



# MSFT Copilot Inspiration session

AI in your organization



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Copilot Specialist



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

# What we will be discussing today!

*Building bridges into the future*

1

## AI: Revolution or just Hype

Where we were and where are we now

2

## Future of Work With AI

Your company in need of an AI strategy?

3

## Microsoft Copilot

Why Copilot?

4

## Agents Of Change

What are the agents?

5

## Copilot In MSFT Apps

Copilot is Word, Powerpoint, Teams and other apps

6

## Agents In Action

Demo of Retrieval agent

# 01

# AI: Revolution Or Just A Hype

A computer on every  
desk and in every home

Microsoft original mission, mid 1970s



# A computer on every desk and in every home

Microsoft original mission, mid 1970s



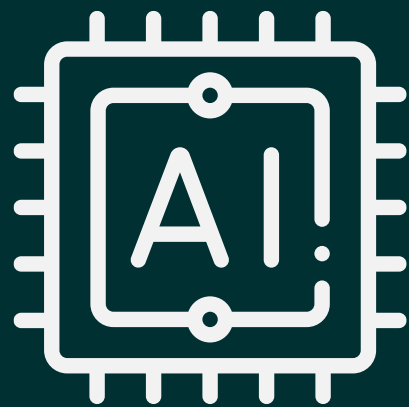
**Personal Computer**



**World Wide Web**



**Cloud Computing**




**A.I.**

02

Future of Work  
with AI





**New model of working is  
where AI isn't just a tool - it  
becomes part how the  
organization runs.**

75%

Knowledge workers using AI at work

78%

Knowledge workers bring their own  
AI tools at work

# Top security and governance concerns about generative AI

Data oversharing  
and data leaks

80%

of leaders cited leakage of sensitive data as their main concern<sup>1</sup>

Identification of  
risky AI use

41%

of security leaders cited that the identification of risky users based on queries into AI was one of the top AI controls they want to implement<sup>2</sup>

AI governance and  
risk visibility

84%

Want to feel more confident about managing and discovering data input into AI apps and tools<sup>2</sup>

1. First Annual Generative AI study: Business Rewards vs. Security Risks, Q3 2023, ISMG, N=400

2. [Microsoft data security index 2024 report](#)

# What is your AI STRATEGY?



# AI transformation isn't just about the technology

## AI empowers businesses and their employees to

1

Increase revenue

---

2

Optimize costs

---

3

Help employees thrive

A horizontal banner image featuring a close-up of a white robot head with a camera eye, set against a blurred background of people. The text 'AI in Nederland' is written in a large, bold, white sans-serif font, and 'De stand van zaken' is written below it in a smaller, white sans-serif font.

# AI in Nederland

## De stand van zaken

# AI in Nederland

## De stand van zaken



### Investeringsruimte

Tussen de 45 en 82 procent van de bedrijven met meer dan 250 medewerkers gebruikt AI. Bij de bedrijven met 10 tot 50 mensen liggen deze percentages een stuk lager: tussen de 8 en 27 procent. Uitzonderingen zijn kleine bedrijven in de ict-sector (56 procent) en zakelijke dienstverlening (37 procent). Het verschil tussen grote en kleine bedrijven komt doordat grote bedrijven meer investeringsruimte, data en digitale infrastructuur hebben.

# AI in Nederland

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### Toepassingen

De ict-sector staat bovenaan: daar gebruikt 58 procent van de bedrijven AI. Daarna komt de specialistische zakelijke dienstverlening met 37 procent. Bouw en horeca zijn de hekkensluiters met ieder 9 procent.

# AI in Nederland

## De stand van zaken



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### Meest ingezette toepassing

*Text mining* wordt het meest ingezet (14 procent). Daarbij haal je waardevolle informatie uit lange lappen tekst. Met 12 procent staat *natural language generation* - nieuwe tekst creëren - op twee. Onderaan staan zelfrijdende auto's en servicerobots, bijvoorbeeld in winkels of ziekenhuizen.



## Jongeren gebruiken AI het vaakst

23 procent van de bevolking van 12 jaar of ouder maakt teksten, video's of afbeeldingen met behulp van een AI-programma, zoals ChatGPT. Aan kop gaan 18- tot 25-jarigen (49 procent), gevolgd door 25- tot 35-jarigen (41 procent). 75-plussers doen dit het minst (1 procent).

## Prestatiedruk

Volgens 49 procent van de werknemers in de financiële sector en 39 procent in de productiesector verzamelt hun bedrijf met behulp van AI gegevens over hen. 62 respectievelijk 56 procent meldt daardoor toegenomen prestatiedruk.



# AI in Nederland

## De stand van zaken



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### Automatisering

66 procent van de werkgevers in de financiële sector en 72 procent van de werkgevers in de productie melden dat AI werkzaamheden heeft geautomatiseerd die vroeger door mensen werden gedaan. In beide sectoren zegt ongeveer de helft van de werkgevers dat AI taken heeft gecreëerd die voorheen niet bestonden.

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### Positie in Europa

23 procent van onze bedrijven past AI toe. Nederland staat daarmee vijfde in Europa. Bovenaan staat Denemarken met 27,5 procent; onderaan Roemenië met 2,5 procent.

# 2025

## AI in the Netherlands



Investing in AI-factory in Groningen

Shortage in AI-experts

Growing AI-Adoption in Businesses

AI-governance and AI Responsibility

Impact on Market and Society

# 3 essentials for Copilot success



## Leadership

Develop leadership capabilities to leverage AI for business outcomes

- ✓ Executive sponsorship
- ✓ Align AI to business strategy
- ✓ Providing clarity and prioritization
- ✓ **Best practice:** AI Council



## Human change

Manage the human transformation with robust user enablement programs

- ✓ User enablement program
- ✓ Communications and community
- ✓ Skilling and training
- ✓ **Best practice:** Community of Practice and Copilot Dashboard



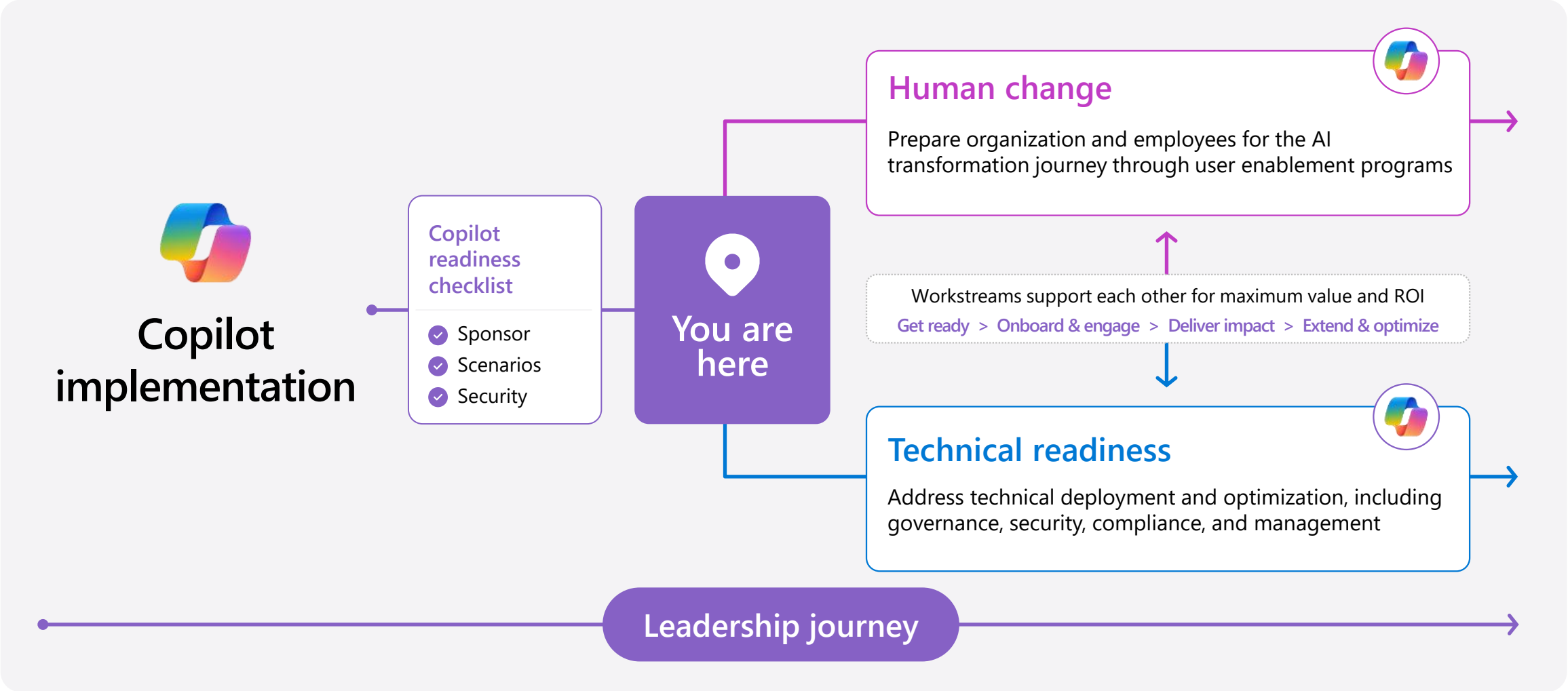
## Technical readiness

Build and iterate technical skills to deliver on business results

- ✓ Secure your data infrastructure
- ✓ Policy review
- ✓ Extend to new high value line of business scenarios
- ✓ **Best practice:** Optimization Assessment

Responsible AI principles

# Microsoft 365 Copilot implementation



# 3 essentials for Copilot success



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Responsible AI principles

# Secure exec sponsorship

Ensure they understand the **ABCs**:

**A**

Active, visible, and consistent participation

**B**

Build a coalition with their executive peers

**C**

Communicate directly with employees to support landing the change

Executive Sponsors **should**:

- Help the project team identify and prioritize their top business needs.
- Encourage shared planning between user enablement and technical teams.
- Play a role in communicating the vision to leaders across the organization.
- Actively participate in and use Copilot to help drive and reinforce enablement.
- Promote the enablement program. Studies show engaged employees are **2.6x<sup>1</sup>** more likely to fully support a successful AI transformation.

Executive Sponsors **may**:

- Lead or participate in the organizational AI Council.
- Have purchasing authority for licenses or services from supporting suppliers.
- Be directly accountable for Microsoft 365 or broader digital workplace initiatives.

<sup>1</sup>[The state of AI change readiness eBook](#), Microsoft Viva People Science

# Clarify AI value drivers



## Organization and culture

Do you have an operating model to enable the adoption and use of AI?

Do you have top-down support?



## Business strategy

What business outcomes are you driving?

How can AI help you achieve those outcomes?



## Applied AI experience

Do your people have diverse experiences and skills with AI?

Is your organization collaborating to build experience?



## AI governance

Are you implementing processes and controls that are transparent?

Are you governing data privacy and security?



## Technology strategy

Do you have access to quality data?

Is your infrastructure set up to help you scale?

# Create an AI Council

## A cross-functional body unique to your needs

Oversees and guides the development, deployment and evaluation of AI capabilities

### IT enablement team

Responsible for technical preparedness and rollout, providing onboarding support, as well as managing feedback and compliance.

### Executive sponsor

Drives adoption and infuses confidence in the technology. Active champion that encourages integrating AI into day-to-day processes.

### Change management team

Bridge between the AI council and employees, helping to monitor adoption progress, gather feedback, and foster a collaborative environment.

### Risk management

Ensures compliance to AI regulations and ethical standards. Ensure organization's AI initiatives are transparent, accountable, and trustworthy.

# 3 essentials for Copilot success



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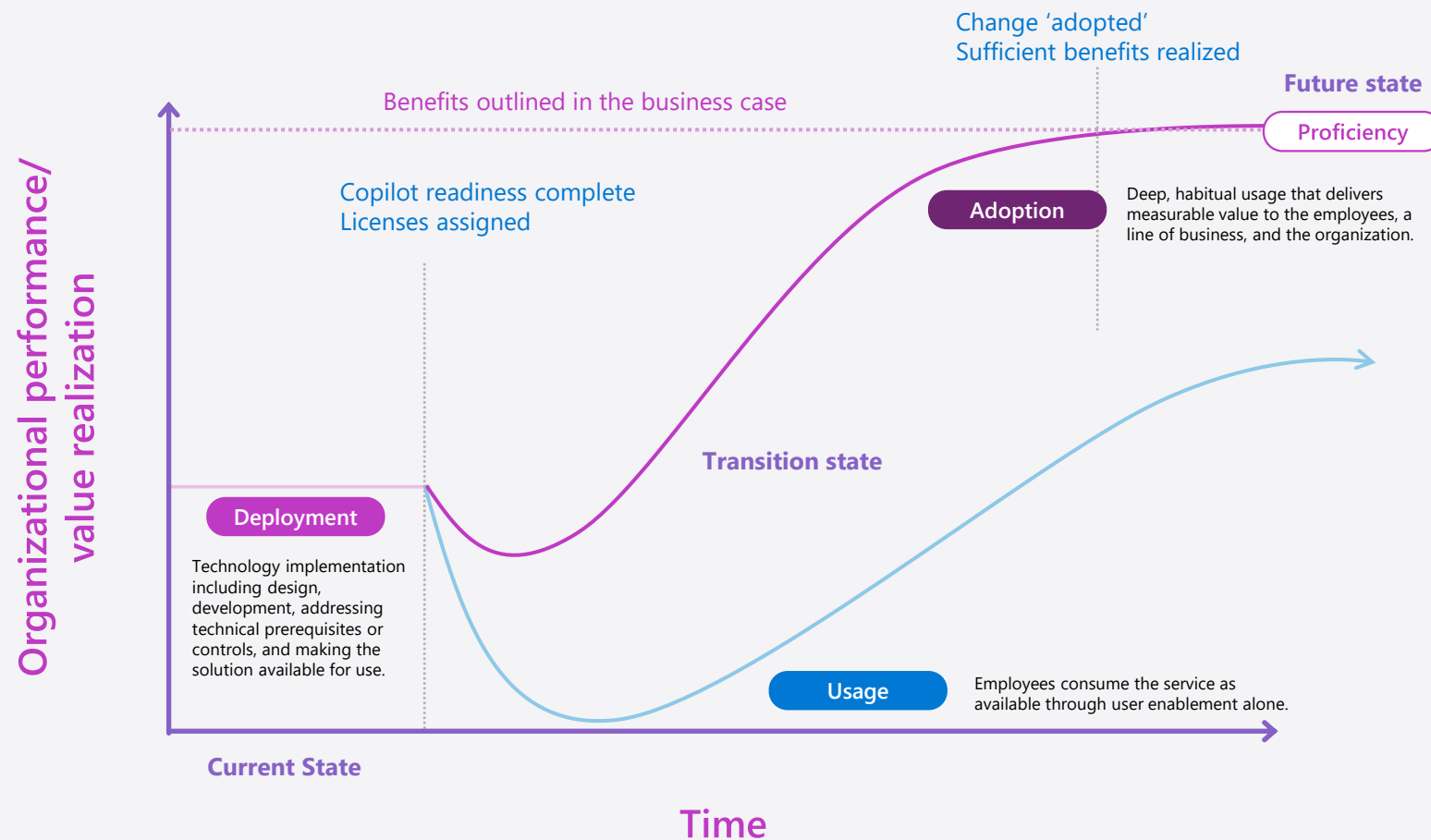
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Responsible AI principles

# Drive human change with best practices



## With change management

Higher likelihood of Copilot adoption and benefits realization.

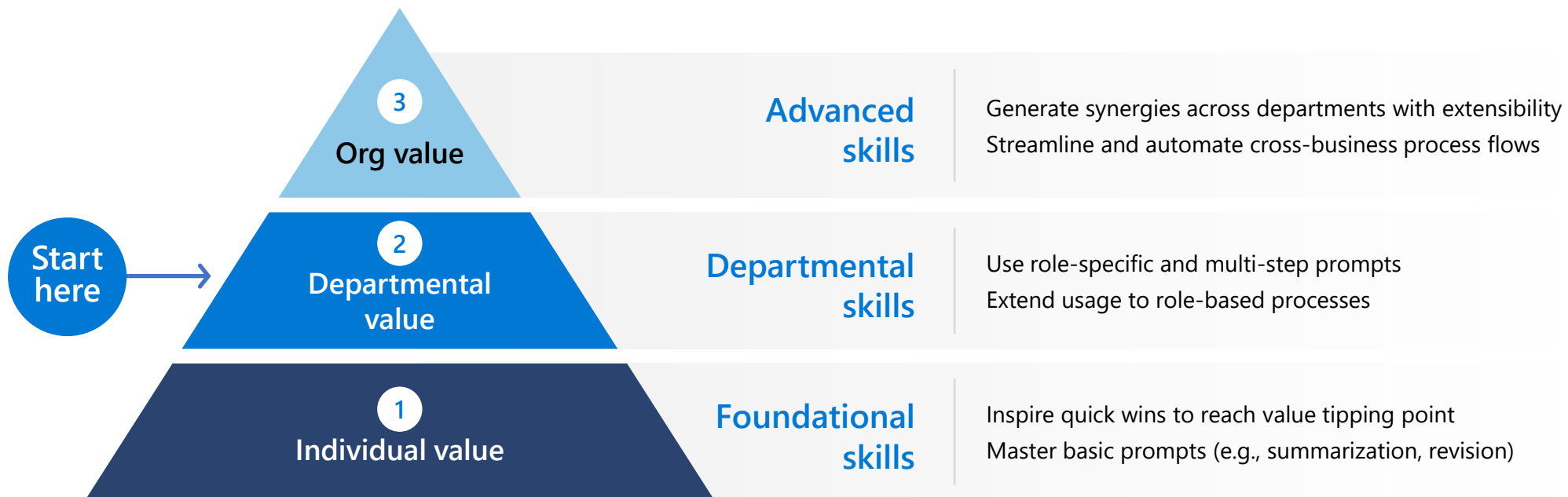
## Without change management

More challenging transition, fewer employees 'on board,' and more resistance. Longer time to benefits realization.

7x

More likely to meet or exceed project objectives when have excellent change management practices, compared to poor change management practices (Prosci, 2024)

# Lay the foundation for continuous learning and an intelligent progression of AI skills



1 Start with top 10 generic skills from [Copilot Prompt Gallery](#) that deliver immediate success (e.g., summarize a meeting, email thread).

2 Use the [Copilot Scenario Library](#) to train users on new departmental use cases and process improvement to impact departmental KPIs.

3 Extend to line of business systems to streamline and automate for organizational level impacts on revenue and costs.

Prioritize peer-to-peer learning through community engagement and knowledge sharing.

# 3 essentials for Copilot success



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You are here

Responsible AI principles

# People Centric



# 03

# MSFT Copilot

**ERA OF COPILOTS**

# PERSONAL ASSISTANT



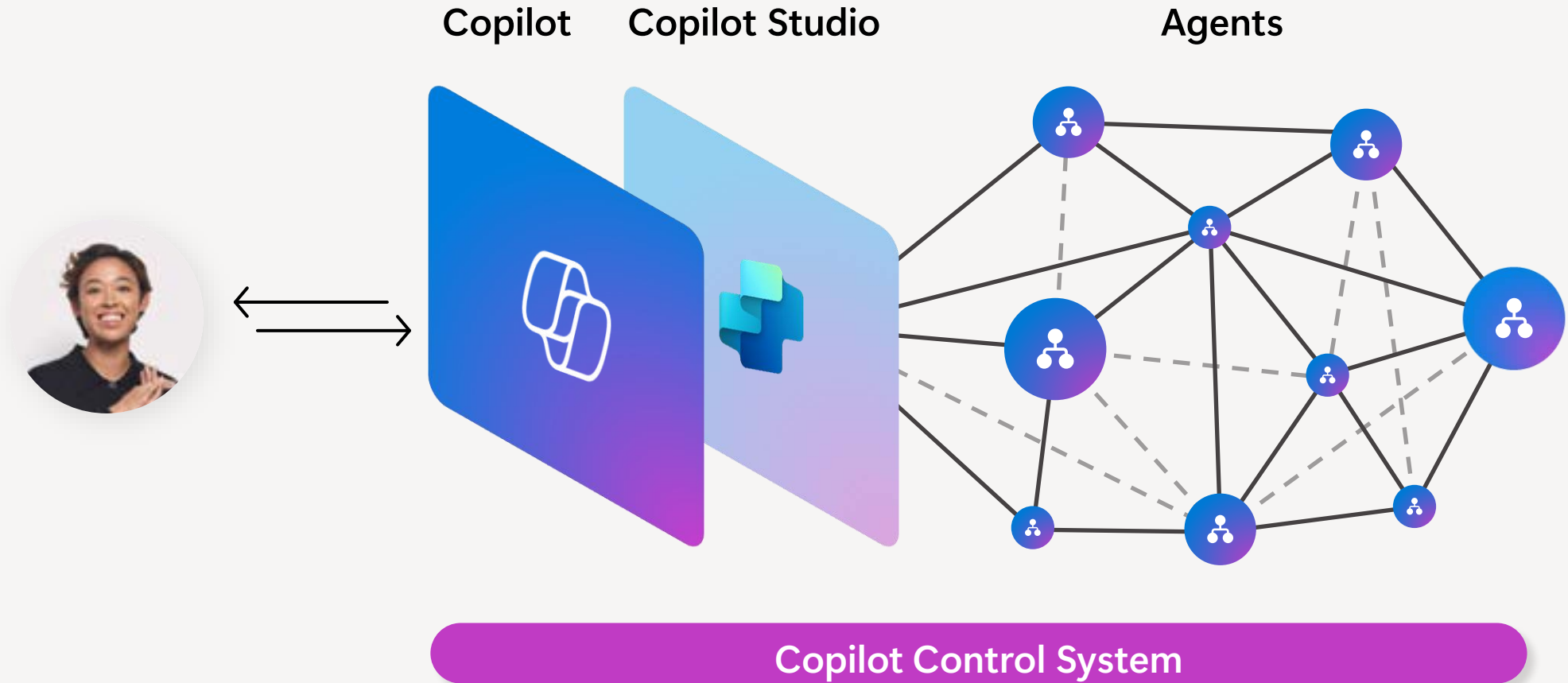


# Copilot for Microsoft 365

Embedded across Microsoft 365 Apps



# Copilot + Agents





# Copilot for Microsoft 365

Unlock productivity and unleash creativity



Large Language  
Models

+



Microsoft Graph  
- Your Data -

+



Microsoft 365  
Apps

+



The  
Web

# Retrieval Augmented Generation

Search finds grounding data

We don't "train" on your tenant data

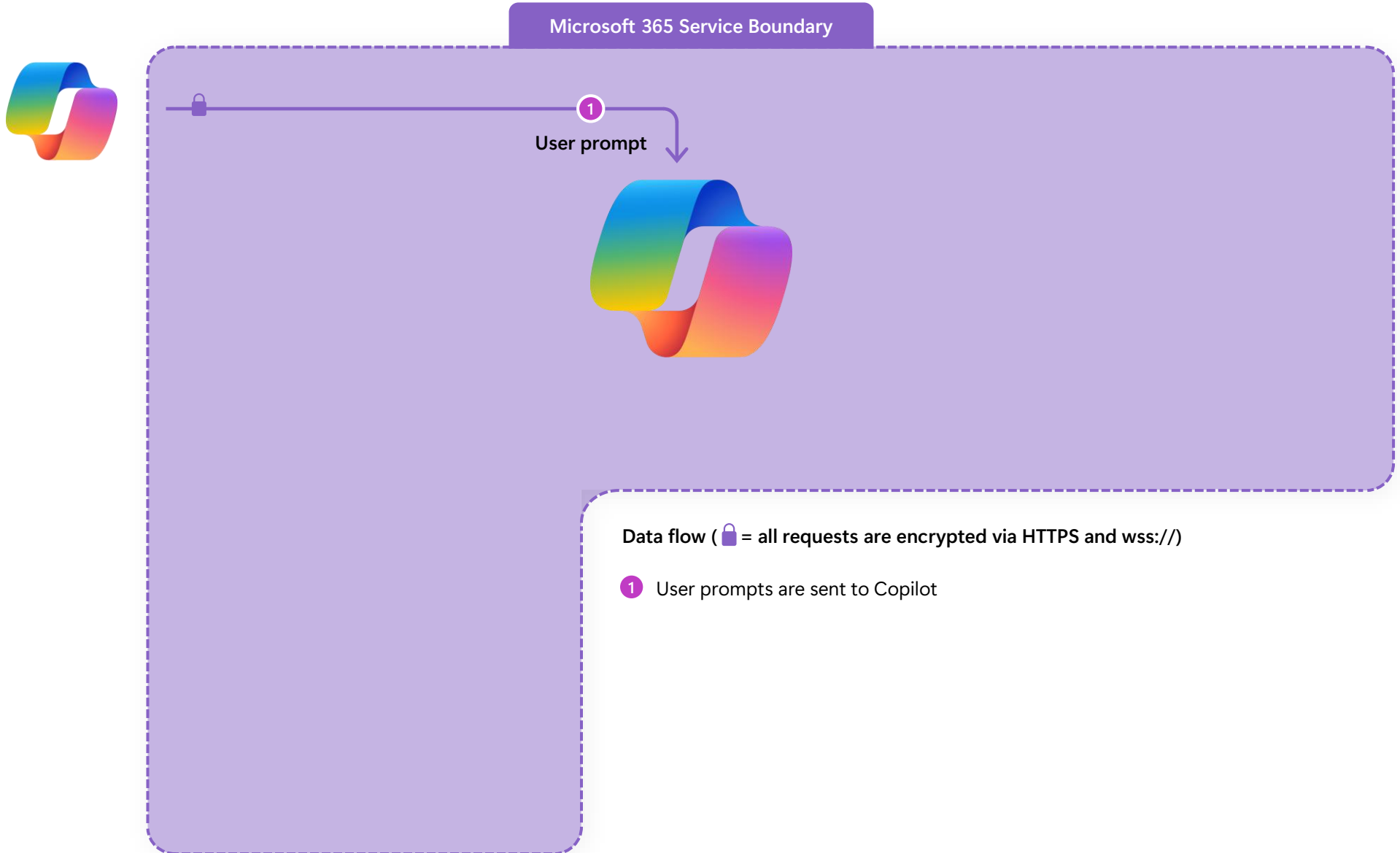


**User prompt + Grounding data + Chat history + System prompt**

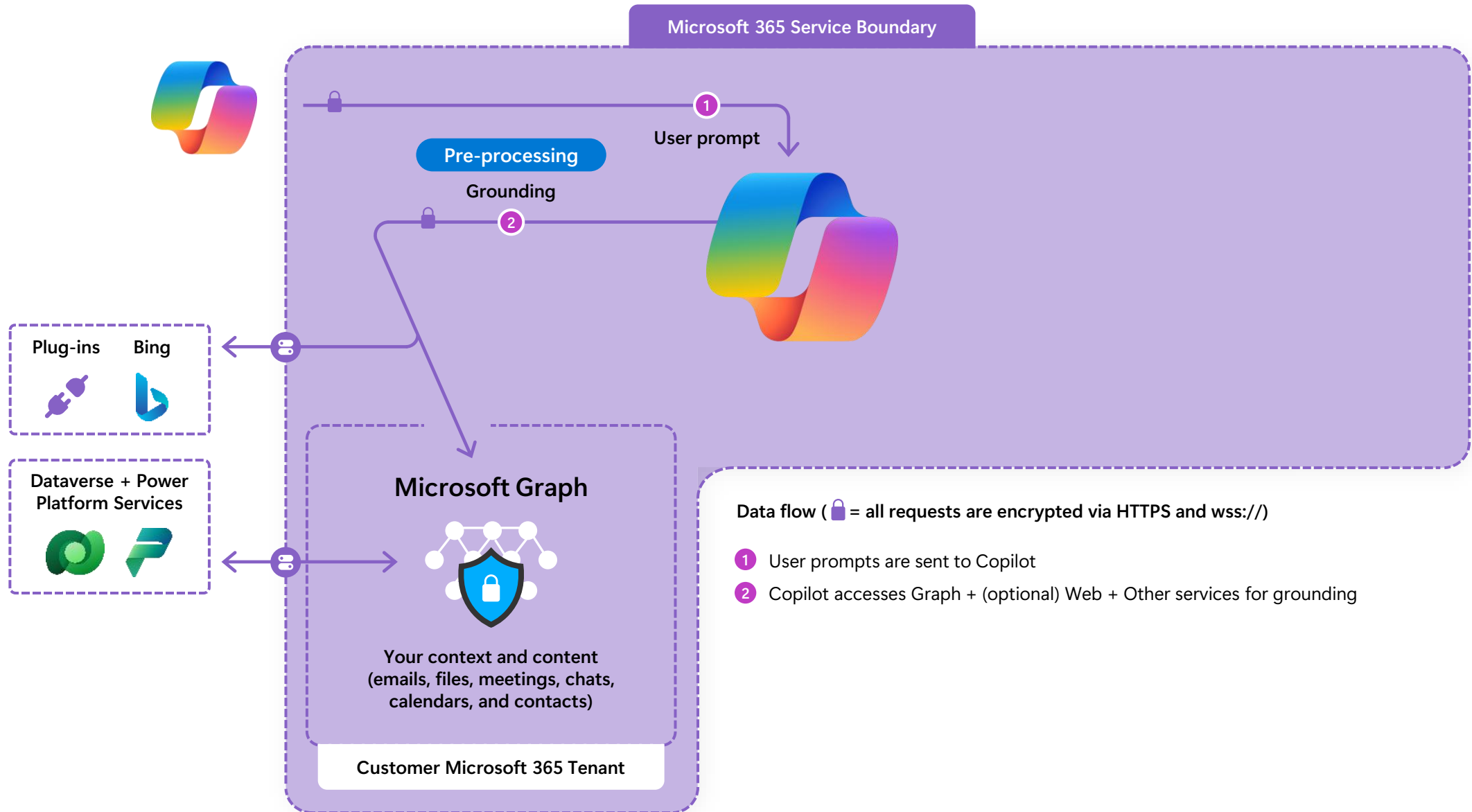


# Copilot for Microsoft 365 Architecture

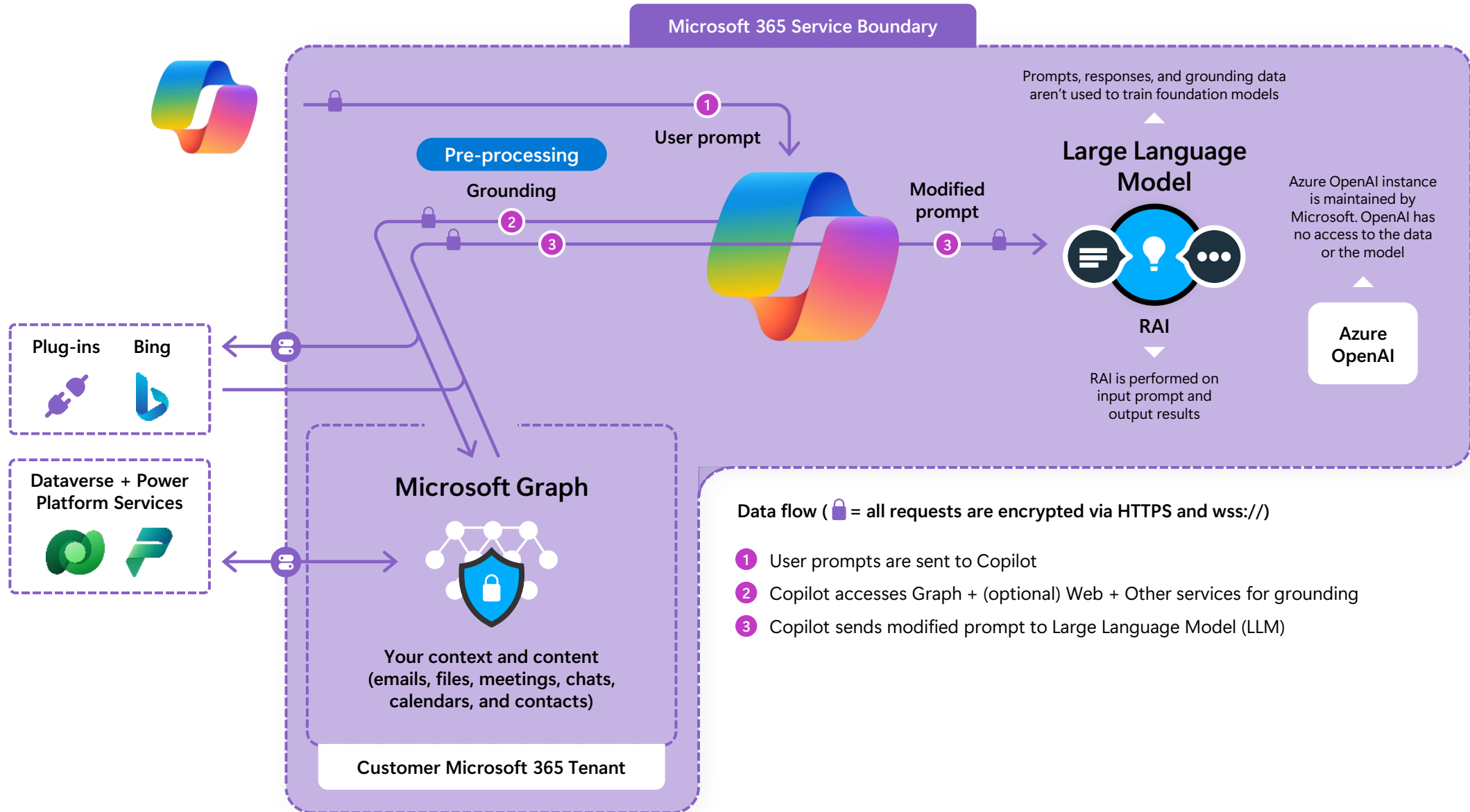
# Microsoft Copilot for Microsoft 365 architecture



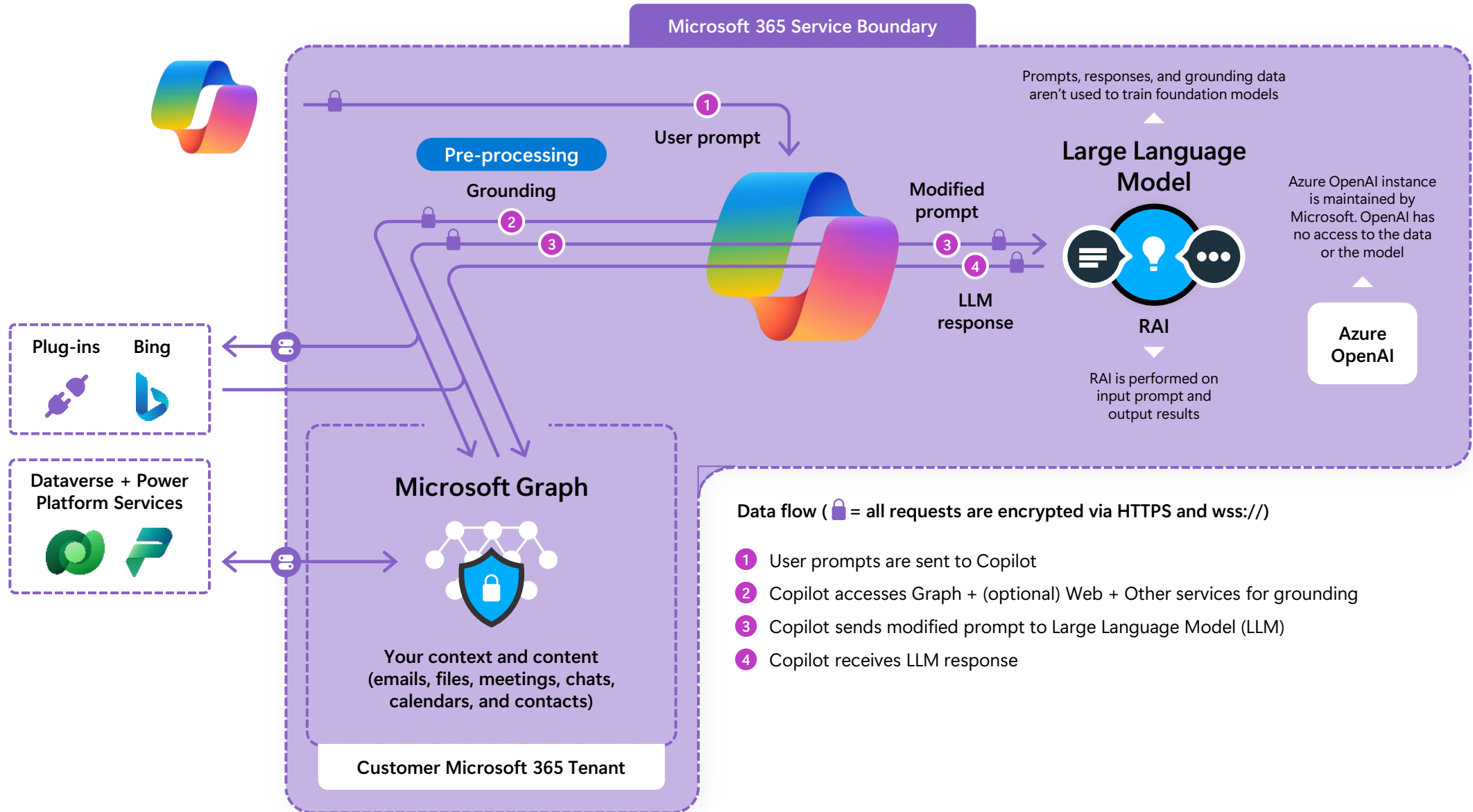
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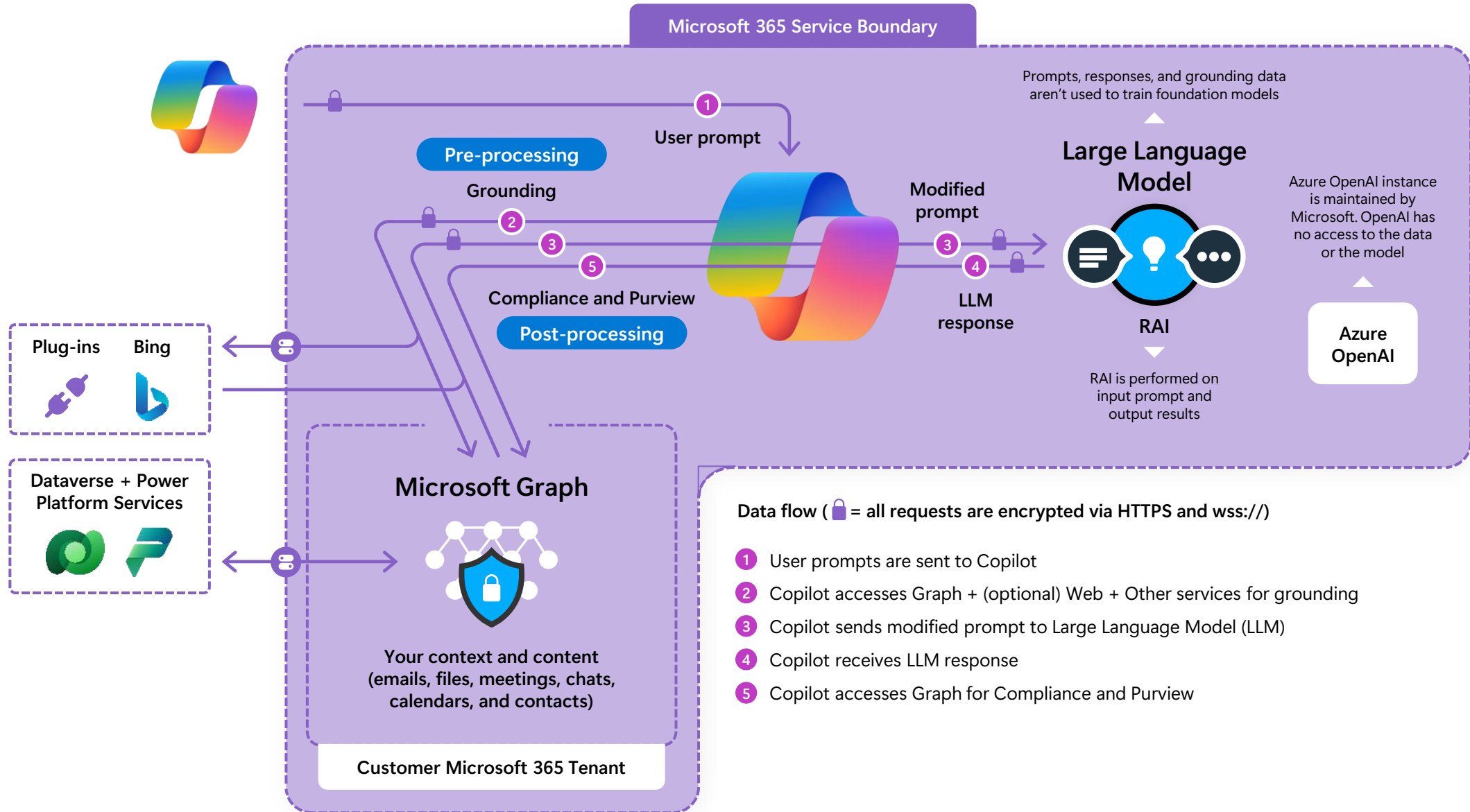
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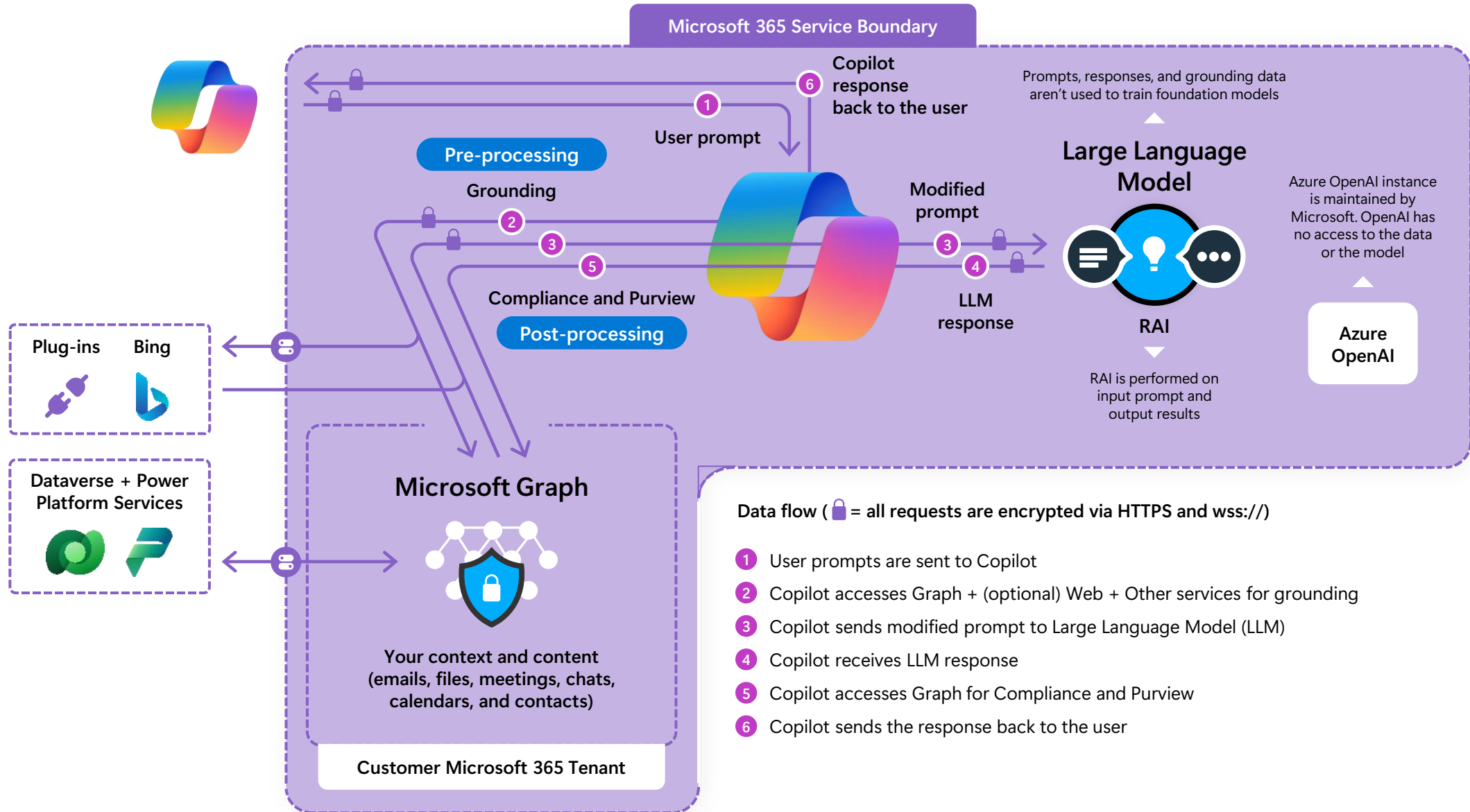
# Microsoft Copilot for Microsoft 365 architecture



# Microsoft Copilot for Microsoft 365 architecture



# Microsoft Copilot for Microsoft 365 architecture





# Copilot Chat

Free, secure AI chat

## Chat

Web-grounded

## Agents

## IT controls



# Microsoft 365 Copilot

Grounded in your work data, Microsoft 365 Copilot delivers added value through Copilot in Microsoft 365 apps and unlimited usage of chat and many types of agents.

## Copilot Chat

Free, secure AI chat



## Chat

Work scope

## Copilot in M365 apps

Teams, Outlook, Word, Excel, PowerPoint. etc.

## Agents

## Copilot Control System

## Copilot Analytics

# Copilot for all



**Microsoft 365 Copilot**  
Your AI assistant for work (\$30)

**Copilot Chat**



- Agents, including prebuilt Microsoft 365 and ESS agents
- Personal assistant across Microsoft 365 apps
- Advanced management
- Copilot Pilot Dashboard to understand usage and adoption
- Prebuilt reports and advanced analytics to quantify ROI

# 04

# Agents of Change



**Every employee will  
have a Copilot**

---

Works as your personal assistant

---

Grounded in work content like email,  
meetings and documents

---

The UI for AI



**Every business process will  
have an agent**

---

AI-powered system with actions,  
triggers and knowledge

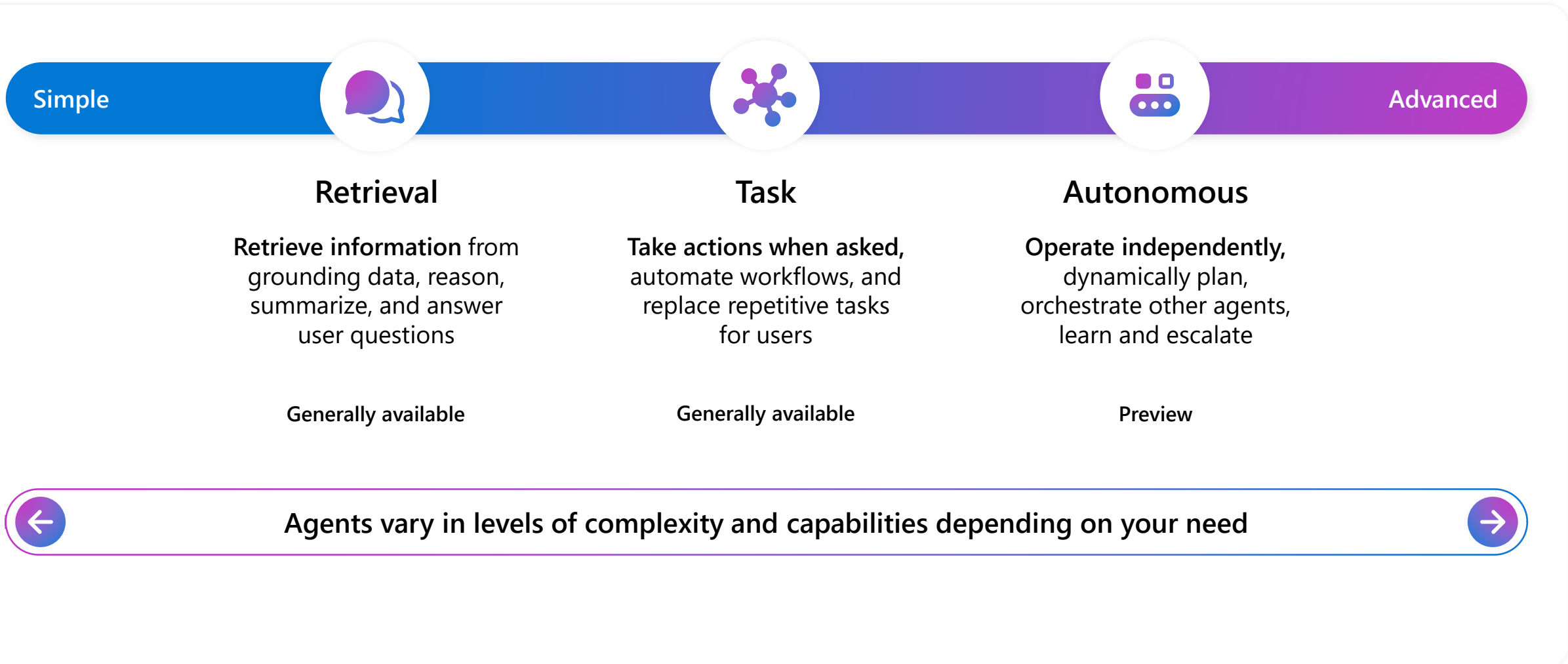
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Works on behalf of employees, teams  
and functions

---

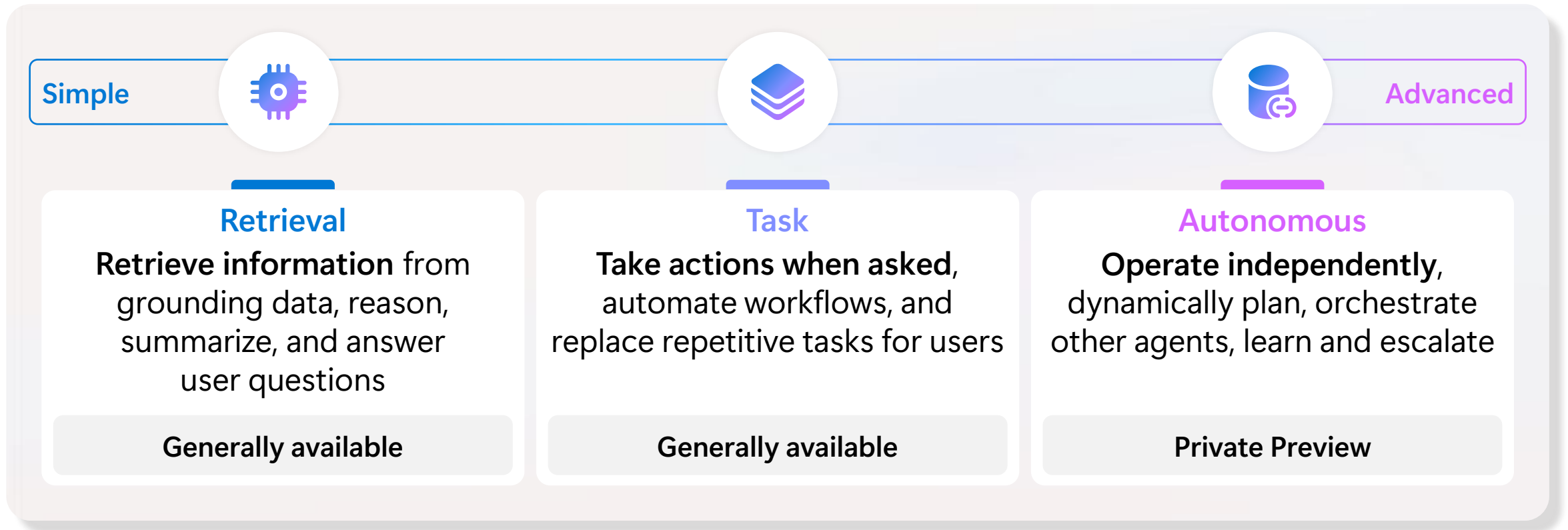
Connected to Copilot or autonomous

# Spectrum of agents



# What are Copilot agents?

Agents expand Copilot's knowledge and skills or can operate autonomously to complete tasks or automate processes

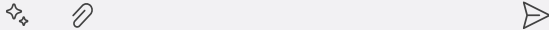


Copilot agents vary in level of complexity and capabilities depending on your need

# Spectrum of Copilot agents

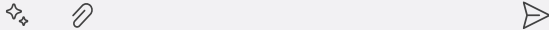
## IT Helpdesk agent

How do I connect to the corporate network?



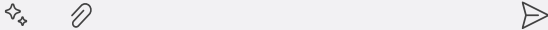
## Device Refresh agent

Request a new laptop and send approvals via IT Service tool.

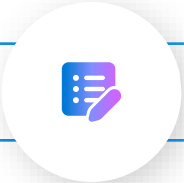


## Lead Gen agent

The agent has identified and researched 15 new leads for you to review.



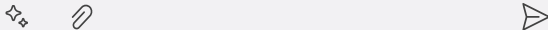
Simple



Advanced

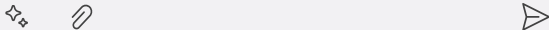
## Project Tracker agent

What is the status of phase 2 for project X and the remaining budget?



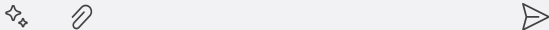
## Expense Report agent

Review outstanding open purchase orders and begin financial planning.



## Customer Support agent

The agent identified new support issues and triaged to multi-agents to handle.

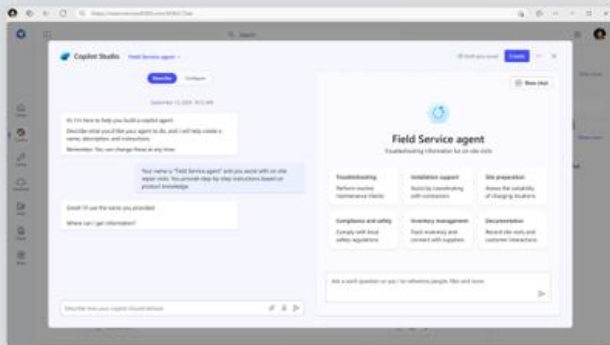


# A range of tools for agent creation

No code



For end users



Agent Builder



For makers

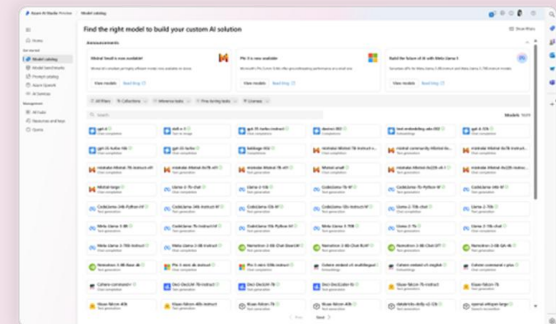


Copilot Studio



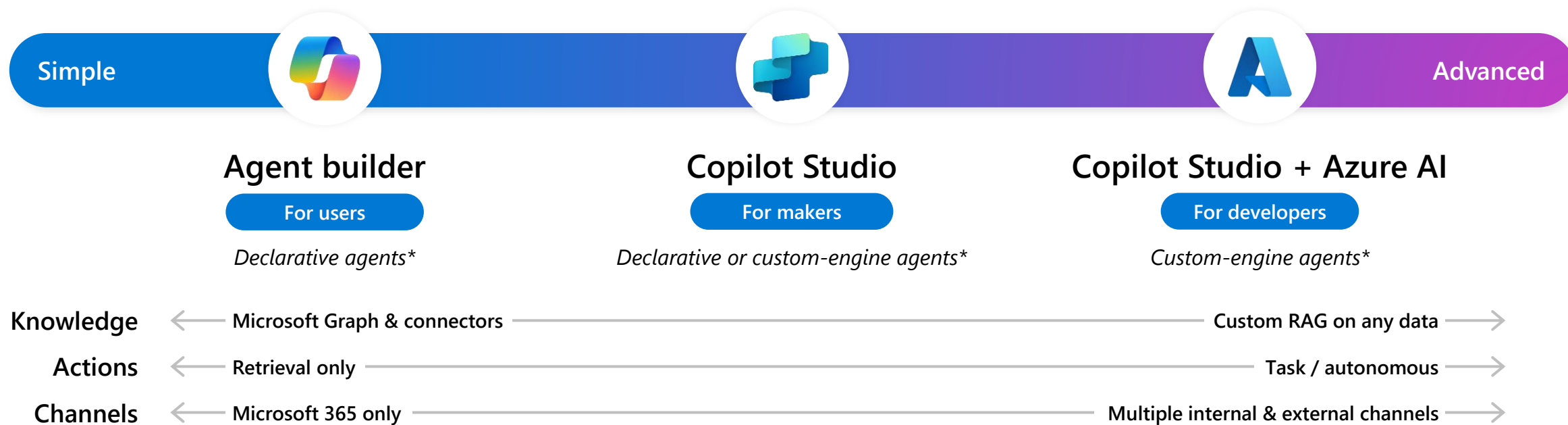
Pro code

For developers



VS Code, Copilot Studio,  
Azure AI Foundry

# Tools to create agents



\* Declarative = prompts handled by Microsoft 365 Copilot; Custom-engine = prompts handled by custom AI engine (i.e., orchestrator and foundation models)

# Out-of-the-box agents

Streamline business processes seamlessly across Microsoft 365 apps



Analyst agent



Researcher



Facilitator



Sales agent



Employee self-service



Sales chat



Interpreter



SharePoint agents



Project manager



Skills agent

# 05

# Copilot in Microsoft Apps



# Copilot for Microsoft 365



## Unleash creativity

Harness Copilot's power so you never start from scratch



## Unlock productivity

Let Copilot summarize actions for you, and optimize your time



## Uplevel skills

Be better at what you're good at and master what you've yet to learn

MICROSOFT 365

# Copilot in Word

Document1 - Saved

Search

File Home Insert Draw Design Layout References Mailings Review View Help

Aptos (Body) 11 B I U

## Proposal to supply sustain building materials

### Summary

Wide World Importers provides eco-friendly building solutions such as flooring, wall coverings, and paneling made of sustainable materials such as bamboo and coconut shells. They suggest scheduling a meeting for more information. Products are priced per square-foot or tonne, with

bamboo flooring at \$5/s at \$800/tonne, polyureth foot, and cork flooring a pricing is lower compar the same materials.

# Copilot writes, edits, summarizes, creates right alongside you

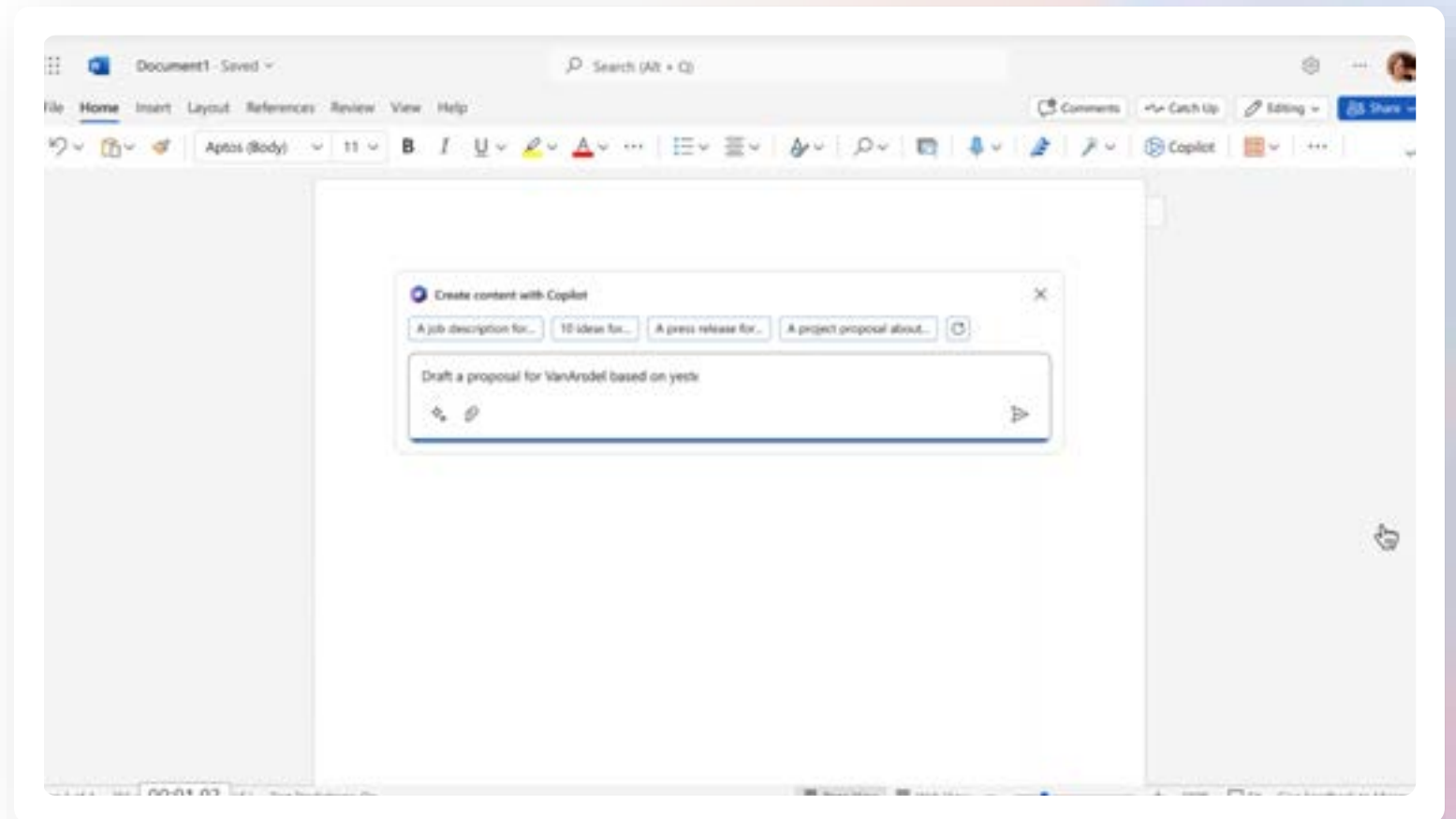


Some example prompts you can ask Copilot

Draft a two-page project proposal based on the data from [document] and [spreadsheet].

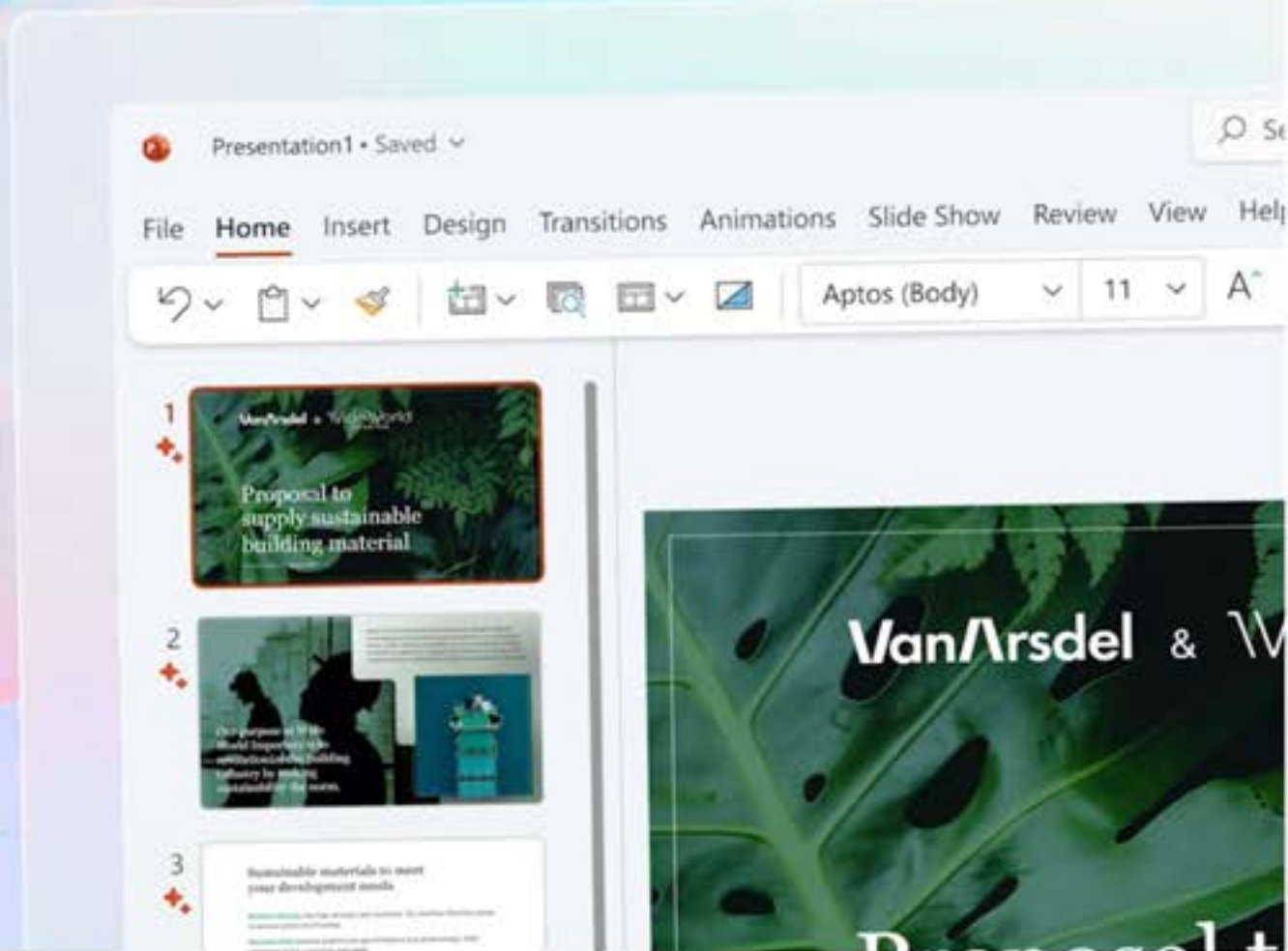
Make the third paragraph more concise. Change the tone of the document to be more casual.

Create a 1-page draft based on this rough outline.



MICROSOFT 365

# Copilot in PowerPoint



# Copilot helps you turn your ideas into stunning presentations



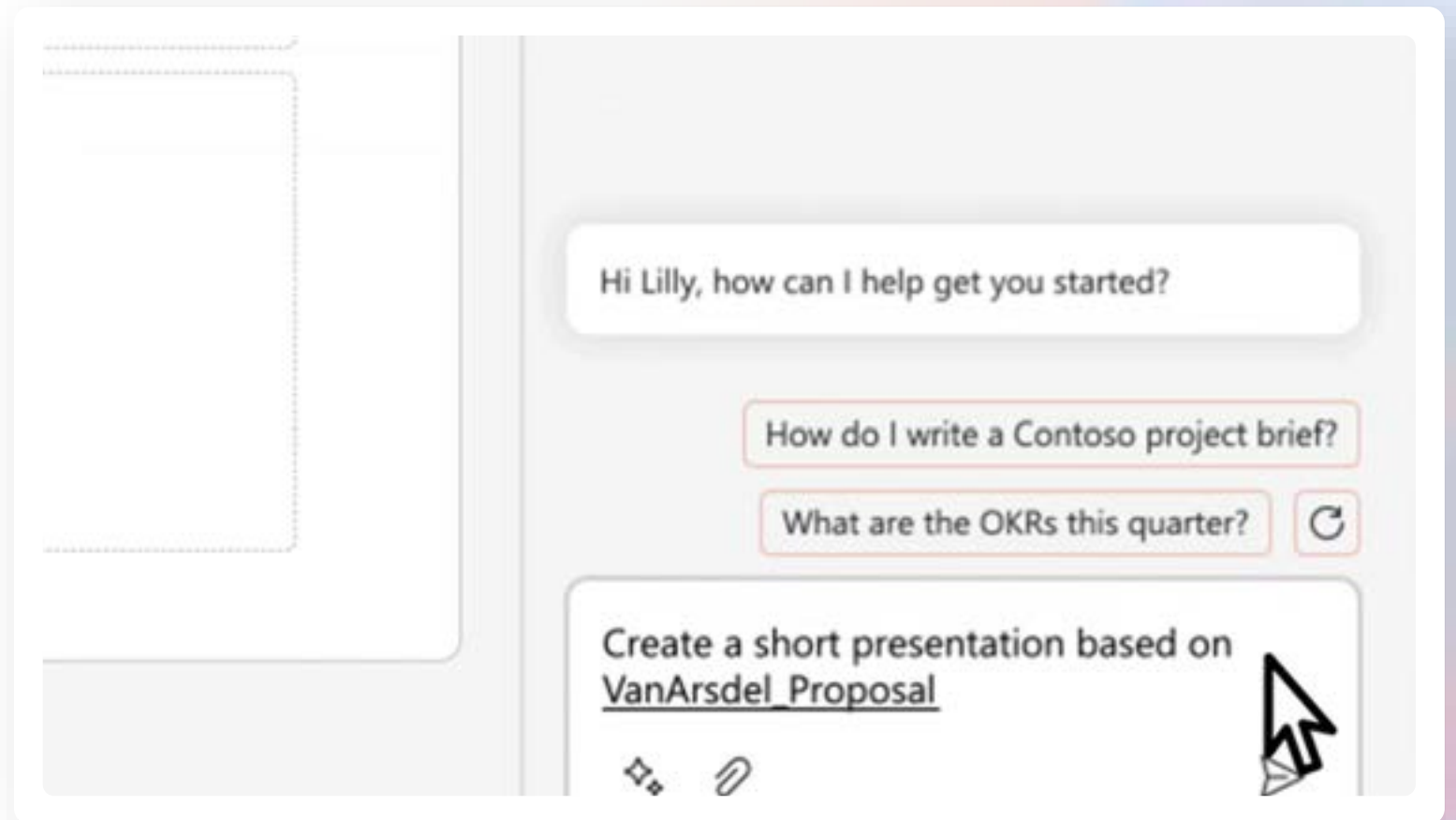
## Copilot in PowerPoint

Some example prompts you can ask **Copilot**

Create a five-slide presentation based on a Word document, include relevant stock photos.

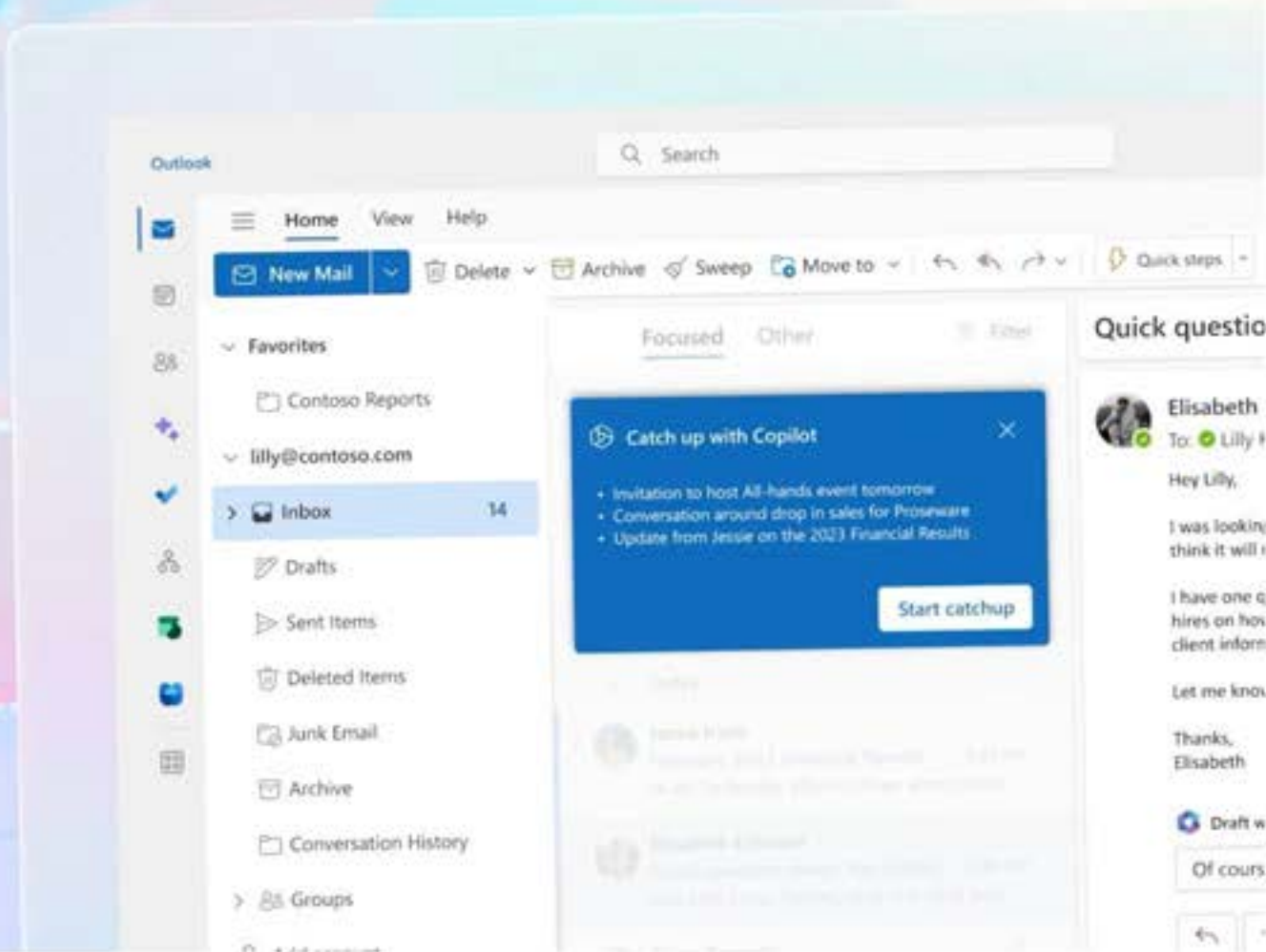
Consolidate this presentation into a three-slide summary.

Reformat these three bullets into three columns, each with a picture.



MICROSOFT 365

# Copilot in Outlook



# Copilot works with you in cleaning your inbox and messages

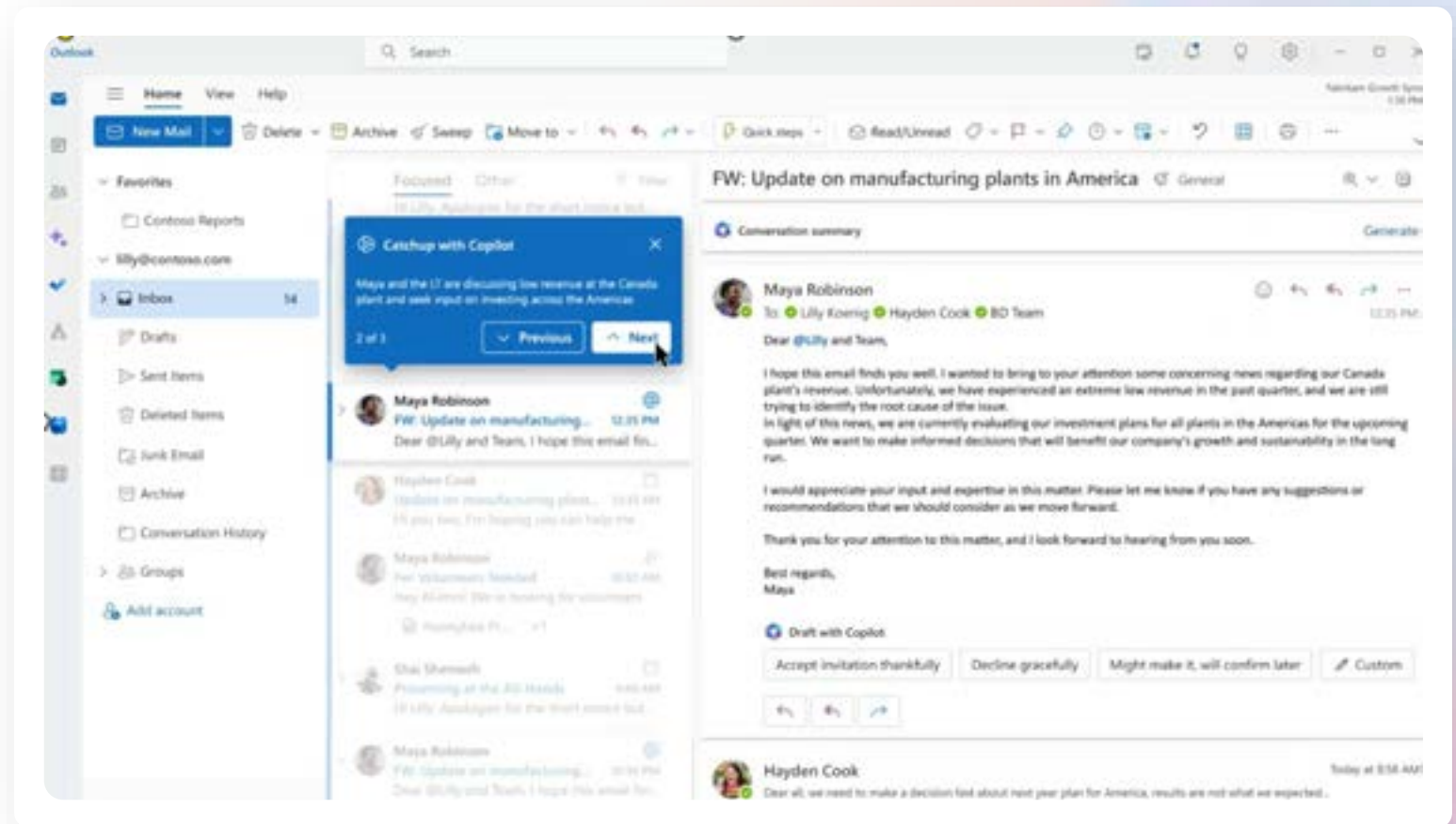


Some example prompts you can ask **Copilot**

Summarize the emails I missed while I was out. Flag important items.

Draft a response thanking them and asking for more details; shorten this draft and make the tone professional.

Invite everyone to a “lunch and learn” about new product launches next Thursday at noon.



MICROSOFT 365

# Copilot in Teams Meetings

The screenshot displays a Microsoft Teams meeting interface for a meeting titled "Core accounts business review" held on March 16 at 10:00 AM. The interface includes a navigation sidebar on the left with icons for Activity, Chat, Teams, Calendar, Call, Files, and Apps. The main content area shows "Shared content" with a file named "Proseware Proposal.pptx" and a video player showing a hand pointing at a screen with a 48m 42s duration. Below the video are "Speakers" and "Topics" sections. The "Topics" section lists "Proseware negotiation strategy" and "Core accounts round table". On the right, there are tabs for "Notes", "Mentions", and "Transcript". The "Notes" section, generated by Copilot, provides a "Summary" of the meeting based on attendees' input, highlighting a \$230K revenue shortfall, a 15% inventory surplus, and the discussion of Proseware as a leading opportunity. A "Notes" section below the summary mentions the importance of Proseware negotiation and the identification of a new opportunity.

Core accounts business review Chat Details Files Recap +

Mar 16, 10:00 AM Open in Stream

Shared content

Proseware Proposal.pptx

48m 42s

Speakers Topics

Proseware negotiation strategy

Core accounts round table

Notes Mentions Transcript

Core accounts.loop

Quarterly results and forecasts for Core Account

Summary

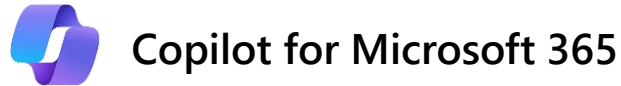
Based on what attendees said in the meeting

- \$230K revenue shortfall in this quarter
- Inventory 15% surplus (renewable products and recycled materials)
- Account leads to propose discounting scenarios to lower inventory
- Proseware was discussed as a leading opportunity

Notes

- Beth emphasized importance of Proseware negotiation strategy with offers - this is a must win deal.
- The team identified a new opportunity with Proseware through their negotiation.

# Copilot works alongside you, to bring together data from your documents, presentations, emails, calendar, notes, and contacts

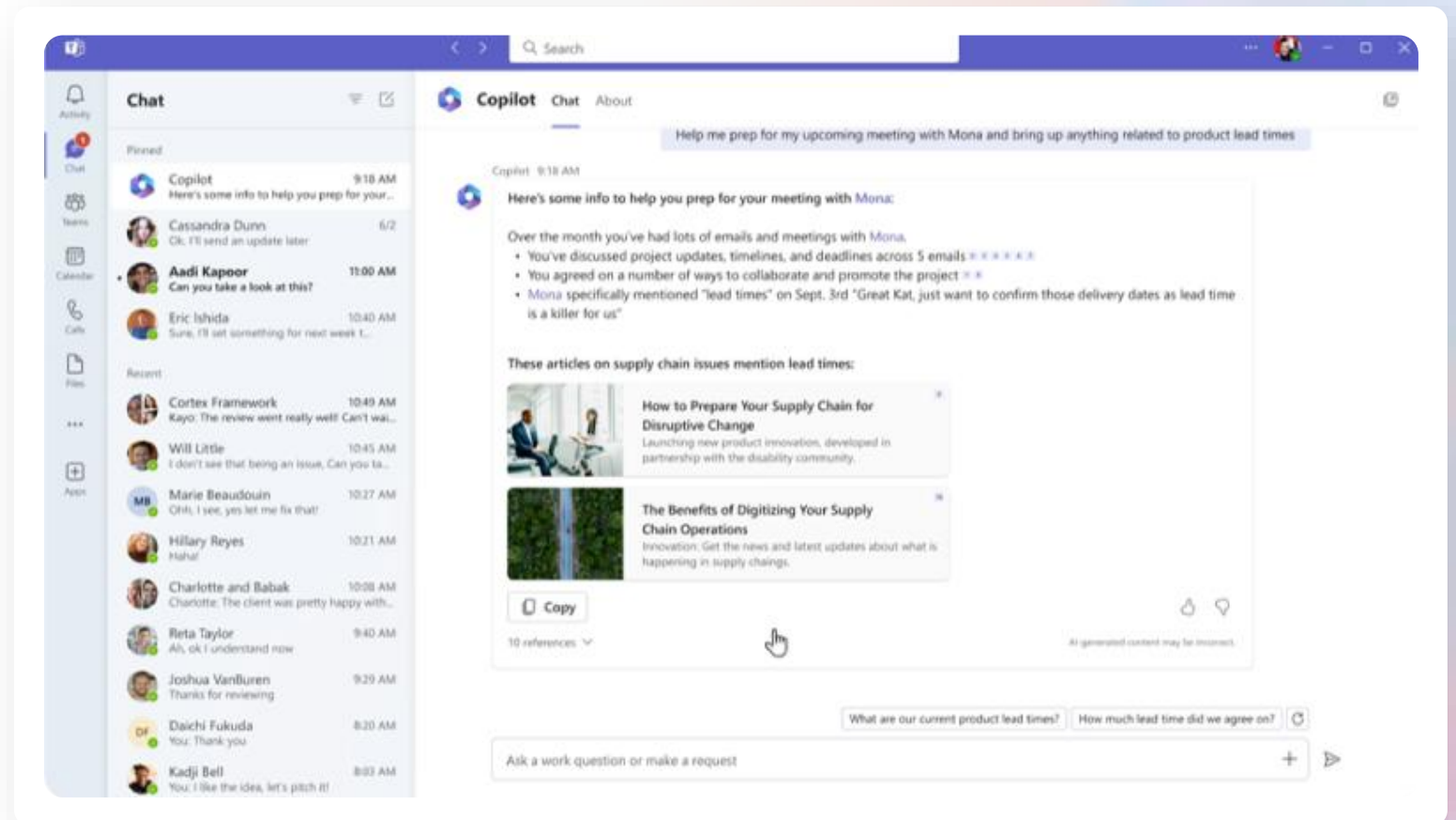


Some example prompts you can ask **Copilot**

Summarize the chats, emails, and documents about **[customer]**.

What is the next milestone on **[project]**. Are there any risks?

Write a planning overview in the style of **[file A]** that contains the timeline from **[file B]** and incorporates the project list in the email from **[person]**.



# 06

# Agents In Action

# Demo Sharepoint Agent

<https://aka.ms/sharepoint/demo>



# The Path Forward



**Get ready.** Identify and prioritize business challenges that benefit from AI.



**Drive adoption,** training and change management



**Measure the impact** of your investments.



Thank you.

# Q&A