



VAŠ PAMETNI POMOČNIK NA DELOVNEM MESTU

Copilot

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Copilot



BEterna
Part of Telefónica Tech

PRIDRUŽITE SE NAM NA BE-TERNA DAY-U: AI BEYOND HYPE • Gra
Ljubljana - 9. november 2023 - [Prijavite se!](#)

AI B

9. november

Več o

78°F
Sunny

https://onedrive.live.com/w/t/EaCKkPs6AchijwULn3060f4Bvb8jylAFWrkt2b5C8UlaZw?e=CMgqn1

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Comments Catch Up Editing Share

Aptos (Body) 11 B I U A

Create content with Copilot

A job description for... 10 ideas for... A press release for... A project proposal about...

Describe what you'd like to create, and Copilot will generate a draft

Page 1 of 4 256 words English (U.S.) Text Predictions: On

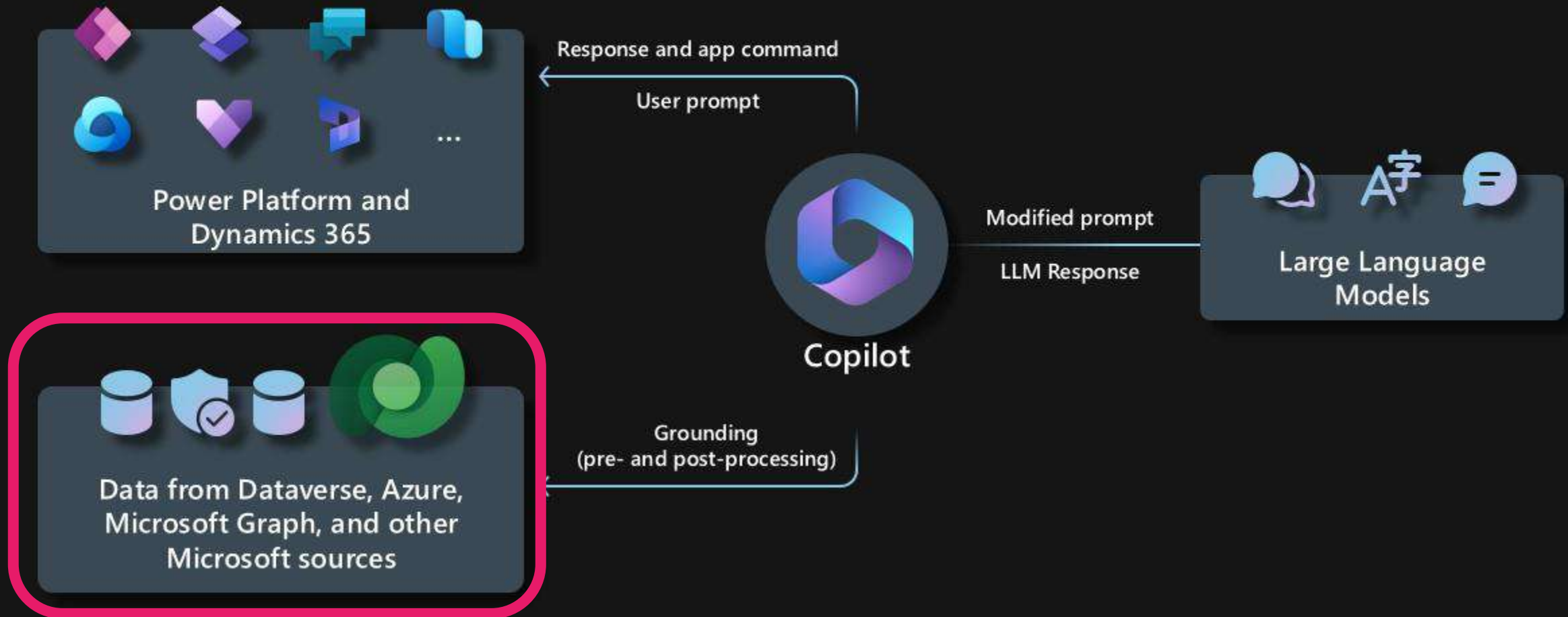
Page View Web View 100% Fit Give Feedback to Microsoft

Let's learn together. Windows copilot is powered by AI, so surprises and mistakes are possible. Make sure to check the facts, and share feedback so we can learn and improve!

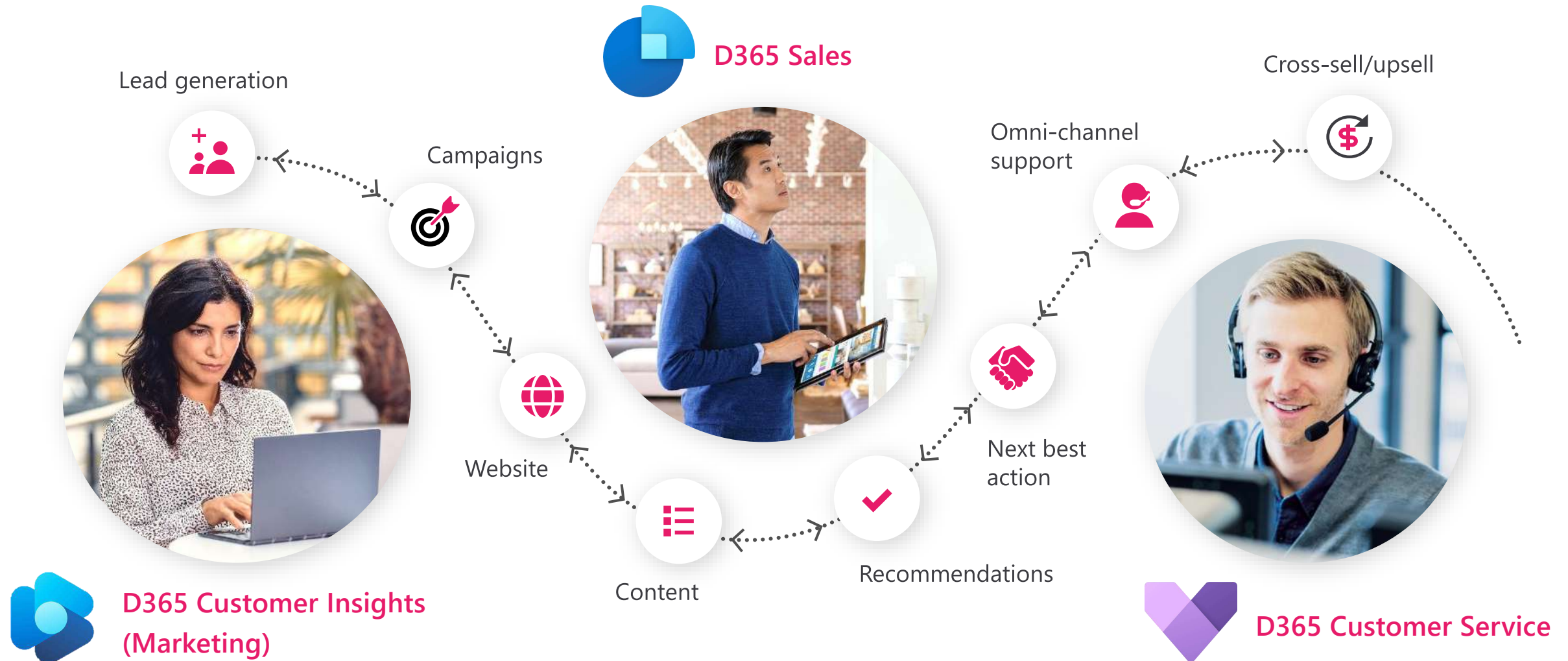
Ask me anything...

Zakaj potrebujem Copilot še v Dynamics 365 aplikacijah?

Copilot | Dynamics 365 & Power Platform



Standardni primer





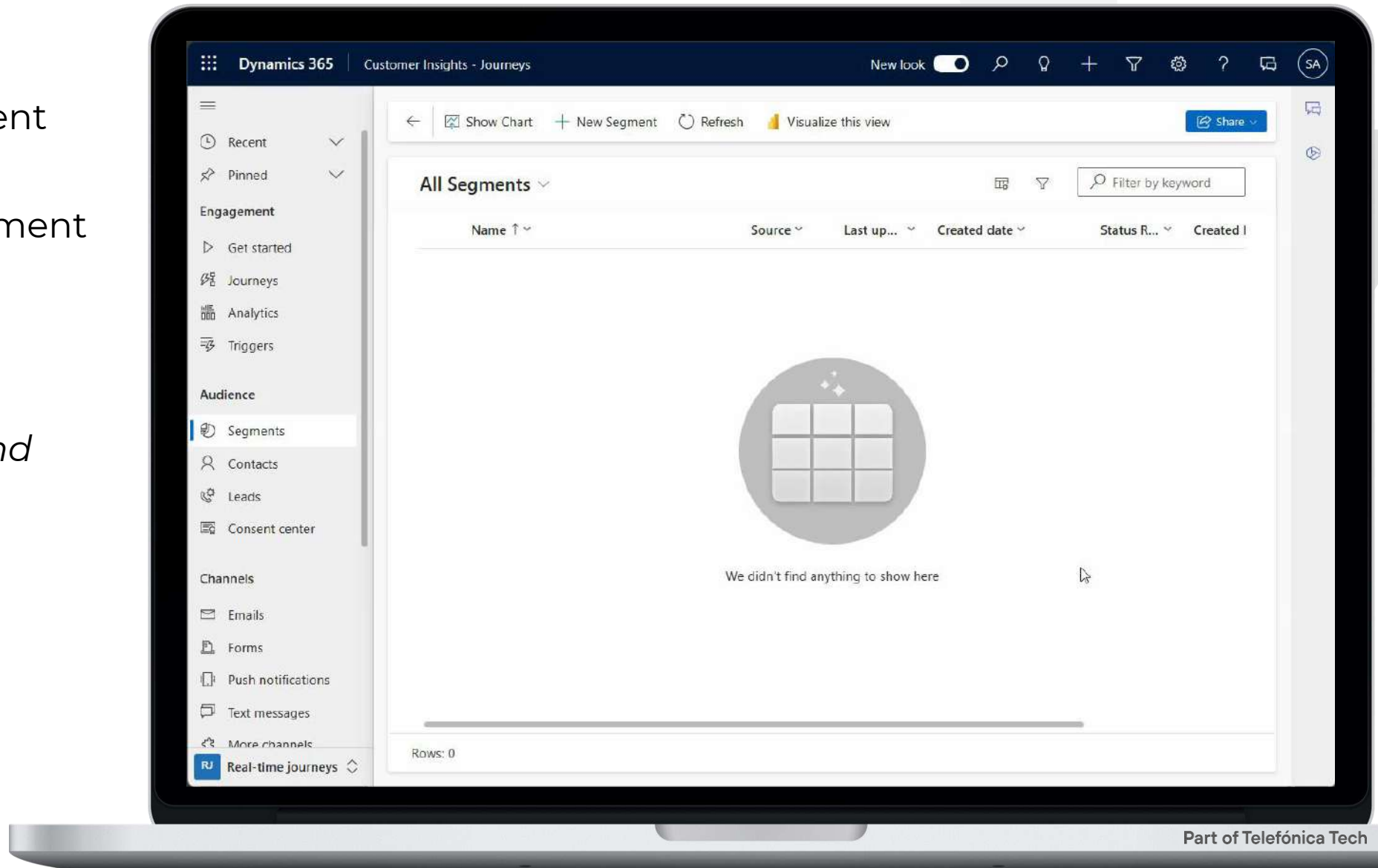
D365 Customer Insights - Journeys (Marketing)

Kreiranje segmenta

- S preprostim opisom Copilot sestavi segment
- V nekaterih primerih Copilot predlaga segment glede na podatke

Primer:

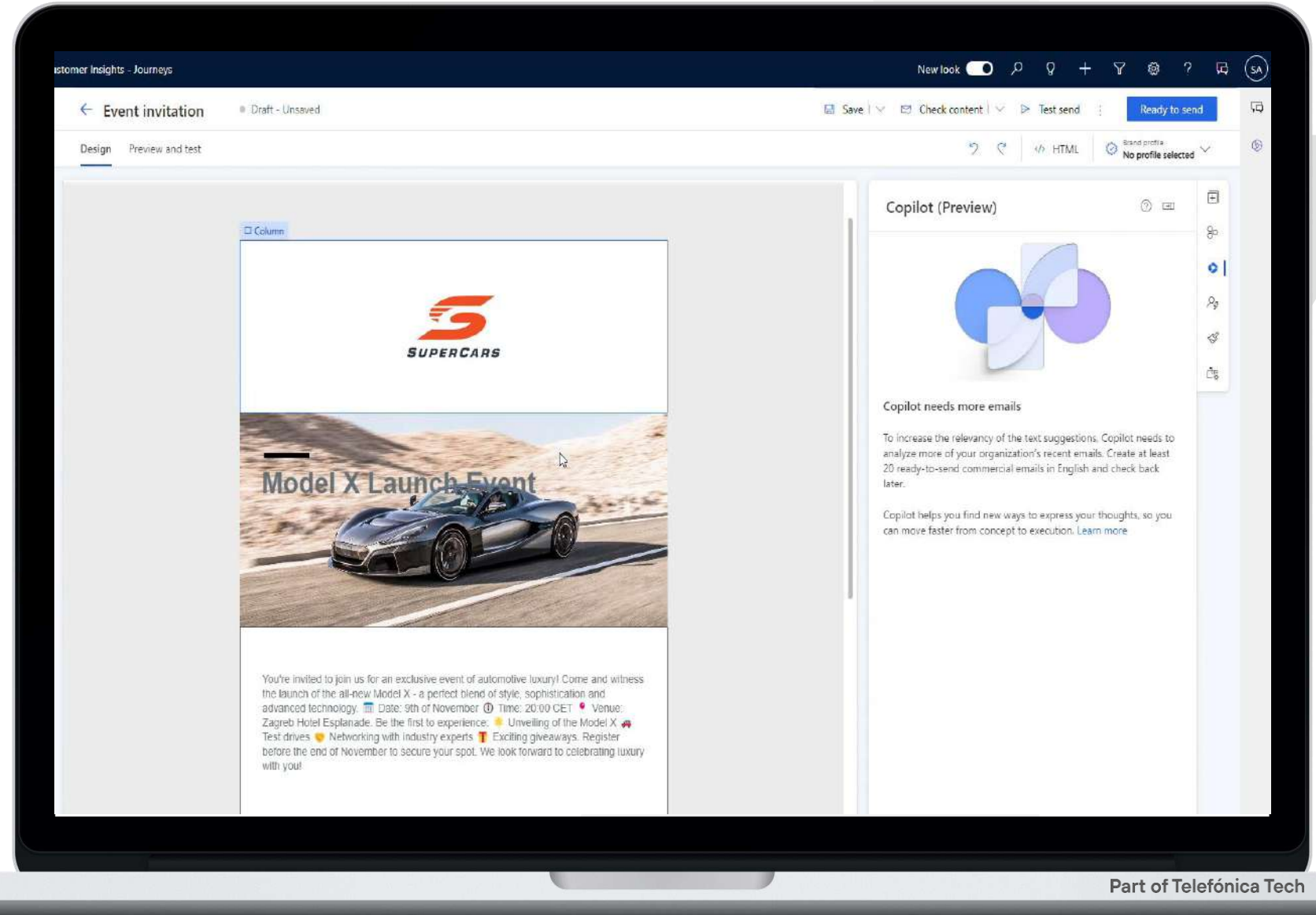
- „I want to sell EVs. Find interested contacts.“



Kreiranje popolnega emaila



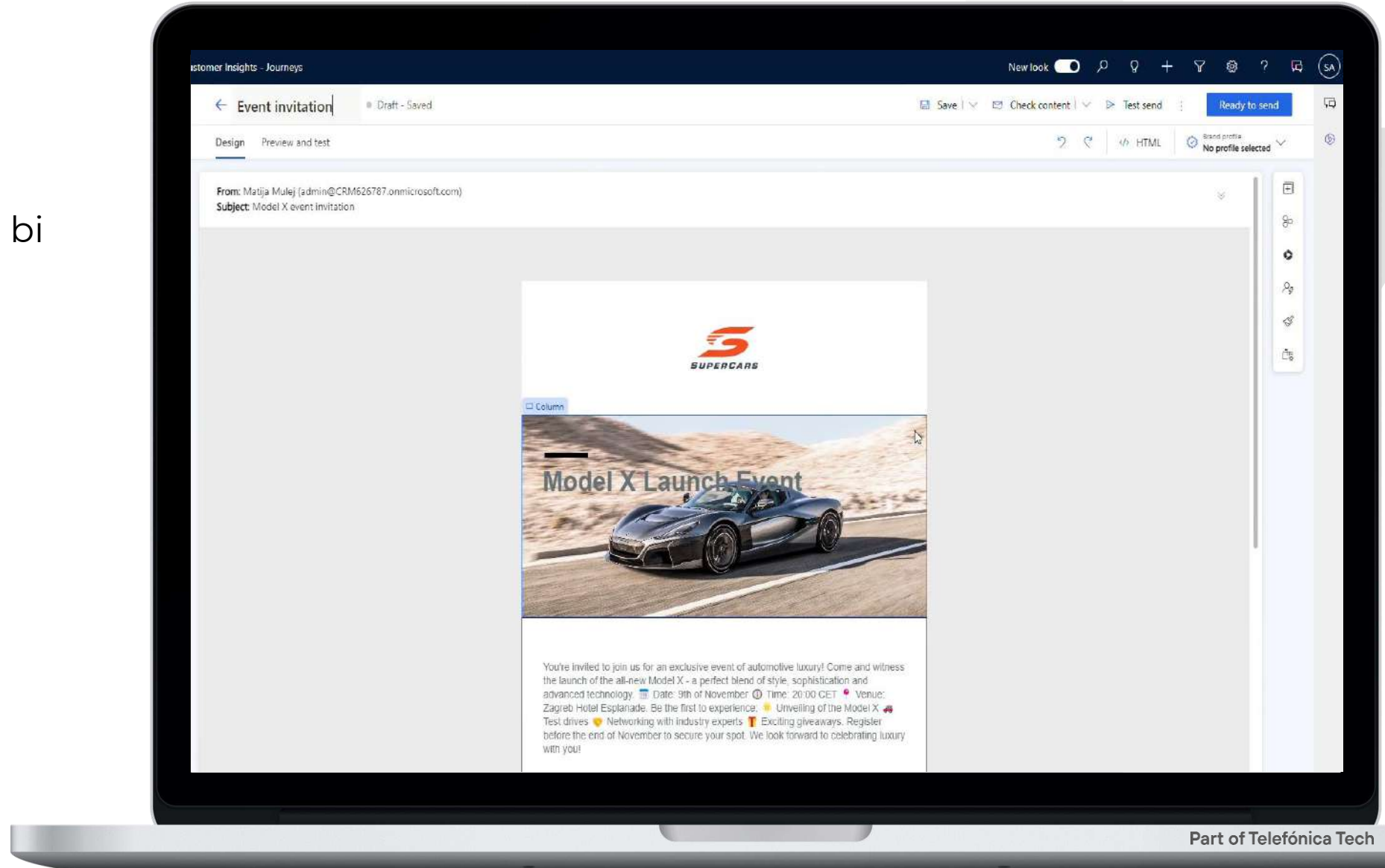
- Copilot sam generira tekst za email
- Ko je generiran, ga na podlagi naših želja popravi



Kreiranje popolnega emaila



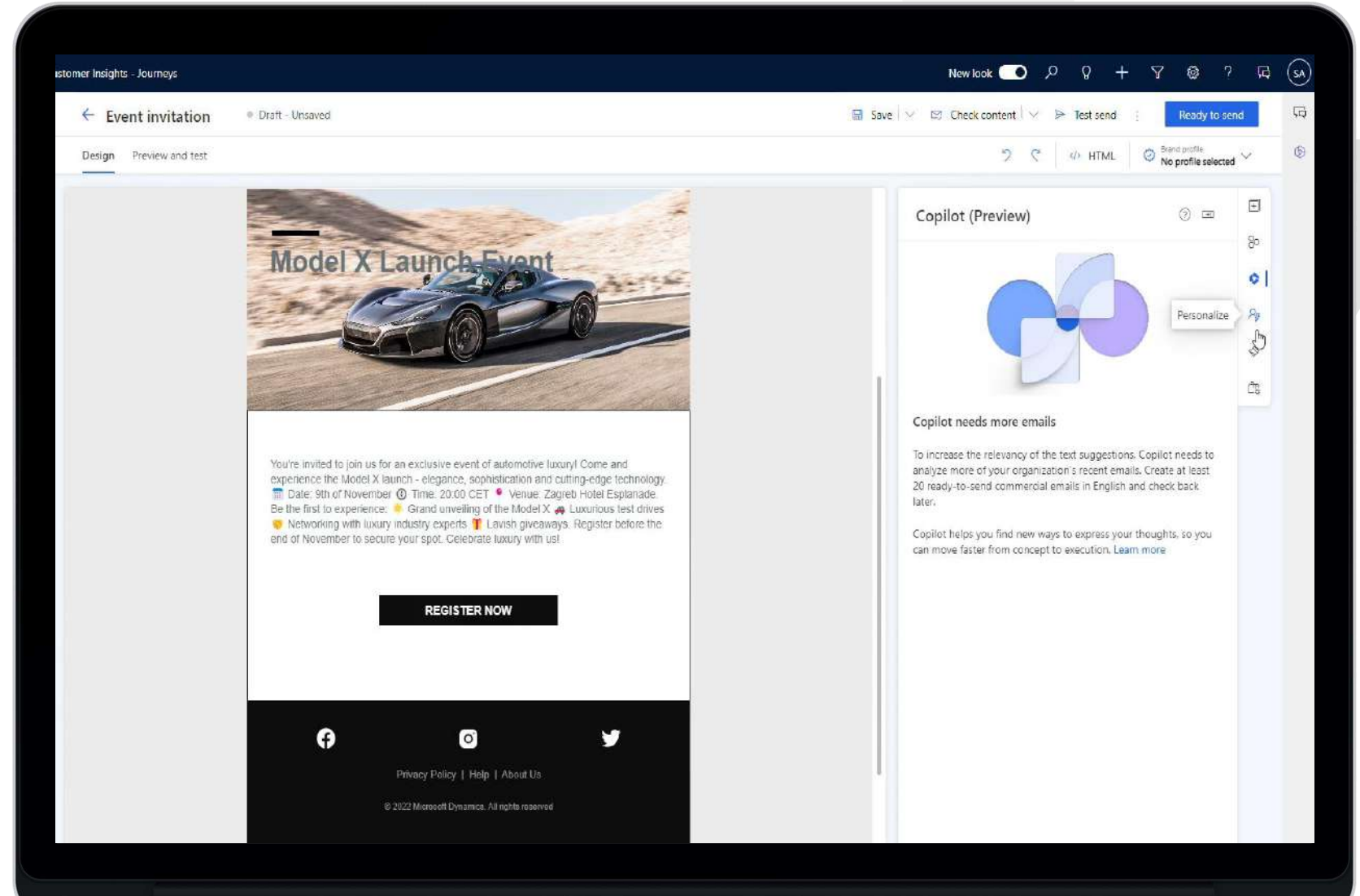
- Copilot samodejno predlaga, katere slike bi najbolj ustrezale



Kreiranje popolnega emaila



- Copilot-u pokažemo stran in sam izbere primerno barvno shemo



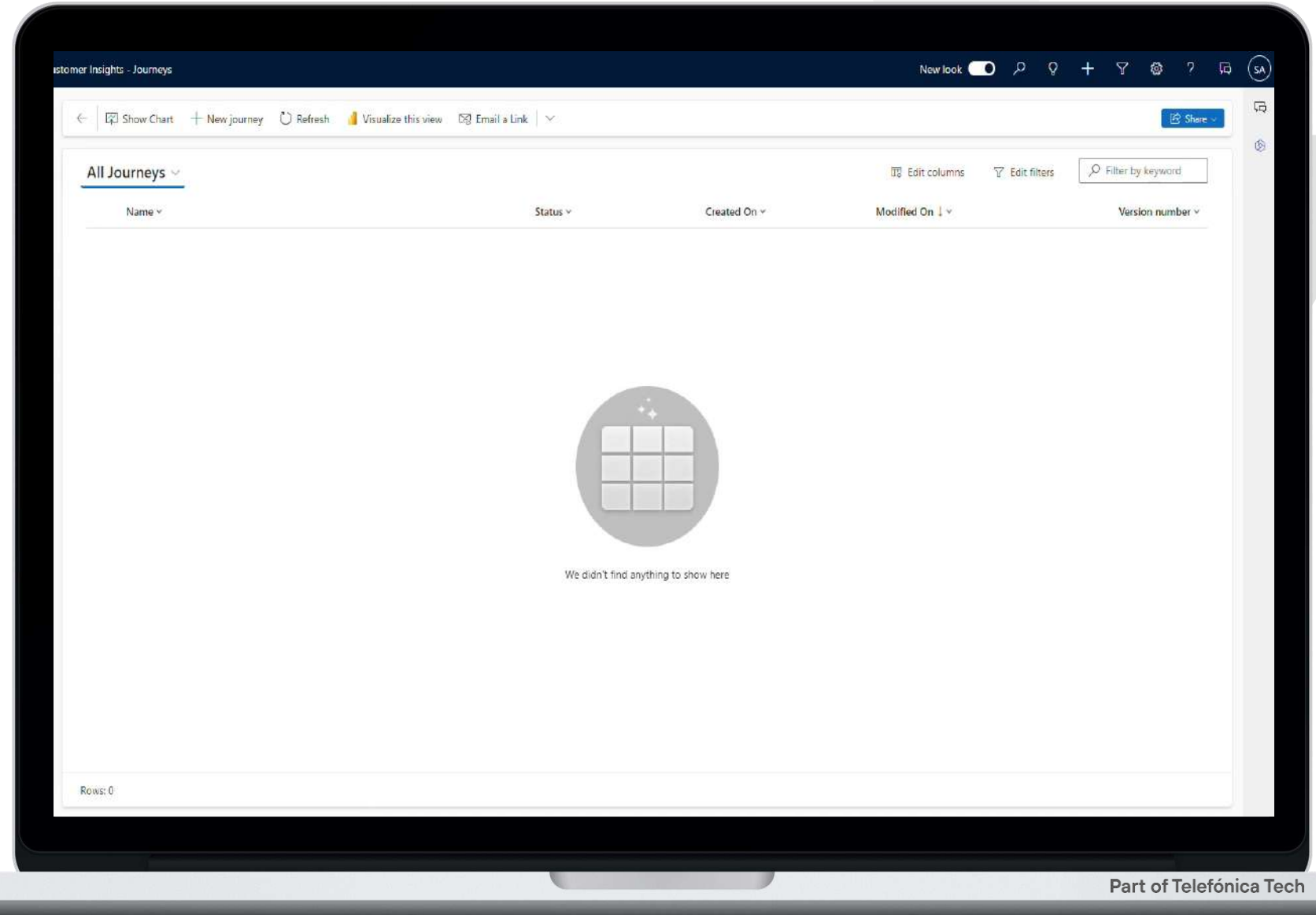
Kreiranje „Customer Journey-a“



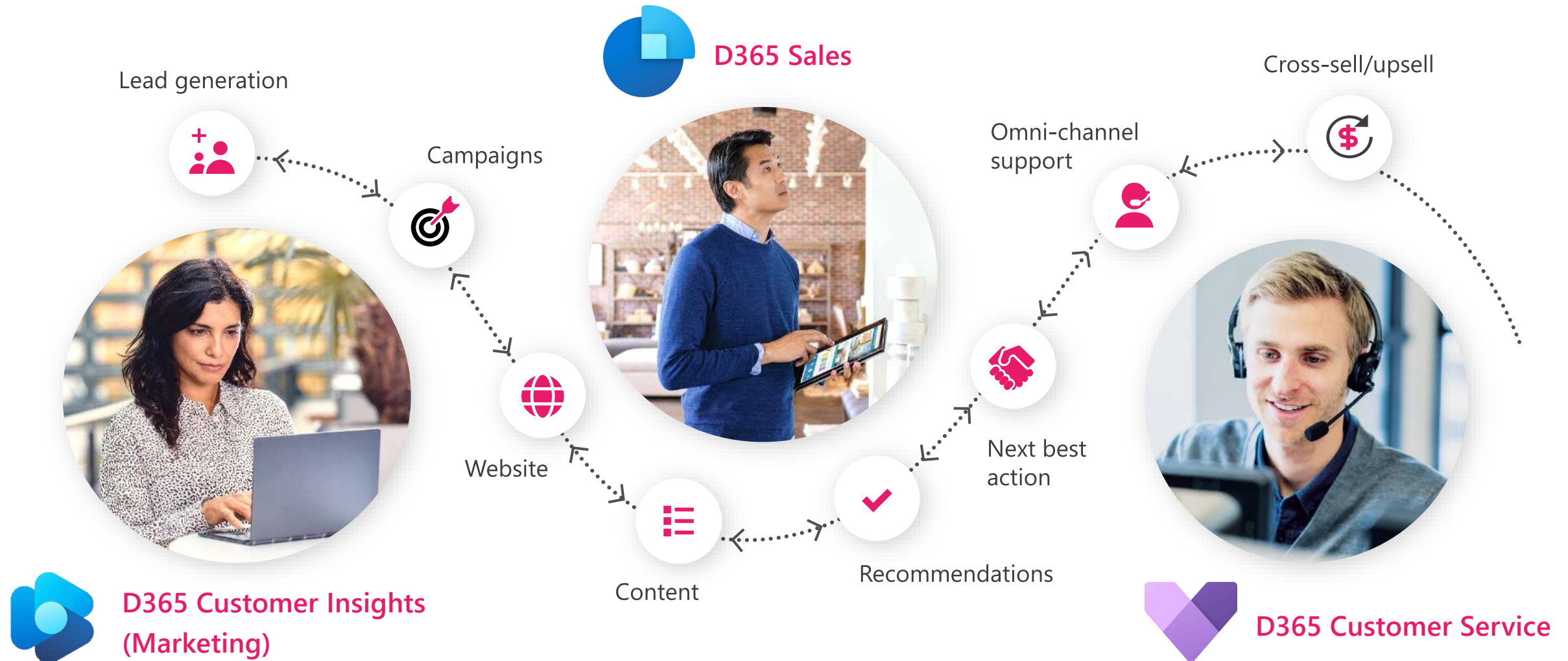
- Z opisom Copilot-u razložimo, kako naj bi proces izgledal

Primer:

- „Pošlji vabilo na predstavitev novega modela. Nato pošlji opomnik. Nato pošlji zahvalo, če se udeležijo dogodka.“



Standardni primer

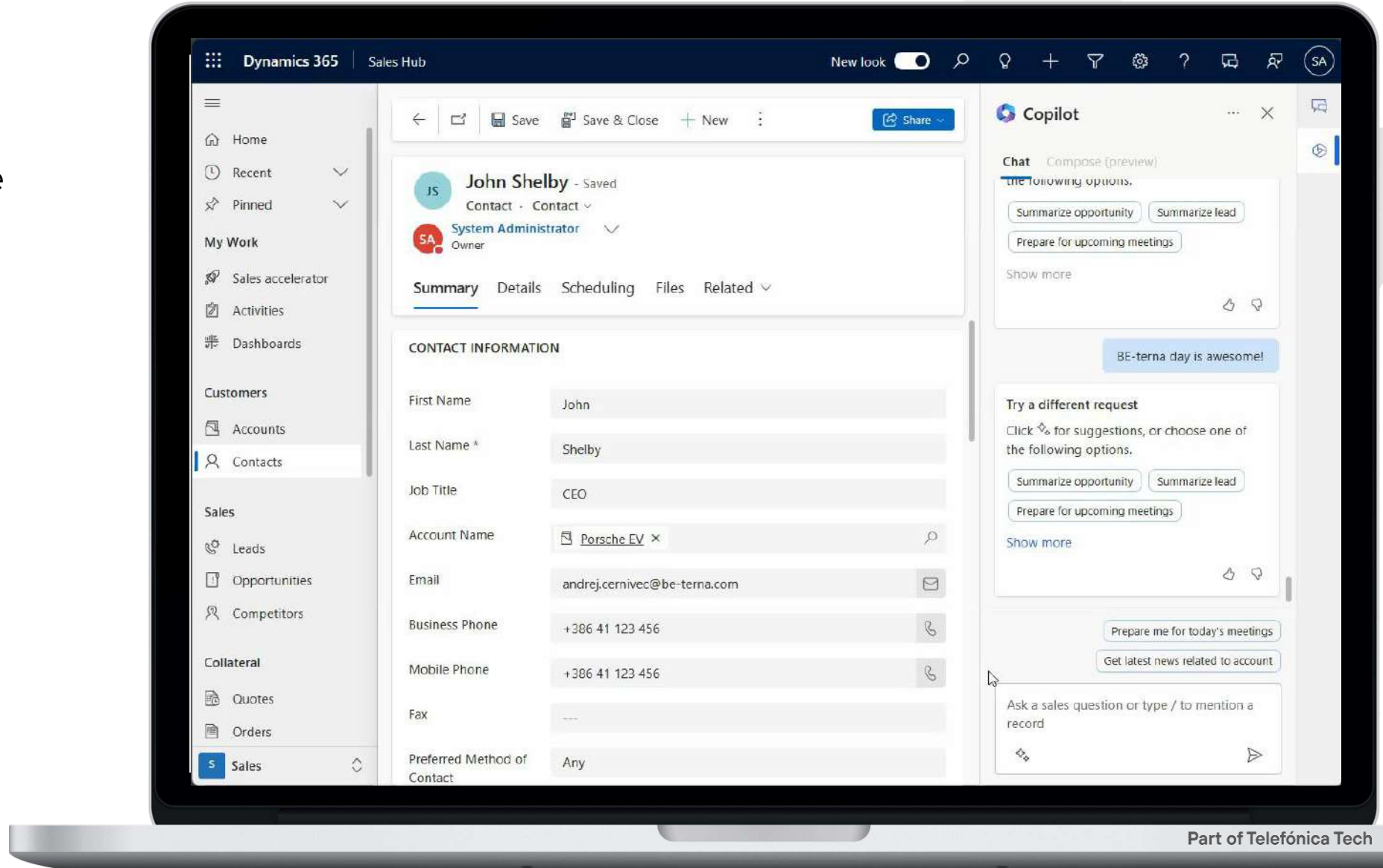




D365 Sales

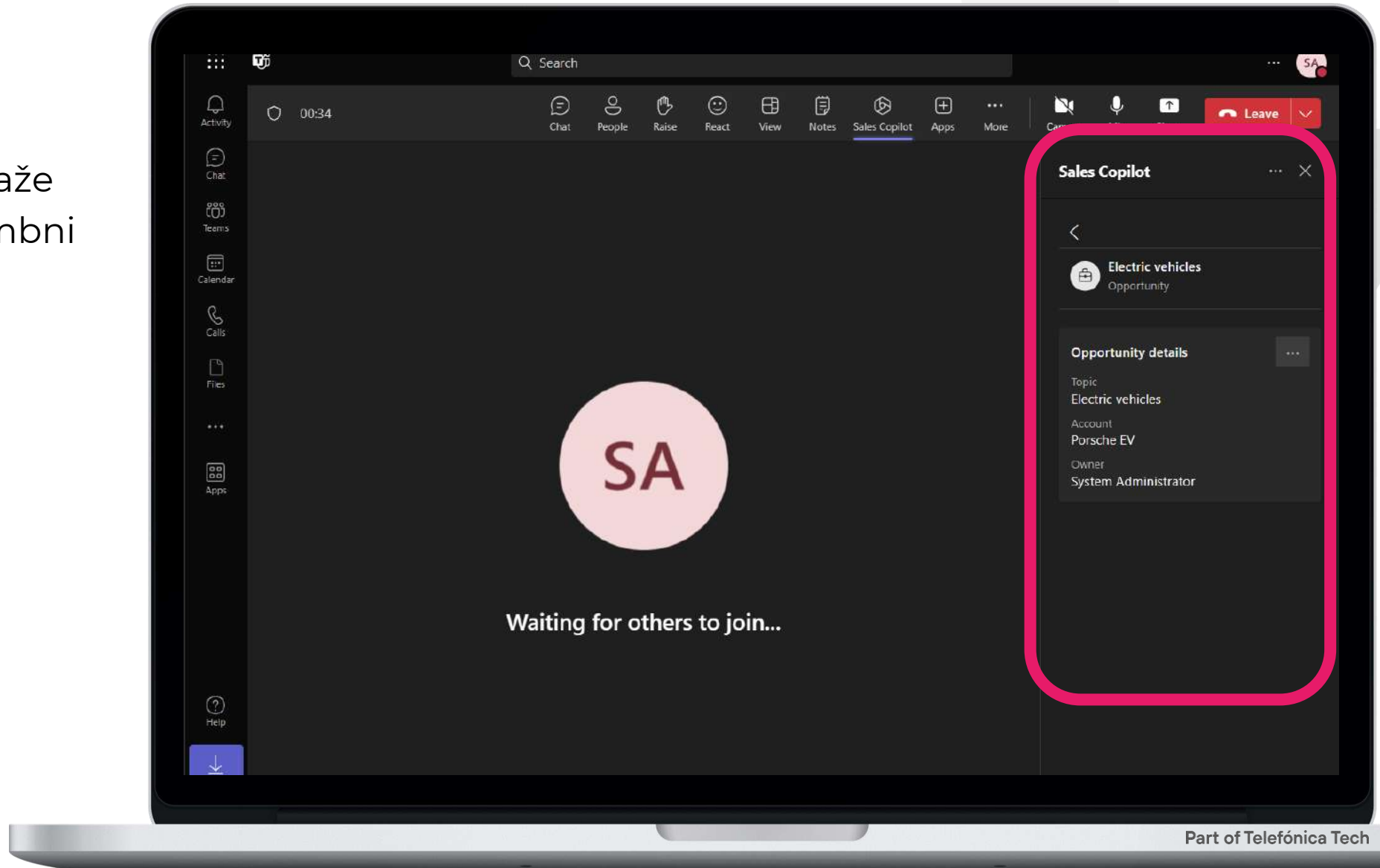
Hitri pregled stanja

- Povzetek emaila
- Povzetek potencialne stranke
- Povzetek priložnosti
- Preverjanje novic
- Priprava na sestaneke



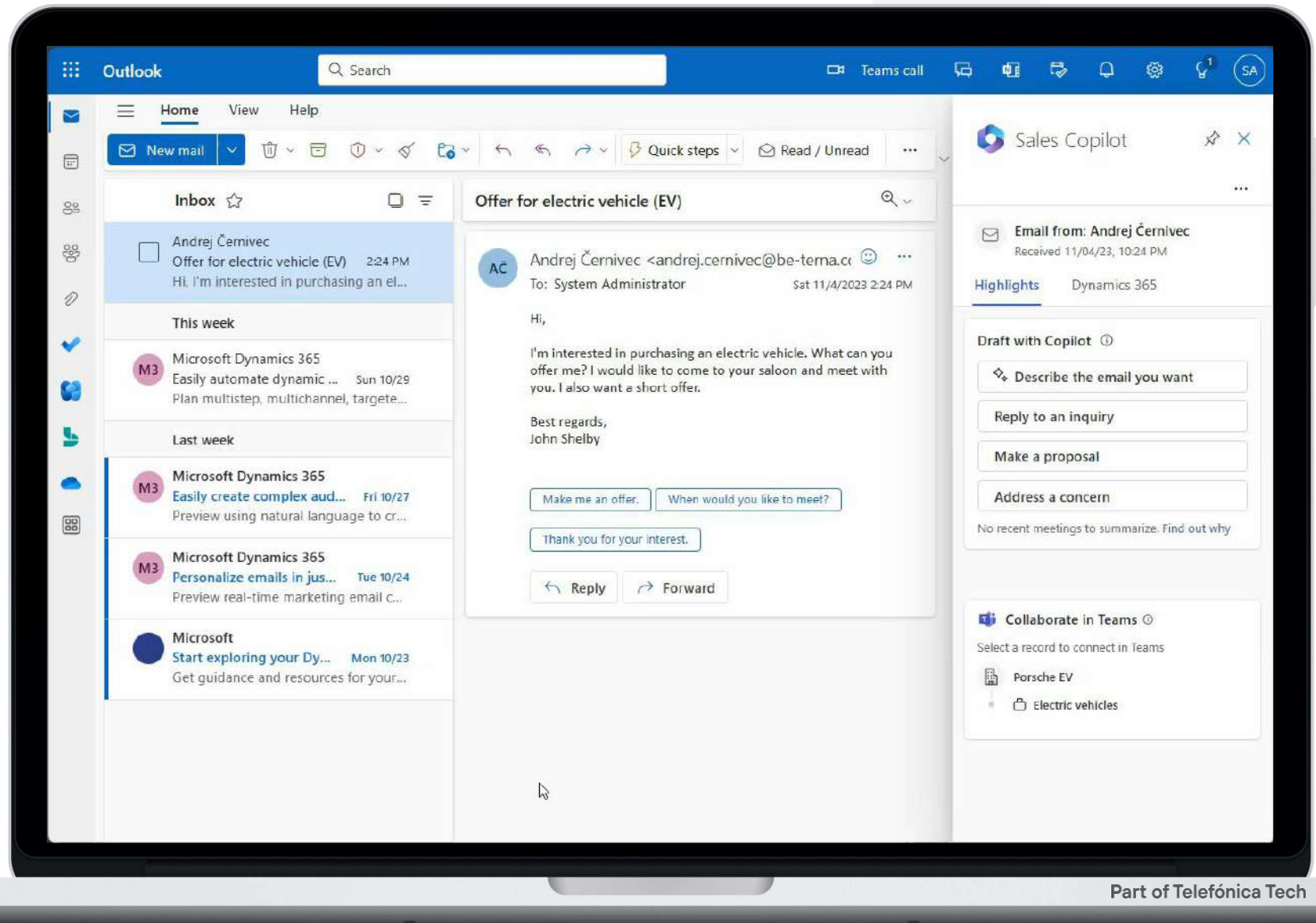
Teams sestanek - zapiski

- Copilot poišče in prikaže podatke, ki so pomembni za sestanek

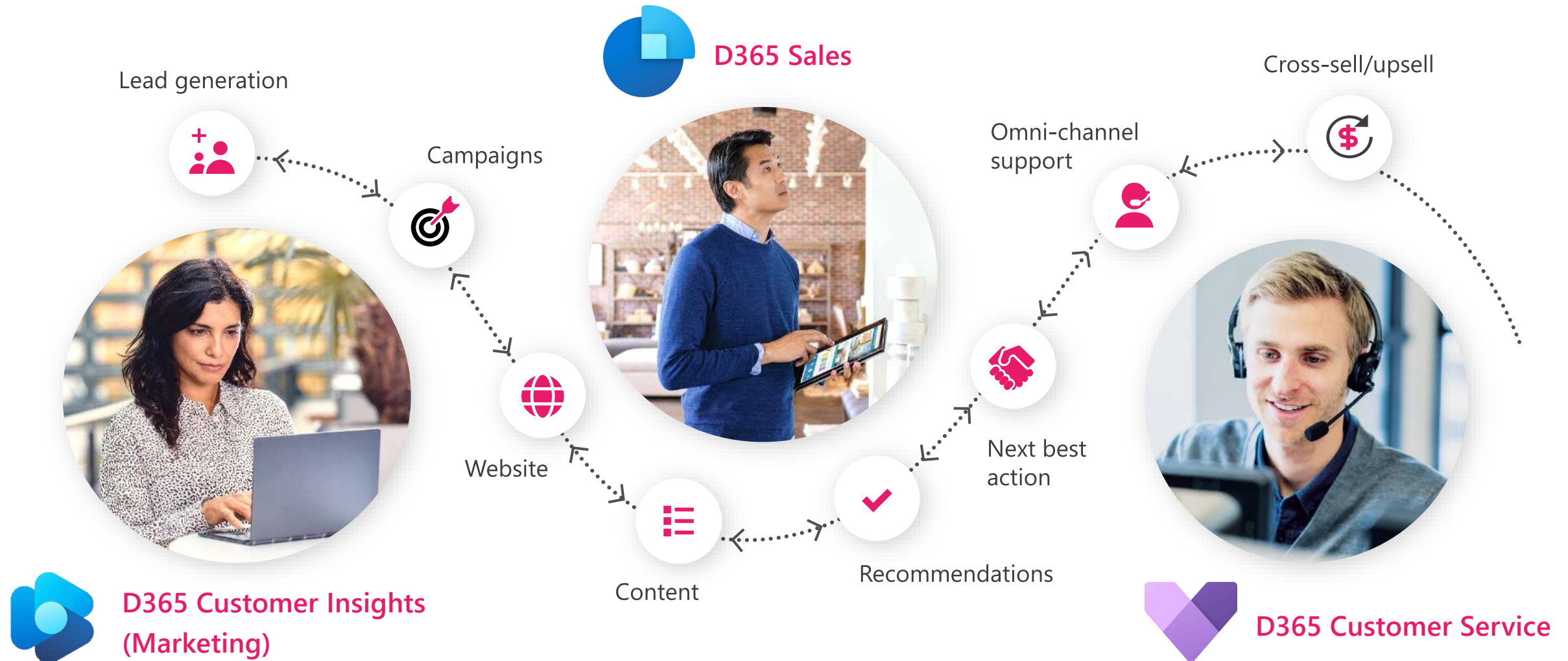


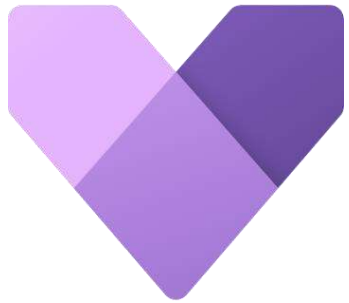
Samodejni odgovor

- Copilot prebere komunikacijo, preveri podatke v CRM in pripravi ustrezen odgovor
- Odgovor se lahko z dodatnimi zahtevami prilagaja



Standardni primer

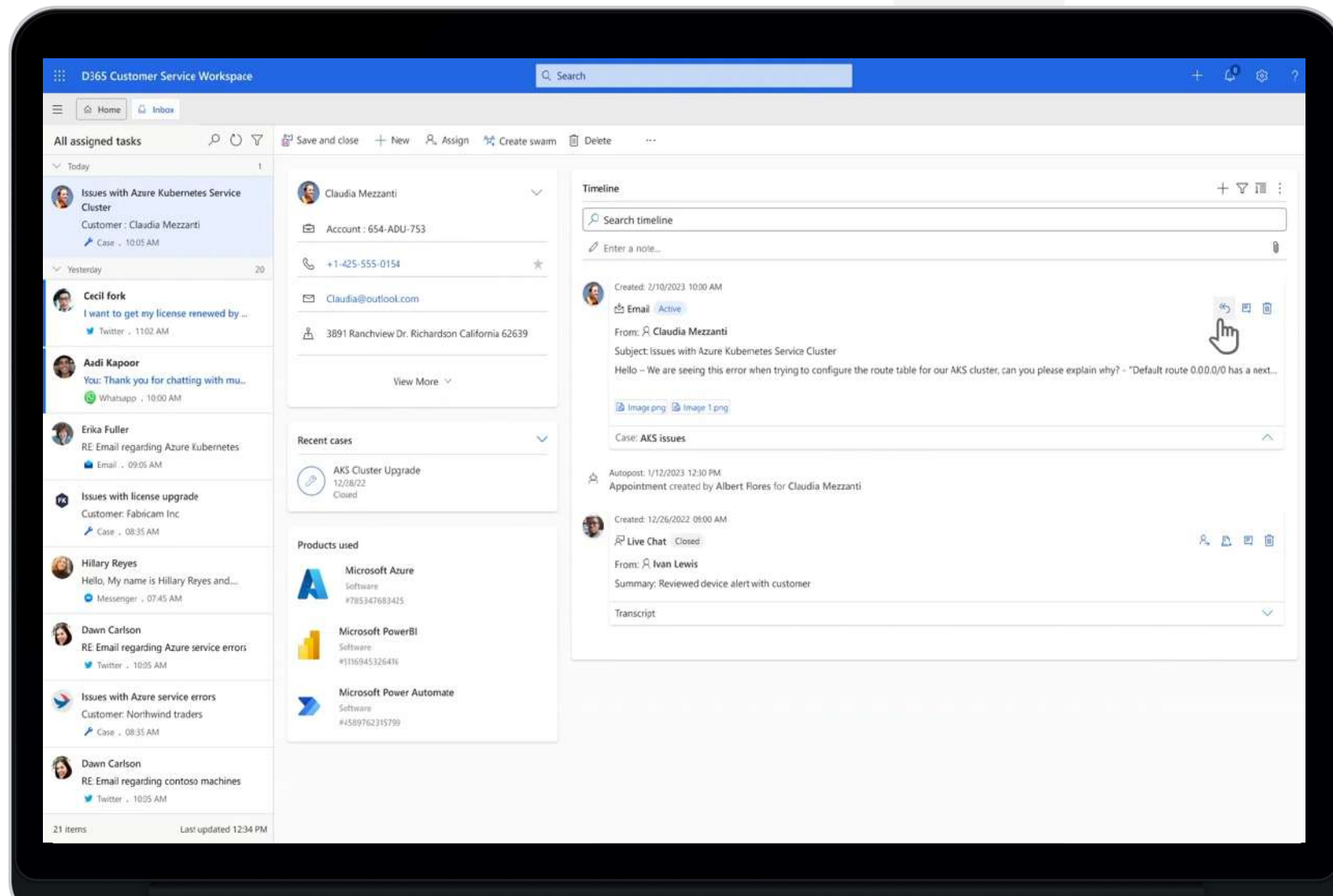




D365 Customer Service

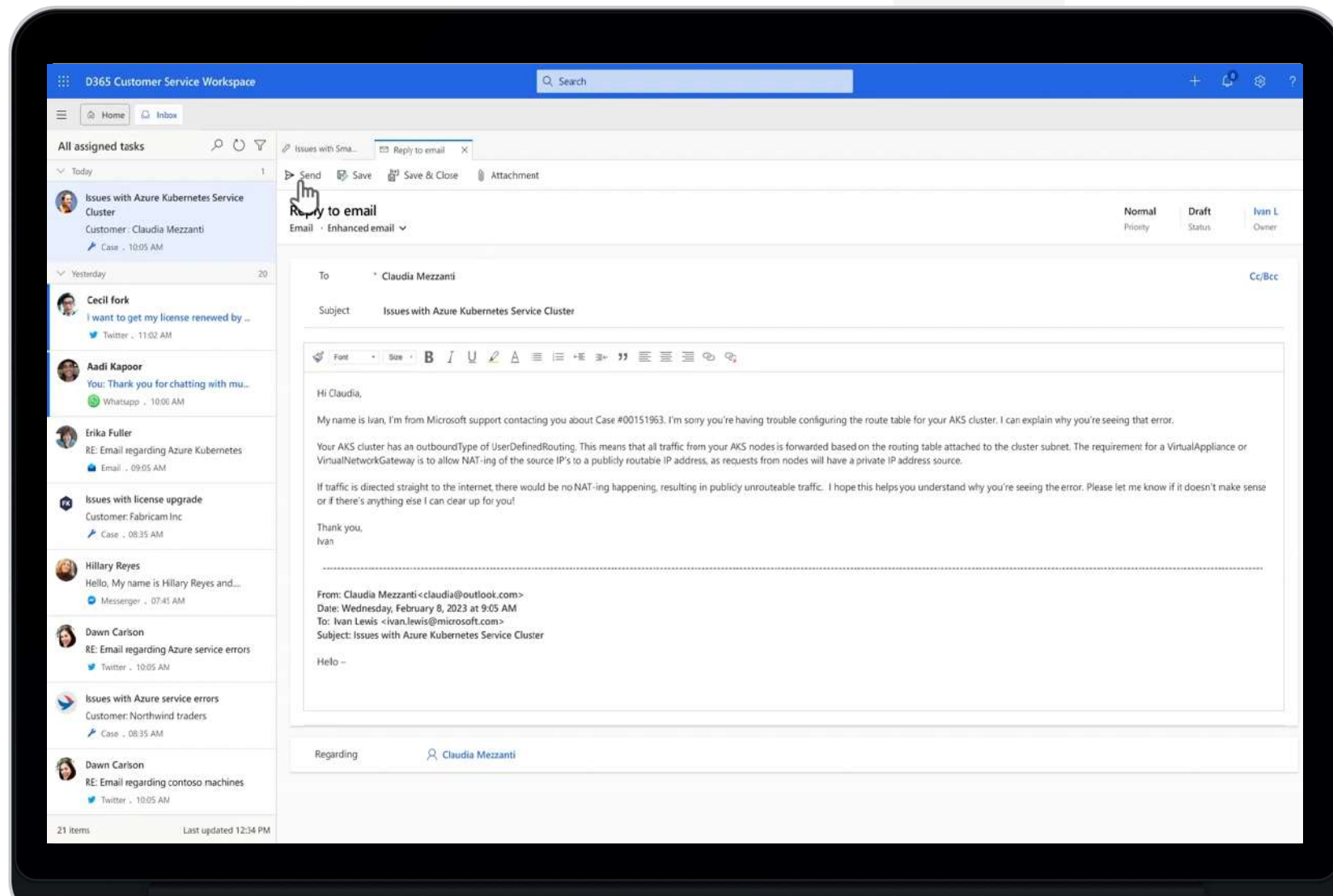
Reši težavo stranki

- Copilot prebere komunikacijo, preveri podatke v CRM in pripravi ustrezen odgovor
- Odgovor vsebuje rešitev težave

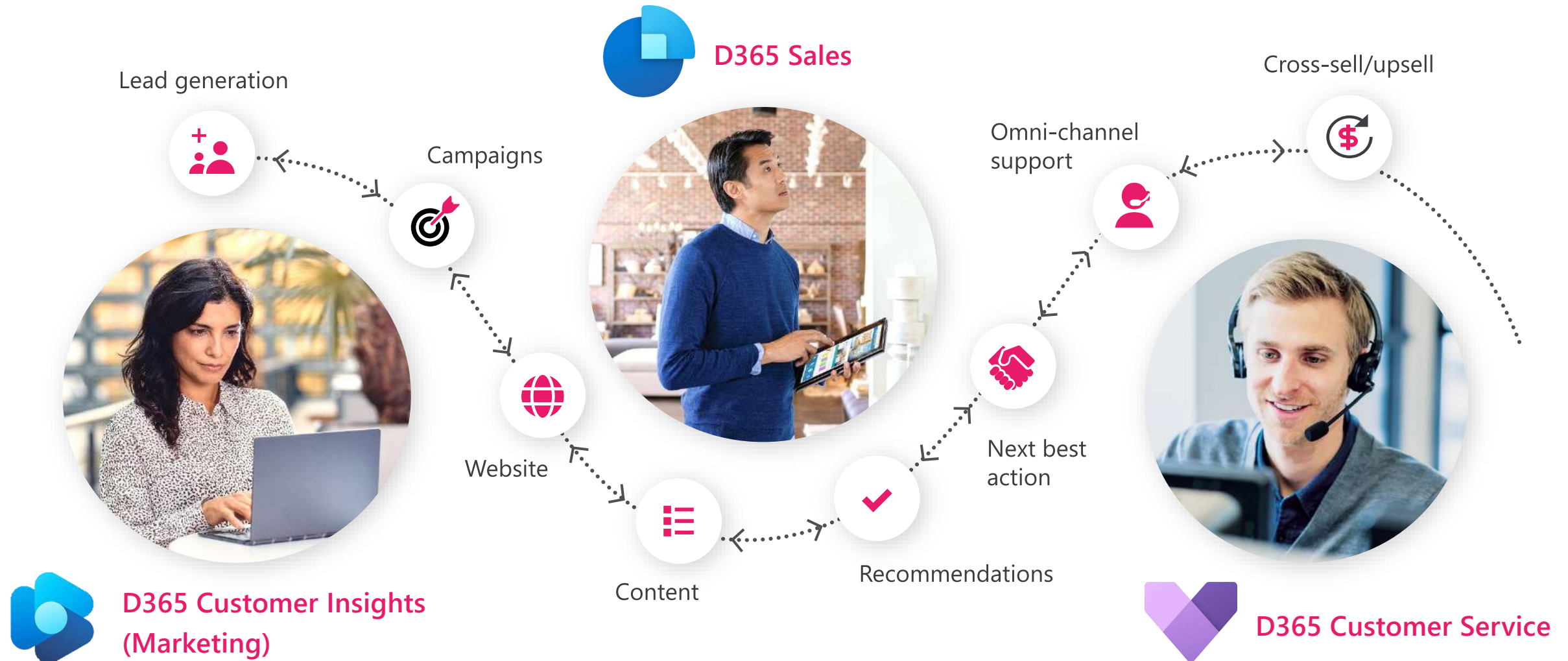


Pogovor s stranko

- Copilot spremlja pogovor s stranko in predlaga naslednje korake
- Pripravi vprašanja in rešitev
- Prikaže uporabljene vire



Standardni primer



Productivity & Collaboration

Microsoft 365



Microsoft Graph

3rd-party applications

3rd-party Data



AI Copilot

Unified CRM & ERP

Low Code

Dynamics 365

Sales



Dynamics 365 Sales

- Recap sales meetings
- Craft customer emails
- Real time tips and answers
- Summary view



Dynamics 365 Customer Insights

- Generate content ideas
- Create audience segments
- Simplify customer insights



Dynamics 365 Customer Service

- Create customer responses
- Accelerate information discovery
- Enable customer self-service with chatbots



Dynamics 365 Field Service

- Streamline work order creation
- New mobile experience



Dynamics 365 Finance

- Collections account summary
- Customer reminder emails
- Business planning AI-powered insights



Dynamics 365 Project Operations

- Assess project issues and risks
- Generate project task plans
- Generate project status report



Dynamics 365 Business Central

- Product descriptions
- Bank account reconciliation
- Marketing text suggestions



Dynamics 365 Supply Chain Management

- Predict disruptions
- Supplier news communication
- Summarize purchase order

Power Platform



Power Apps



Power Automate



Power Virtual Agents



Power Pages



Power BI



Dataverse



Azure AI

Global cloud infrastructure & services
Identity, security, management, and compliance