



Power CAT *AI WEBINARS*

Building an AI-ready organization

Meet your hosts



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Power CAT AI Webinars

Unlocking the Potential of Copilot Studio

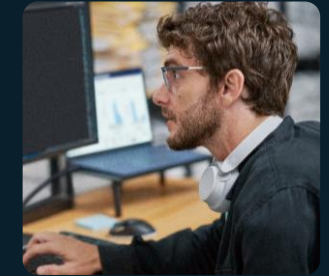
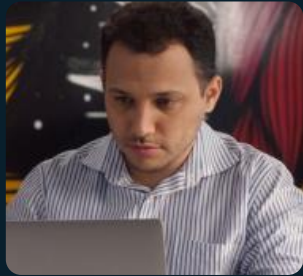
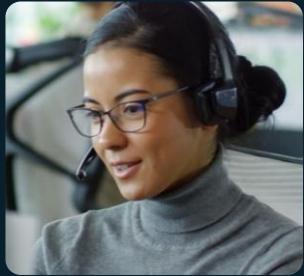


Agenda

- Where is AI transforming business processes?
- Overview of Agent building tools from Microsoft
- How are customers delivering impact with AI?
- Demonstrate how Microsoft democratizes Agent building
- Q&A



Applying AI to Business Process is Key to Impact



Customer Service	Sales	Finance	Marketing	HR	Legal	IT
Self-help	Customer self-service	Quote to cash	Customer insights & strategy	Employee engagement	Regulatory & compliance mgmt.	Data management
Support assignment	Lead generation	Record to report	Demand generation	Recruiting	Contracting	Software mgmt. & development
Issue diagnosis	Customer engagement	Tax & treasury	Content creation	HR admin & payroll	Risk management	Device management
Problem resolution	Negotiations & closing	Planning & analysis	Campaign execution	Compensation & benefits	Litigation	IT operations
Continuous improvement	Post-sale follow-up & upsell	Risk management and compliance	Predictive analysis	Learning & development	Consultation	Security operations
	Sales analysis & forecasting	Procure-to-pay	Personalization	Talent management	Intellectual property	Change management & user adoption
			Sales enablement & recommendation	HR strategy & planning	Advisory services	

Which use-case to prioritize?

1

What specific business problem or inefficiency are you looking to solve?

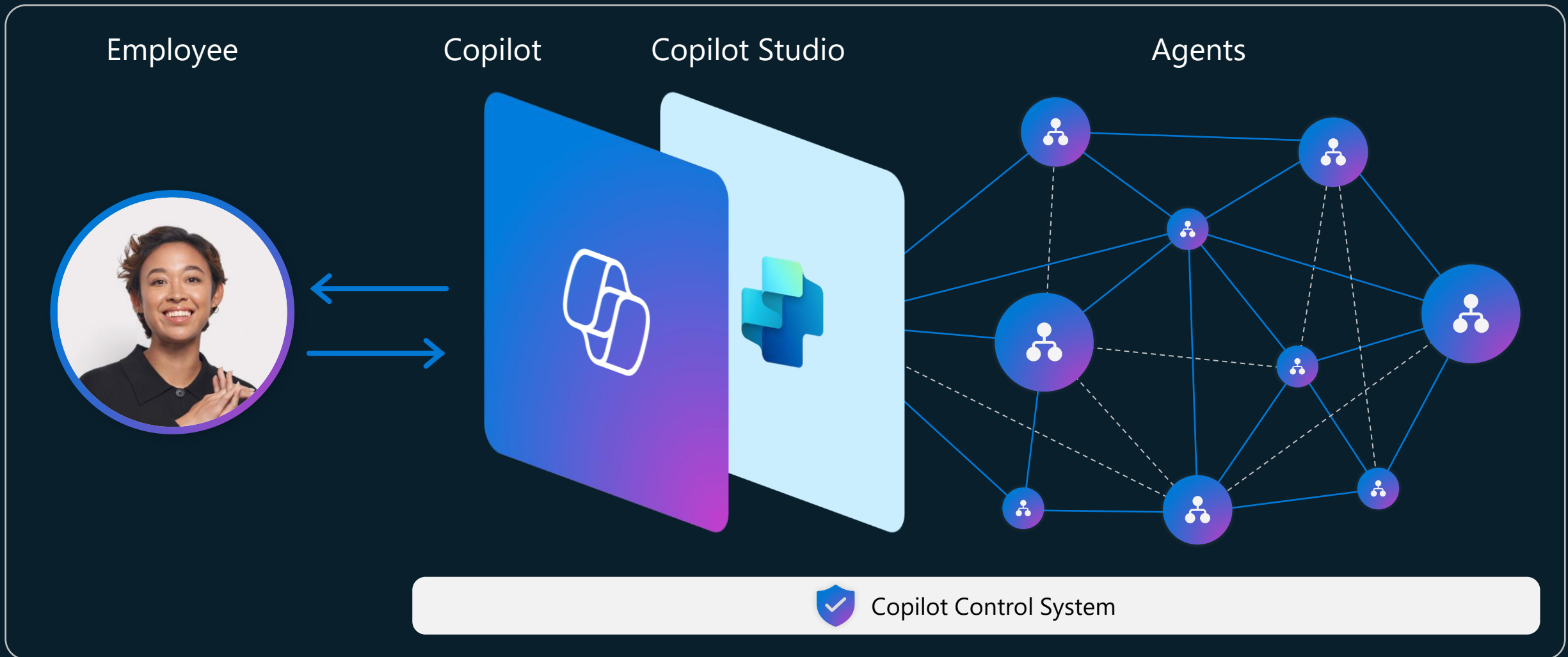
2

Which areas of your business have the highest potential for impact through conversational automation?

3

Do you have the necessary data and buy-in from leaders to implement AI solutions at scale in your organization?

Every employee will have a **Copilot** and every business process will have an **Agent**



Customers are building a spectrum of agents



←..... Agents vary in levels of complexity and capabilities depending on your need→

Explore a continuum of solutions

IT Helpdesk agent

How do I connect to the corporate network?



Device Refresh agent

Request a new laptop and send approvals via IT Service tool.



Lead Gen agent

The agent has identified and researched 15 new leads for you to review.



Simple



Advanced

Project Tracker agent

What is the status of phase 2 for project X and the remaining budget?



Budget Management agent

Review outstanding open PO's and begin financial planning.



Customer Support agent

The agent has identified new support issues and triaged to other agents.



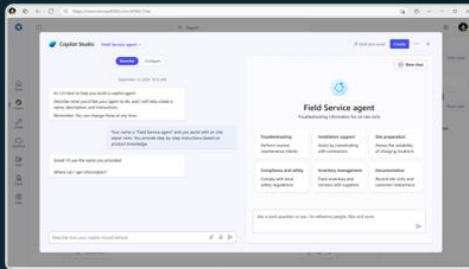
Agent building tools @ Microsoft

No code



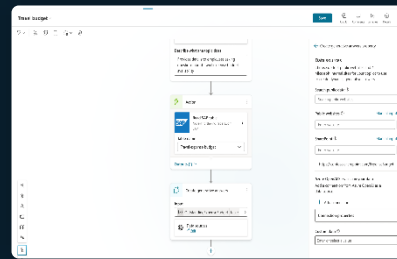
Pro code

For Info. Workers



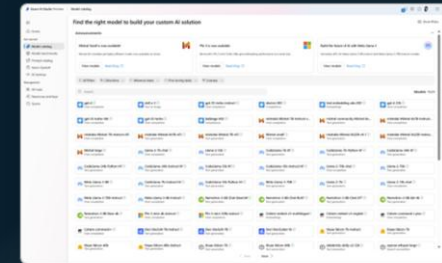
Copilot Studio
Agent builder

For Makers



Copilot Studio

For Developers

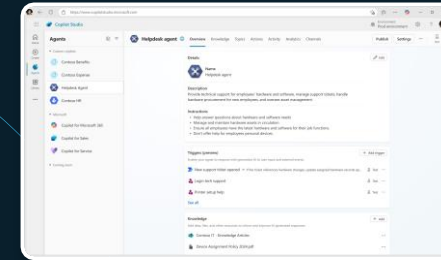
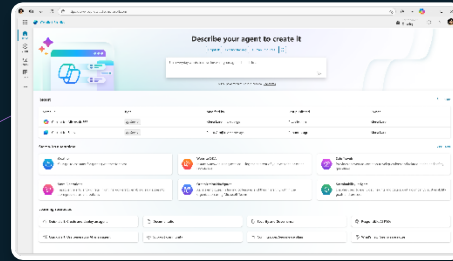
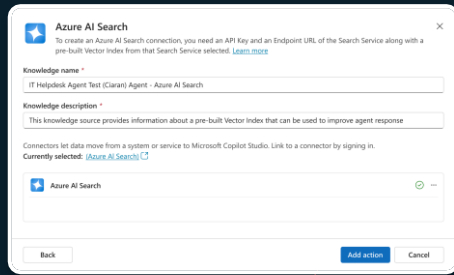


Copilot Studio +
Azure AI Foundry



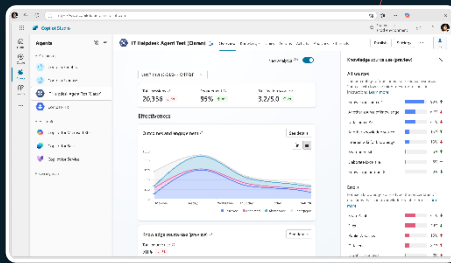
Start by simply describing what you want

Extend with Azure AI Foundry
Add knowledge in Azure with Azure AI search, use custom fine-tuned Azure AI models, enable other Azure AI services, or add code-first extensions

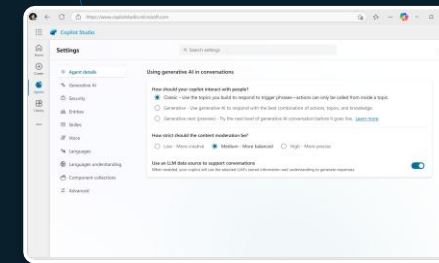


Trigger through a chat, or through an event for autonomous agentic support

Monitor and Improve with rich out-of-the-box telemetry and analytics

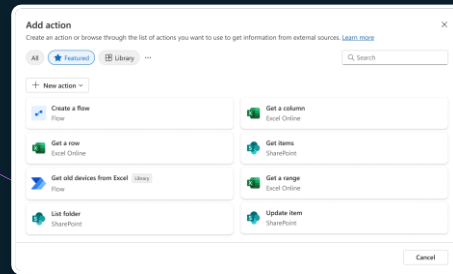
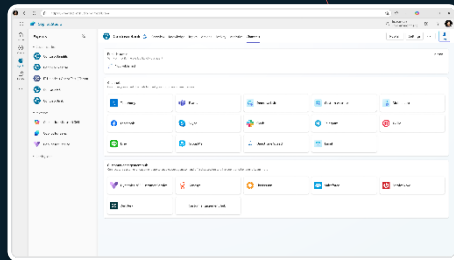


Create, manage and publish agents – all from one e2e SaaS service

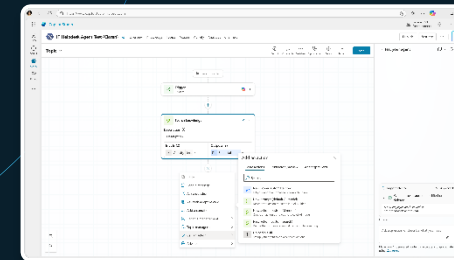


Reason over your knowledge with Gen AI
Provide generative answers over your files, websites, internal shares, Dataverse, Fabric, 3rd party systems and more

Publish to multiple channels, and go live instantly with the SaaS, or choose to extend Microsoft Copilot with your own custom capabilities



Actions - call your backends and APIs with 1000s of pre-built connectors



Create specific topics
Supplement generative AI with specific, curated topics where you want tight control.

What customers love about Copilot Studio



Time to market
- with a SaaS
service and no
infra to deploy



ROI
and Dramatic
cost savings



Easy access to
multiple
knowledge
sources and
backend systems



Ease of building
a state-of the art
generative system
– no custom
models or training



Ability to use
both generative
AI and traditional
topics in the same
system



Security and
Governance
Robust controls to
create the most
secure agent



We're using AI to do the time-consuming work so our colleagues can use all resource and expertise to make decisions quickly based on large amounts of data..."



"Copilot Studio acts as an enabler for great customer outcomes by reducing the number of people between our customers and our experience experts, who can simply roll up their sleeves and design and build themselves..."

Business impact with Copilot Studio



McKinsey & Company

90%

Reduction in project intake time



Rabobank

80,000

calls per month supported by chat solutions, reduced escalation to human agent by 50%



PayPal

40%

cost reduction deployed in weeks projected for HR/IT copilot for employees



PG&E

25-40%

internal IT helpdesk calls managed by employee copilot

Demo

3 key takeaways

1

Information workers can build agents using simple description

2

Grounded in your enterprise data, wherever it may exist

3

Included as part of Microsoft 365 Copilot or Copilot Chat with metered pricing



**Demo – Custom agent published to SharePoint /
M365 Copilot & website**

3 key takeaways

1

Easily extend Copilots with agents across any channel using Copilot Studio

2

Agents can do more than just answer questions; they can act on your behalf and interact with LOB applications.

3

Bring 1500+ out of the box actions into your agent.



A spectrum of agents

Agents vary in levels of complexity and capabilities depending on your need

Simple



Advanced

Autonomous

What are autonomous agents?

Expert systems that **manage and automate complex business tasks**, enhancing efficiency and innovation across your organization.

Proactive

Automatically responds to signals across your business and initiate tasks, configured to react to events or triggers without human input.

Independent

Seamlessly completes tasks behind the scenes without human intervention.

Adaptive

Non-deterministic and able to produce different outcomes from the same initial conditions.

Reinvent business processes

Autonomous agents use advanced logic to pick the best actions and knowledge available and adapt to changing criteria at run time

Traditional agents

Runs 1-5

Autonomous agents

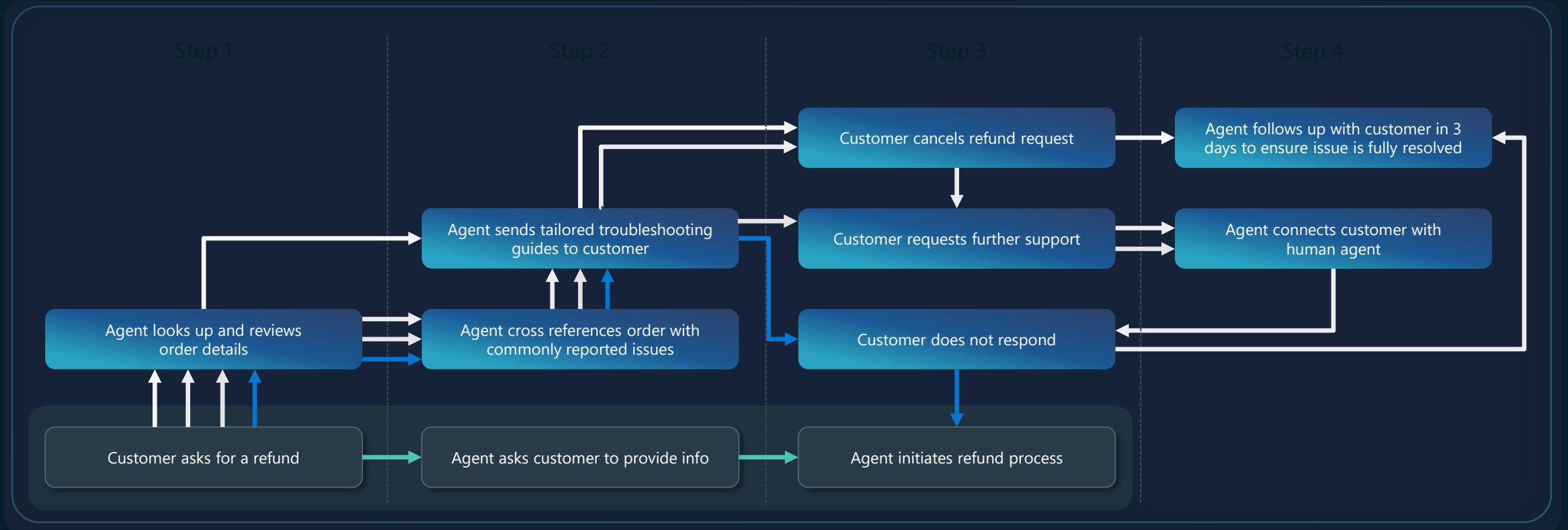
Run 1

Run 2

Run 3

Run 4

Run 5



Demo – Autonomous Agents

3 key takeaways

1

Agents can initiate tasks autonomously based on any external trigger

2

You have full visibility into agent execution, it's actions and it's deep reasoning.

3

Human in the loop, when needed.



Goals

- Where is AI transforming business processes?
- Overview of Agent building tools @ Microsoft
- How are customers delivering impact with AI?
- Demonstrate how we're democratizing Agent building



Thank you for participating!

