Microsoft Power Platform

Use Microsoft Copilot to simplify and accelerate digital solutions in Power Platform

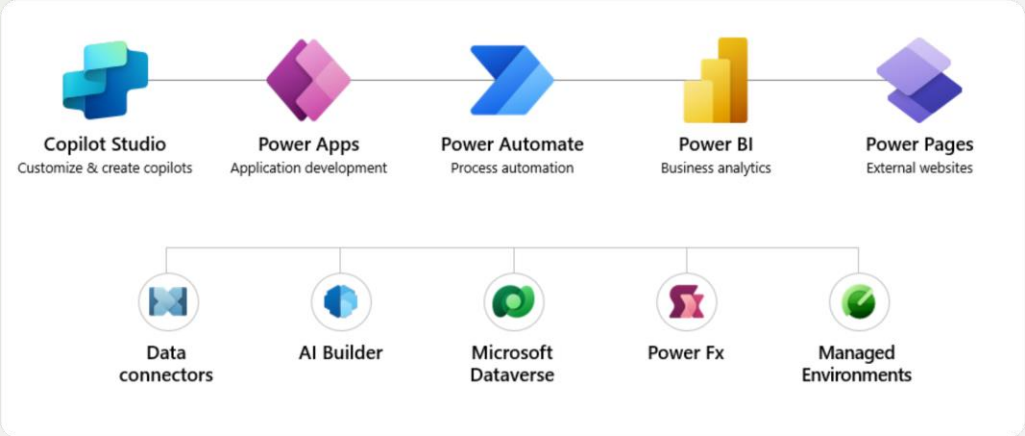
Executive Summary

Microsoft introduced Copilot to assist business users and developers in achieving more with less in an era where AI is fundamentally changing the way we work and create. Within Microsoft Power Platform, Copilot empowers developers of all skill levels to build digital solutions more efficiently and assists users in navigating or acting in those solutions. AI capabilities in Power Platform leverage large language models (LLMs) and AI models that automate, simplify, and accelerate the development of digital solutions that are more intelligent and efficient for development teams to build. It also brings increased intelligence to end users so they can benefit from more robust solutions that are built with the same AI technology. With AI-powered low-code development, so far over 230,000 organizations have experienced Copilot capabilities in Power Platform.

Low-code platforms such as Power Platform already enable tech-savvy business users to participate in the creation of digital business solutions. In Power Platform, Copilot further democratizes this creation by accelerating development in IT departments and assisting end users in getting the best use of data in applications they use the most.

Microsoft Power Platform

Accelerate app development, automate workflows, visualize data, and reduce repetitive tasks with AI-powered tools.



This white paper explores how Copilot has the power to revolutionize the creation of apps, webpages, workflows, and custom copilots in Power Platform for development teams and how it can greatly advance the experience and value of users they build these solutions for.

Table of contents

00 Executive Summary

01 Introduction

04 Microsoft Copilot Studio

05 Copilot in Power Apps

06 Copilot in Power Automate

08 Copilot in Power Pages

10 Key Pillars of Copilot in Power Platform

11 Copilot in maker assist

12 User-based Copilot capabilities

14 Security & Responsible AI

15 Copilot is the next wave of AI Innovation

16 Explore Copilot & AI in Power Platform



Introduction

A new wave of AI innovation is underway across organizations as AI becomes more approachable and use cases are increasingly actualized. Before the current era of rapid innovation, AI functionality required dedicated data scientists to train and deploy for even basic scenarios. This changed almost overnight, so that using large language models (LLMs) and generative AI now enables organizations to innovate and drive efficiency for a wide range of scenarios in their organization.

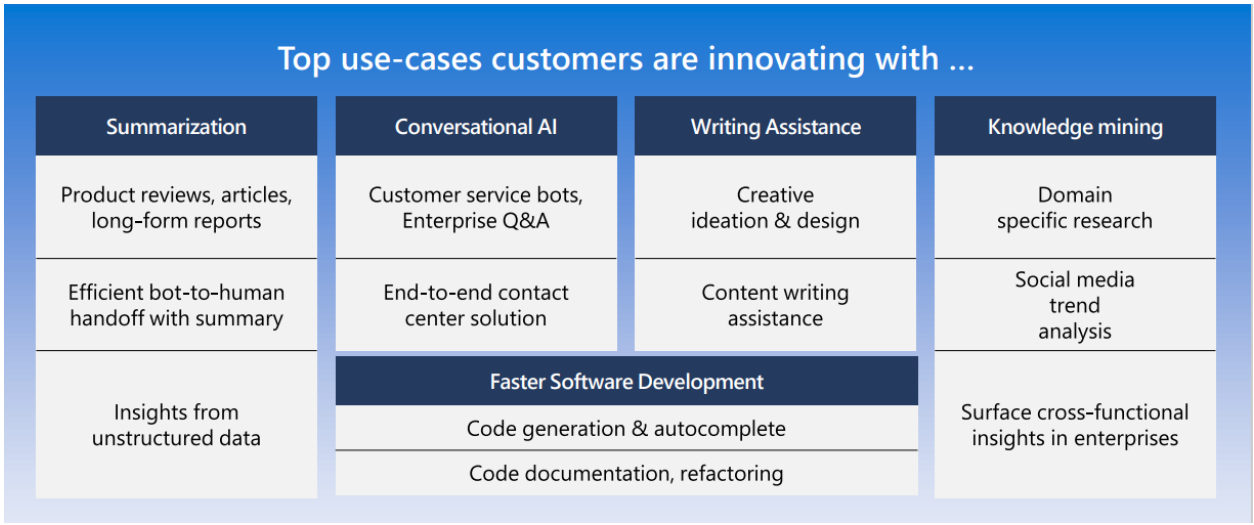
Code-first developers are highly skilled but low in supply, so organizations are looking for ways to expand the ranks of makers and accelerate their productivity with low-code and AI-powered tools. This limitation can lead to lost opportunities, higher expenses and, in many cases, the creation of unnecessary technical debt that will require more long-term maintenance efforts than necessary. Power Platform enables less technical users—such as regular business users who have little or no formal training in conventional, code-based development—to use AI while tackling business problems. Additionally, Power Platform can accelerate impact for makers, such as code-first developers, by allowing them to save time and focus their efforts on more advanced solutions.

> **Copilot in Power Automate takes seconds to create flows that commonly takes me 10-15 minutes to create manually. This lets me skip the busywork of creating basic flow structures and I can get right to the advanced customization that I need to focus on. This time delta is even larger for novice builders still the tools.**
>
> **Brian Hodel**
> Principal Developer – T-Mobile

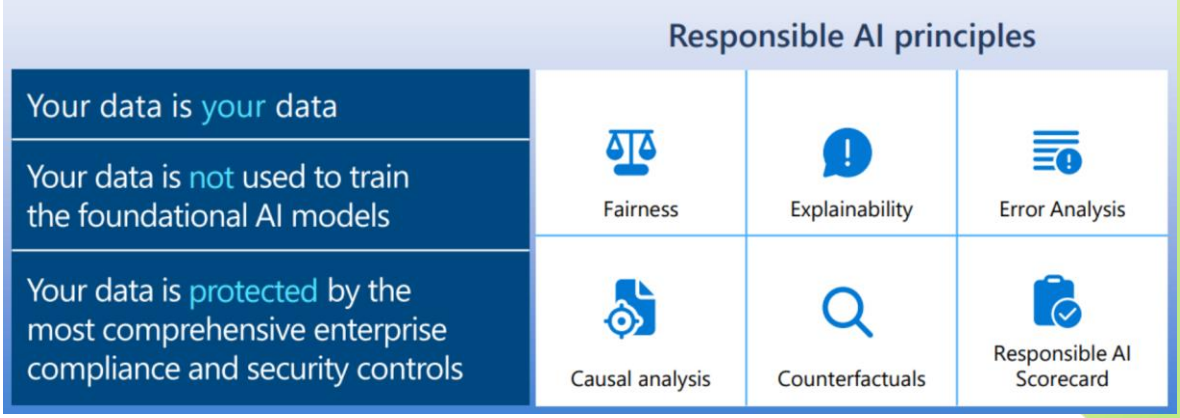
Microsoft's vision is paying off. Power Platform provides best-in-class features for AI development.

The Forrester Wave™: Low-Code Development Platforms For Professional Developers, Q2 2023

Microsoft is leading the way in this new wave of AI innovation with its OpenAI partnership and the rollout of Copilot across its product families. "We formed our partnership with OpenAI around a shared ambition to responsibly advance cutting-edge AI research and democratize AI as a new technology platform," said Satya Nadella, Microsoft's Chairman and CEO. Azure OpenAI Service allows developers to use large-language generative AI models from OpenAI for inclusion in enterprise-grade applications. The following are some of the top use cases customers are innovating with:



Organizations can now build proprietary solutions with their own data and knowledge base infused into these new AI experiences. This gives these organizations a competitive advantage by generating benefits like cost and time savings, and enabling their developers to focus on more complex, high-value work. Organizations can do this with confidence because of Microsoft's Responsible AI principles.



Microsoft is putting core responsible AI principles into practice across the company, engaging policy, engineering, and research. Even with an industry-leading responsible AI practice, these are emerging technologies and there will be developments and changes to the governance and best practices for these features throughout their development.

The Azure OpenAI service standalone is powerful, and Microsoft has integrated the service into its Copilot framework. This allows the incorporation of Copilot across the Microsoft product family including Windows, Microsoft 365, Dynamics 365, and Power Platform in a consistent manner and purpose. Copilot works alongside your users inside the applications they use every day to unleash creativity, unlock productivity, and uplevel skills. For example, Microsoft 365 users can interact with Copilot using natural language prompts like "tell my team how we updated the product strategy this morning." Copilot will then take action to generate a status update based on the morning's meetings, emails, and chat threads. Copilot accomplishes this by combining the power of large language models (LLMs) with your data in Microsoft Graph—your calendar, emails, chats, documents, meetings, and more—all while protecting your data.

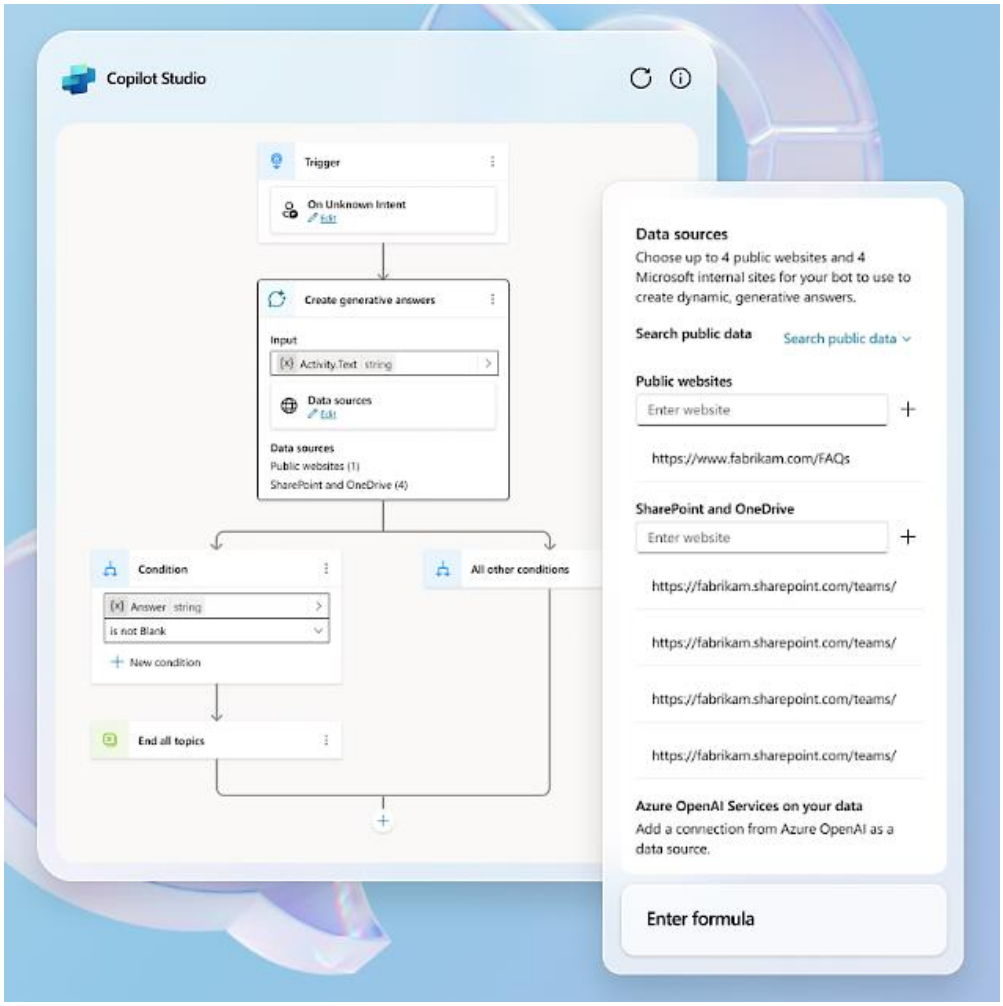
While Microsoft will continue to infuse AI into our products, the real magic of Copilot is how you can build and tailor what's needed for your own scenarios, bespoke to the specific needs of your organization.

Microsoft's end-to-end Copilot stack for every organization spans infrastructure, foundation models, toolchains, data, and Copilot itself. At Ignite 2023, Microsoft also introduced Copilot Studio so organizations can customize Microsoft Copilot or create their own copilots for very specific needs, data, workflows, and security requirements.

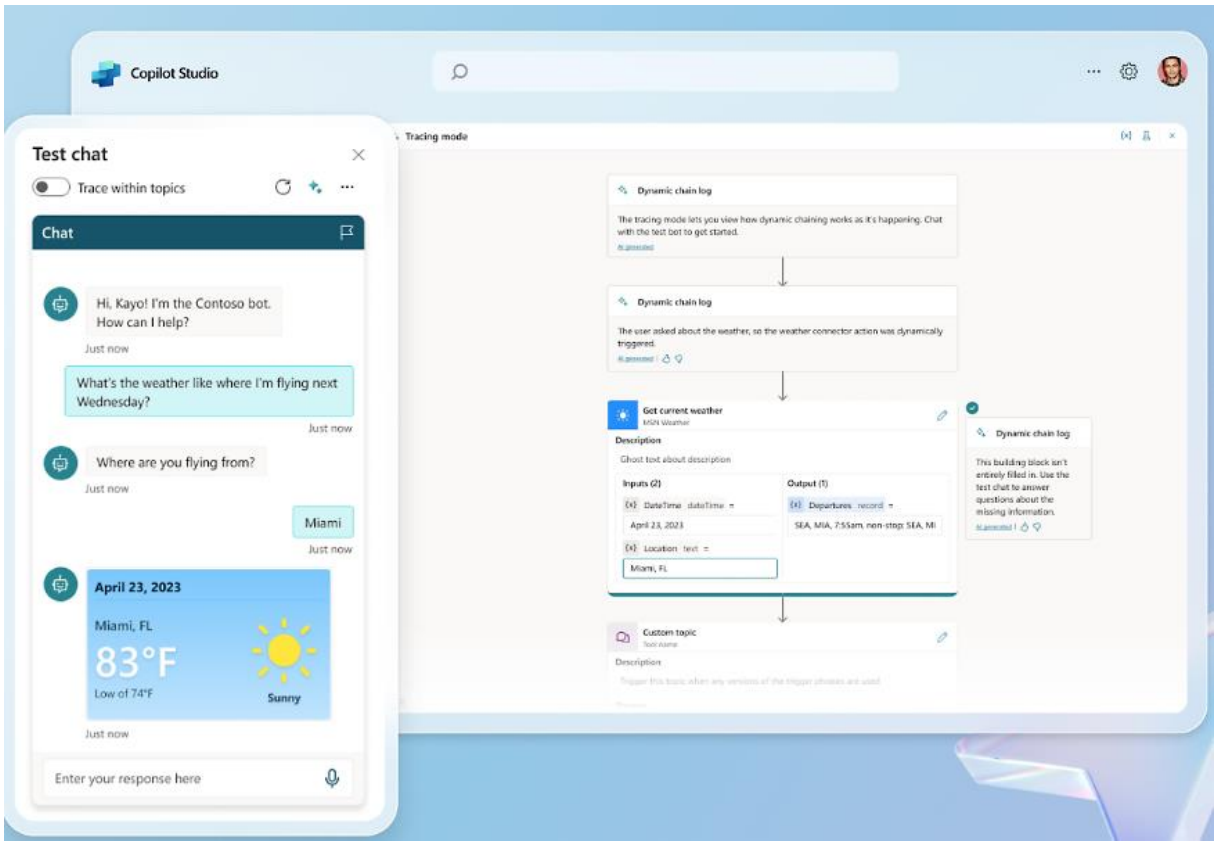
Microsoft Copilot Studio

Microsoft announced Power Platform's newest offering at Ignite, Microsoft Copilot Studio, which provides a low-code experience for organizations to build their own copilots that can rapidly respond to customer and employee needs. While organizations can customize Copilot for Microsoft 365 with Copilot Studio—enabling greater control and efficiency by authoring responses to predictable scenarios within Copilot for Microsoft 365—within Power Platform, Copilot Studio enables organizations to create their own custom copilots and GPTs as one connected platform across internal and external channels.

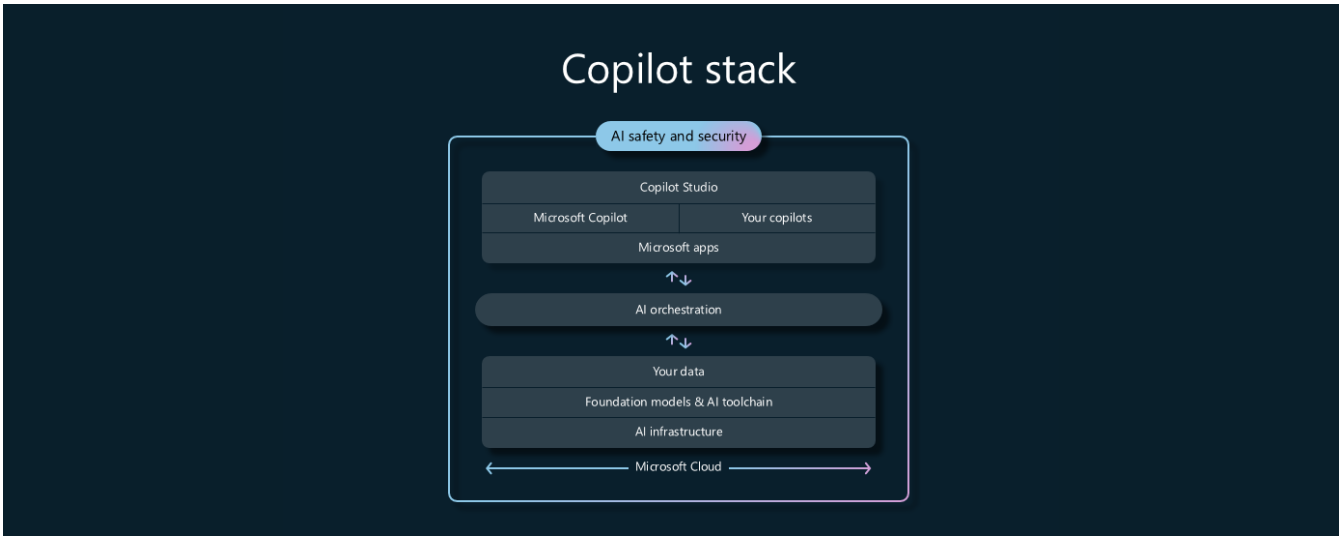
Microsoft Copilot Studio facilitates the creation of custom copilots by describing what you would like your copilot to do in natural language. Then the copilot can be adjusted to fine-tune from testing and feedback. Organizations can then elevate their copilots' capabilities by pointing them to sources such as websites or internal knowledge bases and watching them answer questions all withing minutes.



Copilot Studio also helps turn conversation into action, allowing organizations to craft, test, and chain plugins and GPTs for its copilots by incorporating Microsoft Power Platform connectors, Power Automate flows, custom topics, and AI prompts.



Copilot Studio enables organizations to build their own models and expand copilot reach where it counts. Organizations can configure, train, and connect services within Azure, such as Azure OpenAI Service, knowledge bases, and language models. Once created, these copilots can be easily distributed across a multitude of channels, including websites and social media, ensuring engagement wherever target users are.



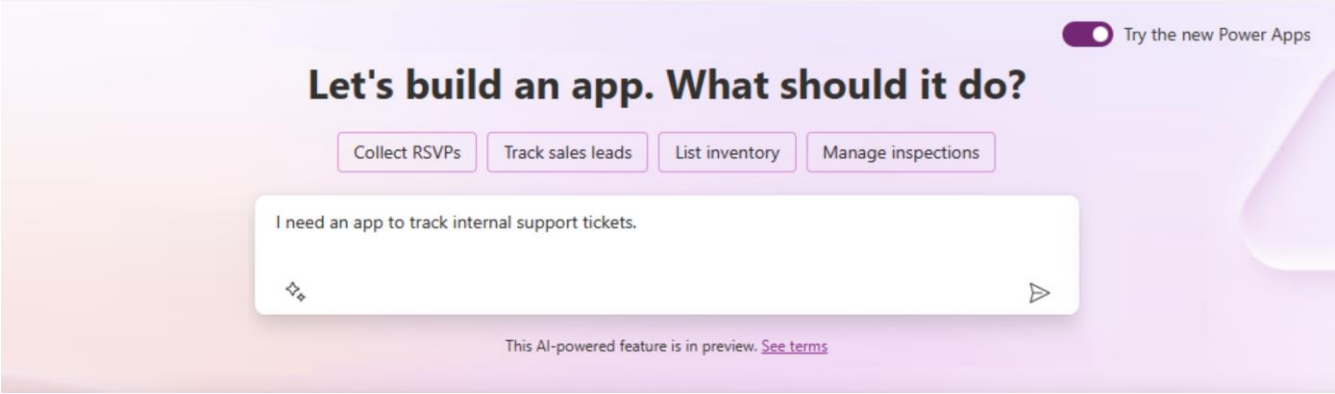
Now let's dive a little deeper into how Copilot is used in each of the Power Platform products.

Copilot in Power Apps

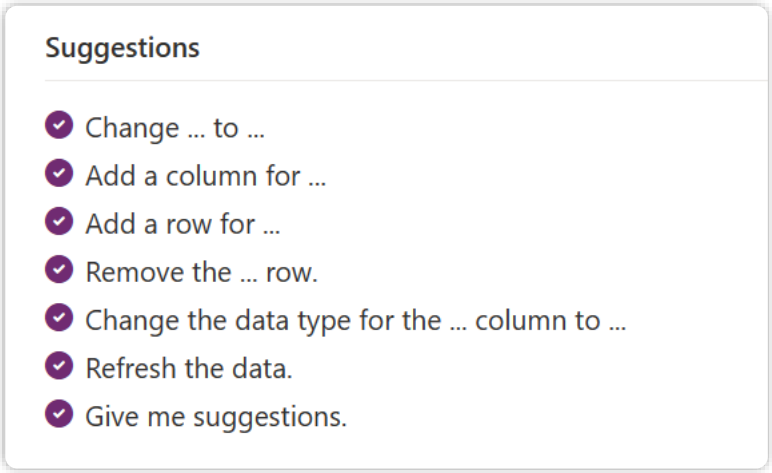
Copilot brings the power of AI to both app makers and their end users in Power Apps. With Copilot, makers can build an app, including the data behind it, just by describing in natural language what they need. And with over a thousand connectors, solutions built with Power Apps can run in a browser, desktop, or on mobile devices.

Power Apps also offers Copilot controls for the end users in organizations interacting with the apps built. Users can use natural language with Copilot to explore data, significantly improving the user experience and generating new sources of business intelligence.

For example, if you need to track internal support tickets, simply describe your requirement for the app, and Copilot will create a table with AI-generated sample data based on your description:



Once the sample table is generated, you can add, update, or remove data by using the same natural language descriptions. Copilot even produces suggestions for potential edits.

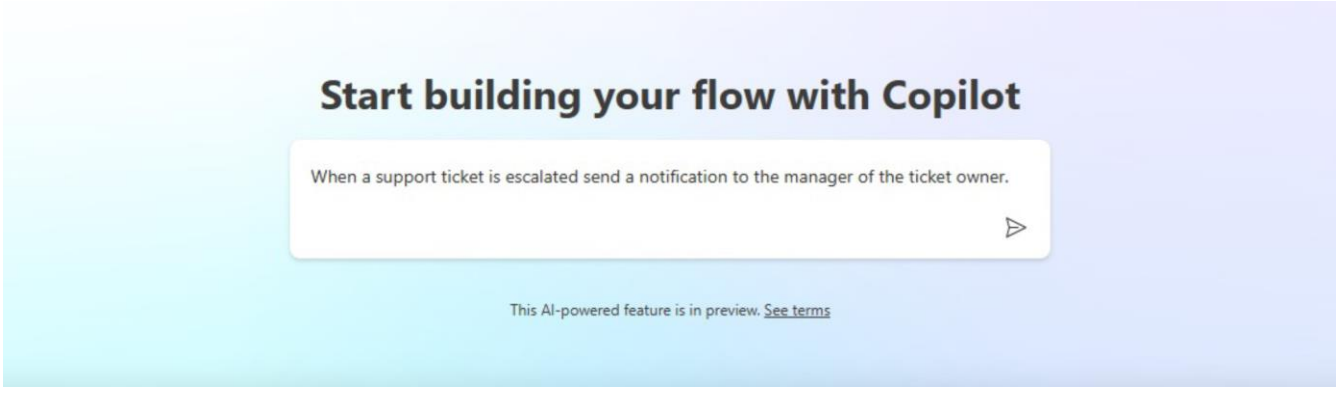


Once confirmed, the canvas app is created. The app maker can then revise this app to make exactly what is needed. The app users will have Copilot-powered experiences built in from the first screen to discover insights from the data by using natural language discussion rather than several mouse clicks.

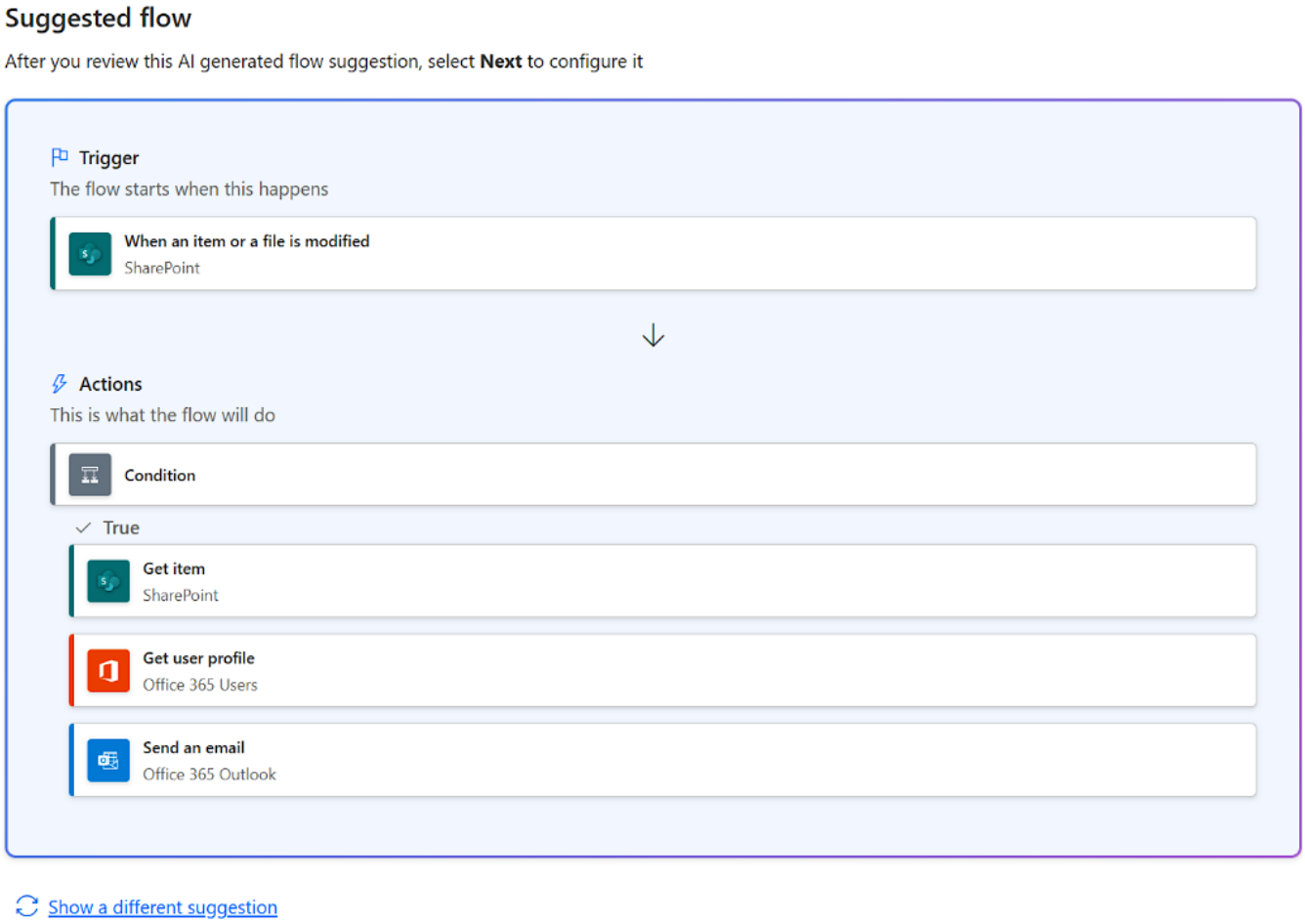
Copilot in Power Automate

Power Automate is a workflow automation tool that, with over a thousand published connectors, allows its users to integrate and automate seamlessly across the tools and platforms they are already using. Power Automate has no-code, low-code, and pro-code options to enable users and makers of all skill levels to automate tasks.

You can also use Copilot to automate tasks in cloud flows. For example, if you are required to send notifications of internal support ticket escalations to managers, you can use natural language to describe a cloud flow with Copilot in Power Automate.



That cloud flow can automatically connect with Dataverse to gather details of the ticket, identify the assigned user, identify their manager, and craft the appropriate notification to send. Whoever is developing the flow then reviews and adjusts the cloud flow steps to ensure that it meets the stated requirements given to Copilot.

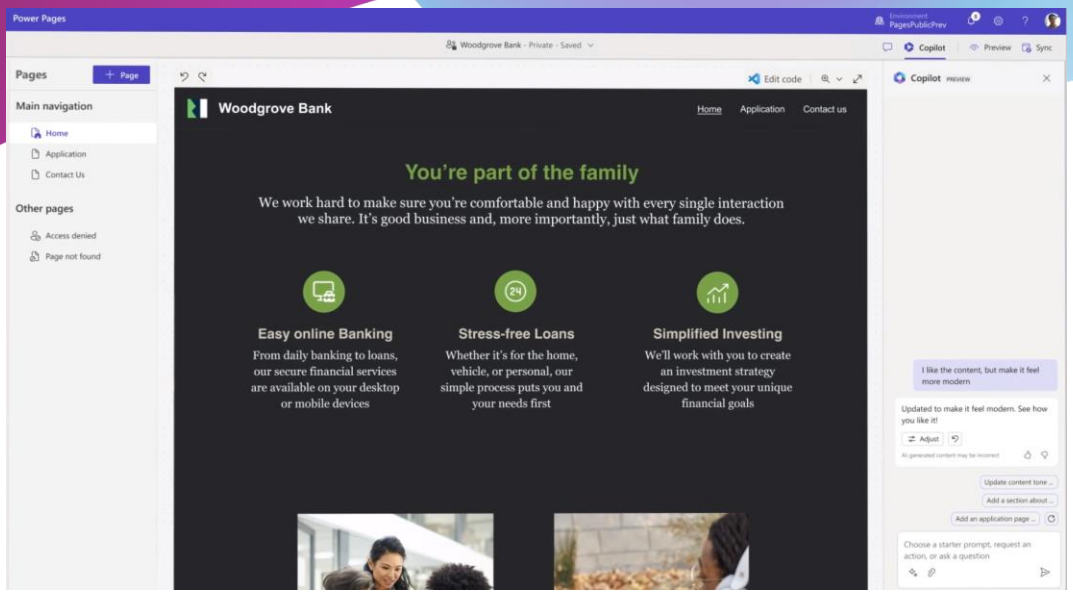


Copilot in Power Automate quickly helps experienced users get technical answers to questions as well as empowers newer users ask how they can benefit from automations in their workflows through natural language. This allows everyone across the business to enact more purposeful automations more quickly and efficiently.

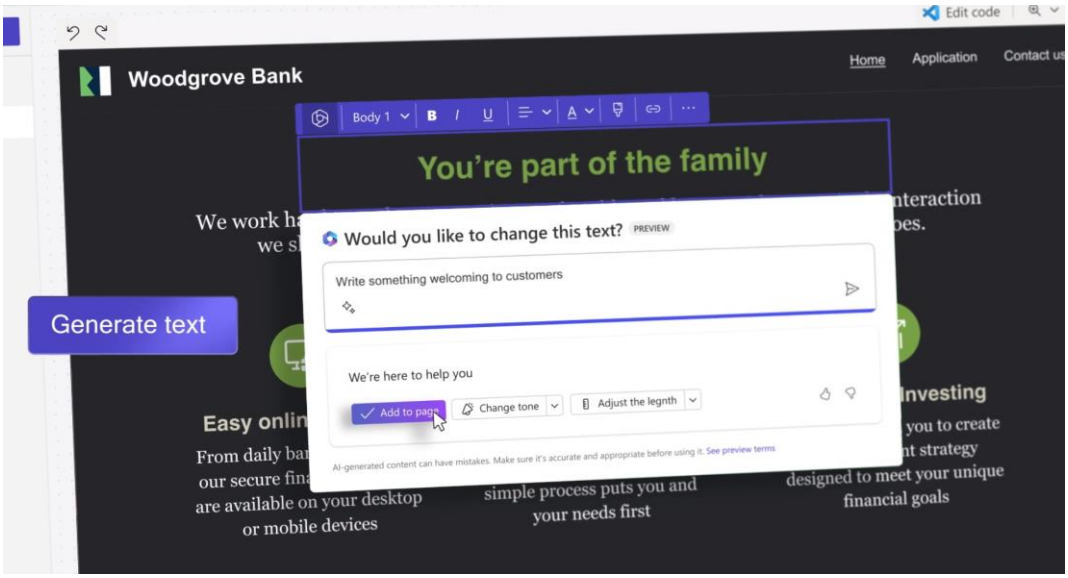
Copilot in Power Pages

Power Pages enables quick creation of secure, data-driven websites. These sites can be built by business teams, not just developers, with the result being a professional website that is published faster and at a lower cost.

Copilot in Power Pages helps web creators accelerate their efforts to build and maintain their websites. Copilot assists with anything from common tasks, like adding a page, to more complex tasks, like changing content tone. For example, a creator might ask Copilot to make the content pasted from an old site more modern.



Copilot would then update the content and ask the creator to review and adjust if necessary.

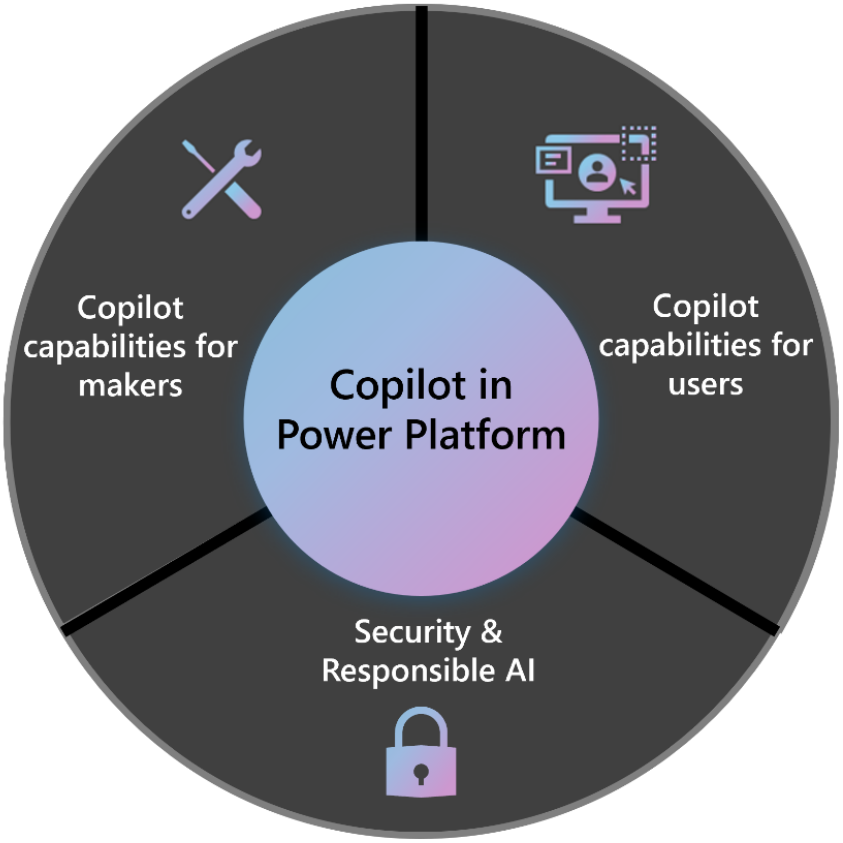


Most websites capture some information from their visitors, and with Power Pages, it is common to store that information in Microsoft Dataverse. Web creators can simply specify the type of form they want, and Copilot will autogenerate tables in Microsoft Dataverse and build the corresponding forms.

Power Pages also empowers site creators with the integration of Microsoft Copilot Studio. They can seamlessly use Copilot Studio to create their own copilots with generative answers via a simplified experience within the setup workspace, streamlining the website management process. For website visitors, this feature enhances their interaction with the site, allowing them to ask natural language questions and receive concise responses complete with relevant information or links to optimize both administrative functionality and website engagement experiences.

Key Pillars of Copilot in Power Platform

The following are the three key pillars of Copilot capabilities in Power Platform:



How can Copilot accelerate impact for makers?

Copilot enables Power Platform to offer several AI-assisted low code development experiences that use natural language to create a first draft of the solutions you need. For example, if makers are building apps over existing data from Excel, they can build apps **80% faster** than before by automatically detecting data, suggesting app ideas, and helping customize & publish an app in minutes. It does not replace the critical thinking of the professionals we rely on today, but it makes them much more efficient.

This category of Copilot focuses on making the people who are building solutions on Power Platform more productive while improving their experience. In fact, makers who are building apps using Copilot are **65% more satisfied** with their overall experience because they are empowered to build apps to meet their unique needs and goals. Copilot does this by assisting with mundane and repetitive tasks that the people who are building the solutions would otherwise have to do. Copilot can also help answer questions like "What does this formula do?" or "How do I do something?" These solutions are not static and will continue to evolve with each of the products in which Copilot is embedded to offer additional capabilities and assist users in building solutions.



How can Copilot enhance the experience for users?

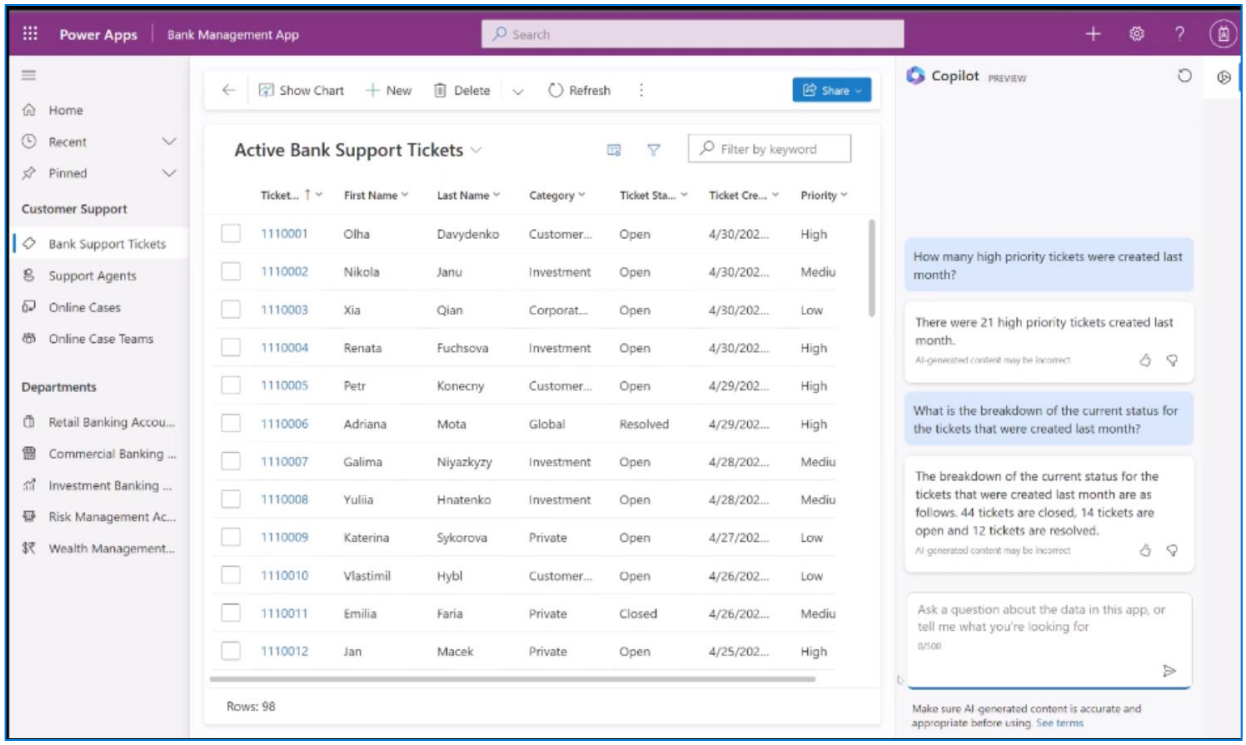
Microsoft's Copilot stack allows professional developers to add in-app custom Copilot experiences to their applications built with traditional code. Similarly, when you are building a low-code application, you can add a Copilot control in it.

By configuring a view of a data source and some basic prompt information, applications made through Copilot in Power Apps can provide an in-app Copilot experience that will allow users to gain insights from the data using natural language queries.

Adding Copilot to low-code apps can make the applications even more flexible to meet users' evolving needs. This sidecar experience runs as a default and requires zero set up. Instead of asking the maker to change the application, every user of Microsoft Dataverse-backed canvas apps will be able to simply ask Copilot in the app questions about their data in natural language.

Additionally, makers can give their users the option to use a predefined query over their data in canvas apps. They simply add Copilot answer control and set up the prompt. Once the users click the prompt, Copilot will generate an answer.

In the example below, you see an app for banking, specifically the user screen for working with support tickets. The user asks for information about the data: high priority tickets and follows up with an inquiry about the tickets from the previous month. Copilot helps the user quickly identify trends and prioritize resolving high-priority tickets:



Both the ability to ask Copilot questions about data in an app and the option to get an answer to a defined prompt with one click mean significant gains to users' productivity and satisfaction, saving time and enhancing value.

Power Platform connectors can be used as out of the box plugins for Copilot, which enables it to infuse just-in-time information from the connectors for use by Copilot. This empowers Copilot to provide information to users and perform tasks beyond its basic capabilities.

In Power Platform, you can also design custom plugins for Microsoft Copilot, which allows information traditionally outside the reach of Microsoft Copilot available for use. Power Platform plugins enhance the Copilot for Microsoft 365 experience by allowing users to interact with business data from various data sources.

Traditionally, users spend a fair amount of time jumping from one application to another to obtain the answers they need to complete a task. With Microsoft Copilot Studio, you can author two styles of custom plugins: conversational or AI plugins for Microsoft Copilot.

A **conversational plugin** allows you to create new abilities that aren't natively in Microsoft Copilot, like calling a specific API, applying sophisticated business logic, or accessing data sources outside of Microsoft Copilot's access. For example, creating a plugin to handle expense management or booking time off.

For **AI plugins**, you can design custom AI builder prompts, Power Automate flows, connectors and OpenAI services as plugins. This provides greater flexibility in designing the plugins for your specific needs .



These plugins are built on existing Power Platform components like connectors, Power Automate flows, and Dataverse APIs. With the help of these plugins, Copilot can discover business data and provide meaningful answers to user queries around business data. Using plug-ins, you can integrate business processes and data with Copilot to empower users to interact from whatever app they use.

Security & Responsible AI

Microsoft does not compromise on security, privacy, or compliance. At Microsoft, Responsible AI principles are put into practice through governance, policy, and research. AI opens new possibilities for businesses of all sizes and in every sector. Power Platform makers and users are using Copilot for app building, automation, webpage creation, and creating their own copilots for internal or customer use.

OpenAI's partnership allows Microsoft to self-host and run AI models independently. So, if you use Power Platform generative AI capabilities that run entirely on GPUs fully operated and run by the engineering team, your data will never leave the Microsoft cloud boundaries.

Similarly, Microsoft promises, and guarantees, that your data will not be used to train the large language model. For example, if Power Apps is used to review an organization's confidential customer contracts, those customer contracts will never end up inside GPT-4 or any future version.

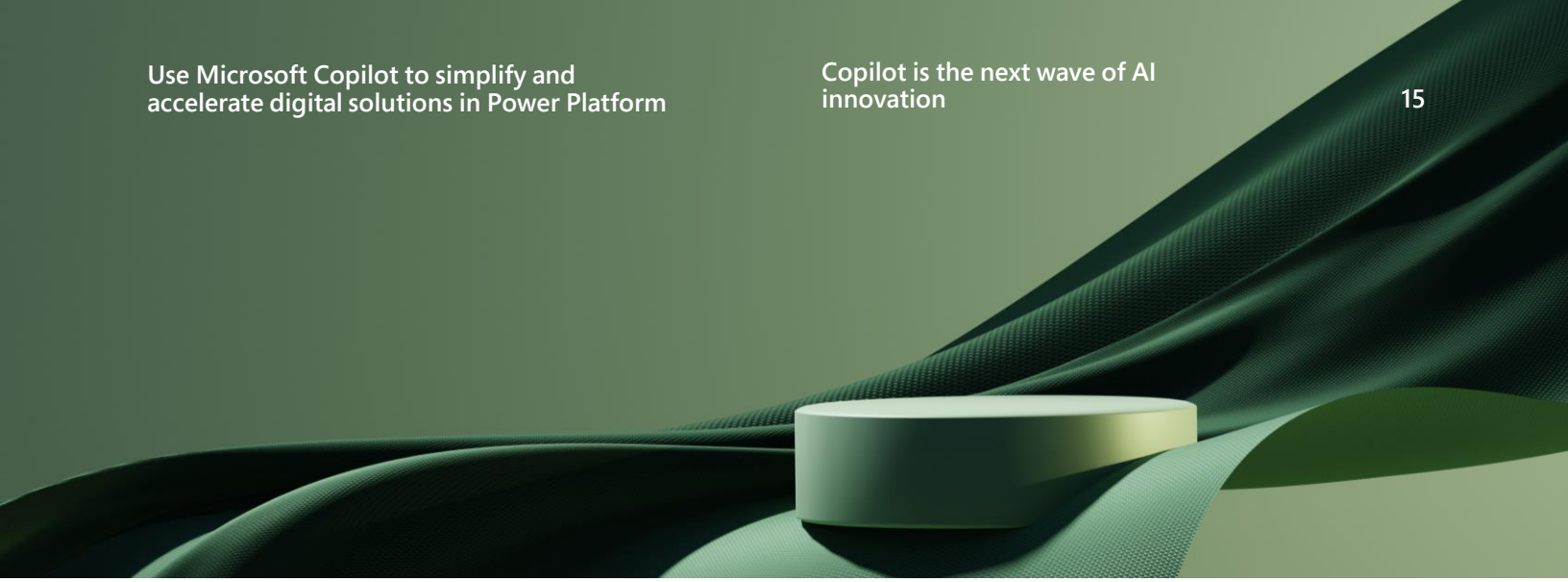
Microsoft has implemented several customer commitments since the launch of Copilot:



As part of the AI customer commitments, Microsoft will share any learnings about developing and deploying AI responsibly and assist organizations in learning how to do the same. Microsoft is also developing an AI Assurance Program to help organizations ensure that the AI applications deployed on Power Platform meet the legal and regulatory requirements for responsible AI.

Additionally, Microsoft will help organizations implement their own AI systems responsibly and develop responsible AI programs for the partner ecosystem.

Learn more about Responsible AI FAQs for Microsoft Power Platform here.



Copilot is the next wave of AI innovation

AI is changing how we all do business, and the timeline for these changes to occur is accelerating with each advance in AI capability. Microsoft is leading the way by putting in place a solid framework for how organizations can approach AI. This effort includes a robust approach to incorporating AI responsibly into our organization's daily life. Copilot harnesses the power of AI and makes it approachable to normal business users in the applications they use every day.

Power Platform's low-code capabilities are a natural fit for helping organizations build AI solutions, with Copilot assisting every step of the way. By using Copilot capabilities in Power Platform, organizations can build solutions at a faster pace because users no longer need to spend time doing tasks that Copilot could do for them. With the change in capabilities of AI happening at an increasing pace, organizations need assistive technology that also evolves with the pace AI is changing. Copilot, by design, can incorporate emerging AI capabilities as they are released. The combination of Power Platform and Copilot offers organizations a chance to evolve with the rapid AI innovation happening across all industries and organizations.

Explore Copilot in Power Platform

Microsoft Copilot Studio

learn.microsoft.com/en-us/microsoft-copilot-studio/nlu-authoring

Power Apps

learn.microsoft.com/en-us/power-apps/maker/canvas-apps/ai-overview

Power Automate

learn.microsoft.com/en-us/power-automate/get-started-with-copilot

Power Pages

learn.microsoft.com/en-us/power-pages/configure/ai-copilot-overview

Enable Copilot across regions

learn.microsoft.com/en-us/power-platform/admin/geographical-availability-copilot

Smartbridge

Backstage Pass to the AI Magic

Where the curtain lifts on your Copilot transformation

While the AI spotlight shines on Copilot, Smartbridge is behind the scenes cleaning the data, setting the stage, and managing the cues, so your organization can deliver a standing ovation-worthy performance.

Your VIP Copilot Services from Smartbridge

Copilot Readiness Assessment
Discover where you stand and what's needed to launch

Data & AI Foundation
Clean, connect, and prepare your data for intelligent action

Custom Copilot Development
Tailored copilots built to support unique business needs

Copilot + Power BI + Fabric
Amplify insights with integrated analytics and automation

Executive Insights & Decision Support
Dashboards and copilots that speak the language of leadership

Industry Use Case Design
Pre-built Copilot scenarios for your industry

Governance & Change Management
Ensure security, adoption, and long-term success

Meet Your AI Production Crew

Smartbridge is a trusted technology consultancy and long-standing Microsoft partner with over 20 years of experience. From data pipelines to digital enablement, we help mid-size and enterprise organizations accelerate their journey into AI-powered operations.

Microsoft Solutions Partner
Data & AI
Azure
Specialist
Data Warehouse Migration
Analytics

Microsoft Solutions Partner
Digital & App Innovation
Azure

Fabric Featured Partner
Microsoft

Celebrating 20+ Years as a Microsoft Partner

Read to Take Center Stage with AI?

Book a chat with us to get your backstage pass and access our Copilot services.

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