Behavior Analysis Technologies

Session 23

Microsoft Power Automate Cognitive Services

Applied Data Science

**2024/2025**

Microsoft Power Automate

- Cloud-based service that allows the **creation automated workflows**.

- The flows can **incorporate various popular applications and services** (Teams, Excel, SharePoint, OneDrive, etc.).

- **Simplifies and streamlines repetitive tasks**, data integration, and process automation without requiring extensive coding knowledge.

Key features

- **Low-Code/No-Code Tool:** Designed for users of all technical levels.

- **Triggers and Actions:** Flows are built using "triggers" (an events that start the process) and "actions" (task).

- **Connectors:** Integrates hundreds of apps and services, including Microsoft 365 and Google services.

- **Cloud Compatibility:** Supports both cloud-based and locally hosted data.

- **AI and Analytics Integration:** Easily integrates with Azure Cognitive Services for tasks like sentiment analysis, translation, and image recognition.
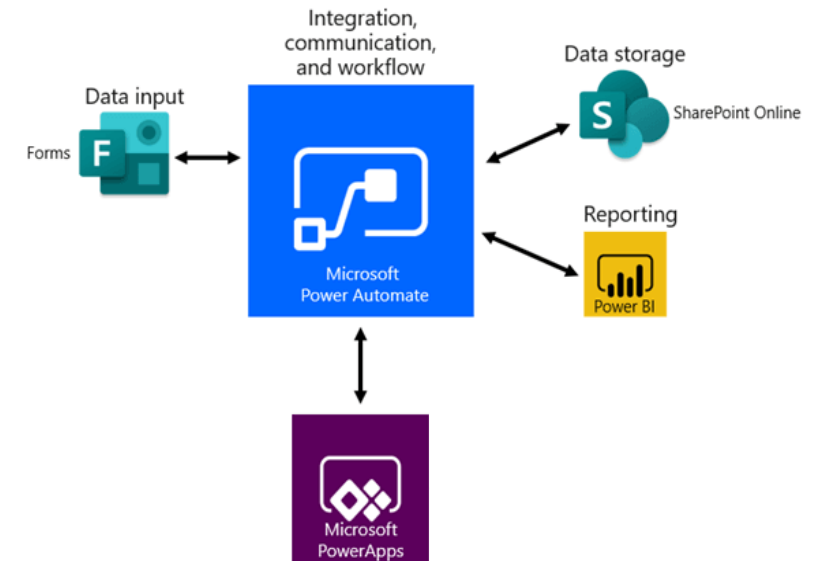
Why use Power Automate?
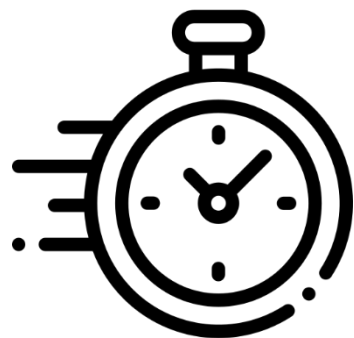
Automates repetitive tasks saving time and reducing manual effort.

Boosts Productivity also eliminating manual errors and bottlenecks.
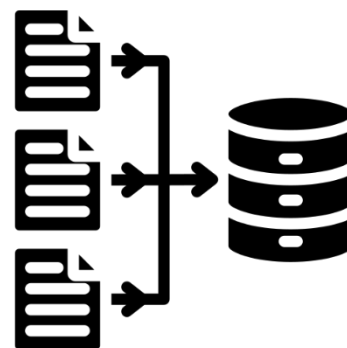
Simplifies Data and Document Management centralizing storage and making data organization and retrieval effortless.
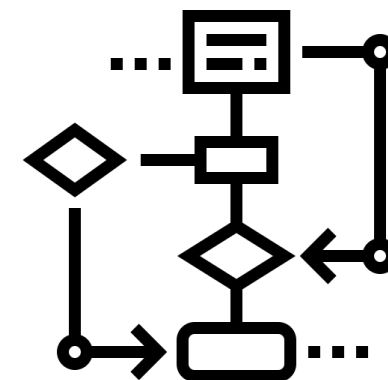
Standardized Workflows with AI-Driven Insights and Broad Compatibility. Automates processes with strict rules, utilizing built-in connectors to seamlessly integrate multiple apps and services

Power Automate Flow

Power Automate Flow

Connectors

Power Automate

Power Automate Flows

Power Automate Flows

Guardar anexos de e-mail do Outlook.com no OneDrive
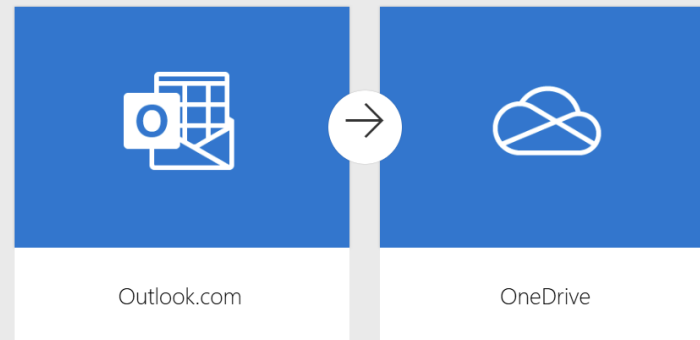
Outlook.com → OneDrive

Agora pode aceder facilmente aos anexos de e-mail do Outlook.com a partir do OneDrive para Empresas. Todos os anexos enviados para a sua caixa de entrada do Outlook.com serão guardados numa pasta chamada Anexos de e-mail do Power Automate.

Este fluxo vai ligar a:

Outlook.com		Iniciar sessão
OneDrive		Iniciar sessão

Power Automate Flows

Fluxos > **Guardar anexos de e-mail do Outlook.com no OneDrive**

Detalhes   Editar

Fluxo
Guardar anexos de e-mail do Outlook.com no OneDrive

Descrição
Agora pode aceder facilmente aos anexos de e-mail do Outlook.com a partir do OneDrive
para Empresas. Todos os anexos enviados para a sua caixa de entrada do Outlook.com
serão guardados numa pasta chamada Anexos de e-mail do Power Automate.

Estado
Ativado

Criado
5/12, 14:35

Modificado
5/12, 14:35

Tipo
Automatizado

Plano
Este fluxo é executado no plano de
proprietário

Modelo original

Histórico de execução de 28 dias ⓘ   Editar colunas   ↻ Todas as execuções

Quando o fluxo é executado, verá o respetivo histórico aqui.

Trigger

On new email

Apply to each Attachment on the email

+ Novo passo   Guardar

Action

Azure Cognitive Services

- **What Are Cognitive Services?**

  - A collection of **Microsoft AI-based APIs and services** (e.g.: text analytics, speech recognition, computer vision and translation)

- **Use Case Examples:**

  - **Sentiment Analysis**: Evaluate the tone of customer feedback or reviews
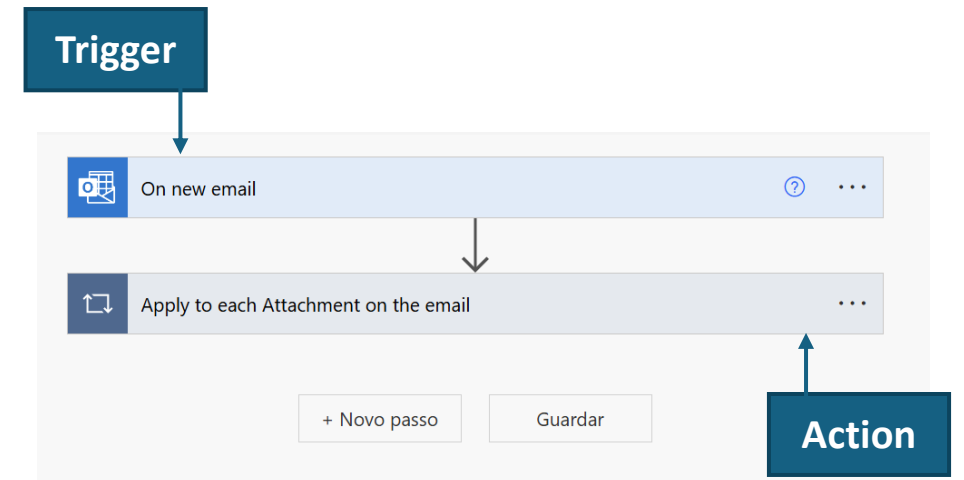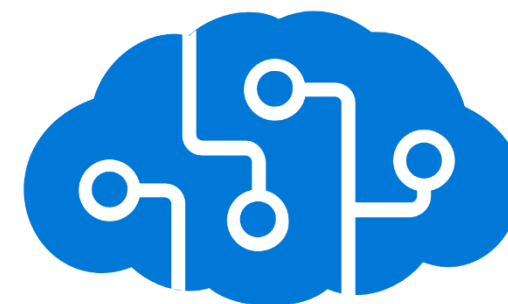 - **Image Recognition:** Automatically classify or analyze images.
  - **Real-Time Translation:** Translate texts into multiple languages.
  - **Text Extraction:** Identify key information from documents or emails.

Vision

Language

Speech

Knowledge

Microsoft Azure Cognitive Services

Azure Cognitive Services

Using Cognitive Services for Sentiment Analysis

- **Customer Feedback Analysis**
  - Analyze customer reviews, survey responses, or emails to understand customer sentiment

- **Social Media Monitoring**
  - Monitor social media posts in real-time about a specific brand.

- **Employee Sentiment in Surveys**
  - Analyze internal employee feedback from forms or polls.

- **Automated Support Ticket Prioritization**
  - Use sentiment analysis to prioritize incoming support tickets based on customer emotions.

- **Marketing Insights**
  - Analyze public reactions to product launches or campaigns from various sources.

- **Enhancing Chatbots**
  - Integrate sentiment analysis into chatbot conversations to adjust responses dynamically.

Flow exemple for sentiment analysis

Exercise

- Develop a Power Automate flow that performs sentiment analysis on the comments of an excel file.