



Discover The Future Of Business Innovation With Copilot Studio

Unlock the Full Potential of Your Enterprise with Copilots for Everyone



Dave Milton

Technical Director
GBB Power Platform



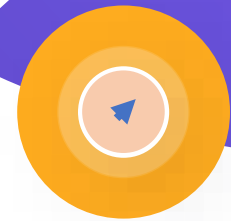
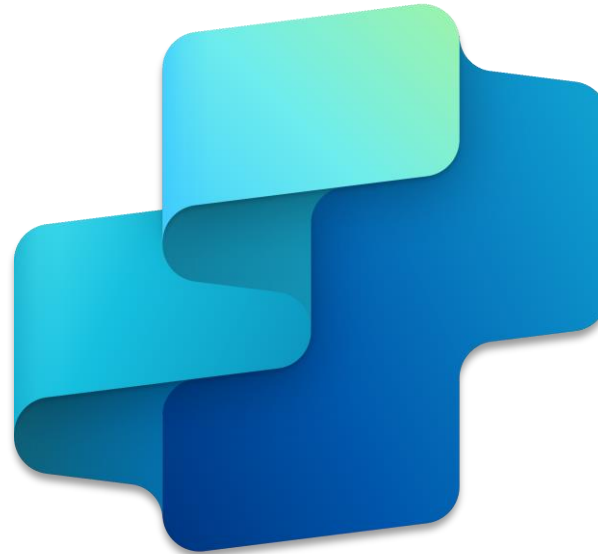
Jagan Jami

Chief Operating Officer



Satheesh Kothakapu

Technical Architect



Today's

Agenda

Microsoft's vision for conversational AI

Copilots for Your Entire Organization

Live Demonstrations of Real-World Applications

- Customer Experience Copilot
- Employee Experience Copilots
- Data Experience Copilots

Live Demonstrations of legacy chatbot migration to copilot studio

Q&A

How to get started

Housekeeping – Asking speaker a question

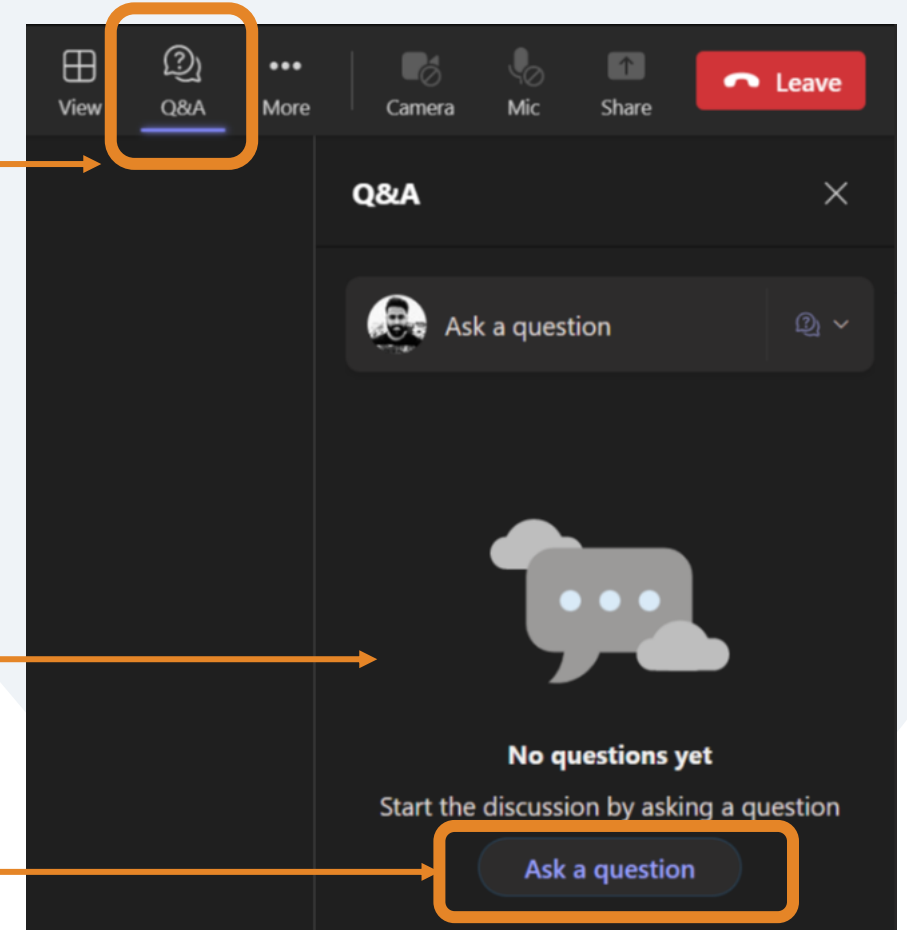
We want to hear from you!

Please submit your questions. We'll reserve time for Q&A at the end of the webinar.

1 To submit questions, click on the Q&A at the top right corner

2 Clicking on the Q&A icon will open a window where you can type your question.

3 Click on the 'Ask a question' button & type your question.



Housekeeping - Participating in Polls

Your opinion is valuable to us!
Please take part in our polls to help us understand your views.

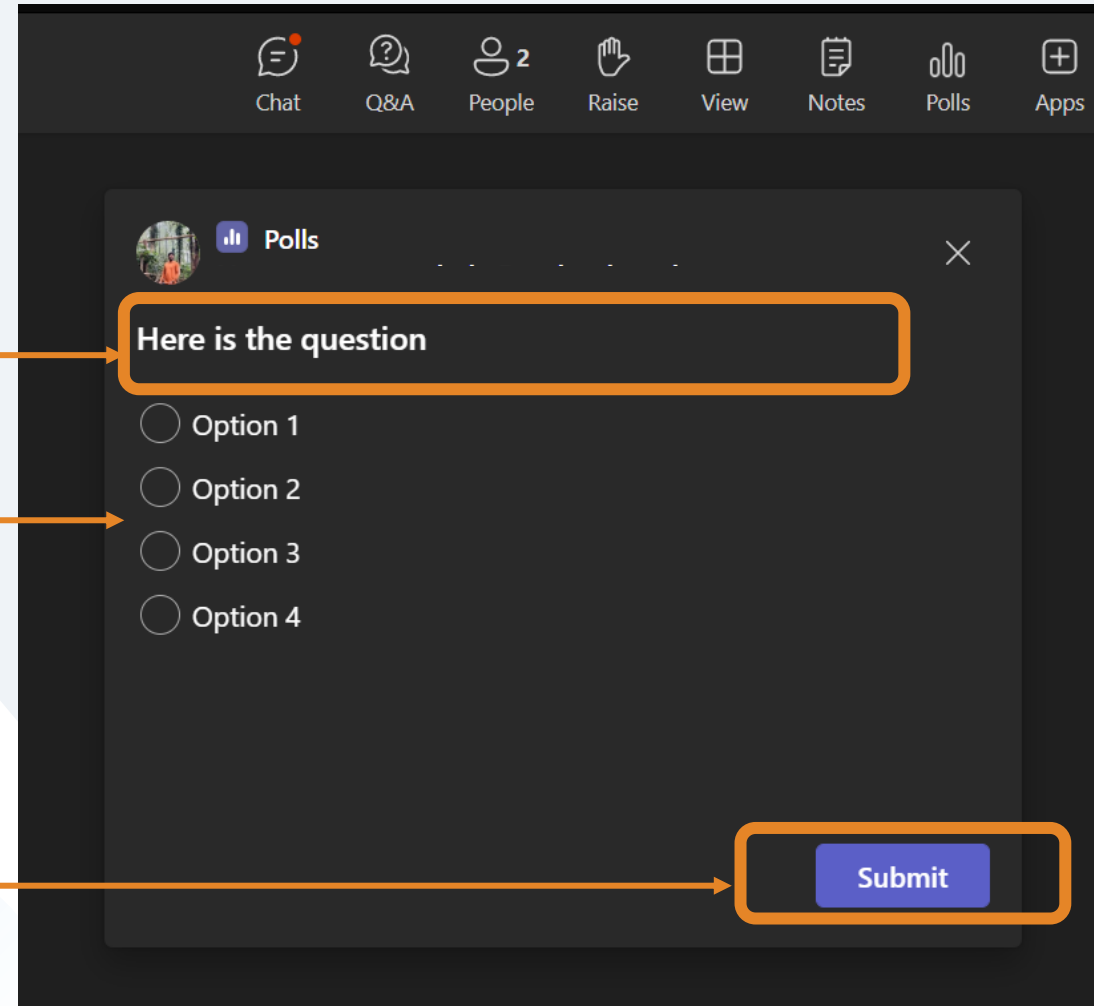
1 Submit Your Vote:

A new window will pop up with the poll question.

Choose your answer from the provided options

2 Confirm Your Selection:

After selecting your option, make sure to hit the 'Submit' button to record your response..





Poll 1

Which chatbot platforms
are you currently using?

MEET

Our Speakers



Satheesh Kothakapu

Technical Architect



Dave Milton

Technical Director
Global Black Belt - Power Platform



Jagan Jami

Chief Operating Officer



The Opportunity for **Conversational AI**



80% of enterprise applications will embed a virtual conversational assistant to fulfill content fetching and content generation tasks by 2025. ¹



\$80 billion reduction in agent labor costs by using conversational artificial intelligence deployments within contact centers by 2026. ²



80% of Conversational AI offerings will have embedded Generative AI by 2025. ¹

Source:

1. 2023 Gartner® - The Impact of Generative AI on the Conversational AI Market

2. 2022 Gartner - Forecast Analysis: Hyper automation Enablement Software, Worldwide

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Momentum of AI

The top responses from 31,000 people survey:

86%

Want AI to assist with finding the right information and answers they need¹

Knowledge

76%

are comfortable using AI for administrative tasks¹

Action

70%

would delegate as much work as possible to AI to lessen their workloads¹

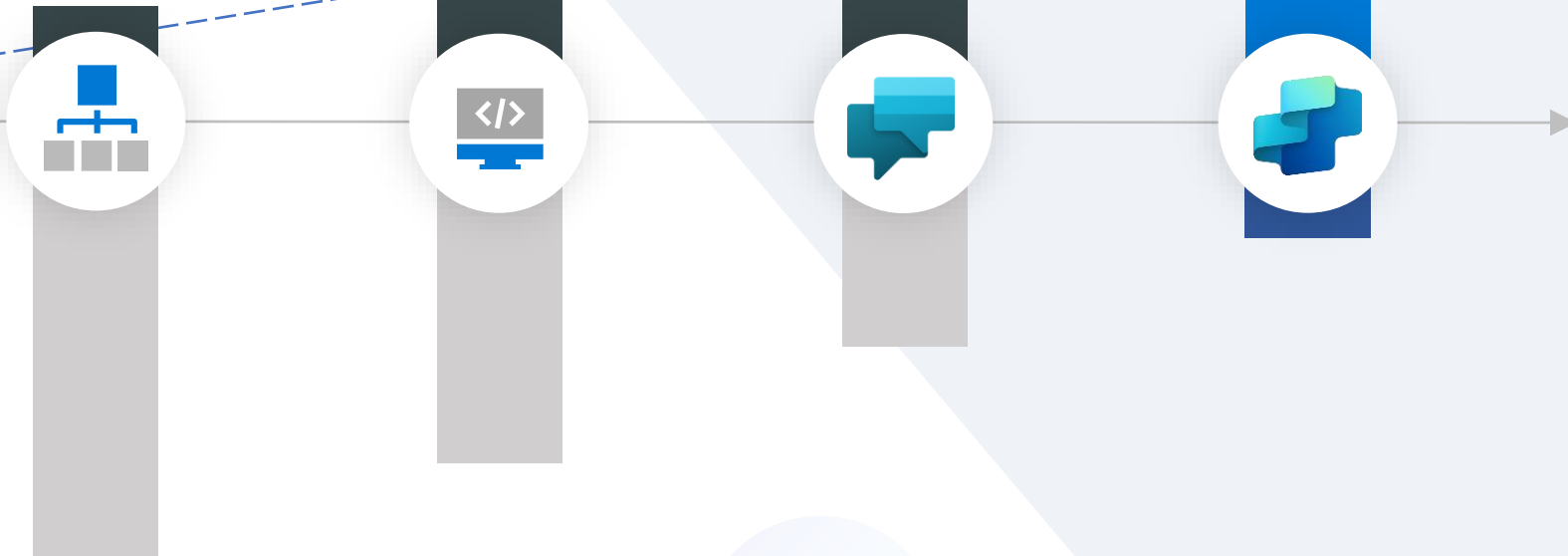
Autonomy

Bending the Curve of Innovation

- ↑ Response accuracy
- ↑ Adoption
- ↑ Customer experience

Coverage

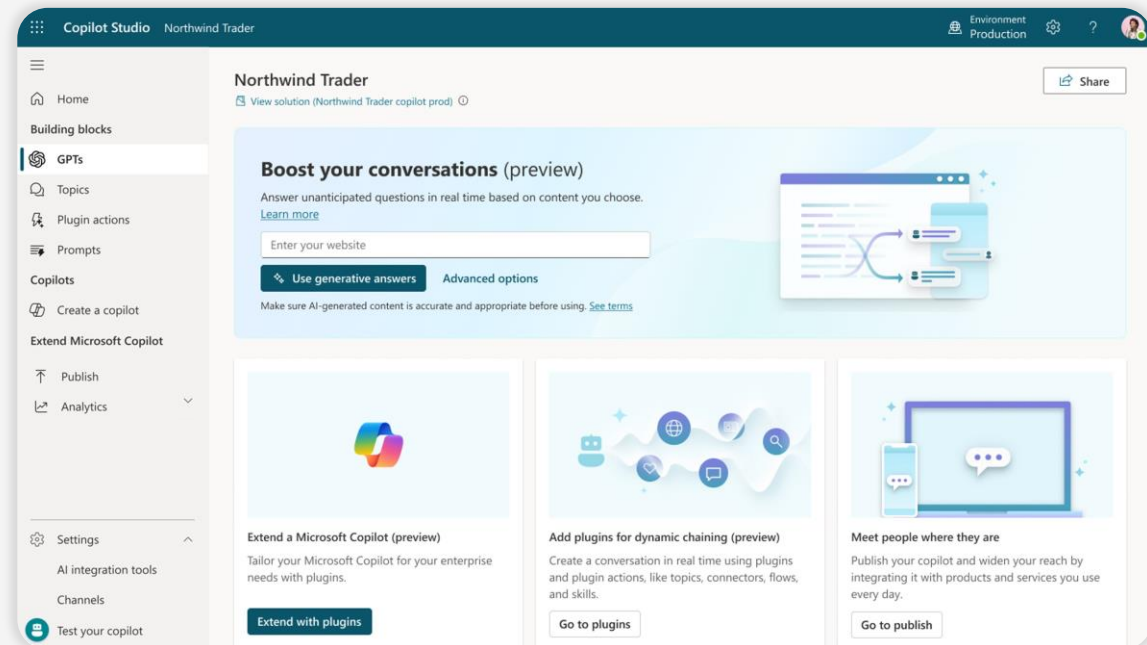
Time to build





Copilot Studio

Copilot Studio is an end-to-end conversational AI platform for **extending Microsoft Copilot** or **building your own copilot** with generative AI and large language models.





Microsoft Copilot Studio
empowers
every end user

Customer service

Resolve 14% more customer issues per hour



PayPal

enables us to build and make quick updates to an employe...
over multiple knowledge sources and provide consisten...
Studio has helped us reduce the workload and costs of...
increasing the engagement and loyalty of our em...
Managan, Director of Employee Technology & Exper...

Business to Employee

Build a custom copilot with plugins and 1,400+ connectors

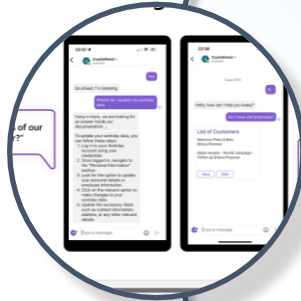


Autonomous Agents

Personal agents that connect to backend systems with 1400+ connectors

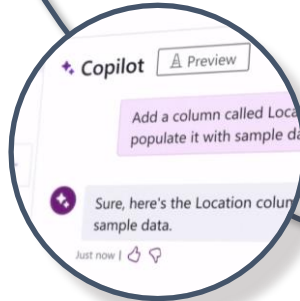
Front Line Worker

Right information at their fingertips



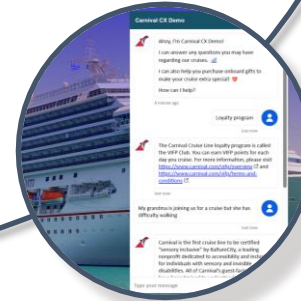
Business to Business

Create workflows in half the time



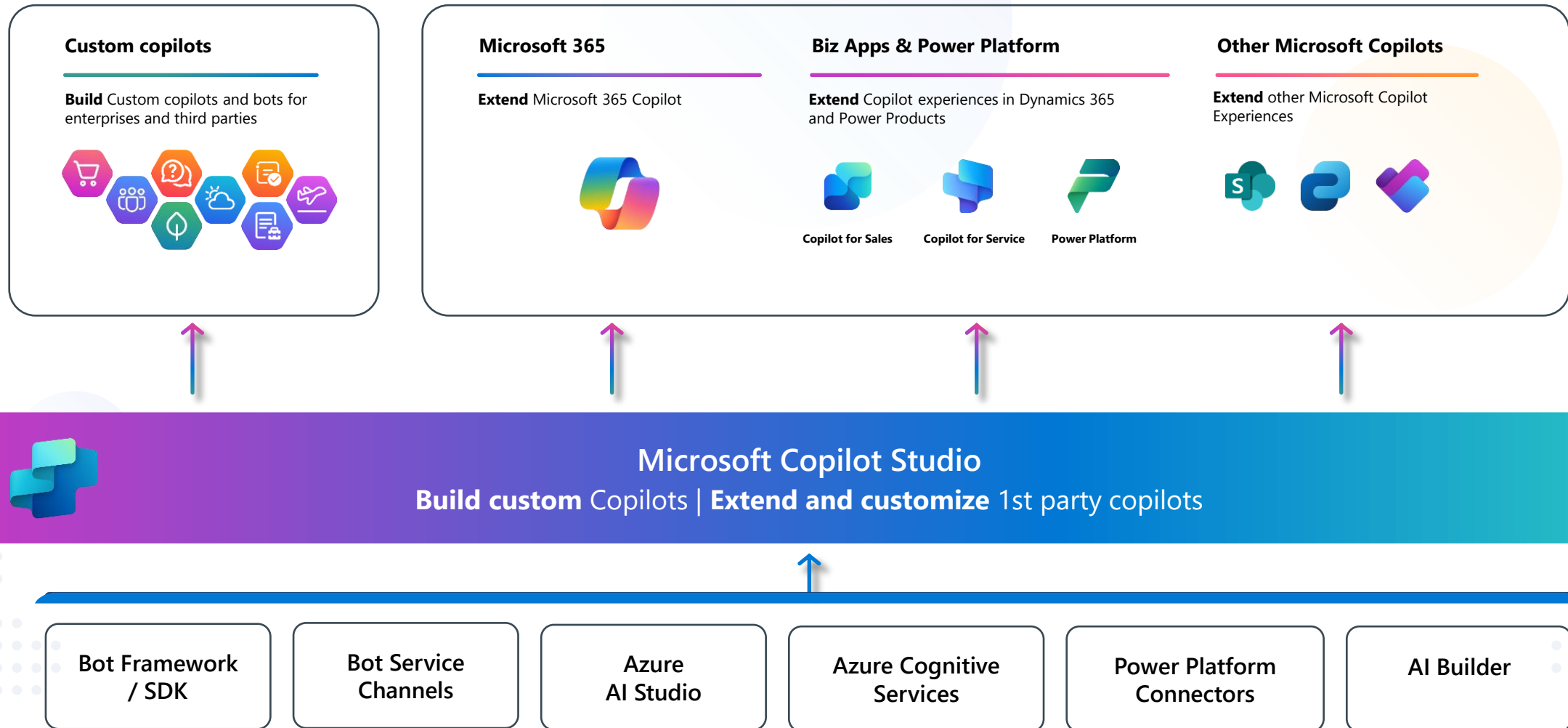
Business to Consumer

Copilot Studio Concierge Experience



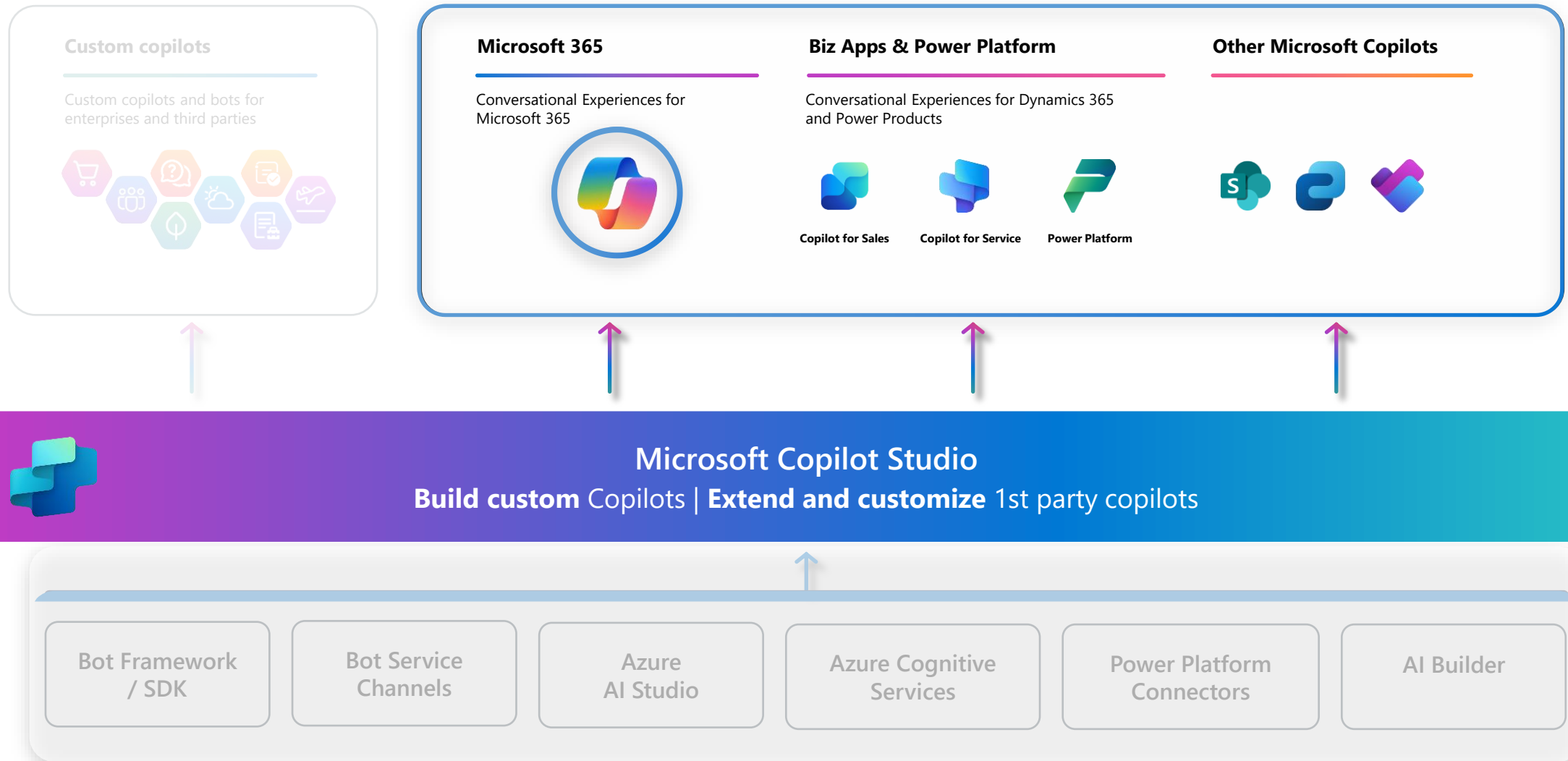
Copilots and Conversational AI

Build and extend across the Microsoft ecosystem



Copilots and Conversational AI

Build and extend across the Microsoft ecosystem



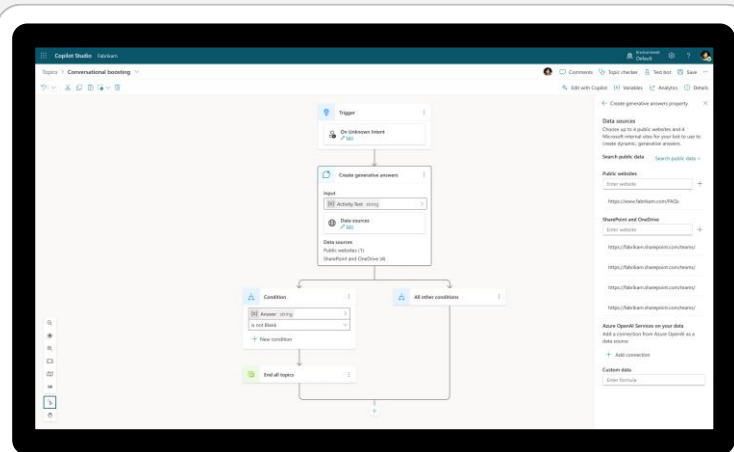
Copilot Studio Core Capabilities

Available for both Copilot Studio standalone and Copilot Studio for M365 | [Only available for Copilot Studio standalone](#)

Intuitive UX	Visual canvas	Low code design	Pro code views	Real-time testing	Easy collaboration	Natural language to build	
Conversation Design	Build + publish custom plugins	Tailor specific topics	Create rich + dynamic responses	Multi-language	Multi-channel		
Conversation Orchestration	Multi-turn conversations	Logic / variable management	Escalate to live agent	Multi-LLM routing	Dynamic content based on user		
Data Connectivity	AI Builder prompts	1,200 pre-built data connectors	Generative answers	Power Automate flows	Generative actions		
Pro-Dev Extensibility	DIY gen AI	Bring your own Model (BYOM)*	Custom Azure Bot Framework Skills	Knowledge base extension	Custom Analytics	Azure app insights telemetry	
Streamlined Management	Responsible AI checks	Trusted platform	Admin center	Compliance standards	Analytics	ALM automation	Custom authentication

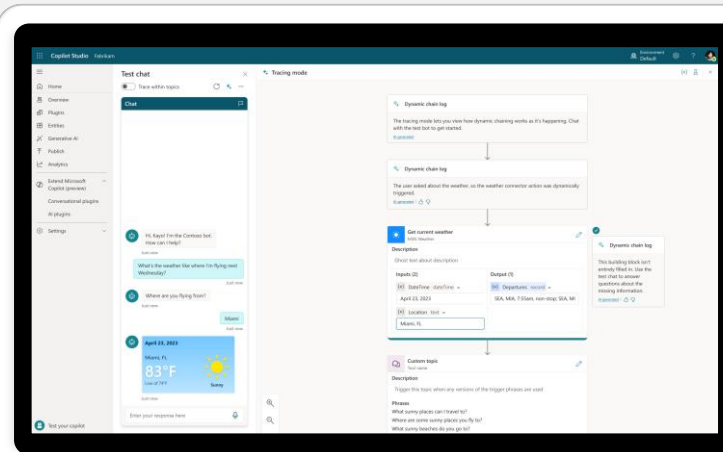
End-to-end conversational AI platform

Generative AI in Copilot Studio



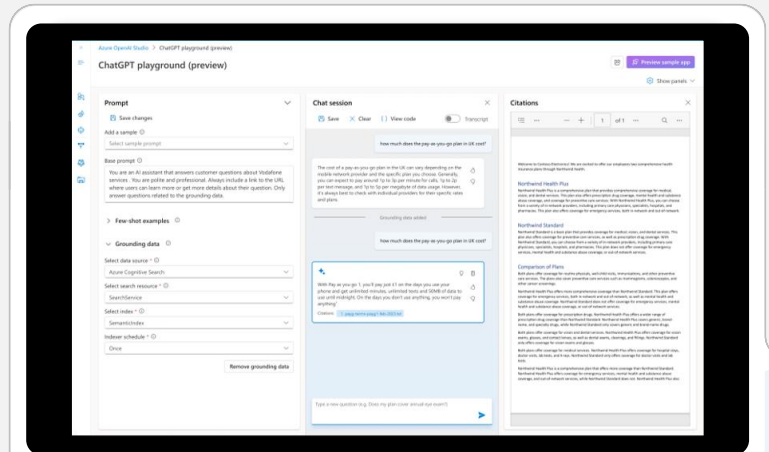
Generative answers

Dynamically generate multi-turn answers based off an organization's content in real-time.



Generative actions

Generate dialog and take action through dynamically chaining existing building blocks and plugins.

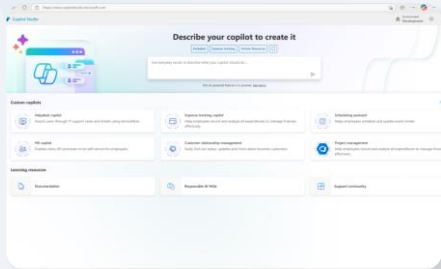


Bring your own custom Azure OpenAI model

Use Azure OpenAI on your data (ChatGPT, GPT-4...) and connect it to Copilot Studio.

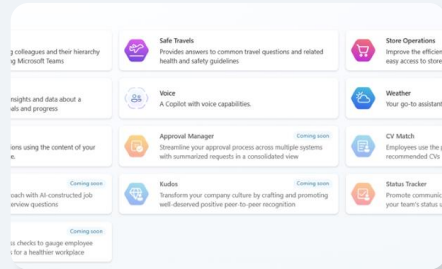
Check out what else is coming to Copilot Studio

Generally available



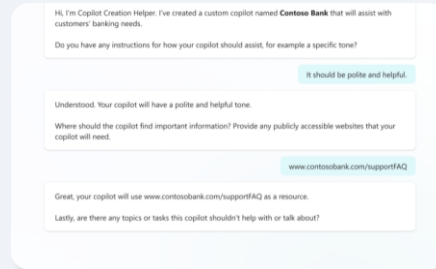
UX refresh
Modern and fluent maker experience

Public preview



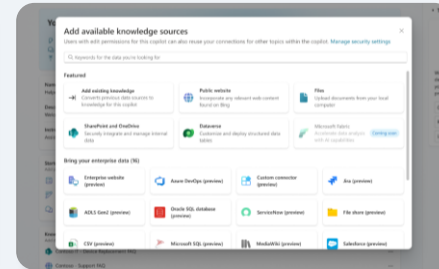
Templates
Start quickly for prebuilt scenarios

Public preview



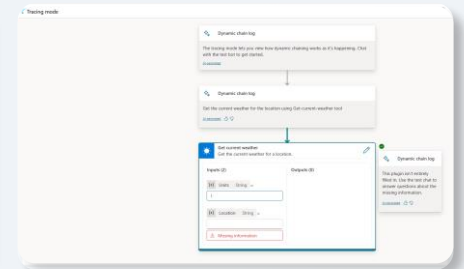
Build conversationally
Configure your copilot with a chat experience

Generally available



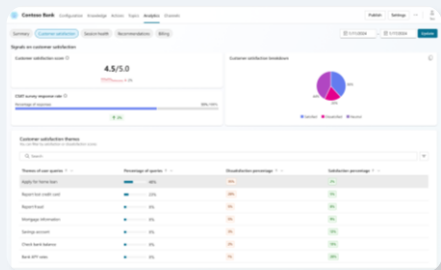
Copilot connectors
Ground your copilot in your data sources

Public preview



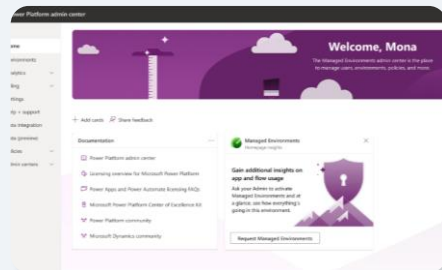
Generative Actions enhancements
Improvement in behavior and accuracy using Azure OpenAI GPT4 support

Public preview



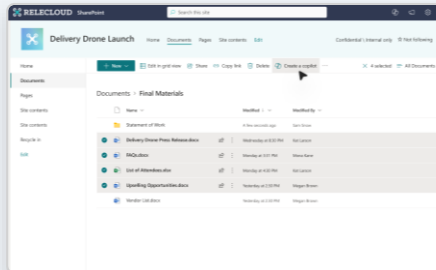
Conversational analytics
Richer KPIs for copilot performance

Generally available



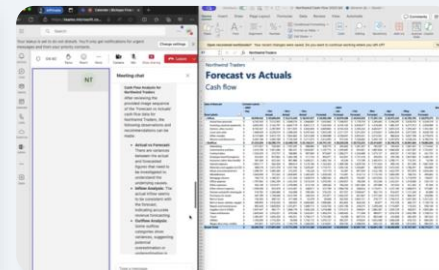
Security enhancements
Admin defaults, Audit logs, and sensitivity labels

Coming soon



Extend copilots in SharePoint
Customize with additional knowledge and actions with Copilot Studio

Coming soon



Multi-modal support
Add a copilot to a meeting and get an analysis of the content in a shared screen

Coming soon

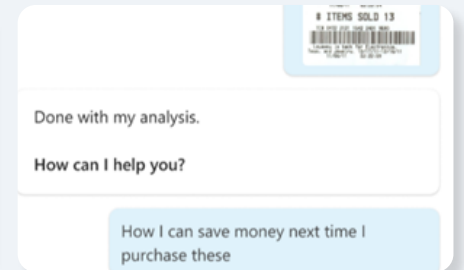
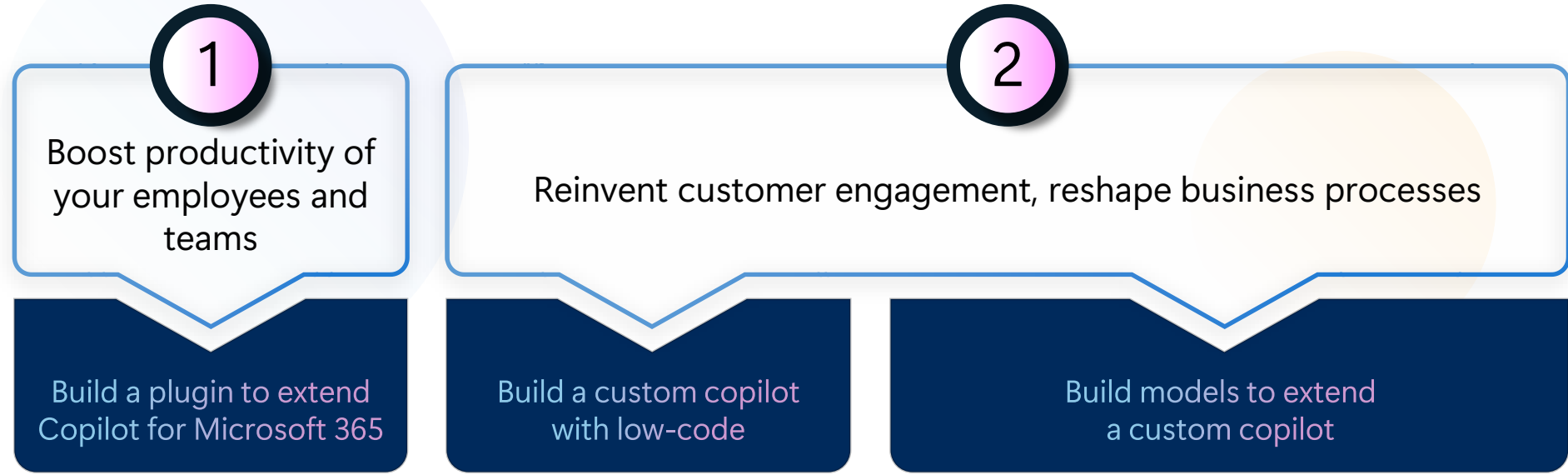


Image input support
End users can add images into the chat

Copilot Building Journeys



Copilot for M365 + Copilot Studio

Copilot Studio

Azure AI Studio + Copilot Studio

Build with



Integrate custom copilots with other services and apps

Pro developer extensibility

Use Azure OpenAI to create generative conversations and copilots or build your own custom experience.

Extend LOB applications

Create a modern and conversational UI over your LOB applications extending their capabilities and reach.

Transform SAP processes

Build, surface and enrich SAP processes with a chat experience.

Escalation to agents

Continue the conversation with full context with an end-to-end customer engagement platform.

Enable the frontline workforce

Equip your frontline with the tools to accelerate productivity in a single chat experience

Publish dedicated copilots tailored for your employees or customers on the channel or language that works for them.

More than 36,000 customers across every industry have used Copilot Studio

to help improve performance and efficiency while reducing costs and risks



Conversational banking copilot on both telephony and digital channels



HR/IT copilot for employees that reduced support costs and workload



Holland America Line

Helping customers find and book the perfect cruise



Creating customer focused copilots as a Microsoft Partner



Customer copilot to help find the right products and support



Copilot that helps with customer service for guests



Summary of Copilot Studio	Copilot Studio Subscription	Copilot Studio use rights with Copilot for Microsoft 365	Copilot Studio use rights included with:
Plans	RECOMMENDED MOTION Copilot Studio \$200 per tenant/month	Copilot Studio in Copilot for Microsoft 365 Use rights with Copilot for Microsoft 365 licenses \$30 per user/month	Copilot Studio for Teams (was PVA for Teams) Use rights included with <u>select</u> M/O365 licenses
Messages/tenant/month	25,000 Messages ¹	Unlimited	Unlimited ² (Teams only)
Gen AI: AI-enabled conversations	● ^{3, 4}	●	
Create and Publish your own standalone copilot	●		
Create and publish plugins to customize Copilot for Microsoft 365		●	
Create and iterate on copilot topics using expanded natural language capabilities ⁵	●		●
Power Automate for Copilot Studio cloud flows (Automated, instant, and scheduled flows) within the context of Copilot Studio creations	●	●	
<u>Standard</u> Power Platform connectors	●	●	●
<u>Premium</u> and <u>Custom</u> Power Platform connectors	●	●	
On premises and cloud services data transfer for Power Platform Connectors	●	●	
Dataverse for Copilot Studio	● ⁶	● ⁶	Dataverse for Teams
Managed Environments	● ⁷		
The output you create is...	Your own standalone copilot External channels	Plugins for Copilot for Microsoft 365	Teams chatbot
Available channels to publish your copilot/plugins	(e.g., External Web, FB, WhatsApp etc.) Internal Channels (e.g., Internal Web, Teams, etc.)	Copilot for Microsoft 365 only	Teams channel/chat only

¹ Copilot Studio messages are the common currency across Copilot Studio capabilities. A billed message is a request or message sent to the copilot triggering an action and/or response. Examples: a) User asks copilot when a store is open, and copilot replies with store hours = 1 billed message b) Copilot proactively greets the user on a website = 1 billed message, c) User asks copilot for store hours for the upcoming holiday, copilot responds using GenAnswers = 2 billed messages

² A service limit applies, see [Quotas, limits, and configuration values](#) for more information.

³ Message Consumption rates: 1) Regular (Non-generative AI) = 1 message, 2) Generative AI (Gen AI) answers over your data = 2 messages. Customers can use a mix of regular and Generative AI messages.

⁴ More information on Generative Answers capability can be found [here](#).

⁵ See [Create with Copilot](#).

⁶ Dataverse for Copilot Studio default capacities: Dataverse Database 5 GB, Dataverse File 20 GB, Dataverse Log 2 GB

⁷ When [Managed Environments](#) is activated in a specific environment, all Power Apps, Power Automate, Copilot Studio, and Power Pages usage in that environment requires full licenses.
Note: A Copilot Studio User License (\$0) is required for each user authoring bots with Copilot Studio. We recommend acquiring the tenant license and user licenses as part of a single transaction to simplify onboarding to Copilot Studio.

All pricing subject to change, please consult price list for actual pricing.

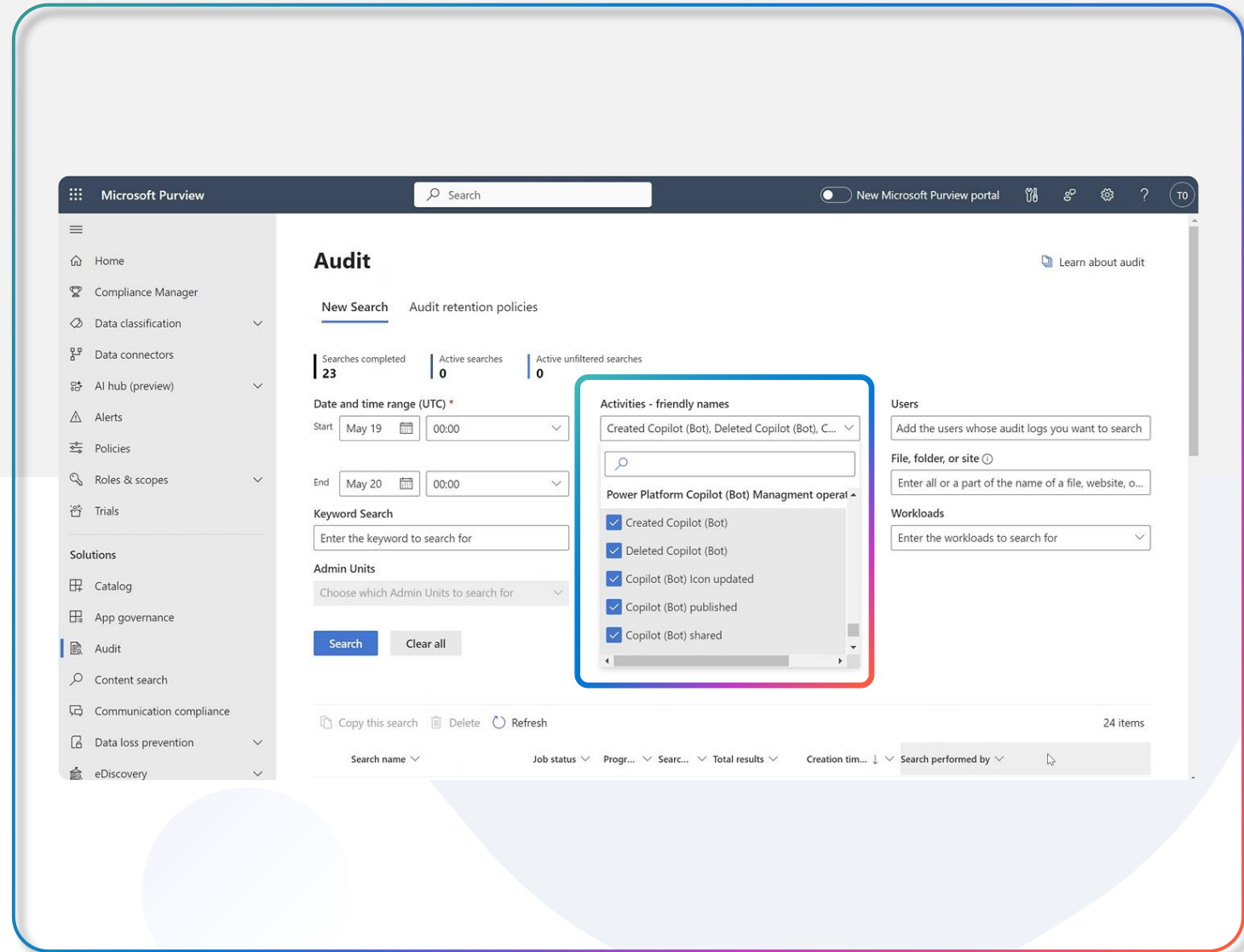
Security

Globally secure SaaS - HIPAA, HITRUST, & PCI compliant

Complete admin control and governance, including data loss prevention, audit logs, and various admin controls

Secure by default. The system tailors its responses based on who is speaking to it, and what permissions and access they have.

Microsoft's Responsible AI - complete with protection against attacks, content control, filtering and more





Poll 2

What's your top priority when implementing Copilot Studio in your organization?

About Acuvate

Acuvate is a global player in next-generation digital solutions & services that modernize, automate and transform enterprise applications. With over **17 years** of experience, we have been enabling our clients globally to steer their digital transformation strategy using **AI, Data & Cloud**.

We build & develop smart & sustainable solutions to help our customers transform their conventional processes to match the next-generation technological trend.

Our Focus

EMERGING TECH



ACCELERATORS



CONSULTING SERVICES



500+
Multi-Skilled Professionals



17+
Years in the Industry



3 Continents, 7 offices
North America, Europe, Asia



**Trusted partner of
Several Fortune 500
companies across the globe**



Certification & Compliances



OUR GLOBAL CLIENTELE



CPG, Retail



Oil & Gas, Energy



Manufacturing



Government



BFSI



Healthcare and Pharma



Technology, Telecommunications & Others



TRUSTED BY
200+
 ENTERPRISES
 WORLDWIDE
 INCLUDING
 SEVERAL
FORTUNE 500

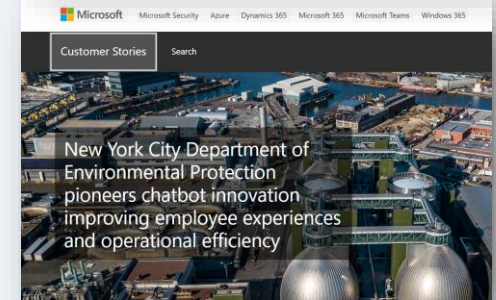
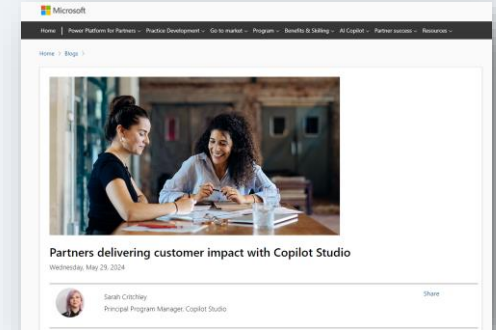
Acuvate & Microsoft – 17+ years Strong Partnership



In Microsoft Build 2024

Copilot Studio Partner Ecosystem

Redefining Digital Transformation Together



Partner Award



2022 Partner of the Year Finalist
Government Award

Advanced Specializations



- AI and Machine Learning in Microsoft Azure Specialization
- Analytics on Microsoft Azure Advanced Specialization
- Modernization of Web Applications to Microsoft Azure Advanced Specialization

Copilots for your Organization

- Employee Experience Copilot
- Customer Experience Copilot
- Data Experience Copilot
- Business Experience Copilot

Copilot Accelerators

- HR NeXT
- Operations NeXT
- IT GenAssist
- Procurement Assistant

GenAI Platform & DIGITAL Framework

- Acuvate Org Brain
- Acuvate Standard Digital Framework



Copilot Migration Tool - Optimum

Designed to simplify, accelerate, and automate the Legacy chatbots migration to Copilot Studio

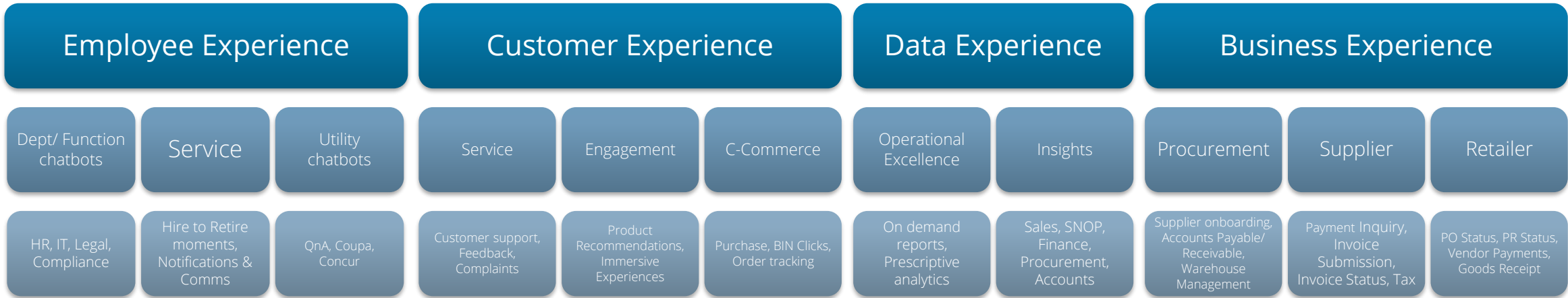
Consulting and Assessment

Expert guidance to build customized Copilots aligned with your business needs and goals.

Proof of Value Program

1-Week Copilot Fast Start Program

Total Experience



We deliver value and showcase chatbot ROI through our service offerings and our accelerators.

Chatbot COE is our primary service offering | Org Brain is our Enterprise GenAI Accelerator

Notable Examples

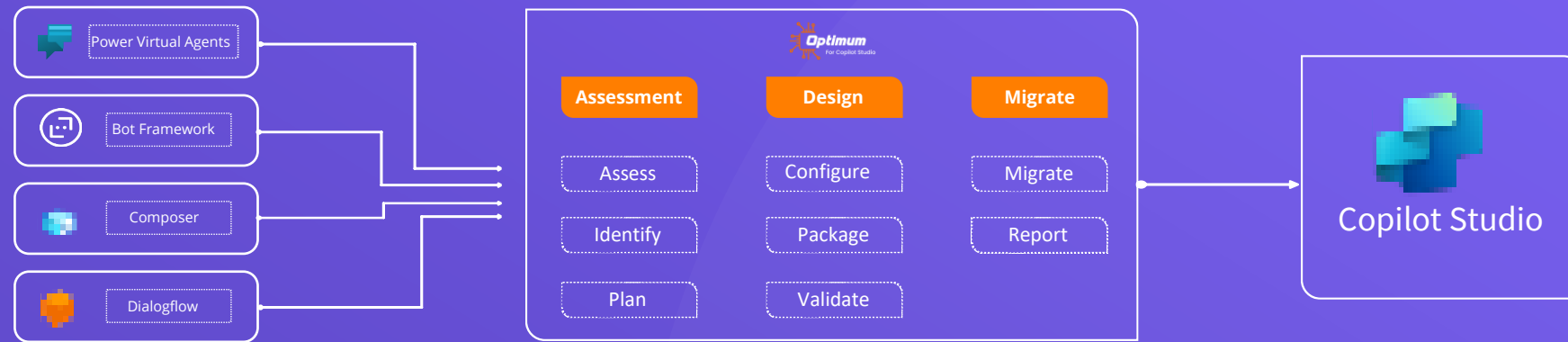
<p>Una – Worlds largest EX chatbot at Unilever is helping 100k employees perform 7M transactions.</p> <p>1M proactive notifications for employee wellbeing sent.</p>	<p>36 FMCG brand consumer bots launched, multiple Awards won, 65% reduction in support chat.</p> <p>700 bots ready for activation-at-scale.</p>	<p>Operations Nxt assistant helped a Manufacturing firm reduce the manual inspections by about 60% by leveraging computer vision capabilities..</p>	<p>Supplier assistant built for a major CPG customer decreased their support ticket volume by 95% and improved their supplier experience.</p>	<p>CoE for Adidas is deploying an industry first multi-party Bot-of-Bots platform for a single window employee experience.</p>	<p>In house Data Model Ingestion tool of Acuvate helped ABInBev, Unilever to build chatbots for their Suppliers & Retailers.</p>
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We have integrations with several enterprise apps including...

THE ULTIMATE MIGRATION TOOL

Optimum for Copilot Studio

Designed to simplify, accelerate, and automate the chatbots migration process, Optimum for PVA ensures a seamless transition with the highest level of accuracy.



In-Depth Assessment

User-Friendly Interface

Multi-Platform Support

Enhanced Accuracy, Minimal Effort

BENEFITS



Experience faster migration timelines



Heightened migration accuracy

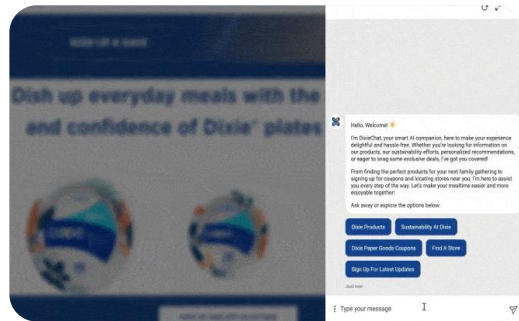


Reduced costs

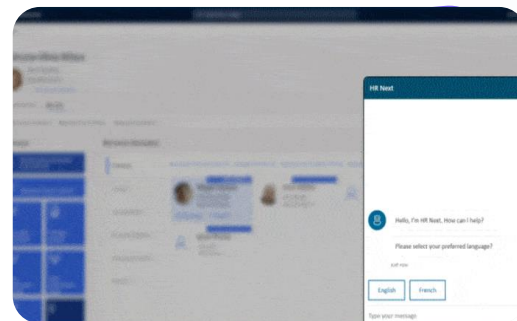


Giving your business a competitive edge in the digital landscape.

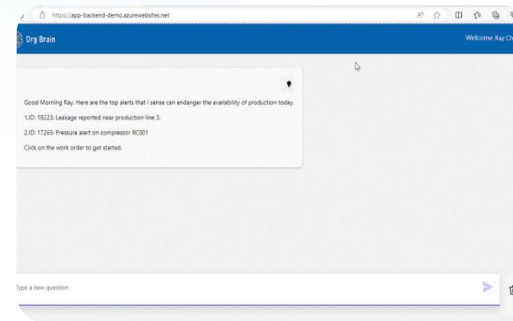
Live Demonstrations



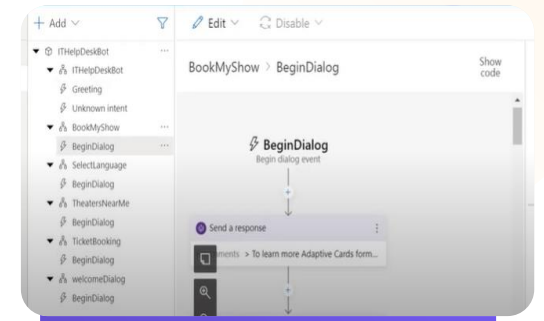
Customer Experience Copilots



Employee Experience Copilots



Data Experience Copilots



Legacy chatbot migration to copilot studio



Poll 3

How soon are you planning on implementing Copilot Studio in your organization?

Q&A



Microsoft

acuvate[®]
... where Acumen drives Innovation

Exclusive Offer for Webinar Participants

1-Week Copilot Fast Start Program



Workshop (1-2 hours):

To identify a use case based on current business needs



Configuration (Days 2-6):

Set up Generative Answers in Microsoft Copilot Studio using the data source determined in the workshop.



Demo and Feedback (Day 7):

A presentation with a demonstration and feedback

Free Copilot Migration Assessment Program

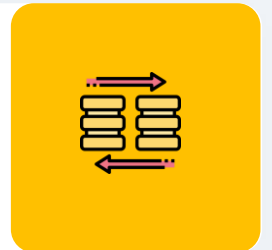
Migration Assessment

Identify the legacy chatbot for assessment



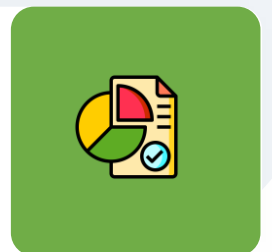
Assessment using Optimum Tool

Perform the assessment of legacy chatbot identified using Optimum tool



Assessment Report

Generate & share the assessment report.



Contact us at: info@acuvate.com / dependra.asuri@acuvate.com



Useful

Resources

- [Building your own copilot with Copilot Studio Blog](#)
- [Transform your organization with Custom Copilots Blog](#)
- [Copilot Studio Announcement Blog](#)
- [Copilot Studio Webpage](#)
- ✓ **Success Stories**
 - [60% Increase in Customer Satisfaction with Copilot Studio](#)
 - [90% Boost in Customer's Travel Experience with Copilot Studio](#)
- ✓ **Acuvate on AppSource**
 - [Copilot Studio Accelerate Program](#)
 - [Copilots - Chatbots Migration with Optimum](#)



Thank You

Contact: info@acuvate.com

