

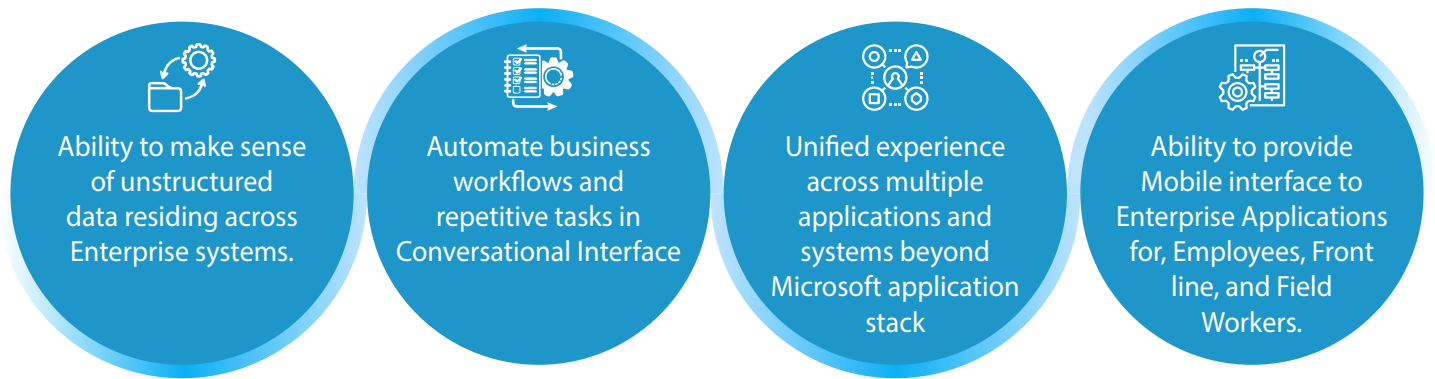
# Build Your Future Business Workflow: Conversational AI with Microsoft Custom Copilots & Extensibility



In today's fast-paced world, maximizing efficiency is key. Artificial intelligence (AI) is revolutionizing how we work. Microsoft Copilots are leading the charge with their first party copilot products like Microsoft 365 copilot, Dynamics 365 copilot, Sales copilot, Service copilot etc. to provide invaluable benefits for enterprises.

However, to be fully productive, users may need to interact with information from other enterprise and third-party systems. Microsoft Copilot Extensibility addresses this need by enabling enterprises to create custom conversational AI assistants using low-code/no-code solutions with Copilot Studios. By unleashing the capabilities of conversational AI with Microsoft Copilot extensibility, powerful solutions can be unlocked for a wide range of business challenges like comprehensive insights, lack of automation, disparate digital landscapes, lack of workforce mobility.

Conversational AI is rapidly transforming how businesses interact with customers and employees. Key business problems that can be solved through Custom Copilots:



Microsoft Copilot extensibility empowers you to extend the capabilities of AI and unleash its full potential to



### Improve Productivity

Keep users in the flow of their work without context switching



### Enrich Data

Conversational AI to mine knowledge



### Protect Data

Inheriting world-class security, compliance, and privacy

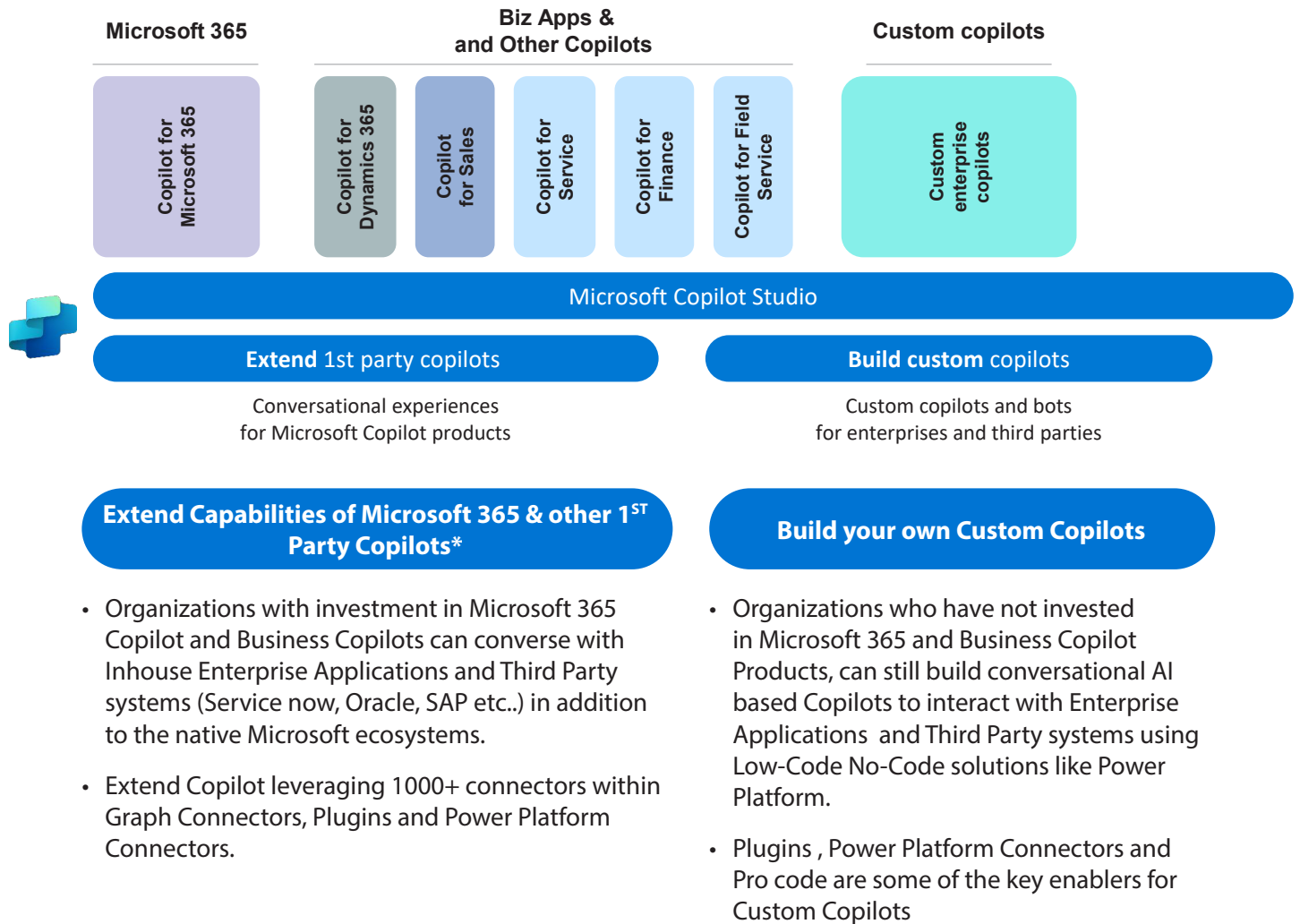


### Enable Rapid Development

Extend or build with low code and reuse across channels

# BUILDING CONVERSATIONAL AI WITH MICROSOFT COPILOT EXTENSIBILITY

Businesses can now create Custom Copilots for users without Microsoft 365 Copilot license in addition to extending their investment in Microsoft 365 copilots using Microsoft Copilot Extensibility.



\*1<sup>st</sup> party Copilot include Microsoft 365 Copilot, D365 Copilot, Sales Copilot, Services Copilot, Finance Copilot

# UNLOCK THE VALUE OF COPILOT EXTENSTIBILITY WITH INFOSYS COMPREHENSIVE OFFERINGS

Copilot Extensibility holds immense potential to revolutionize productivity, but building custom Copilots can require technical expertise and an understanding of specific business needs. Infosys bridges the technical and business divide, delivering pre-built solutions and expert guidance to fast-track your AI journey.



## Copilot Strategy & Readiness

Enable the users with Comprehensive Assessment, Workshops and Trainings.



## Extend Copilots

Extending their organizational ecosystems as per their business needs.



## Build Custom Copilots

Quick development of custom copilots addressing various personas needs in the organization.



## AI Enabled Automations

Extend the copilot with automated tasks to perform both read and write operations in real time within Conversation AI Chat



## Change & Adoption

Enabling the users with new ways of working such as leveraging Microsoft 365 copilot and prompts library. etc

## Differentiators

### Solutions

#### Infosys ReadyAssist Solution

*for Enterprise Copilot Security & Readiness*

#### Infosys Business Copilot Navigate

*for Rapid Adoption*

#### Infosys Copilot RAG Framework

*for building efficient Retrieval Augmented Generation multi-agent systems through Copilot*

#### Art of Possible POCs

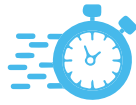
*for Feasibility & Value Articulation*

**Reusable plugin Frameworks ,Prompt Library, Power Automate Plugins, Platform governance**

### People

- 1000+ Power Platform developers & MS Copilot skills
- Infosys MS Business Consulting Community (MBCC) for Industry and Verticals

# INDICATIVE USECASES TO TARGET ACROSS FUNCTIONS



## Quick Wins (1-3 months)

Empower conversational AI by discovering knowledge from unstructured data



## Medium Term (1-6 months)

Build/Integrate Conversational AI into existing Power Platform, Dynamics 365, Teams Apps or 3<sup>rd</sup> party apps to automate tasks



## Long Term (1-12 months)

Transform enterprise applications into AI-powered solutions

### Customer Experience

- Self-service Product information queries
- Real-time support in live chat scenarios
- Sentiment Analysis
- On-demand Maintenance information
- Inventory management for frontline
- IT Support
- HR – Policy queries

- Appointment Management
- Personalized Recommendations
- Knowledge base updates
- Task automation
- Query & Update LOB systems
- Invoice processing and reconciliation

- Multi-agent copilots to automate requests across the workflows
- Analyze historical customer engagement data and generate forecasts
- Information Retrieval and update from Enterprise line of business applications
- Complex business process optimization
- Employee onboarding

## Success stories

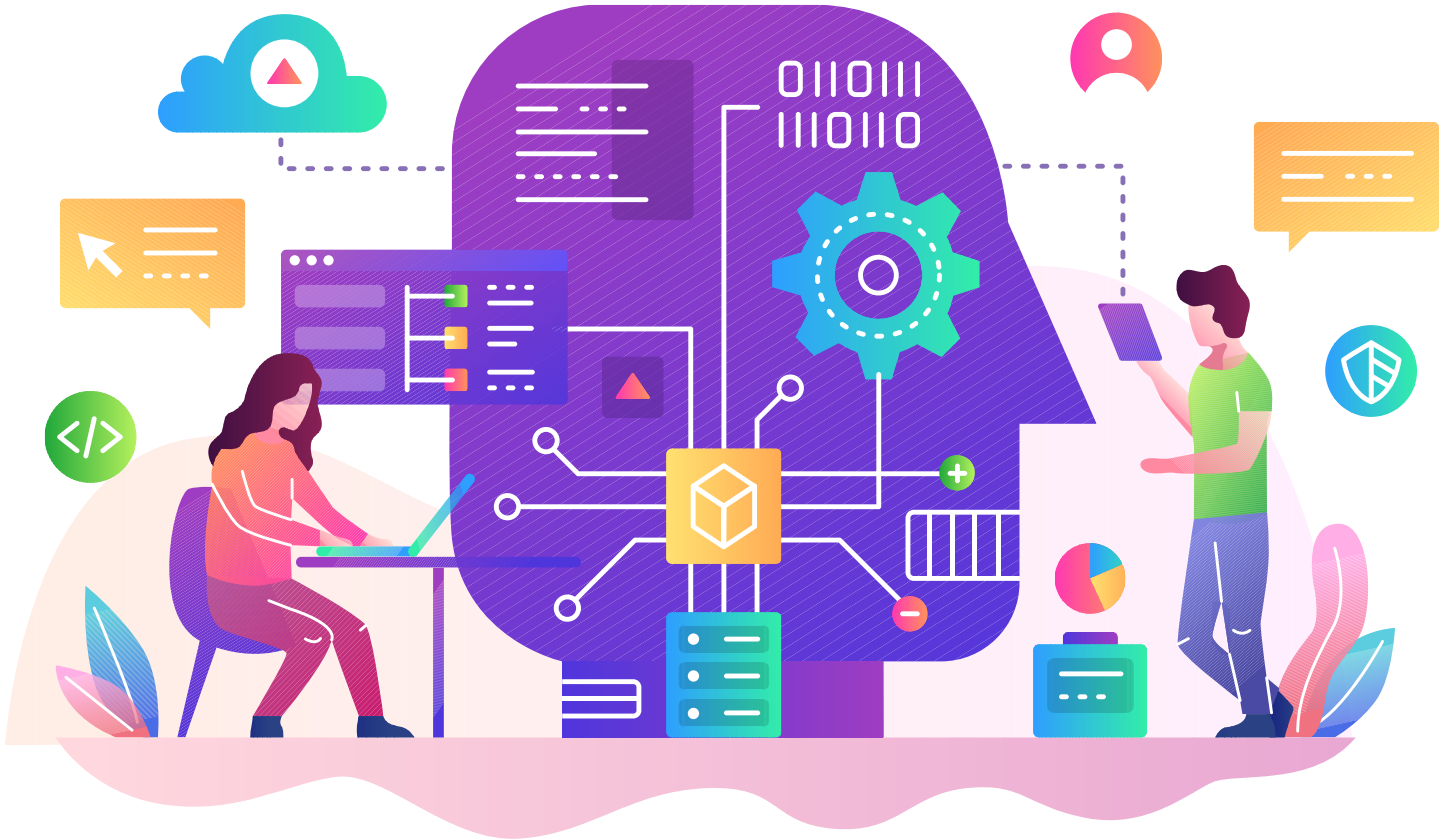
### Large US based Utility provider looking to Implement Copilot Studio with Snowflake

Infosys integrated Copilot Studio with Snowflake, allowing users to ask questions in natural language and receive intelligent responses. This integration addressed various customer use cases, including two prominent ones:

- A customer-facing chatbot capable of handling inquiries regarding billing information by using the power of AI.
- Internal users who rely on PowerBI reports for decision-making; some of these reports could be substituted by interactive SmartBots for better and faster decision making.

### Large Financial Service provider to looking to Integrate Service Now into their Microsoft 365 Copilot Ecosystem

A large financial services engaged Infosys with a need to Extend their Microsoft 365 Copilot adoption to have conversational interface with Tickets and Knowledgebase in ServiceNow and Confluence. This comprehensive solution allows the users and stakeholders to ask queries on tickets and knowledge articles in natural language and derive response.



For more information, contact [askus@infosys.com](mailto:askus@infosys.com)

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