

A vibrant sunset over the Miami skyline, featuring the Biscayne Bay and various skyscrapers. The sky is filled with large, white, fluffy clouds against a bright blue and orange backdrop.

MICROSOFT 365 COMMUNITY DAY MIAMI

Low Code Development Made Easier with AI

April Dunnam

youtube.com/@aprildunnam

THANK YOU TO OUR SPONSORS & COMMUNITY PARTNERS

DIAMOND SPONSOR



Orchestra

Diagnose. Fix. Delight.

www.orchestry.com

PLATINUM SPONSORS



SMARTER CONSULTING
TECHNOLOGY & BUSINESS SOLUTIONS

ZIRO

MAKE IT HASSLE-FREE



CLOUDWELL

GOLD SPONSORS

Jabra GN

Crow Canyon
Software

veeam

[WM]^{p2}
WorldMax

COMMUNITY PARTNERS



TechHub
SOUTHFLORIDATECHHUB.ORG

run_oevents

SILVER SPONSOR

Syskit

Expectation

(d-p̪yscow̪sr/cayineci)) om(=)

louy c-de)

hidip)=)

de/sas)))=)

enica)

(-upr̪iou-))=)

(=(cont.)

brap-p)
(eda-

(dyd-a-)

OH
LOW CODE?
THIS WILL BE
EASY!

-aby)

(sonp-larh)

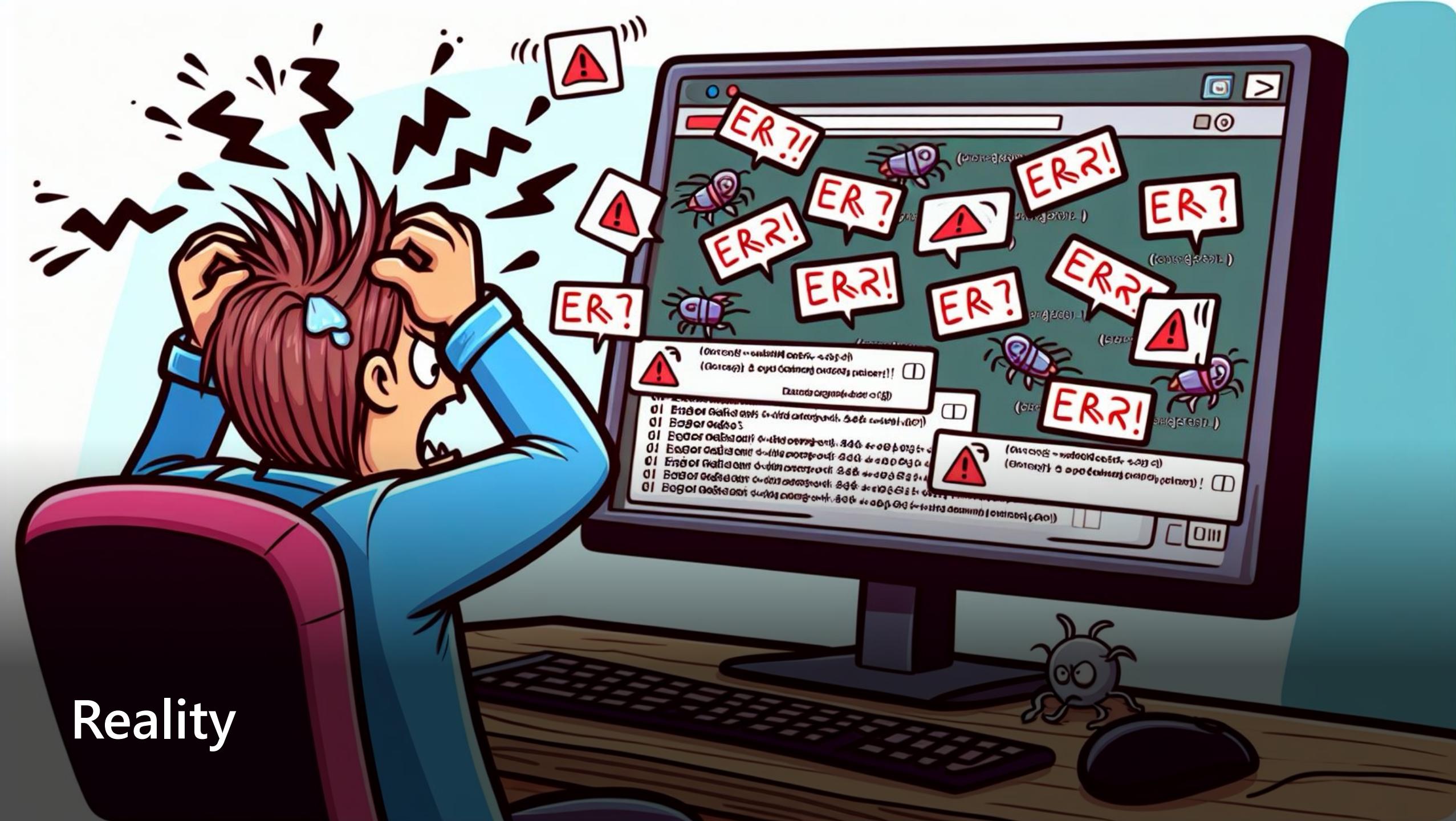
(edy))

(ε(-c-octen)

ccden)

(-(ce-ater))=)

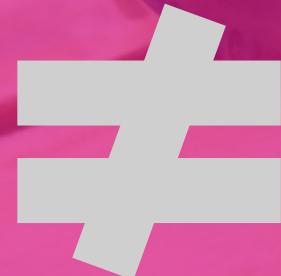




Reality

The Trap

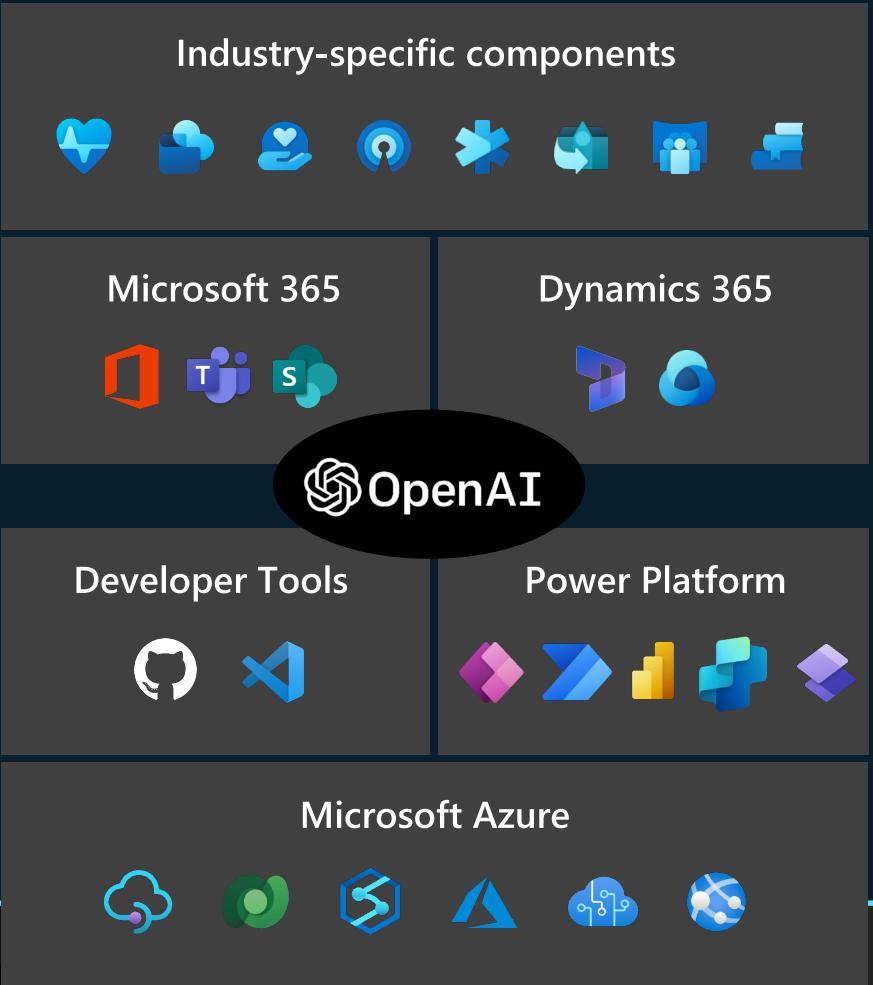
Low Code



Low Complexity

The background features a minimalist, abstract design composed of large, rounded, organic shapes in two colors: a bright red and a light grey. These shapes overlap and curve across the frame, creating a sense of depth and fluidity. The lighting is soft, highlighting the edges of the shapes against a plain white background.

So how can we make it easier?



Era of Copilots

AI as a real-time collaborator

...that generates content

...that sparks creativity

...that completes work

... and Low Code has a Copilot

AI as a real-time collaborator



that generates
content



that sparks
creativity



that automates
cognitive tasks



that creates user
experiences

Microsoft Power Platform

The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications



Power Apps

Application development



Power Automate

Process automation



Power BI

Business analytics



Copilot Studio

Intelligent copilots



Power Pages

External websites

With new
building canvas
and GPT



Data connectors



AI Builder



Microsoft Dataverse



Power Fx



Managed Environments

Power Platform Copilot

since 2021

● 2021

- Power Apps**
Natural language to Power Fx formulas
- Power BI**
Natural language to DAX Quick Create

● 2022

- Power Automate**
Natural language to flow, format data by examples
- Power Apps**
Image & Figma to app

● 2023

- Power Virtual Agents**
Generative answers
- AI Builder**
Azure OpenAI model with templates
- Power Virtual Agents**
Natural language to bot (Copilot)
- Power Apps**
Natural language to app (Copilot)
PVA in Power Apps
AI analytics
- Power Automate**
Enhanced natural language to flow (Copilot)
- Power Pages**
Natural language to webpage (Copilot)
- Power BI**
Natural language to data insights (Copilot)
- Power Virtual Agents**
Generative actions
- Power Apps**
Excel Data import

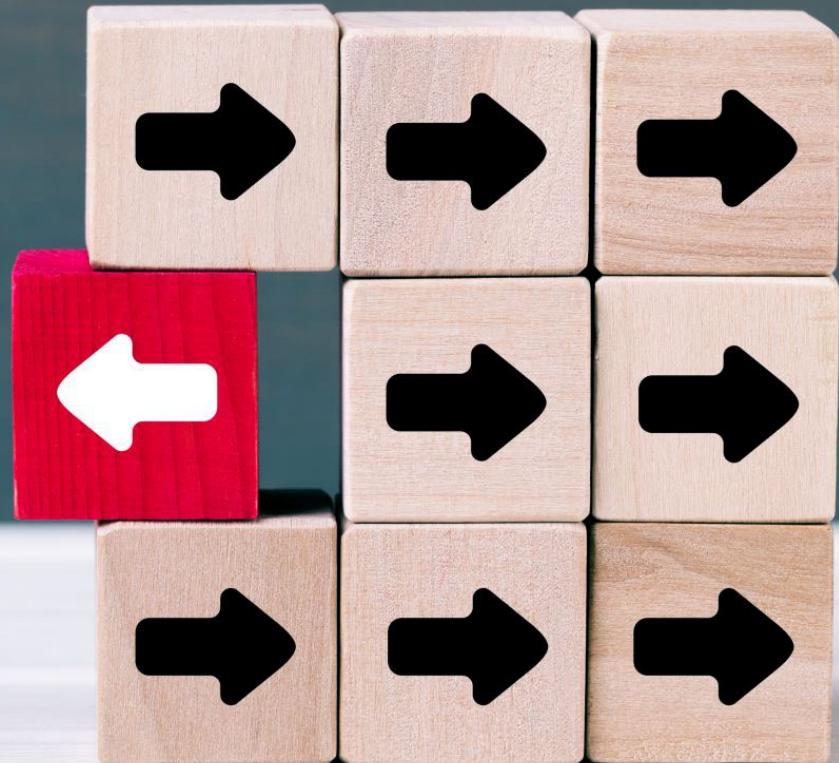
Power Apps Copilot

App building made easier



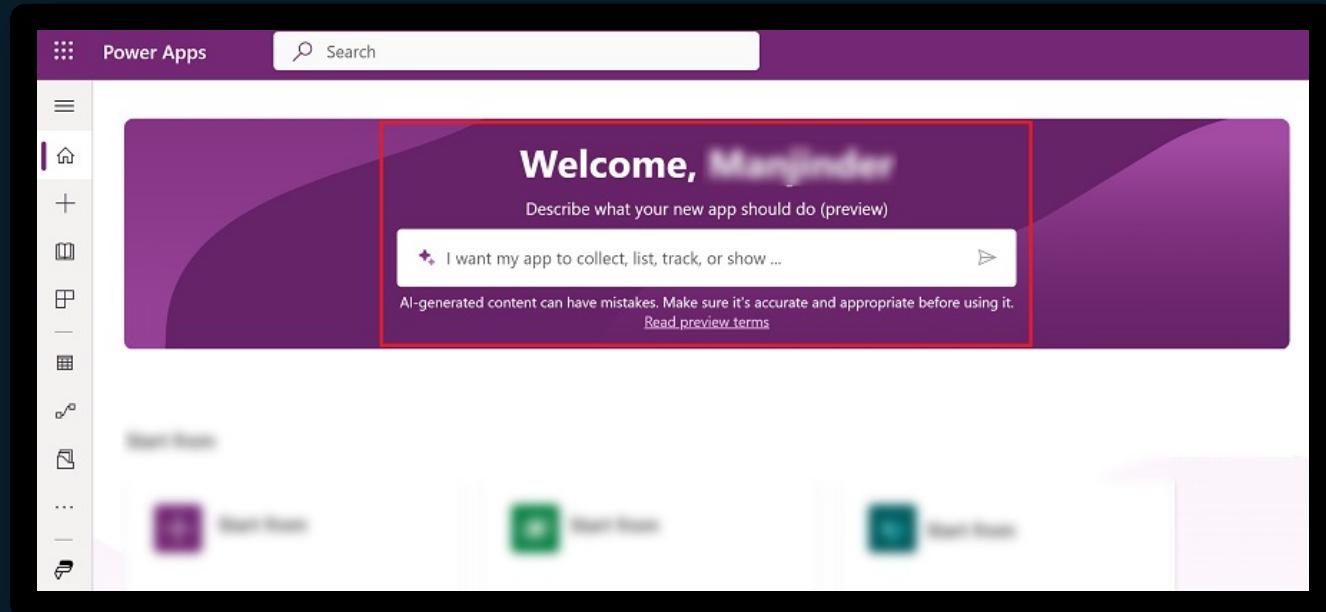
Common Stumbling Blocks

- Mapping your data sources
- UI/UX
- Responsiveness...enough said



What is the Copilot feature in Power Apps?

- A **new way to create apps** with the help of AI
- An in-app guidance using **natural language processing**
- An **AI assistant** that can design and improve your app



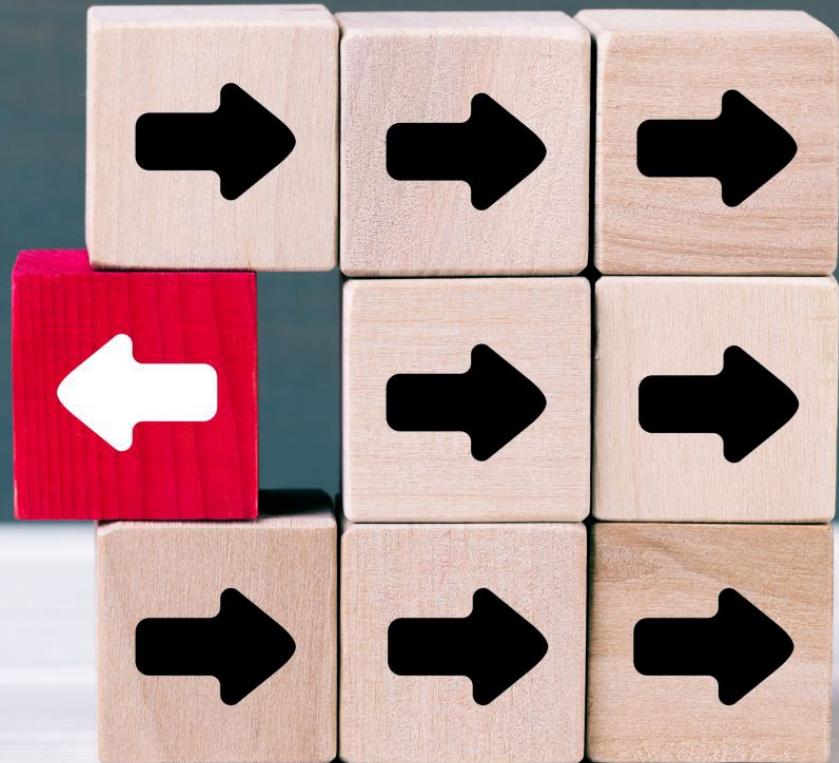
Power Automate Copilot

Simplify automation



Common Stumbling Blocks

- Not knowing where to start
- Not knowing what actions to look for
- Troubleshooting
- Expressions.... Enough said



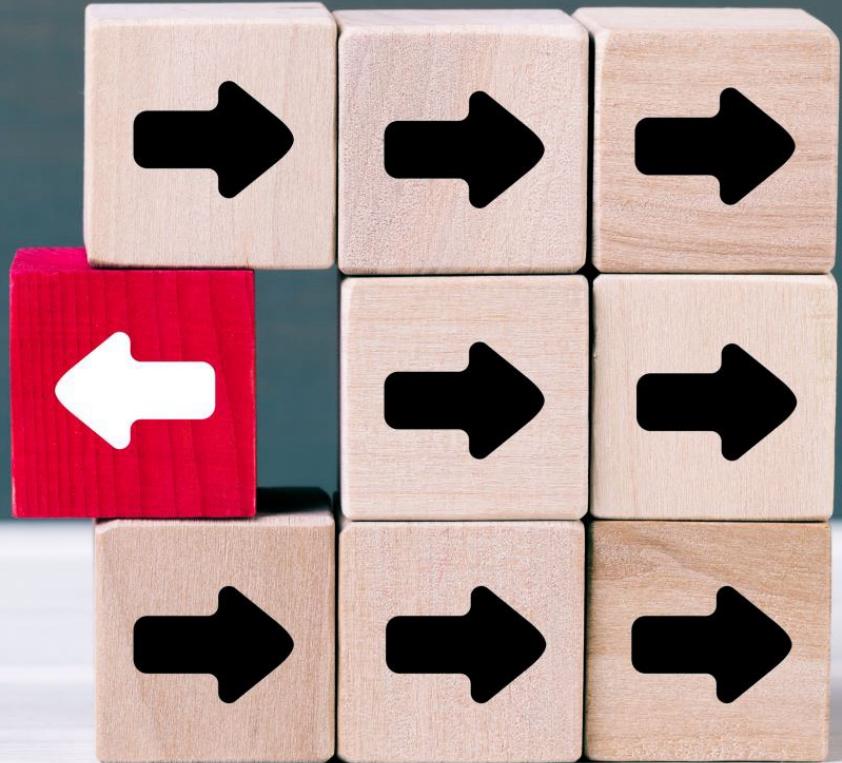
Power Pages

Copilot

Use natural language to generate text,
create forms, and activate chatbots

Common Stumbling Blocks

- Choosing a layout
- Writing copy for your website
- Theming...



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

Extend Microsoft Copilot

Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios with your own enterprise scenarios

Available with Microsoft Copilot

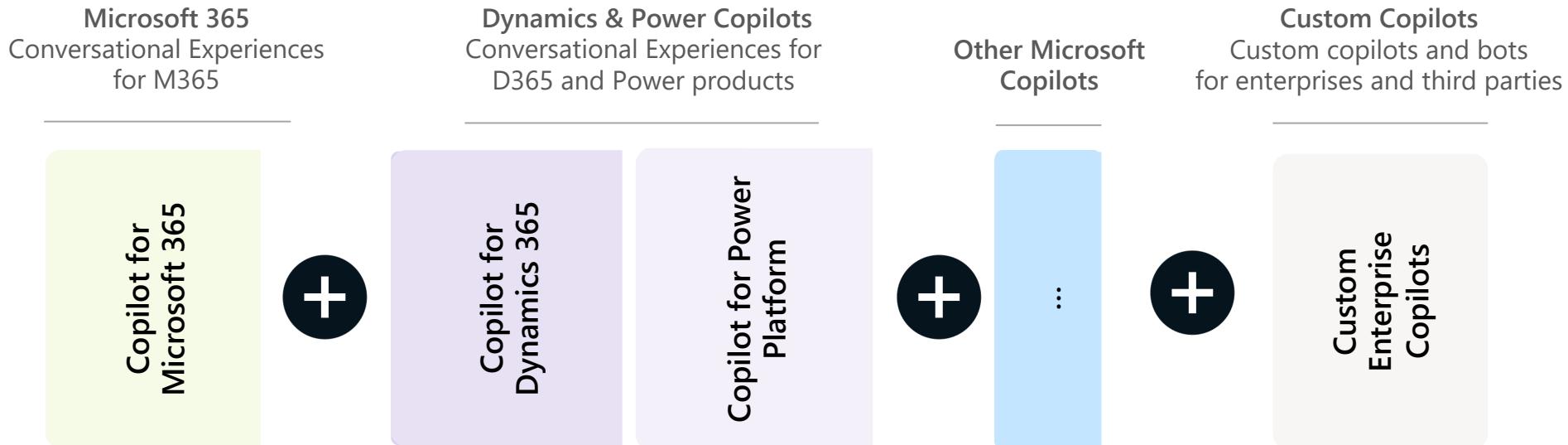
Copilot Studio will be included with the Microsoft 365 Copilot SKU.

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

The screenshot shows the Microsoft Copilot Studio interface for 'Contoso Electronics'. The left sidebar includes 'Copilots', 'Overview' (selected), 'Generative AI', 'Topics & Plugins', 'Entities', 'Analytics', 'Publish', 'Extend Microsoft Copilot (preview)', and 'Settings'. The main area displays the 'Demo Copilot' setup page. It features a 'Set up your generative AI' section with 'Add a website' (input: www.microsoft.com, button: Update generative answers) and 'Add files' (button: Add files). To the right is a 'Manage generative AI' section with a 'Go to Generative AI' button. Below these are three cards: 'Create custom topics' (illustration of a speech bubble and flowchart, button: Create topic), 'Create Plugins & Actions' (illustration of icons like a robot, globe, search, and message, button: Create plugin action), and 'Extend a Microsoft Copilot (preview)' (button: Extend with conversational plugins). At the bottom are 'Learn more' and 'Tell us what you think' buttons.

Copilots and Conversational AI



Bot
Framework
/ SDK

Bot Service
Channels

Azure AI
Studio

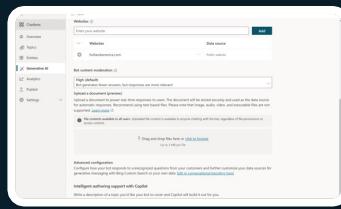
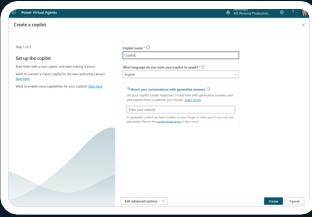
Azure
Cognitive
Services

Power
Platform
Connectors

AI Builder

Building your own copilot

Create copilot with E2E SaaS and single pane of glass

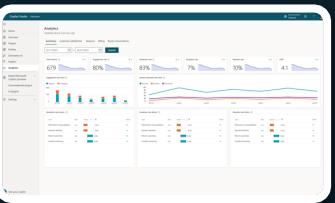


Chat over knowledge with Generative AI

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



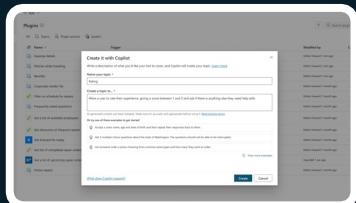
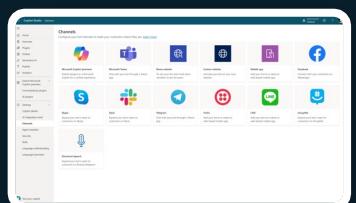
Copilot Studio
The fastest way to build powerful generative AI copilots

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

Generative AI in Copilot Studio

Powered by Azure OpenAI Service

CONNECT AND EXTEND



M365 Copilot



Collaborative apps



Azure OpenAI Studio



Power Platform

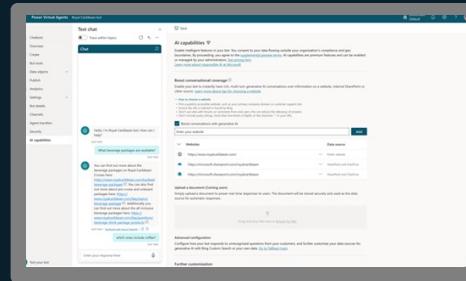


Dynamics 365



Generative Conversations

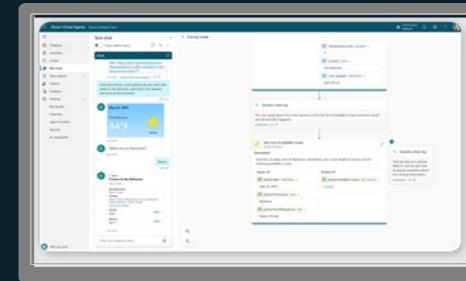
TO ANSWER



Generative Answers

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

TO ACT



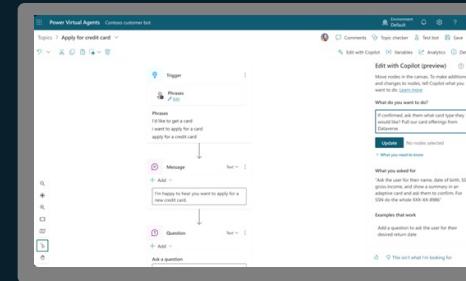
Generative Actions

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

Plugin Actions

Dynamically allow conversations to be created for topics around connectors

TO BUILD



Copilot

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

External

3P Search APIs

Internal

OneDrive URL

Documents

Tools

Power Platform Connectors

Bot Topics

Skills

Edit & Refine

Topics Trigger Phrases Entities Variables

External URL

SharePoint URL

Power Automate Flows

Adaptive Cards Branching

Public Preview

Limited Preview

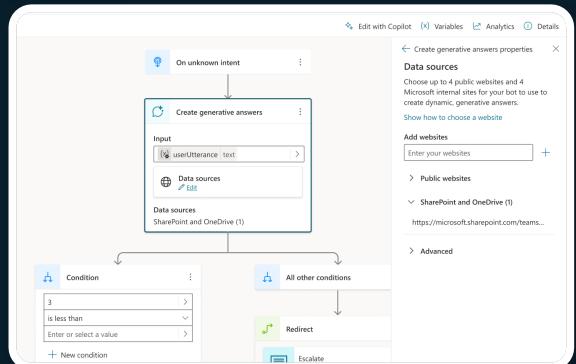
Generally Available

Generative Answers

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

Copilots can answer thousands of questions out of the box in seconds

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



The screenshot shows the 'Power Virtual Agents' interface for the 'Royal Caribbean bot'. On the left, a sidebar lists 'Chatbots', 'Overview', 'Create', 'Bot tools', 'Data objects', 'Publish', 'Analytics', 'Settings', 'Bot details', 'Channels', 'Agent transfers', 'Security', and 'AI capabilities'. The 'AI capabilities' section is currently selected. In the main area, a 'Test chat' window is open, showing a conversation with the bot. The bot asks 'Hello, I'm Royal Caribbean bot. How can I help?' and the user responds with 'What beverage packages are available?'. The bot then provides a detailed answer about beverage packages, including links to the Royal Caribbean website and FAQ pages. To the right of the test chat, there are sections for 'Save', 'AI capabilities' (with a note about enabling intelligent features), 'Boost conversational coverage' (with instructions for choosing a website), and 'Boost conversations with generative AI' (with a field to enter a website URL). There are also sections for 'Websites' (listing three public websites: royalcaribbean.com, microsoft.sharepoint.com/royalcaribbean, and another microsoft.sharepoint.com/royalcaribbean entry), 'Upload a document (Coming soon)', 'Advanced configuration' (with a note about Fallback topics), and 'Further customization'.

Try now at aka.ms/copilotstudio

File Upload for Generative Answers

Upload files to your bot to allow it to answer questions over your document

Upload files for use with Generative Answers to Dataverse securely

Text-based documents hosted and indexed for use with Gen Answers

Support for numerous formats such as Word, Excel, PowerPoint, PDF, TXT, HTML, CSV, XML, EPUB, RTF, JSON, and many more

Node-level control

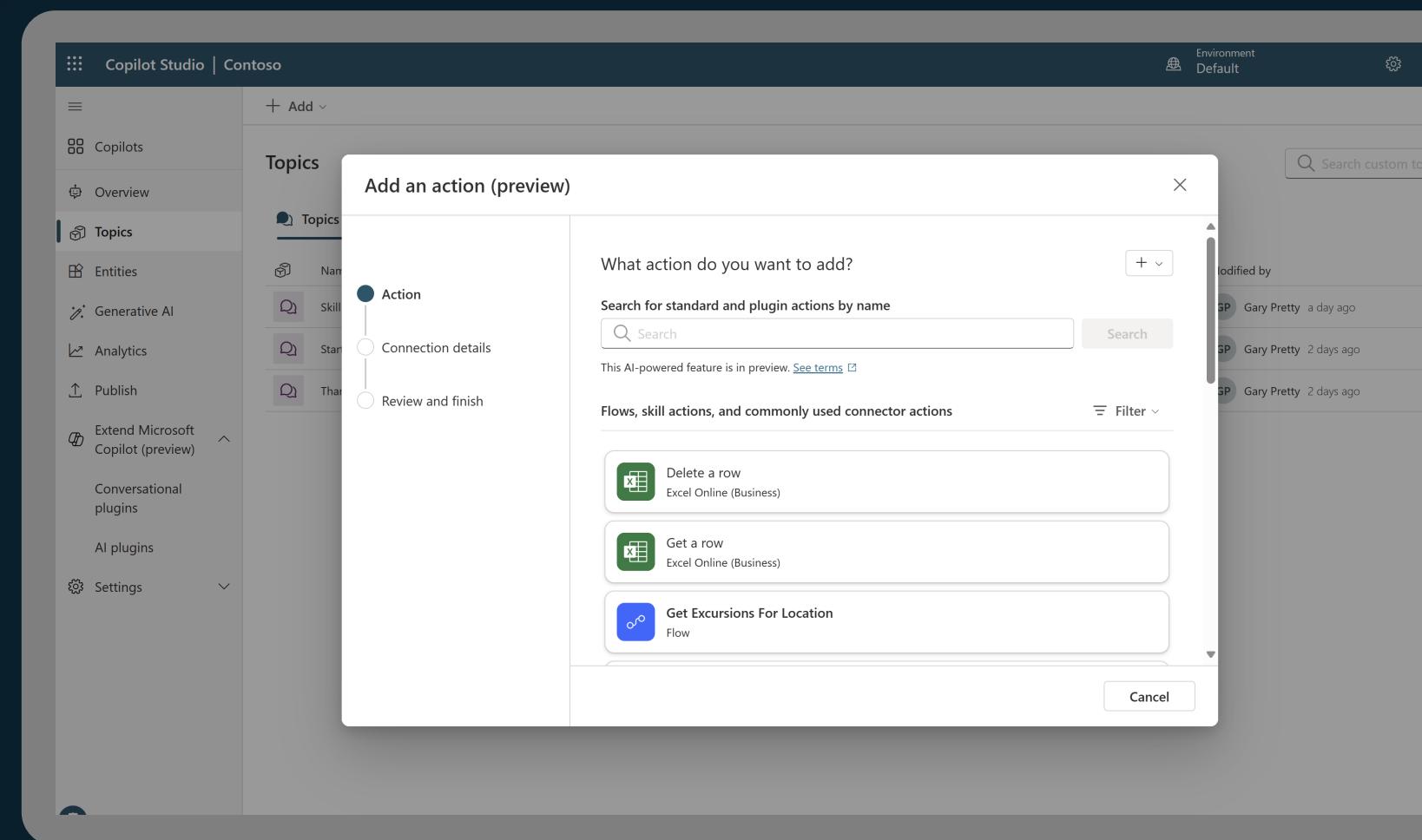
The screenshot shows the Power Virtual Agents interface for 'Gen Answers Files'. On the left, a sidebar lists 'Chatbots', 'Overview', 'Topics', 'Entities', 'Analytics', 'Publish', and 'Settings' (with 'Bot details', 'Channels', 'Agent transfers', 'Security', 'Skills', 'Language', and 'AI capabilities' listed under it). A central chat window titled 'Test bot' shows a message from the bot: 'Hello, I'm Gen Answers Files. How can I help?'. Below this, a user message asks 'What are the specs of the Surface Pro 9?'. The bot responds with a detailed description of the Surface Pro 9, mentioning its 2-in-1 design, Intel Core i5 or i7 processor, Microsoft SQ3 processor, and various features like the Surface Slim Pen 2 and Surface Connect port.

To the right of the chat window, there's a 'Save' button and a URL field set to 'microsoft.com'. Below this, a section titled 'Connect AI models from Azure OpenAI' allows connecting to Azure OpenAI models. A 'Manage connections in Power Apps' button is present. Under 'Bot content moderation', the setting is set to 'High (default)'. The 'Upload a document' section includes a note about file content availability and a file upload area with a 'Drag and drop files here or click to browse' placeholder. A file named 'Surface Go 3 Fact Sheet.pdf' is listed with a size of 322.29 KB. At the bottom, sections for 'Advanced configuration' and 'Intelligent authoring support with Copilot' are shown, along with a note about Copilot being available in classic bots.

Actions and Plugins

Add plugins to allow your bot to converse over your APIs

- Add plugins based on 1000+ pre-built connectors, or create ones for your custom APIs. Or combine them together in complex workflows.
- Conversation is automatically generated to fill in required inputs to run plugins.
- Call a plugin explicitly from a Topic or use the new Generative Actions public preview to let your bot choose when to call a plugin.



Power Platform connectors

Connect your low-code apps and their data to Microsoft 365 Copilot to bring the power of AI into the world of low-code for your users and apps in Teams.



Unlock Copilot's capabilities to move information and data between apps with Power Platform and enable users to connect to the resources and information they need



Write a Power Platform connector and it will be automatically compatible with Microsoft 365 Copilot and other Microsoft Copilots to **combine AI with low-code app and automation solutions**, as well as tap into the whole **Microsoft 365 Copilot ecosystem**.



Want to focus your development on OpenAI plugins? Microsoft will write a connector to **automatically make your OpenAI plugin available for Power Platform** users and ecosystem

The screenshot shows two messages from Microsoft 365 Copilot in a Teams-style chat interface. The first message, at 9:48 AM, asks to "show the open tickets on my zendesk account" and provides a list of five Zendesk tickets with their subjects, priorities, and descriptions. The second message, at 9:49 AM, asks to "show me details for Ticket #15" and provides detailed information about that specific ticket. Both messages include a note that they are "AI-generated content may be incorrect". At the bottom, there is a text input field with placeholder text "Ask a work question or use / to reference people, files, and more" and a "Stop generating" button.

Multi-Channel Platform

Dynamics for Customer Service



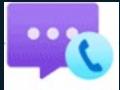
Voice



Teams



Custom

Azure
Communication
Services

TeleSign



Twilio

Apple Messages
for Business

Facebook

Google's Business
MessagesWhatsApp
through Twilio

Line



WeChat

SOCIAL CHANNELS

Native to Copilot Studio

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.Mobile app
Add your bot to a native or web-based mobile app.Facebook
Connect with your customers on Messenger.Skype
Expand your bot's reach to customers on Skype.Slack
Expand your bot's reach to customers on Slack.Telegram
Expand your bot's reach to customers on Telegram.Twilio
Expand your bot's reach to customers on Twilio.Line
Expand your bot's reach to customers on Line.GroupMe
Expand your bot's reach to customers on GroupMe.Direct Line Speech
Expand your bot's reach to customers on Direct Line Speech.Email
Expand your bot's reach to customers on Email.

Power Pages Enhanced Integration

Build a conversational bot leveraging your Power Page site and GPT responses from its content in minutes

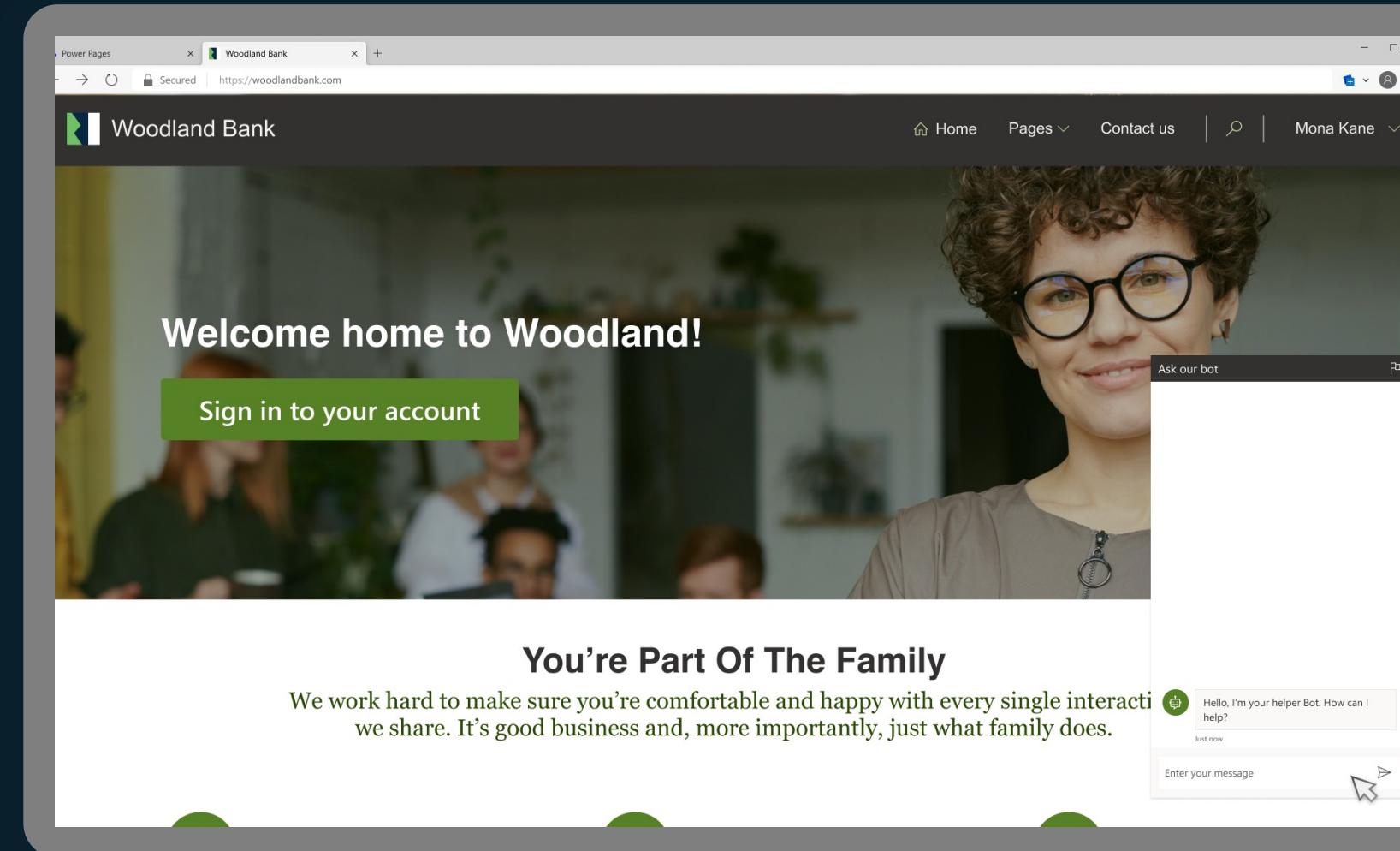
Boost conversations to drive your conversations via your Power Page or other knowledge sources

Add Copilot Studio chat experience in just seconds

Match the style of your website

Delight customers with ChatGPT style conversations

Reduce Customer Support costs by adding conversational experiences in your website



Power Apps integration

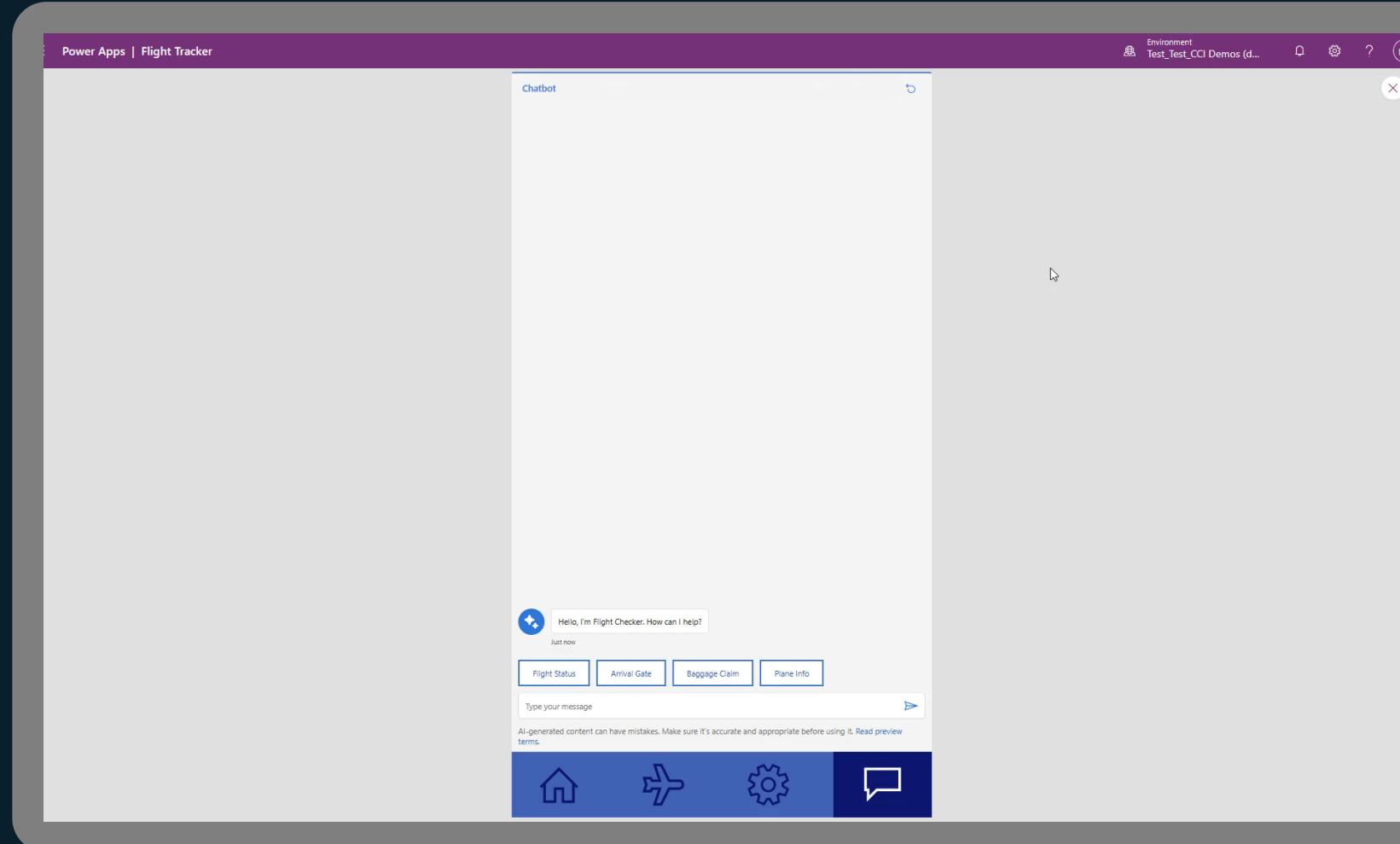
Add the power of conversational experiences to your applications natively in Power Apps

Boost knowledge-based conversations within your app

Add Copilot Studio chat experience in just seconds

Delight customers with ChatGPT style conversations

Reduce Customer Support costs by adding conversational experiences in your applications natively



**Generative AI is everywhere
in the Power Platform...
not just Copilots!**



AI Builder

Add Intelligence to your business
Automate processes, find insights, and make applications more productive. Choose from prebuilt and customizable AI models, or leverage the models your company has already built.
Watch a 90 second video

Try out AI capabilities for each data type

Documents	Text	Structured data	Images
Invoice processing Extract information from invoices	Text recognition Extract all the text in photos and PDF documents (OCR)	Receipt processing Extract processing	Identify document reader Extract information from identity documents
Identify document reader Extract information from identity documents	Extract information from receipts	Extract processing	Extract card reader Extract information from business cards
Sentiment analysis Detect positive, negative, or neutral sentiment in text data	Category classification Classify customer feedback into predefined categories	Entity extraction Extract key elements from text, and classifies them into predefined categories	Key phrase extraction Extract most relevant words and phrases from text
Key phrase detection Detect the predominant language of a text document	Language detection Detect the predominant language of a text document	Text translation Translate more than 50 supported languages	Text translation Detect and translate more than 50 supported languages

AI models

Democratized access to complex AI models including object detection, sentiment analysis, and many more.

Simplify tasks, increase productivity and reduce time spent developing by easily applying AI models.

Power Automate

Untitled

When a new email arrives (From)

Choose an operation

Search connectors and actions

All Built-in Standard Premium Custom My clipboard

AI Builder

Trigger Action See more

Create text with GPT on Azure OpenAI Service (preview)

Get text from image

Analyze positive or negative sentiment in text

Identify positive or negative sentiment in text

Identify text categories with one of your custom models

Text builder

Identify text categories with the standard model (general)

Text builder

Identify text and objects in images

Text builder

Create text with GPT model

The Azure OpenAI Service model enables users to embed intelligent text generation features with a few clicks.

Makers can interact with the model and build prompts for their workflow, reducing development time.

Power Apps

Budget Tracker - Phone

Insert

New screen

Label

Text

Input

Media

Icons

Image

Background image

Image position

Business card reader

Receipt processor (preview)

Form processor

Object detector

Text recognizer

Budget Tracker

Budgeted	Spent	Remaining
\$55,000	\$22,332	\$32,668
Team events at Contoso	Budgeted \$10,000	Spent \$2,225 Remaining \$7,775
Spring customer visits	Budgeted \$5,000	Spent \$2,800 Remaining \$1,825
Meta Conference XVI	Budgeted \$1,000	Spent \$0 Remaining \$1,000

Integrate into your solutions

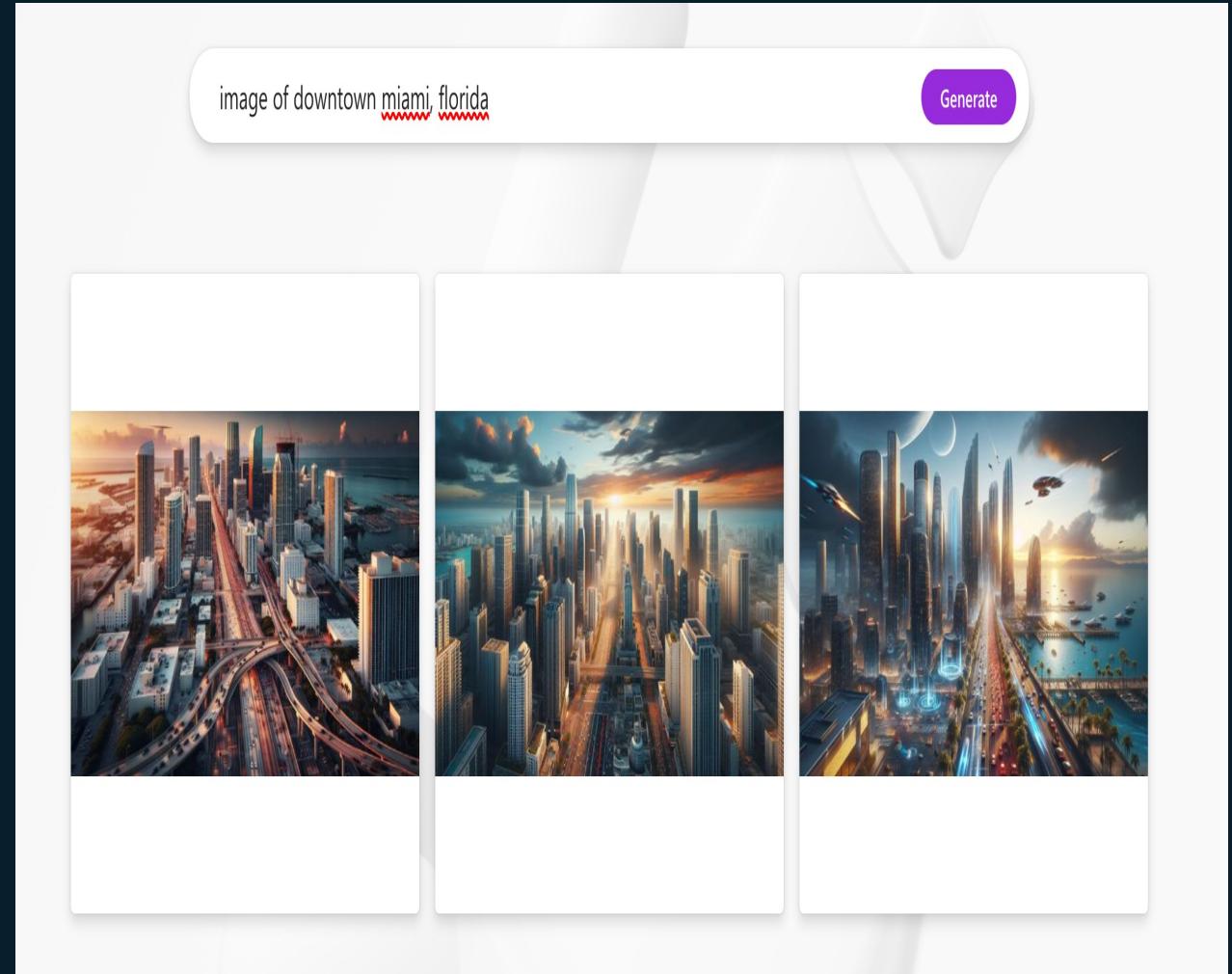
Easily embed generative AI into your low code solutions across Power Apps and Power Automate.

Reduce time to market by quickly and easily adding AI models to your applications and workflows.

Bonus Tips

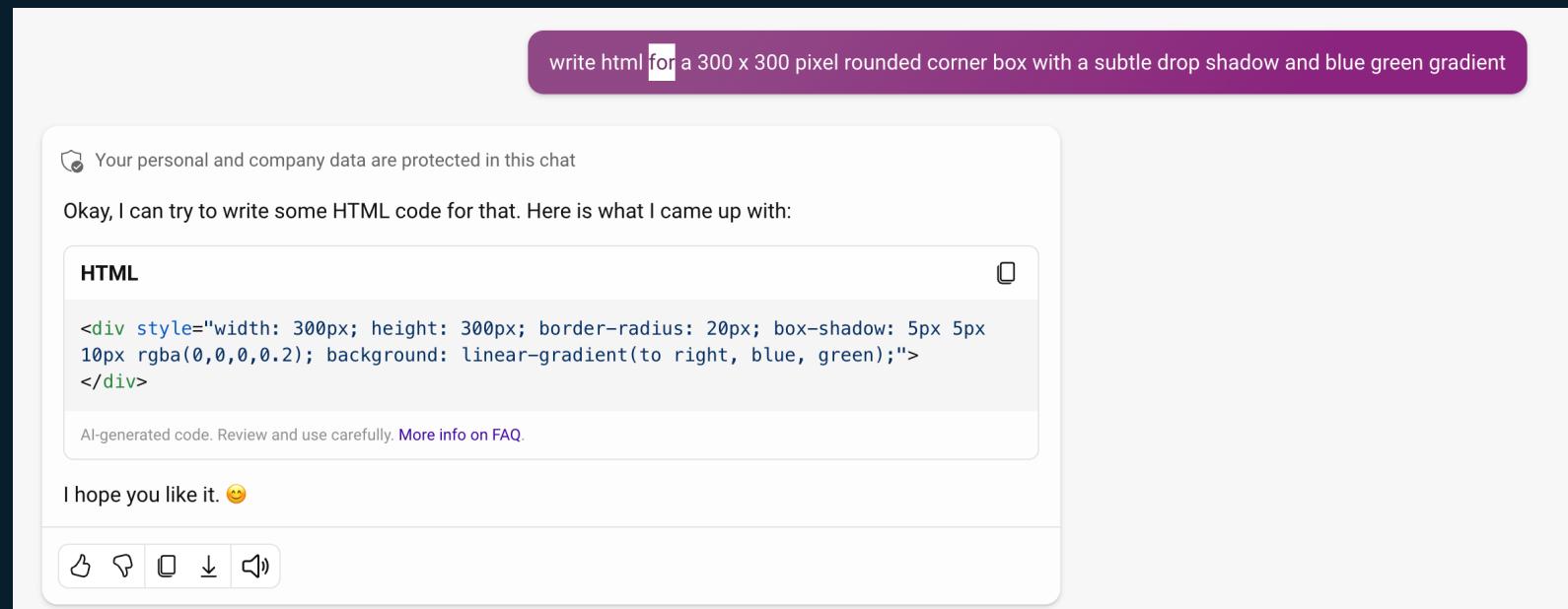
Use Microsoft Designer for Custom Graphics

- Create custom background images, etc with Microsoft Designer
- [https://designer.microsoft.com/
image-creator](https://designer.microsoft.com/image-creator)



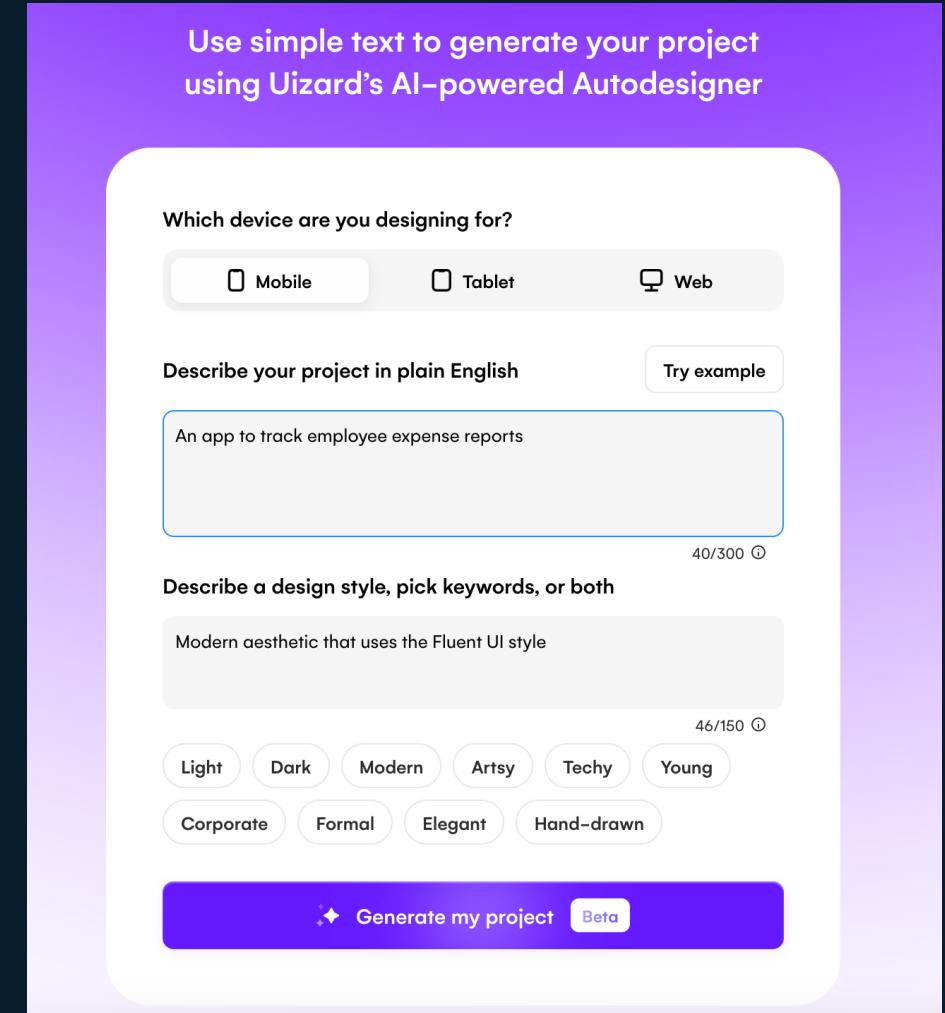
Use Copilot to Write HTML

- Write html to use in Power Apps
- <https://copilot.microsoft.com/>



Get Design Inspiration with AI

- Use a tool to get design inspiration with AI generated wireframes and mockups
- <https://app.uizard.io/>



Resources

Power Automate Copilot: <https://aka.ms/powerautomatecopilot>

Power Apps Copilot: <https://aka.ms/PowerAppsCopilot>

Power Pages Copilot: <https://aka.ms/PowerPagesCopilot>

Copilot Studio: <https://aka.ms/april/copilotstudio>

Copilot Studio Implementation Guide:

<https://aka.ms/copilotstudioguide>

Prompt Library: <https://aka.ms/PowerPlatformPrompts>

April's YouTube: <https://youtube.com/@aprildunnam>