

# Real-world Agentic AI In Action

Device Refresh AI Assistant use case



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# Assisted device acquisition

Available with:  
Copilot Studio

Scenario level:  
Extend

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

## 1. Access device purchase app

Using a Teams app access a custom AI Agent built with Copilot Studio that assists users in selecting and ordering a new device.



AI Agent<sup>3</sup>

Activity: In Teams open the Device Selection and Purchase app.

## 2. Answer usage questions

Answer a series of questions about typical usage patterns. The app determines follow up questions based on the responses given.



AI Agent<sup>3</sup>

Activity: Answer questions from the bot about applications used, mobility requirements, meeting requirements, etc.

## 3. Review recommendations

The app interprets the responses and uses additional information like the person's role to provide a selection of a few applicable devices from the preapproved vendor list with their capabilities and pricing.



AI Agent<sup>3</sup>

Activity: Review the suggested devices and select the one that is most preferred.

## 6. Tracking shipment

The app places the order with the device supplier and confirms the order and delivery data with the user via email. The user can track progress on the order via the app.



AI Agent<sup>3</sup>

Activity: Use the Device Selection and Purchase app to track progress on the device delivery.

## 5. Manager approval

The app sends an email to the user's manager with the order information and a link to approve.



AI Agent<sup>3</sup>

Activity: The manager uses the link to open the Teams app and approve the order.

## 4. Place order

After the selection is made, the app initiates the ordering process, which includes an approval process.



AI Agent<sup>3</sup>

Activity: Place the order in the app.

<sup>1</sup>Access M365 Copilot Chat at [m365copilot.com](https://m365copilot.com), or the Microsoft 365 Copilot Chat mobile app and set toggle to "Web".

<sup>2</sup>Access M365 Copilot Chat at [m365copilot.com](https://m365copilot.com), the Microsoft 365 Copilot Chat mobile app, or the M365 Copilot Chat app in Teams, and set toggle to "Work".

<sup>3</sup>AI 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



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



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Review





# 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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