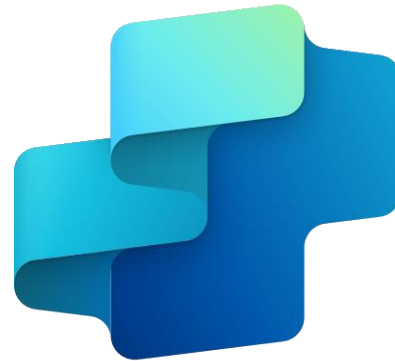




*Custom copilots ... YOUR way*

# Copilot Studio



*A whole new way to work*

23<sup>rd</sup> May 2024

- Housekeeping
- Copilot Studio
- Demos
- Q&A



**Chris Botha**

*BU Commercial Manager*

**First Technology Digital**



**Gary Finberg**

*BU Technical Manager*

**First Technology Digital**



## Innovation

Application & Mobile Development  
Integration and Cloud Development  
DevOps and Quality Assurance Practice  
IoT and Custom Monitoring Device  
Dynamics (CE)



## Automation & Integration

Business Process Automation  
Low-code Development  
Integration and Cloud Development  
Virtual Development Teams



## First Impact

Marketing services  
Digital marketing  
Website build  
Social media



## Digital Workplace

Content Management Platforms  
Low-code Development  
Employee Collaboration and Self Services  
Teams Adoption  
Employee engagement



## Data & Analytics

Infrastructure services  
Remote database management  
SQL and Azure BI stack

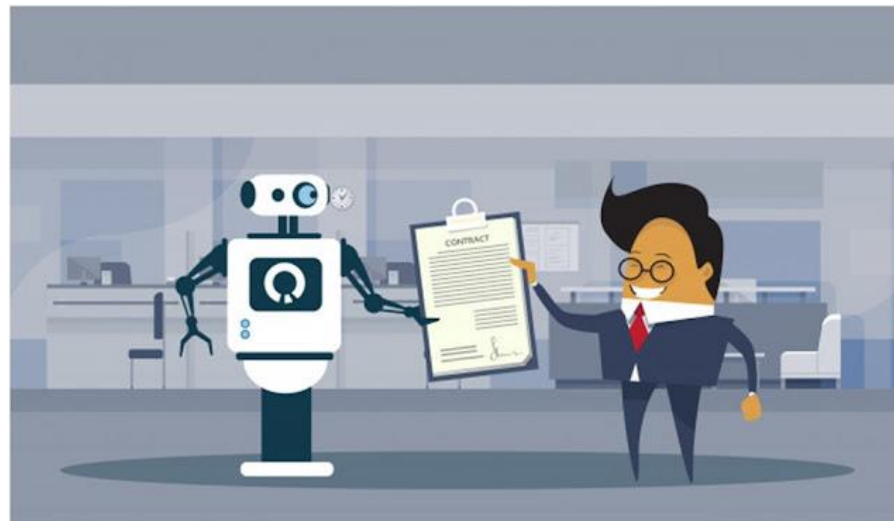


## Platform Advisory Services

Cloud migration  
Governance  
Security



Could your business benefit from copilots, but you don't have the time to build them?



Would you like a free hands-on workshop with our team?

Call +27 10 501 0800 or reach us at [info@firsttech.digital](mailto:info@firsttech.digital) to get started!



- Home
- Create
- Copilots
- Library
- ...

## Describe your copilot to create it

Helpdesk

Expense tracking

HR and benefits



Use everyday words to describe what your copilot should do



This AI-powered feature above is currently in preview. [See terms](#) and [supplemental terms](#)

### Recent

[See more](#)

Name	Type	Modified by	Last published	Owner
 SharePoint Copilot	Copilot	CPT Productivity 1 day ago	29 days ago	CPT Productivity
 SNOWPilot	Copilot	CPT Productivity 2 days ago	1 month ago	CPT Productivity

### Start with a template

Templates are currently a preview feature. See [supplemental terms](#)

[See more](#)



#### Safe Travels

Provides answers to common travel questions and related health and safety guidelines



#### Store Operations

Improve the efficiency of retail frontline workers by enabling easy access to store procedures and policies



#### Sustainability Insights

Enables users to easily get insights and data about a company's sustainability goals and progress

Microsoft  
**protects your data** and enables  
you to control it

## Protecting your data through the LLMs



Security and  
Compliance



Data Usage  
and Privacy



Committed to  
responsible AI



## Inheriting Microsoft 365 policies and controls



Data access &  
permissions



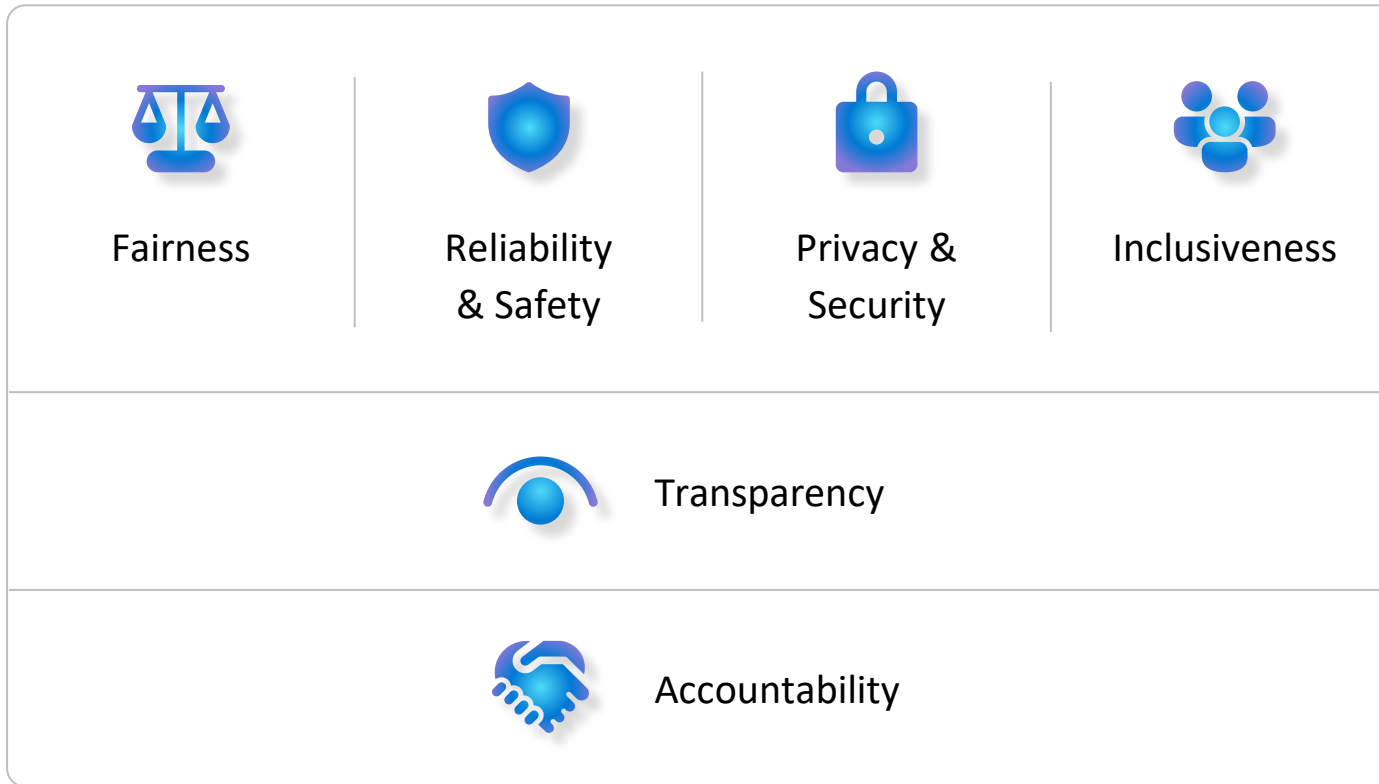
User-tenant  
focus



Customer data  
protection



Data processing and  
residency



## Microsoft Cloud — AI you can trust

Your data is **your** data.

Your data is **not** used to train the OpenAI foundation models without permission.

Your data is **protected** by the most comprehensive enterprise compliance and security controls.



## Gartner forecasts that by 2026 ...

**30% of work activities** involving the use of technology will be **conversationally enabled**

**Conversational artificial intelligence** deployments within contact centers will **reduce agent labor costs by \$80 billion**

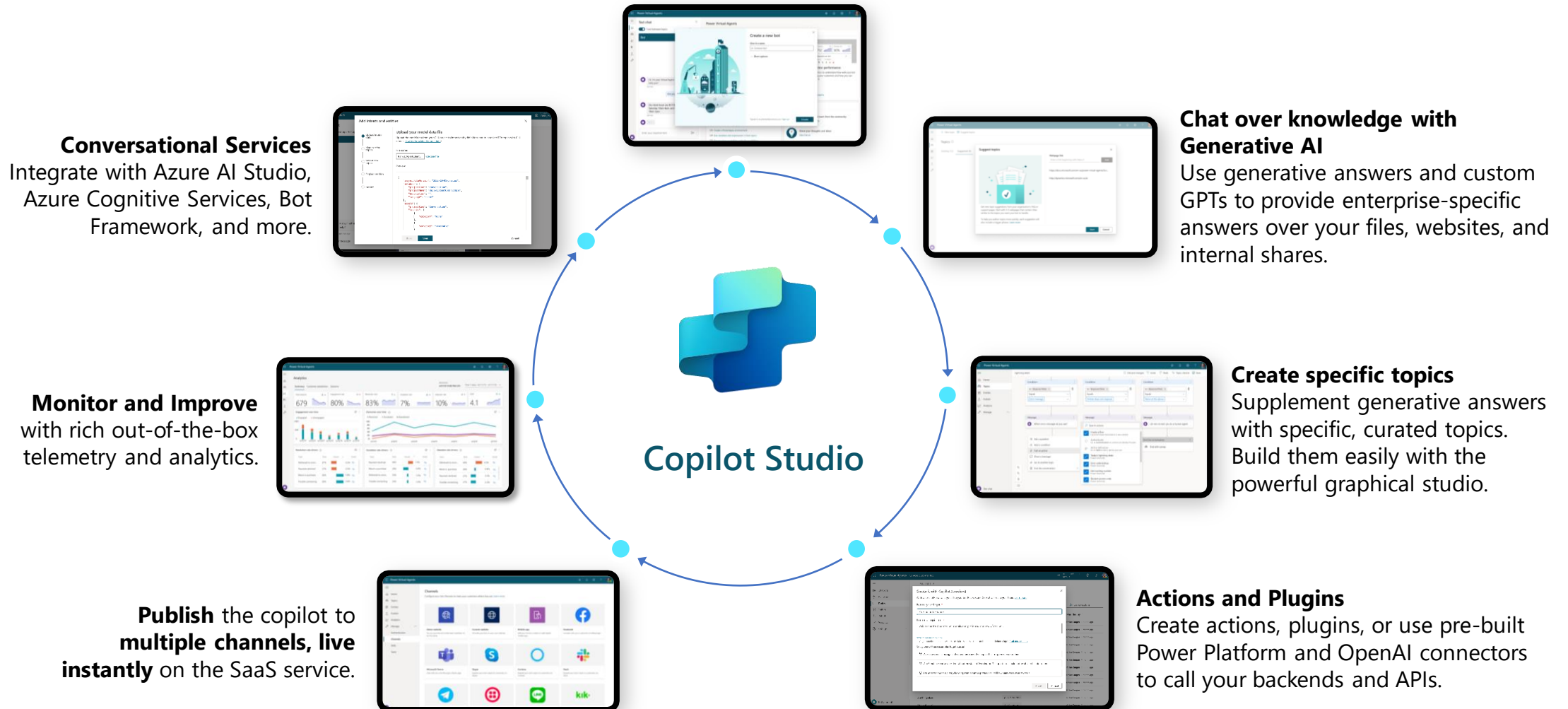
**Up to 80% of organizations'** digital experiences will be delivered to consumers **via virtual people**

<sup>1</sup> 2022 Gartner® - Forecast Analysis: Hyperautomation Enablement Software, Worldwide

<sup>2</sup> 2022 Gartner - Forecast Analysis: Hyperautomation Enablement Software, Worldwide

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Create a copilot with E2E SaaS and single pane of glass

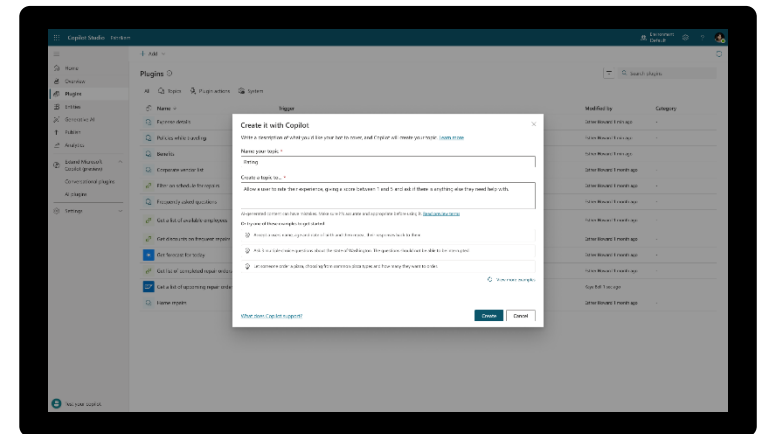
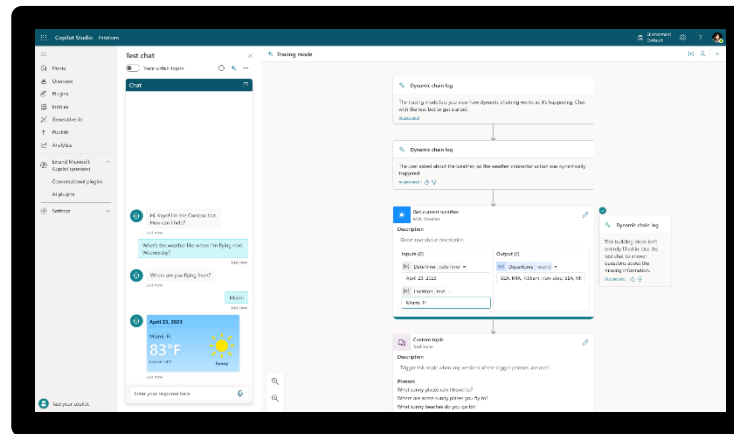
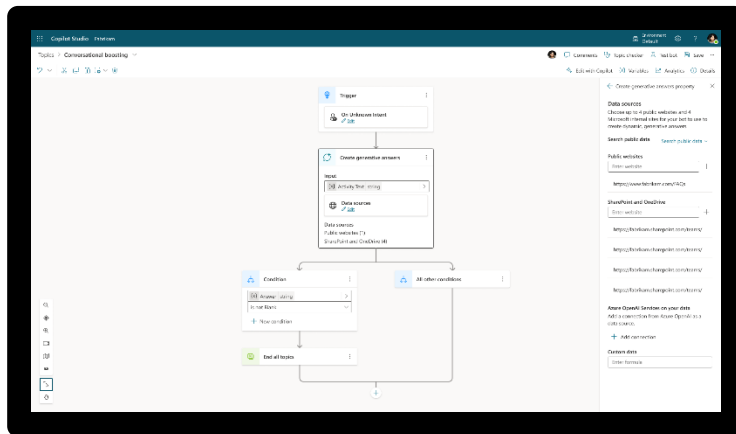


Powered by Azure OpenAI Service

TO ANSWER

TO ACT

TO BUILD



## 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.

## Generative Building

The Copilot assistant helps build, design, and modify copilot topics through natural language.

Public Preview

Limited Preview

Generally Available

## Virtual solutions, real impact

An **overall ROI** of 261% | An **NPV** of \$1.57 million | A **payback period** of less than 6 months | **Ability to meet increased demands** without increasing employee headcount, **saving over \$1 million**

<h3>Government</h3> <p>Simplify public information centers and reduce call volume</p> <ul style="list-style-type: none"><li>Find COVID testing center</li><li>Get childcare assistance</li><li>Report road hazard</li><li>Information and policies</li><li>Public programs</li><li>Service tickets</li></ul>	<h3>Retail</h3> <p>Optimize order systems for customers and storefronts</p> <ul style="list-style-type: none"><li>Track my order</li><li>I want to make an exchange</li><li>Request inventory</li><li>Shipping</li><li>Manage orders</li><li>Operations</li></ul>	<h3>Financial Services</h3> <p>Improve customer security and lower wait times</p> <ul style="list-style-type: none"><li>Report lost card</li><li>Check auto loan status</li><li>Redeem points for miles</li><li>Manage accounts</li><li>Loans</li><li>Rewards programs</li></ul>	<h3>Education</h3> <p>Cut down on administrative costs with automation</p> <ul style="list-style-type: none"><li>When will in-person classes resume?</li><li>How to get financial aid</li><li>I want to drop a class</li><li>Information and policies</li><li>Admissions</li><li>Class schedules</li></ul>
<h3>Travel and Transport</h3> <p>Improve traveler experiences with a single point of contact</p> <ul style="list-style-type: none"><li>How heavy can my bags be?</li><li>Choose your seat</li><li>Change my trip dates</li><li>Trip information</li><li>Upselling</li><li>Manage bookings</li></ul>	<h3>Professional Services</h3> <p>Improve customer retention with straightforward service offerings</p> <ul style="list-style-type: none"><li>Upload an image</li><li>Meet with an advisor</li><li>Get a quote</li><li>Virtual field support</li><li>Scheduling</li><li>Lead generation</li></ul>	<h3>Manufacturing</h3> <p>Streamline operations by enabling independent troubleshooting</p> <ul style="list-style-type: none"><li>I have an issue with my screen</li><li>View all inspection logs</li><li>What does my warranty cover?</li><li>Technical support</li><li>Safety and compliance</li><li>Policies</li></ul>	<h3>Healthcare</h3> <p>Reduce patient-practitioner contact time and administrative overhead</p> <ul style="list-style-type: none"><li>Tell us about your symptoms</li><li>Submit health insurance claim</li><li>See available times</li><li>Tele-health screening</li><li>Claims</li><li>Scheduling</li></ul>

Results are for a composite organization based on customers interviewed for The Total Economic Impact™ Of Microsoft Power Virtual Agents, a commissioned study conducted by Forrester Consulting, September 2021.

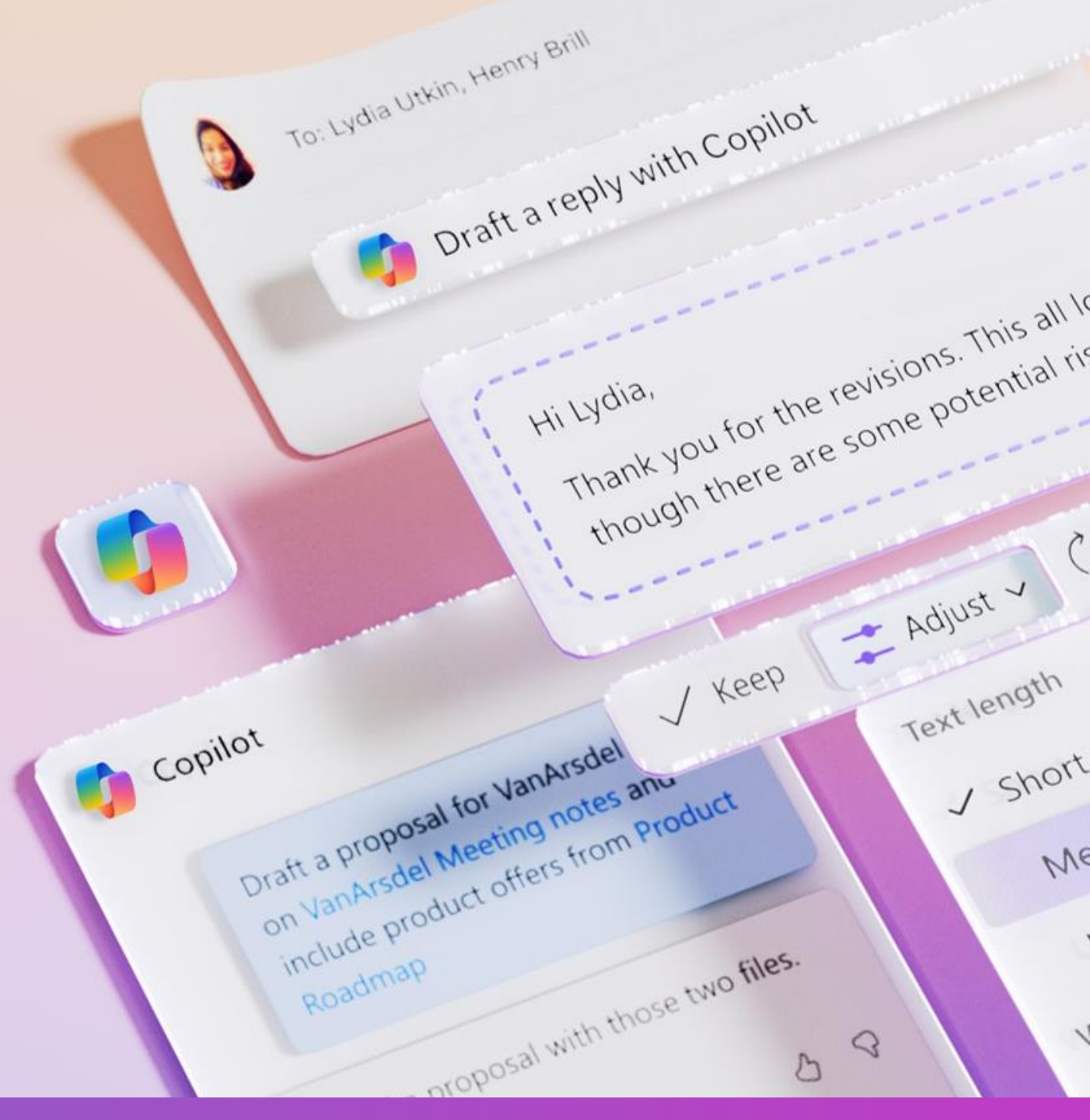
# Demos

SharePoint Intranet Search

PizzaPilot

ServiceNow Integration

SAP Integration



- Tenant license is \$200.00 per tenant per month – comes with 25,000 messages/month
- Per user license (for copilot creation and management in Copilot Studio)

Microsoft Copilot Studio messages are the common currency across Microsoft Copilot Studio capabilities.

A billed message is a request or message sent to the copilot triggering an action and/or response.

Licenses are capacity based and additional messages can be purchased @ \$200.00 - 25,000 messages/month

- A user asks copilot when a store is open, and copilot replies with store hours = 1 billed message
- Copilot proactively greets the user on a website = 1 billed message
- A user asks copilot for store hours for the upcoming holiday, copilot responds using GenAnswers = 2 billed messages

Messages in MS Copilot for Teams are unlimited per tenant/month.

A service limit of 10 sessions per user/24 hours across all bots in a tenant will be enforced

Message Consumption rates:

- Regular (Non-generative AI) - 1 message.
- Generative AI (Gen AI) answers over your data = 2 messages
- Customers can use a mix of Regular and Generative AI messages

Miscellaneous

- Dataverse default capacities - Dataverse Database 5GB | Dataverse File 20GB | Dataverse Log 2GB
- When Managed Environments is activated in a specific environment, all Power Apps, Power Automate, Microsoft Copilot Studio, and Power Pages usage in that environment requires standalone licenses.
- Users of your copilots don't need a special license. After you publish your copilot, anyone who can access the published copilot can interact with it.

Plans	RECOMMENDED MOTION <b>Microsoft Copilot Studio</b> \$200 per tenant/month	<b>Copilot Studio for Teams</b> (was PVA for Teams) Use rights with <a href="#">select</a> M/O365 licenses
The output you create is...	Your own standalone copilot	Teams chatbot
Available channels to publish your copilot/plugins	<ul style="list-style-type: none"> <li>External channels (e.g., External Web, FB, WhatsApp etc.)</li> <li>Internal Channels (e.g., Internal Web, Teams, etc.)</li> </ul>	Teams channel/chat only
Messages/tenant/month	25,000 Messages <sup>1</sup>	Unlimited <sup>2</sup> (Teams only)
Gen AI: AI-enabled conversations	● <sup>3,4</sup>	
Build your own standalone copilot	●	
Create and iterate on copilot topics using expanded natural language capabilities <sup>5</sup>	●	●
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	● <sup>6</sup>	Dataverse for Teams
Managed Environments	● <sup>7</sup>	

*Stop wasting time on manual tasks and let AI do the work for you*







Copilot Studio Website

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

Blog

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

Demo

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

Sizzle Video

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

Product Documentation

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

Community Page

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

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