

Importante!

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

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

Hyper automation with Power Platform

Version 3.1 from Sep 25, 2024

Agenda



Introduction



Automation adoption best practices



Power Platform patterns of value

- Innovate
- Orchestrate
- Improve



Next steps



Closing



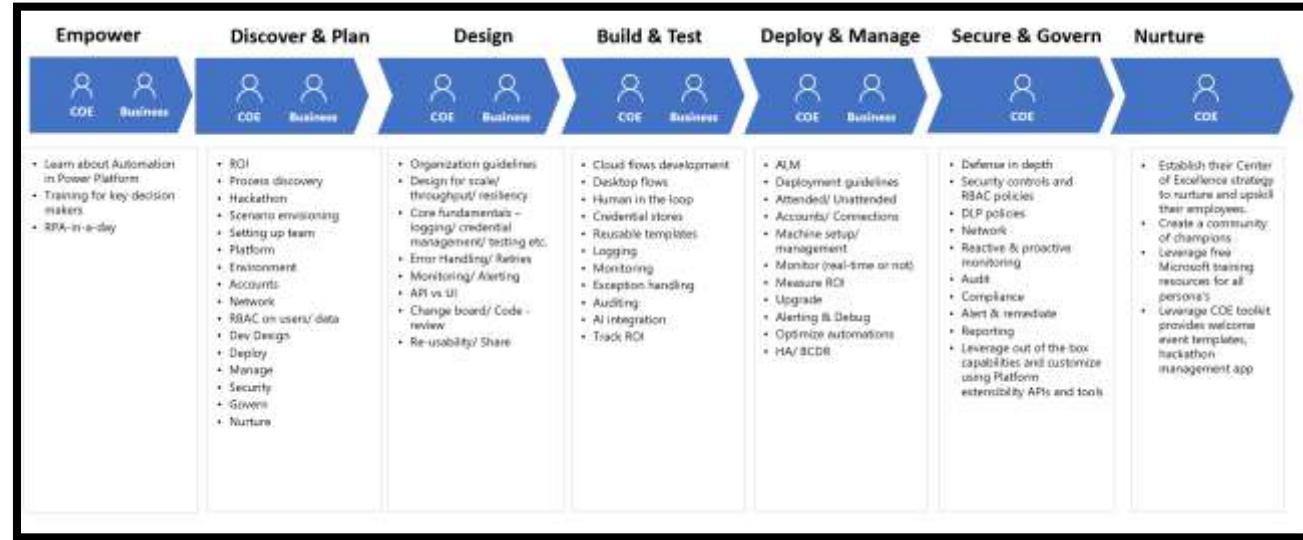
Automation adoption best practices



Automation center of excellency (CoE)

Automate at scale with efficiency, reliability and governance

- An **Automation Center of Excellence (CoE)** can ensure that the organization can realize automation and productivity objectives. By democratizing who can and build out automations, they can allow the organization to scale their automation practice.
- Microsoft published **complete guide** to help you streamline the exploration, implementation, security, governance, and scaling of process automation across your organization.
- This guide is based on **HEAT (Holistic Enterprise Automation Techniques)**, which is a collection of learnings from deploying hyper automation solutions at many enterprises.



[Learn more!](#)

Plan your automation project

Easy guidance for makers, IT pros and developers

Do you have a process or task that you want to automate, but aren't quite sure how? This documentation can help you **plan** and **design** an automation project, whether you're a business user, an IT pro, or a professional app developer who has never worked on an automation project before.

Plan: Identify the who, what, when, and why.

Design: Design your new automated process "on paper," and consider various methods of automation.

Make: Create the Power Automate flows.

Test: Try out the automation you created.

Deploy and refine: Start using the automation in production, identify processes that can be refined, and decide what to change or add.

The screenshot shows a Microsoft Learn page for Power Automate. The navigation bar includes 'Learn', 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below the navigation is a breadcrumb trail: 'Learn / Power Platform / Power Automate /'. The main content area is titled 'Attended and unattended scenarios'. It starts with a note: 'With any of the automation methods you use, the automation is going to be either attended or unattended'. It then defines two types: 'Unattended' (represented by a robot icon) and 'Attended' (represented by icons of people interacting with robots). Below each type is a brief description. A callout box at the bottom right says: 'The following table summarizes the two types of automation scenarios.'

Power Automate guidance documentation

- Plan a Power Automate project:
 - Introduction
 - Various types of process automation
- Planning phase
- Designing phase:
 - Process design
 - Architectural design
 - Determining which automation method to use
 - Attended and unattended scenarios
- Making phase
- Testing phase
- Deploying and refining phase

Attended and unattended scenarios

Article • 02/15/2022 • 2 contributors

With any of the automation methods you use, the automation is going to be either attended or unattended.

Unattended

Attended

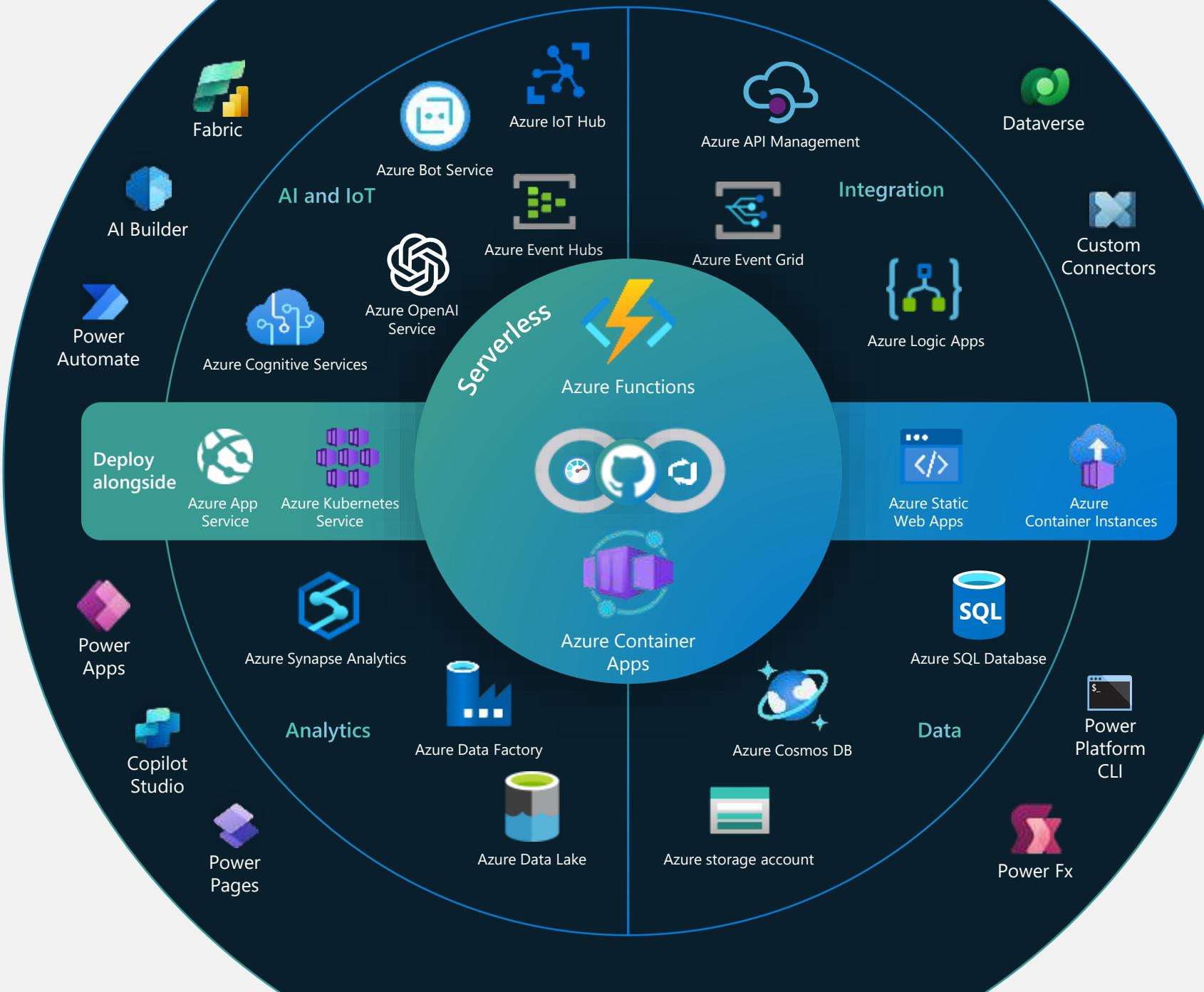
Attended (human-initiated) scenarios In these scenarios, the automation is executed when users are in their computers. This is suitable when you want to automate tasks and processes at an individual level. The automation is often triggered manually whenever the user wants to run it. The process might require human interaction between steps.

Unattended (fully automated) scenarios In these scenarios, a designated computer or a server is set up for automation on behalf of a user. The whole automation process is run fully by Power Automate, and no input from a human is required. A decision is made by a human (with the exception of approval flows, in which the person doing the approval is considered to be technically a "third party" to the automation). The automation process can be triggered from another system or service, or on a schedule.

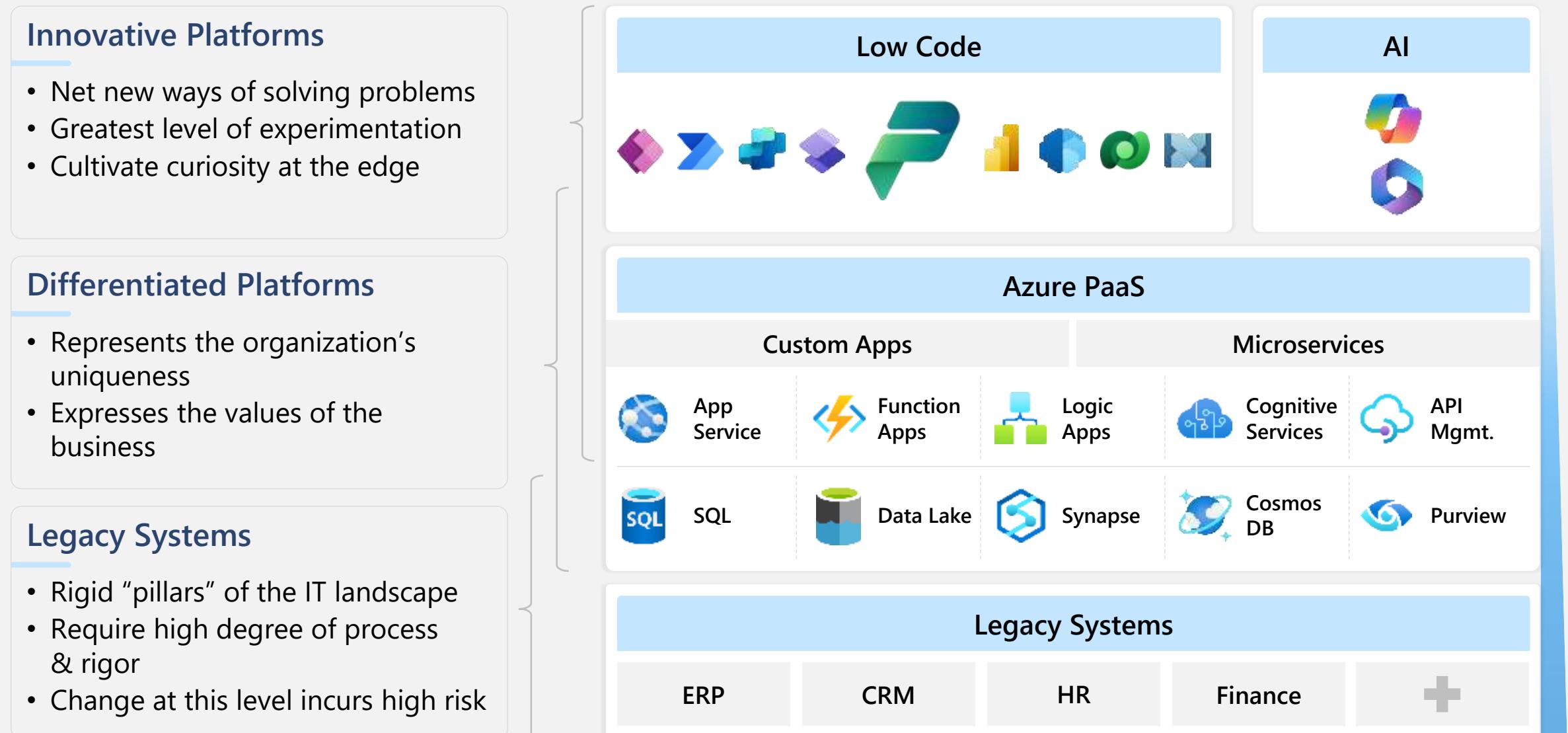
Learn more!

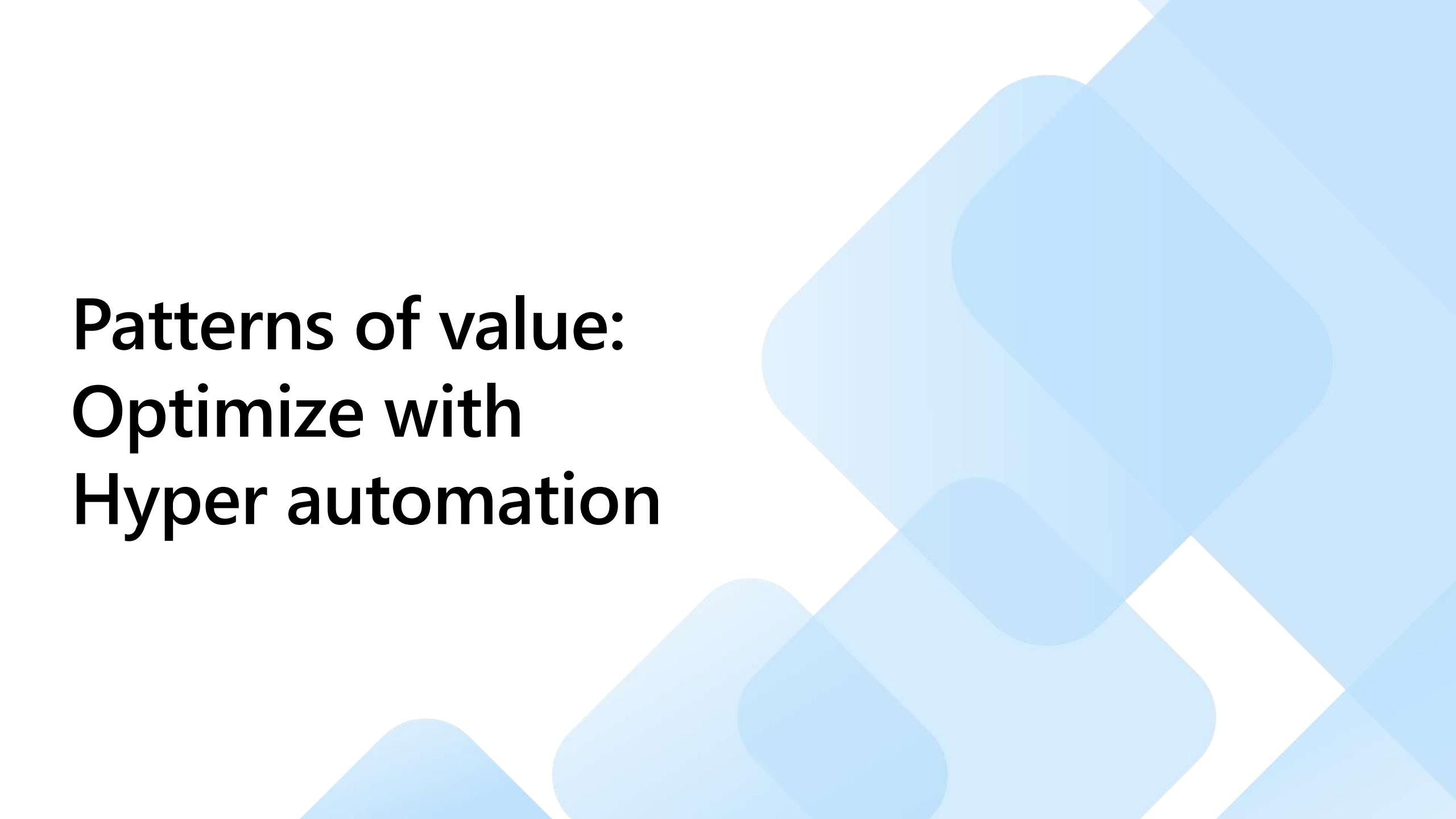


Runs on Azure
Extends Azure



Composable Technology Architecture

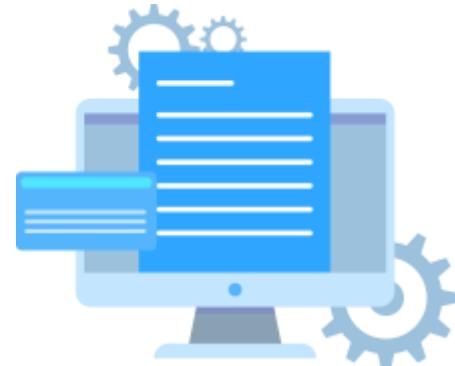




Patterns of value: Optimize with Hyper automation

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

Application Modernization



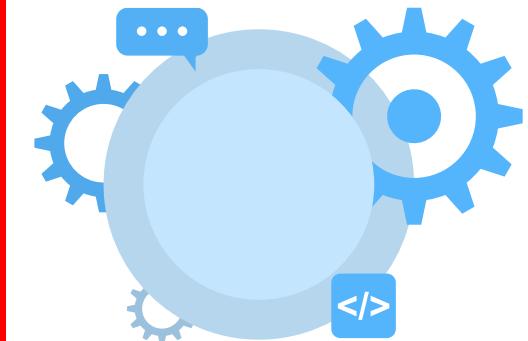
Extend LOB Systems



Optimize with Hyperautomation

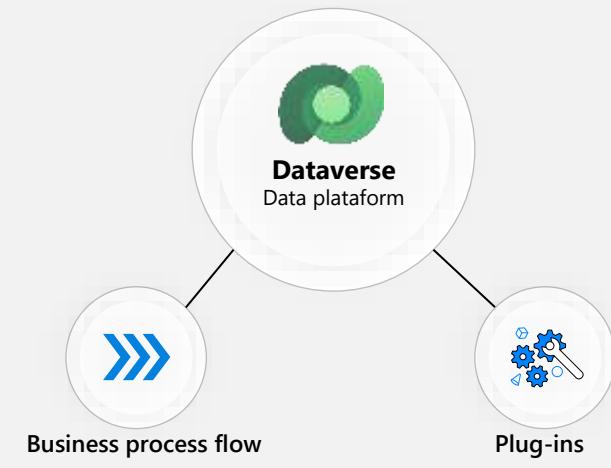
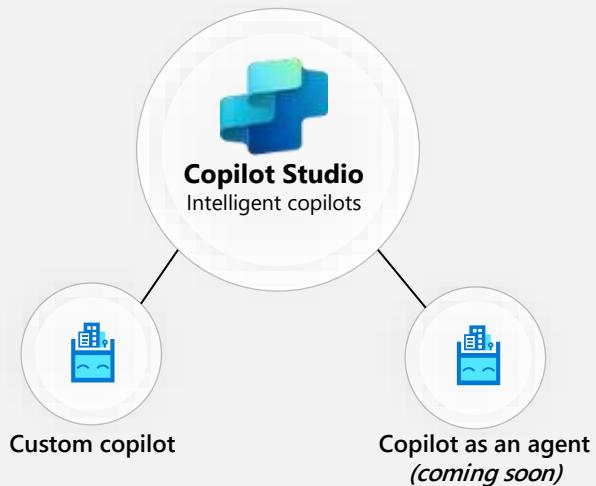
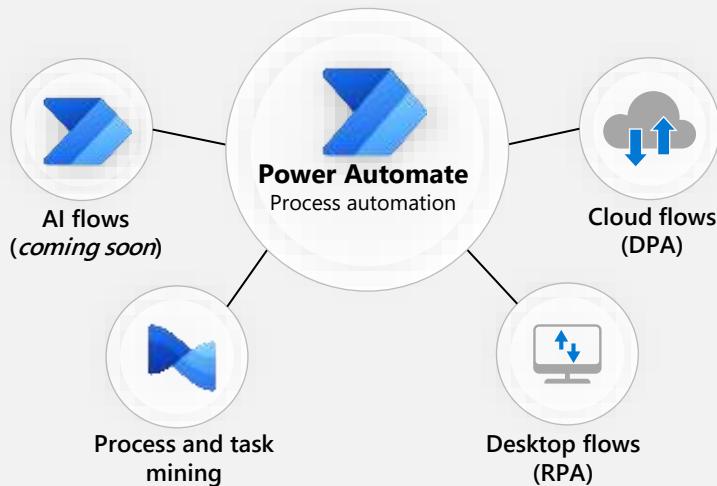


Build your own copilots



Power Platform automation components

Automation tools



Platform resources



Data connectors
+1400

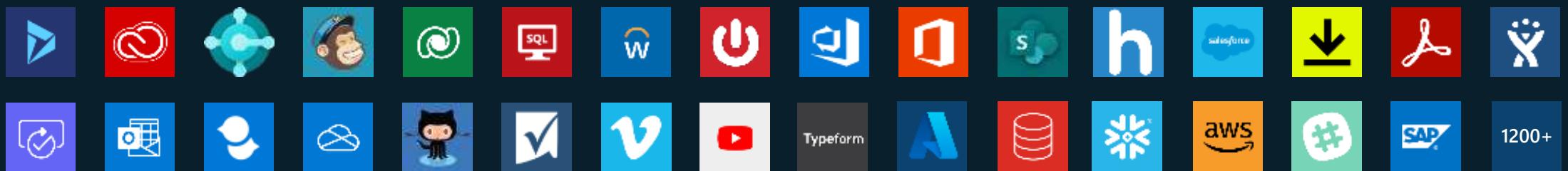


Dataverse
Data platform



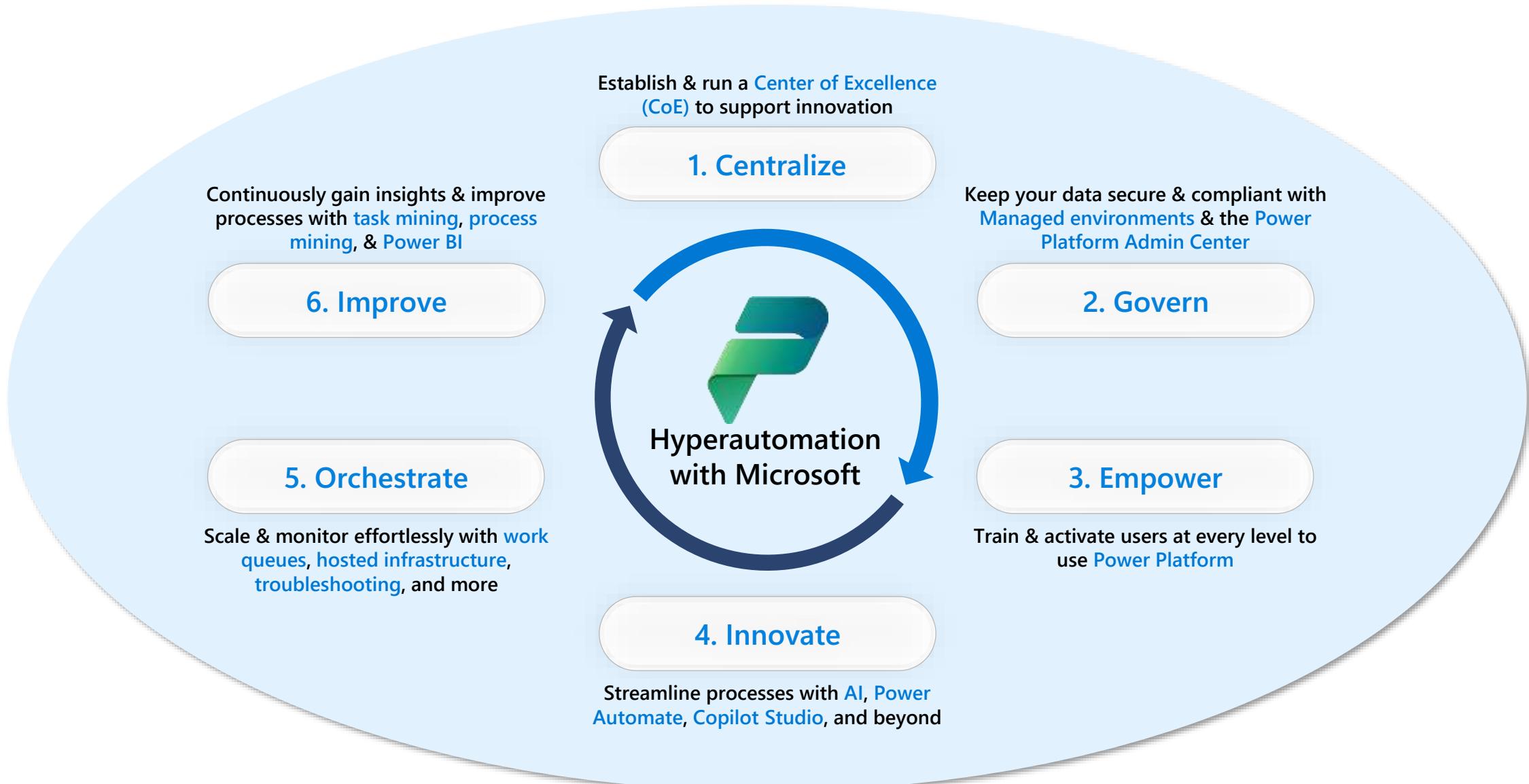
AI Builder
ML models + GPT

1,000+ Copilot connectors

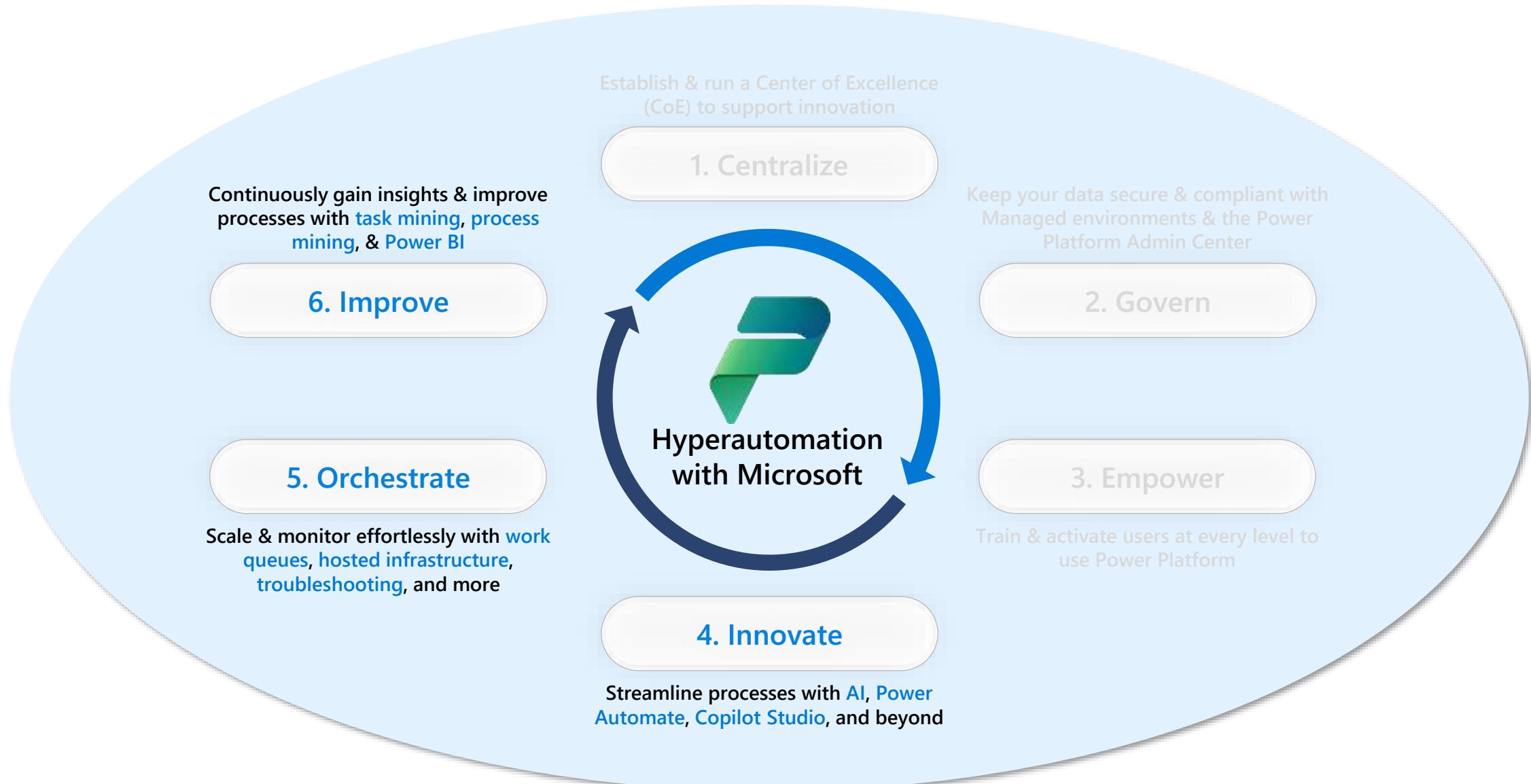


Build one today <https://aka.ms/copilotconnectors>

Continuous optimization with hyperautomation

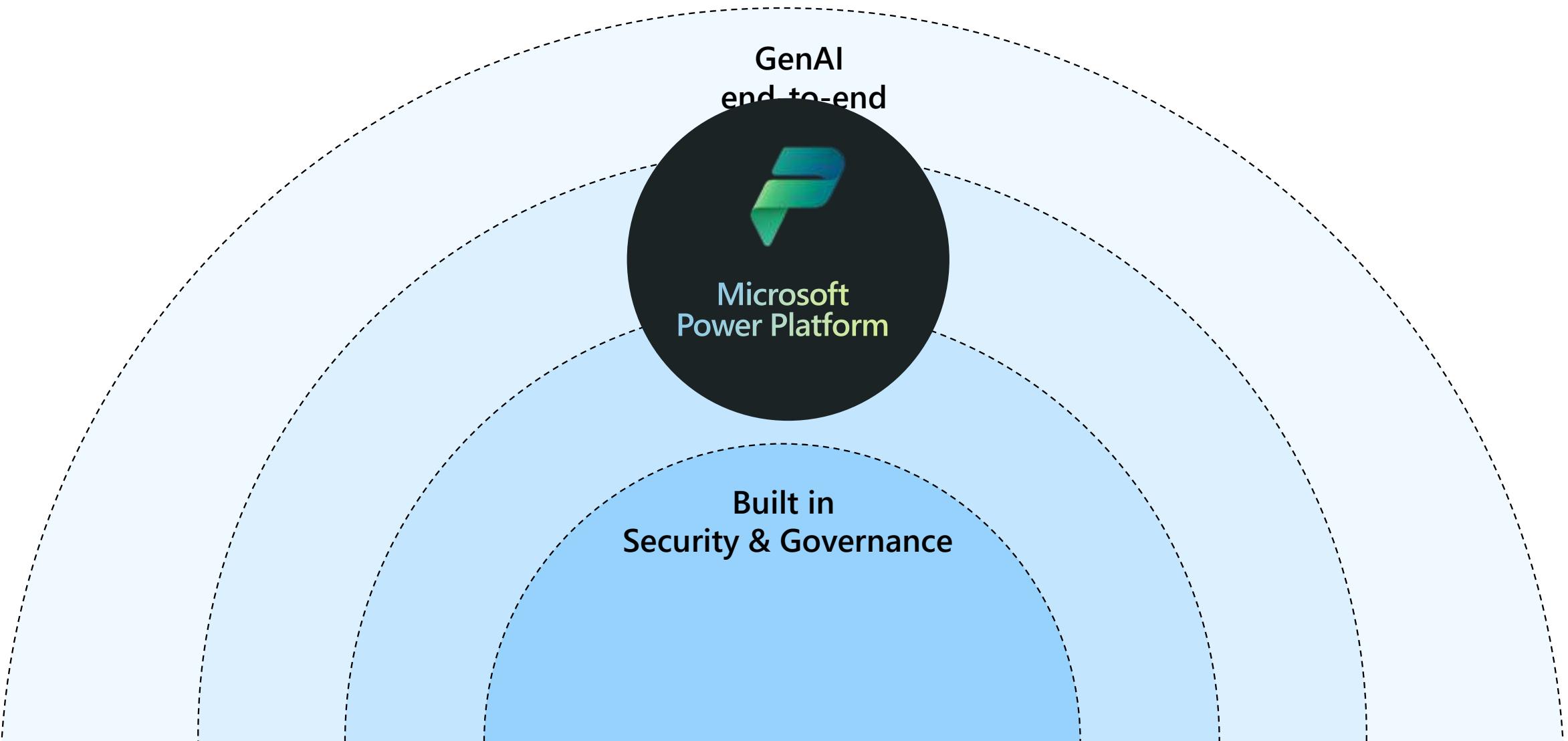


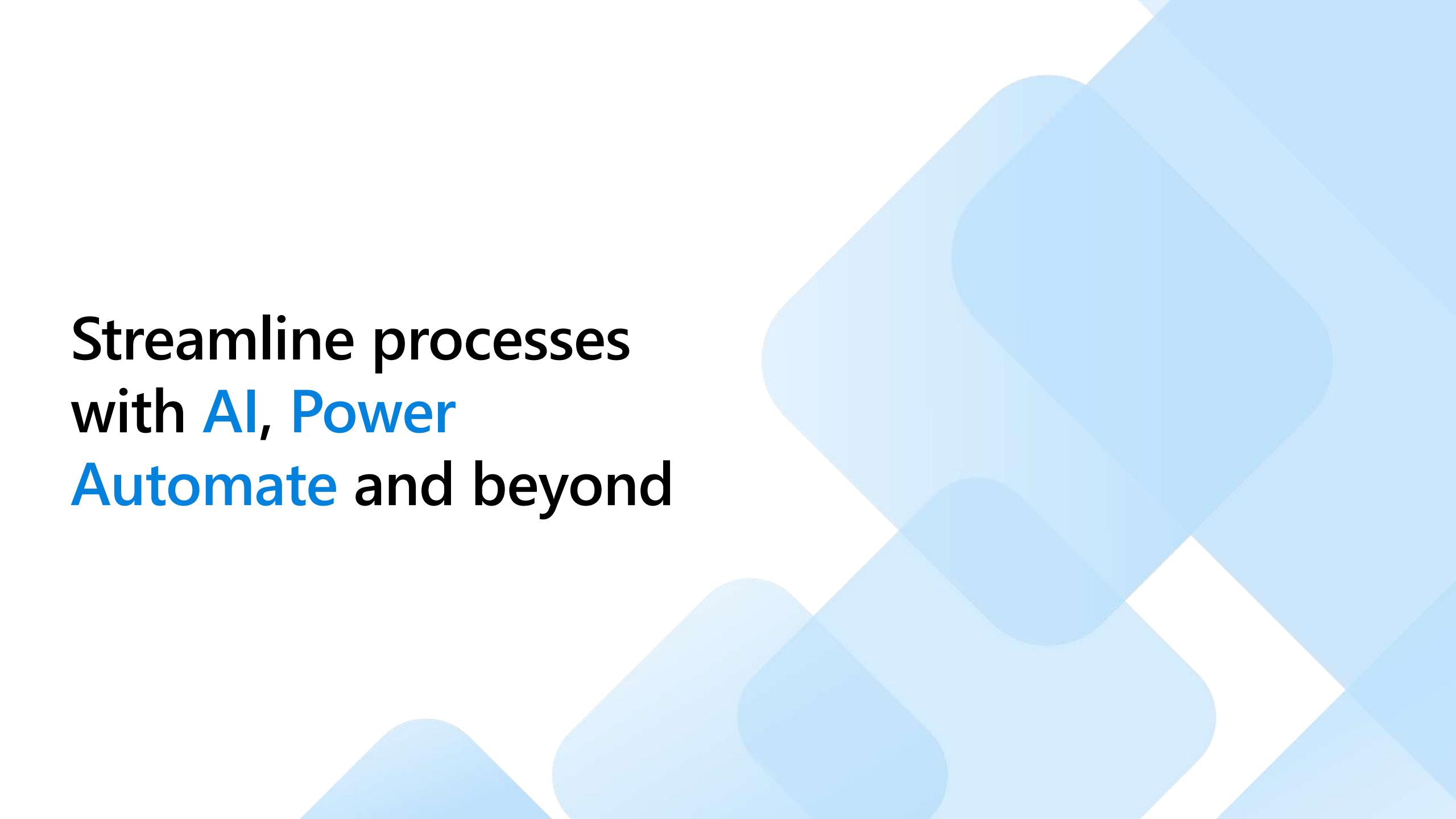
Continuous optimization with hyperautomation



Microsoft Power Platform

The world's **most complete** platform for hyper automation





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

Retain the value of your existing investments

Bring all your systems and data into scope for automation



Cloud flows

Digital Process Automation (DPA)

With APIs

Modern automation for apps, services, and data with APIs in the cloud

Prebuilt

Connect to 1,400+ prebuilt API connectors

Custom

Develop your own API connectors for personalized solutions



Desktop flows

Robotic Process Automation (RPA)

Without APIs

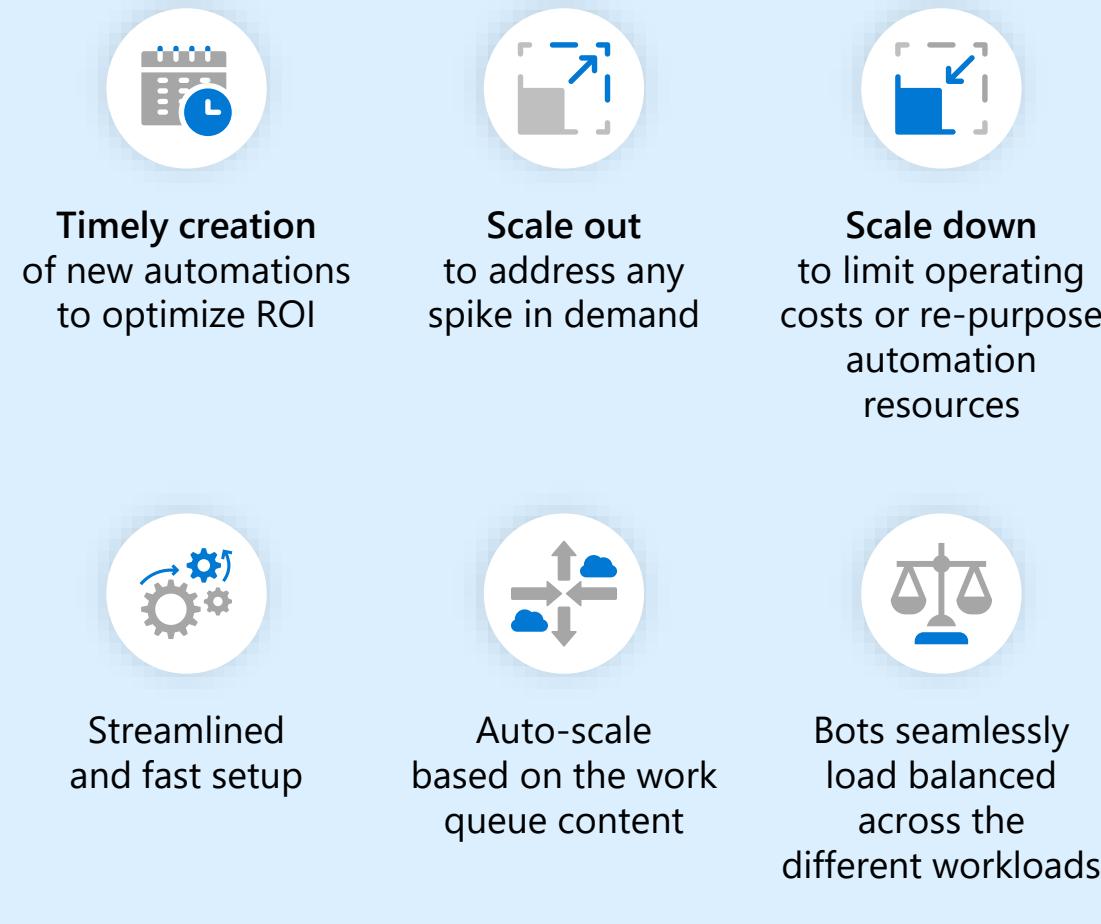
On-prem or legacy system automation on a desktop or virtual machine by mimicking user actions on a screen

Choose from hundreds of drag-and-drop user interface (UI) actions

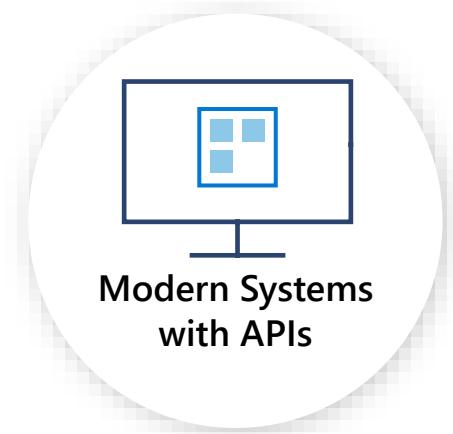
Develop your own UI actions with the actions SDK

Automate across legacy and modern applications

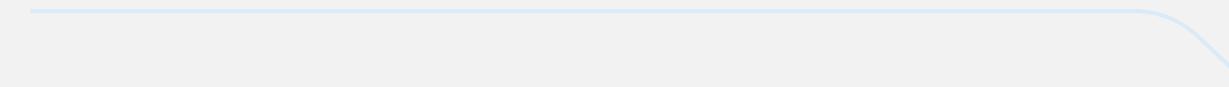
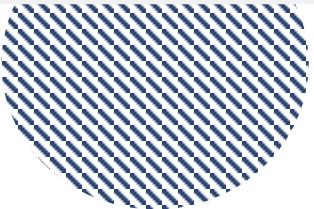
Desktop flows (RPA)



Cloud flows (DPA)

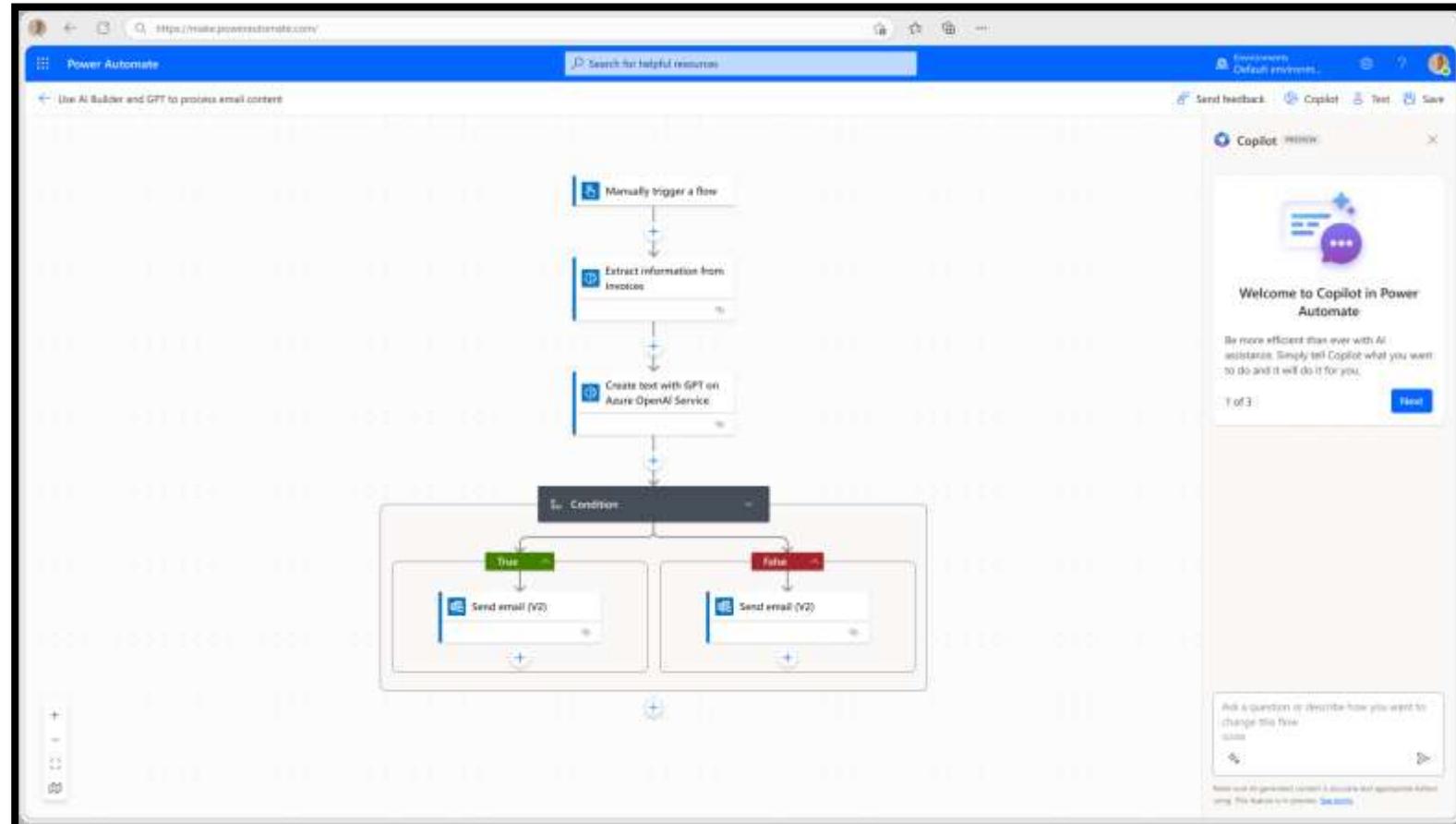


Cloud flows



What is a cloud flow?

- An automation that is triggered by an event such as arrival of an email from a specific person, or a mention of your company in social media.
- Used to create automations between **cloud-based apps, services, and data** using **API connectors** and hundreds of prebuilt **templates**.



Cloud flows templates

Get started quickly with prebuilt, searchable cloud flow templates

The screenshot shows the Microsoft Power Automate website's template library. At the top, there's a navigation bar with links for Microsoft, Power Automate, Product, Capabilities, Pricing, Partners, Learn, Support, and Community. On the right side of the header are Sign in, Try free, and Buy now buttons. Below the header is a search bar labeled "Search templates ..." with a magnifying glass icon and a dropdown menu set to "Sorted by published time". The main content area features a grid of 12 template cards, each with a title, a brief description, the creator, and the number of views or saves. The categories represented in the grid include Remote work, Approval, Button, Data collection, Visio, Email, Events and calendar, Mobile, Notifications, and Productivity. The templates shown are:

- Notify the team when a new lead is created in Salesforce (By Microsoft Power Automate Community, Automated, 277)
- Notify a channel you'll be out of office (By Microsoft, Instant, 6192)
- Create a new Trello card from a message (By Microsoft, Instant, 5359)
- Get a push notification when you receive an email from your boss (By Microsoft, Automated, 547944)
- Get a push notification with updates from the Power Automate blog (By Microsoft, Automated, 174357)
- Forward emails to a channel (By Microsoft, Automated, 63448)
- Analyze emails sentiment with AI Builder and send results to Teams (By Microsoft, Automated, 18601)
- Create a to-do whenever you are @mentioned in an email (By Microsoft, Automated, 69954)
- Save a message to OneNote (By Microsoft, Automated, 18601)
- Create a Planner task when a channel post starts with TODO (By Microsoft, Automated, 18601)
- Follow up on a message (By Microsoft, Automated, 18601)
- Notify a team when Planner tasks change status (By Microsoft, Automated, 18601)

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

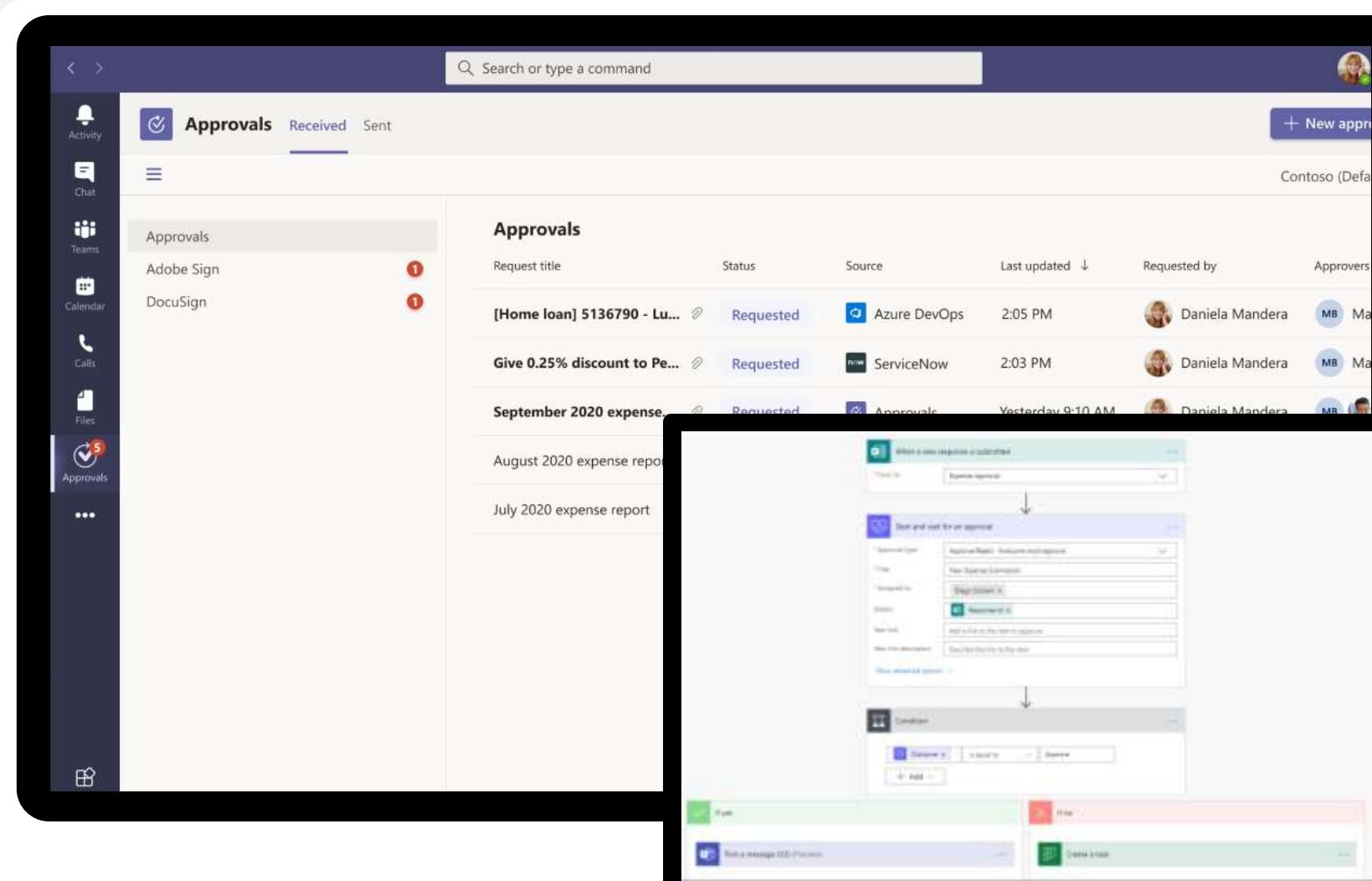
All Approvals are **stored in Dataverse** where the **admins have full access**, and can configure policies and manage Approval's storage, rollover, and policy in Dataverse

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



Embed Power Automate

Automation in your product offering



Power Automate embedded into Adobe Sign for advanced document signature and processing workflow

All Adobe users are now able to use Power Automate flows seamlessly to streamline their process, without leaving Adobe UI.

A screenshot of the Adobe Sign web interface. At the top, there's a navigation bar with 'Home', 'Send', 'Manage', and 'Workflows'. On the right, it shows 'John Appleseed' and some notification counts. The main area is titled 'Welcome to Adobe Sign, John'. It features a large button labeled 'Get a document signed' with sub-options 'Request signature' and 'Start from library'. Below this, there's a section titled 'Do more with Adobe Sign' with six smaller cards: 'Fill and sign a document', 'Publish a web form', 'Send in bulk with Mega Sign', 'Create a reusable template', 'Manage and track all agreements', and 'Create a workflow'. The entire screenshot is framed by a thick black border.

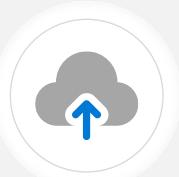
Cloud flows: Custom API

Create and use
custom connectors for
more scenarios

The screenshot shows the 'Definition' step of creating a custom connector in Power Automate. The connector is named 'Star Wars API V1'. The interface is divided into several sections:

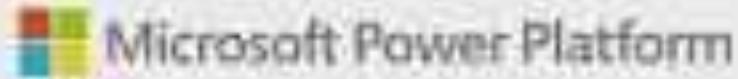
- Actions (2):** Contains 'PeopleList' and 'People GetById'.
- Triggers (1):** Contains 'New trigger'.
- References (0):** No references defined.
- Policies (0):** No policies defined.
- General:** Includes fields for Summary (People List), Description (Get a list of people), Operation ID (PeopleList), and Visibility (none).
- Request:** Shows a single GET operation with URL 'https://api.starwarsapi.dev/api/people'.

A 'Swagger Editor' tab is visible at the top, indicating the connector supports Swagger. The left sidebar shows the navigation menu for Power Automate.



Demo

Cloud flow best practices



Best practices in Power Automate

Part 1

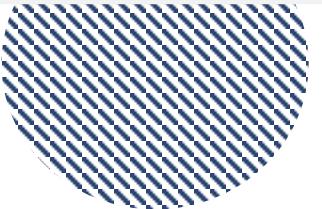


Microsoft Power Platform

Best practices in Power Automate

Part 2

Desktop flows



What are desktop flows?



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



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



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

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

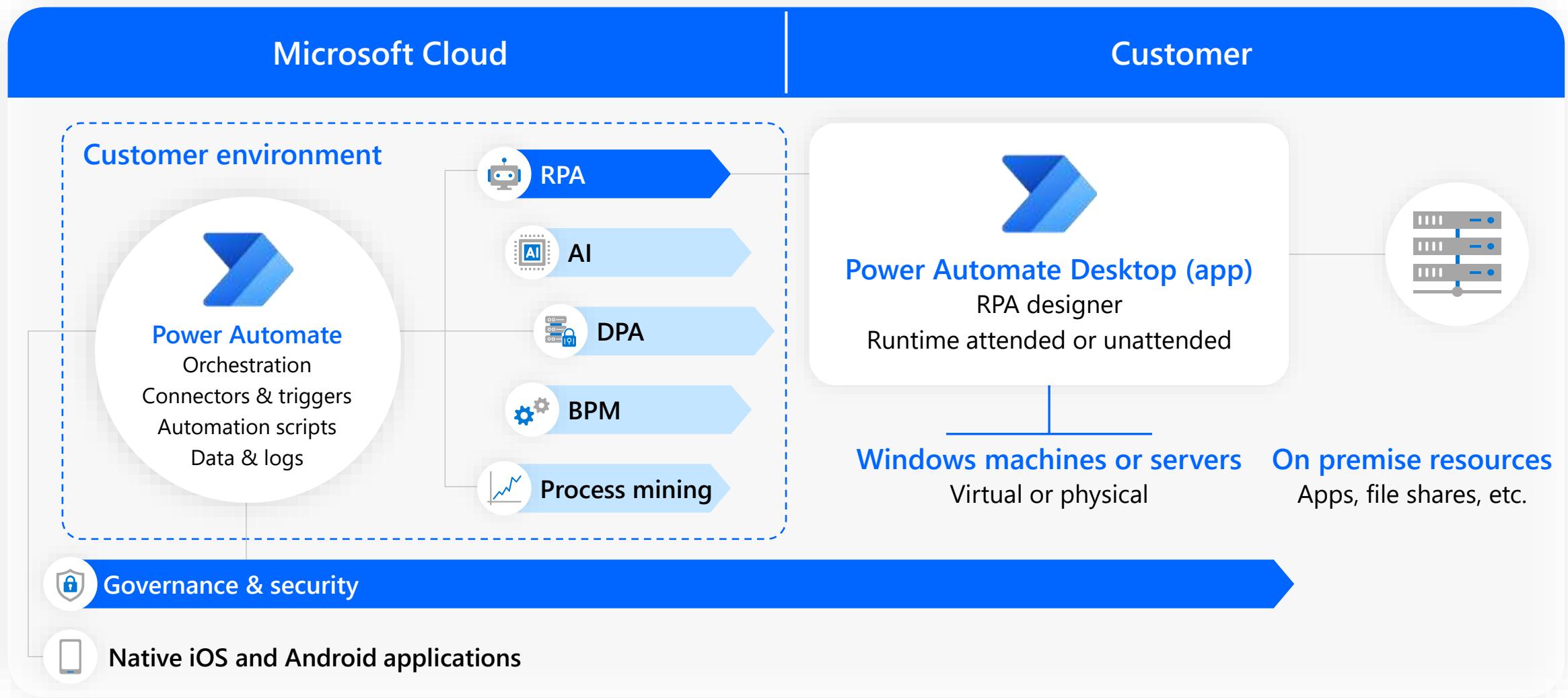


Robotic Process Automation (RPA)

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

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

Desktop flows: Logical Architecture



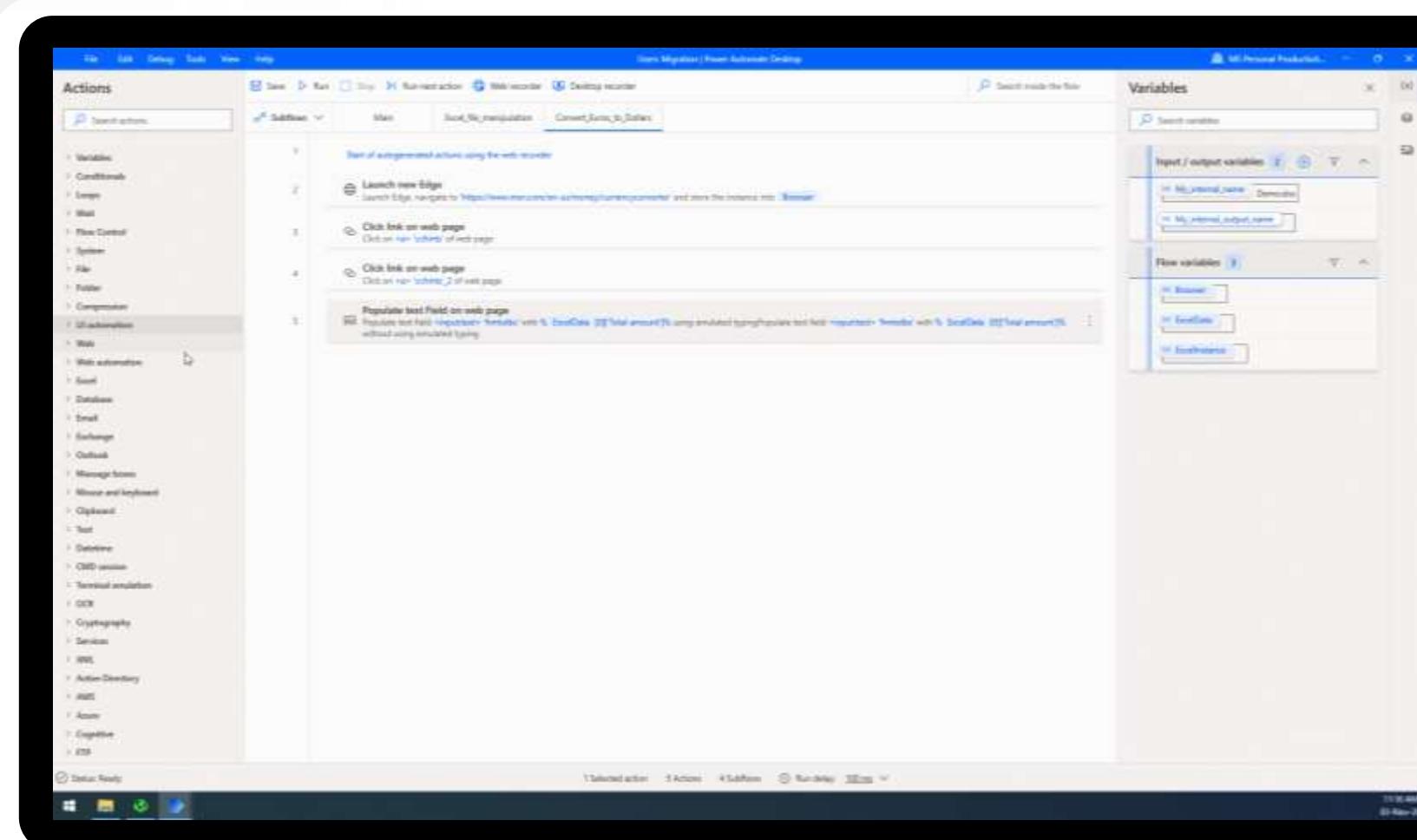
Create quickly and easily with desktop flow designer

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

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

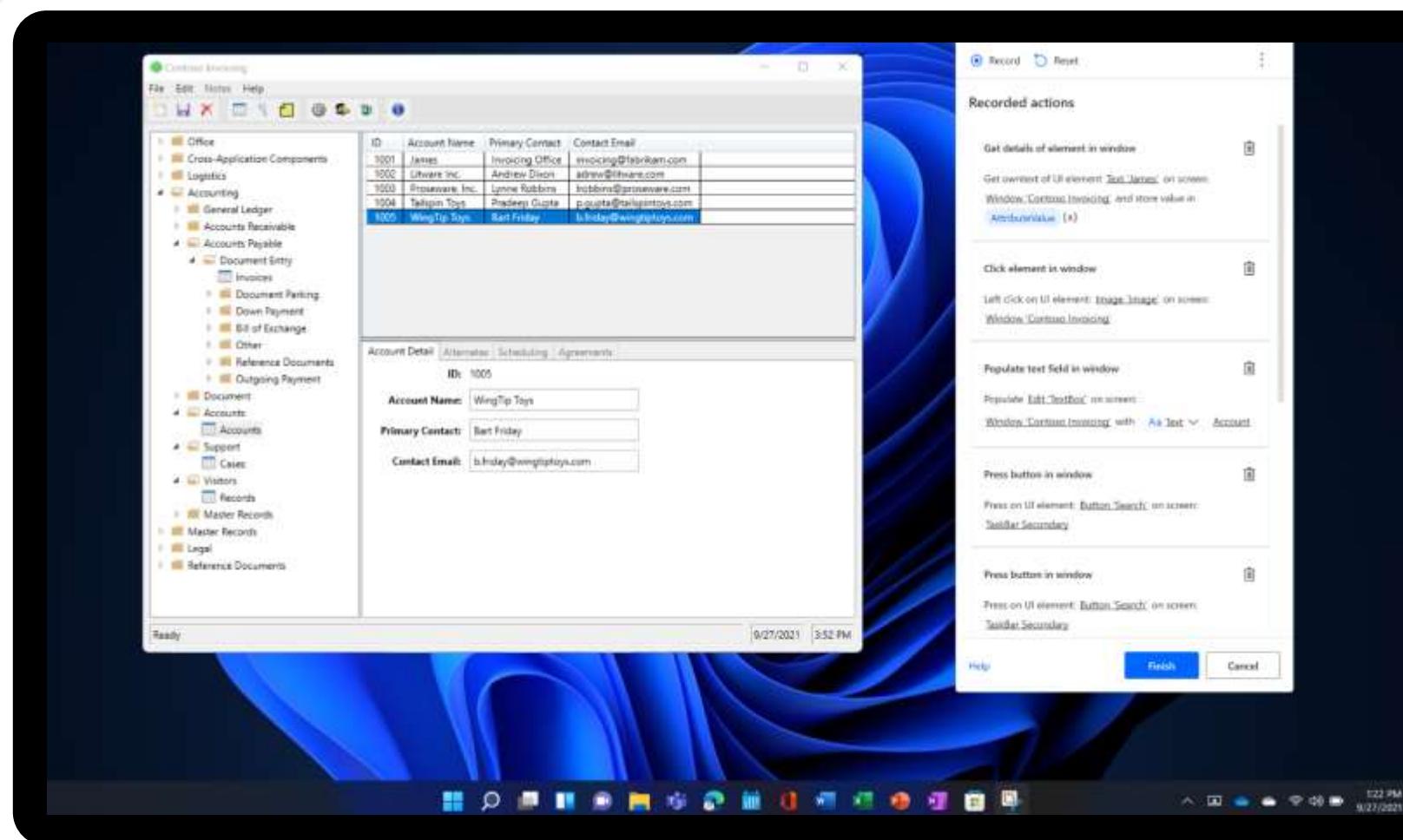
Use the **recorder** to capture your own actions, such as mouse clicks and keyboard inputs

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



Recorder

Use the recorder to capture your own actions



Deploy confidently with troubleshooting and monitoring

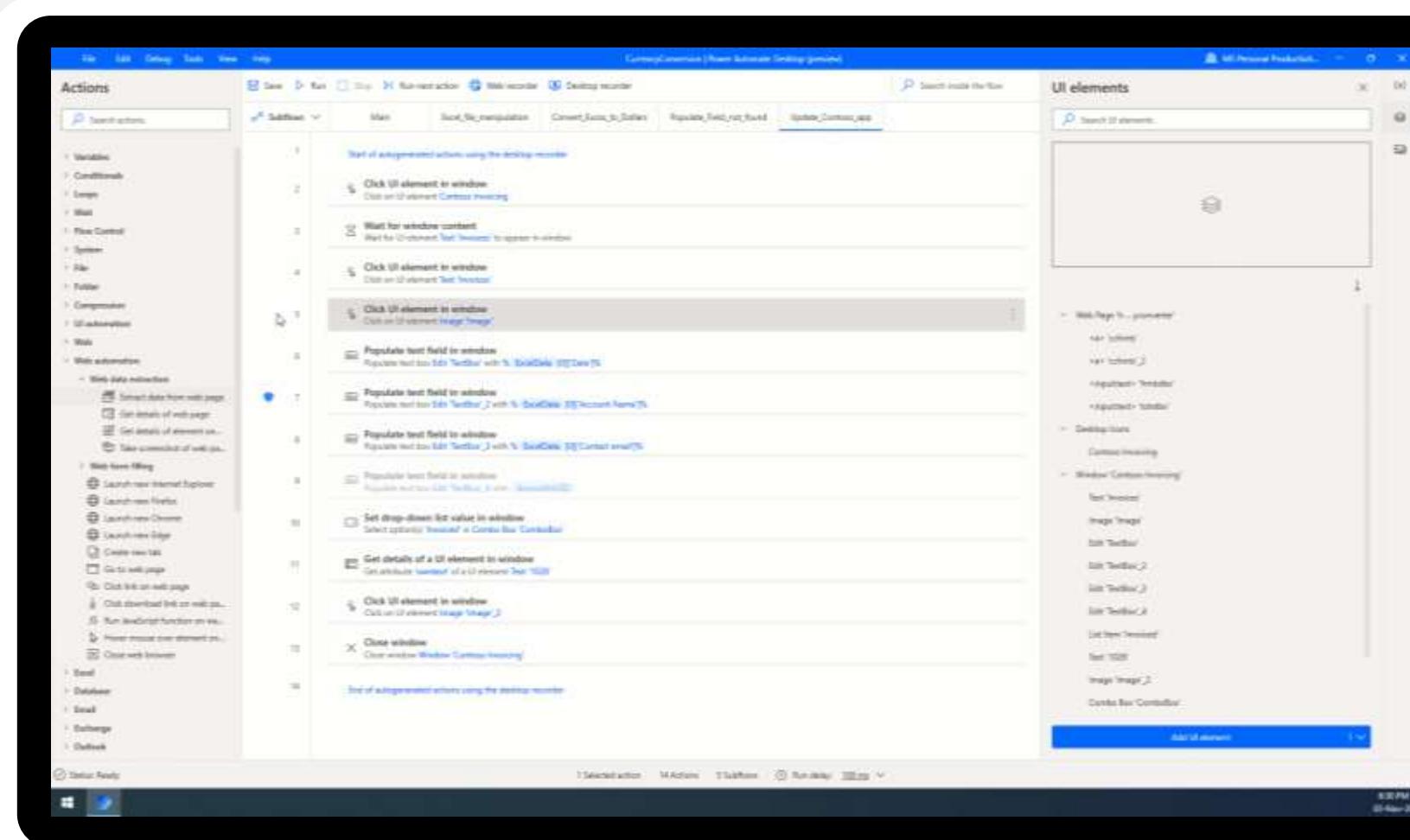
Keep your flows running smoothly with simple tools to test, debug, monitor, and manage your automations in one place.

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

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

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

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





Actions SDK

Create custom actions
for homegrown or
legacy apps

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

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

The Solution Explorer on the right shows two projects: Modules.Module1 and Modules.Module1.Tests. The Action1.cs file is selected in the Solution Explorer.

A modal dialog titled "Create a new project" is open in the center of the screen, listing recent project templates. The "Console App" template is currently selected. Other templates shown include "Power Automate Empty Module" and "Power Automate Sample Module".

Demo

Building a desktop flow

Ep. 6/9



Automate It

Special Series

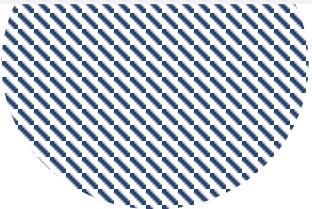
No-Code RPA with SAP GUI in
Power Automate Desktop

Demo

AI Recorder (coming soon)

How to build automations
with the
AI Recorder

AI Builder



AI Builder



One hub for all AI capabilities

The screenshot shows the AI Builder interface with a header "Add intelligence to your business". Below it is a section titled "Try AI capabilities for each data type" with a grid of icons representing various AI services:

- Document processing: Extract text from images, Extract text from scanned documents, Extract text from PDFs.
- Image processing: Detect faces in images, Detect objects in images, Detect scenes in images, Detect text in images, Detect emotions in images.
- Audio processing: Detect speech in audio, Detect emotion in audio.

The screenshot shows the "Custom prompt" dialog box in the AI Builder interface. It contains a text area with placeholder text: "Custom prompt (15/1/2023, 0142) AM" and "Custom prompt (15/1/2023, 0142) AM". Below the text area are two buttons: "Cancel" and "OK".

The screenshot shows the "Add Power Platform component as an AI plugin" dialog box. It includes a title "Add Power Platform component as an AI plugin", a sub-section "Select the service to which you want to customize your copilot responses by adding a Power Platform component as a plugin component", and three listed components:

- Document processor or reader component: Detect text from images, Detect text from scanned documents, Detect text from PDFs.
- Image analysis: Detect faces in images, Detect objects in images, Detect scenes in images, Detect text in images, Detect emotions in images.
- Audio analysis: Detect speech in audio, Detect emotion in audio.

AI models

Democratized access to complex AI models including document processing, object detection, sentiment analysis, and many more.

GPT Prompts

Build GPT Prompts that trigger instructions to the GPT model hosted in Azure Open AI Service

AI Plugins

Extend Copilot by creating AI Plugins that can connect to external systems, format Copilot responses, and perform workflow operations



Prompt Library and GPT Templates

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

A screenshot of the AI prompts library interface. At the top left is a search bar with the placeholder "Search AI prompts". Below it is a grid of six cards, each representing a different prompt type. From left to right, the cards are: "Find them" (with a note about finding AI models), "Create text with GPT using a prompt" (with a note about creating custom prompts), "Respond to a complaint" (with a note about handling customer complaints), "Classify text" (with a note about assigning categories to text), "Extract information from text" (with a note about identifying relevant information from documents), and "Summarize text" (with a note about creating concise summaries). Each card has a "CUSTOM PROMPT" or "PREBUILT PROMPT" button at the bottom right.

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

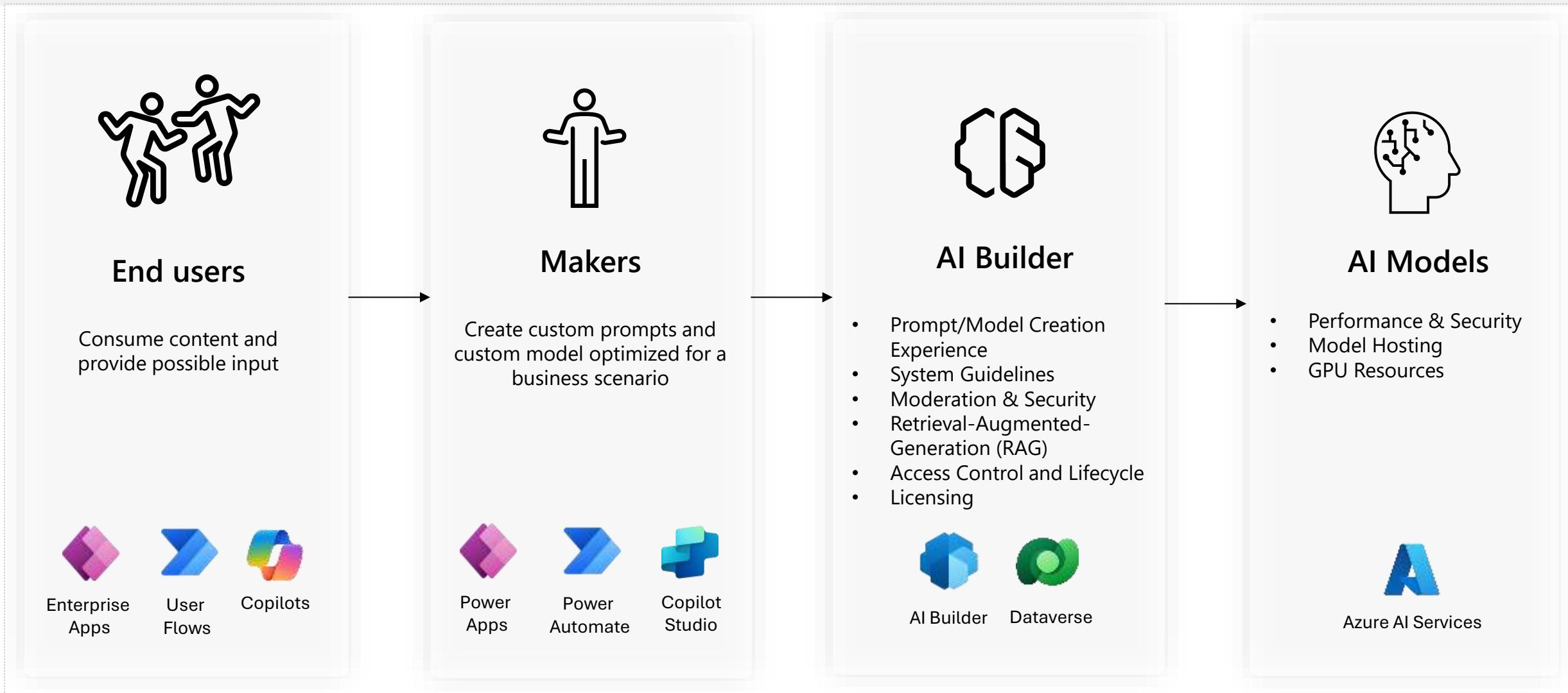
A screenshot of the Power Automate interface showing the "GPT" template library. On the left is a navigation sidebar with options like Home, Create, Templates, Learn, My flows, Approvals, Solutions, Process mining, Desktop flow activity, More, and Power Platform. The main area features a search bar with "GPT" typed in. Below the search bar is a filter bar with "All templates" selected, along with other filters like Top picks, Shared with me, Remote work, Approval, Button, Visio, Data collection, Email, Calendar, Mobile, and a sorting dropdown set to "Sorted by popularity". There are four visible template cards: "Summarize emails using GPT" (By Microsoft, Automated, 314), "Extract information from documents using GPT" (By Microsoft, Automated, 256), "Reply to a customer email using GPT" (By Microsoft, Automated, 162), and "Classify and route emails using GPT" (By Microsoft, Automated, 31).

AI Builder



High Level Workflow

Microsoft Cloud



Demo

Intelligent document processing with AI Builder

Show detected words↑ ↓ 1 of 4 |

RENTAL LEASE AGREEMENT



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

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

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

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

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

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

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

Rental agreements model | Quick tips | Save and close

Collection 1



< Document 3 of 5 >

 Add field Landlord Tenant Monthly rent amount Address Add table Inventory

[Edit model](#) [Share](#) [Settings](#) [Delete](#)[Share feedback](#)

- [Home](#)
- [Action items](#)
- [My flows](#)
- [Create](#)
- [Templates](#)
- [Connectors](#)
- [Data](#)
- [Monitor](#)
- [AI Builder](#)
- [Explore](#)
- [Models](#)
- [Document automation](#)
- [Process advisor](#)
- [Solutions](#)
- [Learn](#)

Models > My invoices AI model

Document Processing • Published • David Beaulieu

Accuracy score

[More details](#)

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

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

Information to extract

[More details](#)

abc	Invoice Id	99
abc	Bill to address	99
abc	Due date	99
abc	Subtotal	99
abc	Tax amount	99
abc	Shipping amount	99
abc	Total amount	99
list	Line items	97

How your model is used



Power Automate
[See documentation](#)



Power Apps
[See documentation](#)

Demo

Retrieval-Augmented Generation (RAG) with AI Builder

- Home
- Create
- Learn
- Apps
- Tables
- Flows
- Solutions
- AI models**
- Chatbots
- More
- Power Platform

Unlock the power of generative AI with GPT

Use a GPT model running on Azure OpenAI Service to supercharge your flows and apps. Automate answering questions, summarizing documents, and more.

Try the preview



AI Models > Explore

All

Documents

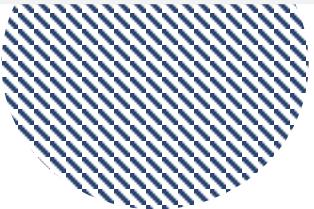
Text

Structured data

Images

 Invoice processing Extract information from invoices	 Text recognition Extract all the text in photos and PDF documents (OCR)	 Receipt processing Extract information from receipts	 Identity document reader Extract information from identity documents	 Business card reader Extract information from business cards	 Custom model Document processing Extract custom information from documents
 Text generation Create text, summarize documents, and more with GPT	 Sentiment analysis Detect positive, negative, or neutral sentiment in text data	 Category classification Classify customer feedback into predefined categories	 Entity extraction Extract key elements from text, and classifies them into predefined categories	 Key phrase extraction Extract most relevant words and phrases from text	 Language detection Detect the predominant language of a text document
 Text translation Detect and translate more than 90 supported languages	 Category classification Classify texts into custom categories	 Entity extraction Extract custom entities from your text	 Prediction Predict future outcomes from historical data	 Object detection Detect custom objects in images	 Image description Generate description of an image

AI flows



AI flows

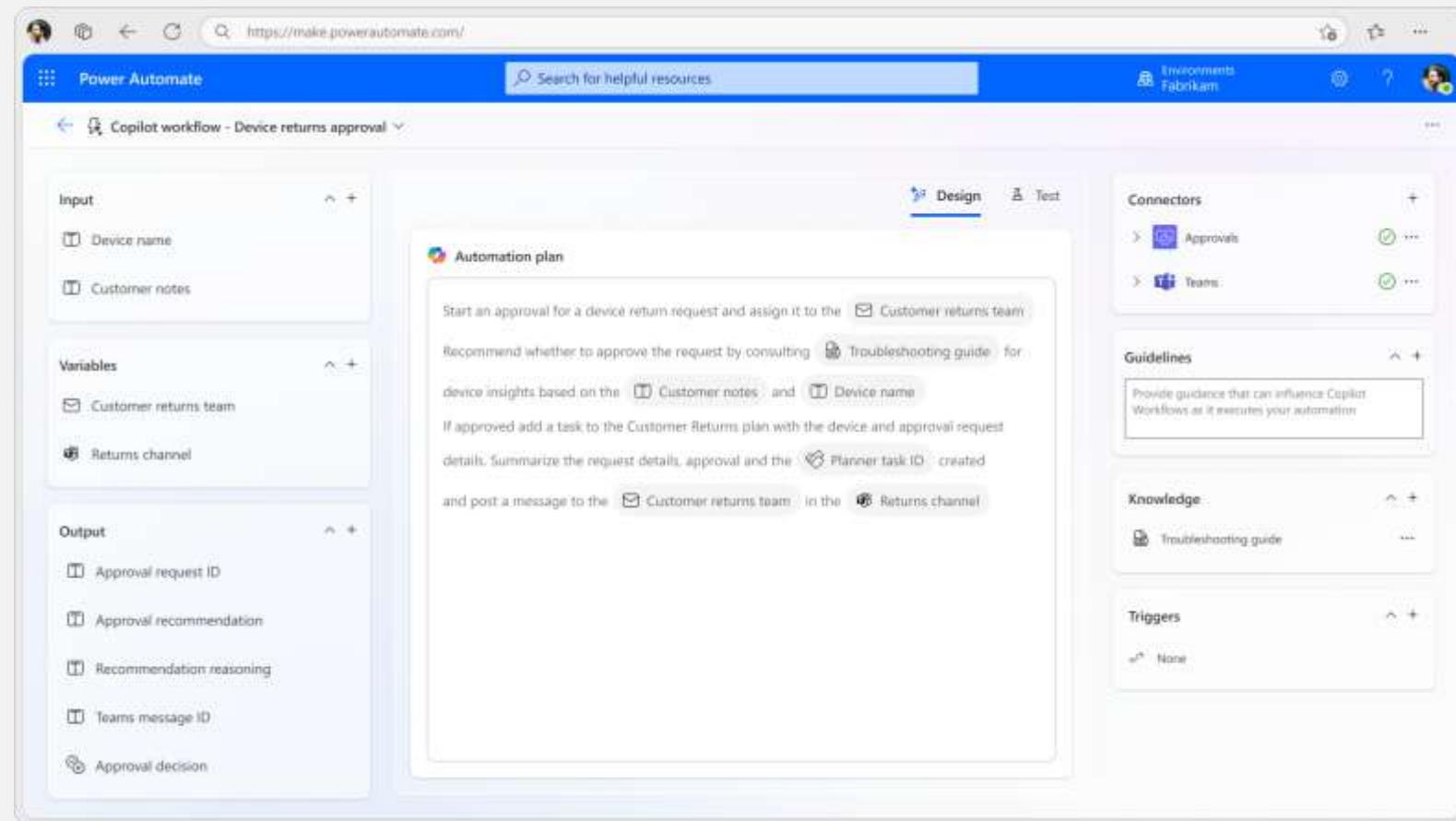
intelligent | flexible | dynamic

A new approach to automation that is dynamic and **outcome-driven**

User and AI collaboratively design **automation plan**, including parameters and guidelines.

LLM reasoning, orchestration and execution of automation.

Monitor flow success with run history, analytics, and individual flow run details.



Limited Private
Preview

AI flows

Automation for the age of AI

Limited Private Preview

Cloud flows

Rules-based
cloud automation

FOR

Modern systems with APIs

AI flows

Outcome based
generative AI powered
automation

FOR

Simplifying complex processes,
esp. with conditions, exceptions
and loops

Inform flow based on
unstructured data

Desktop flows

Rules based
UI automation

FOR

Legacy systems without APIs

UI automation

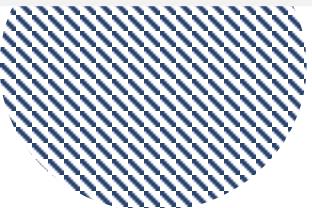
Demo

AI Flows



Start me at 29:54
Stop me at 36:29

Copilot as an agent (preview)



Early Access Preview

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 actions: Add instructions, Add actions, Test your copilot, and Publish your copilot. Below this is the 'Overview' section with a 'Goal' of 'Assist users through new hire support, troubleshooting, and hardware procurement.' It lists 'Channels' (Outlook, Teams, Microsoft Copilot) and 'Triggers' (New Hire Detection, Employee hardware refresh). The 'Instructions' section contains a bulleted list of tasks related to hardware procurement. The 'Actions' section lists three actions: Send email request, Create record, and Send for approval, each associated with an email address. On the right, a 'Test your copilot' window is open, showing a simulated test interaction where the copilot responds to a purchase order request. Buttons for 'Run a simulated test' and 'Run a real-world test' are visible.

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.

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?

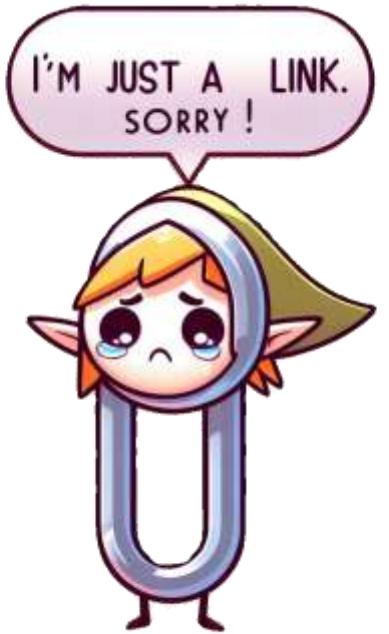
- Build custom copilots for employees, customers and partners that provide end user value with enhanced conv AI experiences.
- Actions triggered by the end user.
- Expense managed / FAQ, IT helpdesk.

Top capabilities that enable this

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

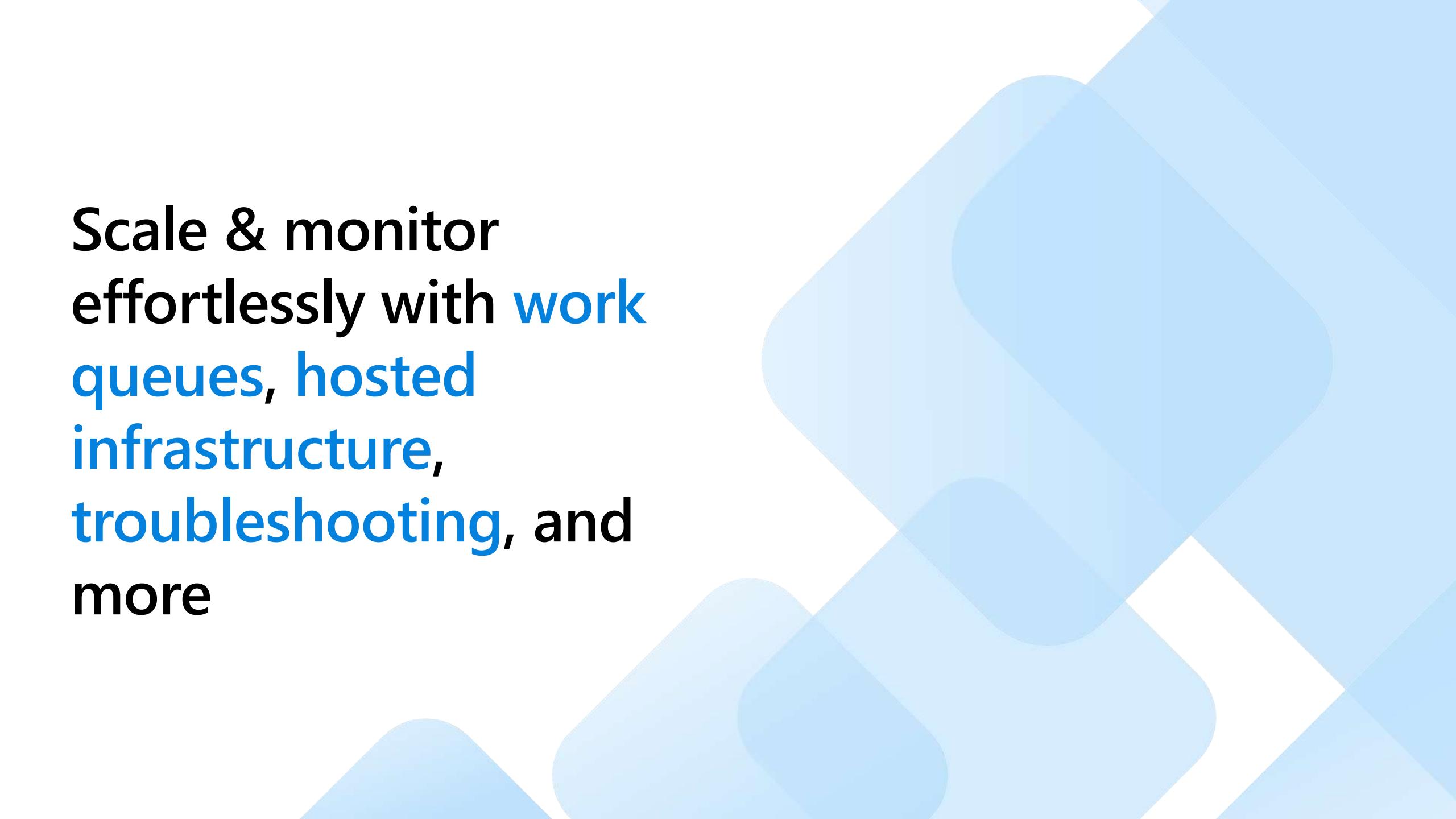
Demo

Copilot Studio agent capabilities

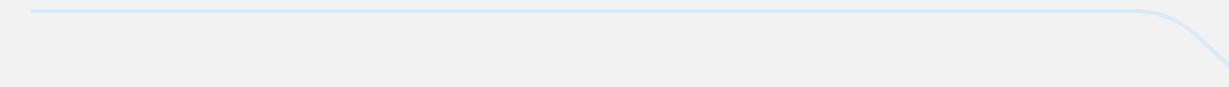
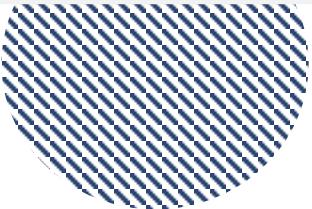


Start me at 11:38
Stop me at 19:56

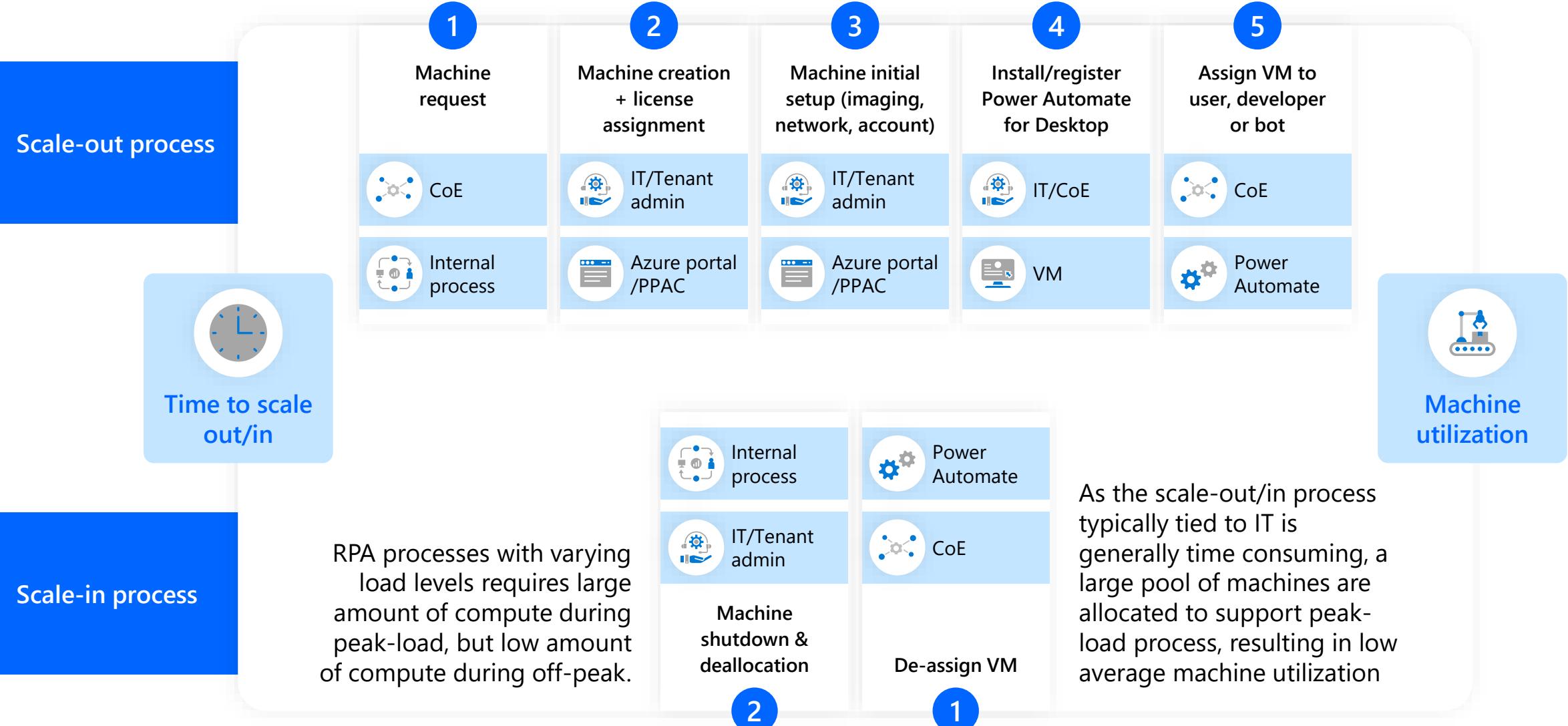
Scale & monitor
effortlessly with **work
queues, hosted
infrastructure,
troubleshooting, and
more**



Hosted RPA

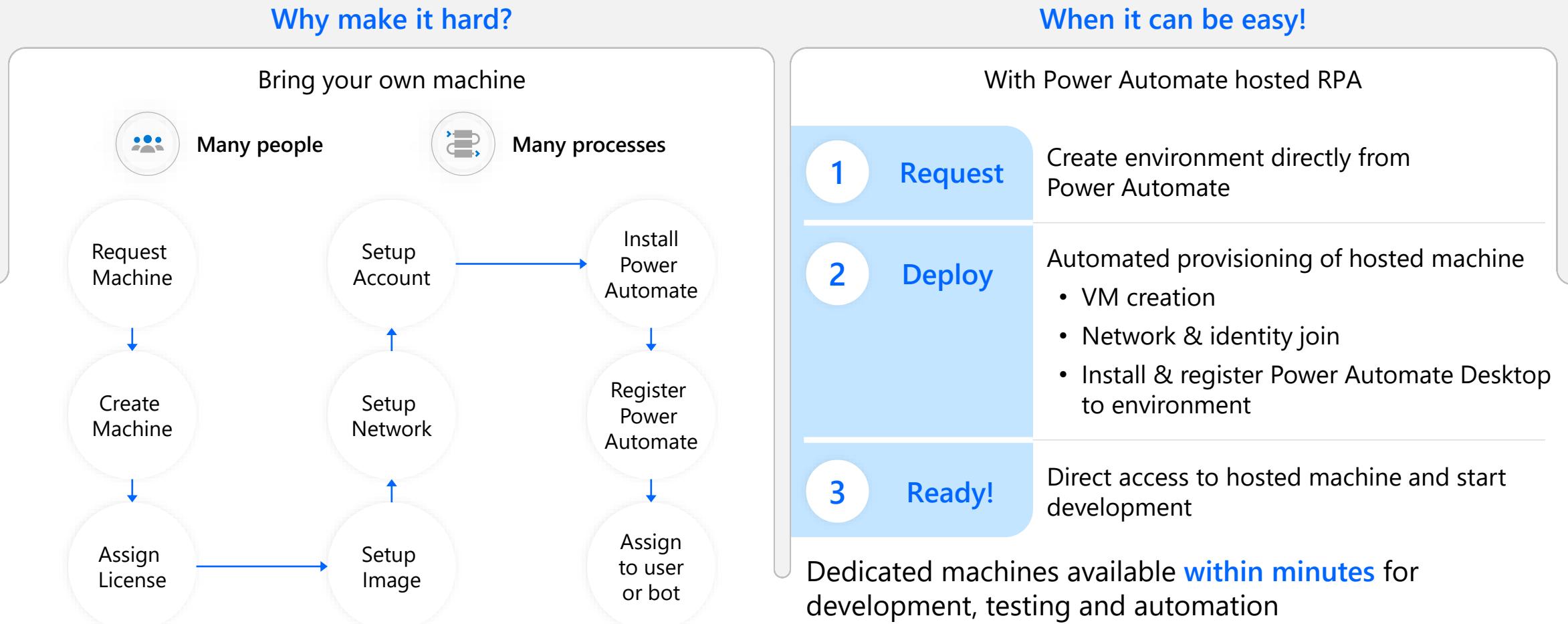


Typical unattended RPA workload management

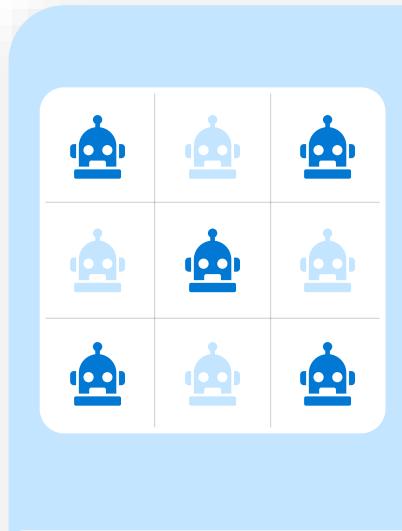


Hosted RPA

Simplify and accelerate RPA machine deployment



Scale your workloads with hosted RPA



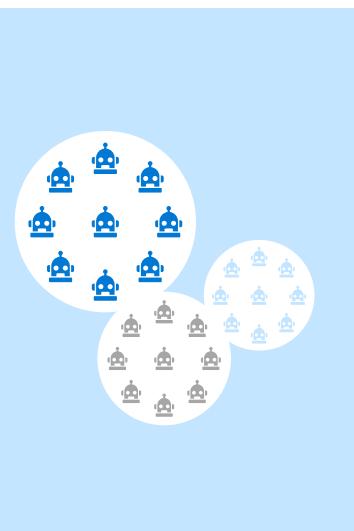
Single hosted machines

For pro and citizen developers

Build or test automation

For business users

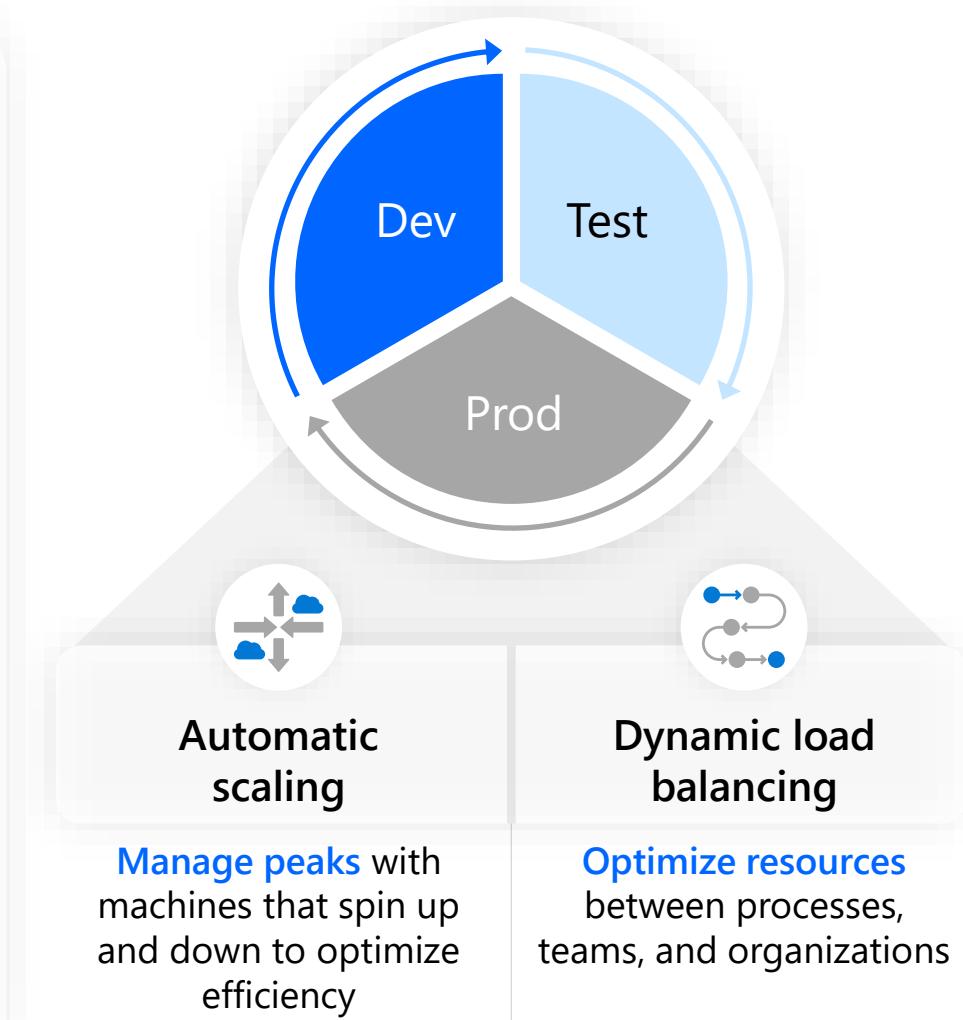
Run automation on dedicated machines



Hosted machine groups

For unattended automation in production

Optimize your resources for higher efficiency and lower cost



Hosted machine group: Unattended load-management

Increased load trends

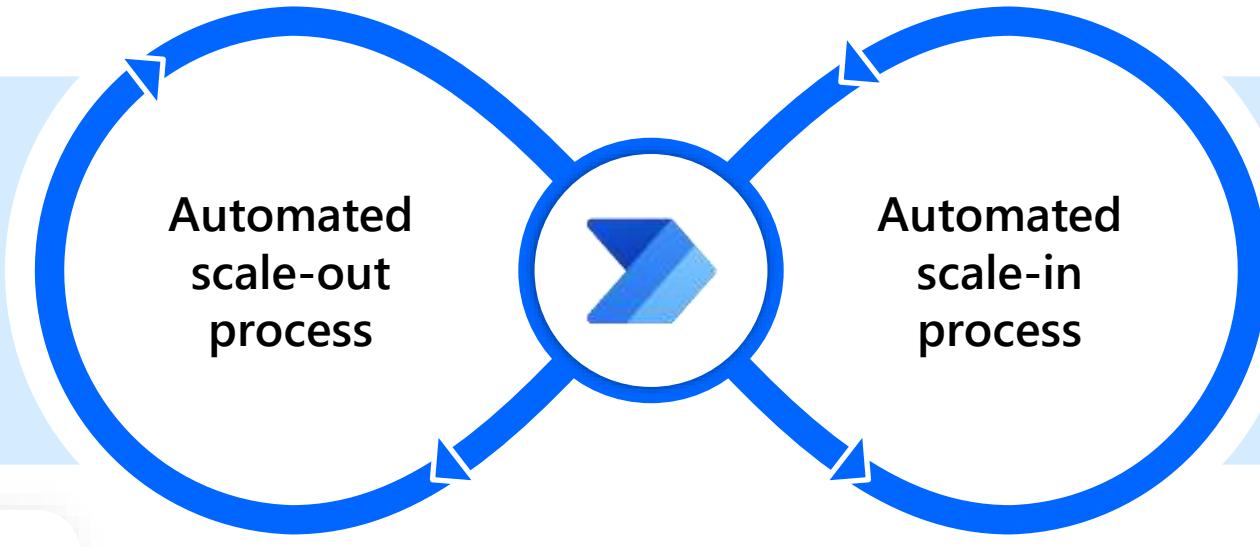


~10 mins to 1 hour

Average time to
scale-out/in



Machine utilization



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

Seamless orchestration

Monitor, manage, and optimize your RPA infrastructure

Monitor

queue and flow status

Prioritize

critical workloads

Add, remove, or reassign

resources as needed

Create

custom VMs for specialized applications
& configurations

The screenshot displays the Microsoft Power Automate interface. On the left, a sidebar lists various navigation options: Home, Action items, My flows, Create, Templates, Connectors, Data, Monitor, Run, Machines, AI builder, Solutions, and Users. The 'Monitor' option is currently selected. The main content area is titled 'Machine groups > Invoice Management' and describes 'Automatic management of invoices from our top 5 suppliers'. It shows an 'Overview' tab and a 'Run history' tab. Under 'Machine group details', it lists the machine group type as 'Hosted machine group', the run activity as 'Running, Triggered', the VM image as 'Marketing VM image', and the account type as 'Local account'. It also shows the state as 'Provisioned', the created date as 'Apr 27, 03:01 PM', and the owner as 'Meena Karia'. The 'Run history' section contains a table with columns: Requested, Desktop flow, Status, and Parent flow. The table lists ten entries with varying statuses: Running, Failed, Failed, Successful, Successful, Successful, Failed, Successful, Failed, and Successful. The 'Connections' and 'Shared with' sections are also visible on the right.

Requested	Desktop flow	Status	Parent flow
Jan 04, 03:29 PM (5 min ago)	Common-invoice-management-flow	Running	Automatic-invoice-management
Jan 04, 03:33 PM (2 min ago)	Common-invoice-management-flow	Running	Automatic-invoice-management
Dec 18, 03:29 PM (2 weeks ago)	Common-invoice-management-flow	Failed	Automatic-invoice-management
Dec 18, 01:12 PM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management
Dec 18, 11:52 AM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management
Dec 18, 09:10 AM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management
Dec 18, 08:29 PM (2 weeks ago)	Common-invoice-management-flow	Failed	Automatic-invoice-management
Dec 18, 06:09 PM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management
Dec 18, 04:11 PM (2 weeks ago)	Common-invoice-management-flow	Failed	Automatic-invoice-management
Dec 18, 03:12 PM (2 weeks ago)	Common-invoice-management-flow	Successful	Automatic-invoice-management

Demo

Hosted machine groups

Hosted RPA bots

New machine group

Hosted RPA bot (recommended)

MACHINE GROUP NAME *

Sales department

Description:

Machine group containing a collection of hosts or hosts.

Max number of bots:

8

Image source *

Default Windows Dev/Test Image



Additional recommended content

Managing Power Automate Desktop (videos)

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



[Learn more!](#)

Managing Power Automate Desktop (guide)

Download the complete guide



Managing Power Automate for desktop on Windows

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

[Download now!](#)



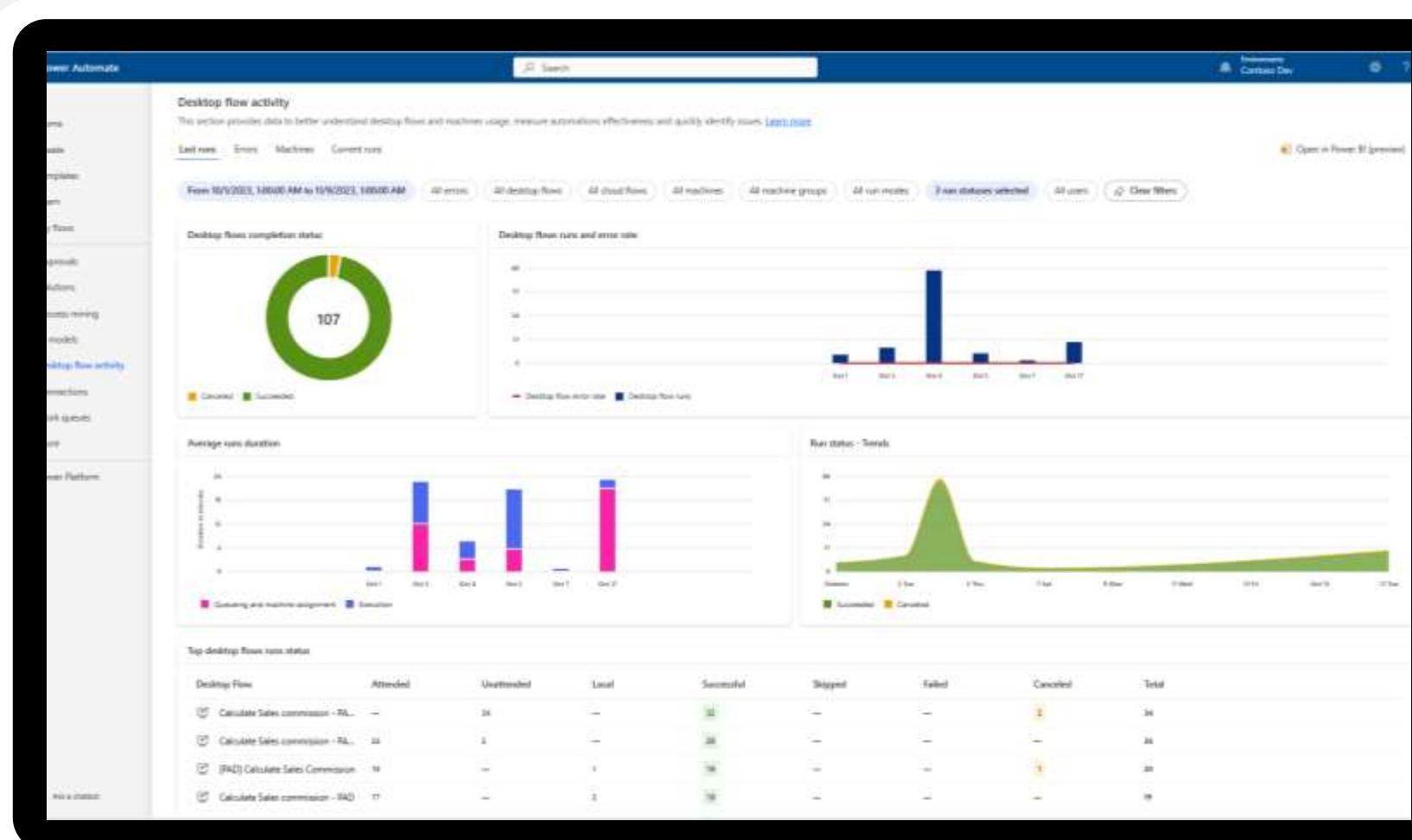
Optimize your RPA infrastructure

Monitor queue and flow status

Prioritize critical workloads

Add, remove, or reassign resources as needed

Create custom VMs for specialized applications & configurations



MANAGE AND MONITOR

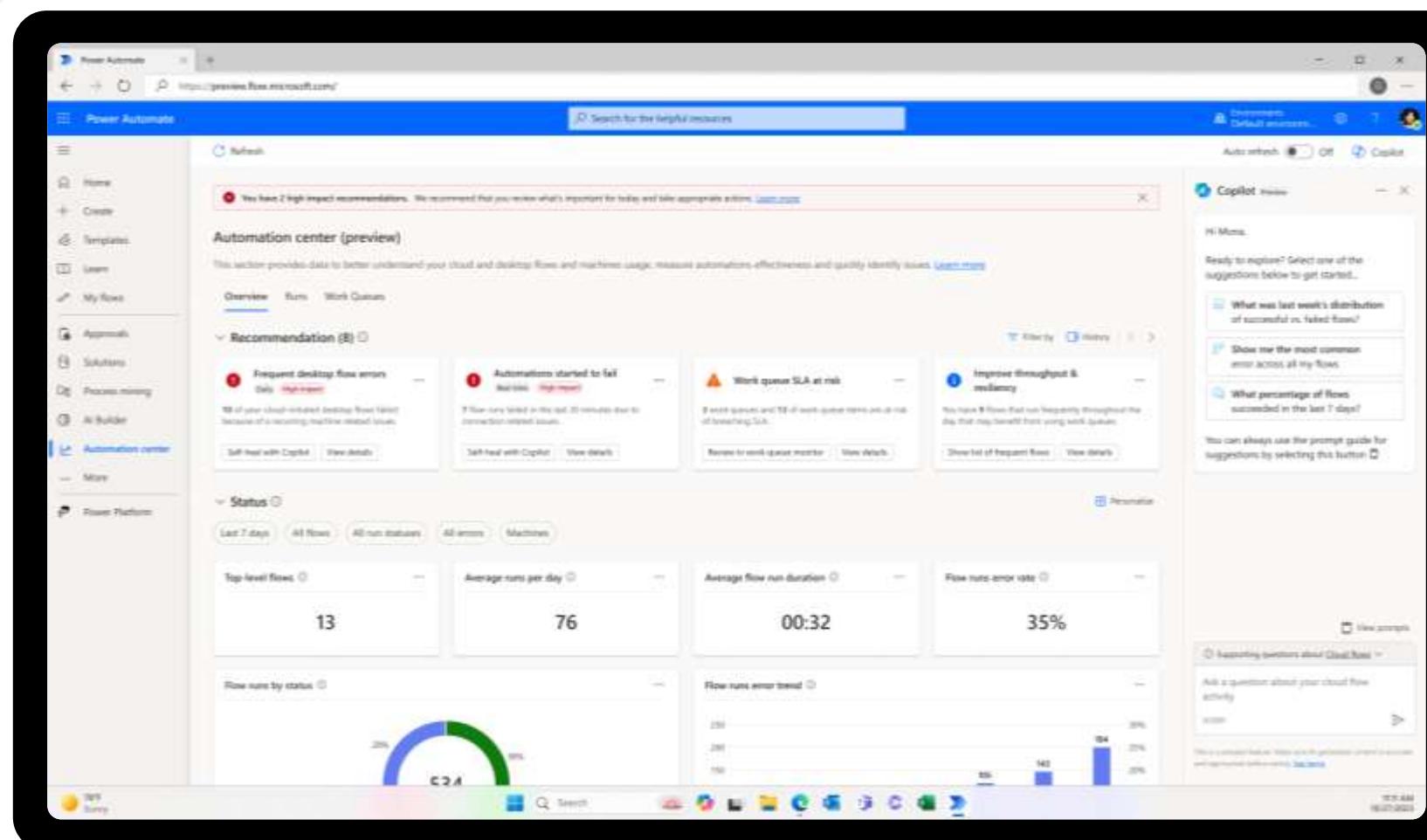
Get 360 visibility with automation center

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

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

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

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





Work queues

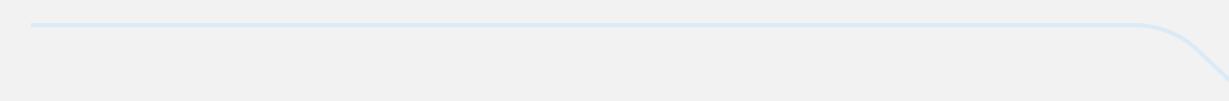
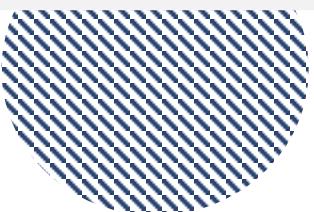
Use work queues to help prioritize work items effectively across their organization, providing full **digital workforce management**.

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

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

Name	Description	Status	Enqueued	Processed	Processing	On hold	Exception	Owner
Release Purchase Requisition (ERP2)	Release Purchase Requisition after approval	Active	5	2	1	4	0	Candise Rutherford
Vendor Invoice Processing	Process vendor invoices, welding net, CSV...	Active	6	7	7	0	0	Cathy Oliver
Worker Order Consolidation	Process worker orders, welding net, CSV...	Stopped	1	0	0	0	0	Camille Williamson
IBM Marine Machine Group	Validate and process submitted claim data	Active	2	0	0	2	0	Amyra Bell
Leave Requests	—	Pause	1	0	0	1	0	Ashton Walker
Fiscal-month AP Closing	Close existing and opening balance for process	Active	1	4	0	0	0	Dawndell Stewart
Custom work queues	—	Disabled	1550	100	10	0	0	Jane Cooper
Supplier Product Code Changes	—	Active	9	10	0	0	0	Asita Innes
Standalone MM VM1 - Mat	Release Purchase Requisition after approval	Active	3	2	1	0	0	Julie McCoy
Vendor Invoice Processing	Process vendor invoices after firm subcontractor	Active	0	0	0	0	0	Isaac Cooper
Fiscal-month AP Closing	Close existing and opening balance for process	Active	1	0	0	1	0	Asante Black
Expense Claim Payment	—	Pause	1550	100	10	0	0	Elton Howard
Supplier Product Code Changes	—	Active	8	23	0	0	0	Courtney Hines
Custom work queues 2	—	Active	1550	100	10	0	0	Asita Innes

Governance



STAY IN CONTROL

Deploy with confidence

Security

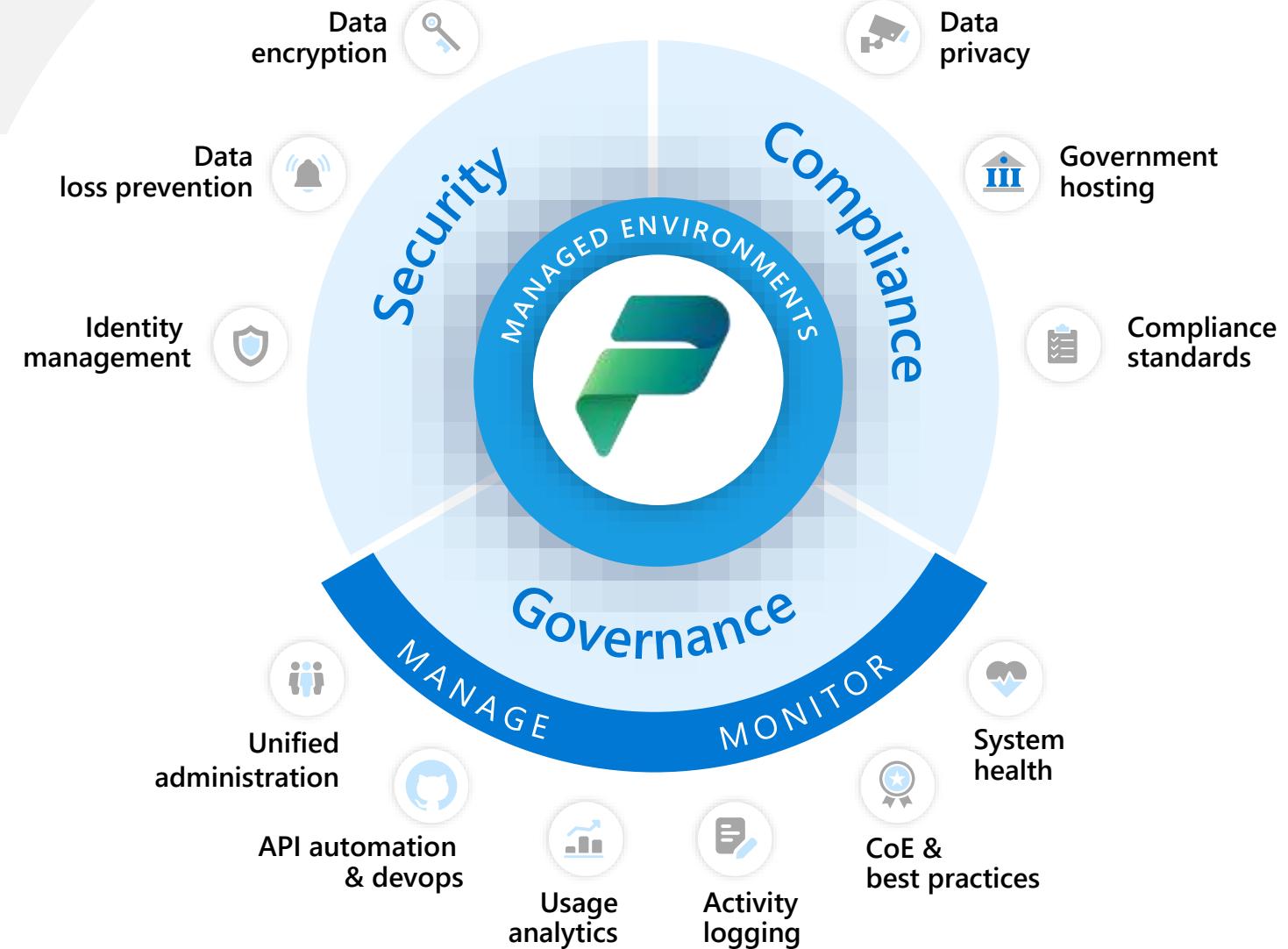
1B+ USD investment in security R&D and 3,500 cyber security experts

Compliance

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

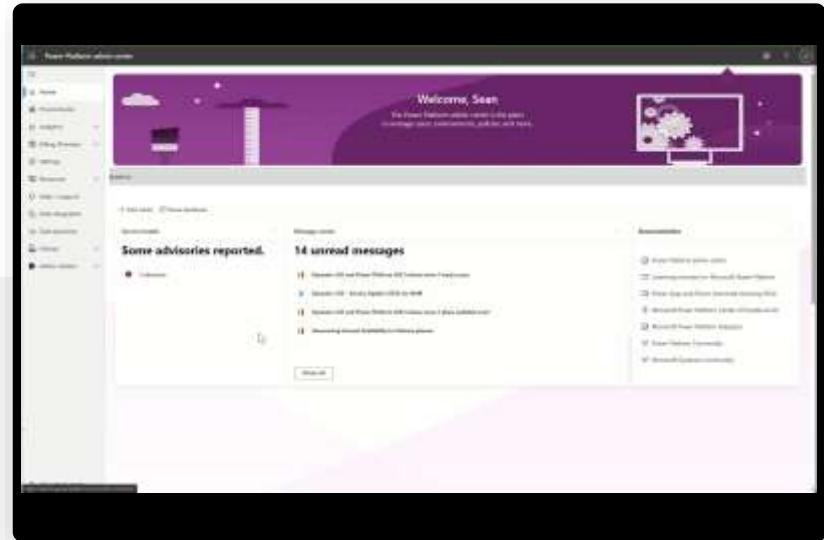
Governance

Enterprise scale governance capabilities native part of the platform



The right tools for your governance requirements

Power Platform Admin Center

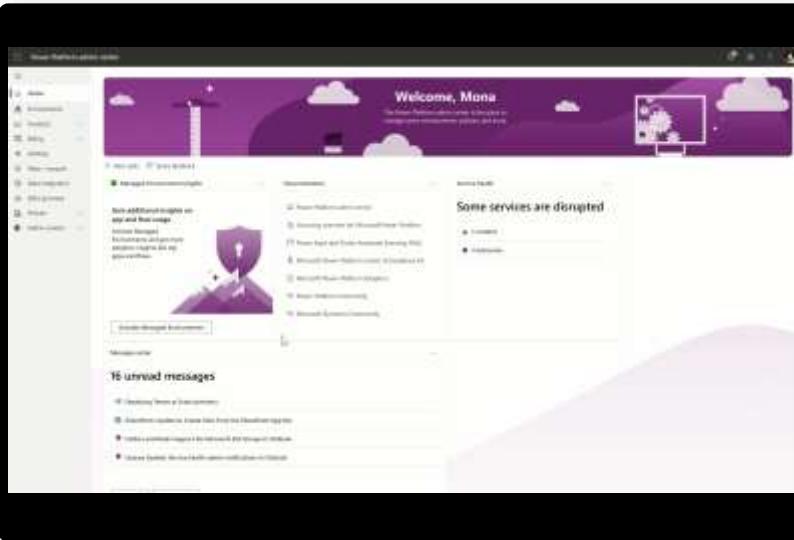


Standard governance offering

Build guardrails around data, apps, and environments

View analytics on low code assets across your organization

Managed environments for Power Platform

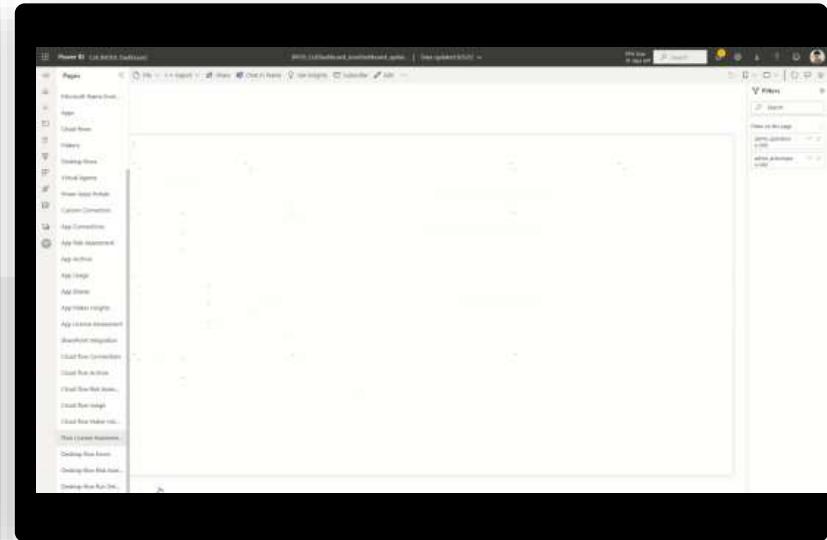


Premium governance offering

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

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

Center of Excellence (CoE)



Extensible governance add-on

Enhance your governance journey with
powerful [open-source tools](#)

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

Reporting and analytics

Insights in a unified dashboard

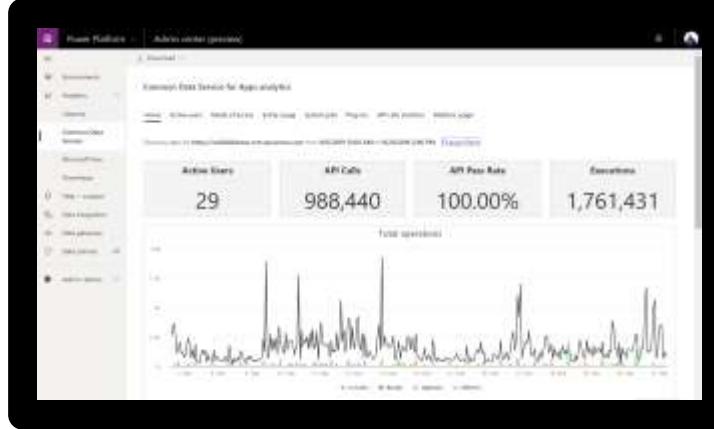


Admin insights provide deep visibility into usage and performance of applications

Users

Locations

Capacity

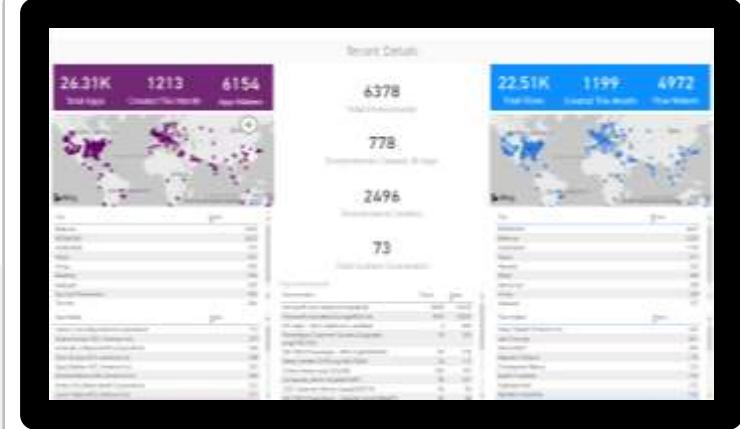


Analytics track health and implementation metrics and help keep users on track

Service performance

Error reporting

App usage



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

All up view of what's being created

Discover your champions

Trigger automated actions

Powerful Governance Tools

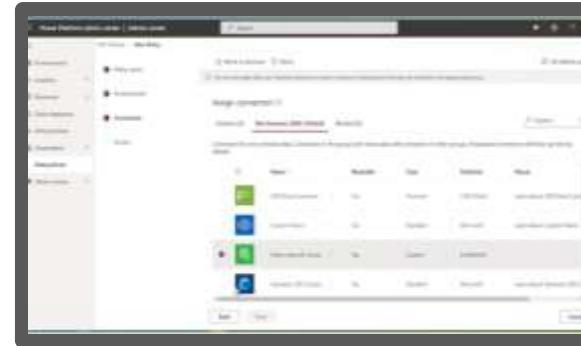
Power Platform Admin Center

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

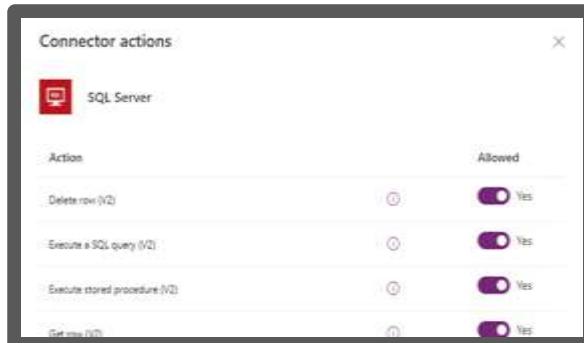
Tenant isolation



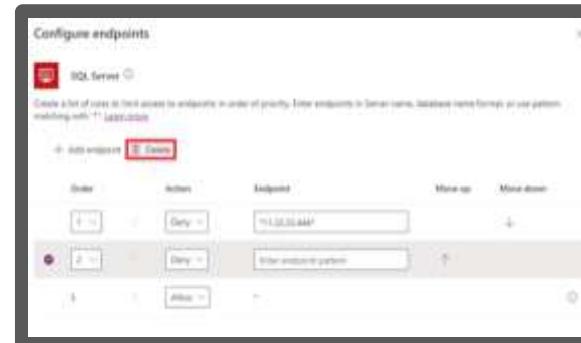
Data Policies



Control actions



Configure endpoints



Center of Excellence starter kit

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

Multiply the effectiveness of IT admins



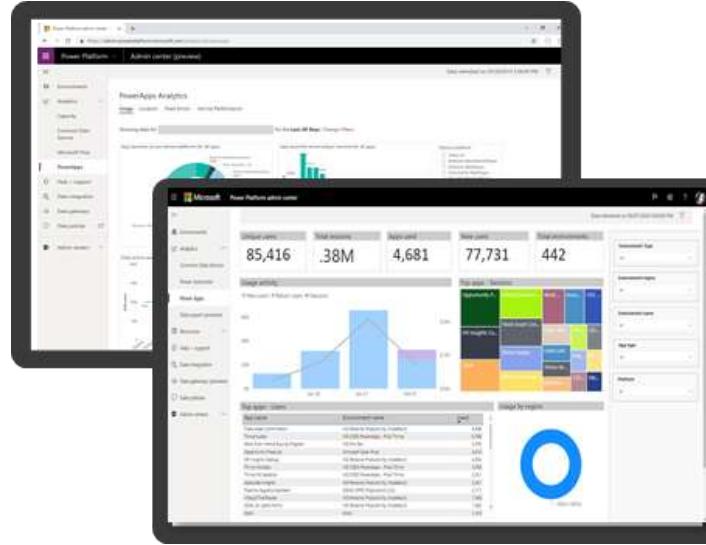
Center of Excellence starter kit (CoE)



The CoE starter toolkit



Out-of-the-box analytics



Self-service analytics



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

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

Export data to Azure for custom analytics and performance monitoring



Accelerate scaling of an Automation CoE

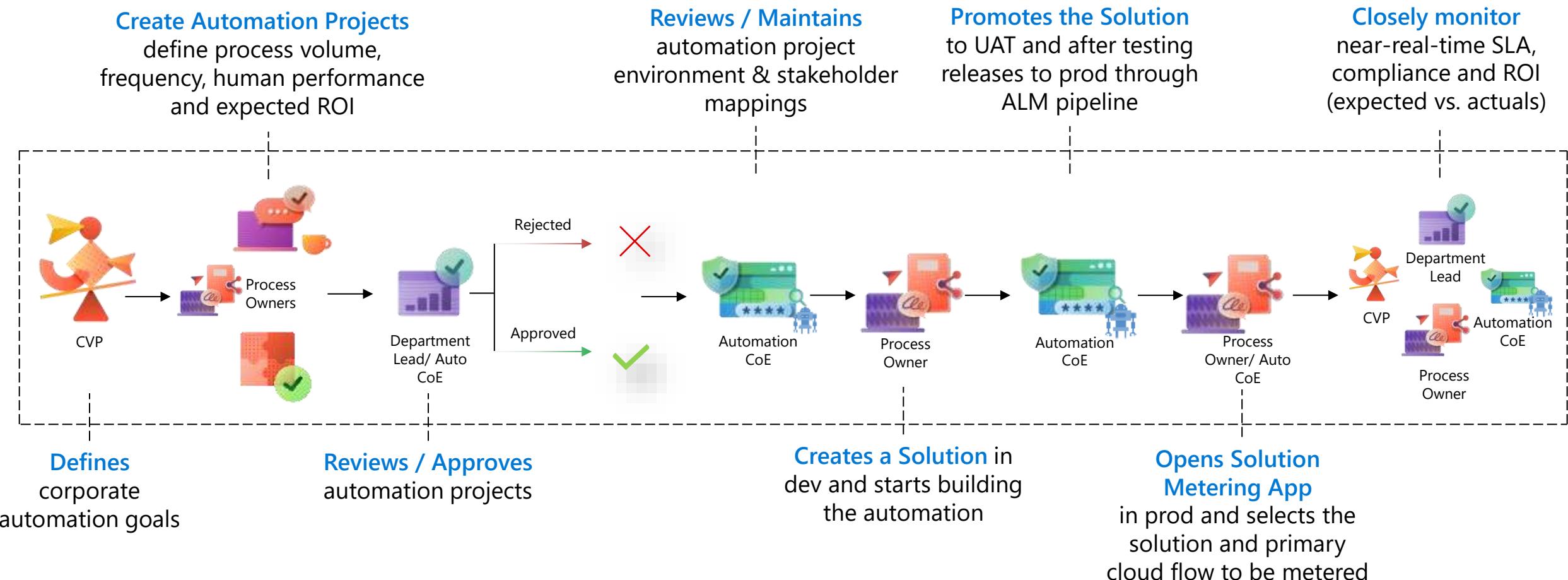
The screenshot displays the Microsoft Power Platform Automation Kit application, specifically the 'Automation Kit' section. The interface includes:

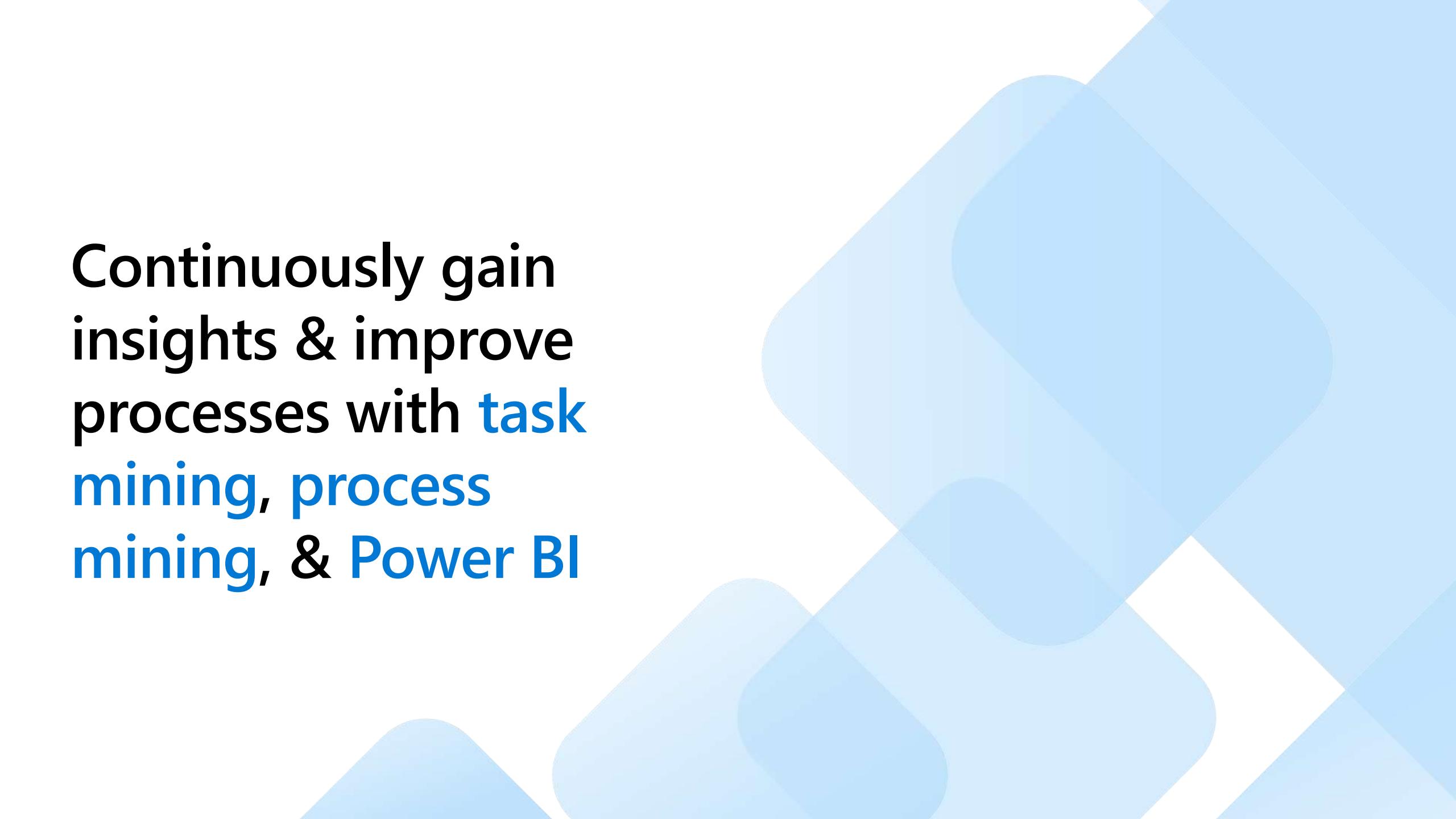
- Automation Kit Logo:** A blue icon featuring a white 'A' shape.
- Title:** Automation Kit
Collect, Triage, Approve and Monitor Expected vs Actual Return on Investment
- Left Navigation:** Includes links for Home, About, News, Events, Learning, Support, Help, and Contact.
- Central Content:** A card for 'HR Onboarding' project with details like Name, Status, Approval Status, and Estimated Cost.
- Table:** Shows a summary of projects across various departments.
- Graph:** 'Total Projects' bar chart showing 28 projects across 21 business units, 4 approved, and 19 in review.
- Text:** Approved Projects Savings Potential: \$1M.
- Graph:** 'Complexity Score vs. Estimated Savings' scatter plot.
- Table:** 'Project Summary' showing 15 different projects with their respective complexity scores.



What you can achieve with Automation Kit

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





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

TAKE THE GUESSWORK OUT OF AUTOMATION

Process and task mining

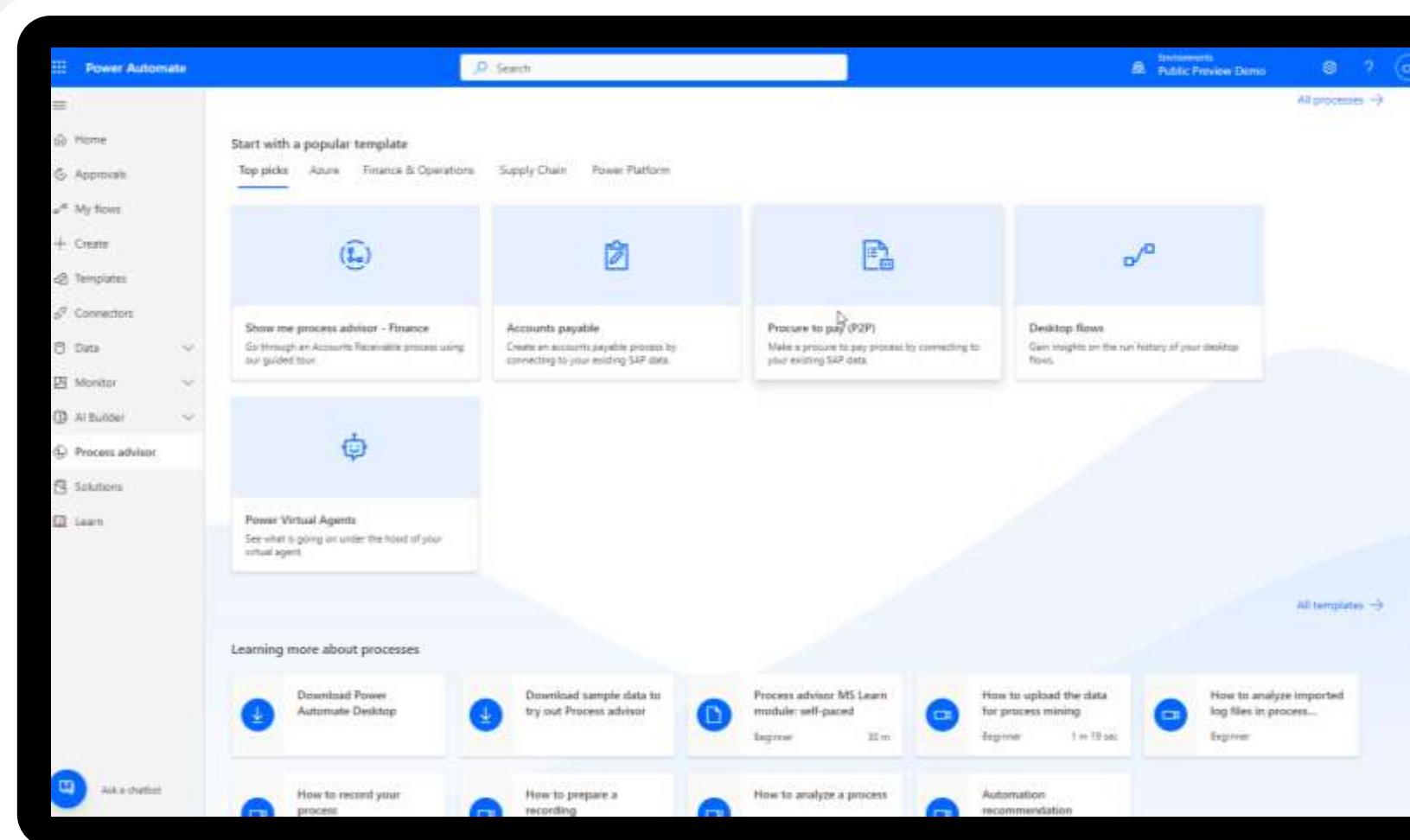
Use out-of-the-box templates for rapid deployment from data ingestion to pre-defined custom reports.

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

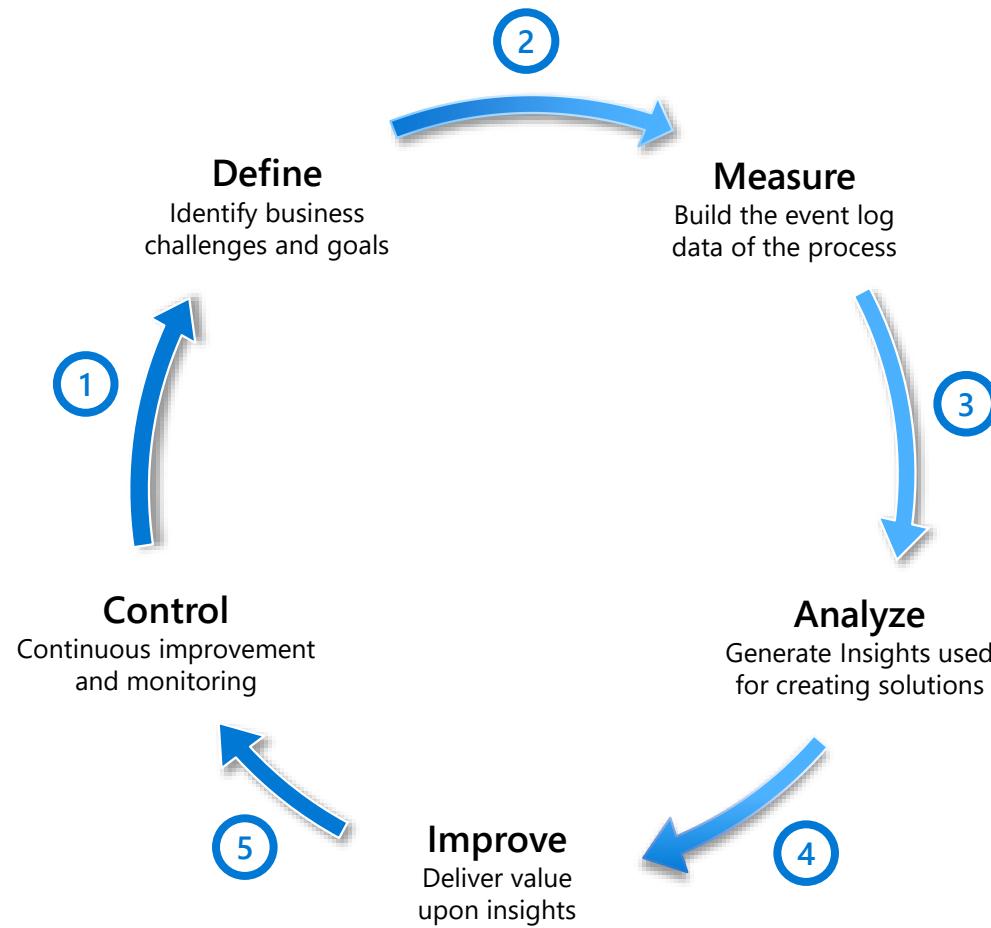
Create views, publish them to [create custom Power BI reports](#) and share across the organization

Seamlessly integrate with Power Automate flows to turn insights into action

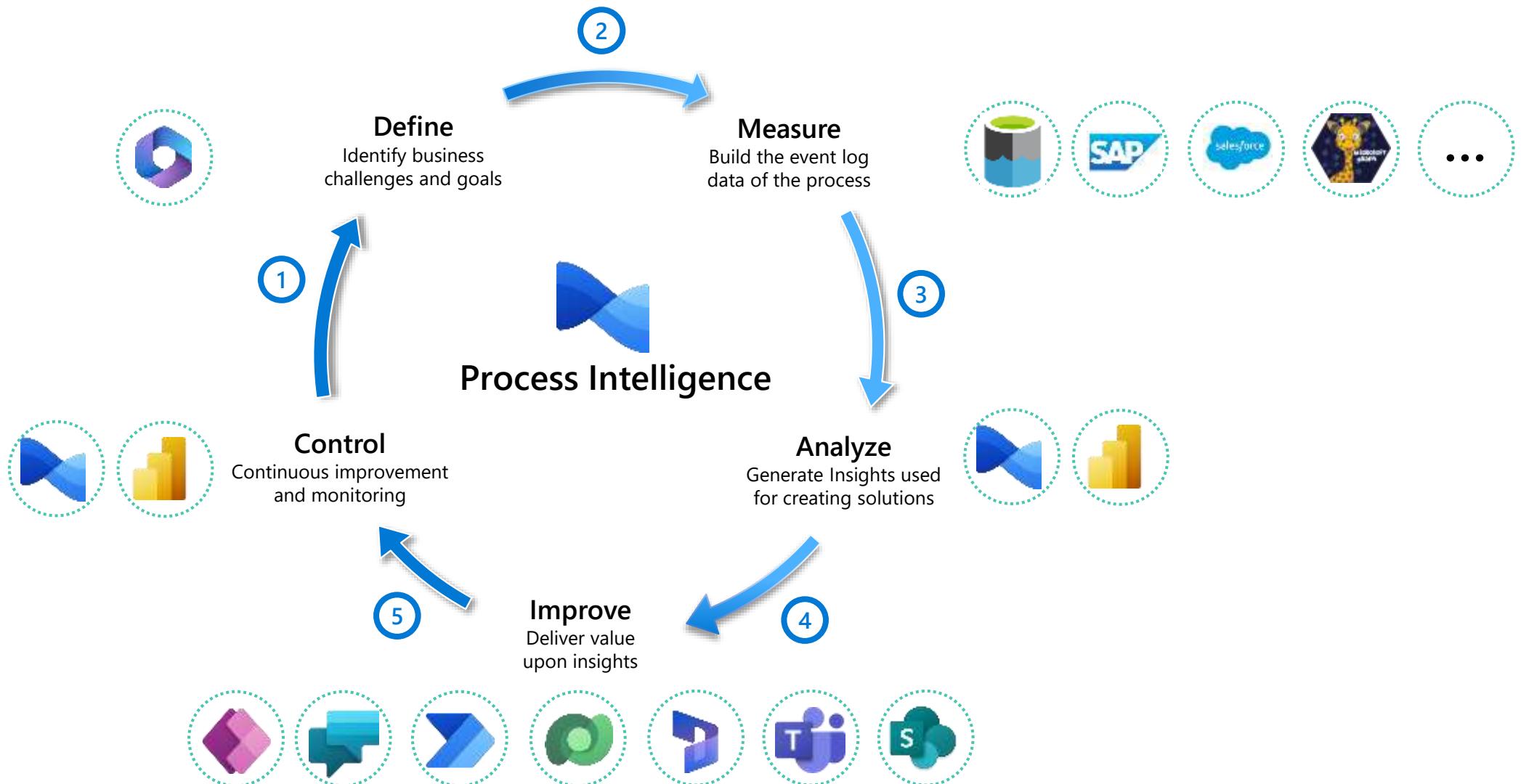
Discover possibilities for [automation of individual workflow](#) with task mining



A typical business process optimization journey



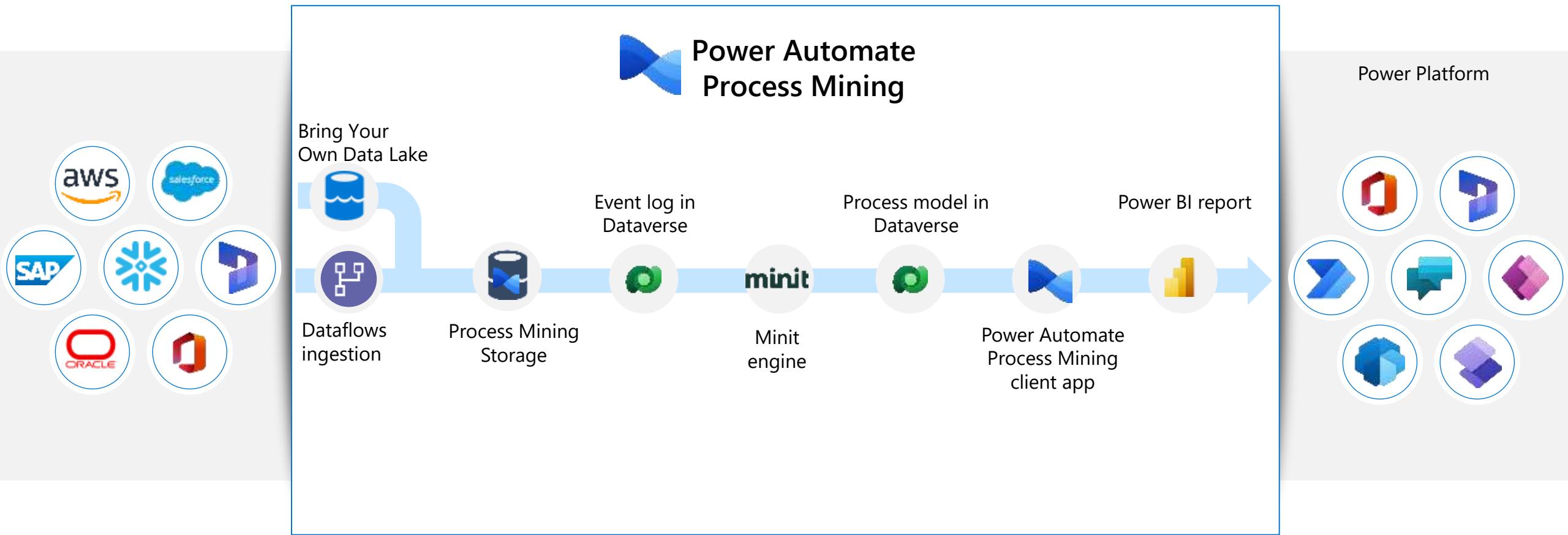
Microsoft's End-to-end Process Intelligence



Process Mining Architecture

[Details](#)

A complete overhaul of Process Mining solution with Minit components



OPTIMIZE YOUR PROCESSES AND DISCOVER AUTOMATION OPPORTUNITIES



Use-cases

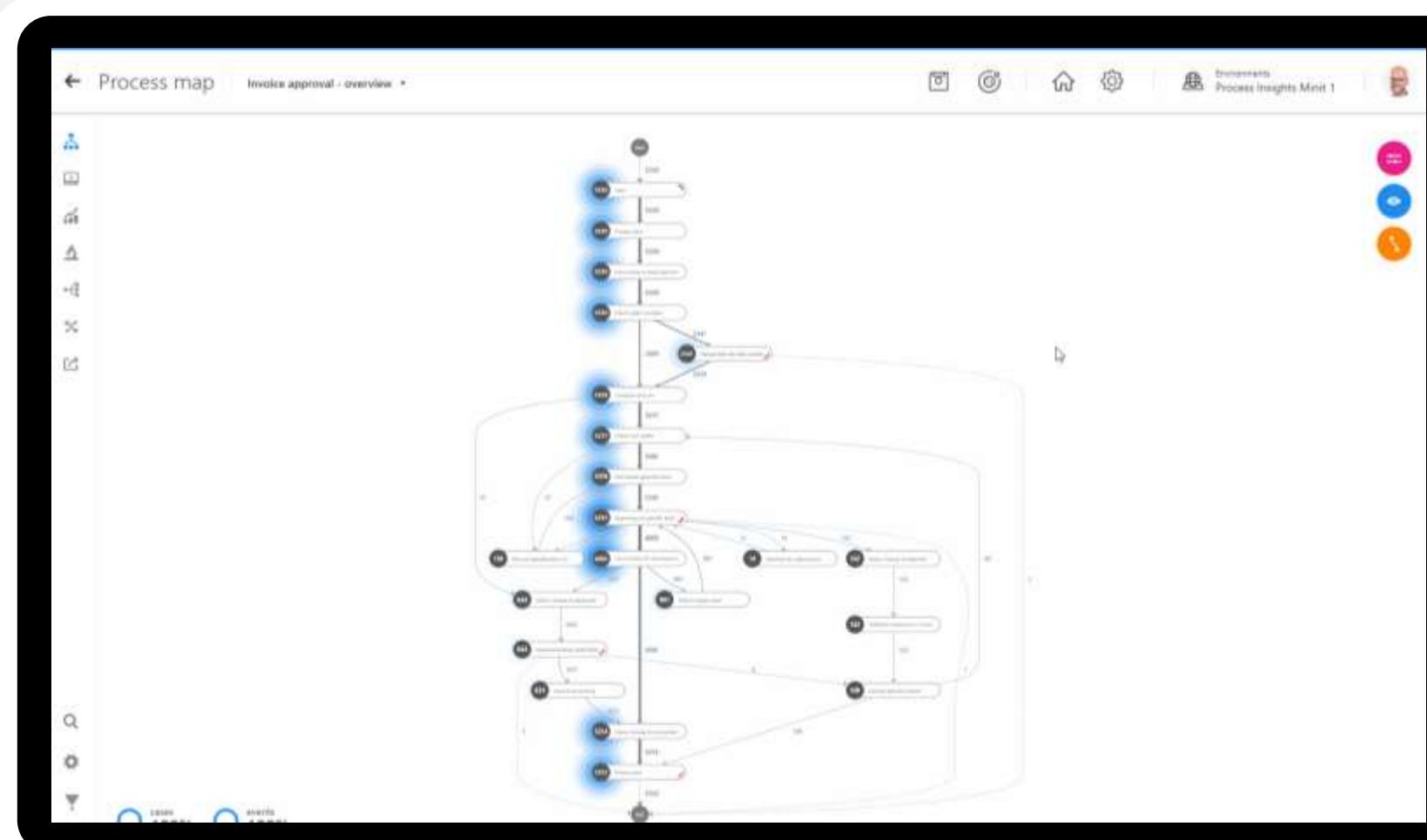
Accelerate your digital transformation efforts with a blueprint for building Cloud flows, RPA, AI and more.

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

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

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

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



Power Automate Process Mining

Key capabilities

Easy-to-use web and desktop experiences

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

Deep Analytics

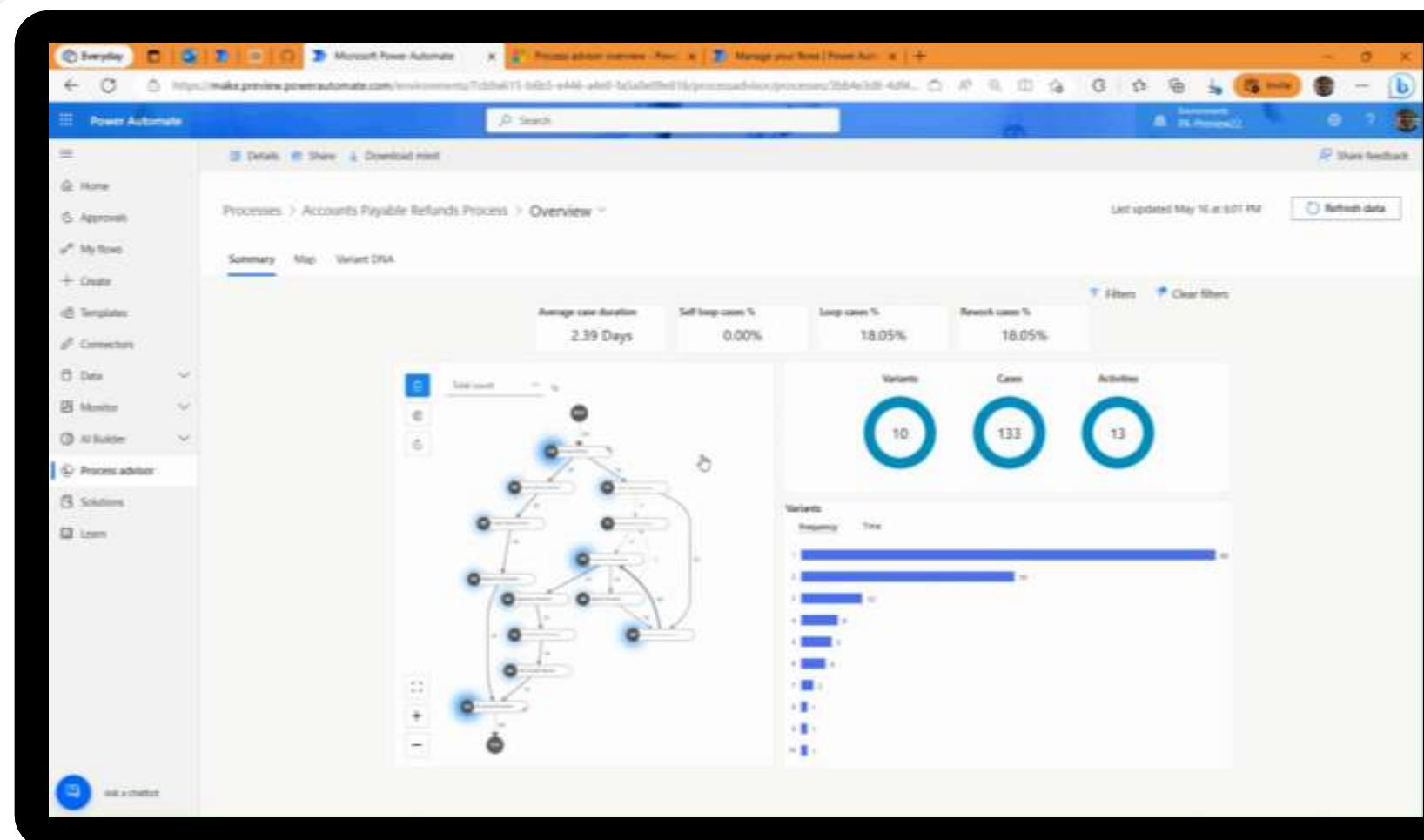
Discover inefficiencies and eliminate them by comparing processes, detecting rework, using AI powered root cause analysis and more

Customizability & Extensibility

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

Get started with OOB Templates

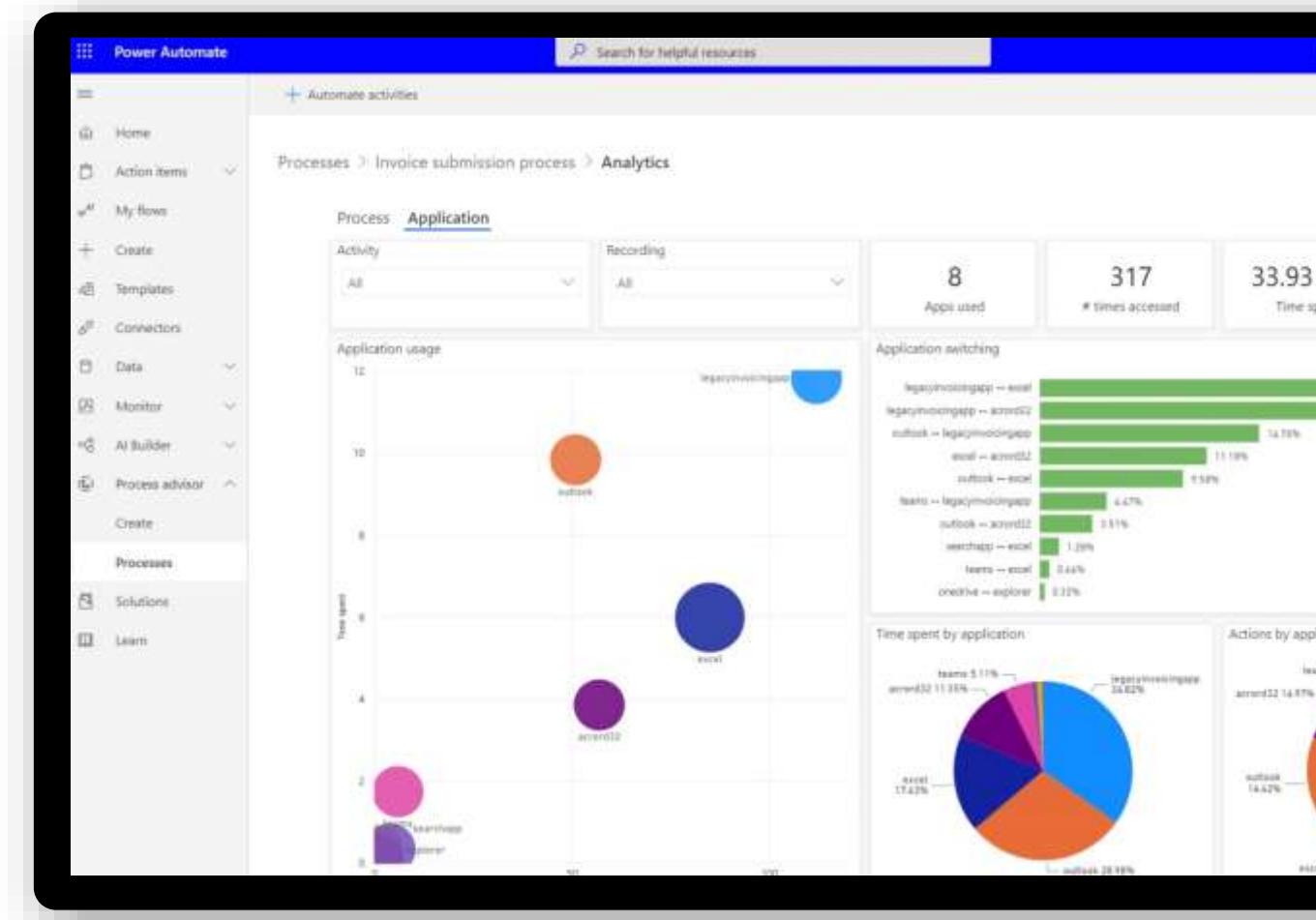
Use out-of-box templates such as Finance and Supply Chain, for rapid deployment from data ingestion to pre-defined custom reports



Take the guesswork out of automation

Task Mining

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



Take the guesswork out of automation

Process analytics (preview)

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

The screenshot shows the Power Automate interface with the following details:

Details:

- Name: Process sales orders
- Owner: Ios Fernandes
- Status: Off
- Created: Apr 21, 06:10 AM
- Modified: May 6, 03:15 AM
- Type: Automated
- Plan: This flow runs on owner's plan

28-day run history:

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

Process insights (preview):

- Average duration of 00:08:02



Demo

Optimize processes with Process Mining

Event log – overview

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

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

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

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

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



Power Demos
Optimize with Hyperautomation
Snackabe video

Before you go

Plan your Power Platform adoption

Learn about your low-code maturity level

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

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

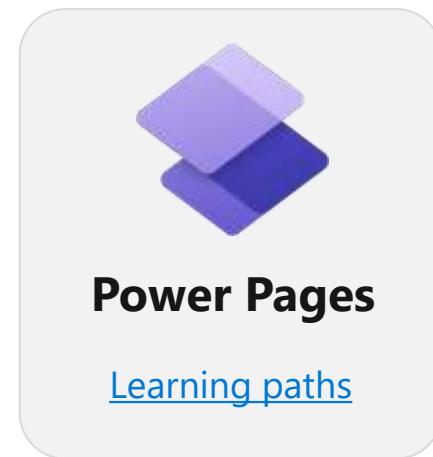
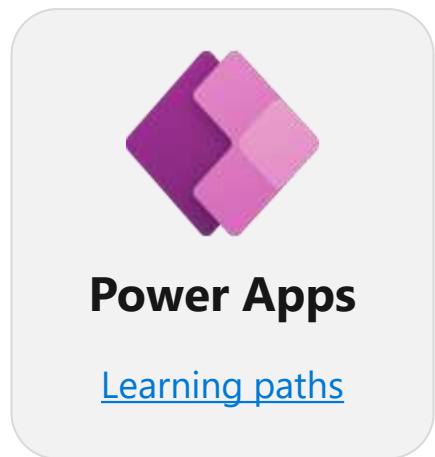
[Learn more!](#)

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

Get training

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

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

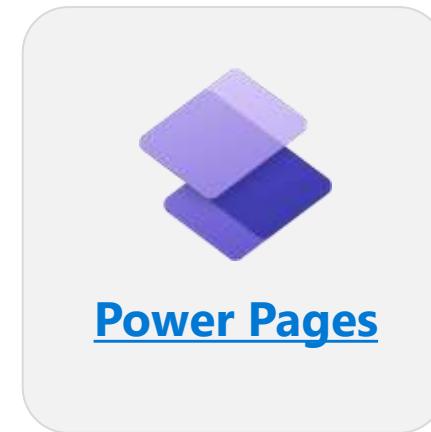
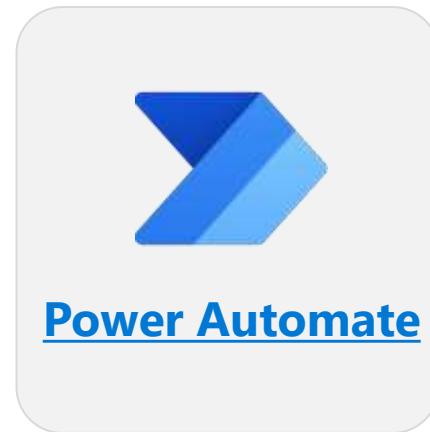
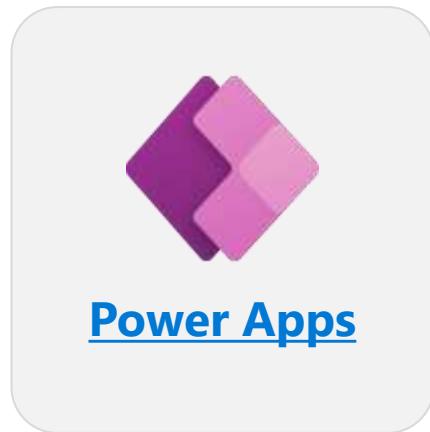


[Power Platform “In a Day”
workshops](#)

Establish guidelines and best practices

Use official documentation as a starting point

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



Establish guidelines and best practices

Address complex topics with Power Platform whitepapers

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

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

Establish guidelines and best practices

Power Platform Well-Architected

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

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

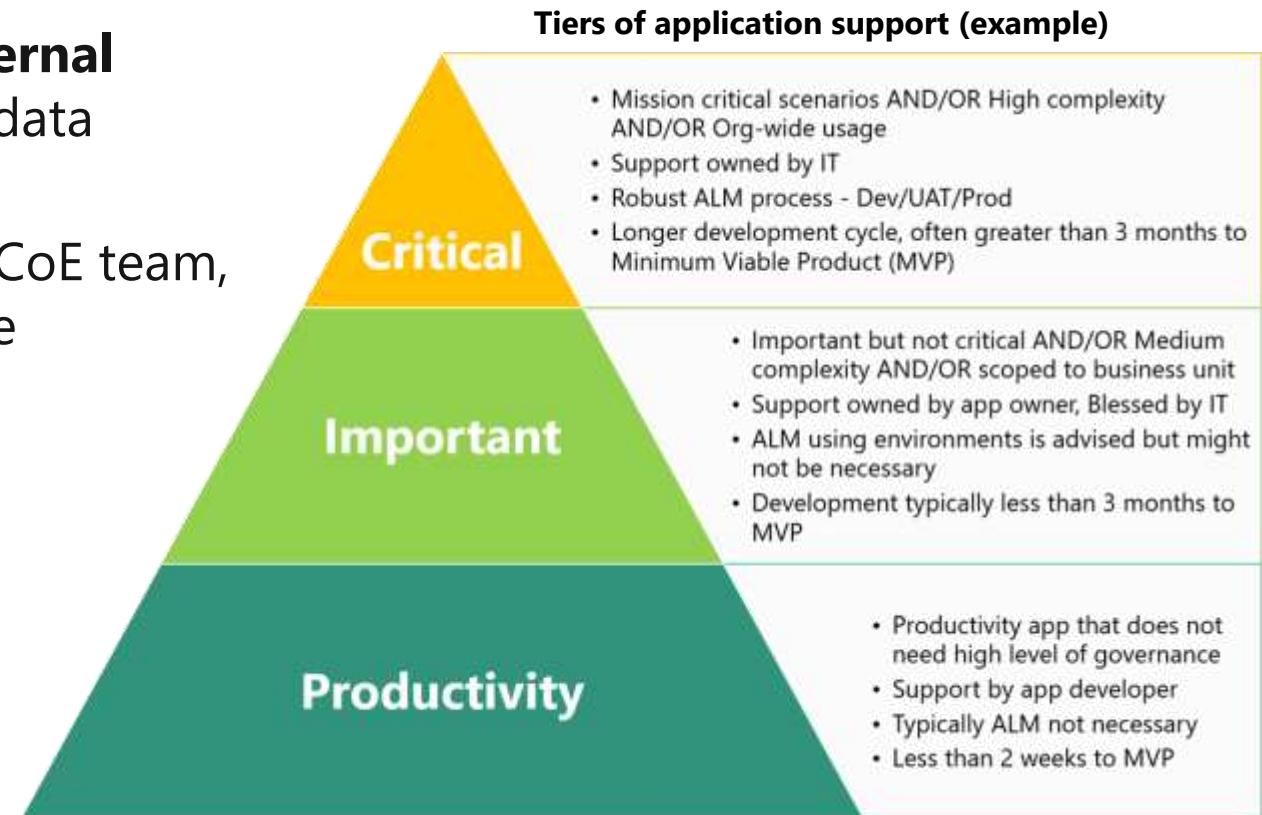
[**Learn more!**](#)

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

Final thoughts

Recommendations

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



Next steps

Continue sua jornada de **conhecimento**

Demonstrações técnicas de Power Platform

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



Desenvolvimento de aplicativos

Tópicos

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

Duração

03 horas

[Saiba mais](#)

Governança e ALM

Tópicos

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

Duração

03 horas

[Saiba mais](#)

Hiper automação

Tópicos

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

Duração

03 horas

[Saiba mais](#)

Criando copilots com Copilot Studio

Tópicos

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

Duração

03 horas

[Saiba mais](#)

Continue sua jornada de **conhecimento**

Power Platform Connect

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



Biblioteca de conteúdo

Coleção de links oficiais das soluções que compõem a Power Platform

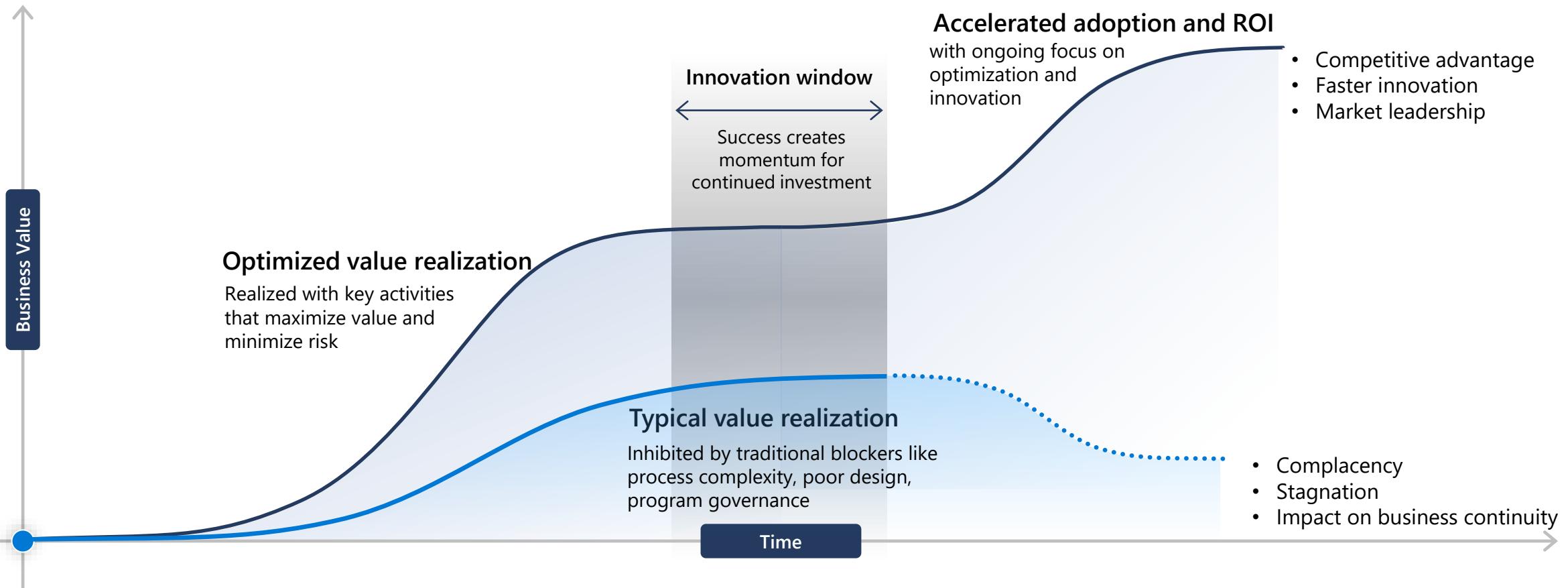
Eventos online

Eventos online promovidos pela Microsoft ou seus parceiros.

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

Maximize seus investimentos com o Microsoft Unified

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



Conte com especialistas para construir seus aplicativos

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

O que você quer alcançar...

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

Como entregamos...

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

Saiba Mais

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

Thank you!

Ricardo de Souza

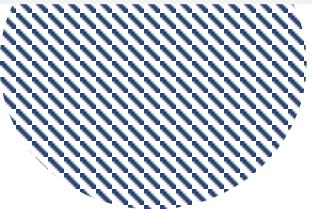
Technology Specialist - Power Platform

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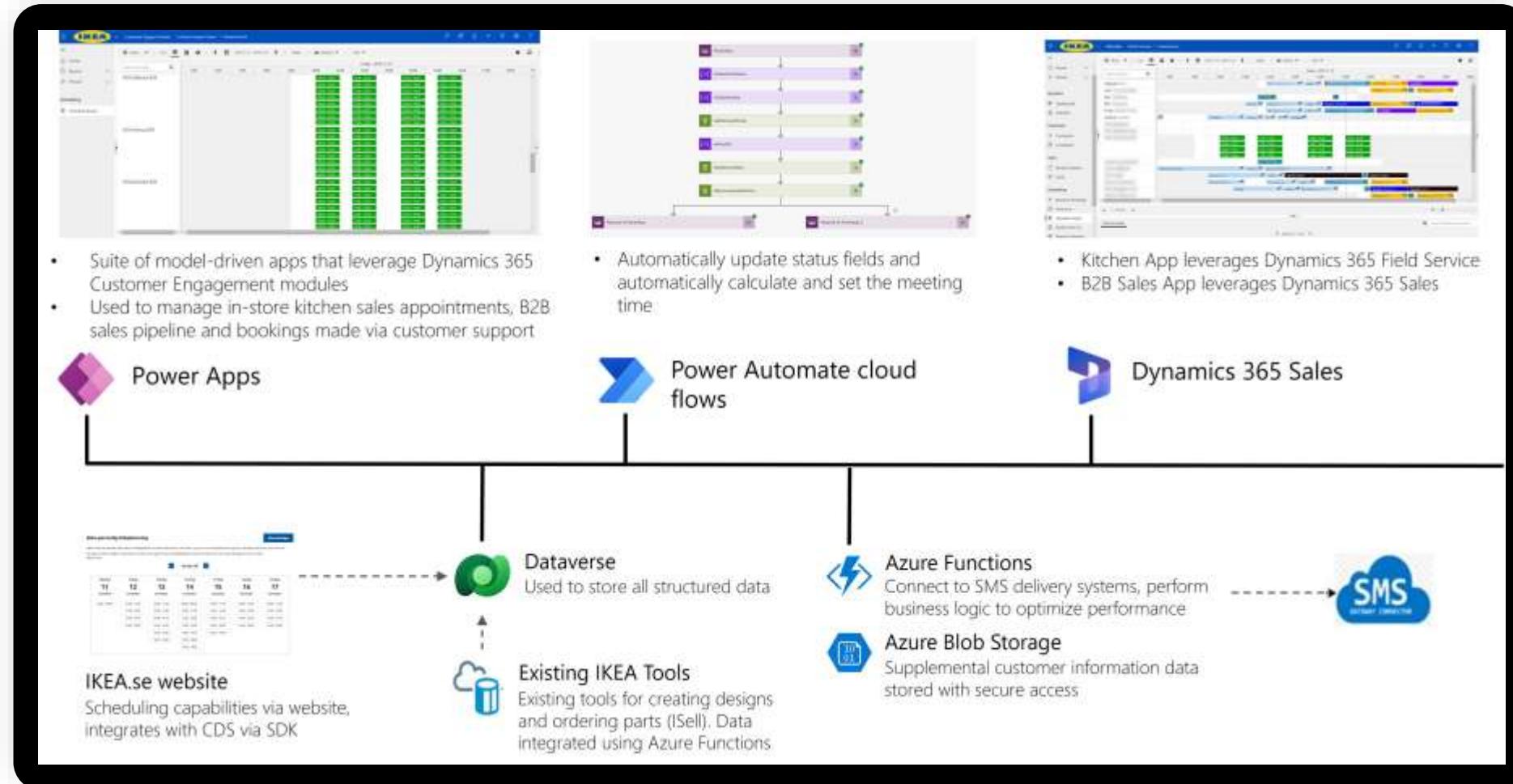
Appendix

Reference architectures



Solution Architecture Using Dataverse

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





Streamline customer onboarding processes with Power Apps

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



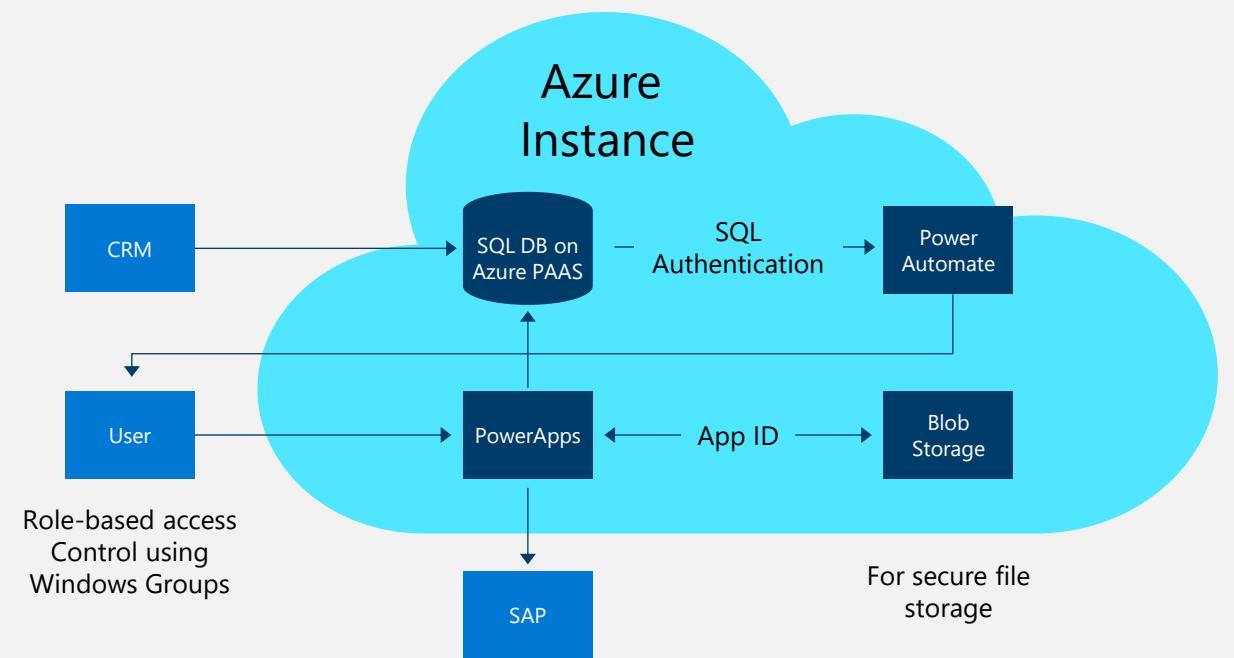
Challenge

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



Solution

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





Streamline departmental processes, like Blackmores



Challenge

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



Solution

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



Impact



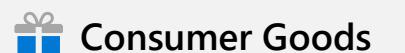
Over 50% reduction in time to prepare supplier report.



Unified data reduces errors from manual assembly.

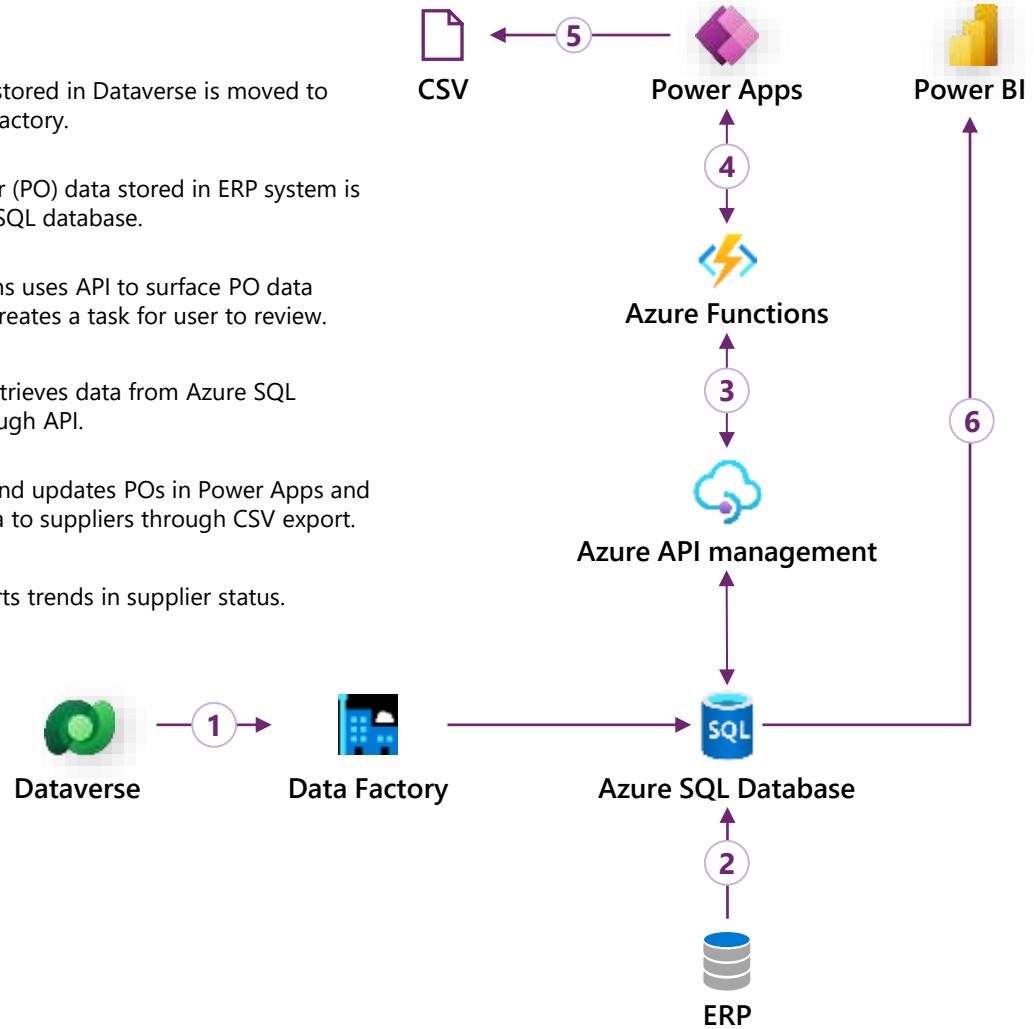


Process is monitored to ensure timely and regular reporting.



LOB/DEPARTMENTAL SOLUTIONS

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



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

– Tijn Tacke
Dynamics 365 Platform Lead



Customer example: Automating order processing at Coca-Cola UNITED

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

- Bob Means: Director of Business Solutions

Coca-Cola Bottling Company United

Situation

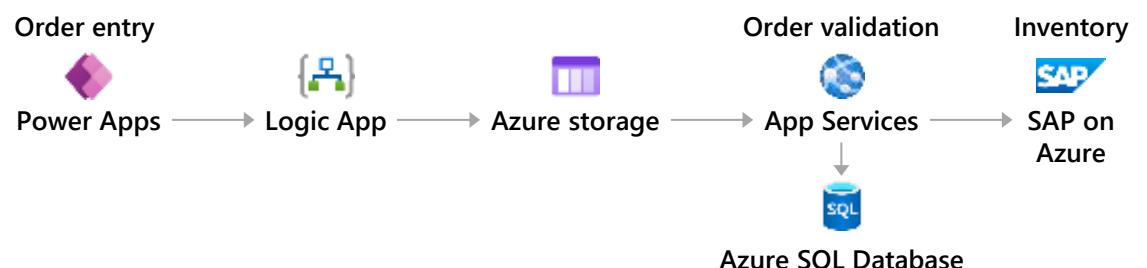
- Coca-Cola UNITED wanted a faster way to process on-demand shipment requests (or "forced shipments") from customers.
- Previously, account reps had to submit orders and check inventories manually, often leading to errors and shipping delays.

Solution

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

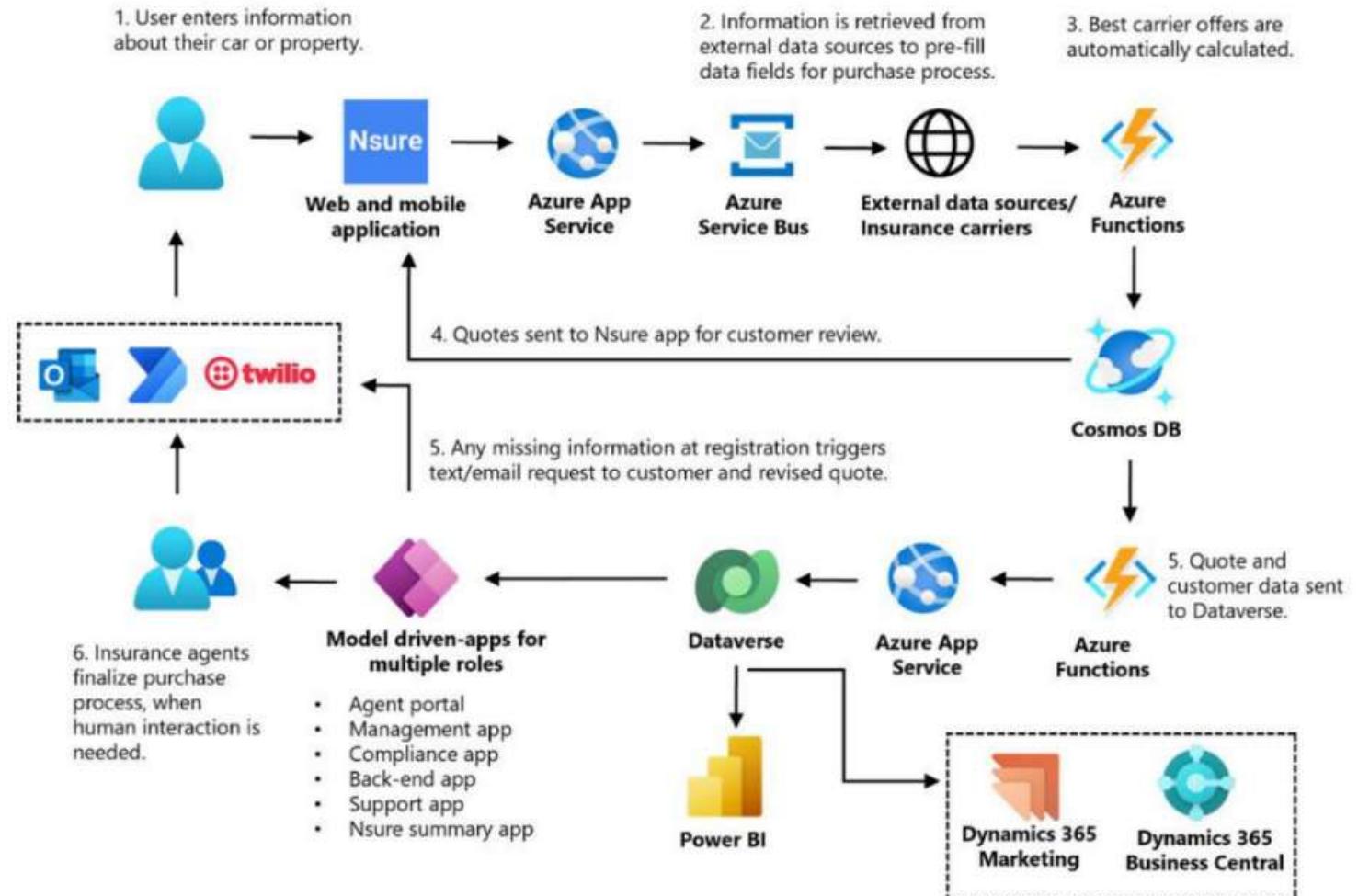
Impact

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



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

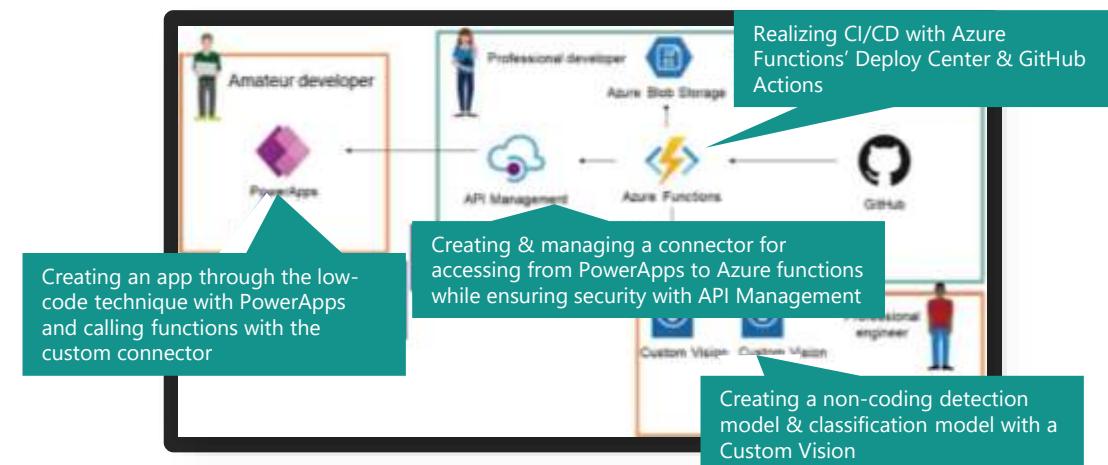
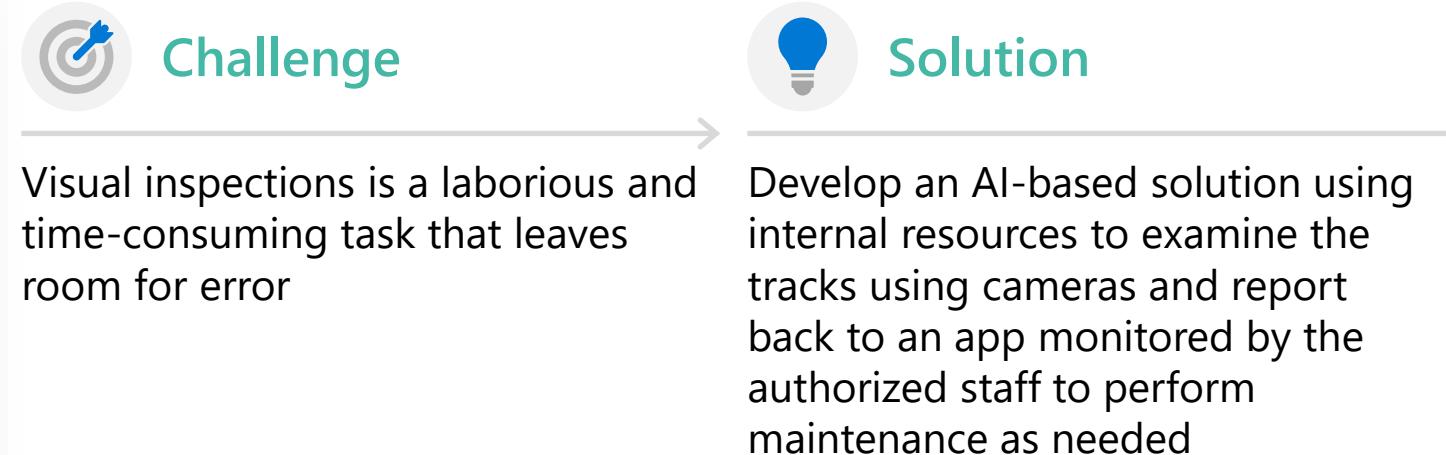
By adding Power Platform and Dynamics 365, NSure.com created a next-generation solution using both lowcode and traditional coding techniques, as the following diagram illustrates.





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

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



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

3 step
process to identify, detect then classify
targets



Optimizing HR for a global technology-enabled services leader

About Epiq

8,000+ people and operations worldwide

“

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

– Colt Coan: Senior Manager of Rapid Development, Epiq

Challenge

Automate onboarding process and decrease costs

Improve collaboration between hiring managers and IT teams

Solution

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

System integration with Workday and ServiceNow

\$500,000 annual labor cost savings

2,000 hours saved monthly

Onboarding time from weeks to days

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

Impact



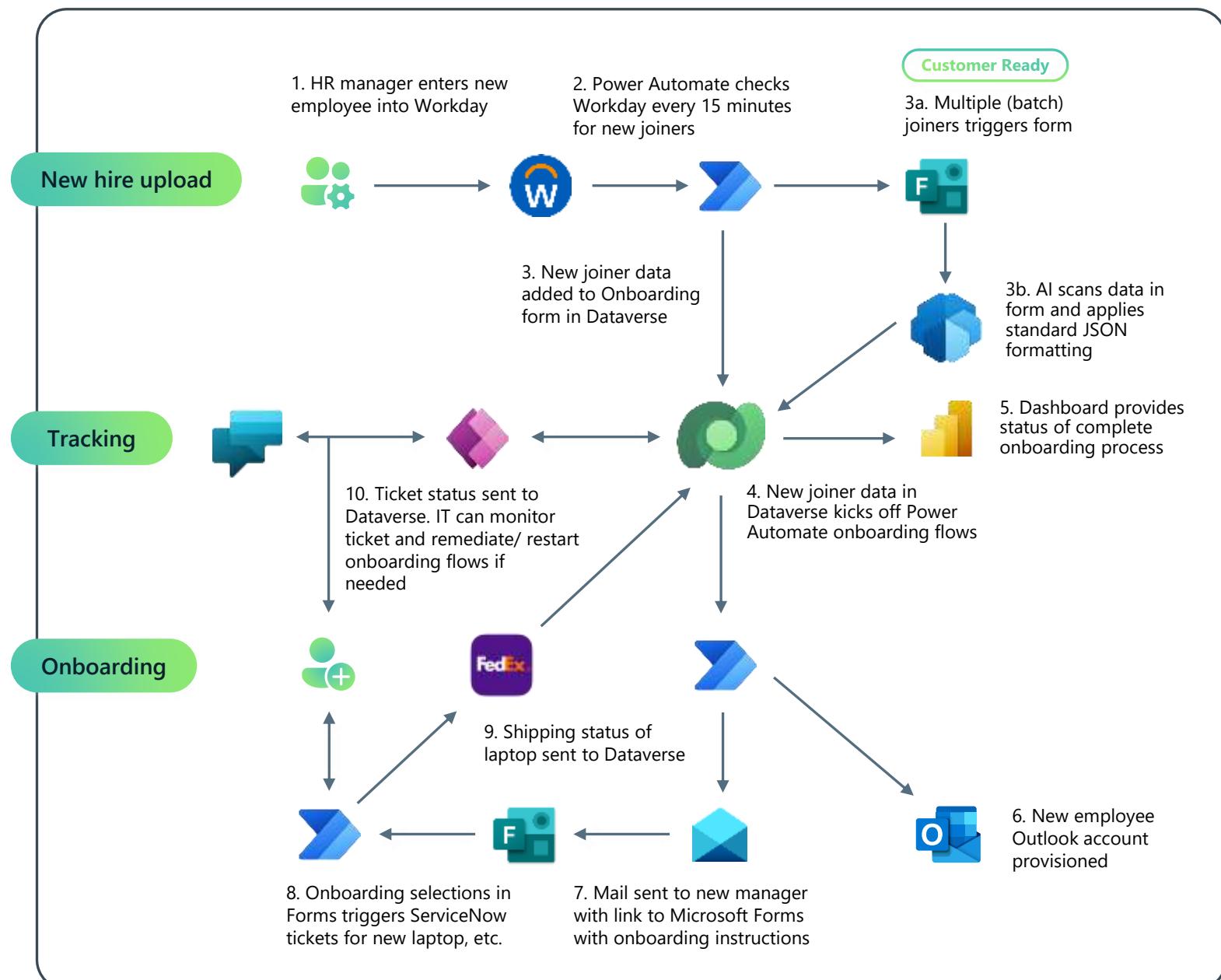
A better employee onboarding system

Built with Microsoft Power Platform

66

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

– **Colt Coan**, Senior Manager of Rapid Development, Epiq





Center of Excellence

Driving faster, more rigorous development



390+

Makers



600+

Low-code / no-code solutions

“

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

– Colt Coan, Senior Manager of Rapid Development, Epiq