

# Importante!

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

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

# Hyper automation with Power Platform

V2.0 from Nov 30, 2023

# Agenda

**The need for automation**

**A single platform for automation**

- About Power Platform
- Power Platform and AI
- Power Platform patterns of value
- Hyper automation with Power Platform

**The Hyper automation journey**

- Discover
- Automate
- Orchestrate
- Extend

**Copilot Studio**

**Next steps**



# The need for automation

# Automation for a modern world



Humans excel at **creative** and **strategic** thinking, but we spend much of our time performing **repetitive and manual tasks**



# Changing workforce

Isolated systems,  
disconnected applications

60%

Report an application development backlog<sup>1</sup>

Complex, slow,  
expensive to deploy

37%

Still using paper to manage critical business processes<sup>2</sup>

Difficult to update,  
maintain and operate

64%

Collecting and processing data have the highest automation potential<sup>3</sup>



# Automating business challenges



## More remote workers

Disparate systems, less standardization, lower visibility, greater need for information sharing



## Streamlined workforces

Higher workloads, capacity constraints, time-starved employees



## Higher customer demands

Greater urgency, higher expectations, and decreased satisfaction

# Solve challenges **faster** with low-code and AI

**Low-code** and **AI** empowers users of all kinds to create solutions that solve personal and business-wide challenges.



Drag-and-drop



Conversational  
AI



Action  
recorder

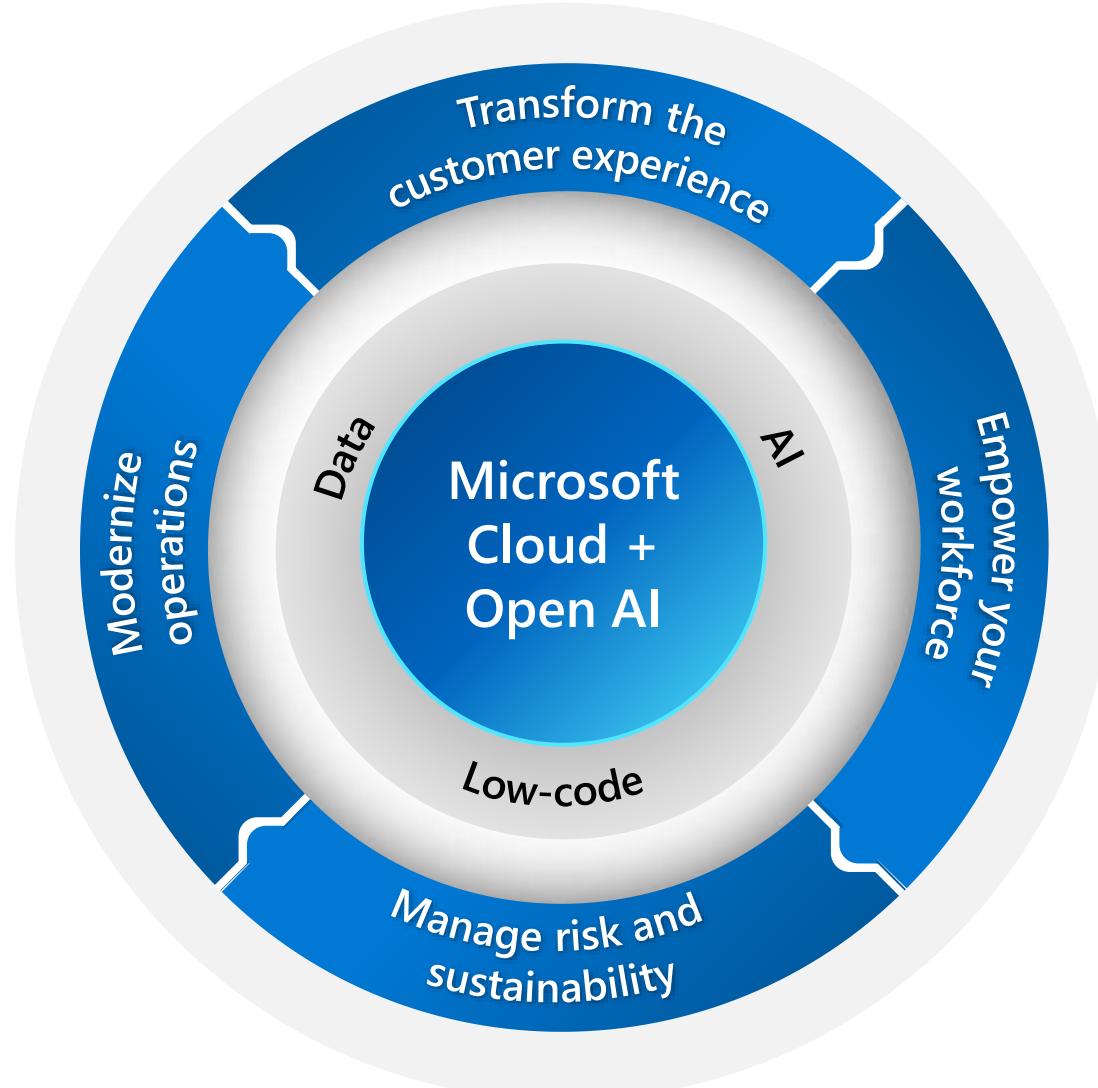
Built-in security and governance to protect your data

# Opportunities for automation

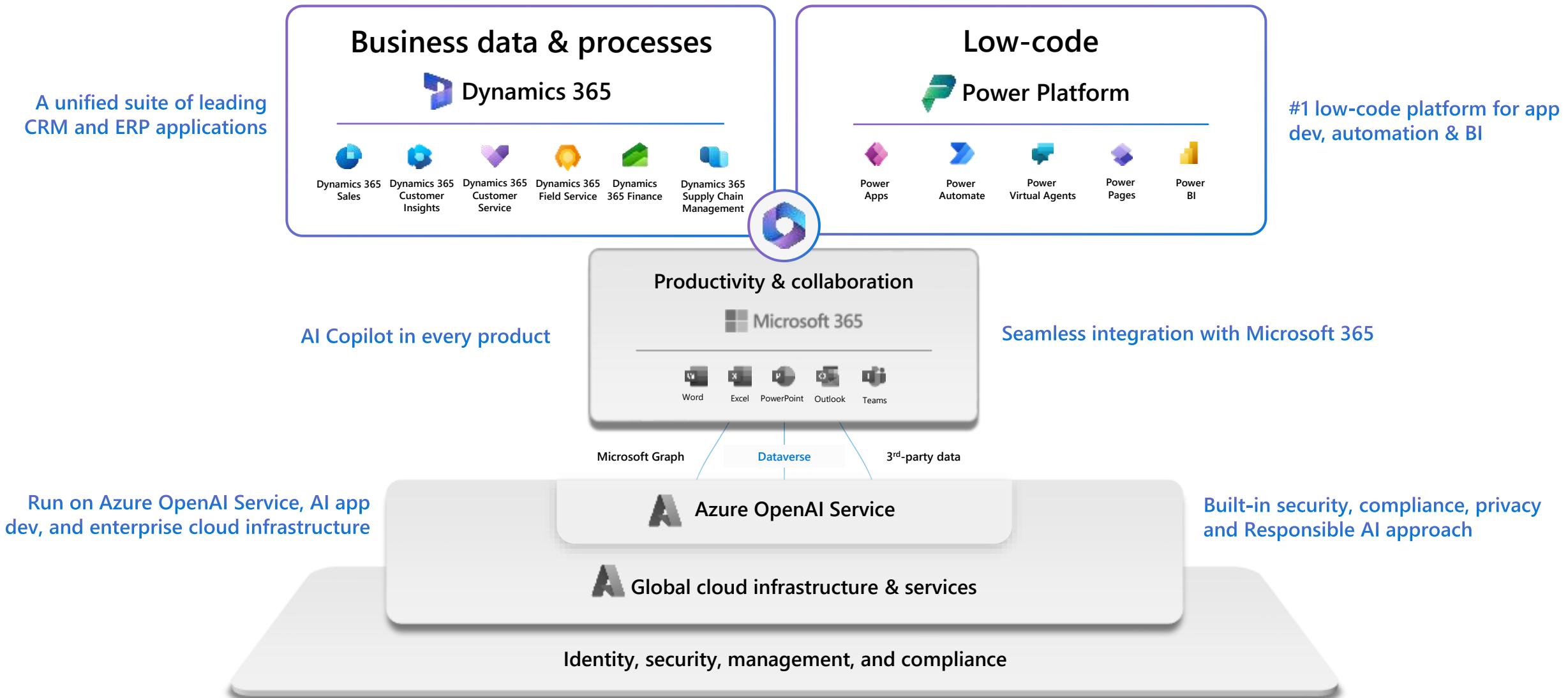
Industry	Use Cases			Scenarios
 <a href="#">Financial Services</a>	<b>Data Management</b> <ul style="list-style-type: none"><li>Update loan data in a database application</li><li>Collect all loan payment information</li></ul>	<b>Client Requests</b> <ul style="list-style-type: none"><li>Activate customer bank accounts</li><li>Process customer requests for banking/ insurance statements</li></ul>	<b>Back Office</b> <ul style="list-style-type: none"><li>Create and send financial statements to regulatory bodies</li><li>Track travel and general expenses</li></ul>	<ul style="list-style-type: none"><li>Managing credit decisioning</li><li>Generating reports</li><li>Processing invoices</li><li>Processing insurance claims</li></ul>
 <a href="#">Healthcare</a>	<b>Patient Care</b> <ul style="list-style-type: none"><li>Track patient registration</li><li>Guide patients upon arrival through check-in processes</li></ul>	<b>Data Management</b> <ul style="list-style-type: none"><li>Retrieve medical information and input into medical records</li><li>Duplicate Electronic Health Records across relevant systems</li></ul>	<b>Back Office</b> <ul style="list-style-type: none"><li>Add new providers or renew the contract of an existing provider</li><li>Monitor payment progress of patient bills</li></ul>	<ul style="list-style-type: none"><li>Personalizing patient care</li><li>Scheduling employees</li><li>Processing and tracking claims</li></ul>
 <a href="#">Manufacturing</a>	<b>Inventory Management</b> <ul style="list-style-type: none"><li>Calculate future product demand</li><li>Forecast inventory</li></ul>	<b>Labor Management</b> <ul style="list-style-type: none"><li>Inform data-driven production line staffing decisions based on current and future product demand</li></ul>	<b>Back Office</b> <ul style="list-style-type: none"><li>Monitor factory capacity utilization</li><li>Track and process employee, production and material costs</li></ul>	<ul style="list-style-type: none"><li>Conducting quality control</li><li>Forecasting supplies</li><li>Tracking production</li><li>Order processing</li></ul>
 <a href="#">Retail</a>	<b>Logistics</b> <ul style="list-style-type: none"><li>Calculate future demand for specific retail products</li><li>Reallocate overages to buyers with shortage/high demand</li></ul>	<b>Customer Service</b> <ul style="list-style-type: none"><li>Send real-time updates to customers about promotions or in-store events</li></ul>	<b>Back Office</b> <ul style="list-style-type: none"><li>Track inventory price changes</li><li>Read files in the POS system</li><li>Scrape websites for tax invoicing</li></ul>	<ul style="list-style-type: none"><li>Forecasting product availability</li><li>Comparing prices</li><li>Hiring and onboarding associates</li><li>Managing shift scheduling</li></ul>
 <a href="#">Telecom</a>	<b>Data Management</b> <ul style="list-style-type: none"><li>Update and verify customer account data and service package data</li></ul>	<b>Client Relations</b> <ul style="list-style-type: none"><li>Route and respond to customer queries</li><li>Take payment information from customers</li></ul>	<b>Back Office</b> <ul style="list-style-type: none"><li>Monitor network congestion and outages</li><li>Process invoices and purchase orders</li></ul>	<ul style="list-style-type: none"><li>Routing support tickets</li><li>Monitoring network performance</li><li>Managing transaction data</li><li>Order processing</li></ul>

# Microsoft digital transformation and four priorities

Unlock business value and deepen customer relationships



# Future-proof your business with Microsoft Business Applications





# About Power Platform

# Surging digital demand



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



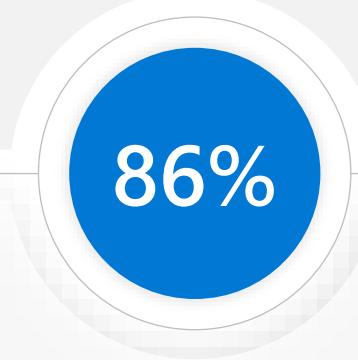
**of digital work can be  
automated with current tech**

# Not enough developers



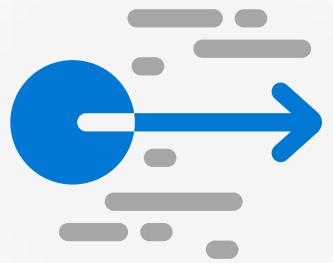
4M

developer shortfall



86%

of companies struggle to hire  
tech talent



**Accelerate developers and  
empower new makers**

# Low-code empowers everyone

Developers

IT Admins

Business and Front-Line Workers



# Low-code in reality



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

— **Charles Lamanna,**  
Microsoft Build, May 2023

89%

CIOs & IT pros  
say low-code is  
increasing  
efficiency<sup>1</sup>

7.4M

makers build  
solutions using  
low-code on  
Power Platform<sup>2</sup>

33M

monthly  
active users  
of Power  
Platform<sup>3</sup>

<sup>1</sup>Source: Low-code signals 2023

<sup>2</sup>Source:

<sup>3</sup>Source: Microsoft Earnings Call, FY2

# Microsoft Power Platform

AI Enabled 



Copilots



Automations



Apps



Pages



BI



Power Fx



Managed  
Environments



Dataverse



1000+  
Connectors



AI Builder

[aka.ms/PowerPlatform](http://aka.ms/PowerPlatform)

**CONNECT TO ALL YOUR INTERNAL AND EXTERNAL DATA SOURCES**

# Over 1,000 Power Platform data connectors

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

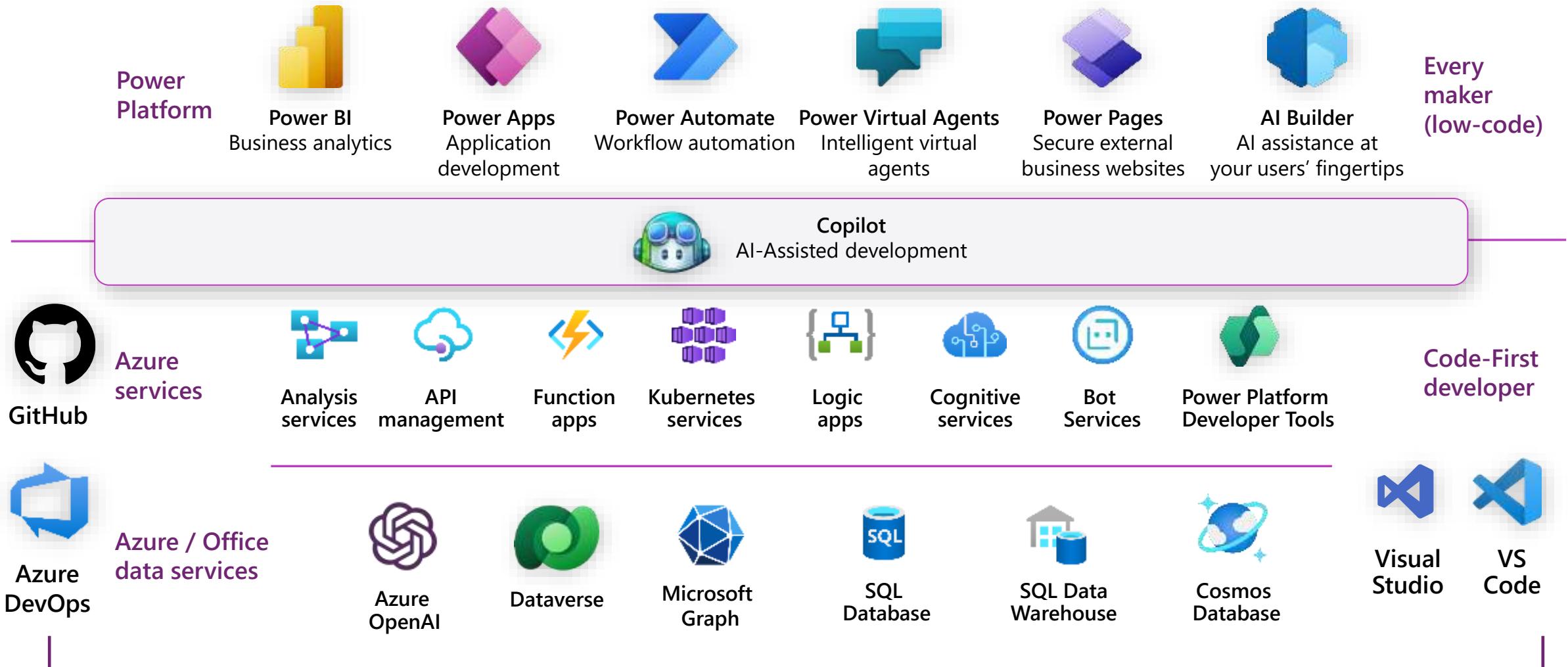
Seamless hybrid connectivity via the on-premises data gateway

Custom connectors as building blocks for citizen developers

Robotic Process Automation is the ultimate connector, if necessary



# Develop Faster than Ever Before



# Easily publish your custom APIs to Power Platform

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

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

[Learn more](#)

The screenshot shows the Azure API Management interface for creating a connector to the Power Platform. The left sidebar lists various management options: APIs, Products, Subscriptions, Named values, Backends, API Tags, and Power Platform. The 'Power Platform' option is highlighted with a red box. The main right-hand pane is titled 'Create a connector' and contains sections for selecting an API and a PowerApps environment. The 'API' section shows 'Demo Conference API' selected. The 'PowerApps' section shows 'Personal Productivity' selected as the environment to publish to, and 'MyAPIMConnector' entered as the API display name. A checkbox for 'Create subscription key connection parameter' is checked. At the bottom are 'Create' and 'Back' buttons.

# Disconnected Solutions

**Increased complexity**

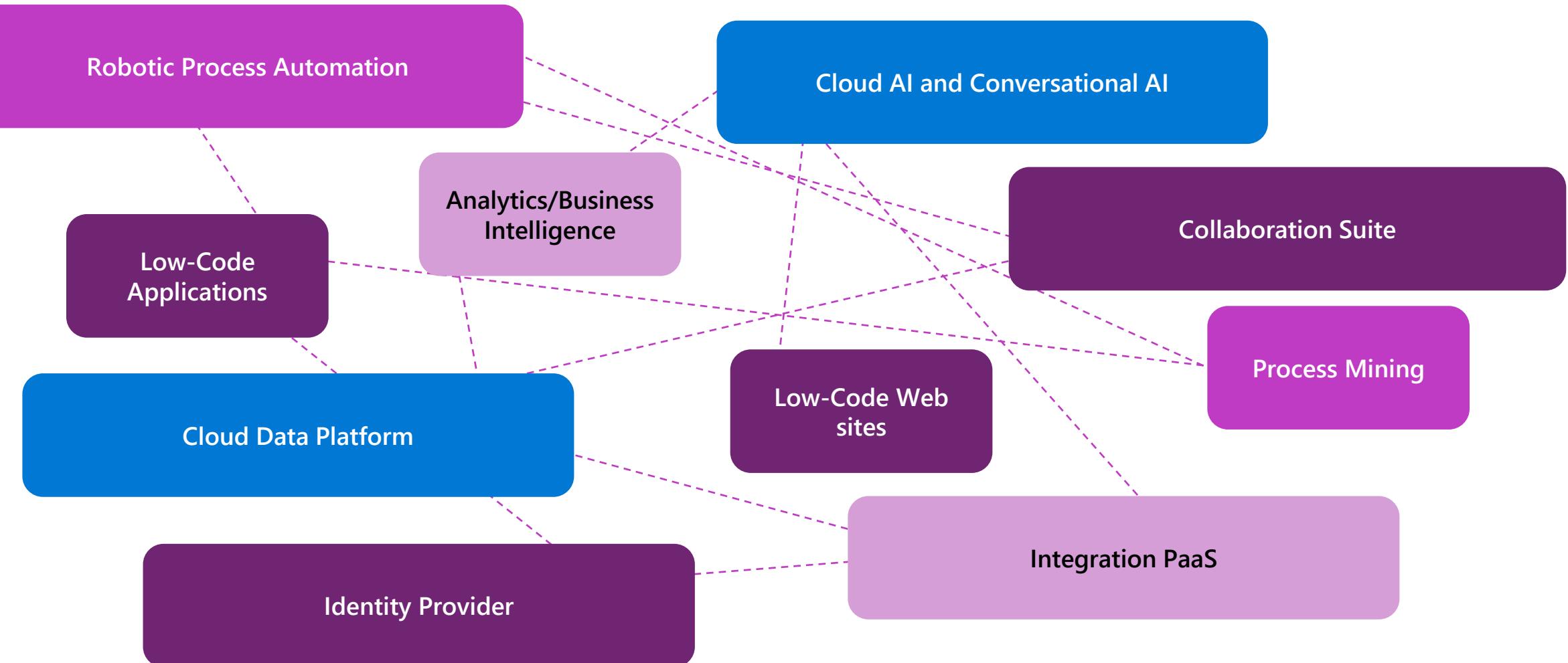
disparate admin/security/governance

**Higher TCO**

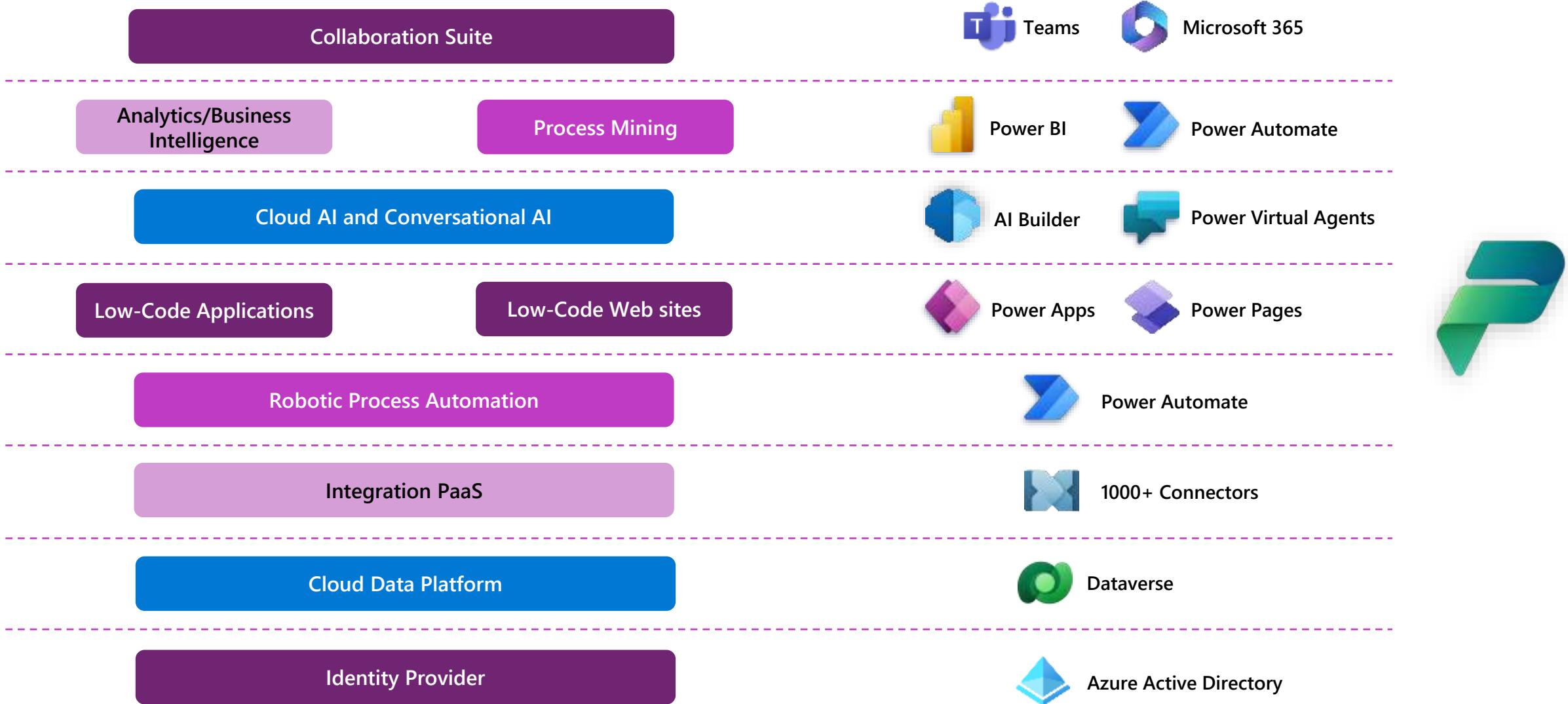
multiple vendors = multiple bills

**Additional support considerations**

multiple specialist experts



# The Microsoft Approach – An Orchestrated Platform



# Why Microsoft Power Platform

1



Common data model across all business applications

16



Analyst reports where Microsoft is positioned as the leader

500K



Power Platform customers

97%



Fortune 500 companies use Business Applications

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

**Leader in collaboration and productivity**, infused in business processes

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

# Why Microsoft Power Platform

## Proven value in real world business scenarios

Reduction in app development costs

74%

Reduced errors due to increase automation

27.4%

Less effort required to build and maintain bots

80%

Reduce development costs

24%

Improve customer experience

33%

Meet business demands faster

50%

Reduction in Pro Dev and DevOps cost

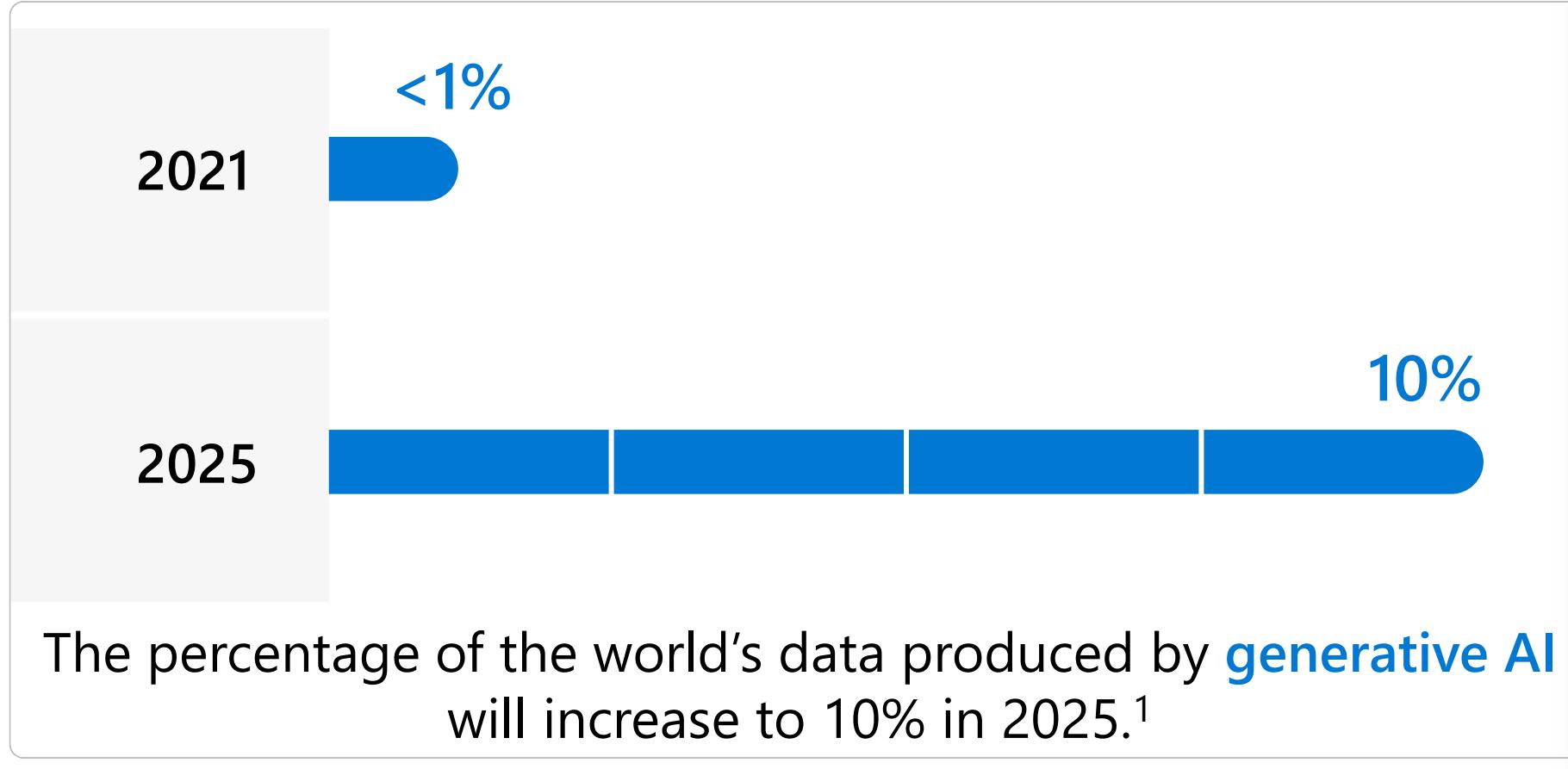
Reduced time to market

Reduced time to handle customer support requests



# Power Platform and AI

# The union of low code and AI is a game changer



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

**65% +**  
More than  
65% of app  
development  
**will be**  
**low-code** by  
2024.<sup>2</sup>

# AI and low code are the future



87%

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



87%+

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

1. Source: Gartner® Press Release ,Gartner Identifies the Top Strategic Technology Trends for 2022, October 18, 2021. GARTNER is a registered trademark and service mark of Gartner, Inc. and/or its affiliates in the U.S. and internationally and is used herein with permission. All rights reserved.
2. Source: Gartner 2019 Magic Quadrant for Enterprise Low Code Application Platforms

# Era of the AI Copilot

Augmenting human productivity and ingenuity

## The role of technology

From

To

Tools

Helpful “copilot”

Data input / output

Conversational interface, using  
natural language

Perform linear tasks

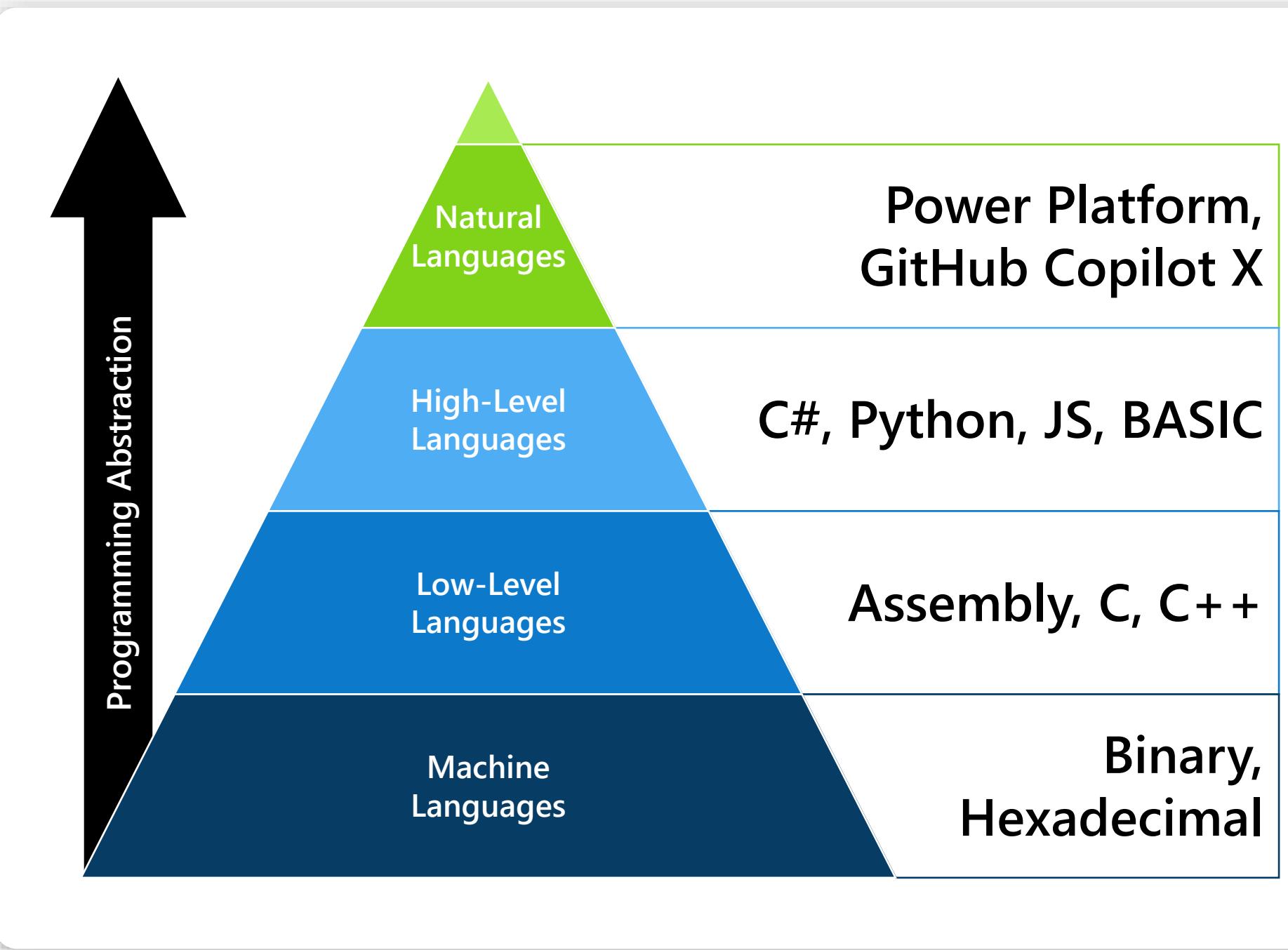
Performs complex, generative  
tasks

Follow commands

Iterate ideas and output, with  
human in the loop



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



# What AI does for Power Platform

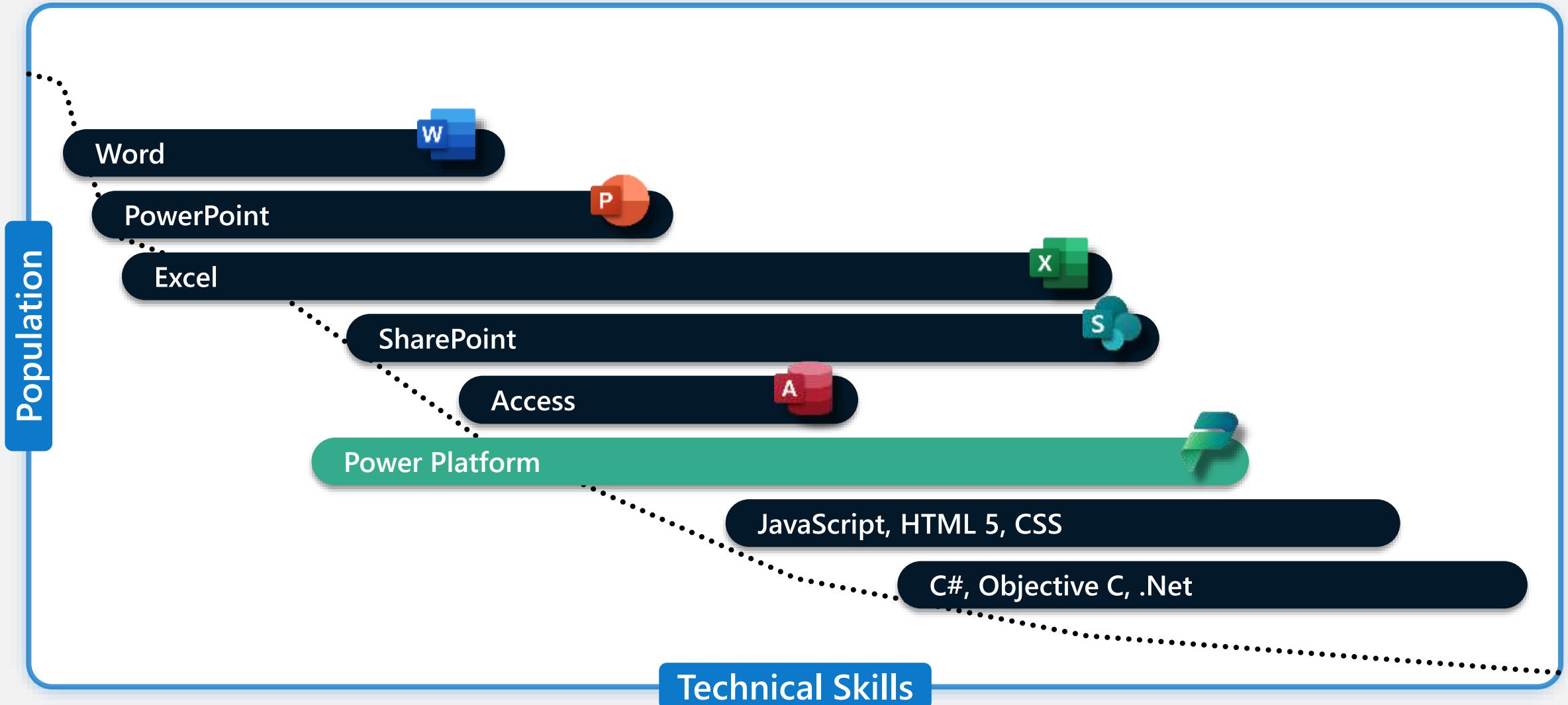


Easier to **make** apps,  
automations, copilots, and sites

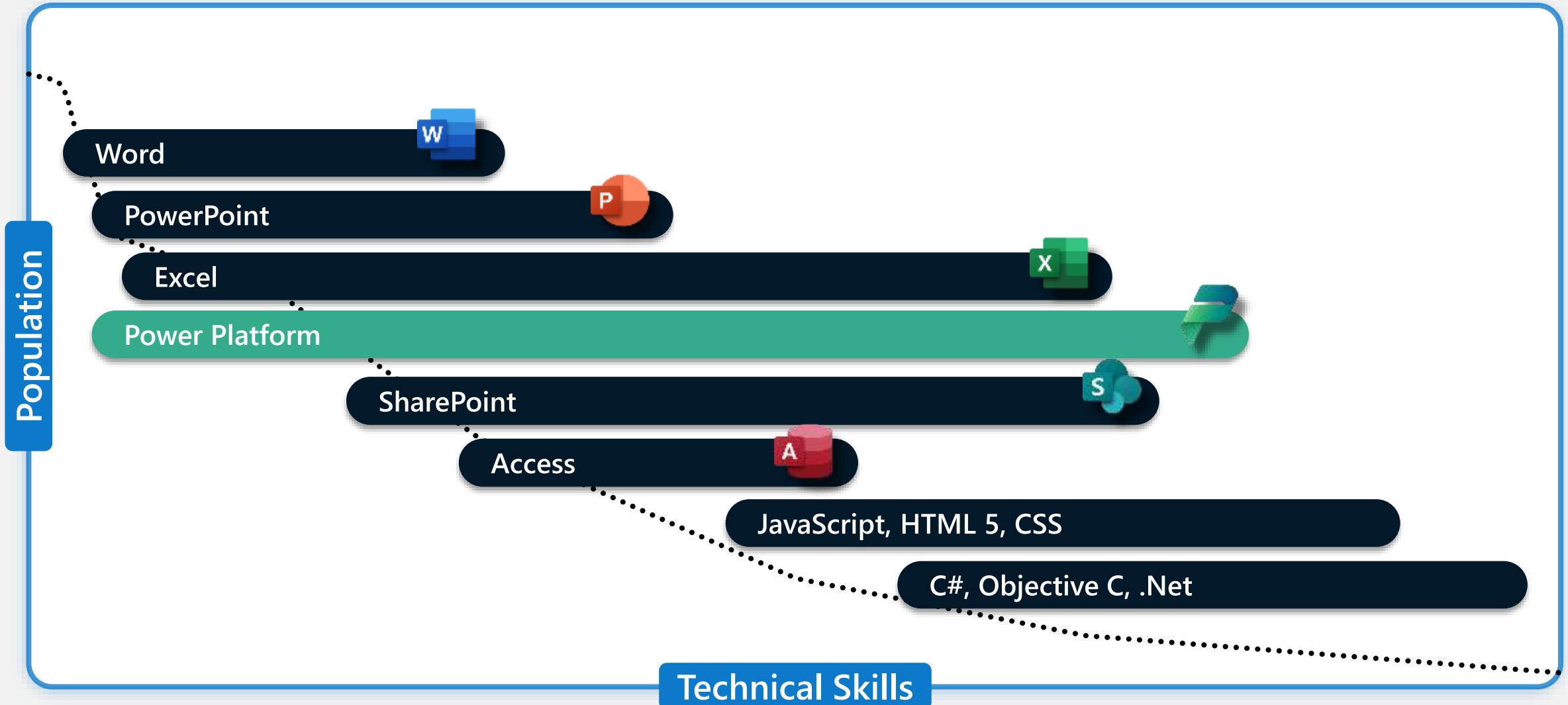
**Richer** to use apps,  
automations, copilots, and sites



# Low Code Adoption



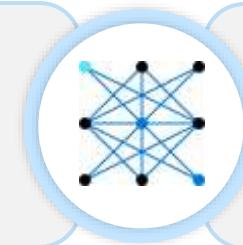
# Low Code Adoption + AI Copilot



# Work smarter and faster

with AI designed for everyone

## Across Power Platform



## Across Microsoft



## Power Platform

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

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



## Copilot

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

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



## AI Builder

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

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



# Copilot and the age of AI

Companies with highly engaged workforces had better financial outcomes.

Productivity

X

Engagement

=

Performance



88%

feel more productive with  
AI assistance.<sup>1</sup>



74%

say AI enables them to focus  
on more satisfying work.<sup>1</sup>

\$46,511

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

# AI in Power Platform

Easier to make. Richer to use.



## Power Apps

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



## Power Automate

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



## Copilot Studio

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



## Power Pages

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



## Power BI

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



## AI Builder, Managed Environments, Dataverse

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



Release Planner | AI Availability

# Previews

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

[Power Platform Release Planner](#)

# Microsoft and OpenAI

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

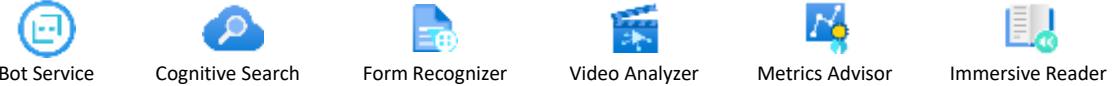
 Microsoft

Power Platform | Microsoft 365 | Dynamics 365 | Partner Solutions



Azure AI

Scenario-Based Services - Applied AI Services



Bot Service      Cognitive Search      Form Recognizer      Video Analyzer      Metrics Advisor      Immersive Reader

Customizable AI Models - Cognitive Services



Vision      Speech      Decision      Language       OpenAI

ML Platform



Azure Machine Learning

 OpenAI

**ChatGPT**  
Conversational AI chatbot

**GPT-3**  
Understand and generate natural language

**Whisper**  
Automatic speech recognition

**CodeX**  
Understand and generate code

**DALL-E**  
Creating images from text

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

[Azure OpenAI Service](#)

# Enterprise Grade AI

## Enterprise Security

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

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

Your data respects existing **permissions models**

**Azure security, enterprise promises, compliance**

Published availability **SLA**

## Responsible AI

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

**Content moderation**

**Hallucination filter**

**Fairness and inclusive** policies

**Red-teaming** and adversarial testing

## Governance

Respects **existing security and privacy guardrails**

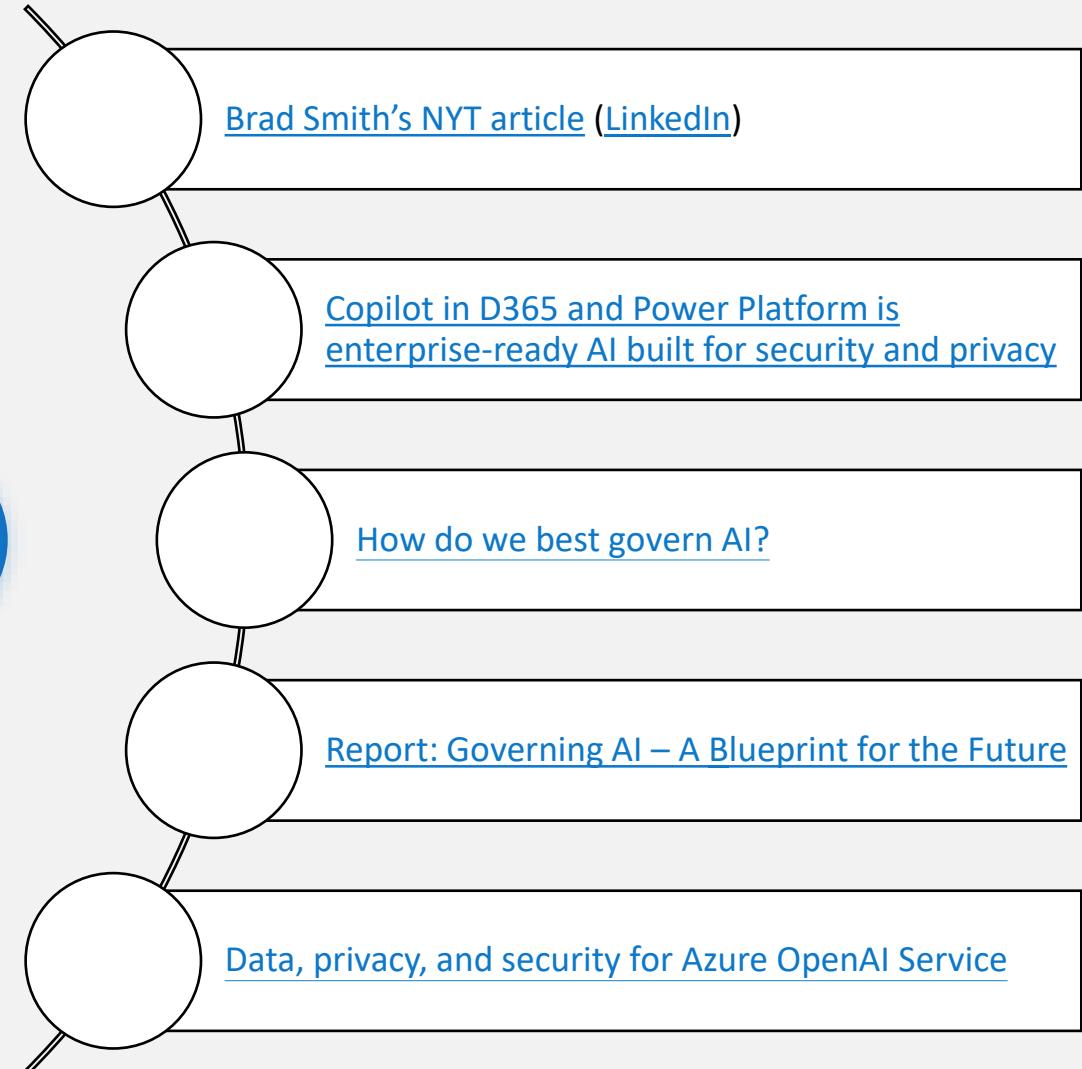
**Data loss prevention policies** to safeguard data

**Analytics reports** to provide admin visibility

**Data sharing** is opt-in only

Data, Privacy, & Security

# AI security, privacy & governance



# Power Platform patterns of value

# Power Platform Patterns of Value

## Why IT chooses Power Platform



### Agility

Create rich apps, automations, and bots fast with AI Copilot and low-code tools.



### Governance

View, control, and manage policies, usage, onboarding, ALM via Managed Environments.



### Security

Built-in Identity and user management, DLP, encryption, compliance, and privacy.



### Responsible AI

AI that is fair, reliable, safe, private, secure, transparent, accountable, and inclusive.



### Pro Dev Friendly

APIs, Connectors, Custom Connectors, PCF controls, Azure DevOps, and Visual Studio support.



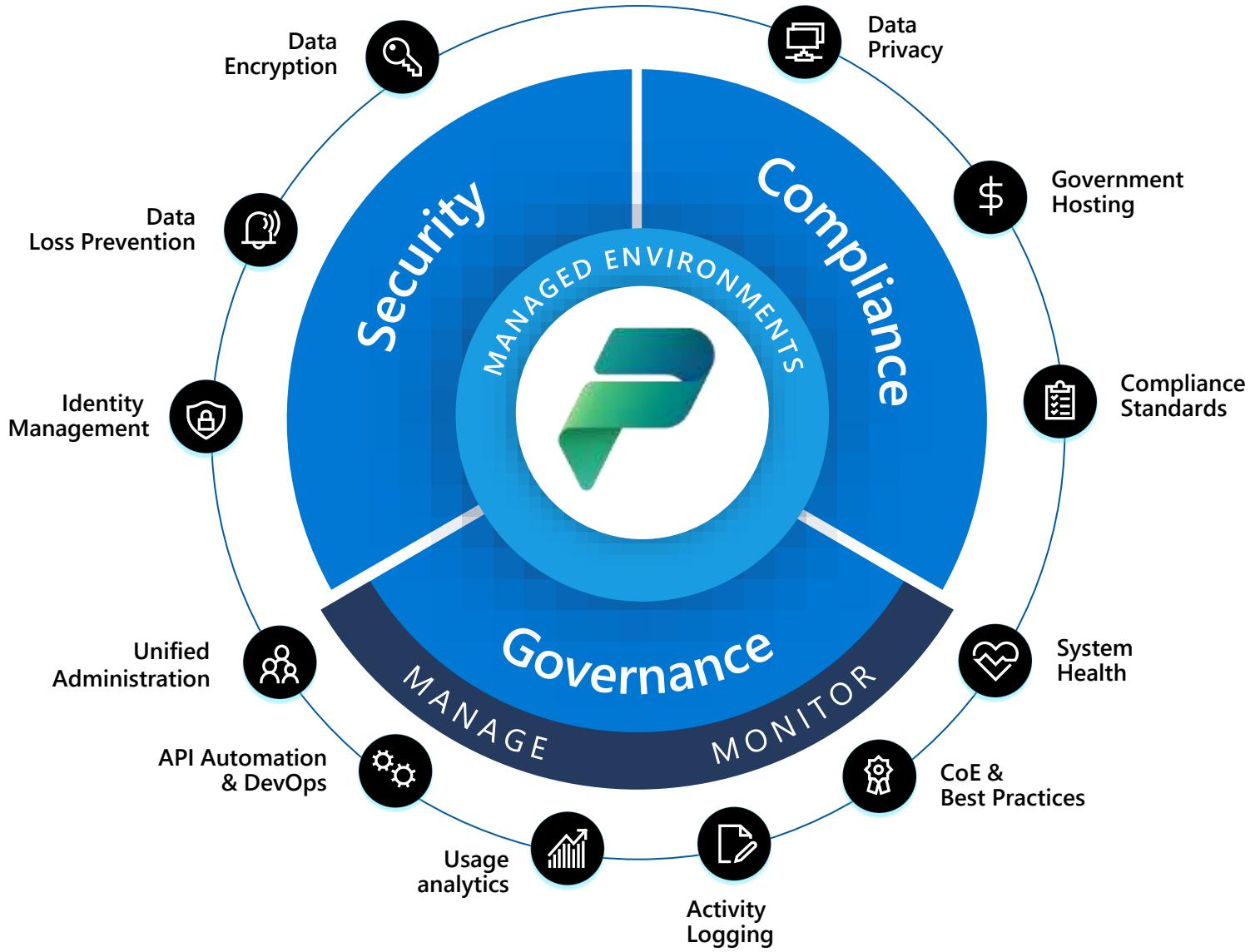
### Accessibility

Build accessible and compliant apps easily for Windows, Web, iOS, and Android.

With Power Platform, organizations can reimagine business, IT, and developer **culture** and elevate all employees.

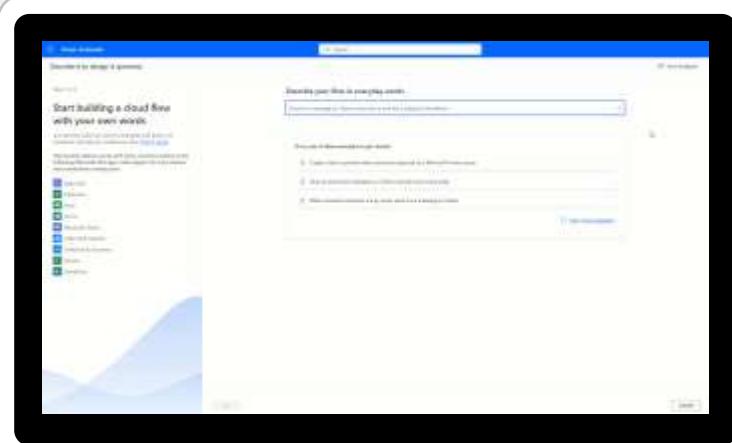
Power Platform Gartner 2023

Power Platform  
offers  
unmatched  
governance and  
security controls  
at scale today



# The right tools for your governance requirements

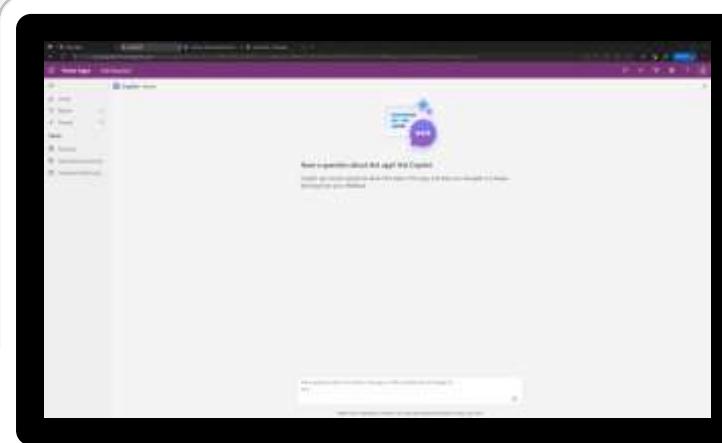
## Power Platform Admin Center



### Standard governance offering:

- Build guardrails around data, apps, and environments
- View analytics on low code assets across your organization

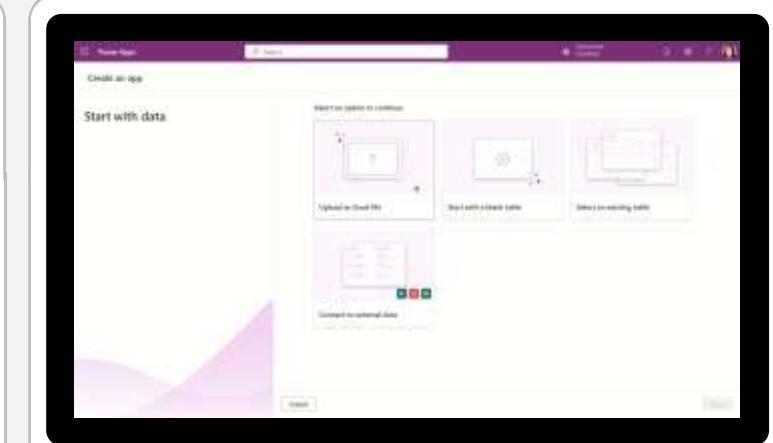
## Managed Environments for Power Platform



### Premium governance offering:

- Enable governance-at-scale without additional IT resources
- Proactively build and enforce best practices while gaining key insights and analytics

## Center of Excellence Kit

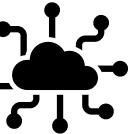


### Extensible governance add-on:

- Enhance your governance journey with powerful open-source tools
- Drive innovation and improvement faster

# Power Platform Patterns of Value

## How Business uses Power Platform



### App Modernization

Update, rearchitect, and rebuild apps at scale and address backlog.



### Business Agility

Improve processes and experiences for core systems: SAP, Oracle, Salesforce.



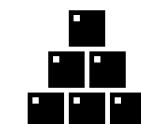
### Accelerate Pro Development

Reduce time and effort in creating enterprise-grade apps.



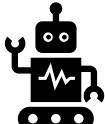
### Enhance Employee Experience

Interact with business data with ease in Microsoft 365 and Teams.



### Empower Departments

Enable departments to solve business challenges with IT governance.



### Optimize Hyperautomation

End-to-end automation with RPA, DPA, AI, chatbots, more.

#### Caterpillar

Rental equipment turn around processing app reduced entire process to **1-day**

#### Ernst and Young

General ledger posting process connected to SAP yields **30%** Cost reduction from

#### Blackmores Group

Pro-code plus No-code practice reduced time to produce key supplier reports by **50%**

#### American Airlines

Frontline connected through Teams and Power Apps save **10 hours** of taxi time per day

#### T-Mobile

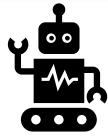
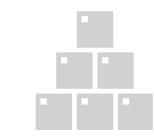
Employee led initiatives facilitated by Marketing team saves **\$4M+** from employee initiatives

#### Pacific Gas & Electric

Digital productivity program supported by Cognizant saved **75,000 hours** across organization

# Power Platform Patterns of Value

## How Business uses Power Platform



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Digital productivity program supported by Cognizant saved **75,000 hours** across organization

# What is hyperautomation?

Hyperautomation is a business-driven approach to identify, vet and automate as many business and IT processes as possible. It requires the orchestrated use of multiple technologies, tools, and platforms, including RPA, low-code platforms and process mining tools.\*

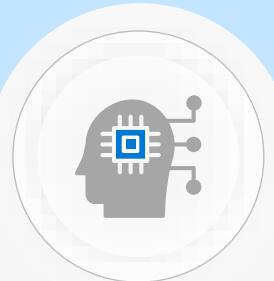


# Why hyperautomation?

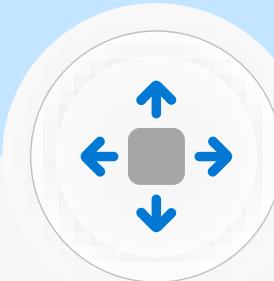
Solve business challenges faster



End-to-end automation and process modernization with RPA, DPA, embedded AI, chatbots, and process mining.



Build a culture of automation and digital transformation with the full Power Platform solution.



Efficiently scale automation and give IT controls they need to drive a secure and compliant organization.

By 2025, 60% of organizations will capitalize on disruption with an enterprise-and ecosystem-wide approach to automation, leveraging model-based enterprise concepts, COEs, and low/no-code platforms.

# How does low code help in process modernization?



HARNESS THE POWER OF LOW-CODE AUTOMATION



# Power Automate boosts productivity for everyone

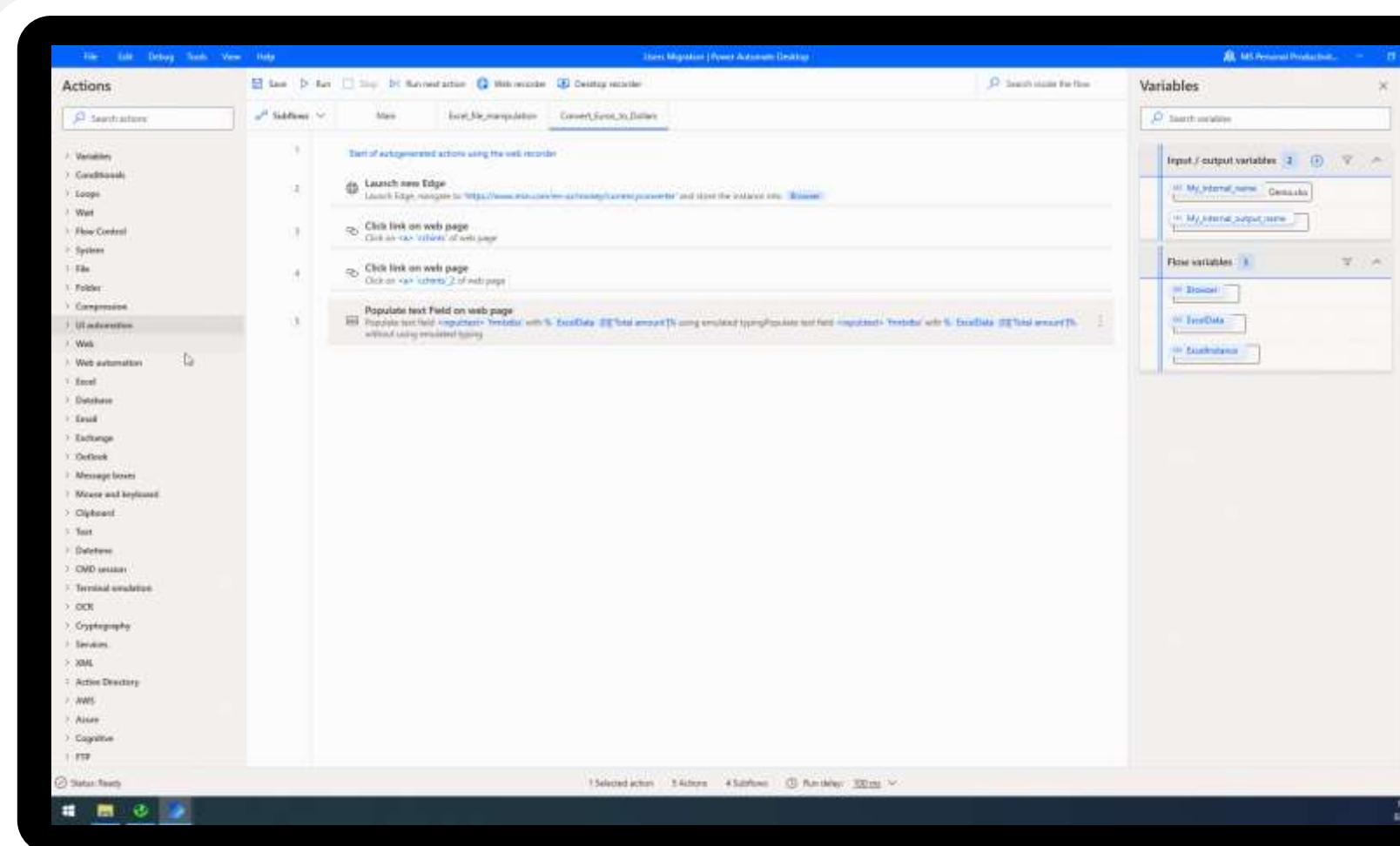
**Digital Process Automation (DPA)** allows resilient, cloud-native automation through the creation of cloud flows

**Business Process Automation (BPA)** streamlines complex processes for end users at scale

**Robotic Process Automation (RPA)** uses robots that emulate human actions to automate activities

**AI Builder** creates intelligent automated workflows

**Process/Task Mining** enables users to visualize processes and gain deep insights into opportunities to optimize



# Hyperautomate across your ecosystem

A comprehensive, low-code automation solution with extensibility and connectivity

## 1 Discover

Continuously improve your business with **task and process mining** to identify bottlenecks and opportunities for automation.

## 2 Automate

Automate workflows with modern and legacy systems alike using advanced **DPA** and **RPA** solutions.

## 3 Orchestrate

**Securely scale** across your organization with governance, data loss prevention, and hosted infrastructure.

## 4 Extend

Infuse automation in chatbots, websites, apps, and more with **Microsoft Power Platform** and native integration within the Microsoft ecosystem.

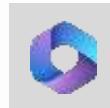
### Extensibility



Windows 11



### Connectivity



1,000+ 3<sup>rd</sup> party connectors, including custom and on-prem



**Discover what to  
automate**

# Growing process complexity

**60%**

---

of executives believe their processes  
are too complex

**\$2 trillion**

---

of potential savings through  
automation

# Opportunity for process intelligence and low-code

**750M**

---

New apps, mostly for process digitization, will be created by 2025, more than the number built over the past 40 years

**36%**

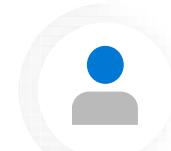
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Improvement in process performance metrics on average derived from process mining and low-code

# Take the guesswork out of automation

“

I don't know  
what to  
automate



Use **process mining** to record steps in your process



Review the **visual process map** to identify bottlenecks  
and opportunities for automation



Based on what you learned, start automating your  
process with **flows**

TAKE THE GUESSWORK OUT OF AUTOMATION

# Process and task mining

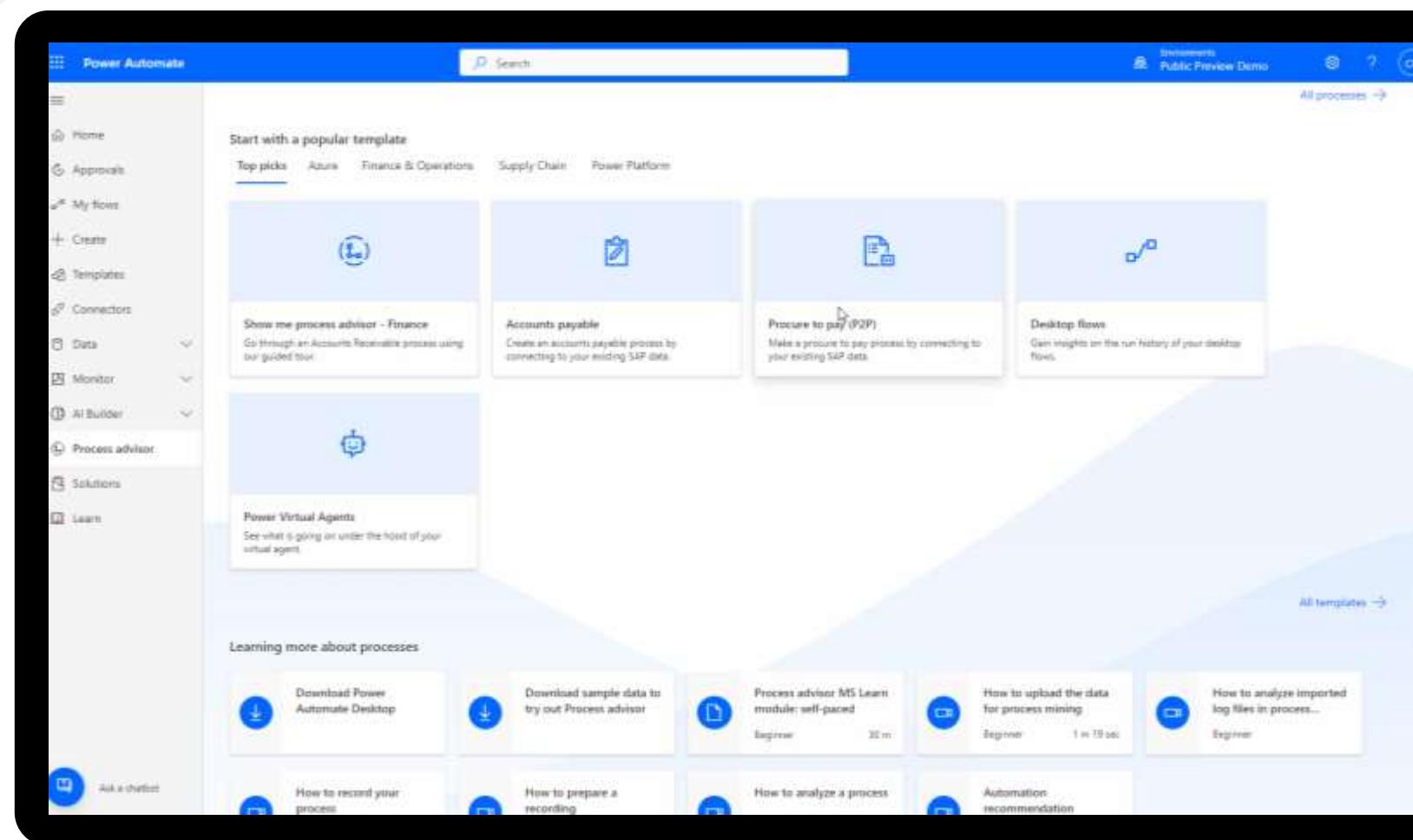
Use out-of-the-box templates for rapid deployment from data ingestion to pre-defined custom reports.

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

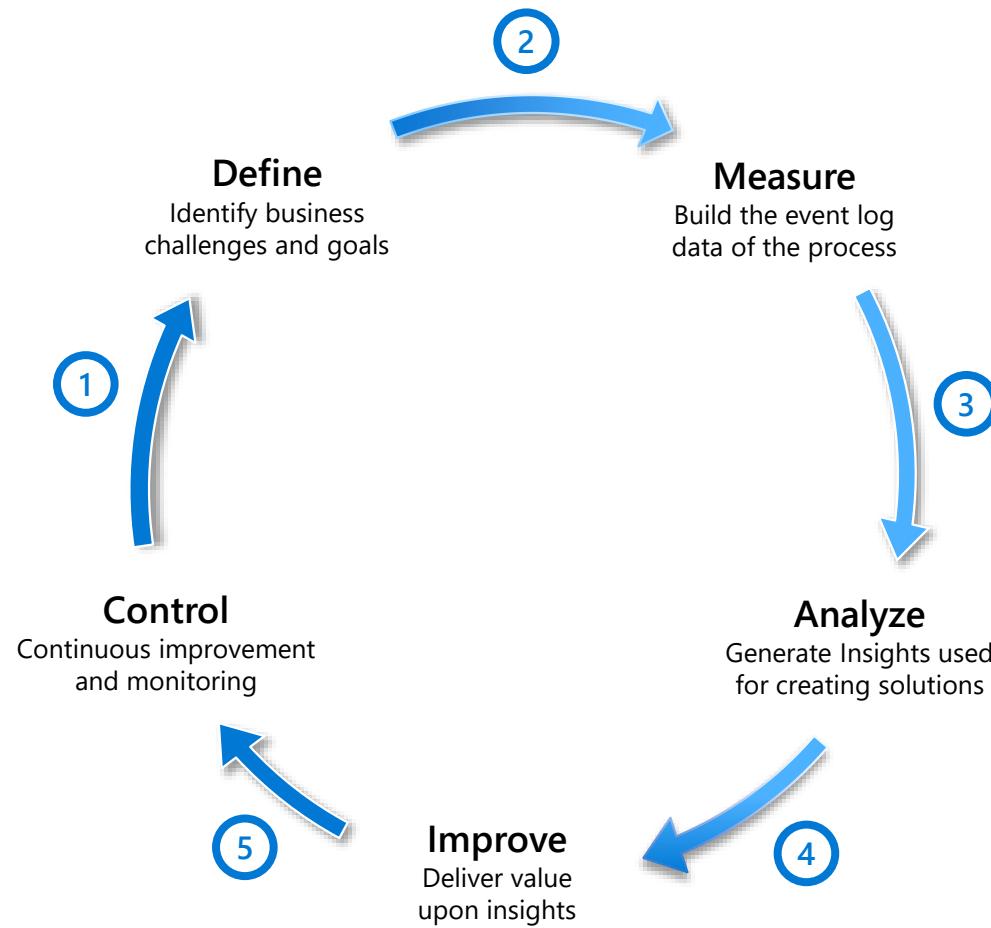
Create views, publish them to [create custom Power BI reports](#) and share across the organization

Seamlessly integrate with Power Automate flows to turn insights into action

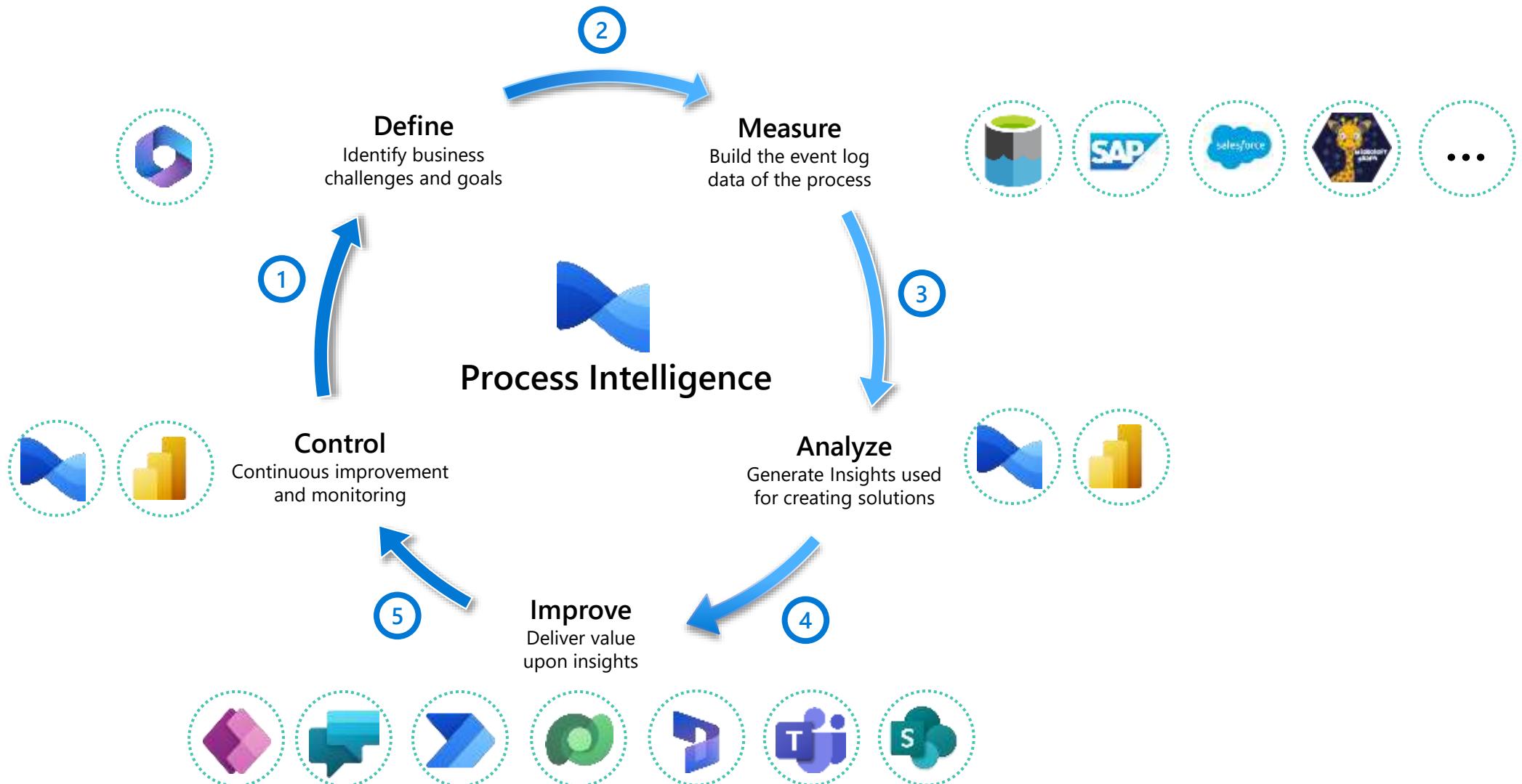
Discover possibilities for [automation of individual workflow](#) with task mining



# A typical business process optimization journey



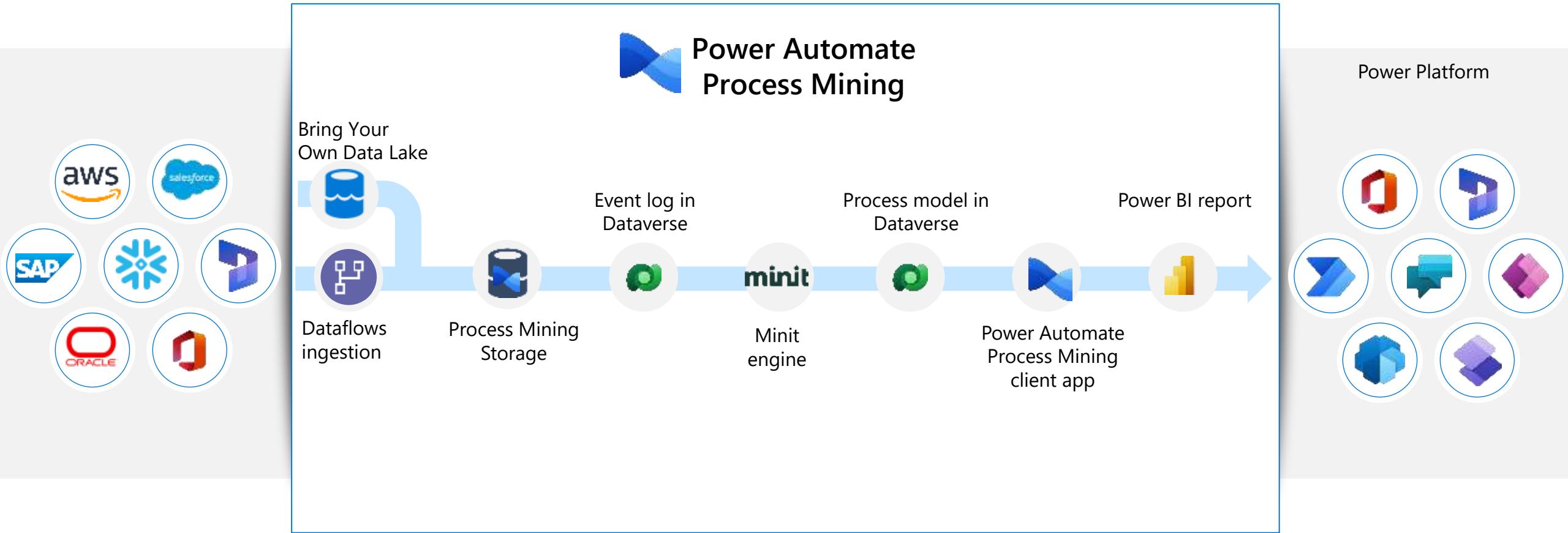
# Microsoft's End-to-end Process Intelligence



# Process Mining Architecture

## Details

## A complete overhaul of Process Mining solution with Minit components



# 10+ years of Process Intelligence experience

2013

Development of Minit has started

2022

Microsoft acquires Minit

30k+

Microsoft customers use process intelligence capabilities

2013



Minit 1.0  
launched

Jun 2020

Task mining in Power  
Automate becomes  
Generally Available

2021



Minit named top  
vendor by Everest  
Group and Nelson  
Hall



Microsoft acquires  
Minit

March  
2022

Nov  
2022



Process Advisor +  
Minit in public  
preview

Power Automate  
Process Mining is  
lead-status GA

Apr 1  
2023

Aug  
2023

Power Automate  
Process Mining is  
Generally Available

Development of  
Minit has started

2015

Formation of  
Microsoft Process  
Insights

May  
2021



**OPTIMIZE YOUR PROCESSES AND DISCOVER AUTOMATION OPPORTUNITIES**



# Use-cases

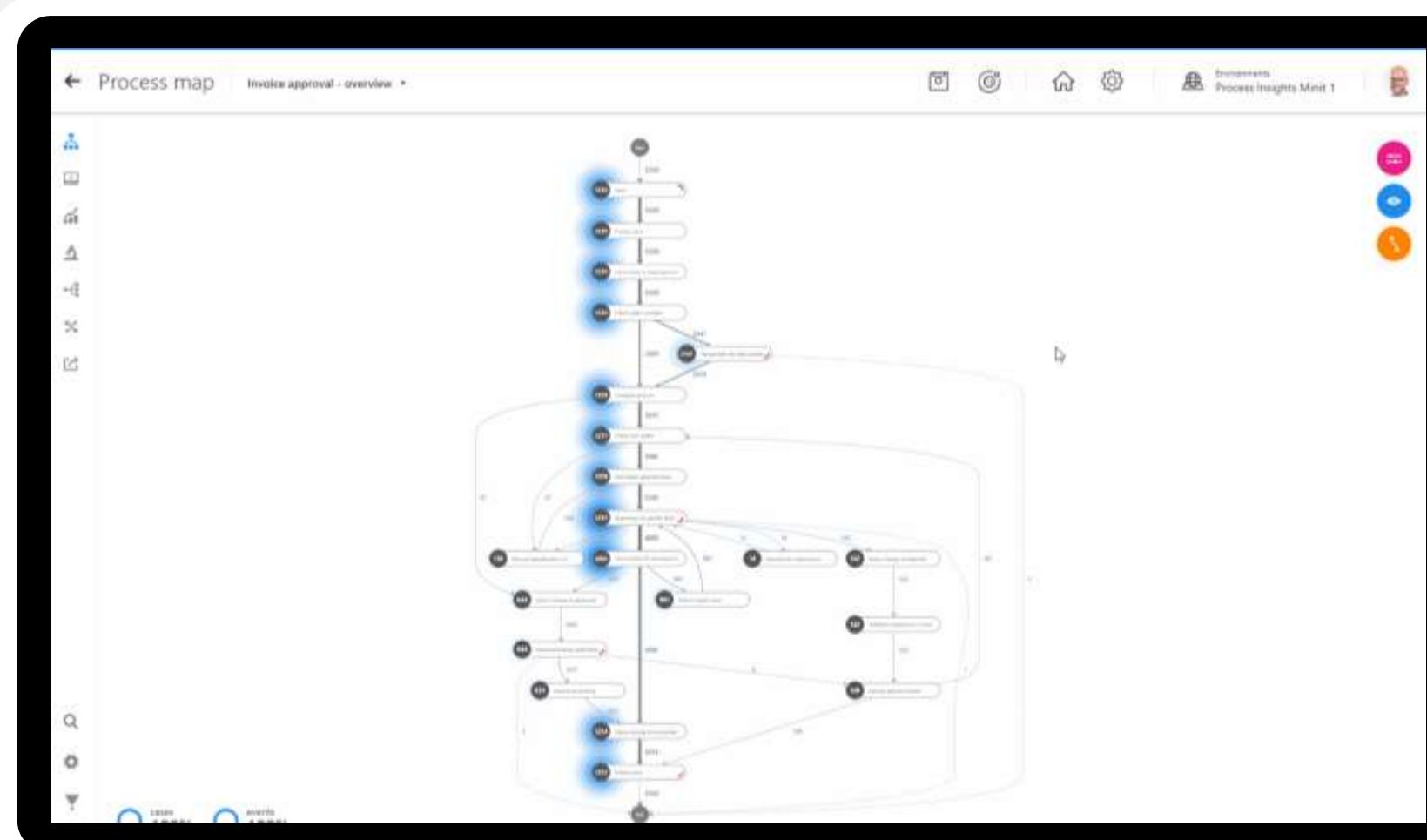
**Accelerate your digital transformation efforts** with a blueprint for building Cloud flows, RPA, AI and more.

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

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

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

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



# Process advisor in Power Automate

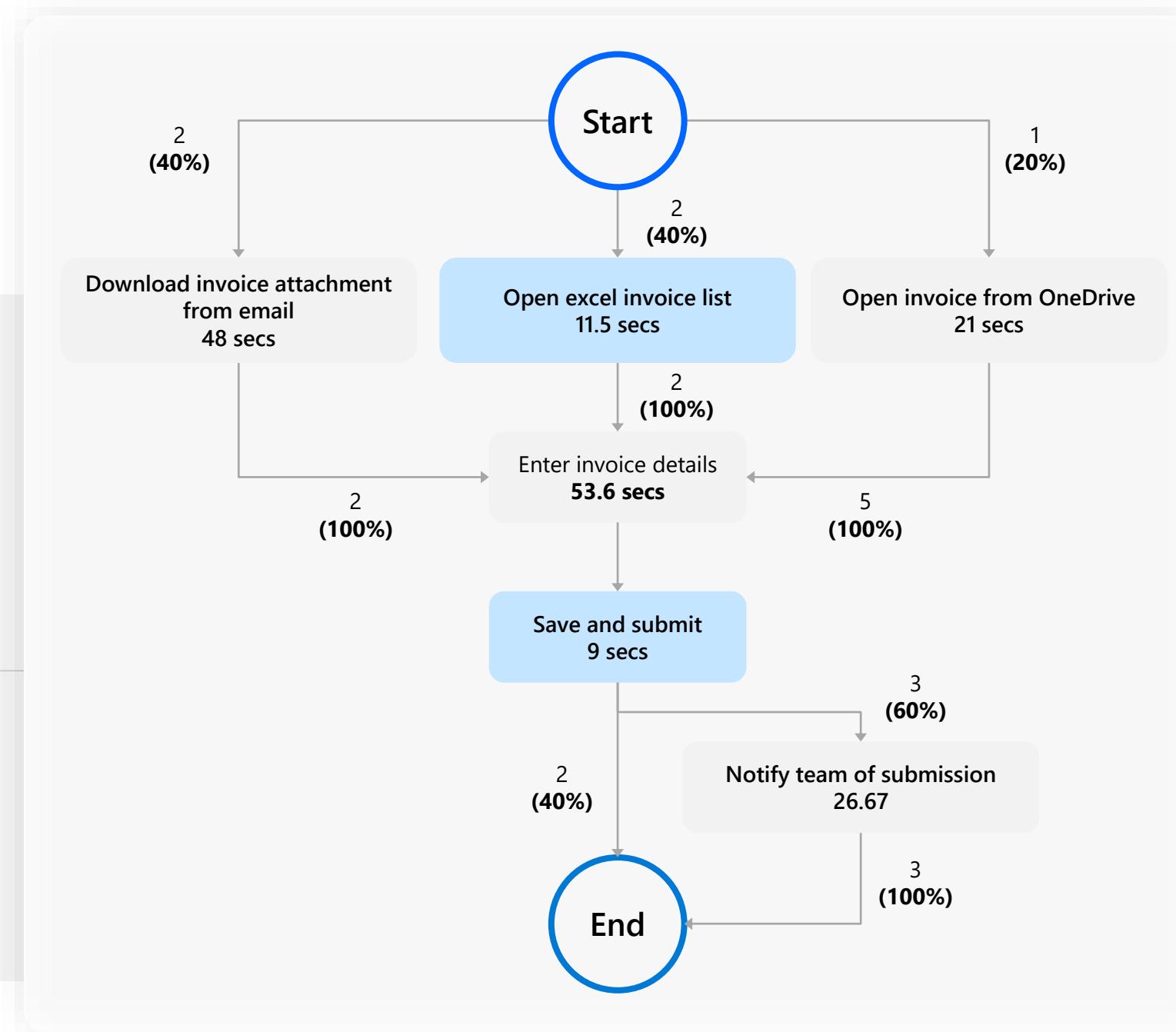
Two powerful capabilities make up process advisor

## 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

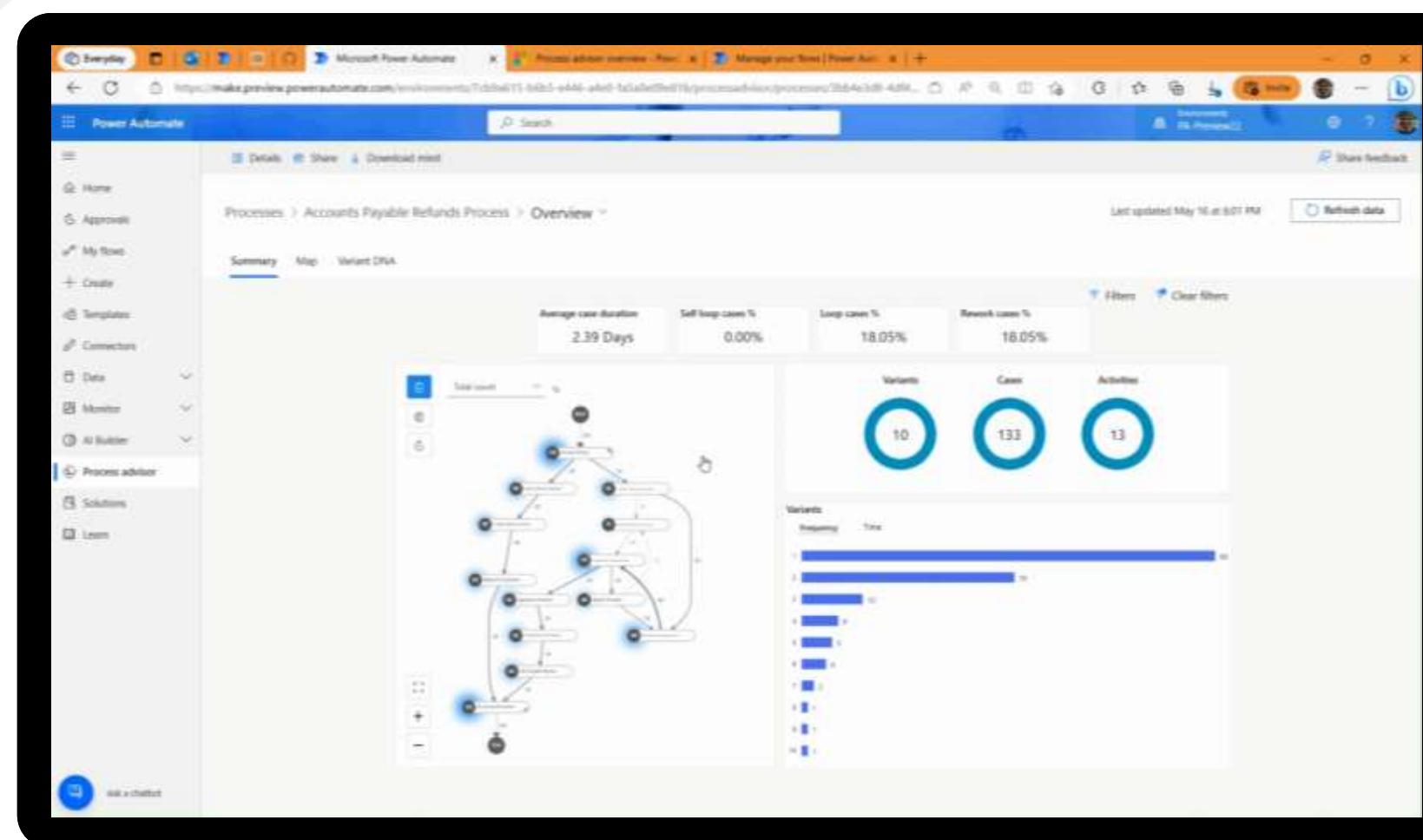
Discover inefficiencies and eliminate them by comparing processes, detecting rework, using AI powered root cause analysis and more

### Customizability & Extensibility

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

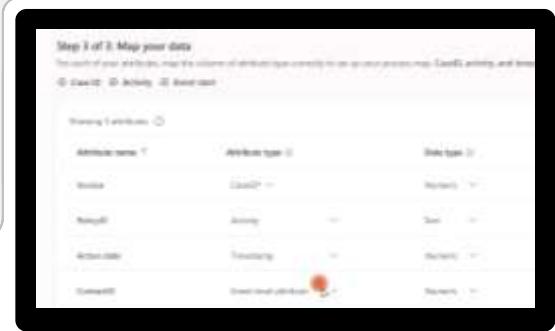
### Get started with OOB Templates

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



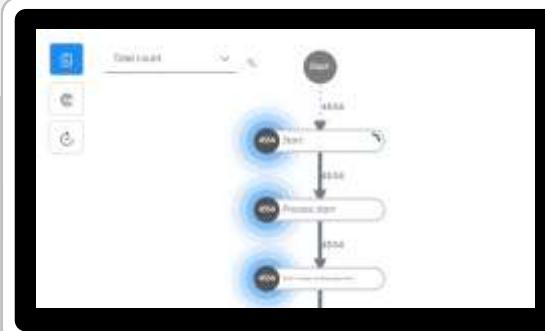
# Easy-to-use and Accessible Web & Desktop Experiences

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

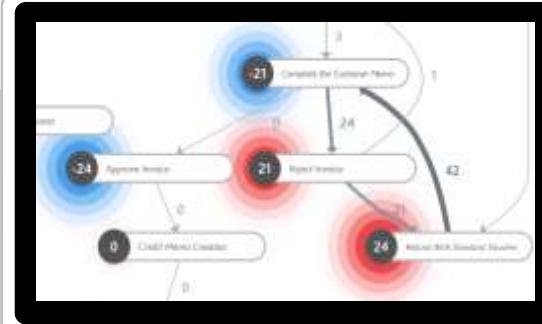
# Deep Analytics

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



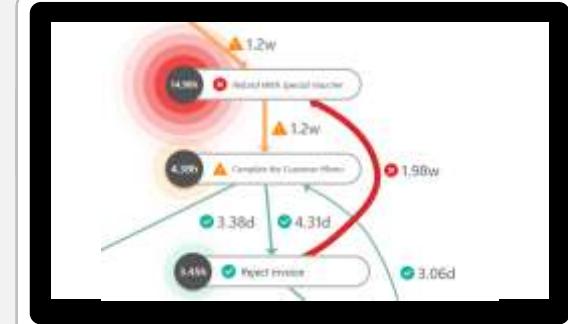
## Rework Detector

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

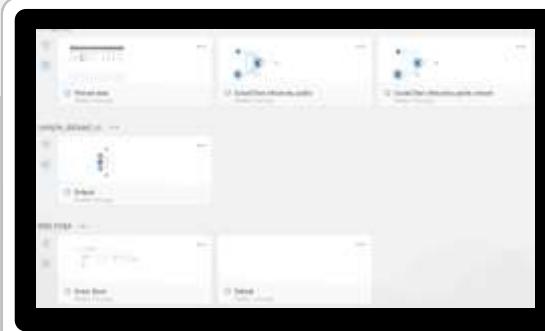
# Customizability & Extensibility

Easily customize your reports and integrate with Power Platform



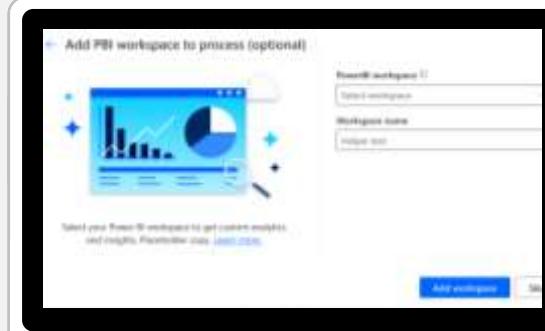
## Custom Metrics

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



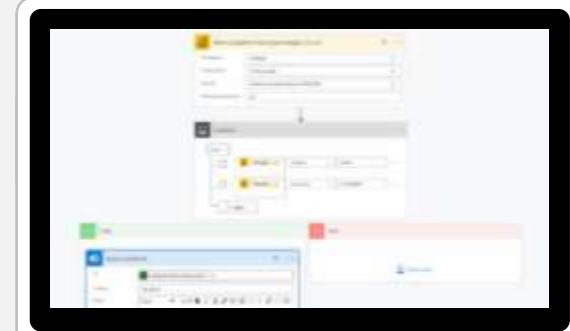
## Custom Views

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.

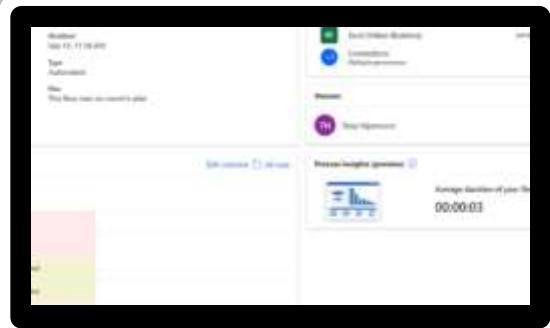


## Power Platform and Microsoft ecosystem

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

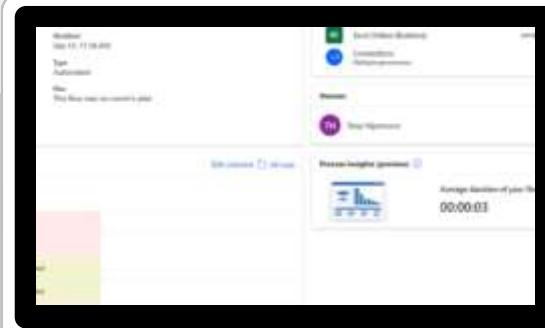
# Out-of-Box Templates

Rapidly ingest data and get started with templates



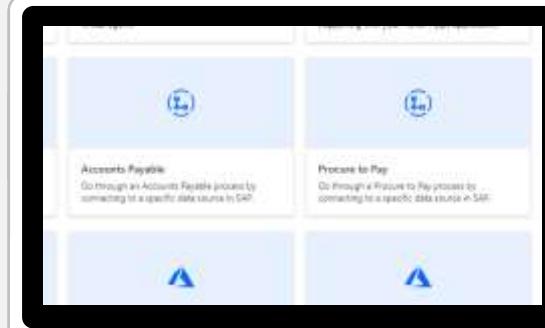
## Out-of-Box Ready to Use

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



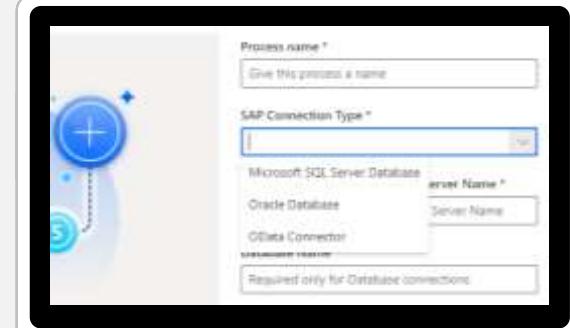
## Microsoft data use cases

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



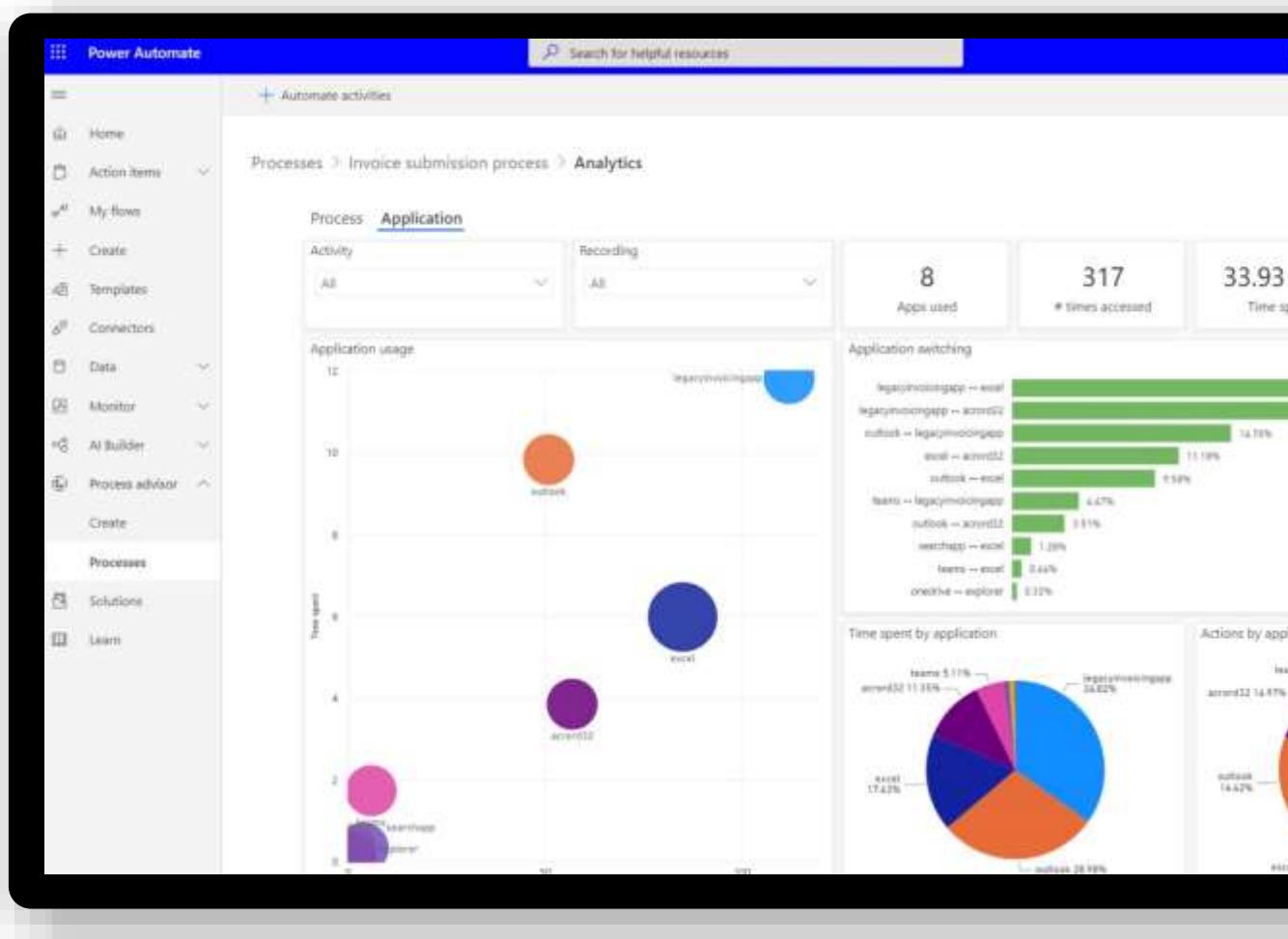
## Easily Connect to SAP

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

Start	Duration	Status
Apr 21, 06:16 AM (3 wk ago)	00:00:34	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:00:26	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:00:21	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:29:11	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:01:25	Succeeded
Apr 21, 06:16 AM (3 wk ago)	00:00:54	Succeeded



# Automate business processes

# Accelerate automation development with low-code and AI

“

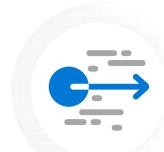
I've learned about my processes; now how do I automate?



Create a flow



Test your flow and debug



Share your flow with others

# Automate with flows



## Cloud flows

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

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

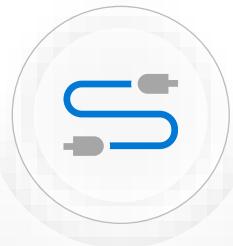


## Desktop flows

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

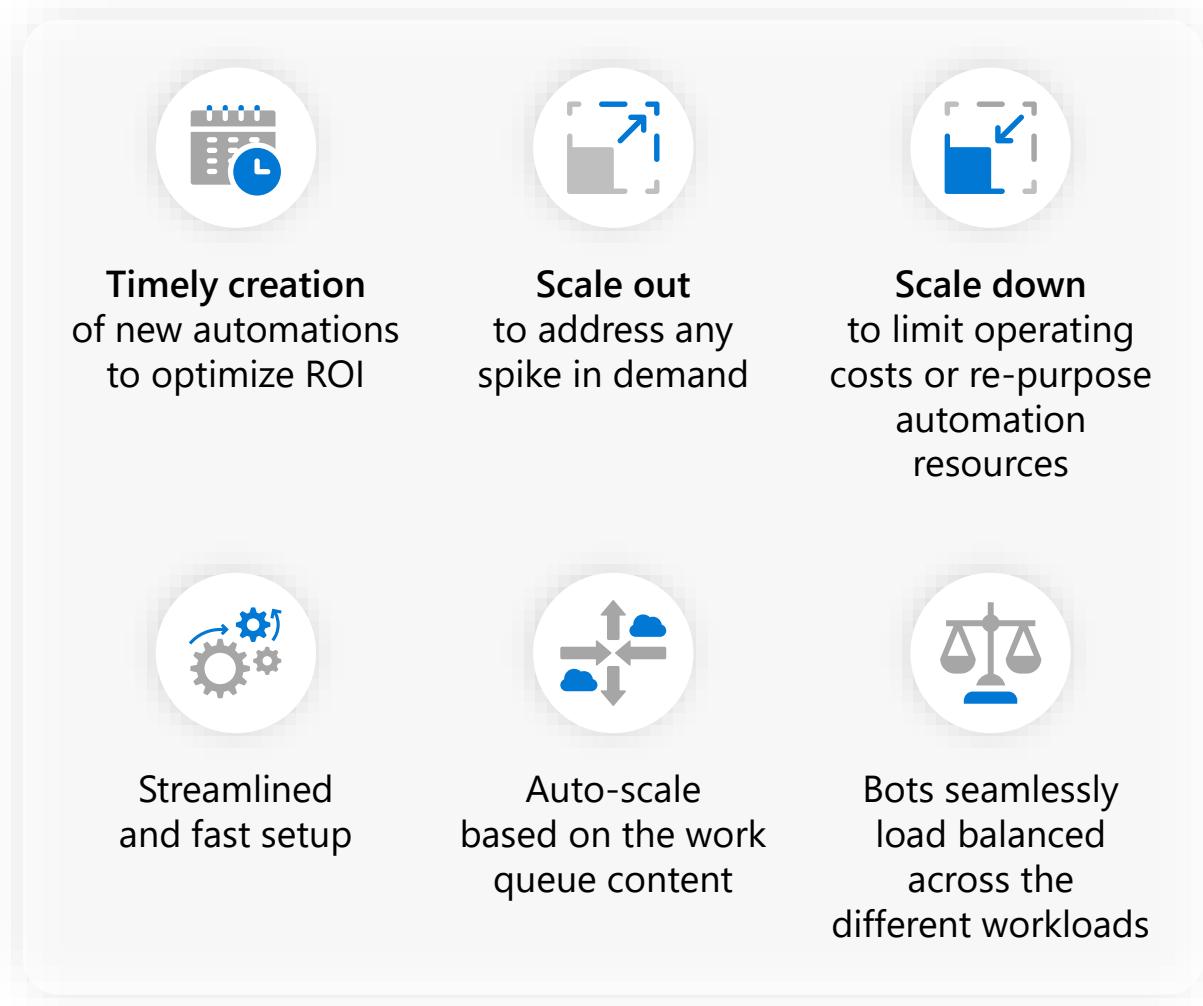
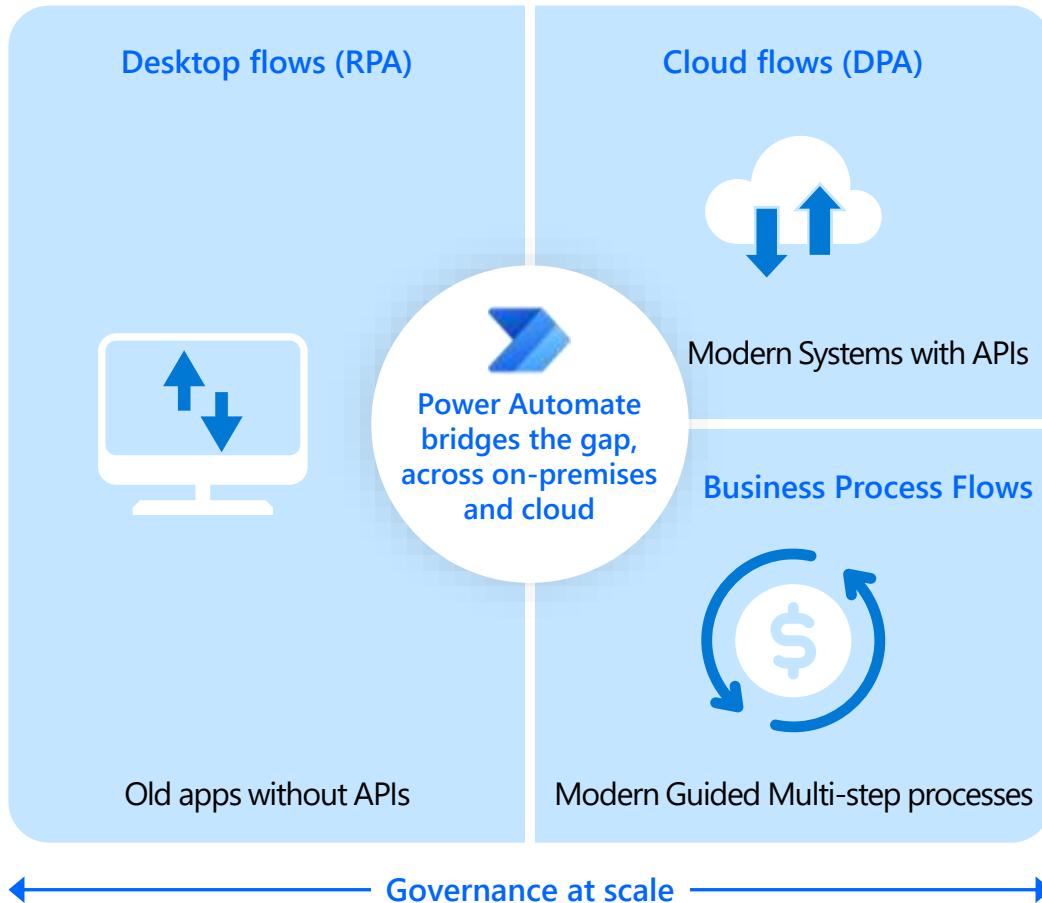


## Actions

**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

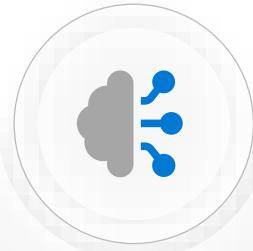


# Enhance automation with AI

Make your automated workflows even more intelligent



[AI Builder](#)



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

[Learn more >](#)

[AI Builder in Power Automate](#)

[Document Automation](#)

[How it works](#)

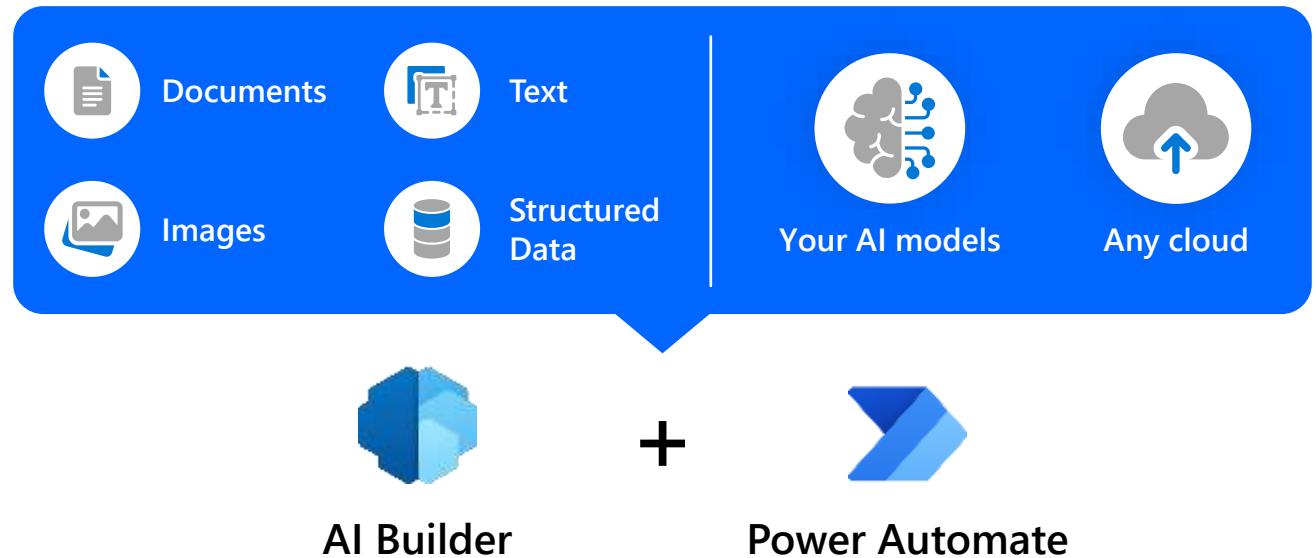
# AI Builder in Power Automate

## 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.



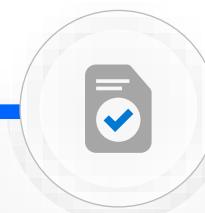
### Receive documents

Receive documents from your customers



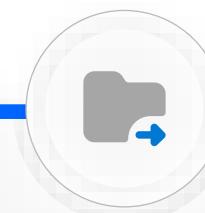
### Extract

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

The screenshot shows a user interface for document automation. On the left, a sidebar lists options: "Choose document type" (selected), "Choose information to extract", "Add collection of documents", "Tag documents", and "Model summary". The main area is titled "Select the type of documents your model will process" and offers two choices: "Structured documents" (selected) and "Unstructured documents". Below this, a description explains that structured documents have a fixed layout where fields like dates, tables, checkboxes, etc., are consistently located. It provides examples of invoices, purchase orders, delivery orders, tax documents, etc. A preview window shows a sample invoice with details like "Customer ID: 1234567890", "Invoice Date: 2023-01-15", "Due Date: 2023-01-22", and a table of items with columns "Item", "Qty", and "Amount". The right side includes a "Quick tips" section with links for "Unstructured documents limitations" and "Still unsure?". The top right corner shows "Document Processing 1/24/2023, 3:09:42 PM" and "Save and close".

# Transform natural language to Automation

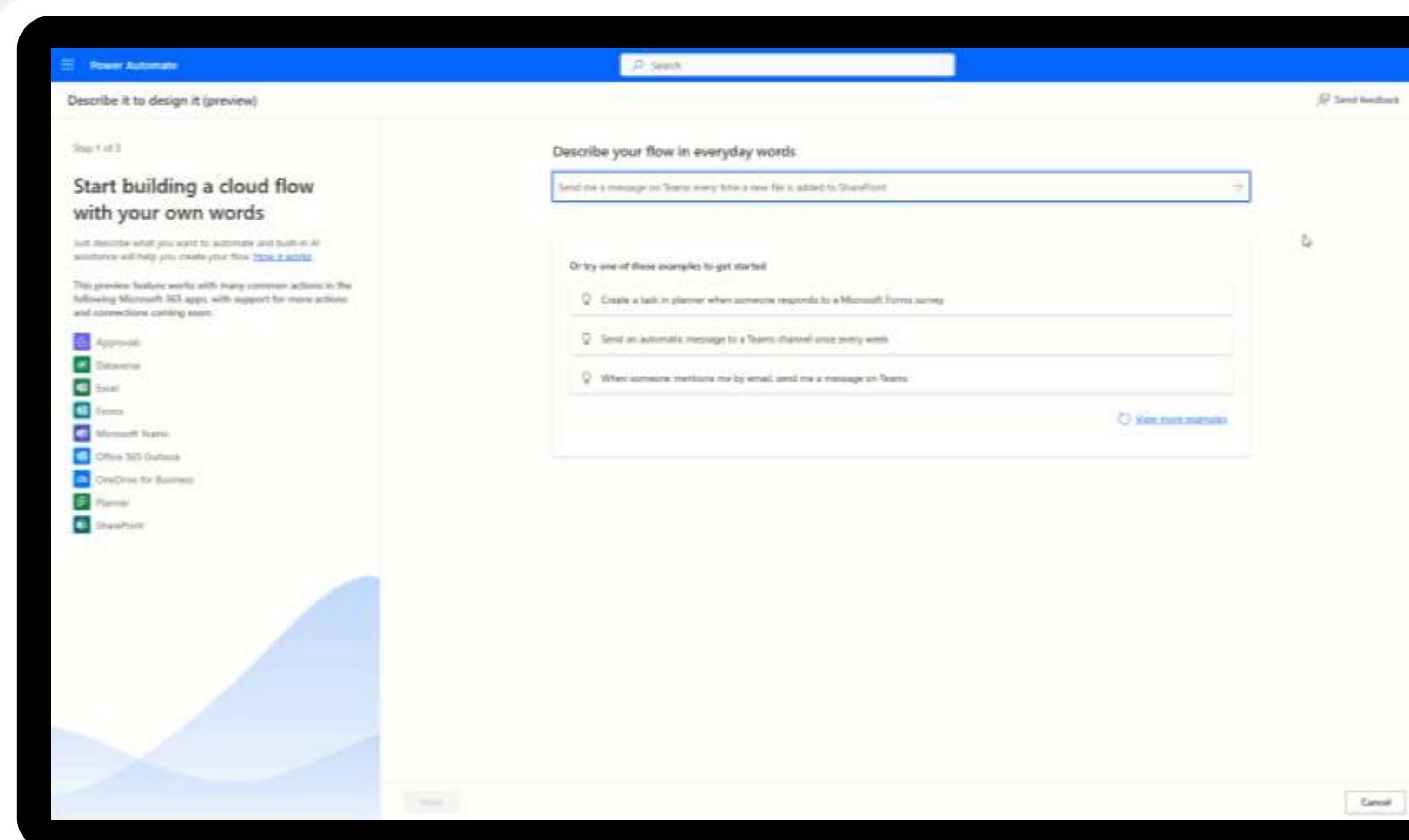
Bring ideas to life with AI powered automation development

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**

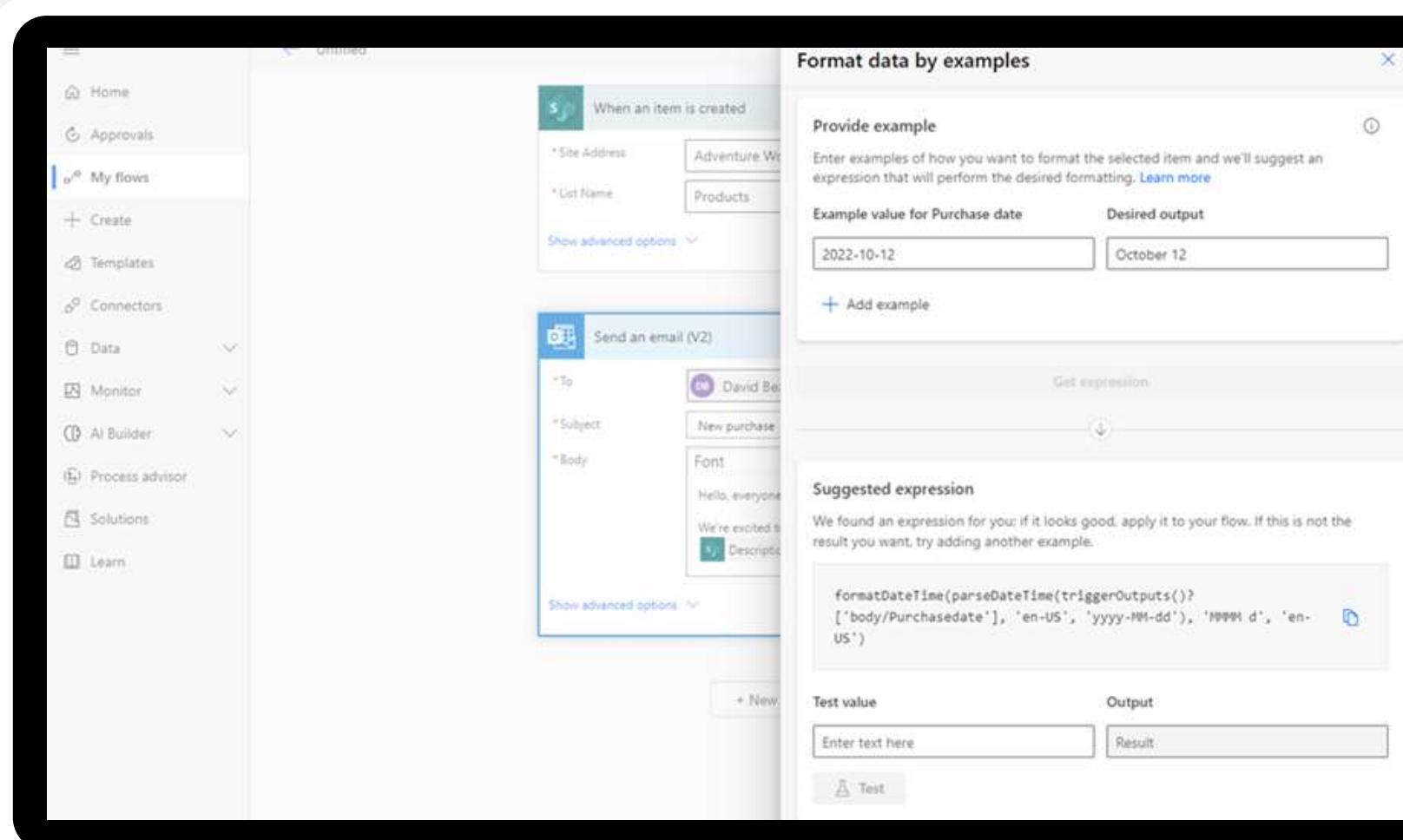


# Format data by examples

Bring ideas to life with AI powered app development

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

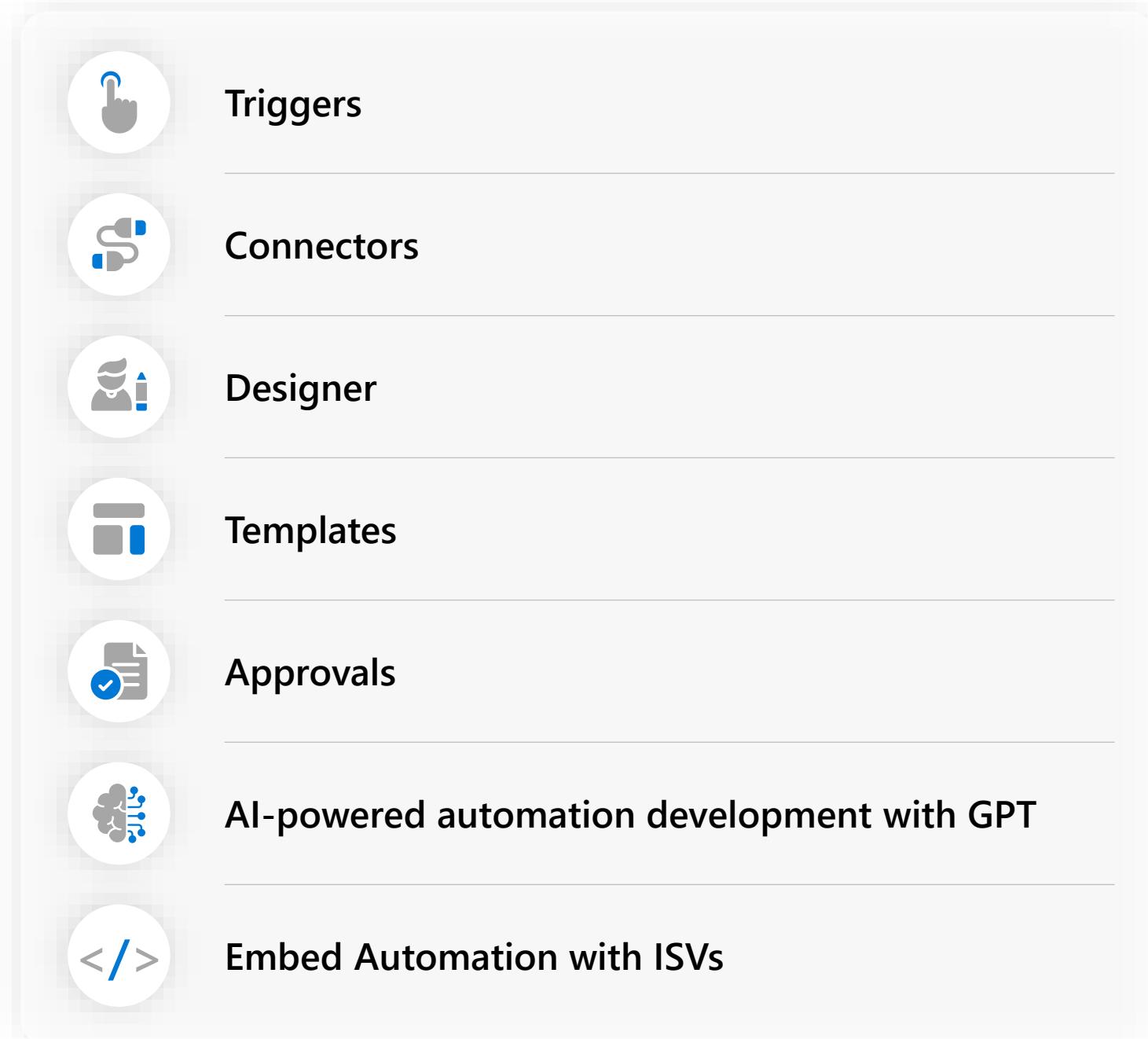
When you want to format text, dates, and numbers within your cloud flow, you can just provide examples of the desired output format and the copilot will automatically generate the expression formula to use



# Cloud flows

---

Digital process automation  
(DPA)



# 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

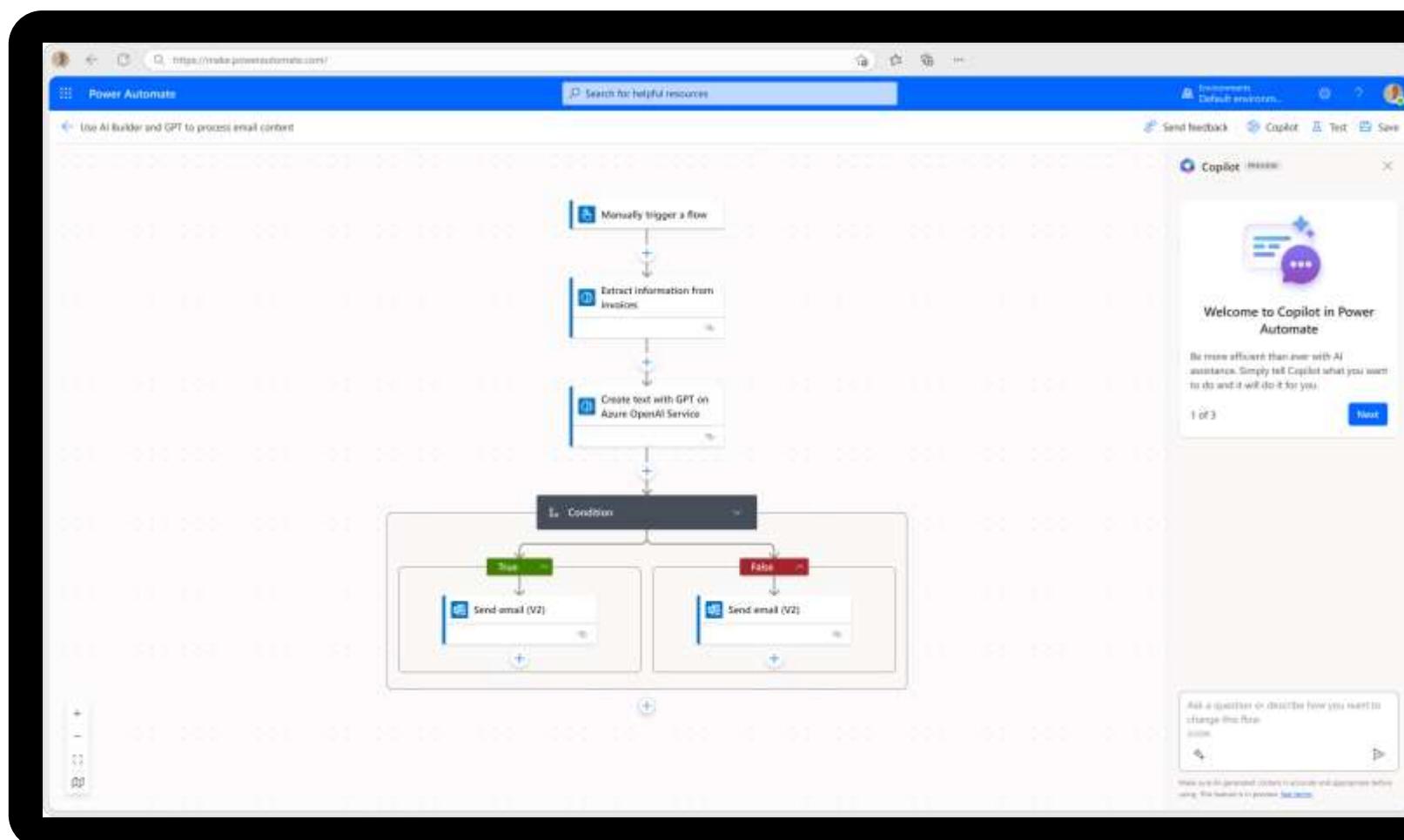
Connector open sourced in our GitHub repository

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's template library. The header includes the Microsoft logo, 'Power Automate', and navigation links for Product, Capabilities, Pricing, Partners, Learn, Support, and Community. A sign-in link, a 'Try free' button, and a 'Buy now' button are also present. Below the header is a search bar labeled 'Search templates ...' and a dropdown menu set to 'Sorted by published time'. The main content area displays a grid of 12 prebuilt cloud flow templates under the 'Featured' tab. Each template card includes a title, a brief description, the creator (e.g., 'By Microsoft' or 'Community'), and metrics like views and likes. The categories represented in the grid are: Remote work, Approval, Button, Data collection, Visio, Email, Events and calendar, Mobile, Notifications, Productivity, Social media, and Sync.

Category	Title	Description	Creator	Views	Likes
Remote work	Notify the team when a new lead is created in Salesforce	Notify the team when a new lead is created in Salesforce	By Microsoft Power Automate Community	Automated 277	0
Approval	Notify a channel you'll be out of office	Notify a channel you'll be out of office	By Microsoft	Instant 6192	0
Button	Create a new Trello card from a message	Create a new Trello card from a message	By Microsoft	Instant 5359	0
Data collection	Get a push notification when you receive an email from your boss	Get a push notification when you receive an email from your boss	By Microsoft	Automated 547944	0
Visio	Get a push notification with updates from the Power Automate blog	Get a push notification with updates from the Power Automate blog	By Microsoft	Automated 174357	0
Email	Forward emails to a channel	Forward emails to a channel	By Microsoft	Automated 63448	0
Events and calendar	Analyze emails sentiment with AI Builder and send results to Teams	Analyze emails sentiment with AI Builder and send results to Teams	By Microsoft	Automated 18601	0
Mobile	Create a to-do whenever you are @mentioned in an email	Create a to-do whenever you are @mentioned in an email	By Microsoft	Automated 69984	0
Notifications	Save a message to OneNote	Save a message to OneNote	By Microsoft	0	0
Productivity	Create a Planner task when a channel post starts with TODO	Create a Planner task when a channel post starts with TODO	By Microsoft	0	0
Social media	Follow up on a message	Follow up on a message	By Microsoft	0	0
Sync	Notify a team when Planner tasks change status	Notify a team when Planner tasks change status	By Microsoft	0	0

# 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

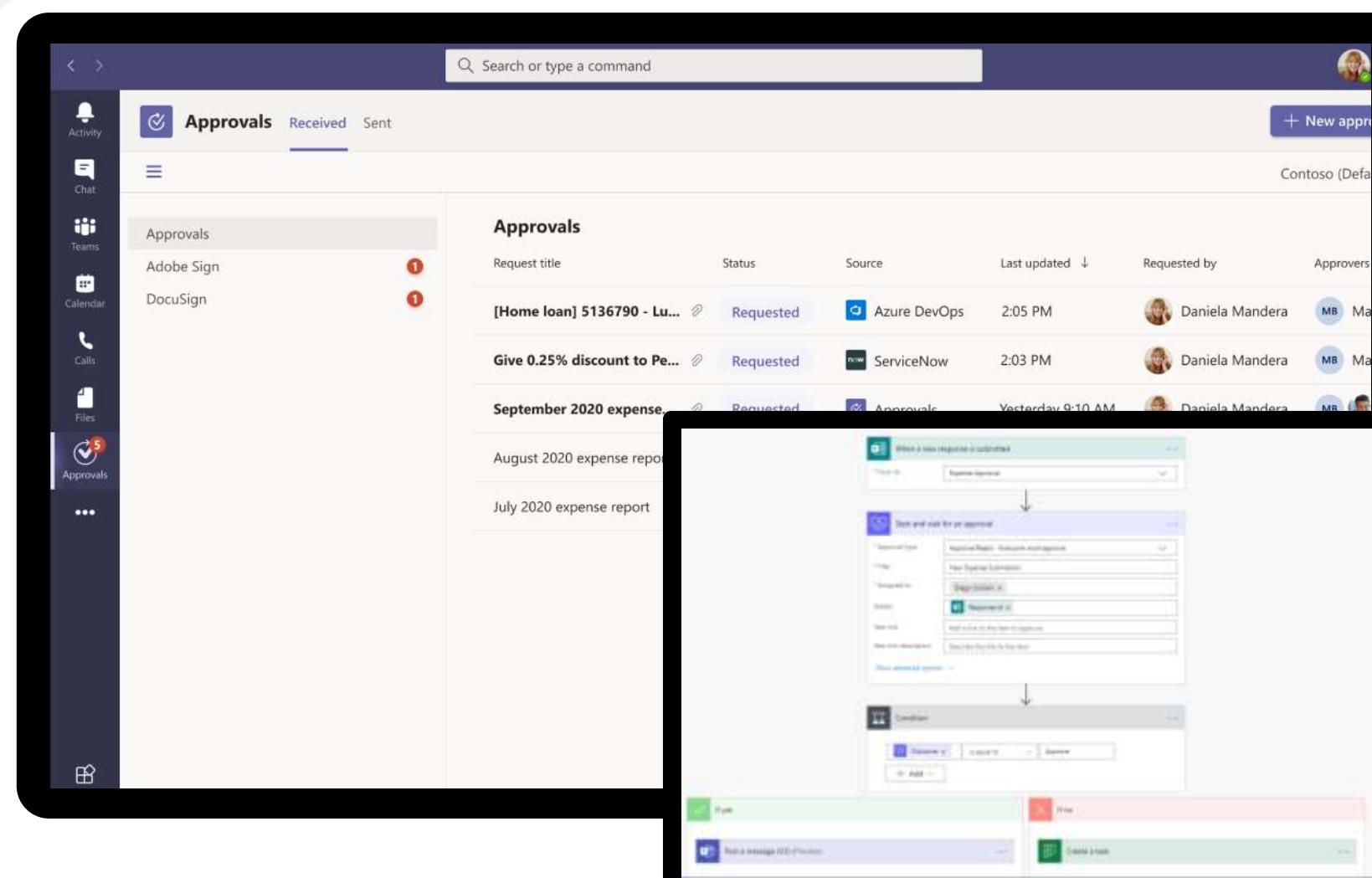
All Approvals are **stored in Dataverse** where the **admins have full access**, and can configure policies and manage Approval's storage, rollover, and policy in Dataverse

## Retention

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

## Security

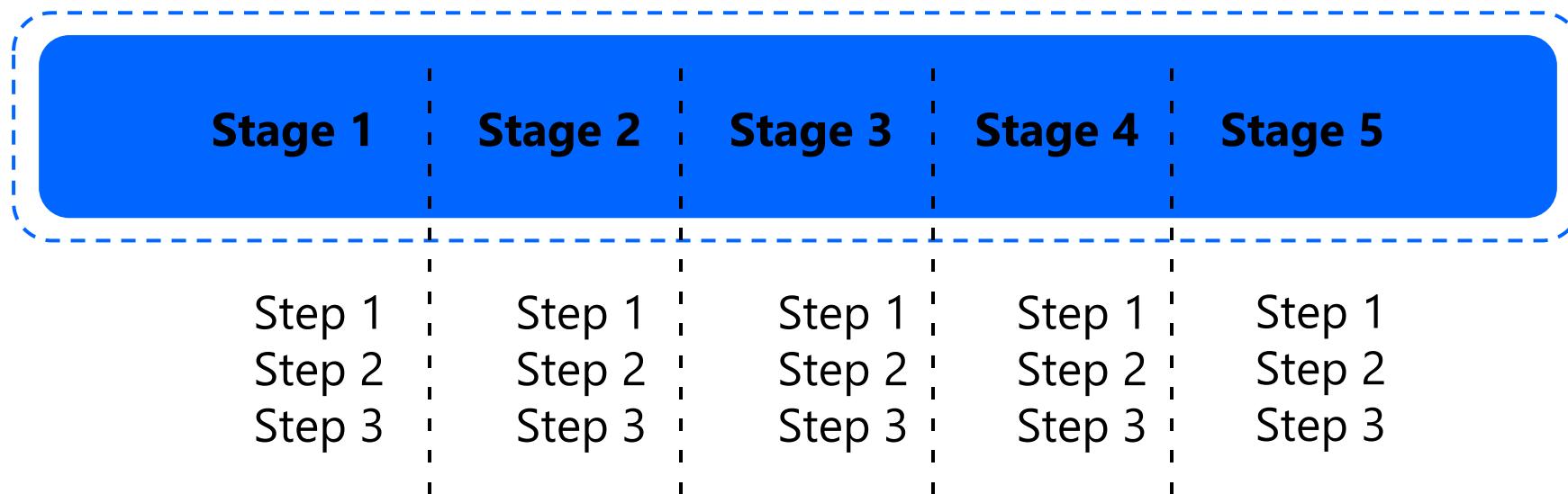
Only the **requestor, approver, and the Global Tenant Admin** can access the data



# 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 Microsoft Dynamics 365 Project Operations interface. At the top, the title bar shows "Dynamics 365 Project Operations". The main area is titled "Professional Services Engagement" under the "Project" section. A horizontal timeline at the top indicates the project's status from "New (37 Min)" to "Closed". Below the timeline, there are several tabs: "Summary", "Tasks", "Team", "Resource Assignments", "Resource Recconciliation", "Estimates", "Tracking", "Sales", "Task Billing Setup", "Expense Estimates", and "Related". The "Summary" tab is selected. The "General" section contains fields for Project ID (P-001024-0), Name (Professional Services Engagement), Description (Professional Services Engagement), Owning Company (USPM), Customer (Altium Corporation), Calendar template (PST 8 hrs), Currency (USD), Contracting Unit (Contoso Software US), and Project Manager (Molly Clark). The "Estimates" section shows Estimated Start Date (3/29/2021), Actual Start (not specified), Fresh Date (3/29/2021), Actual Fresh (not specified), Effort (Hours) (4,982.00), Actual Labor Cost (\$1,110,952.00), Estimated Expense Cost (\$52,010.00), Actual Expense Cost (\$0.00), Estimated Total Cost (\$1,162,962.00), Actual Total Cost (\$0.00), and Effort Completed (Hours) (0.00). The "Actuals" section shows Actual Start (not specified), Actual Fresh (not specified), Actual Labor Cost (\$0.00), Actual Expense Cost (\$0.00), Actual Total Cost (\$0.00), and Effort Completed (Hours) (0.00). The "Status" section includes Overall Project Status (not specified), Comments (not specified), Status Updated On (not specified), and Schedule (Active).

# Desktop flows

---

Robotic process  
automation (RPA)



Attended vs Unattended RPA

---



Logical architecture

---



Connect to legacy and modern systems

---



Visual Designer

---



Recorder

---



Exceptional handling

# What are desktop flows?



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



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



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

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

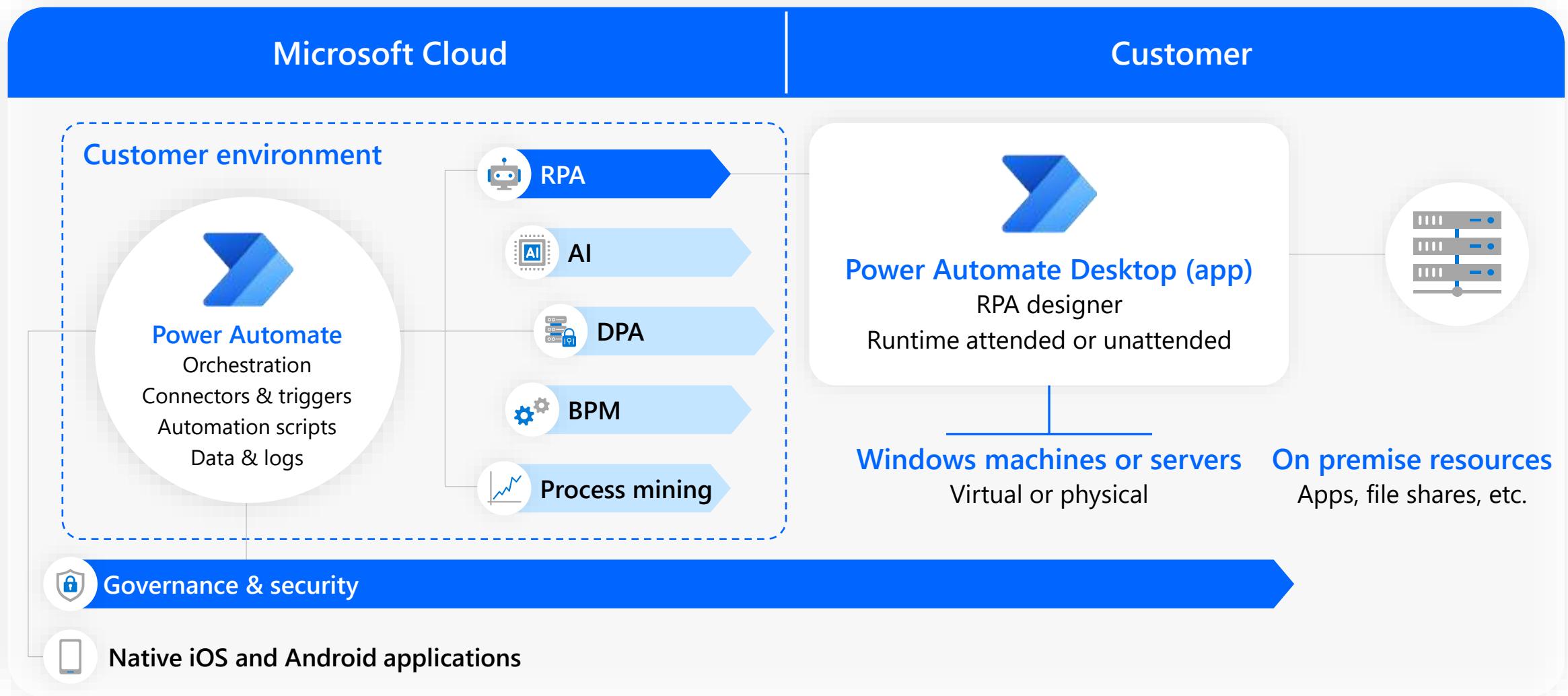


# Robotic Process Automation (RPA)

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

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

# Desktop flows: Logical Architecture



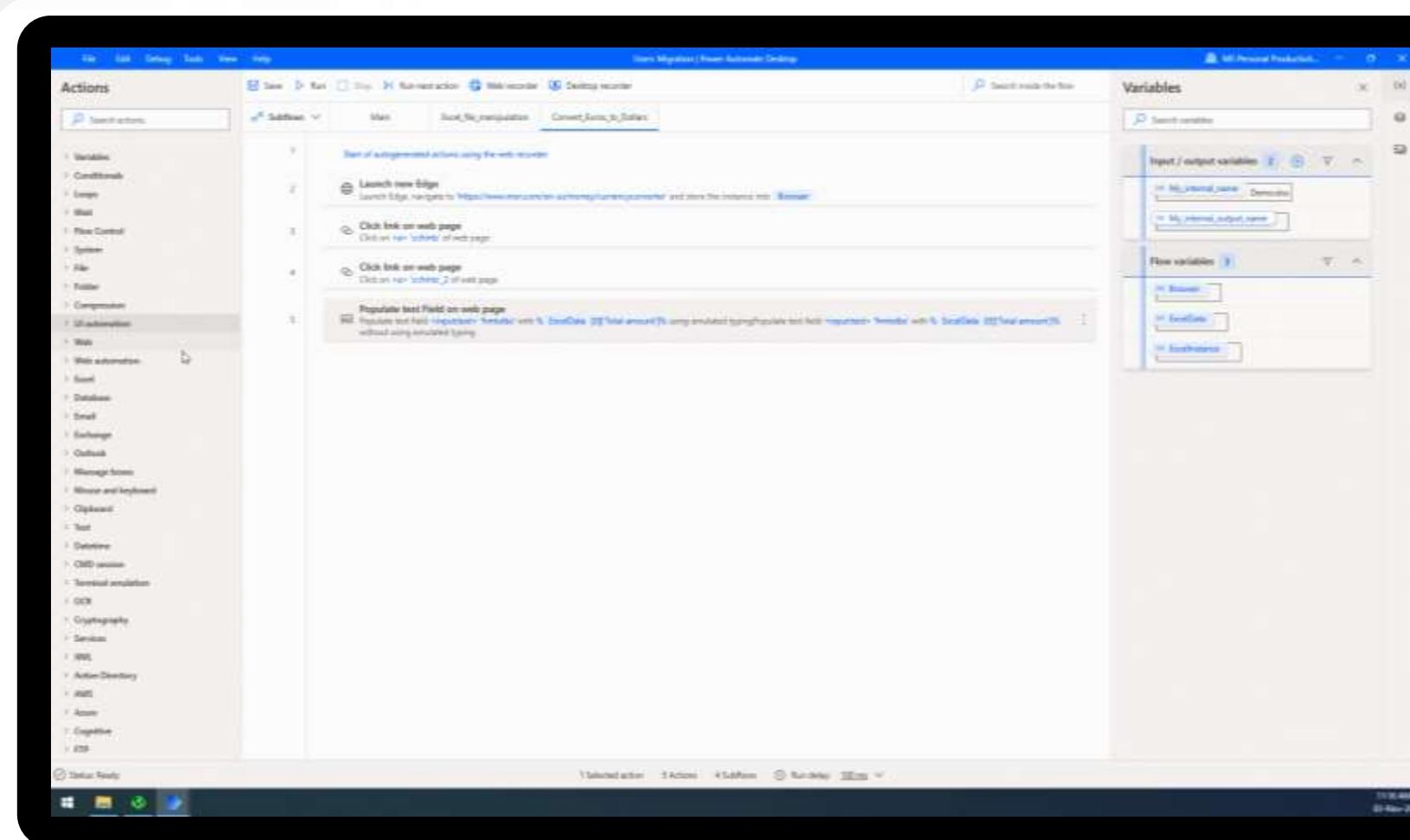
# Create quickly and easily with desktop flow designer

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

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

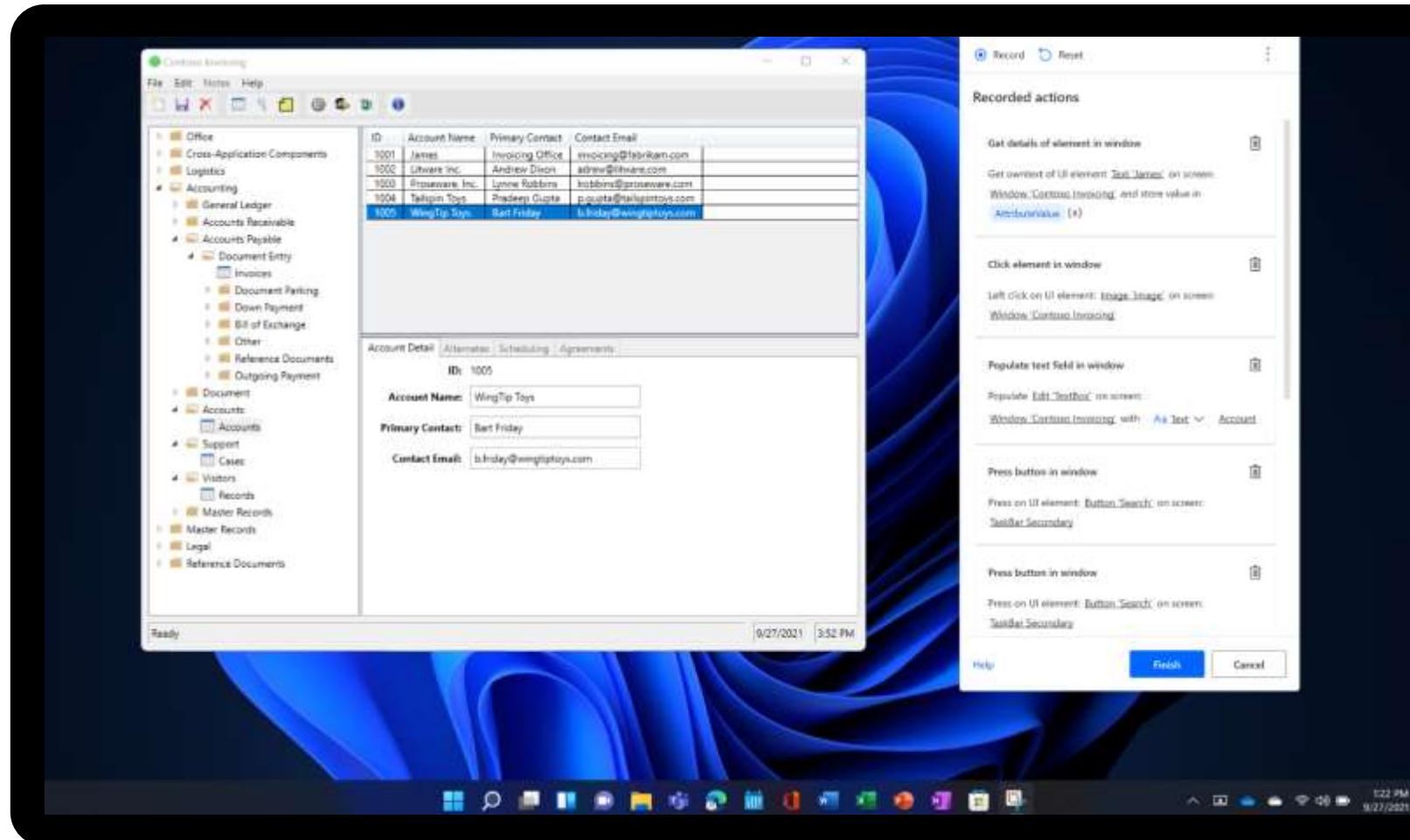
Use the **recorder** to capture your own actions, such as mouse clicks and keyboard inputs

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



# Recorder

Use the recorder to capture your own actions



# Deploy confidently with troubleshooting and monitoring

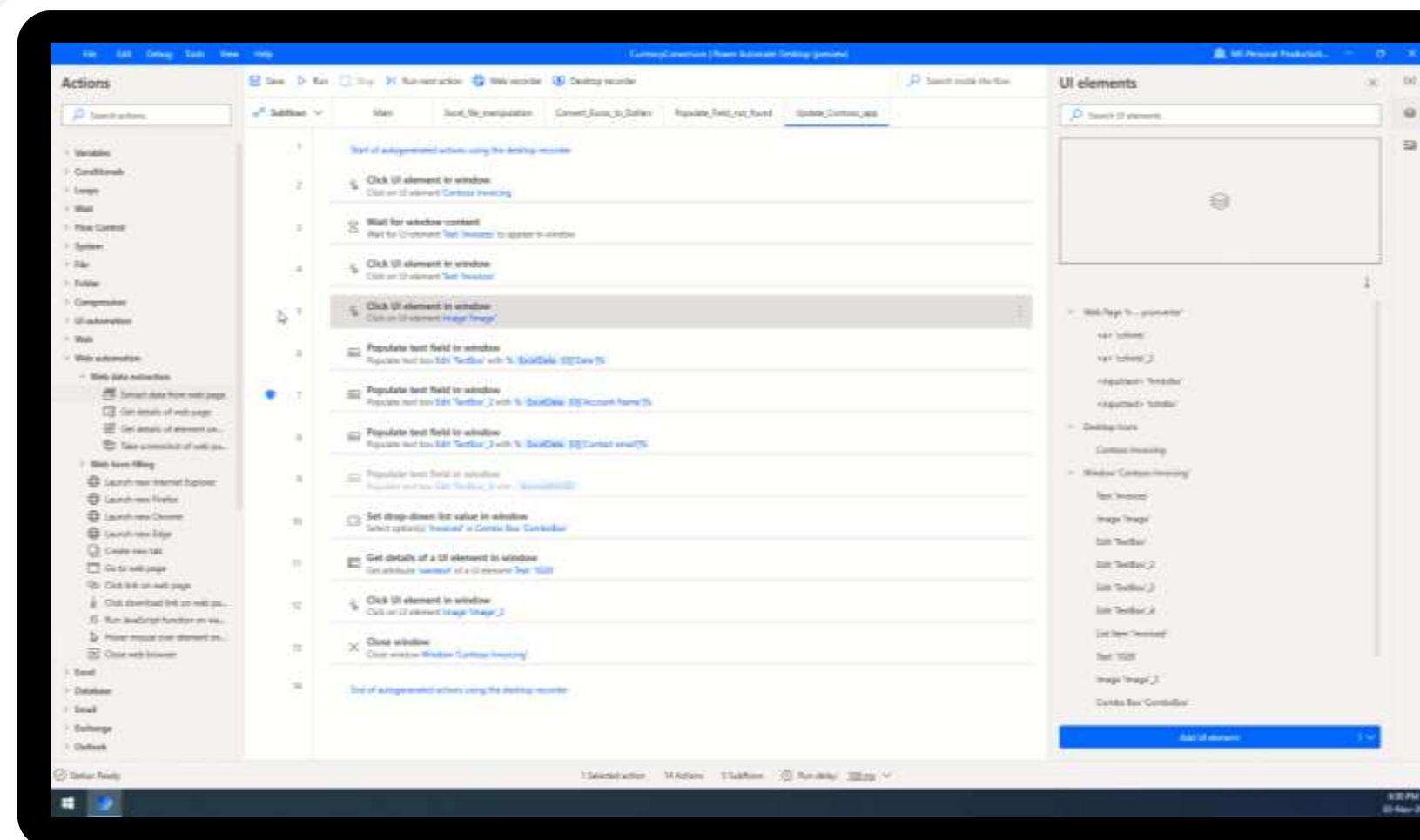
Keep your flows running smoothly with simple tools to test, debug, monitor, and manage your automations in one place.

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

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

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

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





**Orchestrate your  
automations**

# Hosted RPA for desktop flows

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Desktop flows on Microsoft-hosted infrastructure on Azure



Scaling workloads

---



Hosted machine groups

---



Workload management

---



Seamless setup

---



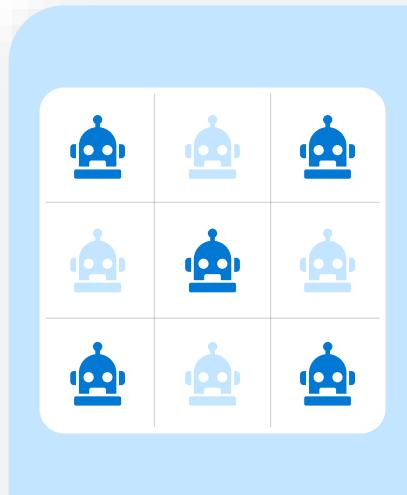
Orchestration

---



Hosted machine setup

# Scale your workloads with hosted RPA



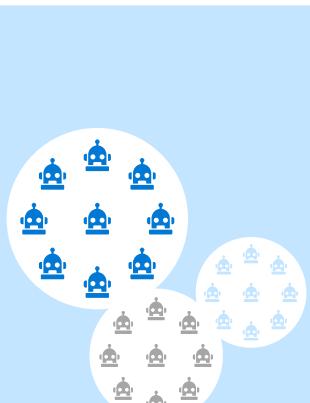
## Single hosted machines

**For** pro and citizen developers

Build or test automation

**For** business users

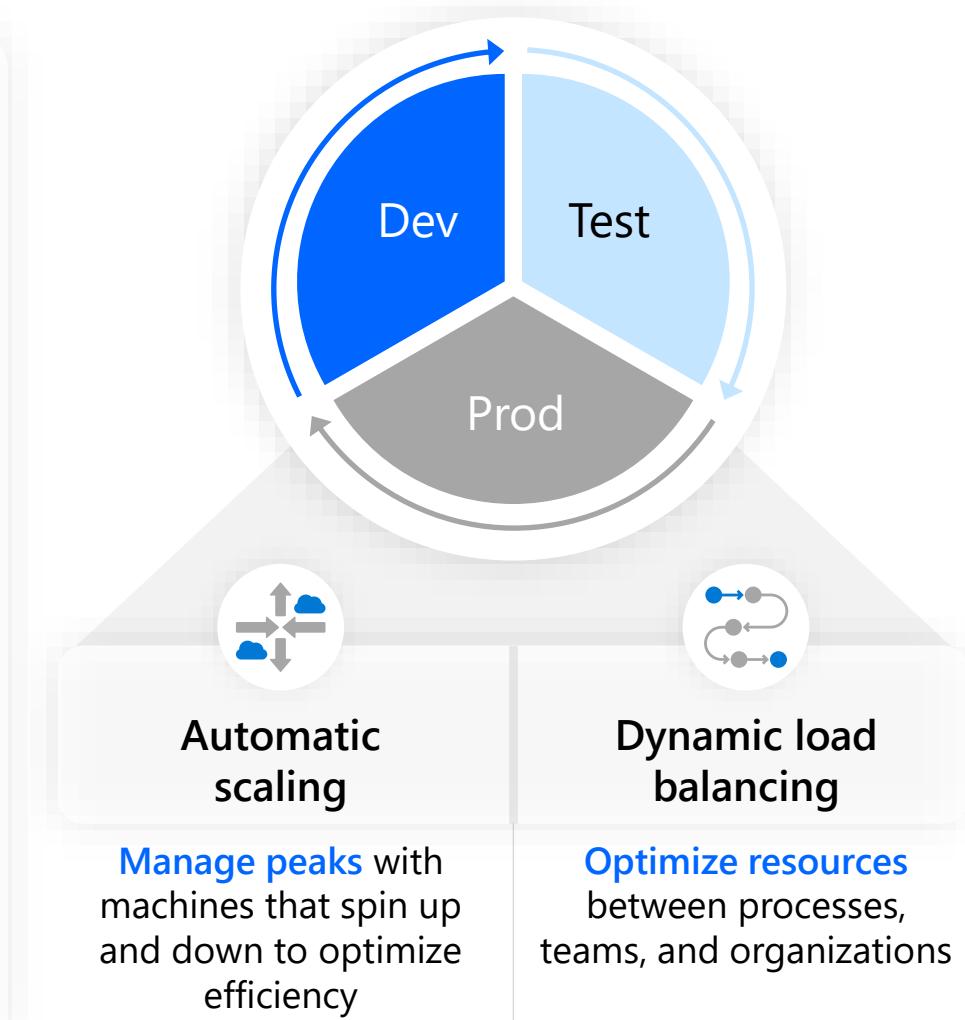
Run automation on dedicated machines



## Hosted machine groups

**For** unattended automation in production

Optimize your resources for higher efficiency and lower cost



# Hosted machine group: Unattended load-management

Increased load trends

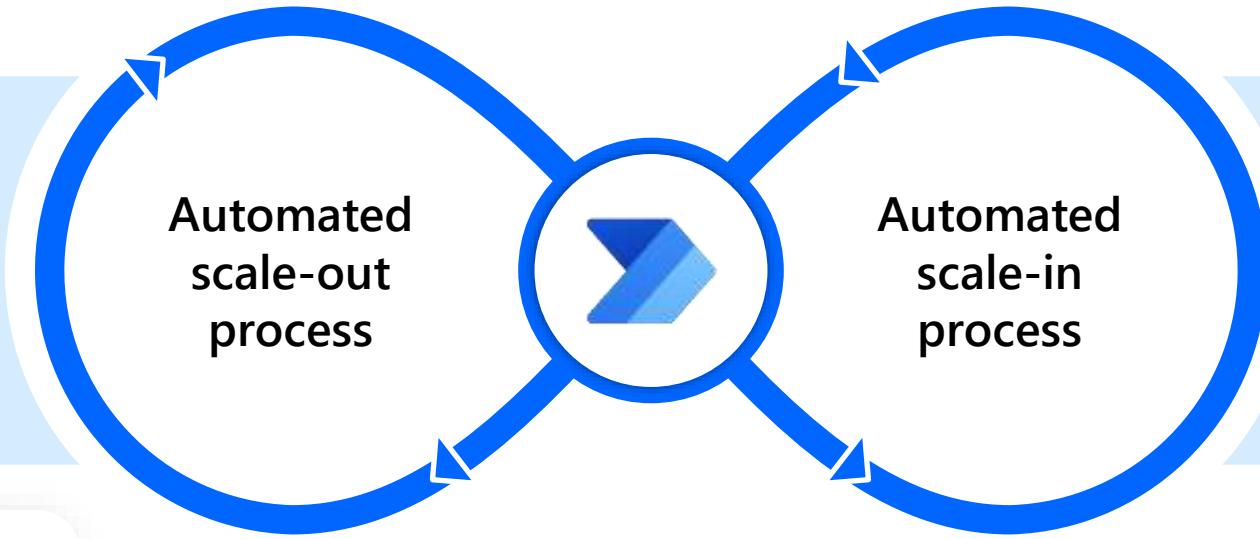


~10 mins to 1 hour

Average time to  
scale-out/in



Machine utilization



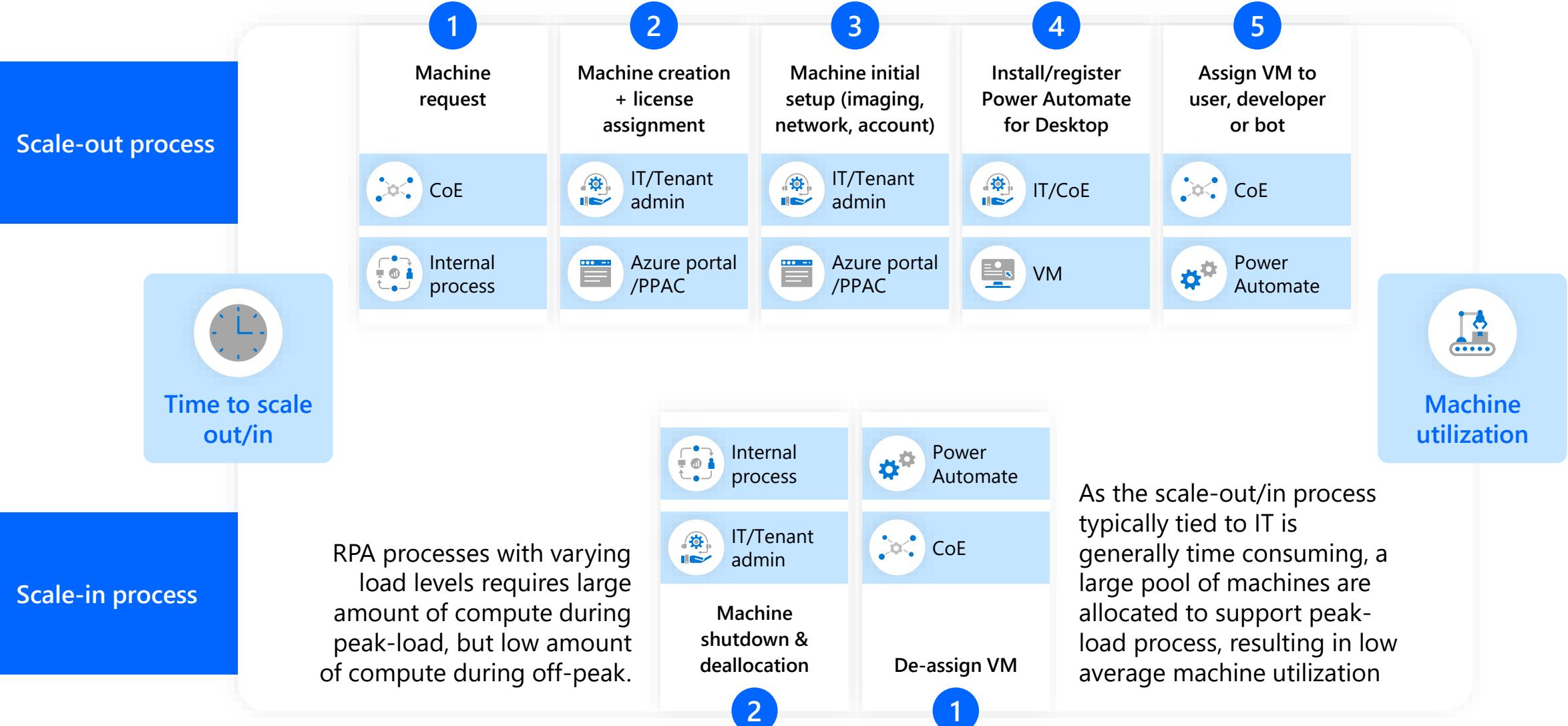
Decreased load trends



## Observations

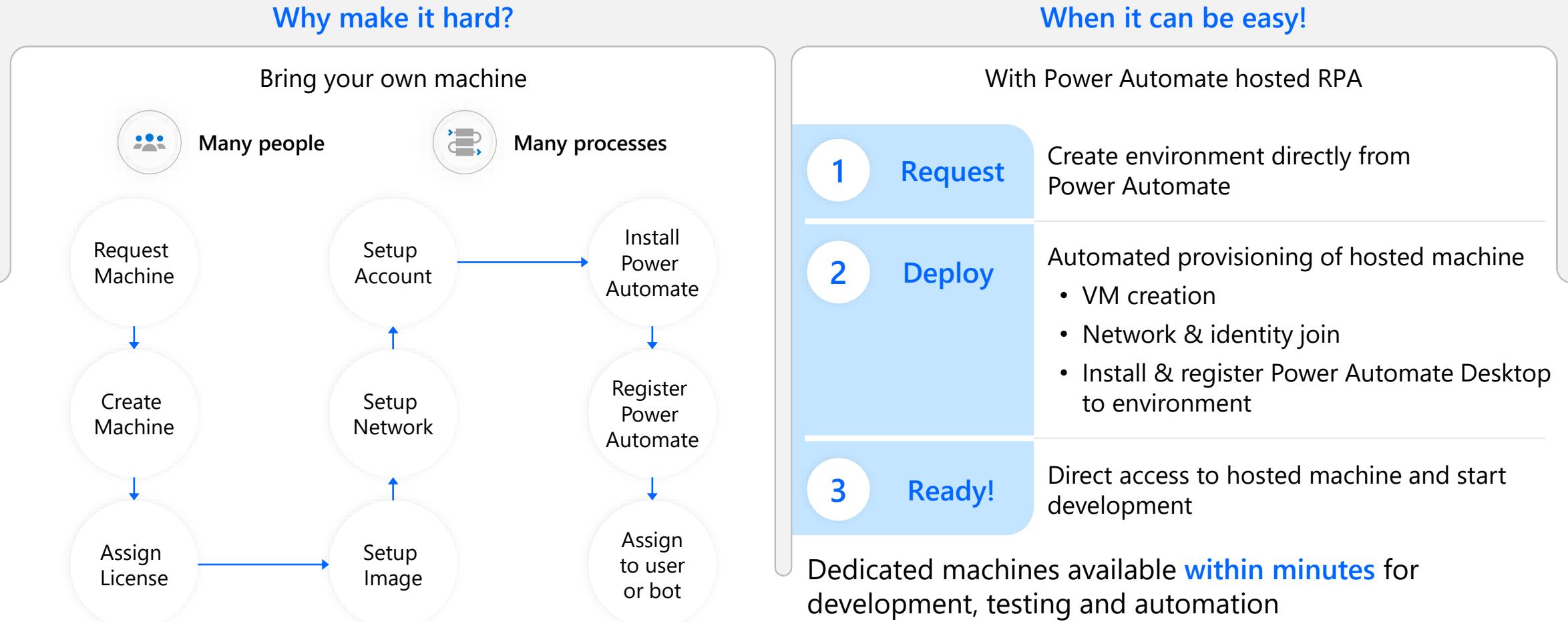
- With hosted machine group, multiple RPA processes with varying load levels in an environment are automatically scaled-out/in based on real-time load.
- The number of allocated capacity in an environment are automatically assigned across different RPA processes, ensuring available machines are efficiently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

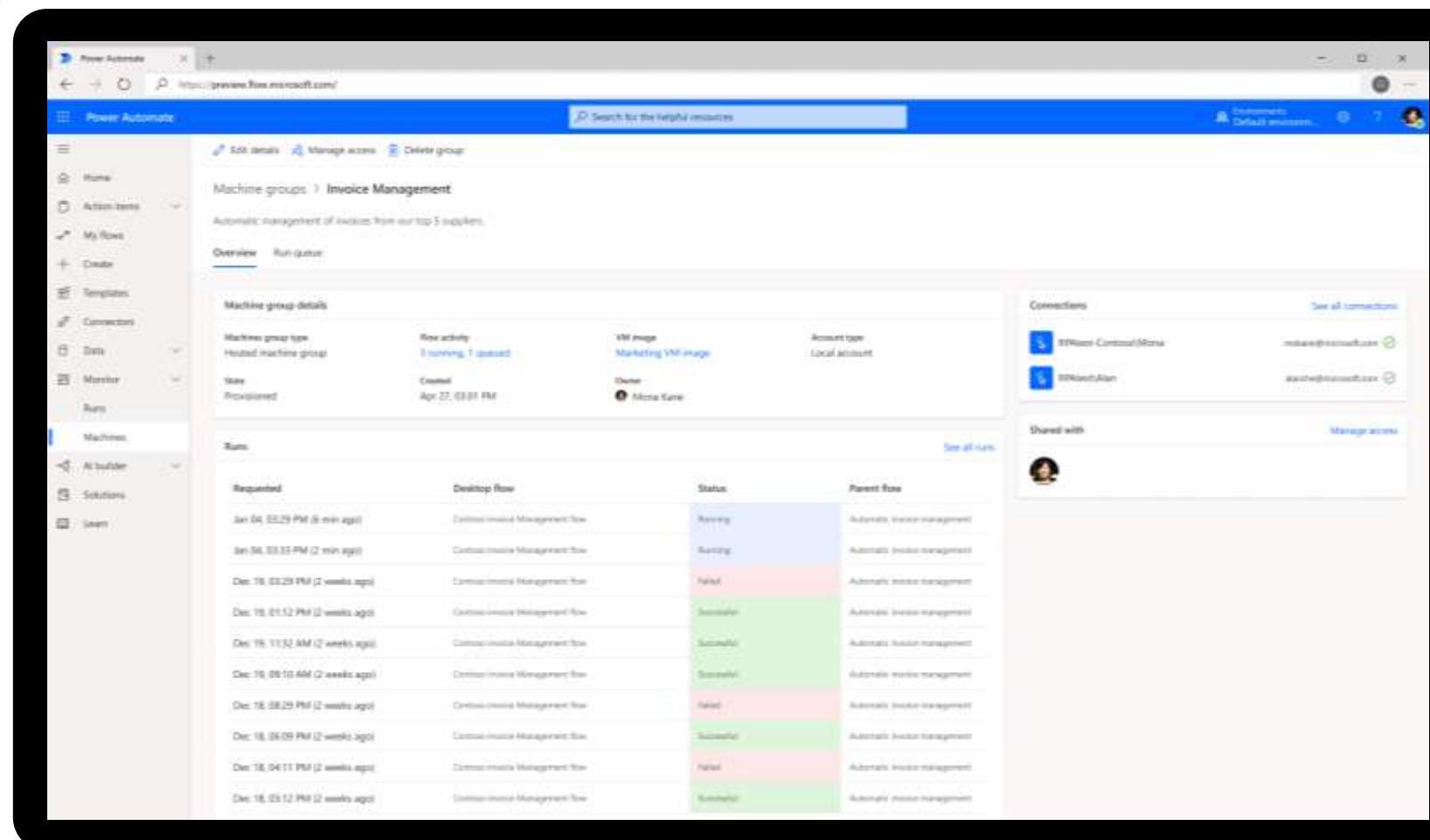
critical workloads

## Add, remove, or reassign

resources as needed

## Create

custom VMs for specialized applications  
& configurations



# Hosted machine setup

## Seamless set up

The screenshot shows the 'VM image selection' step of the hosted machine setup. It displays a list of compatible VM images:

Image name	Description	Version	Owner
Marketing VM image	This is a VM image.	1.0	Mona Karr
Test VM image	—	1.0	Rita Solor
Dev VM image	—	1.0	Krist Lambert
Communication VM	Using this VM for...	1.0	Skip Bell
Design test VM	—	1.0	Mona Karr

### 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

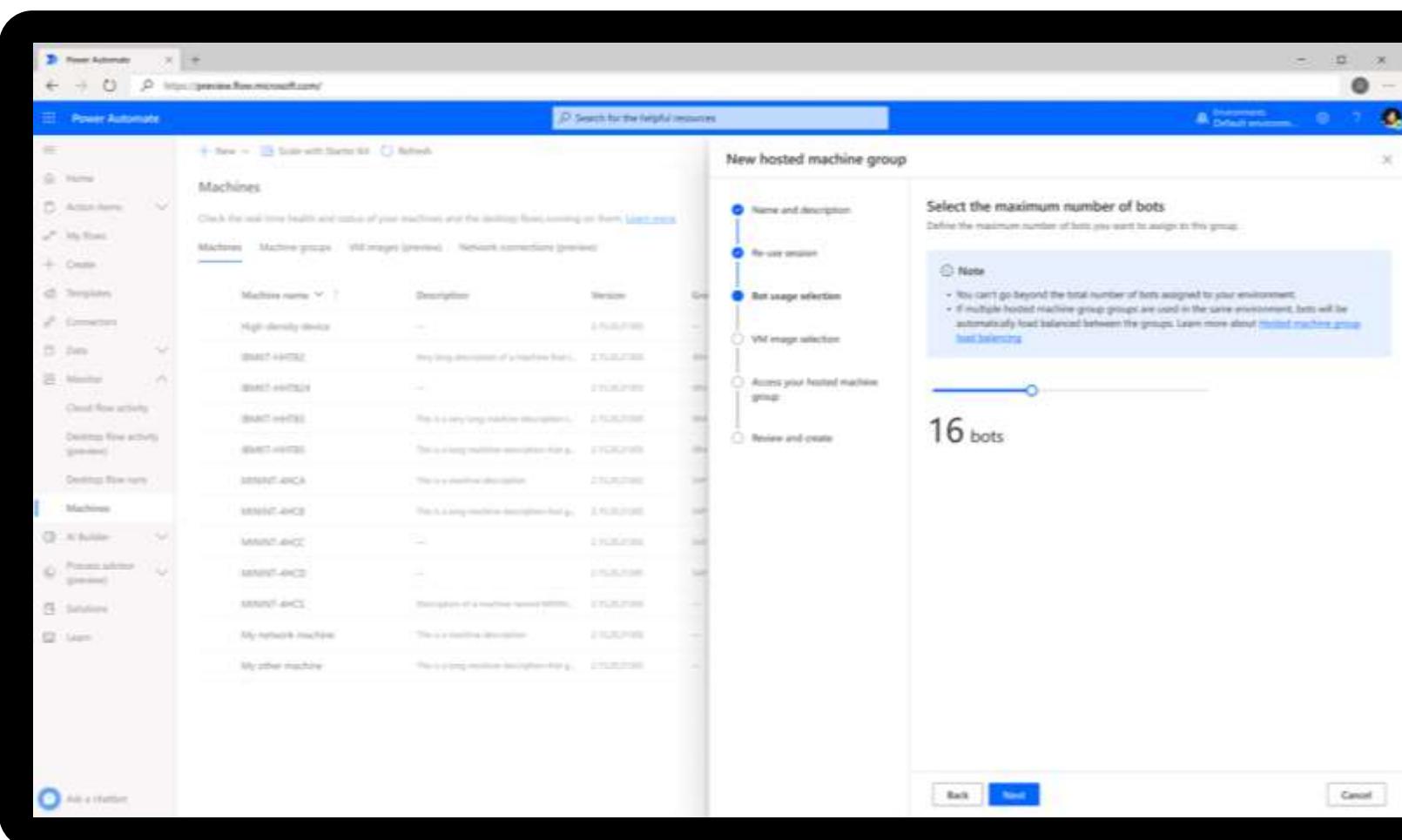
The screenshot shows the 'Virtual network selection' step of the hosted machine setup. It displays a list of virtual networks:

Virtual network name	Description	Type	Owner
VNet Marketing	—	Hybrid AD Join	Mona Karr
Company Protected Vnet	Use this Virtual...	Azure AD Join	Eric Bell
Dev test Vnet	—	Hybrid AD Join	Mona Karr

### Virtual network selection (optional)

# Hosted machine group setup

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



# Reporting and governance

---

Overview of available features



Governance overview

---



Out-of-box reports and analytics

---



Governance tools

# Governance is key to an Enterprise Scale Platform

Better Together

## Managed Environments for Power Platform

More Visibility

Enhanced **out-of-the-box governance capabilities** that will simplify, automate, and **streamline IT administration** of Microsoft Power Platform **at scale**.

More Control

### Power Platform Admin Center

A unified portal for administrators **to manage environments and settings for Microsoft Power Platform.**

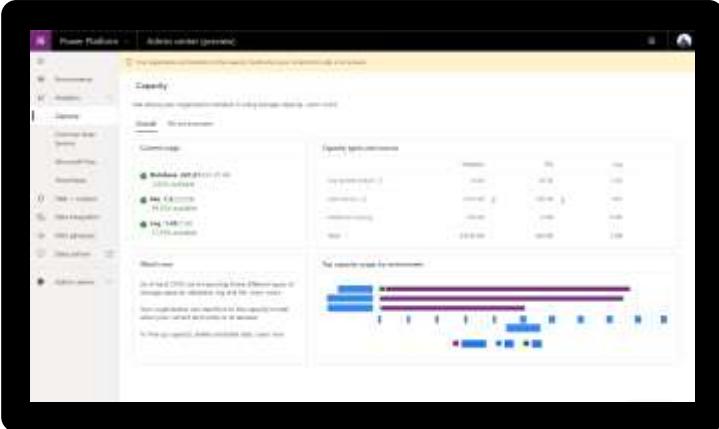
Less Effort

### Center of Excellence Kit

A collection of components and tools designed to help you **get started** with developing a strategy for **adopting and supporting Microsoft Power Platform**

# Reporting and analytics

## Insights in a unified dashboard

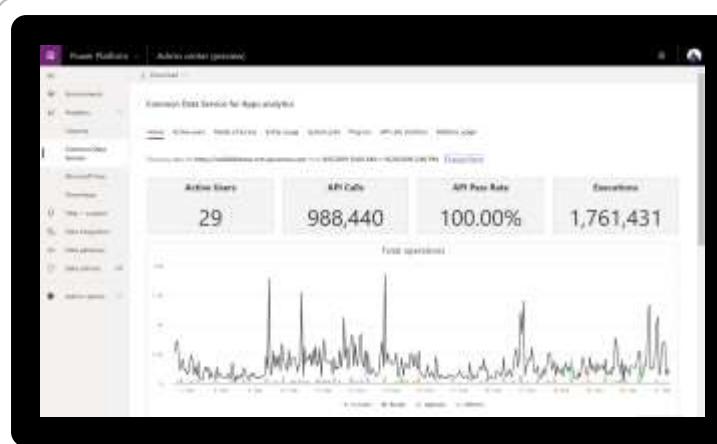


Admin insights provide deep visibility into usage and performance of applications

Users

Locations

Capacity

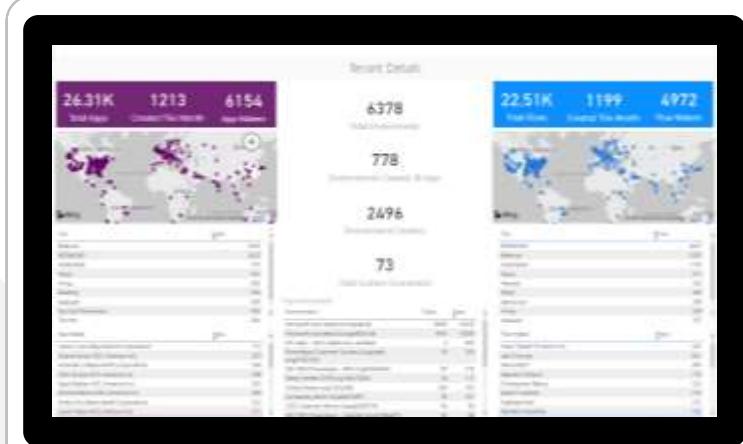


Analytics track health and implementation metrics and help keep users on track

Service performance

Error reporting

App usage



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

All up view of what's being created

Discover your champions

Trigger automated actions

# Powerful Governance Tools

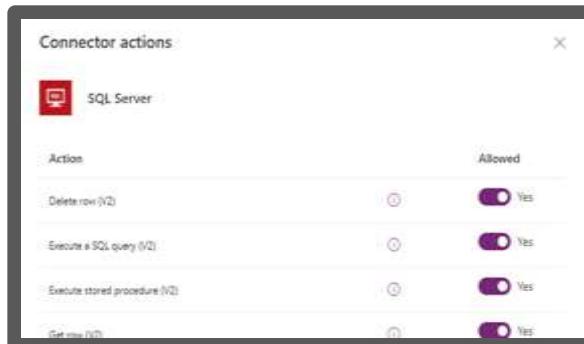
## Power Platform Admin Center

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

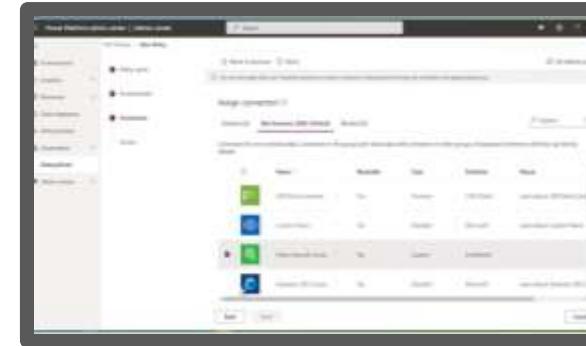
# Tenant isolation



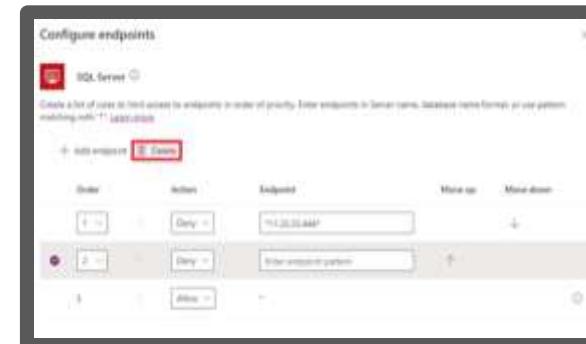
## Control actions



## Data Policies



## Configure endpoints



# Center of Excellence starter kit

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

**Multiply the effectiveness of IT admins**



# Center of Excellence starter kit (CoE)



## The CoE starter toolkit



## Out-of-the-box analytics



## Self-service analytics

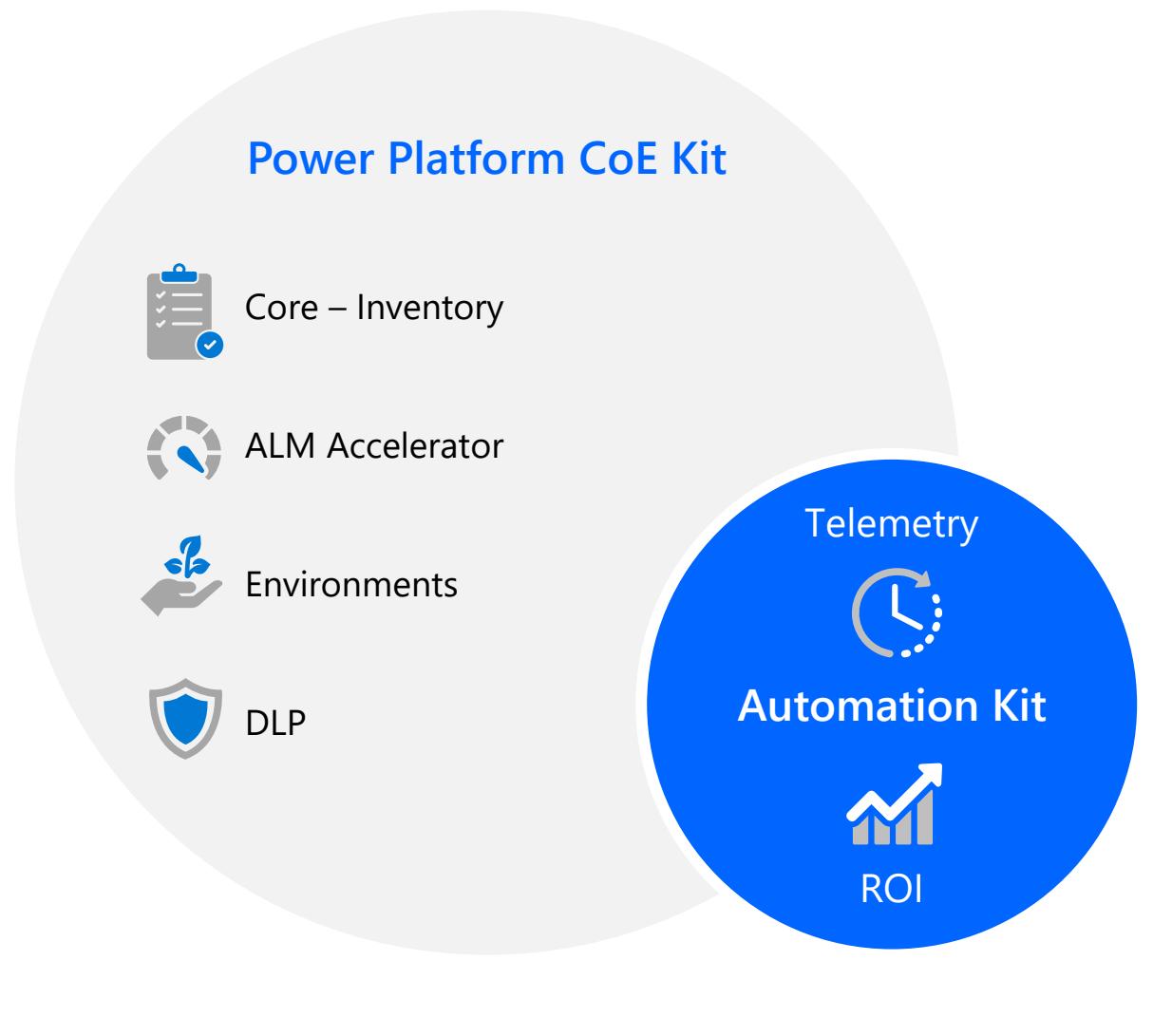


A downloadable Power BI package that is optimized to get you started

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

Export data to Azure for custom analytics and performance monitoring

# 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

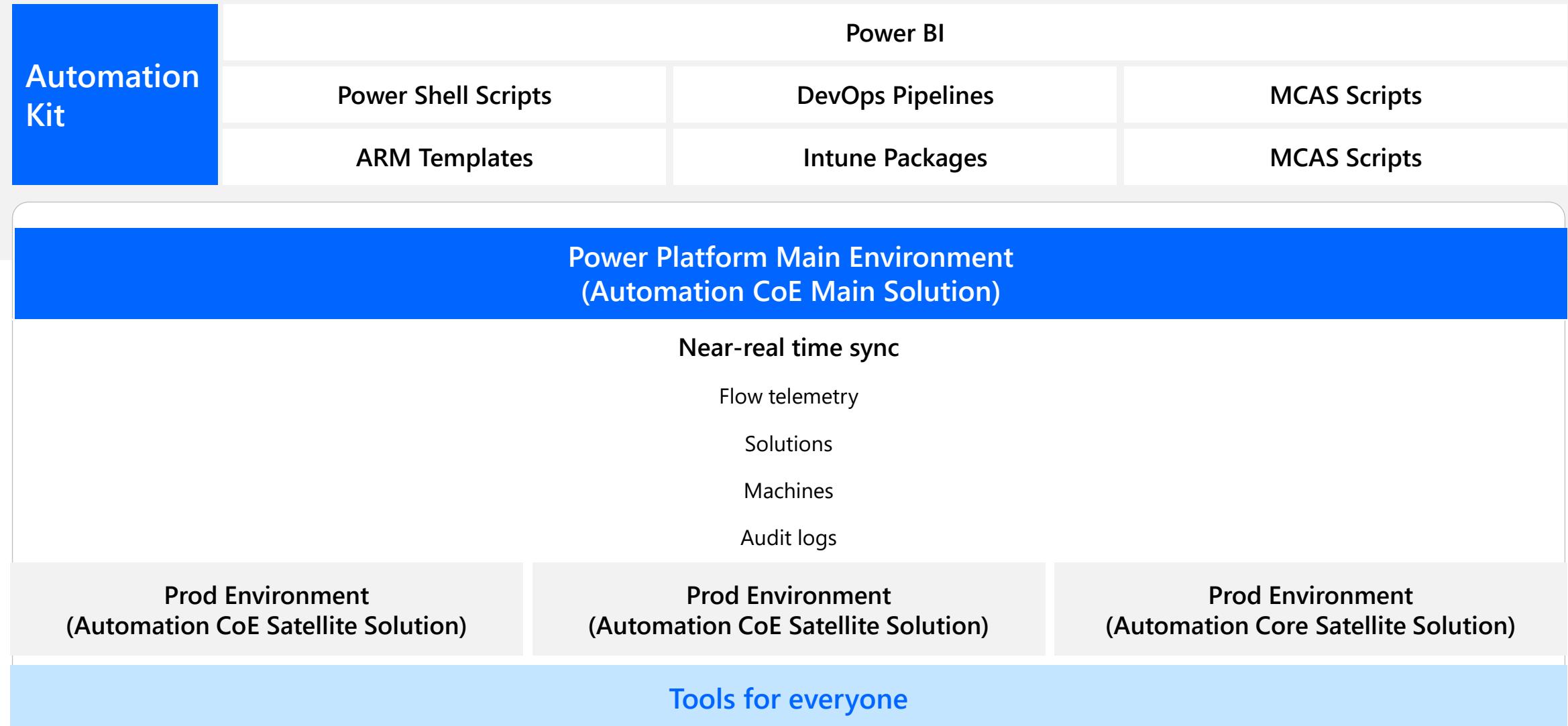


Streamline new automation project requests with approvals, and help with prioritization.

The screenshot shows a tablet displaying the "AUTOMATION PROJECT" app. The interface is a grid of project cards, each representing a different automation task. The cards are arranged in four columns and five rows. Each card includes details such as the project name, status, submitter, department, owner, and score. A summary bar on the right provides aggregate statistics for approved, declined, saved, and submitted projects.

AUTOMATION PROJECT			
<b>Approved:</b> 20	<b>Declined:</b> 0	<b>Saved:</b> 1	<b>Submitted:</b> 2
<b>HR Onboarding</b> Submitted by: Miles Gibbons Department: Human Resources Owner: Mrs. Stacia Project Number: AP-000001055 Score: 18	<b>Operate IT User Support</b> Submitted by: Miles Gibbons Department: Information Technology Owner: Wes Stone Project Number: AP-000001056 Score: 12	<b>Check materials and services</b> Submitted by: Ashley Shilton Department: Purchasing Owner: Dash Buckley Project Number: AP-000001071 Score: 17	<b>Deliver Digital Products</b> Submitted by: Ashley Shilton Department: Purchasing Owner: Dash Buckley Project Number: AP-000001063 Score: 12
<b>Vending machine replacement</b> Submitted by: Ashley Shilton Department: Accounting Owner: Dash Buckley Project Number: AP-000001064 Score: 25	<b>Process Customer Credit</b> Submitted by: Ashley Shilton Department: Finance Owner: Dash Buckley Project Number: AP-000001066 Score: 3	<b>Account unlock</b> Submitted by: Preston Ronggi PAsandbox Department: Information Technology Owner: Ashley Shilton Project Number: AP-000001047 Score: 17	<b>Warranty Claims</b> Submitted by: Auto Coll Admin Department: Accounting Owner: Miles Gibbons Project Number: AP-000001071 Score: 50
<b>Customer order processing</b> Submitted by: Preston Ronggi PAsandbox Department: Purchasing Owner: Ashley Shilton Project Number: AP-000001048 Score: 18	<b>Process order status</b> Submitted by: Ashley Shilton Department: Accounting Owner: Dash Buckley Project Number: AP-000001065 Score: 25	<b>Order materials and services</b> Submitted by: Ashley Shilton Department: Purchasing Owner: Dash Buckley Project Number: AP-000001059 Score: 12	<b>SAP Vendor Invoice Verification</b> Submitted by: Apostolis Papageorgiou Department: Finance Owner: Apostolis Papageorgiou Project Number: AP-000001001 Score: 50
<b>Cartridge replacement in vending machines</b> Submitted by: Ashley Shilton Department: Purchasing Owner: Dash Buckley Project Number: AP-000001049 Score: 25	<b>Document Processing - Inspection Forms</b> Submitted by: Ashley Shilton Department: Human Resources Owner: Dash Buckley Project Number: AP-000001070 Score: 7	<b>SAP Vendor Invoice Improvement</b> Submitted by: Ashley Shilton Department: Finance Owner: Dash Buckley Project Number: AP-000001068 Score: 17	<b>Offboarding Tasks</b> Submitted by: Ashley Shilton Department: Human Resources Owner: Dash Buckley Project Number: AP-000001061 Score: 37

# Automation Kit Conceptual Design





**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 >](#)

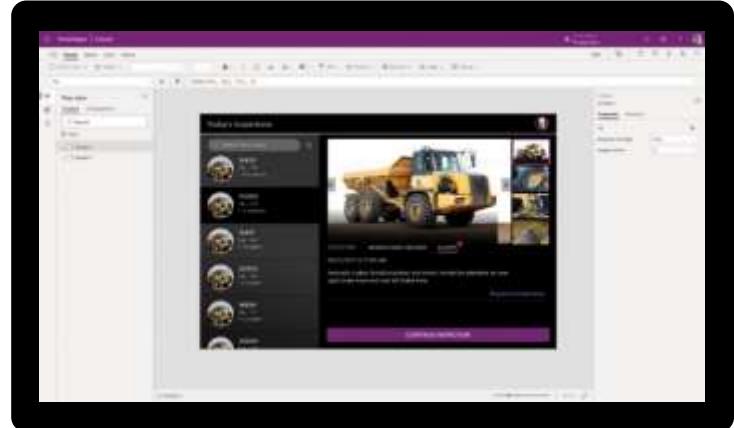


Dynamics 365

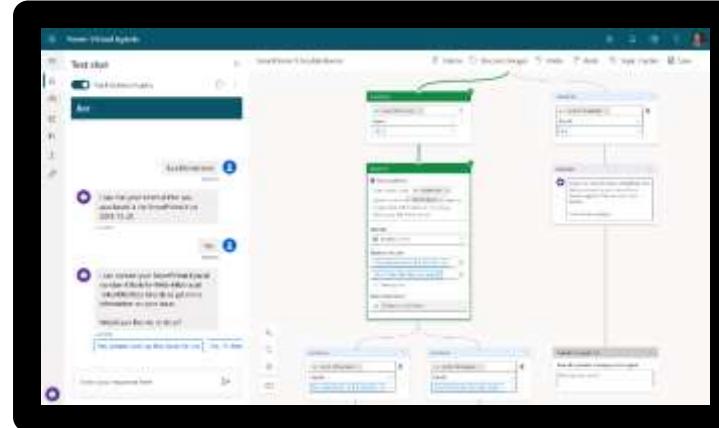
[Learn more >](#)

# 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

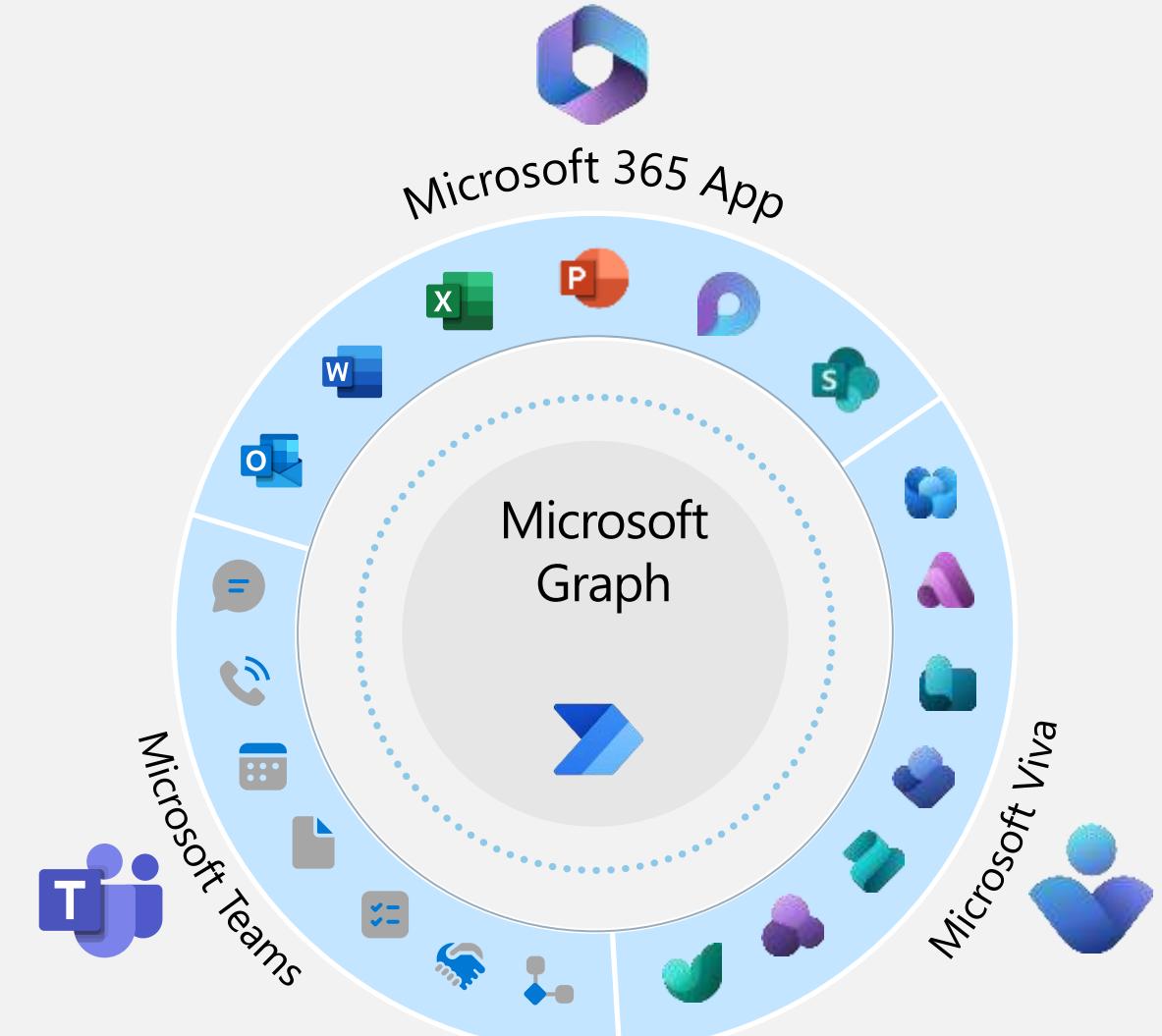
# Automate your place of work

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

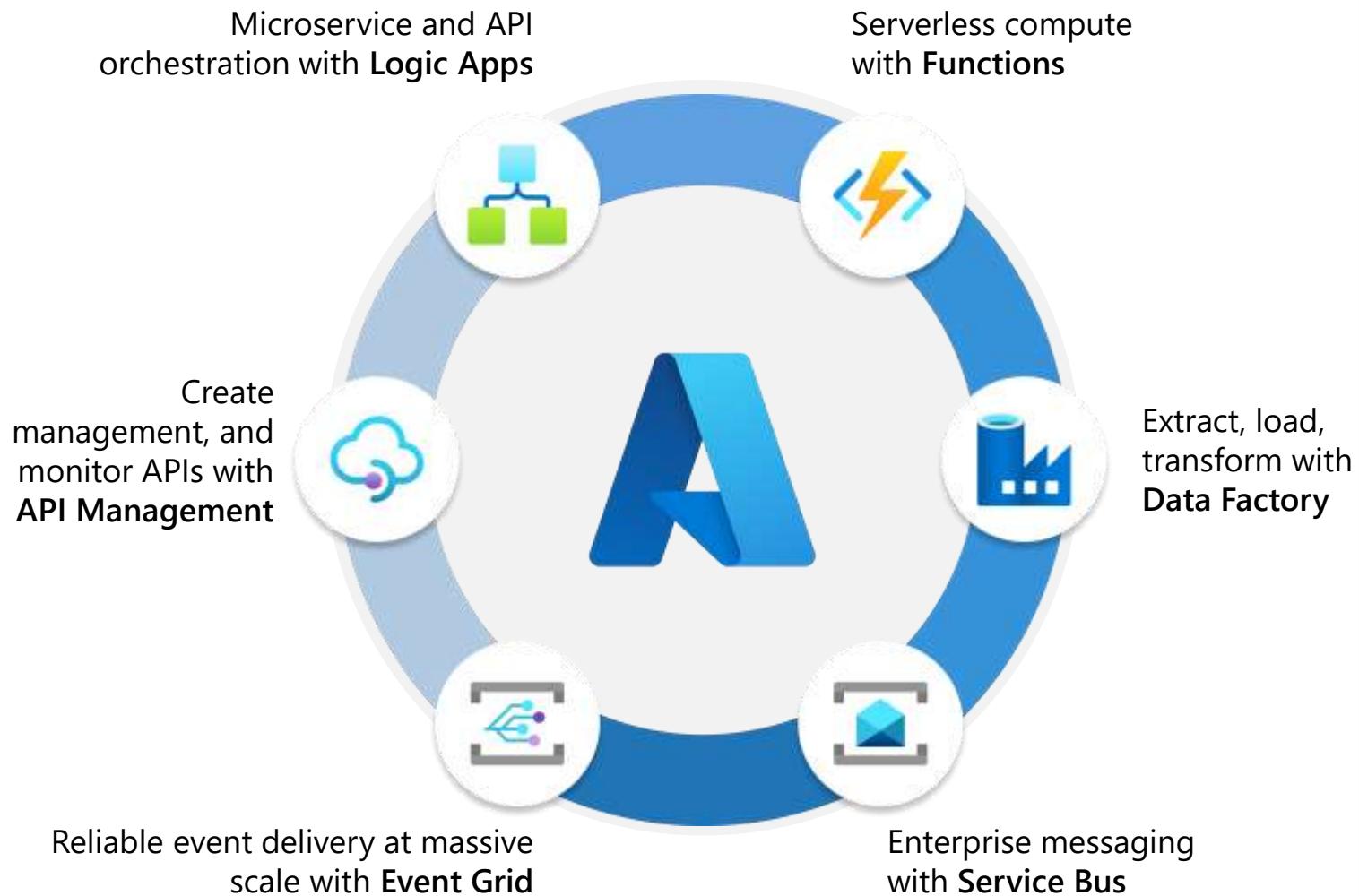
**Microsoft 365 core services:** Bookings, Calendar, Delve, Excel, Microsoft 365 compliance eDiscovery, Microsoft Search, OneDrive, OneNote, Outlook/Exchange, People (Outlook contacts), Planner, SharePoint, Teams, To Do, Viva Insights

**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



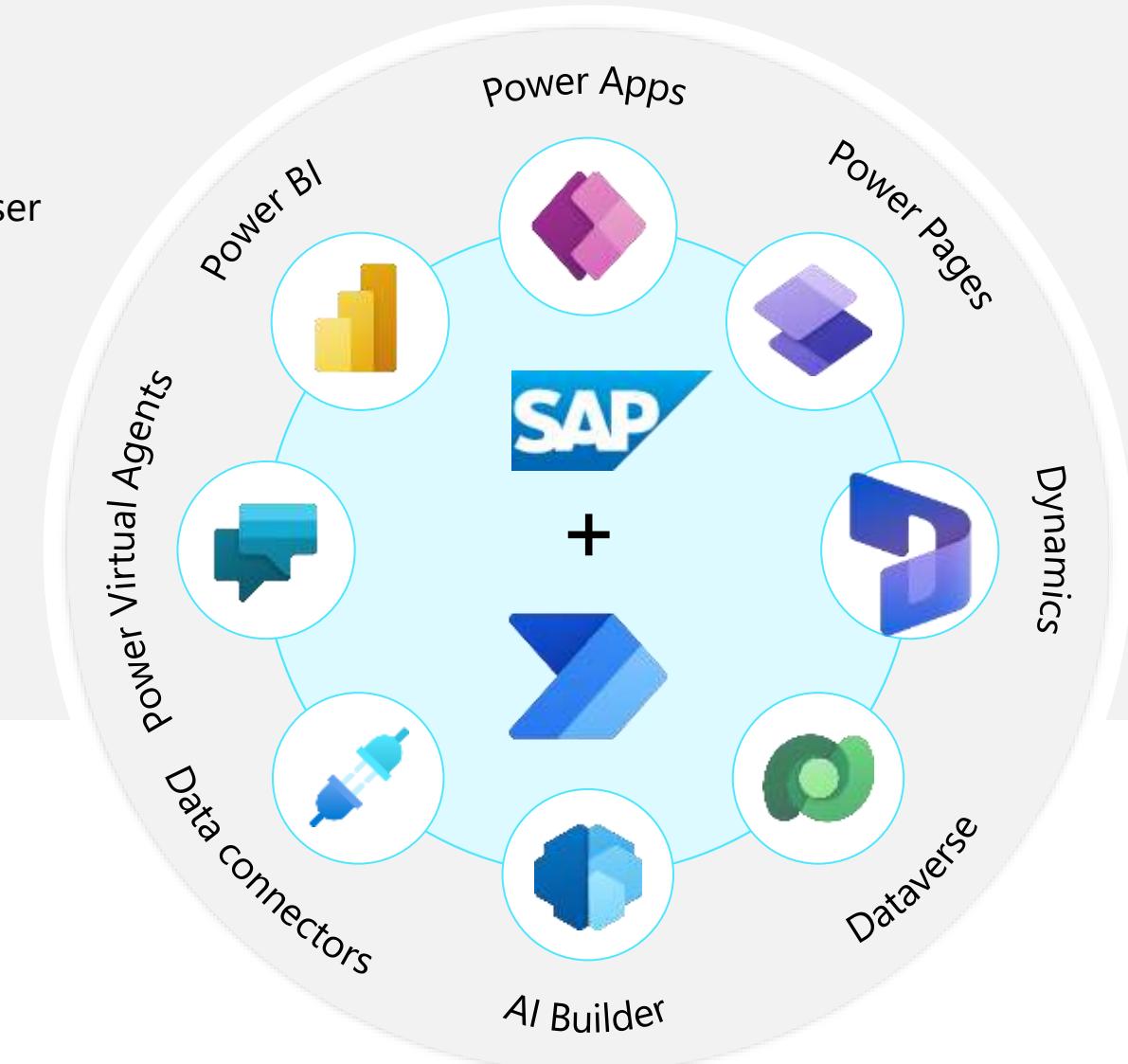
Augment SAP solution and close any gaps for continuous process automation or app usage



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.



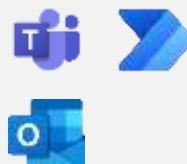
## Automate

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



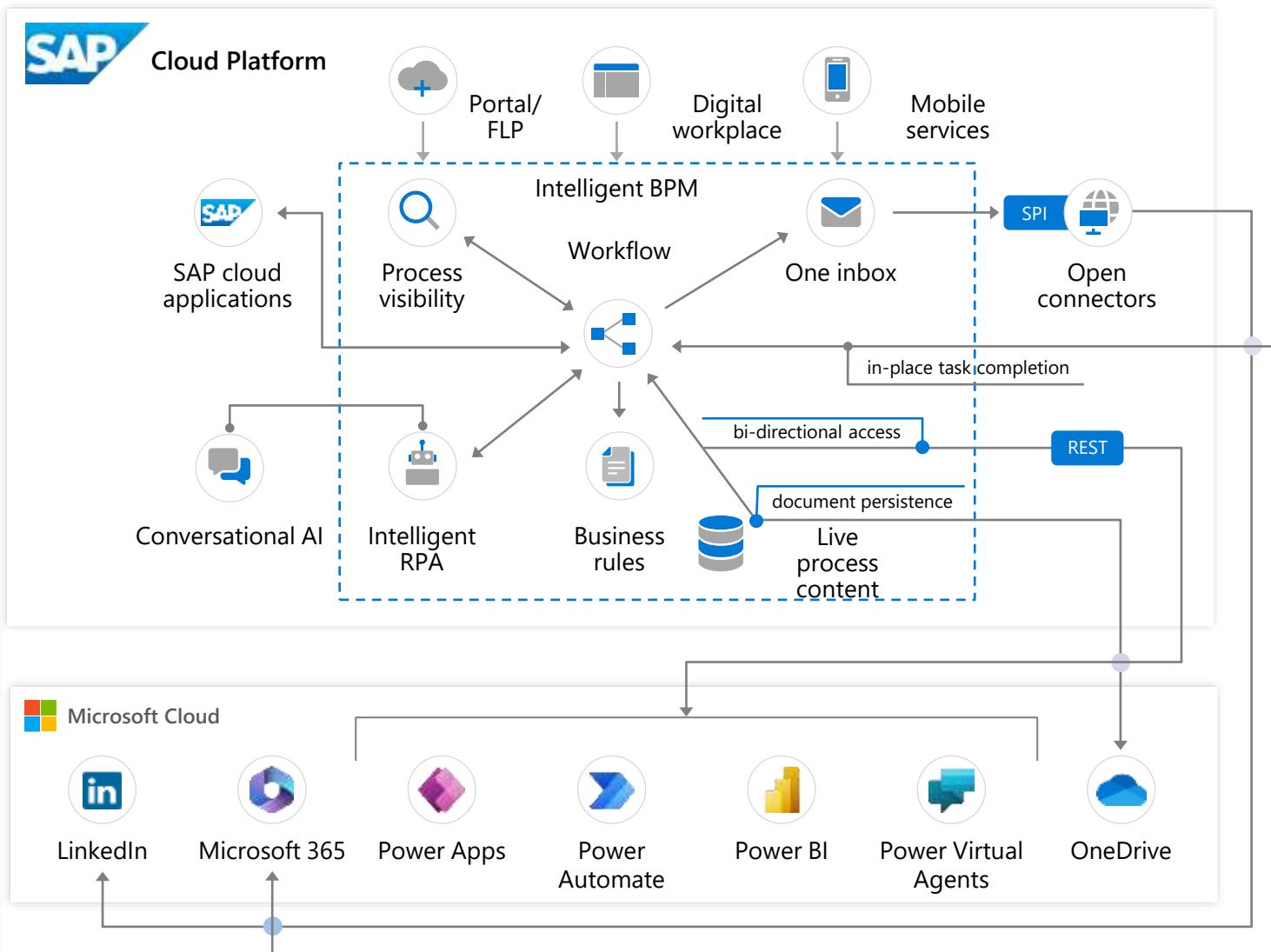
## Empower

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.





Microsoft Power Platform

# Copilot Studio

**The future is  
conversational**

# Momentum of conversational AI



By 2026, **30% of work activities** involving the use of technology will be **conversationally enabled**<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>2</sup>

## Source:

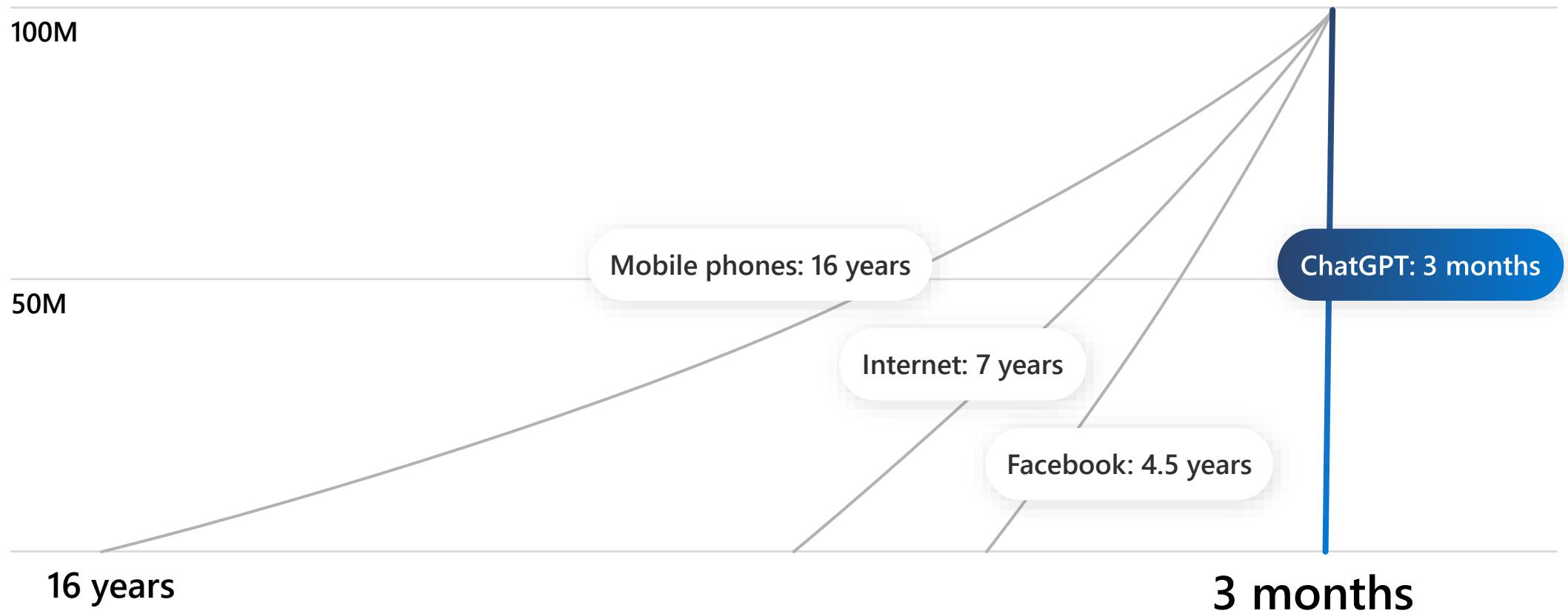
1. 2022 Gartner® - Forecast Analysis: Hyperautomation Enablement Software, Worldwide,

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

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# Generative AI technology is here

Time to reach 100M users



# Building conversational AI can be challenging

## Challenges in conversational AI building

Budget and time constraints

Maintaining content

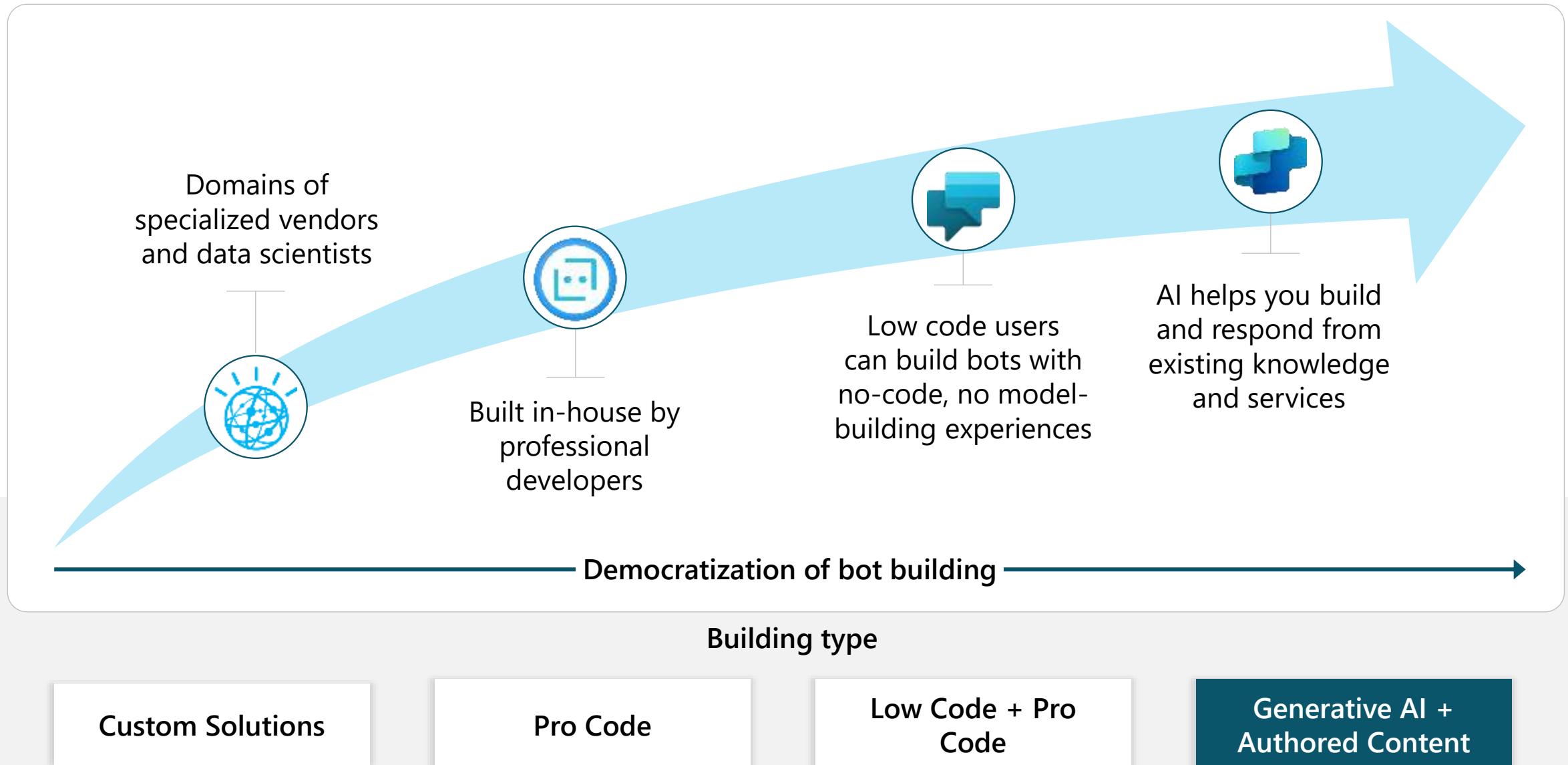
Integration with business systems

Product/Technical onboarding

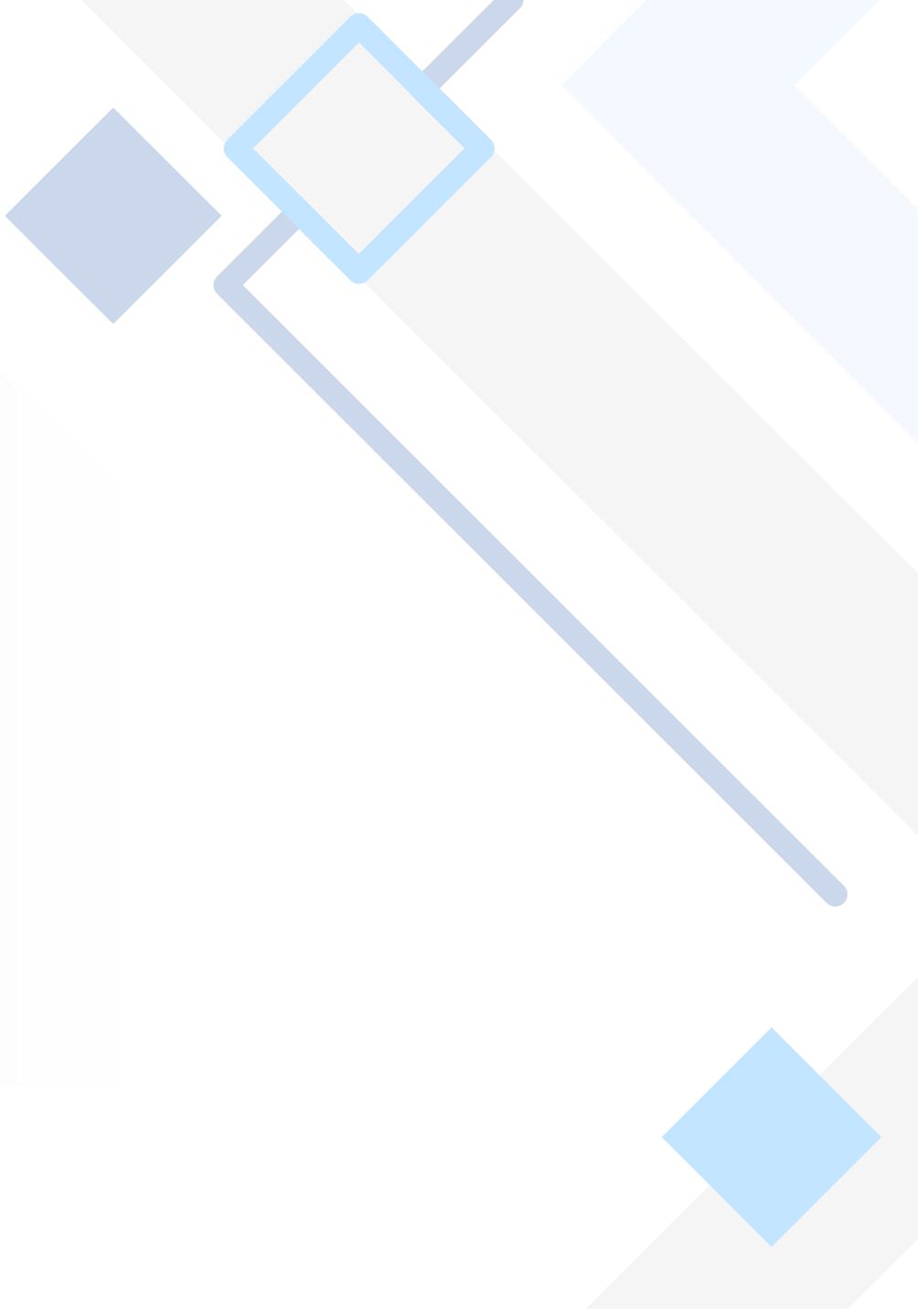
Security and compliance risks

Infrastructure/  
Resource hosting

# Building conversational AI is evolving ...

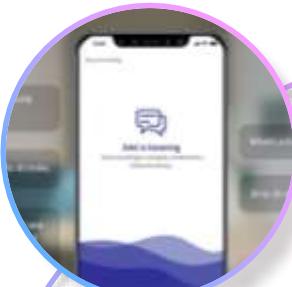


# Microsoft Copilot Ecosystem

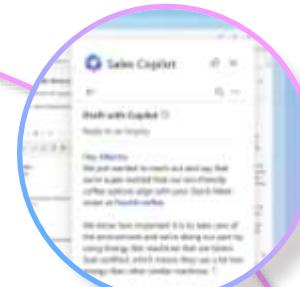


# Microsoft Copilot empowers every end user

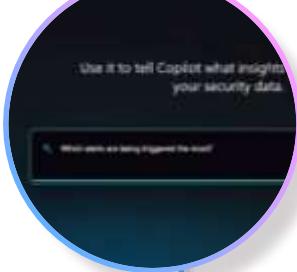
Customer service



Sales



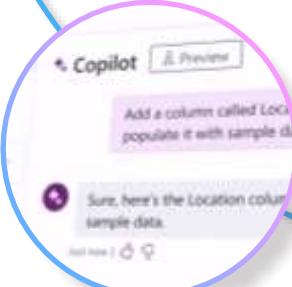
Security operations



Software developers



Data & IT pros



Knowledge workers



# A copilot for every Microsoft Cloud experience



## Copilot for Dynamics 365

Copilot to assist roles within each line of business applications.



## Copilot for Microsoft 365

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



## Copilot for Windows

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



## Copilot for Power Platform

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



## Copilot for Security

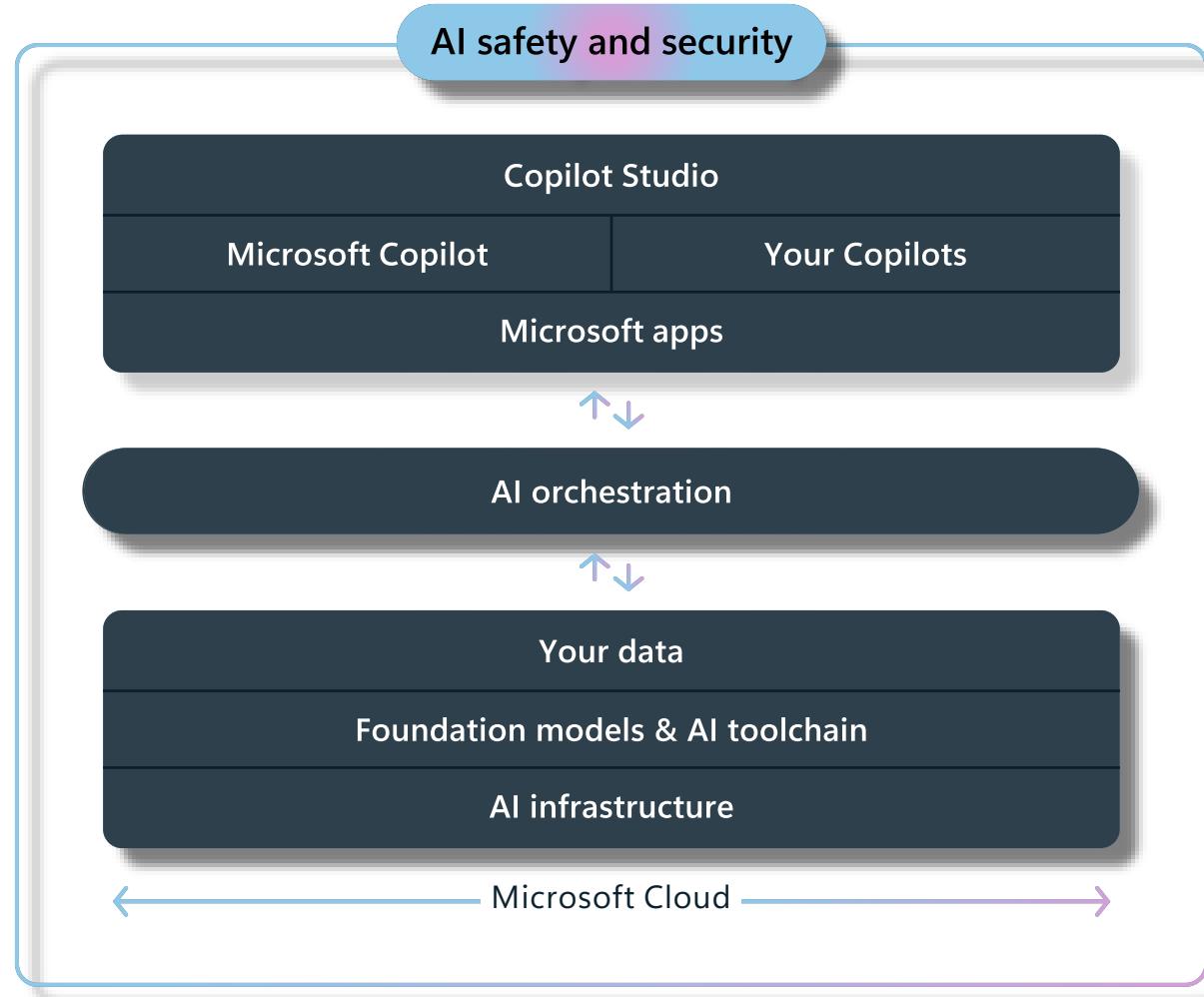
Receive tailored insights that empower your team to defend.



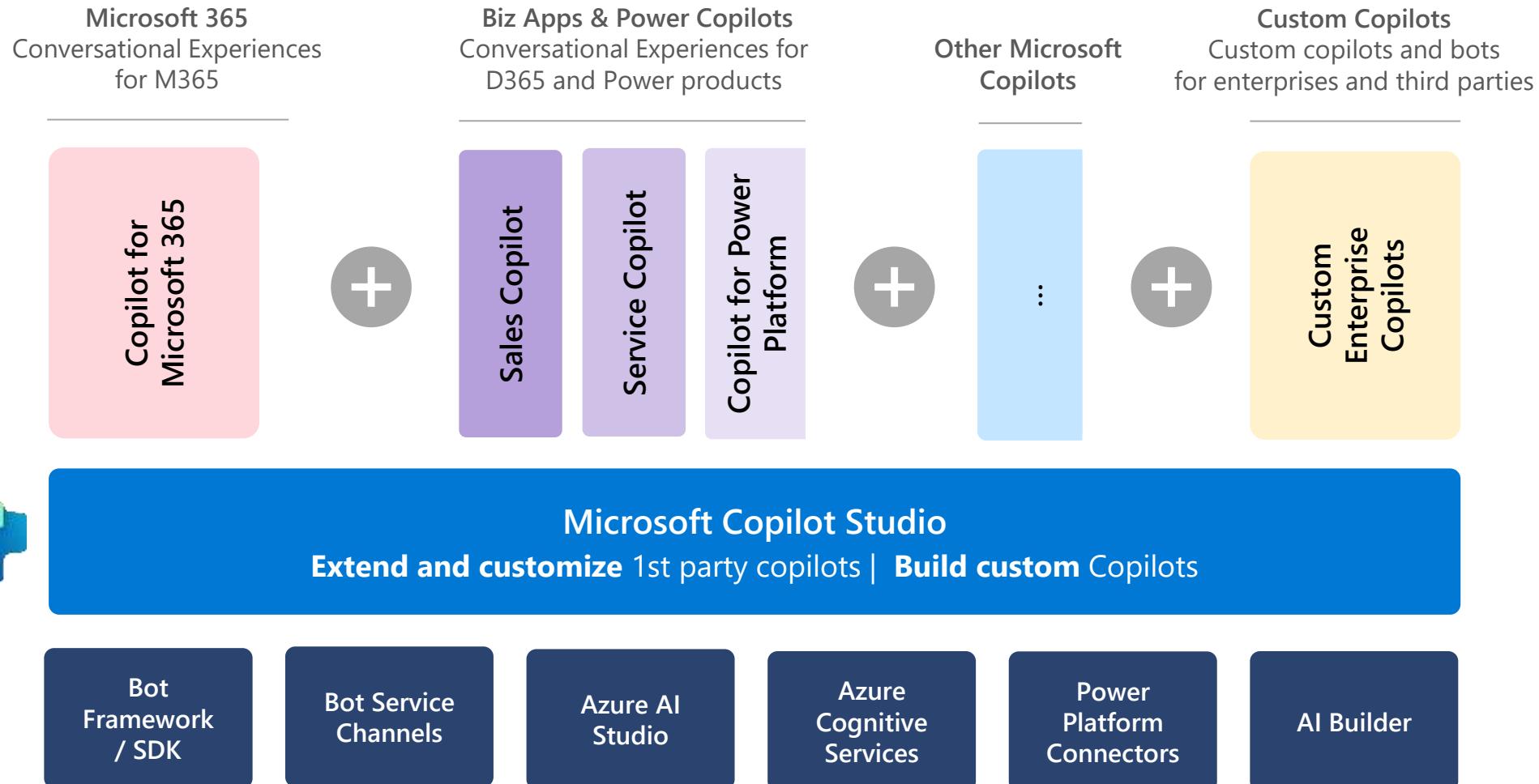
## Copilot for GitHub

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

# Copilot stack



# Copilots and Conversational AI



# Is a copilot just a chatbot?

## Conversational AI

### Chatbot

Conversational experience using trained NLU models

Common to be text based

Data queried with APIs vs grounding

Prebuilt content and topics by makers

Embedded into sites, but siloed

Context holding

### Copilot

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

#### Natural, multimodal interface

Enables more than just text formats.

#### Grounding in multiple data sources

Works with your internal and external data sources

#### Generative content capabilities

Generative AI powering Copilot building and response generation

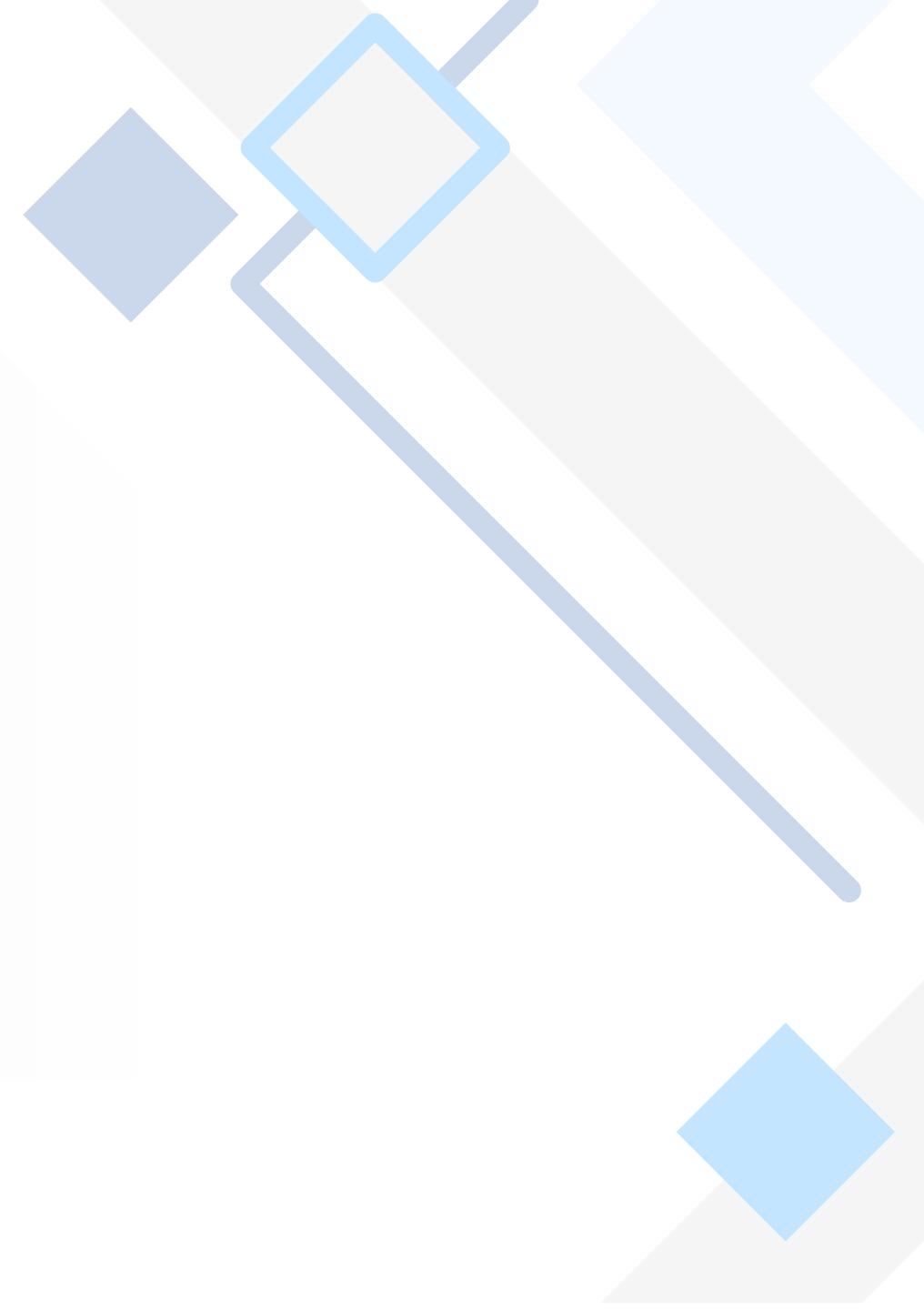
#### Contextual interactions

Connected to the app experience it lays

#### Responsiveness and adaptability

Flexible to configure to context of experience.

# Building Copilots



# Building Copilots

## Copilot Studio is for...



### Knowledge discovery

Chat over your data

Web data

Internal data

Semantic Index

Local documents



### Task completion

Identify and complete tasks

Plugins

Digital Process Automation

AI Models

Connectors



### Customizing Copilots

Add managed topics with orchestration

Copilot for M365

Role-based copilots like  
Sales and Service

More coming soon

## First party copilots are for...



### Content creation

Bing Enterprise

Creative writing

Image creation

Others



### Productivity app functions

Completing functions in Office Apps

PowerPoint

Excel

Word

Outlook



### Solution Development

Github, Fabric

Code Generation

Fraud Detection

Predictive analytics

Research



# Microsoft Copilot Studio

## Build your own copilot

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

## Customize Microsoft Copilot

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

## Connected platform

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

## Manage copilot experiences

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

The screenshot shows the Microsoft Copilot Studio interface. At the top, it says "Copilot Studio" and "Northwind Trader". On the left, there's a sidebar with navigation links: Home, Building blocks, GPTs (selected), Topics, Plugin actions, Prompts, Copilots, Create a copilot, Extend Microsoft Copilot, Publish, Analytics, Settings, AI integration tools, Channels, and Test your copilot. The main area has a section titled "Northwind Trader" with a link to "View solution (Northwind Trader copilot prod)". Below that is a "Boost your conversations (preview)" section with a sub-section "Enter your website" and buttons for "Use generative answers" (which is selected) and "Advanced options". A note says "Make sure AI-generated content is accurate and appropriate before using. See terms". To the right, there are three cards: "Extend a Microsoft Copilot (preview)" with a "Test with plugins" button; "Add plugins for dynamic chaining (preview)" with a "Go to plugins" button; and "Meet people where they are" with a "Go to publish" button. The bottom right corner shows a small icon of a smartphone with a speech bubble.



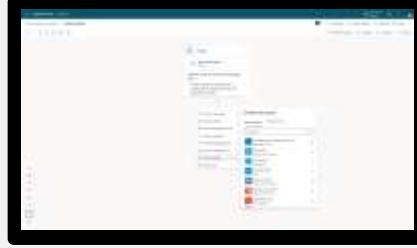
# Copilot Studio

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

# What's in Copilot Studio?



## Workspaces



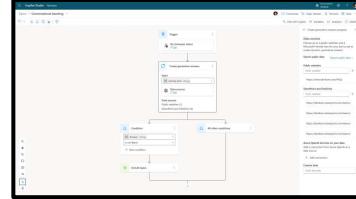
## Copilot building studio

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

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



Plugins



Generative AI



Channel Publishing



Analytics and Insights

## Automation Studio

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

## Admin Studio

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



# Multi-Channel Platform

## Dynamics for Customer Service



Voice



Teams



Custom



Azure  
Communication  
Services



Apple Messages  
for Business



WhatsApp  
through Twilio



Facebook



Google's Business  
Messages



Line



WeChat

## Native to Copilot Studio



Microsoft Copilot (preview)  
Publish plugins to a Microsoft Copilot for a unified experience.



Microsoft Teams  
Chat with your bot through a Teams app.



Demo website  
Try out your bot and invite team members to do the same.



Custom website  
Activate your bot on your own website.



Skype  
Expand your bot's reach to customers on Skype.



Slack  
Expand your bot's reach to customers on Slack.



Telegram  
Chat with your bot through a Teams app.



Twilio  
Add your bot to a native or web-based mobile app.



DirectLine Speech  
Expand your bot's reach to customers on DirectLineSpeech.



Mobile app  
Add your bot to a native or web-based mobile app.



Facebook  
Connect with your customers on Messenger.



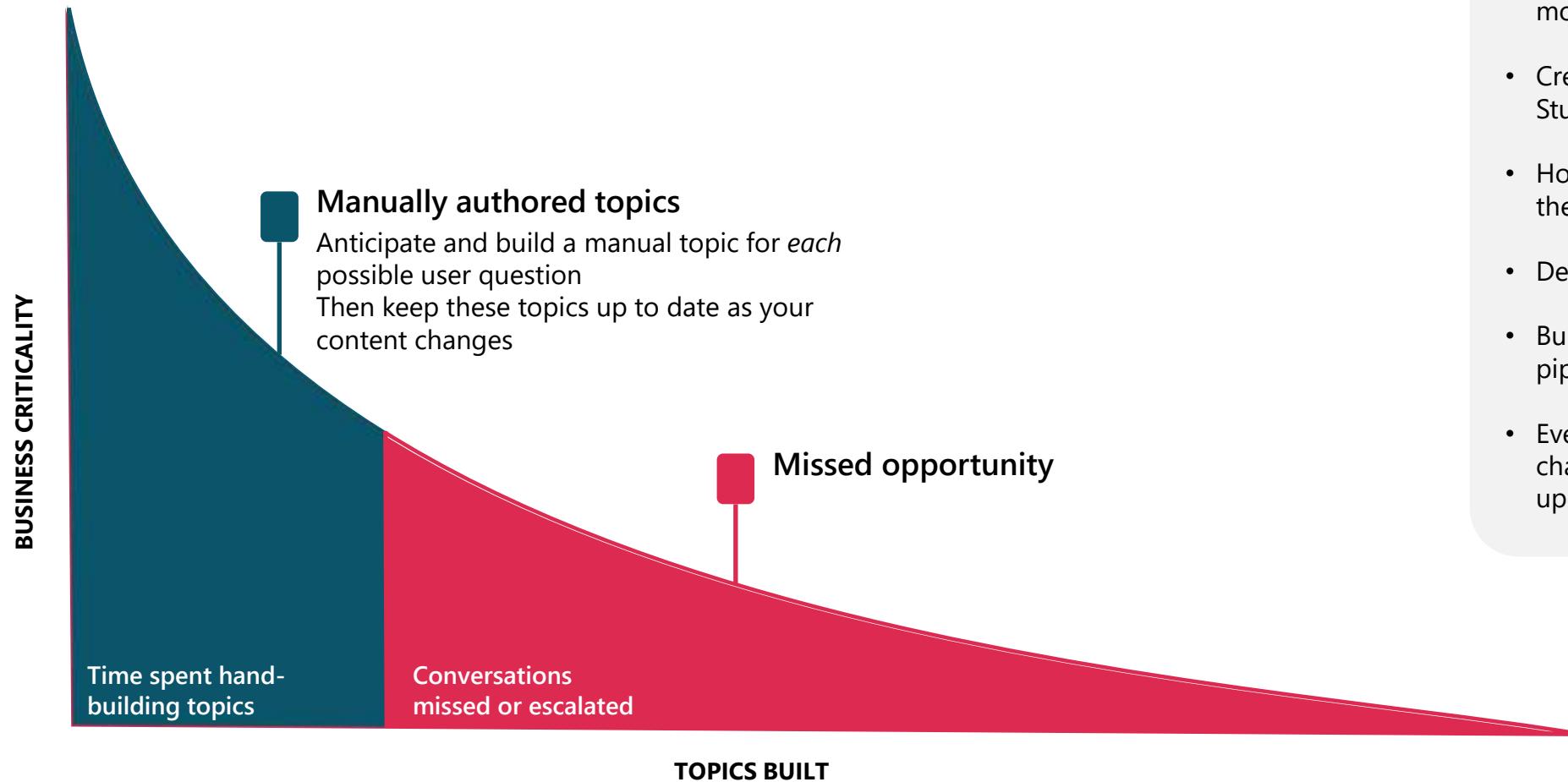
LINE  
Add your bot to a native or web-based mobile app.



GroupMe  
Expand your bot's reach to customers on GroupMe.

SOCIAL CHANNELS

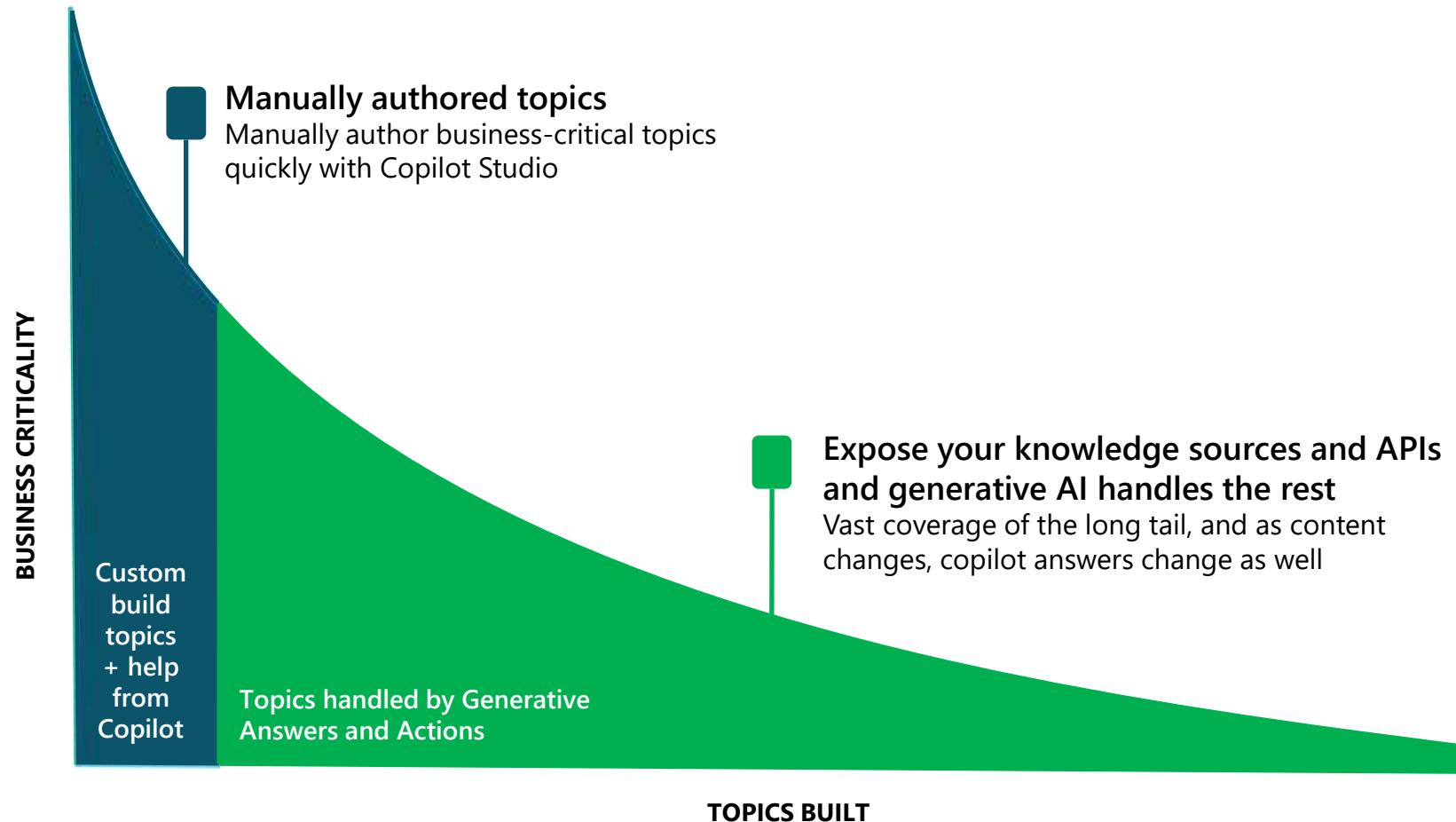
# Generative AI is changing building



## Traditional (e.g. Azure)

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

# Generative AI is changing building



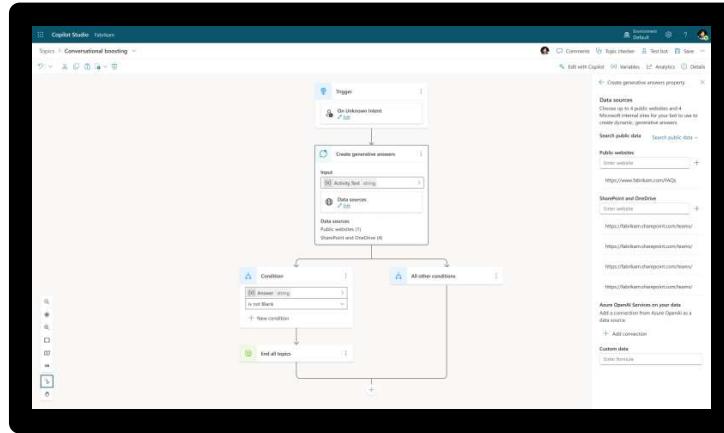
## Copilot Studio with Generative AI

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

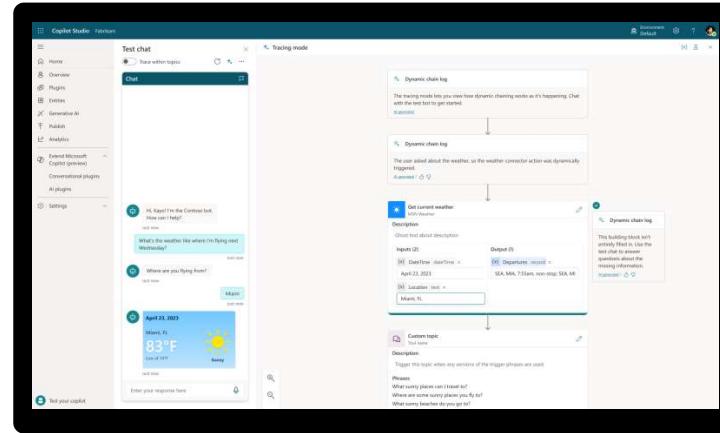
# Generative AI in Copilot Studio

Powered by Azure OpenAI Service

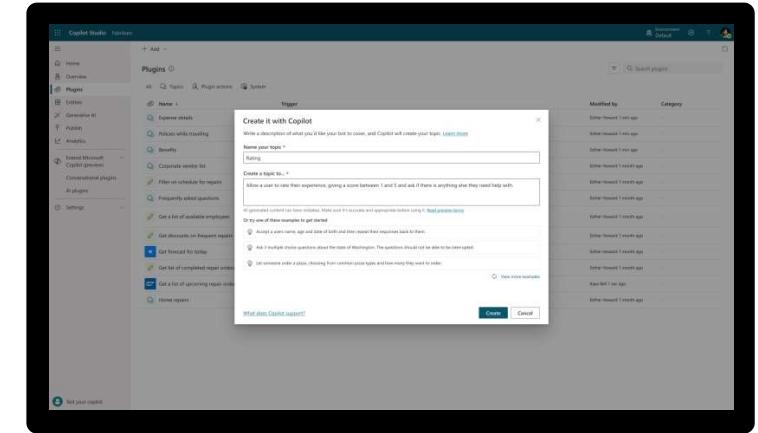
TO ANSWER



TO ACT



TO BUILD



## Generative Answers

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

Public Preview

## Generative Actions

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

Limited Preview

## Generative Building

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

Generally Available

# Generative Answers

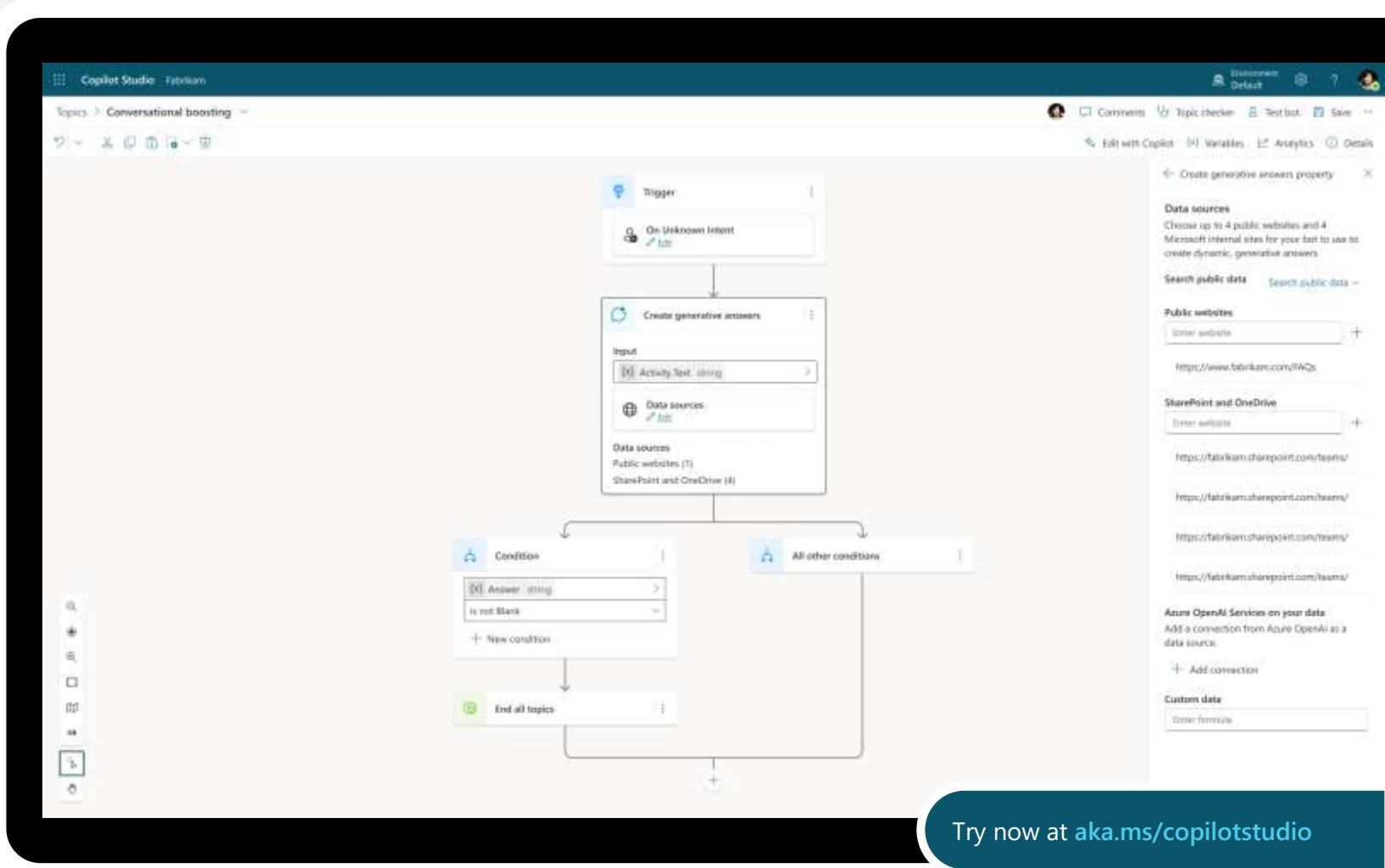
Out of the box, your copilot answers questions based on the content your organization has already invested in

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

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

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

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



Generally Available

Try now at [aka.ms/copilotstudio](https://aka.ms/copilotstudio)

# Generative Actions

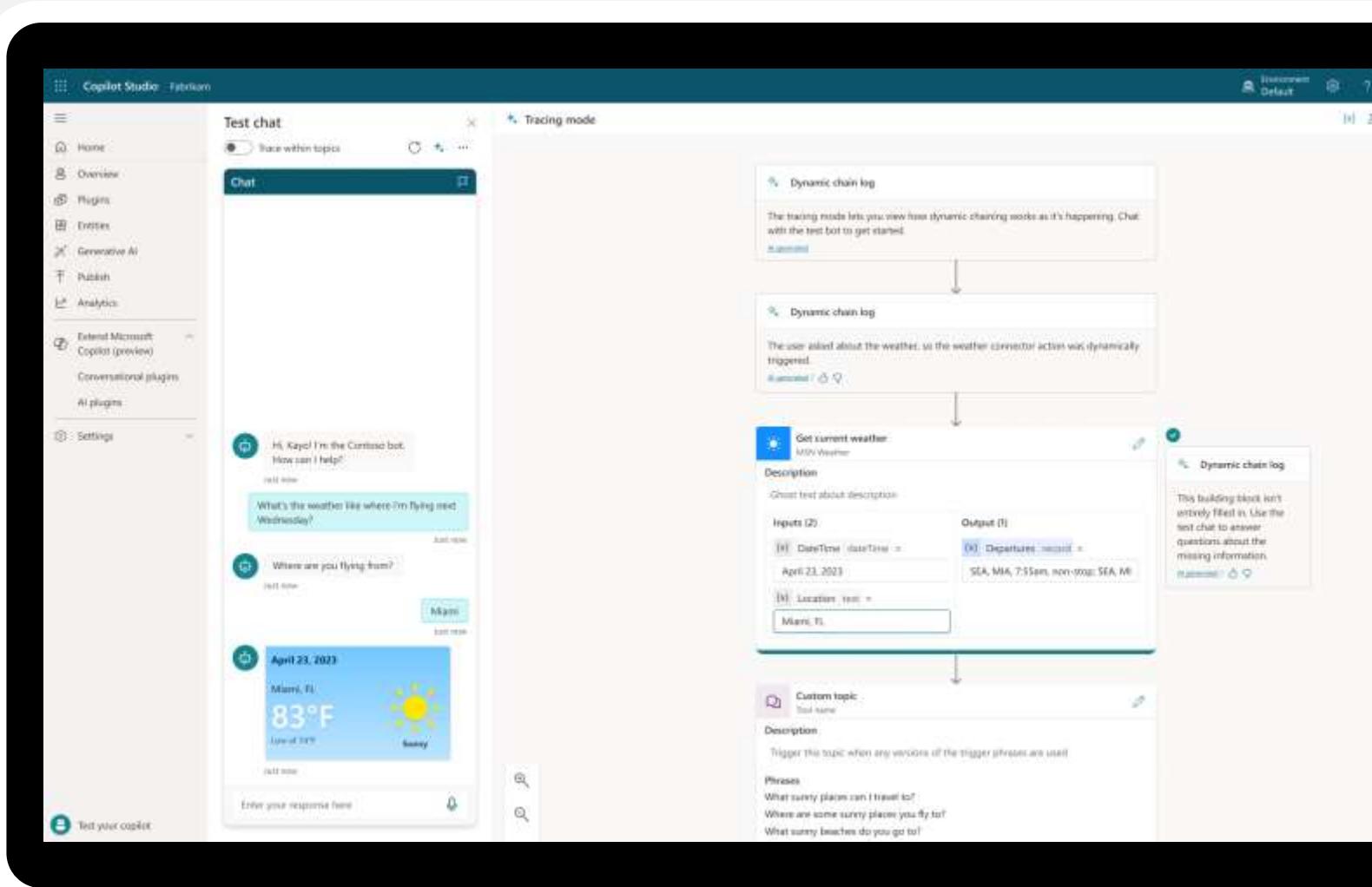
Dynamically chains plugins together to produce actionable customer responses

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

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

Powered by the Azure OpenAI Service with "LangChain" concepts

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



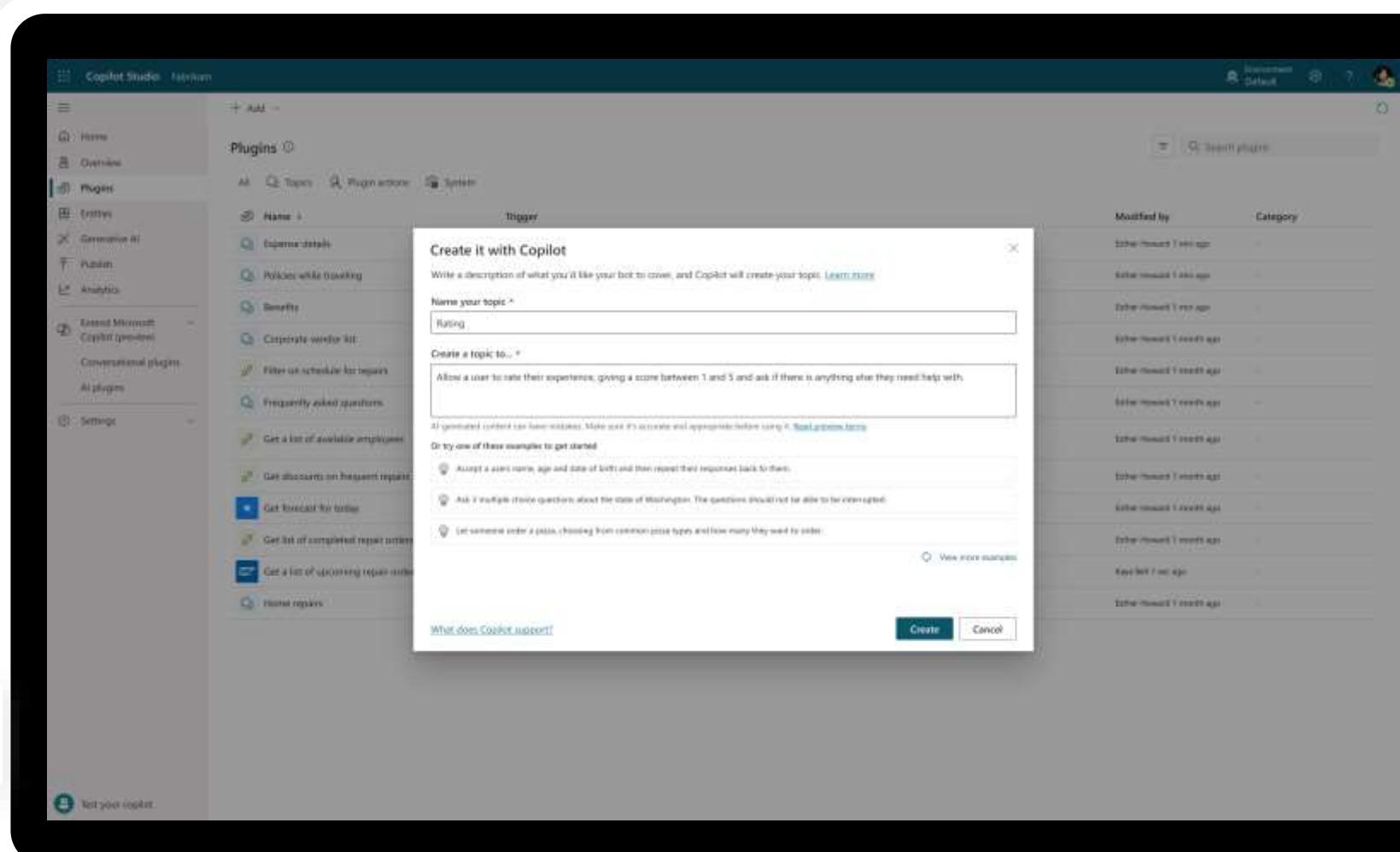
Public Preview

# Generative Builder

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

Assisted authoring for:

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



Generally Available

Create copilot with E2E SaaS and single pane of glass

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

**Monitor and Improve**  
with Rich out-of-the-box telemetry and analytics

**Publish** the copilot to  
**multiple channels, live instantly** on the SaaS service

**Chat over knowledge with Generative AI**

Use generative answers and custom GPTs to provide enterprise specific answers over your files, websites, and internal shares

**Create specific topics**

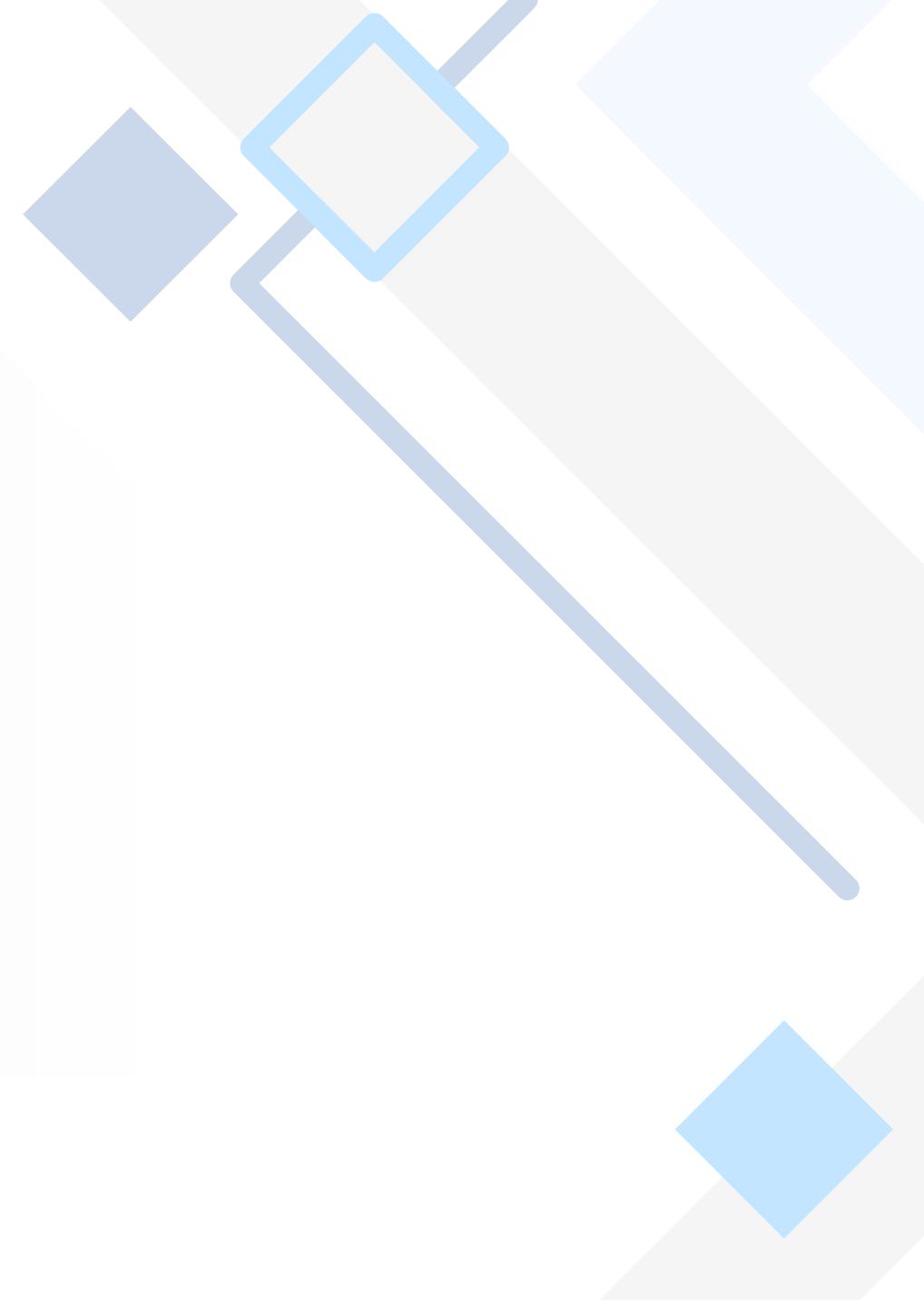
Supplement generative answers with specific, curated topics. Build them easily with the powerful graphical studio

**Actions & Plugins**

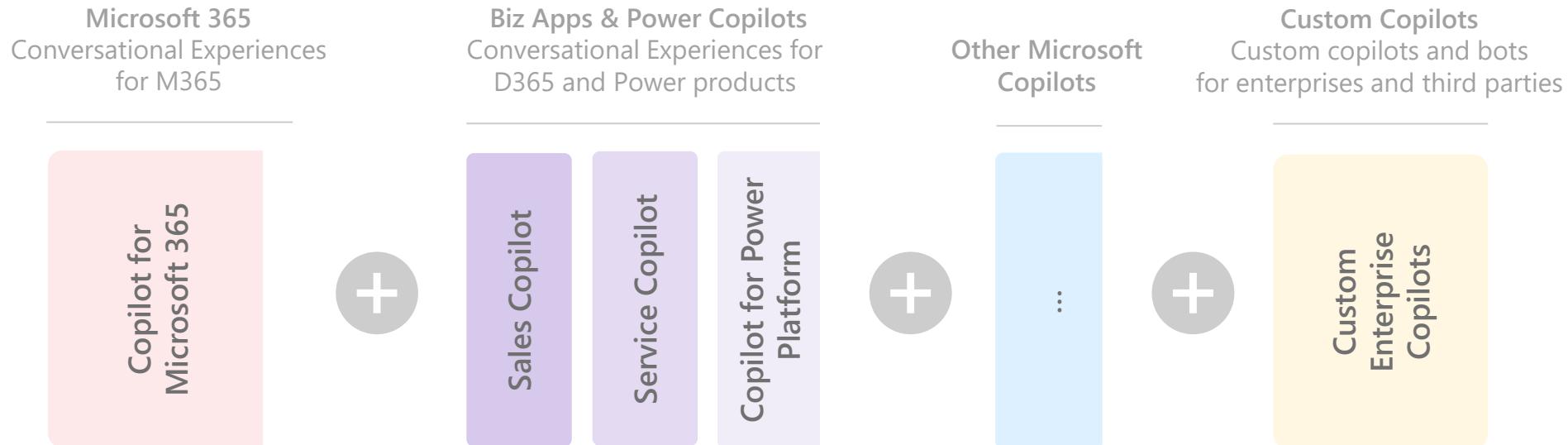
Create actions , plugins, or use pre-built Power Platform and OpenAI connectors to call your backends and APIs



# Customizing Copilot



# Copilots and Conversational AI



## Microsoft Copilot Studio

**Extend and customize** 1st party copilots | **Build custom** Copilots

Bot  
Framework  
/ SDK

Bot Service  
Channels

Azure AI  
Studio

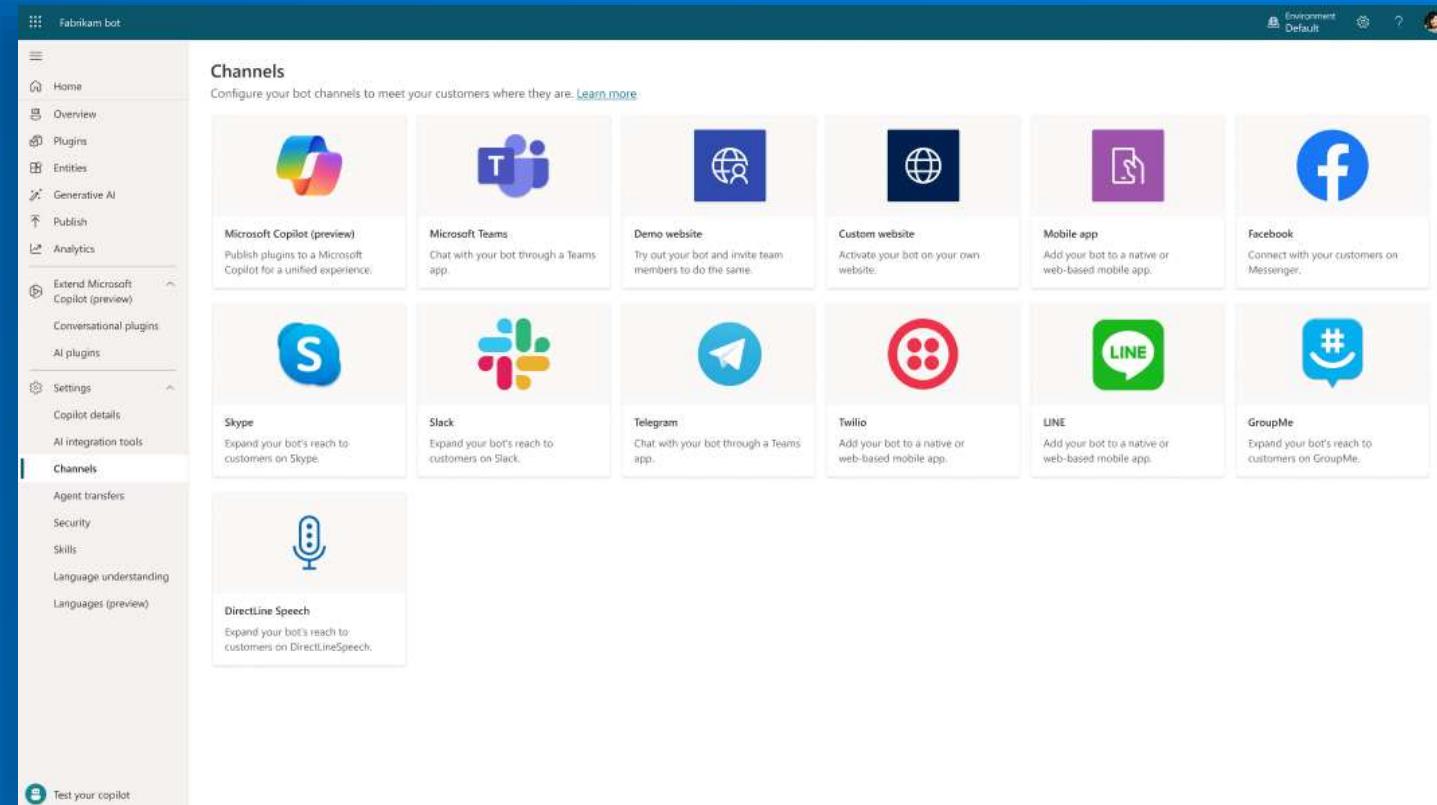
Azure  
Cognitive  
Services

Power  
Platform  
Connectors

AI Builder

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

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





# What can you build in a plugin?

Microsoft Copilot Studio Northwind Trader repair

+ Add conversational plugin

## Conversational plugins (preview)

Extend your Microsoft Copilot with these topics. Microsoft Copilot conversational plugins don't support rich text formatting, multi-turn interactions, or analytics.

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

☰ Home  
☰ Overview  
☰ Plugins  
☰ Entities  
☰ Generative AI  
☰ Publish  
☰ Analytics  
☰ Extend Microsoft Copilot (preview)  
Conversational plugins  
AI plugins  
Settings

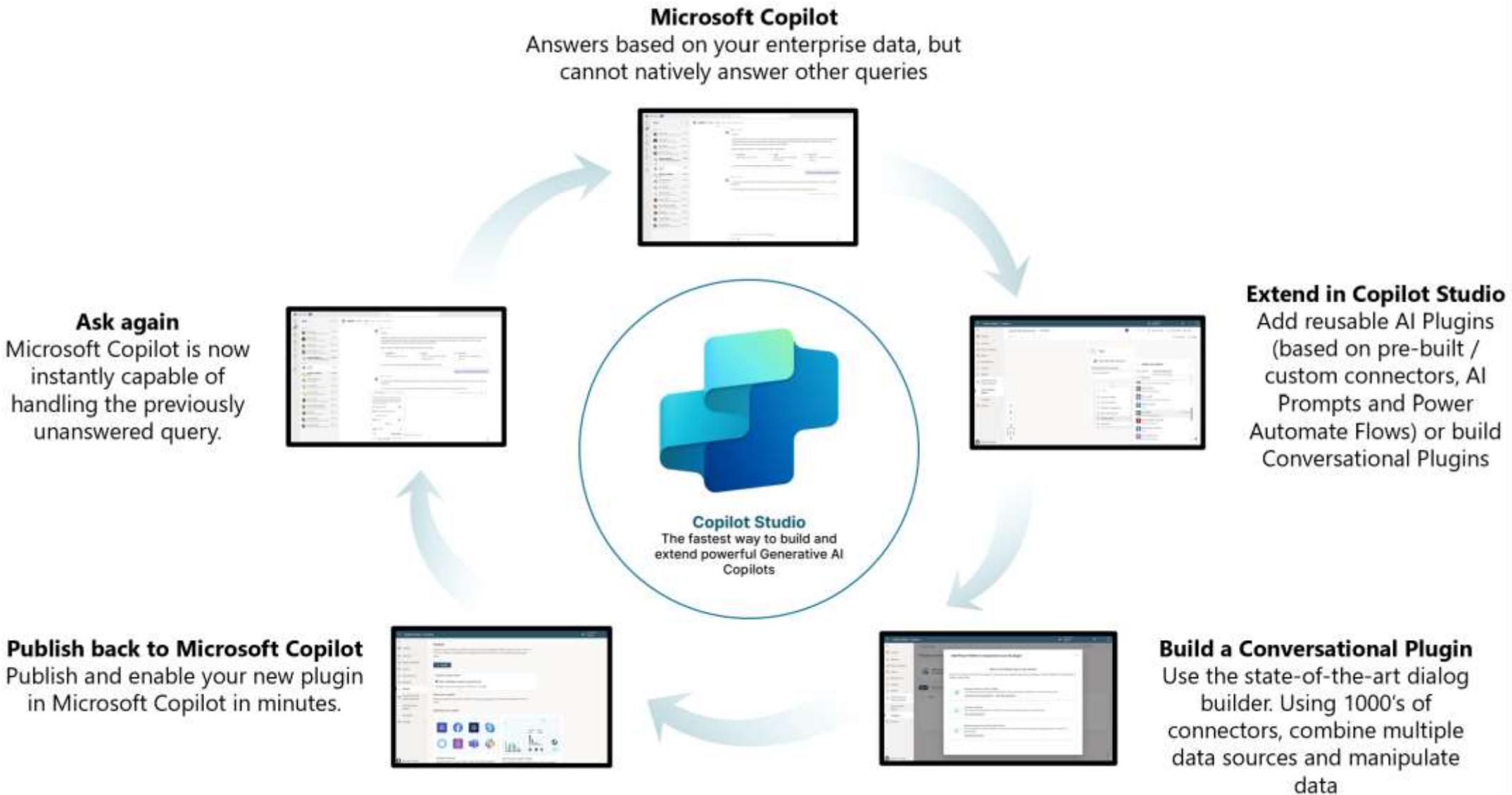
Test your copilot

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

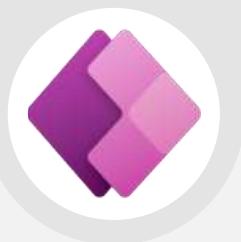
A conversational/AI plugin can include:

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

# Customizing Copilot



Generally available



# Copilot in Power Apps

A screenshot of the Microsoft Power Apps studio interface. The top navigation bar includes 'Power Apps', 'Search', 'Contoso Project - 23', and a 'Try the new Power Apps' toggle. The main area features a large card with the heading 'Let's build an app. What should it do?' and four buttons: 'Collect RSVPs', 'Track sales leads', 'List inventory', and 'Manage inspections'. Below this is a text input field with placeholder text 'Use everyday words to describe what your app should collect, track, list, or manage...'. A note below the input says 'This AI-powered feature is in preview. See terms.' On the left sidebar, under 'Create', there are sections for 'Home', 'Learn', 'Apps', 'Tables', 'Flows', 'Solutions', 'More', and 'Power Platform'. At the bottom, there are sections for 'Other ways to create an app' (with options for 'Start with data', 'Start with a page design', and 'Start with an app template') and 'Your apps' (listing three items: 'Bank Support Tickets - copilot - ben', 'Bank Support Tickets', and 'Bank Support Tickets - copilot')).

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

**Level up your Copilot in Power Apps with Copilot Studio**

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



## DeliveryManager



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

Rows: 49

## Copilot

## Chat



Have a question about this app? Ask Copilot.

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

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

0/500

Make sure AI-generated content is accurate and

# Azure OpenAI on Your Data integration

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

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

The screenshot shows the Azure OpenAI Studio interface with the "ChatGPT playground (preview)" tab selected. On the left, there's a sidebar with icons for saving changes, adding samples, and selecting sample prompts. Below that is a "Base prompt" section containing a detailed AI assistant description. Underneath are sections for "Few-shot examples" and "Grounding data". The "Few-shot examples" section contains a single example. The "Grounding data" section has dropdown menus for "Select data source" (set to "Azure Cognitive Search"), "Select search resource" (set to "SearchService"), and "Select index" (set to "SemanticIndexes"). An "Indexer schedule" dropdown is set to "Once". A "Remove grounding data" button is located at the bottom of this section. In the center, a "Chat session" panel shows a conversation history with a message from the AI about mobile plan costs. A "Citations" panel on the right lists three plans: "Northwind Health Plus", "Northwind Standard", and "Comparison of Plans". The "Northwind Health Plus" card provides a detailed breakdown of its coverage, mentioning prescription drugs, emergency services, and dental coverage. The "Northwind Standard" card is partially visible. The "Comparison of Plans" card highlights differences in coverage between the two plans.

Public Preview

# Extend with Azure



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

## Custom Language Understanding (CLU) Models

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

## BYO Knowledge Base

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

## Document search

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

## BYO Generative AI

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

# Automation studio



Power Automate's digital process automation is included in Power Copilot Studio 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 Copilot Studio Process Advisor template, get a deeper insight into copilot conversation flows.

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

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



# Prompt Building

A screenshot of the Microsoft Power Automate interface, specifically the AI Builder section. The main window shows a "Custom Dynamic Prompt" created on 07/07/2023 at 13:15:57. The prompt text is: "Summarize the [Last message] taking in account the [Attached file content] and the [Select your data source]". Below this, there are buttons for "+ Add dynamic value" and "Add data source". A dropdown menu titled "Select a data source" is open, listing various Microsoft Dataverse entities: Address, Appointment, Attachment, Business Unit, Conversation history, Contact, Currency, CustomQueue, and Email. The "Conversation history" option is highlighted with a red circle around its icon. At the bottom of the dropdown are "prompt" and "Cancel" buttons.

Power Automate

Environments  
Wide World Importers

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

Prompt

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

+ Add dynamic value    Add data source

Test your prompt

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

Select a data source

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

prompt    Cancel

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

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

## Customer Copyright Commitment

### **Use Copilot services with confidence**

We stand behind  
our Copilot  
customers

We are sensitive  
to the concerns  
of authors

Copyright  
guardrails are built  
into the product

# Next steps

A large white and blue supply vessel, the 'PACIFIC SHARAV', is shown sailing on dark blue ocean waves under a clear sky. The ship's superstructure is visible, featuring multiple levels of walkways, ladders, and equipment. A tall metal lattice mast stands prominently on the deck.

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

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

# Make it Real!

“Como transformar 1.000 processos por ano?”



1

Cultura

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

2

Fundação de TI

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

3

Pro Developers

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

4

LOB

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

5

Formação

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

6

Nurture

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

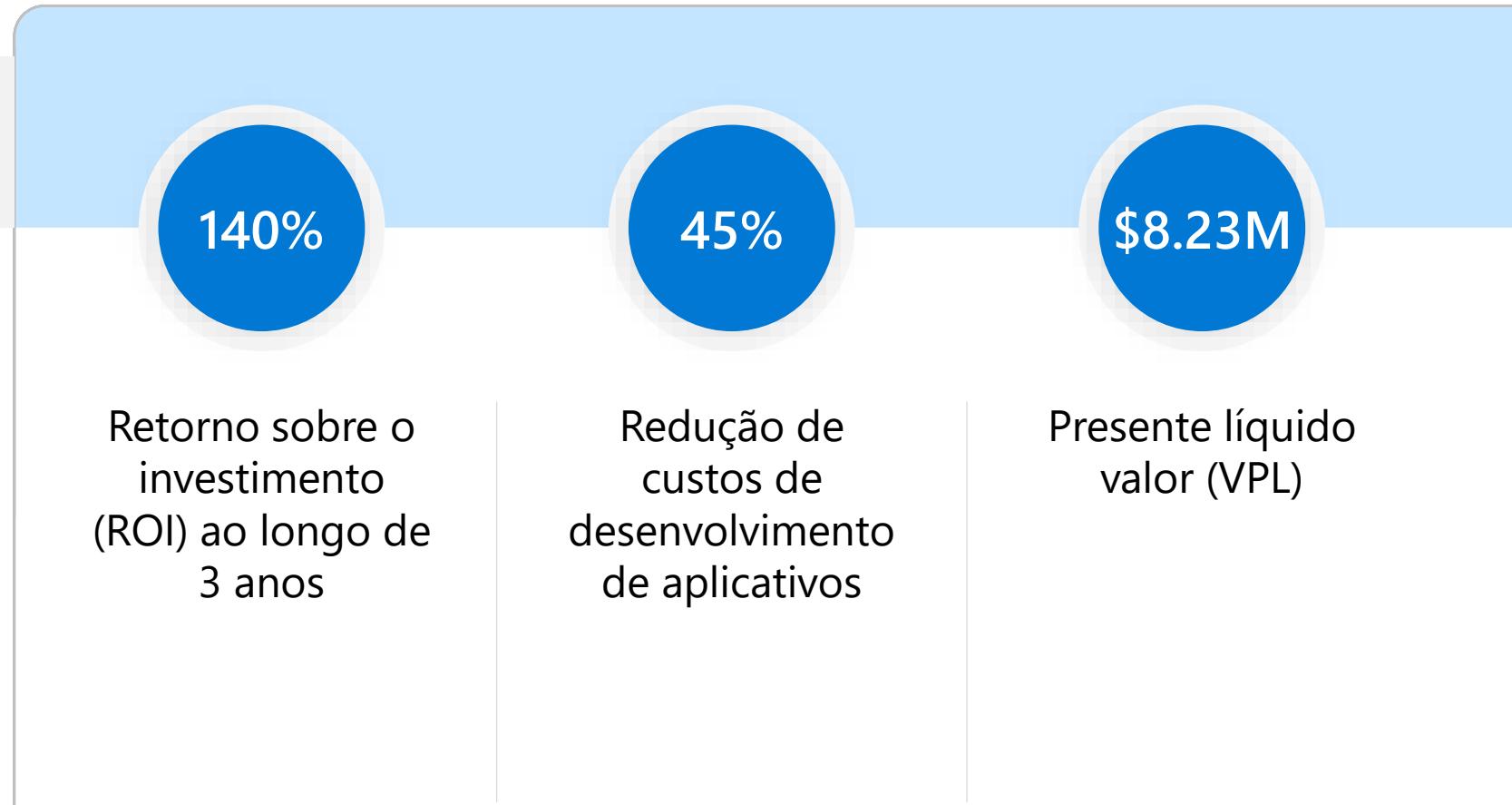
Executive Sponsor ● Governance Lead ● Adoption Lead ● Community and Skilling Lead ● Power Platform Admin ● Pro Devs ● Architect ● Security

Suporte e recursos externos da Microsoft, parceiros ou consultores profissionais

# Investir em Power Platform compensa



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



# Basic capabilities

1

Aplicativos e automações em pequena escala

2

Automação pessoal ou somente em equipe

3

Conectividade selecionada pronta para uso

4

Sharepoint, Excel ou Dataverse para equipes

5

Opções limitadas para compartilhar e reutilizar soluções já criadas



Resolva problemas apenas para equipes ou indivíduos

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

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

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

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

# Premium investment

1

Aplicativos e soluções podem se estender por toda a organização



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

2

Automações entre sistemas e departamentos



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

3

Conecte tudo



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

4

Dataverse



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

5

Compartilhamento e dimensionamento fáceis e gerenciáveis



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

# Impacto do Power Platform premium



## Revenue

**4-5x growth**

Companies with developer velocity in top quartile experience

**McKinsey & Company**

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



## Efficiency

**23%**

Increase in developer efficiency

**Forrester**

Total Economic Impact of Power Platform Premium Capabilities



## Costs

**45%**

Development cost reduction

**63%**

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

**Forrester**

Total Economic Impact of Power Platform Premium Capabilities



## Agility

**63%**

Improved agility to changes

**Forrester**

Total Economic Impact of Power Platform Premium Capabilities



## Security

**91%**

better security and visibility around data connections

**Forrester**

Total Economic Impact of Power Platform Premium Capabilities

**24%**

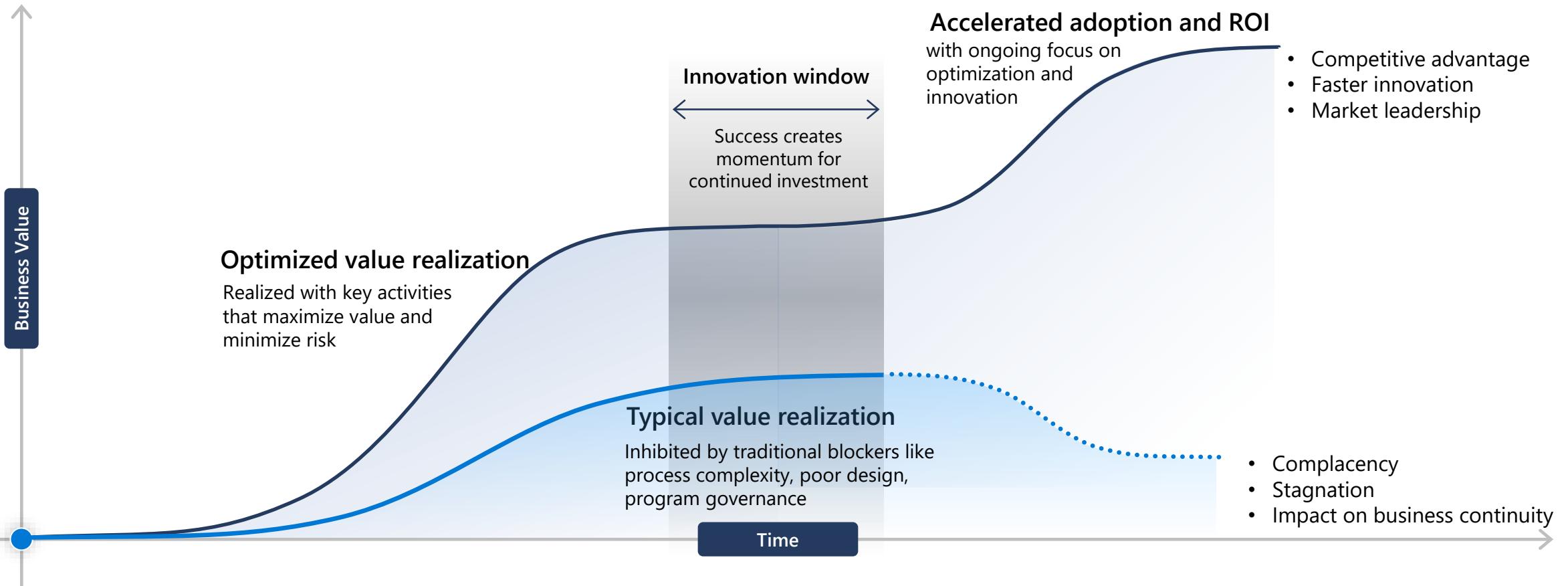
Cost reduction using Power Platform and Azure due increased DevOps efficiency a reducing spending third-party solution

**Microsoft**

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

# Maximize seus investimentos com o Microsoft Unified

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



# Conte com especialistas para construir seus aplicativos

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

## O que você quer alcançar...

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

## Como entregamos...

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

## Saiba Mais

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

# Continue sua jornada de **conhecimento**

## Eventos técnicos de Power Platform

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



### Governança e ALM

#### Tópicos

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

#### Duração

03 horas



### Desenvolvimento de aplicativos

#### Tópicos

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

#### Duração

03 horas



### Hiper automação

#### Tópicos

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

#### Duração

03 horas

# Continue sua jornada de **conhecimento**

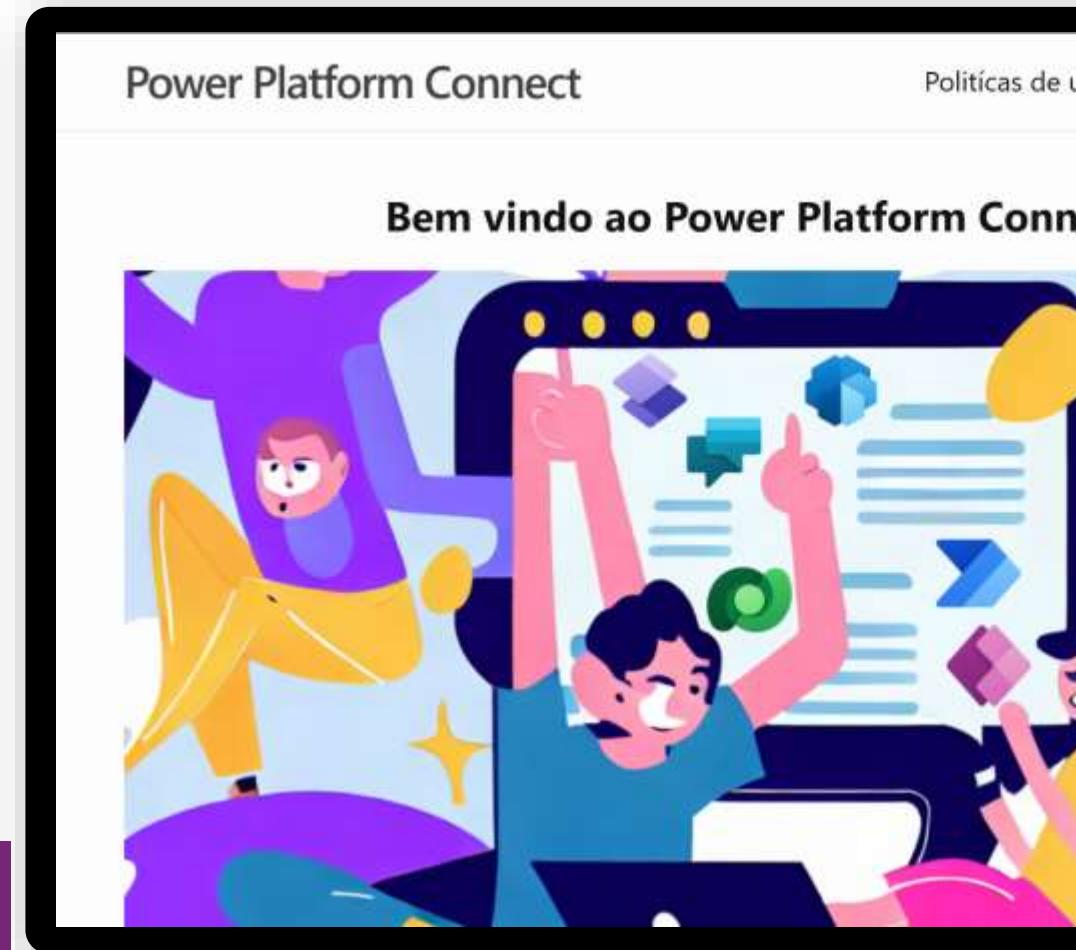
## Power Platform Connect

Site mantido pelos especialistas em Power Platform da Microsoft Brasil.

Nele você encontrará:

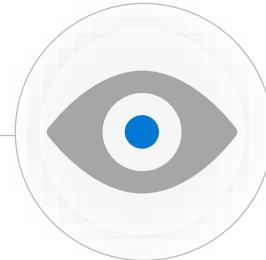
- ❖ **Links** para a **documentação oficial** de todos os produtos da Power Platform
- ❖ **Materiais** utilizados nos eventos conduzidos pelos times de especialistas
- ❖ **Notícias** sobre a Power Platform e **oportunidades de treinamento**
- ❖ **Espaço de discussão** para você esclarecer suas dúvidas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

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



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

## Planeje



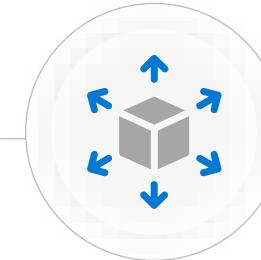
- Kickoff
- Equipe do projeto
- Patrocínio executivo
- Estratégia e visão de adoção
- Critérios de sucesso
- Plano de gerenciamento de mudanças
- Prontidão
- Estratégia de treinamento

## Capacite



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

## Cresça



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

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

# Thanks !

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