



Power Platform

COMMUNITY CONFERENCE

SEPTEMBER 18–20, 2024 • Workshops: Sept 16, 17 & 21

MGM GRAND • Las Vegas, NV



Power Platform
COMMUNITY CONFERENCE

Power Platform + AI: Get Future-Ready & Accelerate Innovation

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Business Applications



@GSiVed



Geetha Sivasailam

Your Goal: Build an E2E IT Help Desk Solution

- Requirements:
 - Streamline IT Support
 - Automate ticket routing/troubleshooting
 - Enhance user experiences through predictive insights and automation



Agenda

Time	Item
8:00 – 8:45	Welcome, Introductions and Setup
8:45 – 9:00	Power Apps Copilot Overview and Demo
9:00 – 9:45	Lab: Building an IT Help Desk App with Power Apps
9:45 – 10:00	Break
10:00 - 10:30	AI Builder & Power Automate Copilot Overview and Demo
10:30 – 11:30	Lab: Automating Ticket Classification and Routing to IT Support with AI Builder
11:30 – 12:30	Lunch
12:30 – 12:50	Copilot Studio Overview and Demo
12:50 – 1:20	Lab: Enhancing end-user support with a Copilot-Powered Assistant
1:20 – 1:35	AI Search Overview and Demo
1:35 - 1:50	Break
1:50 - 2:30	Lab: Implementing AI Search for Efficient Information Retrieval for IT staff
2:30 – 3:00	Wrap-up and Q&A



SETUP

<https://aka.ms/PPCC/Workshop/AI/Account>

<https://aka.ms/PPCC/Workshop/Lab0>



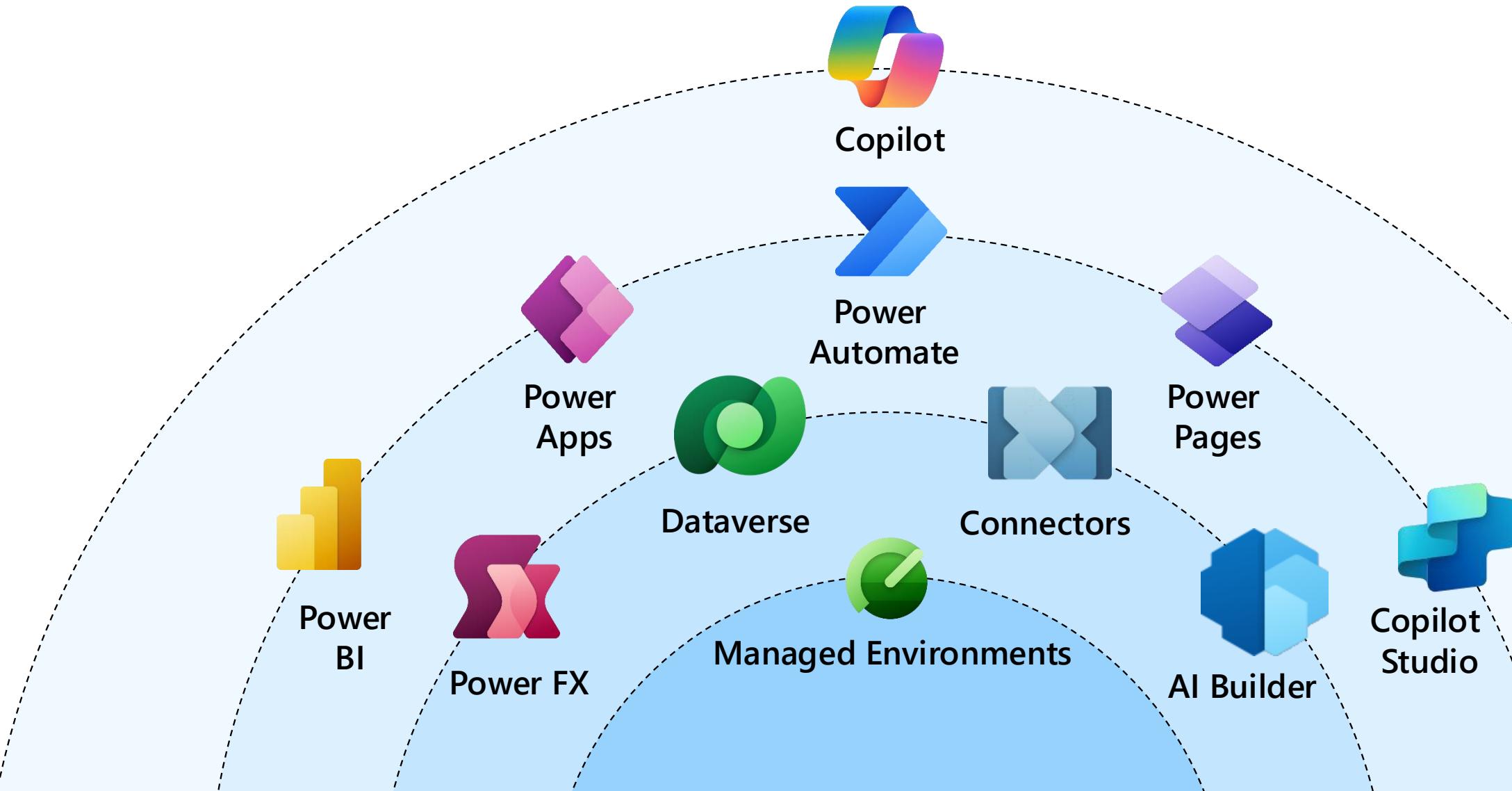
Trivia Time

What do you call a stand-alone AI that you build with Copilot Studio?

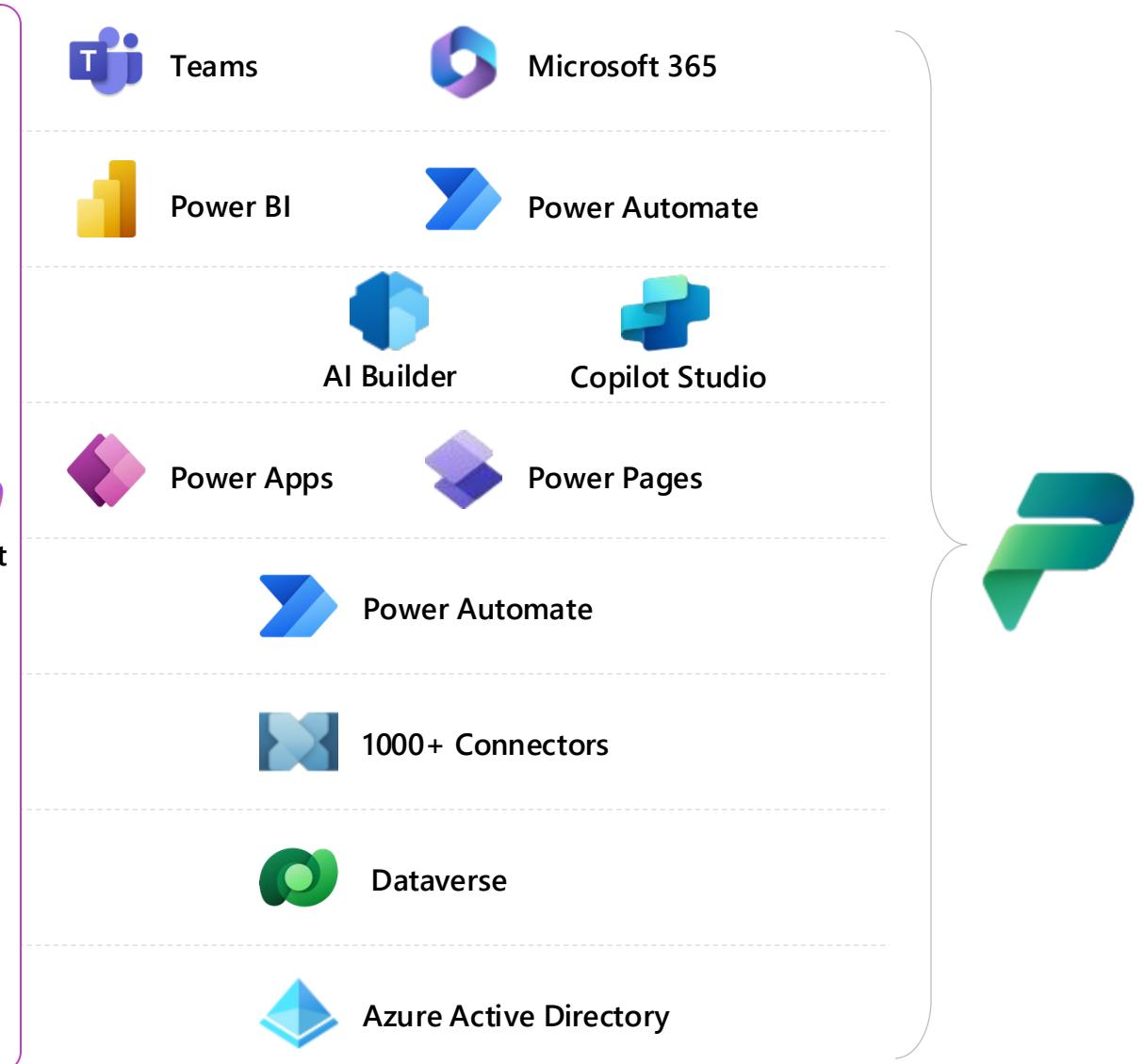
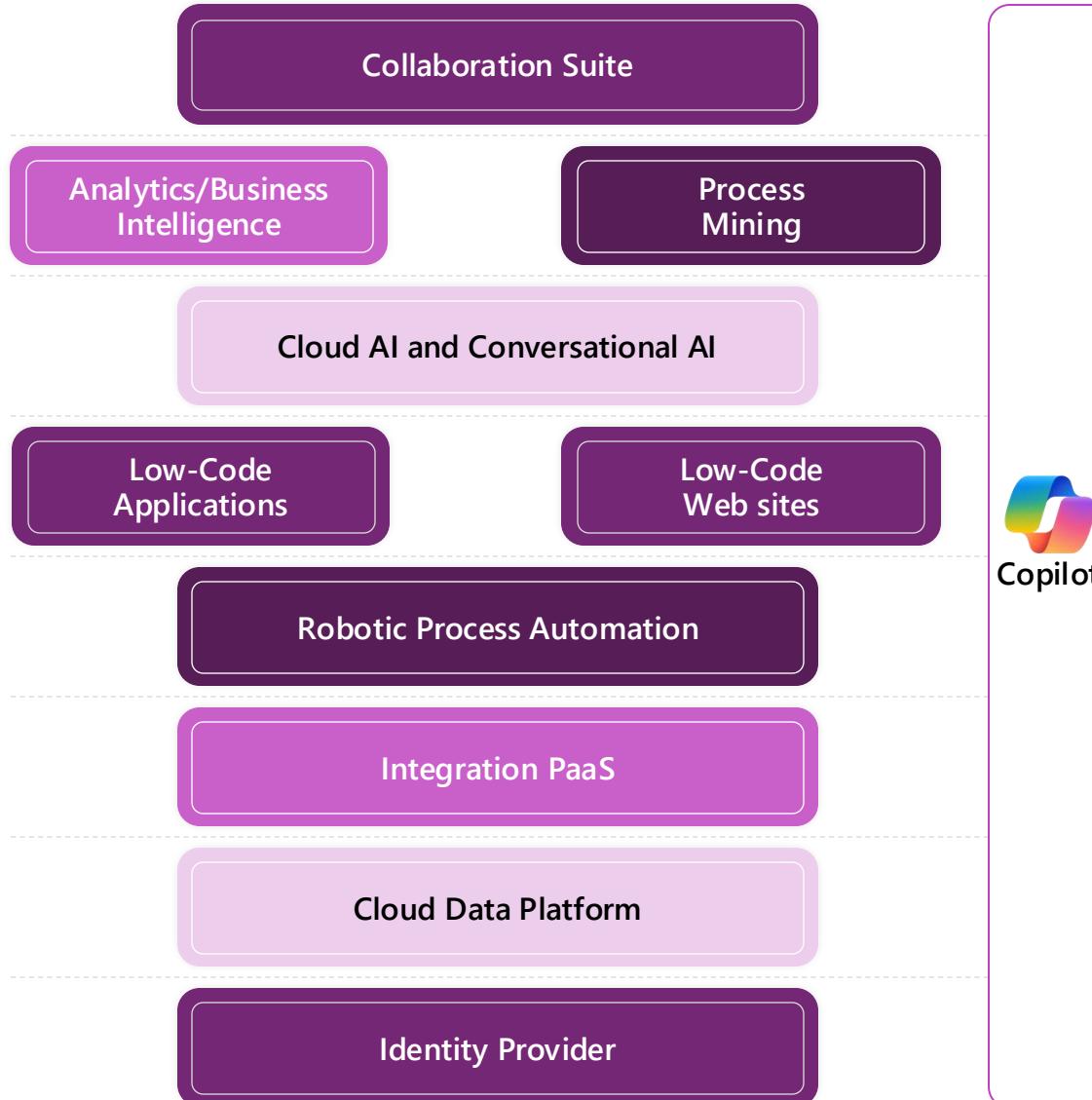
- A) Custom Copilot
- B) Agents
- C) Clippy

Your Toolset: Power Platform

The world's most complete platform for developer productivity, spanning no-code to pro code



A Connected Orchestrated Platform



What is a copilot?

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

Custom copilots

Copilots tailored to your enterprise scenarios



Microsoft Copilot

1st party Copilot experiences available across the Microsoft ecosystem



How does Power Platform infuse and scale AI?



AI is in the app

AI is embedded in the app out-of-the-box without developer intervention, guiding users to insights and more productive ways of working



AI is the app

Developers use Copilot Studio to build completely custom Copilots that know and generate responses using subsets of the organization's data



AI is fed by the app

Data transacted by Power Platform solutions is securely available in a Data Lake for more complex AI workloads and large language models

Development complexity and capability of the AI increase left to right...



Our enterprise AI safeguards



Your data **is your data**



Your data **is not used** to train or
enrich foundation AI models



Your data and AI models
are protected at every step



Our Copilot Copyright **Commitment**

CONNECT TO ALL YOUR INTERNAL AND EXTERNAL DATA SOURCES

Over 1,400 Power Platform data connectors

Built-in connectivity to cloud services, content services, databases, and APIs

Seamless hybrid connectivity via the on-premises data gateway

Custom connectors as building blocks for citizen developers

Robotic Process Automation is the ultimate connector, if necessary



BREAK DOWN DATA SILOS. EXPAND THE POSSIBILITIES.

Microsoft Dataverse – your built-in data platform



Enterprise scale platform for structured and **unstructured data** built into Power Apps

Advanced business logic and eventing, from calculated fields and rollups to auto duplicate detection

On a **trusted platform** with robust security, compliance and management capabilities.

One click to **Synapse** for advanced analytics and deep

A screenshot of the Microsoft Power Apps studio interface. On the left, there's a vertical navigation bar with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Power Apps. The main area shows a "Power Apps" ribbon with tabs for Home, Build, and About. A "Data" pane is open on the left side, containing a search bar and a button labeled "Create new table". Below the Data pane is a large, empty white canvas with the placeholder text "Add an item from the insert pane or connect to data". On the right side, there's a "Properties" panel for "Screen1" with sections for Fill, Background image, Image position, and Loading spinner. At the bottom of the screen, there are standard browser-style controls for zooming and navigating.



SETUP REMINDER!

<https://aka.ms/PPCC/Workshop/>
AI/Account



Power Apps

Power Apps



Accelerated development of intelligent apps



Copilot: Providing a new way for developers to solve business problems and a more intuitive experience for end users



Easy to use tools: Accelerate simple or repetitive tasks, use visual studio, reusable components and more to move from idea to solution quickly.



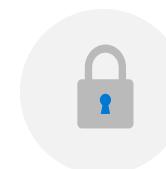
Collaborative: Improve outcomes by engaging end users in the low-code elements of development



Enterprise ready



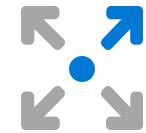
Data Connected: Start with Dataverse and connect to all your data with 1400+ ready-made connectors or create your custom connectors.



Secured: Build solutions on platform backed by industry leading security foundations



Governed: Easily setup and govern your solution ecosystem with Managed Environments



Enable all developers



Extensible: Use the best tool for the job to get the best result. Have no limits



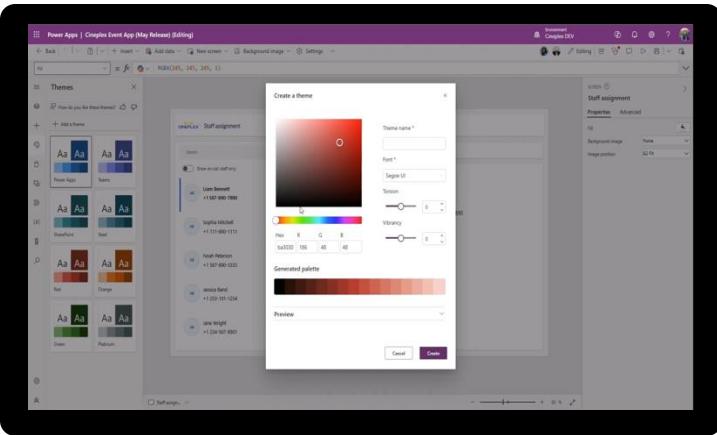
ProDev: Use the best tool for the job to get the best result. Have no limits. Focus on higher-level tasks while maintaining governance of apps at scale



Empower makers: provides access to the necessary development tools, APIs and service endpoints

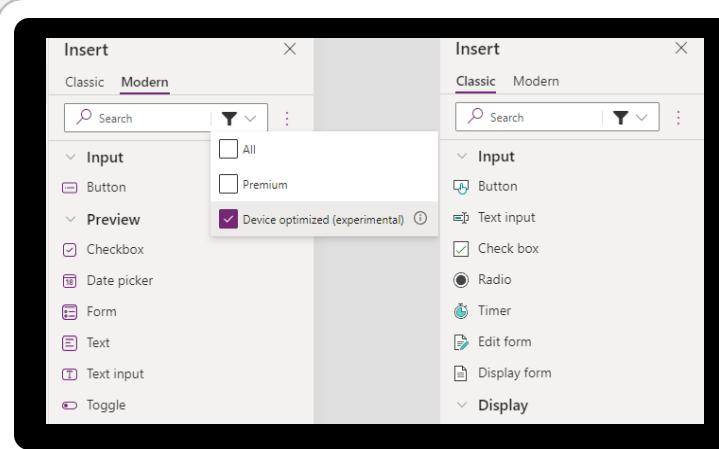
A comprehensive, intelligent platform

Modern user experiences out-of-the-box



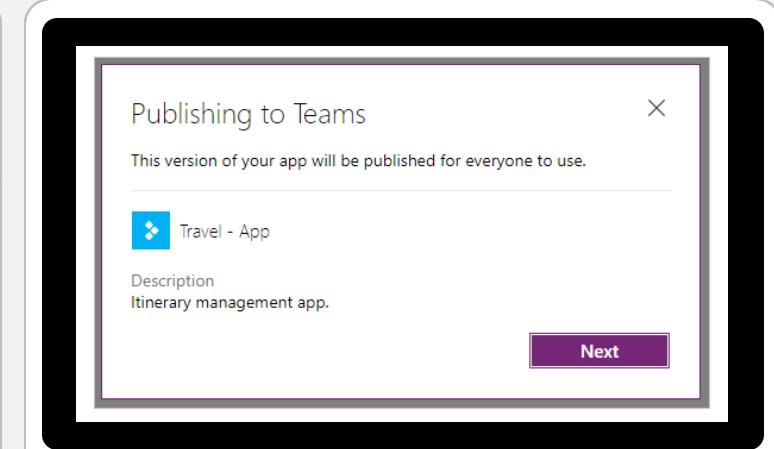
Modern controls & theming

Based on the Microsoft Fluent 2 design system, quicker and simpler for makers to configure, and provide more cohesive experience for end-users.



Optimize for devices

Build stunning, **native apps** for **mobile** users with device-optimized screens that use native UI elements



Build once, deploy anywhere

With Power Apps, you build solution once and users can use it through web, mobile or in Microsoft Teams.

Copilot in Power Apps - Impact



88%
fewer clicks

60%
faster

65%
more satisfied

"Building the prototype from scratch would have taken 6-8 hours. We were able to just describe in natural language and build in a few minutes."

— Ron Colvin, Director of Innovation, CONA Services

Copilot in Power Apps

Describe it. Power Apps builds it.

Build new apps just by describing in natural language what you need

Multi-turn, multi-step conversation through the process of creating data and customizing UX

Makers can build a complete app by starting with natural language

No friction to use, seamless switching between conversation, point-and-click editing for maximum productivity.

The screenshot shows the Microsoft Power Apps home page. At the top, there's a search bar and a navigation bar with options like 'Environment Cineplex DEV', a bell icon, gear icon, and question mark. A purple banner on the right says 'Let's build an app. What should it do?' with buttons for 'Collect RSVPs', 'Track sales leads', 'List inventory', and 'Manage inspections'. Below this, there's a text input field with placeholder text 'Use everyday words to describe what your app should collect, track, list, or manage ...' and a 'Try the new data experience' toggle switch. On the left, a sidebar menu includes 'Home', 'Create', 'Learn', 'Apps', 'Tables', 'Flows', 'Solutions', 'More', and 'Power Platform'. In the center, there's a section titled 'Other ways to create an app' with three options: 'Start with data' (Create new tables, select existing tables, or connect to external data sources), 'Start with a page design' (Select from a list of different designs and layouts to get your app going), and 'Start with an app template' (Select from a list of fully-functional business app templates. Use as-is or customize to suit your needs). At the bottom, there's a table titled 'Your apps' showing a list of six apps:

Name	Modified	Owner	Type
Cineplex Event App (May Release)	28 minutes ago	Jessica Lo	Canvas
Cineplex Event App - FOR GARTNER DEMO	2 hours ago	Travis Shu	Canvas
Cineplex Event Administration	5 hours ago	Clay Wesener	Model-driven
Cineplex Event App (May Release)	6 hours ago	Jessica Lo	Canvas
Cineplex Data Management	23 hours ago	Leon Welicki	Model-driven
Power Pages Management	1 week ago	SYSTEM	Model-driven

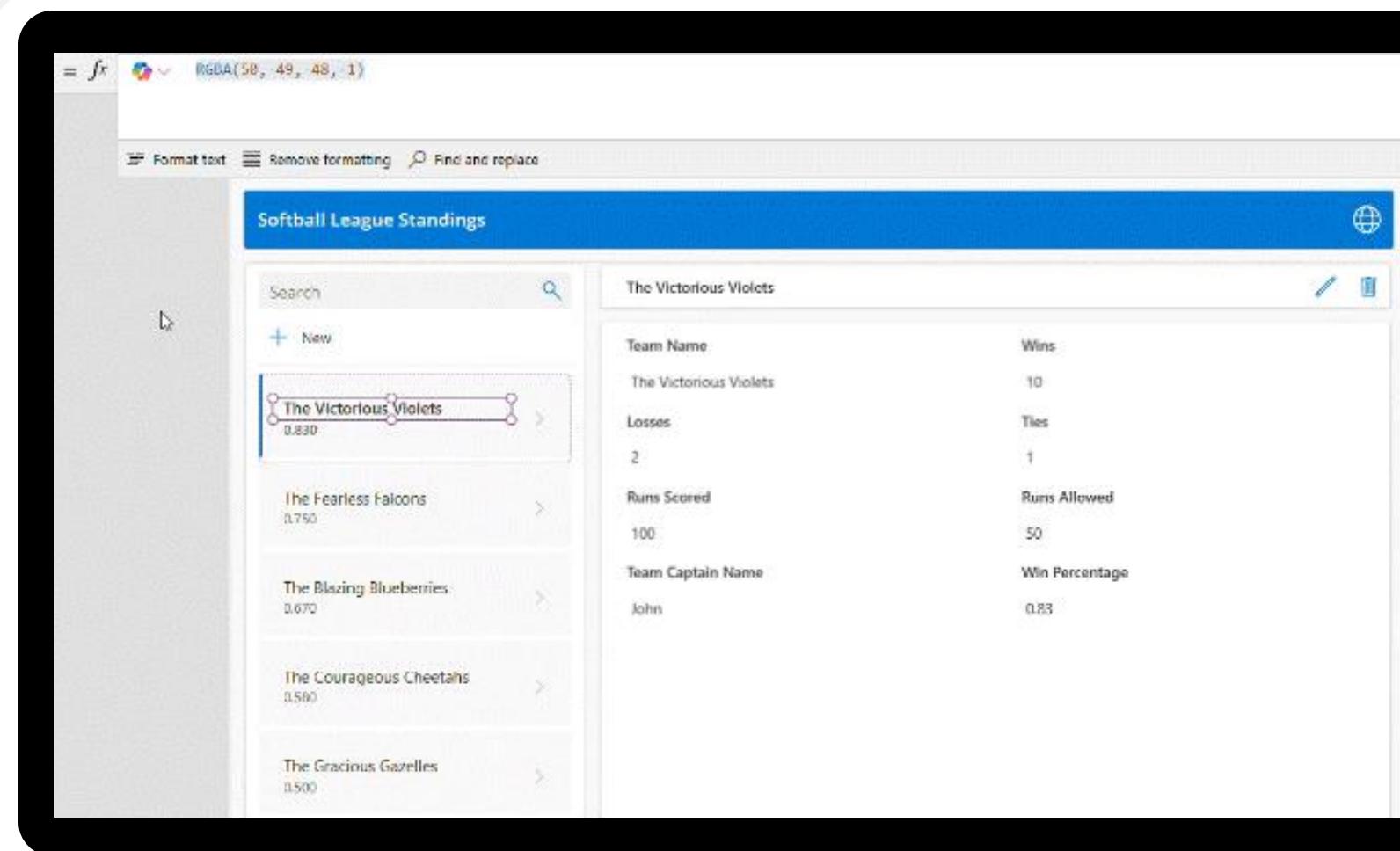
Copilot in Power Apps

Create, fix and understand Power Fx formulas with Copilot

Describe what you want the formula to do and Copilot drafts it for you

Use Copilot to find your errors and improve the quality of your apps

Understand formulas you didn't write with Copilot explanation



In Preview

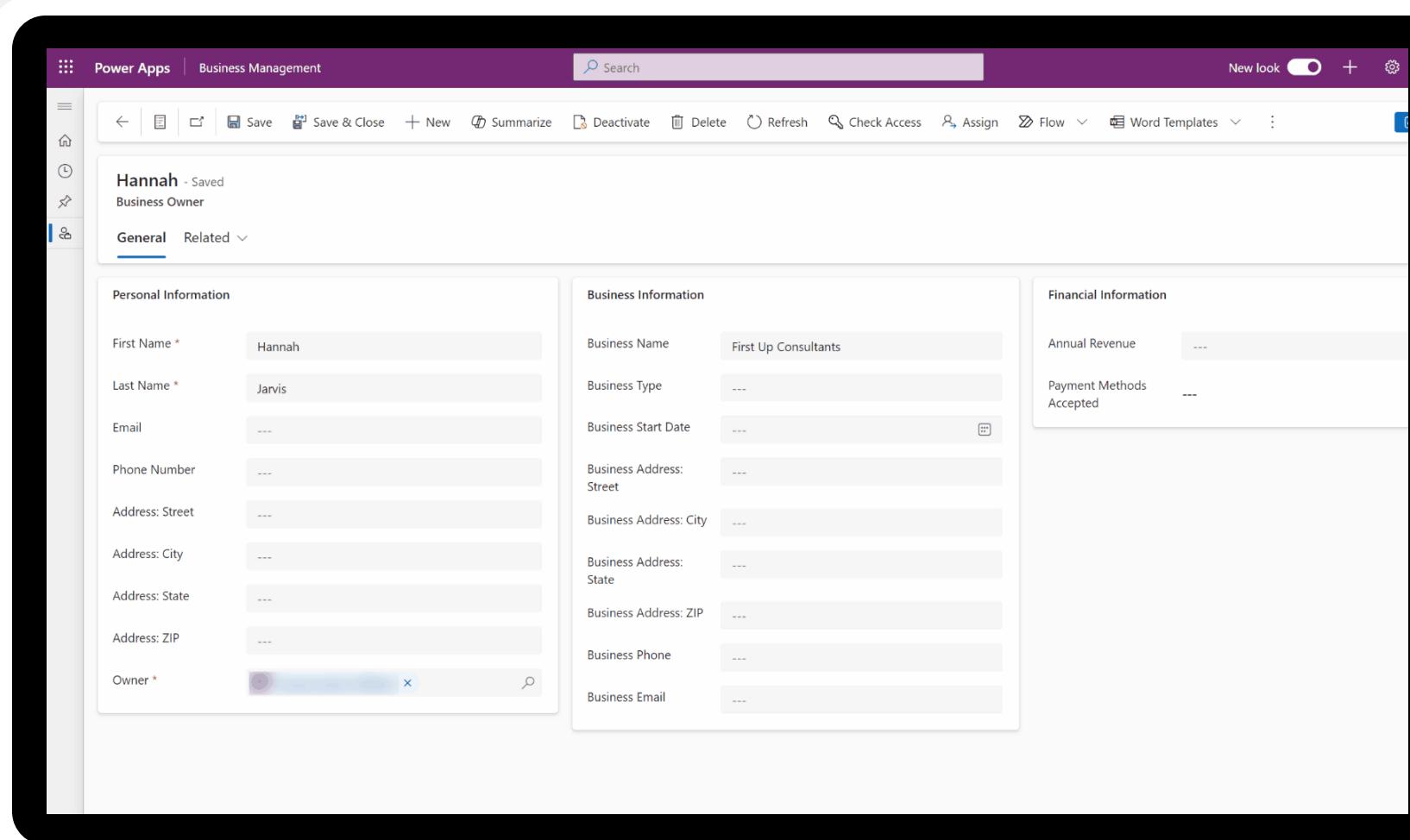
Copilot in Power Apps

Help end-users fill forms and draft inputs

Copilot-powered form-filling assistance helps accelerate repeated tasks

Users get suggestions bases on the most recently used records

Speed up and improve input quality for text, numeric, date, single-select choice fields



In Preview

DeliveryManager



Recipient Name ↑	Entry Date	Scheduled Deliv...	Street 1	State	Zip Code	Numb...
Adrianna Kuchar...	Fri Oct 13 2023 ...	Fri Nov 24 2023...	3256Tamarack S...	WA	98052	8
Amanda Haralds...	Sun Oct 08 202...	Fri Nov 17 2023...	6760Boxwood S...	WA	98070	2
Amy E. Edwards	Tue Oct 03 202...	Fri Nov 17 2023...	1649Willowwoo...	WA	98056	8
Andrzej Kucharski	Thu Oct 12 202...	Sat Nov 25 202...	5693Locust Circle	WA	98034	4
Anitha Thota	Tue Oct 03 202...	Thu Nov 30 202...	8576Sycamore ...	WA	98024	5
Archana Ponnala	Thu Oct 12 202...	Wed Nov 22 20...	7764Linden Way	WA	98033	4
Beata Szymanska	Sun Oct 01 202...	Thu Nov 16 202...	6186Chestnut B...	WA	98022	2
Benedicte Henn...	Fri Oct 13 2023 ...	Fri Nov 17 2023...	3415Larch Boul...	WA	98032	3
Benedikte Ringdal	Tue Oct 03 202...	Wed Dec 31 19...	5056Rosewood ...	WA	98042	2
Blazej Wozniak	Thu Oct 12 202...	Fri Nov 17 2023...	5005Spruce Drive	WA	98019	8
Chris Preston	Wed Oct 04 202...	Tue Nov 21 202...	7031Tulipwood ...	WA	98055	9
Elena Nilsson	Mon Oct 02 202...	Wed Dec 31 19...	3084Juniper Lane	WA	98031	3
Elzbieta Ostrows...	Thu Oct 05 202...	Wed Nov 22 20...	8557Maplewoo...	WA	98037	3

Rows: 49

Copilot

Chat



Have a question about this app? Ask Copilot.

Copilot can answer questions about the data in this app, and help you navigate. It's always learning from your feedback.

Ask a question about the data in this app, or tell me what you're looking for

0/500

Make sure AI-generated content is accurate and

DEMO: Power Apps

Trivia Time

What programming language can be used in Power Apps to create advanced formulas and functions?

- A) JavaScript
- B) Python
- C) Power Fx

Trivia Time

Which Power Platform tool was the first to introduce generative AI capabilities?

- A) Power Apps
- B) Power Automate
- C) Copilot Studio

45 mins

Lab 1: Building an IT Help Desk App with Power Apps

[https://aka.ms/PPCC-AI-
Workshop](https://aka.ms/PPCC-AI-Workshop)



Power Automate and AI Builder

Boost productivity for everyone with Power Automate



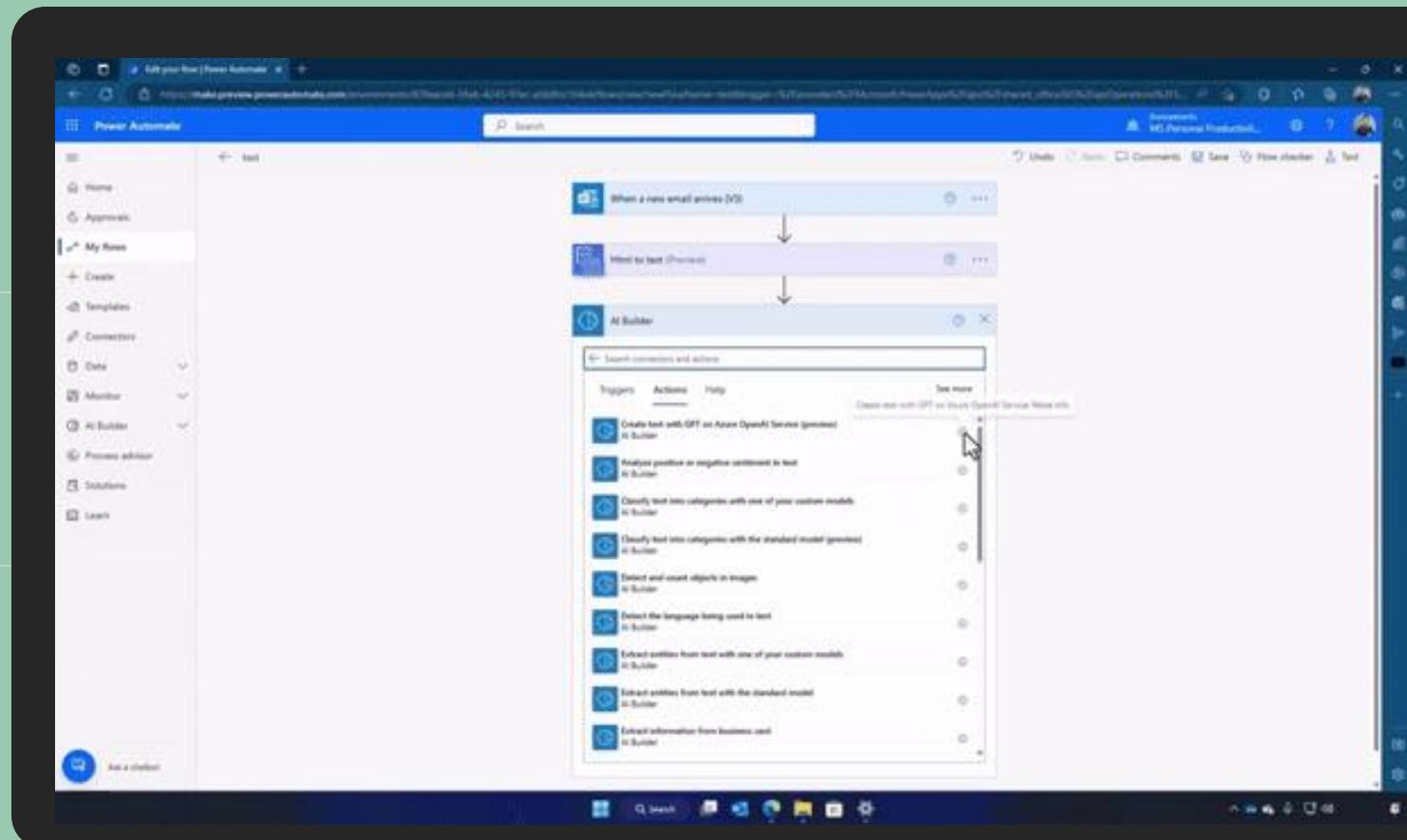
Streamline processes with low code, AI-powered automation tools that empower personal, team, and business-wide productivity.



Infuse AI into business processes with prebuilt and custom AI models for document processing, image data extraction, prediction, and analytics.



Optimize business processes with **process mining** to identify bottlenecks and enable continuous improvement.

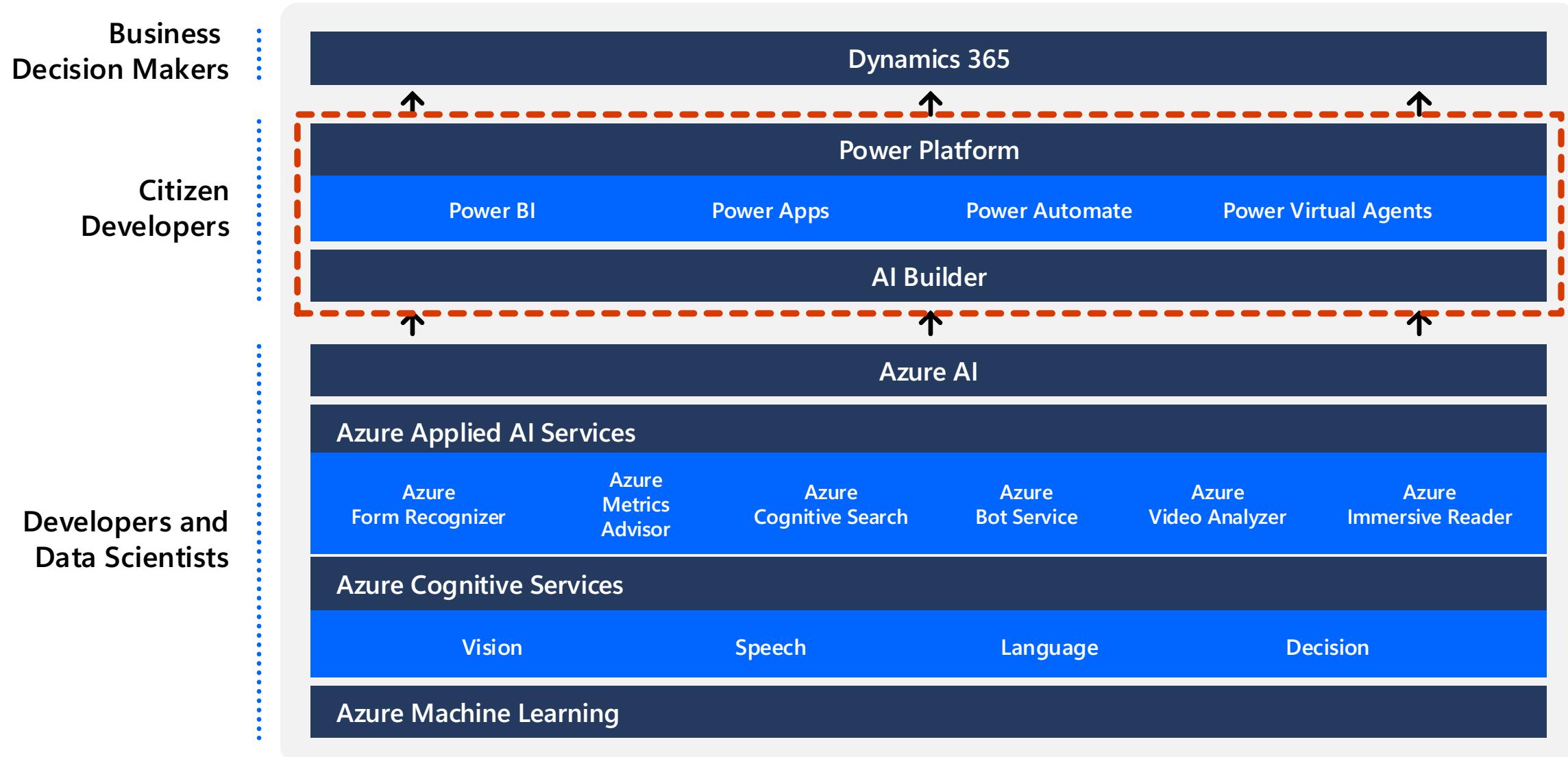


Copilot in Power Automate

Describe what you want to automate in a sentence, and copilot will build it in seconds

The screenshot shows the Microsoft Power Automate web interface. On the left, there's a sidebar with navigation links: Home, Approvals, My flows, Create, Templates, Connectors, Data, Monitor, AI Builder (which is highlighted), Process advisor, Solutions, and Learn. At the bottom of the sidebar is a blue button labeled "Ask a chatbot". The main content area has a header "Power Automate" with a search bar and a "Start building your flow with Copilot" button. Below this is a text input field with placeholder text "Describe in detail how you want your automation to work". A note says "This AI-powered feature is in preview. See terms". There's also a "Join the waitlist" button. In the center, there's a section titled "Learning for every level" with several cards: "Automate a business process using Power..." (Beginner, 4 hr 50 min), "Automate processes with Robotic Process..." (Intermediate, 2 hr 5 min), "Improve business performance with AI..." (Beginner, 6 hr 56 min), "Improve business performance with AI..." (Beginner, 26 min), and "Intro to Power..." (Intermediate). At the bottom right is a circular icon with blue and purple lines.

AI Builder is built on top of Azure AI



AI Builder capabilities



Documents

Process structured and unstructured documents

Recognize text (OCR)

Process invoices and receipts

Process passports and US driver's licenses

Process business cards



Language

Categorize text

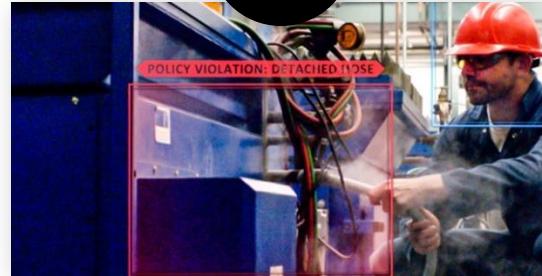
Extract entities

Extract key phrases

Detect language

Analyze sentiment

Translate



Images

Detect objects

Classify images

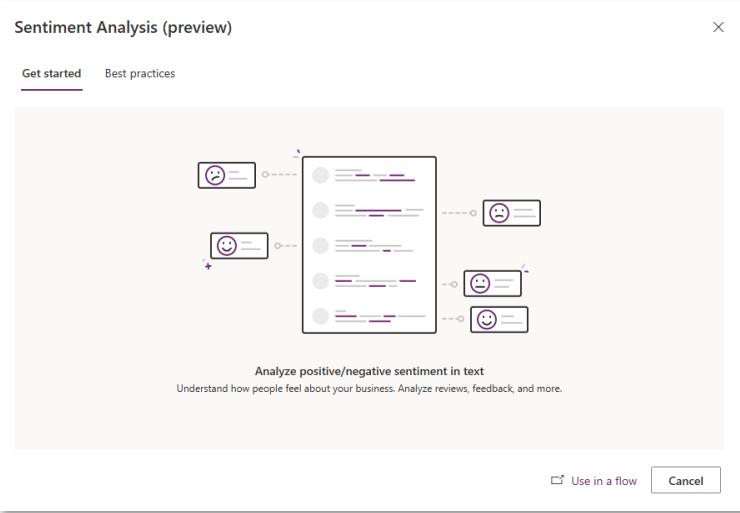


Structured Data

Predict quantity

Predict outcomes

AI Builder has several prebuilt models



Business card reader

Pull contact information from business cards and import it into your CRM system.

Sentiment analysis

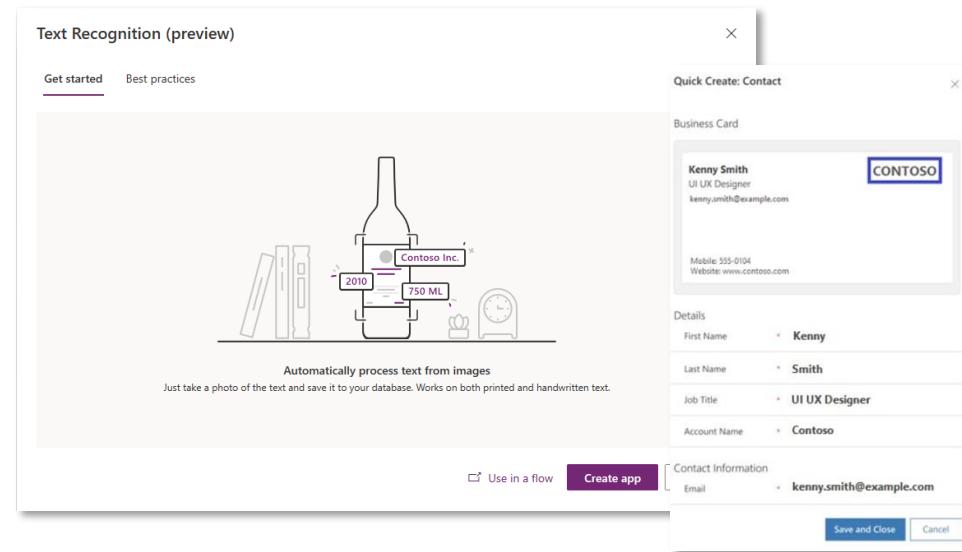
Detect positive, negative, neutral and mixed sentiment in social media, customer reviews or any text data.

Key phrase extraction

Extract the main points and key phrases in text documents.

Language detection

Use this model to identify the predominant language of a text document.



Text recognition

Extract printed and handwritten text from documents and images into machine-readable character streams.

Table extraction

Extract tables and their types from text.

Category classification (preview)

Categorize customer feedback text by its meaning.

Receipt processing (preview)

Save time on your expenses. Use AI to extract and save receipt data automatically.

Translation (preview)

Translate your text data across more than 60 languages.

And you can create custom models

- **Prediction**

Use your database and this AI model to determine the likelihood of specific business outcomes.

- **Form Processing (preview)**

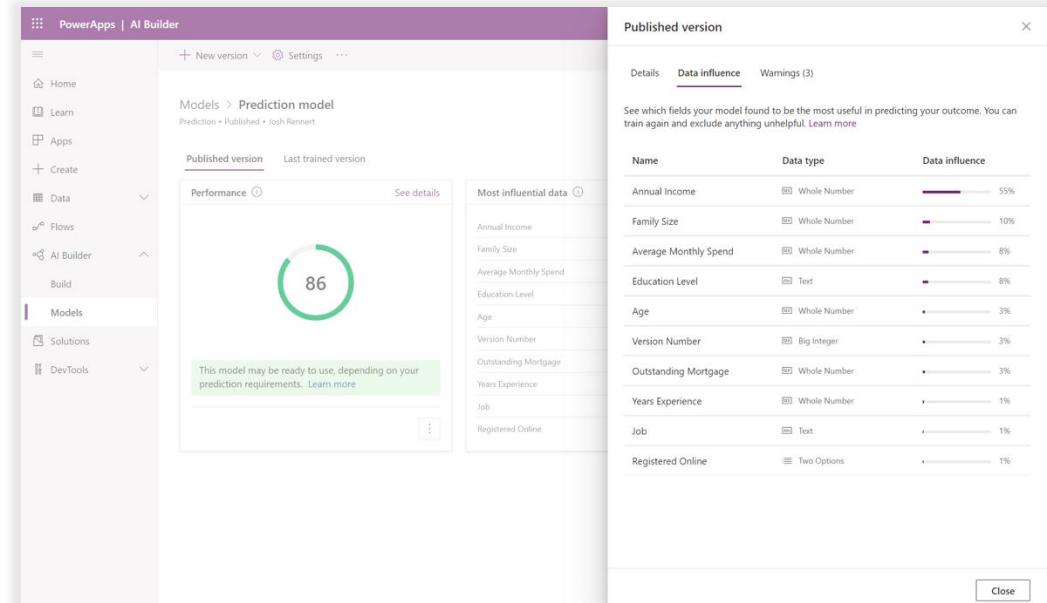
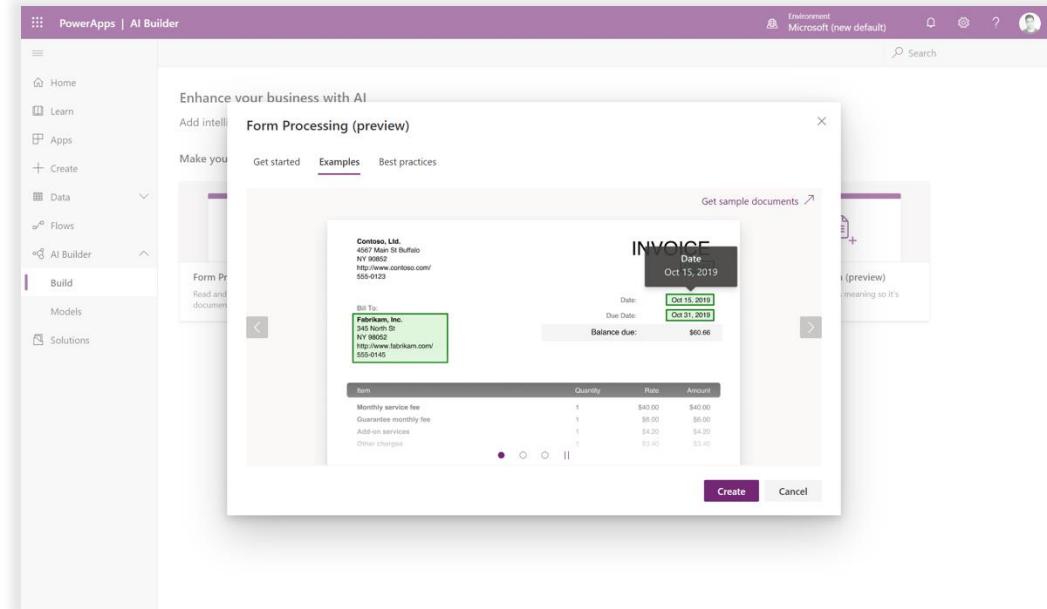
Read, extract, and process data from scans, emails, PDFs, and images.

- **Object Detection (preview)**

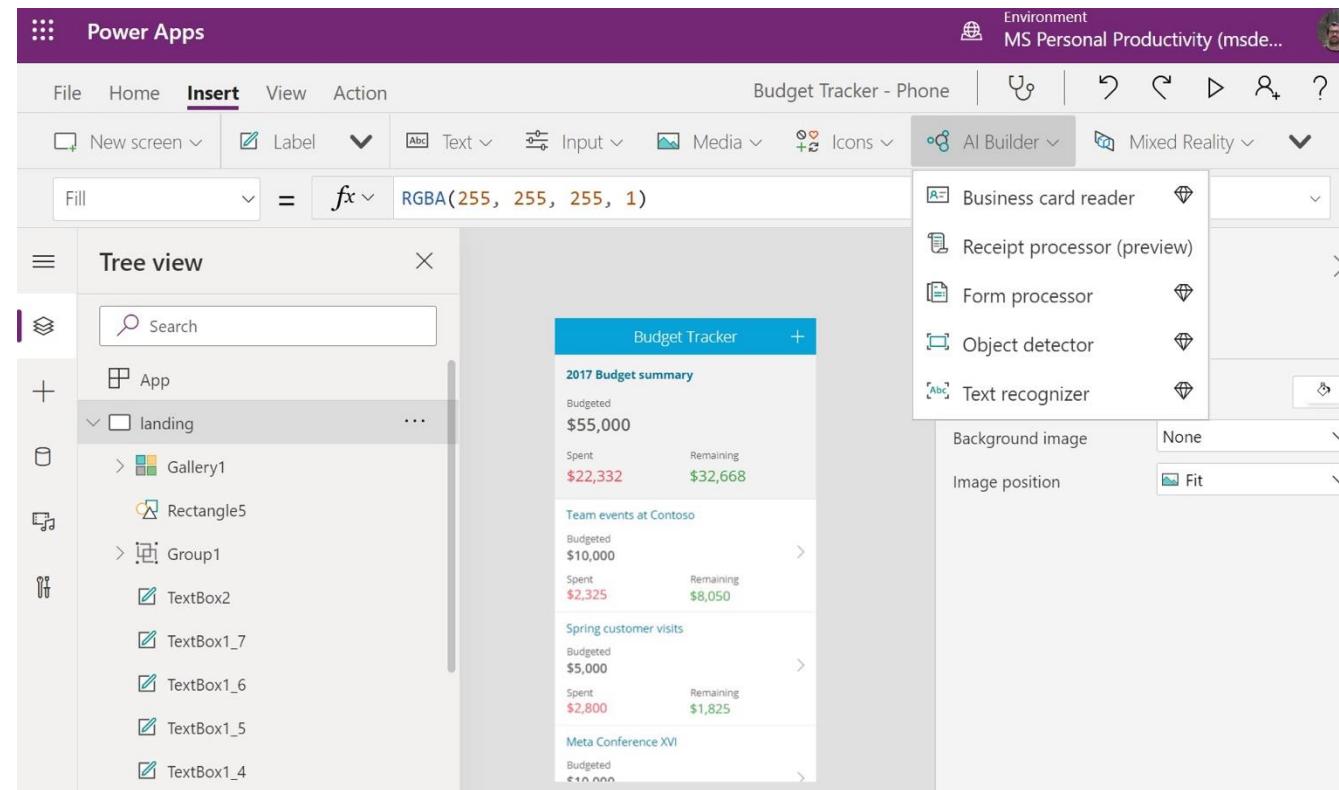
- Build an AI model that recognizes and counts visual objects.

- **Text Classification (preview)**

- Build an application that reviews, tags, and classifies large volumes of text to track sentiment, improve customer experiences, and mine valuable insights.



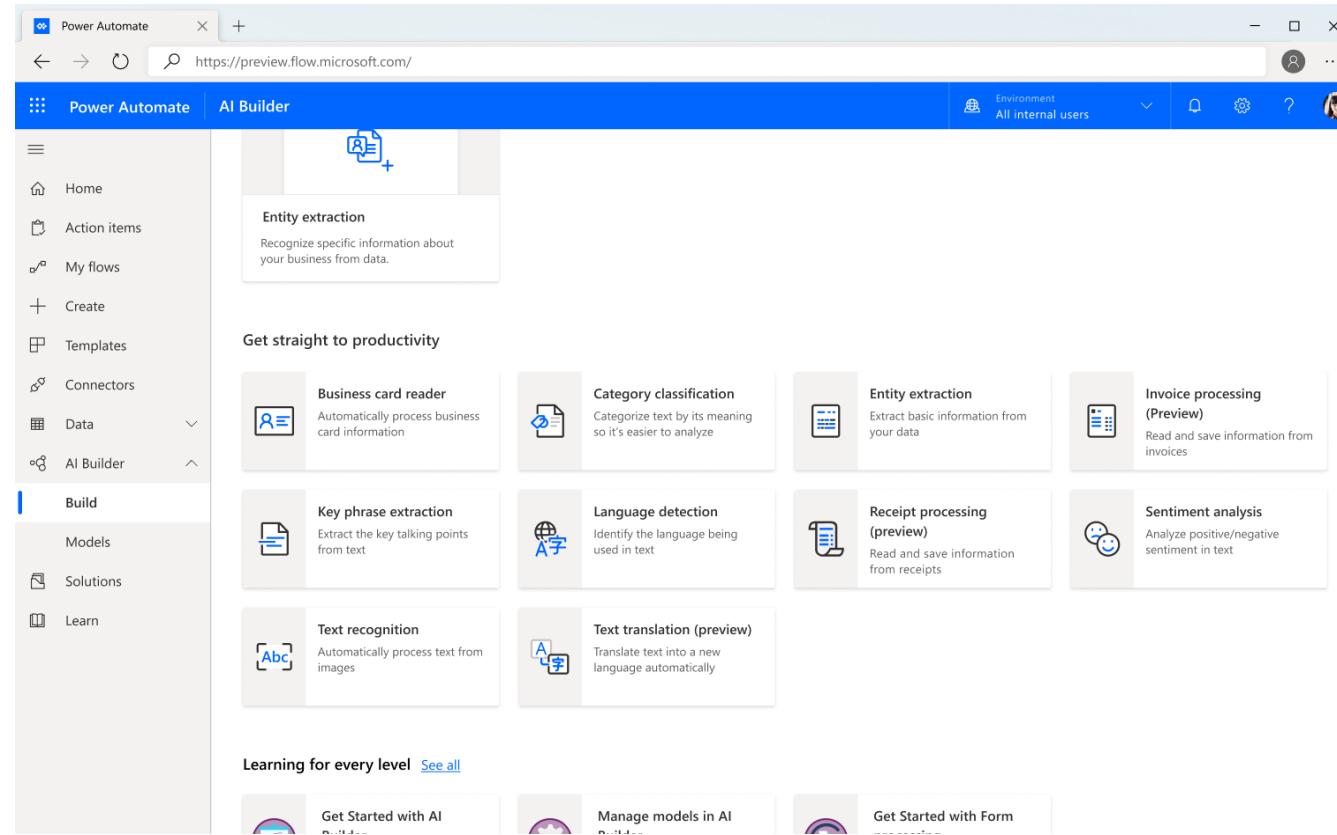
AI Builder in Power Apps



AI Builder is seamlessly integrated with Power Apps so you can easily add AI in an existing app or build a new one.

Scenarios/examples are described [here](#).

AI Builder in Power Automate



All AI Builder components can also be easily used in Power Automate so you can process/consume data you gathered. Scenarios/examples are described [here](#).



Create text with GPT

New AI Builder model built on Azure OpenAI service's large language (LLM) capability that can generate text, summarize documents, answer questions, and more.

- Easily embed generative AI into Power Apps and Power Automate
- Break barrier of entry to access cutting-edge AI models
- Reduce time to market by adding AI models to your workflow with just a few clicks.

The screenshot shows the Microsoft Power Automate interface. On the left, the navigation bar includes Home, Approvals, My flows (selected), Create, Templates, Connectors, Data, Monitor, AI Builder (selected), Process advisor, Solutions, and Learn. A search bar at the top right says "Search". Below the navigation is a flow titled "Untitled" with a trigger "When a new email arrives (V3)". A modal window titled "Choose an operation" is open, showing a list of actions under the "Actions" tab. The "Triggers" tab is visible above it. The "Actions" tab has a sub-header "See more". The list of actions under "Actions" is as follows:

- Create text with GPT on Azure OpenAI Service (preview) (highlighted with a cursor)
- Condition
- Analyze positive or negative sentiment in text
- Classify text into categories with one of your custom models
- Classify text into categories with the standard model (preview)
- Detect and count objects in images

At the bottom of the modal, there are "Triggers" and "Actions" tabs, and a "See more" link. The main Power Automate interface shows various connector icons like AI Builder, Control, Desktop flows, Excel Online (Business), MSN Weather, Mail, and Microsoft Dataverse.

DEMO:
AI Builder

Trivia Time

What is AI Builder in the Power Platform primarily used for?

- A) Creating Custom Copilots
- B) Building and training AI models without code
- C) Managing cloud storage

Trivia Time

What does GPT stand for?

- A) Guided Programming Technology
- B) Generalized Predictive Text
- C) Generative Pre-trained Transformer

60 mins

Lab 2:

Automating Ticket Classification and Routing to IT Support with AI Builder

[https://aka.ms/PPCC-AI-
Workshop](https://aka.ms/PPCC-AI-Workshop)



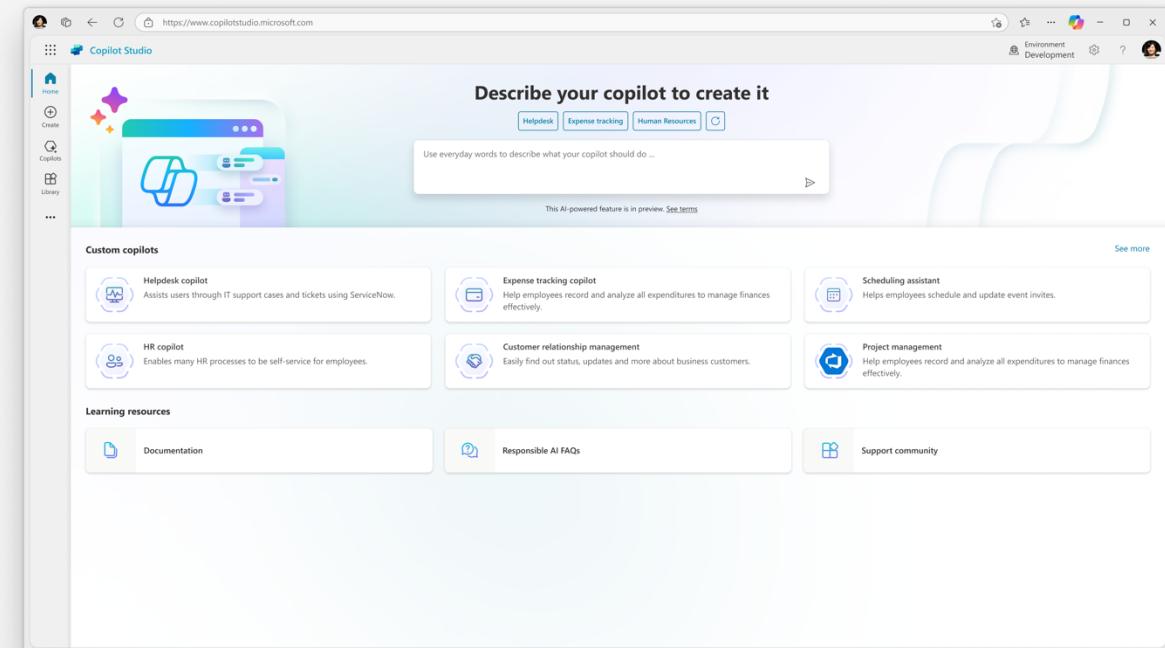
Copilot Studio



Copilot Studio

Your copilot, your way

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



Bend the curve on innovation

Optimize business processes

Enrich customer & employee experiences

Improve efficiency & time to value

Reduce development costs & risks

Build the way you want

Users of all skill levels can create and test together

Preview

Templates

Start with a template

- Copilot for Sales
- Approval Manager
- Job Craft
- Store Operations
- Sustainability Insights

Learning resources

- Quick start: Create and deploy a copilot
- Documentation
- Quick start: Use Generative AI in a copilot
- Support community

Preview

Natural language

Describe your copilot to create it

Helpdesk, Expense tracking, Human Resources

Use everyday words to describe what your copilot should do...

This AI-powered feature is in preview. See terms

Modified by: Mona Kane 20 minutes ago

Last published: 20 minutes ago

Preview

Visual canvas

Expense Budget Assistant

Travel budget

Action: Read SAP table

Output: Create generative answers

Data sources: Outstandingexpensesbudget_table

Public websites: Manual input

Sheets: Manual input

Custom data: http://outlook.champions.com/ExpenseBudget

Create generative answers

Input: Outstandingexpensesbudget_table

Data source: Custom data

Code

```
Save D Test
1 kind: AdaptiveDialog
2 kind: Underwriting
3 kind: Onboarding
4 kind: Articulate
5 kind: BroadcastMessage
6 kind: Chatbot
7 kind: Chatbot
8 kind: Message
9 kind: Text
10 kind: WelcomeToSession
11 kind: Condition
12 kind: Condition_Expression
13 kind: Child
14 kind: ParallelDialog
15 kind: ParallelDialog
16 kind: ParallelDialog
17 kind: SequentialDialog
18 kind: Intent
19 kind: Intent
20 kind: Action
21 kind: Action
22 kind: Trigger
23 kind: Condition
24 kind: Message
25 kind: Text
26 kind: Text
27 kind: Text
28 kind: Text
29 kind: Text
30 kind: Text
31 kind: Text
```

Get started quickly

Choose from a diverse set of pre-built scenarios across popular industries and functions.

Build conversationally

Build copilots by engaging in a conversational, natural, human-like experience.

Navigate a modern UX

Design your conversation by following the low code graphical interface.

Switch to YAML

Share and re-use topic logic between developers and copilots in a side-by-side view.

Customize your copilot

Easily tailor your copilot's building blocks to meet your unique business needs in a comprehensive, end-to-end studio

Building blocks



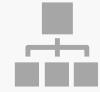
Knowledge

Existing enterprise data in or outside of M365 that copilot can query



Actions

Tasks and processes your copilot can perform across LOB services/apps



Logic

Defined conversation paths for your copilot to follow when triggered



Channels

Where and how your end users engage with your copilot

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.

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) X

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

Actions

Easily connect to your key line of business systems.

Enable your copilot to automate your business processes and complete tasks.

Types of actions:

Prebuilt connectors

Choose from 1400+ prebuilt Power Platform connectors to popular data sources and apps

Custom connectors

Create a custom connector for any publicly available API

Flows

Bring in automated workflows built using Power Automate

Prompts

Provide custom instructions to the GPT model using AI Builder

Skills

Add a bot built using Azure Bot Framework as a skill

Step 1 of 3: Choose an action

Create an action or browse through our list of actions you want to use to get information from external sources.

[Learn more](#)

Discover an action

Search for flows, skill actions, and commonly used connector actions



Search

11 actions found



Connectors



Custom Connectors



Flows



Skills



Dataverse



Untitled

Get information about industries, solutions, services and cont...



Run a flow built with Power Automate for desktop

Desktop flows



Delete a row

Excel Online (Business)



Run script

Excel Online (Business)



Get a row

Excel Online (Business)



Run script from SharePoint library

Excel Online (Business)

Cancel



1400+

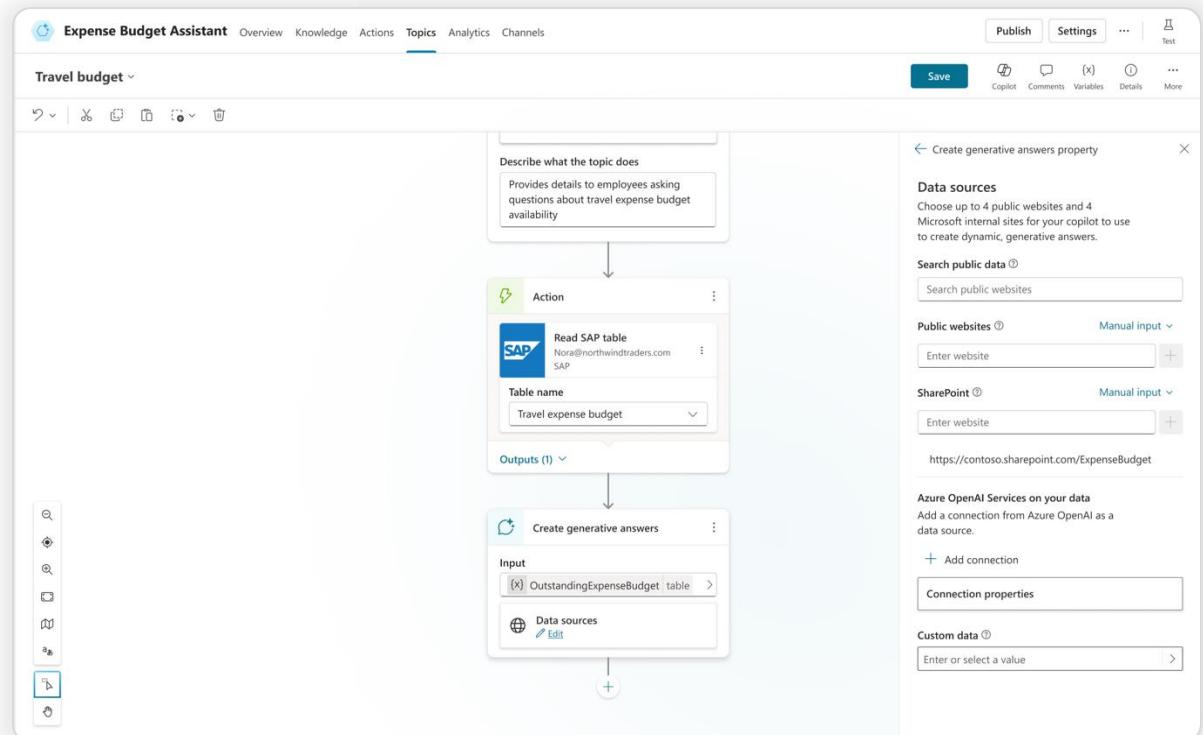
Logic

Have complete control over critical scenarios by designing specific step-by-step topics.

Enable your copilot to automatically select the most appropriate action or topic to respond to a user using generative AI.

Easily mix and manage both generative and custom dialog in one system.

Connect to your contact center so your copilot can escalate and hand off the conversation with full context to a live human agent.



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.

You can access even more channels through ISVs, including:



WeChat



WhatsApp
through Twilio



Google's Business
Messages



Apple Messages
for Business



Azure
Communication
Services



infobip



NICE®



TeleSign



Custom

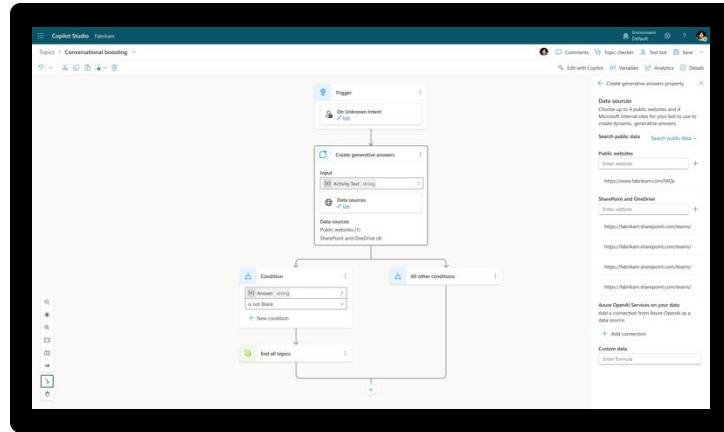
The screenshot shows the Microsoft Copilot interface for the "Expense Budget Assistant". The top navigation bar includes "Overview", "Knowledge", "Actions", "Topics", "Analytics", and "Channels". A message at the top states, "Your copilot was published at 9:42 AM on 3/36/2024! Your users will see the new content soon." Under the "Publish status" section, it says "Published March 20, 2024". The "Channels" section lists various communication platforms. The "Customer engagement hub" section lists several customer service platforms.

Channel	Customer Engagement Hub
Teams	Dynamics 365 Customer Service
Demo website	Genesys
Custom website	Salesforce
Mobile app	LivePerson
Facebook	ServiceNow
Twilio	ZenDesk
Skype	Customer engagement hub
Slack	
Telegram	
Direct Line Speech	
Email	
Line	
GroupMe	

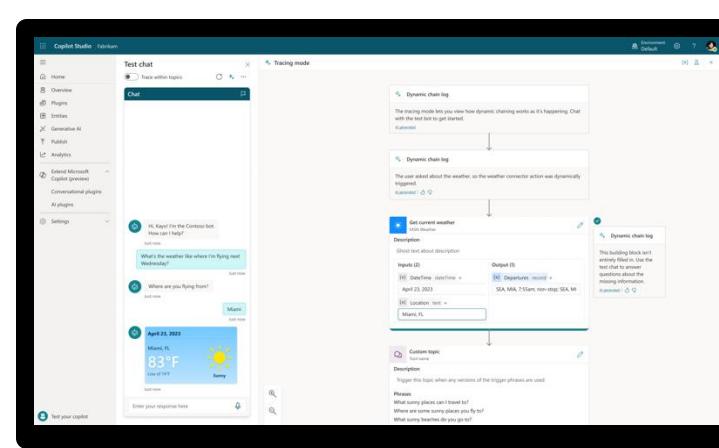
Generative AI in Copilot Studio

Powered by Azure OpenAI Service

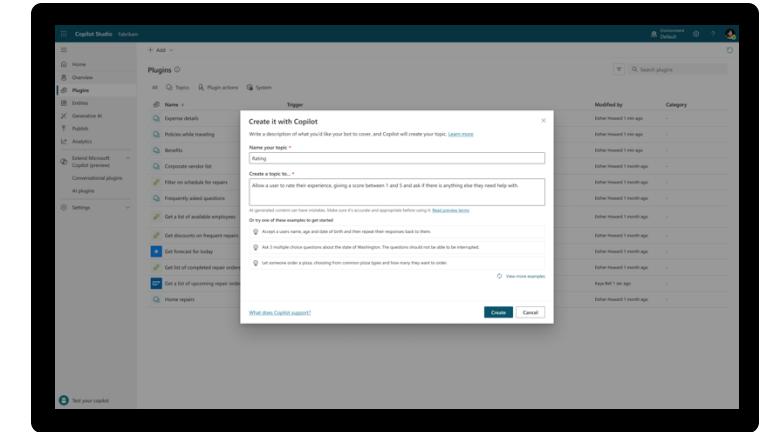
TO ANSWER



TO ACT



TO BUILD



Generative Answers

Dynamically generate multi-turn answers based off an organization's content in real-time.

Public Preview

Generative Actions

Generate dialog and take action through dynamically chaining existing building blocks and plugins.

Limited Preview

Generative Building

The Copilot assistant helps build, design and modify copilot topics through natural language.

Generally Available

Generative Answers

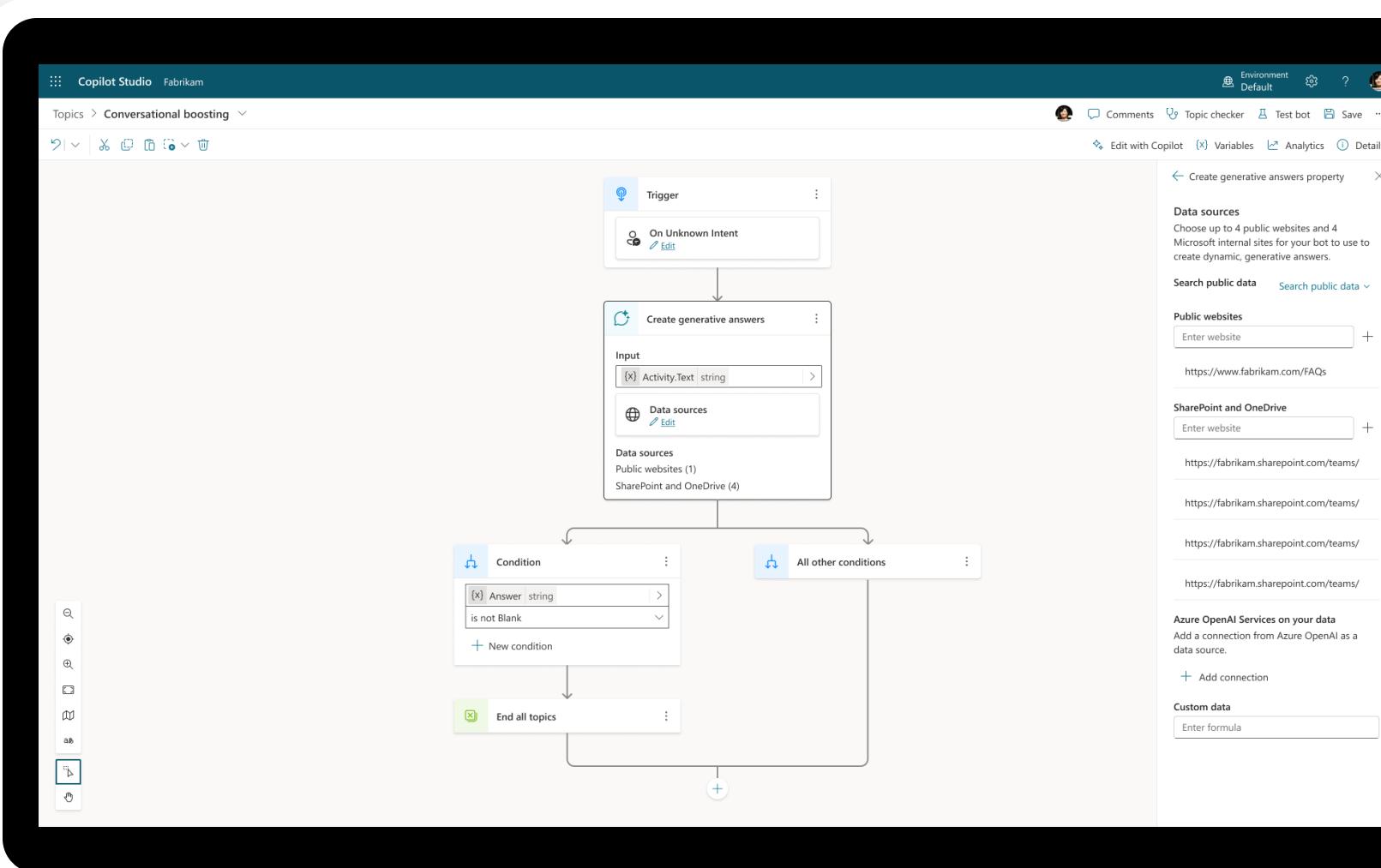
Out of the box, your copilot answers questions based on the content your organization has already invested in

Always up to date, your copilot uses your latest published content for each request; no more maintaining info in two places

Enable multi-turn chat over your own internal and external knowledge sources, files and sites with generative answers

Supports content on the **web, SharePoint, Azure Open AI** on your data, and **direct file upload** and custom calls to backends

You can even pull data **from an API or other backend system** and enable generative chat over it



Generative Actions

Dynamically chains plugins together to produce actionable customer responses

Automatically slot-fill further details to get the information needed for the task

Handle multi-intent queries that were not anticipated or built by the user

Powered by the Azure OpenAI Service with "LangChain" concepts

Example shows generative actions calling two APIs (Weather + Cruise APIs) based on request.

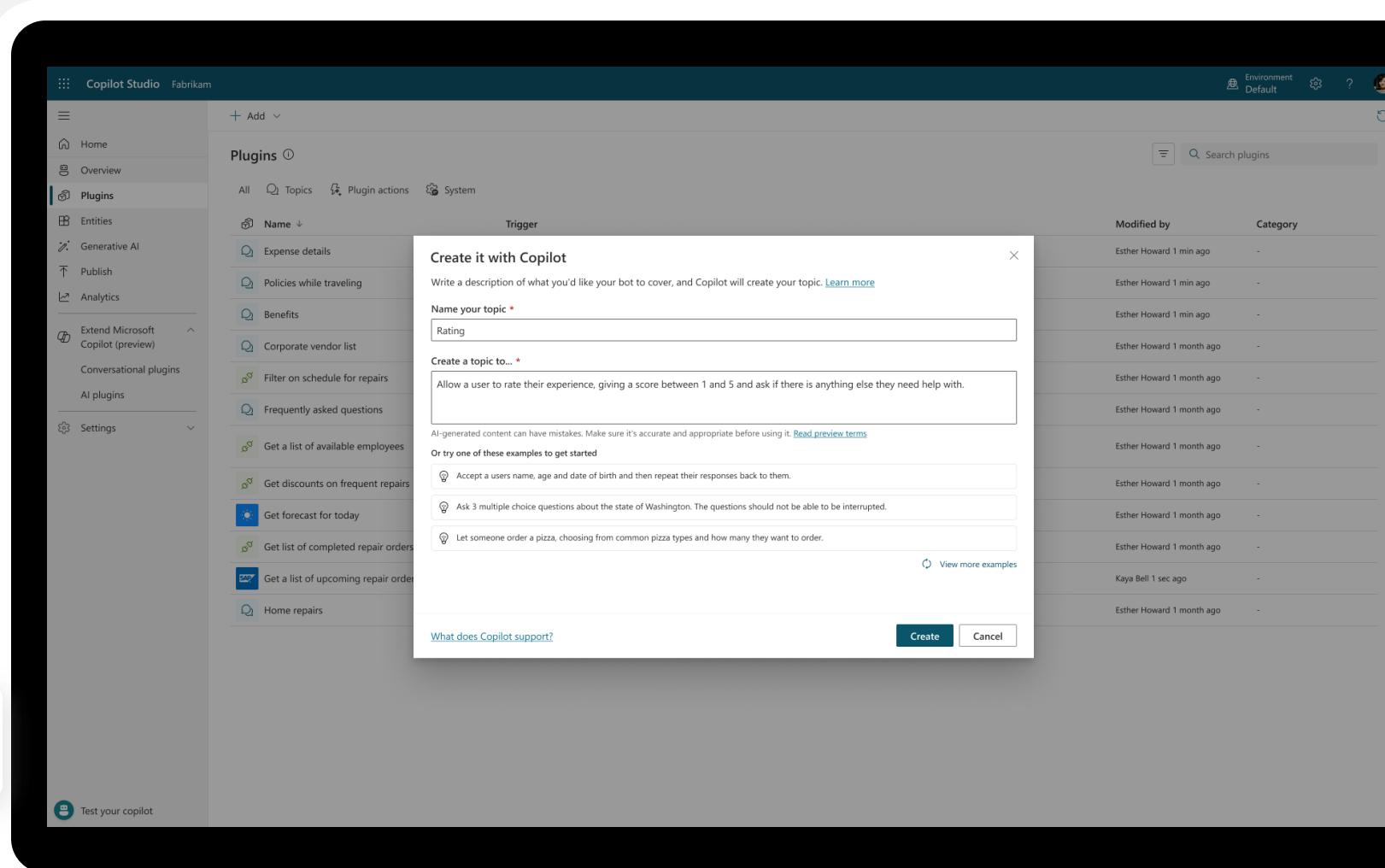
The screenshot illustrates the Microsoft Copilot Studio interface. On the left, a sidebar menu includes Home, Overview, Plugins, Entities, Generative AI, Publish, Analytics, Extend Microsoft Copilot (preview), Conversational plugins, AI plugins, and Settings. The main area shows a 'Test chat' window with a message from the Contoso bot: 'Hi, Kayo! I'm the Contoso bot. How can I help?'. Below this, a user message asks 'What's the weather like where I'm flying next Wednesday?'. A response message shows 'Where are you flying from?' followed by 'Miami'. To the right, a 'Tracing mode' panel displays the dynamic chaining process. It starts with a 'Dynamic chain log' entry: 'The tracing mode lets you view how dynamic chaining works as it's happening. Chat with the test bot to get started.' An 'AI generated' message follows. This leads to another 'Dynamic chain log' entry: 'The user asked about the weather, so the weather connector action was dynamically triggered.' Another 'AI generated' message is shown. The next step is a 'Get current weather' block from the 'MSN Weather' connector. Its 'Description' field is 'Ghost text about description'. 'Inputs (2)' include 'DateTime' (set to 'April 23, 2023') and 'Location' (set to 'Miami, FL'). 'Output (1)' shows 'Departures' with a record of 'SEA, MIA, 7:55am, non-stop; SEA, MI'. A note indicates this building block isn't entirely filled in. The final step is a 'Custom topic' block with a 'Tool name' of 'Custom topic'. Its 'Description' is 'Trigger this topic when any versions of the trigger phrases are used'. 'Phrases' listed are 'What sunny places can I travel to?', 'Where are some sunny places you fly to?', and 'What sunny beaches do you go to?'. Each step in the tracing mode is preceded by an 'AI generated' message.

Generative Builder

AI assistance in building topics, designing and modifying a copilot- all through natural language

Assisted authoring for:

- Topic creation and iteration
- Response generation
- Adaptive Card generation
- Topic improvement suggestions
- Suggested trigger phrases, names, descriptions
- Transcript generation
- Copilot creation
- Topic suggestions



Azure OpenAI on Your Data integration

Azure OpenAI on **YOUR DATA** enables Azure OpenAI's models (ChatGPT, GPT-4...) on **YOUR DATA** and can enable you to build powerful conversational experiences over it with Copilot Studio.

Customers can connect their data sources to unlock the full potential of their data in a compliant way!

The screenshot shows the Azure OpenAI Studio interface with the "ChatGPT playground (preview)" tab selected. On the left, there's a sidebar with icons for saving changes, adding samples, selecting sample prompts, and a base prompt. The base prompt is defined as an AI assistant that answers customer questions about Vodafone services. Below this is a section for "Few-shot examples" and "Grounding data". Under "Grounding data", users can select a data source (Azure Cognitive Search), search resource (SearchService), index (SematicIndex), and indexer schedule (Once). A "Remove grounding data" button is also present. In the center, a "Chat session" panel shows a conversation history with a message asking about the cost of a pay-as-you-go plan in the UK. To the right, a "Citations" panel displays information about two health insurance plans: Northwind Health Plus and Northwind Standard. The "Northwind Health Plus" section includes a detailed description of its coverage, mentioning comprehensive coverage for medical visits, prescription drugs, and emergency services. The "Northwind Standard" section also provides a detailed description of its coverage, noting it offers more comprehensive coverage than Northwind Standard. Both panels include sections for "Welcome to Contoso Electronics" and "Grounding data added". At the bottom, there's a text input field for "Type a new question (e.g. Does my plan cover annual eye exams?)".

DEMO: Copilot Studio



Trivia Time

Which service can be integrated with Copilot Studio to add natural language understanding to bots?

- A) Power Virtual Agents
- B) Azure OpenAI
- C) Google Cloud Natural Language

Trivia Time

What type of AI solutions can you create with Copilot Studio?

- A) Predictive models and custom connectors
- B) Conversational chatbots and workflow automation
- C) Image recognition applications

30 mins

Lab 3:

Enhancing end-user support with a Copilot-Powered Assistant & Azure OpenAI

Extending with Azure

FAQs

What is Generative AI?

"Generative AI refers to a category of artificial intelligence (AI) algorithms that generate new outputs based on the data they have been trained on. Unlike traditional AI systems that are designed to recognize patterns and make predictions, generative AI creates new content in the form of images, text, audio, and more."
- Generative AI Definition, [World Economic Forum](#)

What is the difference between OpenAI and Azure OpenAI Service?

Azure OpenAI Service gives customers advanced language AI with OpenAI models with the security and enterprise promise of Azure. Azure OpenAI co-develops the APIs with OpenAI, ensuring compatibility and a smooth transition from one to the other.

With Azure OpenAI, customers get the security capabilities of Microsoft Azure while running the same models as OpenAI. Azure OpenAI offers private networking, regional availability, and responsible AI content filtering.

What is Copilot?

Microsoft Copilot is an OpenAI-powered productivity tool that uses large language models (LLMs) and integrates customer data with the Microsoft Graph and Microsoft 365 apps and services. It works alongside popular Microsoft 365 apps such as Word, Excel, PowerPoint, Outlook, Teams.

What is the difference between OpenAI and ChatGPT?

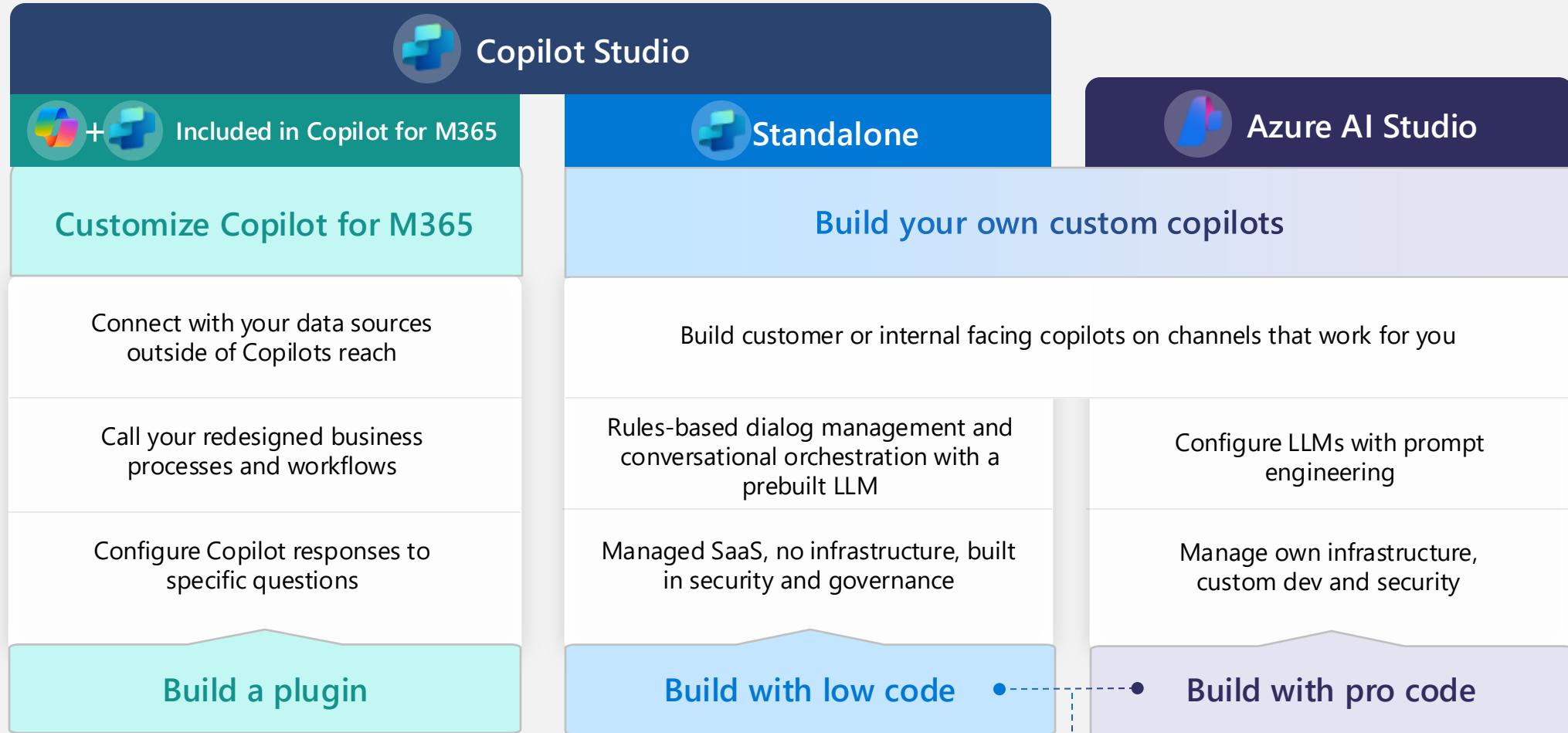
OpenAI is an AI research and deployment company.

ChatGPT is an artificial intelligence chatbot developed by OpenAI. It is built on a family of large language models (LLMs). ChatGPT falls under the Generative AI umbrella. It uses data it is trained on to generate new outputs either as text, as code or as an image.

What is the difference between ChatGPT and Copilot?

ChatGPT is a general-purpose large language model (LLM) trained by OpenAI on a massive dataset of text, designed to engage in human-like conversations and answer a wide range of questions on various topics. Copilot also uses an LLM; however, the enterprise-ready AI technology is prompted and optimized for your business processes, your business data, and your security and privacy requirements.

Different building journeys for different needs



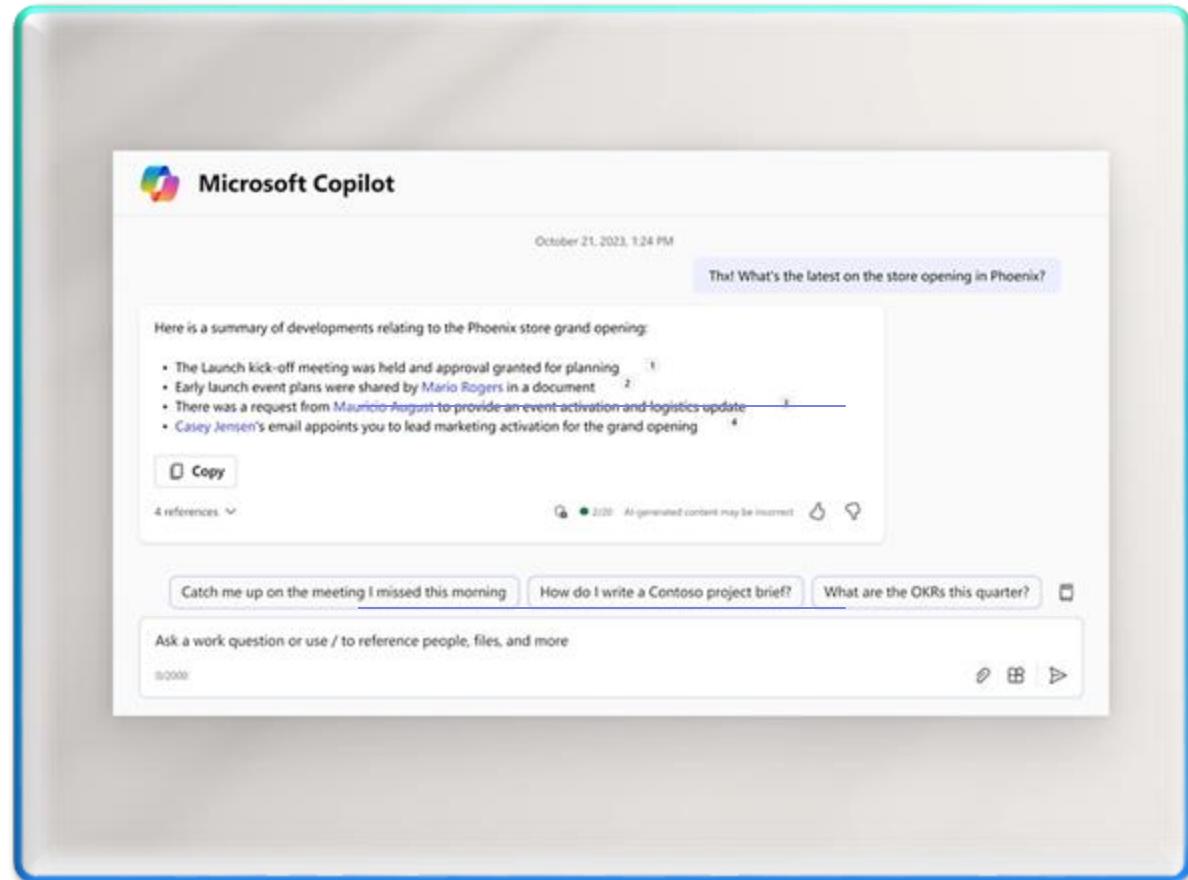
Extend Copilot Studio
with Azure AI Studio

Copilot for Microsoft 365

Your AI Assistant at work

With Copilot for Microsoft 365, you can enhance productivity and amplify human creativity:

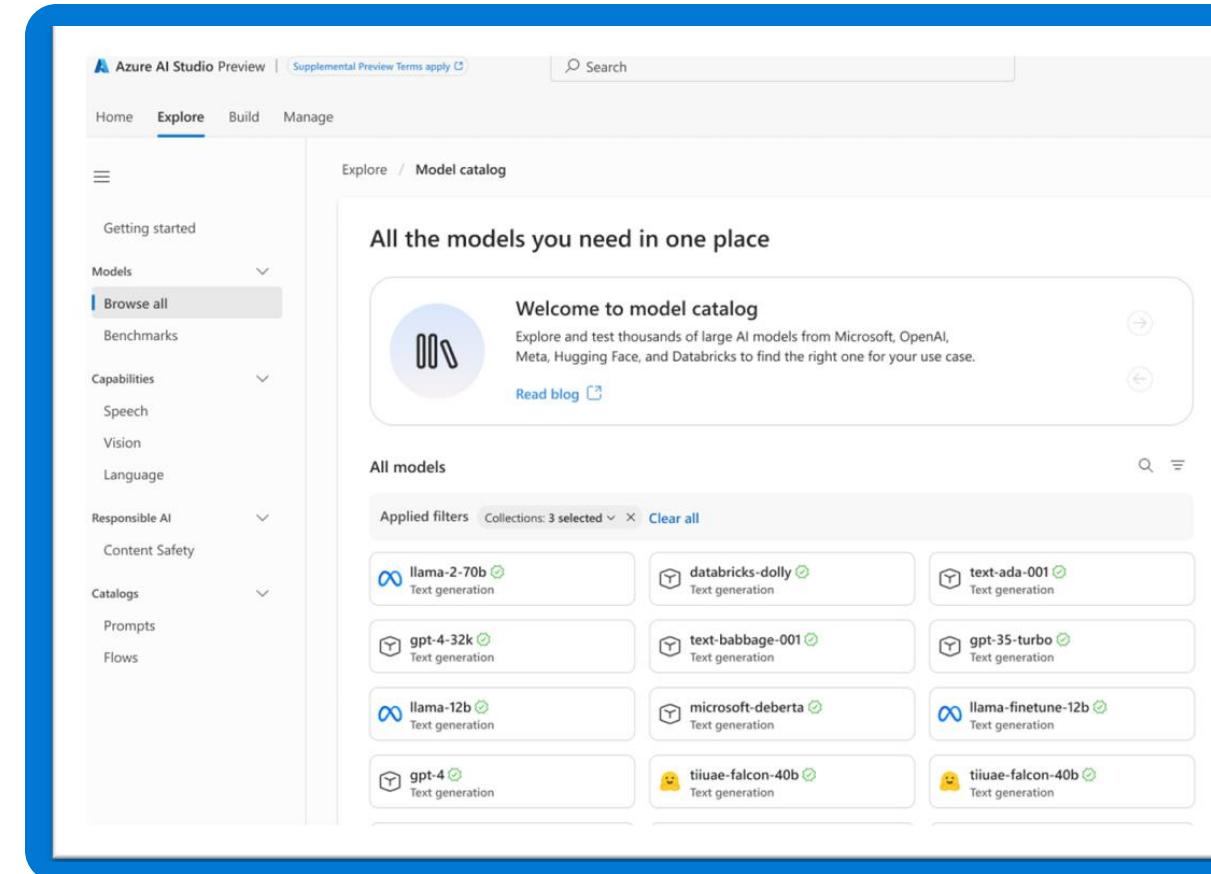
- **Transform communications:** Copilot drafts, edits, summarizes, and creates right alongside you.
- **Get more out of meetings,** stay engaged easily and quickly catch up on the ones you miss.
- **Analyze and explore data,** identifying trends or getting recommendations, and create powerful visualizations
- **You're always in control** – deciding which AI suggestions to use, modify, or discard.



Azure AI Studio

Azure AI Studio provides one single place for AI developers to build and deploy AI solutions:

- **Create and train your own LLM** or leverage one of 1400+ models from OpenAI, Huggingface, Meta and more.
- **Use Azure OpenAI Service** for large pretrained foundation AI models with your data.
- **Data Driven decisioning** enabling you to analyze and interpret data to uncover patterns, identify trends to gain valuable insights
- **Tailor interactions** with individualized information to result in personalized output/recommendations



I want to build a standalone Copilot: Which studio is best for me?



Copilot Studio

- *I want a low code experience which empowers both business and pro developers to build copilots.*
- *Speed and low ongoing maintenance is important to me.*
- *I want a managed service where Microsoft manages the infrastructure for me.*
- *I want built-in security and governance.*



Azure AI Studio

- *I want to build and manage my own infrastructure and require full-lifecycle DevOps support*
- *I want to be able to train my own large language models.*
- *I have experienced AI developers who want a unified AI platform for professional developers to build copilots and GPTs.*
- *I want to do image or Dall-E generation*

Getting access to build a copilot:

A license for each user, also known as a "per user license" (or "Copilot Studio User License" as referred to on the [Microsoft 365 admin center](#)), should be assigned to individual users who need access to create and manage copilots.

A license for your organization, also known as a "tenant license" (or "Copilot Studio" as referred to on the [Microsoft 365 admin center](#)), should be acquired by the tenant admin. This license cannot be assigned to individual users.

End users of your copilots don't need a license. After you publish your copilot, the users you select via the authentication and channel availability will be able to access the copilot.

[Assign user licenses and manage access - Microsoft Copilot Studio | Microsoft Learn](#)

DEMO

Azure AI Search Set up

Trivia Time

Which feature is unique to Azure AI Studio compared to Copilot Studio?

- A) Low-code app integration
- B) Developing and deploying custom AI models
- C) AI-based workflow automation

Trivia Time

Which platform provides pre-trained AI models ready for immediate use?

- A) Azure AI Studio
- B) Copilot Studio
- C) Both

40 mins

Lab 4:

Implementing AI Search for Efficient Information Retrieval for IT staff

Prompts Library

- Prompts for:
 - AI Builder
 - Power Apps
 - Power Automate
 - Power Pages
 - Copilot Studio

The screenshot shows the Microsoft Adoption website's "Sample Solution Gallery". The top navigation bar includes links for Microsoft, Microsoft Adoption, Roles, Products, Solutions, Resources, Training, Communities, and What's new. Below the header, there's a large image of three overlapping Microsoft Surface tablets displaying different software interfaces. The main content area is titled "Sample Solution Gallery" and features a sub-headline: "Explore our sample gallery filled with solutions that integrate seamlessly to the Microsoft products you use the most." On the left, there are filters for "Keyword" (with a search bar), "Sort by" (set to "Last modified: Newest to oldest"), and "Products" (listing Copilot for Microsoft 365, Dev Proxy, AI Builder, Microsoft Entra ID, Copilot Studio, Microsoft Graph, and Microsoft Graph connectors). The main content area displays three cards for "Power Platform Prompt Samples": "Event Registration" (modified April 11, 2024), "Real Estate Showings" (modified April 13, 2024), and "Quiz Generator" (modified April 12, 2024). A total of 63 results are indicated on the right.

aka.ms/power-prompts

Trivia Time

What term is a favorite among our favorite product team personalities when describing the length of which a new feature or capability will be added?

- A) "In due course"
- B) "When mercury hits retrograde"
- C) "In the fullness of time"

Resources

Questions??

AI Builder Prompt Guide

aka.ms/promptguide

Engineering guide on how to build prompts for AI Builder

Try out Prompts

aka.ms/tryprompts

Get hands on with prompts

Intelligent Apps EAP signup form

aka.ms/letsbuildaplan

Sign up for the Power Apps Enterprise App Planner Copilot shown in the keynote

Cloud Skills Challenge

<https://aka.ms/powerplatform-ai/csc>

Learn about AI and Copilot in Power Platform in this month long Cloud Skills Challenge

Power Platform Prompt Library

aka.ms/power-prompts

Collection of prompts for AI Builder, Power Apps, Power Automate, MCS, etc

Copilot Learning Hub

aka.ms/copilotlearninghub

Explore curated training, documentation, videos, etc on how to use Copilot

April's YouTube

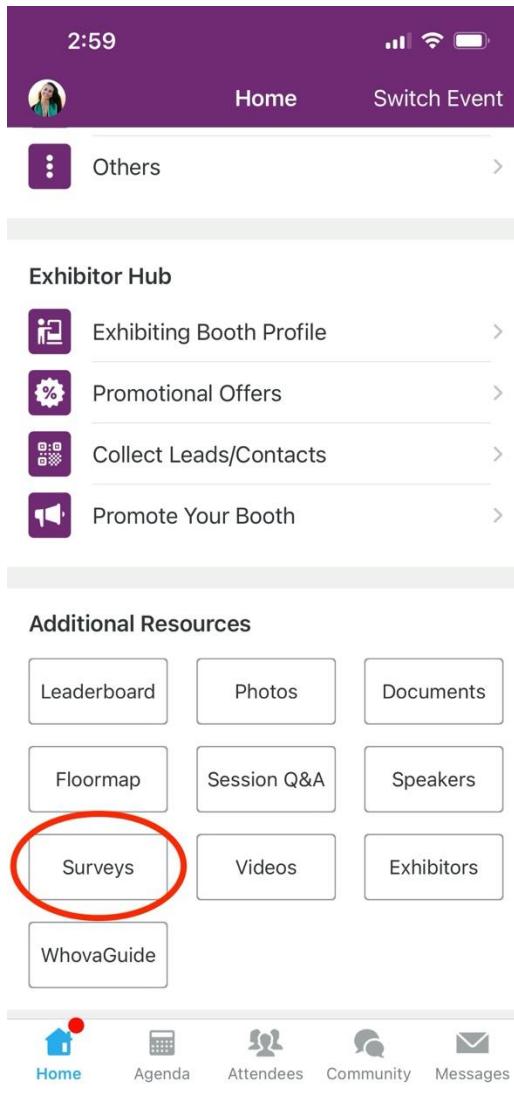
Youtube.com/@aprildunnam

Tutorial videos on Power Platform and AI

Prompt Overview

<https://aka.ms/prompt-overview>

Learn documentation on prompting



Session Feedback Surveys

We really want to hear from YOU!

In the pursuit of making next year's Power Platform Community Conference even better, we want to hear your feedback about this session.

Here's How -

- Simply go to the Whova App on your smartphone***
- Scroll down on the Power Platform Community Conference Homepage to 'Additional Resources' to click "Surveys".***
- Click Session Feedback.***
- Scroll down to find this session title.***
- Complete the session feedback survey.***
- Finally, click 'Submit'***

It's just that easy!