Workshop: Let's Get Mining

Microsoft Power Platform Conference 2023

Lab 4 –Improve process with AI-infused Process Mining

60 mins

October 2023

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Process Mining Improvement

Lab Overview:

Welcome to this exciting lab! Here, we'll harness the power of AI and Copilot, integrated within the Power Automate Process Mining desktop application, to enhance the efficiency of your processes. Process mining is a powerful tool that allows you to pinpoint areas in your process that could benefit from transformation. It empowers you to prioritize these projects effectively. With Copilot, you'll receive AI-driven recommendations for optimizing your process, making it a valuable ally in your journey towards process improvement. In this lab, we'll guide you on how to transition from process identification to automation swiftly and seamlessly with Copilot. Get ready to explore how you can revolutionize your processes in just a few minutes.

Prerequisites

For the purpose of this lab it is required that you have downloaded the desktop application and your environment is based in the U.S.

Process to Action

1. Navigate to the Process Mining Desktop and select the **Invoice Approval** process.

2. Select the **Copilot** icon.
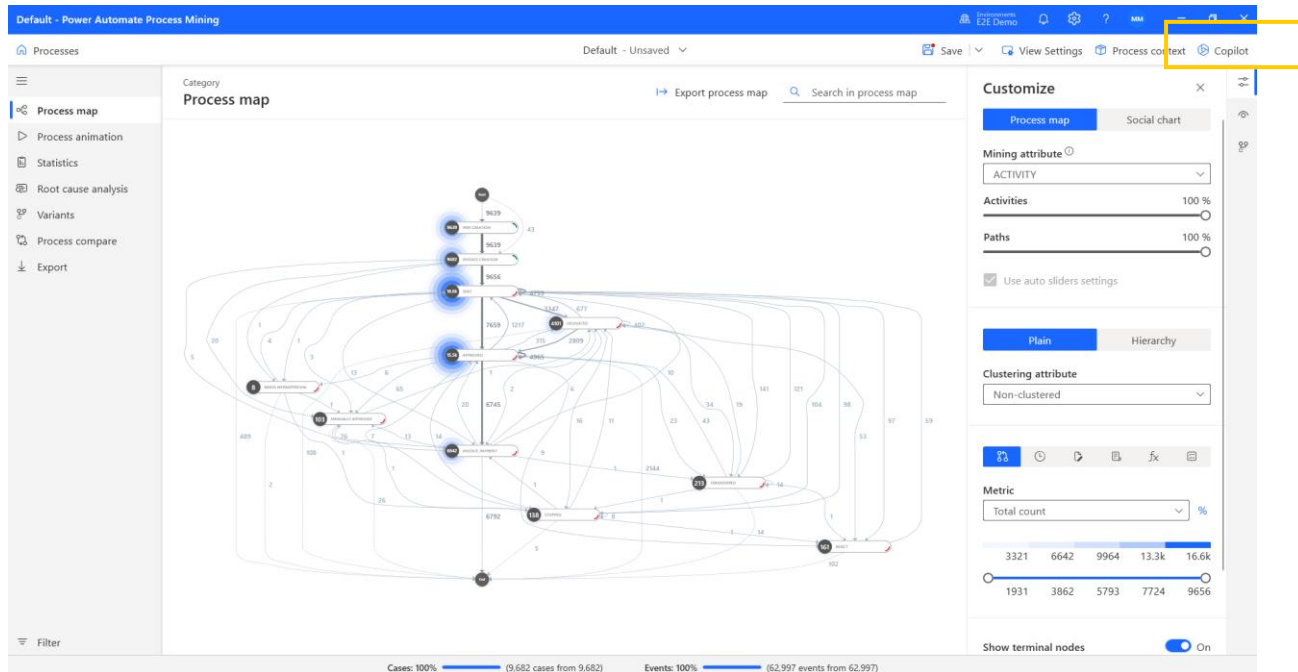
Copilot in Process Mining is an AI capability that provides process insights through quick and easy natural language expression. Copilot can surface insights on your process and recommend solutions for prominent bottlenecks.

3. To start by understanding the top insights in your process, select the **Provide the Top Insights** prompt within Copilot.
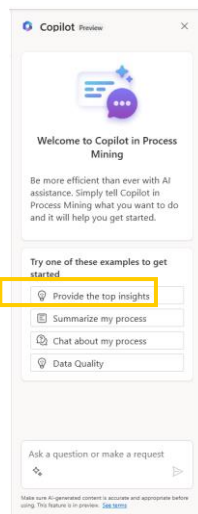
Here are the insights that were generated:

- The activity with the **longest total duration** and maximum occurrence in a case is **"APPROVED"** with a total duration of **380.22:35:45** and a maximum occurrence of 8 in a case.
- The activities with the **most repetitions** are **"SENT"** and **"APPROVED"** with 6946 and 6508 rework counts, respectively.
- Cases with the longest durations have a **median duration of 26.05:48:56.**

We can validate that the Copilot gave us correct insights.

4. Open the customize panel by clicking the **Customize** button beneath the Copilot button.

5. Select the **Rework** button.

6. Select **Rework count** from the **Metric at node** dropdown.
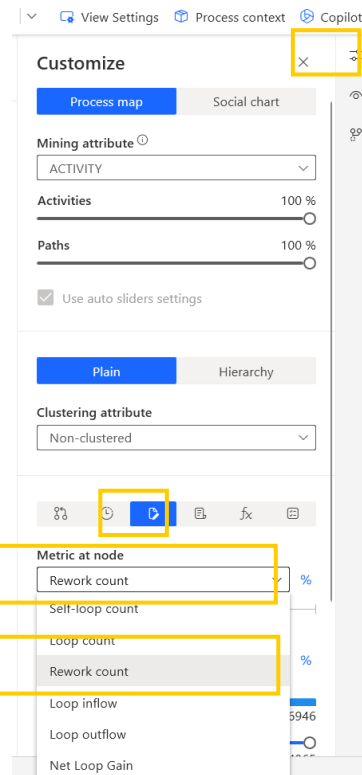
7. Validate from Copilot response your activities with the greatest rework match the Copilot response. Zoom into the process map.

As Copilot indicated **SENT** and **APPROVED** have the most repetitions.

8. Return to the Copilot view by clicking the **Copilot** button.

Now, let's validate the insight about the longest running activities.

9. Select **Statistics** from the left navigation.

10. Select **ACTIVITY** from the **Category** dropdown.

Notice that as Copilot indicated, the **APPROVED** activity has the longest *total* duration of over 380days.

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11. Copilot can also tell us how we can find a bottleneck in the process. Select the **How to identify my bottleneck?** Prompt.
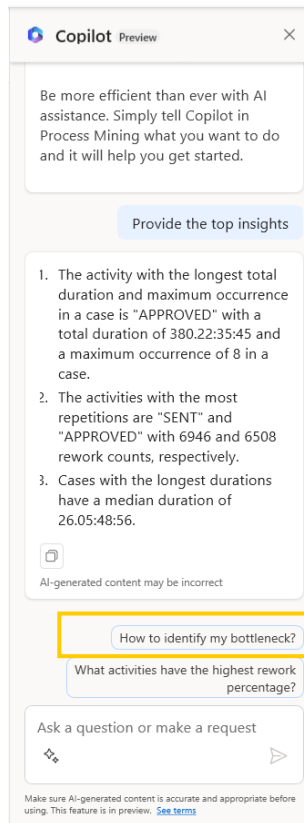
12. Before continuing, review Copilot's response.

13. What's more interesting is that Copilot can give recommendations for how to handle a bottleneck. Select the **Address my bottleneck** prompt.
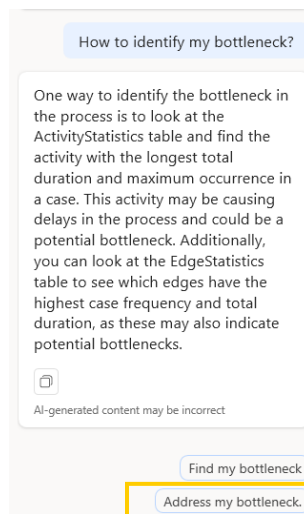
14. Read the optimization recommendations given by Copilot. It offers other Power Platform solutions to improve your process.
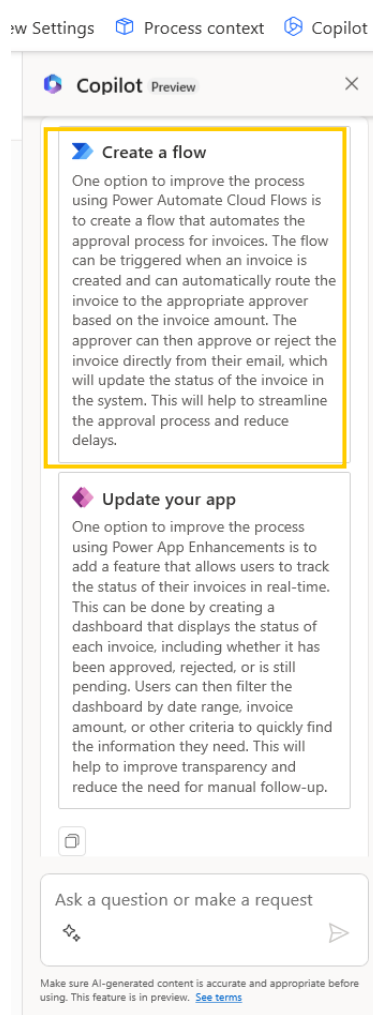
15. Select the **Create a flow** recommendation.
16. A Power Automate window should. Select the **Send** icon and take a look at the created flow.
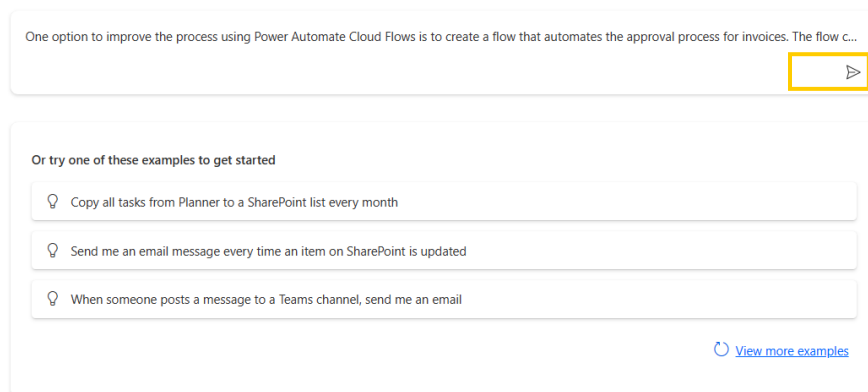
Conclusion

In this lab, you've seen firsthand how Copilot can provide rapid, in-depth insights into your process, including suggestions for optimization to enhance your workflow. This is all made possible through the power of generative AI. Imagine, now, that our automations have been published. The next step is to monitor our invoice approval process to gauge the impact of these automations. This is where Power BI comes into play. With its extensibility, you can customize a dashboard to keep a close eye on our process. This allows for real-time tracking and adjustments as needed, ensuring the process remains efficient and effective.

Congratulations!

You have completed this lab.