



Power CAT AI Webinars

Building an AI-ready organization

Meet your hosts!



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What you can expect

What to expect:

- Defining the characteristics of high-value use cases.
- Developing an achievable roadmap.
- SparkTank interactive session.

Managing expectations:

- Is not technical.
- Will not have time to take technical/ break-fix style questions.



Where agents meet opportunity

Identifying high-impact use cases

Steve Jeffery
Power CAT





Smart briefing

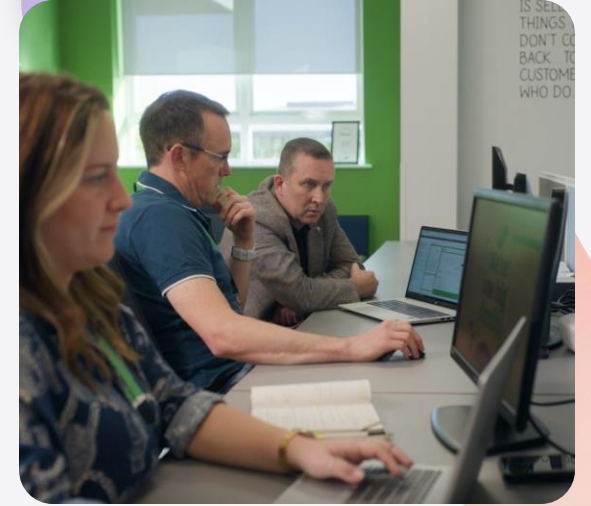
- Gathers relevant content
- Creates first draft
- Shares with stakeholders for review
- Replaces manual process



C L I F F O R D
C H A N C E

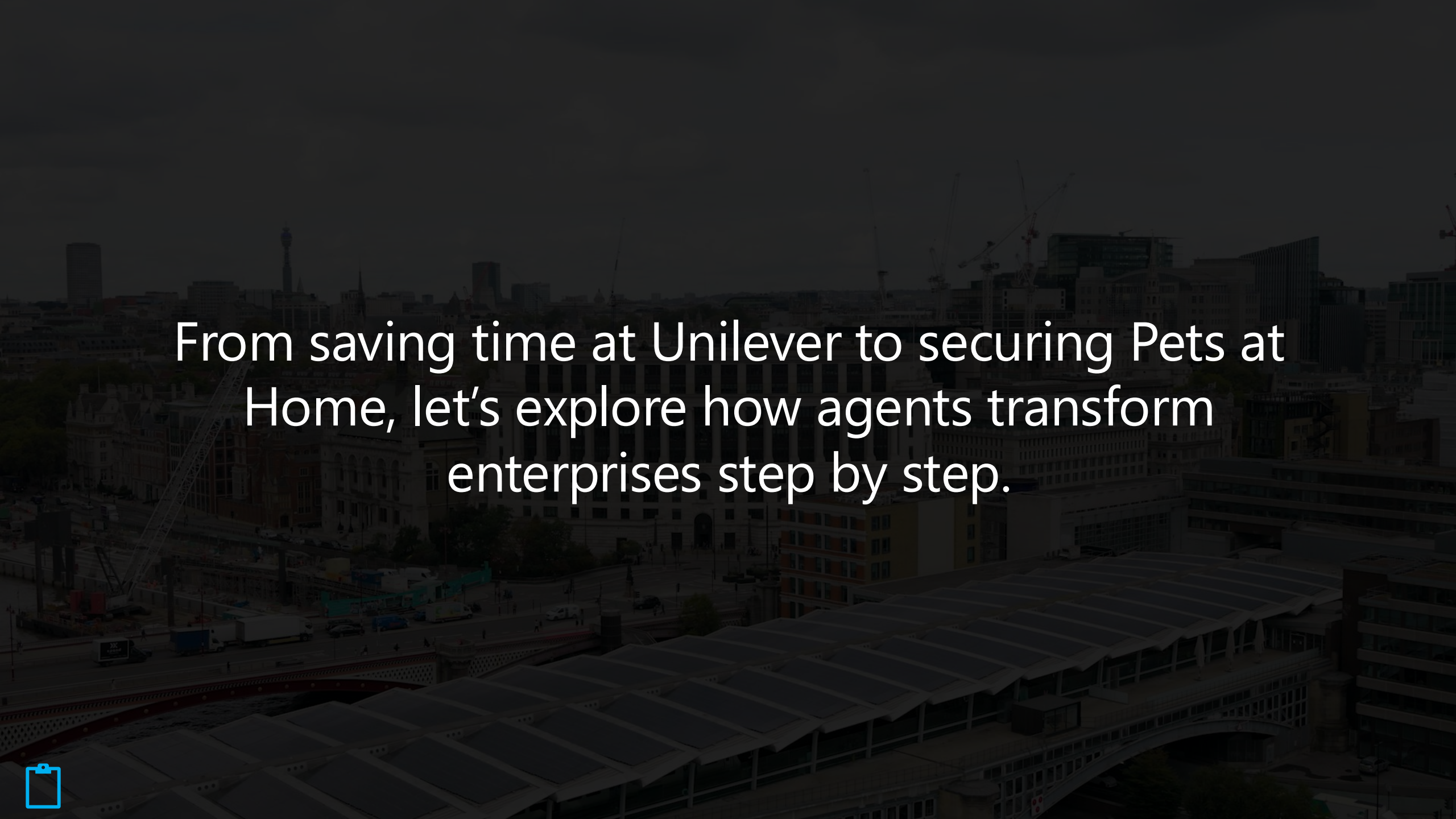
Compliance agent

- Autonomously identify risks
- Confirm inclusion of required documentation
- Notify stakeholders of next steps
- Risk and compliance officers now working on more complex issues



Fraud detection

- Identifies potential fraud
- Autonomously retrieves relevant information from different sources
- Performs analysis for fraud colleague
- Increases scale and speed

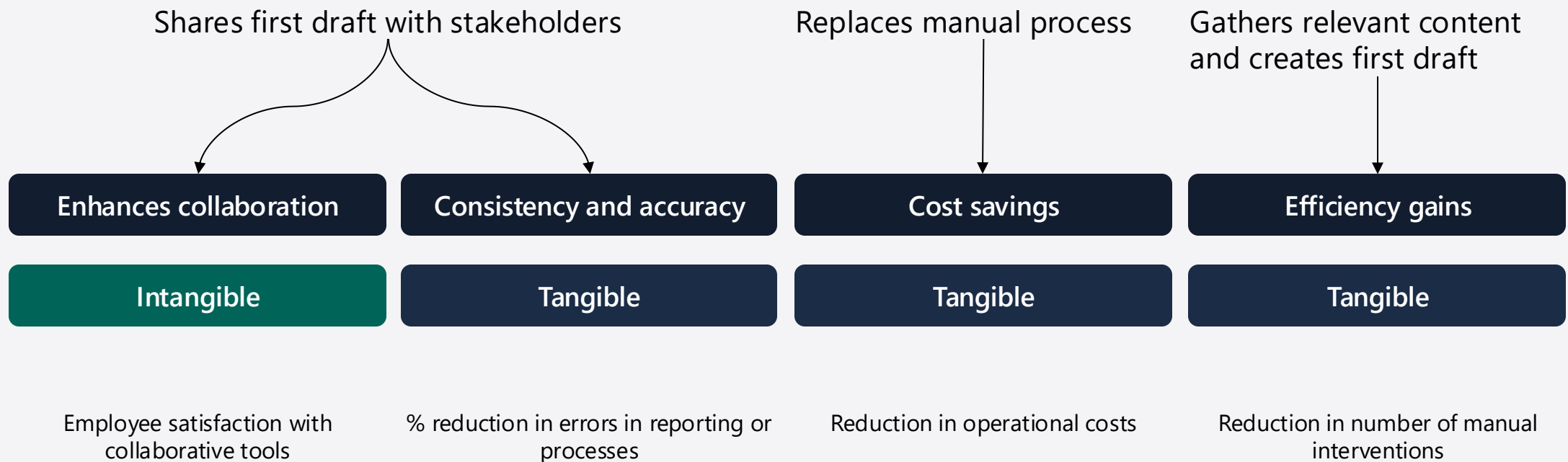


From saving time at Unilever to securing Pets at Home, let's explore how agents transform enterprises step by step.





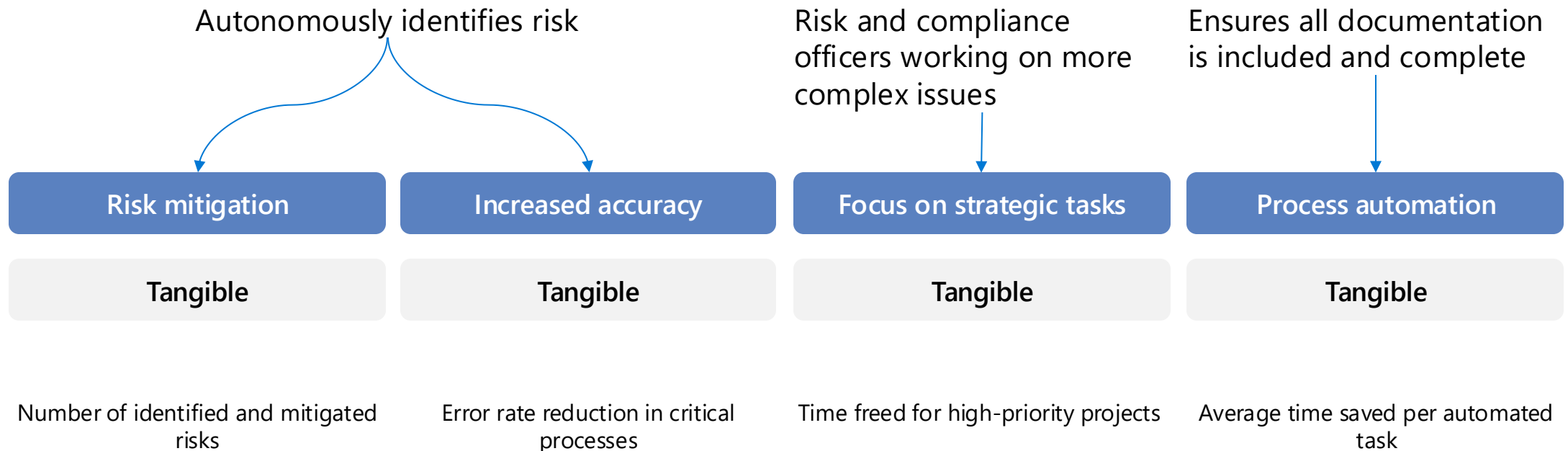
Many believe AI can't collaborate effectively, lets explore why this agent proves otherwise

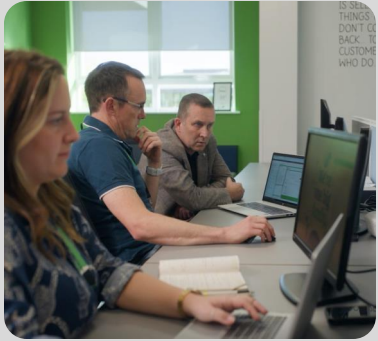




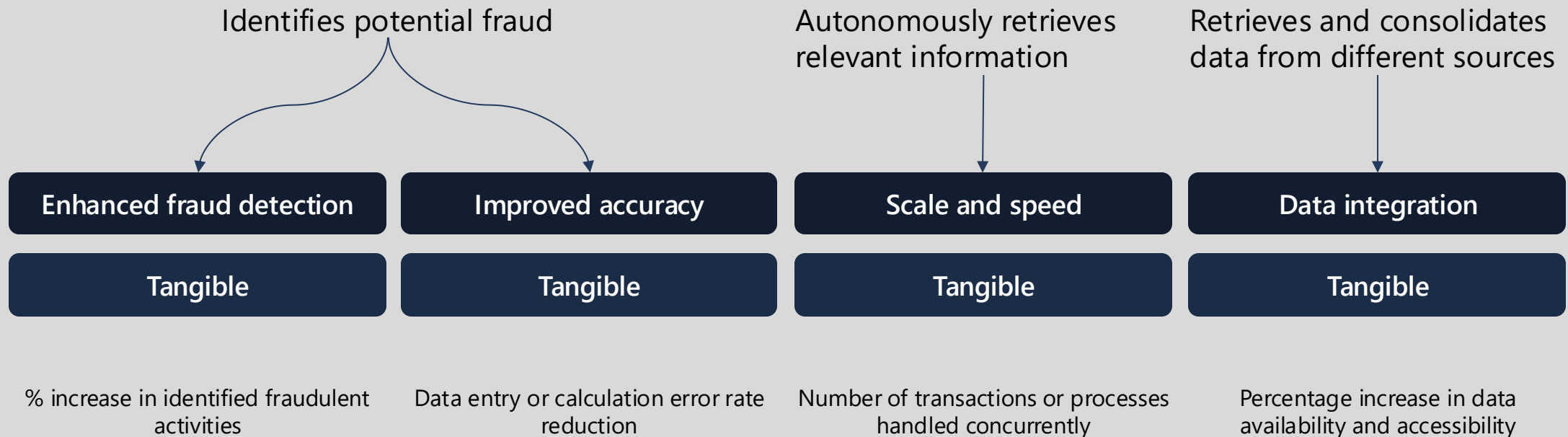
Is AI too rigid for the complexities of compliance? This agent navigates risks with precision, empowering experts for strategic work.

C L I F F O R D
C H A N C E





Could AI really outsmart sophisticated fraud? See how this agent scales detection and safeguards against threats





Consider the potential value
of solving this initial
challenge

Taking things deeper



What is the immediate and long-term value of solving the problem you identified?



Poll

Poll link: aka.ms/AIWebinars/Polls

Passcode: PowerCAT

From tactical wins to strategic outcomes



Aligning opportunities with broader strategic goals

Reinforcing existing priorities

Where does the agent enhance what we are already striving for?

Unlocking new possibilities

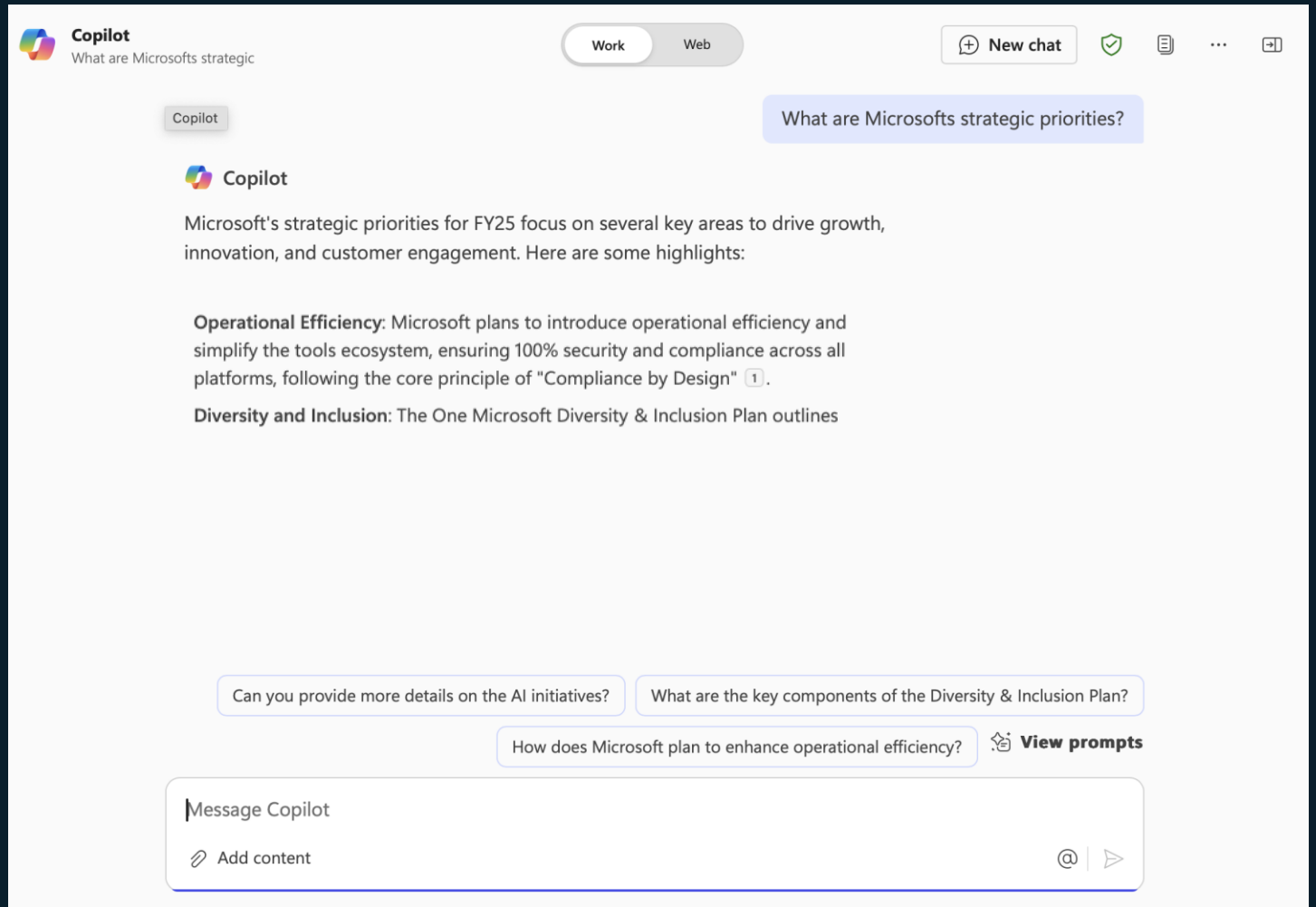
What new strategies become viable because of agentic capabilities?

Aligning agents with existing strategies

What are the organizations top objectives?

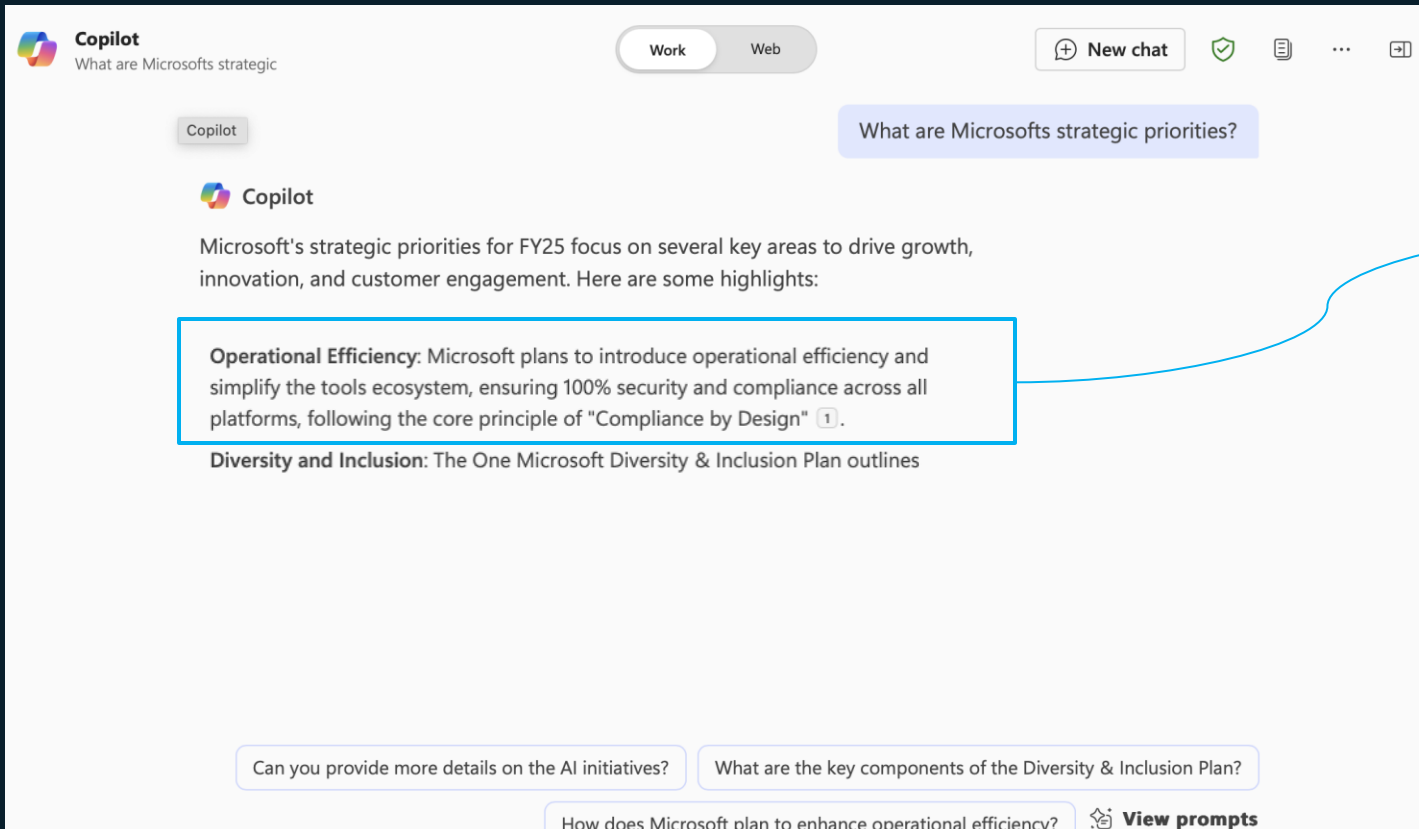
Examples:

- AI integration
- Cloud-first approach
- Productivity and collaboration tools
- Empowering every person and organization



Aligning agents with existing strategies

Map use cases to these objectives



HR Agent

Inventory restocking

Compliance checks

Aligning agents with existing strategies

HR Agent



Measure the strategic fit

Instead of just asking 'What does this solution do?' we shift the question to:

- How does this contribute to our long-term goals?
- Does this accelerate an existing initiative?
- Will this improve an area we have struggled to scale?

The screenshot shows the Microsoft Copilot web interface. At the top, there's a header with the Copilot logo and the text "What are Microsofts strategic". Below this, there are tabs for "Work" and "Web". A "New chat" button is visible. The main chat area shows a conversation with the Copilot agent. The user's question is "What are Microsofts strategic priorities?". The Copilot response provides an overview of Microsoft's strategic priorities for FY25, focusing on growth, innovation, and customer engagement. It lists two key areas: "Operational Efficiency" and "Diversity and Inclusion". At the bottom, there are three follow-up questions in a prompt bar: "Can you provide more details on the AI initiatives?", "What are the key components of the Diversity & Inclusion Plan?", and "How does Microsoft plan to enhance operational efficiency?". A "View prompts" button is also present.

Copilot

What are Microsofts strategic

Work Web

New chat

Copilot

What are Microsofts strategic priorities?

Microsoft's strategic priorities for FY25 focus on several key areas to drive growth, innovation, and customer engagement. Here are some highlights:

Operational Efficiency: Microsoft plans to introduce operational efficiency and simplify the tools ecosystem, ensuring 100% security and compliance across all platforms, following the core principle of "Compliance by Design" 1.

Diversity and Inclusion: The One Microsoft Diversity & Inclusion Plan outlines

Can you provide more details on the AI initiatives? What are the key components of the Diversity & Inclusion Plan? How does Microsoft plan to enhance operational efficiency? View prompts

AskHR AI assistant helps thousands of Microsoft employees

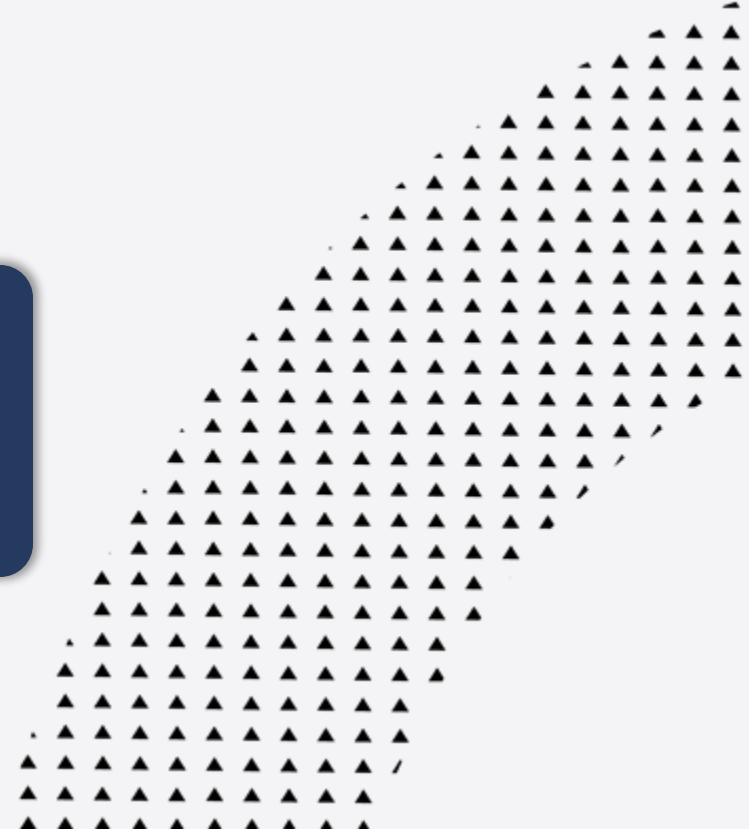
HRWeb is Microsoft's HR portal hosting wide-ranging content in service of employees and the organization

8 million

Visits per year

800,000

Service tickets annually



AskHR AI assistant helps thousands of Microsoft employees

27%

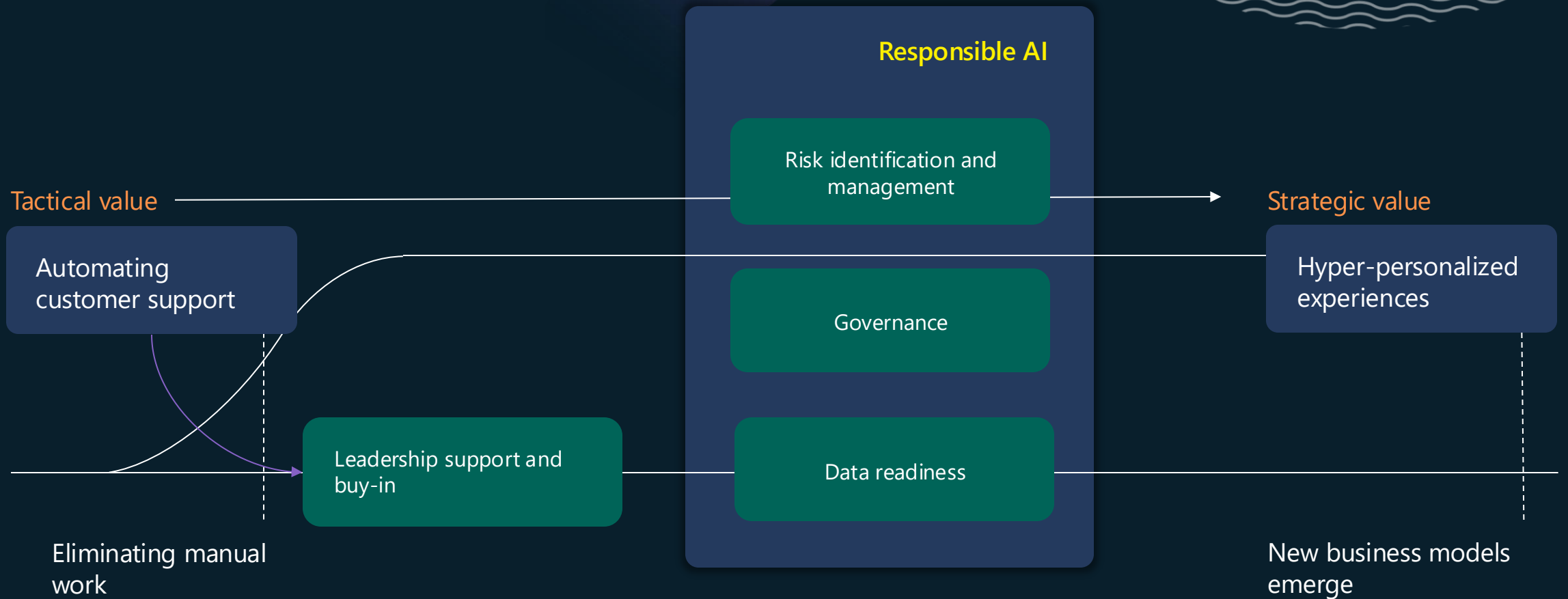
of all HR support
inquires resolved
using AskHR
copilot

21k

Hours of
productivity gained

25% reduction in service tickets
60% success rate
Employee satisfaction 4.56/5
35k installations in Teams
314k interactions in FY24
13 FTE's reallocated to high-priority tasks

Anticipate challenges





Building a roadmap

The hidden framework to a roadmap



From seeing agents as tools



"If you could utilize a Copilot Studio Agent in your organization,
what problem would you want it to solve?"

To viewing Agents as competitive advantage



If you could use agents in your organization/ department,
what would be different compared to how things work now?

From isolated wins



“What is the **immediate and long-term value** of solving the problem you identified?”



To viewing value holistically

If these problems were solved, **how would it change the way your organization creates value** – both internally and for your customers?



From pinpointing pockets of potential

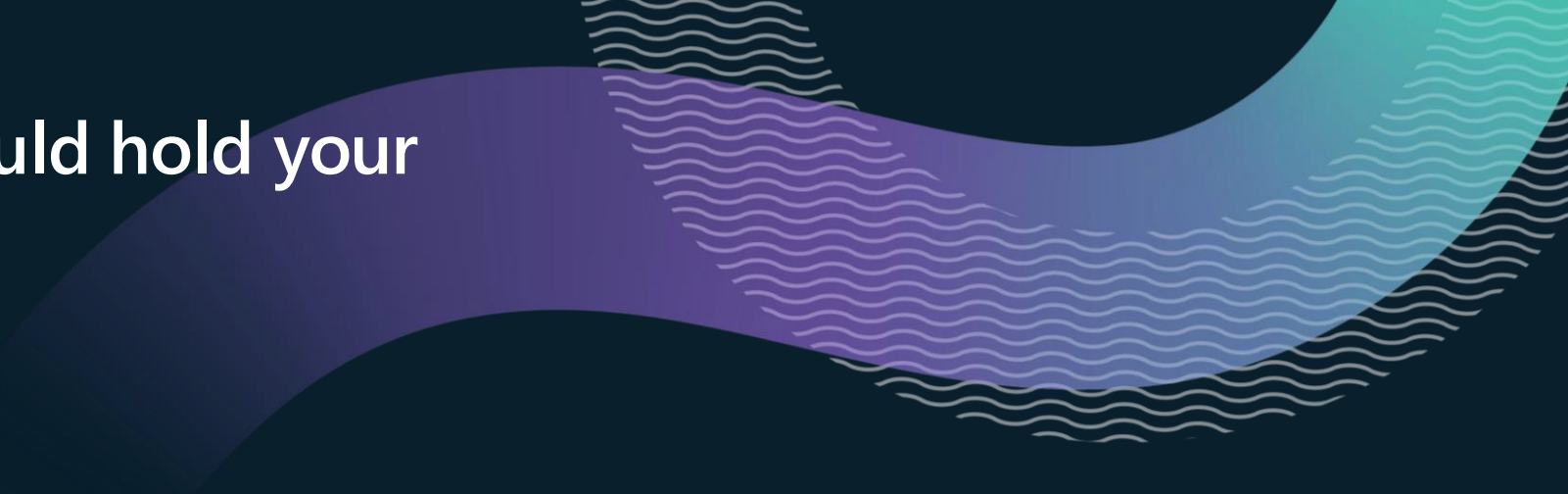
“Where in your organization do agents **have the most strategic potential?**”



To redefining the way you work

If agents were to become a core capability in your organization/ department, **what strategic advantages would they unlock?**

From identifying what could hold your organization back



“What do you think will be the **biggest hurdle for your organization** when scaling from tactical to strategic outcomes?”



To fully embracing the challenge

What would it take for your organization to **fully embrace agents as a transformational capability?**

Building your roadmap... a repeatable approach

What would be different to now?

How would solving these problems change the way your organization creates value?

Internal value

Customer value

What would it take for your organization to fully embrace AI as a transformational capability

Now (<3 months)

Soon (6 - 12 months)

Later (> 12 months)

Building your roadmap... a repeatable approach

What would be different to now?

Customer service

Response times would drop, and we'd deliver personalized solutions at scale.

HR

Recruitment workflows would be seamless, and we'd hire the right talent faster.

Finance

Manual approvals would be eliminated, and compliance audits would run automatically.

Operations

Predictive maintenance would reduce unplanned downtime and improve asset efficiency.

How would solving these problems change the way your organization creates value?

Customer service

Internal value

Teams would have more time for strategic work, increasing productivity and reducing burnout.

Customer value

Customers would experience faster resolution times and higher satisfaction scores.

What would it take for your organization to fully embrace AI as a transformational capability

Now (<3 months)

- Leadership buy-in and sponsorship
- Data inventory
- Initial governance framework
- Tool and platform familiarity

Soon (6 - 12 months)

- Data readiness and integration
- Cultural shifts
- Upskilling teams
- Scaling governance
- Pilot programs

Later (> 12 months)

- Full data maturity
- AI-driven strategic evolution
- Enterprise-wide adoption
- Continuous risk management

So far...

We discussed the characteristics of high-impact use cases

We learned about immediate and long-term value

You identified areas in your organization with high-potential

And that expanding our questions can help build a roadmap for agents

And that aligning use cases with strategic objectives increases value

And learned about some of the challenges you may encounter



SparkTank

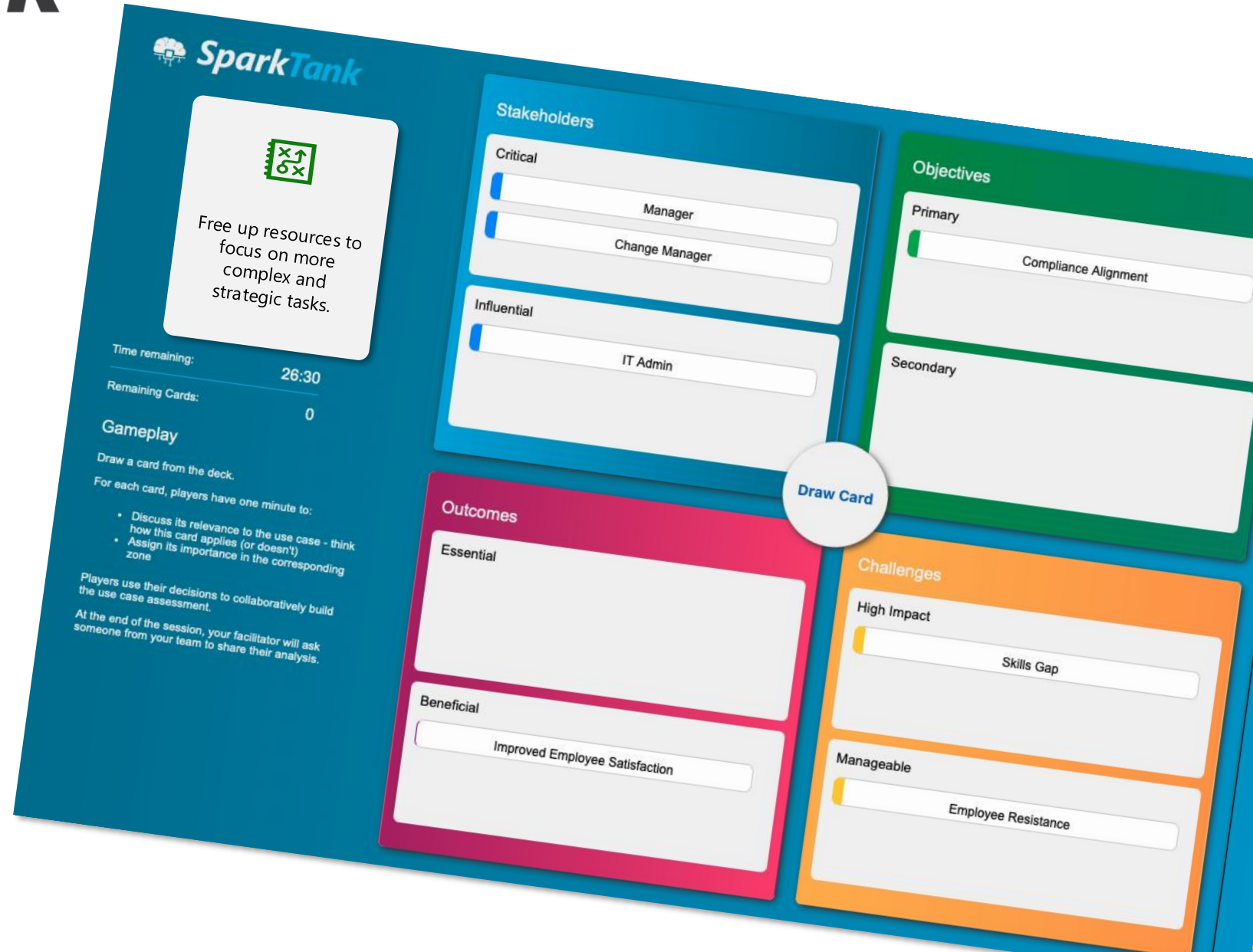




SparkTank

Copilot development is not just about what's possible, its about what's valuable.

SparkTank is a fast-paced, strategic exercise designed to help you evaluate opportunities, challenge assumptions and sharpen your ability to spot high-value use cases.



Assess your own scenario

Bring your own use case

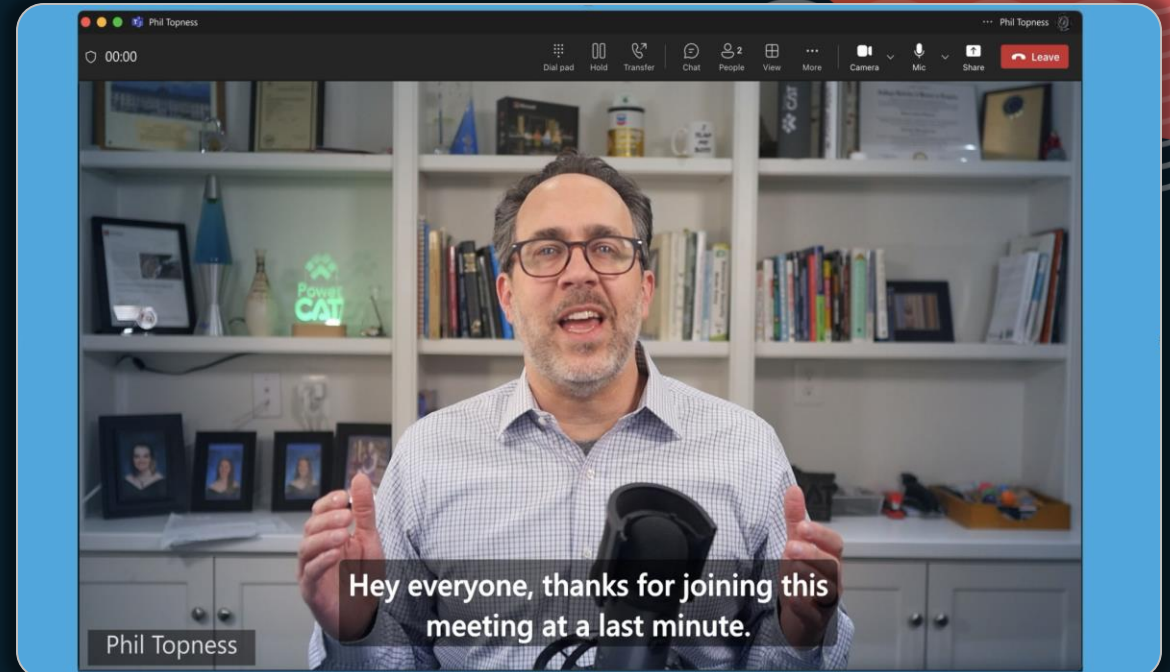
Assess a scenario we provide

HR helpdesk agent

If you could deploy an agent in your organization, what problem would you want it to solve?



30 minutes



A deeper look at objectives

Freeing up resources is **critical** because it directly addresses a key pain point: HR teams are overwhelmed by routine, reactive queries.



Making systems more accessible supports the success of the primary goal by **ensuring employees can easily interact with the HR helpdesk system.**



1 - Objectives

Defining **primary** and **secondary objectives** helps prioritize efforts by distinguishing between *essential* goals and *supportive* ones.

This prioritization ensures that the most critical outcomes are achieved first, while secondary objectives provide added value but are not mission-critical.



The HR Specialist is a **critical stakeholder** because they are the subject-matter experts directly involved in managing employee queries and ensuring the AI system's responses align with HR policies and processes.



The HR Manager is an **influential stakeholder** because their role is more strategic than operational. They oversee the implementation of the AI-powered helpdesk, ensuring alignment with organizational goals.



2 - Stakeholders

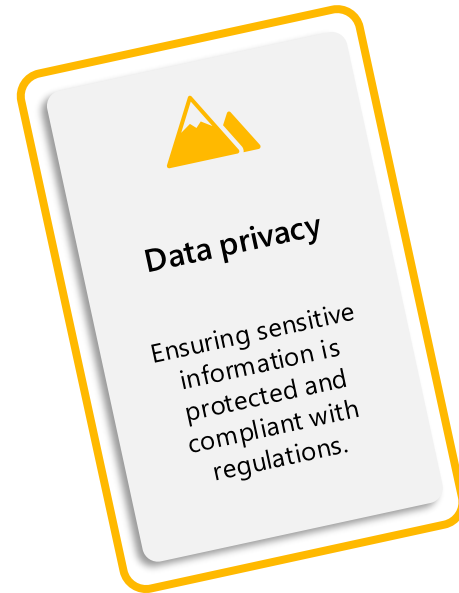
Identifying **critical** and **influential stakeholders** ensures that efforts and resources are focused on the individuals or groups who have the greatest influence on or are most impacted by the success of the AI-powered HR helpdesk.

Critical stakeholders are *directly responsible for or impacted* by the project's outcomes, while influential stakeholders *play supportive roles* that enhance the system's success but are not immediately critical.



Ensuring data privacy is a high-impact challenge because the AI-powered HR helpdesk **handles sensitive employee data, including personal and potentially confidential information.**

Employee resistance is a manageable challenge because it **impacts the adoption of the AI system rather than its functionality.** Resistance often stems from fear of change, concerns about job security, or lack of understanding of the system's benefits.



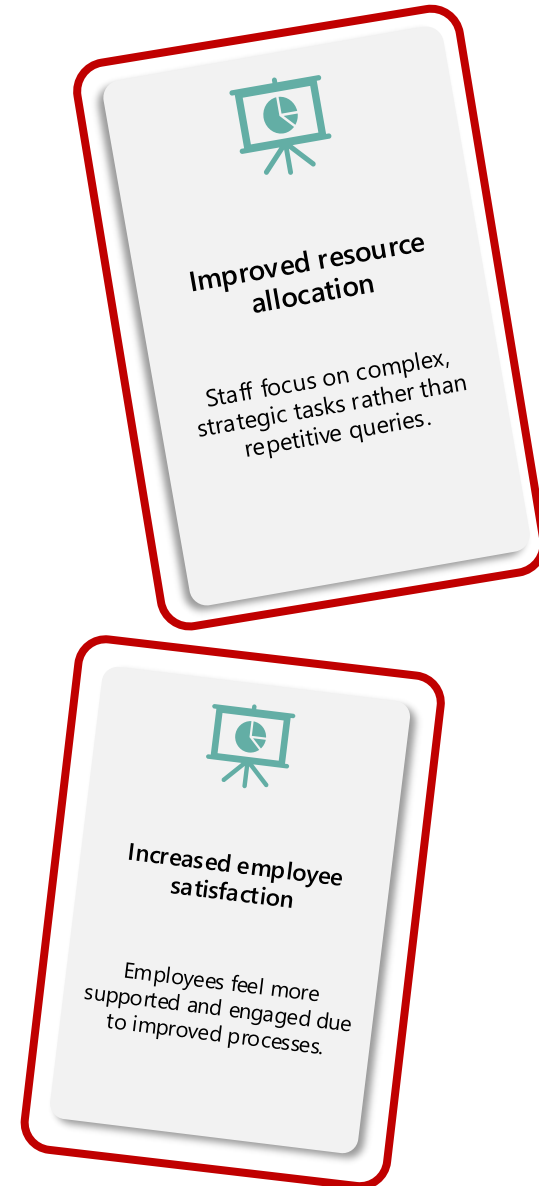
3 - Challenges

Defining **high-impact** and **manageable challenges** helps focus efforts on the most significant risks that could hinder the success of the AI-powered HR helpdesk.

High-impact challenges are those that, if left unresolved, could derail the project or its outcomes. **Manageable challenges** are less critical but still important to address for smooth implementation and optimal results.



Improved resource allocation is an essential outcome because it optimizes efficiency, reduces costs, and ensures that tasks are completed effectively and on time. It also provides the organization with the flexibility to adapt quickly to changing needs, driving overall performance and success.

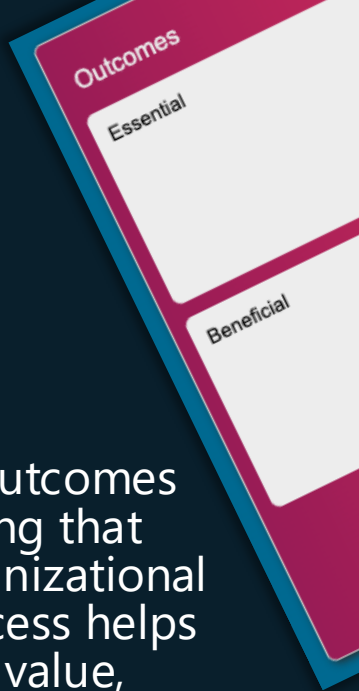


Increased employee satisfaction is a beneficial outcome that boosts morale, engagement, and retention, while also promoting a positive work culture that enhances productivity. Satisfied employees contribute to a collaborative environment, reducing turnover and supporting long-term organizational growth.

4 - Outcomes

Identifying **essential** and **beneficial** outcomes provides clarity and direction, ensuring that strategies are aligned with both organizational goals and employee needs. This process helps prioritize actions that drive the most value, allowing for more efficient resource use and targeted interventions.

Focusing on essential outcomes first, helps address the most immediate needs, while beneficial outcomes can be pursued as enhancements to improve long-term effectiveness and employee satisfaction.



Wildcards



Bias in AI outputs

The AI system is found to unfairly favor certain employee groups.



External competition launches AI


An external competitor introduces a similar solution and maximizes publicity.


Wildcards introduce **unpredictability and creativity** into the gameplay, simulating real-world complexities and unforeseen challenges or opportunities.

They push participants to think critically about scenarios that might not be immediately obvious, forcing them to adapt their strategies in light of new dynamics.


Exercise guidance

 **Time Allotted:** 20 minutes

 **Managing Silence?** If there's an awkward pause, don't worry! Use the time to reflect, or refine your thoughts. Feel free to drop any questions or insights in the chat—we're here to help!

 **Check-in:** Once you've completed the exercise, let us know in the chat so we can track progress. Share a screenshot of your business case (optional).

This is virtual, in a one-to-many webinar, we need to agree some ground-rules:

1. Use **chat** if you need help
2. This is a beta program – expect a few 'bonus features' 
3. The card list is not exhaustive, if you feel we need to add/ remove cards, please provide feedback!
4. Feedback – is this helpful? Let us know.

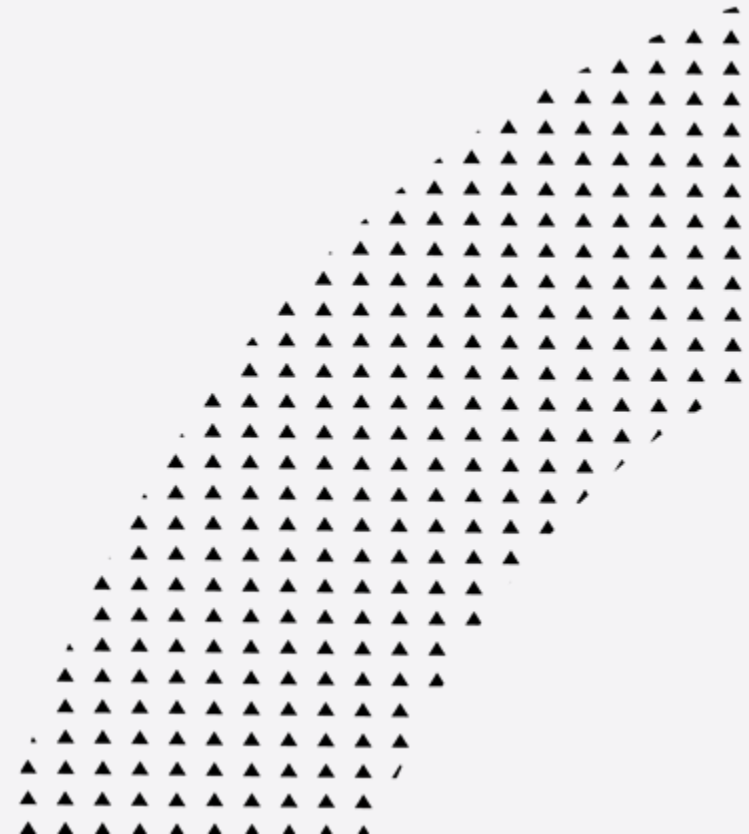






Follow along

<https://aka.ms/powercat/sparktank>



HR helpdesk

5

HR specialists

70%

Employee satisfaction

24hr

Average response time

>24hr

Peak demand response time

HR specialists to **work on proactive tasks**

Reduce operational costs

Improve employee satisfaction

Provide 24/7 support as part of digital transformation

Objectives

Before we get to Q&A, please provide your feedback

aka.ms/AlVisionValue/Feedback



Ready for more?



April 2nd: Navigating AI risks

April 16th: Evolving governance for AI

April 30th: Data foundations for AI

aka.ms/PowerCAT/AiWebinars



Get started today



aka.ms/trycopilotstudio



Learn more

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

Copilot Studio Resources: aka.ms/copilotstudio/resources

Thank you for participating!

