



D365 Copilot in Day

Workshop on Generative AI for Enterprise



Agenda *(times are approximate and will be fluid with the class)*

Time	Duration (mins)	Topic	Sub-topic	Type
09:00	15	Introduction	Introductions & logistics	
09:15	45		Introduction to Co-Pilot & Licensing	Presentation
09:45	30	Copilot for Dynamics 365 Sales	Copilot for Dynamics 365 Sales	Presentation
10:15	30		Hands-on-lab: Module : Sales Copilot	Lab
11:30	60		Lunch (Finish lab Module 1 over lunch)	Break
12:30	30	Copilot for Dynamics 365 Customer Service	Copilot for Dynamics 365 Customer Service	Presentation
13:00	30		Hands-on-lab: Module 2: Customer Service	Lab
14:00	15	Customer Insights	Co-Pilot for Customer Insights	Presentation
14:30	15		Hands-on-lab: Module 3: Customer Insights	Lab
15:15	15		Break (Finish lab Module 3 over break)	Break
15:30	15	Field Service Project Operation	Field Service & Project Operation	Presentation
16:00	15		Hands-on-lab: Module 4: Field Service & Project Operation	Lab
16:45	30	FAQ	Wrap-up & Call to action	
17:00	0		End training	

We are among the Top 10 Provider of Microsoft Dynamics Services



360° Microsoft D365 Relationship

- BizApps Inner Circle Member
- Dynamics Co-Development Partner
- Solutions Partner for Business Applications

Preferred Partner in Industry Cloud

- Retail & CPG Cloud
- Financial Services Cloud
- Sustainability Cloud

CoE Investments for Customers

- 45+ Microsoft certified solutions in the [AppSource Marketplace](#)

Awards: Partner of the Year

- Winner: 2022 MSFT BI & Analytics
- Winner: 2021 MSFT App Modernization
- Runner Up: 2021 MSFT AI, Cognitive

Global Capabilities

<p>\$3.0 B Microsoft Economy @ Wipro</p>	<p>Certified Associates</p>		
<p>1200+ Dynamics Application Consultants</p>	<p>CRM 640+</p>	<p>ERP 250+</p>	<p>Power Platform 1100+</p>
<p>100+ Active Dynamics Customers</p>	<p>60+ Countries serviced cross all industry segments</p>		

MS Dynamics Services & Offerings

Sales, Service, Marketing, CDP

FIN, SCM, MFG, Commerce, HR, Projects

Industry Clouds

Power Platform

Copilot, Cognitive AI, Insights

Azure, Microsoft 365, Security

Assessments, Consulting, Implementations, Transformations, Roll outs, Cloud Migrations, Managed Services & Operations

\$11.2 Bn

FY23 IT Services Revenue

\$1.3B

invested in creating an ecosystem to support digital transformation

\$250M

Venture fund bridges the gap between emerging startups and enterprise customers

1,441

Active global clients

65

Countries presence

256,921

Employee Count

148

Diverse Nationalities

85

NPS

100+

Technology Partnerships

6.4 on 7

CSAT

97

repeat business

Wipro Globally

Our Vision

“To earn our clients' trust & maximise value of their businesses by helping them in their journey to 're-invent' their Business & Operating models with our 'Digital*' first approach and best in class execution”



Thierry Delaporte
Chief Executive Officer, Wipro

* New ways of working (experimenting, continuous delivery), self-service, low-touch, cognitive, design & experience led.

Diversity

Markets
130+

Global Centers
70 +

“Transform to Net Zero”
Global alliance to accelerate the transition to a net zero

Promoting Equality

40%
female employees

75+% local employees
in markets outside India

Philanthropy

67%
of every Dollar earned

Wipro for a better world



Azim Premji Foundation



India's Best Employers Among Nation-Builders 2022

Member of
Dow Jones Sustainability Indices

Powered by the S&P Global CSA

13th successive year 2022

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Microsoft

Thank you.