

Power Platform Master Series

Microsoft Build 2024: Power Platform Recap

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Power Platform

MASTER SERIES

WHAT:

An education series with topics surrounding the Power Platform

WHO:

Power Platform enthusiasts: app makers, administrators, and newbies

> WHEN: Once a month

WHERE: Virtual Teams Webinars

WHY: To both, educate and learn



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Copilot Studio powering next wave of copilot experiences

Redefine

Early Access Preview

Build copilots with agent capabilities

Complete tasks independently with a copilot tailored to a specific roles or functions





Create

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	Microsoft Copilot	(1) Copilot	Pedro Armijo	Pedro Armijo 2 months ago	Published	
Sta	rt with a template					See more
(Assist users through new hire shardware procurement.	support, troubleshooting, and	Project management Help employees record and analyz manage finances effectively.		stomer relationship management ily find out status, updates and more about custo	omers.
Lea	rning resources					
	Documentation	② Responsible	AI FAQs 왕 S	upport community	💥 Quick start: Create and deploy a copile	lot



Templates



Test





Memory





Publish

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	Customer engagement hub pnnect to a customer engagement app to enable your cop	vilot to hand off a chat session to a live agent or other o	copilot. <u>Learn more</u>						
	Dynamics 365 Customer Service	C Genesys	Salesforce	C LivePerson	ServiceNow				
	ZenDesk	Customer engagement hub							



Train







Copilot Connectors

💠 🚽 Copilot Studio

Home

Create

Library

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Copilot knows my Enterprise and is the destination to reason & action over all my business data and apps.

I can easily extend and customize Copilot with my company's business data and apps using Copilot Studio

I can empower my company to enrich and customize Microsoft Copilot with a trusted catalog of Copilot connectors



Generally Available

Knowledge through Copilot connectors

Knowledge in standalone copilots helps makers to add and manage both public and enterprise data sources. Supported data sources include:

- Public websites
- SharePoint/OneDrive sites or files
- File uploads
- Dataverse (incl.
 Dynamics 365 data +

Power Apps data)

- Microsoft Fabric (Coming soon)
- Other external data sources indexed in Microsoft Graph

Add available knowledge sources (Powered by Copilot connectors)

Q Keywords for the data you're looking for

Users with edit permissions for this copilot can also reuse your connections for other topics within the copilot. Manage security settings

Featured Add existing knowledge Public website Files \rightarrow Converts previous data sources to Incorporate any relevant web content Upload documents from your local knowledge for this copilot found on Bing computer SharePoint and OneDrive Dataverse Microsoft Fabric Securely integrate and manage internal Customize and deploy structured data Accelerate data analysis with AI capabilities data tables Bring your enterprise data (16) Enterprise website Custom connector Azure DevOps (preview) Jira (preview) (preview) (preview) Oracle SOL database ADLS Gen2 (preview) ServiceNow (preview) File share (preview) (preview) xa, Microsoft SQL (preview) MediaWiki (preview) CSV (preview) Salesforce (preview) o 🔁 Power Platform Confluence (preview) Azure SQL (preview) Zendesk (preview) connector

* Certain sources are in public preview only

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Copilot Extensions



Copilot extensions



Check out what else is coming to Copilot Studio

Generally available	Public preview	Public preview	Generally available	Public preview
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UX refresh Modern and fluent maker experience	Templates Start quickly for prebuilt scenarios	Build conversationally Configure your copilot with a chat experience	Copilot knowledge Ground your copilot in your data sources	Generative Actions enhancemer Improvement in behavior and accuracy using Azure OpenAI GPT4 support
Public preview	Generally available	Coming soon	Coming soon	Coming soon
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Conversational analytics	Cocurity on bon comonto	Extend conjusts in CharaDaint	Multi medal support	Imaga input support

Conversational analytics Richer KPIs for copilot performance Security enhancements Admin defaults, Audit logs, and sensitivity labels

Extend copilots in SharePoint Customize with additional knowledge and actions with Copilot Studio Multi-modal support Add a copilot to a meeting and get an analysis of the content in a shared screen Image input support End users can add images into the chat ts



Generally available

UX refresh

C Attps://www.copilotstudio.microsoft.com Copilot Studio		16) 12 ···· 🧖 - Binvionment Development @
	Describe your copilot to create it	
	Use everyday words to describe what your copilot should do This Al-powered feature is in preview <u>See terms</u>	▶
Custom copilots		
Helpdesk copilot Assists users through IT support cases and tickets using ServiceNow,	Expense tracking copilot Help employees record and analyze all expenditures to manage finances effectively.	Scheduling assistant Helps employees schedule and update event invites.
HR copilot Enables many HR processes to be self-service for employees.	Customer relationship management Easily find out status, updates and more about business customers.	Project management Help employees record and analyze all expenditures to manage f effectively.
Learning resources		
Documentation	Responsible AI FAQs	Support community



Public preview

Create with Conversation

Hi, I'm Copilot Creation Helper. I've created a custom copilot named **Contoso Bank** that will assist with customers' banking needs.

Do you have any instructions for how your copilot should assist, for example a specific tone?

It should be polite and helpful.

Understood. Your copilot will have a polite and helpful tone.

Where should the copilot find important information? Provide any publicly accessible websites that your copilot will need.

www.contosobank.com/supportFAQ

Great, your copilot will use www.contosobank.com/supportFAQ as a resource.

Lastly, are there any topics or tasks this copilot shouldn't help with or talk about?

What to include here?

Type your message

 \triangleright

The conversational creation experience and resulting copilot will contain preview features. By using the AI features labeled preview, you agree to the supplemental preview terms. For other AI features, you agree to the supplemental terms. See preview terms and supplemental terms



Public preview

Templates in Copilot Studio

- IT Helpdesk
- Order Tracking
- Safe Travels
- Org Navigator
- Campaign Assist
- Kudos Copilot
- Wellness
- Approvals

Ileagues and their hierarchy Aicrosoft Teams	2	Safe Travels Provides answers to common travel questions and related health and safety guidelines	Ä	Store Operation Improve the eff easy access to s
ts and data about a and progress	(33)	Voice A Copilot with voice capabilities.	1	Weather Your go-to assi
using the content of your	6	Approval Manager Coming soon Streamline your approval process across multiple systems with summarized requests in a consolidated view	æ	CV Match Employees use recommended
Coming soon h with Al-constructed job ew questions		Kudos Coming soon Transform your company culture by crafting and promoting well-deserved positive peer-to-peer recognition	2	Status Tracker Promote comm your team's sta
Coming soon hecks to gauge employee r a healthier workplace				



Public preview

Conversational analytics





Coming soon

Multi-modality with image support





Coming soon

Image input support



Done with my analysis.

How can I help you?

How I can save money next time I purchase these



Power Automate Announcements



AI Flows



Experience the difference with AI powered desktop recording

Automation Center

Learn more



Public preview





Conversational Cloud Flows

Power Aut	omate
Copilot	Preview

Describe what you want to automate and

Copilot will help you create your flow.

How it works

Search for helpful resources

Environments
 Wide World Importers

G New chat

0

What will your flow do?

Sure, I can help. Here are some automation ideas for streamlining your employee onboarding process:
1. Automatically create a new user account in your system when a new employee form is submitted.
2. Send a welcome email to the new employee with all the necessary information they need to get started.
3. Schedule a series of training sessions or meetings for the new employee.
Could you please let me know which task you would like to perform?

I want to streamline my new employee onboarding process. Any suggestions?

Al-generalast current may be incorrect

9 8

Let's do #2

Suggested flow	
🖗 Trigger	
When a new response is sibmitted	
actions	
Get response details	
Send email	
Al-generated content may be incorrect	6 9
Ask a question or describe how you want to change this flow.	
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Learn more



Next.

Automation Recommendations mined from Microsoft Graph



Public preview

When to use which

AI flows

What is it?

- A new approach to automate a workflow that enables users and AI to collaboratively design an automation plan for that workflow.
- Upon execution, the optimal steps are dynamically selected based on the automation plan and defined guardrails and resources by the user.
- It is alternative approach to specifying every rule and step of the workflow at design time, increasing the convenience of building and maintaining workflow automation.

When to use it?

- Automate one individual complex end to end processes
- Especially ones that include ad hoc, unstructured data and exception management
- EG IDP for financial reporting process

Top capabilities that enable this

- Develop Automation Plan for a given workflow
- Dynamic selection of steps when automation plan is executed
- Manage and monitor single workflow with org guardrails
- Trigger AI Flow from Cloud Flow or from within Autonomous Copilot

Copilot with agent capabilities

What is it?

- An autonomous Copilot can engage, reason and automate across a myriad of workflows, data sources, and events to achieve role level outcomes.
- Autonomous Copilot can act in the background to respond to business events without the need for human interaction.
- Orchestrates across many actions including Al Flows, Cloud Flows, Desktop Flows (RPA) and copilot connectors
- Has long-running memory and reasoning capabilities.

When to use it?

- Need your copilot to take on a role / function that can acts independently at times
- Be triggered by events other then conversation.
- Eg customer success, employee onboarding

Top capabilities that enable this

- Plan across multiple workflows
- Orchestrate multiple workflows
- Teaching to improve accuracy.
- Manage and monitor across workflows with org guardrails
- Memory for deep context and personalization

Conversational copilot

What is it?

- Natural conversational AI across many channels and modalities.
- Answer questions and access knowledge (both proprietary and public)
- Leverage the power of AI but with the specific control in certain topics
- Take well-defined actions

When to use it?

- Build custom copilots for employees, customers and partners that provide end user value with enhanced conv AI experiences.
- Actions triggered by the end user.
- Expense managed / FAQ, IT helpdesk.

Top capabilities that enable this

- Multi-modal Conversational AI
- Multi-channels
- Generative answers across topics, organizational knowledge and external websites.
- Generative Actions & Extensions



Power Apps Announcements





COAUTHORING IN CANVAS APPS!



Power Apps Copilot Enhancements

- Create and understand Power Fx
- Create rich data models
- Support for mobile Power Apps
- Voice input for embedded copilots

Other Power Apps Enhancements

- Native Git integration
- Code in Power Apps Studio
| | Power Apps Plants Inventory Mana | gement (Editing) | | Ф 🐯 | ? 🧥 |
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New

Power Platform Well-Architected Framework

aka.ms/powa

Power Platform Well-Architected

Power Platform Well-Architected is a set of guiding principles, architecture strategies, and review tools to help you make informed decisions about the design, planning, and implementation of modern application workloads with Microsoft Power Platform.

What is Power Platform Well-Architected?

🖬 What's new 🔰 Pillars 🚳 Power Platform guidance documentation 🛛 🚇 Power Platform product documentation



Power Platform Well-Architected helps you realize the maximum value from your investments in modern application workloads with Power Platform. Power Platform Well-Architected provides guidance to help you design your modern application workloads to both meet current requirements and adapt to future needs and challenges. Start with the Pillars, and then align your design choices





Security Announcements



Admin Center – Copilot Hub Page

Admin Center – Security Hub Page

- Azure VNet support
- Entra ID PIM support

Product Group Video on new Security Enhancements

Power Pages Announcements





Scalable and Reliable

99.9% Website request reliability

Website requests/month

2.9**B**

17K RPS

Peak throughput/burst load



Power Pages Copilot Enhancements

- Create multistep forms
- Explain code in VS Code
- Add your copilot to your Power Page



Power Pages Security Enhancements

- Security Workspace
- Web Application Firewall (WAF)
- Vulnerability scanning tool

Virtual Table Support

 Salesforce, Oracle, Fabric, and D365 Business Central



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Other Power Pages Enhancements

- Supplier self-service template (SAP)
- Power Fx support in the design studio
- GenAl powered search
- New UX Components: Card Galleries, Breadcrumbs and Flex Containers
- Upload files up to 10GB w Azure Blob Storage

Poll Question:

Are you interested in learning more about how Low Code can help your business innovate and transform? • Yes, please follow up with me!

 Yes, and I'd love to connect with a PowerBI / Fabric expert as well!

 Yes, I'm already engaged with your team / peers

• No, thanks

Poll Question:

What was your favorite new Power Platform feature announced at Build 2024?

Poll Question:

How can we improve the Master Series for when we return [probably in August]?

Microsoft Power Platform

Power Platform Resources

General Resources

- Free Learning
- Adoption Guidance
- Well-Architected Framework
- Product Roadmap
- YouTube Channel

Podcasts

Lamanna on Al's Next Big Role

Build 2024 News

All Build 2024 Announcements

Product Blog Posts

- <u>Copilot Studio</u>
- Power Automate
- Dataverse
- Power Pages
- Power Apps



Thank you!

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Copilot extensions



And I think what I wanted to do was basically

Copilot extensions fundamentals



aka.ms/extendcopilotm365/decide

Why Custom engine copilots?



Scenarios that require usage of specific LLM / SLM (open source or custom, instead of Copilot for Microsoft 365)



Publish copilots to external users who are not on Microsoft 365



Enable Custom UX based deployment Your own UX/Apps + Microsoft 365 Hubs



More control over experience than declarative copilots (i.e. Custom Moderation, regulatory frameworks, custom legal & compliance etc.



Full control on Prompt Management, Actions, Triggers, Planner, Orchestration



Support for Existing Bots or Deterministic Bots for pre-defined workflows



Publish to Microsoft stores as a SaaS provider



Fabric Announcements