



# Power CAT AI Webinars

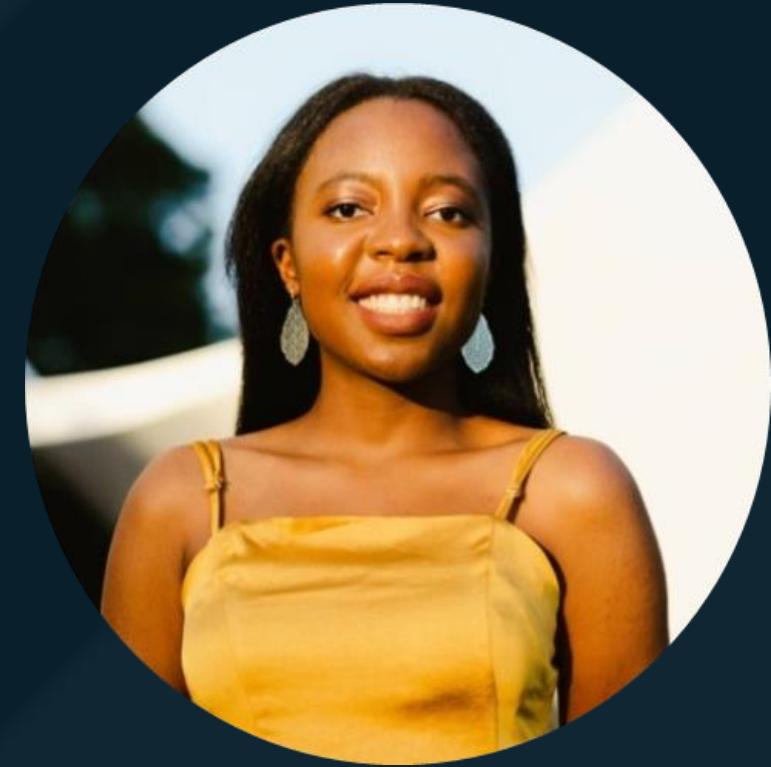
Building an AI-ready organization

# Meet your hosts!



**Steve Jeffery**

Principal Program Manager  
Power CAT



**Ashleigh Nyazema**

Program Manager  
Power CAT



# What you can expect

## What to expect:

- Defining the characteristics of high-value use cases.
- Developing an achievable roadmap.
- SparkTank interactive session.

## Managing expectations:

- Is not technical.
- Will not have time to take technical/ break-fix style questions.



# Where agents meet opportunity

Identifying high-impact use cases

Steve Jeffery  
Power CAT





## Smart briefing

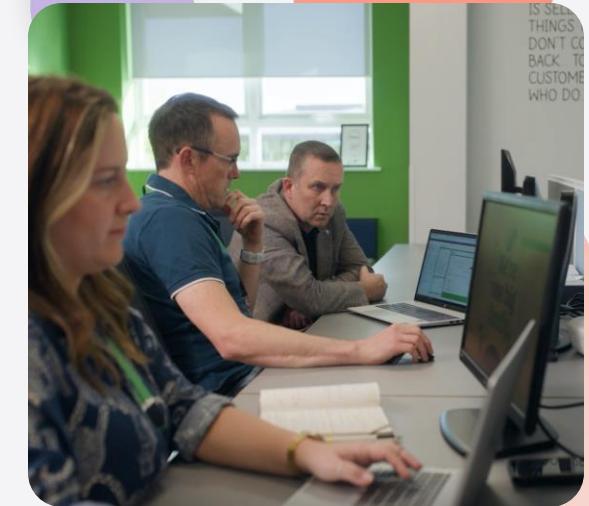
- Gathers relevant content
- Creates first draft
- Shares with stakeholders for review
- Replaces manual process



C L I F F O R D  
C H A N C E

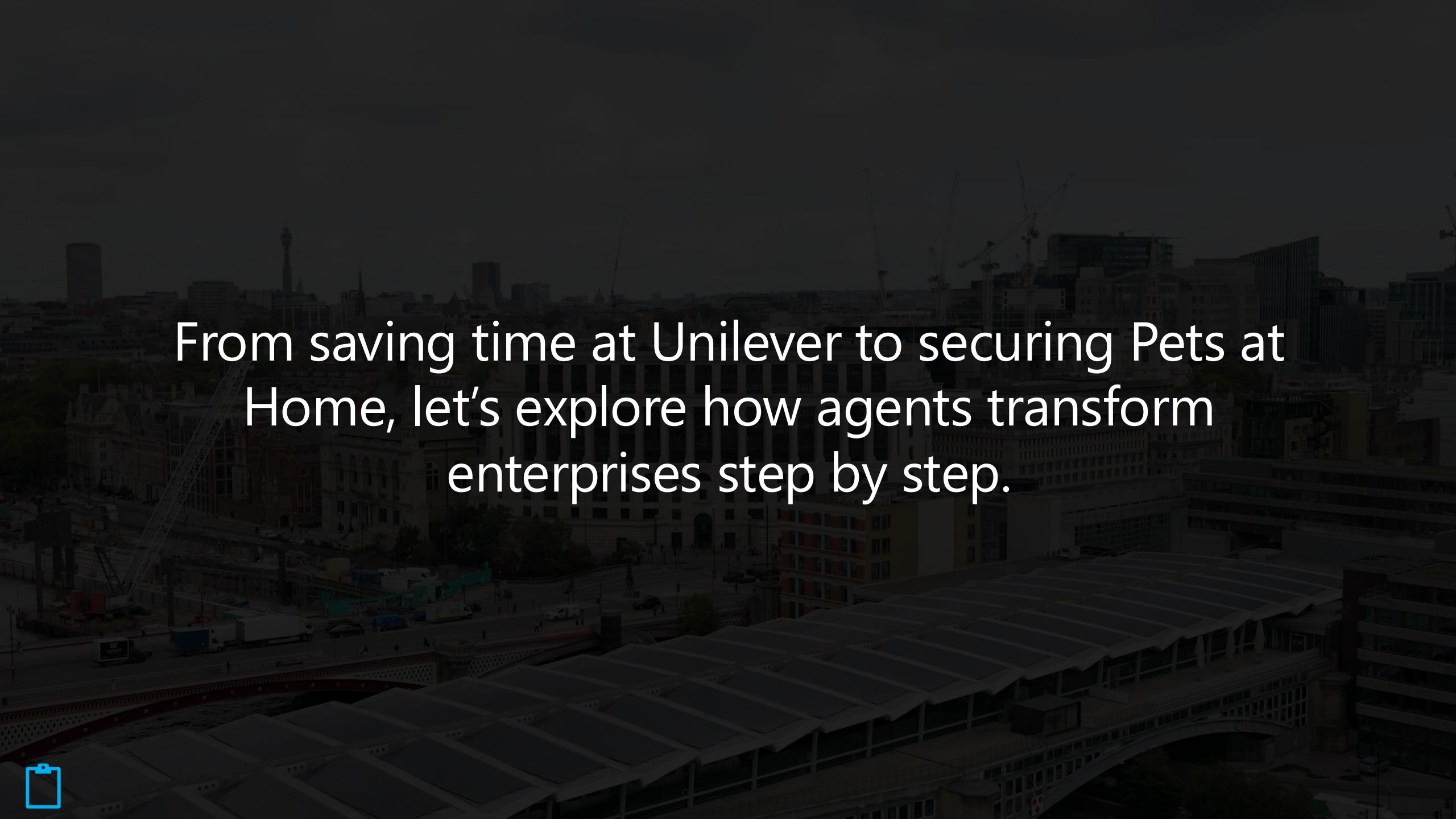
## Compliance agent

- Autonomously identify risks
- Confirm inclusion of required documentation
- Notify stakeholders of next steps
- Risk and compliance officers now working on more complex issues



## Fraud detection

- Identifies potential fraud
- Autonomously retrieves relevant information from different sources
- Performs analysis for fraud colleague
- Increases scale and speed



From saving time at Unilever to securing Pets at Home, let's explore how agents transform enterprises step by step.





Many believe AI can't collaborate effectively, lets explore why this agent proves otherwise



Shares first draft with stakeholders

Replaces manual process

Gathers relevant content and creates first draft

Enhances collaboration

Consistency and accuracy

Cost savings

Efficiency gains

Intangible

Tangible

Tangible

Tangible

Employee satisfaction with collaborative tools

% reduction in errors in reporting or processes

Reduction in operational costs

Reduction in number of manual interventions



**Is AI too rigid for the complexities of compliance? This agent navigates risks with precision, empowering experts for strategic work.**

C L I F F O R D

C H A N C E

Autonomously identifies risk

Risk mitigation

Tangible

Increased accuracy

Tangible

Risk and compliance officers working on more complex issues

Focus on strategic tasks

Tangible

Ensures all documentation is included and complete

Process automation

Tangible

Number of identified and mitigated risks

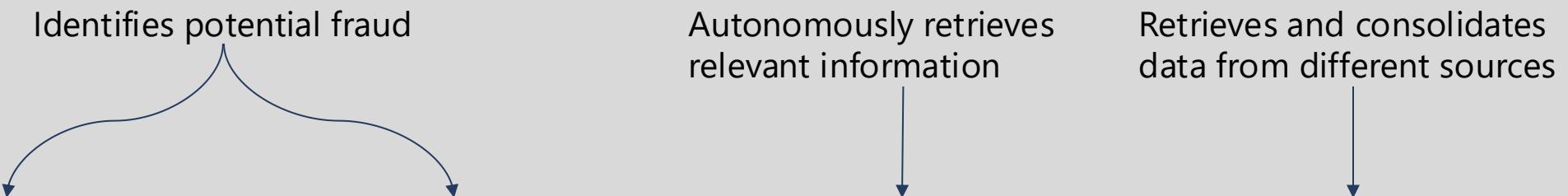
Error rate reduction in critical processes

Time freed for high-priority projects

Average time saved per automated task



## Could AI really outsmart sophisticated fraud? See how this agent scales detection and safeguards against threats



**Enhanced fraud detection**

Tangible

**Improved accuracy**

Tangible

Autonomously retrieves relevant information

**Scale and speed**

Tangible

Retrieves and consolidates data from different sources

**Data integration**

Tangible

% increase in identified fraudulent activities

Data entry or calculation error rate reduction

Number of transactions or processes handled concurrently

Percentage increase in data availability and accessibility

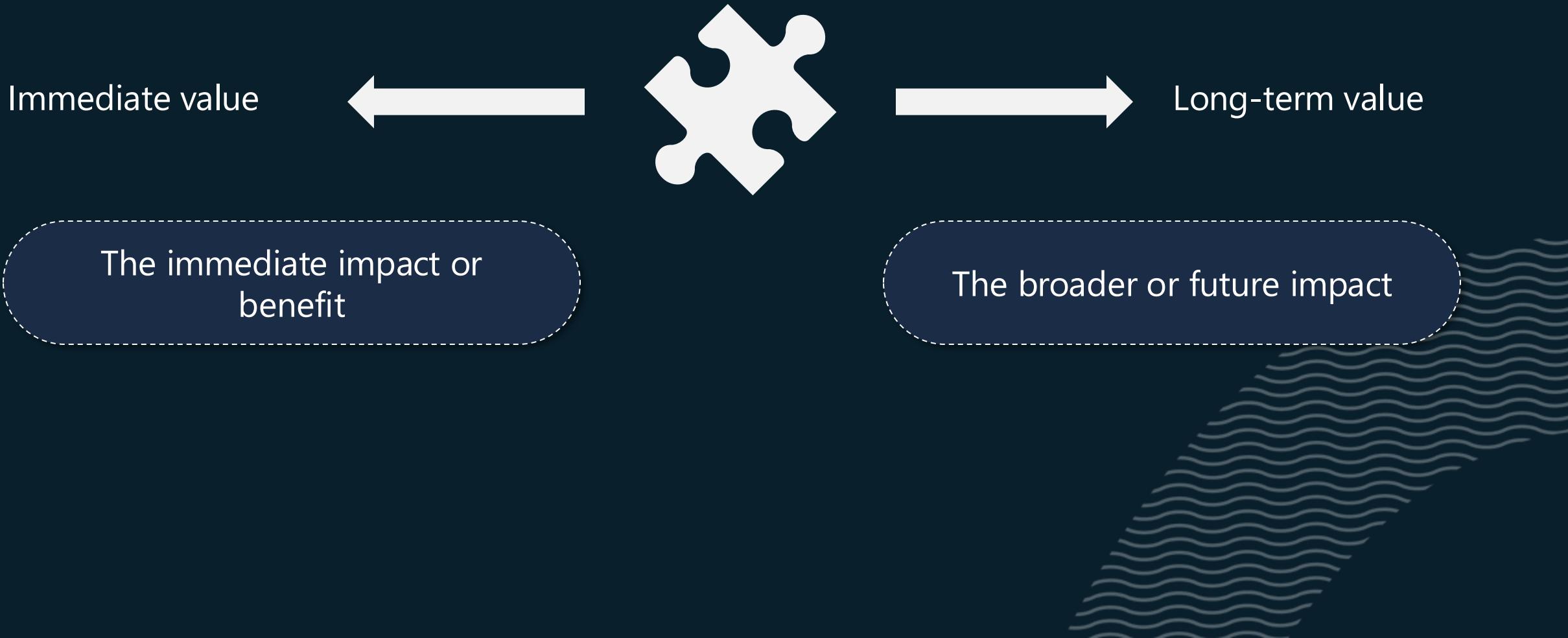




*Consider the potential value  
of solving this initial  
challenge*

A hand holds a single white puzzle piece over a blue surface. To the right is a large, mostly completed white puzzle. A black curved arrow points from the text "Consider the potential value of solving this initial challenge" towards the white puzzle.

# Taking things deeper





What is the immediate and long-term value of solving the problem you identified?



## Poll

Poll link: [aka.ms/AIWebinars/Polls](https://aka.ms/AIWebinars/Polls)

Passcode: PowerCAT

# From tactical wins to strategic outcomes



Aligning opportunities with broader strategic goals

## Reinforcing existing priorities

Where does the agent enhance what we are already striving for?

## Unlocking new possibilities

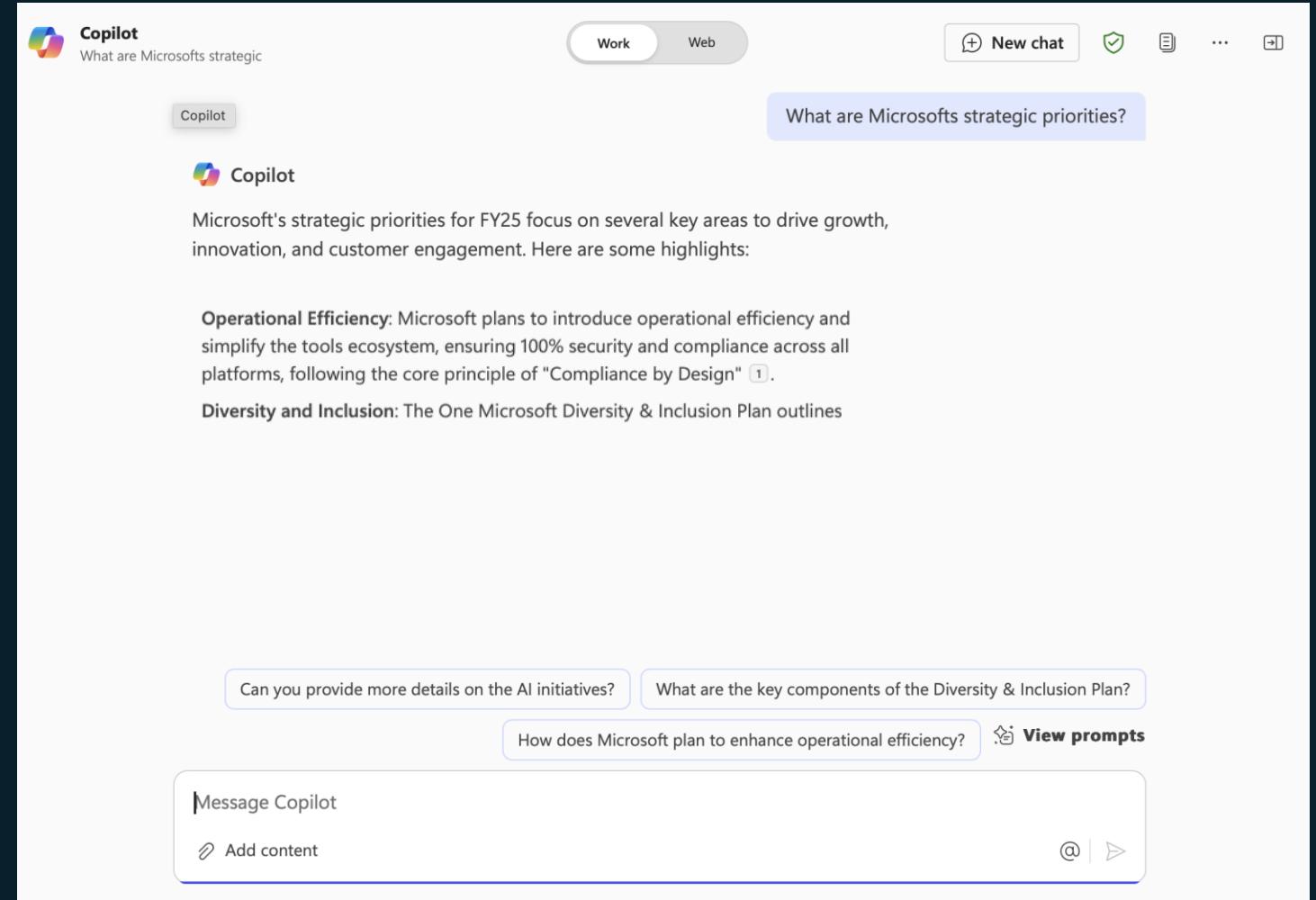
What new strategies become viable because of agentic capabilities?

# Aligning agents with existing strategies

What are the organizations top objectives?

Examples:

- AI integration
- Cloud-first approach
- Productivity and collaboration tools
- Empowering every person and organization



# Aligning agents with existing strategies

The screenshot shows the Microsoft Copilot interface. At the top, there are tabs for "Work" and "Web". Below the tabs, a button for "New chat" and other icons are visible. The main area has a message input field with the placeholder "What are Microsoft's strategic priorities?". The response from "Copilot" includes a section titled "Operational Efficiency" which is highlighted with a blue border. The text in this section states: "Microsoft's strategic priorities for FY25 focus on several key areas to drive growth, innovation, and customer engagement. Here are some highlights: Operational Efficiency: Microsoft plans to introduce operational efficiency and simplify the tools ecosystem, ensuring 100% security and compliance across all platforms, following the core principle of 'Compliance by Design' [1]. Diversity and Inclusion: The One Microsoft Diversity & Inclusion Plan outlines". At the bottom, there are two follow-up questions: "Can you provide more details on the AI initiatives?" and "What are the key components of the Diversity & Inclusion Plan?". A footer bar at the bottom contains the text "How does Microsoft plan to enhance operational efficiency?" and a "View prompts" button.

Map use cases to these objectives

HR Agent



Inventory restocking



Compliance checks



# Aligning agents with existing strategies

The screenshot shows a Microsoft Copilot interface. At the top, a dark blue bar labeled "HR Agent" features a blue plus icon. Below it, a white chat window has a message from "Copilot" asking, "What are Microsoft's strategic priorities?". A purple arrow points from this question down to a response: "Microsoft's strategic priorities for FY25 focus on several key areas to drive growth, innovation, and customer engagement. Here are some highlights: Operational Efficiency: Microsoft plans to introduce operational efficiency and simplify the tools ecosystem, ensuring 100% security and compliance across all platforms, following the core principle of "Compliance by Design" [1]. Diversity and Inclusion: The One Microsoft Diversity & Inclusion Plan outlines". At the bottom of the interface, there are three buttons: "Can you provide more details on the AI initiatives?", "What are the key components of the Diversity & Inclusion Plan?", and "How does Microsoft plan to enhance operational efficiency?". A "View prompts" button with a gear icon is also present.

## Measure the strategic fit

Instead of just asking 'What does this solution do?' we shift the question to:

- How does this contribute to our long-term goals?
- Does this accelerate an existing initiative?
- Will this improve an area we have struggled to scale?

## AskHR AI assistant helps thousands of Microsoft employees

HRWeb is Microsoft's HR portal hosting wide-ranging content in service of employees and the organization

**8 million**  
Visits per year

**800,000**  
Service tickets  
annually





## AskHR AI assistant helps thousands of Microsoft employees

**27%**

of all HR support  
inquiries resolved  
using AskHR  
copilot

**21k**

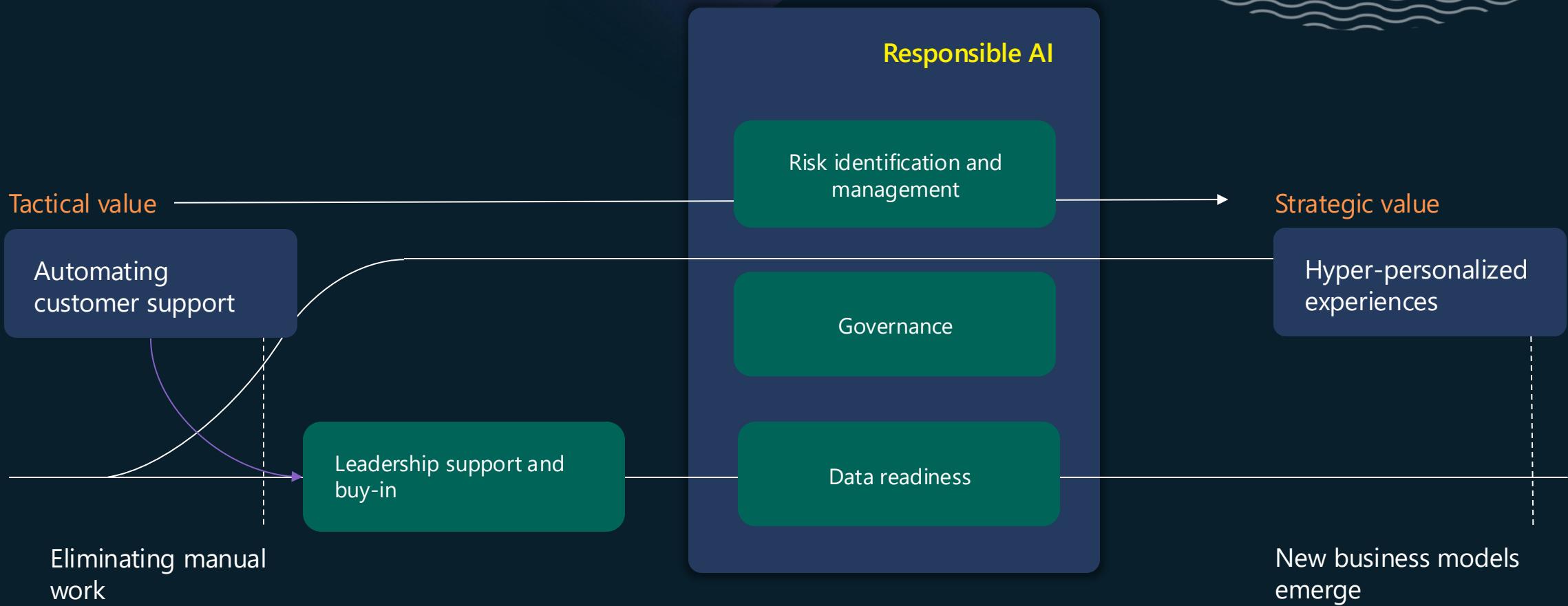
Hours of  
productivity gained

25% reduction in service tickets  
60% success rate

Employee satisfaction 4.56/5  
35k installations in Teams  
314k interactions in FY24

13 FTE's reallocated to high-priority tasks

# Anticipate challenges



A photograph of a winding asphalt road built into a steep, dark green forested cliff face. The road curves from the bottom left towards the center of the frame. To the left is a bright blue lake with a small white boat. In the background, more forested hills and a cloudy sky are visible.

# Building a roadmap

# The hidden framework to a roadmap



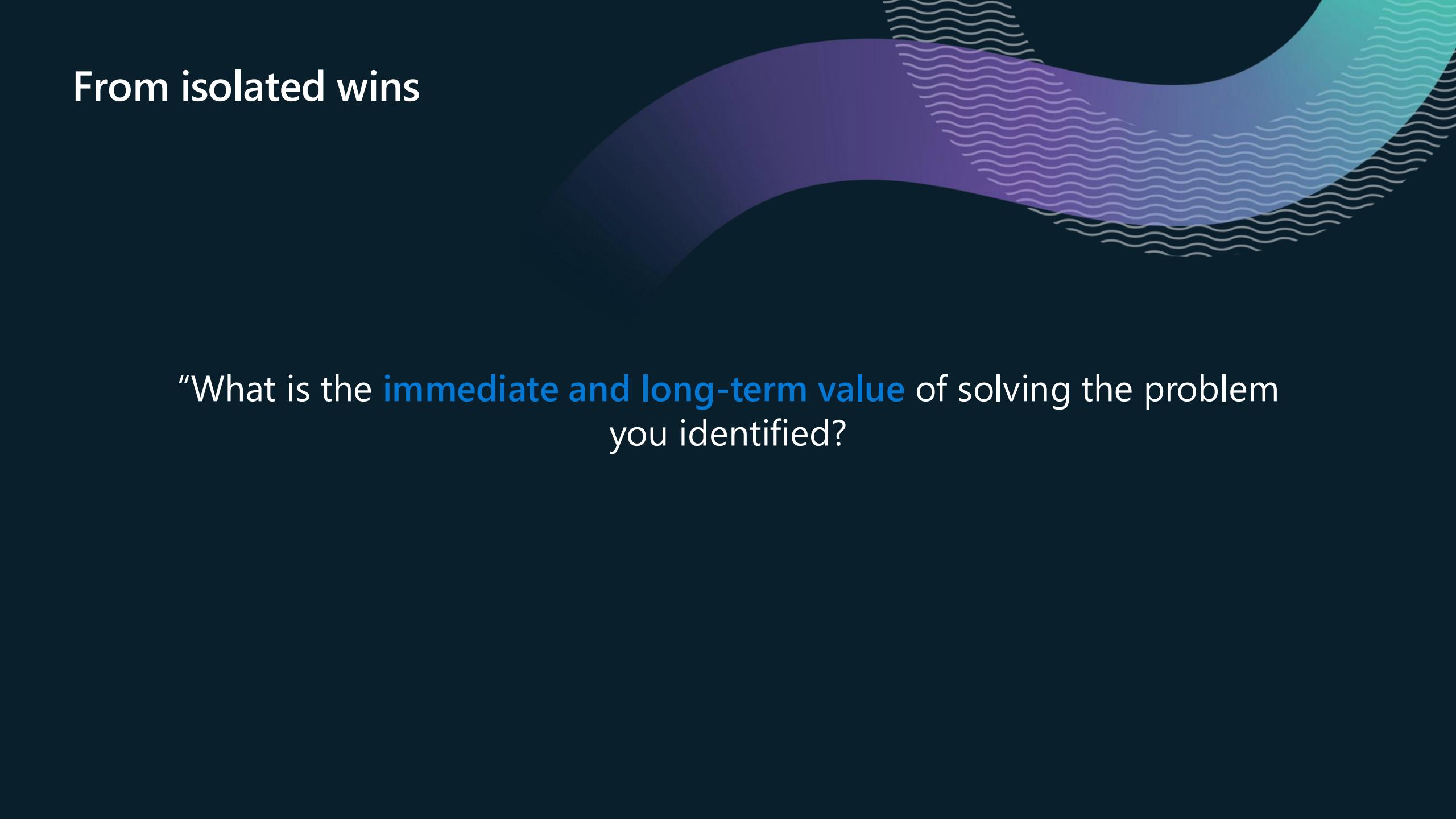
# From seeing agents as tools

“If you could utilize a Copilot Studio Agent in your organization,  
**what problem would you want it to solve?**”

# To viewing Agents as competitive advantage

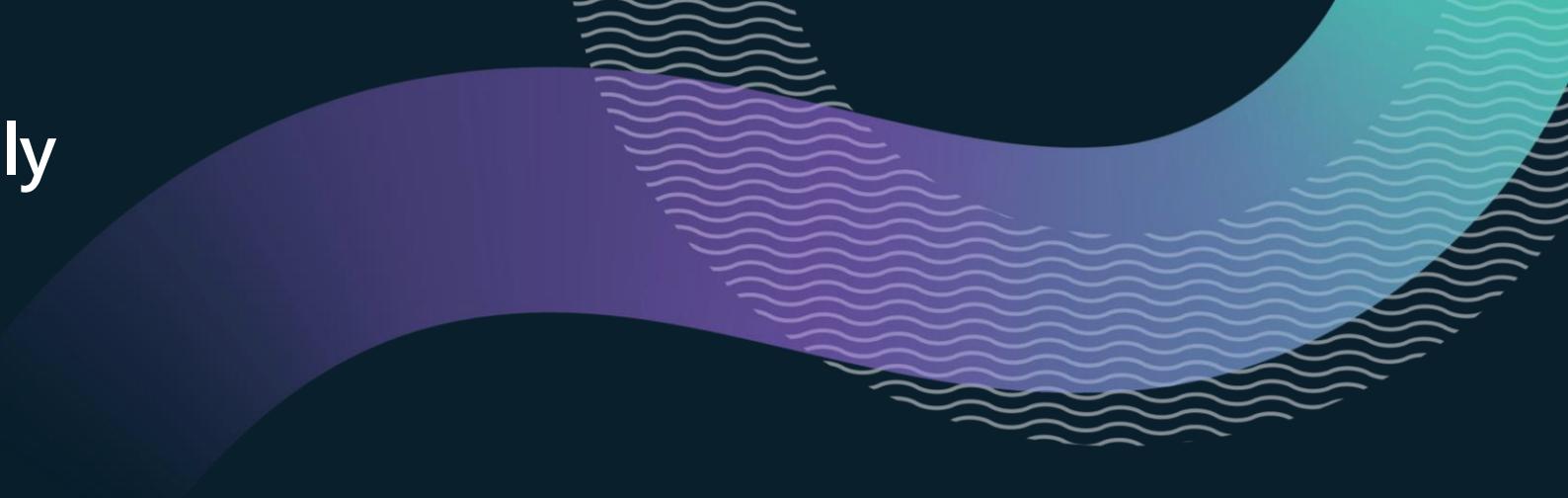
If you could use agents in your organization/ department,  
**what would be different compared to how things work now?**

## From isolated wins



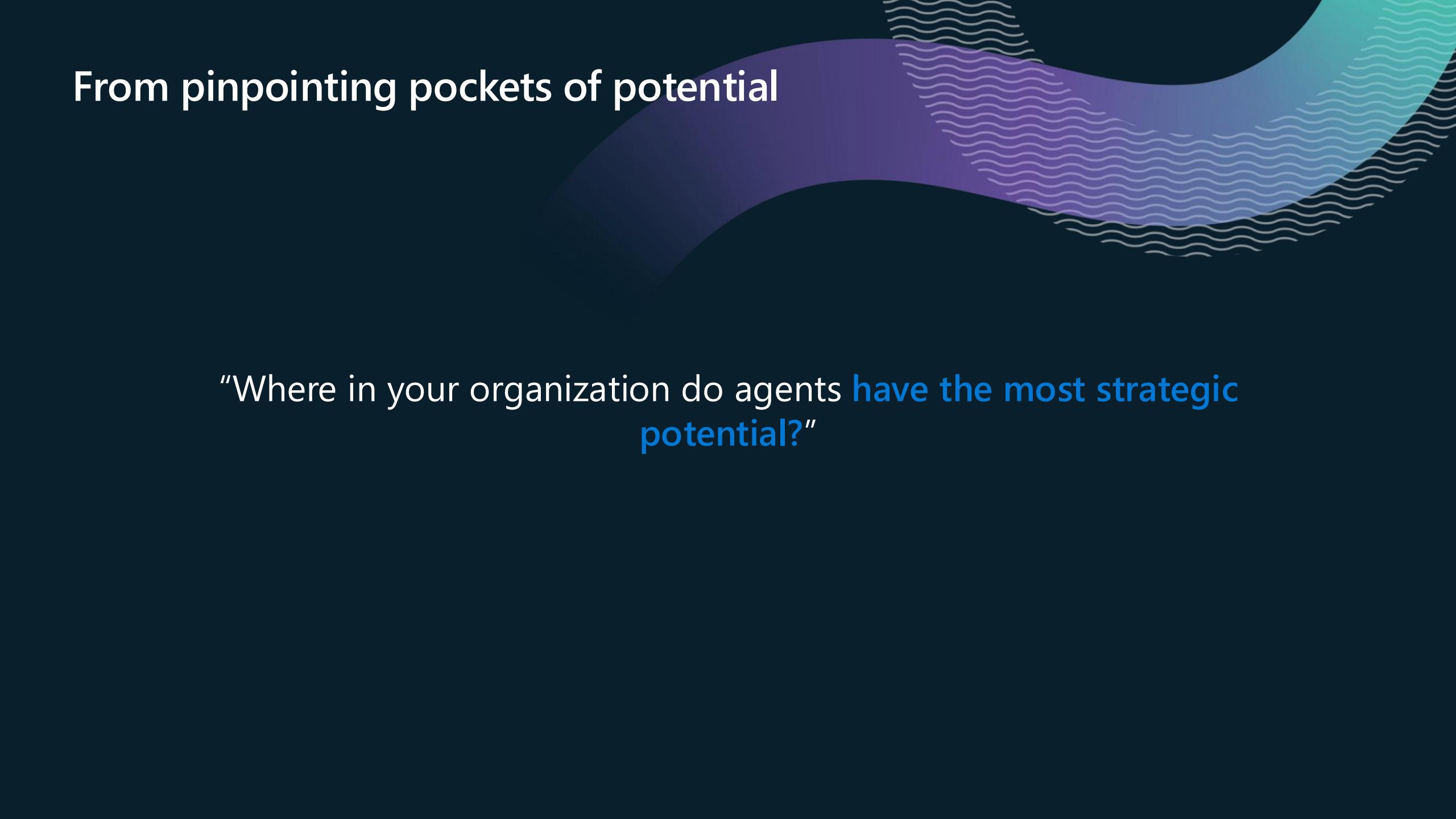
"What is the **immediate and long-term value** of solving the problem you identified?

## To viewing value holistically



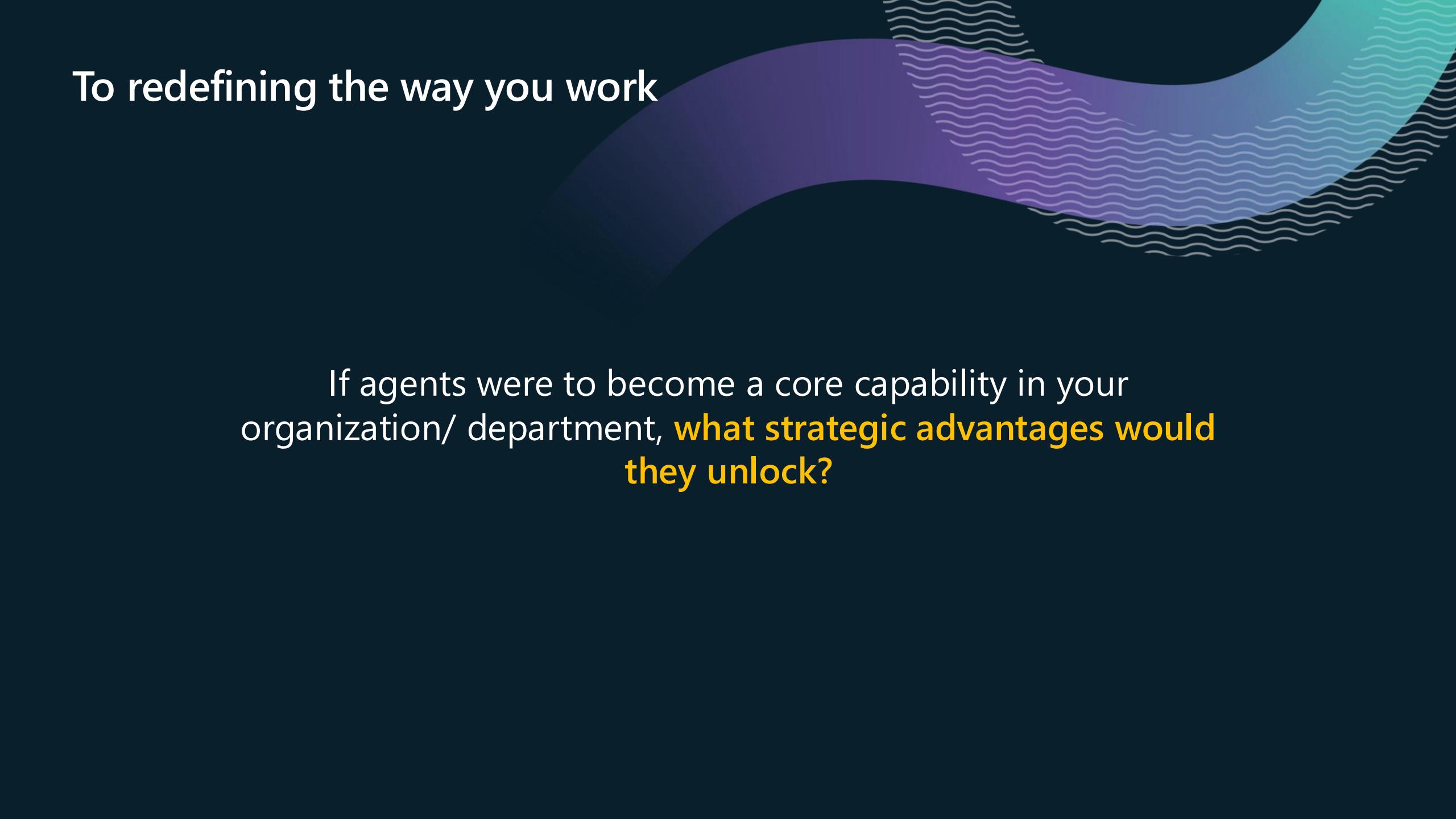
If these problems were solved, **how would it change the way your organization creates value** – both internally and for your customers?

## From pinpointing pockets of potential



"Where in your organization do agents **have the most strategic potential?**"

# To redefining the way you work



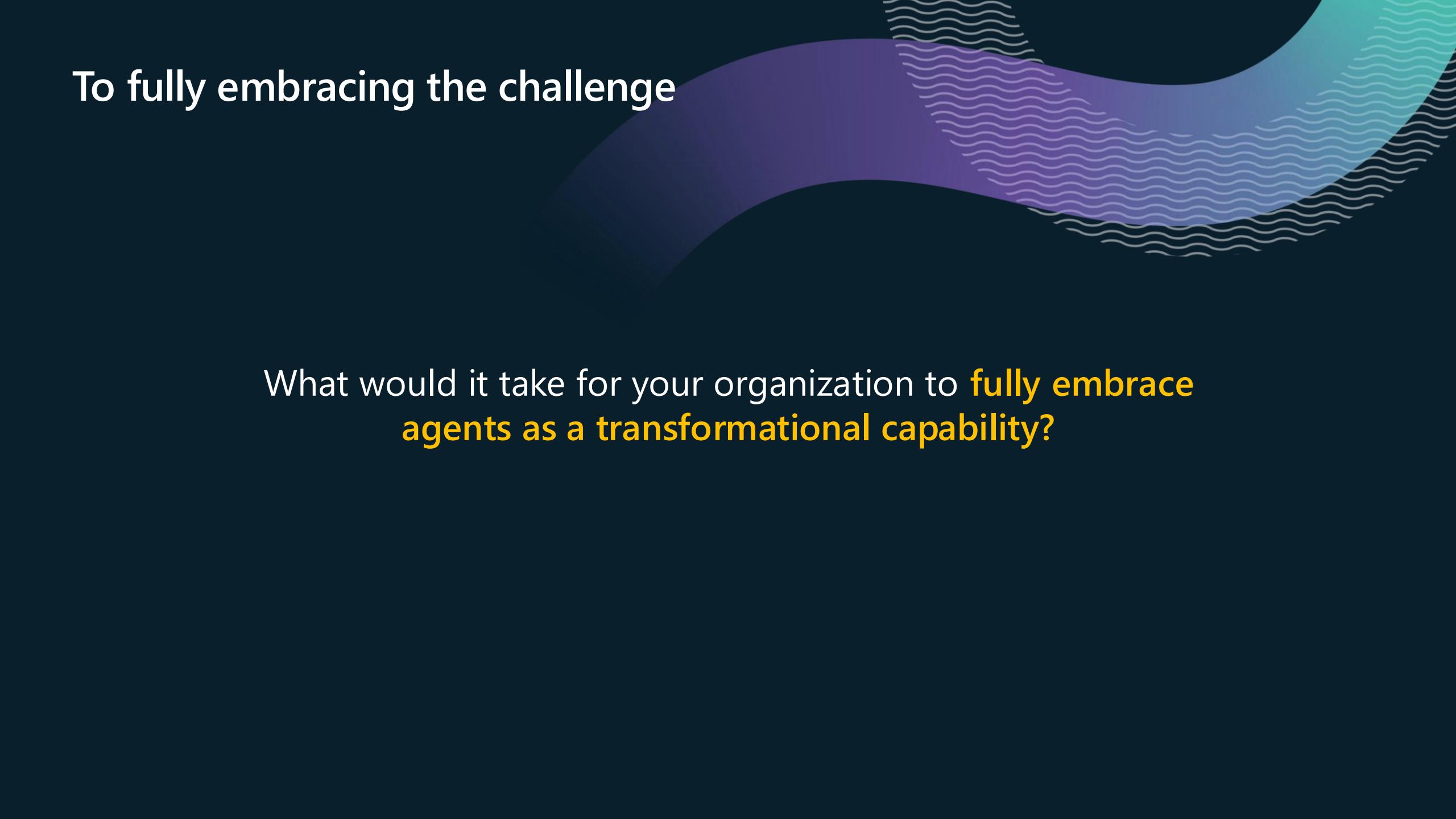
If agents were to become a core capability in your organization/ department, **what strategic advantages would they unlock?**



From identifying what could hold your organization back

"What do you think will be the **biggest hurdle for your organization** when scaling from tactical to strategic outcomes?"

# To fully embracing the challenge



What would it take for your organization to **fully embrace agents as a transformational capability?**

# Building your roadmap... a repeatable approach

What would be different to now?

How would solving these problems change the way  
your organization creates value?

Internal value

Customer value

What would it take for your organization to fully embrace AI as a transformational  
capability

Now (<3 months)

Soon (6 > 12 months)

Later (> 12 months)

# Building your roadmap... a repeatable approach

What would be different to now?

## Customer service

Response times would drop, and we'd deliver personalized solutions at scale.

## HR

Recruitment workflows would be seamless, and we'd hire the right talent faster.

## Finance

Manual approvals would be eliminated, and compliance audits would run automatically.

## Operations

Predictive maintenance would reduce unplanned downtime and improve asset efficiency.

How would solving these problems change the way your organization creates value?

## Customer service

### Internal value

Teams would have more time for strategic work, increasing productivity and reducing burnout.

### Customer value

Customers would experience faster resolution times and higher satisfaction scores.

What would it take for your organization to fully embrace AI as a transformational capability

### Now (<3 months)

- Leadership buy-in and sponsorship
- Data inventory
- Initial governance framework
- Tool and platform familiarity

### Soon (6 > 12 months)

- Data readiness and integration
- Cultural shifts
- Upskilling teams
- Scaling governance
- Pilot programs

### Later (> 12 months)

- Full data maturity
- AI-driven strategic evolution
- Enterprise-wide adoption
- Continuous risk management

# So far...

We discussed the characteristics of high-impact use cases

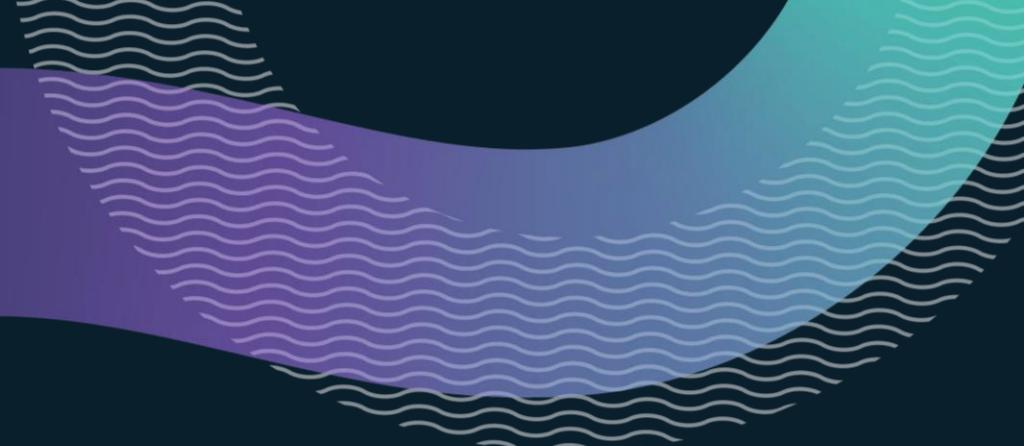
And that aligning use cases with strategic objectives increases value

We learned about immediate and long-term value

And learned about some of the challenges you may encounter

You identified areas in your organization with high-potential

And that expanding our questions can help build a roadmap for agents





# SparkTank





# SparkTank

Copilot development is not just about what's possible, its about what's valuable.

SparkTank is a fast-paced, strategic exercise designed to help you evaluate opportunities, challenge assumptions and sharpen your ability to spot high-value use cases.

The image shows a digital interface for the SparkTank game, which is a fast-paced, strategic exercise. The interface is divided into several sections:

- Stakeholders:** A section for identifying critical and influential stakeholders. It lists "Manager", "Change Manager", and "IT Admin" under the Critical category.
- Objectives:** A section for defining primary and secondary objectives. The primary objective listed is "Compliance Alignment".
- Outcomes:** A section for tracking outcomes. It includes categories for "Essential" and "Beneficial". An example outcome is "Improved Employee Satisfaction".
- Challenges:** A section for identifying challenges. It includes categories for "High Impact" and "Manageable". Examples include "Skills Gap" and "Employee Resistance".
- Gameplay:** A central area where players draw cards from a deck. It displays a card with the text: "Free up resources to focus on more complex and strategic tasks." Below the card, it shows "Time remaining: 26:30" and "Remaining Cards: 0".
- Draw Card:** A circular button located in the center of the interface, labeled "Draw Card".

**Assess your own scenario**

Bring your own use case

**Assess a scenario we provide**

HR helpdesk agent

If you could deploy an agent in your organization, what problem would you want it to solve?



30 minutes

Hey everyone, thanks for joining this meeting at a last minute.

Phil Topness

## A deeper look at objectives

Freeing up resources is **critical** because it directly addresses a key pain point: HR teams are overwhelmed by routine, reactive queries.

  
Free up resources to focus on more complex and strategic tasks.

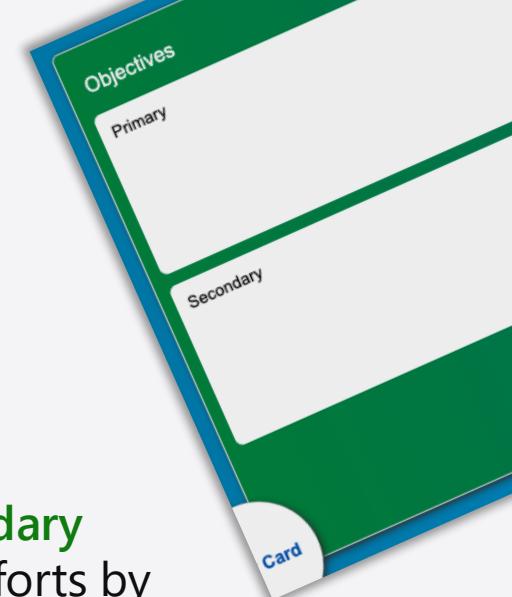
Making systems more accessible supports the success of the primary goal by **ensuring employees can easily interact with the HR helpdesk system.**

  
Make systems or processes more accessible and user-friendly.

# 1 - Objectives

Defining **primary** and **secondary objectives** helps prioritize efforts by distinguishing between *essential* goals and *supportive* ones.

This prioritization ensures that the most critical outcomes are achieved first, while secondary objectives provide added value but are not mission-critical.



The HR Specialist is a **critical stakeholder** because they are the subject-matter experts directly involved in managing employee queries and ensuring the AI system's responses align with HR policies and processes.



The HR Manager is an **influential stakeholder** because their role is more strategic than operational. They oversee the implementation of the AI-powered helpdesk, ensuring alignment with organizational goals.



## 2 - Stakeholders

Identifying **critical** and **influential stakeholders** ensures that efforts and resources are focused on the individuals or groups who have the greatest influence on or are most impacted by the success of the AI-powered HR helpdesk.

Critical stakeholders are *directly responsible for or impacted* by the project's outcomes, while influential stakeholders *play supportive roles* that enhance the system's success but are not immediately critical.



Ensuring data privacy is a high-impact challenge because the AI-powered HR helpdesk **handles sensitive employee data, including personal and potentially confidential information.**



Employee resistance is a manageable challenge because it **impacts the adoption of the AI system rather than its functionality**. Resistance often stems from fear of change, concerns about job security, or lack of understanding of the system's benefits.

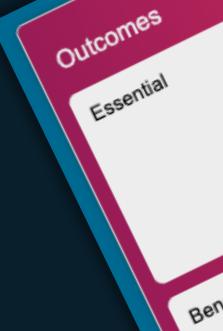


## 3 - Challenges

Defining **high-impact** and **manageable challenges** helps focus efforts on the most significant risks that could hinder the success of the AI-powered HR helpdesk.

**High-impact challenges** are those that, if left unresolved, could derail the project or its outcomes. **Manageable challenges** are less critical but still important to address for smooth implementation and optimal results.





**Improved resource allocation** is an essential outcome because it optimizes efficiency, reduces costs, and ensures that tasks are completed effectively and on time. It also provides the organization with the flexibility to adapt quickly to changing needs, driving overall performance and success.

**Increased employee satisfaction** is a beneficial outcome that boosts morale, engagement, and retention, while also promoting a positive work culture that enhances productivity. Satisfied employees contribute to a collaborative environment, reducing turnover and supporting long-term organizational growth.

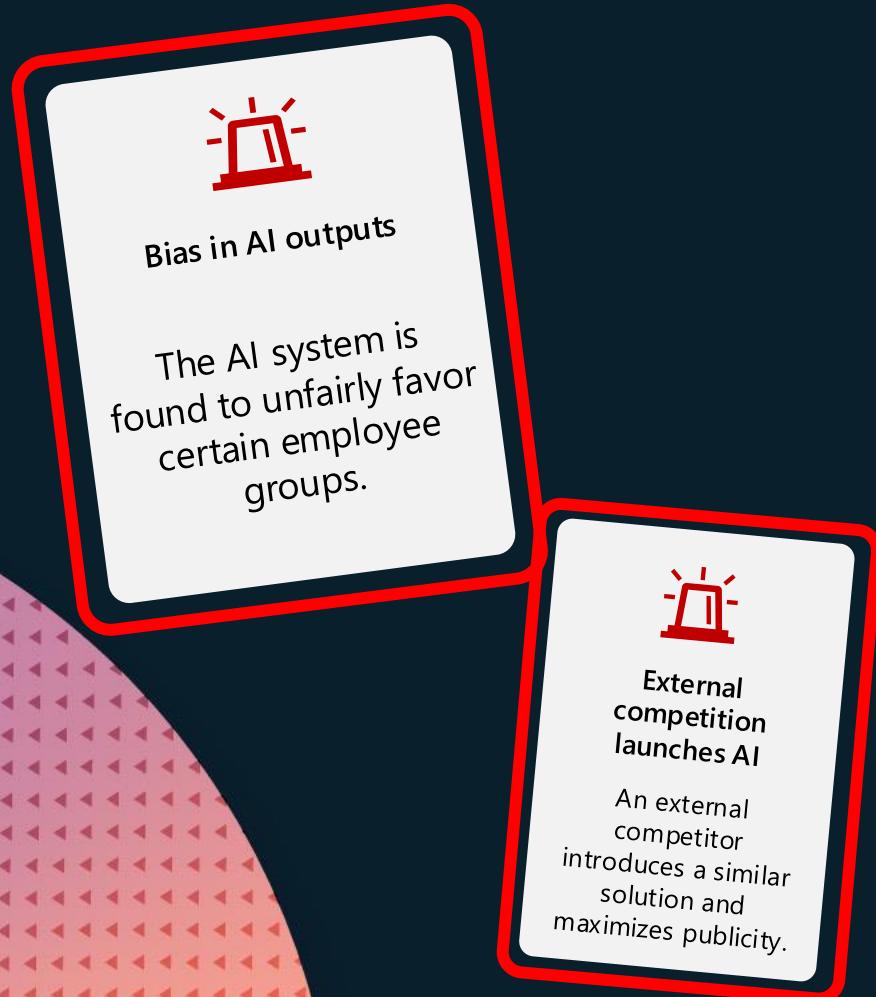


## 4 - Outcomes

Identifying **essential** and **beneficial** outcomes provides clarity and direction, ensuring that strategies are aligned with both organizational goals and employee needs. This process helps prioritize actions that drive the most value, allowing for more efficient resource use and targeted interventions.

Focusing on essential outcomes first, helps address the most immediate needs, while beneficial outcomes can be pursued as enhancements to improve long-term effectiveness and employee satisfaction.

# Wildcards



Wildcards introduce **unpredictability and creativity** into the gameplay, simulating real-world complexities and unforeseen challenges or opportunities.

They push participants to think critically about scenarios that might not be immediately obvious, forcing them to adapt their strategies in light of new dynamics.

# Exercise guidance



**Time Allotted:** 20 minutes



**Managing Silence?** If there's an awkward pause, don't worry! Use the time to reflect, or refine your thoughts. Feel free to drop any questions or insights in the chat—we're here to help!



**Check-in:** Once you've completed the exercise, let us know in the chat so we can track progress. Share a screenshot of your business case (optional).

This is virtual, in a one-to-many webinar, we need to agree some ground-rules:

1. Use **chat** if you need help
2. This is a beta program – expect a few 'bonus features'
3. The card list is not exhaustive, if you feel we need to add/ remove cards, please provide feedback!
4. Feedback – is this helpful? Let us know.





Dial pad

Hold

Transfer

Chat

People

View

...

Camera

Mic

Share

Leave





# Follow along

<https://aka.ms/powercat/sparktank>



# HR helpdesk

5

HR specialists

70%

Employee satisfaction

24hr

Average response time

>24hr

Peak demand response time

HR specialists to work on proactive tasks

Reduce operational costs

Improve employee satisfaction

Provide 24/7 support as part of digital transformation

Objectives

# Before we get to Q&A, please provide your feedback

[aka.ms/AIVisionValue/Feedback](https://aka.ms/AIVisionValue/Feedback)



# Ready for more?



April 2<sup>nd</sup>: Navigating AI risks

April 16<sup>th</sup>: Evolving governance for AI

April 30<sup>th</sup>: Data foundations for AI

[aka.ms/PowerCAT/AiWebinars](http://aka.ms/PowerCAT/AiWebinars)



# Get started today



[aka.ms/trycopilotstudio](https://aka.ms/trycopilotstudio)



## Learn more

Copilot Studio website: [aka.ms/copilotstudio](https://aka.ms/copilotstudio)

Blog: [aka.ms/copilotstudio\*\*blog\*\*](https://aka.ms/copilotstudioblog)

Public Demo: [aka.ms/copilotstudiodemo](https://aka.ms/copilotstudiodemo)

Learn Docs: [aka.ms/copilotstudiodocs](https://aka.ms/copilotstudiodocs)

Community page: [aka.ms/copilotstudiocommunity](https://aka.ms/copilotstudiocommunity)

Copilot Studio Resources: [aka.ms/copilotstudio/resources](https://aka.ms/copilotstudio/resources)

# Thank you for participating!

