



# Unlock rapid process improvement with Microsoft AI

Webinar: June 6th, 10.00-11.00 (CET)

# Today's team



**Angelo Dalle Molle**

Global CMO

E-mail: [amo@alfapeople.com](mailto:amo@alfapeople.com)



**Oliver Böhm**

AI Expert, Microsoft Services

E-mail: [olb@alfapeople.com](mailto:olb@alfapeople.com)

# Agenda

## Exploring the possibilities

- We are AlfaPeople – a Microsoft InnerCircle Partner.
- AlfaPeople´s strategic AI vision.
- Navigating the landscape of AI capabilities.

## Empower your business with Low Code / No Code

- How to develop custom applications with citizen developer tools.
- Live demo of AI Chatbot and Copilot Studio.
- How to enhance your workflow using Power Apps, AI Builder, Copilot Studio, and Power Automate.

## Guiding your journey

- Real-world examples of case studies.
- Ways of implementing AI technology successfully.
- Incentives for AI investments.

# Who we are

Leaders in **Microsoft Business Solutions** implementation

14  
Countries

Brazil - Canada - Chile - Colombia - Costa Rica - Denmark - Ecuador - Germany - Guatemala - Mexico - Saudi Arabia - Switzerland - United Arab Emirates - United States

+630  
Employees

75% Business Solutions delivery and support  
15% Sales and Marketing  
10% Management and Administration

+450

Skilled **Microsoft** certified professionals

+95%

of our services are **delivered online**, using the solutions that we sell and implement.

+500

Active Customers around the world.

14x  
2023/2024  
**INNERCIRCLE**  
for Microsoft Business Applications

**Top 1%** of Worldwide Partners. Part of Inner Circle for the **last 14 years** and received several awards in the same period.

# Microsoft Investments

Investment for pre-sales and post-sales activities, conducted by AlfaPeople with existing/new clients

## The technologies:



## The offers/activities\*



Value Assessment



MVP Minimum Viable Product



Custom Demo



Center of Excellence



Migration Assessment



Other



Solutions Assessment



Envisioning Workshops

**Microsoft investment:** From US\$ 1,200 to US\$ 35,000

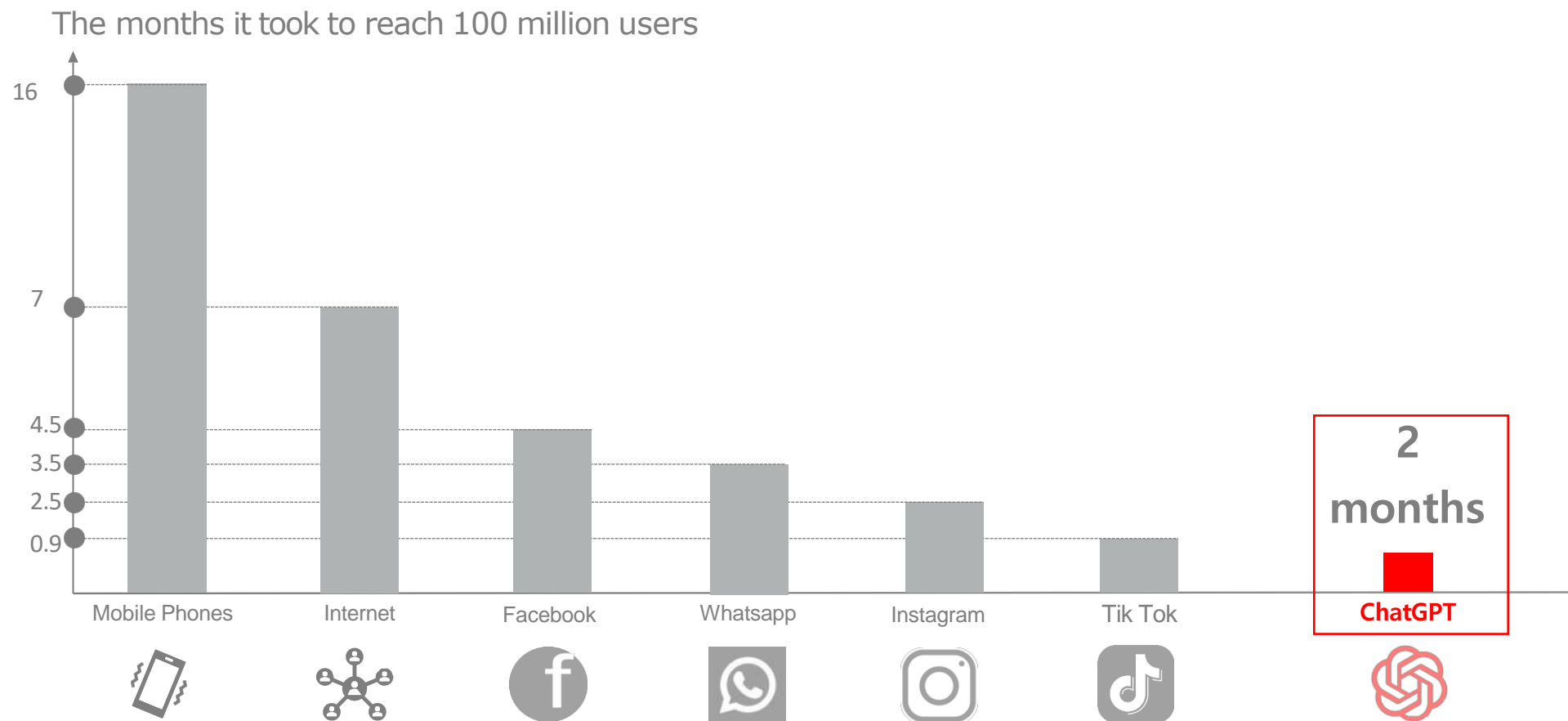
\*There are some prerequisites by type of activity that need to be met before the submission of the incentive request.



# AlfaPeople's vision for AI

Low code / No code

# AI in the world and the speed of AI



# AI applications in business



Task automation



Advanced data analysis



Personalizing the customer experience



Demand forecasting



Process optimization



Fraud detection



Predictive maintenance



Advanced language translation

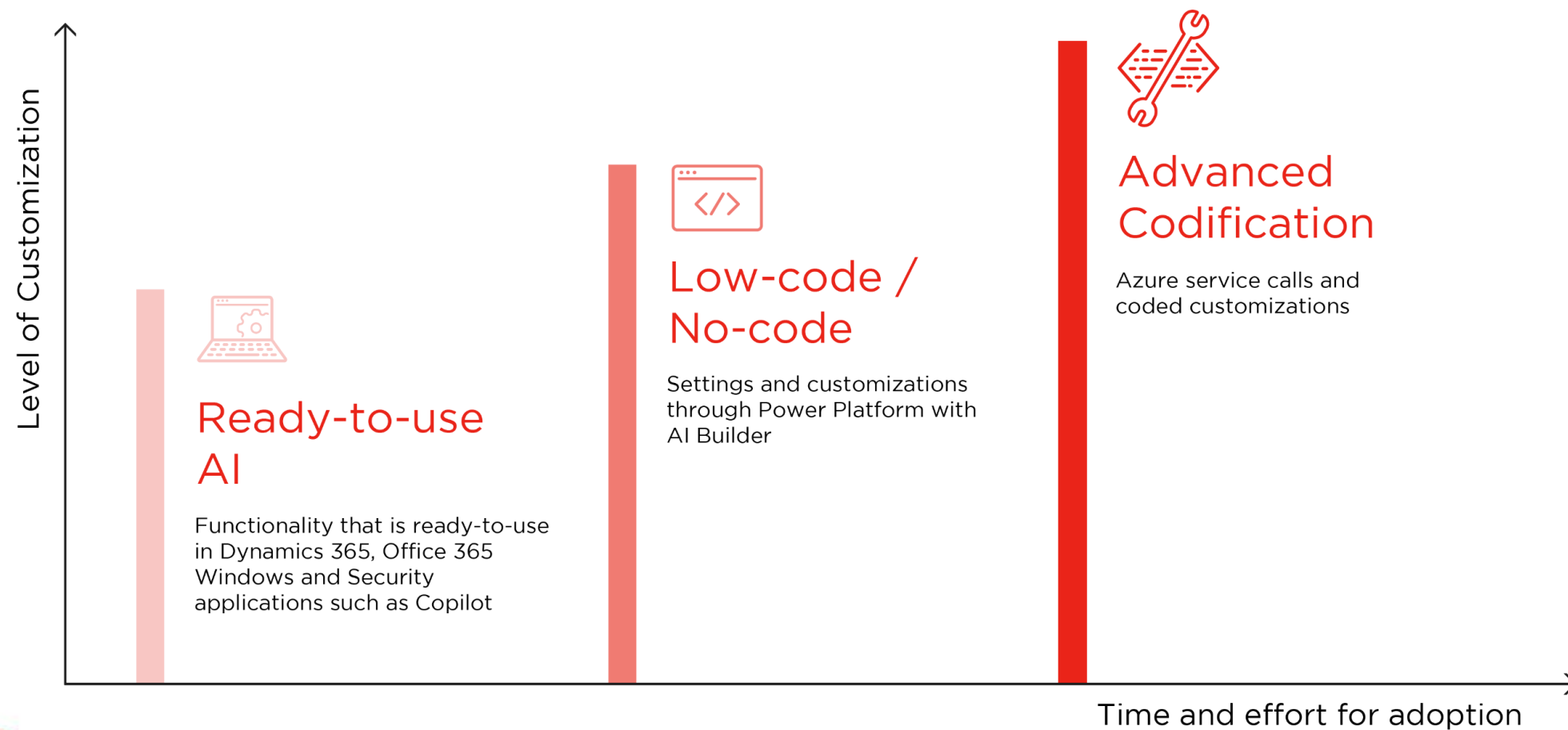


Assist design and creation



Discovery of new scientific insights

# AlfaPeople's vision for AI

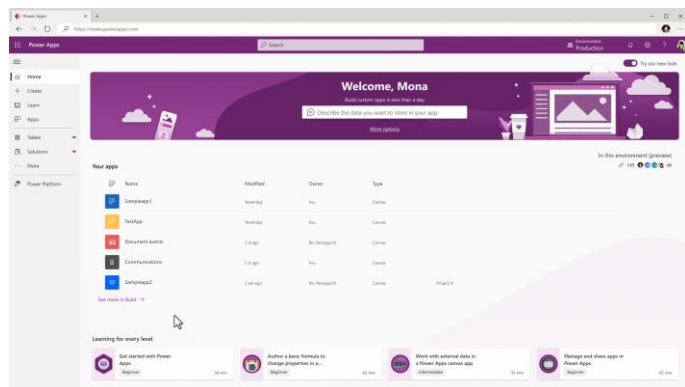




# Overview AI Capabilities

Understand Microsoft AI, Power Platform  
and what it includes

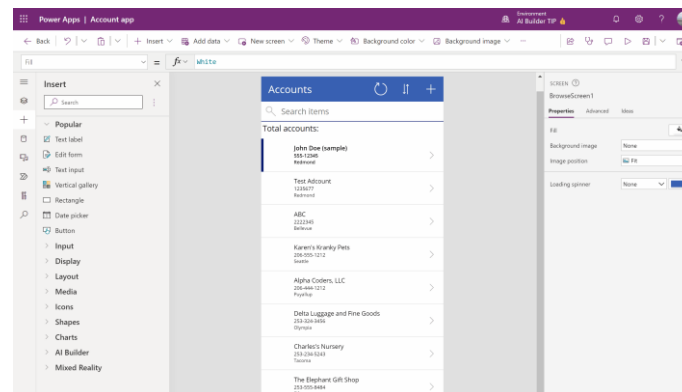
# Power Apps



## Copilot

Makers can create a complete application just by describing what they need in natural language.

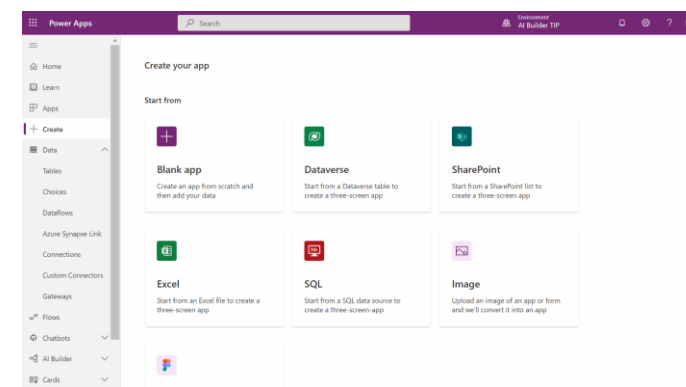
Create, reimagine, and implement business applications through intuitive natural language.



## Ideas

Power Apps will constantly monitor your progress and suggest actions to make your task more effective.

Save time and create more complex solutions using natural language.

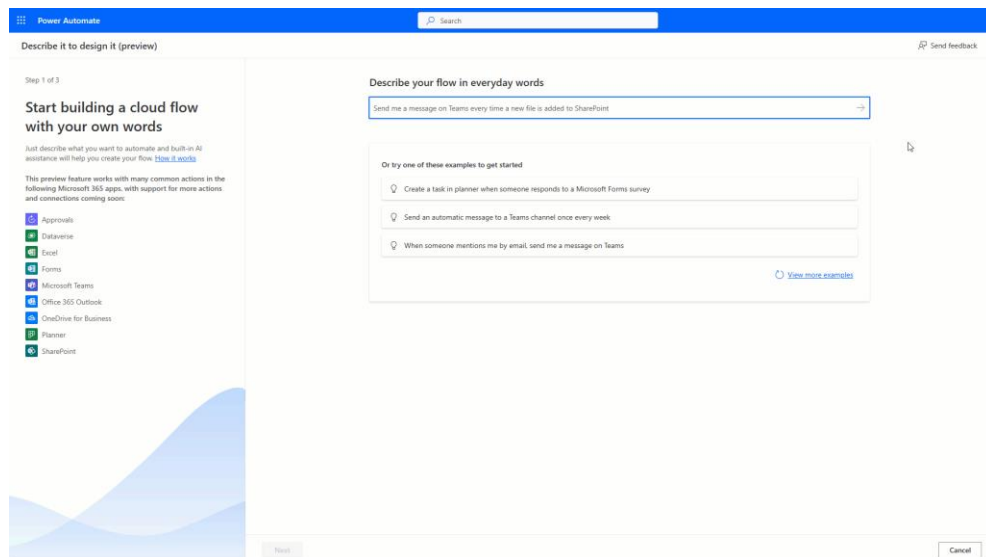


## Express design

Automatically generate applications and data in seconds from images and design files.

Accelerate application development and allow anyone to easily create a new app to scale development.

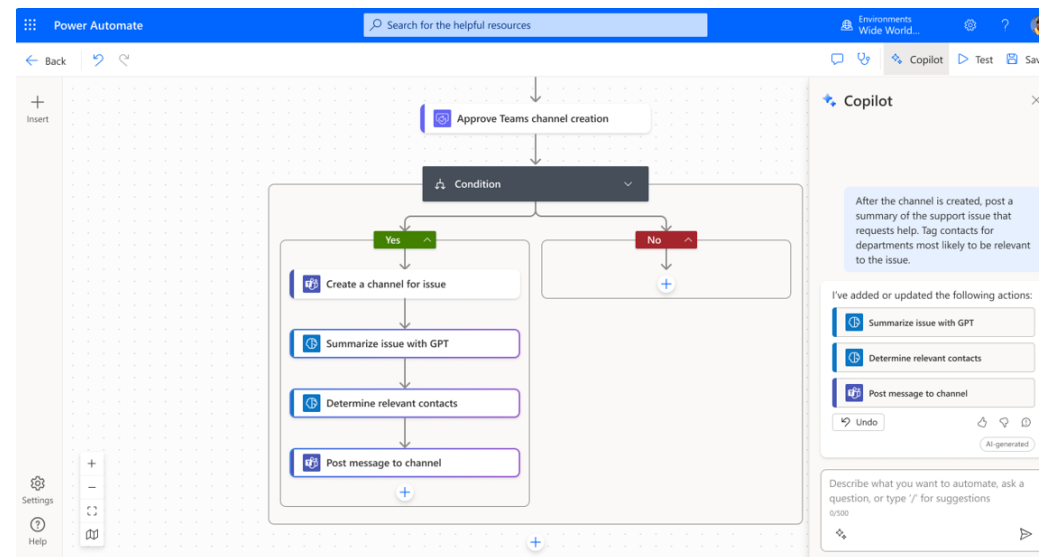
# Power Automate



## Natural Language

Describe what you need, and the Copilot AI will build your flow in seconds.

Increase your development productivity with creation through natural language.

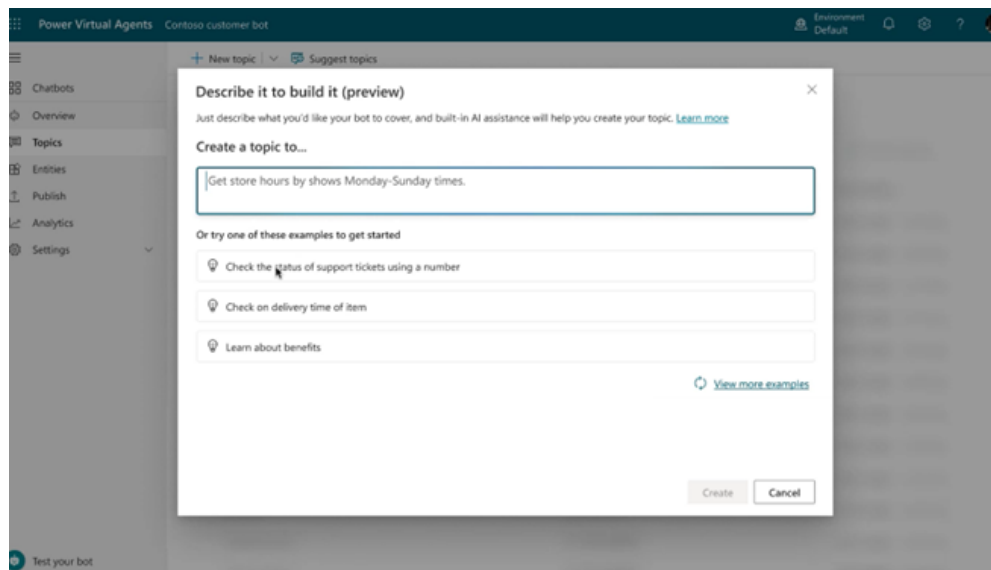


## Copilot

Use natural language to edit and extend your processes.

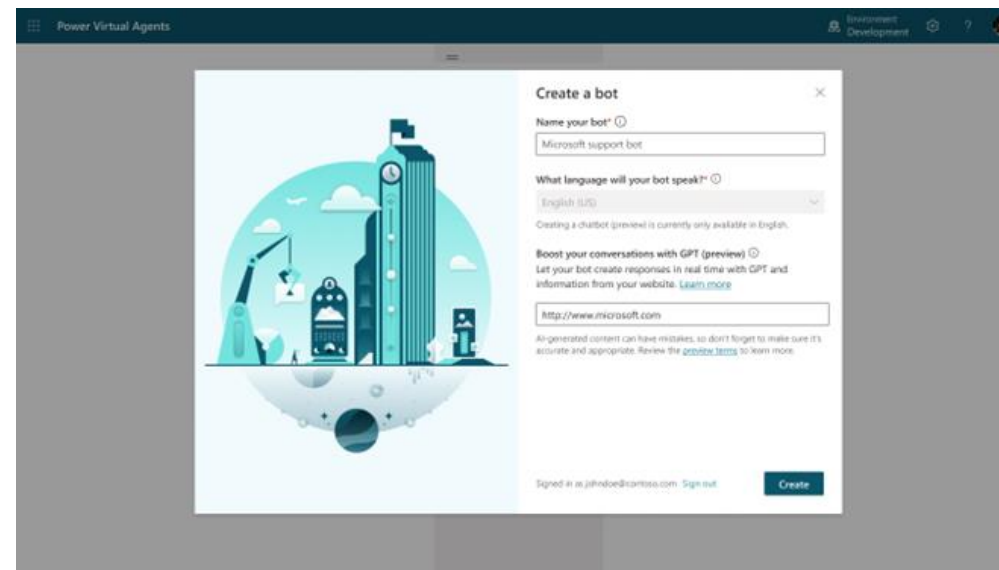
Create and easily modify your flows by removing blockages.

# Copilot Studio



## Topics

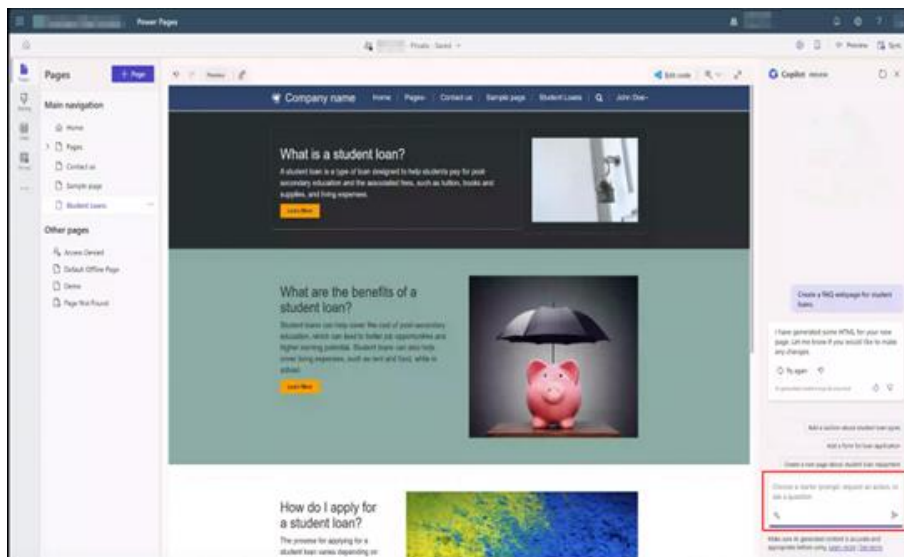
Makers can quickly create and redefine topics using natural language, describing what needs to be created.



## Conversation booster

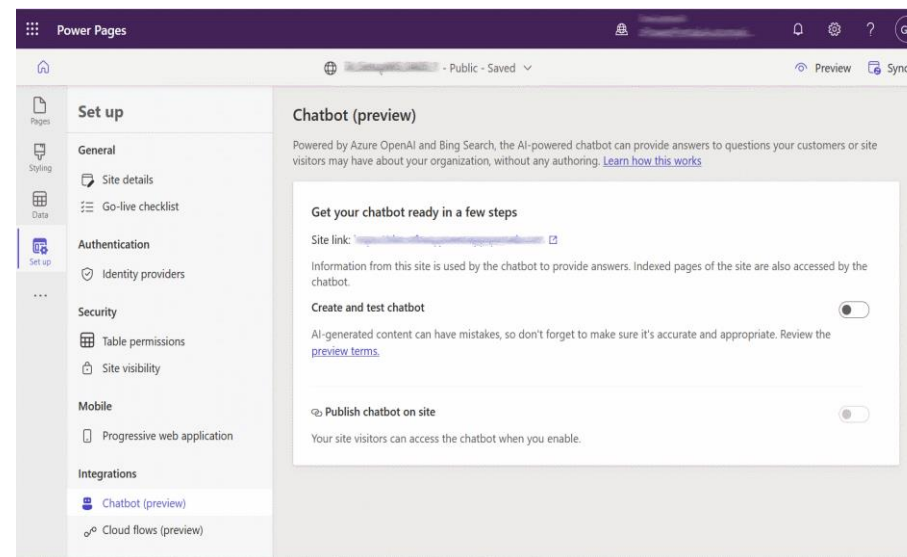
Connect your bots to your data, such as your websites, to respond to your customers' questions.

# Power Pages



## Create new pages

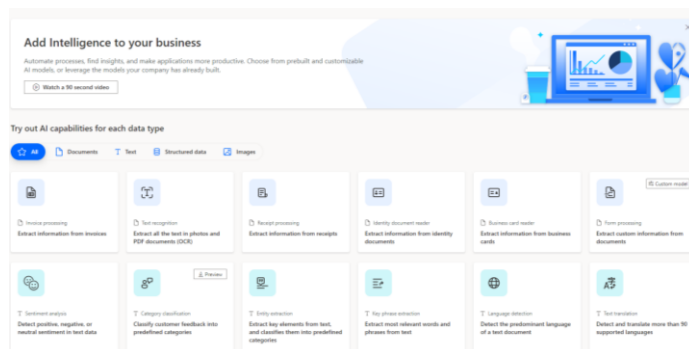
Describe the type of page and the AI will generate the HTML with texts and images for your website.



## Integration with Copilot Studio

Connect your bot to the site quickly.

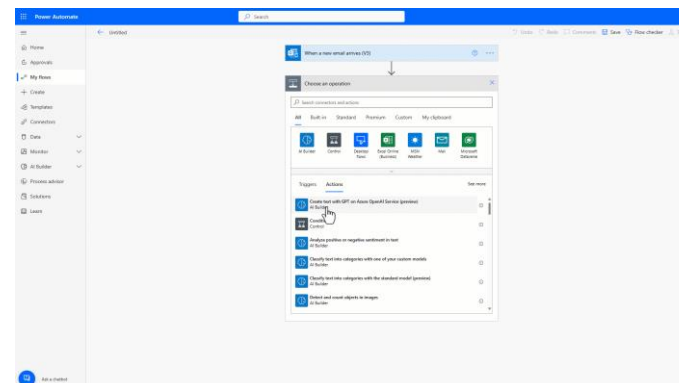
# AI Builder



## Ready-made models

Democratized access to complex AI models, including object detection, sentiment analysis, and much more.

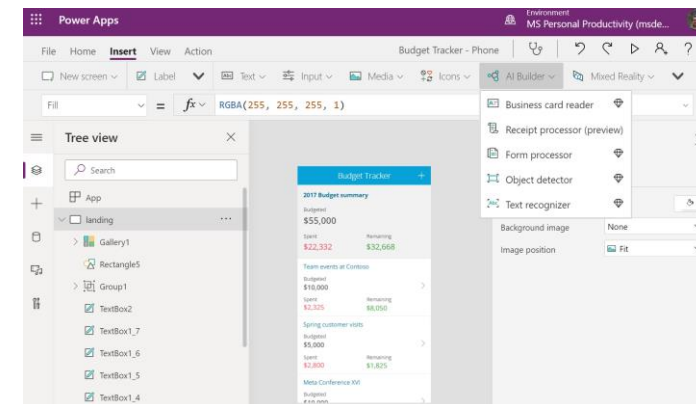
Simplify tasks, increase productivity, and reduce development time by easily applying AI models.



## Embedded GPT-models

The Azure OpenAI Service model allows users to embed intelligent text generation features with just a few clicks.

Makers can interact with the model and create prompts for their workflow, reducing development time.

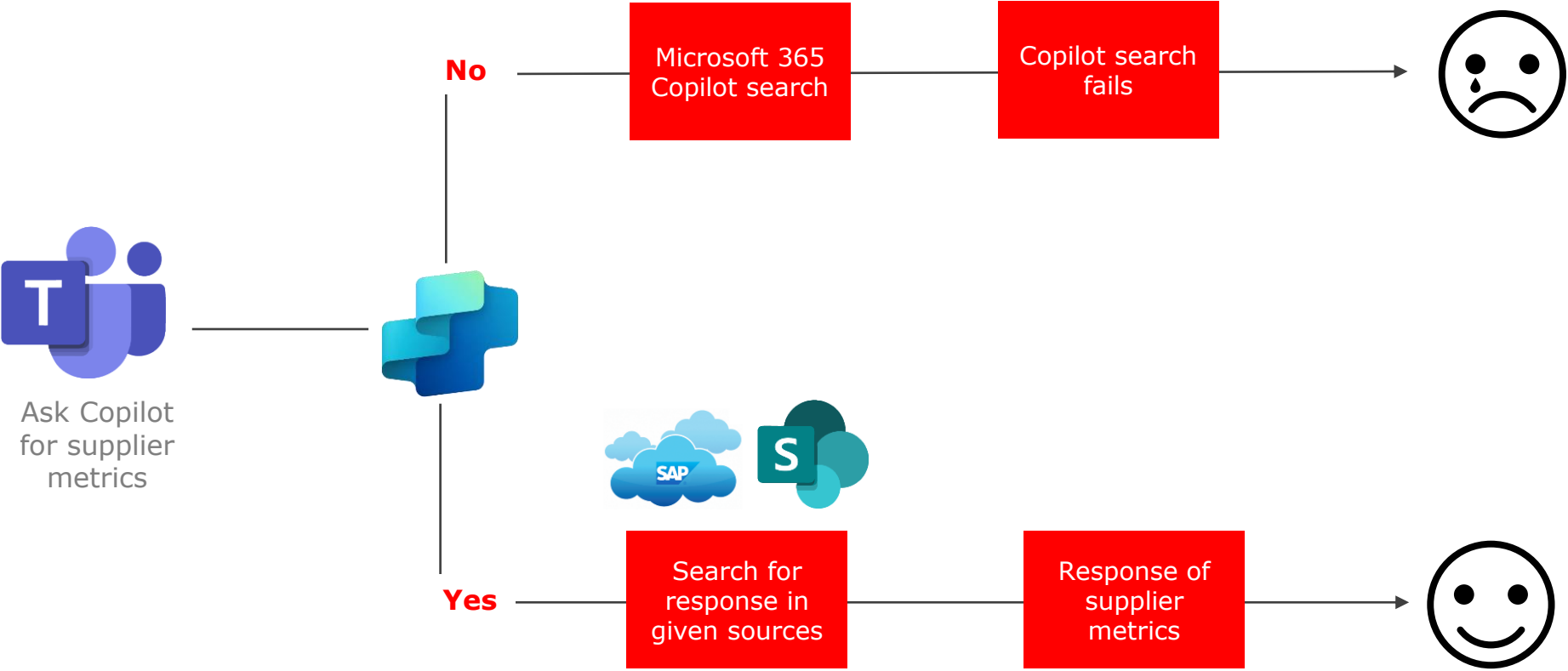


## Integrated to Apps

Easily incorporate AI into your applications.



# Process Flow



- Chat** ☰ ✍
- ▼ Pinned
- Ray Tanaka** Monday  
Louisa will send the initial list of...
  - Beth Davies** Yesterday  
Thanks, that would be nice.
  - Kayo Miwa** Yesterday  
I reviewed with the client on...
  - Will, Kayo, Eric, +2** 8:00 AM  
Kayo: It would be great to sync...
  - August Bergman** 8:20 AM  
I haven't checked available time...
- ▼ Recent
- Copilot** 9:05 AM  
Hi Charles,
  - Emiliano Ceballos** 8:55 AM  
👍👍
  - Marie Beaudouin** 8:32 AM  
Sounds good?
  - Oscar Krogh** 7:05 AM  
You: Thanks! Have a nice weekend
  - Daichi Fukuda** 6:43 AM  
No, I think there are other...
  - Kian Lambert** Yesterday  
Have you run this by Beth? Mak...
  - Team Design Template** Yesterday  
Reta: Let's set up a brainstorm...
  - Reviewers** Yesterday  
Darren: That's fine with me

**Copilot** Preview **Chat** About FAQs What's new

Copilot 9:05 AM

Hi Charles,

Thanks for trying this preview. As your Copilot, I'm here to help you with cutting-edge AI technology that synthesizes info from across docs and messages to give you summaries, help you answer business questions, and quickly draft content. I'm here to help but do make mistakes—so please check content for accuracy and share your feedback.

Ready to explore? Select one of the suggestions below to get started...

**Summarize**  
Review key points from file

**Create**  
Draft an email with action items from meeting

**Ask** NEW  
When is my next meeting with person?

- Chat** ☰ ✍
- ▼ Pinned
- Ray Tanaka** Monday  
Louisa will send the initial list of...
  - Beth Davies** Yesterday  
Thanks, that would be nice.
  - Kayo Miwa** Yesterday  
I reviewed with the client on...
  - Will, Kayo, Eric, +2** 8:00 AM  
Kayo: It would be great to sync...
  - August Bergman** 8:20 AM  
I haven't checked available time...
- ▼ Recent
- Copilot** 9:05 AM  
Hi Charles,
  - Emiliano Ceballos** 8:55 AM  
👍👍
  - Marie Beaudouin** 8:32 AM  
Sounds good?
  - Oscar Krogh** 7:05 AM  
You: Thanks! Have a nice weekend
  - Daichi Fukuda** 6:43 AM  
No, I think there are other...
  - Kian Lambert** Yesterday  
Have you run this by Beth? Mak...
  - Team Design Template** Yesterday  
Reta: Let's set up a brainstorm...
  - Reviewers** Yesterday  
Darren: That's fine with me

**Copilot** Preview **Chat** About FAQs What's new

Copilot 9:05 AM

Hi Charles,

Thanks for trying this preview. As your Copilot, I'm here to help you with cutting-edge AI technology that synthesizes info from across docs and messages to give you summaries, help you answer business questions, and quickly draft content. I'm here to help but do make mistakes—so please check content for accuracy and share your feedback.

Ready to explore? Select one of the suggestions below to get started...

- Summarize**  
Review key points from file
- Create**  
Draft an email with action items from meeting
- Ask** NEW  
When is my next meeting with person?

You can always use the prompt guide for suggestions by selecting this button

Ask a work question or use / to reference a file or person ▶

**Chat** ☰ ✍

Activity

Chat 1

Teams

Calendar

Calls

Files

Apps

**Pinned**

- Ray Tanaka** Monday  
Louisa will send the initial list of...
- Beth Davies** Yesterday  
Thanks, that would be nice.
- Kayo Miwa** Yesterday  
I reviewed with the client on...
- Will, Kayo, Eric, +2** 8:00 AM  
Kayo: It would be great to sync...
- August Bergman** 8:20 AM  
I haven't checked available time...

**Recent**

- Copilot** 9:05 AM  
I'm sorry, but I couldn't find any i...
- Emiliano Ceballos** 8:55 AM  
👍👍
- Marie Beaudouin** 8:32 AM  
Sounds good?
- Oscar Krogh** 7:05 AM  
You: Thanks! Have a nice weekend
- Daichi Fukuda** 6:43 AM  
No, I think there are other...
- Kian Lambert** Yesterday  
Have you run this by Beth? Mak...
- Team Design Template** Yesterday  
Reta: Let's set up a brainstorm...
- Reviewers** Yesterday  
Darren: That's fine with me

**Copilot** Preview **Chat** About FAQs What's new

Copilot 9:05 AM

Hi Charles,

Thanks for trying this preview. As your Copilot, I'm here to help you with cutting-edge AI technology that synthesizes info from across docs and messages to give you summaries, help you answer business questions, and quickly draft content. I'm here to help but do make mistakes—so please check content for accuracy and share your feedback.

Ready to explore? Select one of the suggestions below to get started...

**Summarize**  
Review key points from file

**Create**  
Draft an email with action items from meeting

**Ask** NEW  
When is my next meeting with person?

You can always use the prompt guide for suggestions by selecting this button

**What are the lead times with Supplier Alpine Ski House?**

Copilot 9:05 AM

I'm sorry, but I couldn't find any information about your active repair items. Can you please provide more details or context so I can better assist you?

You can enable one of the relevant plugins from the Sources (click icon below) and I will be able to assist you.

AI-generated content may be incorrect 👍 👎

Ask a work question or use / to reference a file or person

9:05 AM  
couldn't find any i...

8:55 AM

8:32 AM

7:05 AM

ave a nice weekend

6:43 AM

are other...

Yesterday

is by Beth? Mak...

Yesterday

Template  
p a brainstorm...

Yesterday

ine with me

You can always use the prompt guide for suggestions by selecting this button

What are the lead tir

Copilot 9:05 AM



I'm sorry, but I couldn't find any information about your active repair items. Can you please provide mor

Find a plugin



Plugins allow Copilot to reference apps on your behalf. Copilot may share some of your Microsoft 365 enterprise data with plugins you've turned on. ⓘ



Web content



Microsoft Copilot Studio

Open



Mural



Try these



Power BI

Add

Use Power BI to discover actionable insights in your data and make data...



More plugins

ant plugins from the Sources (click icon below) and I will be able to a

reference a file or person



Search



- Home
- Overview
- Plugins
- Entities
- Generative AI
- GPTs
- Publish
- Analytics
- Extend Microsoft Copilot
  - Conversational plugins**
  - AI plugins
  - Settings
    - Copilot details
    - AI integration tools
    - Channels
    - Agent transfers
    - Security
    - Skills
    - Language understanding
    - Languages
  - Test your copilot

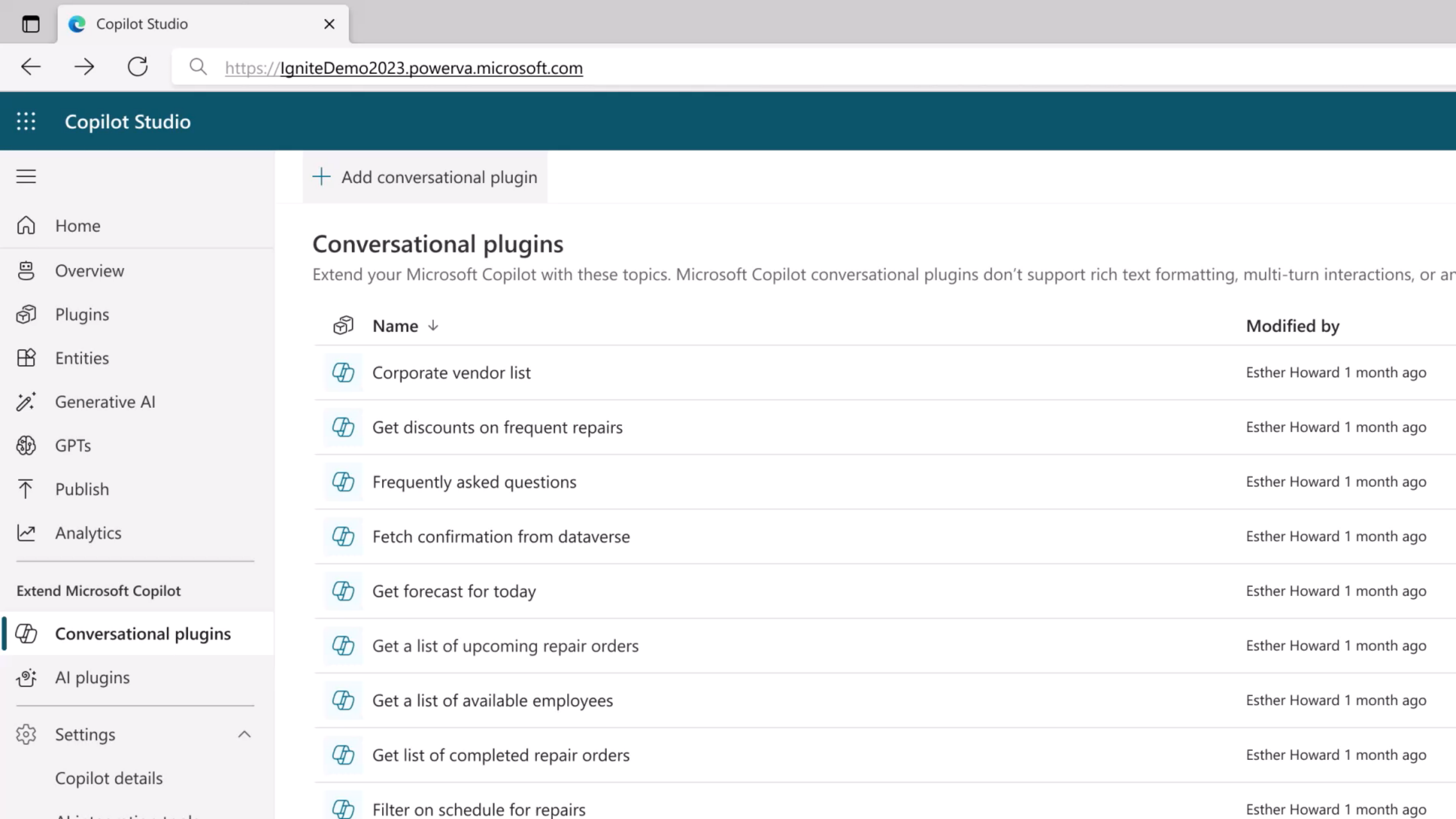
+ Add conversational plugin

### Conversational plugins

Extend your Microsoft Copilot with these topics. Microsoft Copilot conversational plugins don't support rich text formatting, multi-turn interactions, or analytics.

Search plugins

Name ↓	Modified by	Category
Corporate vendor list	Esther Howard 1 month ago	-
Get discounts on frequent repairs	Esther Howard 1 month ago	-
Frequently asked questions	Esther Howard 1 month ago	-
Fetch confirmation from dataverse	Esther Howard 1 month ago	-
Get forecast for today	Esther Howard 1 month ago	-
Get a list of upcoming repair orders	Esther Howard 1 month ago	-
Get a list of available employees	Esther Howard 1 month ago	-
Get list of completed repair orders	Esther Howard 1 month ago	-
Filter on schedule for repairs	Esther Howard 1 month ago	-



- Home
- Overview
- Plugins
- Entities
- Generative AI
- GPTs
- Publish
- Analytics
- Extend Microsoft Copilot
  - Conversational plugins
  - AI plugins
  - Settings
  - Copilot details
  - AI interaction tool

+ Add conversational plugin

## Conversational plugins

Extend your Microsoft Copilot with these topics. Microsoft Copilot conversational plugins don't support rich text formatting, multi-turn interactions, or an

Name ↓	Modified by
Corporate vendor list	Esther Howard 1 month ago
Get discounts on frequent repairs	Esther Howard 1 month ago
Frequently asked questions	Esther Howard 1 month ago
Fetch confirmation from dataverse	Esther Howard 1 month ago
Get forecast for today	Esther Howard 1 month ago
Get a list of upcoming repair orders	Esther Howard 1 month ago
Get a list of available employees	Esther Howard 1 month ago
Get list of completed repair orders	Esther Howard 1 month ago
Filter on schedule for repairs	Esther Howard 1 month ago

- Home
- Overview
- Plugins
- Entities
- Generative AI
- GPTs
- Publish
- Analytics
- Extend Microsoft Copilot
  - Conversational plugins**
  - AI plugins
  - Settings
    - Copilot details
    - AI integration tools
    - Channels
    - Agent transfers
    - Security
    - Skills
    - Language understanding
    - Languages
  - Test your copilot

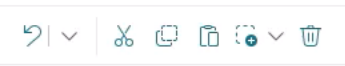
+ Add conversational plugin

### Conversational plugins

Extend your Microsoft Copilot with these topics. Microsoft Copilot conversational plugins don't support rich text formatting, multi-turn interactions, or analytics.

Search plugins

Name ↓	Modified by	Category
Corporate vendor list	Esther Howard 1 month ago	-
Get discounts on frequent repairs	Esther Howard 1 month ago	-
Frequently asked questions	Esther Howard 1 month ago	-
Fetch confirmation from dataverse	Esther Howard 1 month ago	-
Get forecast for today	Esther Howard 1 month ago	-
Get a list of upcoming repair orders	Esther Howard 1 month ago	-
Get a list of available employees	Esther Howard 1 month ago	-
Get list of completed repair orders	Esther Howard 1 month ago	-
Filter on schedule for repairs	Esther Howard 1 month ago	-



**Trigger**

Microsoft Copilot [Edit](#)



Describe what the topic does



Enter text

+





 **Trigger** 

 **Microsoft Copilot**  
 Edit

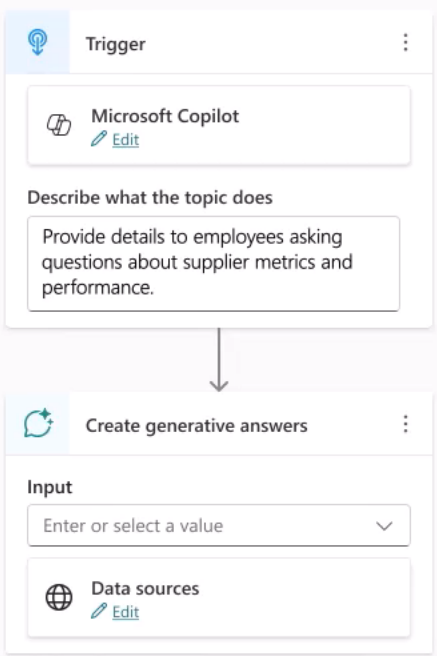
**Describe what the topic does**

Provide details to employees asking questions about supplier metrics and performance.

+



- Show a message
- Ask a question
- Ask with adaptive card
- Add a condition
- Variable management >
- Topic management >
- Call an action >
- Advanced >
- Generative answers**
- Send HTTP request
- Log a custom telemetry event
- Send an event
- Send an activity
- Authenticate
- Custom generative response



Create generative answers property

**Data sources**  
Choose up to 4 public websites and 4 Microsoft internal sites for your bot to use to create dynamic, generative answers.

**Search public data**  
Search public websites

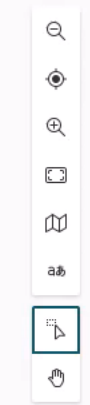
**Public websites** Manual input  
[Input field] +  
To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

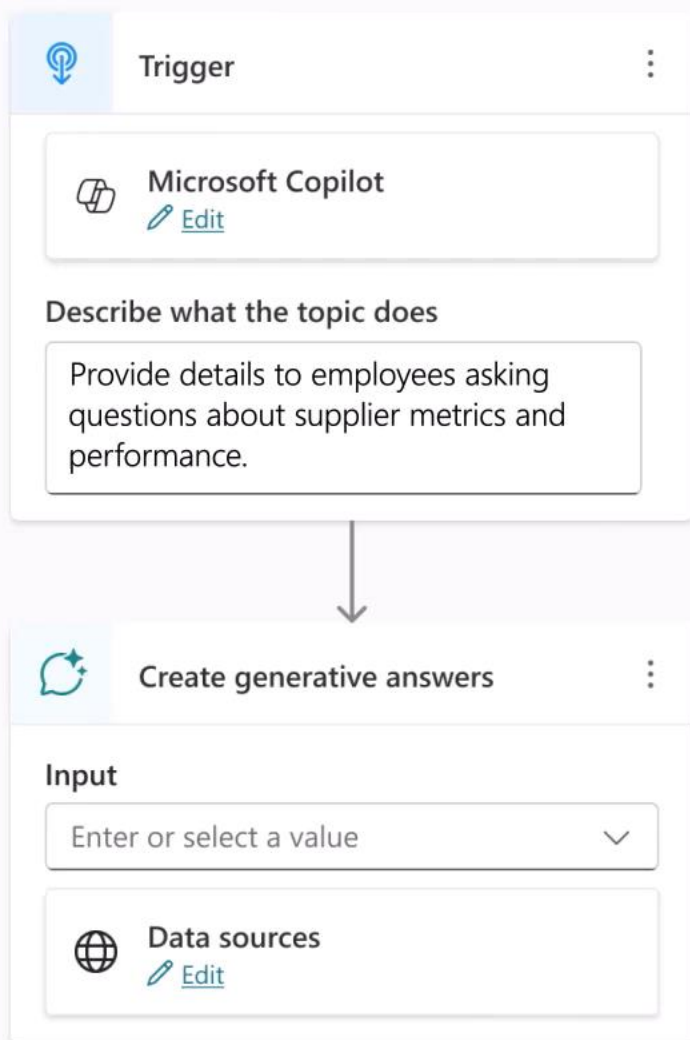
**SharePoint** Manual input  
[Input field] +  
To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

**Azure OpenAI Services on your data**  
Add a connection from Azure OpenAI as a data source.

+ Add connection

Connection properties





### Create generative answers property

**Data sources**  
Choose up to 4 public websites and 4 Microsoft internal sites for your bot to use to create dynamic, generative answers.

**Search public data** ⓘ  
[Search public websites](#) ▾

**Public websites** ⓘ Manual input ▾

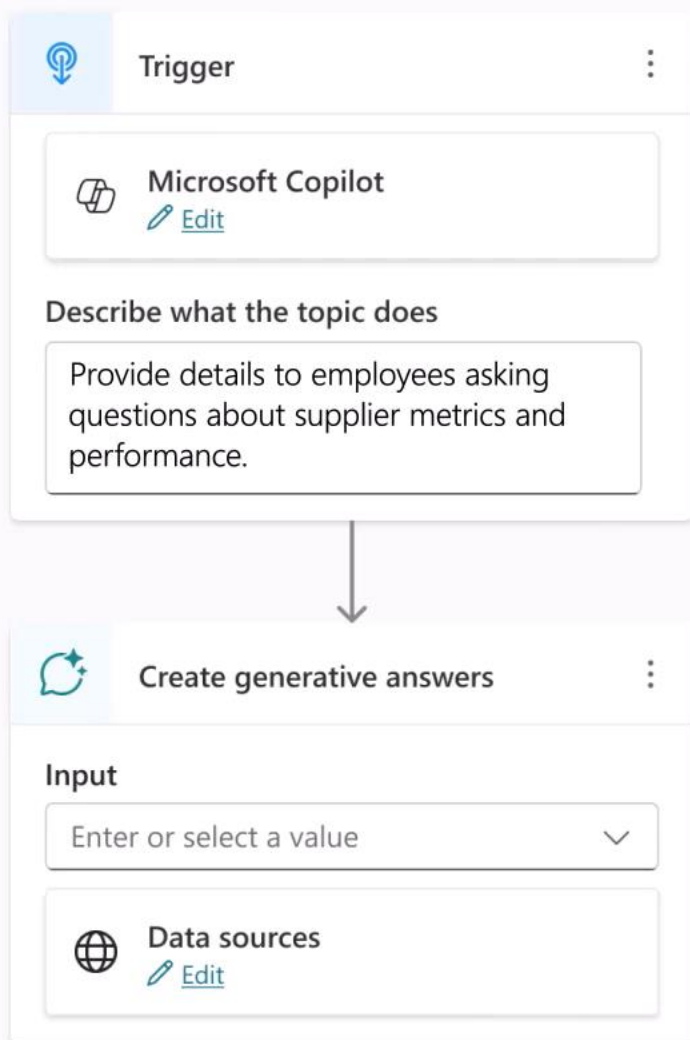
To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

**SharePoint** ⓘ Manual input ▾

To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

**Azure OpenAI Services on your data**  
Add a connection from Azure OpenAI as a data source.

+ Add connection



### Data sources

Choose up to 4 public websites and 4 Microsoft internal sites for your bot to use to create dynamic, generative answers.

### Search public data ⓘ

[Search public websites](#) ▾

#### Public websites ⓘ

Manual input ▾



To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

#### SharePoint ⓘ

Manual input ▾



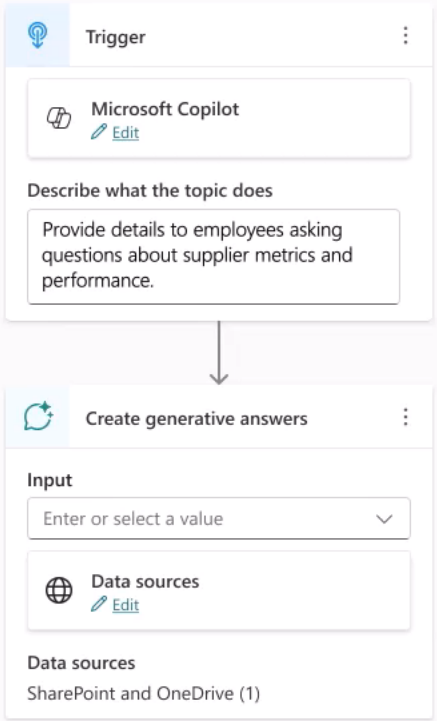
To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

### Azure OpenAI Services on your data

Add a connection from Azure OpenAI as a data source.

+ Add connection

Connection properties



Create generative answers property

**Data sources**  
Choose up to 4 public websites and 4 Microsoft internal sites for your bot to use to create dynamic, generative answers.

**Search public data**  
Search public websites

**Public websites**  
Manual input  
To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

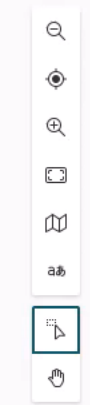
**SharePoint**  
Manual input  
To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

https://contoso.sharepoint.com/Suppl...

**Azure OpenAI Services on your data**  
Add a connection from Azure OpenAI as a data source.

+ Add connection

Connection properties



Example:

Previous rolling 12 months weighted average

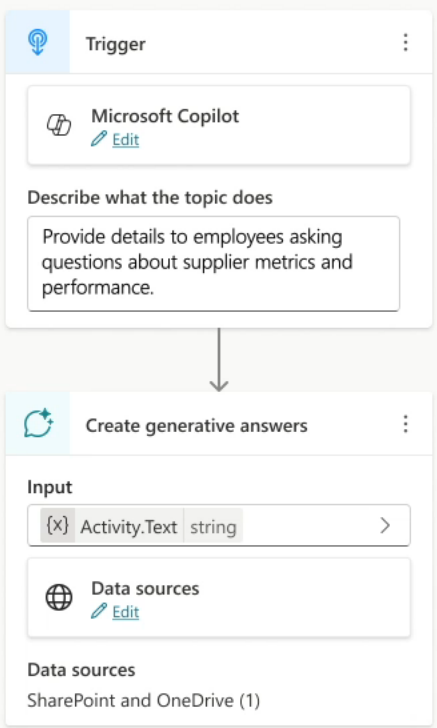
Item ID	Qty	Unit Price Paid	Total
1A	20	\$10.00	\$200.00
1A	50	\$9.50	\$475.00
1A	25	\$10.00	\$250.00
1A	10	\$10.00	\$100.00
1A	5	\$12.00	\$60.00
Sum	110		\$1,085.00
Weighted Average			\$9.86

Current rolling 12 months weighted average

Item ID	Qty	Unit Price Paid	Total
1A	10	\$9.80	\$98.00
1A	10	\$9.80	\$98.00
1A	20	\$9.00	\$180.00
1A	10	\$9.80	\$98.00
1A	5	\$10.00	\$50.00
Sum	55		\$524.00
Weighted Average			\$9.53

Price Variation

Item ID	Current Year Qty	Previous Year Weighted Average	Current Year Weighted Average	Previous Year Total Paid	Current Year Total Paid
1A	55	\$9.86	\$9.53	\$542.30	\$524.15
2B	100	\$20.50	\$20.50	\$2,050.00	\$2,050.00
3C	25	\$25.00	\$22.10	\$625.00	\$552.50
4D	64	\$152.00	\$145.75	\$9,728.00	\$9,328.00
5E	50	\$35.10	\$42.00	\$1,755.00	\$2,100.00
6F	63	\$40.00	\$35.00	\$2,520.00	\$2,205.00
Sum				\$17,220.30	\$16,759.65
Price Variation (Positive = price increase; negative = price decrease)					-2.7%



Create generative answers property

Save and publishing completed

Your bot was published at 9:10 AM on 11/16/23! Your users will see the new content soon.

create dynamic, generative answers.

**Search public data**

Search public websites

**Public websites** Manual input

SharePoint Manual input

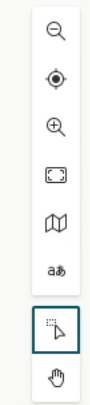
https://contoso.sharepoint.com/Suppl...

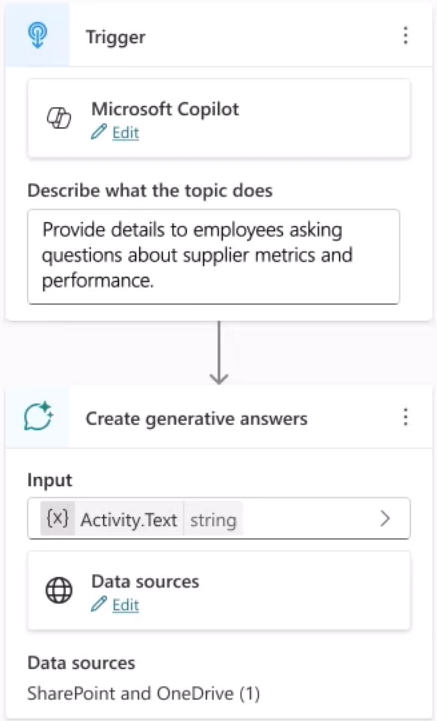
**Azure OpenAI Services on your data**

Add a connection from Azure OpenAI as a data source.

Add connection

Connection properties





Create generative answers property

**Data sources**  
Choose up to 4 public websites and 4 Microsoft internal sites for your bot to use to create dynamic, generative answers.

**Search public data**  
Search public websites

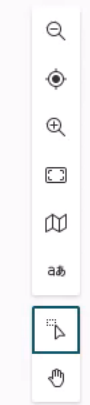
**Public websites** Manual input  
To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

**SharePoint** Manual input  
To add items in bulk, paste in line-separated items or use Shift+Enter to create line separation

https://contoso.sharepoint.com/Suppl...

**Azure OpenAI Services on your data**  
Add a connection from Azure OpenAI as a data source.


+ Add connection  
Connection properties



Review key points from file

Draft an email with action items  
from meeting

When is my next meeting with  
person?

You can always use the prompt guide for suggestions by selecting this button 

What are the lead times with Supplier Alpine Ski House?

Copilot 9:05 AM



I'm sorry, but I couldn't find any information about your active repair items. Can you please provide more details or context so I can better assist you?

You can enable one of the relevant plugins from the Sources (click  icon below) and I will be able to assist you.

AI-generated content may be incorrect



What are the lead times with Supplier Alpine Ski House?

Copilot 9:10 AM



On average, Supplier Alpine Ski House delivers products within 10 days of order placement.

AI-generated content may be incorrect



Ask a work question or use / to reference a file or person



Search





**Trigger**

Microsoft Copilot [Edit](#)

Describe what the topic does

Enter text

+



Trigger

Microsoft Copilot

Describe what the topic does

Provide details to employees asking questions about supplier metrics and performance.

- Show a message
- Ask a question
- Ask with adaptive card
- Add a condition
- Variable management >
- Topic management >
- Call an action >
- Advanced >

Provide details to employees asking questions about supplier metrics and performance.



- Show a message
- Ask a question
- Ask with adaptive card
- Add a condition
- Variable management >
- Topic management >
- Call an action >
- Advanced >

## Choose an action



Basic actions

Plugin actions

Search

All

- Create a flow  
Launches Power Automate
- Skill or skill action  
Go to Skills to add a skill to your bot.
- Get emails  
Office 365 Outlook
- Get a list of recall details  
Words in here
- Get tables (V2)  
SQL Server
- Get scheduler details  
[View flow details](#)
- Get SAP OData Entity Data  
SAP
- Send me an email notification



Search




Microsoft Copilot  
[Edit](#)

Describe what the topic does

Provide details to employees asking questions about supplier metrics and performance.

The screenshot shows a Power Automate action card. At the top, there is a green lightning bolt icon and the word "Action" followed by a vertical ellipsis menu icon. Below this is a card for the "Read SAP table" action, which includes the SAP logo, the action name, the user "Charles@contoso.com", and the provider "SAP". A "Table name" field is present with a dropdown menu showing "Supplier Performance Table" and a right-pointing chevron. At the bottom of the card, there is a section for "Outputs (1)" with a downward-pointing chevron. A red rectangular border highlights the entire action card. Below the card, a vertical line leads to a circular button with a plus sign.

**Action**

 **Read SAP table**  
Charles@contoso.com  
SAP

**Table name**

Supplier Performance Table >



**Outputs (1)** v

- Show a message
- Ask a question
- Ask with adaptive card
- Add a condition
- Variable management >
- Topic management >
- Call an action >
- Advanced >



### Choose an action

Basic actions Plugin actions

Supplier Quality Metrics All v

-  Create a flow  
Launches Power Automate
-  Skill or skill action  
Go to Skills to add a skill to your bot.


---

-  Call SAP function  
SAP ⓘ
-  Read SAP table  
SAP ⓘ

 **Order Delivery Rates**  
Supplier Quality Metrics

Supplier Performance Table >

Outputs (1) v

 Action ⋮


















**Get order delivery rates**

Charles@contoso.com

Supplier Quality Metrics ⋮

Outputs (1) v




-  Show a message
-  Ask a question
-  Ask with adaptive card
-  Add a condition
-  Variable management >
-  Topic management >
-  Call an action
-  Advanced
-  Generative answers
-  Send HTTP request
-  Log a custom telemetry event
-  Send an event
-  Send an activity
-  Authenticators
-  Custom generative response




Search



 **Get order delivery rates**  
Charles@contoso.com  
Supplier Quality Metrics

Outputs (1) ▾

 **Custom generative response**

**Input**

{x} SupplierQualityMetrics table >

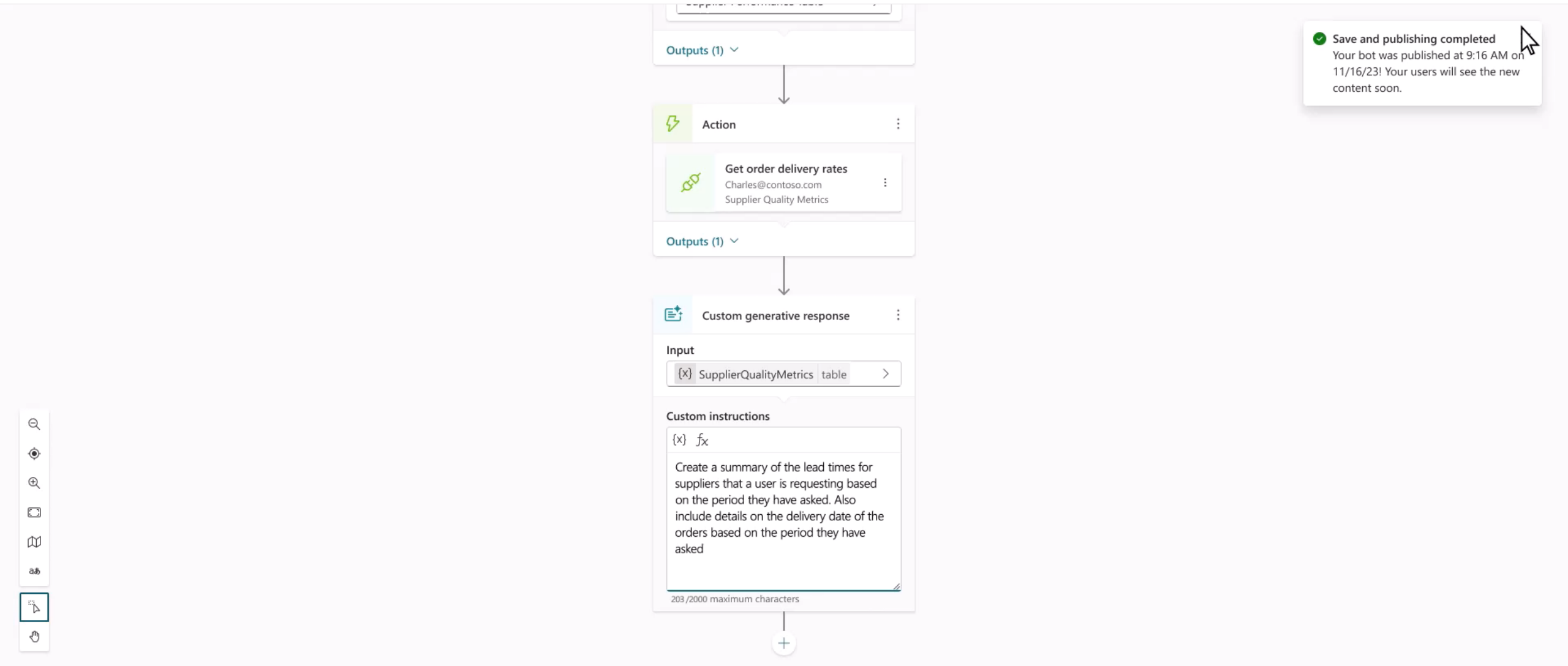
**Custom instructions**

{x} fx

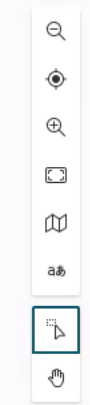
Create a summary of the lead times for suppliers that a user is requesting based on the period they have asked. Also include details on the delivery date of the orders based on the period they have asked

203 / 2000 maximum characters





✔ Save and publishing completed  
Your bot was published at 9:16 AM on 11/16/23! Your users will see the new content soon.



You can enable one of the relevant plugins from the Sources (click  icon below) and I will be able to assist you.

AI-generated content may be incorrect



What are the lead times with Supplier Alpine Ski House?

Copilot 9:10 AM



On average, Supplier Alpine Ski House delivers products within 10 days of order placement.

AI-generated content may be incorrect



What are the lead times with Supplier Alpine Ski House?

Copilot 9:17 AM



On average, Supplier Alpine Ski House delivers products within 10 days of order placement. Over the past 6 months, they have maintained an on-time delivery rate of 86% for our orders.

AI-generated content may be incorrect



Ask a work question or use / to reference a file or person



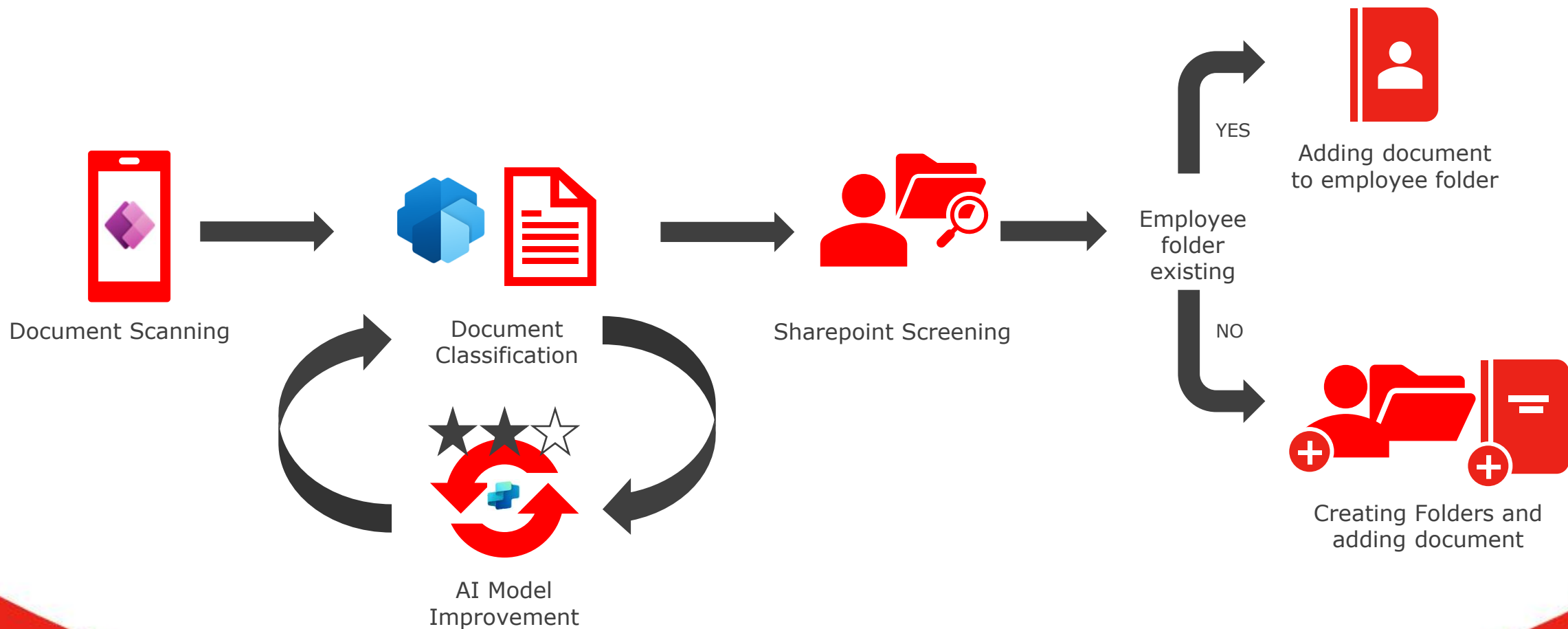
Search



# Document Analytics + Process Automation

(AI Builder Functionalities with Power Apps  
+ Power Automate)

# Process Flow



# Document Analytics & Process Automation



## Summary

- Efficiency
- Accuracy
- Compliance
- Accessibility

## Use Cases

- Invoice Processing
- Contract Management
- Legal Document Management
- ...



# Use Cases

AlfaPeople and 1500fh

# Sales Copilot plus

## CHALLENGE

Increase sales through the enhancement of process maturity and corporate learning.

## SOLUTION

A sales co-pilot (Bot) that assists the seller in planning sales, prioritizing visits/actions, preparing visits, and automating activities such as voice feedback from visits, creating a networked learning process.

## RESULTS

Increase in sales results (+30% in contribution margin, +50% in cross-sales, etc.).



# Customer Service ChatBot Platform

## CHALLENGE

Design an architecture that can support high volumes of data (telecommunications company) and ensure response time and quality for a customer service bot.

## SOLUTION

Multi cloud architecture with various database configurations and processing to ensure performance access to all necessary information, with scalability and availability.

## RESULTS

Implementation of the architecture in Latin America and Europe.



# Retail - Clothing Store

## CHALLENGE

Understand customer receptiveness to products, offers, and communications displayed in the showcase.

## SOLUTION

Sensitivity analysis based on images generated by cameras (without identifying the customer but only the profile).

## RESULTS

Identification of the audience profile by store and time, and optimization of communication.



# Data Interactions (Protocols)

## CHALLENGE

Facilitate the work of technical salespeople by allowing access to technical data and implementation effectiveness data of their clients.

## SOLUTION

Generative AI solution for data dialogue. Visibility into internal data and market data to support client interactions.

## RESULTS

Improvement in service provided, client performance, satisfaction, and an increase in purchase recurrence.



# Process Automation

## CHALLENGE

Automate the visa application process to increase productivity per lawyer and total billing.

## SOLUTION

AI solution for reading and evaluating documents, automatic generation of visa application documents, and identification of validation points by the senior lawyer.

## RESULTS

Doubling the output by paralegal.



# HR ChatBot

## CHALLENGE

Simplify HR communications with all employees and contractors of the company.

## SOLUTION

Development of a communication Bot that started by answering questions and went on to perform activities.

## RESULTS

Simplification, automation of processes, and improved customer satisfaction.



# Personal Development

## CHALLENGE

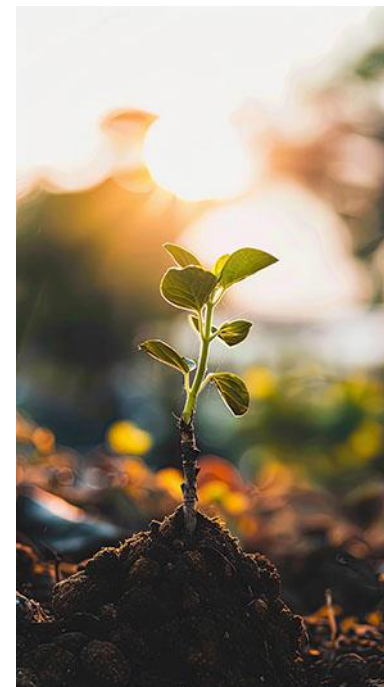
Develop self-awareness to leverage personal development.

## SOLUTION

AI copilot for self-awareness, identification of limiting beliefs and harmful habits, and mentoring in personal development.

## RESULTS

75% increase in average billing per consultant.



# Corporate Learning – Voice Processing

## CHALLENGE

Increase sales through the collaborative learning of all contacts made via contact center.

## SOLUTION

Voice-to-text transformation, structuring of contacts, analysis algorithm to identify dialogues according to the customer and product profile. Script generation for the seller.

## RESULTS

Construction of a corporate learning process with increased outcomes.



# Predictive Maintenance

## CHALLENGE

Reduce the cost of water and energy in the cooling process of wort (beer production).

## SOLUTION

Algorithm for identifying the optimal point for scheduled maintenance of the cooler.

## RESULTS

Optimization of the production process and reduction of cooling costs.



# Image Processing

## CHALLENGE

Identify farms (size and crops) and their potential for additional sales to define the commercial strategy.

## SOLUTION

Identification of farms, plots, crops, and thereby the potential and propensity per customer for strategy definition, routes, and prioritization of activities.

## RESULTS

Increase in coverage and sales.



# Software Engineering

## CHALLENGE

Speed up the Time to Market and the quality of software development processes.

## SOLUTION

Use of AI in understanding requirements, software analysis, identification of current processes and business rules, software redesign, and unit and integrated testing.

## RESULTS

Reduction of times, costs, time to market and increase in quality and satisfaction.



# Microsoft Cloud – AI you can trust



The graphic consists of three horizontal red bars. The top bar contains four icons and their corresponding labels: a scale of justice for 'Fairness', a shield with a checkmark for 'Reliability & Safety', a padlock for 'Privacy & Security', and three stylized human figures for 'Inclusiveness'. The middle bar contains a semi-circular radar icon and the label 'Transparency'. The bottom bar contains a handshake icon and the label 'Accountability'.

- Fairness
- Reliability & Safety
- Privacy & Security
- Inclusiveness
- Transparency
- Accountability

Your data is **your** data.

Your data is **not** to train the OpenAI foundation models without permission.

Your data is **protected** by the most comprehensive enterprise compliance and security controls.

# AI and Copilot Assessment Workshop

Discover the transformative potential of Microsoft AI technologies, exploring how AI, including Copilots and the Power Platform, can revolutionize the efficiency and workflows in your business. We will explore where technology meets business challenges to unlock innovation and growth.

## **Agenda:**

- Introduction to Microsoft technologies
- Use Case Exploration
- Design Thinking
- Organizational Readiness
- Roadmap and next steps

[Book workshop here](#)

## **The workshop includes:**

- 8-hour workshop
- Learning material
- Roadmap, including the next steps
- Facilitated by certified AlfaPeople experts
- Access to an AlfaPeople expert for one month after the workshop.

# Process Workshop

## Transform your business processes with AI-Powered solutions!

Are you looking to leverage AI technology to enhance your business processes but unsure where to start? Join our interactive 2-hour workshop designed specifically for business leaders eager to integrate Microsoft AI technologies into their operations. During this hands-on session, we will focus on a pre-selected business process, demonstrating step-by-step how AI can streamline operations and increase efficiency.

Empower your team with the skills to transform business processes through cutting-edge AI technology.

[Book workshop here](#)

### Key highlights:

- **Expert guidance:** Work alongside AI specialists who will provide insights and strategies tailored to your business needs.
- **Documentation:** Receive detailed documentation of the AI-enhanced process, ensuring you have all the knowledge necessary for the implementation.

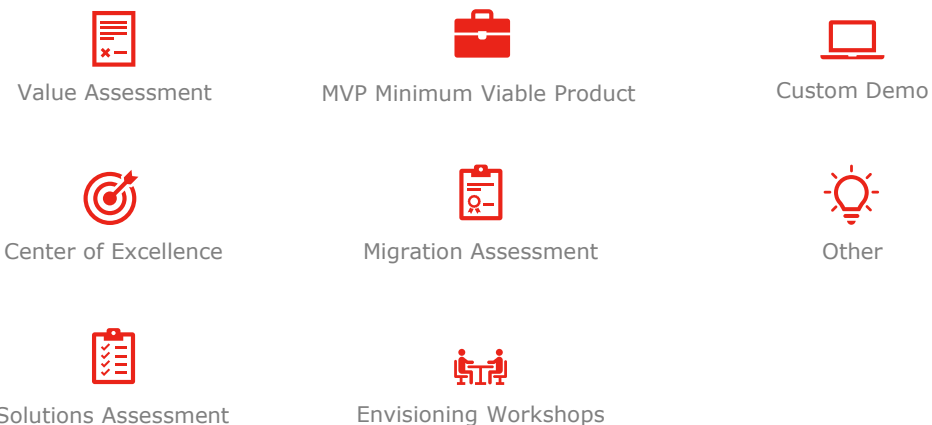
# Microsoft Investments

Investment for pre-sales and post-sales activities, conducted by AlfaPeople with existing and/or new clients.

## The technologies:



## The activities\*





**Microsoft investment:** From US\$ 1,200 to US\$ 35,000

\*There are some prerequisites by type of activity that need to be met before the submission of the incentive request.

## How to participate?

- 1 Express your interest
- 2 Check your prerequisites
- 3 Define the technology and activity
- 4 AlfaPeople will submit the request to Microsoft



   
Request Accepted or Rejected

# Key take-aways

- 1 Infusing AI into business processes is already providing competitive advantage to organizations of all sizes.
- 2 Microsoft has the best technology stack to enable AI-infused custom process development.
- 3 AlfaPeople has the Know How and the Offers to get you started or to experiment with Microsoft AI technology.

**Remember to indicate if you are interested in one of our Workshops in your Survey Reply.**

# Contact us

## AlfaPeople

Stoeberigade 14  
2450 Copenhagen SV  
Denmark

Phone +45 70 20 27 40

E-mail: [info@alfapeople.com](mailto:info@alfapeople.com)

[www.alfapeople.com](http://www.alfapeople.com)



Brazil - Canada - Chile - Colombia - Costa Rica - Denmark -  
Ecuador - Germany - Guatemala - Mexico - Saudi Arabia -  
Switzerland - United Arab Emirates - United States

# Additional information



[Click here to watch our previous webinar "Step into the future with AI".](#)