



Business Applications AI & Copilots

Dynamics 365 & Power Platform

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W²HO – Every Conversation

- **Which:** Which specific AI or Copilot feature are you referring to?

- **What:** Is it using GenAI capabilities or other embedded AI?

- **How much:** Is it included “in” existing use rights, or “for” additional cost?

- **Outcome:** Better understand significance of roadmap and timelines across multiple AI & Copilot offerings, esp. what can be used now v. later, and whether it may require an add-on license or capacity

Application Modernization Spectrum

No Code

Low Code

Mo' Code

Pro Code



Modern Work



Microsoft 365 Apps



Microsoft Teams



Microsoft Viva



Copilot for Microsoft 365



Business Applications



Dynamics 365 Apps



Power Platform



Customer Service



Sales



Power Apps



Copilot for Service



Copilot for Sales



Power Pages



Copilot Studio



Power Automate



AI Builder



Data & AI



Dataverse



Fabric



Microsoft Graph



Power BI



Azure OpenAI



Azure Synapse Analytics



Azure AI Studio



Azure Machine Learning



Digital & App Innovation



Visual Studio



GitHub



Logic Apps



Functions



Azure



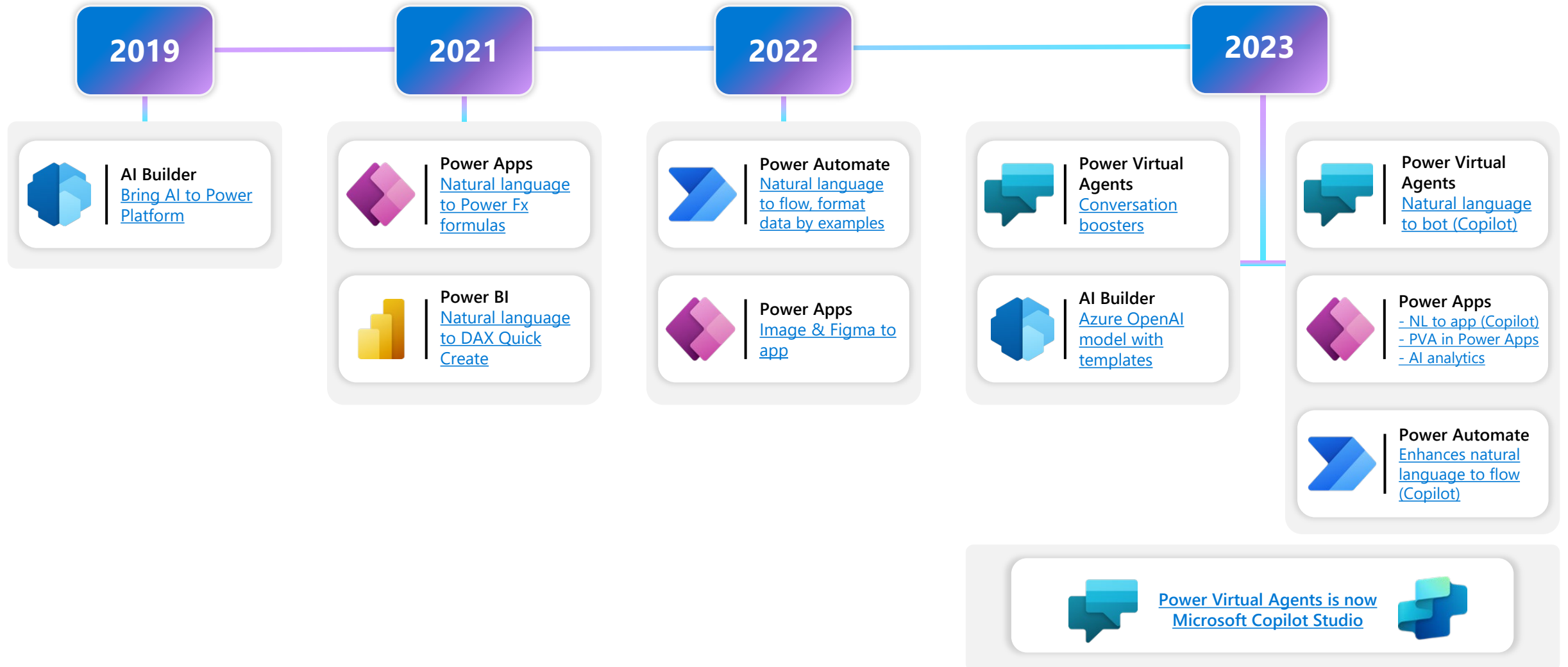
Security & Infrastructure



Security & Infrastructure




Infusing AI in low code since 2019






GenAI Timelines in GCC/GCCH

Mar 2024




AI Builder
[Create text using custom prompt](#)

Apr 2024




Copilot Studio
[GenAI in Copilot Studio](#)


Spring



Power Apps
[Build apps through conversation](#)




Power Apps
[Describe the new table](#)




Power Apps
[Draft with Copilot](#)


Summer



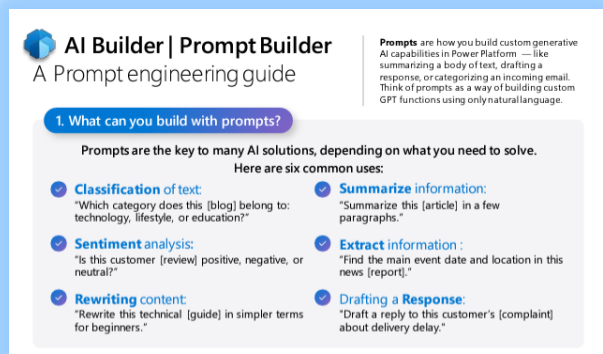
Customer Service
[Manage Copilot Features](#)



Power Pages
[Overview of Copilot features](#)



Power Automate
[Cloud Flows with Copilot](#)



AI Builder | Prompt Builder
A Prompt engineering guide

1. What can you build with prompts?

Prompts are the key to many AI solutions, depending on what you need to solve. Here are six common uses:

- Classification of text:** "Which category does this [blog] belong to: technology, lifestyle, or education?"
- Sentiment analysis:** "Is this customer [review] positive, negative, or neutral?"
- Rewriting content:** "Rewrite this technical [guide] in simpler terms for beginners."
- Summarize information:** "Summarize this [article] in a few paragraphs."
- Extract information:** "Find the main event date and location in this news [report]."
- Drafting a Response:** "Draft a reply to this customer's [complaint] about delivery delay."

Prompts are how you build custom generative AI capabilities in Power Platform — like summarizing a body of text, drafting a response, or categorizing an incoming email. Think of prompts as a way of building custom GPT functions using only natural language.



Enable GenAI Features

- [Gen AI Features Terms](#)
- [Data Movement](#)
- [Bing Search Services Agreement](#)
- [Bing Search Privacy Statement](#)
- Learn more via [Federal-Business-Applications/whitepapers/copilot at main · microsoft/Federal-Business-Applications \(github.com\)](#)

Generative AI features



Agree to the following terms to enable generative AI features. [See terms](#)

Move data across regions

- Terms of use for data movement across geographical data boundaries

I understand that generative AI features use the Azure OpenAI Service. By using them, I agree to my data being processed by the Azure OpenAI Service outside of my environment's geographic region or compliance boundary where in-region processing capacity is not available. For government cloud customers, enabling this setting will allow connections to resources in Azure commercial that operate and send data outside your existing Power Platform government compliance boundary. [Learn more](#)



Bing Search

- Terms of use for Bing Search

I understand that some generative AI features use Bing Search. Your data will flow outside your organization's compliance and geo boundaries. Customer's use of Bing Search is governed by the [Microsoft Services Agreement](#) and the [Microsoft Privacy Statement](#) .

How is AI Builder different from Azure AI Services?

Citizen Developer experience on top of Azure services - natively integrated in the Power Platform.

POWER
PLATFORM



Power BI



Power Pages



Power
Automate



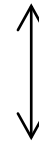
Power Apps



Copilot Studio
(was Power
Virtual Agents)



AI Builder



AI Builder

For the Citizen Developer

- **Uses AI Builder credits**, accrued with premium licensing or add-on
- Native Power Platform Integration
- Model customization for makers
- Model Governance, Performance Metrics, Model Usage

AZURE
SERVICES



Analysis
Services



API
Management



Azure
Functions



Kubernetes
Service



Logic
Apps



Bot
Services



AI
Services

*Azure AI Services powers
many AI Builder scenarios*

Azure AI Services

For the Pro Developer

- **Requires Azure Subscription**
- Interact with APIs
- Custom Code to Integrate



AI Builder Credits Included with Select Power Apps and Power Automate Licenses & Add-ons



Power Apps*

Power Automate

Per App Plan

Premium / Per User Plan

Premium/ Per User with Attended RPA

Unattended RPA Add-on

Hosted RPA Add-on



250 credits

500 credits

5,000 credits

5,000 credits

5,000 credits

* 1 million credits cap

NOTE: Always check agreement date(s) for applicable terms and accrual rates



AI Builder | Prompt Builder

A Prompt engineering guide

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- ✓ **Drafting a Response:**
"Draft a reply to this customer's [complaint] about delivery delay."

Download the guide here: [AI Builder prompt engineering guide \(10 pages, 10X13 in.\)](#)



Omnichannel for Customer Service

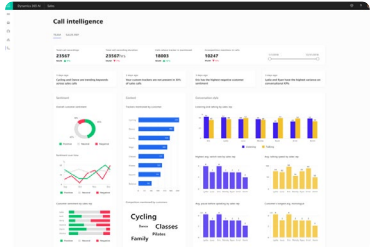
Omnichannel Engagement

- Chat
- Email
- Social
- SMS
- Portals
- Teams
- And more...



Self Service
Virtual agents
Chatbots and voicebots

Omnichannel Intelligent Unified Routing



Processes & Analytics

Build and Extend Copilots
Leverage Data Connectors
Configure Data Sources

Skills identification
Sentiment analysis
Effort estimation

CRM integration
AI and Automation
Collaboration

KPI and insights
Realtime reports
Workforce management



D365 Omnichannel



Copilot Studio



D365 Omnichannel & Customer Service



D365 Customer Service



Teams



D365 Customer Service



Copilot for all



Copilot in Customer Service

AI built right into the customer service workflow



Copilot for Customer Service

Assist agents everywhere they work

Reference

Service

AI Builder



Copilot Studio



Dynamics 365 Customer Service



Dynamics 365 & Power Platform



Resources

- [Check available credits](#)
- [Estimate Add-on Capacity needed](#)
- [AI Builder Feature availability by region or US Government environment](#)
- [Opt-in to use Gen AI features](#)
- [Download the Prompt Engineering Guide](#)

- [Understand the US Government plans available](#)
- [Quotas, limits and more in Copilot Studio](#)
- [Add a Copilot to Microsoft Teams](#)

- [Dynamics 365 service description - Power Platform](#)
- [Omnichannel for Customer Service](#)
- [Manage Copilot features in Customer Service](#)
- [Microsoft Copilot for Service](#)

- [Dynamics 365 Licensing Guide](#)
- [Microsoft Power Platform Licensing Guide](#)
- Fed Biz Apps Functional Parity
aka.ms/BAPFunctionalParity or aka.ms/FedParity



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