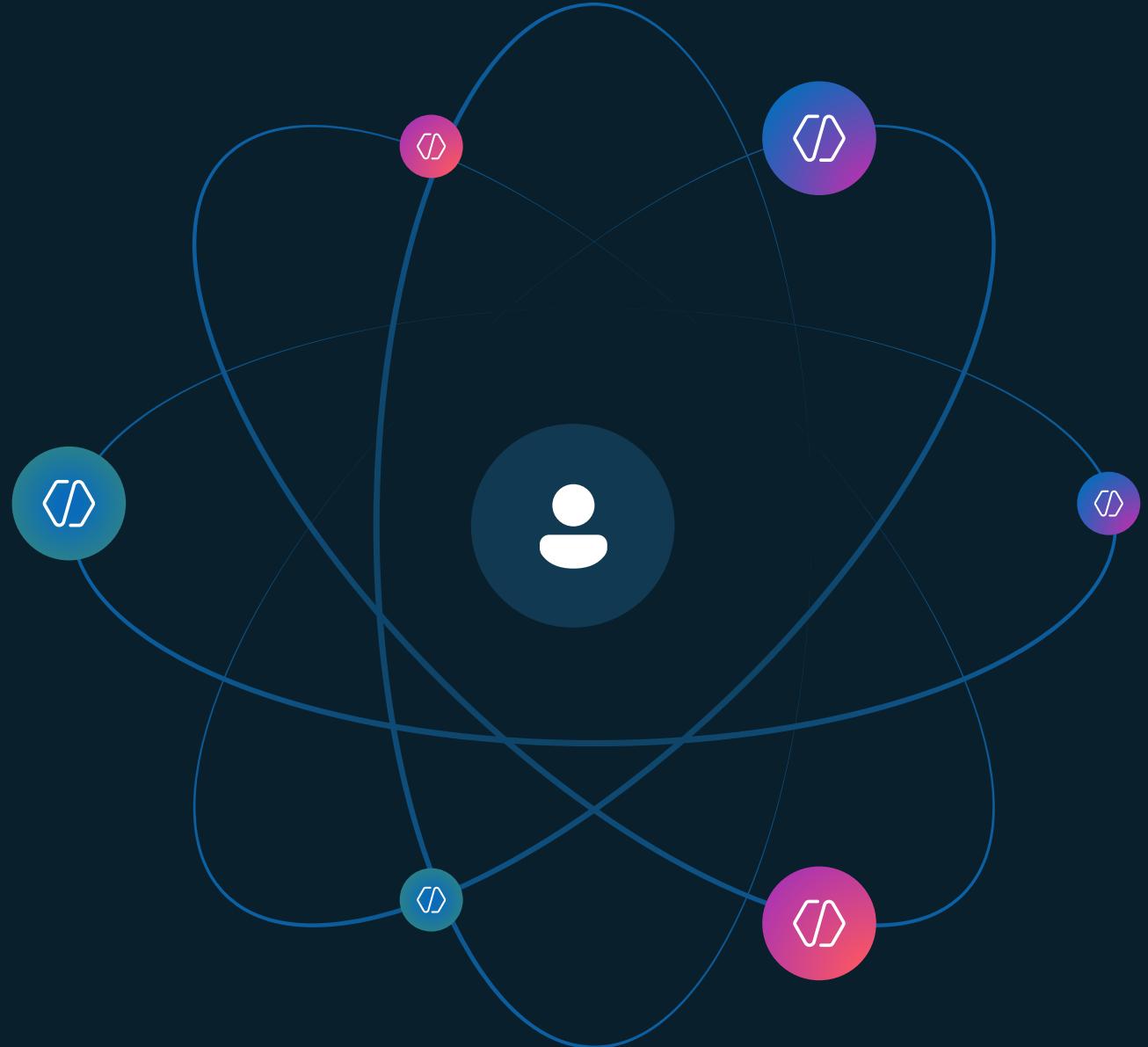


Agentic AI: From Hype to Reality

Serena Foong
Deputy Head of Legal Affairs for Microsoft ASEAN



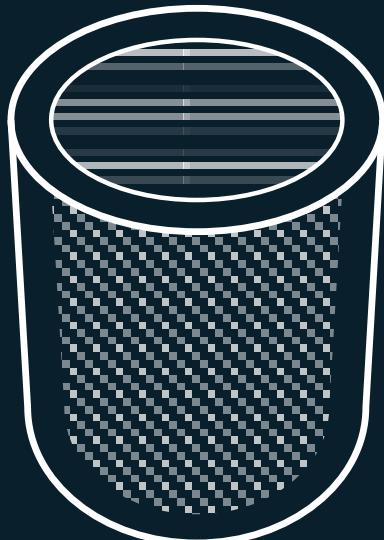
AI for CELA

departmental initiative to harness the power of AI to enhance operational efficiencies, increase individual and organisational productivity, and amplify the impact of CELA's initiatives on a larger scale.

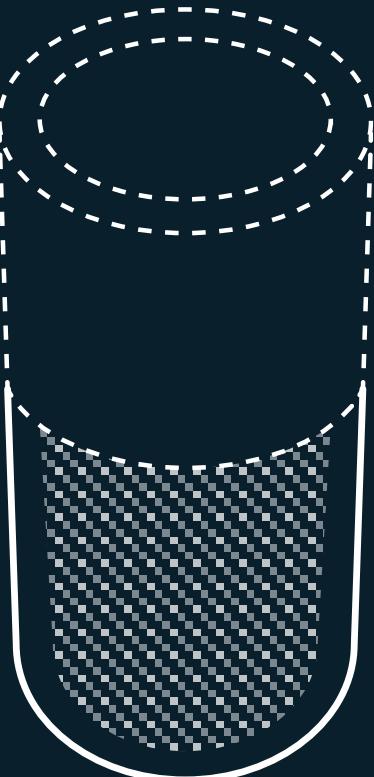
The Frontier Firm

AI agents filling the capacity gap

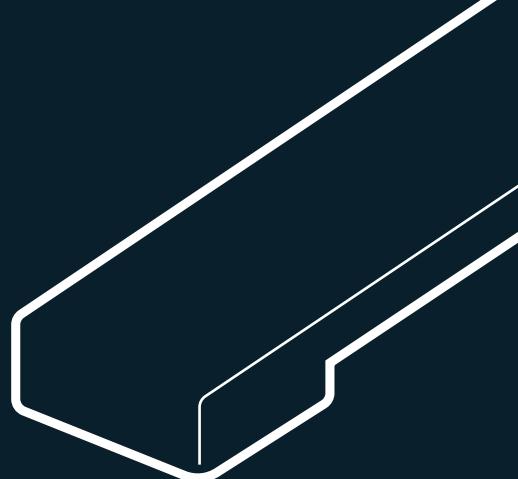
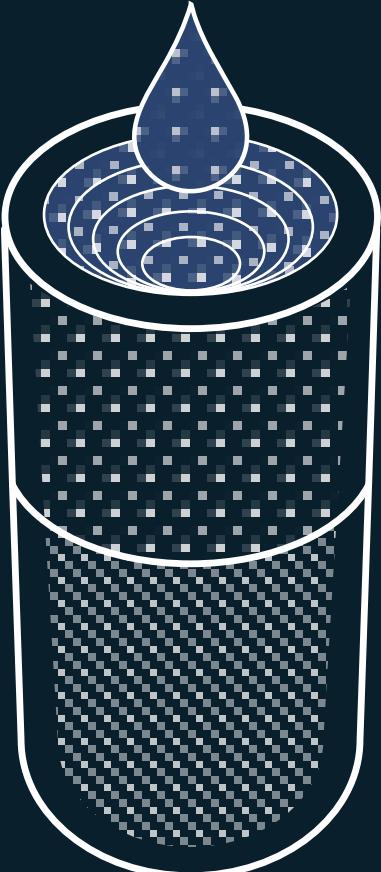
Employees are at capacity.



but increased productivity is needed



AI agents could fill the gap





Copilot

Human augmentation

Private, Personal Assistant

Every employee will have a Copilot



Agents

Connected to Copilot or autonomous

Automates tasks and processes

Every business process will have an agent

Agents in Legal Work

Examples of pilot projects under CELA



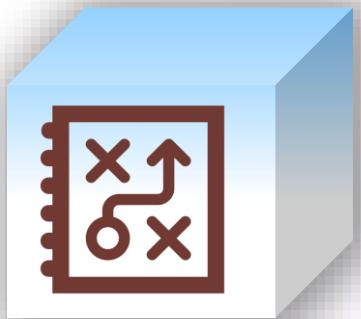
CELA COPILOT-OUTSIDE
COUNSEL TOOL



NEW HIRE
ONBOARDING TOOL



Q&A APP – GLOBAL
IMMIGRATION



AI COMPLIANCE
ASSISTANT



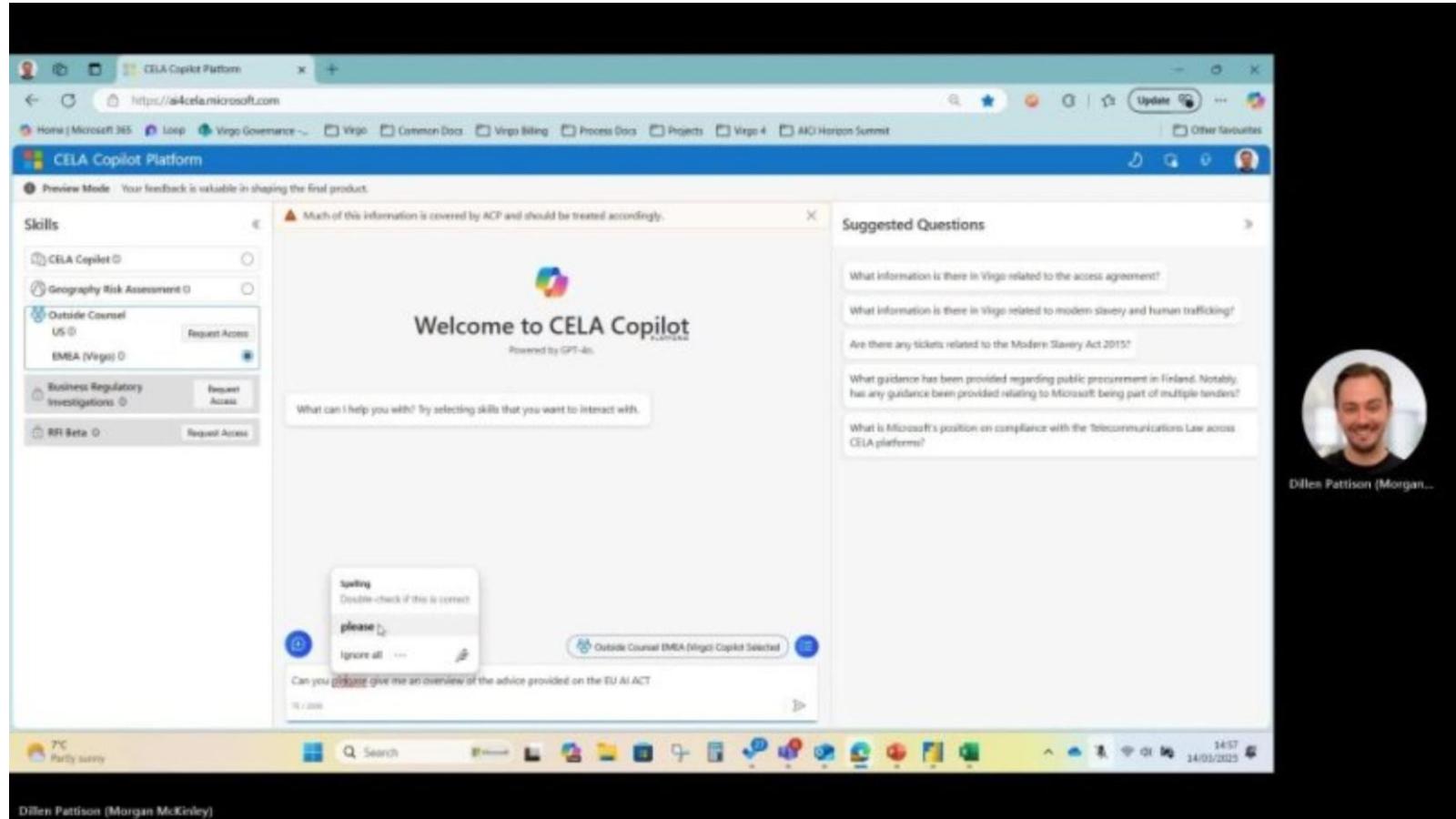
INTELLIGENT CONTRACT
SOLUTION



CELA REGULATORY TRIAGE
CENTER

CELA Copilot Outside Counsel Tool

The **CELA Copilot Outside Counsel tool** helps CELA find and access guidance from external law firms by leveraging a collection of legal guidance received over from across 130+ law firms, saving time and resources while reducing duplicate work.



This Assistant currently provides information on Microsoft's Trust Code and compliance requirements and guidance for: [Government officials & anti-corruption](#) | [Trustworthy representatives](#) | [Conflicts of interest](#) | [Accepting and giving travel, gifts, and hospitality to officials and commercial recipients](#) | [Moonlighting](#) | [Reporting concerns about misconduct](#) | [Ethical sales policies](#).



Welcome to AI Compliance Assistant

PLATFORM

Powered by GPT 4o.

What can I help you with?

How do I know if someone is considered a government official?

Am I allowed to work on a side project while I'm employed at Microsoft?

How do I speak up about a compliance concern that I have?

Can members of the same family report to me?

What is considered a conflict of interest?

 Create a
Ticket

 +

Ask a question...

0 / 2000

CELA's Compliance & Ethics team introduced the **AI Compliance Assistant** to streamline access to compliance policies and to support informed decision-making by Microsoft's employees.



 New chat



CEL A Asia Frontline Desk

CEL A Asia established the Asia Frontline Desk ("AFD") in October 2023 as frontline legal support for the Asia region. This AFD Copilot Agent is an AI-powered assistant designed to streamline AFD's support. With capabilities to handle various customer inquiries, provide quick resolutions, and assist with multilingual support, this agent ensures efficient and effective communication for AFD.

CEL A Asia developed an AI Agent to **support its frontline legal desk** by streamlining responses to common business queries using internal resources like the Playbook and Microsoft policies.

Type your message

0/2000



Demos



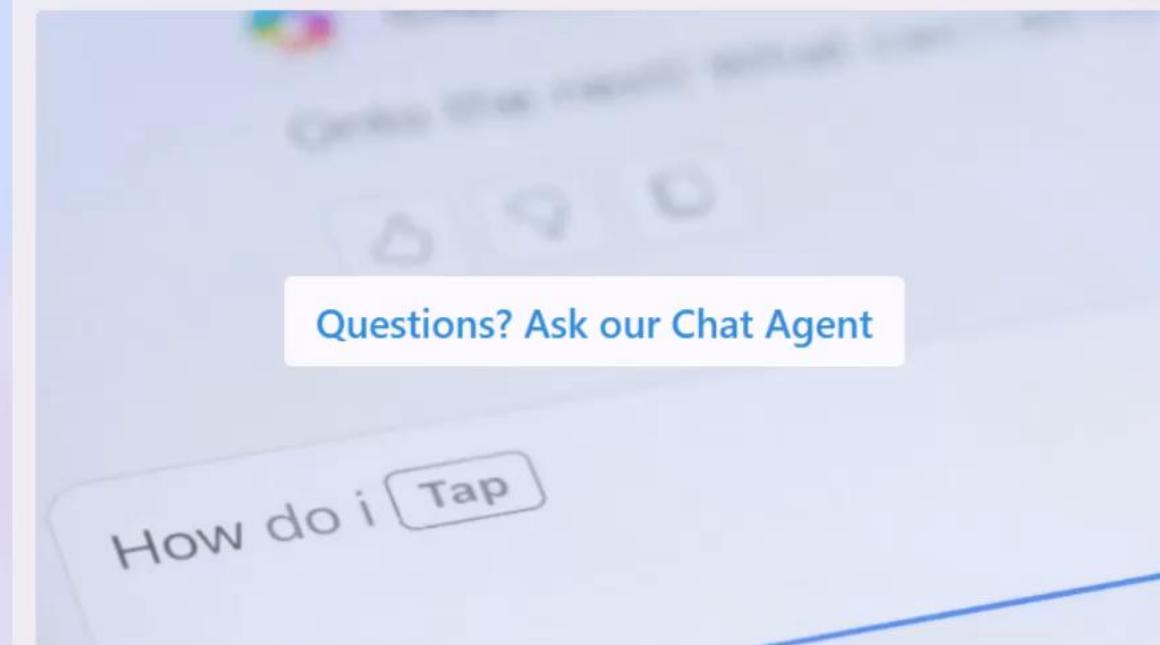
Microsoft 365
Copilot

Internal Client Self-Serve Agent

Helping clients find answers
faster

START WITH OUR COPILOT AGENTS

Welcome to CELA Marketing



Use our CELA Marketing Chat Agent to search our CELA Marketing site, ask legal questions and get answers based on our content.



Microsoft 365
Copilot

Meeting prep Agent - DORA

Improve knowledge
accessibility

Edit agent

Identity Sources Behavior

Welcome messaging

Help users understand how to best use this agent

Welcome! This Agent will answer your questions based on a selection of the Digital Operational Resilience Act (DORA) external resources published by Microsoft. Please remember to verify the sources of the data and insights.

Starter prompts

Help users engage with this agent by giving them a starting point

What are the obligations imposed on financial services providers under DORA?

Can you explain the ICT risk governance and management requirements under ...

How does Microsoft Defender offer broad threat protection across digital estates?

Instructions for agent

Describe how the agent should engage with users

- Ensure responses are accurate, concise and helpful. Avoid providing any unofficial or speculative information.
- Maintain a professional and supportive tone in all interactions
- Advise the requestor to seek proper legal and regulatory guidance

Customize conversation workflows in Copilot Studio

Add advanced customization in Copilot Studio

Save



Microsoft 365
Copilot

Contract Review Agent

Check for contradictions |
Extract Positions | Compare
Contracts



Contract Wizard

Review Contract

Please help me review this contract
/

Standard Questions

Review this contract against a set
of standard questions. Provide
output in a table listing the
questions and answers. Document
/ and Questions /

Compare Contracts

Compare two contracts and
provide output in a table listing the
differences, the impact of the
differences on Microsoft,
suggestions to improve the
contract in the interest of
Microsoft.

Review for Inconsistencies

Review this contract for
inconsistencies and contradictions.
Provide output in a table and list
your findings and suggestions how
to mitigate the findings.



Microsoft 365
Copilot

Regulatory Research

Leveraging Researcher Agent
for in-depth analysis of
regulatory landscape.

AI in Financial Services: EU and Italian Regulatory Landscape (2022–2025)

Introduction

Artificial intelligence (AI) is rapidly transforming financial services, bringing innovations alongside new risks. Since 2022, regulators in the European Union (EU) and Italy have accelerated efforts to establish frameworks for safe and lawful AI use in finance. This analysis reviews current EU and Italian regulations on AI in financial services, focusing on guidance from key institutions – the European Commission, European Banking Authority (EBA), European Securities and Markets Authority (ESMA), European Insurance and Occupational Pensions Authority (EIOPA), Bank of Italy (Banca d'Italia), and the Italian Companies and Exchange Commission (CONSOB). We cover publicly available laws, rulemaking documents, policy statements, and any enforcement actions from 2022 to present, highlighting key regulatory themes, compliance obligations, and notable trends or gaps in oversight.



Risk-Based AI Oversight

EU adopts a risk-tiered approach under the AI Act, imposing strict requirements on "high-risk" AI (e.g. credit scoring), while banning AI that poses unacceptable risks.

Governance & Human Control

Financial regulators stress strong AI governance – firms must ensure human oversight, accountability, and robust model validation to keep algorithms in check.

Transparency & Fairness

New rules and guidance emphasize transparency of AI decisions and avoidance of bias or consumer harm. Firms should explain AI-driven outcomes and prevent discriminatory impacts.

Emerging Gaps in Oversight

Authorities note gaps: unregulated AI tools for investing lack investor protections, and coordination is needed to align AI Act with financial rules. More guidance is on the way.



Microsoft 365
Copilot

Playbook-Driven Contract Analysis

Leveraging Researcher Agent
powered by deep research
model



Researcher (Frontier) > NDA Review Request



NDA Overview: This NDA is structured into 10 clauses covering standard confidentiality terms with some notable additions. It defines confidential information and exclusions, limits use to the stated **Purpose**, and imposes typical non-disclosure obligations, a 3-year term and 3-year post-term confidentiality period. It also includes standard provisions on return of information, IP ownership (with an **unusual assignment of improvements** to the disclosing party), "**AS IS**" no-warranty disclaimer, a one-sided **non-compete/non-solicit clause** (restricting the receiving party for 2 years), and general terms (no publicity, no assignment without consent, injunctive relief, Delaware law jurisdiction). Key risks are the **unilateral non-compete** (which can hinder Contoso's business opportunities [1](#)) and the **IP improvements clause** (potentially assigning Contoso's innovations to the other party [1](#)). The NDA also lacks a clause for disclosures required by law, which should be added to protect Contoso when complying with legal demands [1](#).

NDA Clause	Playbook Position	Proposed Change
1. Definition of Confidential Information. For purposes of this Agreement, "Confidential Information" means any information disclosed by one Party (the "Disclosing Party") to the other (the "Receiving Party"), in any form or medium, that is designated as confidential or proprietary at the time of disclosure. Written Confidential Information must be clearly marked as "Confidential" or	Acceptable: This definition is broad and covers various forms of information, but it imposes formal requirements (marking written info "Confidential" and confirming oral disclosures in writing within 15 days). Contoso's playbook prefers no strict marking requirement, but can accept such formalities as long as unmarked but obviously sensitive information	Acceptable with modification: To avoid the potential loophole, broaden protection to cover clearly sensitive disclosures even if not properly marked. For example: "Written Confidential Information must be clearly marked 'Confidential'... however, any information that a reasonable person

Can you add the missing clause for disclosures required by law?

What do you want to research today?



AI-generated content may be incorrect

Agent for Contract Processing



Prompt Coach Agent

The screenshot shows the M365 Copilot interface. On the left, the sidebar includes options like Search, Chat, Agents (Researcher, Analyst, Sales, IDEAS, TravelPolicyAgent, ResurssiRiku, Employee Self-Service, Flow Builder (Frontier)), and the **Prompt Coach** option, which is circled in red. Below these are All agents, Create agent, Conversations, and a section for **Improving Prompts for Gen...** containing items such as Improving Prompts for Gener... and Adding Slides on One-Shot P.... At the bottom of the sidebar are Notebooks, Library, Create, and a user profile for Jari Tuikkia.

Prompt Coach > Improving Prompts for Generative AI Queries

Analyze my prompt and provide feedback on how I could improve it.
Here's the prompt: What's the latest on Generative AI?

Prompt Coach

Thanks for sharing your prompt! Here's a breakdown of how it performs and how you could improve it for better results with Copilot or any AI assistant.

Original Prompt

What's the latest on Generative AI?

Analysis

Your prompt is **clear and concise**, but it's also **very broad and open-ended**. While that can be useful for casual exploration, it may lead to vague or overly general responses. To improve the quality and relevance of the answer, we can refine it by adding:

- Goal:** What exactly do you want to know? (e.g., research breakthroughs, industry applications, ethical concerns, etc.)
- Context:** Are you looking for updates for a presentation, product development, or just personal interest?
- Source:** Do you want information from specific domains (e.g., academic papers, news, company blogs)?
- Expectations:** Do you want a summary, a list of key trends, or a timeline?

Improved Prompt

Message Copilot

+

Goal

Context

Source

Expectations

Takeaway

If today were the first day in
the history of work...

How would you design it?

The Possibility: AI Empowering Government Lawyers



MICROSOFT CONFIDENTIAL



Microsoft Pulse Page

[The legal industry embraces GenAI – Microsoft Pulse](#)



Bring ideas to life with Copilot
Create images from text, find writing inspiration, and get help with your questions.

No thanks Ask Copilot

Microsoft | Pulse Transform | Work & Productivity | Sustainable futures | Skill Forward | Technology & Lifestyle | Making a Difference | Industries | Customer stories | More | All Microsoft | Search ⚡

The legal industry embraces GenAI

Discover GenAI's transformative impact on the legal profession, with practical guidance and demos from industry leaders and experts, as well as inspiring real-life GenAI use cases.

Share this post

Getting started with GenAI: Resources to guide legal professionals

Using GenAI as part of your daily work:

- GenAI and the legal industry: three key learnings for teams looking to transform
- AI Tools for Legal Professionals
- The Legal Industry Emerges as Innovation Leader
- Start your Copilot journey with the prompt gallery
- AI for All – legal operations with Microsoft 365 Copilot
- Using Copilot in Legal

Organizations seeing real impact with GenAI

Explore stories showcasing how legal teams are using GenAI tools to bring even more value back to their organizations as well as to their customers and clients.

A little teaser on AI Foundry



Thank you!

