



# Artificial Intelligence: Unlocking the Future of Productivity

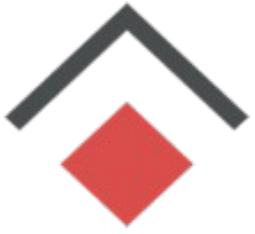
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 Microsoft 365





# Artificial Intelligence (AI) Overview

Brief History

Large Language Models (LLMs)

Generative AI

Text/Images/Audio/Video

ChatGPT

Prompts



# Public AI vs Private AI

What is shared?

Baseline (i.e. shared or common) knowledge

vs.

Company and/or User specific knowledge/training



# Public AI Demos

ChatGPT / DALL-E

<https://chat.openai.com/>

Microsoft Edge

<https://www.microsoft.com/en-us/edge/features/copilot>

Google Gemini

<https://gemini.google.com/app>

# Microsoft 365 Copilot



## Unleash creativity

Harness the power of AI so you never have to start from scratch



## Unlock productivity

Let AI summarize actions for you, and optimize your time



## Uplevel skills

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

# Microsoft 365 Copilot

Available Now

Integrated into the Microsoft 365 Platform

Access from:

Desktop (Mac/Windows), Web, Tablet/Mobile

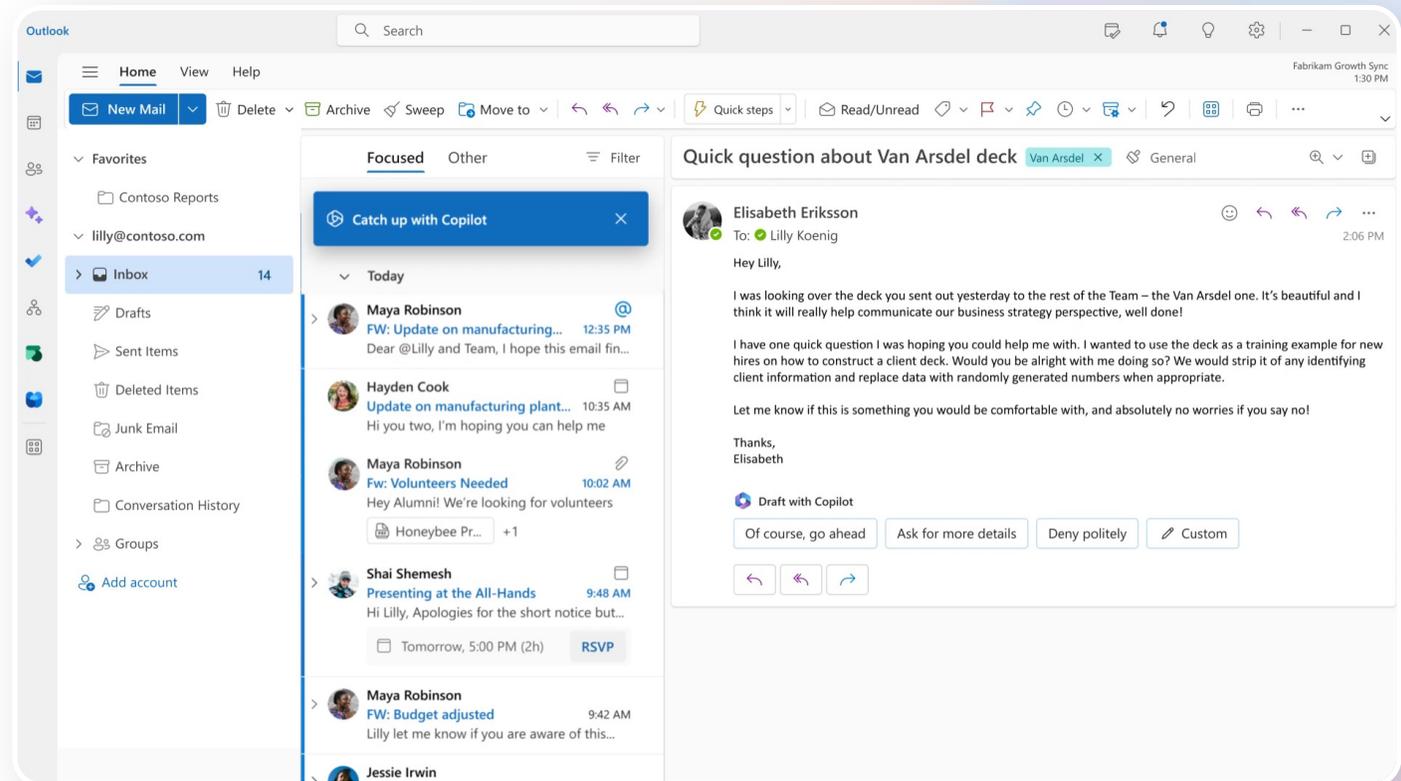
# Review email inbox to find customer inquiries and supplier updates

## Copilot in Outlook

Copilot works alongside to manage the daily inbox.

### Business needs:

- Facilitate review of recent emails
- Flag important items; specifically, customer feedback and supplier concerns
- Draft customized responses to each inquiry. Further trim text and apply a professional tone.



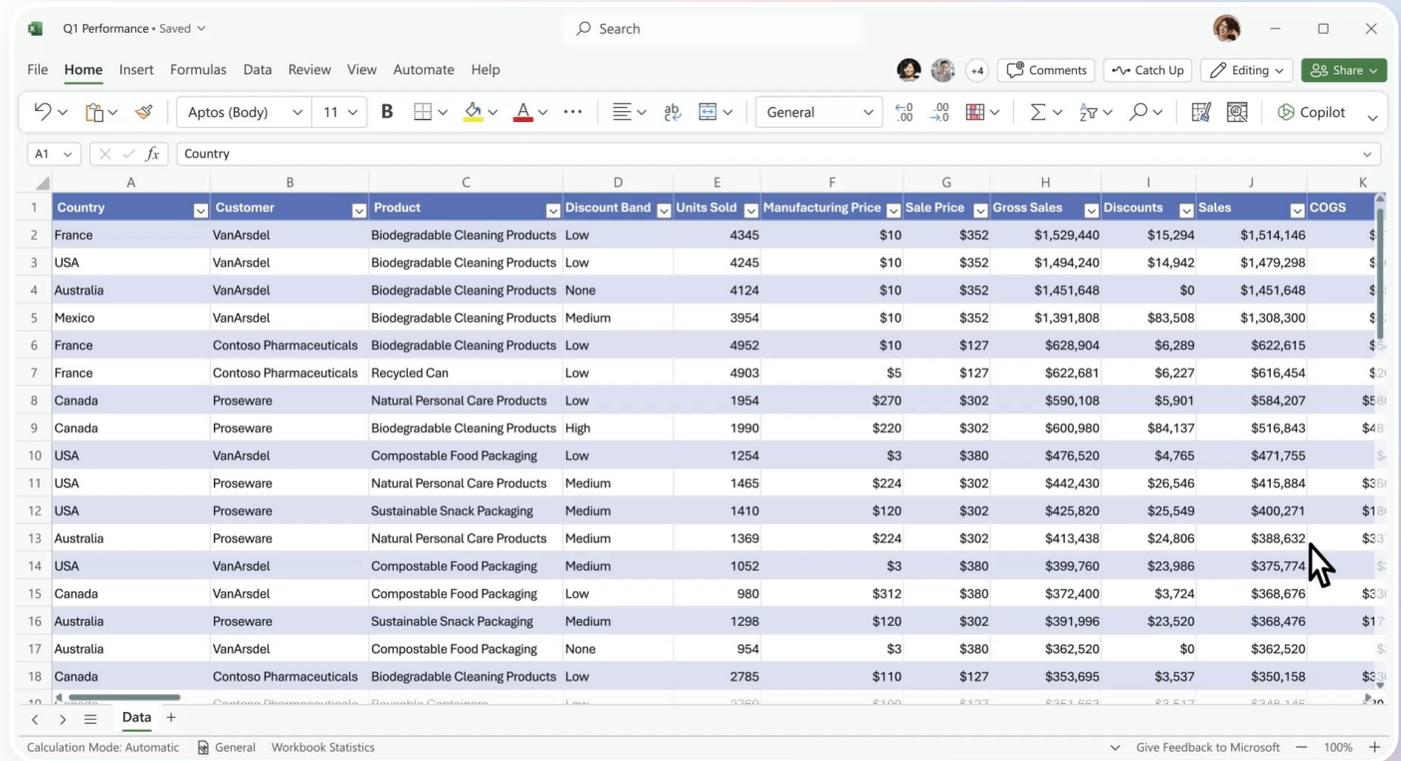
# Provide comparison on online vs in-person sales

## Copilot in Excel

Copilot works alongside to analyze trends and create professional-looking data.

### Business needs:

- Break down sales by type and channel
- Project the impact of increasing online inventory
- Reformat data into a visual chart to model how inventory shifts could impact the gross margin
- Create visual charts to share with the team



Q1 Performance • Saved

File Home Insert Formulas Data Review View Automate Help

Aptos (Body) 11 B General

Country

	A	B	C	D	E	F	G	H	I	J	K
1	Country	Customer	Product	Discount Band	Units Sold	Manufacturing Price	Sale Price	Gross Sales	Discounts	Sales	COGS
2	France	VanArsdel	Biodegradable Cleaning Products	Low	4345	\$10	\$352	\$1,529,440	\$15,294	\$1,514,146	\$
3	USA	VanArsdel	Biodegradable Cleaning Products	Low	4245	\$10	\$352	\$1,494,240	\$14,942	\$1,479,298	\$
4	Australia	VanArsdel	Biodegradable Cleaning Products	None	4124	\$10	\$352	\$1,451,648	\$0	\$1,451,648	\$
5	Mexico	VanArsdel	Biodegradable Cleaning Products	Medium	3954	\$10	\$352	\$1,391,808	\$83,508	\$1,308,300	\$
6	France	Contoso Pharmaceuticals	Biodegradable Cleaning Products	Low	4952	\$10	\$127	\$628,904	\$6,289	\$622,615	\$
7	France	Contoso Pharmaceuticals	Recycled Can	Low	4903	\$5	\$127	\$622,681	\$6,227	\$616,454	\$
8	Canada	Proseware	Natural Personal Care Products	Low	1954	\$270	\$302	\$590,108	\$5,901	\$584,207	\$
9	Canada	Proseware	Biodegradable Cleaning Products	High	1990	\$220	\$302	\$600,980	\$84,137	\$516,843	\$
10	USA	VanArsdel	Compostable Food Packaging	Low	1254	\$3	\$380	\$476,520	\$4,765	\$471,755	\$
11	USA	Proseware	Natural Personal Care Products	Medium	1465	\$224	\$302	\$442,430	\$26,546	\$415,884	\$
12	USA	Proseware	Sustainable Snack Packaging	Medium	1410	\$120	\$302	\$425,820	\$25,549	\$400,271	\$
13	Australia	Proseware	Natural Personal Care Products	Medium	1369	\$224	\$302	\$413,438	\$24,806	\$388,632	\$
14	USA	VanArsdel	Compostable Food Packaging	Medium	1052	\$3	\$380	\$399,760	\$23,986	\$375,774	\$
15	Canada	VanArsdel	Compostable Food Packaging	Low	980	\$312	\$380	\$372,400	\$3,724	\$368,676	\$
16	Australia	Proseware	Sustainable Snack Packaging	Medium	1298	\$120	\$302	\$391,996	\$23,520	\$368,476	\$
17	Australia	VanArsdel	Compostable Food Packaging	None	954	\$3	\$380	\$362,520	\$0	\$362,520	\$
18	Canada	Contoso Pharmaceuticals	Biodegradable Cleaning Products	Low	2785	\$110	\$127	\$353,695	\$3,537	\$350,158	\$

Calculation Mode: Automatic General Workbook Statistics Give Feedback to Microsoft 100%

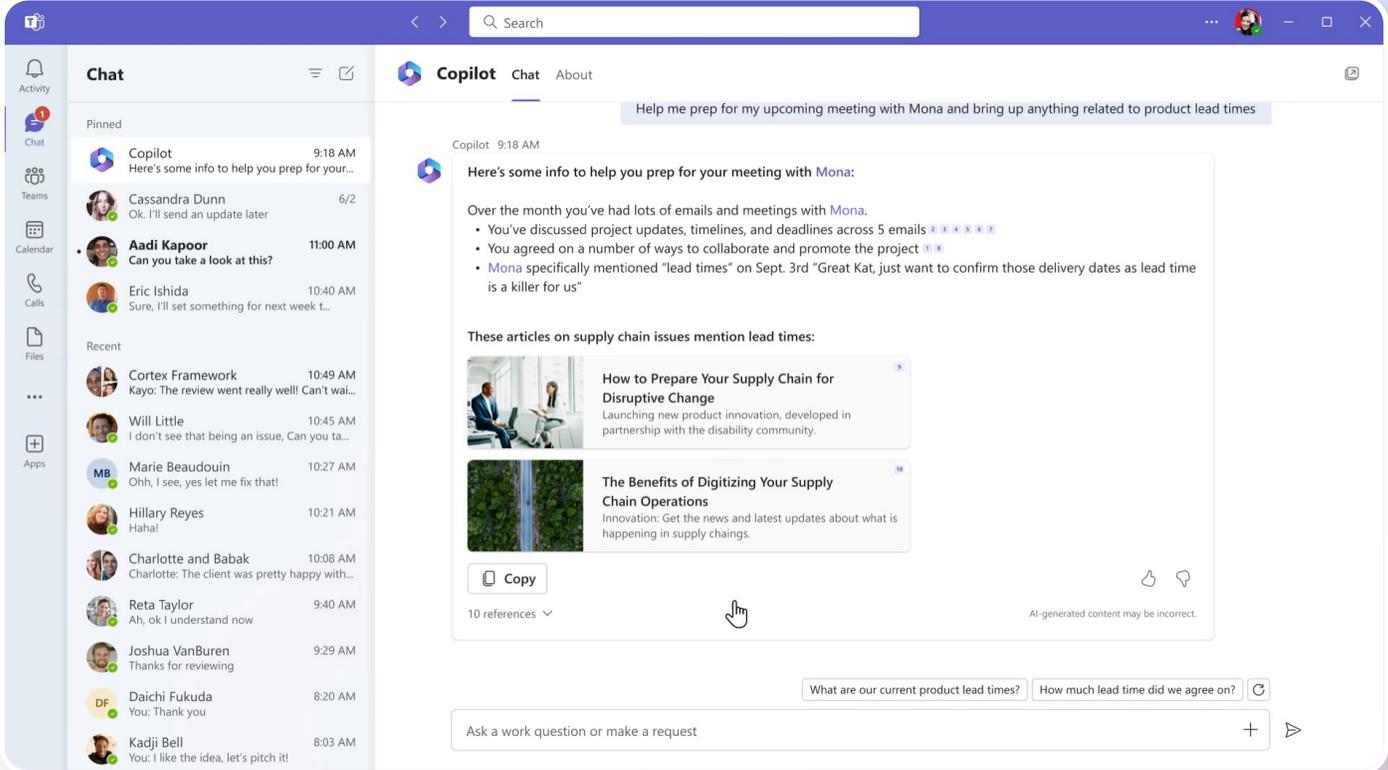
# Summarize feedback from customers on the buying experience

## Microsoft 365 Chat

Copilot works alongside to summarize data across documents, presentations, email, calendar, notes, & contacts.

### Business needs:

- Bring together data—summarizing the chats, email, and documents related to customer feedback
- Determine the pros and cons of moving more inventory to online
- Write a planning overview, using last quarter's sales and a summary of customer comments



The screenshot displays the Microsoft 365 Chat interface. On the left, a sidebar shows a list of chat conversations under 'Pinned' and 'Recent' sections. The main chat window is active with a Copilot chat. The Copilot message, dated 9:18 AM, provides a summary of a meeting with Mona, including a list of topics discussed and relevant articles on supply chain issues. The interface includes a search bar at the top, a navigation pane on the left, and a chat input area at the bottom.

**Chat**

**Copilot Chat About**

Help me prep for my upcoming meeting with Mona and bring up anything related to product lead times

Copilot 9:18 AM

Here's some info to help you prep for your meeting with Mona:

Over the month you've had lots of emails and meetings with Mona.

- You've discussed project updates, timelines, and deadlines across 5 emails
- You agreed on a number of ways to collaborate and promote the project
- Mona specifically mentioned "lead times" on Sept. 3rd "Great Kat, just want to confirm those delivery dates as lead time is a killer for us"

These articles on supply chain issues mention lead times:

- How to Prepare Your Supply Chain for Disruptive Change**  
Launching new product innovation, developed in partnership with the disability community.
- The Benefits of Digitizing Your Supply Chain Operations**  
Innovation: Get the news and latest updates about what is happening in supply chains.

Copy

10 references

What are our current product lead times? How much lead time did we agree on?

Ask a work question or make a request

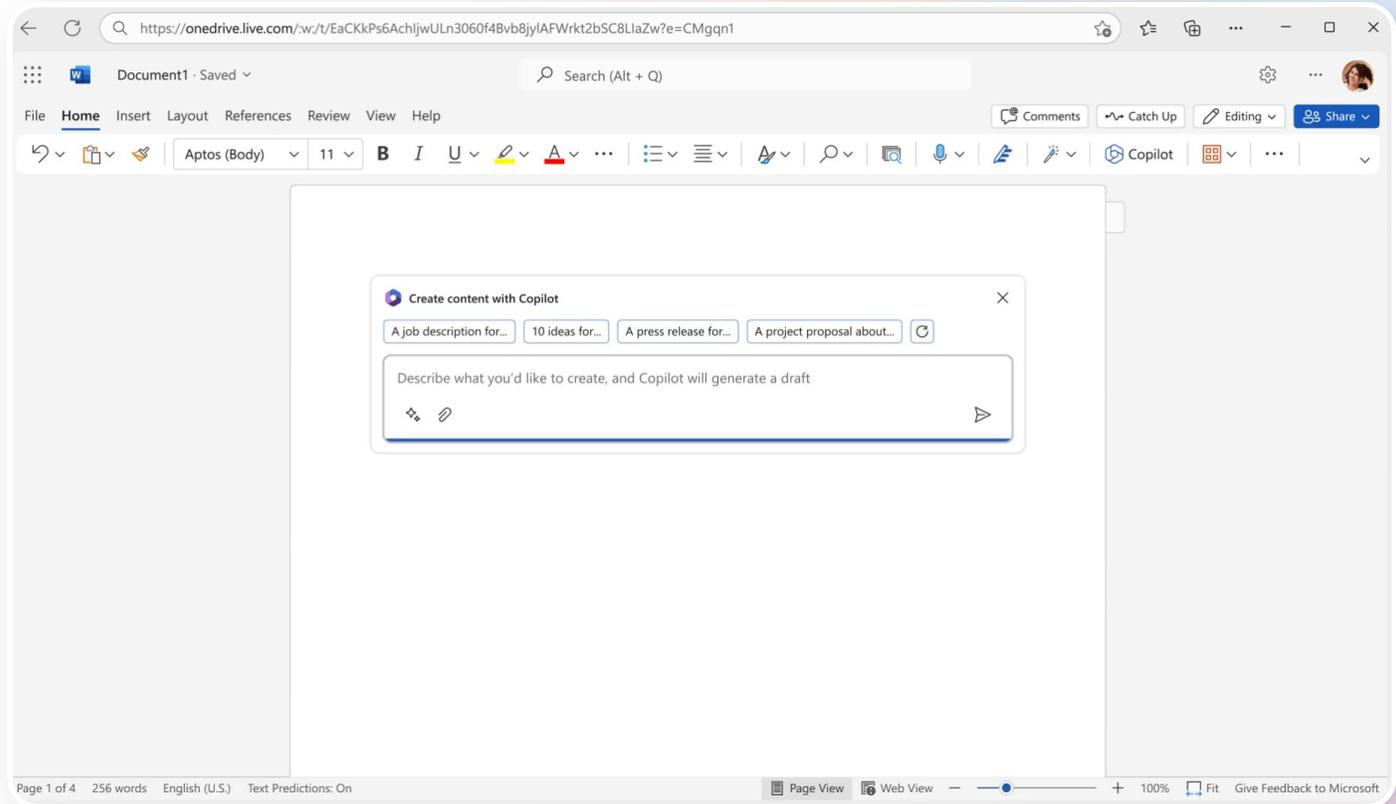
# Create a proposal to update the store's website

## Copilot in Word

**Copilot helps write, edit, summarize, & create.**

### Business needs:

- Draft a two-page project proposal based on the data from customer feedback and sales
- Make the third paragraph more concise. Change the tone of the document to be more casual
- Create a one-page draft based on this rough outline



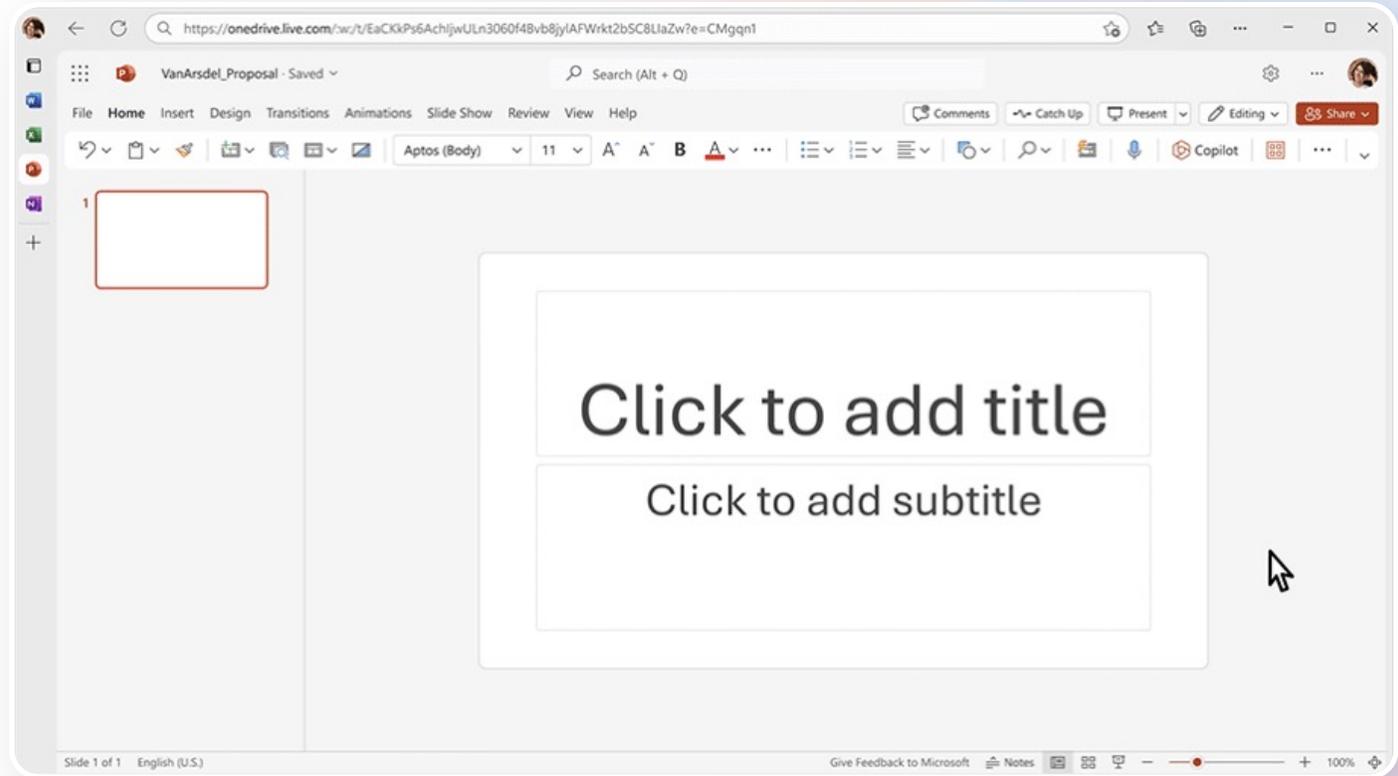
# Create a presentation on sustainability goals

## Copilot in PowerPoint

Copilot helps to create visually stunning presentations.

### Business needs:

- Create a five-slide presentation based on a Word document, include relevant stock photos
- Consolidate that presentation into a three-slide summary
- Reformat three bullets into three columns, each with a photo



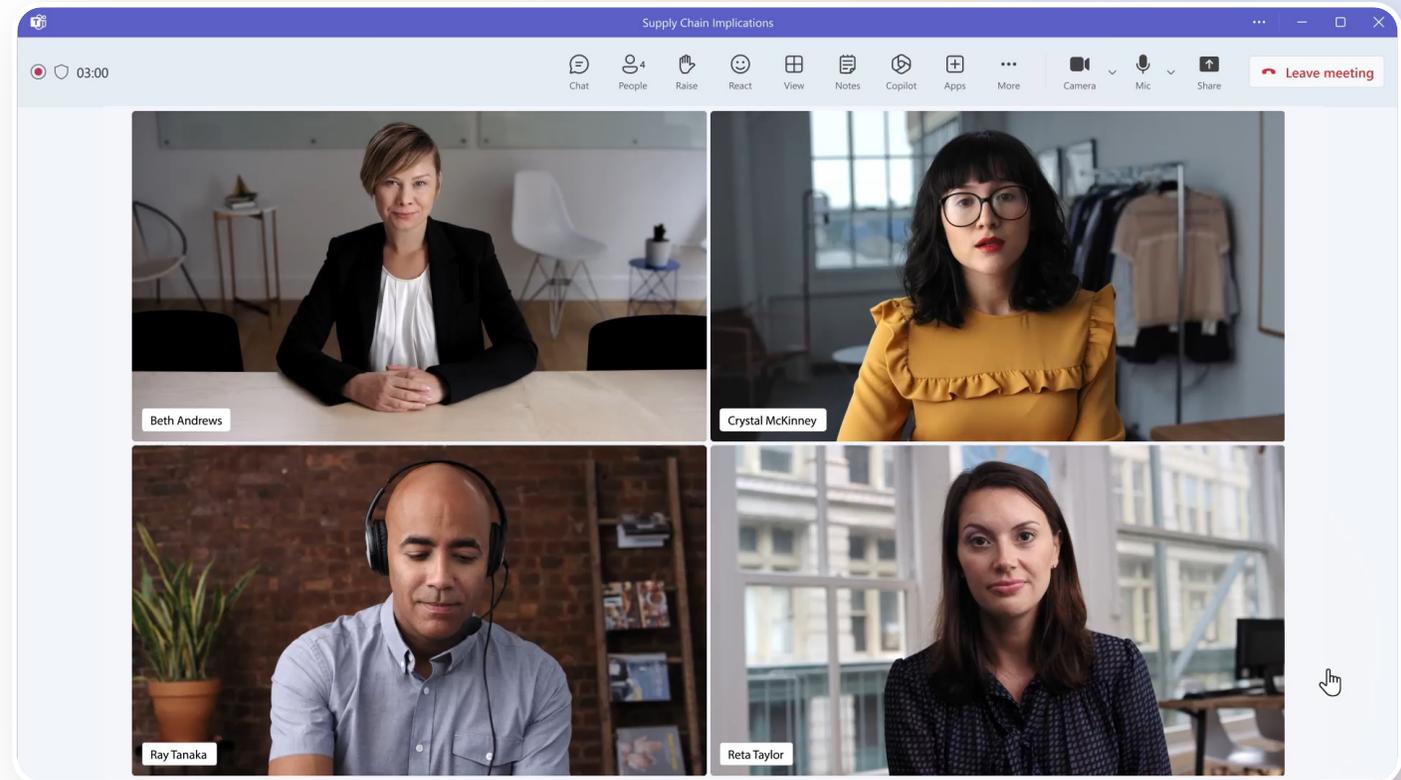
# Recap an internal meeting on sustainability requirement impact on inventory

## Copilot in Teams

Copilot helps you run more effective meetings.

Business needs:

- Summarize the meeting—including decisions made and suggested next steps
- Create a table illustrating contingency steps



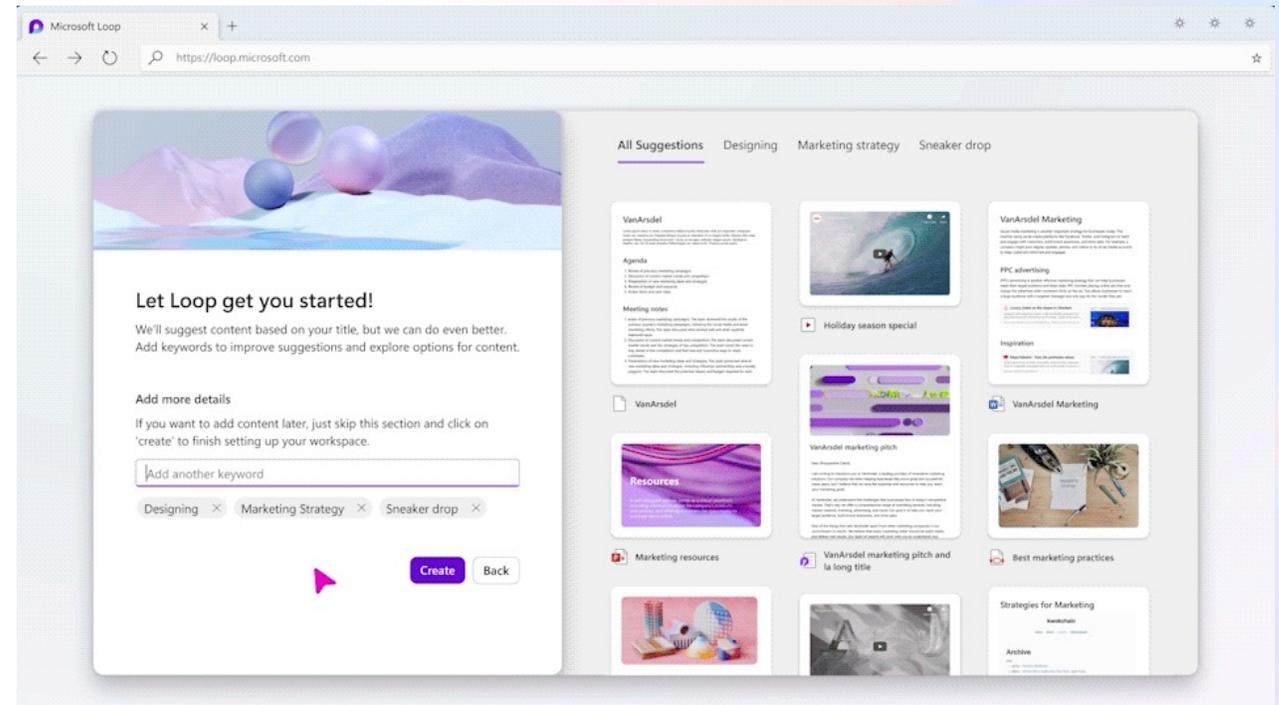
# Create a shared space for collaboration that brings together people, content, and tasks across tools and devices

## Microsoft Loop

Microsoft Loop helps organize everything needed for a project into a single workspace.

### Business needs:

- Find relevant content and organize into pages for easy viewing.
- Turn parts of workspace into Loop components—portable pieces of content that stay in sync across Teams, Outlook and more.
- Collaborate and track progress with notifications, highlighted changes, status labels, and task lists.



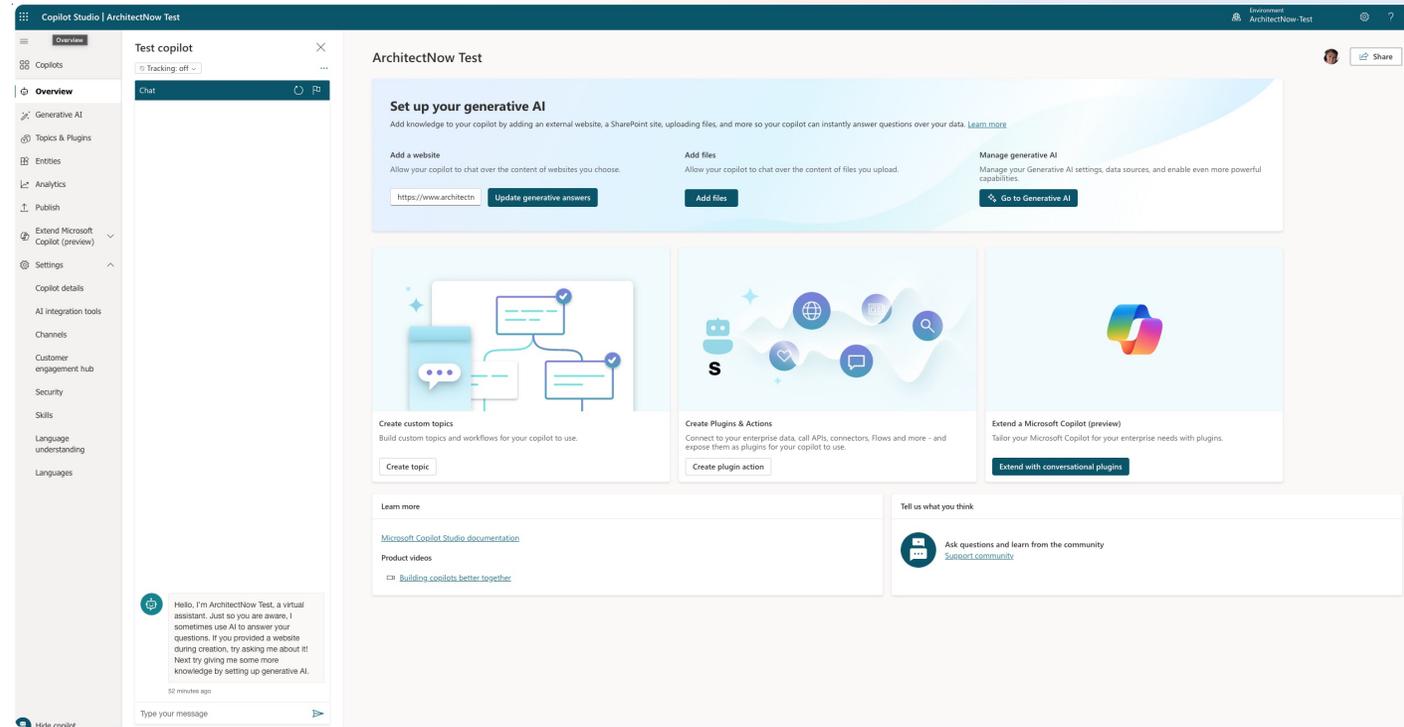
# Powerful Connected Copilots – built by you

## Copilot Studio

Copilot Studio allows you to customize and extend the Copilots and Bots in your organization

### Business needs:

- Enable greater control and efficiency by authoring responses to predictable scenarios within Copilot for Microsoft 365.
- Incorporate your data and plugins for engaging interactions in the places that matter the most.
- Copilot Studio is built on the foundations of leading conversational AI technologies including Power Virtual Agents and is interoperable with Azure AI Studio and more.



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Integrate your local data

Train AI/Copilot to be more useful to your team

Provide access to real-time data within your organization

Customize responses and workflows

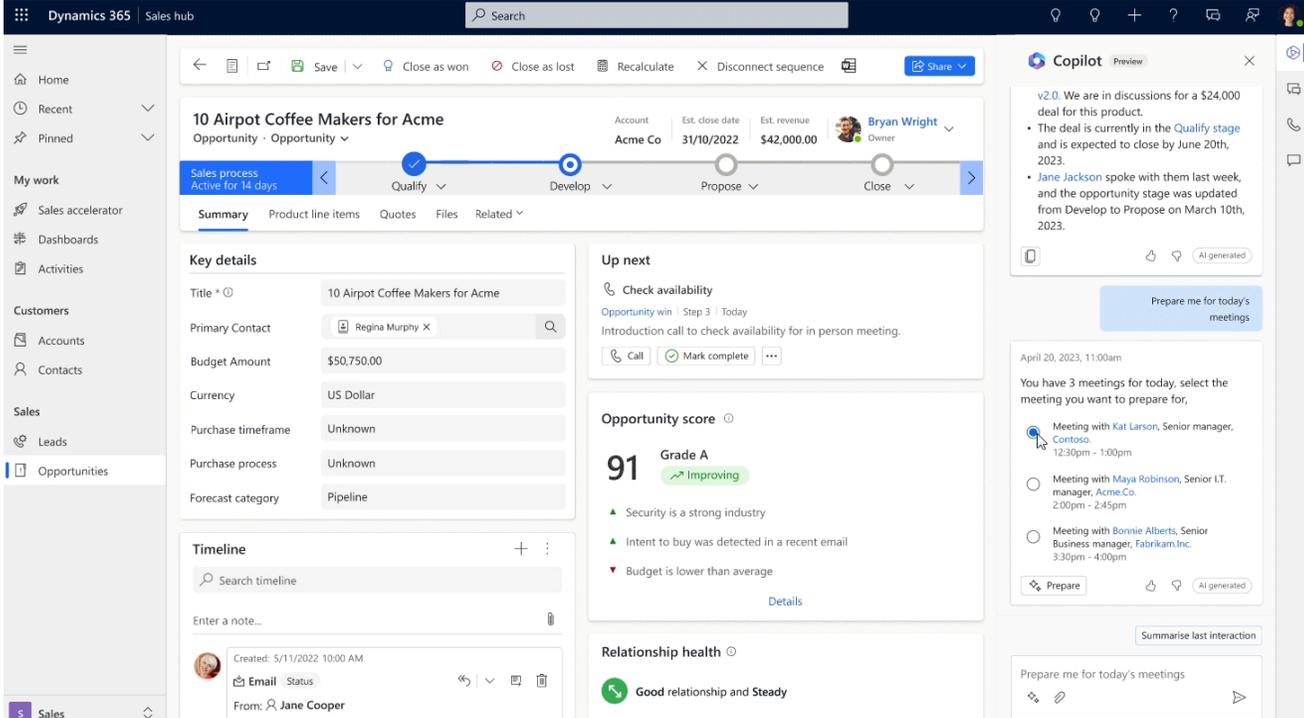
# Transform the way sellers work

## Microsoft Copilot for Sales

Drive efficiency with AI capabilities that help streamline processes and create personalized sales content in Microsoft 365 apps.

### Business needs:

- Work more efficiently using AI capabilities that help streamline processes and create personalized sales content.
- Improve customer experiences with AI-generated insights and recommendations for next steps.
- Seamlessly share information between Microsoft 365 apps and your CRM platform.



The screenshot displays the Microsoft Dynamics 365 Sales Hub interface for a sales opportunity titled "10 Airpot Coffee Makers for Acme". The interface includes a navigation pane on the left with options like Home, Recent, Pinned, My work, Sales accelerator, Dashboards, Activities, Customers, Accounts, Contacts, Sales, Leads, and Opportunities. The main content area shows the opportunity details, including the sales process (Qualify, Develop, Propose, Close), key details (Title, Primary Contact, Budget Amount, Currency, Purchase timeframe, Purchase process, Forecast category), and a timeline. The "Up next" section provides a "Check availability" task with a description and actions like "Call" and "Mark complete". The "Opportunity score" is 91 (Grade A, Improving), with insights such as "Security is a strong industry", "Intent to buy was detected in a recent email", and "Budget is lower than average". The "Relationship health" is "Good relationship and Steady". A Copilot window on the right provides AI-generated insights, such as "v2.0. We are in discussions for a \$24,000 deal for this product." and "The deal is currently in the Qualify stage and is expected to close by June 20th, 2023." It also lists recent meetings and offers to "Prepare me for today's meetings".

# Get AI and Copilot Ready

Must use Microsoft 365 and store documents in the Cloud

## Prerequisite Licensing Requirements

Requires at least one of the below per user

- Microsoft 365 E5
- Microsoft 365 E3
- Office 365 E3
- Office 365 E5
- Microsoft 365 A5 for faculty
- Microsoft 365 A3 for faculty
- Office 365 A5 for faculty
- Office 365 A3 for faculty
- Microsoft 365 Business Standard
- Microsoft 365 Business Premium

## Cost for Copilot for Microsoft 365 Add-On

Retail Pricing: \$360/year/user – paid upfront (\$30/month)  
ArchitectNow Pricing: \$342/year/user – 5% Discount)





# CoPilot Resources

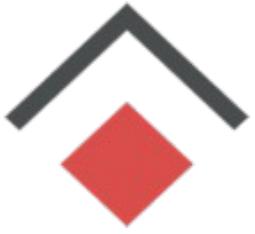
[Microsoft 365](#)

[Microsoft Copilot 365](#)

[Microsoft Copilot Studio](#)

[Microsoft Copilot for Sales](#)

[Microsoft Security Copilot](#)



# General AI Considerations

**Quality/Accuracy**

**Security**

**Legality**

**Ethics**

**Evolution**

**Oversight**



# Closing Thoughts

AI will replace tasks not people

AI typically provides a "starting point"

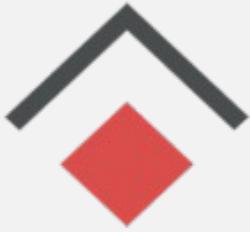
Everyone will use it

Everyone will learn to Prompt/Ask/Describe their needs to AI

AI will start to be "built-in" to most tools and software

Custom AI solutions will expand and provide more value to specific audiences

Searching the web (i.e. Google) will shift to asking AI questions



## Where do we go from here?

Managed Services Provider  
Microsoft License Management  
Virtual Support  
Security and Pricing Audits  
Cloud Migrations  
Business Applications

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Thank you.