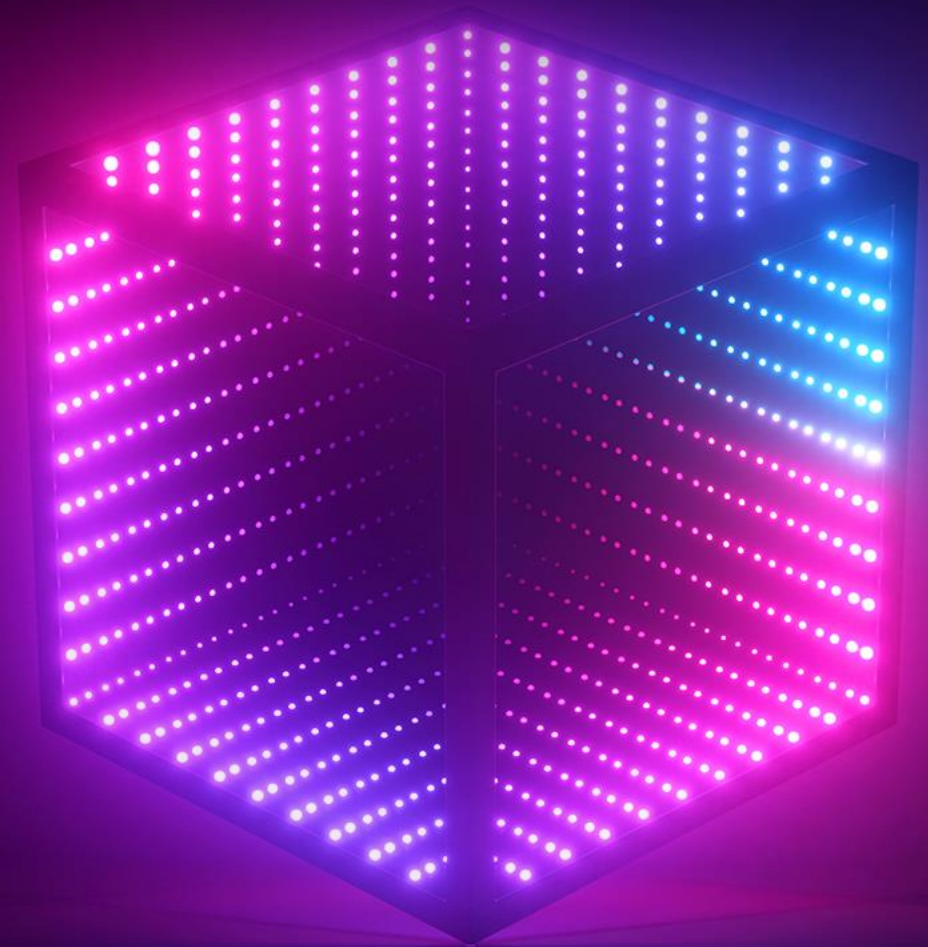


Open AI and Cognitive Services Experience

Sales Onboarding Workshop



Filip Koprivica – Business Development Manager
Comtrade System Integration

Azure OpenAI

Top Capabilities and Use Cases



Content generation

Call center analytics: automatically generate responses to customer inquiries

Generate personalized UI for your website



Summarization

Call center analytics: summary of customer support conversation logs

Subject matter expert document: summarization (e.g. Financial reporting, analyst articles)

Social media trends summarization



Code generation

Convert natural language to SQL (or vice versa) for telemetry data

Convert natural language to query proprietary data models

Code documentation



Semantic search

Search reviews for a specific product/service

Information discovery and knowledge mining

Examples of multiple model use cases

End to end call center analytics: classification, sentiment, entity extraction, summarization and email generation

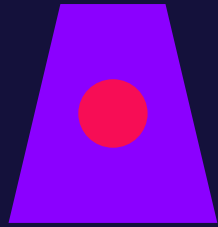
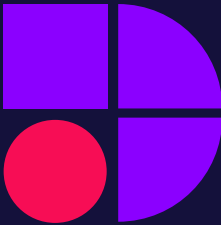
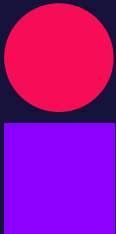
Customer 360: hyper-personalisation using timely summarization of customer queries & trends, search, and content generation

Business process automation: search through structured & unstructured documentation, generate code to query data models, content generation

Catalyst Framework

Business transformation starts with an I.D.E.A.

Build, plan, and execute business transformation strategies with a proven, innovative approach from Microsoft Catalyst—an envisioning and planning program that employs Microsoft Dynamics 365, the Microsoft Power Platform, and the Microsoft Cloud.



Inspire

Imagine a future state for your business

Envisioning workshop

Design

Discover what's possible by aligning technology investments to business goals

Business Value & Solution Assessment

Empower

Empower others in your organization to see the value

Solution demo MVP, PoC

Achieve

Achieve business outcomes and improved customer experiences

Project delivery

Thank you for your attention!

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