



Do what matters

# Copilot Agents Discovery Workshop



## 2-DAY DISCOVERY WORKSHOP

# The future of GenAI and copilot: Drive value with AI-infused agent capabilities:

Step into the future of AI in our Agent Discovery Workshop. This two-day session will introduce you to the next evolution of copilots — cutting-edge, AI-infused agent capabilities that can autonomously execute tasks and transform 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.<sup>1</sup>

# 92%

of leaders agree that organizations need to shift to AI-first operating models in 12 months to stay competitive.<sup>2</sup>

<sup>1</sup> Microsoft: AI in Action, <sup>2</sup>Avanade AI Readiness Report

# How independent agents differ from Copilot?

Think of independent agents as the evolution from “AI that supports” to “AI that acts.” Copilots focus on sourcing, summarizing and generating information. Agent capabilities go further by adding automation, to take action on behalf of your people.

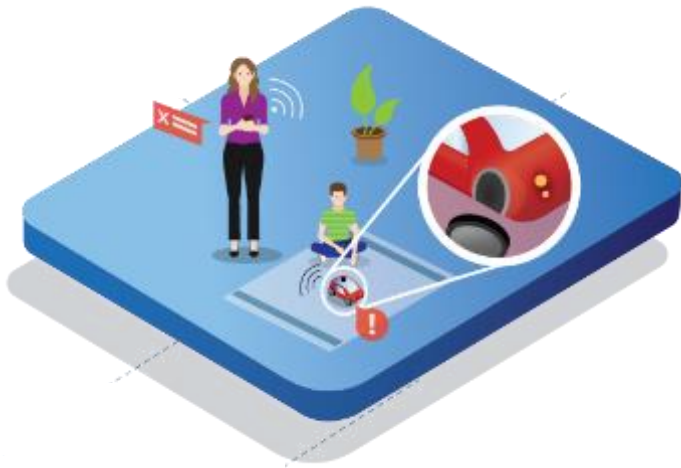
## CUSTOMER SERVICE EXAMPLE

### 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 + Agent capabilities

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



# Agent 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 agentic AI (1 hour 30 minutes)**  
Dive into the agent capabilities of AI, 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 independent agents into your operational processes.
- 3 Role of agentic AI in your DT strategy (1 hour)**  
Discuss how agent features 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 agent capabilities into your organization.

# Maximize business value with AI agent capabilities

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



Without agent capabilities	With agent capabilities
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



Start your  
journey with  
AI-led agent  
capabilities.

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  
independent 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.