

HR Copilots in Action: Low-Code Agents with Microsoft Copilot Studio

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Agenda

- 01** Problem Statement
- 02** Solution
- 03** Agent – Policy Expert
- 04** Agent – Leave Expert
- 05** What is next?

Problem Statement

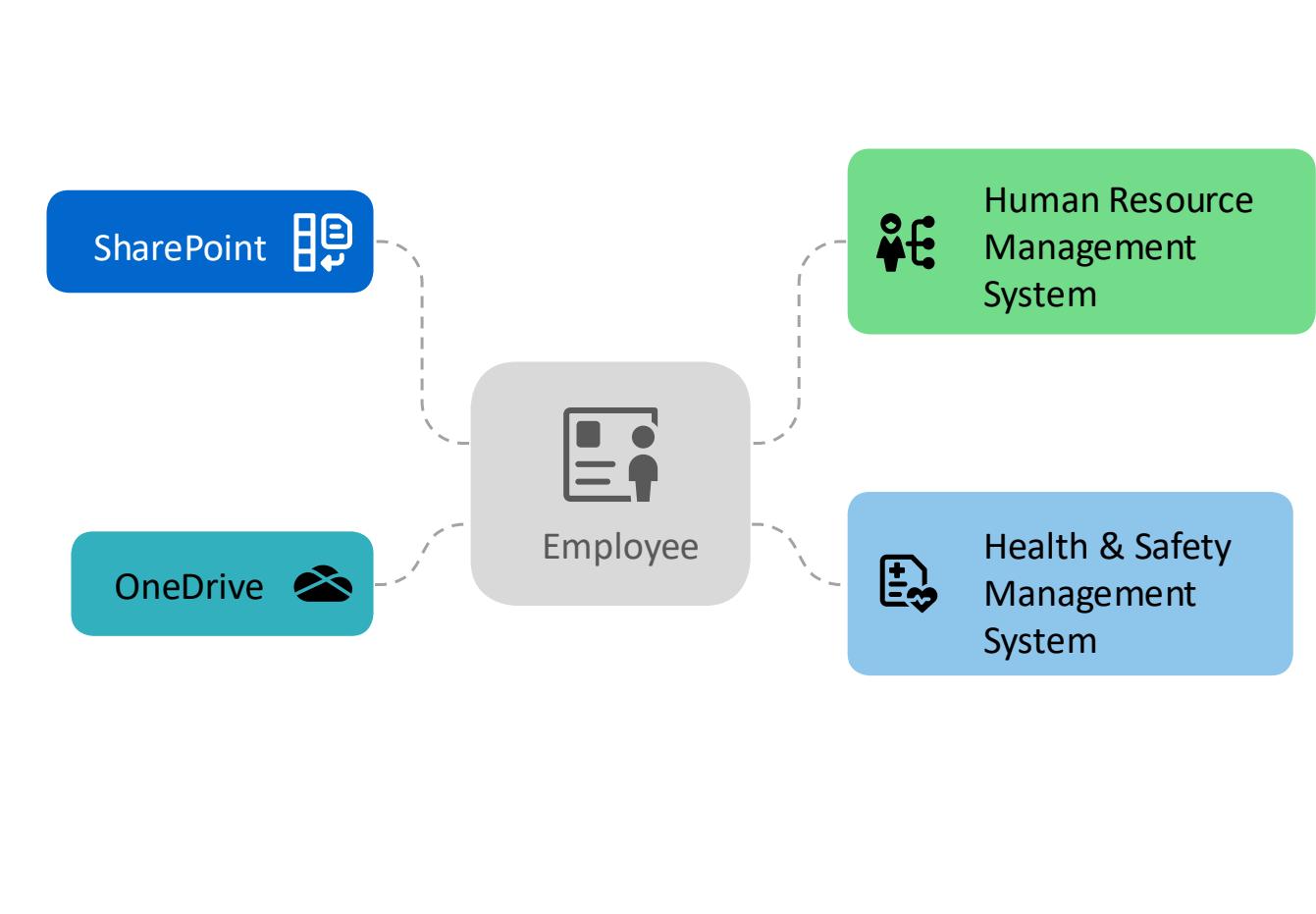
FinSight Company – over 600 employees based in Australia

Leave Policy
Questions about viewing leave balance, requesting leave, and personal leave entitlements.

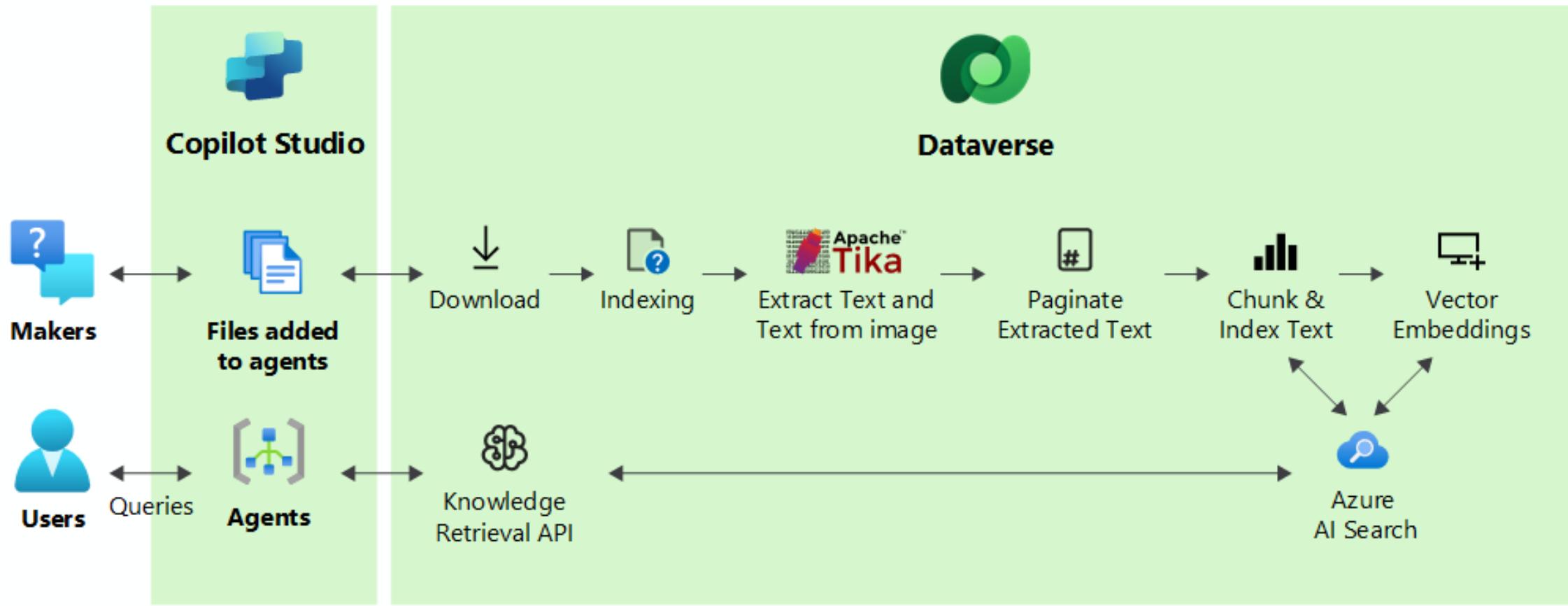
Employee Contract
Questions about notice periods for resignation, termination and types of employment contracts.

Health and Safety
Questions about reporting hazards/incidents and mental health support services.

Training Policy
Questions about eligibility and approval for external courses.



Microsoft Copilot Studio



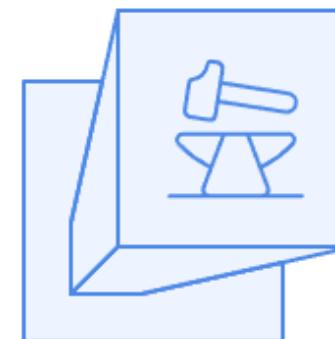
Solution 1 - Priya – Policy Expert



Offers expert guidance on HR policies.



Provides accurate, concise answers with citations and references.



Ensuring compliance with Fair Work Australia

Solution 2 – Logan – Leave Expert

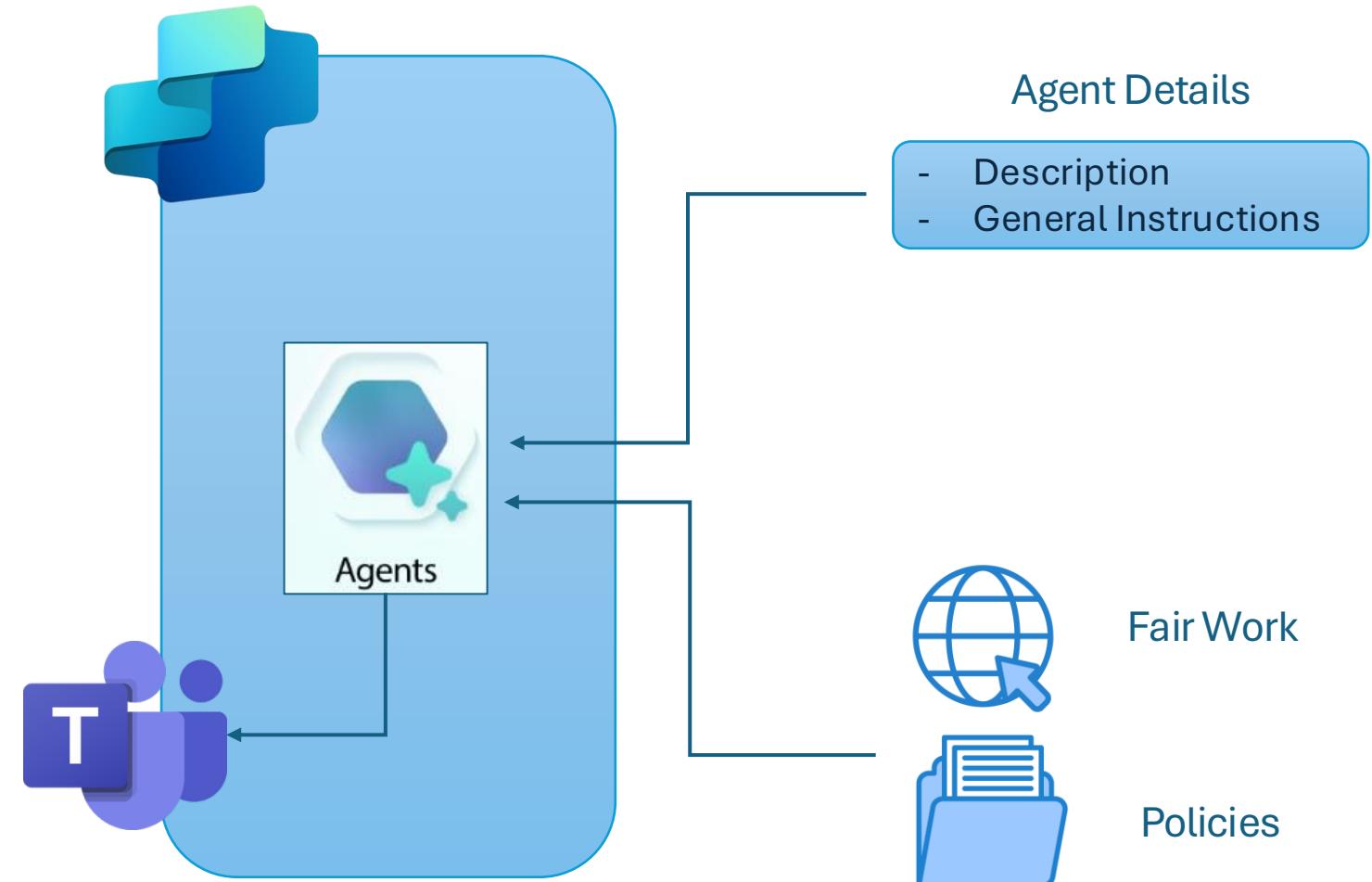


Policy Expert Agent

Priya – Policy Expert Agent



Users

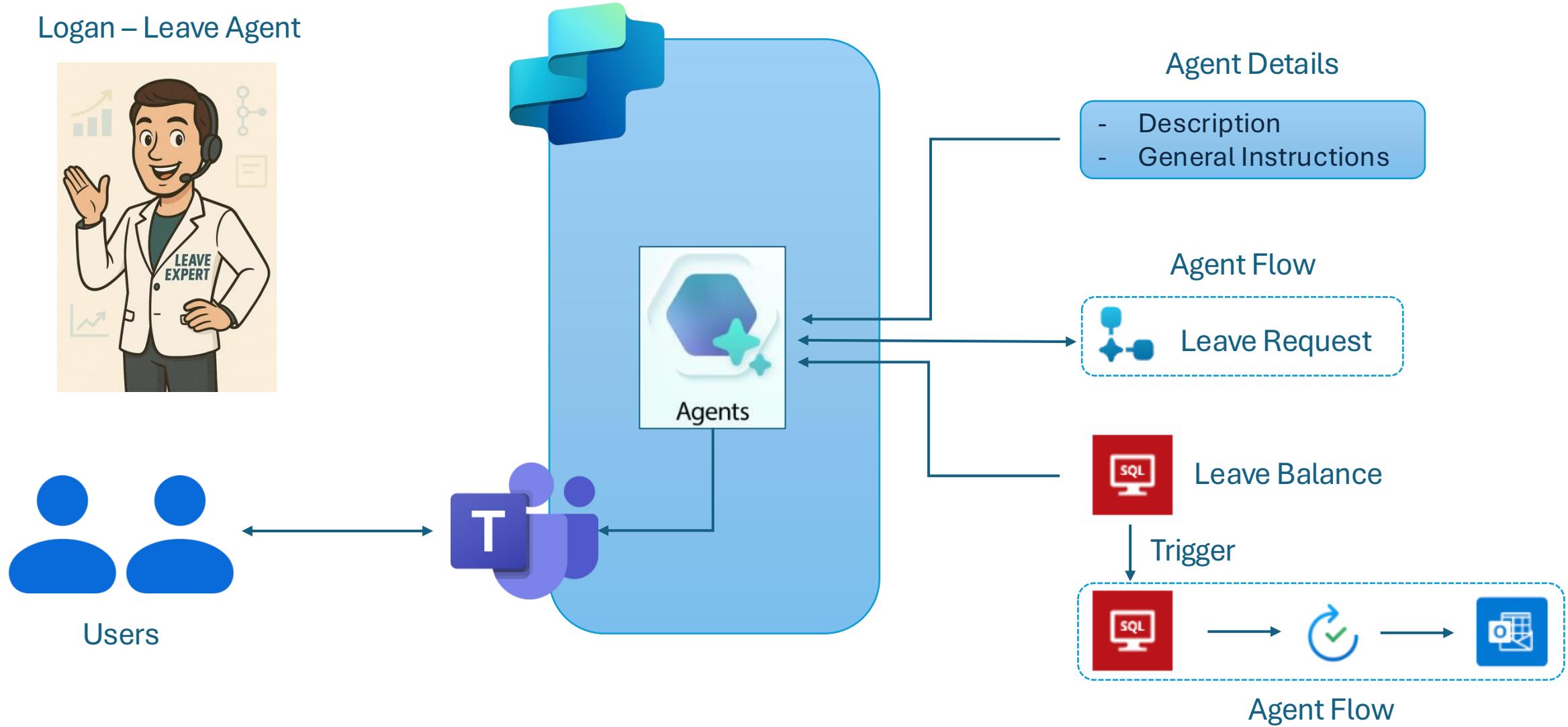


HR Policy Agent

Demo

HR Leave Agent

Logan – Leave Agent



HR Leave Agent

Demo

What is next?

Microsoft Copilot Studio Top Use Cases

Customer Support:

- **Automated Chatbots:** Build chatbots to handle common customer inquiries, troubleshoot issues, and provide 24/7 support across multiple channels.
- **Order Tracking & Management:** Allow customers to track their orders, manage subscriptions, and update their information through a chatbot.
- **Personalized Recommendations:** Offer product recommendations based on customer preferences and past purchases.

Employee Assistance:

- **HR Support:** Answer employee FAQs about company policies, benefits, and onboarding procedures.
- **IT Support:** Help employees with common IT issues, such as password resets, software installation, and access requests.
- **Internal Knowledge Base Access:** Provide employees with quick access to company information and resources.

Sales and Marketing:

- **Lead Qualification:** Identify and qualify leads based on their interactions with the chatbot.
- **Product Information Delivery:** Provide detailed product information and answer customer questions about products.
- **Sales Support:** Assist sales representatives with tasks like creating quotes and proposals.



Create agents in Microsoft Copilot Studio

5 hr 9 min • Learning Path • 6 Modules

5400 XP

At a glance

Level
Intermediate

Product
Microsoft Copilot, Microsoft Copilot Studio

Role
App Maker

Subject
Artificial intelligence, Automation, Chatbots

In this learning path, you'll learn how to create custom agents in Copilot Studio and practice your skills with a guided project.

Prerequisites

- Familiarity with Microsoft Copilot Studio.

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<https://learn.microsoft.com/en-us/training/paths/create-extend-custom-copilots-microsoft-copilot-studio/>

Thank you!