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Agents Discovery Workshop

How to drive value with AI-infused agents: The future of GenAI and copilot

Step into the future of AI in our Agents Discovery Workshop. This two-day session will introduce you to the next evolution of copilots — cutting-edge, AI-infused agents that can autonomously execute tasks and transform your business processes to become more efficient and responsive.

89%

of employees who have access to automation and AI-powered tools feel more fulfilled because they can spend time on work that really matters.[1]

92%

of leaders agree that organizations need to shift to AI-first operating models in 12 months to stay competitive.[2]

[1] Microsoft: AI in Action, [2] Avanade AI Readiness Report

![Avanade logo]

Do what matters

How are agents different from Copilot?

Think of agents as the evolution from "AI that supports" to "AI that acts." Copilots focus on sourcing, summarizing and generating information. Agents take this further by adding automation, enabling agents to take action on behalf of your people.
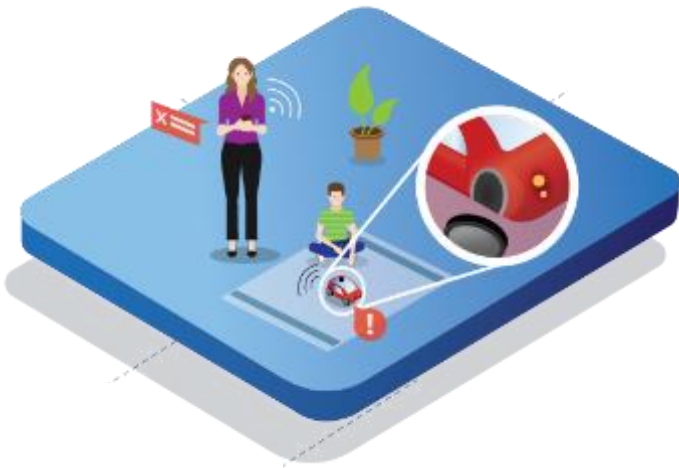
CUSTOMER SERVICE EXAMPLE

With Copilot

1. Customer reports a faulty product.
2. CSR asks Copilot for guidance, and Copilot recommends replacement.
3. **CSR manually processes replacement.**

With Copilot + Agents

1. Customer reports a faulty product.
2. CSR asks Copilot for guidance, and Copilot recommends replacement.
3. **CSR tells Copilot to send replacement.**
4. **AI agent autonomously handles all required processes:**
   - **Orders replacement**
   - **Arranges delivery**
   - **Coordinates pickup of faulty product**

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Do what matters

Agents Discovery Workshop: Agenda and activities

DAY 1 (5 hours total)

1 **Introduction to Copilot (30 minutes)**
Start with a short introduction to how Copilot can streamline business operations through AI-driven insights and automation.

2 **Introduction to Agents (1 hour 30 minutes)**
Dive into the capabilities of AI agents, including a more detailed exploration of a specific relevant use case.

3 **Discovery: Objectives and use cases (3 hours)**
Engage in a collaborative design-thinking session to identify and develop potential use cases tailored to your business objectives.

DAY 2 (5 hours total)

1 **Understanding AI/Copilot maturity (2 hours)**
Assess the current maturity level of your AI implementations and Copilot usage to better refine agent strategies.

2 **Options for going forward (1 hour)**
Explore options to speed the transition from using Copilot alone to integrating agents into your operational processes.

3 **Role of agents in your DT strategy (1 hour)**
Discuss how AI agents can play a significant role in your broader digital transformation strategy and enhance business outcomes.

4 **Licensing requirements (1 hour)**
Review any licensing requirements to ensure cost-effective implementation of AI agents into your organization.

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Do what matters

Maximize business value with AI agents

Agents aren't just tools; they're transformational partners, helping you streamline operations and decision-making. The workshop will outline how agents can transform your business, from customer service to internal processes.

Without agents	With agents
Less efficient manual processes	Higher efficiency and fewer errors with automated actions
Higher costs	Lower operational costs, minimizing need for manual effort
Slower customer service	Enhanced customer satisfaction and retention from faster, personalized service
Longer process turnaround	Quicker issue resolution with automation, cutting down response and handling time

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Do what matters

Start your journey with AI agents.

Don't miss this opportunity to step into the future of AI, using Avanade's expert guidance to transition from Copilot alone to fully autonomous agents.

Schedule your two-day workshop, designed to equip you with knowledge and strategies to integrate AI agents effectively into your business processes.

You'll come away with:

- A **high-level assessment** of your current AI and Copilot maturity.
- A **concise action plan** tailored to fast-track your readiness for agent implementation.
- Customized recommendations and **1 to 2 high-impact agent use cases and next steps**, specific to your business needs.

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Do what matters