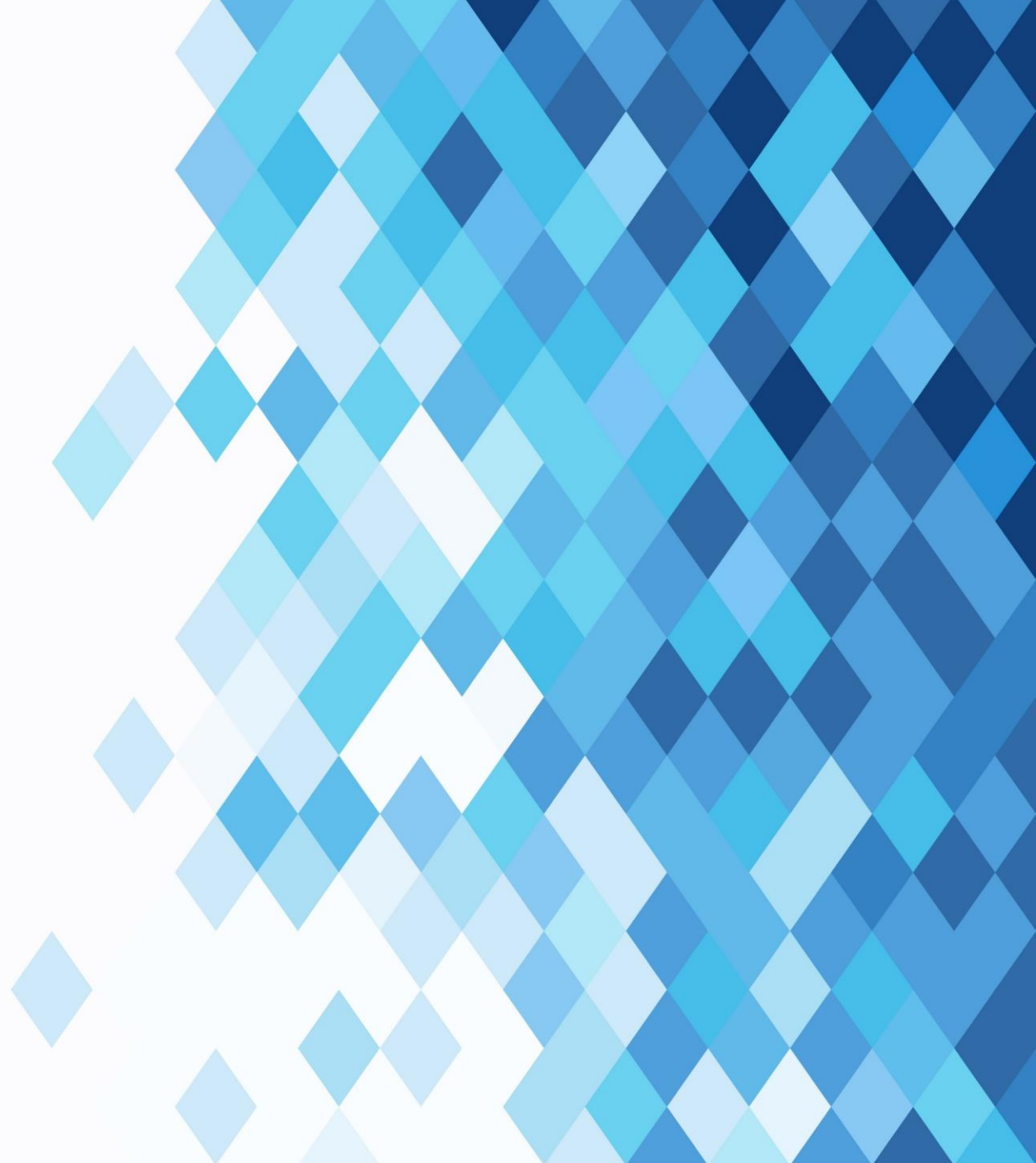




CompQsoft Digital Webinar & Workshop Series

Copilot Studio: Wednesday April 29th @ 9:00 CST

Power Platform: Thursday, April 30th @ 9:00 CST



Virtual Event

Copilot Studio and Power Platform App in a Day Workshop



April 29th & 30th | 9AM to 2PM CST



**Sergio
Plascencia**

Sr. Cloud
Solution
Architect

Microsoft



**Tad
Thompson**

Cloud
Solution
Architect

Microsoft



**Jon
Rastia**

CTO & SVP
- Strategy

**CompQsoft
Digital**



**Andrew
Jeffers**

CTO & SVP
- Strategy

**CompQsoft
Digital**

About CQD



Reimagine the customer experience through Microsoft Services

Global **Microsoft high-performance** digital transformation partner

Deliver a proven, predictable, **scalable solutions**

Follow-the-sun delivery model for project success

Microsoft
Global Digital Partner

Why CompQsoft Digital

500 + Innovators	25 + Years Experience	200+ Customers	Commercial & Federal	Microsoft Experience	Global Delivery Model
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Industries & Horizontals

Financial Services	Healthcare Pharma	Manufacturing Wholesale Distribution	Retail CPG	Oil & Gas Energy	Professional Services Customer Experience
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Workshops & Accelerators

1.3B AI agents projected to be automating workflows by 2028

46% Of organizations report they are using AI & Agents to fully automate workflows or processes

85% Of enterprises will have deployed AI agents in at least one business function

70% Of Fortune 500 companies had adopted Microsoft's AI Copilot, a prime example of Agentic AI integrated into everyday workflows

Power Platform + Copilot + Agent Workshop

Microsoft Power Platform and Microsoft Copilot Studio represent the world's leading low-code development and agentic platform—an integrated environment where apps and intelligent agents work in concert to drive automation, dynamic user experiences, and enterprise-scale innovation.

CX, Customer Service & Contact Center Workshop Approach

Key Benefits

- Reduce application development cycles by up to 70% using low-code tooling.
- Scale AI Adoption with Enterprise-Grade Agility
- Maximize ROI with Intelligent Automation
- Govern at Scale with Centralized Oversight

Priority

- AI-enabled automation
- Seamless omnichannel support
- Personalization & proactive CX
- Cloud migration & platform agility
- Security & responsible AI
- Workforce experience
- Customer-centric KPIs

Certifications

Microsoft Solutions Partner

83 Microsoft Certifications



AI – Copilot, Azure AI, Autonomous Agents

- AI Readiness Assessment
- AI Roadmap & Delivery
- AI Data Security
- AI Modern Data Estate
- Autonomous Agents Workshop
- AI User Adoption COE



AI Business Solutions – D365, Power Platform

- Microsoft Dynamics 365 CRM & ERP
- Process Optimization, Journeys, Process Workshops & Assessments
- Enterprise & Solution Architecture, Functional & Technical
- RPA Automation (Power Automate Desktop)
- Change Management, Training, Quality Assurance



Modern Data – Fabric, Databricks, Purview, PBI

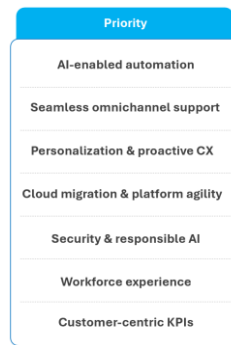
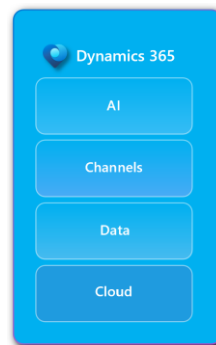
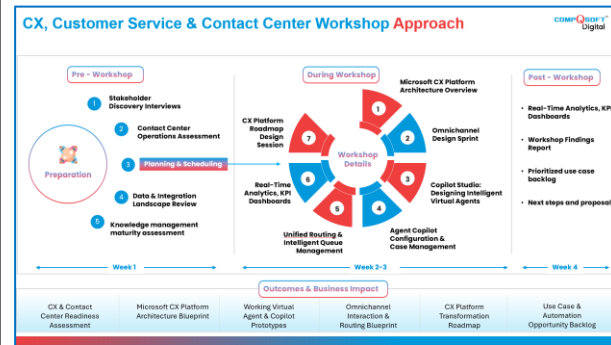
- Data Migration
- Data Estate Modernization
- Advanced Analytics
- Data Quality and Governance
- Business Intelligence & Reporting



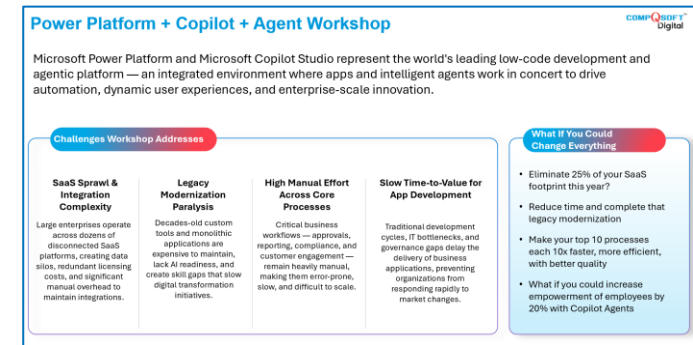
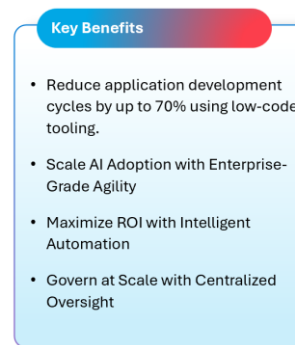
Our CQD GTM's Workshops

Workshops are designed to leverage Microsoft funding for delivery, in addition to small programs that can accelerate MSA's and SOWs in the 4th quarter.

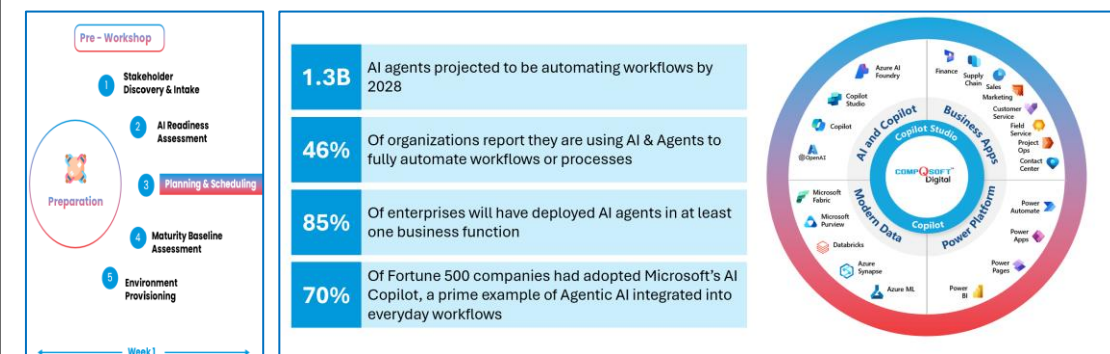
CX, Customer Service, CCaaS Workshop



Copilot, Agents, Power Platform Workshops



Azure Foundry, Copilot Workshop



Data Modernization, AI Readiness Workshop



Copilot Studio Workshop

Wednesday, April 29th 9:00am – 2:00pm



The future of business is intelligent, conversational, and fast. Organizations that embrace AI-powered agent experiences today will be the ones setting the pace tomorrow.

We are pleased to invite you to our Copilot Studio in a Day Workshop, an intensive, hands-on session designed to equip both business experts and IT developers with the skills to build and deploy modern agent experiences in a single day.

In a world where customers and employees expect instant, accurate responses at any hour, Microsoft Copilot Studio empowers your teams to meet that demand at scale, without the complexity of traditional development.

Workshop Agenda

Copilot Overview (30 M / 9:00am – 9:30am)

Greg, Jon, Tad

- Product & capabilities overview
- Innovation Roadmap
- How companies have deployed

Hands-On Copilot Workshop (3 Hrs. / 9:30am – 12:30pm)

Jon, Tad

- Setup Environments & Configurations
- Navigation Best Practices
- My Agent Buildout

Application Management (45 M / 12:30pm – 1:15pm)

Sergio

- COE, Governance Best Practices
- ALM, Pipelines, Managed Environments
- Harvesting, Reuse Apps

Defining The Use Case (45 M / 1:15pm – 2:00pm)

Andrew

- SMART Use Cases & Measurement
- Business & IT Alignment
- User Story Alignment

Power Platform Workshop

Thursday, April 30th 9:00am – 2:00pm



In today's fast-moving business environment, agility is everything. The leaders who win are those who can respond to change quickly, without waiting months for a software development cycle to catch up.

Our **exclusive Power Platform in a Day Workshop**, a hands-on experience designed for business leaders who want to take control of their processes, drive innovation, and deliver results faster than ever before.

Workshop Agenda

Power Platform Overview (30-Minutes / 9:00am – 9:30am)

- Product & capabilities overview
- Innovation Roadmap
- How companies have deployed

Hands-On Power Workshop (3 Hrs. / 9:30am – 12:30pm)

- Setup Environments & Configurations
- Navigation Best Practices
- My App Buildout

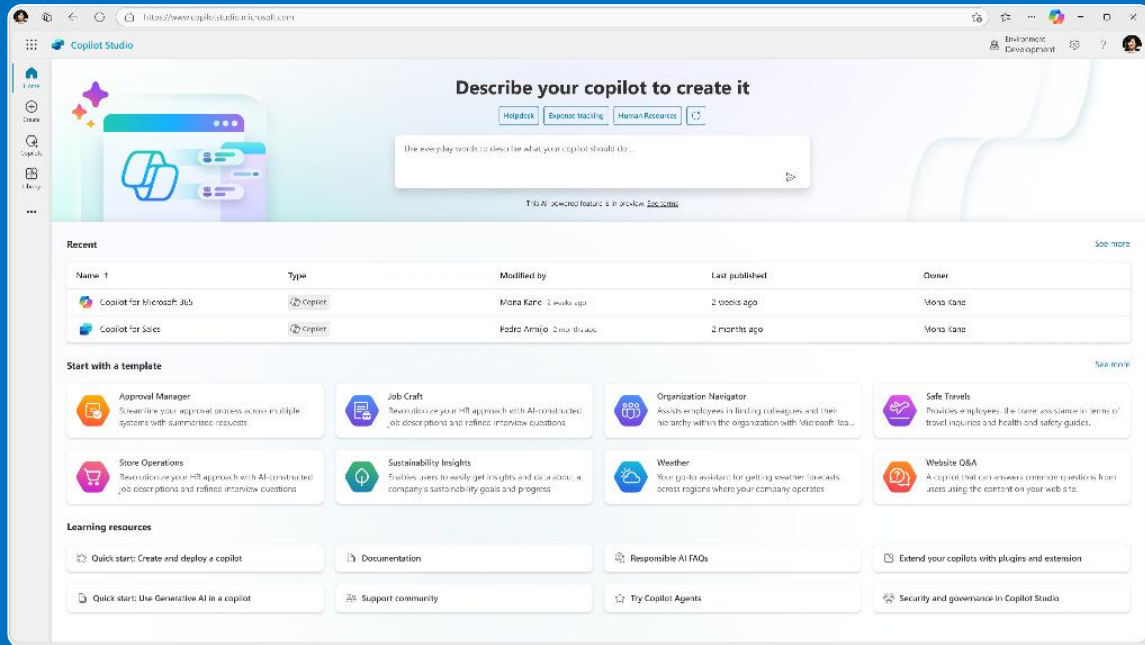
Application Management (45 M / 12:30pm – 1:15pm)

- COE, Governance Best Practices
- ALM, Pipelines, Managed Environments
- Harvesting, Reuse Apps

Defining The Use Case (45 M / 1:15pm – 2:00pm)

- SMART Use Cases & Measurement
- Business & IT Alignment
- User Story Alignment

Microsoft Copilot Studio Overview



Workshop Agenda

Copilot Overview (30-Minutes)

- Product & capabilities overview
- Innovation Roadmap
- How companies have deployed

Hands-On Copilot Workshop (3 Hrs.)

- Setup Environments & Configurations
- Navigation Best Practices
- My Agent Buildout

Application Management (45 Minutes)

- COE, Governance Best Practices
- ALM, Pipelines, Managed Environments
- Harvesting, Reuse Apps

Defining The Use Case (45 Minutes)

- SMART Use Cases & Measurement
- Business & IT Alignment
- User Story Alignment

The Frontier Firm

Frontier Firms are **human-led, agent-operated** organizations that:



Buy intelligence
like **electricity**



Put it to work like
an **employee**



Compound it
like **interest**

Journey to the Frontier Firm

Pattern 1

AI assistant



Every employee has an AI assistant that helps them work better and faster

Pattern 2

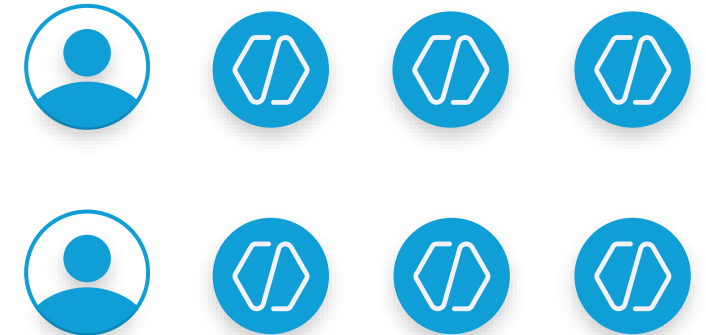
Human-led agent teams



Agents join teams as "digital colleagues," taking on specific tasks at human direction

Pattern 3

Human-led, agent-operated



Humans set direction and agents run entire business processes and workflows, checking in as needed

1

Intelligent Control

AI on your terms

2

Custom Functionality

Define agent behavior

3

Multimodal Experiences

Engage users everywhere

4

Secure Scalability

Remain in control

1

Intelligent Control

AI on your terms

Agents operate in dynamic environments, and without clear oversight and governance, they may become misaligned with business rules and compliance.



Ensure your agents follow your rules for logic and model use with smart, customizable AI controls.

2

Custom Functionality

Define agent behavior

Agents often face functionality limits due to siloed systems, requiring manual integration that slows development.



Create efficient, intelligent workflows by connecting your agent to your enterprise data, applications and tools – all in one place.

3

Multimodal Experiences

Engage users everywhere

Organizations often need to engage users across several different channels which can lead to increased development costs.



Build once and deploy across all your platforms with multimodal agents that deliver consistent, intuitive interactions.

4

Secure Scalability

Remain in control

Scaling agents across your business can lead to risks around governance, performance, and policy enforcement.



Ensure your agent operates within your organization's standards with centralized monitoring and management.

Intelligent Control

AI on your terms

Ensure your agents follow your rules for logic and model use with smart, customizable AI controls.

Maximize your agent's **performance** for every task and business goal.

Have **complete control** over critical scenarios like HR or legal questions.

Enable your agents to **independently think and complete tasks** for you.

Models

Orchestration

1

Custom functionality

Define agent behavior

Create efficient, intelligent workflows by connecting your agent to your enterprise data, applications and tools - all in one place.

Multiply capacity by connecting your agents so they can collaborate on tasks.

Unlock the full value of your **company's knowledge**, data and systems.

Free up time and resources by **automating business processes** at scale.

Knowledge

Tools

Agents

2

Multimodal experiences

Engage users everywhere

Build once and deploy across all your platforms with multimodal agents that deliver consistent, intuitive interactions.

Reach your audience across **multiple internal and external channels**.

Personalize Microsoft 365 Copilot with new skills and advanced capabilities.

Enhance your **line of business apps** with a modern conversational experience.

Channels

Voice

Hand-off

3

Secure scalability

Remain in control

Ensure your agent operates within your organization's standards with centralized monitoring and management.

Achieve **faster ROI** by continually improving your agent's performance.

Safeguard **customer trust** with enterprise-grade governance controls.

Reduce risks while empowering makers across your org to build their own agents.

Governance

Management

Reporting

4

Agent 365

Manage, secure and govern all your agents

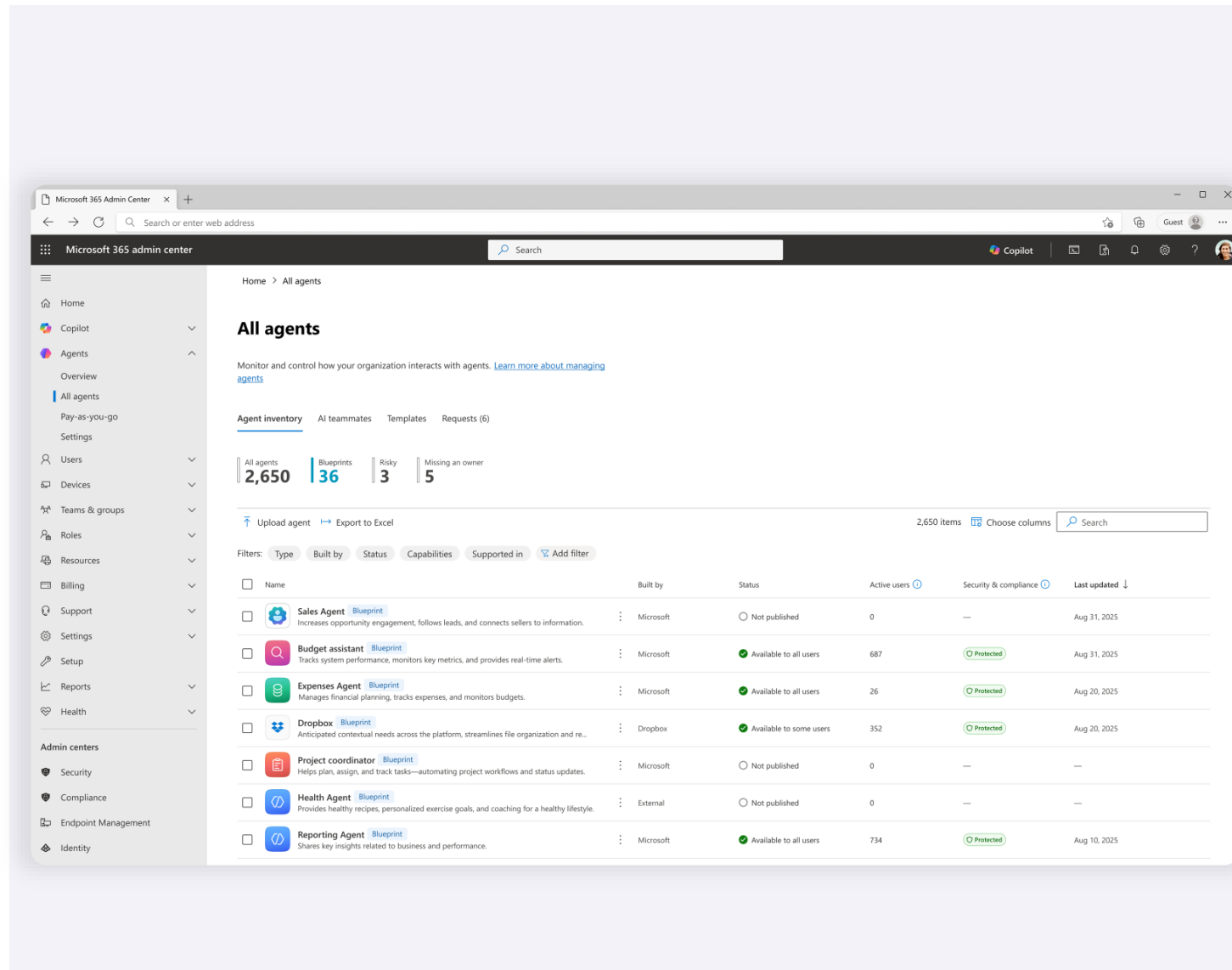
Observability: Manage agents through a unified inventory and apply shared system primitives for guardrails and role-based reporting.

Access control: Use context and risk-based access policies to prevent agent compromise, granting agents only the minimum access needed.

Data security: Safeguard sensitive data by preventing oversharing, leaks, and unsafe agent actions.

Threat protection: Protect agents by fixing vulnerabilities, detecting and responding to attacks, and blocking harmful traffic.

Productivity tools: Provide agents with identical apps and link them to Work IQ for better workflow integration and context.



Choose your own AI model

Access flexible model options across knowledge, tools and prompts

Managed models

Best-in-class models **curation** for specific scenarios

No change **management** for new model releases

No need for **management** of your own GPU infra

Ensure **responsible AI controls** apply by default

Default model¹

vNext model²

Scenario specific models^{3,4}

Fine-tuning service

Bring your own model

Enable **self-managed access** to custom models
from Foundry Model Catalog

1,800+ models from Foundry⁵

Models fine-tuned using Foundry

¹ Currently GPT 4o

² Currently GPT 4.5

³ like reasoning, CUA, code-gen etc

⁴ Currently o1 & o3-mini for reasoning

⁵ Launching in prompts and answers as preview

Instructions

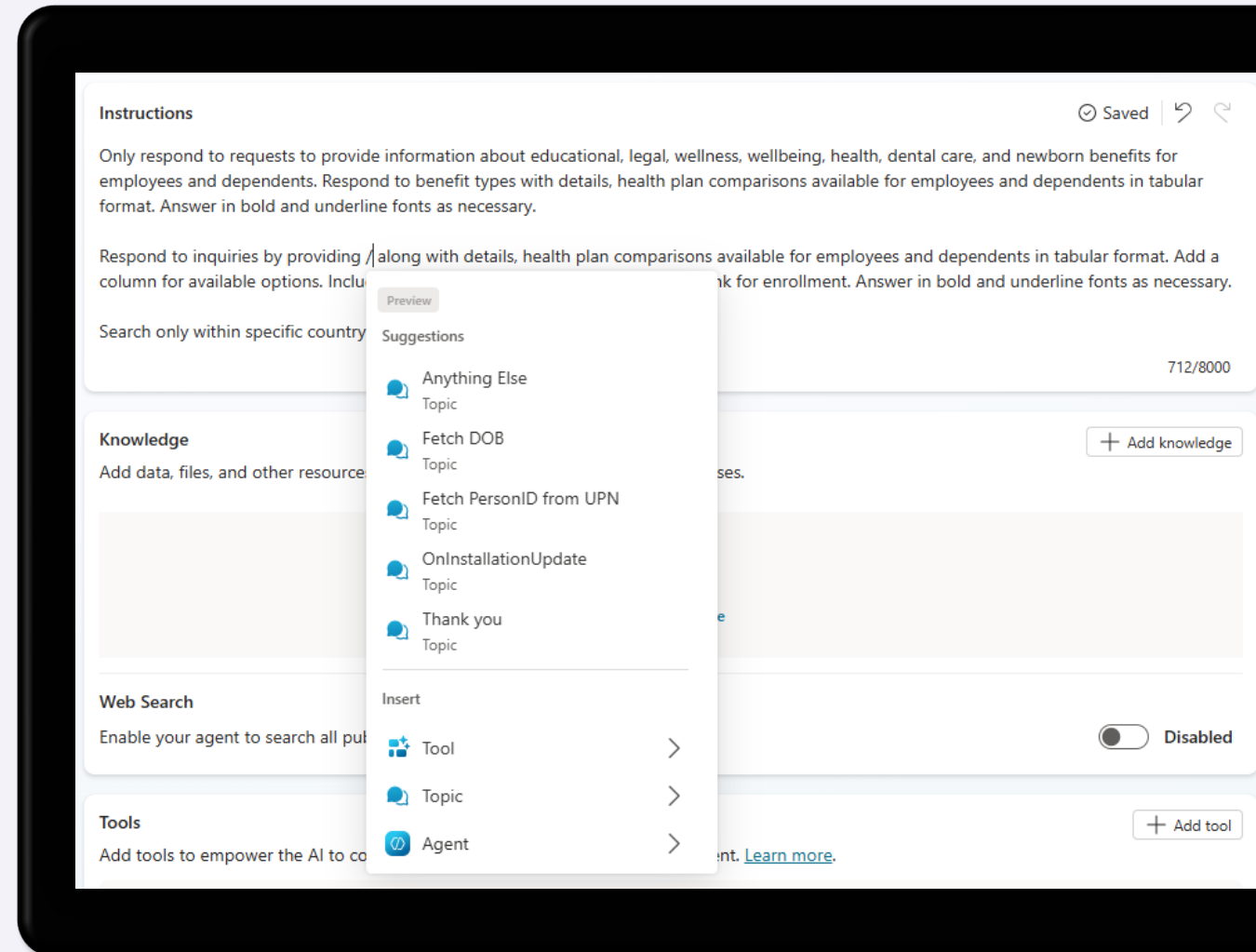
Define your agent's behavior using natural language

Tell your agent what to do, how to respond, and when to act using a simple conversational experience – no coding required.

Ensure your agent follows best practices and business rules every time.

Easily add reference to specific objects such as tools, topics, triggers, knowledge sources, variables or Power Fx expressions in line.

Enable deep reasoning by specifying which tasks the agent should spend more time thinking about.



Deep reasoning

Enable your agent to handle complex tasks and return more accurate responses

Makers can add deep reasoning to the agent workflow by specifying the need within the agent instructions.

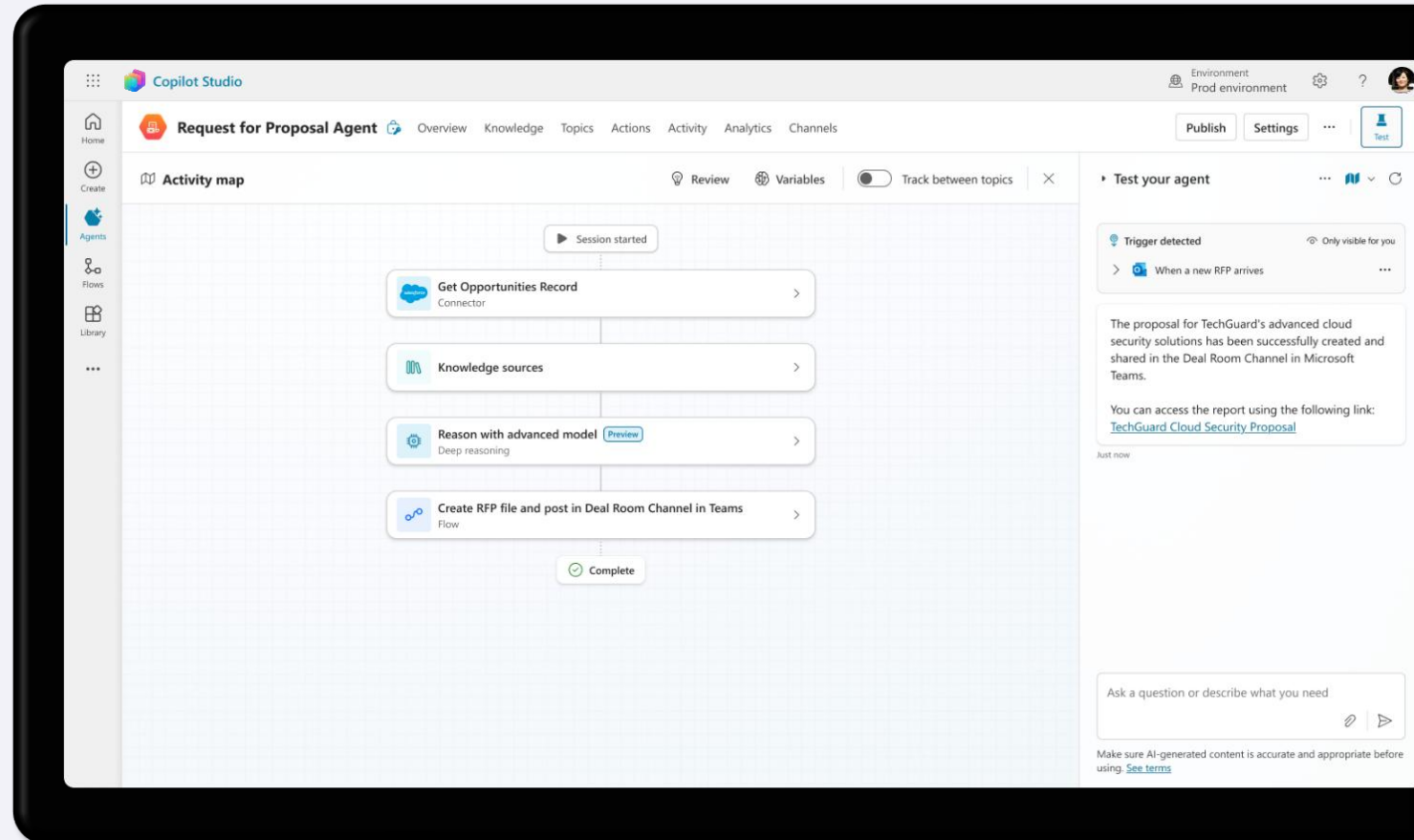
Agents use reasoning models like Azure OpenAI o3 model with enterprise data to complete complex tasks.

Agents can spend more time thinking before responding, leading to greater accuracy in solving tasks that require:

- Logical reasoning
- Problem-solving
- Step-by-step analysis
- Organizational context
- In-depth analysis of unstructured data

Example use cases

- | | |
|----------------------------------|------------------------------|
| Evaluate market trends | Review contracts |
| Analyze supply & demand patterns | Solve differential equations |



Unlock your enterprise knowledge

Enable your agent to use generative AI to answer user queries

Have multi-turn, context aware conversations using knowledge from multiple internal and external sources, including unstructured data

Connect an 'empty' agent to knowledge and deploy for an instantly useful agent that requires no further authoring

Enable the agent to also use its own general knowledge or search all public websites indexed by Bing

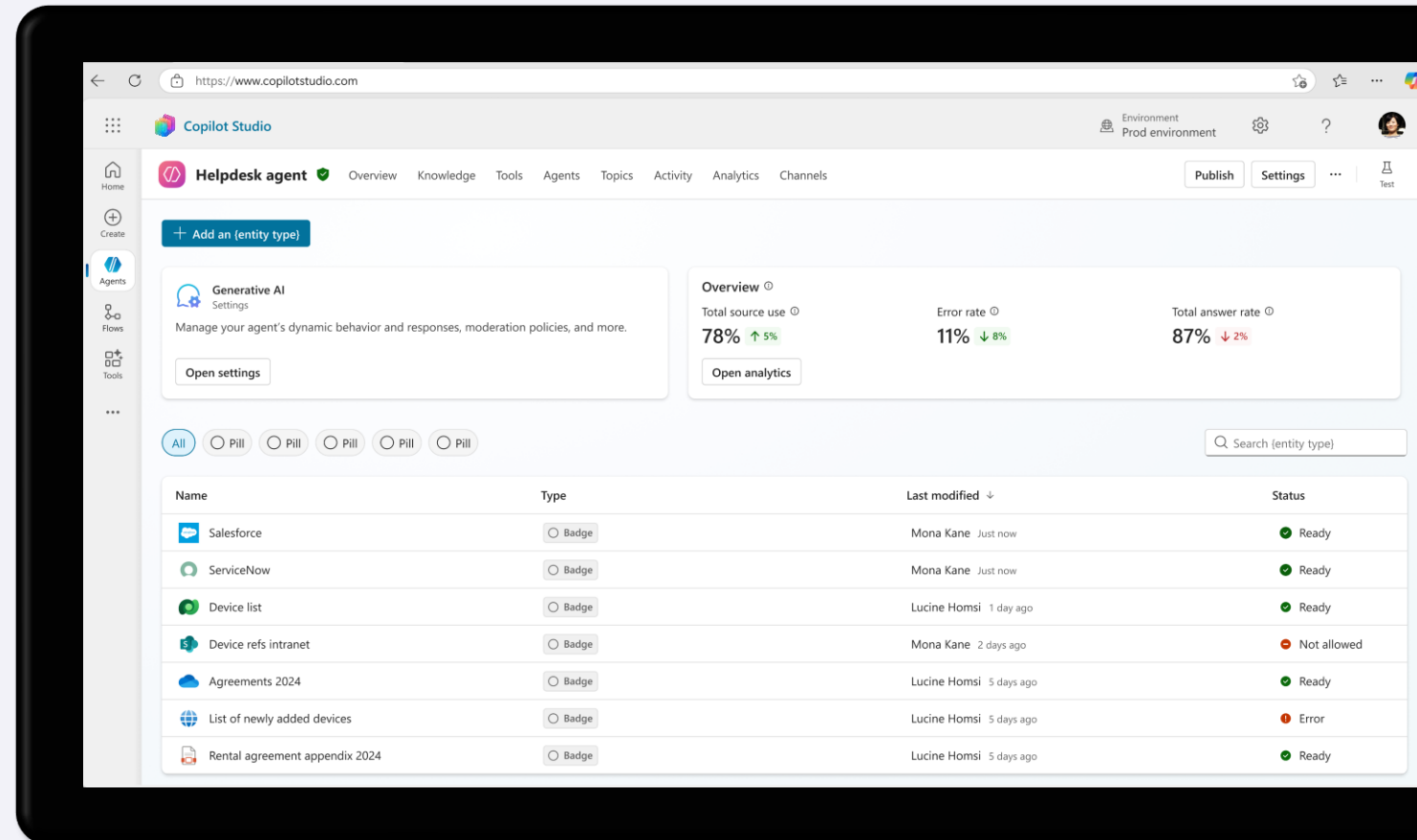
Analyze images and files uploaded by the end user within the conversation

Leverage semantic search to improve search results

Add user authentication so the agent only surfaces content that a specific user can access

Control the level of content moderation from low to high

Access actionable insights for response quality and questions that generative AI left unanswered



Agent flows

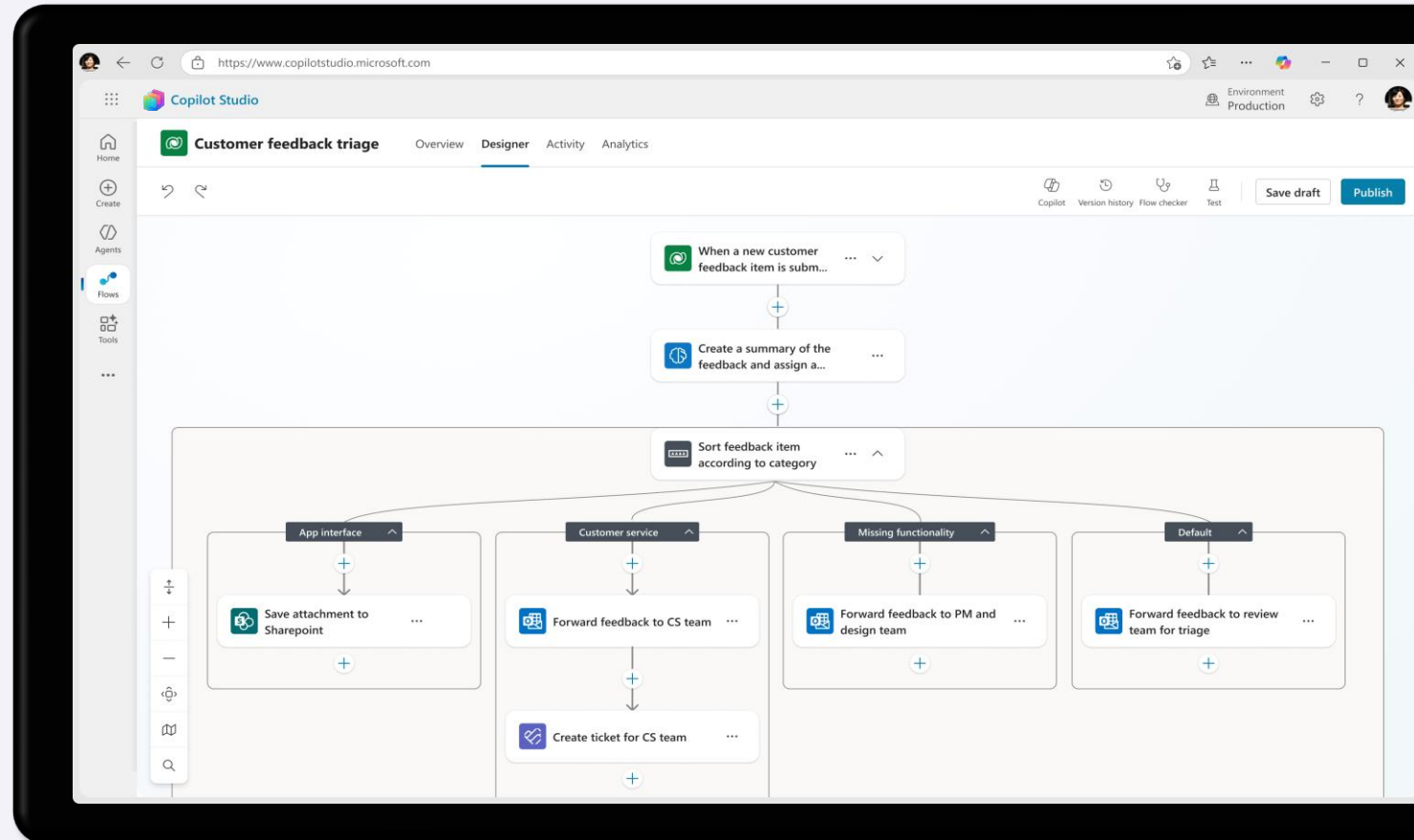
Accelerate your agents with fixed automation pathways

Enable your agents to accomplish objectives faster by equipping them with fixed automation pathways that don't rely on agent reasoning and orchestration at every step

Agent flows execute repetitive tasks quickly by precisely following a predefined sequence of agent flow actions

Enhance agent flows with targeted use of intelligent actions for processing information, making decisions, simplifying complex steps, and more

Leverage advanced new features such as multi-stage and conditional approvals to manage complex approval workflows that align with your real business processes

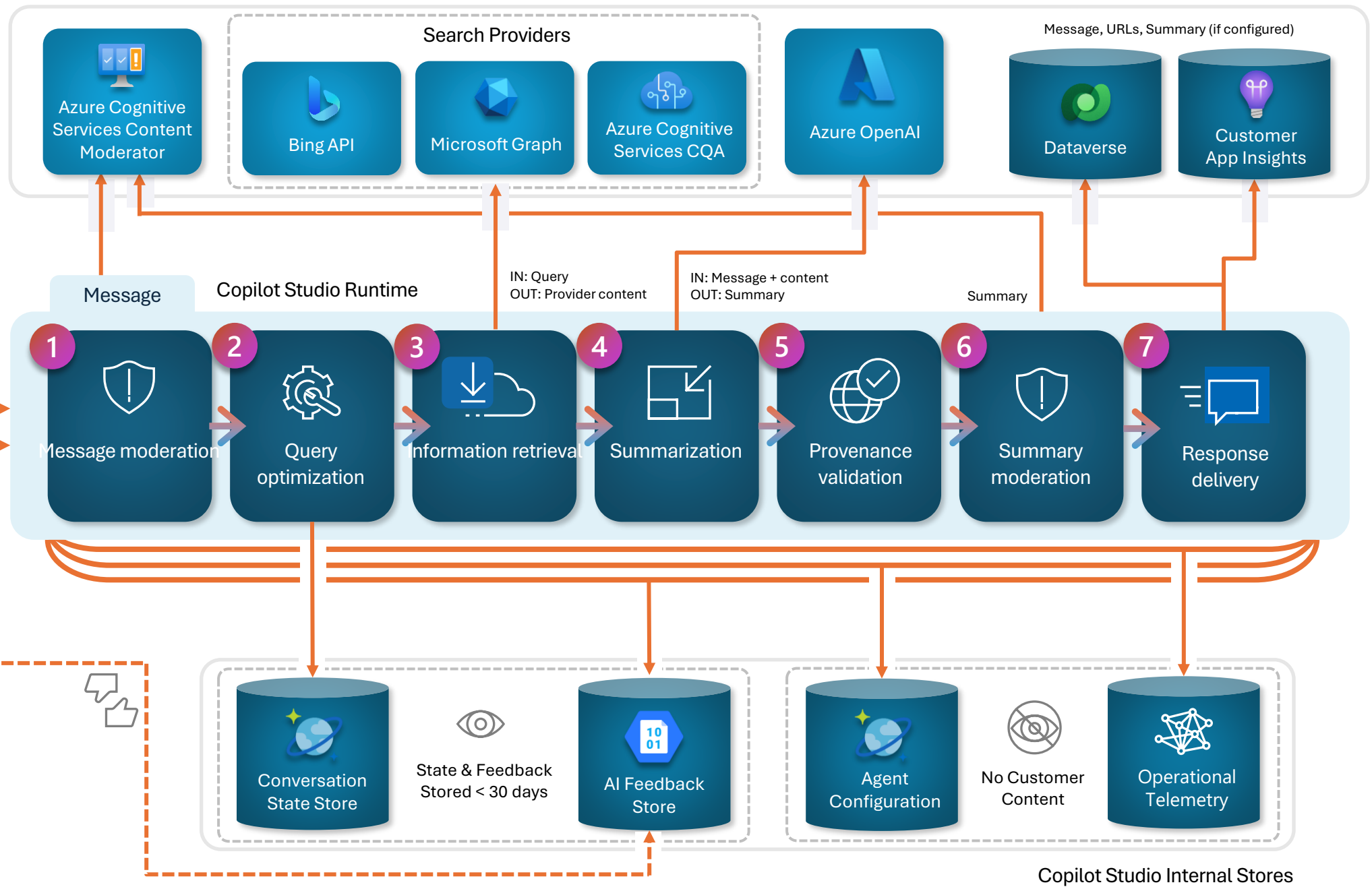


Generative answers architecture

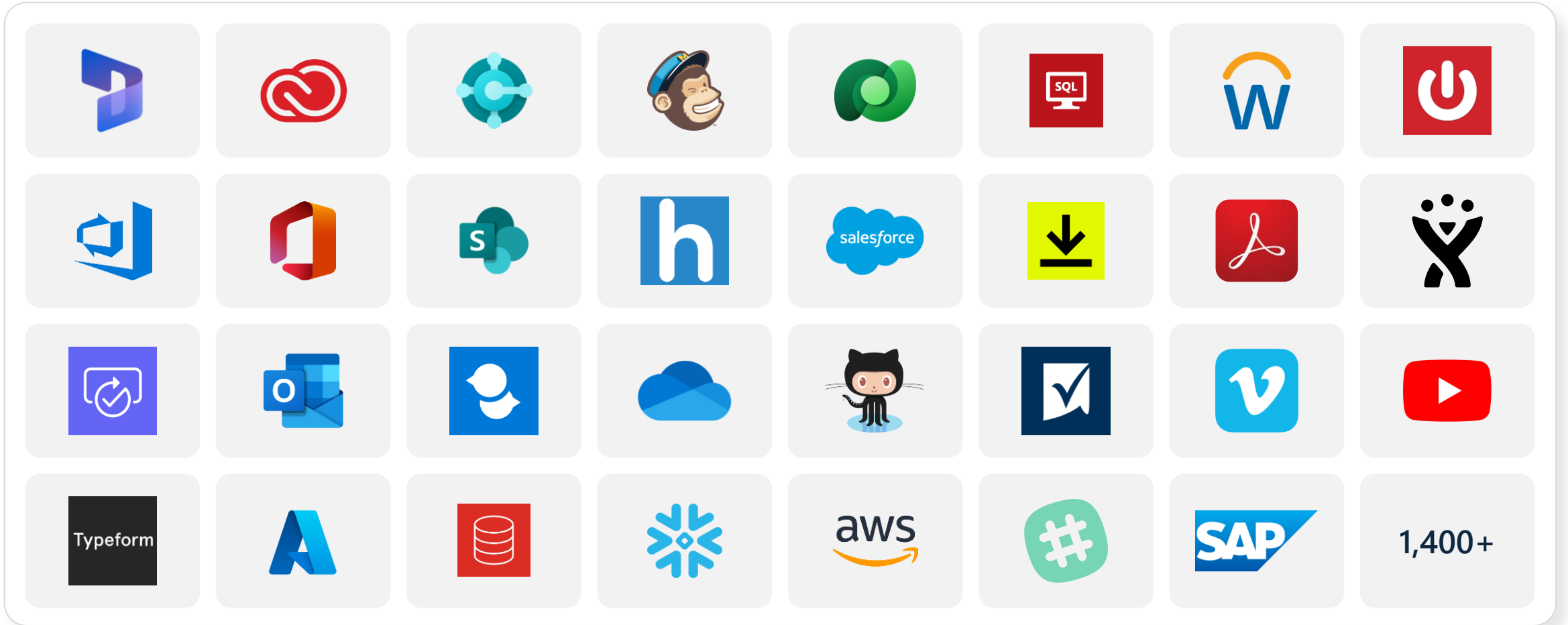
Inside Copilot Studio

Published
Copilot Studio Agent

Unpublished
Copilot Studio Test Chat



1,400+ prebuilt connectors



We've enhanced and expanded even more


 Azure SQL (GA)

 ServiceNow (GA)

 Salesforce (GA)

 Zendesk (GA)

 Snowflake

 Databricks

 SAP HANA

 Oracle

Now Available

 PostgreSQL

 Freshdesk

 Google Sheets

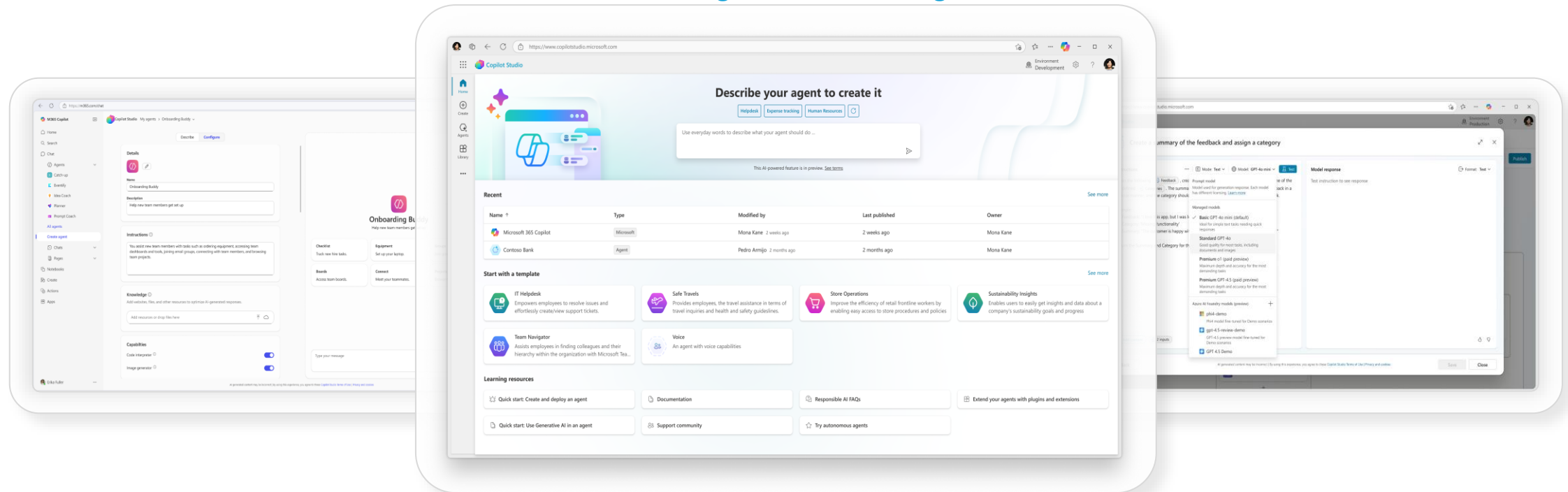
 JIRA

 MySQL



Microsoft Copilot Studio

Build, manage and secure AI agents



M365 Copilot agent builder

Build agents with natural language right inside Microsoft 365 Copilot

Copilot Studio

Access a complete set of intuitive tools and capabilities for building agents

Advanced extensibility

Customize agents using pro dev tools like Microsoft 365 Agents SDK, VS code & Microsoft Foundry

Build & deploy agents quickly – without worrying about infrastructure

One ecosystem

Connect to everything
with Microsoft

- ✓ Easily access existing backend systems
- ✓ Bring together agents built anywhere
- ✓ Improve ROI

Managed SaaS

Accelerate innovation
without overhead

- ✓ Quickly develop and deploy at scale
- ✓ Reduce development and maintenance costs
- ✓ Maintain control with built-in compliance, security and governance features

Intuitive platform

Easily build any agent

- ✓ Easily select your own knowledge, models, tools & channels
- ✓ Rapidly prototype using natural language
- ✓ Enable your whole org to develop custom solutions



of the Fortune 500 have used Copilot Studio, Copilot's native agent platform



Built an agent with over 20 data sources to provide employee support, **reducing costs by 25%**.



An agent automates the shipping invoice process. **Millions of dollars saved in the first year** on shipping operations.



Built nine autonomous business operations and industry agents, resulting in **40% increase in operational efficiency**; saw a **10-20% increase in customer satisfaction scores** and **15% cost reduction**



Saved \$1.1M in helpdesk support and saved one account team **840 hours per year**, improving overall service for customers



Experienced **10x faster fraud detection** and were able to process **20x more case per day** with their fraud detection agent

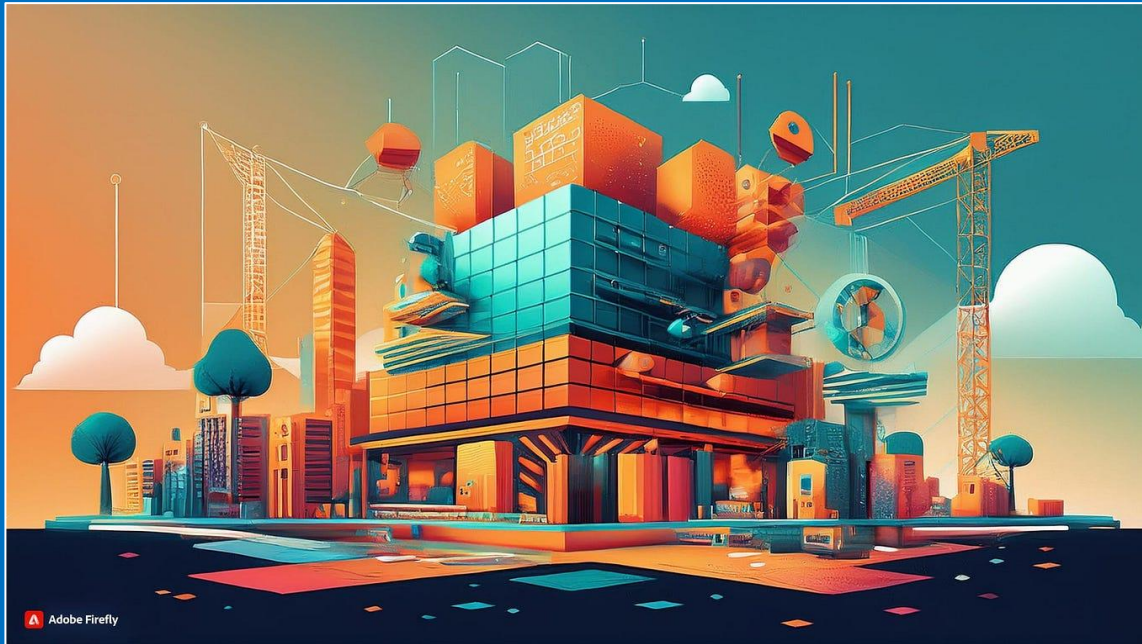


Marketing team's **time to create new campaigns reduced by 75%**. 7 months of work completed in 7 weeks.



Resolves 90% of customer inquiries without human intervention, so contact center agents could focus on complex cases. They had a **94% customer satisfaction rate**.

Microsoft Copilot Hands on Lab



Workshop Agenda

Copilot Overview (30-Minutes)

- Product & capabilities overview
- Innovation Roadmap
- How companies have deployed

Hands-On Copilot Workshop (3 Hrs.)

- Setup Environments & Configurations
- Navigation Best Practices
- My Agent Buildout

Application Management (45 Minutes)

- COE, Governance Best Practices
- ALM, Pipelines, Managed Environments
- Harvesting, Reuse Apps

Defining The Use Case (45 Minutes)

- SMART Use Cases & Measurement
- Business & IT Alignment
- User Story Alignment

Build Your Agent Using Microsoft Copilot Studio

HANDS-ON WORKSHOP

Agenda

Introduction to Microsoft Copilot Studio

Lab 01: Create your first agent in Microsoft Copilot Studio

Lab 02: Authoring 101

Lab 03: Knowledge sources, AI knowledge, and custom instructions

Lab 04: Build and Invoke Power Automate cloud flows

Lab 05: Invoke AI Builder prompts

Lab 06: Make HTTP requests to connect to an API

Lab 07: Use generative AI orchestration to interact with your connectors

Lab 08: Using topic inputs

Lab 09: Advanced generative orchestration

Q&A

Microsoft Copilot Application Management Best Practices



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Microsoft Copilot Defining the Use Case



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THANK YOU FOR ATTENDING

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