



Power Platform

Power Apps and Power Automate Overview

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Agenda

- Power Apps overview and Demo
- Power Automate overview and Demo
- Copilot Overview

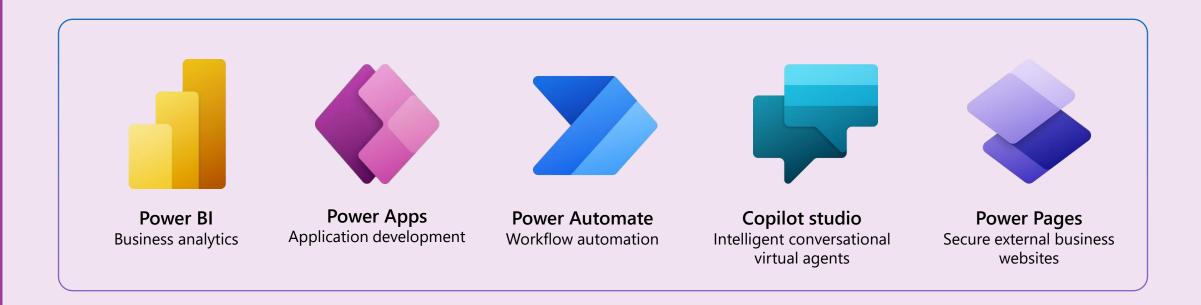






Microsoft Power Platform

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



There's common wisdom out there, that when it comes to development, you have to pick two out of three: speed, cost, or precision. With Microsoft Power Platform... you get all three."

Jake Scherf, CEO, Seattle Visiting Nurse Association







Power Platform is proven to drive efficiency and growth







Business expectations



Paper processes



Complex processes

74%

reduction in app development costs 50%

less time to handle customer support requests

89%

of CIOs & IT say low-code is increasing efficiency 27%

reduced errors because of automation

63%

of small businesses view the largest benefit is the ease of integrating with other tools

Source: Forrester TEI Microsoft Power Platform and Azure for Corporate IT, 2021 | Forrester TEI Power Automate, 2020 | Forrester TEI Power Virtual Agents, 2021 | Low-code signals, 2023 | Power Platform SMB Microsoft Research, 2023





Real-world Power Platform scenarios



Budget constraints

- Develop a budget tracking app to monitor expenses, generate financial reports, and identify cost-saving opportunities
- Automate expense approval and reimbursement, reducing paperwork and ensuring timely reimbursements
- Implement a virtual agent for customer support, reducing the need for additional staff and providing cost-effective 24/7 support
- Create a customer selfservice website for accessing account information and support resources, reducing support costs and improving satisfaction



Time & resource constraints

- Create a customer appointment scheduling app to optimize resource utilization and reduce administrative overhead
- Set up automated notifications for employee time off requests, optimizing leave management and staffing
- Create a virtual agent for basic HR inquiries, freeing up HR personnel and reducing response times for employees
- Develop a custom professional website using drag and drop functionality to save time and add design elements without a single line of code



Business expectations

- Build a customer feedback and testimonials app to improve reputation and attract new customers
- Automate lead qualification and assignment, improving conversion rates and customer satisfaction
- Design a virtual agent for personalized product recommendations, enhancing the customer experience and increasing sales conversion rates
- Easily understand customer satisfaction levels through tracking interactions on a custom professional website



Paper processes

- Digitize inventory management or order processing with custom apps, streamlining workflows and enhancing accuracy
- Automate employee onboarding, minimizing paperwork and streamlining processes
- Develop a virtual agent for automated customer feedback and surveys, providing real-time insights
- Keep business resources on your own professional website to reduce the amount of paper handouts when meeting customers

- Complex processes
- Design a project collaboration app to track tasks, assign responsibilities, and streamline project management
- Automate purchase order approvals involving multiple stakeholders, saving time and reducing errors
- Build a virtual agent for selfservice IT support, reducing the need for extensive IT personnel and improving issue resolution times
- Create a professional website that allows for easy mobile access to showcase your business on-the-go





Power Apps

Empower everyone to create apps





Get started quickly

Empower your team to start building and launching apps right away using an Al copilot, prebuilt templates, drag-and-drop simplicity, and quick deployment —then roll out continuous improvements as needed.



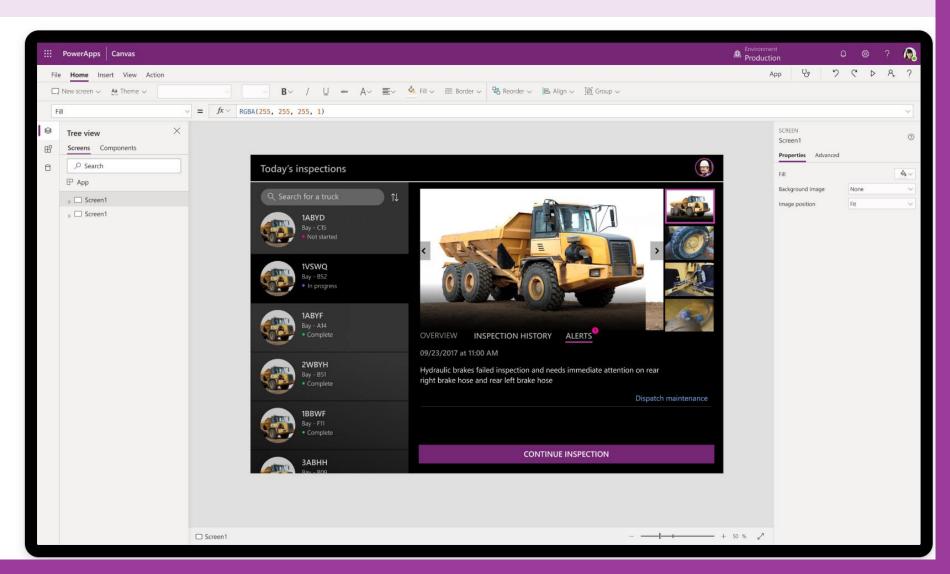
Build apps without compromises

Give everyone the power to build the apps they need with advanced functionality previously only available to professional developers—including prebuilt components and Al-assisted natural language development.



Enable extensibility for developers

Provide professional developers the tools to seamlessly extend app capabilities with Azure Functions and custom connectors to proprietary or onpremises systems.







Power Apps

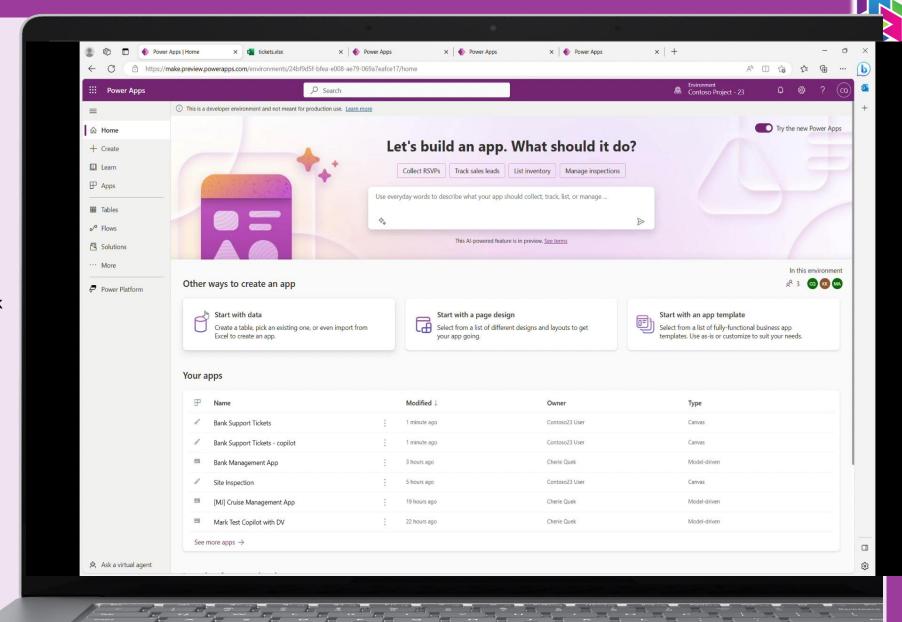
Rapidly create web and mobile front ends using a drag and drop UI

Build once and deploy apps in one click across iOS, Android, Windows, and Web.

Customize every detail of an app to optimize for specific tasks, roles, and industries.

Enable pro developers to create reusable components to share with citizen developers.

aka.ms/innovate-with-apps

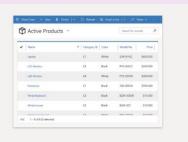






Get started quickly with pre-built templates for Operations

Customize templates to start innovating.



Asset Checkout

Providing self-service capabilities to reserve the tools and equipment your teams need, while accurately calculating available inventory and much more. Use the app as-is or build a canvas based mobile app to connect to your CDS data.



- Service Desk
- Track service requests, assignments, and job status for the whole teamwithout going back to your desk. Prioritize jobs quickly, add notes, and track tasks by the technician assigned. This app will open with sample data.



Innovation Challenge

Encourage employees to step away from their day jobs and drum up new ideas, tackle problems, create change and make a difference. Employee ideas are submitted, reviewed, voted on, and the best ideas can be funded for new projects.



Power Apps Training

This is a training app that teaches you the basics of building your own Power Apps applications. With 20+ exercises, each one just taking a few minutes to complete, you will learn how to build your own apps in a hands-on way.

Templates available at PowerApps.com

- Requires sign-up or sign-in with Power Apps credentials
- Learn more on this slide
- <u>Power Apps patterns: Overview Power Apps | Microsoft Learn</u>





Low Code Use Cases

Client Services:

- Automated messaging response
- Automate loan approvals
- Translate digital forms into other languages
- BI dashboards for case status and analytics
- Automate database queries
- Statistical analysis and dashboarding
- Rapid prototyping
- Digital billing
- Email sentiment analysis & notifications

Workforce Automation:

- Service Helpdesk Tools
- Automate task requirement notifications
- Admin log-in dashboards
- Paper-less processes
- Automation flows to mine information from registrars and databases
- Renewals and Compliance Processes
- KPI tracker
- Corporate Income tax automation
- Natural language for automation
- PDF data extraction
- Case management
- PO invoice automation
- Multi-stakeholder approvals

Human Resources:

- Training requests
- Employee onboarding
- Wellness & time off requests
- Online forums
- Staff kudos
- Payroll viewer
- Expense reporting
- Employee leave requests
- Salary and bonus negotiation
- Recruitment pipeline tracking

IT & Dev Ops:

- View and approve Backlog
- Change
 Management
 Requests / Approvals
- Test Tracker
- Task Management
- ALM Stakeholder Communications
- Feature Requests
- UI/UX Design
- Legacy application modernization

Facilities:

- Equipment and inventory tracking
- Capacity planning
- Desk or Parking spot reservation
- Maintenance checks
- Facility Management & Security Audits
- Mixed Reality support delivered via Teams
- Maintenance Requests
 Submission
- Safety training





Common Power Apps patterns

The nine common Power Apps patterns are listed below. You will find a bulleted list of familiar example apps, with each pattern's link providing further details and examples from the online overview of common patterns

Approvals

Collect approval from one or more sources

- Automated granting of permissions
- Employee travel request
- Overtime request
- Timesheet submission

Lifecycle and Workflow Management

Track, move records through a well-defined process

- Contract lifecycle tracker
- · Employee onboarding
- Employee promotion evaluation
- Expense reporting process
- Request management
- Service desk tickets

Communication and Announcements

Publish news and info to employees, customers

- · Announcement viewer
- Company-wide communications
- Corporate news management
- Learning or Product catalogs

Asset Management

Manage inventory or other assets

- Asset check-out
- Asset rollout
- Inventory management
- Supply order management

Inspection and Audits

Create standardized questionnaires and forms

- Collection of customer data
- Daily job-site inspection, store audits
- Incident reporting
- IoT-based monitoring
- Quality control checklist, Safety, compliance audits
- Supply tracking

Event management

Manage registration, planning, executing events

- Attendance
- Attendee bios
- Registration
- · Session scheduling

Scheduling

Assign resources based on calendar availability

- Book a meeting room, tool or vehicle
- Find an available sales associate
- Find rooms for employee touchdown space
- Schedule customer appointment, crew members

Calculate or Transform Data

- Cost or project estimation
- Decision support
- Field technician app
- Generating a work order or estimate
- Tracking monthly sales goals
- Translation of common phrases

Project Management

Track a project from inception to completion

Project management







Demo Power Apps



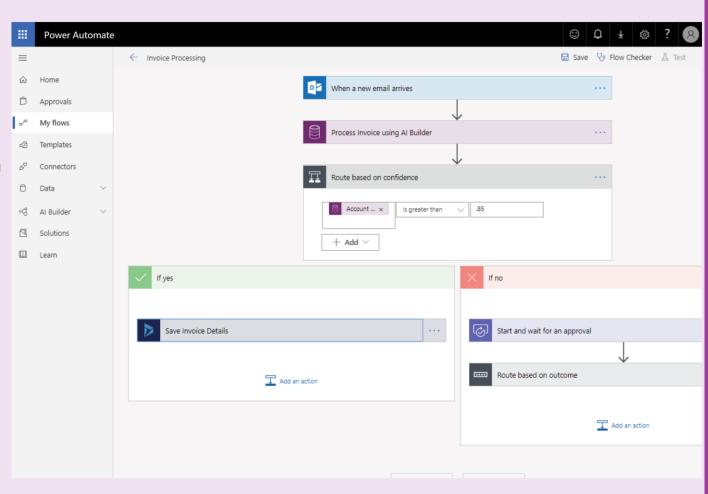


Power Automate



Automate and integrate business processes with Power Automate -Cloud Flow

- Automate and model business processes across your apps and services
- From simple automations to advanced scenarios with branches, loops, and more
- Trigger actions, grant approvals, and get notifications right where you work
- Automate legacy, on-prem and cloud-based applications and services



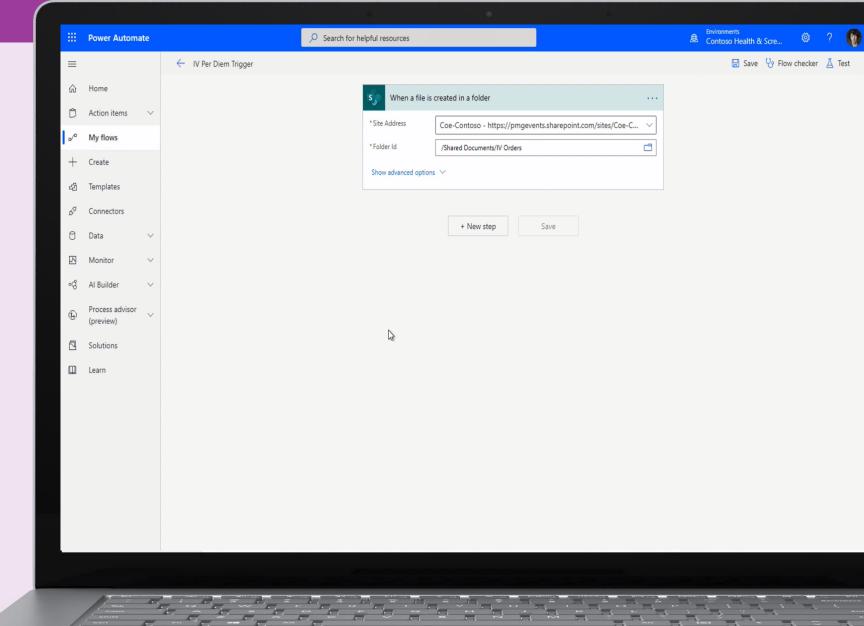




Power Automate

Act on every opportunity to innovate

aka.ms/innovate-with-automation









Automation Example Use Cases

	Human Resources			Finance & Accounting		
Recruitment	Development	Retire and Other	Order to Cash	Precure to Pay	Record to Report	
Source & Screen Candidates	Manage Employee Performance	Employee Separation	Order Entry and Invoicing	Process Invoices	Bank Reconciliations	
Manage pre- Employment	Manage Compensation	Employee Retirement	Cash Application	Purchase Goods and Services	General Accounting	
Onboard New Hires	Benefits Administration	Employee Leave of Absence	Accounts Receivable	Manage Procurement	Close Process	
Manage Hiring Plans	Employee Development	Workforce Scheduling	Customer & Contract Management	Receive Goods and Services	Budgeting and Forecasting	
Job Postings	Pension Management	Self-Service Portal	Order Fulfillment	Procurement Reporting	Regulatory Reporting	
Select Candidates	Training	Data Management	Credit Management	Issue Payment	Manage Accounts	
DUGMEETUP						





Demo Power Automate

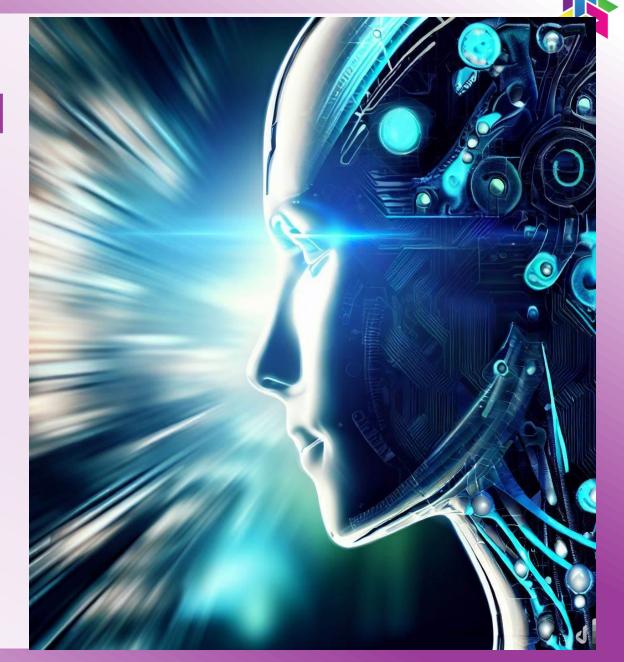


Power Platform & Al

The Era of Copilot

Bring ideas to life with AI powered development

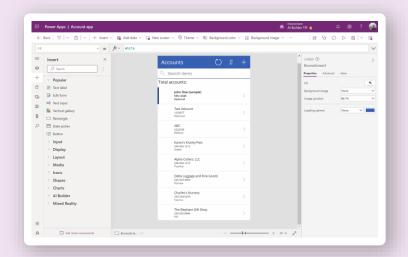
Transform natural language to automation and **Applications**

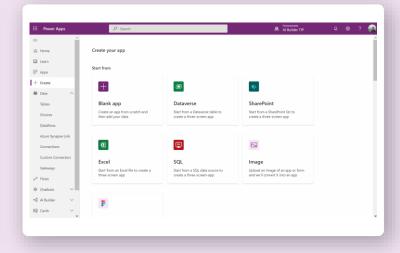






Power Apps





Express design

Auto-generate working apps and data within seconds from images and design files.

Accelerate app development and enable anyone to easily create a new app to scale development.



Copilot

Makers can build a complete app just by describing what they need in natural language.

Build, reimagine, and deploy business applications all through intuitive natural language.

Ideas

Makers only need to describe their goal using natural language and Power Apps will generate code.

Save time and build more complex solutions by using natural language to give commands.







Al assistance in building topics, designing and modifying the app all through natural language

Copilot in Power Apps

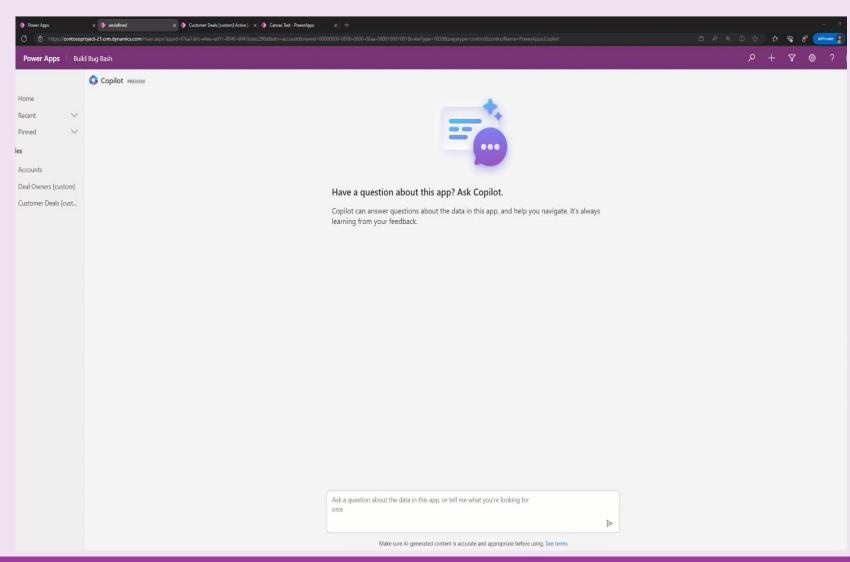
Al-assisted table creation that takes your existing data and turns it into an app in just a few steps

Accelerate simple or repetitive tasks, use reusable components to move from

idea to deployment faster

Build, reimagine, and deploy business applications all

through intuitive natural language

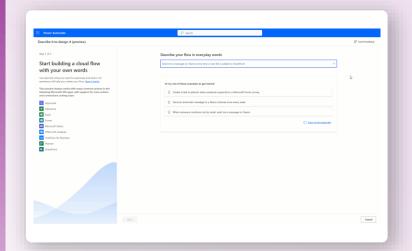








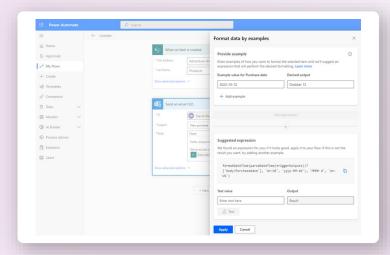
Power Automate



Natural language to flow

Describe what you want to automate, and an AI copilot will build your flow in seconds.

Speed up development by quickly creating flows from natural language descriptions.



Format data by examples

Provide examples of the desired output format and the copilot will automatically generate the formula.

Reduce time spent formatting your data by having the AI-based copilot clean up your data for you.



Copilot

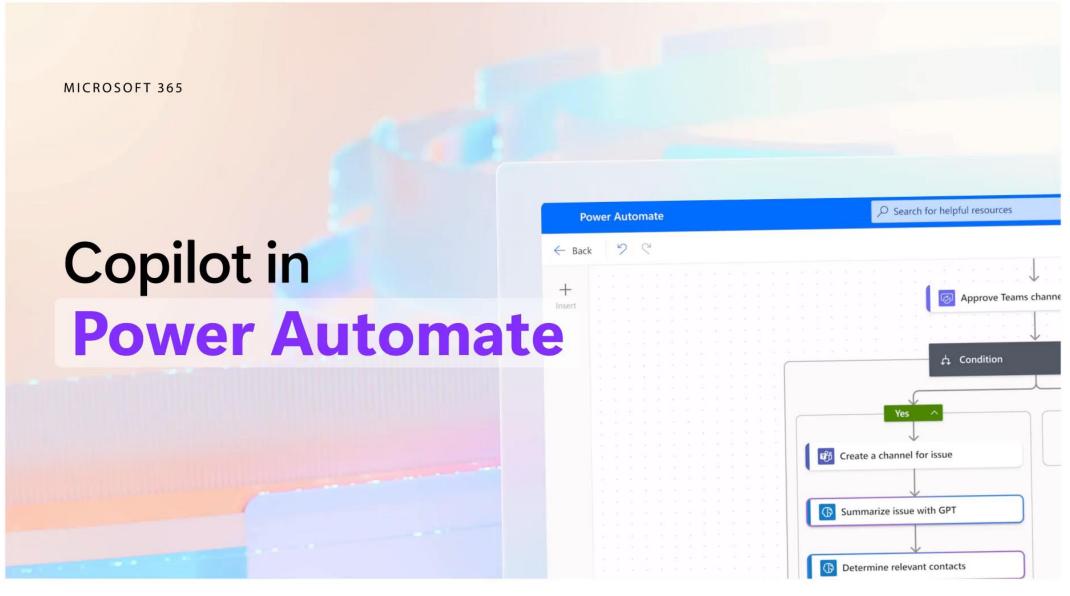
Use natural language to edit and extend flows with an Al-based copilot.

Easily build and iterate on flows as the copilot helps remove blockers or extend your flow.











Power Apps

• <u>Copilot - Natural</u> <u>Language to App</u>

(Generally Available)

- Power FX Ideas
 (Generally Available)
- Format data by Examples (Generally Available)
- Express Design
 (Generally Available)
- Excel to Canvas App
 (Generally Available)
- <u>Custom Copilot Control</u>
 (Limited Preview)
- Generative actions
 (Public Preview)
- Plugins
 (Public Preview)
- Generative Answers (Public Preview)
- <u>Customization with</u> <u>Copilot Studio</u>
 (Public Preview)

Power Automate

• Copilot - Natural Language to Cloud Flow

(Generally Available)

- Cloud flows designer (Generally Available)
- Intelligent document processing
 (Generally Available)
- <u>Copilot for Desktop</u> <u>Flows and Scripts</u>

(Public Preview)

- <u>Create and run flows</u> <u>from ChatGPT</u>
 - (Public Preview)
- Copilot to analyze automation activity

(Public Preview)

• Copilot experiences in Process Mining

(Public Preview)

Copilot Studio

• <u>Copilot - Generative</u> <u>Building</u>

(Generally Available)

- Generative Answers

 (Generally Available)
- Azure conversational language understanding
 (Generally Available)
- Generative Answers sourcing documents
 - (Public Preview)
- Generative Actions
 (Public Preview)
- Extend Copilot for M365
- (<u>Public Preview</u>)
 Plugin Builder
- (Public Preview)
- Prompt Builder
 (Public Preview)

Power Pages

• Copilot - Natural Language to Site

(Public Preview)

- Generate forms with Natural Language
 - (Public Preview)
- Contextual chatbots
 (Public Preview)
- Al to write code
 (Public Preview)

Power BI (now part of Microsoft Fabric)

- <u>Copilot Natural</u> <u>Language to Reports</u>
 - (Public Preview)
- Natural Language to DAX Quick Create
- (Generally Available)
- Azure Al Studio integration
 - (Public Preview)
- Write prompts for Copilot report pages
 - (Public Preview)
- Enhanced Q&A with Copilot
 - (Public Preview)
- Write prompts for Copilot narrative
 (Public Preview)

Al Builder, Managed Environments, Dataverse

- Azure OpenAl models with Templates
 - (Public Preview)
- <u>Power Platform Advisor</u>
 (<u>Public Preview</u>)
- Excel to table in Dataverse
 - (Generally Available)
- Al generated App Descriptions
 - (Public Preview)
- ALM Deployment Notes (Generally Available)
- Dataverse and AI
- (<u>Limited Preview</u>)
- GPT Prompts
 - (Generally Available)





In Closing

Power Platform AI - Video

