



Microsoft



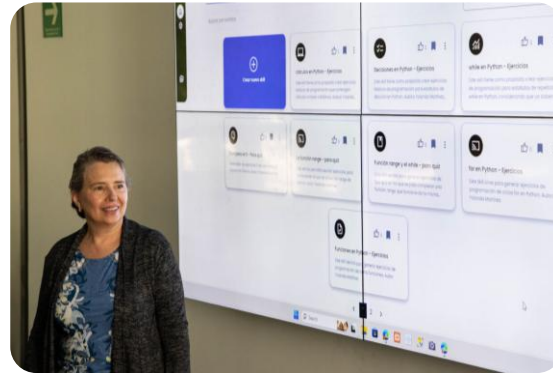
Rapid evolution is raising challenges for Higher Education

Student and societal expectations are evolving



15%
decline in enrollment
between 2010 and 2021¹

Constant pressure to innovate and differentiate



57%
view AI as a strategic
priority for their institution²

Budgets are tightening and funding is uncertain



\$11 billion
cut in university research
funding this year³

Cyberthreats in education are increasing



43%
universities reporting weekly
breaches or cyberattacks⁴

Becoming Frontier | Higher Education

Success Framework



Enrich student experiences



Reinvent campus engagement



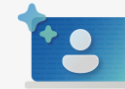
Reshape education processes



Bend the curve on innovation



Approach



AI Solutions



Cloud & AI Platforms



Security



Top AI use cases for Higher Education

Empower students for academic and career success



[Tecnológico de Monterrey university](#)

Made complex concepts more accessible to students



[iu Internationale](#)

Reduced course completion time by 27%

Enhance the student journey and campus experience



[California State University San Marcos](#)

Created more than 1,700 personalized journeys



[University of South Florida](#)

Saved faculty time on administrative tasks, and increased support services

Transform teaching and research



[The University of Sydney](#)

Launched faculty-built AI assistants in the LMS to enhance learning



[Babson College](#)

Integrated hands-on and practical AI experiences for students

Uncover institutional insights and efficiencies



[Torrens University](#)

Leveraged generative AI to save \$2.4 million and 20,000 hours



[Xavier College](#)

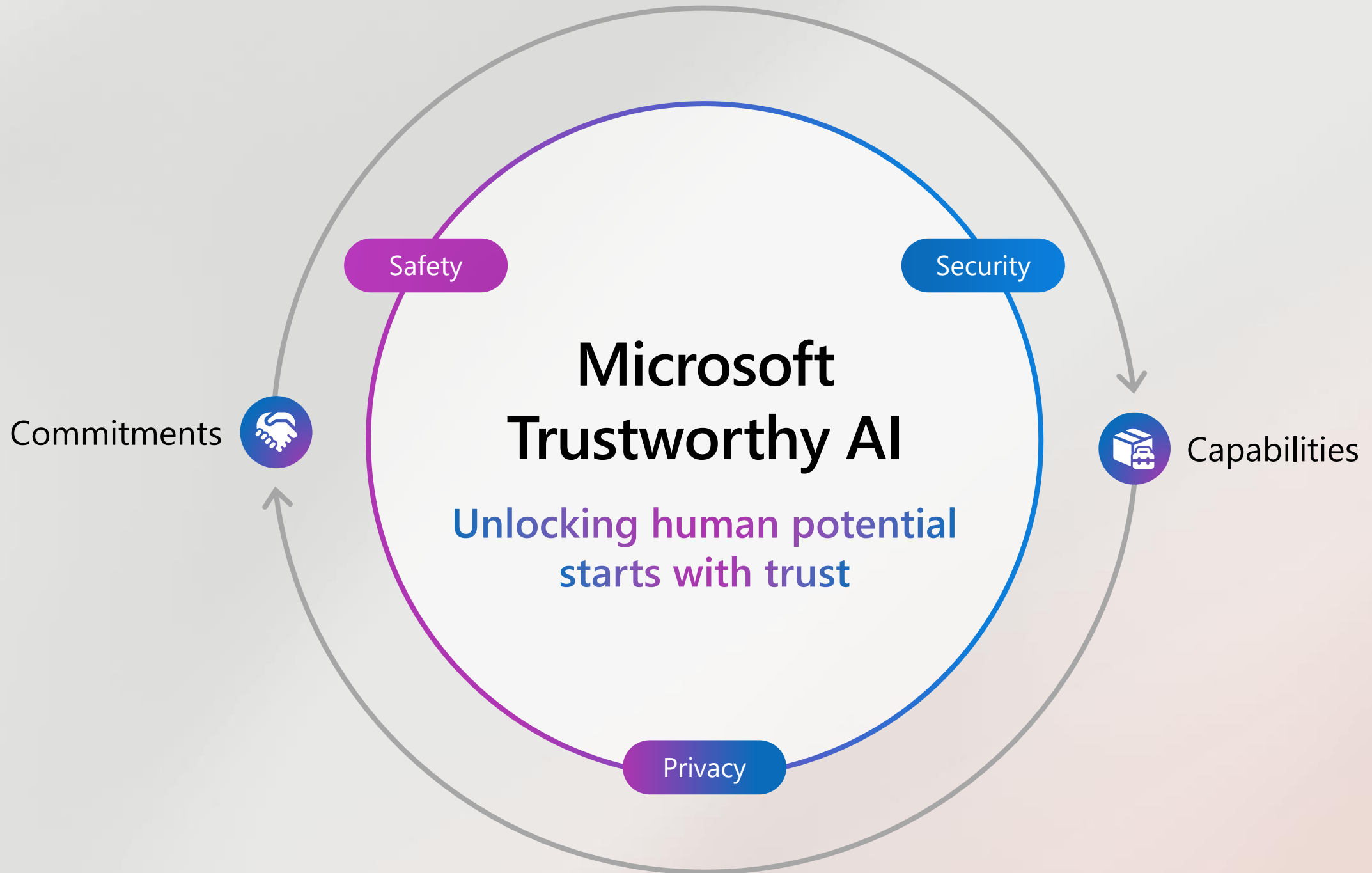
Digitized, classified, and managed administrative documents more efficiently

Scale university cybersecurity operations and expertise



[Oregon State University](#)

Reduced daily open incidents from thousands to just 30

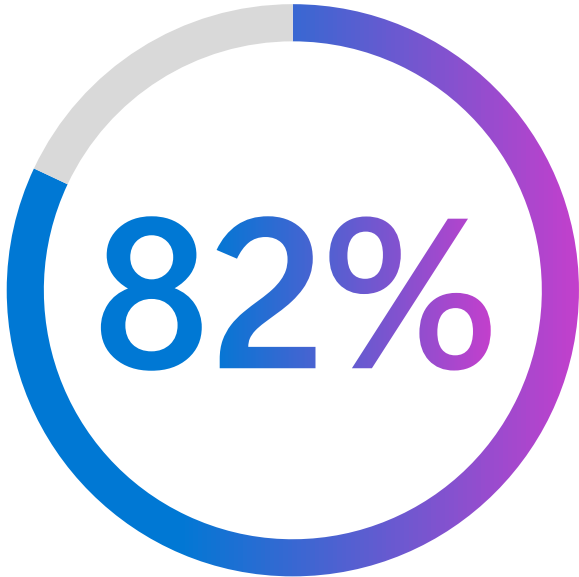


Agent Powered Business Processes through Low Code

As business demands rise, leaders see agents as the way forward



Of leaders say productivity needs to increase



Of leaders expect to use agents to meet the demand for more workforce capacity

Journey to the Frontier Firm

Phase 1

Human with assistant



Every employee has an AI assistant that helps them work better and faster

Phase 2

Human-led agents



Agents join teams as "digital colleagues," taking on specific tasks at human direction

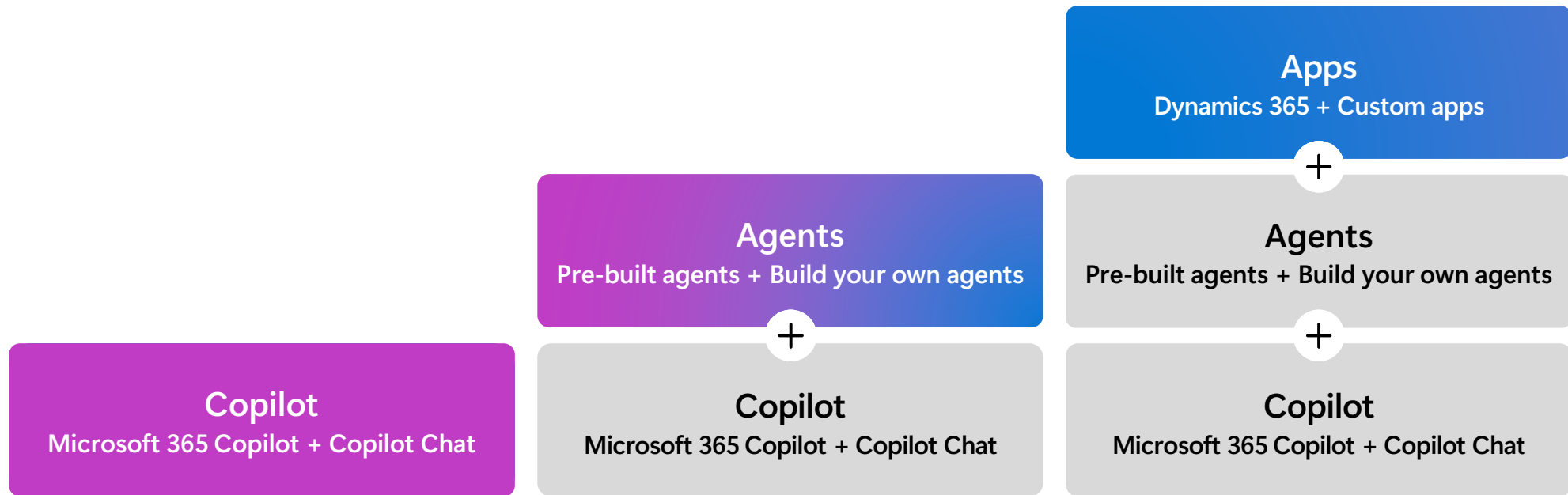
Phase 3

Human-led, agent-operated



Humans set direction and agents run entire business processes and workflows, checking in as needed

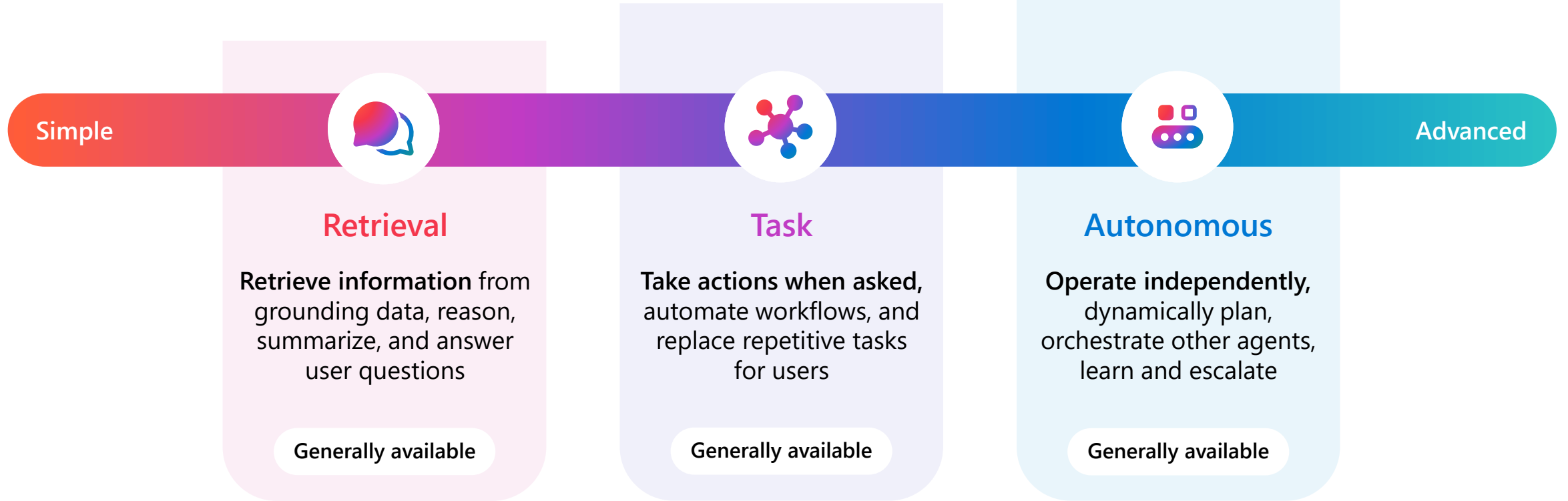
Essential tools for agentic business transformation



Protect your organization with Microsoft Security

What are agents?

Agents use AI to automate and execute business processes, working alongside or on behalf of a person, team or organization



← Agents vary in levels of complexity and capabilities depending on your need →

Power Platform seamlessly transitions from no code to pro code

No code
(End User)

Power Platform + Copilot



Low-code
(Makers)

Power Platform

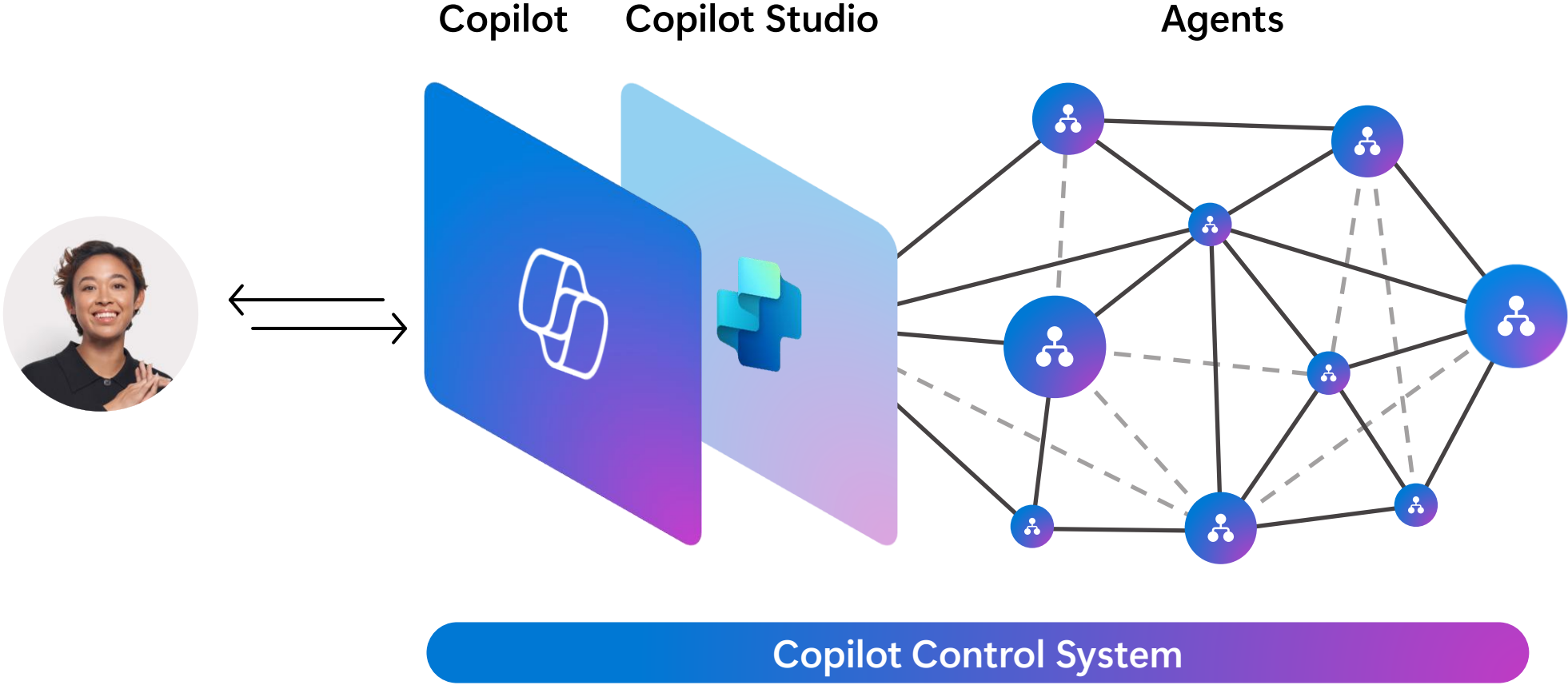


Enterprise Solutions
(Pro Dev)

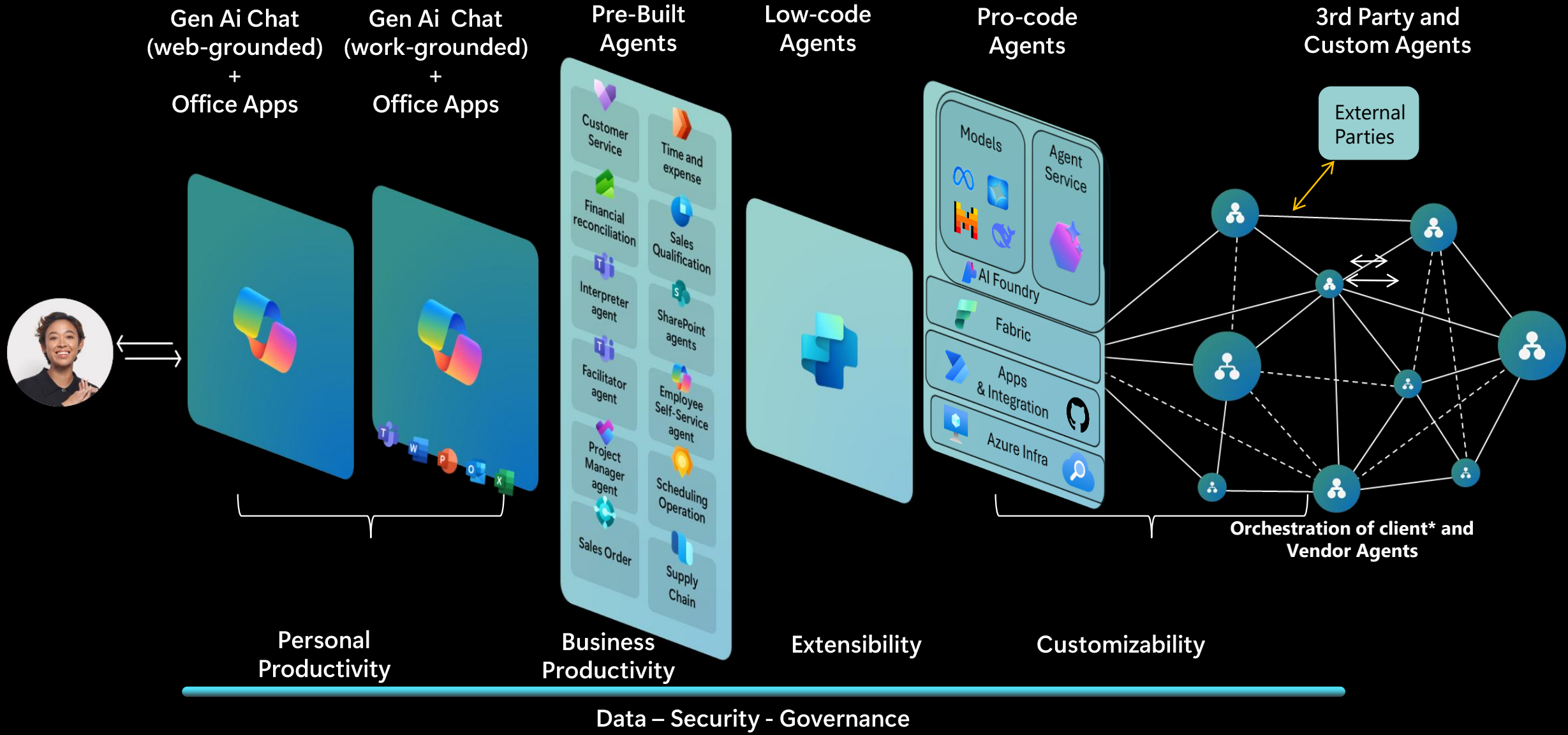
Power Platform + Azure



Copilot Studio is the platform for AI agents

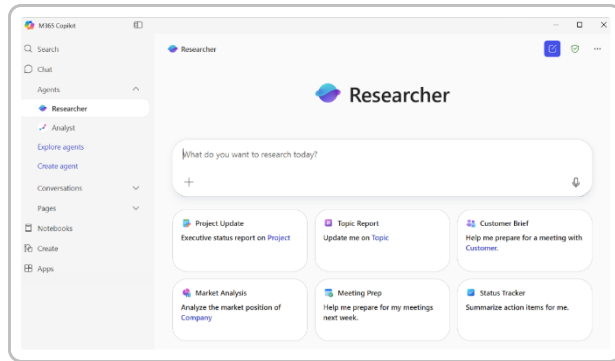


Agentic Organization Blueprint



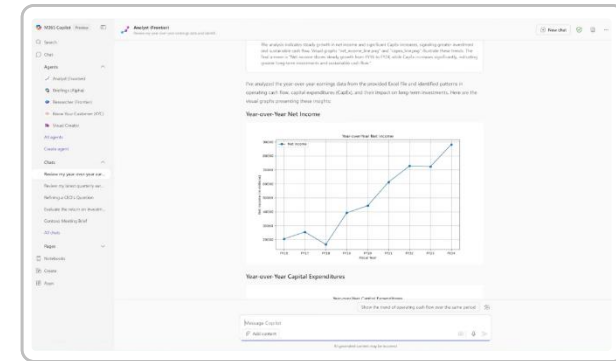
Leverage agents built by Microsoft

Researcher



Tackle complex, multi-step research tasks using advanced deep reasoning models

Analyst



Perform advanced data analysis to go from raw data to insights in minutes

Project Manager



Automate planning and project reporting

Interpreter



Real-time multi-lingual translation

Facilitator



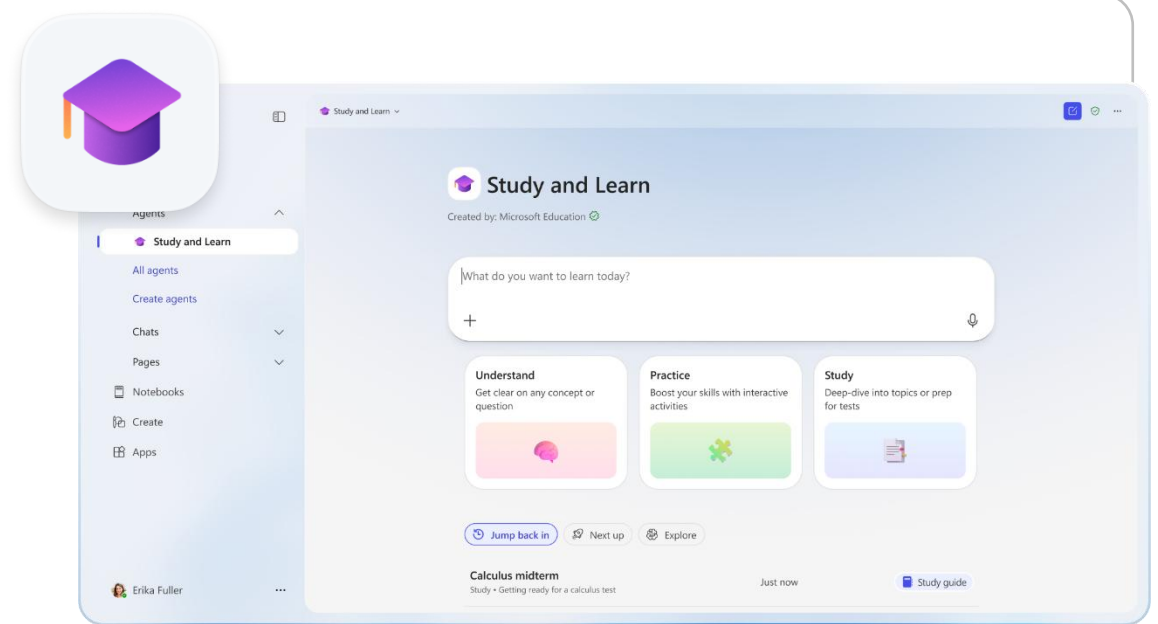
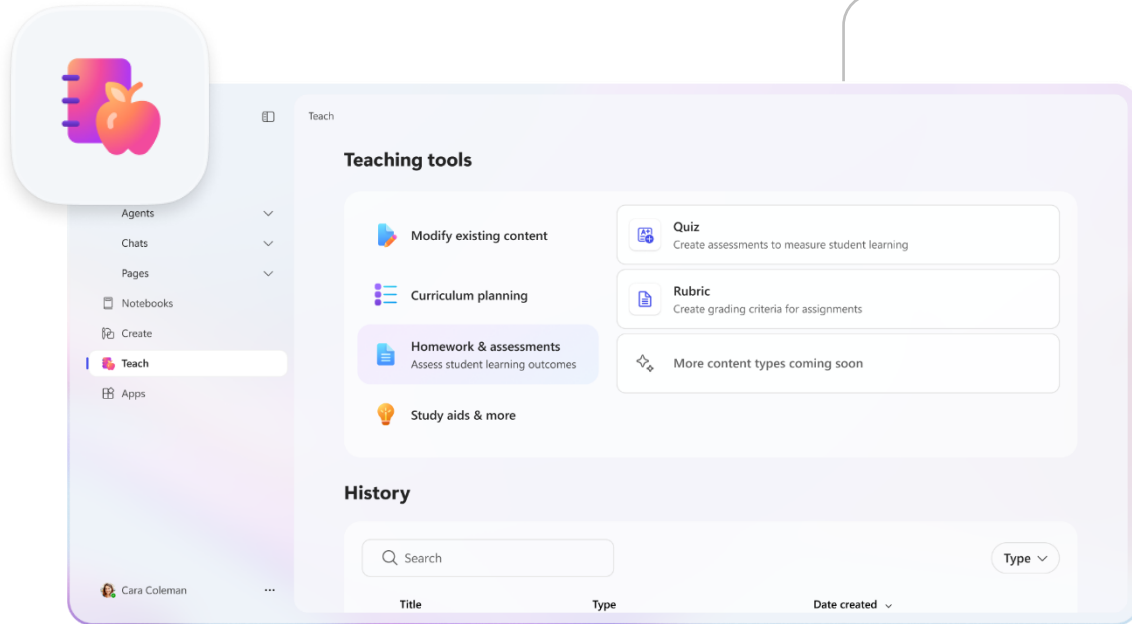
Teams meeting moderation and meeting notes

Survey



Survey creation, distribution, and measurement

Enhance teaching and learning with AI



Teach

Easily access teaching tools to create lesson plans, draft materials like quizzes and rubrics, quickly make modifications like language, levels, length, difficulty, alignment to standards, and more.

Study and Learn

An advanced agent that offers students an adaptive and inclusive experience for personalized learning. Helps foster critical and reflective thinking with engaging, built-in activities.

Eliminate Manual Processes with Power Apps



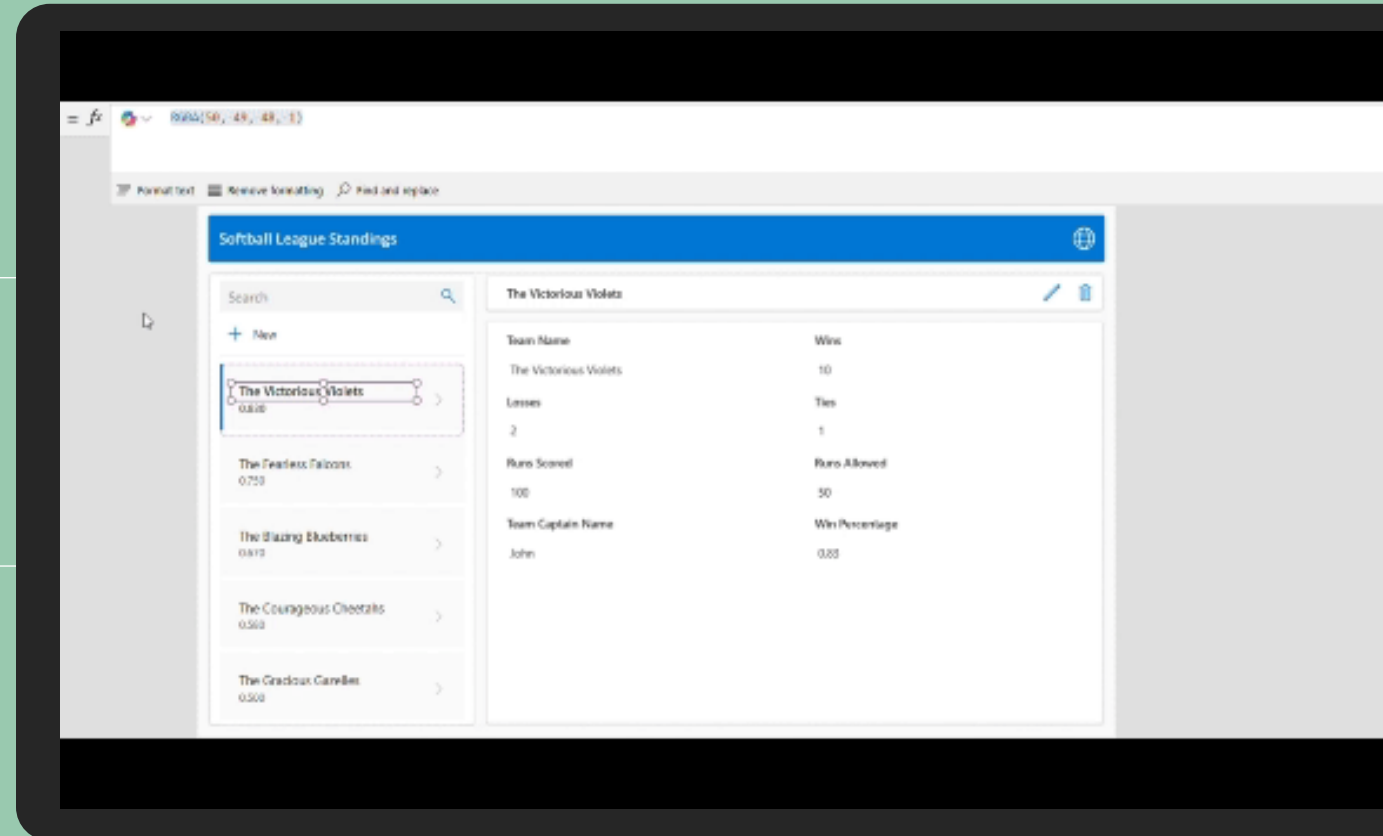
Extend your AI generated Power Apps with a **library of 1400+ pre-built connectors** to build on your enterprise data



Build **business logic into apps with Power Fx** to further customize and accelerate business processes.



Leverage **built-in ALM features** like Power Platform pipelines to ensure safe development practices.



Boost productivity for everyone with **Power Automate**



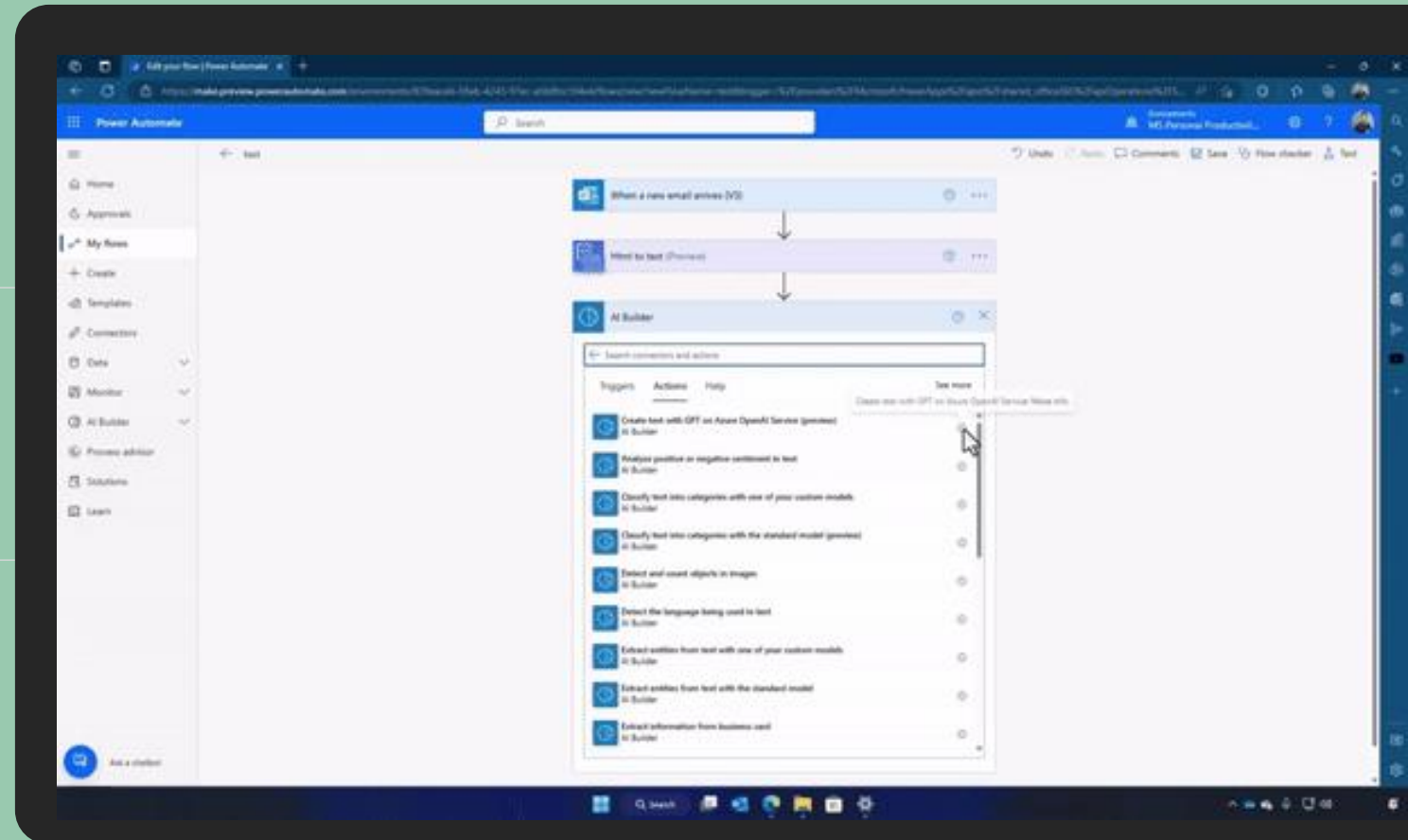
Streamline processes with low code, AI-powered automation tools that empower personal, team, and business-wide productivity.



Infuse AI into business processes with prebuilt and custom AI models for document processing, image data extraction, prediction, and analytics.



Optimize business processes with **process mining** to identify bottlenecks and enable continuous improvement.



Rapidly Extend Websites with Power Pages



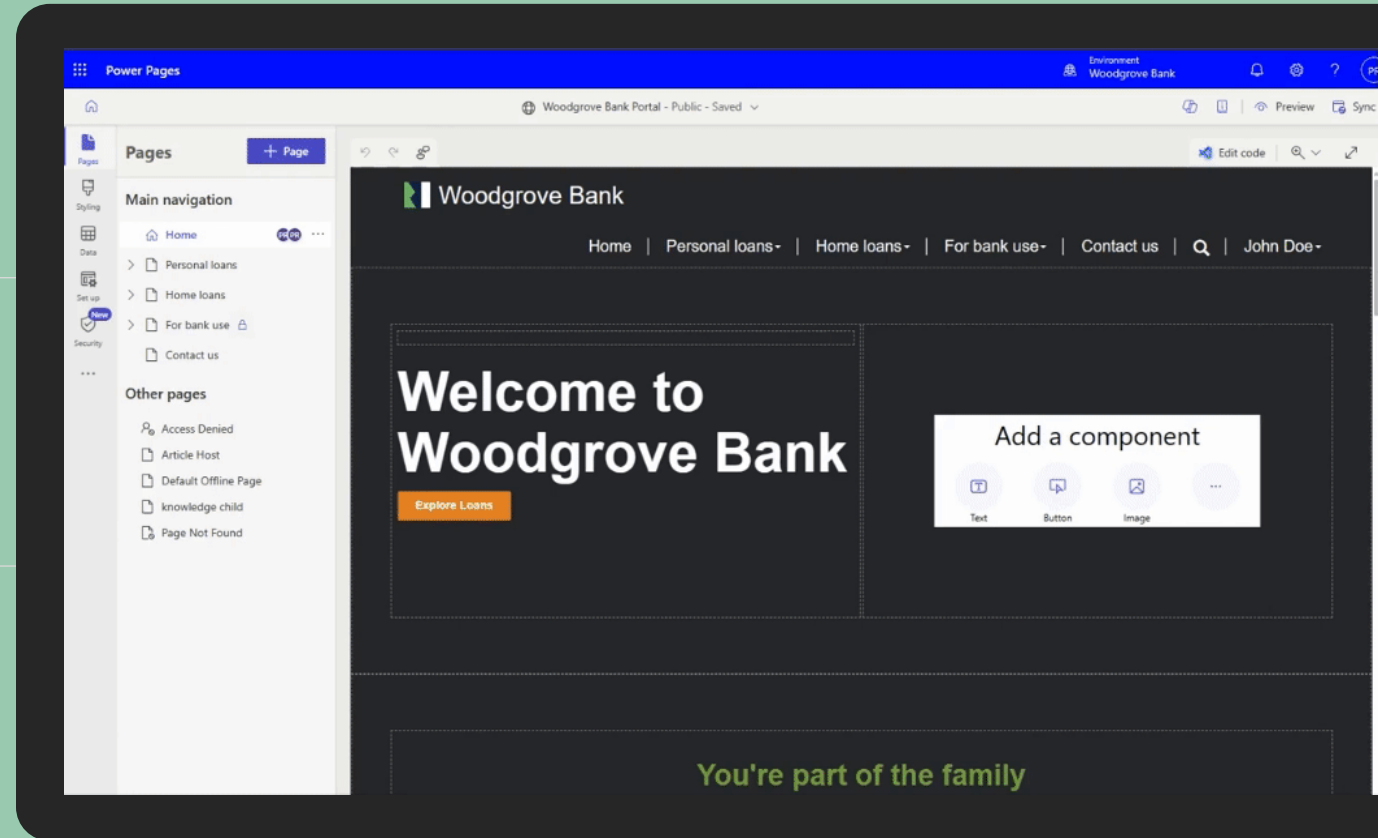
Enhance your AI generated webpage by customizing sign in experiences, extending your website, and developing your own reusable web components



Securely share your webpages using granular permissions in Dataverse, advanced admin options, and easy to configure privacy standards



Improve end user web experiences with capabilities like native webpage search and automated support for 40+ languages



Extend Custom Agents with Copilot Studio



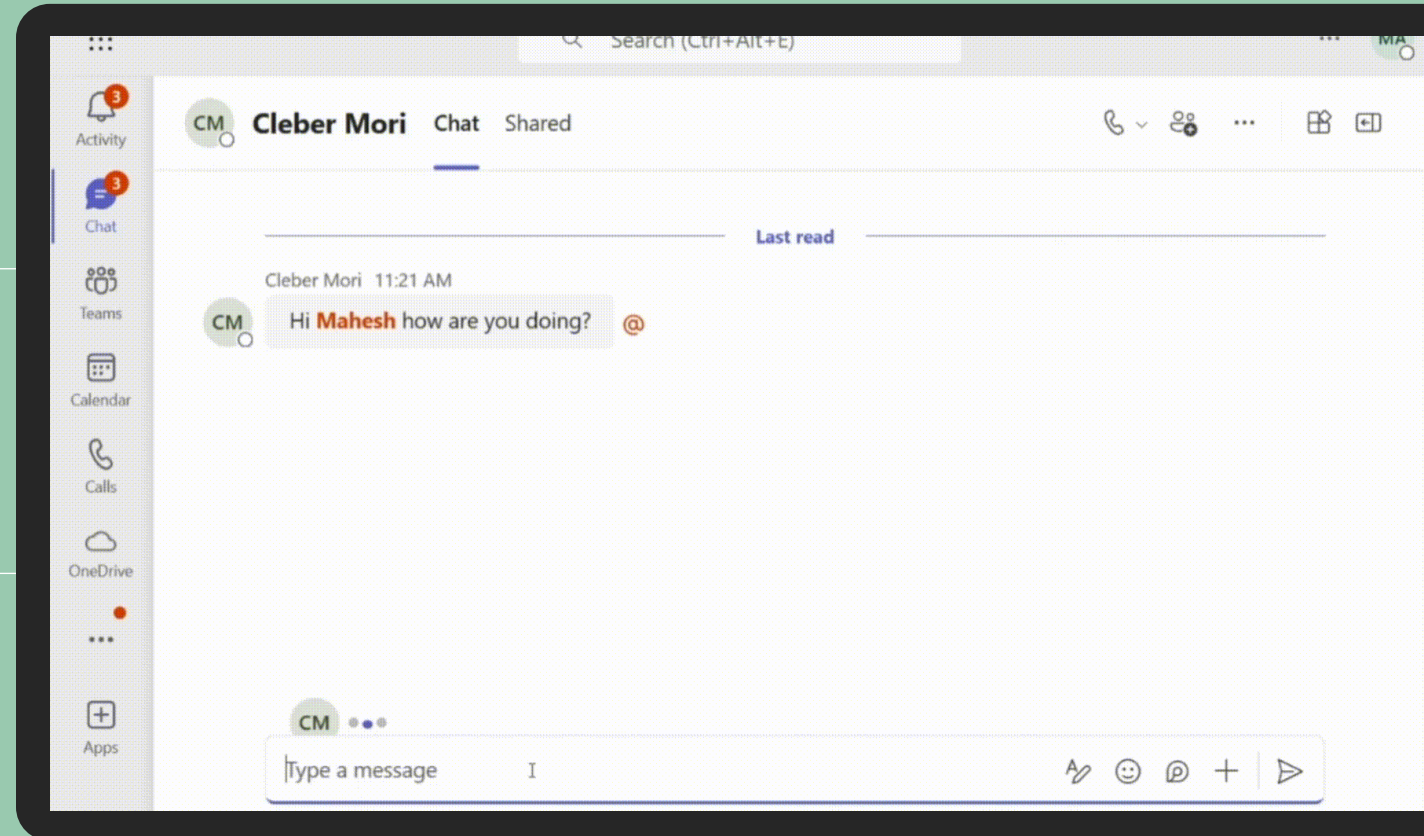
Boost your conversations using generative AI to dynamically respond using your organization's real-time content.



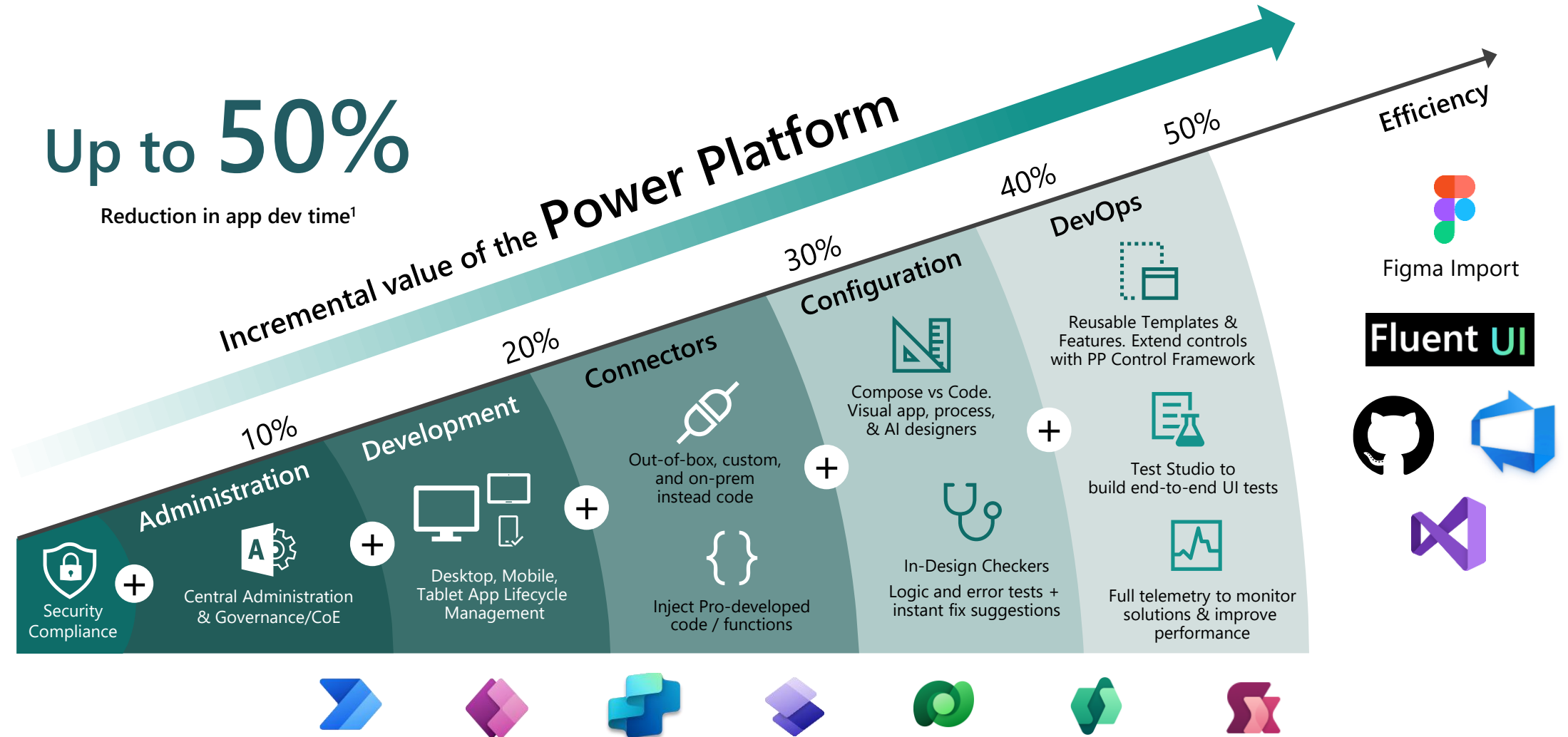
Customize your connectivity by building and publish custom plugins, and prompts, and surface your business data where you need it.



Publish tailored agents for your employees or customers on the channel or language that works for them.



Accelerate professional development with Power Platform



¹ Forrester Total Economic Impact of Microsoft Power Platform Premium Capabilities August 2022

The Impact of Modernizing with Low Code

85%

up to 85% of total development time savings with Power Platform



25%

up to 25% time savings per employee



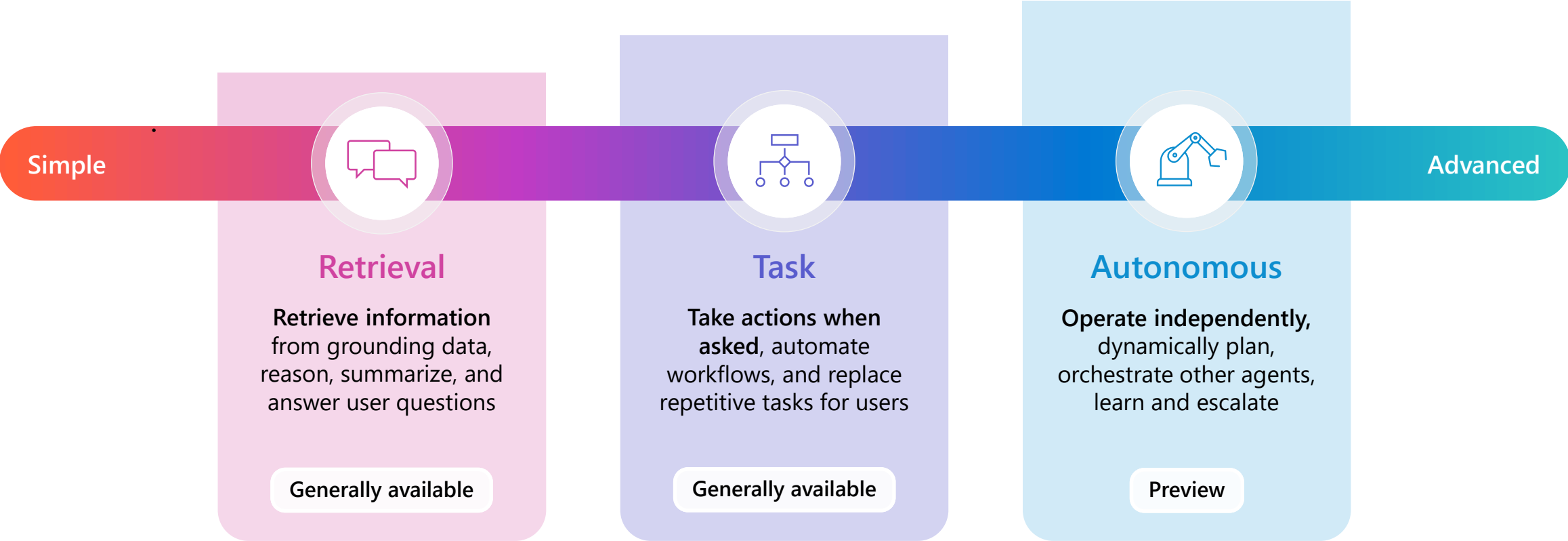
"Our organization faces challenges with [our legacy environment environment]. We had lengthy approval processes, high-code development, and limited accessibility. Power Platform offered a unified platform that streamlined development, improved accessibility, and provided a user-friendly interface."

— Tech Lead at a Financial Services firm

Unmatched governance and security controls at scale



Spectrum of agents



←..... Agents vary in levels of complexity and capabilities depending on your need→

Explore a continuum of solutions

IT Helpdesk agent

How do I connect to the corporate network?



Device Refresh agent

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



Lead Gen agent

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



Simple



Advanced

Project Tracker agent

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



Budget Management agent

Review outstanding open PO's and begin financial planning.

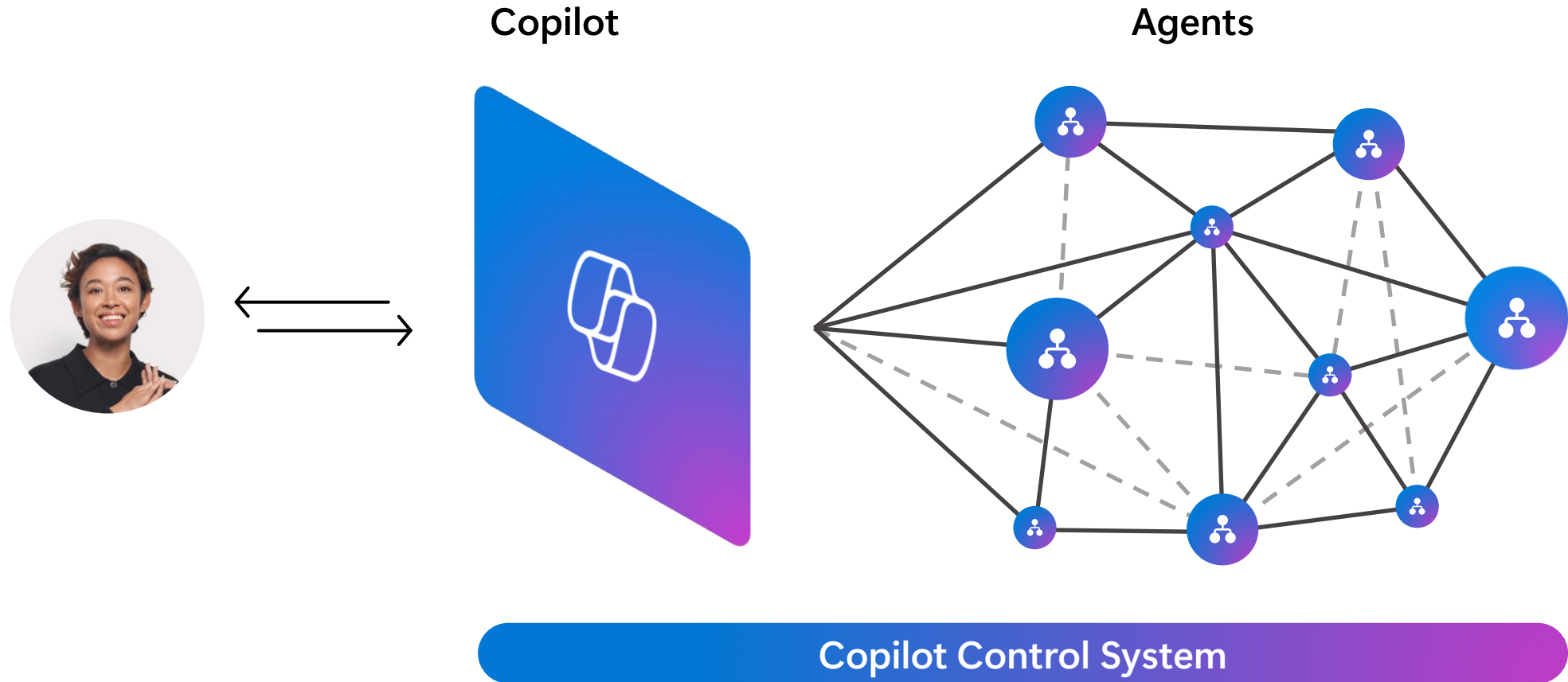


Customer Support agent

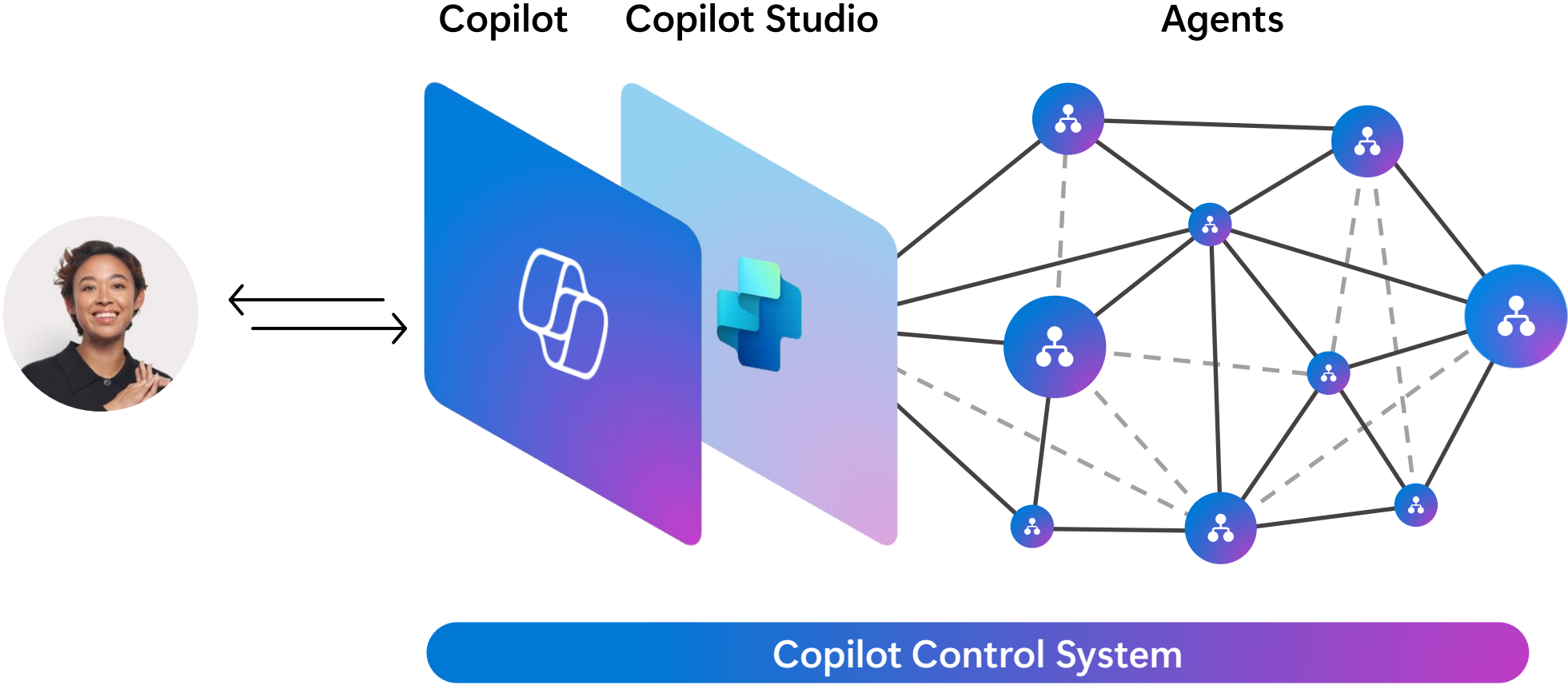
The agent has identified new support issues and triaged to other agents.



Copilot is the UI for AI

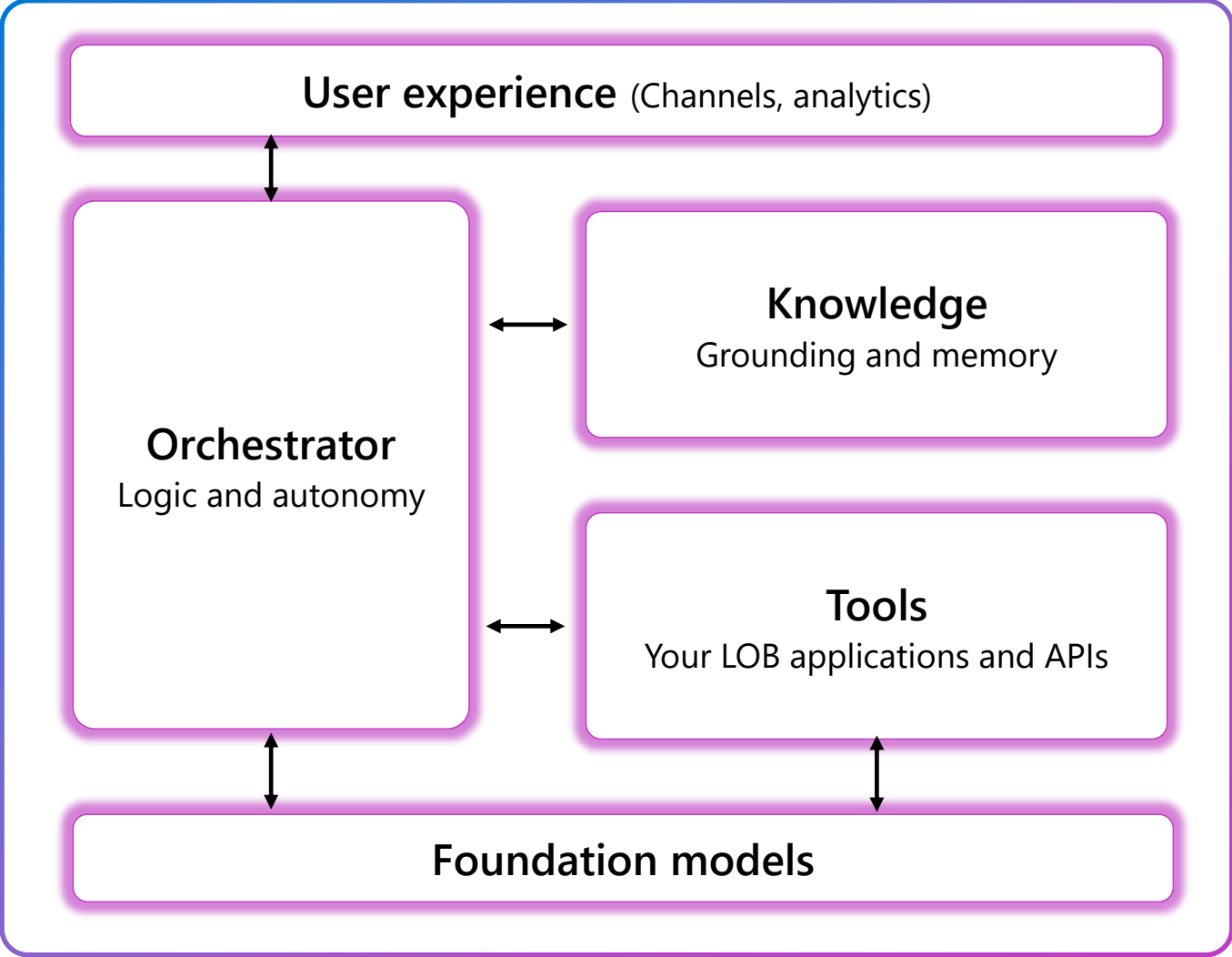


Copilot Studio is the platform for AI agents



Customize your agent

Easily tailor your agent's building blocks to meet your unique business



Knowledge

Add your **public and enterprise data** sources using connectors.

Your agent will be able to **dynamically generate multi-turn answers** in real time using your enterprise data, so you have a useful agent immediately.

Supported data sources include:

Public websites

SharePoint / OneDrive

Dataverse

Microsoft Fabric (coming soon)


File uploads

Copilot connectors

Open web search (public preview)

Add knowledge


Help your agent provide more relevant information and insights. [Learn more](#)





Upload file


Drag and drop or [select to browse](#). Files can be up to 512 MB, and can't be labeled Confidential or Highly Confidential or contain passwords.


☆ Featured **Advanced** [See recommendations](#)


 Microsoft Fabric


 Confluence


 Oracle SQL database


 SAP OData

 Snowflake

 Zendesk

 GitHub
Microsoft Graph only

 Jira
Microsoft Graph only

 Stack Overflow
Microsoft Graph only

[Explore more](#)

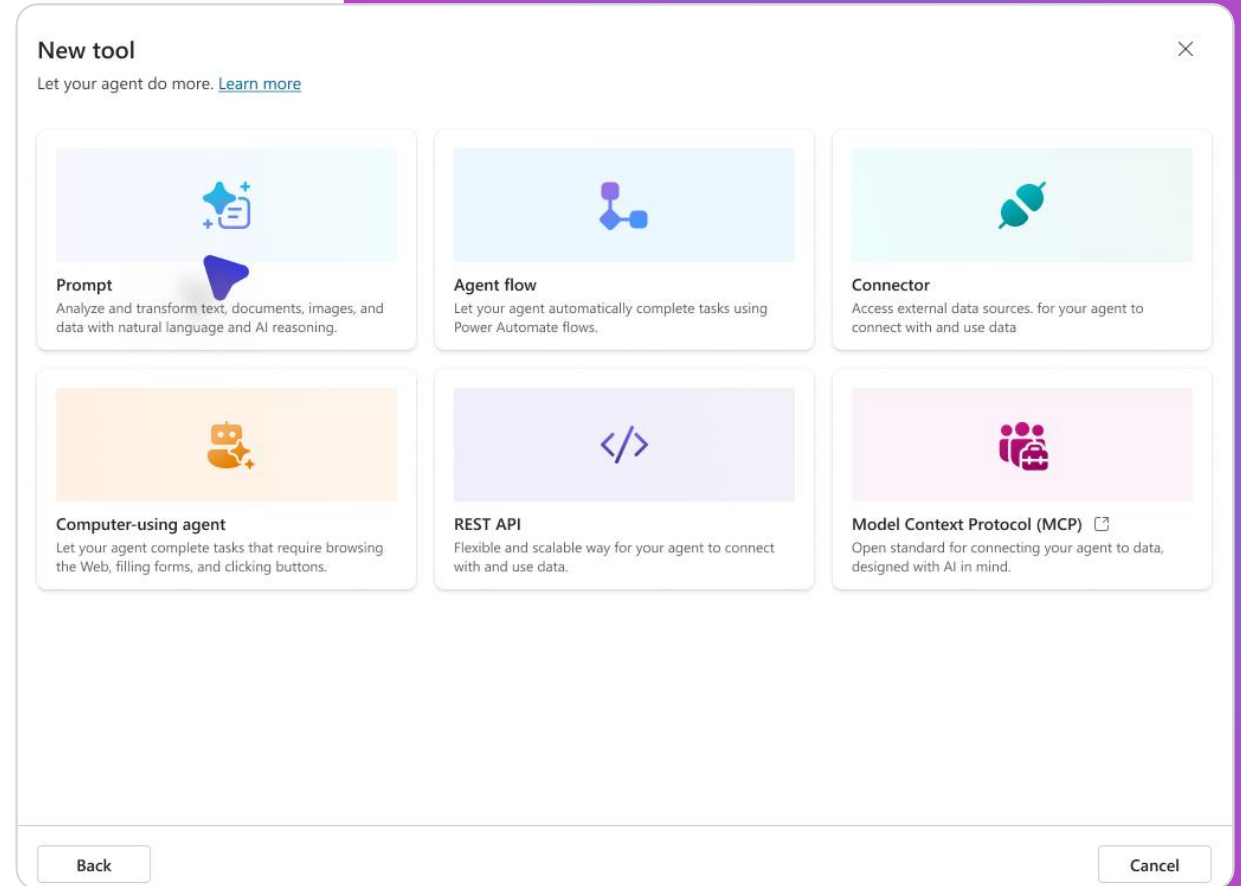
Cancel

Tools

Enable your agent to take actions and **automate your business processes**.

Easily connect to your **key line of business systems**.

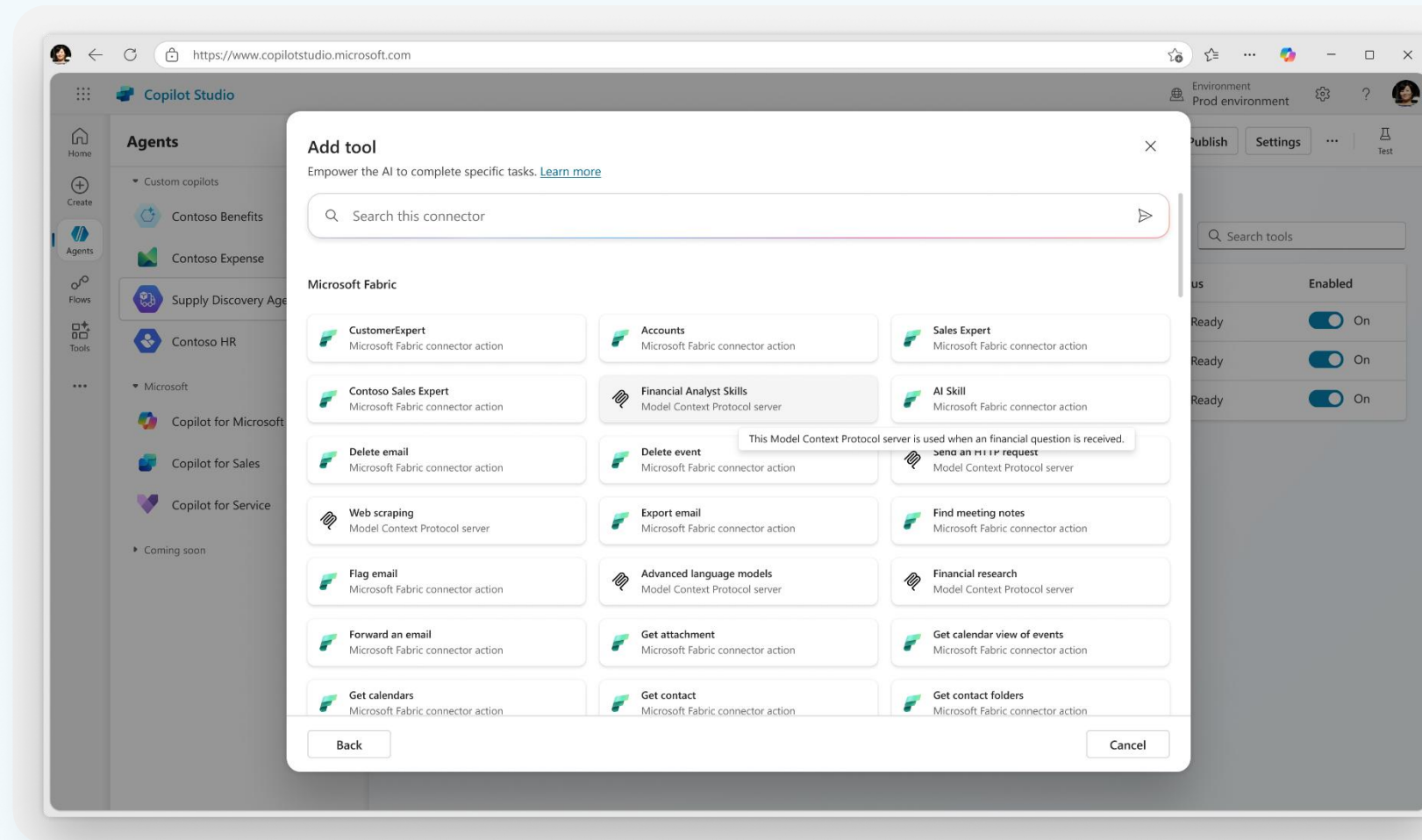
Select from advanced workflows, data connectors, autonomous agents that use “vision,” custom instructions, the model-context protocol, and more to **give your agents skills and capabilities**



¹ Frontier only
² Paid public preview
³ Private preview

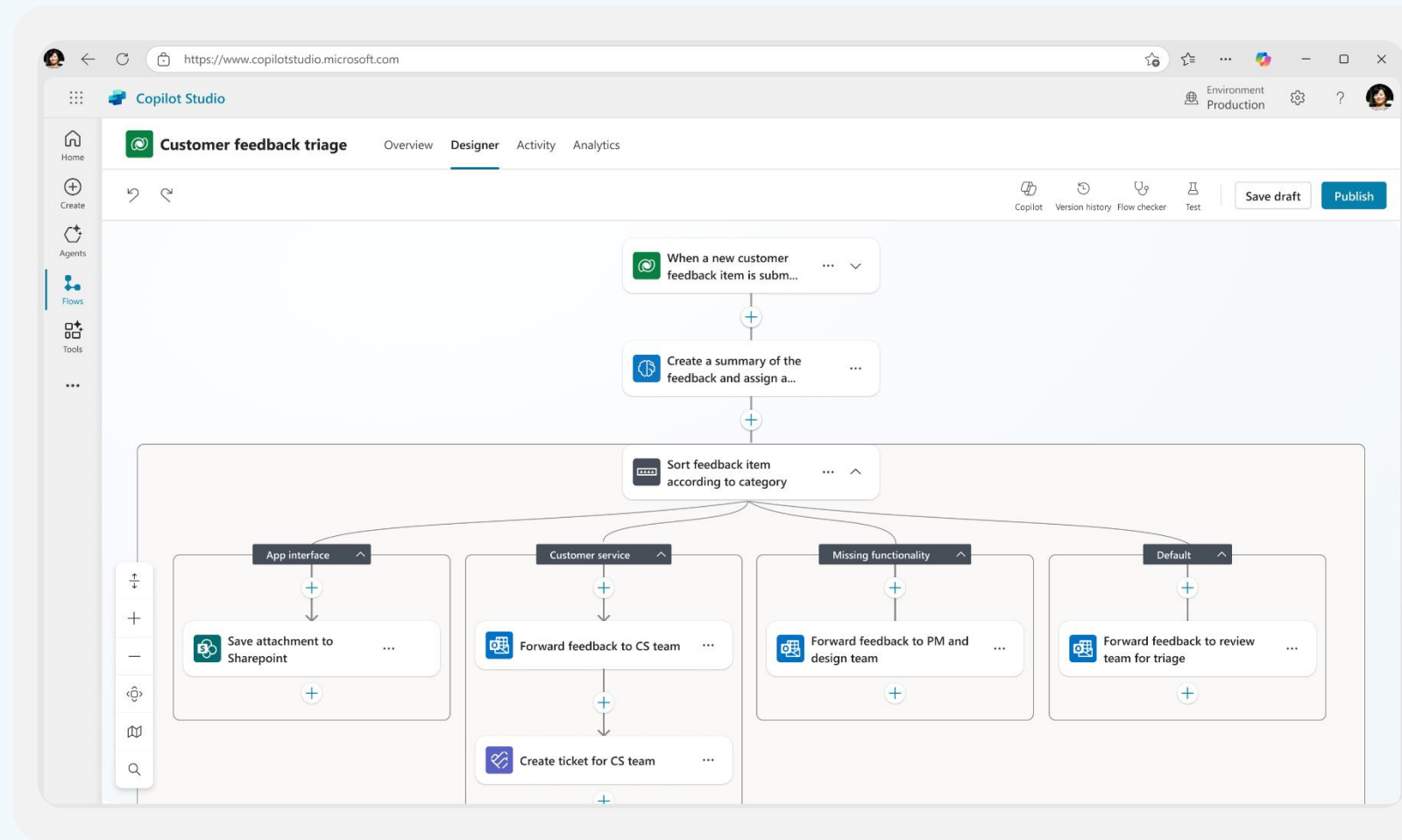
Model-context protocol (MCP)

Connect directly to existing knowledge servers and APIs for automatic updates to actions and knowledge



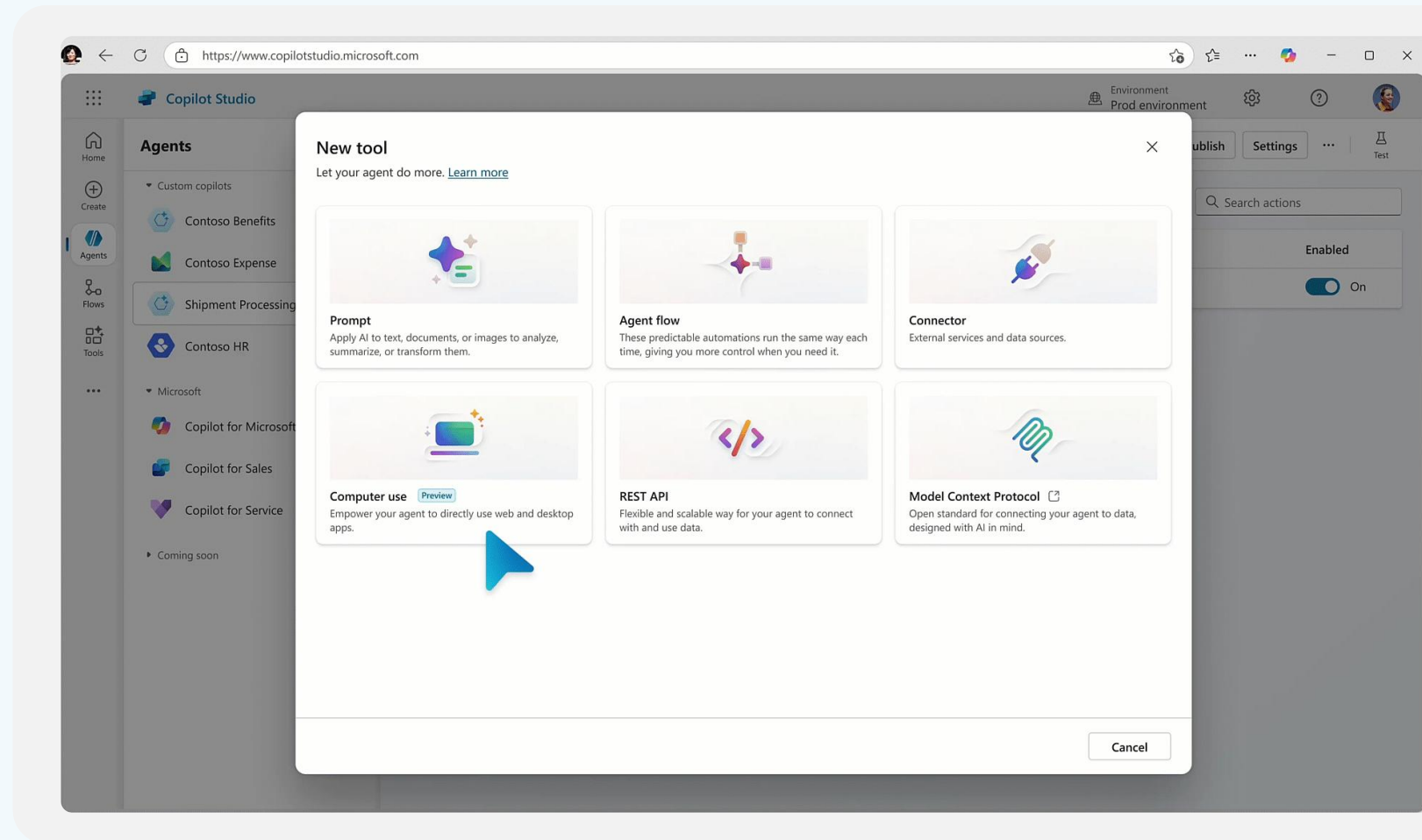
Agent flows

Eliminate repetitive tasks with enterprise-grade automation; build a standalone rules-based workflow or add it to an agent



Computer-use tool

Enable your agents to interact with websites, desktop apps, and documents, using AI vision and understanding to execute a broad range of business tasks from data entry and invoice processing to market research and audits.



Orchestrator

An orchestrator **recognizes intent, routes to the correct agent**, and keeps everything organized.

Provide **instructions and human guard rails**, adapting them as needed.

Use autonomous triggers so your agent **can independently begin work** and **dynamically reason** over its capabilities without human intervention.

Easily mix and manage both **generative orchestration and more traditional automation** in one system.

The screenshot displays the 'Financial Planning Advisor' interface. The main navigation bar includes 'Overview', 'Topics', 'Knowledge', 'Tools', 'Activity', 'Analytics', and 'Channels'. The current view is for the 'Create financial plan' topic, which is 'Enabled' and has a 'Save' button. The configuration fields are:

- Name ***: Create a financial plan
- Description ***: To help the user through the process of creating a plan to meet their goals
- Instructions**:
 - Create a plan using the clients financial goals.
 - Send the plan to the customer using **Send an email**.
 - Assess the risk of the plan using **Risk assessment** and include details in the risk assessment section.
 - If plan risk assessor returns a value of 'risky' then **Submit for manager approval**.
- Knowledge**: Add data, files, and other resources to inform and improve AI-generated responses. [Learn more](#) + Add
- Web search**: Let your agent search all public websites. [Learn more](#) Enabled

At the bottom, there is an 'Add knowledge' button with a document icon. On the right side, there is a 'Test your agent' panel with a message: 'Hello, I'm Financial Planning Advisor, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions.' Below this is an input field with the placeholder 'Ask a question or describe what you need' and a 'Test' button. A footer note states: 'Make sure AI-generated content is accurate and appropriate before using. [See terms](#)'

Autonomous agents

Build agents that plan, complete tasks, and run processes independently, on behalf of an individual, team, or organization

The screenshot displays the Copilot Studio interface for a 'Vendor Invoice agent'. The main activity is titled 'Invoice received' and occurred on 11/24/24 at 10:14 PM. The activity flow consists of the following steps:

- Trigger:** 'New Invoice added to ERP' (1.2s)
- Knowledge:** 'Knowledge sources' (2.8s)
- Connector:** 'Get a list of suppliers from ERP' (0.9s)
- Connected agent:** 'Invoice validator' (4.1s)

The flow concludes with a 'Complete' status. A detailed view of the 'New Invoice added to ERP' trigger is shown on the right, including its description, input, supporting data, and rationale.

Description: Trigger your agent with certain message upon event: When a Business Event occurs.

Trigger input: Use content from ERP notification: Increased Demand in Arizona
Demand in Arizona has risen above forecasted levels.

Supporting data includes:

- Order Volume: Orders in Arizona have increased by 25% over the past 30 days compared to the same period last year.
- Backlog: Current order backlog in Arizona is 15% higher than historical averages.
- Inventory Levels: Inventory turnover in Arizona has accelerated, indicating higher demand.
- Forecast Adjustment: Demand forecast for Arizona has been revised upward by 20% for the next quarter.

Rationale: This trigger was selected because business event occurred in the background: demand in Arizona rose above forecasted levels. This trigger initiates the Supplier Discovery Agent to start the process of analyzing the market, retrieving supplier data, and ultimately providing a recommendation report to handle the forecasted surge.

Buttons at the bottom of the detail view include 'Open in Power Automate' and 'Documentation'.

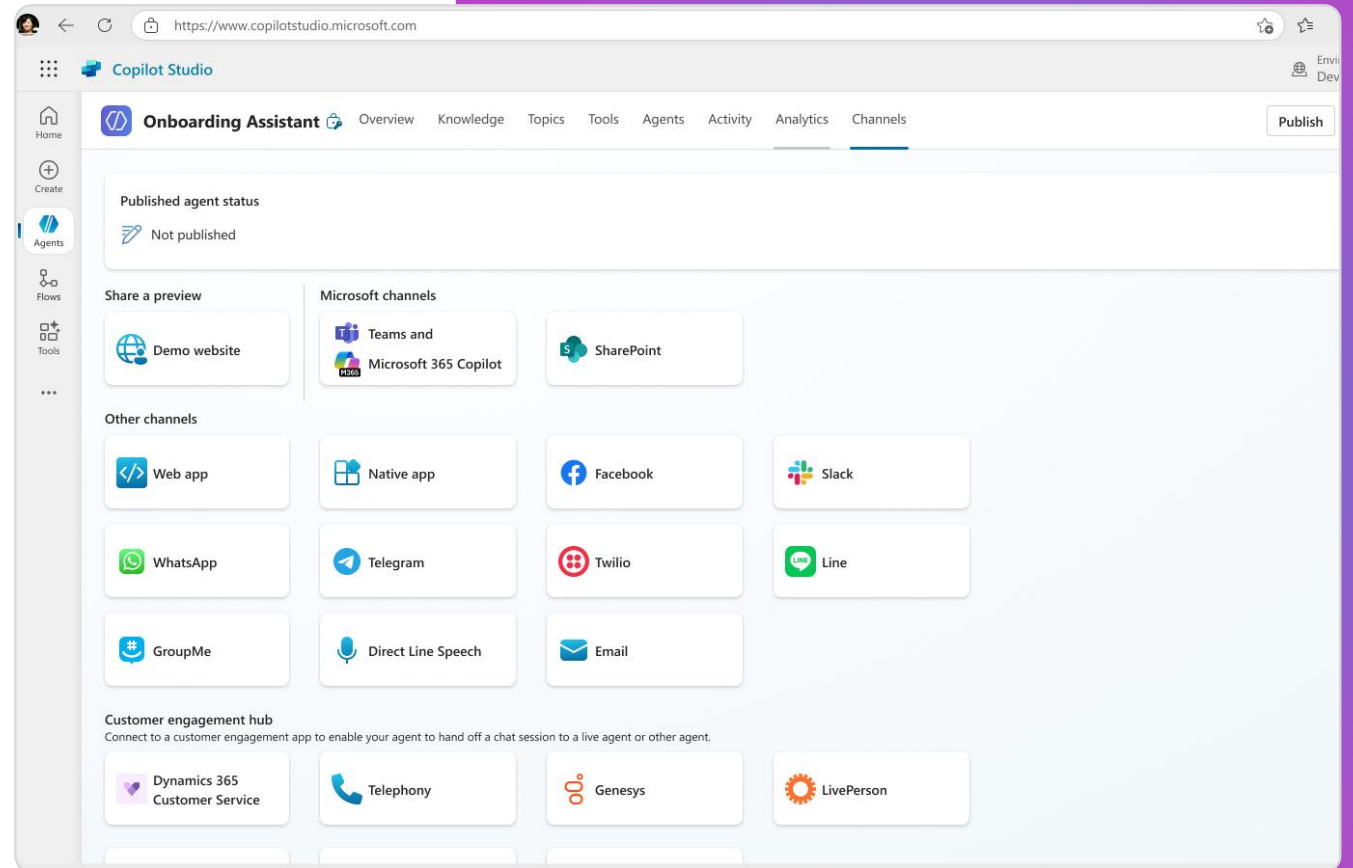
Channels

Publish and deploy to **your websites** and **channels** with a single click, including Slack, WhatsApp, Facebook, and more.

Easily extend **Microsoft 365 Copilot** with custom agents.

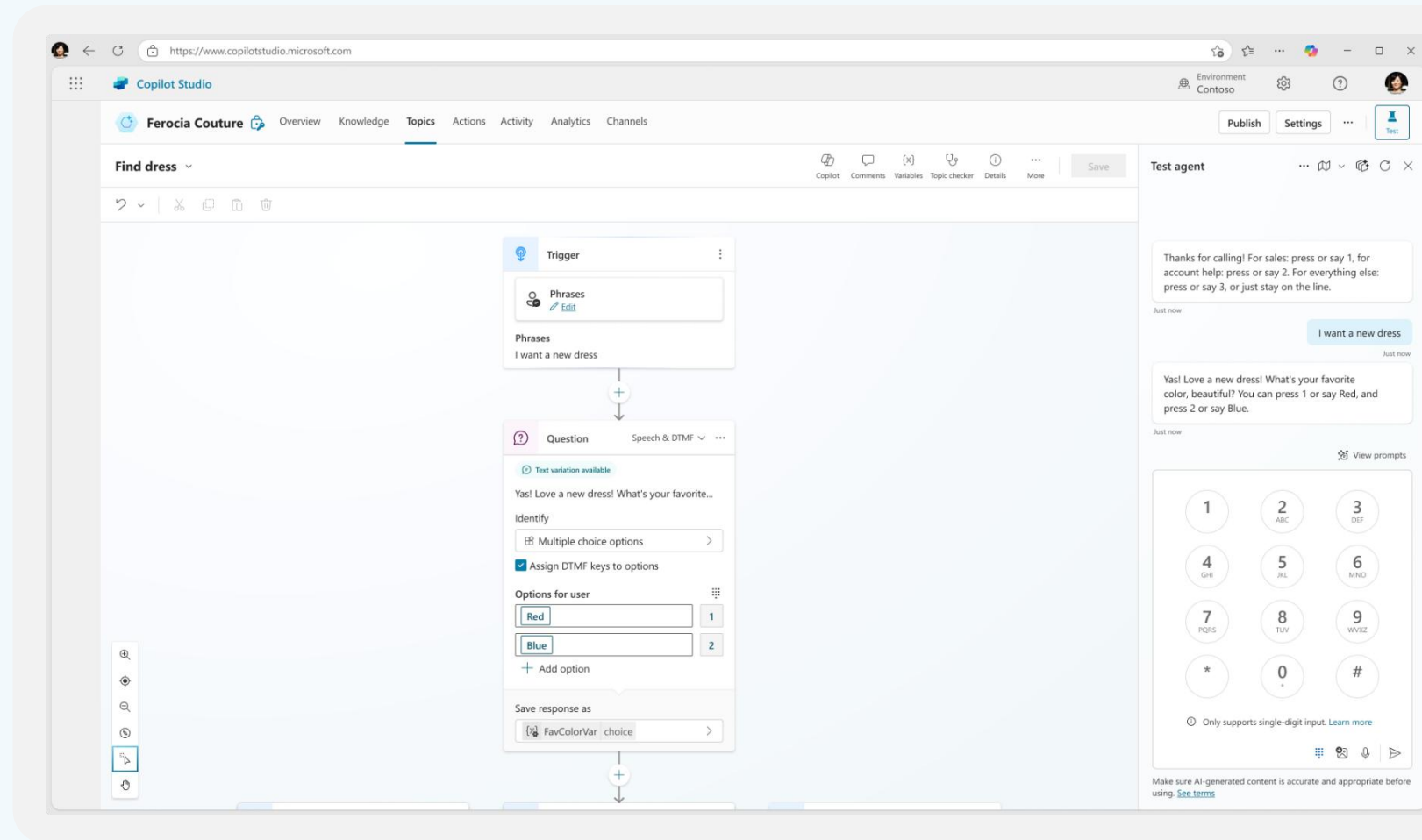
Add your agent to a custom app built with **Power Apps** or a custom website built with **Power Pages**.

Connect to your contact center so your agent can escalate and hand off the conversation with full context to a human agent.



Voice agents

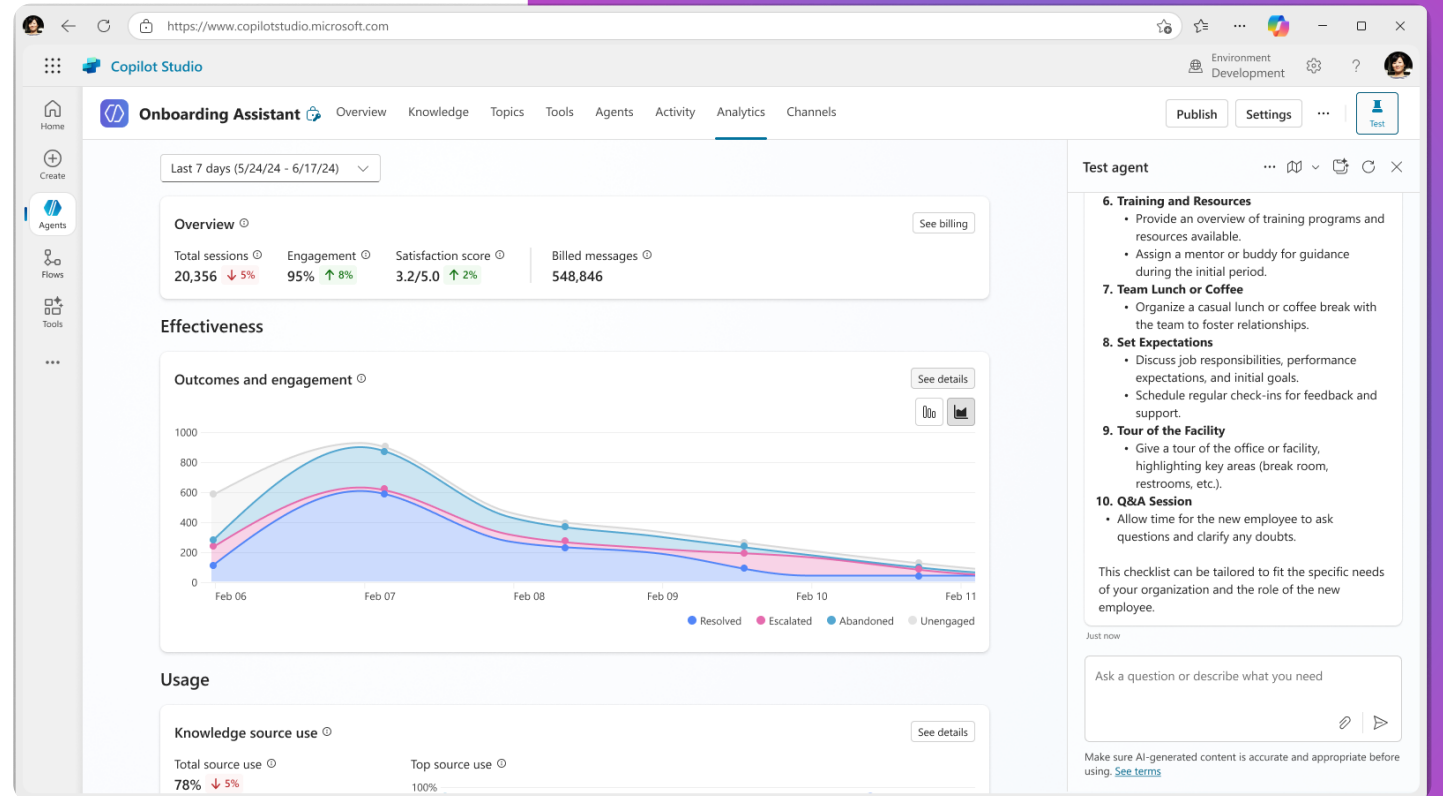
Add flexibility to your Interactive Voice Response (IVR) systems and voice agents, using generative AI to help more users and customers – faster



Analytics

See how effective agents are at solving **problems** by **measuring outcomes**.

Measure usage, engagement, success rates, knowledge use rate, and satisfaction to improve your agents over time.



Thank you.

Craig Hogan
crhogan@microsoft.com



Connect with me on LinkedIn