



Power Platform Community Conference 2024 Recap

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Year 3!



2022



2023



2024

The Numbers



150 Sessions



6,000+ Attendees



24 Workshops



38 Round Tables

Microsoft Power Platform



No-code

Low-code

Pro-code

No-code

Low-code

Pro-code

+ Copilot

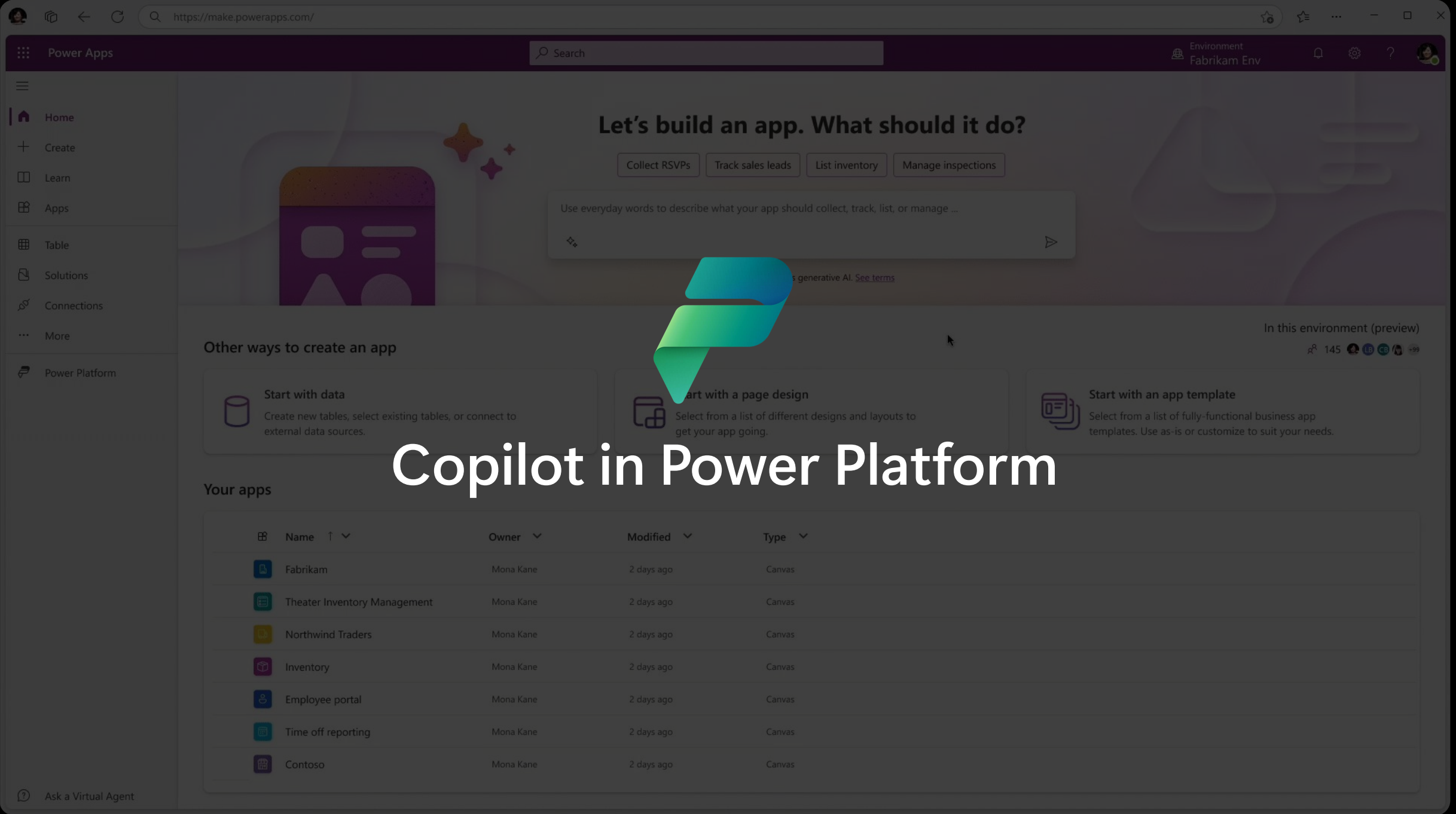
Copilot is transforming

How you build

Copilot is transforming

How you build

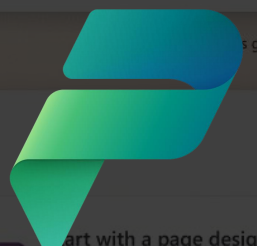
What you build



Let's build an app. What should it do?

- Collect RSVPs
- Track sales leads
- List inventory
- Manage inspections

Use everyday words to describe what your app should collect, track, list, or manage ...



Other ways to create an app

- Start with data**
Create new tables, select existing tables, or connect to external data sources.
- Start with a page design**
Select from a list of different designs and layouts to get your app going.
- Start with an app template**
Select from a list of fully-functional business app templates. Use as-is or customize to suit your needs.

Your apps

Name	Owner	Modified	Type
Fabrikam	Mona Kane	2 days ago	Canvas
Theater Inventory Management	Mona Kane	2 days ago	Canvas
Northwind Traders	Mona Kane	2 days ago	Canvas
Inventory	Mona Kane	2 days ago	Canvas
Employee portal	Mona Kane	2 days ago	Canvas
Time off reporting	Mona Kane	2 days ago	Canvas
Contoso	Mona Kane	2 days ago	Canvas

Copilot in Power Platform

Copilot is transforming



How you automate

Copilot is more than just text

It is also **multimodal**

AI Recorder

Now in Public Preview

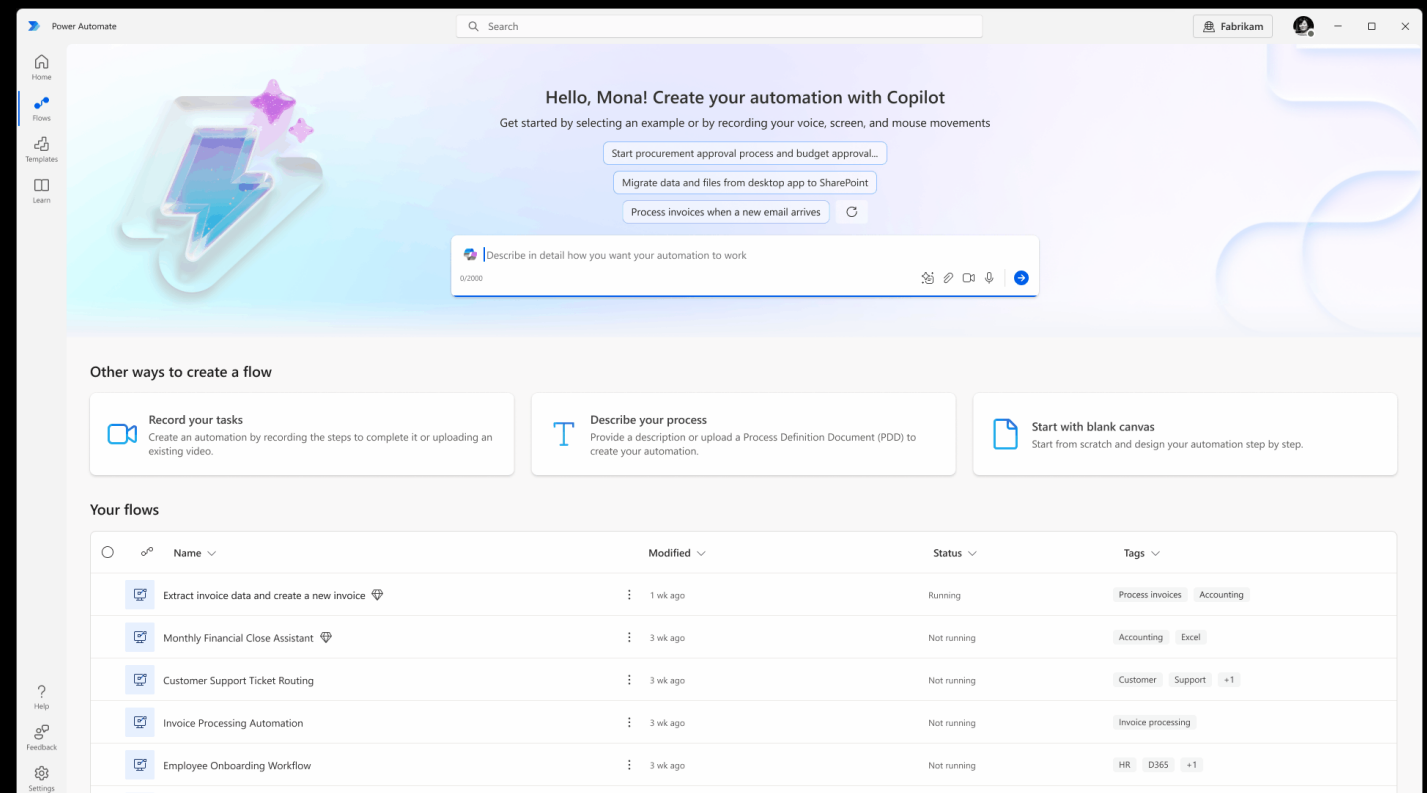
Multi-modal desktop recording

“Show and tell” user experience is like training a new team member

Record your voice and onscreen actions with Copilot

Generative AI builds the flow when recording is complete

Self-healing for resilience when user interfaces change



Other ways to create a flow



Record your tasks

Create an automation by recording the steps to complete it or uploading an existing video.



Describe your process

Provide a description or upload a Process Definition Document (PDD) to create your automation.



Start with blank canvas

Start from scratch and design your automation step by step.

Your flows

Name	Modified	Status	Tags
Extract invoice data and create a new invoice	1 wk ago	Running	Process invoices Accounting
Monthly Financial Close Assistant	3 wk ago	Not running	Accounting Excel
Customer Support Ticket Routing	3 wk ago	Not running	Customer Support +1
Invoice Processing Automation	3 wk ago	Not running	Invoice processing
Employee Onboarding Workflow	3 wk ago	Not running	HR D365 +1

Generative actions

Previously called "AI flows"

Early access preview

Adaptive and outcome driven automation

Automation instructions evaluated by GenAI at runtime

LLM reasoning, orchestration and execution of automation

Guidelines that restrict & guide LLM

Simplifies complex conditions, exceptions, and process loops.

The screenshot displays the Power Automate web interface. The main workspace shows a flowchart with four steps: 'Look up contact information', 'Extract information from the invoice', 'Compose text of claim and invoice information', and 'Run an adaptive action'. On the left, the 'Run an adaptive action' step is selected, showing a dropdown menu for selecting an adaptive action. On the right, a Copilot chat window is open, displaying a welcome message: 'Welcome to Copilot in Power Automate. Be more efficient than ever with AI assistance. Simply tell Copilot what you want to do and it will help you get started.' Below the message is a text input field with a character count of 0/2000 and a 'Next' button. The interface also includes a search bar, navigation tabs, and a user profile icon.

Hundreds

of improvements in Power Automate

Generally available

Expand two action panes in the designer

The screenshot displays the Microsoft Power Automate Designer interface. The browser address bar shows <https://make.powerautomate.com/>. The page title is "Power Automate" with a search bar for helpful resources. The current environment is "Wide World Importers". The workflow being edited is "Daily email flow". The interface includes buttons for "Designer", "Run history", "Test", "Save draft", "Publish", and "New designer".

The left pane shows the configuration for the "Update item" action. The "Inputs" tab is active, displaying the following fields:

- Site address: `https://contoso.sharepoint.com`
- List name: `New Hires`
- Id: `Title eq 'Manager' or state eq 'Important'`
- Title: `Title eq 'Manager' or state eq 'Important'`
- Status: `Title eq 'Manager' or state eq 'Important'`
- Project: `Title eq 'Manager' or state eq 'Important'`
- Date receive: `Title eq 'Manager' or state eq 'Important'`

The central canvas shows a flow starting with the trigger "When a new customer request submitted", followed by "Get user profile", "Get item", and a "Condition" step. The "Yes" branch of the condition leads to the "Update item" action, which is currently selected and expanded in the left pane.

The right pane features the "Copilot" tool in "PREVIEW" mode. It displays a message: "AI-generated content may be incorrect" and "perfect as it is". Below this, it prompts the user to review connected apps and services, showing a list of connections:

- Power Apps:
- Microsoft Office:
- SharePoint:

The status is "Everything looks good" with a "I have some errors" button. A text input field contains "Ask a question or describe how you want to change this flow." with a character count of "0/2000". A disclaimer at the bottom states: "Make sure AI-generated content is accurate and appropriate before using. [See terms](#)".

Private Preview

Copilot Expression Assistant

The screenshot displays the Power Automate web interface. At the top, the navigation bar includes 'Power Automate', a search bar, 'Environments Contoso', and utility icons. The main workspace is titled 'Automated Data Migration' and contains a 'Recurrence' step. A 'Copilot' sidebar is open on the right, showing a 'Generate an expression with Copilot' dialog. The dialog prompts the user to generate an expression based on a condition: 'If item type equals Devbox, return 'Devbox_' + PO Number otherwise just PO Number.' The suggested expression is: `if(equals(actions(PAD)?[itemType], Devbox), concat('Devbox_', actions(PAD)?[PO_Number]), actions(PAD)?[PO_Number])`. A 'Generate expression' button is visible. Below the dialog, a 'Suggested expression' section shows the generated code. A 'Copilot Preview' panel on the far right displays a welcome message: 'Welcome to Copilot in Power Automate' and a 'Next' button. The bottom of the interface shows a 'Restart' button and a warning: 'AI-generated content may be incorrect'.

Power Automate Roadmap FY25

DISCOVER AUTOMATIONS	RPA (UI AUTOMATION)	CLOUD (API) AUTOMATION		MAKER COMPLEX AUTOMATION OBSERVABILITY	GOVERNANCE & SCALE
<p>Tailored SAP templates</p> <ul style="list-style-type: none"> • For shorter time to value • Richer analytic capabilities • Object-centered process mining • Support for managing and analyzing large data sets with high performance & simplicity 	<p>Key capabilities</p> <ul style="list-style-type: none"> • Flow management • Static code analysis • Version control • Cloud connectors • Dark mode 	<p>Great craftsmanship</p>	<p>Add action' browser</p> <ul style="list-style-type: none"> • Quickly search for actions and connectors • Better grouping and filter options in action panel 	<p>Maker Automation Center</p> <p>To monitor and diagnose the runs cross many related workflows</p>	<p>Managed environments</p> <ul style="list-style-type: none"> • Support for environment group policies • Customer Managed Keys
	<p>AI Recorder</p> <ul style="list-style-type: none"> • Multi-modal UI automations • Improved perf and quality 	<p>Contextual copilot</p> <p>To diagnose and ask questions for specific actions in workflow</p>			
	<p>Self-healing</p> <p>Vision capabilities for more robust and adaptable complex scenarios</p>	<p>Run history alongside workflow</p> <p>To monitor and diagnose the runs</p>	<p>Advanced multi-stage approvals</p> <p>Streamlined approval process using sophisticated approvals with conditioning, branching, delegating, escalation and more</p>		

Copilot is transforming



What you build

Generally available

Microsoft Copilot Studio

Extend Microsoft Copilot and create custom copilots



Microsoft 365
Copilot




Your websites



Your apps

Your copilot is ready! Here's what's next:

- [Add actions](#) so your copilot can do things for you
- [Build topics](#) to focus and guide how your copilot answers
- [Publish your copilot](#) so others can use it



Details Edit

Name
Customer Copilot

Description
Copilot to assist customers do anything from finding a plan, to getting more information on offers on devices

Instructions

- Use a friendly and approachable tone.
- Avoid jargon or overly formal language.
- Be polite and empathetic in your responses.
- Provide clear instructions and avoid ambiguity.
- Anticipate common errors or misunderstandings.
- Design error messages that guide users toward the correct path.
- Offer helpful suggestions when the bot encounters an unknown input.
- Do not provide information about non Fabrikam organizations

Knowledge + Add knowledge

Add data, files, and other resources to inform and improve AI-generated responses.

Allow the AI to use its own general knowledge (preview). [Learn more](#) Enabled

- Product Catalog
- Keep your phone number.pdf
- Network Solutions
- Customer Care Portal
- Company Website

= fx



Collect (Copilot, “Chat”, “Voice”, “Agents”)

Copilot can work
in the background

Copilot agents

Agents



Prompts

Automation

What is an agent?

An experience using **generative AI** to assist humans with **complex cognitive tasks**.

Chat using natural language (and code)

You determine, guide, and approve the output

Its value increases with complexity



**Bring your agents to
Microsoft 365**

Public preview

Create agents with Microsoft 365 Copilot

The screenshot displays the Microsoft 365 Copilot interface in a web browser. The address bar shows the URL <https://www.microsoft365.com/M365 Chat>. The main content area features a central card for the 'Field Service agent', which includes a green circular logo and the text 'Field Service agent' and 'Troubleshooting information for on-site visits'. Below this, there are six interactive cards arranged in a 2x3 grid:

- Troubleshooting**: Perform routine maintenance checks
- Installation support**: Assist by coordinating with contractors
- Site preparation**: Assess the suitability of charging locations
- Product portfolio**: Comply with local safety regulations
- Inventory management**: Track inventory and connect with suppliers
- Customer overview**: Record site visits and customer interactions

At the bottom of the main area is a 'Send a message' input field with a 'View prompts' link to its right. The right-hand sidebar contains a 'New chat' button, a search bar, and a list of agents including 'Copilot' and 'Field Service agent'. Below the agents, there are options to 'Show more', 'Explore agents', and 'Create a Copilot agent'. A 'Recent chats' section lists several conversations with their respective times and dates.

At the bottom of the page, a footer states: 'Microsoft Copilot is powered by AI with your work data protected. [Terms](#) | [Privacy](#) | [FAQs](#)'



Power Apps

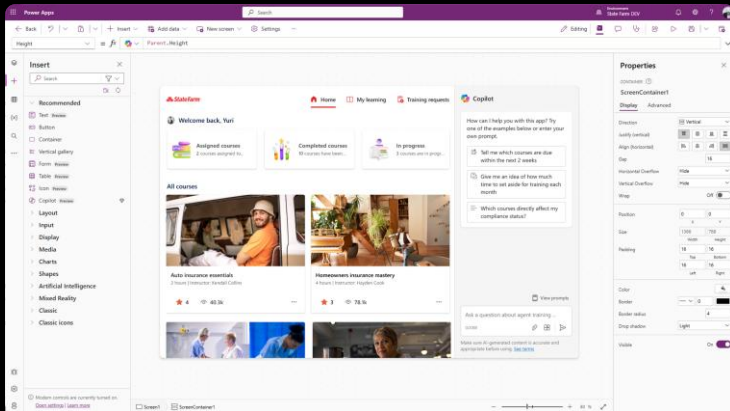
More natural language

More graphical building

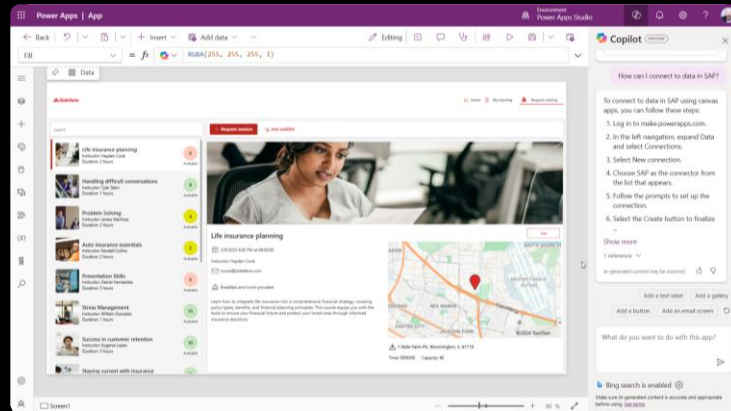
More AI components

More intelligent apps

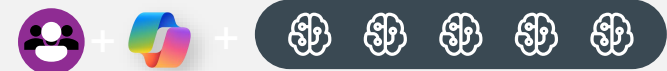
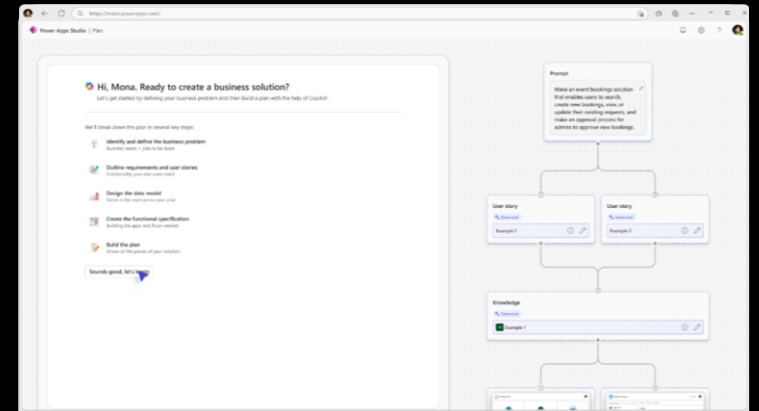
Redefine *how* you build your apps and revolutionize *what* you create



Developers



Developers
+ Copilot

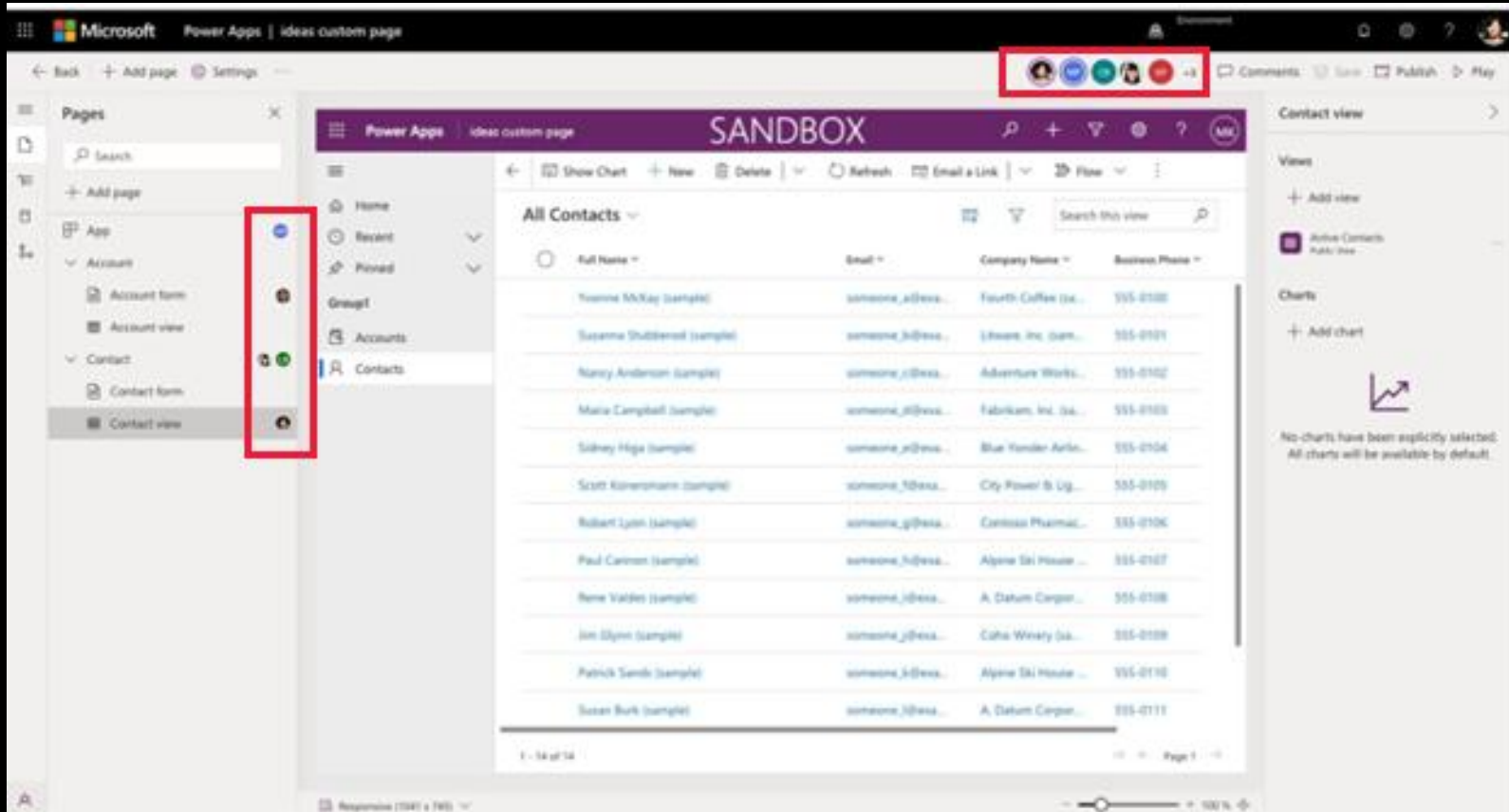


Developers
+ Copilot
+ skilled agents

GA

Coauthoring in Power Apps Studio

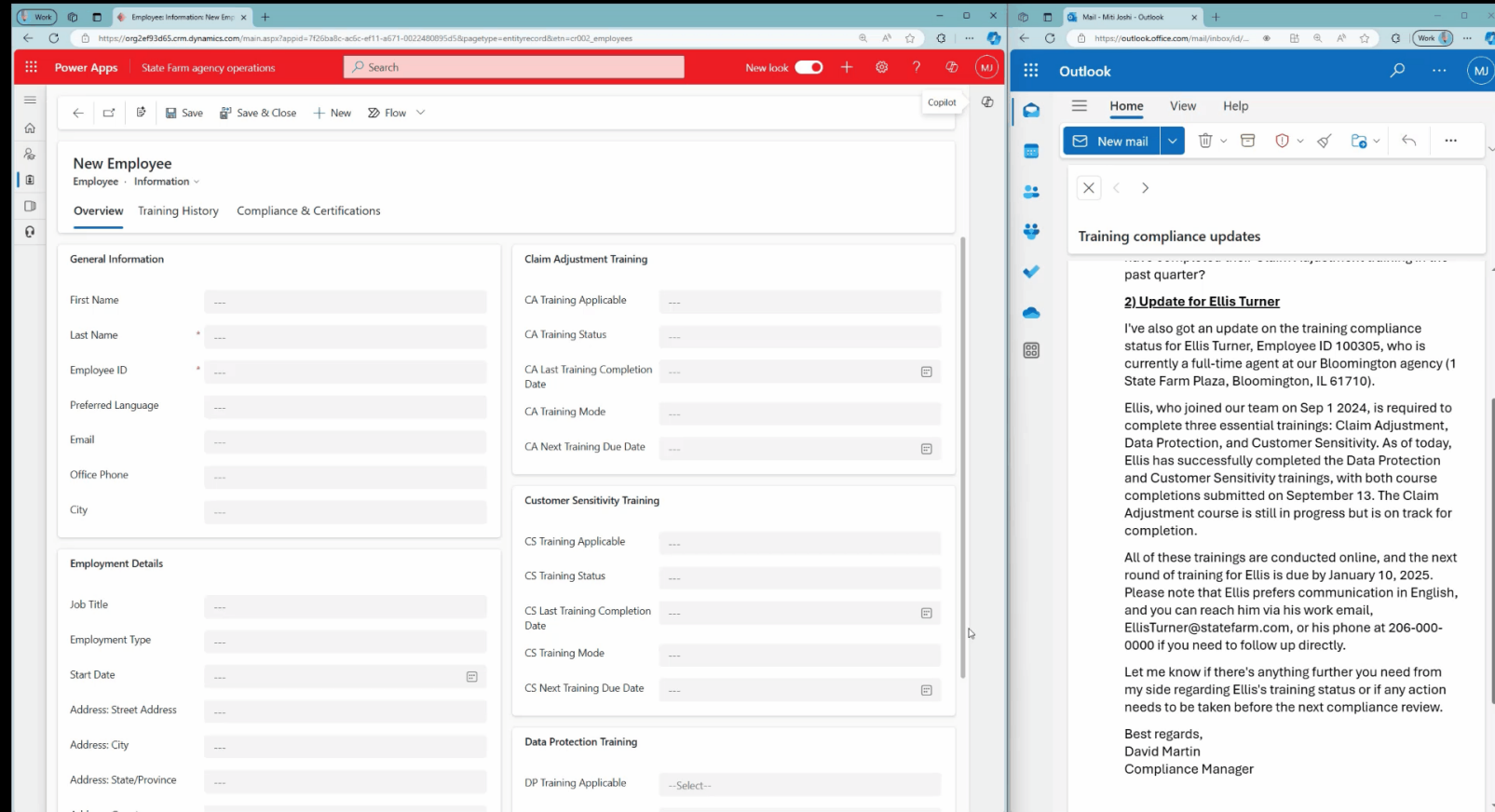
Work with multiple makers at the same time and see each other's changes in real-time



Public Preview

Smart Paste

Copy text from e-mail, a document, etc and let Copilot automatically map the content to your form



Public Preview

Copilot Search and Filter

Type the information you want to see and Copilot will help search and filter the data

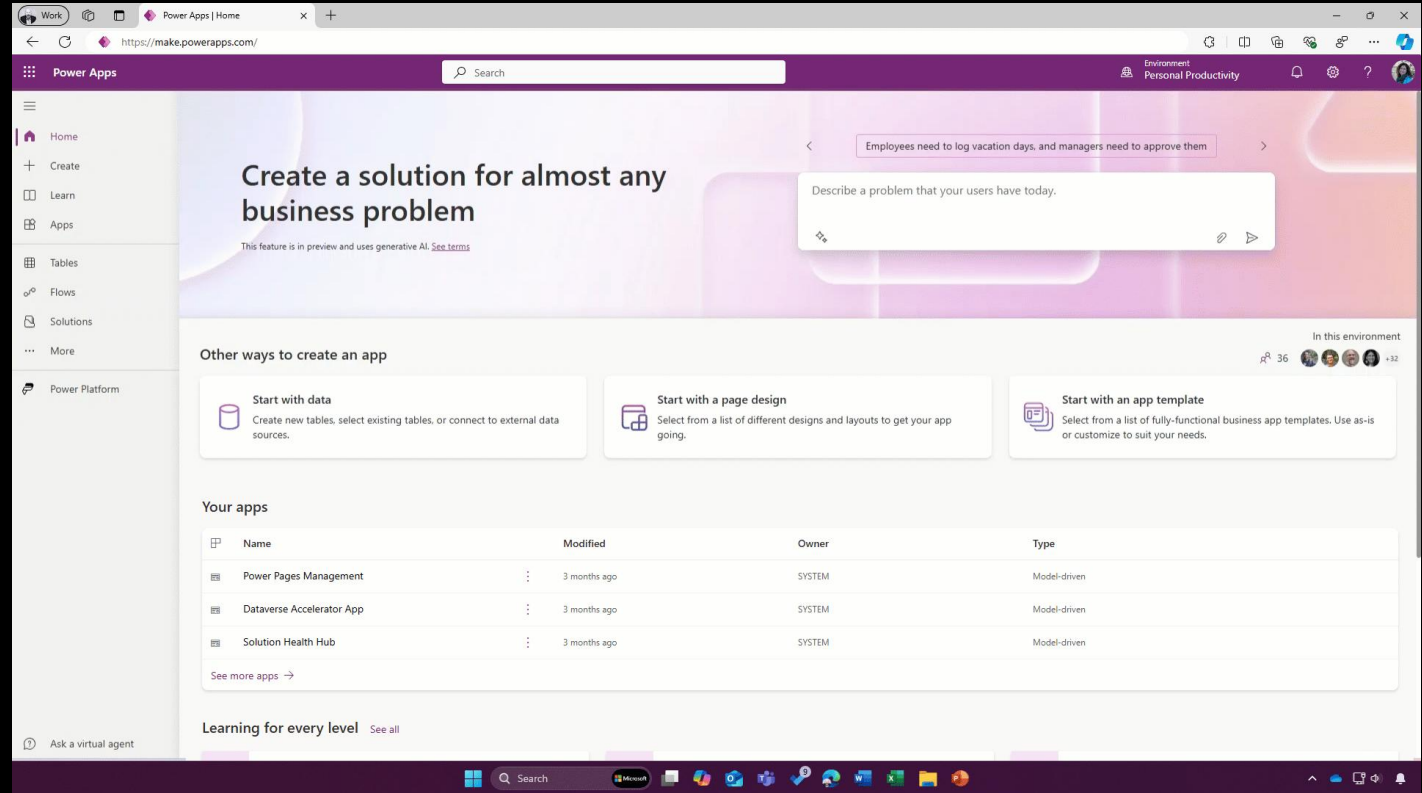
The screenshot displays the Dynamics 365 Customer Service Hub interface. At the top, there's a navigation bar with 'Dynamics 365' and 'Customer Service Hub'. Below it, a search bar contains the text 'My Active Case details'. To the right of the search bar are several action buttons: 'Show As', 'Show Chart', '+ New Case', 'Delete', 'Refresh', 'Edit columns', 'Edit filters', and 'Share'. Below the search bar, there are two filter tags: 'Owner: Me' and 'Status: Active'. The main area is a table with the following columns: 'Case Title', 'Customer', 'Priority', 'Status Reason', 'Origin', 'Created On', and 'Follow Up By'. The table contains 23 rows of data, each representing a case. The status reasons are color-coded: 'On Hold' (purple), 'In Progress' (blue), 'Waiting for Details' (orange), and 'Researching' (yellow). The origins are also color-coded: 'Email' (green), 'Phone' (yellow), and 'Web' (orange). At the bottom left of the table, it says 'Rows: 232'. The Windows taskbar is visible at the bottom of the screen.

Case Title	Customer	Priority	Status Reason	Origin	Created On	Follow Up By
Access to B1 garage blocked	Alpine Ski House	Low	On Hold	Email	8/14/2024 5:59 PM	8/21/2024
Activity detector not responding	Blue Yonder Airlines	High	In Progress	Phone	8/14/2024 5:59 PM	9/6/2024
Average order shipment time	Litware, Inc.	Normal	In Progress	Web	8/11/2024 6:00 PM	8/24/2024
Big door not opening in dining hall	Alpine Ski House	Normal	In Progress	Web	8/14/2024 5:59 PM	8/16/2024
Big screen in reception has no HDMI	Fabrikam	Normal	Waiting for Details	Phone	8/12/2024 5:46 PM	8/20/2024
Broken glass on side window	A. Datum Corporation	Normal	In Progress	Web	8/14/2024 5:59 PM	9/13/2024
Broken lock mechanism	Alpine Ski House	Low	On Hold	Email	8/14/2024 5:59 PM	8/30/2024
Busy signal on internal line	City Power & Light	Normal	In Progress	Web	8/14/2024 5:59 PM	8/20/2024
Card reader not responding	A. Datum Corporation	High	Waiting for Details	Phone	8/14/2024 5:59 PM	8/27/2024
Complete overhaul required	Paul Cannon	High	Researching	Web	8/11/2024 12:00 PM	8/23/2024
Contact details missing	Blue Yonder Airlines	Normal	In Progress	Phone	8/12/2024 2:00 AM	8/26/2024
Contact information requested	Alpine Ski House	Normal	On Hold	Phone	8/9/2024 11:00 AM	8/18/2024
Copy machine slow to start	Alpine Ski House	Low	In Progress	Email	8/14/2024 5:59 PM	9/13/2024
Custom greeting not invoked	City Power & Light	High	Waiting for Details	Phone	8/14/2024 5:59 PM	8/27/2024
Custom sign flickering	Fabrikam	Low	On Hold	Email	8/12/2024 5:46 PM	8/20/2024
Customer waiting area damaged	Fabrikam	Normal	In Progress	Web	8/14/2024 5:59 PM	9/16/2024

Introducing

Plan Designer in Power Apps Studio

A Copilot-first development experience to build intelligent solutions. Developers are supported by a rich team of agents from requirements to deployment.



Great solutions start with a plan

My problem statement

Make an event bookings solution that enables users to search, create new bookings, view, or update their existing requests, and make an approval process for admins to approve new bookings.

My personas



Event Coordinator



Event Administrator

User scenarios and requirements



User Roles

As an event coordinator, I want to...

- I want to find all events so that I can find events to book.
- I want to create a new booking request so that I can reserve a spot in an event.
- I want to view my existing booking requests so that I can check their statuses.
- I want to update my existing booking requests so that I can make changes if needed.



Requirements



Data Model

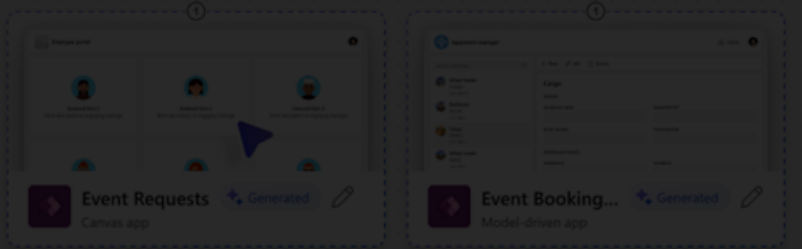
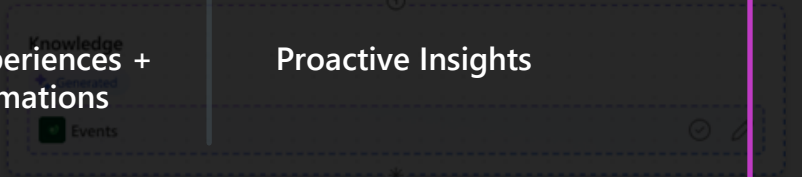
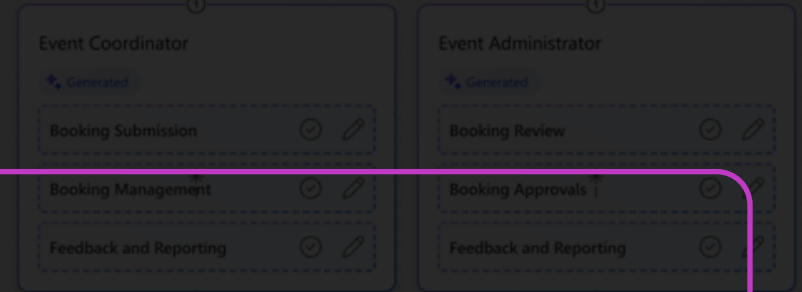


User Experiences + Automations



Proactive Insights

Plan Designer



Start typing here to create another user scenario. Press / to add data, files, people, and more...



Scenario and requirement definition

Start with a description of their business problem as well as provide additional context like process diagrams, data models, or even screenshots of legacy apps. Copilot will use this input to draft user roles and requirements for the solution.

Power Apps | Home

https://make.powerapps.com/

Power Apps

Search

Environment Personal Productivity

Home

Create

Learn

Apps

Tables

Flows

Solutions

More

Power Platform

Ask a virtual agent

Create a solution for almost any business problem

This feature is in preview and uses generative AI. [See terms](#)

Describe a problem that your users have today.

Employees need to log vacation days, and managers need to approve them

Other ways to create an app

Start with data
Create new tables, select existing tables, or connect to external data sources.

Start with a page design
Select from a list of different designs and layouts to get your app going.

Start with an app template
Select from a list of fully-functional business app templates. Use as-is or customize to suit your needs.

Your apps

Name	Modified	Owner	Type
Power Pages Management	3 months ago	SYSTEM	Model-driven
Dataverse Accelerator App	3 months ago	SYSTEM	Model-driven
Solution Health Hub	3 months ago	SYSTEM	Model-driven

[See more apps](#)

Learning for every level [See all](#)

In this environment 36



Data modelling

Once the team are aligned on requirements, Power Apps will propose a data model to support the solution and allow the maker to explore and make updates through a visual entity relationship diagram (ERD).

The screenshot shows the Power Apps interface with a purple header. The main content area displays a proposal for "The Event Management solution".

The Event Management solution [Proposal](#)

Items with the icon are AI-generated suggestions. Change and review to ensure accuracy. This feature is in preview. [See terms.](#)

Business problem

Allow event attendees to register for training events and review information about the event, such as Agenda, Speakers, and Attendees.

User roles

- Event attendee**
Person who registers for and attends the training events
- As an Event attendee, I need to:**
 - Register for a training event so that I can participate in it.
 - View the event agenda so that I can plan my schedule accordingly.
 - View information about the speakers so that I can know who will be presenting.
 - See a list of other attendees so that I can network with them.
 - Receive notifications about event updates so that I am informed of any changes.
 - Cancel my registration if I am unable to attend so that my spot can be given to someone else.
 - Download event materials so that I can review them before and after the event.
 - Provide feedback on the event so that the organizers can improve future events.
 - View the event location and directions so that I can arrive on time.
 - Contact the event organizer so that I can ask any questions I have.
- Event organizer**
Person responsible for organizing and managing the training events
- As an Event organizer, I need to:**

On the right side of the interface, a visual entity relationship diagram (ERD) is displayed. It features a central box labeled "Business problem" with the text: "Allow event attendees to register for training events and review information about the event, such as Agenda, Speakers, and Attendees." Below this box are two other boxes: "Event attendee" (Person who registers for and attends the training events) and "Event organizer" (Person responsible for organizing and managing the training events). Lines connect the "Business problem" box to both the "Event attendee" and "Event organizer" boxes, indicating their relationship to the problem.



Solution architecture

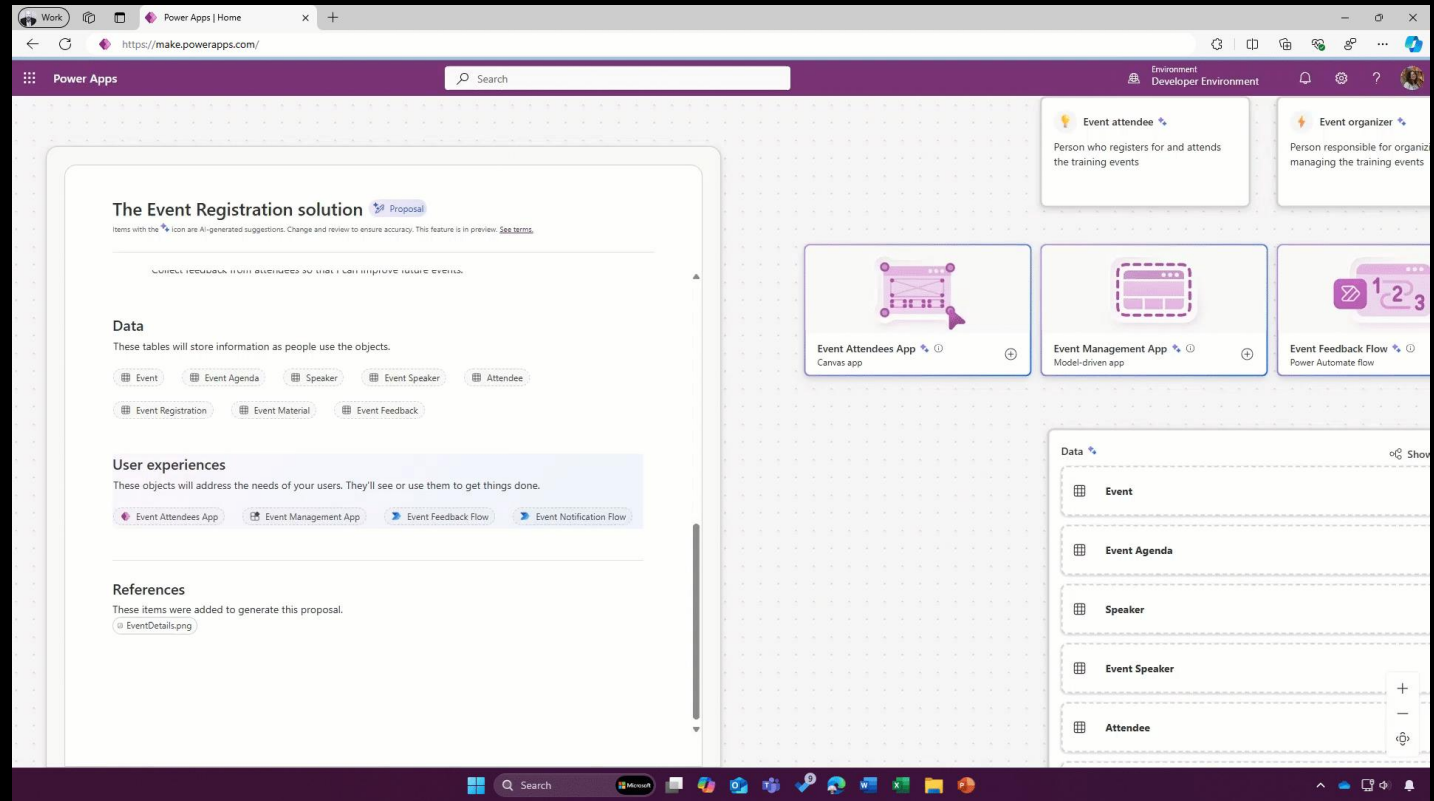
Plan designer will recommend what types of apps and automation will fit their requirements. In the initial release of this functionality, the recommendations will include canvas and model driven apps, as well as cloud flows in Power Automate.

A screenshot of the Power Apps 'make.powerapps.com' interface. The main content area displays 'The Event Management solution' with a list of requirements, a 'Data' section listing tables (Event, Event Attendee, Registration, Agenda, Speaker, Feedback, Material), and a 'References' section. To the right, a 'Business problem' box is connected to 'Event attendee' and 'Event organizer' boxes. Below these is a 'Data' table with columns for Event, Event Attendee, and Registration. The interface includes a search bar, navigation icons, and a Windows taskbar at the bottom.



App design

From the view of suggested apps, makers can jump into app generation, see a live preview of the app for quick validation, and leverage the full power of the canvas and model driven designers to customize and continuing building the app.



Early Adopters Program

- Early Access to features, weekly office hours, and opportunity to directly shape our investments.
- This includes all Power Apps Intelligent Apps capabilities for Authoring, for End User Interfaces, and Control Plane.



aka.ms/LetsBuildaPlan

Year 4!

Oct 28-30 | Las Vegas

Learn More

Day 1 Summary Blog

<https://aka.ms/ppcc-blog-day1>

Agents Blog

<https://aka.ms/ppcc-blog-agents>

Power Apps Blog

<https://aka.ms/ppcc-blog-powerapps>