

# Power CAT AI Webinars

Unlocking the Potential of Copilot Studio



# Meet your hosts



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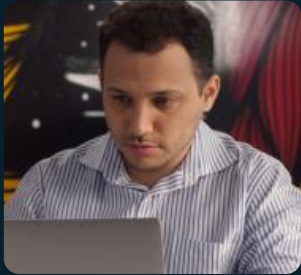


# Agenda

- 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

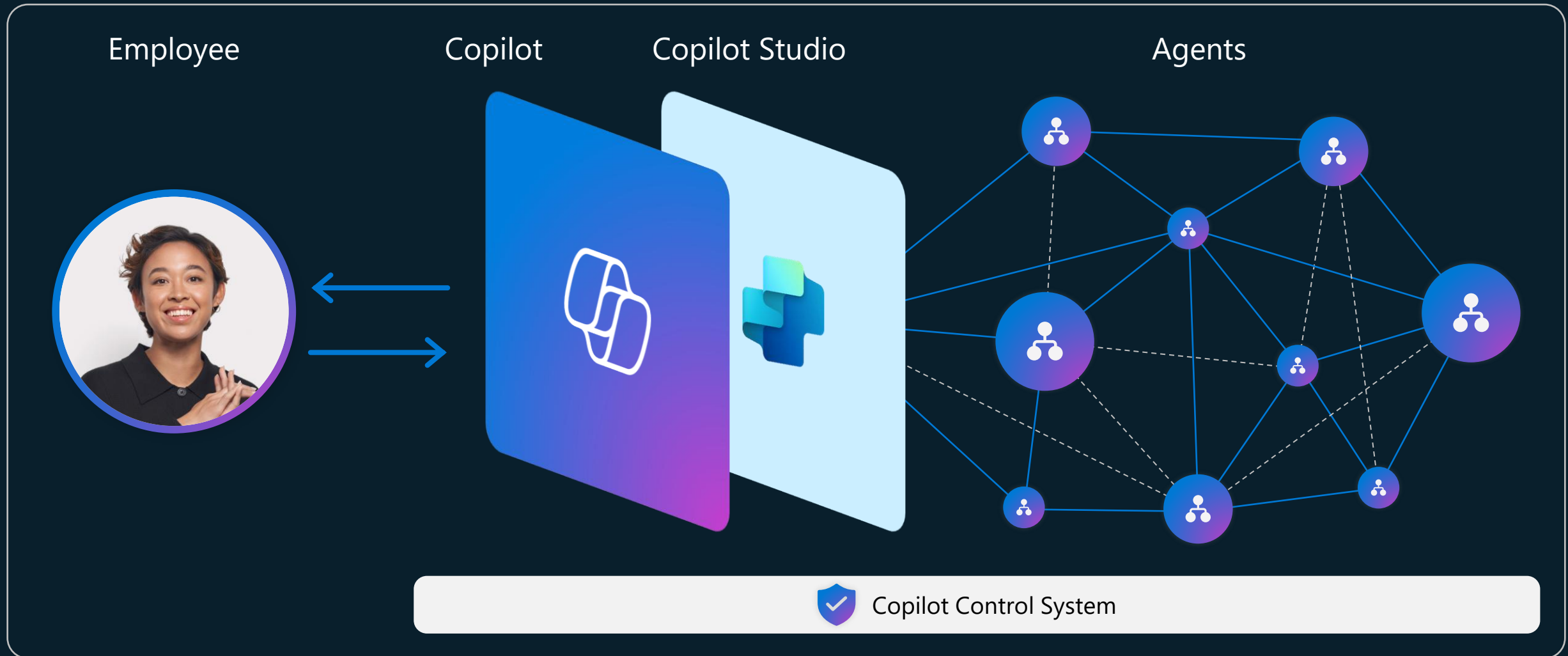
Do you have the necessary data and buy-in from leaders to implement AI solutions at scale in your organization?

# Poll – Where are you in your agent adoption journey?

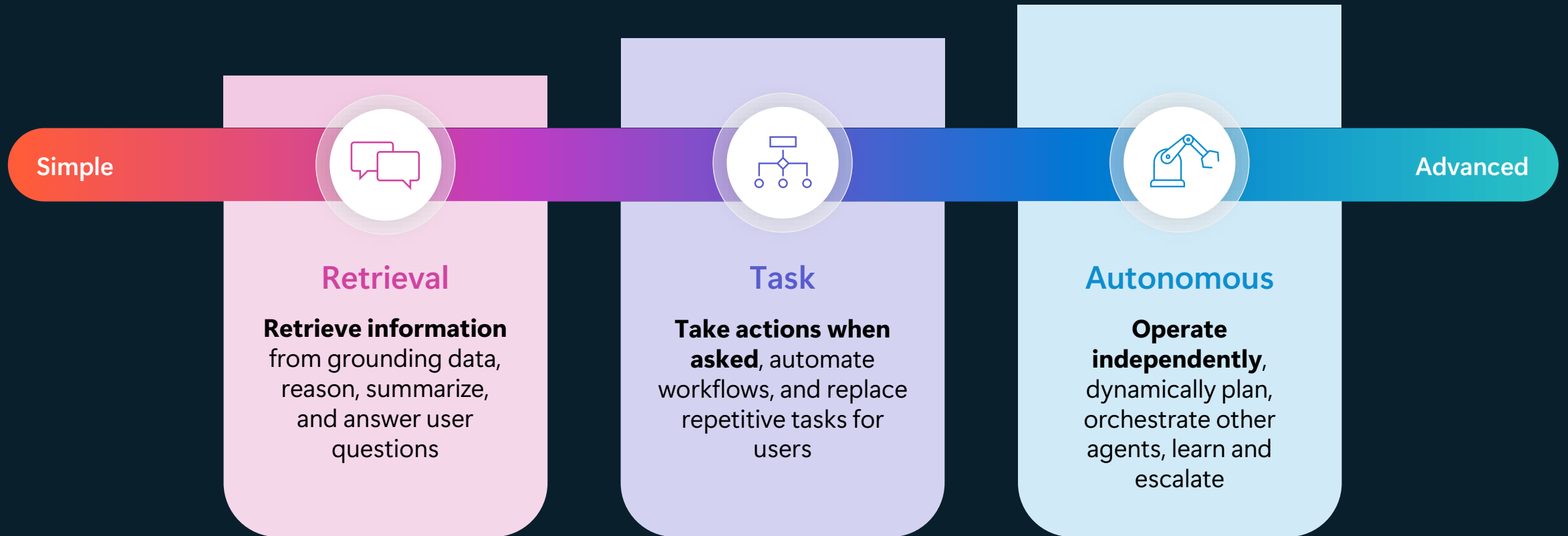
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**Poll link:** [aka.ms/AIWebinars/Polls](https://aka.ms/AIWebinars/Polls)

# 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 .....→



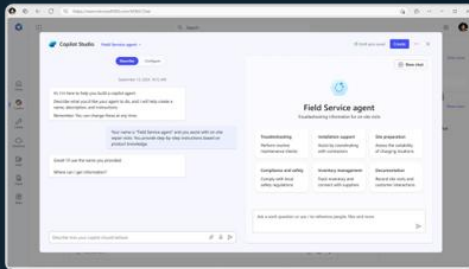
# Agent building tools @ Microsoft

No code



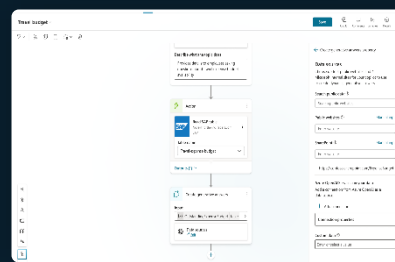
Pro code

For Info. Workers



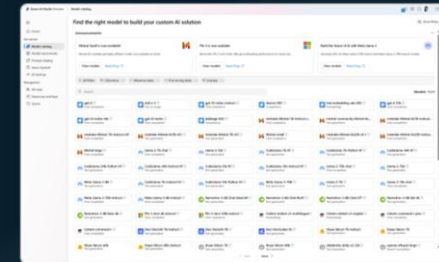
Copilot Studio  
Agent builder

For Makers



Copilot Studio

For Developers



Copilot Studio +  
Azure AI Foundry



# Continuum of agent building offerings

Microsoft has the best tools for everyone to build the full spectrum of agents

**Information Workers  
working with  
enterprise knowledge**



M365 Copilot



Create a custom agent for a specific repeatable B2E task or function e.g. my writing coach



Copilot Studio  
Agent builder



Create a custom LOB agent for your employees e.g., an HR custom agent, or a B2C agent for your customers e.g., a support agent

Connect to a contact center, hand off to humans or publish to the channel to your choice



Copilot Studio



Ground with your knowledge in Azure AI

Use off the shelf or fine-tuned custom models

Access Azure AI foundry code first agents



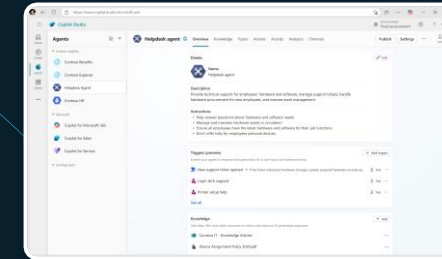
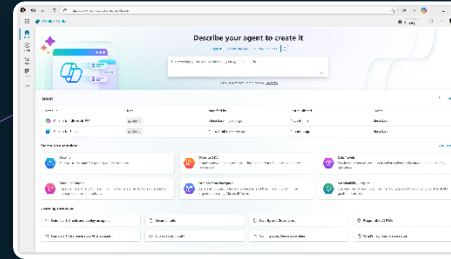
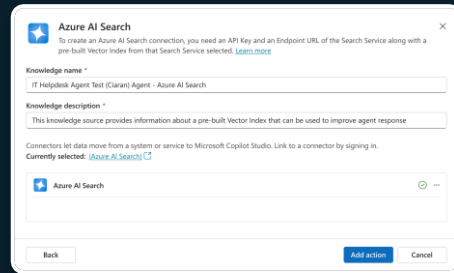
Azure AI Foundry

**Build pro-code  
custom AI solutions**

**Start** by simply describing  
what you want

## Extend with Azure AI Foundry

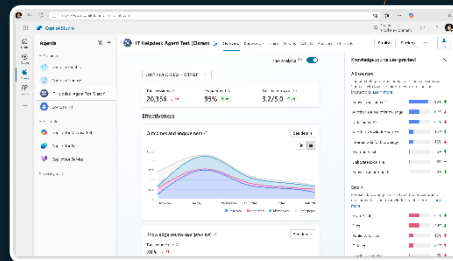
Add knowledge in Azure with  
Azure AI search, use custom find-  
tuned Azure AI models, enable  
other Azure AI services, or add  
code-first extensions



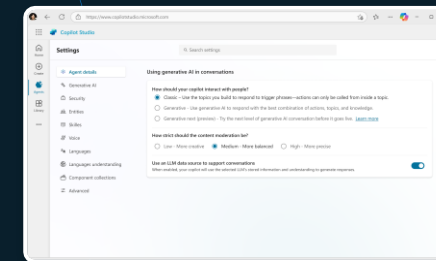
## Trigger

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

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

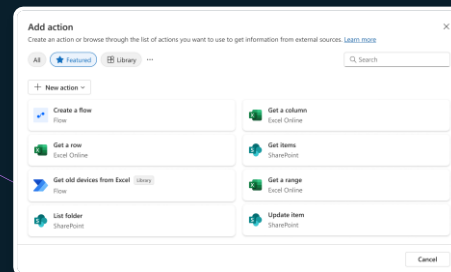
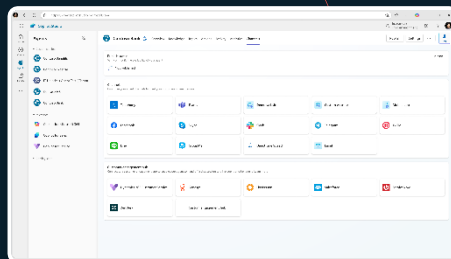


**Create, manage  
and publish  
agents –  
all from one e2e  
SaaS service**

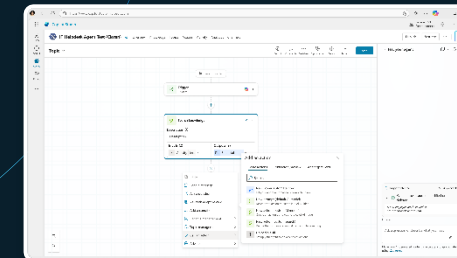


**Reason over your  
knowledge with Gen AI**  
Provide generative answers **over**  
**your files, websites, internal  
shares, Dataverse, Fabric, 3rd**  
party systems and more

**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.

# Copilot Studio customer adoption across industries & departments

100k



# 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..."

# 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.



# 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



# Get started today



[aka.ms/trycopilotstudio](https://aka.ms/trycopilotstudio)



## Learn more

Copilot Studio website: [aka.ms/\*\*copilotstudio\*\*](https://aka.ms/copilotstudio)

Blog: [aka.ms/copilotstudioblog](https://aka.ms/copilotstudioblog)

Public Demo: [aka.ms/\*\*copilotstudiodemo\*\*](https://aka.ms/copilotstudiodemo)

Learn Docs: [aka.ms/\*\*copilotstudiodocs\*\*](https://aka.ms/copilotstudiodocs)

Community page: [aka.ms/\*\*copilotstudiocommunity\*\*](https://aka.ms/copilotstudiocommunity)

Copilot Studio Resources: [aka.ms/copilotstudio/resources](https://aka.ms/copilotstudio/resources)

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# Thank you for participating!

