

LIVE WEBINAR

Transform Customer, Employee, and Partner Experiences with Innovative Copilots

Empowering Organizations With GenAI through Copilot Studio



18th April 2024



10:00 PDT | 13:00 EDT



Erol Atac

Enterprise Power Platform
Specialist



Talat Meraj

Pre-Sales Solution Architect



Sudhakar Matta

Senior Technical Architect



Agenda

- **Dive deep into the functionalities of Copilot Studio**
 - Integration Capabilities
 - Licensing
 - Security
 - Compliance
- **Copilots for Your Entire Organization**
- **Live Demonstrations of Real-World Applications**
 - Customer Experience Copilots
 - Employee Experience Copilots
 - Datar Experience Copilots
- **How to get started**
- **Q&A**



Housekeeping - Asking speaker a question

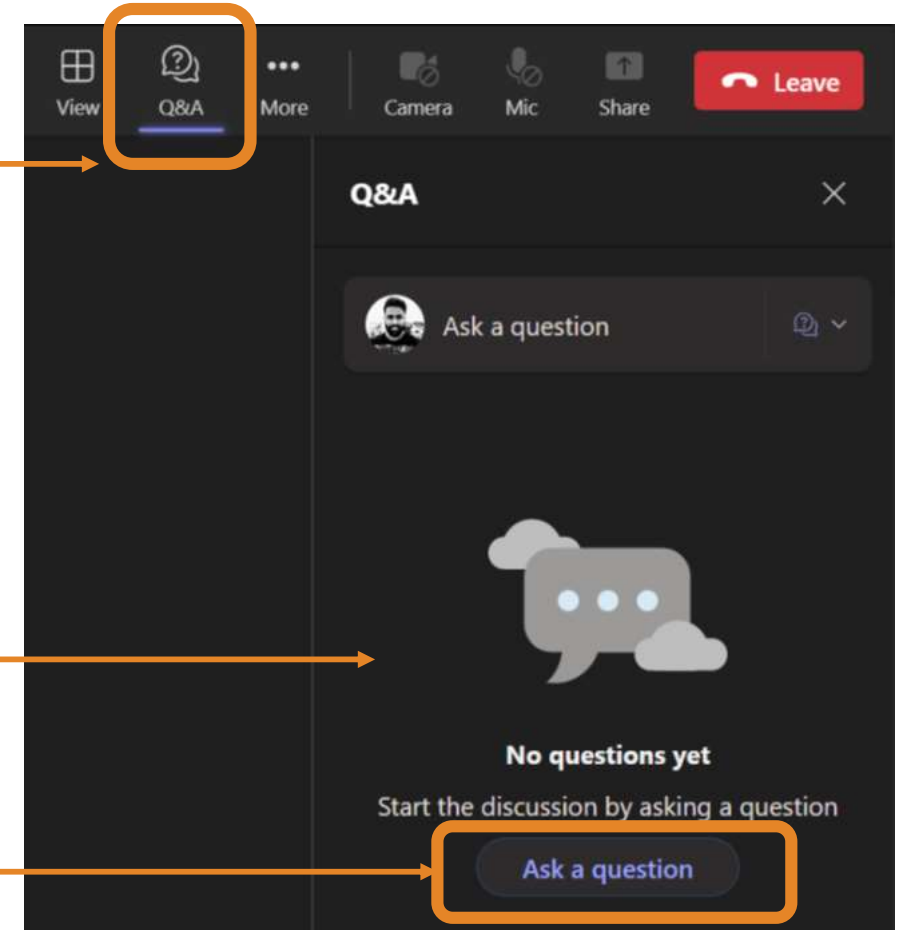
We want to hear from you!

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.

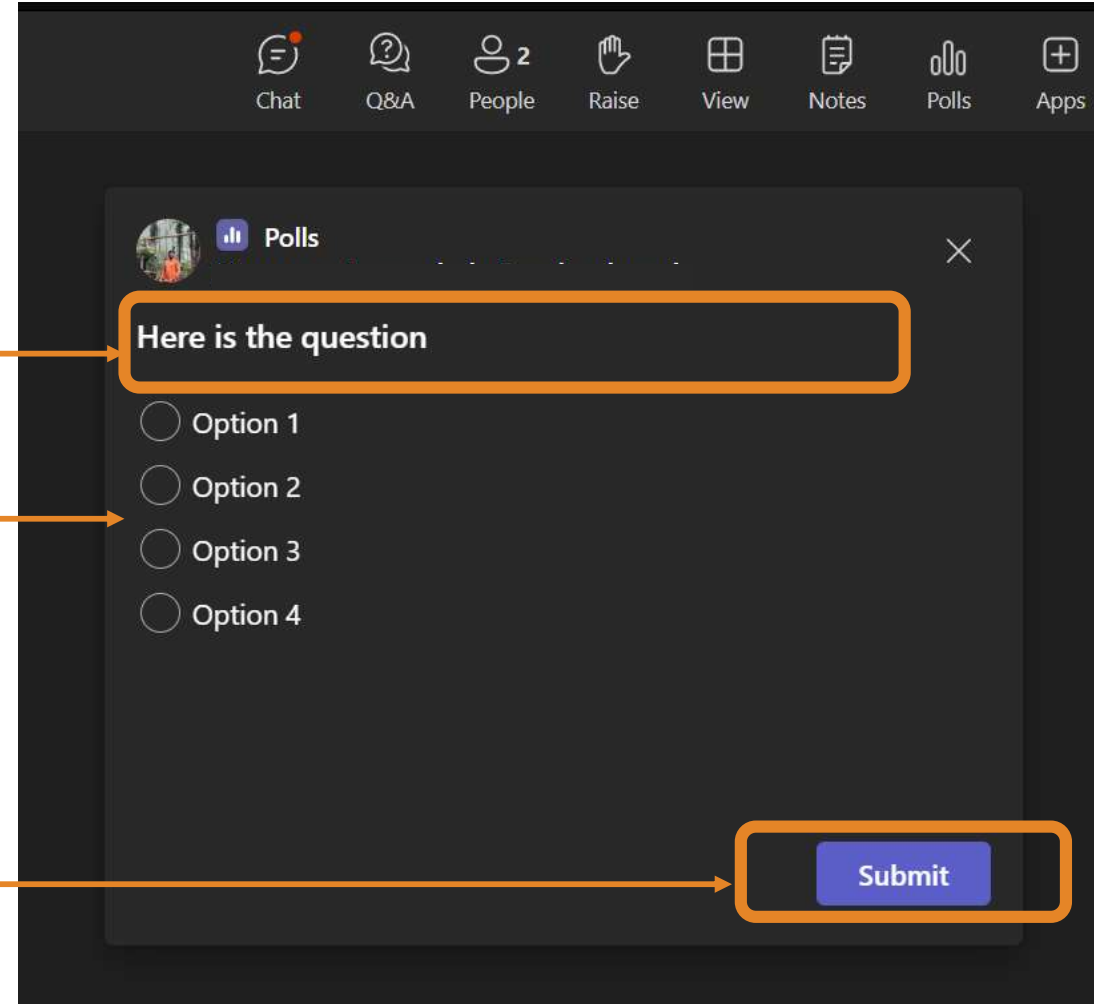
1 Submit Your Vote:

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?

Our Speakers



Erol Atac

Enterprise Power Platform
Specialist



Erol is a result-driven professional with strong business acumen and client-facing EQ. Propelled by his proactive problem-solving approach and passion for digital evangelism. His expertise is in addressing customer needs, particularly in Power Platform and Copilot solutions.



Talat Meraj

Pre-Sales Solution Architect



Talat is a solution consulting leader known for executing technical sales cycles with a consultative approach. He excels in solving CRM/CX/Marketing Automation challenges, driving growth through collaboration. His main focuses on emerging tech trends like Conversational AI, AI/ML and IoT.



Sudhakar Matta

Senior Technical Architect



Sudhakar is a Senior Technical Architect at Acuvate with 16 years of expertise, proficient in Azure, RPA, Power Platform, and Copilot Studio, he adeptly tackles varied technological challenges. He has worked with clients across multiple industry domains such as Retail, FMCG, and Government agencies.

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

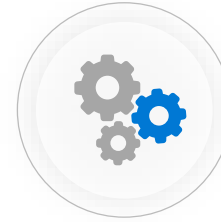
2. 2022 Gartner - Forecast Analysis: Hyper automation Enablement Software, Worldwide

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Transform your business with conversational AI



Enrich employee experiences



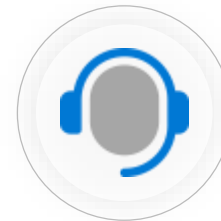
Optimize business processes



Improve efficiency & time to value



Bend the curve on innovation



Reinvent customer engagement

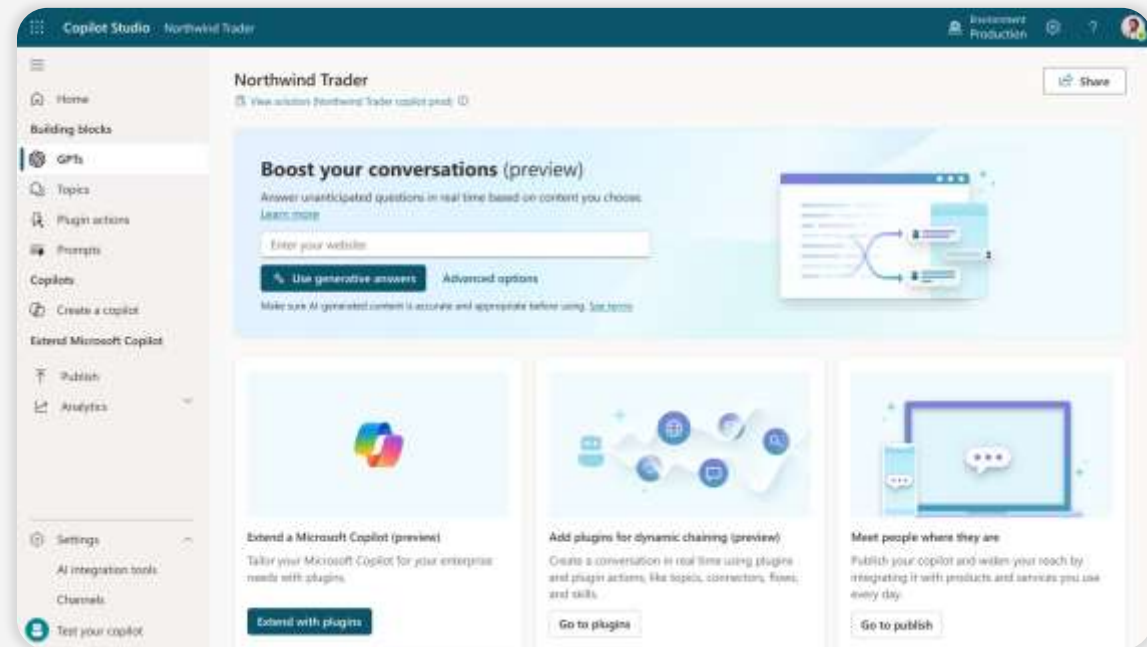


Reduce development costs & risks



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.



Copilot Studio Core Capabilities



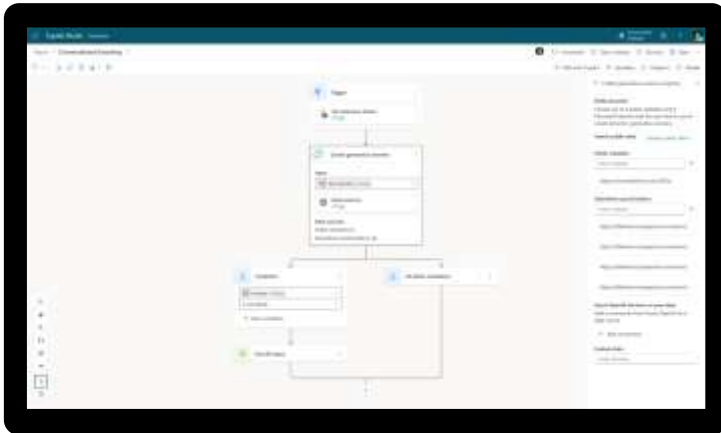
Available for both Copilot Studio standalone and Copilot Studio for M365 | **Only available for Copilot Studio standalone**

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

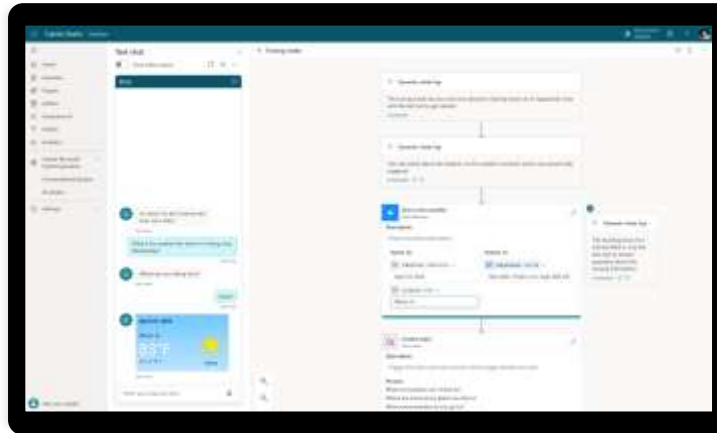
Any feature to extend Copilot for M365 requires \$30 user-based license

Generative AI in Copilot Studio



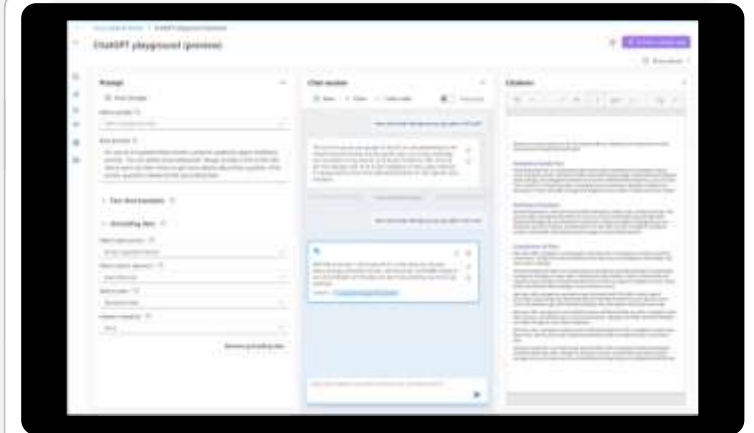
Generative answers

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



Generative actions

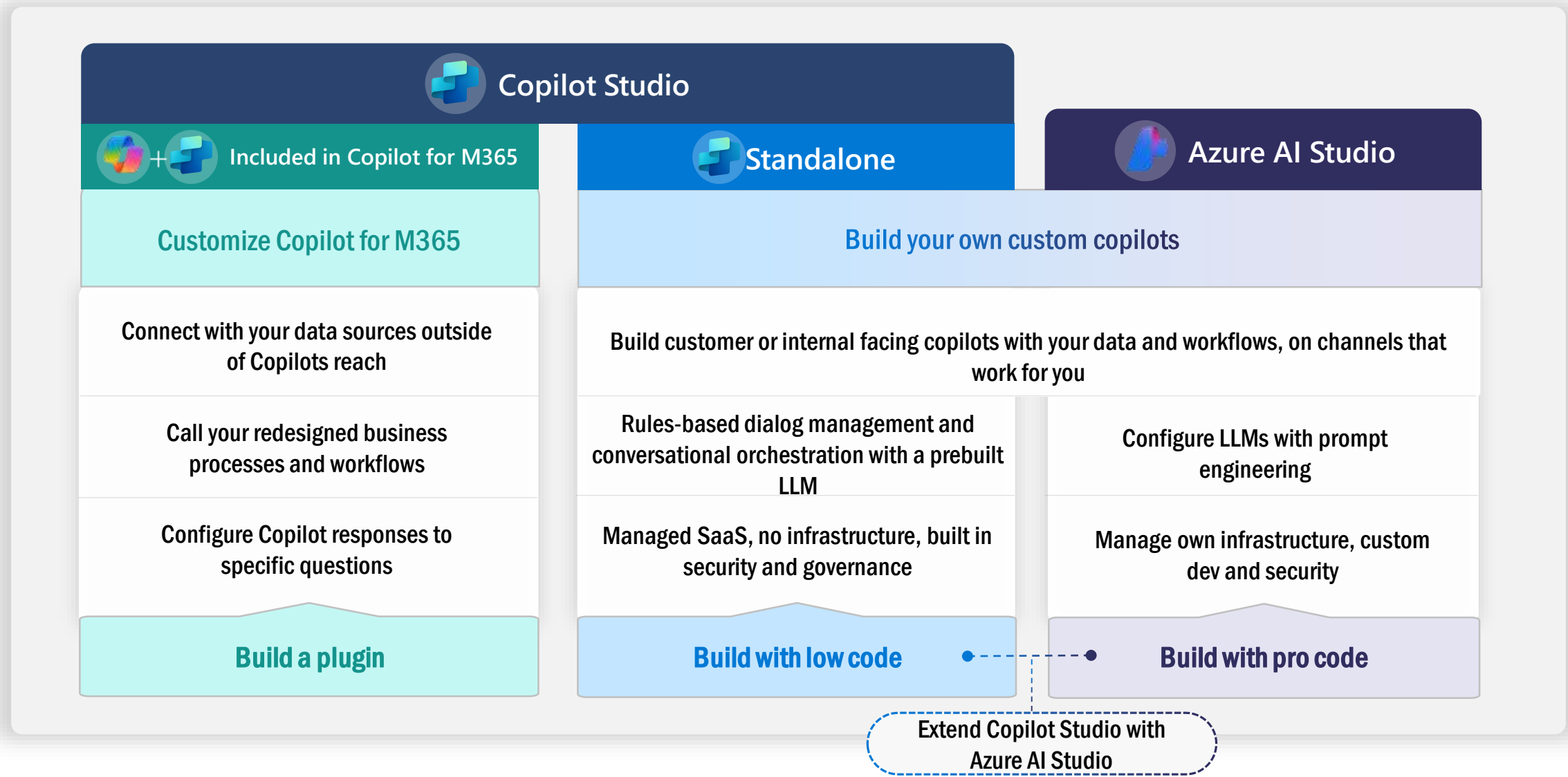
Generate dialog and take action through dynamically chaining existing building blocks and plugins.



Bring your own custom Azure OpenAI model

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

Different building journeys for different needs



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.

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

Over 10,000 organizations use Copilot Studio today



NATIONAL BANK OF CANADA

Built a public-facing copilot in French and English in just 10 days



PayPal

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



HP

Built a copilot to help customers find the right products for their specific needs



PG&E

Built a copilot that now manages 25-40% of employee calls to their IT helpdesk



City of Kelowna

Built a copilot that helps citizens apply for building permits



an post

Built a copilot that helps customers get answers and track packages

Today, we'll be talking about building your own copilot



Microsoft Copilot Studio

Build custom copilots, your way

Design

Enhance

Manage



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 (e.g., External Web, FB, WhatsApp etc.) Internal Channels (e.g., Internal Web, Teams, etc.)	Plugins for Copilot for Microsoft 365	Teams chatbot
Available channels to publish your copilot/plugins		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.



Build a custom copilot, examples to bring to life


IT Service

Transform IT service processes with multi-turn experiences.

Ask the IT Service copilot

What are the **new laptop options** for my device replacement?

Exciting! These are your options:



Would you like me to start the approval process to your manager and then create an IT ticket for set up?

Enter your message



Customer Facing

Empower customers to interact with your organization, available 24/7.

Ask the Customer Experience copilot

Can you send me a **receipt of my recent purchase** and a "how to" guide on the product?

Authenticates user

Of course! I have emailed you a **copy of the receipt**. You can read the **product guide here**.

Have you considered this **Product?** It has been popular with your recent purchase.

Enter your message



Human Resources

Interface with your ERP systems to streamline HR processes.

Ask the Employee Experiences copilot

Start the **onboarding process** and required tasks for **new colleague**?

Sorted. I have used your HR site to formulate a list, available in "To do"

Thanks. What is the budget for **learning and development** left on my team?

According to your IO: 12345, you have \$5400 remaining for this quarter.

Enter your message



Robust security and Governance platform



Infrastructure management

- No infrastructure to manage
- Geo-distributed multi-tenant SaaS
- Built upon the Azure Cloud, benefitting from the SLAs, data centers, GDPR, privacy, and more.



Visibility

- Built in analytics automatically tracks critical KPIs
- Activity logging of makers.



Responsible and Compliant

- Supports many Compliance offerings like HIPAA, HITRUST, FedRAMP, PCI, SOC, ISO & more
- Your data is not used to train or enrich foundation AI models.
- Data and AI models are protected at every step.



Secure

- Govern using unified Power Platform admin center
- Data encryption – data stays secure while at rest and in transit
- Data loss prevention
- Customer Lockbox

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



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



UiPath™  **Automation ANYWHERE**

Trusted partner of Several Fortune 500 companies across the globe



Certification & Compliances



Our Global Clientele



CPG, Retail & Supply Chain



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



Partner Award



2022 Partner of the Year Finalist
Government Award

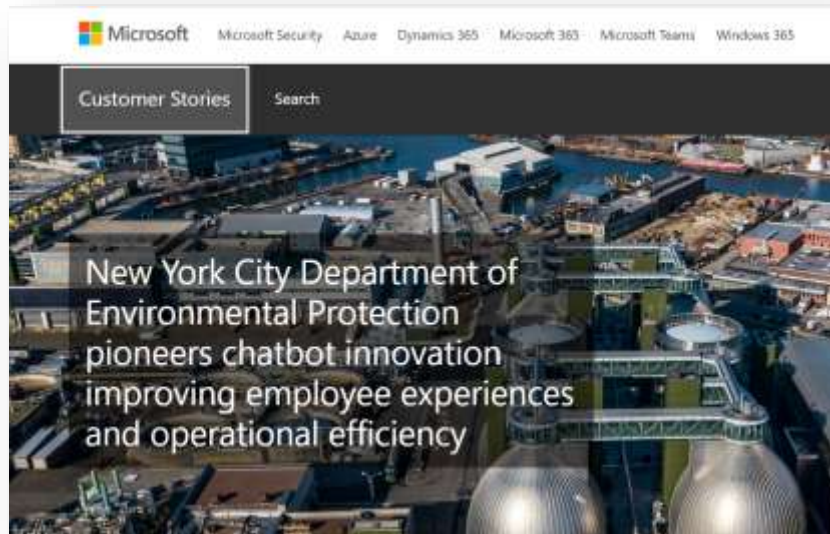
Advanced Specializations



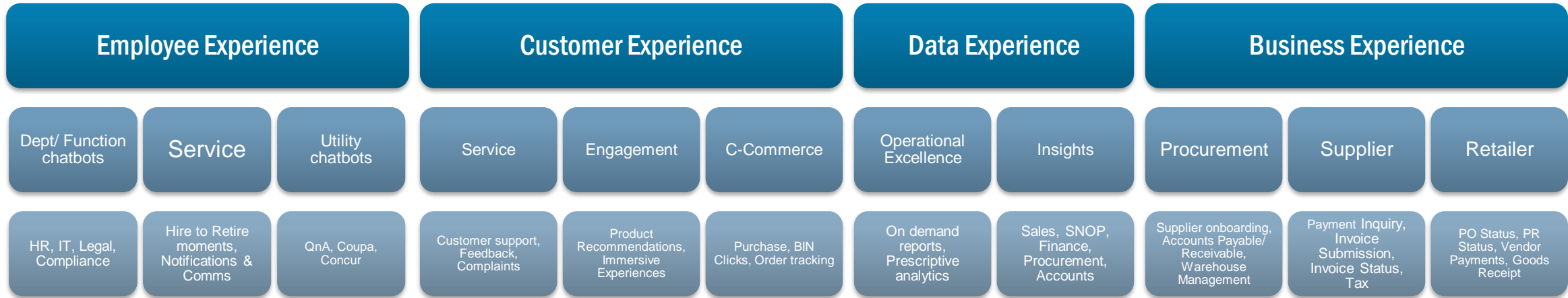
- AI and Machine Learning in Microsoft Azure Specialization
- Analytics on Microsoft Azure Advanced Specialization
- Modernization of Web Applications to Microsoft Azure Advanced Specialization



Redefining Digital Transformation Together



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 in 2020</p>	<p>Microsoft has published several case-studies for NYC DEP EX bots for HR, IT & Finance.</p> <p>Citizen facing bots to be launched in FY'22.</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>Chatbot for Shell launches bots for voice knowledge capture, customer support, investor relations, supply chain & more.</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...

What is Org Brain?

Acuvate's framework, constructed using Azure OpenAI, aims to facilitate enterprises in expediting their AI advancements.

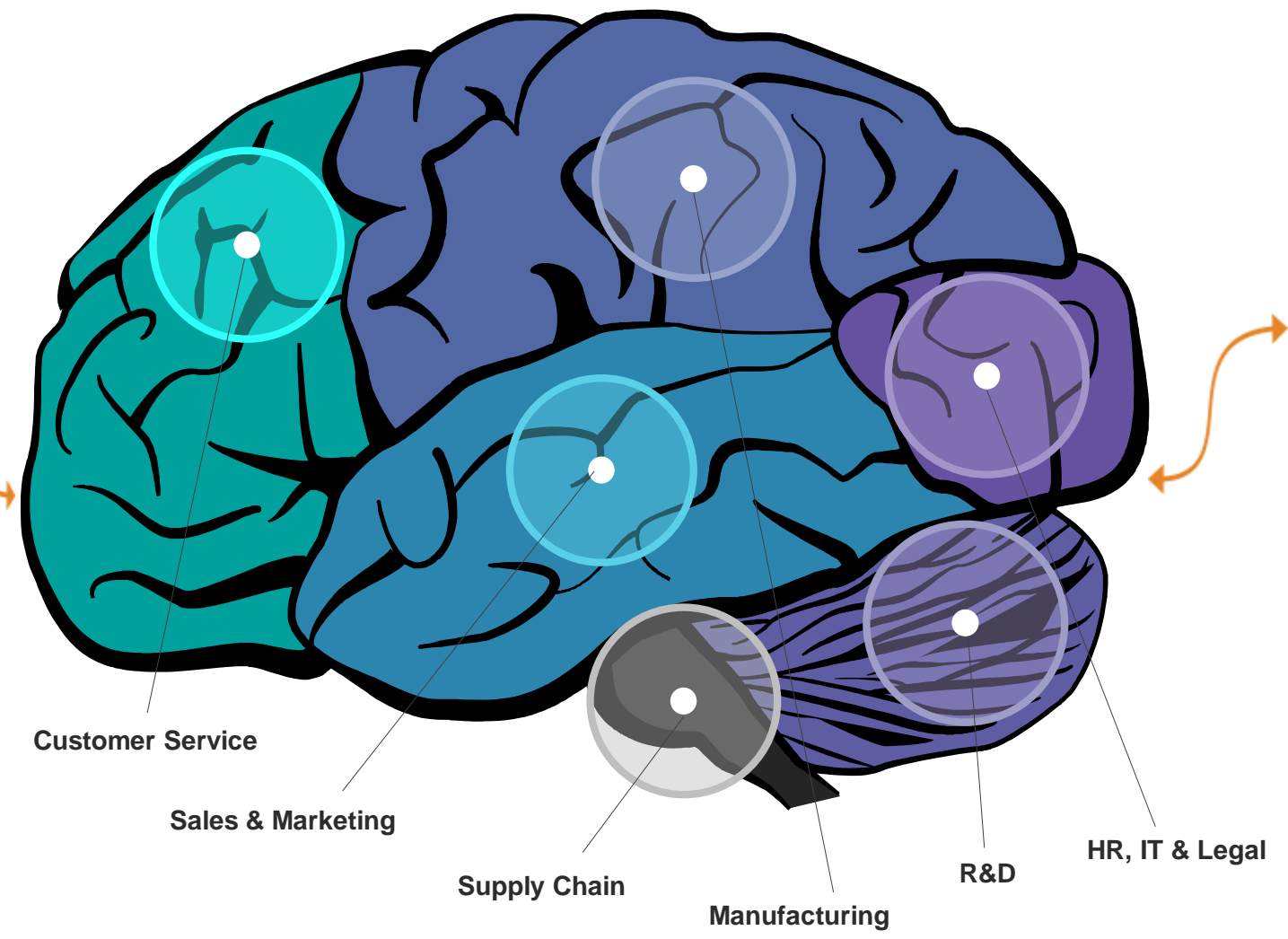
Data Sources

External

- Social Media
- Open Source
- Brand.com
- Retailers / eComm
- 3rd Party (Nielsen, etc)

Internal

- Structured (ERP / LoB)
- Unstructured (File repositories)
- Dark Data (excel files, ppts etc)
- Database/ Data Warehouse



User Personas

Employee

- Can you get me Payslip for last month?
- How do I reset my SAP password?
- Create the JD for a marketing executive role.

Marketing

- Show the market spread for Yummiez chicken soup by region.
- Compare the Yummiez chicken campaign performance in Thailand and Malaysia?

Factory Workers

- Which of my assets had downtime last week?
- Which steam turbine sensors are reading outside normal range?

Factory Supervisors

- Calculate the average Asset Utilization for each month and region.
- What is the average OEE for UAE

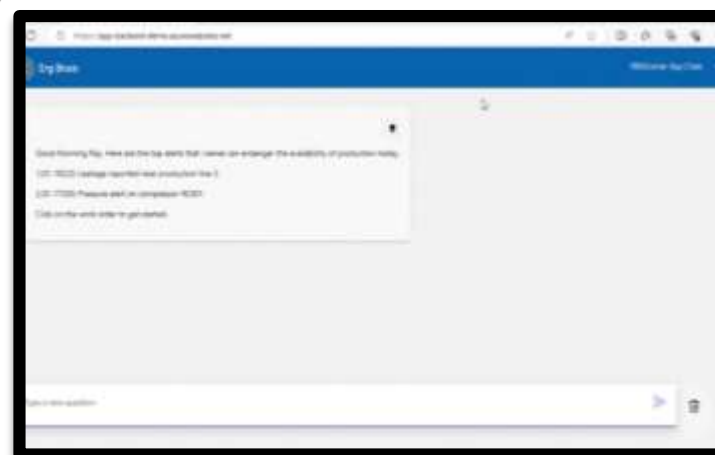
Quality

- What is the procedure to perform cleaning in place? Please tell me about Manual Scanning Systems

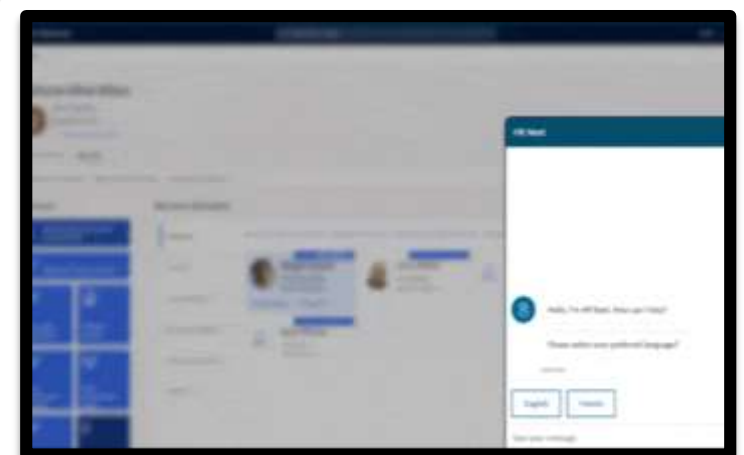
Demos



Customer Experience Copilots
Contoso Products Copilot



Data Experience Copilots
Maintenance Assist Copilot



Employee Experience Copilots
HR Next

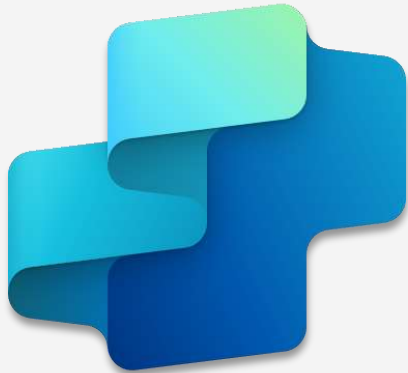


**Poll 3 -
How soon are you planning on implementing Copilot Studio in
your organization?**



Q&A

1-Week Copilot Fast Start Program



Agenda:

- **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.
 - **Configure up to three topics** using the default Copilot Studio NLU Model.
 - **Tailored Greeting topic and Personalized Fallback topic**
- **Demonstration and Feedback (Day 7):** A presentation with a demonstration and feedback

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](#)

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We are 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 Cloud, Data & AI. We build & develop smart & sustainable solutions to help our customers transform their conventional processes to match the next-generation technological trend. We have a strong presence in the US, Europe, and Middle East, where we serve multiple ultra-large customers as well as SMBs from various sectors such as Public Sector, CPG, Retail, Oil & Gas, Energy, Manufacturing, BFSI, Healthcare, etc.

We specialize in New-age AI solutions, Migration & Modernization, Data & Analytics, Digital Workplace Solutions - like Power apps, Teams apps, Virtual Agents and more. We have transformed several reputed enterprises globally, including many Fortune 500. With our multi-skilled experts and packaged AI accelerators, we deliver unparalleled efficiencies and accelerate time-to-value for our customers.

Contact: info@acuvate.com



THANK YOU

