

Power CAT AI Webinars

Unlocking the Potential of Copilot Studio



Meet your hosts



Ashleigh Nyazema
Program Manager
Power CAT



Pawan Taparia
Principal Product Manager
Power CAT



Vasavi Bhaviri Setty
Senior Program Manager
Power CAT

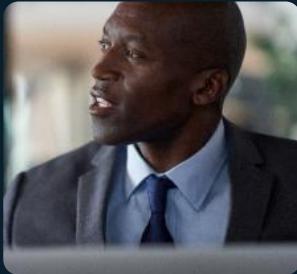


Agenda

- Where is AI transforming business processes?
- Overview of Agent building tools from Microsoft
- How are customers delivering impact with AI?
- Demonstrate how Microsoft democratizes Agent building
- Q&A



Applying AI to Business Process is Key to Impact



Customer Service	Sales	Finance	Marketing	HR	Legal	IT
Self-help	Customer self-service	Quote to cash	Customer insights & strategy	Employee engagement	Regulatory & compliance mgmt.	Data management
Support assignment	Lead generation	Record to report	Demand generation	Recruiting	Contracting	Software mgmt. & development
Issue diagnosis	Customer engagement	Tax & treasury	Content creation	HR admin & payroll	Risk management	Device management
Problem resolution	Negotiations & closing	Planning & analysis	Campaign execution	Compensation & benefits	Litigation	IT operations
Continuous improvement	Post-sale follow-up & upsell	Risk management and compliance	Predictive analysis	Learning & development	Consultation	Security operations
	Sales analysis & forecasting	Procure-to-pay	Personalization	Sales enablement & recommendation	Intellectual property	Change management & user adoption
				Talent management	Advisory services	
				HR strategy & planning		

Which use-case to prioritize?

1

What specific business problem or inefficiency are you looking to solve?

2

Which areas of your business have the highest potential for impact through conversational automation?

3

Do you have the necessary data and buy-in from leaders to implement AI solutions at scale in your organization?

Poll – Where are you in your agent adoption journey?

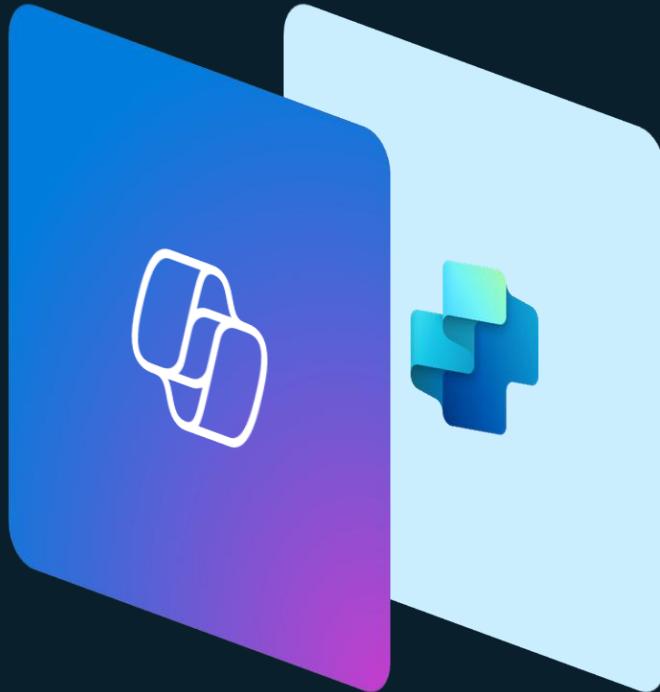
Poll link: aka.ms/AIWebinars/Polls

**Every employee will have a Copilot and
every business process will have an Agent**

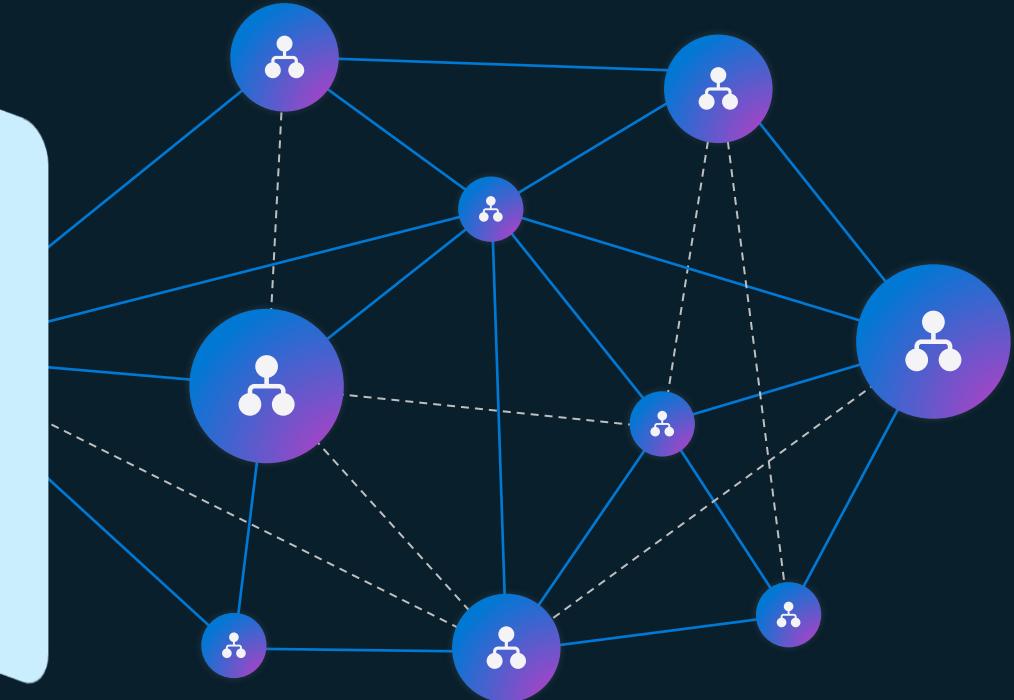
Employee



Copilot



Copilot Studio

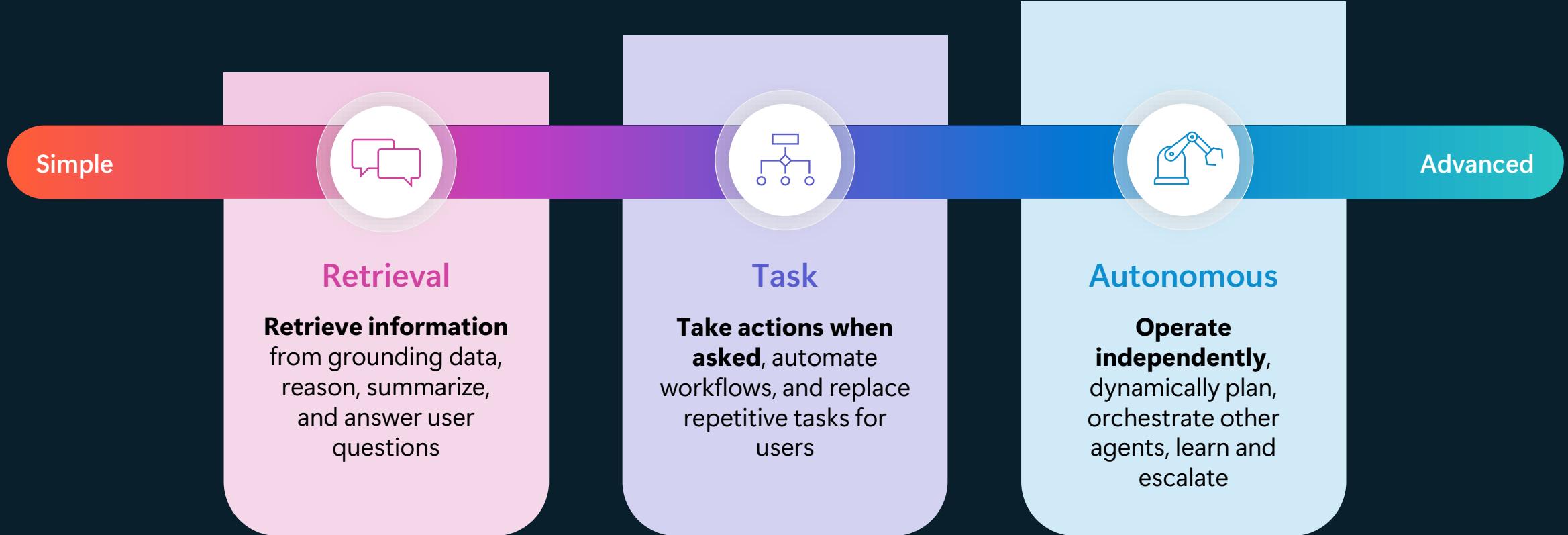


Agents



Copilot Control System

Customers are building a spectrum of agents



← Agents vary in levels of complexity and capabilities depending on your need →

Agent building tools @ Microsoft

No code



<<<<<<<<

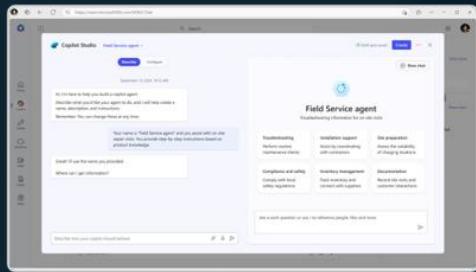


>>>>>>>>



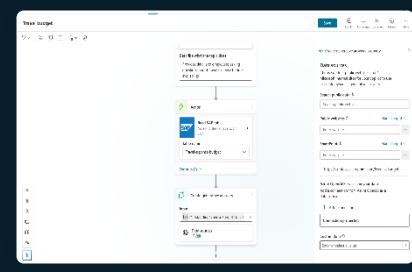
Pro code

For Info. Workers



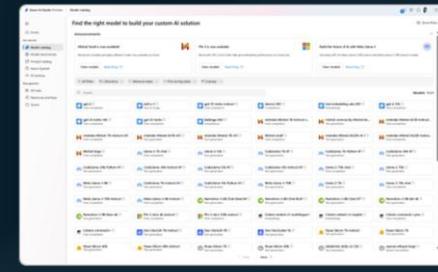
Copilot Studio
Agent builder

For Makers



Copilot Studio

For Developers



Copilot Studio +
Azure AI Foundry



Continuum of agent building offerings

Microsoft has the best tools for everyone to build the full spectrum of agents

**Information Workers
working with
enterprise knowledge**



M365 Copilot

Create a custom agent for a specific repeatable B2E task or function e.g. my writing coach

**Build sophisticated
enterprise B2E or
B2C agents**



Copilot Studio
Agent builder

Create a custom LOB agent for your employees e.g., an HR custom agent, or a B2C agent for your customers e.g., a support agent

Connect to a contact center, hand off to humans or publish to the channel to your choice

**Build enterprise B2E
or B2C agents e.g.,
retail agents**



Copilot Studio

Ground with your knowledge in Azure AI

Use off the shelf or fine-tuned custom models

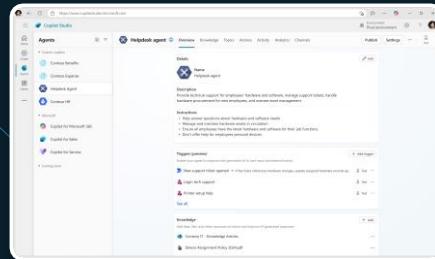
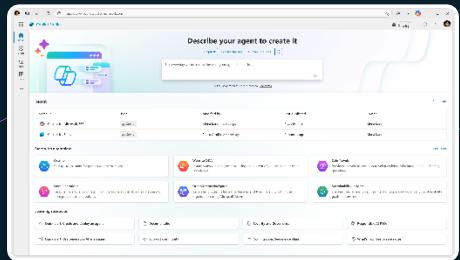
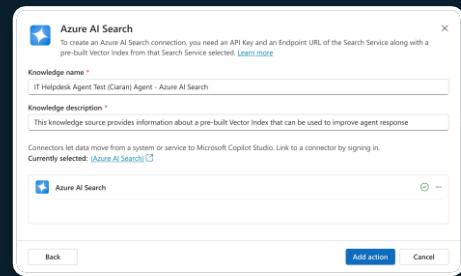
Access Azure AI foundry code first agents

**Build pro-code
custom AI solutions**



Azure AI Foundry

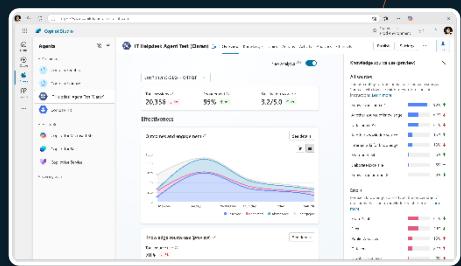
Start by simply describing what you want



Trigger
through a chat, or
through an event
for **autonomous**
agentic support

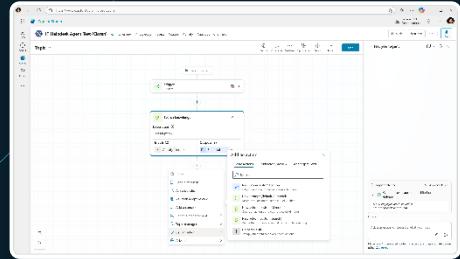
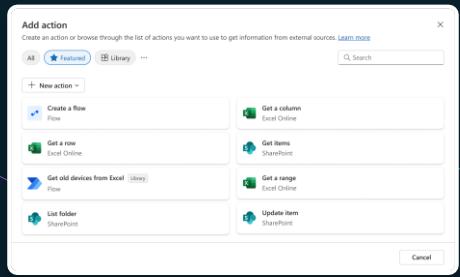
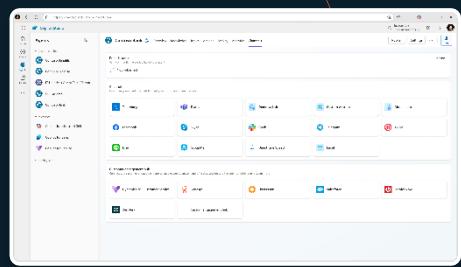
Extend with Azure AI Foundry
Add knowledge in Azure with
Azure AI search, use custom fine-
tuned Azure AI models, enable
other Azure AI services, or add
code-first extensions

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



**Create, manage
and publish
agents –
all from one e2e
SaaS service**

**Publish to multiple channels,
and go live instantly** with
the SaaS, or choose **to extend**
Microsoft Copilot with your
own custom capabilities



Create specific topics
Supplement generative AI with
specific, curated topics where
you want tight control.

Actions - call your backends and APIs
with 1000s of pre-built connectors

Copilot Studio customer adoption across industries & departments

100k



What customers love about Copilot Studio



Time to market
- with a SaaS service and no infra to deploy



ROI
and Dramatic cost savings



Easy access to multiple knowledge sources and backend systems



Ease of building a state-of the art generative system
– no custom models or training



Ability to use both generative AI and traditional topics in the same system



Security and Governance
Robust controls to create the most secure agent



We're using AI to do the time-consuming work so our colleagues can use all resource and expertise to make decisions quickly based on large amounts of data..."



"Copilot Studio acts as an enabler for great customer outcomes by reducing the number of people between our customers and our experience experts, who can simply roll up their sleeves and design and build themselves... "

Demo

3 key takeaways

- 1 Information workers can build agents using simple description
- 2 Grounded in your enterprise data, wherever it may exist
- 3 Included as part of Microsoft 365 Copilot or Copilot Chat with metered pricing



Demo – Custom agent published to SharePoint / M365 Copilot & website

3 key takeaways

1

Easily extend Copilots with agents across any channel using Copilot Studio

2

Agents can do more than just answer questions; they can act on your behalf and interact with LOB applications.

3

Bring 1500+ out of the box actions into your agent.



Demo – Autonomous Agents

3 key takeaways

1

Agents can initiate tasks autonomously based on any external trigger

2

You have full visibility into agent execution, it's actions and it's deep reasoning.

3

Human in the loop, when needed.



Goals

- Where is AI transforming business processes?
- Overview of Agent building tools @ Microsoft
- How are customers delivering impact with AI?
- Demonstrate how we're democratizing Agent building



Get started today



aka.ms/trycopilotstudio



Learn more

Copilot Studio website: aka.ms/copilotstudio

Blog: aka.ms/copilotstudioblog

Public Demo: aka.ms/copilotstudiodemo

Learn Docs: aka.ms/copilotstudiodocs

Community page: aka.ms/copilotstudiocommunity

Copilot Studio Resources: aka.ms/copilotstudio/resources

Thank you for participating!

