Copilot Studio Accelerator

Presentation Deck

Meet Appfie

Meet Appfie

Empowering digitalization since 2016

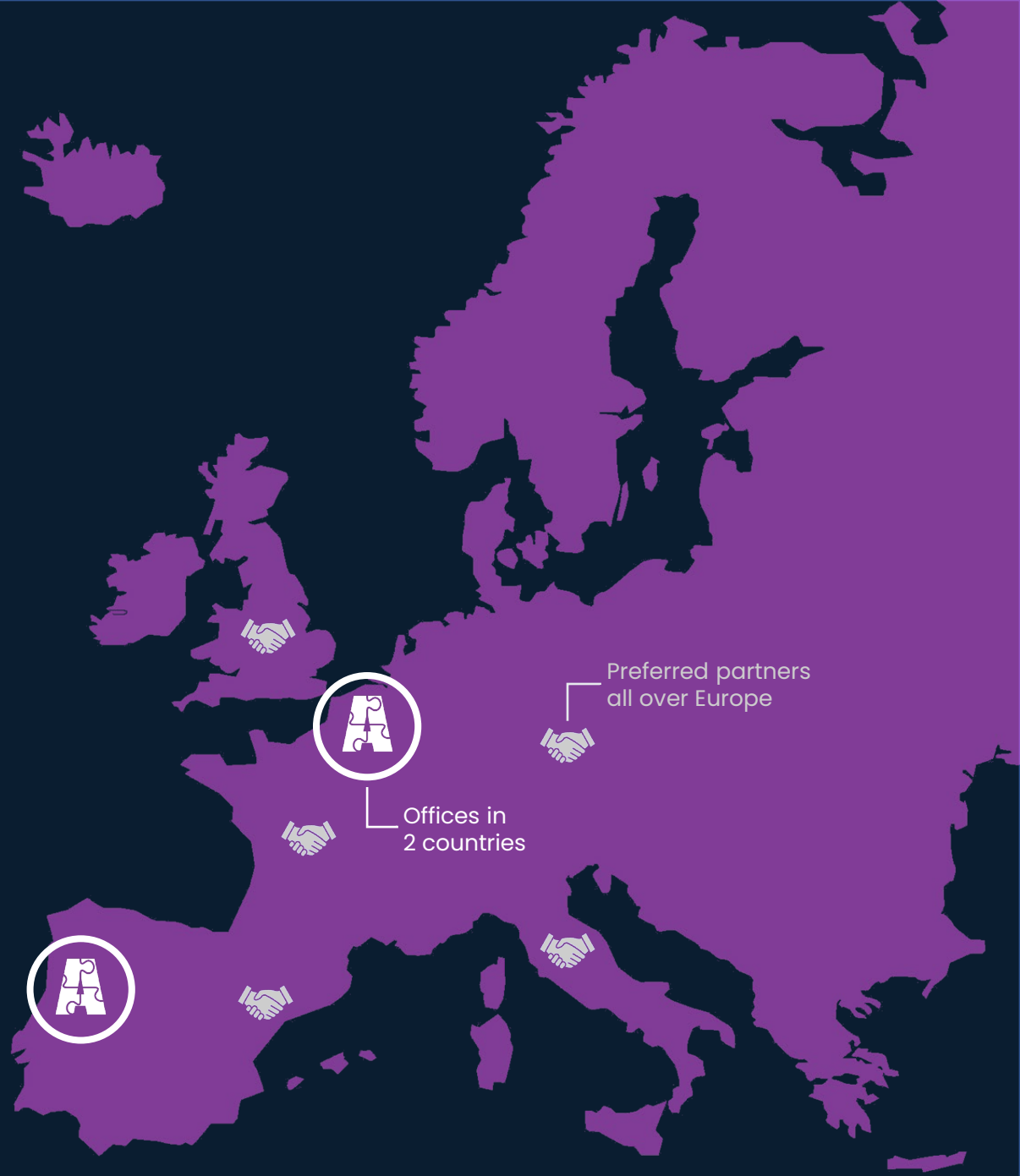
We believe the power within every individual exists to make a meaningful impact. We do this, by closing the digitalization gap, using Microsoft no-code/low-code technology and AI Copilot.

Microsoft Solution Partner

Awarded by Microsoft as one of the few Power Platform Solution partners in Europe making it possible to provide customers with growth-enhancing benefits, such as funding, and first-hand information.

Microsoft Solutions Partner
Business Applications
Specialist
Low Code Application Development

Microsoft Solutions Partner
Digital & App Innovation Azure
Specialist
Low Code Application Development



Meet Appfie

80+ Collaborations

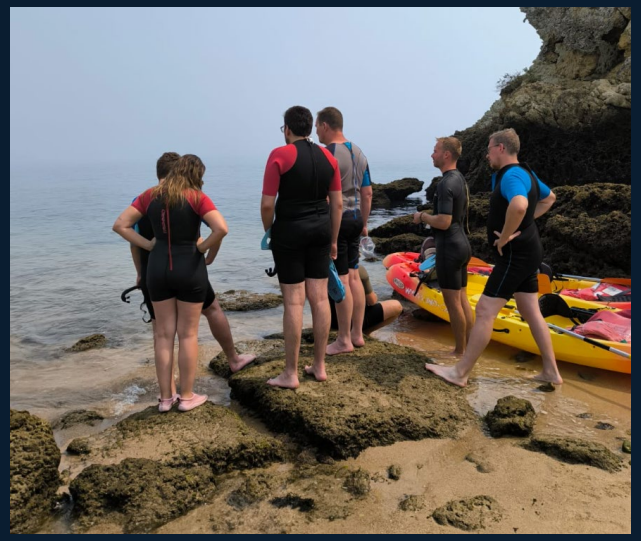
Over 80 organizations have given us the trust to guide them in their Power Platform journey. We consider them as partners.

150+ Valuable initiatives

We successfully empowered our partners with over hundreds of solutions and strategies. We enabled them to become more productive and cost effective and to create limitless value. From low sophistication productivity to business-critical projects.

Meet the A-Team

Together, +100 years of experience in Power Platform & AI

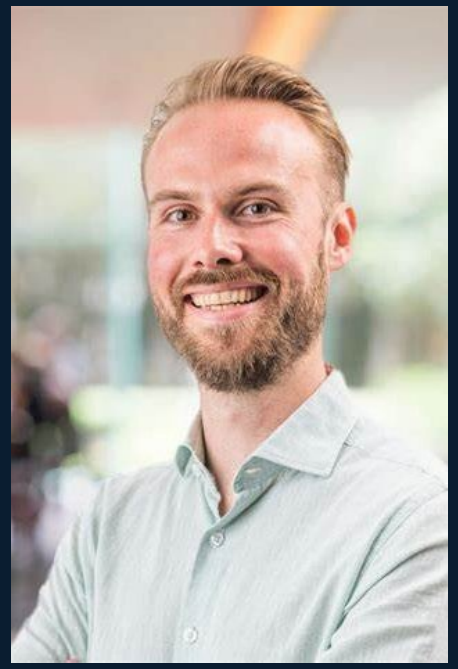


Only Belgian 'Fast Track Recognized Solution Architect' in Power Apps

Talented professionals who take **ownership** and responsibility, working together as a **team.**

Educational backgrounds in IT, Industrial Engineering, Business Engineering, Communication Technology ...

Meet the Appfie Team:



Jonas Wauters

Partner | Sr. Power Platform Solution Architect

Microsoft CERTIFIED EXPERT

PL-600: Power Platform Solution Architect

Microsoft CERTIFIED ASSOCIATE

PL-200: Power Platform Functional Consultant
PL-400: Power Platform Developer
PL-500: Power Automate RPA Developer
DP-100: Azure Data Scientist

Microsoft Power Platform • FASTTRACK RECOGNIZED SOLUTION ARCHITECT 2024

PROFESSIONAL SCRUM MASTER I PSM I Scrum.org

Involved in previous Power Platform projects at:

COLRUYT GROUP · fluxys · CAMPARI · KBC · ypto · John Cockerill · ...

Appfie

Meet the Appfie Team:

Lothar van Diessen
Power Platform Solution Architect

Microsoft CERTIFIED EXPERT

PL-600: Power Platform Solution Architect

Microsoft CERTIFIED ASSOCIATE

PL-200: Power Platform Functional Consultant
PL-300: Power BI Data Analyst
PL-400: Power Platform Developer
MB-280: Dynamics 365 Customer Experience Analyst

Involved in previous Power Platform projects at:

fluxys · University of Antwerp · COLRUYT GROUP · Johnson & Johnson · Plopsa ...

Appfie

Meet the Appfie Team:

Julie Pyck
Copilot Studio Mentor

Microsoft CERTIFIED FUNDAMENTALS

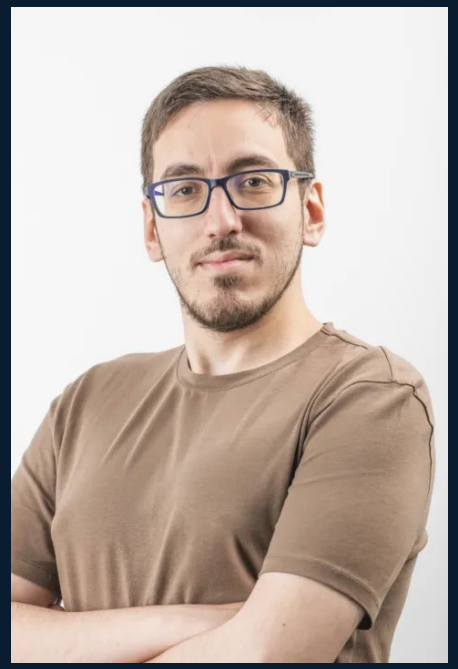
PL-900: Power Platform

Involved in previous Power Platform projects at:

ypto® COLRUYT GROUP Johnson & Johnson •••

Appfie

Meet the Appfie Team:



João Pinto

Power Platform Developer

AZ-305: Azure Solutions Architect

PL-200: Power Platform Functional Consultant
AZ-104: Azure Administrator

Involved in previous Power Platform projects at:

COLRUYT GROUP · fluxys · aliaxis · Johnson & Johnson · John Cockerill · •••

Appfie

But, what do we do?

THINK

Advisory
Drive faster innovation and governance with expert guidance on digital enablement adoption

TEACH

Mentoring
Empower your teams with hands-on coaching

DO

Rebels
Access top hyper automation & digital enablement expertise through flexible staffing solutions, whether nearshore or local

Project Delivery
Get tailored solutions that fit your specific business needs

Application Support
Keep your applications running smoothly with dependable, SLA-based support services

Gen AI Enabled

Generative AI with Copilots and Agents
Extensions on M365 Copilot, Copilot Studio and Azure A.I.

Our 3 Differentiators

- Empowerment
- Adoption & Change management
- Governance & Security

About building your own Copilot Agents

What is an agent?

Agents are AI assistants that can help **optimize business processes** and **enhance productivity** using large language models and generative AI.

Publish to...

Your applications

Deploy agents to your website and other line of business applications

Microsoft 365 Copilot

Add agents that give Copilot focused knowledge and new skills

Copilot for Sales

Copilot for Service

Copilot for Finance

Power Platform

Extend Power Platform with agents that transform your low code solutions.

Power Apps

Power Pages

Dynamics 365

Build agents that integrate and improve business processes

Dynamics 365 Sales

Dynamics 365 Finance

Dynamics 365 Customer Service

Spectrum of agents

Retrieval

Retrieve information from grounding data, reason, summarize, and answer user questions

Generally available

Task

Take actions when asked, automate workflows, and replace repetitive tasks for users

Generally available

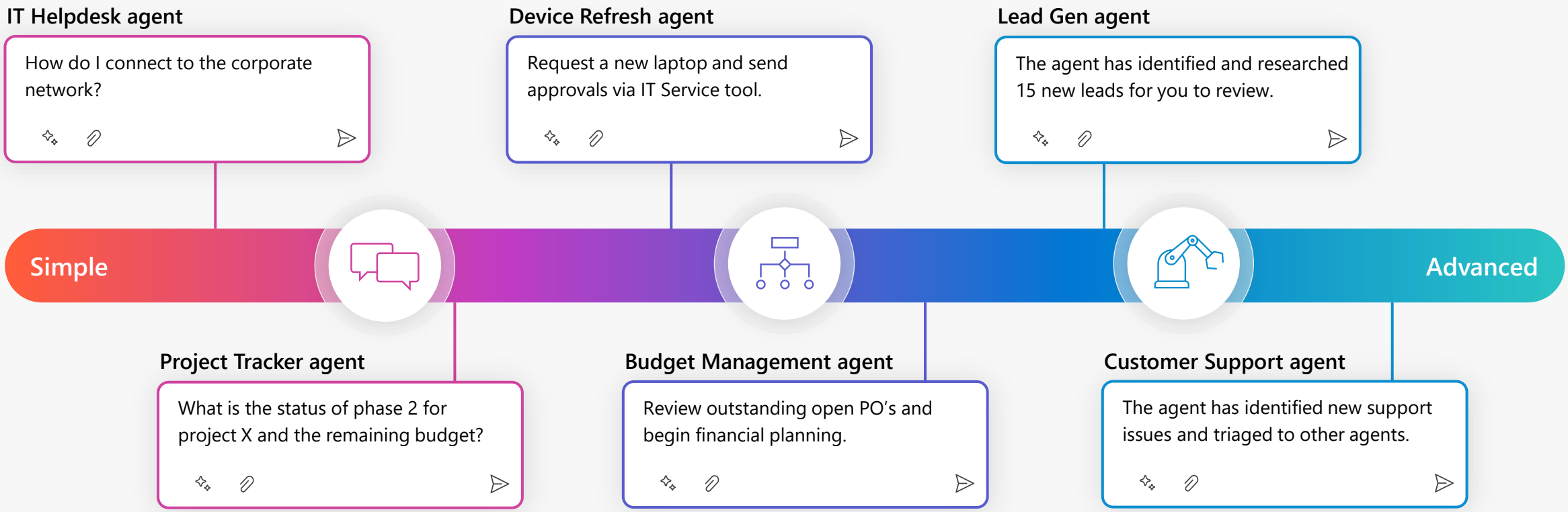
Autonomous

Operate independently, dynamically plan, orchestrate other agents, learn and escalate

Preview

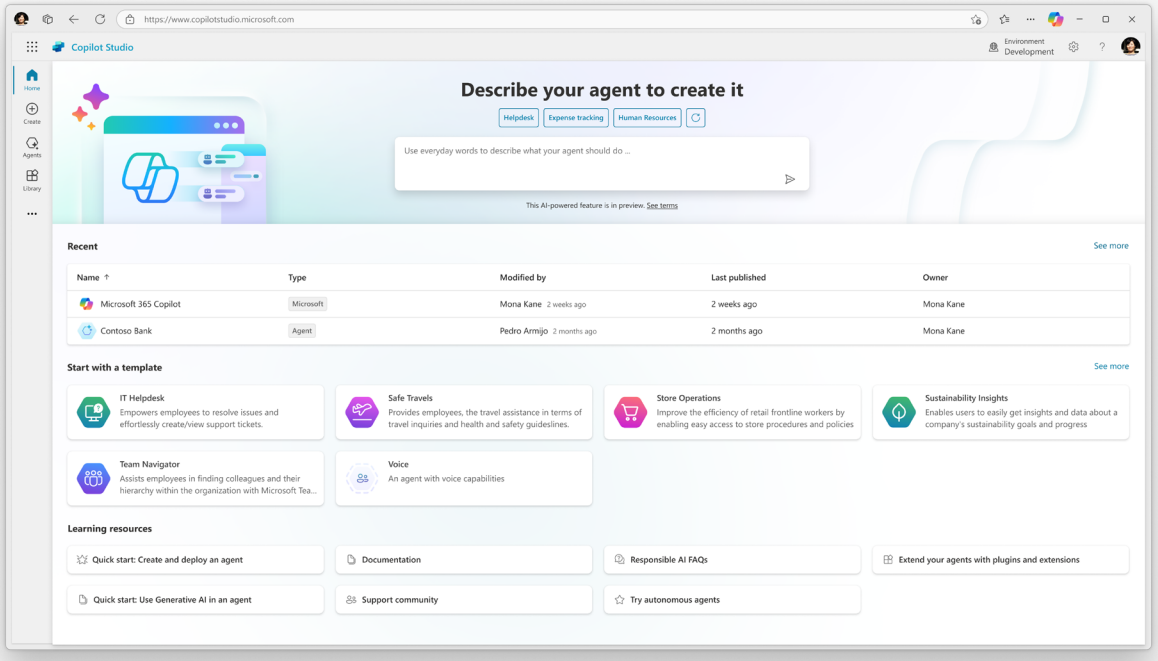
Agents vary in levels of complexity and capabilities depending on your need

Explore a continuum of solutions



Copilot Studio

Copilot Studio is a platform to build agents that extend Microsoft 365 Copilot or operate standalone.



- Meet your users where they already are
- Access everything in one place
- Automate your workflows
- Integrate with your external apps
- Connect to your data in Microsoft 365

Create chat experiences that are…

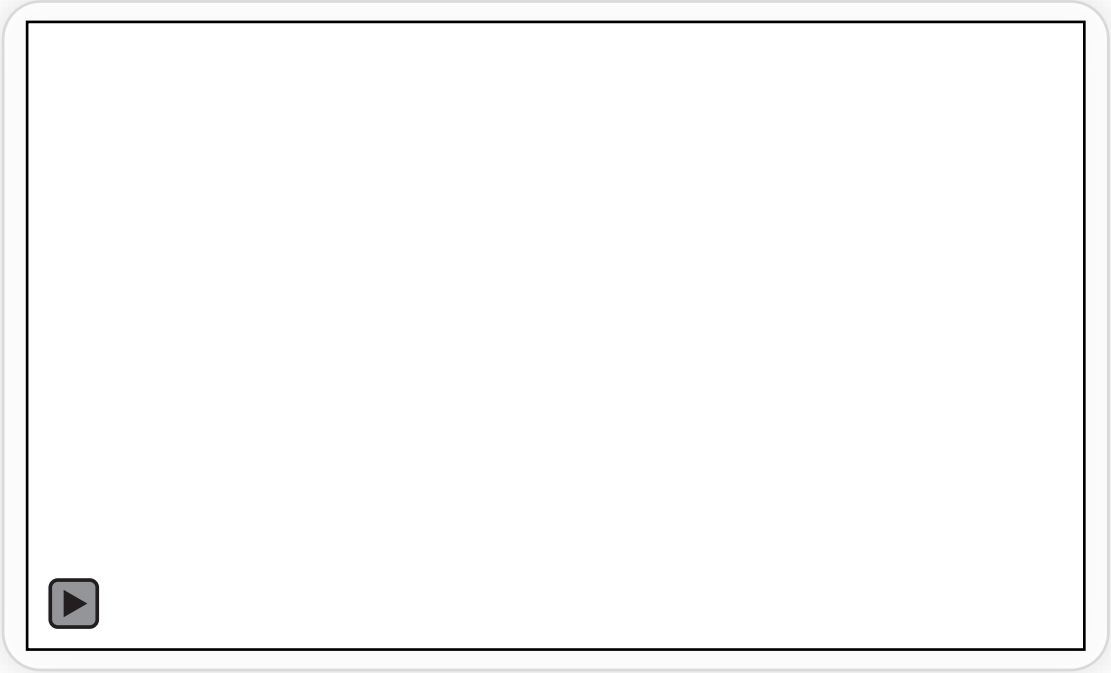
Intelligent
Remember and understand user context and intent

Secure
Maintain industry standards for governance, security and lifecycle management

Automated
Dynamically complete tasks and automate workflows

Customizable
Connect to your data and legacy systems, extend across Microsoft's ecosystem and more

Collaborative
Interact with agents as if they were another member of the team



Evolution

2023 Search • Summarization • Generation

2024+ Customization • Collaboration • Automation

Design powerful, connected agents

Handle complex queries with ease

Design intelligent conversations with greater control over the LLM such as robust variable and dialog management, logic, and responses.

Design personalized, responsive interactions

Engage employees or customers with rich, dynamic interactions that remember user content and context.

Customize your agent how you want

Build custom plugins, connectors, and prompts, and surface your business data where you need it.

Connect to your organization’s knowledge bases

Use generative AI to dynamically respond using your organization’s real-time content.

Create automated workflows

Use Power Automate to trigger automation across your business with UI, API, DPA, and RPA automation capabilities.

Escalate to human agents when needed

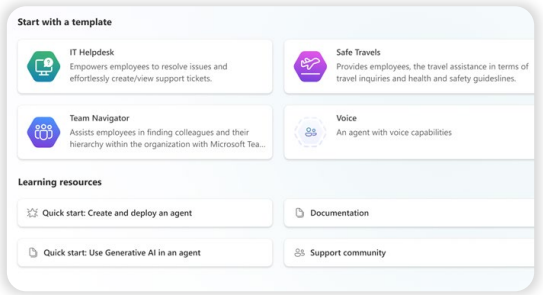
Continue the conversation with full context with an end-to-end customer engagement platform.

Build the way you want

Users of all skill levels can create and test together

Preview

Templates

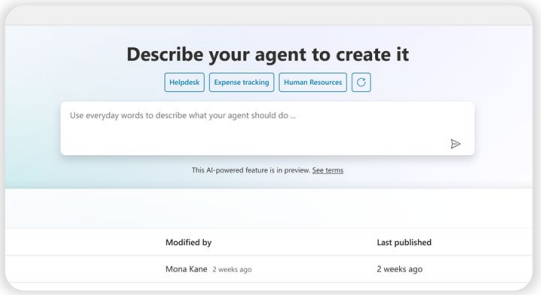


Get started quickly

Choose from a diverse set of pre-built scenarios across popular industries and functions.

Preview

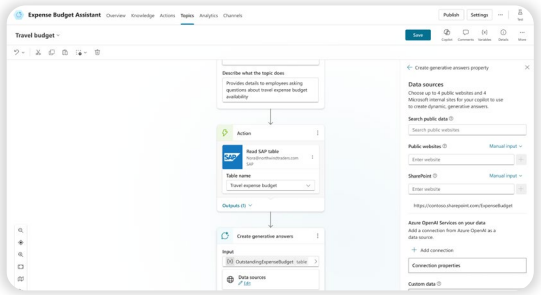
Natural language



Build conversationally

Build agents by engaging in a conversational, natural, human-like experience.

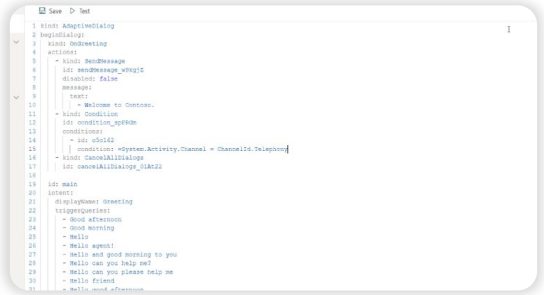
Visual canvas



Navigate a modern UX

Design your conversation by following the low code graphical interface.

Code



Switch to YAML

Share and re-use topic logic between developers and agents in a side-by-side view.

Customize your agent

Easily tailor your agent's building blocks to meet your unique business needs in a comprehensive, end-to-end studio

Knowledge

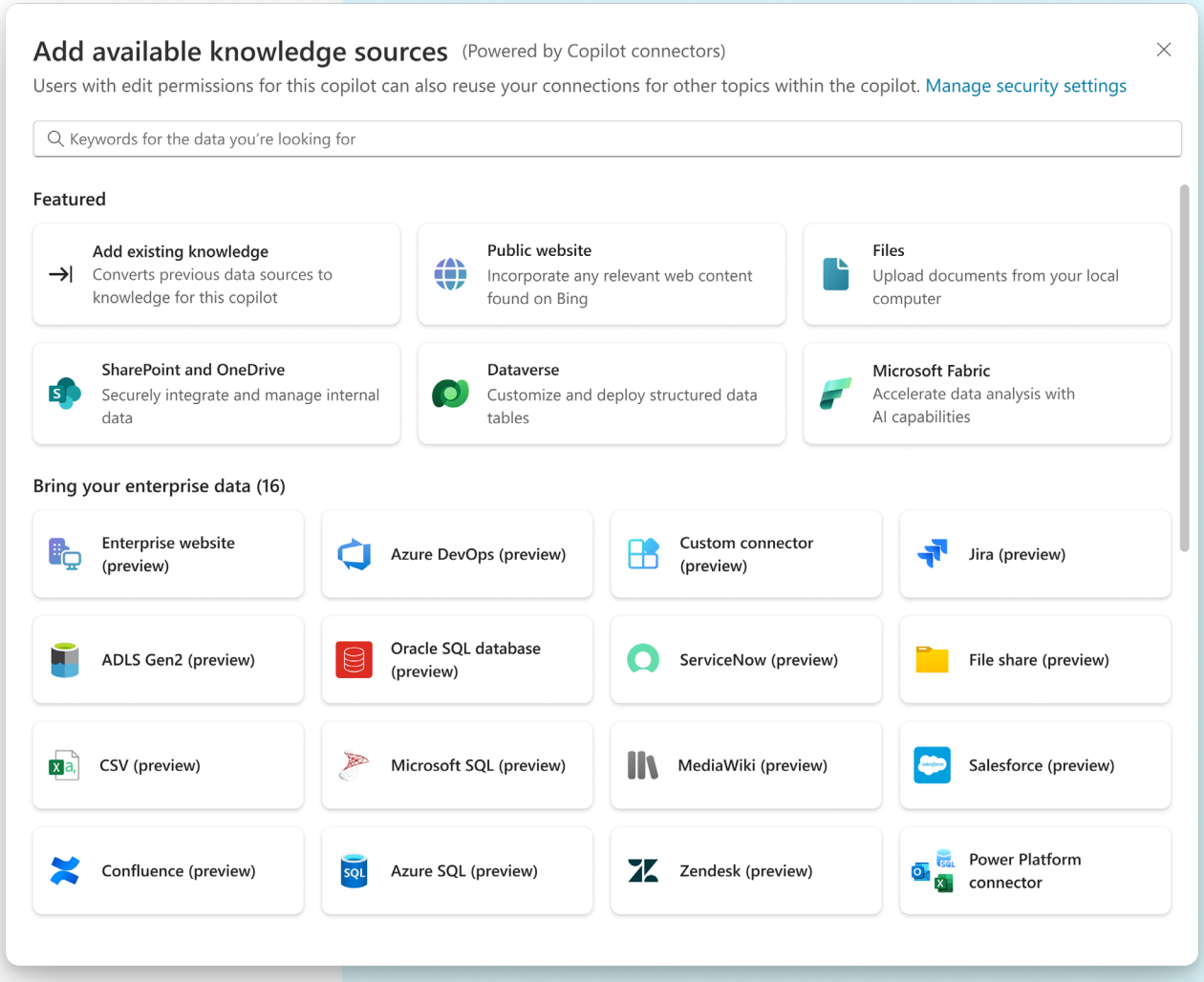
Add your **public and enterprise data** sources using agent connectors.

Your agent will be able to **dynamically generate multi-turn answers** in real time using your enterprise data.

Allows you to create an **immediately useful** agent.

Supported data sources include:

Public websites	SharePoint / OneDrive
Dataverse	Microsoft Fabric (coming soon)
File uploads	Microsoft Graph



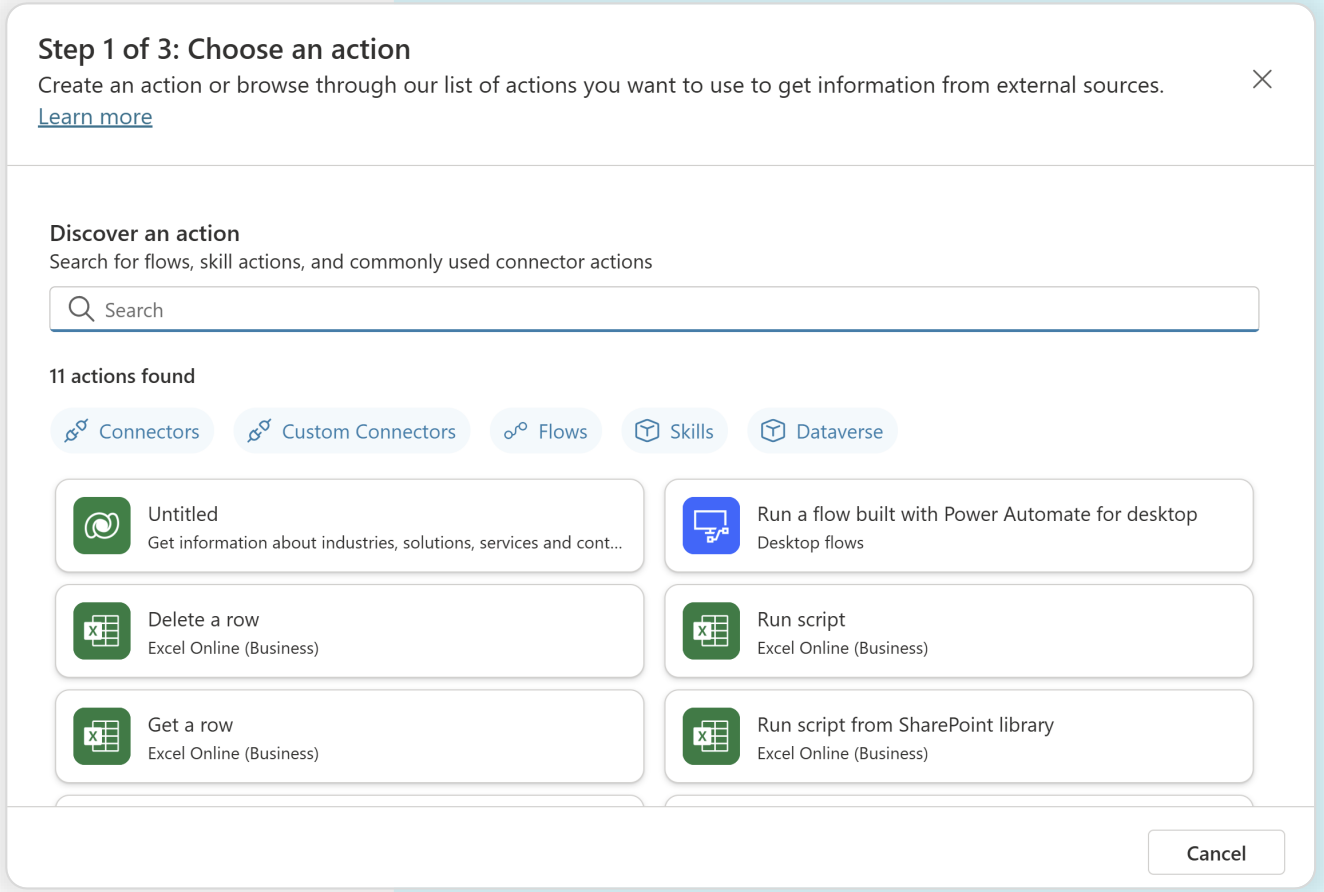
Actions

Easily connect to your key line of business systems.

Enable your agent to automate your business processes and complete tasks.

Types of actions:

Prebuilt connectors	Choose from 1400+ prebuilt Power Platform connectors to popular data sources and apps
Custom connectors	Create a custom connector for any publicly available API
Flows	Bring in automated workflows built using Power Automate
Prompts	Provide custom instructions to the GPT model using AI Builder
Skills	Add a bot built using Azure Bot Framework as a skill



1400+

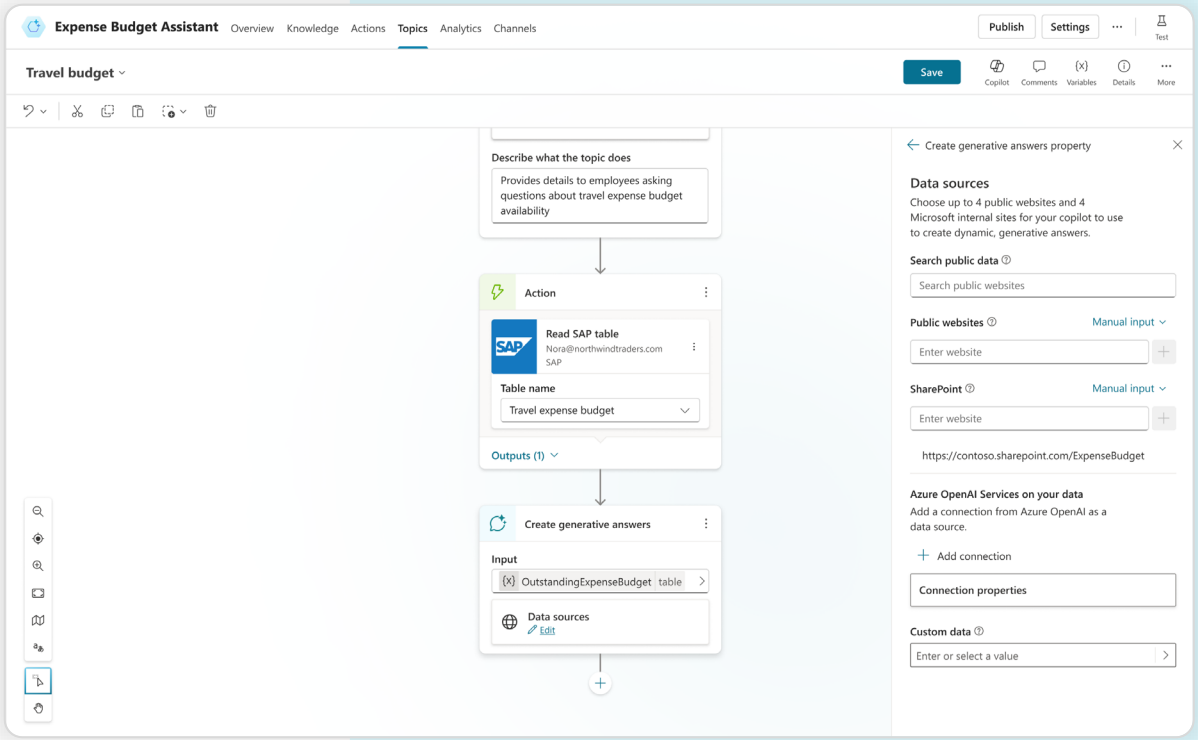
Logic

Have **complete control over critical scenarios** by designing specific step-by step topics.

Enable your agent to **automatically select the most appropriate action or topic** to respond to a user using generative AI.

Easily mix and manage both **generative and custom dialog** in one system.

Connect to your contact center so your agent can escalate and hand off the conversation with full context to a live human agent.



Channels

Publish and deploy to your channels of choice with a single click.

Add your agent to a custom app built with Power Apps or a custom website built with Power Pages.

You can access even more channels through ISVs, including:

WeChat

WhatsApp through Twilio

Google's Business Messages

Apple Messages for Business

Azure Communication Services

infobip

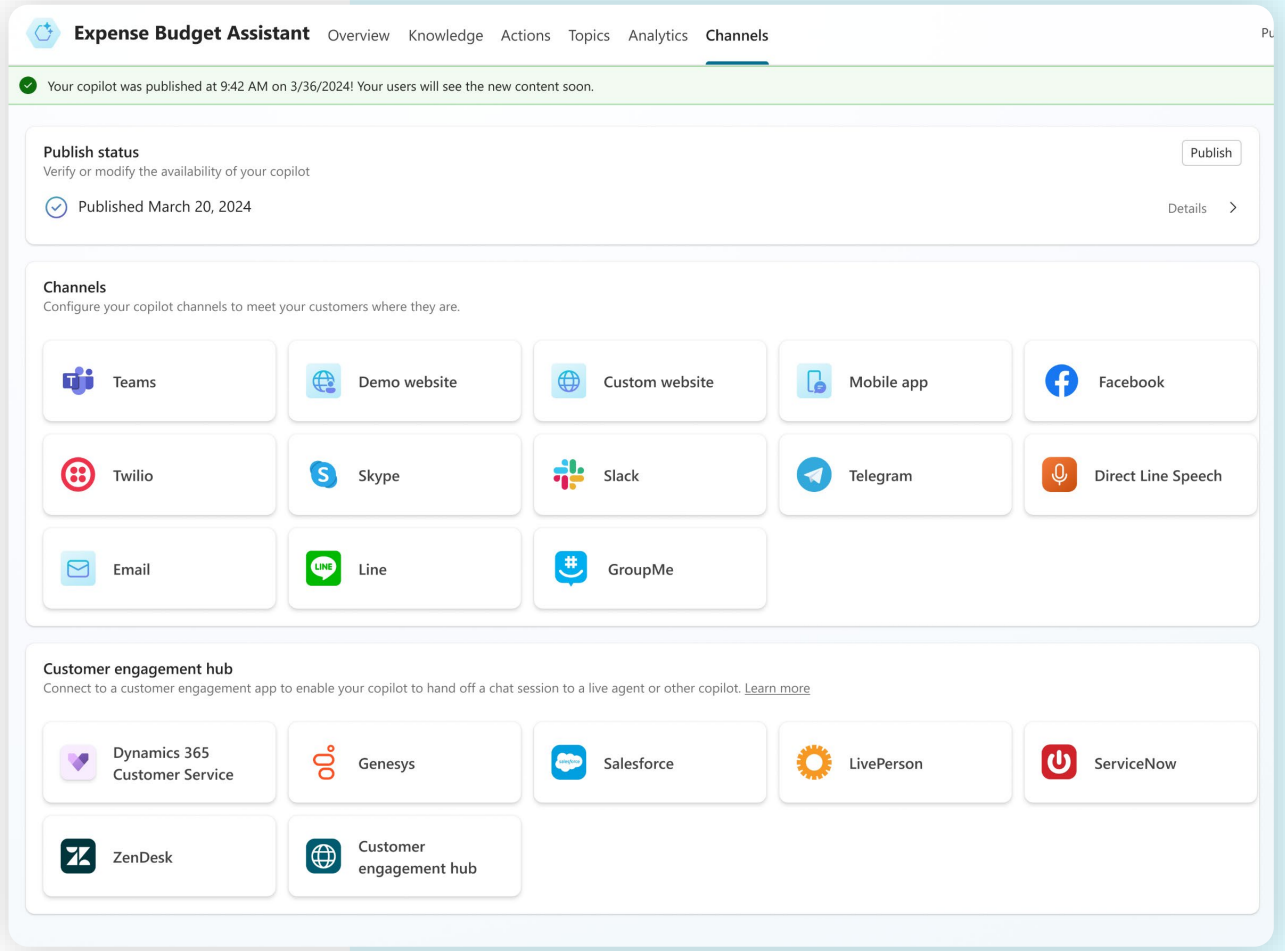
NICE

audiocodes

telesign

TeleSign

Custom



Microsoft Copilot Studio - Licensing

There are three different Copilot Studio license plans:

- Pay-as-you-go: $0.01 per message
- Message packs: $200 per tenant, per month
- Copilot Studio in Microsoft 365 Copilot: $30 per user, per month

Feature	Copilot Studio pay-as-you-go	Copilot Studio message packs	Copilot Studio use rights with Microsoft 365 Copilot
Included messages	Pay-as-you-go	25,000 messages	Unlimited
Generative AI	Included	Included	Limited
Create and publish your own agents anywhere	Included	Included	Not included
Create and publish your own agents and plugins to extend Microsoft 365 Copilot	Not included	Not included	Included
Power Automate for Copilot Studio cloud flows	Included	Included	Included
Standard Power Platform connectors	Included	Included	Included
Premium and custom Power Platform connectors	Included	Included	Included
On premises and cloud service data transfer for Power Platform connectors	Included	Included	Included
Dataverse for Copilot Studio	Included	Included	Included
Managed environments	Included	Included	Included
Available channels to publish your copilot/plugins	External and internal channels	External and internal channels	Microsoft 365 experience

More information: Copilot Studio licensing - Microsoft Copilot Studio |Microsoft Learn

Copilot Agent Accelerator

Approach 1: Do it yourself

- **Copilot Studio in a Day workshop**
  - Workshop 2 x 3u
  - 🚀 Build your own Copilot Agent in 1 day
  - For 1 to 5 participants
  - Taught by an Appfie Mentor & Sr. Architect
- **Weekly mentoring**
  - 2h of remote mentoring (for 12 weeks)
- **16h development by Appfie (bucket)**
  - For complex integrations & APIs

Approach 2: Delivered by experts

- **Use Case Workshop**
  - Workshop 1 x 3u
  - Define needs, ROI, Timing, approach
  - For 1 to 5 participants
  - Taught by an Appfie Mentor & Sr. Architect
- **Copilot Agent Delivery**
  - **We build it in 4 weeks.**
    With weekly status meetings showing the added value.
  - **Estimation:**
    - 10 MD development
    - 3 MD Sr. Solution Architect
    - 3 MD mentor / project management

Interested? Get in touch!

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Microsoft
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Business Applications