

# 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**.
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- ❖ Este material utilizou como referência as funcionalidades da **Power Platform** disponíveis conforme a [documentação oficial](#) e previstas para lançamento em seu [guia de lançamento](#) na data de sua elaboração (ver slide “capa”). Como o conteúdo destas fontes é dinâmico, sempre consulta-los em caso de dúvidas.
- ❖ Em caso de dúvidas ou questões, entrar em contato através do endereço de e-mail [powerplatworkshopsbr@microsoft.com](mailto:powerplatworkshopsbr@microsoft.com)



# Hiper automação com Power Platform

# Agenda

A nova era de negócios impulsionados por IA

Sobre a Power Platform

- Por que escolher a Power Platform?
- Power Platform e IA
- Cenários para low-code
- Arquitetura do Power Automate

A jornada rumo a hiper automação

- Descubra
- Automatize
- Orquestre
- Estenda

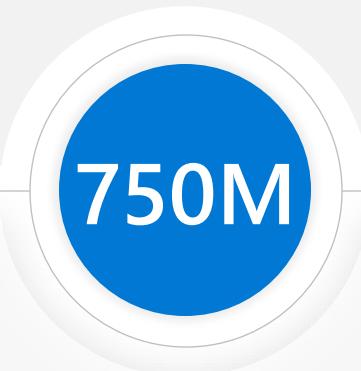
Chatbots e agentes conversacionais com Power Virtual Agents

Próximos passos



# A nova era de negócios impulsionados por IA

# Aumento da demanda digital



Novos aplicativos deverão ser criados até 2025

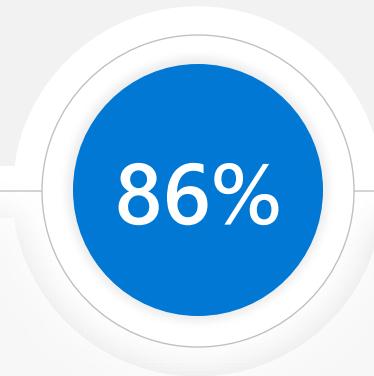


do trabalho digital pode ser automatizado com a tecnologia atual

# Não há desenvolvedores suficientes

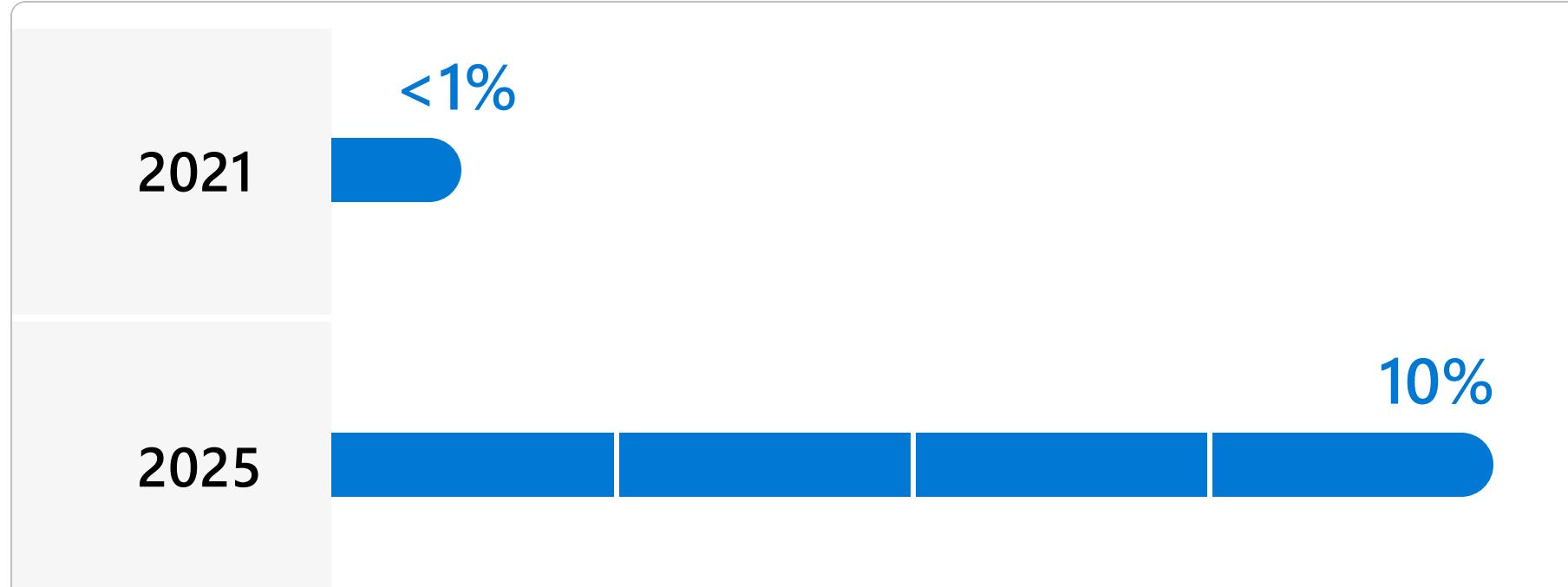


déficit de desenvolvedores



das empresas lutam para  
contratar talentos de  
tecnologia

# A união de low code e IA é um divisor de águas



A porcentagem dos dados produzidos por IA generativa no mundo aumentará para 10% em 2025.<sup>1</sup>

65% +  
do  
desenvolvimento  
de aplicativos será  
low-code até  
2024.<sup>2</sup>

1. Source: Gartner® Press Release ,Gartner Identifies the Top Strategic Technology Trends for 2022, October 18, 2021. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

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

# IA e low code são **próximas**



87%

CIOs e profissionais de TI dizem que o aumento da IA incorporada em plataformas low code os ajudaria a **maximizar a tecnologia**



87%+

de CIOs e profissionais de TI já dizendo que o low code tornou suas organizações **mais eficientes** e aumentou a **inovação gerada pelos funcionários**

1. Source: Gartner® Press Release ,Gartner Identifies the Top Strategic Technology Trends for 2022, October 18, 2021. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.

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

# Uma nova aliança IA-funcionários



49%

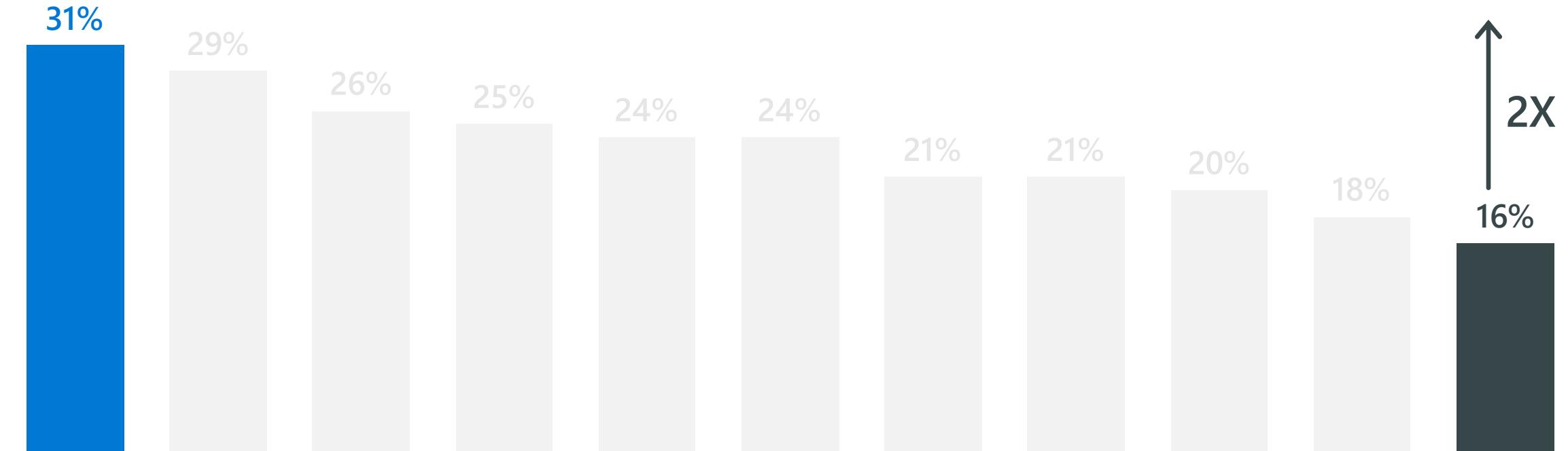
das pessoas dizem que estão preocupadas que a IA substitua seus empregos



70%

Delegariam o máximo de trabalho possível à IA para diminuir suas cargas de trabalho

# O que os líderes querem da IA



Aumentar a produtividade dos funcionários



Ajudar os funcionários com o necessário, mas repetitivo/ tarefas diárias



Aumentar o bem-estar dos funcionários



Eliminar o gasto de tempo em atividades de baixo valor



Aumentar/ Melhorar as capacidades humanas



Acelerando o ritmo de trabalho dos funcionários



Habilitando funcionários acessar e recuperar o conhecimento institucional da organização



Me ajudando a entender se o trabalho dos funcionários está alinhado aos objetivos da empresa



Eliminar os desafios de coordenação do trabalho híbrido (por exemplo, agendar reuniões virtuais)

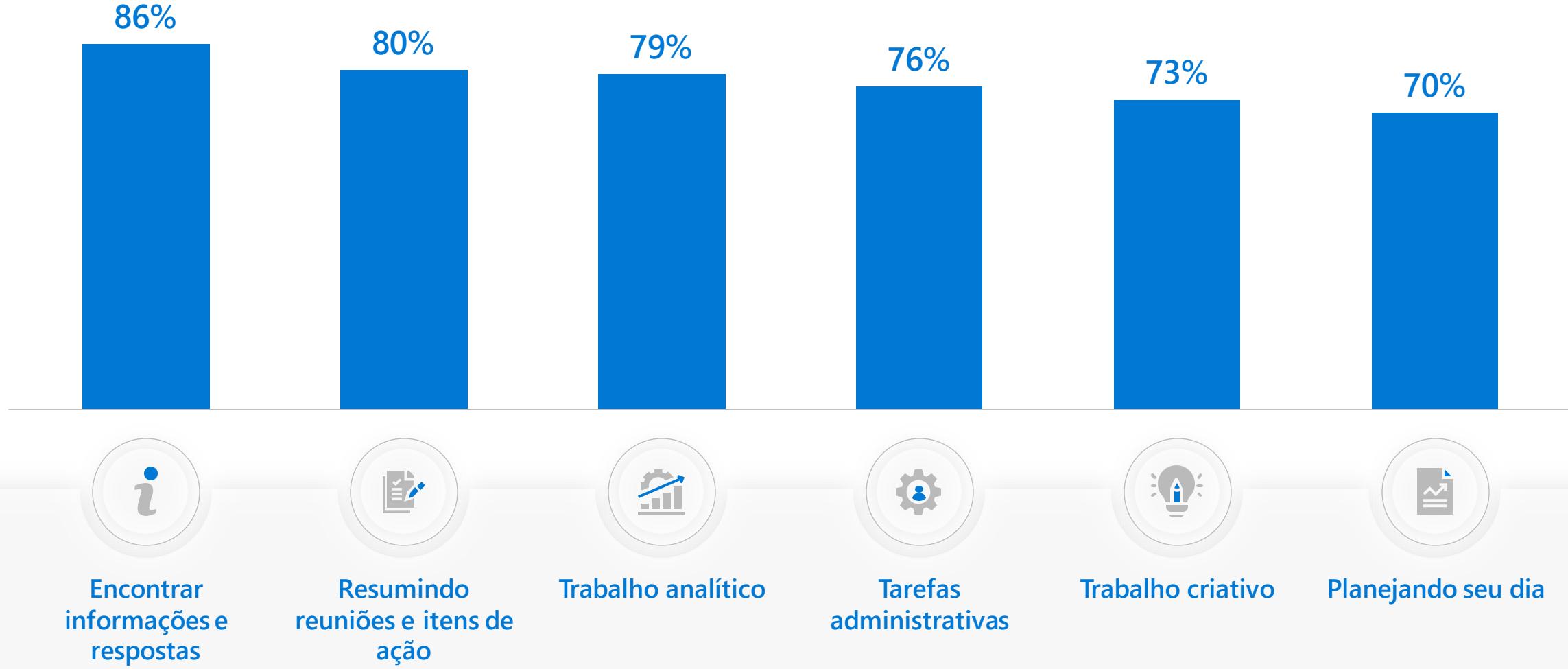


Aumento da inclusão



Reducir número de funcionários

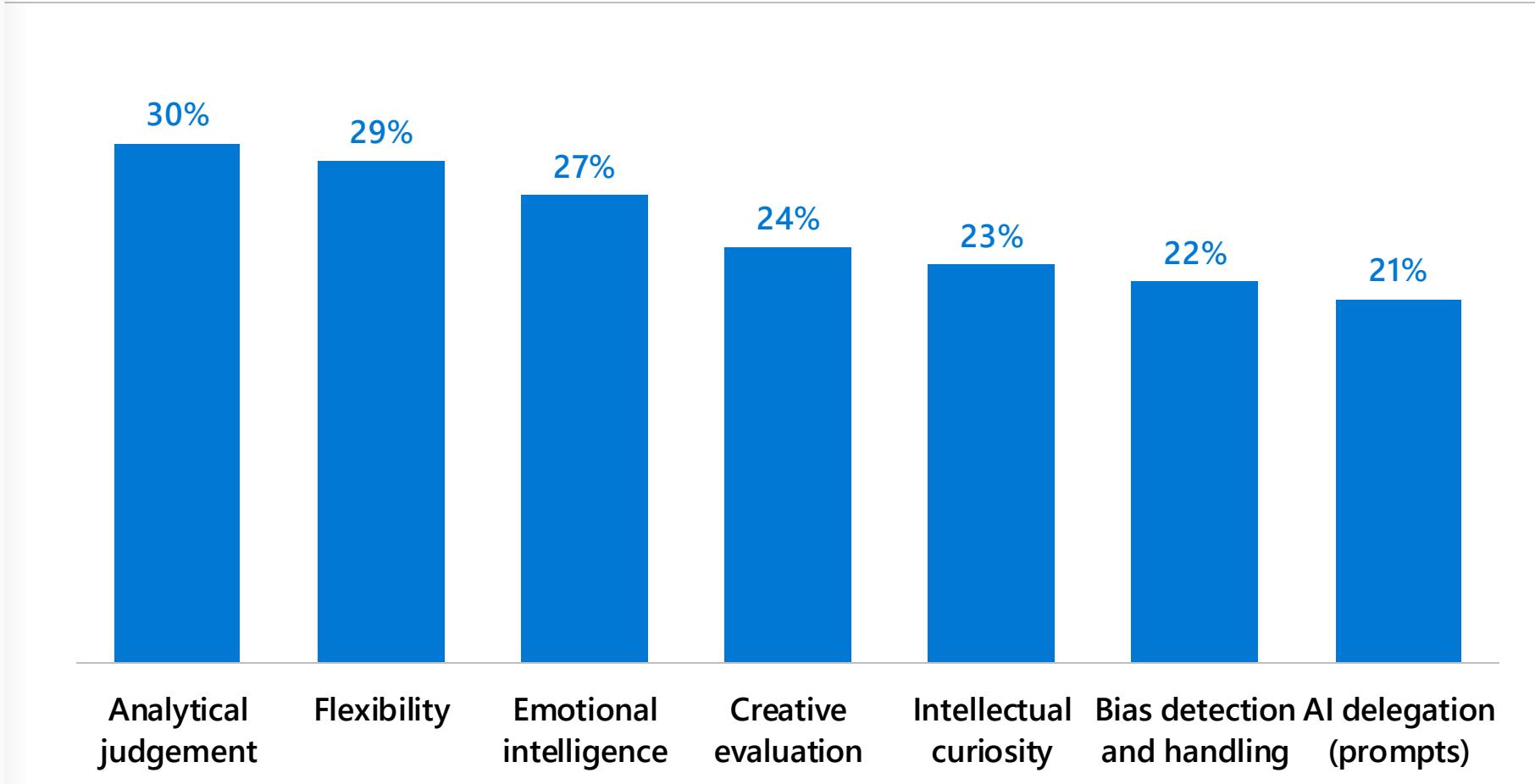
# O que os funcionários querem da IA



# Uma nova aliança IA-funcionários

82%

Dos líderes  
dizem que os  
funcionários  
precisarão de  
novas  
habilidades  
para se  
preparar para  
a IA



As organizações que se moverem rapidamente para adotar a IA entrarão uma nova onda de crescimento e criação de valor



# E como nos preparamos para esta nova realidade?



# Low code é para todos !

Desenvolvedores

IT Admins

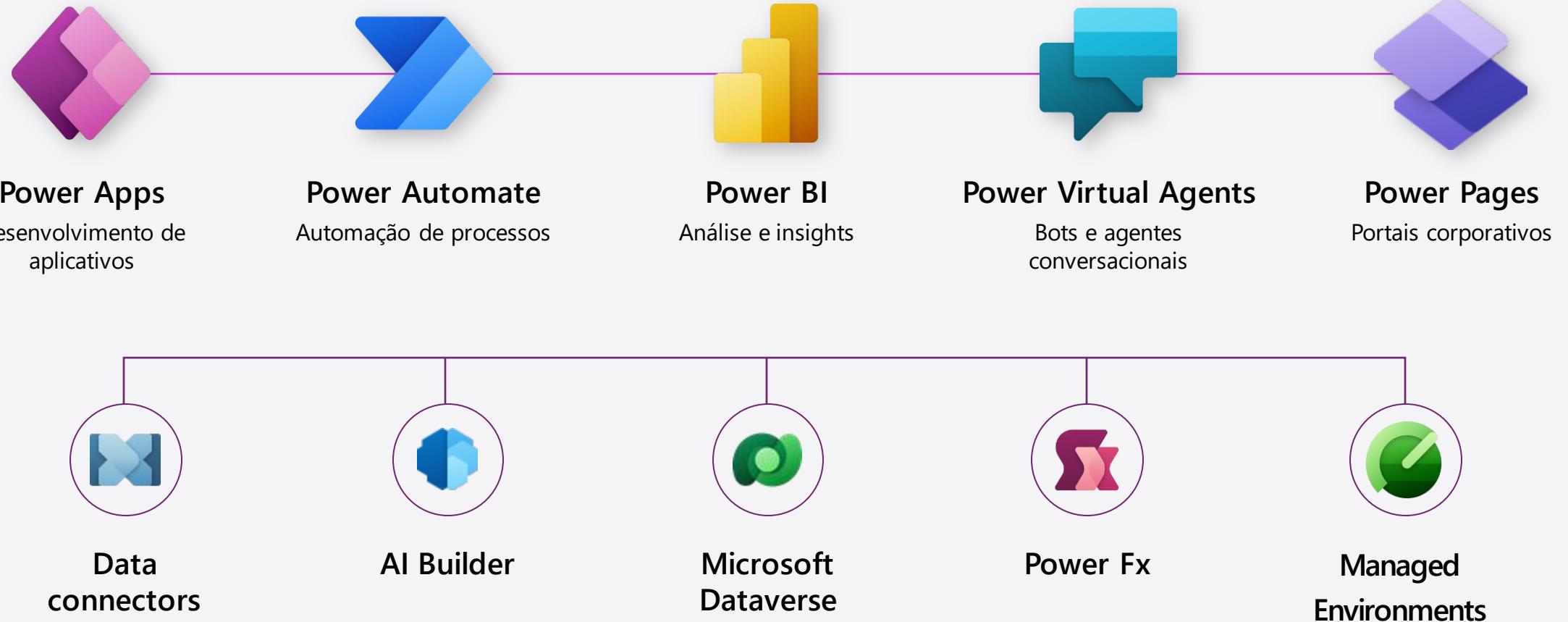
Colaboradores



# Por que escolher a Power Platform?

# Por que escolher a Power Platform?

Plataforma abrangente para construir soluções para problemas de negócios de forma rápida e colaborativa



# Por que escolher a Power Platform?

Connect to all your internal and external data sources

1

**Conectividade nativa** com mais de 1.000 serviços de nuvem, de conteúdo, bancos de dados e APIs

2

**Conectividade híbrida** por meio do gateway de dados local

3

**Conectores customizados** para serem disponibilizados aos usuários

4

**Robotic Process Automation** como conector, se necessário



# Por que escolher a Power Platform?

Usando a ferramenta certa para o trabalho



Melhore a experiência do funcionário	Reduza o seu custos	Desenvolvimento seguro e escalável de aplicativos	Integração & extensibilidade sem esforço
Acelere o desenvolvimento de aplicativos e automação para atender mais rapidamente à demanda de negócios	45% de redução nos custos de desenvolvimento	Melhore a postura de segurança e gerencie o ciclo de vida dos aplicativos sem problemas, ao mesmo tempo em que capacita mais pessoas a criar soluções	Estenda os aplicativos com a máxima flexibilidade com os melhores serviços da categoria e ainda melhor com os serviços do Azure

Source: Forrester TEI of Microsoft Power Platform Premium Capabilities August 2022

## Best of Breed & Best of Suite

Analistas avaliam Microsoft como líder

**Low Code Apps**

**Automation**

**Analytics & BI**

**Developer Tools**

**Cloud AI**

# Soluções desconectadas

## Aumento da complexidade

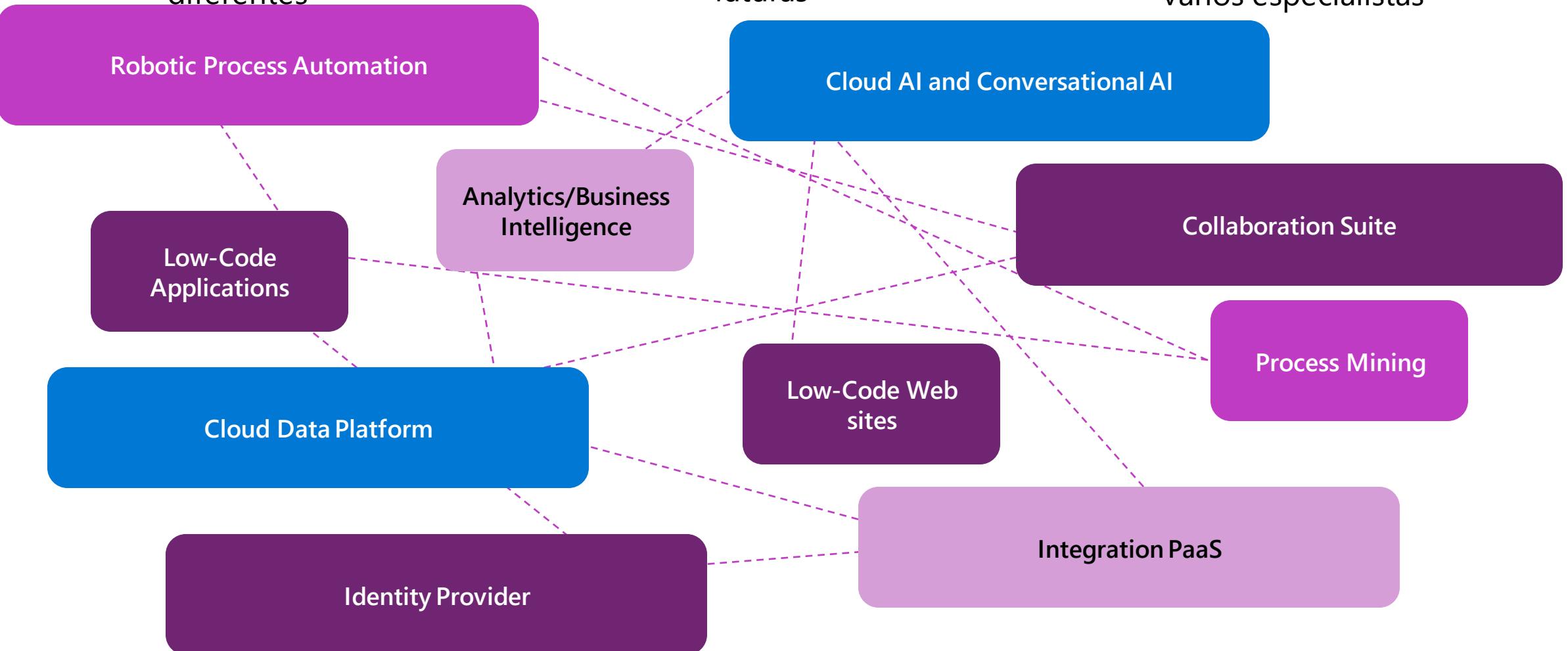
Admin/segurança/governança  
diferentes

## TCO maior

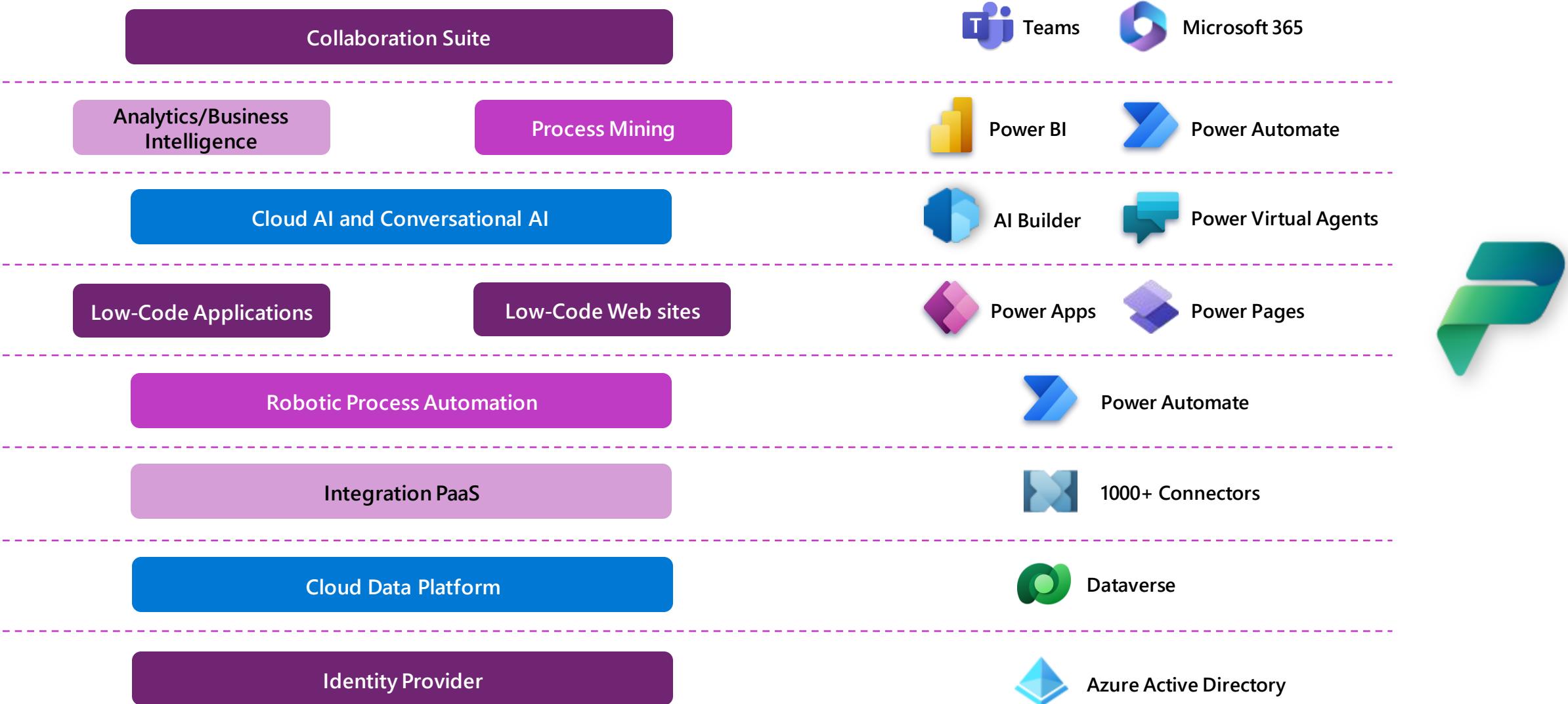
vários fornecedores = várias  
faturas

## Considerações adicionais sobre suporte

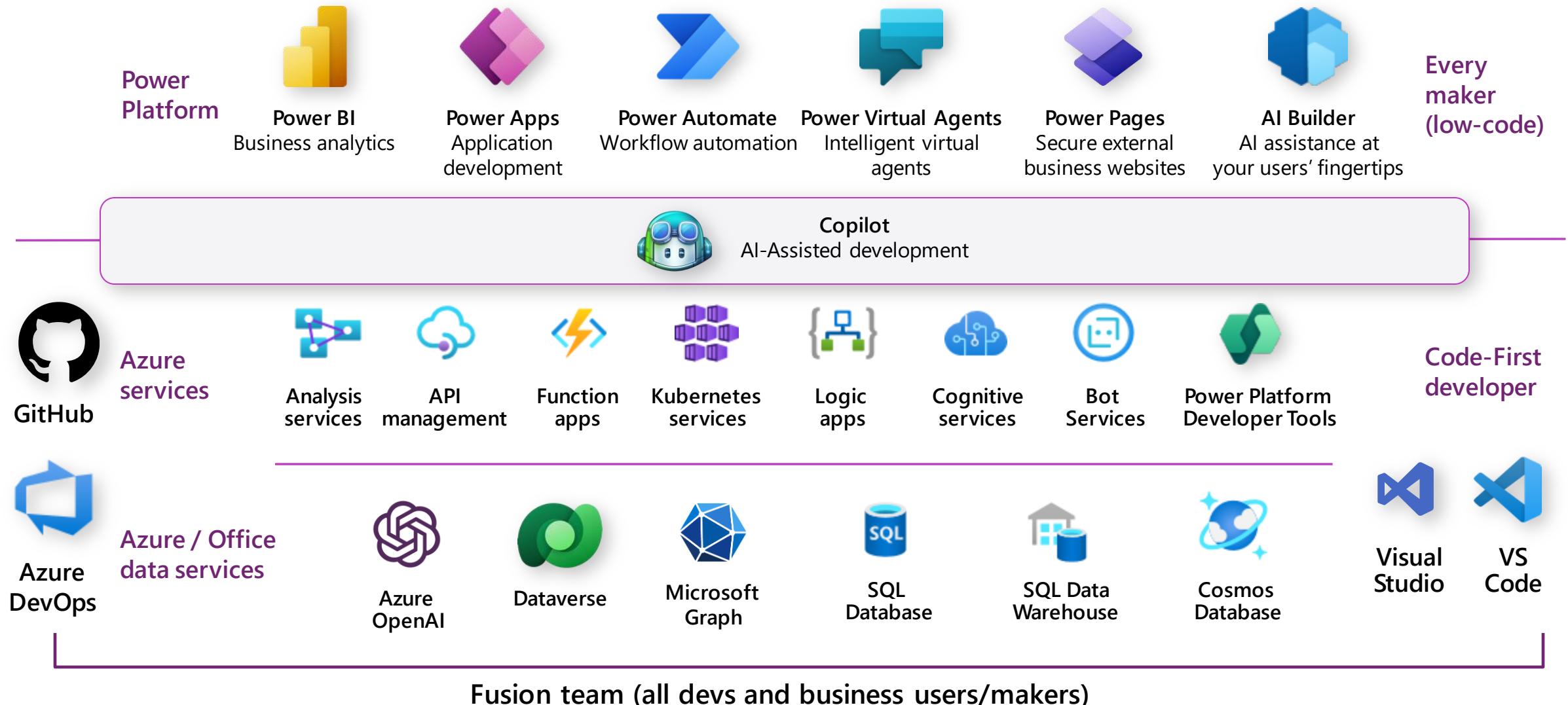
vários especialistas



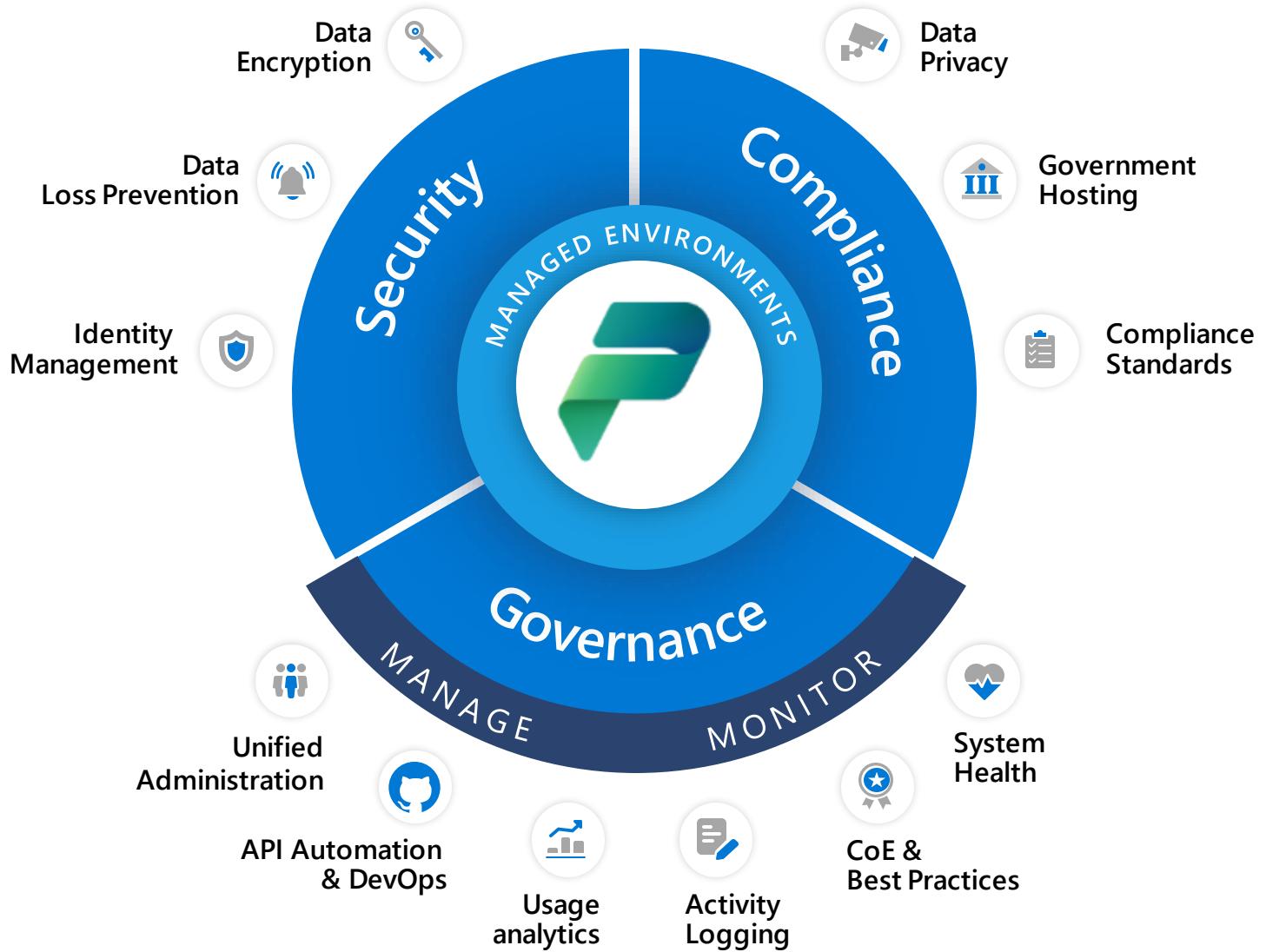
# A abordagem Microsoft – uma plataforma orquestrada



# Power Platform + Azure: acelere ainda mais o desenvolvimento



A Power Platform  
oferece controles de  
**governança** e  
**segurança** em escala  
incomparáveis hoje





G&J pepsi.



T Mobile

H&M

Telstra



giant eagle



TACOMA  
PUBLIC SCHOOLS  
EVERY STUDENT. EVERY DAY.



NASCAR™



Rockwell Automation

HEXION™  
Responsible Chemistry

American Red Cross

Northwell Health®



virgin atlantic



ARRIVA



ACDI VOCA  
Expanding Opportunities Worldwide

DEGREES OF CHANGE



97%

of Fortune 500 use  
Power Platform

#1

adopted low-code  
platform

50%+

CIOs would choose  
Microsoft



Schlumberger

Heathrow

centrica



St Luke's  
UNIVERSITY HEALTH NETWORK

Partners In Health

VISITING NURSE SERVICE & HOSPICE OF SUFFOLK

Standard Bank

METRO BANK



Rabobank

illimity

IPS  
INTEGRATED POWER SERVICES

Eneco Groep

TRUGREEN

LEONARDO  
GLOBAL SOLUTIONS

avade

DHI

HAVI

MERALCO

TransAlta

# Power Platform e a IA

# O que a IA faz pela Power Platform



## IA de próxima geração para desenvolvedores

**NEW** Copiloto na Power Platform

**NEW** Modelos de IA generative

**NEW** Integração de dados assistida por IA



## IA de próxima geração para usuários

**NEW** Análise gerada por IA

**NEW** Respostas generativas

**NEW** Ações generativas

# IA de próxima geração na Power Platform

Desde 2021

2021



- Power Apps**  
Natural language to Power Fx formulas
- Power BI**  
Natural language to DAX Quick Create

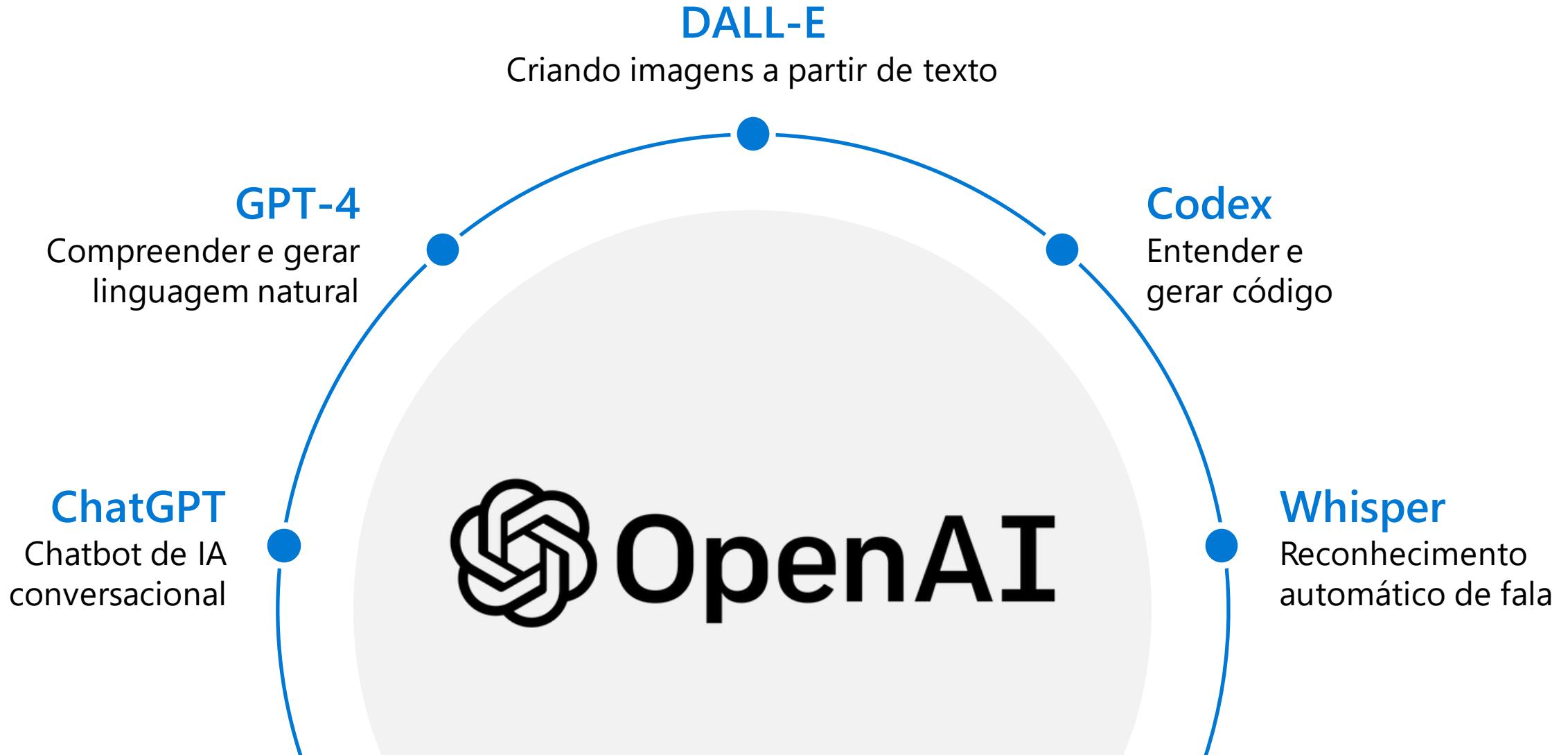
2022

- Power Apps**  
Image & Figma to app
- Power Automate**  
Natural language to flow, format data by examples

2023

- Power Apps**
- Natural language to app (Copilot)
  - PVA in Power Apps
  - AI analytics
  - Excel Data import
- Power Virtual Agents**
- Generative answers
  - Natural language to bot (Copilot)
  - Generative actions
- AI Builder**  
Azure OpenAI model with templates
- Power Automate**  
Enhanced natural language to flow (Copilot)
- Power Pages**  
Natural language to webpage (Copilot)
- Power BI**  
Natural language to data insights (Copilot)

# IA possibilitada por modelos de fundação em larga escala

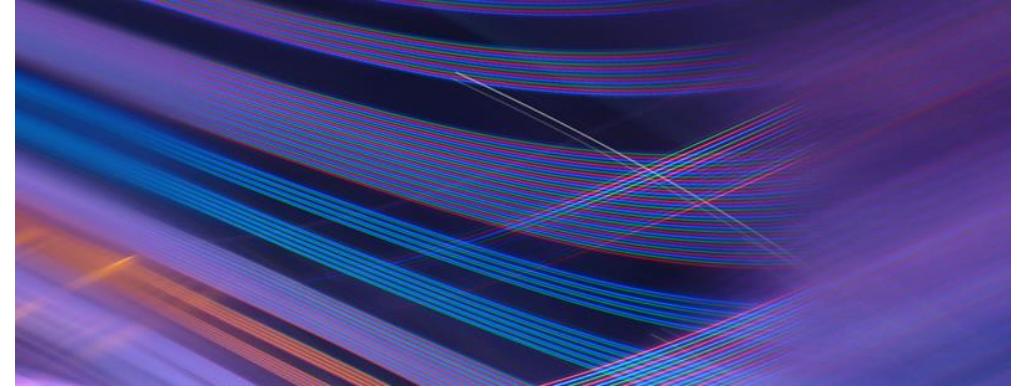


# IA responsável com Power Platform



Power Platform é executado no [Azure OpenAI](#)

- Os criadores só precisam descrever seu objetivo usando linguagem natural e o Power Apps gerar código.
- Economize tempo e crie soluções mais complexas usando linguagem natural para dar comandos.



Padrão de IA responsável da Microsoft

- Os criadores podem criar um aplicativo completo apenas descrevendo o que precisam em linguagem natural.
- Crie, reimagine e implante aplicativos de negócios por meio de linguagem natural intuitiva.

# Comparando OpenAI com Azure OpenAI

Security & Data Privacy

Compliance

Reliability

Responsible AI

Holistic Solution

APIs

OpenAI

Basic Security

None

No SLA

Separate Safety Classifier  
(adds latency)

Advanced LLM & Image Generation,  
Basic Speech

REST APIs + Python SDK

Azure OpenAI

Enterprise Security, RBAC,  
Customer-Managed Keys

SOC2, ISO, HIPAA, CSA STAR

Azure SLA

Built-in, enterprise-grade, low latency  
moderation and harm prevention

OpenAI Models, Complete AI Solution,  
and a Complete PaaS

REST APIs + Python, C#, etc. SDKs

# Microsoft Cloud Runs on trust



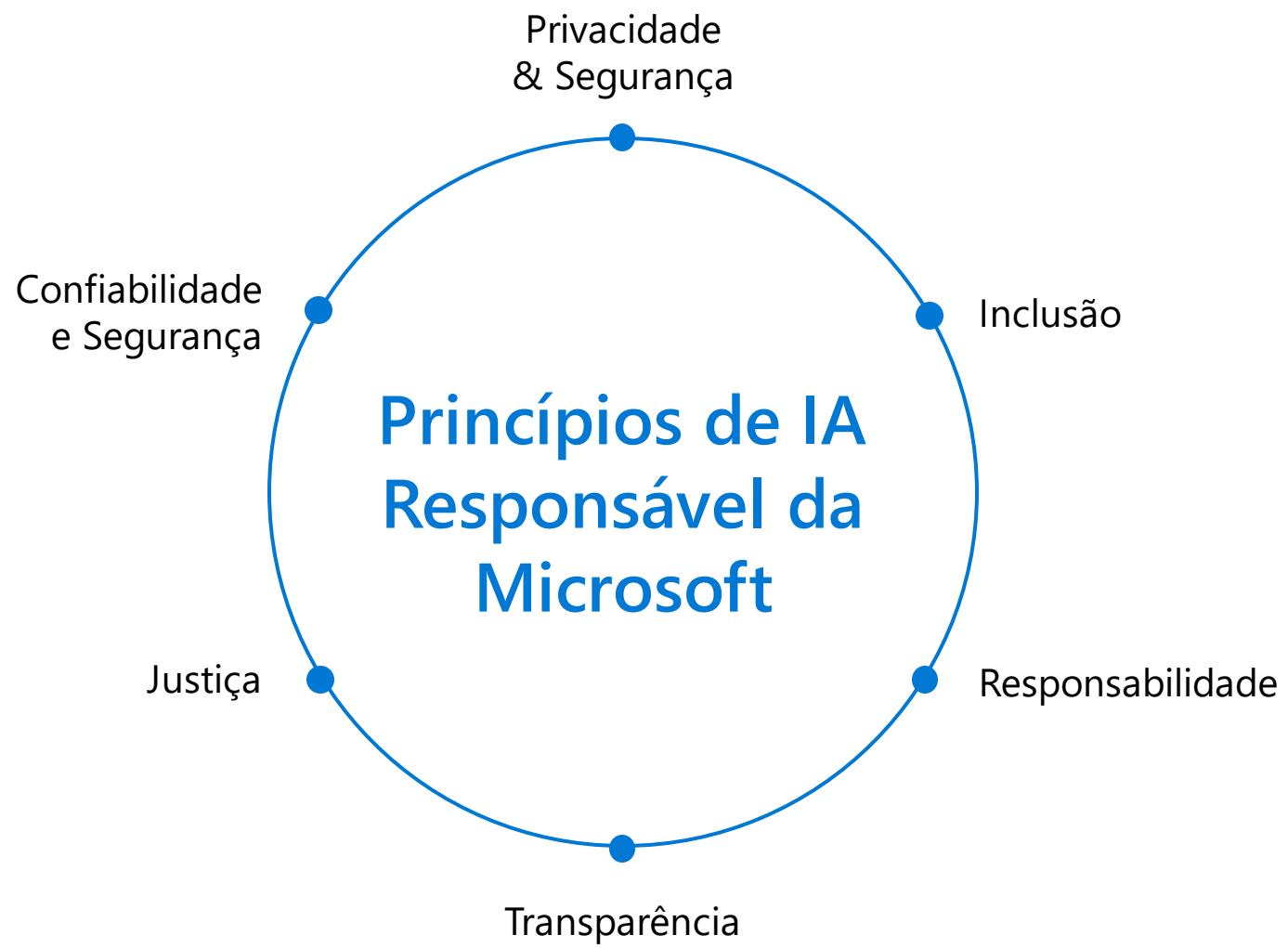
Seus dados são **seus** dados



Seus dados de qualquer ajuste fino(fine-tunning) **não são usados** para treinar os modelos de IA básicos



Seus dados são **protegidos** pelos mais abrangentes controles corporativos de conformidade e segurança



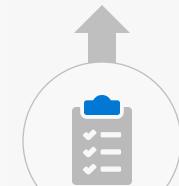
## Blocos básicos para a adoção dos princípios



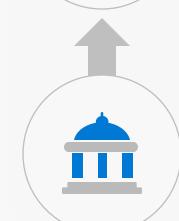
Ferramentas e processos



Treinamentos e práticas



Regras

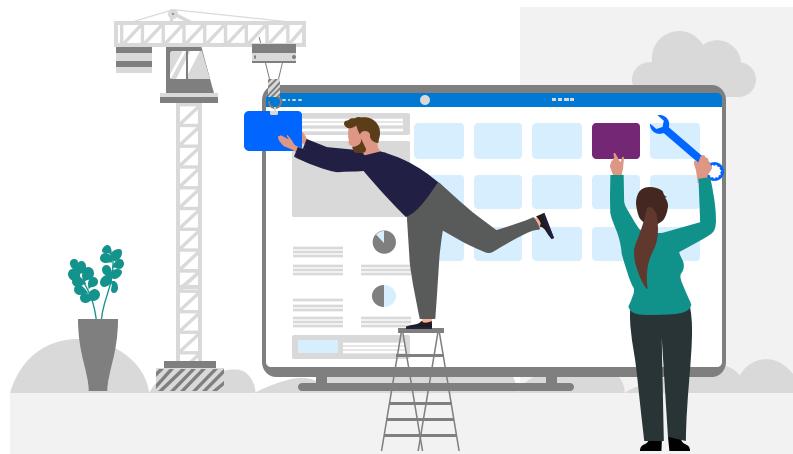


Governança

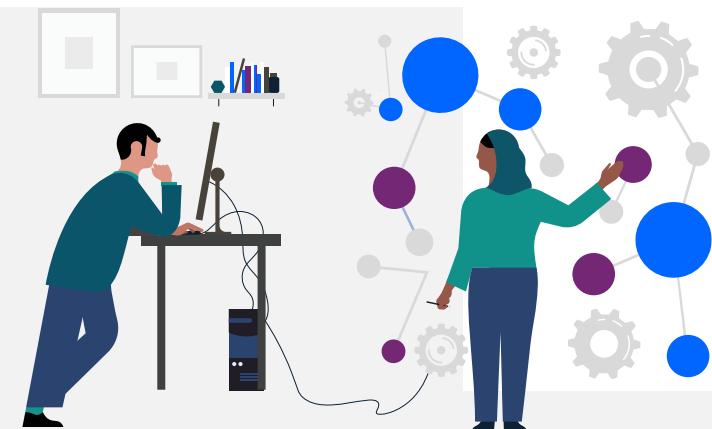
# Cenários para low-code

# A Power Platform desbloqueia valor em toda a sua empresa

## Modernização de aplicativos



## Extensão de aplicações empresariais



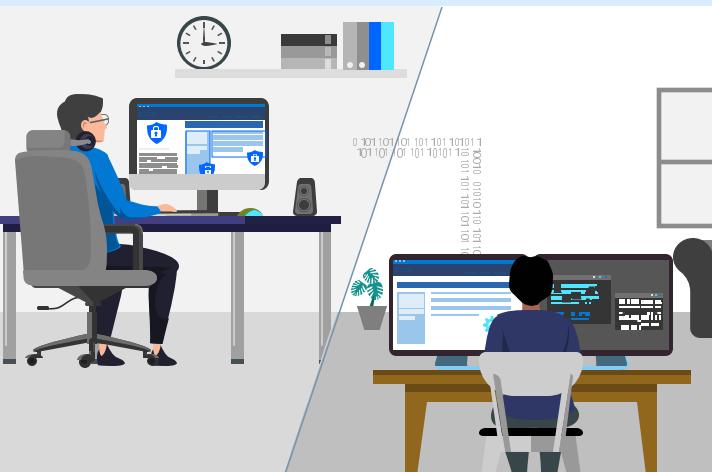
## Ferramentas para pro-developers



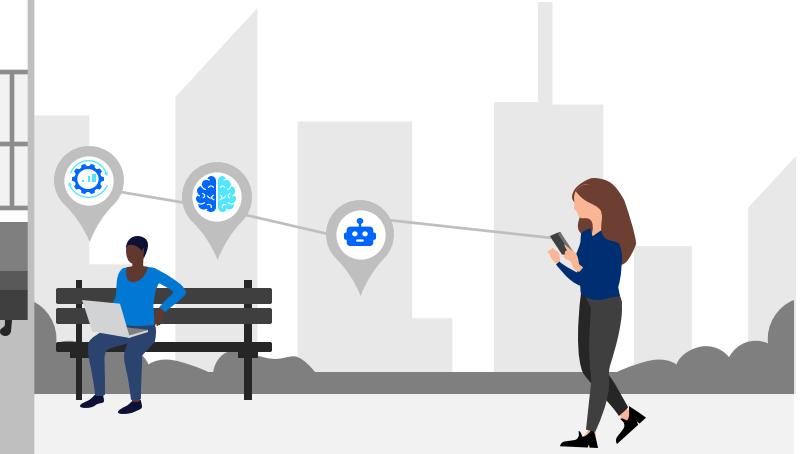
## Melhore as experiências dos funcionários



## Empodere seus departamentos



## Otimize com a hiperautomação



# Cenários para low-code

## Permita que todos inovem



Manter a segurança e os limites  
Reducir o custo de gerenciamento de dados  
Reducir o risco de vazamento de dados

## Governança



Power Platform



CoE Starter Kit

## Crie aplicativos rapidamente



Reducir o backlog de desenvolvimento  
Criar experiências modernas  
Reducir o custo total de propriedade

## Desenvolvimento de aplicativos



Power Apps

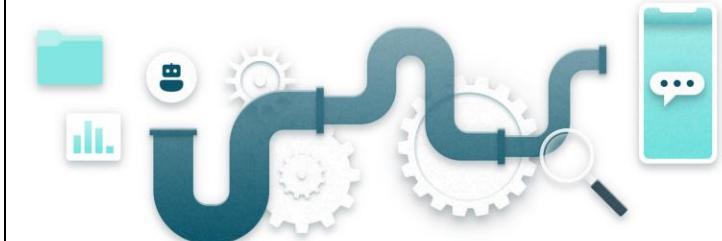


Dataverse



Power Pages

## Automatize processos



Otimizar os processos de negócios  
Eliminar ineficiências e custos  
Melhorar a experiência dos clientes

## Hiper automação



Power Automate



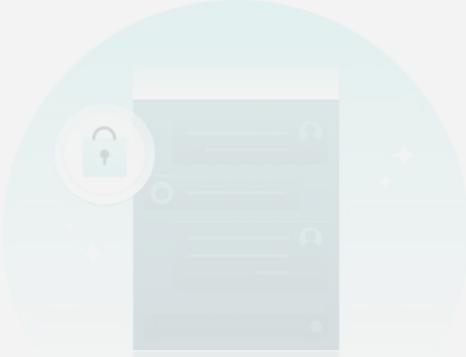
IA Builder



Power Virtual Agents

# Cenários para low-code

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Manter a segurança e os limites  
Reducir o custo de gerenciamento de dados  
Reducir o risco de vazamento de dados

## Governança



Power Platform



CoE Starter Kit

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Power Apps

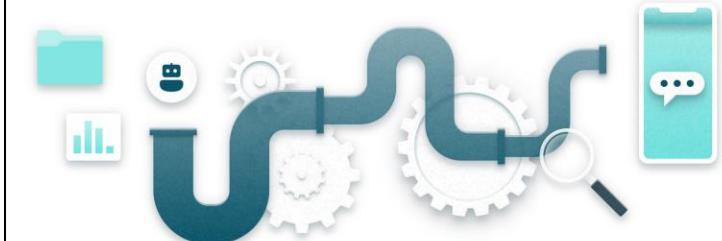


Dataverse



Power Pages

## Automatize processos



Otimizar os processos de negócios  
Eliminar ineficiências e custos  
Melhorar a experiência dos clientes

## Hiper automação



Power Automate



IA Builder



Power Virtual Agents

# Principais prioridades para projetos de automação



Inovação



Eficiência



Redução de custos

## O Abismo – Equilibrando inovação com controle



Gerenciamento de identidades e acesso



Licenciamento e tenants do AD



Segurança, Governança e Compliance



Estratégia e gestão de ambiente



Análise e monitoramento



Continuidade de negócios e recuperação de desastres



Automação de plataforma e DevOps



Conectividade vNet do Azure



Estrutura de controle em camadas

# Como o low code acelera a automação?



# Oportunidades para automação

## Industry

### Financial Services

#### Gerenciamento de Dados

- Atualizar dados de empréstimo em um aplicativo de banco de dados
- Coletar todas as informações de pagamento de empréstimos

#### Caso de uso

#### Solicitações de Clientes

- Ativar contas bancárias de clientes
- Processar solicitações de clientes para extratos bancários/de seguros

#### Back Office

- Criar e enviar demonstrações financeiras para órgãos reguladores
- Acompanhe viagens e despesas gerais

### Healthcare

#### Patient Care

- Acompanhe o cadastro do paciente
- Orientar os pacientes na chegada através dos processos de check-in

#### Gerenciamento de Dados

- Recuperar informações médicas e inserir em registros médicos
- Duplicar registros eletrônicos de saúde em sistemas relevantes

#### Back Office

- Adicionar novos provedores ou renovar o contrato de um provedor existente
- Monitorar o progresso do pagamento das contas dos pacientes

### Manufacturing

#### Gestão de Inventário

- Calcular a demanda futura de produtos
- Previsão de estoque

#### Gestão de Mão de Obra

- Informe as decisões de equipe da linha de produção orientadas por dados com base na demanda atual e futura do produto

#### Back Office

- Monitorar a utilização da capacidade da fábrica
- Rastrear e processar custos de funcionários, produção e materiais

### Retail

#### Logística

- Calcular a demanda futura por produtos de varejo específicos
- Realocar excedentes para compradores com escassez/alta demanda

#### Atendimento

- Envie atualizações em tempo real aos clientes sobre promoções ou eventos na loja

#### Back Office

- Acompanhe as alterações de preço de estoque
- Ler arquivos no sistema POS
- Raspar sites para faturamento fiscal

### Telecom

#### Gerenciamento de Dados

- Atualizar e verificar os dados da conta do cliente e os dados do pacote de serviços

#### Relacionamento com Clientes

- Encaminhe e responda a consultas de clientes
- Receba informações de pagamento dos clientes

#### Back Office

- Monitorar congestionamento e interrupções de rede
- Processar faturas e ordens de compra

## Cenários

- Gestão da decisão de crédito
- Geração de relatórios
- Processamento de faturas
- Processamento de sinistros de seguro
- Personalização do atendimento ao paciente
- Agendamento de funcionários
- Processamento e rastreamento de reclamações
- Realização de controle de qualidade
- Previsão de suprimentos
- Acompanhamento da produção
- Processamento de pedidos
- Previsão de disponibilidade do produto
- Comparando preços
- Contratação e integração de associados
- Gerenciando o agendamento de turnos
- Roteamento de tickets de suporte
- Monitorando o desempenho da rede
- Gerenciando dados de transações
- Processamento de pedidos

# Resolva desafios mais **rapidamente** com low-code e IA

## Low-code e IA

capacitam usuários de todos os tipos a criar soluções que resolvem desafios pessoais e empresariais.



Drag-and-drop



Conversational  
AI

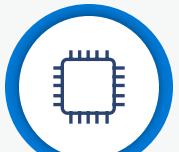


Action  
recorder

Segurança e governança integradas para proteger seus dados

# Seu portfólio de tecnologia para hiperautomação

Uma abordagem orientada para os negócios e disciplinada que envolve o uso orquestrado de várias tecnologias, ferramentas ou plataformas.



**IDP**  
Intelligent Document Processing



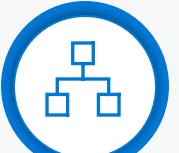
**AI/ML & NLP**  
Artificial Intelligence/  
Machine Learning & Natural  
Language Processing



**RPA**  
Robotic Process Automation



**OCR**  
Optical Character  
Recognition



**DMS**  
Document Management  
Systems



**Mining**  
Task or Process  
Mining



**BPA**  
Business Process  
Automation



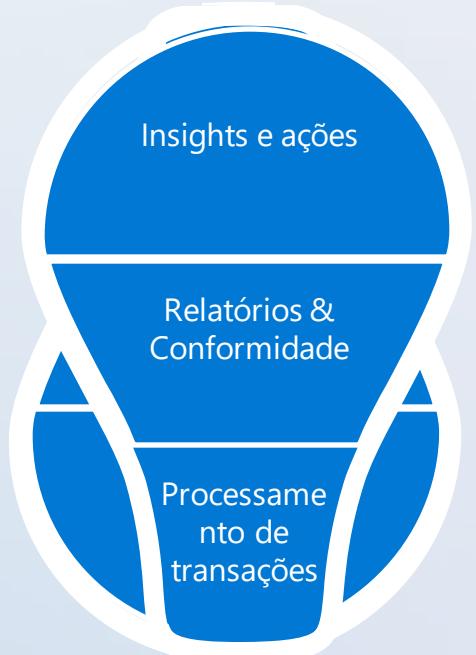
**Conversational AI**  
Conversational  
Artificial Intelligence



**LCAP**  
Low Code  
Application Platform

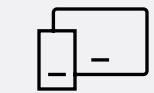
## ESTADO ATUAL

Operações de negócios orientadas a operários e  
estimuladas por demanda empoderadas, transformando  
a forma de trabalho e impulsionando  
a transformação digital



# Flexibilidade funcional inigualável

Aproveite todos os recursos da Microsoft



Low-Code  
Applications



Enterprise  
Applications



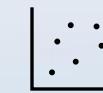
Secured  
Web Portals



Mixed Reality  
Experiences



Intelligent  
Chatbots



Self-Service  
Analytics



Communication  
Tools

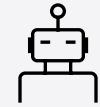


Core Business  
Applications



Collaboration  
Tools

## Experiências do Usuário



Robotic Process  
Automation (RPA)



Digital Process  
Automation (DPA)



Artificial  
Intelligence

## Automação de Processos



Business Process  
Management (BPM)



Process  
Mining



Task  
Mining

## Dados e Serviços



Productivity  
Suite Data

101010  
010101  
101010



Core Business  
Data



Legacy  
On-Premises Data



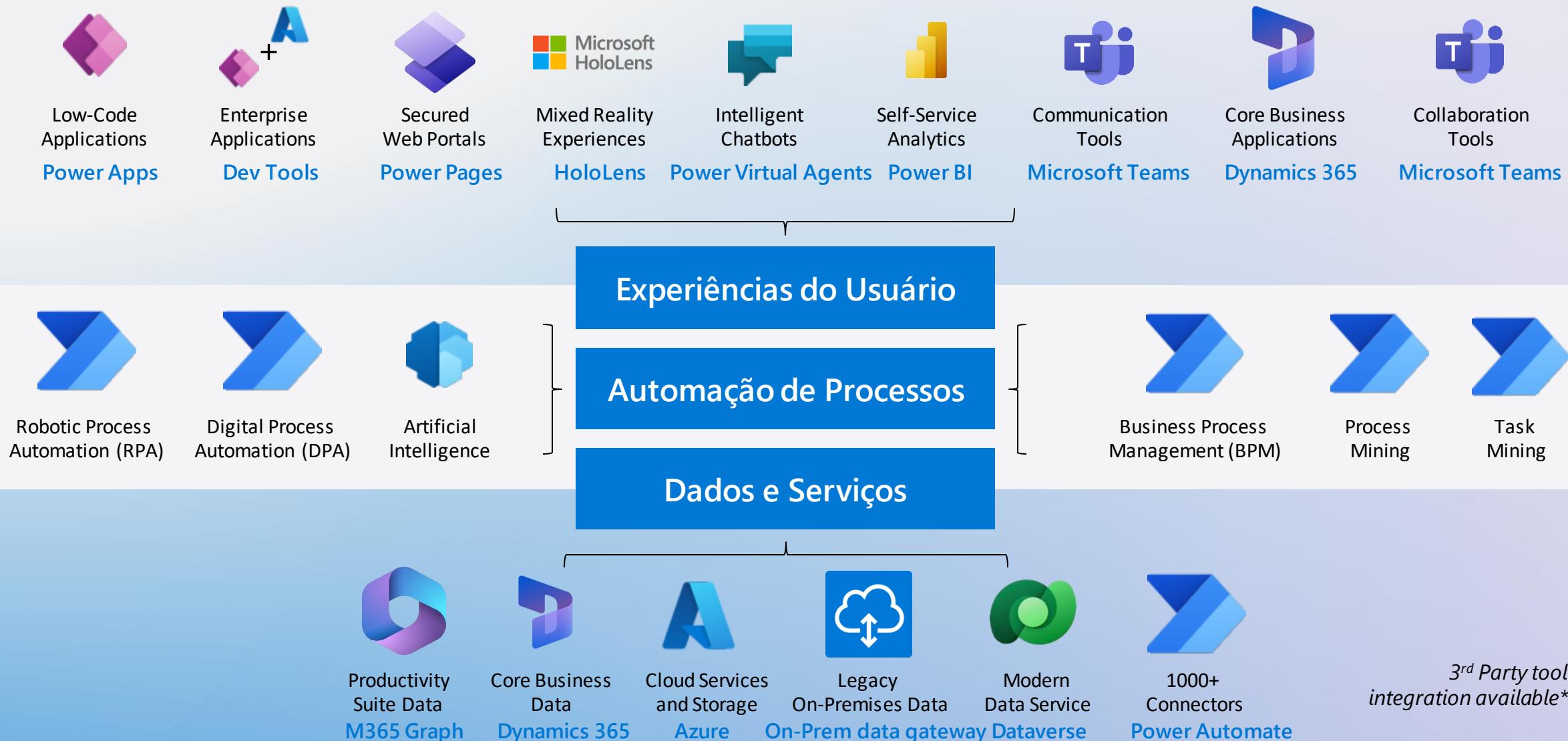
Modern  
Data Service



1000+  
Connectors

# Flexibilidade funcional inigualável

Aproveite todos os recursos da Microsoft



# Power Automate

Acelere o desenvolvimento com uma plataforma de automação abrangente – alimentada por low-code e IA.

1

Descobrir

Use a **mineração de tarefas e processos** para identificar gargalos e oportunidades de automação

2

Automatizar

Crie soluções automatizando processos de negócios com **IA, DPA e RPA** avançados.

3

Orquestrar

Dimensione com segurança em toda a sua organização com **governança, prevenção de perda de dados e infraestrutura hospedada**.

4

Estender

Estenda a automação no **Microsoft Power Platform** com **chatbots, sites, aplicativos** e muito mais

Segurança + Governança

# Uma única plataforma de automação para resolver desafios

## Power Automate

Acelere o desenvolvimento com uma plataforma de automação abrangente - alimentada por low-code e IA.

## Governança

Descobrir

Automatizar

Orquestrar

Estender

Process mining

AI

DLP

Azure

Task mining

DPA

Hosted RPA

Dynamics 365

RPA

360 Monitoring

Microsoft 365

Work queues

Power Platform

Windows

# Uma única plataforma de automação para resolver desafios

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360 Monitoring \*

Microsoft 365

BPA

Work queues

Power Platform

Power Virtual Agents

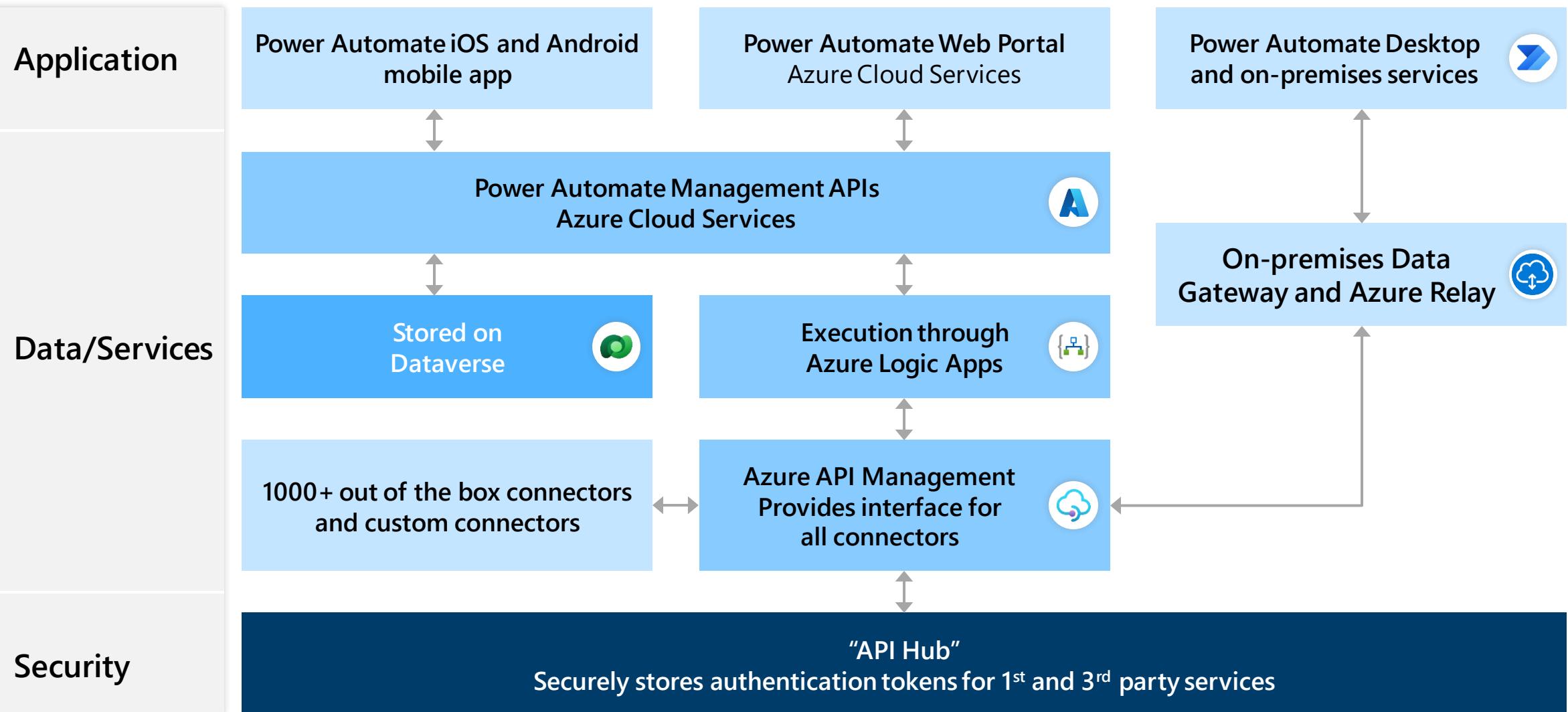
Governance overview (monitor  
and secure) \*

Windows

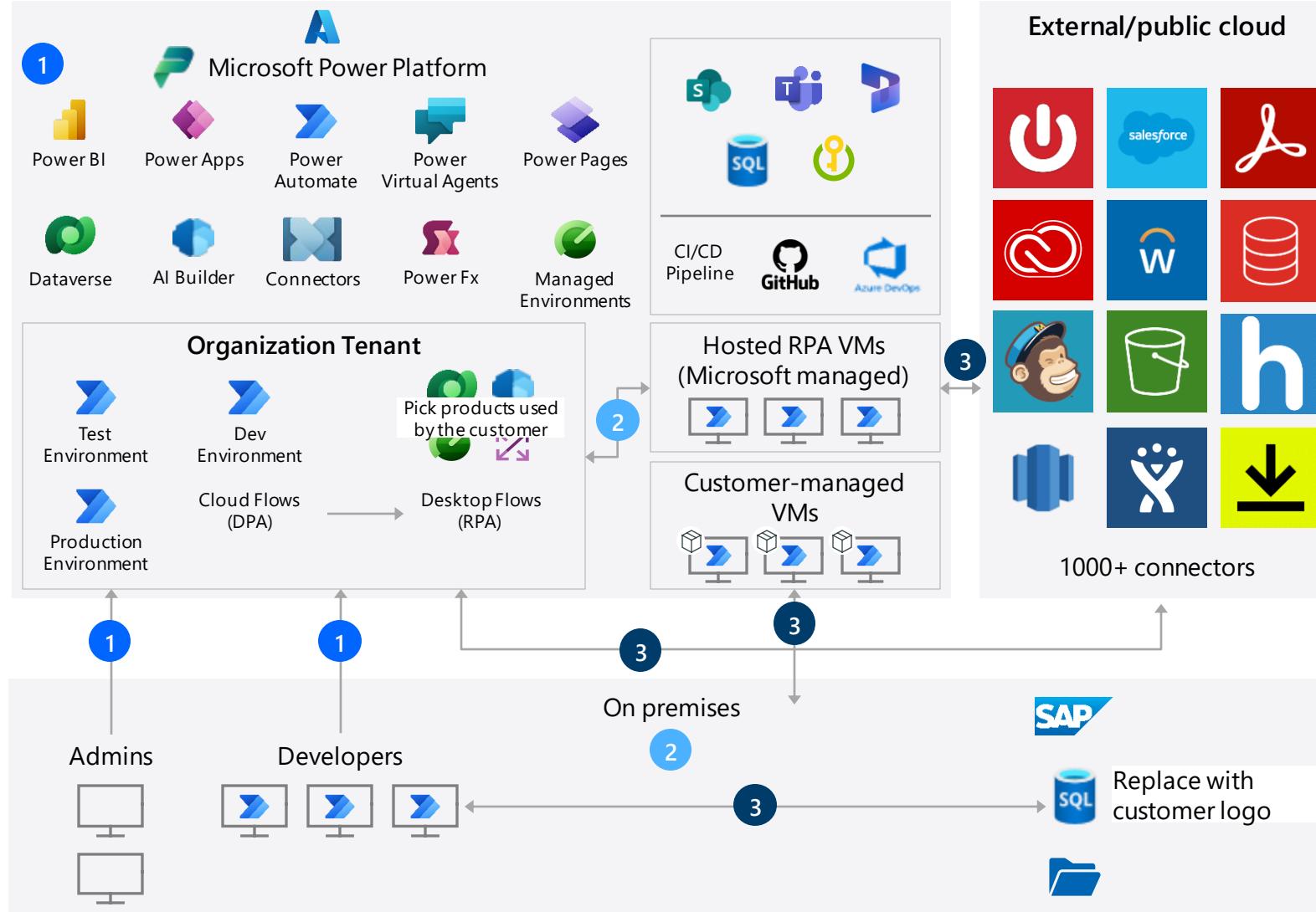
\* Temas abordados na demonstração “Governança e ALM na Power Platform”

# Deep dive: Power Automate architecture

# Physical Architecture of Power Automate



# Architecture example



1 **Digital Process Automation (DPA), RPA orchestration and platform governance are cloud-based and can be configured and managed from any device. No server infrastructure or additional software licenses are required.**

2 **Power Automate for Desktop (including attended and unattended RPA) can be executed on:**

- 1) On-premises physical/virtual machines (VMs) including developer workstations
- 2) Microsoft hosted and managed VMs
- 3) Microsoft hosted and customer managed VMs
- 4) VMs in 3<sup>rd</sup> party clouds

3 **Customer applications, data and services can be accessed via Connectors (using DPA) or Power Automate for Desktop (using RPA)**



Deep dive:  
**Discover** what to  
automate

Companies lack visibility into their processes

**Process advisor provides end-to-end visibility and blueprint for actions**

How do we stop revenue leakage?

What are the root causes of our inefficiencies?

What is the best way to cut costs?

Are we compliant?

Is my automation solution efficient?

Where are my automation opportunities?



# Discover automation with process advisor

Take the guesswork out of automation



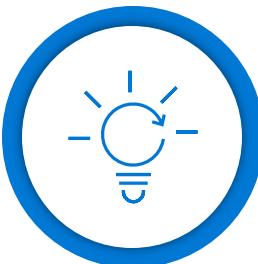
Transactional to insight  
driven automation



Process advisor



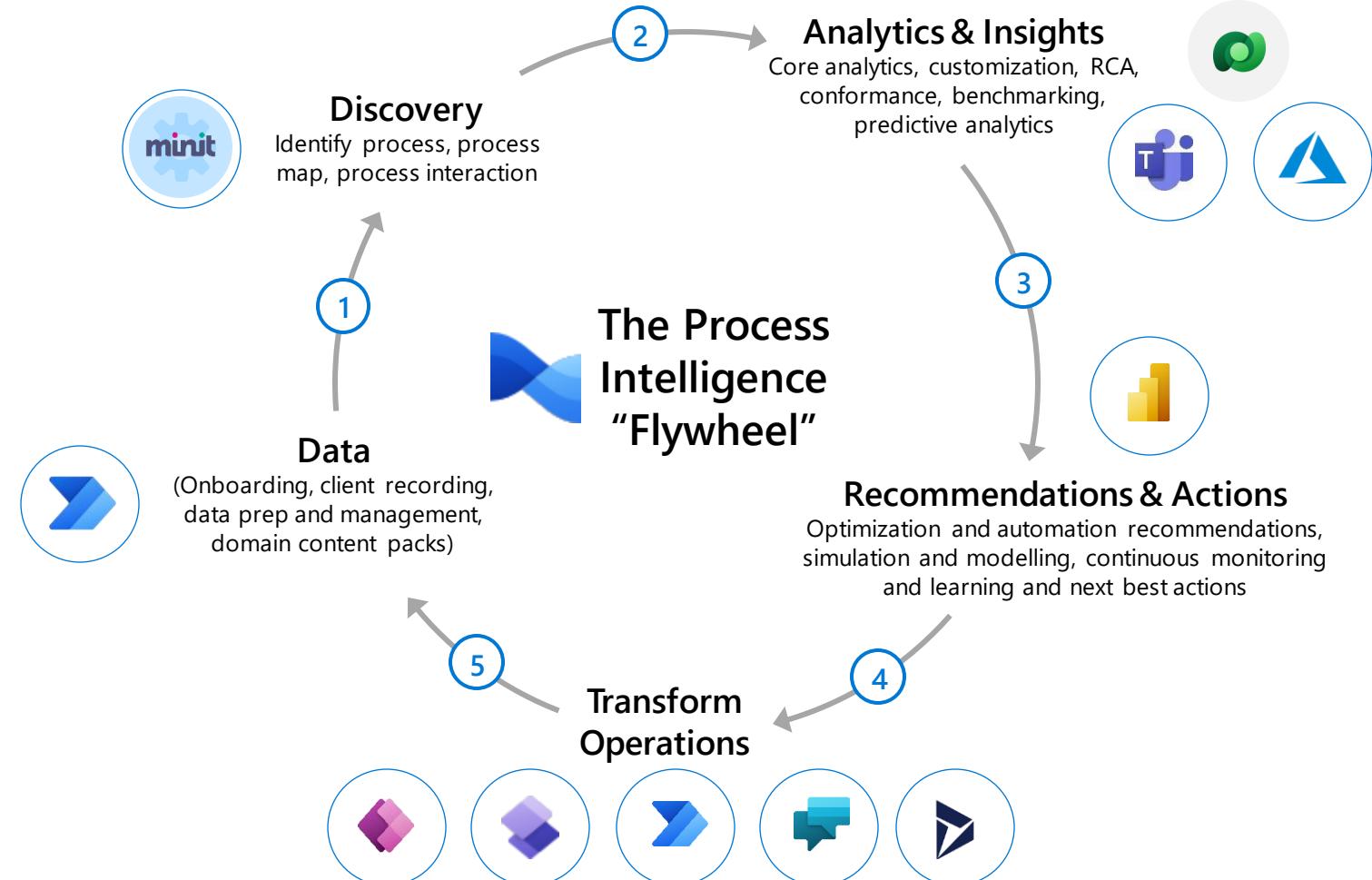
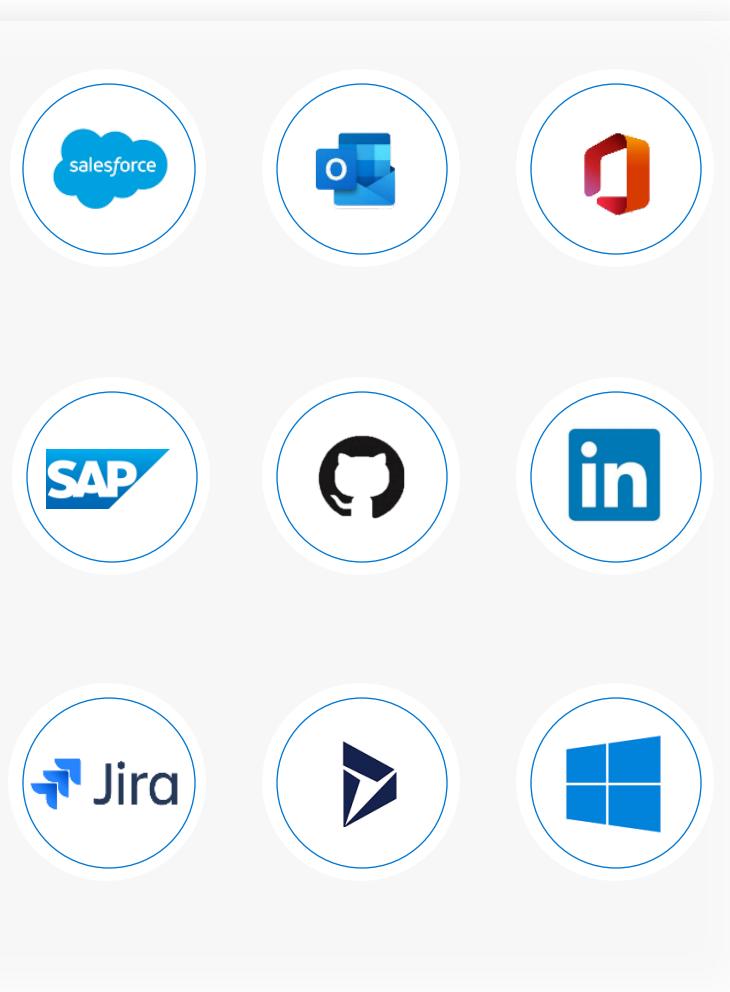
Analytics dashboard



Application insights

# Microsoft Process Mining End-to-end solution

Delivered through innovation of our existing platform and ecosystem





# Use-cases

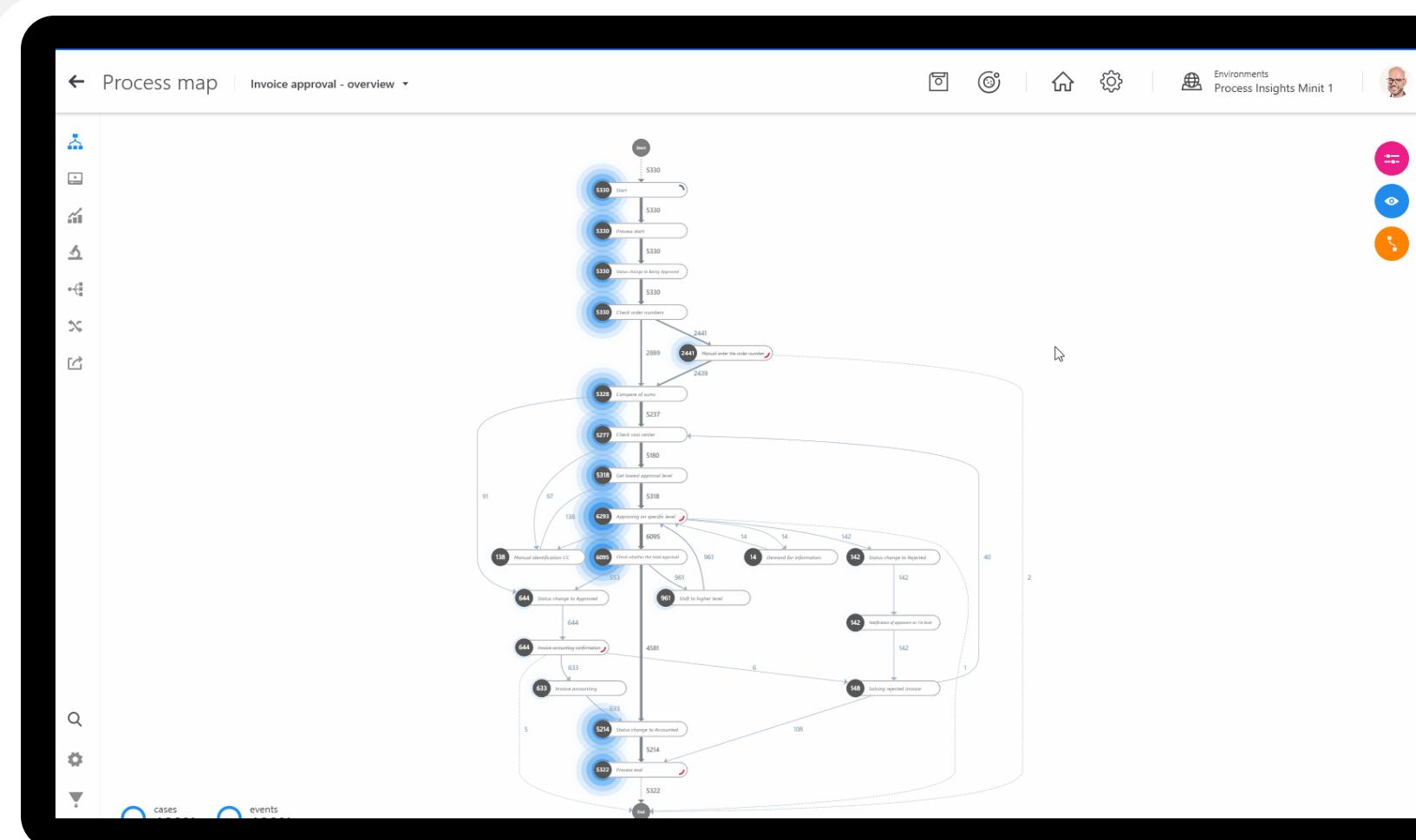
**Accelerate your digital transformation efforts** with a blueprint for building Cloud flows, RPA, AI and more.

**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**



Take the guesswork out of automation

# Process advisor in Power Automate

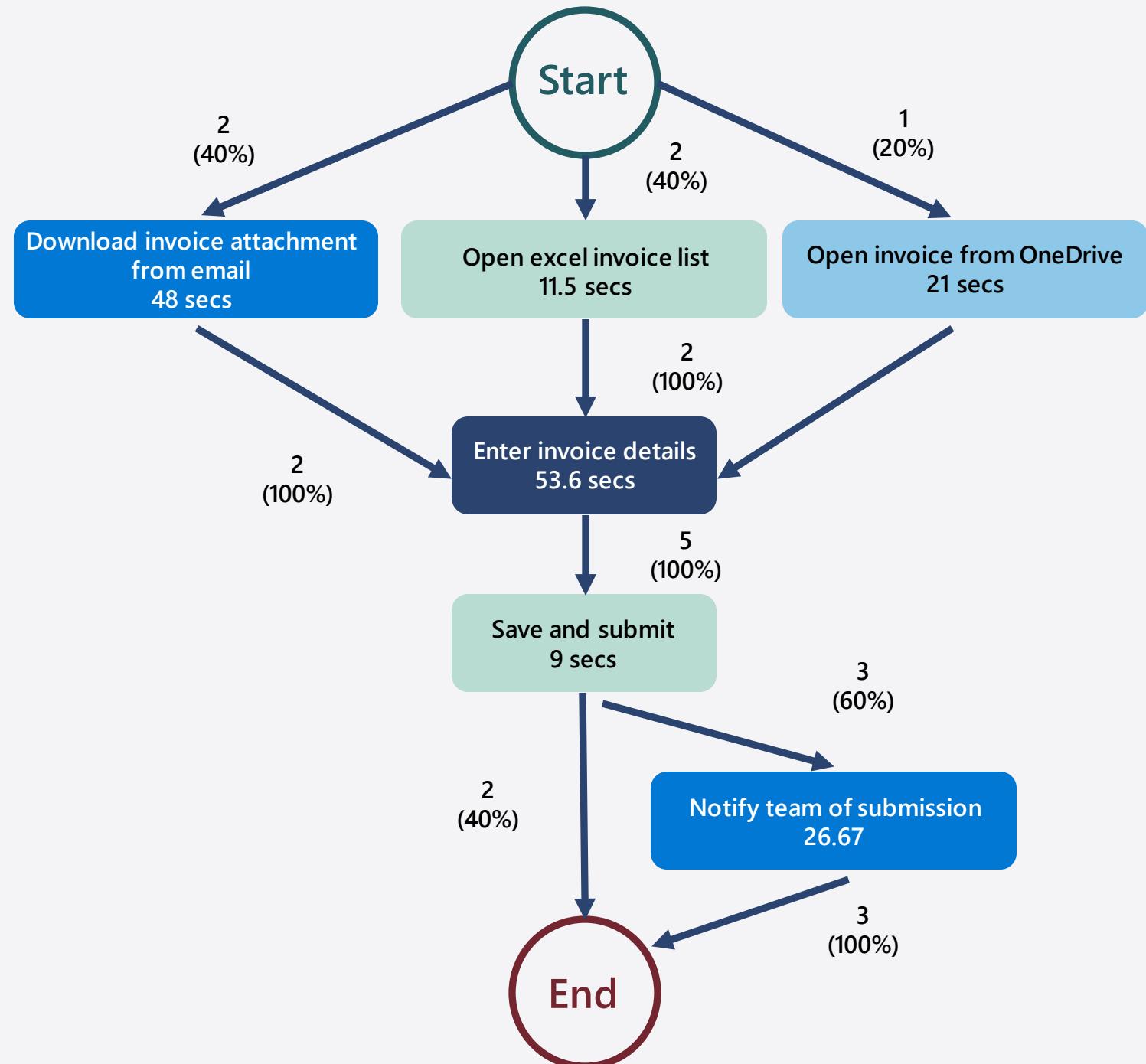
Two powerful capabilities make up process advisor

## Process mining

Identify company-wide bottlenecks and inefficiencies in workflows

## Task mining

Discover possibilities for automation for individual workflows



# 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

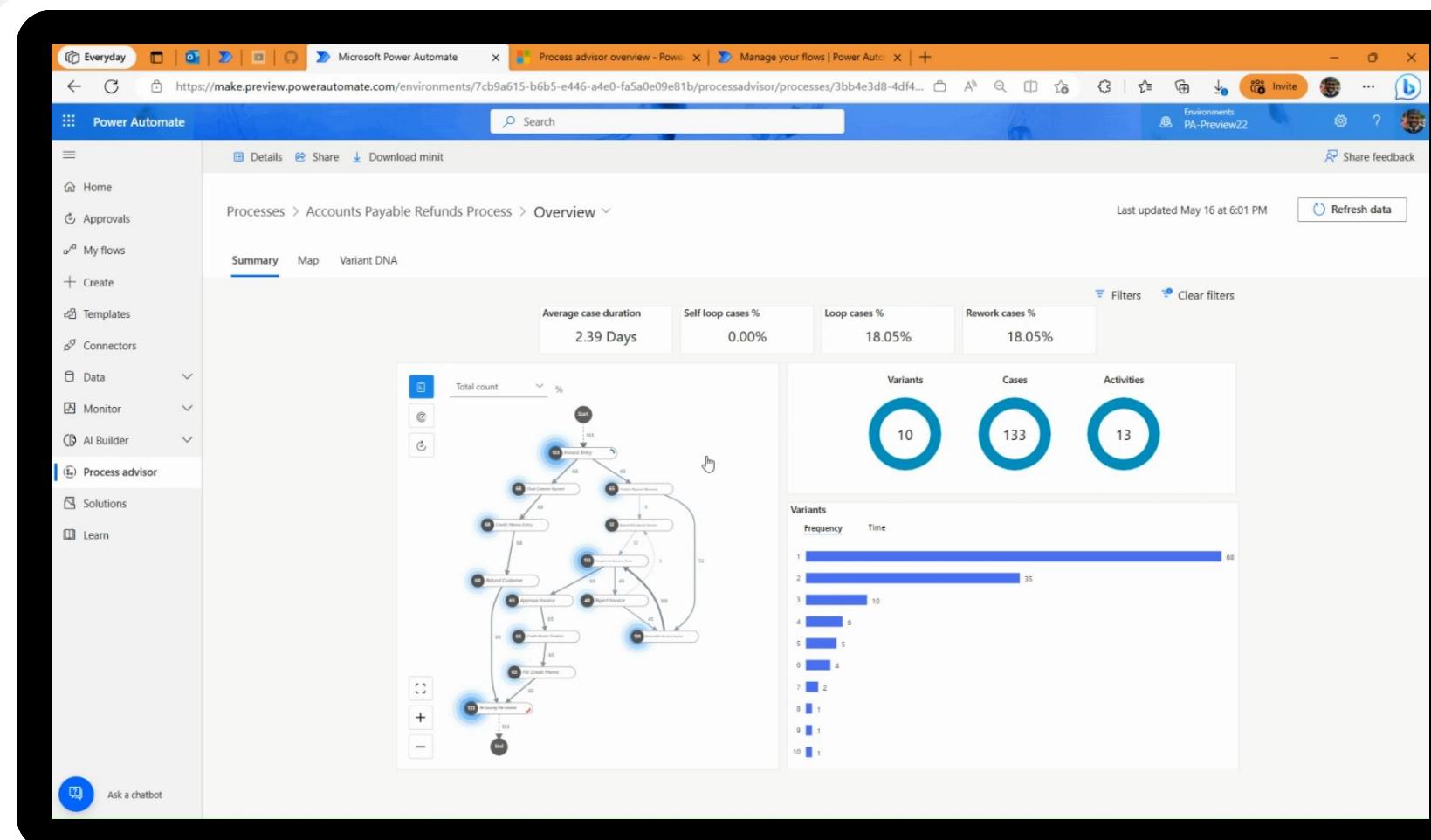
Discover inefficiencies and eliminate them by comparing processes, detecting rework, using AI powered root cause analysis and more

### Customizability & Extensibility

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

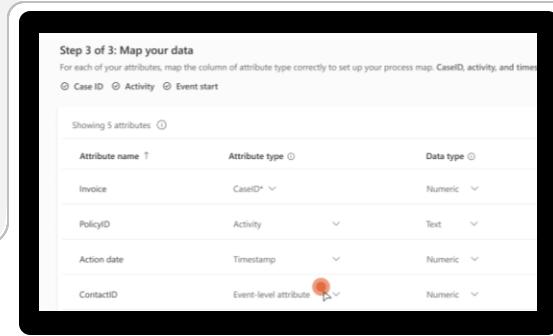
### Get started with OOB Templates

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



# Easy-to-use and Accessible Web & Desktop Experiences

Intuitive experiences ranging from overviews to hands-on deep dives



## Data ingestion

Intuitive mapping experience, with out-of-box attributes like resource and financial amount. Schedule your Dataflows refresh and refresh incrementally for efficient ETL



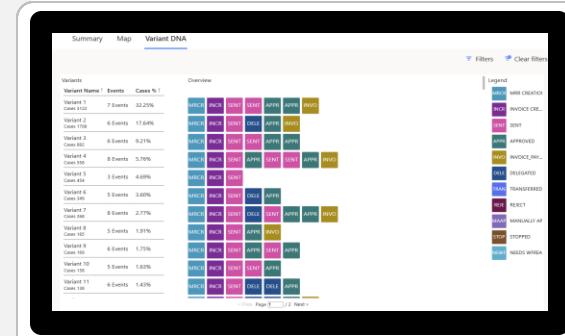
## Visualize processes

From a rich process map to hierarchical views and interactive drill downs, switch between overview and deep dive visualizations



## AI powered Insights

Use out-of-box recommended KPIs, visuals, and filter options to uncover efficiencies and actions to eliminate them

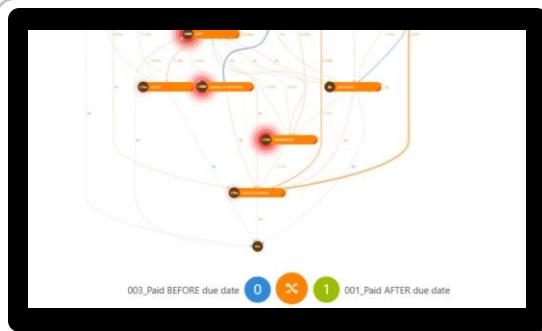


## Process Mining specific Power BI visuals

Use Power BI visuals specifically created for Process mining analysis to broadly share process insights

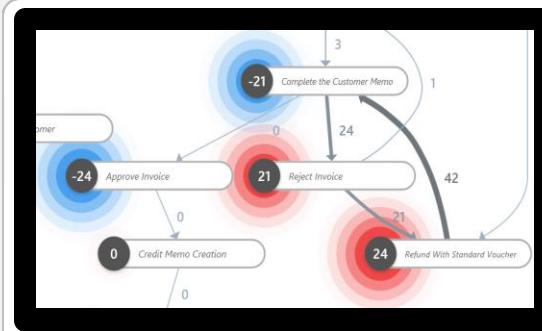
# Deep Analytics

Power your analysts with data on your processes



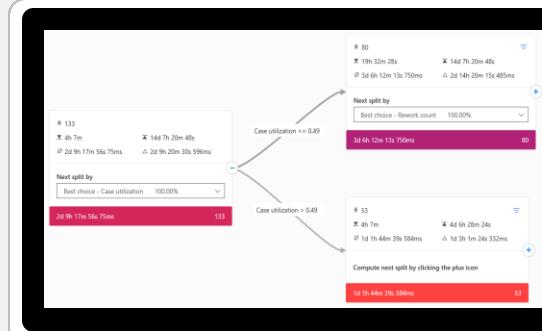
## Process Compare

Visualize and analyze processes to find best performers by comparing them against real-life or simulated versions, as well as their BPMN model



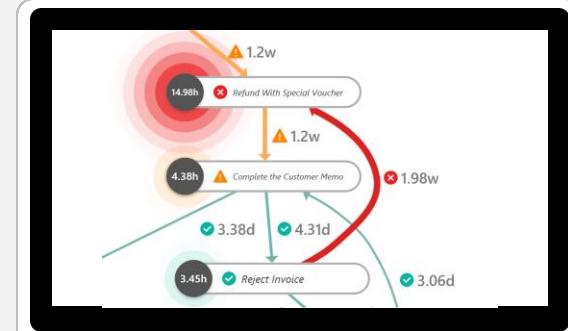
## Rework Detector

Find unnecessary rework and eliminate it by analyzing the frequency and scale of rework, and investigate which activities trigger and end it



## AI powered Root-Cause Analysis

Compute attributes and the root causes of problems your process experiences to uncover hidden connections and causalities

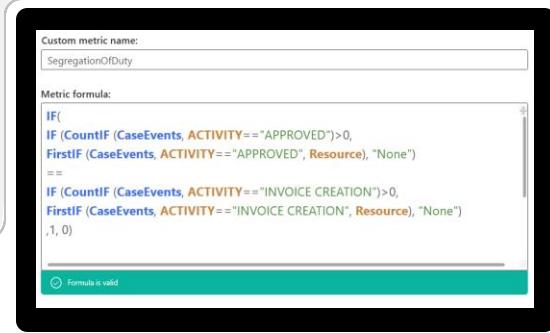


## Business alerts & Rules monitoring

Score process performance and be alerted if operational KPIs and standard are met, by setting up pre-set rules

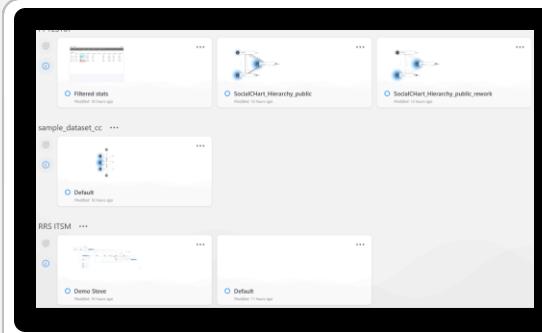
# Customizability & Extensibility

Easily customize your reports and integrate with Power Platform



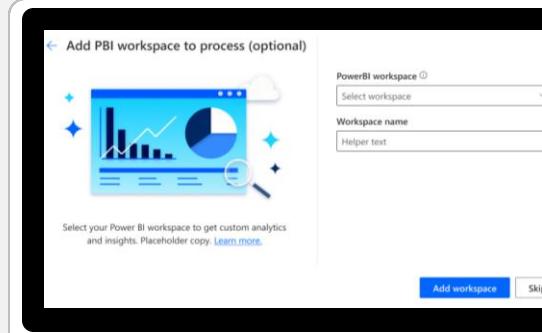
## Custom Metrics

Create, edit and customize metrics over process data to produce results and insights tailored to your processes and meaningful to you



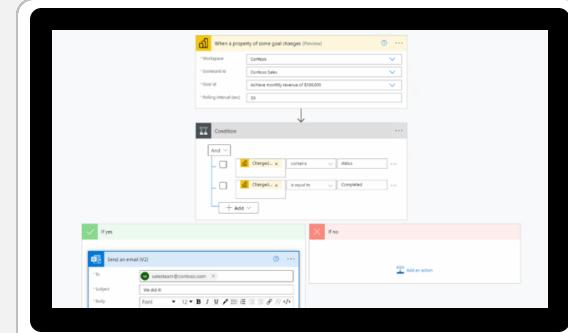
## Custom Views

Create custom analytical views to reflect different business contexts/viewpoints and publish them to Power BI as reports



## Publish to Power BI

Publish reports to your own Power BI workspace. Use your custom views and KPIs to tailor the PBI report and share them broadly across the organization.

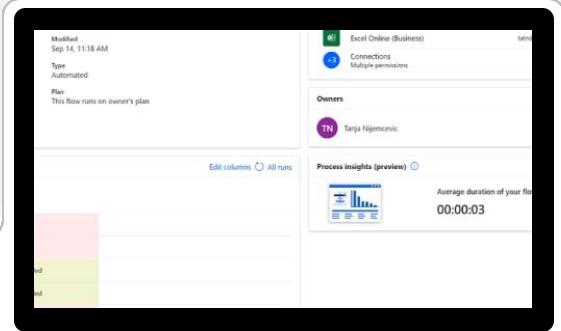


## Power Platform and Microsoft ecosystem

Set triggers when KPIs are breached or process rules are violated. Leverage the multiple actions in Power BI and Power Automate, inform your team in Outlook and Teams

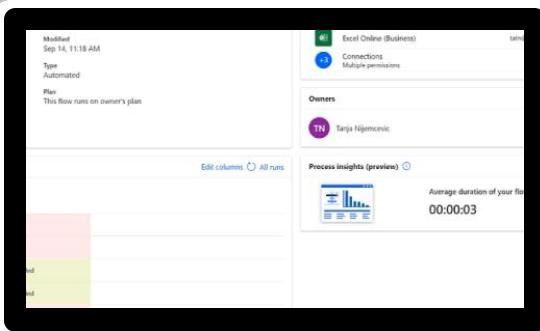
# Out-of-Box Templates

Rapidly ingest data and get started with templates



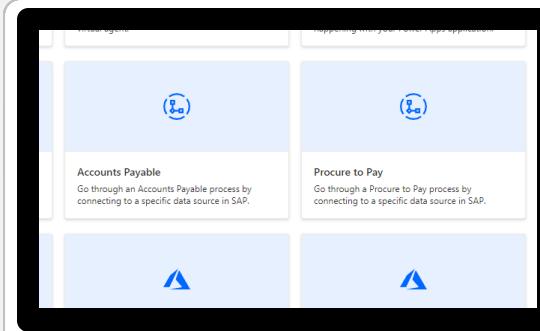
## Out-of-Box Ready to Use

Use several out-of-box templates allows rapid deployment from data ingestion to pre-defined custom reports, all in one package



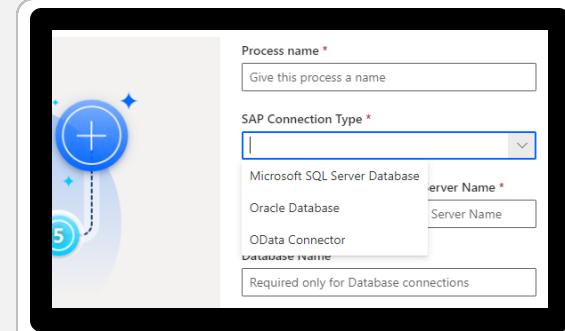
## Microsoft data use cases

Templates for Power Platform (Power Automate Desktop, Power Apps and Power Virtual Agents) and Azure (DevOps, Logic Apps, Durable Functions and Bot Framework)



## Financial Use Cases

Get started with broadly applicable financial use cases such as using Accounts Payable and Procure to Pay



## Easily Connect to SAP

For preview we are concentrating on making it easy to connect to your SAP data by supporting direct connectors and handle any required data transformation for you.

Take the guesswork out of automation

# Task Mining

1

Capture **detailed steps** for **tasks** performed on users' desktops

2

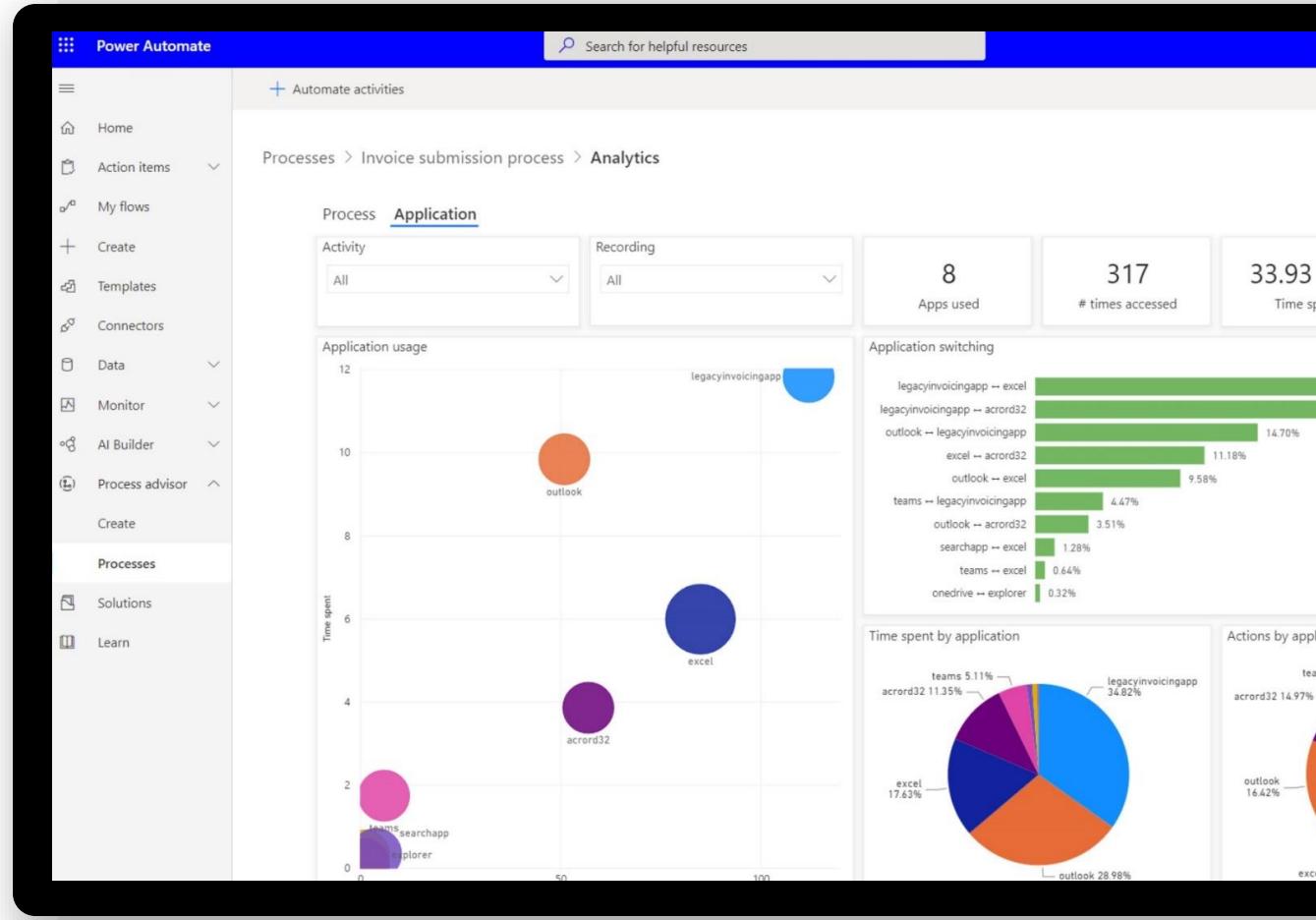
Gain **insights** into task execution, **identify** common mistakes, and **pinpoint** what can be **automated**

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 Microsoft Power Automate interface. On the left is a navigation sidebar with options like Home, Action items, My flows (which is selected), Create, Templates, Connectors, Data, Monitor, AI Builder, Process advisor, Solutions, and Learn. At the bottom of the sidebar is a 'Ask a chatbot' button. The main area displays a flow titled 'Process sales orders'. The 'Details' section shows the flow name, owner (Joe Fernandez), status (Off), creation date (Apr 21, 06:10 AM), modification date (May 6, 03:15 AM), type (Automated), and plan (This flow runs on owner's plan). Below this is a '28-day run history' table:

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)	00:00:25	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:00:25	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:25:13	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:01:25	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:01:14	Succeeded

On the right side, there are sections for 'Connections' (Approvals, Microsoft Dataverse, Excel Online (Business), Connections), 'Owners' (JK, MF), and 'Process insights (preview)' which shows an average duration of 00:08:02.



# Deep dive: **Automate business processes**

# Automate with flows



## Cloud flows

Automate modern apps, services, and data with APIs in the cloud

Powered by **digital process automation** (DPA)



## Desktop flows

Automate legacy systems on a desktop or virtual machine (VM)

Powered by **robotic process automation** (RPA)

# Bridge the gap with API **connectors** and UI **actions**



## Connectors

**Prebuilt:** Connect to over 1,000+ prebuilt API connectors

**Custom:** Develop your own API connectors for personalized solutions

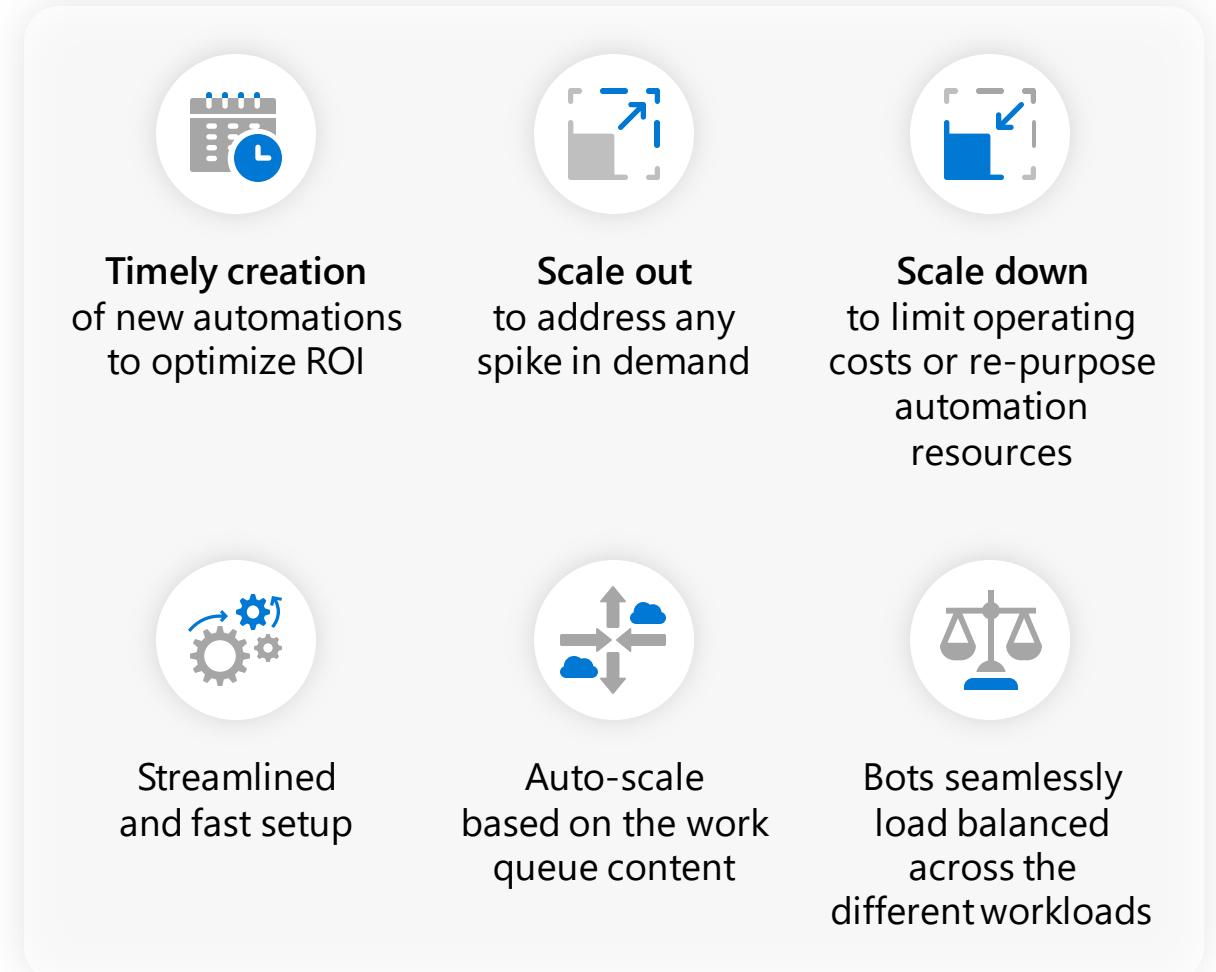
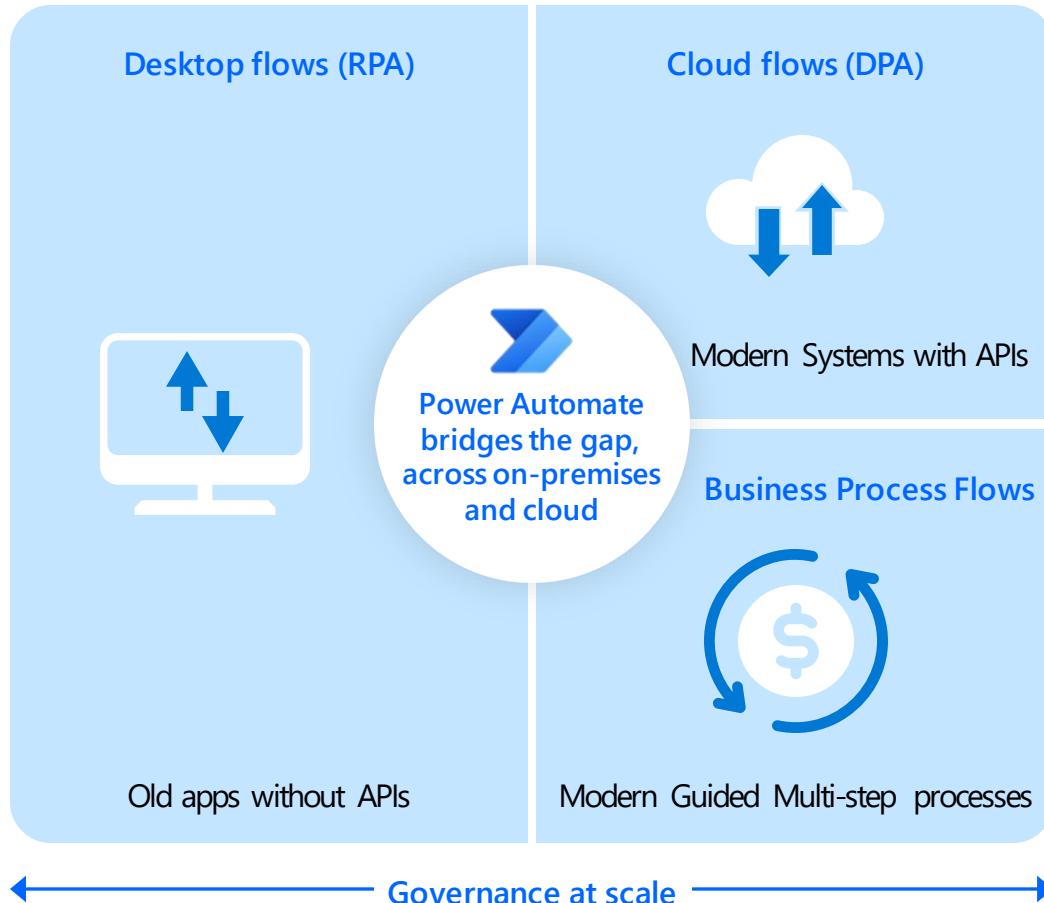


## Actions

**Prebuilt:** Choose from hundreds of drag-and-drop UI actions

**Custom:** Develop your own UI actions with the actions SDK (preview)

# Automate across the old and the new



# Enhance automation with AI

Make your automated workflows even more intelligent



[AI Builder](#)



[Artificial intelligence \(AI\)](#)

[Learn more >](#)

AI Builder in Power Automate

Document Automation

How it works

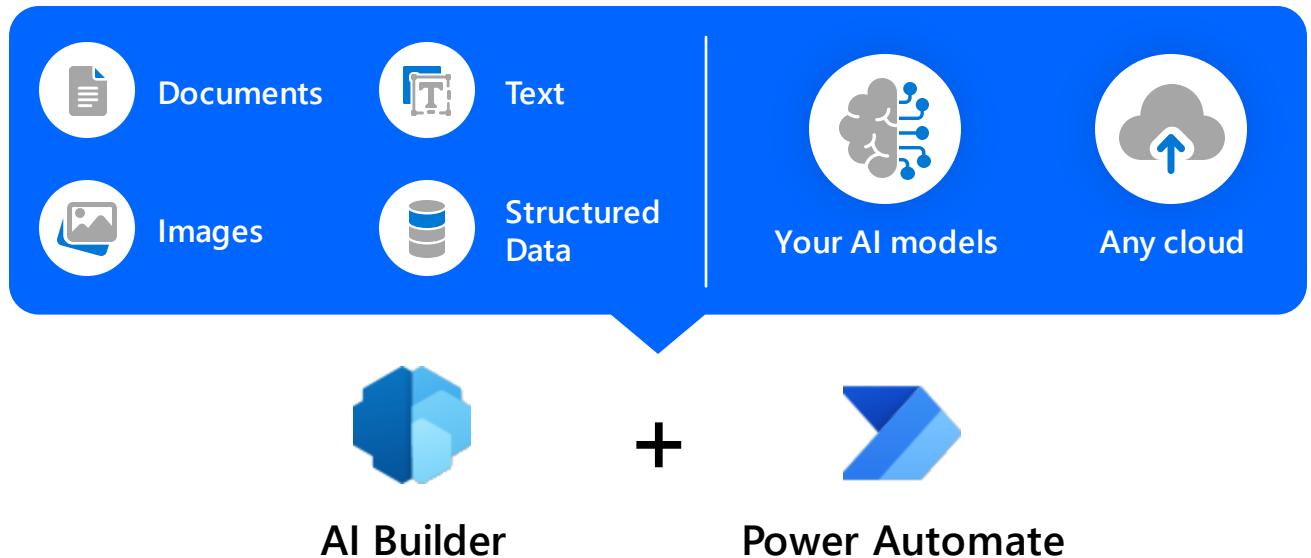
# AI Builder in Power Automate

## Build intelligent experiences

Invoke an AI model with specific workflows, data, and AI Builder

Embed AI into processes without the help of a data scientist

Build robust, dynamic automations



Automate customer application processing	Automate leads entry	Automate supplier invoice processing	Automate expense reports	Digitalize text from a picture
Categorize user feedback	Identify language of text	Translate support requests	Extract insights from product reviews	Identify and route customer requests
Identify sentiment from social media posts	Identify fraudulent transactions	Predict customer churn	Classify and index images based on their content	Automate inventory control

# Document Automation

Automate your documents

## How it works

Power Automate and the Power Platform provide a complete solution for processing documents at scale that includes AI powered data extraction, manual validation, process orchestration, pipeline monitoring, and more.



### Receive documents

Receive documents from your customers



### Extract

Extract information from the documents



### Validate

If needed, a human can confirm or correct the extracted data



### Export

Export the extracted data to your ERP or to any other data storage of your choice



### Monitor

Supervise your end-to-end process with the provided monitoring application

# Document Automation

Increase efficiency through intelligent automated workflows powered with AI

Document Processing 1/24/2023, 3:09:42 PM | Save and close

Quick tips

Unstructured documents limitations  
Only unstructured documents in English are supported.

Still unsure?  
See our [documentation page](#) to help you choose between structured and unstructured documents.

Select the type of documents your model will process

Structured documents      Unstructured documents

Structured documents are those where for a given layout, the fields, tables, checkboxes, and other items can be found in similar places. You can teach this model to extract data from structured documents that have different layouts.  
Examples of structured documents are invoices, purchase orders, delivery orders, tax documents, etc.

Here you can see some examples of structured documents:

The screenshot shows a user interface for document processing. On the left, a sidebar lists options: 'Choose document type' (selected), 'Structured and semi-structured documents', 'Choose information to extract', 'Add collections of documents', 'Tag documents', and 'Model summary'. Below this are three thumbnail images of sample documents. The main area is titled 'Select the type of documents your model will process' and shows two buttons: 'Structured documents' (selected) and 'Unstructured documents'. A descriptive text follows, explaining what structured documents are and giving examples like invoices. To the right, a large preview window displays a detailed invoice from 'Contoso, Ltd.' to 'Wingtip Toys'. The invoice includes sections for company info, dates, itemized goods with quantities and amounts, and a summary table at the bottom. The total amount is \$454.06.

# Transform natural language to Automation

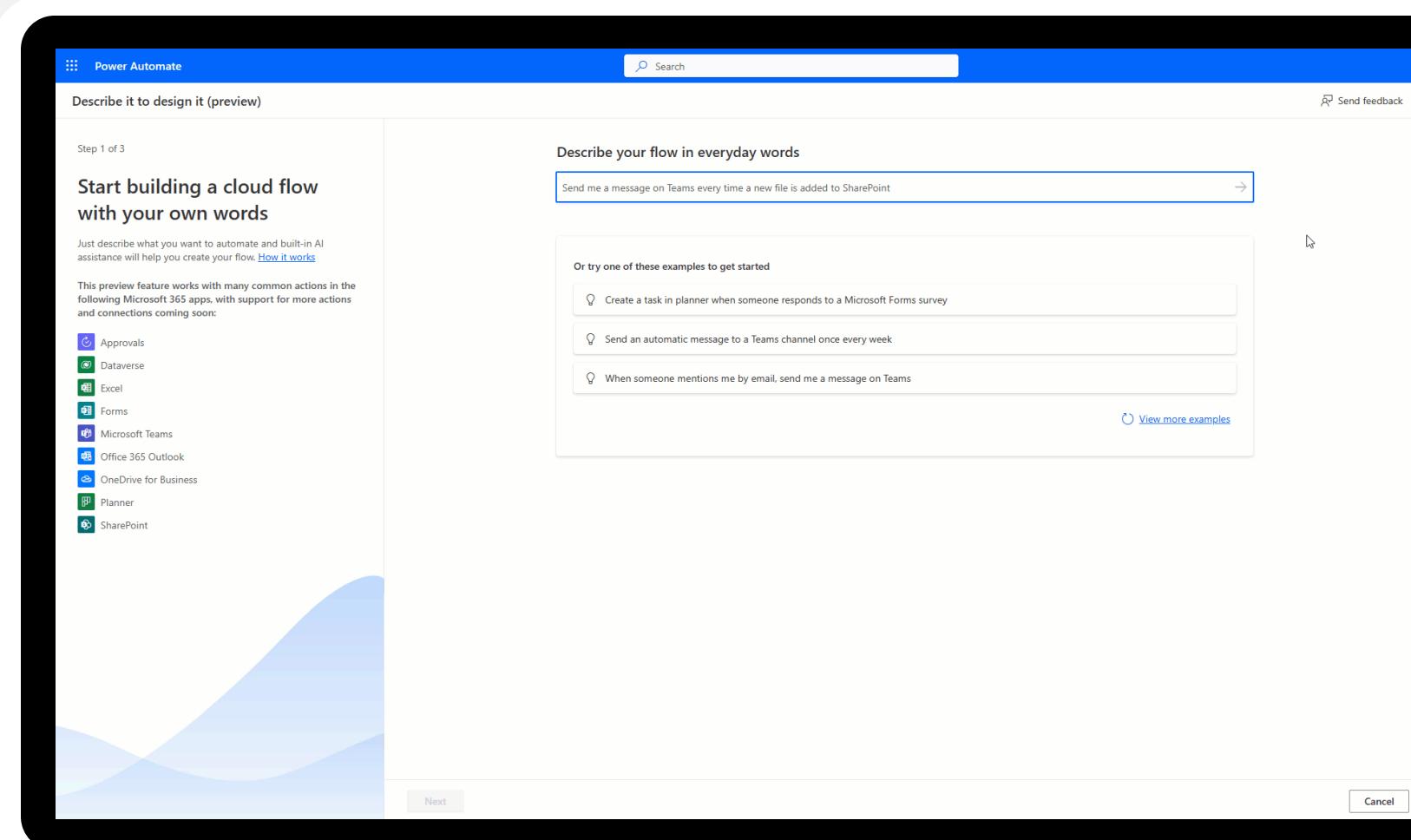
Bring ideas to life with AI powered automation development

Now you can **describe what you want** to automate in a sentence, and an AI-based copilot will build your flow in seconds

This new way to create flows runs on OpenAI Codex, an AI model descendant of GPT-3 that can **translate natural language to code**, in this case, Power Automate cloud flows

This is the same technology behind GitHub Copilot and Power Apps Ideas (preview)

At launch, Microsoft 365 connectors will be supported with **more coming in the future**

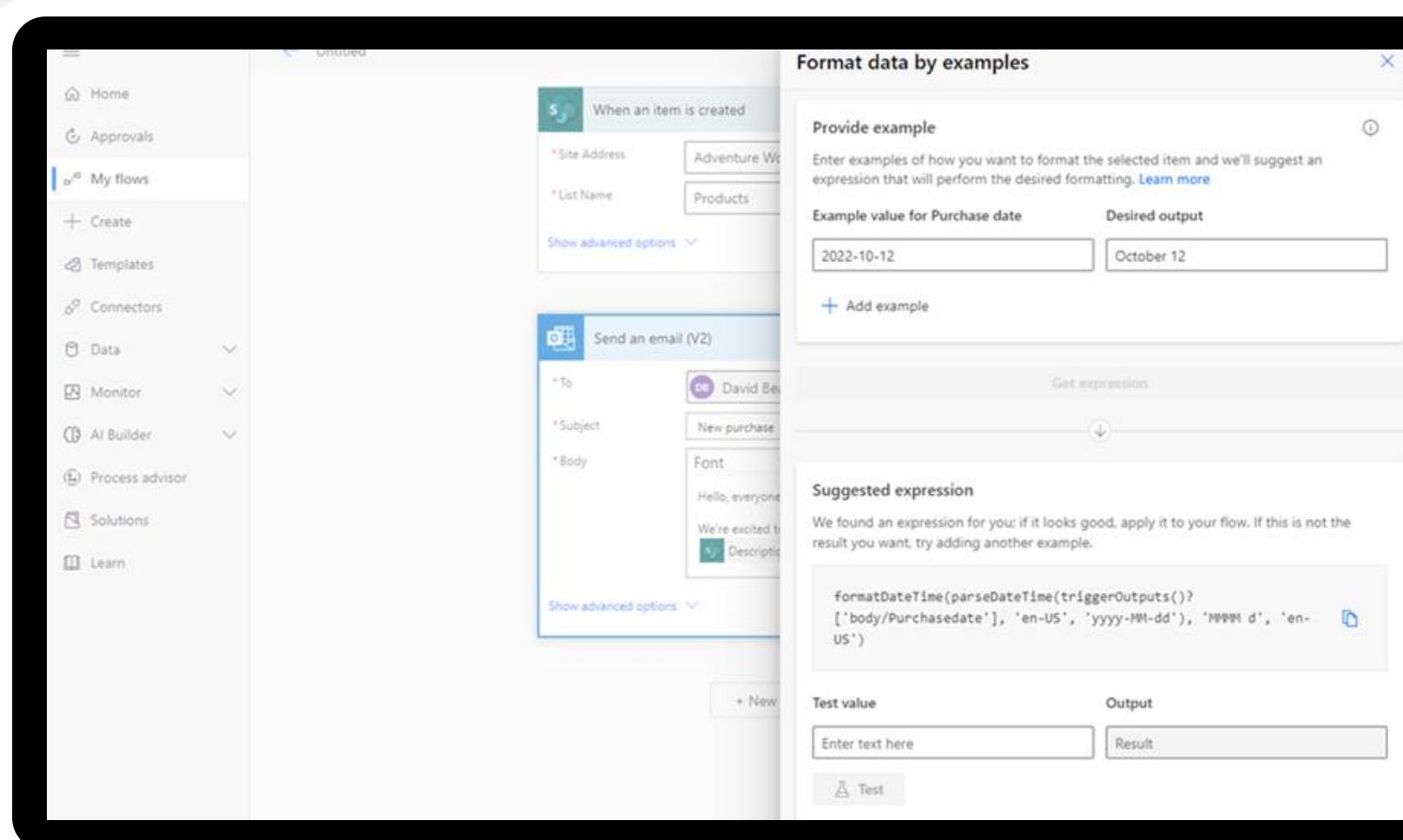


# Format data by examples

Bring ideas to life with AI powered app development

Now, it's simple for users to format data by examples with AI assistance

When you want to format text, dates, and numbers within your cloud flow, you can just provide examples of the desired output format and the copilot will automatically generate the expression formula to use



# Cloud flows

---

Digital process automation  
(DPA)



Triggers



Connectors



Designer



Templates



Approvals



AI-powered automation development with GPT



Embed Automation with ISVs

# A closer look at cloud flows

Automate between cloud-based apps, services, and data using API connectors and hundreds of prebuilt templates

## Triggers

### Automated

Run a cloud flow when something happens

### Instant

Run a cloud flow manually

### Scheduled

Run a cloud flow on a schedule

## Connectors

Connect your cloud flows to apps, services, and data

### Standard

Connect between a wide range of cloud apps, services, and data

### Premium

Expand the cloud apps, services, and data you can connect to

### Custom

Developed by enterprise customers for internal use

May be developed by SIs for their customers

Connectors are not required to be open sourced

Support is provided by internal teams/IT

### Verified Publisher

Developed & maintained by an ISV or API owner

Certified & deployed by Microsoft

Connector is open sourced in our GitHub repository and submitted to ISV Studio

Tier 2 & 3 support is provided by ISV or API owner

Publicly available for use in Power Automate, Power Apps, & Azure Logic Apps

### Independent Publisher

Developed & maintained by 1 or more developers

Certified & deployed by Microsoft

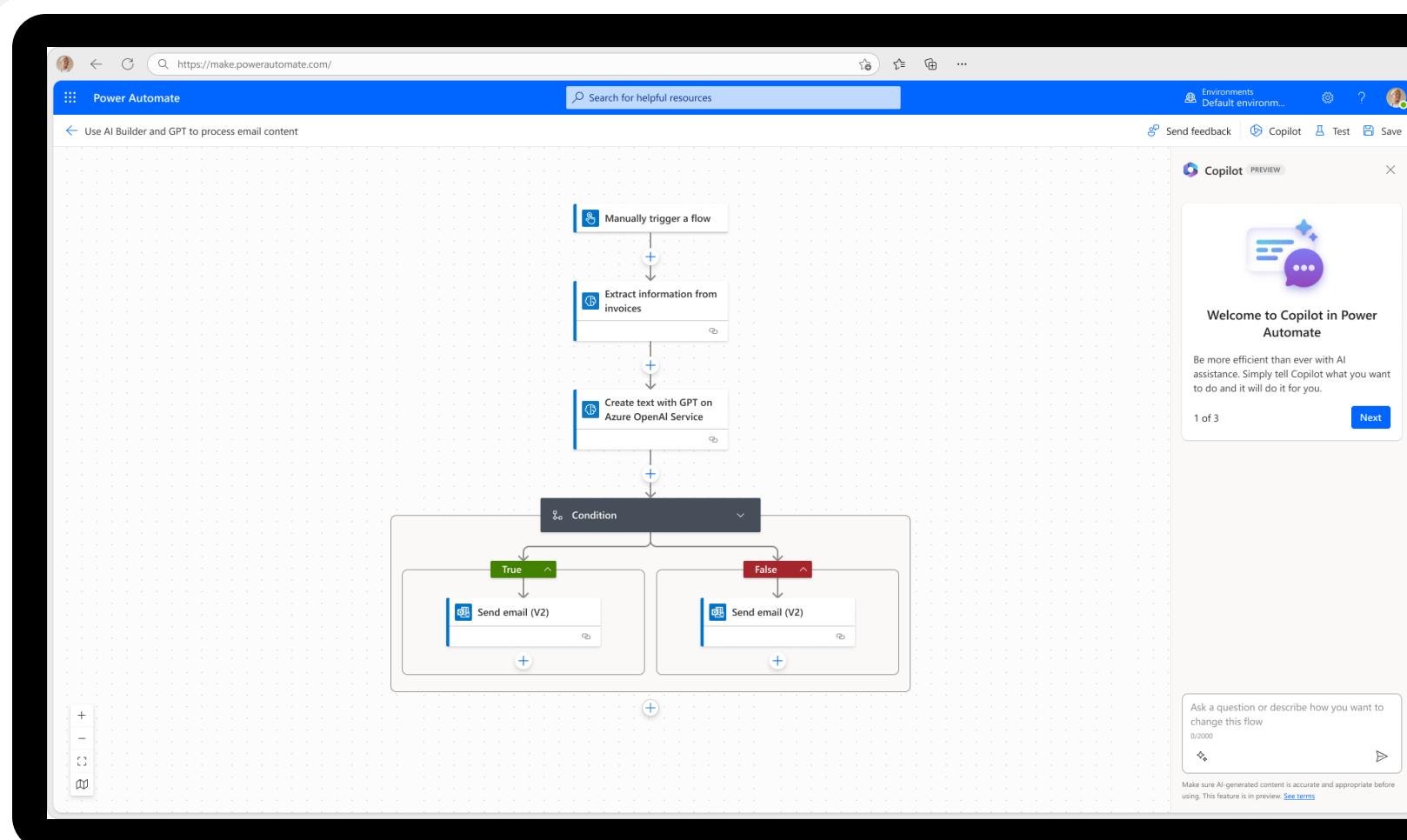
Connector open sourced in our GitHub repository

Tier 2 & 3 support is provided by the community

Publicly available for use in Power Automate, Power Apps, & Azure Logic Apps

# Cloud flows designer

Use API **connectors** for each step in your cloud flow



# Cloud flows templates

Get started quickly with prebuilt, searchable cloud flow templates

The screenshot shows the Microsoft Power Automate website interface. At the top, there's a navigation bar with the Microsoft logo, 'Power Automate', and links for 'Product', 'Capabilities', 'Pricing', 'Partners', 'Learn', 'Support', and 'Community'. On the far right are 'Sign in', 'Try free', and a 'Buy now' button. Below the navigation is a search bar with the placeholder 'Search templates ...' and a magnifying glass icon. To the right of the search bar is a dropdown menu set to 'Sorted by published time'. The main content area features a grid of twelve template cards, each with a title, a brief description, the creator, and metrics like views and likes. The templates are categorized under 'Featured' and include options for 'All flows', 'Remote work', 'Approval', 'Button', 'Data collection', 'Visio', 'Email', 'Events and calendar', 'Mobile', 'Notifications', and 'Productivity'. The templates shown are:

- Notify the team when a new lead is created in Salesforce (By Microsoft Power Automate Community, Automated, 277 views)
- Notify a channel you'll be out of office (By Microsoft, Instant, 6192 views)
- Create a new Trello card from a message (By Microsoft, Instant, 5359 views)
- Get a push notification when you receive an email from your boss (By Microsoft, Automated, 547944 views)
- Get a push notification with updates from the Power Automate blog (By Microsoft, Automated, 174357 views)
- Forward emails to a channel (By Microsoft, Automated, 63448 views)
- Analyze emails sentiment with AI Builder and send results to Teams (By Microsoft, Automated, 18601 views)
- Create a to-do whenever you are @mentioned in an email (By Microsoft, Automated, 69994 views)
- Save a message to OneNote (By Microsoft, Instant, 111 views)
- Create a Planner task when a channel post starts with TODO (By Microsoft, Instant, 111 views)
- Follow up on a message (By Microsoft, Instant, 111 views)
- Notify a team when Planner tasks change status (By Microsoft, Instant, 111 views)

# Approvals with Power Automate

Create, manage and share approval processes across the organization

## Connectors

Within Power Automate you can create a new approval flow via a trigger from a system driven event from one of the **1000+ connectors or add your own LOB connector**

## Storage

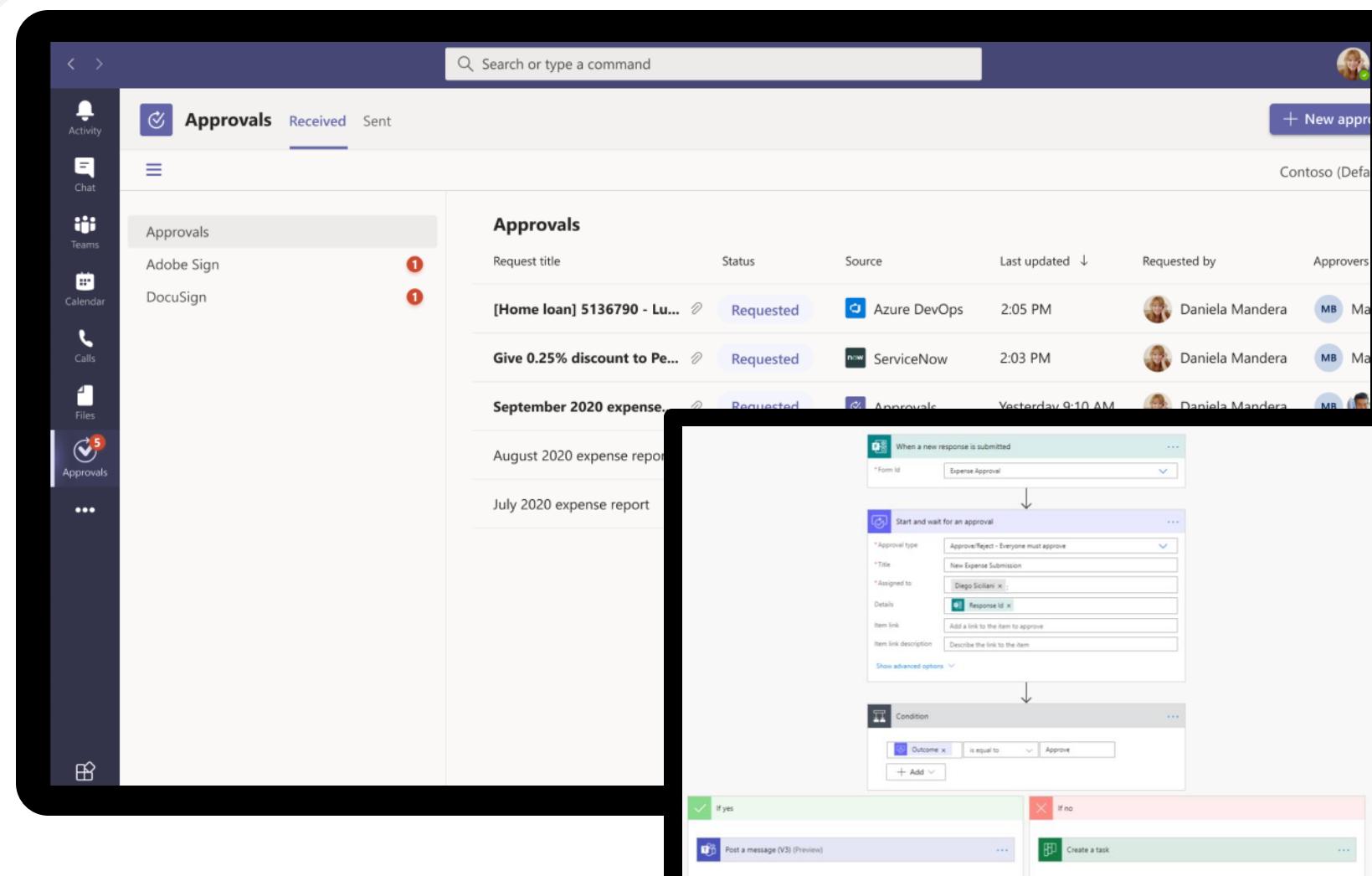
All Approvals are **stored in Dataverse** where the **admins have full access**, and can configure policies and manage Approval's storage, rollover, and policy in Dataverse

## Retention

Approvals **last forever** or whatever policy the Admin has set

## Security

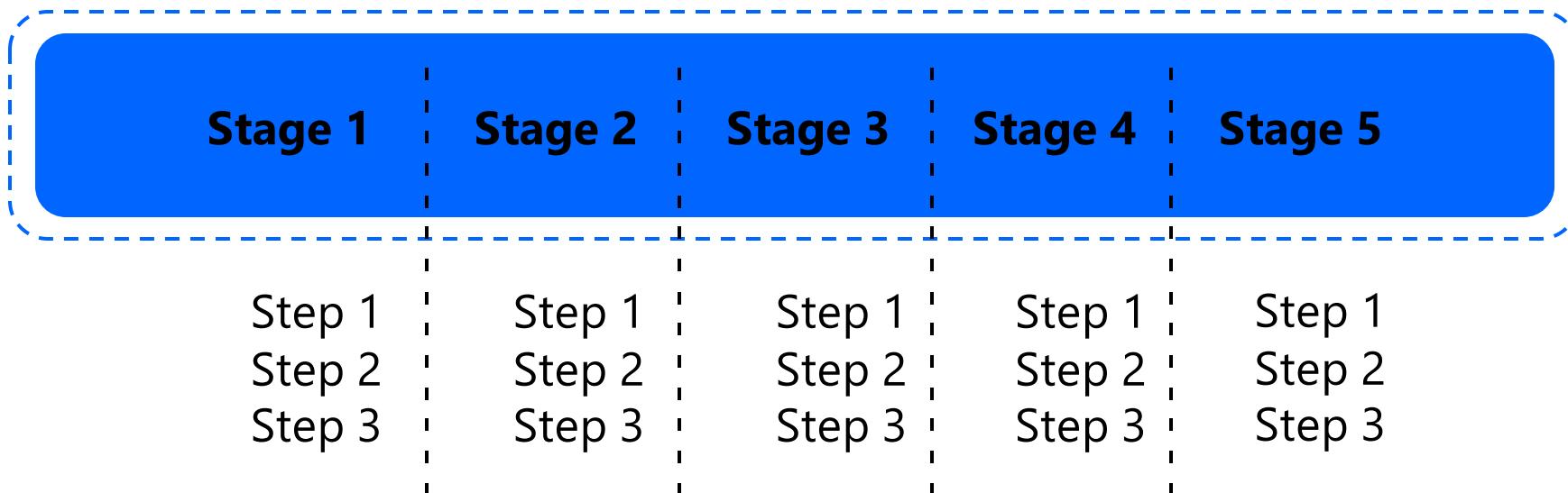
Only the **requestor, approver, and the Global Tenant Admin** can access the data



# Business process flow

Automate multistep, guided processes

A *business process flow* automates a multistep business process using Microsoft Power Apps to create an automated visual, guided experience.



# Business process flow

Automate multistep, guided processes

The screenshot displays the Dynamics 365 Project Operations interface. At the top, a navigation bar includes links for Save, Save & Close, New Project, Copy Project, Deactivate, Book, Delete, Refresh Project Totals, Refresh, Export to PDF, Process, Share, Email a Link, Flow, Word Templates, and a search bar. Below the navigation bar, a banner for "Professional Services Engagement" shows the project status: Active for 37 minutes, Due Date 3/29/2021 4:00 PM, \$1,110,952.00 Estimated Labor Cost, 0.00 Cost Consumption %, and 0.00 Progress %. A horizontal timeline below the banner tracks the project stages: New (37 Min), Quote, Plan, Deliver, Complete, and Close. The "New" stage is highlighted with a red circle. The main content area is divided into several sections: "Summary" (selected tab), Tasks, Team, Resource Assignments, Resource Reconciliation, Estimates, Tracking, Sales, Task Billing Setup, Expense Estimates, and Related. The "General" section contains fields for Project ID (P-001024-D), Name (Professional Services Engagement), Description (---), Owning Company (USPM), Customer (ADatum Corporation), Calendar template (PST 8 hrs), Currency (USD), Contracting Unit (Contoso Software US), and Project Manager (Molly Clark). The "Estimates" section lists Estimated Start Date (1/28/2021), Finish Date (3/29/2021 at 4:00 PM), Effort (Hours) (4,992.00), Estimated Labor Cost (\$1,110,952.00), Estimated Expense Cost (\$52,010.00), and Estimated Total Cost (\$1,162,962.00). The "Actuals" section shows Actual Start (---), Actual Finish (---), Actual Labor Cost (\$0.00), Actual Expense Cost (\$0.00), Actual Total Cost (\$0.00), and Effort Completed (Hours) (0.00). On the left side, a sidebar titled "My Work" lists Dashboards, Time Entries, Expenses, Approvals, and Projects (selected). The "Projects" section under "My Work" includes sub-options for Projects, Schedule Board, Resource Utilization, Resources, and Roles. At the bottom, a footer bar features a "Projects" icon, a "Save" button, and a "Search" bar.

# Desktop flows

---

Robotic process  
automation (RPA)



Attended vs Unattended RPA

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Logical architecture

---



Connect to legacy and modern systems

---



Visual Designer

---



Recorder

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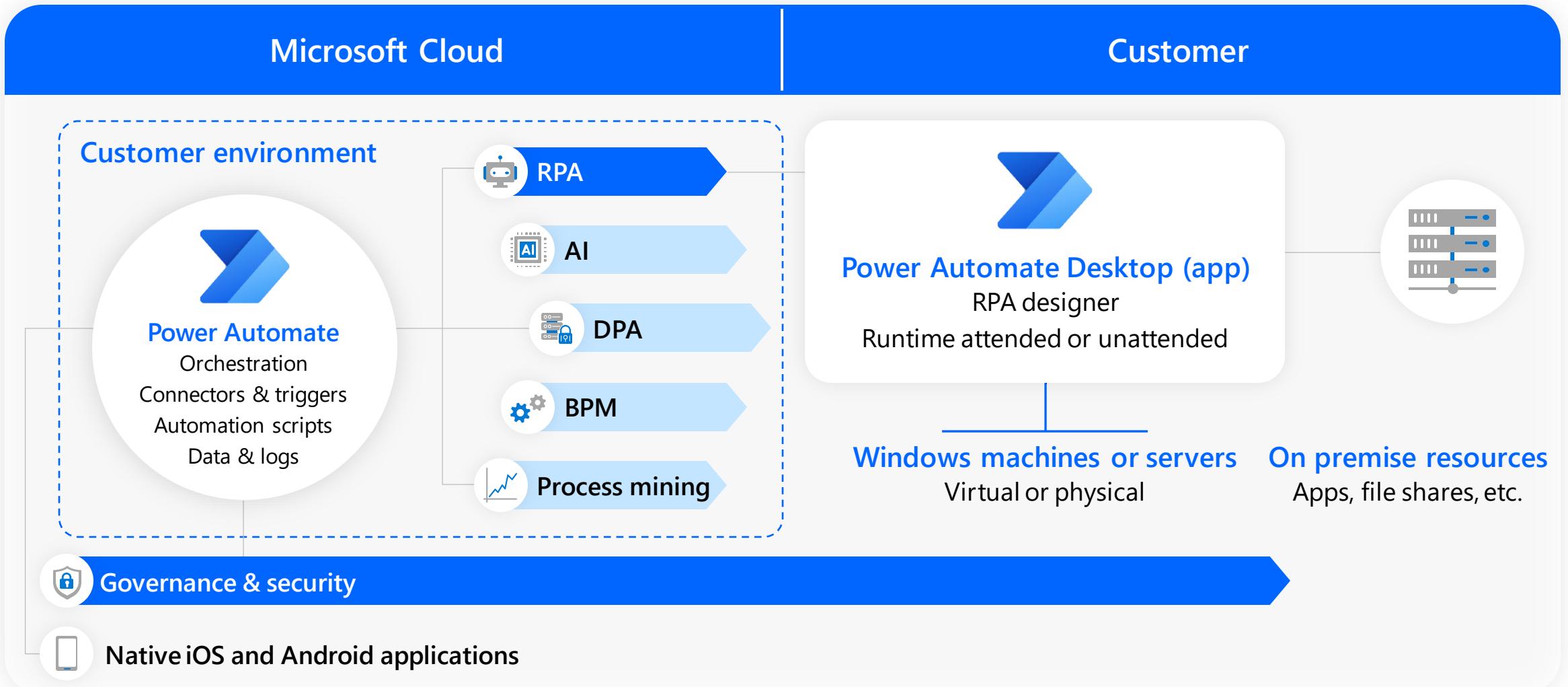
Exceptional handling

# 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



# Bridge old and new systems

Use desktop flows to connect between legacy and modern systems



## Desktop applications

Win32  
Java  
Citrix  
SAP  
AS400

Other legacy systems



## Browsers

Microsoft Edge  
Google Chrome  
Firefox  
Internet Explorer

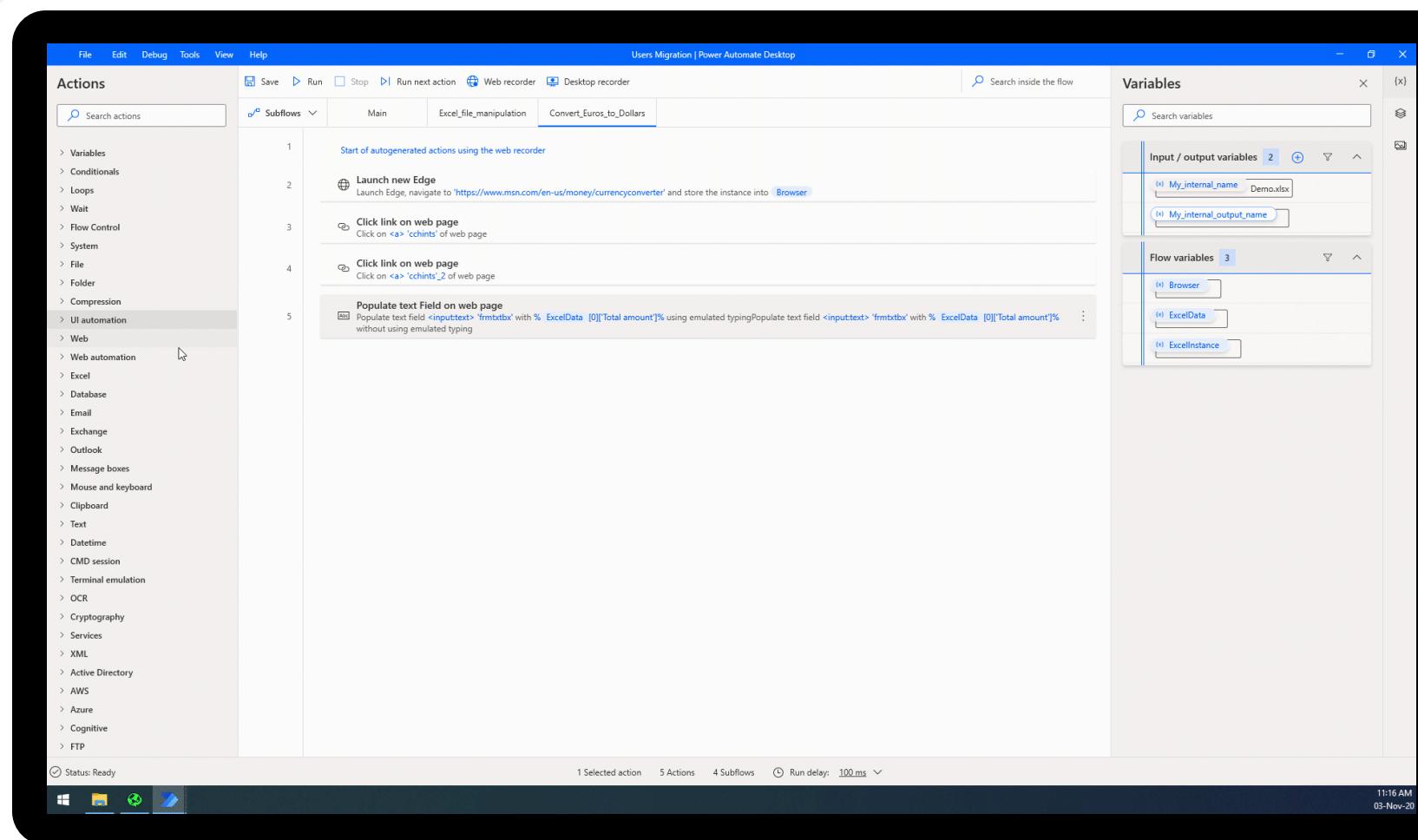


## Virtual Desktops

Citrix  
RDP

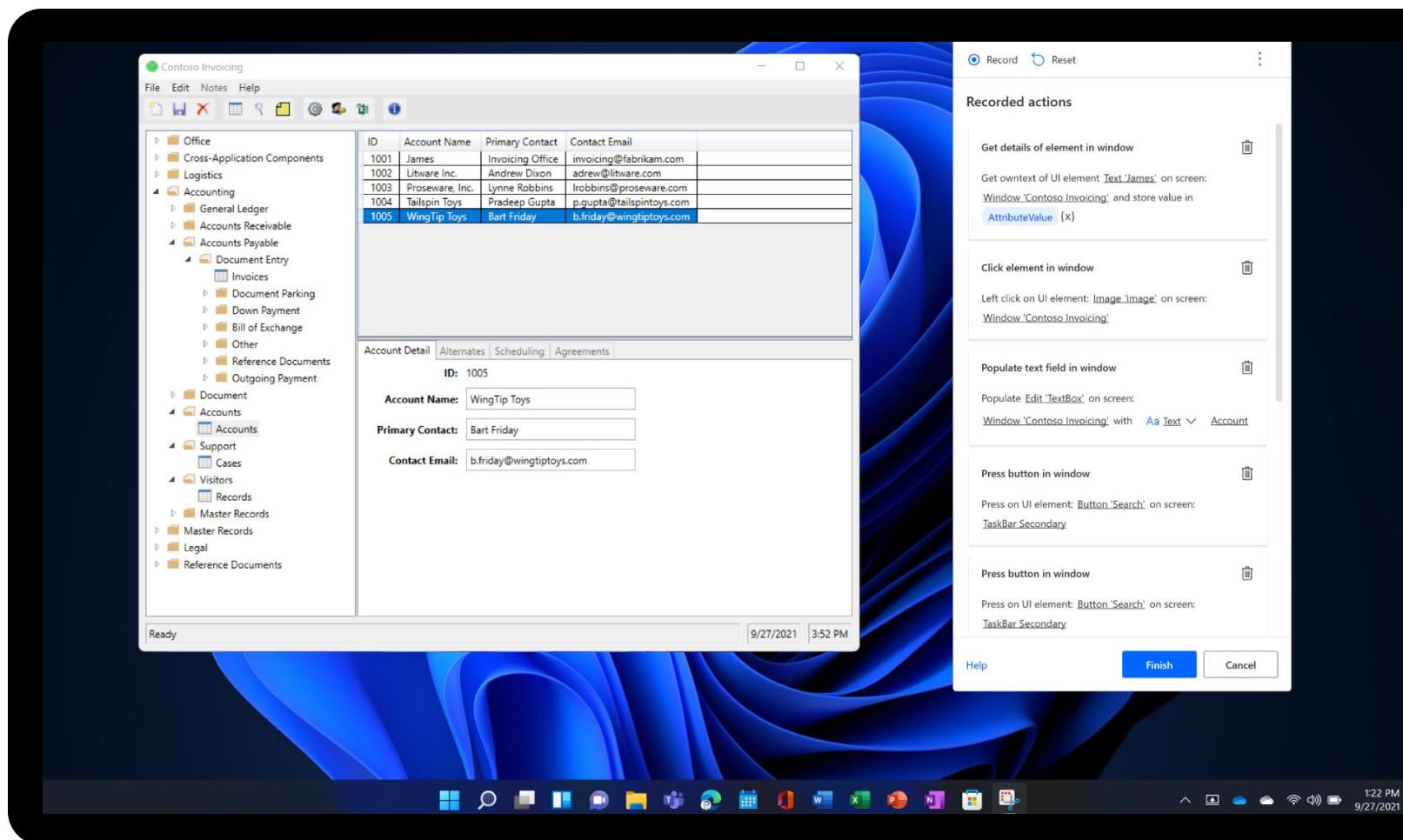
# Visual designer

Use actions for each step in your desktop flow



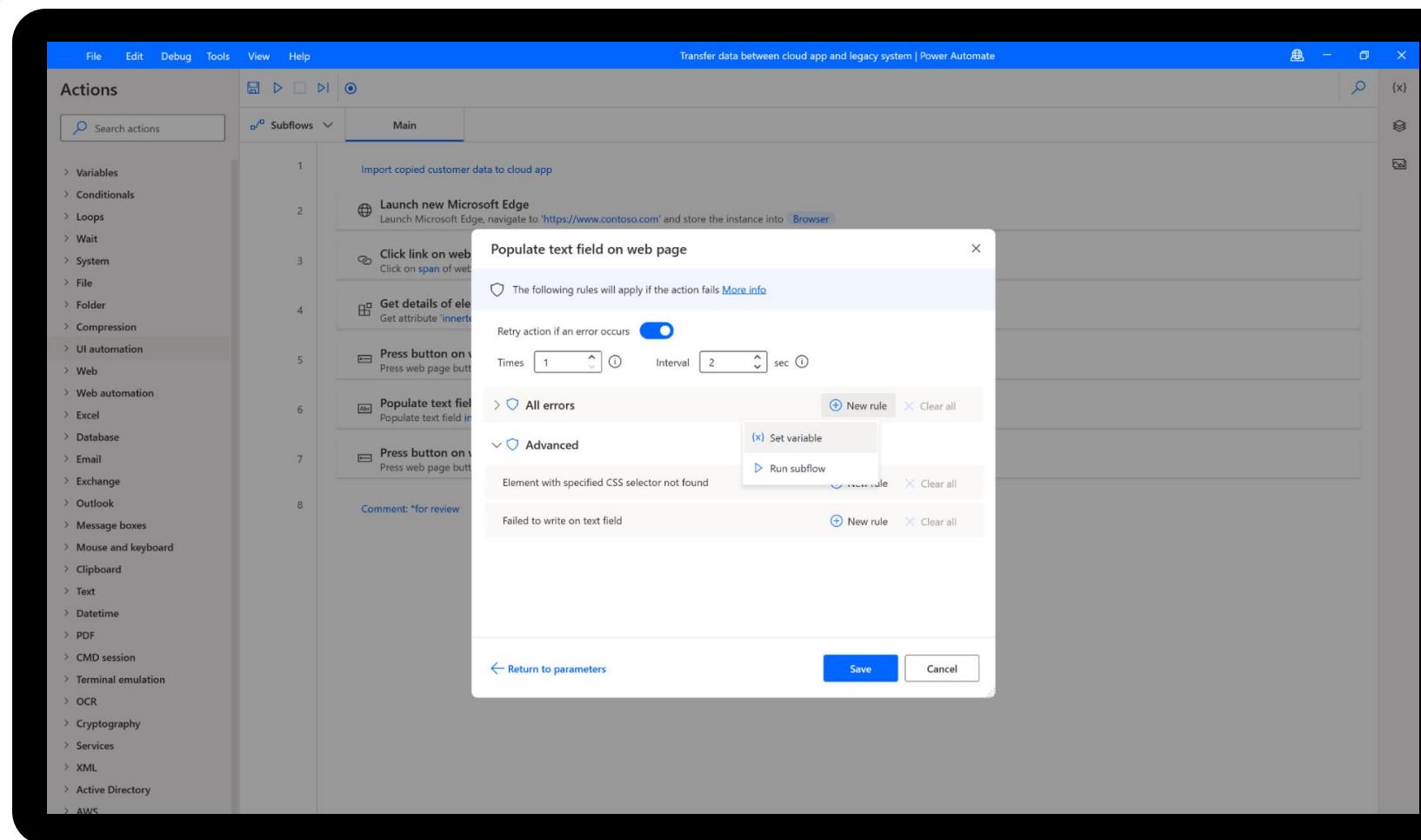
# Recorder

Use the recorder to capture your own actions



# Exception handling

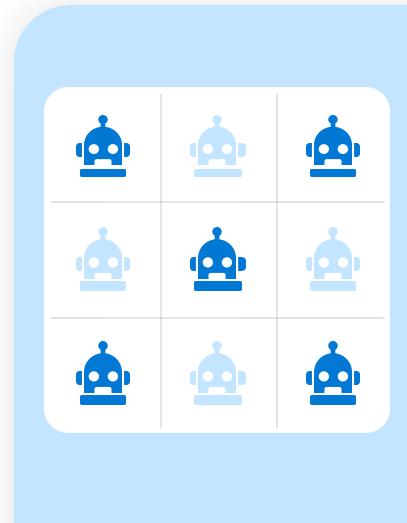
Use the on-error functionality to foo





# Deep dive: Orchestrate your automations

# Scale your workloads with hosted RPA



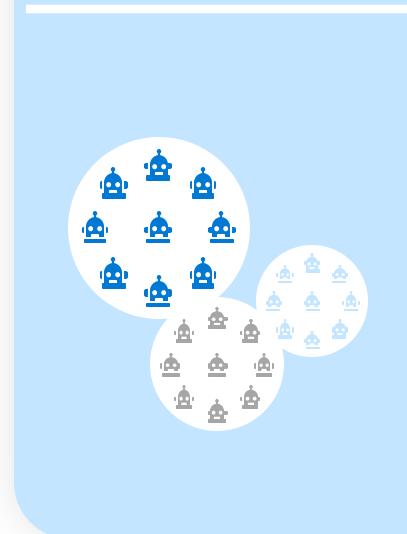
## Single hosted machines

**For** pro and citizen developers

Build or test automation

**For** business users

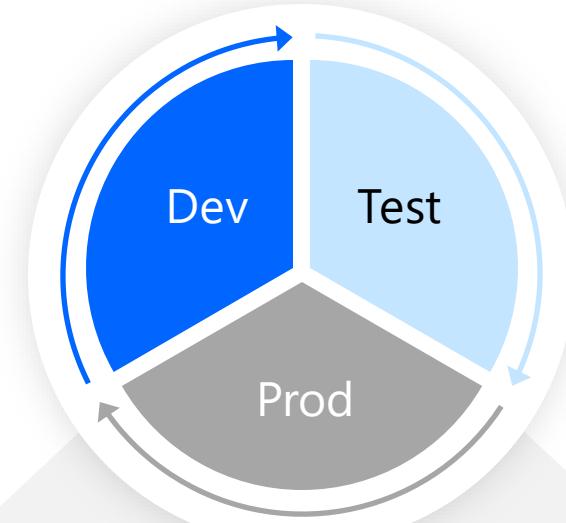
Run automation on dedicated machines



## Hosted machine groups

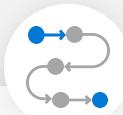
**For** unattended automation in production

Optimize your resources for higher efficiency and lower cost



### Automatic scaling

**Manage peaks** with machines that spin up and down to optimize efficiency



### Dynamic load balancing

**Optimize resources** between processes, teams, and organizations

# Hosted machine group: Unattended load-management

Increased load trends

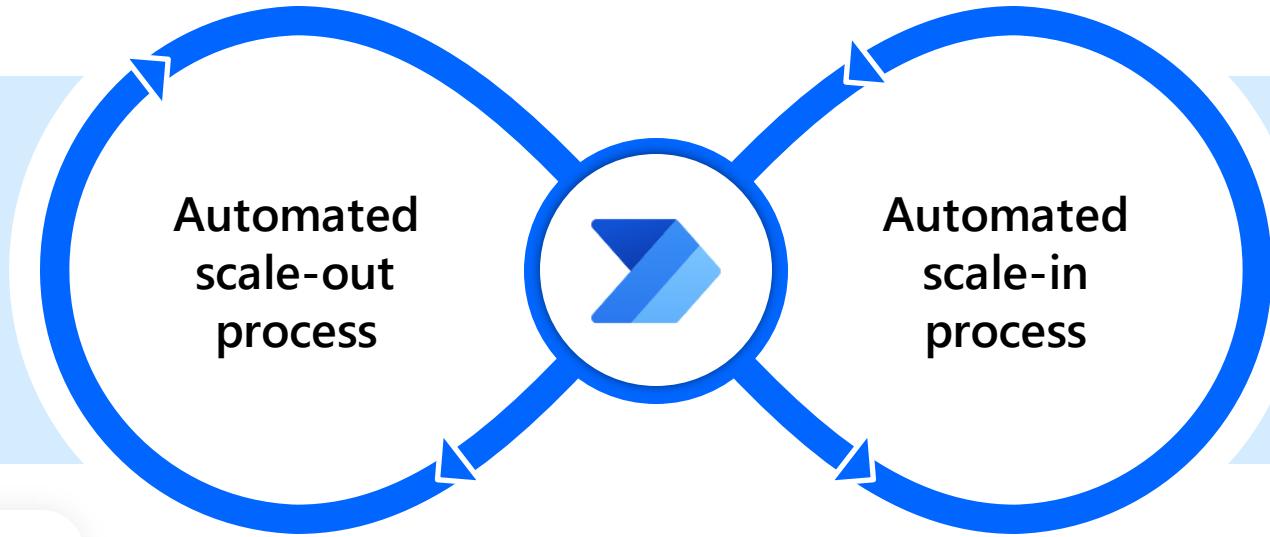


~10 mins to 1 hour

Average time to  
scale-out/in



Machine utilization



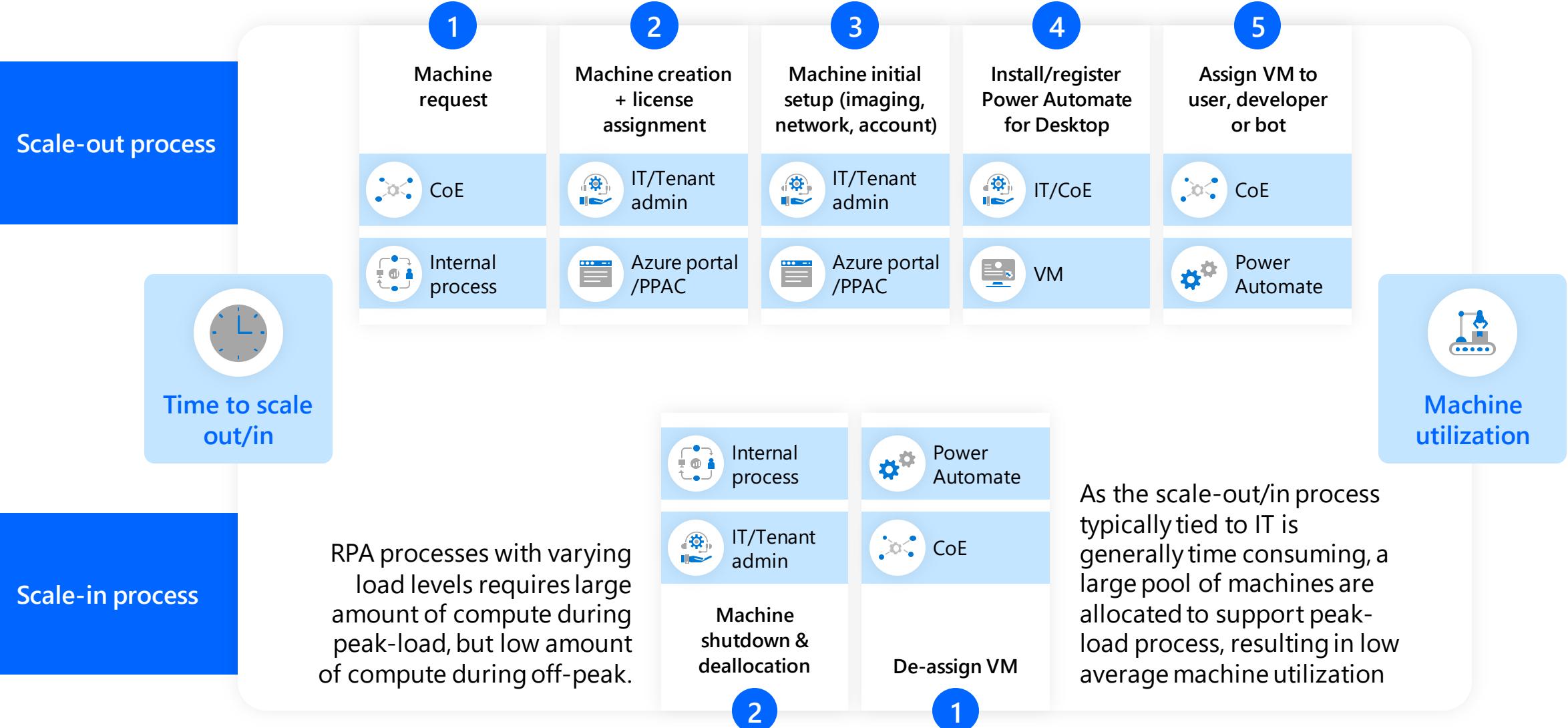
Decreased load trends



## Observations

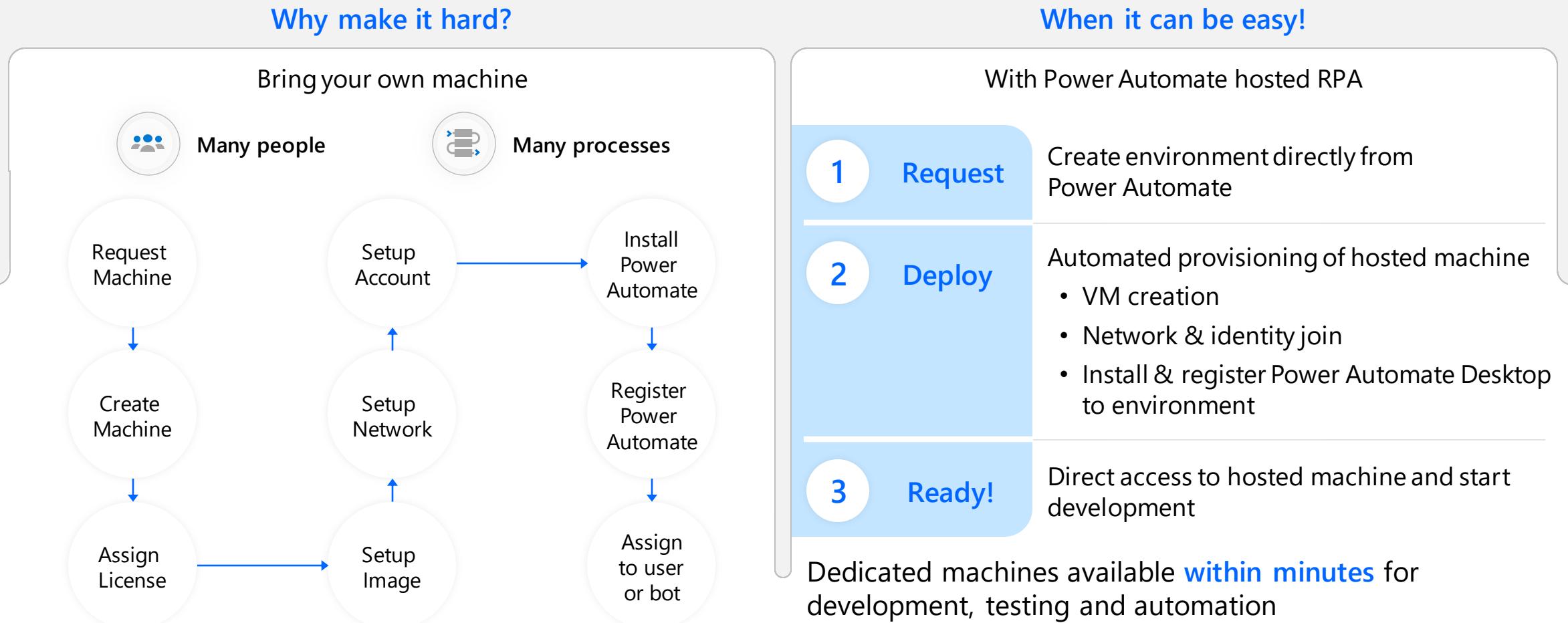
- With hosted machine group, multiple RPA processes with varying load levels in an environment are automatically scaled-out/in based on real-time load.
- The number of allocated capacity in an environment are automatically assigned across different RPA processes, ensuring available machines are efficiently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

# Typical unattended RPA workload management



# Seamless setup

Simplify and accelerate RPA machine deployment



# 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 shows the Microsoft Power Automate web interface. On the left, a sidebar navigation includes Home, Action items, My flows, Create, Templates, Connectors, Data, Monitor, Runs, Machines, AI builder, Solutions, and Learn. The main content area is titled 'Machine groups > Invoice Management'. It displays the following details:

Machines group type	Flow activity	VM image	Account type
Hosted machine group	3 running, 1 queued	Marketing VM image	Local account

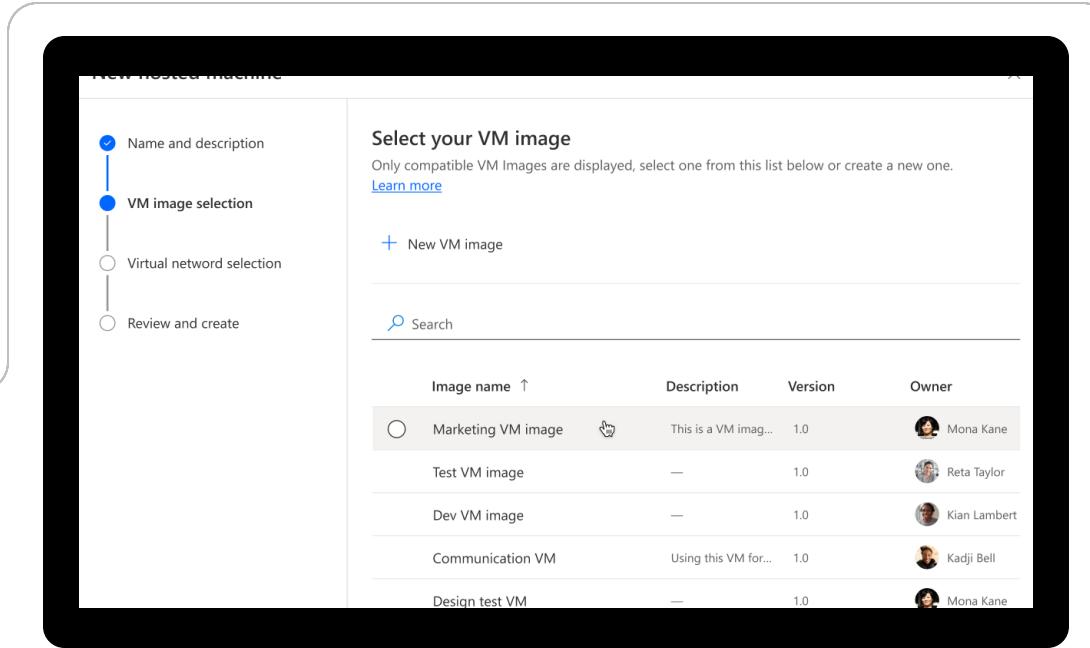
Under 'Runs', there is a table showing the following data:

Requested	Desktop flow	Status	Parent flow
Jan 04, 03:29 PM (6 min ago)	Contoso invoice Management flow	Running	Automatic invoice management
Jan 04, 03:33 PM (2 min ago)	Contoso invoice Management flow	Running	Automatic invoice management
Dec 19, 03:29 PM (2 weeks ago)	Contoso invoice Management flow	Failed	Automatic invoice management
Dec 19, 01:12 PM (2 weeks ago)	Contoso invoice Management flow	Successful	Automatic invoice management
Dec 19, 11:32 AM (2 weeks ago)	Contoso invoice Management flow	Successful	Automatic invoice management
Dec 19, 09:10 AM (2 weeks ago)	Contoso invoice Management flow	Successful	Automatic invoice management
Dec 18, 08:29 PM (2 weeks ago)	Contoso invoice Management flow	Failed	Automatic invoice management
Dec 18, 06:09 PM (2 weeks ago)	Contoso invoice Management flow	Successful	Automatic invoice management
Dec 18, 04:11 PM (2 weeks ago)	Contoso invoice Management flow	Failed	Automatic invoice management
Dec 18, 03:12 PM (2 weeks ago)	Contoso invoice Management flow	Successful	Automatic invoice management

On the right side, there are sections for 'Connections' (listing 'RPATest-Contoso\Monal' and 'RPATest\Alan') and 'Shared with' (listing 'mokane@microsoft.com' and 'alarice@microsoft.com').

# Hosted machine setup

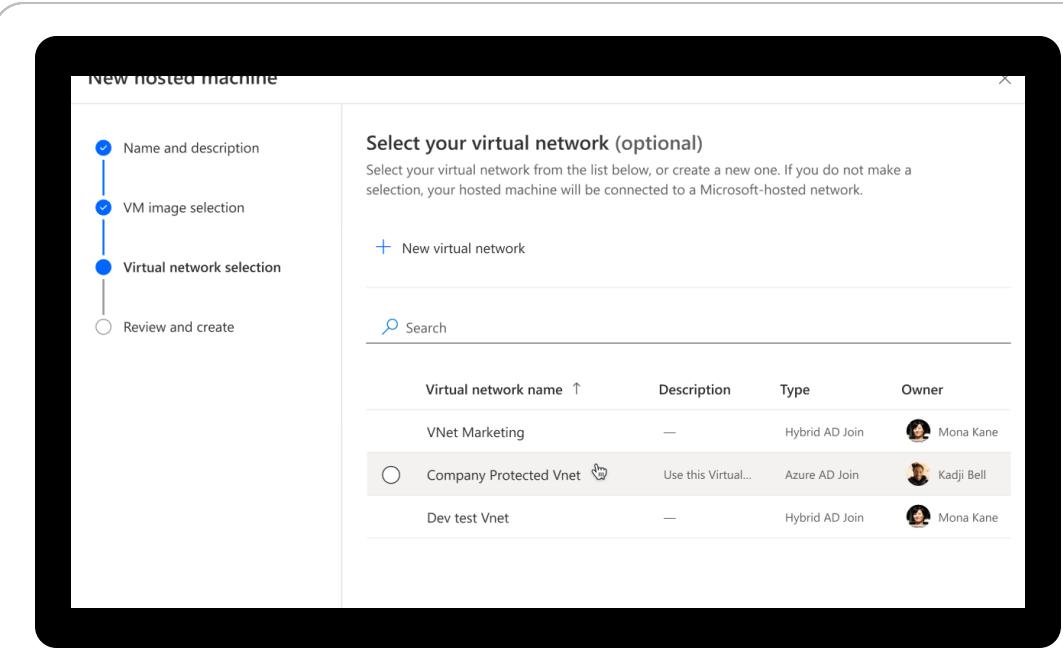
## Seamless set up



### Two virtual machine (VM) options

**Default Windows image** provided by Power Automate

**Bring your own** custom VM image through native integration with Azure Compute Gallery



### Virtual network selection (optional)

# Hosted machine group setup

Respond to spikes  
in demand with  
automatic scaling  
and dynamic load  
balancing

The screenshot shows the Microsoft Power Automate interface. On the left, the navigation bar includes Home, Action items, My flows, Create, Templates, Connectors, Data, Monitor, Cloud flow activity, Desktop flow activity (preview), Desktop flow runs, Machines, AI Builder, Process advisor (preview), Solutions, and Learn. A 'Ask a chatbot' button is at the bottom left.

The main area displays a list of machines:

Machine name	Description	Version	Group
High-density device	—	2.15.20.21305	—
IBMKT-HHTB2	Very long description of a machine that l...	2.15.20.21305	IBM
IBMKT-HHTB24	—	2.15.20.21305	IBM
IBMKT-HHTB3	This is a very long machine description r...	2.15.20.21305	IBM
IBMKT-HHTB5	This is a long machine description that g...	2.15.20.21305	IBM
MININT-4HCA	This is a machine description	2.15.20.21305	SAP
MININT-4HCB	This is a long machine description that g...	2.15.20.21305	SAP
MININT-4HCC	—	2.15.20.21305	SAP
MININT-4HCD	—	2.15.20.21305	SAP
MININT-4HCS	Description of a machine named MININ...	2.15.20.21305	—
My network machine	This is a machine description	2.15.20.21305	—
My other machine	This is a long machine description that g...	2.15.20.21305	—

To the right, a modal window titled 'New hosted machine group' is open. It shows a flowchart with steps: Name and description, Re-use session, Bot usage selection (selected), VM image selection, Access your hosted machine group, and Review and create. A note says 'Select the maximum number of bots' and defines it as the maximum number of bots assigned to this environment. A slider is set to 16 bots. A note also states that you can't go beyond the total number of bots assigned to your environment, and if multiple hosted machine group groups are used in the same environment, bots will be automatically load balanced between the groups. A link to 'Hosted machine group load balancing' is provided.

# Powerful Governance Tools

## Power Platform Admin Center

The most comprehensive governance and security features **out-of-the-box**

### Tenant isolation

This screenshot shows the 'Tenant isolation (preview)' section in the Power Platform Admin Center. It includes a toggle switch labeled 'On' for inbound and outbound directions, and a tenant ID field.

### Control actions

This screenshot shows the 'Connector actions' section for a SQL Server connector. It lists various actions like 'Delete row (V2)', 'Execute a SQL query (V2)', and 'Execute stored procedure (V2)', each with an 'Allowed' toggle switch set to 'Yes'.

### Data Policies

This screenshot shows the 'Data policies' section for connectors. It displays a list of connectors with columns for Name, Status, Class, Publisher, and About.

### Configure endpoints

This screenshot shows the 'Configure endpoints' section for a SQL Server connector. It allows users to add, delete, or modify endpoint rules based on priority and action (Allow or Deny).

## Center of Excellence starter kit

The starter toolkit you need to **drive innovation** and **improvement faster**

### Multiply the effectiveness of IT admins

This screenshot shows a Power BI dashboard titled 'BVED\_CoEashboard\_JuneDashboard\_update...'. The dashboard includes sections for Microsoft Teams, Cloud flows, Makers, Desktop Rows, Virtual Agents, Power Apps Portals, Custom Connectors, App Connections, and App Risk Assessment. A sidebar on the right contains various filters and a search bar.

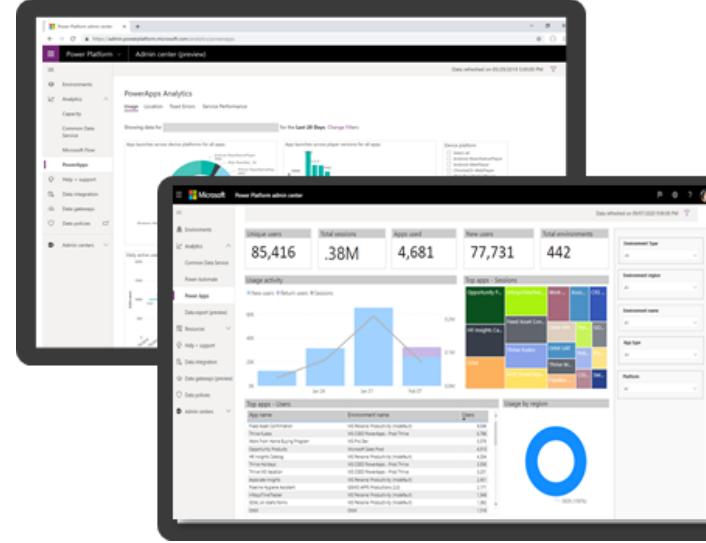
# Center of Excellence starter kit (CoE)



## The CoE starter toolkit



## Out-of-the-box analytics



## Self-service analytics

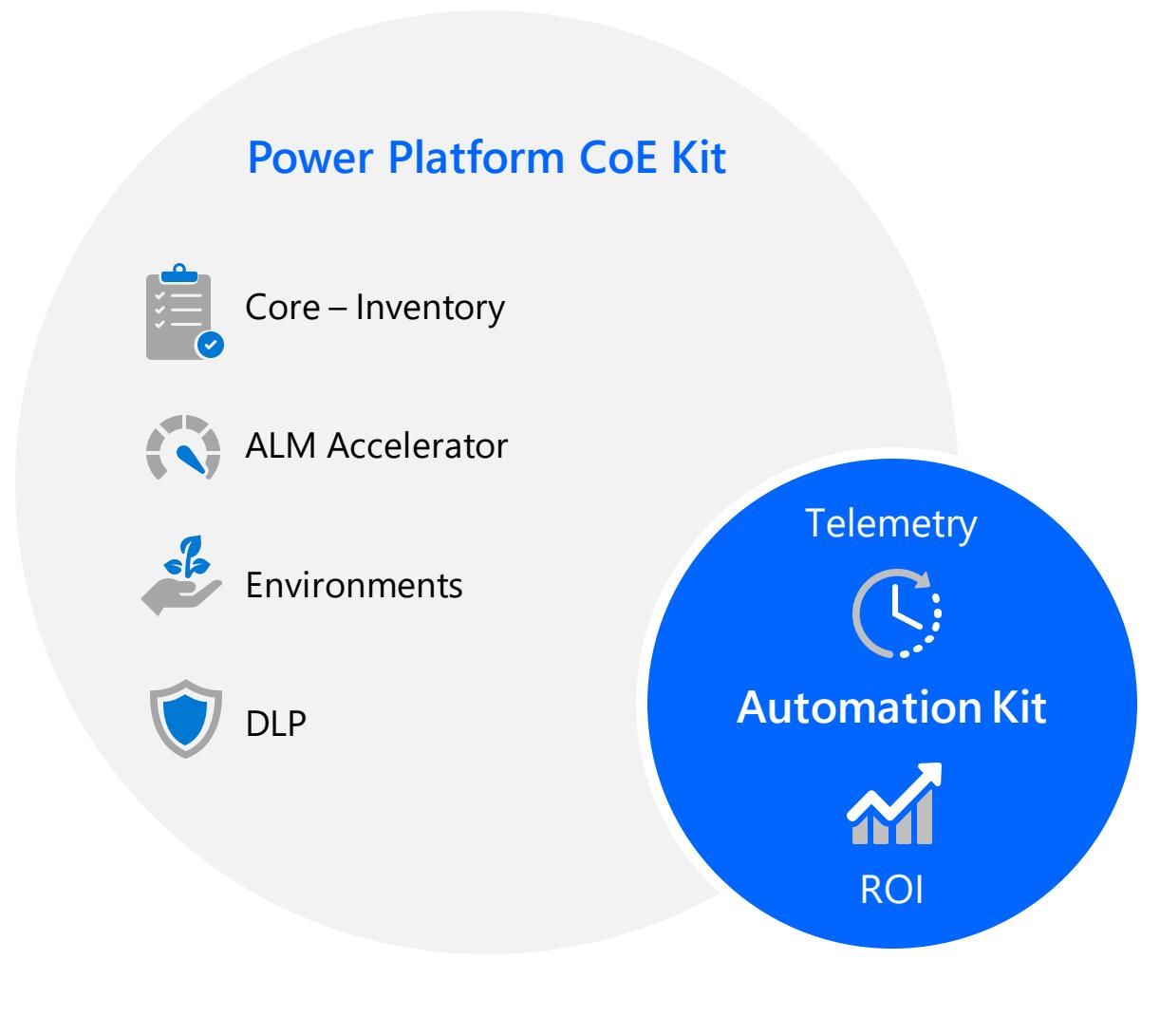


A downloadable Power BI package that is optimized to get you started

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

Export data to Azure for custom analytics and performance monitoring

# Power Platform CoE Kit | Automation Kit



## Power Platform CoE Kit includes

- Power Platform Inventory
- Innovation Backlog
- ALM Accelerator
- Environment Request Tool
- DLP Editor
- Application catalog



## Automation Kit includes

- Monitor Cloud and Desktop Flows
- Automation Project ROI and approval process
- Near real time telemetry and monitoring

Automation CoE Blueprint <https://aka.ms/autocoebueprint>

Automation CoE Strategy <https://aka.ms/autocoestrategy>

# Automation Project app

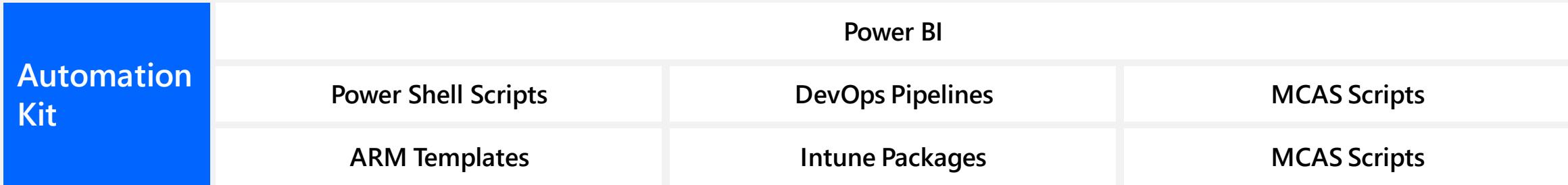


Streamline new automation project requests with approvals, and help with prioritization.

The screenshot shows a tablet displaying the "AUTOMATION PROJECT" application. The interface includes a header with a search bar, a dropdown for "Project Status", and a "+" button. Below the header is a grid of 16 project cards arranged in four rows and four columns. Each card displays a project title, its status (e.g., "Submitted", "Approved"), and details such as submitter, department, owner, ROI, and score. To the right of the grid, there is a summary section with counts for different project statuses: Approved (20), Declined (0), Saved (1), and Submitted (2). The projects listed include:

Category	Title	Status	Submitted By	Department	Owner	ROI	Score
HR Onboarding	HR Onboarding	Submitted	Miles Gibbs	Human Resources	Wes Stone	\$32520	50
	Operate IT User Support	Approved	Miles Gibbs	Information Technology	Wes Stone	\$39197	12
Vending machine replacement	Check materials and services	Approved	Ashley Shelton	Purchasing	Dinah Buckley	\$36656.46	37
	Deliver Digital Products	Approved	Ashley Shelton	Purchasing	Dinah Buckley	\$164512	12
customer order processing	Account unlock	Approved	Pranav Rastogi PA\$andbox	Information Technology	Ashley Shelton	\$1004400	37
	Warranty Claims	Approved	Auto CoE Admin	Accounting	Miles Gibbs	\$42300	50
Cartridge replacement in vending machines	Process Customer Credit	Approved	Ashley Shelton	Finance	Dinah Buckley	\$42130	5
	Process order status	Approved	Ashley Shelton	Accounting	Dinah Buckley	\$84100	25
Document Processing - Inspection Forms	Order materials and services	Approved	Ashley Shelton	Purchasing	Dinah Buckley	\$164512	12
	SAP Vendor Invoice Verification	Approved	Apostolis Papaiouannou	Finance	Apostolis Papaiouannou	\$200945	50
Offboarding Tasks	SAP Vendor Invoice Improvement	Approved	Ashley Shelton	Finance	Dinah Buckley	\$39868	37
	Cartridge replacement in vending machines	Approved	Ashley Shelton	Purchasing	Dinah Buckley	\$151200	25
Document Processing - Inspection Forms	Approved	Ashley Shelton	Human Resources	Dinah Buckley	\$40039	7	

# Automation Kit Conceptual Design



## Power Platform Main Environment (Automation CoE Main Solution)

Near-real time sync

Flow telemetry

Solutions

Machines

Audit logs

Prod Environment  
(Automation CoE Satellite Solution)

Prod Environment  
(Automation CoE Satellite Solution)

Prod Environment  
(Automation Core Satellite Solution)

Tools for everyone



# Deep dive: Extend your automations

# Integrating with your ecosystem

Utilize existing investments through connected automation

## Integrations



Power Platform

[Learn more >](#)



Microsoft 365

[Learn more >](#)



Azure

[Learn more >](#)



SAP

[Learn more >](#)

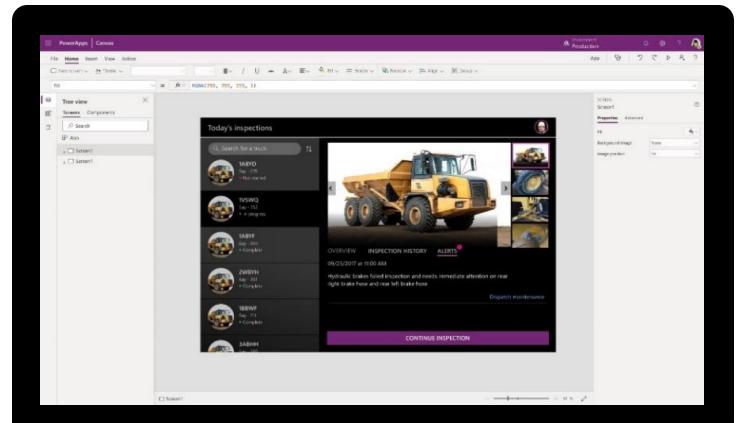


Dynamics 365

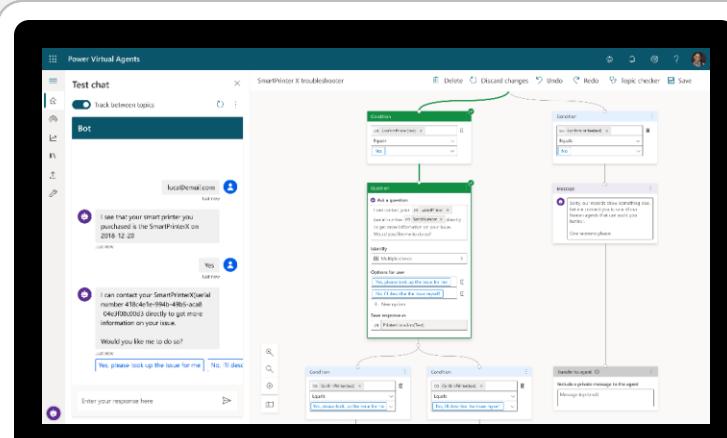
[Learn more >](#)

# Bring automation to life

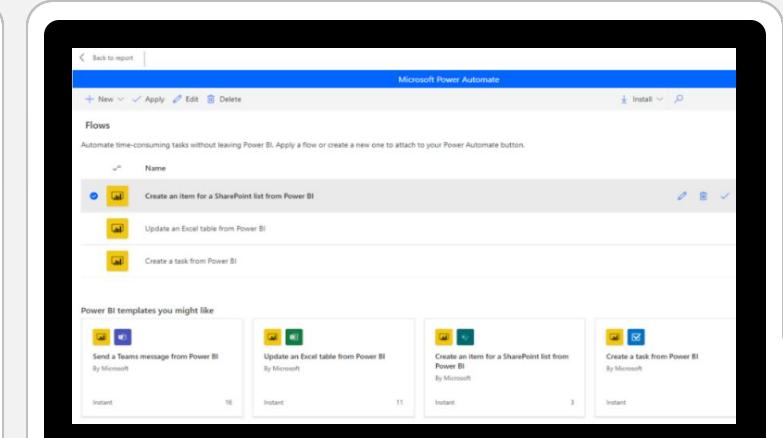
Embedded in your applications like Power Apps and Power Pages



Connect to conversation with Power Virtual Agents



Automate alerts and insights from Power BI



Leverage the **One Microsoft Cloud** so that automation is not an island

# Automate your business applications

Dynamics 365 is the only portfolio of intelligent business applications that combines immediate impact with the flexibility to rapidly extend without limits

## Customer Engagement

Sales



Marketing



Customer Service



Field Service



Commerce



Human Resources



Business Central



Finance



Supply Chain Management



Product Visualize



Customer Insights



Customer Voice



Remote Assist



Connected Store



Fraud Protection



Project Operations



Guides



IOM



## Connected Operations



Power Automate



Dataverse - data storage and management engine serving as a foundation for Microsoft's Power Platform and Dynamics 365 apps

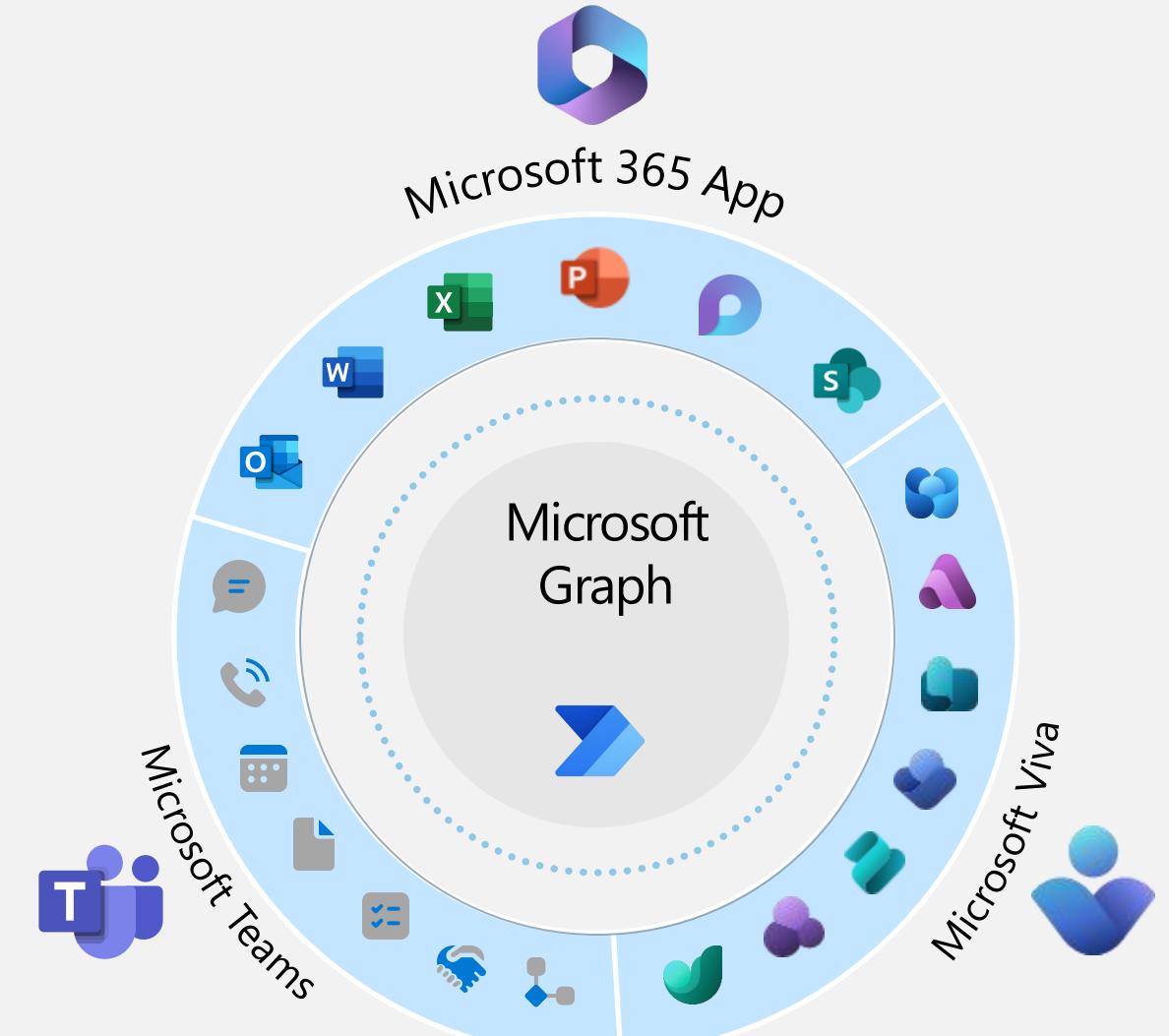
# Automate your place of work

Utilize the Microsoft Graph rest APIs with Power Automate to unlock endless productivity gains.

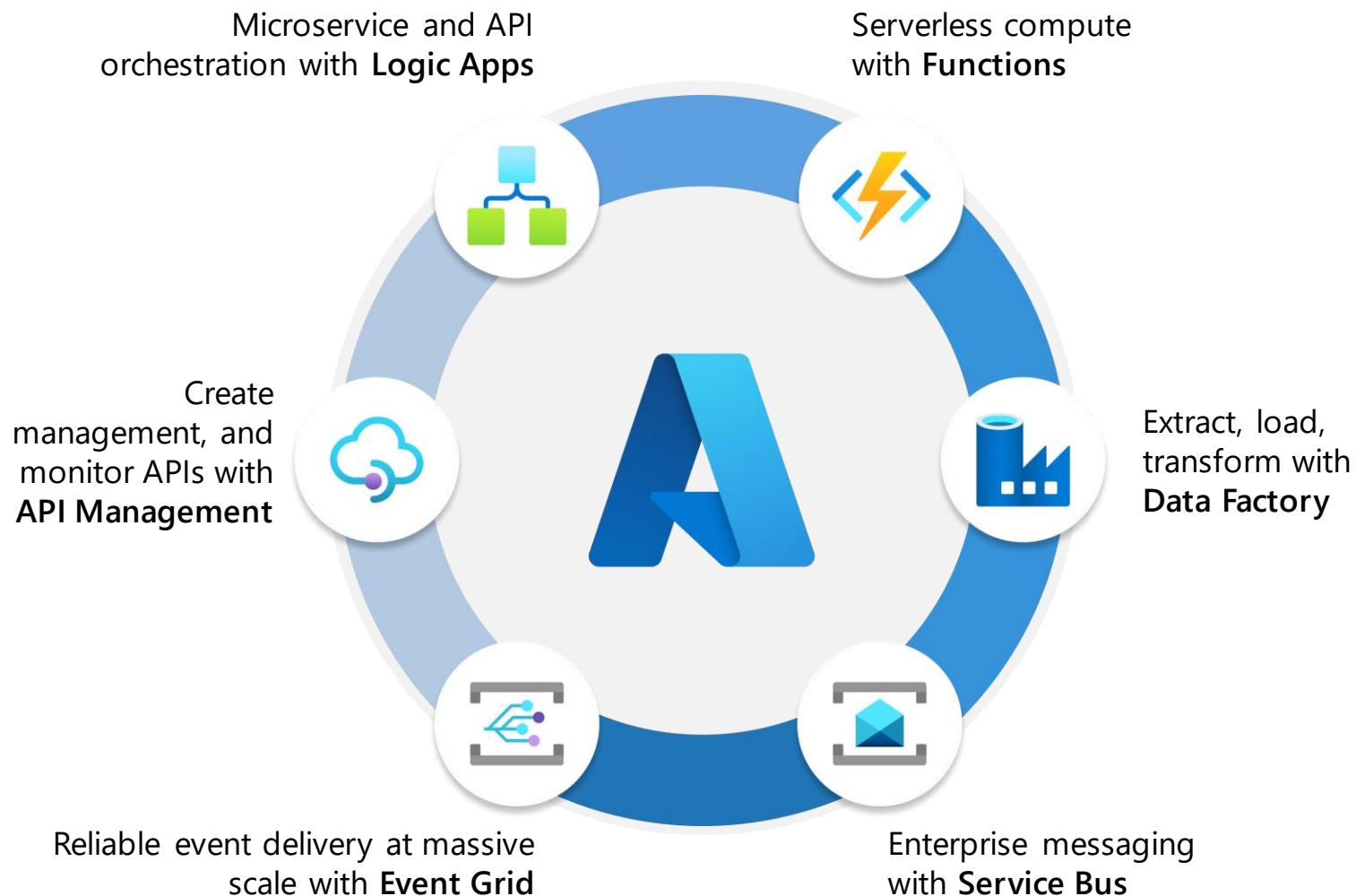
**Microsoft 365 core services:** Bookings, Calendar, Delve, Excel, Microsoft 365 compliance eDiscovery, Microsoft Search, OneDrive, OneNote, Outlook/Exchange, People (Outlook contacts), Planner, SharePoint, Teams, To Do, Viva Insights

**Enterprise Mobility + Security services:** Advanced Threat Analytics, Advanced Threat Protection, Azure Active Directory, Identity Manager, and Intune

**Windows services:** Activities, devices, notifications, Universal Print



# Connecting Azure Services



Call Azure Logic Apps and other Azure Services through Power Automate.

Between Power Automate, Logic Apps, and Functions, the integration experience between these services continues to improve over time.

Build a component in one service and use that component in the other services.

# Augmenting and extending your SAP solution landscape



Prototype new solutions and co-build custom user experiences to act more effectively on SAP data



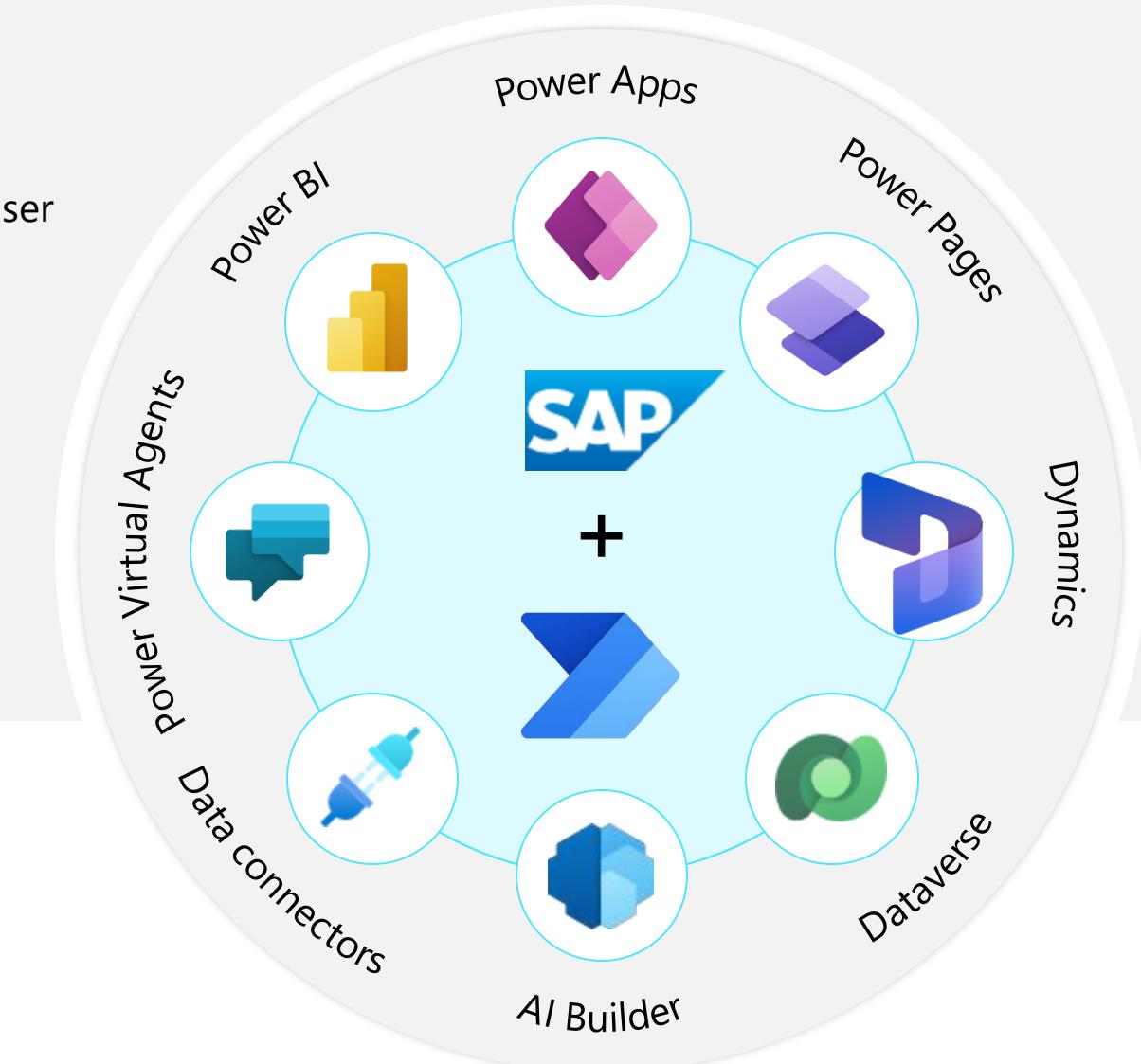
Augment SAP solution and close any gaps for continuous process automation or app usage



Extend SAP solution and connect with 1000+ systems to innovate workforce productivity

## How?

- Prebuilt SAP connector
- Advanced SAP system connection support
- Updated on-premises data gateway



# Extending SAP with the Power Platform

Maximize SAP value with the world's leading low code platform

## Build

Low-code workflows to deliver simple, modern and powerful experiences across SAP data and processes on any device.



## Automate

Processes that span SAP and key line of business systems without the need for complex code – RPA capabilities included.



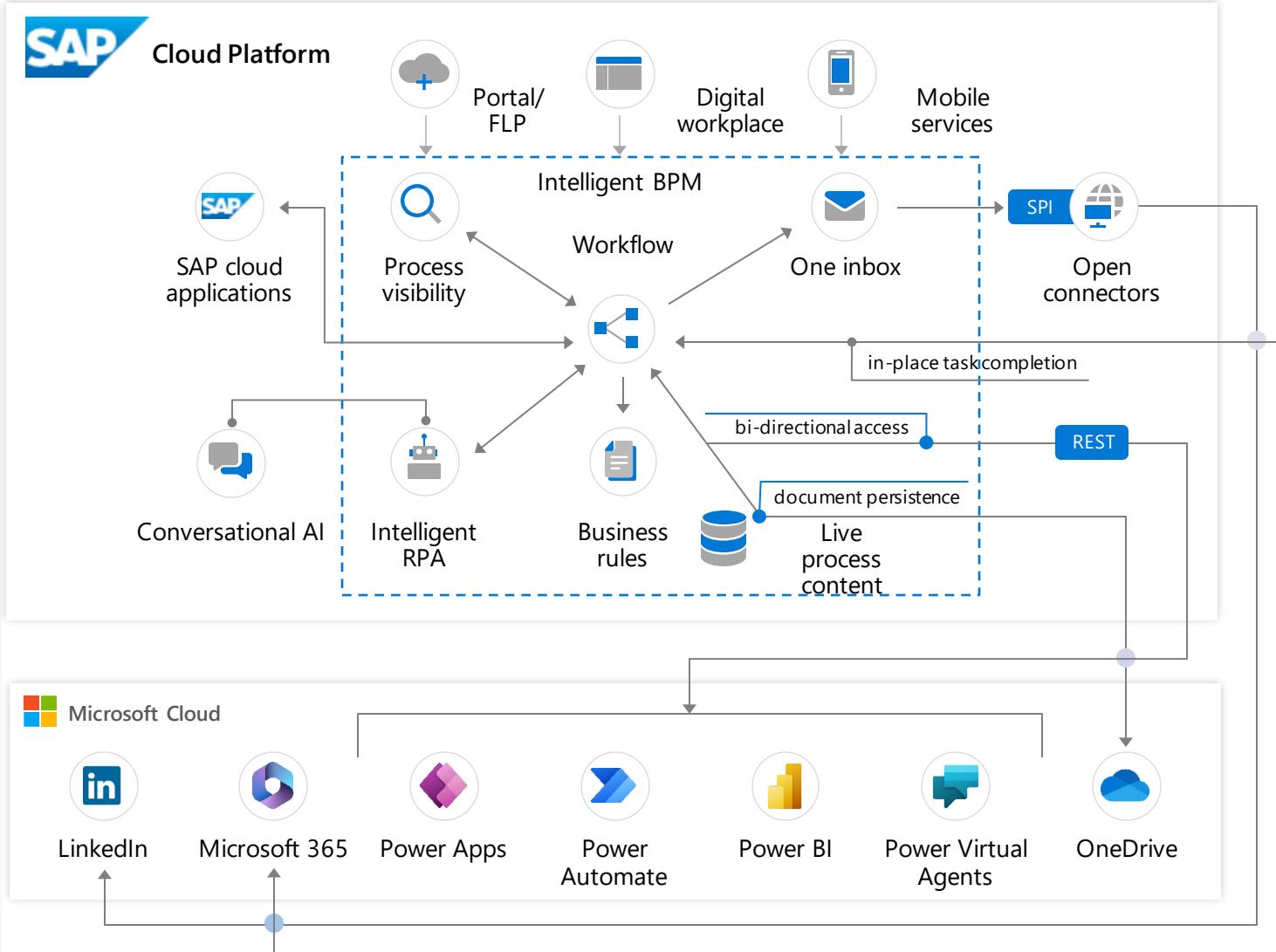
## Empower

Users wherever they work by surfacing apps and processes in the productivity tools they use every day such as Teams and Outlook.



## Safeguard

Mission critical SAP data with strict security and governance tools for Power Platform apps and processes.



# Chatbots and conversational agents with **Power Virtual Agents**

# Power Virtual Agents overview

# Opportunities and Challenges



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



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



By 2026, **up to 80% of organizations' digital experiences** will be delivered to consumers **via virtual people**<sup>3</sup>

## Challenges in traditional bot building

Budget and time constraints

Maintaining content

Integration with business systems

Product/Technical onboarding

Security and compliance risks

Infrastructure/  
Resource hosting

### Source:

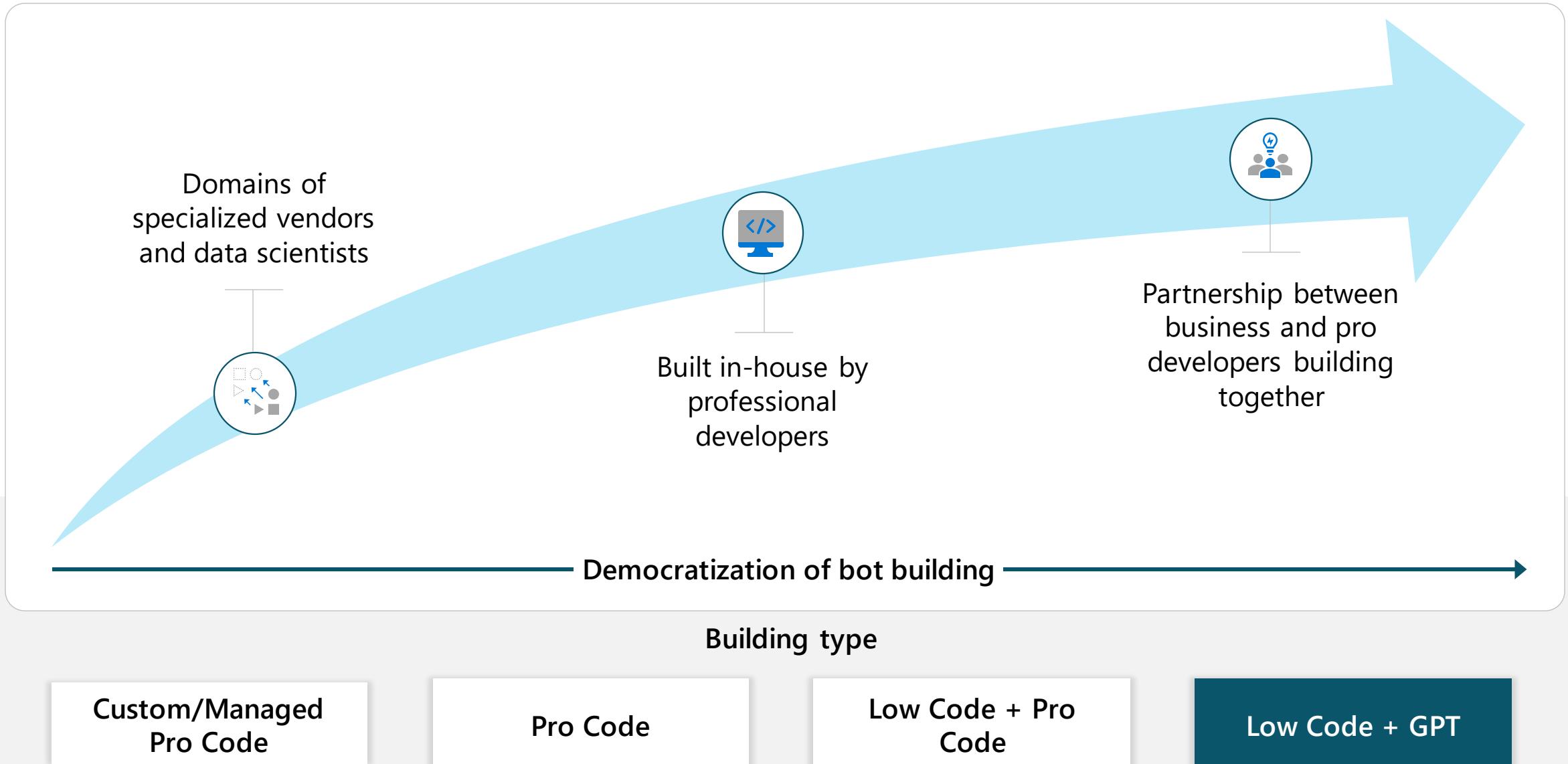
1. 2022 Gartner® - Forecast Analysis: Hyperautomation Enablement Software, Worldwide,

2. Gartner Press Release, [Gartner Predicts Conversational AI Will Reduce Contact Center Agent Labor Costs by \\$80 Billion in 2026](#) August 31, 2022.

3. 2022 Gartner - Forecast Analysis: Hyperautomation Enablement Software, Worldwide

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# Building bots is evolving ...





# Transform your service experience with conversational agents

Harnessing the power of Conversational and Generative AI

The screenshot shows the Power Virtual Agents (preview) interface for a topic named "New Reservation". The left sidebar includes options like Overview, Topics (selected), Components, Analytics, Publish, and Settings. The main area displays a conversational flow:

- Trigger Phrases (2):** new booking  
new reservation
- Question:** What date would you like to check in?
  - Identify:** Date and time
  - Save response as:** CheckInDate | datetime
- Question:** (empty)

# Conversational bots that work for you

in your industry...

 Travel and Transport	Manage bookings	Change my trip dates	
 Professional Services	Lead generation	Get a quote	
 Government	Public programs	Get childcare assistance	
 Retail	Manage orders	I want to make an exchange	
 Healthcare	Claims	Submit health insurance claim	
 Financial Services	Manage accounts	Report lost card	
 Education	Admissions	How to get financial aid?	
 Manufacturing	Supply	Check stock	

...and department

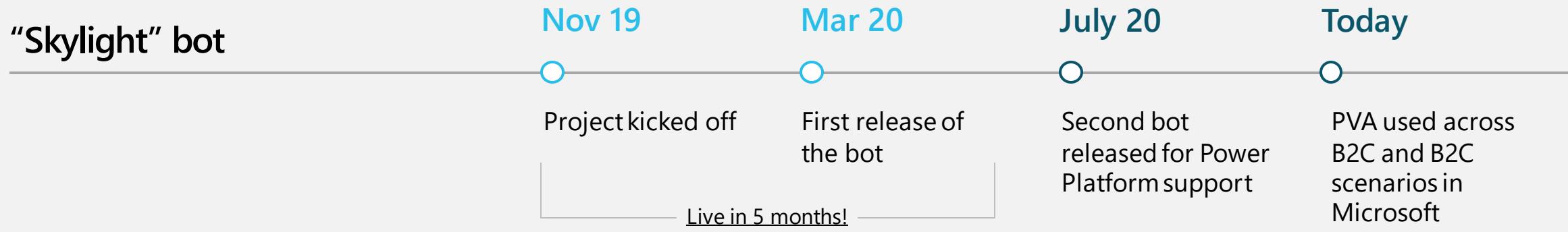
 Customer Service	Reduce call volume for quick resolutions	
Request a refund	Describe your issue	
 Support tickets	 Centralized FAQs	
 Finance	Save time by automating budget and expense approvals	
Update tax information	Submit expenses for approval	
 Payroll	 Budget requests	
 HR	Improve employee satisfaction and retention	
Sign up for healthcare plan	Book time off	
 Benefits	 Leave and absence	
 IT	Optimize employee troubleshooting	
Reset my password	Refresh my laptop	
 Support services	 Equipment requests	
 Operations	Improve efficiency by digitizing paper processes	
Find case file	Check order delivery times	
 Find documents	 Manage inventory	
 Sales and Marketing	Increase up-sell and conversion opportunities	
You're eligible for a free upgrade!	Update your email preferences	
 Upselling	 Email	

...with your data.



# Microsoft Support using Power Virtual Agents

Reducing ticket creation and increasing customer satisfaction



## Production usage

2m  
Sessions per month

561  
Live bots

### Microsoft products using PVA:

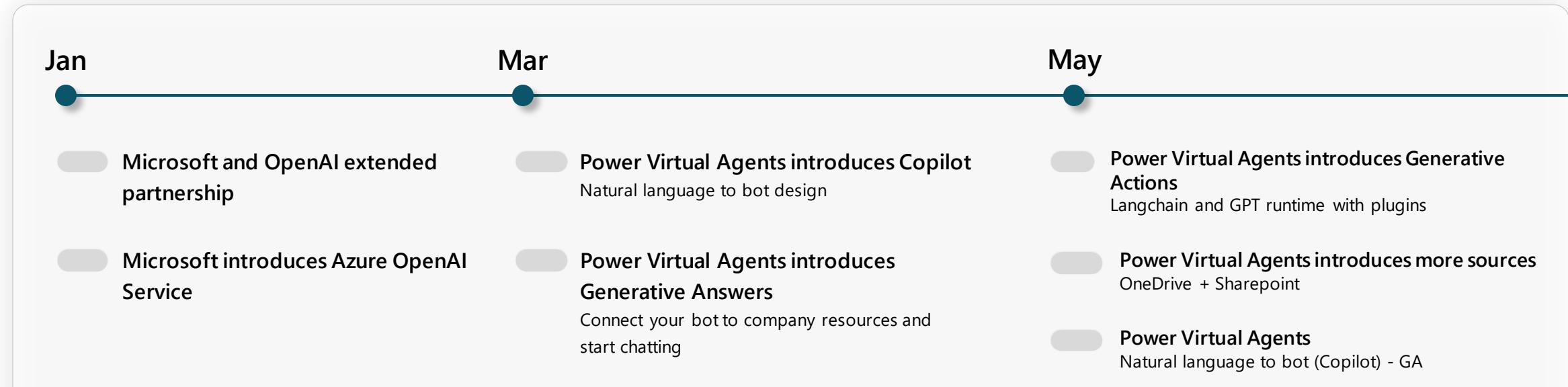
- Xbox
- Office Activation
- Skype
- Dynamics 365
- Power Automate
- Bing Ads

"We implemented support in 42 languages leveraging Azure Machine Translation Services which helped increase MAU, self-help success and decrease engagement with assisted support"

Anusha | Group Engineering Manager

# Generative AI in Power Virtual Agents

in 2023

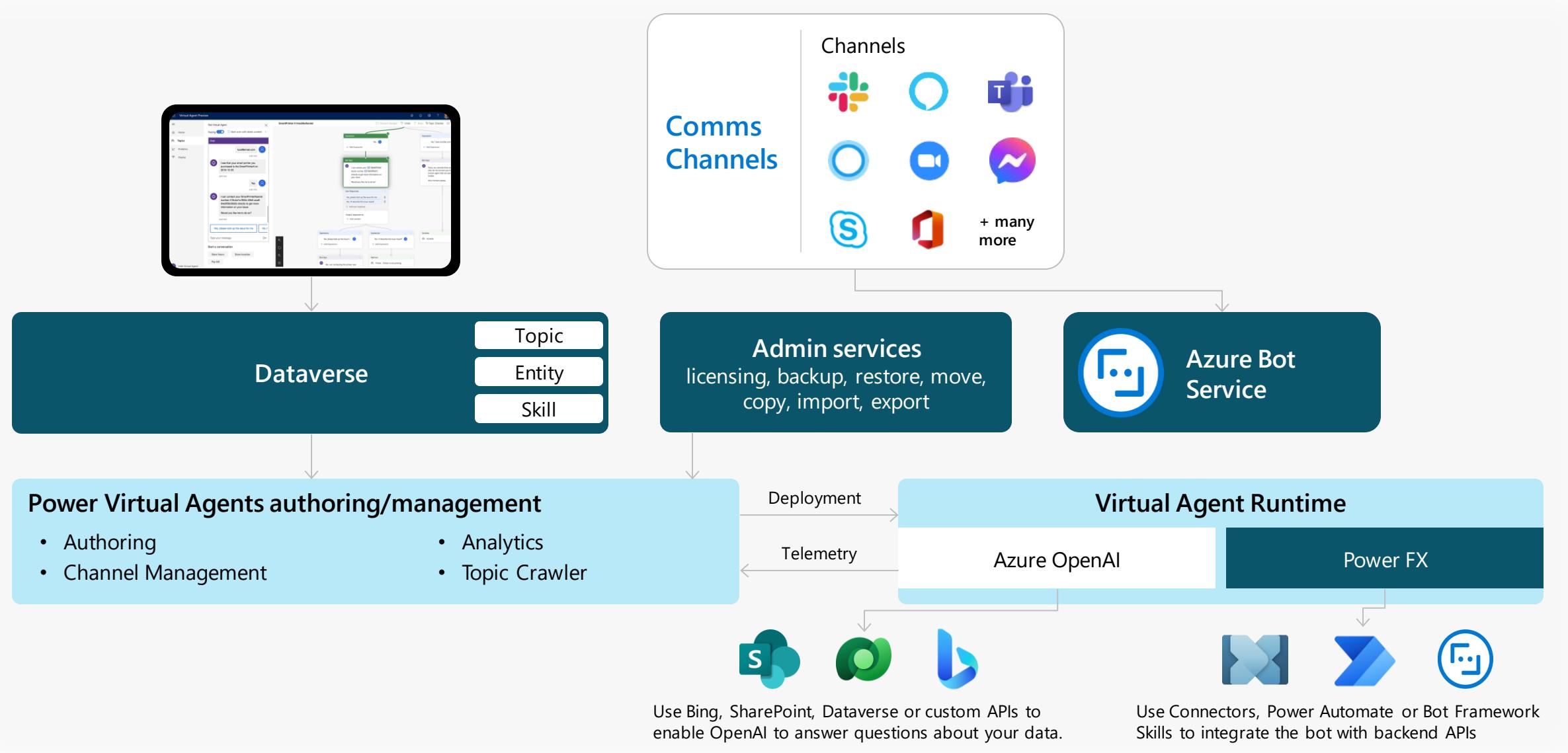


## 36,000 organizations

are already using the AI-powered capabilities in Power Platform

# Bot authoring features

# PVA Architecture overview



# Bot architecture overview

## Dataverse environment

**PVA Bot** (0, 1 or more bots in a Dataverse environment)

### User Topics (1 or M in a bot)

It's common to have 25+ user topics within a bot. To help you get started the bot comes with 4 pre-defined user topics that you can use or delete. Within each topic you construct a conversation tree.

### Conversation Tree (1 per user topic)

Consists of trigger phrases, multiple nodes (message, question, etc.), conditions, the ability to use entities and call actions (flows or skills). You can redirect/call another user topic or system topic from within a conversation tree.

**Trigger Phrases**  
(0,1 or more in a user topic)

**Prebuilt Entities**  
(0,1 or more)

**Custom Entities**  
(0,1 or more)

**Power Automate Flows\***  
(0,1 or more)

**Bot Framework Skills**  
(0,1, or more)

### System Topics (8 pre-defined in a bot)

Includes: Greeting, Goodbye, End of conversation survey etc. Recommend minimal editing e.g., greeting message only. Think of these as building blocks for your conversation.

### Conversation tree

Consists of trigger phrases, multiple nodes (message, question, etc.), conditions, the ability to use entities and call actions (flows or skills).

**Trigger Phrases** (read only in system Topics)  
(0, 1 or more)

**Prebuilt Entities**  
(0,1 or more)

**Custom Entities**  
(0,1 or more)

**Power Automate Flows\***  
(0,1 or more)

**Bot Framework Skills**  
(0,1, or more)

\*to use Power Automate flows in a PVA bot they must be in a solution, within the same Dataverse environment as the bot

# Power Virtual Agents enables anyone to build powerful conversational bots for customers and employees

## Modern and generative bot builder

Empower developers and low code users with a collaborative graphical bot builder, enhanced by large language models and Generative AI.

## Build without limits with advanced capabilities

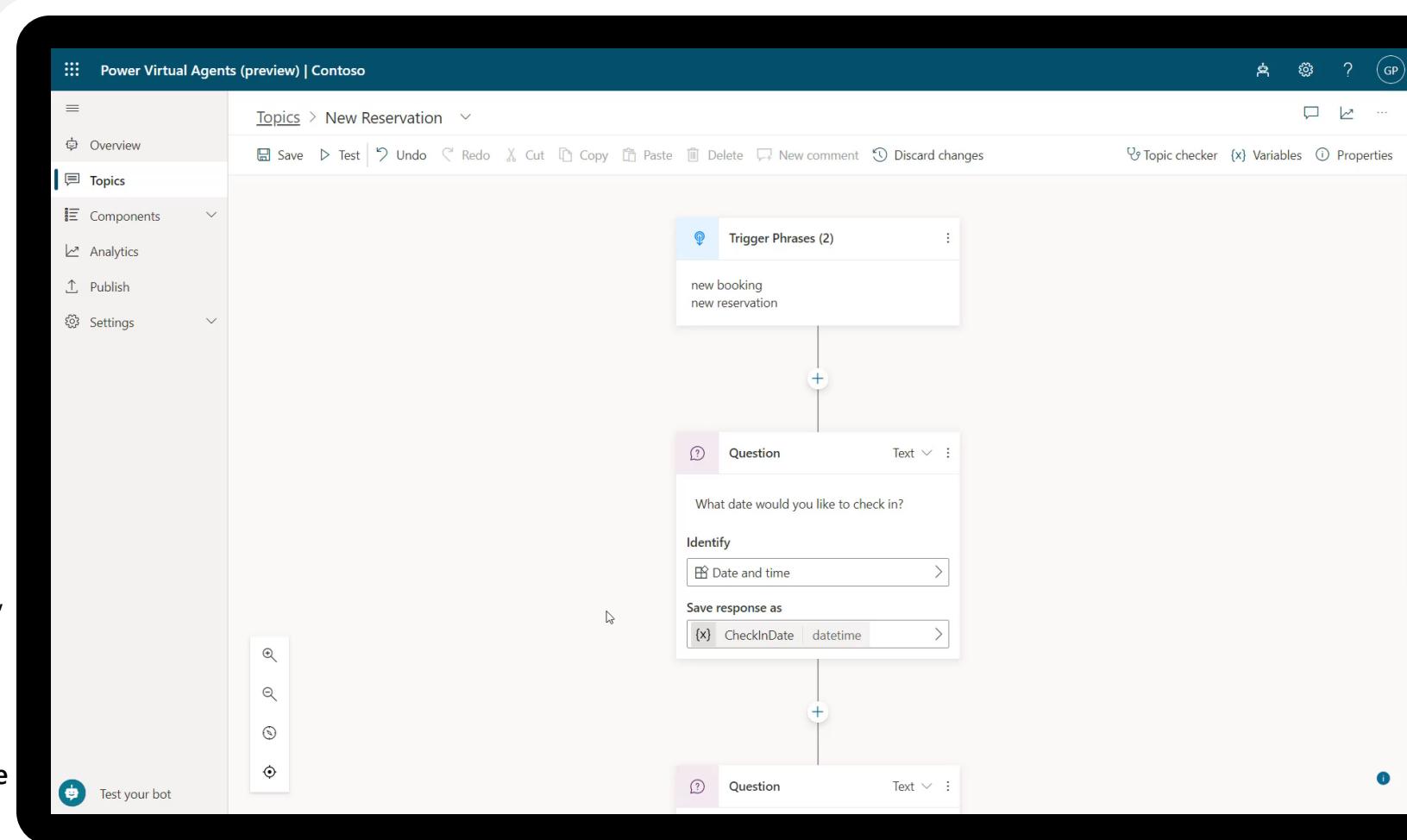
Unleash your development potential by harnessing advanced capabilities for limitless building possibilities.

## Connect the conversation

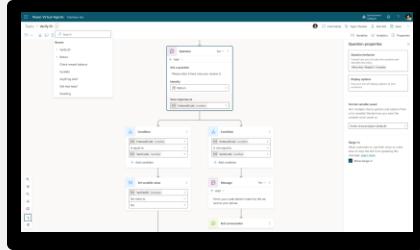
Unlock conversations across experiences by seamlessly publishing your bot to the Microsoft Cloud and Copilots, across Dynamics, Power Platform, Azure and M365.

## Secure and Scale with trust

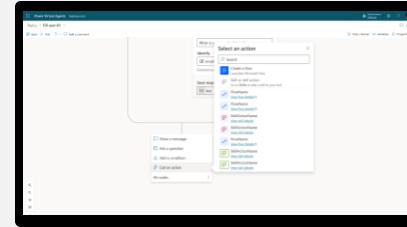
Unified cloud control with a secure, global SaaS for enterprise-grade management without infrastructure hassle.



# What's in Power Virtual Agents?



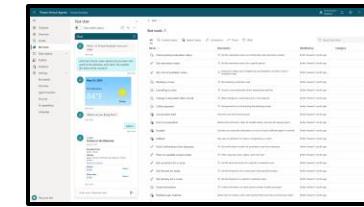
## Workspaces



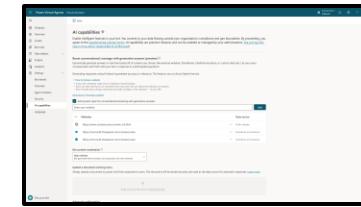
## Bot building studio

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

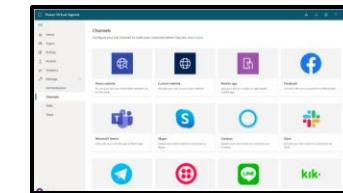
Including **advanced capabilities** of Azure Bot Framework natively in Power Virtual Agents.



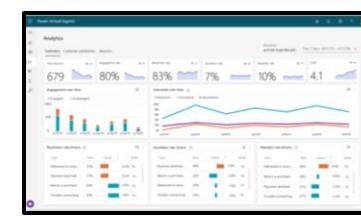
### Topics



### AI Configuration



### Channel Publishing



### Analytics and Insights

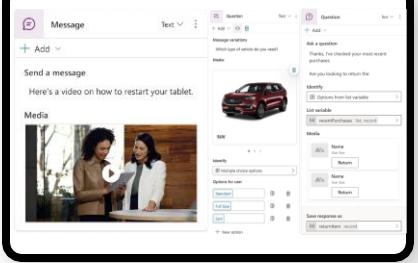
## Automation Studio

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

## Admin Studio

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

# New authoring features



## Rich Responses

New features including:



Adaptive Cards



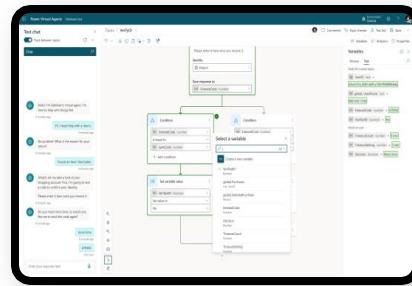
Images



Videos

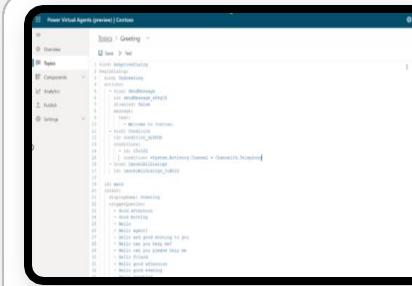


Quick Replies



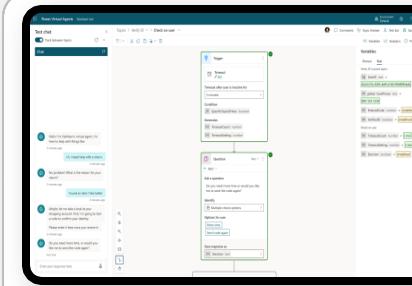
## Power FX-based variables system

- PowerFX integrated formula editor for variable management
- List/Record type support
- Condition nodes with Power Fx formula support
- Iterate over a List with new Loop nodes



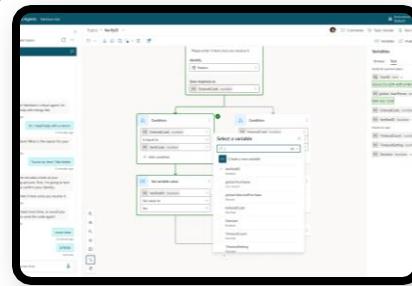
## Code side-by-side

- Move between a visual editor and code
- Share and re-use topic logic between developers and bots



## Event-driven & contextual triggering

- Trigger an event if it detects a certain value has been received
- Add more nuanced responses to a message when the bot runs into an issue.
- Bots can stay within context when a user asks for help or more details

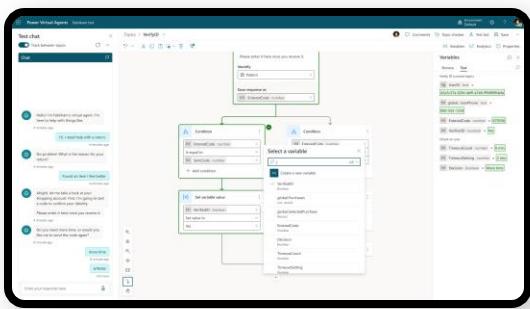


## Productivity

- Cut, Copy, Paste
- Multi-node selection
- Enhanced topic navigation

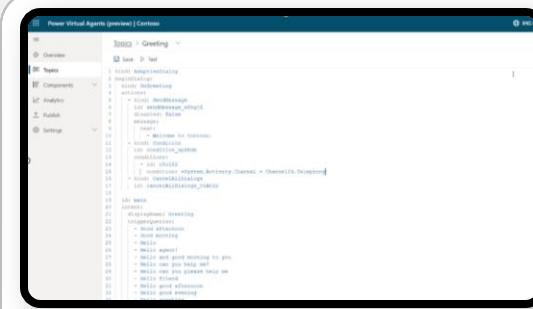
# No cliffs extensibility with pro-dev capabilities

Best in class pro-dev tooling to extend and customize



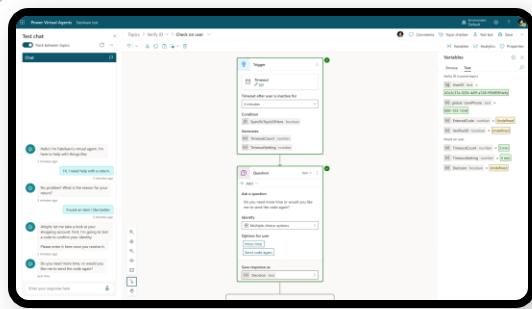
## Data & Logic Manipulation

Power FX integrated formula editor for variable management, list/record type support, Power FX enabled condition nodes and iteration over a list with new loop nodes.



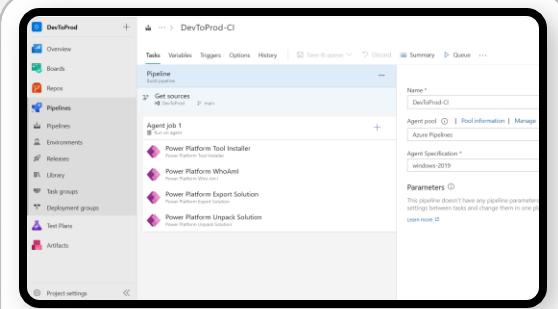
## Effortlessly Switch into Code

Switch between the visual editor and code in one click to view and edit the logic behind your topics. Share and reuse topic logic with ease.



## Advanced Responses – Eventing and triggers

Create dynamic and personalized conversations by responding to events that occur outside of the bot and staying within context when a user asks for additional help or faced with an issue.



## Streamline Deployments with ALM

Implement application lifecycle management (ALM) with Power Platform Build Tools in Azure DevOps and automate continuous build, test, and deployment of Power Virtual Agents solutions.



Modern and generative bot building platform



Build without limits



Connect the conversation



Secure and scale with trust



# Extend with Azure services

```
{  
  "projectFileVersion": "2022-10-01-preview",  
  "metadata": {  
    "projectKind": "Conversation",  
    " projectName": "RailwayAgentCleanSimple",  
    "description": "",  
    "language": "en-us"  
  },  
  "assets": {  
    "projectKind": "Conversation",  
    "intents": [  
      {  
        "category": "None"  
      },  
      {  
        "category": "Timetable"  
      }  
    ]  
  }  
}
```

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

## Custom Language Understanding (CLU) Models

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

## BYO Knowledge Base

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

## Document search

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

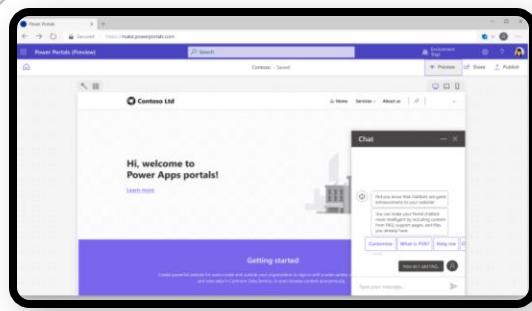
## BYO Generative AI

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

# Conversational experiences connect with business systems

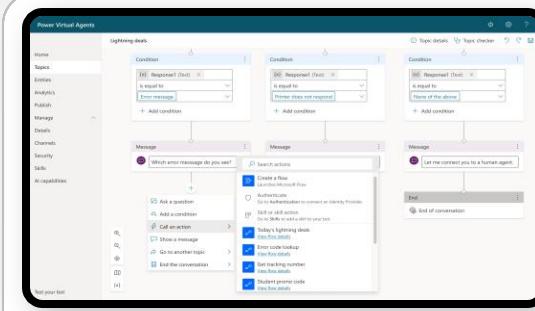


Enable end-to-end innovation across the platform



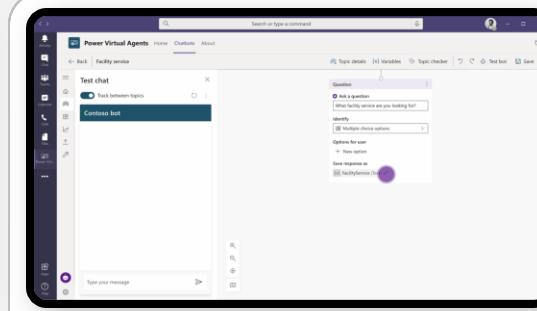
## Power of the platform

Bring conversational intelligence into the world's most complete low-code platform. Embed your bot in Power Apps, publish it on Power Pages in a matter of clicks, or add it into your Power Automate flow.



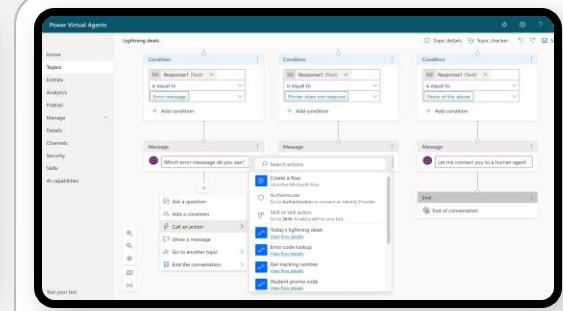
## Escalate to live agents

Connect to Dynamics 365 or a third-party hub to seamlessly hand chats off to customer service agents, including full transcripts and context to provide efficient support.



## Bots in the workplace

Build bots within Microsoft Teams for internal scenarios. Proactively start conversations or post in Teams channels for easy communication.



## Actionable experiences

Automate across your business with more than 1,000 prebuilt and custom data connectors.



Modern and generative bot building platform



Build without limits



Connect the conversation



Secure and scale with trust

# Automation studio – Conversation meets automation



The screenshot displays the Power Virtual Agents interface, specifically the Automation studio. It shows a process flow titled 'Lightning deals' with three parallel conditions. Each condition leads to a 'Message' block, followed by a list of actions such as 'Create a flow', 'Authenticate', and 'End the conversation'. The sidebar on the left includes links for Home, Topics, Entities, Analytics, Publish, Manage, Details, Channels, Security, Skills, and AI capabilities.

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

3<sup>rd</sup> party connectors, including custom and on-prem

Connectivity



1

Discover

2

Automate

Use process mining to identify bottlenecks and opportunities for automation

With the Power Virtual Agents Process Advisor template, get a deeper insight into bot conversation flows.

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

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

# Escalate the conversation with live agents

MULTI-CHANNEL & MULTI-MODAL



The screenshot shows the Power Virtual Agents interface. At the top, there's a card creation step titled "CardCherrymyIsle" with a "Save response as" field set to "cardTypeSelection choice". Below it is a "Transfer Conversation" step. In the "Transfer Conversation" step, the "Type of transfer" is set to "Transfer to agent", and there's a "Message to agent" input field with the placeholder "Enter message". A note below says "Max 128 characters. Try in test chat to see if content exceeds limit. When exceeded, value will be truncated."



*Use Microsoft's Digital Contact Center Platform with Power Virtual Agents chat and voice support for seamless escalation to live agents.*

## Hand off to your contact center

When your customers need to speak with a human agent, your bot can seamlessly hand off the conversation to a Dynamics 365 Customer Service Agent with full transcript.

## 3<sup>rd</sup> party engagement hub

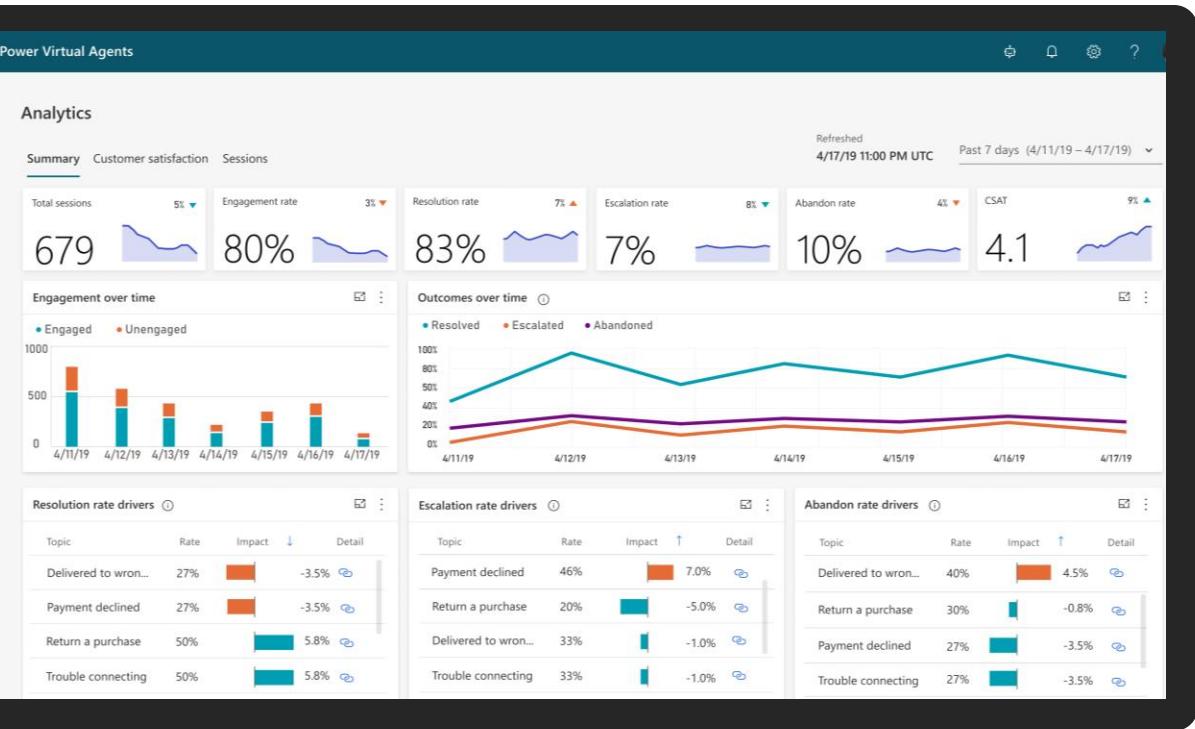
Hand over bot conversations seamlessly and contextually to a human agent through a custom engagement hub.

## Use Microsoft ISVs

Connect the bot to popular ISVs like Audiocodes to enable IVR to third party contact centers.

# Continuous Improvement

Built in analytics



The comprehensive analytics in Power Virtual Agents keep your bot's key performance indicators front and center. Multiple charts show trends and usage for your bot's topics. These charts use AI to highlight the topics that have the greatest effect on your bot's performance..

# IA powered features

# Generative AI in Power Virtual Agents

Powered by Azure OpenAI Service

## CONNECT AND EXTEND



M365 Copilot



Teams

Collaborative apps



Azure OpenAI Studio



Power Platform

Developer tools



Dynamics 365

Business Apps

The screenshot displays the Power Virtual Agents interface across three main sections: **Generative Conversations**, **Generative Assistance**, and **Copilot**.

**Generative Conversations:** This section is divided into three columns: **TO ANSWER**, **TO ACT**, and **TO BUILD**.

- TO ANSWER:** Shows a screenshot of the Power Virtual Agents test chat interface, illustrating how it generates multi-turn answers based on real-time content.
- TO ACT:** Shows a screenshot of the Power Virtual Agents test chat interface, illustrating how it generates dialog and takes action through dynamically chaining building blocks.
- TO BUILD:** Shows a screenshot of the Power Virtual Agents build interface, illustrating the Copilot assistant helping to build, design, and modify bot topics.

**Generative Answers:** Power Virtual Agents boosts conversational coverage by dynamically generating multi-turn answers based off an organization's content in real-time in response to unanticipated questions.

**External**  
3P Search APIs  
External URL

**Internal**  
OneDrive URL  
SharePoint URL  
Documents

**Tools**  
Power Platform Connectors  
Power Automate Flows  
Bot Topics  
Skills

**Edit & Refine**  
Topics  
Trigger Phrases  
Entities  
Variables  
Adaptive Cards  
Branching

**Public Preview**

**Limited Preview**

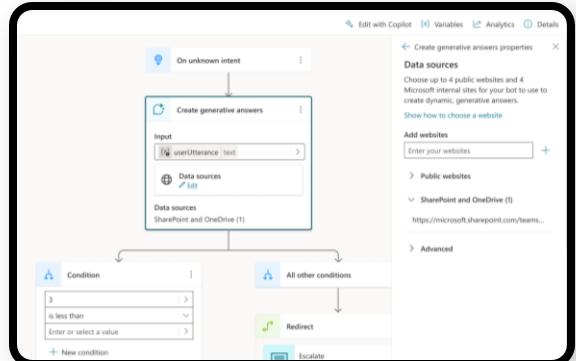
**Generally Available**

# Generative answers

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

Bots can answer thousands of questions out of the box in seconds

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



The screenshot shows the 'Test chat' window with a message from the 'Royal Caribbean bot': 'Hello, I'm Royal Caribbean bot. How can I help?'. Below it, a user asks 'What beverage packages are available?' and the bot responds with a detailed answer about beverage packages, including links to the Royal Caribbean website and FAQ pages. The 'AI capabilities' pane on the right includes sections for 'Save', 'AI capabilities' (with a note about enabling AI features), 'Boost conversational coverage' (with tips for choosing a website), and 'Boost conversations with generative AI' (with a field to enter a website URL). The 'Websites' section lists three data sources: 'https://www.royalcaribbean.com/' (Public website), 'https://microsoft.sharepoint.com/royalcaribbean' (SharePoint and OneDrive), and 'https://microsoft.sharepoint.com/teams...' (SharePoint and OneDrive). There is also a placeholder for 'Upload a document' and an 'Advanced configuration' section.

Public Preview

Try now at [aka.ms/pvademo](http://aka.ms/pvademo)



# New Paradigm – Topic Responses

### Authored Topics

*"How many miles do I have in my account?"*

### FAQ / Scripted Responses

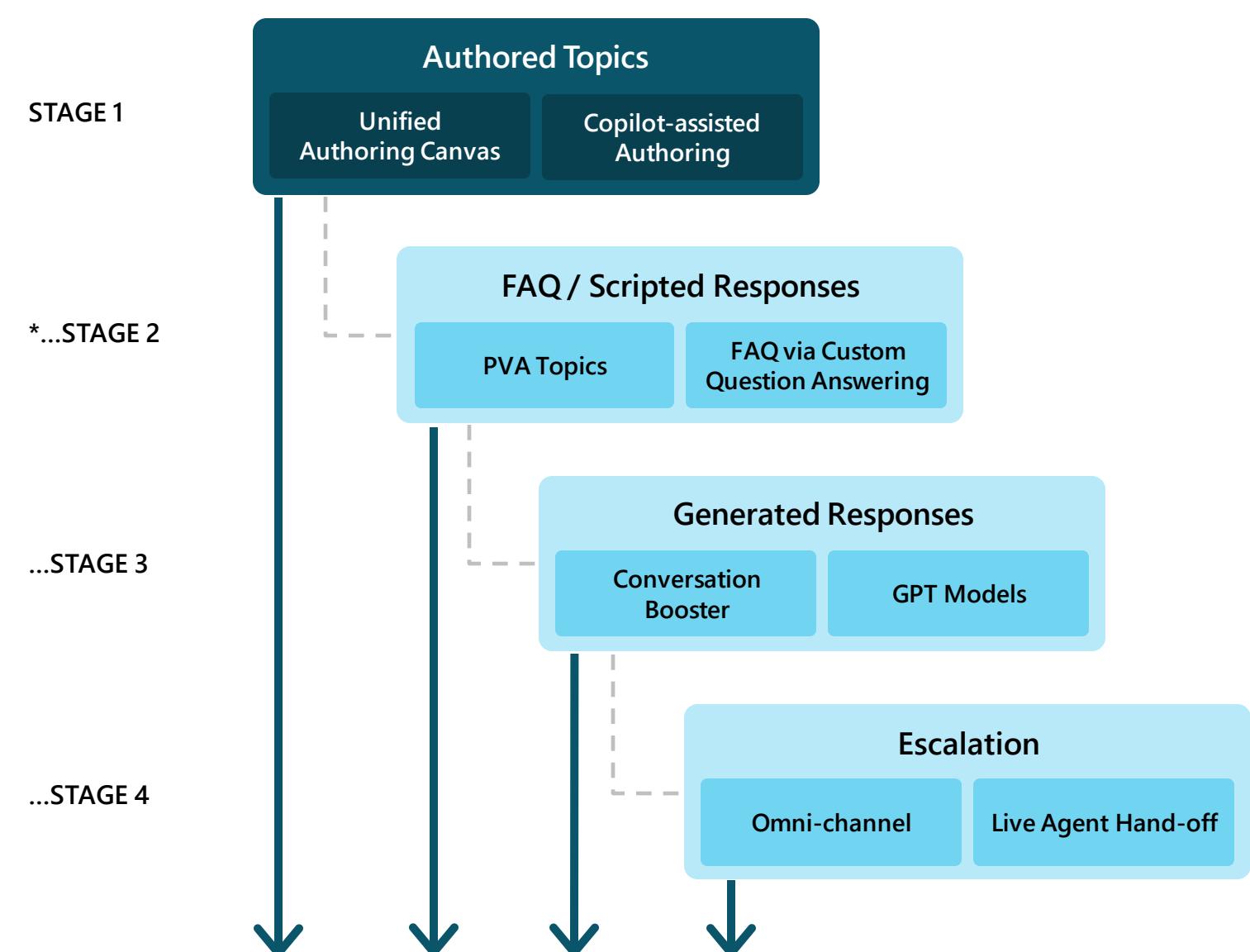
*"Why are all flights currently grounded?"*

### (NEW!) Generated Responses

*"What type of snacks are available on your flights?"*

### Escalation

*"Can I talk to an agent?"*



\* Will only move to next stage(s) if necessary

# Generative actions runtime

Test and trace feature to see it in action

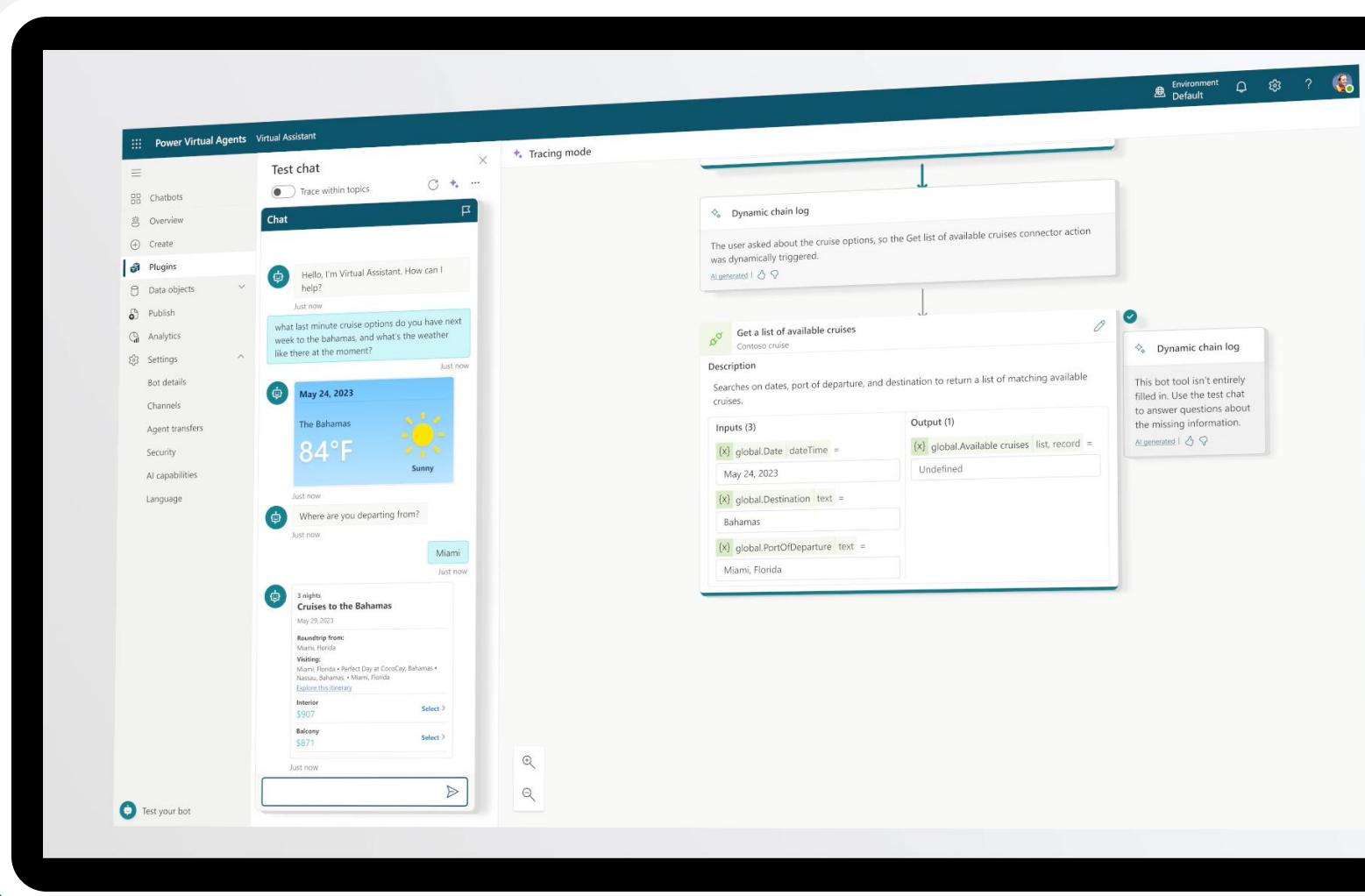
Dynamically chains plugins together to produce actionable customer responses

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

Powered by the Azure OpenAI Service with “LangChain” concepts

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

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



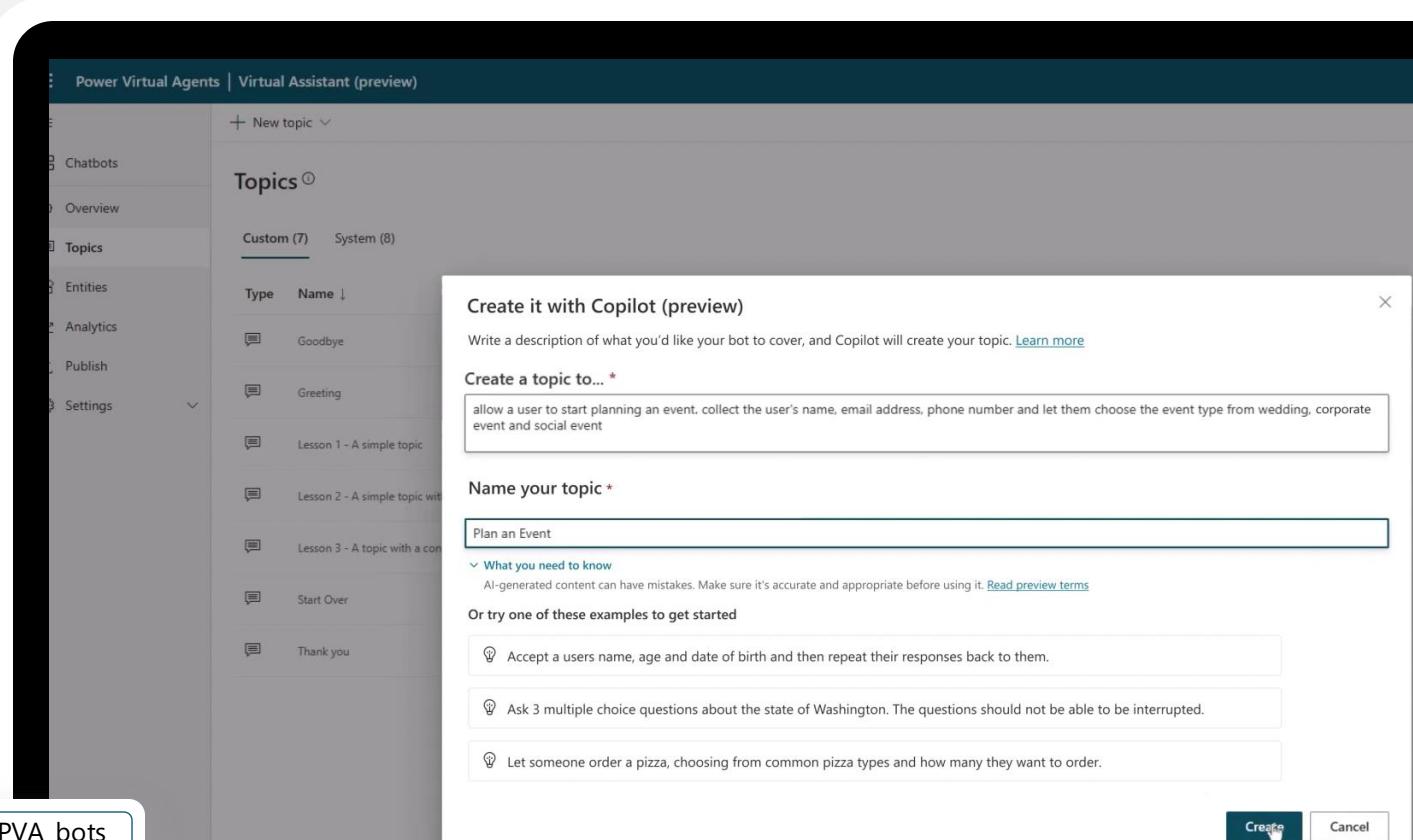
Limited Preview

# Copilot for Power Virtual Agents

AI assistance in building topics, designing and modifying the bot all through natural language

Assisted authoring for:

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



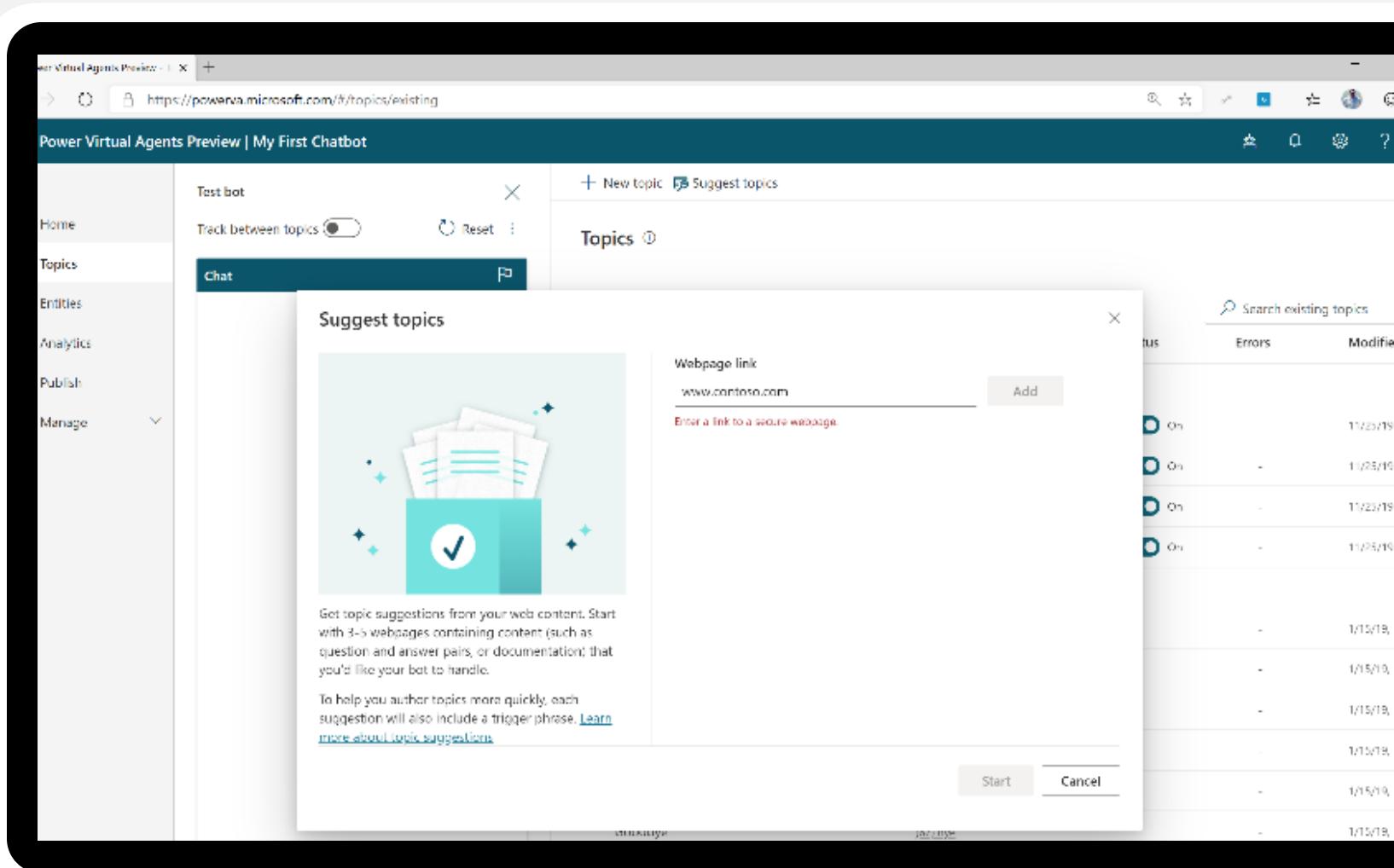
Generally Available (USA)

# AI driven suggested topics

Each FAQ becomes a chatbot trigger

The answer to your FAQ becomes message text in dialogue tree

Create a single turn conversation tree in minutes

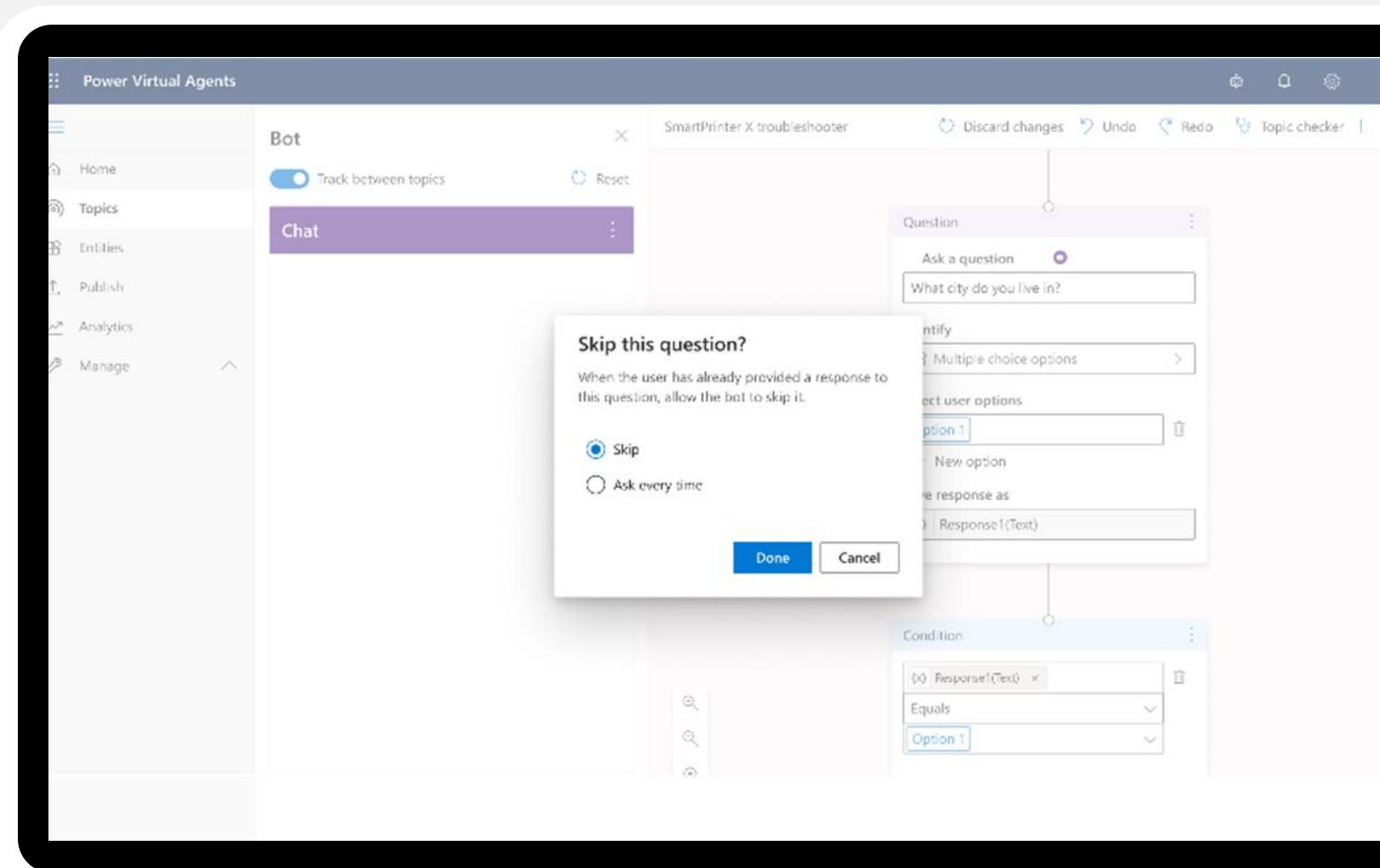


# Slot-filling capabilities

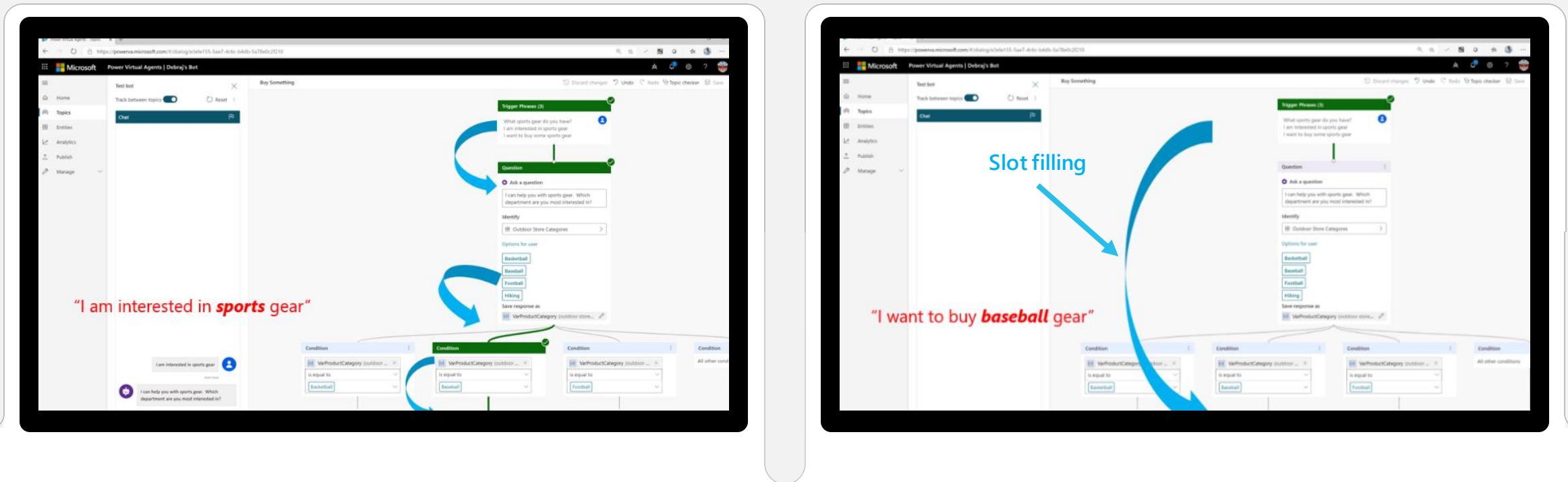
Power Virtual Agents can intelligently avoid repetitive conversations

Enhances your efficiency as a maker

Power Virtual Agents can guide you to making the best experience

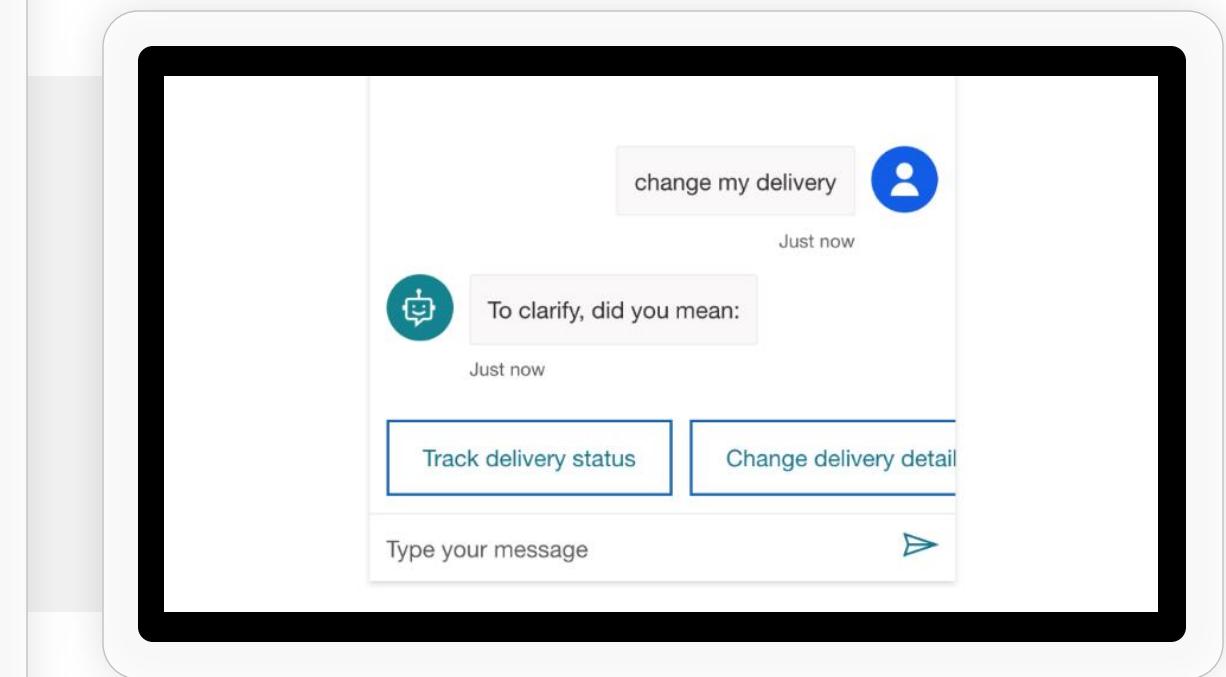
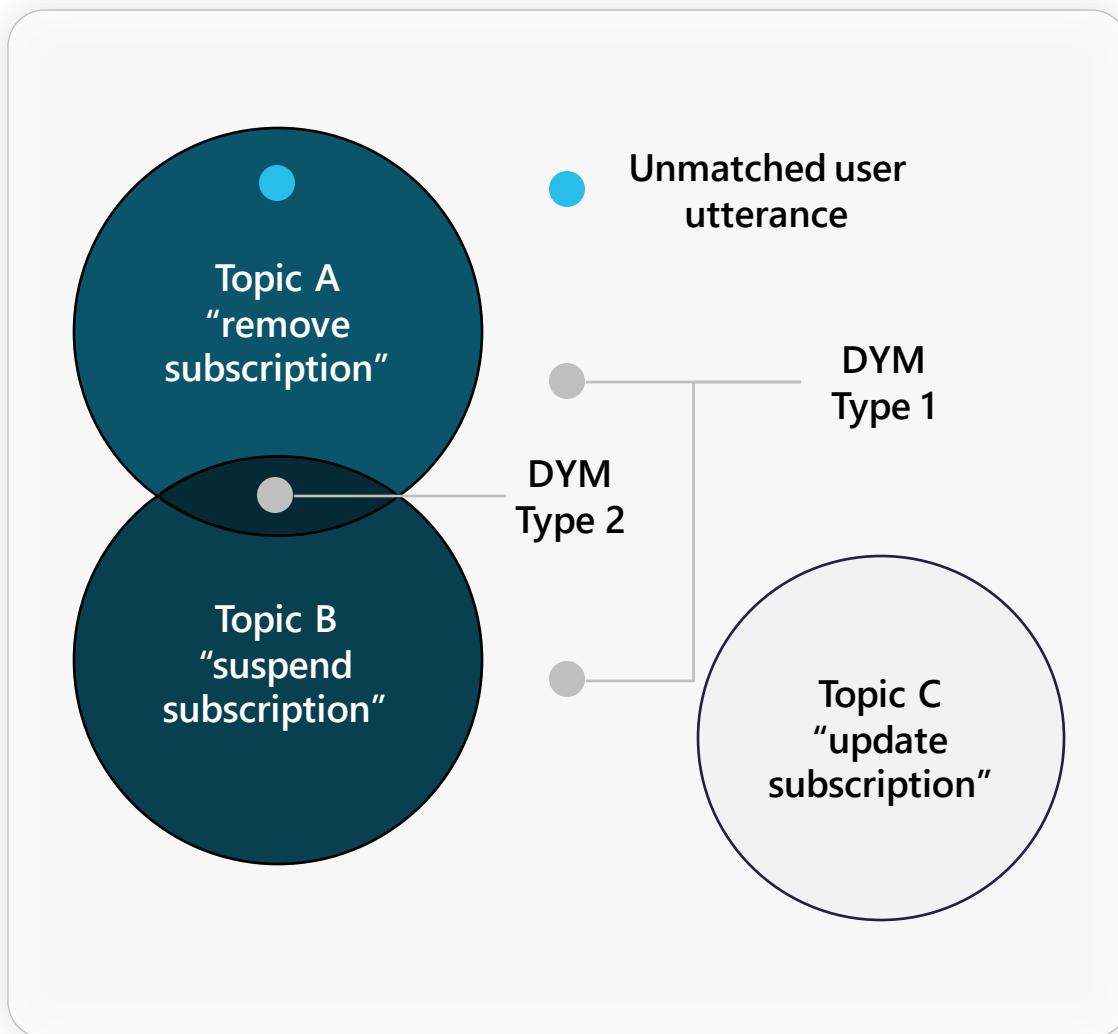


# Example of slot-filling



Slot-filling provides realistic conversations. The chatbot has contextual understanding of what you type and can 'hop' to the appropriate part of the conversation and skip a repetitive question/comment

# Topic Overlap, DYM and Unmatched User Input



# Topic Overlap Detection

Power Virtual Agents (Bot name here)

Topics

Trigger phrases (5)

Add 5-10 phrases someone might say for the bot to respond with this topic.

Add phrases

I need to stop my subscription

I want to talk to someone

I want to talk to an agent

Customer complains

Overlapping trigger phrases (7)

Analytics

Overlapping topics found (preview)

Similarity Topics Overlaps

Similarity	Topics	Overlaps
100	track delivery status	1
100	Change delivery details	1
99	Product not working	3
95	Customer complaints	7
95	Delivery process	2

# Topic Suggestions from Chat Transcripts

The image displays two screenshots of the Power Virtual Agents interface, specifically the Analytics section for the MVP Summit Demo Bot.

**Screenshot 1: Topic Suggestions from Chat Transcripts (Preview)**

This screenshot shows the 'Topic triggering (preview)' tab selected in the Analytics menu. It features a red-bordered box highlighting the 'Topic suggestions from chat transcripts (preview)' section. This section contains a list of six suggested topics:

Topic Suggestion	Sessions
Any holiday sales	8
Any discount for spring break	7
Covid impact to shipment	5
My wifi doesn't work	5
Where is serial number	5
Delivery process	2

**Screenshot 2: Preview topic suggestion: Covid impact to shipment**

This screenshot shows a detailed view of a specific topic suggestion for 'Covid impact to shipment'. A modal window titled 'Preview topic suggestion: Covid impact to shipment' is displayed. It includes a list of trigger phrases and a flowchart diagram:

**Trigger phrases (5):**

- Covid impact to shipment
- Covid impacts shipment?
- Covid impact to product shipment
- Covid impact
- Anything impacted by Covid

**Flowchart Diagram:**

```
graph TD; Start(( )) --> Trigger[Trigger phrase]; Trigger --> Message[Message: Add your content here]; Message --> End[End: End with survey];
```

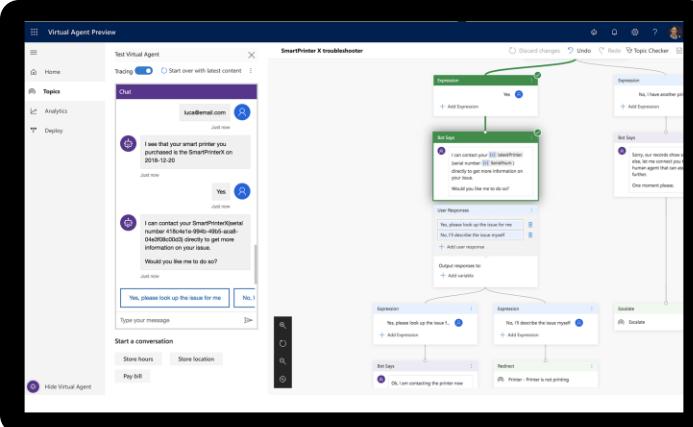
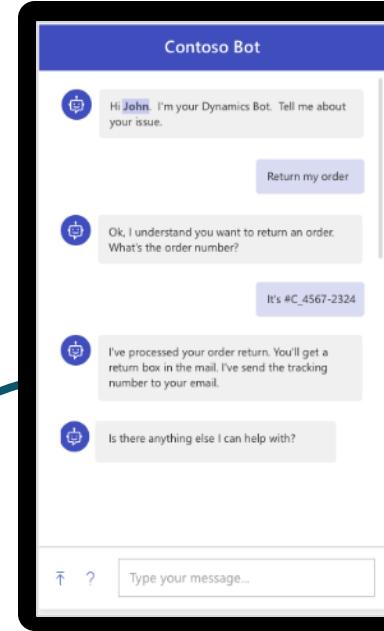
**Buttons at the bottom of the modal:**

- Add to topics
- Delete suggestion

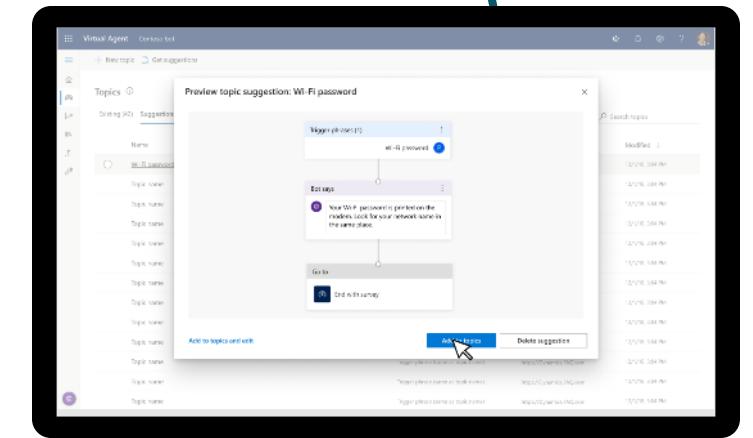
# Suggestions for continual improvement

As users chat with the bot, the system continually identifies clusters of user requests not being handled by the VA and surfaces them as topics to consider automating.

Cluster unhandled end user conversations



Author



Surface suggestions on new topics to create

# Próximos passos

# Continue sua jornada de **conhecimento**

## Eventos técnicos de Power Platform

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



### Governança e ALM

#### Tópicos

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

#### Duração

03 horas



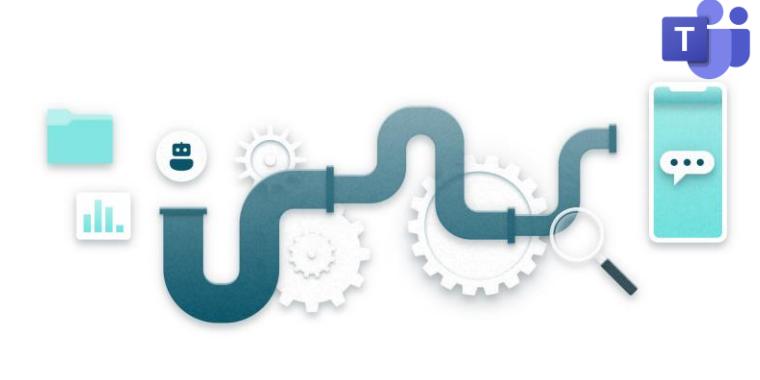
### Desenvolvimento de aplicativos

#### Tópicos

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

#### Duração

03 horas



### Hiper automação

#### Tópicos

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

#### Duração

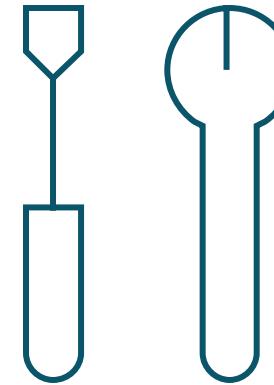
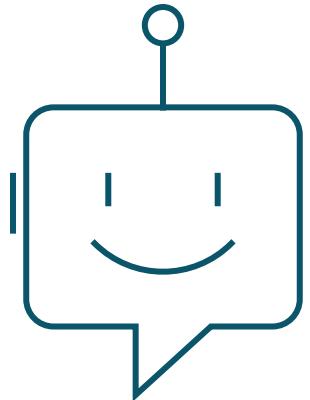
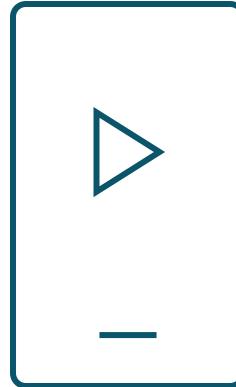
03 horas

# Continue sua jornada de **conhecimento**

**Em breve!**

## Workshops “in a Day”

Workshops “hands-on” conduzidos em nosso **centro de tecnologia (MTC)** em **São Paulo/SP** por parceiros credenciados.  
Para participar procure seu gestor(a) de conta (AE) ou especialista (SSP).



### App in a Day

#### Tópicos

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

#### Duração

08 horas

### RPA in a Day

#### Tópicos

- Fundamentos de RPA
- Integração com Outlook e Teams
- Integração com web e Excel
- Tópicos avançados

#### Duração

08 horas

### Admin in a Day

#### Tópicos

- Segurança
- Monitoramento
- Automação
- Publicação

#### Duração

08 horas

# Continue sua jornada de **conhecimento**

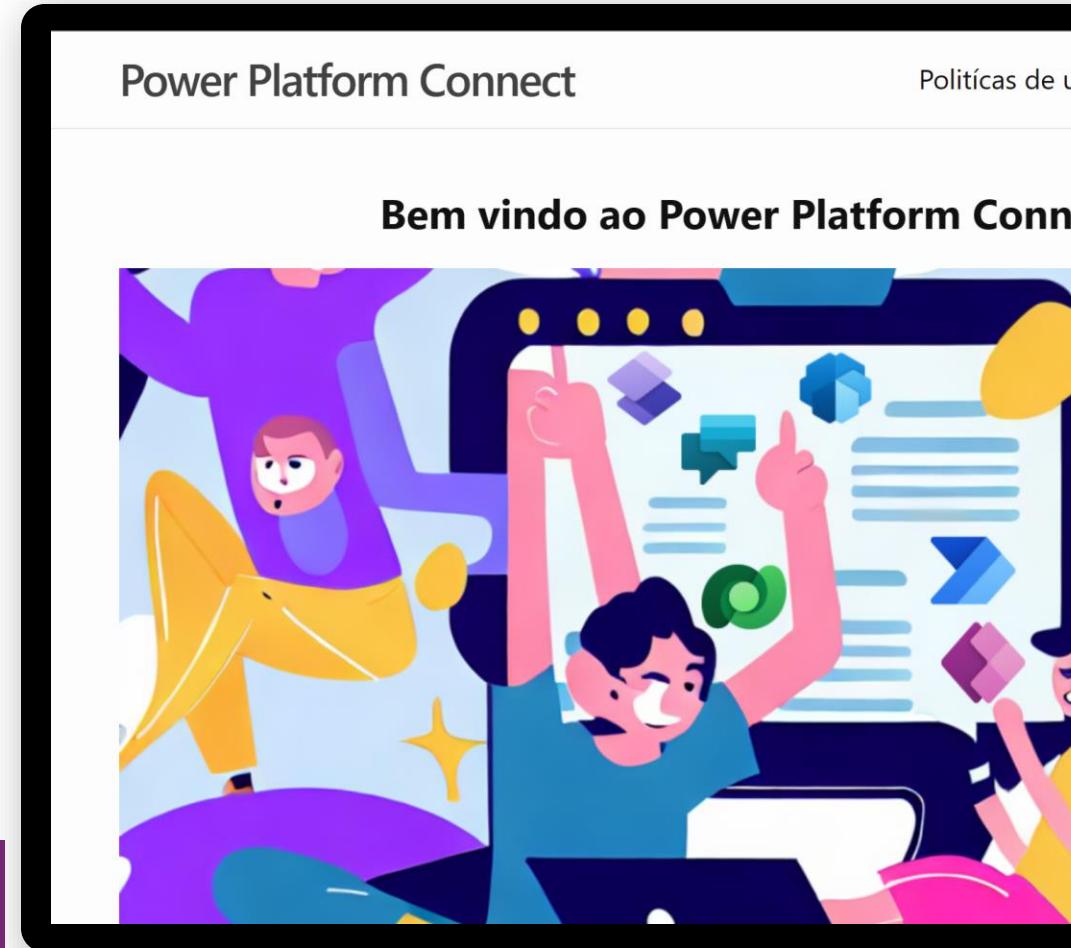
## Power Platform Connect

Site mantido pelos especialistas em Power Platform da Microsoft Brasil.

Nele você encontrará:

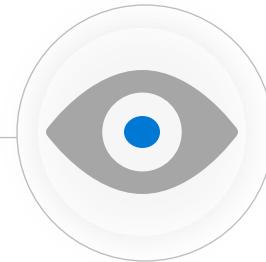
- ❖ **Links** para a **documentação oficial** de todos os produtos da Power Platform
- ❖ **Materiais** utilizados nos eventos conduzidos pelos times de especialistas
- ❖ **Notícias** sobre a Power Platform e **oportunidades de treinamento**
- ❖ **Espaço de discussão** para você esclarecer suas dúvidas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

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



# Acelere sua jornada low-code com nosso guia de adoção

## Planeje



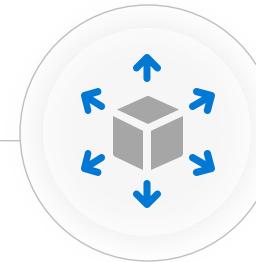
- Kickoff
- Equipe do projeto
- Patrocínio executivo
- Estratégia e visão de adoção
- Critérios de sucesso
- Plano de gerenciamento de mudanças
- Prontidão
- Estratégia de treinamento

## Capacite



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

## Cresça



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

Saiba mais: [aka.ms/PowerPlatAdoption](http://aka.ms/PowerPlatAdoption)

# Microsoft Unified para aplicações de negócio

Cientes **Unified** migram para nuvem **35% mais rápido<sup>1</sup>** e **reduzem em 67%** os eventos críticos de parada<sup>2</sup>



## Mantenha seu negócio online

24x7, Cobertura de suporte reativo conforme necessário em toda a organização e ambientes, incluindo a gestão do escalonamento



## Acelere seu tempo de adoção

Gerente de conta designado que garante que você tenha os recursos e serviços certos



## Construa o conhecimento da sua equipe

Laboratórios práticos e aprendizado sob demanda para aprimorar sua equipe no Dynamics 365 e no Power Platform



## Remover bloqueios técnicos

Responda e recupere-se de incidentes de forma mais rápida e eficaz



## Melhorar o desempenho da solução

Acesse engenheiros, arquitetos e cientistas de dados da Microsoft para obter críticas



## Aumente sua postura de segurança

Aumente o foco nos controles de mobilidade e segurança do Dynamics 365 e do Power Platform



### Como começar?

Peça ao seu Executivo de Conta da Microsoft ou ao seu Especialista de Soluções de Aplicativos de Negócios para agendar uma reunião com seu Especialista de Suporte para explorar suas opções



Saiba mais| [www.microsoft.com/unifiedsupport](http://www.microsoft.com/unifiedsupport)

<sup>1</sup>Source: The Total Economic Impact™ of Microsoft Unified Support, June 2022: A commissioned study conducted by Forrester Consulting

<sup>2</sup>Source: Using Microsoft Unified Support To Minimize Support TCO, June 2020: A commissioned TEI Spotlight conducted by Forrester Consulting

# Obrigado !

## Ricardo de Souza

Technology Specialist - Power Platform

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