

CONCEPT TO PRODUCTION WITH MICROSOFT COPILOT STUDIO IN 8 WEEKS

February 2024



AI-POWERED CUSTOM COPILOTS TO ENHANCE YOUR EMPLOYEE & CUSTOMER EXPERIENCE

- A **Copilot** is a **conversational assistant** that utilizes Natural Language Processing (NLP), Natural Language Understanding (NLU) and Generative AI features to assist and act as a 'copilot' to humans.
- **Microsoft Copilot Studio** offers tools for building and deploying custom Copilots, enhancing employee and customer experiences.
- Capgemini's "**Concept to Production with Microsoft Copilot Studio**" offering creates tailored Copilots including chatbots, voice assistants, multi-modal apps and Interactive Voice Response (IVR) Agent Assistants. We validate your business use case and technical architecture, and accelerate implementation to ensure its ready for deployment to production in ~8 weeks.





COPILOTS AND CONVERSATIONAL AI

Microsoft 365
Conversational Experiences
for M365

Copilot for
Microsoft 365



Biz Apps & Power Copilots
Conversational Experiences for
D365 and Power products

Sales Copilot

Service Copilot

Copilot for Power
Platform



Custom Copilots
Custom copilots and bots
for enterprises and third parties

Custom
Enterprise
Copilots



Microsoft Copilot Studio
Extend and customize 1st party copilots | Build custom Copilots

Bot
Framework
/ SDK

Bot Service
Channels

Azure AI
Studio

Azure
Cognitive
Services

Power
Platform
Connectors

AI Builder



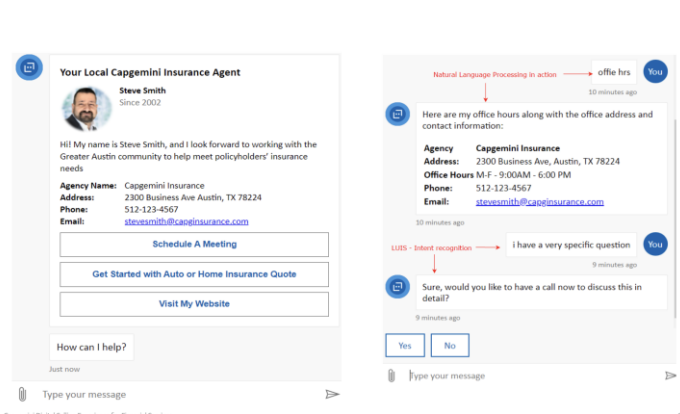
BUILD YOUR OWN COPILOT

CREATE DIFFERENTIATED EXPERIENCES AND PRODUCTIVITY TOOLS FOR CUSTOMERS AND EMPLOYEES

AI Augmented Customer Experiences

GENERATIVE COMMUNICATIONS

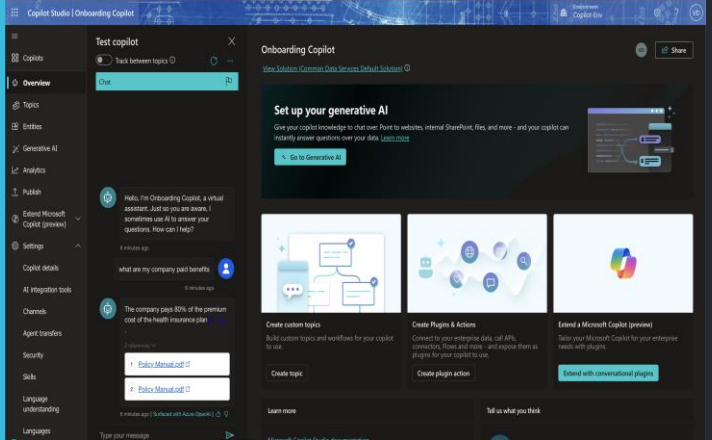
- Intelligent Service Desk
- Agent & Client Communications



AI Augmented Employee Experiences

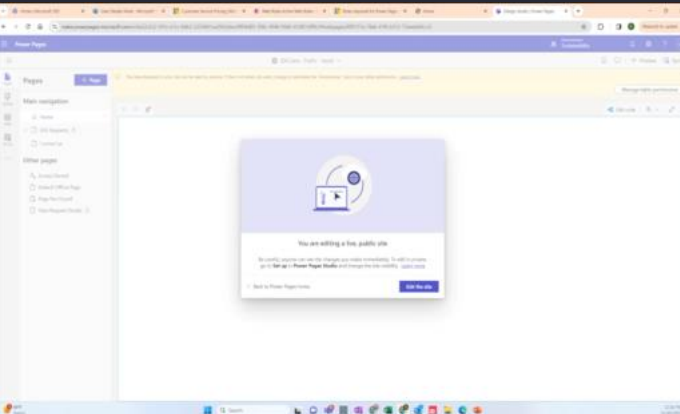
EMPLOYEE ASSISTANTS

- Employee Virtual Assistants
- Knowledge Discovery Bots



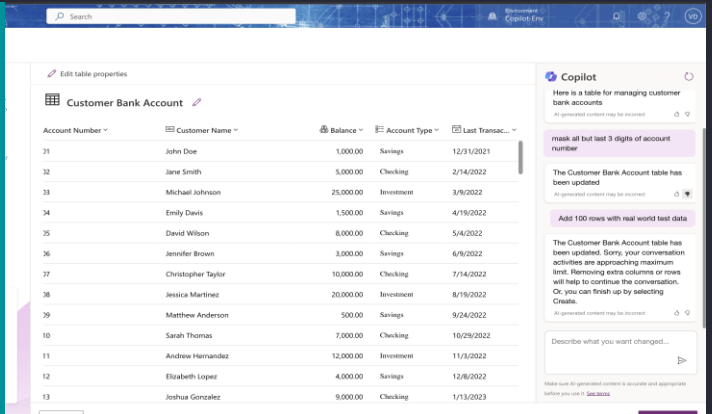
INTELLIGENT AUTHORIZING

- Intelligent Content Authoring
- Product Marketing

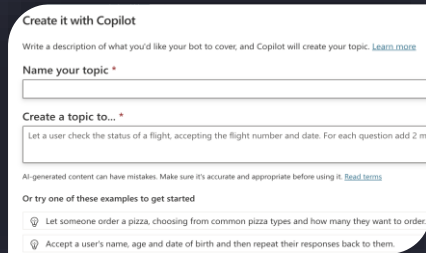


EMPLOYEE PRODUCTIVITY APPS

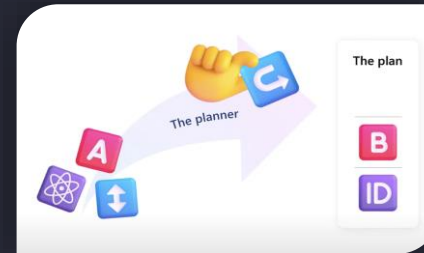
- Role-based Employee Productivity Smart Apps



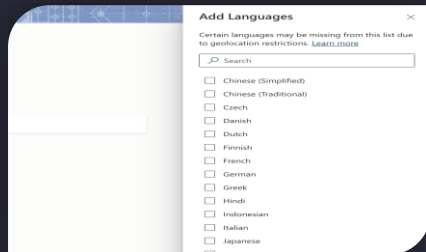
HOW MICROSOFT COPILOT STUDIO ENABLES NEXT GENERATION OF CONVERSATION EXPERIENCES



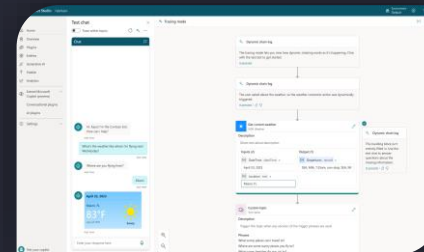
Intelligent Authoring



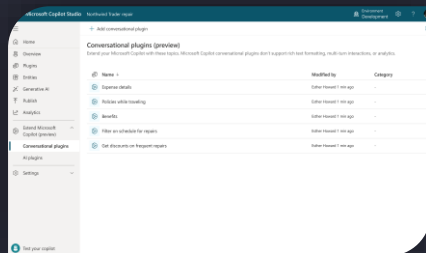
Manage Complex Intents



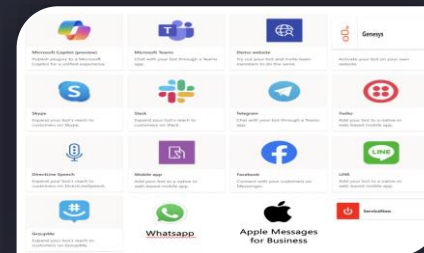
Multilingual Voice and Chat



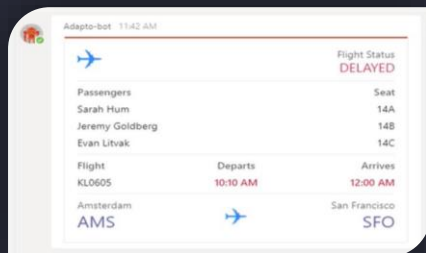
Generative Actions with your Enterprise Services



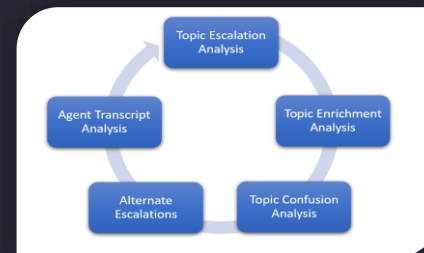
Conversational Plugins



Multi-Channel Publishing



Multi-Modal Experiences



Bot Optimization & Analytics



OUR COLLABORATIVE ENGAGEMENT MODEL

Week 8: Next Phase Planning

- Plan to publish your Copilot to production
- Plan for monitoring, reporting and managing your Copilot in production
- Plan for change management and driving adoption
- Identify enhancements, new intents and use cases for automation using Copilot

Week 7: Pilot Launch & Evaluate

- Launch your Copilot to a small group of users
- Collect user feedback on usability, effectiveness, and satisfaction
- Develop training material and documentation

Week 4-6: Build & Test

- Create Copilot that is tailored to your specific needs
- Integrate with API's, data sources & back-end systems
- Test & optimize your Copilot in a simulated environment validating the conversational flows have intuitive user experience and meet the business requirements

Week 1: Discovery

- Introduction to Microsoft Copilot Studio and its Generative AI capabilities
- Understand the pre-requisites, licenses and infrastructure needed for creating and using Microsoft Copilot Studio
- Brainstorm ideas, business scenarios, your employees & customers needs, use cases and desired outcomes of your Copilot

Week 2: Use Case Identification

- Prioritize business use case that will deliver most value
- Understand the various channels of engagement and user journeys
- Define and agree on the scope

Week 3: Design

- Define the conversational flow and user interactions
- Design Copilot personality and tone
- Define the KPI's to measure success
- Identify data sources and APIs required for Copilot



CAPGEMINI AND MICROSOFT, BETTER TOGETHER

THE PEOPLE



10,000+
Microsoft Cloud
Certified
Consultants



7,000+
Azure Certified
Architects



1,100+
O365/SharePoint
Consultants



750+
Power Platform
Consultants



750+
MS Dynamics
CRM specialists



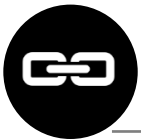
400+
Power BI
Consultants



OUR RECOGNITION

Microsoft Awards

- 2023 Microsoft Partner of the Year Financial Services Industry, US
- 2023 Microsoft Partner of the Year GSI Growth Champion (Global)
- 2023 Microsoft Partner of the Year GSI, Western Europe
- 2023 Microsoft Partner of the Year SAP on Azure (Global)
- 2023 Microsoft Partner of the Year Sweden, Capgemini and Sogeti
- 2023 Microsoft Partner of the Year Security, France
- Microsoft Advanced Specialization for Low Code App Development
- 2022 Microsoft Partner of the Year Power Apps, Sogeti
- 2022 Microsoft Partner of the Year Germany, Capgemini



OUR DIFFERENTIATORS

In Microsoft Business Applications

- Microsoft Power Automate Process Mining 100 Partner
- A 'Leader' in Everest Group Microsoft Dynamics 365 Services PEAK Matrix Assessment 2023
- Microsoft Business Applications 2023/2024 Inner Circle award for the 5th consecutive year
- Microsoft Cloud for Financial Services Service Partner
- Dedicated Global Microsoft Cloud CoE
- Microsoft Financial Services IPS (Industry Priority Scenarios) aligned solutions and accelerators

THOUGHT LEADERSHIP

In Financial Services & Microsoft



Techno Vision 2024



Wealth management Top trends 2024



Payments Top Trends 2024



Retail Banking Top Trends 2024



Insurance Top Trends 2024



Property and casualty insurance Top Trends 2024



Life Insurance Top Trends 2024



World Wealth Report 2023



World Property and Casualty Insurance Report 2023

OUR CREDENTIALS

across Microsoft Platforms



Business Applications



Digital & App Innovation
Azure



Modern Work



Data & AI
Azure



Security



Microsoft Cloud



Infrastructure
Azure



Preferred

Content AI



About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of over 360,000 team members more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2022 global revenues of €22 billion.

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