



AI In the Power Platform

**Leverage AI in Low Code
Apps/Automations/Websites/Copilots**



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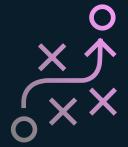
[Sean Miller | LinkedIn](#)



Agenda

- 01 Understanding the AI landscape
- 02 AI in Dynamics 365
- 03 AI in Power Platform
- 04 Building Apps, Automations, Website, Chatbots
- 05 Security
- 06 Why Power Platform?

Five core pillars of GenAI Execution



Business
Strategy



Technology
Strategy



AI Strategy
Experience



Organization &
Culture



AI
Governance

Five core pillars of GenAI Execution

- **Business Strategy:** Have you clearly defined and prioritized business objectives, use cases, and measurement of AI value?
- **Technology Strategy:** Do you have AI-ready applications, tools and a data strategy/platform?
- **AI Strategy Experience:** Have you set up a systematic, customer-centric approach to AI across the organization?
- **Organization & Culture:** Do you have a clear operating model, along with leadership support and agile culture ready to embrace AI transformation top-down, and bottom-up? Do you need new organization structure?
- **AI Governance:** Have you established the processes, controls and accountability structures needed to govern data privacy, security and responsible use of AI?

AI is shifting business **today**



**Every
individual**



**Every
team**



**Every
industry**

AI transformation opportunities



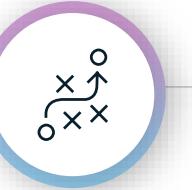
**Enrich
employee
experiences**



**Reinvent
customer
engagement**



**Reshape
business
processes**



**Bend the
curve on
innovation**

For every \$1 a company invests in AI, it is realizing an average return of

\$3.50

14 months

Average time it takes for organizations to realize a return on their AI investment

Momentum of AI

The top responses from 31,000 people survey:

86%

Want AI to assist with finding
the right information and
answers they need¹

Knowledge

76%

are comfortable using AI for
administrative tasks¹

Action

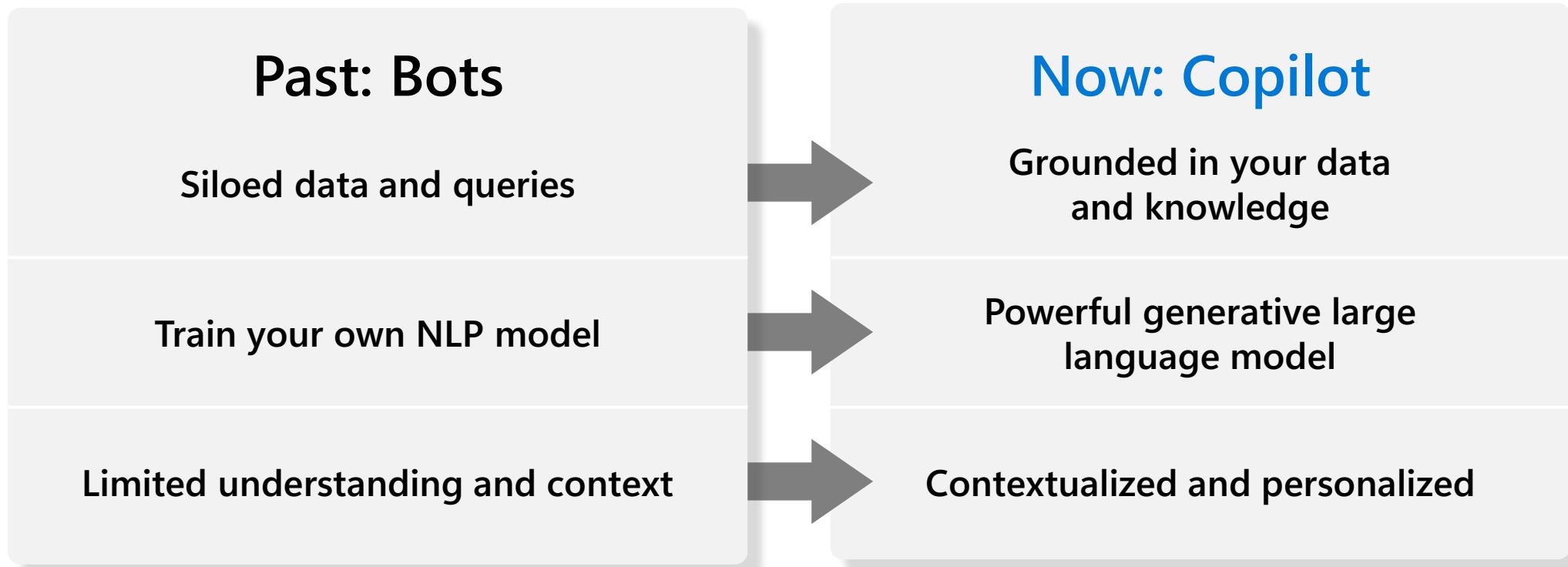
70%

would delegate as much
work as possible to AI to
lessen their workloads¹

Autonomy

Build an AI assistant to help

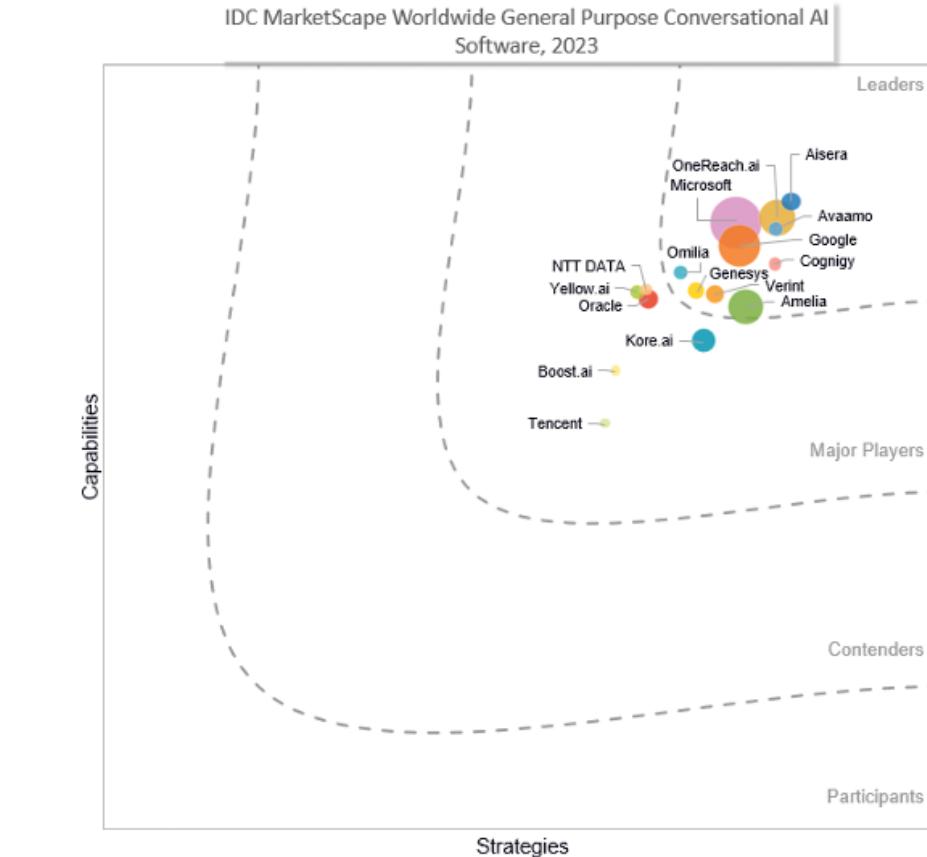
Copilot: Intelligent AI assistants that use **generative AI** and **large language models** to assist humans with **complex cognitive tasks**.



IDC MarketScape: Worldwide General- Purpose Conversational AI Software 2023

Recognizes Microsoft as a leader in general purpose conversational AI software. IDC highlighted Microsoft's generative AI capabilities along with our broad set of conversational AI tools. The authors also noted that "customers praised Microsoft's overall engineering expertise and its industry and use case expertise in conversational AI."

Source: [IDC MarketScape: Worldwide General-Purpose Conversational AI Software 2023 Vendor Assessment](#) (doc #US49988023, November 2023)



Source: IDC, 2023

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the circles. Vendor year-over-year growth rate relative to the given market is indicated by a plus, neutral or minus next to the vendor name.

Microsoft Copilot empowers every end user



Customer service

Resolve 14% more customer issues per hour



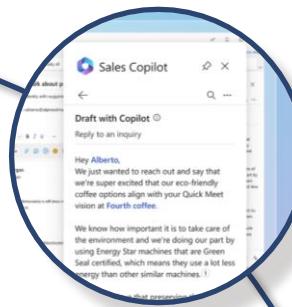
Security operations

Respond to threats in minutes, not hours



Sales

Streamline the process of checking and answering emails



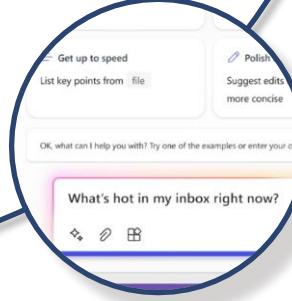
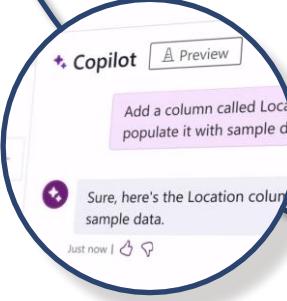
Software developers

Code 55% faster



Data & IT pros

Create workflows in half the time



Knowledge workers

Complete tasks 37% quicker

Microsoft Copilot empowering your business

Unlock Productivity across your organization

Persona	Copilot	Scenario	Availability	Blogs	Demo/Video
Knowledge Workers	Microsoft Copilot	I want to access Copilot on the web or mobile – and in Windows, Edge, and Bing to chat and summarize documents and web pages using text, voice, and images.	Generally Available	LINK	LINK
	Microsoft Copilot Pro	I want to get priority access to GPT-4 and GPT-4 Turbo including during peak times and unlock Copilot in select Microsoft 365 apps to draft documents, summarize emails, and format presentations.	Generally Available	LINK	LINK
	Copilot for Microsoft 365	I want to bring Copilot to my entire organization to use AI-powered chat with secure access to organizational graphs and access Copilot across all M365 apps.	Generally Available	LINK	LINK
	Copilot in Windows	I want an AI-powered intelligent assistant in Windows 11 that helps me get answers and inspirations from across the web, supports creativity and collaboration, and helps me focus on the task at hand.	Rolling preview	LINK	LINK
	Copilot for Dynamics 365 Project Operations	I want to rapidly create new project plans for new engagements in minutes, instead of hours, simply by describing details of the project using natural language.	Generally Available	LINK	LINK
	Copilot for Dynamics 365 Finance	I want collections managers to have quick access to credit and payment history so they can prioritize and personalize customer communication, helping to increase successful collection rates and proactively keep customers in good standing.	Generally Available	LINK	LINK
	Copilot for Dynamics 365 Supply Chain	I want to efficiently handle changes to purchase orders at scale and assess the impact and risk to help optimize procurement decisions.	Public Preview	LINK	LINK
	Copilot in Microsoft Viva	I want to accelerate workforce insights and actionable OKR development, automate processes, and boost employee engagement with next-generation AI	Limited Preview		
	Copilot in Dynamics 365 Business Central	I want to accelerate product launches by generating and publishing engaging product descriptions in my own voice with help from AI.	Generally Available	LINK	LINK
Customer Service	Microsoft Copilot for Service	I want to modernize my contact center to enhance service experiences and boost agency productivity.	Generally Available	LINK	LINK
	Copilot in Dynamics 365 Customer Service	I want to level up my customer care by generating contextual responses to customer questions and quick access to case resolution expertise with AI assistance.	Generally Available	LINK	LINK
	Copilot in Dynamics 365 Field Service	I want to help frontline service workers spend less time on repetitive tasks and more time focused on customers by using AI to prepopulate data in work orders.	Generally Available	LINK ; LINK	LINK ; LINK
	Copilot in Dynamics 365 Customer Insights	I want to use generative AI to generate insights about customers and curate highly personalized, targeted customer segments using natural language dialogue.	Generally Available	LINK	LINK ; LINK
Sales	Microsoft Copilot for Sales	I want to transform the way sellers work by automating and simplifying tasks, personalized customer interactions, and maintain selling focus.	Generally Available	LINK	LINK ; Guided: LINK
Data Professionals	Copilot in Dynamics 365 Sales	I want to help sellers prioritize ROI-generating tasks by reducing mundane work with AI assistance for email replies, meeting prep, and information tracking.	Generally Available	LINK	
	Copilot in Microsoft Fabric	I want an AI assistant to help my data professionals analyze and visualize data using natural language.	Public Preview	LINK	LINK
	Copilot in Power BI	I want to use AI to illuminate hidden patterns, opportunities, and anomalies in my data.	Public Preview	LINK	LINK

Safeguard your business

Persona	Copilot	Scenario	Availability	Blogs	Demo/Video
Security Analysts	Microsoft Copilot for Security	I want a generative AI-powered security solution that helps increase the efficiency and capabilities of defenders to improve security outcomes at machine speed and scale.	Early Access Program	LINK	LINK

Build and extend your AI capabilities

Persona	Copilot	Scenario	Availability	Blogs	Demo/Video
IT Professionals	Microsoft Copilot for Azure	I want to use generative AI to help users gain new insights into their workloads, unlock untapped Azure functionality, and orchestrate tasks across cloud & edge.	Public Preview	LINK	
	Microsoft Copilot Studio	I want to gain greater control and efficiency by authoring responses to predictable scenarios within Copilot for Microsoft 365 and/or create custom Copilots and GPTs by incorporating my data and plugins.	Generally Available	LINK	LINK
	Copilot in Power Apps	I want to build enterprise-grade applications faster and more easily with generative AI.	Public Preview	LINK	LINK
	Copilot in Power Automate	I want to build, edit, and extend workflows using natural language and get help from AI powered chat.	Public Preview	LINK	LINK
	Copilot in Power Pages	I want to revolutionize my web development experience by leveraging AI to generate text, build detailed forms, and chatbots—all in a matter of minutes.	Private Preview	LINK	LINK
Developers	GitHub Copilot	I want to provide my developers contextualized assistance throughout the software development cycle in several languages.	Generally Available	LINK	LINK
	GitHub Copilot X	I want to enhance GitHub Copilot with a more personalized experience by bringing in chat and voice interfaces, pull request support, and the ability to get answers on documents.	Private Preview	LINK	LINK
	Build your own copilot with Azure AI Studio	I want to build, evaluate, and deploy my AI solutions securely and responsibly all within one space.	Public Preview	LINK	LINK



Dynamics 365

An AI-powered suite of leading CRM and ERP applications



Dynamics 365 Sales

Revenue forecast and acceleration



Dynamics 365 Customer Insights

Customer insights and journey orchestration



Dynamics 365 Customer Service

Customer engagement, contact center as a service



Dynamics 365 Field Service

Field service management



Dynamics 365 Finance

Financial management



Dynamics 365 Supply Chain Management

Supply chain, warehouse, asset management

AI Copilot

Built-in and included in premium SKUs

Unified

Dataverse as one common data model

Complete

Supporting end-to-end business processes

Collaborative

Seamlessly integrated with Microsoft 365 & Teams

Extensible

Embedded low code for innovation and automation

The world's first built-in AI copilot for CRM and ERP

Dynamics 365



Dynamics 365 Sales & Copilot for Sales - Salesforce

- Recap sales meetings
- Craft customer emails
- Real time tips and answers
- Summary view



Dynamics 365 Customer Insights

- Generate content ideas
- Create audience segments
- Simplify customer insights



Dynamics 365 Customer Service

- Create customer responses
- Accelerate information discovery
- Enable customer self-service with chatbots



Dynamics 365 Field Service

- Streamline work order creation and scheduling
- Summarize work orders
- Accelerate work order updates using voice



Dynamics 365 Finance

- Product descriptions
- Collection coordinator
- Status report
- Task plan
- Risk assessment



Dynamics 365 Supply Chain Management

- Supplier news communication
- Summarize purchase order

[Click here for additional details on product availability](#)

Empower employees in every business function to maximize business outcomes



Sales

Accelerate revenue generation

- 7% increase in close rates
- 60% time savings in reporting on sales data
- 30 hours saved in each new seller's onboarding



Service

Deliver exceptional customer experiences

- 79% increase in revenue over 5 years
- 50% more cases handled
- 30% reduced operational cost



Finance

Modernize financial management

- 55% increase in finance team productivity
- \$3.5M saved from replacing legacy systems
- 122% ROI over three years



Supply Chain

Build resilient supply chains

- 50% throughput gains in warehouse fulfillment
- \$1.5M avg savings from unplanned downtime
- 90% ROI over 3 years with a modern ERP



Low Code

Accelerate developers and empower makers

- 45% reduction in development costs
- 84% of enterprises build with low code
- 87% of CIOs and IT pros say Low-code is effective in reducing costs

109%

ROI for over three years after migrating to Dynamics 365

50%

Savings when using Dynamics 365 over competitors, including Salesforce

140%

ROI over 3 years when using Power Platform

Dynamics 365 Copilot

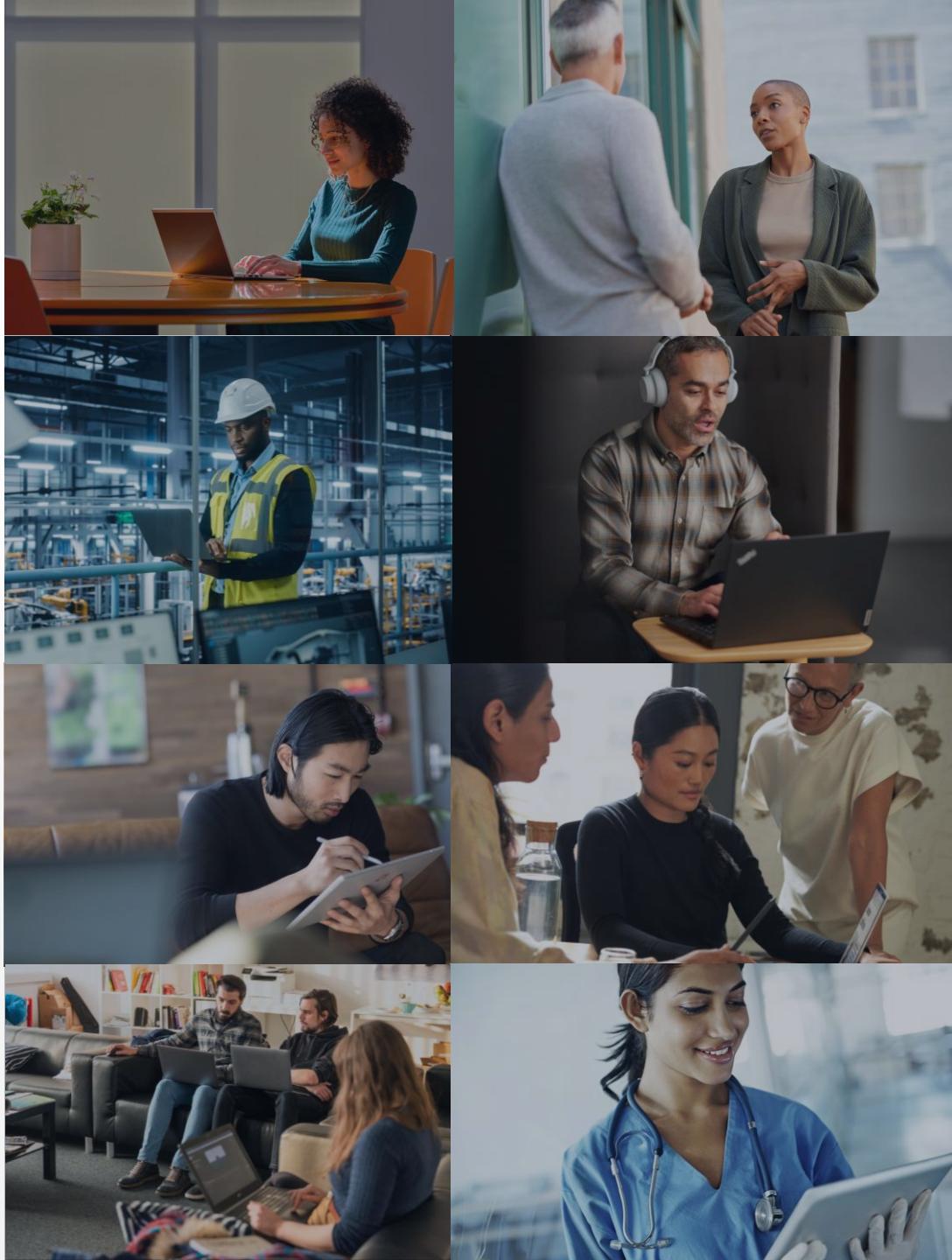
AI-powered assistance that helps business professionals

- Generate ideas and content faster
- Perform and automate task faster
- Get insights and next best actions

All [using natural language](#)

Key differentiation:

- GPT-powered Copilot for every job role
- Copilot features natively built in Dynamics 365
- Powered by Azure OpenAI Service
- Empowering impactful responsible AI practices
- Secure enterprise data – your data is your data



Sales



Close more deals

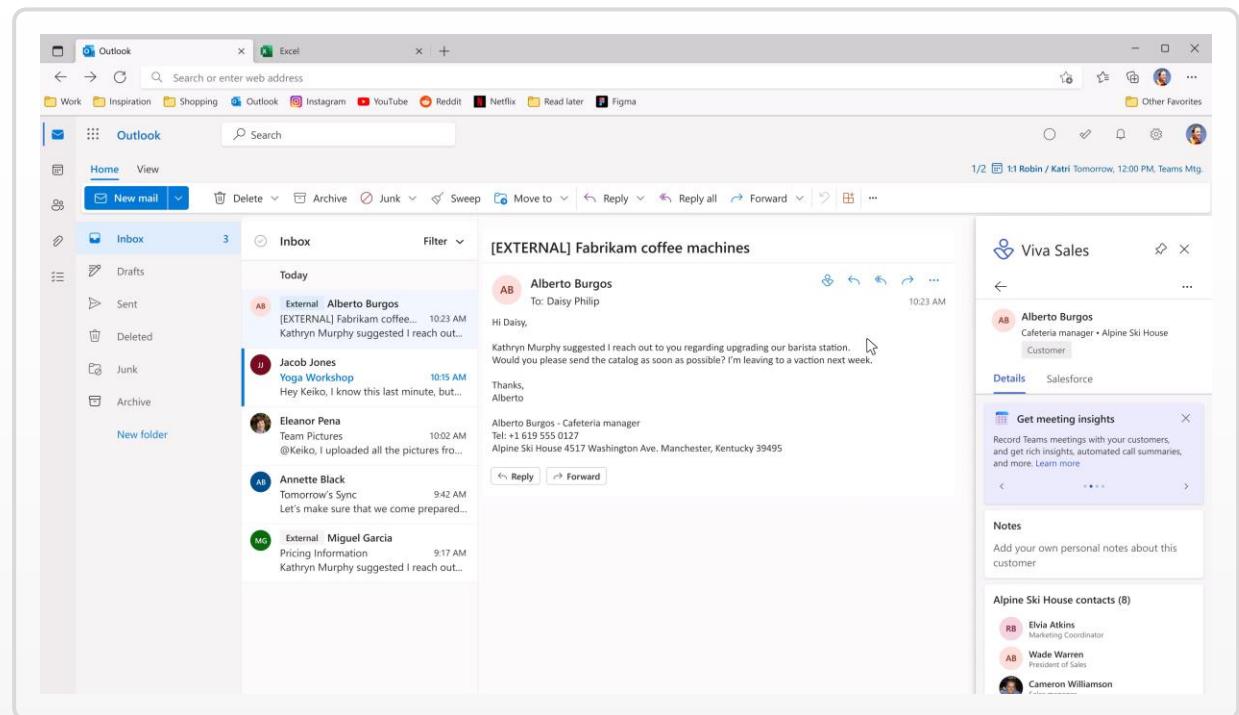
Improve seller focus and productivity with AI copilot, intelligent forecasting, and customer tracking in the flow of work

Meet customer needs real-time

Help sellers engage with customers in the right way and time with AI-powered guidance and relationship insights

Guide sales teams to win

Enable sellers to improve their performance and scale best practices with automated sequences, real-time insights, and data visualizations



Improve seller productivity and enable deeper customer engagement with a sales copilot built into Microsoft 365 apps like Outlook and Teams.

 Dynamics 365 Sales

 Microsoft Copilot for Sales

7%

Increase in close rates

60%

Reduction in gathering, analyzing and reporting on sales data

30 hours

Saved in each new seller's onboarding

Marketing



Know your customers

Unify and enrich marketing, sales, and service data to form a clear picture of your customers—and foresee future opportunities in real-time with AI copilot

Engage on their terms

Orchestrate customer journeys, delivering content that matters to your customers, in context, in real time

Boost your productivity

Streamline work with Copilot that converts simple language prompts into recommended content & insights

 Dynamics 365 Customer Insights

 Microsoft Copilot for Dynamics 365

Marketers can leverage AI to generate ideas and content—from marketing emails to ecommerce product descriptions.

“It’s awesome, content ideas helps us tremendously to efficiently produce emails. In fact, I can tell you it was normally at least an hour, and I did it in 15 minutes, it takes me ~25 percent of the time it took before to create email content!”

Chris Barnhart, Marketing Director at NC Fusion

Finance



Optimize business models

Easily adopt new digital monetization models, drive global expansion, and manage M&As.

Maximize finance productivity and visibility

Deliver autonomous finance processes using copilot to enhance efficiency, accuracy, and decision-making.

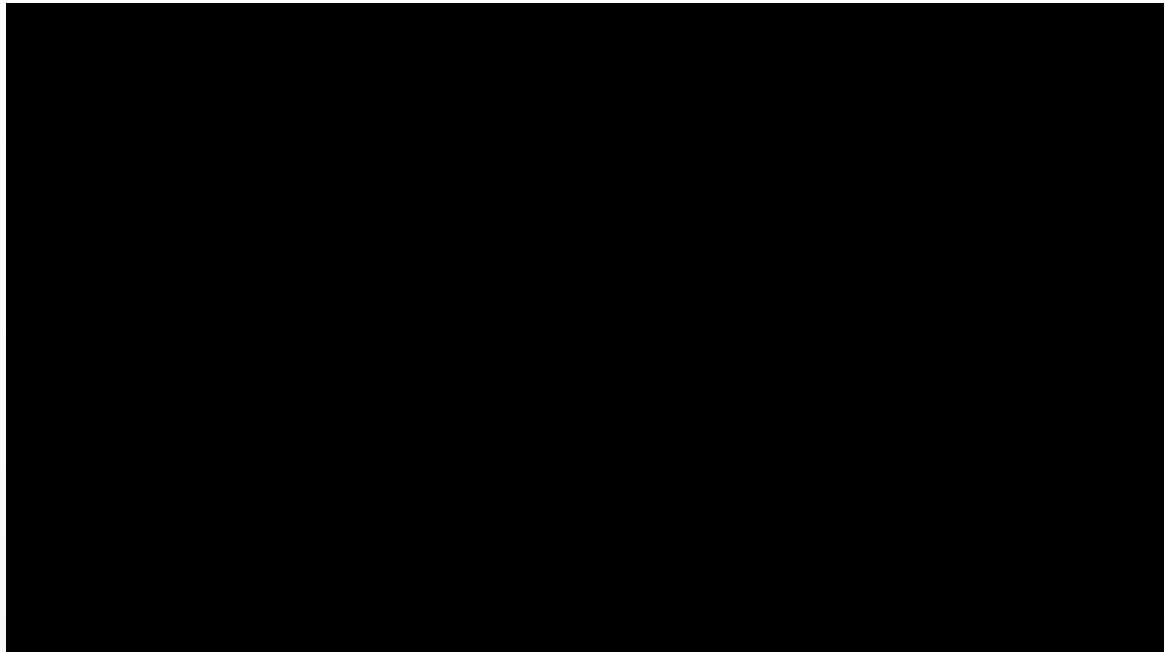
Increase service offering profitability

Connect your service-centric operations using copilot to get the visibility and agility needed across prospects to payments to profits.

 Dynamics 365 Finance

 Dynamics 365 Project Operations

 Copilot for Dynamics 365



Use Copilot to rapidly create new project plans for new engagements in minutes, instead of hours.

55%

Increase in
finance team
productivity

122%

ROI over
three years

\$3.5M

Saved by replacing
legacy systems

Source: The Total Economic Impact™ of Microsoft Dynamics 365 Finance, a commissioned study by Forrester Consulting, July 2022

Customer Service



Personalize the service experience

Delight customers with personalized, connected experiences delivered on their terms and empower them to self-serve

Make work more effortless for service teams

Fuel collaboration and productivity across agents with built-in next-generation AI and real-time insights

Optimize service operations

Generate outcome-based value for customers, while scaling operations and driving efficiency with automation

 Dynamics 365 Customer Service

 Microsoft Copilot Studio

 Copilot for Dynamics 365



Microsoft Dynamics 365 Customer Service

Improve agent productivity and create relevant and personalized responses in seconds with Copilot Studio and Copilot in Dynamics 365 Customer Service

73%

Decrease in average agent handling time¹

32%

Increase in 1st call resolution²

3,850

Hours saved weekly with automation³

1. The Total Economic Impact™ of Microsoft Dynamics 365 Customer Service, a commissioned study by Forrester Consulting, August 2020.

2. Microsoft empowers support engineers to shine brighter with Dynamics 365 Customer Service. Sep 2023..

3. Leading New Zealand bank transforms customer experience with Dynamics 365. Dec 2021.

Supply Chain



Improve workforce productivity

Proactively mitigate supply chain disruptions with AI copilots

Reduce operational costs

Optimize inventory and fulfillment powered by AI to operate more profitably

Ensure manufacturing uptime

Maximize asset uptime quality and throughput to deliver on customer promise



Streamline procurement with AI-assisted purchase order changes prioritized by impact.

 Dynamics 365 Supply Chain Management

 Copilot for Dynamics 365

50%	90%	\$1.5M
Throughput gains in warehouse fulfillment	ROI over 3 years with a modern ERP	Avg savings from unplanned downtime

Field Service



Personalize the service experience

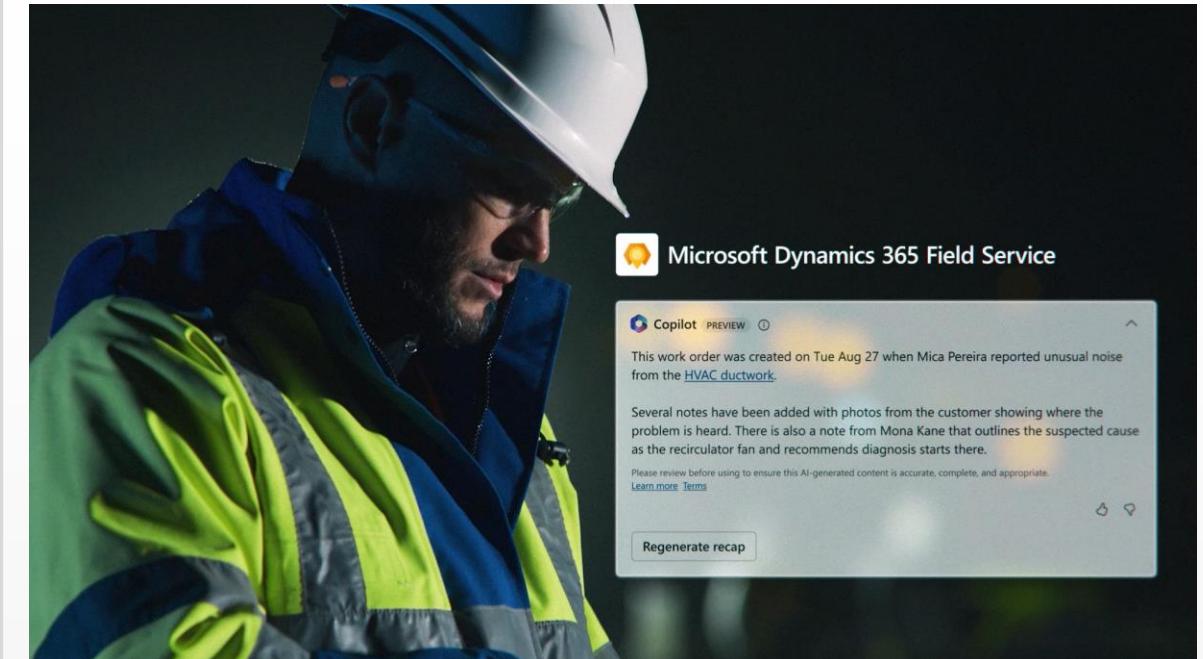
Empower customers with a self-service portal providing insights to upcoming appointments, real-time technician travel, and completed work orders

Make work more effortless

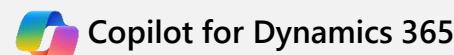
Swiftly make progress updates by speaking in natural language and describing completed tasks with Copilot in Dynamics 365 Field Service mobile

Optimize service operations

Streamline work order management, improve efficiency and enable faster decision making with next-generation AI



Empower frontline workers with Copilot in Dynamics 365 Field Service streamlining work order creation and scheduling, summarizing work orders, and updating work orders using voice



42%

Better customer retention¹

44%

Improvement in SLA performance¹

50%

Reduction in technician's travel time¹

¹. The Total Economic Impact™ of Microsoft Dynamics 365 Field Service. a commissioned study by Forrester Consulting, Jan 2019

Dynamics 365 + Power Apps

Intelligent business applications that deliver immediate impact



Core to the most capable cloud

Solve problems with powerful solutions you only get from the Microsoft cloud. Reaching 250M+ users natively in Teams and Office 365, built atop the full depth of Microsoft Dataverse and the Azure cloud connected to 550+ services.



Create impact faster with fusion teams

Quickly adopt solutions, or augment existing ones, to enable teams to accelerate results. Scale from simple no-code to mission critical sophistication, Power Apps allows citizen developers to work directly with pros for advanced solutions.



Massive enterprise scale

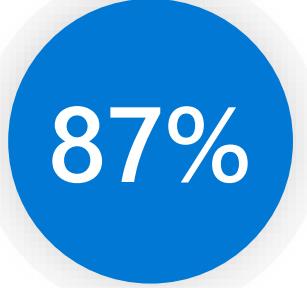
Built on a world-class secure identity platform, with deep analytics and market-leading governance controls, Dynamics 365 and Power Apps enables organizations to build solutions while maintaining governance, security and quality standards.



Accelerate with advanced innovation

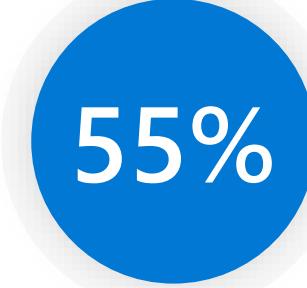
Have the freedom to adapt across new business priorities, market conditions, and customer opportunities. Shift your apps into high gear with advanced AI, Mixed Reality, analytics, bots, interactive maps, external portals, mixed reality, IoT and hyper automation.

Combining low code development with AI is a game changer



87%

CIOs & IT professionals say that increased embedded AI into low code platforms would help them maximize the technology¹



55%

of CIOs will leverage in-house developers and tools that use GenAI and low code/no code, as they and LOB developers build competitive differentiation through custom apps by 2026²

Bend the curve
on innovation

Optimize business
processes

Enrich customer
and employee
experiences

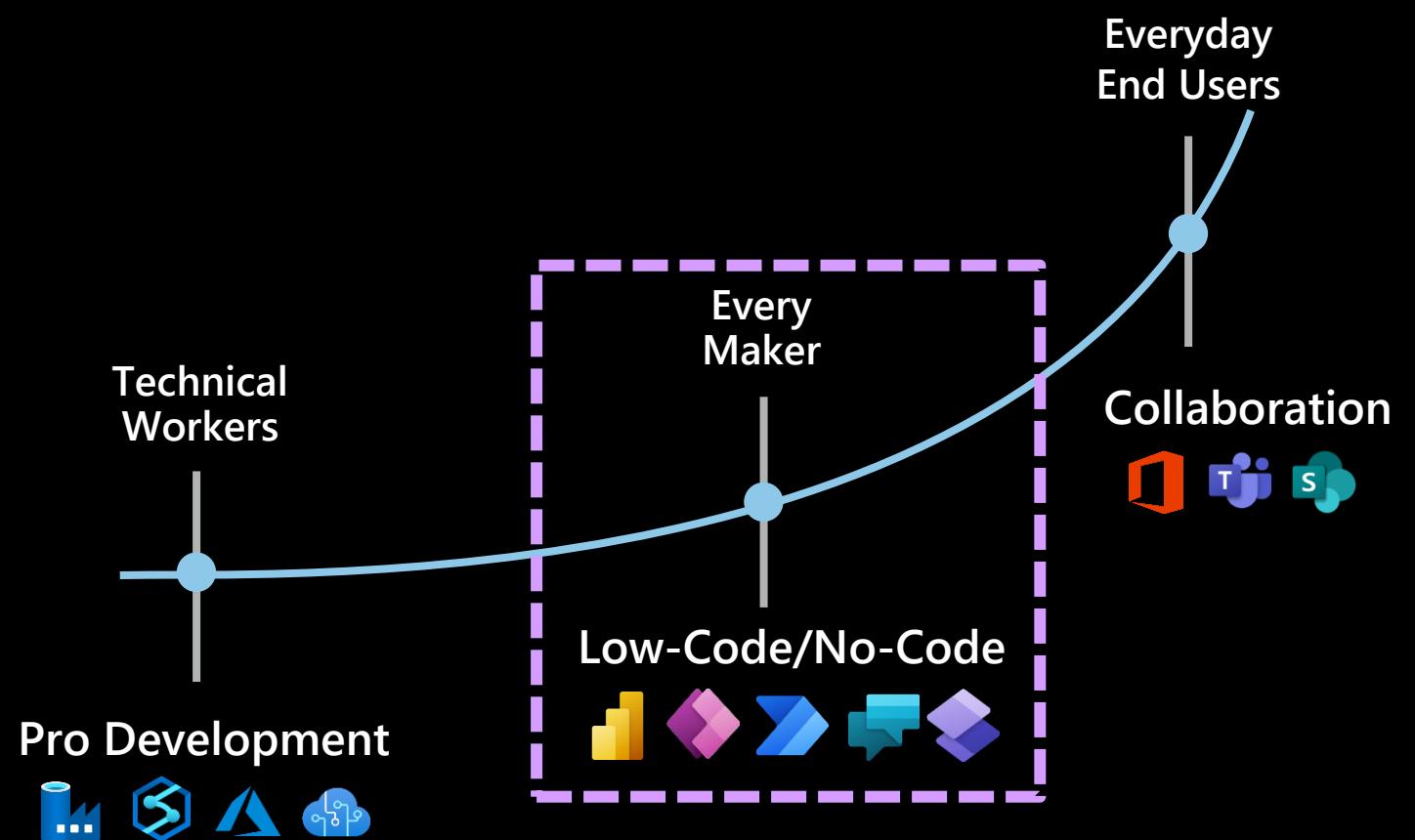
Improve efficiency
& time to value

Reduce
development
costs & risks

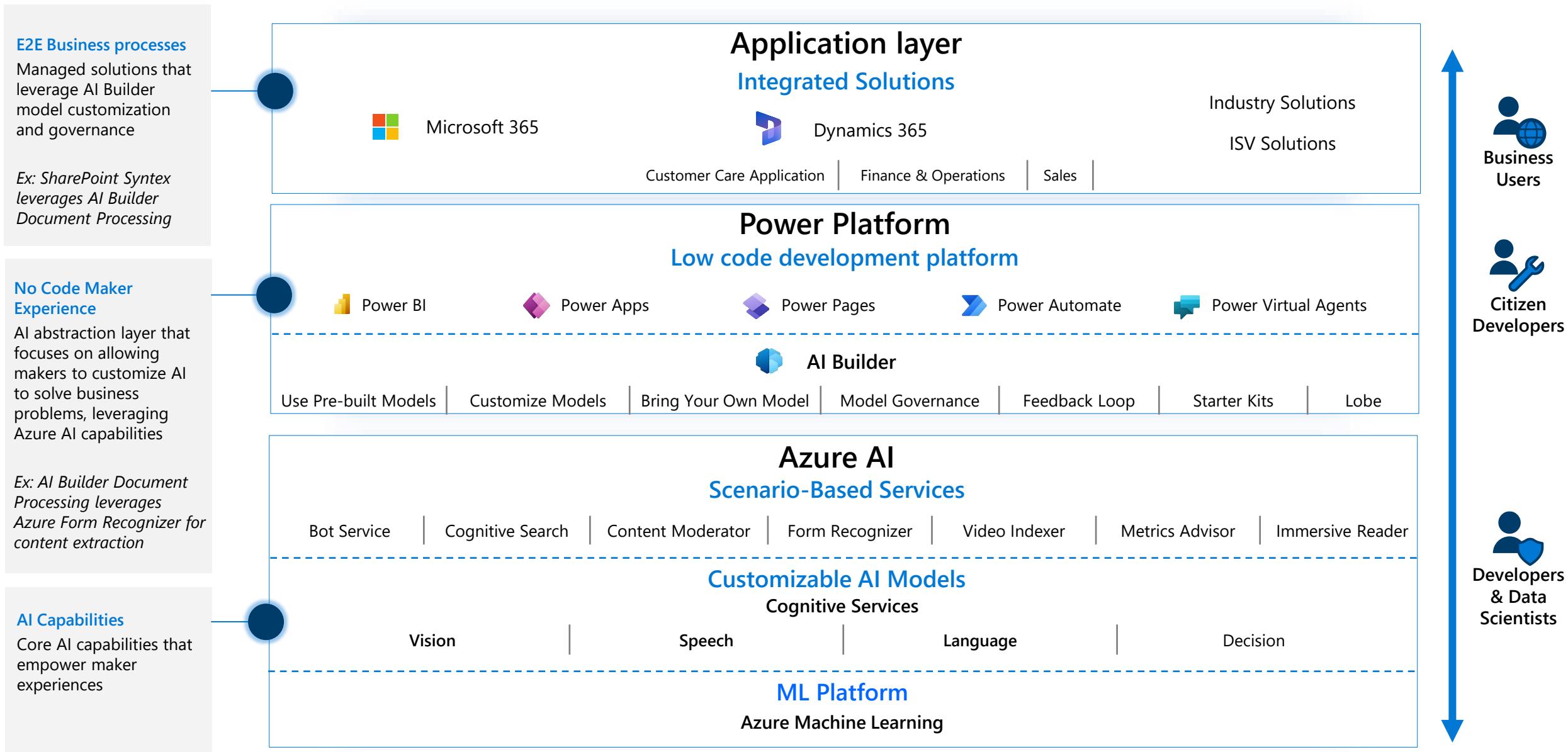
1. Source: Gartner® Press Release ,Gartner Identifies the Top Strategic Technology Trends for 2022, October 18, 2021. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

2. Source: IDC, IDC FutureScape: Worldwide CIO Agenda 2024 Predictions (Doc Document number:# US51294523, October 2023)

Empowering Everyone with AI



AI Portfolio Overview



Low-code



Empower everyone to innovate

Build intelligent solutions faster and drive innovation. Multiply technical capacity while reducing development costs.

Accelerate app development

Modernize at-scale, with high value apps and differentiated services, enhancing mission critical processes.

Optimize with hyperautomation

Automate business processes for efficiency and cost reduction. Boost productivity and reduce inefficiencies across the organization.

Copilot in Power Platform brings the power of natural language development to build and deploy low code solutions and bring ideas to life with just a description. Imagine it. Describe it. Power Platform builds it.

45%

Reduction in development costs¹

140%

Return on investment over 3 years¹

84%

Of enterprises build with low code²



Copilot in Power Platform



Microsoft
Copilot Studio



Power
Automate



Power
Apps



Power
Pages



Power
BI



Power Platform

The most complete low code platform



Power Apps

Web and mobile app development



Power Automate

Process and workflow automation



Copilot Studio

Customize & create copilots



Power Pages

Secure, data-centric business websites



Power BI

Data exploration, analytics and reporting

Copilot
Imagine it, describe it,
Copilot builds it.

Unified
Dataverse as one
common data model

Complete
One platform for your app,
automation, bot, RPA and BI

Collaborative
Seamlessly integrated with
Microsoft 365 & Teams

Extensible
Easily customize with
your favorite dev tools

World's first built-in Copilot in low code tools



Power Platform



Power Apps

- Natural language to app
- Power FX ideas
- Custom Copilot control
- Excel to Canvas app



Power Automate

- Natural language to cloud flow
- Cloud flows designer
- Copilot to desktop flows and scripts
- Copilot to analyze automation activity



Copilot Studio

- Generative building
- Generative answers
- Generative actions
- Azure conversational language understanding
- Plugin builder
- Prompt builder



Power Pages

- Natural language to site
- Generate forms with natural language
- Contextual copilots for end users
- AI to write code



Power BI

- Natural language to Reports
- Natural language to DAX quick create
- Azure AI Studio Integration

Copilot in Power Platform is available today (in GA or preview).

Power Platform AI capabilities require a paid Power Platform license; some AI capabilities may require the purchase of additional capacity packs.

[Click here for additional details on product availability](#)

Power Platform Copilot

since 2021

● 2021

Power Apps

Natural language to Power Fx formulas

Power BI

Natural language to DAX Quick Create

● 2022

Power Automate

Natural language to flow, format data by examples

Power Apps

Image & Figma to app

● 2023

Power Virtual Agents

Generative answers

AI Builder

Azure OpenAI model with templates

Power Virtual Agents

Natural language to bot (Copilot)

Power Apps

Natural language to app (Copilot)

PVA in Power Apps

AI analytics

Power Automate

Enhanced natural language to flow (Copilot)

Power Pages

Natural language to webpage (Copilot)

Power BI

Natural language to data insights (Copilot)

Power Virtual Agents

Generative actions

Power Apps

Excel Data import

World's first built-in Copilot in low code tools



Power Platform



Power Apps

- Natural language to app
- Power FX ideas
- Custom Copilot control
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Power Apps

Express Design

Upload an image (or Figma) and map its elements to Power Apps components

Manages most common controls like inputs, buttons, check box, drop downs, text inputs, etc.

Provides optional data set up steps for you to extract fields from the image and create a Dataverse table right away

A working app based off of the image content is generated automatically

Registration Sign-up

First Name

Last Name

T-Shirt Size
 Medium ▾

Dietary Need
○ Yes ○ No

Registration Sign-up

First Name

Last Name

T-Shirt Size
 Medium ▾

Dietary Need
Yes

World's first built-in Copilot in low code tools



Power Platform



Power Apps

- Natural language to app
- Power FX ideas
- Custom Copilot control
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Power Automate

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Site 1 - Private - Saved

Pages + Page Main navigation SECTION +

Woodgrove Bank

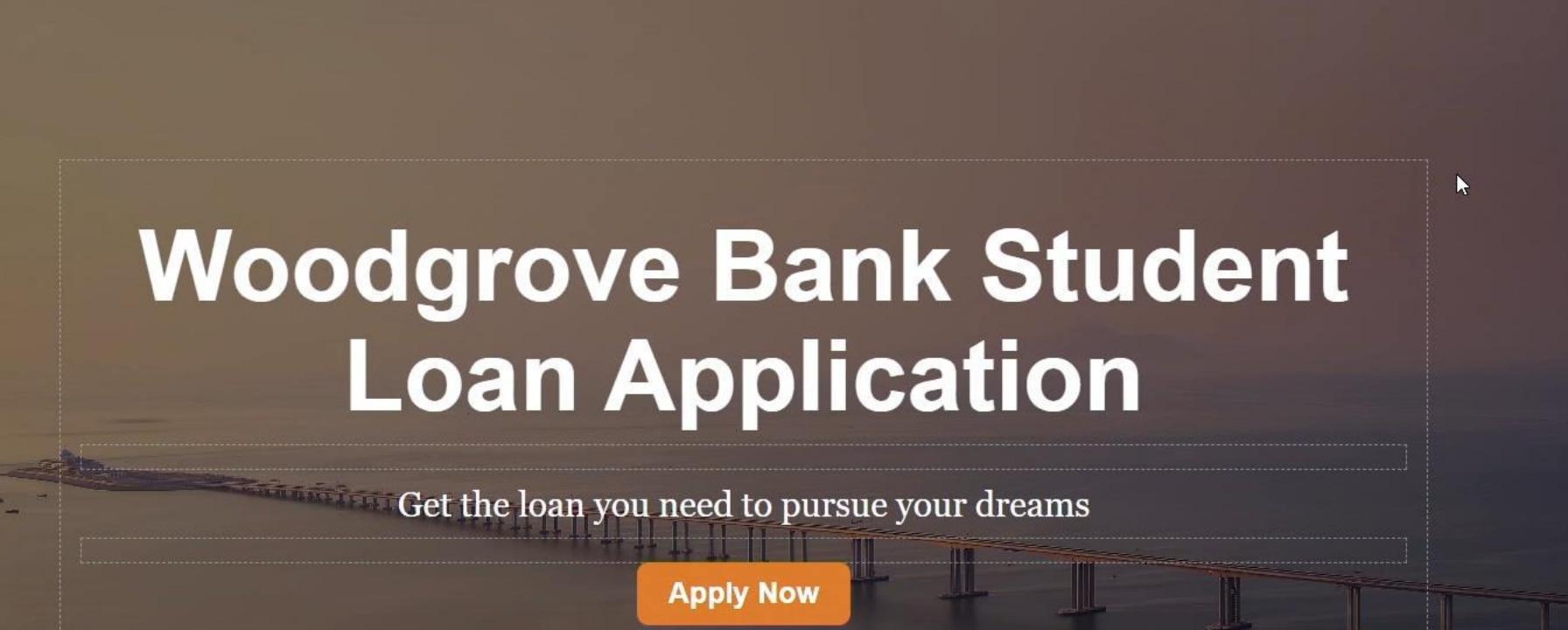
Home Contact Us Application Student Loan ...

Access Denied Page Not Found

Woodgrove Bank Student Loan Application

Get the loan you need to pursue your dreams

Apply Now



This screenshot shows the Microsoft Power Pages editor interface for a website titled "Woodgrove Bank". The left sidebar contains navigation links for "Pages", "Main navigation", "Data", "Set up", and "Other pages" (Access Denied, Page Not Found). The main content area displays a hero section with a large title "Woodgrove Bank Student Loan Application", a subtitle "Get the loan you need to pursue your dreams", and a prominent orange "Apply Now" button. The background of the hero section features a dark brown image of a suspension bridge over water. The top right corner of the screen shows the Microsoft Copilot logo and the text "Environment PowerPagesDeveloper...".

← → 🔍 https://make.powerpages.microsoft.com/e/5fd98fd4-18f0-e719-9ebe-fd4e88131212/sites/18e104b8-eff2-ed11-8848-6045bda75fd9/pages#webpages/0ae104b8-eff2-ed11... 📁 A ⚡ ⚡ InPrivate PV

Power Pages Environment PowerPagesDeveloper-... 📈 Copilot Preview Sync

Pages + Page Main navigation Home Contact Us Application Student Loan ...

Main navigation Home Contact Us Application Student Loan ...

Other pages Access Denied Page Not Found

Site 1 - Private - Saved

Preview

Edit code

Woodgrove Bank Student Loan Application

Get the loan you need to pursue your dreams

Woodgrove Bank offers Student Loans to help students meet their educational goals. Competitive interest rates and flexible repayment options make it easier to manage monthly payments. Repayment assistance is available for those who qualify. Choose the loan that best fits your needs. Contact us today to learn more about our Student Loans.

Apply Now

This screenshot shows the Microsoft Power Pages editor interface. On the left, there's a sidebar with navigation links like 'Pages', 'Main navigation', 'Other pages', and 'Edit code'. The main area displays a dark-themed web page for 'Woodgrove Bank Student Loan Application'. The page features a large title 'Woodgrove Bank Student Loan Application' in white, bold, sans-serif font. Below the title is a text block containing the slogan 'Get the loan you need to pursue your dreams' and a detailed description of the bank's student loan offerings. At the bottom is a prominent orange button labeled 'Apply Now'. The browser address bar shows the URL of the Power Pages site, and the system tray at the bottom indicates it's 4:05 PM on 5/24/2023.

Do you want to make any changes? PREVIEW

Describe any updates you'd like to make to the form
0/250

Limit the collection of personal data to only what you need for a specific purpose. Make sure AI-generated content is accurate and appropriate before using it. [See preview terms](#)

A form has been created for you

Remove the Email field Add Co-Applicant Name field

Add Default field Add Credit Score field Add Education Level field

Add Nationality field

History Start over

Create a student loan application form
Here is a form for student loan application form

Preview

Student Loan Application Form

Name

John Smith

Address

123 Main St, New York, NY

Phone Number

123-555-0100

Email

john@example.com

Date of Birth

Sat May 20 2000

OK Cancel



Power Pages

Environment PowerPagesDeveloper-...

Site 1 - Private - Saved

Copilot Preview Sync

Pages + Page

Main navigation

- Home
- Contact Us
- Application
- Student Loan

Other pages

- Access Denied
- Page Not Found

Learn More

Edit code

Edit form Edit fields Permissions ...

Set the permission on this form so it can be seen and used by all of your site visitors.

New permission

Name

Address

Phone Number

Provide a telephone number

Email

Date of Birth

MM/DD/YYYY



Search



Power Pages Environment PowerPagesDeveloper... InPrivate PV

Site 1 - Private - Saved

Copilot Preview Sync

Pages + Page

Main navigation

- Home
- Contact Us
- Application
- Student Loan

Other pages

- Access Denied
- Page Not Found

Provide a telephone number

Email

Date of Birth

M/D/YYYY

Gender

Female

Marital Status

Divorced

Employment Status

Full-time

Monthly Income

Monthly Expenses

Loan Amount

Copilot PREVIEW

Style my form to be more modern Just now Your form has been styled! Just now

Choose a starter prompt, request an action, or ask a question

Al-generated content can have mistakes. Make sure it's accurate and appropriate before using it. [Read preview terms](#)

4:08 PM 5/24/2023

World's first built-in Copilot in low code tools



Power Platform



Power Apps

- Natural language to app
- Power FX ideas
- Custom Copilot control
- Excel to Canvas app



Power Automate

- Natural language to cloud flow
- Cloud flows designer
- Copilot to desktop flows and scripts
- Copilot to analyze automation activity



Copilot Studio

- Generative building
- Generative answers
- Generative actions
- Azure conversational language understanding
- Plugin builder
- Prompt builder



Power Pages

- Natural language to site
- Generate forms with natural language
- Contextual copilots for end users
- AI to write code



Power BI

- Natural language to Reports
- Natural language to DAX quick create
- Azure AI Studio Integration

Copilot in Power Platform is available today (in GA or preview).

Power Platform AI capabilities require a paid Power Platform license; some AI capabilities may require the purchase of additional capacity packs.

[Click here for additional details on product availability](#)

https://make.powerautomate.com/

Power Automate

Search for helpful resources

Environments
Wide World Importers

Back | Copilot | Test | Save

```
graph TD; Start([Approve Teams channel creation]) --> Condition{Condition}; Condition -- Yes --> CreateIssue([Create a channel for issue]); CreateIssue --> SummarizeGPT([Summarize issue with GPT]); SummarizeGPT --> DetermineContacts([Determine relevant contacts]); DetermineContacts --> PostChannel([Post message to channel]); Condition -- No --> Placeholder1[ ]; Placeholder1 --> Placeholder2[+]
```

Copilot

started?

After the channel is created, post a summary of the support issue that requests help. Tag contacts for departments most likely to be relevant to the issue.

I've added or updated the following actions:

- Summarize issue with GPT
- Determine relevant contacts
- Post message to channel

Monitor the post for responses

How do I add more approvers?

Describe what you want to automate, ask a question, or type / for suggestions



AI Builder | Prompt Builder

A Prompt engineering guide

Prompts are how you build custom generative AI capabilities in Power Platform — like summarizing a body of text, drafting a response, or categorizing an incoming email. Think of prompts as a way of building custom GPT functions using only natural language.

1. What can you build with prompts?

Prompts are the key to many AI solutions, depending on what you need to solve.

Here are six common uses:

✓ **Classification** of text:

"Which category does this [blog] belong to: technology, lifestyle, or education?"

✓ **Sentiment** analysis:

"Is this customer [review] positive, negative, or neutral?"

✓ **Rewriting** content:

"Rewrite this technical [guide] in simpler terms for beginners."

✓ **Summarize** information:

"Summarize this [article] in a few paragraphs."

✓ **Extract** information :

"Find the main event date and location in this news [report]."

✓ **Drafting** a **Response**:

"Draft a reply to this customer's [complaint] about delivery delay."

2. What is prompt engineering?

Prompt engineering is the art of crafting effective prompts to guide AI behavior. It involves designing inputs that clearly convey the task to the AI, ensuring accurate and relevant responses. This process is crucial for maximizing the potential of AI tools, as the quality of the prompt directly influences the output.

Create a product feedback summary based on recent customer [reviews]. The summary should identify key themes, overall sentiment, and any recurring issues or praises. Format the summary to be concise, and present the information in a clear, easy-to-understand manner suitable for a marketing team meeting.



A Prompt engineering guide

3. What can I do with prompts?

Prompts are fundamental artifacts in Power Platform. Think of them as custom AI functions and can be invoked via Power Fx across the platform.



Power Apps

In Power Apps, you can easily add prompts as AI models, similar to other AI models. By using **Power Fx**, you can invoke these custom prompts, bringing smart features into your business applications.



Copilot Studio

Prompts can be saved as **Plugins** to enhance your Copilot, much like adding new skills to a toolbox. These plugins, build with prompts, help extend your Copilot with additional functions and expertise.



Power Automate

Prompts in Power Automate are available as AI Builder **actions**, enabling you to automate complex workflows with ease.

Things to keep in mind

Consume AI Credits.

Prompts are AI models as a core concept and hence consume credits at runtime.

Azure OpenAI models.

Prompts use Azure OpenAI models backed by Azure enterprise promises.

Shareable.

Prompts are shareable within the environment.

Your data is yours.

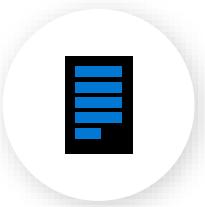
Azure OpenAI models don't train on your data. Models are only used for inferencing.

Solution-aware.

Prompts support ALM and hence are solution-aware.



Wide Range of AI Scenarios



Documents

Form processing
Text recognition
Invoice processing
Receipt processing
Identity document reader
Business card reader



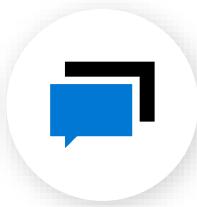
Vision

Object detection
Classify images



Prediction

Prediction



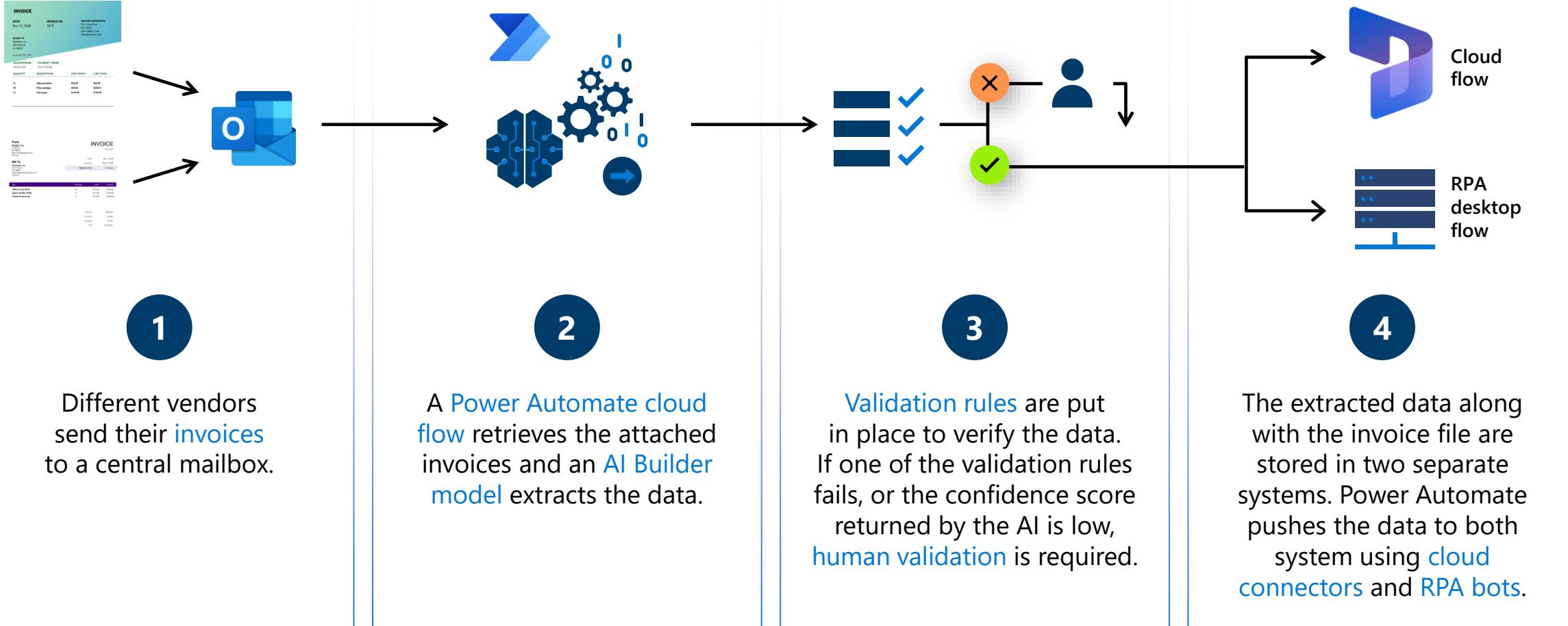
Language

Category classification
Entity extraction
Key phrase extraction
Language detection
Sentiment analysis
Translation

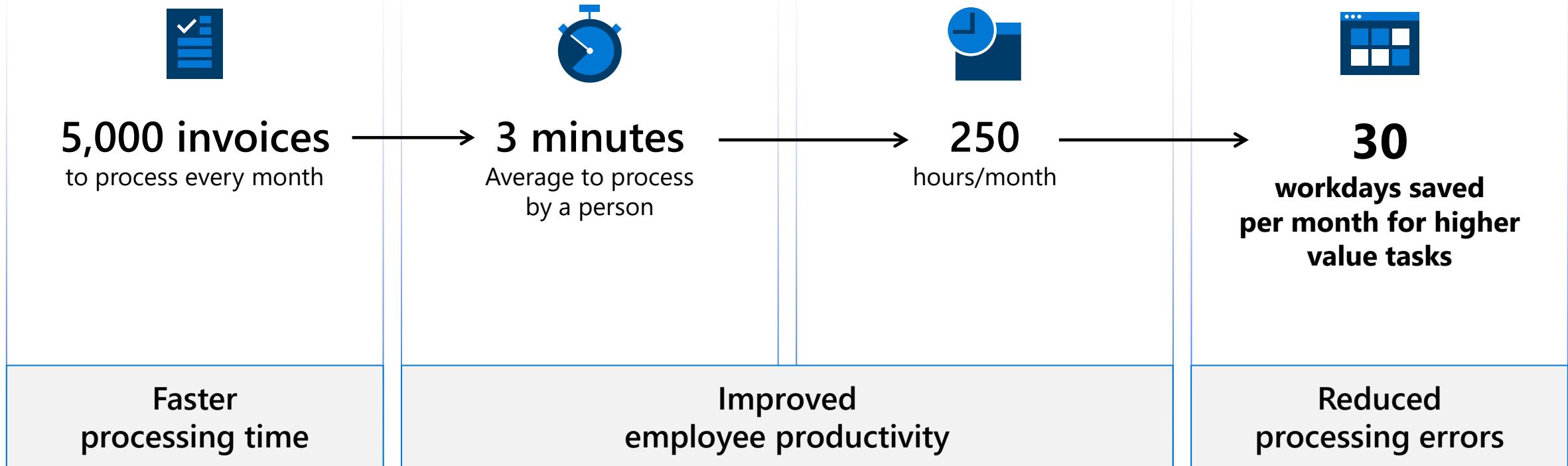


AI Builder can work with structured and unstructured data — using prebuilt or custom AI models — providing an expansive range of use cases.

Common use case : Invoice Processing / AP Automation



AP Automation use case: Impact



AI Builder Licensing overview



Free trial

Anybody can test AI Builder and [start a free trial](#).



AI Builder is licensed per tenant

AI Builder operations consume AI Builder credits.

1 AI Builder Add-on (500 \$ / month) grants 1 million AI Builder credits.



Discounts

List price corresponds to low volumes.

For higher volumes, customers can get discounts.



Included with Desktop flows

Per user plan with attended RPA includes AI Builder 5,000 credits.



Included with Power Apps*

Per app plan includes 250 AI Builder credits per month.

Per user plan includes 500 AI Builder credits.

* 1 million credits cap

Allocate capacity and monitor usage

Allocate capacity

- Admins allocate AI Builder credits to select environments

Go to <https://admin.powerplatform.microsoft.com/>

The screenshot shows the Power Platform admin center interface. In the main area, under the 'Capacity' section, there's a table with columns: Environment name, App passes, Flow per business pro..., Portal page views, Portal logins, and AI Builder credits. The AI Builder credits row shows 1000000 credits remaining. A modal window titled 'Manage add-ons' is open, showing 'App passes' (3 assigned, 10 remaining) and 'AI Builder credits' (1000000 assigned, 1000000 remaining). The modal also includes a note: 'Assign add-ons to environments so that people can do more with their apps, flows, portals, virtual agents, and AI models.' The URL in the browser bar is https://admin.powerplatform.microsoft.com/.

Monitor usage

- Admins can download usage reports per environment

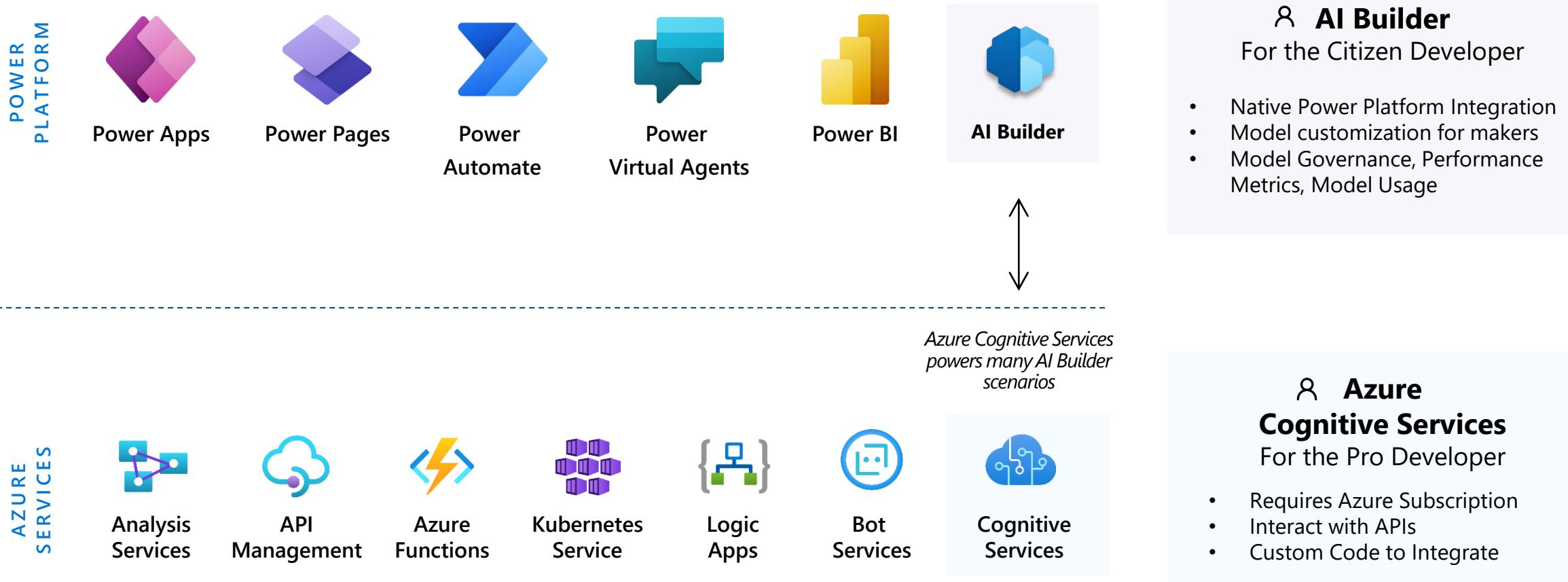
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Date	EnvironmentId	AIConsumption
12/09/2020	e0414dba-7f44-48e4-831a-54281add2b62	21000
12/09/2020	3d02075f-2131-4447-a30f-6727e46f70fd	3000
12/09/2020	a8749407-c060-46bd-ae55-0bd2cb082188	<1K

How is AI Builder different from Azure AI ?

Citizen Developer experience on top of Azure services - natively integrated in the Power Platform.



World's first built-in Copilot in low code tools



Power Platform



Power Apps

- Natural language to app
- Power FX ideas
- Custom Copilot control
- Excel to Canvas app



Power Automate

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- Cloud flows designer
- Copilot to desktop flows and scripts
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Copilot Studio

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- Generative answers
- Generative actions
- Azure conversational language understanding
- Plugin builder
- Prompt builder



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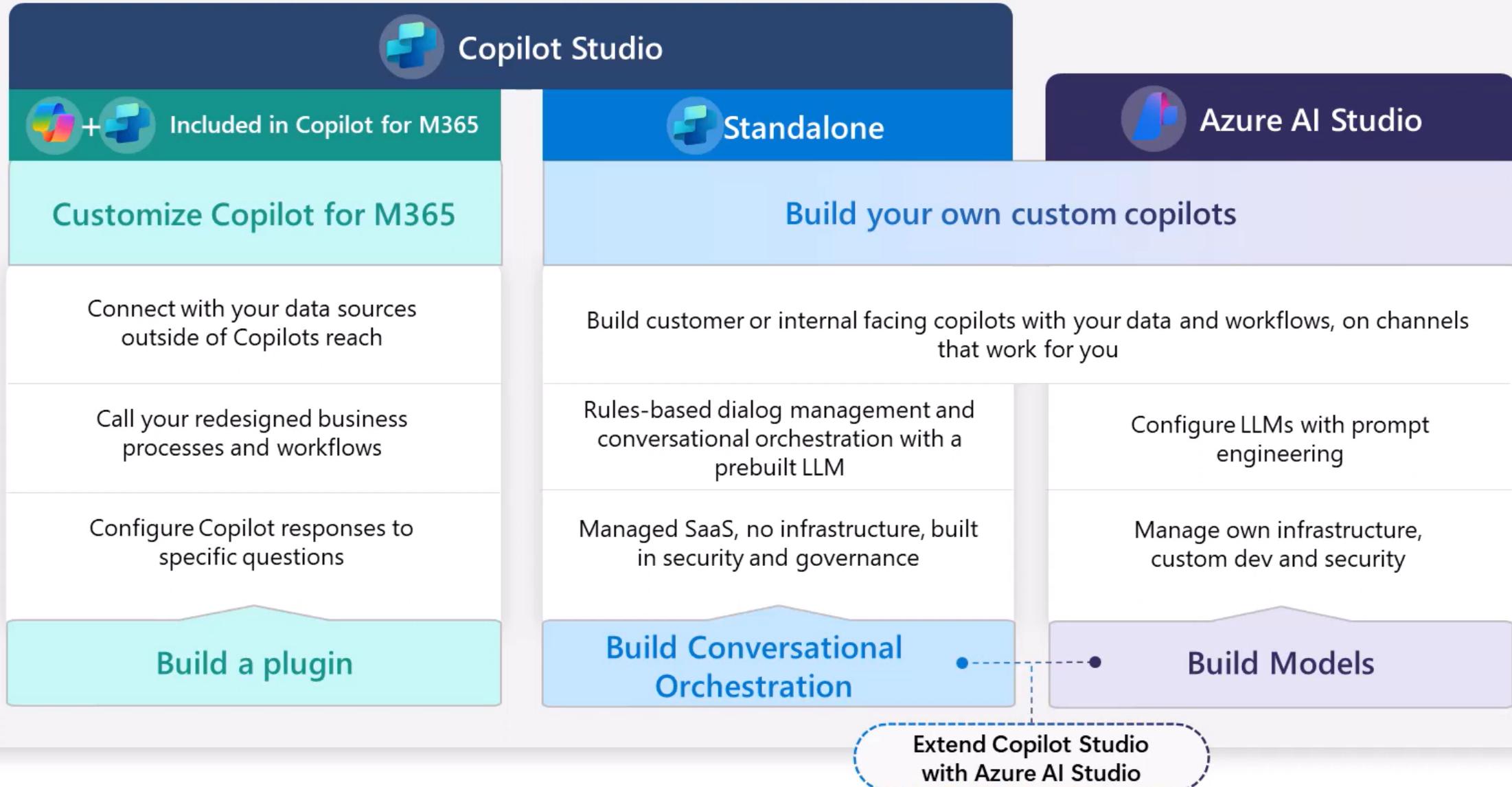
[Thought leadership](#) [AI](#) [Manufacturing](#) [Sales](#) • 5 minutes • March 6, 2024

Build, buy, or both? How to choose the right approach for your AI transformation

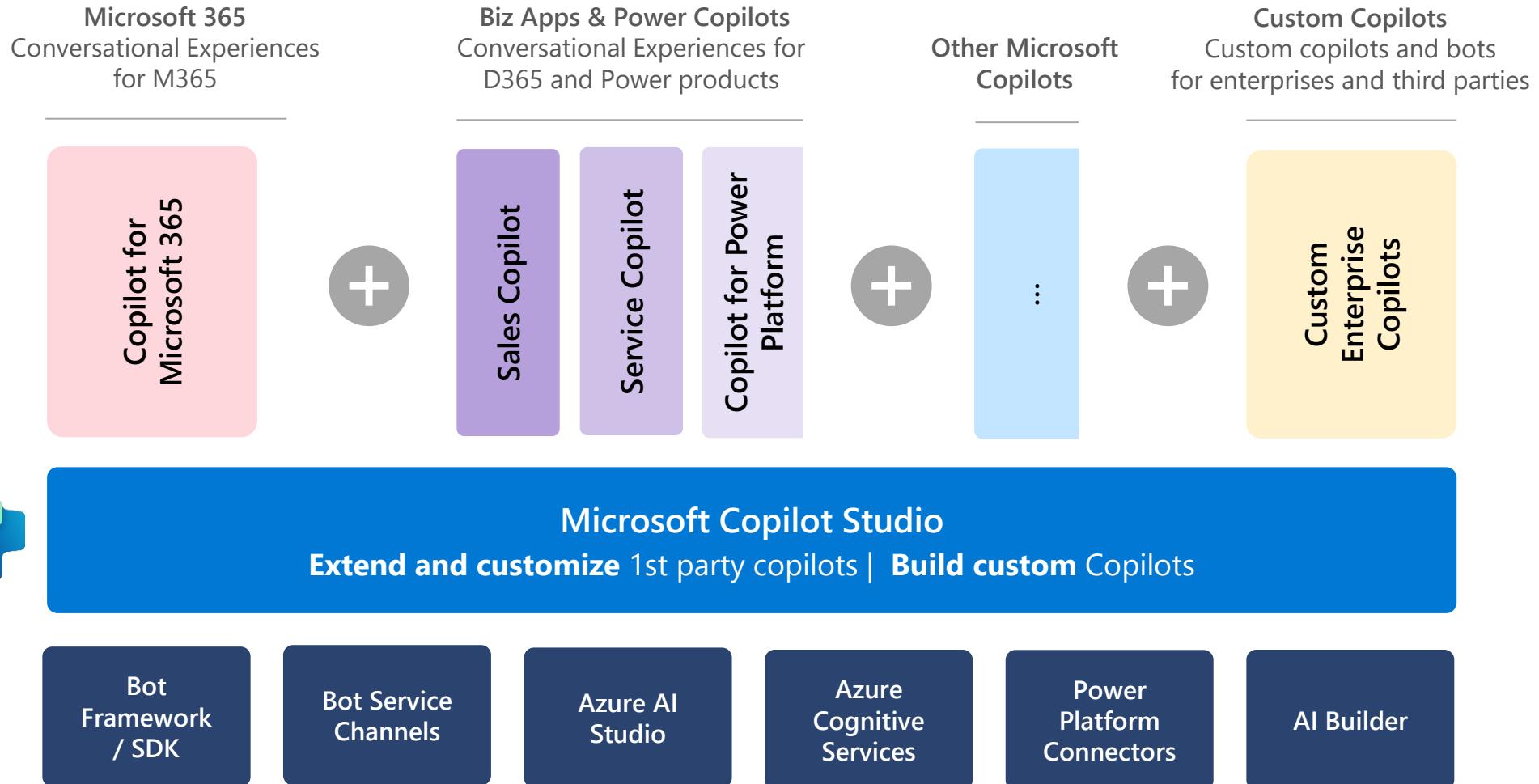
By [Jessica Hawk](#), Corporate Vice President, Data, AI, Digital Application Product Marketing

[Build, buy, or both? How to choose the right approach for your AI transformation | The Microsoft Cloud Blog](#)

Different building journeys for different needs



Copilots and Conversational AI





Copilot Studio

	Internal custom copilots	Customer facing copilots	Extend Copilot for Microsoft 365		
World Class UX	Declarative	Rich Response	Intuitive	Ease of use	Natural language to build
Logic + Automation	Low code logic	Generative Answers + Actions	Power Automate	Custom Azure Skills	
Next-Gen AI	Prebuilt LLM	Generative AI	Proactive suggestions	Bring your own Model (BYOM)*	
Connected experience	Microsoft Copilot	Power Platform	1000+ Connectors	Azure AI Studio	
Copilot Lifecycle	Test Pane	Collaboration	Solution Management	ALM Automation	
Security + Governance	Trusted identity	Full visibility	Advanced RBAC	Granular DLP control	
Microsoft's end-to-end copilot building platform					



Build a custom copilot, examples to bring to life

IT Service

Transform IT service processes with multi-turn experiences.

Ask the IT Service copilot

What are the **new laptop options** for my device replacement?



Exciting! These are your options:



Would you like me to start the approval process to your manager and then create an IT ticket for set up?

Enter your message



Customer Facing

Empower customers to interact with your organization, available 24/7.

Ask the Customer Experience copilot

Can you send me a **receipt of my recent purchase** and a "how to" guide on the product?



Authenticates user
Of course! I have emailed you a **copy of the receipt**. You can read the **product guide here**.



Have you considered this **Product**? It has been popular with your recent purchase.

Enter your message



Human Resources

Interface with your ERP systems to streamline HR processes.

Ask the Employee Experiences copilot

Start the **onboarding process** and required tasks for **new colleague**?



Sorted. I have used your HR site to formulate a list, available in "To do"



Thanks. What is the budget for **learning and development** left on my team?



According to your IO: 12345, you have \$5400 remaining for this quarter.

Enter your message



Integrate copilot

Pro developer extensibility

Use Azure OpenAI to create generative conversations and copilots or build your own custom experience.

Extend LOB applications

Create a modern and conversational UI over your LOB applications extending their capabilities and reach.

Transform SAP processes

Build, surface and enrich SAP processes with a chat experience.

Escalation to agents

Continue the conversation with full context with an end-to-end customer engagement platform.

Enable the frontline workforce

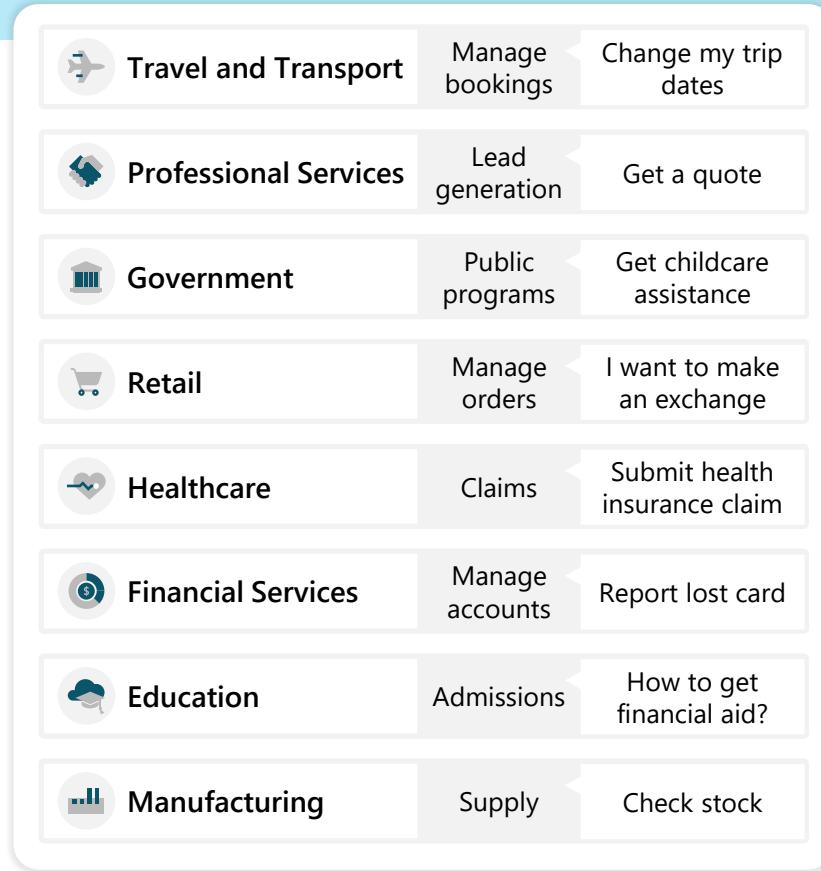
Equip your frontline with the tools to accelerate productivity in a single chat experience

Publish where you want

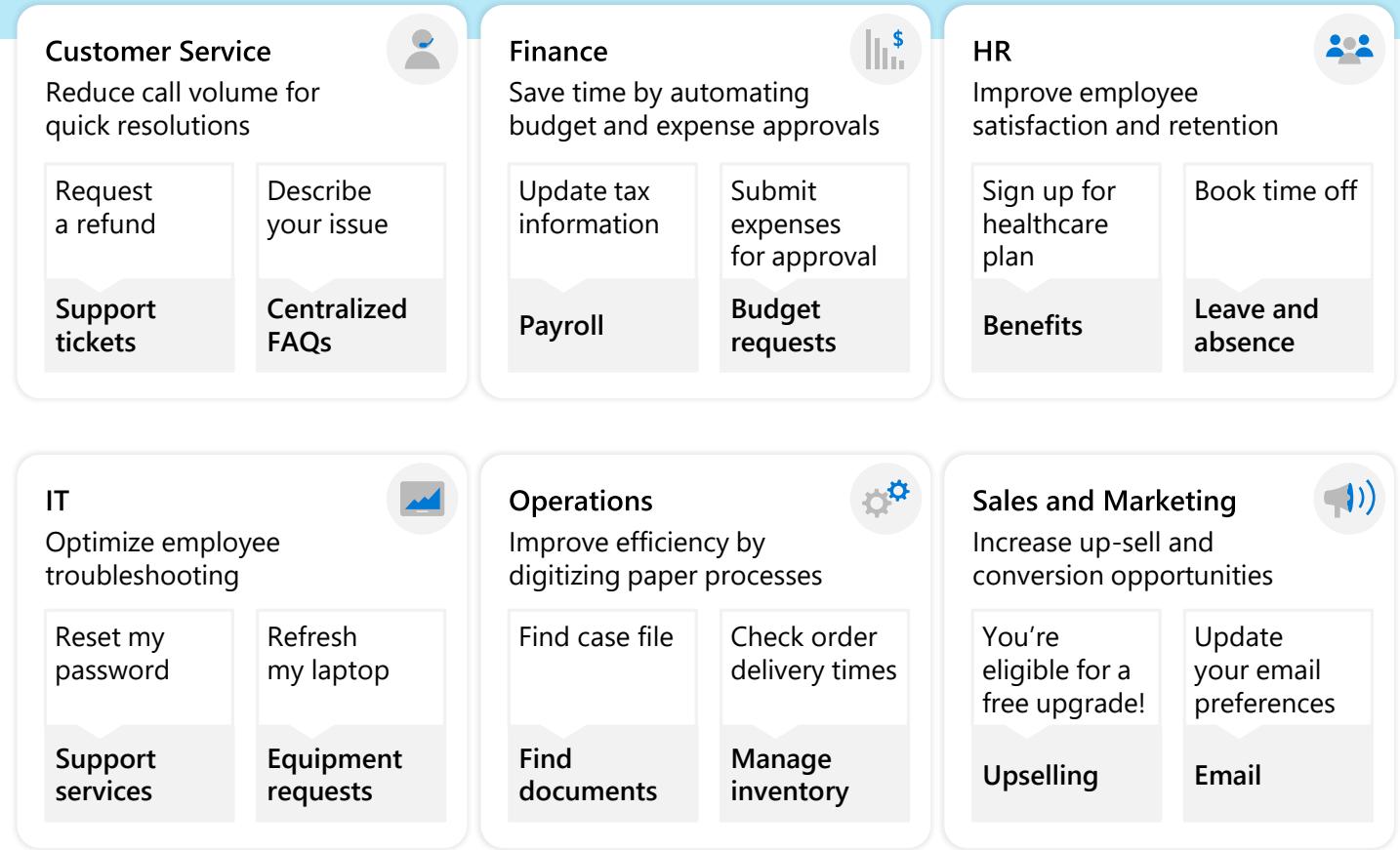
Publish dedicated copilots tailored for your employees or customers on the channel or language that works for them.

Build copilots that work for you

in your industry...



...and department



Microsoft protects your data and enables you to control it

Protecting your data



Security and Compliance



Data Usage and Privacy



Committed to responsible AI

Inheriting

Power Platform & M365
policies and controls



Data access & permissions



User-tenant focus

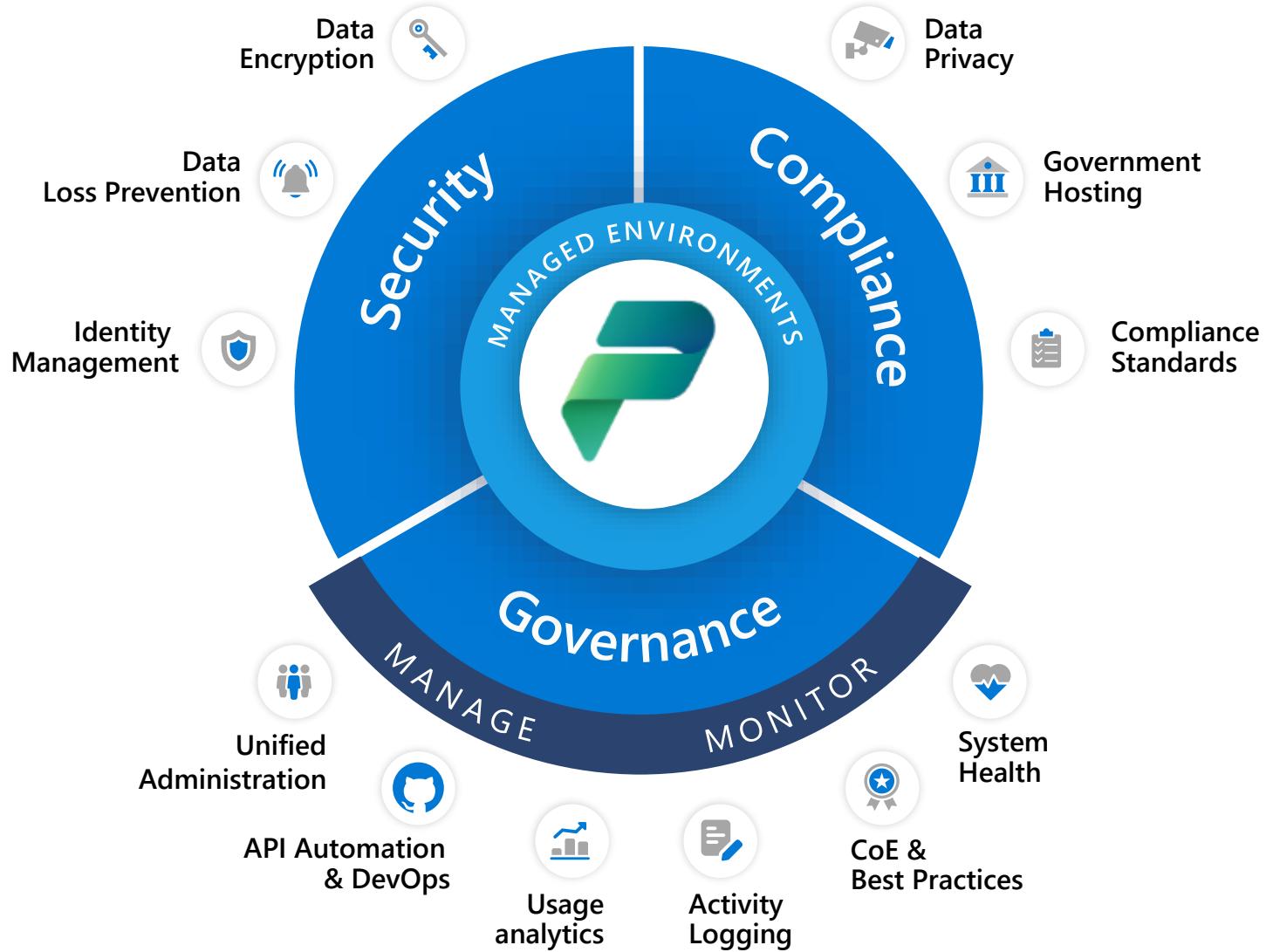


Customer data protection



Data processing and residency

Power Platform
offers unmatched
governance and
security controls
at scale today



Power Platform Copilot Governance (Tenant level)

- 1 Control Copilot in Power Apps for building apps and answers to questions
- 2 Control Copilot in Power Automate via Azure OpenAI and Bing Search
- 3 Control 'generative answers' in Microsoft Copilot Studio
- 4 Participate in improving the LLMs. We don't use customer data to train Azure OpenAI Service foundation models.

The image displays four separate callout boxes, each containing a different governance setting for Copilot features:

- 1 Copilot in Power Apps**: A white callout box with a blue header. It says "Copilot in Power Apps" and "Allow people to use AI to help build apps and get answers to questions. Currently in preview." It includes a link to "Learn more" and a toggle switch labeled "On".
- 2 Copilot help assistance in Power Automate via Bing**: A white callout box with a blue header. It says "Copilot help assistance in Power Automate via Bing" and "The Copilot generative answers capability is powered by Azure OpenAI and Bing Search and is currently available only in US-Based environments." It includes a link to "Learn more" and a toggle switch labeled "On".
- 3 Publish bots with AI features**: A white callout box with a blue header. It says "Publish bots with AI features" and "Allow bot authors to publish Power Virtual Agents bots when AI features are enabled, like conversational boosting with generative answers." It includes a link to "Learn more" and a note about agreeing to "supplemental terms". It has a toggle switch labeled "Enabled".
- 4 Data sharing for Dynamics 365 Copilot and Power Platform Copilot AI Features**: A white callout box with a blue header. It says "Data sharing for Dynamics 365 Copilot and Power Platform Copilot AI Features" and "Terms of Service". It describes the process of allowing Microsoft to capture and review data from Copilot AI features. It includes a link to "Learn more" and a note about agreement to "supplemental terms". It has a toggle switch labeled "Enabled".

Power Platform Copilot Governance (Environment level)

1 Control Copilot for canvas editors and Copilot chat experience for end-user

2 Control AI Builder models and using AI in formula columns

3 Opt-in on access of Copilot for each environment when outside US, UK, and Australia

1 **Copilot** Preview

Allow canvas editors to get AI-powered answers to how-to questions and AI Builder GPT experiences. Currently in preview. [Learn more](#)

On

Allow users to analyze data using an AI-powered chat experience in [canvas](#) and [model-driven apps](#). [Learn more](#)

2 **AI Builder**

Enable the usage of model types that are in preview [Learn more](#)

AI Builder preview models

On

3 **AI suggestions for formula columns** Preview

Allow users to get AI suggestions when creating formula columns. Currently in preview. [Learn more](#)

Off

3 **Generative AI features** X

Agree to the following terms to enable generative AI features. [Learn More](#)

Move data across regions

Terms of use for data movement across geographical data boundaries

I understand that generative AI features use the Azure OpenAI Service. By using them, I agree to my data being stored and processed by the Azure OpenAI Service outside of my environment's geographic region or compliance boundary. [See terms](#)

Bing Search

Terms of use for Bing Search

I understand that some generative AI features use Bing Search. Your data will flow outside your organization's compliance and geo boundaries. Customer's use of Bing Search is governed by the [Microsoft Services Agreement](#) and the [Microsoft Privacy Statement](#).

Why Power Platform?

Using the right tool for the job



Improve Employee Experience	Reduce your Costs	Secure, Scalable app Development	Effortless Integration & Extensibility
Accelerate application & automation development to meet business demand faster	45% reduction in development costs	Improve security posture and manage application lifecycle seamlessly while empowering more people to create solutions	Extend apps with the ultimate flexibility powered by best-in-class services and even better with Azure services

Source: Forrester TEI of Microsoft Power Platform Premium Capabilities August 2022

Best of Breed & Best of Suite

Analysts rate Microsoft as a leader

Low Code Apps

Automation

Analytics & BI

Developer Tools

Cloud AI

Category leadership rating per analyst reports from Forrester, Gartner, and IDC in 2021 and 2022

Common manufacturing application use cases



Comms and announcements

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



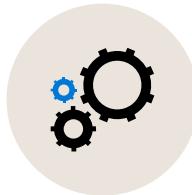
Inspections and audits

Collection of customer data
Daily job-site inspection and store audits
Incident reporting
Internet of Things (IoT)-based monitoring
Quality-control checklist and safety-and-compliance audits
Supply tracking



Approvals

Permissions request
Employee travel request
Overtime request
Timesheet submission



Customize solutions

Leverage Power Apps to customize your Dynamics 365 solutions



Common retail application use cases



Asset management

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



Inspections and audits

- Collection of customer data
- Daily job-site inspection and store audits
- Incident reporting
- Internet of Things (IoT)-based monitoring
- Quality-control checklist and safety-and-compliance audits
- Supply tracking



Scheduling

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



Customize solutions

- Leverage Power Apps to customize your Dynamics 365 solutions



Power Platform Patterns of Value

How Business uses Power Platform



App Modernization

Update, rearchitect, and rebuild apps at scale and address backlog.



Business Agility

Improve processes and experiences for core systems: SAP, Oracle, Salesforce.



Accelerate Pro Development

Reduce time and effort in creating enterprise-grade apps.



Enhance Employee Experience

Interact with business data with ease in Microsoft 365 and Teams.



Empower Departments

Enable departments to solve business challenges with IT governance.



Optimize Hyperautomation

End-to-end automation with RPA, DPA, AI, chatbots, more.



Caterpillar

Rental equipment turn around processing app reduced entire process to **1-day**



Ernst and Young

General ledger posting process connected to SAP yields **30% Cost reduction** from



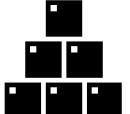
Blackmores Group

Pro-code plus No-code practice reduced time to produce key supplier reports by **50%**



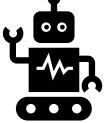
American Airlines

Frontline connected through Teams and Power Apps save **10 hours** of taxi time per day



T-Mobile

Employee led initiatives facilitated by Marketing team saves **\$4M+** from employee initiatives



Pacific Gas & Electric

Digital productivity program supported by Cognizant saved **75,000 hours** across organization

Power Platform Patterns of Value

Why IT chooses Power Platform



Agility

Create rich apps, automations, and bots fast with AI Copilot and low-code tools.



Governance

View, control, and manage policies, usage, onboarding, ALM via Managed Environments.



Security

Built-in Identity and user management, DLP, encryption, compliance, and privacy.



Responsible AI

AI that is fair, reliable, safe, private, secure, transparent, accountable, and inclusive.



Pro Dev Friendly

APIs, Connectors, Custom Connectors, PCF controls, Azure DevOps, and Visual Studio support.



Accessibility

Build accessible and compliant apps easily for Windows, Web, iOS, and Android.

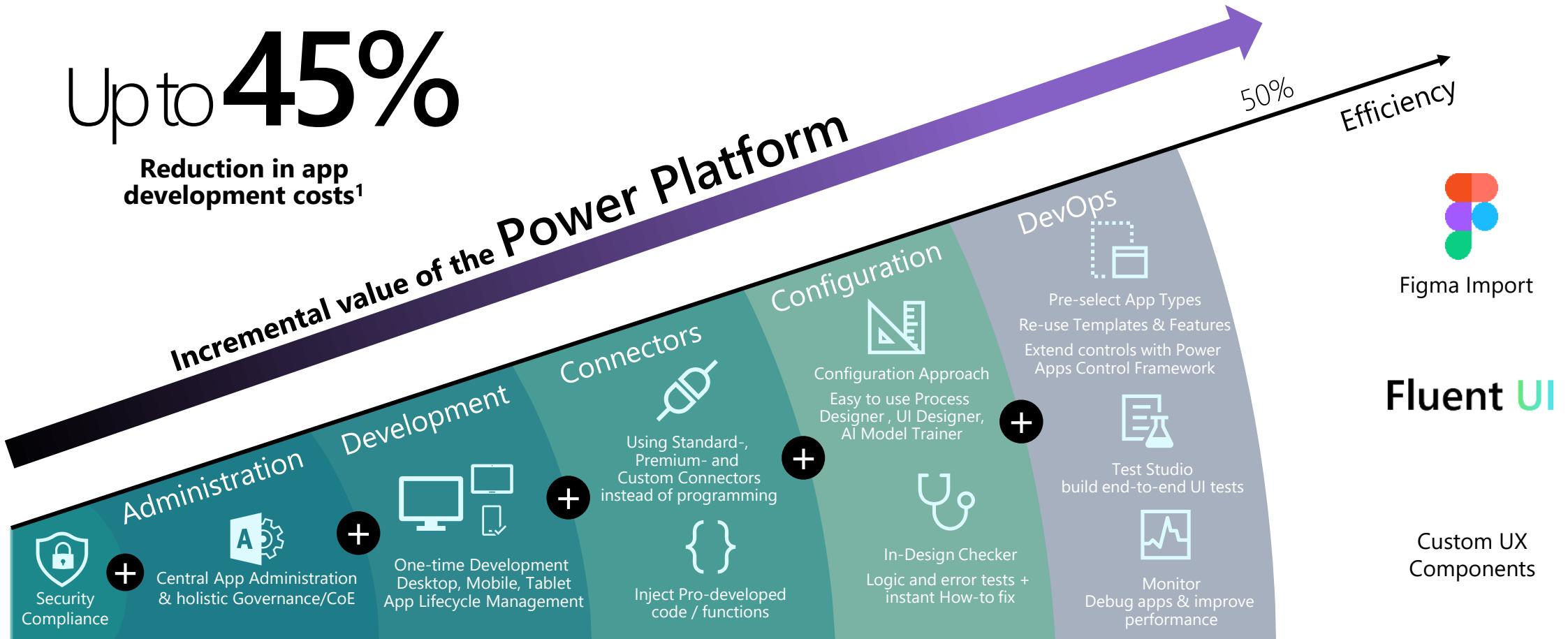
With Power Platform, organizations can reimagine business, IT, and developer **culture** and elevate all employees.

Power Platform Gartner 2023

Accelerate Professional Development

Up to **45%**

Reduction in app development costs¹

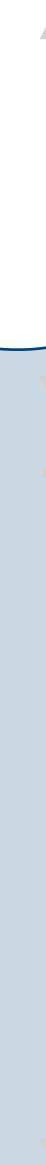


¹ Forrester Total Economic Impact of Microsoft Power Platform Premium Capabilities August 2022



Empower Departments

Innovation is like an iceberg



IT strategy supported through detailed planning

- Rationalize the app and data estate
- Replace or modernize legacy & 3rd-party solutions
- Innovation projects scheduled

If IT can't meet business needs, non-IT builds it

- Largely invisible to IT
- Introduces Risk:
 - Governance – what data is being stored?
 - Visibility – who's building what?
 - Privacy – does data follow privacy policies? GDPR?
 - Sharing – who is data shared with?
 - Devices – are they managed?

Innovation is like an iceberg

Lower the waterline - remove risk through transparency, security, compliance & governance



IT and Pro developer delivery velocity

Deliver roadmap and modernize solutions at scale

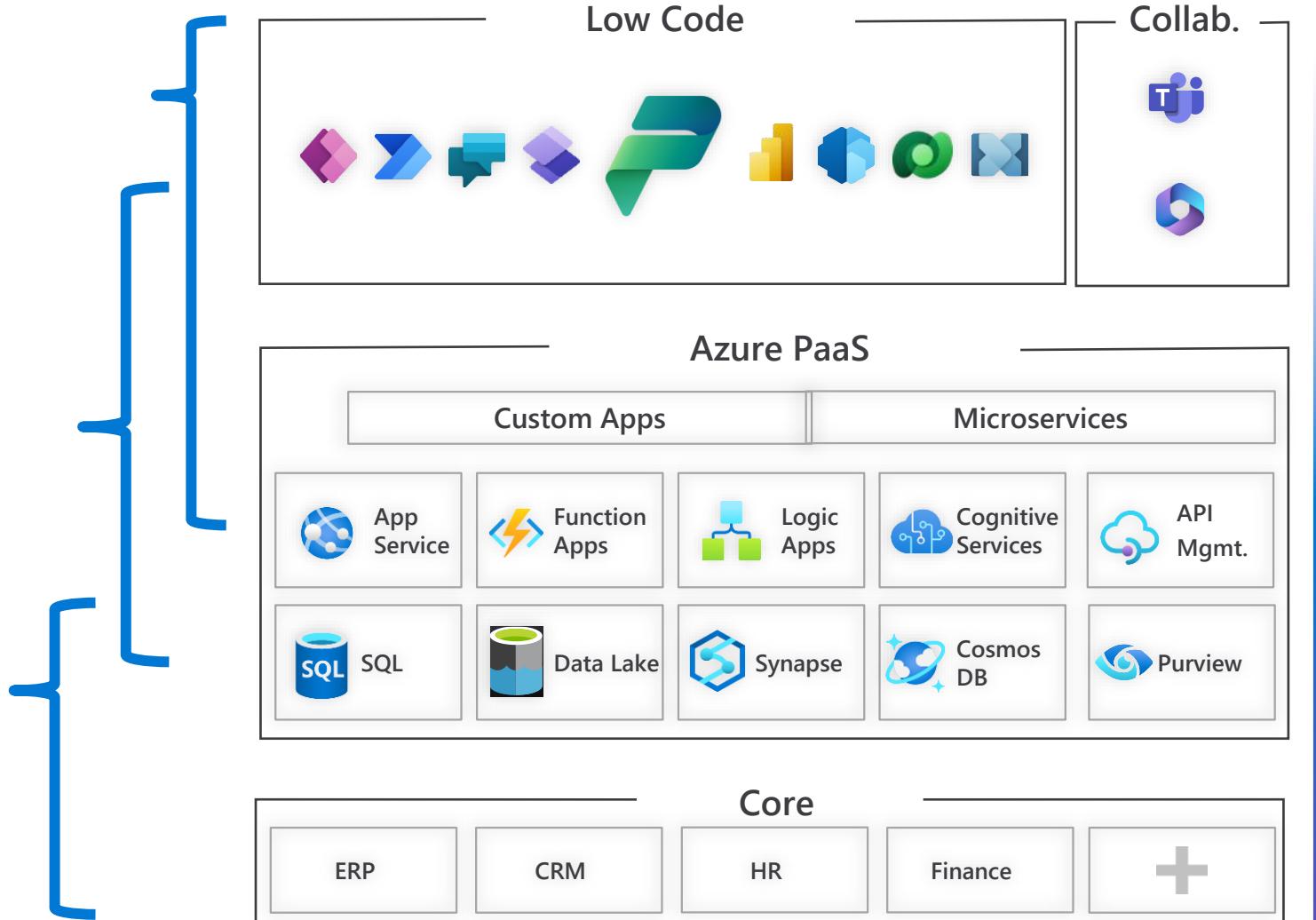


Democratize Innovation

Enable business technologists to create apps, workflows and chatbots without the dependency on IT

Composable Technology Architecture

- Innovative Platforms**
 - Net new ways of solving problems
 - Greatest level of experimentation
 - Cultivate curiosity at the edge
- Differentiated Platforms**
 - Represents the organization's uniqueness
 - Expresses the values of the business
- Core Platforms**
 - Rigid "pillars" of the IT landscape
 - Require high degree of process & rigor
 - Change at this level incurs high risk



Business Agility for Core Systems

Build streamlined, modern experiences your core business processes quickly

Automate processes that span your key line of business systems without the need for complex code

Empower users wherever they work by surfacing apps and processes in the productivity tools they use every day, such as Teams and Outlook

Safeguard mission critical data that supports your core processes with strict security and governance tools

