Welcome to Microsoft's "Copilot for All" Industry Use Cases Catalog.

This catalog deck provides a comprehensive overview of various AI-driven use cases across different industries. It includes detailed examples of how AI agents can automate and enhance business processes, improve customer engagement, and drive operational efficiency. The deck also highlights key performance indicators (KPIs) relevant to each use case, offering insights into the potential benefits and measurable outcomes of implementing AI solutions. Additionally, it covers the integration of Microsoft 365 Copilot and other AI tools to support these use cases, emphasizing the importance of secure and efficient AI deployment in enterprise environments.

Got questions?

Get in touch with us to learn more about agentic use cases or to plan a session in our Innovation Hub to explore how to bring the power of AI agents into your organization:

- Luca Polzot, Copilot Sales Manager Microsoft Italia: luca.polzot@microsoft.com
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To learn more about how AI agents are changing the way we work, click **here**.

Microsoft

Copilot for ALL
Use cases catalog as a strategic playbook to inspire AI transformation journey

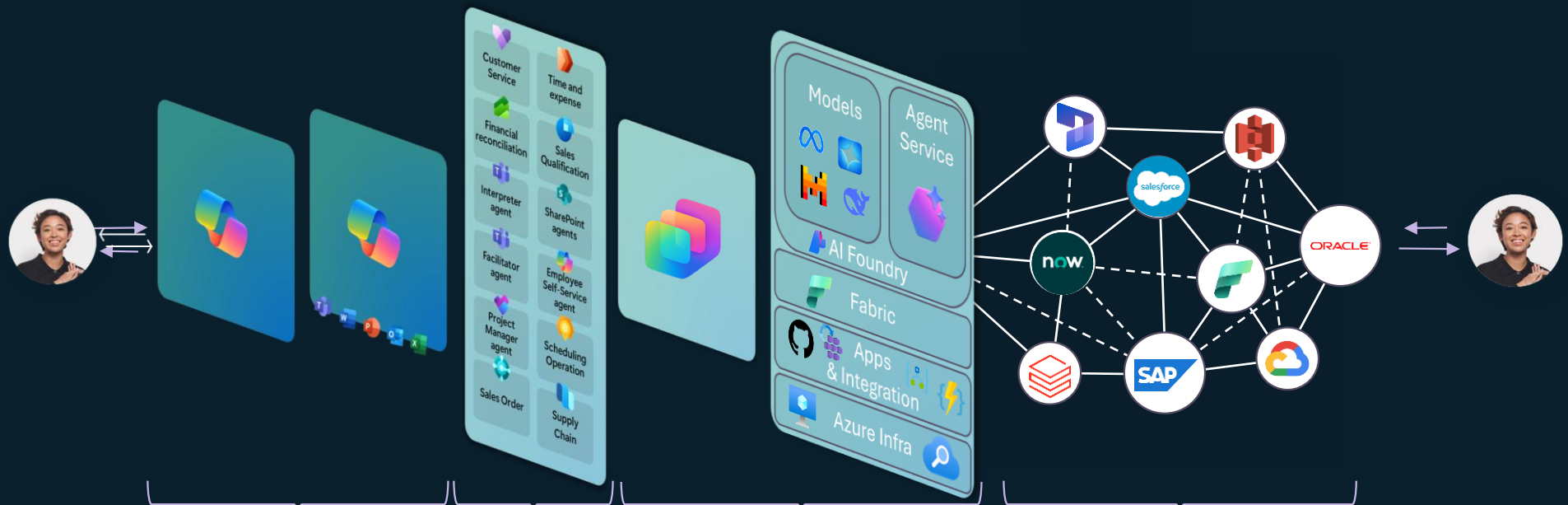
ENG version

Index

- *Copilots for All*
- *Use cases per Industry and Department*
- *KPIs*

Copilot is the UI for AI

Copilot Chat | Copilot M365 | Microsoft Agents | Copilot Studio | AI Foundry & Azure | 3rd Party and Custom Agents

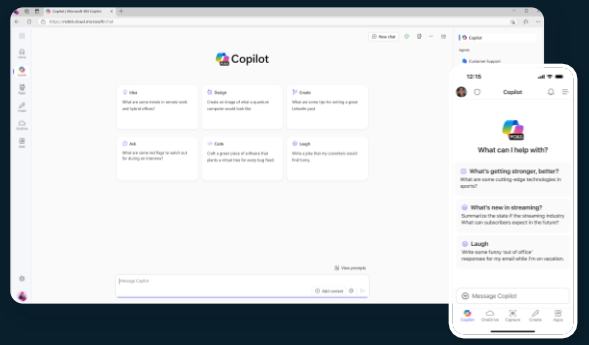


Personal Productivity | Business Productivity | Extensibility | Customizability

Data – Security - Governance

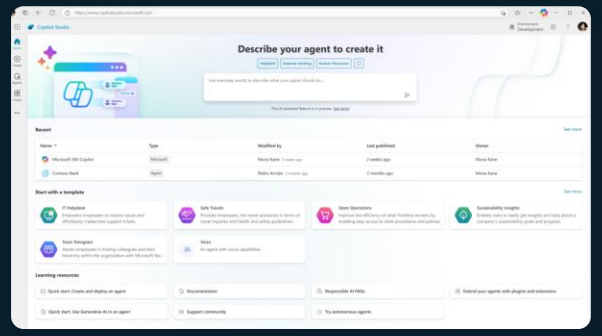
Copilot Control System
Data Access, Governance, Agent Management/Orchestration and Outcome Measurement

Microsoft 365 Copilot Chat



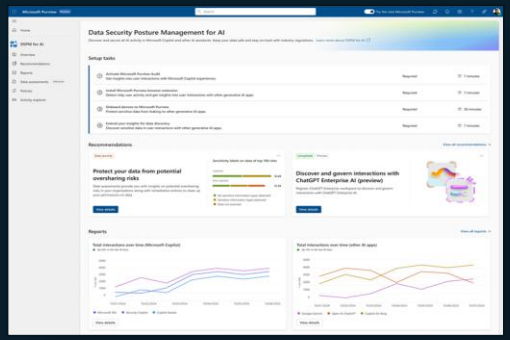
Chat

Free, secure AI chat –
powered by GPT 4o and web grounded



Agents

Integrated into the chat experience and
paid for on a consumption basis



IT Controls

Enterprise Data Protection
and agent management

Microsoft 365 Copilot

Your assistant for work

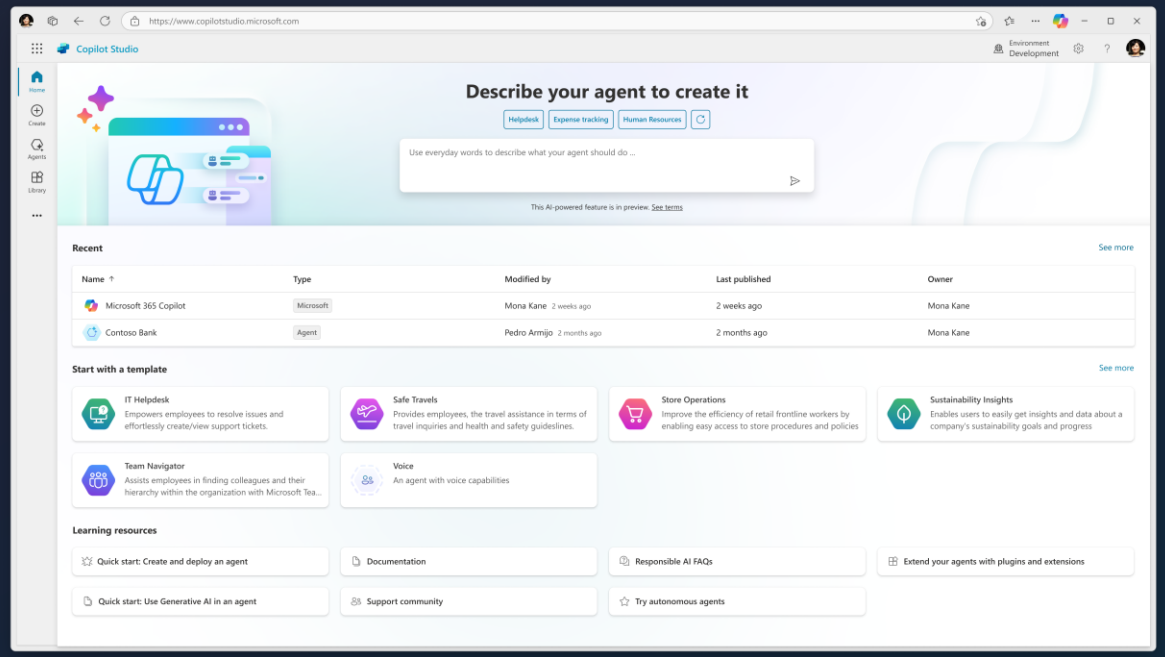
Copilot Chat

+

- **Chat**
  Work scope
- **Copilot in M365 apps**
  Teams, Outlook, Word, Excel, PowerPoint
- **Agents**
- **Copilot Control System**
- **Copilot Analytics**

Microsoft Copilot Studio

Copilot Studio is the low-code tool to **create agents** and **extend Microsoft 365 Copilot**



Microsoft Foundry

Streamline development with native IDE experiences

GitHub · Visual Studio · Visual Studio Code · Copilot Studio

Models · Agent Service · IQ · Tools · Machine Learning

Build context-aware and action-oriented agents with 1,400+ pre-built connections and MCP tools

Adobe · ATLASSIAN · SAP · servicenow · UiPath · Microsoft Bing · Microsoft Fabric · Microsoft OneLake

Control Plane

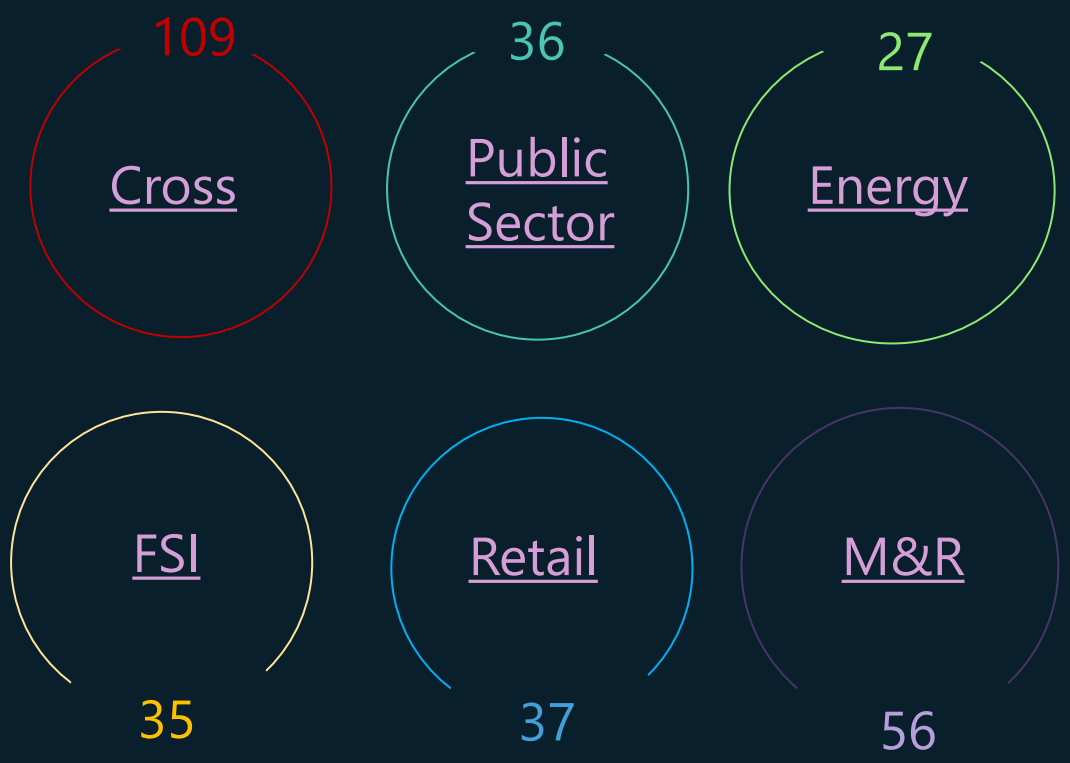
Leverage a complete signals management layer with Microsoft Security integrations

Microsoft Agent 365 · Microsoft Defender · Microsoft Purview · Microsoft Entra

Security, compliance, and governance

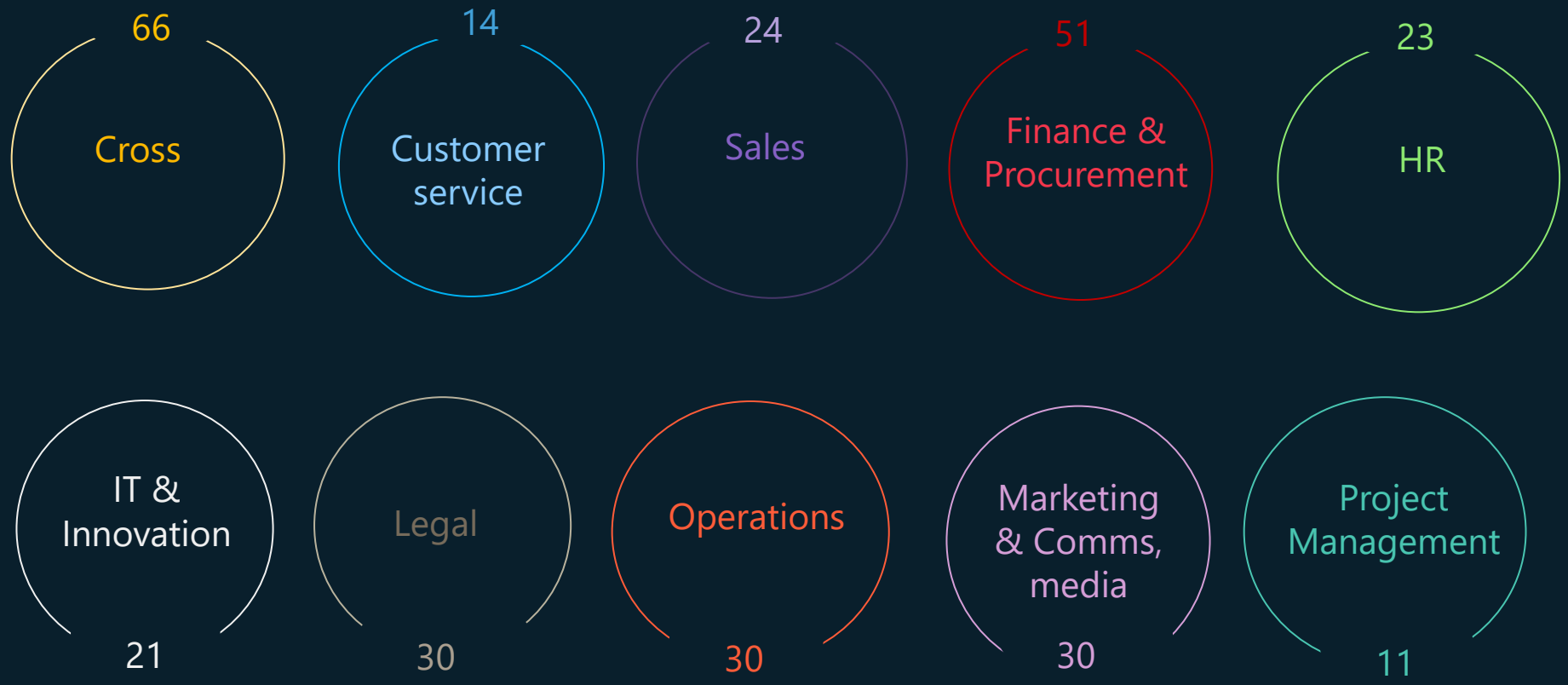
Use Case Mapping

300 Use cases



300 Use cases

Departments mapping



Use case template

WHAT?

Scenario

Copilot in...

WHERE AND WHY?

HOW?

Use case template

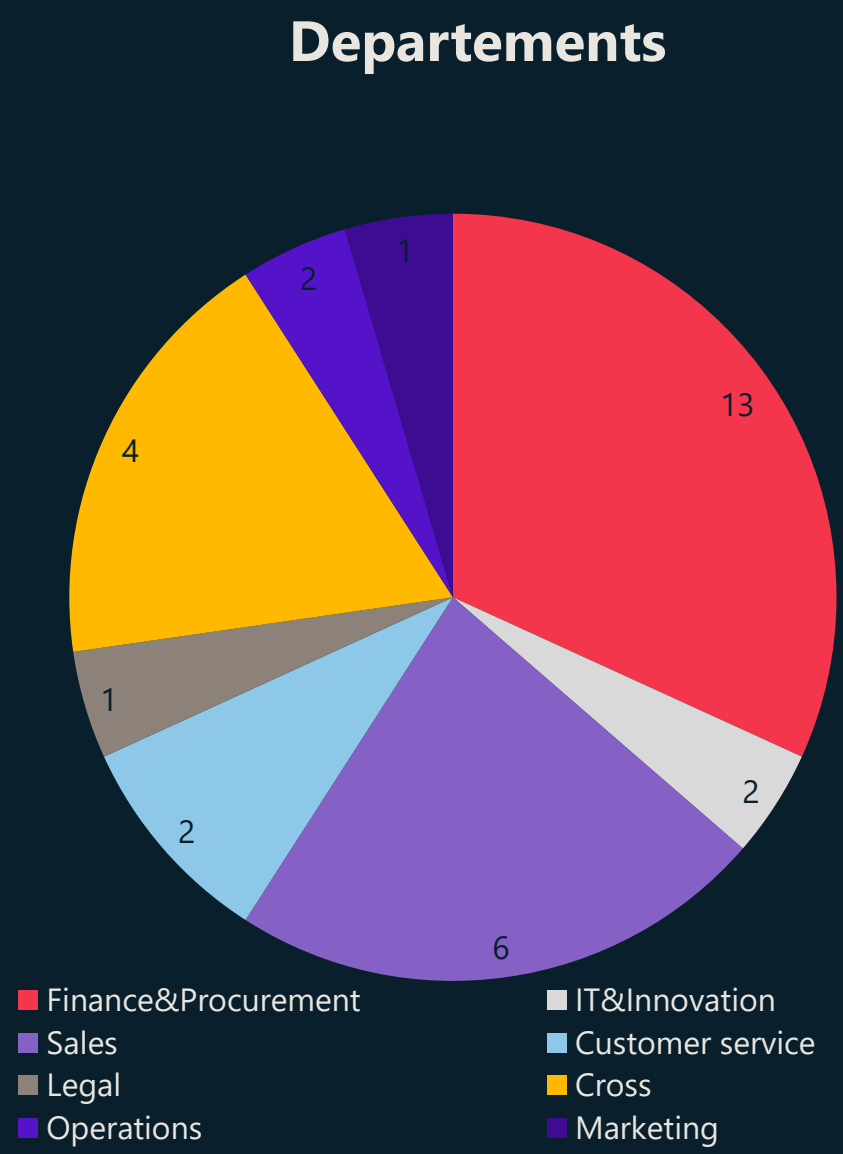
Tool:

	Microsoft 365 Copilot
	Microsoft 365 Apps (Word, Excel, PowerPoint, Outlook)
	1st Party Agents (Researcher, Analyst, SharePoint)
	Agents built with **Copilot Studio**
	Agents built with **Microsoft Foundry** and Azure solutions
	Apps+Agents

Licensing:

	Included in *Microsoft 365 Copilot*
	Included in *Microsoft 365 Copilot* (per-user), or *Copilot Studio Credits* (per-consumption)
	Requires *Copilot Studio Credits*
	Requires *Azure consumption*

FSI


Departements
13
2
6
2
1
4
2
1
Finance&Procurement
IT&Innovation
Sales
Customer service
Legal
Cross
Operations
Marketing

Microsoft

Industry

Department

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Generating a financial plan

Description:
Generating a forward-looking financial plan based on historical trends
and forecasts of future investment areas.

Objective:
Identify the specific financial projections of each category and organize a timeline of the activities to be proposed.

"It generates a financial plan based on analyzing historical data and forecasting future trends, providing category-specific financial projections. Include a timetable for the implementation of the plan and specify which key performance indicators (KPIs) will be used to monitor the success of the plan»

Microsoft

Industry

Department

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Analysis of an investment option

Description:
Creation of an investment option, including a detailed analysis of the costs and benefits of the option based on market interest taxes.

Objective:
Determine if the proposed investment is financially viable and identify strategies to minimize the tax impact.

"Generates an investment option calibrated on market interest taxes"

Microsoft

Industry | Department

FSI | IT & Innovation

Tool:

Licensing:

Scenario

Description:
Analysis of the conformity of a contract with a specific standard or regulation.

Objective:
Establish document compliance with the standard by quickly verifying the reliability of the clauses.

Compliance of a contract with DORA

Description:
Analysis of the conformity of a contract with the *DORA standard*.

Objective:
Assess whether the contract is *DORA* compliant.

"On the basis of the contract/evaluates the DORA compliance of the document by summarizing the data in a table and reports the DORA compliance of each item through a special color code. I would like a "color code" in reference to an evaluation system to compare the clauses of contracts, suggesting the use of a traffic light (green, yellow, red) to indicate the level of acceptability or risk of the clauses. Green indicates that the clause is dora compliant, yellow that there is a risk that it is not dora compliant, red that it is not."

Clausola	Descrizione	DORA Compliance	Color Code
1. Definizioni e Interpretazioni	Definisce i termini chiave del contratto.	Conforme	●
2. Oggetto del Contratto	Descrive i servizi ICT forniti dal Fornitore.	Conforme	●
3. Gestione del Rischio	Il Fornitore adotterà un framework di gestione del rischio ICT conforme agli standard internazionali.	Conforme	●
4. Obblighi di Segnalazione degli Incidenti	Il Fornitore deve segnalare qualsiasi incidente ICT significativo al Cliente entro 24 ore dalla scoperta.	Conforme	●
5. Test di Resilienza Operativa	Il Fornitore eseguirà test periodici di resilienza operativa almeno una volta all'anno.	Conforme	●

Microsoft

*these limits can be exceeded with

Copilot in Word can reference up to **10 items** with a maximum of 1,500,000 words (April 2025).

Industry

Department

FSI

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Comparison between two documents.

Objective:
Extract the differences between the two documents and compare the risks and benefits associated with each document.

1-Average time saved contracts:

30’

Comparative Analysis between Contracts

Description:
Comparative analysis between two versions of the same contract.

Objective:
Verify the integrity of the clauses and the presence of the signature by the supplier.

"Extract the main differences between /Sample1unsigned.docx and /Sample2signed.pdf documents and summarize them in a table"

Microsoft

Industry

Department

FSI

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Comparison between two documents.

Objective:
Extract the differences between the two documents and compare the risks and benefits associated with each document.

1-Average time saved contracts:

30’

Comparative analysis between responses to RFPs

Description:
Benchmarking two responses to an *RFP* from different vendors and evaluating the responses against the original *RFP* document.

Objective:
Justify the choice of the final vendor.

"Evaluate responses to the RFP against the original RFP document. Score from 1 to 5 for each section of the answer, where 1 indicates non-compliance and 5 indicates full compliance. Consider factors such as comprehensiveness, accuracy, alignment with the RFP, clarity of language, adherence to key points, legal and regulatory compliance, and any innovations or value-added propositions. Conclude with a summary that should include both the responses and the RFP document to highlight any discrepancies observed. The output must be presented in tabular format and include the purpose of this assessment."

Microsoft

Industry

Department

FSI

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

Currency Conversion

Description:
Automatic conversion of data from one currency to another in a financial transaction table.

Objective:
Monitor and analyze international transactions and identify costs and revenues by automating the conversion process.

"In this financial transaction table, insert a column between the "Amount in EUR" and "Transaction Type" Column that contains the conversion of the values of the "Amount in EUR" column from euros to dollars. It explains in a separate legend the conversion criterion adopted."

Microsoft

Industry

Department

FSI

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

Cliente	Importo Dovuto (€)	Data Scadenza	Stato Pagamento	Azioni Future
Cliente A	10.000	01/10/2024	Non Pagato	Notifica Inviata
Cliente B	15.000	05/10/2024	Pagato	Nessuna
Cliente C	25.000	10/10/2024	Non Pagato	Penale Applicata

Collection analysis

Description:
Identification of any insolvencies, anomalies or payment delays and sending payment reminder emails.

Objective:
Analysis of collections data to track pending payments and solicitation of action from customers

"Starting from the table, identify the insolvent customers and add a column with the future actions ("Notification Sent", "None", "Penalty Applied") to be carried out for each customer according to their status."

"Send a reminder email to customers with "unpaid" status"

Microsoft

Industry

Department

FSI

Sales

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

Defining the sales target

Description:
Definition of sales objectives starting from the analysis of historical data, market trends and business objectives.

Objective:
Improved quality of sales forecasts.

"Organize moderate sportswear sales by location for the fourth quarter of last year into a table, sorted by year-over-year (YoY) change. Include a column of the current season with the changes on a year-over-year basis."

Microsoft

Industry

Department

FSI

Sales

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

Project Update

Description:
Integration of sales forecasts into regional staff level projections.

Objective:
Improved sales forecasts and quotas.

"I need your help to integrate our sales forecast data into our regional staffing level projections. Use sales forecast data from the "Sales Forecasts" tab and align it with staffing requirements in the "Staffing Projections" tab. Make sure your projections reflect the projected sales volume for each region."

Microsoft

Industry

Department

FSI

Customer Service

Tool:

Licensing:

Scenario B2C

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

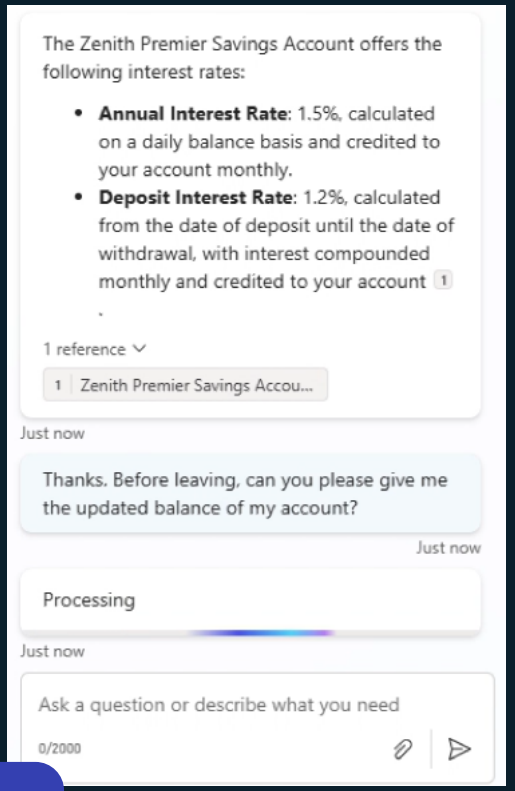
Home Banking Assistant

Description:
An agent inserted within the home banking portal, who assists customers conversationally in retrieving information on the current account (interest, commissions, ...) or in dispositive operations (balance, last movements, ...).

Objective:
Improve the user experience by offering personalized interactions, reduce the number of escalations to human operator.

«What are the interest rates applied on the balance of the current account and on the deposit account?»

"What is my account balance and my list of expenses for the last month?"



ABN Amro unified the customer experience with a total of 2M text and 1.5M voice conversations handled in one year.

ABN·AMRO

Microsoft

Industry | Department

FSI | Legal

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

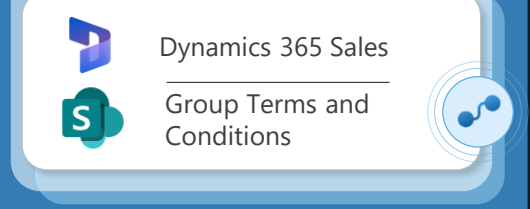
Checking the contractual clauses of insurance policies

Description: Agent to support the insurance policy review team in the drafting process; checks whether the draft policies comply with the group terms and conditions.

Objective: To support legal teams in quickly managing the conformity assessment of policies and reduce the risks of issuing non-compliant policies.

"Retrieve the draft policy I drafted for Contoso. Are there any non-conformities with respect to the group guidelines?»

The agent handles the request with actions and information



Microsoft

Industry

Department

FSI

Sales

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

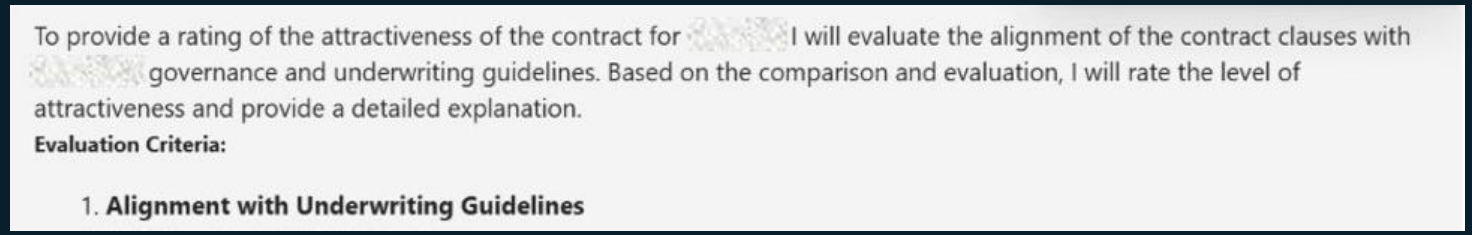
Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

Policy risk assessment and customer desirability

Description:
An agent to support insurance agents, who helps identify a customer's desirability based on existing contracts.

Objective:
Increase lead conversion rate and return on opportunities generated, through better selection of target customers

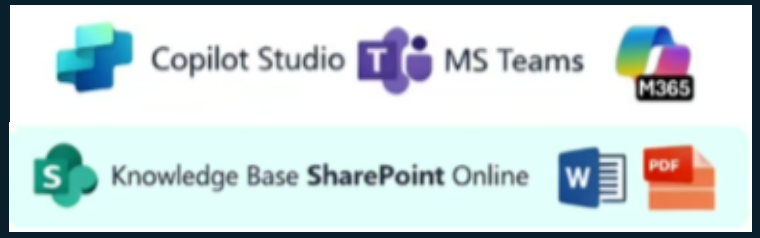
"Can you give me an attractiveness rating for the Contoso customer?"

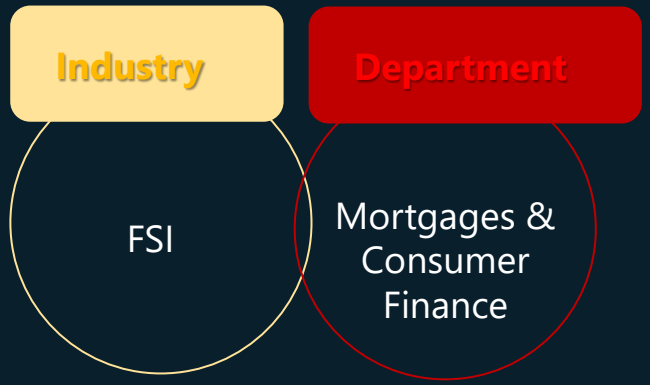

To provide a rating of the attractiveness of the contract for I will evaluate the alignment of the contract clauses with governance and underwriting guidelines. Based on the comparison and evaluation, I will rate the level of attractiveness and provide a detailed explanation.

Evaluation Criteria:

1. **Alignment with Underwriting Guidelines**

Microsoft





Tool:

Licensing:

Scenario

Description:
The agent automatically analyzes notarial deeds and AGAR-related documents, extracting relevant information and structuring it according to the AGAR mapping model. The data is made available in a standardized format for downstream processes.

Objective:
- Automate data extraction from complex documents
- Ensure data consistency and traceability
- Enable scalability across a large user base

AGAR DATA EXTRACTION

Description
The AI agent automatically processes notarial deeds and AGAR-related documents, extracting structured information based on the AGAR data model.
The agent supports both **document ingestion** and **data normalization**, ensuring consistent output across different document formats and sources. Extracted data is made available for downstream systems and reporting workflows.

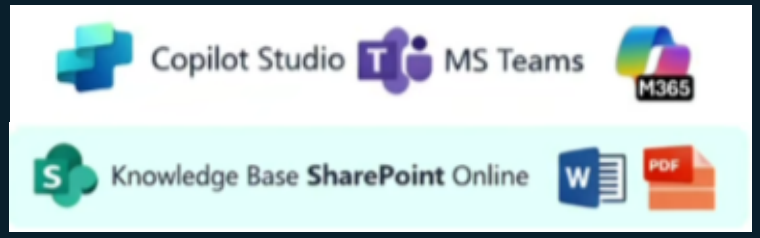
Target Users
- AGAR analysts
- operational back-office staff

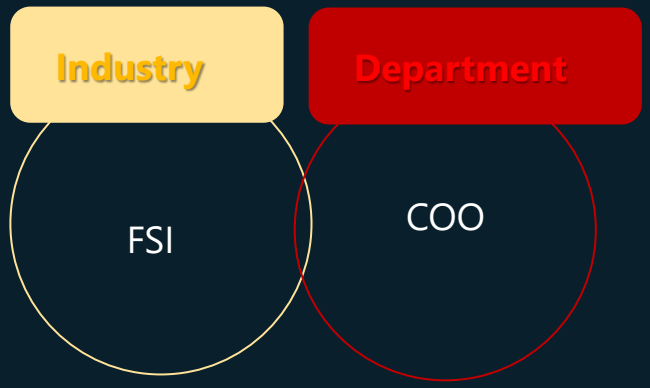
Estimated user base: ~1,500–2,000 users
Usage pattern: High-volume, recurring (daily / weekly)

Input / Output
Input: Notarial deeds, legal documents (PDF, scanned files)
Output: Structured AGAR-compliant data (standardized fields)

Business Value
- Significant reduction in manual data entry
- Improved accuracy and traceability
- Scalable support for large operational teams

Microsoft





Tool:

Licensing:

Scenario

Description:
Purchase request validation and SAP documentation checks are currently executed manually using Excel-based checklists, resulting in slow approval cycles and increased risk of human error.

Objective:
- Automate data extraction from complex documents
- Ensure data consistency and traceability
- Enable scalability across a large user base

CHECK LIST PURCHASE

Description
The AI agent validates SAP purchase requests by automatically cross-checking request data against predefined compliance checklists.
The agent analyzes SAP extracts (Excel format), verifies completeness, highlights missing or inconsistent data, and supports decision-making during approval workflows.

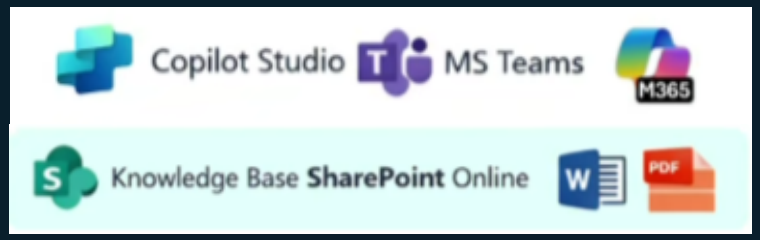
Target Users
- Procurement team
- operational controllers

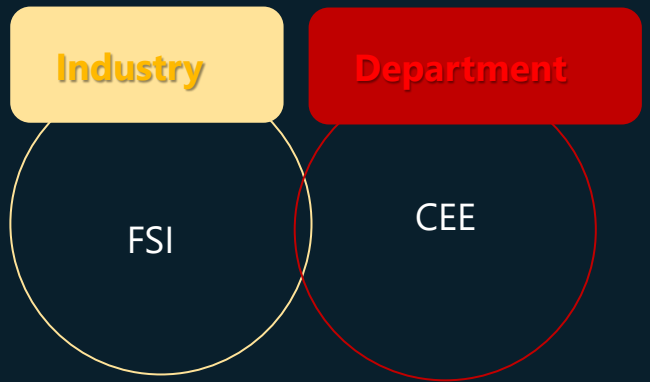
Estimated user base: ~100–150 users
Usage pattern: Event-driven (per purchase request)

Input / Output
Input: SAP purchase requests, checklist rules, Excel extracts
Output: Validation results, compliance status, exception flags

Business Value
- Faster purchase approvals
- Reduced rework and manual controls
- Improved auditability

Microsoft





Tool:

Licensing:

Scenario

Description
Supplier contract reviews require detailed analysis against internal policies and external regulatory frameworks such as DORA. These activities are complex, highly specialized, and time-consuming when performed manually.

Objective
- Reduce compliance and regulatory risks
- Improve consistency in contract assessments
- Support legal and compliance teams

CONTRACT COMPLIANCE

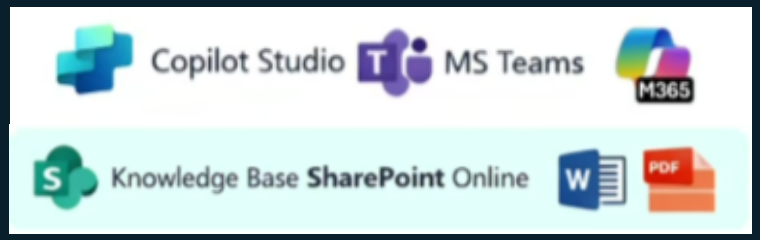
Description
The AI agent analyzes supplier contracts and compares contractual clauses against internal policies and regulatory requirements. It identifies gaps, risks, and non-compliant clauses, producing structured insights that support legal and compliance teams during contract onboarding, renewal, and audit activities.

Target Users
- Legal
- Compliance
- Risk Management teams

Estimated user base: ~50–80 users

Business Value
- Lower compliance risk
- Faster contract reviews
- Stronger governance and transparency

Microsoft



Industry

Department

FSI

Mortgages & Consumer Finance

Tool:

Licensing:

Scenario

Description
Customer PEF forms are received in PDF format and processed manually despite high document volumes. This results in slow processing times and increased risk of data entry errors.

Objective
- Accelerate data extraction from PEF forms
- Reduce manual data entry
- Enable scalable document processing

CHANGE DETECTION

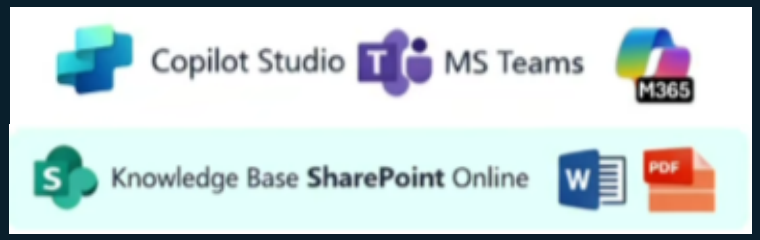
Description
The AI agent automatically compares different versions of the same contract, identifying textual changes, anomalies, and regressions. It highlights relevant differences and supports reviewers by focusing attention on high-impact changes that require validation.

Target Users
- Legal reviewers
- contract managers

Estimated user base: ~200–300 users

Business Value
- Faster review processes
- Reduced risk of unnoticed changes
- Improved contract governance

Microsoft



Industry

Department

FSI

Mortgages & Consumer Finance

Tool:

Licensing:

Scenario

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Customer PEF forms are received in PDF format and processed manually despite high document volumes. This results in slow processing times and increased risk of data entry errors.

Objective
- Accelerate data extraction from PEF forms
- Reduce manual data entry
- Enable scalable document processing

PDF DATA EXTRACTION

Description
The AI agent automatically analyzes customer PEF PDF forms, extracting relevant information and structuring it according to a predefined data model.
The solution supports high-volume processing and enables downstream automation and analytics.

Target Users
- Back-office operators
- data entry teams

Estimated user base: ~800–1,200 users

Business Value
- Faster document processing
- Higher data quality
- Scalable operations

Microsoft

Industry

Department

FSI

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Reconstruction of the history of trading

Description:
Reconstruction of the history of negotiations with a supplier in view of subsequent contract renewals.

Objective:
Obtain information about the contract by asking a question in natural language and making it easier to find a file in a specific library.

"Based on my trading history with ContosoVendor, what can you tell me about contract renewal?"

Microsoft

Industry

Department

FSI

Finance&Procurement

Tool:

Licensing:

Scenario

Description:
This scenario addresses the challenge of efficiently onboarding business customers. The process typically involves collecting and verifying extensive documentation, analyzing company structures, and ensuring compliance—all of which can be time-consuming and prone to errors when handled manually. To overcome these issues, the SmallBiz Agent acts as a digital assistant that automates key steps in the onboarding process.

Objective:
The objective is to simplify and accelerate the acquisition of business customers by automating document analysis and compliance checks. The SmallBiz Agent ensures accuracy, reduces operational time, and provides 24/7 support, enabling consultants and bankers to focus on high-value activities. This automation also minimizes reliance on external outsourcing, generating significant cost savings.

Small Business Agent

Description:
The SmallBiz Agent is a digital assistant designed to support financial consultants and bankers during the onboarding of business clients. It automatically reads company registry documents, extracts contractual data into Excel, analyzes ownership structures and beneficial owners, and identifies missing documents or information. The agent guides users through completing the onboarding process efficiently and accurately.

Objective:
The agent's primary goal is to deliver fast, reliable, and compliant onboarding support. By operating continuously, it guarantees uninterrupted assistance, reduces manual workload, and improves precision in data handling.

"I need help in the contract compilation"

Microsoft

Industry

Department

FSI

Sales

Tool:

Licensing:

Scenario

Description:
This scenario addresses the challenge of preparing for client meetings in the financial advisory sector. Advisors often need quick access to market trends, product comparisons, and strategic insights, which traditionally requires time-consuming research across multiple sources. To solve this, the AI Advisor Agent provides structured, contextual, and real-time information to enhance the quality and efficiency of client interactions.

Objective:
The objective is to empower financial advisors with intelligent insights that improve meeting preparation and client engagement. By automating data aggregation and analysis, the AI Advisor Agent reduces research time, ensures consistency with the bank's strategy, and operates 24/7 to deliver timely, personalized information. This enables advisors to adopt a more data-driven approach and strengthen customer trust.

AI Advisor Agent

Description:
The AI Advisor Agent is an autonomous digital assistant designed to support financial consultants and advisors. It provides rapid access to market indices, trends, and product comparisons, while also summarizing the bank's views by asset class. The agent generates actionable summaries and talking points based on up-to-date data, helping advisors prepare for client meetings effectively and confidently.

Objective:
The agent's primary goal is to deliver real-time, relevant insights that enhance the quality of financial advice. Its continuous availability ensures advisors can access accurate information anytime, reducing preparation time and improving the effectiveness of client interactions.

"I must meet a customer, can you tell me the latest updates regarding financial markets?"

Microsoft

Industry

Department

FSI

Claims Operations

Tool:

Licensing:

Scenario

Description: AI-powered triage of RCG (damage-to-property) reports to identify low-severity claims and automate the decision between **surveyor dispatch** and **immediate settlement**, preserving human control for high-value cases.

Objective: Reduce unnecessary surveyor visits by classifying damages under €2,000, accelerate claim resolution, and route complex cases to senior handlers.

RCG Denounce Agent

Description:A Copilot Studio agent analyzes RCG denounce PDFs, extracts structured claim data, identifies damaged property elements, estimates repair cost, checks excluded categories, and determines if the claim falls below the surveyor activation threshold or requires expert survey.

Objective: Enable automated, explainable damage evaluation for low-severity cases (< €2,000) while supporting senior handlers on complex, high-value claims, cutting processing time and avoiding unnecessary perito dispatch in low-impact scenarios.

Prompt 1
Analyze this RCG claim denounce report and classify the damage. Extract key details such as type of incident, estimated cost, thresholds exceeded (or not), missing evidence, and recommended next steps to decide if a surveyor must be assigned or if an immediate settlement is viable.
Prompt 2
Read the uploaded RCG damage report and cross-reference it with internal historical handling patterns. Determine similarity with past claims outcomes and generate a brief advisory including: damage severity, estimated compensation, exclusions (if any apply to vehicles, buildings, or murature), and a final decision proposal following the business rule: *survey if estimated damages exceed €2,000, otherwise immediate settlement*.
Prompt 3
You are a claims junior/senior filter advisor. Evaluate this RCG claim denounce using only the structured data contained in the internal claims database (e.g., historical success rates, past similarity embeddings, product price ranges). Produce a concise output that enables the handler to choose the correct route: 🟥 perito on field activation OR 🟩 immediate settlement. Highlight missing documents that must be requested (photos, invoices, repair estimates, or policy numbers). Respond in a professional, factual, and actionable tone.

Microsoft

Industry

Department

FSI

Operations
(Real Estate)

Tool:

Licensing:

Scenario

Description: Real estate management is complex. Throughout the year, we work on a large number of tender specifications to integrate many services. These are labor intensive tasks.

Objective: Reduce completion times and receive suggestions on the consistency of the data entered

Technical Tender Update

Description:
Complete the technical tender specification Word document by including the newly requested services

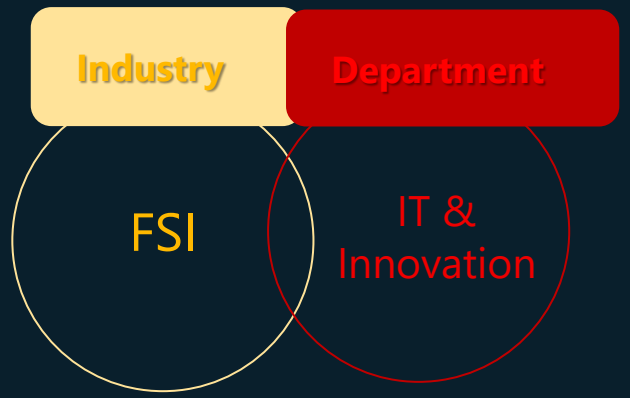
Objective:
Update a technical tender specification from previous years with new information from external documents and policies, ensuring harmony and consistency across all sections of the document

1. Using Agent mode in Word: "Populate paragraph [….] with the values contained in this file [/file]. Highlight the inserted values in bold. Verify compliance with the policy document [/file].

2. Continue interacting with the agent based on the type of editing you want to apply to the open Word document.

NB: The next step will be to build an agent with CS Studio (to be invoked within Word) in order to include targeted instructions, starter prompts, and a sequence of automated questions that the agent should ask to effectively complete the writing and review process.

Microsoft



Tool:

Licensing:

Scenario

Description:
Data governance inside a bank is crucial and complex due a moltitude of application, source of data e regulatory. Actually the data dictionary include many data and their controls. Additionally internal data scientist and many consultant (and its turnover) cannot know all data meaning and insight.

Objective: provide a quickly access to information about data, controls, calculation rules, ecc..

Data Insights Assistant

Description:
Providing quick access to information about data, controls, and calculation rules, ensuring consistency, traceability, and data quality

Objective:
Reduce time spent searching complex documentation
Ensure compliance and consistency of information
Simplify update of data dictioanry
Ensure reliability on response

1. Data Owner"Who is the data owner of the field [FIELD_NAME]?"→ Retrieve from Data Dictionary and return: Data Owner: [value]
2. Field Description"Provide the description of the field [FIELD_NAME]."→ Return description and table name
3. Associated Controls"Which controls apply to the field [FIELD_NAME]?"→ Retrieve from Control Catalog + short description
4. Calculation Rules (IFRS9 / ECL)"Calculate ECL for [FIELD_NAME]."→ Summarize business logic from Word documents without full formulas

Microsoft

Industry | Department

FSI | Marketing

Tool:

Licensing:

Scenario

Description:
Every project starts with a Business Requirement Document (BRD), a strategic document that defines the company direction providing a concrete approach.

Objective:
Address properly all possible languages, interpretation and final stakeholders who will benefit from the document.

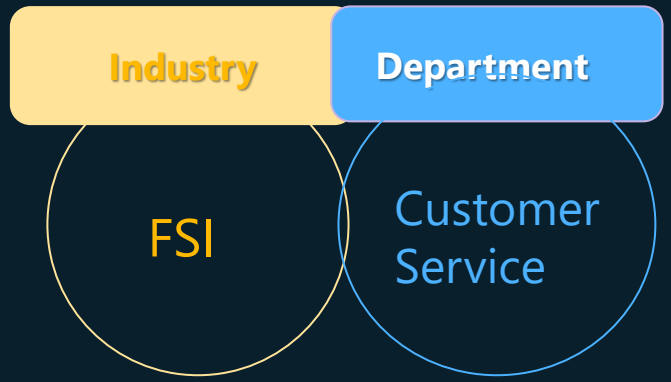
BuddyRD

Description:
This agent is a product expert of the digital payments industry. Their job is to analyze and transform non-technical input from business teams into Business Requirements Documents (BRDs) that are clear, comprehensive, and compliant with company standards.

Objective:
Simply non-technical inputs into a formal and structure ourput, aligned with internal knowledge base and ready for business, IT and compliance review.

1. BRD definition: Explain to me clearly and concisely what a BRD is, what it is for and who it is aimed at
2. New BRD Editor: I have to write a BRD starting from the following request: "[insert text here]".
3. Existing BRD Integration: Update the "[insert section title]" section of the "[insert BRD title]" BRD based on the following new information: "[insert text here]".

Microsoft



Tool:

Licensing:

Autonomous

Scenario

Description:
Multi-agent orchestration that manages in its entirety the insurance claim management process.

Objective:
Accelerate claim handling, ensure policy compliance, and enhance customer experience through full automation.

Autonomous Claim Management Orchestrator

Description:

Once a new claim is uploaded to the management system, the orchestrator agent triggers and coordinates the following specialized agents:

- **Code Analyzer Agent:** Extracts claim, policyholder, and coverage information based on the claim code.
- **Policy Check Agent:** Verifies insurance policy conditions and cross-checks them against the claim details.
- **Approver Agent:** Manages the decision process. Automatically approves claims below a defined threshold; routes others through an approval chain.
- **Outlook Agent:** Handles all customer communication, notifying them of claim status and approval outcome.

Objective:

Maintain a smooth, error-free process throughout the entire claim management lifecycle, ensuring swift and error-free processing to maintain customer satisfaction.

"When a new claim is uploaded, extract and validate policy and claim data, assess approval status based on value, and send notification to the customer."

June 2025

Microsoft

Industry

Department

FSI

Sales

Tool:

Licensing:

Scenario

Description:
Branch operations assistance and overall management of processes with AI

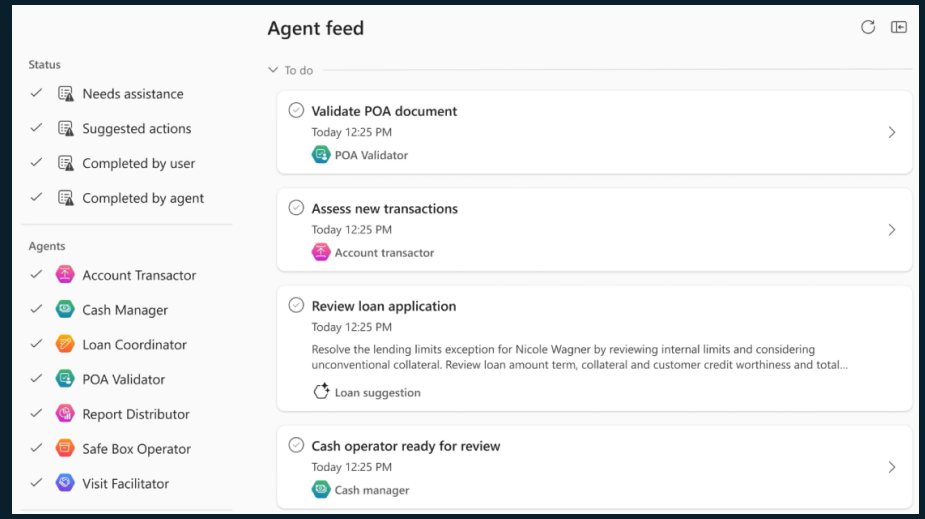
Objective:
Automate the end-to-end process across all stakeholders with AI-assistance

Branch Operations

Description:
The place where the clerk has full control over branch operations, and acts to take actions and verify agents activity, like acknowledging POA, confirming loans, correct cash transactions, approve email summaries

Objective: Review applications, validate documents, assess new transactions, register cash operations

"Review new transactions and validate them according to latest emails»



March 2026

Microsoft

Industry

Department

FSI

Sales

Tool:

Licensing:

Scenario

Description:
End-to-end management of claims in an integrated solution

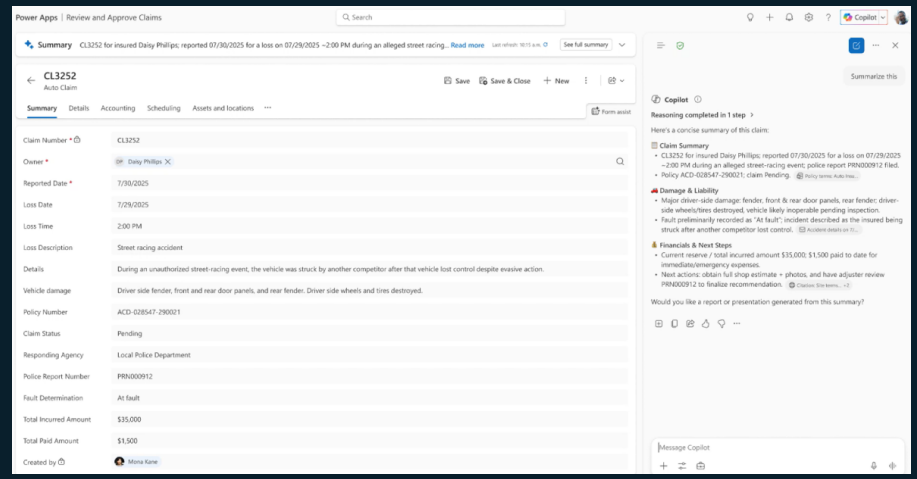
Objective:
Automate the end-to-end process across all stakeholders with AI-assistance

Claim Management

Description:
Centralized hub for the insurer that manges claims to monitor claim evolution and run AI to extract relevant insights, correlate information and take informed decisions when approving/rejecting claims

Objective: Involve Researcher and Analysts capabilities to work with process data and generate relevant insights

"Show me pending claims and help me understand how to move forward"



March 2026

Microsoft

Industry

Department

FSI

Sales

Tool:

Licensing:

Insurance Sales Intelligence

Scenario

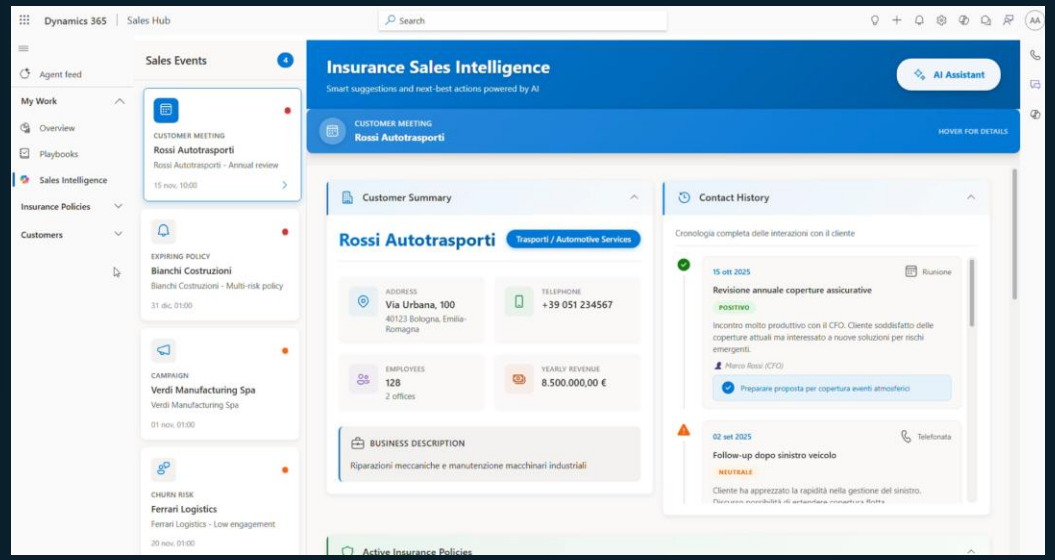
Description:
End-to-end management of the insurance sales cycle in an integrated solution

Objective:
Automate the end-to-end process across all stakeholders with AI-assistance

Description:
The go-to place for the insurer who is looking for intelligent recommendations on how to upsell and generate revenue according to digital signals.

Objective: Get valuable insights on how to approach customers according to their portfolio, generate talking points and conversation starters to approach customer conversations.

"Which is the current status of the customer? Which is the potential for new revenues?"



March 2026

Microsoft

Why azure?
Custom frontend + Custom dashboard

Industry

Department

FSI

Cross

Tool:

Licensing:

Scenario

Description:

Use AI-powered tools to automate regulatory compliance, detect anomalies, and manage risk in real time to improve compliance and fraud protection.

Objective:
Cost savings: Reduced resolution time, reduced cost per contact Growth: Improved customer satisfaction

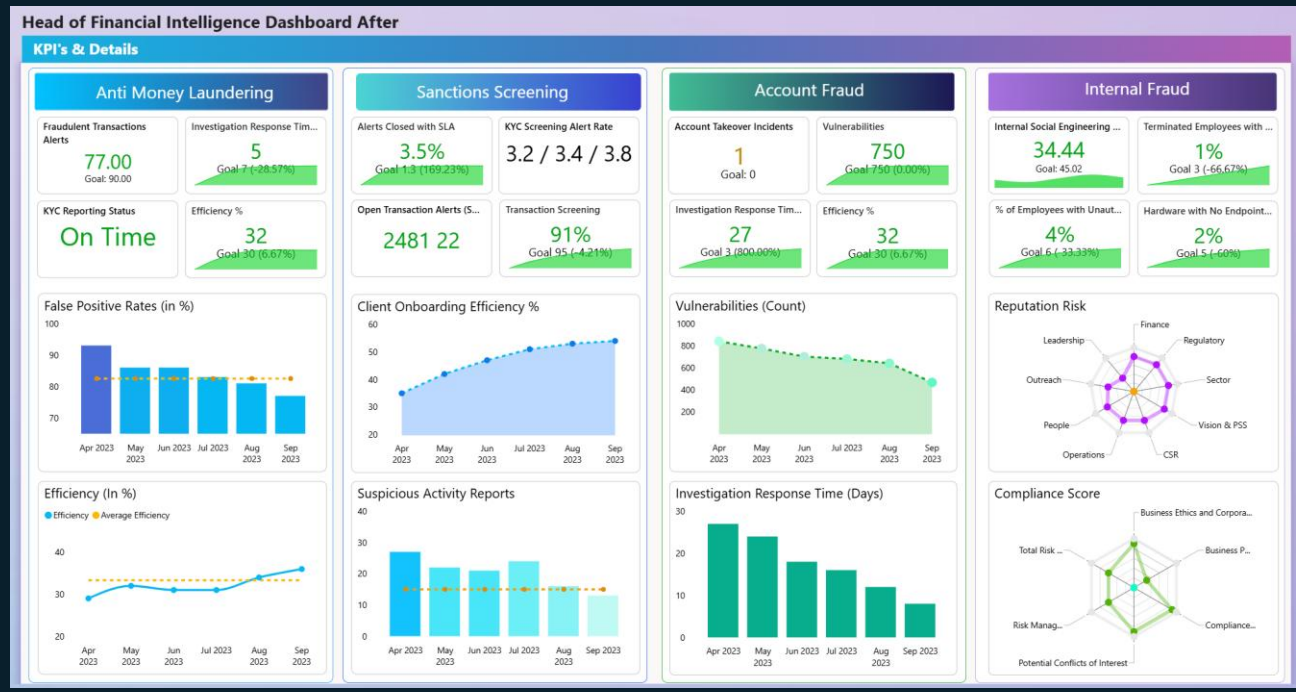
Fraud Detection and Prevention

Description:

This use case is designed for financial institutions that aim to strengthen their compliance and fraud detection capabilities. It is particularly relevant for compliance officers, risk managers, and IT professionals who are responsible for ensuring regulatory adherence and protecting the organization from fraudulent activity.

Objective:

By adopting these AI-powered solutions, these institutions can improve their operational efficiency, maintain customer trust, and ensure long-term sustainability.



Microsoft

Why azure?
Multiple Azure cognitive services handled+Custom indexing+Custom frontend+Multiple sources intergrability

Industry

Department

FSI

Cross

Tool:

Licensing:

Scenario

Description:

Automate repetitive business processes with intelligent AI-powered solutions to increase efficiency, reduce operational costs, and optimize workflows.

Objective:

Cost savings: Reduced false positives, cost per incident of fraud prevention Growth: Fraud detection rate, fraud risk score

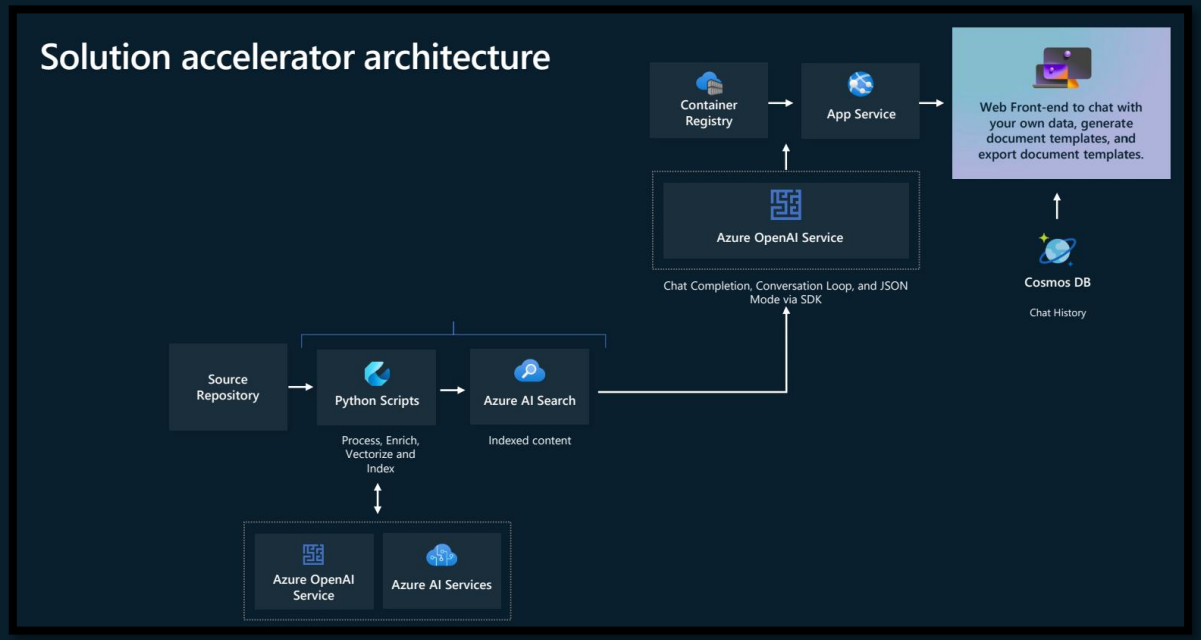
Automated Banking Process

Description:

This use case is designed for financial institutions, including banks, credit unions, and other financial service providers, that aim to improve their operational efficiency and reduce costs. It is especially relevant for operations managers, compliance officers, and IT professionals who are responsible for streamlining business processes and improving accuracy.

Objective:

By adopting these AI-powered solutions, these institutions can free up resources for higher-value strategic activities, maintain customer trust, and ensure long-term sustainability.



Microsoft

Why azure?
Multiple Azure cognitive services handled+Custom indexing+Custom frontend+Multiple sources intergrability

Industry

Department

FSI

Cross

Tool:

Licensing:

Scenario

Description:
AI is used to classify, process, and retrieve information from documentation in a targeted manner.

Objective:
Extract KPIs to present to business users, starting from unstructured documentation

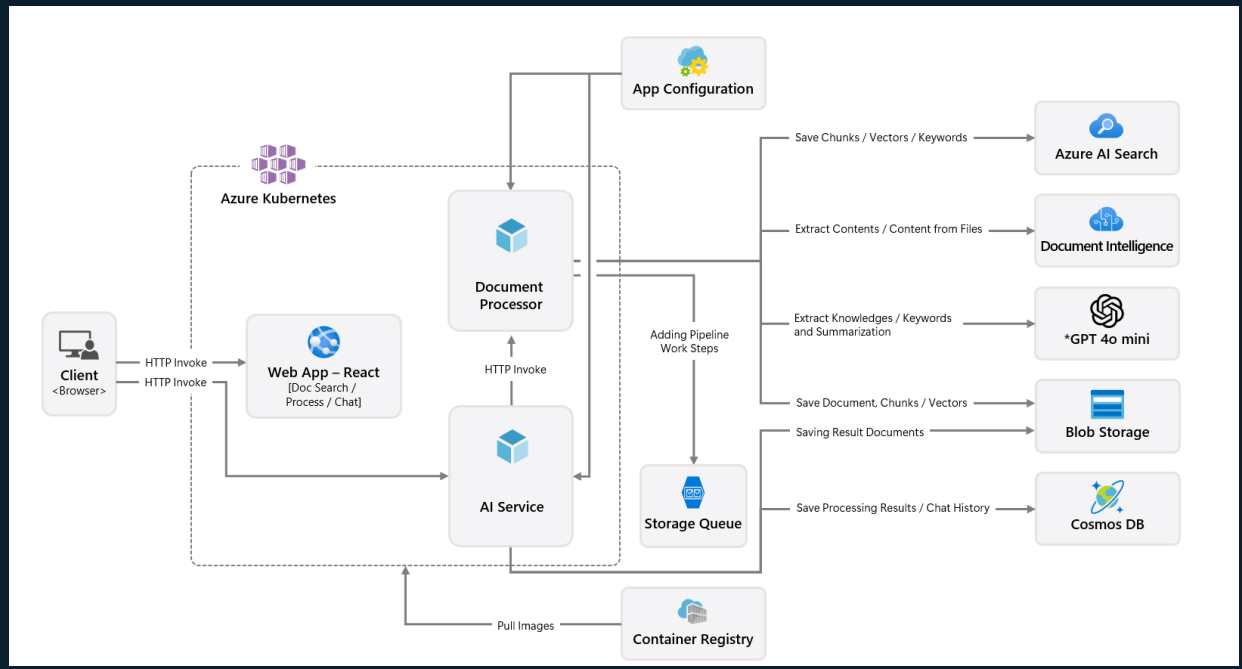
Banking Document Processing

Description:

This use case is designed for banking professionals, including operations managers, looking to streamline document-intensive workflows and improve the accuracy and efficiency of their processes.

Objective:

By implementing advanced AI solutions, banks can reduce manual effort, minimize errors, and gain valuable insights from their documents, ultimately leading to better decision-making and increased operational efficiency.



Microsoft

Why azure?
Multiple Azure cognitive services handled+Multiple sources intergrability+Multi-agents

Industry | Department

FSI | Legal

Tool:

Licensing:

Scenario

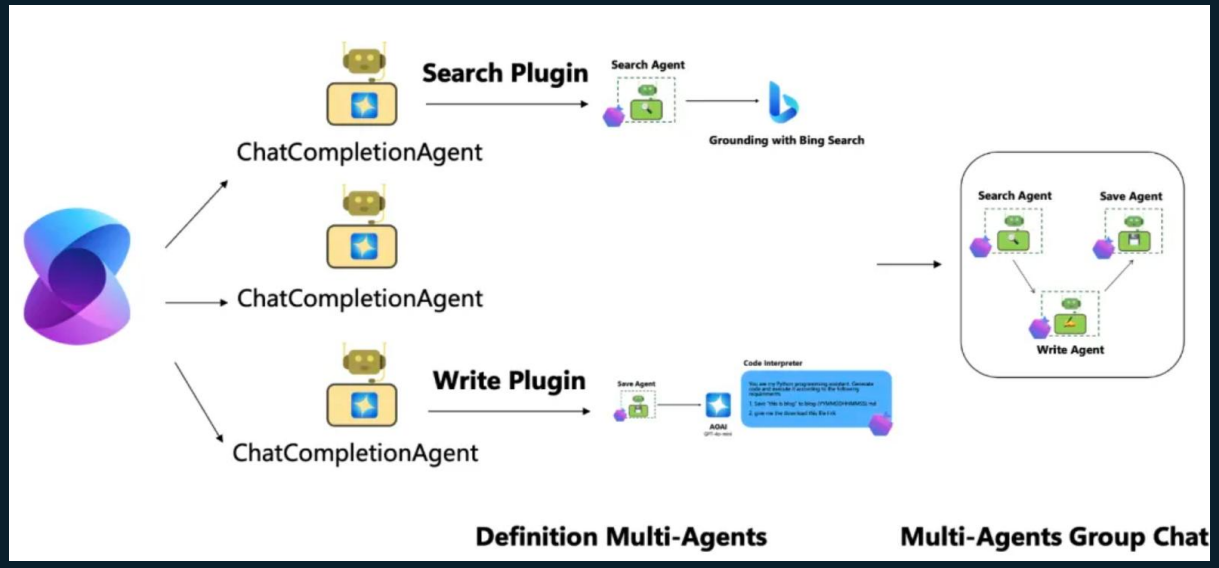
Description:
Agents analyze financial data, provide detailed explanations of evaluation criteria, and suggest strategies

Objective:
Review the credit risk scoring process by transforming it into a dynamic, conversational and predictive system.

Agents for Credit Risk Management

Description:
Use of **Azure OpenAI** (different models based on specific needs) to create agents specialized in different domains, acting capabilities given by **Semantic Kernel** for complex orchestration.

Objective:
Support the employee with intelligent agents that do not just search for information, but perform reactive and proactive actions, optimizing interaction with systems and automating complex processes and analytics.



Microsoft

Industry

Department

FSI

Sales

Tool:

Licensing:

Scenario

Description:
Using Microsoft Fabric, you can collect and unify historical sales data, market trends, and business goals. The data is then transformed and made available for predictive analysis and business planning through Power BI as well as compared with documents related to GTMs and business strategies.

Objective:
Support the definition of sales targets that are more accurate and consistent with market evolution.

Data Driven Sales Objective

Description:
Sales data is automatically imported and organized via pipelines in Fabric. Volumes by product and location are compared year-over-year (YoY), sorted by variation, and enriched with metadata (e.g., season, promotions, price changes). The results are aggregated and visualized in Power BI to provide detailed forecasts and compared to GTM data for strategic recommendations on setting future goals.

Objective:
Improve the quality of sales forecasting and responsiveness to market dynamics with a consolidated database.

Example

"Organize in a table the moderate sales of sportswear by location in Q4, ordered by YoY variation. Add season, promotions, and suggest an updated sales target based on your business strategies and goals."

July 2025

Microsoft

Industry

Department

FSI

Sales

Tool:

Licensing:

Scenario

Description:
Microsoft Fabric allows you to integrate and transform historical sales data, market trends, and local performance from sources such as Excel or enterprise databases. The data are compared with documents relating to GTMs and business strategies and processed to enable comparative and forecasting analysis.

Objective:
To support strategic sales decisions through a consistent and automated reading of market trends.

Defining the sales target

Description:
Sales data is uploaded and processed in Fabric. Sales are organized by geographical area and period, sorted by YoY variation, and enriched with columns relating to the season and annual changes. The results are transformed into structured datasets for Power BI, where you can compare trends and generate automatic suggestions for setting sales goals for the next quarter. A data agent is built on the semantic model that is called together with the knoledge document base within a Copilot Studio agent

Objective:
Improve the quality of sales forecasts and optimize the allocation of targets with respect to seasonality and historical behavior.

Example

"Organize sales by location and quarter in a table, sorted by YoY variation. Add current season and changes from the previous year. Suggest sales targets that are consistent with business strategies"

July 2025

Microsoft

Industry: FSI

Department: Sales

Tool:

Licensing:

Sales Data Alignment and HR Projections

Scenario

Description:
Microsoft Fabric allows you to integrate datasets from disparate sources (such as Excel files on sales and workforce planning), standardizing them to support cross-analysis. The consolidated data is then analyzed in Power BI to provide insights into quotas, resources, and territory coverage. Finally, these data are compared with the regulations relating to personnel management.
Objective:
To support more effective planning between sales targets and staff availability at the regional level.
.

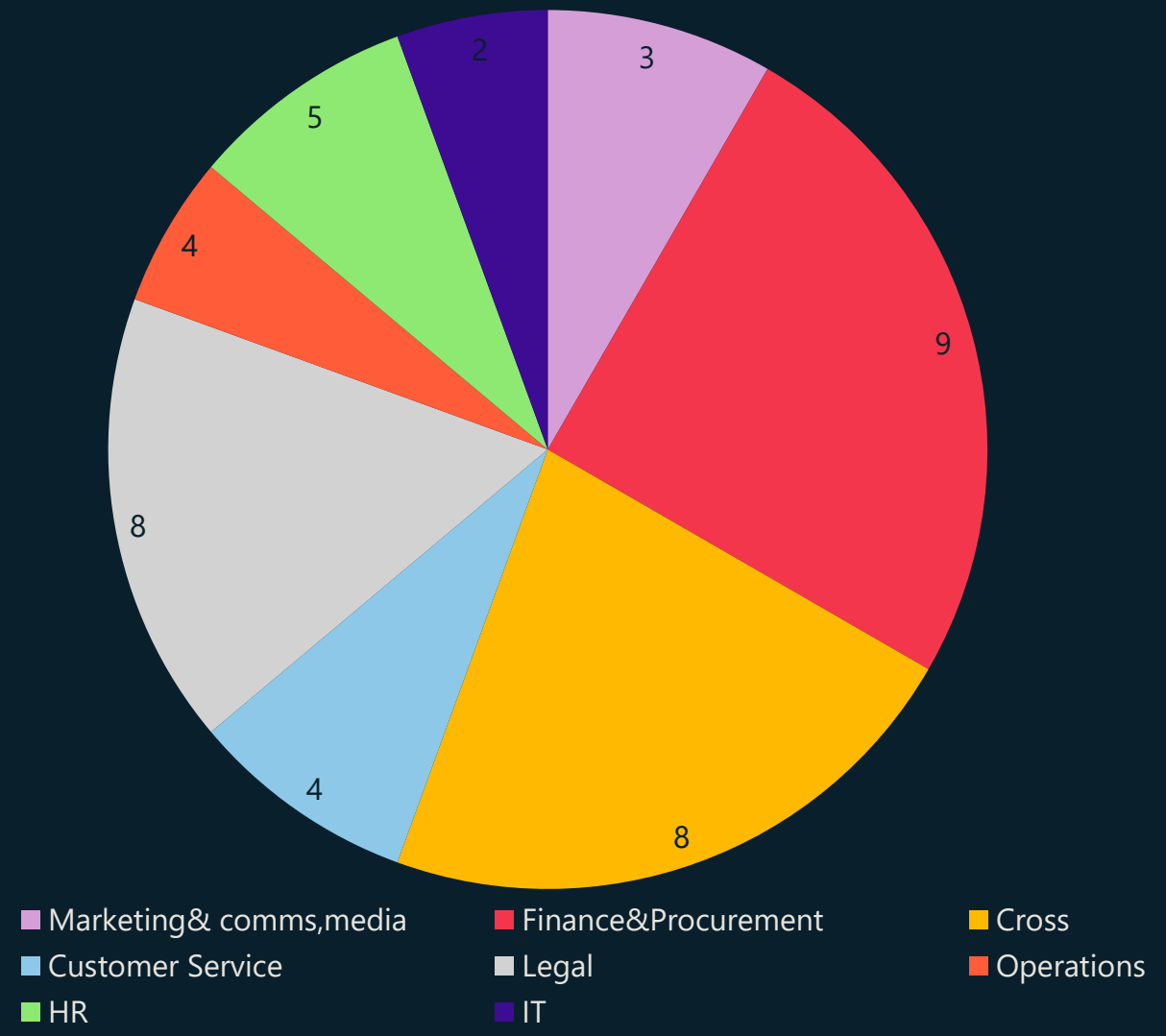
Description:
Sales projections are imported and compared to the staffing requirements of the regions. Data is harmonized in Fabric through cross-sheet joins and transformations ("Sales Forecasts" and "Staff Projections"). Once integrated, they are made available in Power BI to highlight critical areas where resources are inconsistent with the intended targets. The data are used in a mixed agent that integrates them with documents relating to personnel management and regulations for territorial assignments.
Objective:
Improve the alignment between sales forecasting and operational capacity by optimizing territorial allocations.

Example

"Integrate the projected sales data in the 'Sales Forecasts' table with the staffing needs by area in the 'Staffing Projections' table. Verify consistency between targets and available resources. Suggest reallocations taking into account company regulations"

July 2025

Public sector



Microsoft

Industry

Department

Public Sector

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Comparison between two documents.

Objective:
Extract the differences between the two documents and compare the risks and benefits associated with each document.

Comparative analysis between circulars

Description:
Comparative analysis between two successive versions of the same circular.

Objective:
Check what has changed between versions over time.

"Considering the two versions /Circolare1.pdf and /Circolare2.pdf of the same circular, it specifies the administrative process analyzed, whether there are clauses modified between one version and another, the number of pages added. Summarize the most significant details of the most recent version in the table.

Industry

Department

Public Sector

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

Supplier qualification review

Description:
Review of supplier qualification criteria, including background analysis, certifications etc...

Objective:
Quickly verify the alignment of supplier qualifications with project specifications.

Create a comprehensive analysis and comparison of supplier qualifications in relation to project specifications. This analysis should include the following key areas: supplier background and experience, compliance and certifications, financial stability, resource availability, risk management, cost and value, references and testimonials, deliverables.

Microsoft

Industry

Department

Public Sector

Cross

Tool:

Licensing:

Scenario

Description:
In the emergency room, clinical incidents are recorded for analysis and improvement. For training, data must be anonymized to respect privacy and allow educational use.
tag.
Objective:
Improving the education of medical students by providing real clinical cases anonymously, ensuring patient privacy.

Medical Student Training Agent

Description:
The agent tracks clinical incidents and removes sensitive data, creating detailed educational reports. Students access real-world cases by topic, enhancing learning without violating privacy.

Objective:
Ensuring students have access to realistic clinical cases, protecting patient privacy and complying with regulations.

"Identify incidents recorded in the last [X] weeks, anonymize data, and generate educational reports with medical history, symptoms, treatment, and outcomes, organized by clinical topic."

Microsoft

Industry

Department

Public Sector

Cross

Tool:

Licensing:

Scenario

Description:
In the emergency room, tracking and analyzing incidents in real time helps clinicians improve safety, standardize procedures, and prevent errors.
tag.
Objective:
Improve hospital safety and efficiency by providing clinicians with up-to-date clinical incident data to optimize protocols and interventions.

Agent for monitoring patient information

Description:
The agent records all incidents in non-anonymized detail, allowing clinicians to monitor recent cases, identify critical issues, and improve intervention protocols.

Objective:
Provide clinicians with an up-to-date database of clinical incidents to increase safety and improve the quality of care.

"It retrieves clinical incidents recorded in the last [X] weeks with details on patients, causes, interventions and outcomes. Highlight critical issues and suggest improvements based on best practices."

Microsoft

Industry

Department

Public Sector

Legal

Tool:

Licensing:

Scenario

Description:
Comparison between two documents.

Objective:
Extract the differences between the two documents and compare the risks and benefits associated with each document.

Comparative analysis between tender documents

Description:
Benchmarking of tender documents to identify key requirements, deadlines and other relevant information.

Objective:
Reduce manual effort, increase response accuracy, and improve overall bid efficiency.

'Analyse and compare the following tender documents /Doc1.docx /Doc2.docx /Doc3.docx. Identify key requirements, deadlines, evaluation criteria, and other relevant information. Provide a comparative summary that highlights the similarities and differences between documents. Be sure to include any unique or specific requirements of each document."

Industry

Department

Public Sector

Cross

Tool:

Licensing:

Scenario

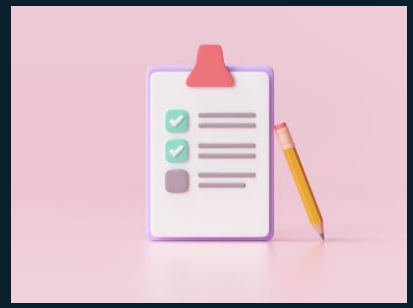
Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

Field workers

Description:
Increase the effectiveness of field workers, such as inspectors who have to draw up reports.

Objective:
To optimize the productivity of field inspectors by ensuring that they can draw up reports quickly and accurately, thus improving the overall efficiency of the inspection process.



"Draw up minutes that document in detail and precisely all discussions, decisions and actions taken during the meeting. Be sure to include the highlights, responsibilities assigned, and agreed deadlines, thus improving the overall efficiency of the inspection process."

Microsoft

Industry

Department

Public Sector

Operations (Ministerial Secretariat)

Tool:

Licensing:

Scenario

Description:
Secretariat of the Minister – Management of communications and external contacts

Objective:
Centralize external contacts in a single repository.

Contact Table Creation on a Shared Mailbox

Description:
Creation of a contact table from a shared mailbox.

Objective:
A Copilot agent analyzes a shared email box of the Ministry, containing hundreds of messages from external stakeholders (institutions, associations, businesses, citizens). The agent automatically pulls key contact data from each email and aggregates it into a single, centralized list (e.g., an Excel file). For each sender, name and surname, institution/organization, role, email address, email subject and a brief summary of the request are recorded, effectively creating an internal mini-CRM that is always updated. This eliminates the manual work of collecting contacts and makes it easy to consult all relevant external communications.

Microsoft

Industry

Department

Public Sector

Legal (Legislative Affairs)

Tool:

Licensing:

Scenario

Description:
Regulatory Office – Research and analysis of legislative documentation.

Objective:
Accelerate the analysis of internal regulatory documents.

Research Decree Agent

Description:
Research and synthesis of ministerial decrees" (Research Agent Decrees)

Objective:
A custom agent was developed that queries the knowledge base of the ministerial decrees in natural language. The system is powered by both public decrees and registered internal documents, with thousands of uploaded documents (up to 10,000 SharePoint documents in the future). Users can ask complex questions; The agent quickly returns the key information of each relevant act: e.g. title, date, regulatory references, subject of the decree and current status (in force, repealed, etc.). For more specific requests, the agent extracts and synthesizes technical details from the measures, such as the purposes, requirements, beneficiaries, deadlines and control obligations of an intervention scheme. In addition, it is able to compare related regulations, automatically generating comparative tables that highlight differences between decrees (e.g. changes made, dates of entry into force, deadlines, penalties). These features allow officials to obtain regulatory analysis and summaries in seconds that would have previously taken hours to read, improving the speed of research and the completeness of the information available.

Microsoft

Industry

Department

Public Sector

HR

Tool:

Licensing:

Scenario

Description:
Assignment and collection of company devices

Objective:
Streamline internal asset management processes

Company Device Lifecycle Automation

Description:
Automated management of the delivery and return of IT devices

Objective:
The Ministry has implemented a Copilot agent to automate the life cycle of company devices (smartphones and laptops). When an employee needs a new device, the agent checks the stock availability in real time and starts the assignment procedure. In practice, the agent registers the assignment in the database, generates the delivery form pre-filled with device and user data, and automatically sends it by email for digital signature approval. Once the form is signed, the agent stores it in SharePoint and updates the inventory by marking the device as assigned. Similarly, when a device needs to be returned, the agent initiates the reverse procedure: creates the return form, updates the database by marking the device as available again, and sends a confirmation notification to the IT team and the user. The entire asset management process therefore takes place without manual intervention except for approvals, eliminating email exchanges and reducing registration errors. This operational streamlining frees up time for IT staff and ensures more accurate and timely tracking of corporate devices.

Industry

Department

Public Sector

Customer Service

Tool:

Licensing:

Scenario

Description:
Onboarding requires coordination between different departments, increasing complexity and activation time. Additionally, manual form management can cause errors and/or omissions, slowing down the integration process.

Objective:
Handle onboarding process complexity, reducing mistakes coming from manual compilation and increasing productivity.

NovAssist

Description:
This agent is designed to support Customer and Contact Service staff in the following activities:

- Provide short and concise answers about patient information, limited to the essential data requested by the operator.
- Retrieve and display patient segmentation attributes in real time (age, medical conditions, priority, risk group, etc.).
- Show the patient's bookings, with details on date, type of service, facility, and booking status.
- Highlight alerts or issues such as expiring bookings or incomplete cases.
- Support the management of complex insurance cases by showing only relevant information.
- Use CSV files extracted from the CRM and documents stored in SharePoint as information sources.
- Present responses in bullet points or tables to make reading easier during the call.

Objective:
Assisting customer service staff in understanding the patient profile and managing insurance procedures quickly and promptly, supporting operators during booking and check-in to enable a faster, more accurate and personalised service.

Suggest ways to start conversations for Teams and Microsoft 365 channels
Return the patient view for this MSP
Return the patient booking agreement for this MSP
Return the requirement for mandatory prescription for the fund

Industry

Department

Public Sector

HR

Tool:

Licensing:

Scenario

Description:
Onboarding requires coordination between different departments, increasing complexity and activation time. Additionally, manual form management can cause errors and/or omissions, slowing down the integration process.

Objective:
Handle onboarding process complexity, reducing mistakes coming from manual compilation and increasing productivity.

SuperDario

Description:
Automate the process of extracting and communicating information collected in a module managing the set up of resources for new hires.
When triggered, the agent performs the following steps:
It retrieves the file identifier from the request body using the key {Identifier}.
Validates that the identifier is present and not empty.
Extract information:
Uses [/get_info] to extract information from the file using {Identifier} as identifier.
Sends email notification:
Uses [/send_recap_email] with the following rules:
If a PC is required, it sends an email to [/pc_request].
If a badge is requested, it sends an email to [/badge_request].
In the end, it sends a recap of all the information extracted to [/process_manager]

Objective:
Improving efficiency and precision for new hires, giving concrete support to HR with a virtual agent able to support the department requests.

Microsoft

Industry

Department

Public Sector

Legal (Civil Court)

Tool:

Licensing:

Scenario

Description:

Copilot (or Agent) as an aid in reviewing the appeal for the citizenship request,

Objective:

The goal is to support and speed up the response to the appeal for the citizenship request

Citizenship Request Support Copilot

Description:

The judge uses Copilot (or a specific Agent) as an aid in reviewing the appeal for the citizenship request, verifying and extracting significant data from birth certificates, appeal documents, ancestral records, and documents in different languages

Objective:
The goal is to extract the important data, verify their compliance and consistency in the appeal, and cross-check the data across different types of documents.

· Create a table with the answers, formed as follows: in the first column, indicate the number of the question as indicated in this document (e.g. 2.D.i); in the second column, copy the application (without any clarifications in round brackets); In the third column, enter your answer from the suggested answers in the square brackets.
· For subordinate questions (which usually start with "if yes/if no"), if they are not applicable, answer [Not applicable]
Questions:
1. Is this an appeal from Brazil? You can deduce it: from the places of birth of the applicants, from the place where the ancestor emigrated, from the general text of the application. [YES/NO]
If the answer is no, do not perform any subsequent tasks.
2. Get the XXX file:
A) When was the appeal registered? (This is the "event date" indicated in the column on the left, in correspondence with the "description" "entered in the general register") B) Was the appeal registered after 28.2.2023 inclusive? [YES/NO]
C) Was the appeal registered before 27.3.2025 excluded? [YES/NO]
Q) Is there a response from the State Attorney's Office? [YES/NO]
i. If so, when was the State Attorney General's Office established? (It is the "event date" in correspondence with the "description" "Ministry of the Interior constituted, defended by the District State Attorney of Brescia") [DD/MM/YYYY]
ii. If not, has the notification of the appeal and the decree scheduling the hearing been effected? [YES/NO]

Industry

Department

Public Sector

Customer Service

Tool:

Licensing:

Scenario

Description:
Modernization of administrative processes and document management for public sector organizations.

Objective:
Accelerate relevant access to administrative information through a centralized approach.

Smart Digital Workplace

Description:
A digital platform that allows employees and citizens to access services, documents, communications, and workflows in a centralized and secure way.

Objective:
Improve operational efficiency, transparency, and collaboration between public offices and citizens.

"Create a dashboard integrating documents, notifications, and workflows for managing administrative procedures."

Industry

Department

Public Sector

Customer Service

Tool:

Licensing:

Scenario

Description:
platform that collects clinical data, enables targeted prevention campaigns, appointment booking, telemedicine, and chronic patient monitoring.

Objective:
Centralize access to clinical information.

Proactive Healthcare Management

Description:
A platform that collects clinical data, enables targeted prevention campaigns, appointment booking, telemedicine, and chronic patient monitoring.

Objective:
Improve care quality, patient engagement, and healthcare facility efficiency.

"Generate a personalized prevention campaign for chronic patients and monitor follow-ups through a dashboard."

Microsoft

Industry: Public Sector

Department: Operations, Emergency

Tool:

Licensing:

Scenario

Description:
Creation of a module dedicated to collecting feedback from clinical departments regarding incidents that have an impact on the clinical picture of patients. In an Italian emergency room, when an accident occurs, the patient needs immediate attention and detailed documentation to ensure in-depth analysis and improve safety management

Objective:
Adapt the PSIRF framework in order to systematically identify the underlying causes, involve all stakeholders and implement preventive measures that improve patient safety.

Proposal to improve an incident management system for patient safety

Description:
Identification of best practices and measures to strengthen the process of managing patient safety incidents in an Italian emergency Department, following the PSIRF (Patient Safety Incident Response Framework) guidelines.

Objective:
Align the proposal with national health regulations and patient safety regulatory frameworks to maximize the likelihood of validation by hospital management, ensuring a sustainable, system-based approach to patient care.

"On the basis of the /PSIRFImplementationPlan.docx document, suggest for each point of the plan a practical action to be taken within the ED (Emergency Room)."

Microsoft

Industry: Public Sector

Department: Operations

Tool:

Licensing:

Scenario

Description:
Creation of relevant and personalized hospital documents based on the patient's clinical picture and conditions.

Objective:
Accelerate personalized patient document writing according to standard and reproducible formats, voices and templates.

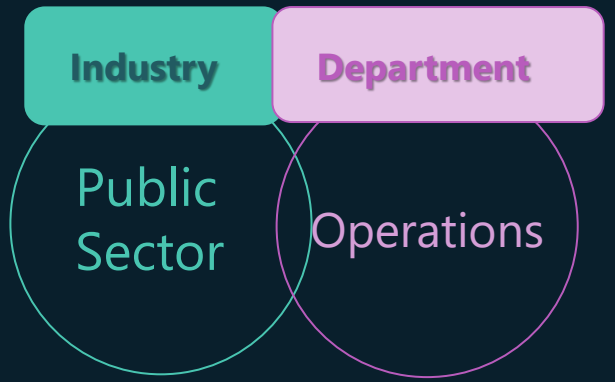
Hospital Discharge Letter Assistant

Description:
The agent extracts the patient's personal details from an excel database and creates an ad hoc discharge letter based on specific items such as "Hospitalization information", "tests", "therapy during hospitalization", etc. The agent proactively asks the hospital operator if he wants to enter additional information to the template and creates on-request graphs, like the patient's post-discharge treatment timeline. The agent can create the word file with the complete discharge letter.

Objective:
This agent can support the hospital operator in creating the discharge letter from the patient's specific data, leaving the operator the freedom to ask for additional notes, graphs or other considerations in a conversational way.

«Today patient is about to be discharged and I have to write the discharge letter. Can you help me retrieve his data? Then proceed with the letter compilation. Moreover, create a chart of the post-discharge therapeutic timeline and put everything in a word file containing the chart and the letter fields."

Microsoft



Tool:

Licensing:

Scenario

Description:
A police office needs to access and analyze data stored across multiple dataverses to support operational decisions. These dataverses are connected via the MCP which allows querying across different data sources.

Objective:
Automating query generation, ensuring compliance and security, improving operational efficiency, integrating with MCP protocol.

Agent Police Department

Description:
this agent can create queries using MCP protocol on three different dataverses to gather relevant data for the police office operations, aiming to simplify multi-dataverse data retrieval for police operations by automating MCP-based queries and delivering actionable insights quickly and securely.

Objective:
The agent's purpose is to **act as an intelligent query builder and executor using MCP protocol across three dataverses**. Specifically, it should g**enerate optimized queries automatically** based on user input or operational needs, aggregate **relevant data** from multiple sources in a unified view, r**educe complexity for non-technical users** by abstracting query syntax and backend details.

"Retrieve all incident reports from the last 30 days across the three dataverses using MCP, and summarize key details such as location, type of incident, and status in a single consolidated table."

Microsoft

Industry

Department

Public Sector

Legal

Tool:

Licensing:

Scenario

Description:
Comparison between two documents.

Objective:
Extract the differences between the two documents and compare the risks and benefits associated with each document.

Comparative analysis between testimonies

Description:
Comparative analysis between two testimonies in the legal field.

Objective:
Quickly identify any inconsistencies and assess the credibility of the testimonials.

"Compare the two testimonies /Witness1.docx and /Witness2.docx, assign a testimony credibility score from 1 to 5, where 1 implies perjury and 5 indicates true testimony, and list any inconsistencies in a bullet point."

Microsoft

Industry

Department

Public Sector

HR

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

This use case can be further expanded with fabric (next slide)

Policy Search Agent

Description:
Search for a company policy (e.g. pension policy) and request specific information about that policy.

Objective:
Quickly get an answer to a question about a policy to identify options and/or benefits associated with that policy.

"What are the possible options, including can you choose for severance pay?"

Microsoft

Industry

Department

Public Sector

HR

Tool:

Licensing:

Scenario

Description:
Retrieval of information from a subset of corporate knowledge within Fabric to other document sources, based on verified and up-to-date sources (e.g., HR documents, internal policies, Fabric knowledge base).

Objective:
Extract the most relevant information with respect to a specific scope, such as benefits, procedures or company regulations and verify any violations by leveraging Fabric's ability to query structured and controlled sources.

Company policy search

Description:
Use of Fabric to look for anomalies with respect to the application of a company policy (e.g. vacation policy, smart working, benefits) in response to a specific question asked by an employee or HR collaborator.

Objective:
Quickly get a clear, contextualized answer to a policy question to identify available options, associated benefits, or procedures to follow.

Example

"What are the options available for the smart working plan in the company? What is the procedure for requesting leave/illness? Can you show me the history of requests?"

July 2025

Microsoft

Industry

Department

Public Sector

Cross

Tool:

Licensing:

Autonomous

Document Generation Agent

Scenario

Description:
Autonomous management of administrative documents and requests.

Objective:
To streamline and facilitate the handling and generation of documents related to administrative processes and operational tasks.

Description:
The agent automatically generates and manages documents—such as applications, requests, and notifications—using predefined templates, triggering actions upon events like file uploads, email receipt, or the entry of new records in management systems.

Objective:
Adopting an autonomous agent for these tasks improves public service efficiency by reducing the time required for document management and administrative processes. It ensures consistency and traceability of documents through the automation of repetitive tasks.

"Generate a payment due notification for all citizens with tax code X, using the municipality's official template."

"Automatically compile the tax information request form based on the user information received via email."

June 2025

Microsoft

Industry

Public sector

Department

Customer Service

Tool:

Licensing:

Scenario B2C

Customers who have implemented this use case:
City of Burlington

Scenario

Description:
Autonomous management of long-running requests

Objective:
Automate the end-to-end process with all end-user entry points

Citizen Assistant

Description:
It allows citizens to access information on the resolutions of the regional council and on the available tenders. It can carry out various operations independently, such as entering new requests and checking the progress of the paperwork.

Objective:
Improve the efficiency of the public service by offering a smoother experience in processing normally time-consuming practices.

« Are there any open calls for financing small businesses?»

"I would like to submit a request for the energy bonus"

The City of Burlington has reduced the time it takes to manage permits for the construction of buildings and buildings from 15 to about 5 weeks (-66%)

City of BURLINGTON NORTH CAROLINA

Microsoft

Industry

Public Sector

Department

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Automation of consistency checks between administrative/legal documents and related SAP proposal files, with **multi-source data validation.**

Objective:
Reduce manual cross-checking effort, ensure financial and procedural accuracy, and support document validation workflows.

SAP Proposal Validation and Document Matching Agent

Description:
The agent compares the content of an official administrative act (in PDF/Word format) with a PDF version of the corresponding SAP commitment proposal. It ensures that shared data is consistently and correctly reported across both documents.Additionally, the agent validates specific fields (e.g., budget chapter, economic code) by cross-checking them with two external reference files (chapter list and economic codes) and checking field accuracy based on official instructions (e.g., "Checklist Instructions" PDF with annotated guidelines in yellow).
Objective:
Automate the alignment between financial documentation and SAP commitments, enabling more reliable validation and compliance.

"Compare the contents of the administrative act and SAP proposal documents. Validate chapter and economic codes against the official lists and ensure that all compliance rules from the checklist file are met."

June 2025

Microsoft

Industry | Department

Public Sector | IT

Tool:

Licensing:

Scenario

Description:
Monitoring and automation of IT systems compliance and security.

Objective:
Ensure IT security control by natively accessing logs and verifying compliance in an automated manner.

Cybersecurity Management

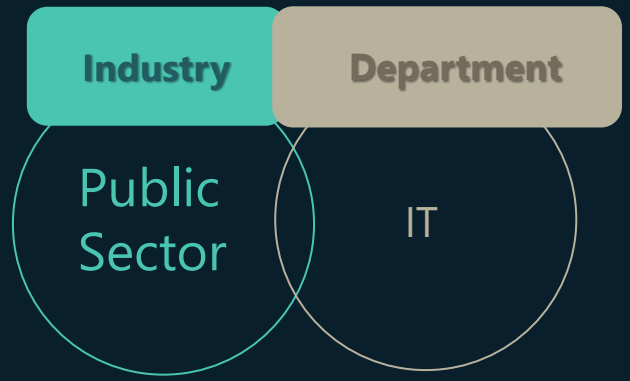
Description:
An agent that checks server and application compliance with GDPR, DORA, and other policies, automating log collection and analysis.

Objective:
Ensure data security and regulatory compliance while reducing manual workload.

"Analyze system logs and check compliance with GDPR and DORA policies."

Giugno 2025

Microsoft



Tool:

Licensing:

Scenario

Description:
Organizations with large IT asset inventories often struggle with manual device assignments. Requests, approvals, and inventory updates are handled across multiple systems, resulting in delays, mismatches between devices and users, and human error.

Objective:
Streamline the device provisioning process by centralizing requests, approvals, and inventory management to reduce manual workload, errors, and wait times.

IT Device Provisioning Agent (SP List)

Description:
AI agent that automates device assignment by using SharePoint lists for inventory, requests, and policies. It selects the best device, triggers approvals if needed, updates records, and supports autonomous and semi-auto IT workflows.

Objective:
Enable faster, more accurate device provisioning while reducing IT overhead and ensuring compliance with internal policies.

"Assign the most suitable laptop to the new employee based on role requirements, update the SharePoint inventory list, and trigger approval if the device exceeds the standard budget."

Microsoft

Industry | Department

Public sector | Cross

Tool:

Licensing:

Why azure?
Multiple Azure cognitive services handled+Custom indexing+Custom frontend+Multiple sources intergrability

Scenario

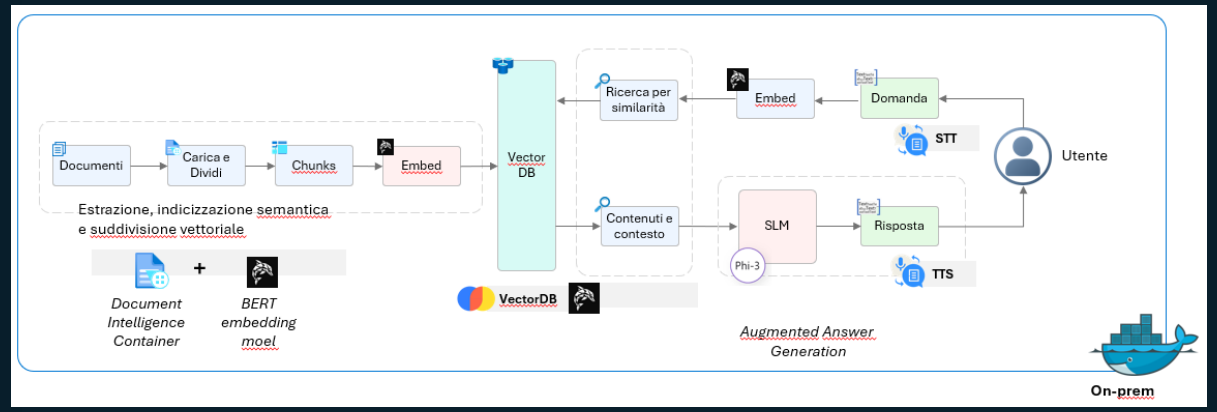
Description:
Use AI in a disconnected environment and on confidential and highly confidential content.

Objective:
To allow clients working in high-confidentiality areas to use AI services for the analysis of textual, audio or visual content.

Reserved Agentic App

Description:
Development of an agent that answers questions about confidential documentation and in a disconnected manner.

Objective:
Make confidential content understandable and easily available through an advanced conversational assistant that acts in a disconnected environment.



Microsoft

Industry | Department

Public sector | Cross

Tool:

Licensing:

Why azure?
Multiple Azure cognitive services handled+Custom indexing

Scenario

Description:
Use AI in a disconnected environment and on confidential and highly confidential content.

Objective:
To allow clients working in high-confidentiality areas to use AI services for the analysis of textual, audio or visual content.

Document Analysis Reserved

Description:
Generate confidential meeting minutes or summaries of confidential documents

Objective:
Facilitate, speed up and standardize the production of confidential meeting minutes (in a disconnected environment), the synthesis of complex confidential documentation and its translation into multiple languages.

Microsoft

Industry | Department | Tool: | Licensing:

Public sector | Cross

Why azure?
Multiple Azure cognitive services handled+Custom frontend

Scenario

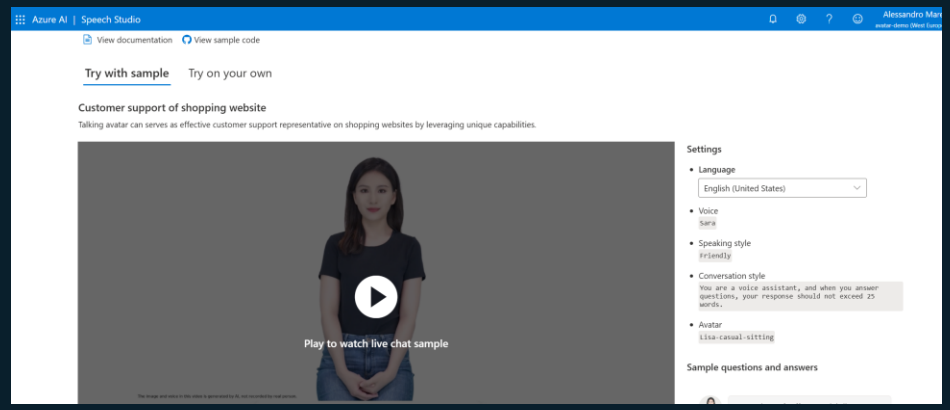
Description:
Personalized learning solutions available 24/7.

Objective:
Make tutoring, coaching, and practical support available to students at any time, for any level and subject, in any language. Improve student engagement.

Student Assistant

Description:
Students often face challenges such as finding resources that are suitable for their level or pace, receiving personalized support when they need it, and having the opportunity to test their knowledge with immediate feedback.

Objective:
AI-powered learning solutions can easily tailor experiences and content to individual learners. They provide an engaging, accessible, and comfortable environment for students to ask questions and learn more.



Microsoft

Industry | Department

Public sector | Cross

Tool:

Licensing:

Why azure?
Multiple Azure cognitive services handled+Custom frontend

Scenario

Description:
An avatar is a human-like interface for AI.

Objective:
Personalize user interactions with AI solutions that represent an organization's brand in voice and personality.

Live chat Avatar

Description:
Customize and brand an AI assistant that operates in a specific business context and on a domain data set.

Objective:
Improve user engagement with an innovative, real-time conversational experience.

Microsoft

Why azure?
Multiple Azure cognitive services handled + Custom frontend + Multiple sources intergrability

Industry: Public sector

Department: HR

Tool:

Licensing:

Scenario

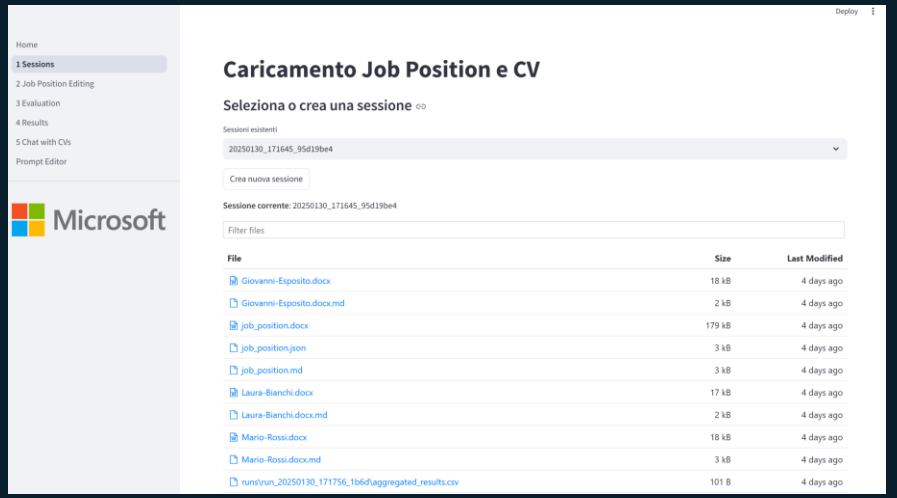
Description:
Autonomous automation of candidate evaluation for recruitment processes at Poste Italiane, using generative AI to analyze CVs and job descriptions.

Objective:
Improve evaluation consistency, reduce manual screening time, and support fairer and more data-driven hiring decisions through AI-powered automation.

Automated Candidate Evaluation

Description:
The agent automates the end-to-end hiring evaluation process. Users upload a job description and a set of candidate CVs. It analyzes the job requirements, automatically generates relevant evaluation criteria, and scores each CV accordingly. Results are presented in a ranked list, which can be reviewed and edited through a user-friendly Streamlit interface. A dedicated chat module also allows users to query CVs or compare candidates directly, leveraging LLMs to extract key insights from unstructured profile data.

Objective:
Reduce manual effort in candidate screening, improve decision transparency, and enhance the quality of recruitment outcomes using generative AI.



June 2025

Microsoft

Industry: Public Sector

Department: Legal

Tool:

Licensing:

Scenario

Description:
Basic verification of the presence of required regulatory references within official documents.

Objective:
Ensure that all relevant legal norms are explicitly mentioned in the document as required by internal procedures.

Regulatory Reference Checklist Agent

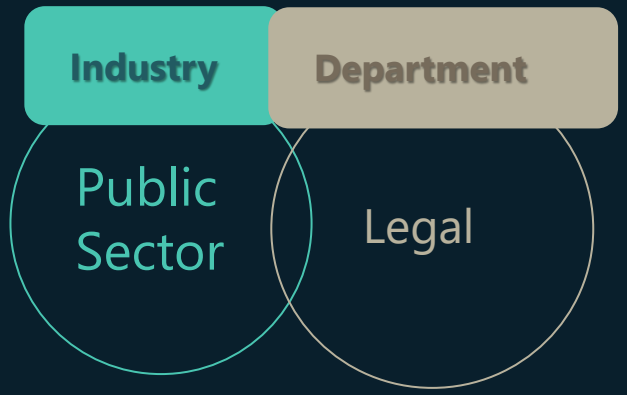
Description:
The agent scans official documents to check whether specific regulatory references (laws, decrees, regulations) are present, according to a predefined list or checklist.

Objective:
Simplify and standardize regulatory compliance checks during document preparation or review.

"Verify that all required legal references from the regulatory checklist are mentioned within the document."

June 2025

Microsoft



Tool:

Licensing:

Scenario

Description:
Validation of internal consistency within official legal or administrative documents..

Objective:
Ensure the coherence between different sections of a document, such as introductory statements and operative clauses, before approval or publication.

Legal Document Consistency Check Agent

Description:
The agent performs a structural consistency review of official documents by comparing key elements between the “preamble” and the “dispositive” sections, ensuring that references, dates, entities, and actions are logically aligned.

Objective:
Reduce human error in legal or institutional documentation and improve the quality and reliability of final documents.

“Check for logical and factual consistency between the ‘preamble’ and ‘operative part’ of this official document.”

June 2025

Microsoft

Industry: Public Sector

Department: Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Automation of content quality assurance processes for official editorial documents in academic or institutional environments.
Objective:
Ensure alignment of written content with internal style guides and ethical standards by automating the review and revision process.

Academic Editorial Review

Description:
This agent assists editors and communication officers by thoroughly reviewing institutional articles and publications. It automatically scans documents for inconsistencies, language violations, and style issues based on the University's official Editorial Style Guide and the Journalistic Code of Ethics. After the analysis, it generates a detailed diagnostic report with proposed corrections, helping editors align content with academic and regulatory standards before publication.
Objective:
Reduce manual editorial effort, enhance compliance with institutional and ethical writing standards, and improve the overall quality and credibility of official communications.

"Review this official article for alignment with the University's Editorial Style Guide and the Journalist Code of Ethics. Highlight any inconsistencies and generate a revised draft with suggested corrections."

July 2025

Microsoft

Industry: Public Sector

Department: Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Automated translation of institutional documents that preserves structural integrity, terminology consistency, and localization accuracy.
Objective:
Accelerate the creation of internationally publishable documents by ensuring high-fidelity translations that meet formatting and linguistic standards.
.

Precision Translation Agent

Description:
This agent enables the University's staff to instantly translate official documents from Italian into English (or other languages) with advanced linguistic precision. The translation preserves the original structure of the source document while accurately converting specialized terminology, monetary values, and dates into internationally appropriate formats. The output is a professionally formatted draft, ready for immediate publication in international contexts.
Objective:
Reduce manual reformatting and post-editing work, ensure consistency across translations, and streamline international academic and administrative communication.

"Translate this document while preserving the original structure, ensuring domain-specific terminology is accurate, and formatting dates and numbers according to international standards"

July 2025

Microsoft

Industry: Public Sector

Department: Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Automated creation of social media content directly from approved editorial articles, with consistent tone, branding, and accessibility features.

Objective:
Accelerate the publishing of institutional content across social channels while maintaining communication consistency and freeing up editorial resources.
.

Instant Social Post Generator

Description:
The agent transforms a finalized article or communication into a ready-to-publish social media post in under a minute. It automatically extracts the headline, writes a compelling caption, generates relevant hashtags, and produces inclusive alt-text for images. All elements are adapted to the visual identity and editorial tone of the University, ensuring coherence across platforms like Instagram and LinkedIn. The process allows editorial teams to scale content dissemination efficiently without compromising on quality or accessibility.
Objective:
Support institutional communication by automating post creation while preserving brand voice and maximizing channel-specific impact.

"Generate a social media post for Instagram and LinkedIn from this article. Include headline, caption, hashtags, and accessible alt-text, all aligned with University's editorial tone and visual identity."

July 2025

Industry

Department

Public Sector

Legal

Tool:

Licensing:

Scenario

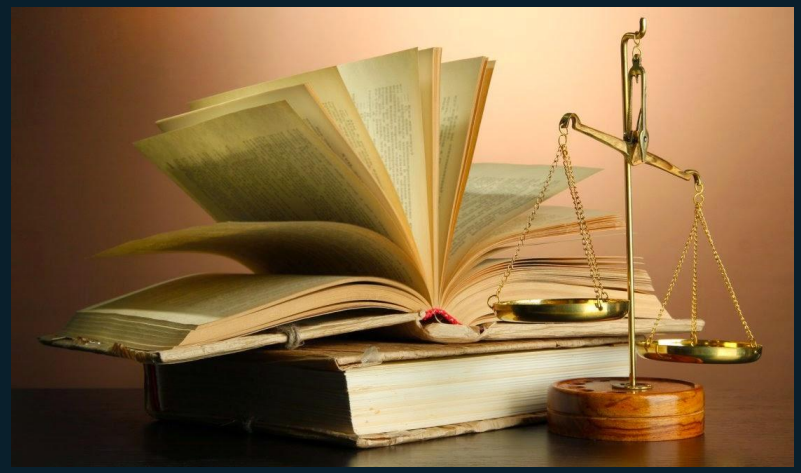
Description:
Real-time generation of structured decrees/ordinances according to the decree archive history including the decree input object.

Objective:
Simply the decree writing process and relevant regulations insertion when the format is similar to a historical one.

Decree Support Agent

Description:
The agent assists redactors in building a structured decree with standard sections, right regulations, source notes and articles starting from user input. The format is inherited from the decree history depending on the considered object. The agent proactively asks for missing information to be added. At the end, the agent produces a formatted, deliverable file.

Objective:
Improve accuracy, scalability and completeness of regulative documentation decrees without the need to look for the right regulations on the web each time.

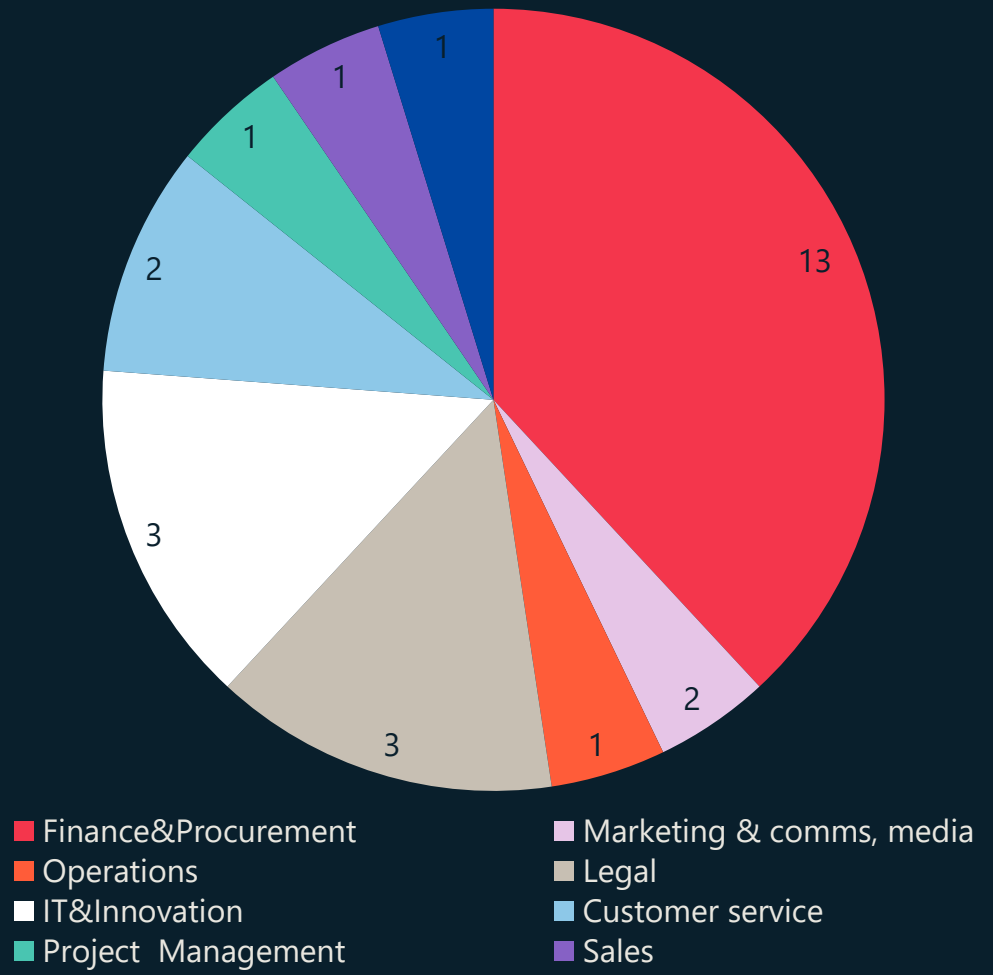


"Decree object: SOC service attributed for Q4/2025, 48k + IVA, chapter U01050, RUP: Laura Bianchi."

October 2025

Energy

Departements



Microsoft

Industry

Department

Energy

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

This use case can be further expanded with fabric (next slide)

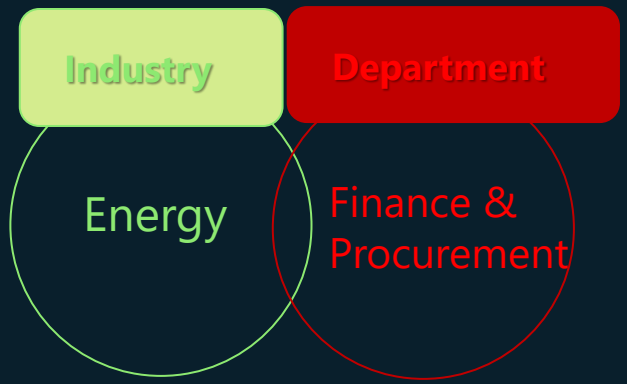
Sustainable "Sample"

Description:
Definition of benchmarks to highlight the vendors with the best "Carbon Footprint" KPI.

Objective:
Define a procurement strategy oriented towards sustainability.

"Identify the vendors that have the best current KPI in terms of "Carbon Footprint" and propose a procurement strategy to adopt that takes this parameter into account."

Microsoft



Tool:

Licensing:

Scenario

Description:
Through Microsoft Fabric, the extraction of environmental metrics and performance indicators from documents provided by vendors (e.g., sustainability reports, ESG reports) is automated. Data is integrated and analyzed through Power BI to support informed purchasing decisions along with documents related to environmental policies, ESG regulations, internal guidelines and sustainability standards on sharepoint

Objective:
To orient procurement strategies on an objective basis, selecting suppliers with the best environmental performance.

Intelligent procurement with zero impact

Description:
The AI agent compares the environmental KPIs of different vendors (e.g. Carbon Footprint), building automatic benchmarks. Suppliers are classified according to sustainability criteria to guide procurement choices and the results are evaluated taking into account internal policies and ESG regulations.
Objective:
To define a more sustainable supply chain, adopting objective environmental criteria in purchasing decisions.

"Analyze the documents provided by vendors and extract KPIs related to sustainability (e.g. Carbon Footprint). Create a ranking of suppliers and propose a purchasing strategy based on these indicators. For the ranking, keep in mind internal policies and regulations "

July 2025

Microsoft

Industry

Department

Energy

HR

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

HR data analyst

Description:
After the user uploads data, the agent automatically extracts relevant insights from the data available in these files, answering specific questions and providing HR professionals with a deeper understanding of employee training and feedback trends.

Objective:
Improve understanding of employee training and feedback trends

Analyze the 'Courses' and 'Feedback' files and extract relevant insights."

Microsoft

Industry

Energy & Utilities

Department

Procurement .AFC

Tool:

Licensing:

Scenario

Description:
The current process for updating corporate representatives and approver profiles is periodic, document-driven, and largely manual. Finance teams must review approved corporate documentation, identify relevant changes, and consolidate the updated information into a structured format for operational use.

Objective:

Reduce the time and effort required to collect, validate, and consolidate updated corporate signatory information.

Corporate Signatory Update Agent

Description:
A Copilot Studio Lite agent that reviews approved corporate documents and structured files, detects relevant updates in legal representatives and approver profiles, and prepares a structured Excel-ready output to support the downstream update of internal records and operational systems

Objective:
Up to 60% reduction in anomaly control time
Increased compliance with Procurement policies
Reduction of errors in the bidding process and supplier evaluation
Decision support for buyers and category managers
End-to-end automation via Copilot Studio

Prompt example

Review the latest approved corporate documents for Group companies, identify any changes in legal representatives or approver profiles, and generate an Excel-ready summary with the updated names and roles.

Microsoft

Industry

Energy & Utilities

Department

Procurement .AFC

Tool:

Licensing:

Scenario

Description:
The Legal, tax, and finance teams frequently need to search across multiple internal and external sources to identify relevant regulatory updates, verify applicable rules, and use that information to support document drafting. The current process is recurring, research-intensive, and dependent on manual consultation of several reference sources.

Objective:
Simplify and accelerate the identification of relevant legal and tax updates by giving users a single point of access to trusted internal and external knowledge sources, while also supporting them in the preparation of related documents.

Regulatory Knowledge Assistant

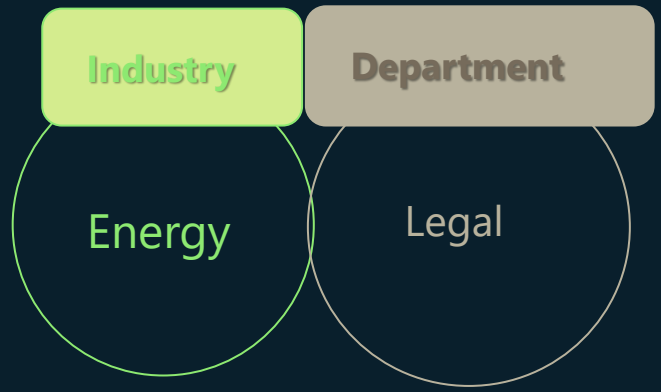
Description:
A Copilot Studio Lite agent that helps users search and navigate regulatory knowledge across approved internal archives and official external sources. The agent can provide conversational answers, highlight relevant regulatory changes, support document drafting, and always reference the original sources so that users can validate the information provided.

Objective:
Reduce the effort required to monitor regulatory changes, improve the speed and quality of information retrieval, and make the document preparation process more efficient, reliable, and easier to scale across different AFC functions.

Prompt example

Search across the approved internal archives and official external regulatory sources for recent tax and legal updates relevant to this topic, summarize the key changes, cite the original sources, and draft a first version of the supporting document based on the findings.

Microsoft



Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

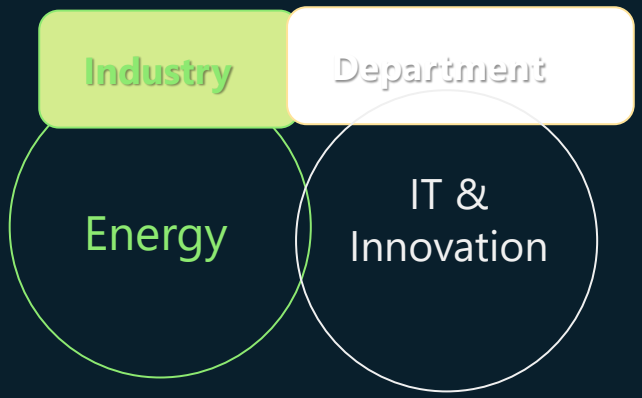
Risk policies analyst

Description:
The agent automatically extracts key information related to risk management practices within the company, highlighting pain points and generating a summary report for easy review and distribution.

Objective:
Reduce the time spent analyzing risk control policies and improve the clarity and traceability of the extracted information

"Analyze the 'Risk Control Policy' document and summarize risk management practices."

Microsoft



Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

Innovation and Sustainability Agent

Description:
The user uploads the document related to Innovation and Sustainability. Copilot automatically analyzes the content of the document, extracting key information and generating a summary report that allows innovation teams to gather insights and align their strategies with the business vision.

Objective:
Improve information gathering and alignment of innovation strategies with the corporate vision

"Analyze the document 'Innovation and Sustainability: ' and summarize the key information."

This use case can be further expanded with fabric (next slide)

Microsoft

Industry

Department

Energy

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Using Microsoft Fabric, the company automates the search and extraction of key information for compliance with sustainability policies and regulations. The information is made available for operational automations and strategic analysis via Power BI.

Objective:
Facilitate the monitoring of compliance with sustainability policies and activate automated processes in line with corporate environmental standards.

Sustainable Compliance and Document Automation

Description:
Toanalyze documents relating to environmental and sustainability policies (PDF, Word, SharePoint), extracts the relevant clauses, checks for minimum requirements and generates a summary report for the ESG team. Data can be tracked and visualized through Power BI dashboards to ensure that company guidelines are adhered to.

Objective:
Improve transparency on sustainability practices and support internal audits with timely and reliable insights.

"Analyze internal sustainability data, verify compliance with corporate sustainability policies, and generate a report with key clauses, requirements, and potentially non-compliant areas."

July 2025

Microsoft

Industry

Department

Energy

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

Sentiment analysis agent

Description:
The agent was used to collect various information on television and radio news. Transcripts of these newsletters have been uploaded to SharePoint. Subsequently, these transcripts were analyzed to identify the various statements made by the participants and to assess the sentiment of the service.

Objective:
Accelerate the recovery of material and useful sources so that the worker is ready to use the machinery on-site in the shortest possible time and minimizing the number of trips to the workplace.

"Analyze newsletter transcripts on SharePoint to extract key information about the use and maintenance of machinery. Provide an essential summary, the most relevant sources and sentiment analysis, so as to reduce worker preparation time and minimize trips to the job site»

Microsoft

Industry

Department

Energy

Customer service

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

EV Charging Assistant

Description:
The system supports operators in assisting users who need to recharge an electric car in Milan. Quickly retrieve information related to the code provided by the user.

Objective:
Reduce waiting times and improve operational efficiency by providing up-to-date data on charging stations, network status, and necessary procedures.

"User X requested assistance to recharge his electric car in Milan, providing the code **[insert code]**. It searches for information on available charging stations, network status, and any necessary procedures, providing a clear summary to support the operator.

Microsoft

Industry

Department

Energy

Project Management

Tool:

Licensing:

Scenario

Description:
Analysis of the conformity of a contract with a specific standard or regulation.

Objective:
Establish document compliance with the standard by quickly verifying the reliability of the clauses.

Compliance of a project with the requirements and quality standard

Description:
Analysis of the compliance of the project with respect to the shipper's specifications and the general quality requirements imposed by the company.

Objective:
Highlight any discrepancies with quality standards and provide suggestions to better align the project with the required requirements.

'On the basis of the design document, /Proj.docx shall assess its compliance with the document /StandardQualità.pdf which is representative of the quality requirements to be met. It also assesses the adherence of the contract to the /Specifiche.pdf document with regard to the technical specifications of the project."

Microsoft

Industry

Department

Energy

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Advanced extraction and analysis of different items in a document.

Objective:
Make dependencies between relevant variables easily visible and understandable.

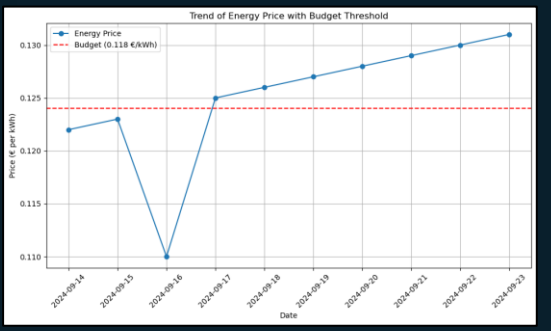
Purchasing energy

Description:
Extracting the daily energy price and budget acceptable to the company in the energy purchase contest.

Objective:
Identify the appropriate time when the market price falls below budget and it is worthwhile to request an offer.

For ***Advanced Analysis*** with Python, only English is currently supported!

"Create a graph with the trend of the energy price and a red threshold that marks the budget'""



Microsoft

Industry

Department

Energy

Marketing

Tool:

Licensing:

Scenario

Description:
According to ISTAT data, in 2024, 1077 reports of fatal workplace accidents were filed in Italy only, an increase of 48 cases compared to the previous year.
In the Oil & Gas sector, safety is complex because it combines physical, technological, environmental and human risks; the solution is an integrated approach based on technology, culture and compliance.

Objective:
Improving safety performance strengthening technological innovation for workers' health and safety.

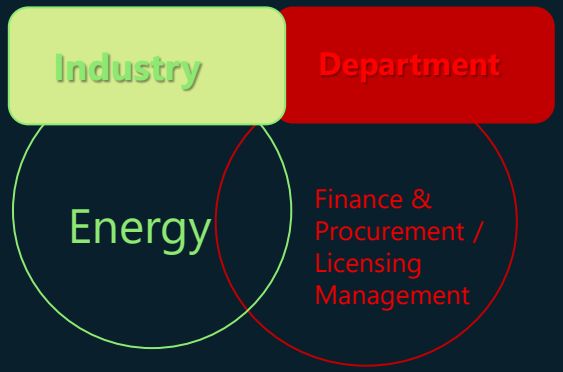
Conference & Publication Scout

Description:
This agent proactively identifies events and publications in the Health, Safety, and Environment (HSE) field, suggesting tailored opportunities as way to support Saipem's commitment to excellence in HSE performance by staying ahead with the latest and innovative solutions. This agent leverages web research targeting a selection of curated websites and focusing on the most sensitive HSE topics listed in a Dataverse table that can be reviewed on demand based in trends.

Objective:
MONITOR internal systems and trusted sources for HSE-related updates.
SEARCH the web for industry news and emerging trends.
ANALYZE relevance and impact using advanced reasoning.
DELIVER curated summaries in structured reports via email automatically.

A trigger automatically and regularly activate it.

Microsoft



Tool:

Licensing:

Scenario

Description:
Organizations need to reconcile software licenses across multiple sources to ensure compliance, optimize costs, and prepare for renewals. This involves analyzing official contracts, internal demand plans, and actual usage data from monitoring tools.

Objective:
Create a unified view of purchased, consumed, and requested licenses to support accurate forecasting and cost optimization.

License Reconciliation Process

The process starts by analyzing two key sources:

- The official contract (PDF/Word) detailing purchased products, quantities, metrics, and prices.
- The Excel demand file from technical teams requesting renewals or new licenses.

- **Final Objective:** Build a single consolidated table showing purchased, paid, consumed, requested, and offered quantities to simulate financial impact.

Objective:
Ensure license compliance and cost control.

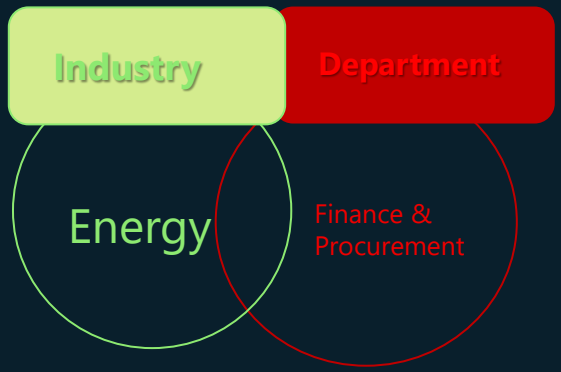
- Streamline reconciliation through automation.
- Enable accurate forecasting for renewals and new projects.

1.For each product and/or functional description present in the attached demand, provide the product name and product code by comparing the request with your knowledge base. Once the association is made, show the quantities requested in the demand plan. Create a single table, which we will call 'Reconciled Demand Plan

2.Compare the "Reconciled Demand Plan" with the products and services purchased and described in the attached contract. Create a table that highlights the delta between demand and availability, including the corresponding economic value

3.Generate a report that includes the demand and current availability, with communication to the end users

Microsoft



Tool:

Licensing:

Scenario

Description:
In Energy staying up to date on regulations and accounting principles is essential and requests for vertical and specialised tools are more and more frequent.

Objective:
Providing a unique adaptable agent becoming a strategic tool for the organization.

Finance Feed

The process starts by analyzing two key sources:

- The official contract (PDF/Word) detailing purchased products, quantities, metrics, and prices.
- The Excel demand file from technical teams requesting renewals or new licenses.

- **Final Objective:** Build a single consolidated table showing purchased, paid, consumed, requested, and offered quantities to simulate financial impact.

Objective:
Ensure license compliance and cost control.

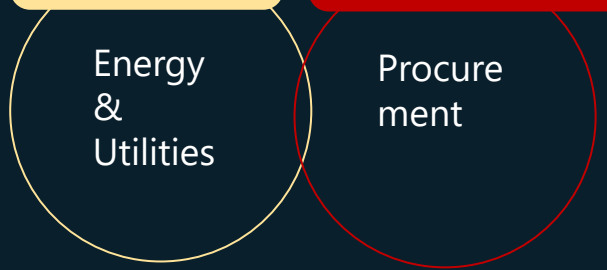
- Streamline reconciliation through automation.
- Enable accurate forecasting for renewals and new projects.

An autonomous trigger is used.

Microsoft

Industry

Department



Tool:

Licensing:

Scenario

Description: Complex, regulated processes with high volume and extensive documentation, where buyers must make decisions based on multidimensional data.

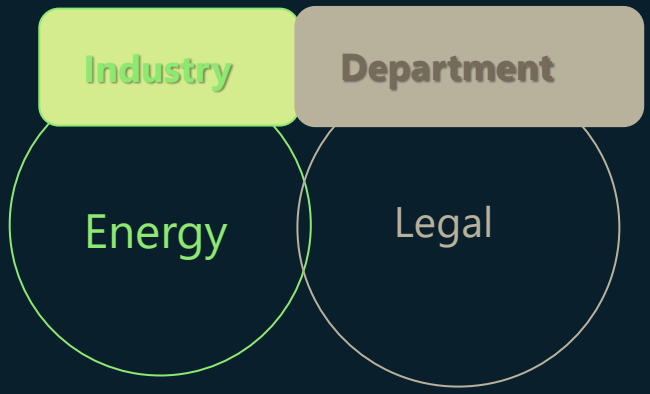
Objective: Digitize and automate low-value activities to increase productivity and governance throughout the entire Procure-to-Pay cycle.

Procurement Intelligence Agent

Description:
M365 Copilot agent that analyzes procurement data (Excel exports, supplier portal), detects anomalies or inconsistencies (prices outside thresholds, delays, errors in GM, mismatches between orders and contracts), proposes corrective actions, and guides buyers through the engagement process (workflow governed by internal policy).
The agent can access a knowledge base of policies, bidding rules, framework contracts, and send proactive notifications about critical issues.

Objective:
Up to 60% reduction in anomaly control time
Increased compliance with Procurement policies
Reduction of errors in the bidding process and supplier evaluation
Decision support for buyers and category managers
End-to-end automation via Copilot Studio

Microsoft



Tool:

Licensing:

Scenario

Description:
Generating content that includes a specific analysis.

Objective:
Create a reference with simplicity and immediacy
from scratch.

Internal policies analyst

Description:
The agent gathers information from online searches and internal analysis of company policies. It then automatically compiles this information into a structured report, which is useful for internal audit reviews and recommendations.
Objective:
Reduce the time required to create internal policy analysis reports and improve the accuracy and completeness of the information collected.

"Compile a report that includes information from online research and internal analysis of company policies."

Microsoft

Industry

Department

Energy

Sales

Tool:

Licensing:

Scenario B2C

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

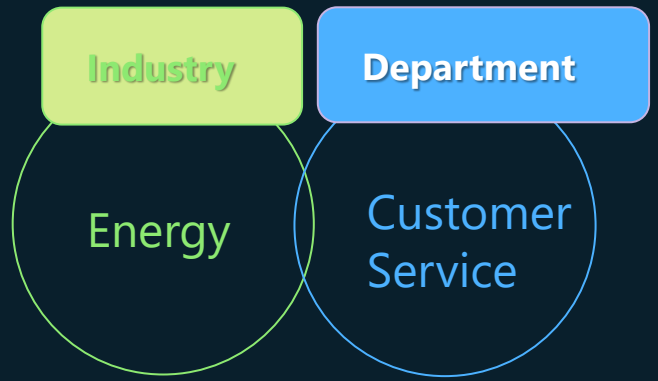
Energy Consultant

Description:
The agent allowsa customer to know about new offers available for gas/electricity, request a change in the committed power of the meter, communicate the self-reading, IBAN, etc.

Objective:
Improve the customer experience within the reserved area, and increase sales opportunities by personalizing proposals.

"I bought new appliances and I need to increase the power of the meter. What offers are available?»

Microsoft



Tool:

Licensing:

Autonomous

Scenario

Description:
Continuous monitoring of energy consumption data to detect abnormal usage patterns in real time.

Objective:
Improve customer experience by proactively identifying and communicating anomalies in meter readings.

Metering Guard Agent

Description:
The agent monitors meter readings for each customer and compares them to historical consumption patterns. If a significant deviation is detected, the agent automatically notifies the customer via email, highlights the anomaly, and provides options or recommendations.

Objective:
Improve customer satisfaction through an increased transparency and responsiveness in customer communications while reducing support tickets related to billing errors or unexpected consumption.

"Monitor meter readings and, if a significant deviation from previous periods is detected, send an email to the customer with an alert and possible explanations or next steps."

June 2025

Microsoft

Industry | Department

Energy | Marketing & comms, media

Tool:

Licensing:

Press Review Search Agent

Description:
The agent allows users to query the press review content using natural language. Since the press review is distributed in image-based PDFs, the system uses OCR to extract text from images. Users can then search the content and receive summaries or insights. The solution could also integrate a stream that supplies only the raw article text (to improve processing).
Objective:
Streamline press monitoring activities, reduce manual work, and deliver timely, relevant insights to personnel.

Scenario

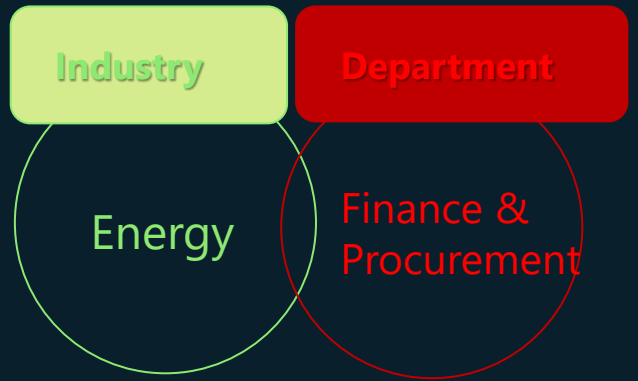
Description:
Basic verification of the presence of required regulatory references within official documents.

Objective:
Ensure that all relevant legal norms are explicitly mentioned in the document as required by internal procedures.

"Search for all news related to public sector digital transformation in today's press review and summarize the key points."

June 2025

Microsoft



Tool:

Licensing:

Autonomous

Scenario

Description:
Web-based validation of supplier integrity through autonomous information retrieval focused on legal and reputational risks.
Objective:
Reduce exposure to supply chain risks by proactively monitoring vendors' involvement in legal proceedings or illicit activities.

Supplier Integrity Risk Checker

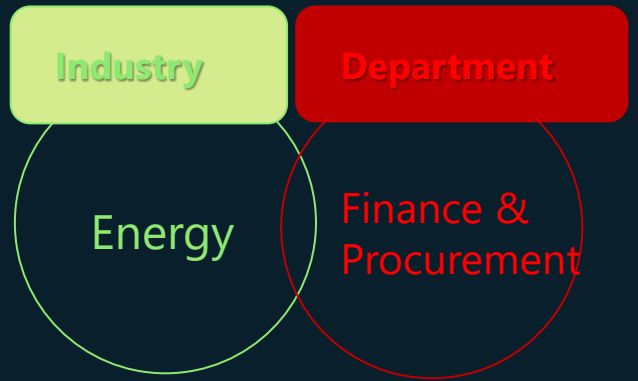
Description:
The agent autonomously scans web sources to retrieve information about suppliers and stakeholders in the control chain, checking for involvement in legal or illicit proceedings. It uses a glossary of predefined keywords (e.g., from a PDF) to guide the search. When triggered, the agent compiles findings, flags potential reputational risks, and generates a concise report for procurement officers.

Objective:
Strengthen vendor due diligence and improve procurement compliance by automating reputational and legal background checks.

"When the monthly Power BI dashboard is updated, extract the standard five KPIs, retrieve the recipient list from Excel, and send a templated email with the KPIs to each area lead."

July 2025

Microsoft



Tool:

Licensing:

Autonomous

Scenario

Description:
Automated monitoring and communication system for supplier qualification updates and documentation requests.

Objective:
Ensure compliance and supplier readiness by automating the retrieval of verification data and sending follow-up emails for incomplete or expiring documentation.

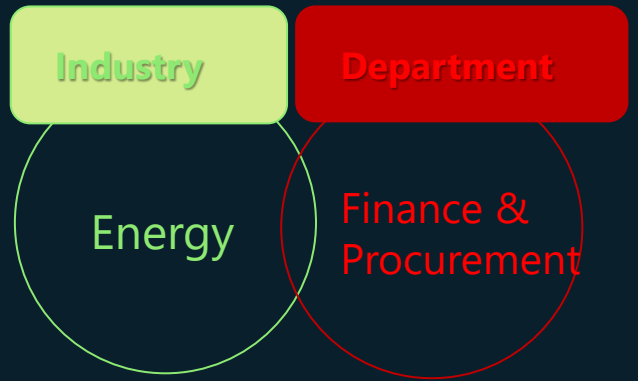
Supplier Qualification Follow-up Agent

Description:
An agent automatically performs biannual checks on supplier records using data sourced from Eni Space and OpenES. It identifies suppliers with missing or expiring documentation, such as qualification certificates or sustainability declarations. Once identified, the agent sends templated emails requesting the required updates. The integration with supplier management platforms ensures all interactions are tracked and that the latest documentation is collected in a timely manner.
Objective:
Reduce manual supplier follow-up efforts, improve qualification tracking, and enhance data completeness and audit readiness across the supplier base.

"Check supplier records for qualification or sustainability documents due to expire. Identify missing items, retrieve recipient contacts, and send follow-up emails with update requests."

July 2025

Microsoft



Tool:

Licensing:

Autonomous

Scenario

Description:
Automation of the supplier scouting process based on predefined search criteria from both external sources (web) and internal repositories (e.g. VMS).

Objective:
Speed up the identification and evaluation of new suppliers by retrieving relevant data and automatically structuring it for human decision-making

Autonomous Market Scouting Agent

Description:
An intelligent agent conducts supplier scouting by searching online platforms and internal company documents using keyword-based specifications. It retrieves data from external websites and internal systems such as the Vendor Management System (VMS), compiling results into a standardized Excel template. If some fields are missing during retrieval, the agent proactively generates and sends a follow-up questionnaire to the potential supplier. The data is continuously updated and structured for evaluation against predefined criteria.

Objective:
Streamline the supplier discovery process, reduce manual effort in sourcing, and improve the consistency and quality of vendor evaluation.

"Search for suppliers based on predefined keyword criteria from internal and external sources. Populate the standard Excel evaluation model and request missing data if needed via a follow-up form."

July 2025

Microsoft

Why azure?
Custom Multi-agent Orchestration + Operator Communication Tracking + Audio Transcription & Analysis

Industry | Department

Energy | Cross

Tool:

Licensing:

Scenario

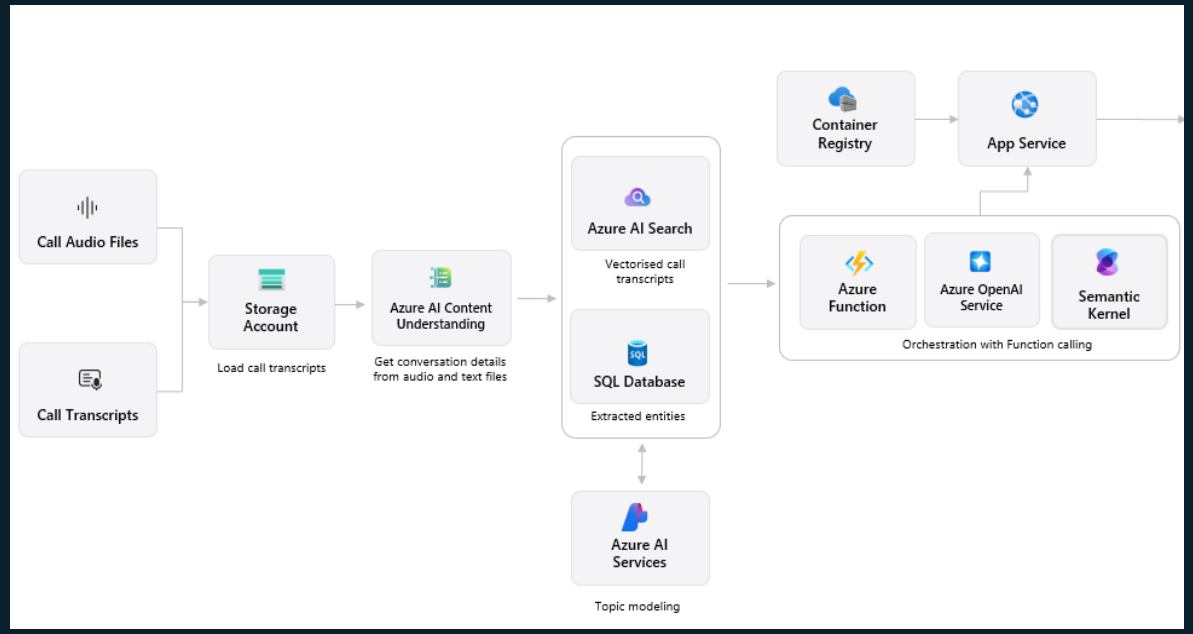
Description:
Transcription and analysis of communications between operators.

Objective:
Need to keep track of what the operator reports and extract relevant information.

Analysis of Audio Conversations

Description:
Using **Azure AI Services** (Speech Services/Content Understanding) for audio transcription, further refine extraction with the addition of **Azure OpenAI models and Semantic Kernel** orchestration frameworks.

Objective:
Make the information in audio files usable to create summaries, extract indicators, sentiment, etc. Enrich the extraction and make corrections with respect to the transcription by exploiting the capabilities of GenAI.



Microsoft

Why azure?
Upload and query 100+ long documents+Custom RAG

Industry | Department

Energy | Legal

Tool:

Licensing:

Scenario

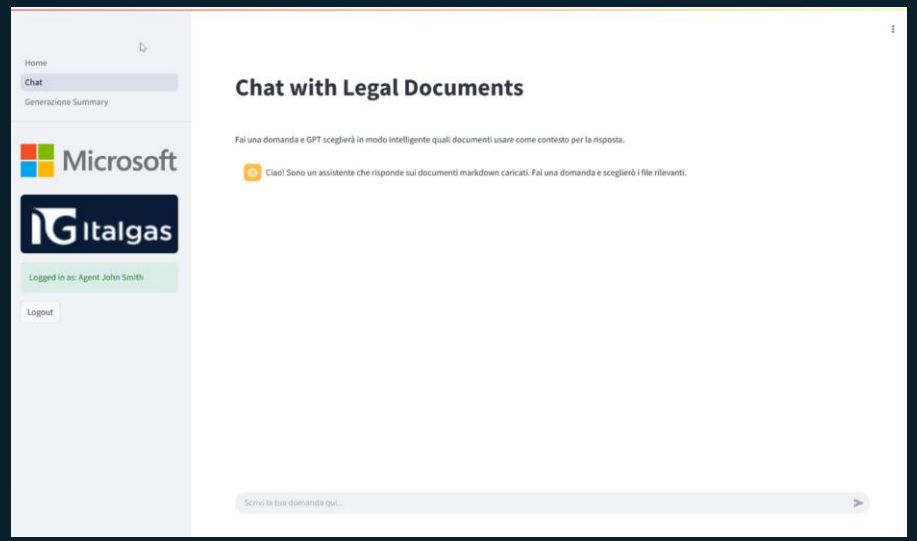
Description:
Autonomous document understanding and regulatory query answering using long-context LLMs

Objective:
Enable Legal teams to query and extract relevant information from long legal and regulatory documents, without manual reading or complex search.

Autonomous Compliance Assistant

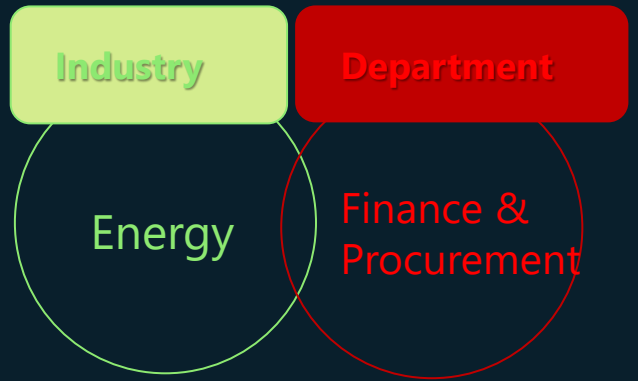
Description:
Users upload up to ~100 long documents (procedures, regulations, legal texts). The system creates a structured JSON index and provides precise answers by reading entire documents thanks to the 1 million token context window.

Objective:
Deliver an advanced RAG system without embeddings that enables deep reasoning and instant updates, improving effectiveness in compliance scenarios.



June 2025

Microsoft



Tool:

Licensing:

Scenario

Description:
Systematic comparison of external institutional methodologies or decision frameworks to support financial or regulatory assessment activities.

Objective:
Accelerate the identification of shared or divergent evaluation criteria between organizations, enabling more informed selections or benchmarking strategies

Comparative Credit Rating Methodologies agent

Description:
The agent supports IT and finance teams by analyzing and comparing the credit rating methodologies adopted by major agencies such as Moody's, S&P, Fitch, and DBRS Morningstar. It retrieves and processes relevant documentation and policies, extracts evaluation criteria, highlights differences and common elements, and generates a structured comparison matrix. The output assists internal stakeholders in understanding how each agency assesses creditworthiness and supports the identification of the most suitable rating partner.

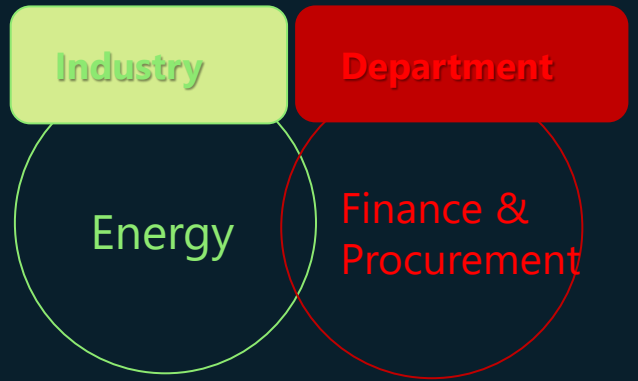
Objective:
Improve the transparency and efficiency of credit rating assessments by automating comparative analysis across agencies and supporting interdepartmental alignment.

.

"Analyze the credit rating methodologies of Moody's, S&P, Fitch, and DBRS Morningstar. Extract evaluation criteria, highlight key similarities and differences, and provide a summary table comparing their creditworthiness assessment approaches."

July 2025

Microsoft



Tool:

Licensing:

Scenario

Description:
Automated management of recurring reporting tasks based on the publication of updated dashboards and static report structures.

Objective:
Streamline the monthly distribution of KPIs by automatically detecting dashboard updates, extracting specific indicators, and sending templated emails to relevant stakeholders.

Automated KPI Distribution Agent

Description:
This agent monitors a Power BI dashboard for publication events and extracts a predefined set of five KPIs. Once the data is retrieved, the agent composes and sends an email to the designated contact for each area, using a consistent template and contact information from an Excel reference file. The agent ensures timely delivery of performance indicators without human intervention, enhancing efficiency and consistency in reporting.

Objective:
Reduce manual effort in recurring reporting workflows, ensure consistent KPI delivery to relevant recipients, and improve timeliness and accuracy in operational performance communication.

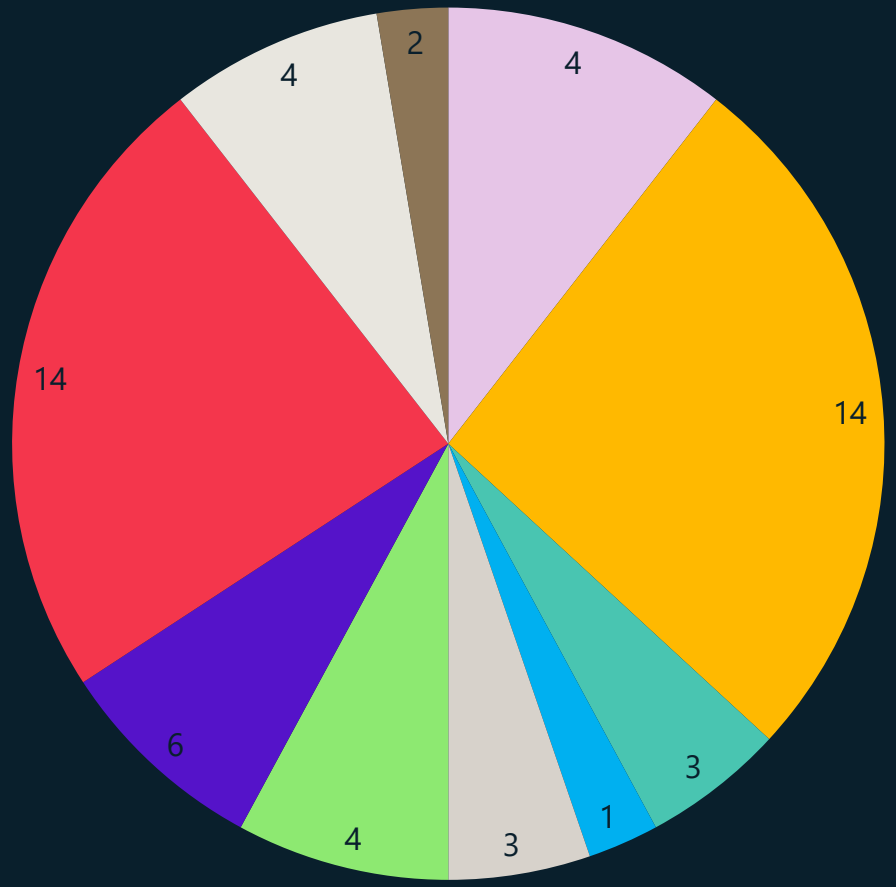
.

"When the monthly Power BI dashboard is updated, extract the standard five KPIs, retrieve the recipient list from Excel, and send a templated email with the KPIs to each area lead."

July 2025

M&R

Departements



Microsoft

Industry

Department

M&R

Operations

Tool:

Licensing:

Scenario

Description:
Search for information from internal
and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

Acceleration of the training phase on a machine

Description:
Simplification of the training phase of a worker in view of the use of a machine in a new site.

Objective:
Accelerate the recovery of material and useful sources so that the worker is ready to use the machinery on-site in the shortest possible time and minimizing the number of trips to the workplace.

"I have to learn how to use the ContosoMach machine. Provide useful references, courses, guides and materials to learn how to use this machine. Summarize the most important things to know in the table»

Microsoft

Industry

Department

M&R

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
International collaboration for the management and adaptation of product lists in multiple languages and alphabets, through digital tools and automation.

Objective:
Speed up and standardize the translation and localization of large volumes of textual data, reducing manual errors and operational time

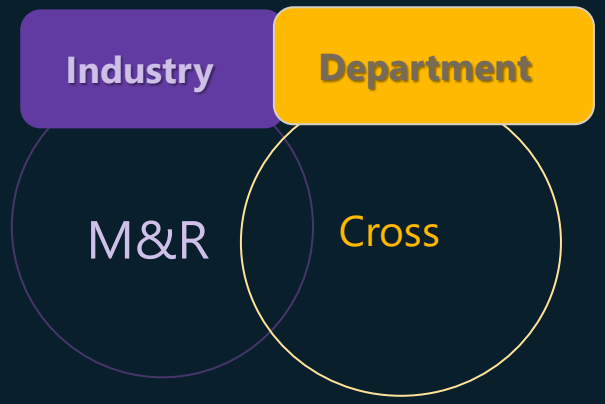
Translation automation via reference table

Description:
Manage and automate the translation of a list of product names.

Objective:
Build an automatic conversion logic based on a mapping structure, easily adaptable to different alphabets or linguistic rules.

"Create a mapping table that associates each character of the Latin alphabet (letters and numbers) with a specific character of another alphabet. Then use this table to build a formula that automatically translates all the names in the 'ProductName' column according to the established mapping."

Microsoft



Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

Definition and in-depth analysis of KPIs for a competitor company

Description:
Identify, select and investigate the main performance indicators (KPIs) necessary for the effective monitoring of a company (X). Financial, customer-oriented KPIs related to operational efficiency and employee performance must be covered.

Objective:
Get a clear and comprehensive overview of the KPIs that are crucial to evaluating business success. Understand how each KPI contributes to the business, how to interpret its results, and receive actionable recommendations to improve business performance.

"Act as an experienced business consultant in the cable, energy and telecommunications industries. Identify and elaborate the most relevant KPIs to monitor in these areas: financial, customer-oriented, operational efficiency and employee performance metrics. For each KPI, provide an explanation of its impact on business success, practical instructions on how to interpret it, and detailed strategies for improving it. Before proceeding, ask me some preliminary questions to gather specific information about the business, so as to provide an optimal result."

Microsoft

Industry

M&R

Department

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Search for information from internal
and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

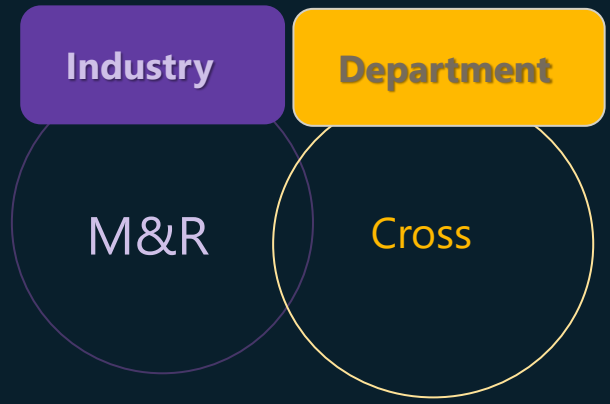
Creating a complete profile of the ideal customer

Description:
Create a detailed profile of the ideal customer, including demographic information (such as age, gender, profession), psychographic characteristics (interests, values, personality) and purchasing behavior (motivations, frequency, preferred methods).

Objective:
Clearly define the ideal target for the product or service, allowing personalized and targeted marketing strategies that lead to an increase in relevance, customer engagement and sales.

«Create a complete profile of my ideal customer for the product/service offered by my company. Include demographic information (age, gender, profession, income), psychographic information (interests, values, lifestyle, personality), and purchasing behavior information (motivations, frequency of purchase, preferred channels). Also provide concrete suggestions on how to use this information to identify and reach this type of customer more effectively."

Microsoft



Tool:

Licensing:

Scenario

Description:
Collection and analysis of strategic information relating to a business project starting from the transcription of periodic progress meetings.

Objective: To quickly obtain clear, organized and useful information to create a complete strategic-operational plan.

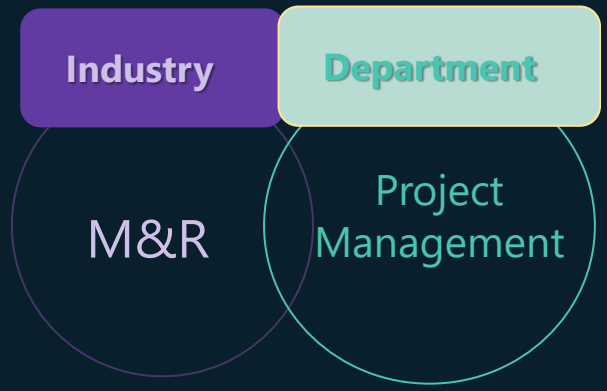
Gathering and developing strategic information from the meeting transcript document

Description:
Use a detailed transcript of a meeting to identify crucial information related to the ongoing business project. The project involves various internal teams, including engineers, developers, and change management teams, to expand into new markets, develop new features, and improve the user experience .

Objective:
Clearly define strategic and operational objectives starting from the transcript of meetings, identify and structure new features and actions necessary to manage change, improving internal collaboration and measuring results through at least 8 specific KPIs that evaluate effectiveness, productivity and satisfaction

"I have a detailed transcript of a recent periodic meeting related to a strategic business project. Extract key information from the document, identifying strategic objectives, new features discussed, planned change management actions, and proposed KPIs.»

Microsoft



Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

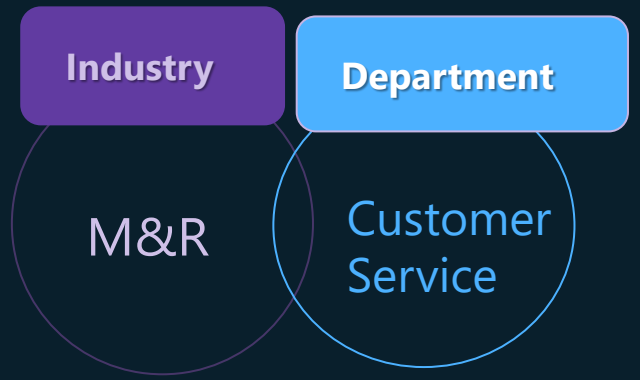
Creation of periodic update emails on the project

Description:
Automatically create an update email to be sent periodically to all participants involved in a company project. The email must clearly and concisely summarize the salient points that have recently emerged, the current progress and the activities planned in the short term, in an engaging and easy-to-read way.

Objective:
Ensure constant, effective and engaging communication to project participants, clearly summarizing the status of the work, the main deadlines and the next operational steps, possibly adapting the message to multiple languages.

"Using the information available on the company project, generate an email to be sent to the participants that summarizes the current status of the work, the most important deadlines and the next planned activities in a clear, concise and engaging way. Write the email in Italian, English and French, maintaining a professional, positive and engaging tone."

Microsoft



Tool:

Licensing:

Scenario

Description:
Choose the right tone to use within a document or email.

Objective:
Maximize the effectiveness of your communication based on the recipient of the content.

Effective response to a customer complaint received via email

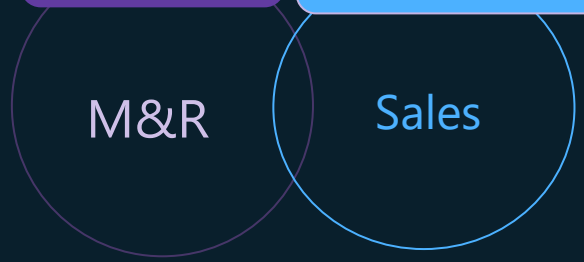
Description:
To manage in an empathetic and effective way the email communication related to a specific complaint received from a customer who complains that they have not received a response from customer service after a long period of waiting.
Objective:
Respond promptly to the customer's complaint, demonstrate attention and understanding towards their negative experience, offer sincere apologies and propose concrete solutions to regain trust and resolve the situation quickly and effectively.

"A customer emailed us complaining, 'I waited on the line for 30 minutes and didn't hear back from customer service.' Write an effective email response to the complaint, showing empathy and professionalism. Include a sincere apology for the inconvenience, a brief explanation of the reason for the wait, and most importantly offer a concrete and timely solution to resolve the situation immediately and regain customer satisfaction."

Microsoft

Industry

Department



Tool:

Licensing:

Scenario

Description:
Copilot consolidates sales data from SAP and Salesforce in Excel and the analysis continues using pivot tables, graphs and insights to obtain an up to date and detaild view of sales trends.

Objective:
Optimize sales information management, reducing manual work and increasing data reliability.

Post-Sales – Order Reporting and Summary

Description:
Use M365 Copilot in Teams to verify data accuracy and get suggestions for improvements and then for data production and correction/Open Excel and use the “Clean” function.
Alternatevely, it is possible to use Analyst to generate reports and graphs.

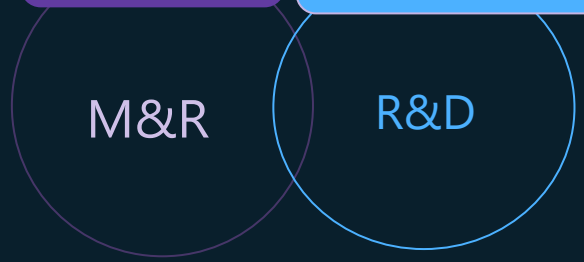
Objective:
Obtain more reliable and easily analyzable data along with rapid identification of trends and reduction of manual errors.

Can you generate relevant graphs and identify trends from this data?

Microsoft

Industry

Department



Tool:

Licensing:

Scenario

Description:
Engineers extract technical data manually from PDF/Word into Excel checklists. The process is slow and error-prone.

Objective:
Speed up technical data extraction and ensure validation accuracy.

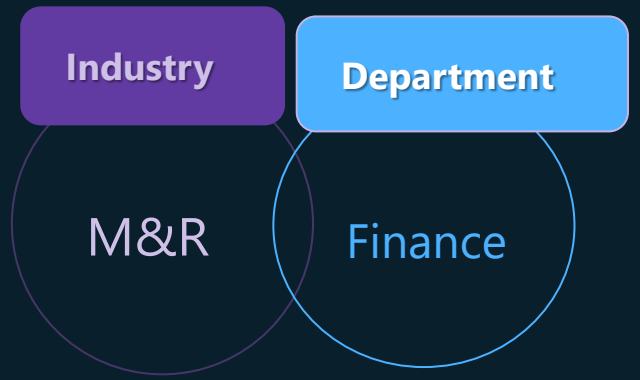
Data extraction and validation from documents

Description:
Copilot reads documents, extracts all required technical values, populates the Excel checklist, and applies consistency checks..

Objective:
Deliver validated, standardized, and audit-ready technical checklists.

"Extract all required technical values from this PDF and fill the Excel checklist, applying validation rules for units, formats, and ranges."

Microsoft



Tool:

Licensing:

Scenario

Description:
Finance teams need to cross-check multiple sources (Excel, Hyperion, local DBs). To guarantee balance consistency and coherence, Manual comparison is time-consuming and error-prone.

Objective:
Ensure high data consistency and quality in consolidation.

Finance Data Control & Reporting

Description:
Copilot automatically compares datasets, highlights discrepancies, and produces summary variance reports.

Objective:
Reduce financial errors and accelerate review cycles.

"Compare these Excel files and Hyperion extract, highlight mismatches by account and period, and generate a summary report."

Microsoft

Industry

Department

M&R

Supply Chain

Tool:

Licensing:

Scenario

Description:
Supply chain data is spread across multiple Excel tables with inconsistent structures. Manual merging is slow and requires repetitive activities (copy/paste, cleaning, normalization).

Objective:
Reduce consolidation time and improve data consistency for faster decision-making.

Supply Chain Data Merging & Consolidation

Description:
M365 Copilot unifies Excel tables by: analyzing column structures, merging data across files, cleaning and standardizing formats, generating pivots, dashboards, and summary views.

Objective:
Provide a reliable, unified, always-updated supply chain dataset.

"Merge all tables from these Excel files, keep key columns (code, quantity, date), normalize formats, and create a consolidated summary with charts."

Microsoft

Industry

Department

M&R

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Procurement teams handle multiple contract versions in Word/PDF. Manual comparison is slow and error-prone.

Objective:
Increase clarity, reduce risks, quickly identify critical changes and ensure full traceability of contractual changes.

Contract Version Comparison

Description:
A retrieval Sharepoint agent points at a SP site with all versions and Copilot:
-compares documents automatically,
-highlights changes in clauses/prices/T&Cs,
-generates change reports with section citations and impacts;
-manages filing and versioning in SharePoint.

Objective:
Accelerate contract review cycles and improve legal governance.

"Compare these contract versions, highlight all differences by clause, and produce a summarized change log with impacts."

Microsoft

Industry

Department

M&R

Operations

Tool:

Licensing:

Scenario

Description:
Machine downtime is recorded manually in Excel/SQL, leading to inconsistencies and delays in maintenance reporting.

Objective:
Standardize data collection and accelerate reporting to support maintenance actions.

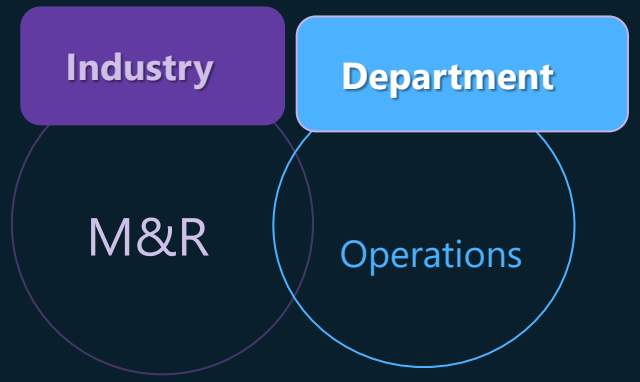
Machine Downtime Report

Description:
Copilot analyzes downtime data weekly,generates reports and charts,identifies recurring issues,prepares summaries for management meetings.

Objective:
Improve reliability of maintenance KPIs and speed up decision-making.

"Analyze this downtime dataset, identify top causes, and generate a report with charts and improvement recommendations."

Microsoft



Tool:

Licensing:

Scenario

Description:
Engineers must analyze technical specification sheets and correlate detailed product characteristics with economic data contained in Excel documents. This requires extensive manual extraction of technical variables and a labor-intensive matching process with cost data.

Objective:
To automate the extraction of relevant technical parameters and generate correlations between product specifications and pricing to support engineering and procurement decisions.

Trend Analytics EVO

Description:
The agent analyzes a document base containing technical specifications, extracts the most relevant variables, and cross-references them with economic data in Excel. It identifies technical components, retrieves their associated costs, and computes how variations in specifications influence price. Results are returned in clear interpretative text.

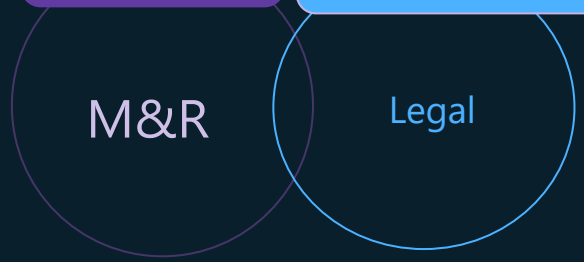
Objective:
To provide rapid, data-driven insights that reveal the economic impact of technical choices, reducing manual effort and enabling optimized cost evaluations.

Extract all technical variables from the available documents and correlate each one with its corresponding price data, explaining how cost varies based on specification changes.

Microsoft

Industry

Department



Tool:

Licensing:

Scenario

Description:
The Legal team must identify/search patents technical material and documents inside a large SharePoint library. Manual searches are slow and incomplete and typically require engagement from multiple offices.

Objective:
Speed up search time and improve information accuracy.

Data retrieval on Sharepoint files library

Description:
M365 Copilot performs targeted searches across the SharePoint library, retrieving: abstracts, titles, inventors, dates, links to files.
Optionally, it suggests comparisons with public databases such as Espacenet through Researcher.
Then Copilot generates a summary ready to be shared via email, chat or report.

Objective:
Provide fast, reliable access to critical patent information.

"Search the SharePoint library for all patents related to 'high voltage compounds', list title, inventors, abstract, filing date, and compare with Espacenet."

Microsoft

Industry

Department

M&R

Project Management

Tool:

Licensing:

Scenario

Description:
When a project issue arises, the Contract Manager must prepare a formal Letter of Concern using contractual references and internal notes. The process is manual and time-consuming.

Objective:
Standardize and accelerate the creation of formal project communications.

Automatic generation of "Letter of Concern"

Description:
Copilot Agent collects key case information via guided prompts, fills the Letter of Concern template auto-filling contractual references. Then, document is routed for approval/signature.

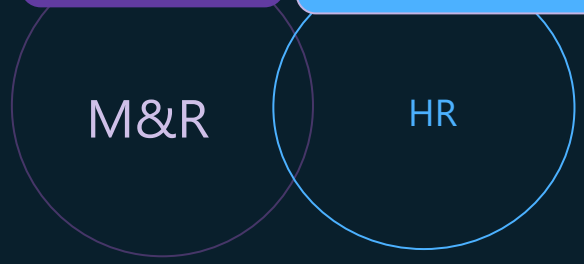
Objective:
Generate standardized, compliant, and audit-ready letters in minutes.

"Generate a Letter of Concern based on the case data, include contractual references, and maintain formal project communication style."

Microsoft

Industry

Department



Tool:

Licensing:

Scenario

Description:
HR policies (approx. 30 pages) require tone standardization and clear traceability of edits. Copilot does not apply full-document tracked changes natively.

Objective:
Improve stylistic consistency and strengthen revision governance.

Policy rewriting with tracked diffs

Description:
Copilot rewrites the policy in a formal and consistent style and outputs a clean version with improved tone and terminology. Then Word's "Compare" feature is used to track changes between the versions and the revised document is routed for approval.

Objective:
Deliver a professional, uniform, and traceable policy revision.

"Rewrite this entire policy in a formal tone and third person, ensuring consistency, then prepare it for version comparison."

Microsoft

Industry

Department

M&R

Operations

Tool:

Licensing:

Scenario

Description:
The Quality team prepares 8D reports for customer complaints. Manual drafting is inconsistent and time-consuming.

Objective:
Ensure clarity, consistency, and quality across all 8D reports.

8D Report Writing

Description:
Copilot drafts D1–D8 sections, improves tone and structure, supports root cause refinement, generates summaries for stakeholders.

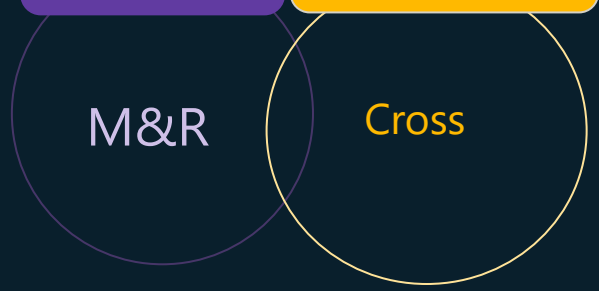
Objective:
Produce higher-quality, audit-ready 8D reports with fewer revisions.

"Draft the D1–D8 sections of this 8D report, maintain formal tone, separate likely vs confirmed causes, and propose required evidence."

Microsoft

Industry

Department



Tool:

Licensing:

Scenario

Description:
Need to find the best slot based on everyone's agendas in natural language.

Objective:
Discover and book meeting + room directly from everyone's availability.

Book a room based on your colleagues' availability

Description:
An agent in Microsoft 365 Copilot allows you to respond to us and indicate the availability of people and rooms for a more effective and faster booking.

"Book me a room when we are available in this chat based on our agendas, for next week.»

Industry

Department

M&R

Legal

Tool:

Licensing:

Scenario

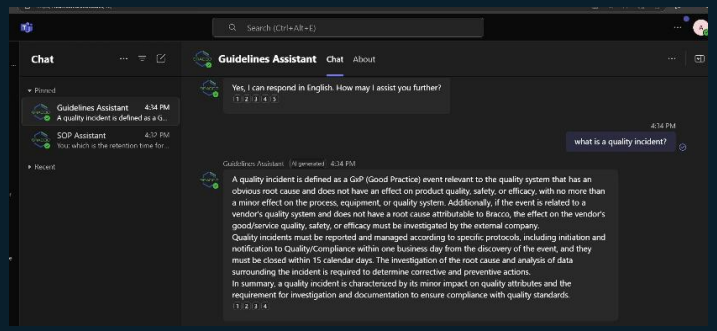
Description
Employees must consult complex policies and regulatory guidelines (e.g., GMP, SOP) contained in extensive, technical documents that are often difficult to navigate.

Objective:
Provide fast and accurate access to critical definitions, standard operating procedures, and quality guidelines directly via chat.

Guidelines Assistant

Description:
An agent who provides explanations and references from company guidelines to help teams meet quality, safety, and compliance standards.

Objective:
Reduce errors and speed up understanding of critical operating rules in your daily workflow.



"Look up the official definition of 'quality incident' in company policy documents and provide a concise explanation that complies with regulatory standards."

June 2025

Microsoft

Industry

Department

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Create a Ppt Presentation on Corporate Financial Performance

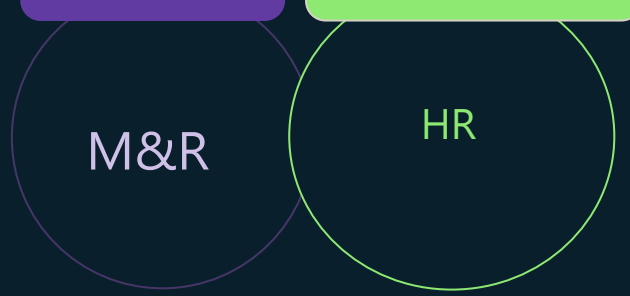
Description:
Create a structured and effective presentation that illustrates the company's financial performance over the past year. The presentation should highlight quarterly revenue trends, profit margins by product category, and expense comparisons, using graphs and tables to visually represent the data and help identify meaningful patterns.

Objective:
Create clear, well-organized, and visually effective slides that allow the finance team to quickly understand economic dynamics, identify opportunities for improvement, and make strategic decisions based on action.

"Create a presentation about our company's financial performance for the last fiscal year. Include slides with key metrics such as quarterly revenue performance, profit margins by product category, and a comparative analysis of expenses. Use charts and tables to visually represent the data and highlight the most relevant trends to facilitate the finance team's decision-making."

Industry

Department



Tool:

Licensing:

Scenario

Description
Employees struggle to find the HR information they need quickly. This generates repetitive tickets and load on the HR team.
Objective:
Provide fast and accurate access to critical definitions, standard operating procedures, and quality guidelines directly via chat.

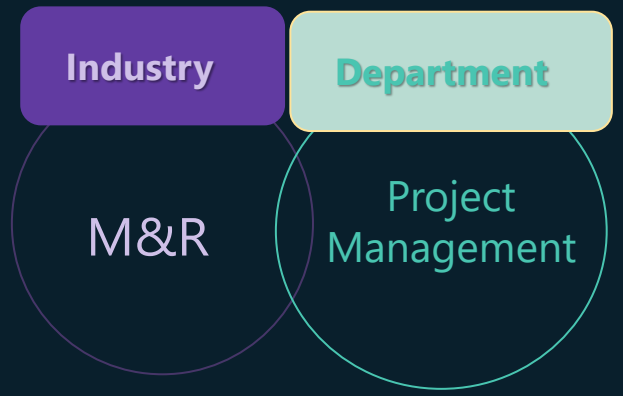
HRBuddy Agent

Description:
Agents integrated into Teams who interact with the employee to solve the information need or, if necessary, create and manage a ticket with the data already pre-filled.
Objective:
Reduce interaction time and operational burden for HR, improving the employee experience

"Retrieve the HR information requested by the user based on the knowledge base, and if not enough, collect the details needed to create a pre-filled ticket for the HR team."

June 2025

Microsoft



Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

Creating emails in different languages and different specific recipients

Description:
Use Copilot in Outlook to generate emails in different languages, addressed to specific recipients. The content of the emails should refer to one or more documents, including the relevant information depending on the level of detail required. The email can be short or long, with a formal, informal, or direct tone, depending on the professional context.
Objective:
Write clear, consistent and linguistically correct emails, which include personalized and contextualized information with respect to the shared document and the recipient, improving the efficiency and effectiveness of multilingual communication.

"Write an email in [language] to [person], including the [define what information based on the level of detail] information in this document/[document]. The email should be [long/short] and use a [formal/informal/direct] tone."

Microsoft

Industry

Department

M&R

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Preparing a New Price Reduction Proposal for Suppliers

Description:
Create a table for each vendor listed in an email, import the data into Excel, and format it correctly.

Objective:
Save time in the process of reviewing and formatting the information received, making it easy to generate standardized and accurate price proposals in European currency.

"Create a table for each vendor listed in an email. Import the result into Excel and format it as a table. Change the values in the column from **$$ to €€**, applying a specific multiplier (0.983245) to get the correct value in euros»

Microsoft

Industry

Department

M&R

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate information retrieval and operations on business systems

Specialist Agent Experienced in RFP Analysis

Description:
Conduct a thorough review of business operations and processes to clearly identify bottlenecks, inefficiencies, and waste. Suggest precise and practical operational strategies to solve these problems and improve business performance.

Objective:
Compare technical offerings in order to determine which proposal provides the most accurate diagnosis of operational issues and the most effective strategies to increase efficiency. The analysis must highlight the contribution of each offer in terms of productivity, cost and time reduction, and optimization of resource management.

PROMPT1:
"Asan automotive procurement expert, we have to produce comparisons of commercial offers, against a document of technical requirements. Please review the following technical specification document of the project documento.pdf we will use these specifications to verify adherence to the requirements indicated, compared to the offers produced by the suppliers. In the following prompts I will provide you with the offer documents. Tell me ok if you understand.
.»

PROMPT 2.3
This is the first offer proposta.pdf, build a table comparing the requirement indicated in the technical document and the supplier's proposal, add a graphic indication (a traffic light) to indicate if the requirement is completely, partially, unmapped. Add a paragraph with the details of the economic proposal.»

PROMPT Final
Now compare the two economic proposals, express a technical-economic judgment. For the technical judgment, build a grid that considers the quality of the technical answer provided, with respect to the requirement, giving a grade from 1 to 5 where 1 indicates a very incomplete answer and 5 an answer that perfectly adheres to the requirement. For the economic part, compare the economic proposals of the two suppliers. Make a first recommendation between the two offers.

Microsoft

Industry

Department

M&R

Sales

Tool:

Licensing:

Scenario

Description:
The finance team often manages complex sales offer cycles that must take into account customer requirements from different inputs.

Objective:
Reduce manual workload and accelerate offer turnaround roundtime

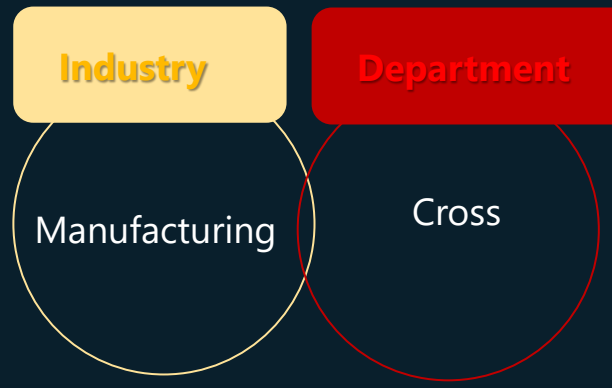
Sales Offer Draft Assistant

Description:
An autonomous agent able to draft a sales offer draft on the basis of the information and requirements gathered by the customer through a proper form.

Objective:
Improve accuract and compliance, ensure alignment with customer needs and enablement of data-driven dynamic decision making.

Autonomous trigger

Microsoft



Tool:

Licensing:

Scenario

Description: The company wants to accelerate Copilot agent adoption, but ideas for valuable use cases are often scattered across departments, informal, or difficult to collect and prioritize in a structured way.

Objective:

- Capture Copilot agent use case ideas from multiple departments in a consistent way
- Reduce friction and manual effort in collecting innovation proposals
- Enable faster identification of high-value and reusable Copilot agent scenarios
- Support Agentathon preparation with a curated and structured backlog of ideas

Use Case Name: Ideas for Agent-a-thon

Description:
The *Ideas for Agentathon* agent is a Copilot Studio agent designed to systematically collect, structure, and govern Copilot agent use case ideas coming from different business departments.
adoption programs.

Objective:
By combining SharePoint for centralized governance and Outlook for user feedback, the agent enables a scalable and auditable approach to collecting Copilot agent ideas, supporting Agentathon initiatives, hackathons, and Cop

Through a guided conversational flow, the agent gathers key information from users such as business context, department, problem description, recurring activities, data sources involved, and expected outcomes.
All submitted information is automatically saved using a **SharePoint connector**, creating a centralized and structured repository of use case ideas. This ensures full visibility for IT administrators and innovation team, who can easily review, filter, and prioritize submitted ideas across the organization.
In parallel, the agent leverages an **Outlook connector** to automatically send a confirmation email to the user who submitted the idea. The email includes a structured recap of all the information provided.

Microsoft

Industry

Department

Manufacturing

Cross

Tool:

Licensing:

Scenario

Description:
The adoption of Copilot and enterprise AI solutions is growing, but information about features, limitations, usage policies, and data security is often scattered across multiple materials and difficult to access—especially for new hires or employees who did not attend the initial training sessions.

Objective:
Provide continuous and reliable support on Copilot and AI policies.
Increase user autonomy and security when using A.
Accelerate onboarding and conscious adoption of Copilot

Use Case Name: AI Tutor

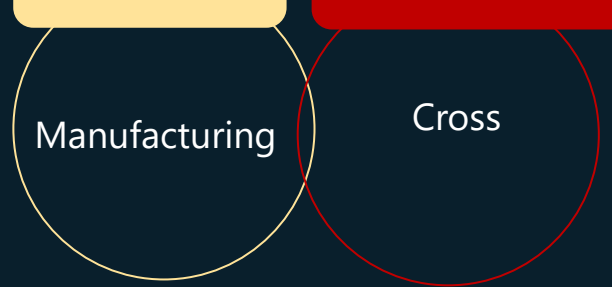
Description:
The AI Tutor Chatbot is a Copilot agent that serves as a single point of reference for training and support on Copilot and enterprise AI. The agent answers employees' questions using official documentation (recordings, slides, guides, FAQs stored in SharePoint), offers guided learning paths for new hires, and assists users in performing hands-on exercises directly within the chat (for example, using Copilot in Outlook, Teams, and Excel).

Objective:
- Greater autonomy and confidence in using Copilot, even for employees joining the company after live sessions
- Conscious adoption of AI, aligned with internal policies

Microsoft

Industry

Department



Tool:

Licensing:

Scenario

Description:
Employees spend a significant amount of time managing their calendars, tasks, and retrieving information from meetings. Personal organization activities are fragmented across Outlook, Teams, meeting transcripts, and to-do lists, negatively impacting focus and daily effectiveness.

Objective:
Reduce time spent on organizational activities. Improve information retrieval and meeting follow-ups. Increase productivity, focus, and personal effectiveness.

Use Case Name: Personal Assistant

Description:
The Personal Assistant is a Copilot agent that assists employees in the operational management of their daily work. The agent provides automatic meeting summaries, manages to-do lists and reminders, retrieves information from past meeting transcripts, and supports meeting organization by identifying available time slots in Outlook. Interaction occurs conversationally through Microsoft Copilot Chat.

Objective:
- Improvement in personal work organization
- Increased speed in retrieving information and tasks to be completed as expressed during meetings

Microsoft

Industry

Department

Manufacturing

Cross

Tool:

Licensing:

Scenario

Description:
Within the procurement process, verifying the compliance of tender documentation against external regulations (e.g., Public Procurement Code) and internal policies is a complex, manual activity exposed to errors—especially in new tender procedures managed through P2P platforms.

Objective:
Reduce regulatory and compliance risks.
Improve the quality and consistency of tender documentation.
Support procurement processes with structured and traceable compliance checks.

Use Case Name: Document Regulatory Compliance

Description:
The Document Regulatory Compliance Support agent assists procurement teams during the verification of tender documentation. The agent analyzes tenders, specifications, and draft documents prepared by buyers, checking compliance against external regulations and internal policies, and provides a structured output highlighting inconsistencies or compliance issues. It also supports the preparation of draft responses to tender clarifications, subject to validation by the relevant functions.

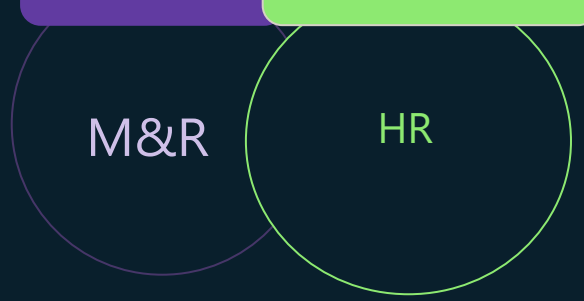
Objective:

- Standardize and automate compliance checks across Group procurement processes
- Increase traceability, auditability, and governance of tender documentation and decisions
- Accelerate tender clarification responses and reduce manual, expert-driven reviews
- Enable scalable procurement operations with continuous enrichment of regulatory knowledge

Microsoft

Industry

Department



Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Onboarding Buddy

Description:
Provide assistance to new hires by providing them with essential company resources to get started and explaining the company culture to them.

Objective:
Make the reception of new hires agile and effective.

"What mandatory training sessions do I need to complete in the first few weeks?"

Industry

Department

M&R

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

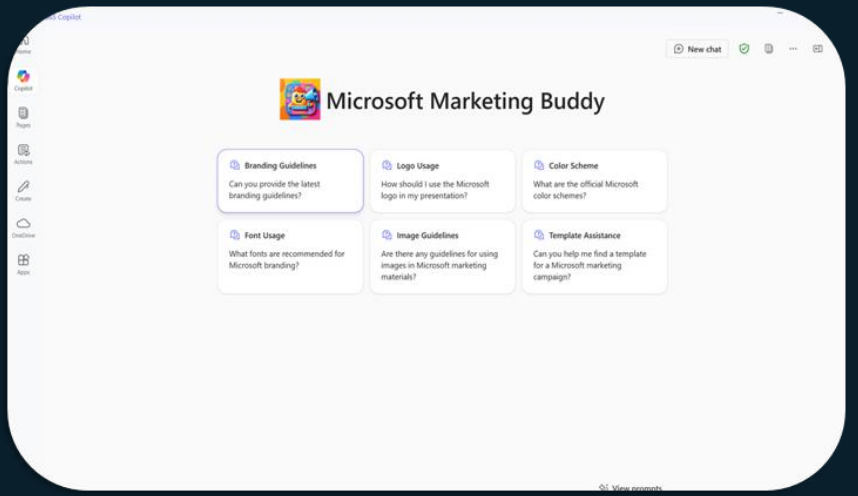
Objective:
Extract the most relevant information with respect to a specific area.

Microsoft Marketing Buddy

Description:
An AI assistant that retrieves up-to-date information from Microsoft Brand Central and SharePoint to answer questions about official guidelines, logos, colors, templates, and images.

Objective:
Offer automatic and real-time brand support to internal teams, reducing errors and search times.

"Retrieve the latest information about the branding guidelines from official Microsoft sources (Brand Central and SharePoint), and provide a concise and clear answer, always indicating the source used."



June 2025

Industry

Department

M&R

HR

Tool:

Licensing:

Scenario

Description:
Business users need to interact with HR teams for information, meetings, vacancies, or policies, but response times and channels are often slow and fragmented.

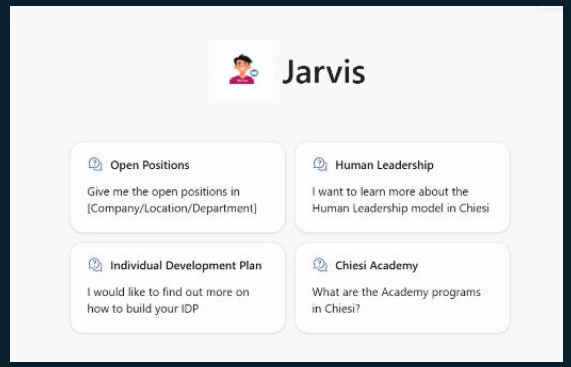
Objective:
Provide a single point of access for HR interactions through a conversational agent that is always available.

Jarvis – HR Agent Assistant

Description:
AI agent that supports employees in recurring HR tasks such as presentations, open vacancy search, meeting organization, policy and process questions

Objective:
Simplify interactions between employees and the HR function, reducing operational burden and increasing user satisfaction.

"Arrange a meeting between the emplouyee X and the most relevant available HR team, based on the content of the request and shared calendars."



June 2025

Microsoft

Industry

Department

M&R

Operations
Supply chain

Tool:

Licensing:

Autonomous

Scenario

Description:
Autonomous management of requests with continuous automation

Objective:
Automate the end-to-end process across all end-user request receiving points

Production plant inspection

Description:
Agent that supports the plant inspector to collect information on the health of the machinery, through conversational input or with the analysis of signals collected autonomously.

Objective:
Increase the operational efficiency of monitoring industrial plants, providing detailed information for full visibility on the health of the plant.

"Perform a full inspection of the production facility and detect any anomalies in the cooling system. Provide a detailed report with images and graphs of problem areas and suggest corrective actions»

Microsoft

Industry

Department

M&R

Operations
Supply chain

Tool:

Licensing:

Autonomous

Scenario

Description:
Real-time support and automation for the quality production process.

Objective:
Enhance inspection accuracy and efficiency by combining visual AI checks with guided manual verification steps.

Engine Quality Check Agent

Description:
The agent receives a photo of the engine, identifies the specific model, and automatically performs visual conformity checks (e.g., missing bolts, incorrect component placement). It then guides the operator through any required manual verifications (e.g., "Was the bolt tightened?") and assists with filling out the quality checklist. Voice interaction (via throat microphone) is supported for usability in noisy environments.

Objective:
Improve the reliability of quality control while reducing operator workload and ensuring compliance with inspection procedures.

"Given a photo of the engine, identify the model, detect any visible defects or missing parts, and guide the operator through the remaining manual checks and checklist completion. Support voice interaction."

June 2025

Microsoft

Industry

Department

M&R

Legal

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

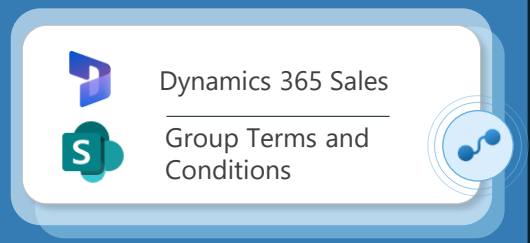
Checking thecontractual clauses of insurance policies

Description: Agent to support the insurance policy review team in the drafting process; checks whether the draft policies comply with the group terms and conditions.

Objective: To support legal teams in quickly managing the conformity assessment of policies and reduce the risks of issuing non-compliant policies.

"Retrieve the draft policy I drafted for Contoso. Are there any non-conformities with respect to the group guidelines?»

The agent handles the request with actions and information



Microsoft

Industry

Department

M&R,

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Agent for sustainable practices of an IT infrastructure

Description:
Identify sustainable practices and measures to support a proposed IT Department infrastructure improvement.

Objective:
Align the IT department's proposal with the company's environmental goals, thus increasing the chances of management approval thanks to a sustainable approach.

"Considering the document /ITImprovementPlan.docx, suggest for each item of the document a sustainable practice to be adopted so that the plan is in line with the company's sustainability objectives."

Microsoft

Industry

Department

M&R

Operations

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate information retrieval and operations on business systems

Specialist agent experienced in business process improvement.

Description:
Conduct a thorough review of business operations and processes to clearly identify bottlenecks, inefficiencies, and waste. Suggest precise and practical operational strategies to solve these problems and improve business performance.

Objective:
Understand in detail what are the main critical points, slowdowns and waste within current business activities. Propose concrete operational strategies and general opportunities for improvement, aimed at increasing productivity, reducing costs and time, and optimizing resource management.

"It examines the company's current operations to identify potential bottlenecks, inefficiencies and waste in different processes. Suggest specific operational strategies to solve the identified problems and present general opportunities for improvement. Before you start your analysis, ask me a few targeted questions to better understand the business context and offer more precise and relevant solutions."

Industry

Department

M&R

Operations

Tool:

Licensing:

Scenario

Description:
This scenario addresses the need for an efficient and personalized travel planning experience. Customers often require quick access to flight options, hotel bookings, and itinerary suggestions, which traditionally involves manual research and coordination. To solve this challenge, a multi-agent system is implemented to act as an autonomous Travel Agent, capable of handling complex travel requests seamlessly.

Objective:
The objective is to automate and optimize the travel planning process by leveraging multiple agents that collaborate to deliver comprehensive solutions. This system ensures customers receive accurate, tailored travel recommendations instantly. Operating 24/7, the Travel Agent enhances convenience, reduces planning time, and provides continuous support, improving customer satisfaction and freeing human resources for strategic tasks.

Travel Agent

Description:
The Travel Agent is an autonomous multi-agent system designed to manage all aspects of travel planning. It processes customer requests, coordinates with specialized agents (e.g., flight booking, hotel reservation, itinerary planning), and delivers a consolidated response. This eliminates manual intervention and ensures a smooth, personalized experience for the traveler.

Objective:
The Travel Agent aims to provide fast, reliable, and personalized travel assistance at any time. Its 24/7 availability guarantees uninterrupted service, enabling customers to plan trips efficiently without delays. The agent improves operational efficiency and customer satisfaction.

"Help me organize 3 days trip in London"

Microsoft

Industry

Department

M&R

Operations
Maintenance Field Services

Tool:

Licensing:

Scenario

Description:
Real-time generation of structured maintenance reports based on technician input, with proactive guidance and visualization capabilities.

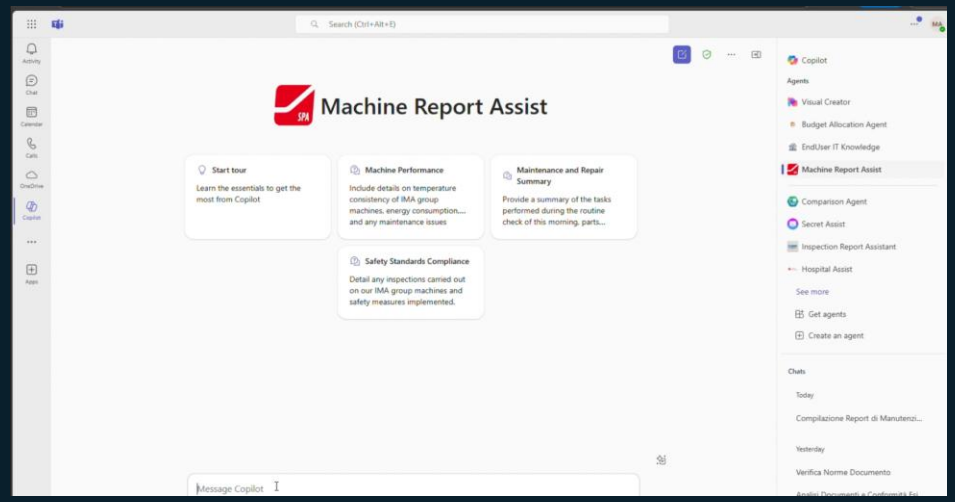
Objective:
Streamline maintenance reporting by automating data entry, prompting for missing fields, and generating a complete, exportable report document.

Interactive Maintenance Report Builder Agent

Description:
The agent assists field technicians or operators during or after a maintenance activity. It progressively builds a structured maintenance report by interpreting user input (free-text or form-based), fills in corresponding sections, and proactively asks for missing information. If the user requests visualizations, the agent can generate relevant charts and incorporate them into the report. At the end, it produces a formatted, deliverable file.

Objective:
Improve accuracy and completeness of maintenance documentation, reduce post-intervention reporting time, and enable richer data representation.

"Create a maintenance report based on the intervention description. Request any missing information, insert charts when asked, and generate a final deliverable file."



June 2025

Microsoft

Industry

Department

M&R

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
The **pursuit of efficiency** is crucial for creating corporate value and **Business Process Outsourcing (BPO)** has become a necessity for **large multinational companies** facing the **challenge of controlling governance** and **supplier management costs** in single processes.

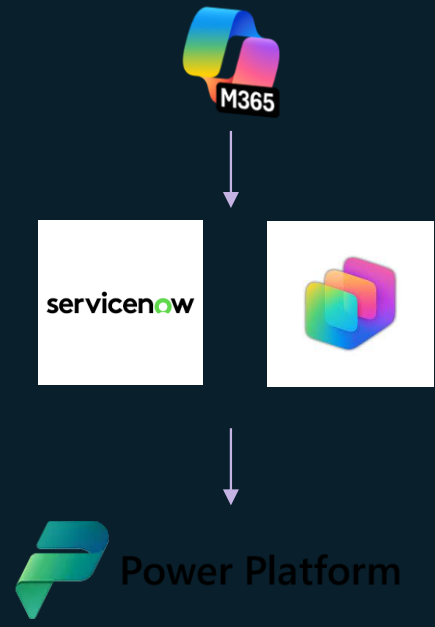
Objective:
Identify a scalable solution to automate the check of the effective supplier performances.

Service Performance Mate

Description:
The agent analyses supplier performance data from SharePoint documentation and ServiceNow data, verifies KPIs against contractual SLAs performing the proper check calculation behind the scenes, verifies the matching and automatically sends an email with the calculation summary along with the option to mark "agree/not agree" and add comments.

Objective:
Verify the alignment of supplier performance with servicenow data to guarantee consistency and compliance.

"Consider the file on your Sharepoint site and ServiceNow data and perform the supplier performance calculation."



Microsoft

Industry

Department

M&R (Pharma)

Sales

Tool:

Licensing:

Scenario

Description:
Crucial elements for production are: stock on plants, last forecast, sales on the specific market, planned orders for the geo area, governments incentives. The demand planning is fundamental for the business continuity

Objective:
Increas sales efficiency from the production to the logistic planning and sales depth.

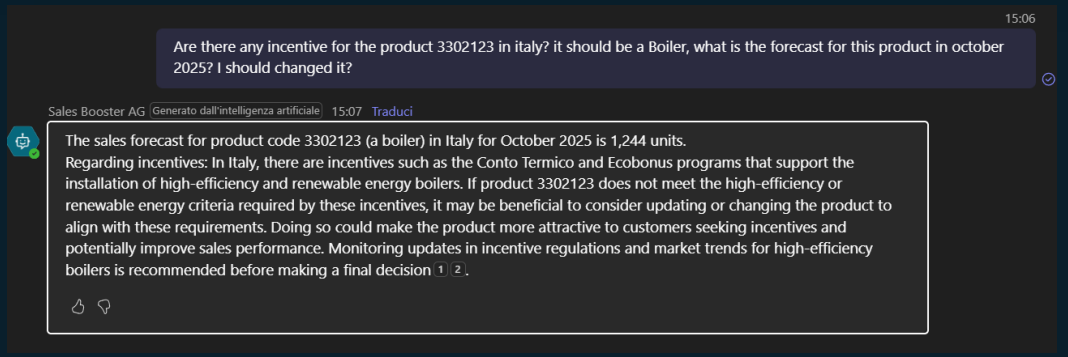
Sales Booster Agent

Description:
When there is a question about forecast, sales, budget and stock you can ask the data to LogisticDataAgent

This agent uses the file DB-Gerarchia 2.xlsx knoledge file to connect the family product code (FamilyProduct) with the family description (BL2_DS) selects regional market scan from public economic sites for incentives and marketing; selects sites and update previsioning from the result of the analysis; send a warning about products or market

Objective:
Simplify the validation process of the demand planning forecast to manager logistic strategy.

- Hi Booster! Can you tell me some incentive for in Italy for Electrical Storage Water Heaters?
- Hi Booster! For the Heat pumps domestic, what is the forecast for September 2025 for Italy



Microsoft

Industry: M&R

Department: IT

Tool:

Licensing:

Scenario

Description:

Crucial elements for production are: stock on plants, last forecast, sales on the specific market, planned orders for the geo area, governments incentives. The demand planning is fundamental for the business continuity

Objective:
Automating routine tasks to allow decision-makers focus on high-value activities, reducing processing time, cutting operational costs while boosting throughput and efficiency.

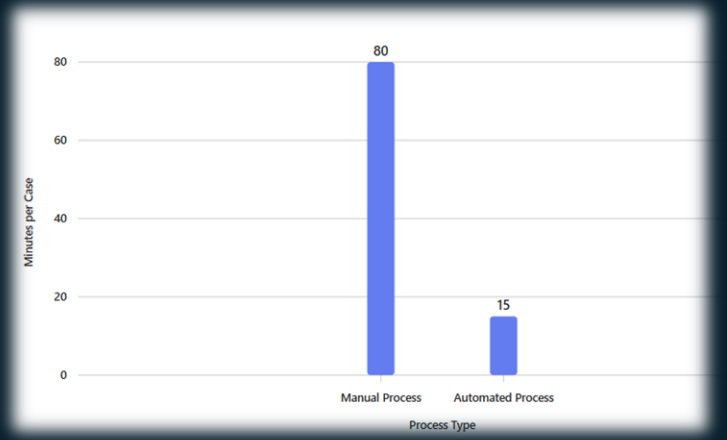
Decision Maker Agent

Description:
This agent is responsible for performing checks from a checklist. It receives input regarding a check to perform and some documents to perform it on.

It can recall specialized agents to perform subtasks according to a multi-agent orchestration.

Objective:
Reducing the time per case through an automated process which gives modular scalability and enhanced verification consistency across audits.

The IAF sector reported in the Application Review coincides with that of the Audit Report and is consistent with what is defined in ITT-SYS00-ALL-01?



PROCESS TYPE	TIME PER CASE (MINUTES)
Manual Process	80
Automated Process	15

Microsoft

Industry

Department

M&R,

Operations

Tool:

Licensing:

Why azure?
Custom frontend+ Use of OpenAI GPT-4o Realtime

Scenario

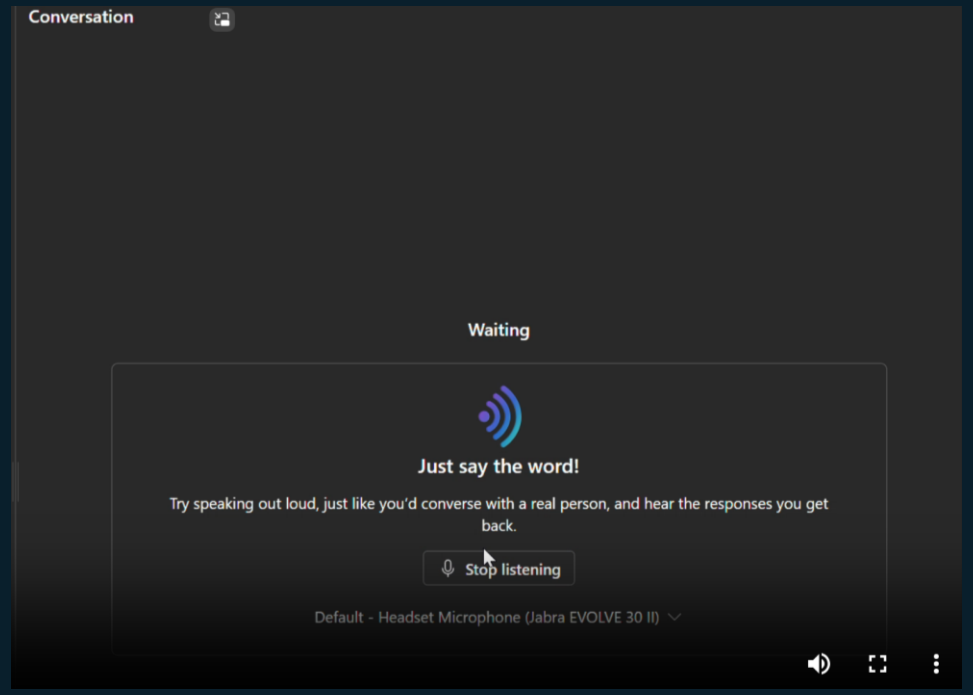
Description:
Multimodal support for machine maintenance

Objective:
Provide voice-based support to the maintenance technician, including related technical documentation

Voice-Assisted Maintenance

Description:
Advanced voice interaction (Azure OpenAI **GPT-4o Realtime**) to support operators. With integration with Azure AI Foundry and AI Search, agents can access real-time machine performance data and technical documents.

Objective:
Agents not only respond to operator requests, but suggest proactive actions based on real-time data analysis, improving fault diagnosis, reducing downtime, and optimizing predictive maintenance management.



Microsoft

Industry

Department

M&R

Cross

Tool:

Licensing:

Why azure?
Voice integration is supported only on Azure at current date

Scenario

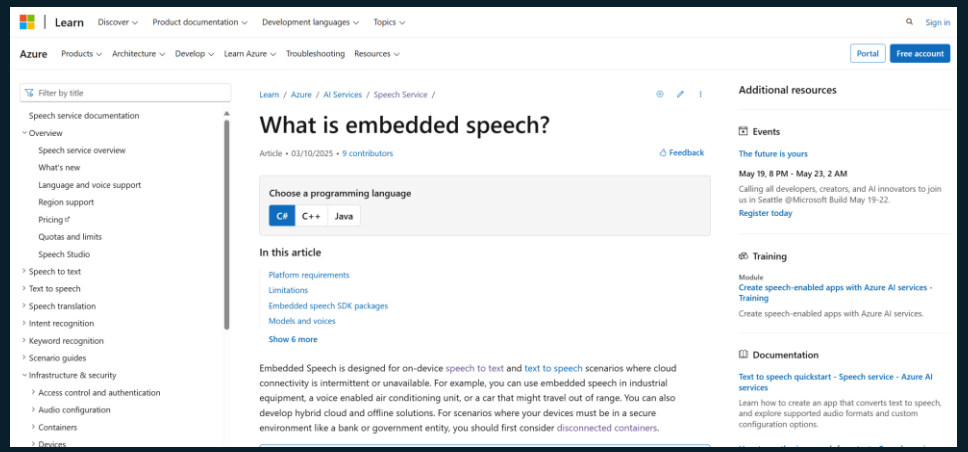
Description:
Use AI on devices with an unstable or no connection.

Objective:
Create innovative agents that can interact through the voice channel and operate entirely on on-edge devices.

On-edge Assistant

Description:
Developing an agent who answers questions or performs tasks through voice integration.

Objective:
Facilitate the operation of industrial operators, drivers and any category that operates in the absence of connection and carries out factory or driving activities.



Microsoft

Why azure?
Video integration is supported only on Azure at current date

Industry

Department

M&R

Cross

Tool:

Licensing:

Scenario

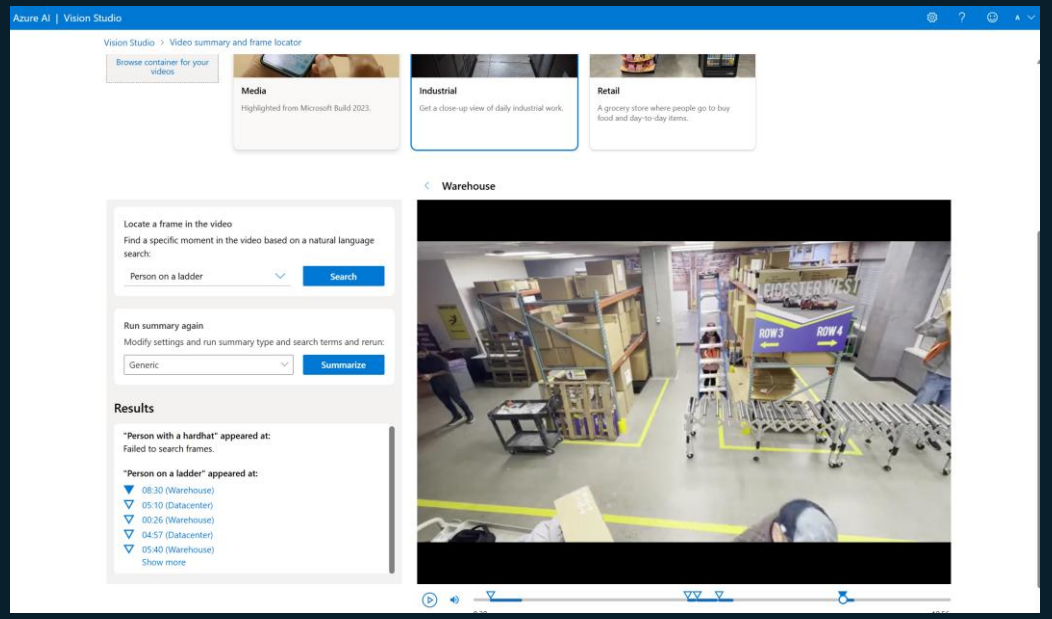
Description:
Advanced analysis of video streams in real time or batch.

Objective:
Improve the accuracy and efficiency of video stream analysis.

Video Analyzer

Description:
Generate a smart video summary in batch mode or search for events in a video through natural language.

Objective:
Generate a detailed analysis of a video containing the most relevant events based on the details requested by the user or quickly search for events in a large video.



Microsoft

Industria: M&R

Department: Operations

Tool:

Licensing:

Why azure?
Custom frontend+ Multiple Azure cognitive services handled

Scenario

Description:
Autonomous automation of data retrieval, extraction, validation, and conversion related to waybills and wagon manifests from multiple document sources.

Objective:
Improve data quality, accelerate processing times, and support more accurate operational decision-making through automation.

Automated Waybill and Shipping Document Processing

Description:
The system automates the end-to-end process: users select a date range to filter emails containing PDF and Excel attachments with waybills and wagon manifests. Attachments are converted to images and analyzed with AI models (GPT-4 Vision, Azure AI Vision). Extracted data is cleaned, compared with reliable external XML data (Orfeus), validated through fuzzy matching of client codes, associated with service requests, and finally exported into a formatted Excel file compatible with Mercitalia systems.

Objective:
Reduce manual processing time, increase data quality, and support faster and more accurate operational decisions..

June 2025

Microsoft

Industria

Department

M&R

Cross

Tool:

Licensing:

Why azure?
Multiple Azure cognitive services handled + Custom frontend

Scenario

Description:
Provision of real-time train scheduling and service status information to passengers through a human-like digital assistant with conversational capabilities.
Objective:
Enhance the travel experience by offering instant, accessible, and personalized timetable and delay information via an interactive avatar interface.

Live Train Schedule Assistant with Avatar

Description:
The AI agent appears as a virtual avatar integrated on Trenord's public-facing channels. It engages users via natural conversation, answering travel-related queries such as live train schedules, station-specific departures, delays, and route disruptions. The assistant retrieves up-to-date information from backend systems and communicates it in plain language. It can handle follow-up questions and redirect users to additional services if needed.

Objective:
Reduce the load on physical customer service points, provide timely and accurate travel updates, and create a user-friendly interface that improves service accessibility and trust.

July 2025

Microsoft

Why azure?
Fabric event stream+ Real time monitoring

Industry | Department

M&R | Operations

Tool:

Licensing:

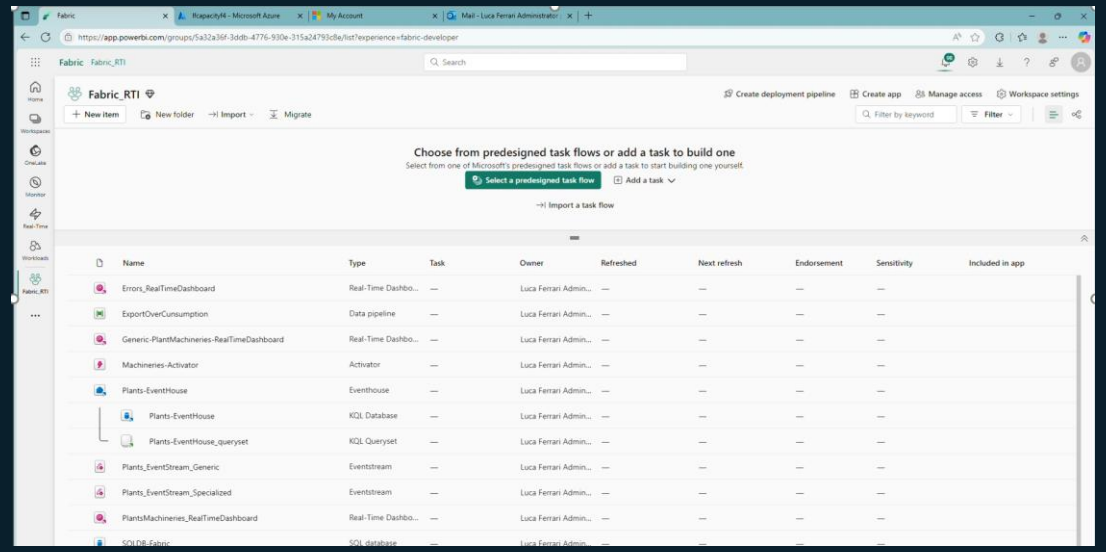
Scenario

Description:
Intelligent real-time monitoring detects anomalies in machinery operations. Generative AI predicts incidents and delivers automated, context-aware remediation to ensure operational continuity.

Objective:
Early detection of anomalies. Generative AI predicts incidents and suggests automated remediation actions to minimize downtime and enhance safety.

Intelligence Real-time Monitoring

Description:
Leveraging the Microsoft Fabric stack, the solution enables intelligent real-time monitoring and predictive analytics of machinery. Generative AI interprets KPIs and formulates adaptive action plans in response to detected incidents.
Objective:
Fast incident resolution, improve the interpretation of complex KPI, predict incidents..



June 2025

Microsoft

Industry

Department

M&R

HR

Tool:

Licensing:

Scenario

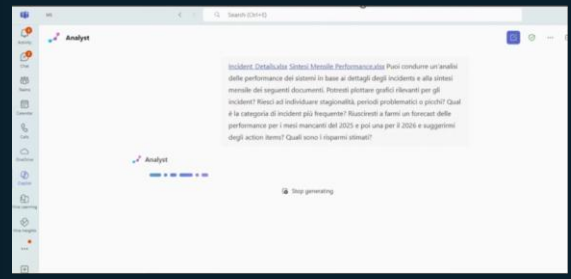
Description:
Organizations often need to define structured and personalized training plans for new hires based on their role, skill gaps, and company priorities.

Objective:
Support HR teams in creating development plans tailored to each new employee by automatically analyzing available training data and individual profiles.

HR training planning agent

Description:
The agent receives two Excel files: one with details of newly hired employees and another with available training programs. It analyzes each candidate's profile, identifies key trends and skill gaps, and builds a tailored learning path. The agent considers the employee's role, current expertise, expected responsibilities, and company priorities. It classifies training recommendations into immediate, mid-term, or future growth needs and suggests a temporal sequence for implementation (e.g., first month, first quarter, first semester).

Objective:
Automate the generation of targeted development paths for onboarding and career acceleration, while reducing manual planning and increasing consistency across the organization.



"Analyze the incident logs and performance summaries, generate trend charts, identify recurring patterns or anomalies, forecast system behavior for future periods, and suggest potential corrective actions with estimated impact."

July 2025

Microsoft

Industry

Department

M&R

Cross

Tool:

Licensing:

Scenario

Description:
Strategic teams often require deep, multi-dimensional analyses to assess a company's ESG impact and market positioning. These tasks typically involve connecting sustainability frameworks, industry trends, and sector-specific innovations.
Objective:
Support decision-making and positioning strategies by generating integrated ESG and technological analyses that reflect sector dynamics and competitive standing.

ESG and green economy position agent

Description:
The agent produces an integrated ESG impact analysis for a company—in this case, IMA—highlighting its role in the green economy. It cross-references this with relevant technological trends in the chemical and pharmaceutical industries. The result is a structured report that combines sustainability impact, innovation leadership, and competitive benchmarking across related sectors, offering insights into strategic positioning.
Objective:
Enable sustainability and strategy teams to align ESG narratives with industry innovation trends, while reducing the manual research workload.

"Conduct an ESG impact analysis and positioning of the company in the green economy, correlating it with its technological trends in the chemical sector for the pharmaceutical world."

July 2025

Microsoft

Industry

Department

M&R

Cross

Tool:

Licensing:

Scenario

Description:
Product teams often need to evaluate large datasets to extract performance insights, perform competitive benchmarking, and assess sustainability-related parameters. This process requires multi-dimensional analysis with the ability to generate executive-ready outputs.

Objective:
Automate the generation of structured performance evaluations and sustainability summaries from internal product datasets.

Performance benchmark Agent

Description:
The agent analyzes structured Excel datasets (e.g., to extract key product performance metrics, benchmark them across defined dimensions (e.g., model, category, geography), and highlight sustainability indicators. It summarizes the findings in both tabular and narrative formats, producing a document that supports decision-making on product portfolio strategy, improvement areas, and ESG alignment.

Objective:
Enable fast and consistent evaluation of product data to support continuous improvement and sustainability reporting with minimal manual effort.

"Make advanced analysis on *file.xlsx* including performance benchmarking and sustainability highlight."

July 2025

Microsoft

Industry: M&R

Department: Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Business units often require retrospective market analysis to identify growth trends, competitive shifts, and regional dynamics. This agent enables rapid assessment of past market movements to inform forward-looking decisions.
Objective:
Automate the generation of comprehensive market intelligence reports using multi-year data as input, supporting strategic planning and positioning.

Market analysis history Agent

Description:
The agent generates a detailed market analysis focused on the past three years for a given company or domain . It reviews structured or semi-structured data to extract volume changes, growth patterns, segment dynamics, and external influencing factors. The analysis is compiled into a narrative-style report with visual highlights and actionable summaries to support internal planning and external communications.
Objective:
Empower business units with rapid, reliable insights into past market behavior to guide investments, innovation, and commercial strategy.

"Create a detailed market analysis for Prometeon focusing on data from the past three years."

July 2025

Microsoft

Industry

Department

M&R

Operations

Tool:

Licensing:

Scenario

Description:
Microsoft Fabric enables you to integrate and monitor data flows from billing systems, ERPs, and accounting databases. The data is processed in real time to detect inconsistencies, duplications or deviations from expected parameters. The data is compared with the data on the invoices issued (.pdf on sharepoint)

Objective:
To identify anomalies in billing data early and reduce the risk of accounting errors or administrative fraud.

Invoices verification and Reporting Inconsistencies Agent

Description:
Incoming and outgoing invoices are uploaded to Fabric from management systems. Invoice data are checked against pre-set rules (e.g. deviations on amounts, double entries, incorrect customer codes, abnormal deadlines) and compared with the data present in the issued invoices. When an invoice does not meet the expected criteria, the system for review is activated and an alert is sent to the owners.

Objective:
Streamline accounting controls, improve data accuracy, and speed up invoice approval processes.

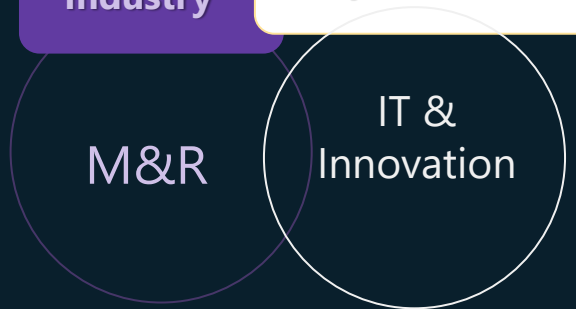
"Are there any invoices with amounts greater than...? Can you compare the data from ERP with the data in real invoices?

July 2025

Microsoft

Industry

Department



Tool:

Licensing:

Scenario

Description:
In a manufacturing company, the IT department manages an API backend hosted on Azure that supports various internal applications. This backend requires continuous ticket handling for tasks such as bug fixes, feature requests, and incident resolution. Traditionally, IT staff manually create, retrieve, and close tickets through multiple systems, which can lead to inefficiencies and delays.

Objective:
The goal is to **optimize ticket management processes** by:
Automating ticket lifecycle operations (create, retrieve, close) to reduce manual workload.

Ticketing API Agent

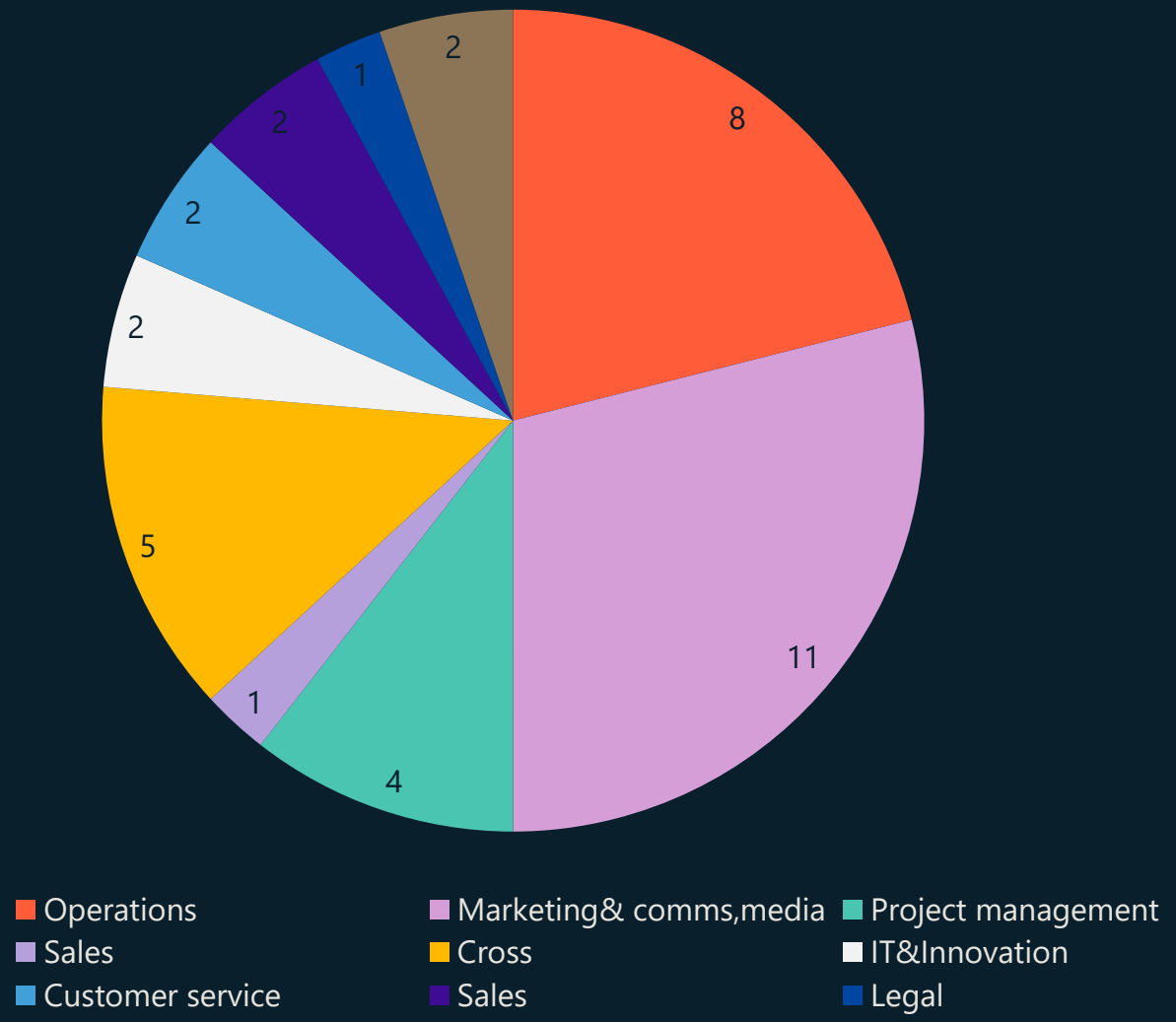
Description:
This agents helps the IT managing the ticketing system (get, create, close) of an API backend hosted on Azure

Objective:
The agent's purpose is to **act as an intelligent interface for managing the ticketing system linked to the Azure-hosted API backend**. Specifically, it should:
Enable IT staff to create, retrieve, and close tickets quickly through a conversational or automated interface.
Integrate with existing ticketing tools and Azure APIs for real-time updates.
Reduce operational complexity by centralizing ticket actions in one place.
Provide status notifications and summaries to improve transparency and decision-making.

"Can you close the ticket 1222342?"

Retail

Departements



Microsoft

Industry

Retail

Department

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

Interpretation of trends of E-Commerce

Description:
Interpretation of the trends of an E-commerce product according to specific parameters (e.g. *impressions*, *clicks* etc...) and suggestions on how to vary specific values to align with the expected output.

Objective:
Improve and maximize *ROAS* (*Return on Ad Spent*).

"/On-Site Search.xlsx imagine being the category manager. Access this database containing all the related keywords and queries on a specific target.com site. Provide relevant insights and information about your categories that can be taken from the spreadsheet"

Microsoft

Industry

Department

Retail

Operations

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Creating a Scorecard for a new sensor

Description:
Create a new scorecard to analyze the quality of a new product.

Objective:
Automate the product analysis and testing process and monitor its improvement over time.

"Our new product is a new type of biscuits. I would like to create a new analytics module. I want to compare suppliers' products based on the specific characteristics of the products such as aroma, texture, taste and trigeminal.."

Microsoft

Industry

Department

Retail

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Audience simulation

Description:
Simulate the opinions of the target audience on the product being launched

Objective:
Simulate the opinions of the target audience on the product being launched, in order to collect valuable feedback and improve the marketing strategy and the positioning of the product on the market.

Analyze the default audience base contained in the Excel file "utenti_acquisto_collare_smart_7_lives.xlsx" and compare it to the launch of the new product "7lives smart collar description.docx". For each user, rate the affinity with the product on a scale of 1 to 3. Also add textual feedback that takes into account the characteristics of the territory. Generate a table with the following fields: Name |Email |Product Affinity (1-3) | Textual feedback

Microsoft

Industry

Department

Retail

Operations

Tool:

Licensing:

Scenario

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Automate the product analysis and testing process and monitor its improvement over time.

"Our new product is a new type of biscuits. I would like to create a new analytics module. I want to compare suppliers' products based on the specific characteristics of the products such as aroma, texture, taste and trigeminal.."

Microsoft

Industry

Retail

Department

Operations

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

Categorizing feedback

Description:
Review summary and ranking for a new product.

Objective:
Extracting insights into the data collected and gathering suggestions and recommendations on how to improve the product.

"1. Summarize the reviews in this table.
2. Consider the data in the "Feedback" column and create some macro categories to classify the data
3.Use the following categories to categorize reviews in the table: Registration and Login Issues, Malfunctions and Bugs, Payment Issues, Negative Flyer Experiences, Positive Experiences, and Troubleshooting.

Microsoft

Industry

Retail

Department

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Generating a Report on the market trend of a product

Description:
Generation of a report that includes an executive summary of the company description and a business expansion plan.

Objective:
Accelerate report generation time for clarity of marketing strategy.

"Generate a marketing report for Munson's Pickles and Preserves Farm. The report should include an executive summary, a description of the company, a detailed marketing strategy, and a business expansion plan. Be sure to highlight the company's strengths, the challenges it may face, and recommendations for overcoming them. Also include an estimate of expected costs and revenues"

Microsoft

Industry

Retail

Department

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

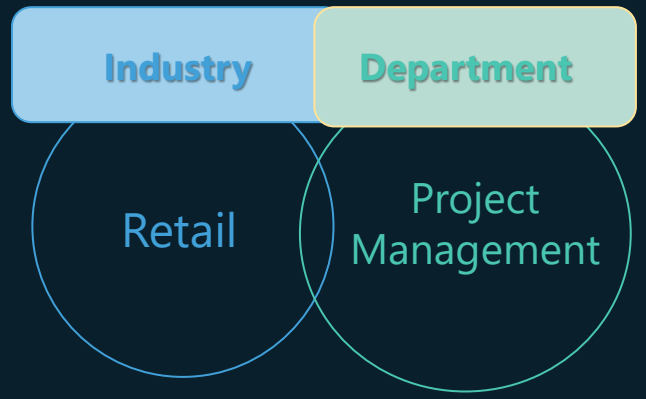
Generating a promotion plan of a product

Description:
Generation of a plan to promote a product on the market.

Objective:
Facilitate the penetration of the product on the market by putting highlights the strengths and potential impact that its diffusion can determine.

"Write a promotion plan for Chai tea in Latin America. The document should include an overview of the product, target market, promotion goals, marketing tactics, and an implementation plan. Be sure to highlight the benefits of Chai tea, its cultural relevance, and market opportunities in the region. Include potential promotional slogans as well."

Microsoft



Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

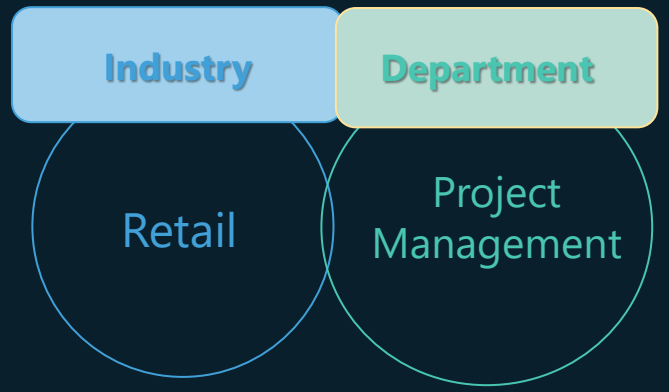
Generating a Product Description

Description:
Generating a detailed description of a product.

Objective:
Clarify the characteristics of the product, suggest the ideal audience and accelerate its usability.

"Write a detailed description for a product called Mystic Spice Premium Chai Tea. The description should include the product name, a general description, key features, health benefits, aroma and flavor, preparation options, sustainable sourcing, stylish packaging, customer satisfaction guarantee, and ideal audience. Make sure the tone is engaging and conveys the authenticity and quality of the product."

Microsoft



Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

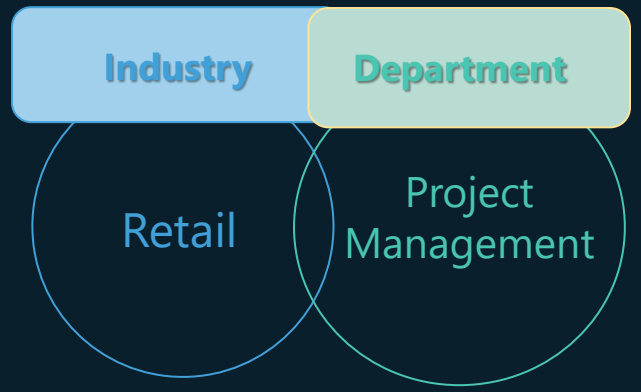
Generation of a project plan

Description:
Generation of a project plan with respective timeline based on product specifications.

Objective:
Accelerate the inclusion of details and specifications in the project plan in a consistent and automatic manner.

"Based on the project specifications, extract the most relevant details and integrate them into a new project plan, in which you will specify the objective, stakeholders involved, budget, timeline and implementation strategy."

Microsoft



Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Generating a Technical Product Overview

Description:
Generation of a technical overview of a product, including technological limitations, usage specifications and strengths.

Objective:
Corroborate the technical solidity of the product with timely data and specific descriptions.

"Write a detailed technical overview of virtual private networks (VPNs) for Fabrikam, Inc. Include a description of the advantages and disadvantages of implementing VPNs, installation specifications, risks and mitigations, and best practices for implementing VPNs in a corporate network. Make sure to cover things like internet traffic encryption, privacy protection, connection speed, and VPN regulations in different countries. Also provide a step-by-step guide for setting up a VPN server and discuss security considerations for remote work."

Microsoft

Industry

Retail

Department

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Generating an FAQ section

Description:
Creating an FAQ section from a manual or product policy.

Objective:
Have an immediate and single point of access to find (and predict) the most likely questions from internal and external audiences.

"Help me identify the most common and relevant questions about this /Docexample.docx document and any objections."

Microsoft

Industry

Retail

Department

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Generating a Presentation for the launch of a new product

Description:
Create a presentation based on your business model, new product information, and successful marketing strategies.

Objective:
Reach out to your company's managers and decision makers to present your new product launch in an engaging way.

"Help me create a presentation for a new product launch based on the structure in /LaunchXYZ.ppt. The presentation should be professional and include the following sections: objectives, activities, resources, budget, timeline.

Microsoft

Industry

Department

Cross

Marketing & comms, media

Tool:

Licensing:

On demand analysis: from Excel file to KPIs

Description:
Retrieve campaign data from Excel files in SharePoint. Activate the Analyst agent via Teams chat to guide the analysis. Use natural-language prompts to calculate KPIs and build visuals (e.g., ROAS, CPM, CTR).**Objective**:
Reduced manual effort in data processing and interpretation.
Faster, data-driven decision-making with immediate insights.
Enhanced reporting and performance optimization across campaigns and agencies.

Scenario

Description:
Ad-hoc extraction and analysis of campaign data from Excel files stored in SharePoint using Copilot chat in Teams.
Objective:
Make dependencies between relevant variables easily visible and understandable to support budget allocation and performance decisions.

Microsoft

Industry | Department

Retail

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

ERP System Agent for Sales:
Evaluating Low Performance Scores

Description:
Compare performance to the highest performing stores, looking at metrics for stores that fall below your daily goals.

Objective:
Comparing the performance of different stores and identifying possible trends that affect performance within certain areas or departments.

"Provide a comparison of the performance of all stores in my portfolio with baseline metrics and the highest performing stores. Pull data directly from our store operations tool. The goal is to identify stores that fall below daily goals and analyze deeper metrics to understand possible trends impacting performance within specific areas or departments. Include key metrics such as sales, customer satisfaction, and inventory levels. It highlights any significant trends or issues that need immediate attention."

Microsoft

Industry | Department

Retail

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

This use case can be further expanded with fabric (next slide)

ERP System Agent for Sales:
View store performance data

Description:
Updated analysis of the performance of your stores.

Objective:
Get quick updates on store performance and status, and identify stores that fall below your goal.

"Provide an up-to-date analysis of the performance of all stores in my portfolio. Pull data directly from our store operations tool. The goal is to quickly catch up on store performance and status, and identify any stores that are falling below the target. Include key metrics such as sales, customer satisfaction, and inventory levels. It highlights any significant trends or issues that need immediate attention."

Microsoft

Industry

Department

Retail

R&D

Tool:

Licensing:

Scenario

Description: Safety Data Sheets (SDS) are legally required for all chemical products.Current SDS creation processes are manual, slow, and costly

Objective:
Reduce manual effort in SDS preparationMinimize operational cost and preparation cycle timeImprove regulatory complianceEnable structured reuse of SDS data across new chemical formulations

Use Case Name

Description: A Copilot Studio AI agent consolidates raw material SDS documents, Bill of Materials (BOM), formulation data, and standard SDS templates to:

- Automatically generate draft SDS documents
- Validate structure and content against standards
- Support human-in-the-loop review and approval
- Standardize SDS output format
- Centralize SDS knowledge into a reusable repository

Generate a Safety Data Sheet for the new chemical formulation using
the attached BOM and raw material SDS files.
Validate the content against the standard SDS template and highlight
any missing regulatory information before submitting for review.

Microsoft

Industry

Department

Cross

PMO

Tool:

Licensing:

Scenario

Description:
Project reporting today is manual, repetitive, and fragmented across tools.Project managers spend significant time compiling updates instead of managing delivery, while stakeholders receive delayed or inconsistent information, reducing visibility and alignment.

Objective:

- Reduce manual effort in project reporting
- Improve timeliness and consistency of project updates
- Increase visibility across project status, risks, and progress
- Improve stakeholder alignment through standardized reporting

Use Case NaAI-Powered Project Reporting Assistantme

Description:
A Copilot Studio AI agent connects to enterprise delivery tools such as:

- SharePoint (project plans and documents)
- Jira (sprint progress, issues, risks)
- Outlook (decisions and updates)
- ATLAS (monthly reporting requirements)

Collect the latest project updates from SharePoint, Jira, and Outlook.
Generate a weekly project status summary including progress,
key risks, and issues, and prepare the monthly report in ATLAS format.

Microsoft

Industry

Department

Cross-Industry

Engineering

Tool:

Licensing:

Scenario

Description: Technical Risk Assessments (TRAs) are critical but highly time-consuming.Each TRA involves multiple cross-functional teams and complex end-to-end dependencies across the supply chain.The current process relies heavily on manual meetings, documents, and repeated effort, limiting reuse of past learnings.

Technical Risk Assessment (TRA) Assistant

Description:
A Copilot Studio AI agent supports the TRA process by leveraging:

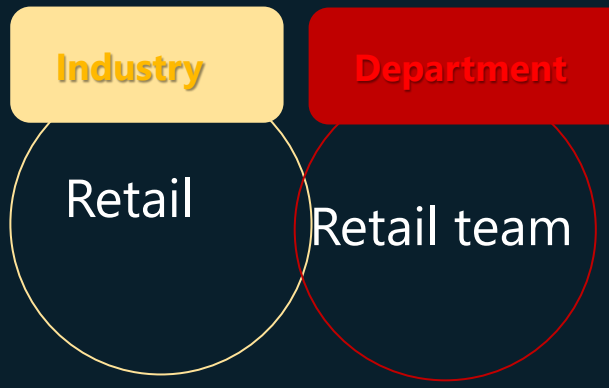
- Historical TRA documents stored in SharePoint
- Recorded TRA working sessions (MS Teams)
- SME risk inputs and validation requirements
- Existing TRA templates and assessment files

- **Objective**
  Generate pre-filled, standardized TRA documents
- Produce risk summaries grounded in historical assessments
- Create draft plans aligned to identified risks
- Centralize TRA knowledge into a reusable repository
- Improve risk identification through reuse of prior knowledge
- Enable consistent and auditable TRA outputs

Search historical TRA documents related to this component in SharePoint.
Identify the highest recurring technical risks and associated test requirements.
Pre-fill the TRA template and generate a draft risk mitigation plan
aligned with previously validated assessments

o

Microsoft



Tool:

Licensing:

Scenario

Description: New feature releases need to be communicated to end users in a timely manner to support adoption.

Objective
Ensure adoption of new feature releases
Prepare and deliver required learning materials
Support communication activities related to feature rollouts

Prepare and distribute communication materials for the upcoming feature release,
including user training content and supporting documentation,
to ensure timely awareness and adoption among end users.

Feature Release Communication & Training Assistant

Description:
An AI agent supports retail teams by managing communication of new feature releases to end users and enabling preparation and distribution of learning materials and supporting communications.

Objective
- Deliver timely communication of new features
- Support user training through learning materials
- Improve consistency in release communication
- Enable scalable rollout support across impacted users

Microsoft

Industry

Department

Tool:

Licensing:

Scenario

Description: Coordinate and lead operational changes (e.g., new processes, policies, store procedures, systems, or KPIs) across markets and teams where stakeholders hold conflicting priorities or viewpoints.

Objective

- Ensure consistent execution of operational changes across markets
- Align stakeholders on evolving processes and procedures
- Improve coordination of system or KPI updates
- Reduce friction caused by conflicting priorities or viewpoints

Market Changes Agent

Description:
An AI agent supports retail teams in coordinating and managing key operational changes across markets by facilitating communication, tracking updates related to processes, policies, store procedures, systems, and KPIs, and ensuring alignment among stakeholders.

Coordinate the rollout of the updated store procedures across all markets.
Identify impacted teams, summarize required process changes,
and prepare a communication plan to align stakeholders on the updated KPIs and system updates.

Microsoft

Industry

Department

Retail

Marketing & Comms

Tool:

Licensing:

Scenario

Objective

- Enable structured search across marketing collateral archives
- Improve accessibility of historical and editorial materials
- Reduce time spent manually browsing SharePoint repositories
- Support content discovery based on defined criteria

Search through marketing collaterals archives

Description:
An AI agent supports communication and research teams by searching through marketing collateral stored in SharePoint, including images, scanned papers, documents, catalogues, historical photographs, and editorial materials, and linking relevant content based on specified criteria.

Search the SharePoint marketing archive for images, catalogues, and editorial materials related to "Marine". Link all relevant historical photographs and scanned documents
that match this criterion.

Microsoft

Industry

Department

Retail

Operations

Tool:

Licensing:

Scenario

Description
Create a single, structured way to capture, resolve, prioritize, and report retail maintenance issues, connecting suppliers, ServiceNow handling, user feedback, and monthly management visibility.

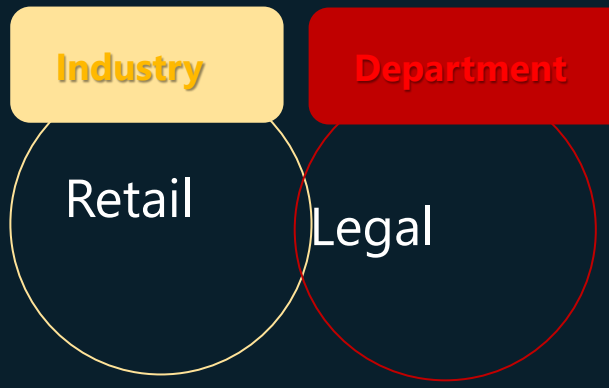
Manage and report building maintenance issues

Description:
An AI agent supports operations teams by creating a centralized and structured process to manage retail building maintenance issues.It enables:

- Capture of maintenance requests
- Prioritization of intervention activities
- Coordination with suppliers
- Integration with ServiceNow handling
- Consolidated reporting for management visibility

Collect all reported building maintenance issues from retail locations.
Prioritize intervention activities based on urgency and impact,
coordinate supplier handling via ServiceNow,
and generate a consolidated weekly maintenance report for management.

Microsoft



Tool:

Licensing:

Scenario

Description
Coordinate group-wide environmental reporting by consolidating guidelines, collecting and cleansing data from multiple stakeholders, and ensuring timely, accurate submissions in line with regulatory and audit requirements.

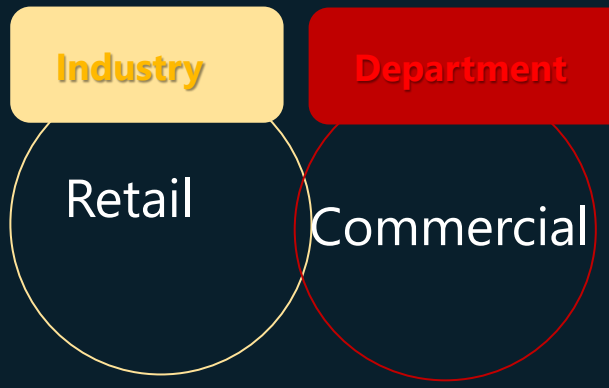
Group environmental reporting coordination

Description:
An AI agent supports sustainability and compliance teams by coordinating group-wide environmental reporting activities, consolidating reporting guidelines, collecting stakeholder data, cleansing inputs, and ensuring accurate submissions aligned with regulatory and audit requirements.

Objective:
Streamline environmental data collection processes
Improve accuracy and consistency of sustainability reporting
Ensure alignment with regulatory frameworks
Enable scalable coordination of group-level environmental submissions

Collect environmental reporting data from all stakeholders.
Validate and cleanse the submitted data against group guidelines,
and prepare a consolidated sustainability report
aligned with regulatory and audit requirements.

Microsoft



Tool:

Licensing:

Scenario

Description
Consolidate monthly sales performance data from Excel into a structured analysis to track results against targets, evaluate current performance, and calculate historical comparisons.The use case supports global retail managers by enabling consistent performance monitoring, year-back calculations, and data-driven insights to assess market trends and inform commercial decisions.

Sales Performance Consolidation & Analysis Assistant

Description:
An AI agent supports global retail managers by consolidating monthly sales performance data from Excel into structured analyses, enabling consistent monitoring of performance against targets and generating insights based on historical comparisons.

Objective:
- Automate consolidation of monthly sales data
- Standardize performance tracking across regions
- Enable trend analysis through historical comparisons
- Support commercial decision-making with structured insights

Consolidate the monthly sales performance data from the attached Excel files.
Track results against defined sales targets,
evaluate current performance,
and calculate year-over-year comparisons
to identify key market trends.

Microsoft

Industry

Department

Retail

Operations

Tool:

Licensing:

Scenario

Description
Requesting and performing information analysis in a tender process, including receiving the brief, collecting supplier prices, comparing costs, and supporting supplier attribution and ordering.

Objective
- Structure tender information analysis activities
- Improve comparison of supplier pricing and costs
- Support supplier attribution during tender evaluation
- Streamline ordering decisions based on collected tender data

Tender Information Analysis

Description:
An AI agent supports purchasing teams by analyzing tender process information, collecting supplier pricing data, comparing costs, and assisting in supplier attribution and ordering decisions.

Objective:
- Automate analysis of tender briefs and supplier pricing
- Improve consistency in cost comparison
- Support decision-making in supplier selection
- Streamline purchasing workflows during tender processes

Analyze the tender brief and collect supplier pricing information.
Compare supplier costs and highlight the most competitive options.
Support supplier attribution decisions based on the collected data.

Microsoft

Industry: Retail

Department: Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Using Microsoft Fabric, you can collect and analyze performance data from a defined subset of controlled business sources (ERP, CRM, POS systems), customer feedback, and campaign performance from heterogeneous sources (CRM, eCommerce, social media). This data is used to carry out targeted analyses on departments, geographical areas or points of sale and identify patterns and preferences, to be accompanied by documentation relating to possible campaigns, providing decision-making support to the marketing area.

Objective:
To extract the most relevant information in a targeted manner to evaluate operational and commercial effectiveness within retail contexts and activate campaigns focused on territory/customer clusters

Marketing Data-Driven analyst

Description:
Daily store data (turnover, customer flows, conversion rate, stock level), product feedback, customer reviews and sales performance are integrated into Fabric. The system allows you to compare performance by area, highlighting key metrics (customer satisfaction, sales per employee, stock out, etc.). The results are displayed in Power BI to support corrective decisions at the region, department, or store level, and side-by-side with information from the marketing department's files to trigger targeted campaigns.
The performance of the campaigns can then be monitored via Power BI to evaluate the effectiveness of the proposed content.

Objective:
To identify the factors that negatively affect the performance of the stores and implement targeted interventions and campaigns for improvement.

Example

"Compare stores with sub-target metrics versus high-performing ones. Highlight recurring trends and suggest areas or departments that need immediate attention. Suggest possible campaigns to be carried out"

July 2025

Microsoft

Industry

Department

Retail

Operations

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Supply Chain Agent:
Inventory Data Analysis

Description:
Access and analyze inventory data from various sources, such as enterprise resource planning (ERP) system, warehouse management system (WMS), and point of sale (POS) system.

Objective:
Ensuring that there is enough stock to meet customer demand without carrying too much inventory.

"Provide an analysis of inventory data from various sources, including the ERP system, WMS, and POS system. The goal is to ensure that there is enough stock to meet customer demand without carrying excess stock. Include key metrics such as stock levels, turnover rates, and demand forecasts. It highlights any discrepancies or areas where inventory levels are not aligned with customer demand." Please provide an analysis of inventory data from various sources, including the ERP system, WMS, and POS system. The goal is to ensure that there is enough stock to meet customer demand without carrying excess stock. Include key metrics such as stock levels, turnover rates, and demand forecasts. It highlights any discrepancies or areas where inventory levels are not aligned with customer demand."

Microsoft

Industry | Department

Retail | Operations

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Store Operations Agent:
Help the customer with the return policy

Description:
Identification of the company's return policy for products.

Objective:
Critical time savings instead of seeking answers about company policies and procedures.

"Provide detailed information on the following:
The time period for accepting returns.
Conditions for returning a product (e.g., unopened, unused).
The process to initiate a return.
Any restocking costs or expenses.
How refunds are processed and the time it takes to receive them".

Store Operations Agent (preview)
It puts secure, business-governed generative AI in the hands of store employees, so they can spend less time searching for product information or answers to store policies and procedures and more time helping customers.

Microsoft

Industry | Department

Retail

Operations

Tool:

Licensing:

Scenario B2C

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Store Operations Agent:
End Product Information for Customers

Description:
Identification of product specifications as they emerge from designated store documentation information.

Objective:
Improve service quality, customer satisfaction, and information discovery by finding quick answers for customers in the flow of work.

"Identify and surface product specifications from designated store documentation to improve service quality and customer satisfaction. Provide quick and accurate responses to customer inquiries by efficiently discovering relevant information."

Microsoft

Industry: Retail

Department: Operations

Tool:

Licensing:

Scenario B2C

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

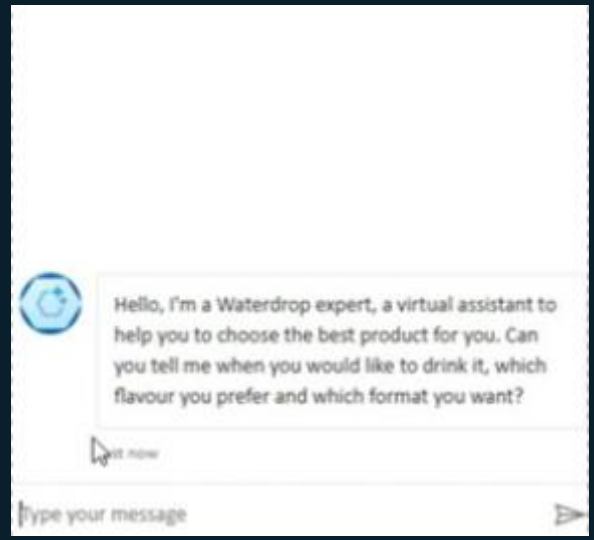
This use case can be further expanded with fabric (next slide)

E-Commerce Assistant

Description:
An agent who proactively engages a customer who visits the ecommerce portal and guides them in purchasing products.

Objective:
Increase customer satisfaction by offering a personalized shopping experience.

"I would like to buy water that has a sweet taste and that I can drink all day.»



Holland America Line increased the sale of ancillary services with the introduction of an agent to support customers in the purchasing process

Holland America Line

Microsoft

Industry: Retail

Department: Customer Service

Tool:

Licensing:

Scenario

Description:
Thanks to Microsoft Fabric, it is possible to capture, centralize and analyze conversational data from support channels (chat, email, call logs) and cross-reference in real time the information received with data from other sources (CRM, ticketing systems, knowledge base files) to quickly retrieve relevant information in response to recurring customer problems. Data is transformed in real time to provide insights that can help you efficiently manage customer interactions.

Objective:
Improve the effectiveness of customer service by optimizing the understanding of requests and supporting faster and more targeted handling of conversations.

Conversation optimization and case resolution support

Description:
Incoming conversations are collected and processed by analyzing their content, urgency, and complexity. Structured data and knowledbase and best practices/FAQ files are then used to classify requests and direct them towards an independently generated response or towards the most qualified operator. tag.

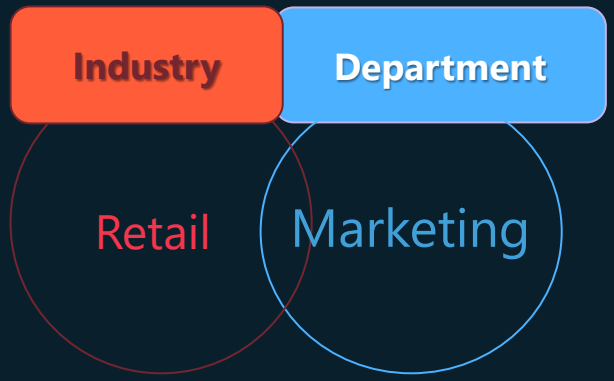
Goal:
Reduce mean handle times, improve customer satisfaction, and optimize resource allocation in contact centers at scale.

Example

"Summarize the complaints received in Q2 from top-tier customers and suggest for each one the solution successfully adopted in previous cases."

July 2025

Microsoft



Tool:

Licensing:

Scenario

Requirements:
A 24h-a-day assistant for marketers, "like a highly skilled apprentice", to help onboarding and up-skilling on a new brand, retrieve information and contents in real-time, match information and documents against brand guidelines and more.
A "single source of truth" for all Ferrero marketers.

Brand Management Assistant

Description:
Built with Copilot Studio and used from Copilot M365, this conversational agent helps marketers retrieving **information and digital contents**, **planning new campaigns** and more.

Capabilities:
- Retrieve **brand guidelines** and **digital contents** (images, videos etc.) from Digital Asset Management platform
- Retrieve **brand insights** from Insights Hub platform;
- Generate marketing brief contents and PowerPoint document.

Industry

Department

Retail

Sales

Tool:

Licensing:

Autonomous

Scenario

Description:
The scenario addresses the challenge of managing customer quotation requests for coffee machines efficiently. Traditionally, these requests require manual processing and follow-up, which can lead to delays and inconsistent communication. To overcome this, the business needs an automated solution that ensures every customer receives accurate quotation details promptly and without human intervention. This is where the Coffee Machine Agent comes into play.

Objective:
The objective is to automate the quotation response process, reducing manual workload and improving customer experience. By leveraging the Coffee Machine Agent, businesses can provide instant, accurate, and personalized responses 24/7.

Coffee Machine Agent

Description:
The Coffee Machine Agent is an autonomous system designed to handle quotation requests for coffee machines. It listens for triggers from customer submissions, processes the provided data, and automatically generates and sends an email with the quotation details. This eliminates the need for manual follow-up and ensures a seamless experience for the customer.

Goal:
The agent's primary objective is to provide instant, reliable assistance to customers by delivering accurate quotation details anytime, anywhere. Its 24/7 availability guarantees uninterrupted service, improving customer satisfaction and operational efficiency. By automating repetitive tasks, the agent empowers businesses to focus on higher-value activities while maintaining a fast and professional response to customer inquiries.

"Help me find one coffee machine with color red and 100-200 as capacity"

Microsoft

Industry

Department

Retail

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Data analysis and scientific content for the generation of new ideas.

Objective:
Stimulate ideas for the creation of scientific content by increasing productivity and innovation.

AI Researcher

Description:
Using GenAI for the development of an artificial researcher specialized in a particular field.

Objective:
The assistant will help researchers generate new innovative ideas dedicated to a sector and a business from data and scientific publications.

"We need a new anti-counterfeiting control methodology, a methodology that combines material quality control, production quality and checks that product codes are real. What do you propose?"

Microsoft

Industry | Department

Retail

IT & Innovation

Tool:

Licensing:

Why azure?
Custom platform+ Multiple multimedia content generation

Scenario

Description:
Generating new ideas for marketing content.

Objective:
Increase sales by generating personalized content in real-time with AI-powered insights.

AI Retail platform

Description:
Use of GenAI for the development of a system for the analysis of sales data and user feedback for the generation of new multimedia content to be offered to the end customer.

Objective:
Marketing and merchandising teams can generate real-time product and marketing content, including text and visual assets, based on results-oriented goals.

"I need an image and text that represent the real essence of this perfume. Users complain that they have received a perfume with an essence that is not in line with the product sheet»

Microsoft

Why azure?
Custom frontend + Custom dashboard + Custom Sentiment analysis

Industry: Retail

Department: Customer Service

Tool:

Licensing:

Scenario

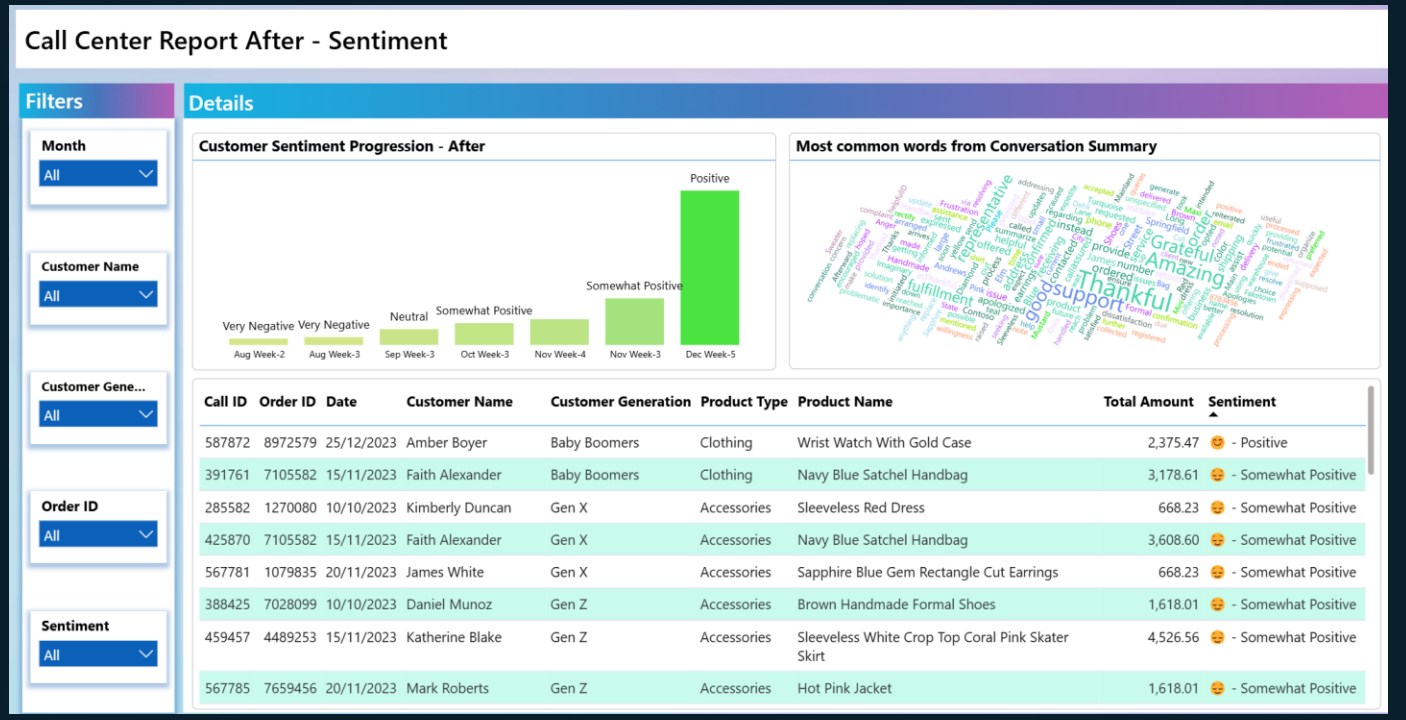
Description:
Increase contact center efficiency and effectiveness by providing customer service reps with more data, automatically summarizing calls, and analyzing them

Objective:
Growth: Customer satisfaction, Net Promoter Score, containment of engagement

Intelligent Call Center Insights

Description:
Transform contact center operations by equipping agents with AI-powered tools to summarize conversations, generate real-time responses, and improve query management.

Objective:
These solutions improve customer satisfaction, reduce mean time to handle and optimize agent productivity, ensuring uninterrupted support at scale



Microsoft

Industry | Department

Retail | Sales

Tool:

Licensing:

Why azure?
Custom frontend+ Real time processing + o1 model

Scenario

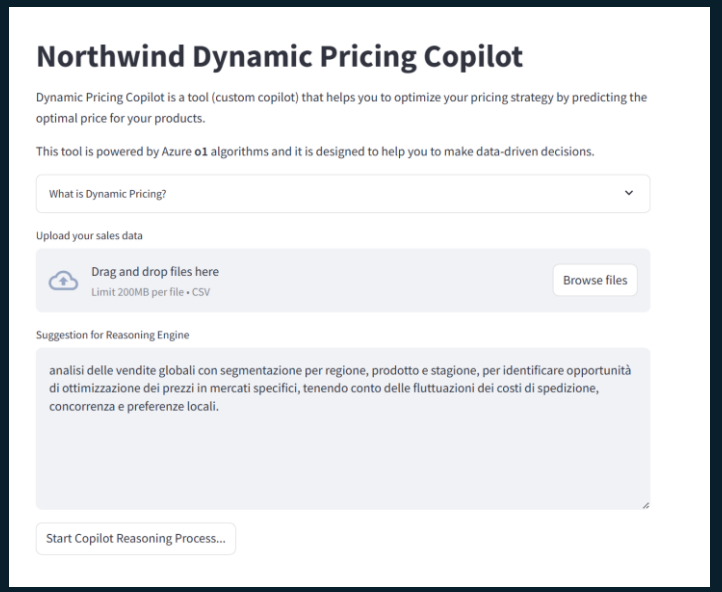
Description:
Autonomous and dynamic management of pricing strategies based on sales data analysis, market segmentation, and external variables.

Objective:
Automate the process of optimizing product prices by considering factors such as seasonality, shipping costs, competition, and local preferences.

Real-Time Pricing Optimizer *Agent*

Description:
A custom tool powered by Azure o1 algorithms that analyzes sales data uploaded by users and suggests optimal prices to maximize market performance.

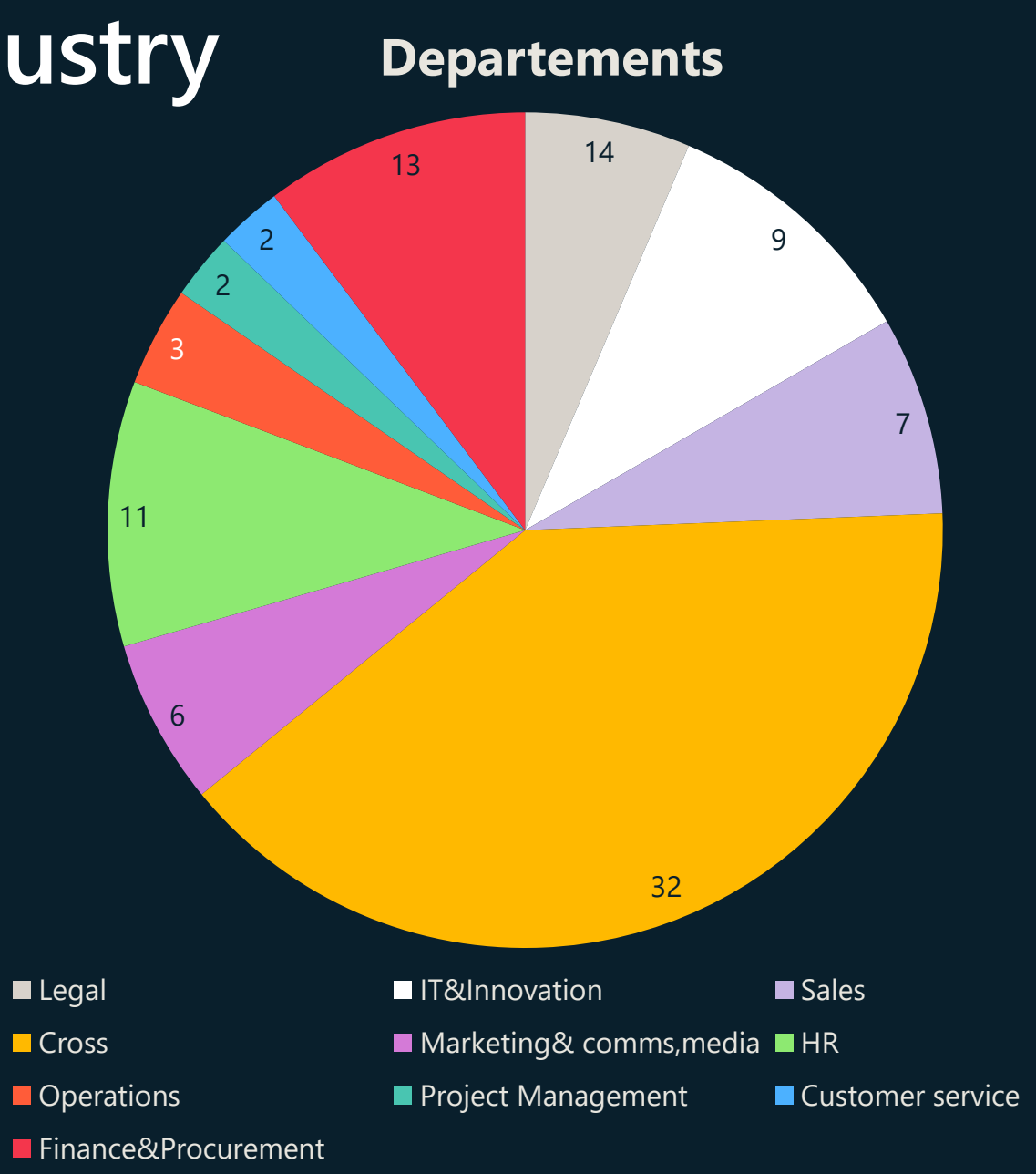
Objective:
Support data-driven decisions to improve competitiveness and margins through dynamic and segmented pricing.



NORTH WIND CYCLES

June 2025

Cross Industry



Top 10 cases to try with Copilot Chat

1 Ask a question

Ask a question. Get insights and answers to your questions.

What are the main causes of production delays in our European manufacturing plants over the last quarter, and which mitigation actions have proven most effective?

2 Write a draft email

Generate an email draft and customize the tone and length.

Write an email to the Plant Operations Manager informing them that the rollout of the new quality inspection process for New Holland tractors will start next week. Keep the tone clear, professional, and operational.

3 Summarize a document

Simplify a long document, article, or PDF.

Summarize the attached supplier performance report and highlight the top 5 risks impacting component availability.

4 Generate new ideas

Spark your creativity with ideas for your tasks such as agendas, image creation, social media posts, etc.

Suggest 10 innovative digital initiatives that the customer could introduce to improve dealer engagement and after-sales service using data and AI.

5 Create a Draft Document

Start with a complete draft rather than a blank page.

Create a first draft of a business case for introducing predictive maintenance on Case IH harvesting equipment using IoT and AI analytics.

6 Improve your writing

Write and edit texts like a pro.

Rewrite this paragraph to sound more executive-ready and aligned with leadership communication standards: [insert text].

7 Learn something new

Learn new skills and topics quickly.

Explain how generative AI could support engineering teams in reducing time-to-market, using simple and non-technical language.

8 Create an image

Leave stock images and text-only reports behind by easily creating images.

Create an image showing a smart factory where connected machines, operators, and AI systems collaborate to improve productivity and safety.

9 Translate a message

Read and write content in other languages.

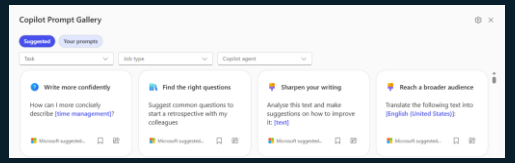
Translate the following internal communication from English into Italian for manufacturing teams: [insert text].

10 Tolighten your work

Add some fun to your emails, messages, and meetings.

Suggest 5 concise and professional subject lines for an internal email announcing the launch of a new digital tool for procurement teams.

Discover more prompts in our *Copilot Prompt Library*!



Microsoft

Industry | Department

Cross | Legal

Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

Search for Legal Information

Description:
Search for information on legal documentation.

Objective:
Enabling legal professionals to gather relevant information quickly

"Look for legal information on the items discussed in the /Service Contract for Subsea Services.pdf document."

Microsoft

Industry

Department

Cross

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

IT Information Search

Description:
Search for information on technical documentation.

Objective:
Quickly access technical information so you can do your job faster.

"I have to look for information on the new support of Python in Copilot in Excel announced in Wave2. Gather the most interesting technical information about the integration of Advanced Analysis."

Microsoft

Industry

Department

Cross

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

Search for innovation information

Description:
Search for information in an innovative context.

Objective:
Enable the innovation team to align their strategies with the company's most innovative propositions.

"Look for innovative information that the company is currently adopting. Put them in common with the company's standard strategies»

Microsoft

Industry | Department

Cross | Legal

Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

Search for information Internal Audit

Description:
Search for key information in the field of risk management policies.

Objective:
Enable legal professionals to gather relevant information quickly.

"Look for information on the policies discussed in the /Risk Control Policy document .pdf with a view to extracting key elements related to risk management practices within the company.»

Microsoft

Industry | Department

Cross | Sales

Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

Search for business information

Description:
Search for information on documentation relating to the offer of commercial collaboration between your company and another.

Objective:
Enable sales to gather relevant information about key trade deals quickly.

"Search for information about the trade agreement between Contoso and SubMar in marine services and extract key information."

Microsoft

Industry

Department

Cross

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Search for information from internal and external documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

Search for information on the as is of the market and competitors

Description:
Collection, analysis and summary of information on the state of the art of the market and competitors.

Objective:
Collection of relevant information to quickly manage key trade agreements.

"Based on relevant information both from the company perimeter and on the web, summarize and collect the most relevant information on the market and on the latest maneuvers and commercial strategies of competitors. Identify industry trends, the activities of key competitors, and market changes. Provide analysis that highlights opportunities and threats to our business. Be sure to include relevant data, graphs, and tables to support your conclusions."

Microsoft

Industry

Department

Cross

HR

Tool:

Licensing:

Scenario

Description:
HR teams operating across several countries struggle to stay current with local labor-law changes and their implications for onsite teams. Today this requires recurring manual research and external legal validation.
Objective:
Reduce compliance risk and manual effort by automating research, synthesis, and distribution of labor-law updates to HR and legal for review.

Labor Law buddy

Description:
The agent automatically researches relevant institutional and government sources (plus open sources), compiles concise updates, and distributes them to HR teams via a shared folder and email. Results are prepared for HR validation and subsequent legal review, reducing the need for repeated manual searches

Objective:
Speed up and standardize the flow of regulatory updates.
Ensure accuracy and traceability for compliance and decision-making.

Microsoft

Industry | Department

Cross | HR

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

This use case can be further expanded with fabric (next slide)

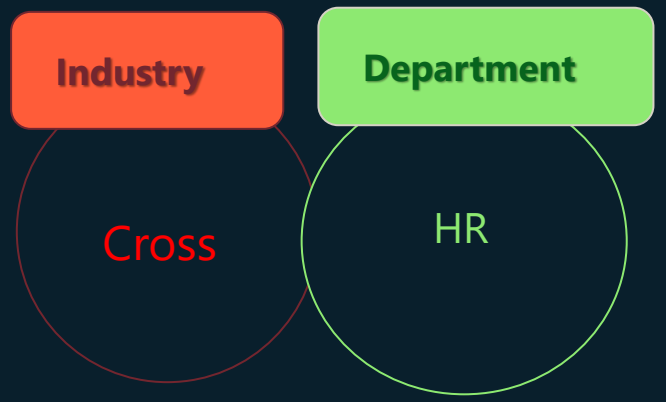
Course analysis and employee feedback

Description:
Timely analysis of courses and feedback provided by employees.

Objective:
Gain a deeper understanding of employees' career paths and their training paths.

"Starting with the /Feedback.pdf and /Courses.pdf files, summarize the courses the employee is taking in a table and report the feedback associated with each course."

Microsoft



Tool:

Licensing:

Scenario

Description:
Use Microsoft Fabric to orchestrate the ingestion, transformation, and enrichment of employee-run course datawithPower BI reporting to provide interactive, personalized insights. Sharepoint feedback.pdf collection.

Objective:
Provide an in-depth understanding of employees' training paths and feedback received, in order to support strategic decisions in HR and Learning & Development.

Employee Training and Feedback Monitoring

Description:
Automated and structured analysis of feedback received from employees on the courses attended, with aggregation of data by role, seniority and post-course performance. The data is made available in Power BI reports that are accessible to HR and management.

Objective:
To provide an in-depth view of the effectiveness of training programs, identify skills gaps and customize growth paths in the company.

"What are the most frequent feedbacks that we should take into account to make training plans more efficient for different types of users?

July 2025

Microsoft

Industry

Department

Cross

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Extraction of dependencies and key information from a document.

Objective:
Target a specific strategy based on the insights extracted.

Classification of Documents

Description:
Classification of documents according to their content to facilitate the management and retrieval of information.

Objective:
Ensure that documents are easily identifiable within a category without ambiguity.

"Considering the /Document.pdf file, consider which category to classify this document in based on the structure, content, and items in the document."

Microsoft

Industry

Department

Cross

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Generation of a post on Linkedin/newsletter

Description:
Generation of a post on Linkedin about the new features announced.

Objective:
Speed up the time to write a Linkedin post by automating access to relevant sources and quickly directing the tone and style that best suits publication.

"Generate an enthusiastic LinkedIn post summarizing the new features of Wave 2 and proposing real-world application use cases."

Microsoft

Industry

Department

Cross

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Summary of company news

+

Description:
Generate a report of the most influential articles and the latest company news and send the most relevant updates to the CEO.

Objective:
Have a daily and up-to-date KPI about the company and its positioning.

"Summarize the most relevant articles about updates and news about the Contoso company and organize a draft email for the CEO including this list and highlighting the most critical points"

Microsoft

Industry

Department

Cross

Sales

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Generation of a sales table

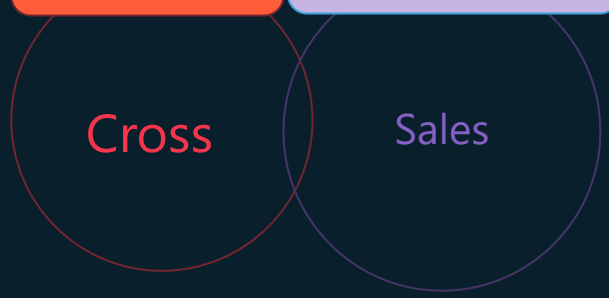
Description:
Compilation of a sales table to analyze the state of penetration of a given product on the market.

Objective:
Evaluate the effectiveness of the product's advertising and promotional campaigns and plan any future investments.

"Based on the current state of product market penetration, it creates a sales table that includes the most significant items to identify product positioning."

Microsoft

Industry | Department



Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Creating a ppt from a document

Description:
Creation of an *executive-level* presentation starting from the content of a Word document that describes the Sales plan in 10 slides that can be presented within a specific duration.

Objective:
Automate the structuring of the presentation on the Sales plan by calibrating it to the duration of the meeting.

"Starting with the /SalesPlan.docx document, create an executive-level presentation that can be presented in 15 minutes."

Microsoft

Industry

Department

Cross

Sales

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Creating a SWOT analysis

Description:
Create a SWOT (*Strengths, Weaknesses, Opportunities, Threats*) analysis of your business goals.

Objective:
Clearly identify strengths and weaknesses and highlight any threats from competitors.

"Create a SWOT analysis in the context of environmental goals and impacts, organizing each item in a table."

Microsoft

Industry

Department

Cross

Operations

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Generation of a best practices manual

Description:
Creation of a handbook highlighting best practices for new hires in the supply chain Department.

Objective:
Access to an all-encompassing onboarding guide.

"Create an all-encompassing handbook that contains best practices for new hires in the supply chain Department. Distinguish the sections of the manual on the basis of the role of the new hire"

Microsoft

Industry

Department

Cross

HR

Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

Generating a List of Personalized activities for New Hires

Description:
Generate personalized on-boarding task lists for each employee based on their interview, role, and knowledge, which can be shared with other team members.

Objective: To ensure a rapid integration of the new hire into the team thanks to a step-by-step guide of preparatory activities for the role.

"*Create a list of personalized on-boarding activities for the employee / John Doe, based on the information collected during the interview / InterviewMario / InterviewMario - the role assigned and previous knowledge.*"

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

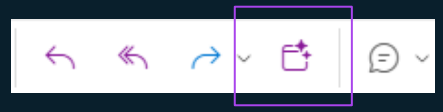
Description:
Prepare effectively for meetings.

Objective:
Arrive at the meeting with a punctual and consistent preparation with the interlocutor.

Schedule with Copilot

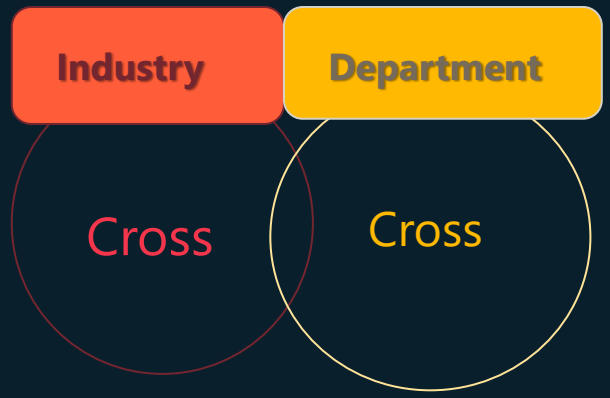
Description:
Scheduling a meeting in the first available slot for all participants from an email thread.

Objective:
Automatically fix the organization of the meeting by speeding up the search for the common free slot.



Schedule with Copilot

Microsoft



Tool:

Licensing:

Scenario

Description:
Prepare effectively for meetings.

Objective:
Arrive at the meeting with a punctual and consistent preparation with the interlocutor.

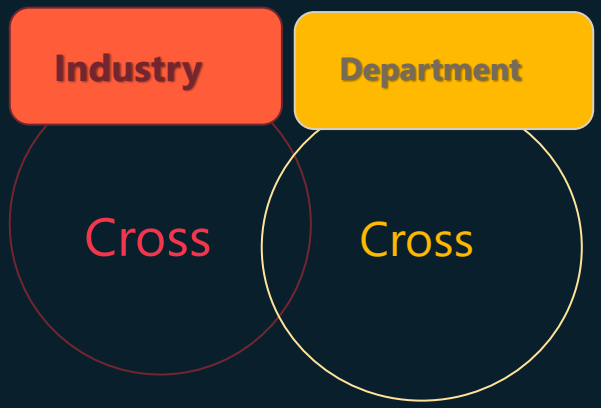
List of meetings present in the calendar

Description:
List of scheduled meetings and specification of attendance status.

Objective:
Establish a priority criterion for meeting attendance.

"I was offered a trip for 2 days from 22 to 23 October in Rome. Check that he doesn't have any other meetings on those days. If I have other meetings, organize them in a table, specifying which ones I have already accepted and in which ones are trying. Insert a column in the table with a traffic light color code, where orange indicates that the meeting is in tentatives, red if I have confirmed the meeting and green if I am free.
Suggest me a priority criterion for participation in these meetings"

Microsoft



Tool:

Licensing:

Scenario

Description:
Prepare effectively for meetings.

Objective:
Arrive at the meeting with a punctual and consistent preparation with the interlocutor.

Identifying the first available slot to calendar

Description:
Verification of the availability of the two users and identification of a common slot.

Objective:
Organize a meeting by finding the availability of the users involved automatically.

"I want to organize a 30-minute meeting with Rossella De Santis on Friday to talk about the business trip to Seattle that we will do in January. Would you tell me the first time slot on Friday when we are both free and we have no other meetings? Also provide advice on the title of the meeting and an agenda of important points in view of the organization of the trip"

Microsoft

Industry

Department

Tool:

Licensing:

Scenario

Description:
Prepare effectively for meetings.

Objective:
Arrive at the meeting with a punctual and consistent preparation with the interlocutor.

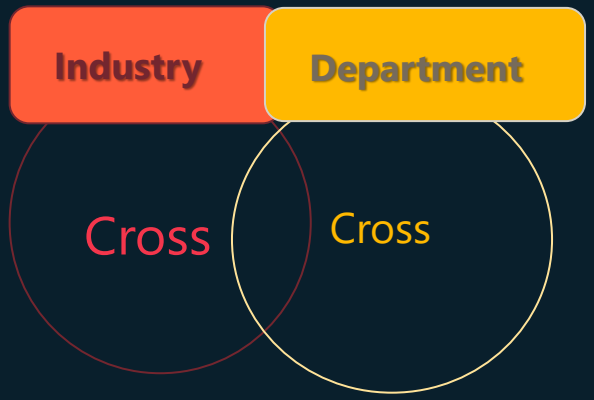
Generation of an FAQ document

Description:
Creating a summary document of the most common questions about the topic that will be addressed during the meeting with the client.

Objective:
Prepare for a meeting with a view to predicting the most frequently asked questions from the interlocutor and directing the speech with a view to removing doubts.

"Starting from the topic discussed during the /Teamsquestions meeting and based on the information you are able to collect, would you be able to generate an FAQ document summarizing all the most common doubts about the topic? If you can, divide the doubts into categories."

Microsoft



Tool:

Licensing:

Scenario

Description:
Prepare effectively for meetings.

Objective:
Arrive at the meeting with a punctual and consistent preparation with the interlocutor.

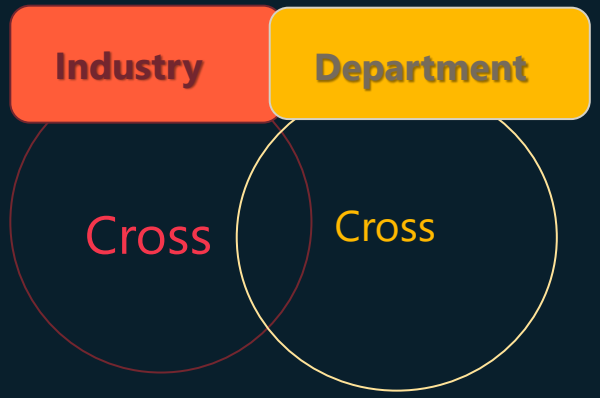
Generating an Objection List Its one topic

Description:
Creating a summary document of possible objections on a given issue.

Objective:
Prevent objections to the proposed topic and be prepared to respond during the meeting.

"By analyzing the /Teamsquestions meeting and dwelling on the doubts and skepticism expressed in the /mailonteams email thread, you would be able to generate a document containing all the possible objections to the topic. Organize everything in a table by reporting the objections in one column, in the second by whom they can be raised, in the fourth a possible answer."

Microsoft



Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

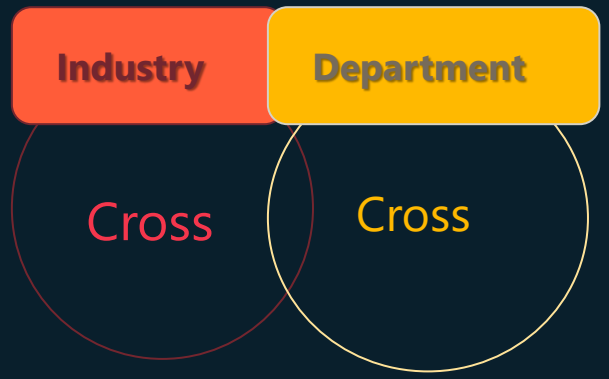
Generation of document with requirements and evaluation criteria for tenders

Description:
Creation of the document with requirements and criteria for awarding the tender following company directives.

Objective: To ensure the creation of a complete and accurate document that clearly outlines the requirements and award criteria of the tender, in accordance with company directives. This document will serve as a fundamental guide for the selection process, ensuring transparency**,** fairness and alignment with the company's strategic objectives.

"As responsible for the tender for the award of the Microsoft 365 Copilot adoption project, he generates the RFQ document that provides for the Quality of the project which weighs 50%, Implementation time 20% and Total cost 30%. Add a section with the deadline specification."

Microsoft



Tool:

Licensing:

Scenario

Description:
Prepare effectively for meetings.

Objective:
Arrive at the meeting with a punctual and consistent preparation with the interlocutor.

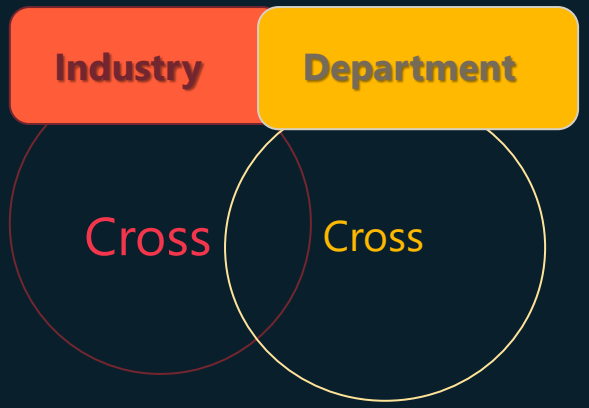
Mention verification

Description:
Verify that participants have been mentioned in a meeting. This option is available both during and after the meeting.

Objective:
Identify any tasks that may be the responsibility of the user if they were unable to attend the meeting.

"Have I been mentioned by anyone until now? If so, what was asked of me?"

Microsoft



Tool:

Licensing:

Scenario

Description:
Prepare effectively for meetings.

Objective:
Arrive at the meeting with a punctual and consistent preparation with the interlocutor.

Extracting information specifications from a meeting

Description:
Extraction of key information from a meeting and identification of any open points.

Objective:
Extract more specific content information that may not have been included in the meeting,

"Could you summarize the agenda of the event discussed during the call in a table, specifying the duration of each session?
Identify any open spots on the event."

Microsoft

Industry | Department

Cross | Cross

Tool:

Licensing:

Scenario

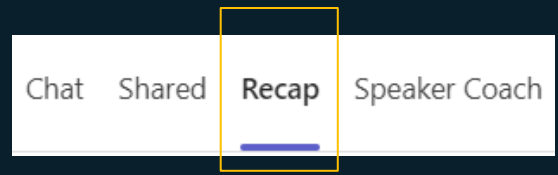
Description:
Prepare effectively for meetings.

Objective:
Arrive at the meeting with a punctual and consistent preparation with the interlocutor.

Summary of a meeting

Description:
Summary of a meeting starting from the automatic recap divided into *meeting notes* and *follow-up tasks*.

Objective:
Provide a static summary to intuitively summarize the most relevant elements of the meeting.



Intelligent Recap

Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Budgeting process, guidelines and templates

Description:
Production of process document with the various steps to be followed and times, with also data collection templates

Objective: To facilitate the retrieval of information and the transcription of correct guidelines that comply with company policy

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

"In Word, with the help of the writing coach, develop a document that describes the process and budget timelines. The first closure is scheduled for 15/10, with additional indications on 20/10 and final closure on 31/10. Ask all functions to submit their budget by following the Excel schema provided. Generate an Excel template to enter the budget data of the business units. In the columns, enter: Cost Center, Expense Item, February 2025 Budget, February 2025 Forecast, Delta, and Quality Notes. In the rows, enter: ICT, Real Estate, communication, operations, legal, HR and commercial. Include sample data as well."

Microsoft

Industry

Department

Cross

HR

Tool:

Licensing:

Scenario

Description:
Comparative analysis between multiple documents.

Objective:
Extract differences between documents easily and automatically.

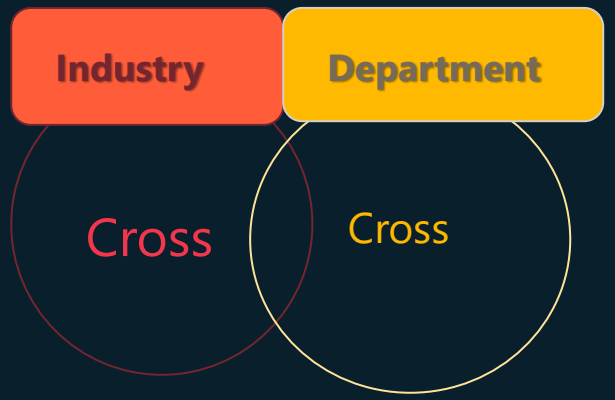
Curriculum Analysis

Description:
Automatic comparison of different resumes and extraction of each candidate's key skills.

Objective:
Identify the most suitable candidate for the role based on the skills listed in the CVs.

"Which of these CVs align with the job description /JobDescription.docx? Create a table specifying which CV is best suited for the job position and emphasizing why the others are not. /CV Mario Rossi. pdf, /CV - Bianca Pisani (Business Analyst).docx, /CV - Megan Bowen.docx"

Microsoft



Tool:

Licensing:

Scenario

Description:
Generating a document that includes a specific analysis.

Objective:
Easily and immediately create an all-encompassing reference of your survey

+

Preparation of briefings with the latest Business updates for CEOs

Description:
Executive assistant must prepare a briefing document for the CEO by retrieving information about the latest significant company news

Objective:
Accelerate the retrieval of discussed information through various communication channels, ensuring an up-to-date and accurate basis and highlighting the most relevant issues to be addressed

"Based on the latest meetings and updates to the agenda discussed in the /Agenda emails, create a briefing for the CEO analyzing the most important issues"

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Prepare effectively for meetings.

Objective:
Arrive at the meeting with a punctual and consistent preparation with the interlocutor.

+

Preparing CEO speech with latest Business Updates

Description:
Executive assistant has to prepare the CEO for a corporate speech andkeep up to date with the latest developments and create a draft of the speech

Objective:
Speed up the integration of the changes discussed through various communication channels and ensure an up-to-date and accurate basis, highlighting the most relevant issues to be addressed.

"Based on the latest /Meeting1 meetings and updates to the agenda discussed in the /Agenda emails, create a draft of the speech for /Meeting2 analyzing the most critical issues"

Microsoft

Industry | Department

Cross | Legal

Tool:

Licensing:

Scenario

Description:
During negotiations, multiple **redlines** and `track changes` are exchanged.
Lawyers must manually understand who changed what and why, with particular focus on changes made by the Tenderer.

Objective:
Use AI to **interpret tracked changes**, summarize them, and classify them by topic and impact.

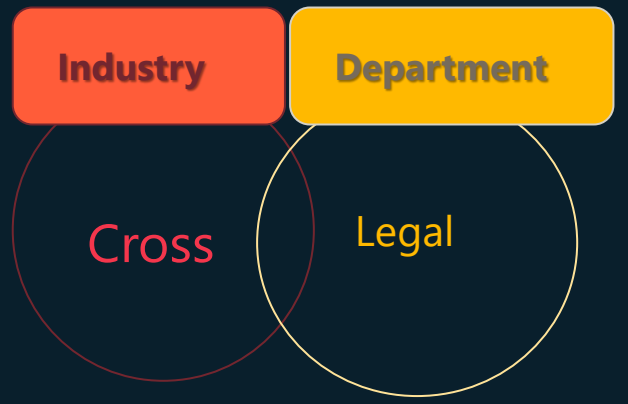
Track Changes

Description:
Agent Mode **r**eads Word contract documents with **Track Changes** enabled.
Then, it processes the document and clusters changes into categories and creates a dedicated table with all mark up and changes.

Objective:
Help lawyers focus on the **most impactful changes**, accelerating internal approvals and negotiation strategy.

Organize all the changes in the document in a table, including in the columns Agreement Clause, Initial Text and Text proposed by the Tenderer highlighting in bold what has been added and what has been removed.

Microsoft



Tool:

Licensing:

Scenario

Description:
During negotiations and contract revision, it's crucial to verify the compliance of a contract with respect to a regulation corpus of multiple internal policies. This activity might be time consuming and error-prone.

Objective:
Quickly identify relevant matching, partially matching and un-matching voices with relevant references to the contract and regulations.

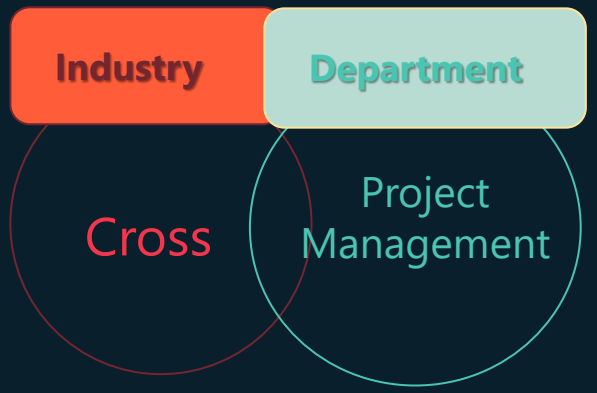
Contract Assessment Report

Description:
Agent Mode propose direct edit to the Contract Assessment Report template by updating the introduction section and the compliance check table through a simple direct reference to the contract and the internal regulations.

Objective:
Make the compliance check more precise, direct and less prone to manual errors or ambiguity.

Compare the contract /Contract with the internal Regulations /InformationSecurity.docx and /InformationPrivacy and fill up the contract assessment report template with the right information.

Microsoft



Tool:

Licensing:

Scenario

Description:
Advanced extraction and analysis of different items in a document.

Objective:
Make dependencies between relevant variables easily visible and understandable.

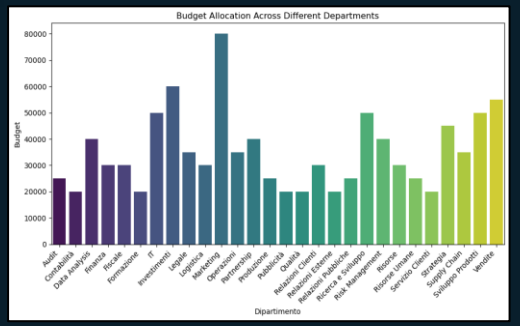
Simplify a complex project

Description:
Analysis of a table containing the different operational phases of a project with their deadlines and advanced extraction of the most significant dependencies.

Objective:
Simplify the interpretation of the individual design steps and obtain a more immediate view of mutual relationships.

For ***Advanced Analysis*** with Python, only English is currently supported!

"Track budget distribution across departments"



Microsoft

Industry

Cross

Department

Cross

Tool:

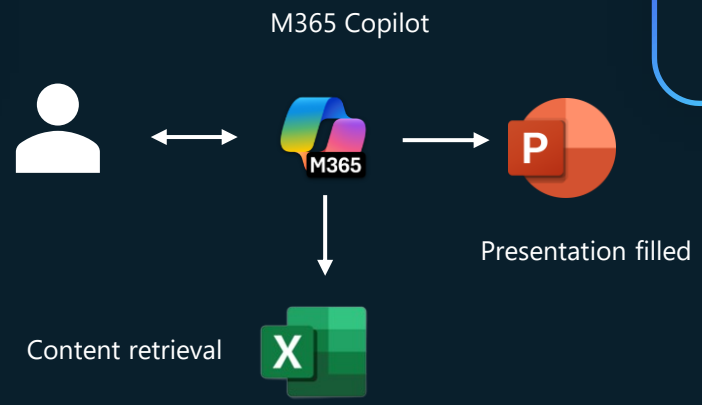
Licensing:

Scenario

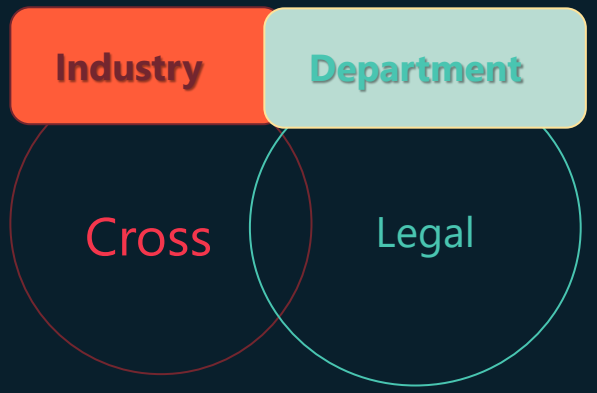
Description:
Manual data preparation and slide updates are time-consuming and error-prone.
Objective:
Reduced manual errors; consistent template and KPI placement

Meeting PPT preparation from Excel

Description:
Use M365 Copilot to generate the QBR deck from structured Excel inputs and a PowerPoint template:Reference Excel data and the PPT template.Copy tables, generate charts in Excel, and insert them into slides.Download the updated PowerPoint.
Objective:
M365 Copilot reads Excel + PPT template, generates charts, fills slides, and delivers the updated deck.



Microsoft



Tool:

Licensing:

Scenario

Description:
The company receives numerous **memos and research documents from Outside Counsel**. It's hard to know **if a question has already been answered**, which memo is relevant, and what the latest position is.

Objective:
Quickly determine whether **relevant guidance already exists** and identify which law firm and memo should be used as reference.

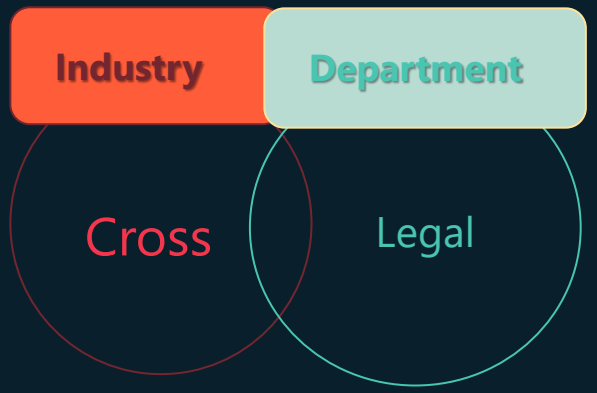
Outside Counsel Agent

Description:
An **Outside Counsel Agent** built as a **declarative M365 Copilot Chat agent** that indexes and understands content from Outside Counsel memos and research, answers legal questions using only that body of work, returns a **table of sources** (law firm, date, memo title) referenced in the answer to facilitate verification.

Objective:
Reduce duplication of legal analysis and ensure **better reuse of paid external advice.**

Which outside counsel supports Poland, and what are the key considerations for enforcing commercial contracts in Germany based on our existing memos? Provide your answer and list the memos you used with law firm, date, and title.

Microsoft



Tool:

Licensing:

Scenario

Description:
Lawyers spend a lot of time on **first-pass contract review**: finding inconsistencies, checking standard points, and building an initial understanding. Each lawyer may have their own checklist, leading to **inconsistent reviews**.

Objective:
Standardize and accelerate **contract review** using reusable checklists and automated analysis.

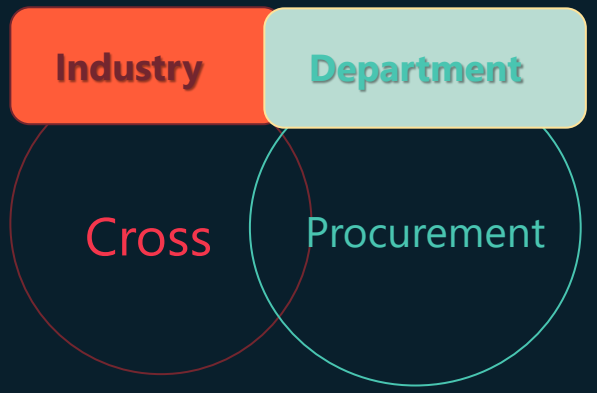
Contract Wizard Agent

Description:
An Agent uses predefined prompts to review a contract for contradictions and inconsistencies, presenting the findings in a table with suggestions on how to address them. Moreover, it analyses the contract based on a separate document containing a set of questions and allows follow-up free-text questions to dive deeper into specific parts.

Objective:
Provide a **consistent and efficient starting point** for contract review, reducing time and cognitive load for the lawyer.

Review this share purchase agreement and identify any inconsistencies or contradictions. Present the results in a table and suggest how to mitigate each finding.

Microsoft



Tool:

Licensing:

Scenario

Description:
Procurement teams must make an assessment about products and technology that business wants to purchase, evaluating qualifying vendors, matching criteria etc…

Objective:
Handle the entire tender process in an automated and conversational way.

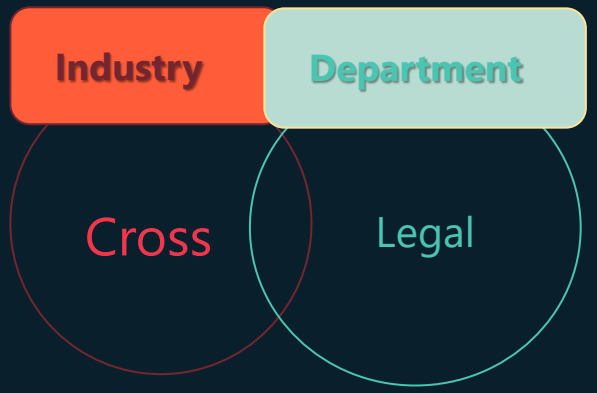
RFP Assist

Description:
An agent able to perform a scouting about the technology, identify qualifying vendors, generate the RFP template, compare their responses to the RFP document and create an executive summary for the management.

Objective:
Handle the procurement process of vendors responses to RFP in a simplified way, automating all compliance and security check behind the scenes.

Select all the qualifying vendors and compare responses to RFP.

Microsoft



Tool:

Licensing:

Scenario

Description:
Legal must categorize and classify multiple contracts which might be consistent and numerous.

Objective:
Simplify the quick identification of contracts with specific features (for example, high risk clauses)

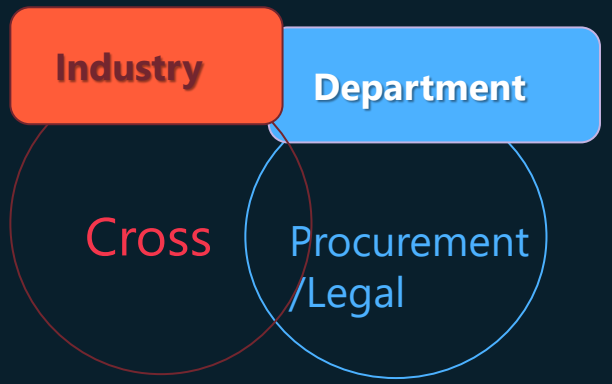
Knowledge Agent for Contract Categorization

Description:
An out of the box Sharepoint Knowledge agent that automatically enriches the contract document library with AI-extracted metadata (for example high risk clauses such as illimited liability, non compliant DPA etc…)

Objective:
Immediate snapshot of contract features for rapid retrieval.

Organize this library and add a column for contracts containing high risk clauses

Microsoft



Tool:

Licensing:

Scenario

Description:
Legal and procurement teams frequently receive contract clauses or full documents that must be checked against previous exceptions, approved deviations, or standard terms. This review process is slow and depends on expert judgment, leading to inconsistent evaluations and potential contractual risk.

Objective:
Accelerate and standardize clause assessment by enabling an AI agent to check whether a clause has precedent, determine its associated risk level, and identify mitigation strategies.

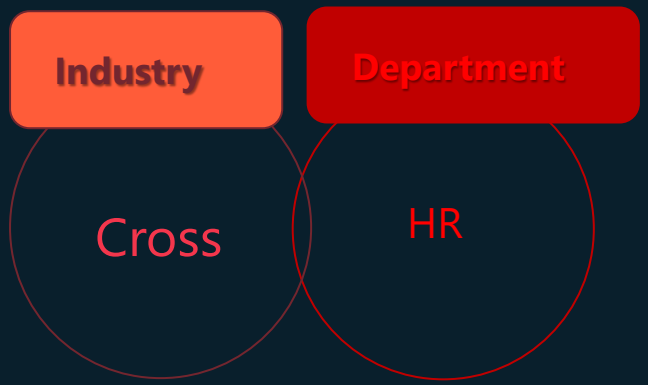
Clause Checker Agent

Description:
The agent analyzes clauses or entire documents using a structured knowledge base of standard and exceptional documentation. It identifies whether similar deviations have been approved before, assigns a risk level, and suggests mitigation actions. When the input is a full document, the agent returns a tabular structured analysis.

Objective:
To ensure consistent contract compliance, reduce time spent on manual legal review, and support procurement decisions with clear and structured outputs.

Analyze the attached clause using the shared documentation. Identify whether similar exceptions exist, assess the risk, and propose mitigation if needed.

Microsoft



Tool:

Licensing:

Scenario

Description: Supported CV Screening

Objective: Support recruitment process that leverages artificial intelligence to screen candidates

Candidate Screening

Description: data-driven recruitment, create measurable selection criteria and generate qualified shortlists with transparent rationale

Objective: improving hiring quality and reducing time-to-hire

Analyse all CVs in this OneDrive folder /
Use the Selection Criteria from this Word document /
Evaluate each CV using these three categories:
- Essential Requirements (0–100%)
- Preferred Qualifications (0–100%)
- Risk Indicators (0–100%, higher = higher risk)
Create ONE consolidated table:
- One row per candidate
- One column per criterion
- Add averages for each category
- Add a final ranking (1 = best match)

Microsoft

Industry

Department

Cross

HR

Tool:

Licensing:

Scenario

Description: HR survey analysis

Objective: turning employee survey data into clear insight

Insight & Feedback

Description: transforming employee feedback into structured insight, metric and clear graph\dashboard

Objective: analyse questions and visualize key metrics

"Rewrite the survey analysis in a clearer, more quantitative, business-ready form. Keep the same structure, use only numbers already in the Excel and in the previous analysis, avoid new interpretations, and keep the language simple and executive. Then generate multiple standalone chart images—one per output—based solely on the analysed data: overall sentiment, category and segment comparisons, top/bottom scores, trends vs previous survey, benchmarks, heatmaps, response distributions, and key open-ended themes. Each output must contain only the chart plus a brief one-sentence captio

Microsoft

Industry

Department

Cross

Sales

Tool:

Licensing:

Scenario

Description:
Sales operators spend several hours planning weekly visits to stores, considering promotions, routes, schedules, and constraints.

Objective:
Reduce planning time and optimize store-visit sequencing.

Indiana Stores

Description:
Builds weekly visit plans for each operator. Uses internal and external data (workload, promotions, opening hours, distances). Applies multi-score decision logic including business, operational, and organizational constraints. Generates calendar, explainability, alerts, and recommendations.

Objective:
Cut planning time from hours to minutes; increase visit efficiency; ensure consistent prioritization logic.

"Suggest my visit route for next week."

Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Analysts manually process structured (Excel) and unstructured (PDFs, web sources) financial data to monitor postal bond performance.

Objective:
Enable automated trend detection, deeper analysis, and synthetic reporting.

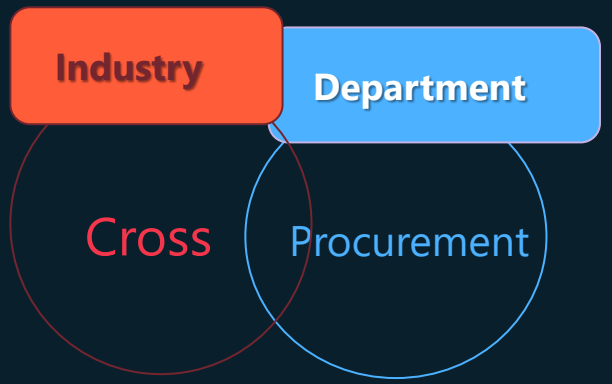
Mrs Market (Financial Product Analysis)

Description:
Advanced analytics on structured internal datasets (postal savings, costs, KPIs).
Market research from authoritative web sources.
Product-portfolio analysis with recommendations.
Automatic report and slide creation.

Objective:
Accelerate financial analysis, improve decision quality, enable continuous monitoring of product performance.

"Describe last year's collection trend for postal bonds."

Microsoft



Tool:

Licensing:

Scenario

Description:
Companies manage large volumes of heterogeneous Excel files containing procurement data. Due to inconsistent formatting and distributed files, spend analysis requires significant manual consolidation and deep Excel expertise, causing delays in obtaining actionable insights.

Objective:
Standardize procurement data and produce insight-rich analytics quickly, without requiring advanced Excel skills or lengthy manual processing.

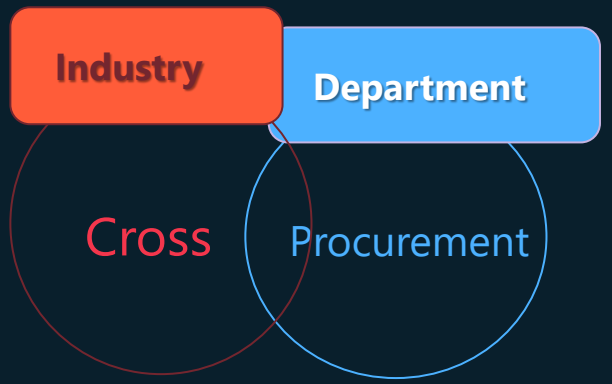
Spend Analysis Acceleration

Description:
Using Copilot in Excel for data preparation and Analyst Agent for trend interpretation, the system interprets raw procurement spreadsheets, detects fields such as spending, category, supplier, and year, merges data from multiple files, and performs ABC analysis, category savings analysis, anomaly detection, and trend evaluation across years.

Objective:
To provide rapid, consistent, and actionable spend insights, accelerating decision-making and reducing dependency on manual spreadsheet manipulation.

How much did we spend in 2023 for category X? Provide an analysis of top suppliers, savings areas, anomalies, and year-over-year trends.

Microsoft



Tool:

Licensing:

Scenario

Description:
Buyers tend to have multiple information related to an order, coming from chat updates, meeting discussion, messages and so on. This approach could lead to information lost, operational delays in order processing and confusion.

Objective:
Standardize orders by centralizing all the information coming from different channels and related to the same order in one place.

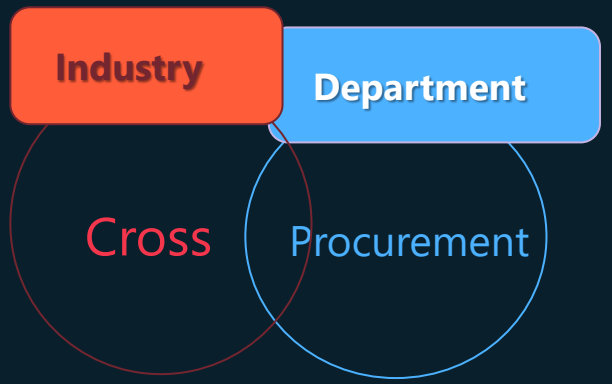
Order Reminder

Description:
A Copilot Studio Agent that takes all the chats, meetings, emails and M365 Data linked to the order, structures them in a well-defined order reminder and automatically sends an email with the order.

Objective:
Accelerate the overall information retrieval process and generate a personalized reminder.
.

Can you retrieve me all information related to the order 16334?

Microsoft



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Can you retrieve me all information related to the order 16334?

Microsoft

Industry | Department

Cross | Sales

Tool:

Licensing:

Scenario

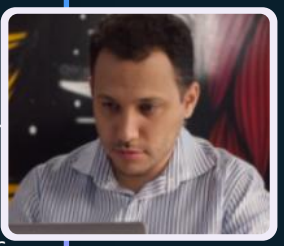
Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Maximizing the relevance of information extracted from a set of resources of interest through a restriction of the operational scope.

Agent for sales

Description:
Thoroughly understand customer challenges, needs, and obstacles to identify the most effective sales materials, methods, and deliveries.

Objective:
Getting deeper engagement at scale makes salespeople focus more on customer interactions rather than quickly gathering relevant material (which can be provided by an agent).



"Provide comprehensive sales improvement recommendations for the EcoGadget 3000."

Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Scenario

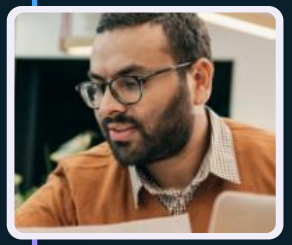
Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Maximizing the relevance of information extracted from a set of resources of interest through a restriction of the operational scope.

Financial Operations Agent

Description:
Assistance with day-to-day tasks, collection processes, and financial reporting, eventually extending to ERP systems to bring data together and streamline financial systems and tools.

Objective:
Reduce the analysis time required by large and heterogeneous financial documents, while decreasing the cost per analysis request.



"Provide recommendations for cost savings for FY25."

Microsoft

Industry

Department

Cross

Marketing & comms, media

Tool:

Licensing:

Scenario

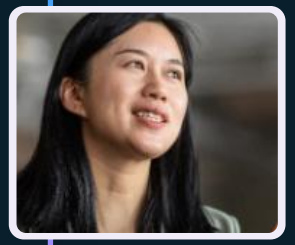
Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Maximizing the relevance of information extracted from a set of resources of interest through a restriction of the operational scope.

Marketing Strategy Agent

Description:
Streamline market research and strategy through quickly collecting and sharing product feedback, releasing targeted campaigns, and tracking performance.

Objective:
Create impact to identify missed opportunities and increase effectiveness, while helping information sharing across teams to address various stakeholders.



"Describe our target market for the EcoGadget 3000 and how we plan to align with environmental trends."

Microsoft

Industry

Department

Cross

HR

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Maximizing the relevance of information extracted from a set of resources of interest through a restriction of the operational scope.

Employee Onboarding Agent

Description:
Create customized onboarding materials and tailored training modules to accelerate the preparation of new hires. Employee data analytics to extract advanced analytics, address challenges, and enable them to use existing resources.

Objective:
Reduce the daily administrative burden on human resources to support more strategic initiatives and programs.

"Do we have specific policies for remote work?"

Microsoft

Industry

Department

Cross

Legal

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Maximizing the relevance of information extracted from a set of resources of interest through a restriction of the operational scope.

Legal Scenario Agent

Description:
Support and enhance legal advisory services by accelerating the analysis of complex regulations and promoting consistency and understanding of legal reviews of contracts.

Objective:
Manage the legal workload increasing in volume, speed, and complexity through efficient documentation analysis and improved decision-making.

"We are facing a rapidly evolving legal, regulatory and compliance landscape in the age of artificial intelligence. The increase in the volume, speed and complexity of work requires innovative solutions and adaptive strategies. Create a checklist of what we need to think about to adapt quickly to this new era."

Microsoft

Industry

Department

Cross

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Maximizing the relevance of information extracted from a set of resources of interest through a restriction of the operational scope.

Digital Transformation Agent

Description:
Protect your business, optimize collaboration, and drive adoption of emerging technologies by accessing your most critical documentation and internal sites.

Objective:
Solve challenges such as the workforce skills gap, speed up ticket resolution times, and efficiently manage IT costs by streamlining workflows.

"Do you provide a detailed plan for migrating our legacy systems to a cloud-based infrastructure? Include steps for data migration, security measures, potential risks, and a timeline for each step. Also, refer to any critical IT documentation that outlines our current system architecture."

Microsoft

Industria | Department

Cross | Cross

Tool:

Licensing:

Scenario

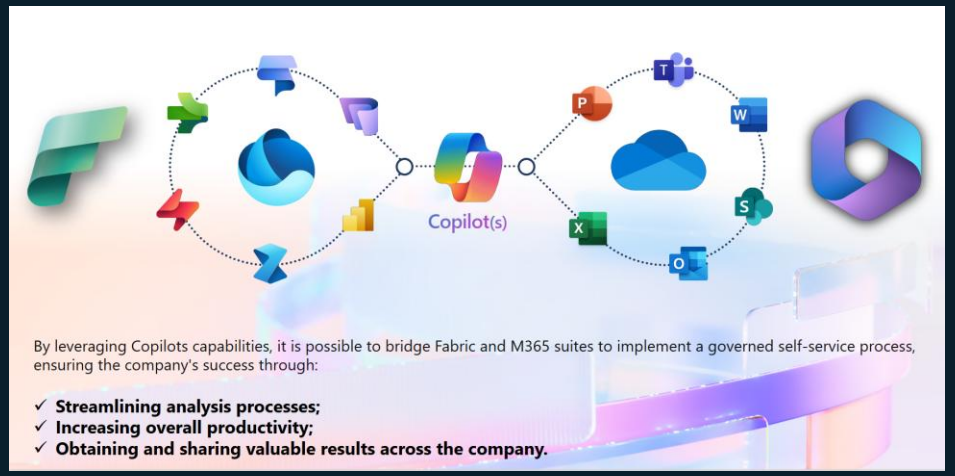
Description:
Intelligent support for the transformation of operational data into structured analytics, ready for sharing and action.

Objective:
Automate the end-to-end process of analyzing and enhancing data from heterogeneous sources, enabling guided decision-making flows.

Intelligent Automation and Predictive Data Analytics

Description:
The entire cycle of supplier analysis is guided through agents: starting from data extraction from SAP, through the cleaning and normalization of datasets in Excel with Copilot, up to the generation of insights in Power BI (with Fabric) and the creation of the final PowerPoint presentation for the leadership team.

Objective:
Improve analytical efficiency and information quality in supplier management decisions.



June 2025

Microsoft

Industry

Department

Cross

Project Management

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Maximizing the relevance of information extracted from a set of resources of interest through a restriction of the operational scope.

Agent to navigate project sharepoint

Description:
To encourage team collaboration, we can take advantage of the agent who always helps us navigate the project sharepoint

Objective:
Foster team collaboration by leveraging the agent that helps navigate project SharePoint, improving access to information and communication between team members.

"You are an experienced Project Management agent and provide clear and accurate information to the project team, based on the documents contained in the 7Lives project folder"

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Search for information on internal
and external
documentation.

Objective:
Quickly access the most relevant information on a specific topic to improve your skills and knowledge.

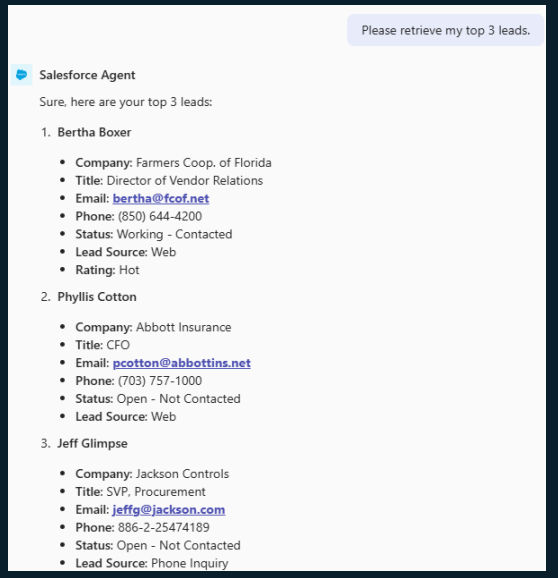
Salesforce

Description:
Retrieving the most relevant leads from Salesforce.

Objective:
Gain real-time visibility into Salesforce leads directly from
Copilot interface.

"Please recover my three top leads"

salesforce



Microsoft

Industry

Department

Tool:

Licensing:

Cross

Customer Service

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Maximizing the relevance of information extracted from a set of resources of interest through a restriction of the operational scope.

Customer Service Agent

Description:
Quickly recover customer troubleshooting procedures when frontline customer service representatives receive a service escalation that requires direct intervention.

Objective:
Manage information overload, reduce reps' manual effort, and increase the likelihood of first-call resolution.

"Summarize Q2 customer complaints and provide a resolution for each one."

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Commercial Extractor Agent

Description:
Automatic retrieval and synthesis of data contained in PDF documents (e.g. annual reports) relating to subcontractors, contracts and commercial categories.
Objective:
Quickly extract structured information from documents to create competitive benchmarks.

"Analyze the PDF documents provided and create a summary table with: sub-concessionaire name, object of the concession, duration, and economic value. Highlight any missing data"

June 2025

Microsoft

Industry | Department

Cross | Legal

Tool:

Licensing:

Scenario

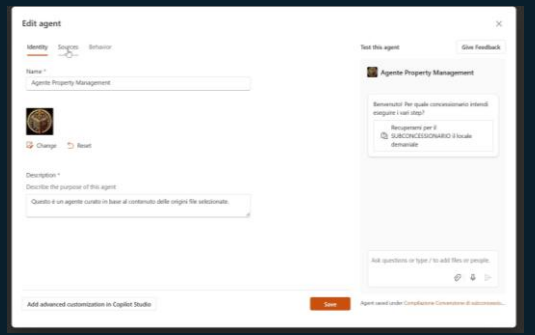
Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

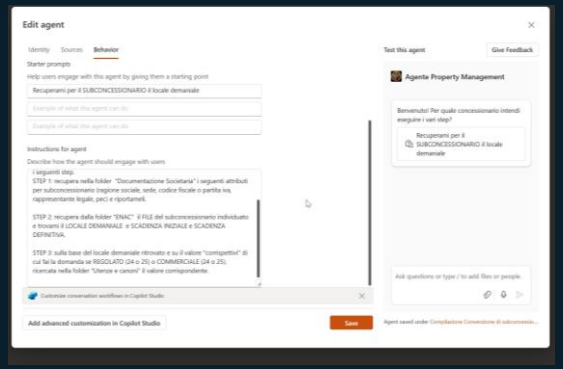
Objective:
Extract the most relevant information with respect to a specific area.

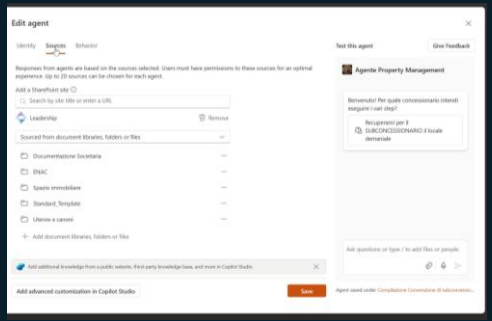
Agent Property Management

Description:
The agent extracts data from documents and folders to support the drafting of agreements, identifying key elements: sub-concessionaire, duration, economic value, signing power.
Objective:
Reduce time and errors in the drafting of contracts, ensuring completeness of information.

"Retrieve all relevant information from the available documents to fill in the Sub-Concession Agreement template."

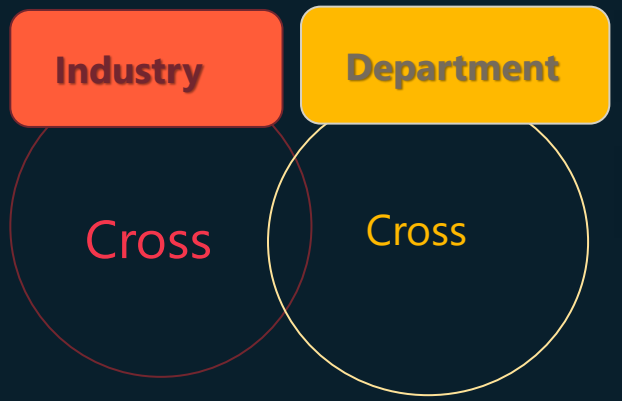






June 2025

Microsoft



Tool:

Licensing:

Scenario

Description:
Generating content that includes a specific analysis.

Objective:
Create a reference with simplicity and immediacy
from scratch.

Create records

Description:
Create a new incident ticket using natural language.

Objective:
Write new data to external systems directly from the Copilot interface.

"You can create a new ticket with the description 'Hello from Copilot!'.
The impact is high (1) and the urgency is medium (3)".

servicenow

Can you please create a new ticket with description "Hello from Copilot!". The impact is high (1) and the urgency is medium (3).

ServiceNowOAuth

Sure, I have created a new ticket with the following details:

Field	Value
Ticket ID	INC0010003
Description	Hello from Copilot!
Impact	High (1)
Urgency	Medium (3)
Priority	3
State	1
Opened At	2025-01-27 11:18:02
Created By	admin

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Translation agent

Description:
Translation or transliteration of specific words or phrases into 40 possible languages.

Objective:
Breaking down language barriers for an accessibility issue.

"Translate these product name lists into Arabic:
Bucket 25 kg
-…."

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Autonomous

Scenario

Description:
Cybersecurity tool focused on providing phishing protection and awareness to the organization and its employees.

Objective:

Improving the effectiveness of traditional preventative techniques against social engineering using an informative personal assistant.

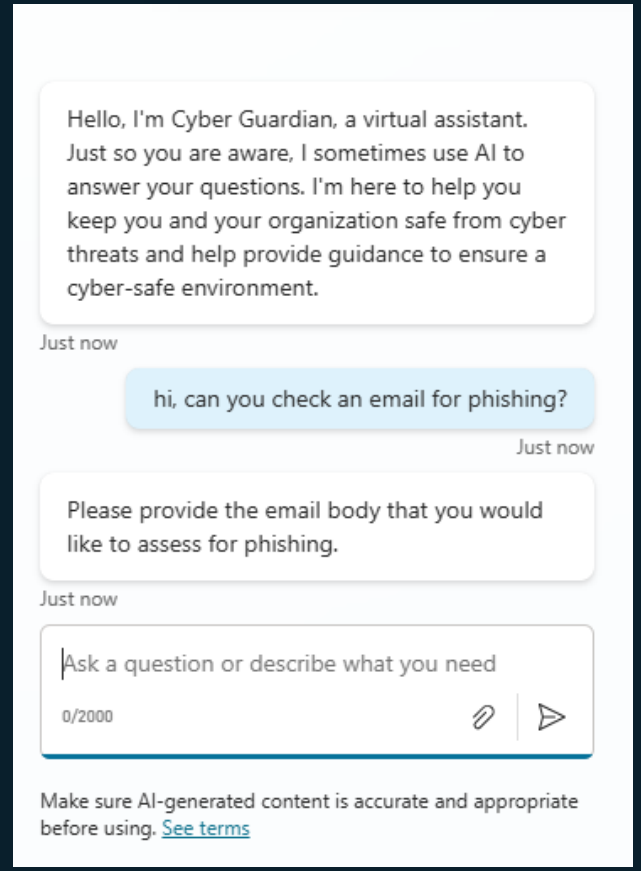
Phishing Agent

Description:

An agent that analyzes the content of incoming emails (either through a chat or through a forwarded email) and determines whether the email is a phishing email or not, following by additional information on best practices and next steps.

Objective

Improve traditional awareness practices through an easily accessible and informational tool, already integrated in an employee's day-to-day activities.



June 2025

Microsoft

Industry

Department

Cross

Marketing & Comms

Tool:

Licensing:

Autonomous

Scenario

Description:
The communication team must manually monitor multiple public websites daily for rail-related news. The process is slow, repetitive, and error-prone.

Objective:
Automate daily press monitoring and ensure consistent, timely news summaries for internal stakeholders.

Gutrainberg News

Description:

Autonomous agent scanning public railway news sites using keywords stored in Dataverse, generating a daily email report, and storing a summary document in SharePoint.

Objective
Deliver a 24/7 automated press review, reduce manual work, improve accuracy, and ensure uniform information distribution.

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Web Agent (Press Review)

Description:
Gathering up-to-date information from public sources and accessing diverse sources available on the web.

Objective:
Get up-to-date answers on specific topics and quickly compare public information to quickly meet customer needs.

"What is the ratio of electric cars to EV chargers by region in the U.S. over the past three years?"

- Weather forecast
- News (media, newspapers, etc.)
- Market research
- Industry trends
- Travel Information
- Affordable offers
- Tools and software
- Entertainment
- General culture

Microsoft

Industry

Department

Cross

Legal

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Contract Auditor

Description:
Automate the review and analysis of legal documents, identifying key clauses, legal standards, and potential risks.

Objective:
Assist legal teams and contract managers to ensure that nothing is overlooked.

Can I identify the key clauses of the XyZ Solutions Contract?

Microsoft

Industry | Department

Cross | Sales

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Client status reviewer

Description:
Identification of the customer's *as-is status.*

Objective:
Accelerate awareness of the number of licenses to facilitate and correctly direct business decisions.

"I need the account status for Contoso. Include a general overview, the number of M365 licenses, and Copilot licenses (paid, assigned, and active, both in real terms and as a percentage of paying users.

Microsoft

Industry

Department

Cross

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Agent for sustainable practices of an IT infrastructure

Description:
Identify sustainable practices and measures to support a proposed IT Department infrastructure improvement.

Objective:
Align the IT department's proposal with the company's environmental goals, thus increasing the chances of management approval thanks to a sustainable approach.

"Considering the document /ITImprovementPlan.docx, suggest for each item of the document a sustainable practice to be adopted so that the plan is in line with the company's sustainability objectives."

Microsoft

Industry

Department

Cross

IT & Innovation

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Customer Service Agent

Description:
Identifying fault information or specific products to assist a field service technician.

Objective:
Quickly provide customer support by building ad hoc resolution guides for the specific problem.

"I received an E-1023 error code on one of the chargers. Can you help me find the right documentation and provide a step-by-step guide to solving the problem?"

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

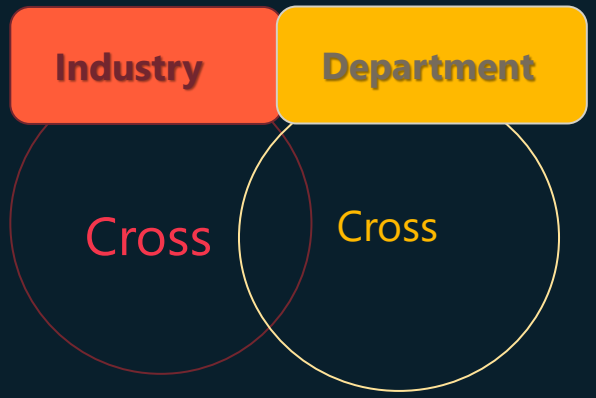
Research Assistant

Description:
Gathering information from market research and field studies.

Objective:
Get quick access to a wide variety of heterogeneous sources.

"Forrester conducted a study on M365 Copilot?"

Microsoft



Tool:

Licensing:

Scenario

Description:
Retrieving information from a specific, controlled, and auditable subset of knowledge.

Objective:
Extract the most relevant information with respect to a specific area.

Calendar Organizer

Description:
Retrieve the most relevant meeting details from your calendar.

Objective:
Obtain prioritization criteria for the preparation of the meeting with customers.

"You can summarize my meetings today in my calendar in a table that gives top priority to meetings that include /Mario Rossi?"

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

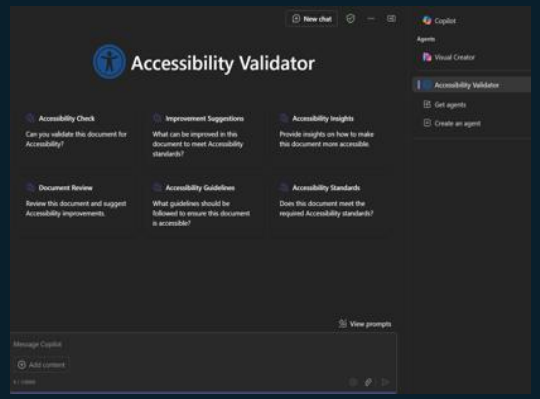
Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

Accessibility validator

Description:
A built agent that uses a set of specific, verified knowledge to provide information and support on topics related to "certified" enterprise accessibility for accessibility topics

Objective:
Ensure document accuracy and compliance through automated validation with the Agent, reducing the time required for manual reviews and improving the overall efficiency of the process

"Verify the /piano_percopilot.docx document and give me directions on how to improve it"



Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

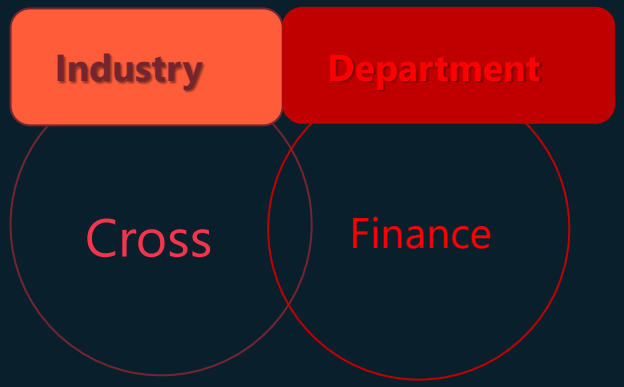
Finance analyst Agent

Description:
An agent that analyzes and synthesizes new aggregated data by comparing two input .xls files. The agent creates a new summary table that shows the variances between the months analyzed for each function and cost item

Objective:
Significantlyreduce the development time of briefings by automating repetitive tasks and gathering relevant information quickly. This allows marketers to focus on more strategic aspects, improving the overall efficiency of the process.

"I have to do a comparison analysis between two different financial periods: the most recent is the current month, while the remaining files in the folder represent the history. I want a table with three columns (cost center, expense item, and delta). The delta difference of the most recent file should contain the comparison to the delta of the historical file. Can you make a summary by aggregating the main negative and positive deviations?"

Microsoft



Tool:

Licensing:

Scenario

Description:
Automate the verification process between an invoice and the original cost to support the finance team in identifying discrepancies quickly and efficiently.

Objective:
Help the finance team in handling invoices, bookings and rapidly identify inaccuracies.

Contract Mismatch Finder

Description:
The agent compares the hotel invoice with the original agreed booking cost and checks eventual discrepancies. If a discrepancy is found, the agent searches the original contract to locate clauses that justify the cost differences.

Objective:
Remove the need for manual contract review each time a discrepancy between invoice and booking is found.

"Check for eventual inconsistencies between /Invoice1.pdf and the booking cost /Booking. Are there discrepancies?"

Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Sometimes customers orders might be blocked, delayed or changed and procurement team must be always updated on all the order-related news.

Objective:
Automate and accelerate eventual changes to be done on the order updating the SAP system behind the scenes.

SAP Order Status Copilot

Description:
This Copilot Studio agent is able to retrieve relevant information about orders related to as pecific customer accessing real time the SAP system and identifying possible delay causes investigating the whole M365 perimeter. It can also suggest possible replacement items verifying the available stock quantity and update the order in SAP.

Objective:
Update SAP items minimizing context switching without interrupting the flow of work and experiencing the same SAP interface from the Copilot conversational channel.

Retrieve details about the order 1122233 of X customer and verify why the status is blocked. Then, replace it with another item verifying stock availability.

Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Autonomous

Scenario

Description:
Customers order requests might be heterogeneous and not structured and creating a commercial proposal for the customer might be time consuming.

Objective:
Automate the creation of the commercial proposal verifying the presence of the requested order in the SAP system to ground the customer's request with real-time availability.

SAP Commercial Proposal Agent

Description:
Autonomous agent for managing the entire process of analyzing the customer request by email, send an automatic email with the drafted commercial proposal along with details of the requested product quantity and prices as stated in the SAP backend system and eventual replacement items if some requested products are missing.

Objective:
Automate and optimize the commercial proposal creation process, reducing wait times and possible scenarios of missing items and SAP real time access.

Autonomous Trigger

When a new email arrives

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

Evaluation of tender offers

Description:
An independent agent classifies the responses received from different suppliers by comparing two or more proposals and following pre-established metrics

Objective:
Quickly analyze supplier responses, comparing criteria such as price, quality, and delivery times. It reduces errors, ensures consistency in evaluations, and provides detailed reports to support informed decisions. It also improves the transparency and traceability of the process, making tender management more efficient and scalable.

"Evaluate the bids received from suppliers for tender XYZ. Compare offers based on the following criteria: price, quality of materials, delivery times and guarantees offered. Generate a detailed report that ranks your offers in order of convenience, highlighting the strengths and weaknesses of each offer. Also provide recommendations based on the data analyzed."

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

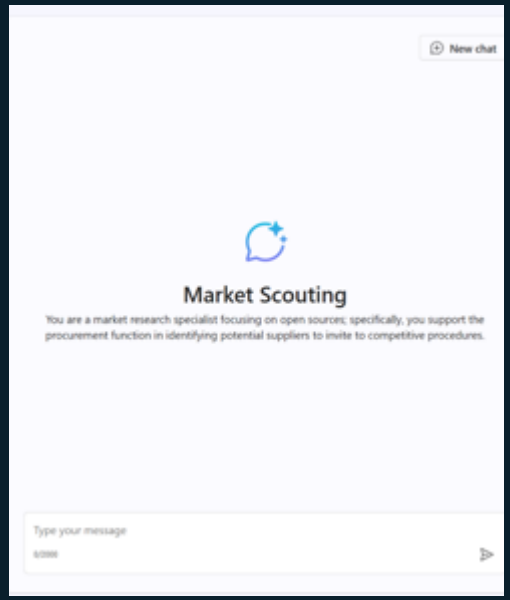
Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

Product research on the market: "Market scouting"

Description:
Agent who maps the products on the market and defines the search for suppliers

Objective:
Effectively map the products on the market and define the search for suppliers, thus improving the efficiency of the procurement process and ensuring that the company can access the best products and suppliers available.



Through the "Market Scouting" agent - "find me the top 10 European vendors that offer certified digital signature solutions. Put them in a table with information about turnover, market capitalization, and any public references. And create a graph with the trends of the last 3 years"

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Generating content that includes a specific analysis.

Objective:
Create a reference with simplicity and immediacy
from scratch.

Update records

Description:
Update a new incident ticket using natural language.

Objective:
Update existing data on external systems directly from the Copilot interface.

"Please update ticket XXXXX. The new description is 'This is a description created with Copilot.'"

servicenow

→

"Please update the ticket INC0010003. The new description is 'This is a description created with Copilot' "

ServiceNowOAuth

Sure, I have updated the ticket with the new description. Here are the updated details:

Field	Value
Ticket ID	INC0010003
Description	This is a description created with Copilot
Impact	High (1)
Urgency	Medium (3)
Priority	3
State	1
Opened At	2025-01-27 11:18:02
Updated At	2025-01-27 11:23:01
Created By	admin

Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

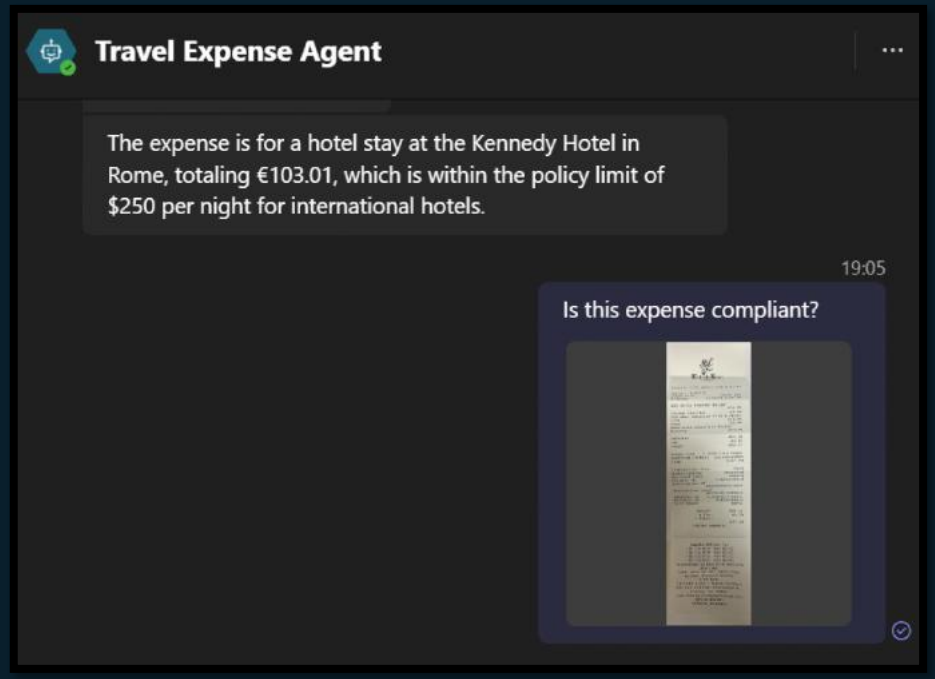
Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

Intelligent expense report creation

Description:
The employee can question the agent to find out if a given expense complies with the company's expense reimbursement policies, directly uploading a photograph of the receipt. If so, the receipt is automatically entered into the expense report and reconciled with the cost item.

Objective:
Reduction of time in expense reporting and validation operations by management.

"Does the lunch in this receipt that I enclose comply with the company's travel policies?"



Microsoft

Industry

Department

Cross

HR

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

Support for HR Requests

Description:
An agent who supports the employee in navigating HR documentation and information, and assists him in solving problems with the payslip or holidays, with the possible opening of a ticket.

Objective:
Reduce the number of requests that need to be handled manually and standardize requests to second-level support.

"What health care plans does the company offer?"

"Two extra days of vacation have been deducted from my pay slip"

Microsoft

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

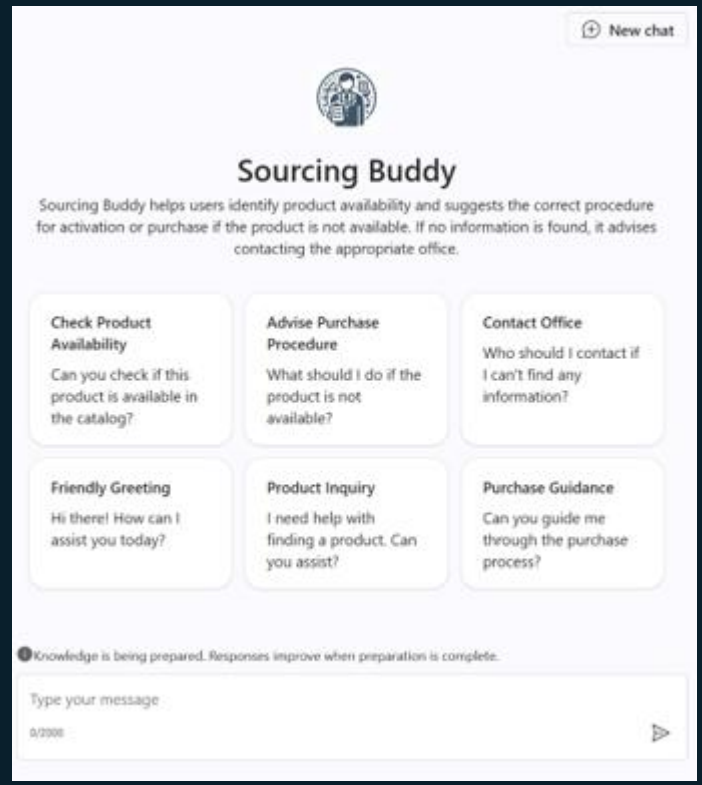
Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

Sourcing buddy

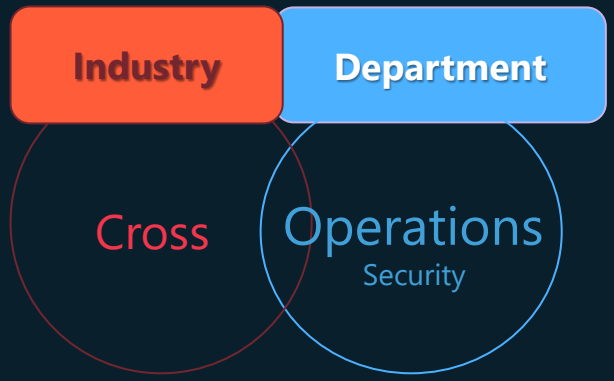
Description:
The agent allows you to verify that the desired product is already available in the company. In addition, the user can ask the agent to suggest the procedure for purchasing the product by submitting a request in SAP.

Objective:
Check the catalog for the availability of a product. Ensure that the user can quickly and easily check the availability of the desired product in the company through the agent, thus improving the efficiency of the verification process and increasing customer satisfaction

"Check to see if the product [product name] is available in your company and provide an update on its availability."
"Could you give me the guidelines to follow for the purchase procedure"



Microsoft



Tool:

Licensing:

Autonomous

Scenario

Requirements:
Streamline and enhance the processing of Ground Safety Reports (GSR) by automating the creation, classification, and investigation of **safety occurrences**. The goal is to reduce manual effort, improve accuracy, and accelerate feedback loops.

Ground Safety Assistant

Description:
Built with Copilot Studio, this autonomous agent address the business process in following way:

- **Extraction** of structured data from GSR text (e-mail);
- **Classification** of occurrences by category, event type, and risk level.
- **Root causes** suggestion.
- Generation of **investigation summaries** for feedback.

This agent leverages low-code automation, natural language understanding, and integration with enterprise data sources.

Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Autonomous

Scenario

Description:
Autonomous management of requests with continuous automation

Objective:
Automate the end-to-end process across all end-user request receiving points

Hardware Inventory Management

Description: Autonomous agent for managing the entire process of ordering and assigning devices. It reacts autonomously to specific scenarios (i.e. new employee, broken/lost device, periodic refresh) and standardizes the actions to be performed for the order.

Objective:
Automate and optimize the device ordering process, reducing wait times and possible unmanaged scenarios.

"When a new employee is registered in SAP HR."

"When a device is reported to be lost."

"Hi, my device is broken, I should order a new one."

Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Autonomous

Scenario

Description:
Autonomous management of requests with continuous automation

Objective:
Automate the end-to-end process across all end-user request receiving points

Supplier quality control

Description:
An agent who automatically createsa real-time market analysis of existing and potential suppliers for an organization, to align them with the company's quality, cost, and delivery standards.

Objective:
Provide qualitative and quantitative elements for the evaluation and selection of suppliers in the order management and supply chain process.

"It analyzes market trends, supplier performance metrics, and aligns them with the company's quality, cost, and delivery standards. Aggregate all the information and format it into a report with data from the top 5 vendors."

Microsoft

Industry

Department

Cross

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
Finding information about documenting and automating operations on business systems

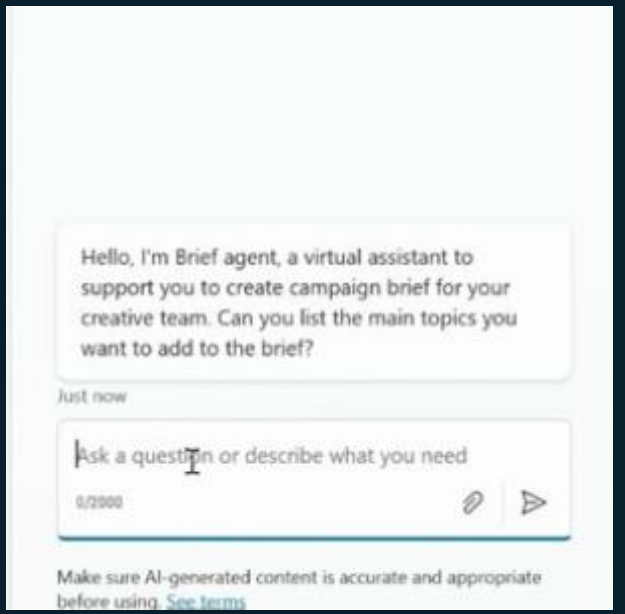
Objective:
Facilitate the retrieval of information and the execution of operations on business systems.

Marketing briefing

Description:
Agent who supports the marketing team in creating briefings by collecting and organizing relevant information, generating a document and sending it to the agency.

Objective:
Significantlyreduce the development time of briefings by automating repetitive tasks and gathering relevant information quickly. This allows marketers to focus on more strategic aspects, improving the overall efficiency of the process.

"Can you write a brief based on the information in the 'new product' file? The necessary information is: naming, payoff proposal, visual and packaging proposal»



Microsoft

Industry

Department

Cross

Legal

Tool:

Licensing:

Scenario

Description
Legal departments must continuously track **regulatory and compliance questions** across multiple jurisdictions and topics.
Research is time-consuming and often duplicated across team members.

Objective
Provide a **central AI agent** that supports legal research and helps answer compliance questions consistently, based on curated internal and external sources

Legal Research Agent

Description:
Copilot Studio Agent to access **legal knowledge repositories**, web, regulations, and internal guidelines. Answers questions about **compliance updates implications and new legal regulations**, referencing specific documents. Helps draft **an executive summary to be sent through email to the legal user.**

Objective:
Reduce time spent on repetitive legal research and simplification of the learning process and regulation updates.

Can you tell me what are the last legal news available in the web?

Microsoft

Industry

Department

Cross

Legal

Tool:

Licensing:

Scenario

Description
Legal departments must handle complex contract revision by doing multiple tasks, such as identifying relevant clauses, perform compliance checks, identify risks and penalties etc…

Objective
Reduce the average contract revision time and identify risk anomalies automating some of these tasks through a conversational experience.

Contract Legal Assist

Description:
Copilot Studio Multi-Agent to query four child agents to:
-identify specific clauses
-compare the contract with previous versions
-identify risks or penalties
-compare the contract with a template of golden rules

Objective:
Create a scalable approach to subtasks within the same contractual revision iter.

Identify all clauses related to subcontracting and payment terms and verify the deltas with respect to the golden rules

Microsoft

Industry

Department

Cross

Project Management

Tool:

Licensing:

Autonomous

Scenario

Description:
Autonomous management of requests with continuous automation

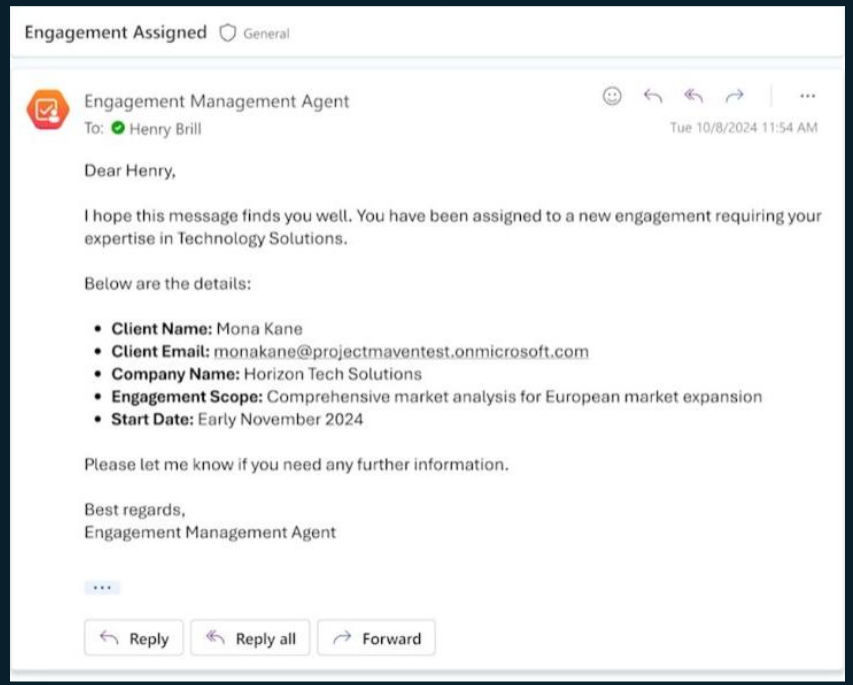
Objective:
Automate the end-to-end process across all end-user request receiving points

Managing Engagement Requests

Description:
An agent who processes requests for engagement (expressed by the PM in chat or received by clients via email) and evaluates the most suitable resources for the management of the indicated tasks.

Objective: Reduce resource management time and allocate resources more efficiently to tasks and requests

"Analyze the email you received from Horizon Tech Solutions and extract the information about the engagement. Get the industry taxonomy and assign the engagement to the most appropriate resource.»



Microsoft

Industry

Department

Cross

Finance & Procurement

Tool:

Licensing:

Autonomous

Scenario

Description:
Autonomous management of long-running requests.

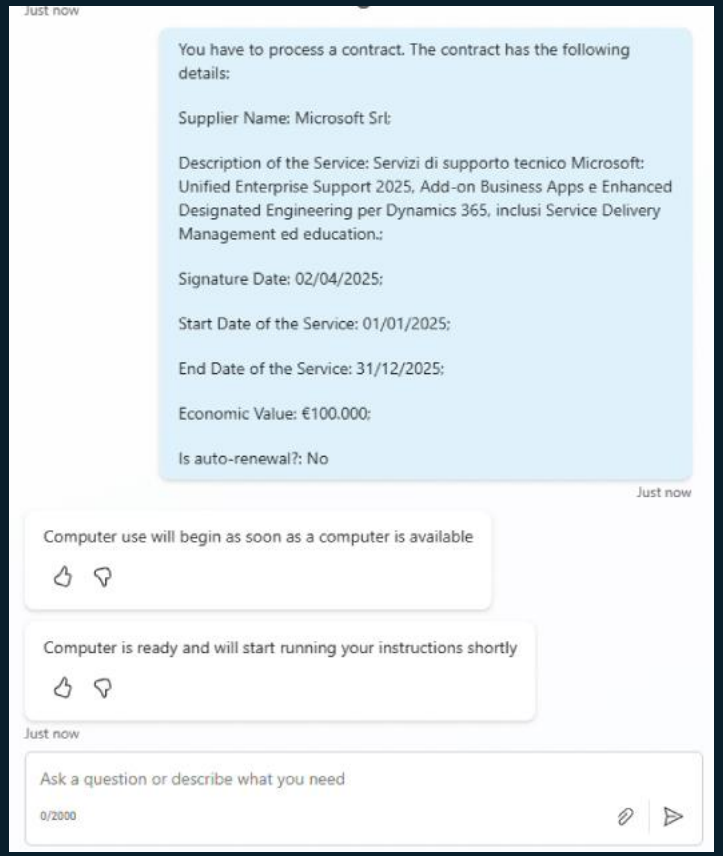
Objective:
Automate the end-to-end process with all end-user entry points

Autonomous Contract recorder

Description:
An agent that autonomously record information about new contracts when they are uploaded in a SharePoint folder

Objective:
Reduce the time needed and the error rate of manual registration, by leveraging AI also in situation where the systems involved do not offer an easy integration pattern.

"Record the following contract for Microsoft Unified Support services, and retrieve all relevant information from systems."



Microsoft

Industry | Department

Cross | Sales

Tool:

Licensing:

Autonomous

Scenario

Description:
Autonomous management of long-running requests.

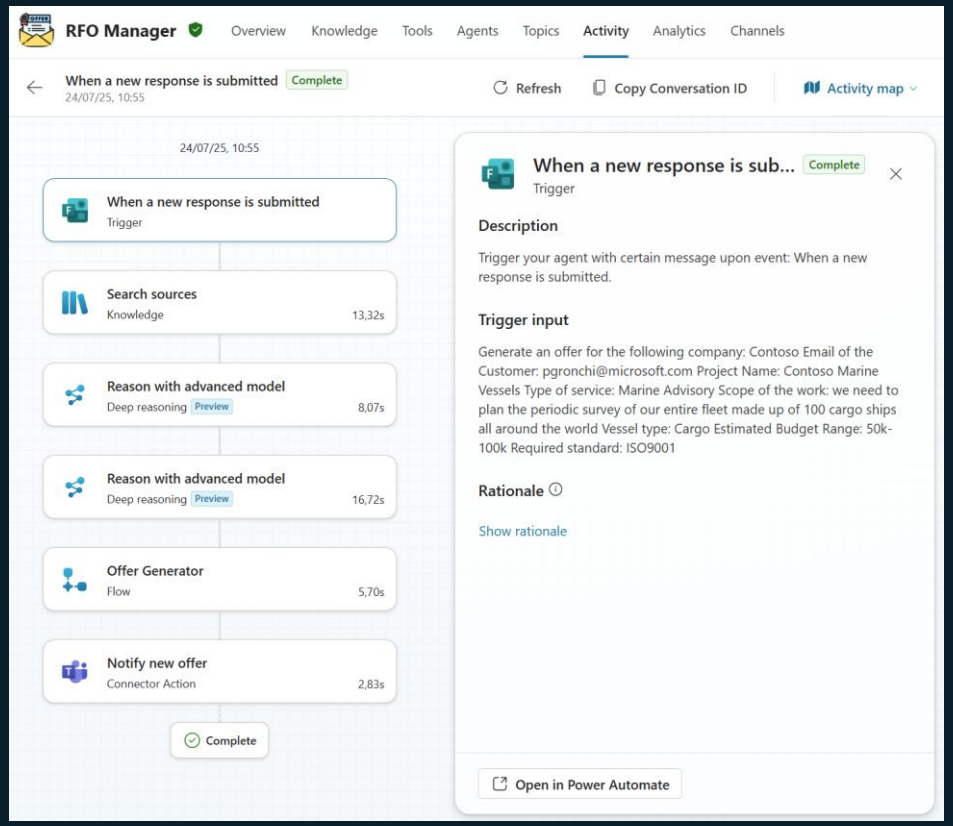
Objective:
Automate the end-to-end process with all end-user entry points

Autonomous RFO Agent

Description:
An agent that listens to requests for offers from customers through a form and compile a new offer according to the organization's policies

Objective:
Simplify the process to produce a new offer, increasing the amount of generated ones by reducing time and letting salespeople focus on the most important ones

"I'm starting a new project and need to evaluate your professional services. My project will start in …."



Microsoft

Industry

Department

Cross

HR

Tool:

Licensing:

Autonomous

Scenario

Description:
Autonomous management of requests with continuous automation

Objective:
Automate the end-to-end process across all end-user request receiving points

Automated buddy onboarding

Description:
The agent verifies the user's characteristics by consulting databases, Excel, etc., and creates an agenda of training and other actions to be completed by the indicated date. He receives the request and triggers the necessary actions, writing to the subjects involved. In addition, the agent sets up meetings with you and colleagues, as well as a meeting with the GHR to take stock of the onboarding. Finally, submit a form for user experience evaluation

Objective:
The agent automates and makes the onboarding process smoother. It also reduces resource management time, improves operational efficiency, and provides continuous, personalized support to new employees

Risposta a richiesta training

Corso di Training	Stato	Data di Completamento/Scadenza
Introduzione all'Azienda	Rosso	Entro il 01/03/2025
Sicurezza sul Lavoro	Rosso	Entro il 02/03/2025
Formazione sui Sistemi IT	Verde	Completato il 25/02/2025
Politiche Aziendali	Rosso	Entro il 03/03/2025
Formazione sulla Privacy	Verde	Completato il 26/02/2025

In questo esempio, i corsi segnati in verde sono già stati completati e riportano la data di completamento, mentre quelli in rosso devono ancora essere completati e riportano la data entro cui devono essere eseguiti.

"*I*'m a new hire. I would like a "color code" in reference to an evaluation system to understand what are the trainings of the first week that I have to do, suggesting the use of a traffic light (green, red) to indicate if I have already followed the training or not. Green indicates that the course has already been followed, red indicates that the course is still to be followed. in the green case it shows the date on which it was followed, in the red case it shows the date by which the training must be performed.»

Microsoft

Industry | Department

Cross | Customer Service

Tool:

Licensing:

Autonomous

Autonomous Customer Service

Description:
An agent who provides the status of orders and practices to a customer either in conversational mode (agent published on the website) or upon receipt of an email (autonomous agent**).**

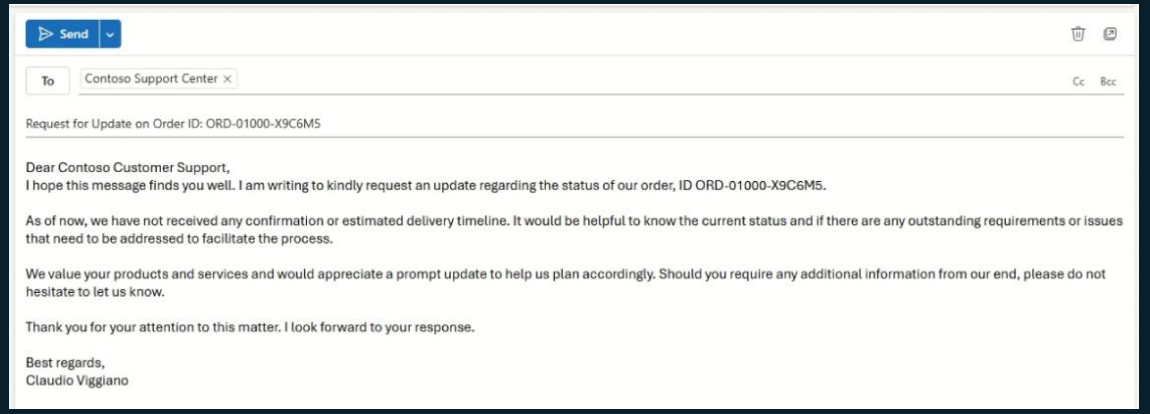
Objective:
Improve customer engagement and satisfaction by providing timely and accurate information in autonomous mode.

Scenario

Description:
Autonomous management of long-running requests

Objective:
Automate the end-to-end process with all end-user entry points

"I would like to know the status of my last order, and possibly information on how to make the change."



Industry

Department

Cross

Cross

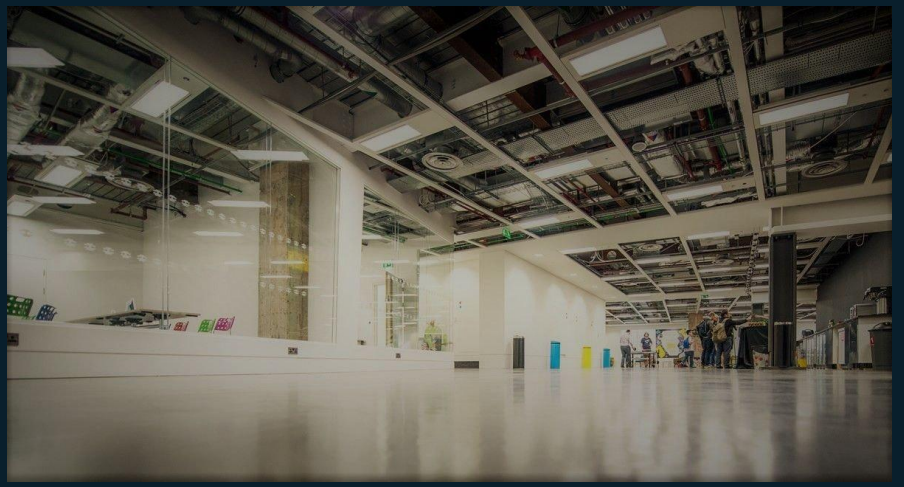
Tool:

Licensing:

Event Navigator

Description:
An agent which navigates across the Event sharepoint site to provide information about logistics, sessions, speakers, gadgets... from the same centralized interface. This agent can be shared with a group chat as well.

Objective:
Giving a 24/7 assistant which can answer to the user's questions at any time, rapidly and effectively reducing entropy in information access and delivery.



Scenario

Description:
When an event is organized, lots of details are continuously discussed and changed (chats, emails, SP repository) and partecipants find it difficult to access a centralized place of information and stay on track of all event news and updated.

Objective:
Saving time for the strategic and physical preparation of the event instead of answering similar questions by multiple users.

"Analyze the email you received from Horizon Tech Solutions and extract the information about the engagement. Get the industry taxonomy and assign the engagement to the most appropriate resource.»

Microsoft

Industry

Department

Cross

HR

Tool:

Licensing:

Scenario

Description:
Integrated management of candidate screening and selection to cover HR processes at 360 degrees

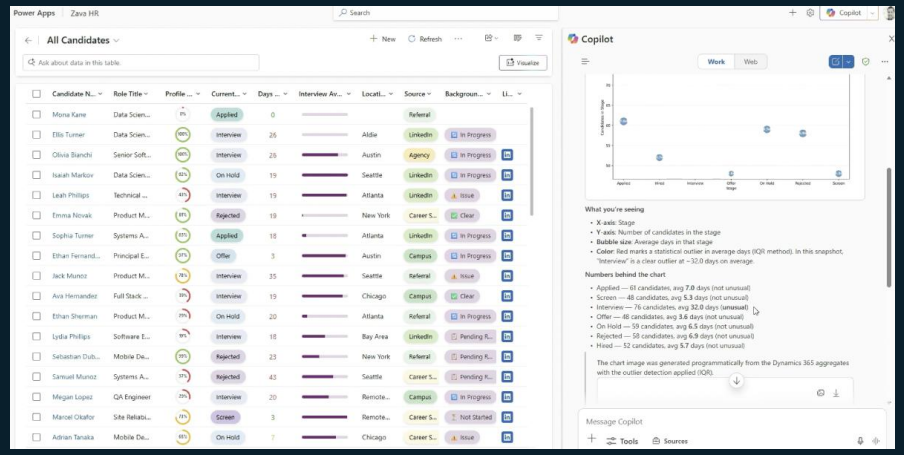
Objective:
Automate the end-to-end process across all stakeholders with AI-assistance

HR Hub

Description:
The place where HR Specialists can interact with the business process (publish job positions, review applicants, screen candidates, monitor ongoing selections)

Objective: Create new candidate record, request approvals to recruiters for critical tasks, schedule meetings with candidates

"Show me all the applications made by Mario Rossi and close the APP110 issue»



March 2026

Microsoft

Industry | Department

Cross | Operations

Tool:

Licensing:

Scenario

Description:
End-to-end management of the sales order cycle in an integrated solution

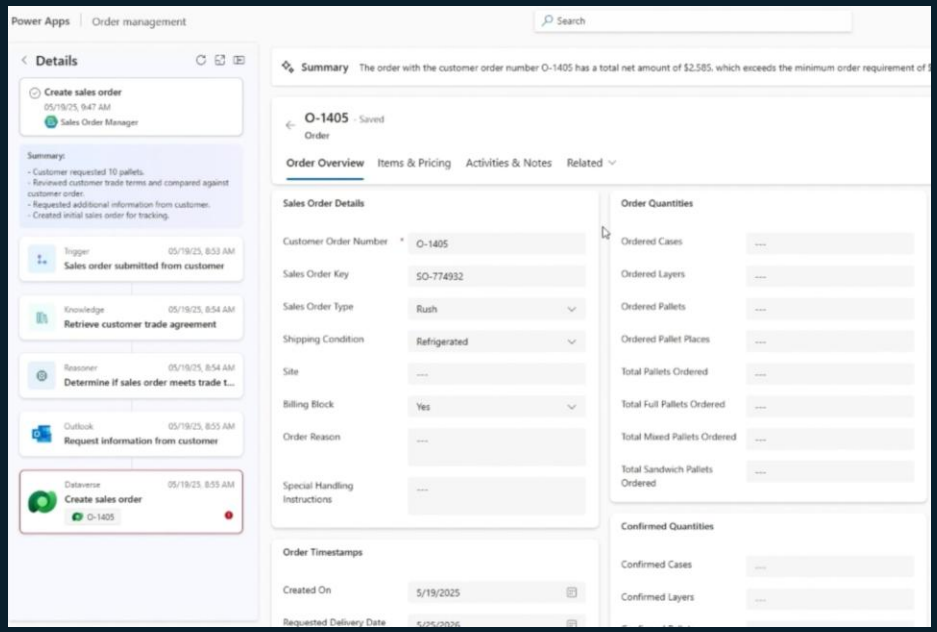
Objective:
Automate the end-to-end process across all stakeholders with AI-assistance

Sales Order Management

Description:
From inventory to order, this is the go-to place for anyone in Procurement to maintain control over the sales order cycle. Buyers review sales orders and complete agents work with informative decisions.

Objective: Review order levels, address restock needs, plan delivery routes, create sales orders

"Review customer trade terms and create sales order"



March 2026

Microsoft

Industry

Department

Cross

Customer Service

Tool:

Licensing:

Scenario

Description:
End-to-end management of the field service scheduling process in an integrated solution

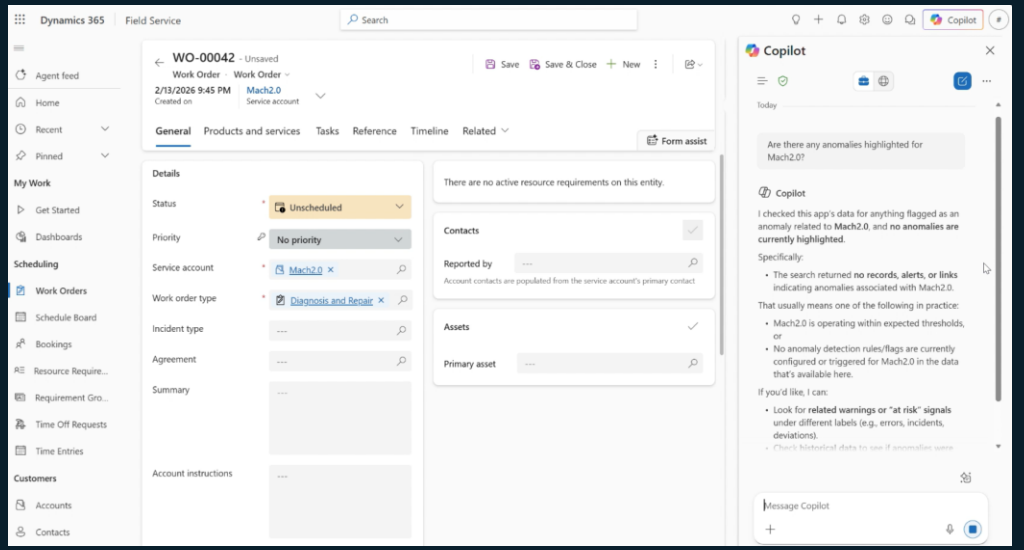
Objective:
Automate the end-to-end process across all stakeholders with AI-assistance

Field Service Scheduling

Description:
The dispatcher has full control over the Field Service management and scheduling process in the flow of work, governs the activities carried by agents and is sided by Copilot to bridge process data with Work IQ,

Objective: Act as the back-office workers, monitoring signals from IOT and smart devices and creating work orders when maintenance is needed

"Are there any non-compliance with the current machinery?"



March 2026

Microsoft

Industry

Department

Cross

Marketing & comms, media

Tool:

Licensing:

Scenario

Description:
End-to-end management of the campaign requests process in an integrated solution

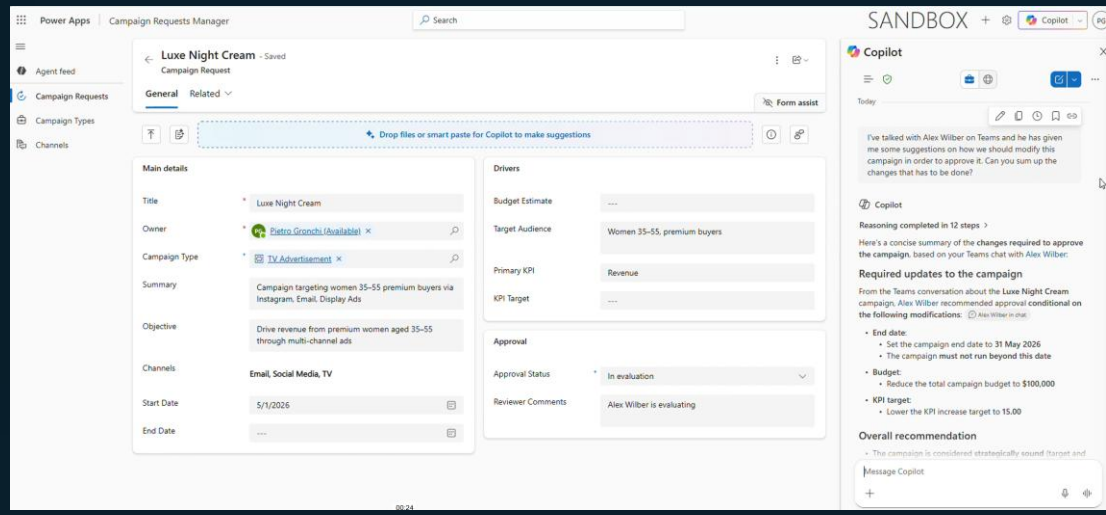
Objective:
Automate the end-to-end process across all stakeholders with AI-assistance

Campaign Requests Management

Description:
Marketing and Operations specialists can work seamlessly to generate and request new campaigns as well as to understand whether it is good to approve or reject the submitted ones.

Objective: Generate campaign request record after the campaign has been drafted, analyze available budgets and details from emails, and approve valuable campaigns

"Is there enough budget to approve the pending campaigns"



March 2026

Industria

Dipartimento

Cross

Finance & Procurement

Tool:

Licensing:

Scenario

Descrizione:
Gli utenti possono iniziare il processo di Source to Pay aprendo un RDA tramite la copilot chat e senza interagire con l'ERP.
Una volta creata l'RDA un agente autonomo interroga Fabric per individuare il miglior fornitore in base alle performance e i costi in combinazione con un'analisi comparativa avanzata sulla base di dati disponibili sul web
L'approvazione del RDA avviene tramite Approvals di Teams.
A questo punto RDA si Trasforma in Purchase order e Supplier Communication agent di Dynamics in autonomia gestisce le modifiche comunicate dal fornitore. Una volta ricevuta la merce e la fattura dal fornitore, invoice capture agent in automatico registra la fattura in ERP.

0 touch Source to Pay

Descrizione:
Il processo di Source to Pay e' tipicamente un processo aziendale che coinvolge diversi stakeholders, flussi approvativi e spesso tante attivita' di data entry a basso valore aggiunto all' interno dell' ERP . Parte dalla creazione di un RDA, la definizione del fornitore , l'approvazione della richiesta e la gestione del purchase order con molte modifiche e avanzamenti di stato da gestire fino ad arrivare alla registrazine della fattura.
Obiettivo:
Minimizzare le attivita' manuali all' interno dell' ERP facendo leva su Copilot chat , agenti Dynamics 365 e agenti creati ad hoc su copilot Studio.

Esempio

Quanta merce ho di questo articolo?
Posso aprire un RDA?
Qual'e' il miglior fornitore per questo articolo?

Microsoft

Why azure?
Custom backend

Industry

Department

Cross

HR

Tool:

Licensing:

Talent Acquisition Agent

Description:
An extension of M365 Copilot that allows HR to perform all recruiting activities (candidate consultation, process initiation, data storage, feedback) by dialoguing with an Azure backend through APIs.

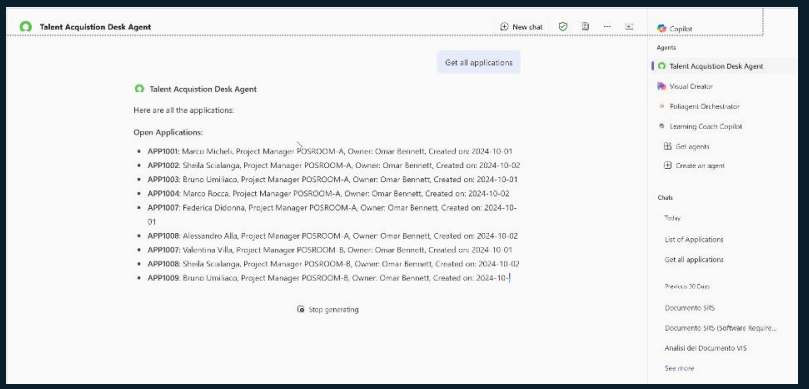
Objective: Unify and simplify the Talent Acquisition process, improving the operational efficiency of the HR team.

"Show me all the applications made by Mario Rossi and close the APP110 issue»

Scenario

Description:
Autonomous management of requests with continuous automation

Objective:
Automate the end-to-end process across all end-user request receiving points



June 2025

Microsoft

Why azure?
Custom OCR+ Custom models

Industry

Department

Cross

Cross

Tool:

Licensing:

Scenario

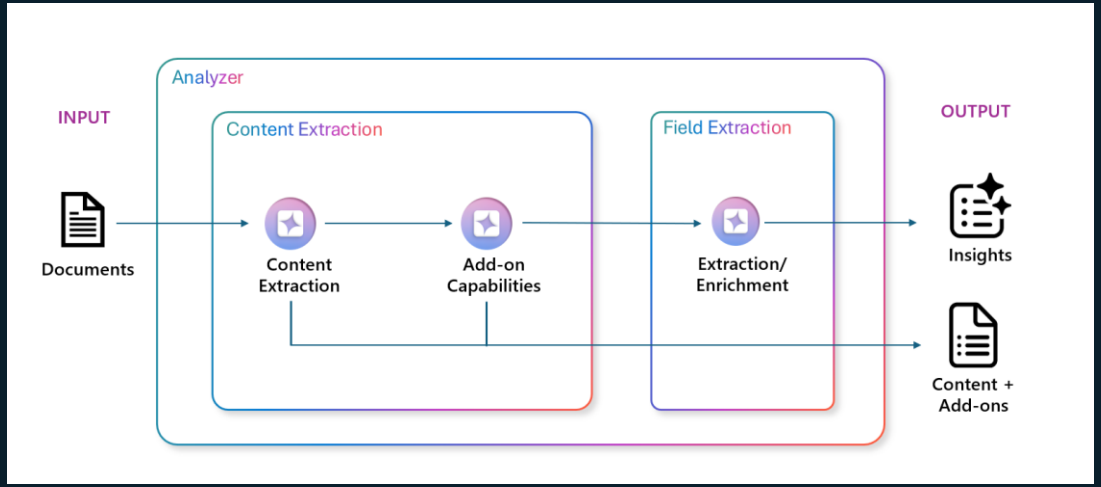
Description:
Extraction of information from complex documentation.

Objective:
Extract information from various types of documentation to support data collection or processes.

Digitization + Document Extraction

Description:
Using **Azure AI Services** (Document Intelligence / Content Understanding) for custom OCR or OOB, further refine extraction with the addition of **Azure OpenAI** models

Objective:
Make the information on the documentation usable with flexibility regarding the input layout of the document, reduce the manual processing effort by the operator. Leverage the combined capabilities of ML + GenAI to improve the end result.



Microsoft

Why azure?
Different OpenAI models+ Multi agent orchestration with SDK + Custom frontend

Industry | Department | Cross | Cross

Tool:

Licensing:

Scenario

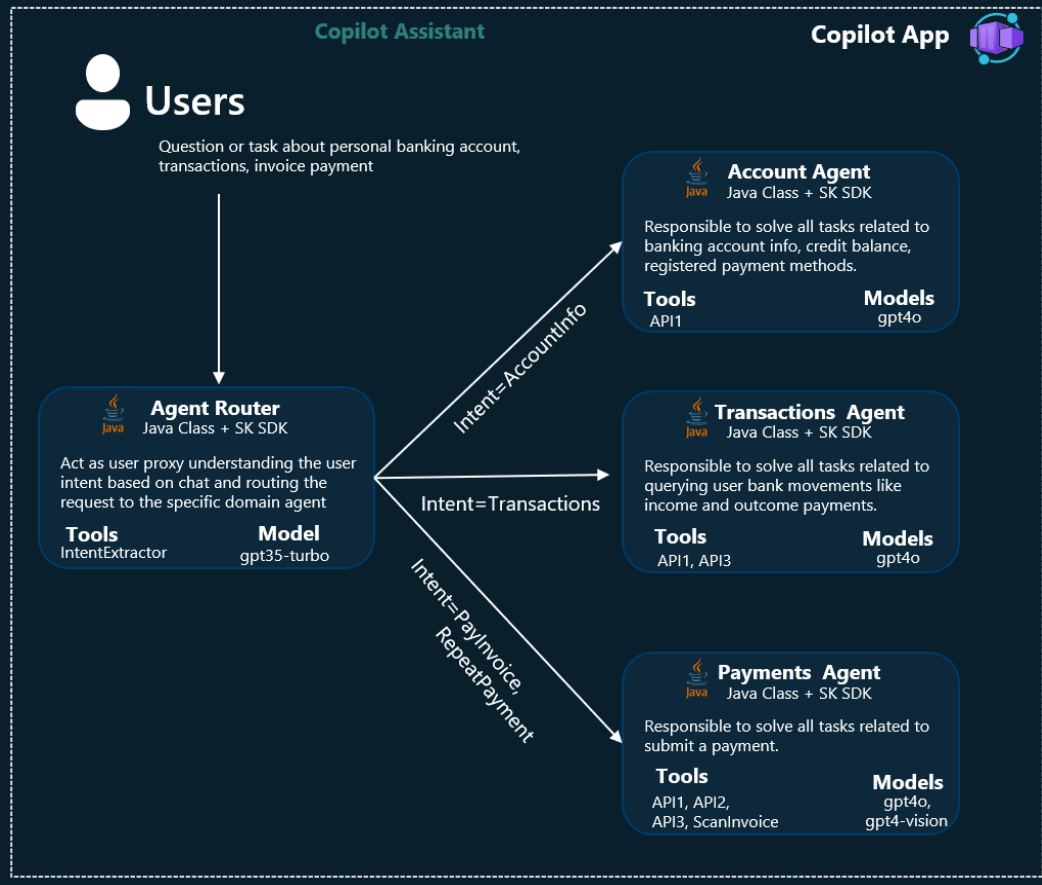
Description:
Agents who assist the user in automating the user experience.

Objective:
Revolutionizing online platform interaction in a conversational + active way

Personal Assistance Agent Team

Description:
Use of Azure OpenAI (different models based on specific needs) to create agents specialized in different domains, acting capabilities given by Semantic Kernel for complex orchestration.

Objective:
Have a team of specialized agents to support the user's requests. Not just the search for information, but reactive and proactive actions to enable a totally conversational User Experience.



Microsoft

Why azure?
Multiple document analysis and search (1000+)

Industria

Department

Cross

Cross

Tool:

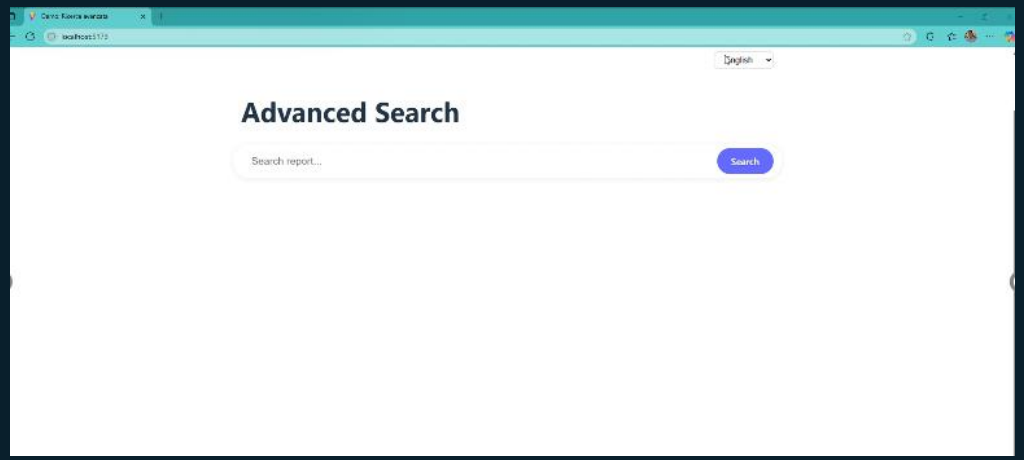
Licensing:

Scenario

Description:
A large enterprise manages thousands of documents across departments. To stay productive, it needs a fast, intelligent way to search and extract relevant information instantly.
Objective:
unlock the full value of its information assets and accelerate decision-making, it needs a smart, efficient way to search and retrieve knowledge

Advanced Search

Description:
Advanced search bar that understands natural language queries and highlights the most relevant parts of its knowledge base.
Objective:
Enhancing the value of information assets and accelerating access to critical insights.



June 2025

Microsoft

Why azure?
Integration with third-party platforms

Industry: Cross

Department: Cross

Tool:

Licensing:

Scenario

Description:
Transcription and translation of audio streams in real-time or batch mode for integration **with third-party meeting platforms.**

Objective:
Make meetings, podcasts and any audio/video stream understandable in real time (or batch) to groups of users with distributed cultures and languages.

Live Meeting translation

Description:
Real-time voice translation in different languages.

Objective:
Make live meetings understandable to people who speak different languages. The source audio stream can be converted to audio in different languages through artificial neural voices.

Microsoft

Industry

Department

Cross

Cross

Why azure?
Integration with third-party platforms

Tool:

Licensing:

Scenario

Description:
Transcription and translation of audio streams in real-time or batch mode for integration **with third-party meeting platforms.**

Objective:
Make meetings, podcasts and any audio/video stream understandable in real time (or batch) to groups of users with distributed cultures and languages.

Generation Subtitles

Description:
Generation of subtitles in different languages.

Objective:
Generate subtitles in different languages for live meetings or video/audio productions of any kind.

Microsoft

Industry

Department

Cross

IT & Innovation

Tool:

Licensing:

Scenario

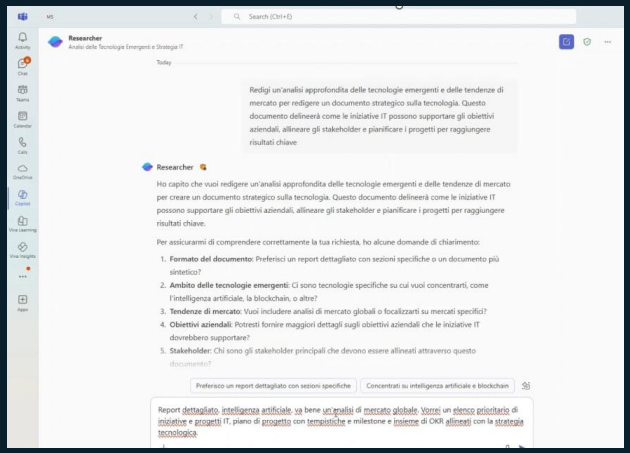
Description:
Support for the preparation of strategic documents that require analysis of complex, multi-source information and alignment with business priorities.

Objective:
Facilitate the creation of tailored, high-quality deliverables through guided interaction and dynamic content generation.

Strategic Technology Planning Support Agent

The agent assists in the creation of strategic reports focused on emerging technologies and market trends. It engages the user in a guided interaction to gather input, clarify needs, and progressively build a tailored document. The agent is capable of structuring the content, integrating external insights, prioritizing initiatives, and aligning the final output with business objectives and stakeholder needs.

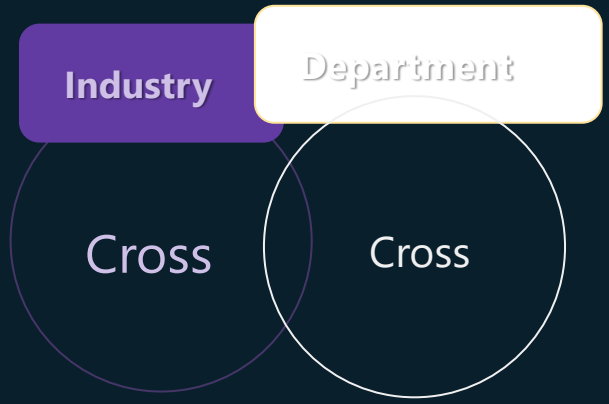
Objective
To support the strategic planning process by generating comprehensive, business-aligned technology reports that reduce manual effort, improve clarity, and enable informed decision-making across IT and leadership teams.



"Create a strategic report on emerging technologies that aligns IT projects with business goals, includes trend insights, a prioritized initiative list, and a roadmap."

July 2025

Microsoft



Tool:

Licensing:

Scenario

Description:
White-collar employees often need to manage their assigned IT devices (e.g., laptops or smartphones). This includes requesting a new device, substituting an existing one, or dismissing a device when it's no longer needed. Traditionally, these processes involve multiple steps, manual approvals and coordination with the IT department, which can be time-consuming and prone to errors.

Objective:
Reducing administrative overhead, improving asset tracking and compliance, enhancing user experience, minimizing downtime.

Device Self Service

Description:
This agent helps whitecollar to request, substitute, dismiss their assigned device inside a company.

Objective:
The agent aims to **provide a self-service, automated interface for employees to manage their assigned IT devices**.
Specifically, it should:
Enable employees to easily request, substitute, or dismiss devices without manual intervention.
Guide users through company policies and available options to ensure compliance.
Integrate with IT asset management systems to keep inventory accurate and up to date.
Reduce friction and waiting times by automating approvals and notifications where possible.
Improve transparency by giving employees real-time status updates on their requests.

"My pc must be substituted. How can I do that?"

Microsoft

Industry

Department

Cross

IT & Innovation

Tool:

Licensing:

Scenario

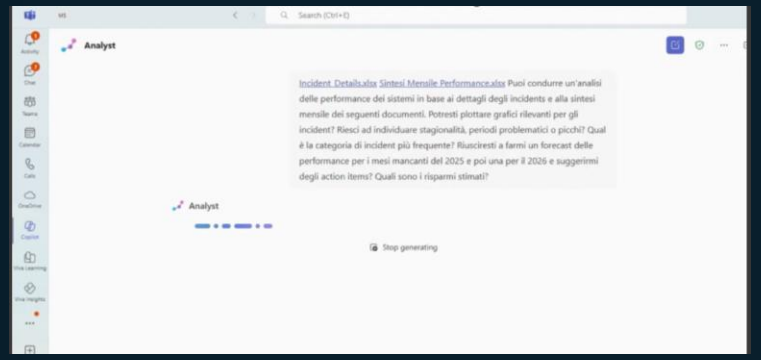
Description:
Automated interpretation of structured operational data to support performance evaluation, trend analysis, and reporting across business-critical systems.

Objective:
Improve the efficiency and quality of data-driven operations by automating the detection of patterns, forecasting metrics, and generating strategic insights.

System Performance Analyst Agent

Description:
The agent processes structured performance and incident datasets (e.g., Excel files), identifies trends, seasonal patterns, or anomalies in system behavior, and visualizes the results through dynamic charts. It highlights recurring issues, classifies incidents, and projects future performance metrics over selected timeframes. Upon request, it suggests action items for improvement and estimates potential savings. All findings are delivered in an interactive format for stakeholders.

Objective:
Accelerate data analysis workflows, support proactive service management, and enable informed decisions through automated performance forecasting and incident intelligence.



"Analyze the incident logs and performance summaries, generate trend charts, identify recurring patterns or anomalies, forecast system behavior for future periods, and suggest potential corrective actions with estimated impact."

July 2025

Microsoft

Industry

Department

Cross

Operations

Tool:

Licensing:

Scenario

Description:
Microsoft Fabric is used to orchestrate the real-time collection of technical data from sensors and maintenance. Inputs are transformed into structured reports, enriched with auto-suggestions and dynamic visualizations in Power BI/real-time Intelligence.

Objective:
Streamline field reporting to facilitate predictive maintenance.
.

Maintenance Reporting Support Agent

Description:
Sensor data and data collected by technicians (e.g., fault description, timing, materials used) are processed in Microsoft Fabric. The agent, by comparing the Fabric data and the reports of previous interventions (sharepoint), allows you to analyze trends related to failures and possible situations that require maintenance in order to avoid downtime and more invasive interventions.

Objective:
To optimize and reduce the number of maintenance interventions, support operational traceability through automated documentation and updatable dashboards.

"Are there sensors that show a deviation of more than 15% compared to the others? Can you check the history of interventions on these sensors?
Have there been similar situations in the past? What kind of intervention did they request?"

July 2025

Industry

Department

Cross

Cross

Tool:

Licensing:

Why azure?
Multiple document analysis and search (1000+)

Scenario

Description
A large company manages thousands of documents across all departments. To stay productive, it needs a quick and smart way to search for and extract relevant information and correlate information in different documents.

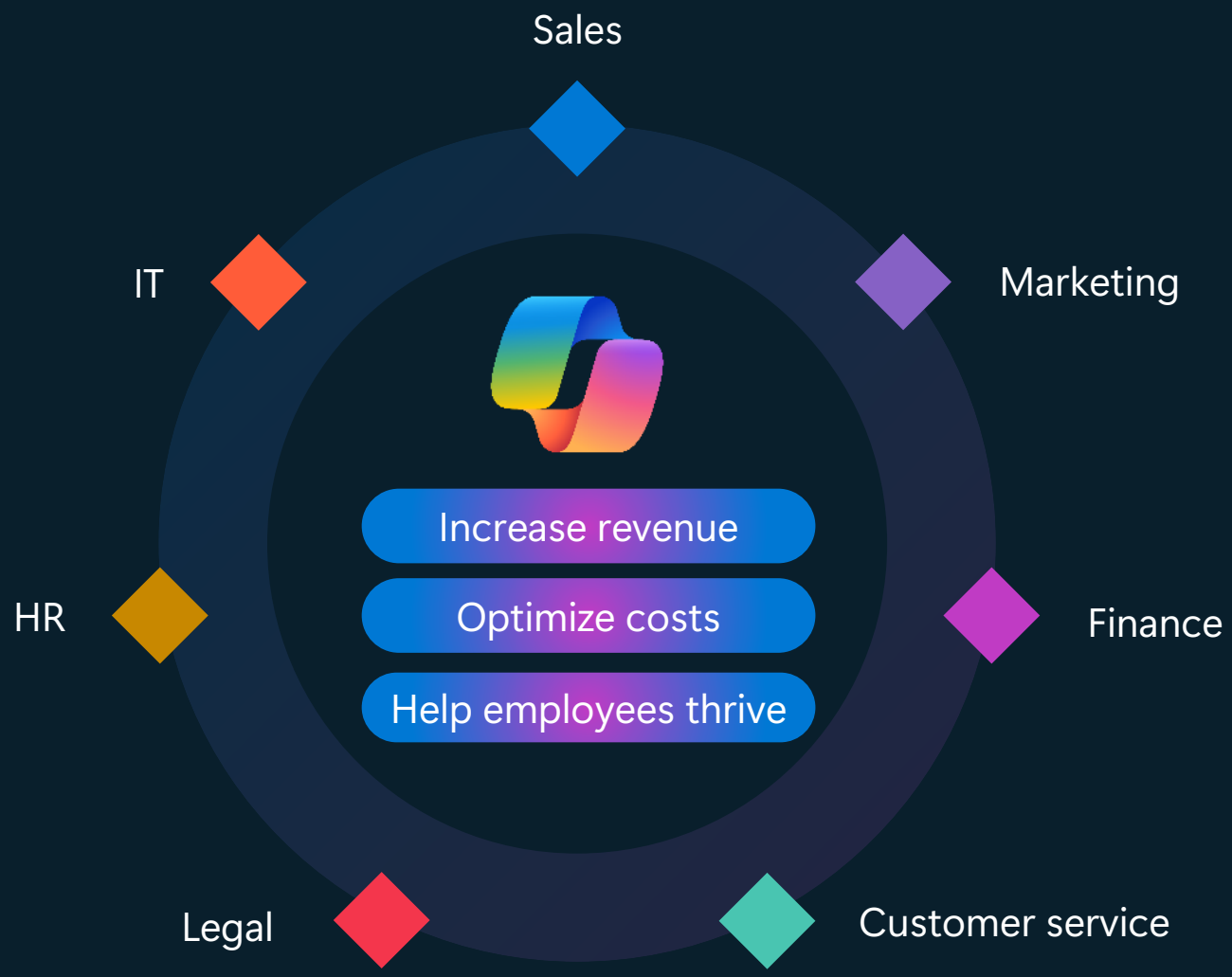
Objective:
Contextual enrichment through metadata data.

Advanced Research

Description:
Advanced search bar that includes natural language queries and highlights the most relevant parts of its knowledge base, the platform gives a document the possibility to navigate a correlation graph based on semantic and syntactic aspects

Objective:
Improve the value of information assets and accelerate access to critical information.

KPIs


Sales
Marketing
Finance
Customer service
Legal
HR
IT
Increase revenue
Optimize costs
Help employees thrive

Key processes by function

Sales

- Customer self-service
- Lead generation
- Customer engagement
- Negotiations and closing
- After-sales follow-up and upsell
- Sales analysis and forecasting

Marketing

- Customer insights and strategy
- Demand generation
- Content creation
- Campaign execution
- Predictive analytics
- Personalization
- Sales Enablement and Recommendation

Finance

- Quote for payment
- Record to report
- Taxes and treasury
- Planning and analysis
- Risk management and compliance
- Procure to pay

Customer service

- Self-help
- Media assignment
- Diagnosing problems
- Troubleshooting
- Continuous improvement

Legal

- Regulatory and compliance management
- Contracts
- Risk management
- Process
- Consultation
- Intellectual property
- Consultancy

HR

- Employee engagement
- Recruitment
- Human Resources Administration and Payroll
- Compensation and benefits
- Learning and development
- Talent Management
- HR Strategy & Planning

IT

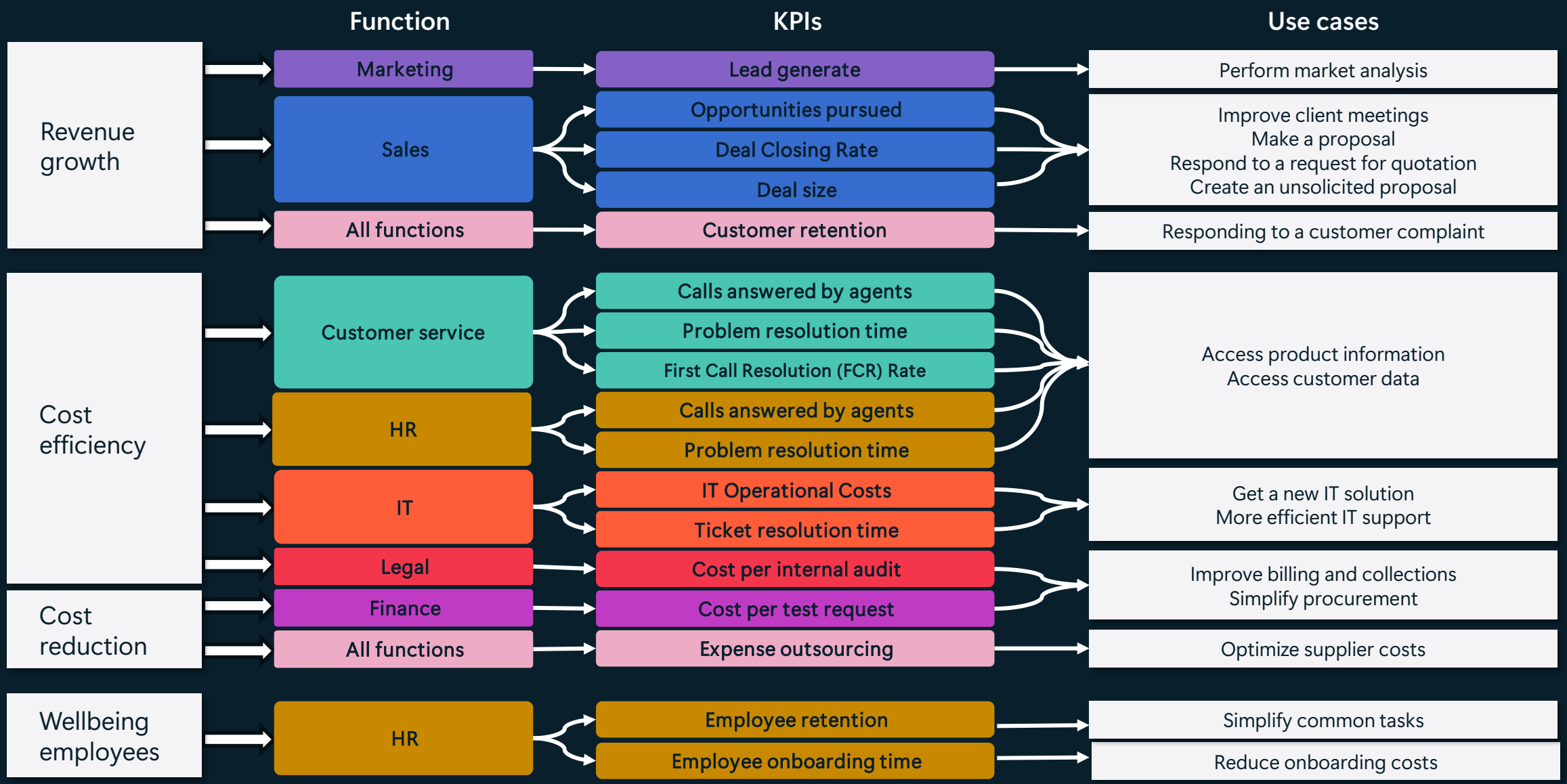
- Data management
- Software management and acquisition
- Updating the device
- IT Operations
- Network Operations
- Information Security
- Change management and user adoption

KPIs by function

Sales	Marketing	Finance	Customer service	Legal	HR	IT
Opportunity	Leads generated	Financial outsourcing expenses	First Call Resolution (FCR) Rate	External consultancy costs	Employee onboarding time	IT Operational Costs
Deal size	Agency fees	Cost per analysis	Calls answered by agents	Cost per Internal audit	Calls answered by agents	IT/ticket resolution time
Win Rate / Closing rate	Customer retention	Deal review time	Problem resolution time	Compliance Rate	Problem resolution time	IT outsourcing costs
Customer retention	Employee retention	Deal close time	Customer loyalty	Contract Error Rate	Employee retention	Product adoption and usage
Average discount size	Cost per lead	Compliance Rate	Case volume	Number of disputes	Hiring costs per employee	Application downtime
Upsell / Cross sell rate	Brand value	Forecast accuracy	Time to first response	Dispute win rate	Administrative cost per employee	Network/Infrastructure Reliability Score
Cost per lead	Lead conversion rate	Employee retention	Average call time		First call resolution rate	Reduce shadow IT risks
Length of sales cycles	Revenue generata per lead	Day sales outstanding	Customer experience (CSAT)		Workforce demographics	NSAT – User Satisfaction

Let's build a business case with these KPIs

= KPIs included in the BCB


Function
KPIs
Use cases
Revenue growth
Marketing
Sales
All functions
Lead generate
Opportunities pursued
Deal Closing Rate
Deal size
Customer retention
Perform market analysis
Improve client meetings
Make a proposal
Respond to a request for quotation
Create an unsolicited proposal
Responding to a customer complaint
Cost efficiency
Customer service
HR
IT
Legal
Finance
All functions
Calls answered by agents
Problem resolution time
First Call Resolution (FCR) Rate
Calls answered by agents
Problem resolution time
IT Operational Costs
Ticket resolution time
Cost per internal audit
Cost per test request
Expense outsourcing
Access product information
Access customer data
Get a new IT solution
More efficient IT support
Improve billing and collections
Simplify procurement
Optimize supplier costs
Cost reduction
Wellbeing employees
HR
Employee retention
Employee onboarding time
Simplify common tasks
Reduce onboarding costs

Microsoft

Use case M365 Copilot to generate workflows *per personas* and related benefits

Microsoft

The promise of generative AI in transforming productivity

A recent study published by Harvard Business School and Boston Consulting Group found that **generative AI in the** workplace has led to:

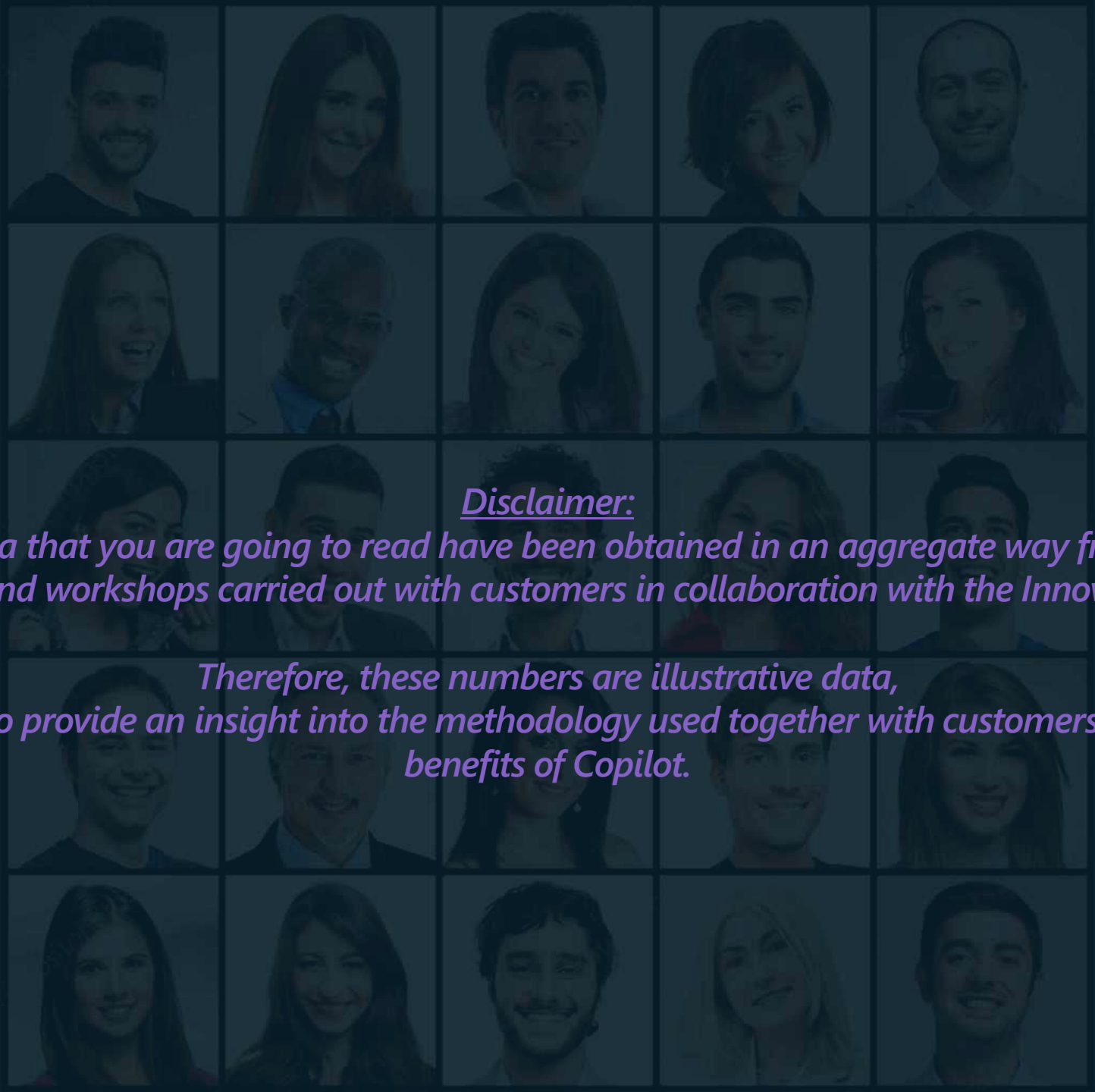
12.2% Increase in the completion rate of tasks

25.1% decrease in time spent completing tasks

12.5% increase in the number of completed sub-tasks

40%+ Increased quality of responses

Source: Navigating the Jagged Technological Frontier [9/15/2023]



Disclaimer:

The numerical data that you are going to read have been obtained in an aggregate way from conversations, meetings and workshops carried out with customers in collaboration with the Innovation Hub.

Therefore, these numbers are illustrative data,
but our aim is to provide an insight into the methodology used together with customers to quantify the benefits of Copilot.

Productivity gains - Marketing

	Traditional workflow	*Copilot-assisted workflow*
Write replies to emails with Copilot [Content Generation]	Read emails and write ad hoc responses by hand — 8′	Read or summarize the email and ask Copilot to write a response. — 6′
Control meetings [Participation and preparation for meetings + Information retrieval]	Check your agenda for upcoming meetings and look for useful materials — 8′	Ask Copilot to show upcoming meetings and related documents — 2′
Plan a new product launch [Information retrieval + content generation]	Web research for trends, competitors and draft a PowerPoint deck to gather information — 240′	Ask Copilot to research the market size, trends, competitors, and draft a deck from the — 65′

Productivity gains - Marketing

	Traditional workflow	*Copilot-assisted workflow*
Take meeting notes [Participation and preparation for meetings]	Review the transcript of the meeting and identify the most important topics 25′	Automatically summarize meeting highlights 10′
Create an agency brief [Content Generation]	Open a template and start writing a document from scratch by looking at the notes 60′	Generate a draft from existing documents and quickly review the output 5′
Prepare a marketing campaign [Content Generation + Effective and Inclusive Communication]	Enter your targeting criteria, review your results, and draft your email in a persuasive, enthusiastic tone 16′	Ask Copilot to identify the target that meets certain requirements and write an email with an enthusiastic tone 8′

Microsoft

Productivity gains - Marketing

Traditional workflow

329 minutes

68%

3.1x

Copilot-assisted workflow

106 minutes

Productivity gains - Legal

	Traditional workflow	*Copilot-assisted workflow*
Provide legal assistance [Content Generation]	Read emails in the inbox and write tailor-made responses by hand. 8′	Read or summarize the email and ask Copilot to write a response. 6′
Research on a specific legal topic [Retrieving Information]	Search for information on a matter and read material from multiple sources. 270′	Interact with the content and search, summarize, and explain the topic of interest. 240′
Track results and sources [Comparative analysis]	Save the information you collect and update the analysis over time. 70′	Save the information and ask Copilot for a comparison of updated versions. 25′

Productivity gains - Legal

	Traditional workflow	*Copilot-assisted workflow*
Prepare a legal brief [Content Generation]	Open a template and start writing a document from scratch by looking at the notes 120’	 Use notes to generate the draft of the document and fit it into a template. Then review it again 60’
Share meeting minutes [Participation and preparation for meetings]	Retrieve a meeting you had the day before and send a minute with action items 15’	 Ask Copilot to summarize the meeting and create action items. Then send 3’
Preparing for tomorrow [Participation and preparation for meetings + Information retrieval]	Check the agenda of upcoming meetings and look for support material 8’	 Ask Copilot to show you your upcoming meetings and related documents 2’

Microsoft

Productivity gains - Legal

Traditional workflow

491 minutes

56%

2.2x

Copilot-assisted workflow

216 minutes

Productivity gain - Sales

	Traditional workflow	*Copilot-assisted workflow*
Read customer emails [Extracting insights from an email thread]	Read every email reply to the thread. 14′	Summarize the thread in a single message 7′
Preparing for a meeting [Participation and preparation for meetings]	See the calendar for your next meeting, go to Teams to retrieve documents, and quickly read them 12′	Ask Copilot Chat to retrieve all the documents for your next meeting and summarize them 5′
Analyze the customer [Extracting insights from a document]	Read the annual report and gather insights into financials, growth areas, and opportunities 142′	Ask Copilot to summarize your financials and dive deeper into the most important areas of growth. 61′

Productivity gain - Sales

	Traditional workflow	*Copilot-assisted workflow*
Prepare a sales pitch [Content Generation]	Create a presentation layout and then populate the presentation with the relevant data 45′	 Ask Copilot in PowerPoint to create a presentation based on a specific document. 16′
Meeting Debriefing [Extracting insights from a meeting]	Review the meeting transcript, take notes, and manually rewind the recording 25′	 Sales Copilot automatically generates highlights and allows you to easily rewind the meeting 10′
Recover missed meetings [Participation and preparation for meetings]	Rejoin a meeting and ask what you missed or read the transcript of what was said 10′	 Ask Copilot in Teams to summarize the previous 10 minutes and provide pending actions that are due to you 1′

Microsoft

Productivity gain - Sales

Traditional workflow

248 minutes

60%

2.5x

Copilot-assisted workflow

100 minutes

Productivity gains - HR

	Traditional workflow	*Copilot-assisted workflow*
Preparing for the day [Retrieving Information]	Consult the agenda of the day and look for support material 6′	M365 chat reviews the schedule and identifies documentation related to specific meetings 4′
Drafting a job description [Content Generation]	Open a template and start writing a document from scratch by looking at existing notes or documents 45′	Ask Copilot to create a job description for a specific profile and review 26′
Summary analysis [Benchmarking + Extracting Insights]	Read three documents and prepare a 4th document to gather information 36′	Ask Copilot to create a gap analysis between the documents and the job description 4′

Productivity gains - HR

	Traditional workflow	*Copilot-assisted workflow*
Preparing for an interview [Preparation and participation in the meeting]	Read the job description and think about the flow of applications 12′	Read the question suggestion based on the job description 3′
Analyze employee data [Extraction of insights]	Open the excel document and identify insights, trends, and anomalies 60′	Automatically get insights, trends, and anomalies from Excel 5′
Prepare an onboarding deck [Content Generation]	Write a document referencing some company files; Then create a presentation deck. 75′	Ask Copilot to create a file from some documents and create a deck from that file. 33′

Microsoft

Productivity gains - HR

Traditional workflow

234 minutes

68%

3.1x

Copilot-assisted workflow

75 minutes

Microsoft

KPI legati a vari use case

Scenario	Description	Example Prompt	Instrument	Average time saved
Analysis Advanced	Advanced extraction and analysis of different items in a document.	"Create a graph with the trend of the energy price and a red threshold that marks the budget"	Copilot + Excel	30'
Document update	Update of the document with the agenda established in the emails and the points discussed during the meeting.	"Based on the /Meeting1 meeting and the updates to the agenda discussed in the /Agenda emails, update the document with the most relevant changes"	Copilot + Outlook	15'
Extracting insights from a document	Extraction of dependencies and key information from a document.	"Interpret the document / and extract use cases that can be integrated into the companyâ€™™s operations and management."	Copilot + Excel + Word + Outlook	20'
Content generation	Generating a document that includes a specific analysis.	"Based on the data in the /SamplePres.pptx presentation, it generates a document that describes the most important points covered."	Copilot + Outlook + PowerPoint	30'
Meeting Attendance and Preparation	Prepare effectively for meetings.	"I want to organize a 30-minute meeting with Danny on Friday to talk about the business trip to Seattle that we will do in January. Would you tell me the first time slot on Friday when we are both free and we don't have any other meetings?"	Copilot + Outlook + Teams	12'
Retrieval of information and internal material	Search for information from internal and external documentation.	"Search for the main information on the ™topic /Topic1. and summarize the key points in a detailed list."	Copilot	15' per week
Analysis of the conformity of a document with respect to a standard	Analysis of the conformity of a contract with a specific standard or regulation.	"On the basis of the contract /SampleContract.docx assesses the compliance of each clause of the document with respect to the standard /Standard.pdf. Evaluate each item through a special color code."	Copilot + Word	15'
Effective and Inclusive Communication	Choose the right tone to use within a document or email.	"Make the tone of this content more persuasive and more appropriate for the ™interlocutor I am addressing."	Copilot + Outlook	3'