

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/>

Hyper automation with Power Platform

Version 3.3 from Mar 26, 2025

Agenda



Opening



Hyper automation pattern of value

- Definition
- Power Platform related tools



Hyper automation journey

- Innovate
- Orchestrate
- Improve



Next steps



Closing

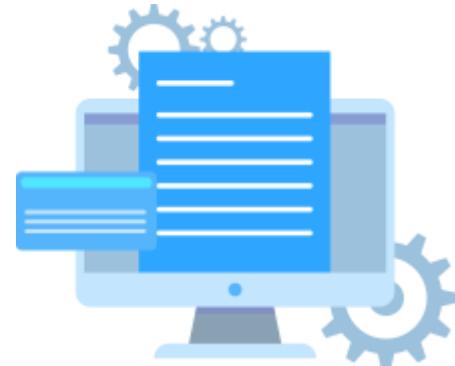


Hyper automation pattern of value



Unlock Value Across Your Organization, With An End-to-End AI and Low Code Platform

Application Modernization



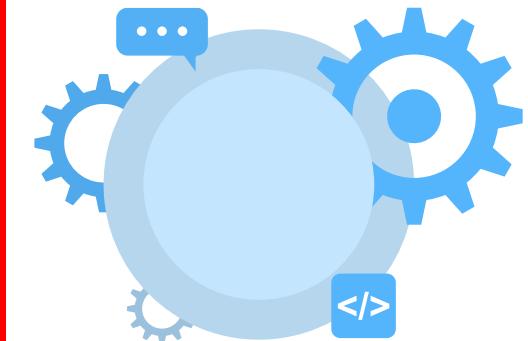
Extend LOB Systems



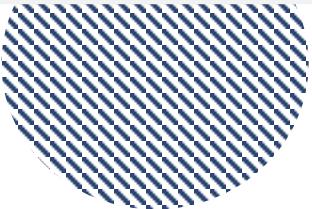
Optimize with Hyperautomation



Build your own copilots



What is hyper automation?



Scale your business with hyperautomation

Orchestrate complex processes across systems and experiences



Hyperautomation is a **business-driven** approach to identify, vet and automate as many business and IT processes as possible.

It requires the **orchestrated use of multiple technologies**, tools, and platforms, including RPA, low-code platforms and process mining tools.*

Gartner®



* [Gartner Top Strategic Technology Trends for 2022](#)

The benefits of automation at scale



Increase **organizational agility** through end-to-end process automation and orchestration – streamlining scalability



Foster **employee innovation** at every level with AI-powered tools and governance – keeping data secure

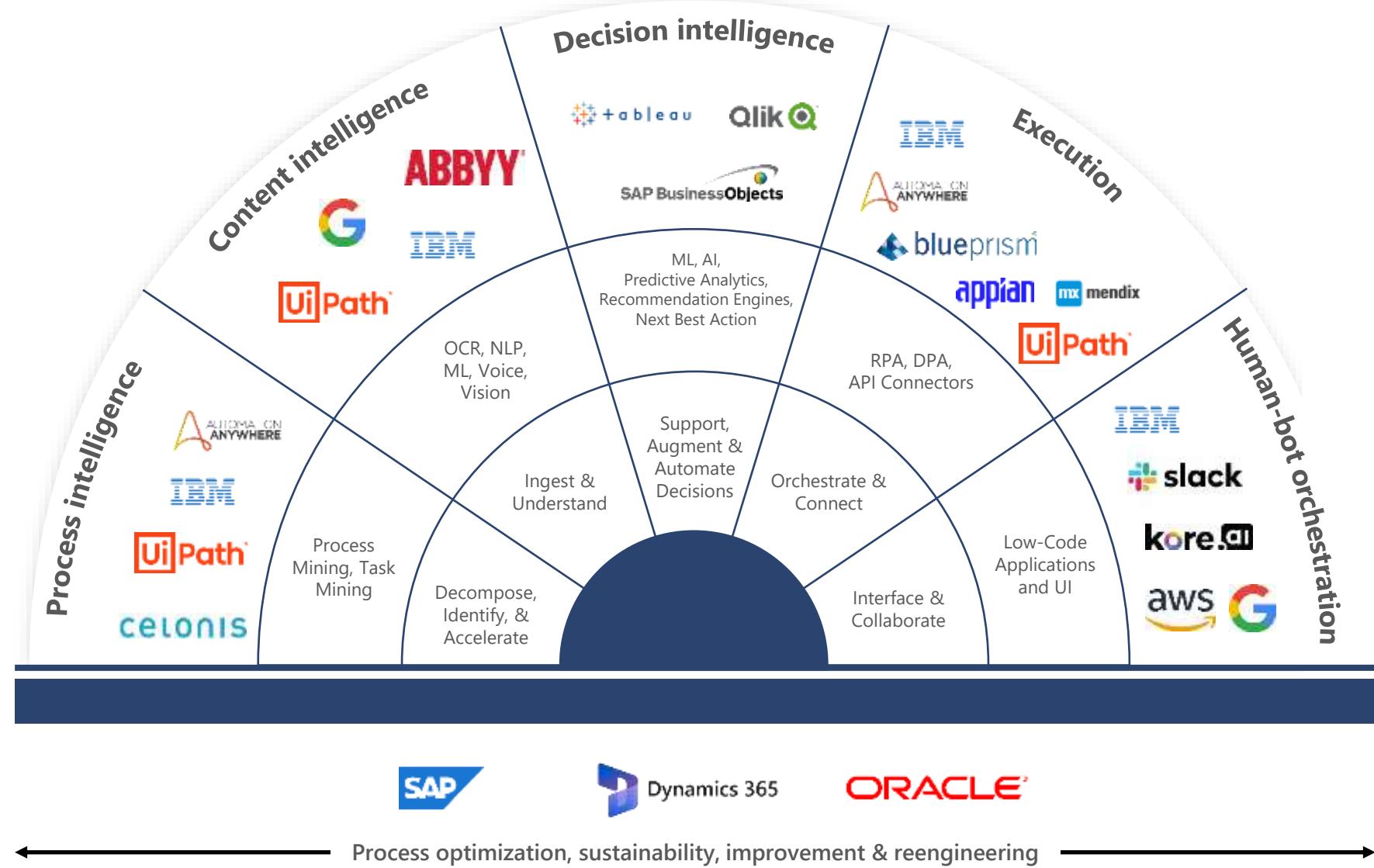


Continuously improve **processes** with 360 visibility, insights, and admin controls – saving time and costs

90% of AI users say it helps them save time at work.

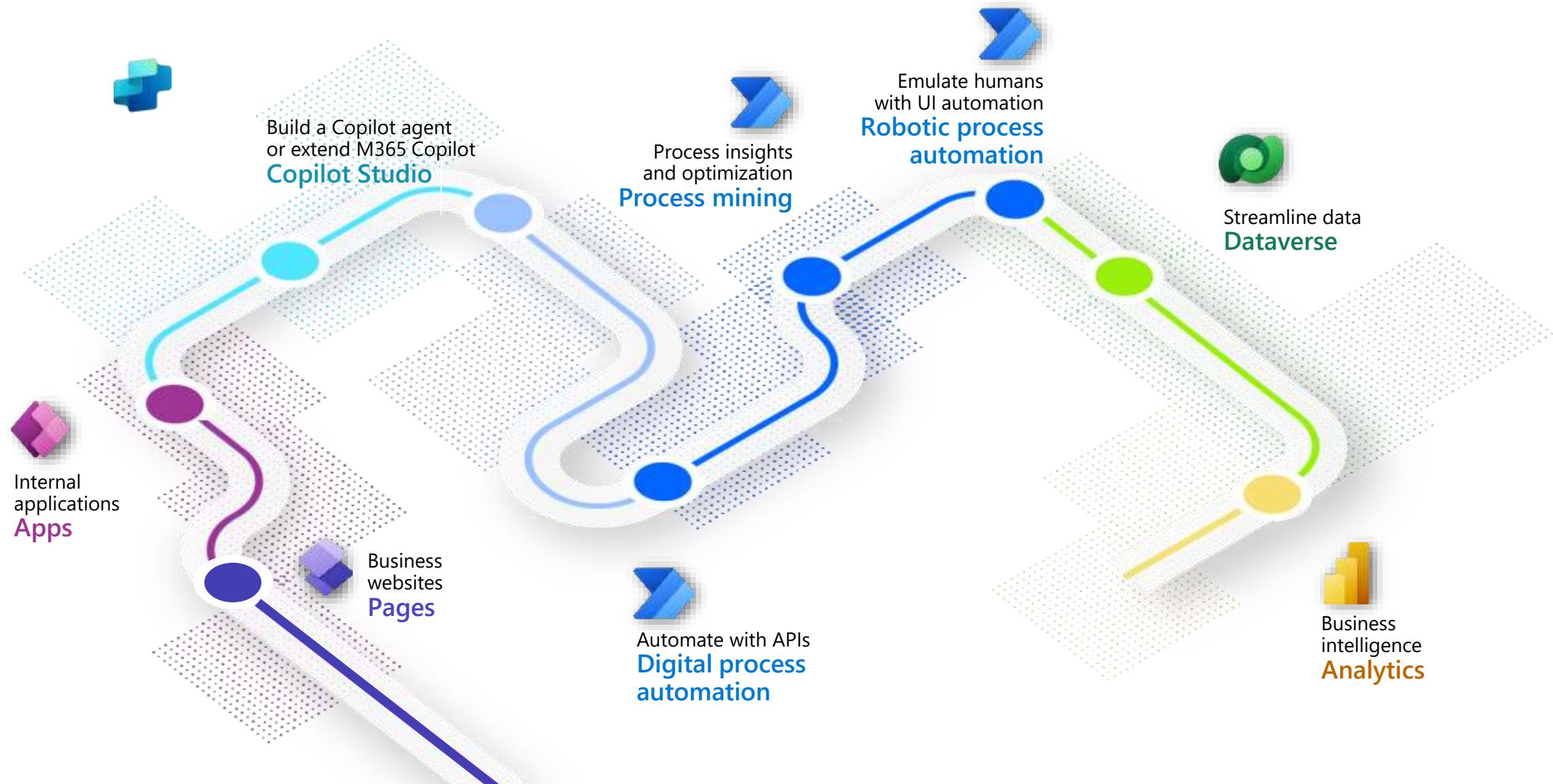
The Landscape

From manual, one off technologies to a suite of end-to-end intelligent tech and optimization tools



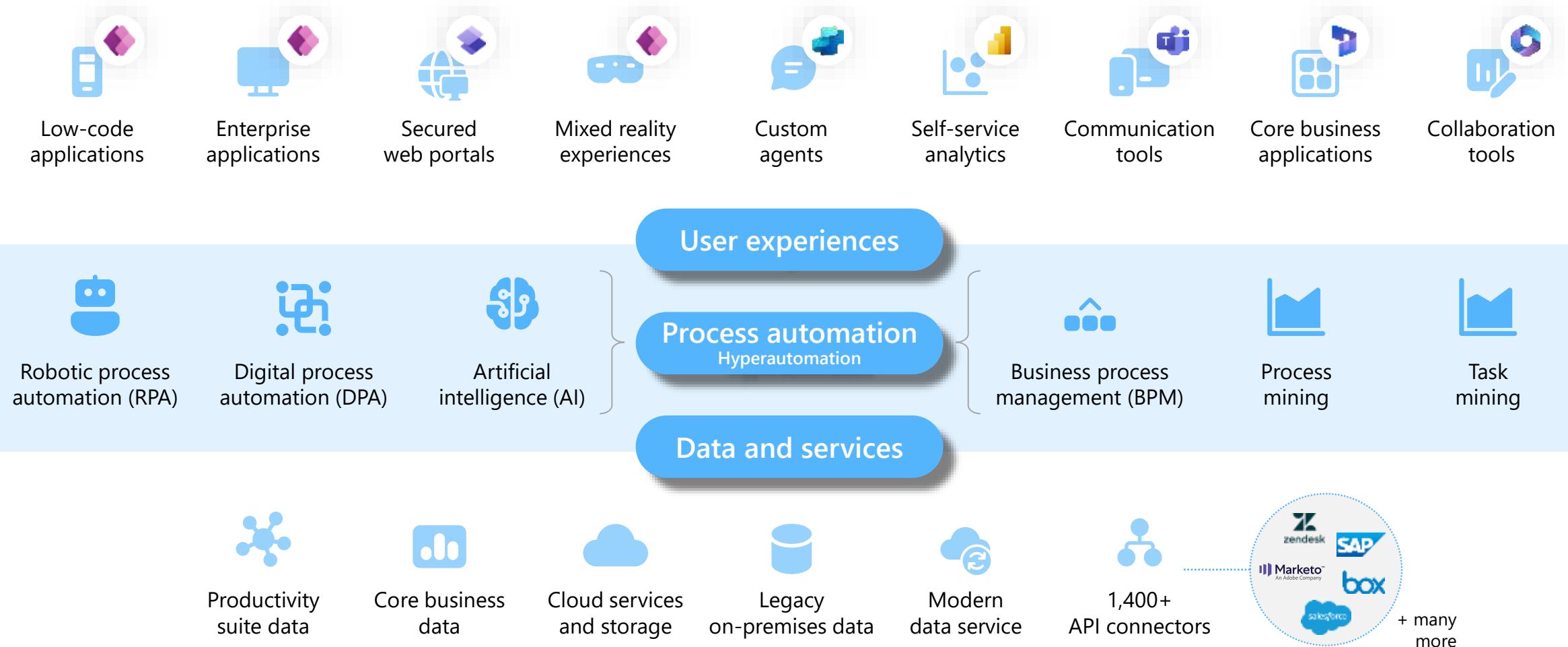
Optimize with hyperautomation

Power Platform with shared governance & security

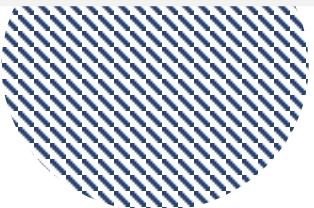


Orchestrate automation at scale

Orchestrating complex processes across



Power Platform hyper automation tools



Intuitive and AI-powered tools for everyone

Accelerate professional developers and empower business users



Power Automate

Intuitive UI

Automate across your ecosystem with easy-to-use low code connectors and desktop recording

- Access from desktop, browser, or mobile app
- Drag & drop interfaces
- 1,400+ prebuilt connectors and hundreds of UI actions
- Custom connectors and actions
- Desktop recording



Copilot in Power Platform

AI-assisted authoring

Build, edit, and extend automation with AI experiences embedded in the flow of work



AI Builder

AI-assisted processing

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

- Prebuilt and custom models
- Document processing
- Image data extraction
- Prediction
- Analytics

Automation modes

Automate where you work across modern apps and legacy systems

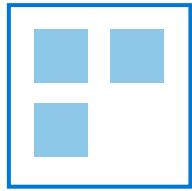
UI-based automation	API-based automation
<p>Connect to legacy systems or homegrown apps without APIs</p> <p>Automate the user interface (UI) of a desktop or virtual machine (VM) with robotic process automation (RPA)</p> 	<p>Connect to modern apps or data in the cloud with APIs</p> <p>Automate between 1000+ prebuilt or custom API connectors with digital process automation (DPA)</p> 
<p>Use both types of automation together to connect all your systems</p>	

and **extend** with native integration



Automate across legacy and modern applications

Desktop flows (RPA)

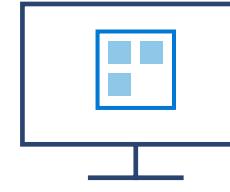


Legacy apps
without APIs

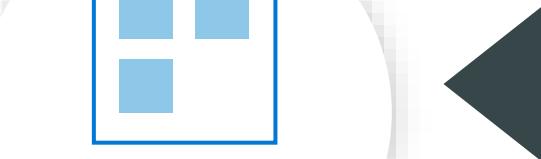


Power Automate
bridges the gap
across on-premises
and cloud

Cloud flows (DPA)



Modern Systems
with APIs



Governance at scale



TAKE THE GUESSWORK OUT OF AUTOMATION

Optimize with task and process mining

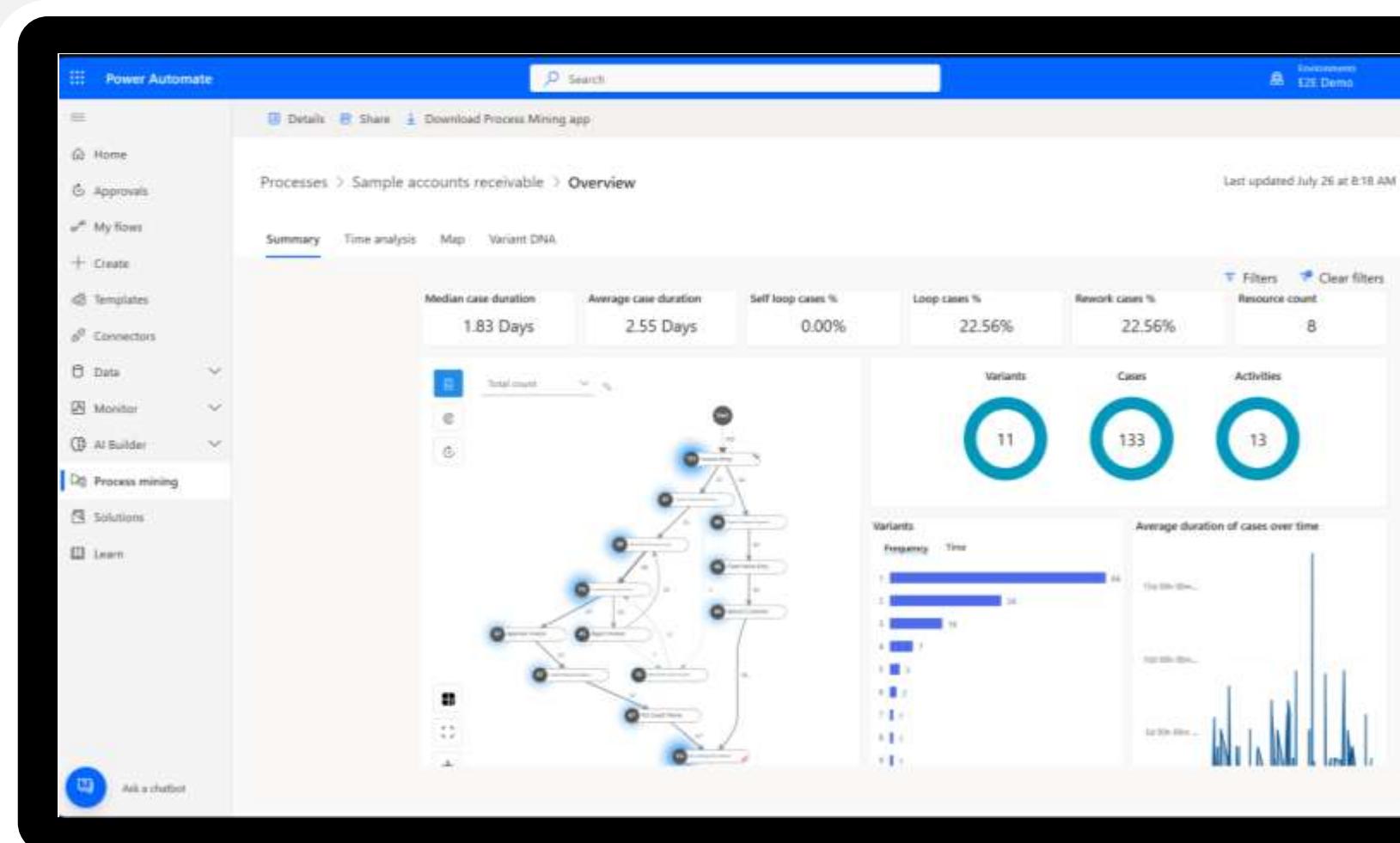
Gain deep insights with powerful features including rework detector, root cause analysis, process compare and custom metrics

Create views, publish them to create **custom Power BI reports** and share across the organization

Discover possibilities for automation of **individual workflows** with task mining

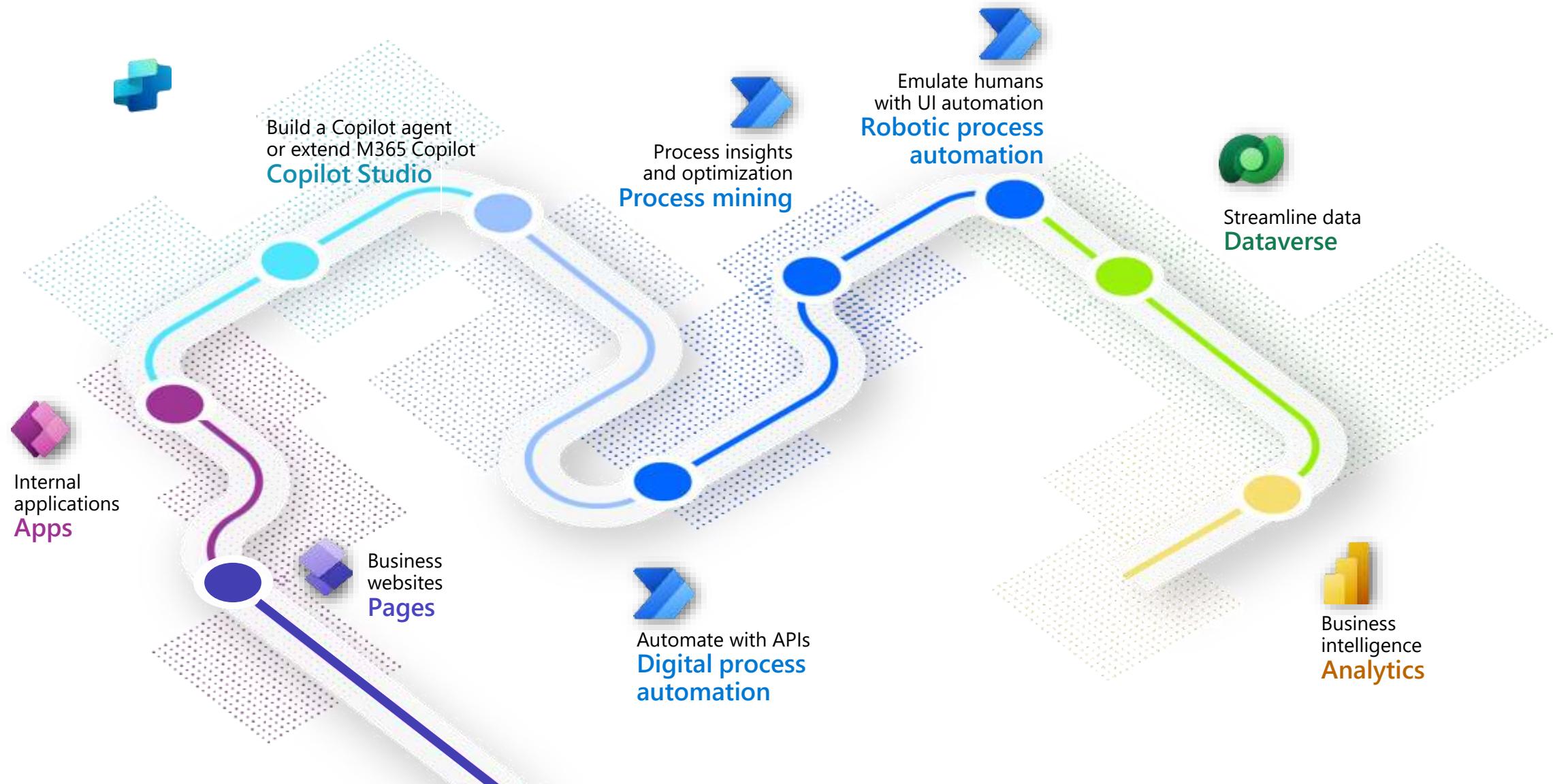
Seamlessly integrate with **Power Platform and beyond** to turn insights into action

Use out-of-the-box **templates for rapid deployment** from data ingestion to pre-defined custom reports

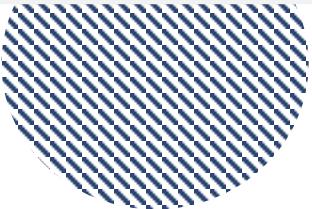


Optimize with hyperautomation

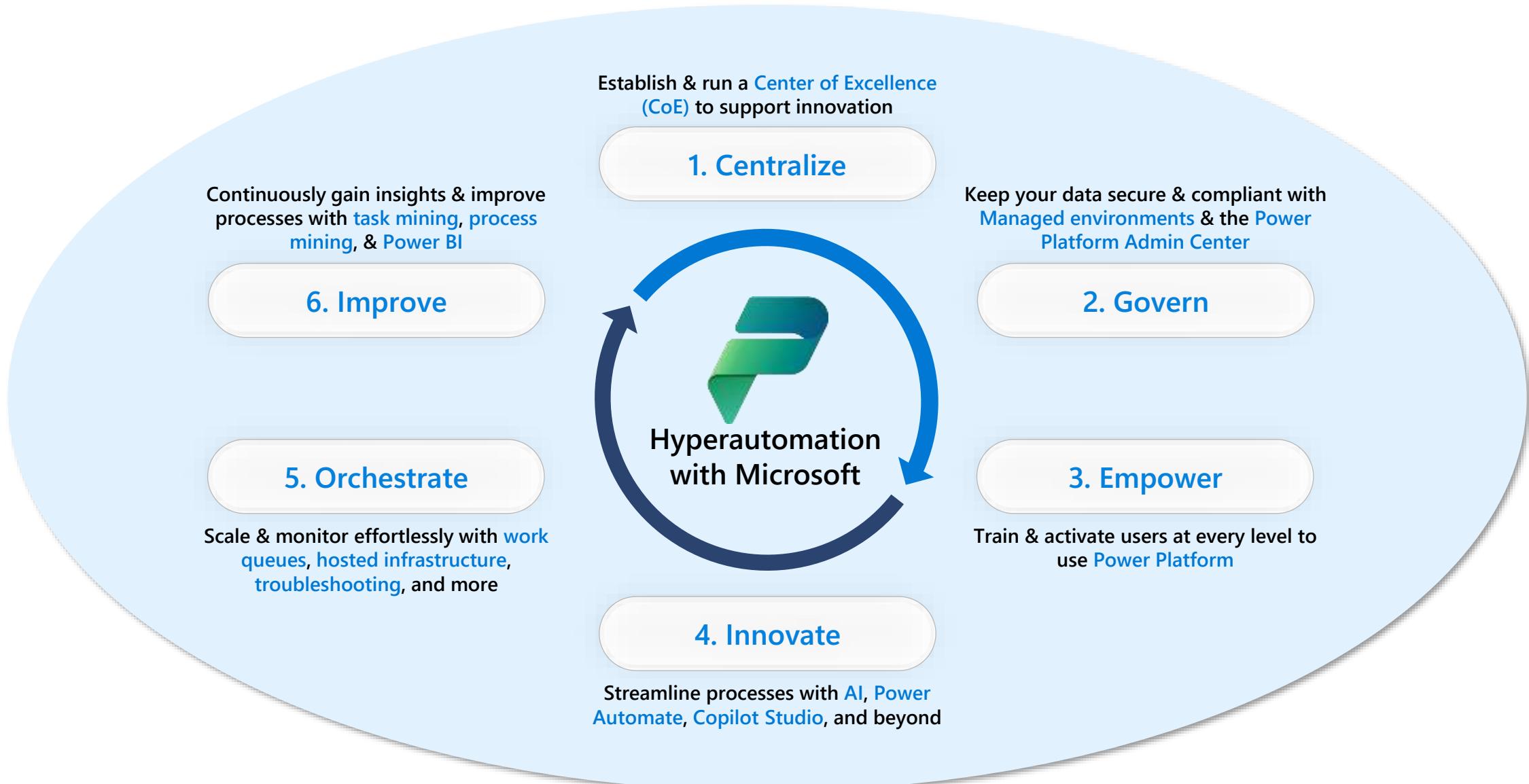
Power Platform with shared governance & security



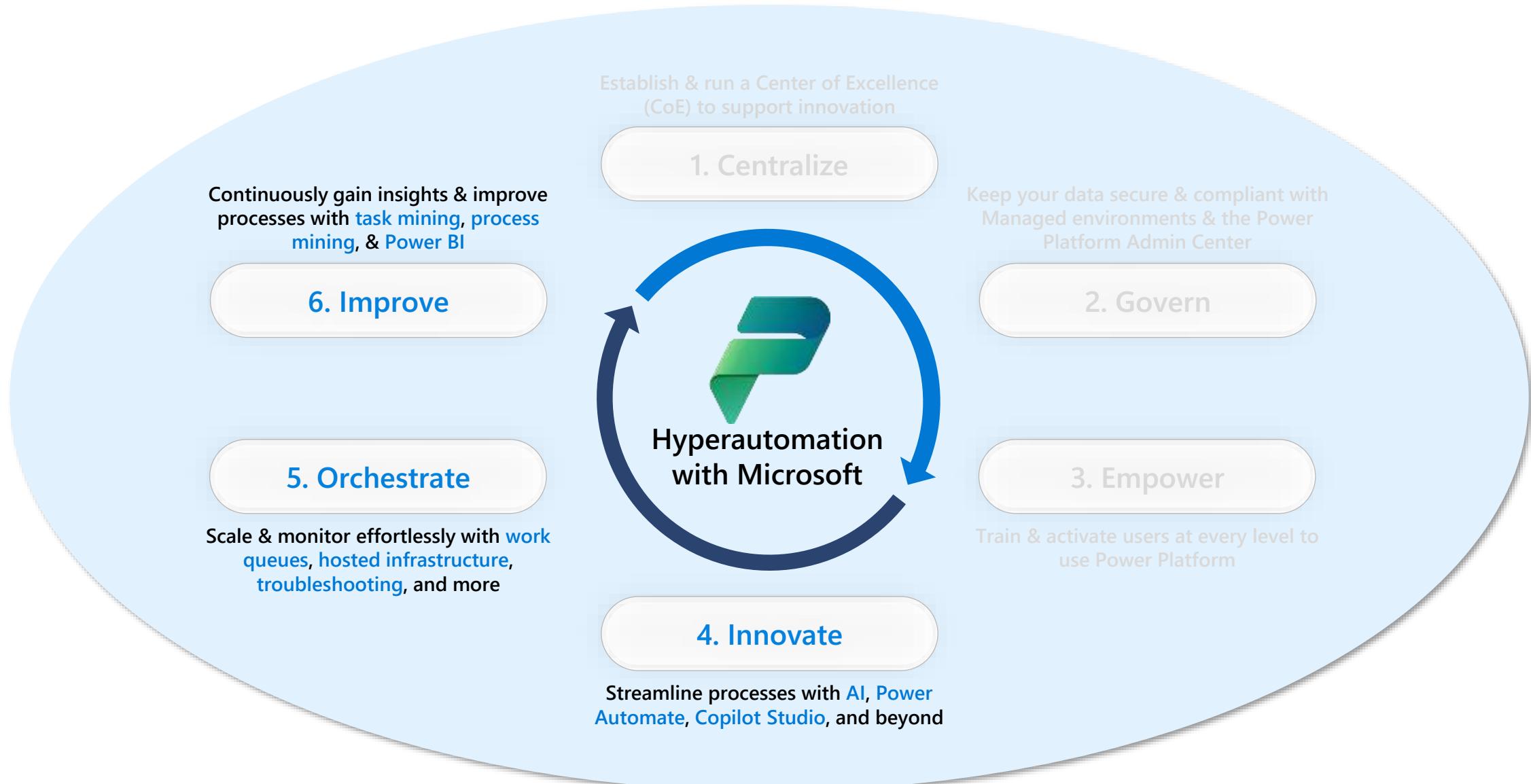
Hyper automation journey

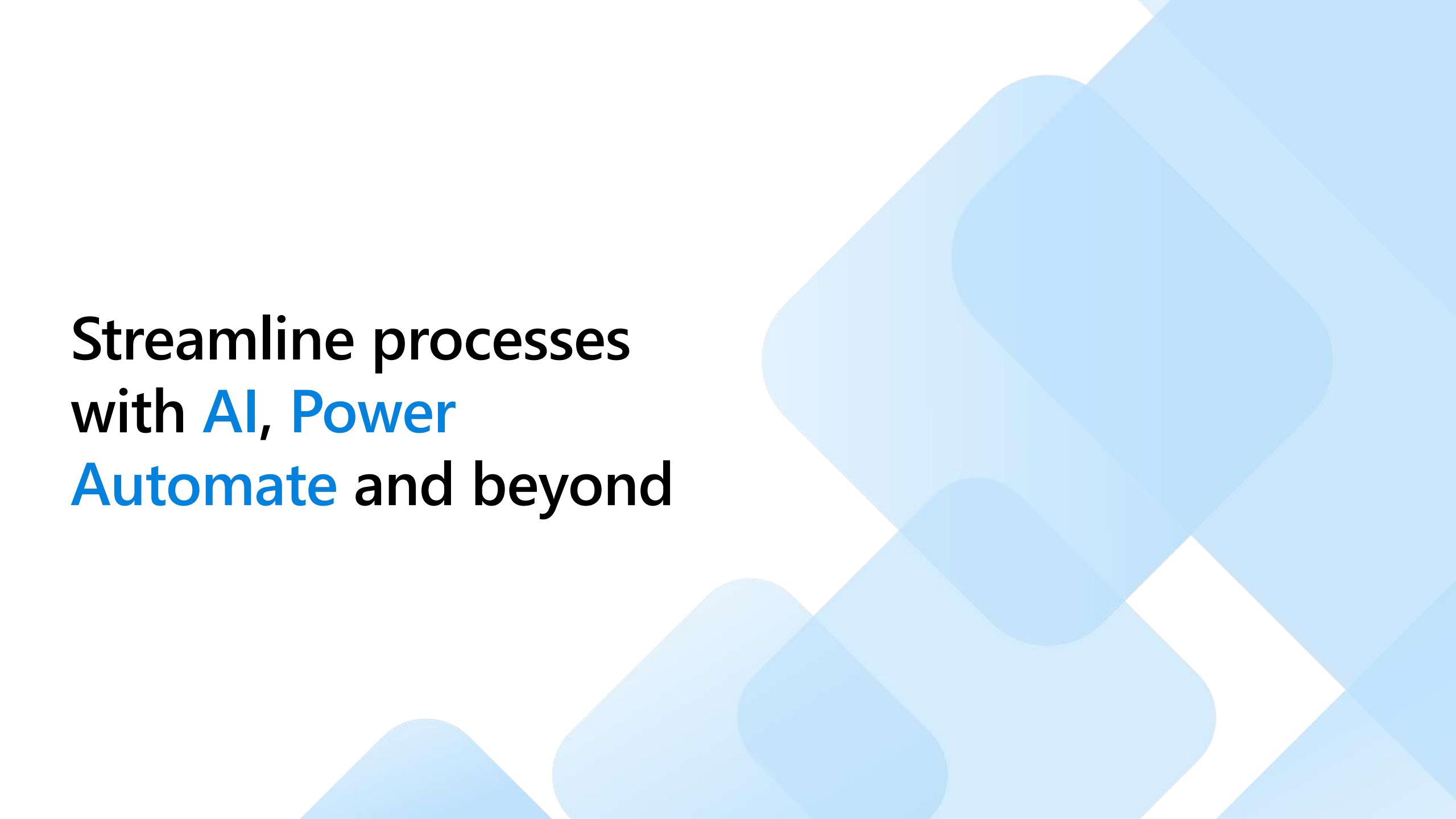


Continuous optimization with hyperautomation



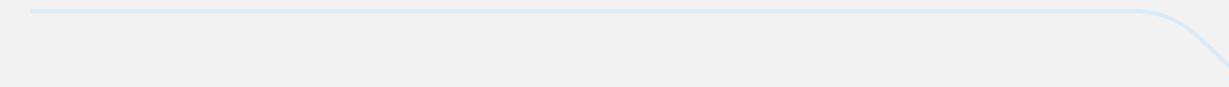
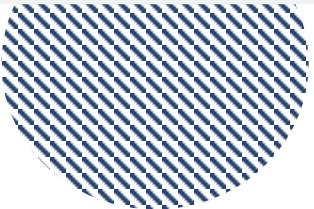
Continuous optimization with hyperautomation





Streamline processes
with **AI, Power**
Automate and beyond

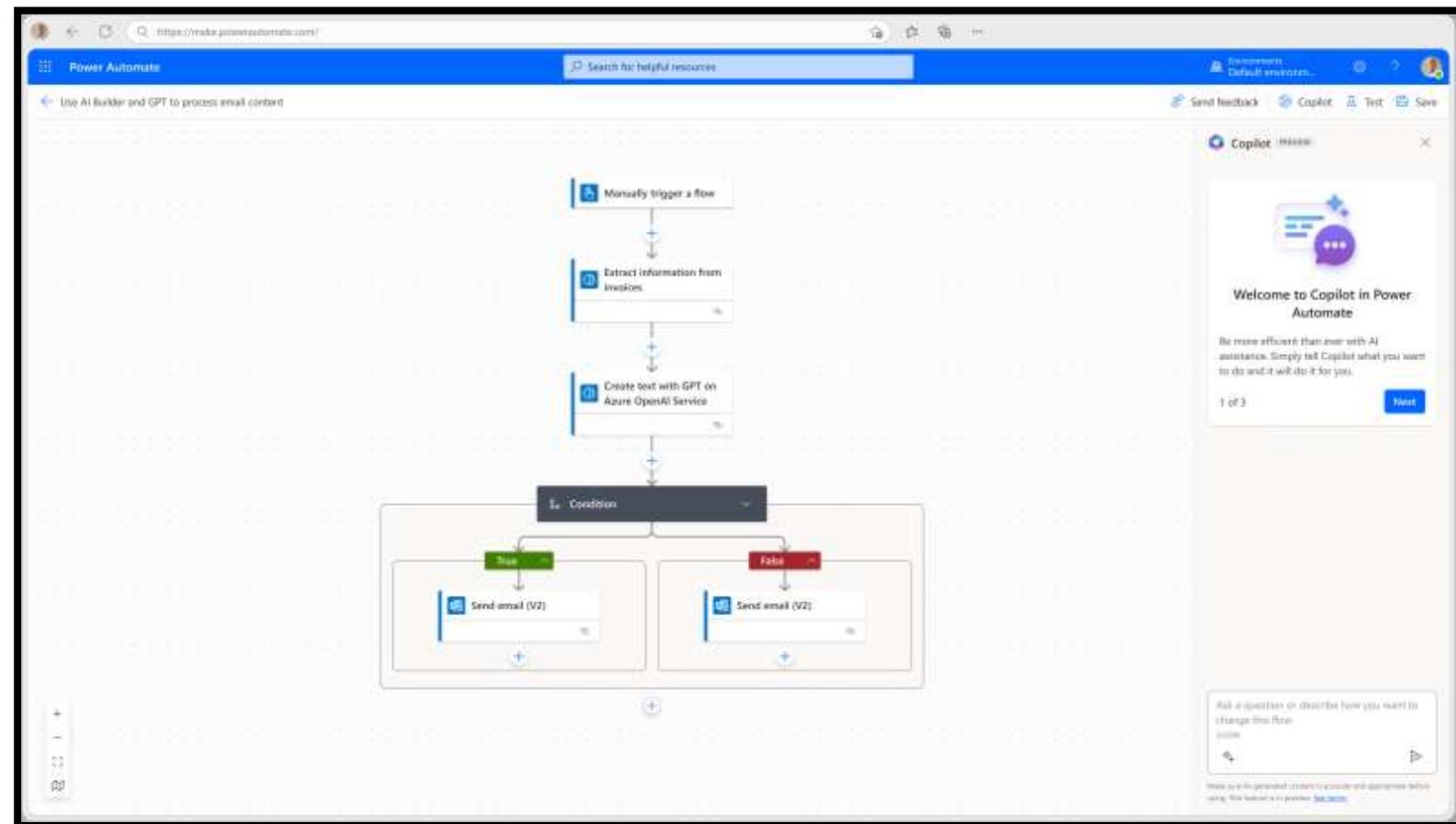
Cloud flows



What is a cloud flow?

An automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.

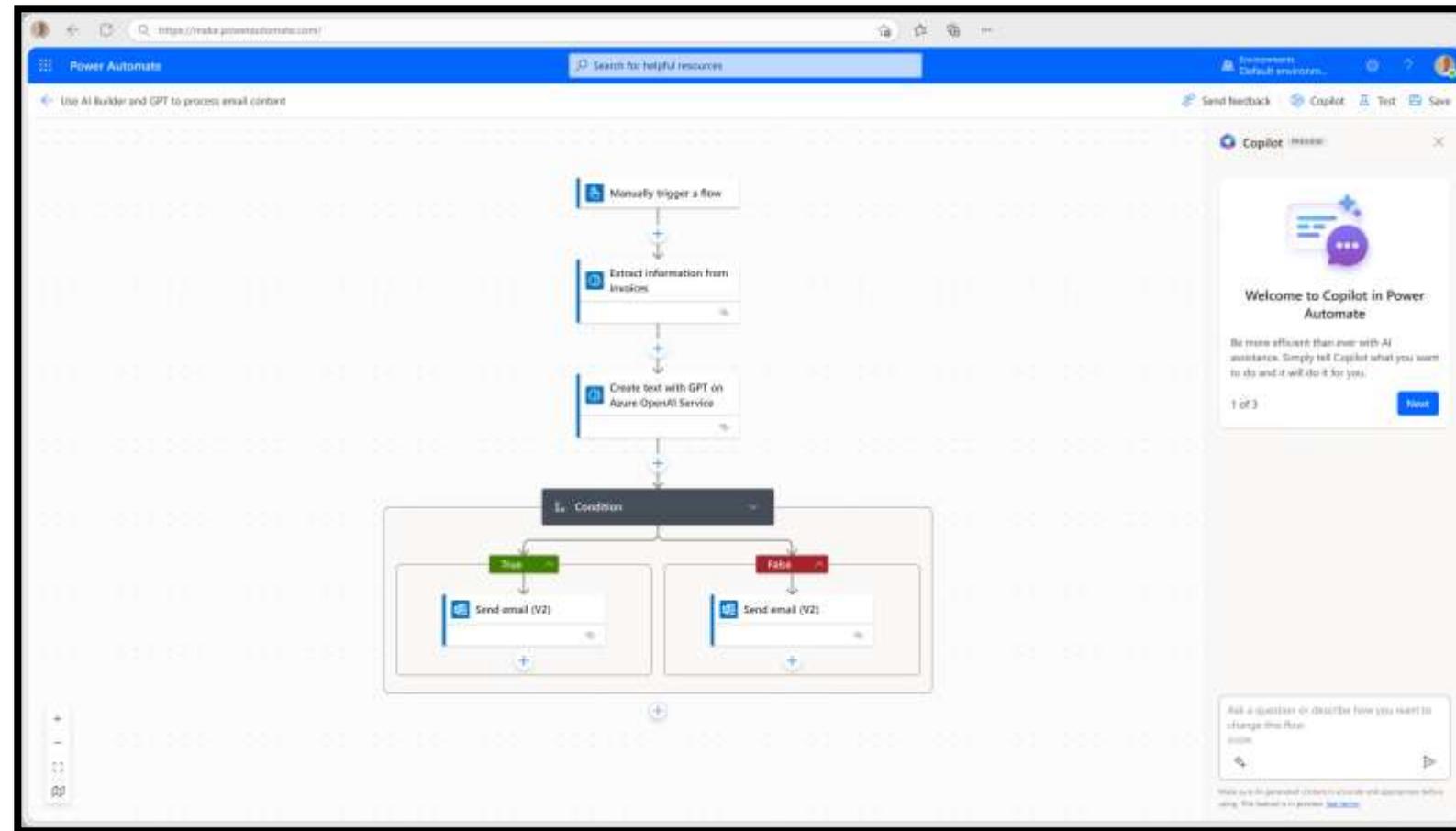
Used to create automations between **cloud-based apps**, **services**, and **data** using **1,400+ API connectors** and hundreds of prebuilt **templates**.



How to create a cloud flow?

Cloud flows designer

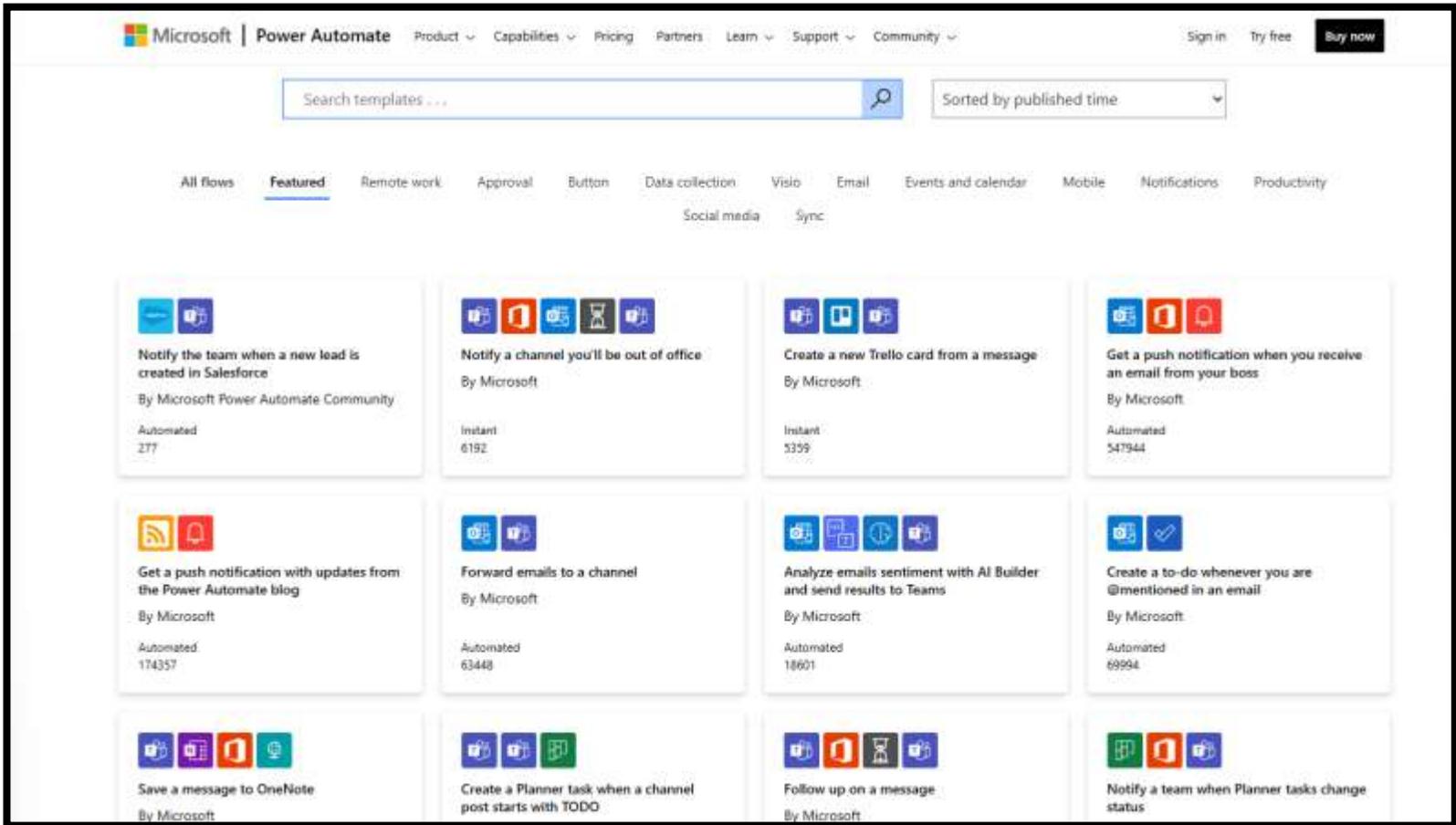
Use **API connectors**,
triggers, logic, and **AI**
with **GPT**



How to create a cloud flow?

Templates

Get started quickly
with **prebuilt**,
searchable cloud flow
templates



The screenshot shows the Microsoft Power Automate website's template library. The top navigation bar includes links for Microsoft, Power Automate, Product, Capabilities, Pricing, Partners, Learn, Support, Community, Sign in, Try free, and Buy now. Below the navigation is a search bar labeled "Search templates ..." and a dropdown menu set to "Sorted by published time". A horizontal menu bar below the search bar contains categories: All flows, **Featured**, Remote work, Approval, Button, Data collection, Visio, Email, Events and calendar, Mobile, Notifications, and Productivity. The main content area displays a grid of 12 prebuilt cloud flow templates, each with a title, description, creator, and automation count. The templates are arranged in three rows of four.

Template Title	Description	Creator	Automation Count
Notify the team when a new lead is created in Salesforce	Notify the team when a new lead is created in Salesforce	By Microsoft Power Automate Community	277
Notify a channel you'll be out of office	Notify a channel you'll be out of office	By Microsoft	6192
Create a new Trello card from a message	Create a new Trello card from a message	By Microsoft	5399
Get a push notification when you receive an email from your boss	Get a push notification when you receive an email from your boss	By Microsoft	547944
Get a push notification with updates from the Power Automate blog	Get a push notification with updates from the Power Automate blog	By Microsoft	174357
Forward emails to a channel	Forward emails to a channel	By Microsoft	63448
Analyze emails sentiment with AI Builder and send results to Teams	Analyze emails sentiment with AI Builder and send results to Teams	By Microsoft	18601
Create a to-do whenever you are @mentioned in an email	Create a to-do whenever you are @mentioned in an email	By Microsoft	69994
Save a message to OneNote	Save a message to OneNote	By Microsoft	0
Create a Planner task when a channel post starts with TODO	Create a Planner task when a channel post starts with TODO	By Microsoft	0
Follow up on a message	Follow up on a message	By Microsoft	0
Notify a team when Planner tasks change status	Notify a team when Planner tasks change status	By Microsoft	0

How to create a cloud flow?

Copilot

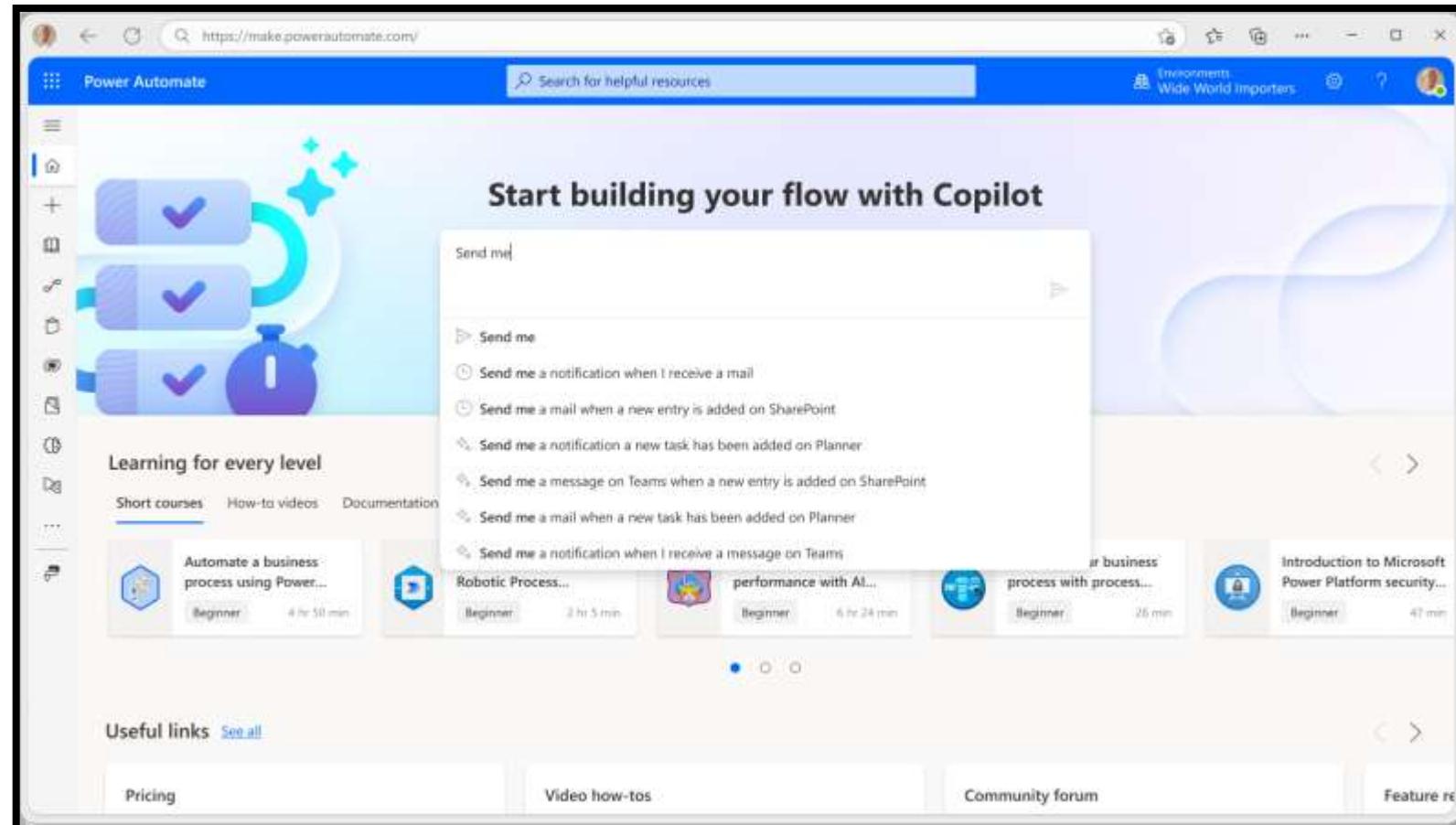
Build, edit, and extend

workflows through conversation.

Get suggestions for next best action when authoring flows.

Use natural language to **write code and Power FX**.

Answer questions about the flow being edited and create a description.



Integrate your cloud flow

Custom connectors

Create and use **custom connectors** to integrate with **your own APIs** and other cloud services.

The screenshot shows the Microsoft Flow 'Definition' screen for a custom connector named 'Star Wars API V1'. The interface is divided into several sections:

- Actions (2)**:
Actions determine the operations that users can perform. Actions can be used to read, create, update or delete resources in the underlying connector.
 - PeopleList**
 - PeopleGetById**
 - New action**
- Triggers (1)**:
Triggers read data in from your connector. A trigger focuses on a particular event that happens, say a new Contact or Order being created and provides the relevant data so that users can take action on that event.
 - New trigger**
- References (0)**:
References are reusable parameters used by both actions and triggers.
- Policies (0)**:
Policies are used to change the behavior of actions and triggers.
- General**:
 - Summary**: Learn more
People List
 - Description**: Learn more
Get a list of people.
 - Operation ID**:
This is the unique string used to identify the operation.
PeopleList
 - Visibility**: Learn more
none (radio button selected) advanced internal important
- Request**:
It defines the pre-requirements needed in order to make a request. Describes a single operation parameter. A unique parameter is defined by a combination of a name and location.
 - Verb**:
The verb describes the operations available on a single path.
GET
 - URL**:
This is the request URL.
https://api.starwarsapi.v1/people

Integrate your cloud flow

Approvals

Storage

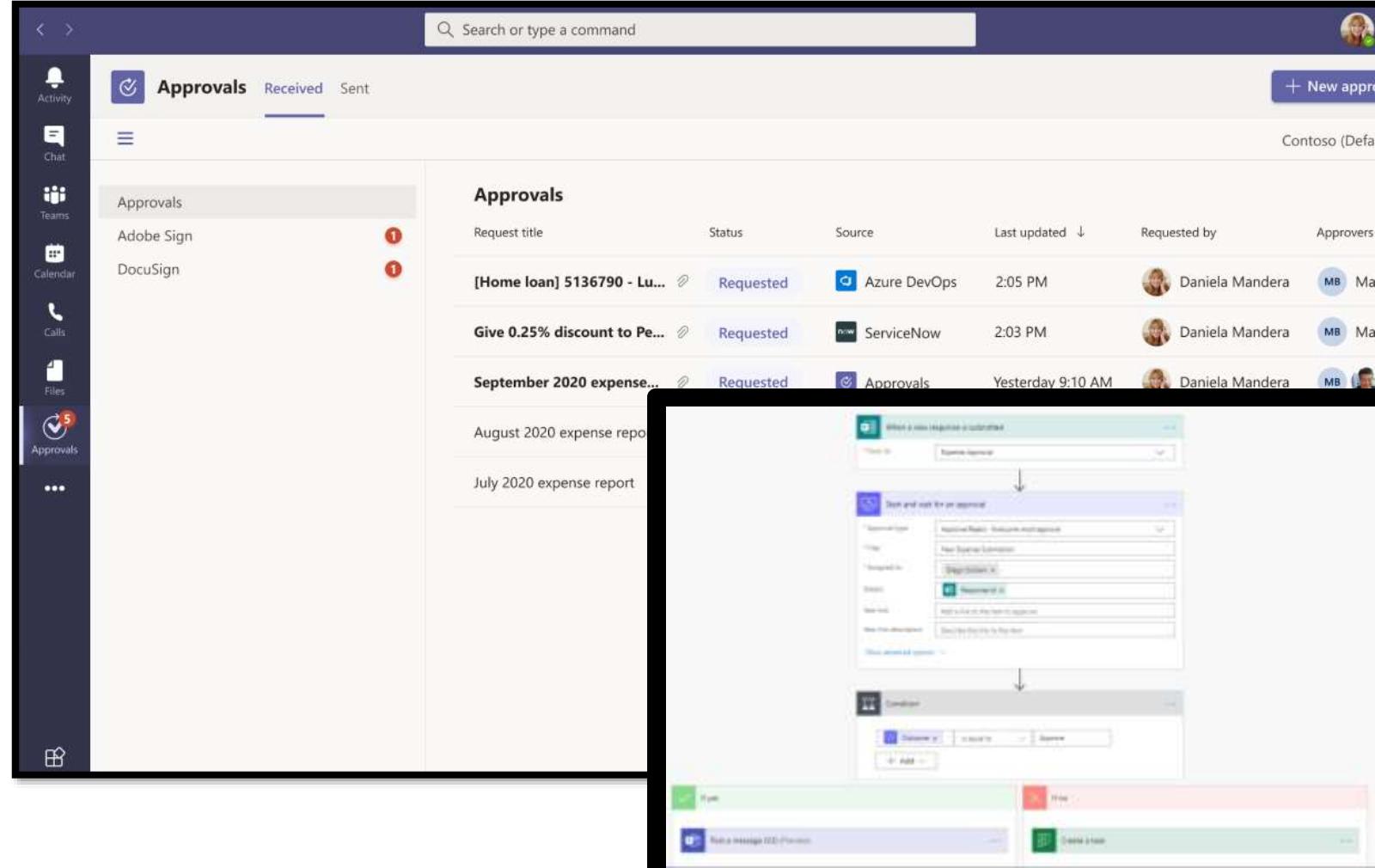
All Approvals are stored in Dataverse where the admins have full access, and can configure policies and manage Approval's storage, rollover, and policy in Dataverse

Retention

Approvals last forever or whatever policy the Admin has set

Security

Only the requestor, approver, and the Global Tenant Admin can access the data



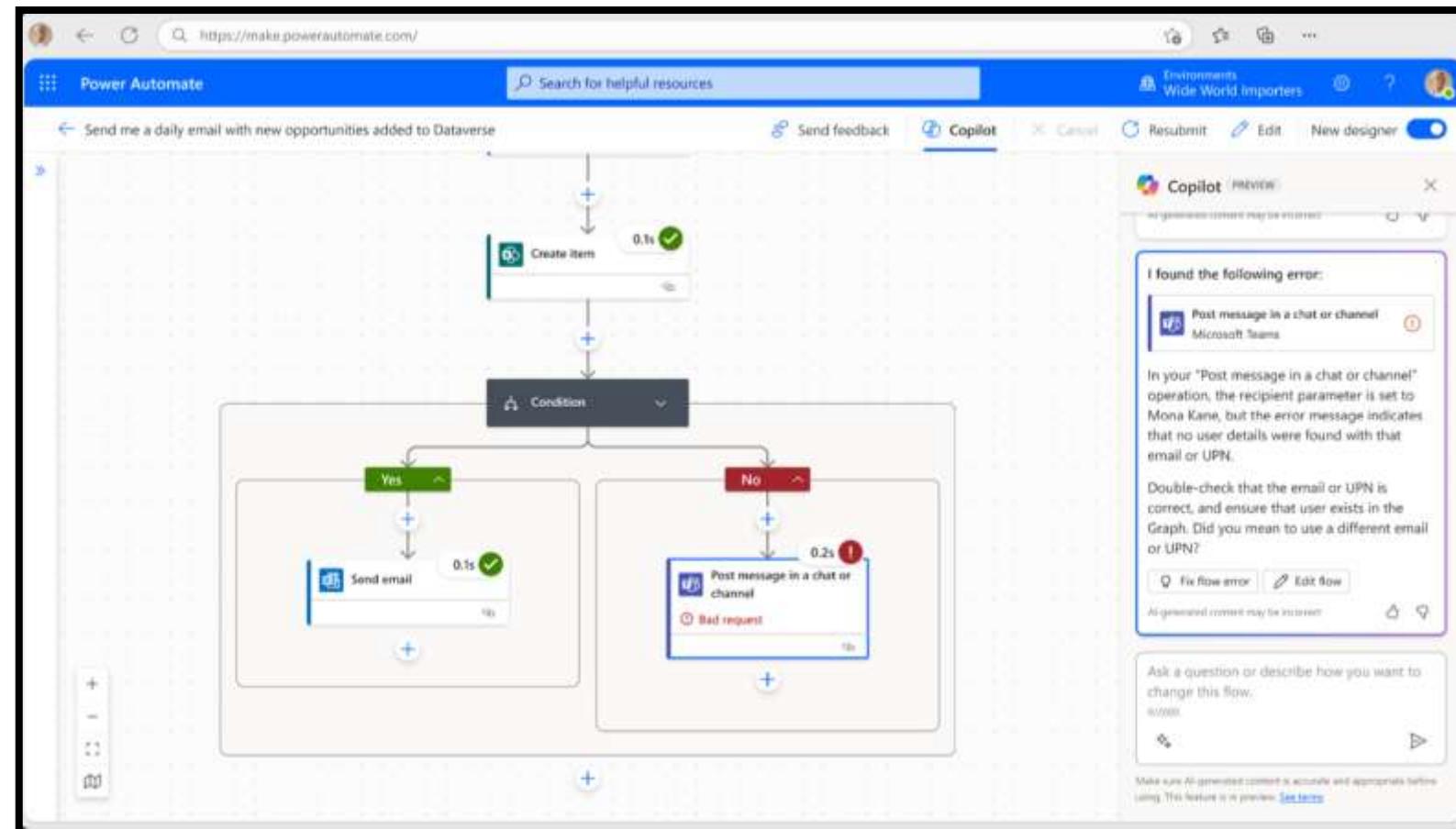
Troubleshoot your cloud flow

Identify runtime flow failures and proactively suggest guidance to fix it

Human-readable summary of the error and, when possible, attempts to provide a solution to correct the error

Reduce the time and effort required to troubleshoot and resolve issues.

Assist in identifying and resolving errors that might occur during the testing of cloud flows or when reviewing flow run history

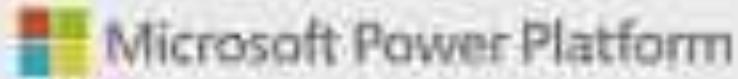


Demo

Creating a cloud flow with Copilot

Cloud flow best practices

Power Automate Copilot demo



Best practices in Power Automate

Part 1

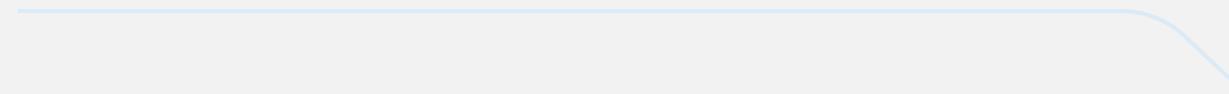
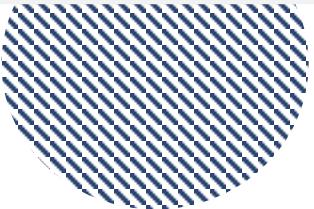


Microsoft Power Platform

Best practices in Power Automate

Part 2

AI Builder





AI Builder : empowering low-code makers with AI Tools

The screenshot shows the AI Builder interface with four cards:

- Document processing:** Extract custom information from documents. **CUSTOM MODE.**
- Invoice processing:** Extract information from invoices. **PREBUILT MODE.**
- Text recognition:** Extract all the text in photos and PDF documents (OCR). **PREBUILT MODE.**
- Receipt processing:** Extract information from receipts. **PREBUILT MODE.**

The screenshot shows the "Custom-prompt action" dialog in Power Automate. It contains a "Prompt" section with the following text:

Classify the **[input text]** into one of the **[input categories]**, or 'unclear'. Analyze the key themes and context of the provided text and classify it into the most appropriate category from the list of categories. Take into consideration any subcategories, industry-specific terminology, and the possibility of ambiguous classification. If the text does not clearly fit into a single category, pick the closest category or label it as 'unclear'. Your answer may only have the exact text of the closest category. Do not explain and do not use categories not listed.

Below the prompt is a "Test prompt" button and a note: "All inputs and data are automatically used to answer. + Insert to fine tune the prompt."

The screenshot shows the "Tables > AI Event" table properties page. It displays the following table:

Name	Primary column
AI Event	Name

AI models

Democratized access to building custom AI models hosted in Azure, including document processing, object detection, and many more.

AI Prompts

Build and integrate custom GPT-powered actions that make low-code business solutions intelligent – all using natural language prompt engineering.

AI Governance & Monitoring

Control and assign AI capacity to specific environments and monitor AI activity across Power Platform.

Capabilities

Empower low-code makers with AI Tools



Generative AI

- Custom AI actions w/ GPT
- Categorize E-mails
- Extract entities
- Extract key phrases
- Detect language
- Analyze sentiment
- Translate



Documents

- Process structured forms and unstructured documents
- Recognize text (OCR)
- Process invoices and receipts
- Process passports and US driver's licenses
- Process business cards



Images

- Detect objects
- Classify images
- Describe images



Structured Data

- Predict quantity
- Predict outcomes



Overview

AI Builder

Generative AI & Copilots



Prompt Library and GPT Templates

Pre-configured prompts to help you get started with common scenarios:

A screenshot of the AI prompts library interface. At the top left is a search bar with the placeholder "Search AI prompts". Below it is a section titled "AI prompts" containing six cards, each with an icon and a title. The cards are: "Find them" (blue square icon), "Create text with GPT using a prompt" (pink square icon), "Respond to a complaint" (grey square icon), "Classify text" (light blue square icon), "Extract information from text" (light blue square icon), and "Summarize text" (light blue square icon). Each card has a brief description below the title and a "CUSTOM PROMPT" or "PREBUILT PROMPT" button at the bottom right.

Pre-configured templates to integrate prompts in an end-to-end workflow:

A screenshot of the Power Automate template library. On the left is a navigation sidebar with options like "Home", "Create", "Templates", "Learn", "My flows", "Approvals", "Solutions", "Process mining", "Desktop flow activity", "More", and "Power Platform". The main area shows a search bar with "GPT" typed in. Below it is a grid of four template cards, each with an icon, title, and a "By Microsoft" note. The cards are: "Summarize emails using GPT" (Automated, 314), "Extract information from documents using GPT" (Automated, 256), "Reply to a customer email using GPT" (Automated, 162), and "Classify and route emails using GPT" (Automated, 31).

Prompt Builder

Generally Available



Build Prompt-based actions

A screenshot of the "Custom-prompt action" builder interface. It shows a text input field with placeholder text: "Classify the [input text] into one of the [input Categories] or 'unclear'. Analyze the key themes and context of the provided text and classify it into the most appropriate category from the list of categories. Take into consideration any subcategories, industry-specific terminology, and the possibility of ambiguous classification. If the text does not clearly fit into a single category, pick the closest category or label it as 'unclear'. Your answer may only have the exact text of the closest category. Do not explain and do not use categories not listed." Below the text area are buttons for "Test prompt" and "Insert to fine-tune this prompt".

Build custom GPT-powered actions that make your business solutions intelligent.

Works with your data

A screenshot of the "Data used" configuration interface. It shows a section for "Account" with a "Filter attribute" dropdown set to "Select the table attribute you wan" and a "Filter value" input field. Below this is a "Add data" button.

Add dynamic inputs (ex: data from an automated workflow), and enterprise data to ground your prompts

Pre-Built Prompt Library

A screenshot of the "Pre-Built Prompt Library" interface. It displays four pre-built templates: "Extract information from text" (described as identifying and extracting relevant information from documents or...), "Classify text" (described as assigning a set of predetermined categories to open-ended text), "Detect language" (described as identifying the predominant language of a text), and "Analyze word frequency" (described as analyzing the frequency of a word in a text).

Pre-built templates to easily get started using Generative AI prompts

Prompt Builder

Low-Code Prompt Engineering Interface to configure AI Actions

The screenshot shows the Microsoft Power Platform Prompt Builder interface. On the left, there's a navigation bar with icons for Home, Create, Find, Agents, Library, and more. A callout box points to the 'Agents' icon with the text: "Define precise prompt, allowing Generative AI to have specific instructions to perform individual tasks".

The main area displays a "Suggest Trip Destination" prompt. It includes a "Prompt" section with instructions to act as a travel agent expert, a "Trip list" input field containing "Travel Destinations.Destination Name", and two detailed sections about trip descriptions and point balance. A "Test prompt" button is present. A callout box points to the "Agents" icon with the text: "Test AI action output, directly in the flow of work".

To the right, a "Prompt by AI Builder" panel shows "Prompt settings" with a "Model" dropdown set to "Standard GPT-4o mini (default)", a "Temperature" slider at 0, a "Record retrieval" slider at 30, and a "Knowledge source" section. A callout box points to the "Model" dropdown with the text: "Define input variables, to process text, documents or images". Another callout box points to the "Temperature" slider with the text: "Choose a specific model (GPT-4o mini, GPT-4o, o1, o1-mini) that is best suited to run a given task". A third callout box points to the "Record retrieval" slider with the text: "Add enterprise data as knowledge from Dataverse".

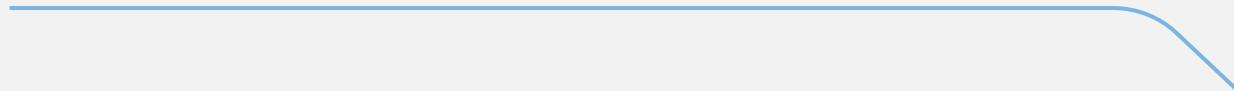
At the bottom, a JSON snippet shows the generated prompt response:

```
{  
  "destinations": [  
    {  
      "name": "Kyoto",  
      "description": "Immerse yourself in the serene beauty of Kyoto, where ancient temples and stunning gardens await.",  
      "start_date": "2024-04-29T22:00:00Z",  
      "end_date": "2025-04-29T22:00:00Z",  
      "cost": 4888,  
      "link": "See details[http://www.example.com]"  
    },  
    {  
      "name": "Cape Town",  
      "description": "Discover the breathtaking landscapes of Cape Town, from the iconic Table Mountain to the vibrant  
      city center."  
    }  
  ]  
}
```

A callout box points to the JSON snippet with the text: "Define a specific output format (ex: JSON)".

At the bottom right, there are "Save custom prompt" and "Cancel" buttons.

Demo



- Home
- Create
- Templates
- Learn
- My flows
- Approvals
- Solutions
- Process mining
- AI hub
- Automation center
- Desktop flow activity
- AI models
- More

Power Platform

Generative AI Prompts to automate content processing

AI Builder releases new GPT powered AI actions, giving citizen developers advanced tools to automate content processing with GPT-4.

[Read more](#)

Discover an AI capability

**Prompts**

Select a prebuilt prompt or make a custom one of your own.

**AI models**

Work with different models tailored to specific business situations.

**Document automation**

Extract and interpret data from general and fixed template documents using RPA and AI.

Recently created

[My AI capabilities](#)[Prompts](#)[AI models](#)

	Name ↑	Owner	Permission	Status	Last modified	Last trained	Model type	Expiration
	Call Center Logs - 4o	Gwenael Bego	Owner	Published	4 d ago	-	Custom Prompt	-
	Call Center Logs - o1	Gwenael Bego	Owner	Published	4 d ago	-	Custom Prompt	-
	My custom prompt	Gwenael Bego	Owner	Published	4 d ago	-	Custom Prompt	-

[See more prompts](#)[See more AI models](#)

Ask a chatbot

Learning resources

 **AdatumIndustries**
High Purity & Industrial Flow Component Distribution

SALES ORDER

Sales Order Number	409532
Date	Page
9/30/2021	1 of 1

Send to:
Fabrikam, Inc
345 North St
NY 98052

Ship to:
ADATUM INDUSTRIES
8672 Water St.
Far Rockaway, NY 11691

Supplier ID: 19472 **Ship Via:** FEDEX – GROUND

Sales Contact		Required Date	Terms Description		
Morgan, Kyle		9/30/2021	Net 30		
Quantity	UOM	Required Date	Item Description	Net Unit Price	Extended Price
1.00	EA	9/30/2021	23434-1/5-533D-N2/345E	527.00	527.00
6.00	EA	9/30/2021	Part No.: 50009972Z 4567-1/4-987T-N5/990D	676.00	4,056.00
1.00	EA	9/30/2021	Part No.: 63638176M 4567-1/2-456T-G4/320A	215.90	215.90

Shipping Instructions: SHIP VIA FEDEX COLLECT – ACCT# 127264082

Auto-reply approval: Thu 11/14
GB Requested by Gwenael Bego ...

To _____ Bcc _____

Cc _____

Invoice Draft saved at 10:41 AM

 Adatum Sales Order 409532.... 30 KB

Dear Contoso,

I hope this message finds you well.

Thank you for choosing Adatum Travel Agency for your recent travel arrangements and services. Please find attached the invoice for the services rendered. The due date for payment is November 30th, 2024.

You may process the payment via credit card or wire transfer. Kindly ensure payment is made by the due date to avoid any late fees.

Thank you for your trust in Adatum. We look forward to continuing our partnership and assisting with any future travel arrangements.

Warm regards,
Adatum

Aptos 12 B I U  A ...

 Send      ... Draft saved at 10:41 AM

- Home
- Create
- Templates
- Learn
- My flows
- Approvals
- Solutions
- Process mining
- AI hub
- Automation center
- Desktop flow activity
- AI models
- AI prompts
- More

Power Platform

Ask a chatbot

Prompts

Build your own prompt
Build custom AI actions

Popular templates

Choosing from pre-made templates

Summarize text

Create concise summaries of any text, such as paragraphs, articles

Detect language

Identify the predominant language of a text.

My prompts

Share

Name

Call Center Logs - o1

My custom prompt

Call Center Logs - 40



Call Center Logs - o1

Prompt

+ Add ...

You are a research data agent and you are to analyze call center logs to identify patterns, trends, and insights that can improve customer satisfaction and operational efficiency. Focus on the following aspects:

Common Issues: Determine the most frequent customer complaints or inquiries. Categorize these issues based on type (e.g., technical, billing, general inquiries) and be specific around number of issues encountered, also output the % volume of issues based on their category.

Sentiment Analysis: Perform a sentiment analysis to gauge customer satisfaction during the calls. Highlight any recurring negative or positive sentiment trends.

Response Times: Measure the average response time for addressing customer issues and identify delays or bottlenecks in the resolution process. Be specific when outputting response times.

Agent Performance: Analyze agent performance metrics such as resolution rates, call duration, and customer feedback (if available). Identify top-performing agents and areas for improvement.

Escalations: Examine the cases that required escalation to higher-level support. Highlight the reasons for these escalations and recommend solutions to reduce their frequency.

Call Duration: Assess the average call duration and identify any correlations between call length and resolution success. Keyword and Topic Analysis: Use keyword detection to determine recurring terms, phrases, or topics of discussion, and connect them with specific issues or customer sentiments.

Test prompt

All inputs and data are automatically used to answer. + Insert to fine tune the prompt.

Show data used

Prompt response

Executive Summary

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

Prompt settings



See all templates

Model

Model used for generating responses. Each model has different licensing. [Learn more on model selection](#)

Advanced reasoning o1 (preview)

Temperature

Lower temperatures lead to predictable results, while higher temperatures would allow more diverse or creative responses. [Learn more on temperature](#)



1

Text anonymization and redaction

Drop a process to anonymize sensitive information in...

Search prompts

Model type

Custom Prompt

Custom Prompt

Custom Prompt

Save custom prompt

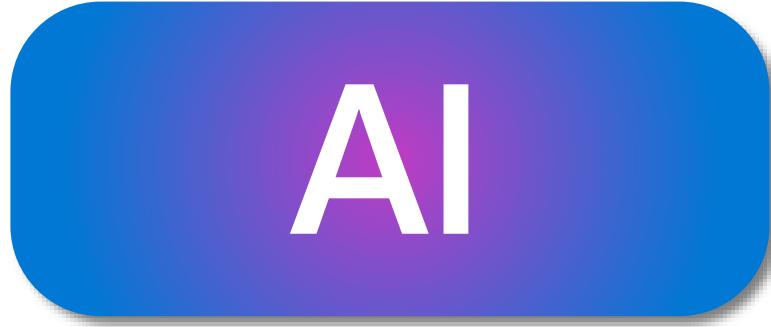
Cancel



Overview

AI Builder

Document Processing Capabilities

A large, white, sans-serif font letter "AI" is centered within a rounded rectangular button. The button has a gradient background transitioning from blue at the top and bottom to purple in the middle. It is set against a white background.

AI

is here to help

OCR

Natural Language Processing

Machine Learning

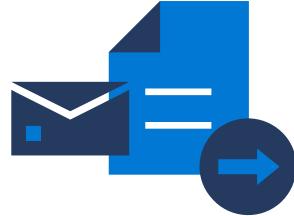
Neural Networks

Deep Learning

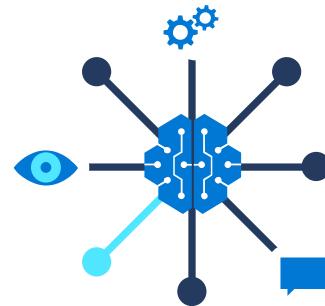
Generative AI

Source: Gartner

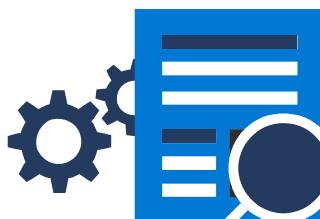
Intelligent Document Processing



Intelligent Document Processing (IDP) is a software solution that **captures and transforms data from documents** (e.g. e-mail, text, PDF, scanned documents).



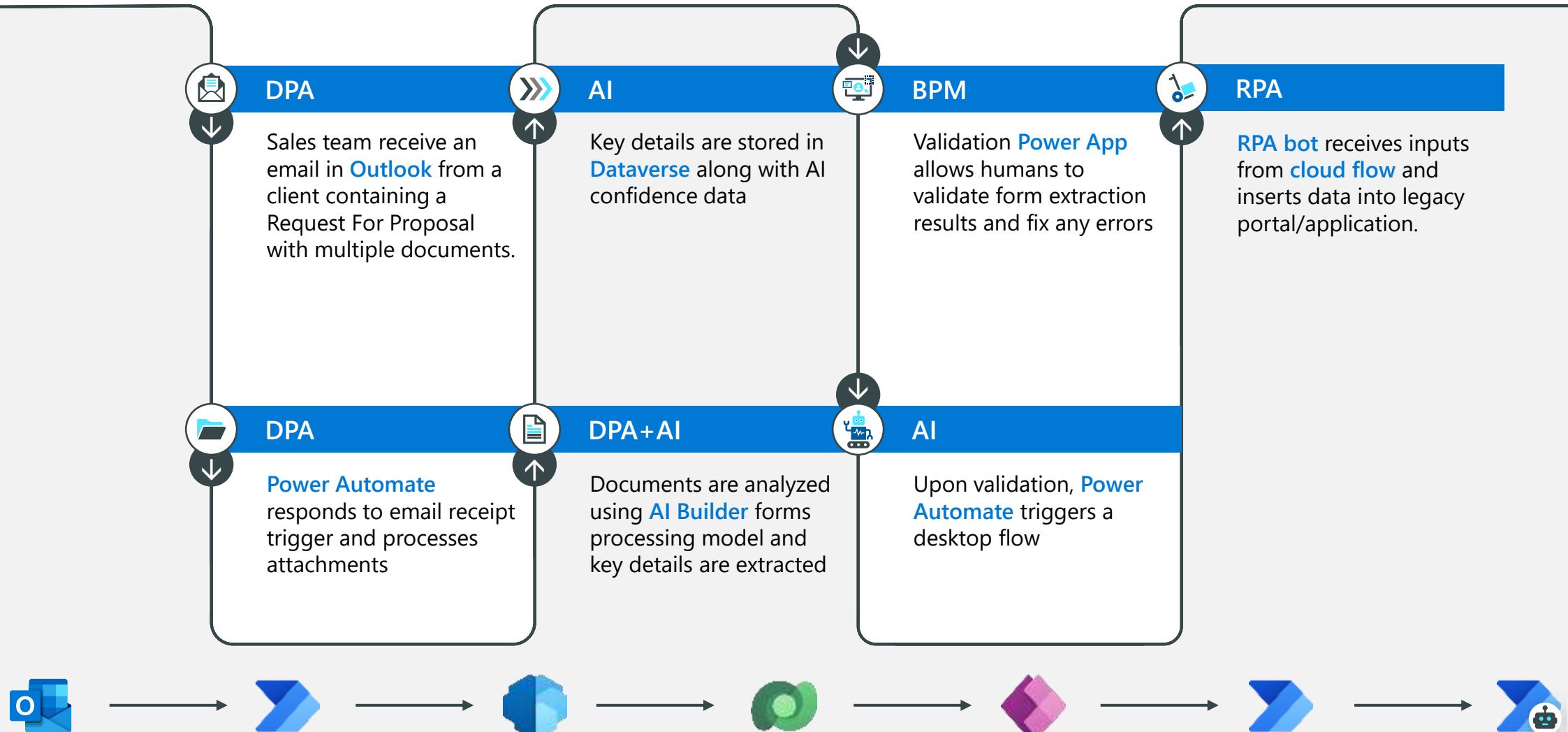
Using AI technologies such as **computer vision, OCR, natural language processing (NLP) and machine/deep learning**, the extracted data can be analyzed, categorized, transformed and exported to external systems in an end-to-end process.



Intelligent Document Processing can understand **structured documents** (forms, invoices, receipts, identity documents...) or **unstructured documents** (memos, contracts, customer feedback requests...)

Intelligent document processing

End-to-end document automation leveraging Power Platform native capabilities



Custom vs. pre-built models for documents

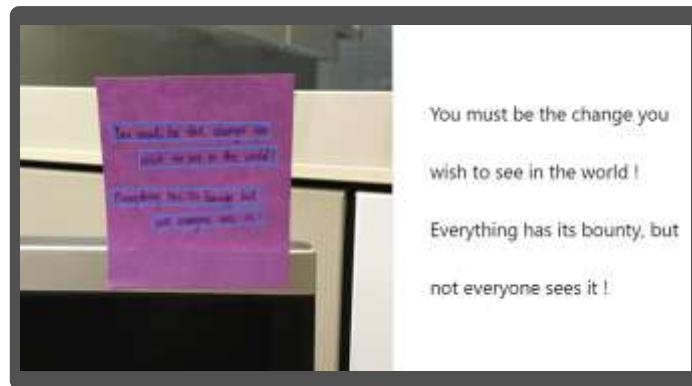
AI Model

Text recognizer (OCR)

Pre-built

Ready to use, no training required

Basic OCR extracting printed or handwritten text from a document/image



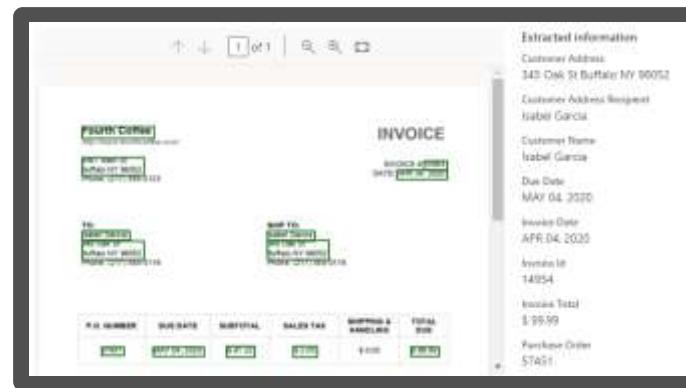
Extract an identifier or a text pattern from a document

Standard Document

Pre-built

Ready to use, no training required

Models pretrained to extract data from standard document types



Extract most common fields from **Invoices**, **Receipts**, **Business Cards**, **Passports** or **US driver's licenses**

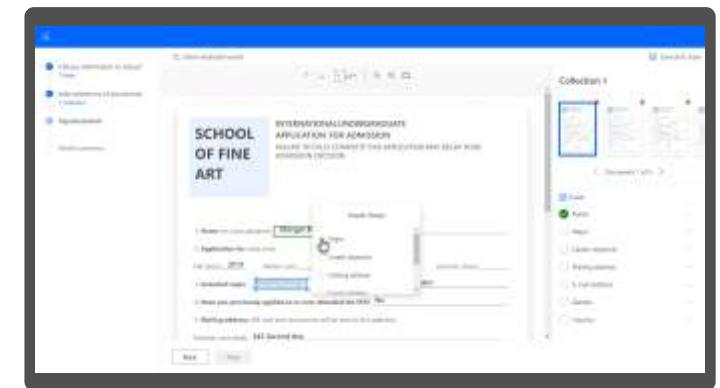
Applied scenario

Custom Document

Custom

Custom train to extract data from any document

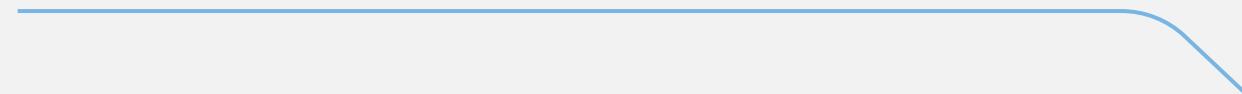
Intelligent OCR. Tailor an AI model to understand a layout structure and content



Use when the prebuilt didn't succeed to extract all fields
or

to extract data from other types of documents both structured and unstructured (loyalty cards, tax form, inventory form, contracts...)

Demo



Power Automate

Search

Environments
AI Builder

?

DB

Home

Approvals

My flows

Create

Templates

Connectors

Data

Monitor

AI Builder

Explore

Models

Document automation

Process advisor

Solutions

Learn

Ask a chatbot

Add Intelligence to your business

Automate processes, find insights, and make applications more productive. Choose from prebuilt and customizable AI models, or leverage the models your company has already built.

Watch a 90 second video

Try out AI capabilities for each data type

All

Documents

Text

Structured data

Images

Invoice processing
Extract information from invoices

Text recognition
Extract all the text in photos and PDF documents (OCR)

Receipt processing
Extract information from receipts

Identity document reader
Extract information from identity documents

Business card reader
Extract information from business cards

Document processing
Extract custom information from documents

Sentiment analysis
Detect positive, negative, or neutral sentiment in text data

Category classification
Classify customer feedback into predefined categories

Entity extraction
Extract key elements from text, and classifies them into predefined categories

Key phrase extraction
Extract most relevant words and phrases from text

Language detection
Detect the predominant language of a text document

Text translation
Detect and translate more than 90 supported languages

Category classification
Classify texts into custom categories

Entity extraction
Extract custom entities from your text

Prediction
Predict future outcomes from historical data

Object detection
Detect custom objects in images

Image classification
Classify your images based on their content (powered by Lobe)

Image description
Generate description of an image

Custom model

Custom model

Custom model

Custom model

Custom model

Custom model

Preview

Preview

Custom model

Custom model

Custom model

Custom model

Custom model

Custom model

Show detected words↑ ↓ 1 of 4 |

RENTAL LEASE AGREEMENT



This Rental Lease Agreement made this on 2nd of May, 2022 by and between Andre Lawson the "Landlord" and Preston Morales the "Tenant". The Landlord and Tenant are collectively referred to in this Agreement as the "Parties".

For the covenants contained herein, and other good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the Parties agree as follows:

1. LEASE TERM. The term of this Agreement shall be a period of six (6) months, with a start date on 05-09-2022 and ending date on the day 11-07-2022 hereinafter known as the "Lease Term."

2. PROPERTY. The leased premises shall be comprised of that certain personal residence (including both the house and the land) located at 4567 Main St Buffalo, NY 98052 ("Premises"). Landlord leases the Premises to Tenant and Tenant leases the Premises from Landlord on the terms and conditions set forth herein.

3. MONTHLY RENT. The rent to be paid by Tenant to Landlord throughout the term of this Agreement is \$ 1,570 per month and shall be due on the 1st day of each month.

4. INSPECTION OF PREMISES. Landlord and Landlord's agents shall have the right at all reasonable times during the term of this Agreement and any renewal thereof to enter the Premises for the purpose of inspecting the Premises and all buildings and improvements thereon. And for the purposes of making any repairs, additions or alterations as may be deemed appropriate by Landlord for the preservation of the Premises or the building. The right of entry shall likewise exist for the purpose of removing placards, signs, fixtures, alterations or additions, that do not conform to this Agreement or to any restrictions, rules or regulations affecting the Premises.

5. SECURITY DEPOSIT. Upon the due execution of this Agreement, Tenant shall

Rental agreements model | Quick tips | Save and close

Collection 1



< Document 3 of 5 >

 Add field Landlord Tenant Monthly rent amount Address Tables Inventory

Power Automate

Search for helpful resources

Environments AI Builder ? DB

Edit model Share Settings Delete

Share feedback

Home

Action items

My flows

Create

Templates

Connectors

Data

Monitor

AI Builder

Explore

Models

Document automation

Process advisor

Solutions

Learn

Models > My invoices AI model

Document Processing • Published • David Beaulieu

Accuracy score (i) [More details](#)

99% Excellent

This model correctly predicted 99% of actual results and may be ready to be used. To improve the accuracy score, [review full evaluation](#).

[Use model](#) [Quick test](#) [:](#)

Information to extract	More details
Invoice Id	99
Bill to address	99
Due date	99
Subtotal	99
Tax amount	99
Shipping amount	99
Total amount	99
Line items	97

How your model is used

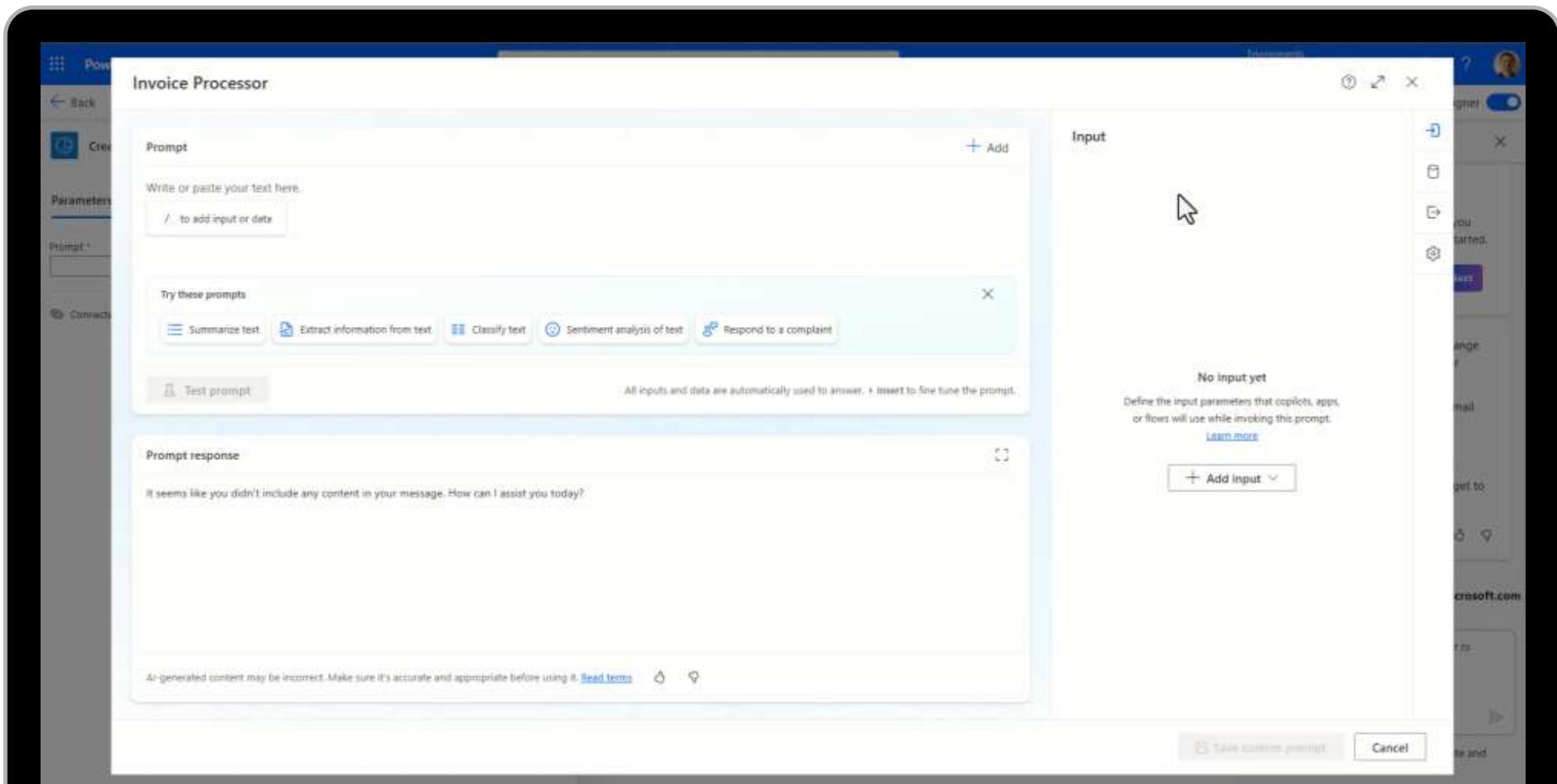
Power Automate [See documentation](#)

Power Apps [See documentation](#)

Ask a chatbot

Documents and Image Processing with GPT-4o

New



Document Processing Setup Workflow

Custom and pre-built models

- Define Fields to Extract
- Create Collections
- Upload Historical Data
- Label Documents
- Train & Publish Model
- Iterate with Feedback Loop 

With GPT

- Create Instruction in Natural Language
- Test and Improve 

GPT is transformative for document processing



Easier and faster to build:

no training samples required
no document labelling
works with new layouts

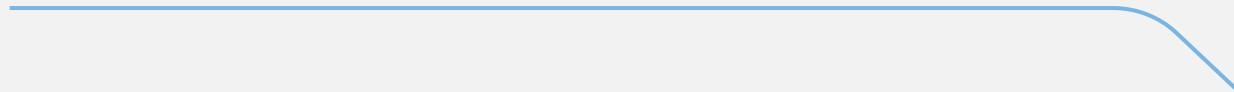
Limited for complex documents:

Low accuracy for complex layouts
with today's models

Understands the documents:

gives insights on the information
can be augmented with knowledge

Demo



 **AdatumIndustries**
High Purity & Industrial Flow Component Distribution

SALES ORDER

Sales Order Number	
409532	
Date	Page
9/30/2021	1 of 1

Send to:
Fabrikam, Inc
345 North St
NY 98052

Ship to:
ADATUM INDUSTRIES
8672 Water St.
Far Rockaway, NY 11691

Supplier ID: 19472 **Ship Via:** FEDEX – GROUND

Sales Contact		Required Date	Terms Description		
Morgan, Kyle		9/30/2021	Net 30		
Quantity	UOM	Required Date	Item Description	Net Unit Price	Extended Price
1.00	EA	9/30/2021	23434-1/5-533D-N2/345E	527.00	527.00
6.00	EA	9/30/2021	Part No.: 50009972Z 4567-1/4-987T-N5/990D	676.00	4,056.00
1.00	EA	9/30/2021	Part No.: 63638176M 4567-1/2-456T-G4/320A	215.90	215.90

Shipping Instructions: SHIP VIA FEDEX COLLECT – ACCT# 127264082

Auto-reply approval: Thu 11/14
GB Requested by Gwenael Bego ...

To _____ Bcc _____

Cc _____

Invoice Draft saved at 10:41 AM

 Adatum Sales Order 409532.... 30 KB

Dear Contoso,

I hope this message finds you well.

Thank you for choosing Adatum Travel Agency for your recent travel arrangements and services. Please find attached the invoice for the services rendered. The due date for payment is November 30th, 2024.

You may process the payment via credit card or wire transfer. Kindly ensure payment is made by the due date to avoid any late fees.

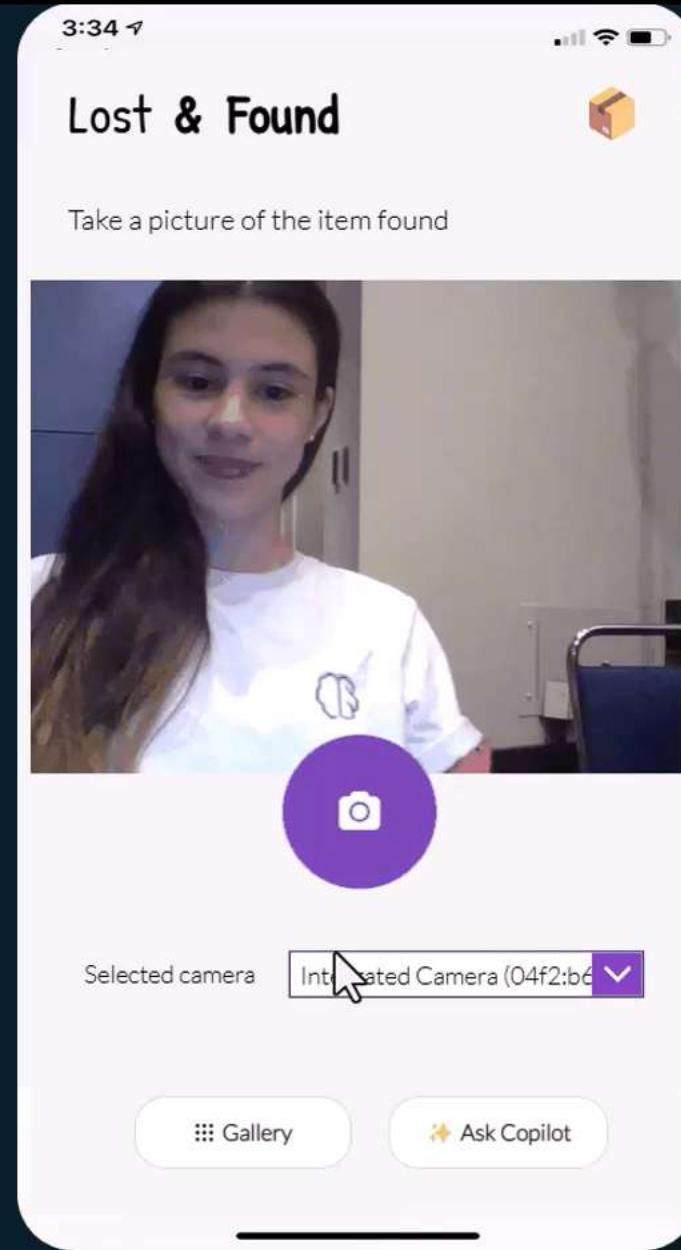
Thank you for your trust in Adatum. We look forward to continuing our partnership and assisting with any future travel arrangements.

Warm regards,
Adatum

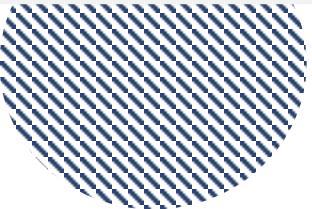
Aptos 12 B I U  A ...

 Send      ... Draft saved at 10:41 AM

Image Processing



Generative actions



Generative actions

intelligent | flexible | dynamic

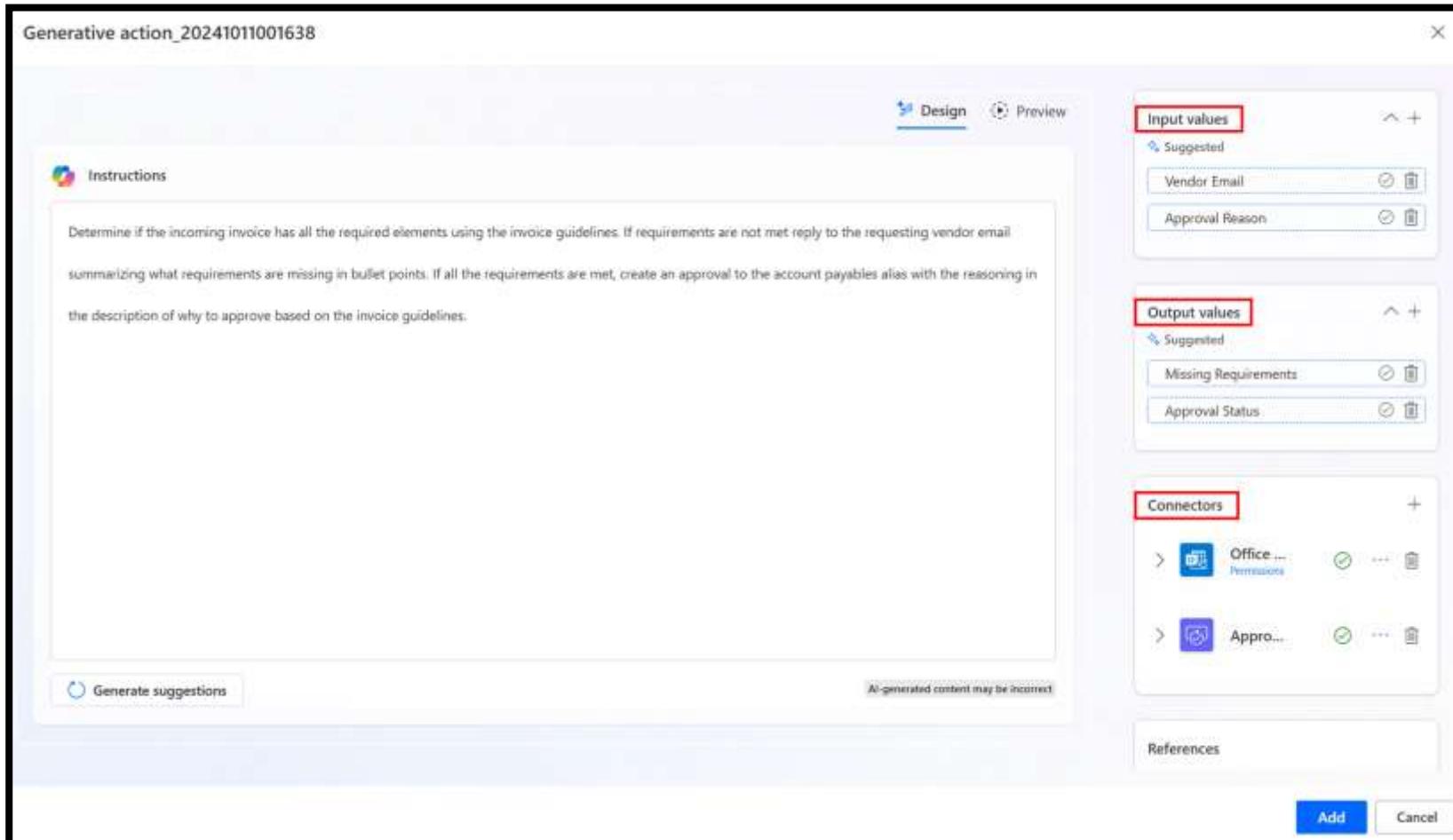
A new approach to automation that is dynamic and [outcome-driven](#)

User and AI collaboratively design [automation plan](#) including parameters and guidelines.

[LLM reasoning, orchestration and execution](#) of automation.

[Monitor](#) flow success with run history, analytics, and individual flow run details.

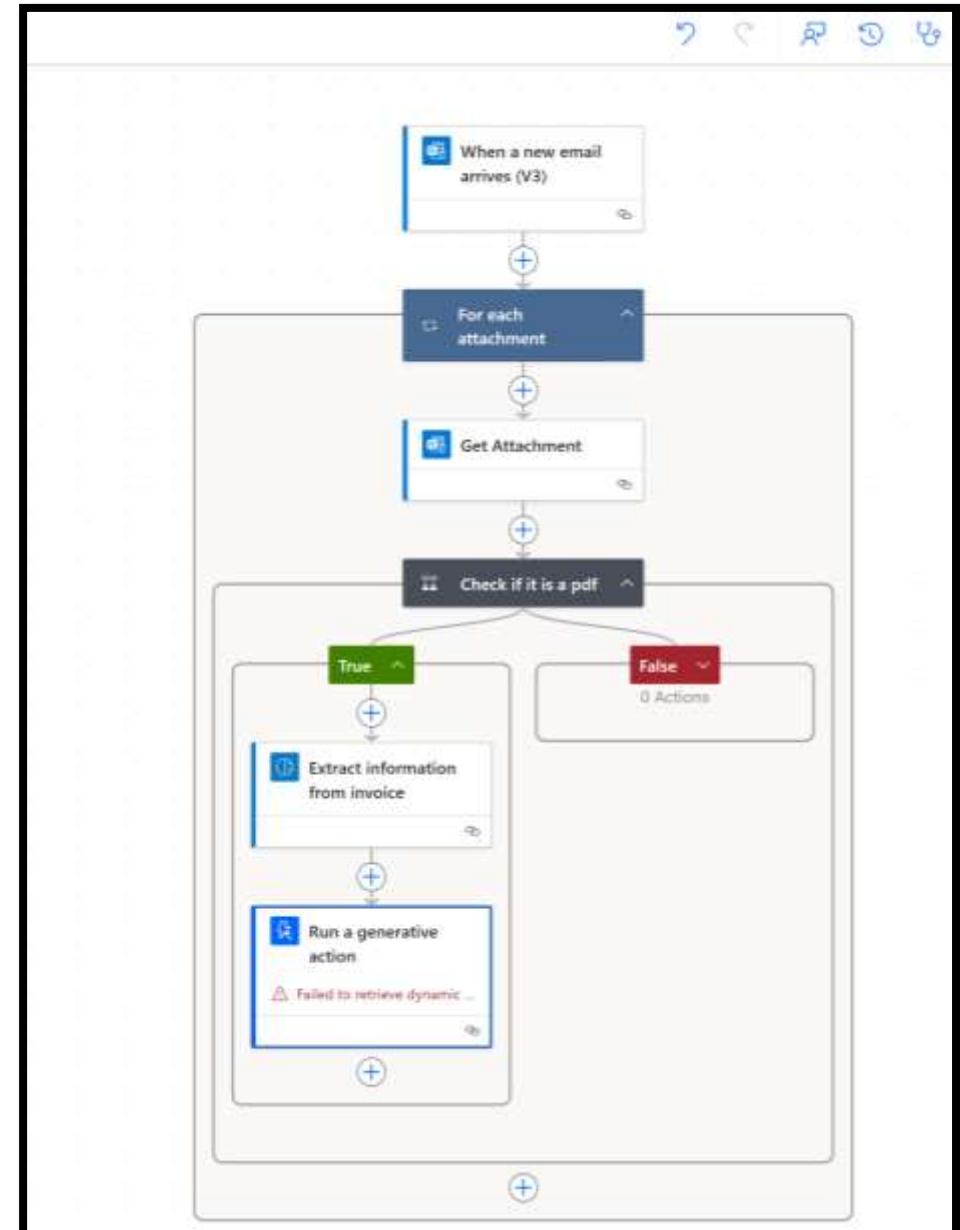
Preview



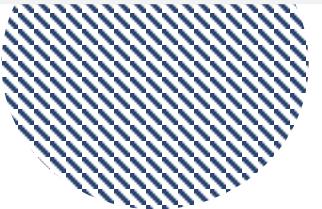
Generative actions

Mix your **ruled based cloud flows** with **generative actions** to automate complex business process.

Preview



Desktop flows



What are desktop flows?



Desktop flows enable you to automate repetitive tasks using software robots that act like humans.

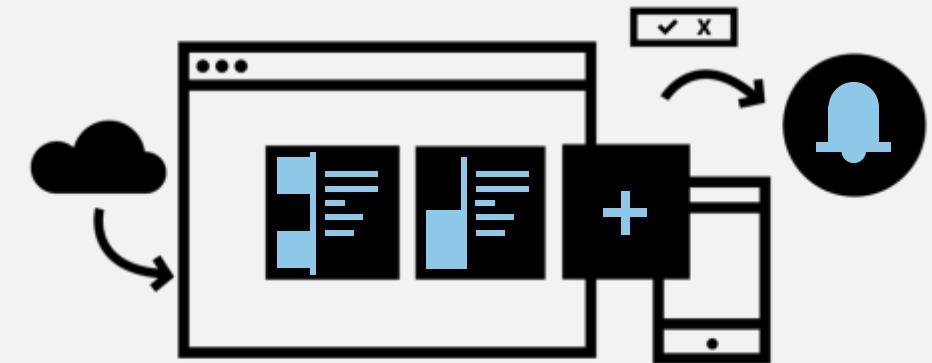


It opens the world of automation to include software that's old or new, on-premises or in the cloud.



Employees focus on high-value activities, improving compliance and job satisfaction while removing human error.

Focus on what's most important.
Automate the rest.

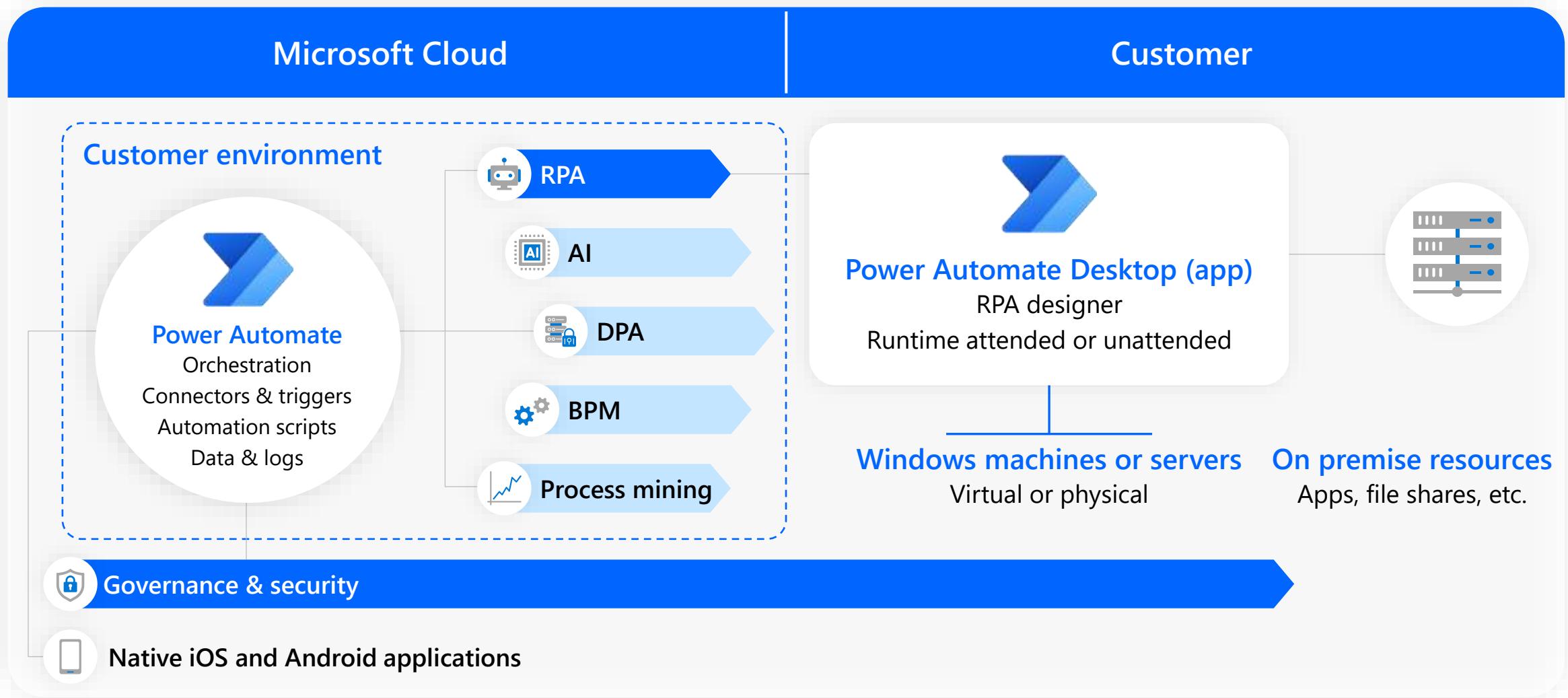


Robotic Process Automation (RPA)

Automate your desktop by creating software robots that act like humans interacting with the user interface (UI)

	Attended	Unattended
Overview	Drive efficiencies and automate manual tasks across desktop and web	Accelerate the automation of high-volume and tedious tasks without lifting a finger
Scenario	On-demand task automation	Automate company processes at scale
Audience	Citizen developer in business unit	Automation specialist in a Center of Excellence dedicated to RPA
Requirement	User signed in on their device/human initiated	Jobs on dedicated machines/ robots do the work
Availability	Power Automate for Windows 10/11 Power Automate per user with attended RPA	Unattended RPA add-on

Desktop flows: Logical Architecture



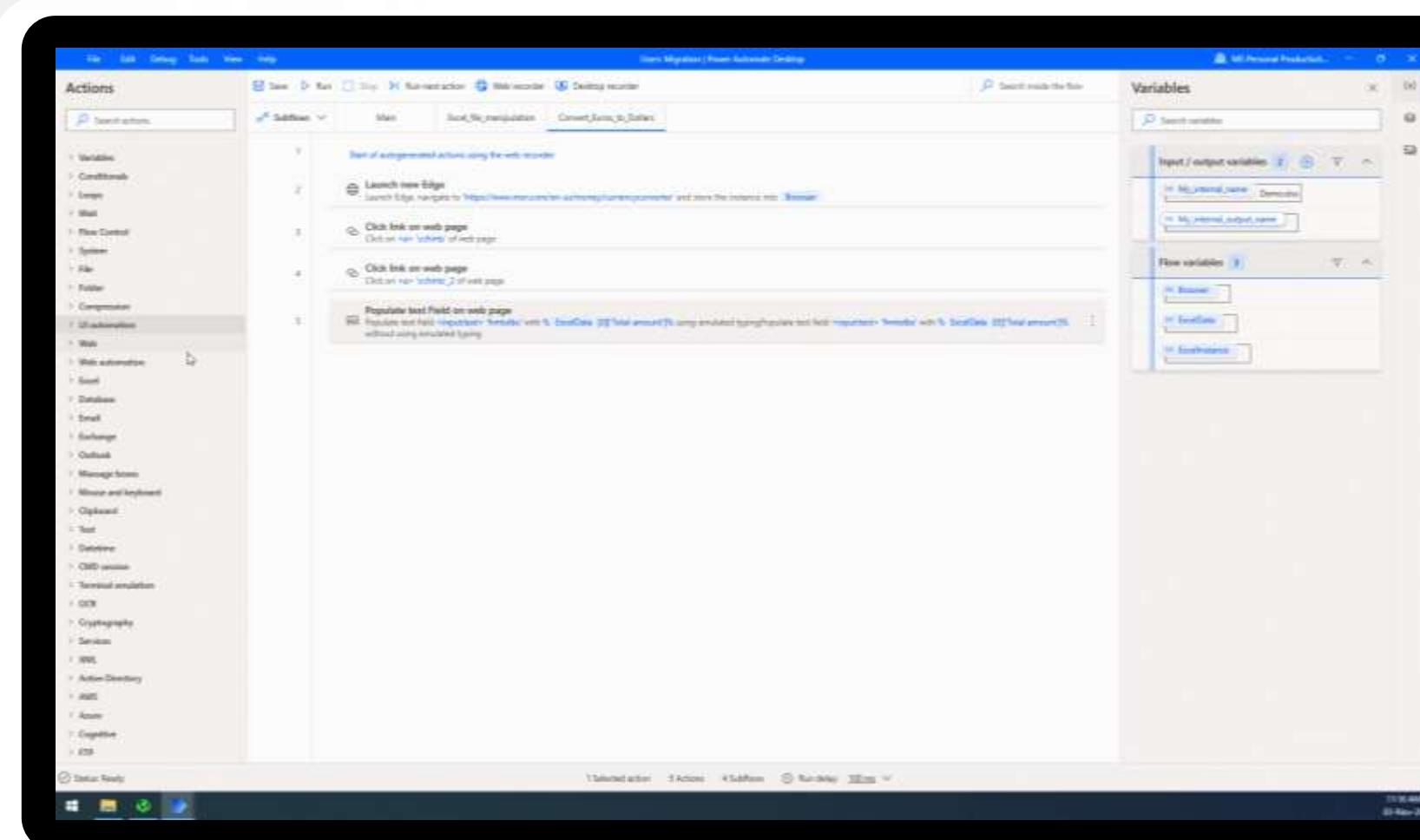
Create quickly and easily with desktop flow designer

Accelerate development, adoption, and deployment with streamlined authoring built for professional developers and citizen developers alike.

Intuitive **drag-and-drop interface** with **400+ prebuilt actions** to create each step in your desktop flow

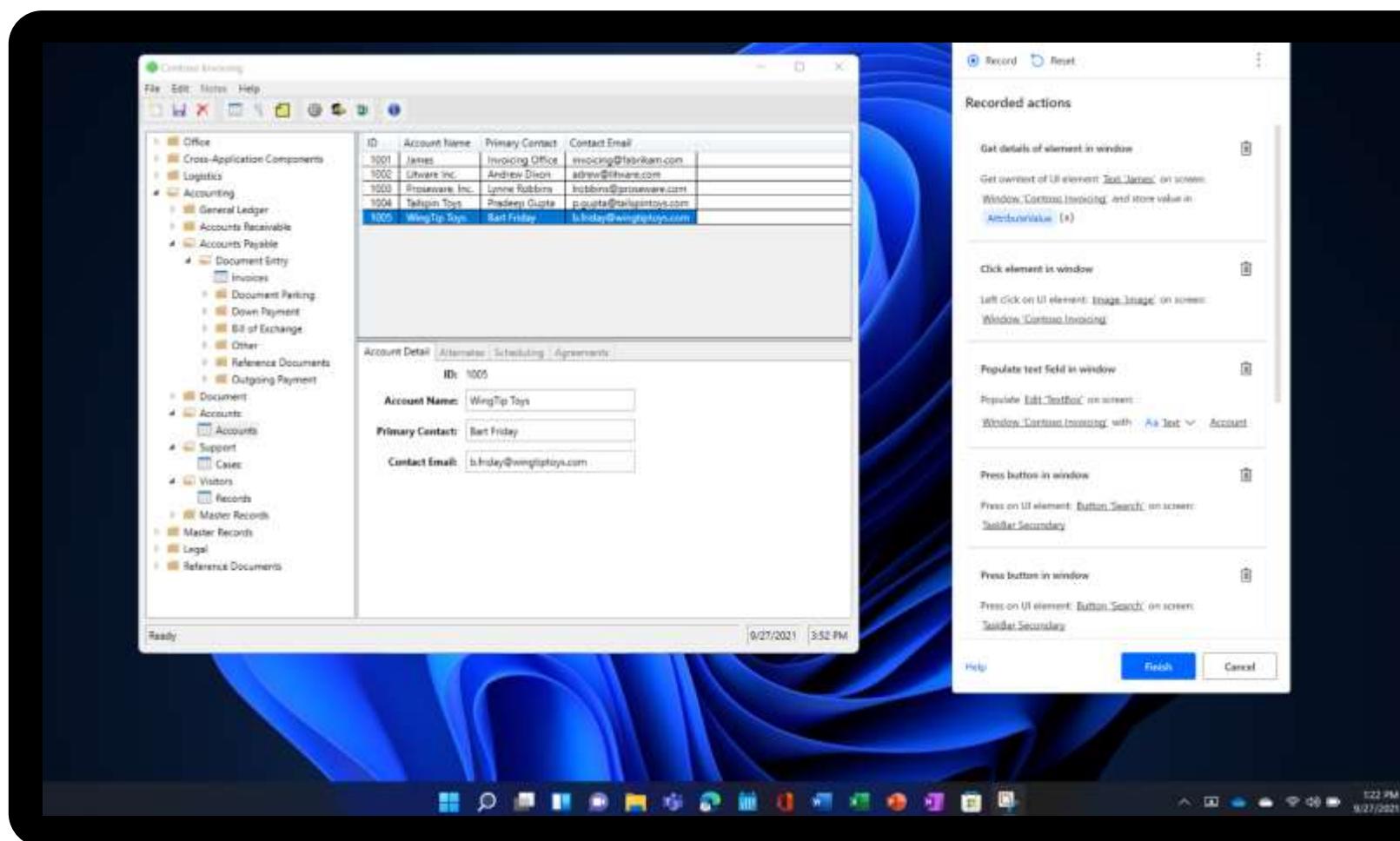
Use the **recorder** to capture your own actions, such as mouse clicks and keyboard inputs

Start quickly with prebuilt examples that are ready to run, or **share flows with others** for collaboration



Recorder

Use the recorder to capture your own actions



Deploy confidently with troubleshooting and monitoring

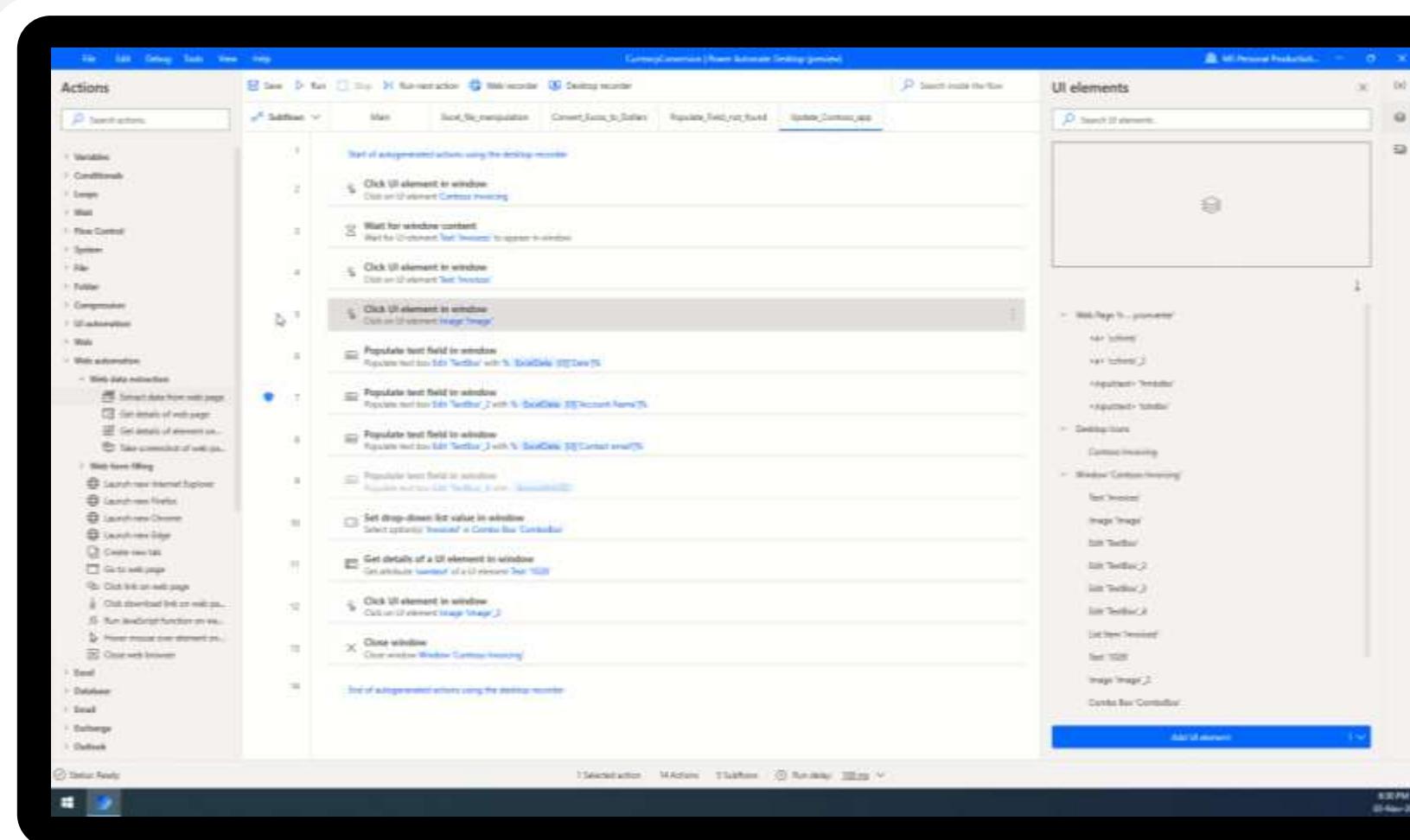
Keep your flows running smoothly with simple tools to test, debug, monitor, and manage your automations in one place.

Ensure flows continue to run with rich [error handling](#) settings

Use [debugging and testing tools](#) to troubleshoot as you build

Stay informed with flow [tracking](#), management, reporting

Prioritize based on rules, or promote critical workloads to the front of the line





Actions SDK

Create custom actions
for homegrown or
legacy apps

The screenshot shows the Microsoft Visual Studio IDE interface. On the left, the code editor displays a C# file named Action1.cs with the following content:

```
1  using Microsoft.Flow.RPA.Desktop.Modules.SDK;
2  using Microsoft.Flow.RPA.Desktop.Modules.SDK.Attributes;
3  using System;
4
5  namespace Modules.Module1
6  {
7      [Action(Id = "Action1",
8          Throws = "ActionError")]
9      public class Action1 :
10      {
11          #region Properties
12          // NOTE: You can find
13          // these properties in the
14          // generated XML documentation
15          [InputArgument]
16          public string Input;
17
18          [OutputArgument]
19          public string Output;
20
21          #endregion
22
23          #region Methods Overridden
24
25          public override void Execute()
26          {
27              try
28              {
29                  //TODO: add logic here
30              }
31              catch (Exception e)
32              {
33                  if (e is ActionError)
34                      throw;
35              }
36          }
37
38          #endregion
39
40      }
41  }
```

The Solution Explorer on the right shows a solution named 'Modules.Module1' containing two projects: 'Modules.Module1' and 'Modules.Module1.Tests'. The 'Modules.Module1' project contains files like Action1.cs and Action1Tests.cs.

A modal dialog titled 'Create a new project' is open in the center of the screen, listing project templates:

- Console App** (selected)
- Power Automate Empty Module** (A project for creating an empty Power Automate module.)
- Power Automate Sample Module** (A project for creating a sample Power Automate module with an action.)

At the bottom of the dialog, there are 'Back' and 'Next' buttons.

Demo

Building a desktop flow

Ep. 6/9



Automate It

Special Series

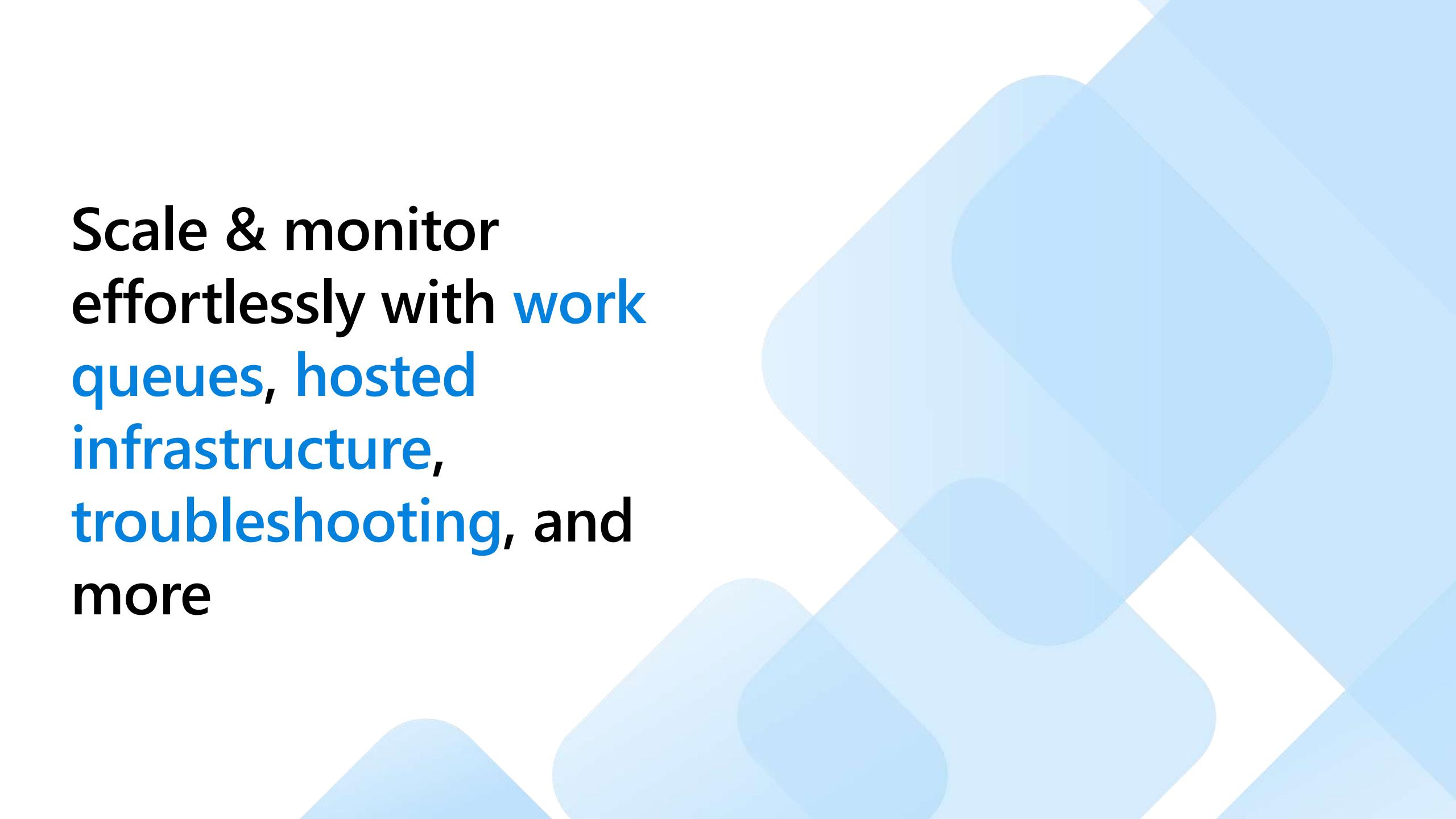
No-Code RPA with SAP GUI in
Power Automate Desktop

Demo

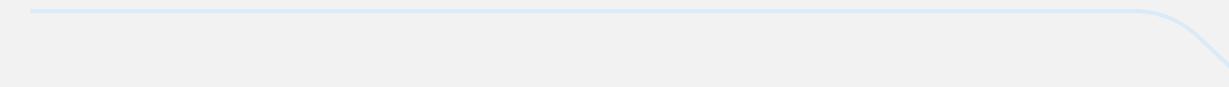
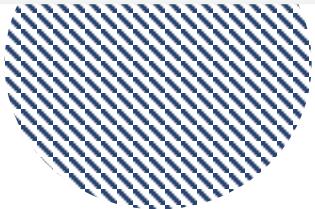
AI Recorder (coming soon)

How to build automations
with the
AI Recorder

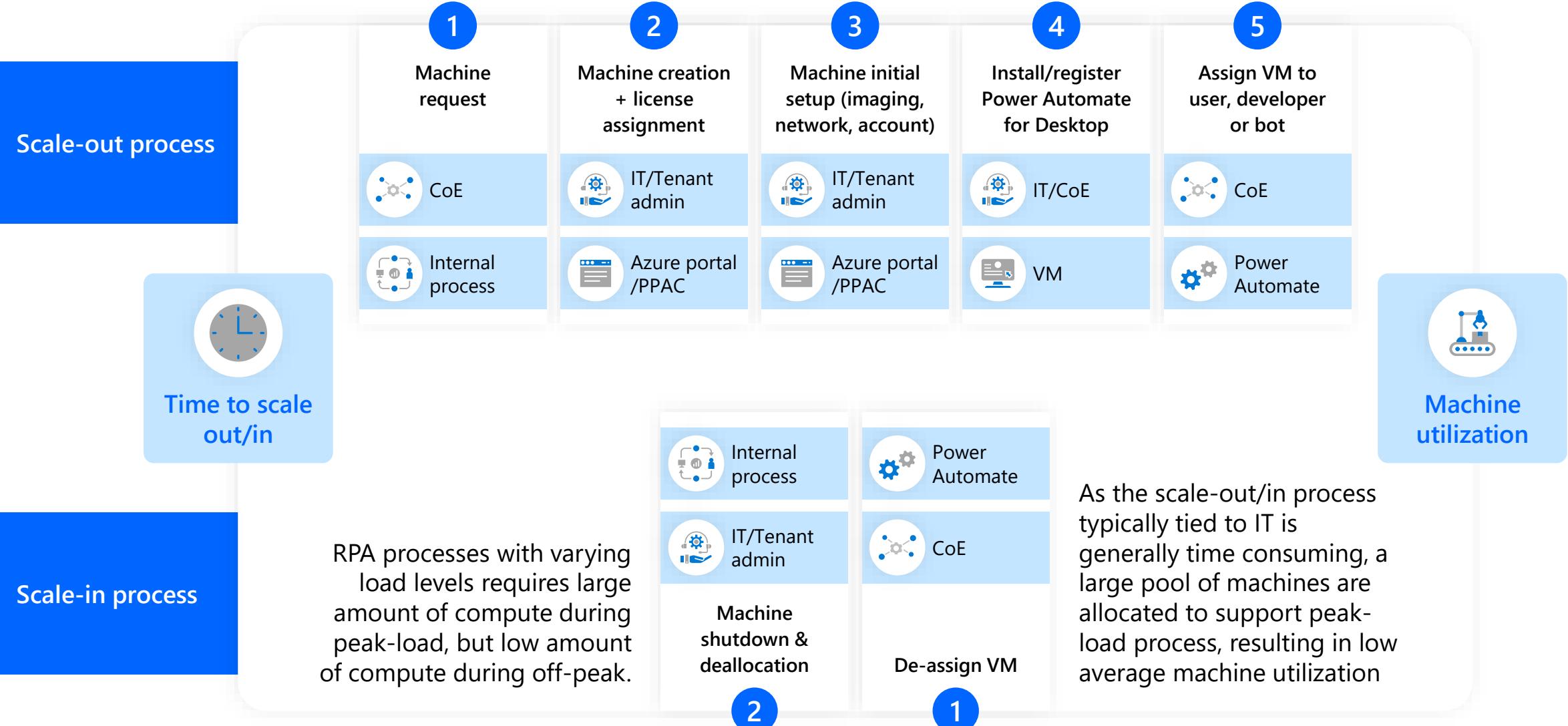
Scale & monitor
effortlessly with **work
queues, hosted
infrastructure,
troubleshooting, and
more**



Hosted RPA

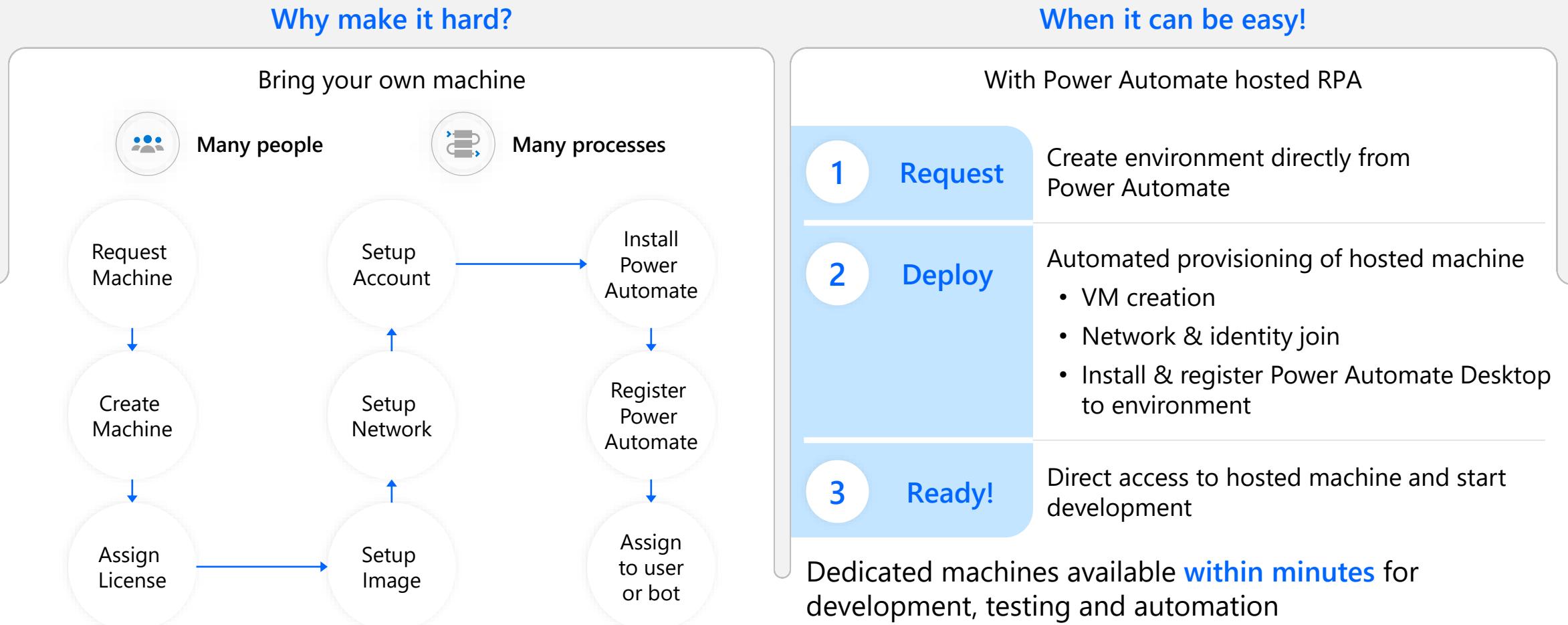


Typical unattended RPA workload management

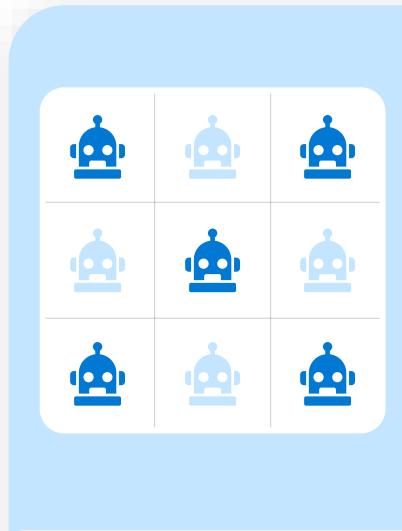


Hosted RPA

Simplify and accelerate RPA machine deployment



Scale your workloads with hosted RPA



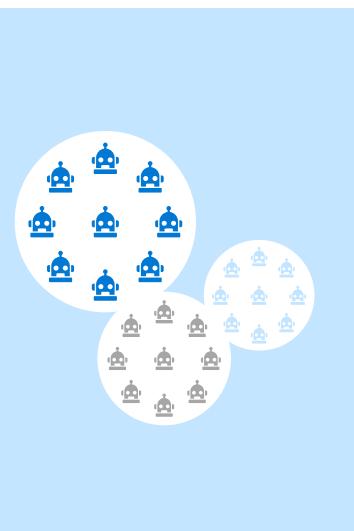
Single hosted machines

For pro and citizen developers

Build or test automation

For business users

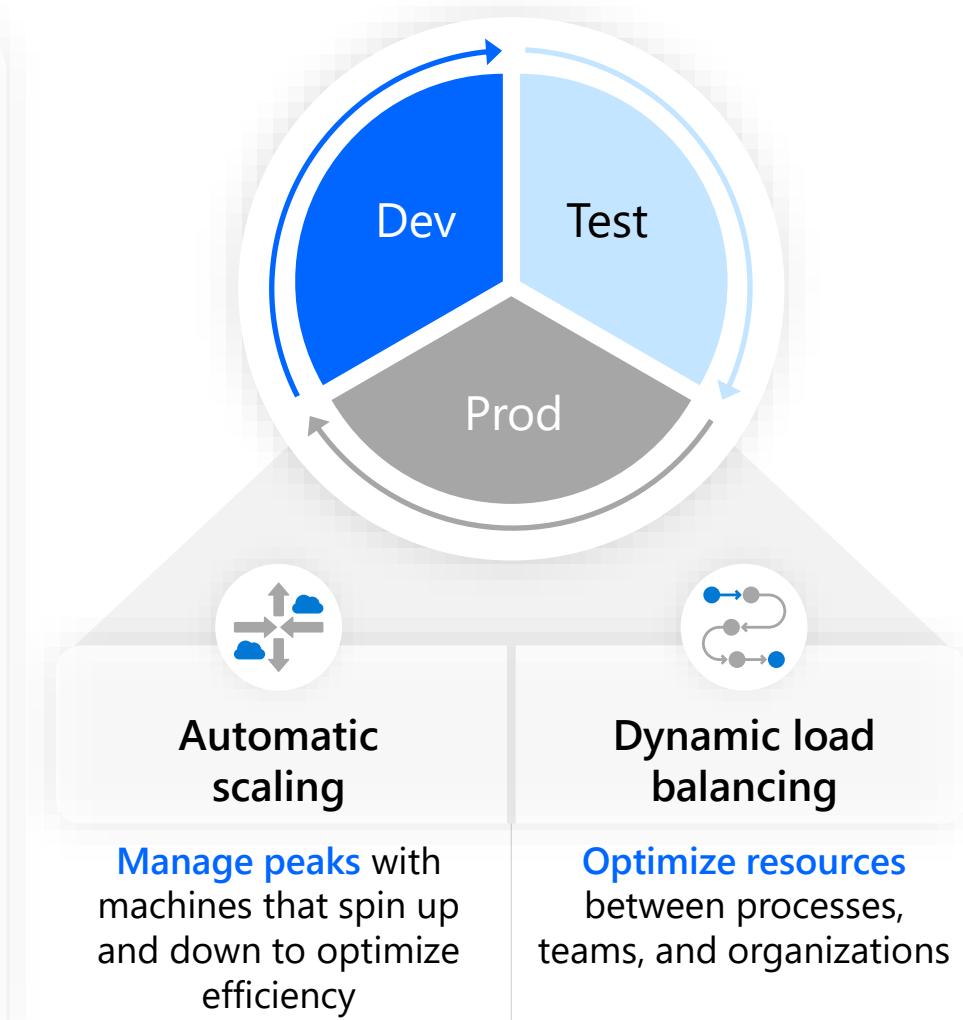
Run automation on dedicated machines



Hosted machine groups

For unattended automation in production

Optimize your resources for higher efficiency and lower cost



Hosted machine group: Unattended load-management

Increased load trends

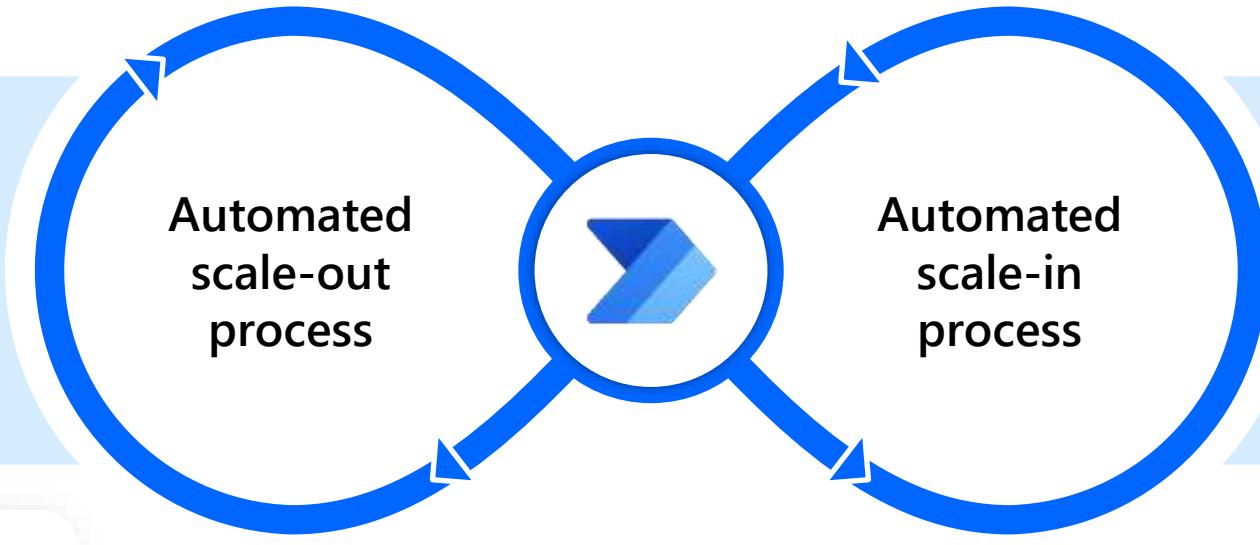


~10 mins to 1 hour

Average time to
scale-out/in



Machine utilization



Observations

- With hosted machine group, multiple RPA processes with varying load levels in an environment are automatically scaled-out/in based on real-time load.
- The number of allocated capacity in an environment are automatically assigned across different RPA processes, ensuring available machines are efficiently utilized

Seamless orchestration

Monitor, manage, and optimize your RPA infrastructure

Monitor

queue and flow status

Prioritize

critical workloads

Add, remove, or reassign

resources as needed

Create

custom VMs for specialized applications
& configurations

The screenshot displays the Microsoft Power Automate interface. On the left, a sidebar lists various categories: Home, Action items, My flows, Create, Templates, Connectors, Data, Monitor, Run, Machines, AI builder, Solutions, and Users. The 'Monitor' section is currently selected. The main content area is titled 'Machine groups > Invoice Management' and contains the following information:

- Machine group details:** Machine group type: Hosted machine group, Run activity: Running, Triggered, VM image: Marketing VM image, Account type: Local account.
- Runs:** A table showing the status of recent runs:

Requested	Desktop flow	Status	Parent flow
Jan 04, 03:29 PM (5 min ago)	Common-invoice-management-flow	Running	Automatic-invoice-management
Jan 04, 03:33 PM (2 min ago)	Common-invoice-management-flow	Running	Automatic-invoice-management
Dec 18, 03:29 PM (2 weeks ago)	Common-invoice-management-flow	Failed	Automatic-invoice-management
Dec 18, 01:12 PM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management
Dec 18, 11:52 AM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management
Dec 18, 09:10 AM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management
Dec 18, 08:29 PM (2 weeks ago)	Common-invoice-management-flow	Failed	Automatic-invoice-management
Dec 18, 06:09 PM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management
Dec 18, 04:11 PM (2 weeks ago)	Common-invoice-management-flow	Failed	Automatic-invoice-management
Dec 18, 03:12 PM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management
- Connections:** Lists two entries: 'microsoft@outlook.com' and 'alastair@microsoft.com'.
- Shared with:** Shows a single entry: 'microsoft@microsoft.com'.

Demo

Hosted machine groups

Hosted RPA bots

New machine group

Hosted RPA bot (recommended)

MACHINE GROUP NAME *

Sales department

Description:

Machine group containing a collection of hosts or hosts.

Max number of bots:

8

Image source *

Default Windows Dev/Test Image



Additional recommended content

Managing Power Automate Desktop (videos)

A special series around managing Power Automate Desktop on Windows at scale throughout your organization



[Learn more!](#)

Managing Power Automate Desktop (guide)

Download the complete guide



Managing Power Automate for desktop on Windows

Summary: This playbook introduces you to the concept of managing lifecycle for Power Automate Desktop, leveraging Microsoft Endpoint Manager tools such as Intune, SCCM and ring deployment techniques to deploy, monitor and audit Power Automate Desktop. Watch the [video series](#) for this playbook as well.

[Download now!](#)



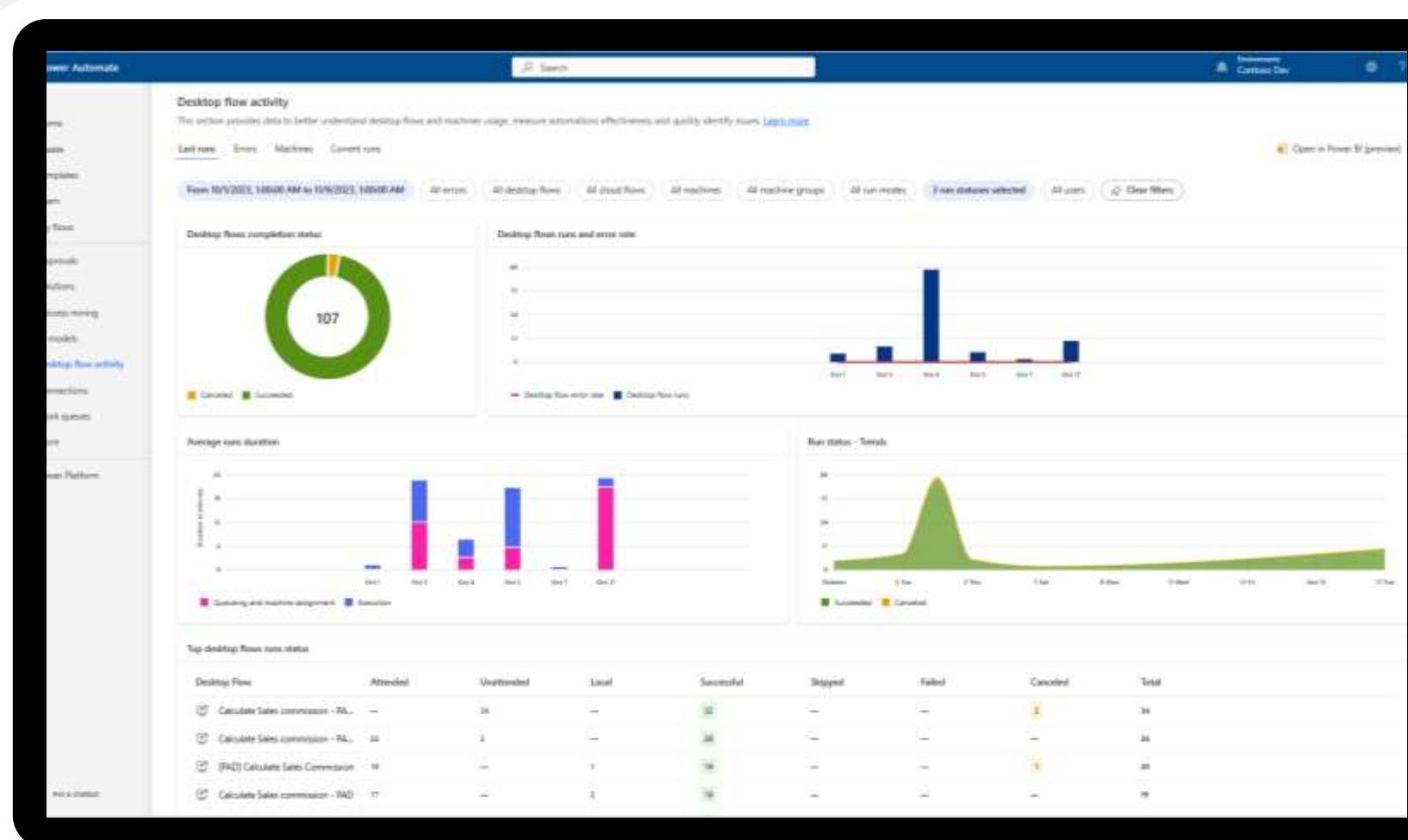
Optimize your RPA infrastructure

Monitor queue and flow status

Prioritize critical workloads

Add, remove, or reassign resources as needed

Create custom VMs for specialized applications & configurations



MANAGE AND MONITOR

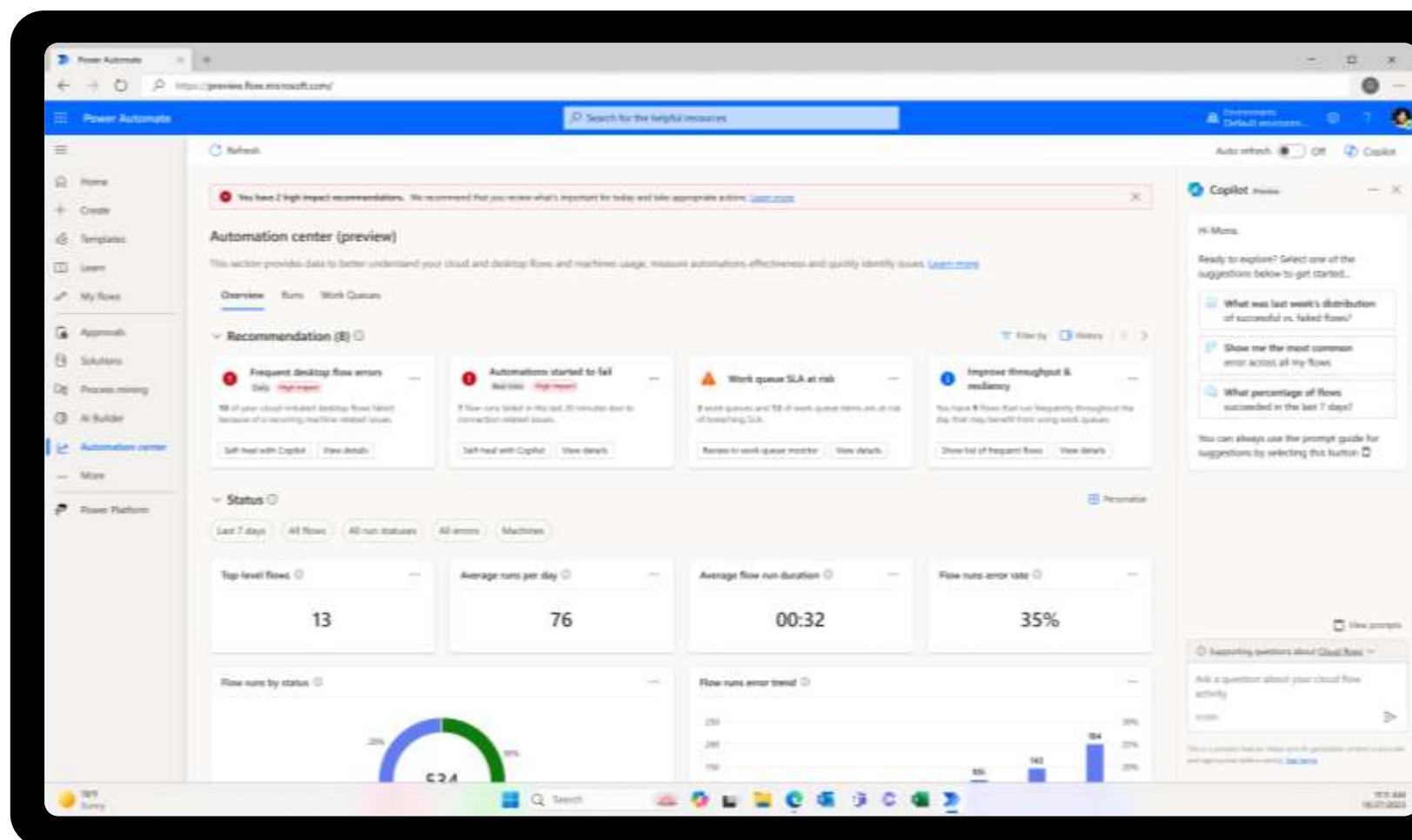
Get 360 visibility with automation center

Gain an [end-to-end view](#) of your automation status with flow analytics and insights

Dedicated [work queue monitoring](#) to closely track SLA attainment, average processing time, and throughput

Recommendation area provides users with [actionable insights and best practice](#) recommendations

Use [Copilot to query](#) cloud and desktop flow telemetry, work queue throughput, and documentation





Work queues

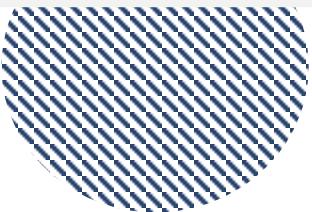
Use work queues to help prioritize work items effectively across their organization, providing full **digital workforce management**.

The screenshot shows the 'Work queues' page in the Power Automate interface. The left sidebar includes options like Home, Action items, My flows, Create, Templates, Connectors, Data, Monitor, Cloud flow activity, Desktop flow activity, Desktop flow items, Work queues (selected), Machines, AI Builder, Process advisor (preview), Solutions, and Learn. A 'Ask a question' button is at the bottom left.

The main area displays a table titled 'Work queues' with the following columns: Name, Description, Status, Enqueued, Processed, Processing, On hold, Exception, and Owner. The table lists various work items:

Name	Description	Status	Enqueued	Processed	Processing	On hold	Exception	Owner
Release Purchase Requisition (ERP2)	Release Purchase Requisition after approval	Active	5	2	1	4	0	Candise Rutherford
Vendor Invoice Processing	Process vendor invoices, welding net, CSV...	Active	6	7	7	0	0	Cathy Oliver
Worker Order Consolidation	Process worker orders, welding net, CSV...	Stopped	1	0	0	0	0	Camille Williams
IBM Marine Machine Group	Validate and process submitted claim data	Active	2	0	0	2	0	Amyra Bell
Leave Requests	—	Pause	1	0	0	1	0	Ashton Walker
Fiscal-month AP Closing	Close existing and opening balance for process	Active	1	4	0	0	0	Dawndell Howard
Custom work queues	—	Disabled	1550	100	10	0	0	Jane Cooper
Supplier Product Code Changes	—	Active	9	10	0	0	0	Asita Innes
Standalone MM VM1 - Mat	Release Purchase Requisition after approval	Active	2	2	0	0	0	Julie McCoy
Vendor Invoice Processing	Process vendor invoices after firm subcontractor	Active	0	0	0	0	0	Isaac Cooper
Fiscal-month AP Closing	Close existing and opening balance for process	Active	1	0	0	1	0	Asante Black
Expense Claim Payment	—	Pause	1550	100	10	0	0	Elton Howard
Supplier Product Code Changes	—	Active	8	23	0	0	0	Courtney Hines
Custom work queues 2	—	Active	1550	100	10	0	0	Asita Innes

Governance



STAY IN CONTROL

Deploy with confidence

Security

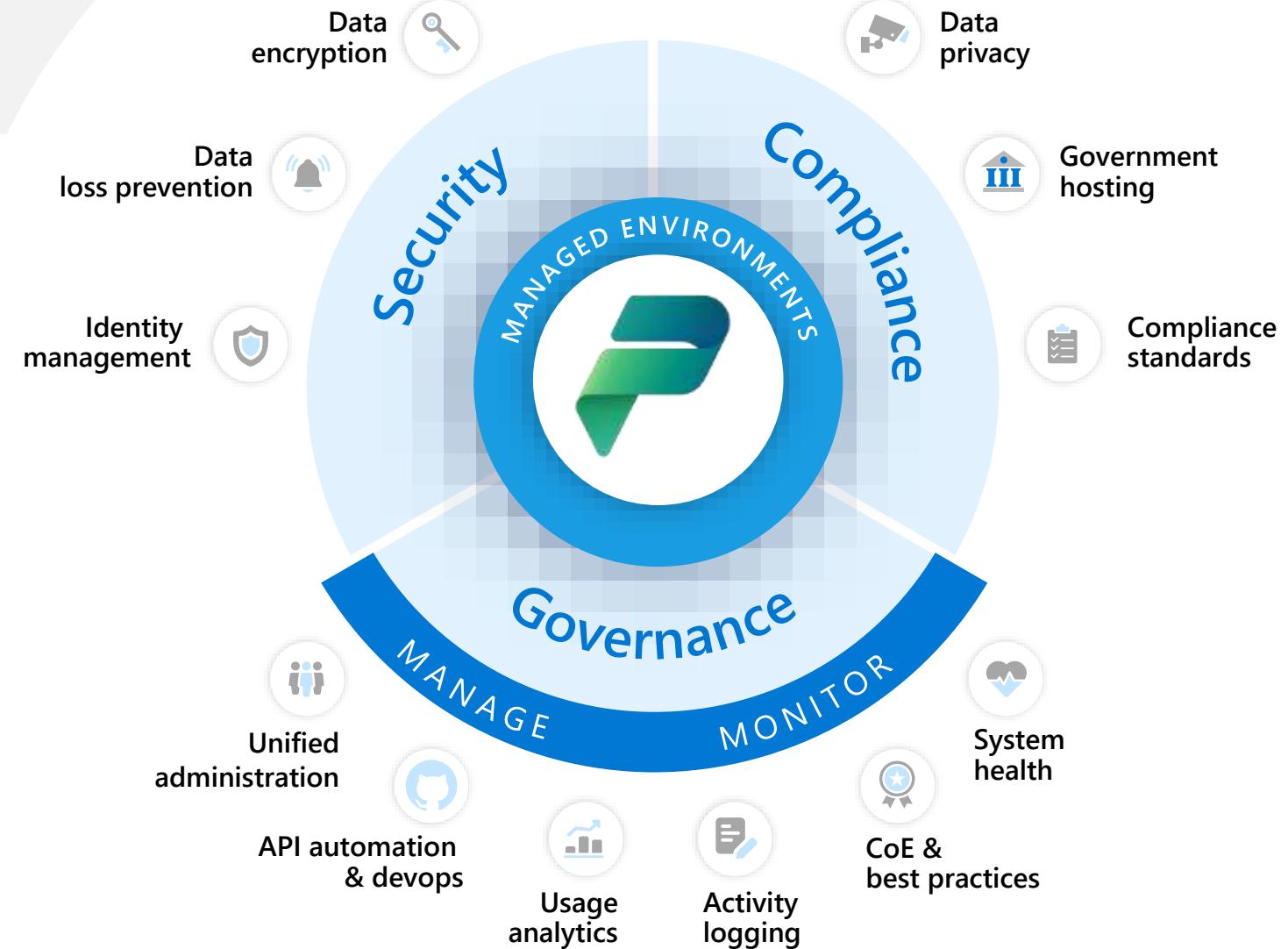
1B+ USD investment in security R&D and 3,500 cyber security experts

Compliance

Hosted in Azure and globally available with 90+ compliance offerings including CIS Benchmark, CSA STAR Self-Assessment, SOC 1 Type 2

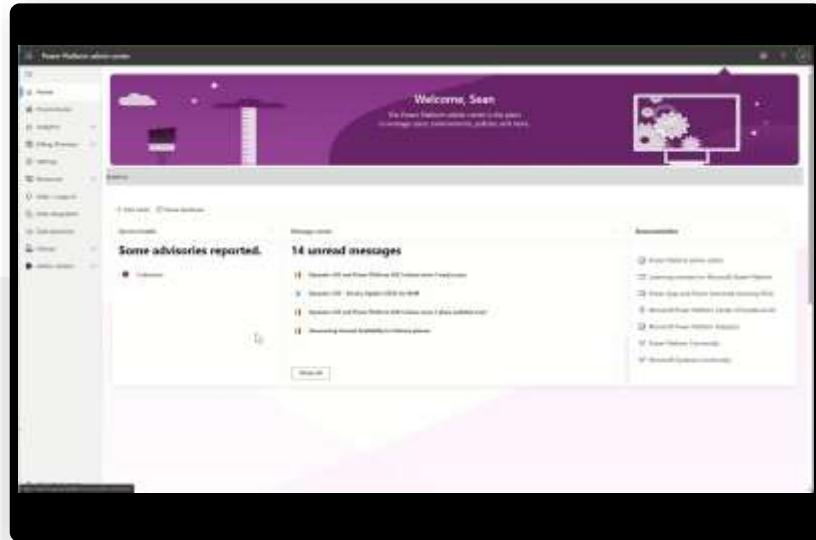
Governance

Enterprise scale governance capabilities native part of the platform

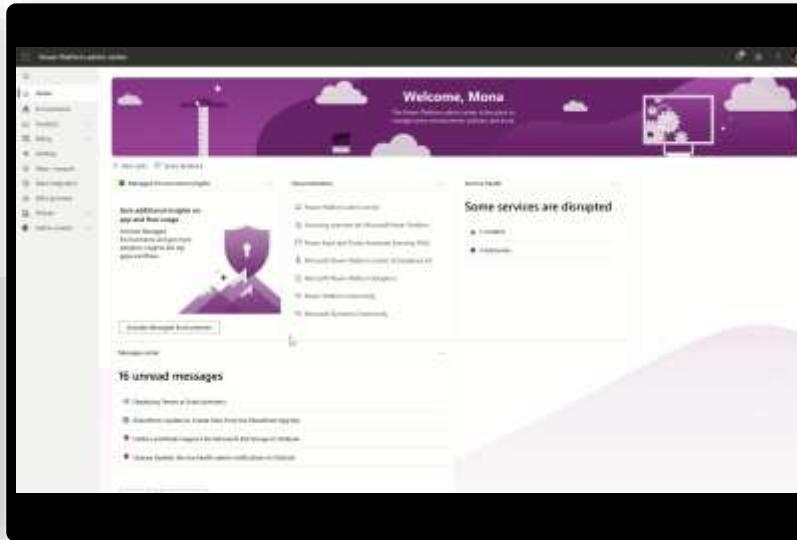


The right tools for your governance requirements

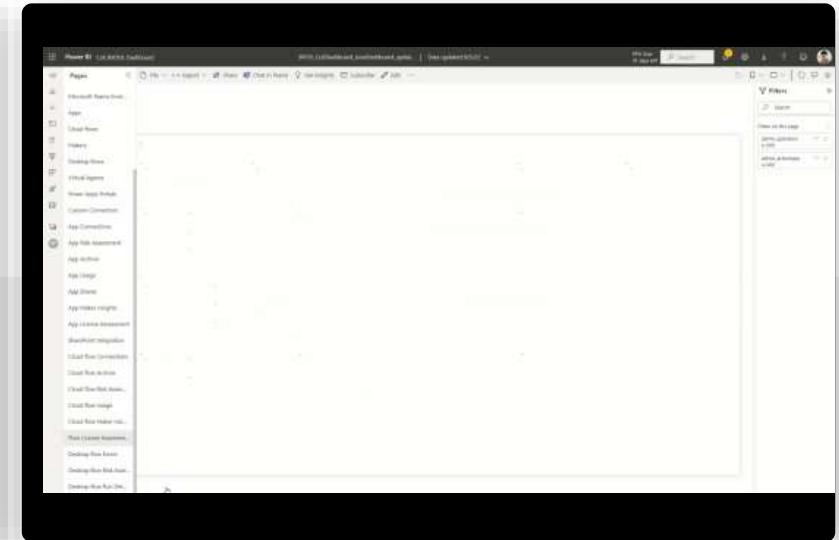
Power Platform Admin Center



Managed environments for Power Platform



Center of Excellence (CoE)



Standard governance offering

Build **guardrails** around data, apps, and environments

View **analytics** on low code assets across your organization

Premium governance offering

Enable **governance-at-scale** without additional IT resources

Proactively build and enforce **best practices** while gaining key **insights and analytics**

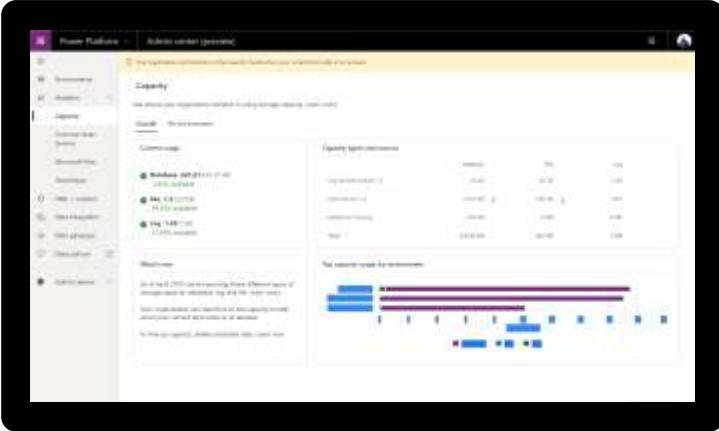
Extensible governance add-on

Enhance your governance journey with powerful **open-source tools**

Use the automation kit to **measure ROI** and adopt **industry best practices**.

Reporting and analytics

Insights in a unified dashboard

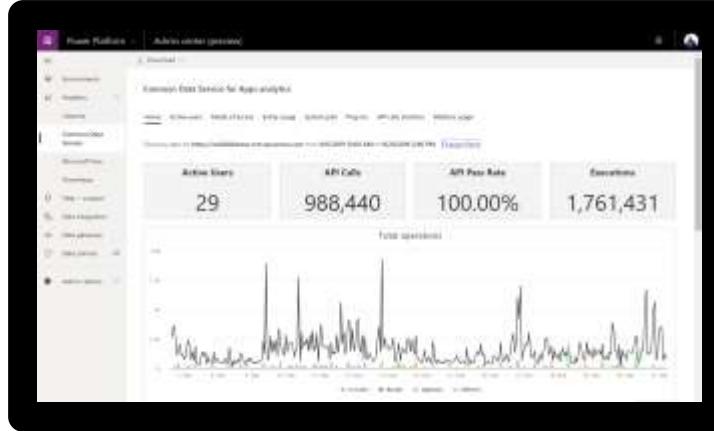


Admin insights provide deep visibility into usage and performance of applications

Users

Locations

Capacity

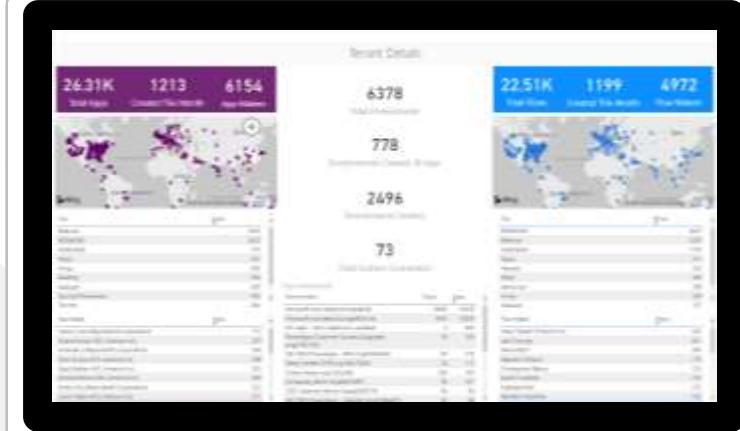


Analytics track health and implementation metrics and help keep users on track

Service performance

Error reporting

App usage



Personalize insights and drive action with custom Power BI reports and Power Automate

All up view of what's being created

Discover your champions

Trigger automated actions

Powerful Governance Tools

Power Platform Admin Center

The most comprehensive governance and security features [out-of-the-box](#)

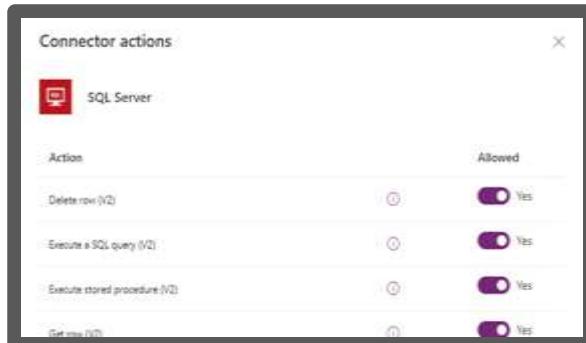
Tenant isolation



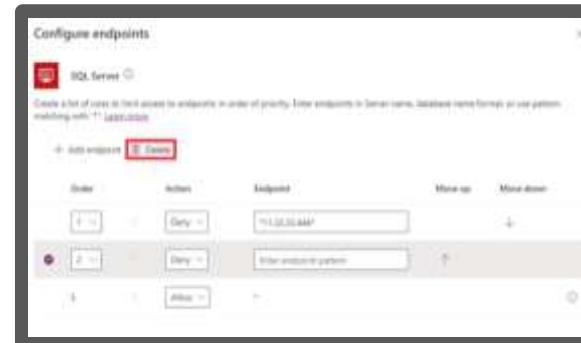
Data Policies



Control actions



Configure endpoints



Center of Excellence starter kit

The starter toolkit you need to [drive innovation](#) and [improvement faster](#)

Multiply the effectiveness of IT admins



Center of Excellence starter kit (CoE)



The CoE starter toolkit



Out-of-the-box analytics



Self-service analytics



A downloadable Power BI package that is optimized to get you started

Out-of-the-box tenant level analytics for tracking inventory, usage, and health monitoring

Export data to Azure for custom analytics and performance monitoring



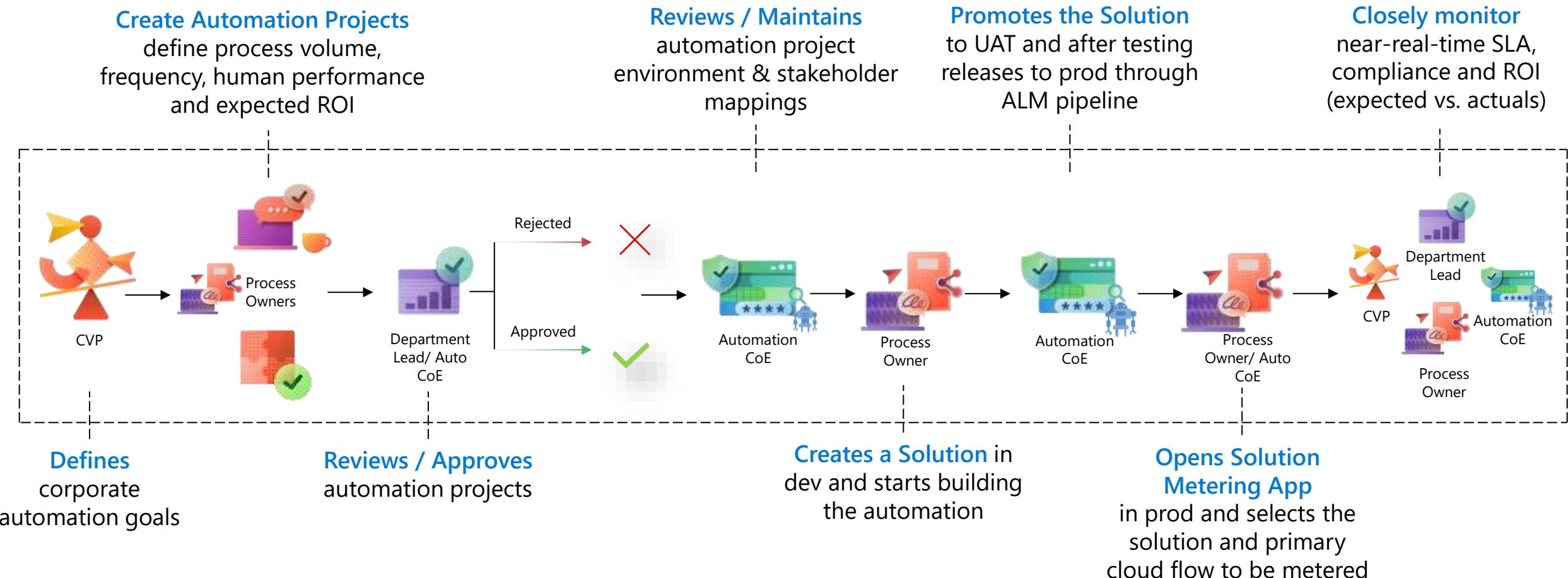
Accelerate scaling of an Automation CoE

The screenshot displays the Microsoft Power Platform Automation Kit application, specifically the 'Automation Kit' section. The top navigation bar includes 'Home', 'Automation', 'Flows', 'Power Automate', 'Power Apps', 'Power BI', 'Power BI Data Factory', 'Power BI Embedded', 'Power BI Report Server', 'Power BI Premium', 'Power BI Admin Center', and 'Power BI Insights'. The main header reads 'Automation Kit' with a blue icon and the sub-header 'Collect, Triage, Approve and Monitor Expected vs Actual Return on Investment'. On the left, there's a 'Project List' pane showing a single item: 'HR Onboarding' (Status: Approved, Last Modified: 10/10/2023, Last Run: 10/10/2023, Last Success: 10/10/2023). Below it is a 'Recent Projects' section listing 'HR Onboarding', 'HR Offboarding', 'HR Payroll', 'HR Benefits', 'HR Training', 'HR Recruitment', 'HR Reporting', 'HR Metrics', 'HR Compliance', 'HR Data Governance', 'HR Data Privacy', and 'HR Data Security'. The central area features a 'Total Projects' summary card with '28' projects, 21 successful, 4 pending, and 19 failed. It also highlights 'Approved Projects Savings Potential \$1M', '\$65K', '\$617K', and 'Pending machine replacement'. A 'Complexity Score vs. Estimated Savings' scatter plot shows data points across a grid. To the right is a 'Project Summary' table with 15 rows of data, each containing project name, department, status, estimated savings, and complexity score. The table includes rows like 'Employee Onboarding', 'Information Technology', 'Approved', '\$100K', '10'; 'Employee Offboarding', 'Human Resources', 'Approved', '\$100K', '10'; 'Employee Payroll', 'Human Resources', 'Approved', '\$100K', '10'; etc.



What you can achieve with Automation Kit

Journey from Project Definition to SLA & ROI based near-real-time reporting



Continuously gain
insights & improve
processes with **task**
mining, process
mining, & Power BI

TAKE THE GUESSWORK OUT OF AUTOMATION

Process and task mining

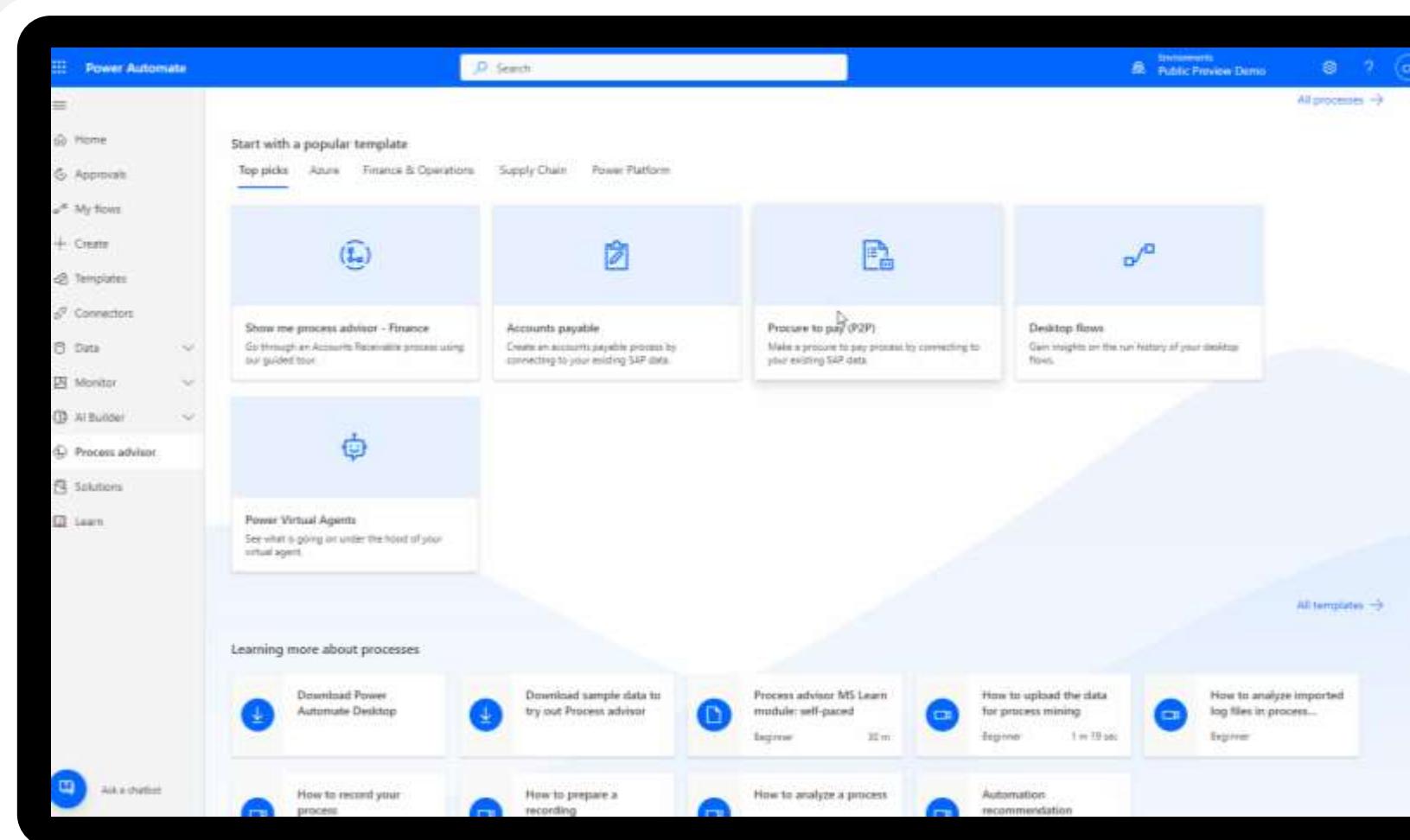
Use out-of-the-box templates for rapid deployment from data ingestion to pre-defined custom reports.

Gain deep insights with powerful features including rework detector, root cause analysis, process compare and custom metrics.

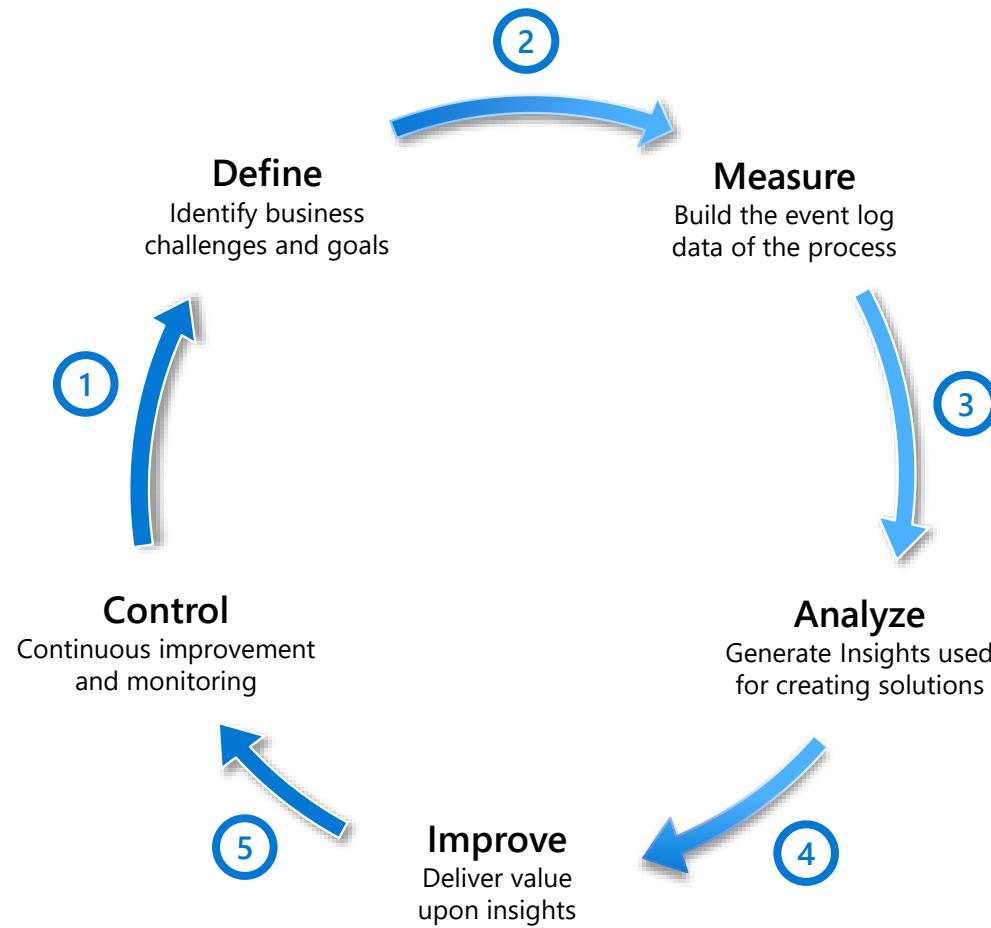
Create views, publish them to [create custom Power BI reports](#) and share across the organization

Seamlessly integrate with Power Automate flows to turn insights into action

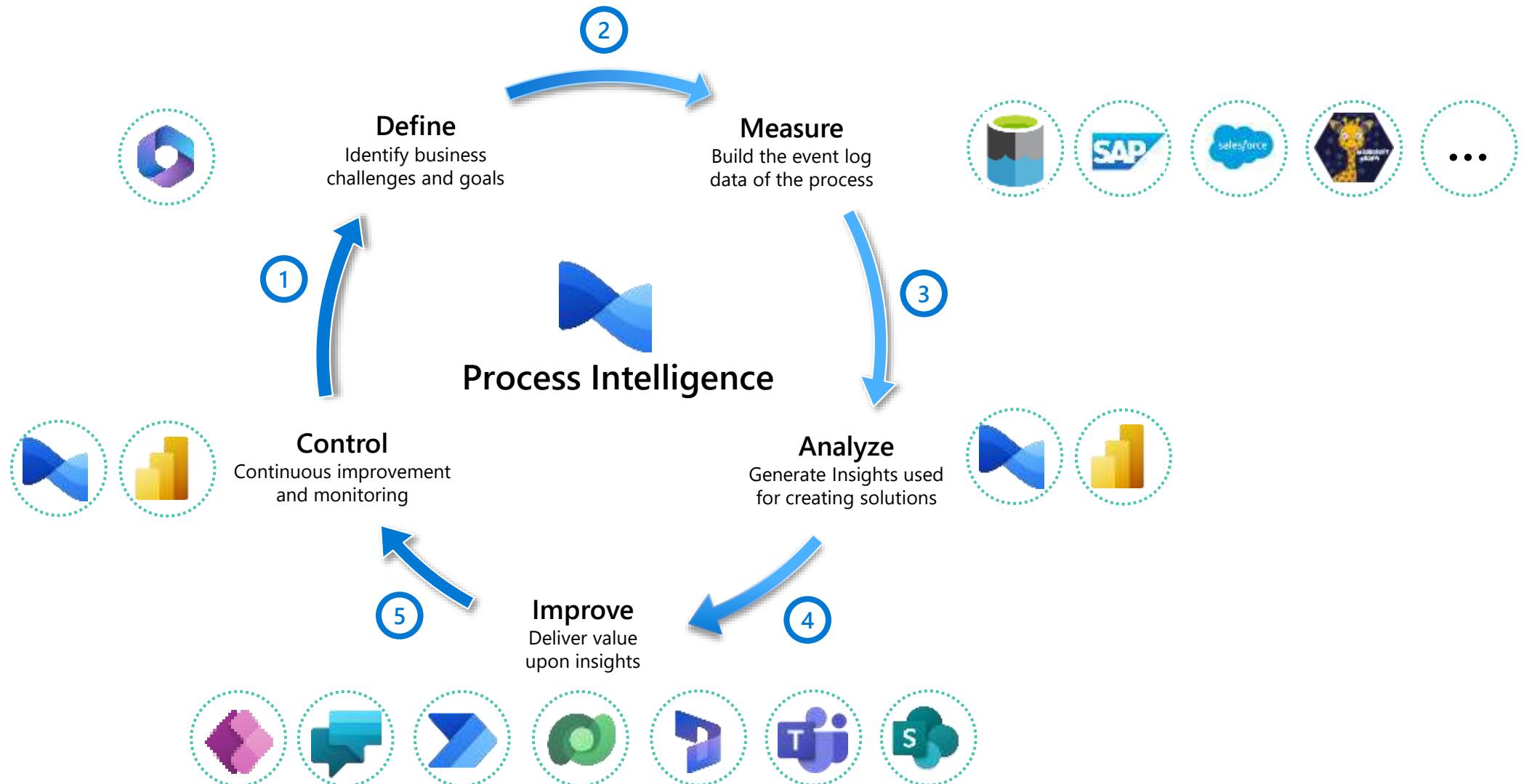
Discover possibilities for [automation of individual workflow](#) with task mining



A typical business process optimization journey



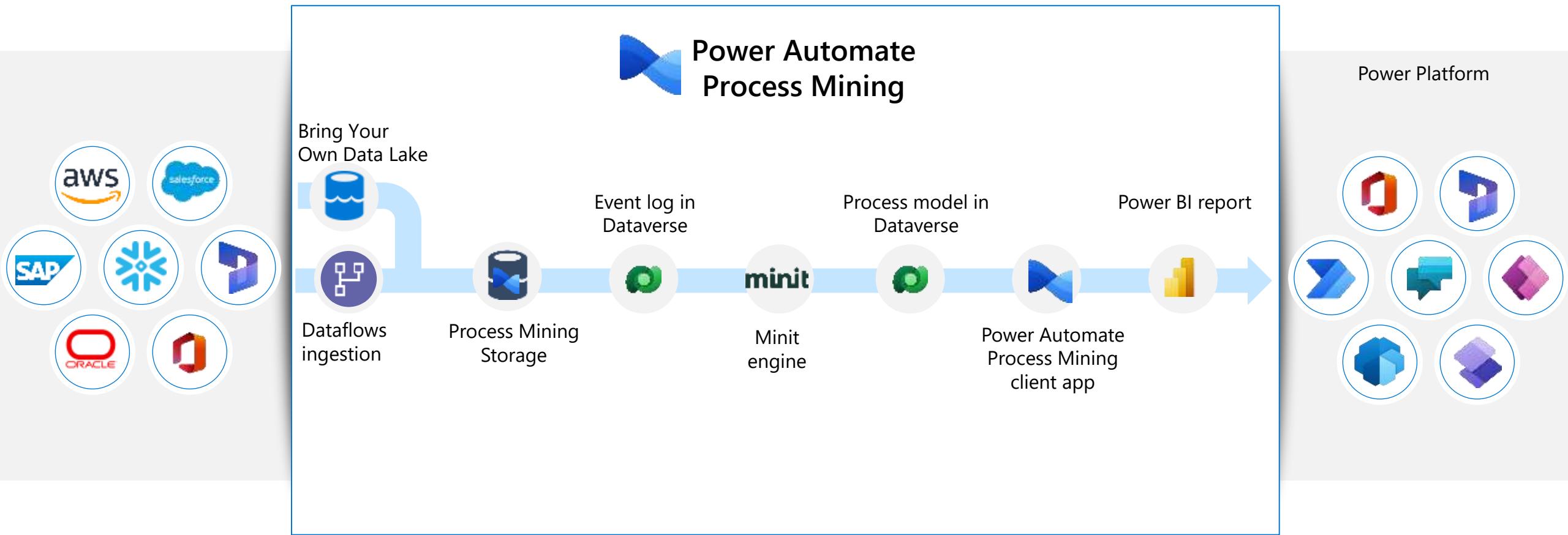
Microsoft's End-to-end Process Intelligence



Process Mining Architecture

[Details](#)

A complete overhaul of Process Mining solution with Minit components



OPTIMIZE YOUR PROCESSES AND DISCOVER AUTOMATION OPPORTUNITIES



Use-cases

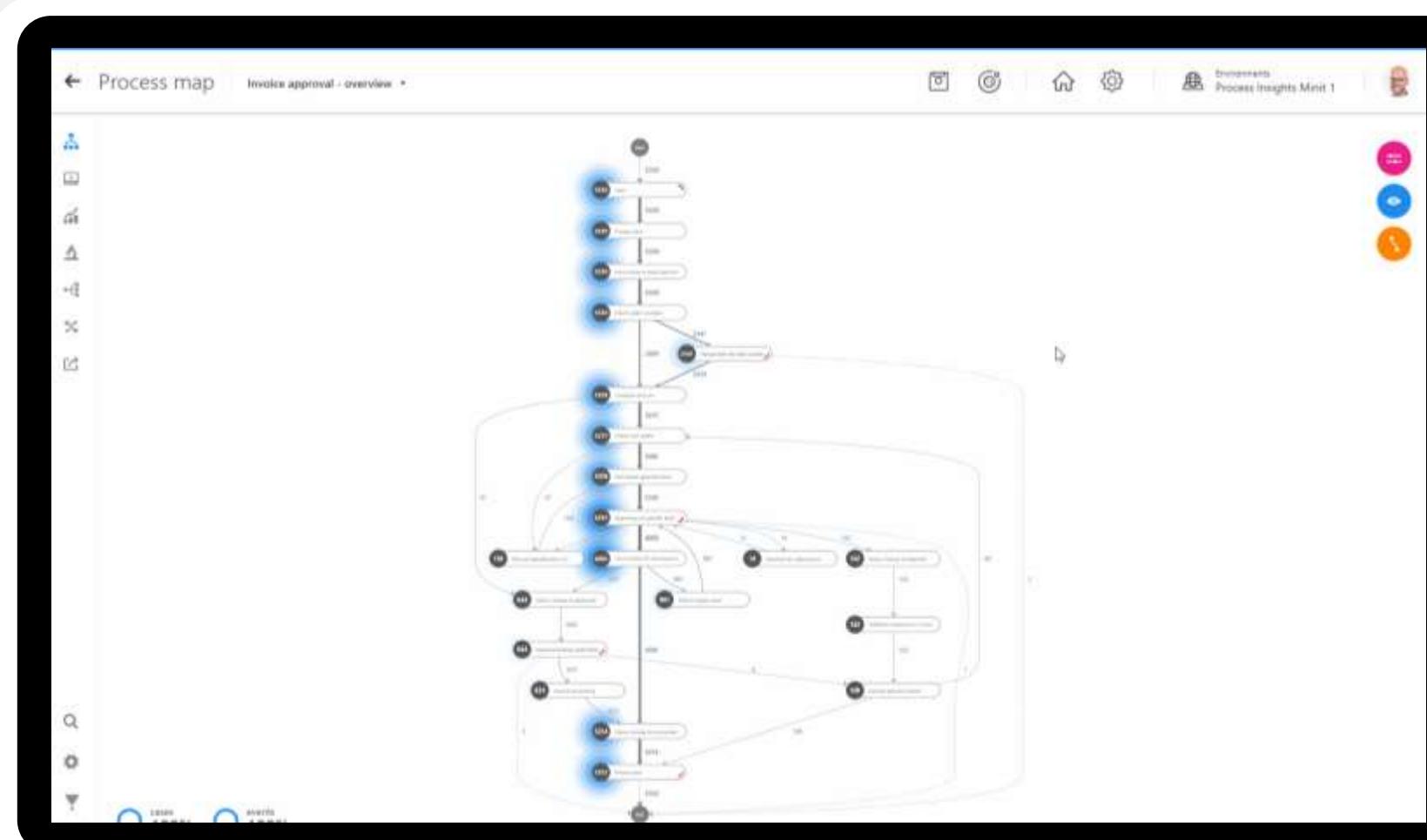
Accelerate your digital transformation efforts with a blueprint for building Cloud flows, RPA, AI and more.

Visualize and analyze your Order to Cash Process (O2C) to see how effectively you convert your products or services into cash.

Avoid automating inefficient processes and continuously monitor to identify process inefficiencies.

Achieve full visibility of your Order to Activation (O2A) process and identify process inefficiencies.

Decrease regulatory compliance risks, improve response time to regulatory questions, spot and fix potential problems.



Power Automate Process Mining

Key capabilities

Easy-to-use web and desktop experiences

From ingestion to process map and insights in the web, using Power Automate Desktop for task mining to interactive drill-down and set up of custom metrics in the Minit desktop app

Deep Analytics

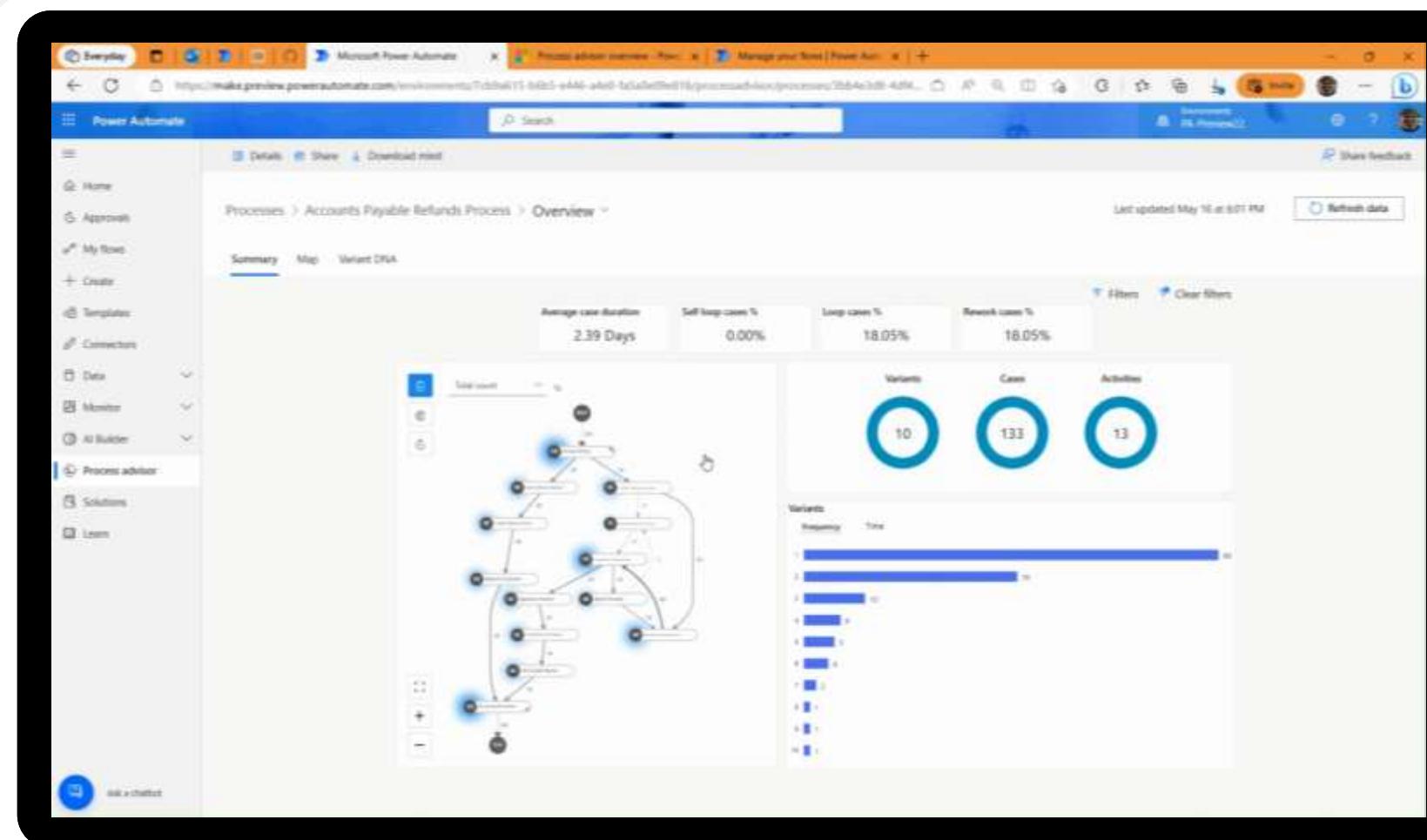
Discover inefficiencies and eliminate them by comparing processes, detecting rework, using AI powered root cause analysis and more

Customizability & Extensibility

From customizing metrics to producing meaningful results and customized reports with Power BI and integration with Power Platform, Dynamics, Azure and M365

Get started with OOB Templates

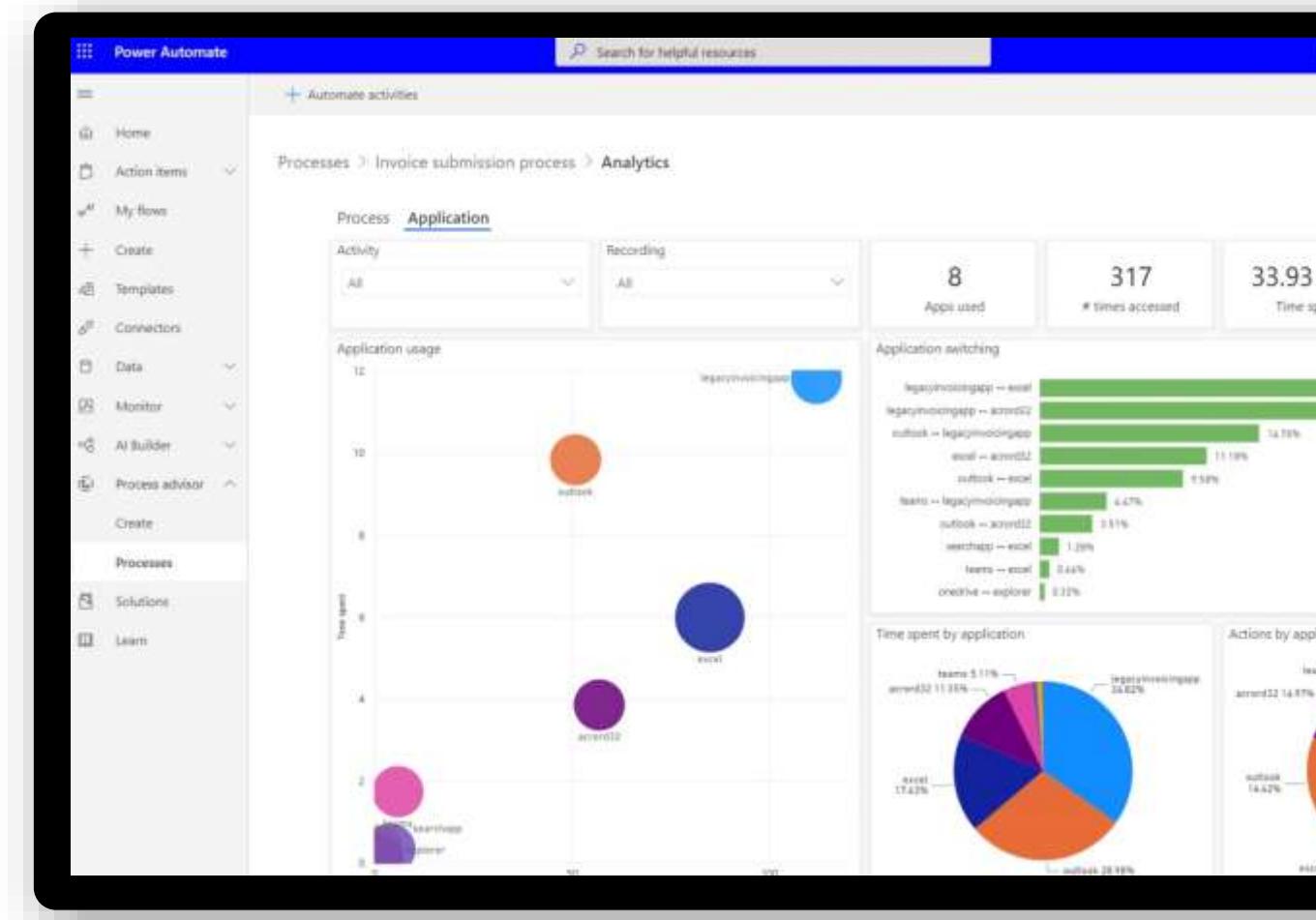
Use out-of-box templates such as Finance and Supply Chain, for rapid deployment from data ingestion to pre-defined custom reports



Take the guesswork out of automation

Task Mining

- 1 Capture **detailed steps** for **tasks** performed on users' desktops
- 2 Gain **insights** into task execution, **identify** common mistakes, and **pinpoint** what can be **automated**
- 3 **Optimize** business processes identifying **inefficiencies** and **bottlenecks** and **reducing costs**
- 4 **Foster** a culture of **continuous improvement** where employees are encouraged to optimize their work processes.



Take the guesswork out of automation

Process analytics (preview)

- 1 Gain **valuable insights** and **optimize** your **cloud flows**
- 2 Visualize your flow's **performance** and monitor for **performance drifts**
- 3 Identify **bottlenecks** and **opportunities** for **improvement**

The screenshot shows the 'Power Automate' interface with the 'Flows' section selected. A specific flow named 'Process sales orders' is displayed. The 'Details' pane on the right shows the flow's name, owner (Jos Fernandes), status (Off), and creation date (Apr 21, 06:10 AM). The '28-day run history' table below tracks recent executions, all of which have succeeded. The 'Process insights (preview)' section at the bottom provides a summary with a bar chart showing an average duration of 00:08:02.

Start	Duration	Status
Apr 21, 06:16 AM (3 wk ago)	00:00:24	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:00:26	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:00:21	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:29:51	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:01:25	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:00:54	Succeeded



Demo

Optimize processes with Process Mining

Event log – overview

A **case** is a collection of related events (e.g., claim created, policy check, payment) and their corresponding attributes (e.g., timestamp, resource, cost per event, etc.)

An **attribute** is a descriptor or additional level of detail for a specific event or case (e.g., timestamp, resource, claim status, etc.)

An **event log** is a collection of all the details for a specific case

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
CaseID	Activity	Start	Resource	User	PerEvent	ClaimantType	total_claim_amount	total_paid	peril_description	insurance_handler	team	claim_status	channel	ProductivityEqualizer
1	Claim Created	2022-01-03T08:00:00.000	BAAA		10	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
2	Policy Check	2022-01-03T08:18:35.463	BSDR		10	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
3	Premium Paid	2022-01-03T09:03:50.538	BAAA		10	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
4	Coverage Check	2022-01-04T08:04:24.069	BSDR		12	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
5	FNOL Duplicate Check	2022-01-04T09:32:50.056	BAAA		10	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
6	ID Check	2022-01-04T11:16:29.295	BSDR		4	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
7	Screening Positive	2022-01-04T11:16:29.295	BSDR		10	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
8	FNOL Fraud Check	2022-01-04T11:16:30.295	BAAA		20	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
9	Assign Handler	2022-01-04T13:27:34.584	BPRT		12	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
10	Assign Handler	2022-01-04T18:44:17.169	BPRT		12	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
11	Assign Handler	2022-01-05T08:00:05.000	BPRT		12	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
12	Collect Support Info	2022-01-05T08:05:08.849	BSDR		10	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
13	Investigation	2022-01-05T08:10:56.577	BAAA		31	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
14	Incident Details Requested	2022-01-05T08:10:57.577	BAAA		10	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
15	Incident Details Uploaded	2022-01-05T08:48:13.518	BAAA		5	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
16	Claim Validity Check	2022-01-05T12:07:33.128	BBAB		6	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
17	Claim Fraud Check	2022-01-05T15:05:17.580	BBAB		9.5	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
18	Liability Check	2022-01-05T15:05:18.580	BBAB		15	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
19	Settlement	2022-01-05T15:05:18.680	BRobot 2		1	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
20	Payment	2022-01-05T15:08:46.368	BRobot 2		1	ClaimantType02	750	750	Flight Cancelled	Travel	Team B	Closed	Web	0.5
21	Claim Created	2022-01-03T08:00:00.000	BAAA		10	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
22	Policy Check	2022-01-04T11:10:12.043	BSDR		10	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
23	Premium Paid				10	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
24	Coverage Check				10	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
25	FNOL Duplicate Check				12	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
26	ID Check				10	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
27	FNOL Fraud Check				4	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
28	Assign Handler				20	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
29	Collect Support Info				12	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
30	Investigation				10	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
31	Incident Details Requested				31	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
32	Incident Details Uploaded				10	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5
33	Incident Details Unloaded				5	ClaimantType01	101	101	Lost Luggage	Travel	Team B	Closed	Web	0.5

An **event** is a unique activity related to a specific case, (e.g., claim created, policy check, payment, etc.)



Power Demos
Optimize with Hyperautomation
Snackabe video

Before you go

Plan your Power Platform adoption

Learn about your low-code maturity level

Learn how low-code can underpin your **successful digital transformation** and scale Microsoft Power Platform adoption to your **entire organization** with our adoption guide.

- Get guidance to help you **create** and **implement** the **business** and **technology strategies** to succeed with Power Platform.
- Learn about **themes, patterns, practices** and **behaviors** that underpin successful Power Platform implementations.
- Learn about how to **kickstart** your **Center of Excellence (CoE)**.

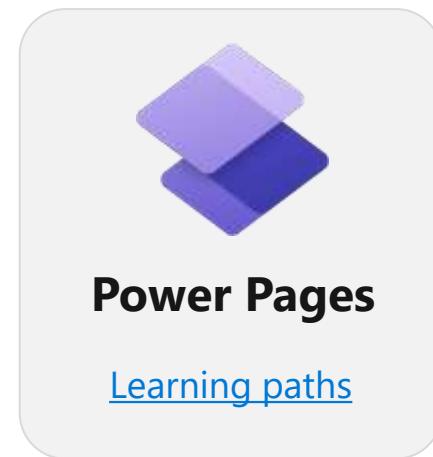
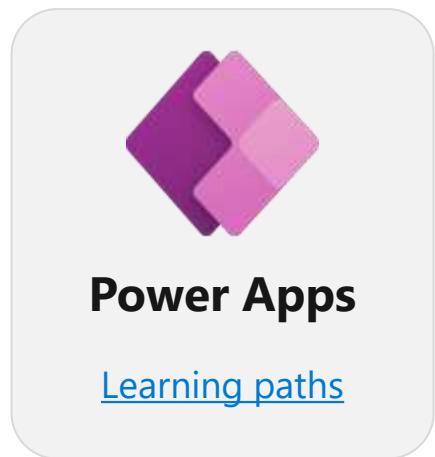
[Learn more!](#)

The image shows a screenshot of the Microsoft Power Platform Adoption landing page. The main title is "Microsoft Power Platform Adoption". Below it, a sub-section titled "Adoption workbook" is shown with a "Download workbook >" button. To the right, another section titled "Adoption best practices" is shown with a "Get the best practices >" button. In the background, there are images of a smartphone displaying a mobile app interface and a laptop displaying a desktop application interface, both related to Power Platform adoption.

Get training

Use online resources or organize a “in a Day” workshops

Microsoft Learn have **online learning paths** from beginner to advanced level. “**In a Day**” workshops let you have a hands-on experience of building great business apps without writing code.

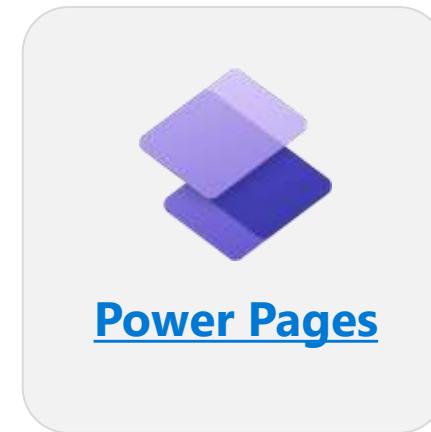
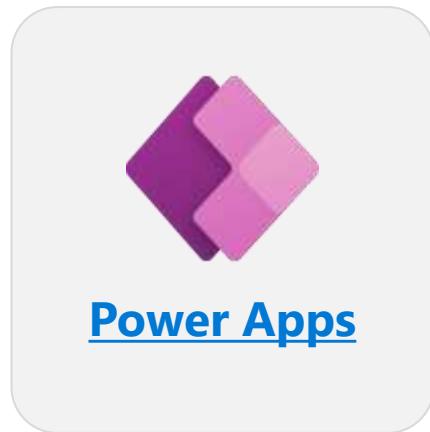


[Power Platform “In a Day”
workshops](#)

Establish guidelines and best practices

Use official documentation as a starting point

These guidelines provides **best practices**, **implementation**, and **architecture guidance** information from the **Microsoft teams** that works with our enterprise customers.



Establish guidelines and best practices

Address complex topics with Power Platform whitepapers

Get **in-depth information, solutions, and recommendations** to help you address complex scenarios and inform your decision-making.

Whitepaper	Description
Develop a tenant environment strategy to adopt Power Platform at scale	Shows you how to align your Power Platform tenant environment strategy with the product capabilities and vision.
Enterprise security with Power Platform	Shows you how to align Power Platform with your security practices.
Activating Managed Environments	Explores the features of Managed Environments in Power Platform.
Application modernization with Power Platform	Explores the benefits, strategies, and best practices of modernizing applications with Microsoft Power Platform.
Migrating apps and flows from the default environment	Outlines considerations and best practices for migrating apps and flows from the default environment.
Architecture white paper	Provides a comprehensive view of the capabilities of the Power Pages platform and how it scales, offer high reliability and availability, and protect business data
Security white paper	Describes how Power Pages offers enterprise grade security and the tools and capabilities

Establish guidelines and best practices

Power Platform Well-Architected

A framework that can improve the quality of your Power Platform workloads

- A set of **best practices, architecture guidance, and review tools** to help you make informed decisions about the design, planning, and implementation of Power Platform workloads.
- Based on the methodology and guidance of the [Azure Well-Architected Framework](#).
- Have an [assessment tool](#) to help **identify areas of enhancement** and **iteratively improve** your workloads.

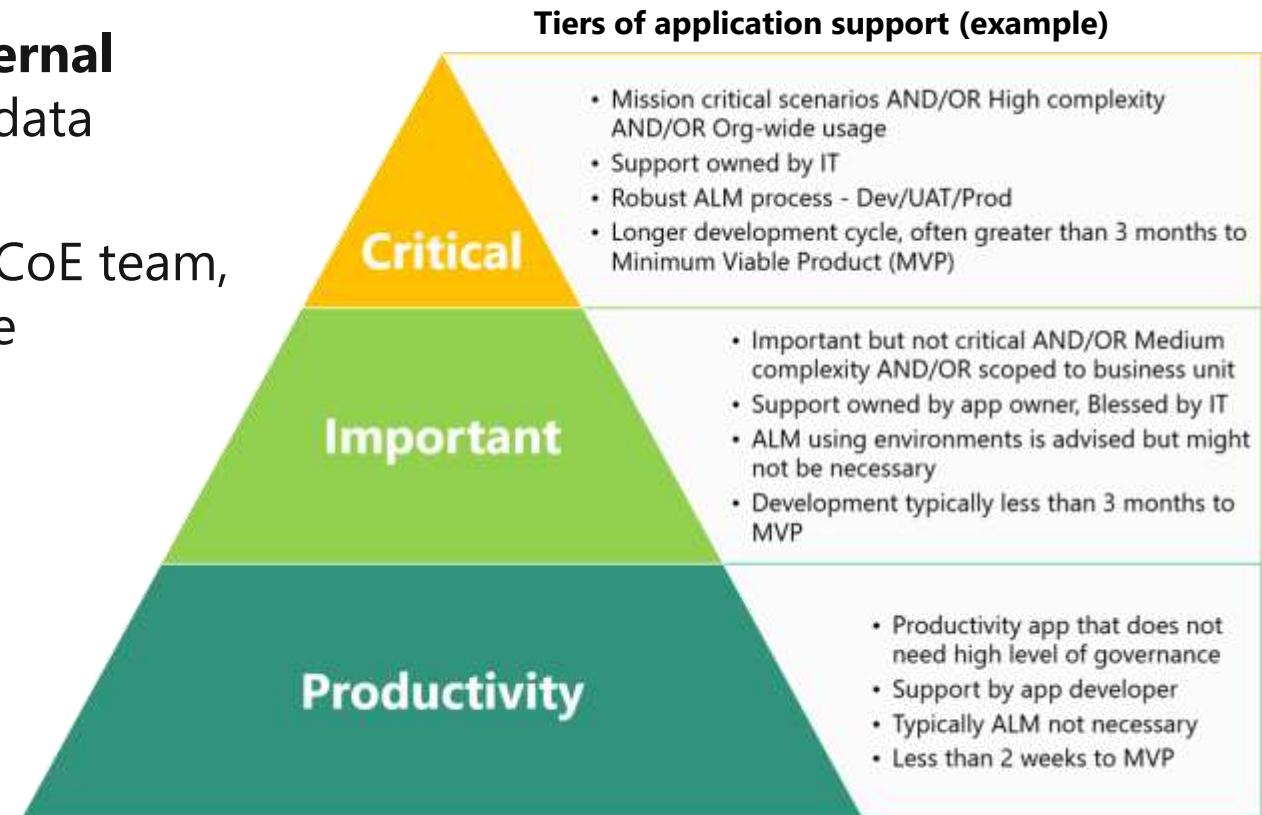
[**Learn more!**](#)

The screenshot shows the homepage of the Power Platform Well-Architected website. The header features the title "Power Platform Well-Architected" and a brief description: "Microsoft Power Platform Well-Architected is a set of best practices, architecture guidance, and review tools to help you make informed decisions about the design, planning, and implementation of modern application workloads with Microsoft Power Platform." Below the header is a button labeled "What is Power Platform Well-Architected?". At the top right, there are navigation links for "What's new", "Pillars", "Workloads", "Implementing recommendations", and "Assessment tool". The main content area has a dark blue background with the text "POWER PLATFORM WELL-ARCHITECTED" and "Design modern application workloads that are built to change and built to last." To the right, there is a diagram showing the relationship between "Reliability", "Security", "Operational Excellence", and "Performance", all connected to a central box labeled "Power Platform Well-Architected". At the bottom, a footer note states: "Power Platform Well-Architected helps you design your modern application workloads to both meet current requirements and adapt to future needs and challenges. Start with the pillars, and then align".

Final thoughts

Recommendations

- 1) Adopt governance process that are **suitable** for your project's **characteristics** or that are **required** by **CoE team**.
- 2) Please refer to **CoE documentation** for **internal standards** such UI, coding, error handling, data storage e.g.
- 3) If an internal standard was **not defined** by CoE team, work with them to **create one based** on the **guidelines** described on Power Platform documentation.
- 4) Please reach CoE team about your app or flow **tier of support**, which will determine **ALM cycle**, development and support **responsibilities** and Power **Platform available resources**.



Next steps

Continue sua jornada de **conhecimento**

Demonstrações técnicas 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).



Desenvolvimento de aplicativos

Tópicos

- Canvas Apps
- Microsoft Dataverse
- Model Driven Apps
- Power Pages

Duração

03 horas

[Saiba mais](#)

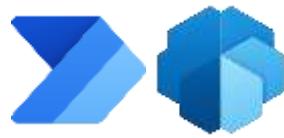
Governança e ALM

Tópicos

- Governança
- Segurança
- Monitoramento
- Centro de Excelência (CoE)
- ALM/DevOps

Duração

03 horas

[Saiba mais](#)

Hiper automação

Tópicos

- Process e Task Mining
- Cloud flows (DPA)
- Desktop flows (RPA)
- Gerenciamento e monitoramento
- Hosted machines (VMs SaaS)
- Automações e integrações

Duração

03 horas

[Saiba mais](#)

Criando copilots com Copilot Studio

Tópicos

- Ecosistema Microsoft de copilots
- Visão geral do Copilot Studio
- Recursos baseados em IA generativa
- Automações e integrações

Duração

03 horas

[Saiba mais](#)

Continue sua jornada de **conhecimento**

Power Platform Connect

Site mantido pelos especialistas em **Power Platform** da **Microsoft Brasil**. Nele você encontrará:



Biblioteca de conteúdo

Coleção de links oficiais das soluções que compõem a Power Platform

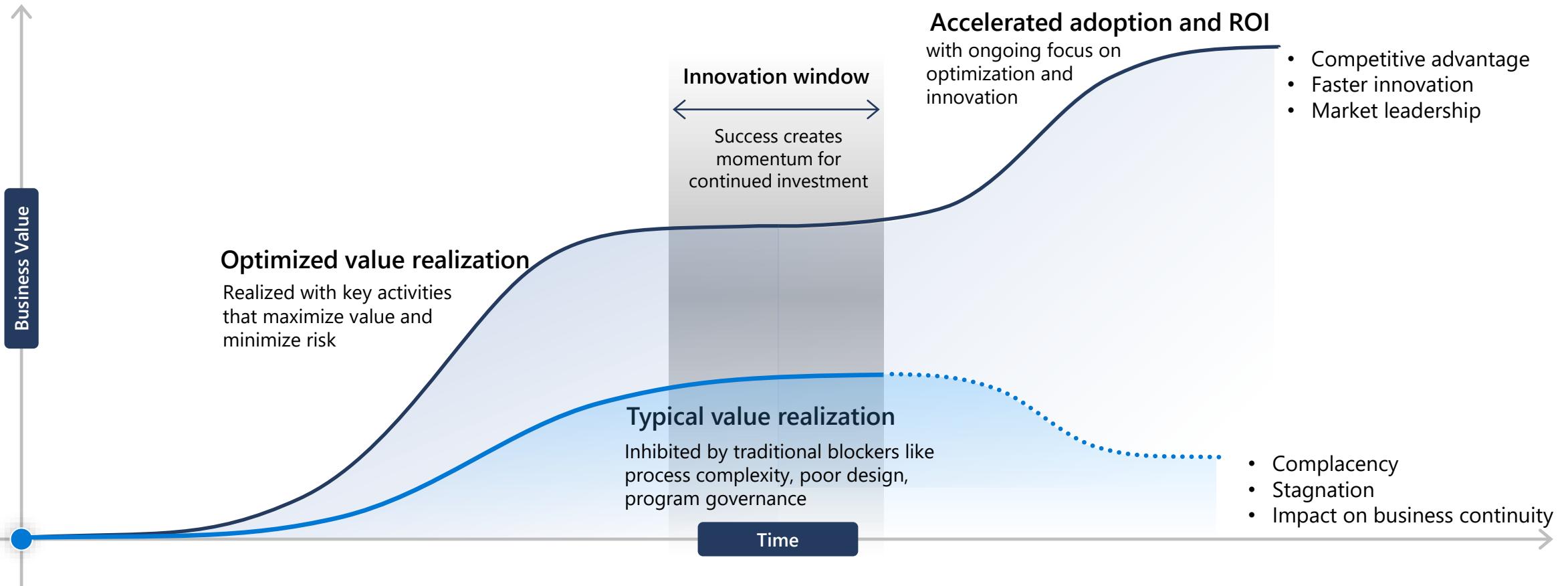
Eventos online

Eventos online promovidos pela Microsoft ou seus parceiros.

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

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

Thank you!

Ricardo de Souza

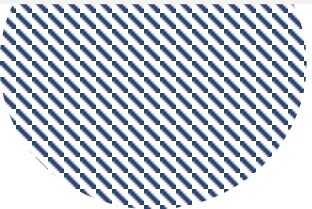
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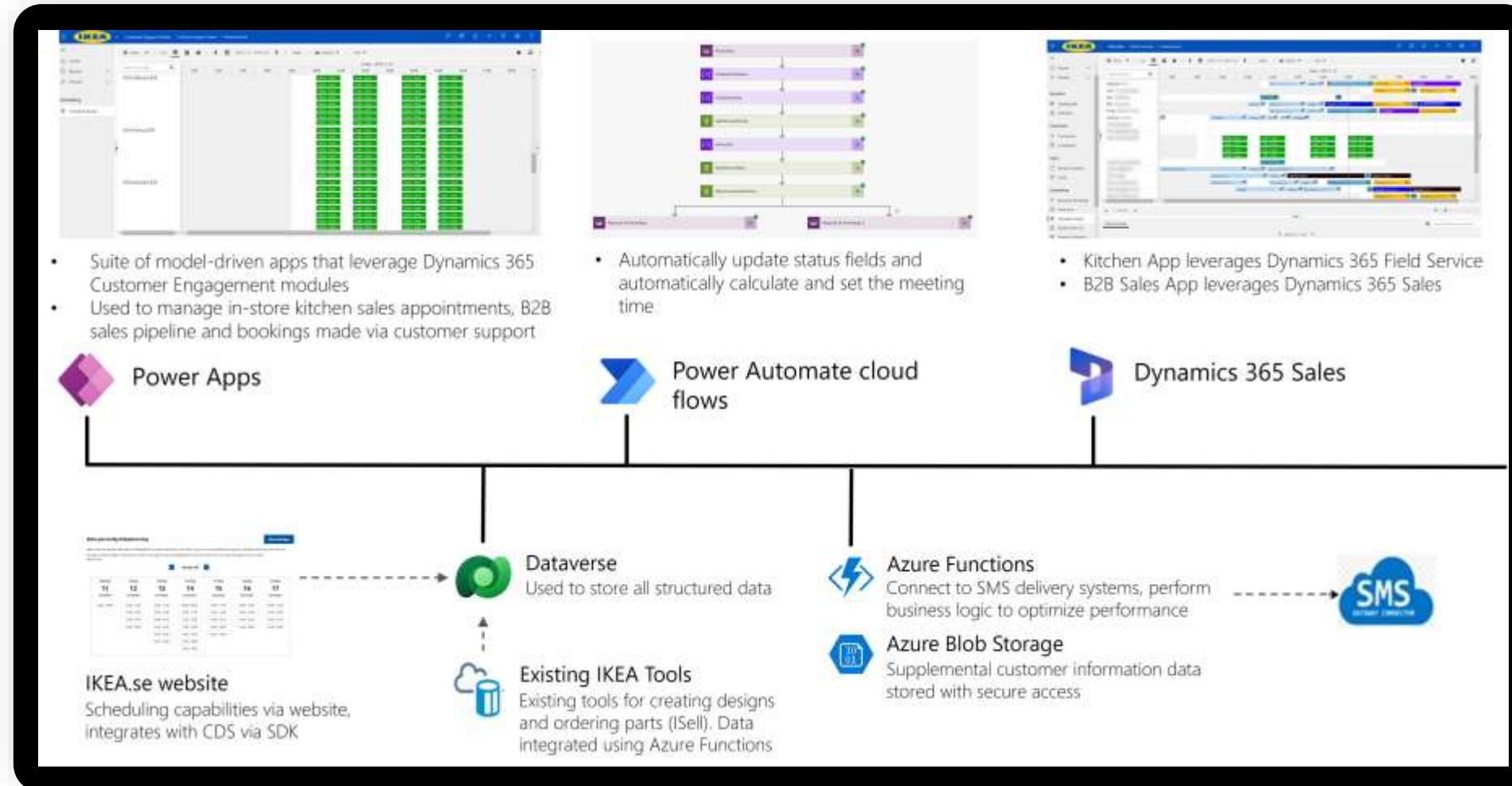
Appendix

Reference architectures



Solution Architecture Using Dataverse

How [IKEA Sweden](#) partnered with [Capgemini](#), a Microsoft Gold Partner, to build a Dynamics 365 and Power Platform solution for its sales staff to improve the kitchen buying experience for individual customers (B2C) and businesses (B2B).





Streamline customer onboarding processes with Power Apps

EY is a global professional services organization committed to “building a better working world.” A client with an outdated CRM came to EY to explore streamlining its onboarding processes for new customers. Using Microsoft Power Platform, EY helped the client streamline its onboarding process by reducing manual effort and providing better workflow capabilities to share information across the company.



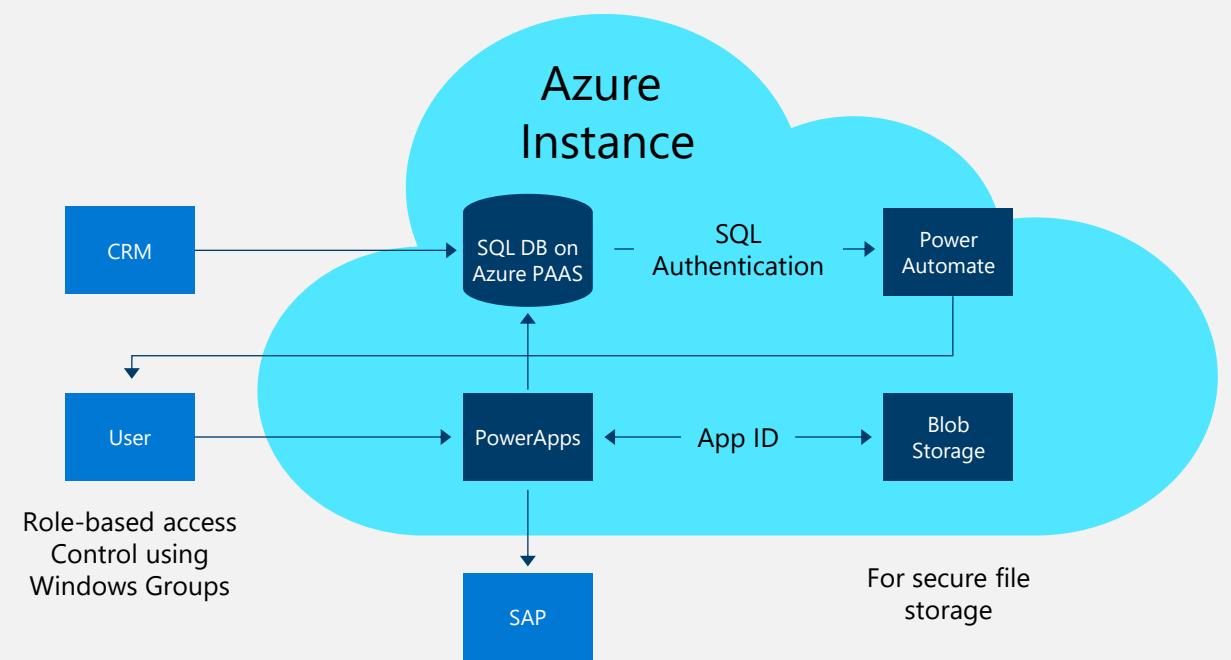
Challenge

The onboarding process is email-based, manual and decentralized causing negative impact on customer relationships



Solution

Build an app powered by Azure to securely and accurately collect, review and propagate customer data for creation of records minimizing manual data entry





Streamline departmental processes, like Blackmores



Challenge

To check order status, Blackmores Planners had to manually consolidate information from multiple sources locked in various data silos.



Solution

Supplier data is consolidated in Azure SQL Database. Azure Functions uses Azure API management to create monthly tasks for Planners to review and update data in Power Apps.



Impact



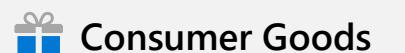
Over 50% reduction in time to prepare supplier report.



Unified data reduces errors from manual assembly.

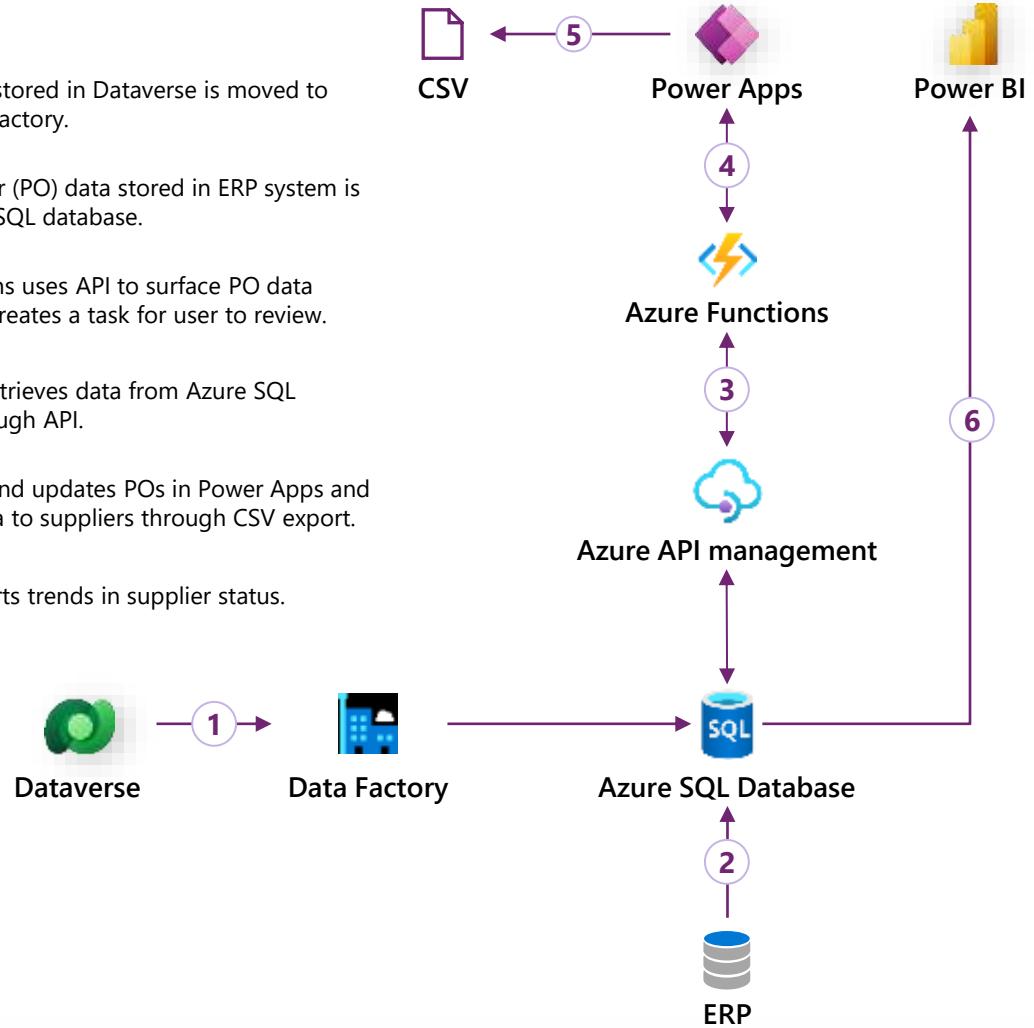


Process is monitored to ensure timely and regular reporting.



LOB/DEPARTMENTAL SOLUTIONS

- 1 Supplier data stored in Dataverse is moved to SQL via Data Factory.
- 2 Purchase order (PO) data stored in ERP system is sent to Azure SQL database.
- 3 Azure Functions uses API to surface PO data monthly and creates a task for user to review.
- 4 Power Apps retrieves data from Azure SQL Database through API.
- 5 User reviews and updates POs in Power Apps and sends this data to suppliers through CSV export.
- 6 Power BI reports trends in supplier status.



The big benefit of Power Apps is that you can spend less time on the "boring" stuff like modelling data or building forms and focus on the areas where there is the most complexity and – as a result – business value."

– Tijn Tacke
Dynamics 365 Platform Lead



Customer example: Automating order processing at Coca-Cola UNITED

"We explored open-source options, but these platforms keep changing. We like the low-code simplicity of the Power Platform and how it integrates with Azure. Today, it's the preferred platform for all our ERP analysts."

- Bob Means: Director of Business Solutions

Coca-Cola Bottling Company United

Situation

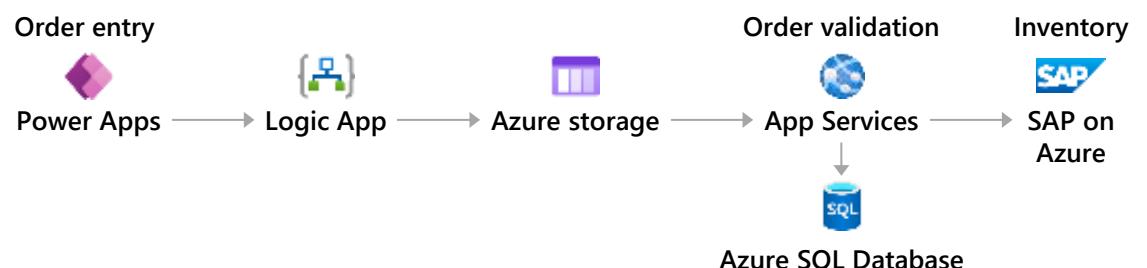
- Coca-Cola UNITED wanted a faster way to process on-demand shipment requests (or "forced shipments") from customers.
- Previously, account reps had to submit orders and check inventories manually, often leading to errors and shipping delays.

Solution

- A new solution built using PP and Azure automates the forced shipment process.
- A field rep enters order details through a mobile app. Azure App Services then validates the order against inventory data in SAP, writes all details to a SQL database and sends to SAP for processing.

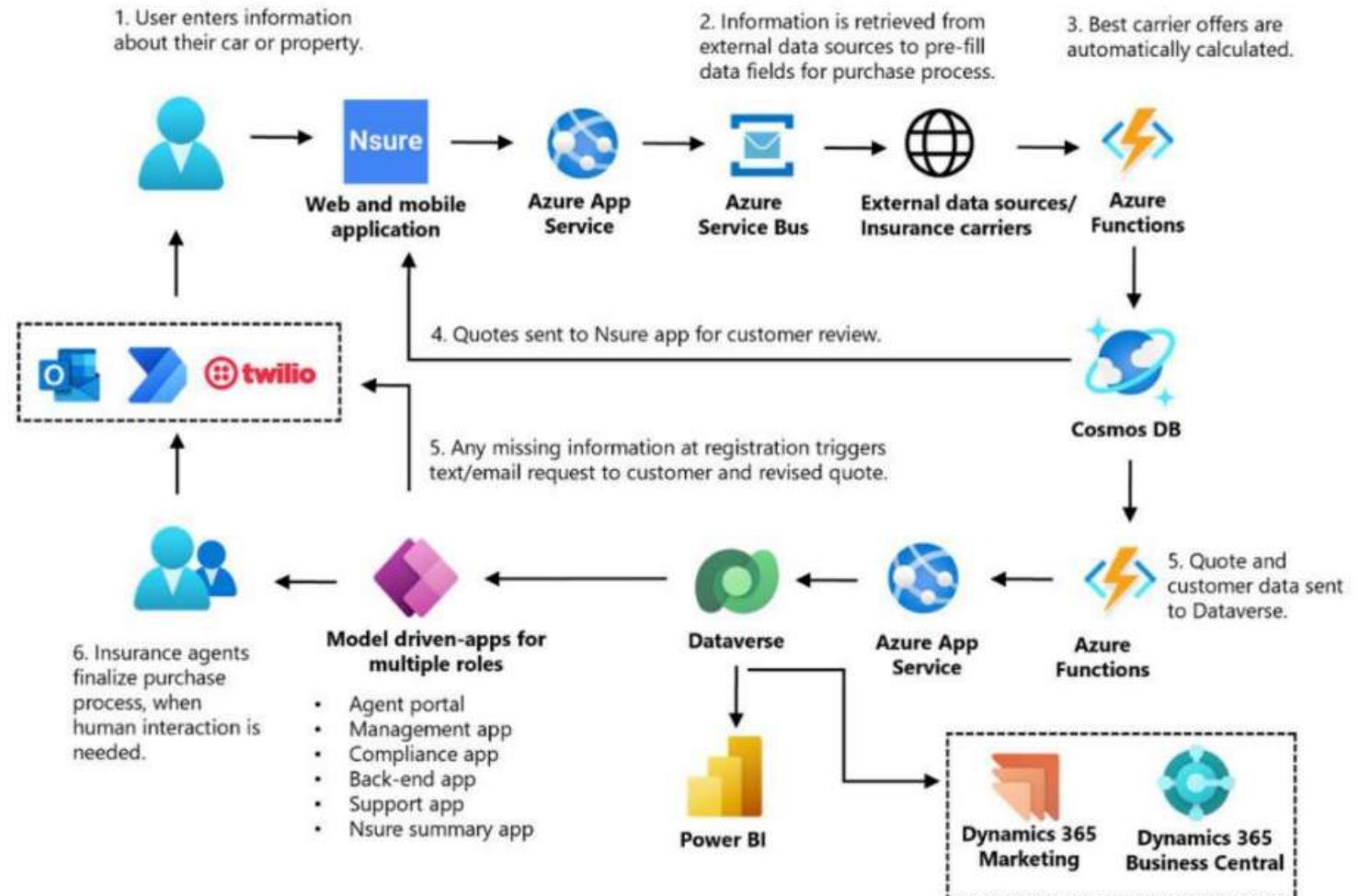
Impact

- Order processing has **gone from hours to seconds** with the automated solution.
- The company is now **processing ten times more** forced shipment orders – with better tracking, fewer errors, faster delivery times, and improved customer satisfaction.



NSure.com, a proprietary online insurance shopping platform, offers a real-world example. The company's initial launch relied on traditionally developed Angular, Xamarin, and Azure services.

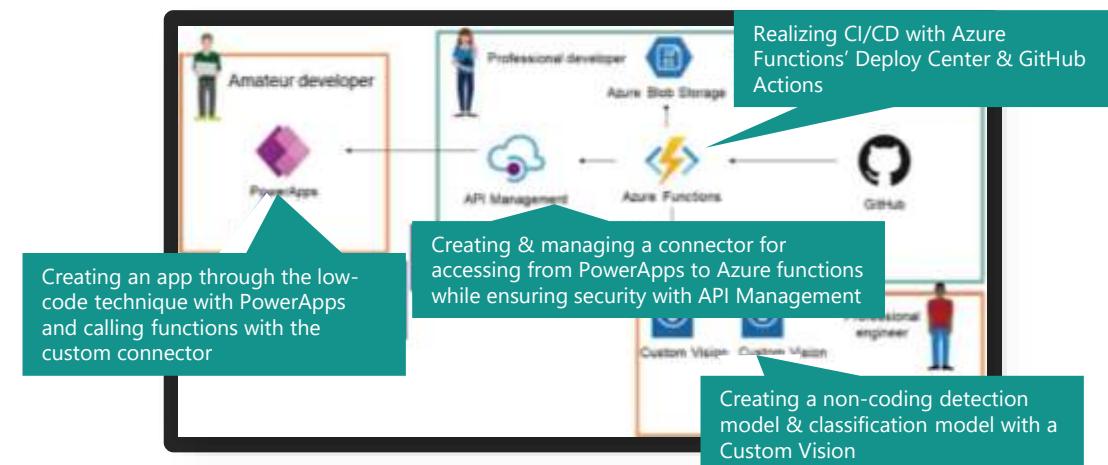
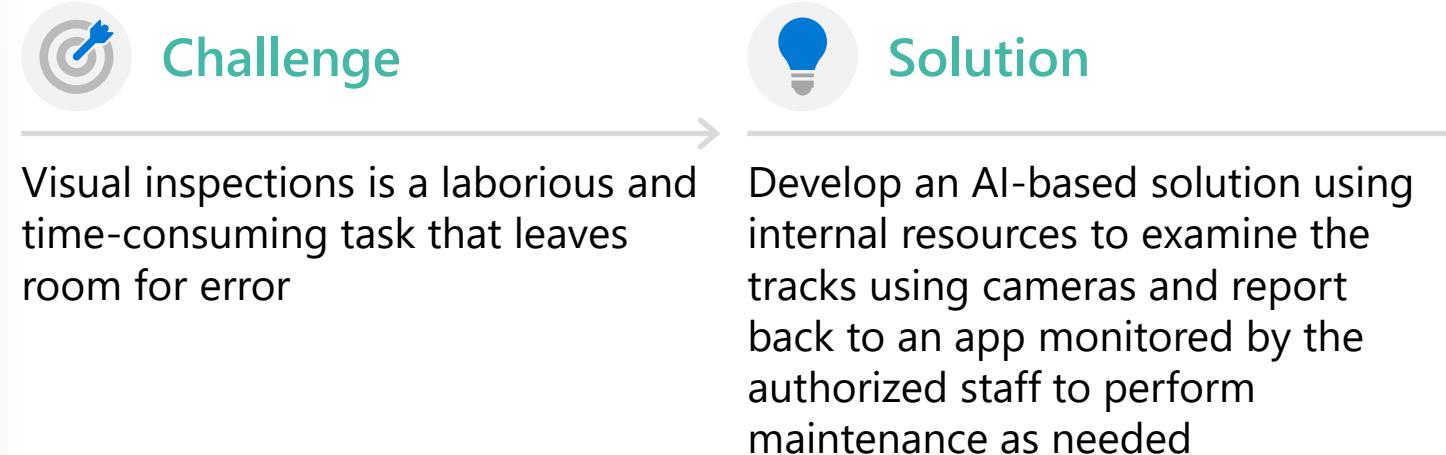
By adding Power Platform and Dynamics 365, NSure.com created a next-generation solution using both lowcode and traditional coding techniques, as the following diagram illustrates.





Makers & Experience Devs Collaborate to Build a Track Abnormality Detection Solution

Tokyo Metro Co., Ltd. operates nine of the 13 subway lines that stretch beneath Tokyo. Maintenance of all lines is an important task that the company was looking for ways to improve. They utilized Microsoft Azure AI and Power Apps to create a solution in-house through Fusion Teams that uses photos of the track and data to scan and report abnormalities and greatly reduce the need for manual inspections.



>90%
accuracy using [Custom Vision](#)

3 step
process to identify, detect then classify
targets



Optimizing HR for a global technology-enabled services leader

About Epiq

8,000+ people and operations worldwide

“

With AI Builder in Power Automate, we added a model that cleans up formatting of new employee submission forms. This allows us **to process more efficiently** at scale – and **it works flawlessly**.

– Colt Coan: Senior Manager of Rapid Development, Epiq

Challenge

Automate onboarding process and decrease costs

Improve collaboration between hiring managers and IT teams

Solution

End-to-end process automation, AI-driven forms processing, and bots for managing requests

System integration with Workday and ServiceNow

\$500,000 annual labor cost savings

2,000 hours saved monthly

Onboarding time from weeks to days

Center of Excellence with **over 600** other apps

Impact



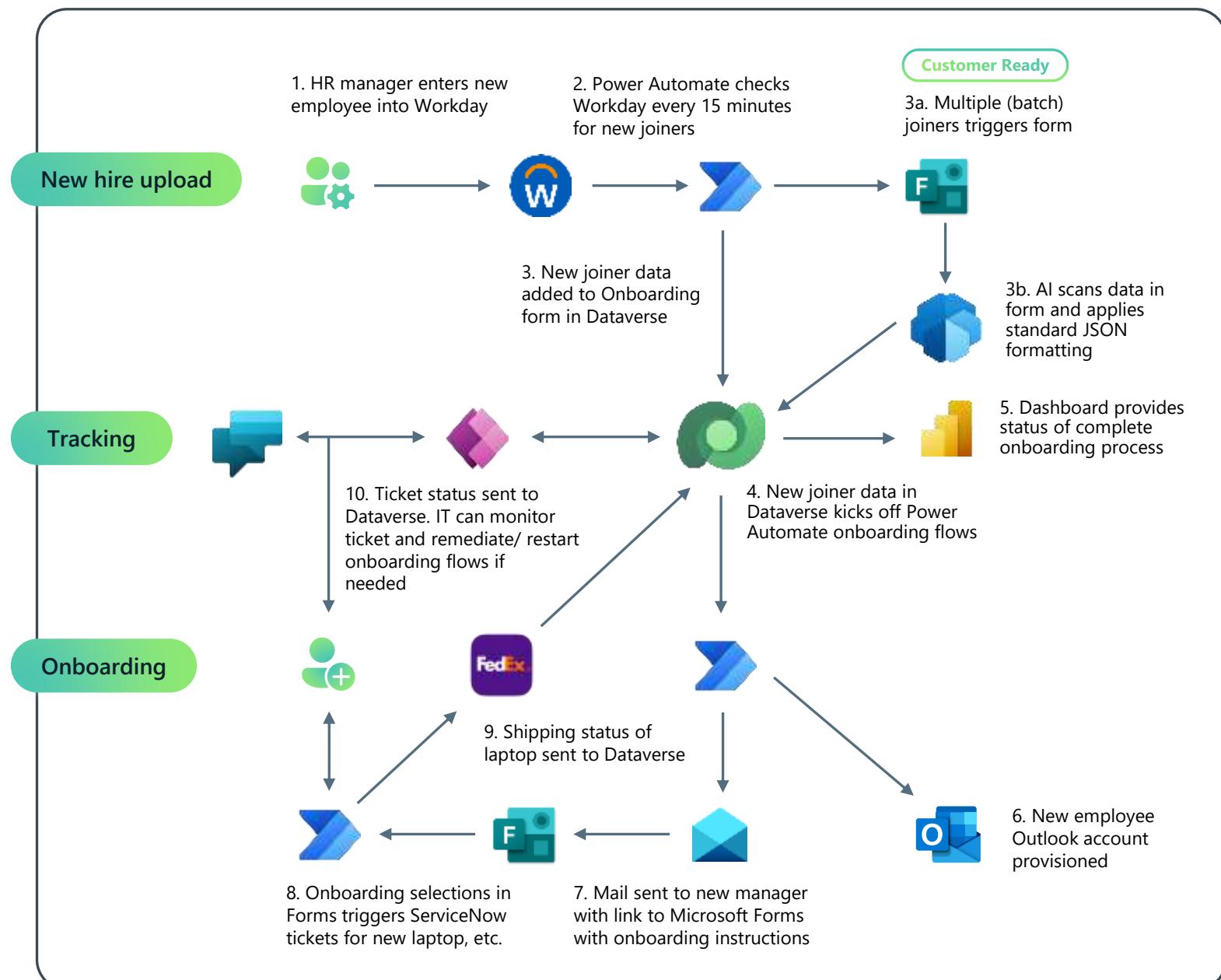
A better employee onboarding system

Built with Microsoft Power Platform



By automating our onboarding and offboarding process with Power Platform, we're saving about **2,000 hours** of work each month and **over US\$500,000** annually in associated costs.

– Colt Coan, Senior Manager of Rapid Development, Epiq





Center of Excellence

Driving faster, more rigorous development



390+

Makers



600+

Low-code / no-code solutions

“

Since working with Power Platform, **there has never been this much collaboration between the business and IT teams**. Everyone is planning and building compelling business solutions together.

– Colt Coan, Senior Manager of Rapid Development, Epiq