

# Microsoft Federal BizApps Summit

March 12-13, 2024



Microsoft

| carahsoft.



# Thank you to our sponsors!

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<b>Accenture Federal Services</b>	 Guidehouse	 hyertek	 LATEETUD	 NETIMPACT STRATEGIES
	permuta	 ttec <sup>®</sup> DIGITAL	 KPMG	



Microsoft

| carahsoft.



# Copilot in Government

Steve Winward

Technical Director @ Microsoft Federal

[LinkedIn.com/in/SteveWinward](https://www.linkedin.com/in/SteveWinward)







**Steve Winward**  (He/Him)  
Technical Director @ Microsoft Federal  
Washington DC-Baltimore Area · [Contact info](#)

 Microsoft  
 George Mason University

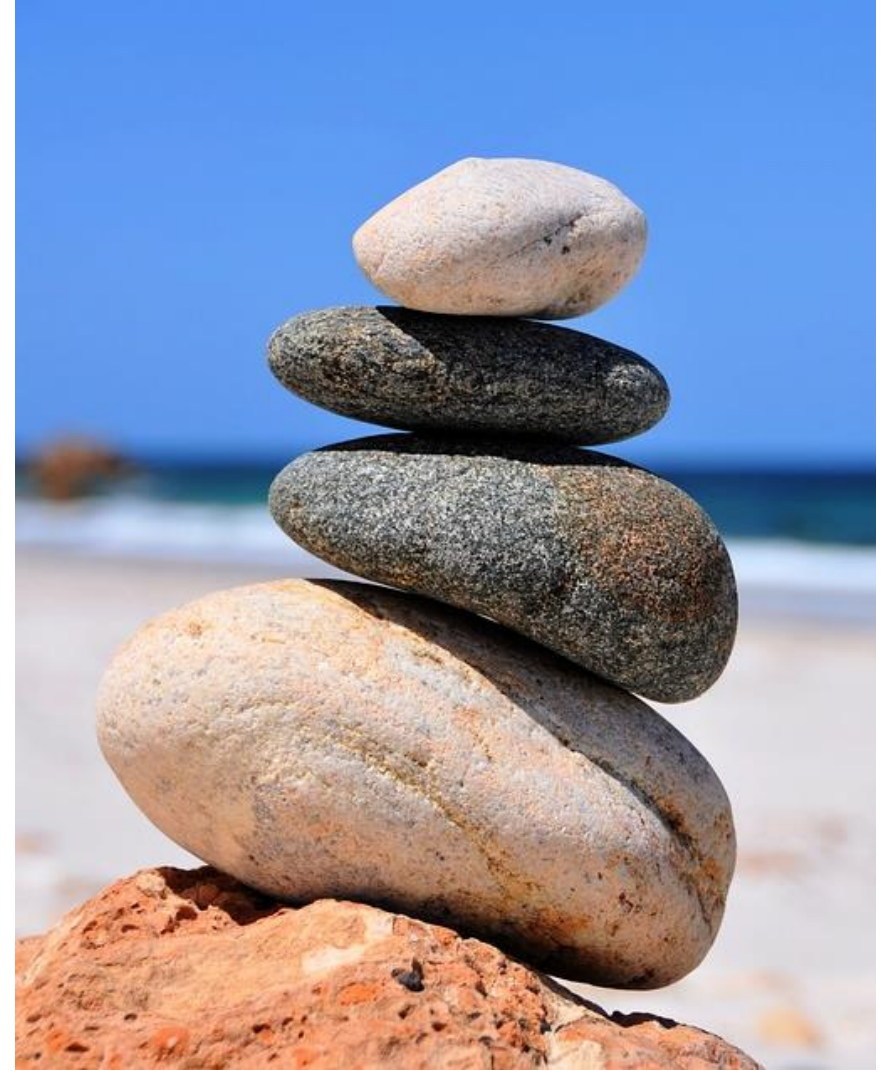
## About Me

- 10 Years Software Developer
- 15 Years Supporting Federal Agencies
- Deeply mission oriented
- Passion for low code business applications
- Nerd for open source on GitHub!

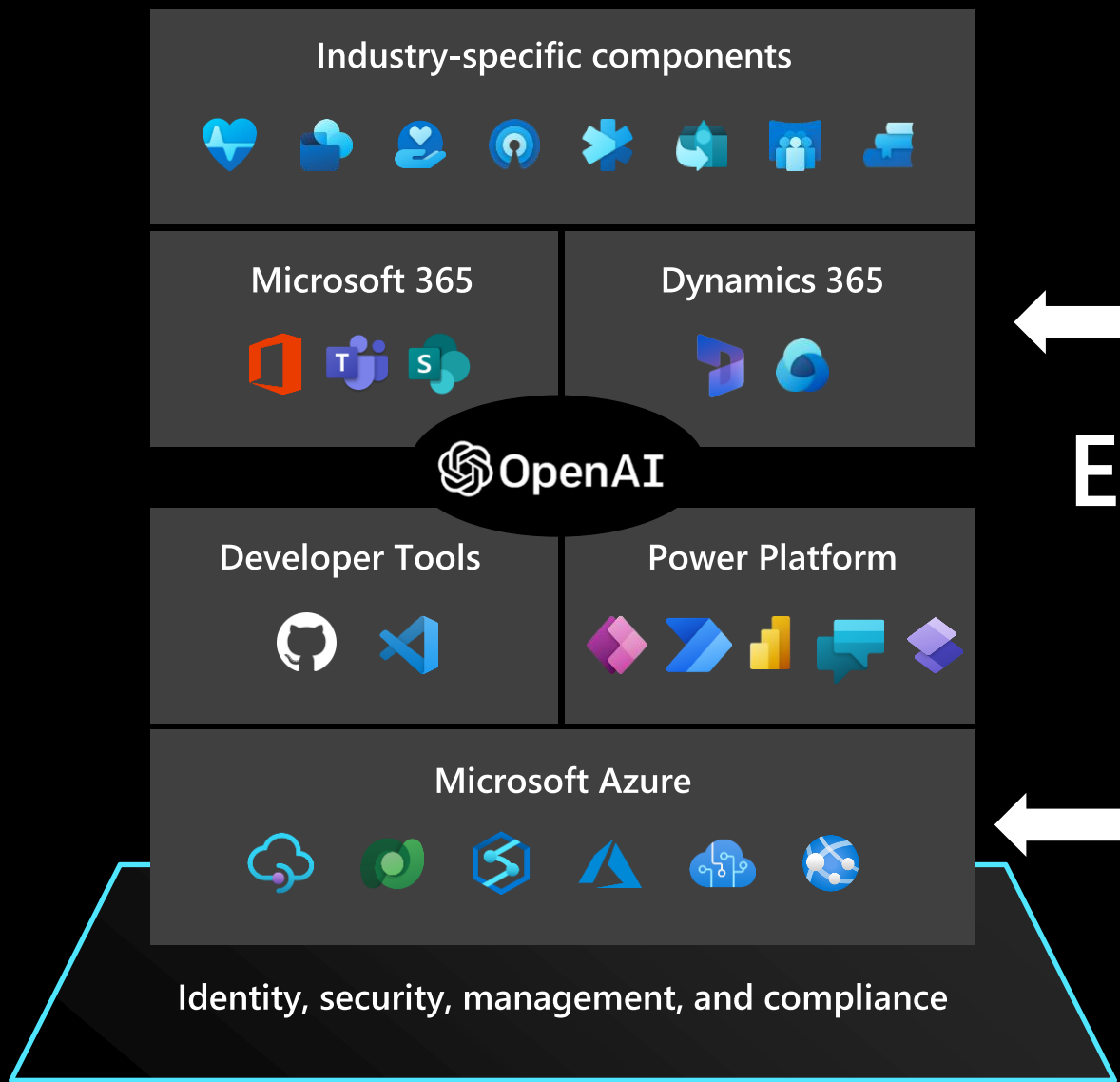




**TIME**



**SIMPLICITY**



# Era of Copilots

AI as a real-time collaborator

...that generates content

...that sparks creativity

...that completes work



# Microsoft's AI Principles



Fairness



Reliability  
& Safety



Privacy &  
Security



Inclusiveness



Transparency



Accountability

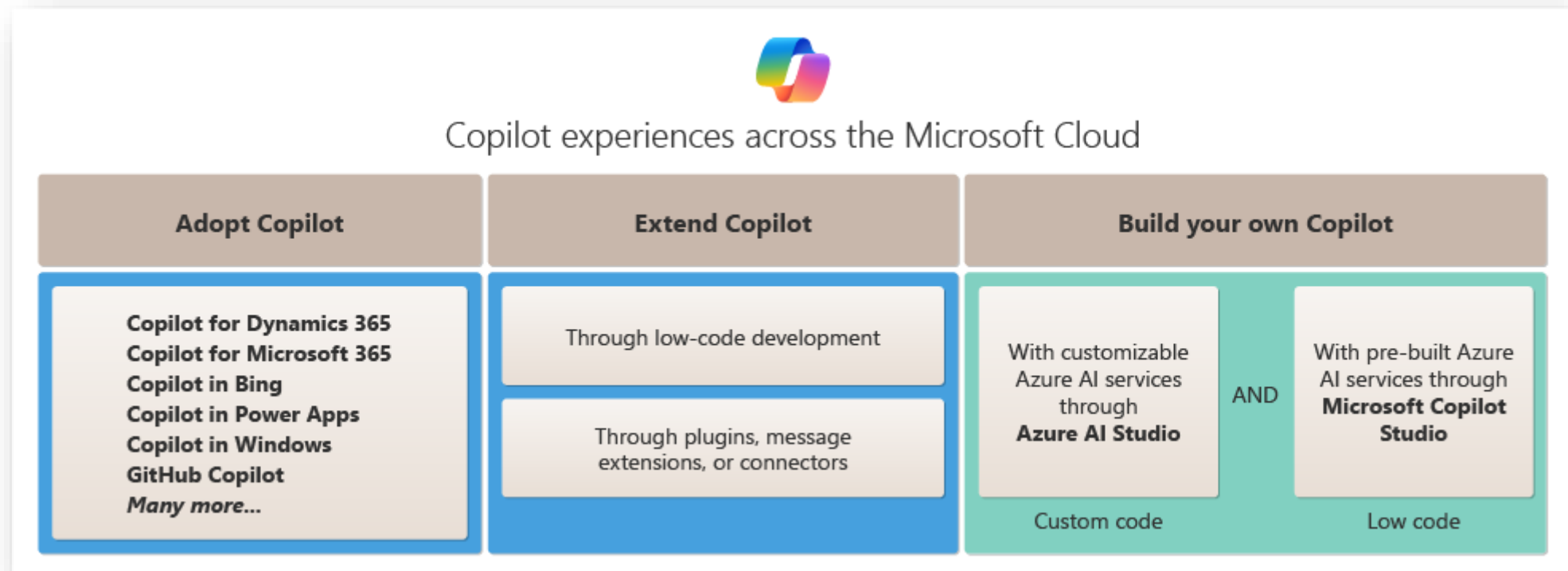
## Microsoft Cloud — AI you can trust

Your data is **your** data.

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

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

# Copilot Experience Spectrum







Home



Create



My Content



Feed



Apps



Copilot

New chat



# Copilot

For Microsoft 365

Try these prompts

Stay on top

## What's new?

What's the latest from **person** ,  
organized by emails, chats, and  
files?

## Get the gist

Give me a bullet list of key points  
from **file**

## Draft an FAQ

Create an FAQ based on **file**

## How to

How do I write a request for  
proposal?

## Don't miss it

Summarize Teams messages where  
I was @mentioned this week.

## Generate ideas

List ideas for a fun remote team  
building event

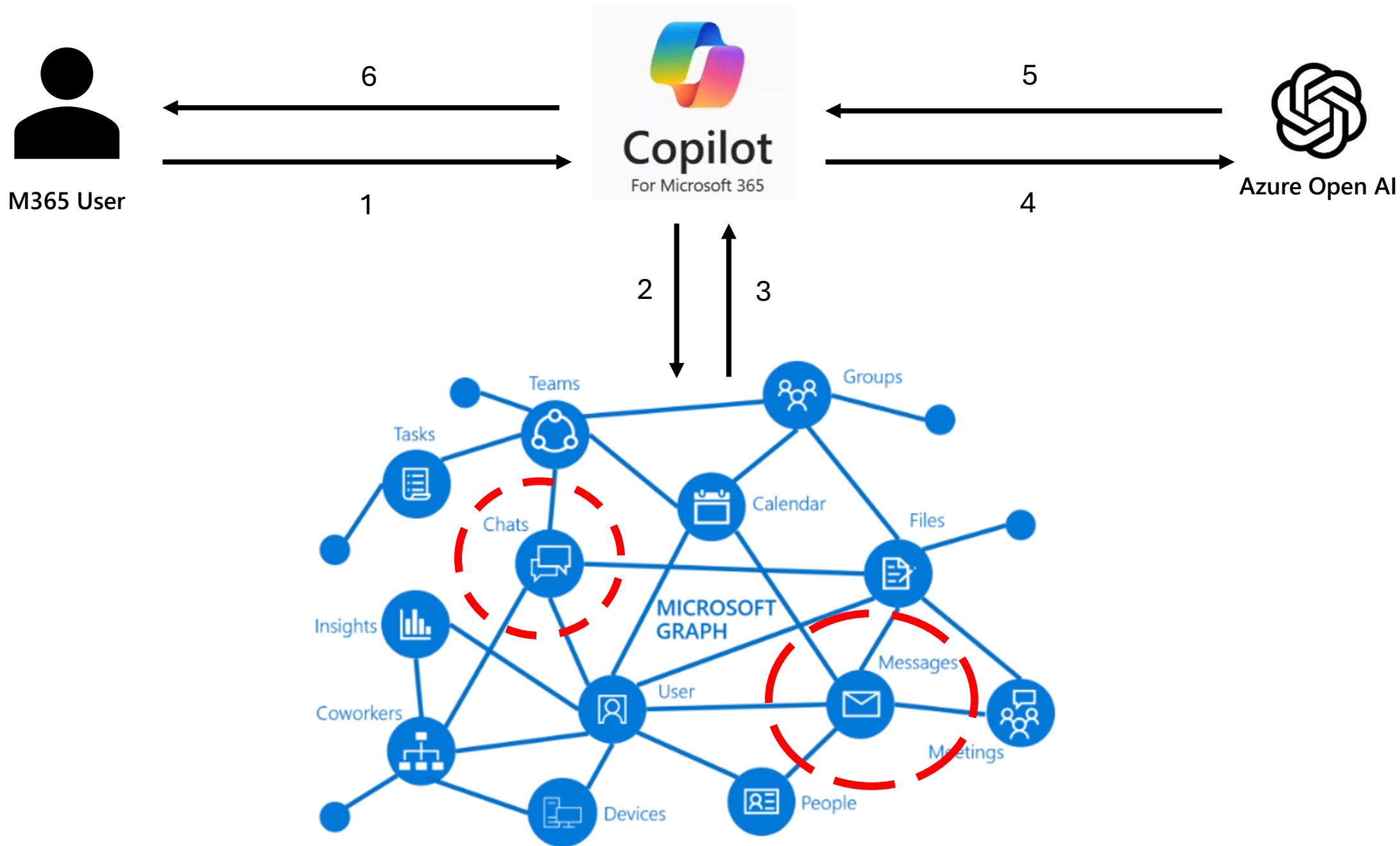
OK, what can I help with? Try one of the examples or enter your own prompt.

View prompts

Ask a work question or use / to reference people, files, and more

0 / 2000





# Copilot Studio with Generative AI in GCC!

- ☰
- 🗄️ Copilots
- 👤 Overview
- ✍️ Generative AI
- 📁 Topics & Plugins
- 📁 Entities
- 📈 Analytics
- ⬆️ Publish
- 🔗 Extend Microsoft Copilot (preview)
- ⚙️ Settings
- Copilot details
- AI integration tools
- Channels
- 🤖 Hide copilot

## Test copilot

🔍 Tracking: off

Chat



Hello, I'm Steve's First GCC Copilot Bot, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

Just now

Type your message



Topics > C... Topic checker Test copilot Save

↶ | ▾ | ✂️ 📄 🗑️ ✨ Edit with Copilot ...

💡 Trigger

👤 On Unknown Intent  
[Edit](#)



🔄 Create generative answers

Input

{x} Activity.Text string



Data sources  
[Edit](#)

Data sources

Public websites (1)  
SharePoint and OneDrive (1)



🔗 Condition

{x} Answer string

🔗 All other conditions



## Test copilot



Tracking: off



Chat



Hello, I'm My First GCC Copilot Studio Bot, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

4 hours ago

Can you tell me about specific FEMA flood insurance policies for the state of Virginia?



Type your message



Topics > Conversation...



Topic checker



Test copilot



Save



Edit with Copilot



Variables





## Test copilot



Tracking: off



Chat



Hello, I'm My First GCC Copilot Studio Bot, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

4 hours ago

Can you tell me about specific FEMA flood insurance policies for the state of Virginia?



A minute ago



I'm sorry, I'm not sure how to help with that. Can you try rephrasing?

Just now

Type your message



Topics > Conversation...



Topic checker



Test copilot



Save



Edit with Copilot



Variables



Create generative answers



Input

{x} Activity.Text string



Data sources

[Edit](#)

Data sources

Public websites (1)

SharePoint and OneDrive (1)



Condition



{x} Answer string

is not Blank

+ New condition



All other conditions



End current topic





Home

Copilots

Plugins (preview)

Prompts (preview)

Models (preview)

Power Platform

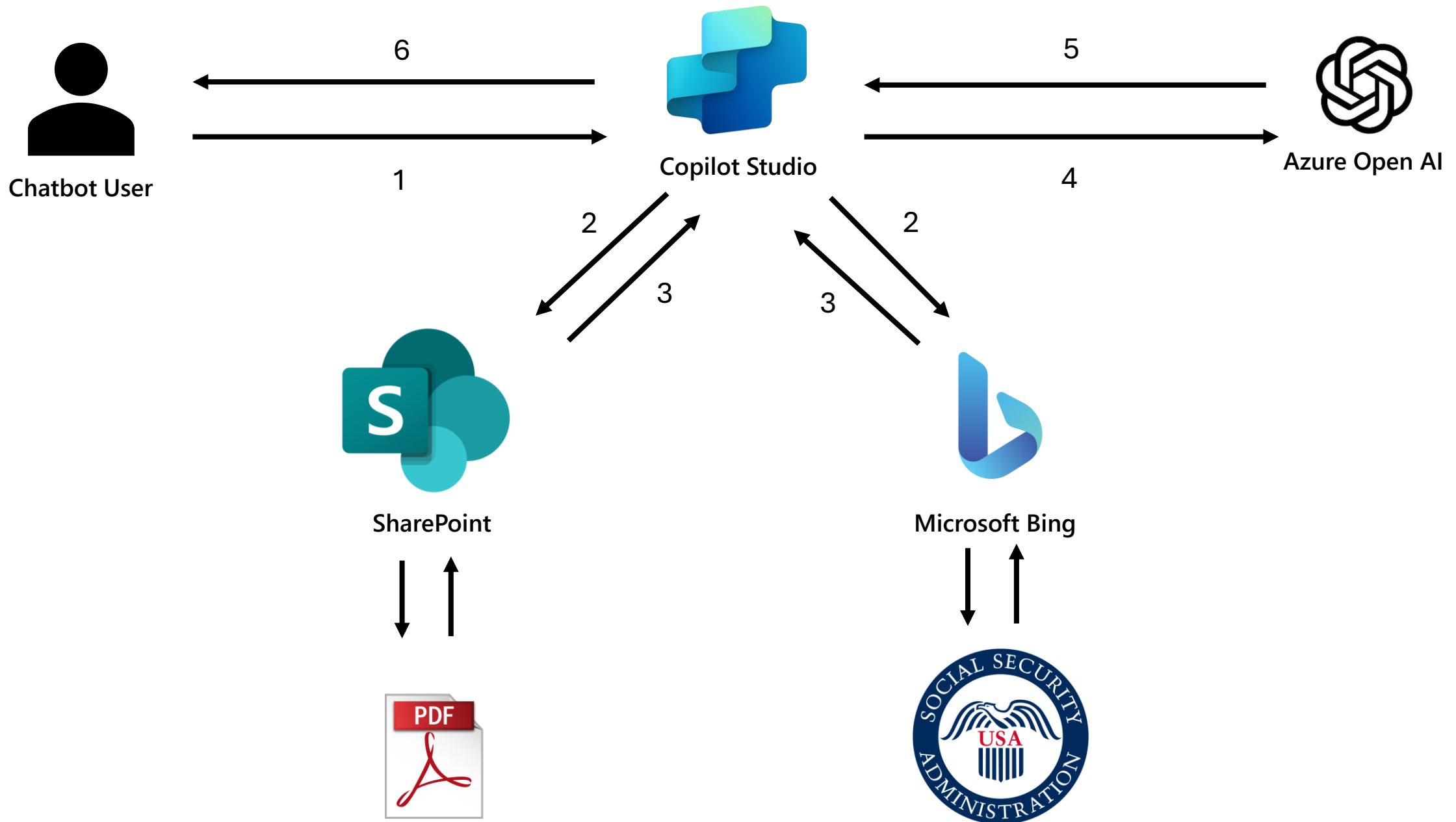
New copilot

Import copilot

Copilots

Search copilots

	Name		Type	Modified by ↓	Last publ
	Steve's First GCC Copilot Bot		Copilot	# PowerVirtualAgentsGcc a few !	Never



# D365 Customer Service Copilot



# Copilot *embedded* in Dynamics 365 Customer Service

Helps **every** service agent become *your best agent*

## Ask a Question

Chat interface to  
find relevant  
answers fast



## Write an Email

Craft contextual  
emails fast



## Copilot Summarization

Summarize cases  
and conversations  
fast



## Copilot Analytics

Review agent  
productivity  
improvements



Dynamics 365

Customer Service workspace

New look

Home

Inbox

John Doe Disability Claim ...

Save

Save & Close

Save & Route

Refresh

New

Convert to Work Order

Resolve Case

Cancel Case

Assign

Share

John Doe Disability Claim Request - Saved

Case · Case for Multisession experience

CAS-02573-D6T9B9

---

2/25/2024 2:51 AM

SA

System Administrator

Owner

Summary

Details

Related

Case Title

John Doe Disability Claim Request

Customer

Alex Baker

Subject

Look for subject

Priority

---

Case Status

In Progress

Product

---

Description

John Doe, a 44-year-old individual, is applying for Social Security disability benefits due to chronic back pain. Born on May 15, 1980, John has been facing persistent discomfort that has significantly impacted his daily life. His medical history reveals a

Summary

Timeline

Search timeline

Enter a note...

Recent

Auto-post on Case John Doe Disability Claim Re...

2/25/2024, 2:51 AM

Case created by System Administr... for Contact Alex Baker

Copilot

Get AI-powered help with solving customer issues.

Ask a question

Write an email

Hi System, what do you need?

Describe it and get an answer generated by AI.

The more specific you are, the better responses you'll get from Copilot.

Or, use AI to identify the most recent customer problem and get a response.

AI-generated content can have mistakes. Make sure it's accurate and appropriate. [Read terms](#)


Describe what you need

Make sure AI-generated content is accurate and appropriate before using. [Read terms](#)

# The scale of Microsoft's support

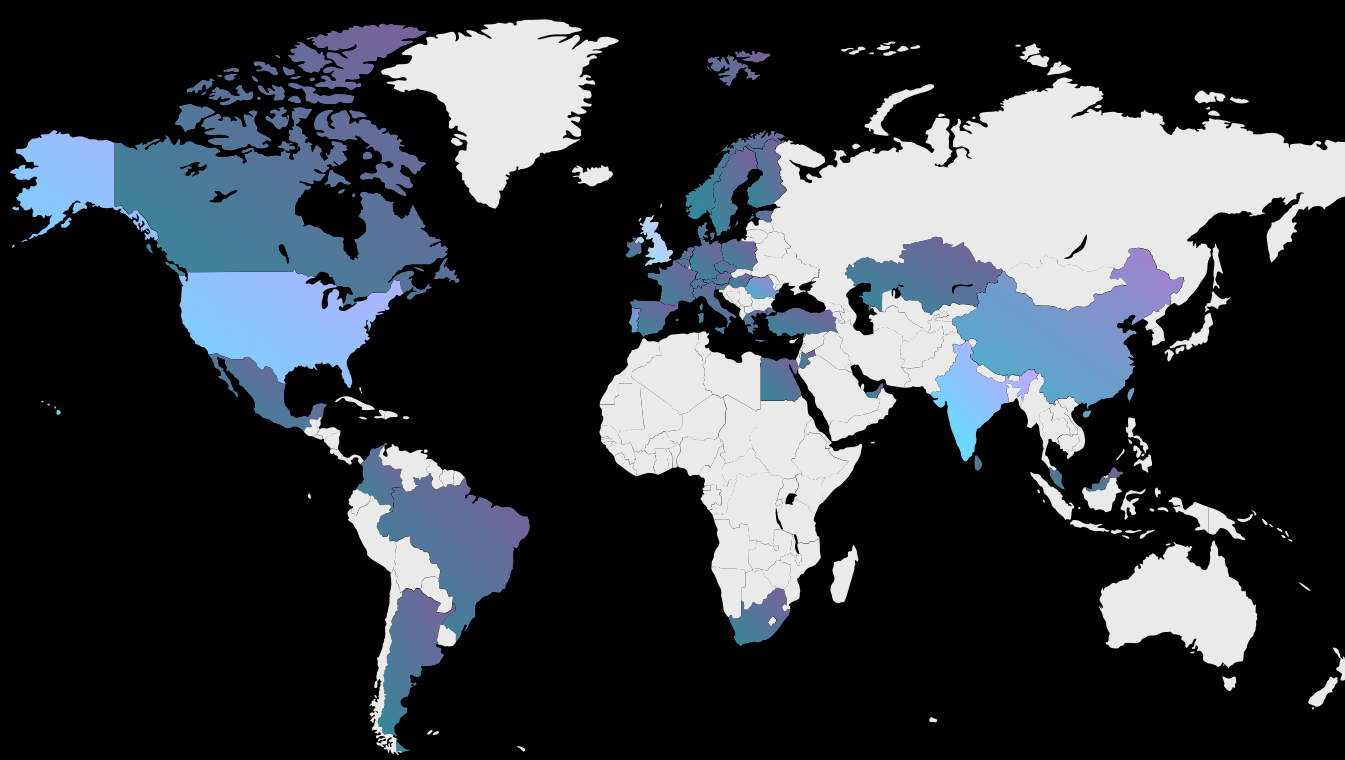
10's of thousands  
92 contact centers  
120 countries  
1B+ consumers  
46 languages

Across consumer and commercial businesses  
(10K enterprise, 10M+ SMB)

 D365  Xbox  Azure  Office  Teams

 145M+ contacts

 73M+ calls  61.2M emails  11.4M chats



 20% in missed routes

 2.4 minutes saved in average handling time

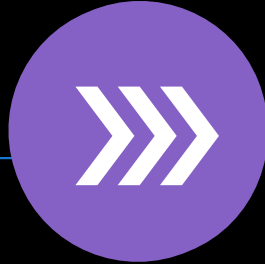
 32% in self help

 25% in first call resolution

 12% in CSAT



# Examples of early Copilot impact across Microsoft commercial support



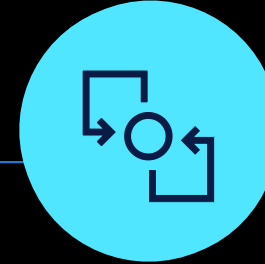
In one business, Copilot **increased number of cases and chats** managed by support agents by **9%-12%**

Serve more customers with the help of Copilot



Several businesses observed Copilot to **decrease AHT** for agents handling chat cases by **12% - 16%**

Serve customers faster with the help of Copilot



Across measured groups, Copilot **decreased the need for expert help** to resolve a case by **13%**

Jr. agents become Super agents with the help of Copilot

## Key Takeaways

\* These results are statistically significant at the 95<sup>th</sup> percent confidence interval



1



▼ Yesterday 20

 **Aadi Kapoor**  
You: Thank you for chatting with mu...  
 Whatsapp . 10:00 AM

**FK** Issues with license upgrade  
Customer: Fabricam Inc  
🔧 Case . 08:35 AM

 **Hillary Reyes**  
Hello, My name is Hillary Reyes and....  
 Messenger · 07:45 AM

 Dawn Carlson  
RE: Email regarding Azure service errors  
 Twitter · 10:05 AM

 **Issues with Azure service errors**  
Customer: Northwind traders  
 Case . 08:35 AM

 Dawn Carlson  
RE: Email regarding contoso machines  
 Twitter · 10:05 AM

Last updated 12:34 PM

Issues with Sma... ✉ Reply to email ✕

Send Save Save & Close Attachment

Reply to email

Email · Enhanced email ▾

Normal  
Priority

**Draft**  
Status

**Ivan L**  
Owner

To  Claudia Mezzanti

Cc/Bcc

Subject: Issues with Azure Kubernetes Service Cluster

Font • Size • **B** *I* U           

Hi Claudia,

My name is Ivan, I'm from Microsoft support contacting you about Case #00151963. I'm sorry you're having trouble configuring the route table for your AKS cluster. I can explain why you're seeing that error.

Your AKS cluster has an `outboundType` of `UserDefinedRouting`. This means that all traffic from your AKS nodes is forwarded based on the routing table attached to the cluster subnet. The requirement for a `VirtualAppliance` or `VirtualNetworkGateway` is to allow NAT-ing of the source IP's to a publicly routable IP address, as requests from nodes will have a private IP address source.

If traffic is directed straight to the internet, there would be no NAT-ing happening, resulting in publicly unrouteable traffic. I hope this helps you understand why you're seeing the error. Please let me know if it doesn't make sense or if there's anything else I can clear up for you!

Thank you,  
Ivan

From: Claudia Mezzanti <claudia@outlook.com>  
Date: Wednesday, February 8, 2023 at 9:05 AM  
To: Ivan Lewis <ivan.lewis@microsoft.com>  
Subject: Issues with Azure Kubernetes Service Cluster

Hello –

Regarding

 Claudia Mezzanti

All assigned tasks     Save and close  New  Assign  Create swarm  Delete ...  Chat request from Diane Plank

[illegible]

A screenshot of a Microsoft Teams chat window. At the top, the contact is 'Diane Plank' with a status of '05:44 · 😊 Positive'. There are icons for a chat bubble, a phone, and an 'End' button. The chat history shows three messages: 1. From 'Azure support bot' at 10:09 AM: 'Hello there, I am Eva. How may I help you?'. 2. From a user (profile picture of a woman) at 10:09 AM: 'Hello, I'm having an issue with conditional policy error in Visual Studio when user tries to login. Can I chat with an agent?'. 3. From 'Azure support bot' at 10:09 AM: 'Please hold while I transfer your chat to an agent'. Below the messages is a section titled 'Issue description:' with a light blue background. It contains a bullet point: 'Conditional policy error in Visual Studio when user tries to login.' To the right of the title are information and copy icons. At the bottom of this section is a feedback prompt: 'Is this helpful?' with 'Yes' and 'No' links. A final message at the very bottom states: 'You have joined the conversation, 10.10 AM'.

Diane Plank

Diane Plank

Account : 657-DER-3564

+1-629-456-9876

Diane@outlook.com

3764 Hollywood Dr.  
Pasadena, California 94568

View More

Recent cases

Azure subscription question  
2/9/22  
Closed

Products used

Microsoft Azure  
Software  
#785347683425

Microsoft PowerBI  
Software  
#5116945326416

Microsoft Power Automate  
Software  
#4589762315799

Timeline

+

⌵

☰

⋮

🔍 Search timeline

✎ Enter a note...

📎

👤

Created: 2/10/2022 10:00 AM

📧 Email

Active

↶

📄

🗑

From: 👤 Diane Plank

Subject: Issues with Visual Studio

Visual Studio not working properly. It is showing an error to me.

🖼 Image.png

Case: Visual studio access issues

⌵

📅

Autopost: 1/12/2023 12:30 PM

Appointment created by Albert Flores for Diane Plank

👤

Created: 12/26/2022 09:00 AM

💬 Live Chat

Closed

👤

📄

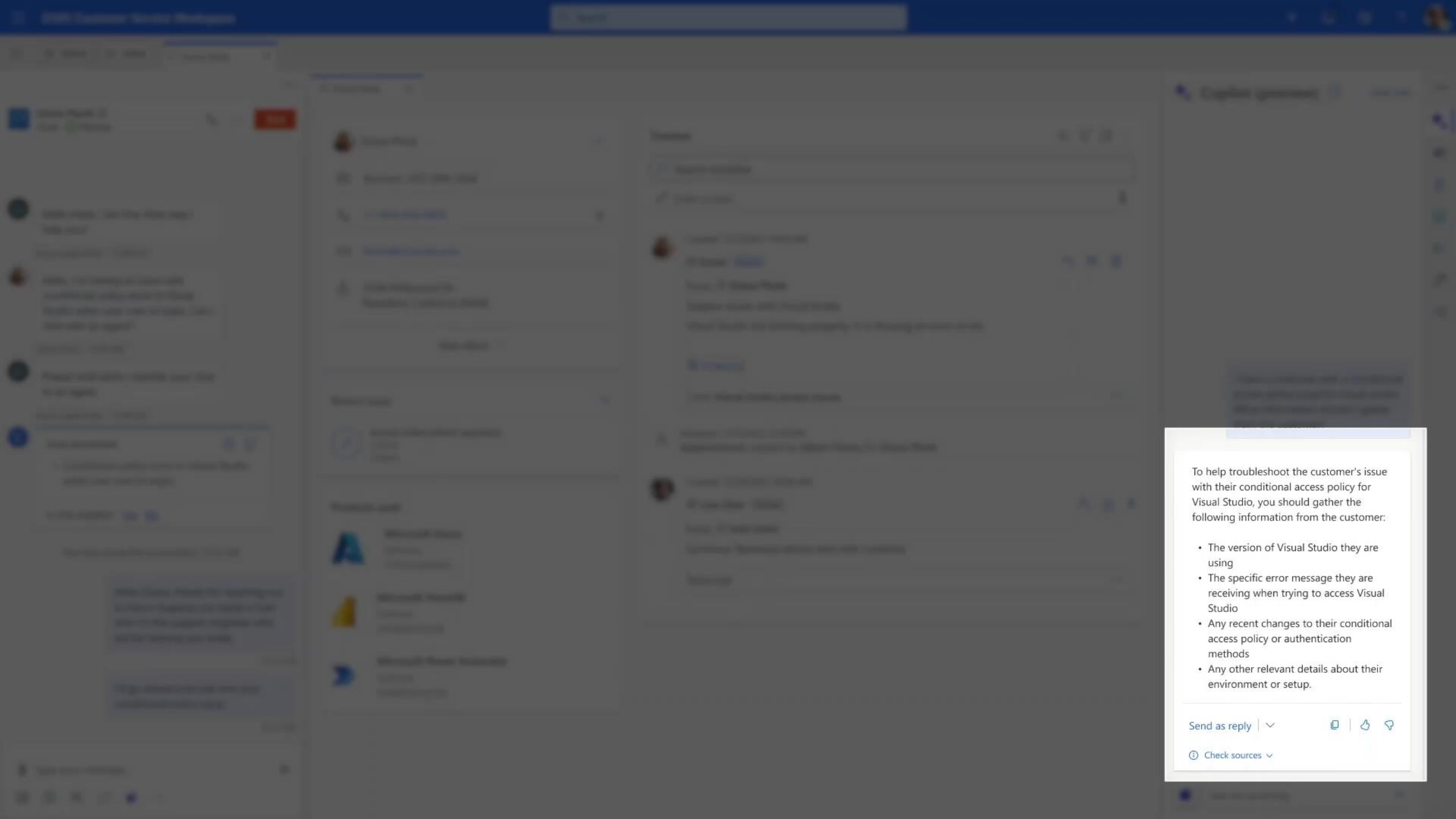
☰

From: 👤 Ivan Lewis

Summary: Reviewed device alert with customer

Transcript

⌵



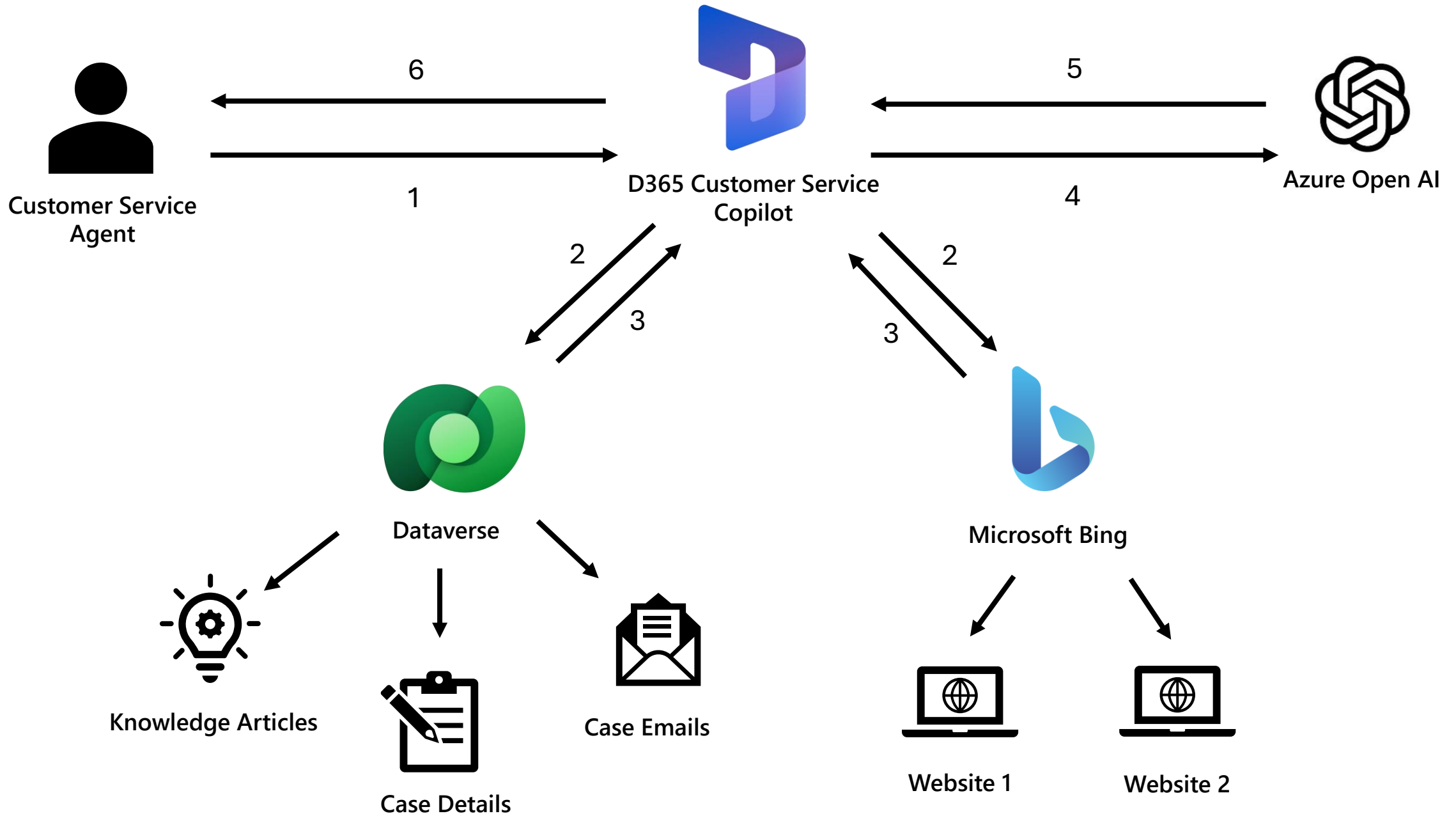
To help troubleshoot the customer's issue with their conditional access policy for Visual Studio, you should gather the following information from the customer:

- The version of Visual Studio they are using
- The specific error message they are receiving when trying to access Visual Studio
- Any recent changes to their conditional access policy or authentication methods
- Any other relevant details about their environment or setup.

Send as reply | ▾



📄 Check sources ▾





# Power Apps Copilot

# Copilot Impact



Power Automate

2x

the velocity to create a flow

+13pts

NPS increased to 45.87  
for copilot creators



Power Apps

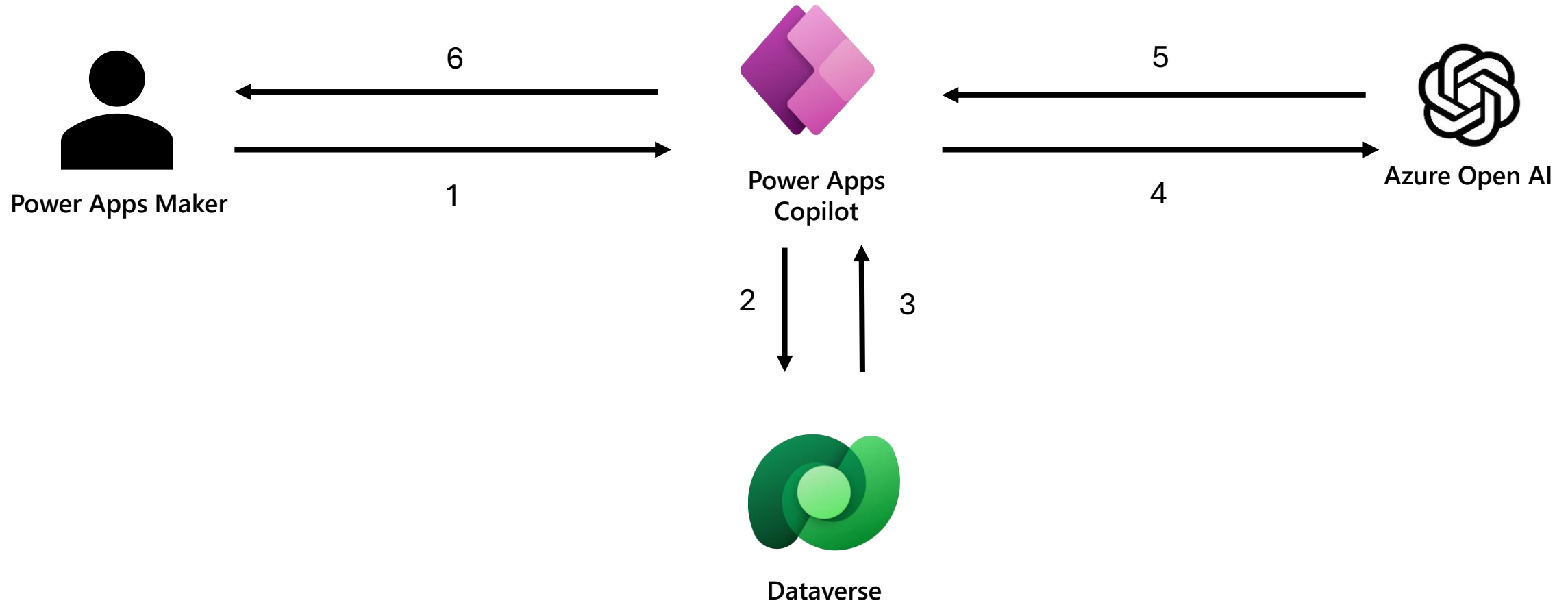
60%

higher success rate when  
building with Copilot

80%

faster at building apps  
over Excel files





# Power Automate Copilot

Power Automate

Search

Environments

Contoso (default)

SA

Home

Create

Templates

Learn

My flows

Approvals

Solutions

Process mining

AI hub

Desktop flow activity

More

Power Platform

+ New flow

← Import

Search

Flows

Install

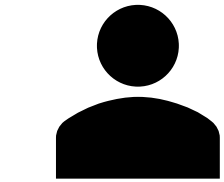
Cloud flows

Desktop flows

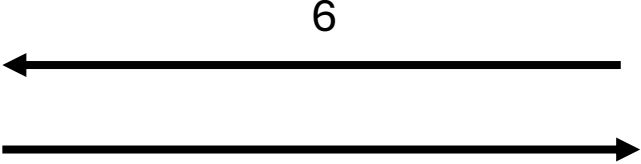
Shared with me

	Name	Modified	Type
	Analyze emails sentiment with AI Builder and send res...	45 sec ago	Automated





Power Automate  
Maker

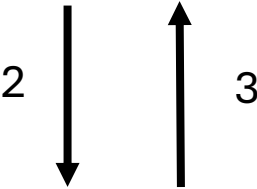


6

1



Power Automate  
Copilot

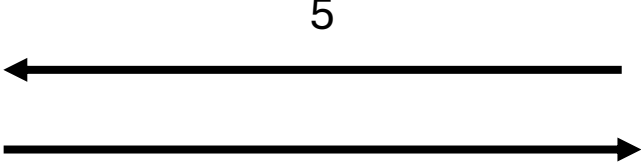


2

3



Dataverse



5

4



Azure Open AI

# Solution Release Notes

## Copilot

Power Apps

Search

← Back to solutions

Interview Management

Overview

Objects

History

Pipelines

Pipelines

As your app advances, you'll start sharing it to be used in your organization. As it gets widely adopted, it's important to practice by building securely in an isolated location so the people using your app don't run into issues while you work on it. Once everything is in a permanent place and share there. [Learn more](#)

Pipeline

asheehi pipeline

Details

Run history

Development

Securely test and verify in isolation. After you've got everything working properly, it's time to deploy. [Learn more](#)

Solution version  
1.0.0.32

→

asheehi Dev to Test

[Pipelines Master] Test Env

Go to this environment

Anthony's Dev to Test [Pipelines Master] stage

Last successfully installed version  
1.0.0.32

Last deployed  
May 24, 2023 6:33 PM (20 hours ago)

Deploy

Deploying Solution

✓ Destination

✓ Environment variables

✓ Summary

<b>Pipeline</b>	asheehi pipeline	<b>Stage</b>	asheehi Dev to Test
<b>Display name</b>	Interview Management	<b>Name</b>	InterviewManagement
<b>Publisher</b>	Microsoft Power Platform	<b>Prefix</b>	mspp
<b>Version *</b>	1.0.0.33		
<b>Deployment notes</b>	<div>Leave a note about the updates you've made (optional)</div>		
<b>AI suggested solution overview</b>	<div>Generating solution overview. You may continue to deploy, or wait for the content to be generated.</div>		

Back

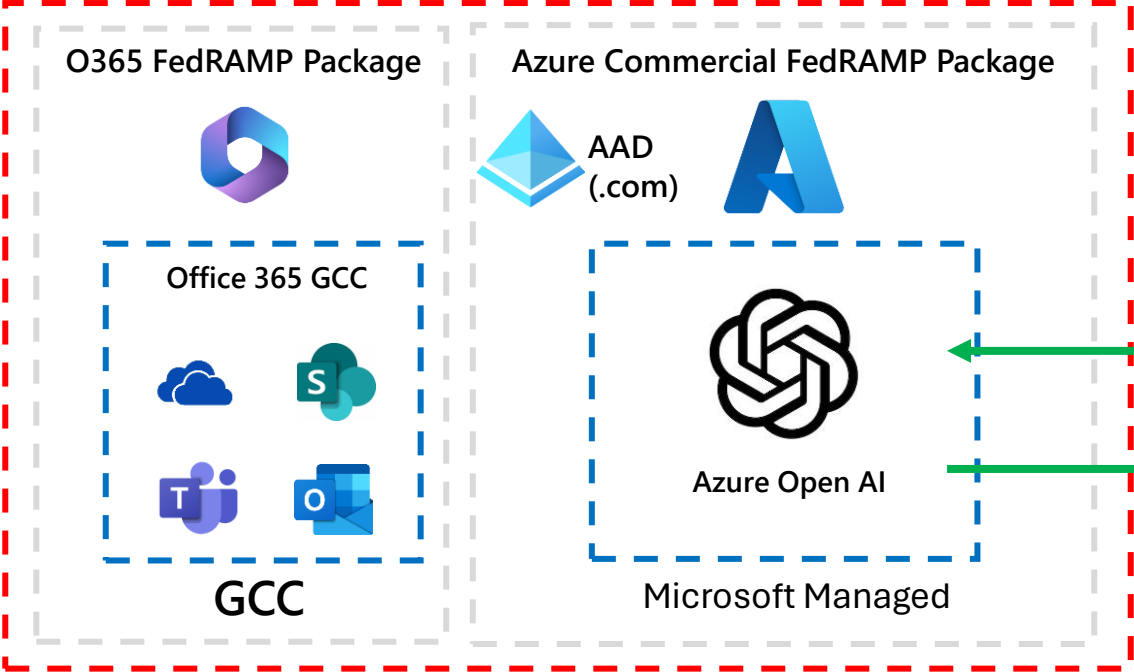
Deploy

Close

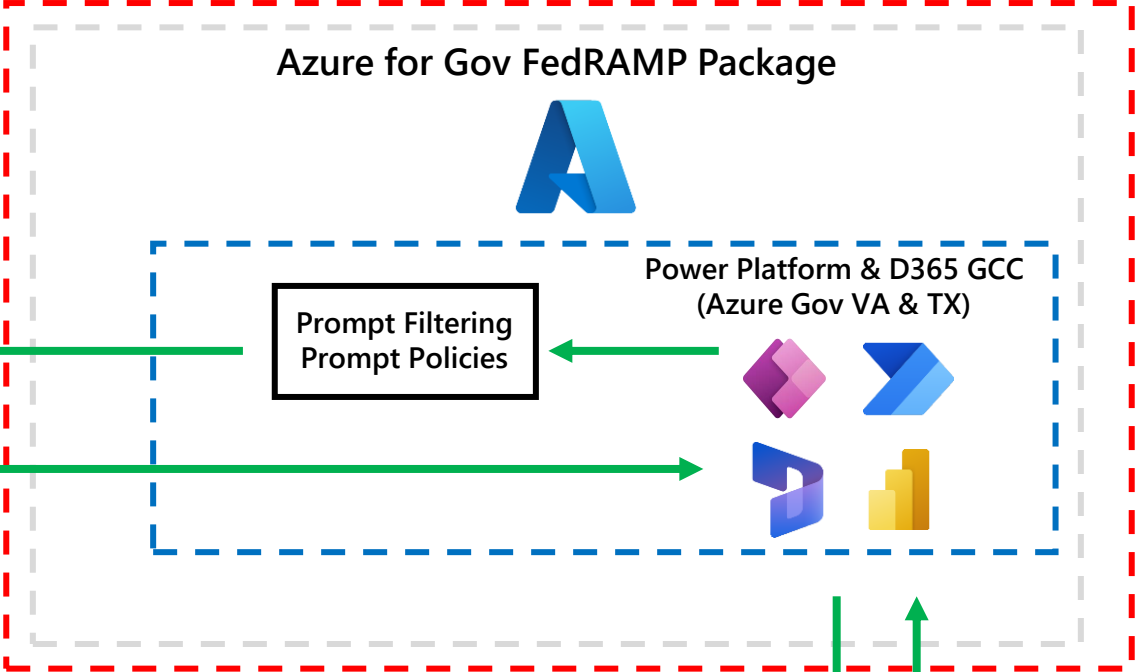
# Governance

Copilot in GCCPhase 1 "Opt In"

Azure Commercial



Azure Government



# Copilot in GCC Phase 1 "Opt In"

## Azure Commercial

## Azure Government

### Generative AI features

ⓘ Agree to the following terms to enable generative AI features. [Learn More](#)

### Move data across regions

- ☒ Terms of use for data movement across geographical data boundaries  
I understand that generative AI features use the Azure OpenAI Service. By using them, I agree to my data being stored and processed by the Azure OpenAI Service outside of my environment's geographic region or compliance boundary. [See terms](#) [↗](#)

### Bing Search

- ☒ Terms of use for Bing Search  
I understand that some generative AI features use Bing Search. Your data will flow outside your organization's compliance and geo boundaries. Customer's use of Bing Search is governed by the [Microsoft Services Agreement](#) [↗](#) and the [Microsoft Privacy Statement](#) [↗](#).

### Azure Commercial FedRAMP Package

AAD (.com)



Azure Open AI

Microsoft Managed

### Azure for Gov FedRAMP Package



Prompt Filtering  
Prompt Policies

Power Platform & D365 GCC  
(Azure Gov VA & TX)



Microsoft Bing



Home



Environments



Analytics



Settings



Resources



Help + support



Data (preview)



Policies



Admin centers



Open



Resources



Settings



Convert to sandbox



Backup & Restore



Copy



Delete



History

## Auditing

Manage

### Auditing enabled

No

### Free up capacity

[Delete audit logs](#)

### Retain audit logs for

Forever

## Version

### Dataverse version

9.2.24014.00216

## Updates

Manage

### 2024 release wave 1

Off

[See what's new in the release](#)

[Deployment Schedule](#)

## Recent operations

Full history

### Type

Edit

### Start time

3/5/2024, 7:56:42 AM

### End time

3/5/2024, 7:56:55 AM

### Initiated by

Steve Winward

### Status

Succeeded

[See all](#)

## Resources



Dynamics 365 apps



Power Pages sites



Power Apps



Flows

## Generative AI features

Edit

### Move data across regions

Allowed

### Bing Search

Allowed



Power Platform admin center

Home

Environments

Analytics

Settings

Resources

Help + support

Data (preview)

Policies

Admin centers

Open

Resources

Settings

Convert to sandbox

Backup & Restore

Copy

Delete

Auditing

Manage

Auditing enabled

No

Free up capacity

Delete audit logs

Retain audit logs for

Forever

Version

Dataverse version

9.2.24014.00216

Updates

2024 release wave 1

Off

See what's new in the release

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Manage

Recent operations

Full history

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Edit

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3/5/2024, 7:56:55 AM

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3/5/2024, 7:56:42 AM

Initiated by

Steve Winward

Generative AI features

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Bing Search

Terms of use for Bing Search

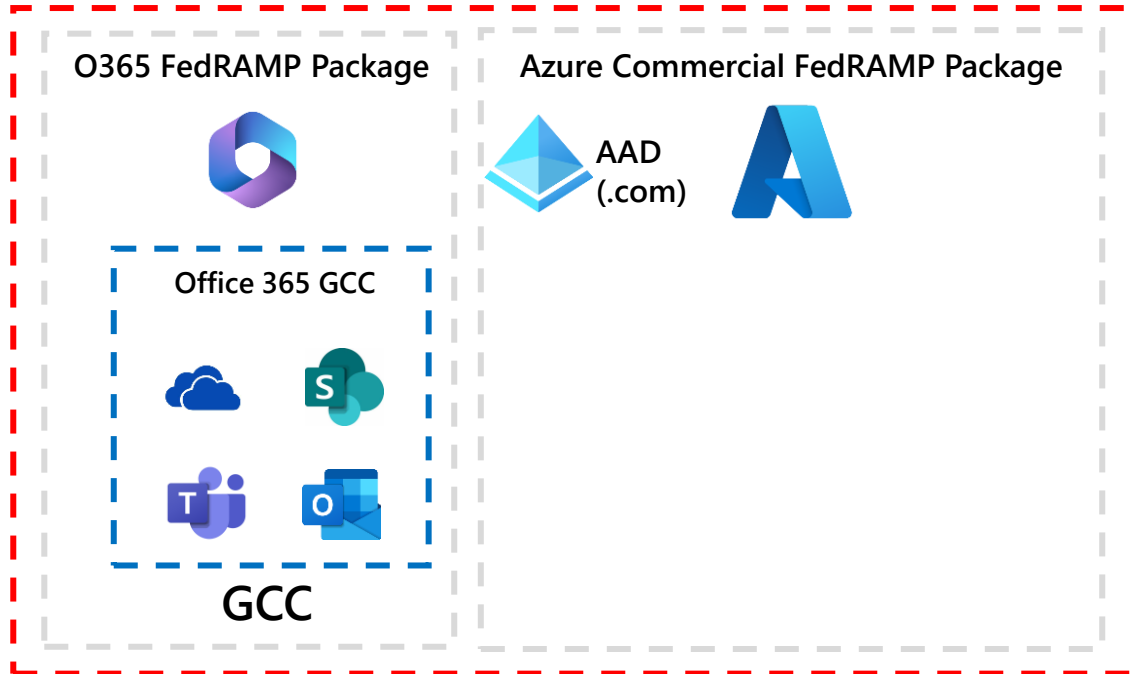
I understand that some generative AI features use Bing Search. Your data will flow outside your organization's compliance and geo boundaries. Customer's use of Bing Search is governed by the [Microsoft Services Agreement](#) and the [Microsoft Privacy Statement](#).

Save

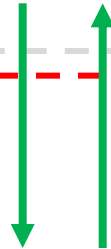
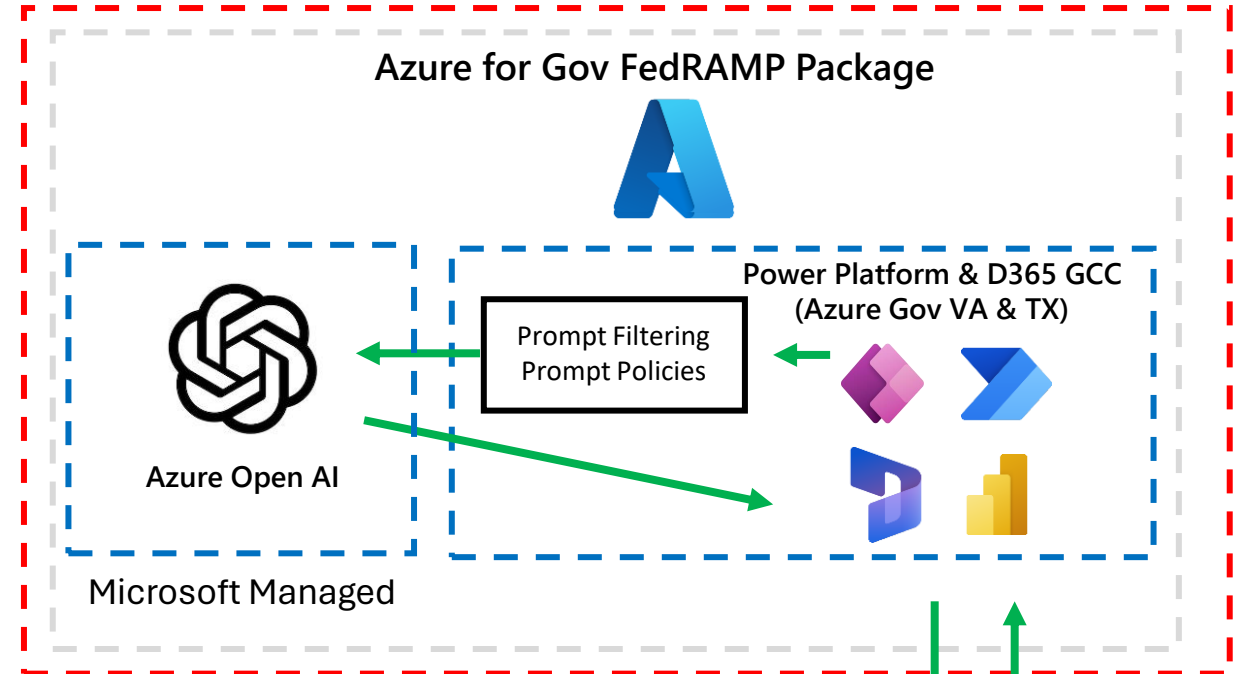
Cancel

# Copilot in GCC Phase 2

## Azure Commercial

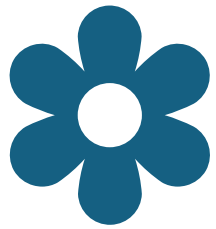


## Azure Government



Microsoft Bing

# Copilot Roadmap (GCC & GCC High) for Phase 1

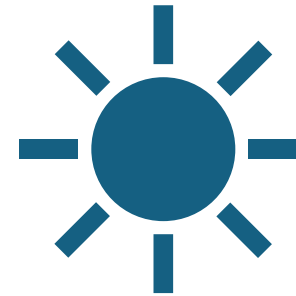


## Spring 2024

Power Apps Copilot

Copilot Studio

AI Builder



## Early Summer 2024

D365 Customer Service Copilot

Power Pages

Power Automate

Thank you!