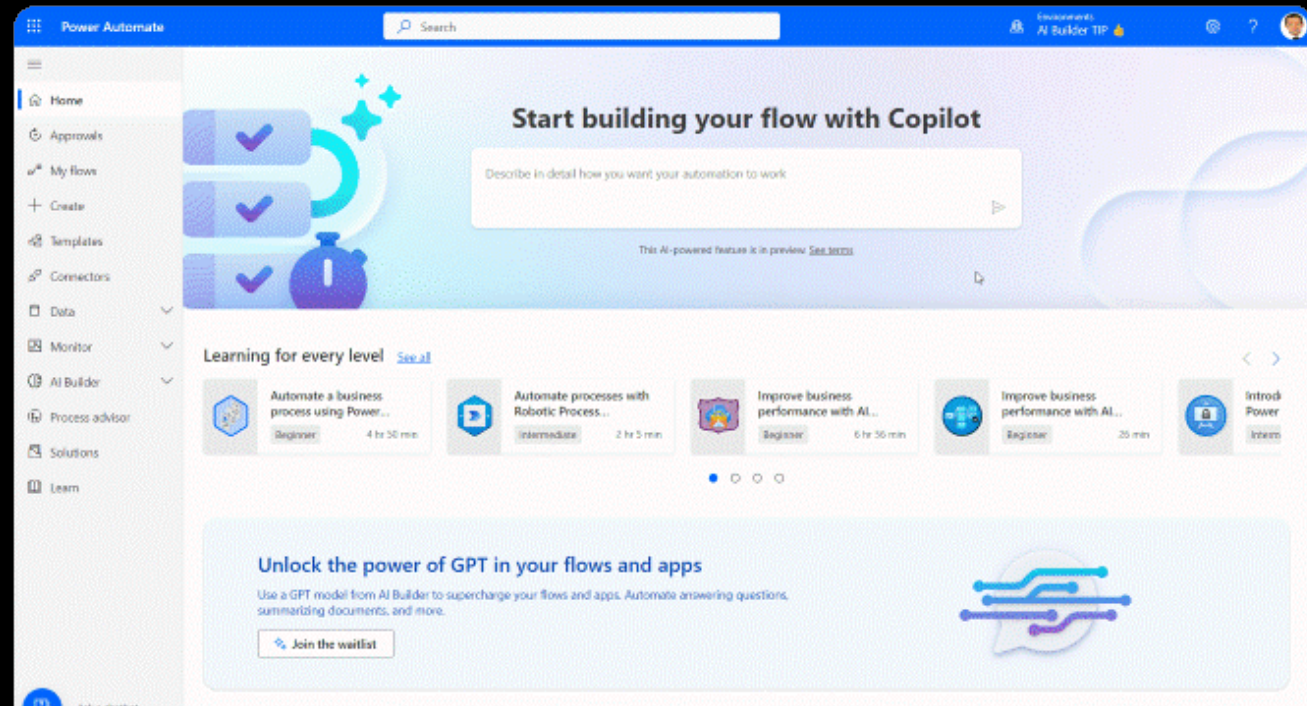
Analyze



Act

Power Automate Copilot

Describe what you want to automate in a sentence, and
copilot will build it in seconds





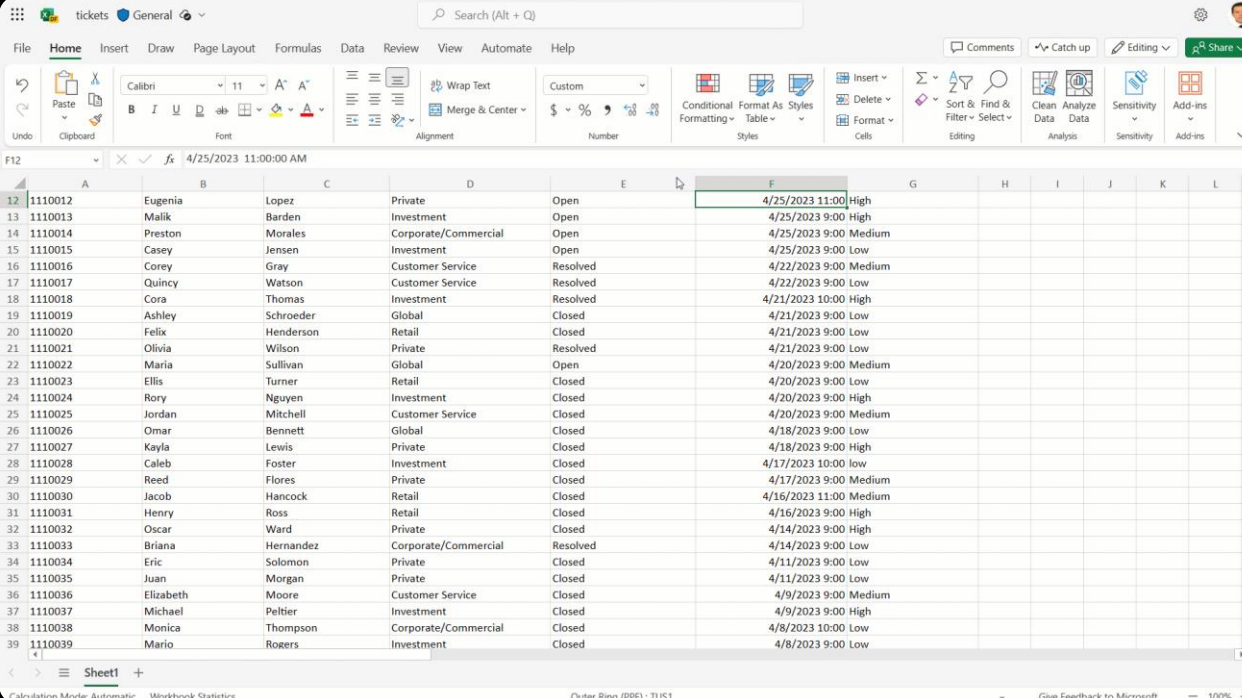
T Mobile™

"Co-Pilot in Power Automate takes seconds to create flows that commonly take me 10-15 minutes to create manually. This lets me skip the busywork of creating basic flow structures and I can get right to the advanced customization that I need to focus on. This time delta is even larger for novice builders still learning the tools."

- Brian Hodel , Principal Developer, T-Mobile

Power Apps Copilot

Let copilot help you build your app and the data underlying it



12	1110012	Eugenia	Lopez	Private	Open	4/25/2023 11:00	High						
13	1110013	Malik	Barden	Investment	Open	4/25/2023 9:00	High						
14	1110014	Preston	Morales	Corporate/Commercial	Open	4/25/2023 9:00	Medium						
15	1110015	Casey	Jensen	Investment	Open	4/25/2023 9:00	Low						
16	1110016	Corey	Gray	Customer Service	Resolved	4/22/2023 9:00	Medium						
17	1110017	Quincy	Watson	Customer Service	Resolved	4/22/2023 9:00	Low						
18	1110018	Cora	Thomas	Investment	Resolved	4/21/2023 10:00	High						
19	1110019	Ashley	Schroeder	Global	Closed	4/21/2023 9:00	Low						
20	1110020	Felix	Henderson	Retail	Closed	4/21/2023 9:00	Low						
21	1110021	Olivia	Wilson	Private	Resolved	4/21/2023 9:00	Low						
22	1110022	Maria	Sullivan	Global	Open	4/20/2023 9:00	Medium						
23	1110023	Ellis	Turner	Retail	Closed	4/20/2023 9:00	Low						
24	1110024	Rory	Nguyen	Investment	Closed	4/20/2023 9:00	High						
25	1110025	Jordan	Mitchell	Customer Service	Closed	4/20/2023 9:00	Medium						
26	1110026	Omar	Bennett	Global	Closed	4/18/2023 9:00	Low						
27	1110027	Kayla	Lewis	Private	Closed	4/18/2023 9:00	High						
28	1110028	Caleb	Foster	Investment	Closed	4/17/2023 10:00	Low						
29	1110029	Reed	Flores	Private	Closed	4/17/2023 9:00	Medium						
30	1110030	Jacob	Hancock	Retail	Closed	4/16/2023 11:00	Medium						
31	1110031	Henry	Ross	Retail	Closed	4/16/2023 9:00	High						
32	1110032	Oscar	Ward	Private	Closed	4/14/2023 9:00	High						
33	1110033	Briana	Hernandez	Corporate/Commercial	Resolved	4/14/2023 9:00	Low						
34	1110034	Eric	Solomon	Private	Closed	4/11/2023 9:00	Low						
35	1110035	Juan	Morgan	Private	Closed	4/11/2023 9:00	Low						
36	1110036	Elizabeth	Moore	Customer Service	Closed	4/9/2023 9:00	Medium						
37	1110037	Michael	Peltier	Investment	Closed	4/9/2023 9:00	High						
38	1110038	Monica	Thompson	Corporate/Commercial	Closed	4/8/2023 10:00	Low						
39	1110039	Mario	Rozaers	Investment	Closed	4/8/2023 9:00	Low						

Let's build an app. What should it do?

Collect RSVPs

Track sales leads

List inventory

Manage inspections

Use everyday words to describe what your app should collect, track, list, or manage ...

This AI-powered feature is in preview. [See terms](#)

Other ways to create an app

In this environment



Start with data

Create a table, pick an existing one, or even import from Excel to create an app.



Start with a page design














Select from a list of different designs and layouts to get your app going.



Start with an app template

Select from a list of fully-functional business app templates. Use as-is or customize to suit your needs.

Your apps


	Name		Modified	Owner	Type
	Job Site Registry		1 hour ago	Leon Welicki	Canvas
	Tickets		1 hour ago	Leon Welicki	Canvas
	Deployment Pipeline Configuration		9 hours ago	Leon Welicki	Model-driven
	Worker App		1 day ago	Leon Welicki	Canvas
	Reverb23		3 days ago	Leon Welicki	Canvas
	Voting Admin App		1 week ago	Anthony Uitz	Model-driven
See more apps →					

Learning for every level [See all](#)



Risk Management App



 Copilot PREVIEW



Have a question about this app?
Ask Copilot.

Copilot can answer questions about the data in this app, and help you navigate. It's always learning from your feedback.

Ask a question about the data in this app, or tell me what you're looking for

0/500 

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

Similar past requests

Progress

Mitigation action 1

Mitigation action 2

Mitigation action 3

Next

Exception Request Process

1. You must consult the official guidance document that lists all compliance requirements and rules.
2. Before requesting for an exception, reach out to the area expert of the compliance requirement for initial consultation.
3. Fill out exception request form, with full details on why an exception is needed, actions to mitigate risk, attach all supporting documents.
4. For each action to mitigate risk, provide a sponsor for the action along with plan of execution.
5. Submit exception form.

Get started

General Related

Owner *

Business Email

Payment Methods
Accepted



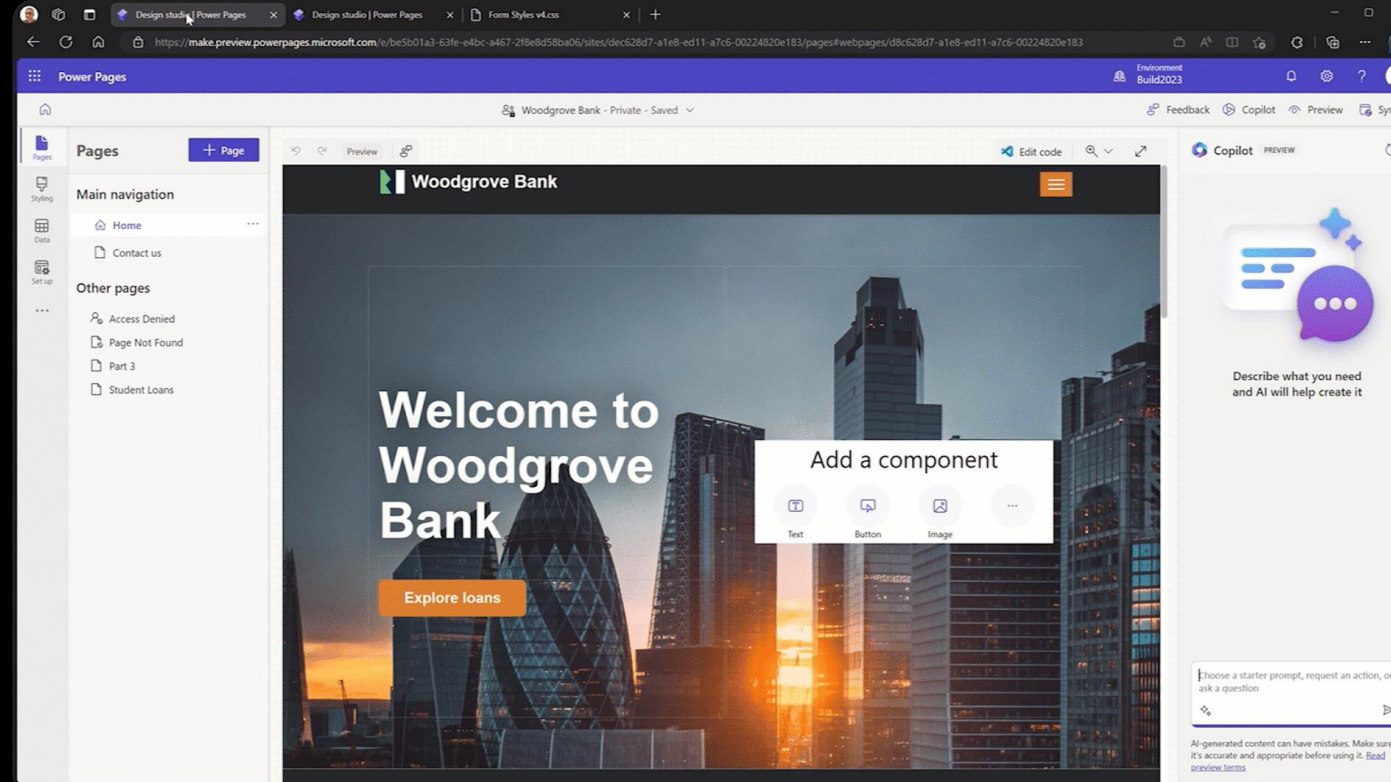
“Building the app from scratch would have taken 6-8 hours. We were able to just describe in natural language **and build in a few minutes.**”

Ron Colvin

Director of Innovation - CONA Services

Power Pages Copilot

Use natural language to generate text,
create forms, and activate copilots





Microsoft Copilot Studio

Build your own copilot

Create and publish a custom copilot for your organization using the intuitive building experience enhanced with large language models and generative AI

Customize Microsoft Copilot

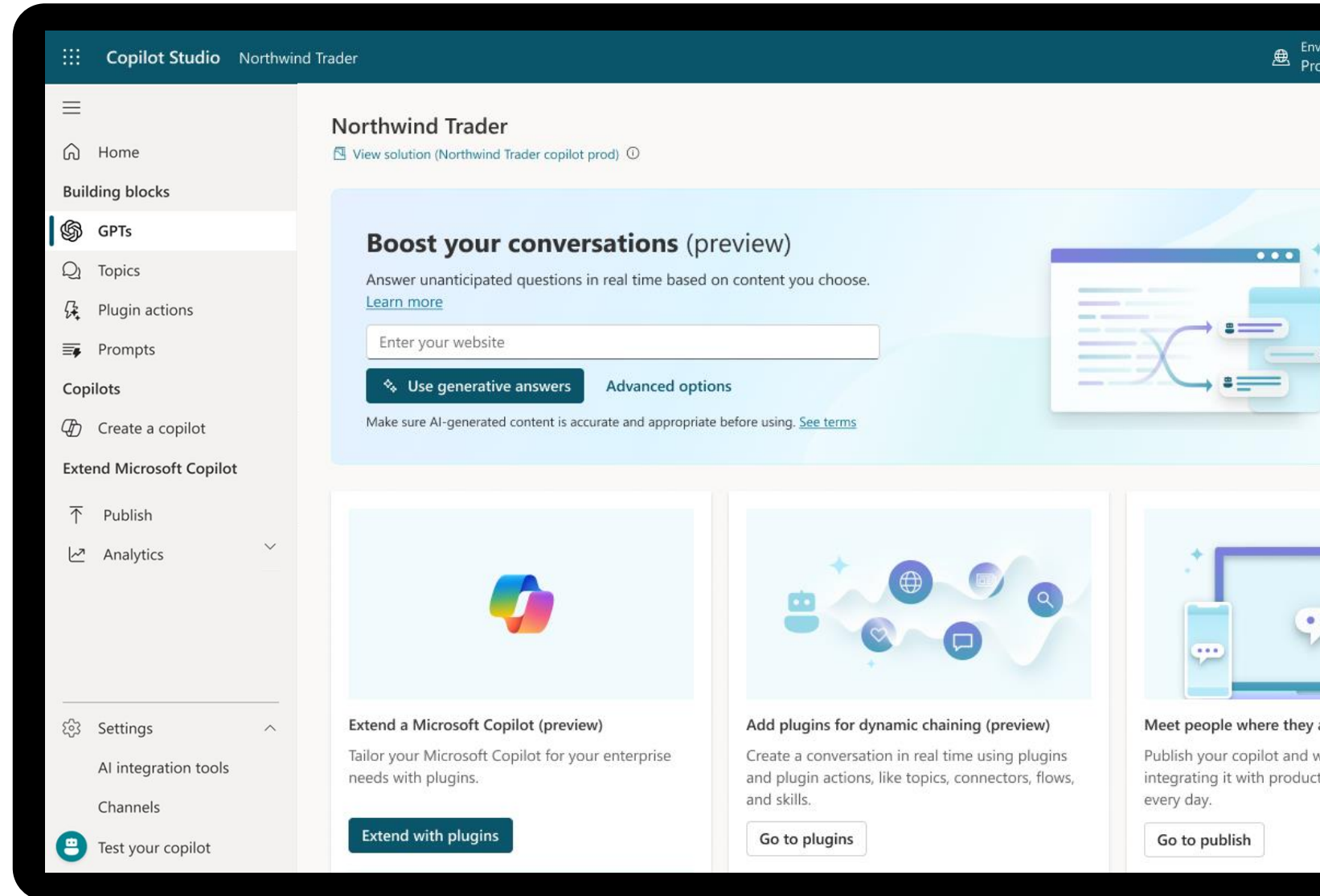
Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios. Copilot Studio will be included with the Microsoft 365 Copilot SKU.

Connected platform

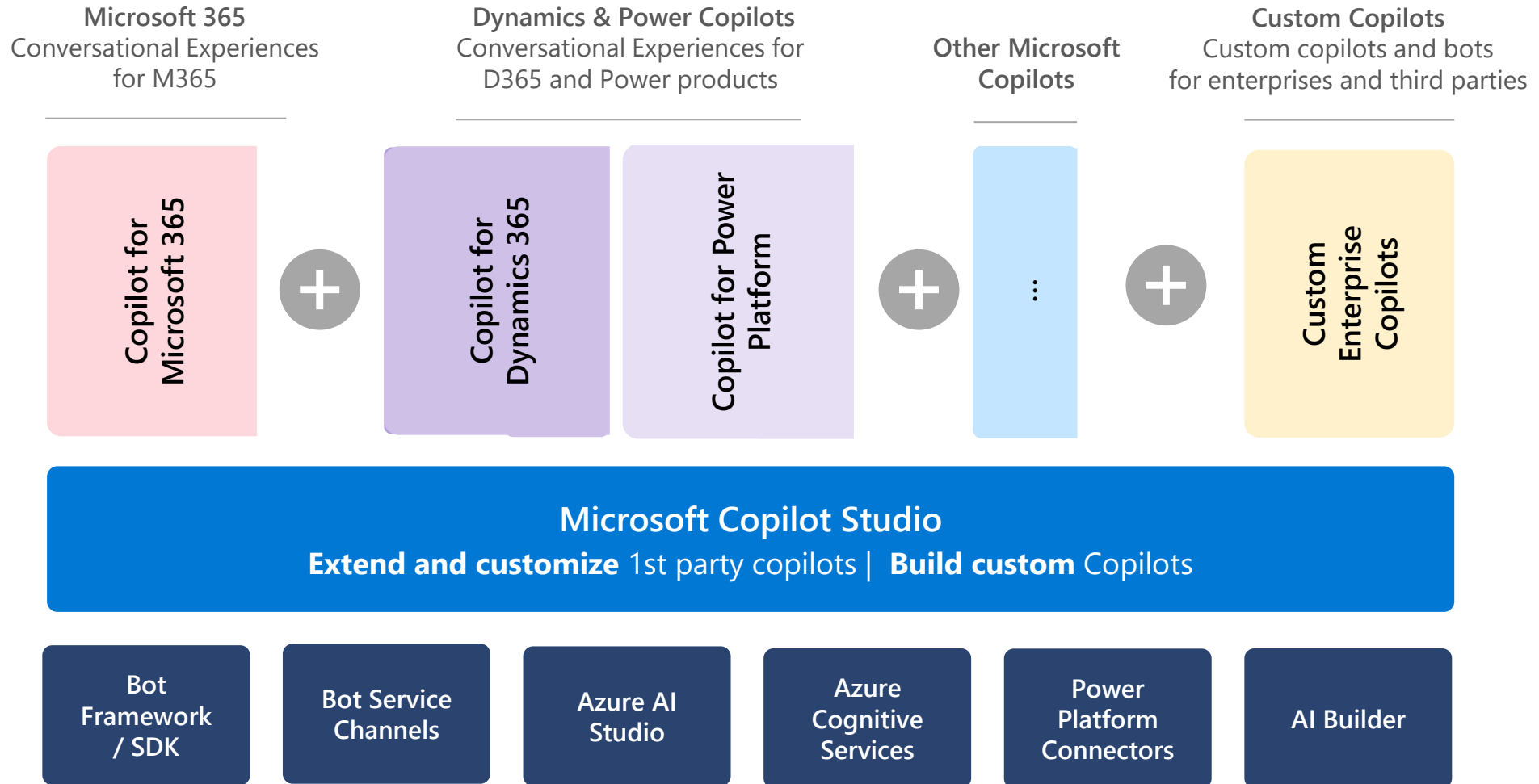
Integrates and exposes various Microsoft's conversational AI technology stacks - integrated with Azure AI Studio, Azure Cognitive Services, Azure Bot Framework, Power Platforms AI models and more

Manage copilot experiences

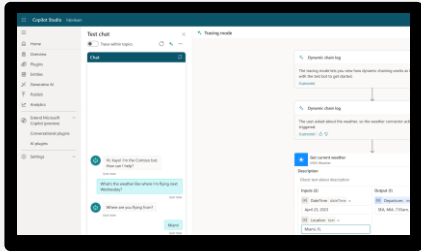
Governance and control features to monitor usage with full visibility of customizations, standalone copilots as well as who is building and customizing them.



Copilots and Conversational AI



What's in Copilot Studio?

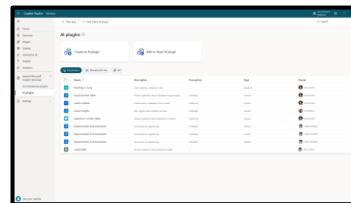


Workspaces

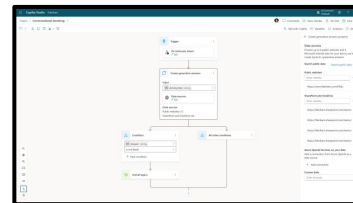
Copilot building studio

Use the **new studio** to create, test and deploy conversational copilots.

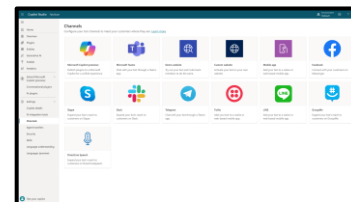
Including **advanced capabilities** of Azure copilot Framework natively in Copilot Studio.



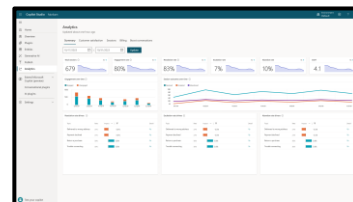
Plugins



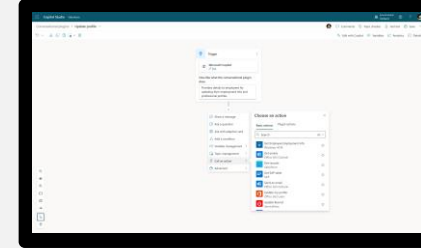
Generative AI



Channel Publishing



Analytics and Insights



Automation Studio

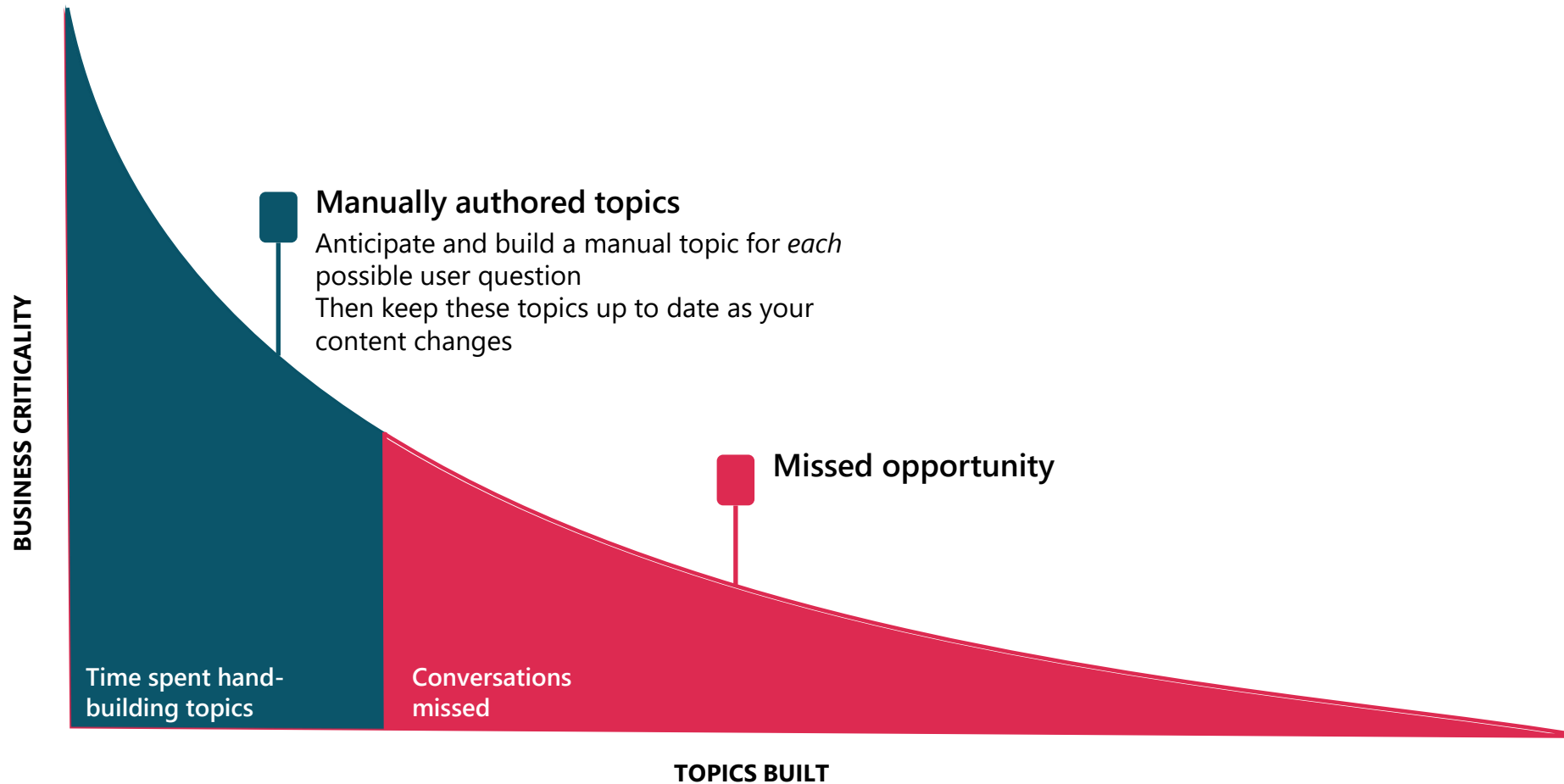
Drive action in **built in automation**. Use over 1000+ prebuilt and custom data connectors and digital process automation into your conversation flow.



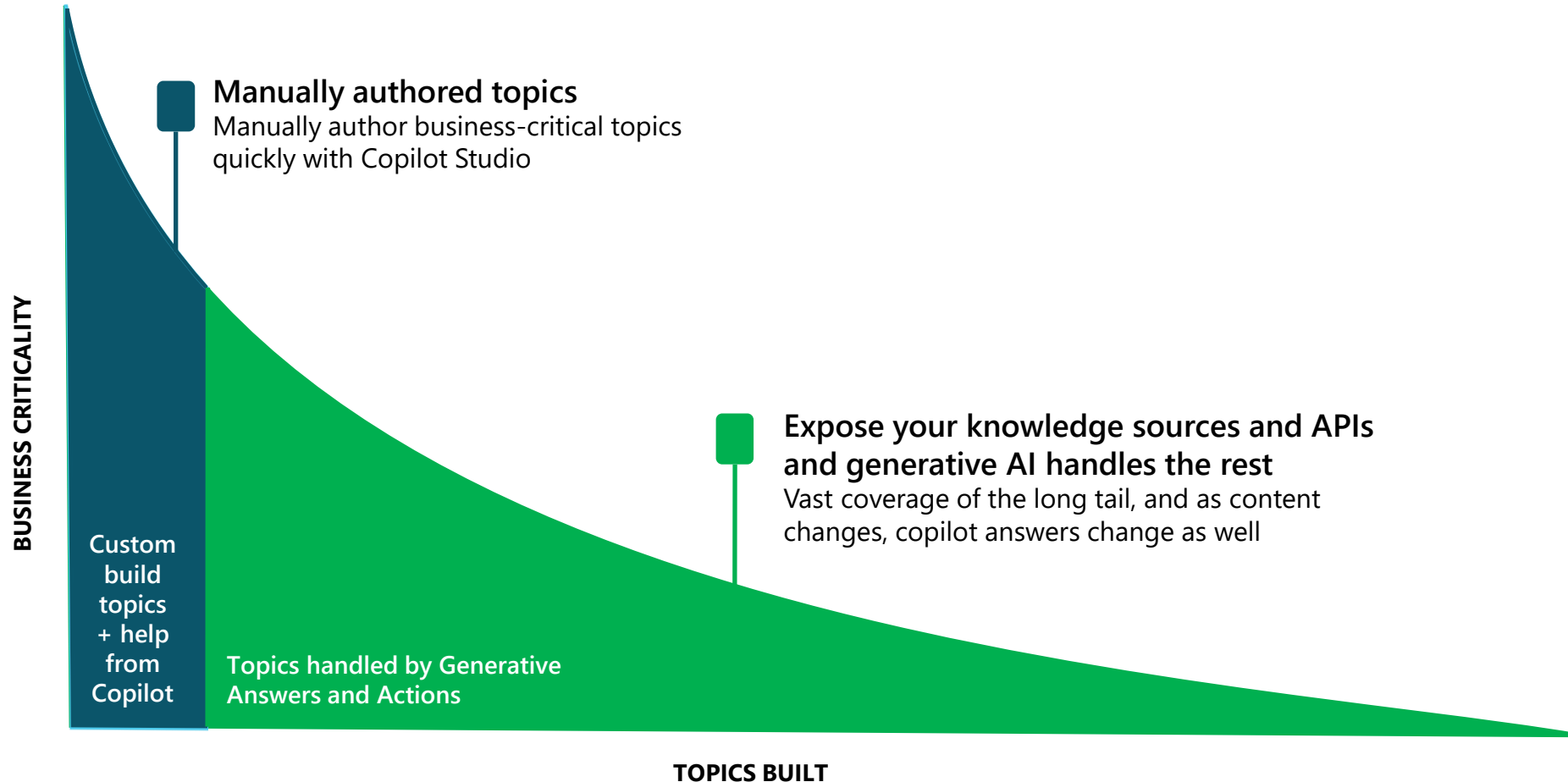
Admin Studio

Deploy copilots securely using **central administration**, built-in security roles, and simple management across environments to maintain compliance and governance.

Generative AI is changing building



Generative AI is changing building



Demo

Copilot Studio in action

Generative Actions

Dynamically chains plugins together to produce actionable customer responses

Automatically slot-fill further details to get the information needed for the task

Handle multi-intent queries that were not anticipated or built by the user

Powered by the Azure OpenAI Service with “LangChain” concepts

Example shows generative actions calling two APIs (Weather + Cruise APIs) based on request.

Public Preview

The screenshot displays the Copilot Studio interface, which is divided into three main sections: a left sidebar, a central chat window, and a right-hand tracing mode panel.

Left Sidebar: Contains navigation links for Home, Overview, Plugins, Entities, Generative AI, Publish, Analytics, Extend Microsoft Copilot (preview), Conversational plugins, AI plugins, and Settings.

Central Chat Window: Titled "Test chat", it shows a conversation with a bot named "Kayol". The bot's initial message is "Hi, Kayol! I'm the Contoso bot. How can I help?". The user asks, "What's the weather like where I'm flying next Wednesday?". The bot responds with "Where are you flying from?". The user provides "Miami". The bot then displays a weather card for "April 23, 2023" in "Miami, FL", showing a high of 83°F and a low of 74°F, with a "Sunny" forecast.

Right-hand Tracing Mode Panel: Titled "Tracing mode", it shows a flow of dynamic chain logs. The first log states: "The tracing mode lets you view how dynamic chaining works as it's happening. Chat with the test bot to get started." The second log states: "The user asked about the weather, so the weather connector action was dynamically triggered." The third log shows the "Get current weather" action from "MSN Weather". It details the inputs: "DateTime" (April 23, 2023) and "Location" (Miami, FL). The output is a "Departures" record: "SEA, MIA, 7:55am, non-stop; SEA, MI". The final log shows a "Custom topic" block with the description: "Trigger this topic when any versions of the trigger phrases are used". The trigger phrases listed are: "What sunny places can I travel to?", "Where are some sunny places you fly to?", and "What sunny beaches do you go to?".

Generative Builder

AI assistance in building topics, designing and modifying a copilot- all through natural language

Assisted authoring for:

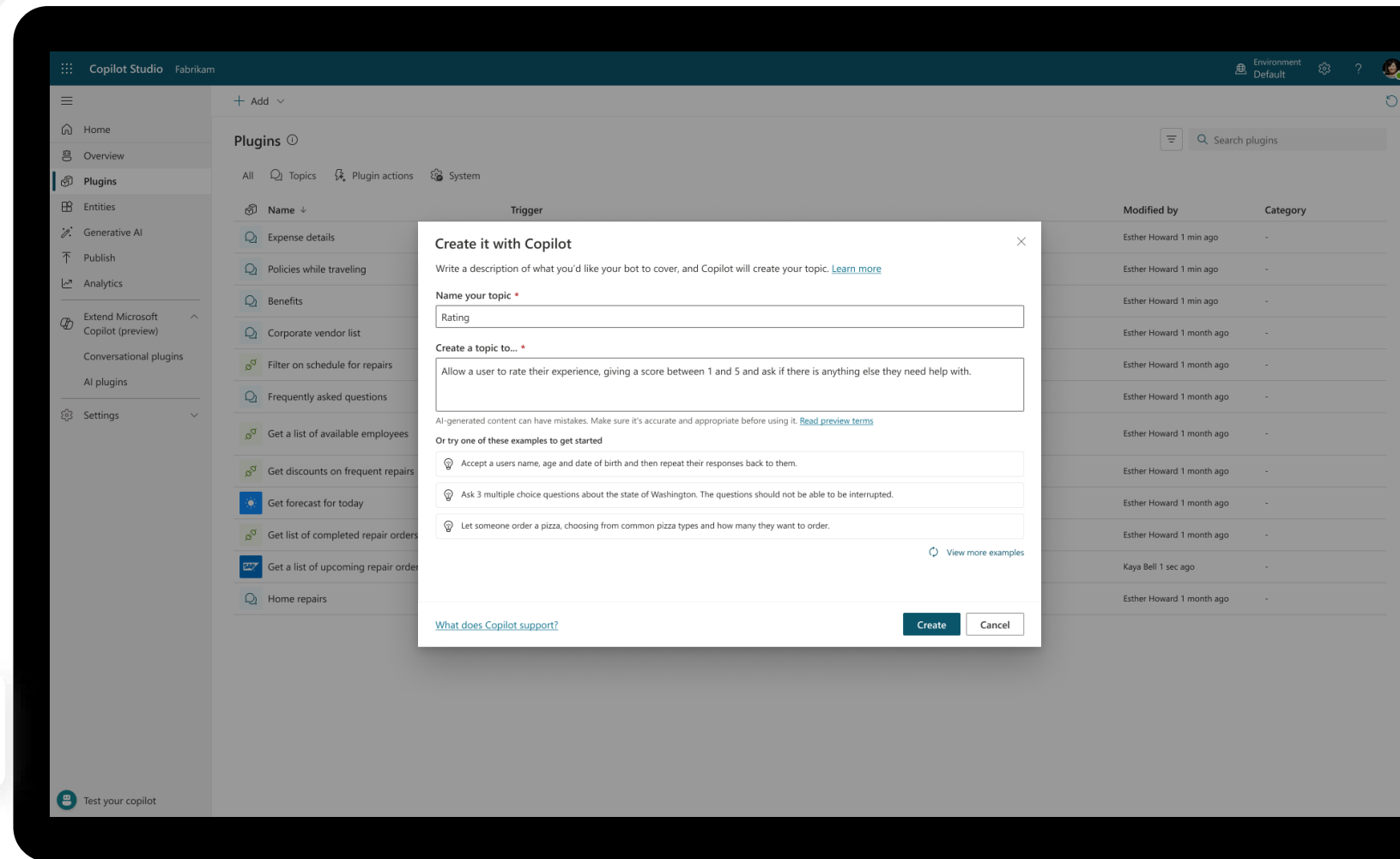
- Topic creation and iteration
- Response generation
- Adaptive Card generation
- Topic improvement suggestions
- Suggested trigger phrases, names, descriptions
- Transcript generation
- Copilot creation
- Topic suggestions

Azure bots
take **months**
to author

PVA bots
took **days** to
author

Prompt-authored Copilot
Studio will take **hours or
even minutes** to author.

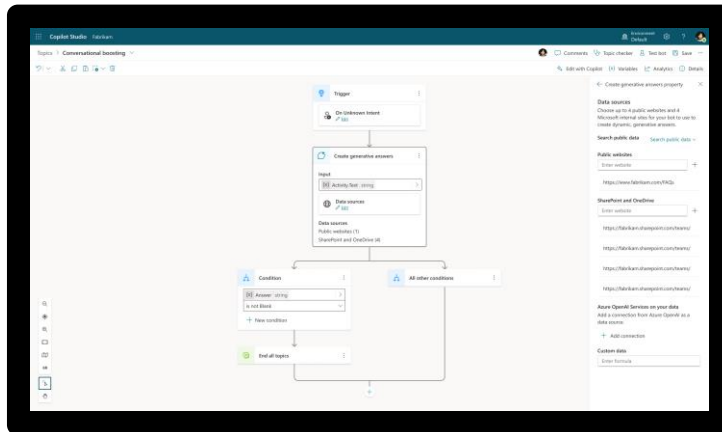
Generally Available



Generative AI in Copilot Studio

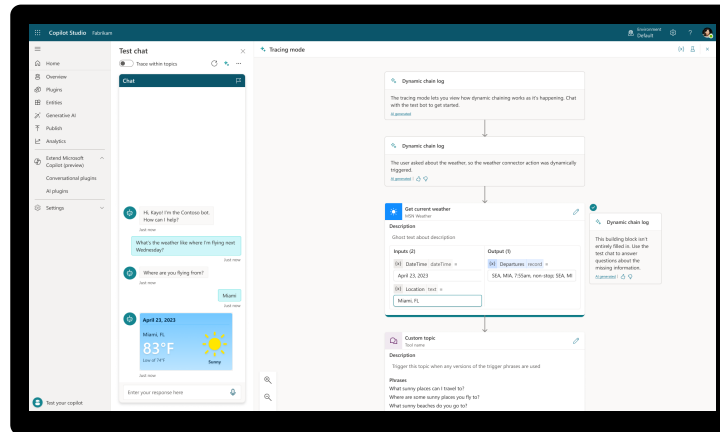
Powered by Azure OpenAI Service

TO ANSWER



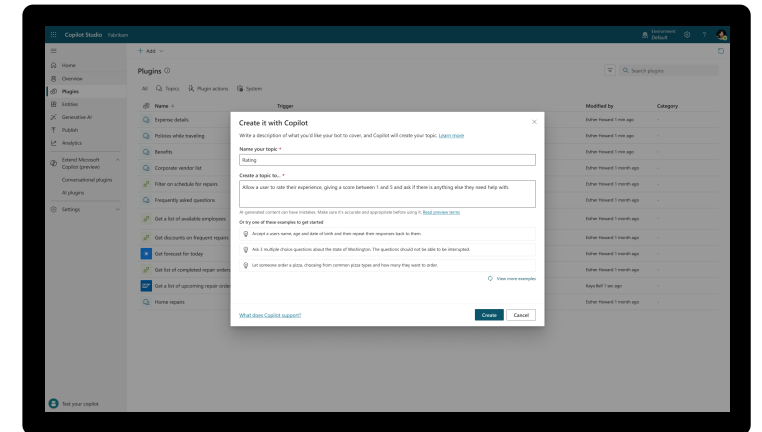
Generative Answers
Dynamically generate multi-turn answers based off an organization's content in real-time.

TO ACT



Generative Actions
Generate dialog and take action through dynamically chaining existing building blocks and plugins.

TO BUILD



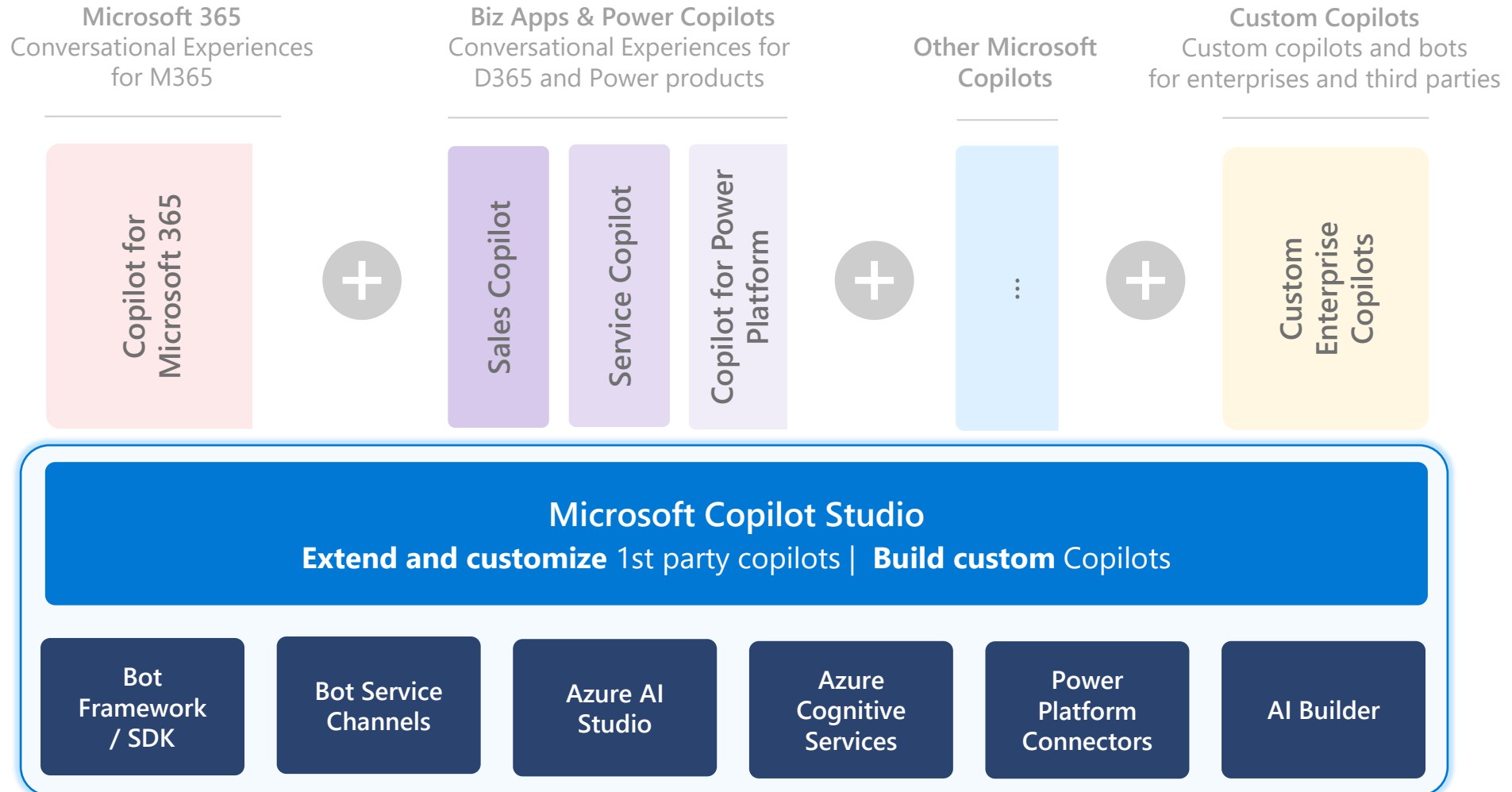
Generative Building
The Copilot assistant helps build, design and modify copilot topics through natural language.



One connected conversational AI platform



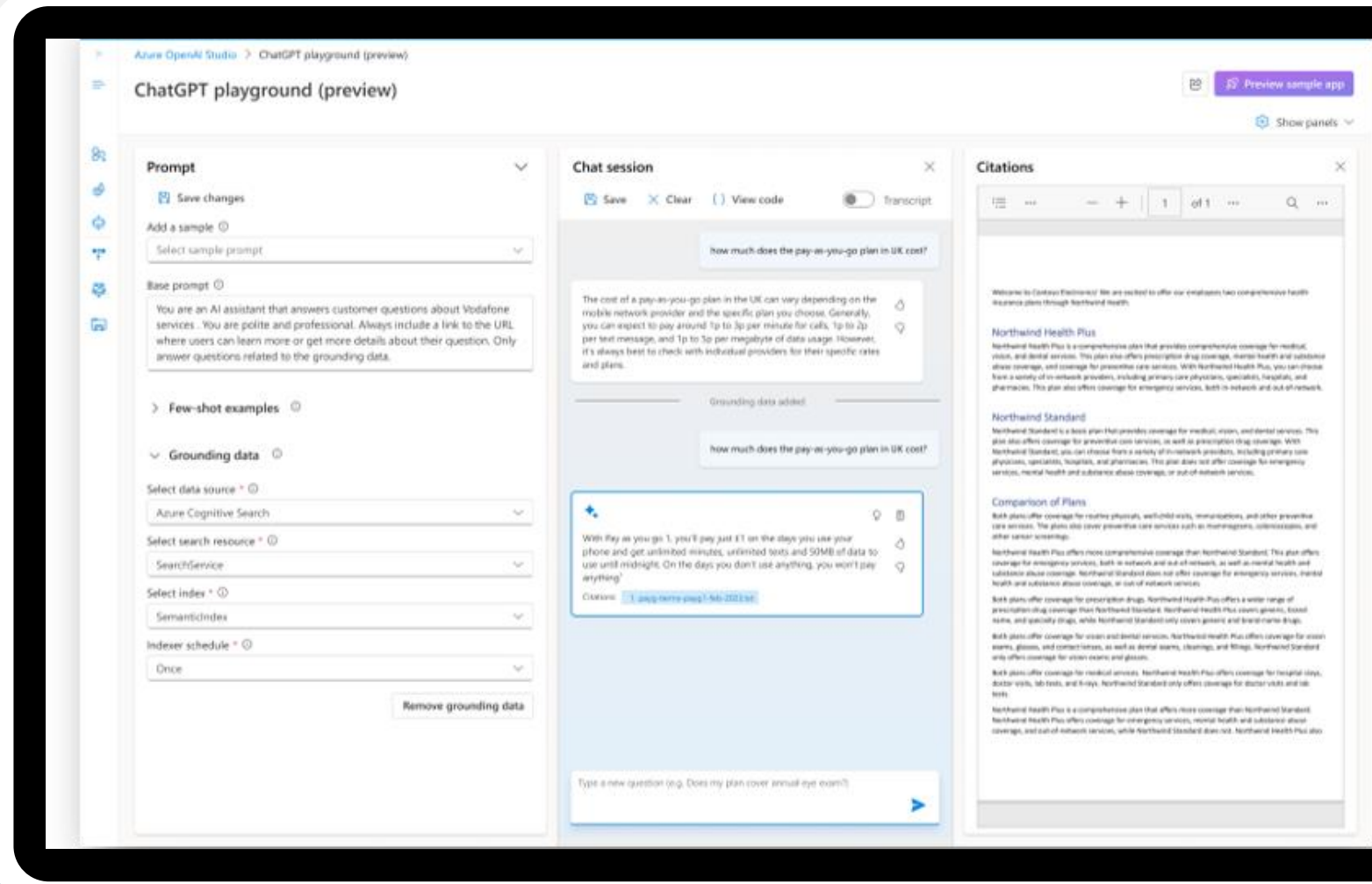
Copilots and Conversational AI



Azure OpenAI on Your Data integration

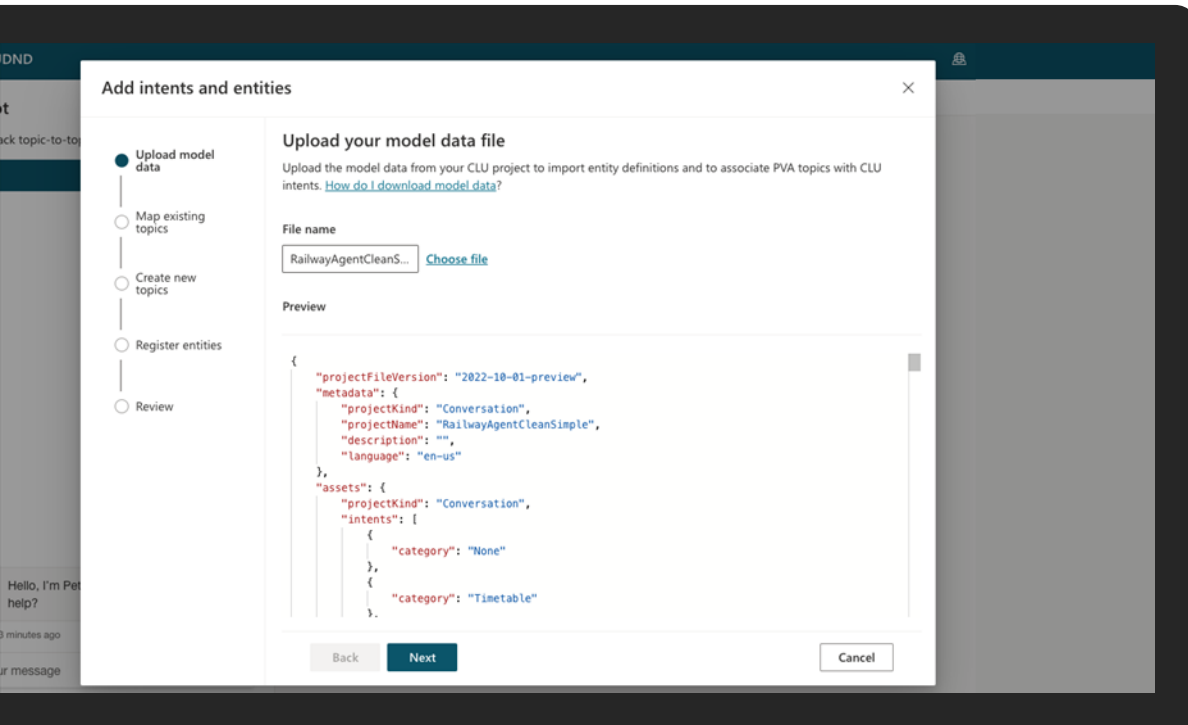
Azure OpenAI on **YOUR DATA** enables Azure OpenAI's models (ChatGPT, GPT-4...) on **YOUR DATA** and can enable you to build powerful conversational experiences over it with Copilot Studio.

Customers can connect their data sources to unlock the full potential of their data in a compliant way!



Public Preview

Extend with Azure



Plugin custom Azure services including Azure Conversational Language Understanding, Question & Answering, Azure OpenAI Service and more to enhance your copilot.

Custom Language Understanding (CLU) Models

Connect CLU including dialog triggering, interruptions, did you mean and slot filling. Just map CLU intents and entities to Copilot Studio topics and you're ready to go!

BYO Knowledge Base

Connect existing Azure question and answering capabilities to query your FAQ knowledge bases.

Document search

Create your own cognitive search with Azure and your documents. Connect it up to the Azure OpenAI Studio and publish to Copilot Studio.

BYO Generative AI

Connect your copilot to the Azure OpenAI Studio and call generative AI and ChatGPT directly via APIs.

Automation studio

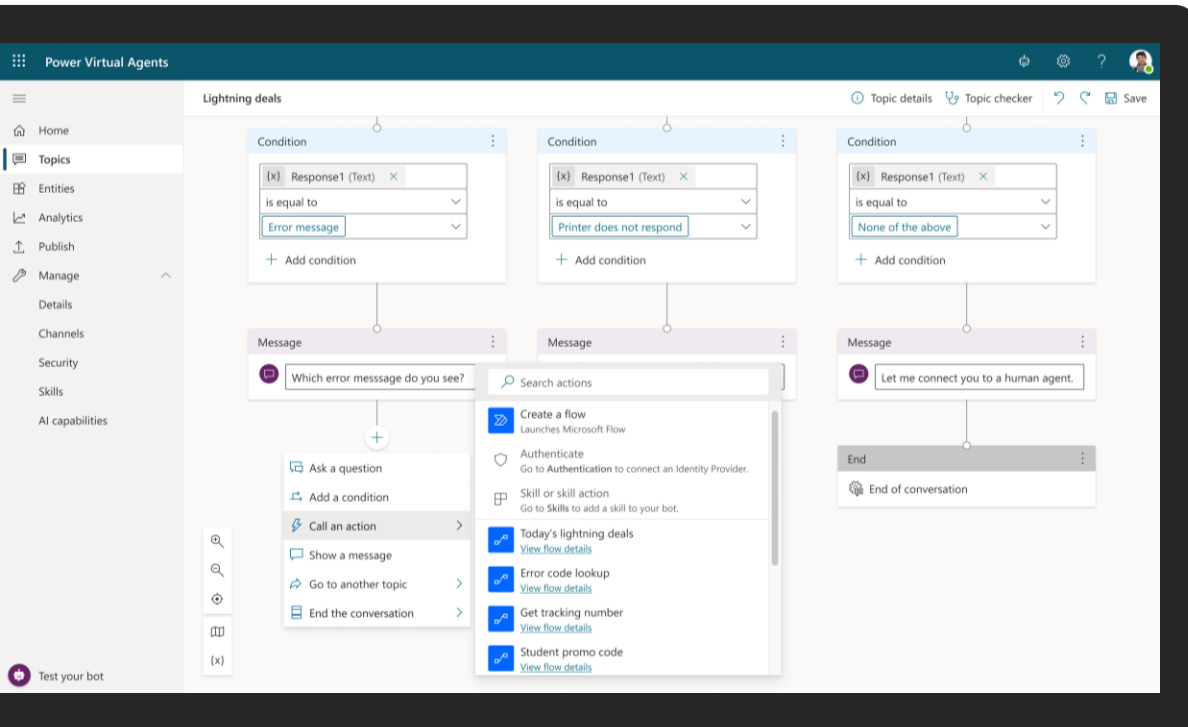


1

Discover

2

Automate



Power Automate's digital process automation is included in Power Copilot Studio with 1000+ prebuilt data connectors and automation templates.

3rd party connectors, including custom and on-prem

Connectivity



Use process mining to identify bottlenecks and opportunities for automation

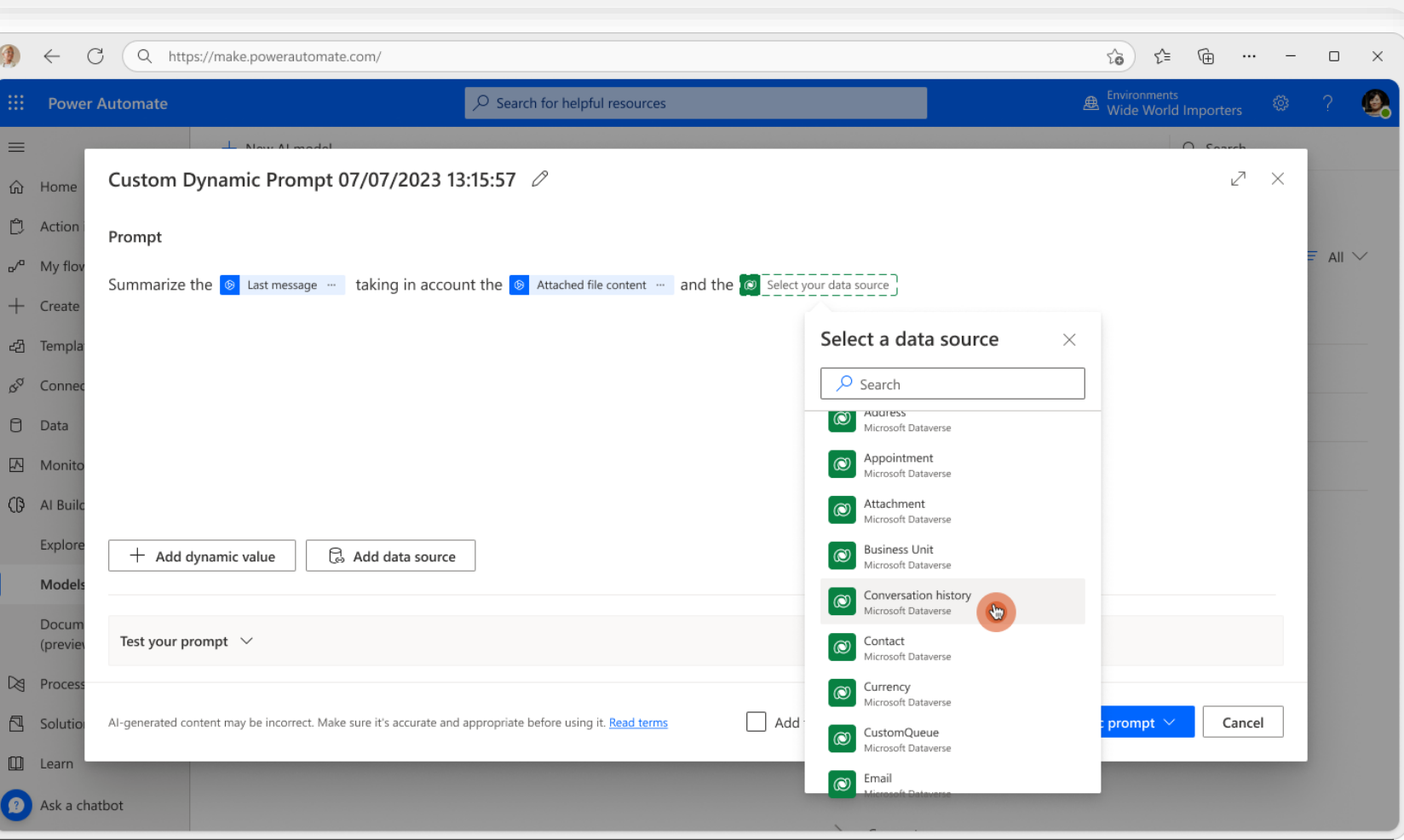
With the Copilot Studio Process Advisor template, get a deeper insight into copilot conversation flows.

Create solutions by automating business processes with advanced AI, Digital Process Automation, and Robotic Process Automation.

Embed your automation flows directly into the conversation to drive action.



Prompt Building



A single interface to build, design, and test Generative AI Prompts that can be embedded across products.

Prompts are saved in AI Builder's prompt library and become a platform concept (supporting sharing, ALM, RBAC). Prompts can be invoked in Copilots (via Plugins), Power Apps & Dataverse (via Power FX), Power Automate (via AI Builder connector).

PayPal

"Copilot Studio enables us to build and make quick updates to an employee facing copilot that can reason over multiple knowledge sources and provide consistent and relevant answers. Copilot Studio has helped us reduce the workload and costs of our support team, while increasing the engagement and loyalty of our employees."

- Ramesh Murugan, Director of Employee Technology & Experiences, PayPal

Microsoft Cloud Runs on trust



Your data is **your data**

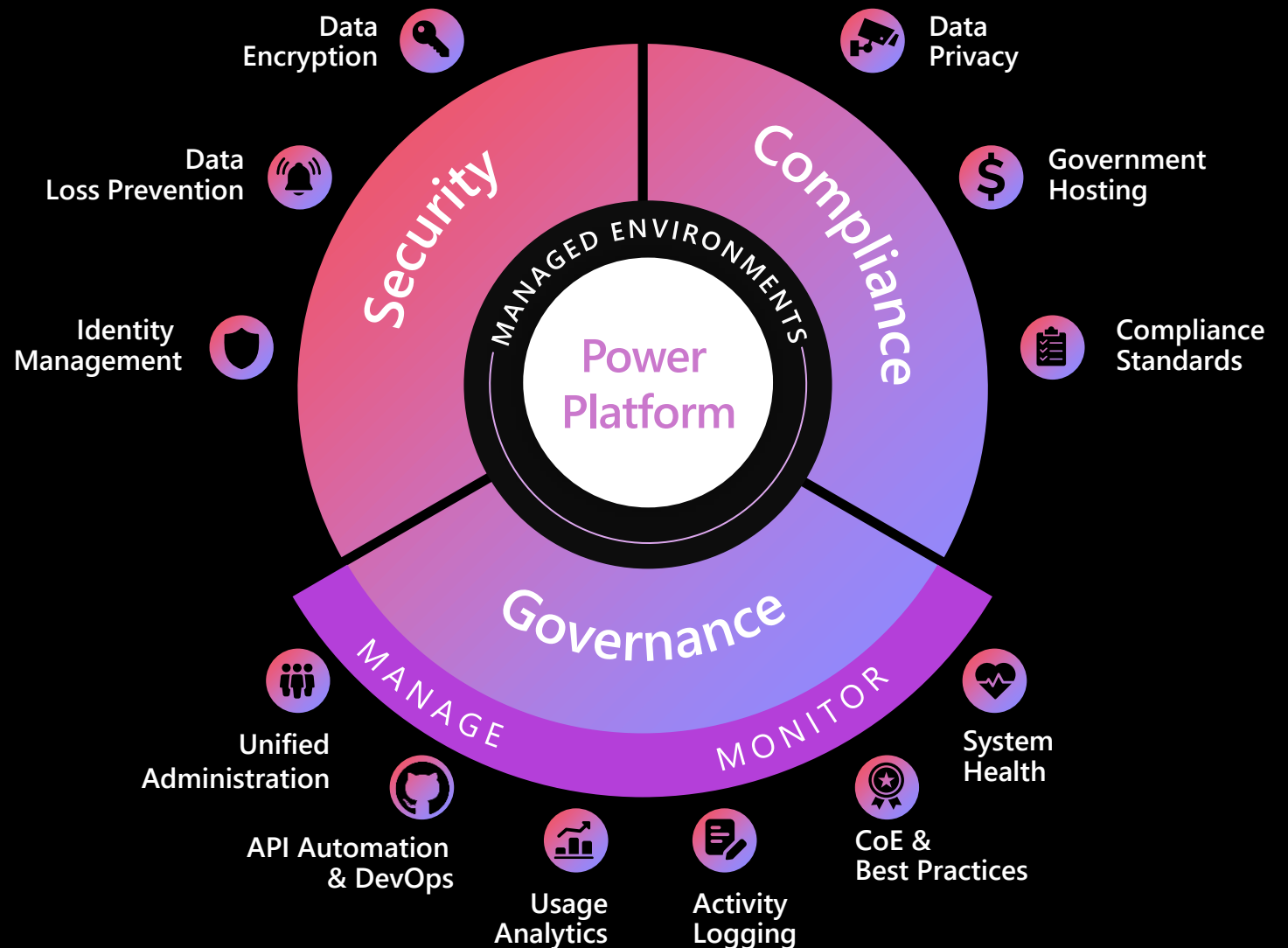


Your data from any fine-tuning is **not**
used to train the foundation AI models



Your data is protected by the most
comprehensive enterprise compliance
and security controls

Power
Platform
offers
unmatched
governance
controls at
scale today



Microsoft AI principles



Fairness



Reliability
& Safety



Privacy &
Security



Inclusiveness



Transparency



Accountability

More information: microsoft.com/ai/responsible-ai

Thank you!!