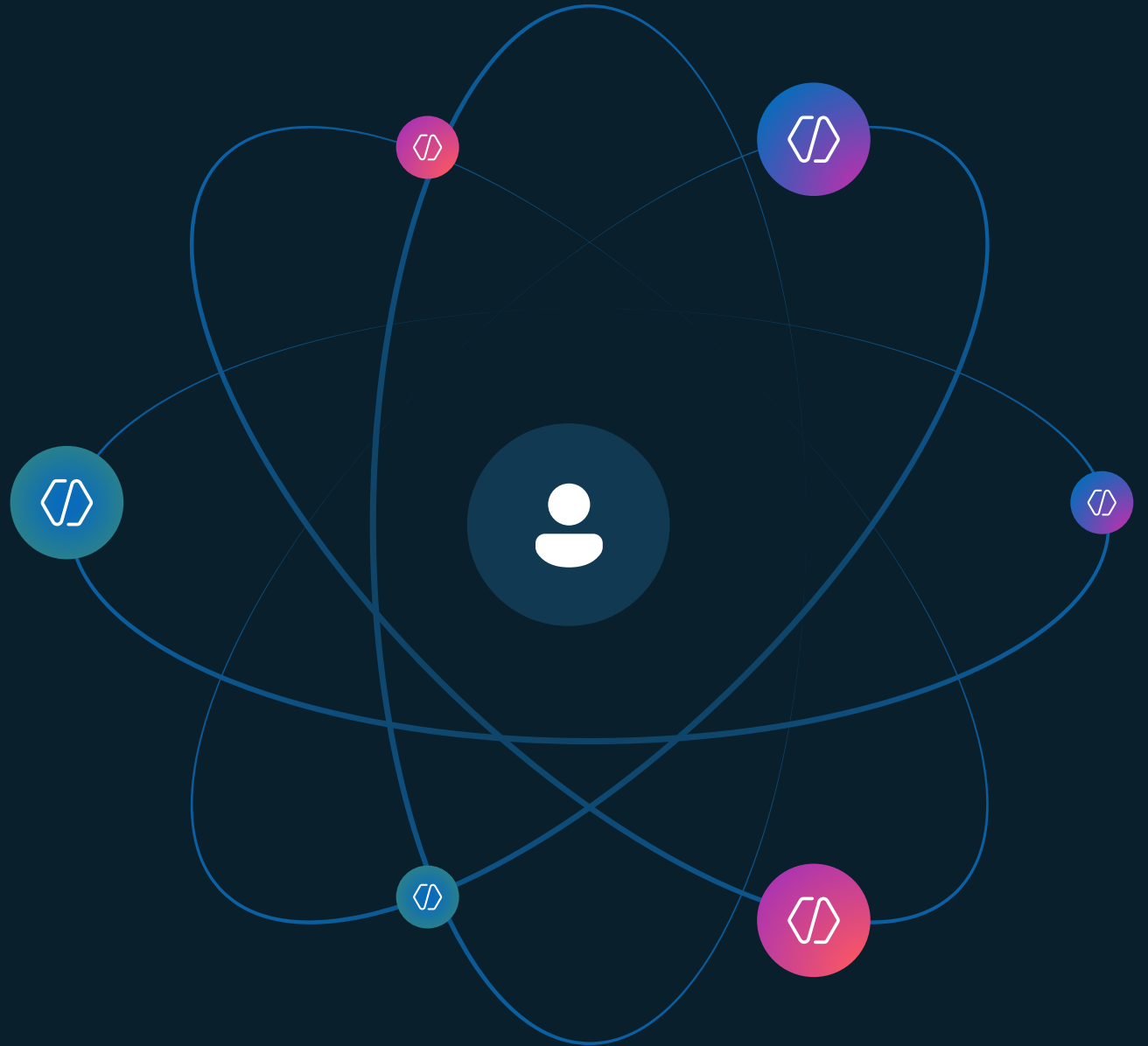


Agentic AI: From Hype to Reality

Serena Foong

Deputy Head of Legal Affairs for Microsoft ASEAN



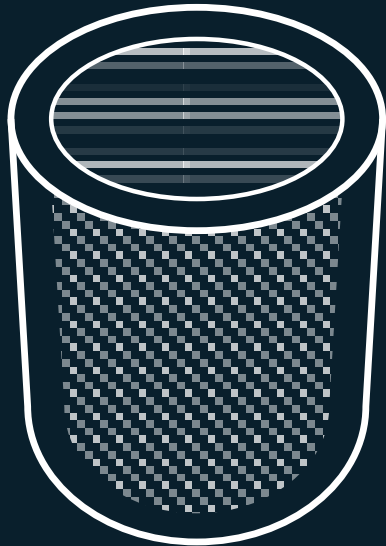
AI for CELA

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.

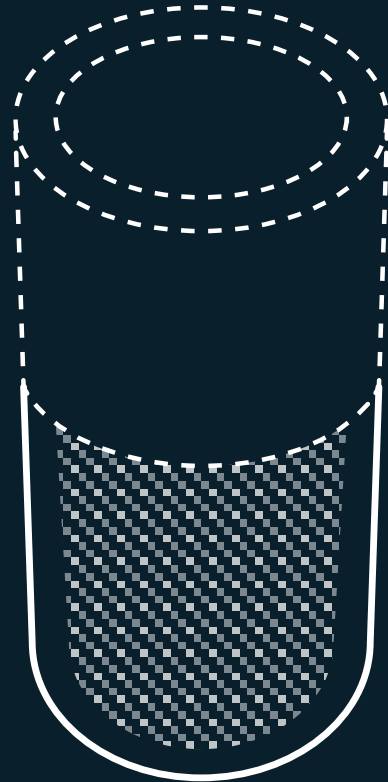
The Frontier Firm

AI agents filling the **capacity gap**

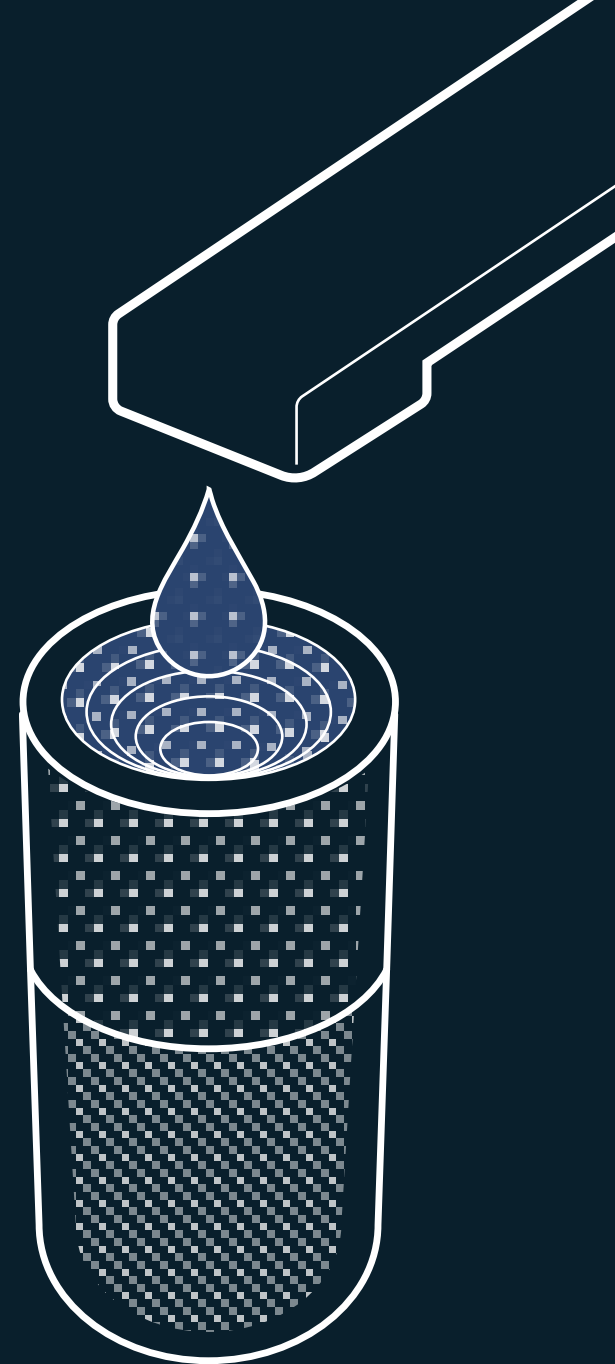
Employees are
at capacity.



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

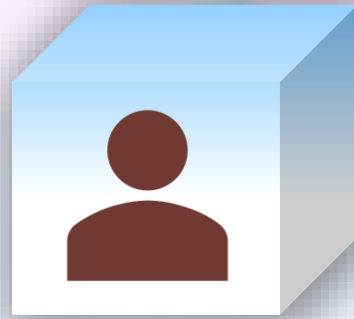
Every business process will have an agent

Agents in Legal Work

Examples of pilot projects under CELA



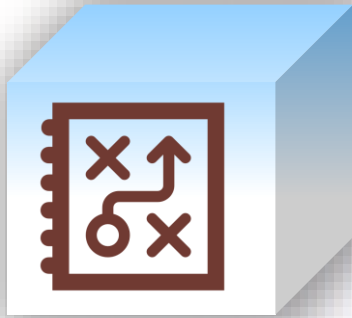
CELA COPILOT-OUTSIDE
COUNSEL TOOL



NEW HIRE
ONBOARDING TOOL



Q&A APP – GLOBAL
IMMIGRATION



AI COMPLIANCE
ASSISTANT



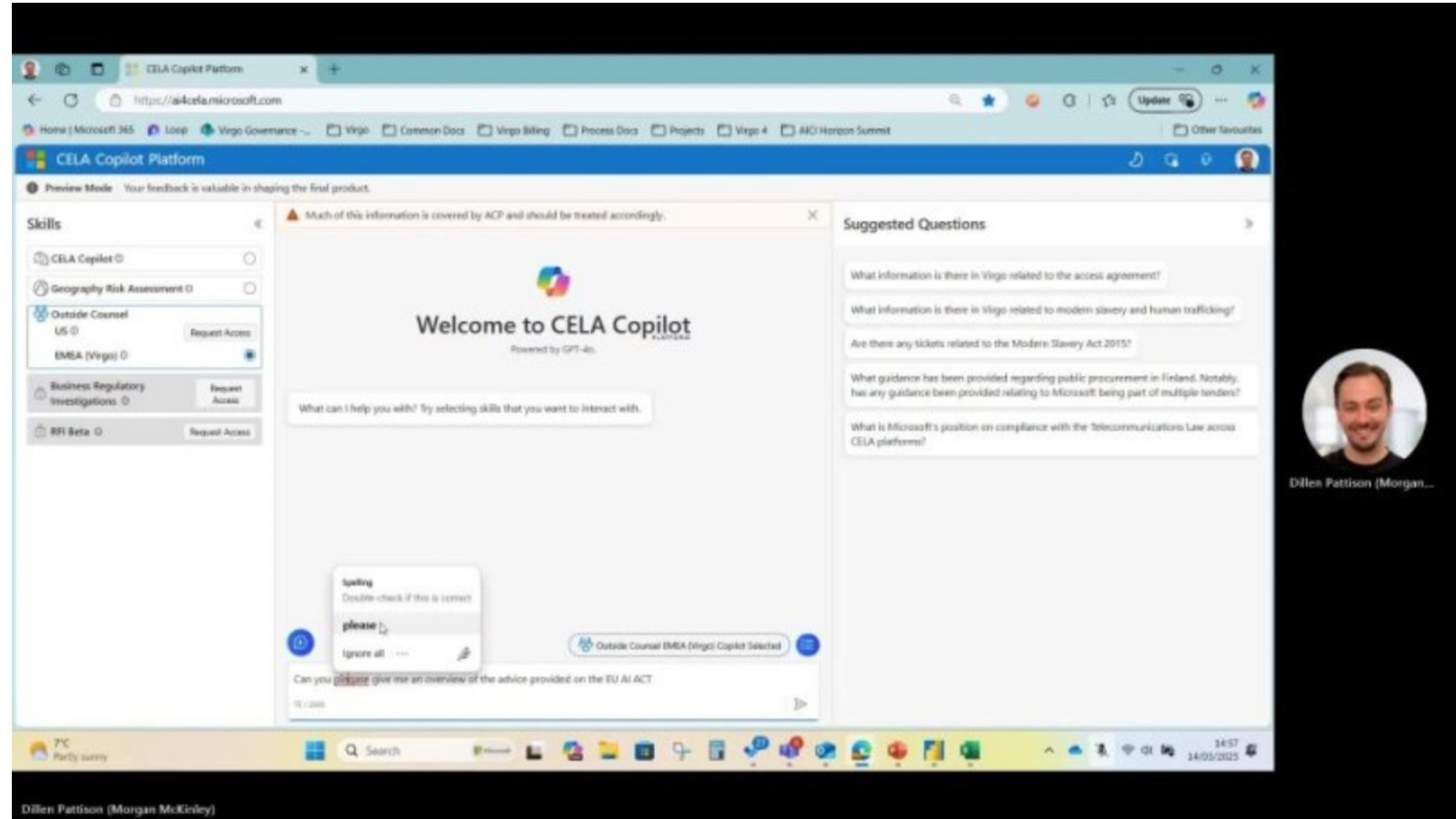
INTELLIGENT CONTRACT
SOLUTION



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



CELA Asia Frontline Desk

CELA 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

Type your message

0/2000



CELA 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.

Demos

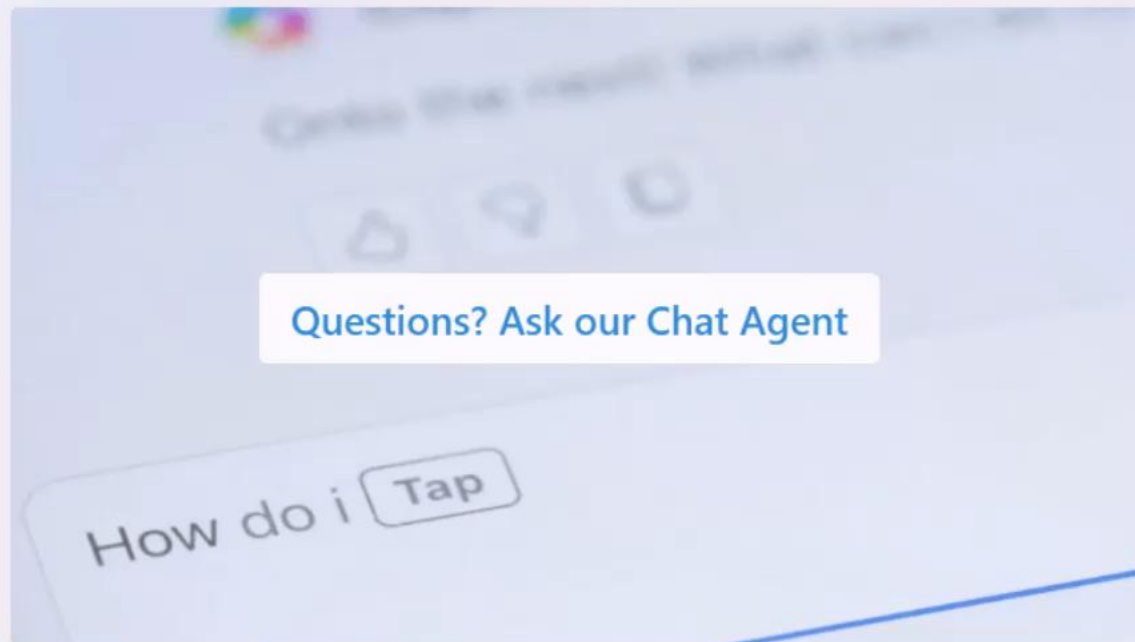


Internal Client Self-Serve Agent

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.



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



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.



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.



Playbook-Driven Contract Analysis

Leveraging Researcher Agent
powered by deep research
model



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	<i>Acceptable with modification:</i> 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?



Agent for Contract Processing



Prompt Coach Agent

The screenshot displays the M365 Copilot interface. On the left sidebar, the 'Prompt Coach' agent is highlighted with a red circle. A red arrow points from this circle to the main content area. In the top right of the main area, a text box contains the prompt: 'Analyze my prompt and provide feedback on how I could improve it. Here's the prompt: What's the latest on Generative AI?'. This text box is also circled in red. Below this, the 'Prompt Coach' section shows a thank-you message and an analysis of the original prompt 'What's the latest on Generative AI?'. The analysis identifies the prompt as 'clear and concise' but 'very broad and open-ended', suggesting improvements in Goal, Context, Source, and Expectations. At the bottom of the interface, there is a 'Message Copilot' input field with a plus icon and a send button.

M365 Copilot

Search

Chat

Agents

- Researcher
- Analyst
- Sales
- IDEAS
- TravelPolicyAgent
- ResurssiRiku
- Employee Self-Service
- Flow Builder (Frontier)
- Prompt Coach**
- Copilot for Helpdesk

All agents

Create agent

Conversations

Improving Prompts for Gen...

- Improving Prompts for Gener...
- Adding Slides on One-Shot P...
- Improving Prompts for Gener...
- Improving Your Prompt: Anal...

All conversations

Notebooks

Library

Create

Jari Tuicku

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, free writing inspiration, and get help with your questions. [View More](#) [Ask Copilot](#)

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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

All over the world, legal teams are exploring GenAI tools to unlock new value for their organizations and their clients. Here are three key learnings to help set teams up for success as they embrace new ways of working.




AI Tools for Legal Professionals

An overview of essential AI tools transforming legal work—from document review to client communication.




The Legal Industry Emerges as Innovation Leader

Discover GenAI's transformative impact on the legal industry, including how it revolutionizes legal workflows, enhances work-life balance and drives innovation.




Start your Copilot journey with the prompt gallery

Learn about Copilot in your everyday apps and about the art of prompting.



AI for All – legal operations with Microsoft 365 Copilot

Ready for the next level? Microsoft 365 Copilot can augment you in your every day work. This ebook provides practical exercises and intelligent prompts so you can get started right away!



Using Copilot in Legal

Legal departments are navigating an increasingly dynamic and complex legal, regulatory, and compliance landscape. By harnessing the power of Microsoft Copilot, legal departments can transform how they work.

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!