



Power CAT AI WEBINARS

Building an AI-ready organization

Meet your hosts



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Power CAT AI Webinars

Unlocking the Potential of Copilot Studio

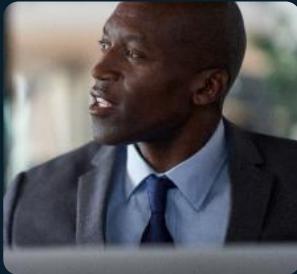


Agenda

- 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

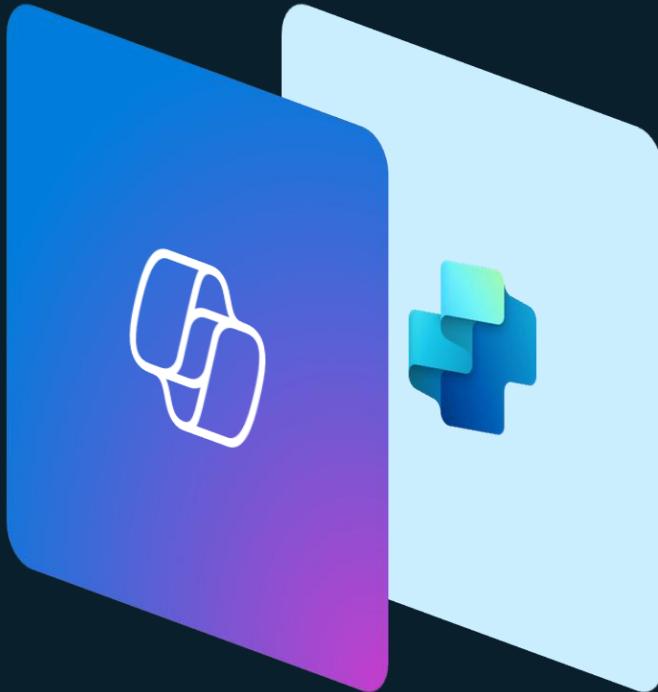
Do you have the necessary data and buy-in from leaders to implement AI solutions at scale in your organization?

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

Employee

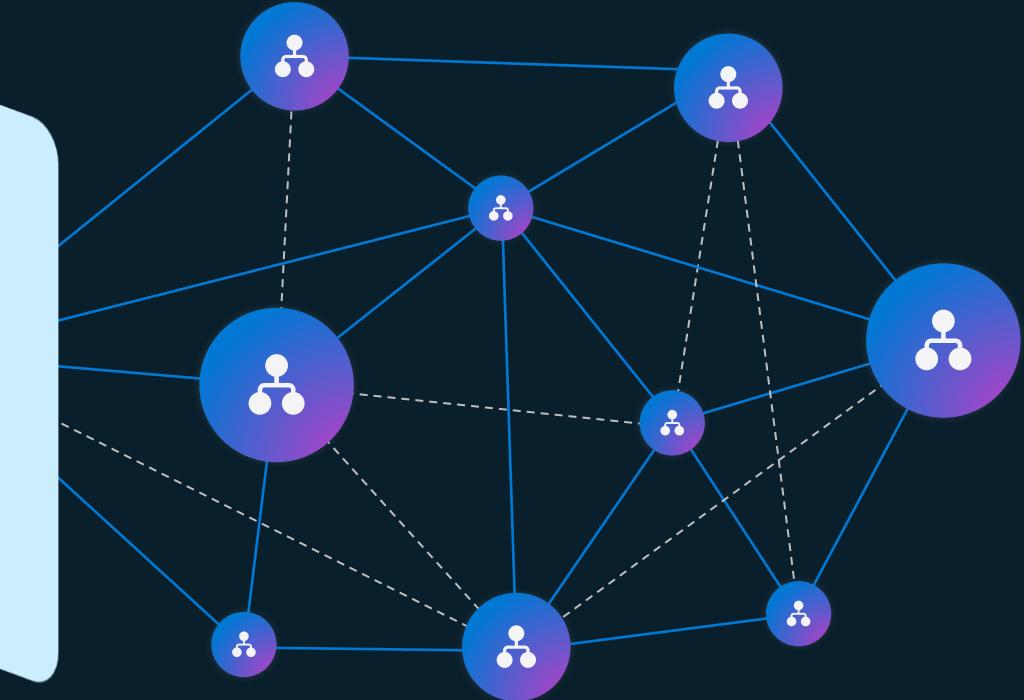


Copilot



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 →

Explore a continuum of solutions

IT Helpdesk agent

How do I connect to the corporate network?



Device Refresh agent

Request a new laptop and send approvals via IT Service tool.



Lead Gen agent

The agent has identified and researched 15 new leads for you to review.



Simple



Advanced

Project Tracker agent

What is the status of phase 2 for project X and the remaining budget?



Budget Management agent

Review outstanding open PO's and begin financial planning.



Customer Support agent

The agent has identified new support issues and triaged to other agents.



Agent building tools @ Microsoft

No code



<<<<<<<<

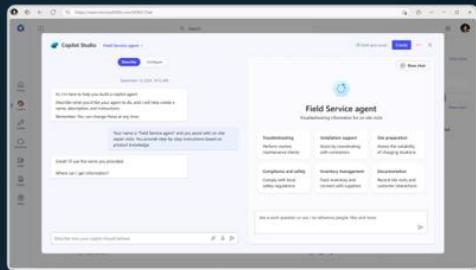


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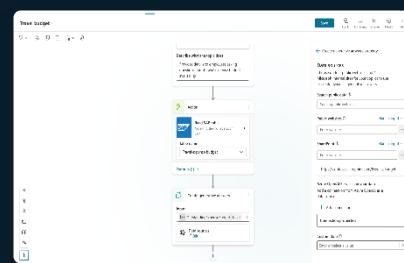
Pro code

For Info. Workers



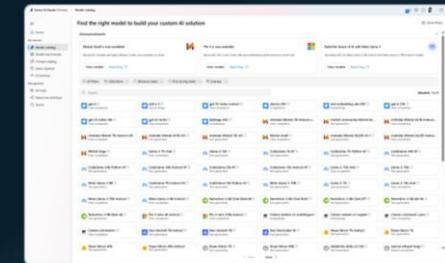
Copilot Studio
Agent builder

For Makers



Copilot Studio

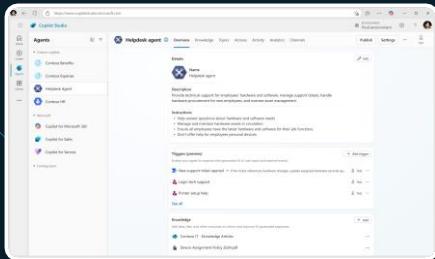
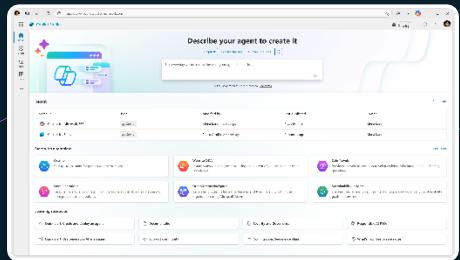
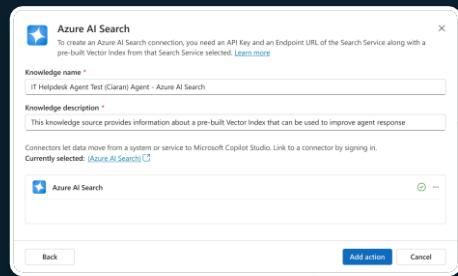
For Developers



Copilot Studio +
Azure AI Foundry



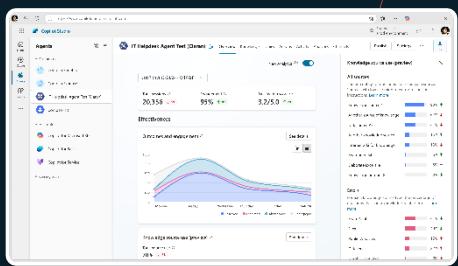
Start by simply describing what you want



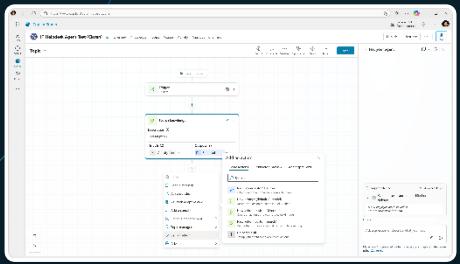
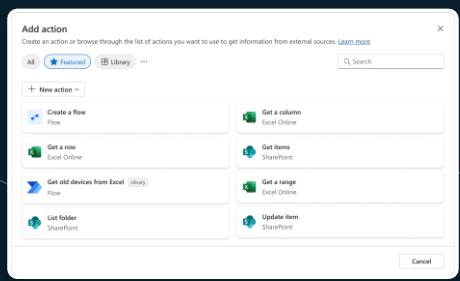
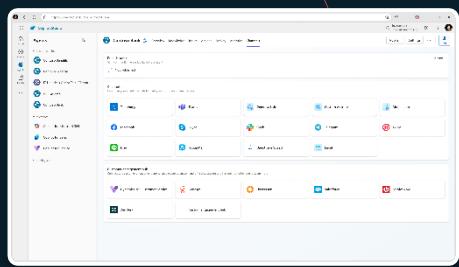
Create, manage and publish agents – all from one e2e SaaS service

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



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



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

Reason over your knowledge with Gen AI
Provide generative answers over your files, websites, internal shares, Dataverse, Fabric, 3rd party systems and more

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

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..."

Business impact with Copilot Studio



McKinsey & Company

90%

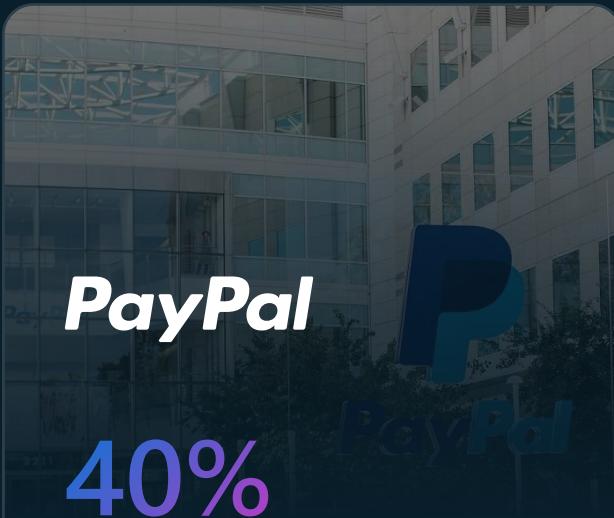
Reduction in project
intake time



Rabobank

80,000

calls per month supported
by chat solutions, reduced
escalation to human
agent by 50%



PayPal

40%

cost reduction
deployed in weeks
projected for HR/IT
copilot for employees



P&G

25-40%

internal IT helpdesk
calls managed by
employee copilot

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.



A spectrum of agents

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

Simple



Advanced

Autonomous

What are autonomous agents?

Expert systems that **manage and automate complex business tasks**, enhancing efficiency and innovation across your organization.

Proactive

Automatically responds to signals across your business and initiate tasks, configured to react to events or triggers without human input.

Independent

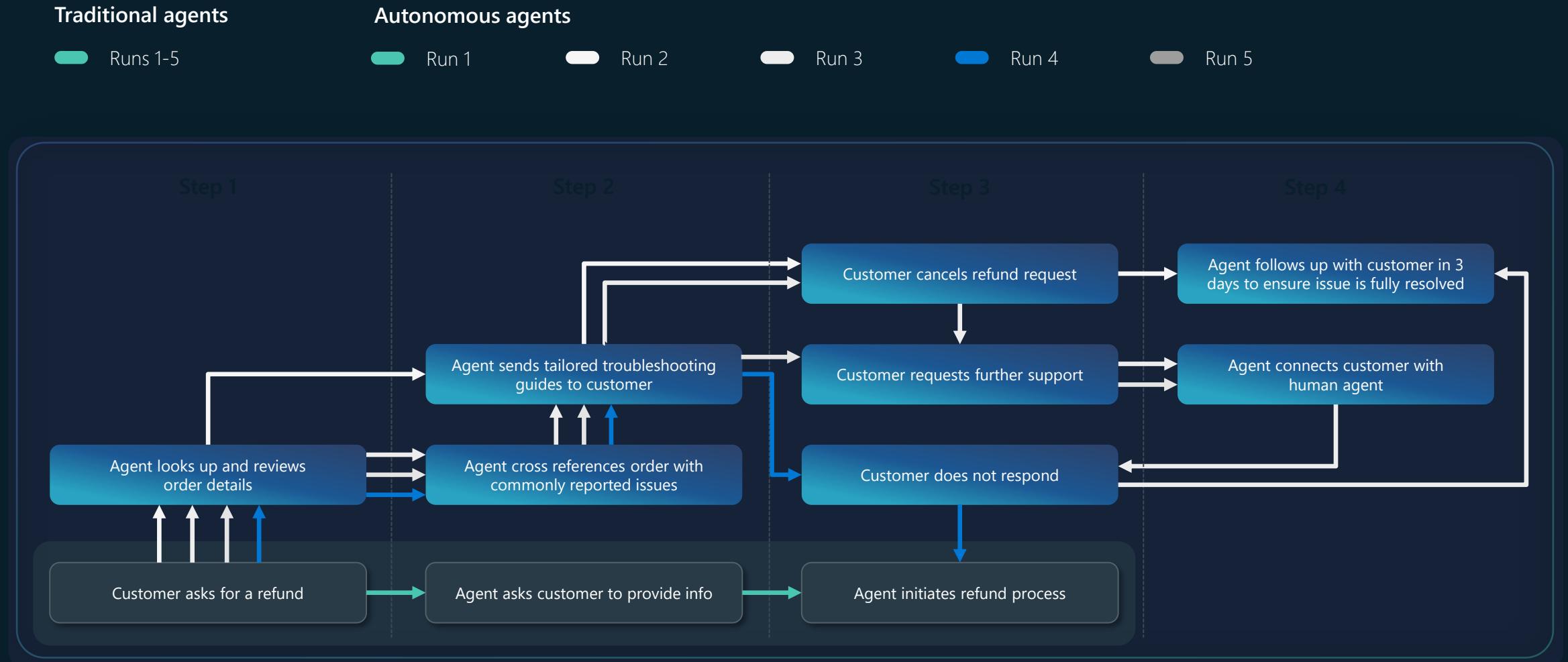
Seamlessly completes tasks behind the scenes without human intervention.

Adaptive

Non-deterministic and able to produce different outcomes from the same initial conditions.

Reinvent business processes

Autonomous agents use advanced logic to pick the best actions and knowledge available and adapt to changing criteria at run time



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



Thank you for participating!

