



Microsoft AI Tour





Build agents and extend copilot experiences with Copilot Studio

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Modern Work Technical Specialist

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EPAM Clarity Product Lead

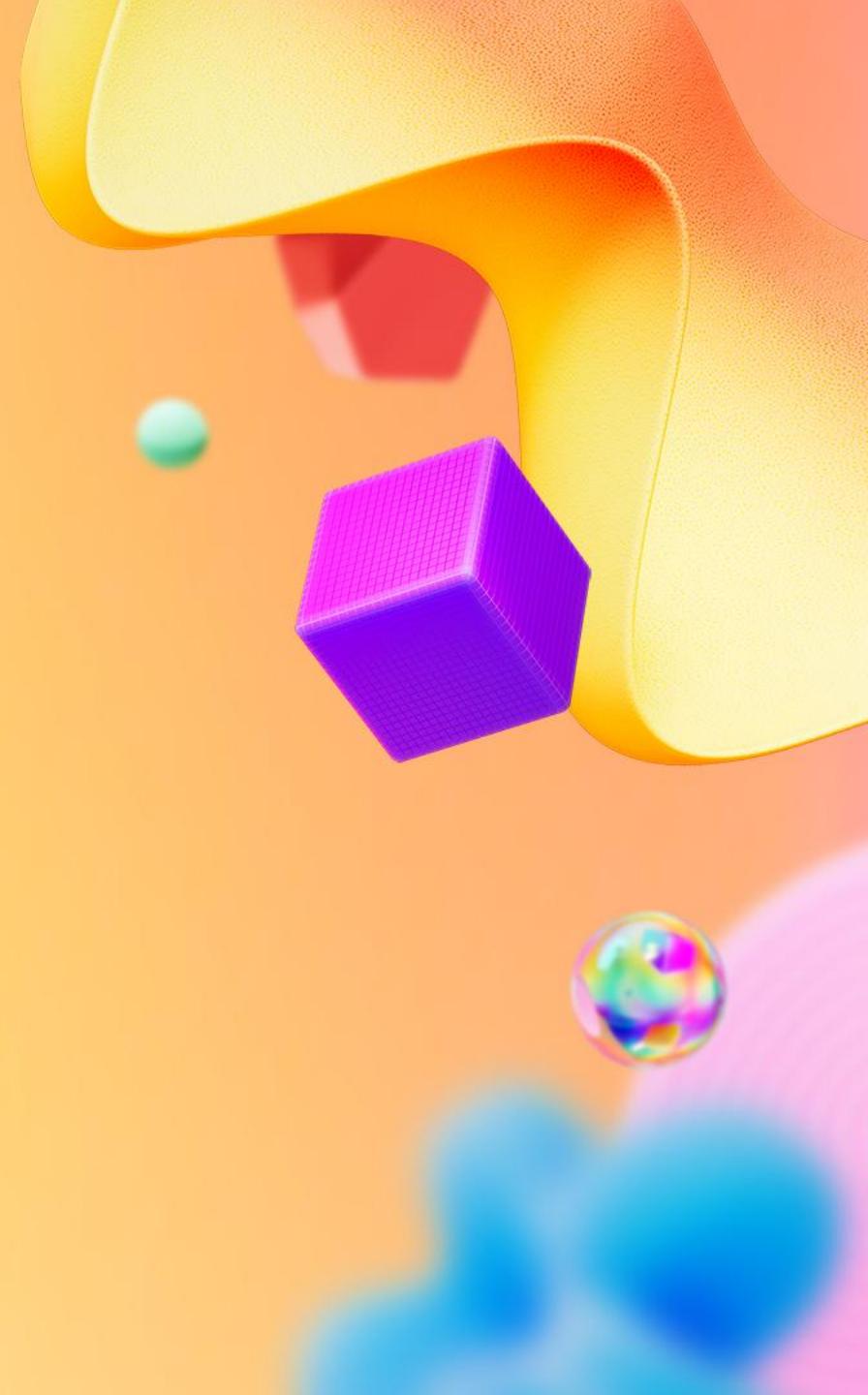
Michael Nemtsev
EPAM Senior Director



Agenda

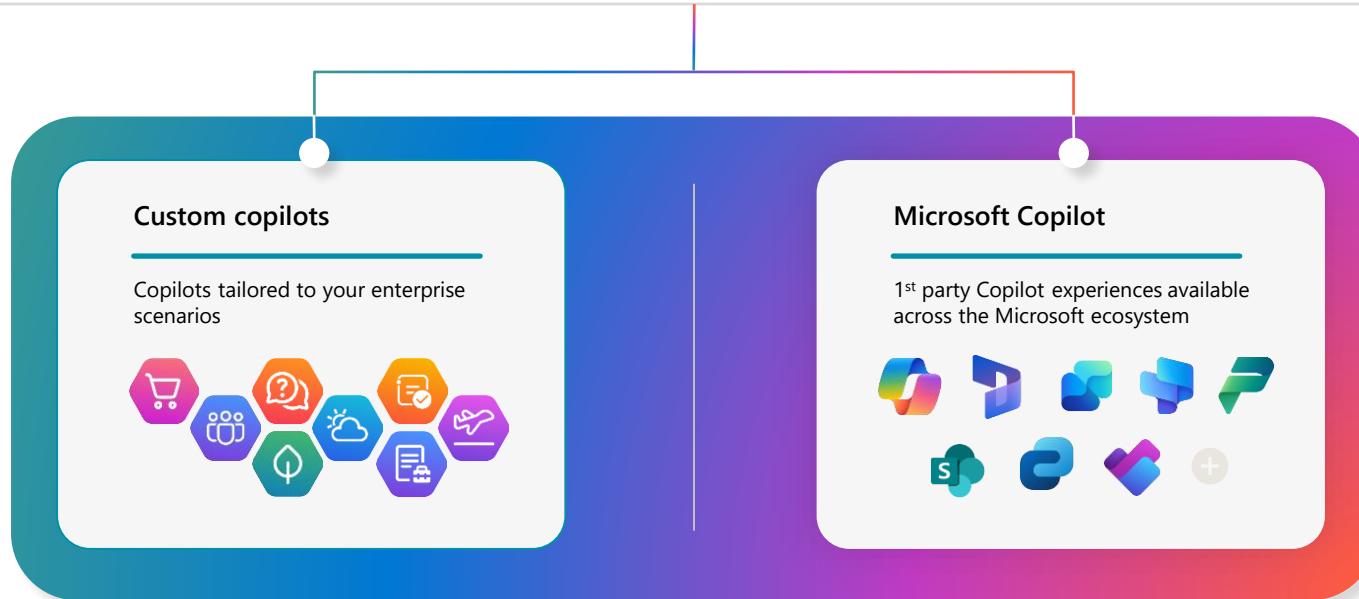
- 1 Microsoft Copilot Studio overview
- 2 Copilot Studio demo
- 3 Extending experience with agents
- 4 EPAM Clarity - Connecting Copilots to Specialized Autonomous Gen AI Agents

Copilot Studio Overview



What is Copilot?

Intelligent AI assistants that use **generative AI** and **large language models** to assist humans with **complex cognitive tasks**.





Microsoft Copilot Studio

Your copilot, your way

Copilot Studio is an end-to-end conversational AI product for **building your own copilots** or **extending Microsoft Copilot** with generative AI, large language models and **your data**.

The screenshot shows the Microsoft Copilot Studio web interface. At the top, there's a search bar and navigation links for Home, Create, Copilots, and Library. The main area has a heading "Describe your copilot to create it" with a text input placeholder "Use everyday words to describe what your copilot should do ...". Below this is a section titled "Recent" with two entries: "Copilot for Microsoft 365" and "Copilot for Sales". There's also a note "This AI-powered feature is in preview. See terms". The "Start with a template" section contains cards for "Approval Manager", "Job Craft", "Organization Navigator", "Safe Travels", "Store Operations", "Sustainability Insights", "Weather", and "Website Q&A". The "Learning resources" section includes links for "Quick start: Create and deploy a copilot", "Documentation", "Responsible AI FAQs", "Quick start: Use Generative AI in a copilot", "Support community", "Try Copilot Agents", and "Extend your copilots with plugins and extension". The bottom right corner of the interface shows a user profile with the name "Environment Development".



Copilot Studio solutions for every industry

Customer service

Resolve 14% more customer issues per hour



Sales

Streamline the process of checking and answering emails

Security operations

Respond to threats in minutes, not hours

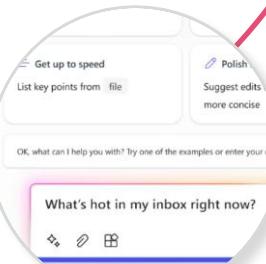
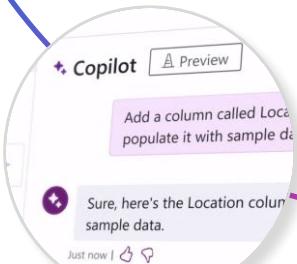


Software developers

Code 55% faster

Data & IT pros

Create workflows in half the time



Knowledge workers

Complete tasks 37% quicker

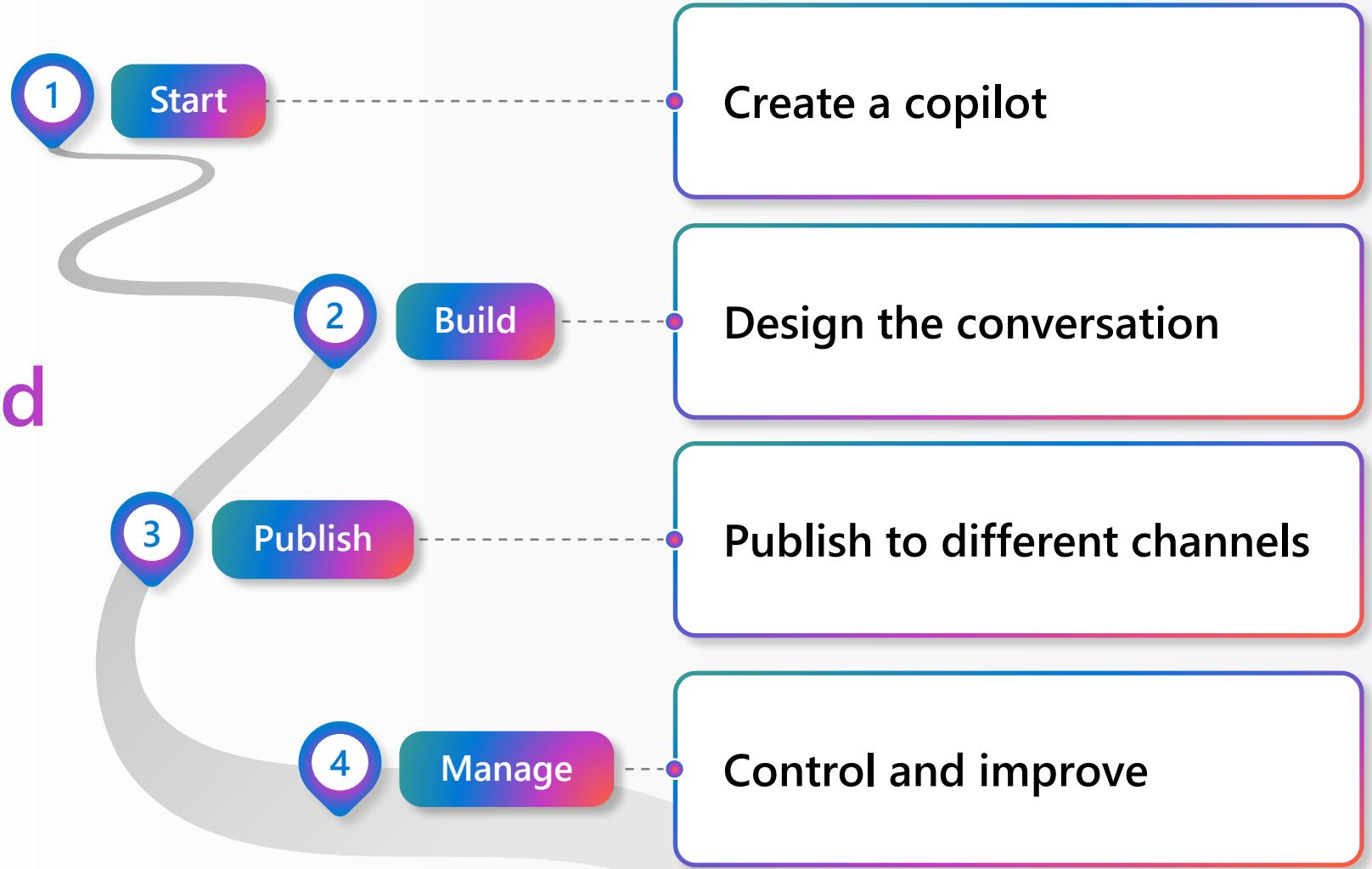
Building copilots





How to build a custom copilot

Create powerful
custom copilots



Knowledge

Add your **public and enterprise data** sources using copilot connectors.

Your copilot will be able to **dynamically generate multi-turn answers** in real time using your enterprise data.

Allows you to create an **immediately useful** copilot.

Permissions are always respected to ensure your data **remains secure**

Supported data sources include:

Public websites

SharePoint / OneDrive

Dataverse

Microsoft Fabric (coming soon)

File uploads

Microsoft Graph

Add available knowledge sources (Powered by Copilot connectors)

Users with edit permissions for this copilot can also reuse your connections for other topics within the copilot. [Manage security settings](#)

Keywords for the data you're looking for

Featured

- Add existing knowledge**
→ Converts previous data sources to knowledge for this copilot
- Public website**
Incorporate any relevant web content found on Bing
- Files**
Upload documents from your local computer
- SharePoint and OneDrive**
Securely integrate and manage internal data
- Dataverse**
Customize and deploy structured data tables
- Microsoft Fabric**
Accelerate data analysis with AI capabilities

Bring your enterprise data (16)

Enterprise website (preview)	Azure DevOps (preview)	Custom connector (preview)	Jira (preview)
ADLS Gen2 (preview)	Oracle SQL database (preview)	ServiceNow (preview)	File share (preview)
CSV (preview)	Microsoft SQL (preview)	MediaWiki (preview)	Salesforce (preview)
Confluence (preview)	Azure SQL (preview)	Zendesk (preview)	Power Platform connector

Channels

Publish and deploy to your channels of choice with a single click.

Add your copilot to a custom app built with Power Apps or a custom website built with Power Pages.

Make your copilot available to your customers on your web site or mobile app, or to your employees in Microsoft Teams.

You can access even more channels through ISVs, including:



WeChat



WhatsApp
through Twilio



Google's
Business
Messages



Apple
Messages for
Business



Azure
Communication Services



NICE®

audiocodes



TeleSign

Custom

The screenshot shows the 'Expense Budget Assistant' app interface. At the top, there is a navigation bar with links: Overview, Knowledge, Actions, Topics, Analytics, and Channels (which is underlined). Below the navigation bar, a message states: 'Your copilot was published at 9:42 AM on 3/36/2024! Your users will see the new content soon.' On the right side of this message is a 'Publish' button. Underneath this message is a section titled 'Publish status' with the sub-instruction 'Verify or modify the availability of your copilot'. A checkbox is checked, indicating it was published on March 20, 2024. To the right of this is a 'Details' link. The main area of the screen is titled 'Channels' and contains the sub-instruction 'Configure your copilot channels to meet your customers where they are.' Below this title are several cards representing different communication channels:

- Teams
- Demo website
- Custom website
- Mobile app
- Facebook
- Twilio
- Skype
- Slack
- Telegram
- Direct Line Speech
- Email
- Line
- GroupMe

At the bottom of the screen, there is another section titled 'Customer engagement hub' with the sub-instruction 'Connect to a customer engagement app to enable your copilot to hand off a chat session to a live agent or other copilot.' This section includes cards for:

- Dynamics 365 Customer Service
- Genesys
- Salesforce
- LivePerson
- ZenDesk
- Customer engagement hub
- ServiceNow

Demo
**Create a copilot that
can chat over your data**



Home - Microsoft Copilot Studio

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/home

Environment Community Demos

Copilot Studio

Home Create Copilots Library ...

Describe your copilot to create it

Helpdesk Expense tracking HR and benefits

Use everyday words to describe what your copilot should do

This AI-powered feature above is currently in preview. See terms and supplemental terms

Recent

Name	Type	Last modified	Last published	Owner
EmployeePilot	Copilot	# PowerVirtualAgentsProd 10 days ago	10 days ago	April Dunnam
Joke bot	Copilot	# PowerVirtualAgentsProd 3 months ago	Never	Daniel Laskewitz
BKR203	Copilot	# PowerVirtualAgentsProd 2 months ago	Never	Daniel Laskewitz

See more

Start with a template

Templates are currently a preview feature. See supplemental terms

Safe Travels Provides answers to common travel questions and related health and safety guidelines	Store Operations Improve the efficiency of retail frontline workers by enabling easy access to store procedures and policies	Sustainability Insights Enables users to easily get insights and data about a company's sustainability goals and progress	Team Navigator Assists employees in finding colleagues and their hierarchy within the organization using Microsoft Teams
Voice A Copilot with voice capabilities	Weather Your go-to assistant for getting weather		

See more

Create - Microsoft Copilot Studio

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/create/templates/default-2.1.0

Copilot Studio

Environment
Community Demos

Skip to configure Create ...

Copilot

Copilot

Primary language is English
[Edit language](#)

Assists users by answering questions about and troubleshooting problems with Microsoft products.

Great, your copilot will assist users by answering questions about and troubleshooting problems with Microsoft products. It will provide guidance, solutions, and explanations related to Microsoft software and services.

Do you have any instructions for how your copilot should assist, for example a specific tone?

Just now

What should I say?

Type your message  

The conversational creation experience and resulting copilot will contain preview features. By using the AI features labeled preview, you agree to the supplemental preview terms. For other AI features, you agree to the supplemental terms. [See preview terms and supplemental terms](#)

Create - Microsoft Copilot Studio

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/create/templates/default-2.1.0

Copilot Studio Environment Community Demos AD

Copilot Skip to configure Create ...

Copilot

Primary language is English Edit language

Assists users by answering questions about and troubleshooting problems with Microsoft products.

Maintains a professional and friendly tone. For troubleshooting requests, replies in bullet point format listing the steps to resolve the issues.

Great, your copilot will assist users by answering questions about and troubleshooting problems with Microsoft products. It will provide guidance, solutions, and explanations related to Microsoft software and services.

Do you have any instructions for how your copilot should assist, for example a specific tone?

A minute ago

use a professional and friendly tone. For troubleshooting requests, reply in bullet point format listing the steps to resolve

Just now

Understood, your copilot will maintain a professional and friendly tone. For troubleshooting requests, it will reply in bullet point format listing the steps to resolve the issues.

Where should the copilot find important information? Provide any publicly accessible websites that your copilot will need.

Just now

Any tips?

Type your message  

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Create - Microsoft Copilot Studio

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/create/templates/default-2.1.0

Copilot Studio

Environment Community Demos

Copilot

Skip to configure Create ...

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Do you have any instructions for how your copilot should assist, for example a specific tone?

A minute ago

use a professional and friendly tone. For troubleshooting requests, reply in bullet point format listing the steps to resolve

Just now

Understood, your copilot will maintain a professional and friendly tone. For troubleshooting requests, it will reply in bullet point format listing the steps to resolve the issues.

Where should the copilot find important information? Provide any publicly accessible websites that your copilot will need.

Just now

https://microsoft.com/, https://www.learn.microsoft.com, https://developer.microsoft.com

Just now

Great, your copilot will use [microsoft.com](#), [learn.microsoft.com](#), and [developer.microsoft.com](#) as important information sources.

Are there any topics or tasks this copilot shouldn't help with or talk about?

Just now

Type your message  

The conversational creation experience and resulting copilot will contain preview features. By using the AI features labeled preview, you agree to the supplemental preview terms. For other AI features, you agree to the supplemental terms. [See preview terms and supplemental terms](#)

Copilot

Primary language is English
Edit language

Assists users by answering questions about and troubleshooting problems with Microsoft products.

Maintains a professional and friendly tone. For troubleshooting requests, replies in bullet point format listing the steps to resolve the issues.

Gets its knowledge from <https://microsoft.com/>, <https://www.learn.microsoft.com>, and <https://developer.microsoft.com>

Create - Microsoft Copilot Studio

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/create/templates/default-2.1.0

Copilot Studio Environment Community Demos AD

Copilot Skip to configure Create ...

use a professional and friendly tone. For troubleshooting requests, reply in bullet point format listing the steps to resolve

A minute ago

Understood, your copilot will maintain a professional and friendly tone. For troubleshooting requests, it will reply in bullet point format listing the steps to resolve the issues.

Where should the copilot find important information? Provide any publicly accessible websites that your copilot will need.

A minute ago

<https://microsoft.com/>, <https://www.learn.microsoft.com>, <https://developer.microsoft.com>

Just now

Great, your copilot will use microsoft.com, [learn.microsoft.com](https://www.learn.microsoft.com), and developer.microsoft.com as important information sources.

Are there any topics or tasks this copilot shouldn't help with or talk about?

Just now

Don't talk about products or services that aren't Microsoft

Just now

Understood, your copilot will avoid discussing products or services that are not Microsoft-related.

Perfect, you're all set to test out your new copilot! Or feel free to make any more adjustments before testing.

Just now

I'm done

Type your message ➤

The conversational creation experience and resulting copilot will contain preview features. By using the AI features labeled preview, you agree to the supplemental preview terms. For other AI features, you agree to the supplemental terms. [See preview terms and supplemental terms](#)

Create - Microsoft Copilot Studio

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/create/templates/default-2.1.0

Copilot Studio

Environment
Community Demos

Skip to configure Create ...

Microsoft Product Support

use a professional and friendly tone. For troubleshooting requests, reply in bullet point format listing the steps to resolve

2 minutes ago

Understood, your copilot will maintain a professional and friendly tone. For troubleshooting requests, it will reply in bullet point format listing the steps to resolve the issues.

Where should the copilot find important information? Provide any publicly accessible websites that your copilot will need.

2 minutes ago

<https://microsoft.com/>, <https://www.learn.microsoft.com>, <https://developer.microsoft.com>

2 minutes ago

Great, your copilot will use microsoft.com, [learn.microsoft.com](https://www.learn.microsoft.com), and developer.microsoft.com as important information sources.

Are there any topics or tasks this copilot shouldn't help with or talk about?

2 minutes ago

Don't talk about products or services that aren't Microsoft

A minute ago

Understood, your copilot will avoid discussing products or services that are not Microsoft-related.

Perfect, you're all set to test out your new copilot! Or feel free to make any more adjustments before testing.

A minute ago

I'm done

A minute ago

Type your message

The conversational creation experience and resulting copilot will contain preview features. By using the AI features labeled preview, you agree to the supplemental preview terms. For other AI features, you agree to the supplemental terms. [See preview terms and supplemental terms](#)

Just now

Type your message

This is a preview feature. [See terms](#).

Microsoft Product Support

Overview - Microsoft Product

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/bots/6dbe2e22-c24a-ef11-a317-6045bdd72ff9/overview

Copilot Studio

Environment Community Demos

Custom copilots

- Microsoft Product Support
- EmployeePilot
- Power Copilot
- The Office TV Show Expert
- Proposal Copilot
- Employee Onboarding Assist...
- Website Q&A Copilot
- Customer Service Assistant
- Power Platform Copilot Helper
- NACS Copilot
- Test-Multiple-Topics-Matched
- BKR203
- Aprils Copilot
- Joke bot
- Support Copilot

Microsoft Product Support Overview Knowledge Topics Actions Analytics Channels

Your copilot is ready! Here's what's next:

- Add actions so your copilot can do things for you
- Build topics to focus and guide how your copilot answers
- Publish your copilot so others can use it

Details

Name: Microsoft Product Support

Description: Assists users by answering questions about and troubleshooting problems with Microsoft products.

Instructions: Your name is Microsoft Product Support. You are a copilot who helps users with questions and issues related to Microsoft products. Maintain a professional and friendly tone when assisting users. For troubleshooting, provide step-by-step solutions in bullet point format. If users ask about products or services not related to Microsoft, politely decline to assist and suggest focusing on Microsoft-related queries.

Knowledge

+ Add knowledge

Allow the AI to use its own general knowledge (preview). [Learn more](#)

Enabled

- https://developer.microsoft.com
- https://microsoft.com/
- https://www.learn.microsoft.com

Test your copilot

Hello, I'm Microsoft Product Support, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

Just now

Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

Knowledge - Microsoft Product +

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/bots/6dbe2e22-c24a-ef11-a317-6045bdd72ff9/knowledge

Environment Community Demos

Copilot Studio

Copilots

Custom copilots

- Voice
- Microsoft Product Support**
- Safe Travels Copilot
- EmployeePilot
- Power Copilot
- The Office TV Show Expert
- Proposal Copilot
- Employee Onboarding Assist...
- Website Q&A Copilot
- Customer Service Assistant
- Power Platform Copilot Helper
- NACS Copilot
- Test-Multiple-Topics-Matched
- BKR203
- Aprils Copilot

Microsoft Product Support Overview Knowledge Topics Actions Analytics Channels

+ Add knowledge

Search knowledge

All Public website SharePoint and OneDrive Last refreshed now

Name	Type	Last modified	Status
https://developer.microsoft.com	Public website	April Dunnam 4 days ...	Ready
https://microsoft.com/	Public website	April Dunnam 4 days ...	Ready
https://www.learn.microsoft.com	Public website	April Dunnam 4 days ...	Ready
IT	SharePoint and OneDrive	April Dunnam 4 days ...	Ready

Test your copilot

...

Hello, I'm Microsoft Product Support, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

Just now

Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

Demo
**Create a topic and
extending with actions**



Overview - Microsoft Product F x IT

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/bots/6dbe2e22-c24a-ef11-a317-6045bdd72ff9/overview

Copilot Studio

Environment Community Demos

Copilots

Custom copilots

- Voice
- Microsoft Product Support**
- Safe Travels Copilot
- EmployeePilot
- Power Copilot
- The Office TV Show Expert
- Proposal Copilot
- Employee Onboarding Assist...
- Website Q&A Copilot
- Customer Service Assistant
- Power Platform Copilot Helper
- NACS Copilot
- Test-Multiple-Topics-Matched
- BKR203
- Aprils Copilot

Microsoft Product Support Overview Knowledge Topics Actions Analytics Channels

Your copilot is ready! Here's what's next:

- Add actions so your copilot can do things for you
- Build topics to focus and guide how your copilot answers
- Publish your copilot so others can use it

Details

Name: Microsoft Product Support

Description: Assists users by answering questions about and troubleshooting problems with Microsoft products.

Instructions: Your name is Microsoft Product Support. You are a copilot who helps users with questions and issues related to Microsoft products. Maintain a professional and friendly tone when assisting users. For troubleshooting, provide step-by-step solutions in bullet point format. If users ask about products or services not related to Microsoft, politely decline to assist and suggest focusing on Microsoft-related queries.

Knowledge

Add knowledge

Allow the AI to use its own general knowledge (preview). [Learn more](#)

Enabled

IT

https://developer.microsoft.com

https://microsoft.com

Test your copilot

Hello, I'm Microsoft Product Support, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

Just now

Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

Topics - Microsoft Product Sup x IT

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/bots/6dbe2e22-c24a-ef11-a317-6045bdd72ff9/adaptive/42517961-dd3c-421d-a3a3-bdd13128... ...

Copilot Studio

Environment Community Demos AD

Copilots ...

Custom copilots

- Voice
- Microsoft Product Support**
- Safe Travels Copilot
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- Power Copilot
- The Office TV Show Expert
- Proposal Copilot
- Employee Onboarding Assist...
- Website Q&A Copilot
- Customer Service Assistant
- Power Platform Copilot Helper
- NACS Copilot
- Test-Multiple-Topics-Matched
- BKR203
- Aprils Copilot

Microsoft Product Support ...

Overview Knowledge Topics Actions Analytics Channels

Untitled ...

Copilot Comments Variables Topic checker Details More Save

Trigger

Triggered by copilot (preview) Edit

Describe what the topic does

This topic helps users find devices that are a... ...

+ ...

...

Hello, I'm Microsoft Product Support, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

5 minutes ago

Ask a question or describe what you need ...

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

Published ...

Settings ...

Test

Agents



Early Access Preview

Copilots with agent capabilities

Can be triggered by events – not just conversation

Automates and orchestrates long running, asynchronous copilots

Follows human guardrails and asks for help

Monitor, learns and improves with each interaction

The screenshot shows the Copilot Studio interface for an 'IT Helpdesk' copilot. The top navigation bar includes 'Copilot Studio', 'Overview', 'Knowledge', 'History', and 'Analytics'. A sub-header 'Your copilot is ready! Here's what's next:' lists steps: 'Add instructions to refine and improve how it responds', 'Add actions so your copilot can perform specific tasks', 'Test your copilot to ensure its comprehension', and 'Publish your copilot so others can use it'. The main 'Overview' section contains a 'Goal' card ('Assist users through new hire support, troubleshooting, and hardware procurement'), a 'Channels' card ('Outlook', 'Teams', 'Microsoft Copilot'), an 'Instructions' card with a bulleted list of actions, a 'Triggers' card ('New Hire Detection', 'Employee hardware refresh'), and an 'Actions' card listing three tasks: 'Send email request' (to sarahperez@microsoft.com), 'Create record' (to sarahperez@microsoft.com), and 'Send for approval' (to sarahperez@microsoft.com). On the right side, there are sections for testing ('Test your copilot', 'Run a simulated test', 'Run a real world test'), AI-generated content, and a 'Test purchase order' card.

Early Access Preview

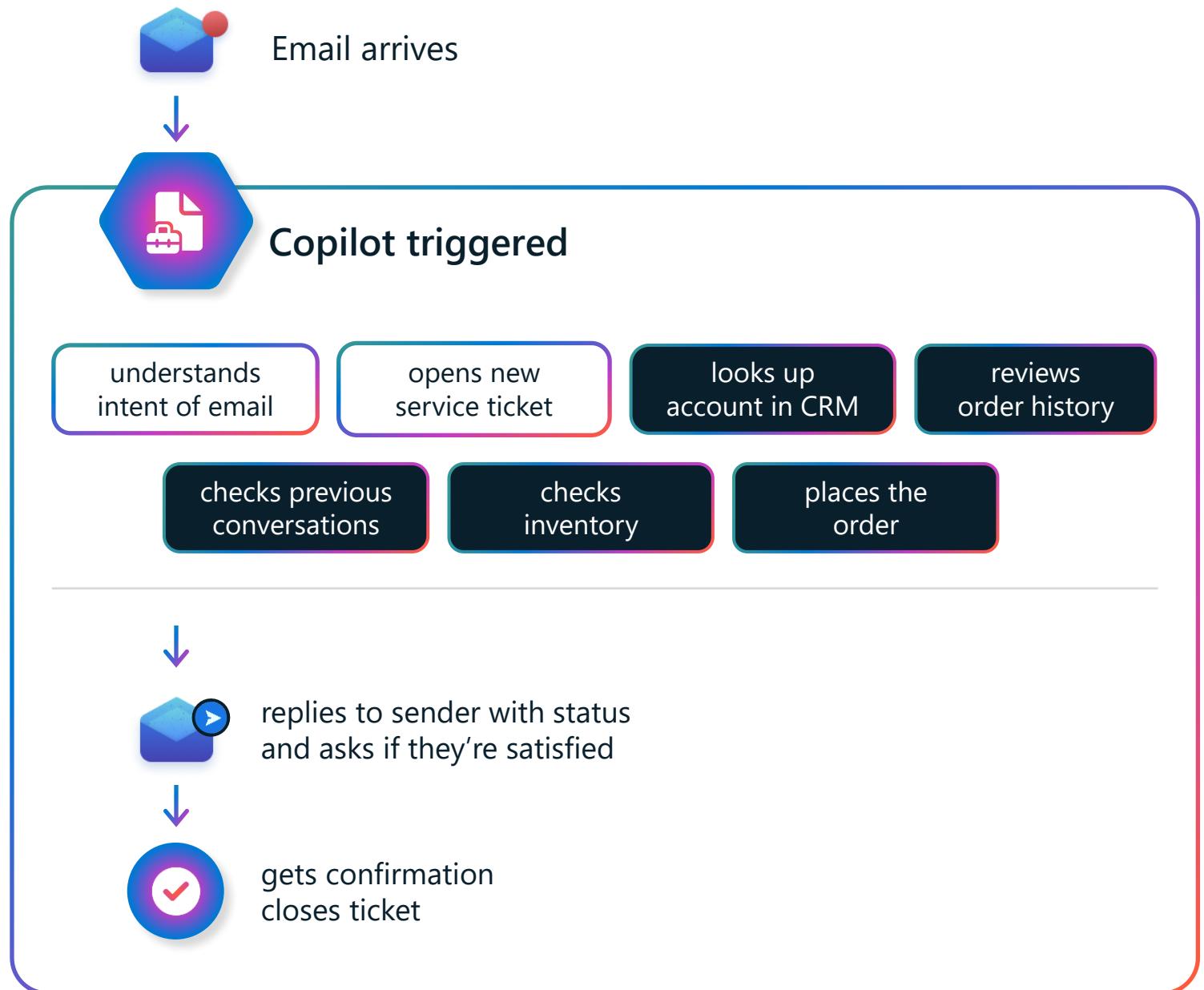
Copilots with agent capabilities

Can be triggered by events – not just conversation

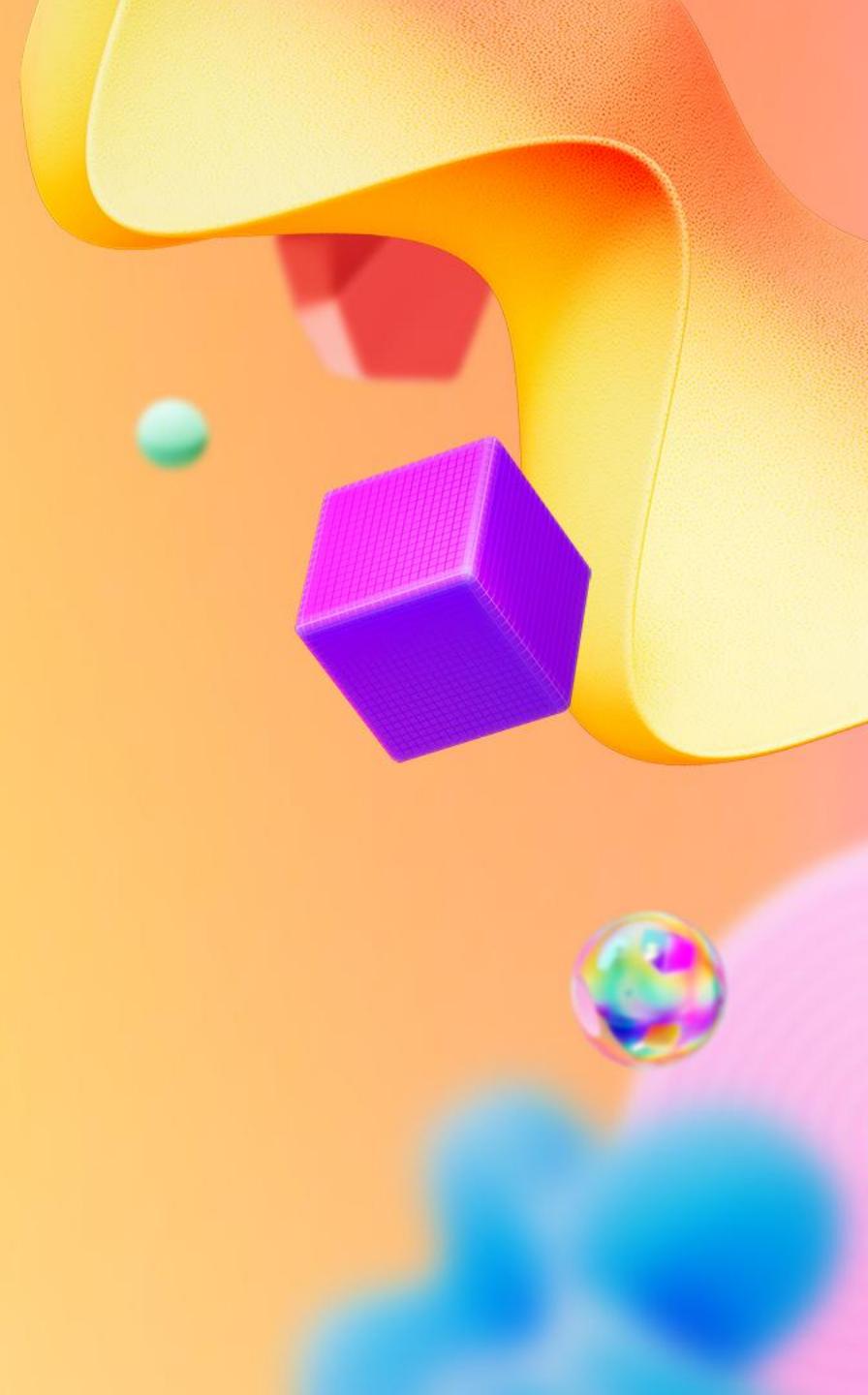
Automates and orchestrates long running, asynchronous copilots

Follows human guardrails and asks for help

Monitor, learns and improves with each interaction



Connecting Copilot to Specialized Autonomous Agent





EPAM CLARITY

Gen AI Native Customer Service
powered by AI FOUNDRY and COPILOT STUDIO

Contact: Dominic Shek, dominic_shek@epam.com +852 9308 5332

Engineering the Future of Insurance

EPAM Fast Facts – Q3 2024

FOUNDED IN

1993

Q3 2024 REVENUES

\$1.168B

EPAMERS

53,250+

ENGINEERS, DESIGNERS
& CONSULTANTS

47,750+

2023 REVENUES

\$4.691B

5-YEAR REVENUE GROWTH

CAGR of 21%

(2018-2023)

COUNTRIES & REGIONS

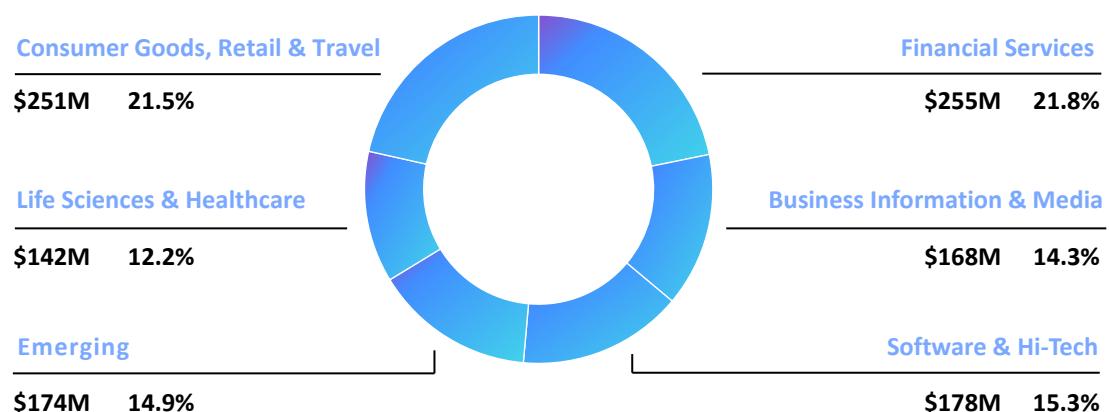
55+

U.S. HEADQUARTERED
PUBLIC COMPANY

(NYSE:EPAM)

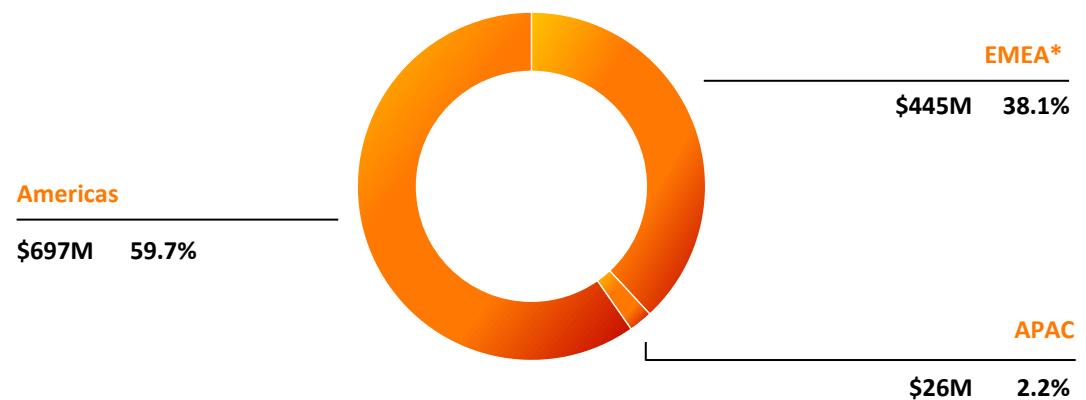
REVENUES BY INDUSTRY VERTICAL

(Reported \$ & % of Total Revenue)



REVENUES BY GEOGRAPHY

(Reported \$ & % of Total Revenue)



EPAM – Microsoft Solutions Partner

EPAM is recognized by Microsoft for demonstrated expertise in creating and delivering innovative solutions using Microsoft technologies to help customers solve complex business challenges and holds all six Microsoft Solution Partner designations.

15+

YEARS OF PARTNERSHIP

23K+

MICROSOFT PROFESSIONALS

800+

ACTIVE AZURE PROJECTS

MICROSOFT SOLUTION PARTNER DESIGNATIONS

Digital & App Innovation | Azure

Data & AI | Azure

Infrastructure | Azure

Security

Business Applications

Modern Work

ADVANCED SPECIALIZATIONS

- DevOps with GitHub
- Kubernetes on Azure
- Migrate Enterprise Apps to Microsoft Azure
- Low Code Application Development
- Build and Modernize AI Apps with Microsoft Azure

- Analytics
- AI and Machine Learning
- Infrastructure and Database Migration

- Infrastructure and Database Migration

- Cloud Security
- Threat Protection

- Low Code Application Development
- Intelligent Automation



Gaming Partner of the Year, Winner
Act to Accelerate Trust (Germany), Winner
Global Finalist Retail & Consumer Goods



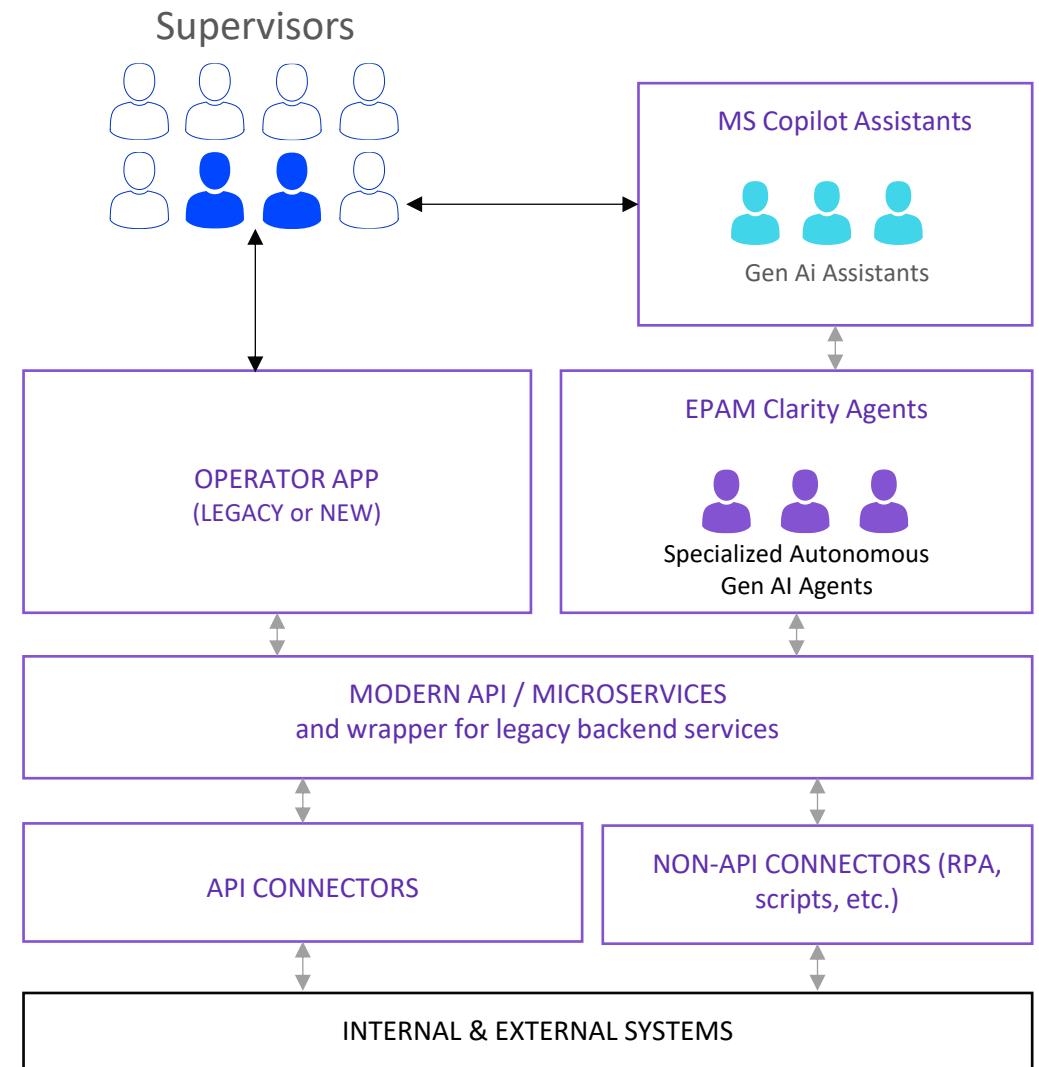
MSUS Winner Migration on Azure
MSUS Finalist Application Modernization
Global Finalist Retail & Consumer Goods

Modernizing the Operational Environment

The new operational model requires a gradual migration of processes and supporting applications to a GenAI-powered environment.. This modernized environment leverages GenAI agents for advanced tasks and provides a reimagined UI for human intervention and oversight

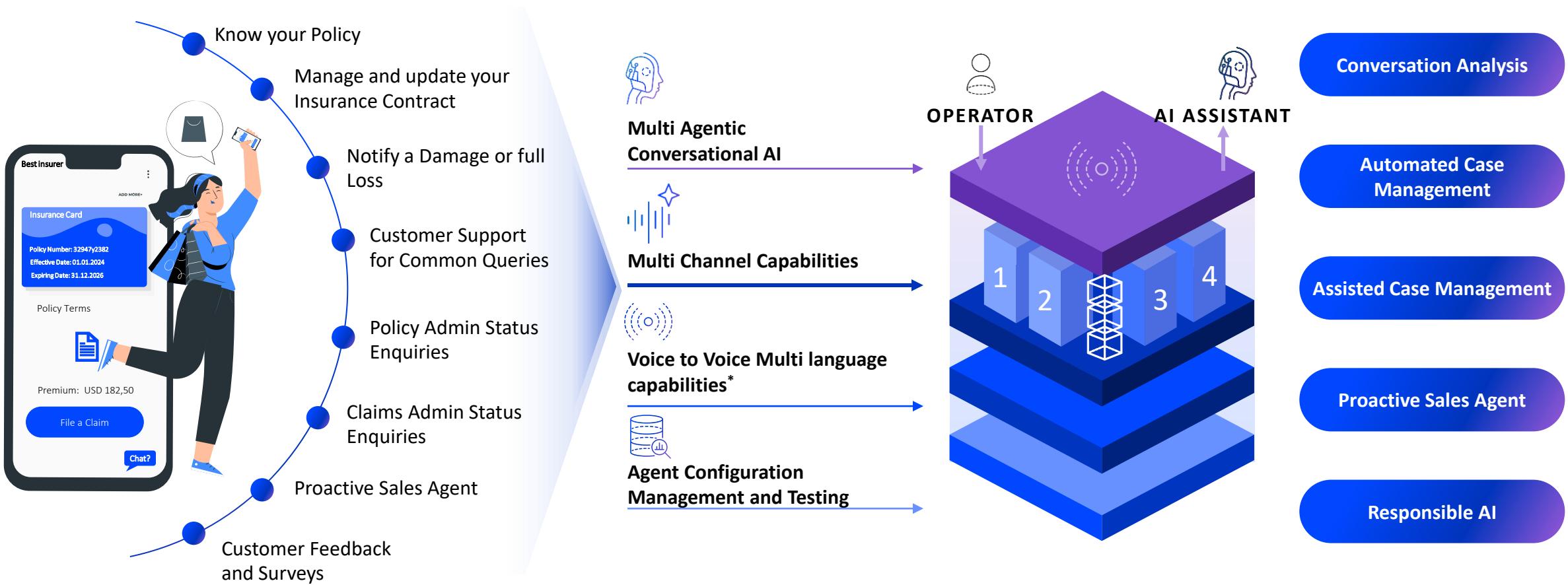
- **GenAI Agents:** Handle routine and complex tasks traditionally performed by humans.
- **Headless Operations:** GenAI agents interact directly with data, services, and external systems through an API layer, bypassing traditional app UIs
- **Reimagined UI:** Provides tools for operators to manage exceptions, oversee processes, and intervene manually when necessary.
- **GenAI Orchestration:** Coordinates workflows according to guidelines written in plain human language.

This approach ensures a gradual and systematic transformation, modernizing the entire environment to seamlessly transition to an AI-driven operational model that enhances efficiency, accuracy, and scalability.



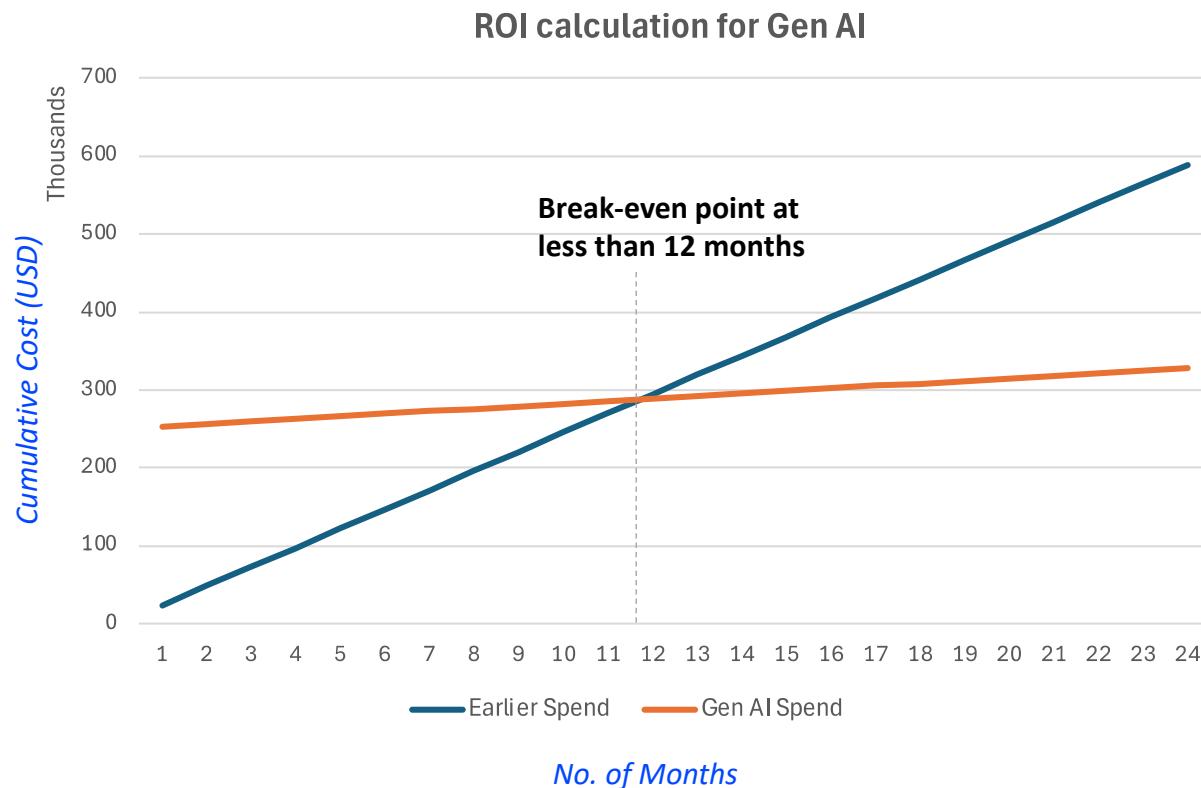
Redefining Customer Service with EPAM Clarity

Engineered by EPAM, to empower insurance providers with the tools needed to deliver superior customer service and highly efficient claims management, natively using Generative AI



Business Benefits and a significant annualized return over 12 Months period on 1 single product

- extrapolating that over multiple products can potentially provide benefits over million dollars each year



Key Assumptions:

- | | |
|--|------------------|
| • Current time taken to process 1 Claim Notification | 45 mins per case |
| • Number of claims per month | 1000 cases |
| • Average Cost (Manual) per FNOL | 30 USD |
| • Average salary cost p.a. per FTE handling FNOL cases | USD 50,000 |

Example Business Case Potential

- EPAMs' Gen AI costs include One time implementation cost, cost of services per token, etc...

Q&A



Thank you!

