

Copilot Discovery Conversational AI Workshop

3 - Week Engagement

CONTACT US today to get started!

With Copilot Studio, You Can:

- Arm your teams with the ability to easily create intelligent Copilot bots without training, AI expertise, or developers
- Reduce operational costs by automating repetitive tasks and freeing resources to focus on more complex requests and higher value interactions
- Enable 24/7 customer self-service options that improve satisfaction and loyalty
- Monitor and continuously improve bot performance and accuracy over time with data-driven insights and self-learning AI and natural language processing
- Deploy across channels and languages while scaling securely through central administration and governance

Internal Hitachi Solutions and Microsoft Audience ONLY

The Offer

Employee and customer expectations have accelerated today's pace of business. To keep up, you need to automate repeated tasks for your team and provide **easy self-service** for customers. Copilot bots have become increasingly popular as the go-to answer for meeting these growing demands. Microsoft Copilot Studio allows you to build sophisticated, AI-powered custom copilot bots for a range of requests — from providing simple answers to common questions to resolving issues requiring complex conversations. And, these copilots can be created quickly and easily, without the need for data scientists or developers!

During this engagement, you will learn how to design and create a custom copilot bot to help your team answer questions, find information quickly, or automate common business processes inside and outside of your organization. Our Rapid Solution Delivery (RSD) Power Platform experts will help prioritize, define the initial topics, and configure conversational flows. In addition, we will help you plan for refinement and deployment of your copilot bot.

Agenda

- Chatbot discovery workshop
- Design and configuration of up to 4 chatbot topics
- Question answering leveraging built-in Generative AI
- Configuration of up to 3 Power Automate Flows
- Planning for deployment options
- Training and Knowledge Transfer

Prerequisites

- Identification of scenario for pilot chatbot (helpdesk, HR, time off requests)
- Access to a trial and/or Licenses to Author Copilot Studio bots
- Client team members identified and available

Outcomes

- Pilot copilot bot
- Strategy for refining and enhancing the chatbot
- Identification of other use cases for Power Platform