



Get AI-Ready with Microsoft and Finchloom

Azure OpenAI ChatGPT on Enterprise Data

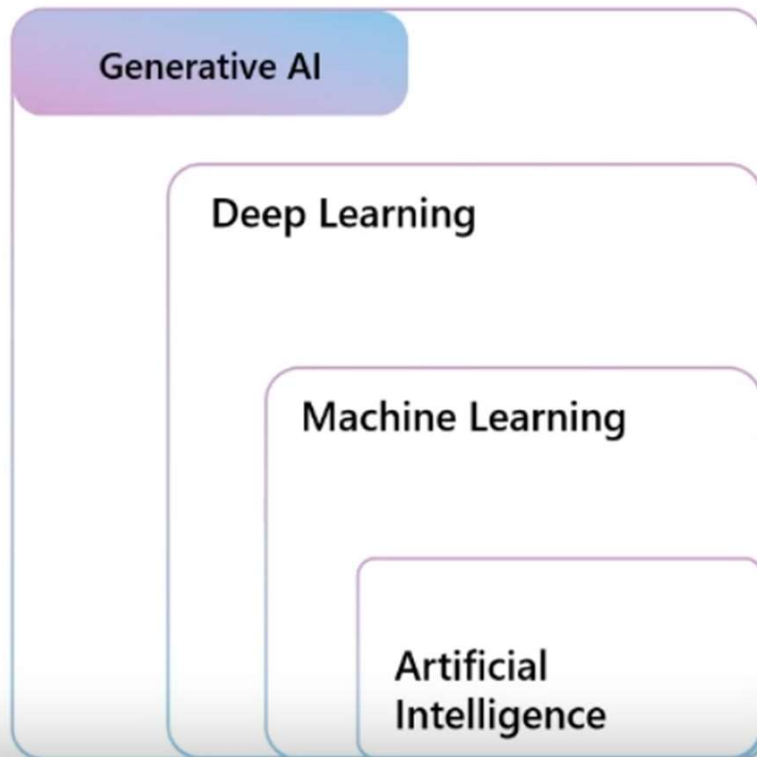
Jim Richardson – Founder/CEO/CTO

Carey Neu – Azure Sr Architect

Wes Hader – M365 Sr Cloud Consultant



This is a new moment for AI



2021

Generative AI

create new written, visual, and auditory content given prompts or existing data.

2017

Deep Learning

a machine learning technique in which layers of neural networks are used to process data and make decisions.

1959

Machine Learning

subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions.

1950s

Artificial Intelligence

the field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence.

The AI Model – ChatGPT

In partnership,
Microsoft + OpenAI Large Language
Model

Trained on curated data up to Sept 2021

Cloned and added to Azure

Self-Contained, but useless without
connections

“I’m just a brain”

AVAILABLE NOW TO BUILD USE CASES



The AI technology is here

Forbes

What ChatGPT And
Generative AI Mean
For Your Business?

COMPUTERWORLD

Microsoft's new Teams Premium tier
integrates with OpenAI's GPT-3.5

**MARKETS
INSIDER**

Nuance and Microsoft Announce the First Fully
AI-Automated Clinical Documentation
Application for Healthcare

VentureBeat

Microsoft gives
Businesses a GPT boost
In Teams and Viva Sales

TheVerge

ChatGPT is now available in
Microsoft's Azure OpenAI service

USA TODAY

New Bing with ChatGPT brings the
power of AI to Microsoft's
signature search engine

VentureBeat

Microsoft announces generative AI-powered
Copilot 365 to 'change work as we know it'

CNN BUSINESS.

Real estate agents say they
can't imagine working without
ChatGPT now

TC TechCrunch

Microsoft brings an AI-powered
Copilot to its business app suite



Introducing Finchloom's

Microsoft
Deployment
Packaged
Solutions

Bing Chat Enterprise (w/ Microsoft
Search in Bing)

Copilot Readiness for Microsoft 365

Azure OpenAI ChatGPT with
Enterprise Data

Templatized Base Deployment of Azure OpenAI Service ChatGPT with Enterprise Data

Large pretrained foundation AI models
custom-tunable with your parameters and your data.
Deployed by Finchloom.



Document Based



Summarization



Code generation



Semantic search

Customer use cases

Internal Knowledge
Base / Eliminate Tribal
Knowledge

Employee Concierge –
Onboarding Guidance

Company Policies,
Process, and
Procedures Guidance
“How Do I?”

Azure OpenAI ChatGPT with ENTERPRISE DATA

The screenshot displays the Azure OpenAI Studio portal interface. At the top, the browser address bar shows the URL <https://oai.azure.com/portal>. The page header includes the text "Azure AI | Azure AI Studio" and a user profile for "Jim Richardson" with the location "JIMAI80T (East US, S0)". A notification banner at the top asks, "Want to contribute to the future of Azure OpenAI? Join the Azure AI research community to participate in studies and provide feedback on current and upcoming features." with "Join now!" and "Maybe later" buttons.

The main content area is titled "Welcome to Azure OpenAI service" and includes the subtext "Explore the generative AI models, craft unique prompts for your use cases, and fine-tune select models." Below this, a "Get started" section features four interactive cards:

- Chat playground**: Design a customized AI assistant using ChatGPT. Experiment with GPT-3.5-Turbo and GPT-4 models. [Try it now](#)
- Completions playground**: Experiment with completions models for use cases such as summarization, content generation, and classification. [Try it now](#)
- Bring your own data** (PREVIEW): Connect and ground your data. Deploy to a web app or Power Virtual Agent bot. [Try it now](#)
- DALL-E playground** (PREVIEW): Generate unique images by writing descriptions in natural language. [Try it now](#)

A "Try out common examples" section at the bottom offers four more cards:

- Customer support agent**: Get started with a sample chat setup for a customer support agent scenario. [Try it now](#)
- Writing assistant**: Get started with a sample chat setup for marketing content creation. [Try it now](#)
- Summarize an article**: Get started with abstractive summarization of a news article. [Try it now](#)
- Create cover art**: Unleash your creativity by generating creative images for cover art and other commercial use cases. [Try it now](#)

A left-hand navigation menu lists various features: Azure OpenAI, Playground, Chat, Completions, DALL-E (Preview), Management, Deployments, Models, Data files, Quotas, and Content filters (Preview).

Azure OpenAI Service



Deployed in your Azure subscription, secured by you, and tied to your datasets and applications



Large, pretrained AI models to unlock new scenarios



Custom AI models fine-tuned with your data and hyperparameters



Built-in responsible AI to detect and mitigate harmful use



Enterprise-grade security with role-based access control (RBAC) and private networks

Unlock new use cases



Content generation

Call Center Analytics: Automatically generate responses to customer inquiries

Government agency using Azure OpenAI Service to extract and summarize key information from their extensive library of rural development reports

Financial services using Azure OpenAI Service to summarize financial reporting for peer risk analysis and customer conversation summarization



Code generation

Aircraft company using to convert natural language to SQL for aircraft telemetry data

Consulting service using Azure OpenAI Service to convert natural language to query propriety data models



Semantic search

Financial services firm using Azure OpenAI Service to improve search capabilities and the conversational quality of a customer's Bot experience.

Insurance companies extract information from volumes of unstructured data to automate claim handling processes



Summarization

International insurance company using Azure OpenAI Service to provide summaries of call center customer support conversation logs

Global bank using Azure OpenAI Service to summarize financial reporting and analyst articles

More use case scenarios - [10 ways generative AI and Azure OpenAI Service are transforming businesses](#) | [Azure Blog](#) | [Microsoft Azure](#)

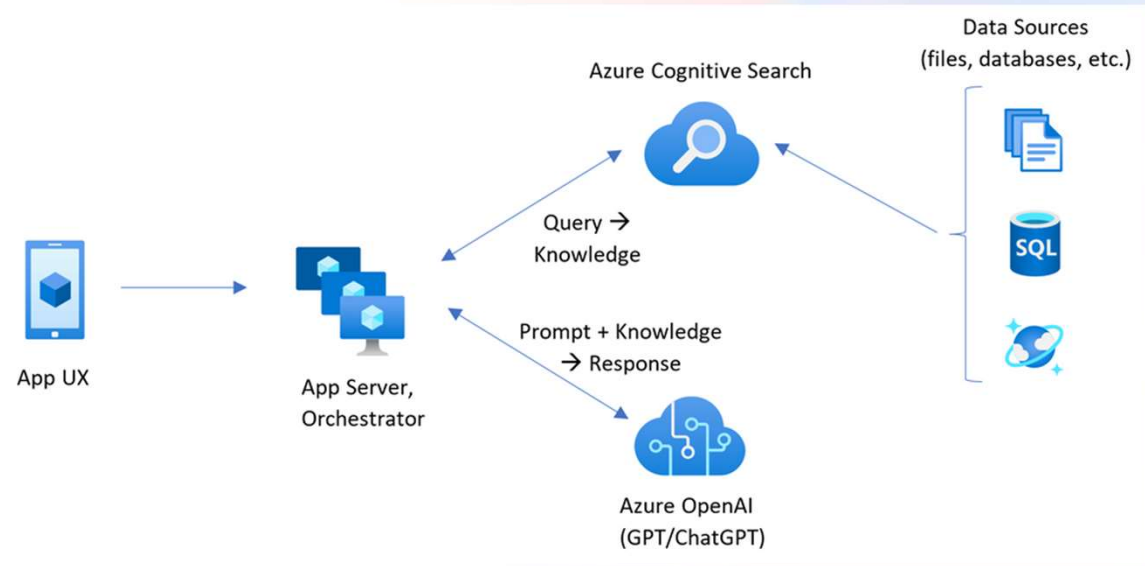
Enterprise Data Gets a New Front End

Documented Process and Procedures

Knowledgebases

Customer historical data

Contracts/Company Records



Use a chatbot

You get your very own copy of the model

Get Started Quickly and get ahead of the curve

Exploring OpenAI costs

Fully customizable front-ends, integrations, APIs

📌 Important

Your prompts (inputs) and completions (outputs), your embeddings, and your training data:

- are NOT available to other customers.
- are NOT available to OpenAI.
- are NOT used to improve OpenAI models.
- are NOT used to improve any Microsoft or 3rd party products or services.
- are NOT used for automatically improving Azure OpenAI models for your use in your resource (The models are stateless, unless you explicitly fine-tune models with your training data).
- Your fine-tuned Azure OpenAI models are available exclusively for your use.

The Azure OpenAI Service is fully controlled by Microsoft; Microsoft hosts the OpenAI models in Microsoft's Azure environment and the Service does NOT interact with any services operated by OpenAI (e.g. ChatGPT, or the OpenAI API).

Business Use Cases

Top use-cases customers are innovating with ...

| Summarization | Conversational AI | Writing Assistance | Knowledge mining |
|--|---------------------------------------|----------------------------|--|
| Product reviews, articles, long-form reports | Customer service bots, Enterprise Q&A | Creative ideation & design | Domain specific research |
| Efficient bot-to-human handoff with summary | End-to-end contact center solution | Content writing assistance | Social media trend analysis |
| Insights from unstructured data | Faster Software Development | | Surface cross-functional insights in enterprises |
| | Code generation & autocomplete | | |
| | Code documentation, refactoring | | |

JR1

LIVE DEMO – AZURE OPENAI WITH ENTERPRISE DATA with CAREY NEU JR0 AI Cloud Architect/Sr Engineer Infrastructure

Show the chat playground

- Open AI – Chat
- Demonstrate Completions
 - Re-Write a corporate email in a more enthusiastic tone
 - Translate into Spanish
 - Generate Code
 - Summarize document
- Bring your Own Data
 - upload single document and analyze allowing chat
 - Upload multiple documents (process and procedures) and analyze allowing chat

Chat playground

The screenshot displays the Azure OpenAI Chat Playground interface, divided into two main panels: 'Assistant setup' and 'Chat session'.

Assistant setup panel:

- System message:** Includes a 'System message' field with a 'Save changes' button and an 'Add your data (preview)' checkbox.
- Specify how the chat should act:** A section for defining the assistant's behavior, including a 'Use a system message template' dropdown and a 'Select a template' button.
- System message:** A text area containing a sample system message: "additional item should be relevant to the conversation and helpful to the user wherever possible. Finchloom's Core Values are: ONE FOR ALL AND ALL FOR ONE, PARTNERSHIP (care about our clients), OVER COMMUNICATE, GOOD SHOW (be consultative), and UNDER COMMIT AND OVER DELIVER."
- Examples:** A section for adding examples to the chat, with a text area and an 'Add an example' button.

Chat session panel:

- Controls:** Includes 'Clear chat', 'View code', and a 'Show raw JSON' toggle.
- Messages:** A chat history showing three messages:
 - User: "who are you?"
 - Assistant: "I am a helpful and cheerful assistant used internally by Finchloom, an IT consulting company. I am here to answer any questions you may have. How can I assist you today?"
 - User: "how do i open a new case with Finchloom?"
 - Assistant: "You can open a new case with us by emailing our support team at support@finchloom.com or by visiting our website and filling out a contact form. We aim to respond to all inquiries within 24 hours. If your request is urgent, please mark it as such in your message and we will prioritize it accordingly."
- User message input:** A text area at the bottom with the placeholder "Type user query here. (Shift + Enter for new line)" and a send button.

Slide 13

JR0 [@Carey Neu (3P)] this is where I'd like for you to screenshare and show the results of what we work on in the cloud consult. OR, we can just upload a single document and have the model summarize it

Jim Richardson, 2023-09-06T08:26:22.525

C(0 0 Looks good Jim. I think searches will be helpful.

Carey Neu (3P), 2023-09-06T10:27:13.691

JR1 [@Carey Neu (3P)] - I'm going to delete these "notes" from this slide. Ok?

Jim Richardson, 2023-09-09T00:18:17.850

C(1 0 Cool. I am putting together my script today and will be testing it before tomorrow.

Carey Neu (3P), 2023-09-11T16:04:43.637

Azure OpenAI ChatGPT with Enterprise Data POC

Imagined as a 3-month FLIGHT
program

Cost Estimation of Azure Spend

Basic Chatbot Deployment and Configuration

Web Interface or Teams Chatbot integration with
Logging

IT Administrator Training on terminology and
maintenance

Recorded End User Training Prompt Engineering



Get AI-Ready with Microsoft and Finchloom

THANK YOU!!!

Bing Chat Enterprise
Microsoft 365 Copilot Readiness
Azure OpenAI ChatGPT on Enterprise Data

