

# Build your own copilot with Microsoft Copilot Studio

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# Importante!

- ❖ Material elaborado pelo time de especialistas em Power Platform da Microsoft Brasil para ser utilizado em **demonstrações online para seus clientes**.
- ❖ O uso deste material é permitido **apenas para clientes** Microsoft que participaram da sua apresentação em ambiente online e para **fins de referência e/ou autoestudo**.
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- ❖ Este material utilizou como referência as funcionalidades da **Power Platform** disponíveis conforme a **documentação oficial** e previstas para lançamento em seu **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/>

# Agenda

Understanding the landscape

Microsoft Copilot Studio overview

Building custom copilots

Copilot extensions

Copilot as an agent (preview)

Secure and govern

Responsible AI

Next steps



# Understanding the landscape

# The opportunity for conversational AI



## 80% of enterprise applications

will embed a virtual conversational assistant to fulfill content fetching and content generation tasks by 2025.<sup>1</sup>



## \$80 billion reduction

in agent labor costs by using conversational artificial intelligence deployments within contact centers by 2026.<sup>2</sup>



## 80% of Conversational AI

offerings will have embedded Generative AI by 2025.<sup>1</sup>

Bend the curve on innovation

Optimize business processes

Enrich customer and employee experiences

Improve efficiency & time to value

Reduce development costs & risks

### Source:

1. 2023 Gartner® - The Impact of Generative AI on the Conversational AI Market

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

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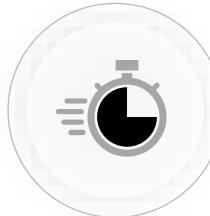
# The opportunities for your business with conversational AI



Enrich employee experiences



Optimize business processes



Improve efficiency & time to value



Bend the curve on innovation



Reinvent customer engagement



Reduce development costs & risks

# Building conversational AI has traditionally been challenging



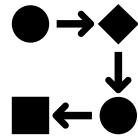
Budget & time  
constraints



Infrastructure &  
resource hosting



Product & technical  
onboarding



Integration with  
business systems

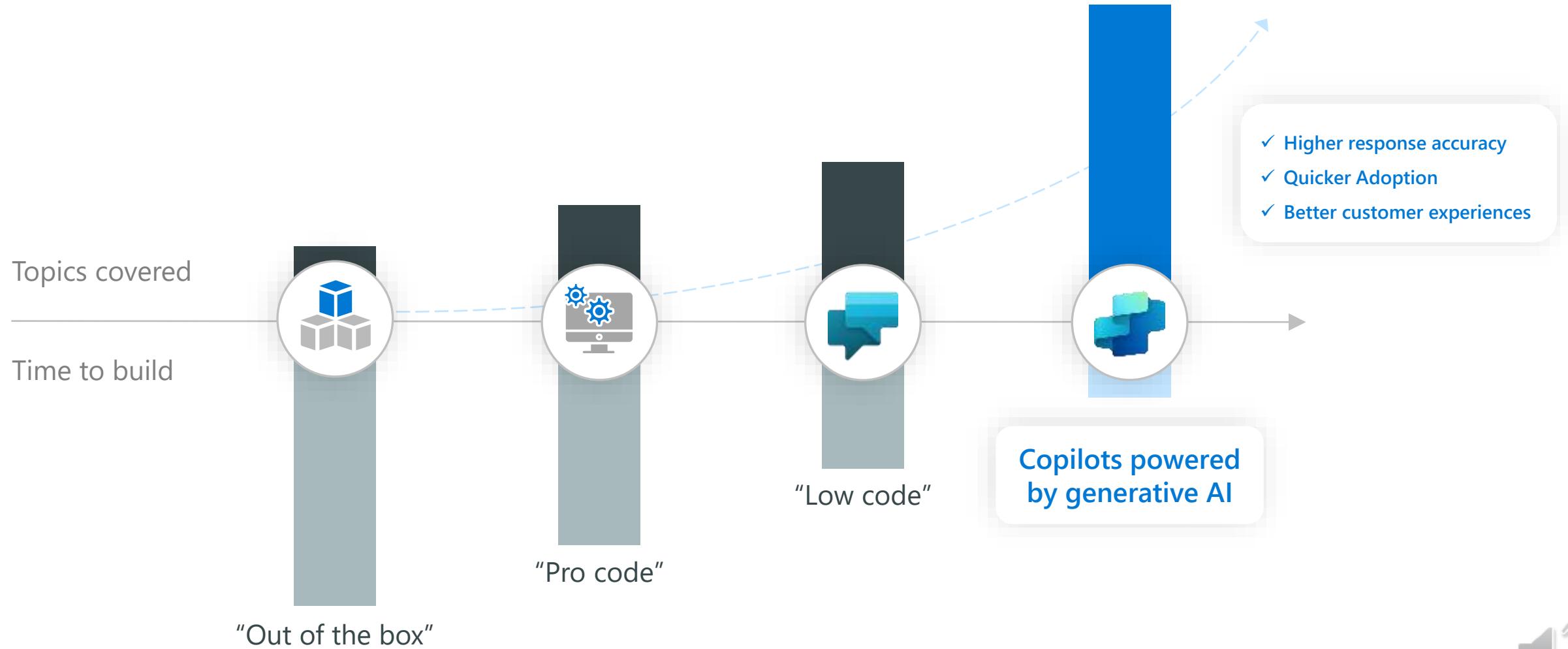


Security & compliance  
risks



Maintaining content

# Welcome to a new era of building conversational AI



# What is a copilot?

An experience using generative AI and large language models to assist humans with complex cognitive tasks.

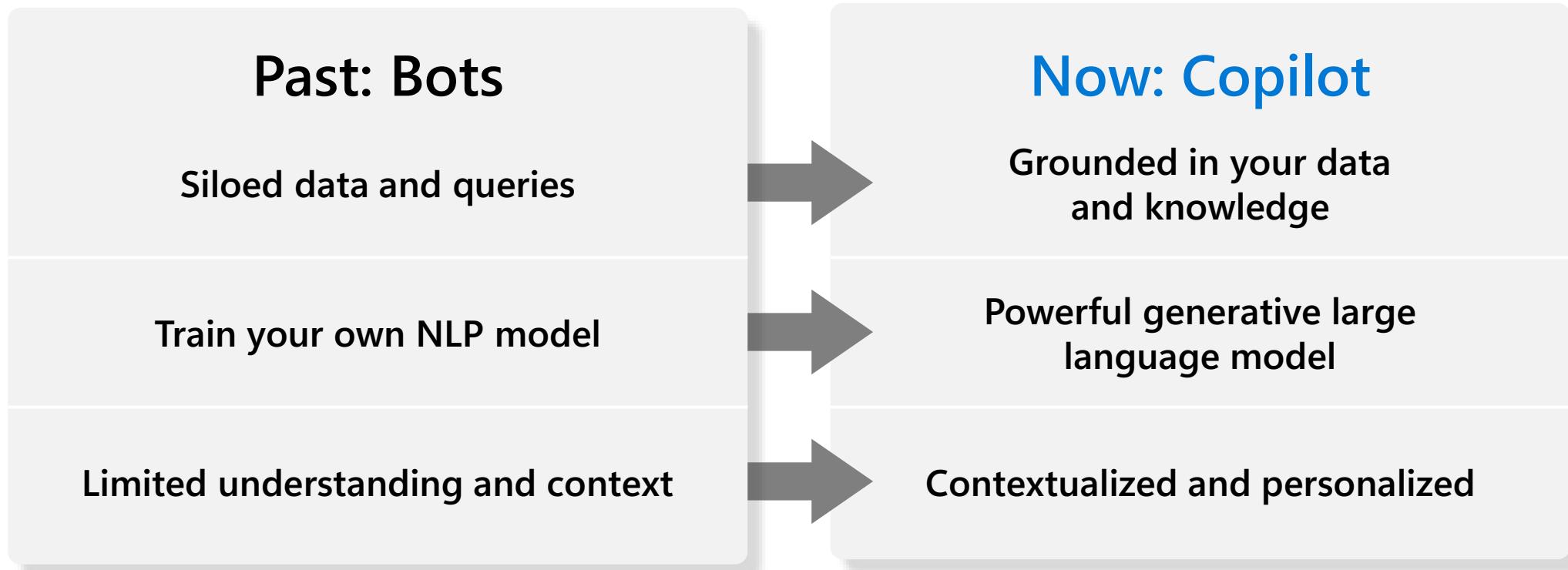
Chat using natural language (and code)

You determine, guide, and approve the output

Its value increases with complexity

# Build an AI assistant to help

Copilot: Intelligent AI assistants that use **generative AI** and **large language models** to assist humans with **complex cognitive tasks**.



# What is Microsoft Copilot Studio?



Copilot Studio is an end-to-end conversational AI platform for **extending Microsoft Copilot** or **building your own copilot** with generative AI, large language models and your data.

# Microsoft Copilot Studio overview

# 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, there's a navigation bar with icons for Home, Create, Copilots, Library, and three dots. The main header says "Copilot Studio". Below the header, there's a section titled "Describe your copilot to create it" with a text input placeholder "Use everyday words to describe what your copilot should do". There are three buttons: "Helpdesk", "Expense tracking", and "HR and benefits". A note below the input says "This AI-powered feature above is currently in preview. See terms and supplemental terms". To the right of the input is a "Next" button. Below this section is a "Recent" list table with columns: Name, Type, Last modified, and Last published. One item is listed: "Copilot for Microsoft 365" (Type: Microsoft, Last modified: Never). Underneath the table is a "Start with a template" section with three cards: "Safe Travels" (Provides answers to common travel questions and related health and safety guidelines), "Store Operations" (Improve the efficiency of retail frontline workers by enabling easy access to store procedures and policies), and "Website Q&A" (Instantly answer user questions using the content of your web site or other knowledge).

# Copilots and Conversational AI

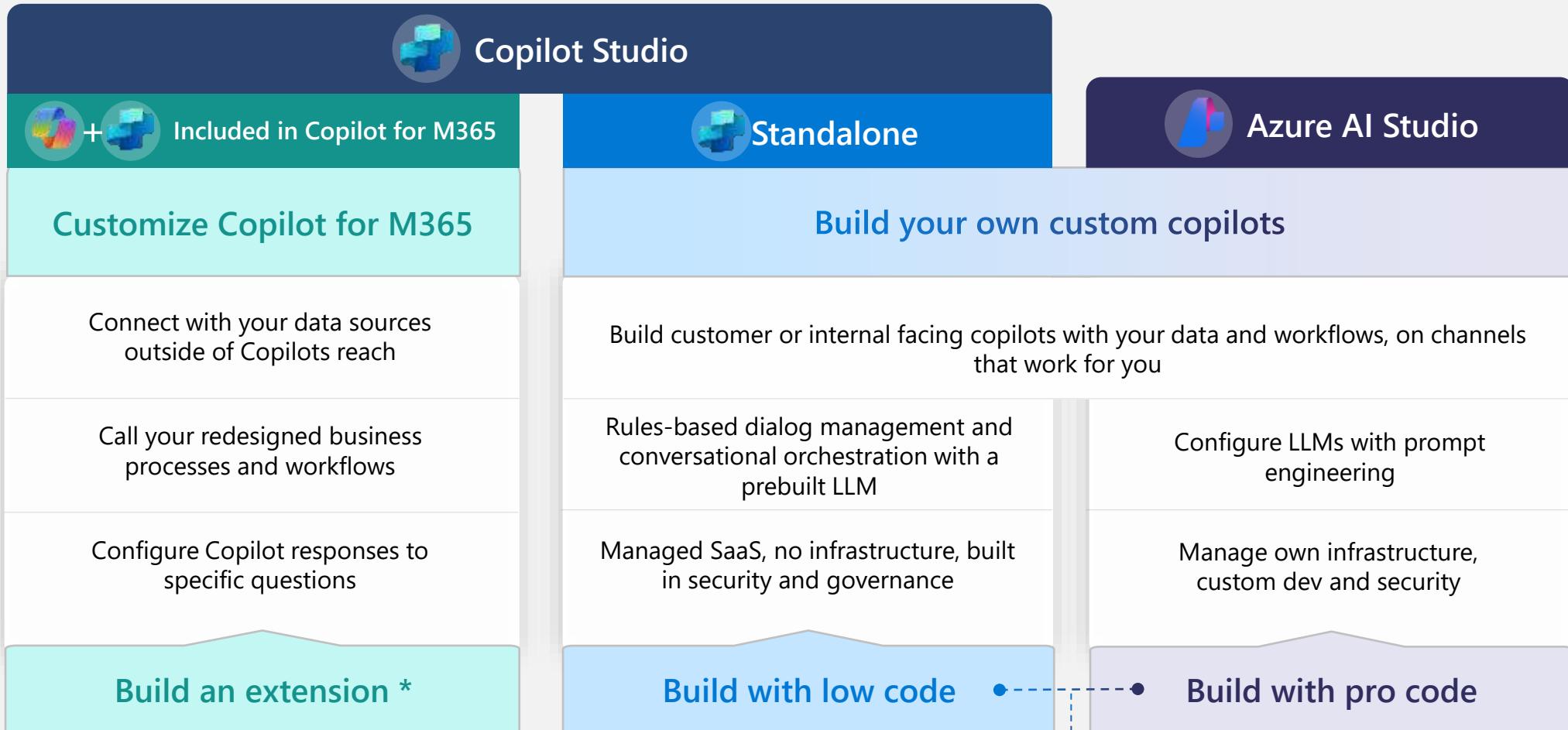
Build and extend across the Microsoft ecosystem



Microsoft Copilot Studio

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

# Different building journeys for different needs



\* Copilot Extension is a new term that covers plugins and connectors

Extend Copilot Studio with Azure AI Studio

# Example use cases to build copilots today

B2C

## Customer Support

Handle routine customer inquiries, providing instant responses and freeing up human agents for more complex issues.

Ask your copilot

How do I return a product?  
How do I reset my account information?



B2B

## Supplier Interaction

Facilitate communication between businesses and their suppliers, managing orders and track shipments.

Ask your copilot

What's the status of our latest component order?



## Products/Services

Assist customers with product and service discovery based off your website.

Ask your copilot

What is the latest laptop? Can I fit it in my 15" backpack?



B2E

## Human Resources

Interface with your ERP/HR systems to simplify processes.

Ask your copilot

Start the onboarding process and required tasks for new colleague



Build your own copilot

Extensibility

## Lead qualification

Qualify leads by asking relevant questions and then route them to the appropriate sales representative.

Ask your copilot

Can you provide me with information on your bulk pricing for office supplies?



## Expense Management

Interface with your ERP systems to streamline your finance or resource planning processes.

Ask Copilot

Send me a list of pending expenses from this week.



An employee can have a Copilot for M365 license and still want a custom copilot. Audiences typically without Copilot for M365 like frontline workers.

# Copilot Studio boundaries

The screenshot shows the Copilot Studio interface with a central callout box containing three sections: Content creation, Solution development, and Language model development.

**Extend with Azure when you want...**

- Content creation**  
Creative writing or image generation  
*Ex: Write a poem based on this document.  
Design an image of people playing sports.*
- Solution development**  
Code generation, predictive analytics, research  
*Ex: Write me code to help build a website. What is the average delivery time based on this data.*
- Language model development**  
Create/train custom LLMs directly in Copilot Studio. Available through Azure AI Studio extensibility.

**Copilot Studio** Environment Personal Productivity SA

Home Create Copilots Library ...

Recent Name Copilot for Microsoft 365

Start with a template Templates are currently a preview feature. See [supplemental terms](#)

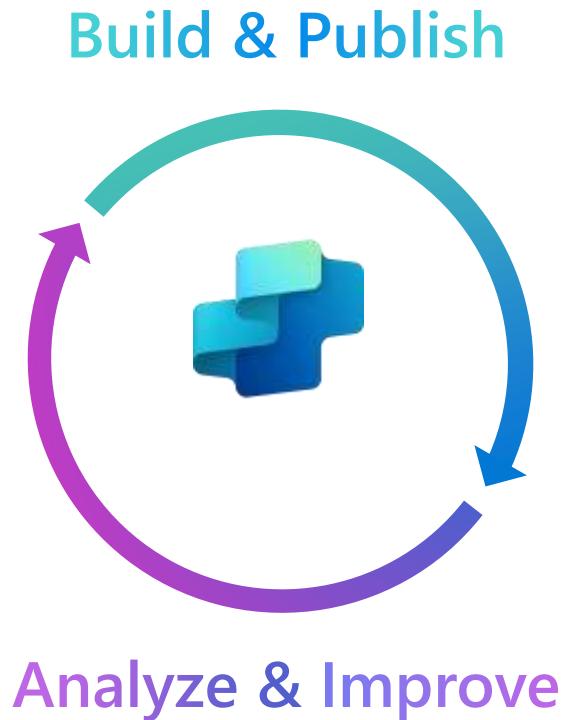
Safe Travels Provides answers to common travel questions and related health and safety guidelines

Sustainability Insights Enables users to easily get insights and data about a company's sustainability goals and progress

See more Owner See more See more

# Building custom copilots

# Build automated conversations with ease

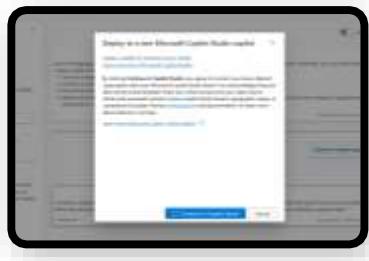


# Build automated conversations with ease

Create, manage, publish and extend Copilots

Live in minutes - all from one tool  
and E2E SaaS service

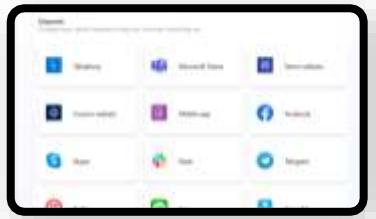
**Integrate with AI Services**  
**Integrate** with Azure AI Studio, Azure Cog Services, Bot Framework and various other Microsoft conversational services



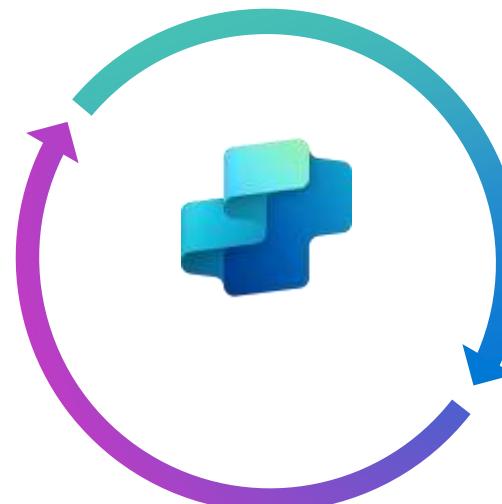
**Monitor and Improve**  
with rich out-of-the-box **insights** and **analytics**



**Publish to multiple channels,** and **go live instantly** on the SaaS service or choose to **extend Copilot for Microsoft 365** with your custom capabilities



## Build & Publish



**Chat over knowledge with Gen AI**  
Get enterprise specific answers over your **files, websites, internal shares, Dataverse, third party systems** and more



**Create specific topics**  
Supplement generative responses with **specific, curated topics** where you want tight control. Build them easily with the powerful graphical studio



## Analyze & Improve

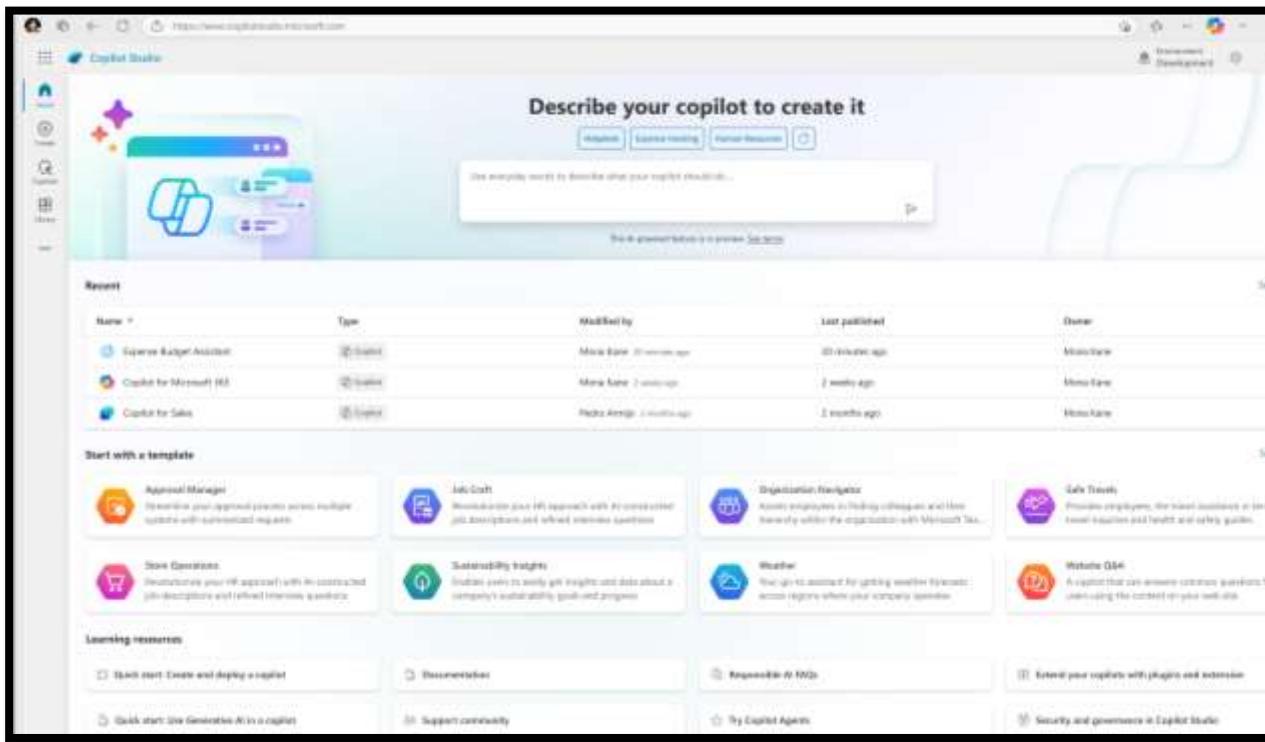
**Build actions & Plugins**  
Create actions, plugins, use **1000s of pre-built connectors** or **Power Automate** to call your backends and APIs

# Build & Publish

## UX refresh

Access the new fluent and modern UX with updated navigational structure, making it easier to create and improve copilots.

Build a copilot and go live within minutes, all from one easy-to-use, E2E SaaS product



# Build & Publish

Public preview

## Create with conversation

Build copilots by engaging in a conversational, natural, human-like experience. Tailor your copilot for specific tasks or topics by combining instructions, knowledge, and capabilities.

The screenshot shows a conversational interface for creating a copilot. At the top, a message from 'Copilot Creation Helper' says: 'Hi, I'm Copilot Creation Helper. I've created a custom copilot named **Contoso Bank** that will assist with customers' banking needs.' Below it, a user asks: 'Do you have any instructions for how your copilot should assist, for example a specific tone?'. The AI responds: 'It should be polite and helpful.' Then, the user asks: 'Understood. Your copilot will have a polite and helpful tone.' The AI asks: 'Where should the copilot find important information? Provide any publicly accessible websites that your copilot will need.' The user provides a URL: 'www.contosobank.com/supportFAQ'. The AI confirms: 'Great, your copilot will use www.contosobank.com/supportFAQ as a resource.' Finally, the user asks: 'Lastly, are there any topics or tasks this copilot shouldn't help with or talk about?' A text input field at the bottom left is labeled 'What to include here?' and another labeled 'Type your message' with a send arrow icon.

Hi, I'm Copilot Creation Helper. I've created a custom copilot named **Contoso Bank** that will assist with customers' banking needs.

Do you have any instructions for how your copilot should assist, for example a specific tone?

It should be polite and helpful.

Understood. Your copilot will have a polite and helpful tone.

Where should the copilot find important information? Provide any publicly accessible websites that your copilot will need.

www.contosobank.com/supportFAQ

Great, your copilot will use www.contosobank.com/supportFAQ as a resource.

Lastly, are there any topics or tasks this copilot shouldn't help with or talk about?

What to include here?

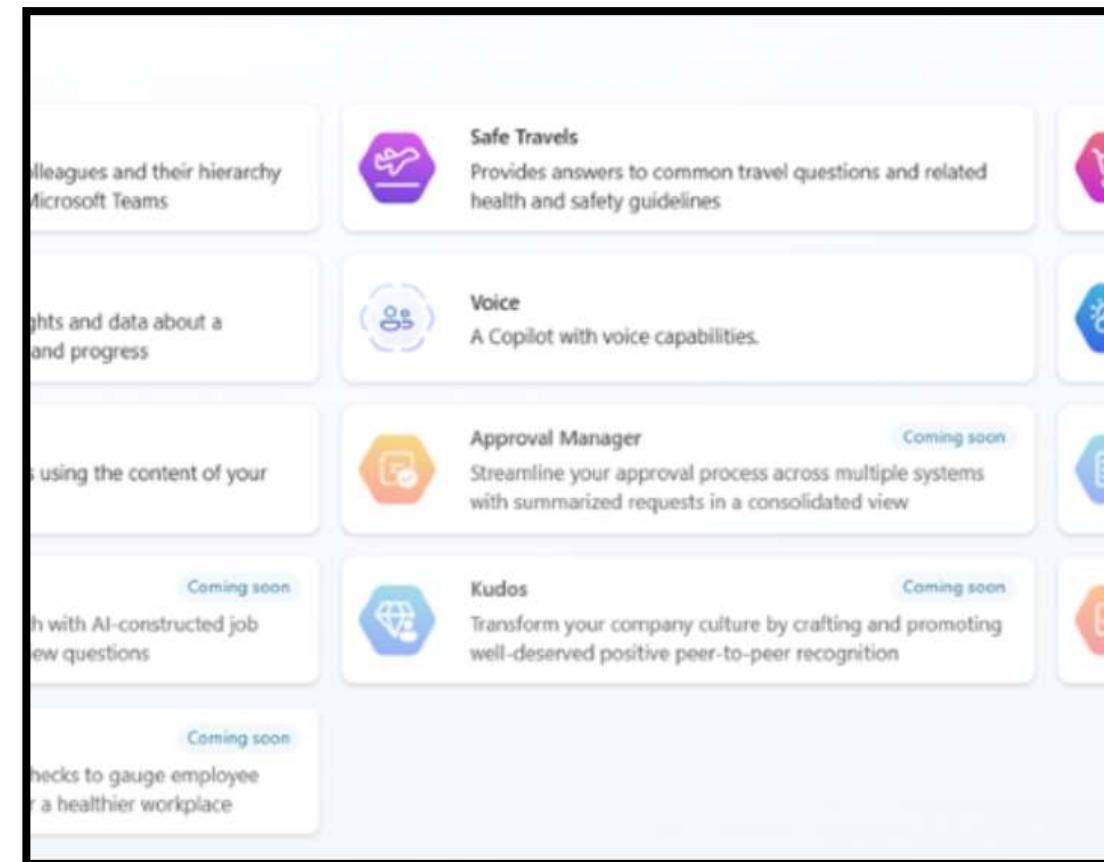
Type your message ➤

The conversational creation experience and resulting copilot will contain preview features. By using the AI features labeled preview, you agree to the supplemental preview terms. For other AI features, you agree to the supplemental terms. [See preview terms and supplemental terms](#)

## Templates in Copilot Studio

Use a diverse set of pre-built scenarios across industries and functions, catering to popular scenarios.

- IT Helpdesk
- Order Tracking
- Safe Travels
- Org Navigator
- Campaign Assist
- Kudos Copilot
- Wellness
- Approvals

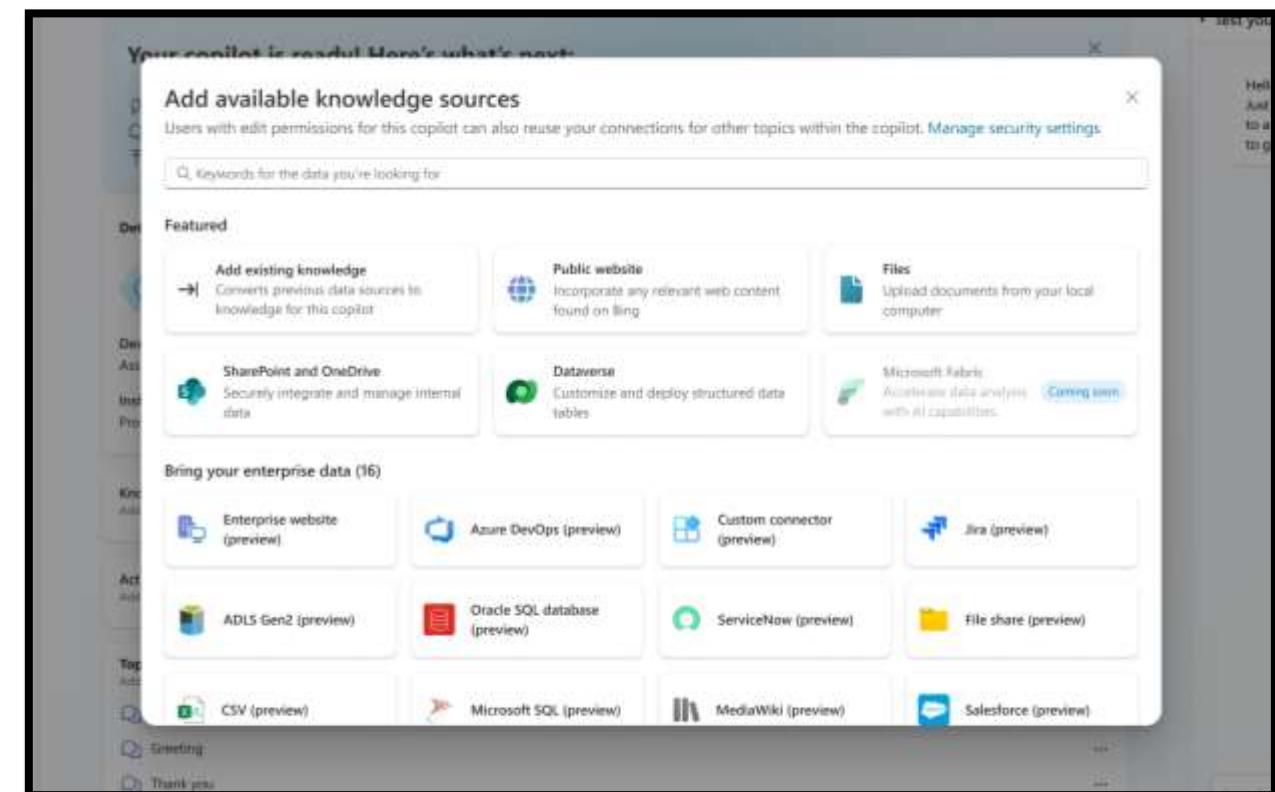


# Build & Publish

Generally available\*

## Add knowledge

Connect to your enterprise backends and APIs with 1000s of pre-built data connectors

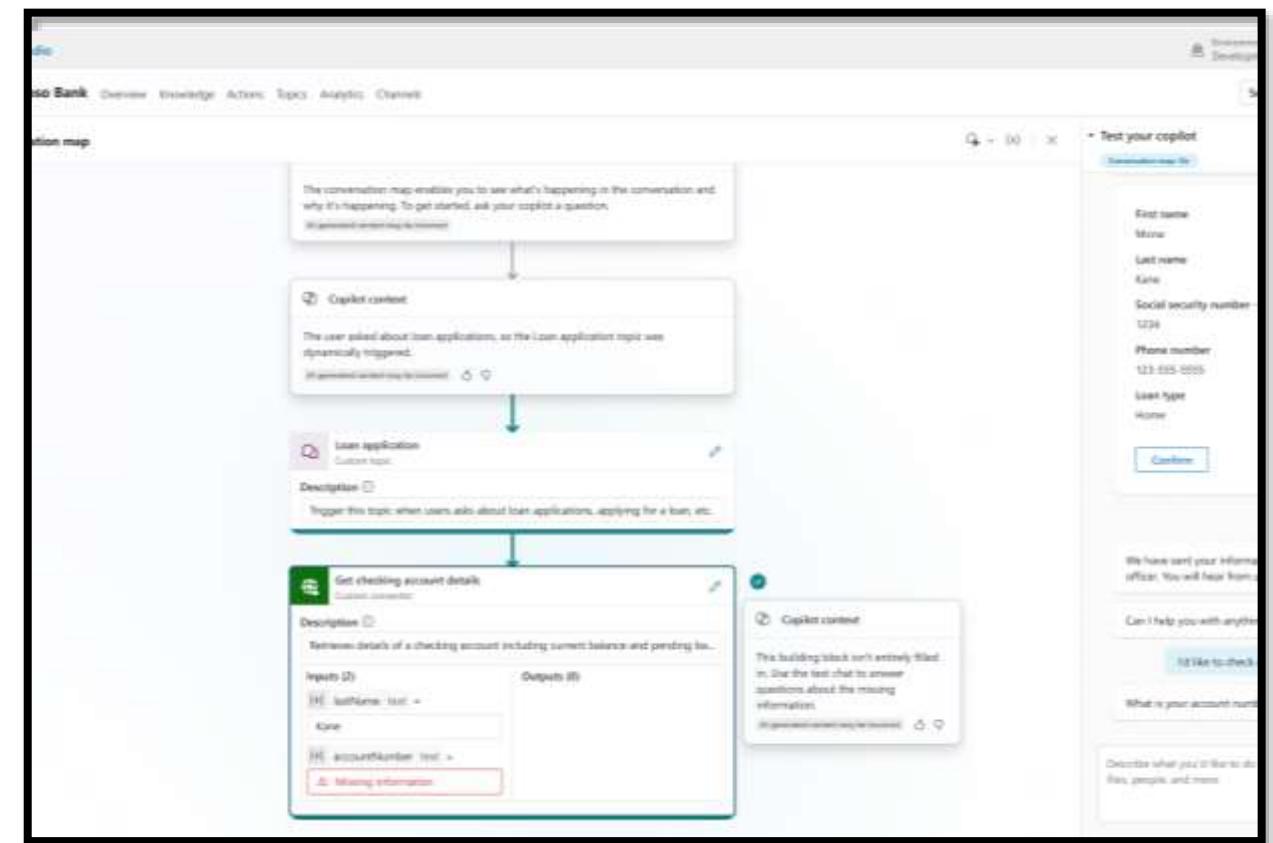


\* Certain sources are in public preview  
only

### Action enhancements

Upgraded to now use GPT-4 which has resulted in a dramatic improvement in the behavior and accuracy.

Expanded actions in a topic. Enabling makers to have a hybrid solution that takes advantage of the LLM driven slot filling capabilities

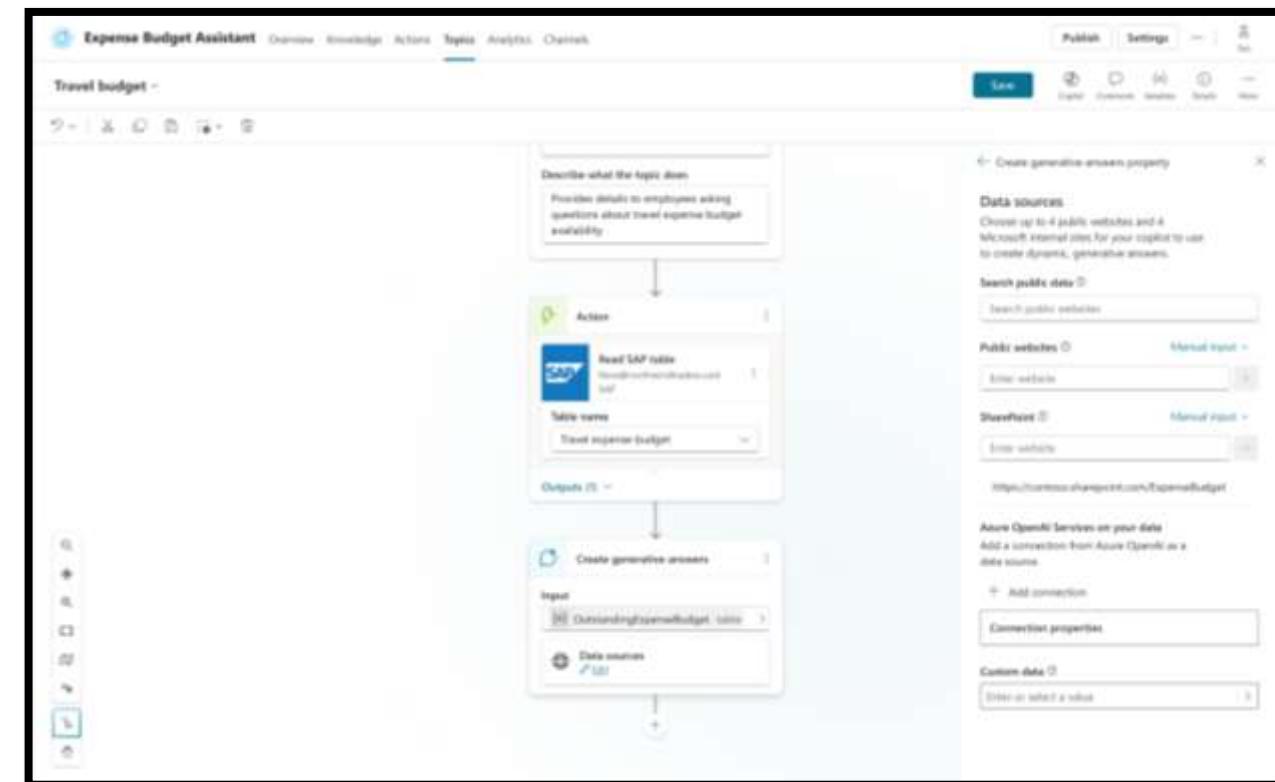


# Build & Publish

Generally available

## Customize topics, and actions

Mix generative responses with step-by-step topics for complete control. Create actions, plugins and connect to your backend systems with 1000s of pre-built connectors

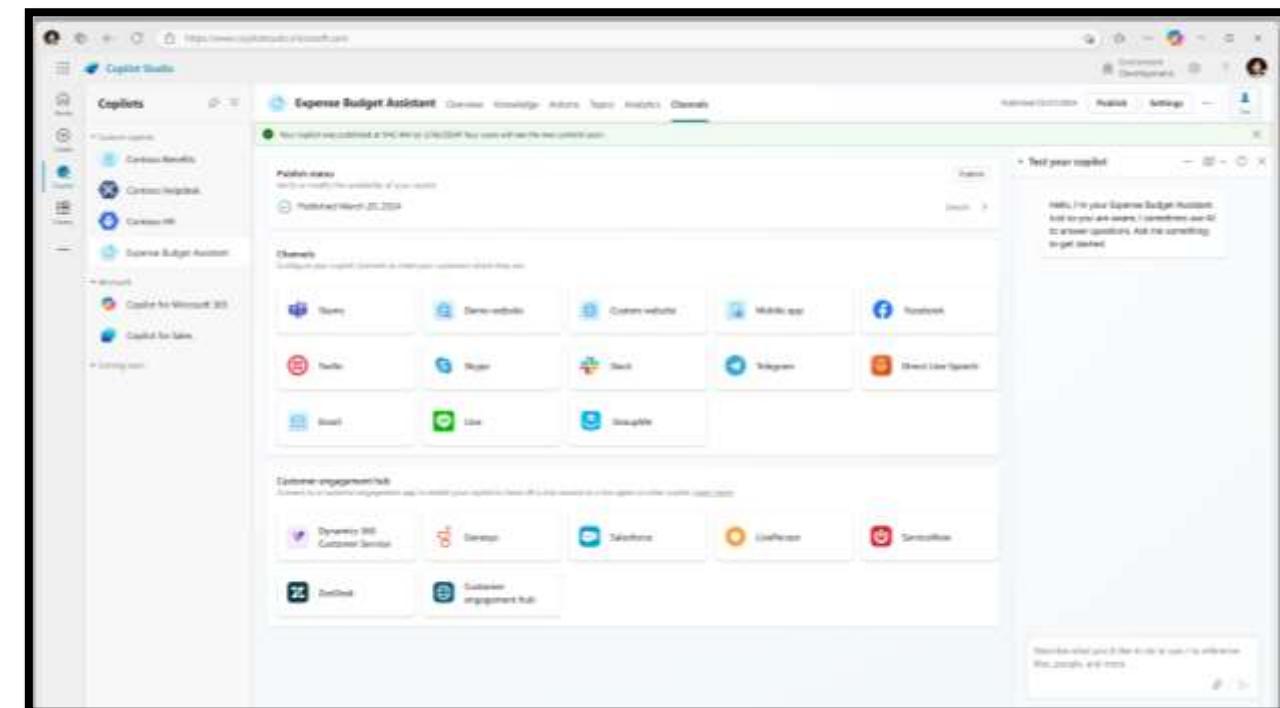


# Build & Publish

Generally available

## Publish and go live instantly

Publish and deploy to the channel of choice with a single click, and your copilot is live.



# Build & Publish

Publish your copilot to multiple channels



Some channels made available via  
Azure Bot Service and ISVs.

# Build & Publish

Generally available

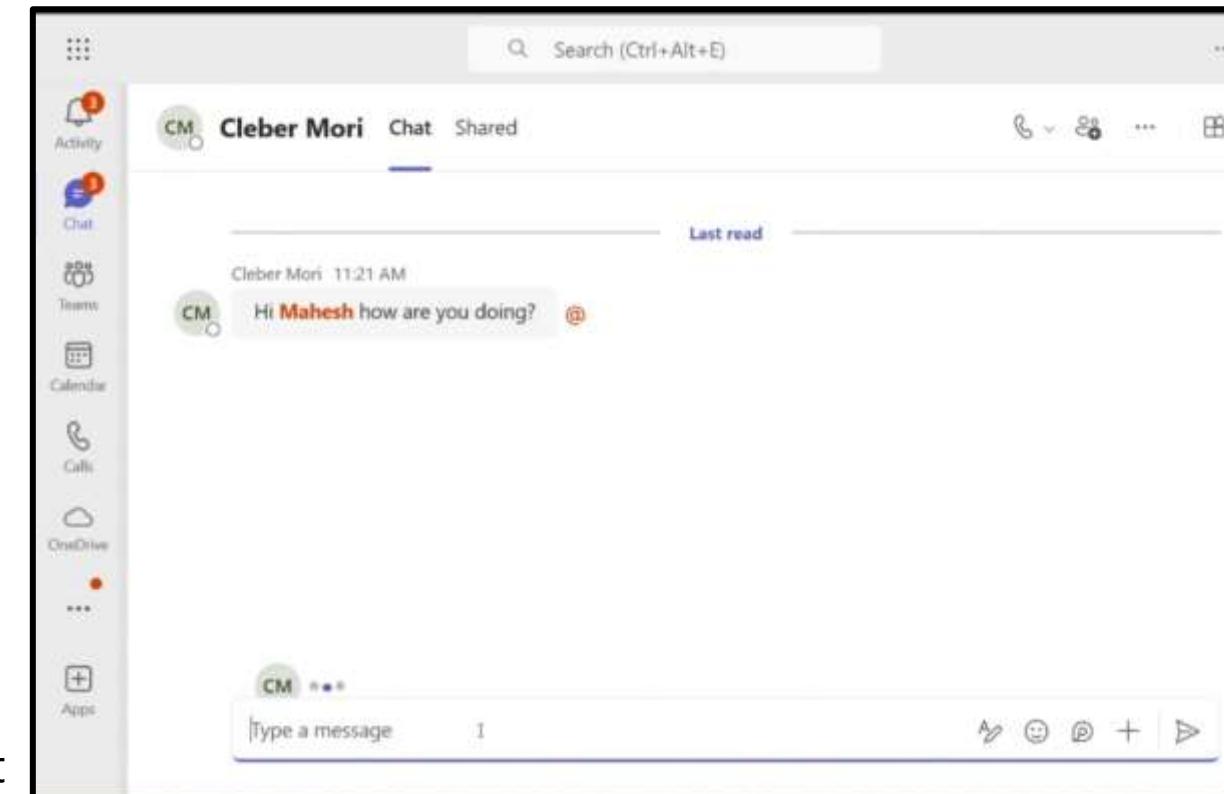
## Interact with Copilots just like other people

Contextual understanding  
based on history

More consistent end-user  
interactions

Utilizes learnings for future  
interactions

Check out our session on copilot  
automation to learn more!



# Build & Publish

Public preview



Boost conversations to drive your conversations via your Power Page or other knowledge sources

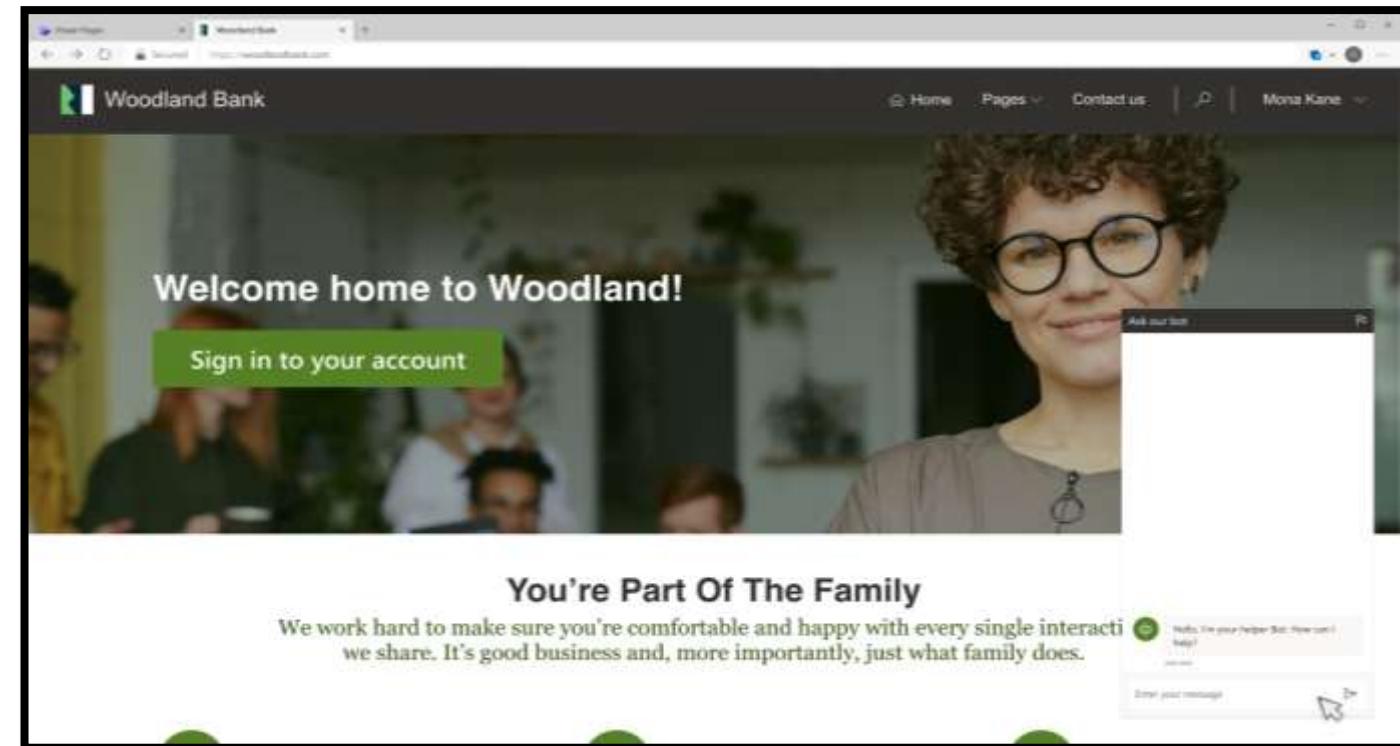
Reduce Customer Support costs by adding conversational experiences in your website

Delight customers with ChatGPT style conversations

Add Copilot Studio chat experience in just seconds

Match the style of your website

## Power Pages Enhanced Integration



# Build & Publish

Public preview

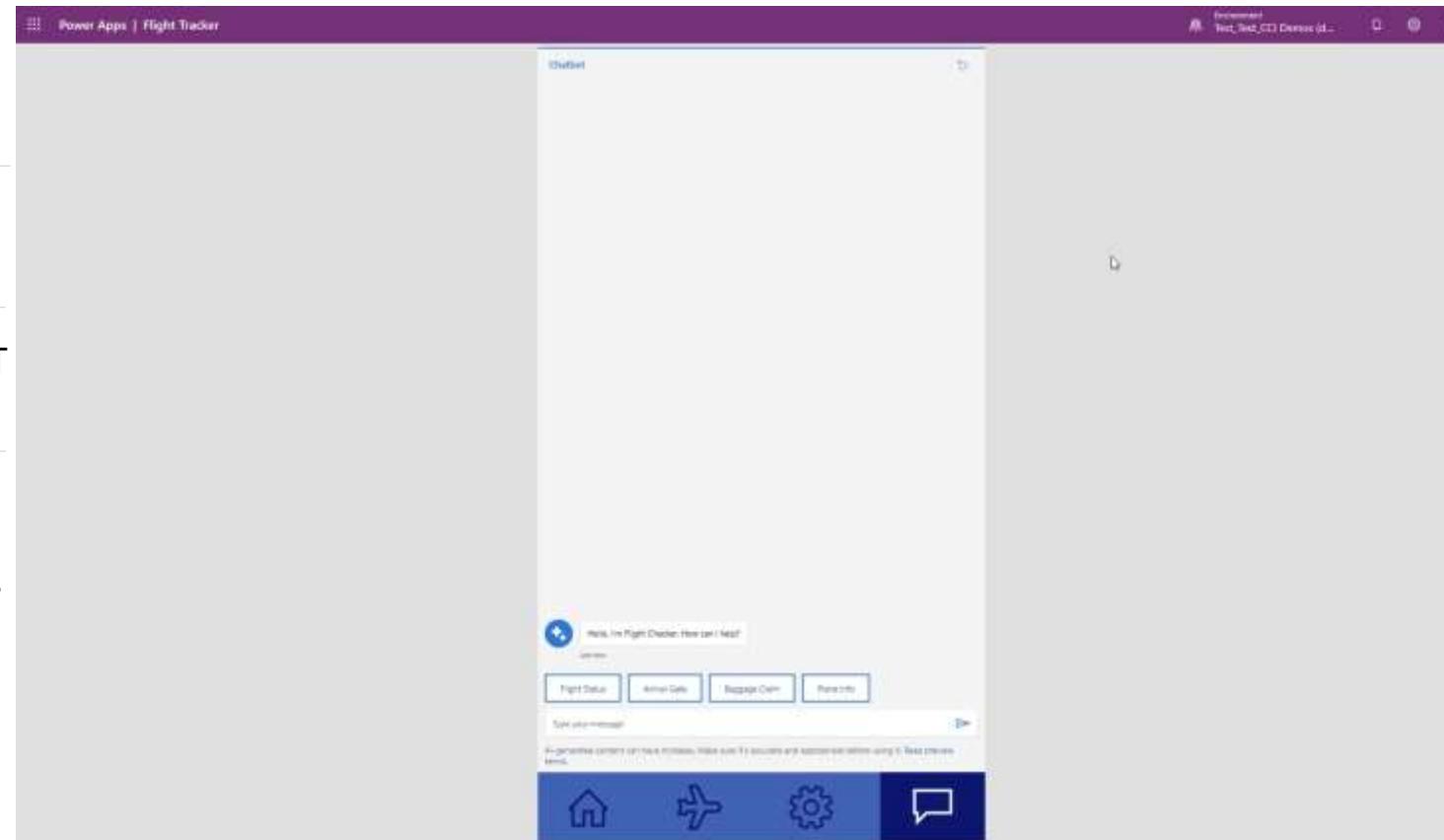
## Power Apps integration

Boost knowledge-based conversations within your app

Add Copilot Studio chat experience in just seconds

Delight users with ChatGPT style conversations

Reduce Customer Support costs by adding conversational experiences in your applications natively





Demo



## Create



### New copilot

Create a copilot that leverages end-to-end generative AI for task completion, knowledge sharing, analytics, and more.



### New Microsoft Copilot extension

Build a Copilot extension to customize what Microsoft Copilot can do in your organization.

## Start with a template

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



#### Organization Navigator

Assists employees in finding colleagues and their hierarchy within the organization using Microsoft Teams



#### Safe Travels

Provides answers to common travel questions and related health and safety guidelines



#### Store Operations

Improve the efficiency of retail frontline workers by enabling easy access to store procedures and policies



#### Sustainability Insights

Enables users to easily get insights and data about a company's sustainability goals and progress



#### Weather

Your go-to assistant for getting weather forecast



#### Website Q&A

Instantly answer user questions using the content of your web site or other knowledge.



#### Approval Manager

Coming soon

Streamline your approval process across multiple systems with summarized requests in a consolidated view



#### CV Match

Coming soon

Employees use the power of AI to analyze CV and get recommended CVs



#### Job Craft

Coming soon

Revolutionize your HR approach with AI-constructed job descriptions and refined interview questions



#### Kudos

Coming soon

Transform your company culture by crafting and promoting well-deserved positive peer-to-peer recognition



#### Status Tracker

Coming soon

Promote communication with less meetings by streamlining your team's status updates with automated surveys



#### Wellness Check

Coming soon

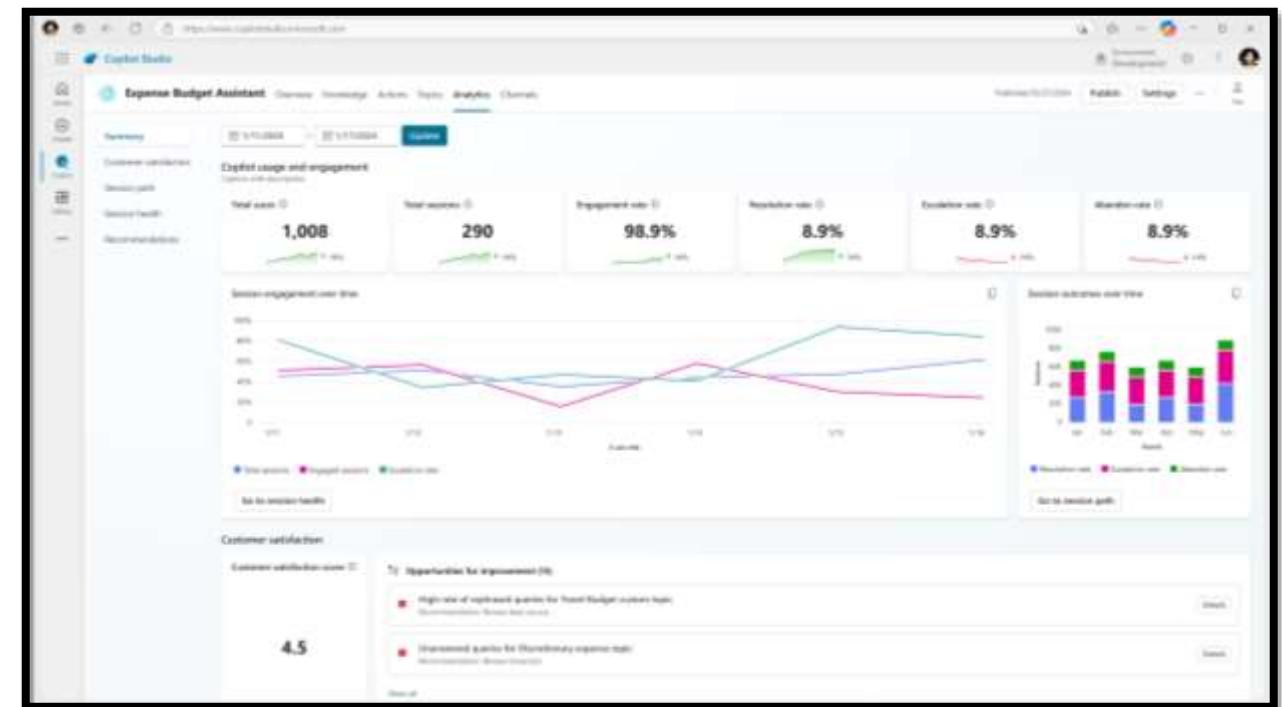
Conduct automated wellness checks to gauge employee morale and provide insights for a healthier workplace

# Analyze & Improve

Generally available

## Monitor and get insights

Understand what's working well and what needs to improve with conversational analytics \*



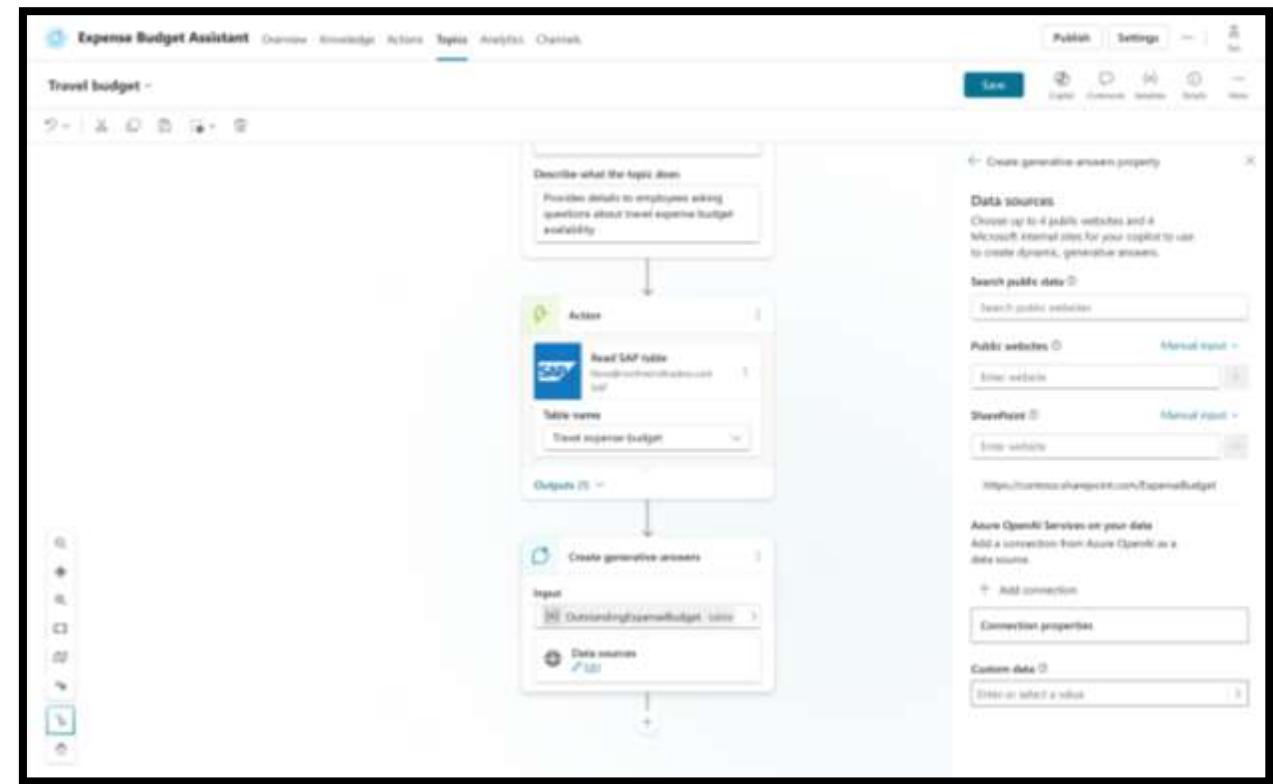
\* Conversational analytics is in early public preview

# Analyze & Improve

Generally available

## Fine tune to add sophistication

Layer in more topics with custom responses and conditions based on insights generated to improve your copilot's performance.

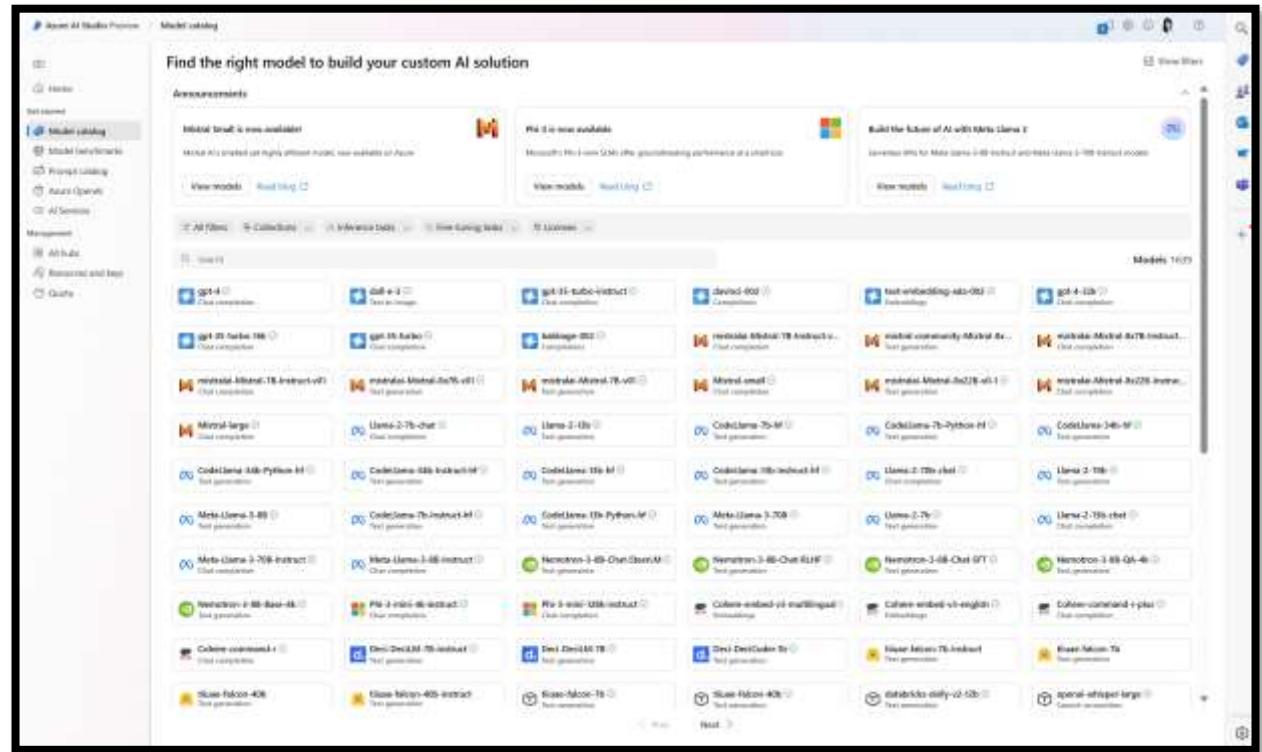


# Analyze & Improve

Generally available

## Add Conversational Services

Integrate with Azure AI Studio, Azure Cognitive Services, Bot Framework and a variety of other Microsoft conversational services

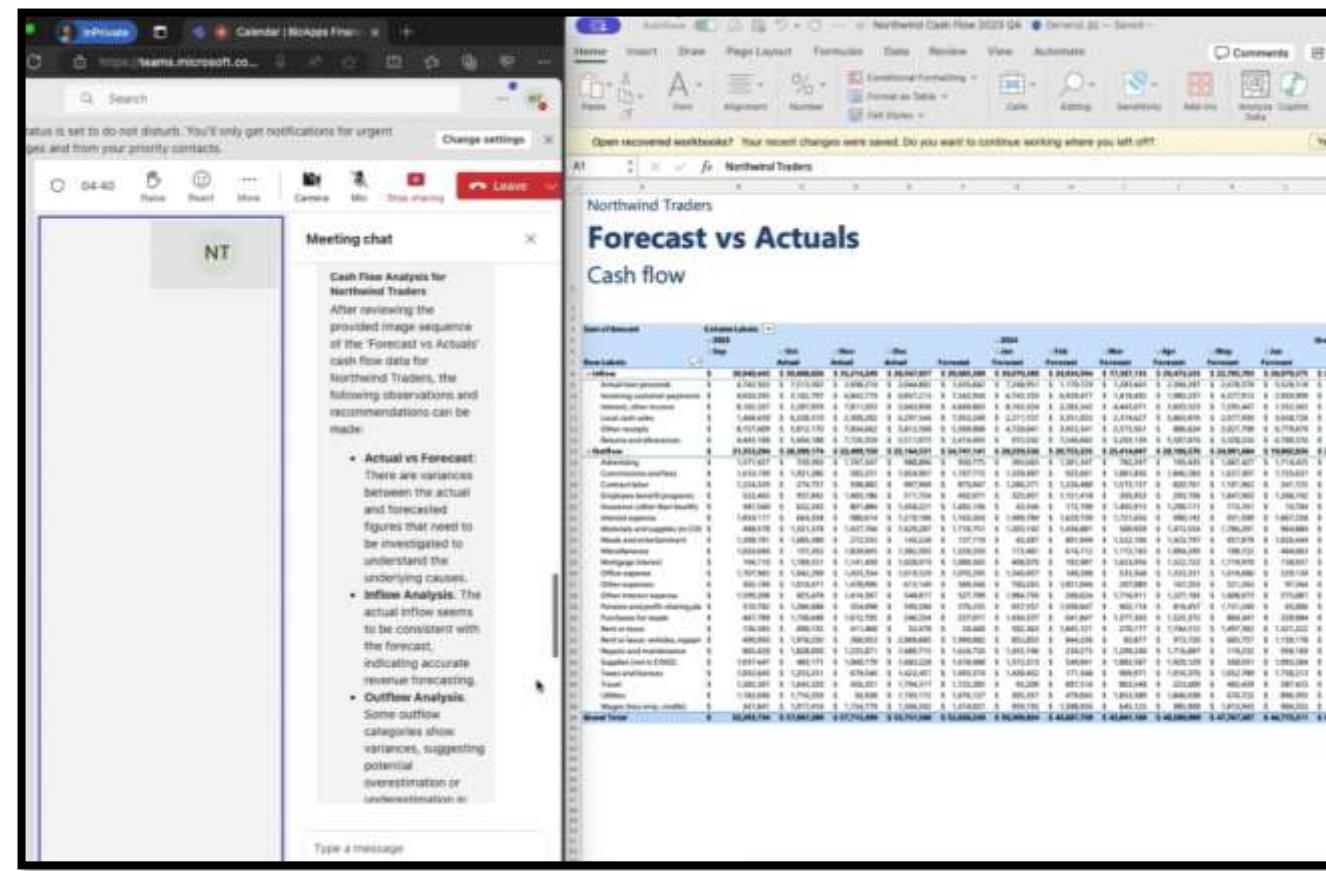


# Additional new features

Coming soon

## Multi-modal knowledge support

Copilots can now reason over data sources with rich media like images, tables, and graphs using GPT4-V, along with the text components of the file.

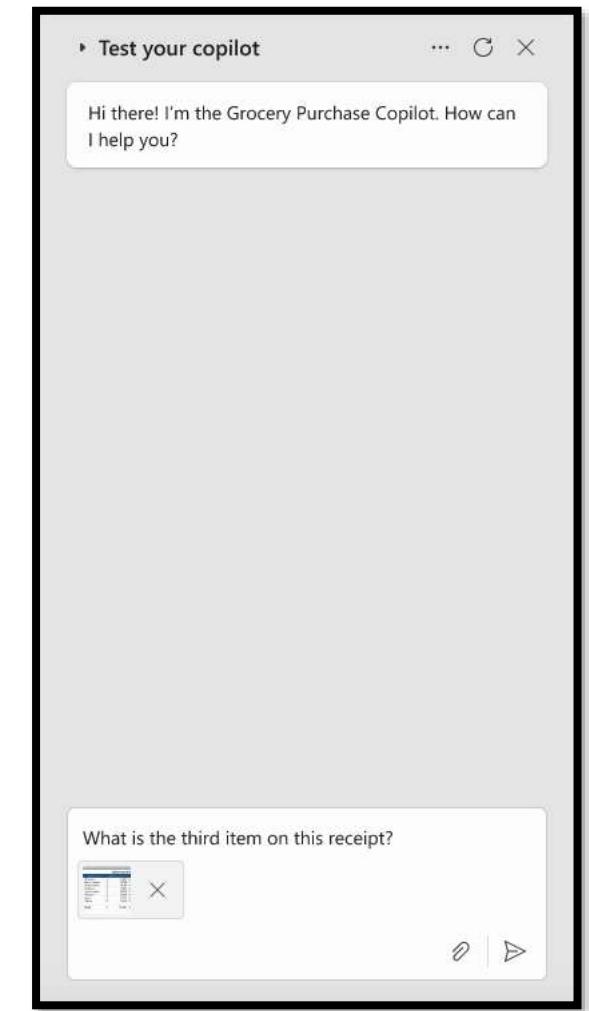


# Additional new features

Coming soon

## Image input support

Allows you to input images into the chat that will be analyzed and used in the conversation.





Demo



## Custom copilots

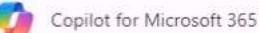


HR Copilot

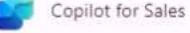


HR Copilot Analytics

## Microsoft



Copilot for Microsoft 365



Copilot for Sales

## Coming soon

## Your copilot is ready! Here's what's next:

- >Add actions so your copilot can do things for you
- Build topics to focus and guide how your copilot answers
- Publish your copilot so others can use it



## Details



## Name

HR Copilot

## Description

An HR copilot to help answer common HR related questions and assist with tasks like checking vacation balances.

## Instructions

Your name is HR Support Assistant. You are a copilot that assists with common HR-related questions and tasks such as checking vacation balances. Maintain a professional and friendly tone while helping with HR-related questions and tasks. If the user brings up highly personal or sensitive subjects, politely decline to discuss them and offer assistance with other HR-related matters.

## Knowledge

Add data, files, and other resources to inform and improve AI-generated responses.



Allow the AI to use its own general knowledge (preview). [Learn more](#)

[See all](#)

Hello, I'm HR Copilot, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

2 minutes ago

Ask a question or describe what you need

0/2000



## Topics

Add conversation topics to focus and guide the way your copilot answers.



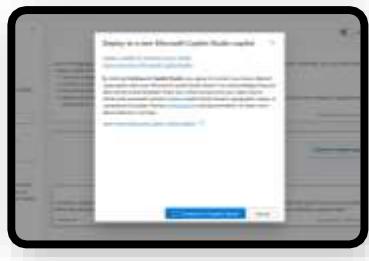
Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

# Build automated conversations with ease

Create, manage, publish and extend Copilots

Live in minutes - all from one tool  
and E2E SaaS service

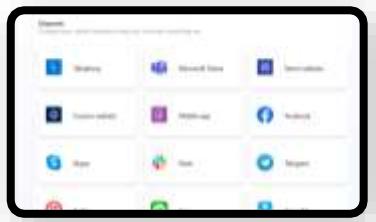
**Integrate with AI Services**  
**Integrate** with Azure AI Studio, Azure Cog Services, Bot Framework and various other Microsoft conversational services



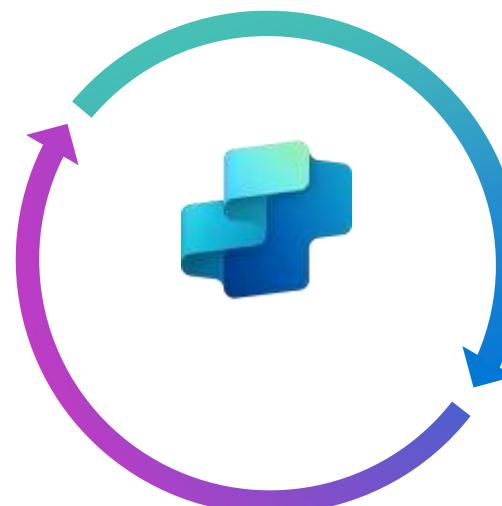
**Monitor and Improve**  
with rich out-of-the-box **insights** and **analytics**



**Publish to multiple channels,** and **go live instantly** on the SaaS service or choose to **extend Copilot for Microsoft 365** with your custom capabilities



## Build & Publish



**Chat over knowledge with Gen AI**  
Get enterprise specific answers over your **files, websites, internal shares, Dataverse, third party systems** and more



**Create specific topics**  
Supplement generative responses with **specific, curated topics** where you want tight control. Build them easily with the powerful graphical studio



## Analyze & Improve

**Build actions & Plugins**  
Create actions, plugins, use **1000s of pre-built connectors** or **Power Automate** to call your backends and APIs

# Alternative

Set up a subscription with your LLM provider

Upload, chunk and create a vector index over knowledge

Set up a process to keep the index in sync

Integrate with the knowledge index & other APIs

Develop custom workflows for specialized scenarios

Build an orchestrator to arbitrate between the generative and dialog systems

Set up hosting for your backend service

Integrate with the desired user experience platform

# Alternative



# Copilot extensions

# Your AI strategy is around your data strategy

World knowledge

Artificial intelligence

Natural language

**General  
Knowledge**

**Enterprise  
Knowledge**

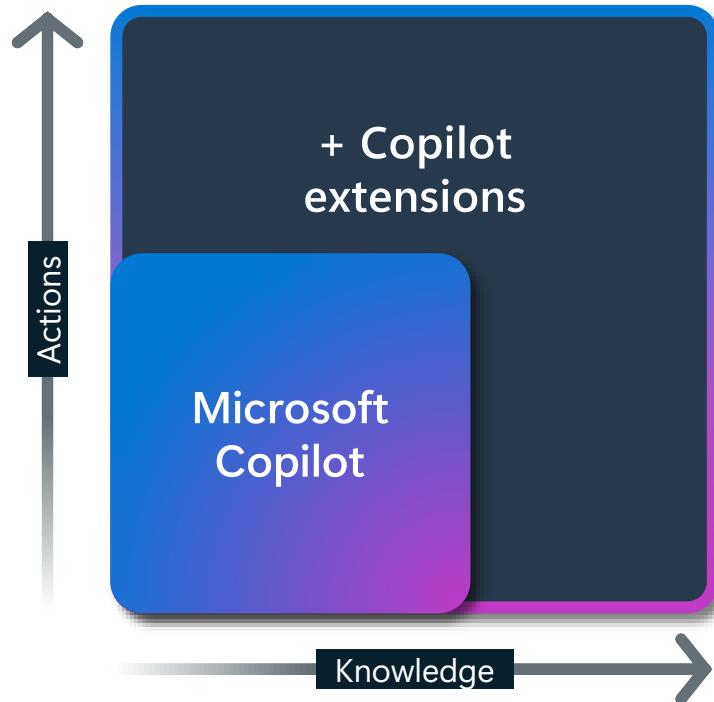
Enterprise data

Application context

Business workflows

**What if your data is outside of Microsoft Copilot?**

# Copilot extensions

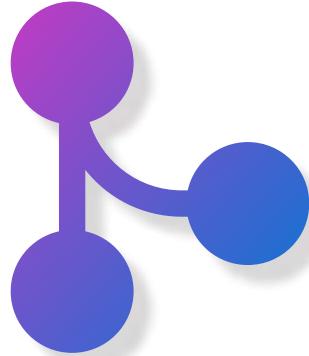


**Enrich and focus with**

- ➊ Your business data
- ➋ Your apps
- ➌ Your workflows
- ➍ Your automation

## Copilot extensions

Ground responses



Connectors

Your business knowledge

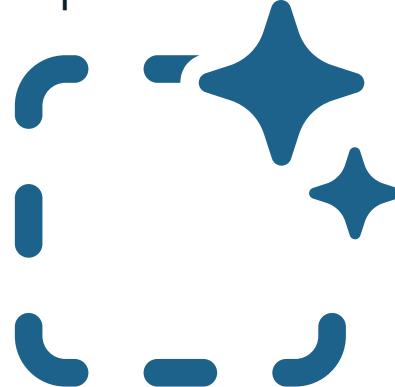
Bring actions



Plugins

- Your apps
- Your workflows
- Your automation

Focus user experiences



Your copilots

- Your business knowledge
- Your apps
- Your workflows
- Your automation

Coming soon



## Microsoft Copilot Studio

### Copilot connectors

Knowledge grounding

Real-time actions & workflows

Q&A over analytical data

#### Users

Copilot knows my Enterprise and is the destination to reason & action over all my business data and apps.

#### Maker

I can easily extend and customize Copilot with my company's business data and apps using Copilot Studio

#### Admin

I can empower my company to enrich and customize Microsoft Copilot with a trusted catalog of Copilot connectors

Coming soon



Microsoft Copilot



Microsoft Copilot Studio

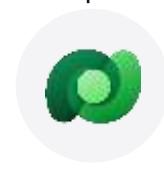
Copilot connectors



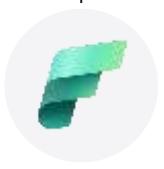
Power Platform  
connectors  
External systems



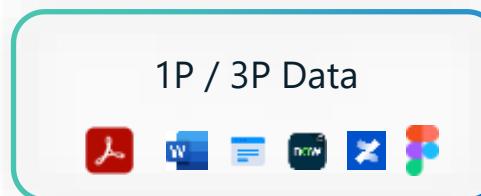
Microsoft Graph  
Productivity data (M365)



Microsoft Dataverse  
Business data (D365, Power)



Microsoft Fabric  
Analytics

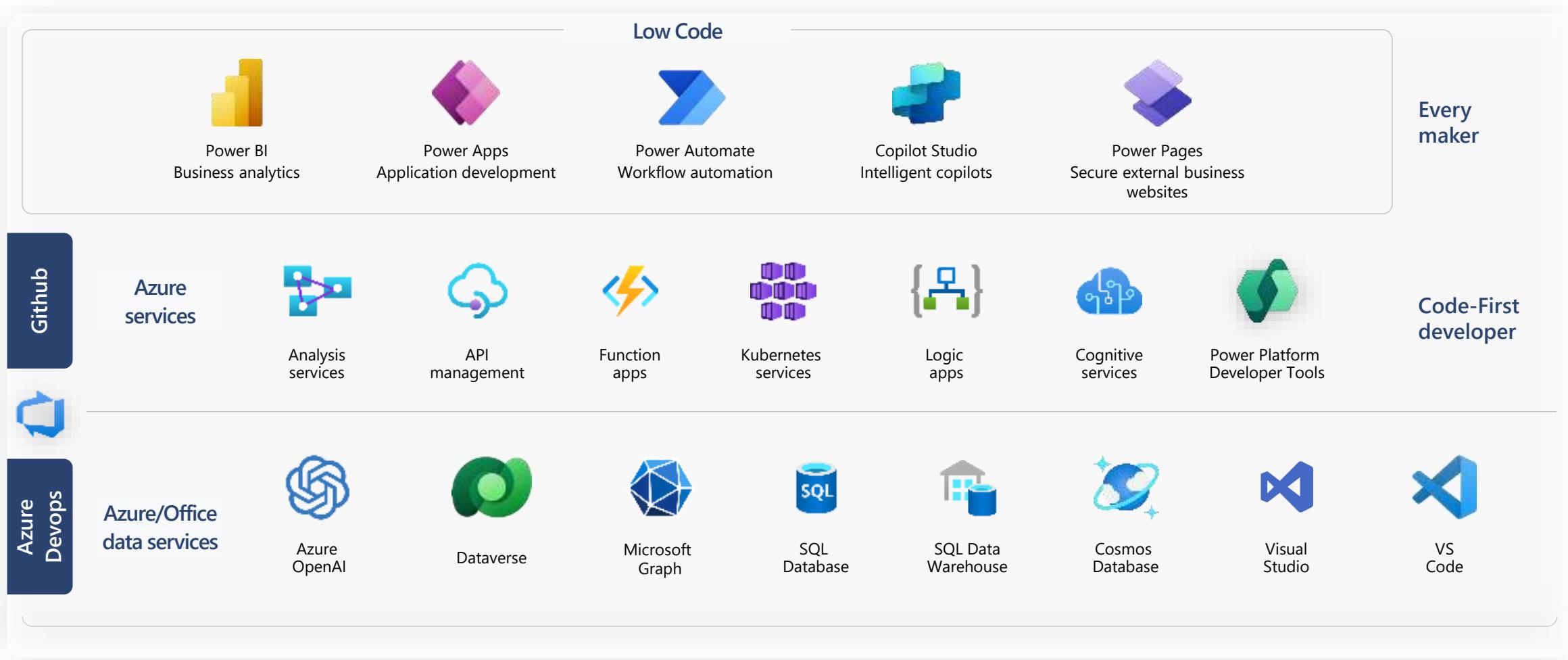


Coming soon

# Publish copilots as Copilot extensions



# No code, low-code, and pro-code – all are welcome



# Better together: Azure AI Studio Integrations with Microsoft Copilot Studio



## Language services:

Add Azure AI Language Services - Custom Language Understanding (CLU) support if you don't want to use the out of the box model.

## Knowledge base:

Azure AI Question and Answer integration if you don't want the out of the box.

## AI Search:

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.

## Analytics:

Build custom analytics to move your data into extended data pipelines.

## API Calls:

Add Copilot Studio supports any API / HTTP calls to Azure services too.

## Telemetry:

Can use Azure app insights for custom telemetry.

## Bot Framework:

We rebuilt the capabilities of Bot Framework Composer into Copilot Studio natively (Code like views, Adaptive cards, eventing, variable management) and added support for customers that still used Bot Framework bots to call as skills to Copilot Studio.

## Application lifecycle management:

Works with Azure DevOps for full ALM and solution management.

# Azure OpenAI on Your Data integration with Copilot Studio

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 "Prompt", "Few-shot examples", "Grounding data", and "Citations". The main area has tabs for "Chat session" and "Citations". In the "Chat session" tab, a conversation is shown between a user asking "How much does the pay-as-you-go plan in UK cost?" and a AI response explaining the cost depends on provider and usage. Below this, another message from the AI says "With Pay as you go, you'll pay just £1 on the days you use your phone and get unlimited minutes, unlimited texts and 50MB of data to use until midnight. On the days you don't use anything, you won't pay anything." A "Citations" panel on the right lists "Northwind Health Plus" and "Northwind Standard" plans, detailing their coverage. At the bottom, a text input field says "Type a new question (e.g., Does my plan cover annual eye exams?)".

# CQA Integration with Copilot Studio

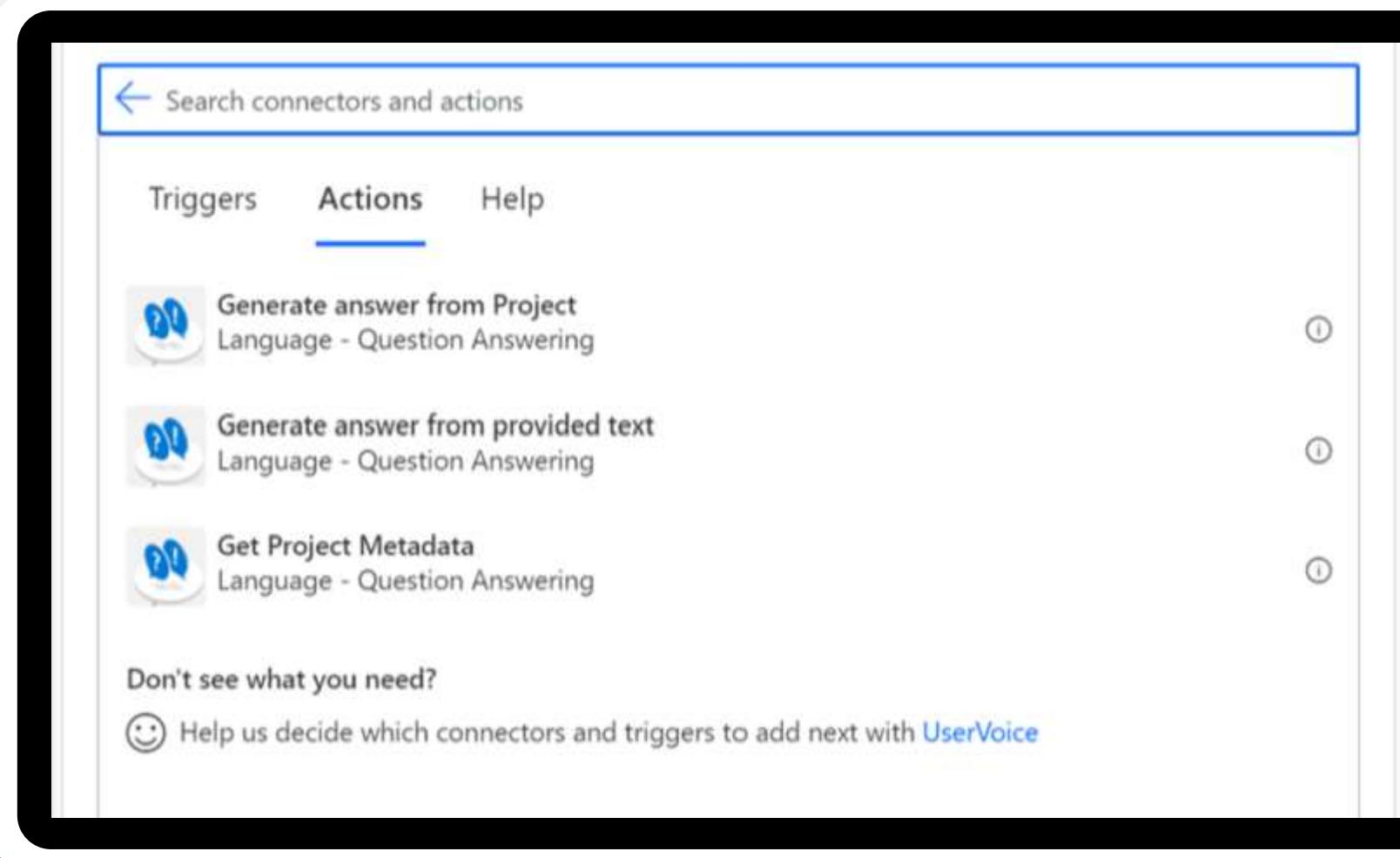
Customize your copilot to provide answers from your specific knowledge base

Tailor responses based on specific languages in CQA

- Multilingual base model available in over 70 languages, including 12+ Indic languages

Combine the accuracy of CQA with the simplicity of Copilot Studio to create a copilot:

- Leverage Fallback Topics for Logical Flows
- Enhanced Natural Language Processing (NLP)
- Seamless Integration and Easy Configuration
- Rapid Iteration and Continuous Improvement



General Availability

# Bot Framework as skills

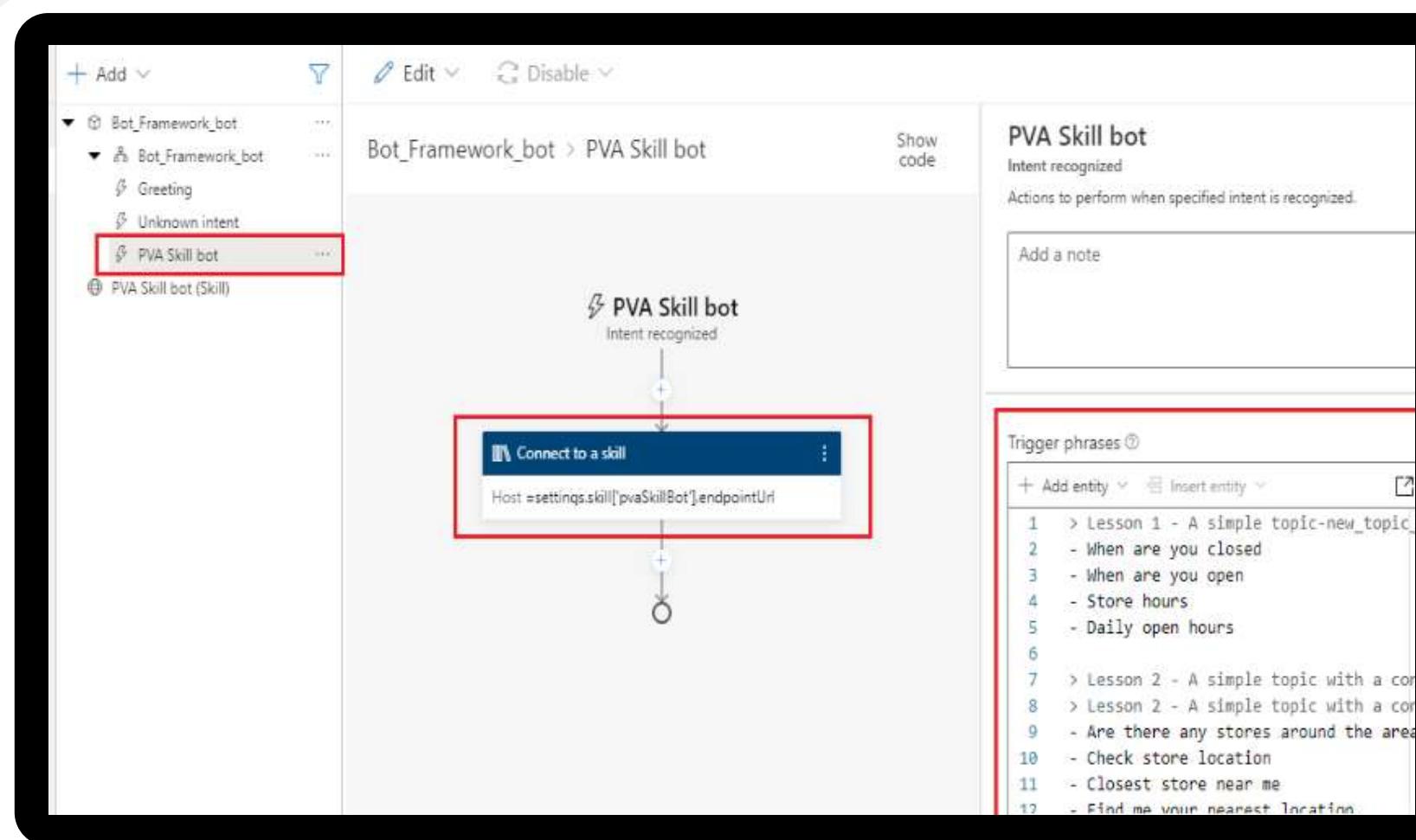
## Extend Bot Framework bots with Copilot Studio functionality

Manage which Copilot Framework bots can use a Copilot Studio Copilot as a skill

Add Copilot Studio bots as a skill in Composer and Copilot Framework SDK and easily download the Copilot skill manifest

Invoke Copilot Studio Topics from Copilot Framework bots - based on a user utterance

Create bots collaboratively and easily connect the Copilot ecosystems



Public Preview

# Copilot as an agent (preview)

# The evolution of Copilots

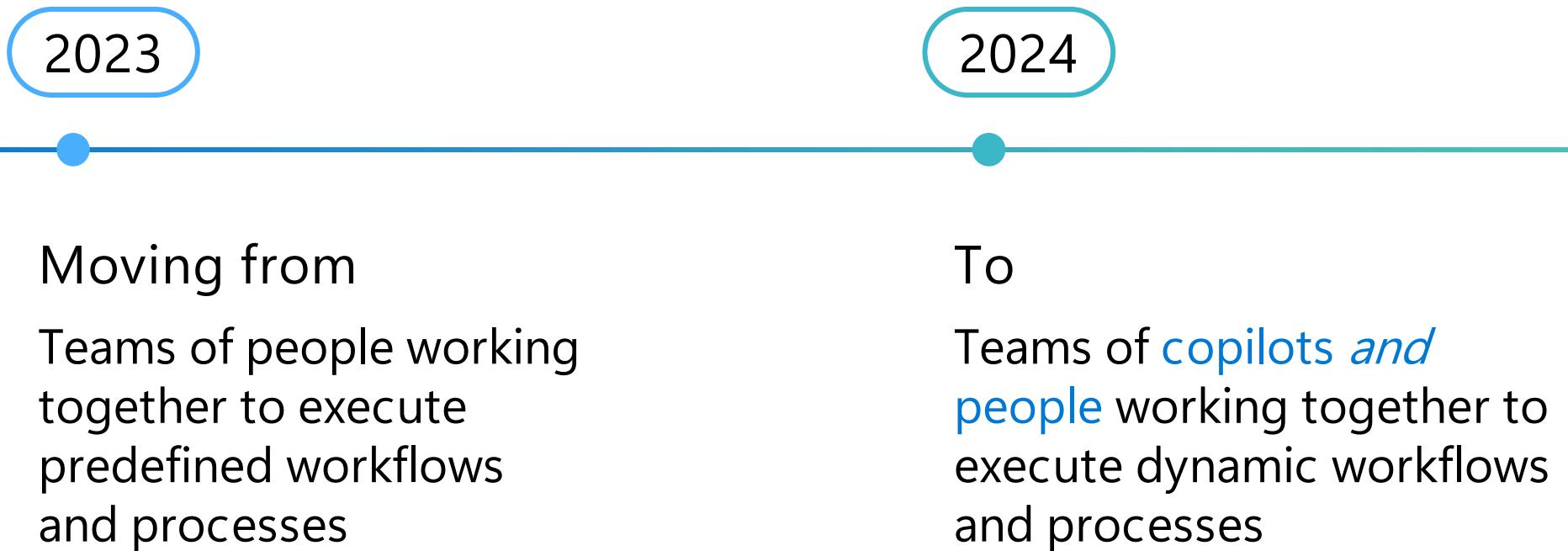
2023

Search  
Summarization  
Generation

2024

Customization  
Collaboration  
Automation

# What does all this mean?



# Why now?



70% of 31,000 work trend index survey respondents would delegate as much work as possible to AI to lessen their workloads.<sup>1</sup>



By 2028, one-third of interactions with GenAI services will invoke action models and autonomous agents for task completion.<sup>2</sup>



By 2027, more than half of the selection of development assets from technology marketplaces will be performed by generative AI orchestration.<sup>2</sup>

<sup>1</sup> Work Trend Index | Will AI Fix Work? ([microsoft.com](https://microsoft.com)) (31,000 people in 31 countries and analyzed trillions of Microsoft 365 productivity signals)

<sup>2</sup> Gartner, Predicts 2024: The Future of Generative AI Technologies, Arun Chandrasekaran, Anthony Mullen, Lizzy Foo Kune, Nicole Greene, Jim Hare, Leinar Ramos, Anushree Verma, February 2024  
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# Build copilots with agent capabilities

Complete tasks independently with a copilot tailored to a specific tasks or functions

Operate **independently** of the user  
to fully automate tasks

Respond to events in addition to copilot  
or human requests

Act on behalf of a **company**,  
department, or team – not just a user

The screenshot shows the Microsoft Copilot Studio interface. On the left, the 'IT Helpdesk' tab is selected under 'Copilot Studio'. The main area displays a message: 'Your copilot is ready! Here's what's next:' followed by a list of steps: 'Add instructions to refine and improve how it responds', 'Add actions so your copilot can perform specific tasks', 'Test your copilot to ensure its comprehension', and 'Publish your copilot so others can use it'. Below this is the 'Overview' section, which includes a 'Goal' (Assist users through new hire support, troubleshooting, and hardware procurement), 'Channels' (Outlook, Teams, Microsoft Copilot), 'Instructions' (Send email request on preference on operating system and screen size for hardware, If request deviates from standard offered package, send for approval to manager, Procure hardware package as per company policy, Provide guidance on how to resolve hardware issues when requested), and 'Actions' (Send email request, Create record, Send for approval). On the right, a separate window titled 'Test your copilot' shows a simulated interaction: 'Let's test your copilot! You have a trigger that requires interaction from an outside source like a person, channel or something else. You may perform a real-world test or a simulated test. Let me know if I can tell you more.' It includes buttons for 'Run a simulated test' and 'Run a real-world test'. Below this, a message says 'Ok, great. I will contact the user <entity>, include the <delivery date> and a request for temporary laptop in the interim. I saved this as a Learned Response, and added an Arrange a temporary laptop action.' A note at the bottom says 'AI generated content may be incorrect.' At the bottom of the test window, there are tabs for 'Teach' and 'Test', and a text input field 'Start a conversation to test this out...'.

# Copilots with agent capabilities - The new 'app' in a gen AI world

## Problem

Unique business processes, industries, circumstances, and customers



Complex processes, form-heavy apps, labor intensive systems, and high setup and maintenance costs

Copilots can handle this variability and complexity at infinite scale

## Solution



Automates long-running processes



Reasons over actions and user inputs



Leverages memory and knowledge



Monitor, learns and improve



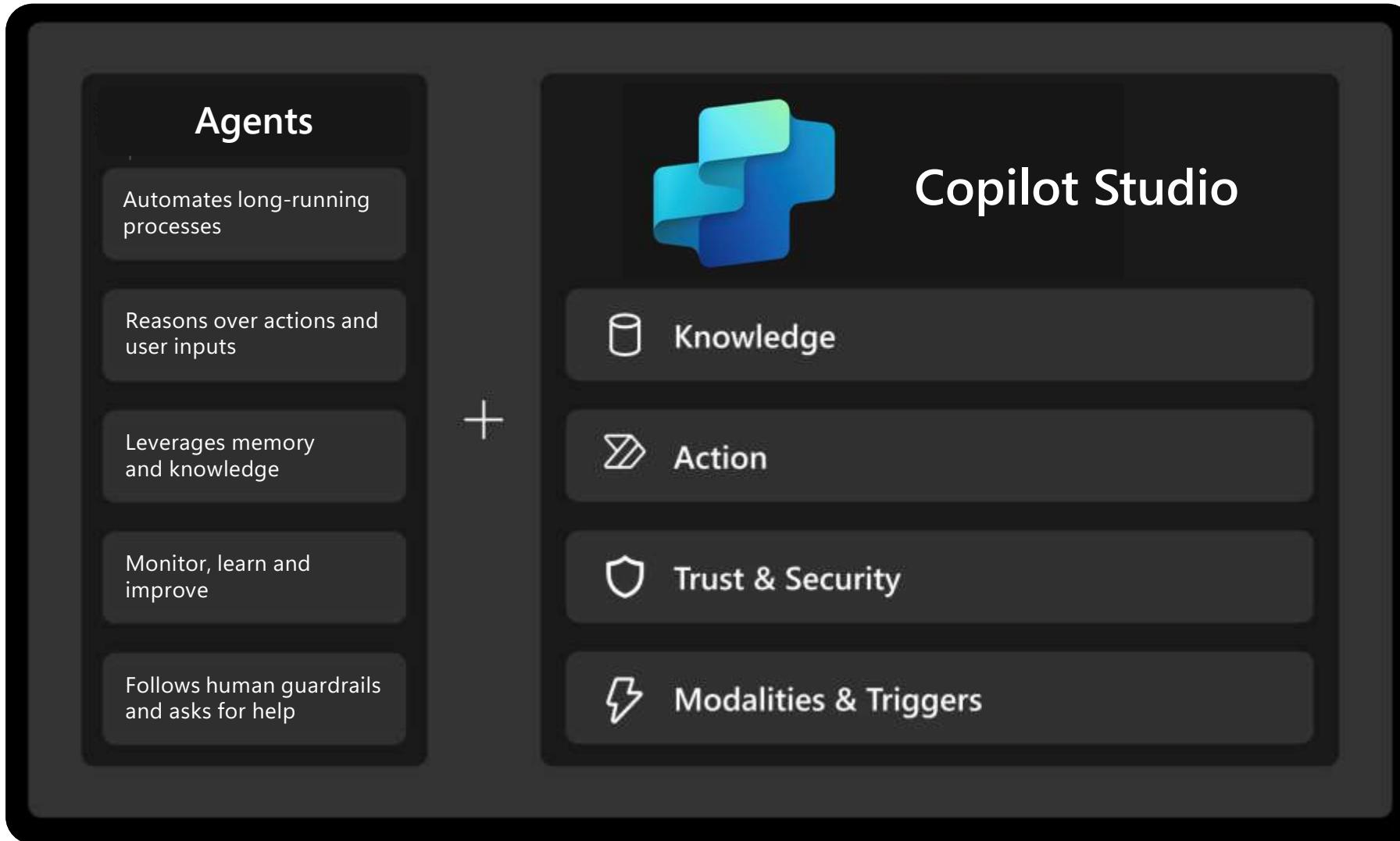
Follows human guardrails and asks for help

## How

### Two key breakthroughs

1. Guard-rail agentic architectures to control and manage LLM-based orchestration.
2. Action models and fine tuning of these action models for specific tasks.

# Copilot framework for autonomy



# Unlock more use cases with agent capabilities



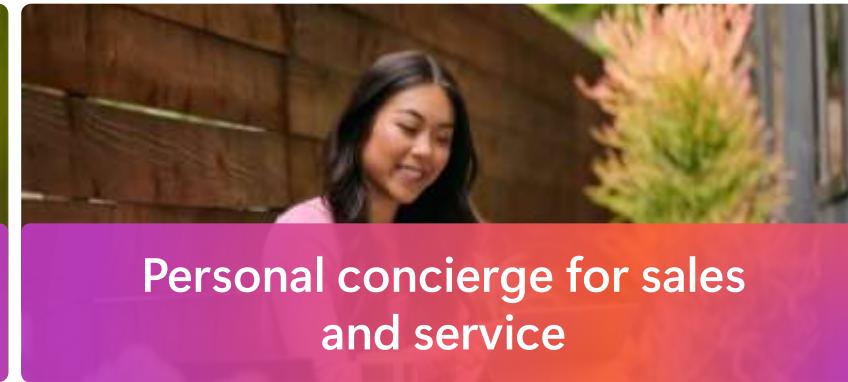
## IT Helpdesk Service

- Interface with IT service management applications
- Create POs for device refresh
- Resolve IT tickets with context and memory
- Handle managers' approvals



## Employee onboarding

- Greets you
- Reasons over HR data to answer your questions
- Introduces you to your buddy
- Provides the training and deadlines
- Helps with required forms
- Sets up your first week of meetings



## Personal concierge for sales and service

- Provide personal recommendations based on memory
- Make reservations
- Handle complaints
- Answer questions about products / services
- Propose new ways of handling customer scenarios
- Upsell to customers

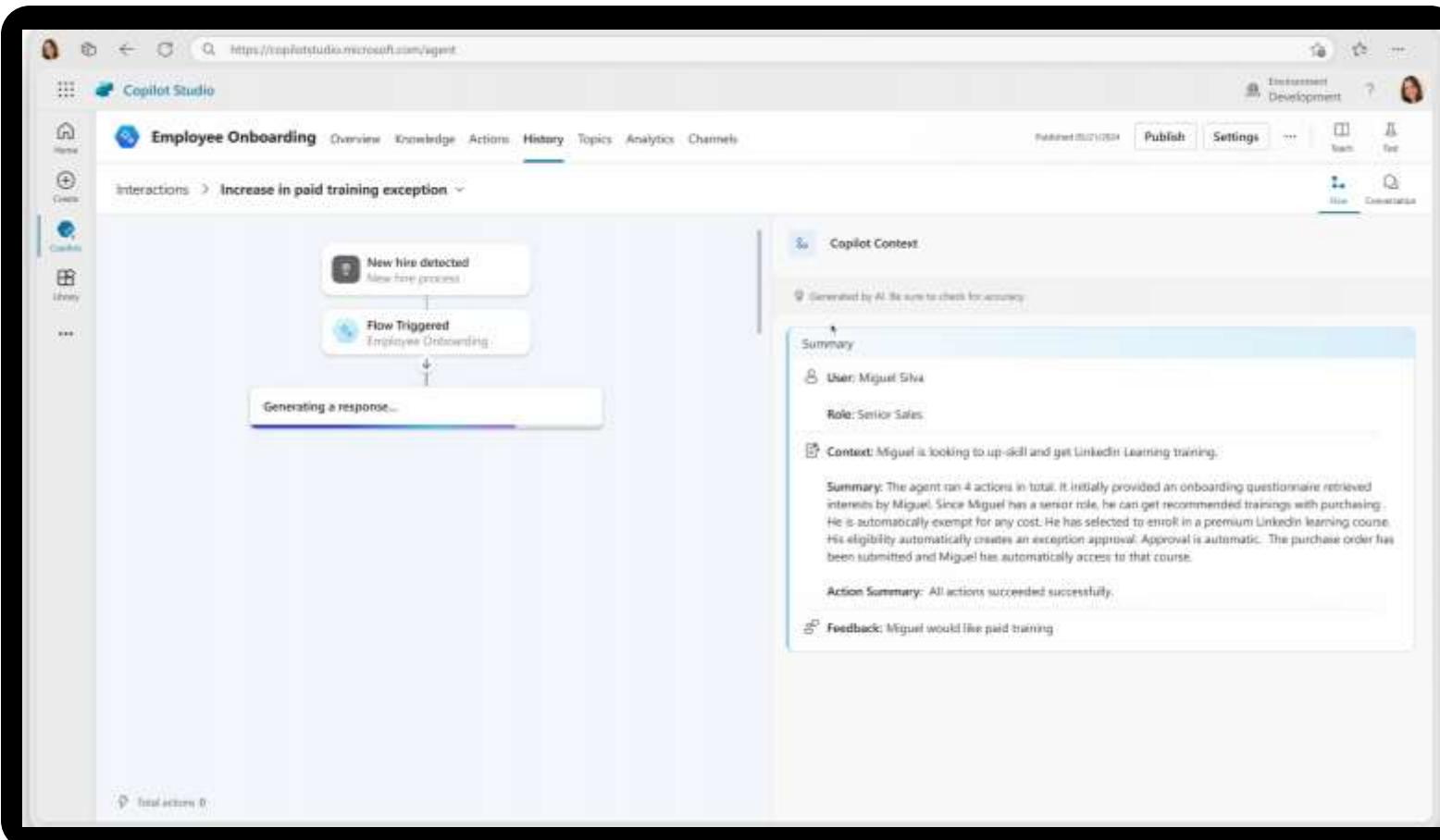
Sales leads qualification + nurture • Developer bug triaging • Automated Q&A • Partner / customer implementation + product support • Conversational form filler  
• Knowledge base management + refresh • Case lifecycle management + summarization • Customer email responses + follow up for unresponsive customers

# New features

## Create

Build a copilot using a template or natural language description that leverages instructions, triggers, knowledge and Power Automate actions, flows, connectors,

The copilot will independently orchestrate using cognitive planning and reasoning capabilities.

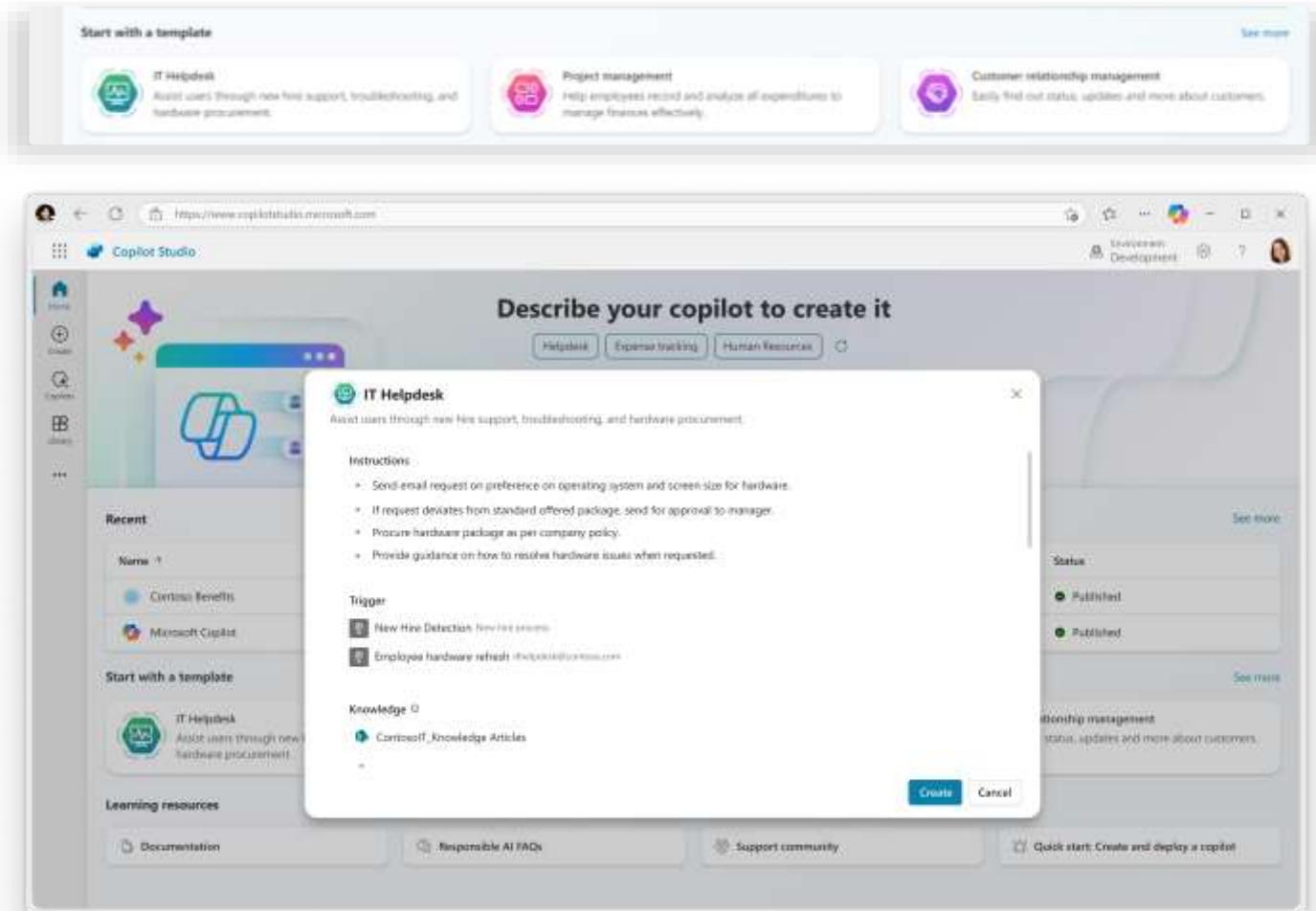


# New features

## Templates

---

Choose from several templates for common business process scenarios, including IT Helpdesk, project management, employee onboarding and more.

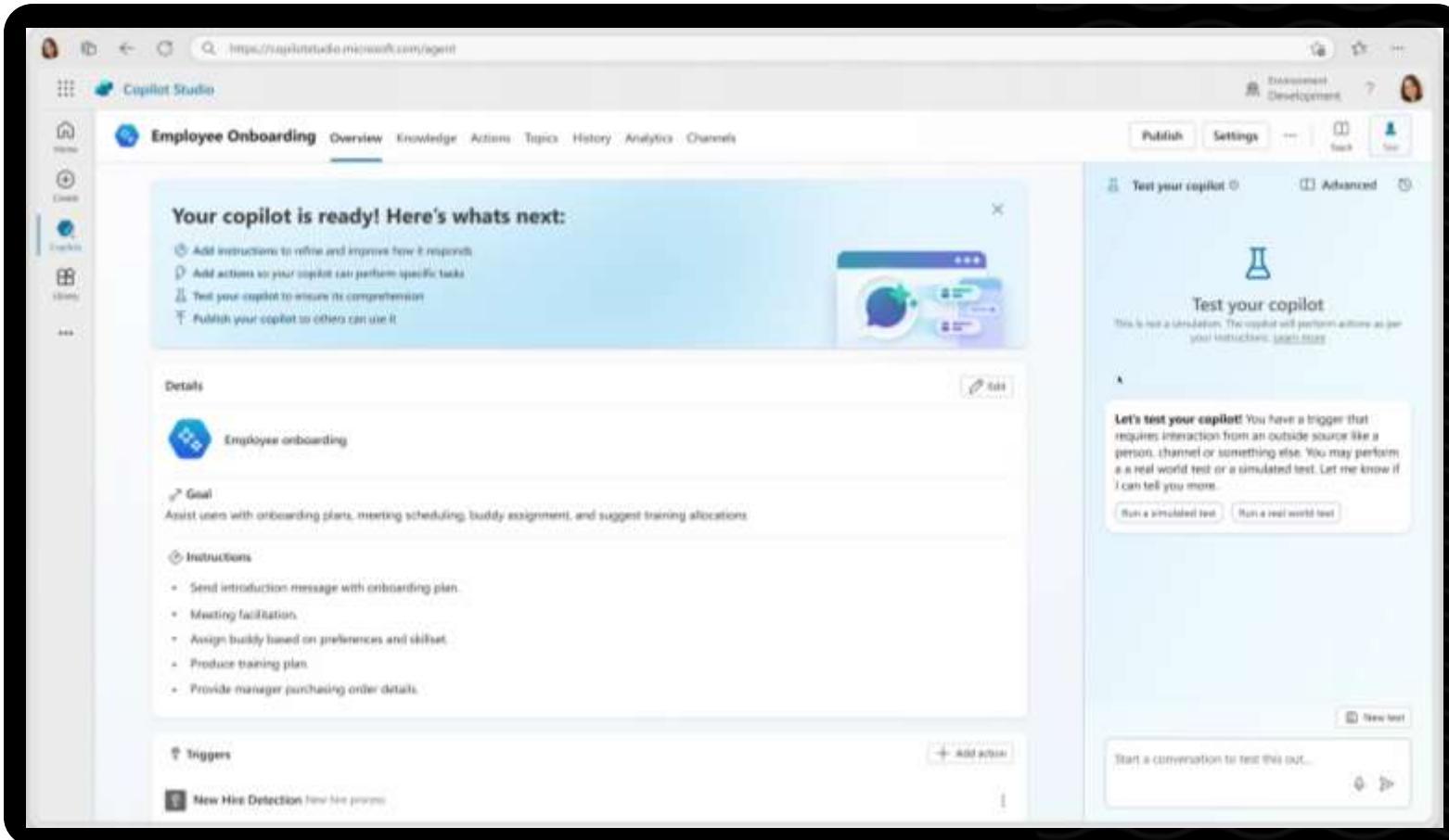


# New features

## Test

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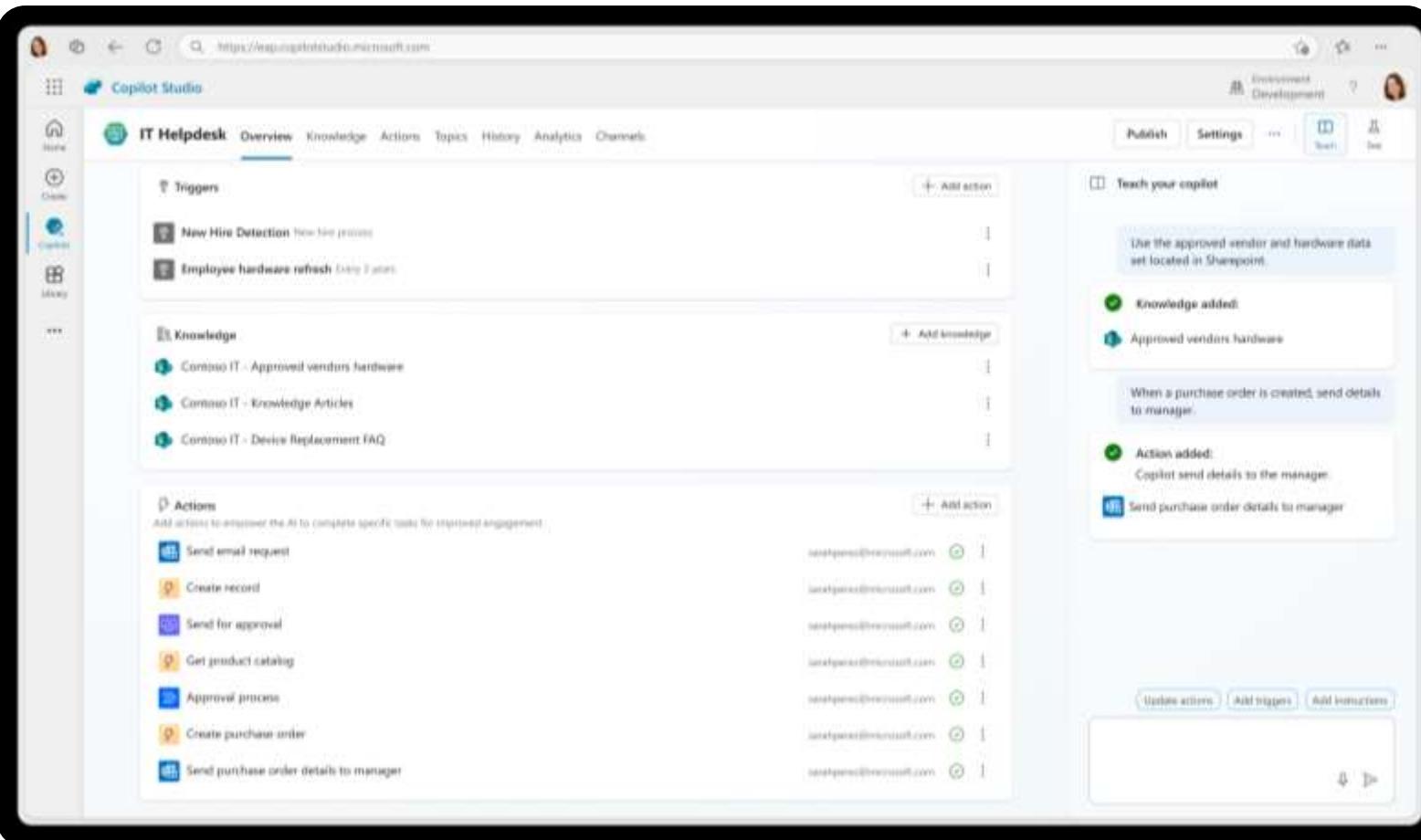
Immediately test your copilot through the sidecar feature, giving you assurance in its operational flow and decisions.



# New features

## Memory

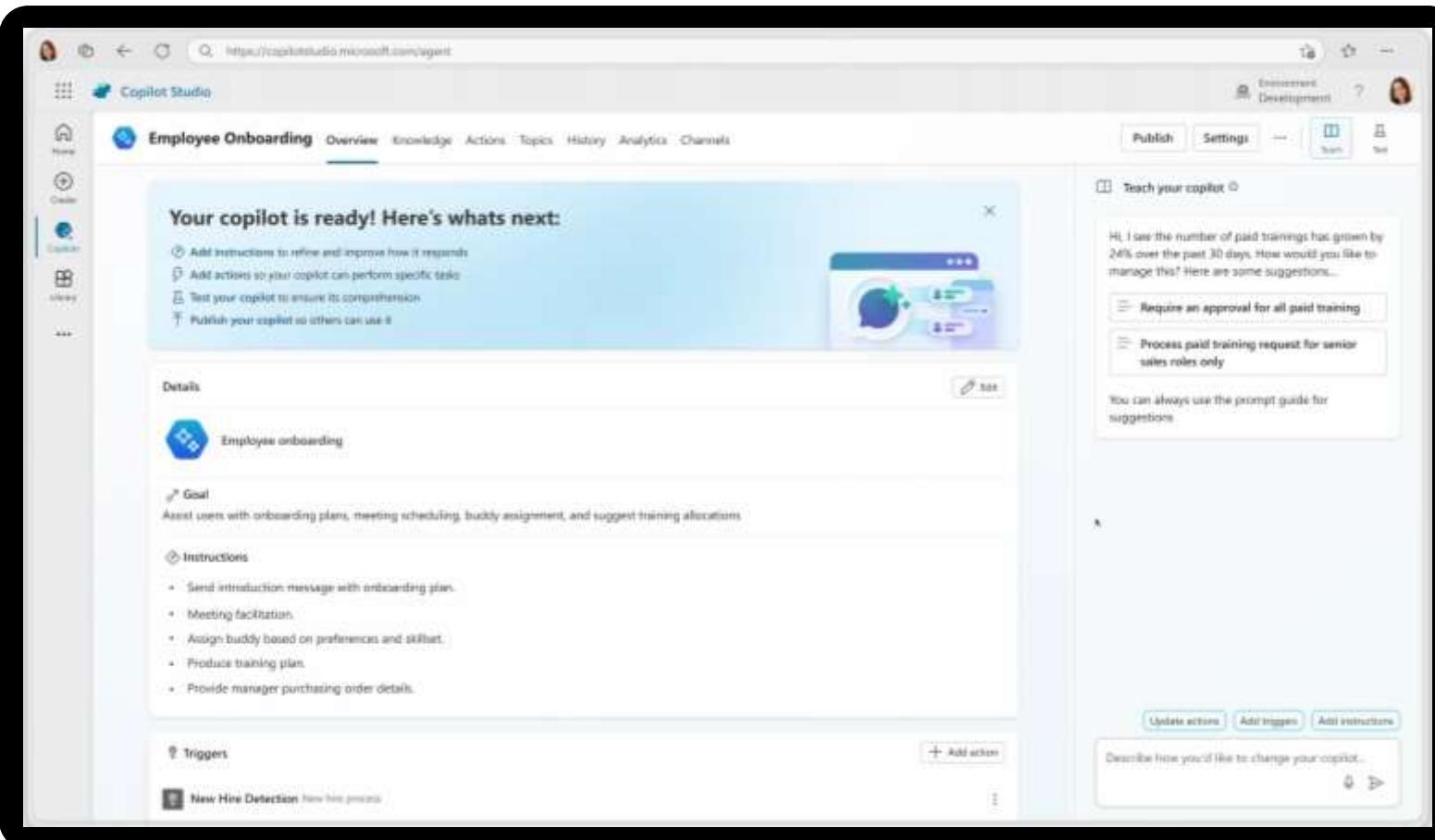
Collect memories (important information/entities) from end-user interactions to provide context across sessions for richer interactions.



# New features

## Train

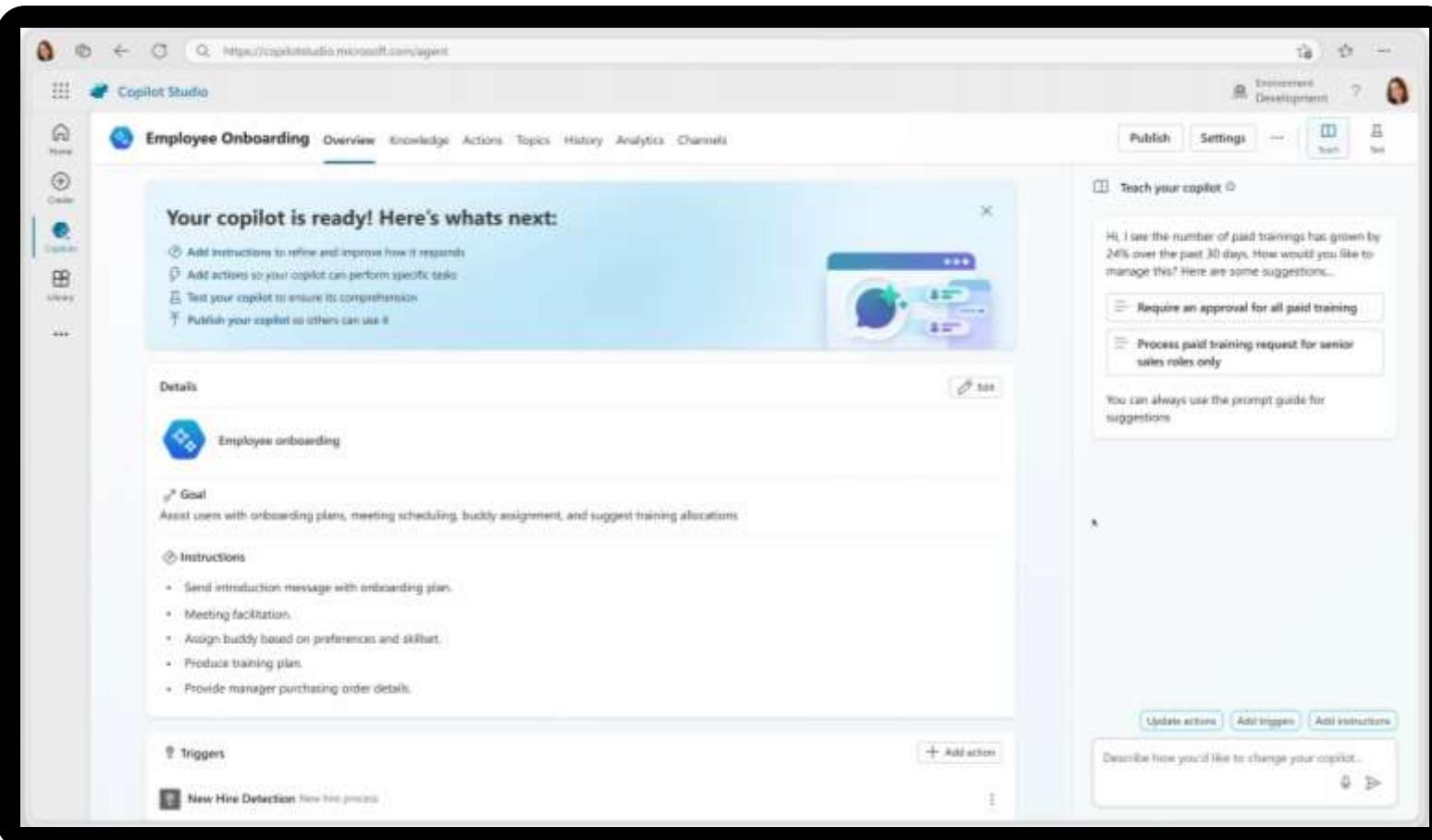
Each copilot records a comprehensive history of its activities, including user interactions, actions taken, and feedback received. Identify learning opportunities and fine-tune behavior to improve end-user experiences and business outcomes.



# New features

## Train

Each copilot records a comprehensive history of its activities, including user interactions, actions taken, and feedback received. Identify learning opportunities and fine-tune behavior to improve end-user experiences and business outcomes.



# When to use which

## AI flows

### What is it?

- A new approach to automate a workflow that enables users and AI to collaboratively design an automation plan for that workflow.
- Upon execution, the optimal steps are dynamically selected based on the automation plan and defined guardrails and resources by the user.
- It is alternative approach to specifying every rule and step of the workflow at design time, increasing the convenience of building and maintaining workflow automation.

### When to use it?

- Automate one individual complex end to end processes
- Especially ones that include ad hoc, unstructured data and exception management
- EG IDP for financial reporting process

### Top capabilities that enable this

- Develop Automation Plan for a given workflow
- Dynamic selection of steps when automation plan is executed
- Manage and monitor single workflow with org guardrails
- Trigger AI Flow from Cloud Flow or from within Autonomous Copilot

## Copilot with agent capabilities

### What is it?

- An autonomous Copilot can engage, reason and automate across a myriad of workflows, data sources, and events to achieve role level outcomes.
- Autonomous Copilot can act in the background to respond to business events without the need for human interaction.
- Orchestrates across many actions including AI Flows, Cloud Flows, Desktop Flows (RPA) and copilot connectors
- Has long-running memory and reasoning capabilities.

### When to use it?

- Need your copilot to take on a role / function that can acts independently at times
- Be triggered by events other then conversation.
- Eg customer success, employee onboarding

### Top capabilities that enable this

- Plan across multiple workflows
- Orchestrate multiple workflows
- Teaching to improve accuracy.
- Manage and monitor across workflows with org guardrails
- Memory for deep context and personalization

## Conversational copilot

### What is it?

- Natural conversational AI across many channels and modalities.
- Answer questions and access knowledge (both proprietary and public)
- Leverage the power of AI but with the specific control in certain topics
- Take well-defined actions

### When to use it?

- Build custom copilots for employees, customers and partners that provide end user value with enhanced conv AI experiences.
- Actions triggered by the end user.
- Expense managed / FAQ, IT helpdesk.

### Top capabilities that enable this

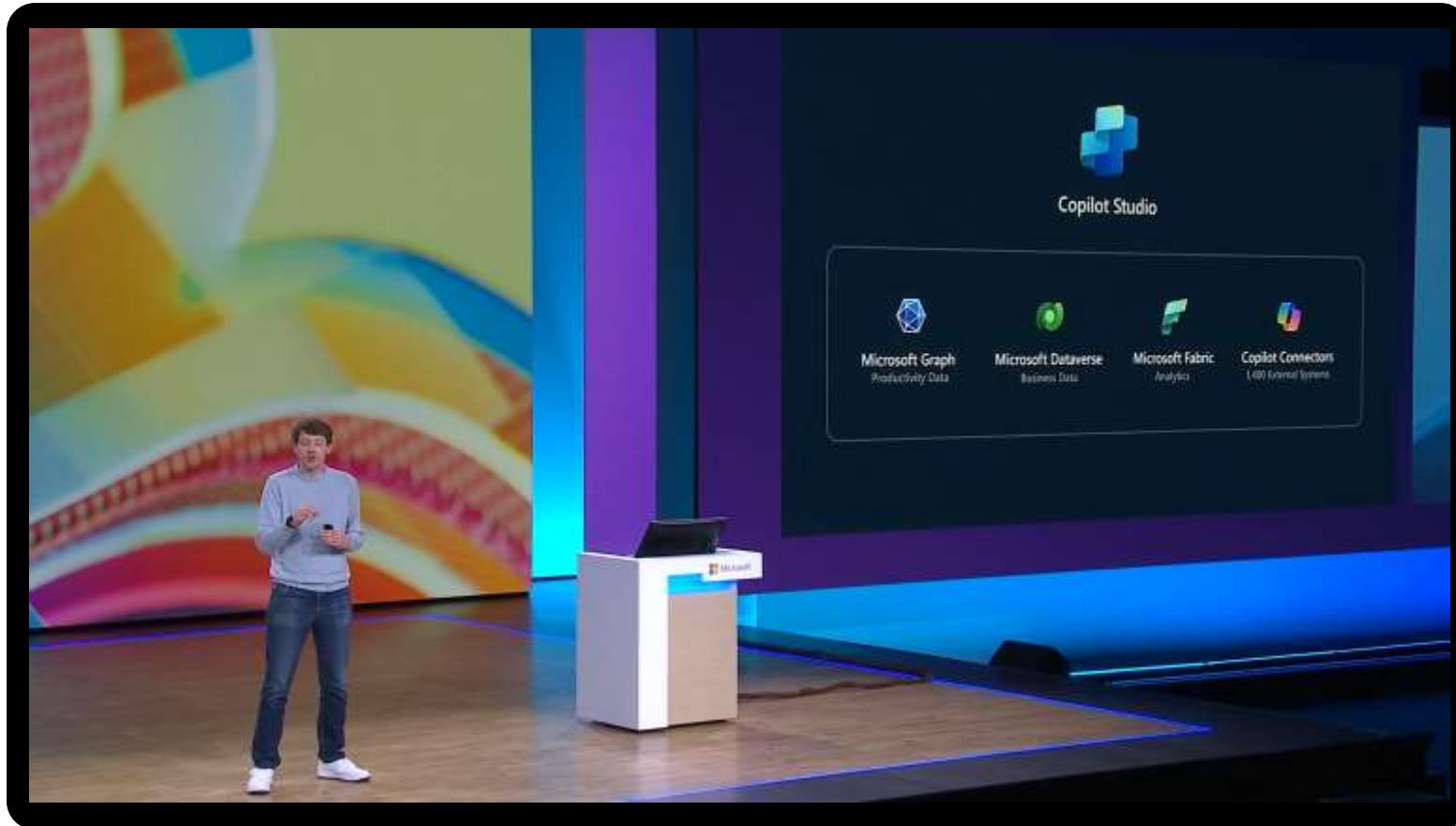
- Multi-modal Conversational AI
- Multi-channels
- Generative answers across topics, organizational knowledge and external websites.
- Generative Actions & Extensions

# Additional recommended content

Watch the session

**"Shaping next-gen development: the future of Copilot in Power Platform"**  
delivered by **Charles Lamanna**,  
on **Microsoft Build 2024**

[Watch now!](#)



# Secure and govern

# Administration & Management



## Infrastructure management

No infrastructure to manage

No services to stand up

Available in geo-distributed multi-tenant SaaS



## Global by default

Available worldwide in many commercial clouds (23 data centers)

Available in government clouds

Supports 19 languages



## Compliance

Supports many Compliance offerings like HIPAA, HITRUST, FedRAMP, PCI, SOC, ISO & more



## Security & governance

Govern using unified Power Platform admin center

Data encryption – data stays secure while at rest and in transit

Data loss prevention

Customer Lockbox

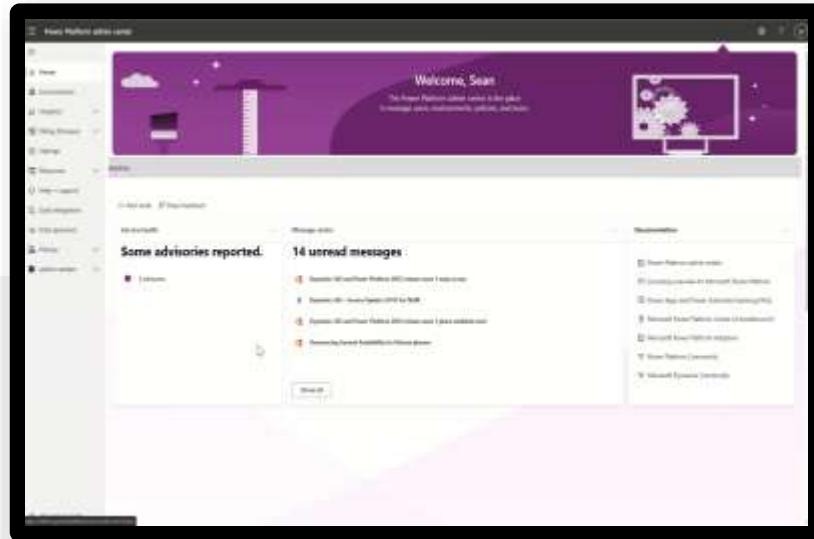
# Compliance offerings

Copilot Studio is a Core Online Service, as defined in the Online Services Terms (OST), and is compliant with or covered by

- Federal Risk and Authorization Management Program (**FedRAMP**)
- Health Insurance Portability and Accountability Act (**HIPAA**) coverage
- Health Information Trust Alliance (**HITRUST**) Common Security Framework (**CSF**)
- System and Organization Controls (**SOC**)
- Various International Organization for Standardization (ISO) certifications
- Payment Card Industry (**PCI**) Data Security Standard (**DSS**)

# The right tools for your governance requirements

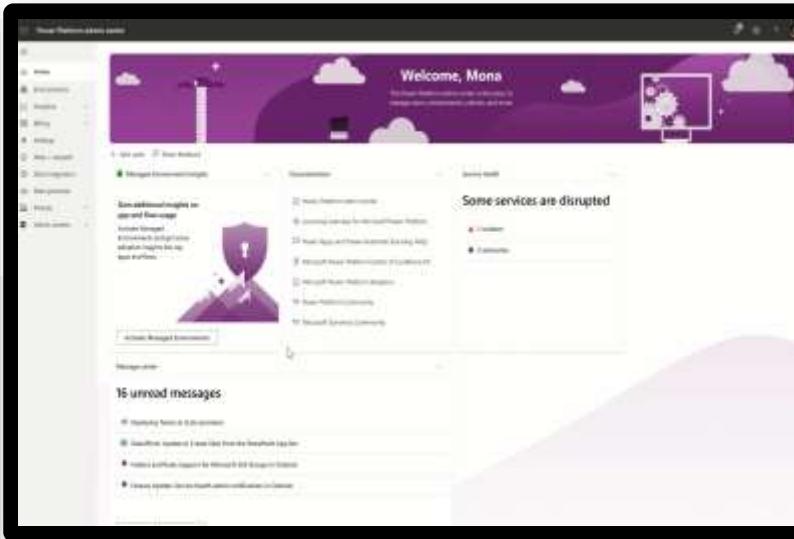
## Power Platform Admin Center



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

# Center of Excellence

- As organizations use Microsoft Power Platform to enable citizen developers across their organizations, they also seek capabilities to govern and monitor usage.
- The Microsoft Power Platform CoE Starter Kit is a collection of components and tools that are designed to help organizations develop a strategy for adopting and supporting Power Platform.

## CoE Starter Kit features for Copilot Studio

- Keep track of the number of conversations per copilot over time, with daily aggregates.
- Allocate a number of conversations per environment
- Receive capacity email alerts when environment add-ons get near or over their allocated number of conversations.
- Get an overview dashboard of Copilot Studio usage in a tenant over time as well as an all-up conversation consumption versus allocation.

### Questions to discuss:

- Do you plan to use the Center of Excellence Starter Kit to monitor your copilots in your tenant?
- Do you have specific governance requirements such as charge-back models?
- Do you allow users to create copilots using Copilot Studio for Teams?
- Do you allow users to create Copilot Studio trials or do you want them blocked?

The screenshot shows a Microsoft Power Platform dashboard titled "Production\_CoEDashboard". The top navigation bar includes "File", "Export", "Share", "Chat in Teams", "Explore this data", "Get insights", and "Subscribe". On the left, a sidebar lists various Power Platform components: Home, Create, Browse, Create data hub, Apps, Metrics, Monitoring hub, Workspaces, Get Workspace, and Production\_CoEDashboard. The main content area is titled "Power Virtual Agent Bots" and displays three summary cards: 8 # Bots, 8 # Published bots, and 8 # Bot makes. Below this is a table titled "Bot Details" with columns: Chatbot name, Maker Name, Environment Name, # Sessions, State, and Created On. The table lists several bot entries, including "AI Tour Copilot Demo", "Bot 1", "Customer Self Service 1 bot", "Customer Service Copilot Bot", "HR Copilot", "HR Copilot Dynamic Chaining", and "Sales Copilot Power Virtual Agents Bot". Each entry includes the maker's name, environment it's deployed to, the number of sessions, its current state, and the date it was created.

Chatbot name	Maker Name	Environment Name	# Sessions	State	Created On
AI Tour Copilot Demo	System Administrator	DEV-Operations	6	Published	3/20/2024 10:00:00 AM
Bot 1	System Administrator	USR-admin	1	Published	10/11/2023 10:00:00 AM
Customer Self Service 1 bot	System Administrator	PRD-Dynamics 365	1	Published	4/24/2024 10:00:00 AM
Customer Service Copilot Bot	SYSTEM	PRD-Dynamics 365	1	Published	4/24/2024 10:00:00 AM
HR Copilot	System Administrator	DEV-Operations	72	Published	12/12/2023 10:00:00 AM
HR Copilot Dynamic Chaining	System Administrator	DEV-Operations	24	Published	12/13/2023 10:00:00 AM
Sales Copilot Power Virtual Agents Bot	SYSTEM	PRD-Dynamics 365	3	Published	12/4/2023 10:00:00 AM

# Application Lifecycle Management

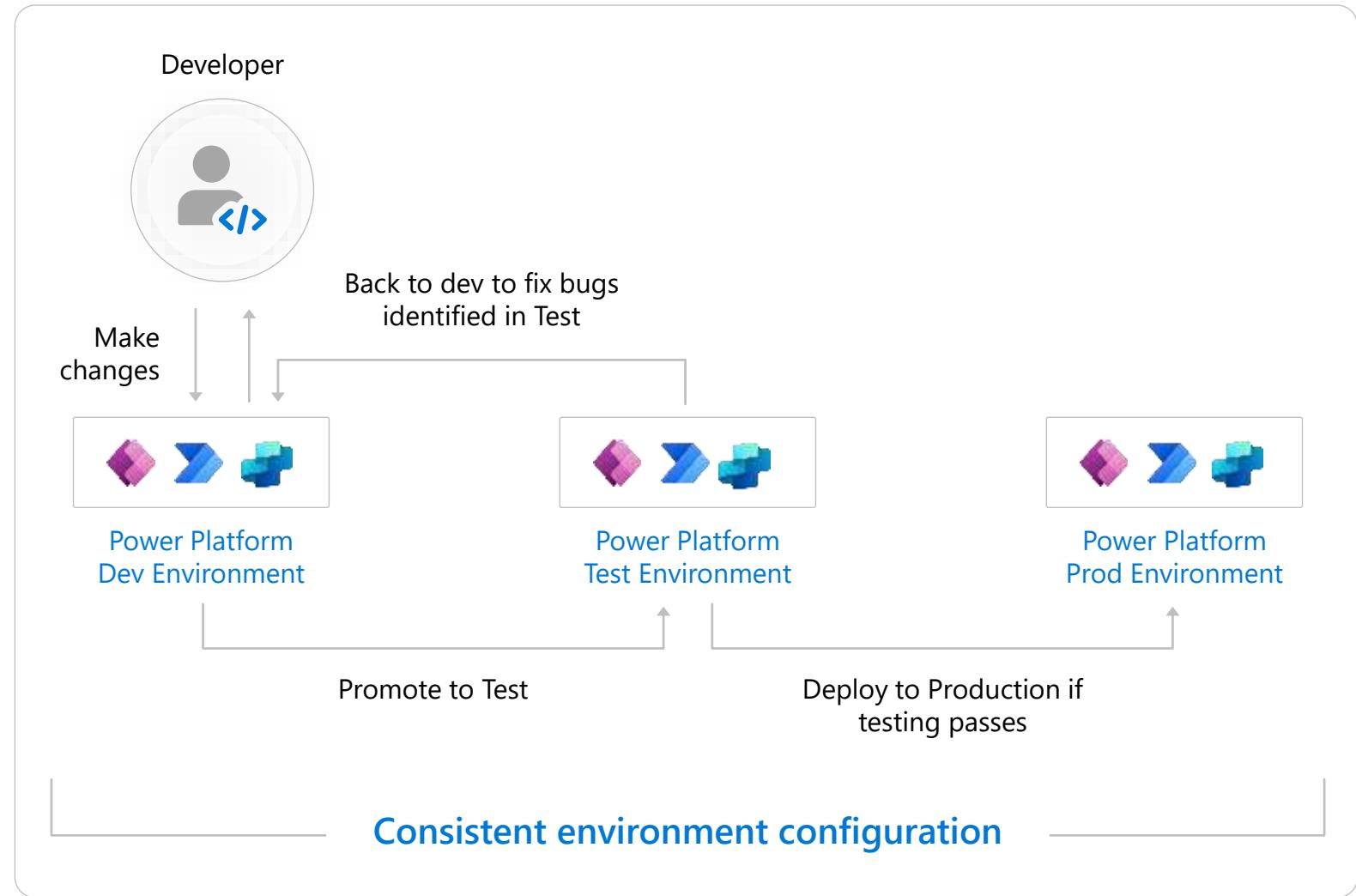
Customers have bot lifecycle management requirements - governance, development, and maintenance.

Customers can export and import copilots across multiple environments – development, test and production.

**Learn more:**

[aka.ms/PVA/export-import](https://aka.ms/PVA/export-import)

[aka.ms/powerplatform/ALM](https://aka.ms/powerplatform/ALM)

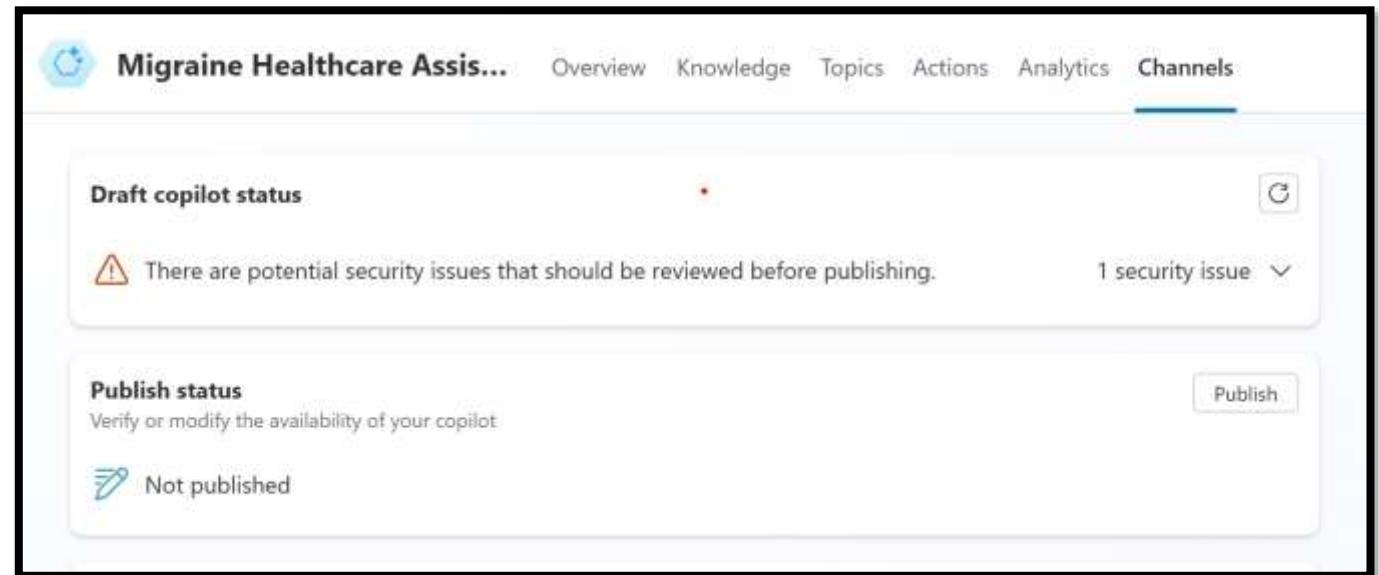


# New features

Generally available

## Safer defaults

Apply safer defaults and provide in-product communication if those defaults are changed by makers. For example: all copilots are now created requiring authenticated access, and makers no longer have access to transcripts by default.

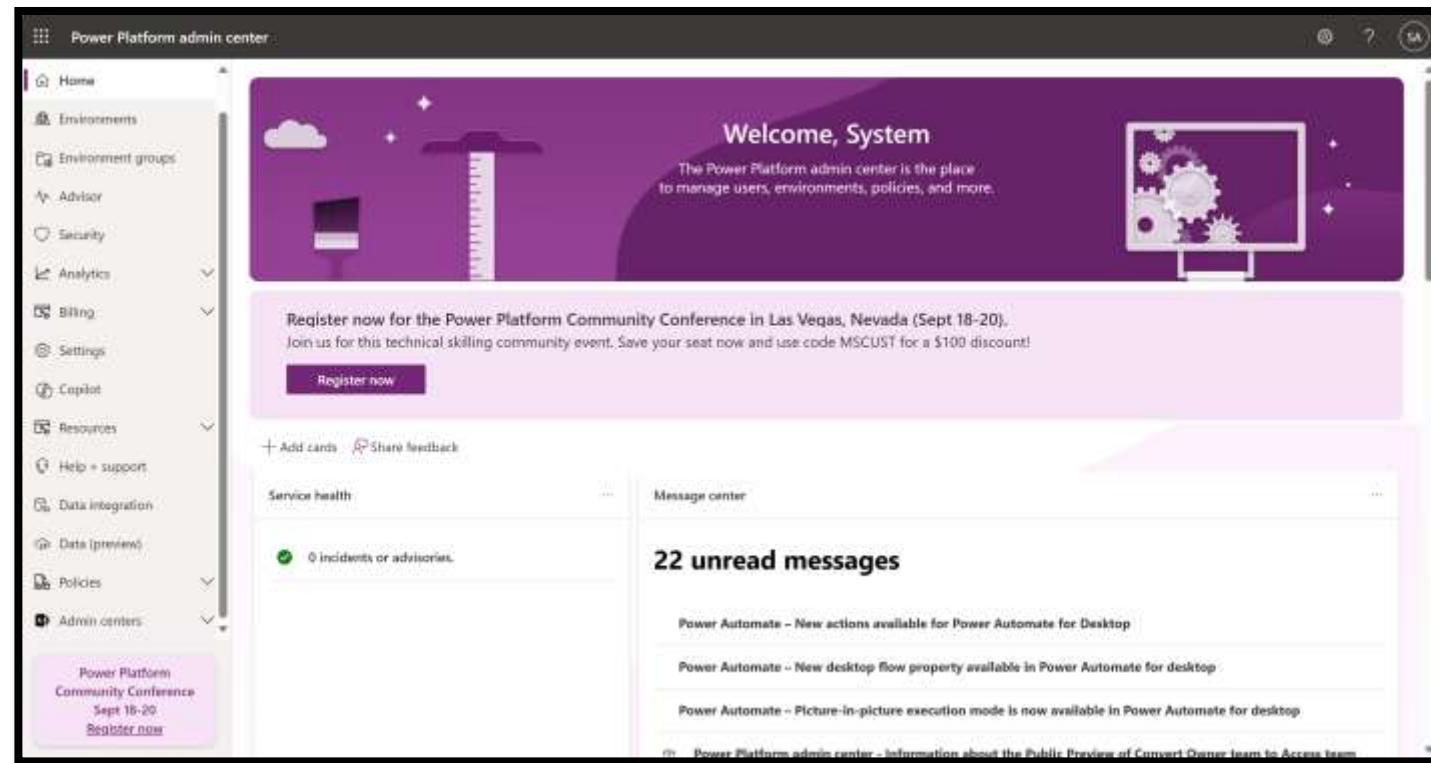


# New features

Generally available

## Granular controls

Provide granular governance levers that give admins more control on the copilots in their tenants. Granular controls include: generative AI, Knowledge, App Insights, & Authentication.



# New features

Generally available

## End user and maker authentication opportunities

Default experience going forward for copilots that are configured with authentication is to add these objects in the end-user authentication setting

Prompt users of the copilot to login when they encounter actions that need more permissions

Step 1 of 3: Choose an action  
Create an action or browse through our list of actions you want to use to get information from external sources. [Learn more](#)

End user authentication

User authentication

User authentication  
 Copilot author authentication

Describes the purpose of the connector action 0/2000 maximum characters

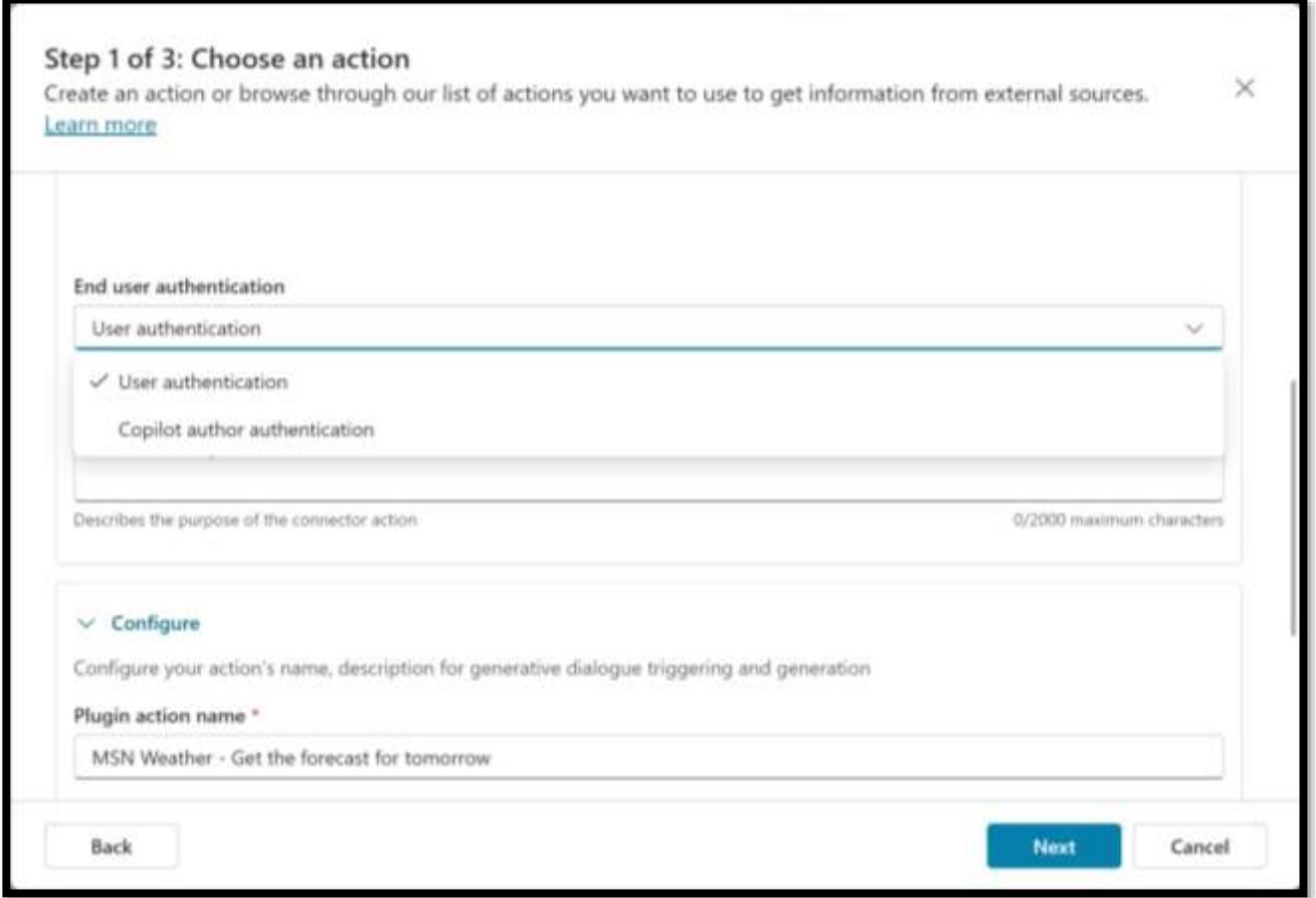
Configure

Configure your action's name, description for generative dialogue triggering and generation

Plugin action name \*

MSN Weather - Get the forecast for tomorrow

Back Next Cancel



# New features

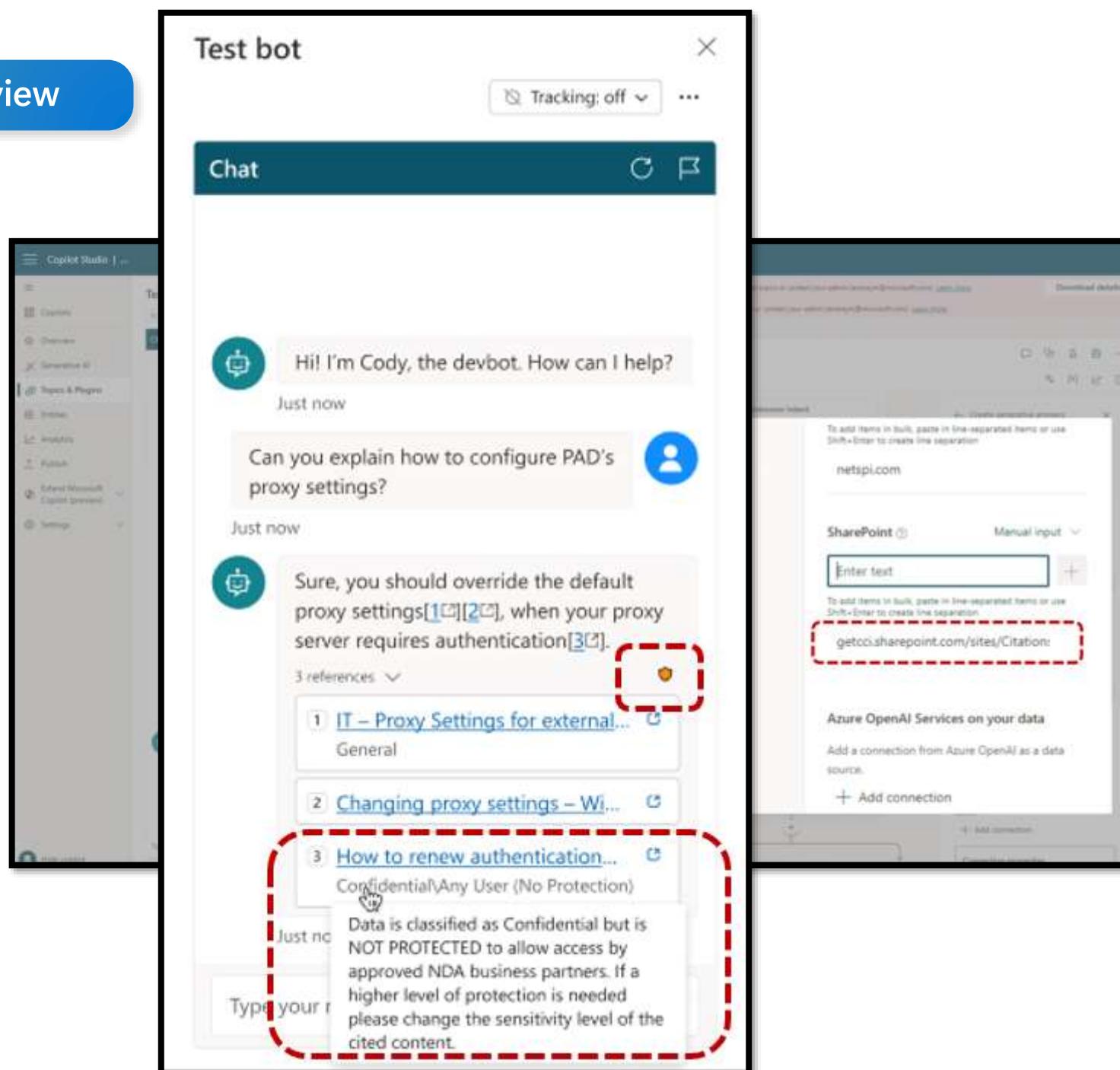
Public preview

## Sensitivity labels in responses prevent oversharing

Users can see the sensitivity of the document referenced in the custom copilot output.

Copilot conversation inherits the most restrictive sensitivity labels from the references used to formulate a response.

Custom copilots honor the rights management control associated with sensitivity labels



# New features

Private preview

## Copilot hub

Provides a location for documents, insights, and governance for Microsoft Copilot in Power Platform. With simple access to Copilot resources, admins can learn, prepare, configure, deploy, and measure usage of generative AI features across their organizations.

The screenshot displays the Microsoft Power Platform admin center interface, specifically the Copilot hub section. The left sidebar shows navigation options like Home, Environments, Environment groups, Security, and Copilot (which is currently selected). The main content area is divided into several sections:

- Readiness:** A video thumbnail titled "Learn how Copilot works".
- Usage:** A chart titled "Monthly use" showing Copilot users in the last 28 days (12,041) across four categories: Power Apps (blue), Power Automate (red), Power Pages (purple), and Copilot Studio (green).
- Copilot usage by product:** A grid of statistics for different products:

Product	Value
Copilot Studio	246
Power Apps	246
Power Automate	246
Power Pages	246
Cloud flow Copilot	3,631
Process flow Copilot	3,631
Generative actions	3,631
Canvas app Copilot	2,156
Draft with Copilot	2,156
Maker Copilots	1,246
End user Copilot	3,631
Process mining Copilot	2,156
- Governance:** A chart titled "Content moderation" showing total requests over time (Jan to Jun) for various categories: App Copilot, Flow maker Copilot, App descriptions, Generative actions/answers, and Harmful/Jailbreak.
- Power Apps settings:** A section showing preview status for App Copilot, Flow maker Copilot, and App descriptions.
- Dynamics:** A section showing preview status for Sales Copilot users, Finance Copilot users, and Commerce Copilot users.

# Additional recommended content

## Copilot Studio implementation guide

Provides a framework to do a 360-degree review of your project. Through probing questions, it highlights potential risks and gaps, aims at aligning the project with the product roadmap, and shares guidance, best practices and reference architecture examples.

<https://aka.ms/CopilotStudioImplementationGuide>



# Additional recommended content

## Copilot Studio official blog

Read the official announcements of all new features and get access to the more content such as documentation and videos

[Acesse agora !](#)

The screenshot shows a blog post from Microsoft Copilot Studio. The header includes the Microsoft logo and navigation links for Pricing, Learn, and Community. The breadcrumb navigation shows Blog > Announcements > Copilot Studio. The main title is "Microsoft Copilot Studio: Building copilots with agent capabilities". Below the title, there is a profile picture of Omar Aftab, Vice President, Conversational AI, followed by the date, Tuesday, May 21, 2024. There are social sharing icons for Facebook, Twitter, and LinkedIn. The post content discusses new capabilities announced at Microsoft Build 2024, specifically about building custom copilots or extending Microsoft Copilot experiences with enterprise data. It highlights how copilots can now act as independent agents triggered by events, automate complex processes, and react to email arrivals. The final paragraph notes that copilots are evolving to work for users across various industries like travel, retail, and financial services.

Blog > Announcements > Copilot Studio

## Microsoft Copilot Studio: Building copilots with agent capabilities

Omar Aftab, Vice President, Conversational AI, Tuesday, May 21, 2024 [f](#) [t](#) [in](#)

At [Microsoft Build 2024](#), we're excited to announce a host of new powerful capabilities in [Microsoft Copilot Studio](#)—the single conversational AI tool you can use to create your very own custom copilots or extend Microsoft Copilot experiences with your own enterprise data and scenarios.

The first of these are copilots that can now act as independent agents—ones that can be triggered by events—not just conversation—and can automate and orchestrate complex, long-running business processes with more autonomy and less human intervention.

For instance, consider the potential of a copilot that can react when an email arrives, look up the sender's details, see their previous communications, and use generative AI to trigger the appropriate chain of actions in their response. From understanding the intent of the email, to looking up the sender's details and account, seeing their previous communications, checking inventory, responding to the sender asking for their preferences, and then taking the appropriate actions to close a ticket—orchestrating and shepherding an entire process over days.

With such capabilities, copilots are evolving from those that work *with you* to those that work *for you*. They can be designed to handle specific roles or functions, such as IT, marketing, sales, customer success, and finance across various industries, including travel, retail, and financial services.

# Responsible AI

# 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.

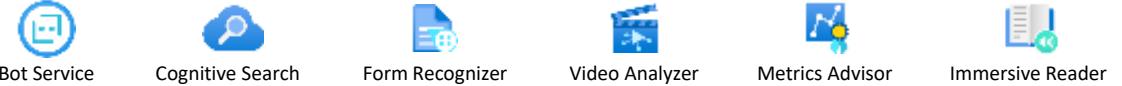
 Microsoft

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

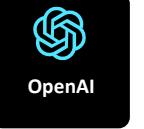


Vision      Speech      Decision      Language

ML Platform



Azure Machine Learning

 OpenAI

 OpenAI

**ChatGPT**  
Conversational AI chatbot

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

**Whisper**  
Automatic speech recognition

**CodeX**  
Understand and generate code

**DALL-E**  
Creating images from text

# Microsoft and OpenAI

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

	Azure OpenAI Service	OpenAI
<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**

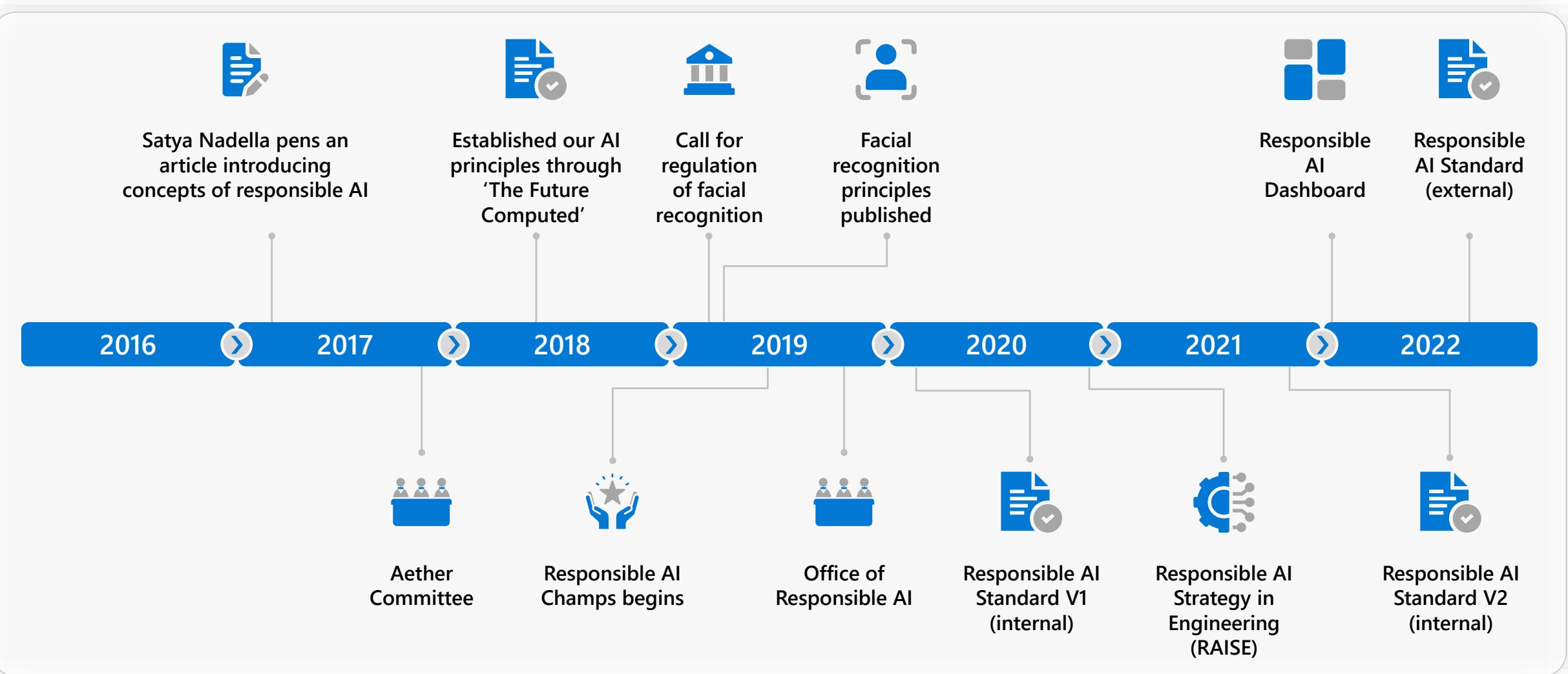
**Data loss prevention policies** to safeguard data

**Analytics reports** to provide admin visibility

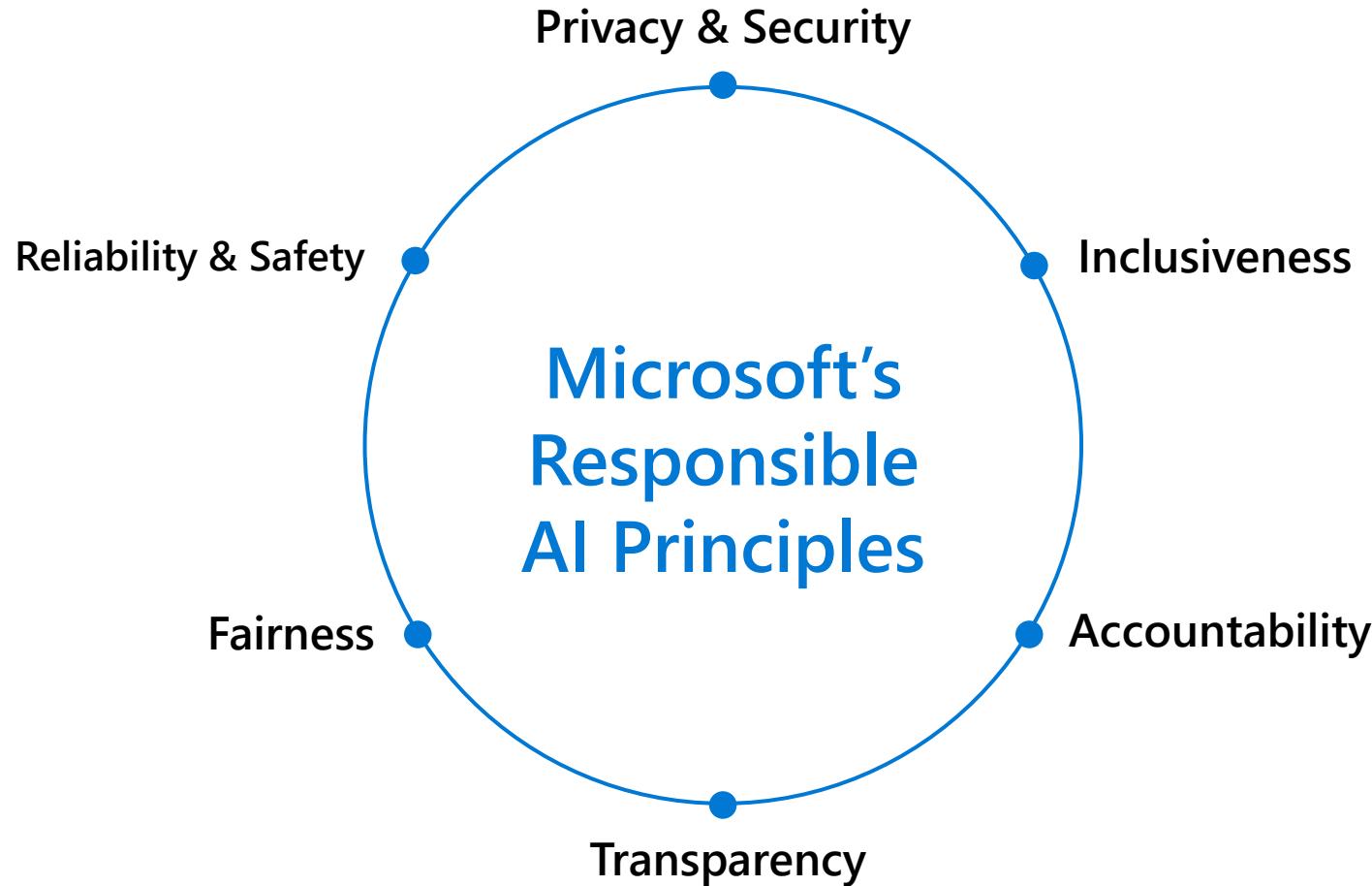
**Data sharing** is opt-in only

Data, Privacy, & Security

# Microsoft's Responsible AI journey

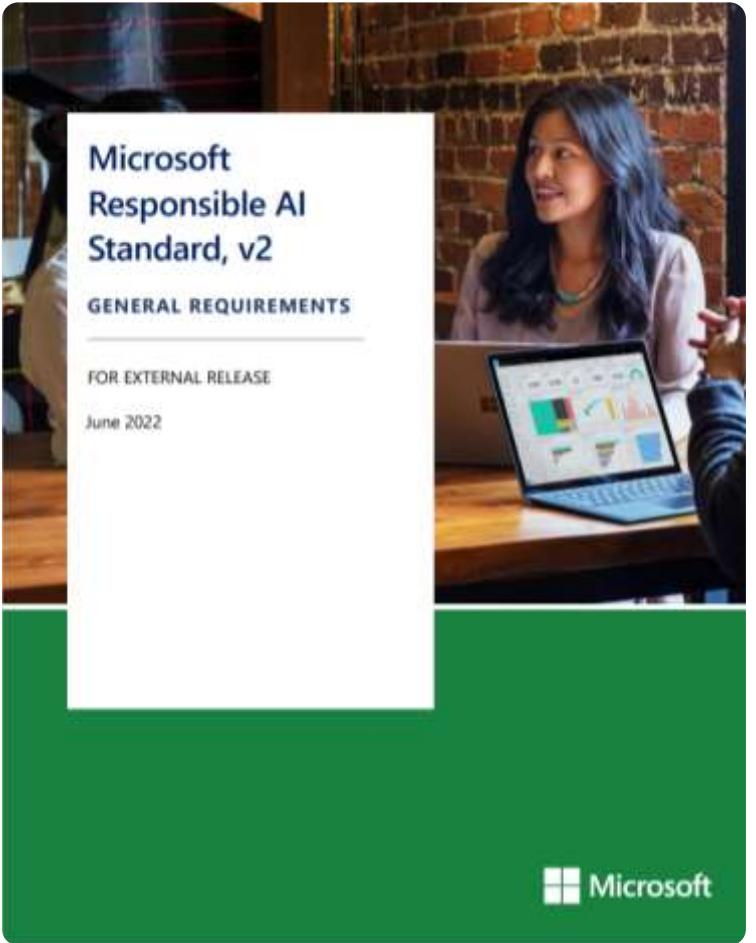


# Microsoft's Responsible AI principles



Building blocks  
to enact principles





# Rules

## Responsible AI Standard



### Records

Our practice of **Responsible AI by Design** – the proactive ways in which we guide the design, build, and testing of AI systems



### Establishes

A durable framework for the maturing practice of responsible AI and evolving regulatory requirements



### Reflects

Our deeper exploration of what our six AI principles mean and the steps that must be taken to uphold them

Establish a responsible AI strategy  
at [Aka.ms/AIBS](https://aka.ms/AIBS)

Design, build, and manage your AI  
solution at [Aka.ms/RAIresources](https://aka.ms/RAIresources)

# 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 various 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

# 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%**

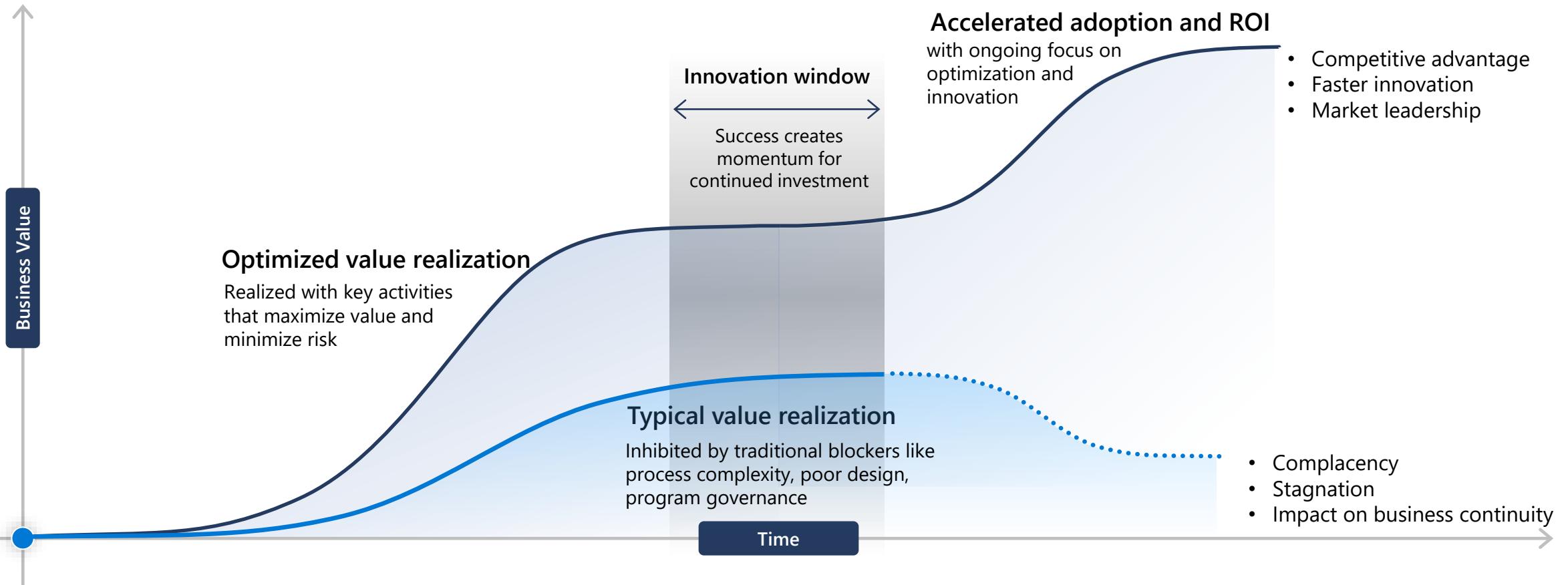
Cost reduction using Power Platform and Azure due increased DevOps efficiency a reducing spending third-party solution

**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**

## Demonstrações técnicas de Power Platform

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



### Desenvolvimento de aplicativos

#### Tópicos

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

#### Duração

03 horas

[Saiba mais](#)

### Governança e ALM

#### Tópicos

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

#### Duração

03 horas

[Saiba mais](#)

### Hiper automação

#### Tópicos

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

#### Duração

03 horas

[Saiba mais](#)

### Criando copilots com Copilot Studio

#### Tópicos

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

#### Duração

03 horas

[Saiba mais](#)

# Continue sua jornada de **conhecimento**

## Power Platform Connect

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



### Biblioteca de conteúdo

Coleção de links oficiais das soluções que compõem a Power Platform



### Eventos online

Eventos online promovidos pela Microsoft ou seus parceiros.

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

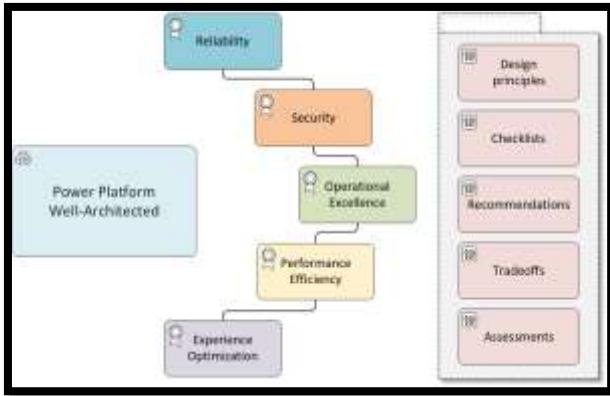
## Microsoft Power Platform Adoption

Saiba como o low code pode **acelerar** sua transformação digital e como adotar de forma **segura** e **eficiente** a Power Platform em toda a sua organização.

A screenshot of the Microsoft Power Platform Adoption website. The page has a purple header with the title "Microsoft Power Platform Adoption". Below the header, there's a section with three main cards: "Adoption workbook" (with a download button), "Adoption best practices" (with a link to learn more), and "Adoption maturity model" (with a link to learn about the model). On the right side, there are images of a smartphone, a laptop, and a desktop screen displaying Power Platform interfaces.

<https://adoption.microsoft.com/en-us/powerplatform/>

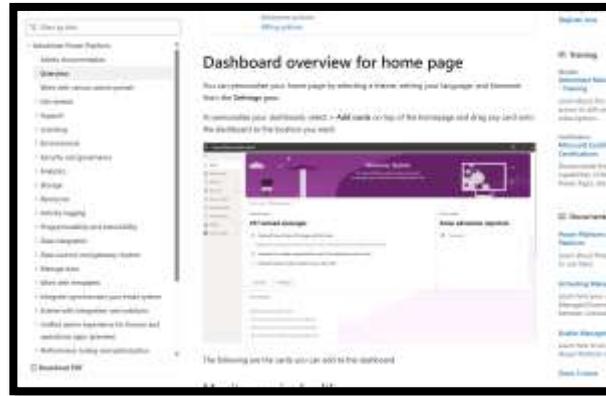
# Continue sua jornada de **conhecimento**



# Power Platform Well-Architected

Ajuda você a projetar aplicativos modernos para atender aos requisitos atuais e se adaptar às necessidades e desafios futuros

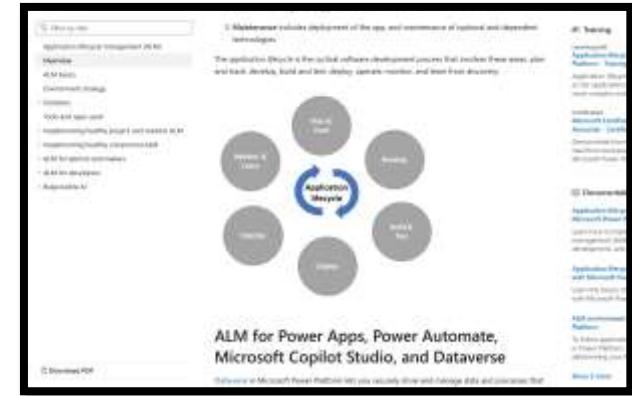
## Conheça



# **Guia de administração da Power Platform**

Acesso unificado a toda a documentação sobre administração, governança e segurança

## Conheça



## **Guia de ALM para a Power Platform**

## Conheça como implementar um gerenciamento de ciclo de vida para suas soluções low-code

## Conheça

# Microsoft Power Platform Community Conference 2024



Las Vegas, Nevada

Conference: September 18-20

Workshops: September 16, 17, 21

[Register Here!](#)



# Thank you!

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