Tomorrow's Trends

EMPOWERING PROJECT MANAGERS WITH MICROSOFT POWER PLATFORM AND COPILOT

May 5, 2025

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EMPOWERING PROJECT MANAGERS WITH MICROSOFT POWER PLATFORM AND COPILOT

PMI New Jersey Symposium 2025

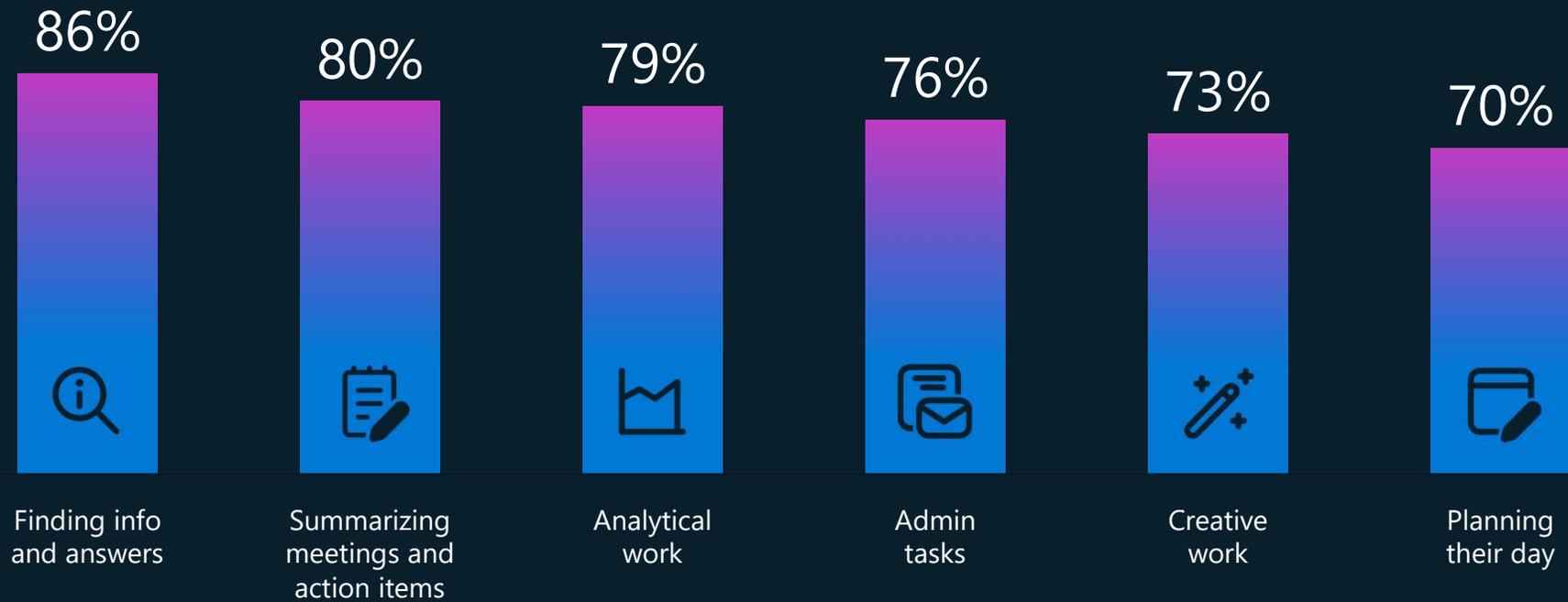**RAFSAN HUSEYNOV**

Speaker

May 5, 2025

About Me

I'm a Solutions Lead with over 14 years of client-facing experience across multiple industries. I've been leading enterprise-grade digital transformation initiatives, particularly through the use of SAP LeanIX, and Microsoft Business Applications, including Power Platform, Copilot, and Microsoft 365.

I believe that citizen developers can play a crucial role in digital transformation. With tech skills, modern tools at their disposal, and with proper governance, business users can streamline manual processes, break silos, and drive innovation.

Agenda

1. AI Trends
2. How AI can streamline project management
3. What are AI Agents?
4. What is Copilot Studio?
5. Demo

What employees want from AI

86% Finding info and answers

80% Summarizing meetings and action items

79% Analytical work

76% Admin tasks

73% Creative work

70% Planning their day

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AI and work management Boosting Speed and Savings

20%[1]
Cost saving

30%[2]
Time reduction

AI can reduce project duration by up to 30% with an average cost saving of 20%.

AI can reduce task completion time by 30% or more.

1 – The Impact of Artificial Intelligence on Project Management
2- 3 areas where gen AI improves productivity

Source: Microsoft

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Autonomous agents

Handle variability and complexity at infinite scale

Autonomous

Independently begins work based
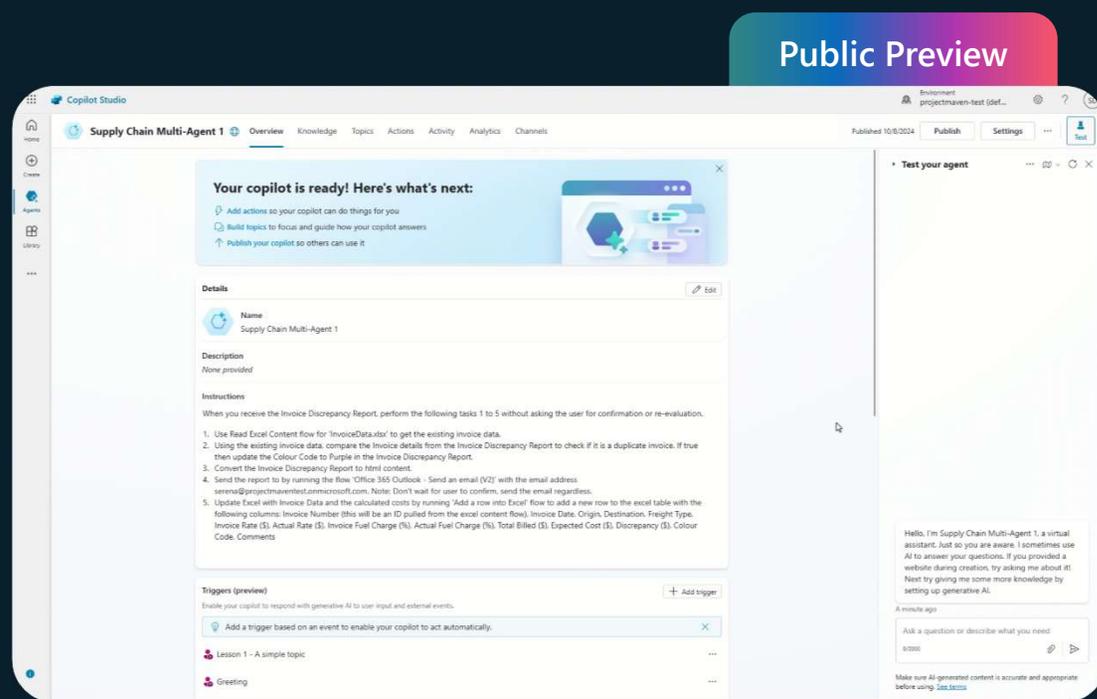on autonomous triggers

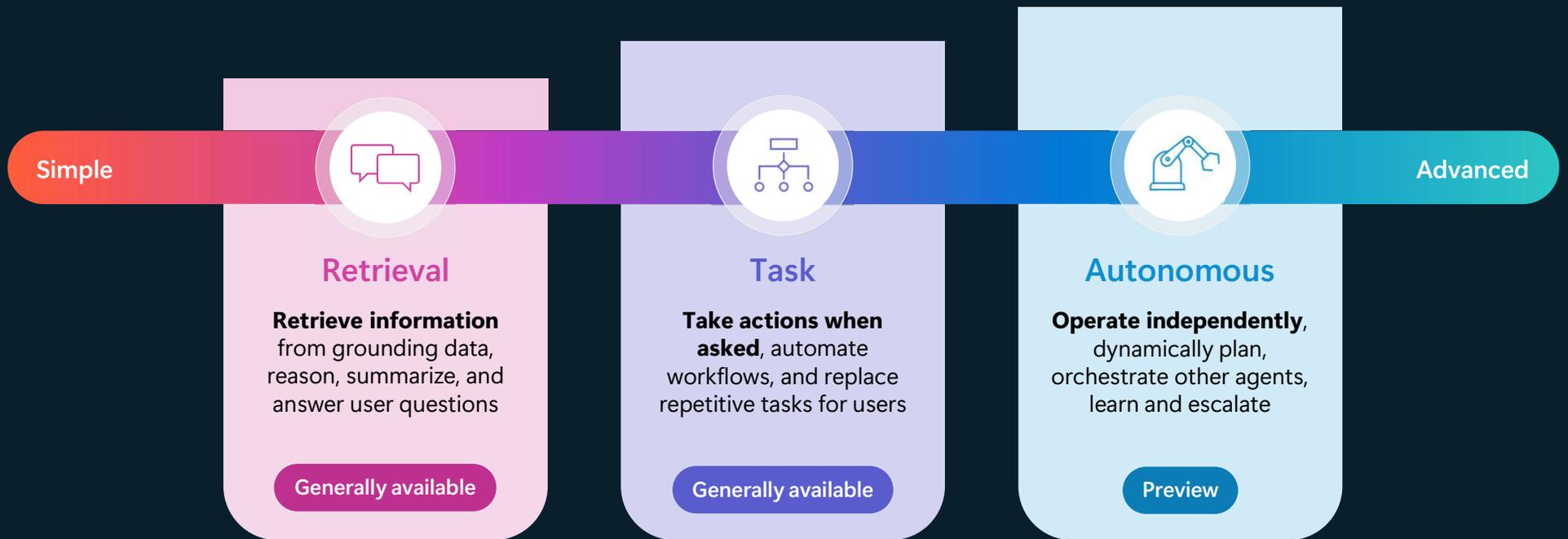Automates long running processes

Dynamically reasons over its capabilities

Learns and improves

Follows human guard rails and asks for help

Orchestrate other agents

Public Preview

Source: Microsoft

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A spectrum of agents

Simple ——————————————————————————————————— **Advanced**

Retrieval
Retrieve information from grounding data, reason, summarize, and answer user questions

Generally available

Task
Take actions when asked, automate workflows, and replace repetitive tasks for users

Generally available

Autonomous
Operate independently, dynamically plan, orchestrate other agents, learn and escalate

Preview

Agents vary in levels of complexity and capabilities depending on your need

Agents
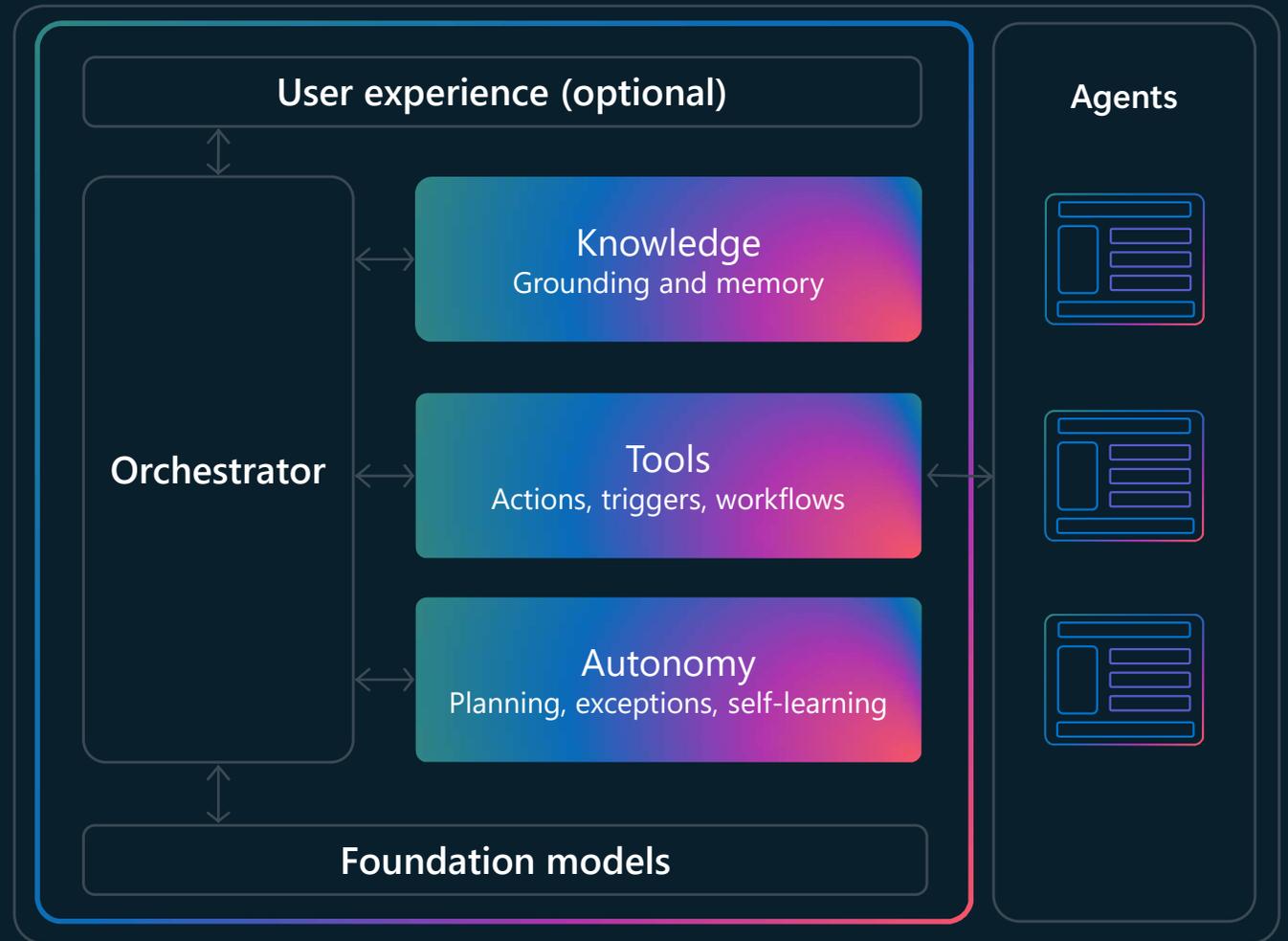
Build your own - or extend the Microsoft ecosystem of Copilots

Build Your Own

Enterprise custom agents

Extend 1st party MS Copilots

Microsoft 365 Copilot

Biz Apps & Power Platform Copiliots

Copilot for Sales   Copilot for Service   Power Platform

Other Microsoft Copilots

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

Bot Framework / SDK

Bot Service Channels

Azure AI Studio

Azure Cognitive Services

Power Platform Connectors

AI Builder
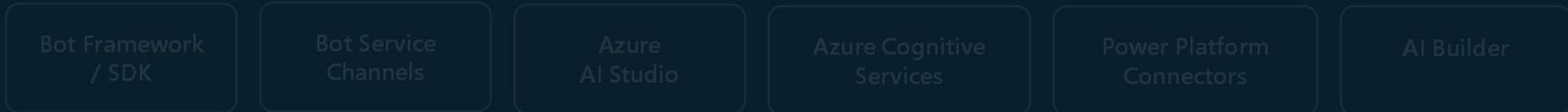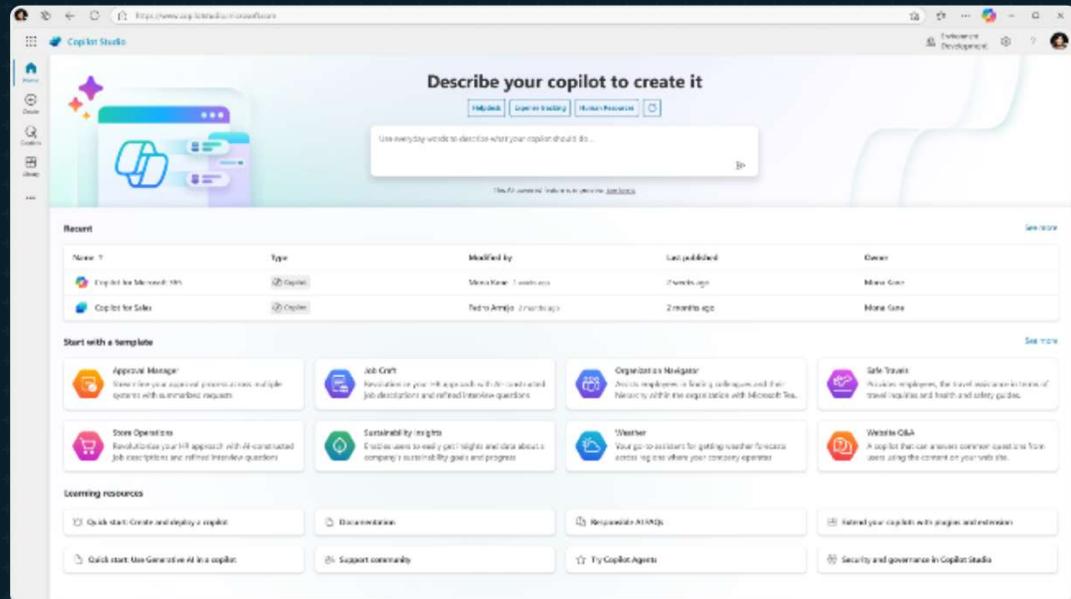
Microsoft Copilot Studio

Your copilot, your way

Copilot Studio is an end-to-end conversational AI product for **building your own copilots** or **extending Microsoft Copilot** with generative AI, large language models and **your data**.

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Demo

Build Project Intake Agent

How to get started

1 **Start with a Key Business Problem**
Pinpoint the main business process to ensure your agent addresses a real need.

2 **Prove Value Early**
Demonstrate the value of your project through prototypes for early success.

3 **Iterate and Learn**
Continuously refine your agent based on interactions and analytics.

Scenarios	Business to employee	Business to customer	Business to business
	Technical troubleshooting	Get instant FAQ answers	Self-service training
	Coordinate inventory	Update account information	Coordinate supply chains
	Submit / manage HR requests	Manage claims / requests	Onboard new suppliers
	Automate approvals	Generate leads	Submit invoices / payments

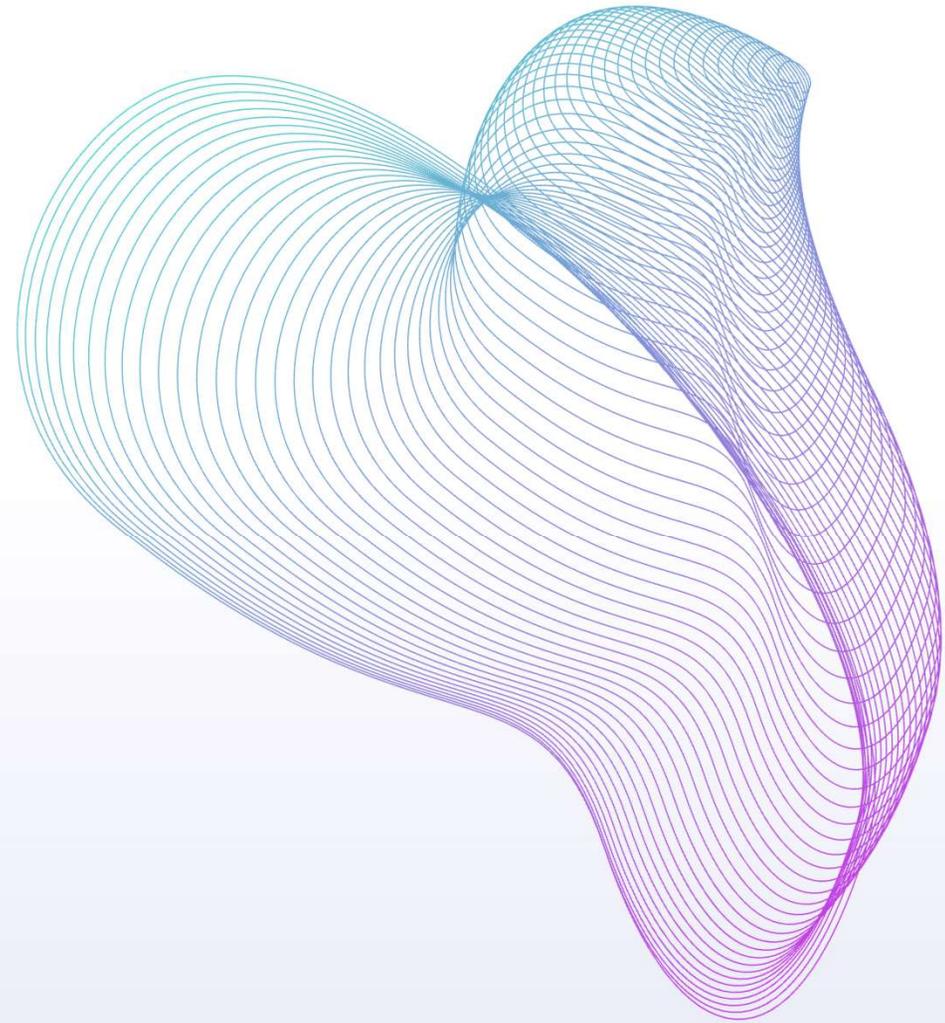Source: Microsoft May 5, 2025

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Thank you

Contact Me

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Resources

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Retrieval agent

Create agent instruction

Assist with onsite repair visits providing step-by-step instructions based on product information.

1) Trigger	2) Prompt	3) Plan	4) Outcome
The agent automatically reacts to triggers	**The agent follows your prompt**	**The agent completes the ask using your data and knowledge**	**The agent generates a response**
When a request comes from Copilot	I received an error code E-1023 on one of the chargers. Can you help me find the right documentation and provide a step-by-step guide to solve the issue?	Product Information	**Agent** — Check out step-by-step step guide for the error code you shared

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Task agent

Create agent instruction

An agent to assist the team with the product information by utilizing SharePoint files and providing support for ordering products

1) Trigger	2) Prompt	3) Plan	4) Outcome

The agent automatically reacts to triggers

When a request comes from Microsoft Teams

The agent follows your prompt

"I have an issue with the insulation on the cables. What could be causing this?"

"Place an order for 200 units of the part you recommended"

The agent completes the ask using your data and knowledge

Product Information

Supply chain

The agent generates a response

Agent

No problem. I will place an order for 200 units of the DX100.

Source: Microsoft
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Autonomous agent

Autonomous

Create agent instruction

Help customers with product questions, refunds and replacements on products from Pets at Home.

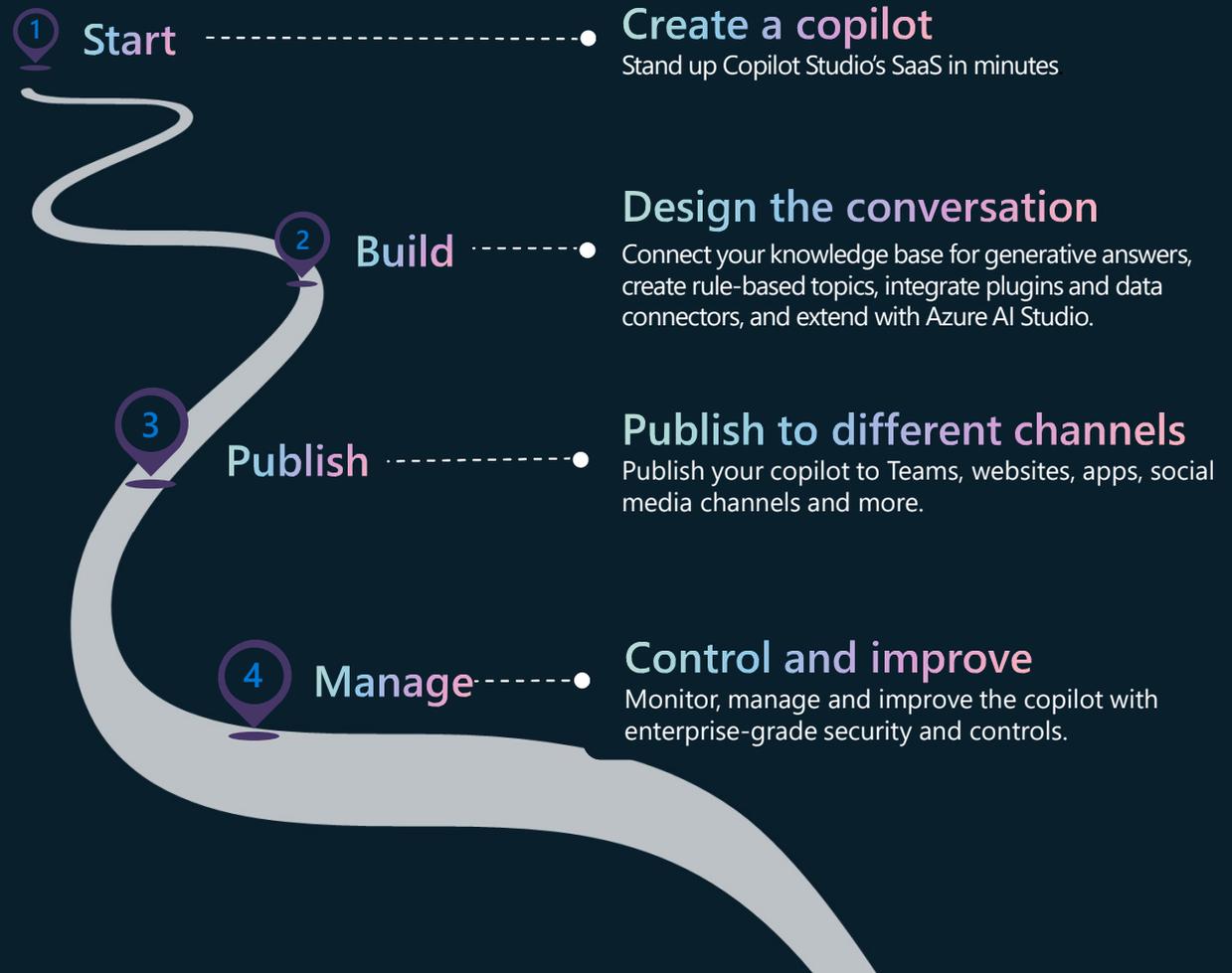| 1) Trigger	2) Prompt	3) Plan	4) Outcome
The agent automatically reacts to triggers	The agent follows your prompt	The agent completes the ask using your data and knowledge	The agent generates a response
When a new email arrives in Office 365 Outlook	I recently purchased a product from your company, but unfortunately, it arrived broken. I would like to request a replacement. Could you please assist me with this?	Refunds, replacements Pets at home website Send an email Analyze image Message in Copilot	**Agent** Hi there! The Refund agent needs your approval on a replacement request over £200:

How to build a custom copilot

Start 1 ··· **Create a copilot**
Stand up Copilot Studio's SaaS in minutes

Build 2 ········ **Design the conversation**
Connect your knowledge base for generative answers, create rule-based topics, integrate plugins and data connectors, and extend with Azure AI Studio.

Publish 3 ········ **Publish to different channels**
Publish your copilot to Teams, websites, apps, social media channels and more.

Manage 4 ···· **Control and improve**
Monitor, manage and improve the copilot with enterprise-grade security and controls.

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Create, manage, publish and extend Copilots
Live in minutes - all from one tool
and E2E SaaS service

Integrate with AI Services
Integrate with Azure AI Studio,
Azure Cog Services, Bot
Framework and various other
Microsoft conversational services

Build & Publish

Chat over knowledge with Gen AI
Get enterprise specific answers
over your files, websites, internal
shares, Dataverse, third party
systems and more

Monitor and Improve
with rich out-of-the-box
insights and analytics

Copilot Studio

Create specific topics
Supplement generative
responses with specific, curated
topics where you want tight
control. Build them easily with
the powerful graphical studio

Publish to multiple channels,
and go live instantly on the SaaS
service or choose to extend
Copilot for Microsoft 365 with
your custom capabilities

Analyze & Improve

Build actions & Plugins
Create actions, plugins, use
1000s of pre-built connectors
or Power Automate to call
your backends and APIs

Source: Microsoft

Resources

SCAN ME

Copilot Studio trial	aka.ms/**TryCopilotStudio**
Copilot Studio website	aka.ms/**CopilotStudio**
Official Blog	aka.ms/**CopilotStudioBlog**
Copilot Studio Demo	aka.ms/**CopilotStudioDemo**
Product documentation	aka.ms/**CopilotStudioDocs**
Product guidance	aka.ms/**CopilotStudioGuidance**
Implementation guide	aka.ms/**CopilotStudioImplementationGuide**
Community	aka.ms/**CopilotStudioCommunity**