

Importante!

- ❖ Material elaborado pelo time de especialistas em Power Platform da Microsoft Brasil para ser utilizado em **demonstrações online para seus clientes**.
- ❖ O uso deste material é permitido **apenas para clientes** Microsoft que participaram da sua apresentação em ambiente online e para **fins de referência e/ou autoestudo**.
- ❖ Este conteúdo é de **propriedade intelectual da Microsoft**. Todos os direitos reservados.
- ❖ Este material utilizou como referência as funcionalidades da **Power Platform** disponíveis conforme a **documentação oficial** e previstas para lançamento em seu **guias de lançamento** na data de sua elaboração (ver slide de abertura). Como o conteúdo destas fontes é dinâmico, sempre consulta-las em caso de dúvidas.

Em caso de dúvidas ou questões acesse nosso site (Power Platform Connect)
<https://microsoft.github.io/powerplatformconnect/>



Microsoft Copilot Studio

V2.0 from Jan 31, 2024

Agenda

A single platform for automation

- About Power Platform
- Power Platform and AI

Copilot Studio

Next steps





About Power Platform

Surging digital demand



**new apps need to be built
by 2025**



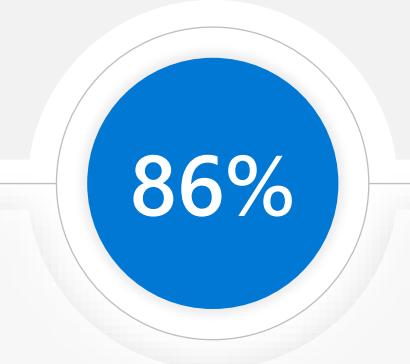
**of digital work can be
automated with current tech**

Not enough developers



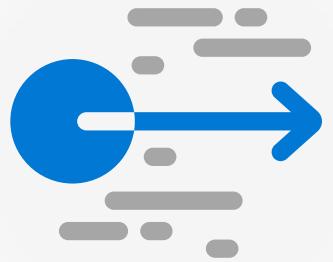
4M

developer shortfall



86%

of companies struggle to hire
tech talent



**Accelerate developers and
empower new makers**

Low-code empowers everyone

Developers

IT Admins

Business and Front-Line Workers



Low-code in reality



We are sitting at the midpoint of the low-code shift, the low-code revolution. The low-code shift is going to happen in five to six years and we're right in the middle of it.

— Charles Lamanna,
Microsoft Build, May 2023

89%

CIOs & IT pros
say low-code is
increasing
efficiency¹

7.4M

makers build
solutions using
low-code on
Power Platform²

33M

monthly
active users
of Power
Platform³

¹Source: Low-code signals 2023

²Source:

³Source: Microsoft Earnings Call, FY2

Microsoft Power Platform

 AI Enabled 



Copilots



Automations



Apps



Pages



BI



Power Fx



Managed
Environments



Dataverse



1000+
Connectors



AI Builder

aka.ms/PowerPlatform

CONNECT TO ALL YOUR INTERNAL AND EXTERNAL DATA SOURCES

Over 1,000 Power Platform data connectors

Built-in connectivity to cloud services, content services, databases, and APIs

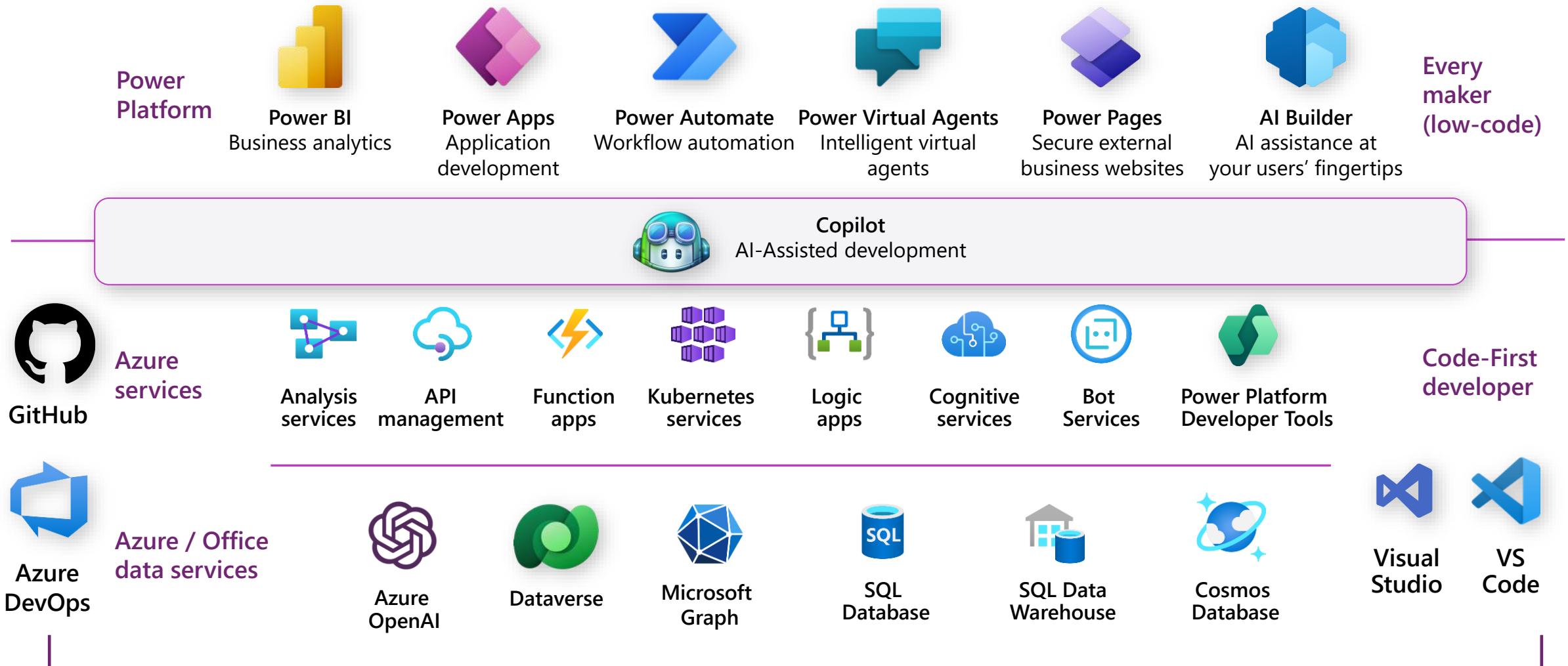
Seamless hybrid connectivity via the on-premises data gateway

Custom connectors as building blocks for citizen developers

Robotic Process Automation is the ultimate connector, if necessary



Develop Faster than Ever Before



Fusion team (all devs and business users/makers)



Easily publish your custom APIs to Power Platform

Azure API Management enables professional developers to publish their backend service as APIs, and easily export these APIs to the Power Platform

With this capability, citizen developers can use the **Power Platform** to create and distribute apps that are based on internal and external APIs managed by API Management.

[Learn more](#)

The screenshot shows the Azure API Management interface for creating a connector to the Power Platform. The left sidebar lists various management options like APIs, Products, Subscriptions, etc., with 'Power Platform' highlighted with a red box. The main right panel has a title 'Create a connector' and a sub-section 'API' with a dropdown menu showing 'Demo Conference API'. Below it is a 'PowerApps' section where 'Personal Productivity' is selected as the environment and 'MyAPIMConnector' is entered as the API display name. A checkbox for 'Create subscription key connection parameter' is checked. At the bottom are 'Create' and 'Back' buttons.

Disconnected Solutions

Increased complexity

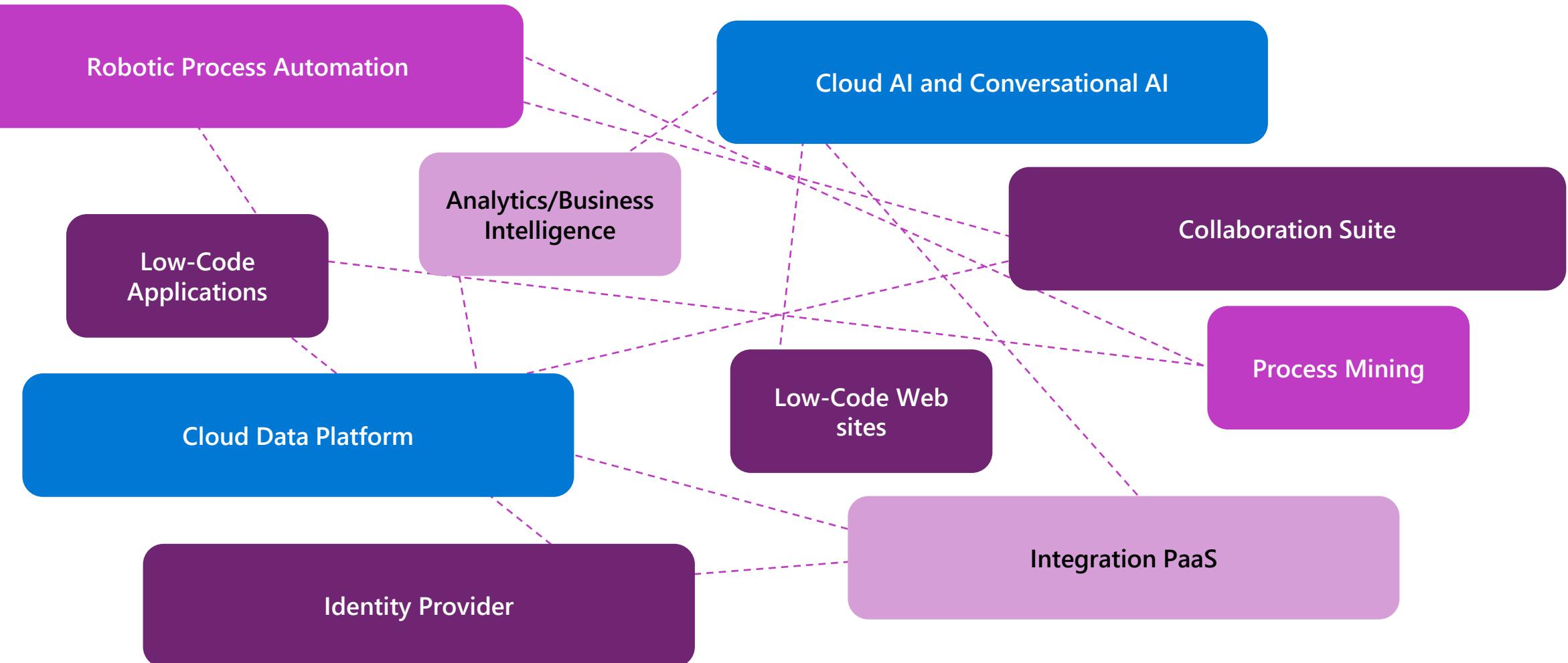
disparate admin/security/governance

Higher TCO

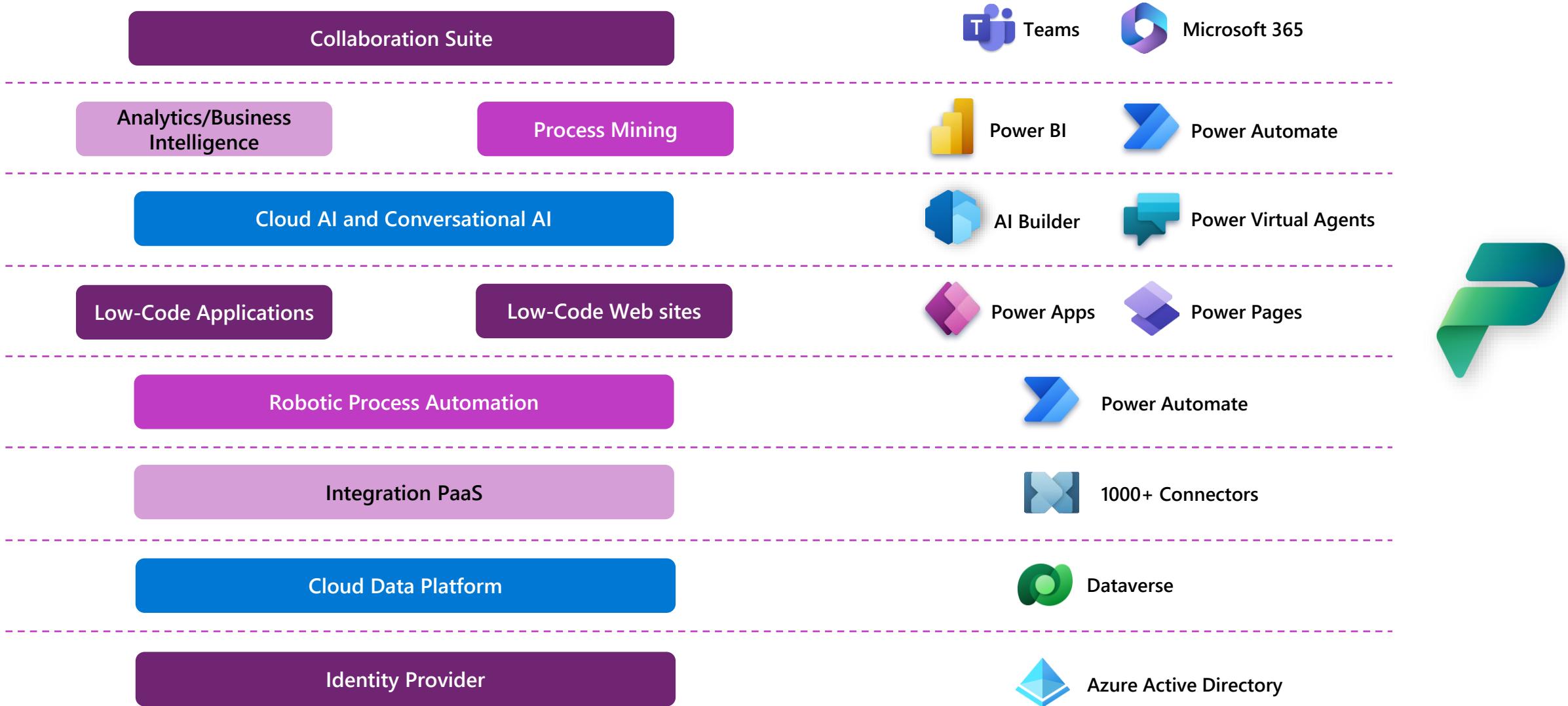
multiple vendors = multiple bills

Additional support considerations

multiple specialist experts



The Microsoft Approach – An Orchestrated Platform



Why Microsoft Power Platform

1



Common data model across all business applications

16



Analyst reports where Microsoft is positioned as the leader

500K



Power Platform customers

97%



Fortune 500 companies use Business Applications

Leader in AI with large language model (GPT3), ML, Azure Cognitive Services

Leader in collaboration and productivity, infused in business processes

Leader in low code platforms, the most complete with apps, flows, bots and web pages

Why Microsoft Power Platform

Proven value in real world business scenarios

Reduction in app development costs

74%

Reduced errors due to increase automation

27.4%

Less effort required to build and maintain bots

80%

Reduce development costs

24%

Improve customer experience

33%

Meet business demands faster

50%

Reduction in Pro Dev and DevOps cost

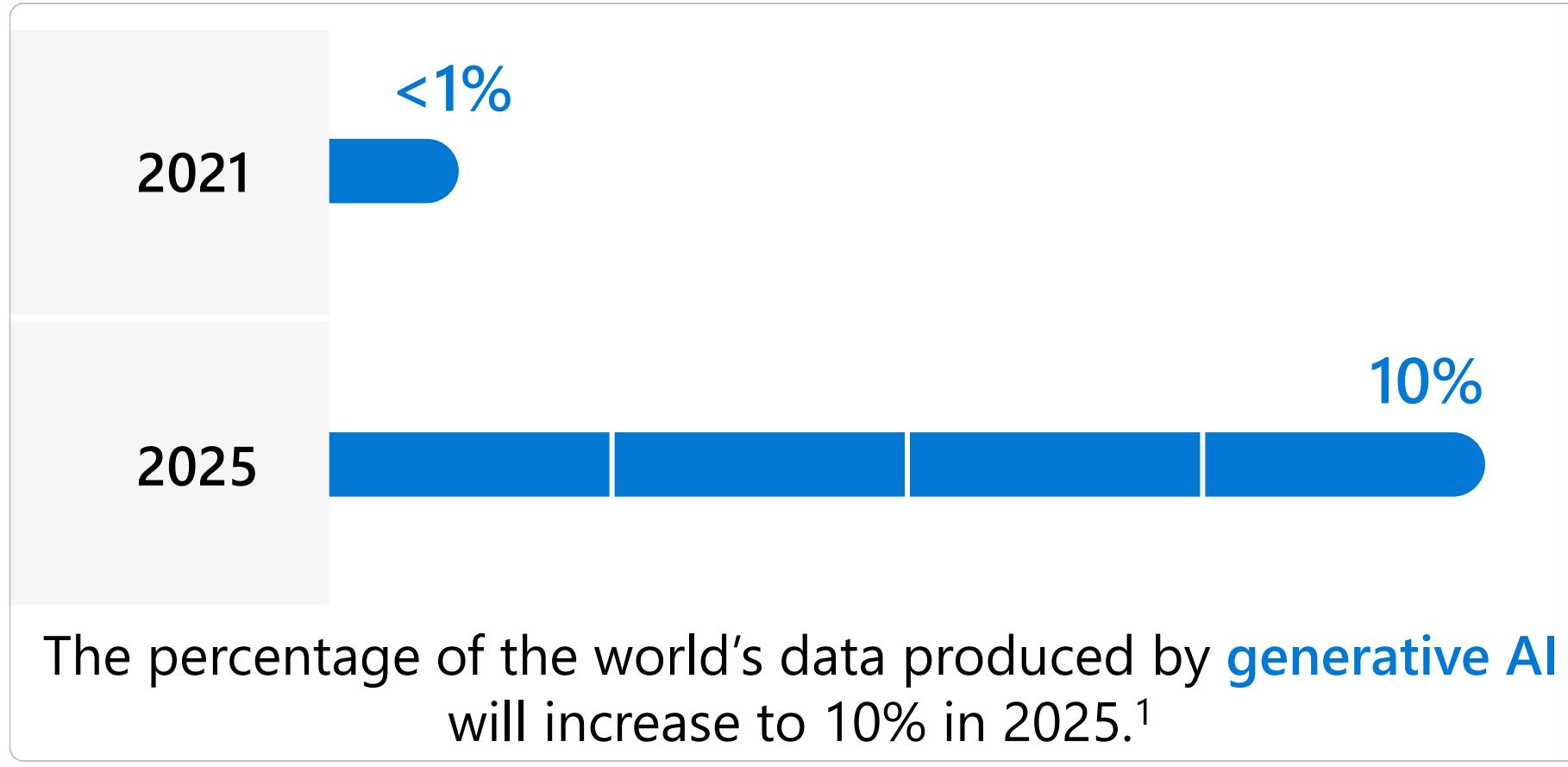
Reduced time to market

Reduced time to handle customer support requests



Power Platform and AI

The union of low code and AI is a game changer



65% +
More than
65% of app
development
will be
low-code by
2024.²

1. 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.

2. Source: Gartner 2019 Magic Quadrant for Enterprise Low Code Application Platforms

AI and low code are the future



87%

CIOs & IT professionals say that increased embedded AI into low code platforms would help them maximize the technology



87%+

that's with **87+%** of CIOs and IT Pros already saying low code has made their organizations **more efficient** and **increased employee innovation**

1. 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.

2. Source: Gartner 2019 Magic Quadrant for Enterprise Low Code Application Platforms

Era of the AI Copilot

Augmenting human productivity and ingenuity

The role of technology

From

To

Tools

Helpful “copilot”

Data input / output

Conversational interface, using
natural language

Perform linear tasks

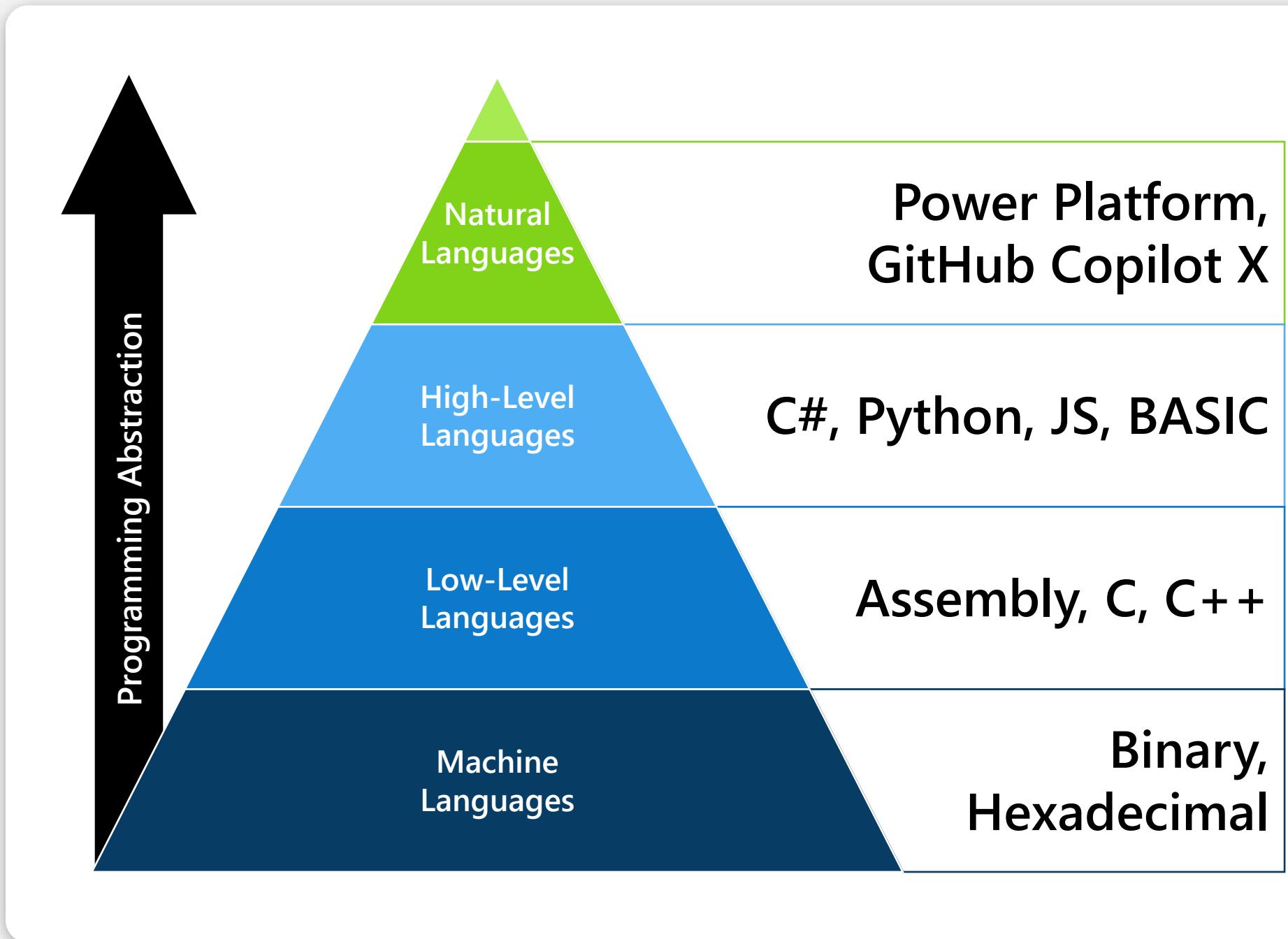
Performs complex, generative
tasks

Follow commands

Iterate ideas and output, with
human in the loop



**With Copilot in
Power Platform,
your language is
now a
Programming
Language**



What AI does for Power Platform

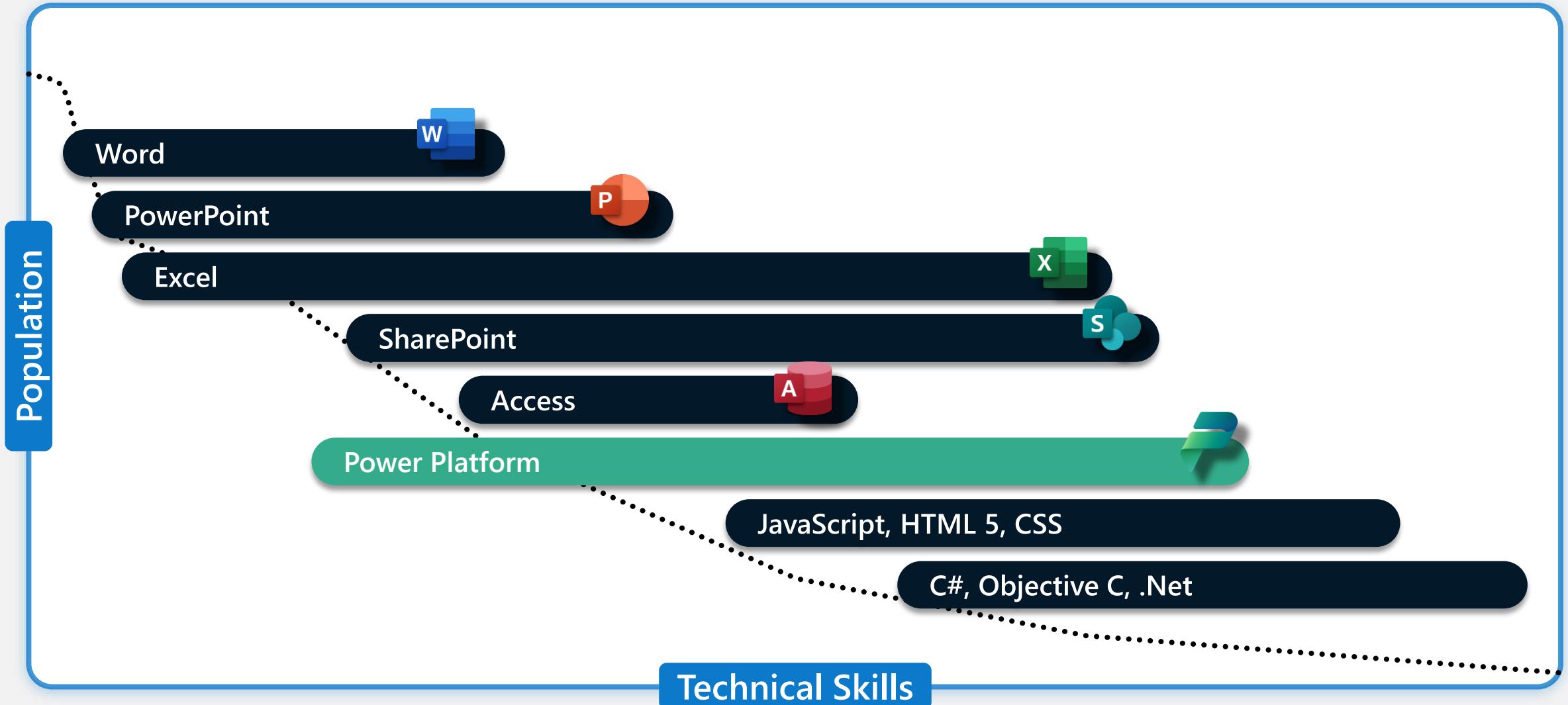


Easier to **make** apps,
automations, copilots, and sites

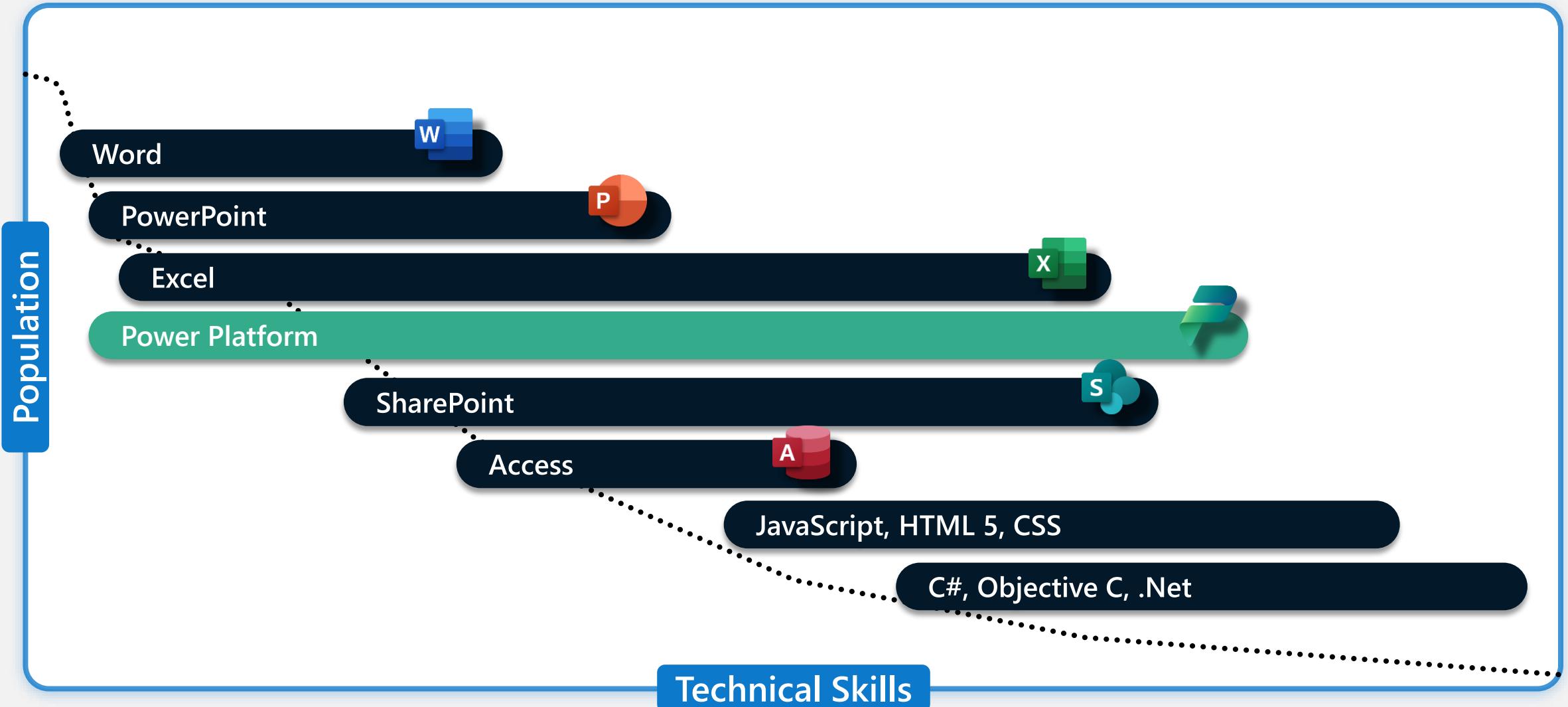
Richer to use apps,
automations, copilots, and sites



Low Code Adoption



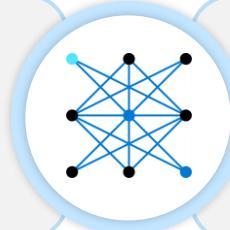
Low Code Adoption + AI Copilot



Work smarter and faster

with AI designed for everyone

Across Power Platform



Across Microsoft



Power Platform

AI powered insight empowers everyone in your organization to make data-driven decisions.

Identify and prioritize problem areas in your processes like bottlenecks, then act quickly with AI recommendations for optimization and automation.



Copilot

AI assisted authoring available "at your fingertips" allows developers and non-developers alike to build, edit, and extend solutions using natural language.

Build quickly and more easily by using Copilot to write code, recommend next steps, and access documentation through chat.



AI Builder

AI powered processing infuses intelligence into business processes with prebuilt and custom AI models for document processing, image data extraction, prediction, and analytics.

Build, train, and publish AI models without a single line of code or the help of a data scientist.



Copilot and the age of AI

Companies with highly engaged workforces had better financial outcomes.

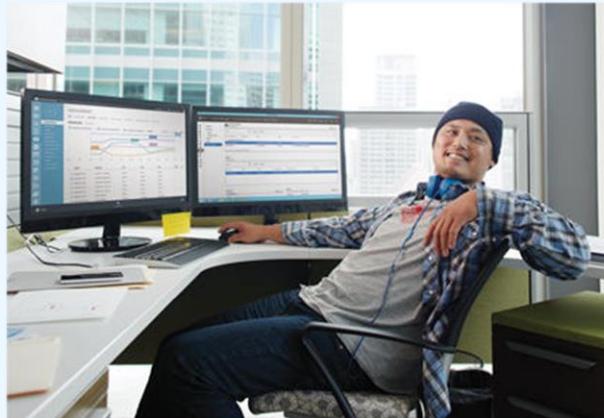
Productivity

X

Engagement

=

Performance



88%

feel more productive with
AI assistance.¹



74%

say AI enables them to focus
on more satisfying work.¹

\$46,511

On average, each additional point of engagement reported by employees correlated with a +\$46,511 difference in market cap per employee.²

AI in Power Platform

Easier to make. Richer to use.



Power Apps

- [Copilot - Natural Language to App \(Generally Available\)](#)
- [Excel to Canvas App \(Generally Available\)](#)
- [Copilot Control in Canvas \(Limited Preview\)](#)
- [Custom Copilot Control \(Limited Preview\)](#)
- [Copilot Answer Control \(Public Preview\)](#)
- [Express Design \(Public Preview\)](#)
- [Power FX Ideas \(Generally Available\)](#)

Power Automate

- [Copilot - Natural Language to Cloud Flow \(Generally Available\)](#)
- [Copilot for Desktop Flows and Scripts \(Public Preview\)](#)
- [Copilot to analyze automation activity \(Public Preview\)](#)
- [Process Mining Root Cause Analysis \(Generally Available\)](#)
- [Format data by Examples \(Generally Available\)](#)

Copilot Studio

- [Copilot - Natural Language to Topics \(Generally Available\)](#)
- [Generative Answers \(Generally Available\)](#)
- [Generative Answers sourcing documents \(Public Preview\)](#)
- [Generative Actions \(Public Preview\)](#)
- [Extend Copilot \(Public Preview\)](#)

Power Pages

- [Copilot - Natural Language to Site \(Public Preview\)](#)

Power BI

- [Copilot - Natural Language to Reports \(Private Preview\)](#)
- [Natural Language to DAX Quick Create \(Generally Available\)](#)

AI Builder, Managed Environments, Dataverse

- [Azure OpenAI models with Templates \(Public Preview\)](#)
- [Power Platform Advisor \(Public Preview\)](#)
- [Formula Columns in Dataverse \(Generally Available\)](#)
- [App Descriptions \(Limited Preview\)](#)
- [ALM Deployment Notes \(Generally Available\)](#)
- [AI Models \(Generally Available\)](#)
- [Dataverse and AI \(Limited Preview\)](#)

Release Planner | AI Availability

Previews

Status	Description	Next Step
Generally Available (GA)	Feature commercially available.	<ul style="list-style-type: none">• Learn about feature and any prerequisites (e.g. geography availability, language availability)• Understand how to enable feature within tenant or admin portal if required
Public Preview	Wide test for a larger group of customers. Features are actively developed and may not be complete.	<ul style="list-style-type: none">• Learn about feature and any prerequisites (e.g. geography availability, language availability)• Read details around availability of preview feature and limitations• Understand how to enable feature within tenant or admin portal if required
Limited Preview	Controlled test for a small group of customers. It is used to test new product capabilities.	<ul style="list-style-type: none">• Learn about feature and any prerequisites (e.g. geography availability, language availability)• Read details around limitations and signing-up, opting-in, or getting access to feature• Understand how to enable feature within tenant or admin portal if required. SLAs may vary
Private Preview	Controlled test for a small group of customers. Typically invite-only and requires an NDA.	<ul style="list-style-type: none">• Learn about feature and any prerequisites (e.g. geography availability, language availability)• Customers invited experience a formal evaluation program.

[Power Platform Release Planner](#)

Microsoft and OpenAI

OpenAI is an AI research and deployment company. Azure OpenAI Service brings OpenAI API + Azure enterprise-level security, compliance, and regional availability.

 Microsoft

Power Platform | Microsoft 365 | Dynamics 365 | Partner Solutions



Azure AI

Scenario-Based Services - Applied AI Services



Customizable AI Models - Cognitive Services



ML Platform



OpenAI

 OpenAI

ChatGPT
Conversational AI chatbot

GPT-3
Understand and generate natural language

Whisper
Automatic speech recognition

CodeX
Understand and generate code

DALL-E
Creating images from text

Microsoft and OpenAI

OpenAI is an AI research and deployment company. Azure OpenAI Service brings OpenAI API + Azure enterprise-level security, compliance, and regional availability.

	Azure OpenAI Service	OpenAI
Security & Data Privacy	Enterprise Security, RBAC, Customer-Managed Keys	Basic Security
Compliance	SOC2, ISO, HIPAA, CSA STAR	None
Reliability	Azure SLA	No SLA
Responsible AI	Built-in, enterprise-grade, low latency moderation, and harm prevention	Separate Safety Classifier (adds latency)
Holistic Solution	OpenAI Models, Complete AI Solution, and a Complete PaaS	Advanced LLM & Image Generation, Basic Speech
APIs	REST APIs + Python, C#, etc. SDKs	REST APIs + Python SDK

[Azure OpenAI Service](#)

Enterprise Grade AI

Enterprise Security

Your data does not leave the **Microsoft ecosystem**

Microsoft **cannot see your data**, except for debugging or abuse

Your data respects existing **permissions models**

Azure security, enterprise promises, compliance

Published availability **SLA**

Responsible AI

Your data is not used to train AI for **other customers** or for ChatGPT

Content moderation

Hallucination filter

Fairness and inclusive policies

Red-teaming and adversarial testing

Governance

Respects **existing security and privacy guardrails**

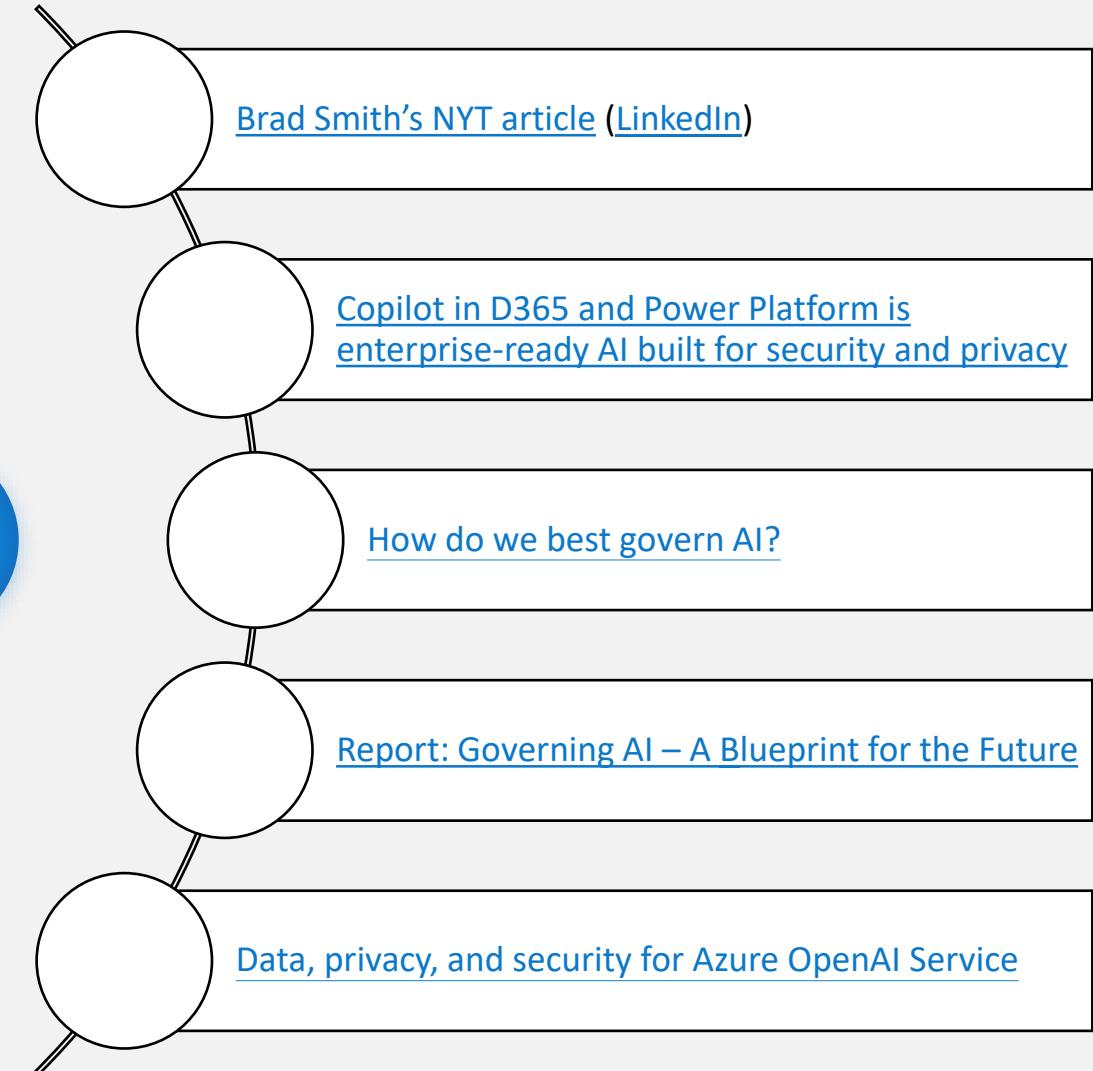
Data loss prevention policies to safeguard data

Analytics reports to provide admin visibility

Data sharing is opt-in only

Data, Privacy, & Security

AI security, privacy & governance





Copilot Studio

**The future is
conversational**

Momentum of conversational AI



By 2026, **30% of work activities** involving the use of technology will be **conversationally enabled**¹

By 2026, **conversational artificial intelligence** deployments within contact centers will **reduce agent labor costs by \$80 billion**²

By 2026, **up to 80% of organizations' digital experiences** will be delivered to consumers **via virtual people**²

Source:

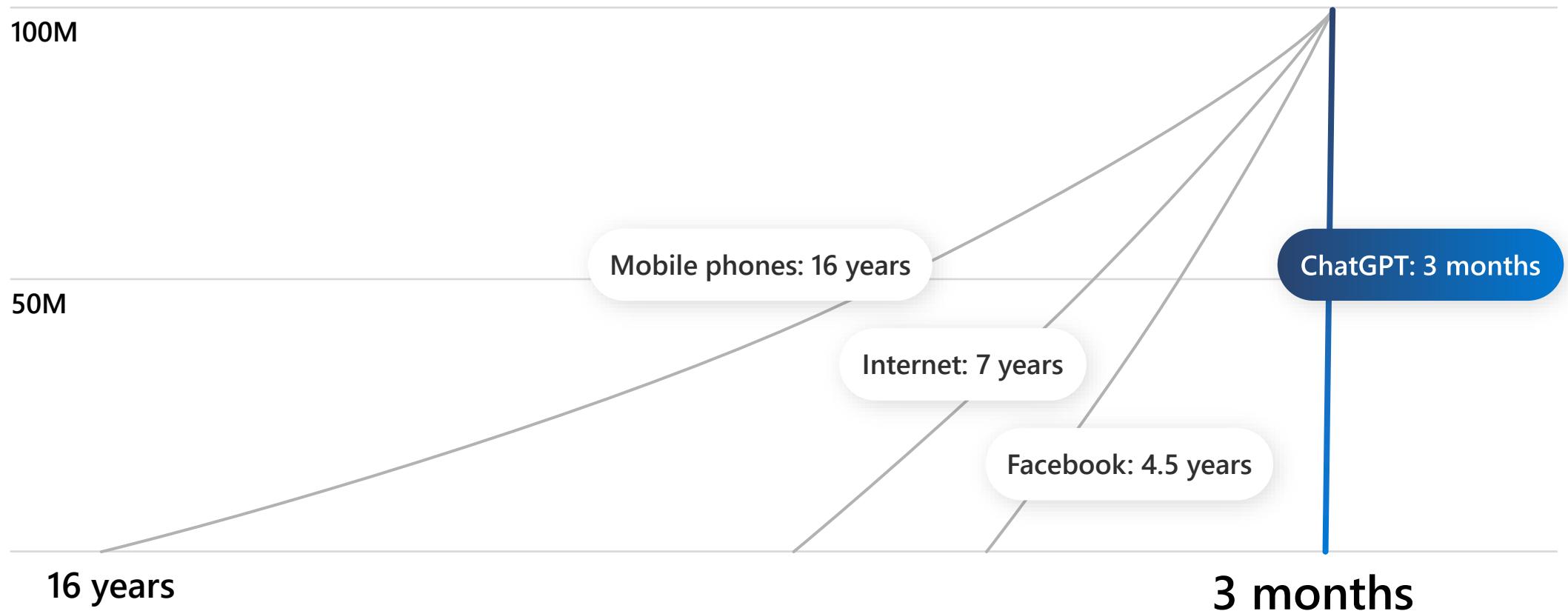
1. 2022 Gartner® - Forecast Analysis: Hyperautomation Enablement Software, Worldwide,

2. 2022 Gartner - Forecast Analysis: Hyperautomation Enablement Software, Worldwide

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Generative AI technology is here

Time to reach 100M users



Building conversational AI can be challenging

Challenges in conversational AI building

Budget and time constraints

Maintaining content

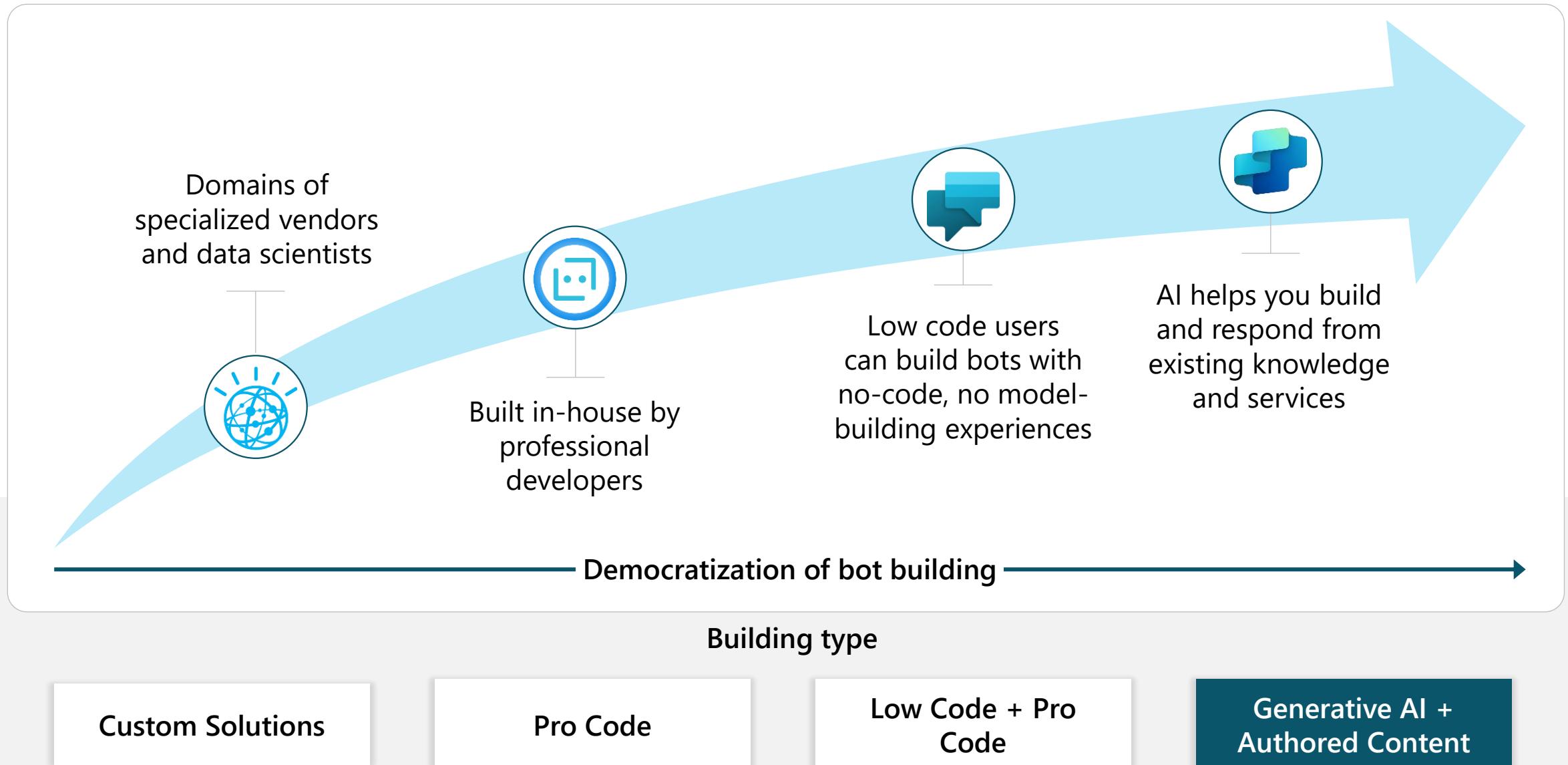
Integration with business systems

Product/Technical onboarding

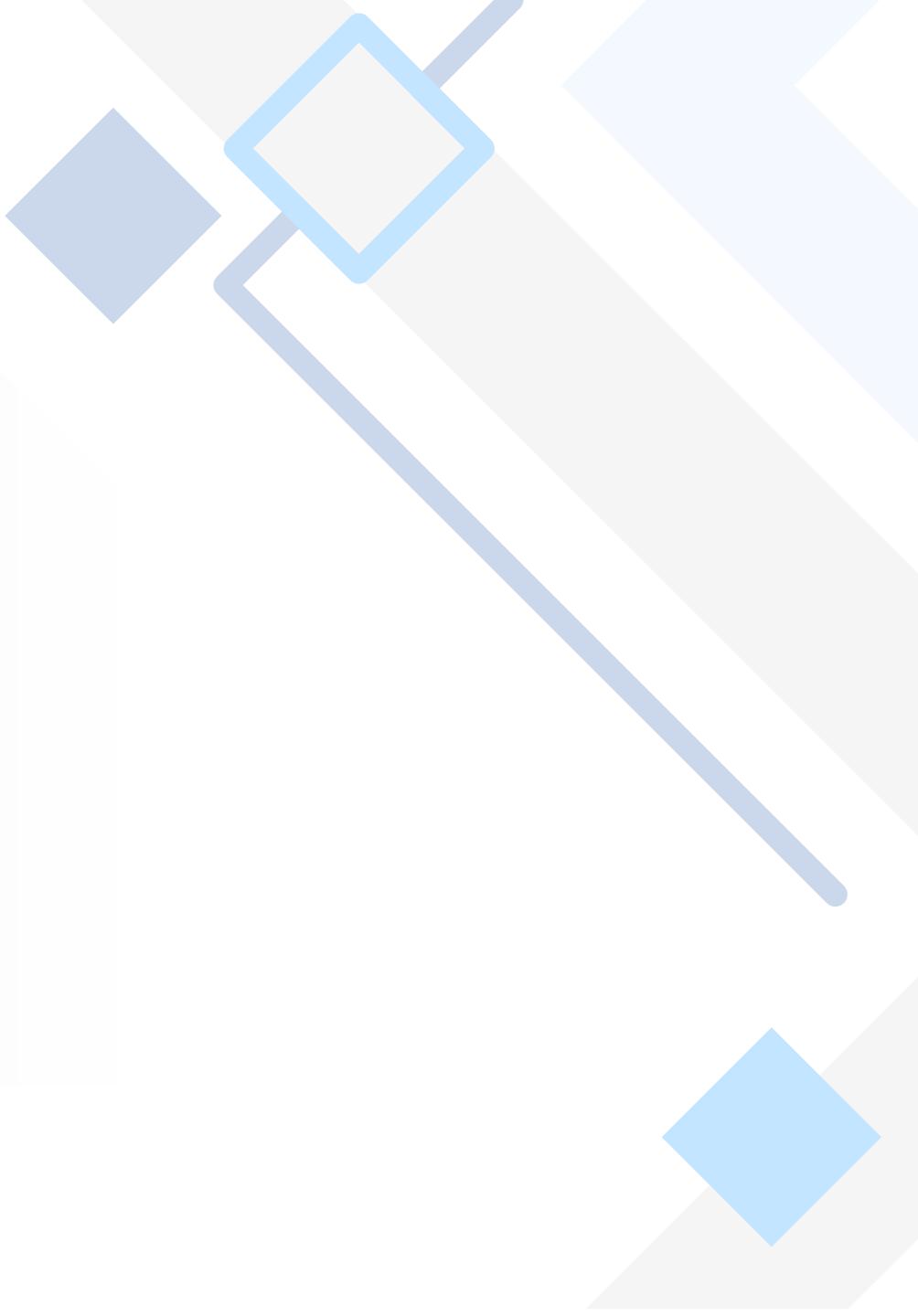
Security and compliance risks

Infrastructure/
Resource hosting

Building conversational AI is evolving ...



Microsoft Copilot Ecosystem



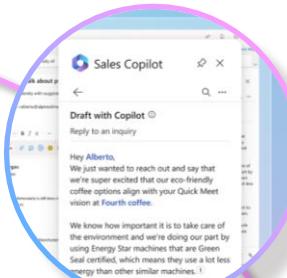
Microsoft Copilot empowers every end user



Customer service



Sales



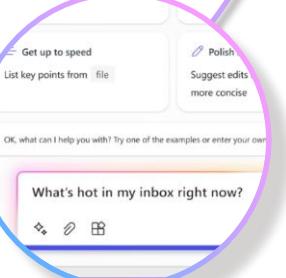
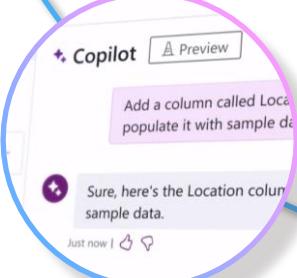
Security operations



Software developers



Data & IT pros



Knowledge workers

A copilot for every Microsoft Cloud experience



Copilot for Dynamics 365

Copilot to assist roles within each line of business applications.



Copilot for Microsoft 365

Copilot assistant to accelerate productivity with Microsoft 365 apps and chat with your data



Copilot for Windows

Get answers and inspirations from across the web, supports creativity and collaboration, and helps you focus on the task



Copilot for Power Platform

Use natural language to accelerate the development of apps, automations and pages.



Copilot for Security

Receive tailored insights that empower your team to defend.



Copilot for GitHub

Increase developer productivity by helping you write code faster with less work.

Is a copilot just a chatbot?

Conversational AI

Chatbot

Conversational experience using trained NLU models

Common to be text based

Data queried with APIs vs grounding

Prebuilt content and topics by makers

Embedded into sites, but siloed

Context holding

Copilot

Evolution of chatbots as conversational assistants powered by large language models and generative AI to assist in your line of work.

Natural, multimodal interface

Enables more than just text formats.

Grounding in multiple data sources

Works with your internal and external data sources

Generative content capabilities

Generative AI powering Copilot building and response generation

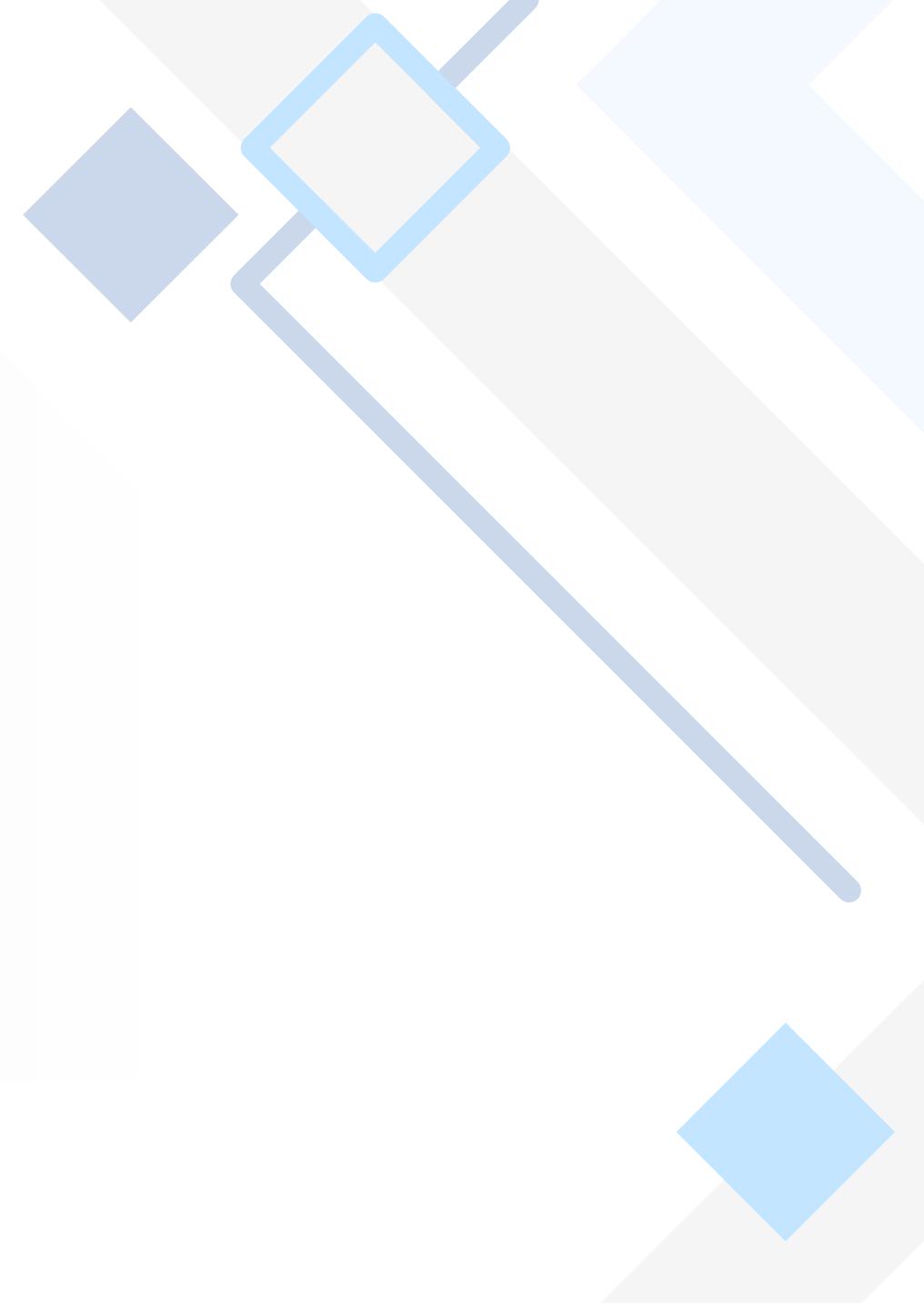
Contextual interactions

Connected to the app experience it lays

Responsiveness and adaptability

Flexible to configure to context of experience.

Building Copilots





Microsoft Copilot Studio

Build your own copilot

Create and publish a custom copilot for your organization using the intuitive building experience enhanced with large language models and generative AI

Customize Microsoft Copilot

Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios. Copilot Studio will be included with the Microsoft 365 Copilot SKU.

Connected platform

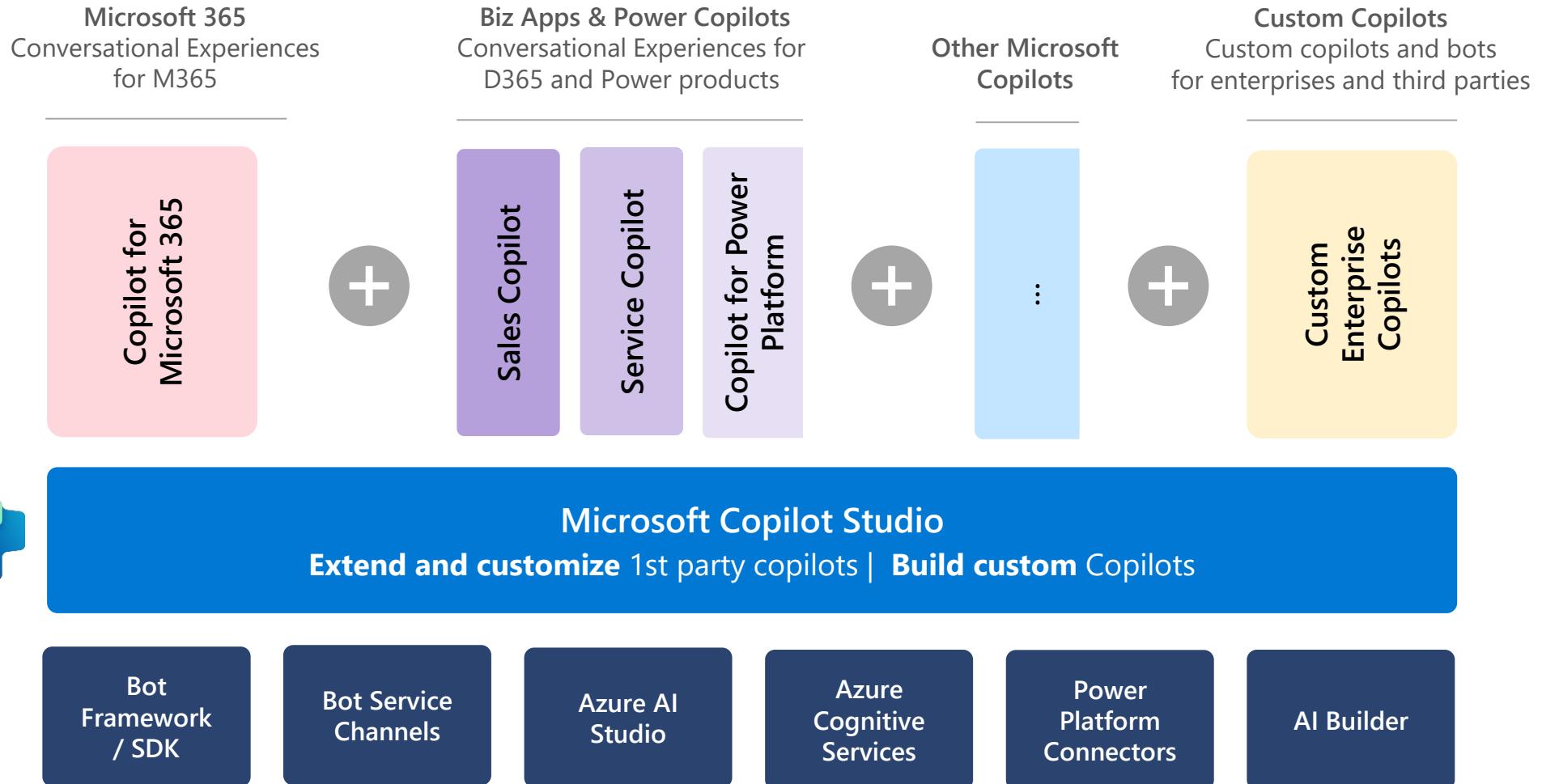
Integrates and exposes various Microsoft's conversational AI technology stacks - integrated with Azure AI Studio, Azure Cognitive Services, Azure Bot Framework, Power Platforms AI models and more

Manage copilot experiences

Governance and control features to monitor usage with full visibility of customizations, standalone copilots as well as who is building and customizing them.

The screenshot shows the Microsoft Copilot Studio interface. At the top, it says "Copilot Studio" and "Northwind Trader". The left sidebar has a navigation menu with items like Home, Building blocks, GPTs (selected), Topics, Plugin actions, Prompts, Copilots, Create a copilot, Extend Microsoft Copilot, Publish, Analytics, Settings, AI integration tools, Channels, and Test your copilot. The main content area is titled "Northwind Trader" and "View solution (Northwind Trader copilot prod)". It features a section titled "Boost your conversations (preview)" with a sub-section "Enter your website" and buttons for "Use generative answers" and "Advanced options". Below this, there are three preview cards: "Extend a Microsoft Copilot (preview)", "Add plugins for dynamic chaining (preview)", and "Meet people where they are". Each card has a "Go to [action]" button at the bottom.

Copilots and Conversational AI

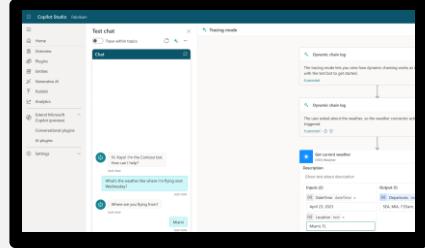




Copilot Studio

	Internal custom copilots	Customer facing copilots	Extend Copilot for Microsoft 365
World Class UX	Declarative	Rich Response	Intuitive
Logic + Automation	Low code logic	Generative Answers + Actions	Ease of use
Next-Gen AI	Prebuilt LLM	Generative AI	Natural language to build
Connected experience	Microsoft Copilot	Power Platform	Custom Azure Skills
Copilot Lifecycle	Test Pane	Collaboration	Proactive suggestions
Security + Governance	Trusted identity	Full visibility	Bring your own Model (BYOM)*
	1000+ Connectors	Solution Management	Azure AI Studio
	Advanced RBAC	ALM Automation	Granular DLP control
Microsoft's end-to-end copilot building platform			

What's in Copilot Studio?

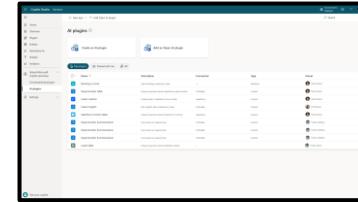


Workspaces

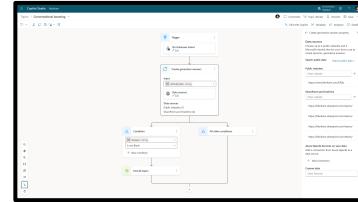
Copilot building studio

Use the **new studio** to create, test and deploy conversational copilots.

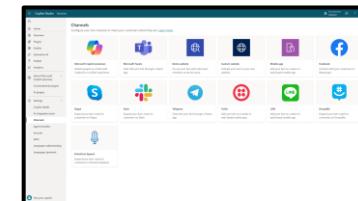
Including **advanced capabilities** of Azure copilot Framework natively in Copilot Studio.



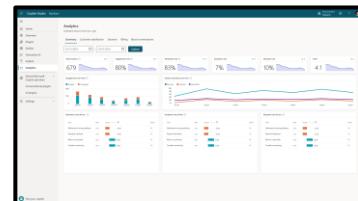
Plugins



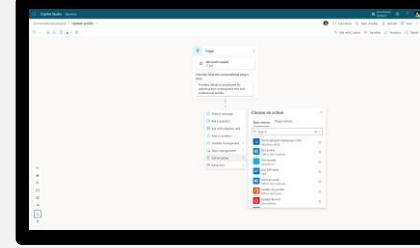
Generative AI



Channel Publishing

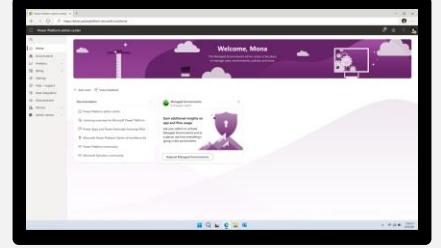


Analytics and Insights



Automation Studio

Drive action in **built in automation**. Use over 1000+ prebuilt and custom data connectors and digital process automation into your conversation flow.



Admin Studio

Deploy copilots securely using **central administration**, built-in security roles, and simple management across environments to maintain compliance and governance.



Multi-Channel Platform

Dynamics for Customer Service



Voice



Teams



Custom

SMS

Azure
Communication
Services

TeleSign



Twilio

SOCIAL CHANNELS

Apple Messages
for Business

Facebook

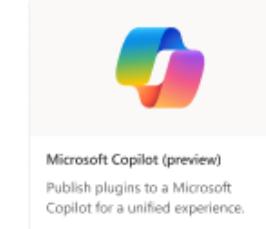
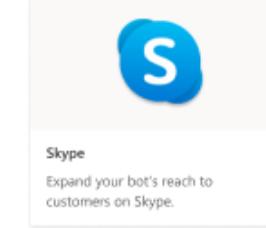
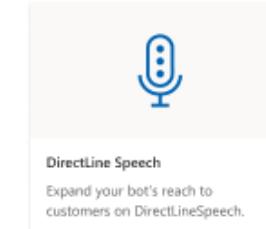
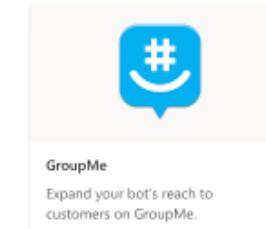
Google's Business
MessagesWhatsApp
through Twilio

Line

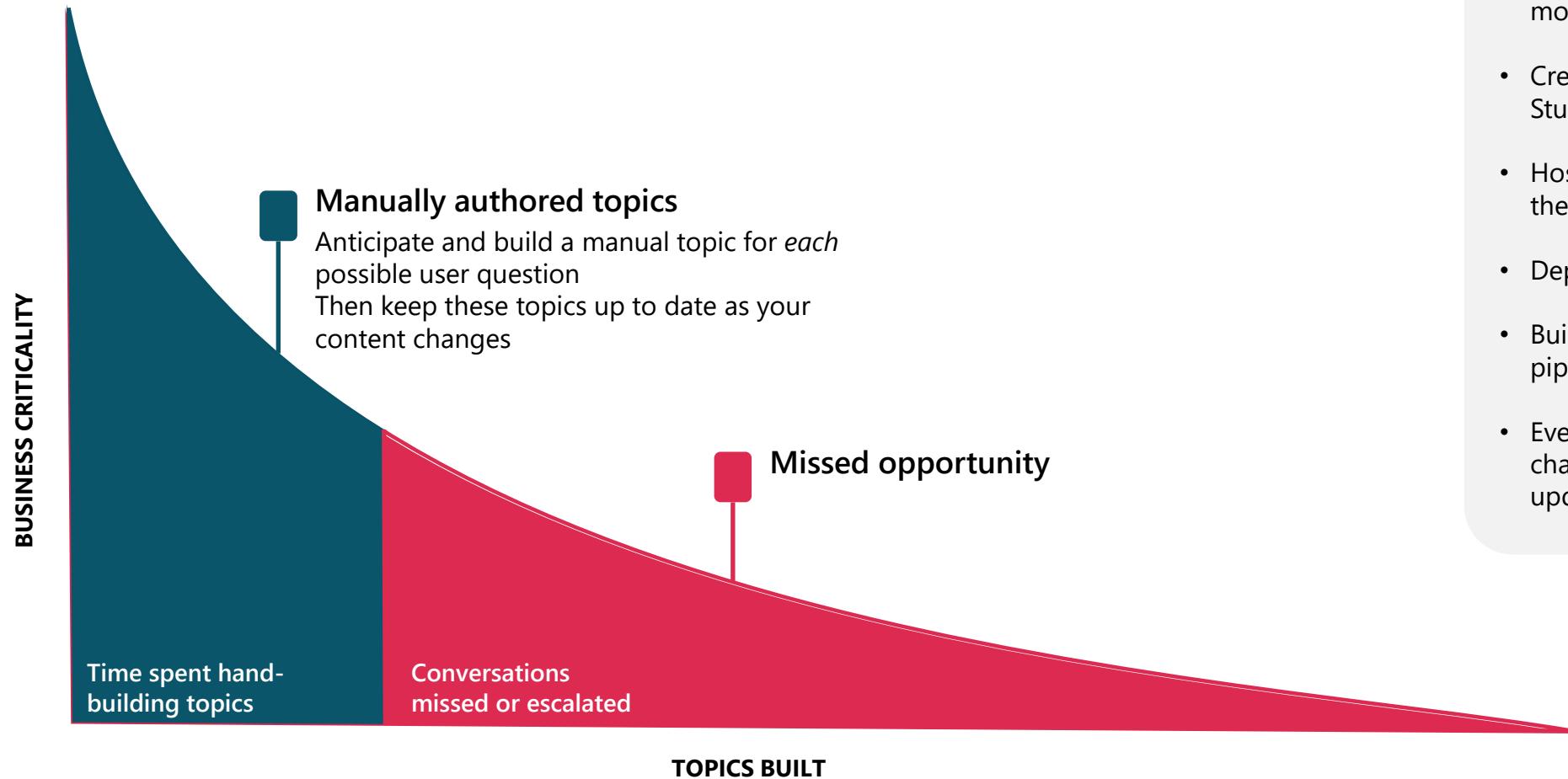


WeChat

Native to Copilot Studio

Microsoft Copilot (preview)
Publish plugins to a Microsoft Copilot for a unified experience.Microsoft Teams
Chat with your bot through a Teams app.Demo website
Try out your bot and invite team members to do the same.Custom website
Activate your bot on your own website.Skype
Expand your bot's reach to customers on Skype.Slack
Expand your bot's reach to customers on Slack.Telegram
Chat with your bot through a Teams app.Twilio
Add your bot to a native or web-based mobile app.DirectLine Speech
Expand your bot's reach to customers on DirectLineSpeech.Mobile app
Add your bot to a native or web-based mobile app.Facebook
Connect with your customers on Messenger.LINE
Add your bot to a native or web-based mobile app.GroupMe
Expand your bot's reach to customers on GroupMe.

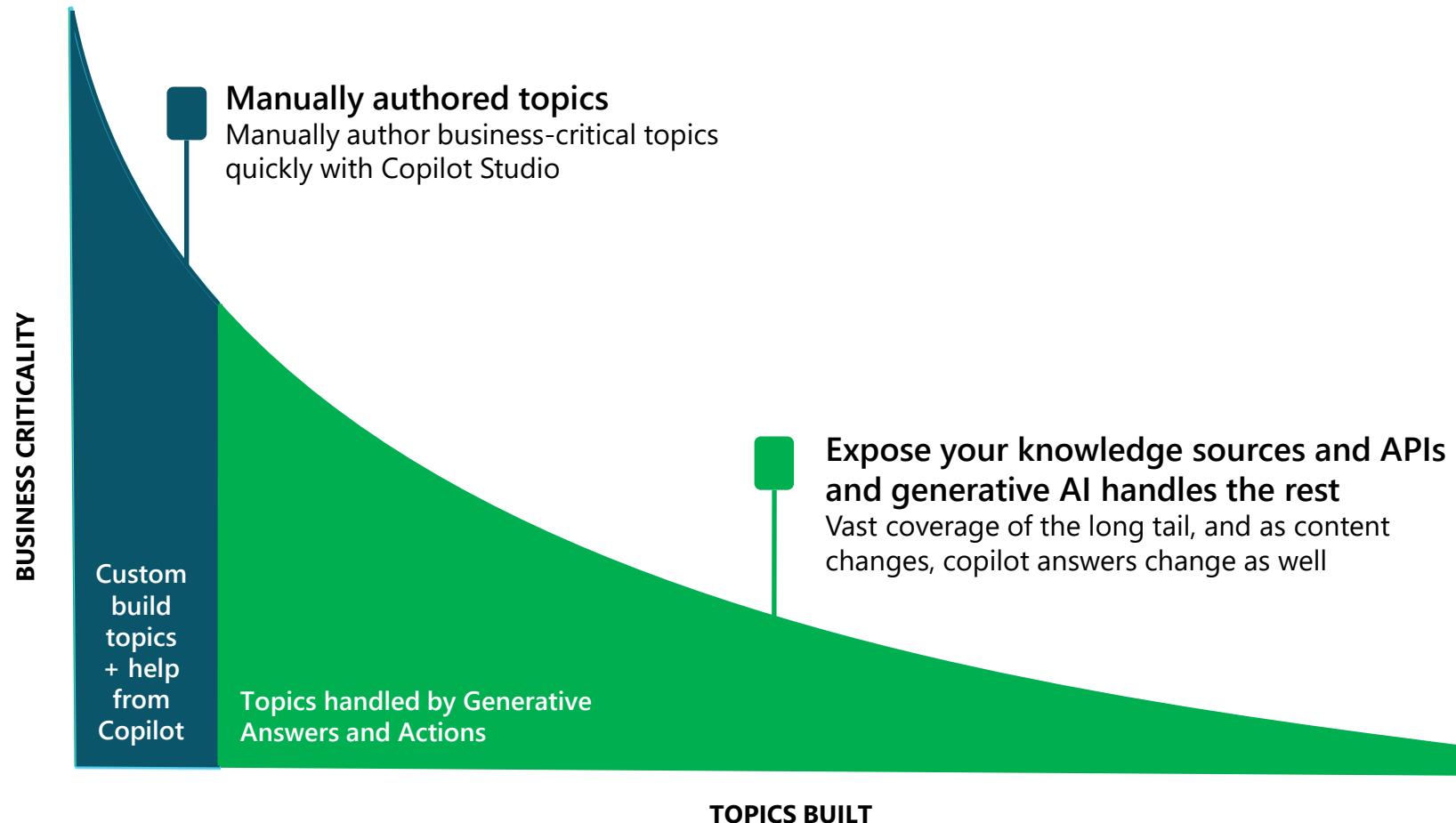
Generative AI is changing building



Traditional (e.g. Azure)

- Create Azure tenant and infra
- Annotate thousands of utterances and conversations to build a custom NL model
- Create topics in code using Visual Studio and BF SDK
- Host Azure Bot Service and instantiate the appropriate channel
- Deploy your copilot to the service
- Build your own custom analytics pipeline
- Every time your knowledge content changes (e.g. different hours) go and update the copilot in code

Generative AI is changing building



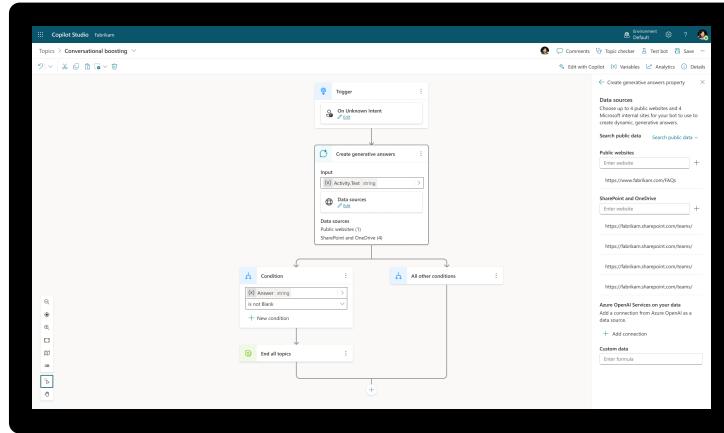
Copilot Studio with Generative AI

- Full E2E SaaS – no infra to host or manage
- No explicit NL training or custom model required, comes with powerful large language model
- Point to a knowledge sources and have a useful bot in minutes with Generative AI
- Customize your copilot with business-critical topics using easy to use graphical interface and 1000s of pre-built connectors, or call custom APIs
- Developers, low-code users can collaborate inside the same canvas with graphical multi-authoring and code side-by-side
- Publish to the channel of your choice in minutes with a few clicks

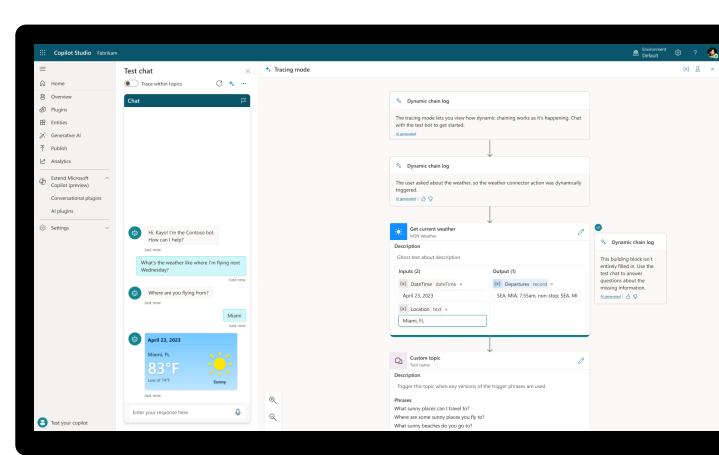
Generative AI in Copilot Studio

Powered by Azure OpenAI Service

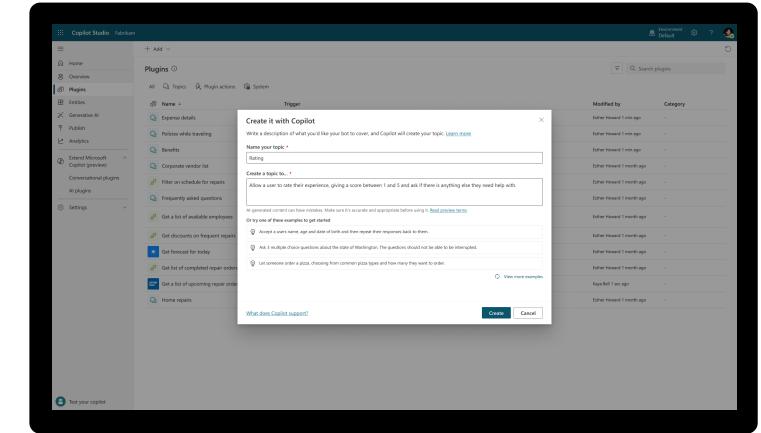
TO ANSWER



TO ACT



TO BUILD



Generative Answers

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

Public Preview

Generative Actions

Generate dialog and take action through dynamically chaining existing building blocks and plugins.

Limited Preview

Generative Building

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

Generally Available

Generative Answers

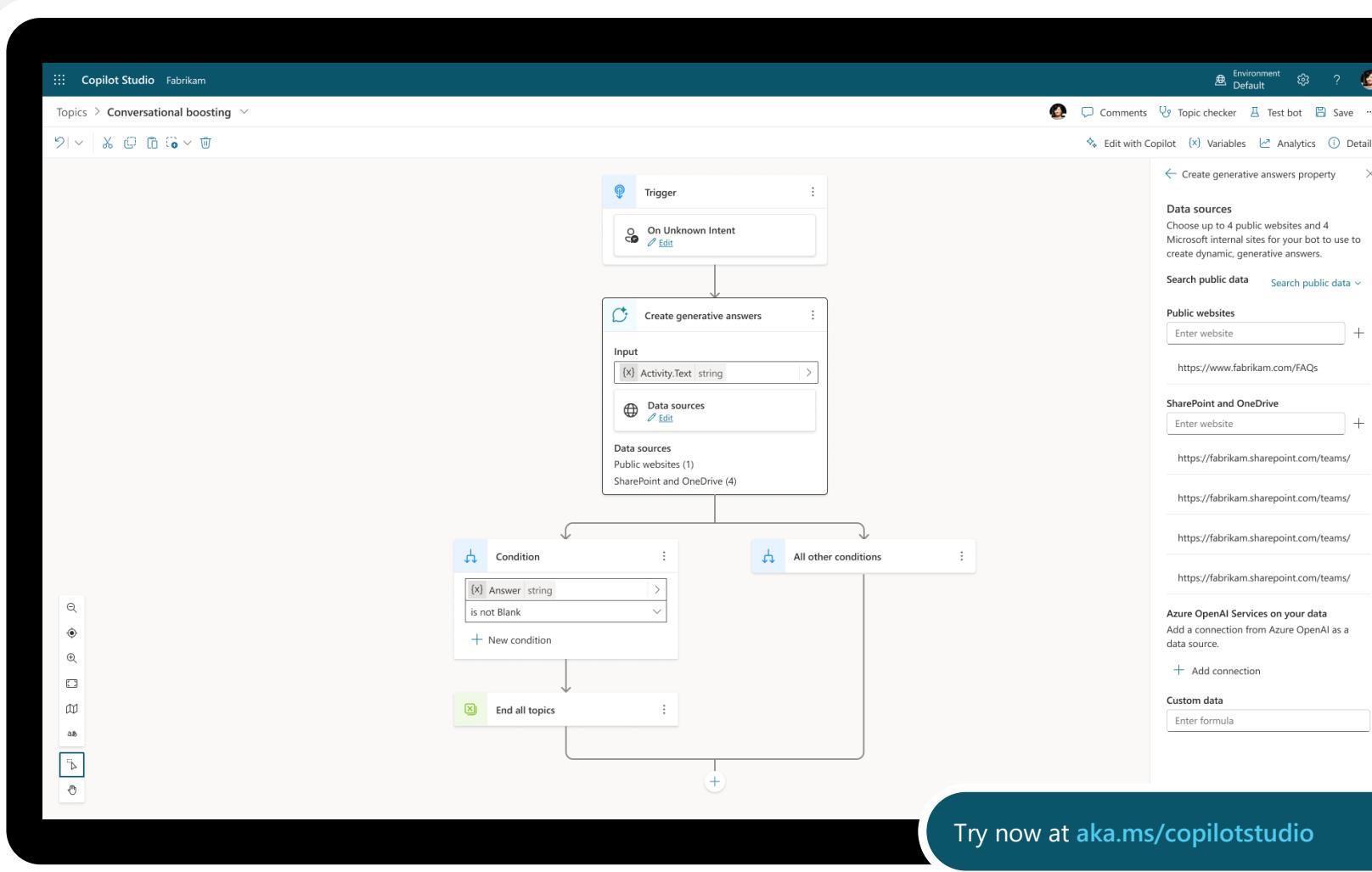
Out of the box, your copilot answers questions based on the content your organization has already invested in

Always up to date, your copilot uses your latest published content for each request; no more maintaining info in two places

Enable multi-turn chat over your own internal and external knowledge sources, files and sites with generative answers

Supports content on the **web, SharePoint, Azure Open AI** on your data, and **direct file upload** and custom calls to backends

You can even pull data **from an API or other backend system** and enable generative chat over it



Generally Available

Generative Actions

Dynamically chains plugins together to produce actionable customer responses

Automatically slot-fill further details to get the information needed for the task

Handle multi-intent queries that were not anticipated or built by the user

Powered by the Azure OpenAI Service with "LangChain" concepts

Example shows generative actions calling two APIs (Weather + Cruise APIs) based on request.

The screenshot displays the Copilot Studio interface. On the left, a sidebar shows navigation options like Home, Overview, Plugins, Entities, Generative AI, Publish, Analytics, Extend Microsoft Copilot (preview), Conversational plugins, AI plugins, and Settings. The main area shows a 'Test chat' window with a conversation between a user ('Hi, Kayo! I'm the Contoso bot. How can I help?') and the bot ('What's the weather like where I'm flying next Wednesday?'). Below this is another message from the user ('Where are you flying from?') and a response from the bot ('Miami'). To the right, a 'Tracing mode' window shows a vertical stack of 'Dynamic chain log' entries. The first entry, 'AI generated', corresponds to the initial user message. The second entry, 'AI generated', corresponds to the bot's response about the weather. The third entry, 'Get current weather MSN Weather', shows the configuration for fetching weather data for Miami on April 23, 2023. The fourth entry, 'Custom topic', shows a placeholder for a trigger phrase related to sunny travel destinations.

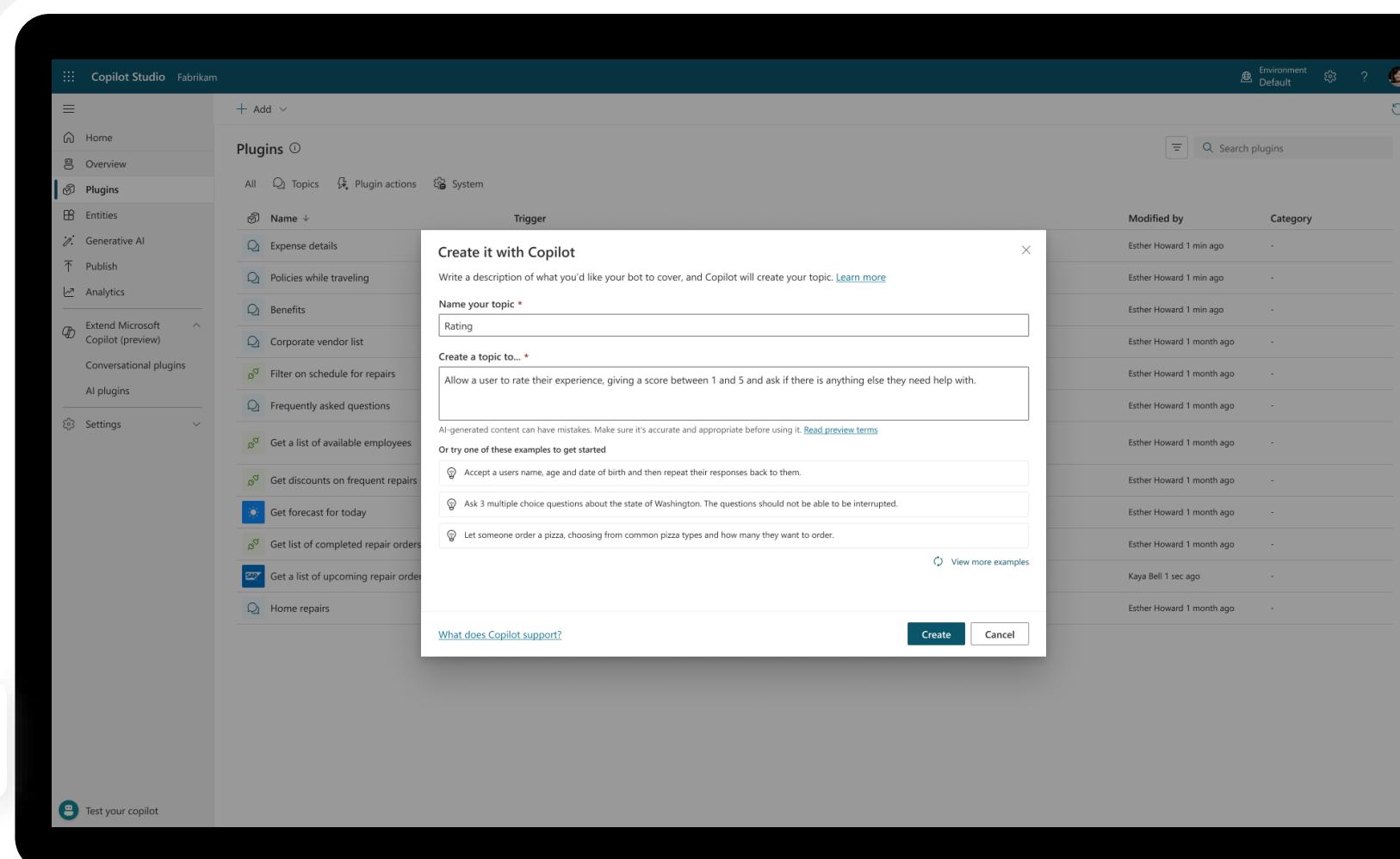
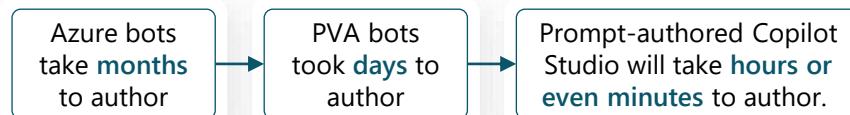
Public Preview

Generative Builder

AI assistance in building topics, designing and modifying a copilot- all through natural language

Assisted authoring for:

- Topic creation and iteration
- Response generation
- Adaptive Card generation
- Topic improvement suggestions
- Suggested trigger phrases, names, descriptions
- Transcript generation
- Copilot creation
- Topic suggestions



Generally Available

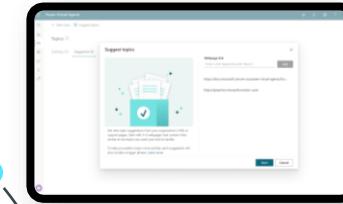
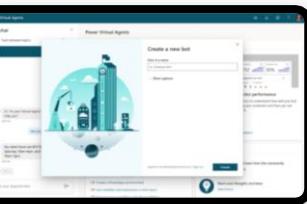
Create copilot with E2E SaaS and single pane of glass

Conversational Services

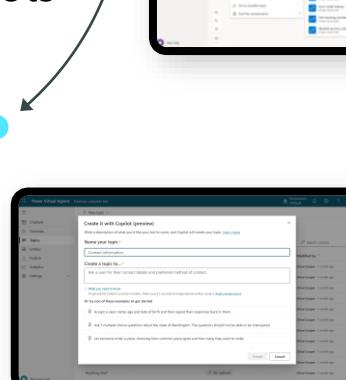
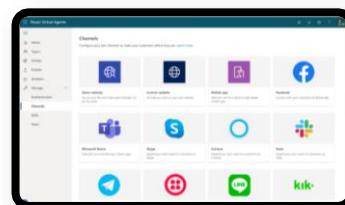
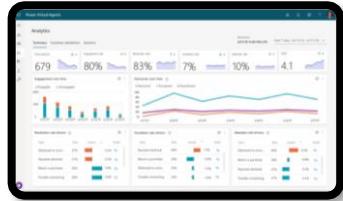
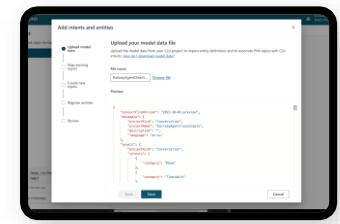
Integrate with Azure AI Studio, Azure Cognitive Services, Bot Framework and more

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
Build your own 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

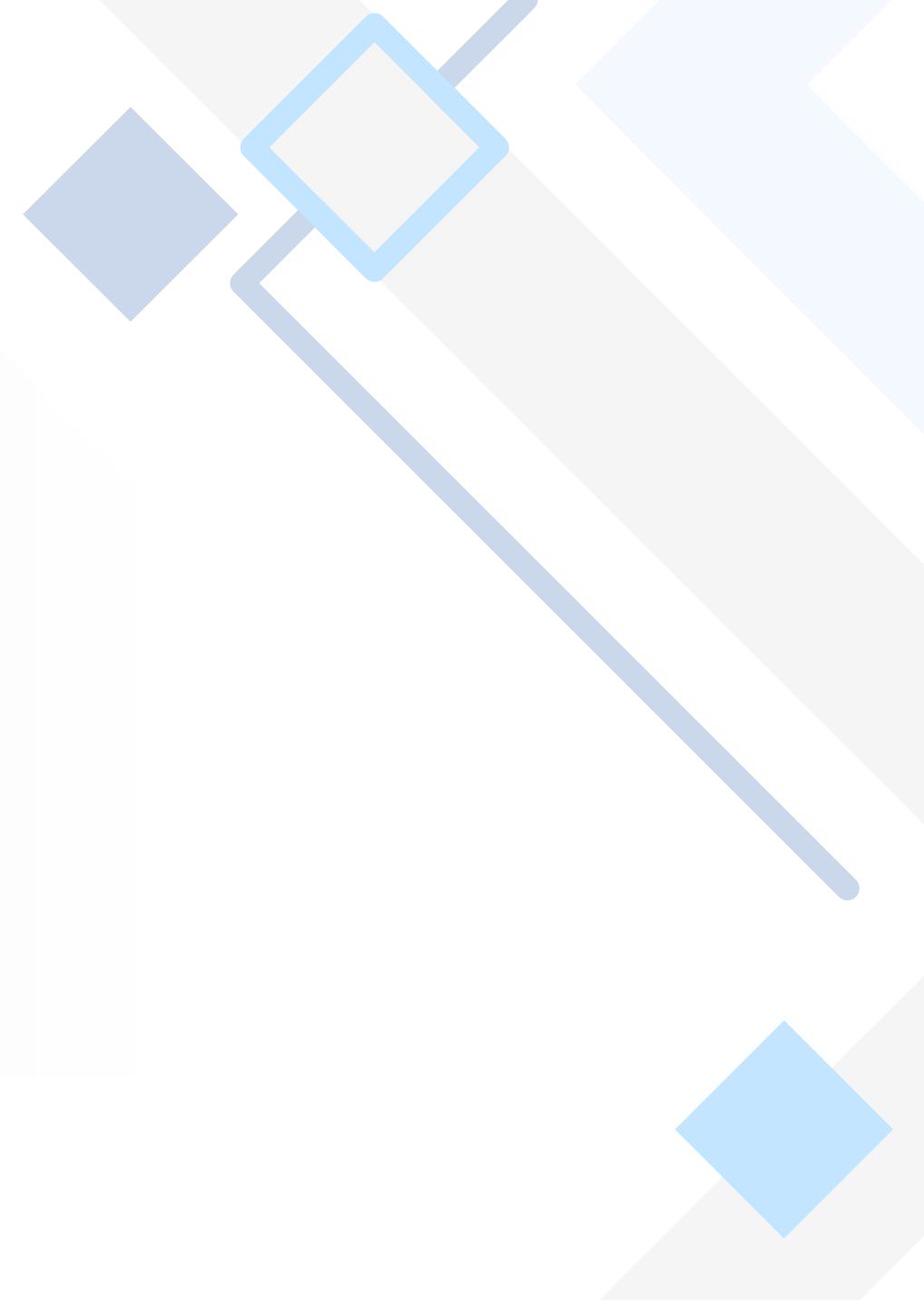
Create specific topics

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

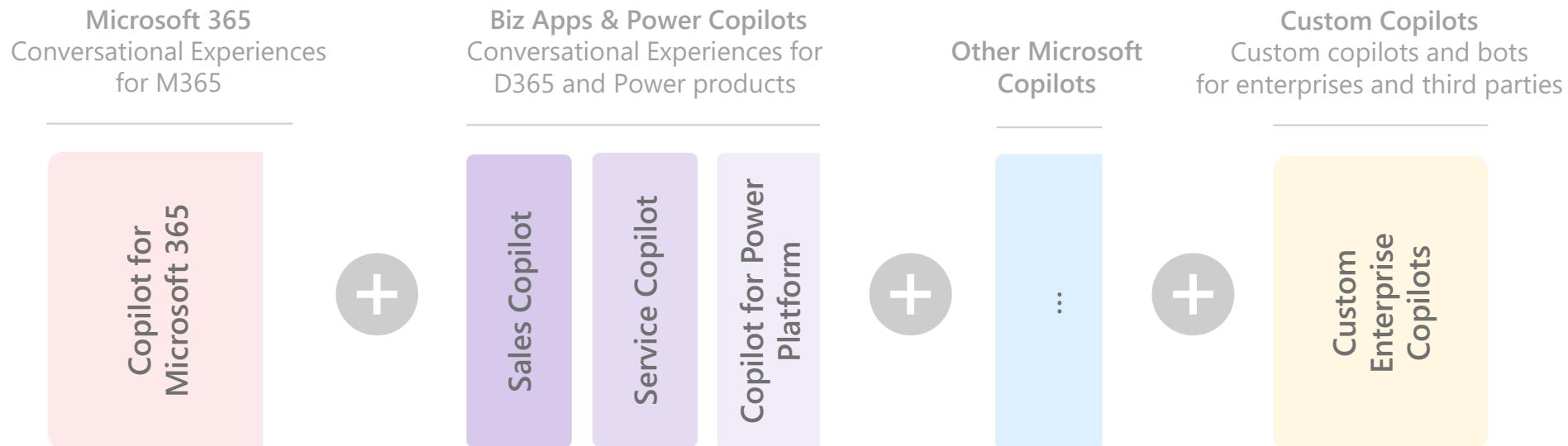
Actions & Plugins

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

Customizing Copilot



Copilots and Conversational AI



Bot
Framework
/ SDK

Bot Service
Channels

Azure AI
Studio

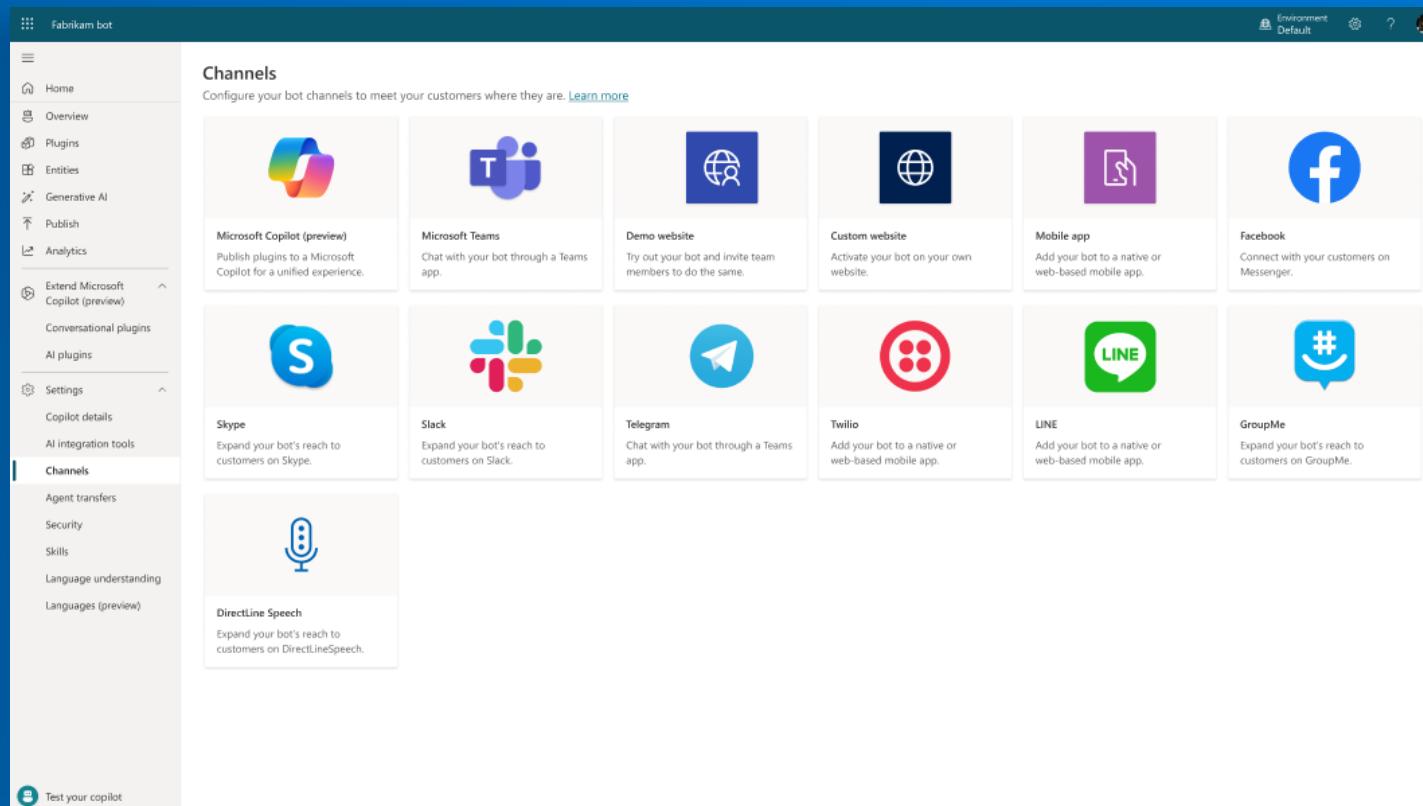
Azure
Cognitive
Services

Power
Platform
Connectors

AI Builder

Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios

- > Control the conversation
- > Accelerate productivity with automated workflows
- > Bring in your business data





What can you build in a plugin?

The screenshot shows the Microsoft Copilot Studio interface. The top navigation bar includes 'Microsoft Copilot Studio' and 'Northwind Trader repair'. On the far right of the top bar are icons for 'Environment Development', a gear, a question mark, and a user profile. Below the top bar is a search bar with the placeholder '+ Add conversational plugin'. The main content area is titled 'Conversational plugins (preview)' and contains a sub-instruction: 'Extend your Microsoft Copilot with these topics. Microsoft Copilot conversational plugins don't support rich text formatting, multi-turn interactions, or analytics.' A table lists six conversational plugins, each with a small icon, the name, the last modifier, and the category (which is always '-'). The listed plugins are: Expense details, Policies while traveling, Benefits, Filter on schedule for repairs, and Get discounts on frequent repairs, all modified by Esther Howard 1 min ago.

Name	Modified by	Category
Expense details	Esther Howard 1 min ago	-
Policies while traveling	Esther Howard 1 min ago	-
Benefits	Esther Howard 1 min ago	-
Filter on schedule for repairs	Esther Howard 1 min ago	-
Get discounts on frequent repairs	Esther Howard 1 min ago	-

Gives makers the ability to review all available plugins, import plugins, and create new plugins from existing platform components:

A conversational/AI plugin can include:

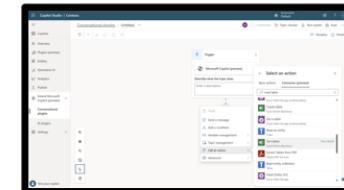
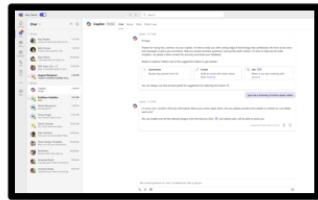
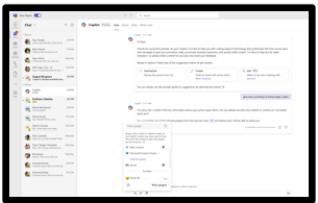
- Message nodes (Word for word responses)
- 1000+ data connectors
- Generative answer nodes
- Call Power Automate flows
- AI Prompts
- Open AI plugins
- Copilot Studio topics and plugin actions

Customizing Copilot

Microsoft Copilot

Answers based on your enterprise data, but cannot natively answer other queries

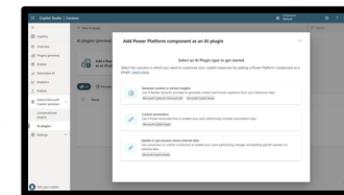
Ask again
Microsoft Copilot is now instantly capable of handling the previously unanswered query.



Copilot Studio
The fastest way to build and extend powerful Generative AI Copilots

Extend in Copilot Studio
Add reusable AI Plugins (based on pre-built / custom connectors, AI Prompts and Power Automate Flows) or build Conversational Plugins

Publish back to Microsoft Copilot
Publish and enable your new plugin in Microsoft Copilot in minutes.



Build a Conversational Plugin
Use the state-of-the-art dialog builder. Using 1000's of connectors, combine multiple data sources and manipulate data

Generally available



Copilot in Power Apps

A screenshot of the Microsoft Power Apps studio interface. The top navigation bar includes 'Power Apps', 'Search', 'Environment (Contoso Project - 23)', and various icons. A prominent feature in the center is a large button labeled 'Let's build an app. What should it do?' with a text input field below it. To the right of this is a 'Try the new Power Apps' toggle switch. Below these are sections for 'Other ways to create an app' (with options for 'Start with data', 'Start with a page design', and 'Start with an app template') and 'Your apps' (listing three items: 'Bank Support Tickets - copilot - ben', 'Bank Support Tickets', and 'Bank Support Tickets - copilot').

Power Apps

Search

Environment
Contoso Project - 23

Try the new Power Apps

Let's build an app. What should it do?

Collect RSVPs Track sales leads List inventory Manage inspections

Use everyday words to describe what your app should collect, track, list, or manage ...

This AI-powered feature is in preview. [See terms](#)

In this environment

3 KK MA

Other ways to create an app

Start with data

Create a table, pick an existing one, or even import from Excel to create an app.

Start with a page design

Select from a list of different designs and layouts to get your app going.

Start with an app template

Select from a list of fully-functional business app templates. Use as-is or customize to suit your needs.

Your apps

Name	Modified	Owner	Type
Bank Support Tickets - copilot - ben	37 minutes ago	Cherie Quek	Canvas
Bank Support Tickets	18 hours ago	Cherie Quek	Canvas
Bank Support Tickets - copilot	18 hours ago	Cherie Quek	Canvas

Ask a virtual agent

Level up your Copilot in Power Apps with Copilot Studio

Design your app with its own conversational experience connected to your data.

DeliveryManager



Recipient Name ↑	Entry Date	Scheduled Deliv...	Street 1	State	Zip Code	Numb...
Adrianna Kuchar...	Fri Oct 13 2023 ...	Fri Nov 24 2023...	3256Tamarack S...	WA	98052	8
Amanda Haralds...	Sun Oct 08 202...	Fri Nov 17 2023...	6760Boxwood S...	WA	98070	2
Amy E. Edwards	Tue Oct 03 202...	Fri Nov 17 2023...	1649Willowwoo...	WA	98056	8
Andrzej Kucharski	Thu Oct 12 202...	Sat Nov 25 202...	5693Locust Circle	WA	98034	4
Anitha Thota	Tue Oct 03 202...	Thu Nov 30 202...	8576Sycamore ...	WA	98024	5
Archana Ponnala	Thu Oct 12 202...	Wed Nov 22 20...	7764Linden Way	WA	98033	4
Beata Szymanska	Sun Oct 01 202...	Thu Nov 16 202...	6186Chestnut B...	WA	98022	2
Benedicte Henn...	Fri Oct 13 2023 ...	Fri Nov 17 2023...	3415Larch Boul...	WA	98032	3
Benedikte Ringdal	Tue Oct 03 202...	Wed Dec 31 19...	5056Rosewood ...	WA	98042	2
Blazej Wozniak	Thu Oct 12 202...	Fri Nov 17 2023...	5005Spruce Drive	WA	98019	8
Chris Preston	Wed Oct 04 202...	Tue Nov 21 202...	7031Tulipwood ...	WA	98055	9
Elena Nilsson	Mon Oct 02 202...	Wed Dec 31 19...	3084Juniper Lane	WA	98031	3
Elzbieta Ostrows...	Thu Oct 05 202...	Wed Nov 22 20...	8557Maplewoo...	WA	98037	3

Rows: 49

Copilot

Chat



Have a question about this app? Ask Copilot.

Copilot can answer questions about the data in this app, and help you navigate. It's always learning from your feedback.

Ask a question about the data in this app, or tell me what you're looking for

0/500

Make sure AI-generated content is accurate and

Azure OpenAI on Your Data integration

Azure OpenAI on **YOUR DATA** enables Azure OpenAI's models (ChatGPT, GPT-4...) on **YOUR DATA** and can enable you to build powerful conversational experiences over it with Copilot Studio.

Customers can connect their data sources to unlock the full potential of their data in a compliant way!

The screenshot shows the Azure OpenAI Studio interface for the ChatGPT playground (preview). On the left, there's a sidebar with icons for saving changes, adding a sample prompt, selecting a base prompt, and few-shot examples. The main area has a "Chat session" panel where a user has typed "how much does the pay-as-you-go plan in UK cost?". Below the input field, a response is shown: "The cost of a pay-as-you-go plan in the UK can vary depending on the mobile network provider and the specific plan you choose. Generally, you can expect to pay around 1p to 3p per minute for calls, 1p to 2p per text message, and 1p to 5p per megabyte of data usage. However, it's always best to check with individual providers for their specific rates and plans." To the right of the chat session is a "Citations" panel showing a single result from "Northwind Health Plus". At the bottom, there's a "Comparison of Plans" section comparing Northwind Standard and Northwind Health Plus, and a "Type a new question (e.g. Does my plan cover annual eye exams?)" input field.

Public Preview

Extend with Azure



The screenshot shows the 'Add intents and entities' dialog in Copilot Studio. It includes a sidebar with options: 'Upload model data' (selected), 'Map existing topics', 'Create new topics', 'Register entities', and 'Review'. The main area shows a preview of a JSON file with project metadata and intents. Buttons at the bottom are 'Back', 'Next', and 'Cancel'.

Plugin custom Azure services including Azure Conversational Language Understanding, Question & Answering, Azure OpenAI Service and more to enhance your copilot.

Custom Language Understanding (CLU) Models

Connect CLU including dialog triggering, interruptions, did you mean and slot filling. Just map CLU intents and entities to Copilot Studio topics and you're ready to go!

BYO Knowledge Base

Connect existing Azure question and answering capabilities to query your FAQ knowledge bases.

Document search

Create your own cognitive search with Azure and your documents. Connect it up to the Azure OpenAI Studio and publish to Copilot Studio.

BYO Generative AI

Connect your copilot to the Azure OpenAI Studio and call generative AI and ChatGPT directly via APIs.

Automation studio



The screenshot shows the Power Virtual Agents interface. On the left, a sidebar lists navigation options: Home, Topics, Entities, Analytics, Publish, Manage, Details, Channels, Security, Skills, and AI capabilities. Below this is a button labeled "Test your bot". The main area is titled "Lightning deals" and displays a process flow. It starts with three "Condition" blocks, each with a dropdown menu. The first condition checks if "Response1 (Text)" is equal to "Error message". The second checks if it's equal to "Printer does not respond". The third checks if it's equal to "None of the above". Each condition leads to a "Message" block. The first message asks "Which error message do you see?", the second asks "Search actions", and the third says "Let me connect you to a human agent.". Below these is an "End" block labeled "End of conversation". A sidebar on the right contains a "Search actions" section with several options: "Create a flow" (Launches Microsoft Flow), "Authentication" (Go to Authentication to connect an Identity Provider), "Skill or skill action" (Go to Skills to add a skill to your bot), and four specific flows: "Today's lightning deals", "Error code lookup", "Get tracking number", and "Student promo code", each with a "View flow details" link.

Power Automate's digital process automation is included in Power Copilot Studio with 1000+ prebuilt data connectors and automation templates.

3rd party connectors, including custom and on-prem

Connectivity



1 Discover

2 Automate

Use process mining to identify bottlenecks and opportunities for automation

With the Copilot Studio Process Advisor template, get a deeper insight into copilot conversation flows.

Create solutions by automating business processes with advanced AI, Digital Process Automation, and Robotic Process Automation.

Embed your automation flows directly into the conversation to drive action.



Prompt Building

A screenshot of the Microsoft Power Automate interface, specifically the AI Builder section. A modal window titled "Select a data source" is open, listing various Microsoft Dataverse entities: Address, Appointment, Attachment, Business Unit, Conversation history, Contact, Currency, CustomQueue, and Email. The "Conversation history" item is highlighted with a red circle around its icon. The main workspace shows a "Custom Dynamic Prompt" created on 07/07/2023 at 13:15:57. The prompt's description is: "Summarize the [Last message] taking in account the [Attached file content] and the [Select your data source]". Below the prompt, there are buttons for "+ Add dynamic value" and "Add data source". A note at the bottom says: "AI-generated content may be incorrect. Make sure it's accurate and appropriate before using it." A "Read terms" link is also present.

Power Automate

Environments
Wide World Importers

Custom Dynamic Prompt 07/07/2023 13:15:57

Prompt

Summarize the [Last message] taking in account the [Attached file content] and the [Select your data source]

+ Add dynamic value Add data source

Test your prompt

AI-generated content may be incorrect. Make sure it's accurate and appropriate before using it. [Read terms](#)

Select a data source

- Address Microsoft Dataverse
- Appointment Microsoft Dataverse
- Attachment Microsoft Dataverse
- Business Unit Microsoft Dataverse
- Conversation history Microsoft Dataverse
- Contact Microsoft Dataverse
- Currency Microsoft Dataverse
- CustomQueue Microsoft Dataverse
- Email Microsoft Dataverse

prompt Cancel

A single interface to build, design, and test Generative AI Prompts that can be embedded across products.

Prompts are saved in AI Builder's prompt library and become a platform concept (supporting sharing, ALM, RBAC). Prompts can be invoked in Copilots (via Plugins), Power Apps & Dataverse (via Power FX), Power Automate (via AI Builder connector).

Customer Copyright Commitment

Use Copilot services with confidence

We stand behind
our Copilot
customers

We are sensitive
to the concerns
of authors

Copyright
guardrails are built
into the product

Next steps

A large offshore oil rig, the 'PACIFIC SHARAV', is shown sailing on the ocean under a clear blue sky. The rig has a complex steel structure with yellow safety railings. A red lifeboat is visible on the side. The name 'PACIFIC SHARAV' is printed on the hull. In the background, the horizon line is visible.

~~"Como criamos um aplicativo mais rápido?"~~

**“Como transformar 1.000
processos por ano?”**

Make it Real!

“Como transformar 1.000 processos por ano?”



1

Cultura

Patrocínio executivo de cima para baixo em TI e LOB. [Mudança de cultura](#) para convidar e conectar LOB com TI e Pro Devs para participar da criação de soluções

2

Fundação de TI

Liderança de TI [no centro de excelência](#) e orientação para governança, segurança, orçamento e adoção para ambientes centralizados ou distribuídos

3

Pro Developers

Desenvolvedores profissionais [reformulando fluxos](#) de trabalho para dimensionar e interagir com operadores de informações de LOB em soluções novas e existentes

4

LOB

Departamentos identificando "[usuários avançados](#)" para adoção e representação antecipadas e identificando recursos e orçamentos administrativos

5

Formação

Capacitação e capacitação via [hackathons](#) e programas de certificação para adotantes da Power Platform na organização

6

Nurture

Cadências de [qualificação](#) e celebração de soluções ao adotar novas inovações da Power Platform

Executive Sponsor ● Governance Lead ● Adoption Lead ● Community and Skilling Lead ● Power Platform Admin ● Pro Devs ● Architect ● Security

Suporte e recursos externos da Microsoft, parceiros ou consultores profissionais

Investir em Power Platform compensa



Quanto mais cedo você começar, mais tempo você colhe benefícios.

140%

Retorno sobre o investimento (ROI) ao longo de 3 anos

45%

Redução de custos de desenvolvimento de aplicativos

\$8.23M

Presente líquido valor (VPL)

Basic capabilities

1

Aplicativos e automações em pequena escala



Resolva problemas apenas para equipes ou indivíduos

2

Automação pessoal ou somente em equipe



Ganhos de eficiência limitados a indivíduos, equipes ou pequenos departamentos.

3

Conectividade selecionada pronta para uso



A necessidade de troca de solução, entrada de dados repetida e risco de dados ruins

4

Sharepoint, Excel ou Dataverse para equipes



Permite estruturas de dados simples e gerenciamento de acesso limitado a dados.

5

Opções limitadas para compartilhar e reutilizar soluções já criadas



Construção repetida de aplicativos e automações semelhantes, perda de eficiência.

Premium investment

1

Aplicativos e soluções podem se estender por toda a organização



Dimensionamento rápido e fácil, ganhos de eficiência e melhorias de desempenho

2

Automações entre sistemas e departamentos



Resolução acelerada de problemas, trabalho mais rápido e menor necessidade de repasses manuais.

3

Conecte tudo



Dados conectados significam resolução rápida de tarefas e menos esforço na manutenção de dados.

4

Dataverse



Gerencie dados e aplicativos para obter insights, impulsionar o negócio e reduzir custos.

5

Compartilhamento e dimensionamento fáceis e gerenciáveis



As pessoas que precisam dos aplicativos e dados podem ser concedidas facilmente sem medos.

Impacto do Power Platform premium



Revenue

4-5x growth

Companies with developer velocity in top quartile experience

McKinsey & Company

[McKinsey & Company - Developer Velocity: How software excellence fuels business performance](#)



Efficiency

23%

Increase in developer efficiency

Forrester

Total Economic Impact of Power Platform Premium Capabilities



Costs

45%

Development cost reduction

63%

Lower costs to develop a large-scale solution using premium connectors and Dataverse

Forrester

Total Economic Impact of Power Platform Premium Capabilities

24%

Cost reduction using Power Platform and Azure due increased DevOps efficiency a reducing spending third-party solution

Microsoft

[Microsoft Power Platform and Azure for Corporate IT TEI](#)



Agility

63%

Improved agility to changes

Forrester

Total Economic Impact of Power Platform Premium Capabilities



Security

91%

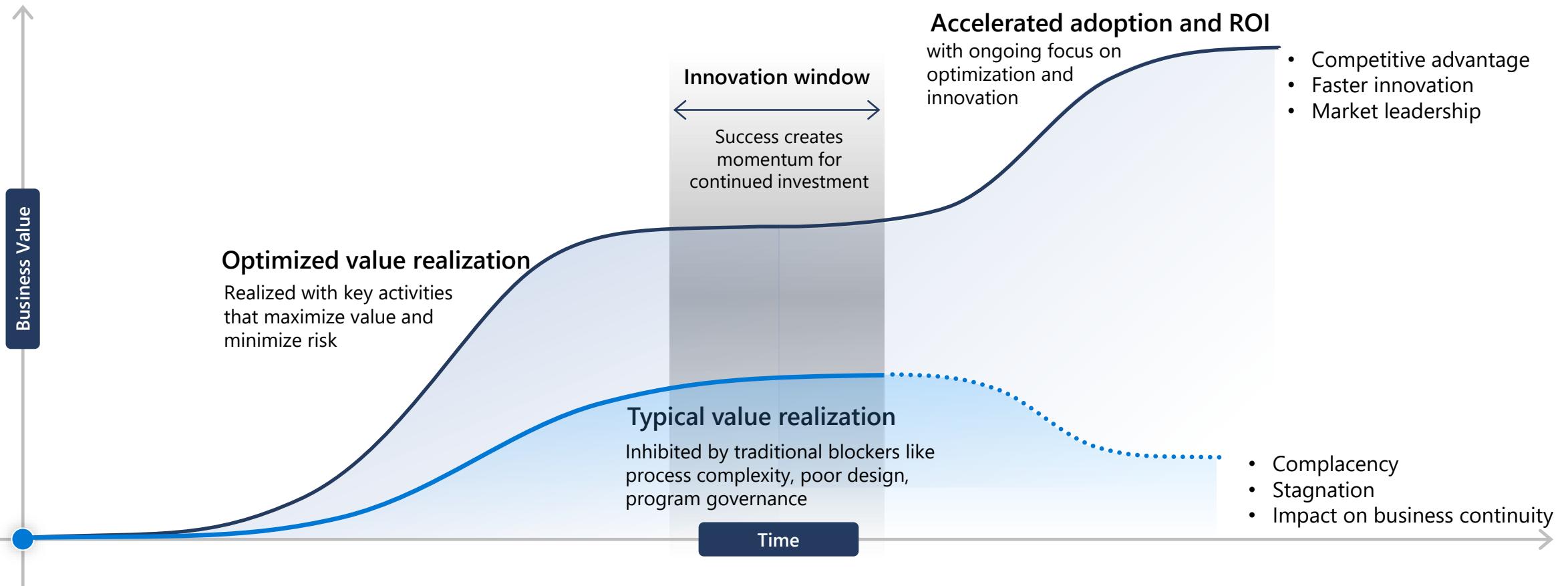
better security and visibility around data connections

Forrester

Total Economic Impact of Power Platform Premium Capabilities

Maximize seus investimentos com o Microsoft Unified

Acelere seu tempo de implantação com serviços liderados por especialistas, desde o planejamento até a implantação e muito mais



Conte com especialistas para construir seus aplicativos

Com acesso direto aos especialistas da Microsoft, você pode criar aplicativos personalizados usando o Power Platform para resolver desafios de negócios e automatizar processos de negócios

O que você quer alcançar...

- Estabeleça um modelo de governança e padrões e prepare-se para a IA
- Implantação bem-sucedida da plataforma de energia em toda a empresa
- Validação de processos de projeto e desenvolvimento de arquitetura de soluções

Como entregamos...

- Assistência na criação de um Centro de Excelência (COE) para governar a criação de aplicativos e acelerar a adoção em toda a organização
- Orientação prescritiva de especialistas para acelerar a implantação com workshops de Maker e Developer para melhorar as habilidades da equipe
- Revisões técnicas e funcionais para validar planos e abordar problemas e riscos

Saiba Mais

Visite aka.ms/Enhanced-Solutions para agendarmos uma sessão com objetivo de determinar como nossas **Soluções Aprimoradas** podem ajudá-lo a alcançar os resultados desejados

Continue sua jornada de **conhecimento**

Eventos técnicos de Power Platform

Eventos no **Microsoft Teams** conduzidos pelos especialistas em Power Platform da Microsoft Brasil. Para participar procure seu **gestor(a) de conta** (AE) ou **especialista** (SSP).



Governança e ALM

Tópicos

- Governança
- Segurança
- Monitoramento
- CoE Starter Kit
- ALM/DevOps

Duração

03 horas



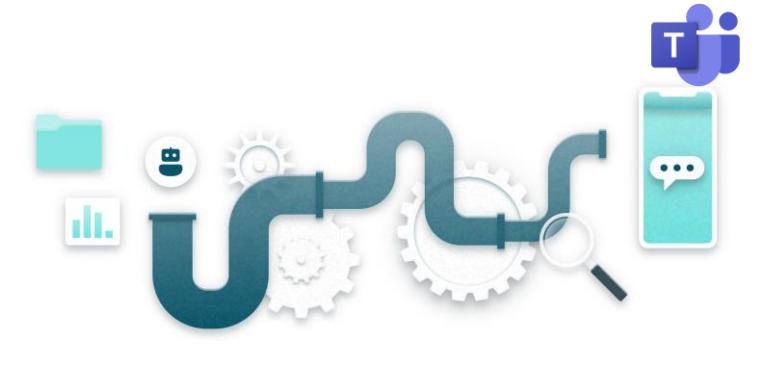
Desenvolvimento de aplicativos

Tópicos

- Power Apps Canvas
- DataVerse e Model Driven Apps
- Power Pages
- Fusion Teams

Duração

03 horas



Hiper automação

Tópicos

- DPA e BPA
- Power Virtual Agents
- Process e Task Mining
- RPA
- Estendendo o SAP com Power Platform

Duração

03 horas

Continue sua jornada de **conhecimento**

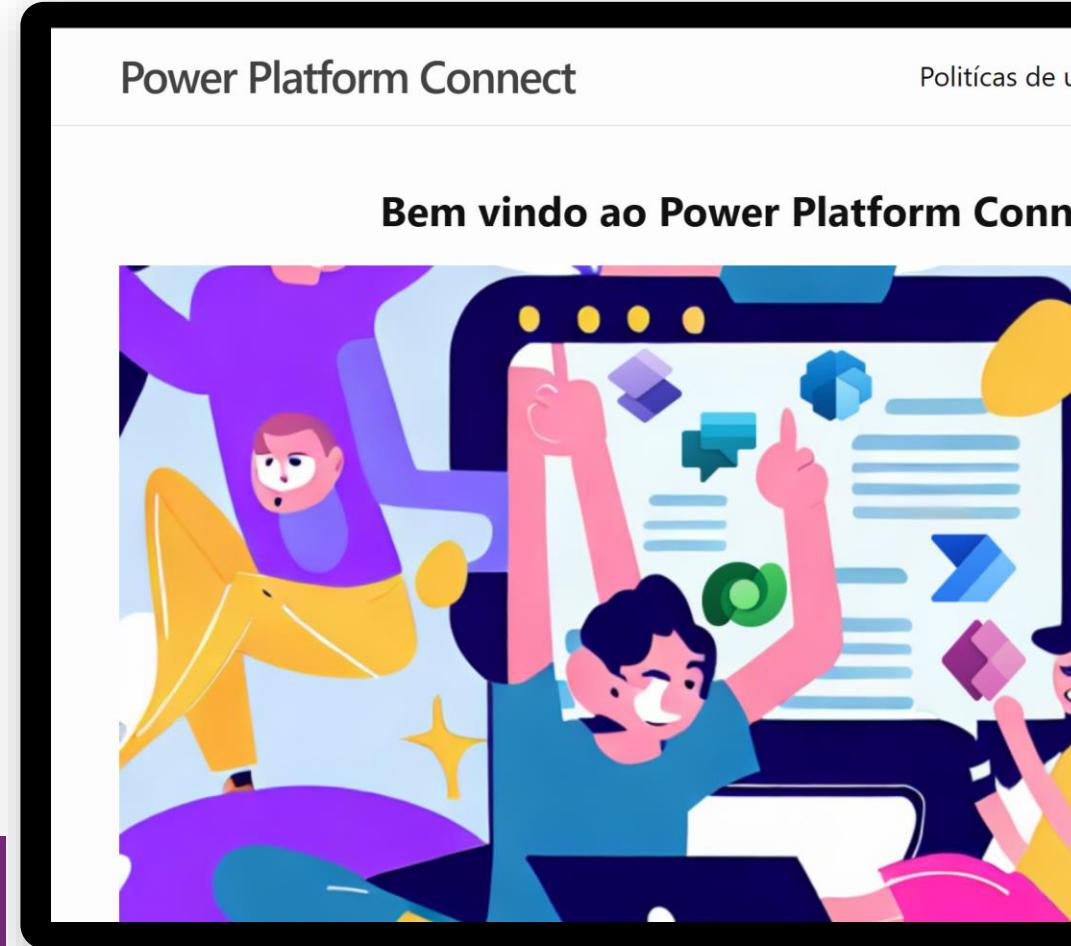
Power Platform Connect

Site mantido pelos especialistas em Power Platform da Microsoft Brasil.

Nele você encontrará:

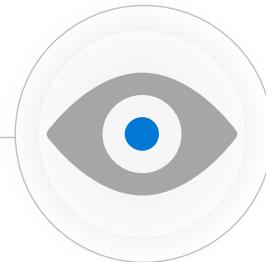
- ❖ **Links** para a **documentação oficial** de todos os produtos da Power Platform
- ❖ **Materiais** utilizados nos eventos conduzidos pelos times de especialistas
- ❖ **Notícias** sobre a Power Platform e **oportunidades de treinamento**
- ❖ **Espaço de discussão** para você esclarecer suas dúvidas diretamente com nosso time.

<https://microsoft.github.io/powerplatformconnect>



Acelere sua jornada low-code com nosso guia de adoção

Planeje



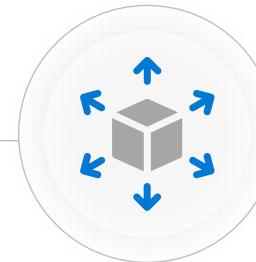
- Kickoff
- Equipe do projeto
- Patrocínio executivo
- Estratégia e visão de adoção
- Critérios de sucesso
- Plano de gerenciamento de mudanças
- Prontidão
- Estratégia de treinamento

Capacite



- Campeões
- Comunidade
- Recompensas e reconhecimento
- Plano de comunicação
- Consciência
- Suporte contínuo

Cresça



- Centro de Excelência (CoE)
- Maturidade da adoção
- Plano operacional
- Acompanhamento de sucesso
- Gestão de mudanças
- Calendário de atividades

Saiba mais: aka.ms/PowerPlatAdoption

Thanks !

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