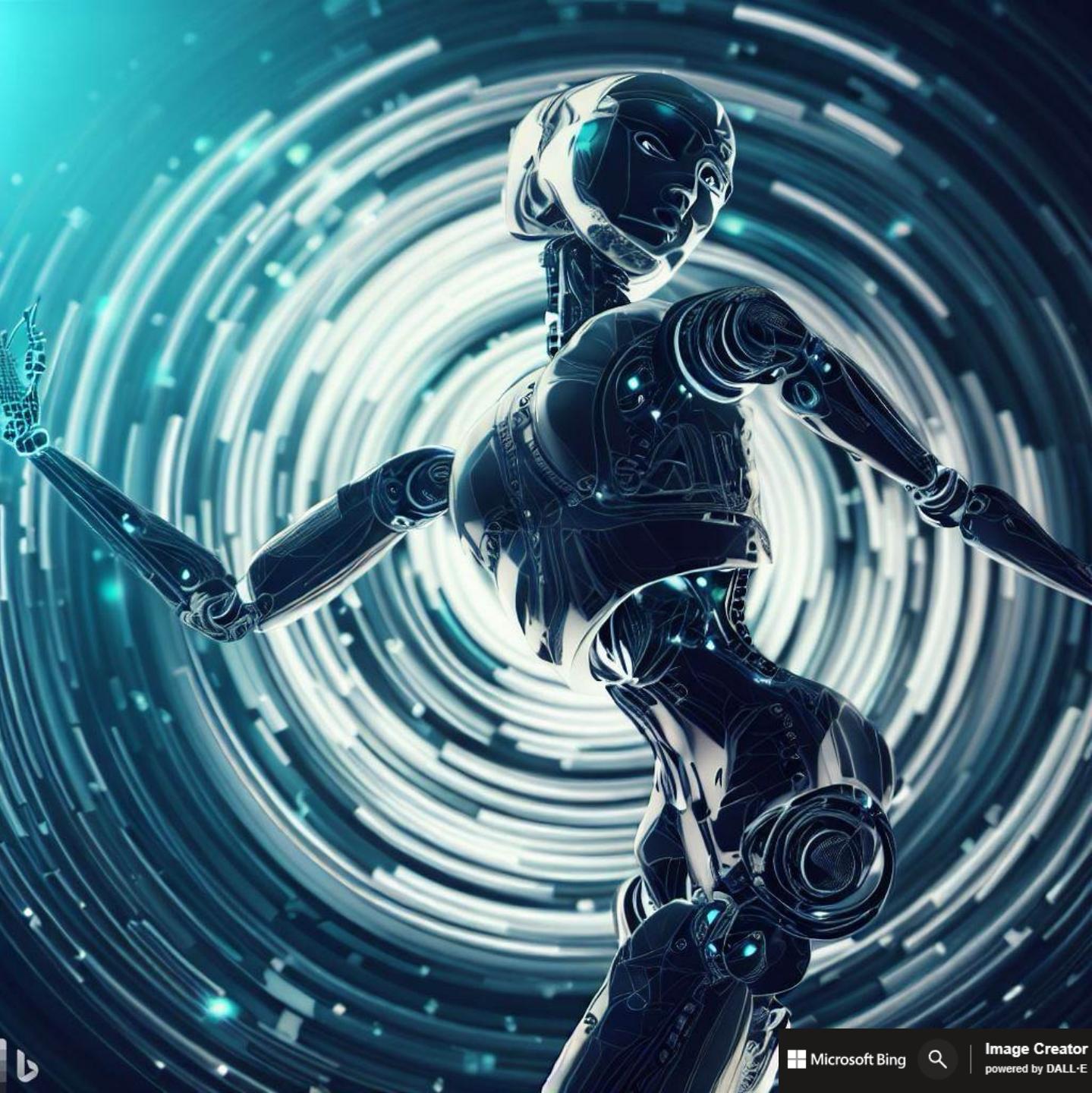




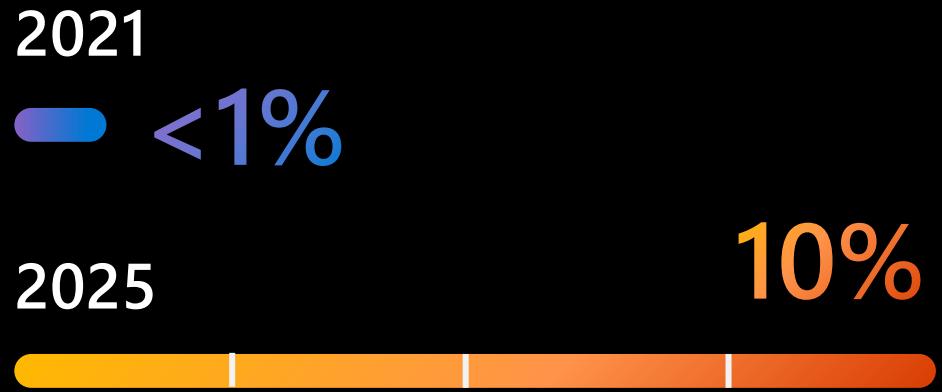
# Embracing the era of AI and Copilots

April Dunnam

[Youtube.com/@aprildunnam](https://Youtube.com/@aprildunnam)



# AI and low code are the future



The percentage of the world's data produced by **generative AI** will jump from under 1% in 2021 to around 10% in 2025.<sup>1</sup>



More than 65% of application development activity **will be low-code** by 2024.<sup>2</sup>

<sup>1</sup> Source: Gartner® Press Release ,Gartner Identifies the Top Strategic Technology Trends for 2022, October 18, 2021. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

<sup>1</sup> Source: Gartner 2019 Magic Quadrant for Enterprise Low Code Application Platforms

# 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**



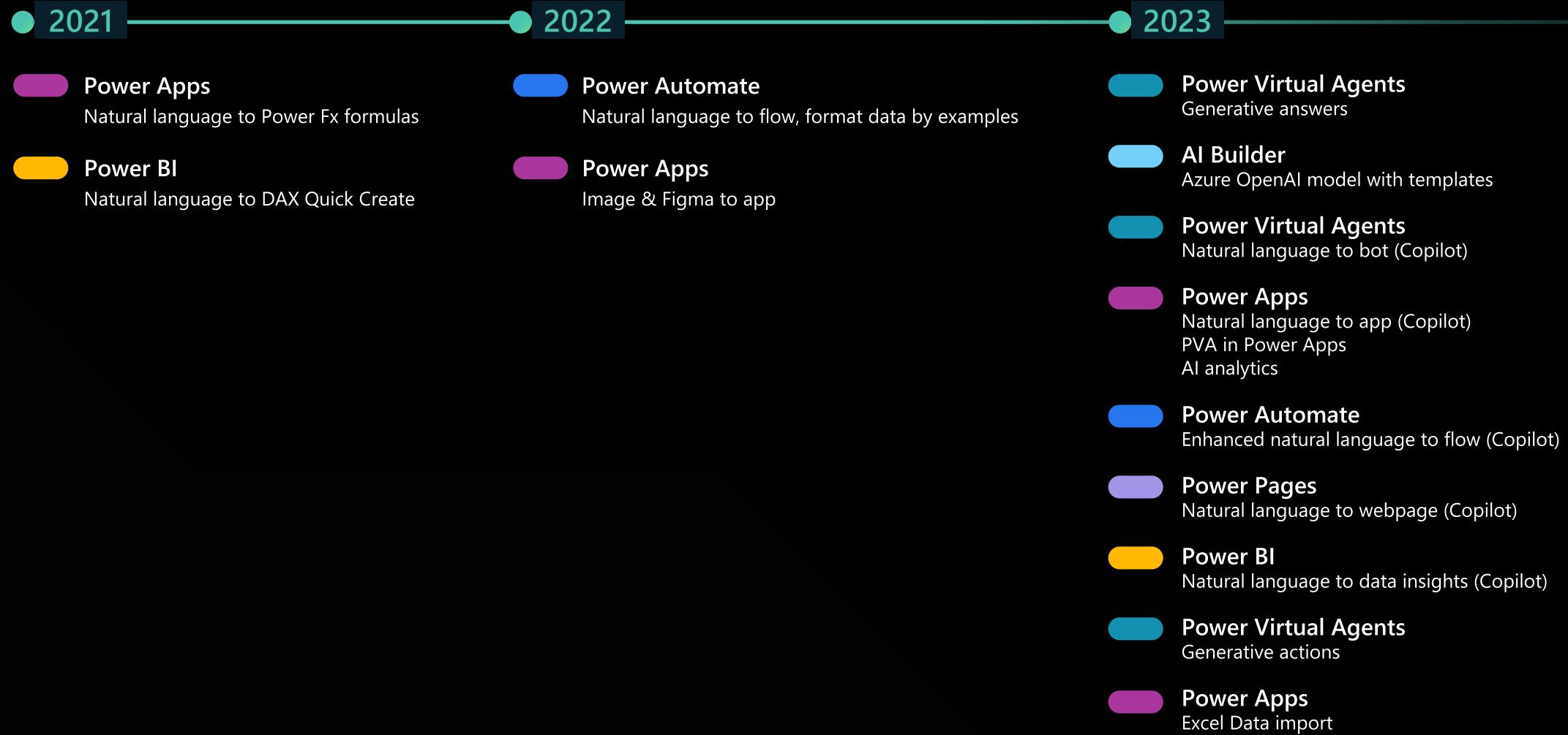
**Power Fx**



**Managed Environments**

# Power Platform Copilot

since 2021



# Copilots and Conversational AI

Microsoft 365  
Conversational Experiences  
for M365

Dynamics & Power Copilots  
Conversational Experiences for  
D365 and Power products

Other Microsoft  
Copilots

Custom Copilots  
Custom copilots and bots  
for enterprises and third parties

Copilot for  
Microsoft 365



Copilot for  
Dynamics 365

Copilot for Power  
Platform



...



Custom  
Enterprise  
Copilots

## Microsoft Copilot Studio

Extend and customize 1st party copilots | Build custom Copilots

Bot  
Framework  
/ SDK

Bot Service  
Channels

Azure AI  
Studio

Azure  
Cognitive  
Services

Power  
Platform  
Connectors

AI Builder

# 36,000 organizations

---

are already using the AI-powered  
capabilities in Power Platform

# Prompt Engineering

Natural language is the  
new programming

# What is a Prompt ?

**Instruction**

**What do you want the model to do for you.**

**Context**

**What the context or the subject, that the model needs to consider while generating its response.**

**System prompt**

**Assuming a role, define guardrails or constraints**

# Example

## Instruction

Create a response the email from the customer, a compassionate and polite tone. Restate to problem and promise early redressal of the problem.

## Context

The customer email that the model needs to generate the response.

## System prompt

You are a customer service agent. You are always helpful and polite. You try to make the customer feel valued and try to resolve their issues. Limit your response to the subject of customer's complain and don't go off topic.

# What makes it a good prompt?

- [Instruction] Clear and concise, but pack in all the details possible
- [Size] Length of the response text you expect e.g., sentences, paragraphs, pages
- [Tone] Define the tone of the response e.g., motivating, encouraging, professional or apologetic
- [Output format] You can also specify the output format e.g., bulleted list, tabular format or even JSON
- [Constraints] Describe what the model shouldn't do

**Instructions**

Summarize the text below without adding new information.  
[Summary Format] Bullet list  
[Size] One sentence per bullet  
[Tone] Casual professional  
[Constraint] When the text below seems too short to, answer that you can't summarize a text that is too short.

[Start of text]  
Hi Sarah,

I hope you are doing well and had a productive week. I wanted to touch base with you on our project.

3172/5000

**Response**

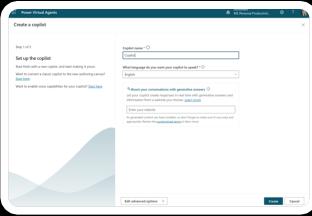
AI-generated content can have mistakes. Make sure it's accurate and appropriate before using it. [Read preview terms](#)

---

- John and Sarah are working on the design and development of a website for ABC Inc.  
- John suggests dividing the tasks between them, with Sarah responsible for the visual design and John responsible for the prototype.  
- John proposes using OneDrive, Word, Teams, Skype, and Figma to facilitate communication and collaboration.  
- John and Sarah will have a weekly meeting on Skype to discuss progress and next steps.

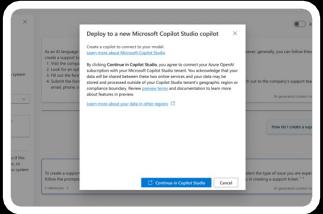
# Building your own copilot

Create copilot with E2E SaaS and single pane of glass



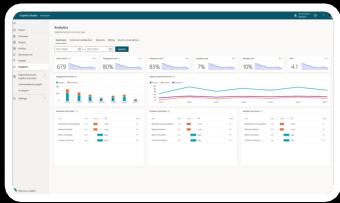
## Conversational Services

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



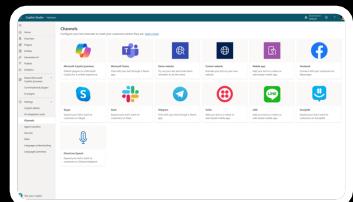
## Monitor and Improve

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

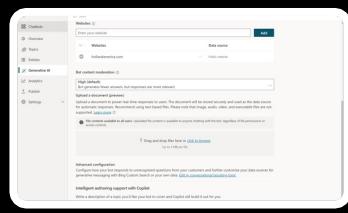


## Publish the copilot to multiple channels, live instantly

on the SaaS service

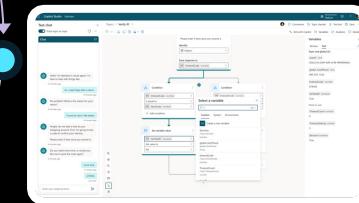


**Copilot Studio**  
The fastest way to build powerful generative AI copilots



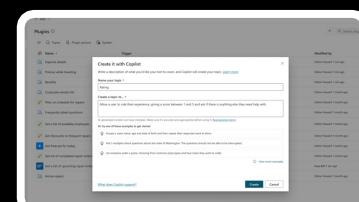
## Chat over knowledge with Generative AI

Use generative answers and custom GPTs to provide enterprise specific answers over your files, websites, and internal shares



## Create specific topics

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



## Actions & Plugins

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

# Generative AI in Copilot Studio

Powered by Azure OpenAI Service

## CONNECT AND EXTEND



M365 Copilot



Teams

Collaborative apps



Azure OpenAI Studio



Power Platform

Developer tools



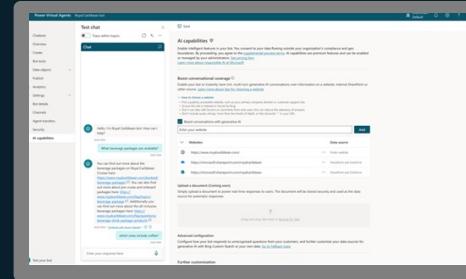
Dynamics 365

Business Apps



## Generative Conversations

### TO ANSWER



#### Generative Answers

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

External

3P Search APIs

Internal

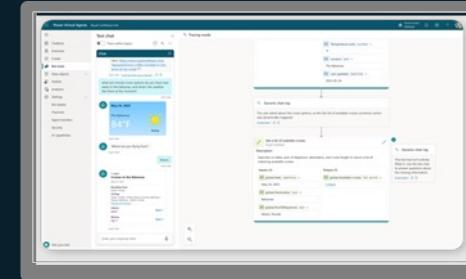
OneDrive URL

Documents

External URL

SharePoint URL

### 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

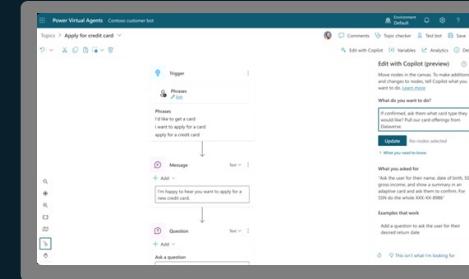
Tools

Power Platform Connectors

Bot Topics

Skills

### TO BUILD



#### Copilot

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

Edit & Refine

Topics

Trigger Phrases

Entities

Variables

Adaptive Cards

Branching

Public Preview

Limited Preview

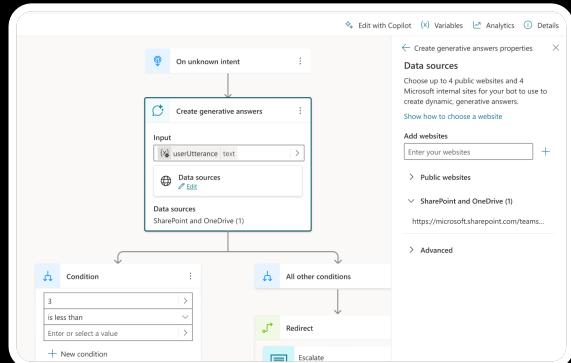
Generally Available

# 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



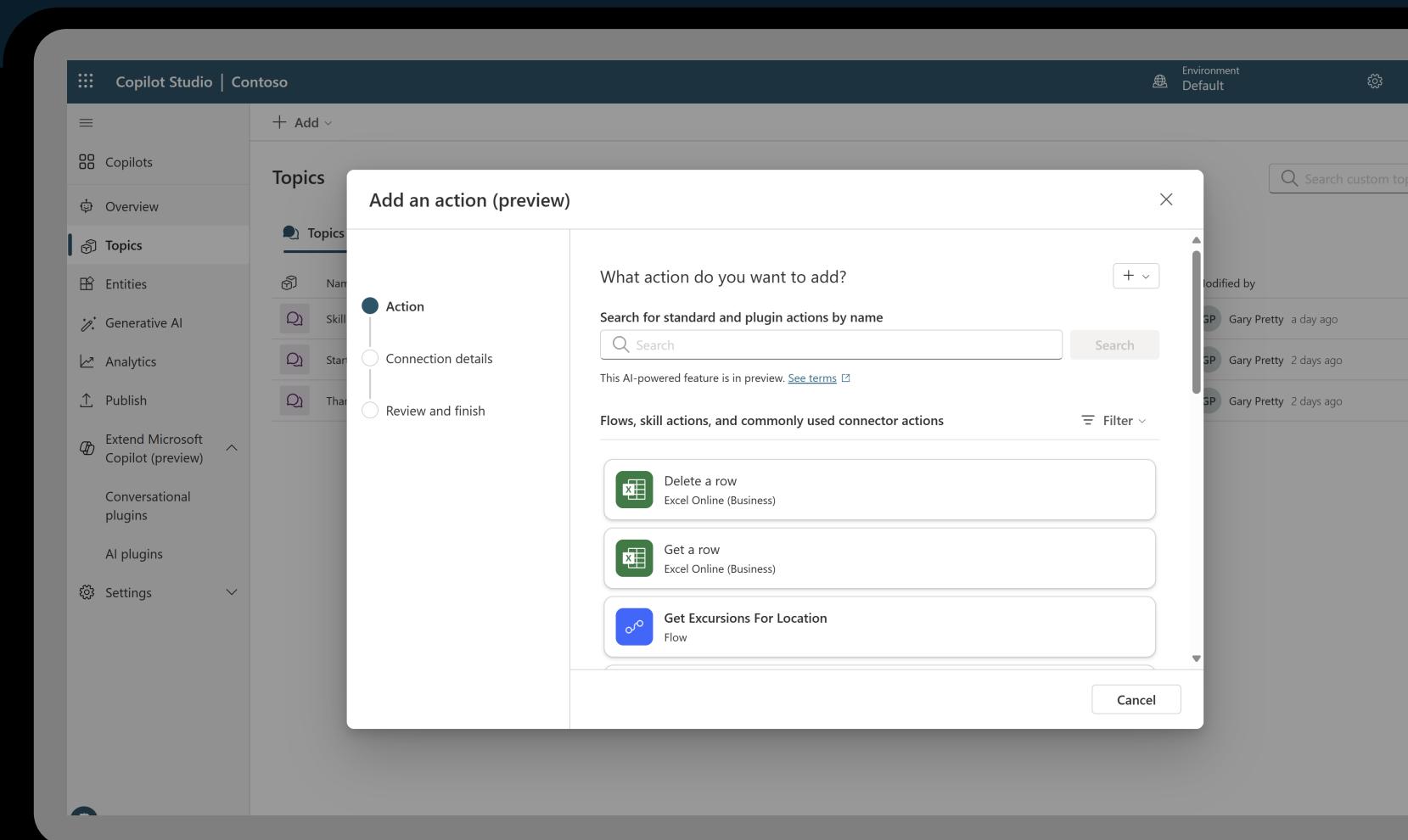
The screenshot shows the 'AI capabilities' configuration page for the 'Royal Caribbean bot'. The left sidebar lists 'Chatbots', 'Overview', 'Create', 'Bot tools', 'Data objects', 'Publish', 'Analytics', 'Settings', 'Bot details', 'Channels', 'Agent transfers', 'Security', and 'AI capabilities'. The main area is titled 'Test chat' and shows a conversation with the bot. The first message is 'Hello, I'm Royal Caribbean bot. How can I help?'. The user asks 'What beverage packages are available?' and the bot responds with a detailed answer about beverage packages on Royal Caribbean Cruises, including links to their website and FAQ. The right side of the screen shows sections for 'Save', 'AI capabilities' (with a note about enabling intelligent features), 'Boost conversational coverage' (with tips for choosing a website), and 'Boost conversations with generative AI' (with a field to enter a website URL). A 'Websites' table lists three data sources: 'https://www.royalcaribbean.com/' (Public website), 'https://microsoft.sharepoint.com/royalcaribbean' (SharePoint and OneDrive), and another entry for 'https://microsoft.sharepoint.com/royalcaribbean' (SharePoint and OneDrive). A 'Drag and drop files here or Browse for files' area is shown for uploading documents. At the bottom, there are sections for 'Advanced configuration' and 'Further customization'.

Try now at [aka.ms/pvademo](http://aka.ms/pvademo)

# 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 Apps integration

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

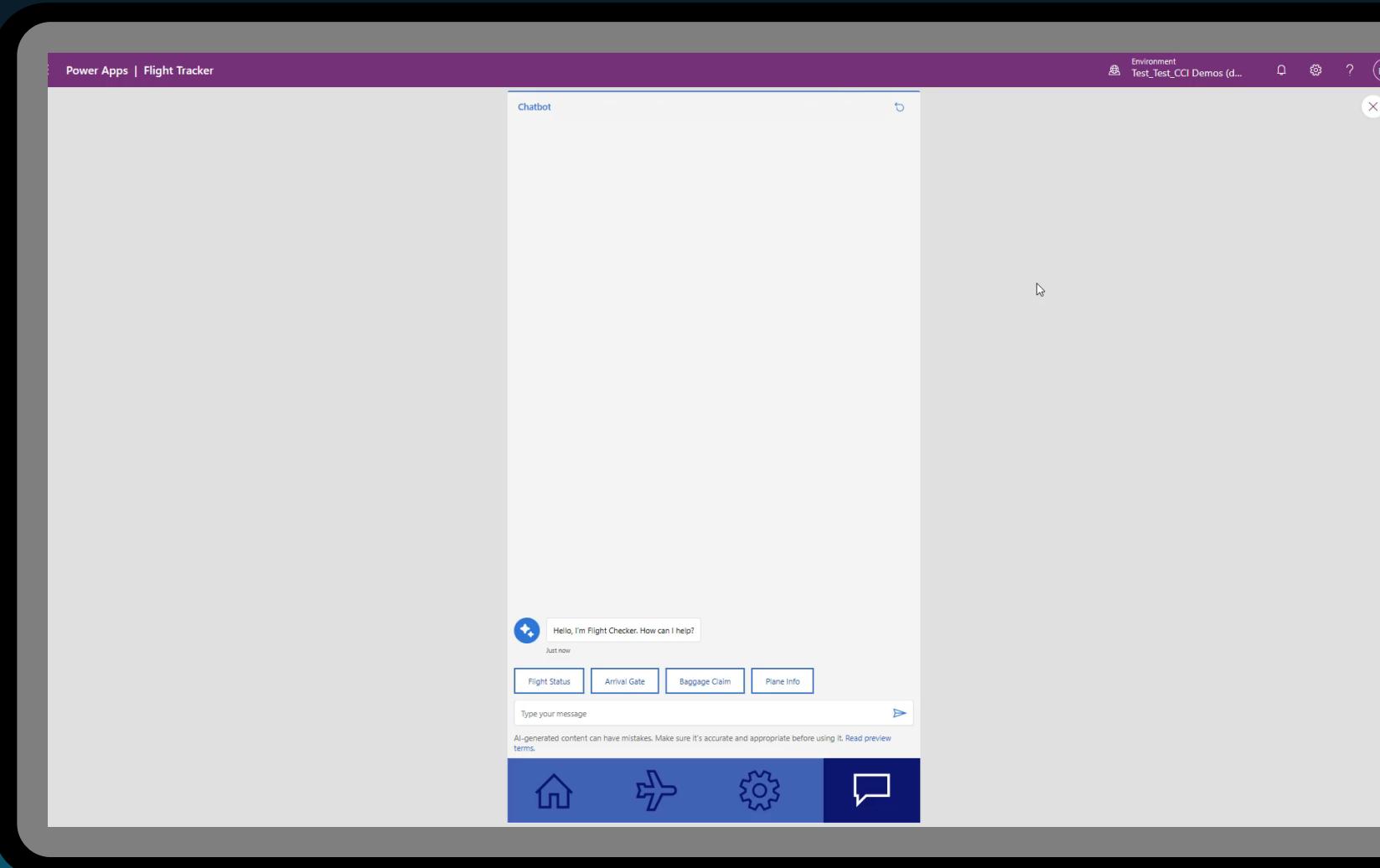
Boost knowledge-based conversations within your app

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

Public Preview



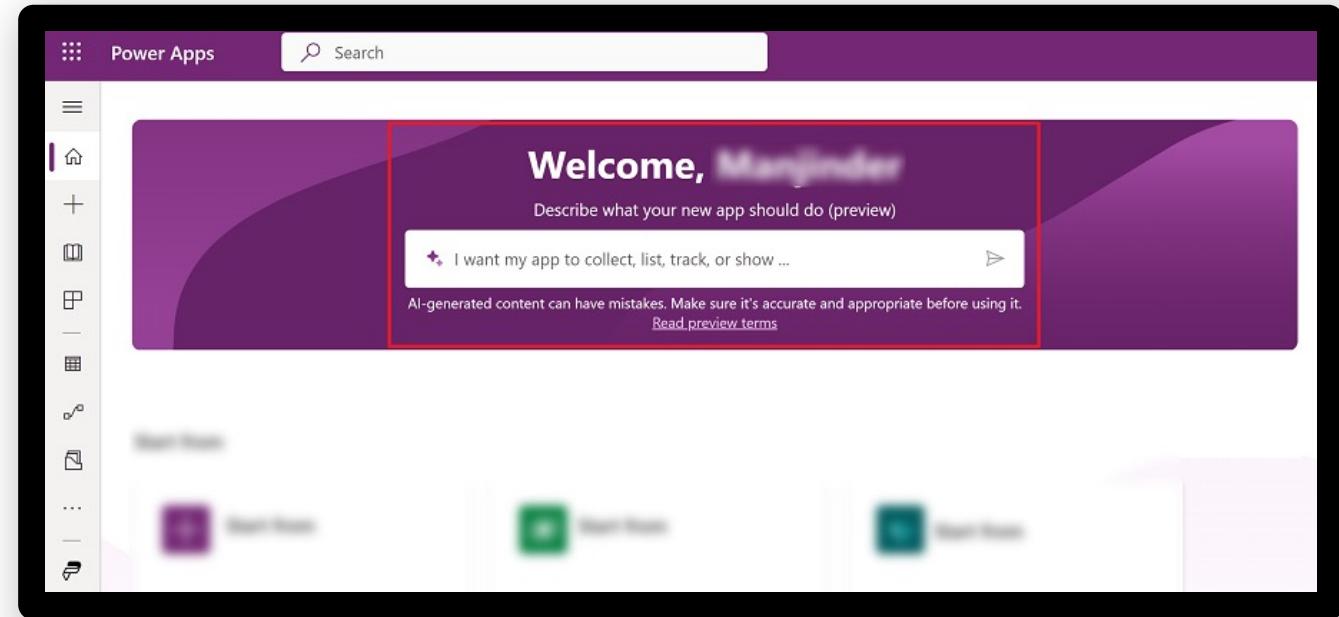
# Power Apps Copilot

build apps and data schema  
by describing what you need



# 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



# DEMO

# Power Apps Copilot

# Power Automate Copilot

build automation with multi-turn and multi-step  
conversation, describing your process



https://make.powerautomate.com/

# Power Automate

Search for helpful resources

Environments  
Wide World Importers

Start automating your work today

Create a private Teams channel in Customer Service when an urgent support issue from Proseware is received and add the account team to it! [>](#)

Recent flows [All my flows →](#)

Name	Modified ↓	Type
Approval for new ad vendors	Yesterday	Automated
Alert for messages in support channel	Yesterday	Automated
Gauge sentiment in customer emails	2 days ago	Automated
Alert sales team when task changes	2 days ago	Automated
Alert me when high priority customers reach out	2 weeks ago	Automated

Learning for every level [<](#) [>](#)

Short courses How-to videos Documentation

# DEMO

# Power Automate Copilot

# Power Pages

## Generative AI Experiences



### MAKER COPILOT

- NL2 Text
- NL2 Form
- NL2 Page
- NL2 Site Theme
- NL2 Site



### PRO-DEV COPILOT New

- NL2 Form Business Logic
- NL2 List Business Logic
- NL2 Web API



### Site user COPILOT (PVA)

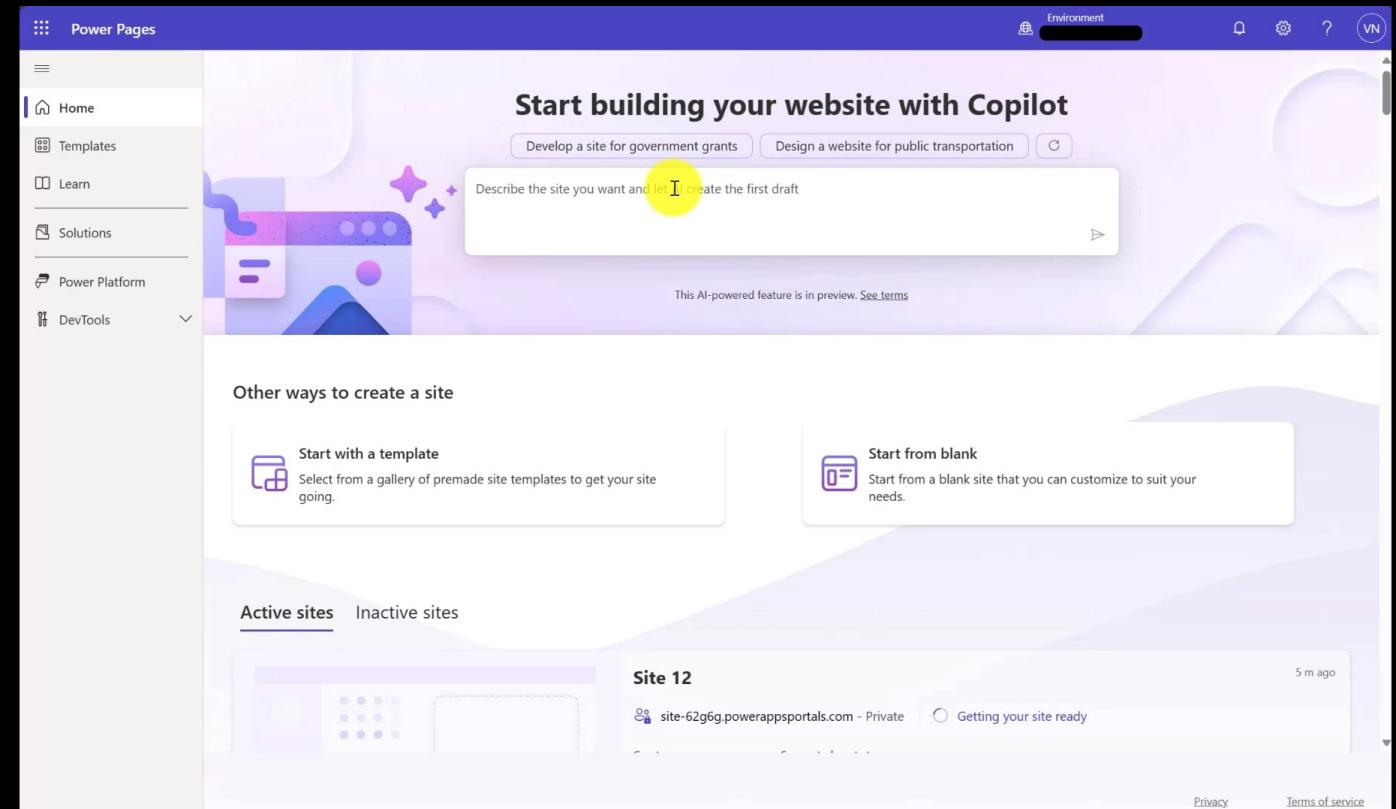
- GPT3 Answers Anonymous Pages
- GPT3 Answers Authenticated Pages





## Create a Site

Copilot in Power Pages will enable makers to describe the purpose of their site and automatically generate an intelligent homepage layouts and site map





## Create a page

Copilot in Power Pages will enable makers to describe the purpose of a page and automatically generate page layouts with images & starting website copy.

The screenshot shows the Microsoft Power Pages editor interface. On the left, the sidebar displays navigation options like 'Pages', 'Styling', 'Data', and 'Set up'. The main workspace shows a 'Woodgrove Bank' page titled 'Student Loan Application'. The form contains fields for 'First name', 'Last name', 'Gender', 'Status', 'Institution / school', 'Purpose of Loan', and 'Proof of credit'. A green 'Submit' button is at the bottom. On the right, the 'Copilot' feature is active, displaying several AI-generated suggestions and prompts:

- "Nice, I like the content, but make it feel more modern"
- "Updated to make it feel modern. See how you like it!"
- "AI-generated content may be incorrect"
- "Add form field for an attachment for proof of credit"
- "Sure, added form field for an attachment for proof of credit"
- "AI-generated content may be incorrect"
- "Add a field..."
- "Update the form..."
- "Add a page for..."
- "Create a FAQ page for the student loan application process"



## Create site themes

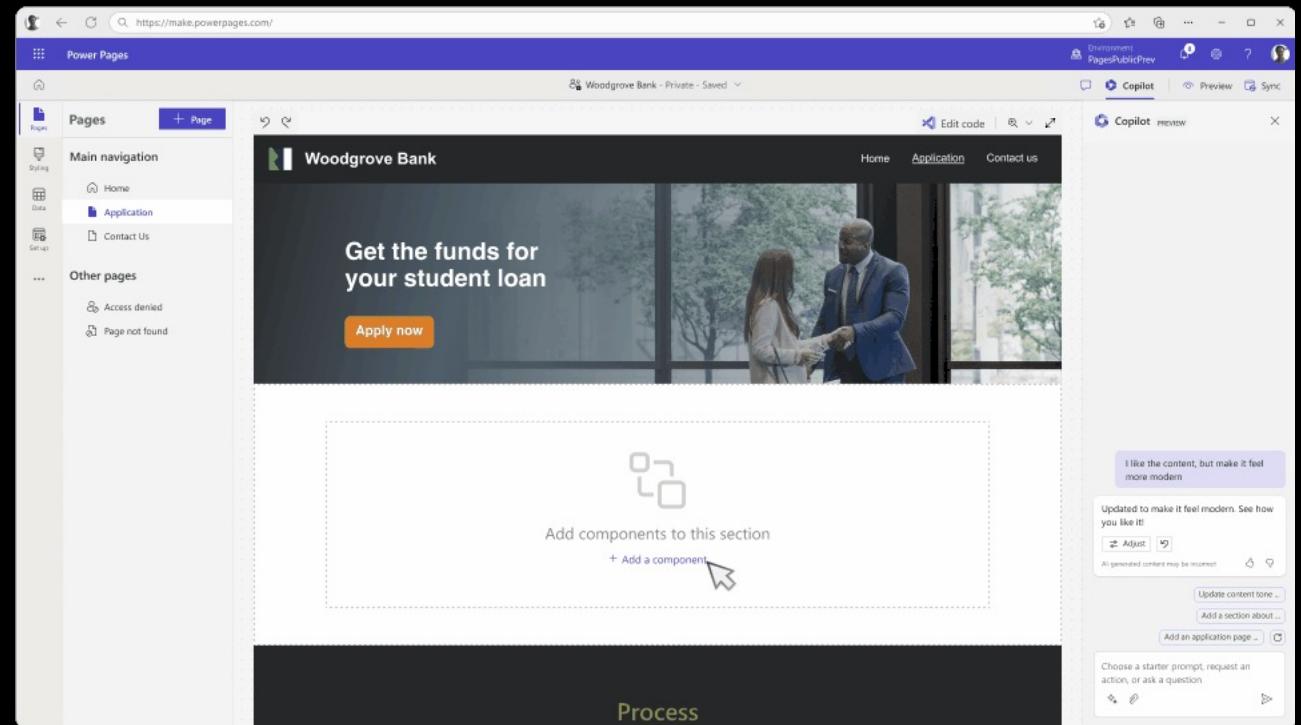
Copilot in Power Pages will enable makers to generate color palettes relevant to their site. They can preview how it looks and save it as their theme.

The screenshot shows the Microsoft Power Pages interface. On the left, the 'Pages' tab is selected in the navigation bar. The main content area displays a website for 'Woodgrove Bank' with a dark background featuring a city skyline at sunset. The page includes a header with the bank's logo and navigation links for Home, Application, and Contact us. A prominent 'Welcome to Woodgrove Bank' heading is centered, with a yellow button below it labeled 'Explore loans'. Below the main image, there is a section with the text 'You're part of the family' and a paragraph about the bank's commitment to customer satisfaction. On the right side of the interface, there is a 'Copilot' panel with several AI-generated suggestions for improving the site, such as adding a video section or a contact us form. The overall theme of the website is modern and professional.



## Build & customize Basic forms

Copilot in Power Pages will enable makers to describe their form and automatically create table + form and add it to their page.





## Build & customize Multi-Step Forms

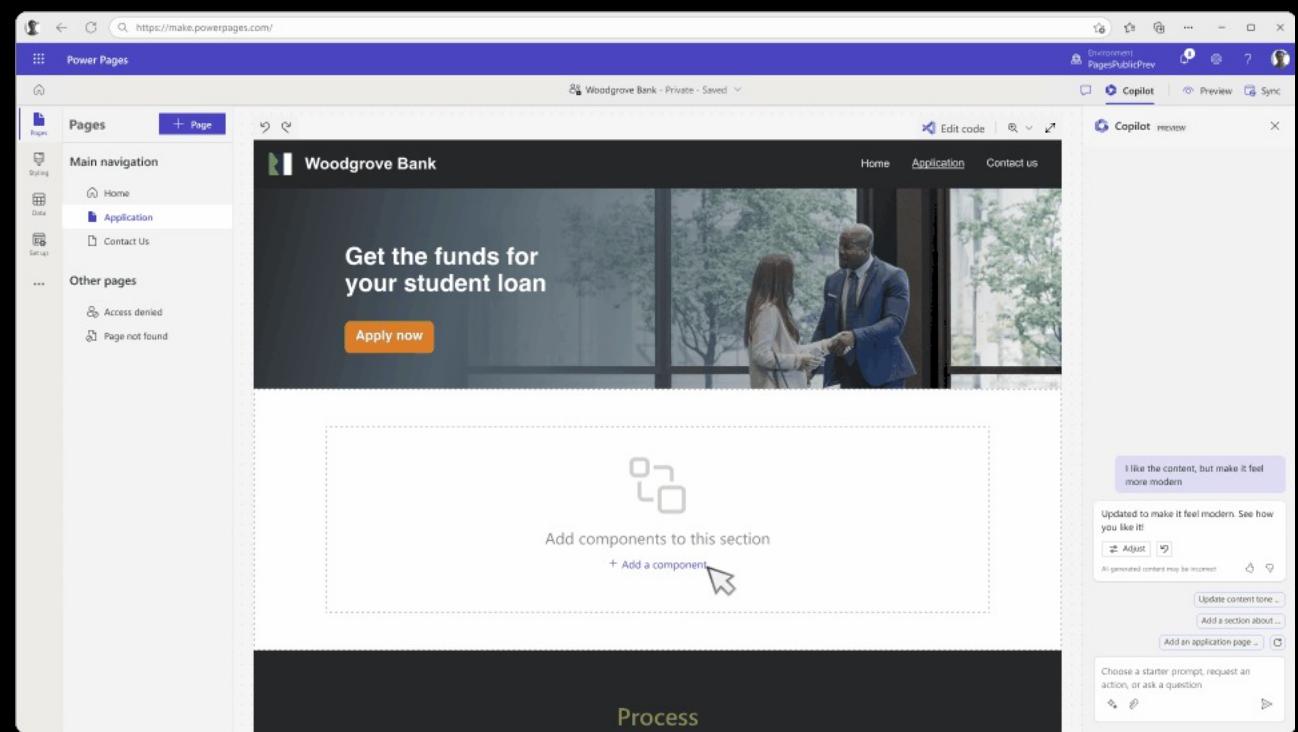
Copilot in Power Pages will enable makers to describe their form and automatically create a Multistep (Advanced form) and add it to their page.

The screenshot shows the Microsoft Power Pages interface. On the left, the 'Pages' sidebar is open, showing 'Main navigation' with links to Home, Application, and Contact us. Below that is 'Other pages' with links to Access Denied and Page Not Found. A 'Copilot' sidebar is on the right, featuring a blue and purple icon, a text input field asking 'What do you want to do?', and a note saying 'Describe what you need and AI will help create it'. At the bottom of the Copilot sidebar, there's a 'Prompt area' with a placeholder 'Choose a starter prompt, request an action, or ask a question' and a 'Make sure AI-generated content is accurate and appropriate before using. See terms' link.



# Maker Copilot

- 1 Receive user Prompt that describes the Site, Page, Form, Image Text
- 2 Pre-filter. Construct Prompt and call Azure Open AI
- 3 RAI Post processing and Generate previews of Site, Page, Form, Image, Text
- 4 UI + Prompt based Refinement
- 5 Create Site, Page, Form, Text. Save to Dataverse.



# Example Prompts to create a site



## Government

“Create a site detailing housing policies, available community services, and resources for vulnerable populations in <City name>”



## Financial services

“Create a site showcasing <Institution name’s> business banking solutions, including corporate accounts, trade finance, and treasury services.”



## Industrials & manufacturing

“Create a site detailing <Company Name’s> supplier partnerships, and supplier application process”



## Automotive & transport

“Create a site for locating <Company name’s> authorized service centers, scheduling maintenance appointments, and accessing service packages.”

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



# AI Builder

The screenshot shows the AI Builder interface with a header "Add Intelligence to your business" and a sub-header "Try out AI capabilities for each data type". It displays a grid of AI models:

- Documents: Invoice processing, Extract information from invoices.
- Text: Text recognition, Extract all the text in photos and PDF documents (OCR).
- Images: Receipt processing, Extract document reader, Extract information from identity documents.
- Custom model: Business 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.
- Language detection: Detect the predominant language of a text document.
- 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.

The screenshot shows the Power Automate interface with a trigger "When a new email arrives (From)" and an action "Choose an operation". A search bar shows "Create text with GPT (use Azure OpenAI Service (preview))". The action details show "Trigger" and "Action" sections with several options listed under "See more".

## 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.

The screenshot shows the Power Apps interface with a "Budget Tracker - Phone" canvas. The "Insert" tab is selected. On the right, the "AI Builder" section is open, showing "Business card reader", "Receipt processor (preview)", "Form processor", "Object detector", and "Text recognizer". In the center, a "Budgeted" table is displayed with data rows for "2017 Budget summary", "Team events at Contoso", "Spring customer visits", and "Meta Conference XVI".

## 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.



# Create text with GPT

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

Easily embed generative AI into Power Apps and Power Automate

Break barrier of entry to access cutting-edge AI models

Reduce time to market by adding AI models to your workflow with just a few clicks.

The screenshot shows the Microsoft Power Automate interface. On the left, the navigation bar includes Home, Approvals, My flows (selected), Create, Templates, Connectors, Data, Monitor, AI Builder (selected), Process advisor, Solutions, and Learn. The main workspace shows a flow titled "Untitled" starting with a trigger "When a new email arrives (V3)". A modal window titled "Choose an operation" is open, showing a search bar and categories: All, Built-in, Standard, Premium, Custom, and My clipboard. Under the "Actions" tab, several AI Builder actions are listed:

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



# GPT action in Desktop Flows

## GPT in Power Automate Desktop

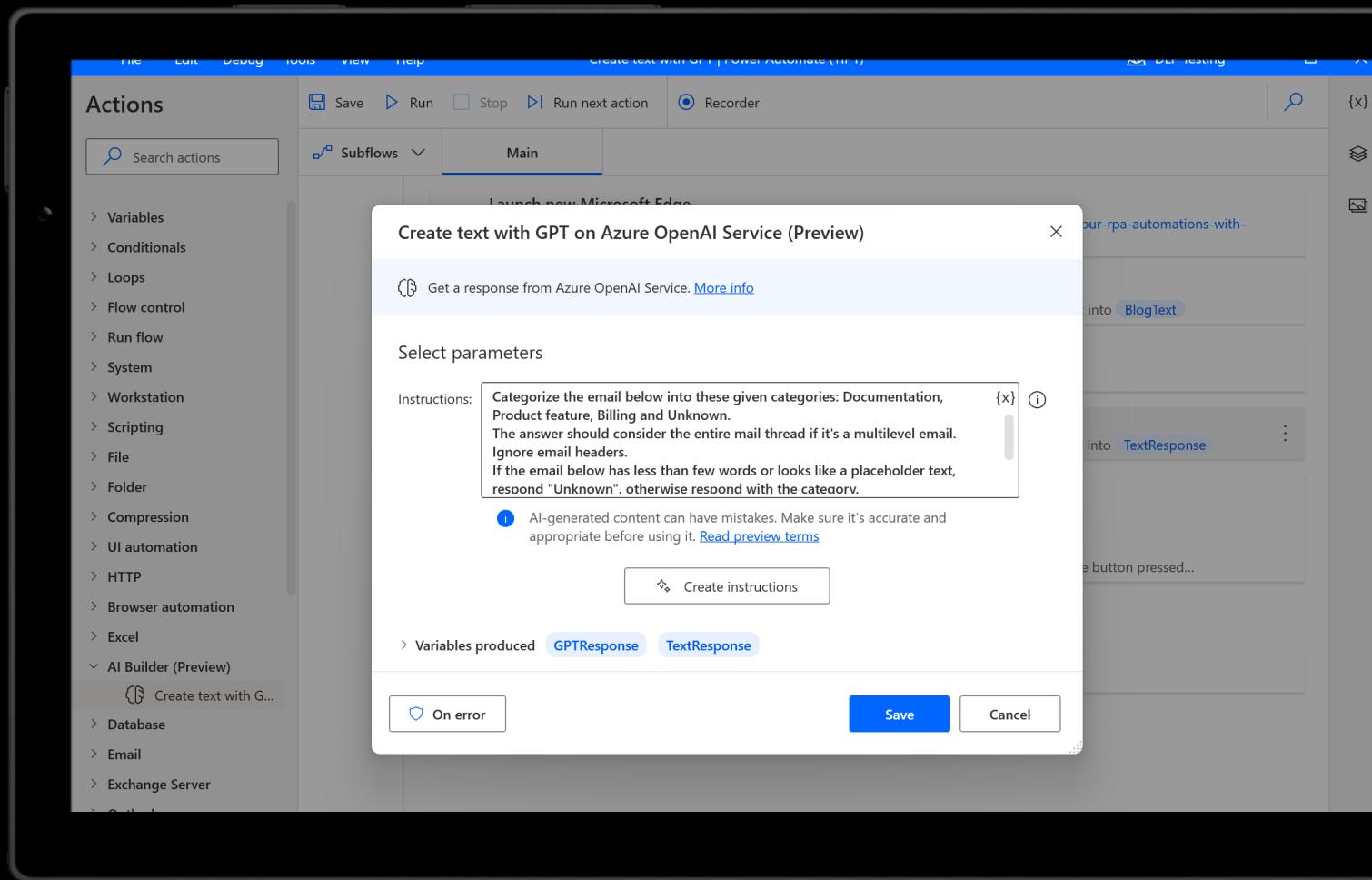
New action available in PAD's designer: "Create text with GPT on Azure Open AI service".

## Several preconfigured templates

We've included several preconfigured templates that our users can utilize to quickly start infusing with AI their desktop flows.

## Responsible AI

We've introduced a mechanism in the designer that encourages users to add steps for reviewing that output of GPT.



# Resources

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

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

PVA Copilot: <https://aka.ms/CopilotStudio>

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

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

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