

Accelerate Innovation with Copilot Studio

Microsoft Industry Solutions Delivery

Why it matters?

With **750 million apps to build** over the next couple of years, and a **4 million developer shortfall** to achieve this; low-code is now the answer to unlocking digital transformation and accelerating business value. It's the era of "AI-assisted low-code development".

Microsoft Copilot Studio empowers everyone to create intelligent conversational copilots, which leverage conversational AI to help drive efficiencies throughout an organization's business processes. By adopting Microsoft Copilot Studio, organizations can harness the power of digital transformation to respond rapidly with no coding required.

Outcomes



Build copilots yourself, quickly and easily

Make, test, and publish powerful copilots faster than ever using fusion development automation, AI, and using a collaborative, low-code graphical interface



Deploy omnichannel across channels and languages

Engage with customers and employees in multiple languages across channels such as custom websites, mobile apps, Facebook, Skype and Microsoft Teams.



Scale securely with centralized management

Deploy copilots securely using central administration, built-in security roles, and simple management across environments to maintain compliance and governance.

Solution Capabilities

Essentials



Single Copilot



Digital process automation
API-based automation



Handoff to Omnichannel



Default NLU
Natural Language Understanding



Generative AI
(Topics Supported by Website, SharePoint or OneDrive)



Single Channel (Teams)



Authentication (Teams)



Knowledge Management



5 Topics

Advanced



Testing



Production



Multi-Channel



Handoff to 3rd party*



Authentication (AAD/OAuth)



15 Topics

Add On



Azure CLU
Conversational Language Understanding
(Azure Cognitive Service for Language)



Generative AI
(Topics Supported by Azure Bring Your Own Data – Azure Cognitive Search, Storage Blob)



Multi-Language



IVR/Voice

Offer Description

Essentials: Presales Proof of Concept (POC)
4-5 weeks

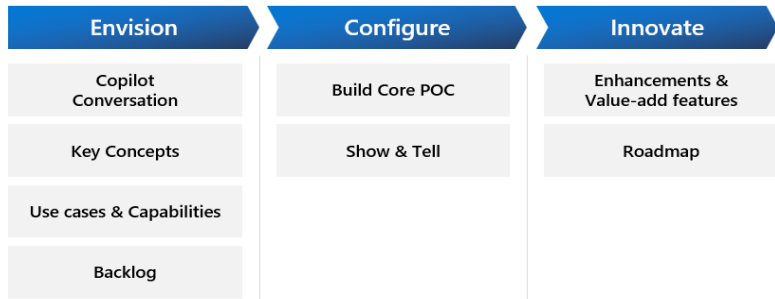
Advanced: Production Copilot
12-20 weeks

*Genesys, LivePerson, Salesforce, ServiceNow, Zendesk or Custom engagement hub

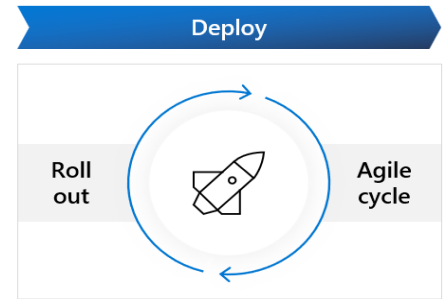
Approach

We use an agile and iterative approach that lands key concepts of Copilot Studio, envisions the possibilities for the business, and builds a backlog with future value-based roadmap for the future.

Copilot Studio POC Essential



Advanced – Production



What?

Business and IT Copilot Studio landing workshops
Proof of concept for customer specific high value conversational use cases using Copilot Studio
Focus on business value

Who?

Customer
Business and technical decision makers, line of business, citizen developers, project sponsor
Microsoft
Microsoft Industry Solutions delivery team, industry expertise.

When?

3-4 weeks effort for proof of concept
12-20 weeks for production
Agile, iterative and no/low code approach.
Focus on short time to market.

Benefits

Surface your data with conversation

Surface answers and documentation through conversational AI

More communication channels

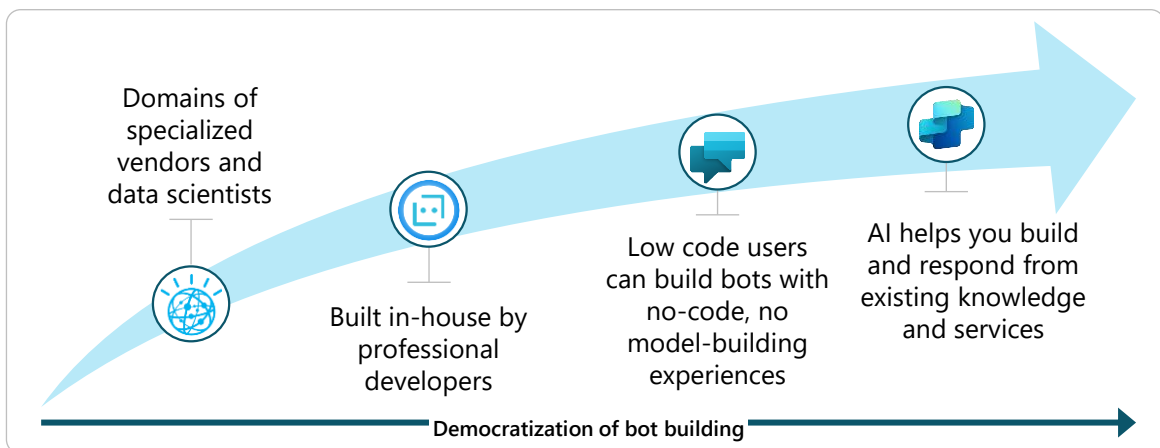
Integrate Copilot across your communication channels

Optimize operations

Automate and streamline your processes by answering common inquiries quickly and at scale.

Save time & resources

No need to manage complex infrastructure or application life cycle management.



Next steps

Now is the time to accelerate your business growth with the power of Microsoft Copilot Studio. Get started today to discover how to transform your business!