

AI Webinar June 25th 2025

**Unlock the Power of
Microsoft Copilot**



• **AlfaPeople Overview**



European AI Webinar

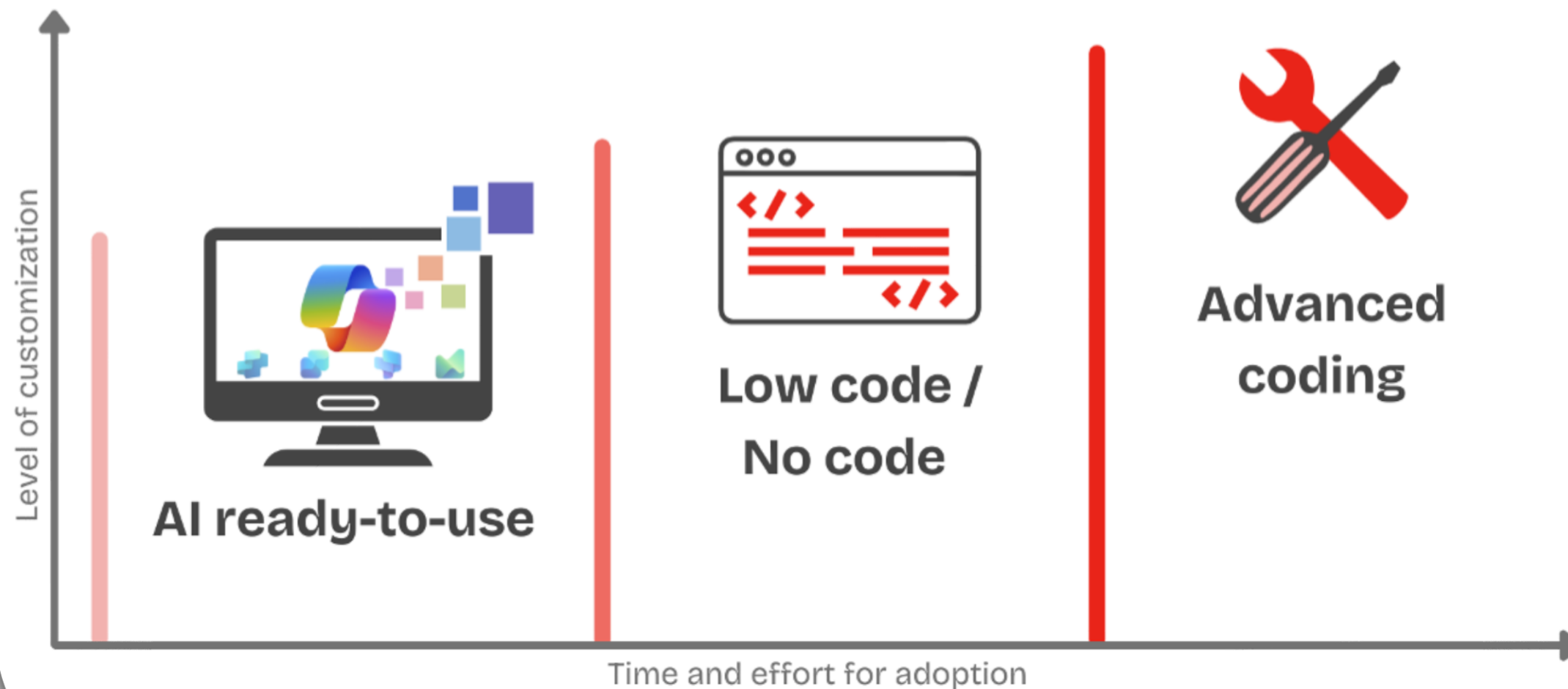


• **M365 Copilot**



• **Copilot Studio x Contact Center**

AI solution complexities



AI ready-to-use

**Low code /
No code**

**Advanced
coding**

Data

AI One Stop-Shop

- For all customers
- Every level of AI maturity
- AlfaPeople integrated
- Microsoft integrated



Low hanging fruits

Start&Go Copilots

Copilot for D365



D365 Business Applications - ERP and CRM



Tailor-made

Assesment

Implementation



AI and Copilot workshop

Vision

Copilot in a day

Modern Work



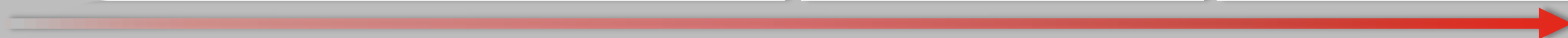
D365 Business Applications - ERP and CRM



Copilot for D365



Copilot Studio





Demo

Copilot in Excel



Demo

Copilot in PowerPoint



The AI Shift: From Tools to Teammates

Filipe Mello de Souza





Your AI assistant for work

How are businesses using AI to transform and drive impact?



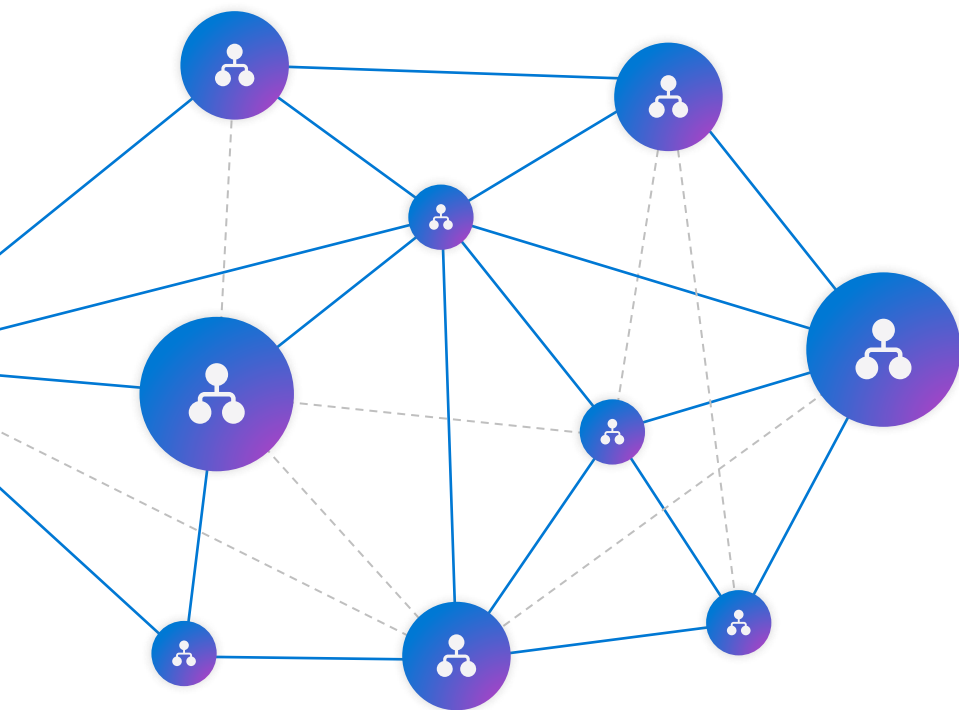
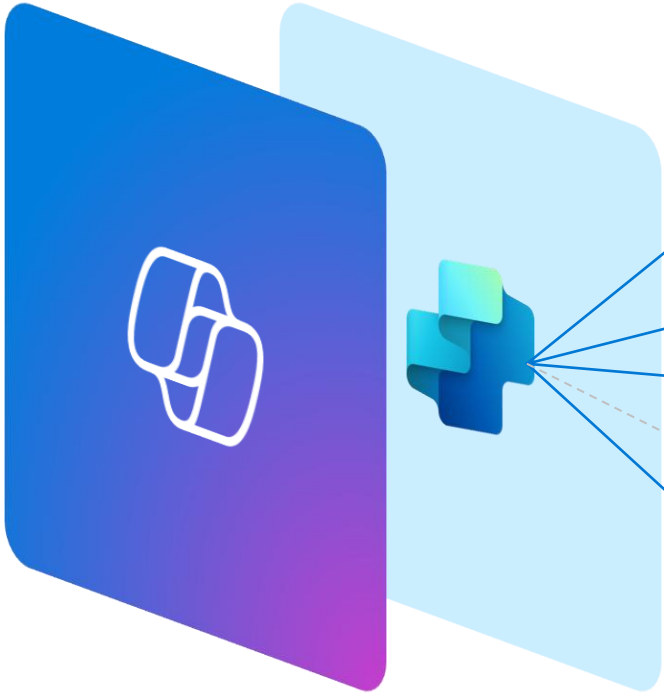




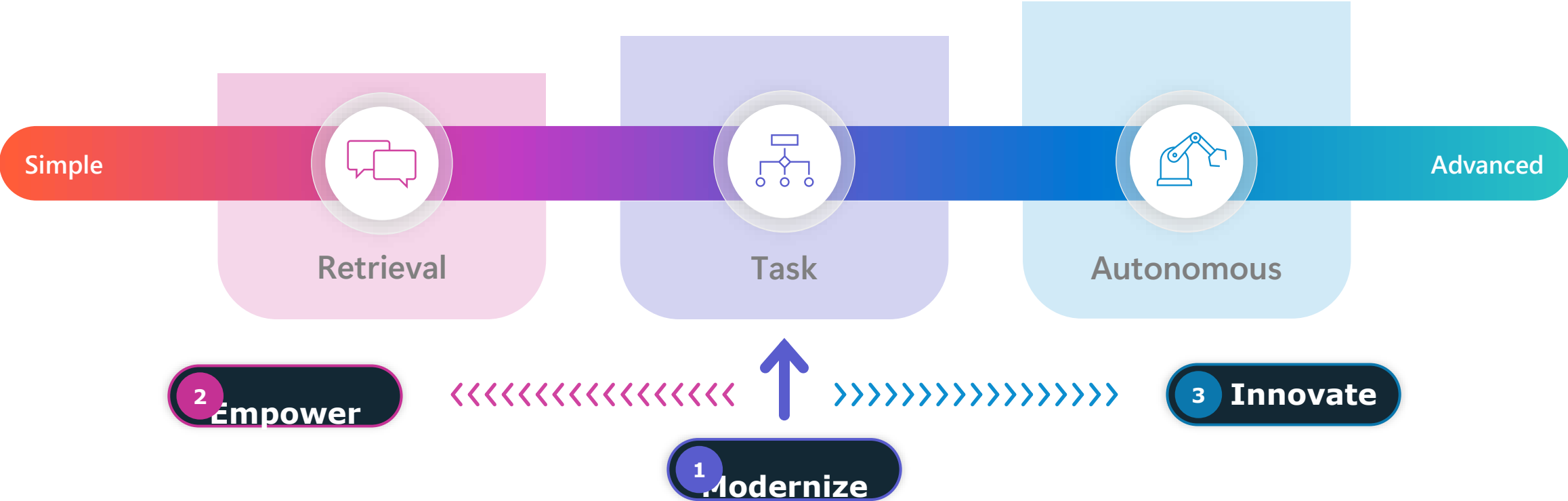


Agents











Transform your Contact Center With AI

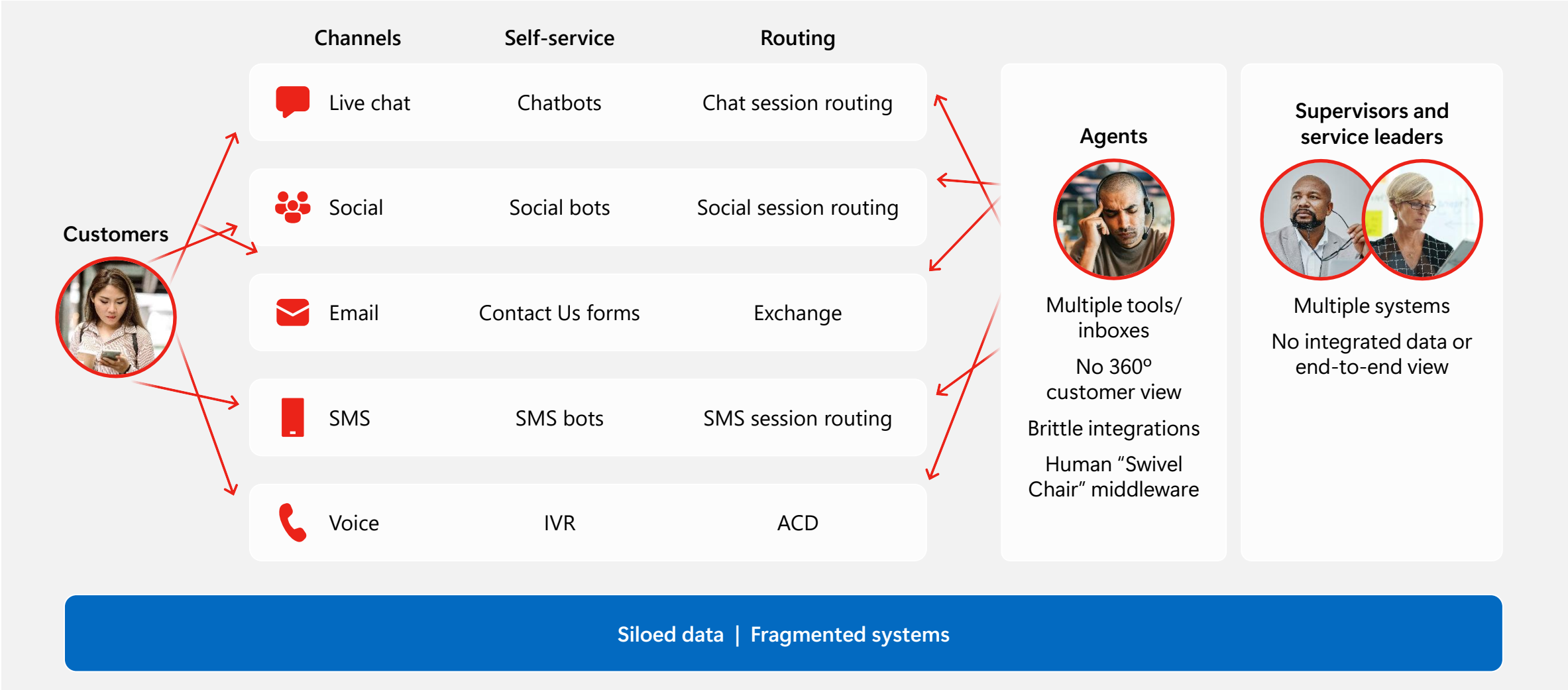
Unlock the Power of
Dynamics 365 Contact Center

Your AI First Contact Center

Filipe Mello de Souza



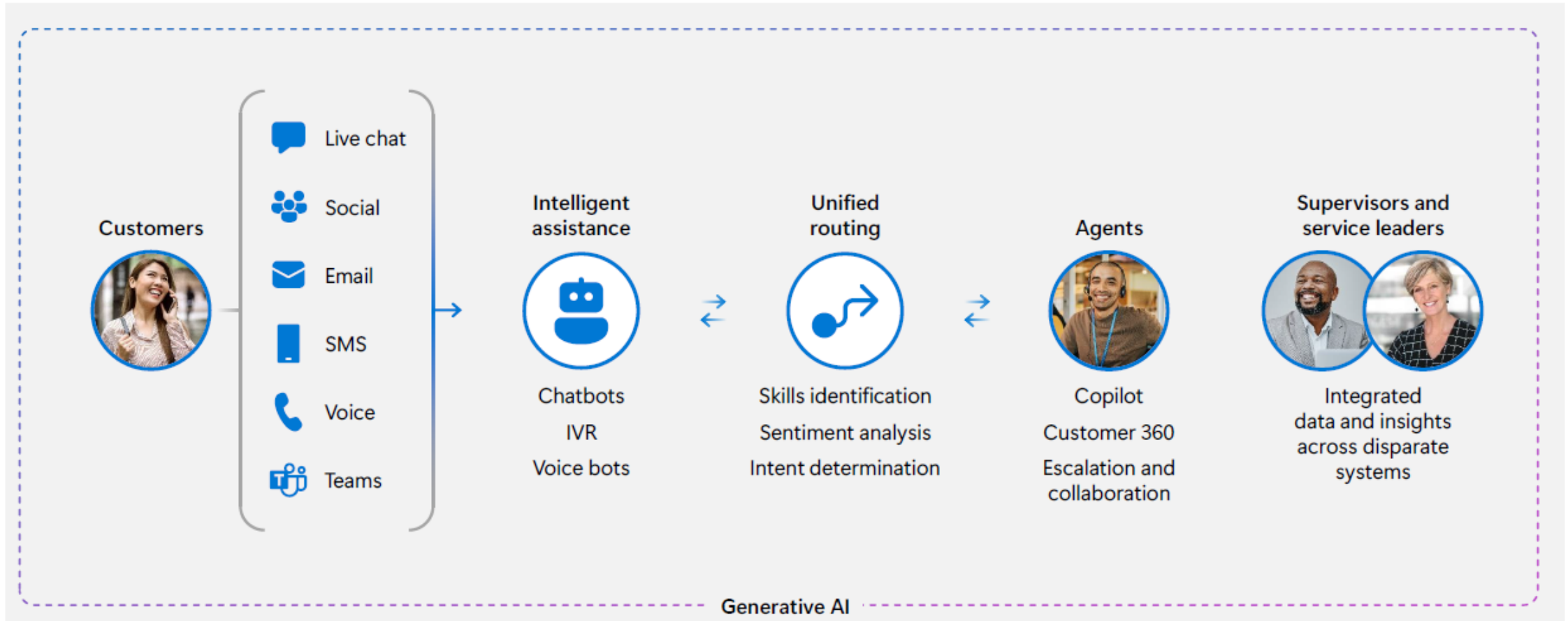
Typical contact center infrastructure creates friction



Why Dynamics 365 Contact Center?

It is the Microsoft Contact Center solution that boosts the customer experience

- End-to-end
- Copilot-first
- Cloud-based



Adoption Levels and Scalability

A grey staircase graphic on the left side of the slide, with five steps ascending from bottom-left to top-right. Each step is a rectangular block with a textured, hatched appearance.

5 High-complexity procedures automation in all channels

4 Medium-complexity procedures automation in many channels

3 IVR & knowledge base automation in some channels

2 Customer record integration and intelligent routing in some channels

1 Basic contact center capabilities in 1 channel

Contoso Industrial Products

About the Company and the Case

Contoso Industrial Products, a global provider of industrial equipment and materials, has recently faced an increase in customer complaints regarding service quality and delayed responses. Recognizing the impact this is having on customer satisfaction, the company has decided to revamp its customer service operations.

To address these issues, Contoso will implement Microsoft Dynamics 365 Contact Center, which offers centralized management of customer inquiries and AI-driven solutions to streamline communication. This system will help the company improve response times, ensure efficient case handling, and provide real-time customer insights.

By adopting the D365 Contact Center, Contoso aims to enhance service quality, restore its reputation, and strengthen customer loyalty, ensuring smoother operations and a better customer experience in the long term.



Dynamics 365 Contact Center

Conversational IVR Demo







Dynamics 365 Contact Center

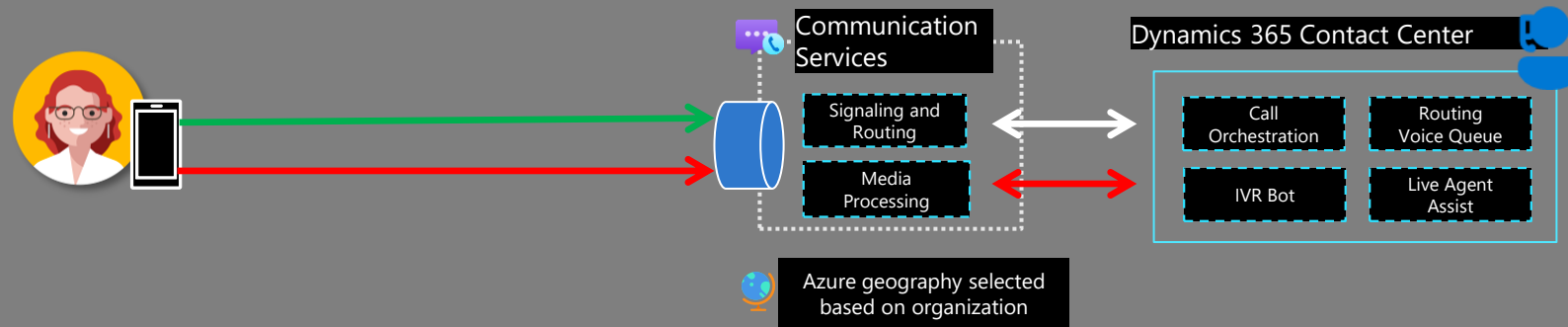
Unboxing



Contact center voice

Microsoft manages all voice in Azure Communication Service with telephony provided in two options:

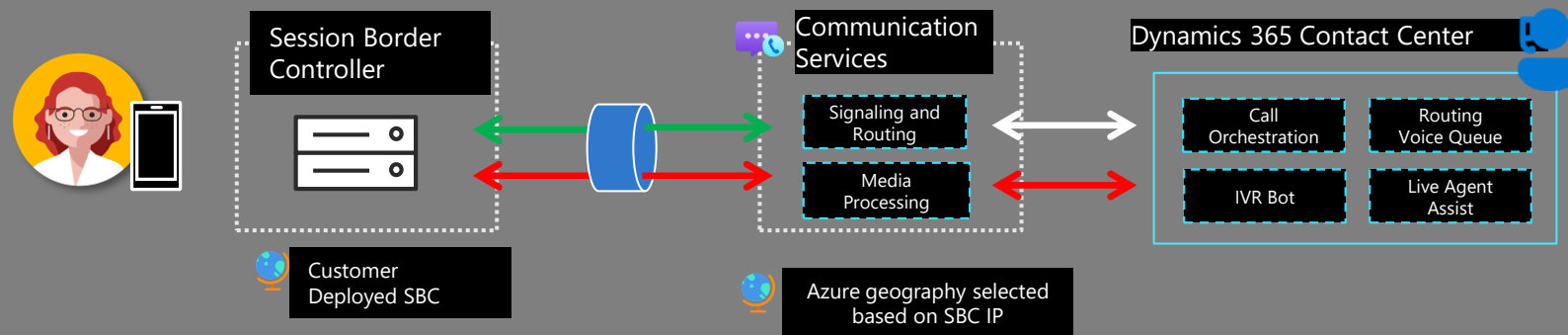
Option 1: Microsoft Direct Offer
Use Microsoft as your voice carrier



Microsoft offers calling plans for:

Inbound Toll Free
Inbound Local Calling
Outgoing Calling
SMS Messaging

Option 2: Microsoft Direct Routing
Bring Your Own Carrier (BYOC) to Microsoft



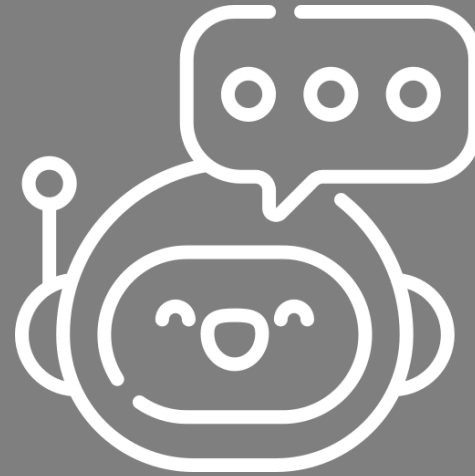
Customer provisioned carrier services for Inbound and Outgoing Voice with SIP Trunk delivery to Microsoft

↔ SIP Signaling
↔ Non-SIP (HTTP Rest, WebSocket, gRPC)
↔ Media

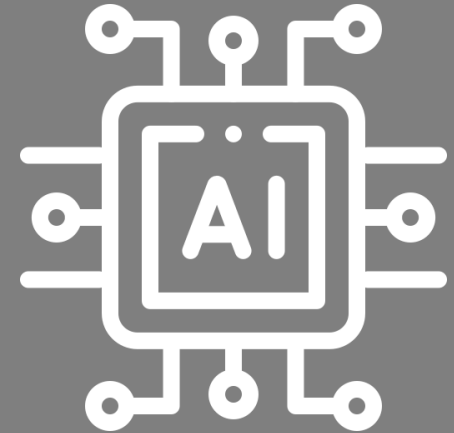
Azure AI Services



Pre-built AI
Azure Cognitive Services



Conversational AI
Azure Bot Framework



Custom AI
Azure Machine Learning



OpenAI
connected

Home

My work items

Today 1

+12898342245
Queue: Contact center voice queue
Closed • Neutral • 4:02 PM

This week 2

+5511989836426
Queue: Contact center voice queue
Closed • Slightly negative • Wed 3:44 PM

+17862232872
Queue: Contact center voice queue
Closed • Tue 5:32 PM

Select an item to work on.
Nothing is selected.

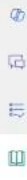
Knowledge search

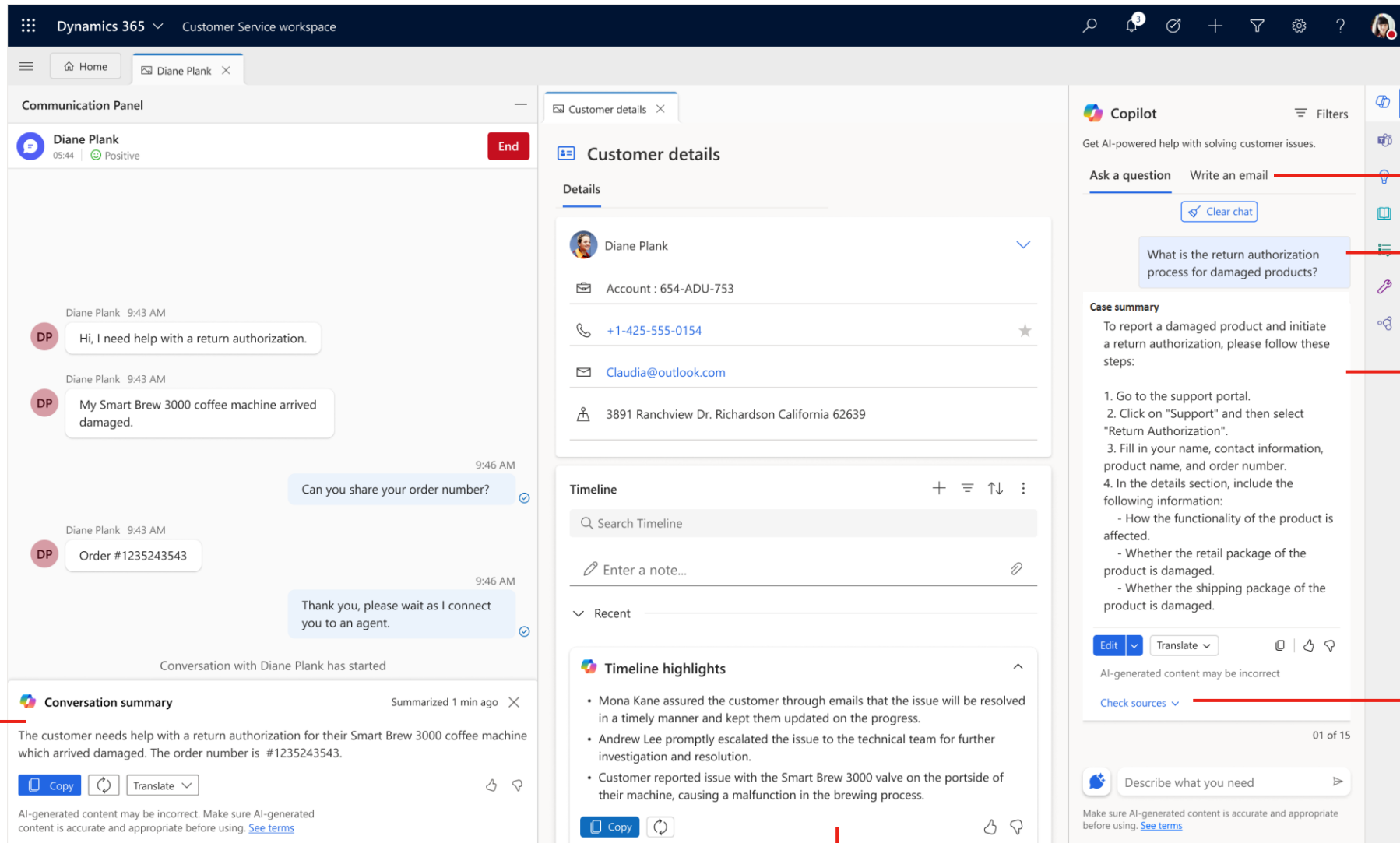
Search My favorites

Search articles



You haven't searched for anything yet.





1 Conversation Summary

2 Timeline Highlights

3 Email Assist

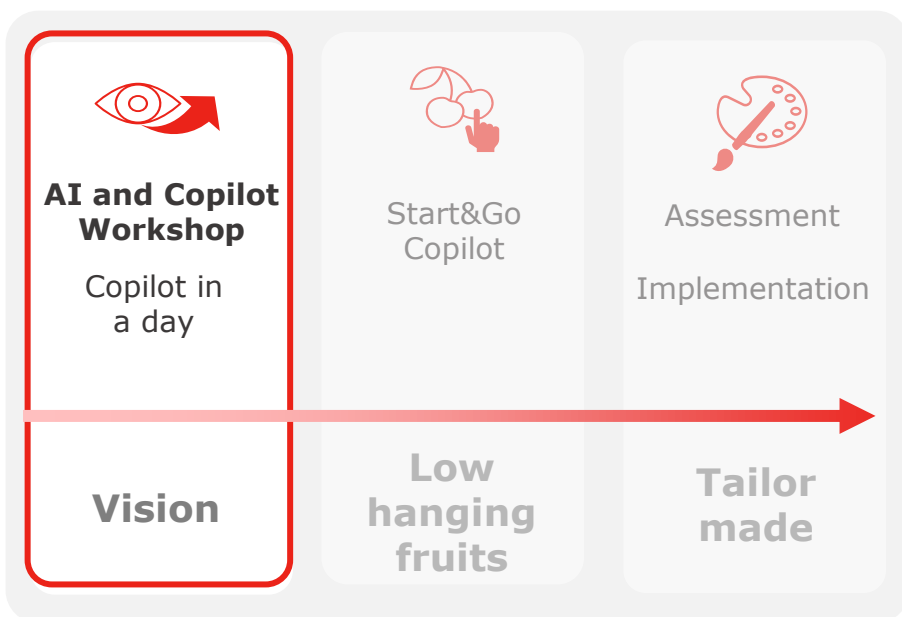
4 Agent Assist (Q&A)

5 Case Summary

6 Connectivity to 1P as well as 3P knowledge

Agents can connect to 3P CRM knowledge from within the D365 Contact Center Standalone app

Overview - AI and Copilot Workshop



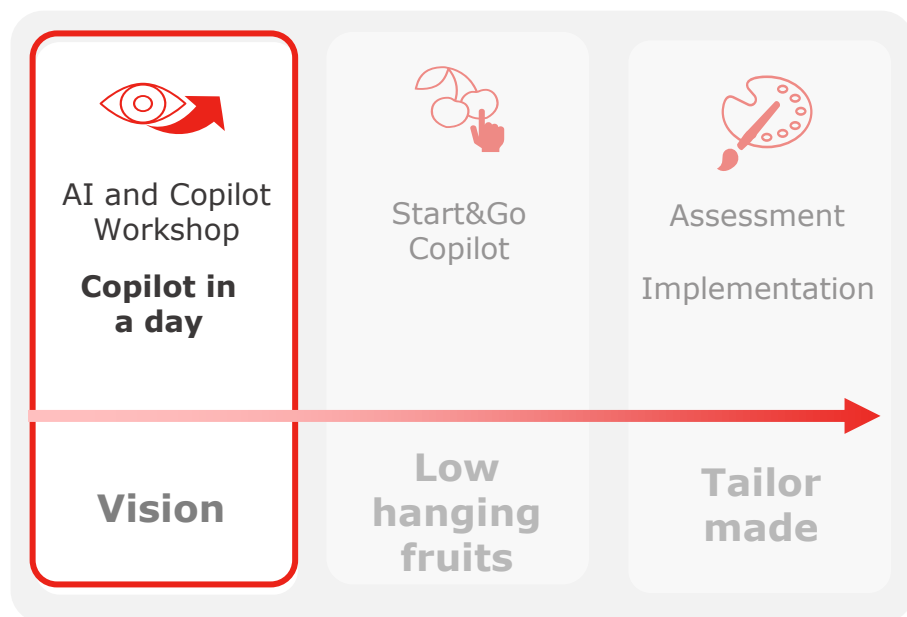
We support the start of your AI journey. Using Design Thinking techniques, we understand your challenges, create a high-level strategic roadmap, and identify quick wins to achieve results.

- 8-hour remote workshop or face-to-face
- Maximum of 3 areas covered and 2 use cases per area.
- ~15 participants



* The following activities can be considered related activities

Overview - Copilot in a Day



With "Copilot in a Day", we are taking the first step towards demystifying Copilot's capabilities and integrating it into the Microsoft ecosystem. This event is ideal for companies that want to understand the potential of AI in everyday life through a hands-on, guided experience.



- Remote session of up to 4 hours
- Key Concepts
- Live demonstration
- No prerequisites

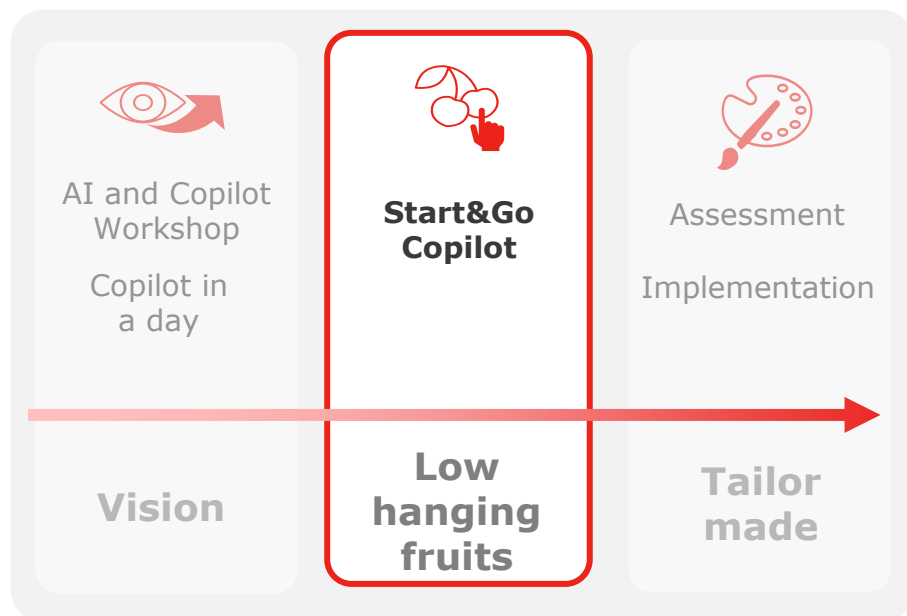
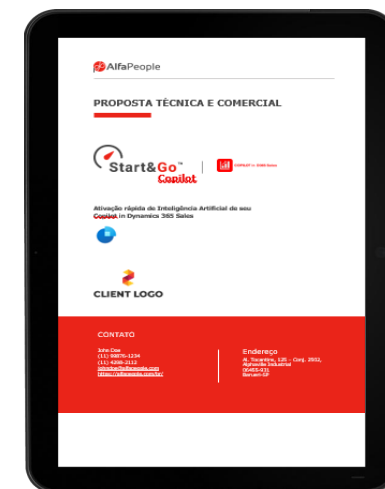


Overview - Start&Go Copilot

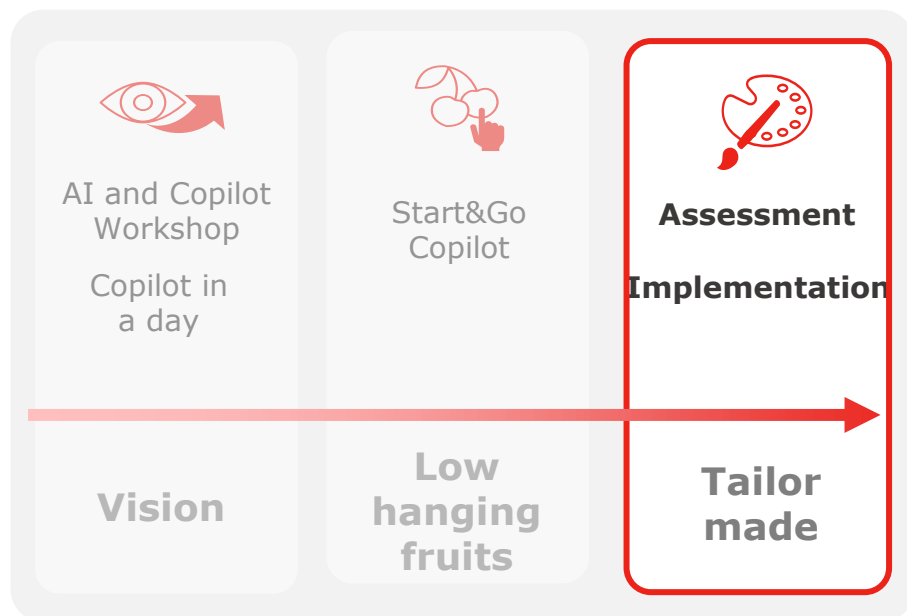


Accelerate the adoption of the features included in Copilot into some Microsoft Dynamics 365 solutions or extend the capabilities, including integration with other available customer CRM platforms.

- Installation, configuration, training, monitoring and support with a defined scope of work
- Integration effort, if necessary



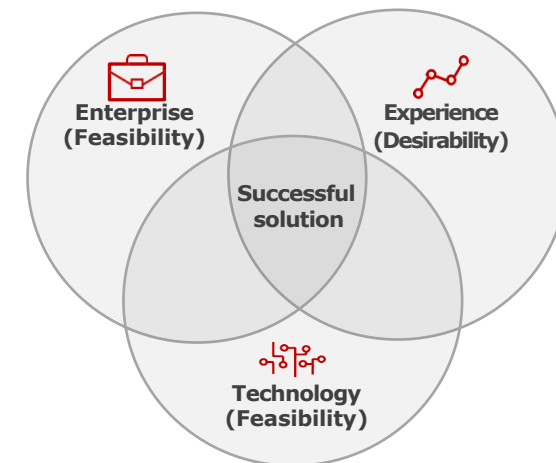
Overview - Assessment - Tailor-made



Based on a customer-defined need, the BXT method is used to conduct an assessment in 5 phases to create a solid business case that includes use cases, technical specifications, timeline, and investments.

- Planning and implementation
- Use case discovery*
- Preparation of a feasibility study**
- Presentation of business cases
- Closing

The BXT framework



* The associated activities can be considered as

Thank you!

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