Microsoft Power Platform

NEXT GENERATION BUSINESS EFFICIENCY: POWER APPS + POWER AUTOMATE + AI

About Us

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  - https://www.linkedin.com/in/gsivasailam/
  - Biz Apps MVP
  - Founder/Organizer: Dallas Power Platform UG

https://rebrand.ly/dppug

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NORTH AMERICAN CLOUD & COLLABORATION SUMMIT

	April 9	April 10	April 11
8:00am – 9:00am	Registration	Registration	Registration
9:00am – 9:50am	Workshops	Keynotes	Sessions
9:50am – 10:30am		Sessions	Sessions
10:30am – 11:20am		Sessions	Sessions
11:30am – 12:20pm		Sessions	Sessions
12:30pm – 2:00pm	Lunch	Lunch	Lunch
2:00pm – 2:50pm	Workshops	Sessions	Sessions
3:00pm – 3:50am		Sessions	Sessions
4:10pm – 5:00pm		Sessions	Sessions
5:30pm – 6:30pm		Prizes	Prizes
6:30pm – 9:00pm		Party	

Schedule

Agenda

Time Start	Duration	Session name	Type	Lead Speaker
9:00	**35 minutes**	**Intro & Setup**	Presentation	April
9:35	**25 minutes**	**Power Apps**	Presentation	Geetha
10:30	***15 minutes***	***Coffee break***		
11.00	**60 minutes**	**Power Apps**	Demo/Lab	Geetha
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12.30	***90 minutes***	***Lunch break***		
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3:10	**30 minutes**	**AI Builder**	Demo/Lab	Geetha
3:50	***20 minutes***	***break***		
4.10	**20 minutes**	**Copilot Studio**	Presentation	April
4.30	**30 minutes**	**Copilot Studio**	Demo/Lab	April
5.10	**20 minutes**	**Closing/Q&A**		Geetha
5.30		***End***		

Environment Setup

I have an M365 Work account

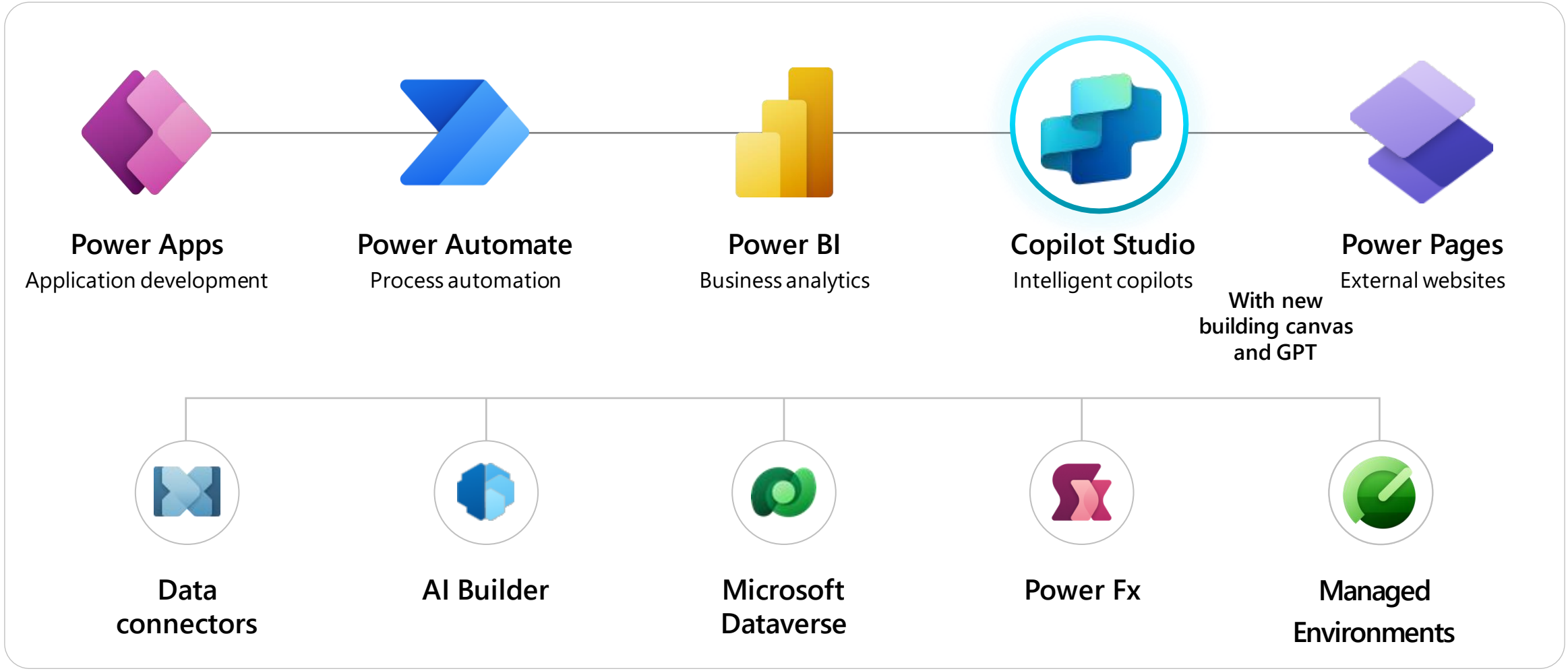
- Use that account
- Create your own developer environment with that account using these instructions
- https://aka.ms/nacs-environment-setup
- ***NOTE:*** *Some organizations may lock down the creation of dev environments in their tenants. If you run into issues following these steps, let us know and we can provide you with an account*

I don't have an M365 account

- Raise your hand and we'll provide you with a temporary account to use for the day
- Create your own developer environment with that account using these instructions
- https://aka.ms/nacs-environment-setup

Microsoft Power Platform

The most complete low-code platform



Our mission is to empower

Every developer

Every level of the stack

Every solution

Scenarios for Power Platform

Personal productivity
Self-service

End users create their own automated solutions for everyday tasks to improve work efficiency

- **For end users**
- **Enhances individual efficiency**
- **Low criticality**
- **Self-managed**

Team productivity
Self-service upon approval

Teams own the implementation of solutions to facilitate specific team-oriented processes

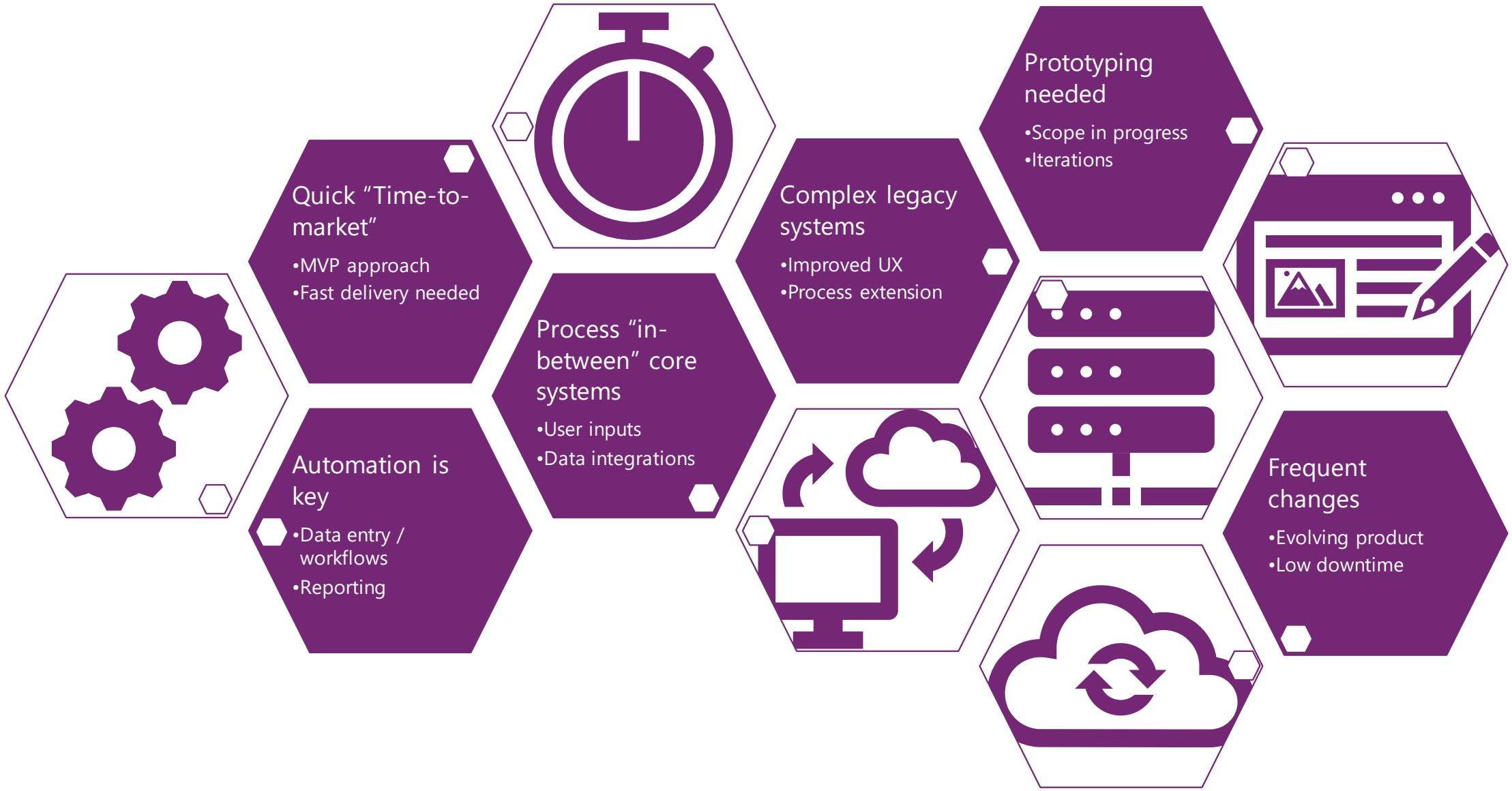
- **For users of a same unit**
- **Streamlines team processes and collaboration**
- **Medium criticality**
- **Oversighted by IT**

Corporate solutions
On-demand

Corporate solutions designed to address complex business processes critical to operations

- **For process stakeholders** from various departments
- **Solutions improving** business operations with high business value
- **High criticality apps** with organization-wide impact
- **Controlled governance** where IT or a designated governing body has strict control over the development, deployment, and management

Best candidate for corporate solutions



Advantages for complex scenarios

Rapid Prototyping	Quickly mockup and prototype applications to get feedback on the design and functionality
Enhanced Productivity	Low-code development speeds up the development process
Extensibility	Extend the capabilities by creating custom connectors, integrating with APIs and building custom controls
Enterprise-Grade	Leverage the robust security and administration capabilities of Azure
ALM / Version Control	Support Application Lifecycle Management (ALM) and can be integrated with DevOps tools
Advanced Feature	Provides features like AI Builder to incorporate AI capabilities without needing expertise in machine learning
Cost-Effectiveness	Cost-effective compared to development platforms especially for internal apps that require quick turnaround

Microsoft

Power Platform Adoption Maturity Model

Admin and Governance

CAPABILITY MATURITY

LEVEL 100 INITIAL	LEVEL 200 REPEATABLE	LEVEL 300 DEFINED	LEVEL 400 CAPABLE	LEVEL 500 EFFICIENT
Environments can be provisioned by anyone Apps are primarily in the Default environment DLP policies are not established to govern environments	Default environment is governed by DLP policies Power Platform Service Admin role is assigned to specific admins Environments are used in an ad-hoc manner; there is not a consistent strategy for environments and DLP **Tenant-wide visibility is established through the Center of Excellence Starter Kit – Core Module**	Tiered approach to productivity environments based on maker maturity Defined environment, DLP, and request management strategies **Monitoring of app usage and adoption** **Monitoring of new connectors to update DLP policies** License, capacity, and consumption monitoring informs decision making	Standard processes are in place to manage and monitor Power Platform **Overshared, unused, and orphaned resources are identified and automatically remediated** **Tenant visibility expanded into compliance using the Center of Excellence Starter Kit – Governance Module** Maker responsibilities are clearly defined, understood, and automatically communicated **Telemetry helps identify business-critical apps**	**Processes are quantitatively managed in accordance with agreed-upon metrics** Automation of standard processes with chatbots embedded in Teams – through clear risk profiles, tasks are auto-approved or routed through multi-step approval

ORGANIZATIONAL MATURITY

Power CAT Power Platform Adoption Maturity Model

A Platform for all Makers

Code-First Developer, Citizen Developer, IT Administrator… We've got you!

Complex → Simpler

World class developer support and ALM

Experience the full range of development and ALM functionality with rich code-first developer tools like Visual Studio and DevOps

Reuse your current IP and skills – Power Apps component framework, CLI and VS Code create instant value for the business

Monitor and manage experiences in one place with Admin Center

No compromises on governance and security. One centralized view and management of all your 1st & 3rd party apps, eliminating shadow IT

GDPR compliance, and enterprise grade security, consistent with the experience across M365 & D365

Intuitive to use for learning or enhancing the experience

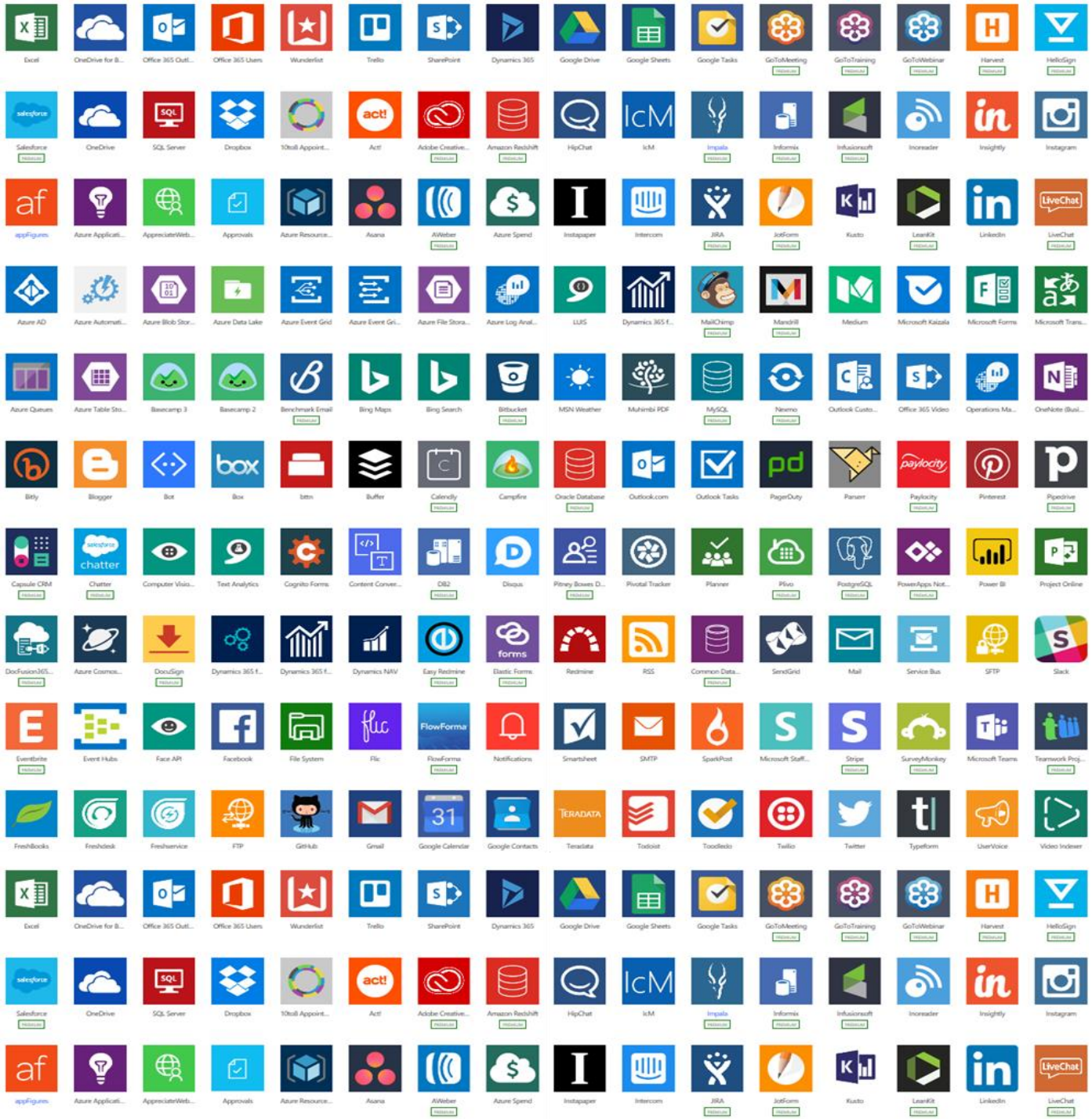
Build apps fast with a point-and-click approach to app design leaving time to spare for more complex projects. Choose from a large selection of templates or start from a blank canvas

Easily connect your app to data and use Excel-like expressions to simplify adding logic

1000+ built-in connectors

Seamless hybrid connectivity to on-premises systems via the On-Premises Data Gateway

Use multiple data sources in a single application for processes that span systems.



Microsoft Power Platform

Power Apps

Accelerating app development

A unique approach to building business apps

Easily build apps with a full featured low-code / no-code platform

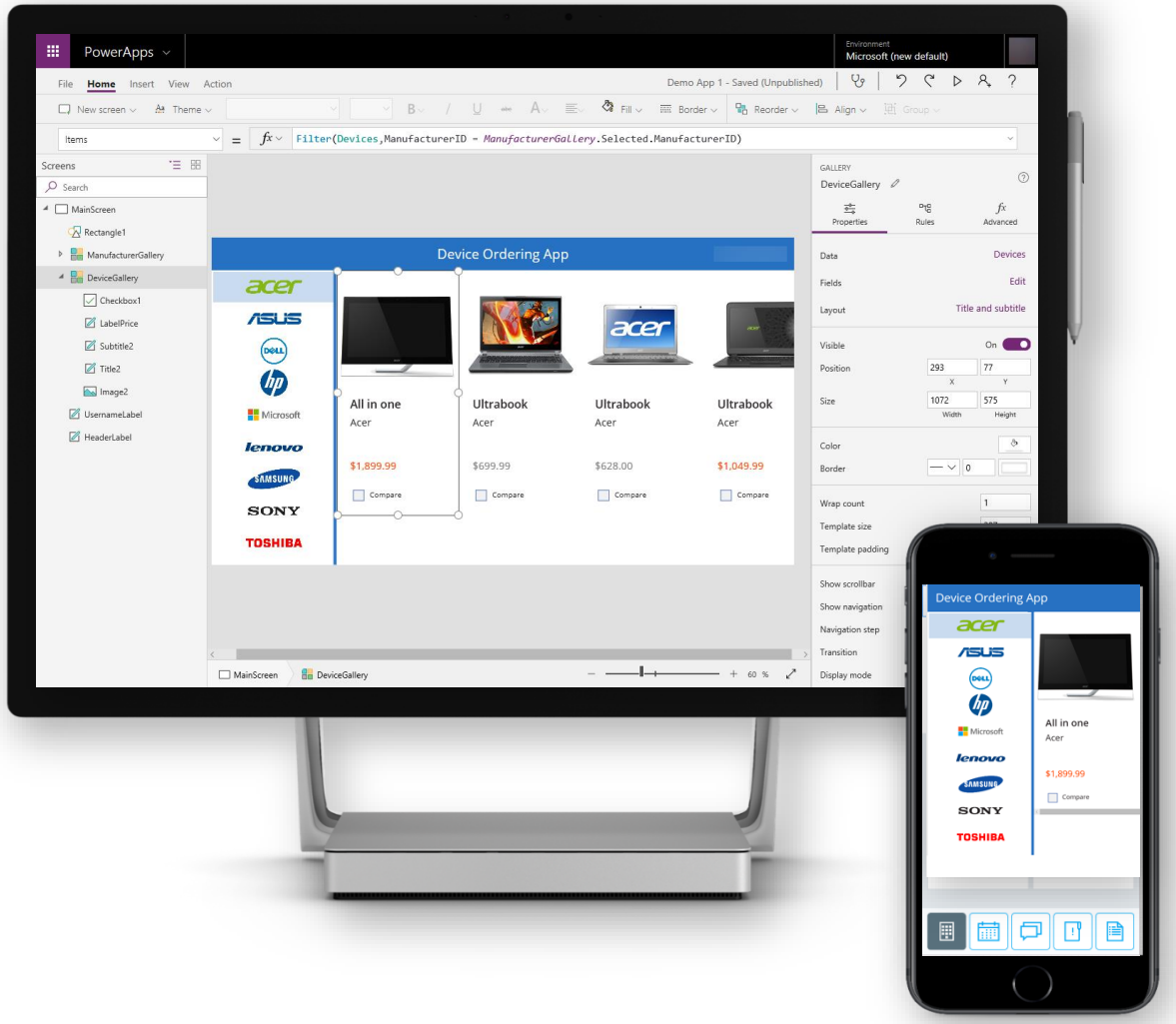
Connect to all your data with pre-built and custom connectors

Enrich and extend your data with Dataverse, AI Builder, and Portals

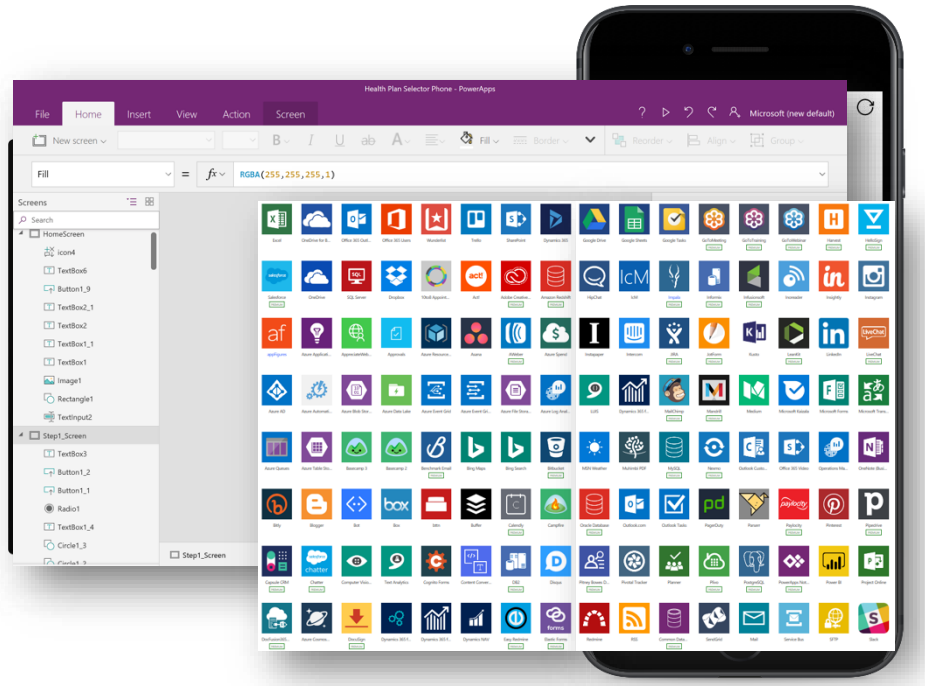
Dynamics 365, Azure, Power BI, Power Automate, and Office 365 integration

Strong enterprise governance and security

Pro developer extensibility and ALM

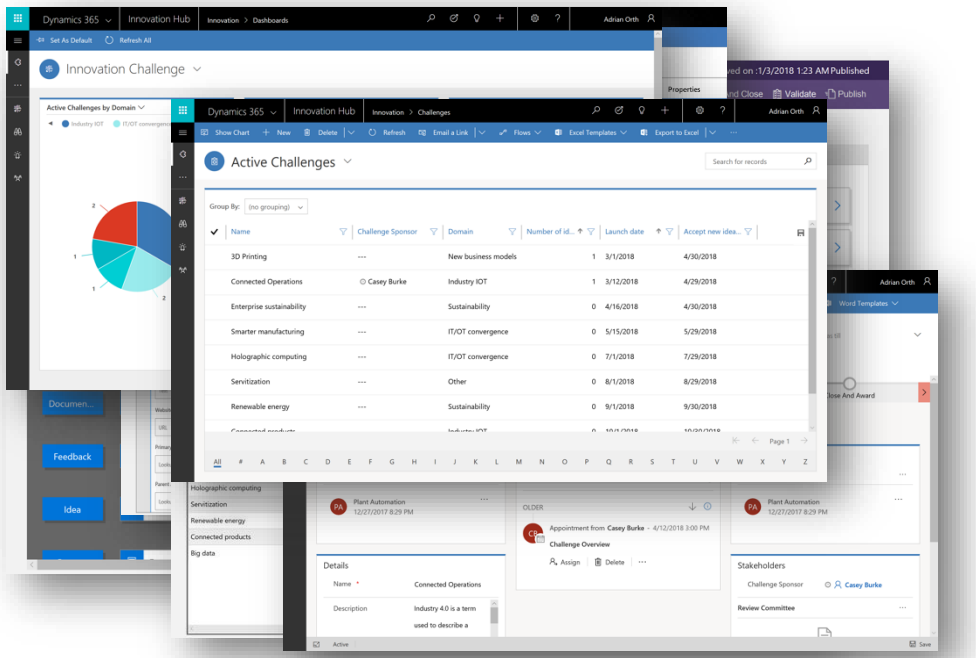


Starting with Power Apps



Canvas apps

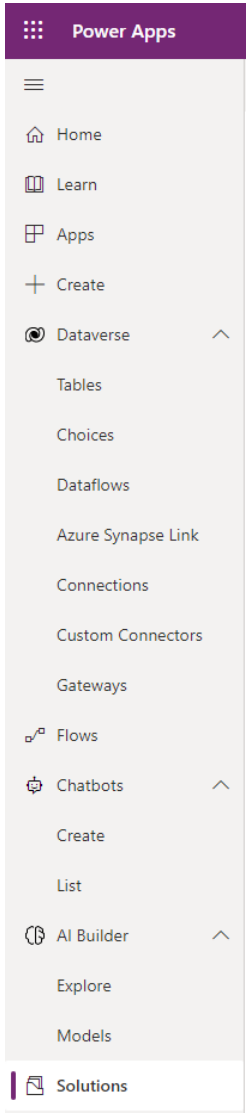
Start with user experience
WYSIWYG designer
Task-based & role-based apps
Mash-up data from hundreds of sources



Model-driven apps

Built on Dataverse
Start with a data model, relationships, and business processes
Build End-to-End business applications

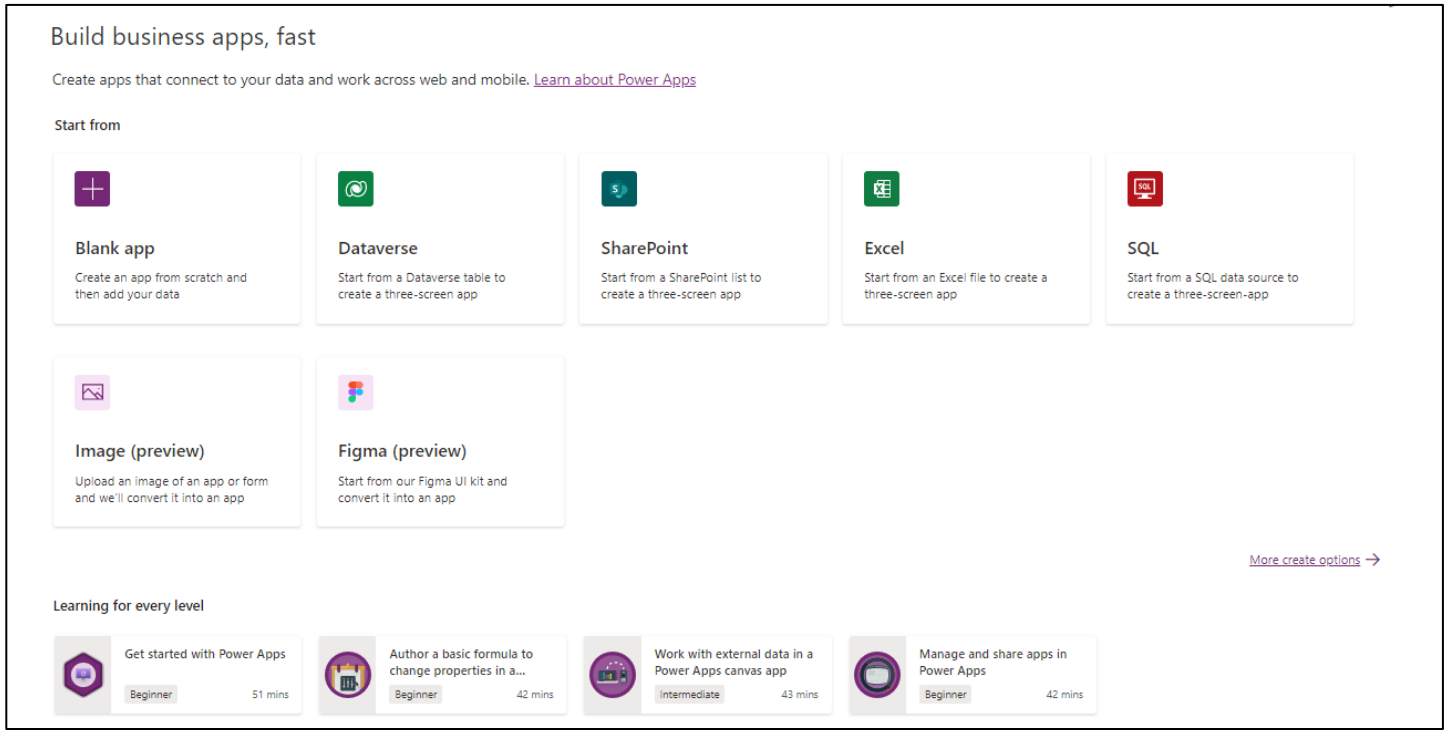
Power Apps Maker Portal [https://make.powerapps.com/]



- Learn
- Manage Apps
  - View apps, open apps, create new apps, run sample apps, create apps from sample apps
- Data
  - Manage entities, option sets, data integration, connections, custom connections & gateways
- Chatbots: create and view your bots here
- Business Logic: Add flows to your apps
- AI Builder: Democratized artificial intelligence for all
- Solutions: They hold and transport customizations and apps

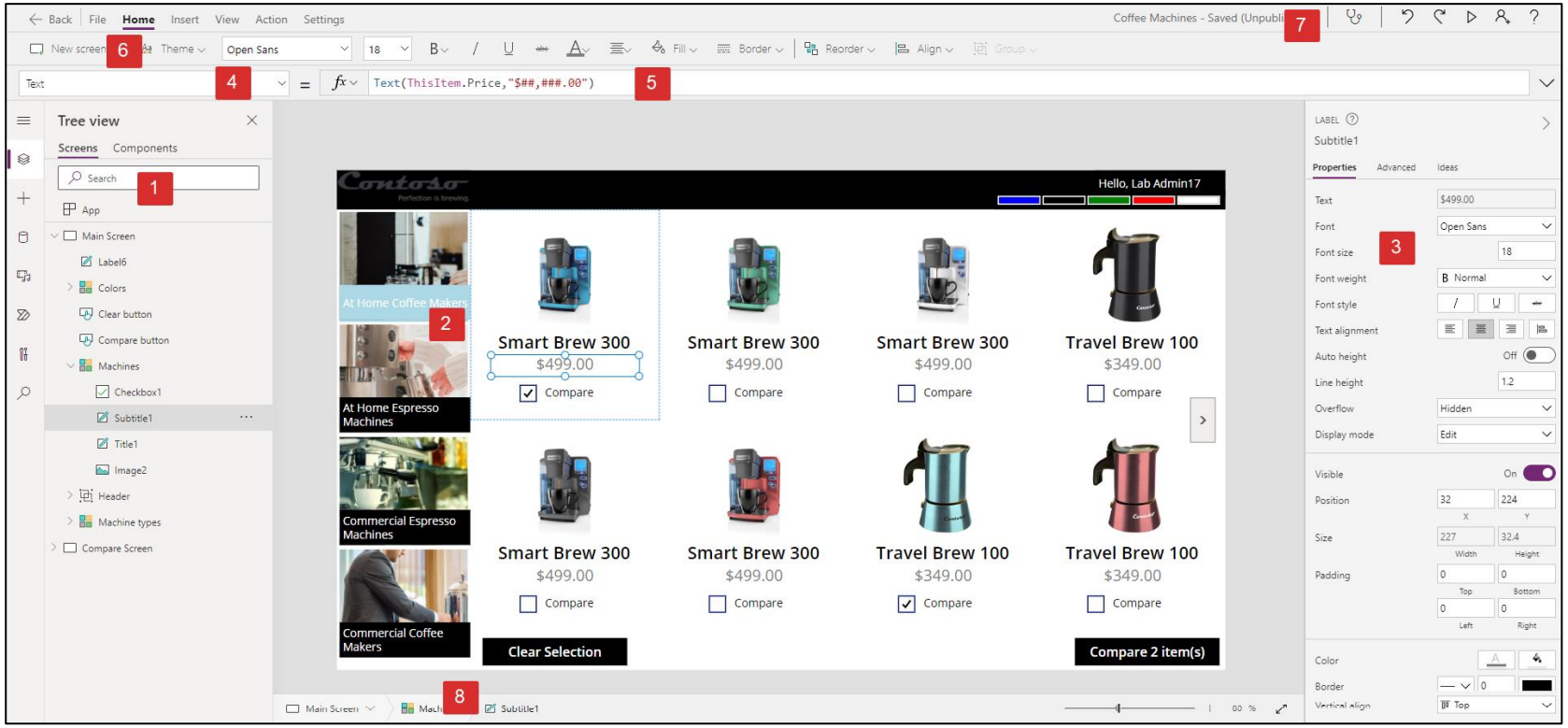
Power Apps Studio experience

- Canvas apps authoring experience
- Start with your data
- Start with a blank canvas
- Start with a template



Explore the app designer experience

1. Left navigation bar
2. Middle pane
3. Right-hand pane
4. Property
5. Formula bar
6. Ribbon
7. Additional items
8. Breadcrumbs



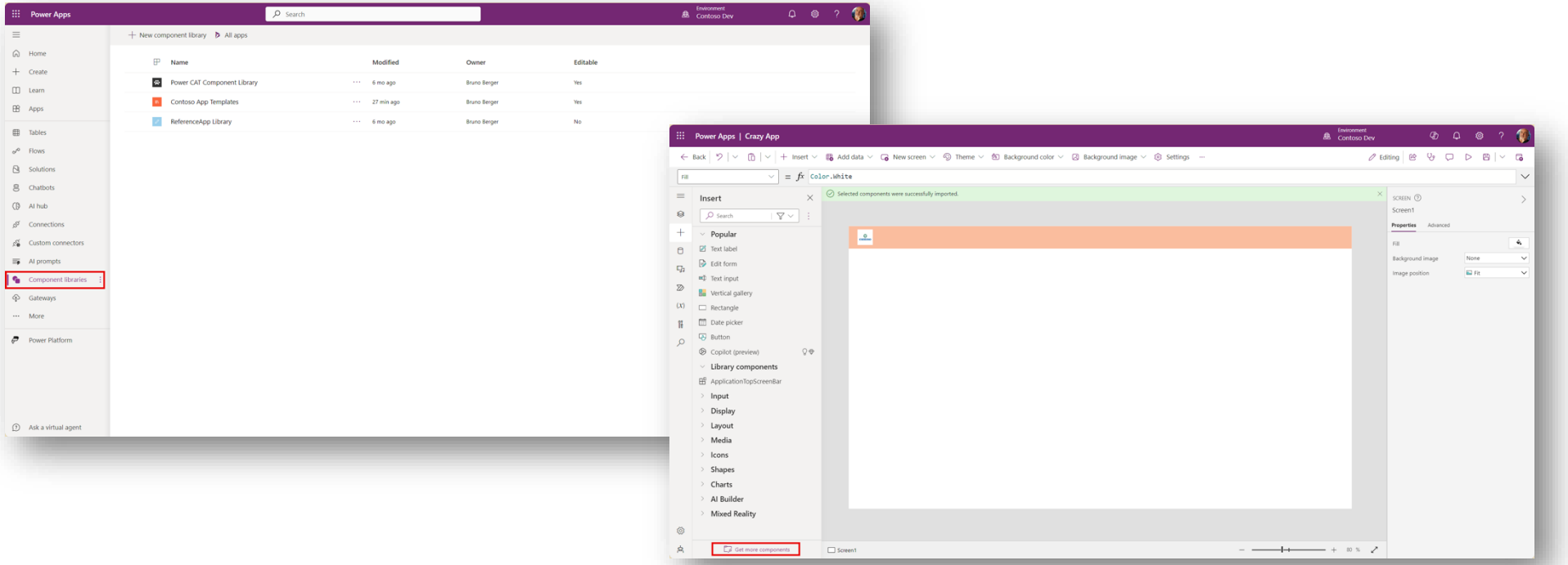
Types of components

Canvas components

Code components

What are canvas components ?

- Low-code UI extensibility
- Create UI Elements like Headers, Footers, Navigation, Dialog Screens…
- Available in Canvas apps
- Also as Custom Page in model-driven apps



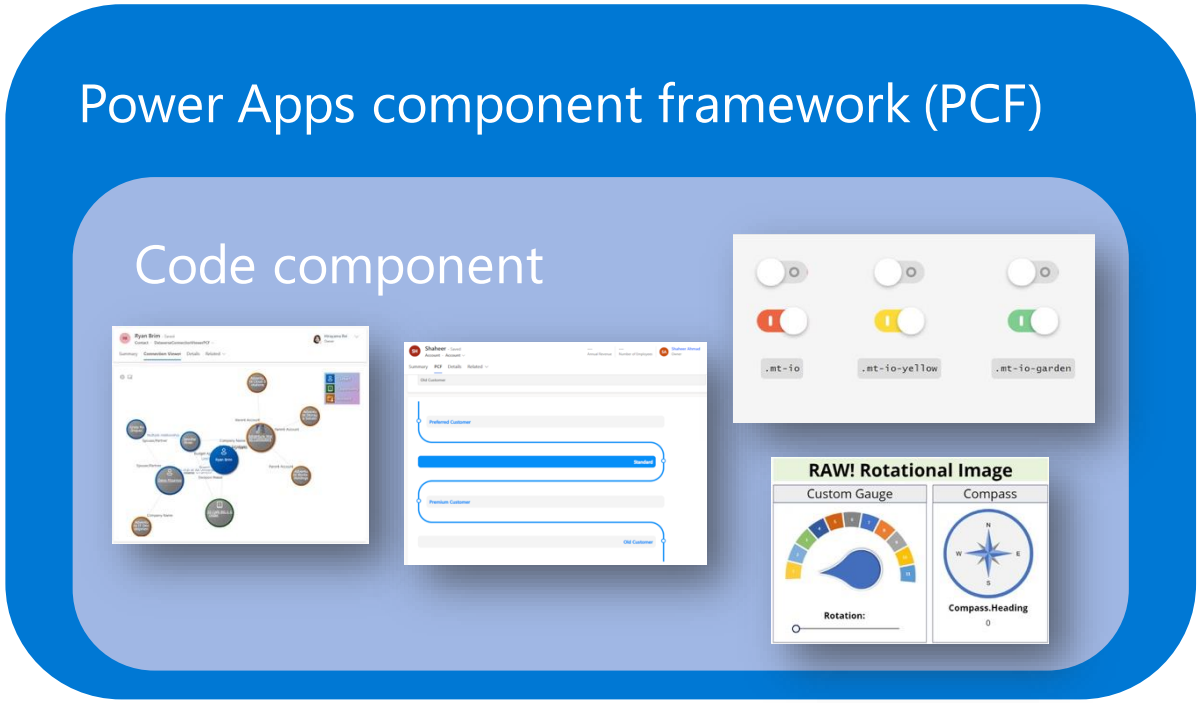
When do use canvas components ?

- Standardize the UI
  - Ensure CI/CD (corporate identity/corporate design)
  - Ensure consistent UI (Navigation, Header…)
  - Re-use UI elements (Calculations, Process Steps…)
  - Re-use complex canvas combinations

What are code components ?

- Enhance UI for
  - **model-driven apps**
  - **canvas apps**
  - **Power Pages**
- Packaged in a solution file

- Requirements:
  - Unified Interface
  - No on-premise support



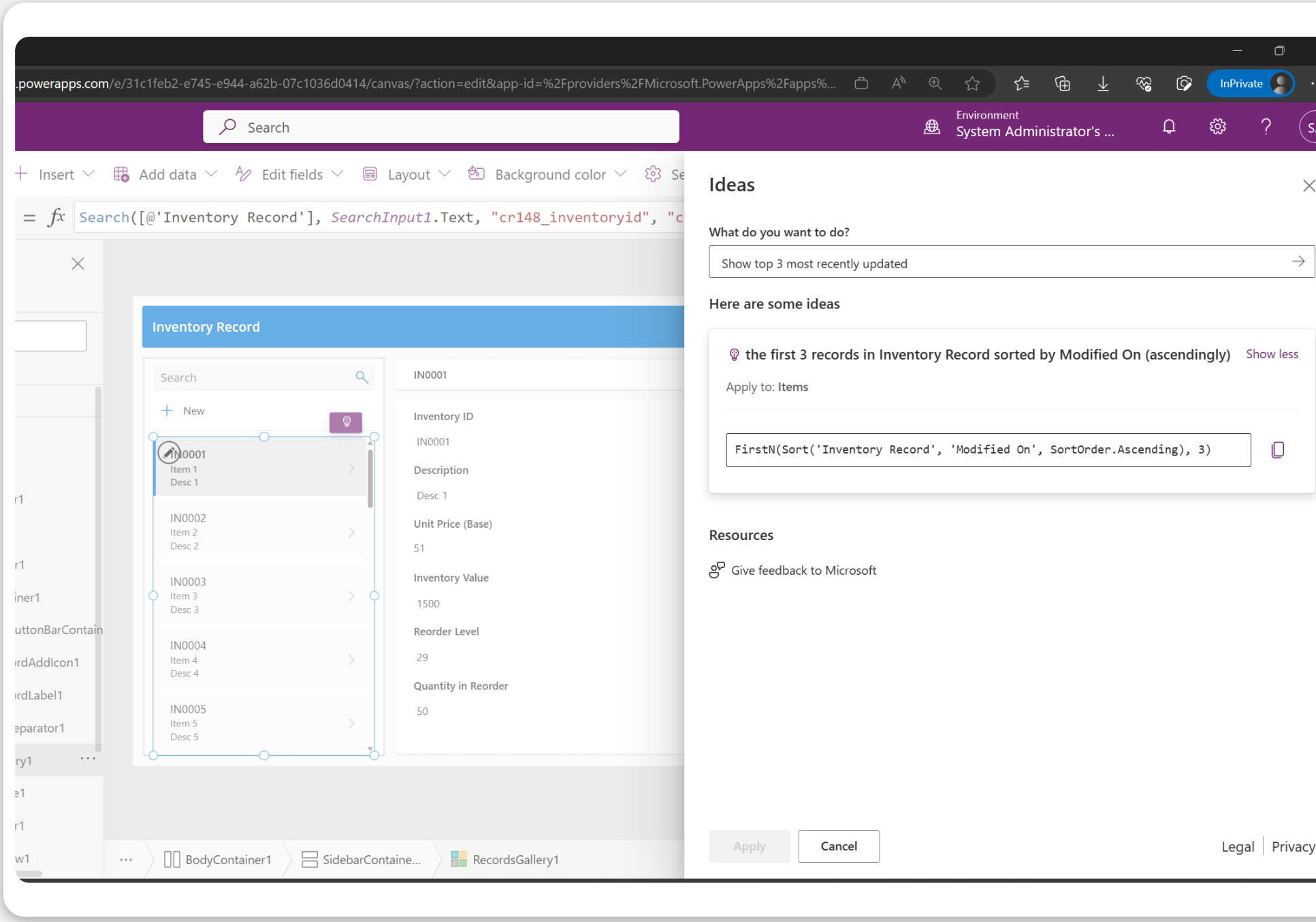
When do use code components ?

- Enhance UI
  - Missing visualization / function
  - Ensure consistent UI
  - Reuse UI

Power FX Ideas
(Generally Available)

"Show top 3 most recently updated"

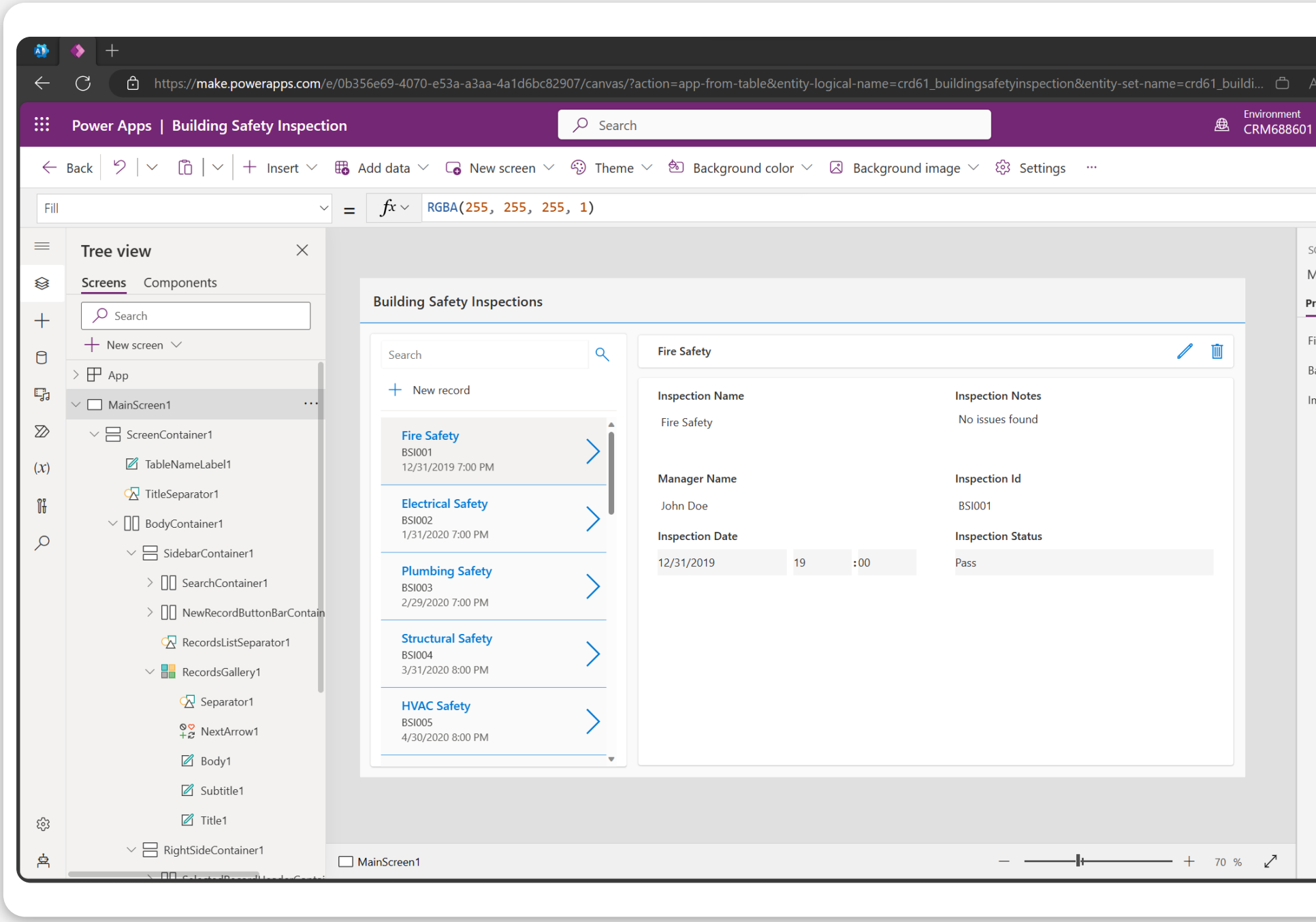
PowerApps ideas takes Natural Language and creates formulas that you can customize and use.



Copilot - Natural Language to App
(Generally Available)

"Create a building safety inspection app"

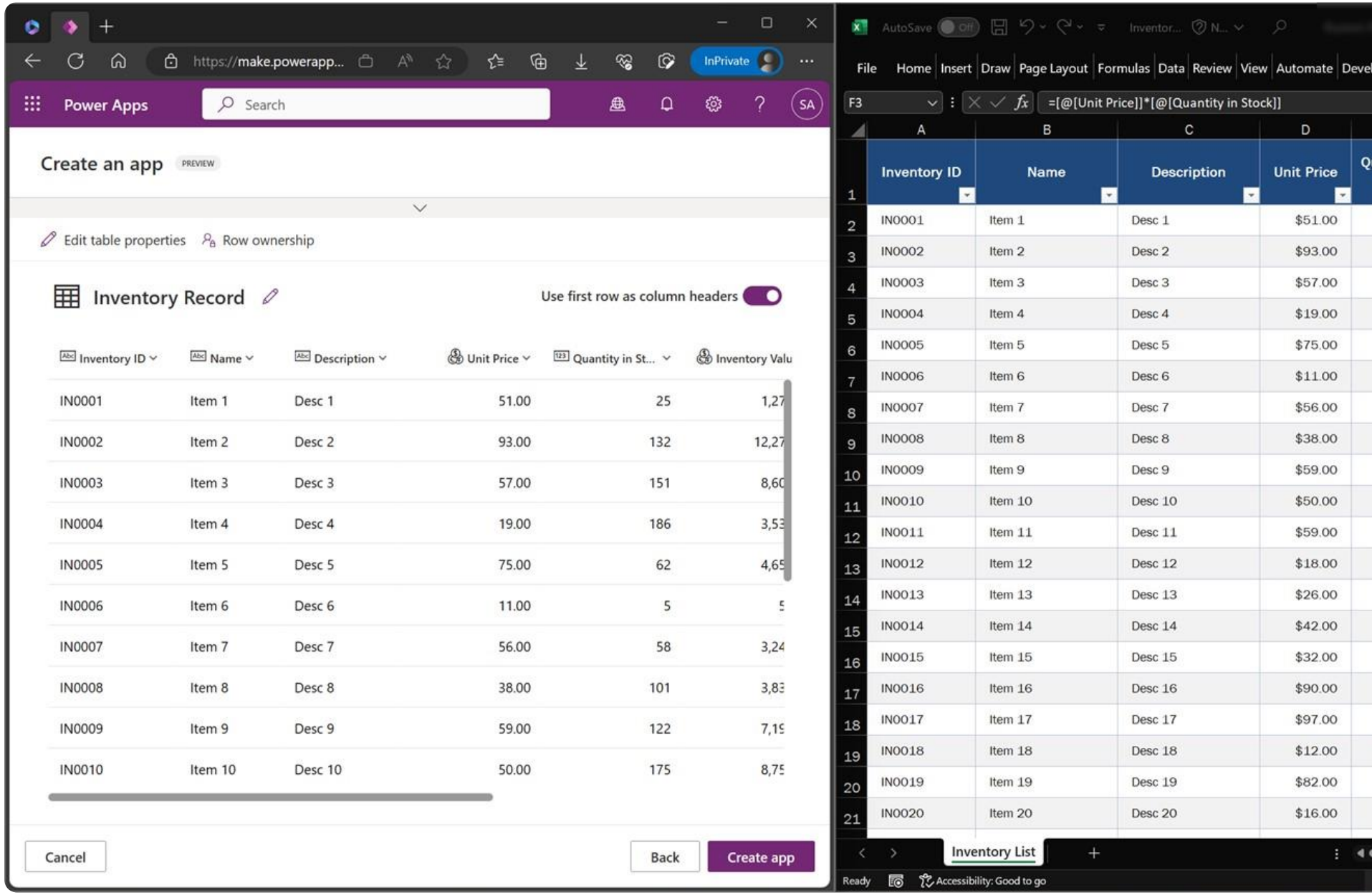
PowerApps creates a Dataverse table with suggested columns and data and creates a working app you can customize and use.



Excel to Canvas App
(Generally Available)

Create a Canvas app from an Excel table.

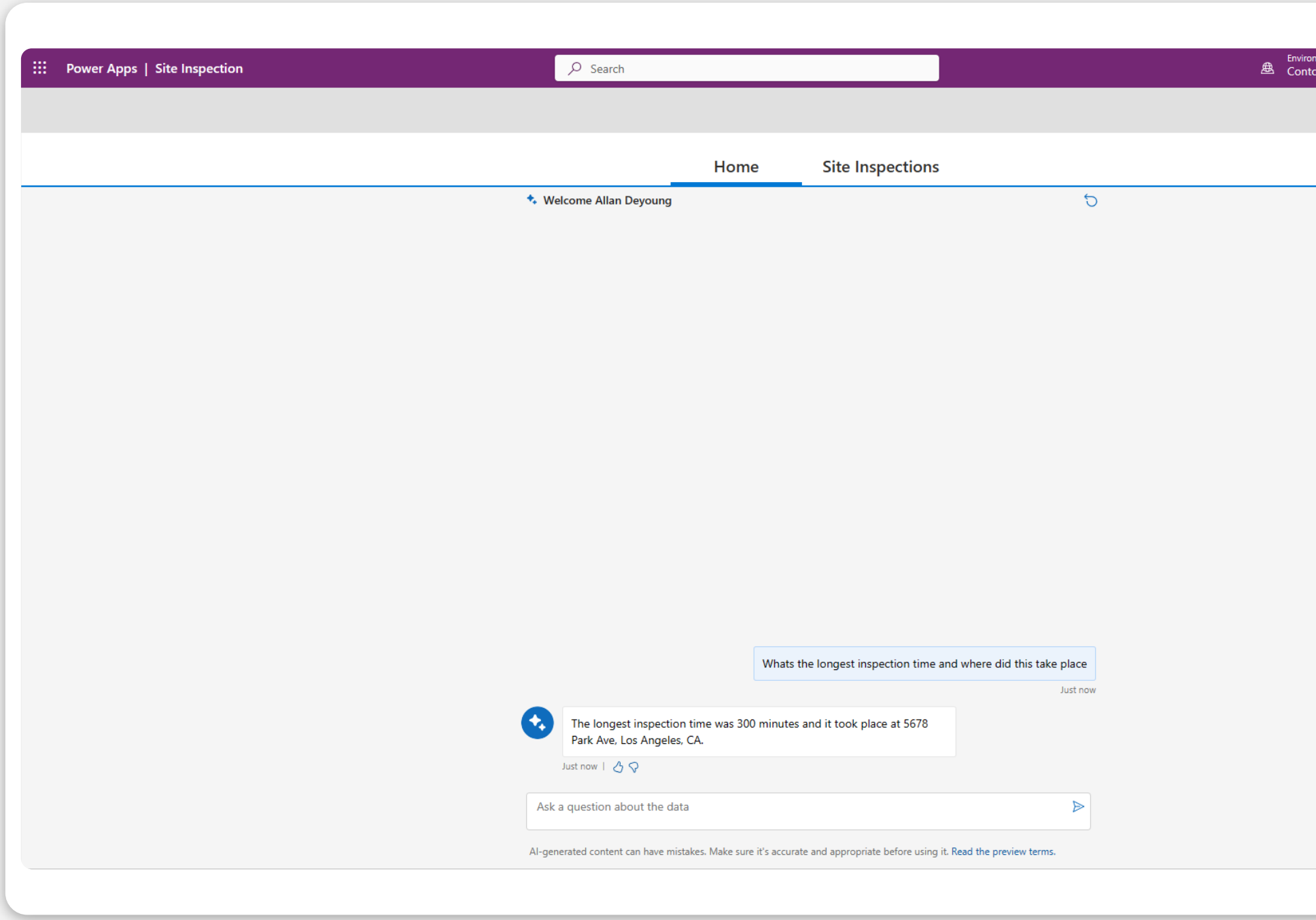
PowerApps recognizes column formats and inputs and creates a Dataverse table and app that you can customize and use.



Copilot Control in Canvas Apps
(Limited Preview)

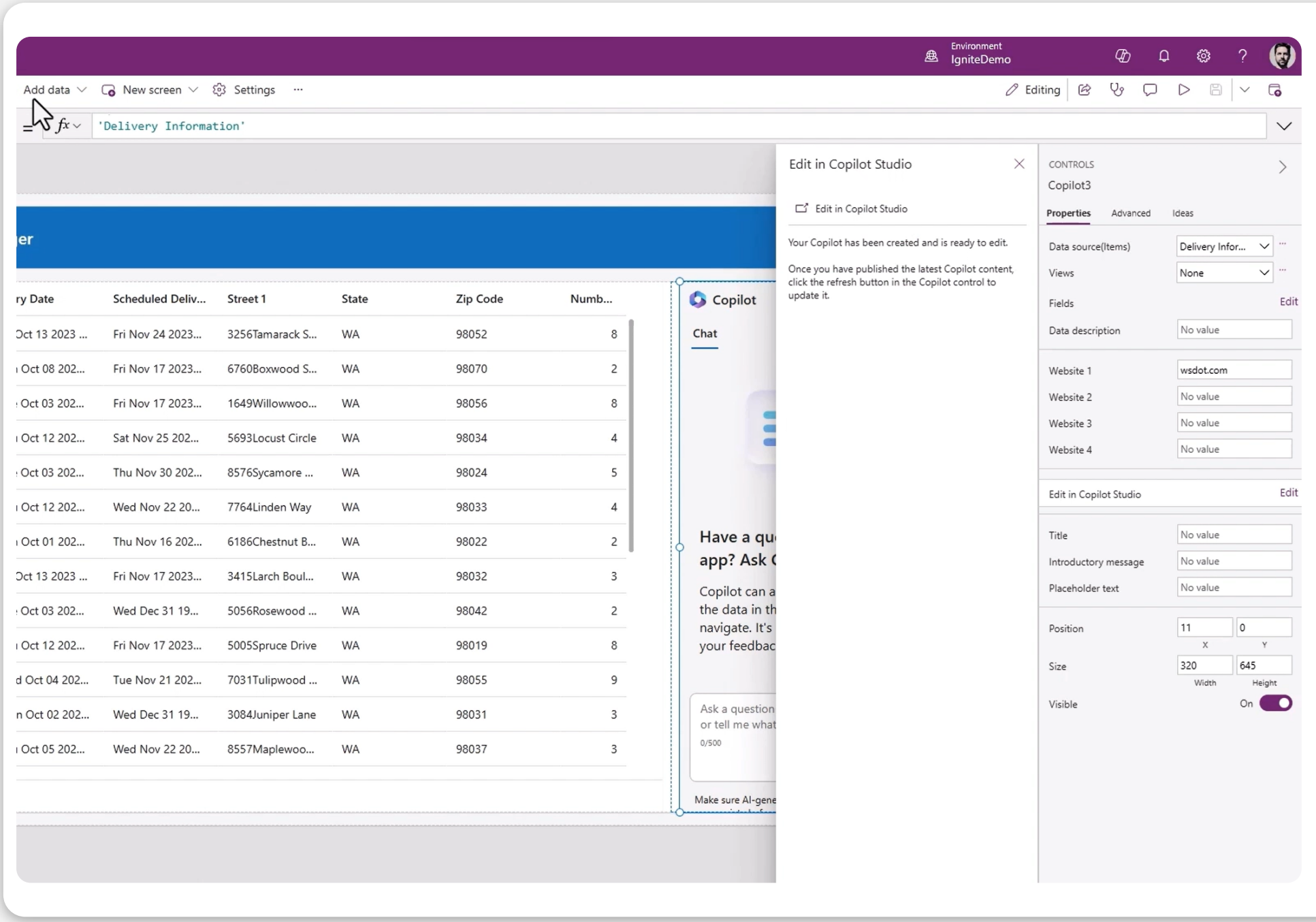
"What's the longest inspection time and where did it take place?"

PowerApps Copilot control adds Natural Language support to your apps and data making them easier to use.



Custom Copilot Control
(Limited Preview)

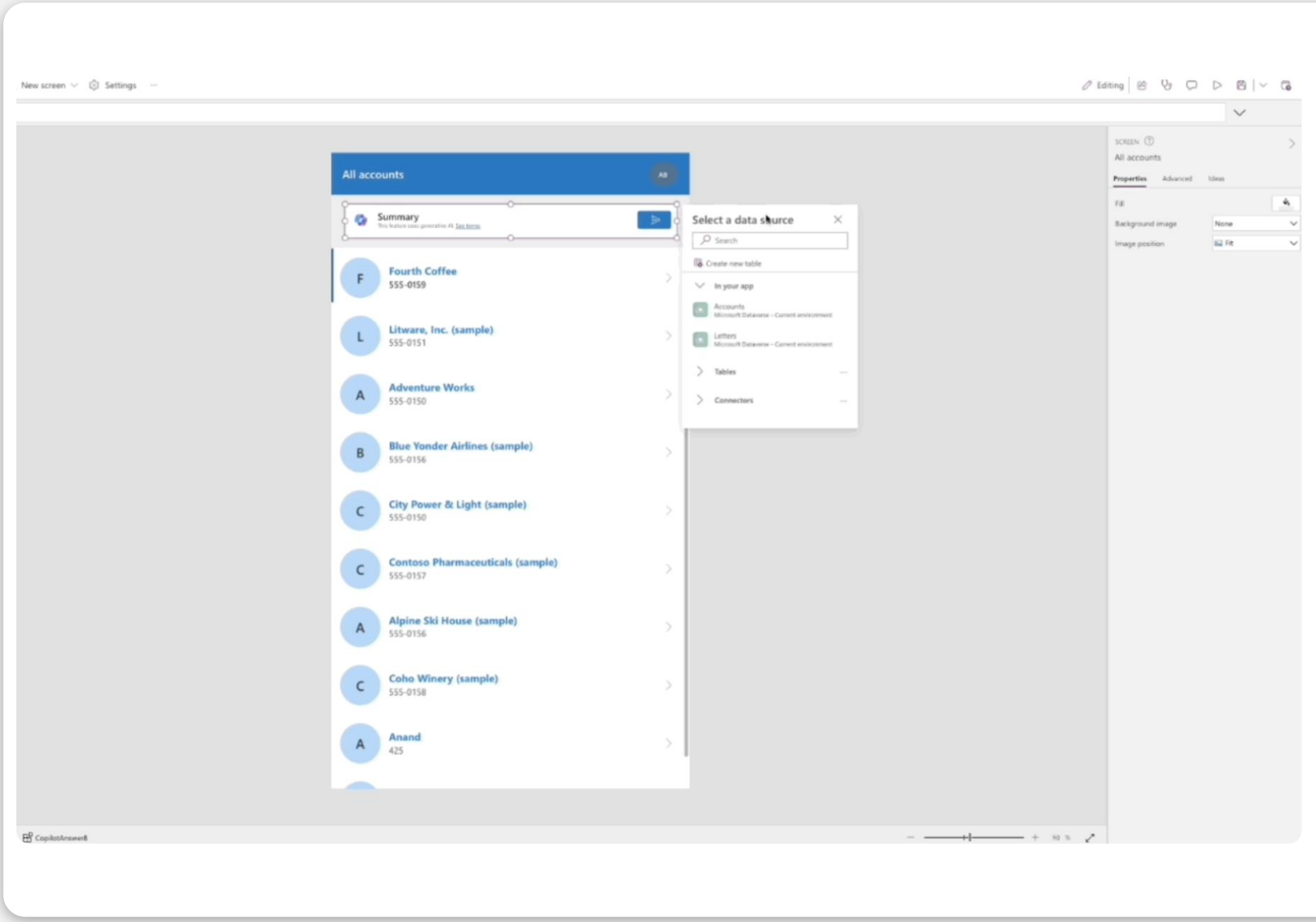
Take Copilot Control in Power Apps to the next level by adding additional sources to query straight in the Power Apps.



Copilot Answer Control
(Public Preview)

"Highest Revenue Accounts"

Use Copilot Answer Control to build pre-set prompts that can reason over data.



Microsoft Power Platform

15 minute break

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Agenda

Time Start	Duration	Session name	Type	Lead Speaker
9:00	**35 minutes**	**Intro & Setup**	Presentation	April
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5.10	**20 minutes**	**Closing/Q&A**		Geetha
5.30		***End***		

Demo Power Apps

Hands On Labs – Power Apps (60 mins)

Build a Power Apps canvas app for a real estate solution with data from Excel

- Create a canvas app by using the Excel to App feature.
- Customize galleries by using Power Apps Ideas to generate Power Fx formulas.

- **https://aka.ms/nacs/power/lab1**

Build a canvas app for a real estate solution with Copilot in Power Apps

- Create a canvas app by using Copilot in Power Apps.
- Customize the Dataverse table data that Copilot generates.
- Add more data to the table.

- **https://aka.ms/nacs/power/lab2**

https://aka.ms/nacs-environment-setup

Microsoft Power Platform

Power Automate

Comprehensive, low-code automation

Hyperautomate across your ecosystem

A comprehensive, low-code automation solution with extensibility and connectivity

1 Discover

Continuously improve your business with **task and process mining** to identify bottlenecks and opportunities for automation.

2 Automate

Automate workflows with modern and legacy systems alike using advanced DPA and RPA solutions.

3 Orchestrate

Securely scale across your organization with governance, data loss prevention, and hosted infrastructure.

4 Extend

Infuse automation in chatbots, websites, apps, and more with Microsoft Power Platform and native integration within the Microsoft ecosystem.

Connectivity

1,000+ 3rd party connectors, including custom and on-prem

Extensibility

Windows 11

Take the guesswork out of automation

I don’t know what to automate

Use **process mining** to record steps in your process

Review the **visual process map** to identify bottlenecks and opportunities for automation

Based on what you learned, start automating your process with **flows**

TAKE THE GUESSWORK OUT OF AUTOMATION

Process and task mining

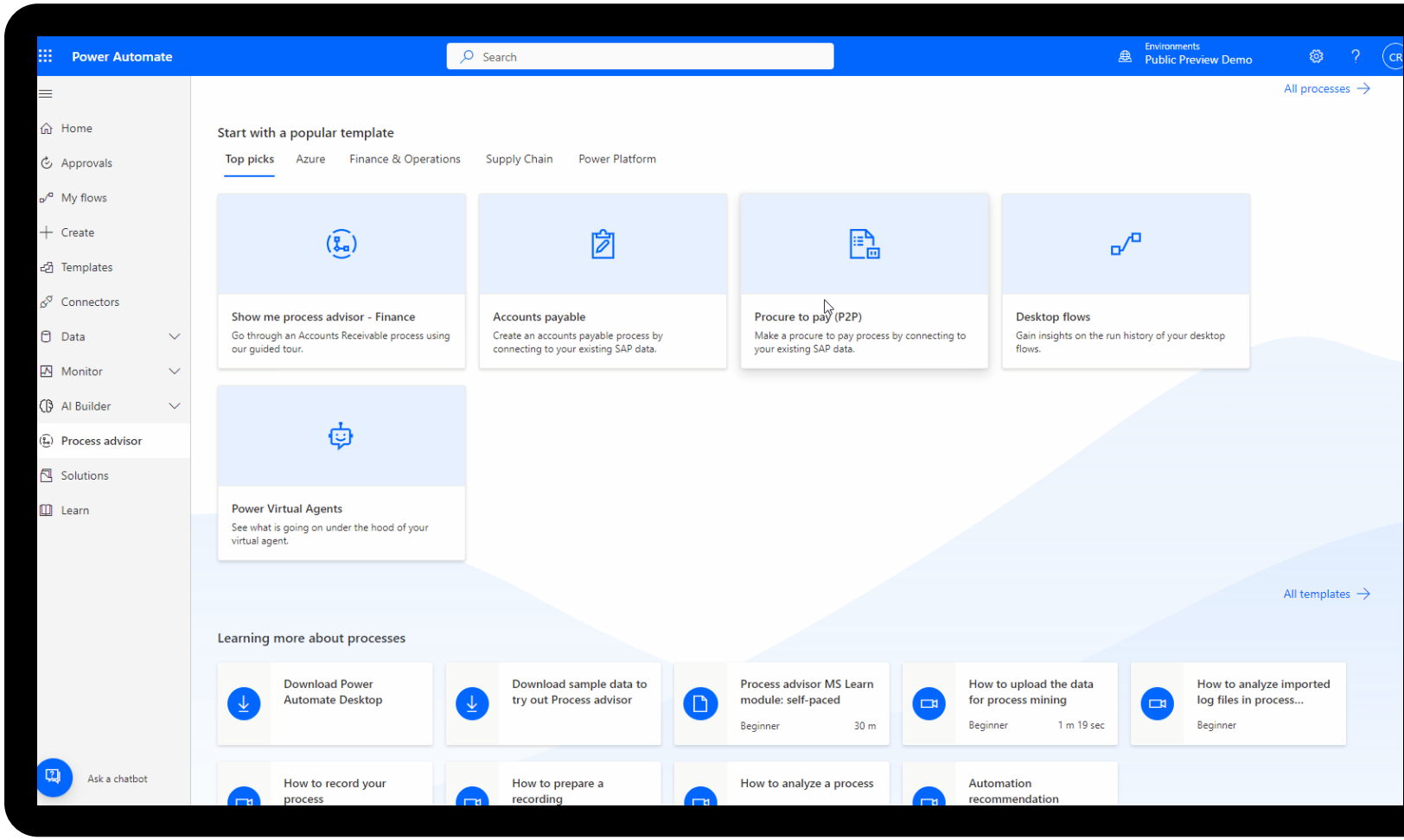
Use out-of-the-box templates for rapid deployment from data ingestion to pre-defined custom reports.

Gain deep insights with powerful features including rework detector, root cause analysis, process compare and custom metrics.

Create views, publish them to **create custom Power BI reports** and share across the organization

Seamlessly integrate with Power Automate flows to turn insights into action

Discover possibilities for **automation of individual workflow** with task mining



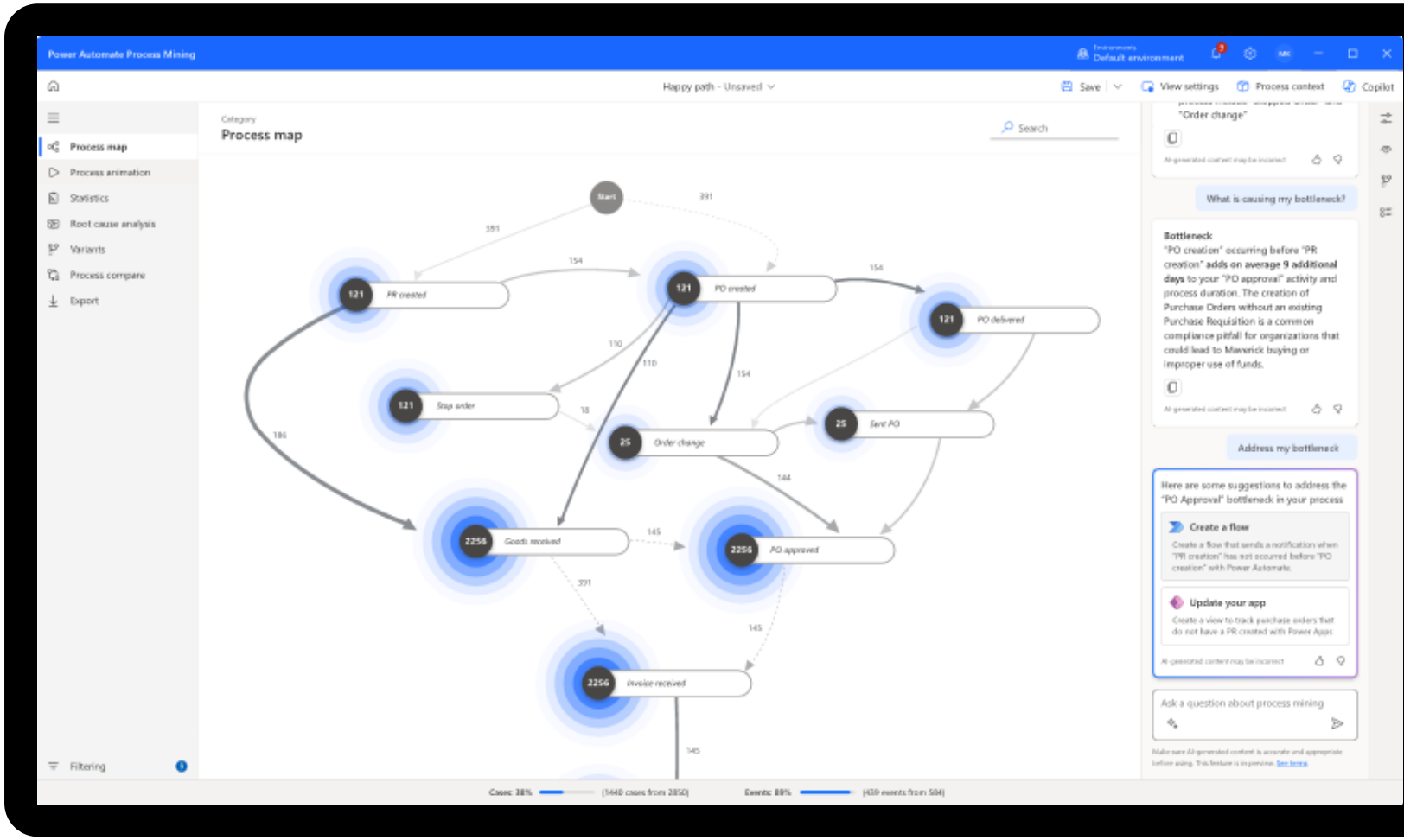
Process mining | Copilot

Auto-map data

Visualize processes

Identify bottlenecks

Act by creating a flow or app



Hyperautomate across your ecosystem

A comprehensive, low-code automation solution with extensibility and connectivity

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Connectivity

1,000+ 3rd party connectors, including custom and on-prem

Extensibility

Windows 11

Automate with flows

Cloud flows

Automate modern apps, services, and data with APIs in the cloud

Powered by digital process automation (DPA)

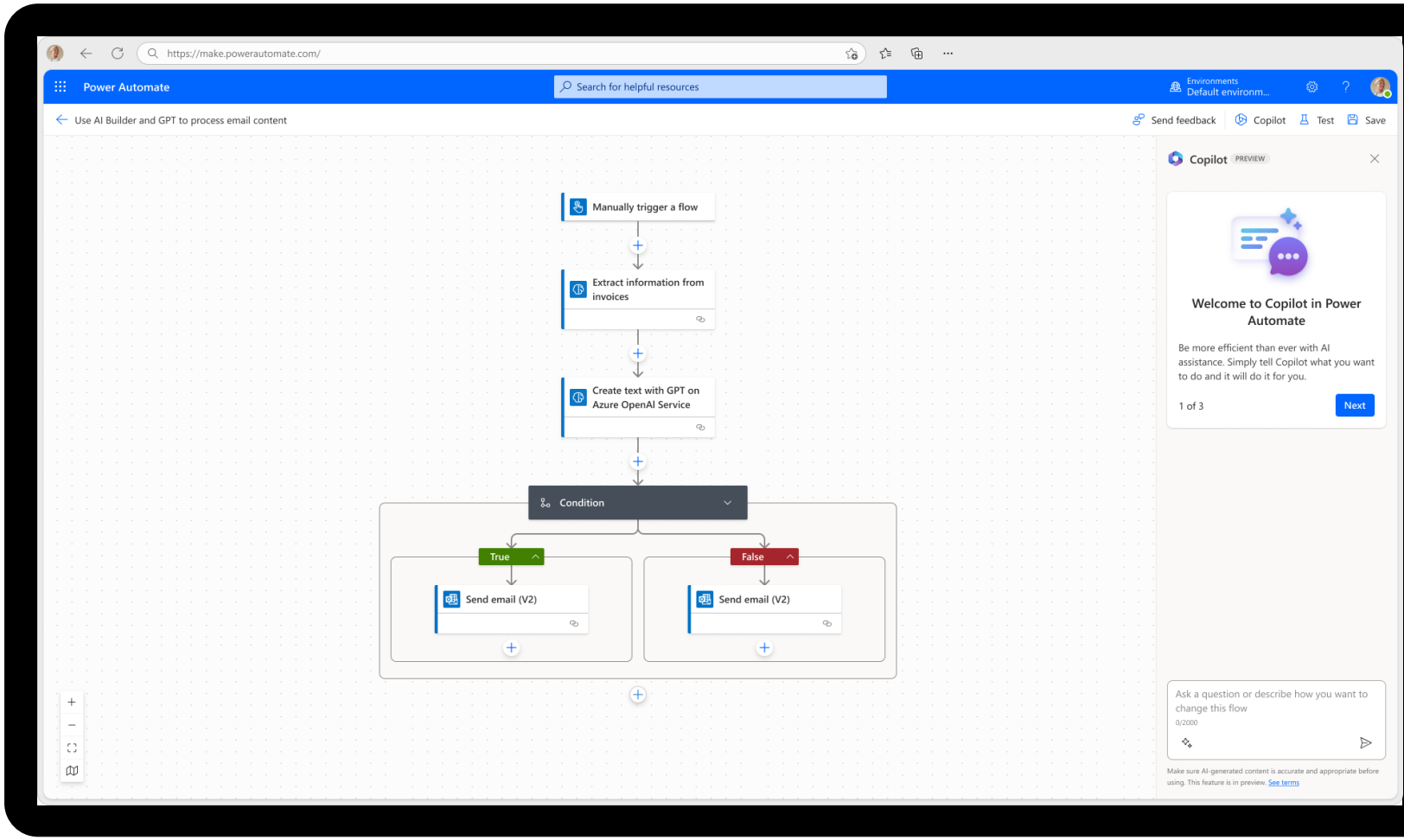
Desktop flows

Automate legacy systems on a desktop or virtual machine (VM) by mimicking user actions on a screen

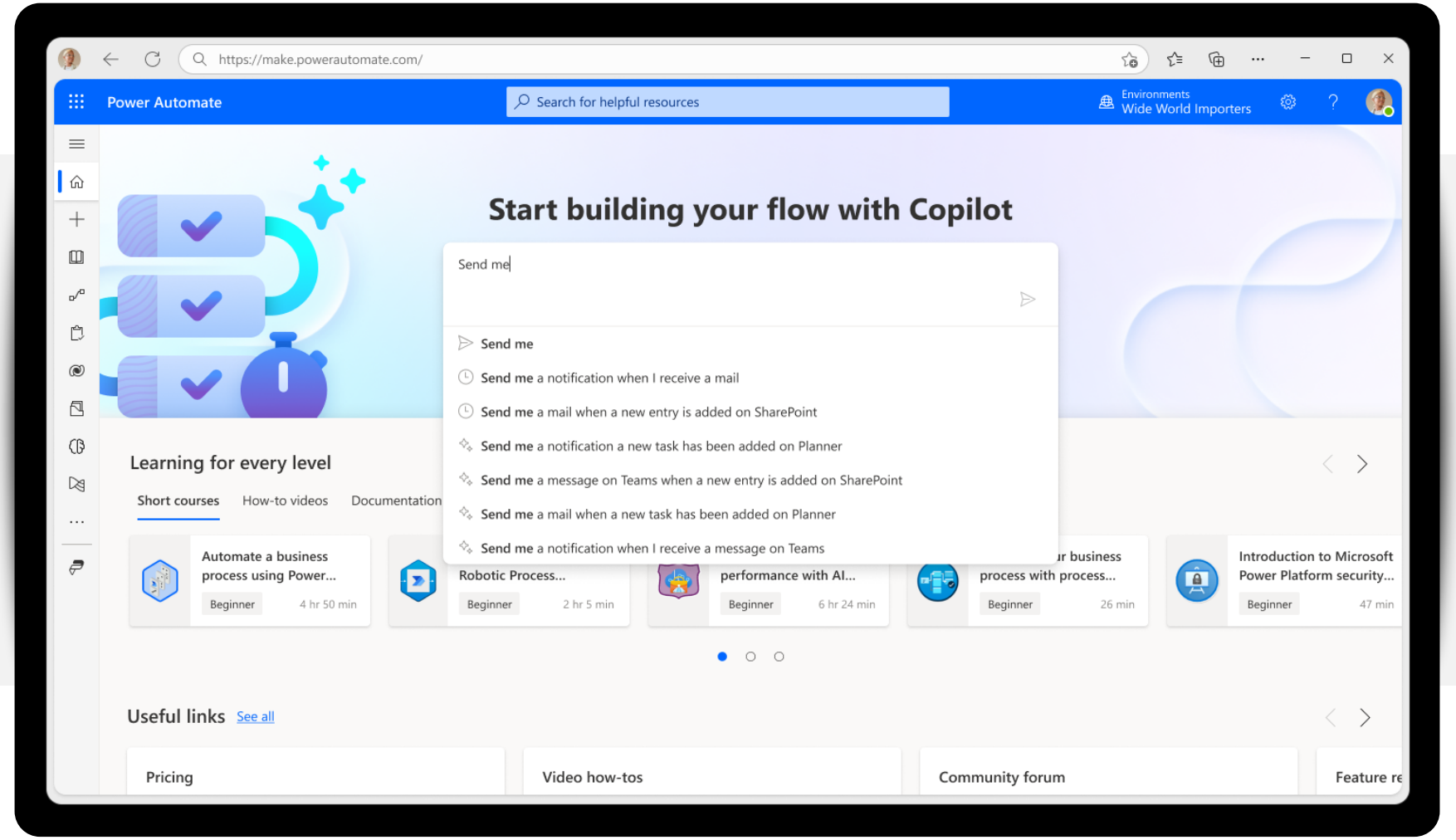
Powered by robotic process automation (RPA)

Cloud flows: Designer

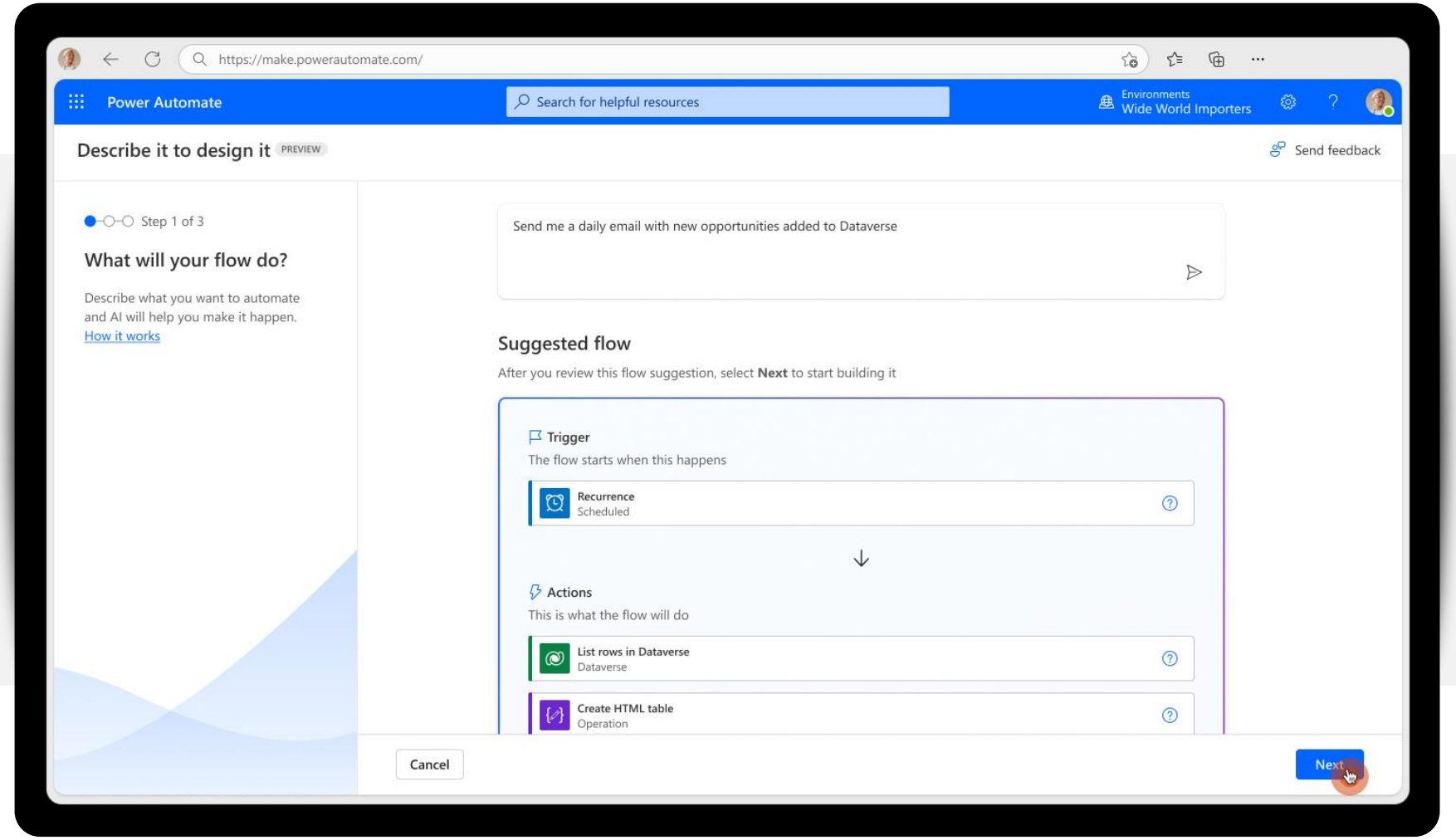
Use API connectors, triggers, logic, and AI with GPT



Copilot in Power Automate



Copilot in Power Automate



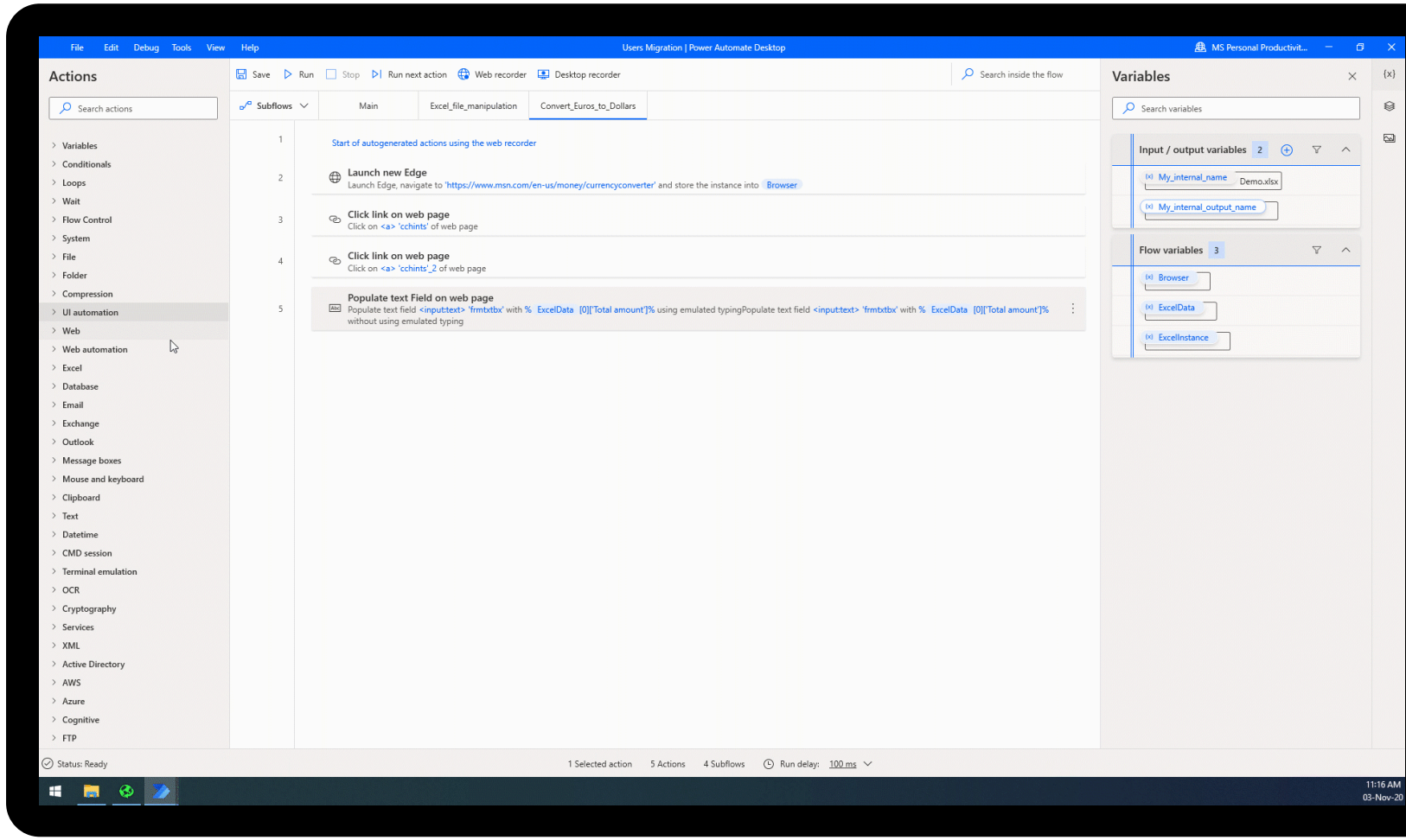
Desktop flows

Robotic process automation (RPA)

- Attended vs Unattended RPA
- Logical architecture
- Connect to legacy and modern systems
- Visual Designer
- Recorder
- Exceptional handling

Desktop flows: Designer

Use drag-and-drop UI actions and a recorder



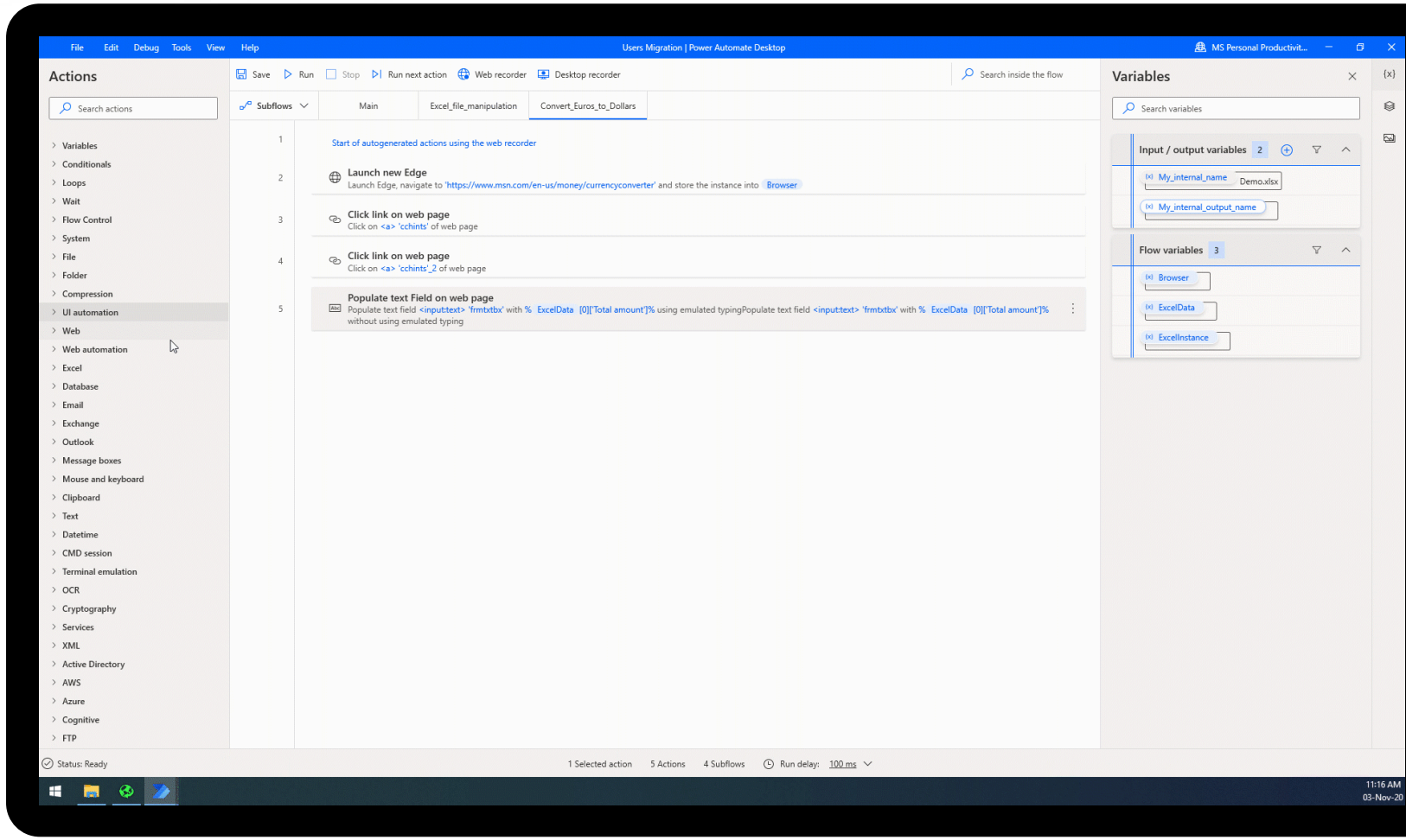
Create quickly and easily with desktop flow designer

Accelerate development, adoption, and deployment with streamlined authoring built for professional developers and citizen developers alike.

Intuitive **drag-and-drop interface** with **400+ prebuilt actions** to create each step in your desktop flow

Use the **recorder** to capture your own actions, such as mouse clicks and keyboard inputs

Start quickly with prebuilt examples that are ready to run, or **share flows with others** for collaboration



Bridge old and new systems

Use desktop flows to connect between legacy and modern systems

Desktop applications	Browsers	Virtual Desktops
Win32	Microsoft Edge	Citrix
Java	Google Chrome	RDP
Citrix	Firefox	
SAP	Internet Explorer	
AS400		
Other legacy systems		

Robotic Process Automation (RPA)

Desktop flows run with human interaction or in the background

	Attended	Unattended
Interaction	Human operator initiates and often interacts with the desktop flow while it is running	Bots on dedicated machines do the work with no human operator present
Example	Call center agents that need to run a flow whenever they get a call	Backoffice orders, purchase orders, invoicing, IT related tasks

Robotic Process Automation (RPA)

Automate your desktop by creating software robots that act like humans interacting with the user interface (UI)

	Attended	Unattended
Overview	Drive efficiencies and automate manual tasks across desktop and web	Accelerate the automation of high-volume and tedious tasks without lifting a finger
Scenario	On-demand task automation	Automate company processes at scale
Audience	Citizen developer in business unit	Automation specialist in a Center of Excellence dedicated to RPA
Requirement	User signed in on their device/human initiated	Jobs on dedicated machines/ robots do the work
Availability	Power Automate for Windows 10/11 Power Automate per user with attended RPA	Unattended RPA add-on

Microsoft Power Platform

90 minute lunch break

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Agenda

Time Start	Duration	Session name	Type	Lead Speaker
9:00	**35 minutes**	**Intro & Setup**	Presentation	April
9:35	**25 minutes**	**Power Apps**	Presentation	Geetha
10:30	***15 minutes***	***Coffee break***		
11.00	**60 minutes**	**Power Apps**	Demo/Lab	Geetha
12:00	**30 minutes**	**Power Automate**	Presentation	April
12.30	***90 minutes***	***Lunch break***		
2.00	**35 minutes**	**Power Automate**	Demo/Lab	April
2:35	**35 minutes**	**AI Builder**	Presentation	Geetha
3:10	**30 minutes**	**AI Builder**	Demo/Lab	Geetha
3:50	***20 minutes***	***break***		
4.10	**20 minutes**	**Copilot Studio**	Presentation	April
4.30	**30 minutes**	**Copilot Studio**	Demo/Lab	April
5.10	**20 minutes**	**Closing/Q&A**		Geetha
5.30		***End***		

Demo Power Automate

Hands on Lab - Power Automate (35 minutes)

- **Module: Build flows for a real estate solution using Copilot in Power Automate**

- **You'll Learn:**
  - Features and capabilities of Copilot in Power Automate.
  - How to create and manage flows with Copilot in Power Automate.

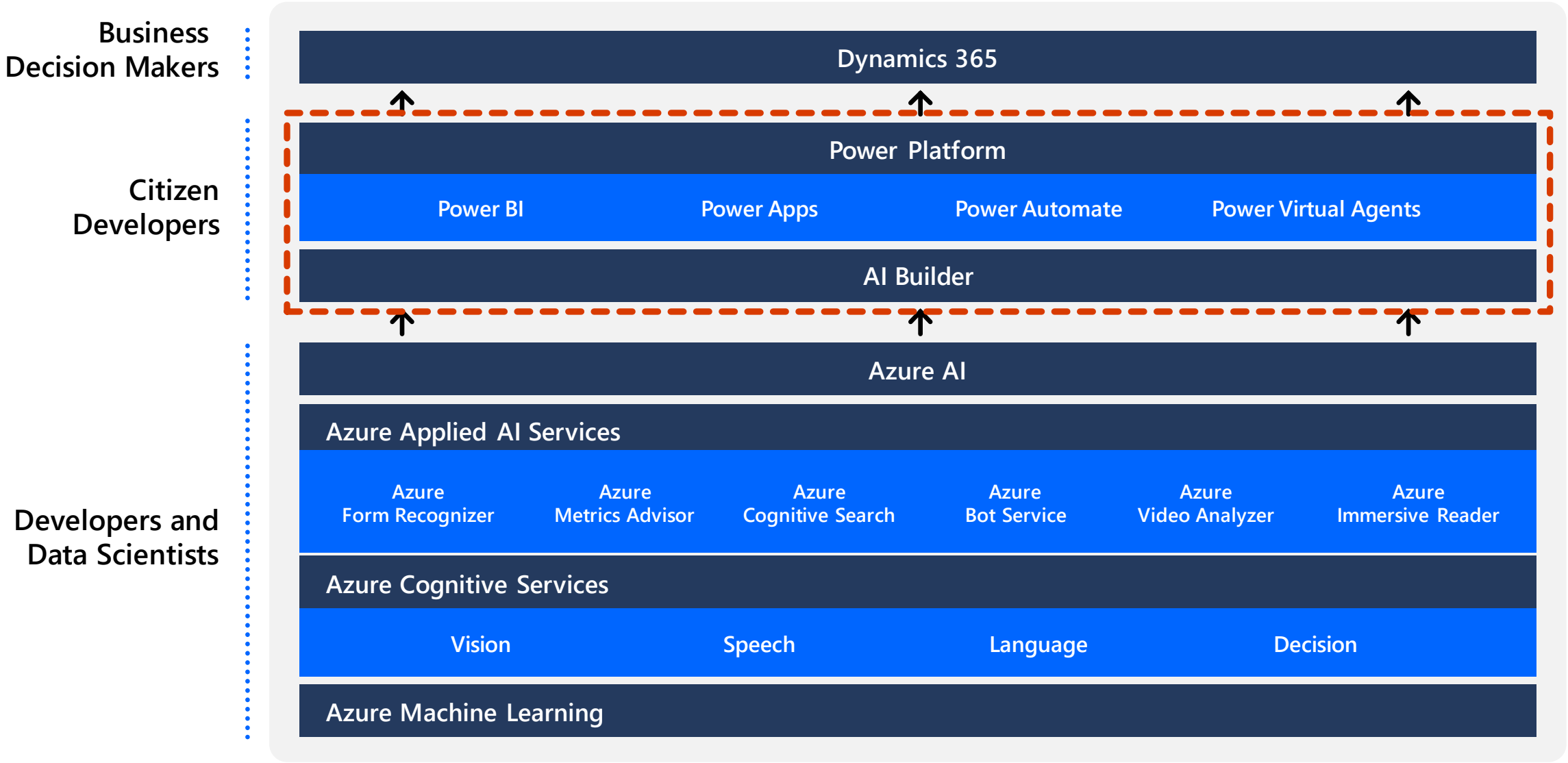
- **https://aka.ms/nacs/power/lab3**

Microsoft Power Platform

AI Builder

Adding the power of AI to low code

AI Builder is built on top of Azure AI, making it no-code



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

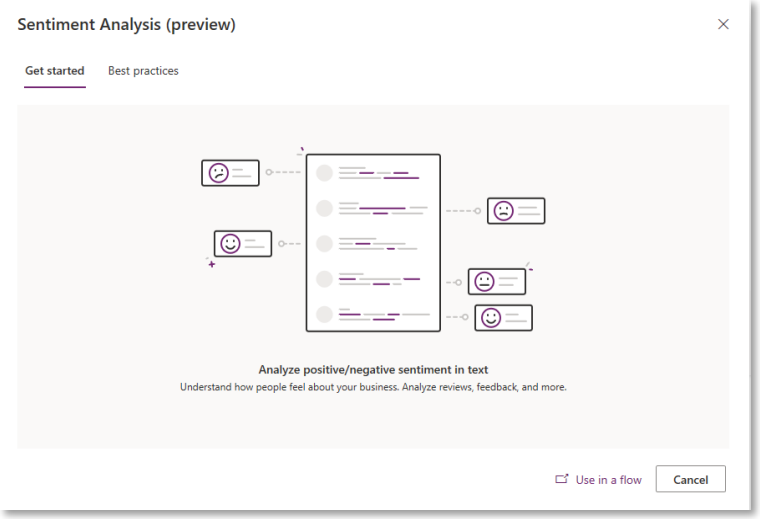
Classify images

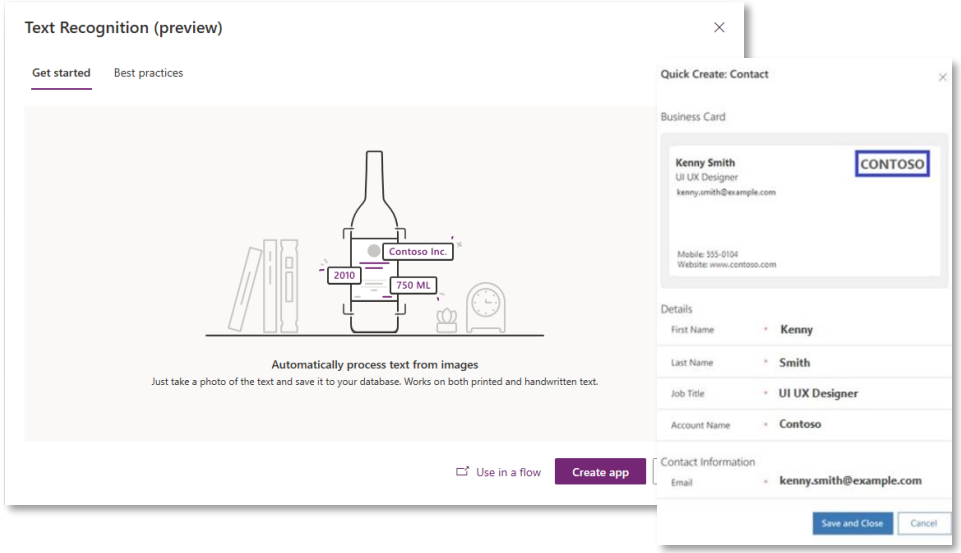
Structured Data

Predict quantity

Predict outcomes

Overview: 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.

Custom models

Prediction

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

Form Processing (preview)

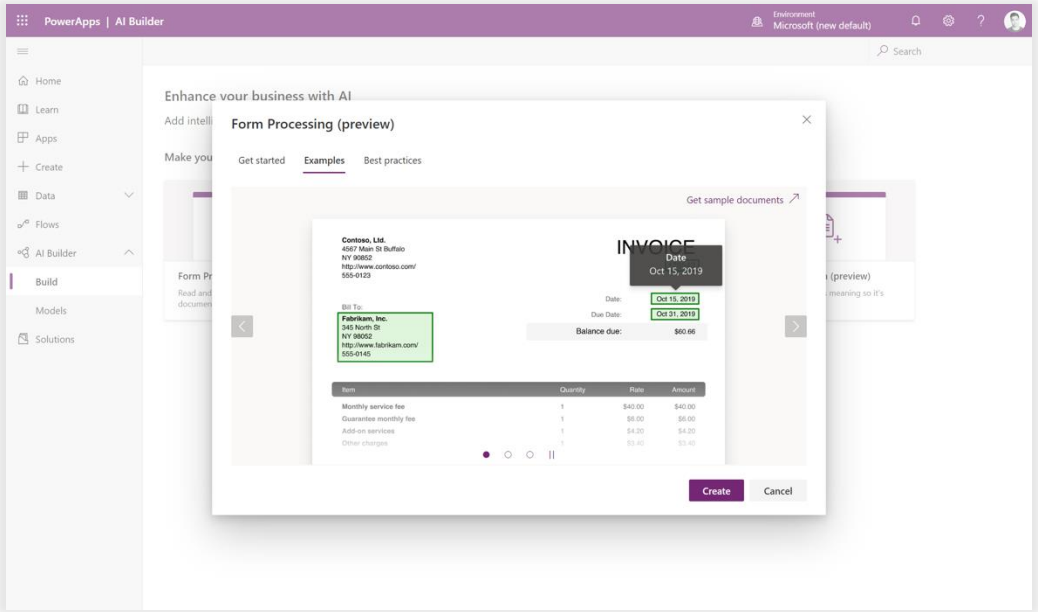
Read, extract, and process data from scans, emails, PDFs, and images.

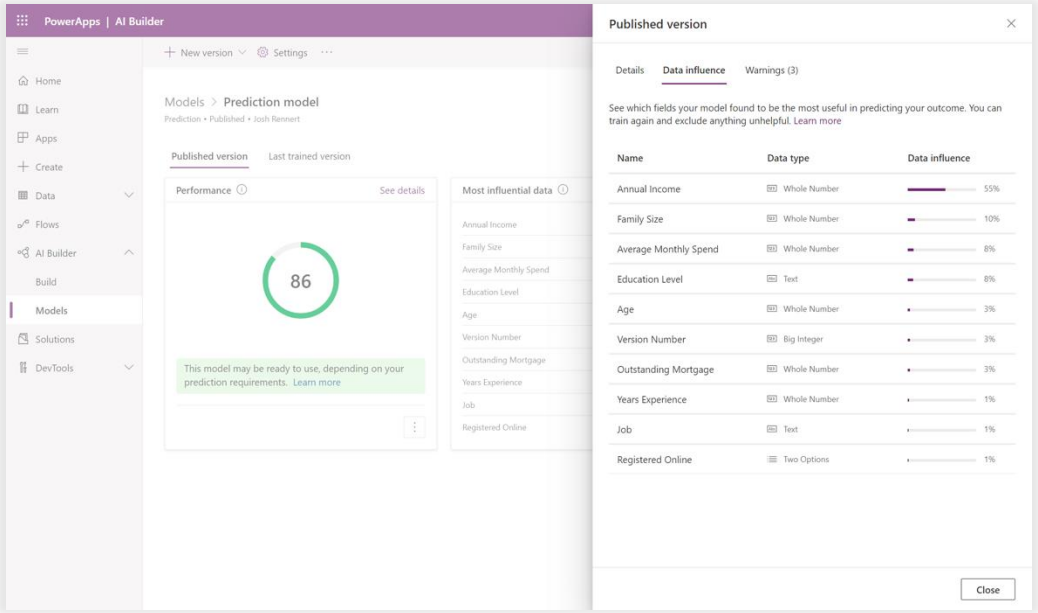
Object Detection (preview)

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.

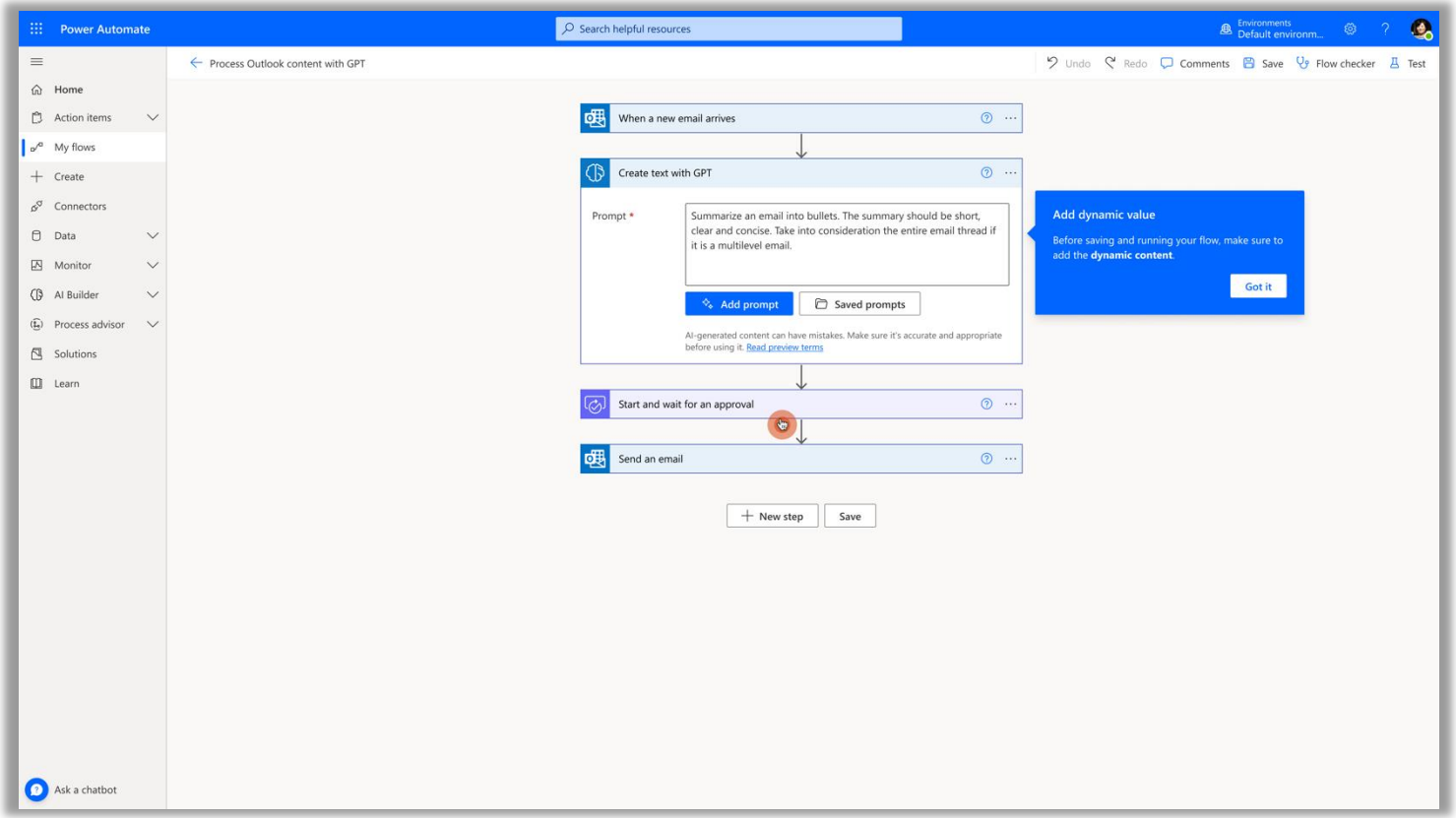




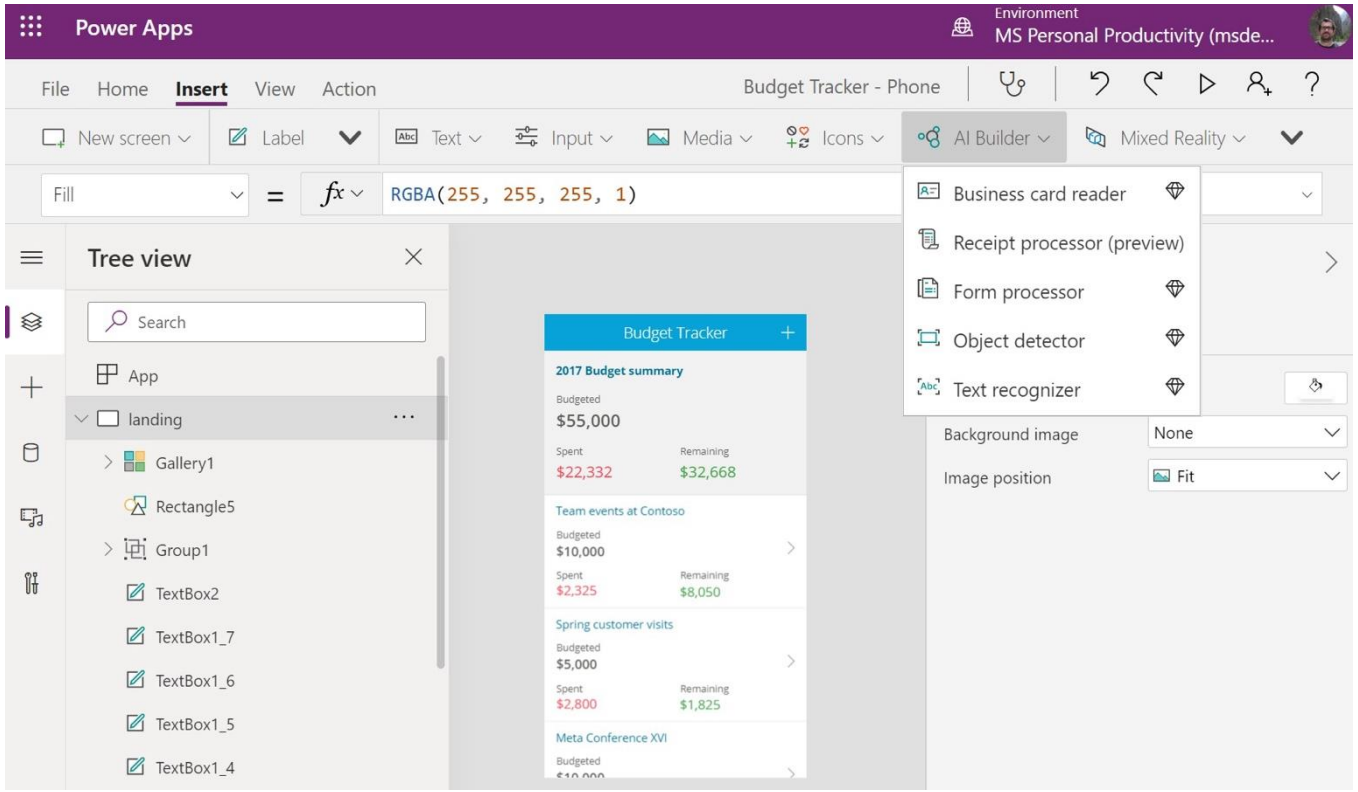
AI Builder

Generate 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.

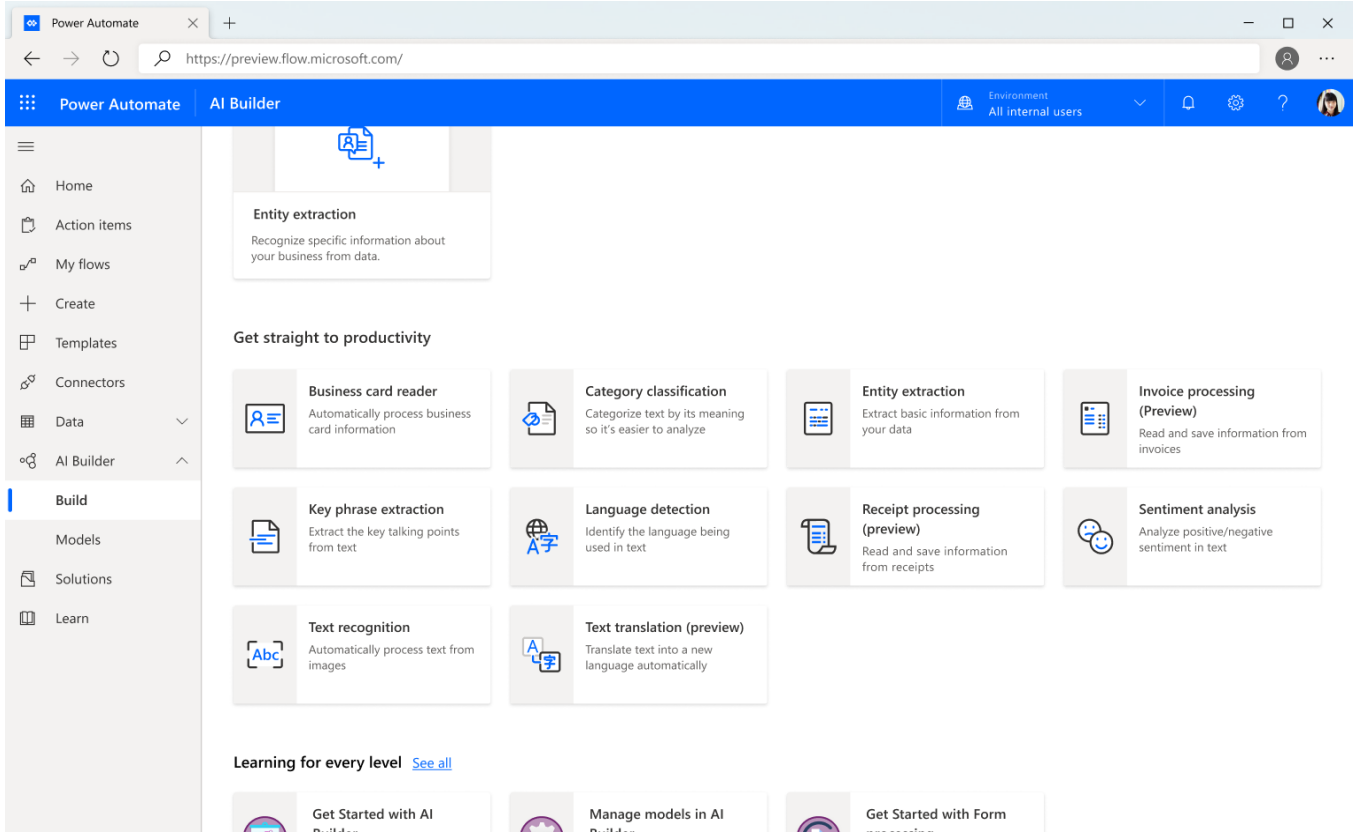


AI Builder in Power Apps



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.

Demo AI Builder

Hands on Lab – AI Builder (30 minutes)

- **Module: Add intelligence with AI Builder and GPT**

- **You'll Learn:**
  - AI Builder and how to use it to add intelligence to your apps and automations
  - The Create text with GPT model in AI Builder and how to use it to generate text
  - How to use the Create text with GPT model in Power Automate

- **https://aka.ms/nacs/power/lab4**

Microsoft Power Platform

15 minutes break

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Microsoft Power Platform

Copilot Studio

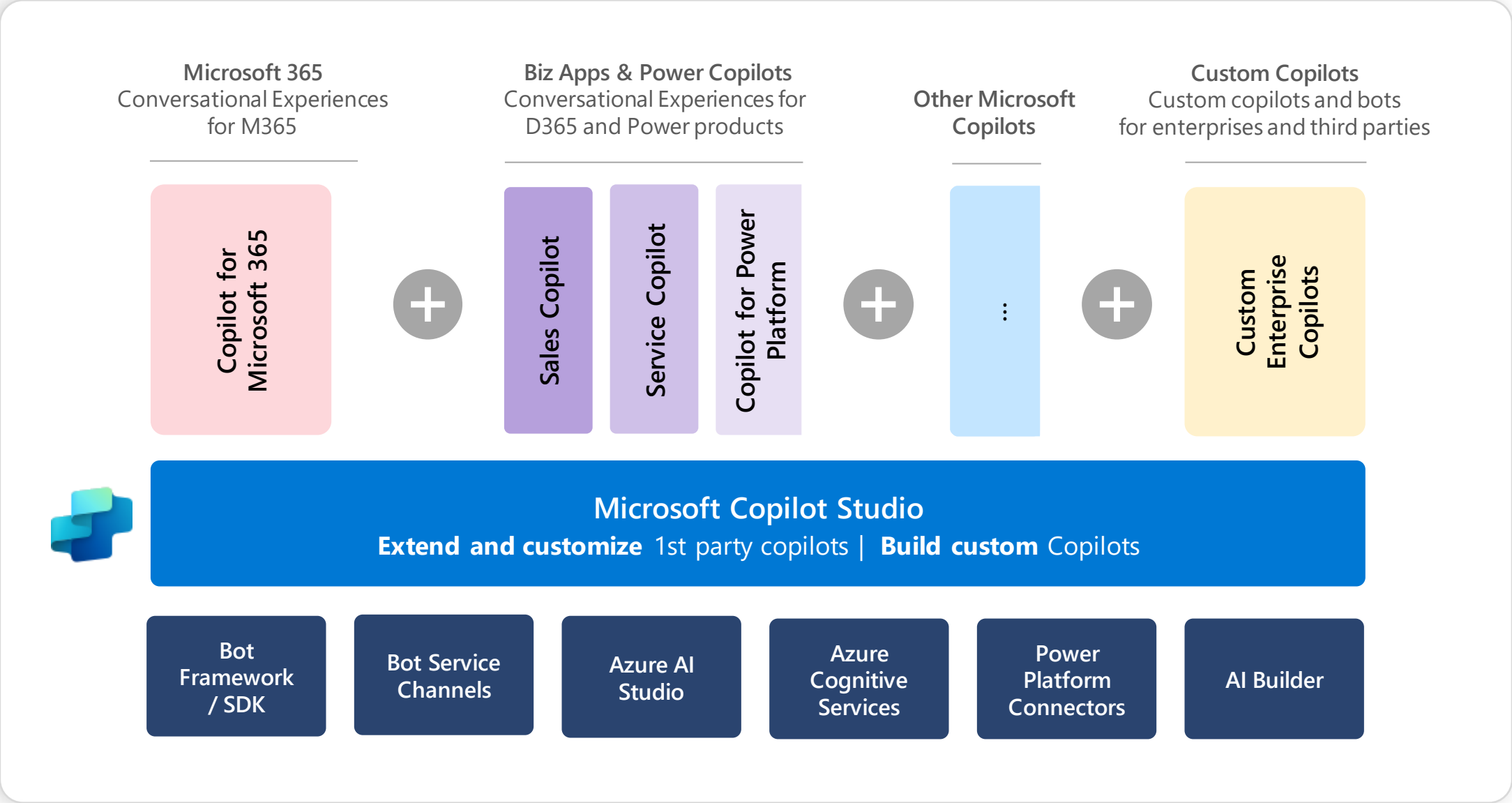
Create or extend generative AI assistants

Clarify Topics

Copilot	• Brand like Azure, Office 365…
Copilot Studio	• New Product to customize Copilots (M365, Dynamics…) and create Custom Copilots
Custom Copilot (former PVA)	• Copilot used in a dedicated channel like Website or Teams for dedicated uses (Oder stuff, Ask questions…)

New Microsoft Copilot Studio implementation guide | Microsoft Power Virtual Agents

Copilots and Conversational AI



Microsoft Copilot Studio

Build your own copilot

Create and publish a custom copilot for your organization using the intuitive building experience enhanced with large language models and generative AI

Customize Microsoft Copilot

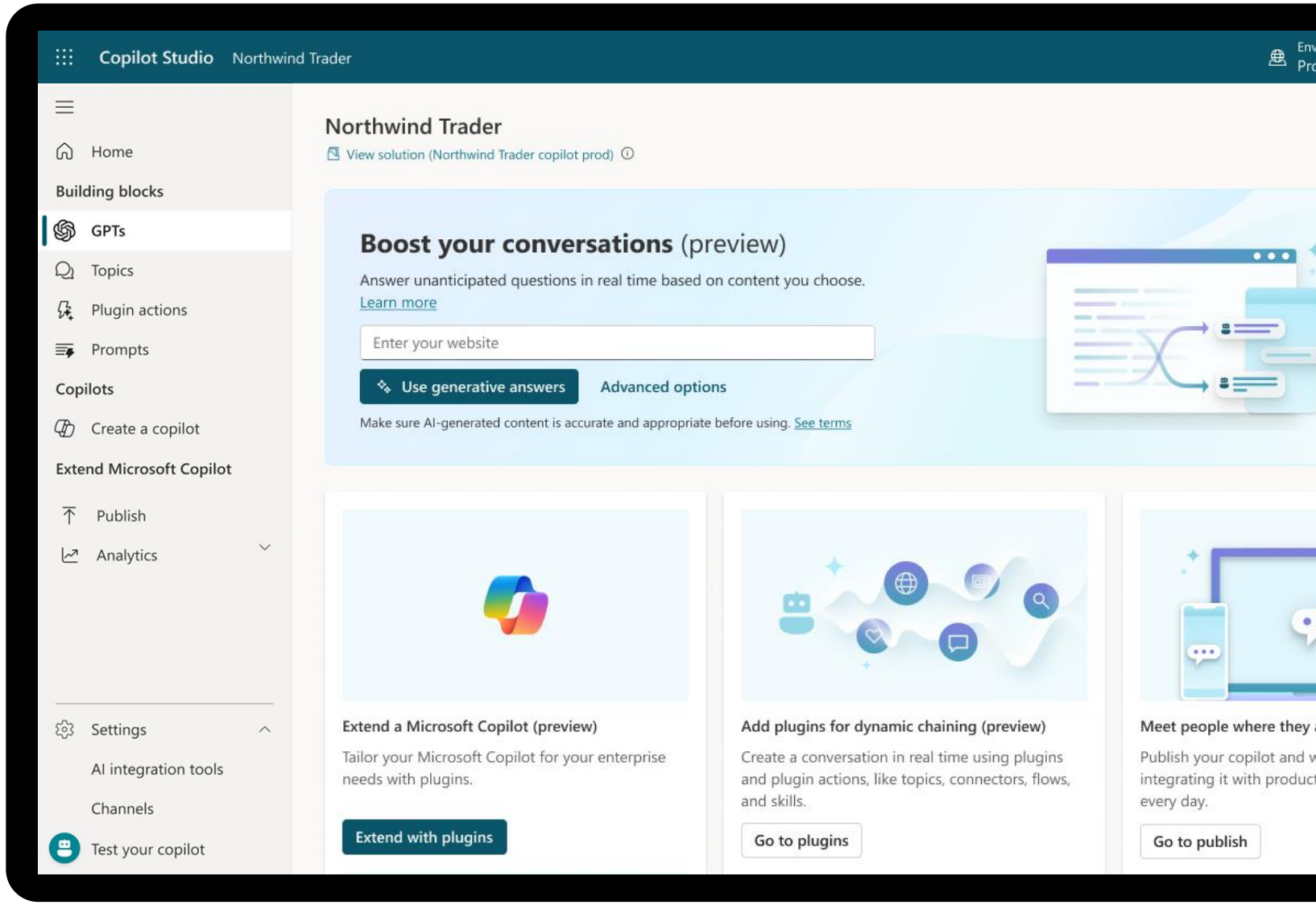
Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios. Copilot Studio will be included with the Microsoft 365 Copilot SKU.

Connected platform

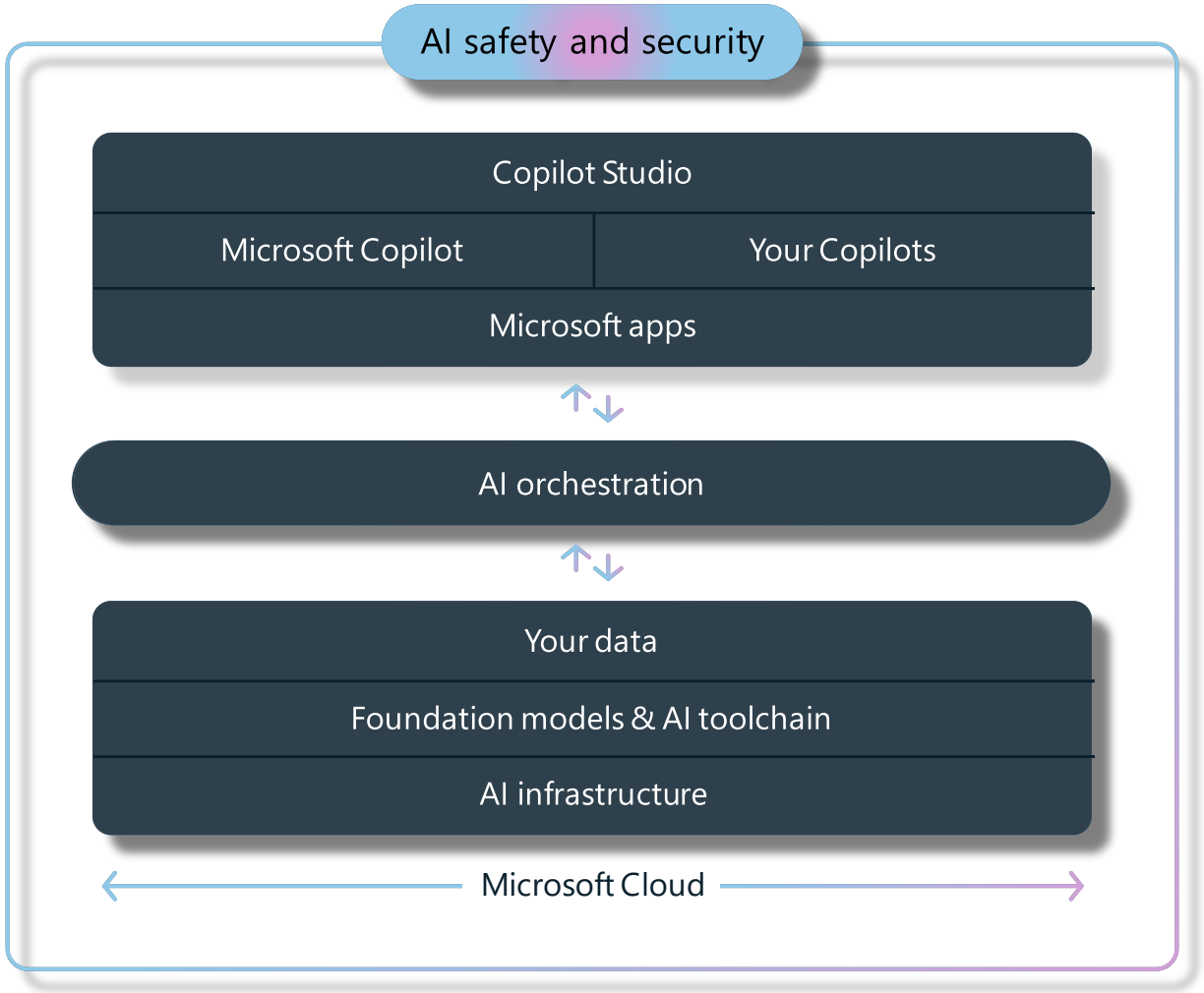
Integrates and exposes various Microsoft's conversational AI technology stacks - integrated with Azure AI Studio, Azure Cognitive Services, Azure Bot Framework, Power Platforms AI models and more

Manage copilot experiences

Governance and control features to monitor usage with full visibility of customizations, standalone copilots as well as who is building and customizing them.



Copilot stack

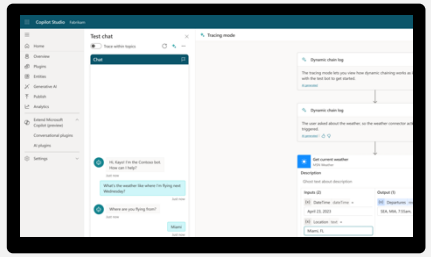


Copilot Studio

	Internal custom copilots	Customer facing copilots	Extend Copilot for Microsoft 365		
World Class UX	Declarative	Rich Response	Intuitive	Ease of use	Natural language to build
Logic + Automation	Low code logic	Generative Answers + Actions	Power Automate	Custom Azure Skills	
Next-Gen AI	Prebuilt LLM	Generative AI	Proactive suggestions	Bring your own Model (BYOM)*	
Connected experience	Microsoft Copilot	Power Platform	1000+ Connectors	Azure AI Studio	
Copilot Lifecycle	Test Pane	Collaboration	Solution Management	ALM Automation	
Security + Governance	Trusted identity	Full visibility	Advanced RBAC	Granular DLP control	

Microsoft's end-to-end copilot building platform

What’s in Copilot Studio?

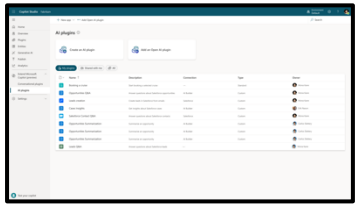


Copilot building studio

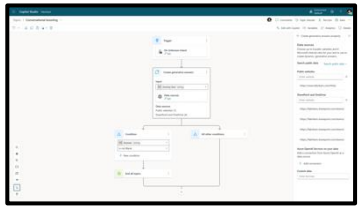
Use the **new studio** to create, test and deploy conversational copilots.

Including **advanced capabilities** of Azure copilot Framework natively in Copilot Studio.

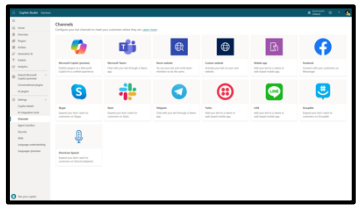
Workspaces



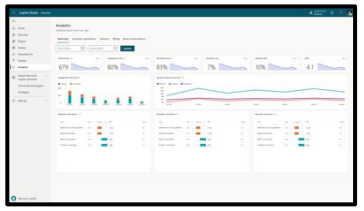
Plugins



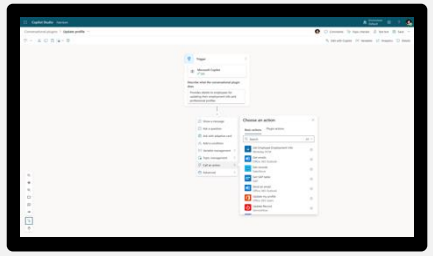
Generative AI



Channel Publishing



Analytics and Insights



Automation Studio

Drive action in **built in automation**. Use over 1000+ prebuilt and custom data connectors and digital process automation into your conversation flow.

Admin Studio

Deploy copilots securely using **central administration**, built-in security roles, and simple management across environments to maintain compliance and governance.

Multi-Channel Platform

Microsoft Partners

NICE
audiocodes
infobip
twilio

Dynamics for Customer Service

Voice
Teams
Custom

SMS

Azure Communication Services
TeleSign
Twilio

SOCIAL CHANNELS

Apple Messages for Business
Facebook
Google's Business Messages

WhatsApp through Twilio
Line
WeChat

Native to Copilot Studio

Microsoft Copilot (preview)
Publish plugins to a Microsoft Copilot for a unified experience.

Microsoft Teams
Chat with your bot through a Teams app.

Demo website
Try out your bot and invite team members to do the same.

Custom website
Activate your bot on your own website.

Skype
Expand your bot's reach to customers on Skype.

Slack
Expand your bot's reach to customers on Slack.

Telegram
Chat with your bot through a Teams app.

Twilio
Add your bot to a native or web-based mobile app.

DirectLine Speech
Expand your bot's reach to customers on DirectLineSpeech.

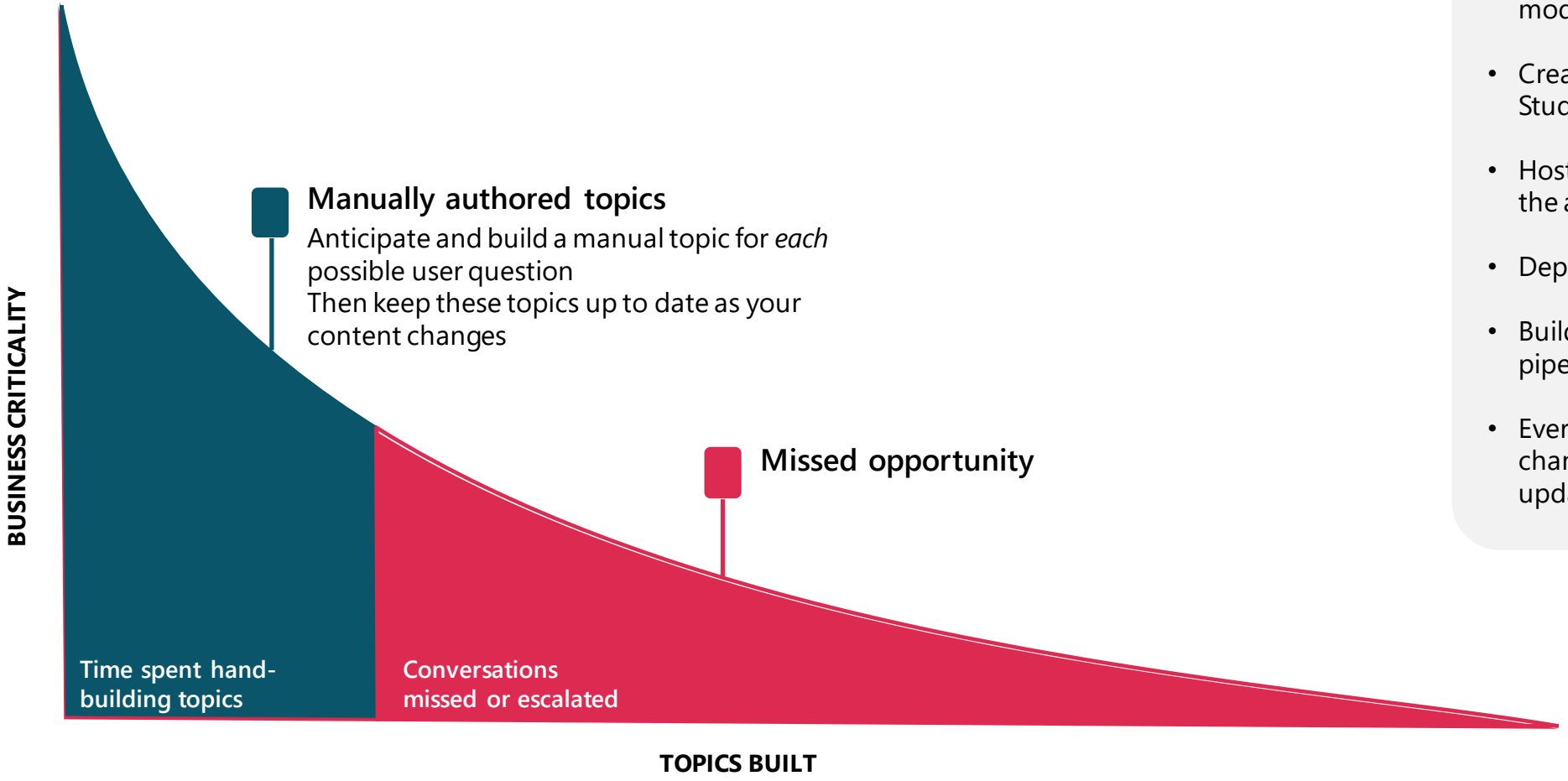
Mobile app
Add your bot to a native or web-based mobile app.

Facebook
Connect with your customers on Messenger.

LINE
Add your bot to a native or web-based mobile app.

GroupMe
Expand your bot's reach to customers on GroupMe.

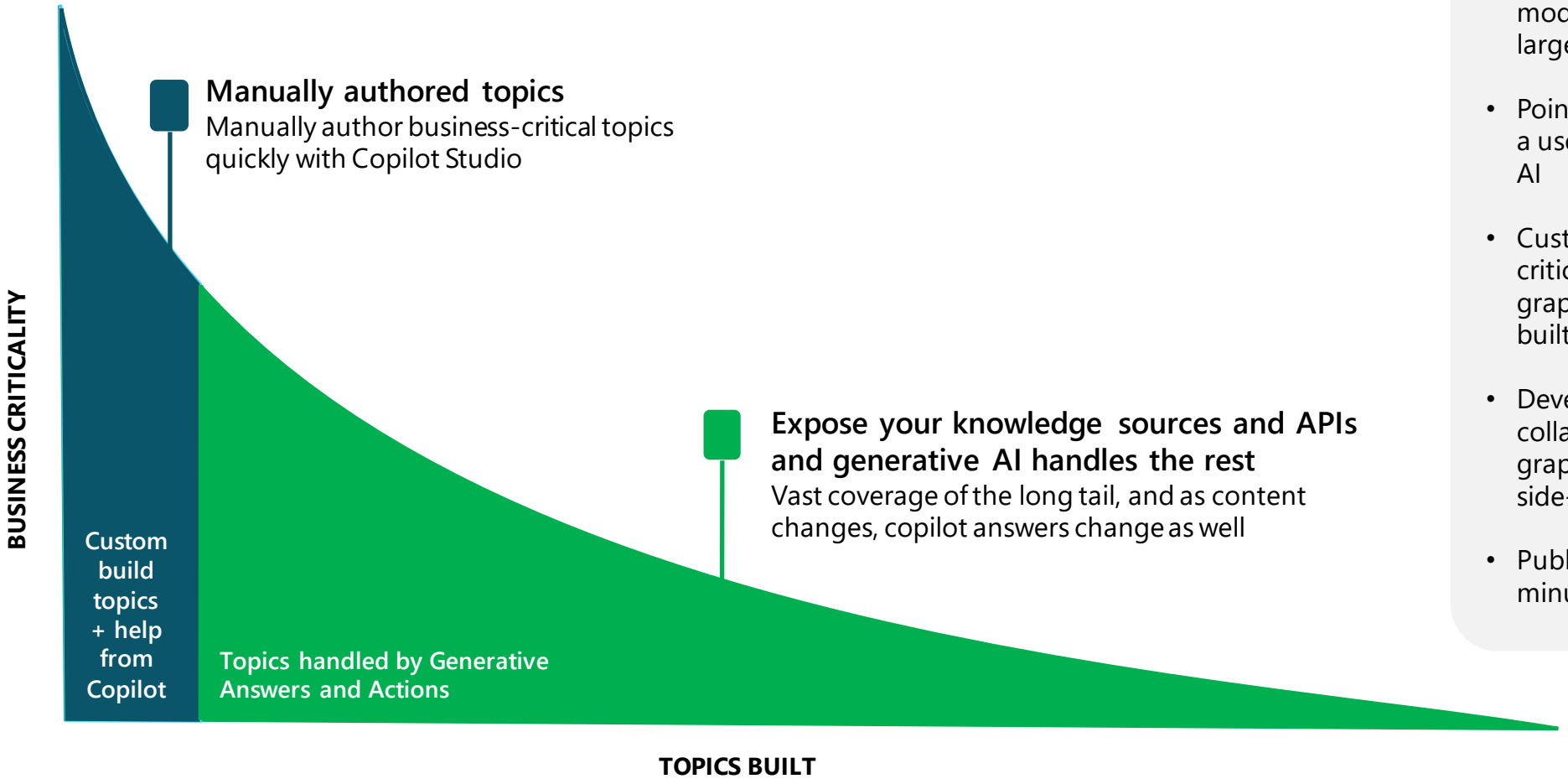
Generative AI is changing building



Traditional (e.g. Azure)

- Create Azure tenant and infra
- Annotate thousands of utterances and conversations to build a custom NL model
- Create topics in code using Visual Studio and BF SDK
- Host Azure Bot Service and instantiate the appropriate channel
- Deploy your copilot to the service
- Build your own custom analytics pipeline
- Every time your knowledge content changes (e.g. different hours) go and update the copilot in code

Generative AI is changing building



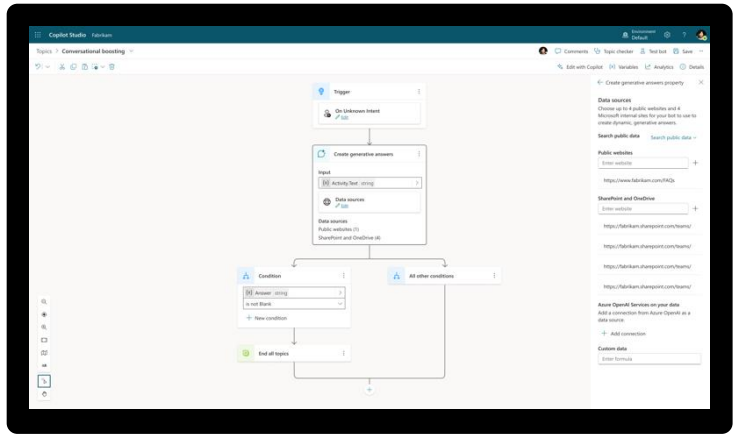
Copilot Studio with Generative AI

- Full E2E SaaS – no infra to host or manage
- No explicit NL training or custom model required, comes with powerful large language model
- Point to a knowledge sources and have a useful bot in minutes with Generative AI
- Customize your copilot with business-critical topics using easy to use graphical interface and 1000s of pre-built connectors, or call custom APIs
- Developers, low-code users can collaborate inside the same canvas with graphical multi-authoring and code side-by-side
- Publish to the channel of your choice in minutes with a few clicks

Generative AI in Copilot Studio

Powered by Azure OpenAI Service

TO ANSWER

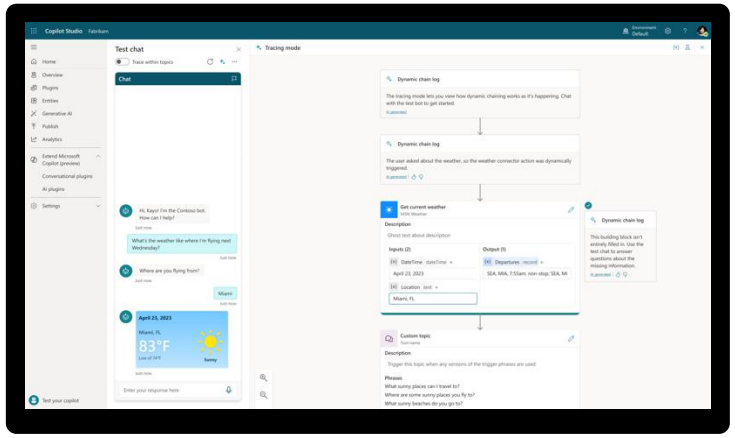


Generative Answers

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

Public Preview

TO ACT

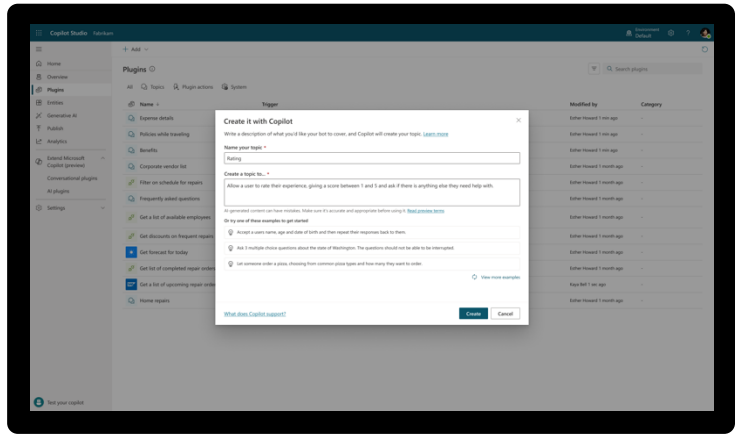


Generative Actions

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

Limited Preview

TO BUILD



Generative Building

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

Generally Available

Generative Answers

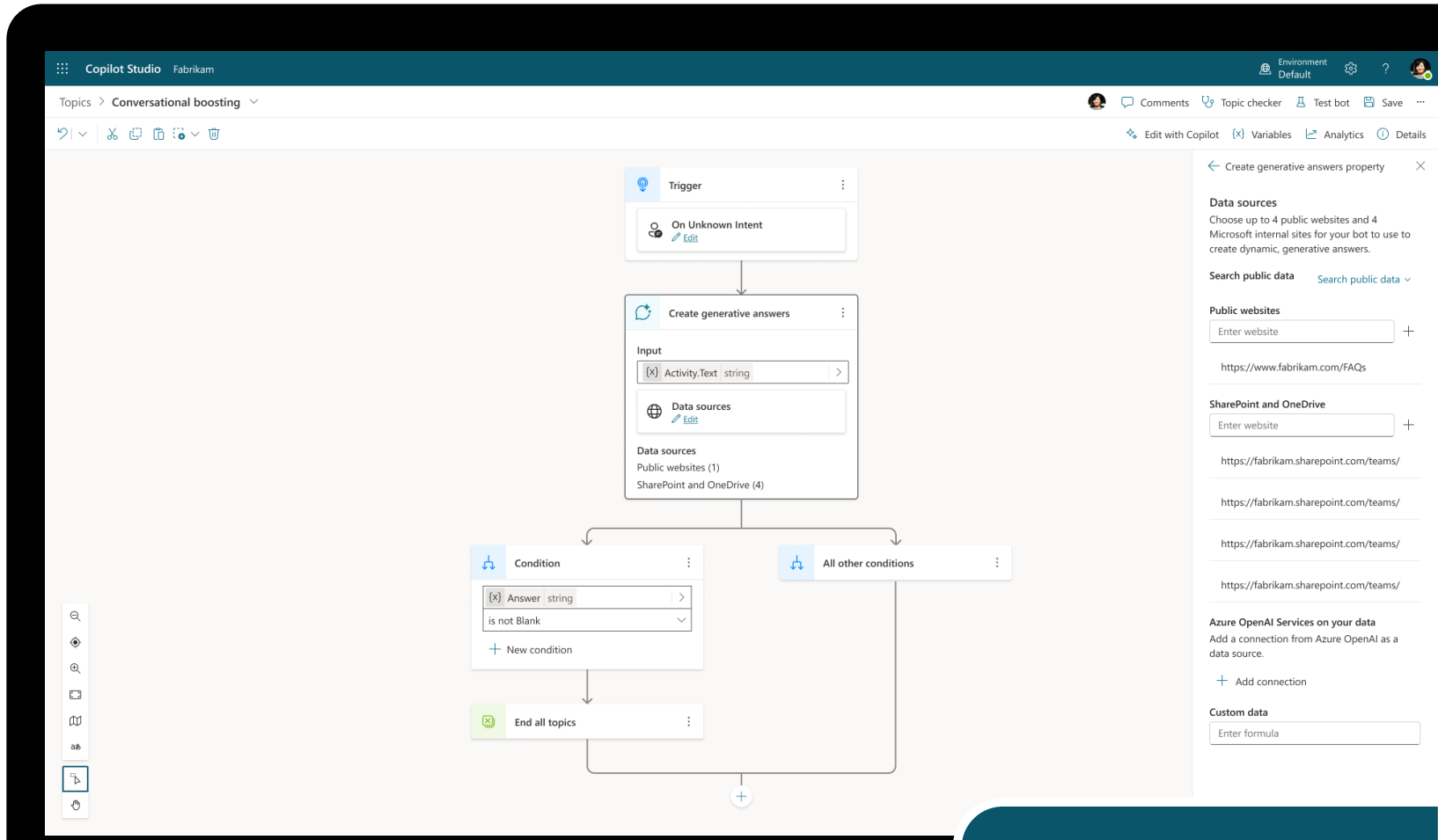
Out of the box, your copilot answers questions based on the content your organization has already invested in

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



Try now at aka.ms/copilotstudio

Generally Available

Generative Actions

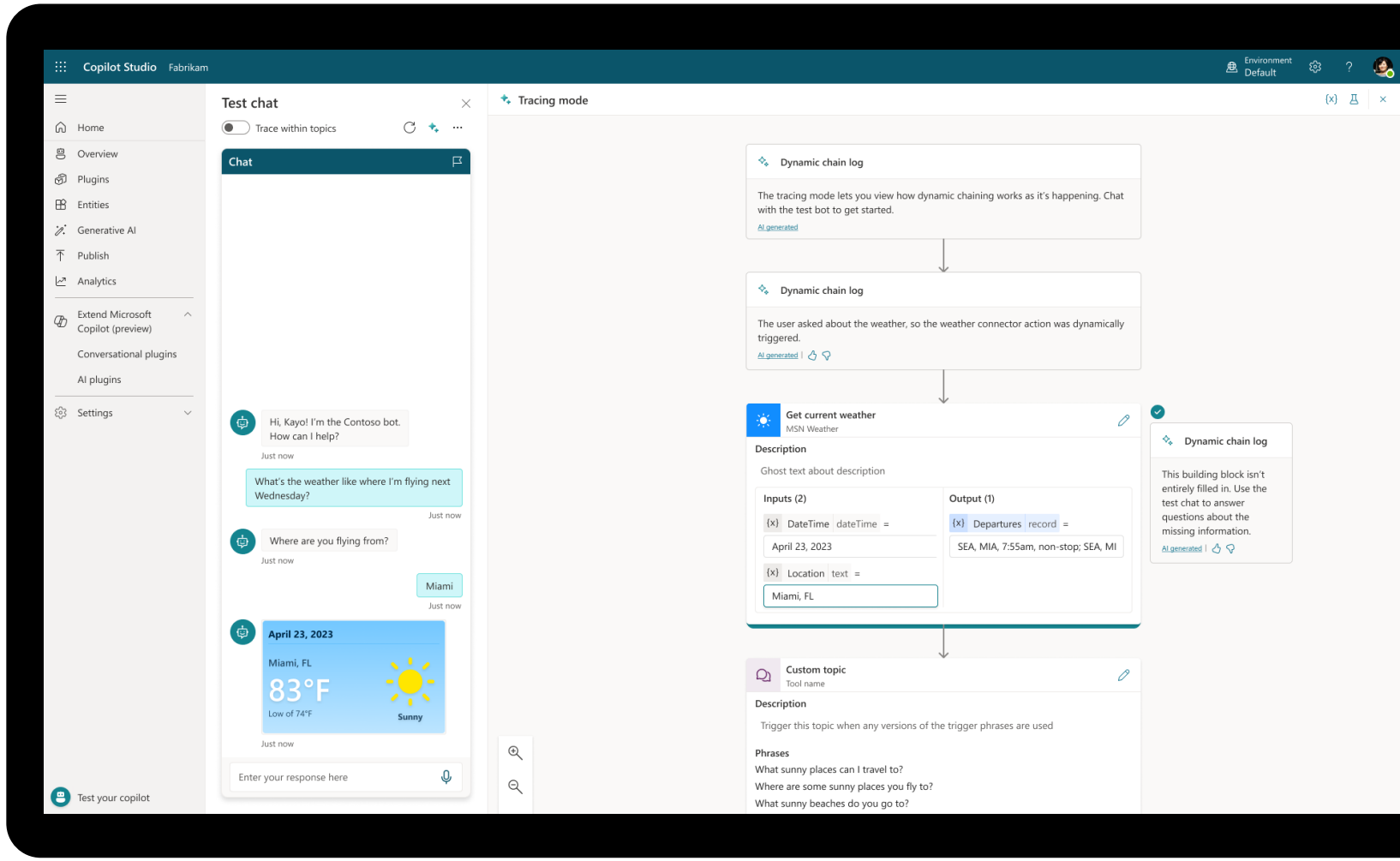
Dynamically chains plugins together to produce actionable customer responses

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.



Public Preview

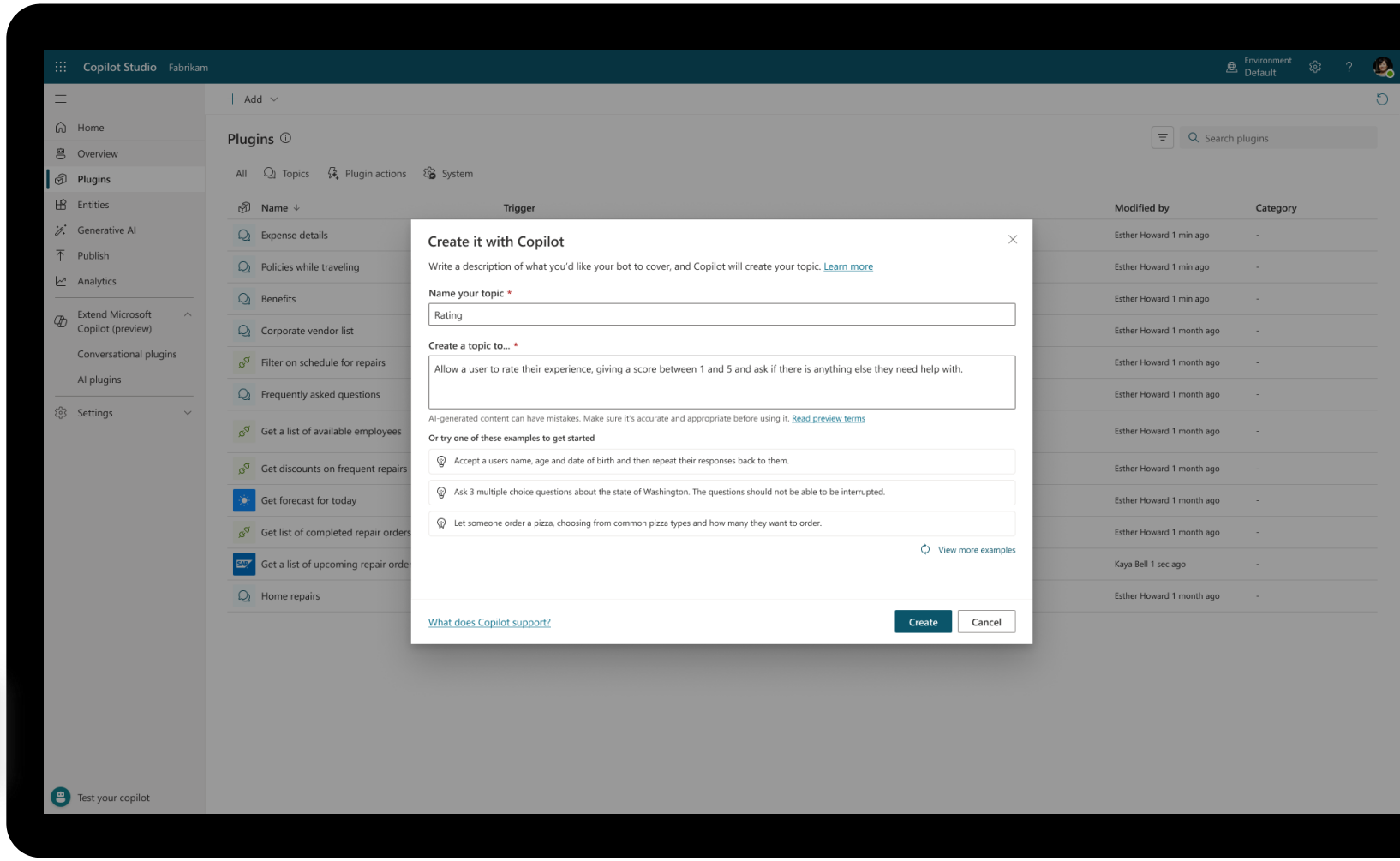
Generative Builder

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

Assisted authoring for:

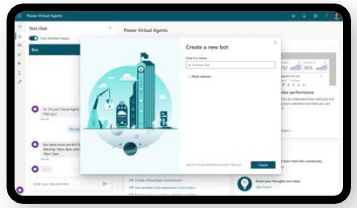
- Topic creation and iteration
- Response generation
- Adaptive Card generation
- Topic improvement suggestions
- Suggested trigger phrases, names, descriptions
- Transcript generation
- Copilot creation
- Topic suggestions

Azure bots take **months** to author → PVA bots took **days** to author → Prompt-authored Copilot Studio will take **hours or even minutes** to author.

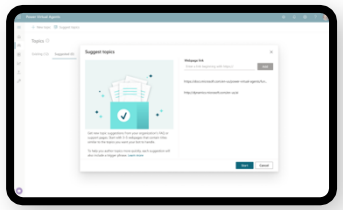


Generally Available

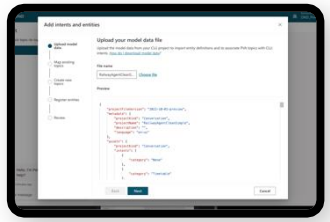
Create copilot with E2E SaaS and single pane of glass



Chat over knowledge with Generative AI
Use generative answers and custom GPTs to provide enterprise specific answers over your files, websites, and internal shares

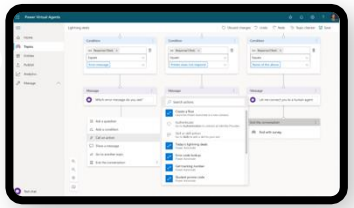


Conversational Services
Integrate with Azure AI Studio, Azure Cognitive Services, Bot Framework and more

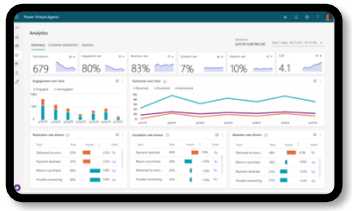


Copilot Studio
Build your own copilots

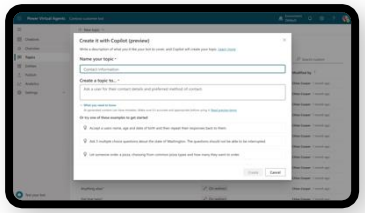
Create specific topics
Supplement generative answers with specific, curated topics. Build them easily with the powerful graphical studio



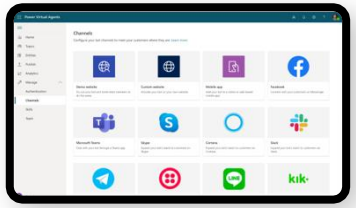
Monitor and Improve
with Rich out-of-the-box telemetry and analytics



Actions & Plugins
Create actions , plugins, or use pre-built Power Platform and OpenAI connectors to call your backends and APIs



Publish the copilot to **multiple channels, live instantly** on the SaaS service



Building Copilots

Copilot Studio is for…

Knowledge discovery
Chat over your data

- Web data
- Internal data
- Semantic Index
- Local documents

Task completion
Identify and complete tasks

- Plugins
- Digital Process Automation
- AI Models
- Connectors

Customizing Copilots
Add managed topics with orchestration

- Copilot for M365
- Role-based copilots like Sales and Service
- More coming soon

First party copilots are for…

Content creation
Bing Enterprise

- Creative writing
- Image creation
- Others

Productivity app functions
Completing functions in Office Apps

- PowerPoint
- Excel
- Word
- Outlook

Solution Development
Github, Fabric

- Code Generation
- Fraud Detection
- Predictive analytics
- Research

Hands on Lab – Copilot Studio (30 minutes)

- **Module: Create copilots with Microsoft Copilot Studio**

- **You'll Learn:**
  - Microsoft Copilot Studio and Conversation Booster features.
  - How to build a copilot by using Microsoft Copilot Studio to generate topics, trigger phrases, and responses.

- **https://aka.ms/nacs/power/lab5**

Closing

Agenda

Time Start	Duration	Session name	Type	Lead Speaker
9:00	**35 minutes**	**Intro & Setup**	Presentation	?
9:35	**25 minutes**	**Power Apps**	Presentation	?
10:30	***15 minutes***	***Coffee break***		
11.00	**60 minutes**	**Power Apps**	Demo/Lab	?
12:00	**30 minutes**	**Power Automate**	Presentation	
12.30	***90 minutes***	***Lunch break***		
2.00	**35 minutes**	**Power Automate**	Demo/Lab	?
2:35	**35 minutes**	**AI Builder**	Presentation	
3:10	**30 minutes**	**AI Builder**	Demo/Lab	
3:50	***20 minutes***	***break***		
4.10	**20 minutes**	**Copilot Studio**	Presentation	?
4.30	**30 minutes**	**Copilot Studio**	Demo/Lab	?
5.10	**20 minutes**	**Closing/Q&A**		?
5.30		***End***		

Why Power Platform?

Using the right tool for the job

Improve Employee Experience	Reduce your Costs	Secure, Scalable app Development	Effortless Integration & Extensibility
Accelerate application & automation development to meet business demand faster	45% reduction in development costs	Improve security posture and manage application lifecycle seamlessly while empowering more people to create solutions	Extend apps with the ultimate flexibility powered by best-in-class services and even better with Azure services

Source: Forrester TEI of Microsoft Power Platform Premium Capabilities August 2022

Best of Breed & Best of Suite

Analysts rate Microsoft as a leader

- Low Code Apps
- Automation
- Analytics & BI
- Developer Tools
- Cloud AI

Category leadership rating per analyst reports from Forrester, Gartner, and IDC in 2021 and 2022

One Platform to Empower Innovation at Every Level

Low-Code is for everyone

Built for code-first development to simplify, enhance and accelerate the process of building digital solutions

Modern apps & modern developers need to be fast, collaborative, secure & intelligent on a platform that is data connected and extensible

Understand the balance of using no, low, and high code together to empower innovation throughout the organization

The license stack to drive business transformation

Power Apps Premium
$20 per user/month

(or $12 per user/month w/2,000+ new licenses)

+ Power Platform capabilities

- Low code development
- AI Builder credits
- Data Connectors
- In context Cloud Flows
- Unlimited Websites
- Microsoft Dataverse
- Managed Environments
- Power Platform Developer Tools
- Power Fx Language

+

Power Automate Premium
$15 per user/month

+ Power Platform capabilities

- Cloud Flows (DPA)
- AI Builder credits
- Data Connectors
- Attended Desktop flows (RPA)
- Process Mining
- Microsoft Dataverse
- Managed Environments
- Business Process flows
- Power Fx Language

Add-ons
for advanced value generation

+ individually add

- AI Builder credits
- Power Automate Process (DPA or RPA)
- Dataverse Capacity
- Process Mining Capacity
- Power Virtual Agents capacity
- Power Pages Capacity Packs

$20 or $12 per user/month + $15 per user/month

$35 or $27 per user/month

Microsoft 365 E3

$36 per user/month

Copilot Promises

Enterprise Security

- Copilots for Power Platform use Azure OpenAI Service.
- Customer data does not leave the **Microsoft cloud** and is not shared with OpenAI
- Only certain authorized Microsoft employees may review data to investigate potential abuse (detected by automated systems)
- Copilots adhere to existing **permissions models,** so users only see data they have permissions to view
- Built on Microsoft's comprehensive approach to security, compliance, and privacy

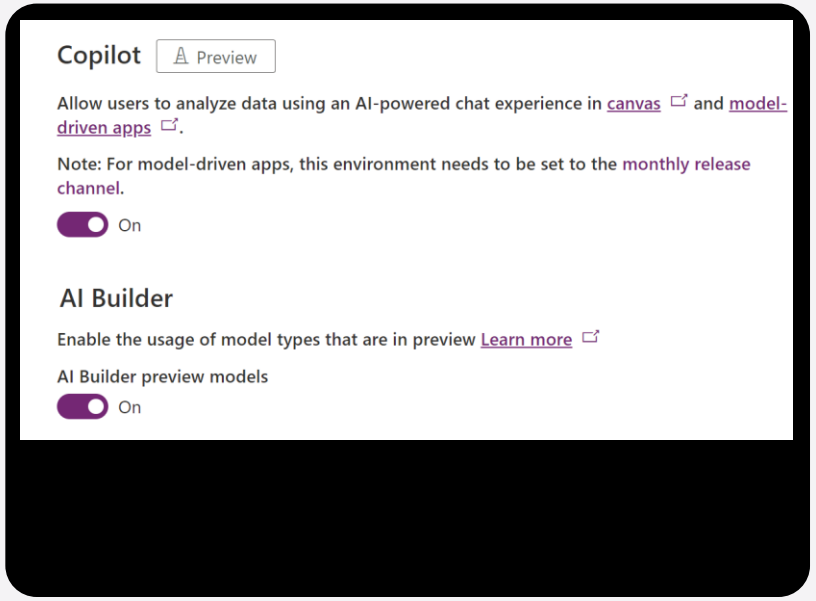
Responsible AI

- Customer data is not used to train LLMs
- Azure **content moderation**
- Filters for **fabricated responses**
- Guided by principles for –
  - Fairness
  - reliability & safety
  - privacy & security
  - Inclusiveness
  - Transparency
  - accountability
- **Red-teaming** and adversarial testing

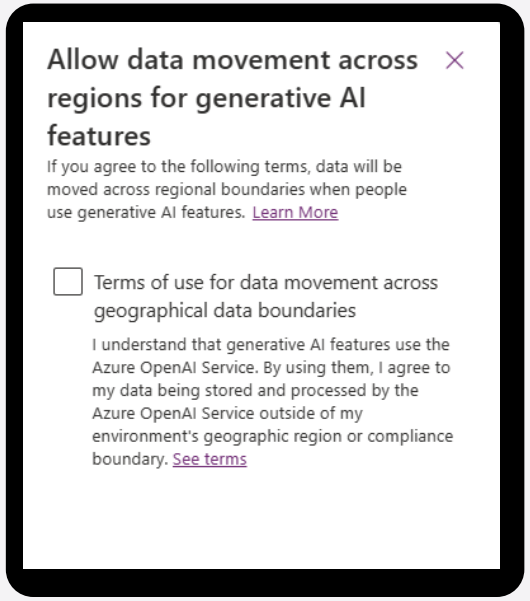
Governance

- Designed for enterprise-grade security, compliance, and privacy
- Resources built with AI will honor the **DLP policies** to safeguard data
- **Geographical expansion** of Copilots outside of US and English language
- **Copilot** specific policies for granular guardrails (planned)
- **Analytics reports** to provide admin visibility (planned)

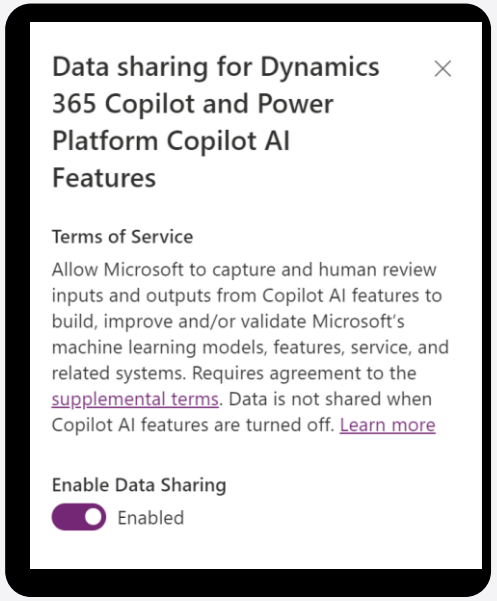
Copilot Governance



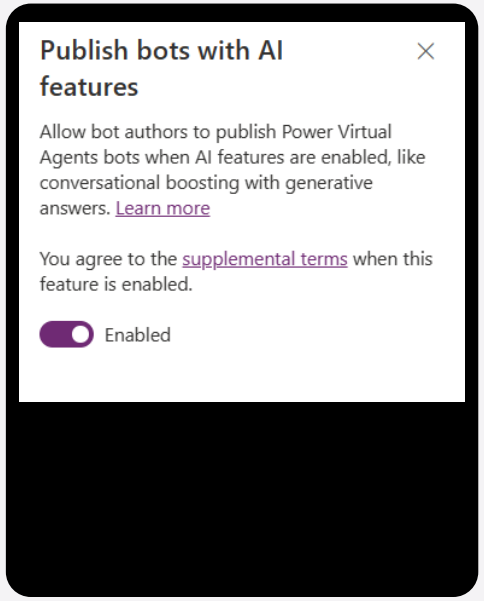
Control copilots & AI models access during previews



Access copilots in environments outside US

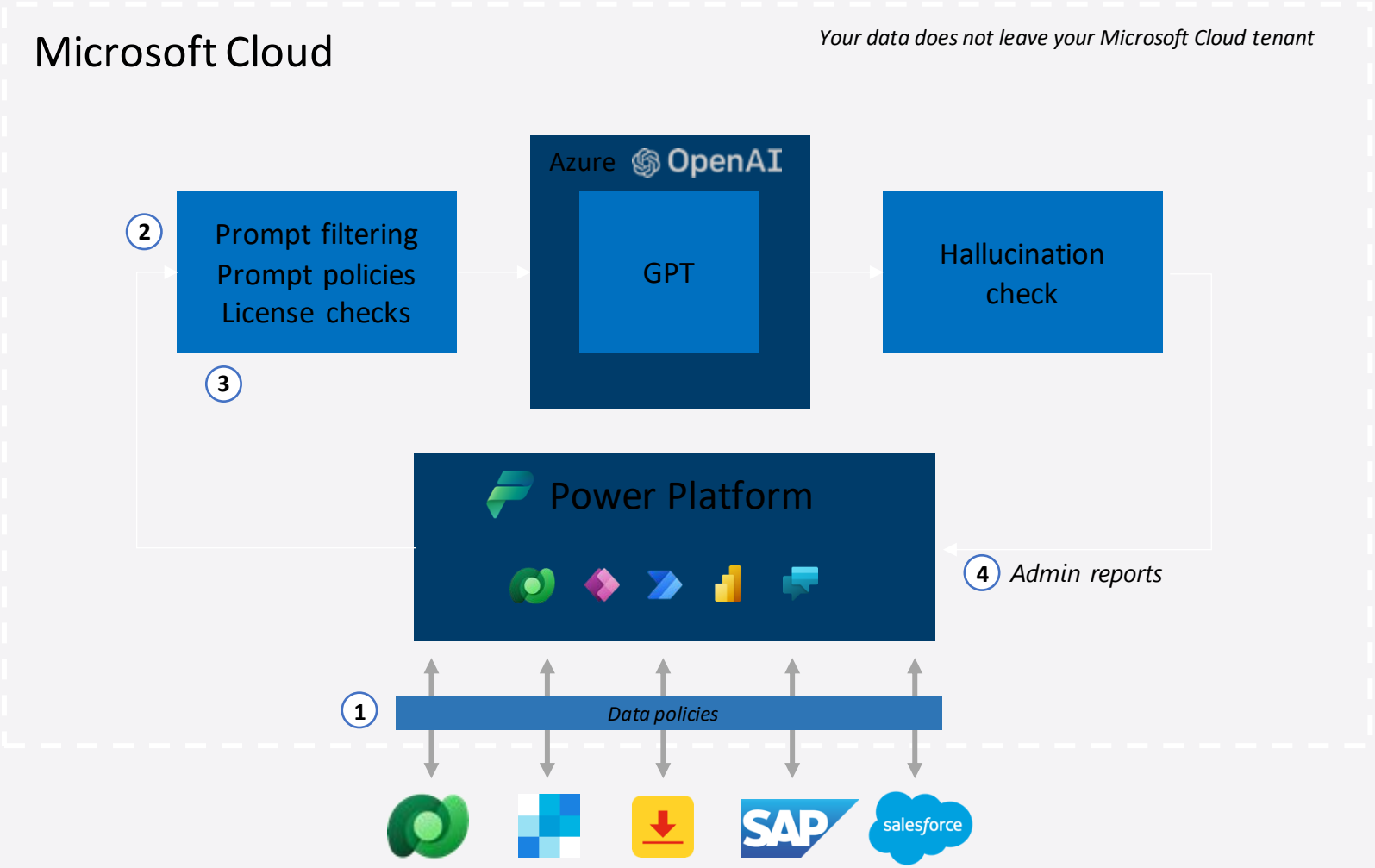


Participate in improving the LLMs



Control 'generative answers' in chatbots

Enterprise-Grade Responsible AI



1 Guardrails for Copilot Access

- Existing access controls, DLP policies, and security govern data used by low-code

2 Guardrails for Copilot Content

- Policies to ground AI content to responsible use cases
- Filtering and malicious use detection

3 Cost Control

- Allocate and manage AI Builder credits

4 Monitoring

- Apps with AI models
- Makers who build with AI
- AI Builder credit consumption
- Data sources connected to AI-powered assets

Data Privacy and Security

- Copilot is delivered via Microsoft Cloud with Responsible AI as a core principle: data is not shared to OpenAI.
- Your data is YOURS. No one sees or handles it without your express permission.
- Your use of Copilot remains private. Nothing you do is used to update the model.
- Customer data is not used to train Large Language Models.
- User Engagement with Copilots is not used to improve models across tenants.

Learn More

- Power Apps Functions Reference: https://learn.microsoft.com/en-us/power-platform/power-fx/formula-reference
- Power Automate Functions Reference: https://learn.microsoft.com/en-us/azure/logic-apps/workflow-definition-language-functions-reference
- Copilot Learning Path: https://aka.ms/learn-copilot-power
- Sample Prompts: https://aka.ms/power-prompts
- Sample solutions: https://aka.ms/powerplatform-samples
- Power Platform Community: https://powerusers.Microsoft.com

Microsoft Power Platform

Q&A

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