



POWER PLATFORM COPILOT: YOUR AI ASSISTANT FOR LIGHTNING-FAST SOLUTIONS

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PLATINUM



GOLD



SILVER



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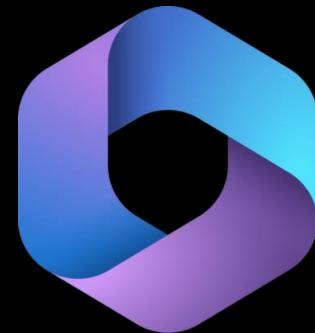


	April 9	April 10	April 11
8:00am – 9:00am	Registration	Registration	Registration
9:00am – 9:50am		Keynotes	Sessions
9:50am – 10:30am		Sessions	Sessions
10:30am – 11:20am		Sessions	Sessions
11:30am – 12:20pm		Sessions	Sessions
12:30pm – 2:00pm	Lunch	Lunch	Lunch
2:00pm – 2:50pm		Sessions	Sessions
3:00pm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

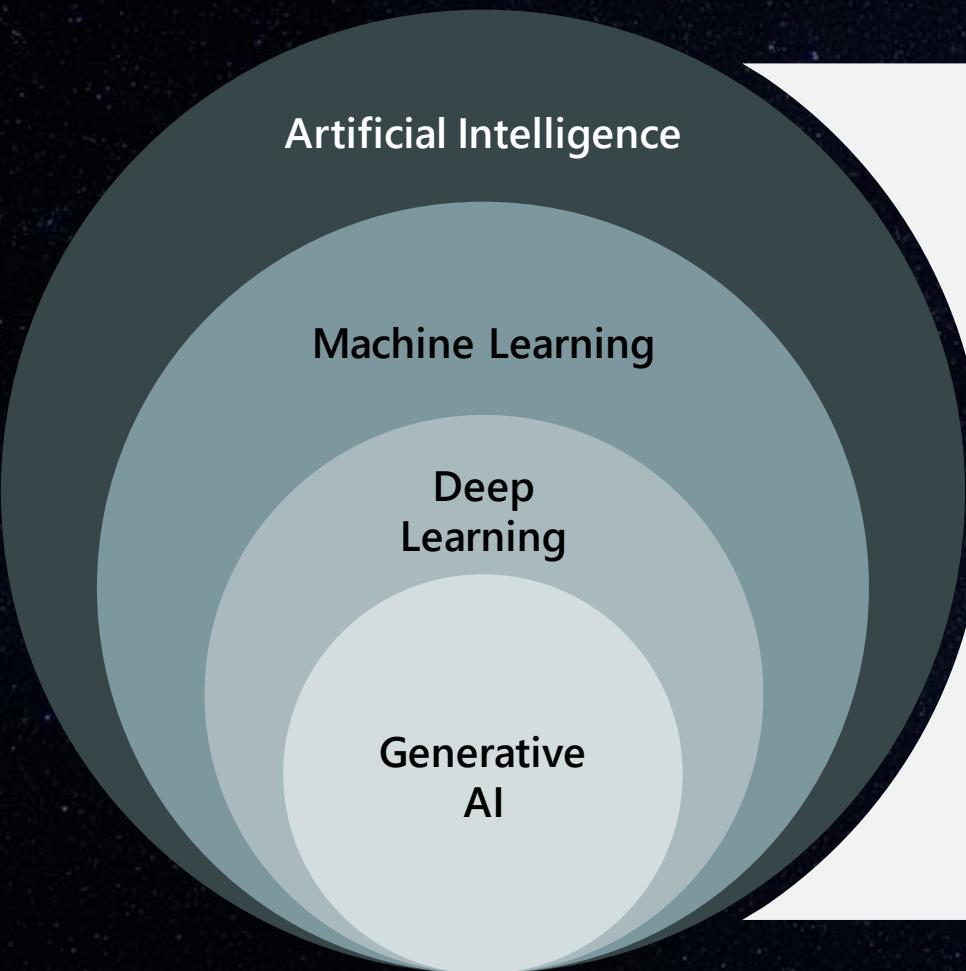
Schedule



MICROSOFT THE ERAS TOUR



The journey continues with generative AI



1956

Artificial Intelligence

The field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence.

1997

Machine Learning

Subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions.

2012

Deep Learning

A machine learning technique in which layers of neural networks are used to process data and make decisions.

2021

Generative AI

Create new written, visual, and auditory content given prompts or existing data.

Foundation models change everything



DALL-E

Creating images from text

Codex

Understand and generate code

Whisper

Automatic speech recognition

ChatGPT

Conversational AI chatbot

GPT-4

Understand and generate
natural language

Era of Copilots

AI as a real-time collaborator



that generates
content



that sparks
creativity



that automates
cognitive tasks



that creates user
experiences

A copilot for every Microsoft Cloud experience



Copilot for Dynamics 365

Copilot to assist roles within each line of business applications.



Copilot for Power Platform

Use natural language to accelerate the development of apps, automations and pages.



Copilot for Microsoft 365

Copilot assistant to accelerate productivity with Microsoft 365 apps and chat with your data



Copilot for Security

Receive tailored insights that empower your team to defend.



Copilot for Windows

Get answers and inspirations from across the web, supports creativity and collaboration, and helps you focus on the task

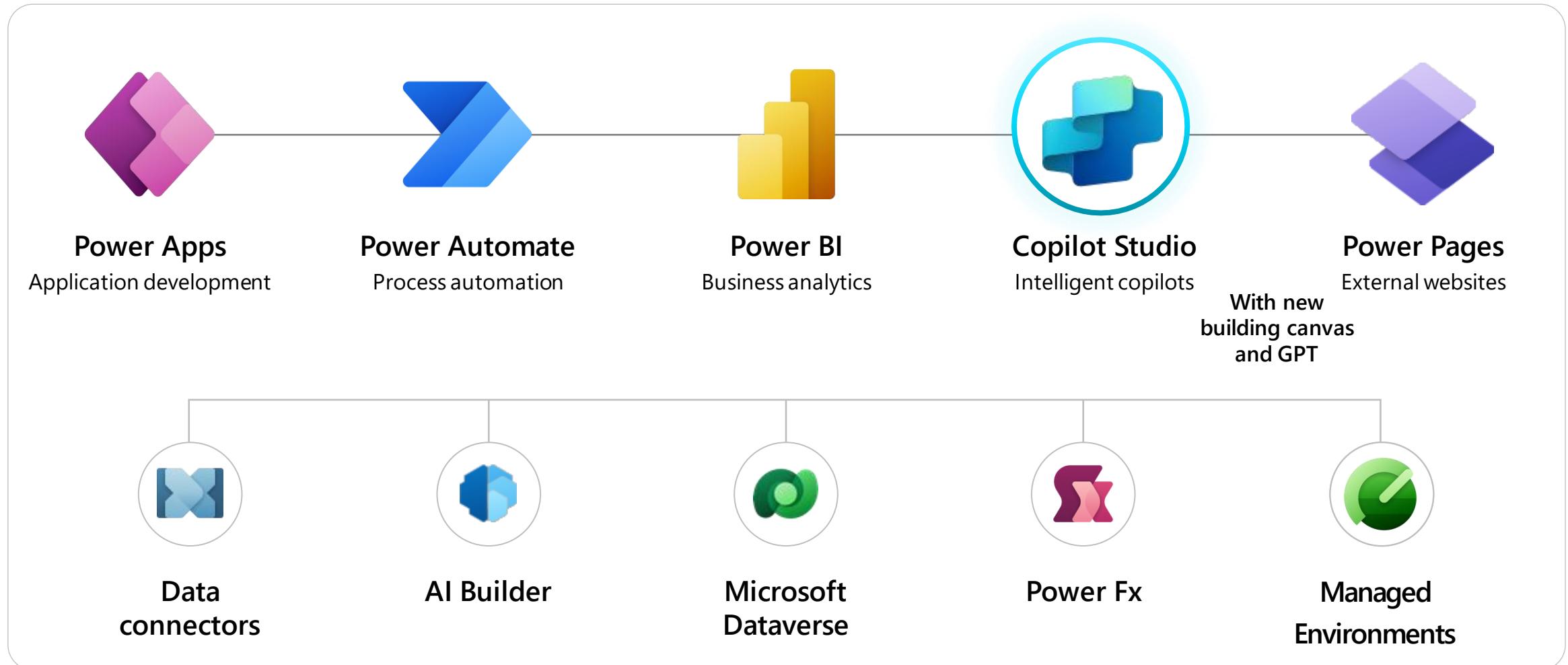


Copilot for GitHub

Increase developer productivity by helping you write code faster with less work.

Microsoft Power Platform

The most complete low-code platform



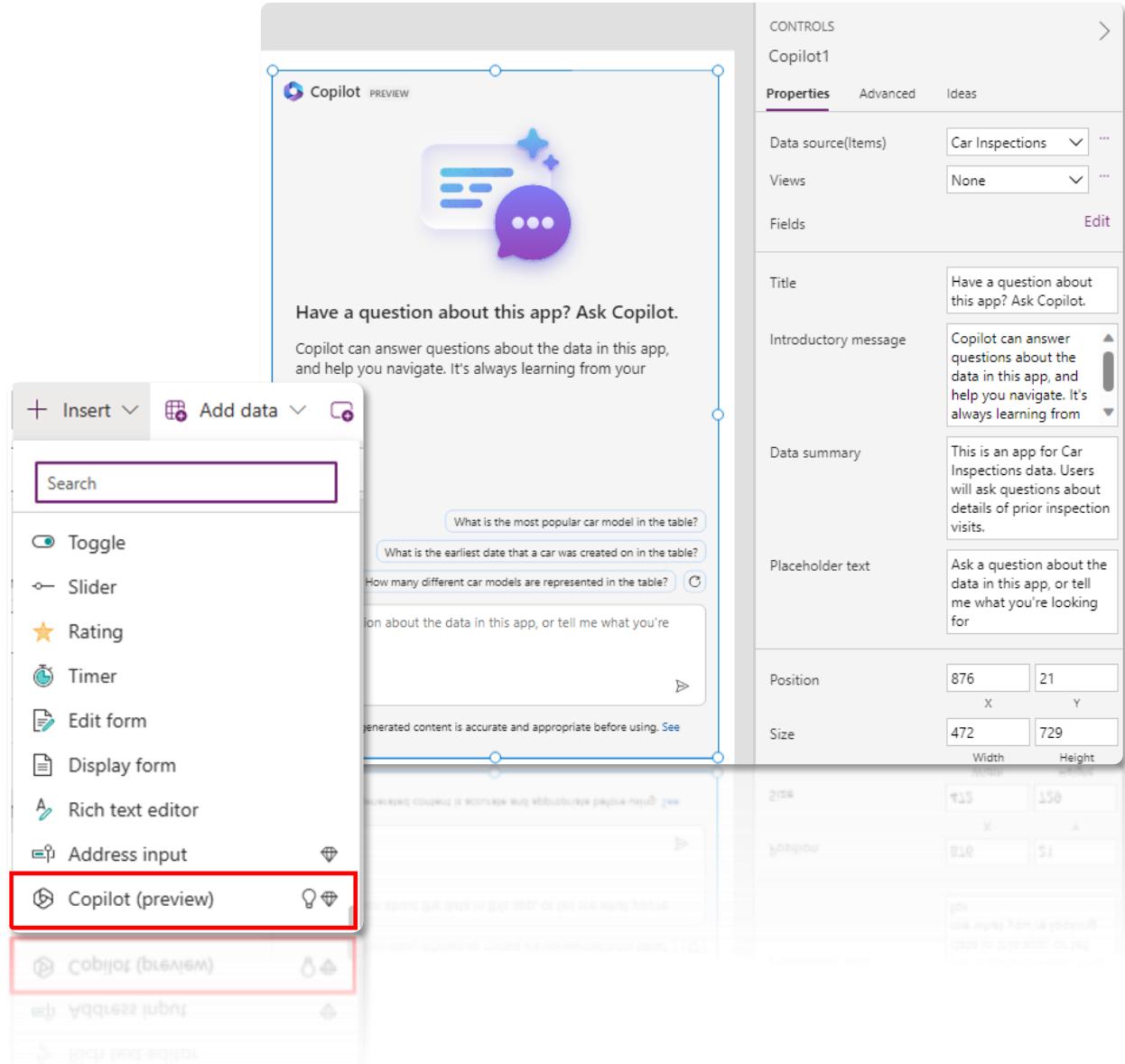


Power Apps

Accelerating app development

Developers can add the power of Copilot to their own applications

Now, copilot control will be available to all Power Apps makers





Demo Copilot in Power Apps



Power Automate

Comprehensive, low-code automation

Automate with flows



Cloud flows

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



Desktop flows

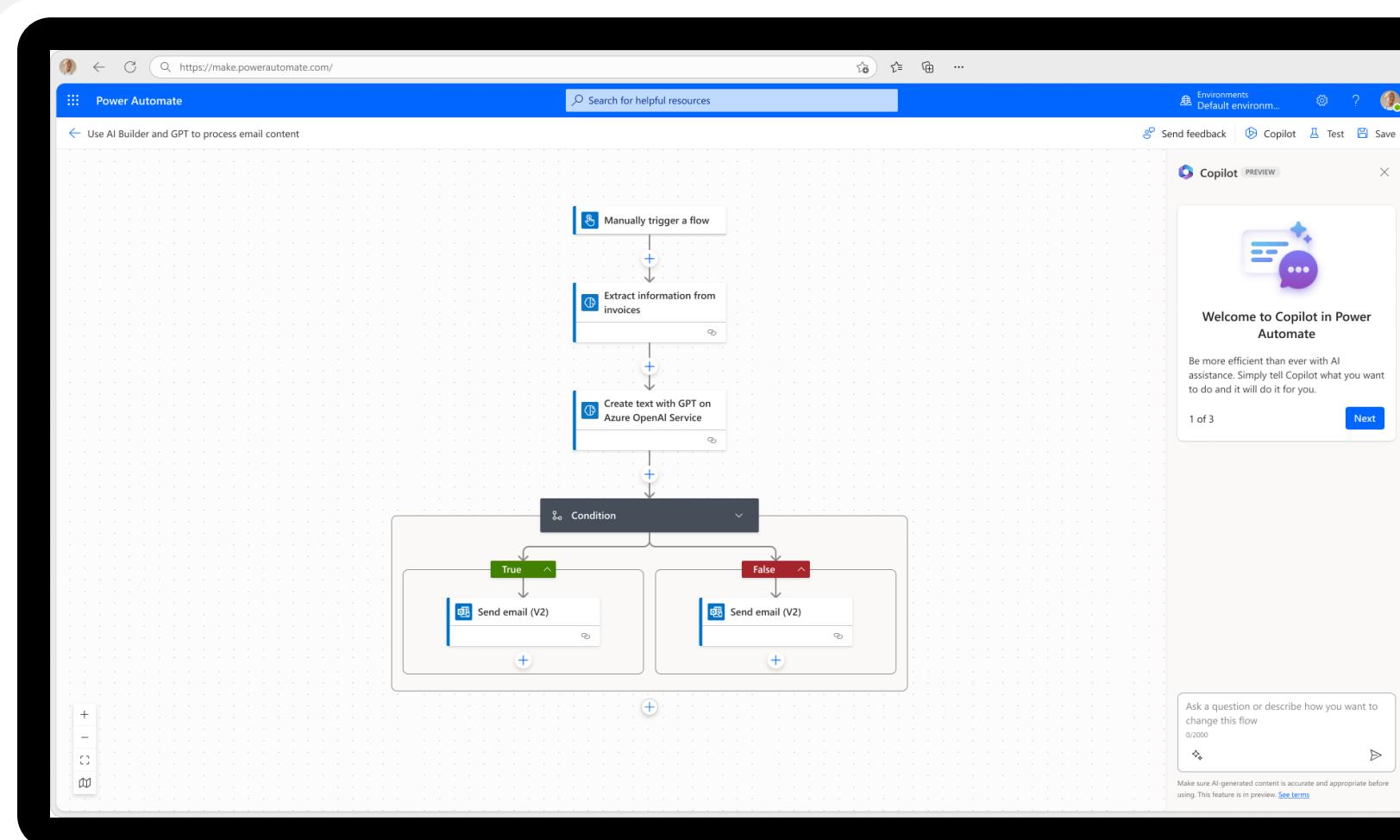
Automate legacy systems on a desktop or virtual machine (VM) by mimicking user actions on a screen

Powered by [digital process automation](#) (DPA)

Powered by [robotic process automation](#) (RPA)

Cloud flows: Designer

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



Copilot in Power Automate

The screenshot shows the Power Automate website (<https://make.powerautomate.com/>) with the "Copilot" feature integrated. The main heading is "Start building your flow with Copilot". A search bar at the top right contains the placeholder "Search for helpful resources". Below the heading, there's a "Send me" input field with a dropdown menu showing suggestions:

- Send me
- Send me a notification when I receive a mail
- Send me a mail when a new entry is added on SharePoint
- Send me a notification a new task has been added on Planner
- Send me a message on Teams when a new entry is added on SharePoint
- Send me a mail when a new task has been added on Planner
- Send me a notification when I receive a message on Teams

The sidebar on the left features a "Learning for every level" section with "Short courses", "How-to videos", and "Documentation". It lists several courses:

- Automate a business process using Power... (Beginner, 4 hr 50 min)
- Robotic Process... (Beginner, 2 hr 5 min)
- Performance with AI... (Beginner, 6 hr 24 min)
- Business process with process... (Beginner, 26 min)
- Introduction to Microsoft Power Platform security... (Beginner, 47 min)

At the bottom, there are links for "Pricing", "Video how-tos", "Community forum", and "Feature requests".

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

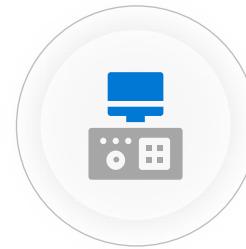
The screenshot shows the Microsoft Power Automate Desktop Designer application window. The title bar reads "Users Migration | Power Automate Desktop". The left sidebar is titled "Actions" and lists various categories: Variables, Conditionals, Loops, Wait, Flow Control, System, File, Folder, Compression, UI automation, Web, Web automation, Excel, Database, Email, Exchange, Outlook, Message boxes, Mouse and keyboard, Clipboard, Text, Datetime, CMD session, Terminal emulation, OCR, Cryptography, Services, XML, Active Directory, AWS, Azure, Cognitive, and FTP. The "UI automation" category is currently selected. The main workspace displays a flow with five numbered steps:

1. Start of autogenerated actions using the web recorder
2. Launch new Edge: Launch Edge, navigate to <https://www.msn.com/en-us/money/currencyconverter> and store the instance into `Browser`.
3. Click link on web page: Click on `<a> 'cchints'` of web page.
4. Click link on web page: Click on `<a> 'cchints'` of web page.
5. Populate text Field on web page: Populate text field `<input type="text" id="frmtxtbx">` with `% ExcelData [0][Total amount]%` using emulated typing. Populate text field `<input type="text" id="frmftbx">` with `% ExcelData [0][Total amount]%` without using emulated typing.

The right side of the window contains two sections: "Variables" and "Flow variables". The "Variables" section shows "Input / output variables" with entries for `My_internal_name` (Demo.xlsx) and `My_internal_output_name`. The "Flow variables" section shows "Browser", "ExcelData", and "ExcelInstance". The bottom status bar indicates "Status: Ready", "1 Selected action", "5 Actions", "4 Subflows", "Run delay: 100 ms", and the date/time "11:16 AM 03-Nov-20".

Robotic Process Automation (RPA)

Desktop flows run with human interaction or in the background



Attended

Interaction

Example

Human operator initiates and often interacts with the desktop flow while it is running

Call center agents that need to run a flow whenever they get a call

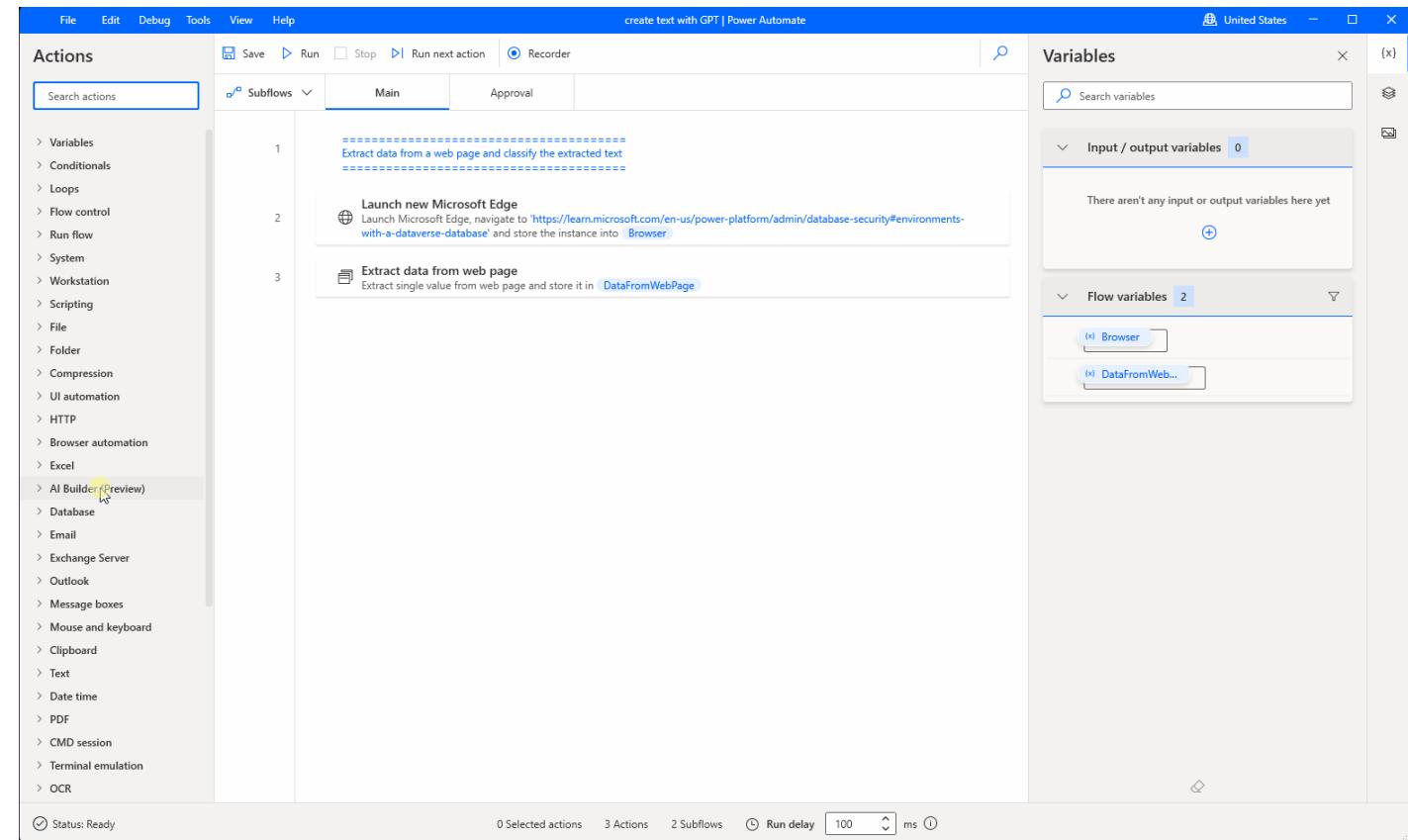
Unattended

Bots on dedicated machines do the work with no human operator present

Backoffice orders, purchase orders, invoicing, IT related tasks

Public Preview

GPT in Power Automate for desktop



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**

Process mining | Copilot



Auto-map data

Visualize processes

Identify bottlenecks

Act by creating a flow or app



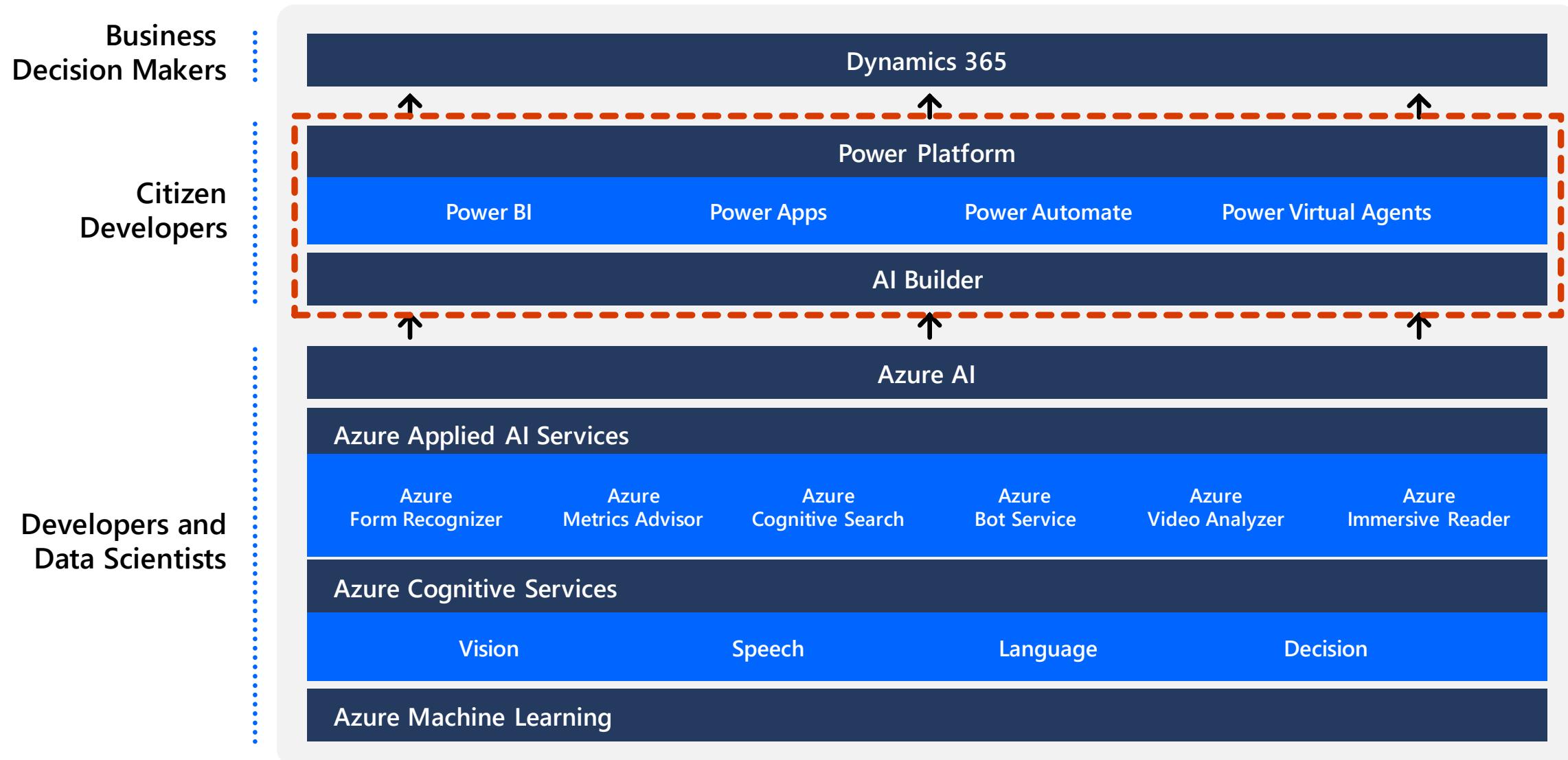


Demo Copilot in Power Automate

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



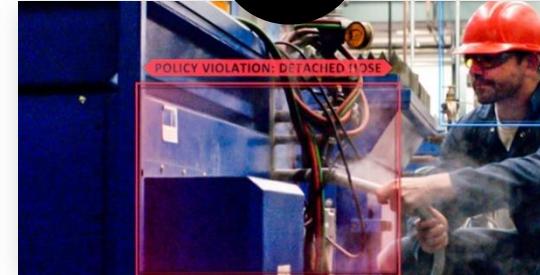
Documents

Process structured and unstructured documents
Recognize text (OCR)
Process invoices and receipts
Process passports and US driver's licenses
Process business cards



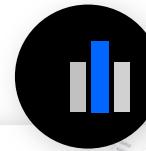
Language

Categorize text
Extract entities
Extract key phrases
Detect language
Analyze sentiment
Translate



Images

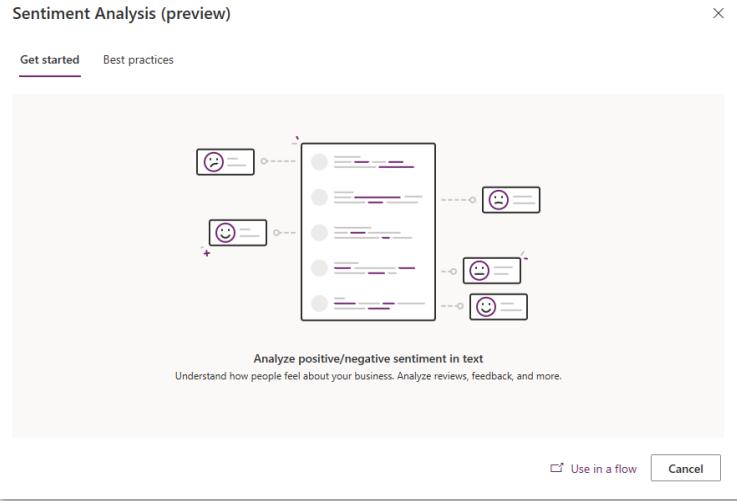
Detect objects
Classify images



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

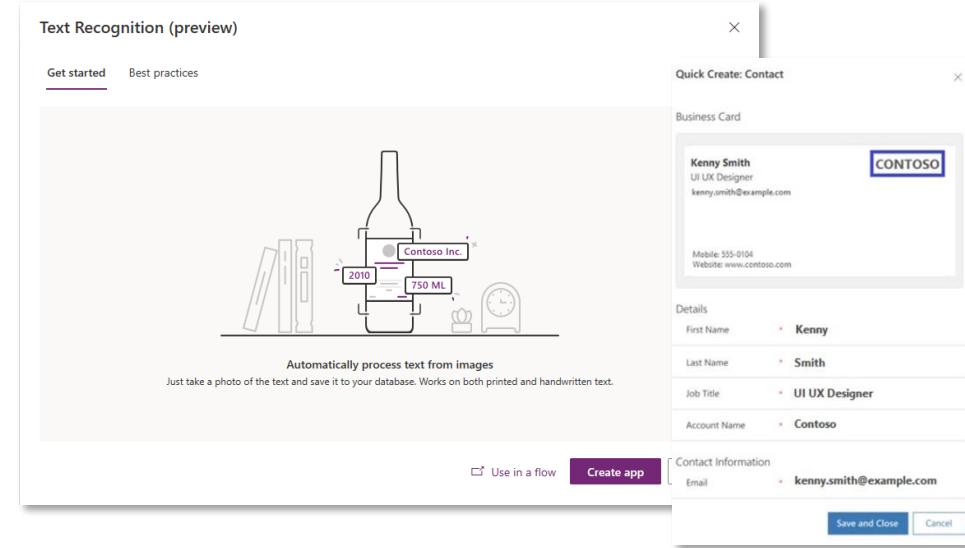
Detect positive, negative, neutral and mixed sentiment in social media, customer reviews or any text data.

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.

The screenshot shows the PowerApps AI Builder interface with the 'Form Processing (preview)' feature selected. A sample document of an invoice is displayed, showing how the AI extracts data from the document. The invoice details include the company name (Contoso, Ltd.), address (4567 Main St Buffalo NY 10062), website (http://www.contoso.com/), phone number (555-0123), and payment terms (Date Oct 15, 2019, Due Date Oct 31, 2019, Balance due \$60.66). Below the invoice, a table shows the breakdown of charges with columns for Item, Quantity, Rate, and Amount.

Object Detection (preview)

Build an AI model that recognizes and counts visual objects.

Text Classification (preview)

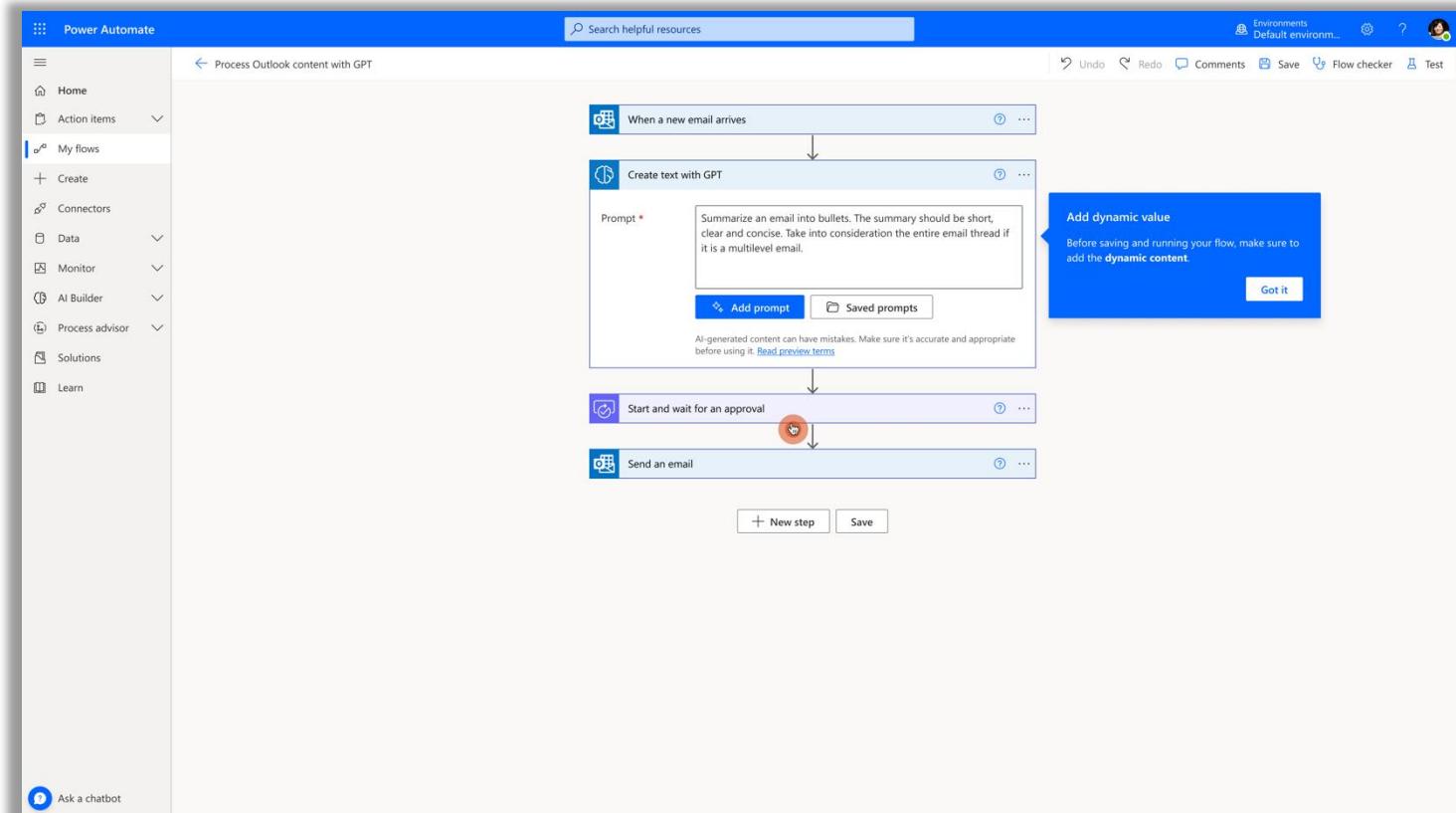
Build an application that reviews, tags, and classifies large volumes of text to track sentiment, improve customer experiences, and mine valuable insights.

The screenshot shows the PowerApps AI Builder interface with the 'Text Classification (preview)' feature selected. A prediction model dashboard is displayed, showing a performance score of 86. To the right, a table lists the most influential data points for the model, including Annual Income, Family Size, Average Monthly Spend, Education Level, Age, Version Number, Outstanding Mortgage, Years Experience, Job, and Registered Online. Each row includes the data type and its influence percentage.

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.



Create your own Copilot powered by GPT for

E-mail Summarization
and auto-reply

Code Generation

Information extraction

Text Classification

Conversational agent
over data

Content Recommendations

Content Generation

Automated customer
service

Document clustering and
classification

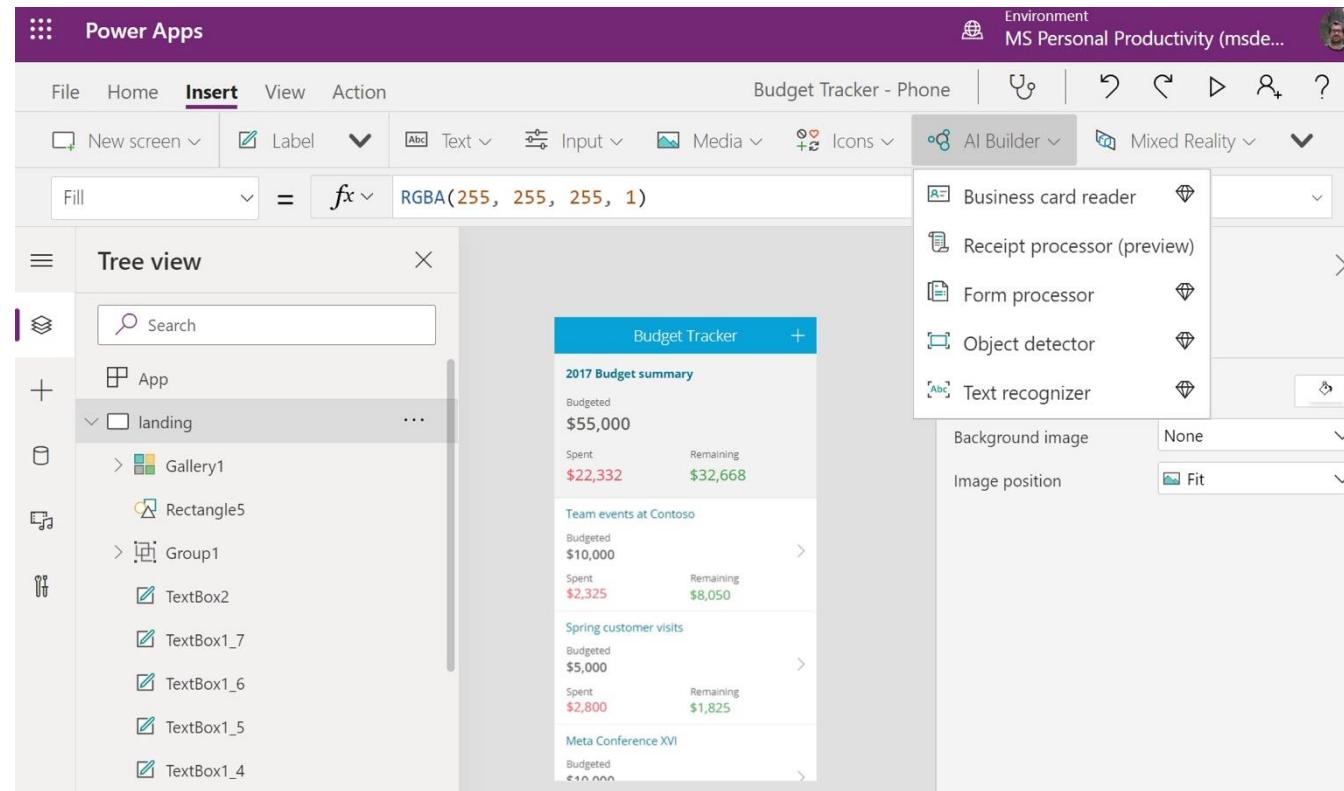
Sentiment Analysis

Translation

Maker Tutorials

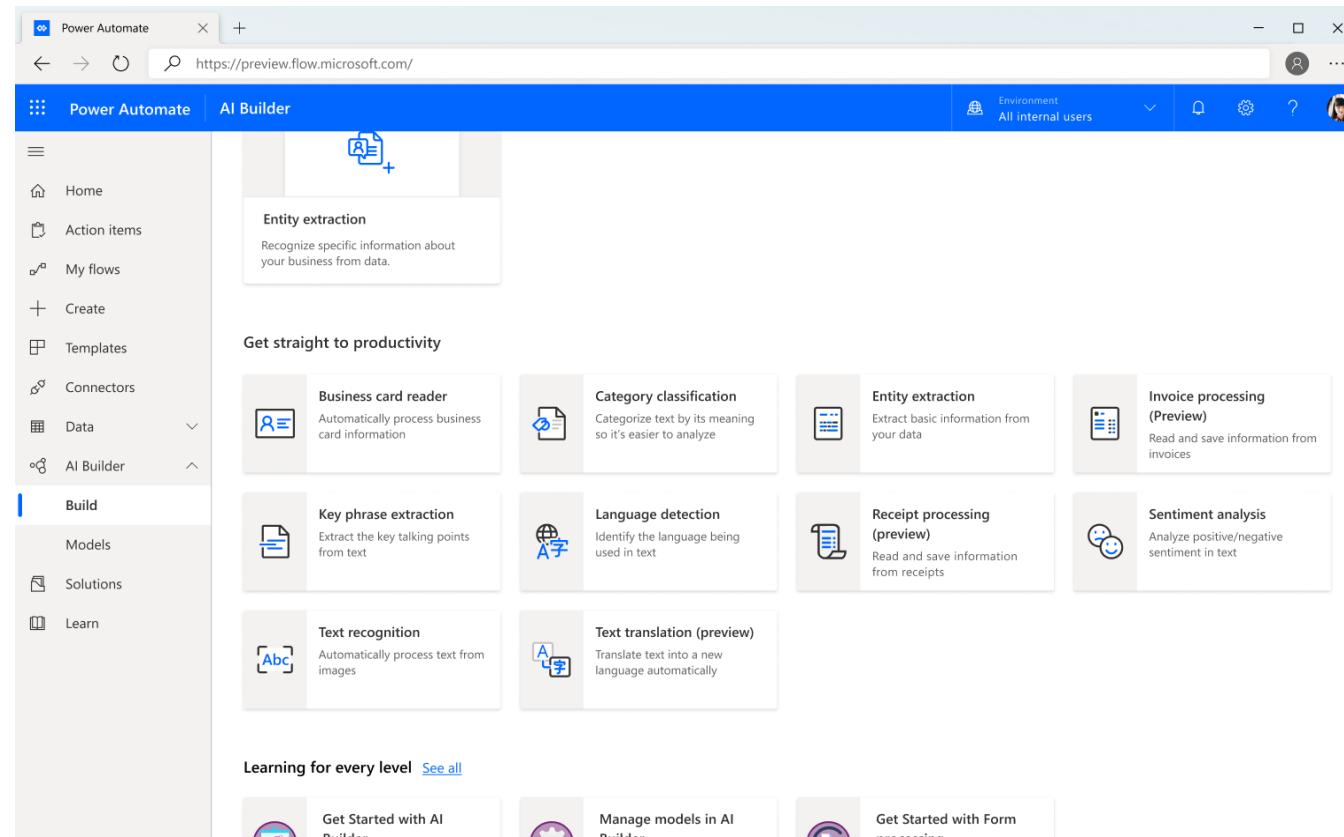
...

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

Copilot Studio

Create or extend generative AI assistants

Clarify Topics

Copilot

- Brand like Azure, Office 365...

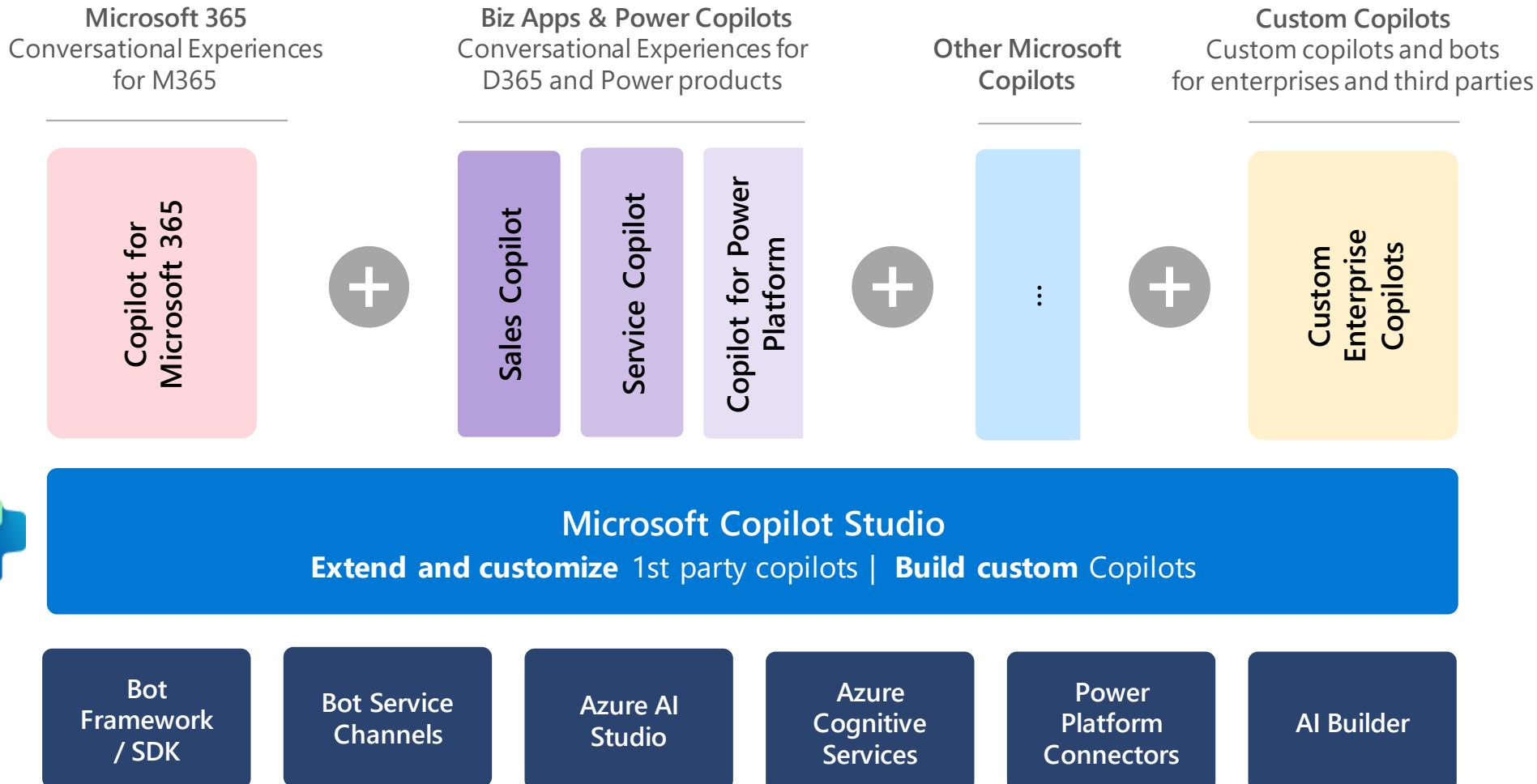
Copilot Studio

- 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 (Order stuff, Ask questions...)

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.

The screenshot shows the Microsoft Copilot Studio interface. At the top, it says "Copilot Studio" and "Northwind Trader". On the left, there's a sidebar with navigation links: Home, Building blocks, GPTs (selected), Topics, Plugin actions, Prompts, Copilots, Create a copilot, Extend Microsoft Copilot, Publish, Analytics, Settings, AI integration tools, Channels, and Test your copilot. The main area has a section titled "Northwind Trader" with a link to "View solution (Northwind Trader copilot prod)". Below that is a large blue box with the heading "Boost your conversations (preview)". It includes a text input field "Enter your website", a button "Use generative answers" (which is highlighted in dark blue), and a "Advanced options" link. A note below says "Make sure AI-generated content is accurate and appropriate before using. See terms". To the right of this box are three smaller preview cards: "Extend a Microsoft Copilot (preview)", "Add plugins for dynamic chaining (preview)", and "Meet people where they are". Each card has a small icon and a brief description.



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					



Multi-Channel Platform

Dynamics for Customer Service



Voice



Teams



Custom



Azure
Communication
Services



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.



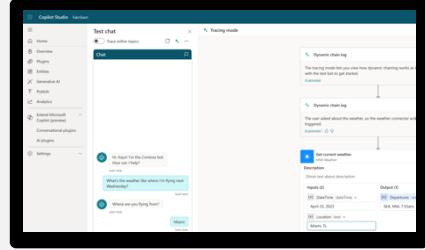
LINE
Add your bot to a native or web-based mobile app.



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

SOCIAL CHANNELS

What's in Copilot Studio?

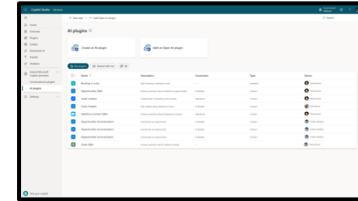


Workspaces

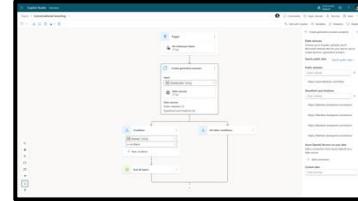
Copilot building studio

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

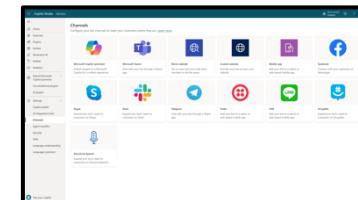
Including **advanced capabilities** of Azure copilot Framework natively in Copilot Studio.



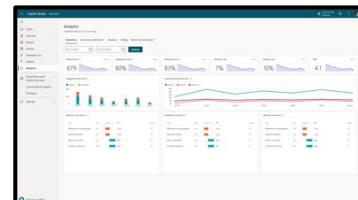
Plugins



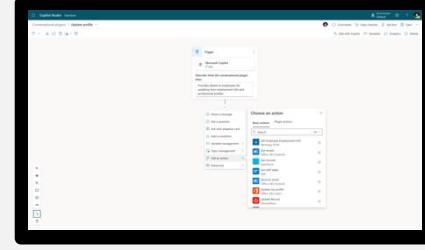
Generative AI



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.



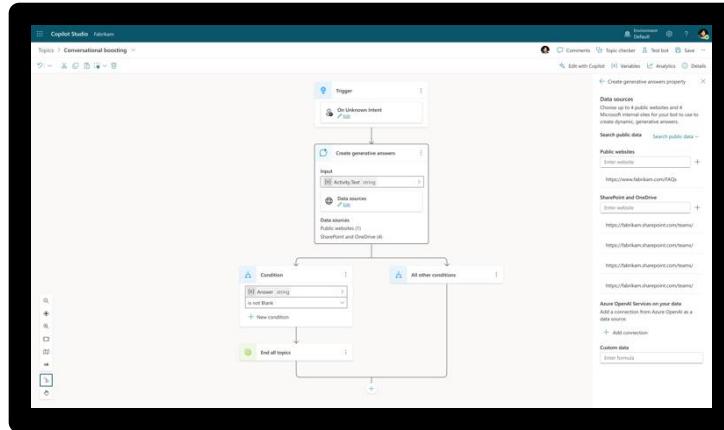
Admin Studio

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

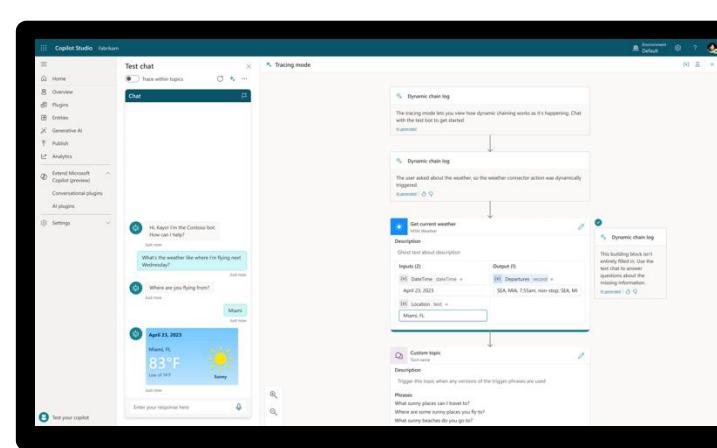
Generative AI in Copilot Studio

Powered by Azure OpenAI Service

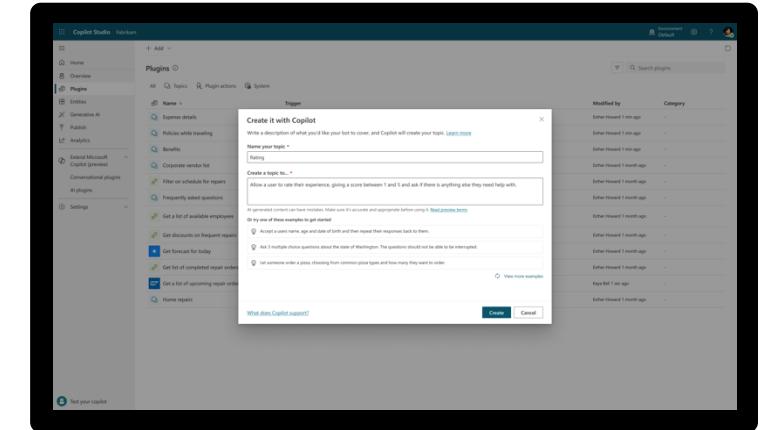
TO ANSWER



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

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

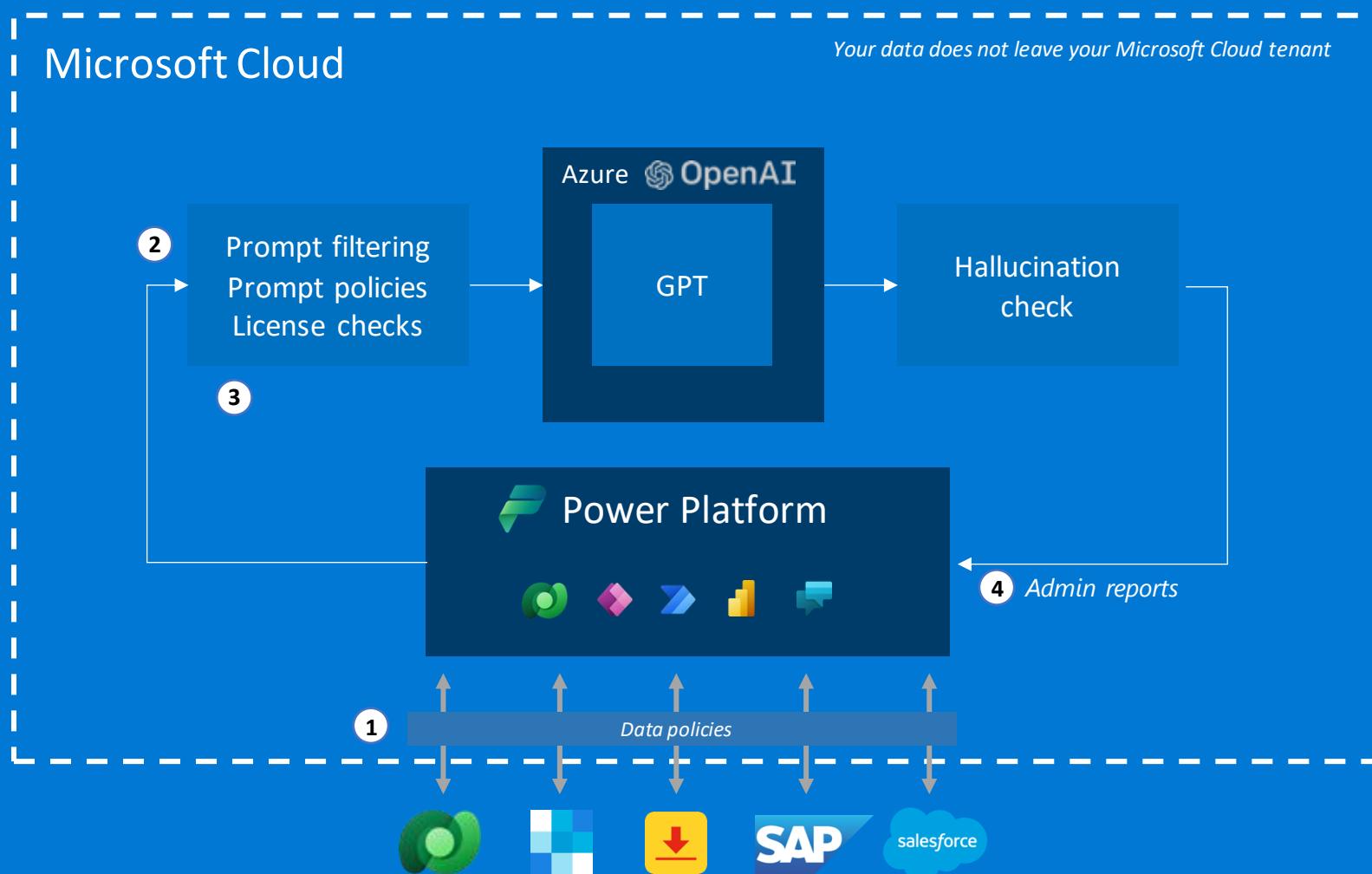
Code Generation

Fraud Detection

Predictive analytics

Research

Enterprise-Grade Responsible AI



● Guardrails for Copilot Access

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

● Guardrails for Copilot Content

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

● Cost Control

- Allocate and manage AI Builder credits

● 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

- Learn Copilot in Power Platform: <https://aka.ms/learn-copilot-power>
- April's YouTube: <https://youtube.com/@aprildunnam>
- Dewain Robison (Copilot Studio) on YouTube:
<https://www.youtube.com/@Dewain27>
- Copilot Studio Implementation Guide:
<https://aka.ms/CopilotStudioImplementationGuide>
- Sample Prompts: <https://aka.ms/power-prompts>
- Sample Solutions: <https://aka.ms/powerplatform-samples>
- Release Planner: <https://releaseplans.microsoft.com/>

Q&A



Thank you!