



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.



Business Applications

Specialist
Low Code Application
Development



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



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



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



Meet the Appfie Team:



Jonas Wauters

Partner | Sr. Power Platform Solution Architect



PL-600: Power Platform Solution Architect



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



Involved in previous Power Platform projects at:



CAMPARI



ypto[®]



Meet the Appfie Team:



Lothar van Diessen Power Platform Solution Architect



PL-600: Power Platform Solution Architect



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

Involvement in previous Power Platform projects at:



Meet the Appfie Team:



Julie Pyck Copilot Studio Mentor



PL-900: Power Platform

Involvement in previous Power Platform projects at:



Johnson
& Johnson



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:



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

Our ³ Differentiators

- Empowerment
- Adoption & Change management
- Governance & Security

Gen AI Enabled



Generative AI with Copilots and Agents

Extensions on M365 Copilot, Copilot Studio and Azure A.I.

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



Power Platform

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

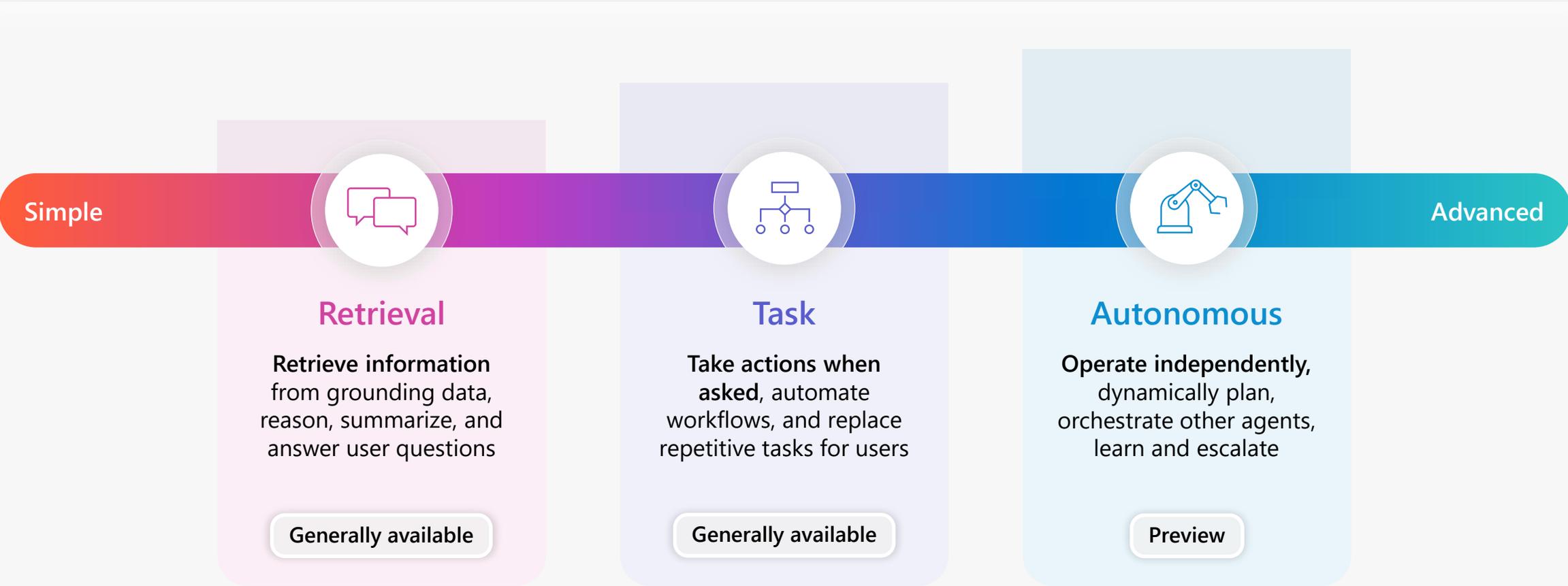


Dynamics 365

Build agents that integrate and improve business processes



Spectrum of agents



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

Explore a continuum of solutions

IT Helpdesk agent

How do I connect to the corporate network?



Device Refresh agent

Request a new laptop and send approvals via IT Service tool.



Lead Gen agent

The agent has identified and researched 15 new leads for you to review.



Simple



Advanced

Project Tracker agent

What is the status of phase 2 for project X and the remaining budget?



Budget Management agent

Review outstanding open PO's and begin financial planning.



Customer Support agent

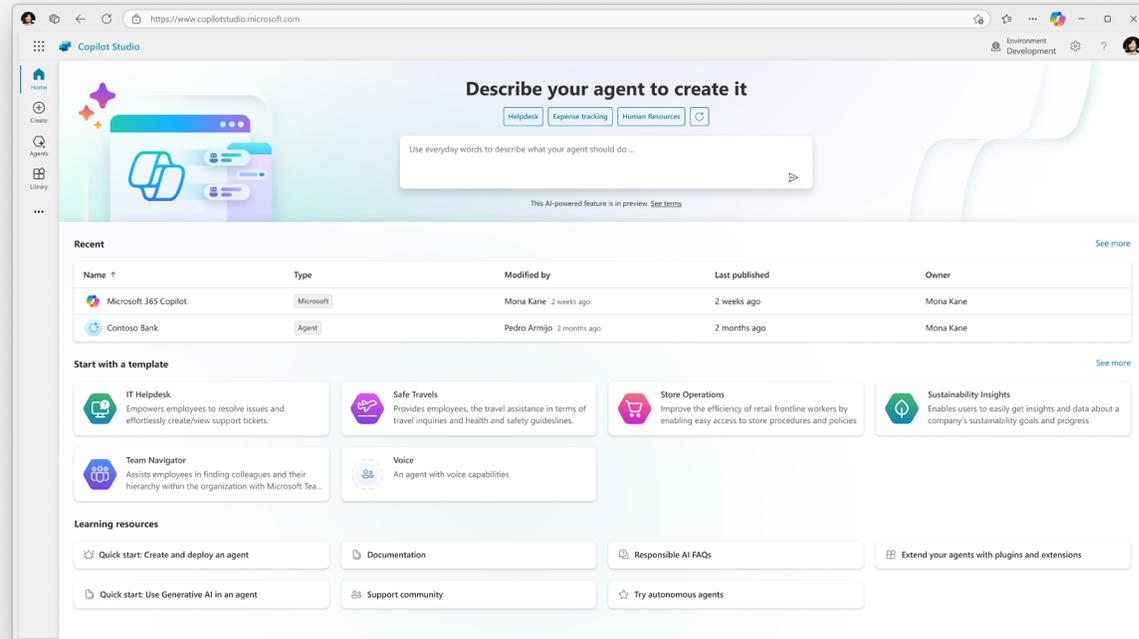
The agent has identified new support issues and triaged to other agents.





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



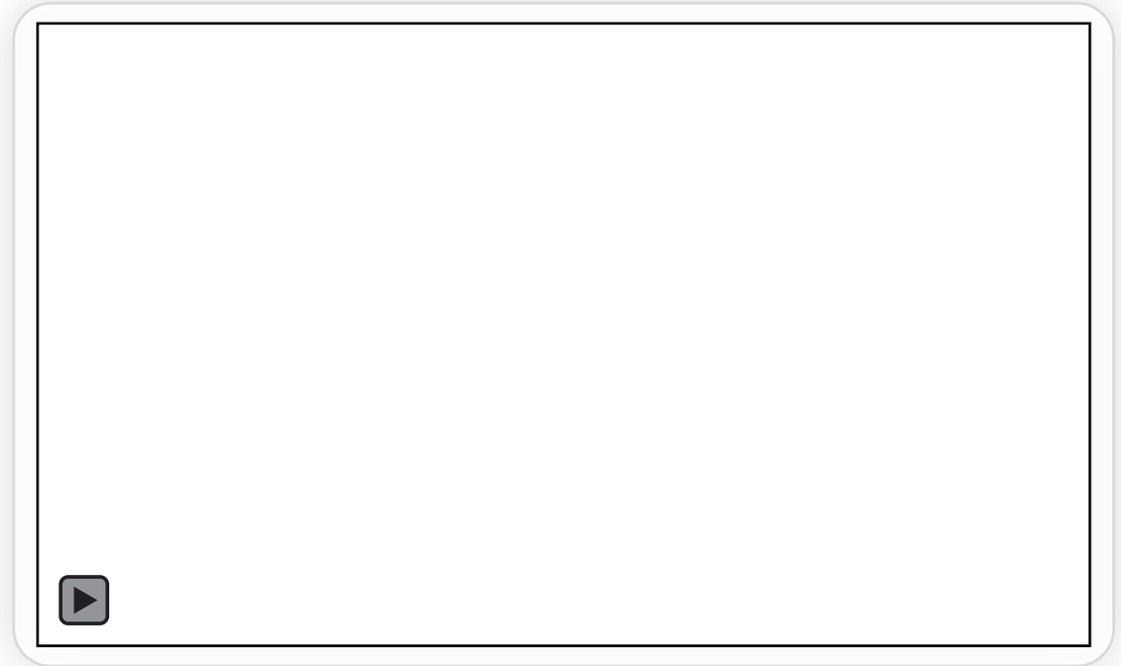
Customizable

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

Start with a template



IT Helpdesk
Empowers employees to resolve issues and effortlessly create/view support tickets.



Safe Travels
Provides employees, the travel assistance in terms of travel inquiries and health and safety guidelines.



Team Navigator
Assists employees in finding colleagues and their hierarchy within the organization with Microsoft Tea...



Voice
An agent with voice capabilities

Learning resources

Quick start: Create and deploy an agent

Documentation

Quick start: Use Generative AI in an agent

Support community

Get started quickly

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

Preview

Natural language

Describe your agent to create it

Helpdesk Expense tracking Human Resources

Use everyday words to describe what your agent should do...

This AI-powered feature is in preview. [See terms](#)

Modified by

Last published

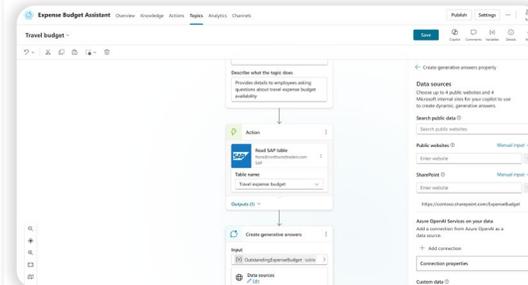
Mona Kane 2 weeks ago

2 weeks ago

Build conversationally

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

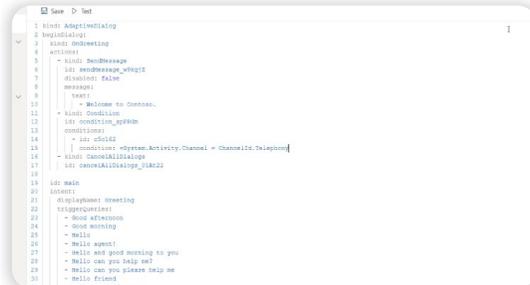
Visual canvas



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

Building blocks



Knowledge

Existing enterprise data in or outside of M365 that your agent can query



Actions

Tasks and processes your agent can perform across LOB services/apps



Logic

Defined conversation paths for your agent to follow when triggered



Channels

Where and how your end users engage with your agent

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

Add available knowledge sources (Powered by Copilot connectors) ✕

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

🔍 Keywords for the data you're looking for

Featured

- Add existing knowledge**
→ Converts previous data sources to knowledge for this copilot
- Public website**
Incorporate any relevant web content found on Bing
- Files**
Upload documents from your local computer
- SharePoint and OneDrive**
Securely integrate and manage internal data
- Dataverse**
Customize and deploy structured data tables
- Microsoft Fabric**
Accelerate data analysis with AI capabilities

Bring your enterprise data (16)

- Enterprise website (preview)
- Azure DevOps (preview)
- Custom connector (preview)
- Jira (preview)
- ADLS Gen2 (preview)
- Oracle SQL database (preview)
- ServiceNow (preview)
- File share (preview)
- CSV (preview)
- Microsoft SQL (preview)
- MediaWiki (preview)
- Salesforce (preview)
- Confluence (preview)
- Azure SQL (preview)
- Zendesk (preview)
- Power Platform connector

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

Step 1 of 3: Choose an action

Create an action or browse through our list of actions you want to use to get information from external sources. ✕

[Learn more](#)

Discover an action

Search for flows, skill actions, and commonly used connector actions

11 actions found

[Connectors](#) [Custom Connectors](#) [Flows](#) [Skills](#) [Dataverse](#)



Untitled

Get information about industries, solutions, services and cont...



Run a flow built with Power Automate for desktop

Desktop flows



Delete a row

Excel Online (Business)



Run script

Excel Online (Business)



Get a row

Excel Online (Business)



Run script from SharePoint library

Excel Online (Business)

Cancel



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.

The screenshot displays the 'Expense Budget Assistant' interface. The main area shows a logic flow diagram for a 'Travel budget' topic. The flow starts with a description: 'Describe what the topic does' (Provides details to employees asking questions about travel expense budget availability). This leads to an 'Action' block: 'Read SAP table' (Nora@northwindtraders.com, SAP) with the table name 'Travel expense budget'. The output of this action is used as input for the 'Create generative answers' block, which references the 'OutstandingExpenseBudget' table and is linked to 'Data sources'. On the right, a configuration panel titled 'Create generative answers property' is visible, showing options for 'Data sources', 'Search public data', 'Public websites', and 'SharePoint', along with a section for 'Azure OpenAI Services on your data'.

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



NICE

audiocodes



TeleSign



Custom

The screenshot shows the 'Expense Budget Assistant' interface with a navigation bar containing 'Overview', 'Knowledge', 'Actions', 'Topics', 'Analytics', and 'Channels'. A green notification bar at the top states: 'Your copilot was published at 9:42 AM on 3/36/2024! Your users will see the new content soon.' Below this is a 'Publish status' section with a 'Publish' button and a checkmark indicating it was published on March 20, 2024. The 'Channels' section is titled 'Configure your copilot channels to meet your customers where they are.' and displays a grid of 15 channel options: Teams, Demo website, Custom website, Mobile app, Facebook, Twilio, Skype, Slack, Telegram, Direct Line Speech, Email, Line, and GroupMe. The 'Customer engagement hub' section is titled 'Connect to a customer engagement app to enable your copilot to hand off a chat session to a live agent or other copilot. [Learn more](#)' and displays a grid of 7 options: Dynamics 365 Customer Service, Genesys, Salesforce, LivePerson, ServiceNow, ZenDesk, and Customer engagement hub.

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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Solutions Partner
Business Applications