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Transforming Business
Operations with Copilot Studio
by Renato Romão

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Stockholm24

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- São Paulo, Brazil
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Agenda

- Why I need AI assistants?

- What is the future for AI?

- New AI development low-code platform

- Relevant topics before creating your own GPT

- Demo

- Q&A

Why I need AI assistants?

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Why I need AI assistants?

Efficiency: Handle repetitive tasks

Information Management: Organize and retrieve information quickly

Customer Service: Provide 24/7 customer support

Data Analysis: Analyze large amounts of data to provide insights

Personal Assistance: Manage various aspects of your personal life

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What is the future for AI?

by 2024

40%

of enterprise applications will have embedded

conversational AI

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by 2025

30%

of enterprises will have implemented an AI-augmented

development and testing strategy

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by 2026, generative design AI will automate

60%

of the design effort for new websites

and mobile apps

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by 2026, over

100 million

humans will engage robocolleagues to contribute

to their work

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by 2027, nearly

15%

of new applications will be automatically generated by AI

without a human in the loop

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New AI development low-code platform

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The end-to-end copilot conversation

1. Authored Topics
Organizations control their critical topics by designing their own specific processes and workflows.
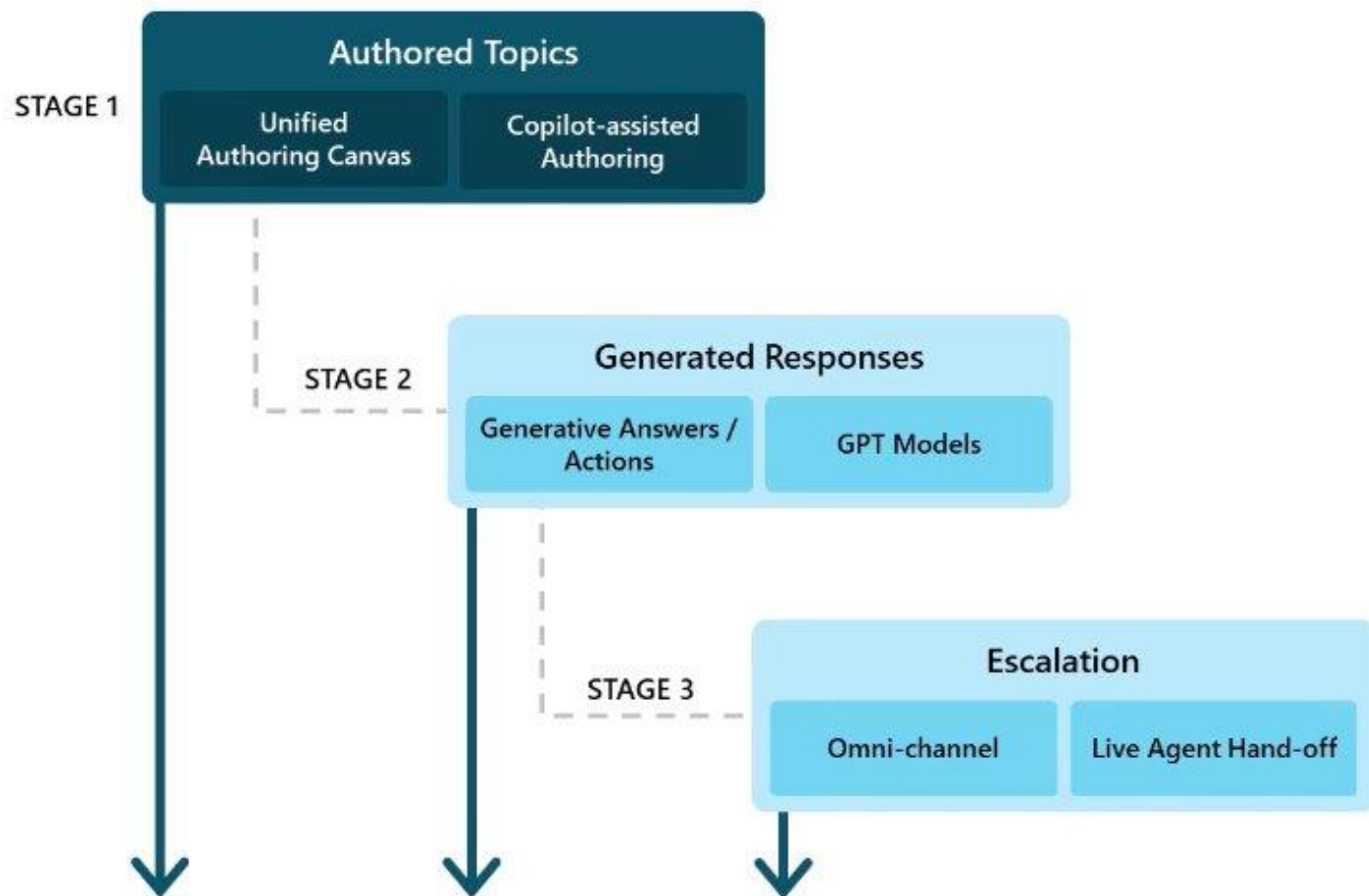
2. Generated Responses
Generative AI answers queries at scale that may be duplicative or less complex.

3. Escalation
If the copilot can't handle the conversation, it will escalate the conversation to a human assistant.

Copilot Studio Dialog Management

STAGE 1

Authored Topics

| Unified Authoring Canvas | Copilot-assisted Authoring |

STAGE 2

Generated Responses

| Generative Answers / Actions | GPT Models |

STAGE 3

Escalation

| Omni-channel | Live Agent Hand-off |

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1400+ connected experiences

Connect to more than

1400+ 1st and 3rd party services with

built-in connectors for everything

from Adobe to Zendesk to on-

premises solutions.

Extend your copilot and build your

custom connector.

Relevant topics before creating your own GPT
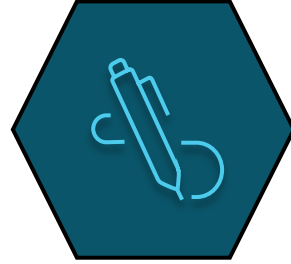
Who is a "user"?

User
A person who uses a product or service.

- Who is your user?

- What types of conversations will your copilot be having with this audience?

- And lastly where will these conversations take place?

- Don't forget who you're designing for
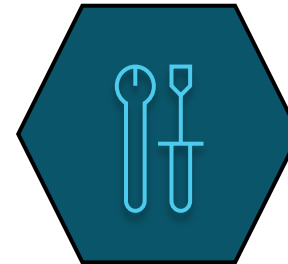
Best practices

Understand your user
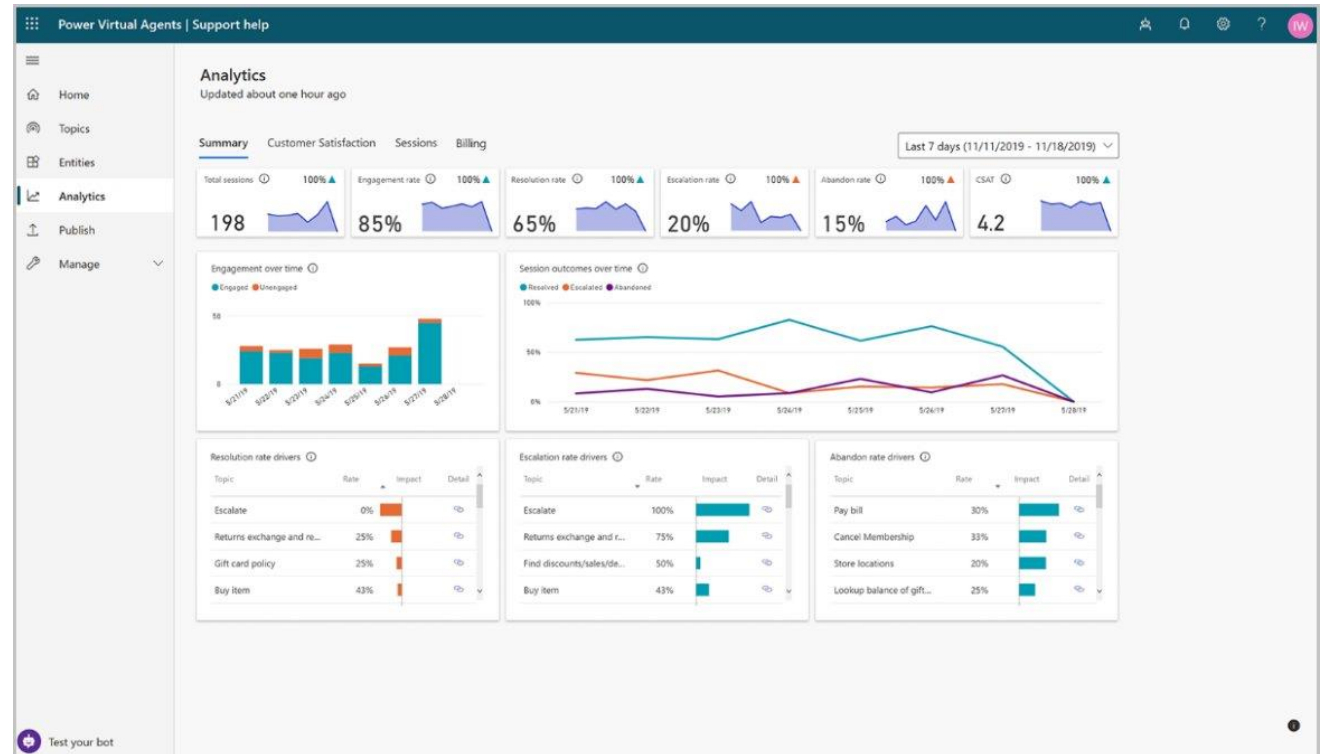
Keep it simple and clear

Be inclusive

Personality is important

Use the right tools

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Getting started right

- Identify the right requirements

- Start small and scale up

- Address privacy and security concerns

- Take it slow and check expectations

- Track Analytics for ongoing improvements

Demo

https://github.com/renatoromao/collabdays-porto24

Obrigado!

Thank you!