



COPILOT STUDIO

G-CLOUD 15

SERVICE OVERVIEW

Telefónica Tech provides a Copilot Studio service based on Microsoft Copilot Studio, enabling organisations to design, build and deploy digital assistants and conversational solutions. The service supports the creation of copilots and automated interactions that can be used across web, digital channels and Microsoft applications to support users, customers and staff.

Copilot Studio integrates with Microsoft Dynamics 365, Power Platform and Microsoft 365, allowing organisations to extend existing systems with conversational interfaces and task automation. The service can be used to support customer service, internal processes and information access, while maintaining governance, security and control. The service focuses on controlled, role-based use of copilots to support defined tasks and processes.

KEY FEATURES

- AI and Copilot readiness assessment
- Definition of objectives, scope and success criteria for Copilot use
- Identification and prioritisation of Copilot and Copilot Studio use cases
- Proof of Concept (POC) definition including outcomes and success measures
- High-level roadmap for future AI and Copilot initiatives
- Implementation planning to support progression from POC to production
- Technical and licensing preparedness assessment
- Governance, compliance and risk considerations
- Adoption and change approach definition
- Training planning and recommendations

KEY BENEFITS

- **Clear Direction for Copilot Adoption**
Establishes where and how Copilot can add value before committing to implementation.
- **Reduced Delivery Risk**
Early definition of scope, success measures and readiness avoids unsuitable or low-value use cases.
- **Improved Efficiency and Productivity**
Identifies opportunities to automate repetitive tasks and support higher-value work.
- **Better Use of Microsoft Investment**
Ensures Copilot and Copilot Studio are aligned to organisational needs and priorities.
- **Informed Decision-Making**
Provides actionable insight to support investment, roadmap and delivery decisions.
- **Governed and Responsible AI Use**
Considers compliance, security and organisational controls from the outset.
- **Practical and Outcome-Focused**
Focuses on achievable use cases rather than technology demonstrations.

- **Agile Delivery**

Agile, iterative delivery approach to reduce risk and support early value.

ADDITIONAL SERVICES

- Copilot Studio proof of concept delivery
- Transition from POC to production implementation
- Copilot and Copilot Studio solution build and configuration
- Integration with Microsoft Dynamics 365, Power Platform and Microsoft 365
- Security, compliance and governance framework design
- User training and enablement
- Adoption and change support
- Ongoing optimisation and enhancement
- Support and managed service options

Thank you

Contact:



+44 333 188 7868



enquiries-bizapps@telefonicatech.uk



Telefónica Tech

