Using AI in Power Platform

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Common digital gaps in personalized experiences

- Disparate systems don't bring a full view of customer to first line employees
- Lack of integration and identification of VIP customers prevents differentiation
- Duplication in reports slows processes down and creates poor customer experience

Common digital gaps in streamlining execution

- Paper-based processes slow down work
- Ad hoc manual and error-prone processes
- Changing workflows leave gaps in existing tech

Common digital gaps in managing risk

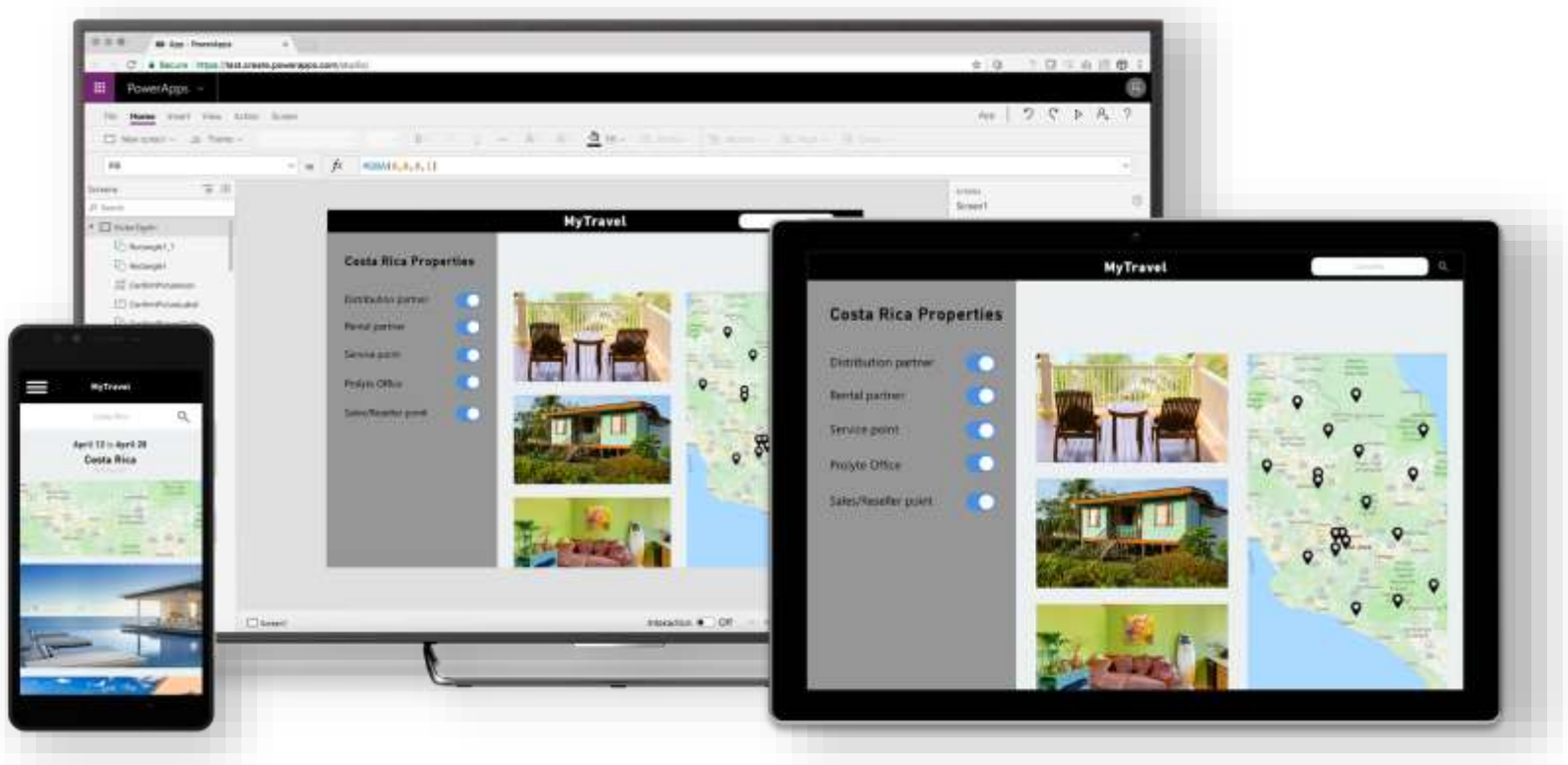
- Hard to keep up with changes in compliance guidelines
- Reporting of issues is often verbal which slows correction time & risk elimination
- Critical alerts and notifications aren’t automatically escalated or distributed

Innovate faster with a low-code/no-code platform

Reduce time & cost building business applications

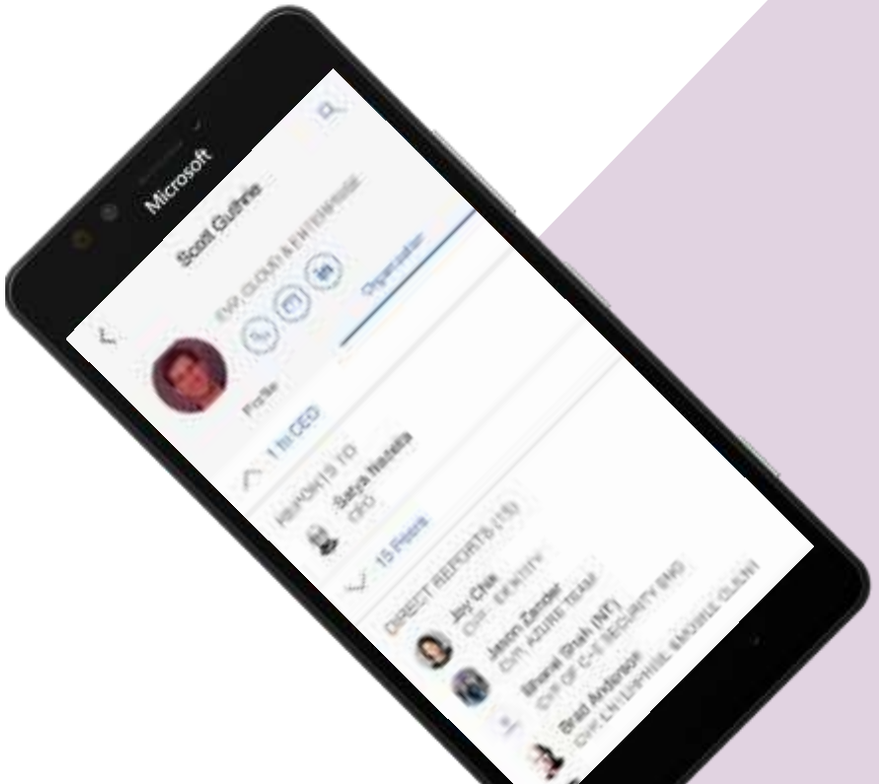
Drive system-of-record to a single view to simplify your business processes and remove silos in your company

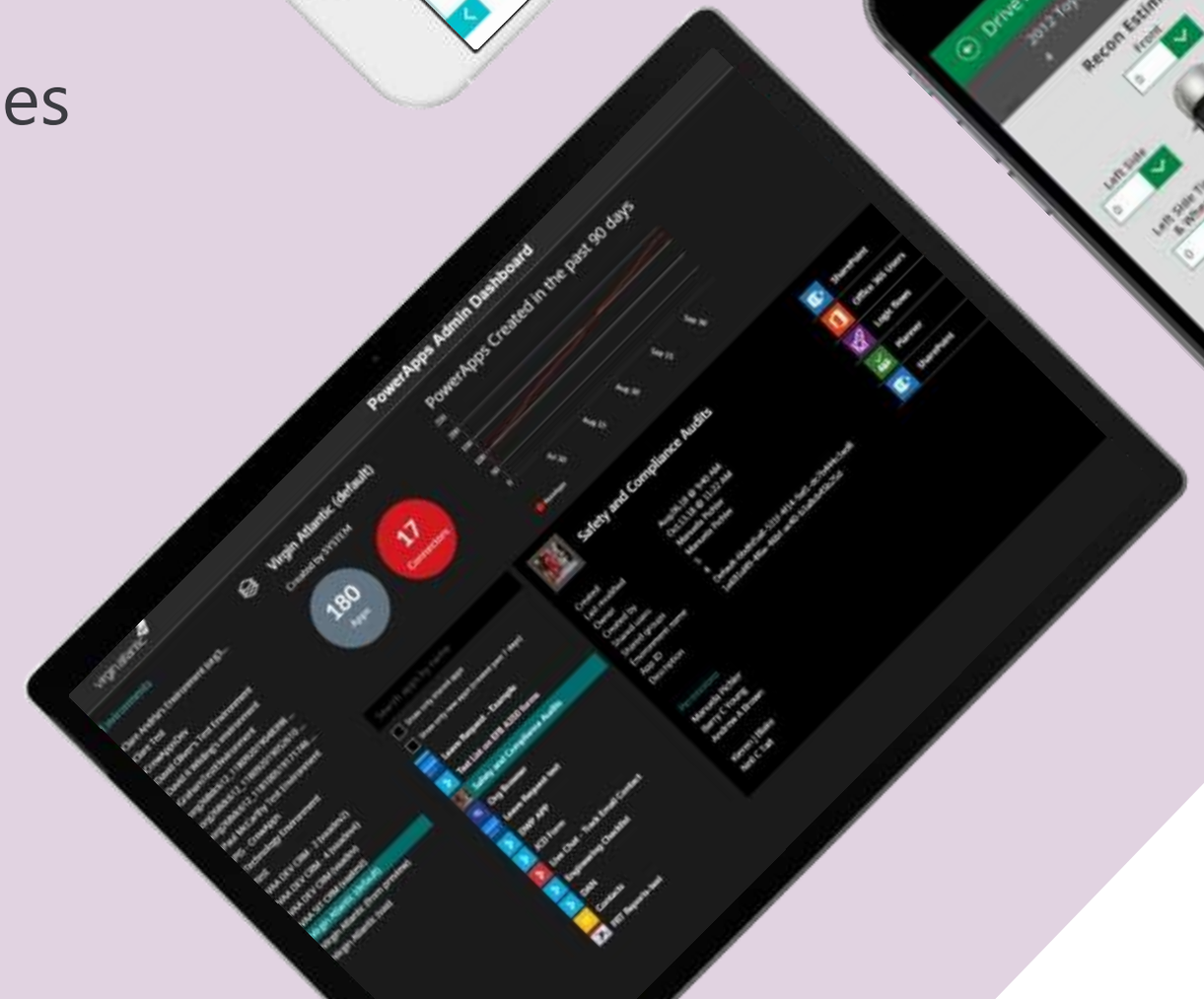
Enrich your apps connecting to your most critical business data and automating



Introducing PowerApps

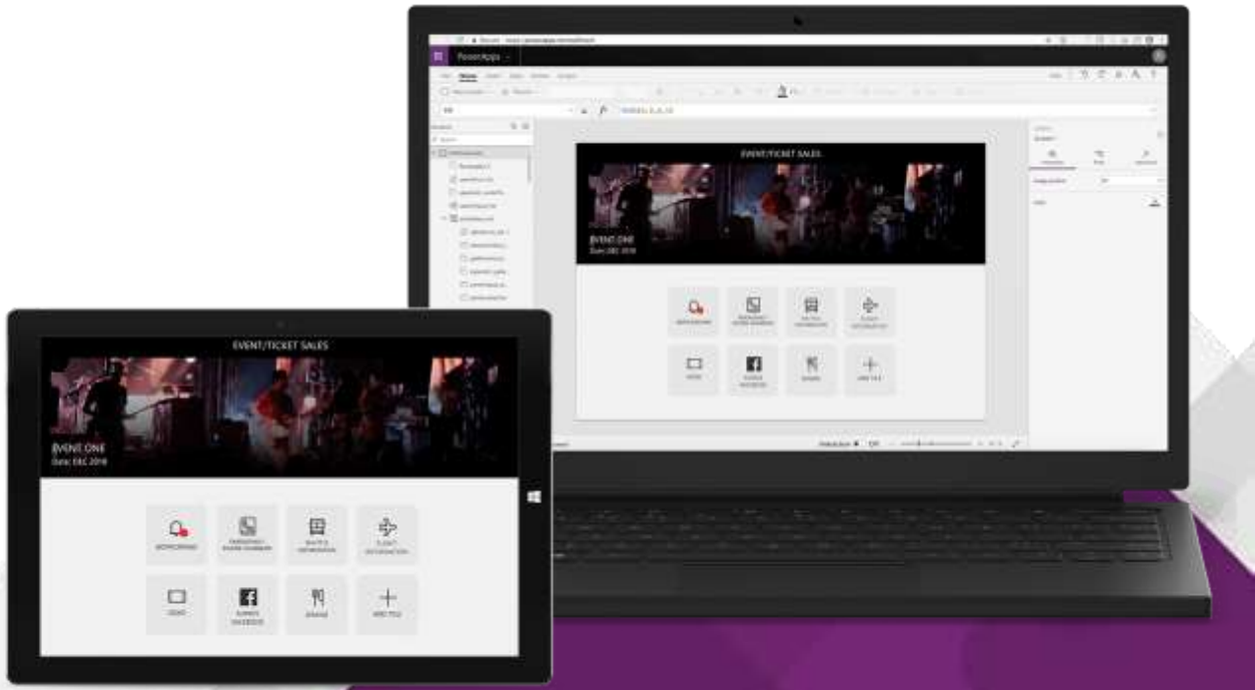
Rapidly build apps with **point-and-click ease** to automate business workflows and processes





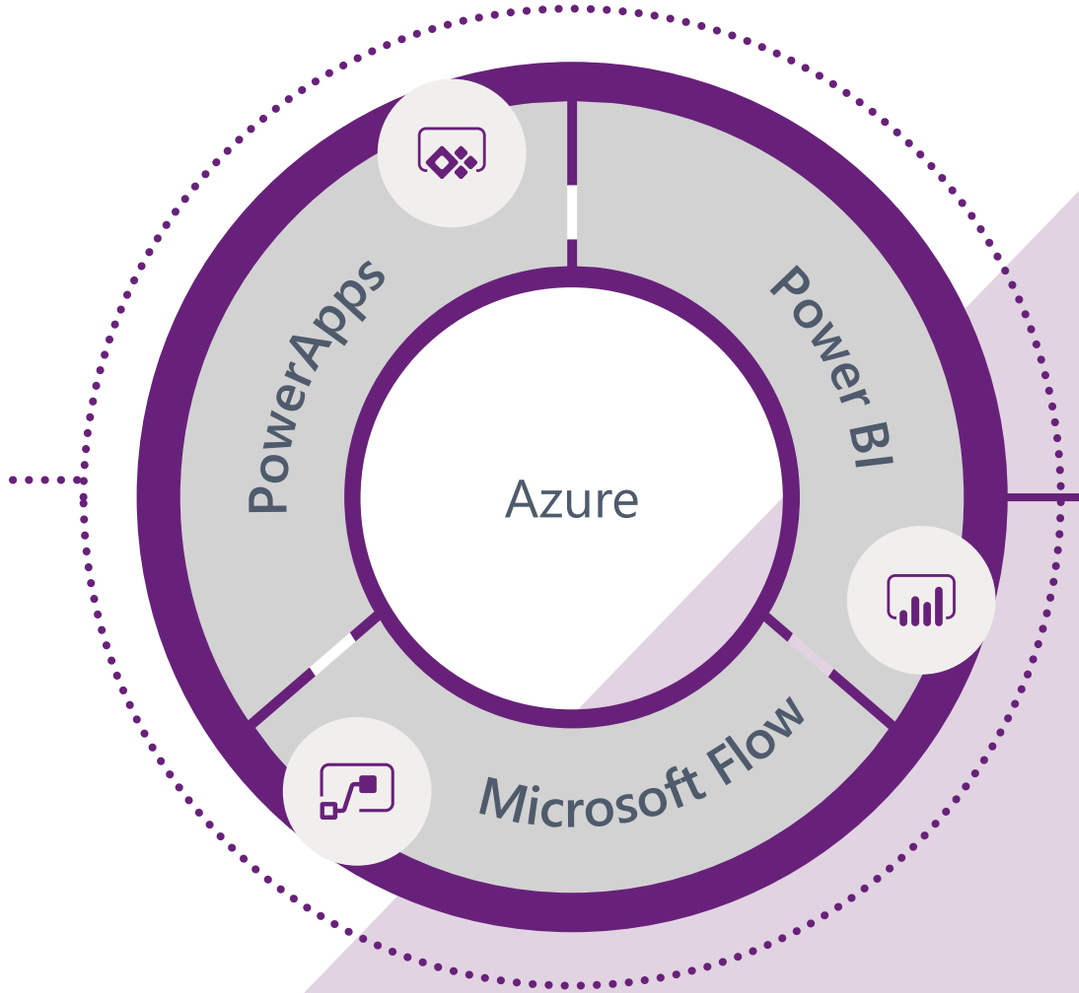
A unique approach to building business apps

- Easily build apps with a full-featured low-code/no-code platform
- Connect to all your data with pre-built connectors, custom connectors
- Put your data to work with the Common Data Service for Apps
- Office 365, Azure, Dynamics 365, Power BI, Microsoft Flow Integration
- Strong enterprise governance & security
- Pro-dev extensibility



Microsoft Power platform

Common Data Service for Apps
Data Connectors



Dynamics 365

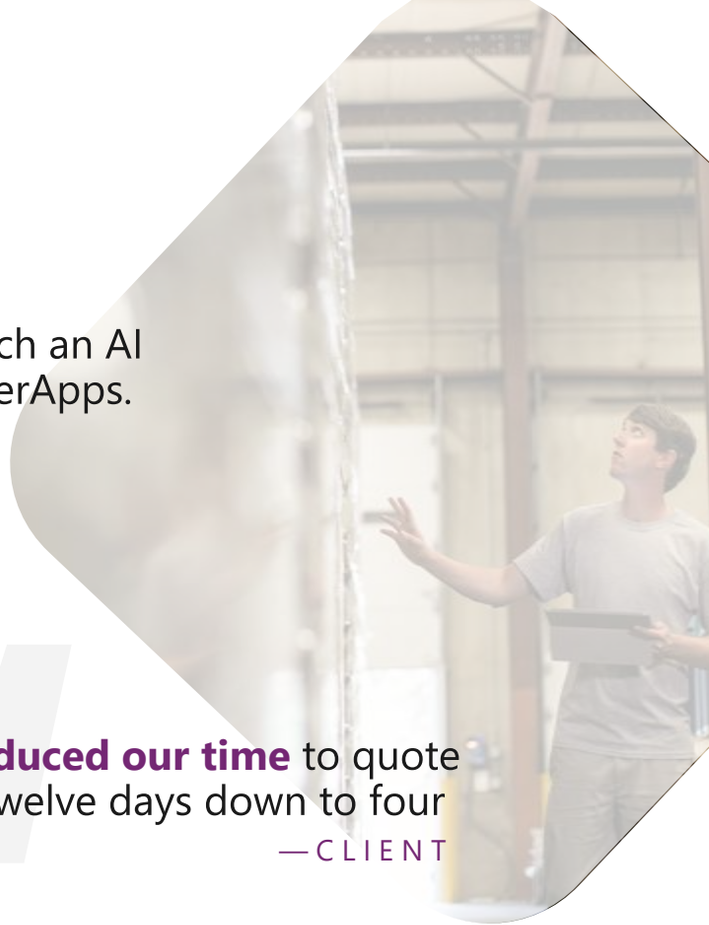
Office 365

Standalone Apps

AI Builder

Turn key machine learning for common scenarios.

Additional service to teach an AI model for Flow and PowerApps.



We **reduced our time** to quote from twelve days down to four

—CLIENT

70%

Less app dev cost and effort

362%

ROI over 3-year term

<3 Months

Payback

Source: The Total Economic Impact™ Of PowerApps And Microsoft Flow, a commissioned study conducted by Forrester Consulting on behalf of Microsoft, June 2018

Types of Integrated AI for PowerApps and Flow

Form Processing

Pulls data out of forms

- Scan invoices and pull info out that can be recognized.
- Drop forms into a folder and pull easy info out and move not recognized elements to manual QA.

Object Detection

Determine the object from a photo

- Merchandiser determines what's on the shelf during inventory.
- Inspector uses app to narrate a scene.

Prediction

Binary analysis of data

- Determine intent of customer and ask additional questions in app.
- Value of account and offer special deals in app.

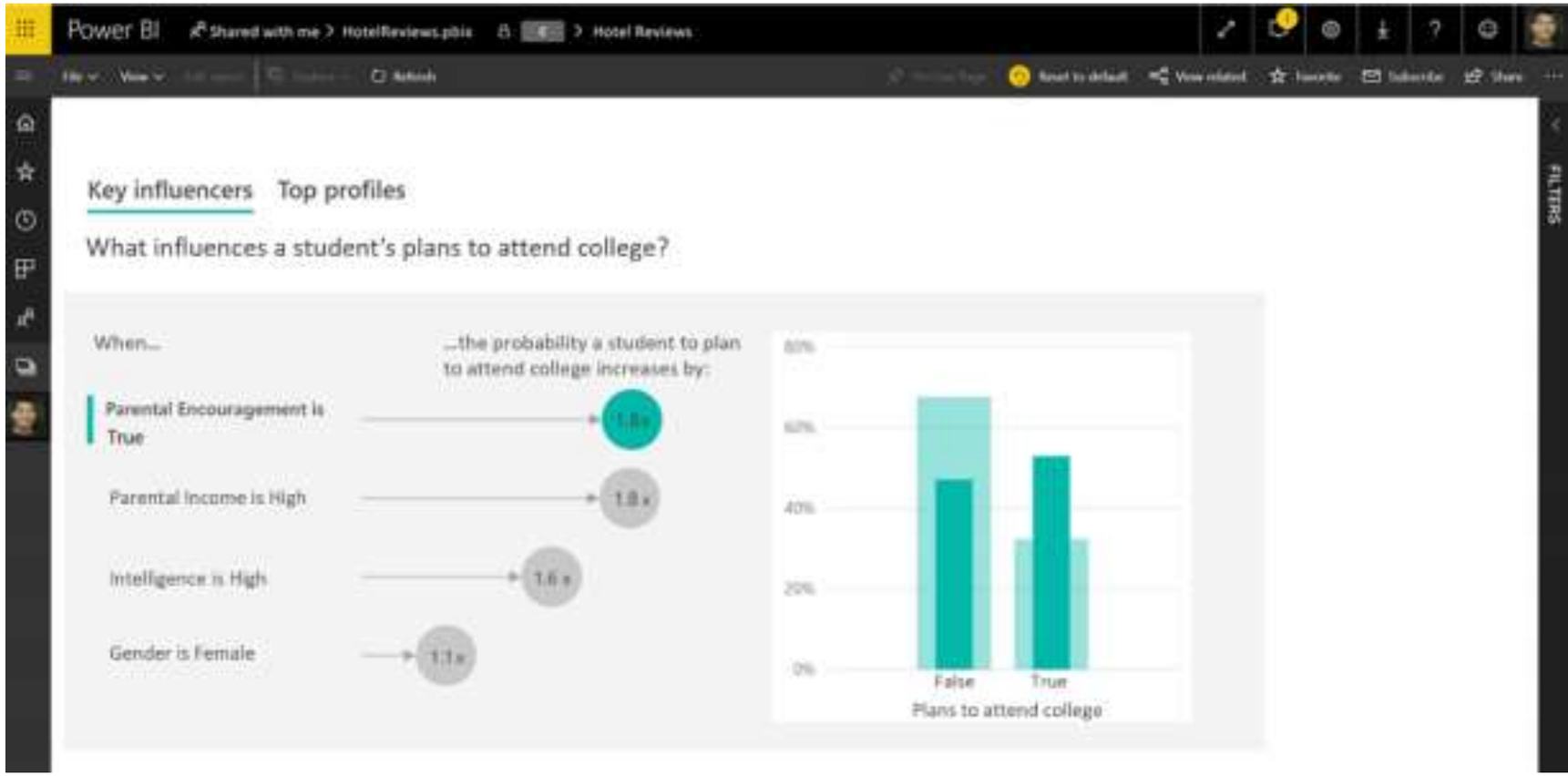
Text Classification

Analyzes data from raw text fields

- Sentiment analysis
- Route customer feedback to the appropriate team

Power BI Automated AI

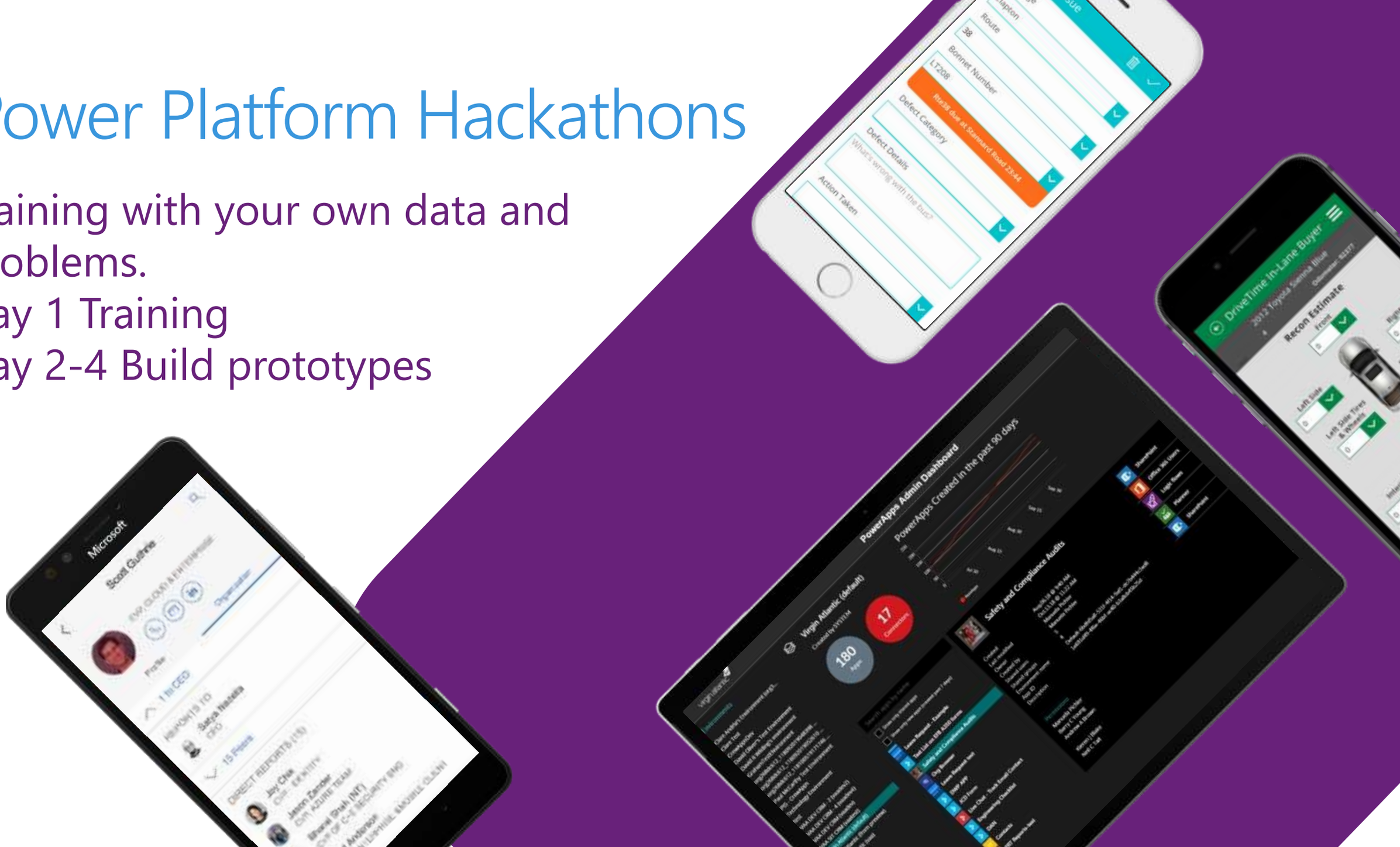
Key Influencers
Text Analytics
Vision
Decision Trees
Azure Machine Learning



PowerApps Form Processing Demo

Flow Text Classification Demo

Key Influencer Demo with Power BI

Power Platform Hackathons

Training with your own data and problems.
Day 1 Training
Day 2-4 Build prototypes