

Real-world Agentic AI In Action

Device Refresh AI Assistant use case



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IT professionals can use agents to create a self-service workflow for device acquisitions by end-users that assists with selection and approvals.

KPIs impacted

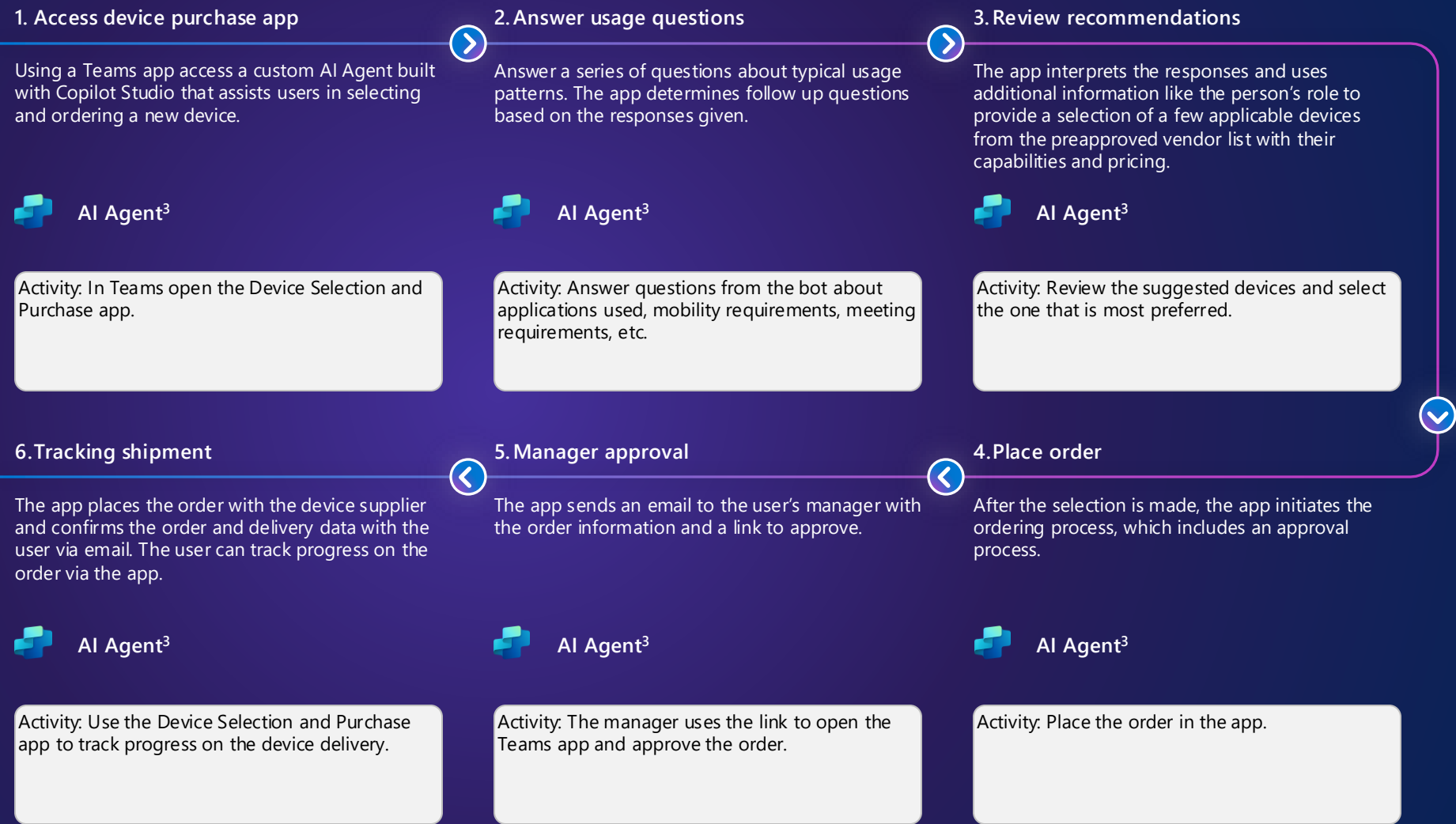
✓ NSAT

✓ IT management costs

Value benefit

✓ Cost savings

✓ Employee experience



¹Access M365 Copilot Chat at m365copilot.com or the Microsoft 365 Copilot Chat mobile app and set toggle to "Web".

²Access M365 Copilot Chat at m365copilot.com the Microsoft 365 Copilot Chat mobile app, or the M365 Copilot Chat app in Teams, and set toggle to "Work".

³AI Agents allow Copilot to access your organization-specific apps. In the past this would have required an API call to get data from a system of record.

The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.



Device Refresh AI Assistant

- ✓ Knowledge Base Integration
- ✓ Instant Approvals
- ✓ SMS Notifications and Updates
- ✓ Grounded on Enterprise Data
- ✓ Realtime insights and analytics



Review



Restart



Start

Step 1

Step 2



Escalate



Done



Copilot

Your AI assistant for work

Let's see it in Action! 😊



▶ Session started

✓ Eligibility Check and Device Retrieval >

✓ Purchase Order creation and Approval >

✓ Shipment notification and tracking >

✓ Insights and Analytics >

✔ Session complete

Demo Summary

KPIs impacted

✓ NSAT

✓ IT management costs

Value benefit

✓ Cost savings

✓ Employee experience



IT professionals can use agents to create a self-service workflow for device acquisitions by end-users that assists with selection and approvals.

✓ Review



▶ Start

Step 1

Step 2

⚙ Escalate

✓ Done



Copilot

Your AI assistant for work

Useful Resources:

-  [Microsoft Scenario Library](#)
-  [AI approvals in Copilot Studio](#)
-  [Multistage and AI approvals \(preview\)](#)
-  [Power Apps 2025 release wave 2](#)
-  [Microsoft Copilot Studio 2025 release wave 2](#)
-  [Device Refresh AI Solution | GitHub](#)



Thank you



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