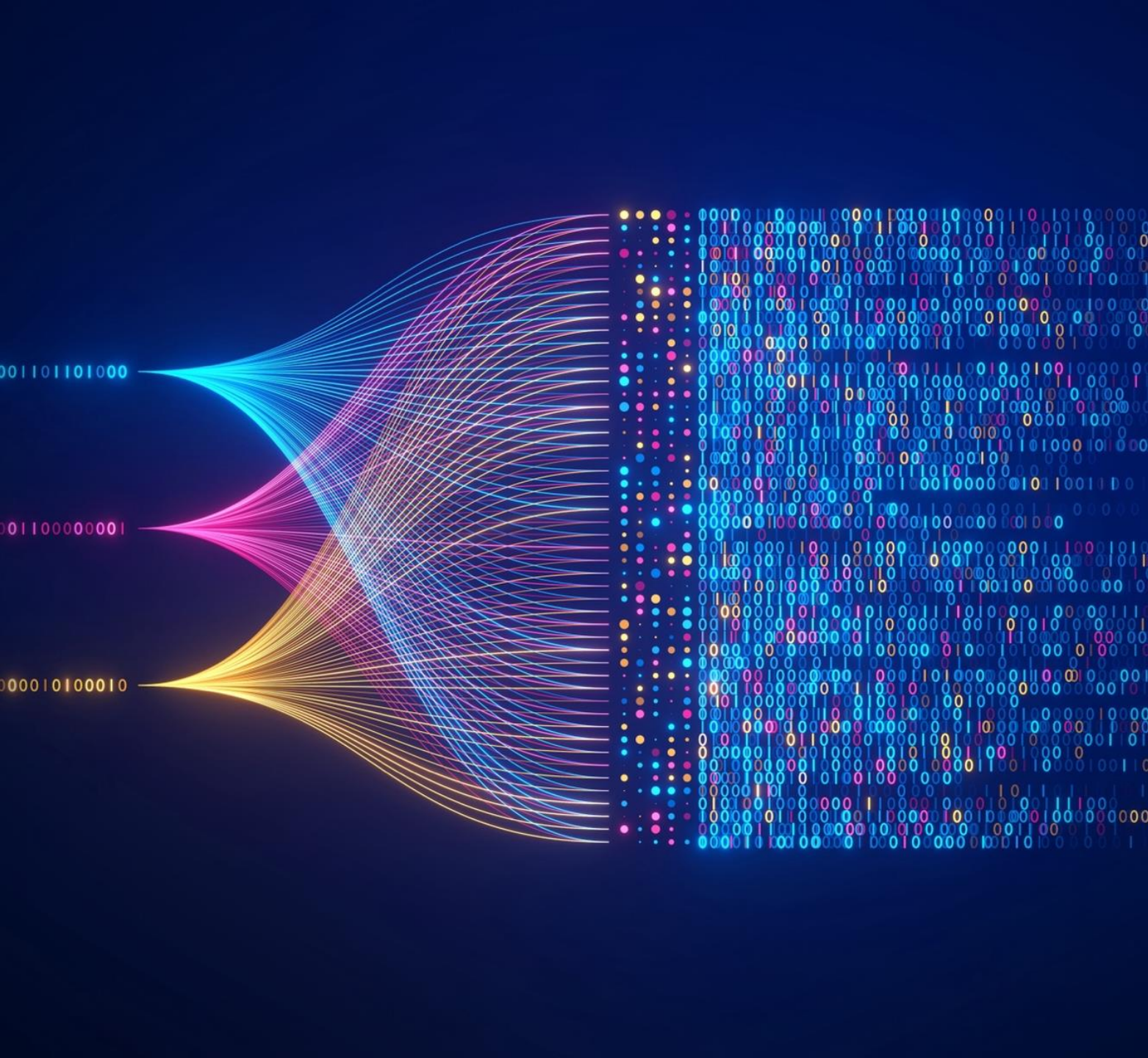


Shit in, shit out



Guro Faller fra Avnade

«AI-Expert» (source: Handel.se)



1 AI AI AI AI

Vi roper alle AI & GenAI– men hva er det?

2 GenAI & Copilot


Hva er Microsofts Copiloter?
Hva «får vi» og hva kan vi lage?

3 Kom i gang, a(i)

Hvordan blir vi klar for AI i hverdagen og hva må vi gjøre for å komme i gang?

Omringet av AI i vardagen

EM write a poem about how generative AI will change business processes

 Generative AI, a new dawn does bring,
To business processes, it will cling.
No more manual tasks, no more delays,
Efficiency and speed, it surely pays.

With algorithms so smart, it will design,
Products, services, and streamline.
Data analysis, predictions made,
Decisions based on insights displayed.

From HR to marketing, to sales,
Generative AI will raise the bar,
New ideas, improved processes, it'll see,
The future of business, it'll set free.

It's not just a tool, but a partner in crime,
A source of innovation, in good time.
No task too complex, no challenge too steep,
Generative AI will help us leap.

A revolution in the making, it's clear,
How generative AI will change the sphere.
Of business, it will bring a new era,
Of efficiency, profitability, no more a blur.

ChatGPT



DALL-E: Monet style painting of robot playing chess with human

CNN BUSINESS

Real estate agents say they can't imagine working without ChatGPT now

By Samantha Murphy Kelly, CNN Business
Updated 4:06 PM CDT, Sat, January 28, 2023

NEWS

AI's Transformative Impact on Scientific Research

Krishi Chowdhary - Journalist
Updated: August 3, 2023 | 7:33 AM



FORBES > INNOVATION

Why AI's Creative Intelligence Will Change Advertising In 2024

Ian Liddicoat Forbes Councils Member
Forbes Technology Council COUNCIL POST | Membership (Fee-Based)

Forbes

FORBES > MONEY > MARKETS

AI Productivity Gains Are Not Limited To Big Tech

REUTERS

World Business Markets Sustainability Legal Breakingviews Technology Investigation

Disrupt

Bar exam score shows AI can keep up with 'human lawyers,' researchers say

By Karen Stoen
March 15, 2023 11:17 AM PDT | Updated 5 months ago

make it

SUCCESS MONEY WORK LIFE VIDEO

NEXT GEN INVESTING

A.I. is making some common side hustles more lucrative—these can pay up to \$100 per hour

Published Sat, Jul 29 2023 9:00 AM EDT | Updated Mon, Jul 31 2023 12:31 PM EDT

TECHNOLOGY

BankThink AI could make underwriting a collaboration between bank and borrower

By Jeremiah Buckley | August 04, 2023, 10:50 a.m. EST | 3 Min Read



AI

Kunstig intelligens er ikke et nytt fenomen

GenAI

Generativ AI har hatt allmenheten med storm

Fra

Til

Verktøy

Kreativ assistent

Data-innlesning

Data-generering

Følger kommandoer

Gir anbefalinger, med menneske involvert i prosessen

Bruker spesialisert språk

Bruker naturlig språk

Hva kan vi gjøre med Generativ Kunstig Intelligens?

Skaping av innhold og design

Akselerert automatisering

Personlig markedsføring

Chatroboter og virtuelle assistenter

Produkt- og tjeneste-innovasjon

Oversettelse og prosessering av tekst og språk

Svindel-deteksjon og cybersikkerhet

Prediktiv analyse og prognoser

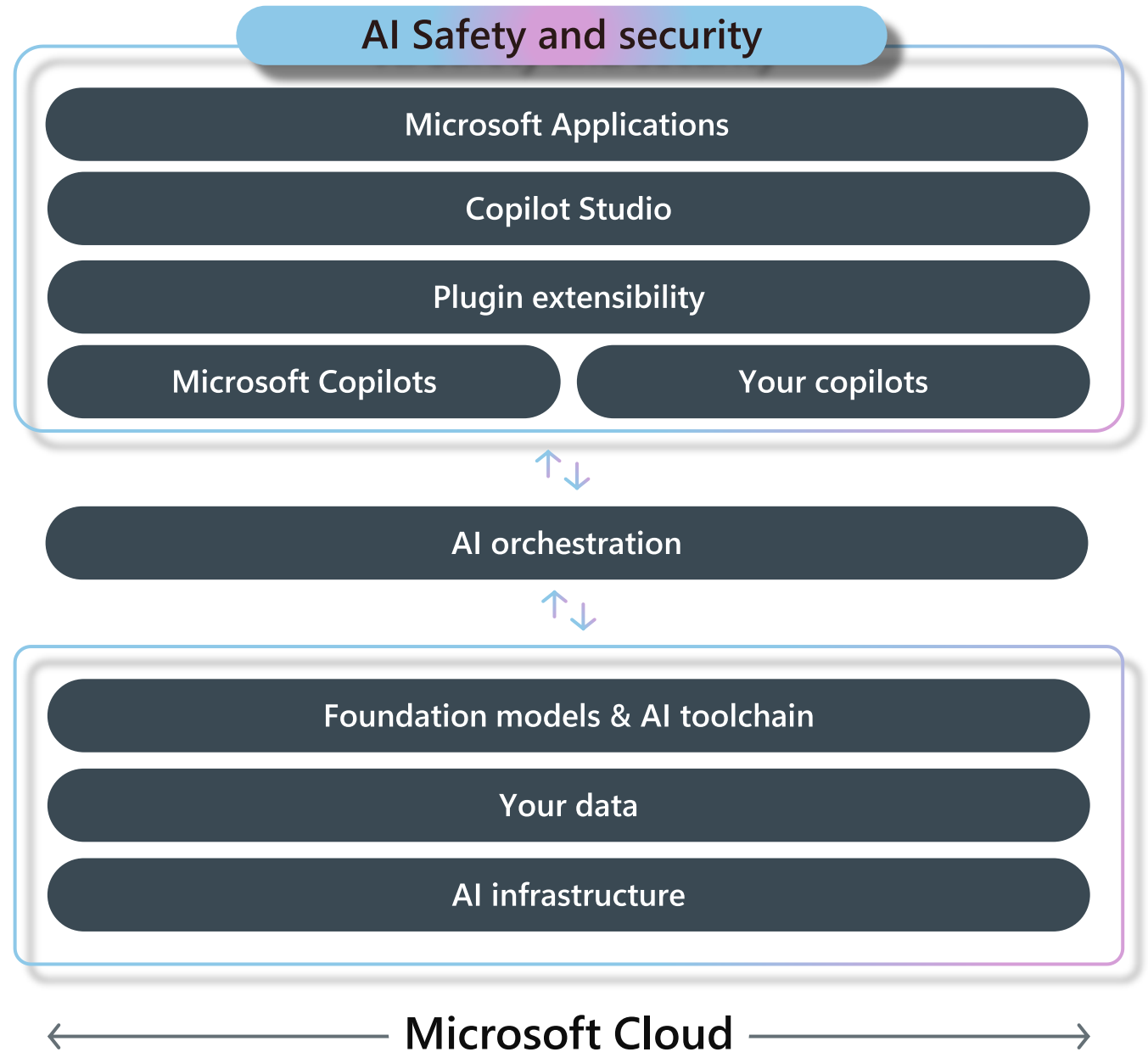
Kreativ skrijving og innholds-generering

Medisinsk forskning og diagnose









Age of copilots


Copilot stack







Copilot på tvers av alle applikasjoner


 Microsoft 365







-  Word
-  Excel
-  PowerPoint
-  Outlook
-  Teams


 Microsoft Fabric






-  Power BI
-  Data Factory
-  Data Activator
-  Synapse Data Engineering
-  Synapse Data Warehouse



 Dynamics 365

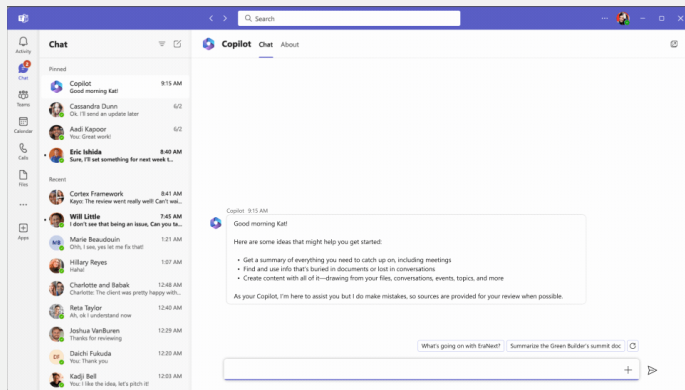
-  Dynamics 365 Sales
-  Dynamics 365 Customer Insights
-  Dynamics 365 Customer Service
-  Dynamics 365 Field Service
-  Dynamics 365 Finance
-  Dynamics 365 Supply Chain Management

 Power Platform

-  Power Apps
-  Power Automate
-  Power Virtual Agents
-  Power Pages
-  Power BI

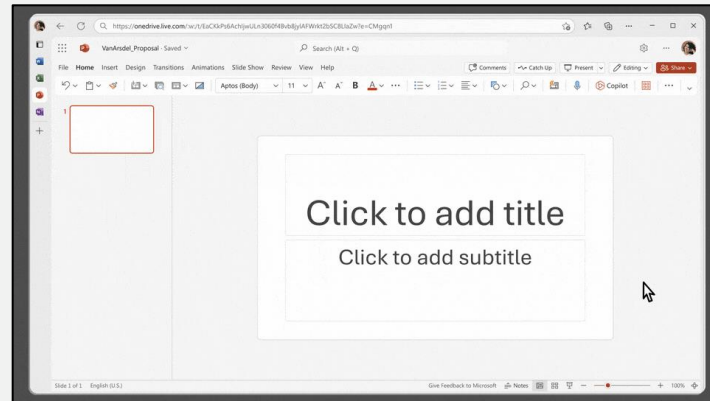
Copilots design-prinsipper

Engasjerende



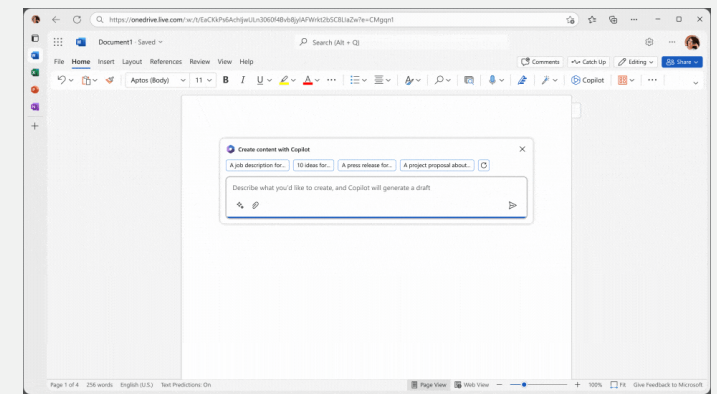
Business Chat

Hjelpende



Copilot in PowerPoint

Innebygd



Copilot in Word



<https://fluent2.microsoft.design/>

Copilot for alle roller på tvers av alle applikasjoner



Sales

Recap sales meetings
Craft customer emails



Marketing

Generate content ideas
Create audience segments
Simplify customer insights



Service

Create customer responses
Enhance self-service bots
Improve frontline worker productivity



Supply chain

Predict disruptions
Create product descriptions



Finance

Personalize billing communications
Increase collection rates



Dynamics 365 Copilot



Sanntidstilgang til forretningsdatainnhold og kontekst i Microsoft Graph



Policyer for sikkerhet, samsvar og personvern arvet fra Dynamics 365 og Microsoft 365 ++



Bruker/administrator har full kontroll over hva som skal brukes, endres eller forkastes



Designet for å utføre mer sofistikerte oppgaver mens den lærer med innspill fra deg



Effektivisering via oppsummering, søking og generative forslag i kontekst.

Productivity > Summaries (preview)

Summaries (preview) AI Copilot

Let agents summarize cases and conversations using AI. [Learn more](#)

i Copilot AI tools are based on large language models that work with multiple languages. We do not stop customers from using Copilot in languages other than US-English, the generated content is accurate and appropriate before using. This feature is in preview.

Provide your consent to opt in

AI preview terms

This feature is subject to supplemental terms below and requires your consent to continue. [Read complete terms and conditions](#)

I agree to the preview terms.

Terms of use for data movement across geographical [data] boundaries

I understand that Copilot uses an Azure OpenAI Service. By using Copilot, I agree that my data will be stored, processed, and transmitted outside of my tenant's geographic region or compliance boundaries.

Opt in

Er det klart for vid bruk i dag?

Hva er GA?

Hva er private preview?

Hva er i public preview?

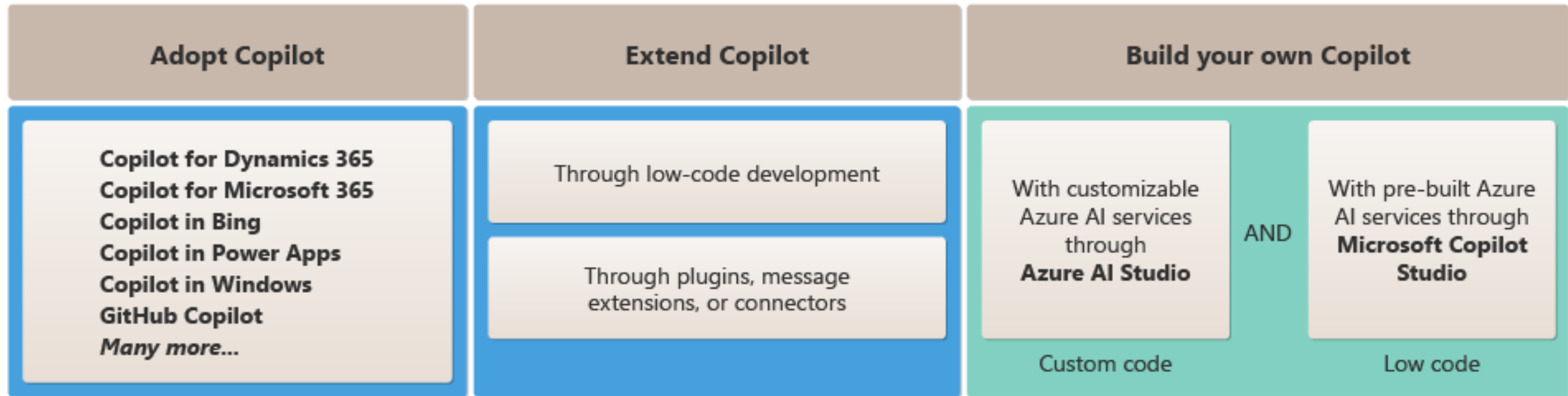
Hva er tilgjengelig i din geo?

Språkstøtte?

Copilot i Dynamics og Power Platform

Copilot availability	Dynamics 365 geography	Azure OpenAI geography
Yes	Europe	Switzerland or Sweden
Yes	France	Switzerland or Sweden
Yes	Germany	Switzerland or Sweden
No	Government Community Cloud (GCC)	N/A
No	Norway	N/A
Yes	South America	United States
Yes	Switzerland	Switzerland or Sweden
Yes	United Kingdom	United Kingdom
Yes	United States	United States

Skal vi konsumere eller lage copilotene?





Hvordan komme i gang?

- Godt strukturert og organisert kunnskapskapital
- Identifiser områder de ansatte kan få verdi med AI
- Bygge kunnskap for å demokratisere AI
- Engasjer brukergrupper internt
- Definere en AI-strategi

Innspill til en AI-strategi

Hvordan sette AI i struktur og mennesket i fokus.



Data, tilganger og kvalitet



Strategisk styring og struktur



Responsible AI

Bærekraftig og ansvarlighet



AI-først = mennesket i fokus

Veikart og avsjekk

Forstår vi hva vi skal?

- Hvilke copilots skal iverksettes og hvordan skal vi jobbe med GenAI?
- Skal vi bygge våre egne copilots?
- Forstår vi funksjonene?
- På hvilke måter skal vi jobbe?
- Hvilken verdi skal vi skape?
- Hva er riktig verktøy for dette?

Er plattformene klare?

- Hvilke copilots skal iverksettes?
- Forstår vi funksjonene?
- Er korrekte tilganger og informasjonsarkitekturen riktig i tilgangshierakiet?
- Administrere plattform og miljøer
- Kjenn til, beskytt og styr dataene dine og forhindre tap av data

Har vi rett lisenser?

- Microsoft 365 E3 or E5 / Microsoft 365 Business Standard or Business Premium licenses
- Microsoft 365 Copilot licenses
- Dynamics 365 Enterprise / Premium
- Trenger vi andre komponenter, som Azure Open AI Services?

Er menneskene klare?

- Gjør de ansatte klare gjennom opplæring og mestring
- Verdi og gevinst – what's in it for me?
- Endringsledelse og lederendring
- Kan de skrive gode prompts?



Forbered dere for Copilot

- Tekniske og funksjonelle forbehold og krav
- Hvor stor jobb er det å ta Copilot i bruk?
- Forstå Copilot og teknologien bak og datakilder
- Endringsledelse og opplæring
- Sikkerhetsroller, DLP og Informasjonssikkerhet
- Sensitivitets-tags og kategorisering



Forberede dataen

Shit in gir shit out

- Identifisere tilgjengelig data
- Data og kunnskapsinformasjon råtner på ROT (Reduntant, Outdated og Trivial)
- Kvalitetskontroll og kvalitetssikring
- Metadata, tagging og filnavn
- Versjonskontroll (eller mangel på) – V04, V1, V2, V2.Final2
- Historisk data og arkivering

✓ Searching for: **how to write good prompts for conversational AI**

✓ Generating answers for you...

🔒 Your personal and company data are protected in this chat

Writing good prompts for Bing Chat is an important skill that can help you get the most out of this conversational AI tool. Here are some tips and best practices that you can use to write good prompts for Bing Chat:

- Identify your goal and intention. What do you want to achieve with your prompt? Do you want to get information, generate content, have fun, or something else? You should also consider the type and tone of your prompt.
- Use clear and concise language. Avoid ambiguity, jargon, slang, or overly complex sentences that might confuse Bing Chat. Use simple words, active verbs, and direct questions to state your request or expectation.
- Provide enough context and details. Bing Chat can understand a wide range of languages, but it might not know everything about your specific background. Provide relevant information and examples that can help Bing Chat understand your prompt better and generate a more accurate and relevant response.
- Use keywords and phrases that Bing Chat can recognize. Bing Chat has access to a vast amount of knowledge and information from the web, but it might not be able to understand some specific commands. Use keywords and phrases that are commonly used or understood by Bing Chat, such as "search web", "graphic art", "poem", "story", "code", "essay", etc. You can also use modifiers and qualifiers to refine your prompt, such as "by", "etc."
- Experiment and iterate. Bing Chat is a powerful and versatile tool, but it might not always give you the response you want. If you are not satisfied with the response, you can rephrase, modify, or ask a different question and try again. You can also use feedback and suggestions from Bing Chat to improve your prompts and get a better result.

Here are some examples of good prompts for Bing Chat, along with the responses they generated:

- Search web: "search web for the latest news on climate change" - Bing Chat will search the web and return a list of news search results related to climate change, along with a summary of the most relevant articles.
- Graphic art: "graphic art of a unicorn in a rainbow" -> Bing Chat will generate a colorful and imaginative graphic art of a unicorn in a rainbow.

Prompt it

Tydelig formulering og klare instruksjoner

Oppgi formål som fakta-opplysninger, kreativt innspill og ønsket intonasjon

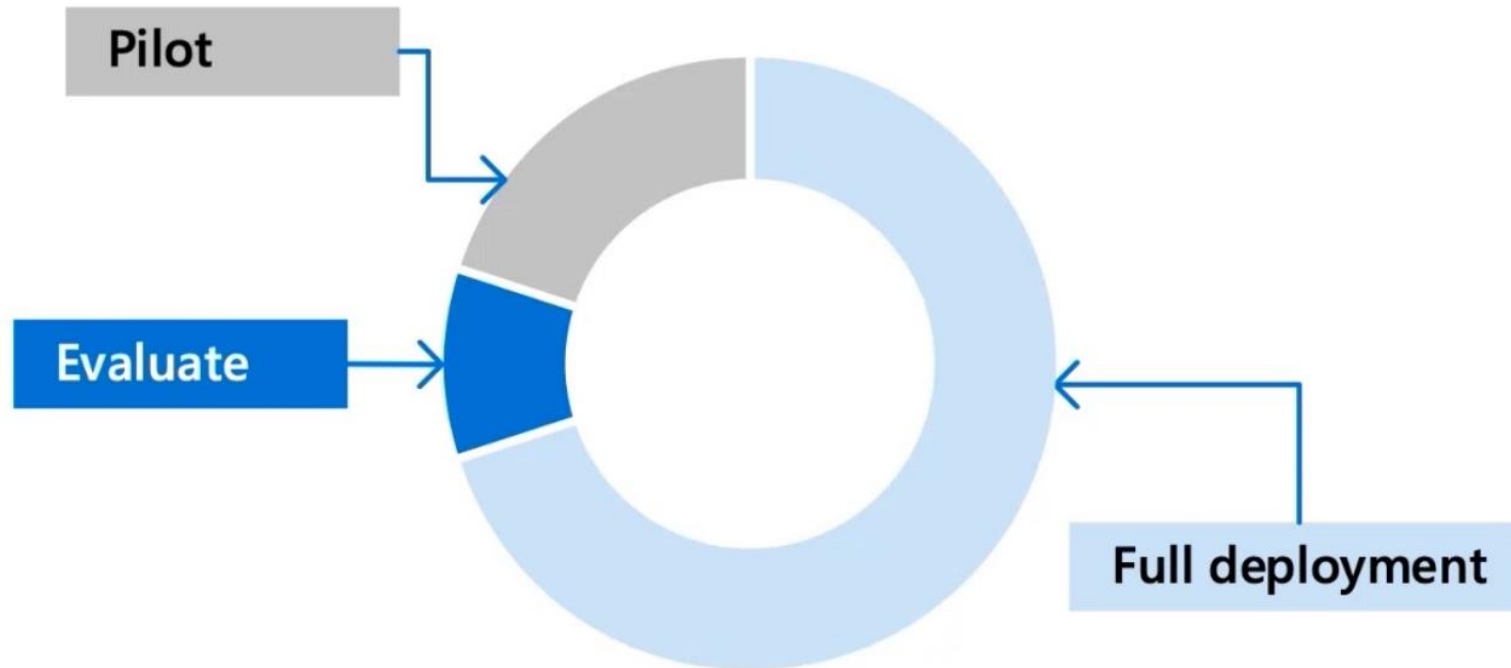
Unngå slang og forkortelser og «stammespråk».

Legg til kontekst og detaljer

Legg til nøkkelord som modellen gjenkjenner

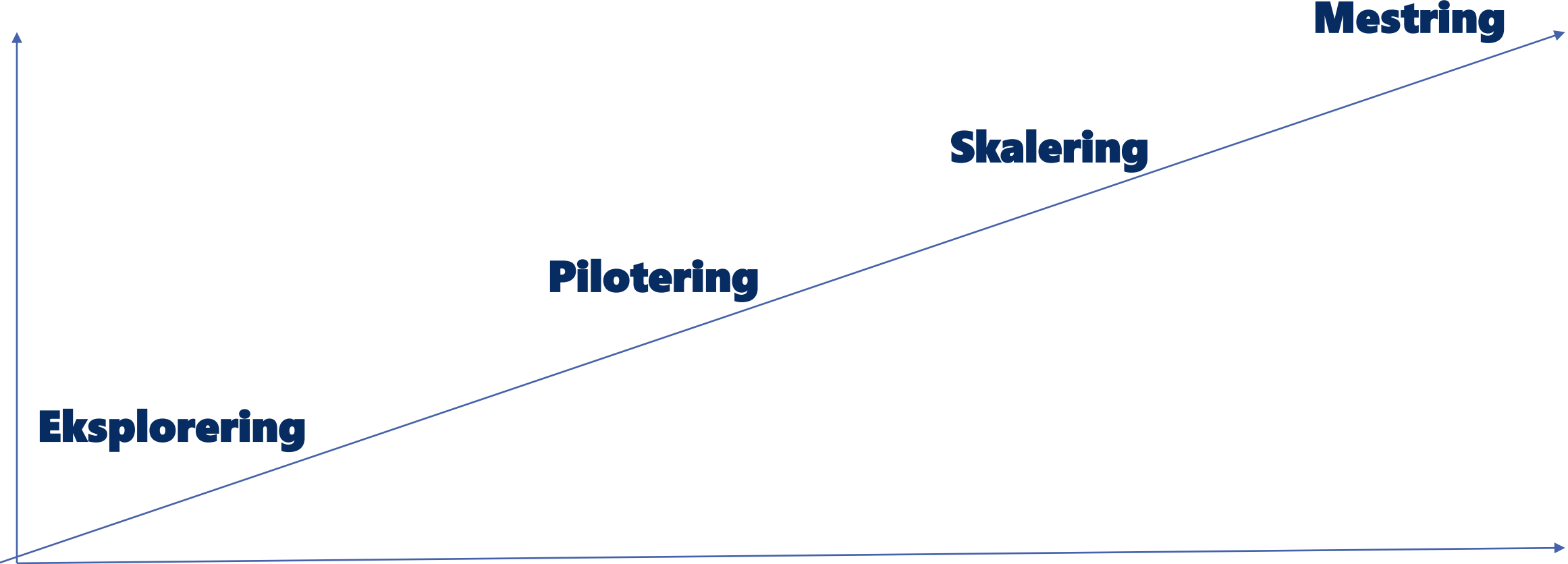
Et Center of Excellence (CoE)

Et styresett for evaluering, pilotering og klargjøre utrulling i stor skala



Modenhhet

Hvor er dere på denne reisen med GenAI og Copilot



Microsoft Cloud AI you can trust

Your data is your data

Your data is not used to train
the OpenAI foundation models
without permission

Your data is protected by
the most comprehensive enterprise
compliance and security controls

Microsoft AI principles



Fairness



Reliability
& Safety



Privacy &
Security



Inclusiveness



Transparency



Accountability

More information: microsoft.com/ai/responsible-ai

Takk for meg

guro.faller@avanade.com

<https://www.linkedin.com/in/gurofaller/>