Applied AI and hyper automation

utilizing the breadth of Dynamics and the Power Platform

Oslo May 28th – 2024

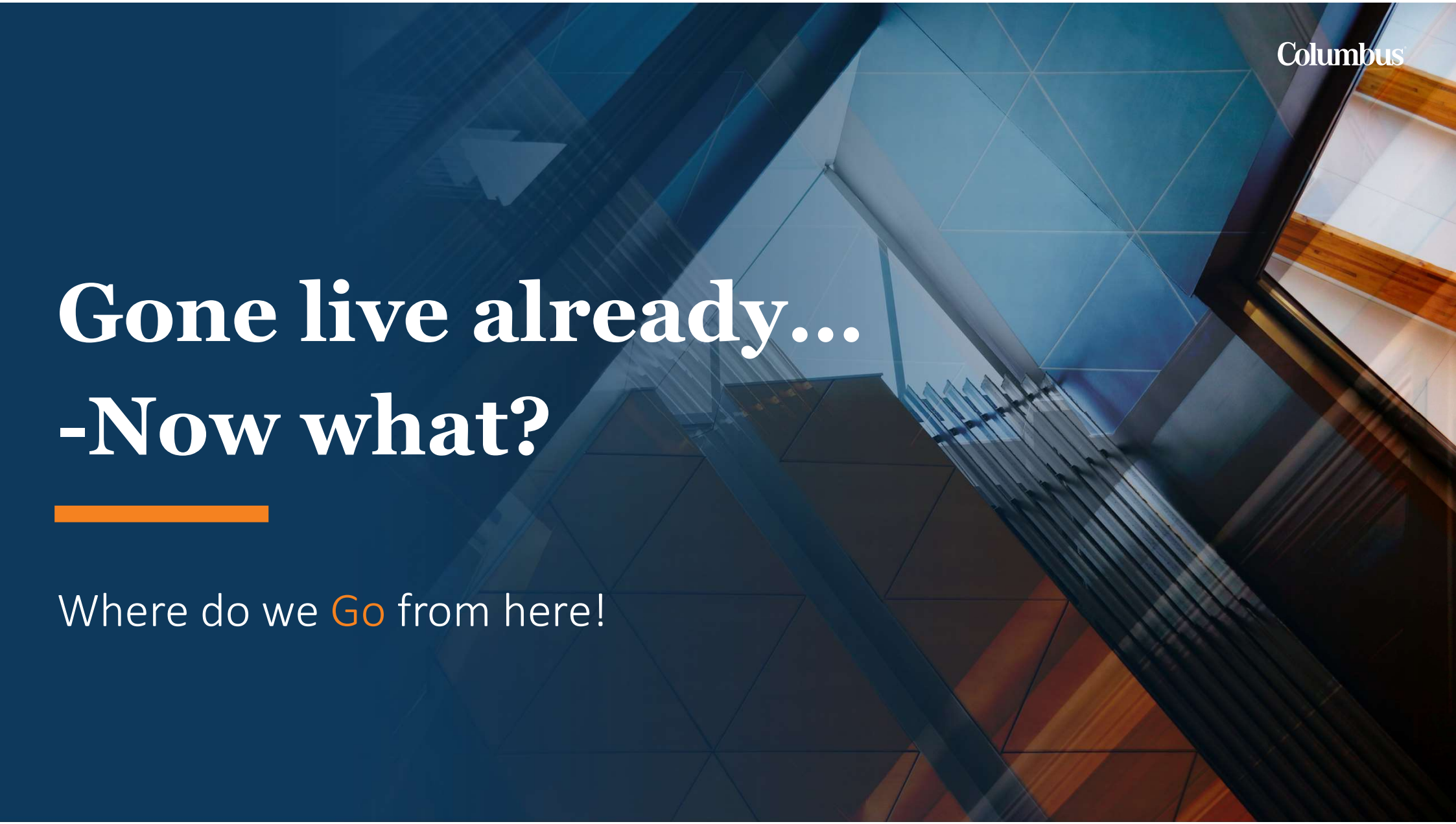
Columbus

Your Host

Lasse Brandt Petersen

Director, Architects
Dynamics Denmark

Columbus



Gone live already…
-Now what?

Where do we Go from here!

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From MVP to realized Value

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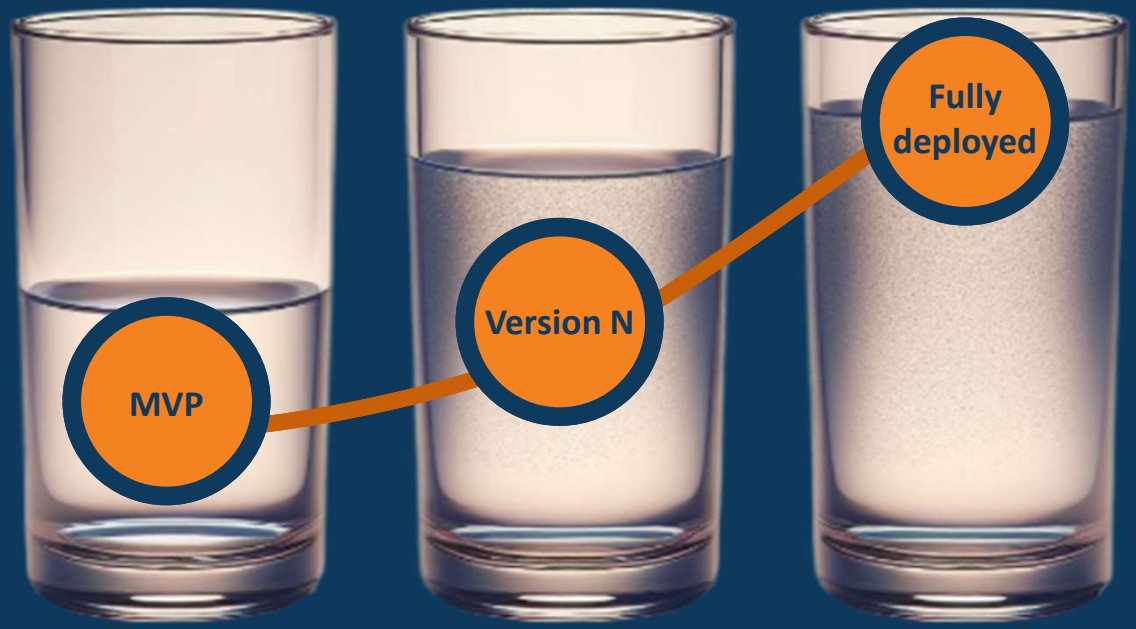
From MVP to realized Value



Columbus

From MVP to realized Value

Waterfalls are nice….
But it’s time to say goodbye

Columbus

Grow it – don’t build it

Columbus

Getting Started....

How does your first pancake look?

Columbus

Getting Started….

Columbus

Getting Started….

Columbus

Getting Started….

Columbus

Getting Started....

Columbus

Grow it – don’t build it

But what does growing a solution look like?

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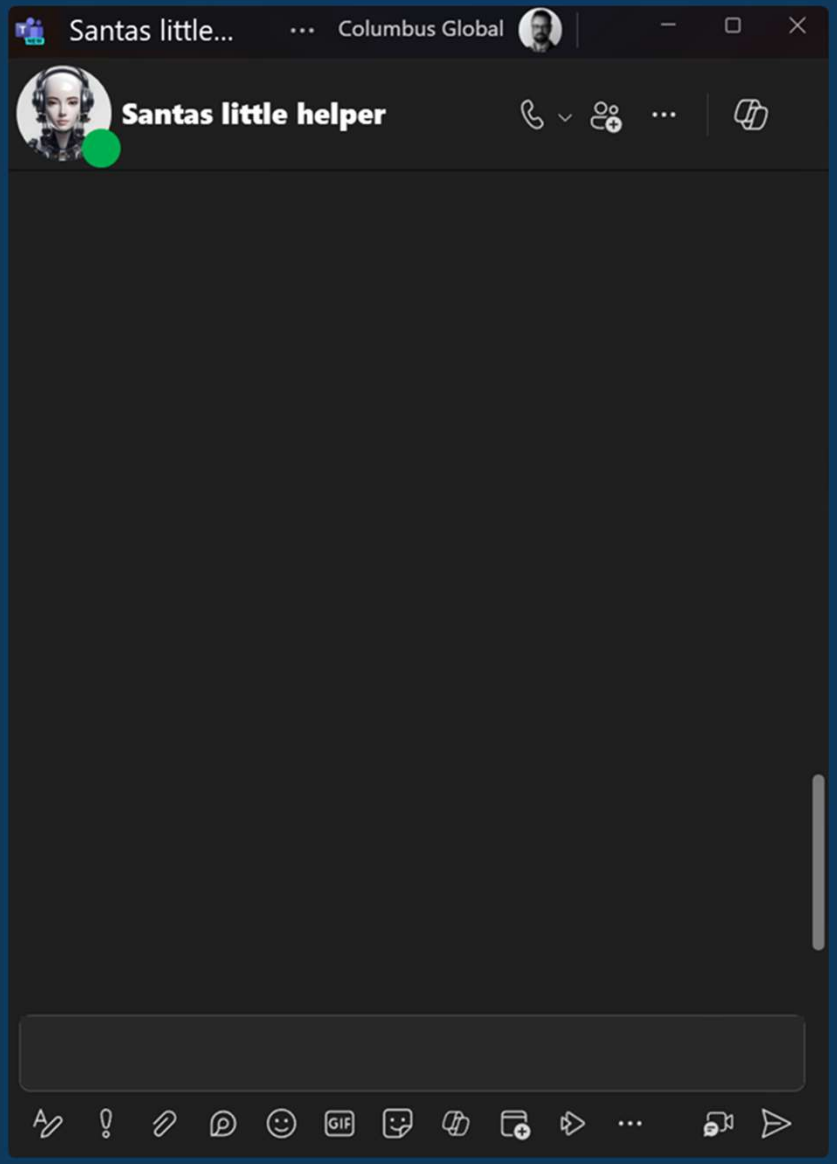

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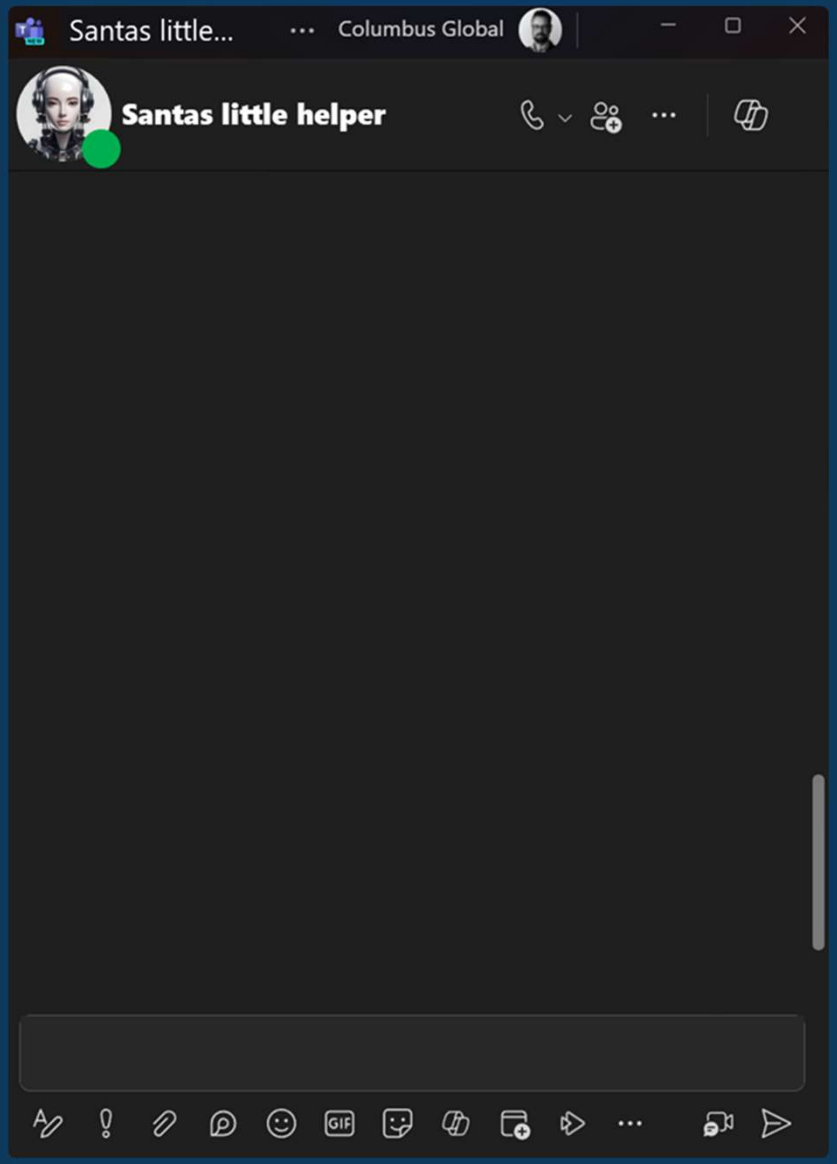

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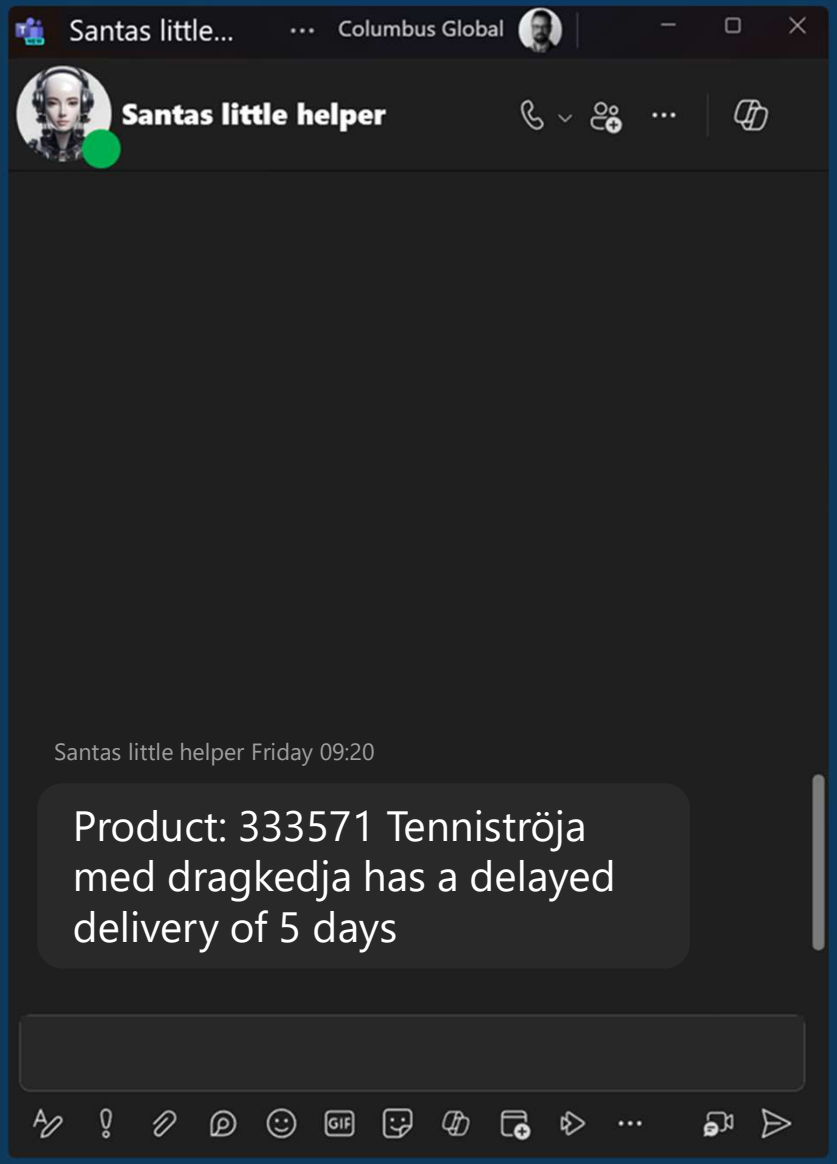
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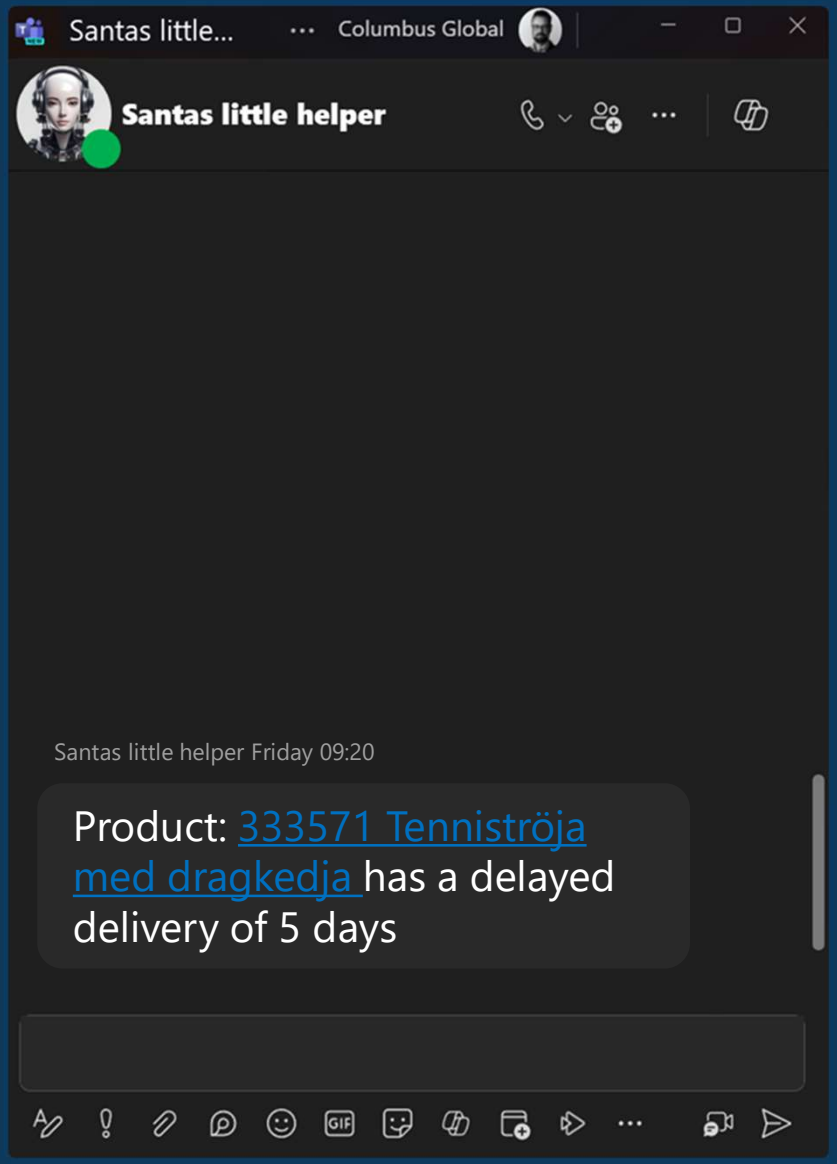
Columbus Global
Santas little helper
Santas little helper Friday 09:20
Product: 333571 Tenniströja med dragkedja has a delayed delivery of 5 days

Columbus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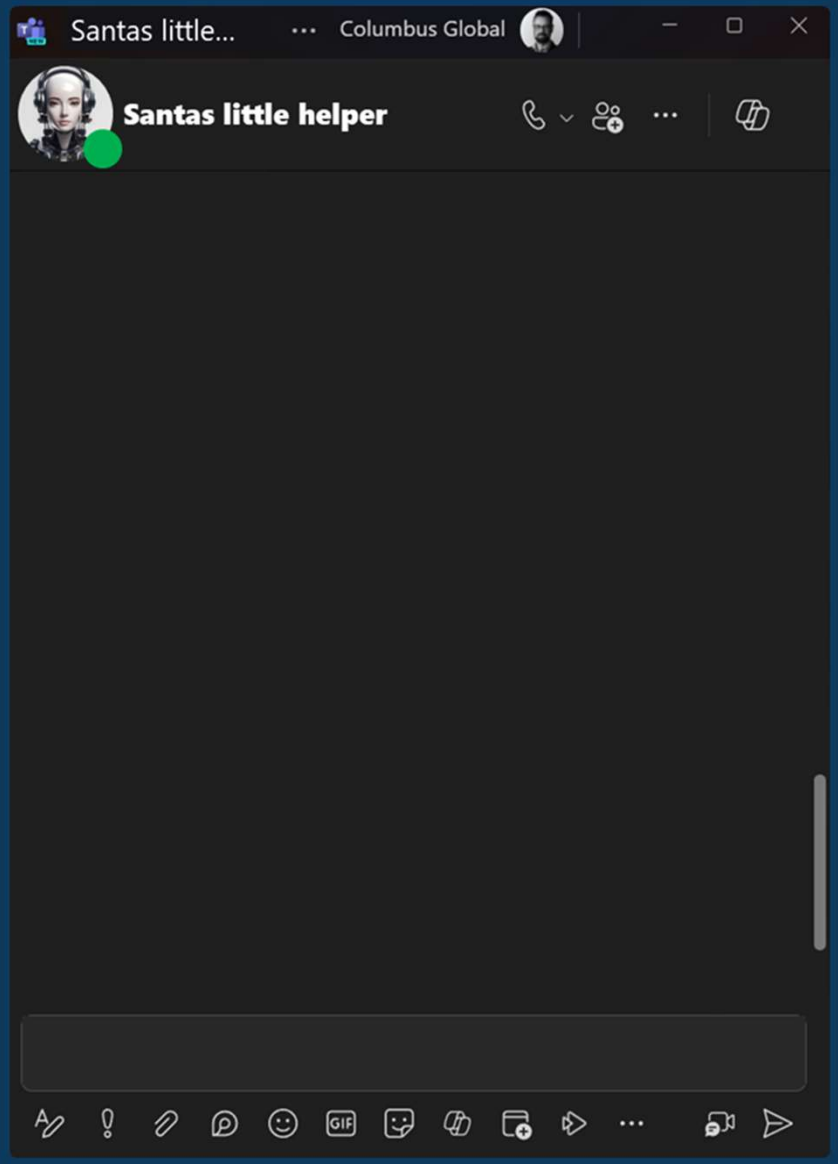
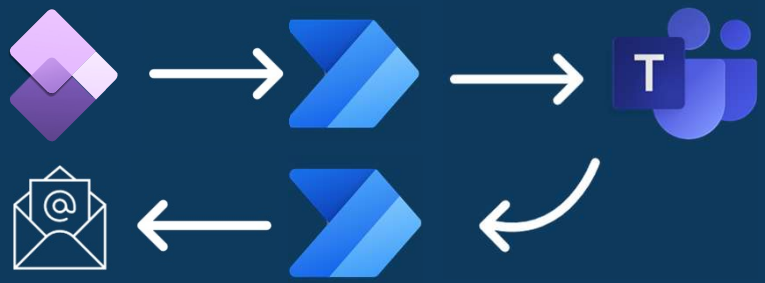
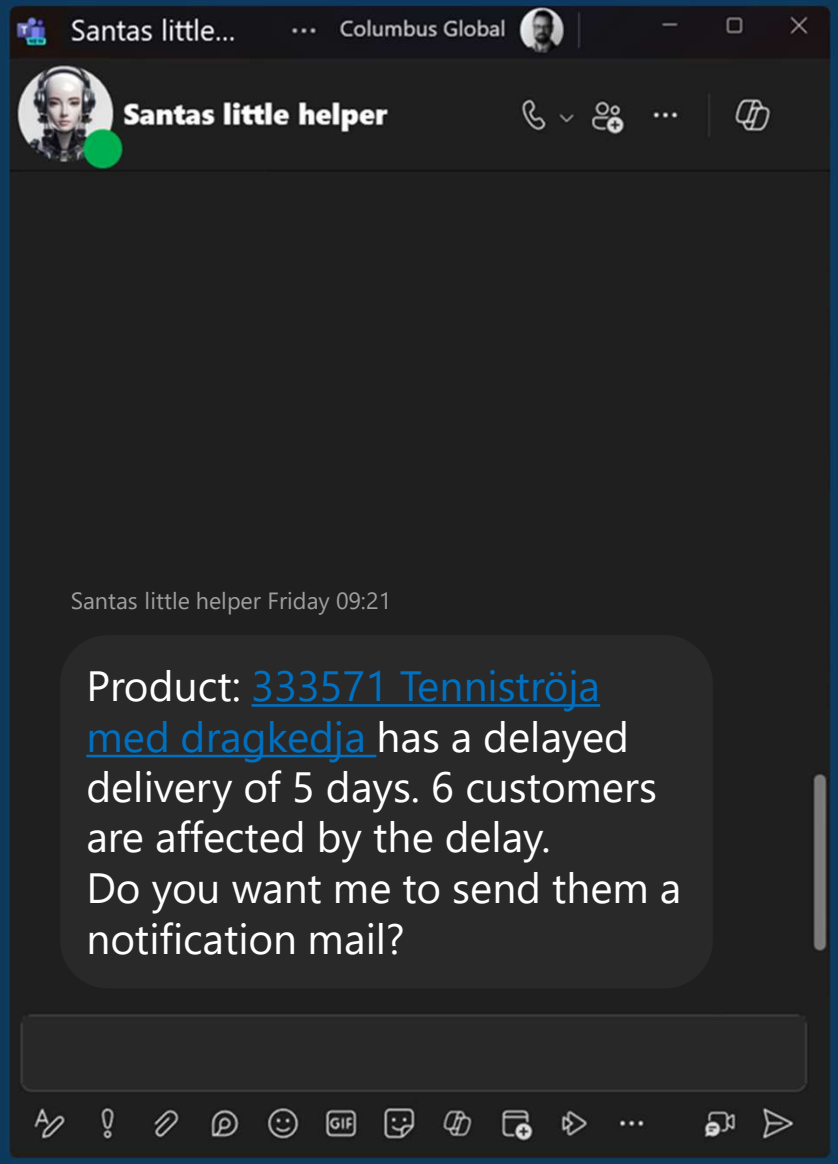
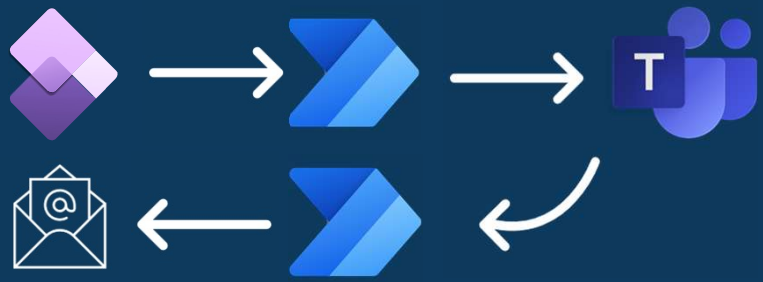




Columbus


Santas little...
Columbus Global
Santas little helper
Santas little helper Friday 09:21
Product: 333571 Tenniströja med dragkedja has a delayed delivery of 5 days. 6 customers are affected by the delay.
Do you want me to send them a notification mail?



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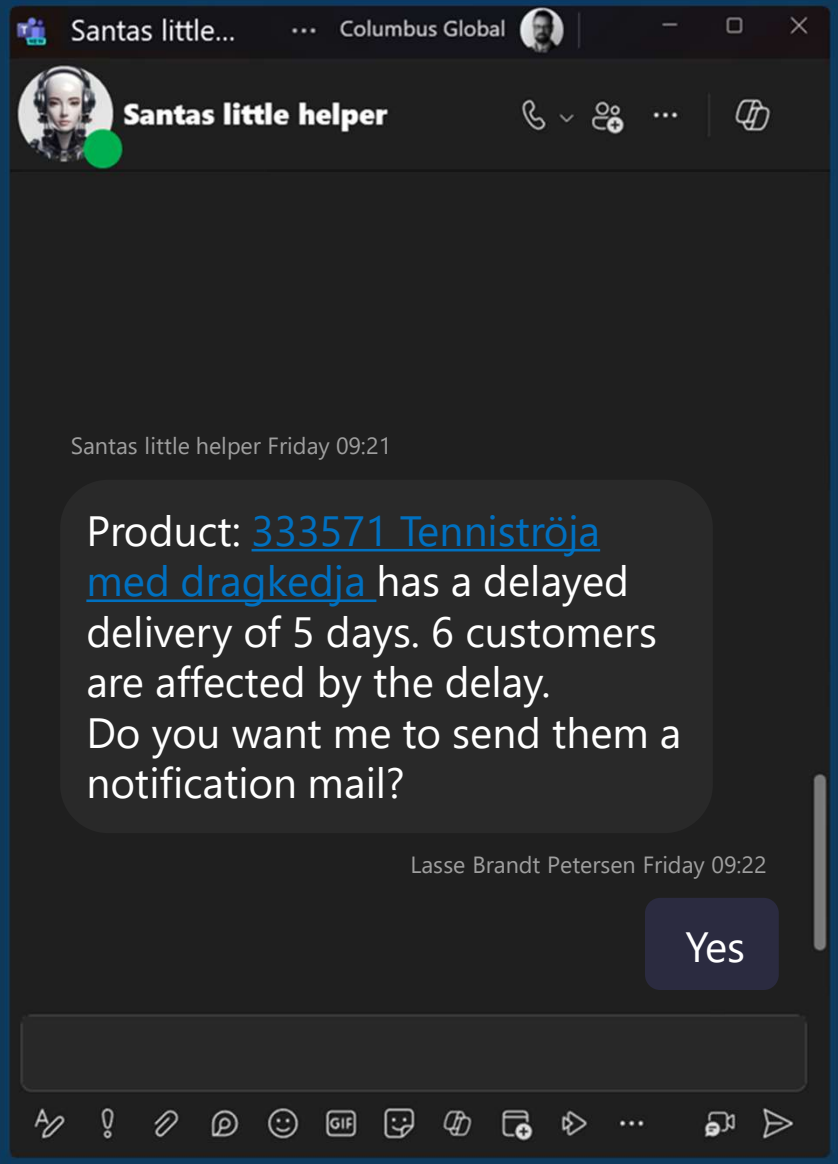
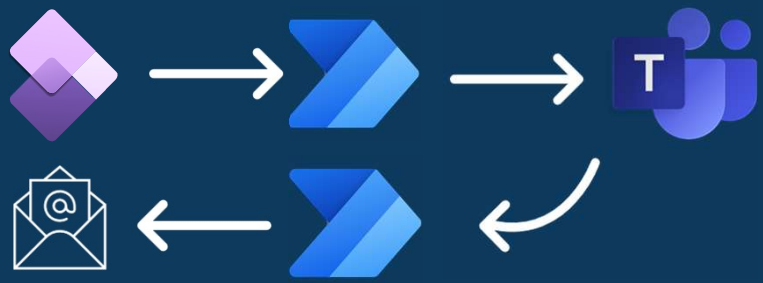
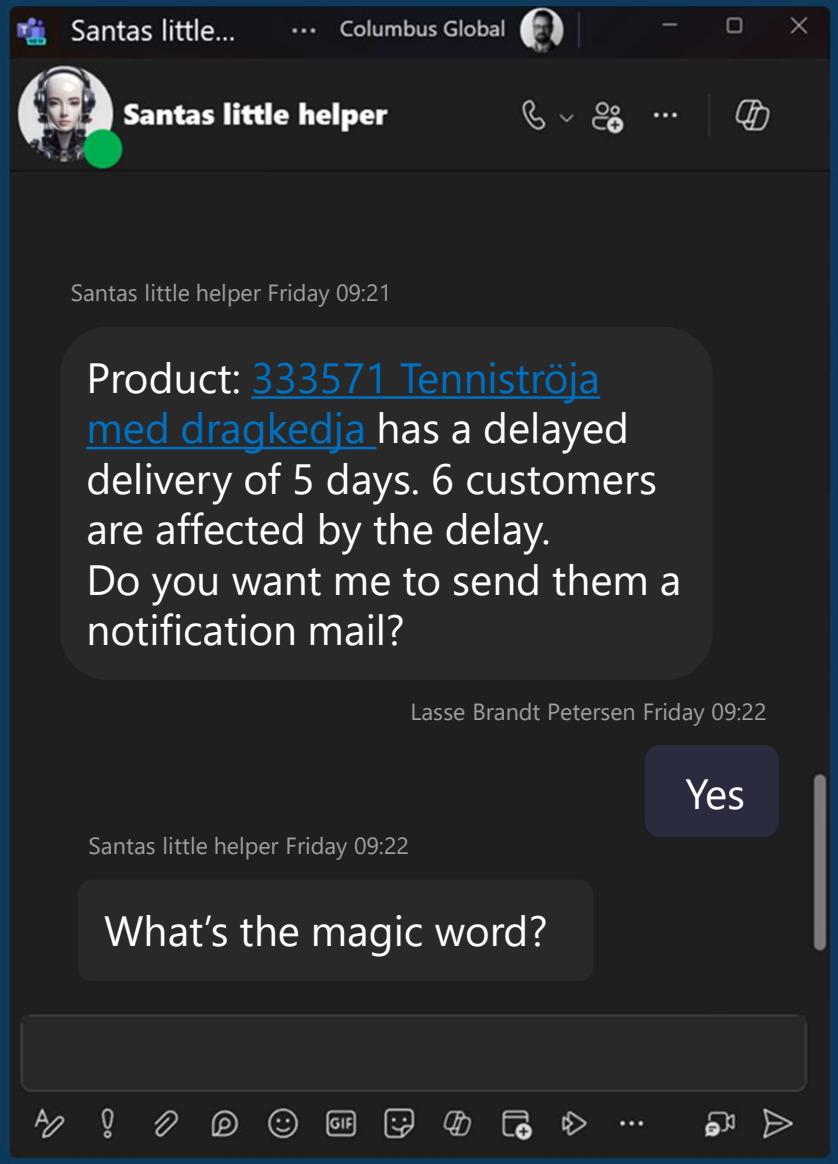
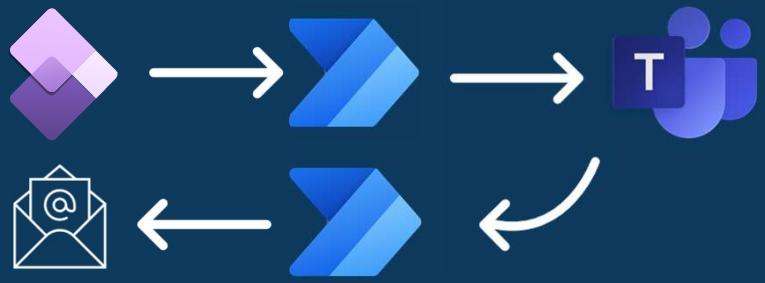

Santas little...
Columbus Global
Santas little helper
Santas little helper Friday 09:21
Product: 333571 Tenniströja med dragkedja has a delayed delivery of 5 days. 6 customers are affected by the delay.
Do you want me to send them a notification mail?
Lasse Brandt Petersen Friday 09:22
Yes

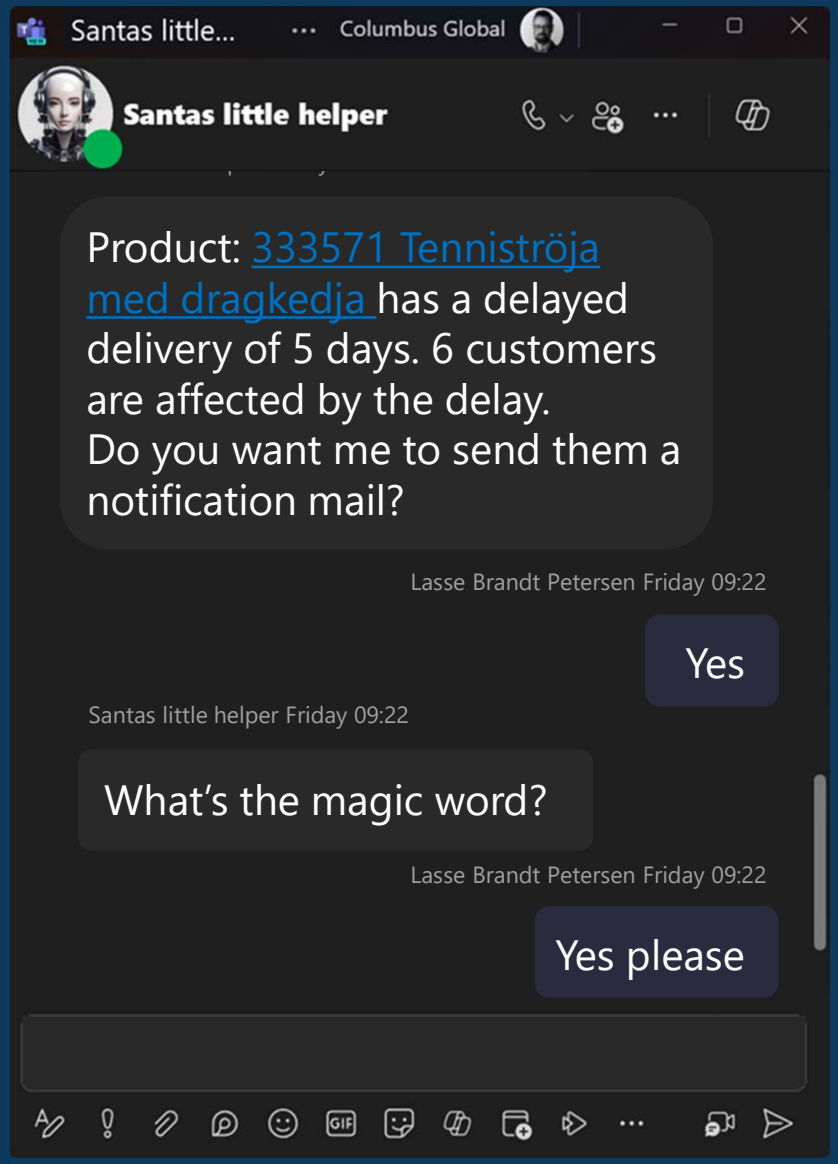


Columbus


Santas little...
Columbus Global
Santas little helper
Santas little helper Friday 09:21
Product: 333571 Tenniströja med dragkedja has a delayed delivery of 5 days. 6 customers are affected by the delay.
Do you want me to send them a notification mail?
Lasse Brandt Petersen Friday 09:22
Yes
Santas little helper Friday 09:22
What's the magic word?



Columbus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Columbus Global
Santas little helper
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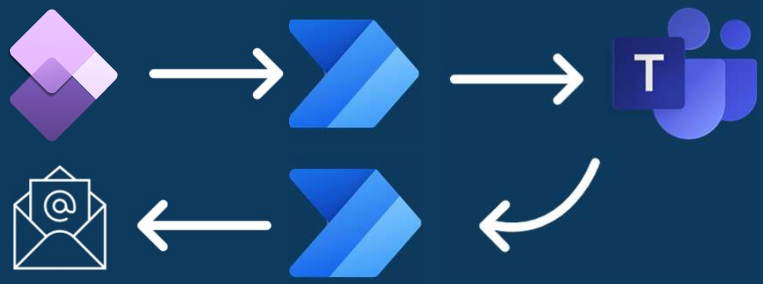
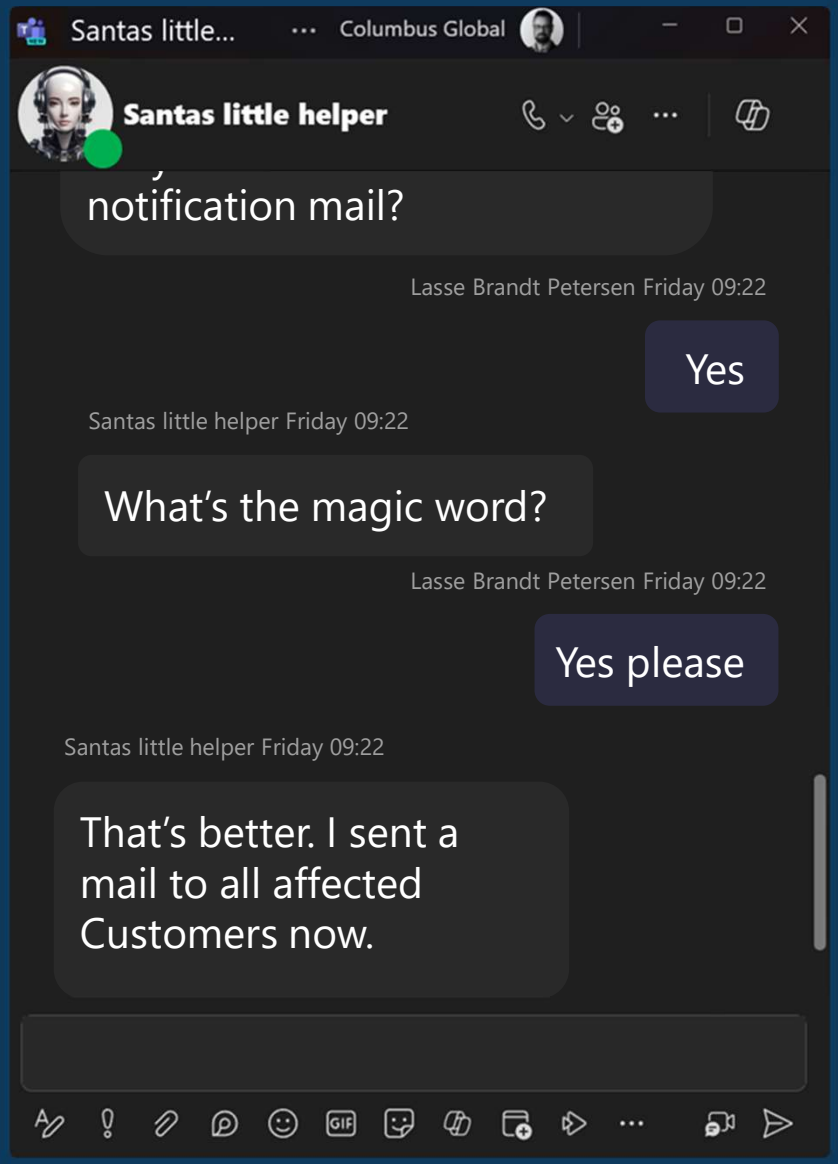
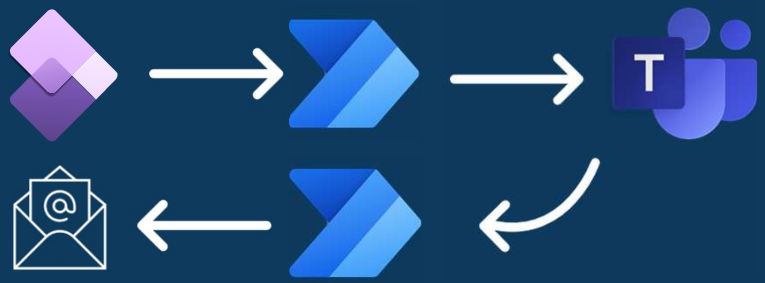
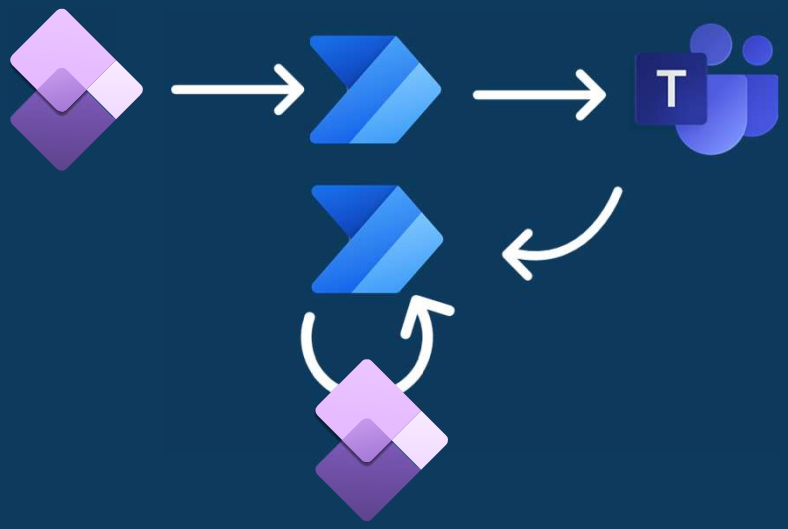
Do you want me to send them a notification mail?
Lasse Brandt Petersen Friday 09:22
Yes
Santas little helper Friday 09:22
What's the magic word?
Lasse Brandt Petersen Friday 09:22
Yes please

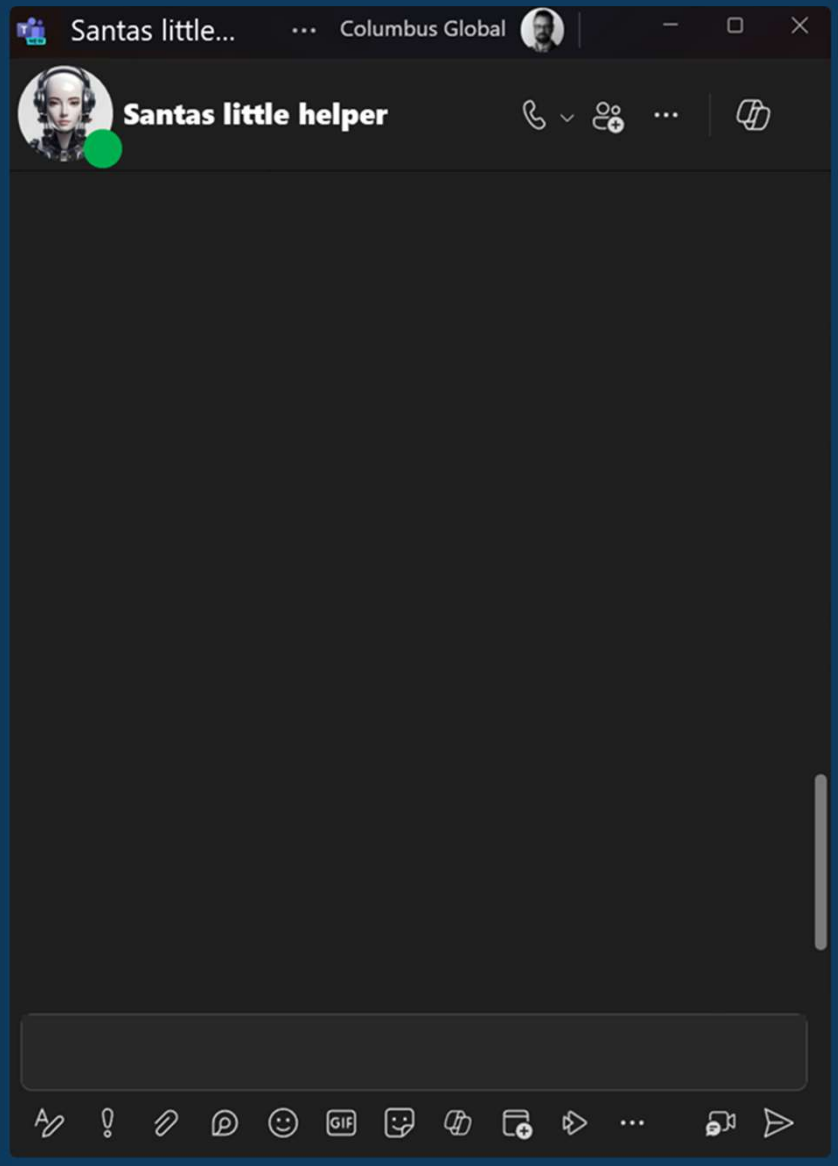


Columbus


Santas little...
Columbus Global
Santas little helper
notification mail?
Lasse Brandt Petersen Friday 09:22
Yes
Santas little helper Friday 09:22
What's the magic word?
Lasse Brandt Petersen Friday 09:22
Yes please
Santas little helper Friday 09:22
That's better. I sent a mail to all affected Customers now.







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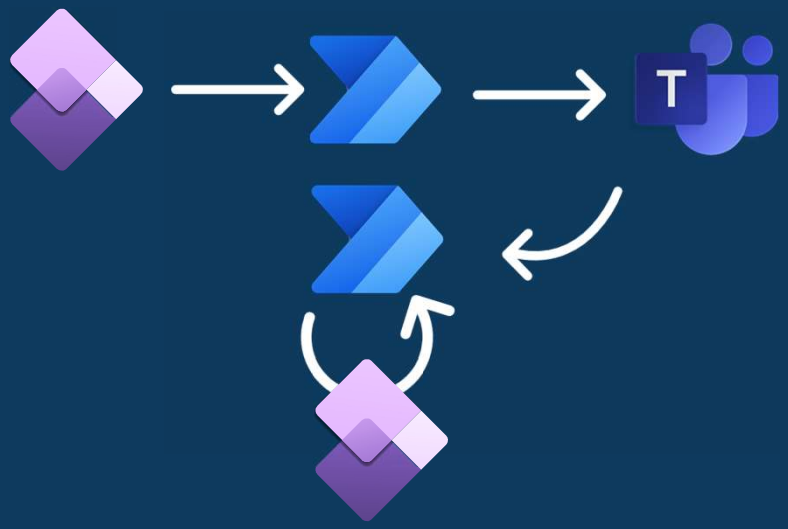
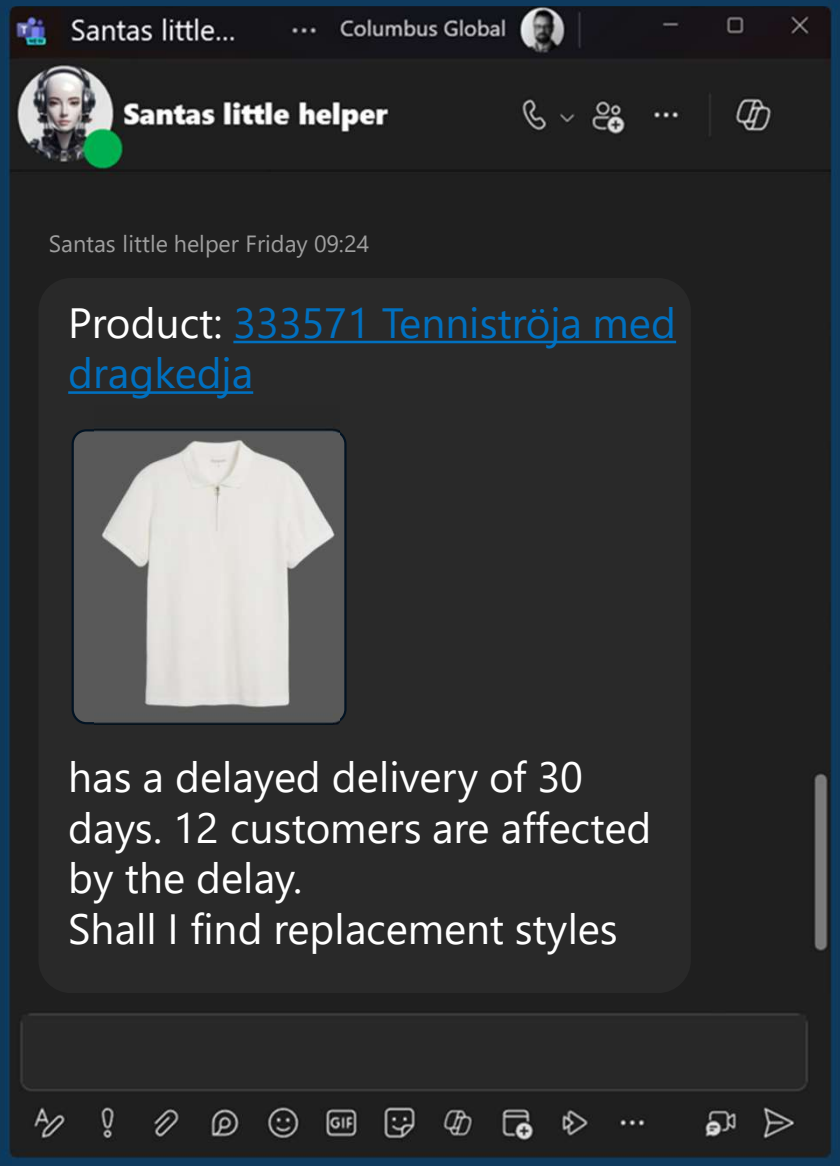
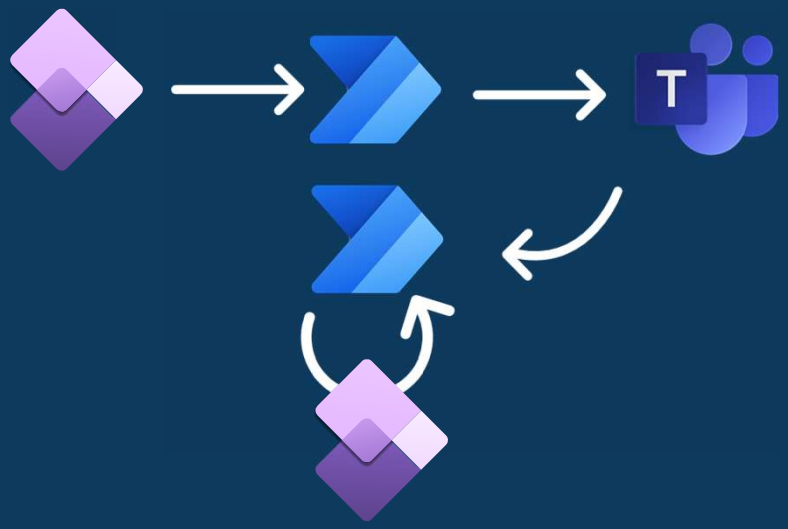
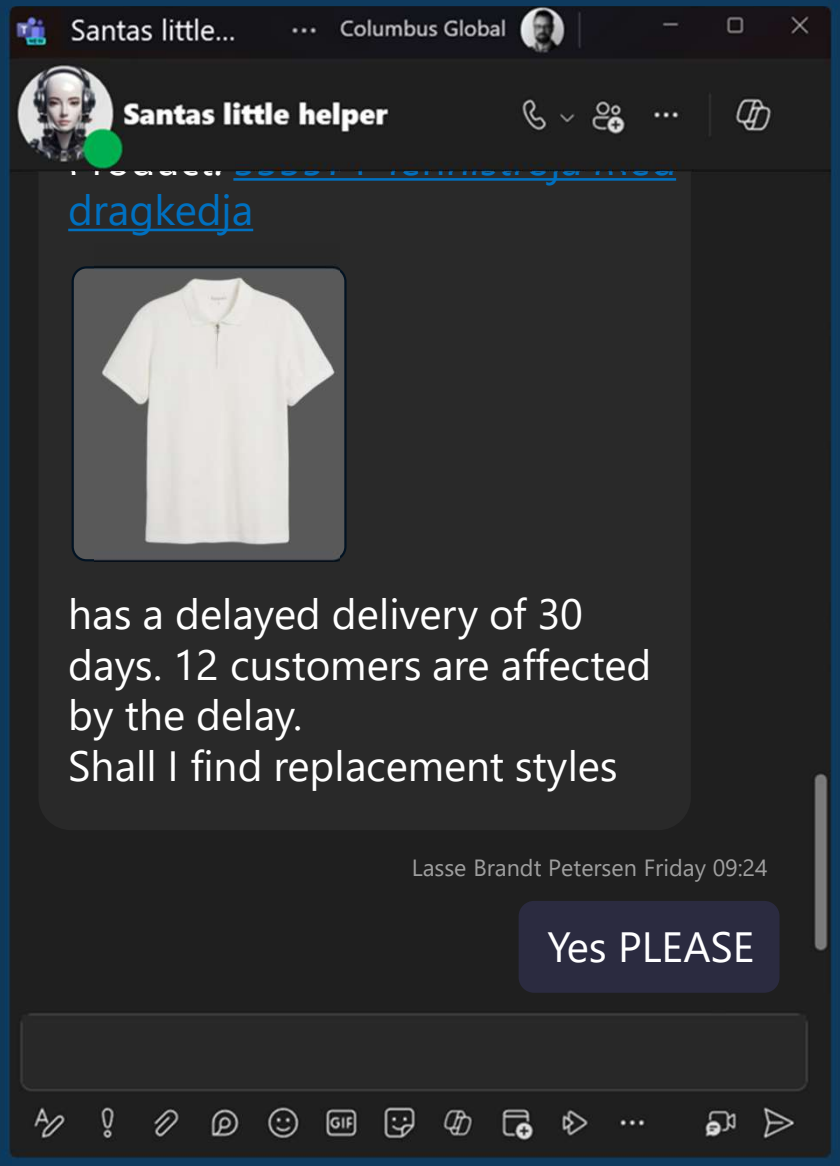


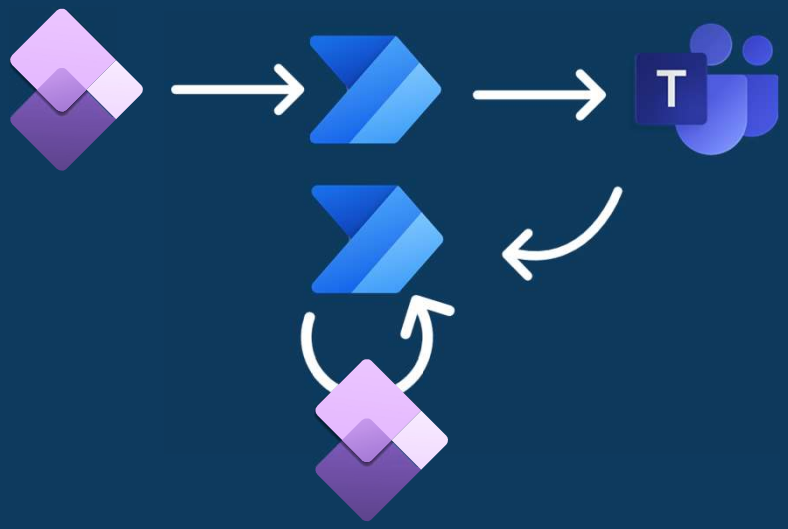

Santas little...
Columbus Global
Santas little helper
Santas little helper Friday 09:24
Product: 333571 Tenniströja med dragkedja
has a delayed delivery of 30 days. 12 customers are affected by the delay.
Shall I find replacement styles

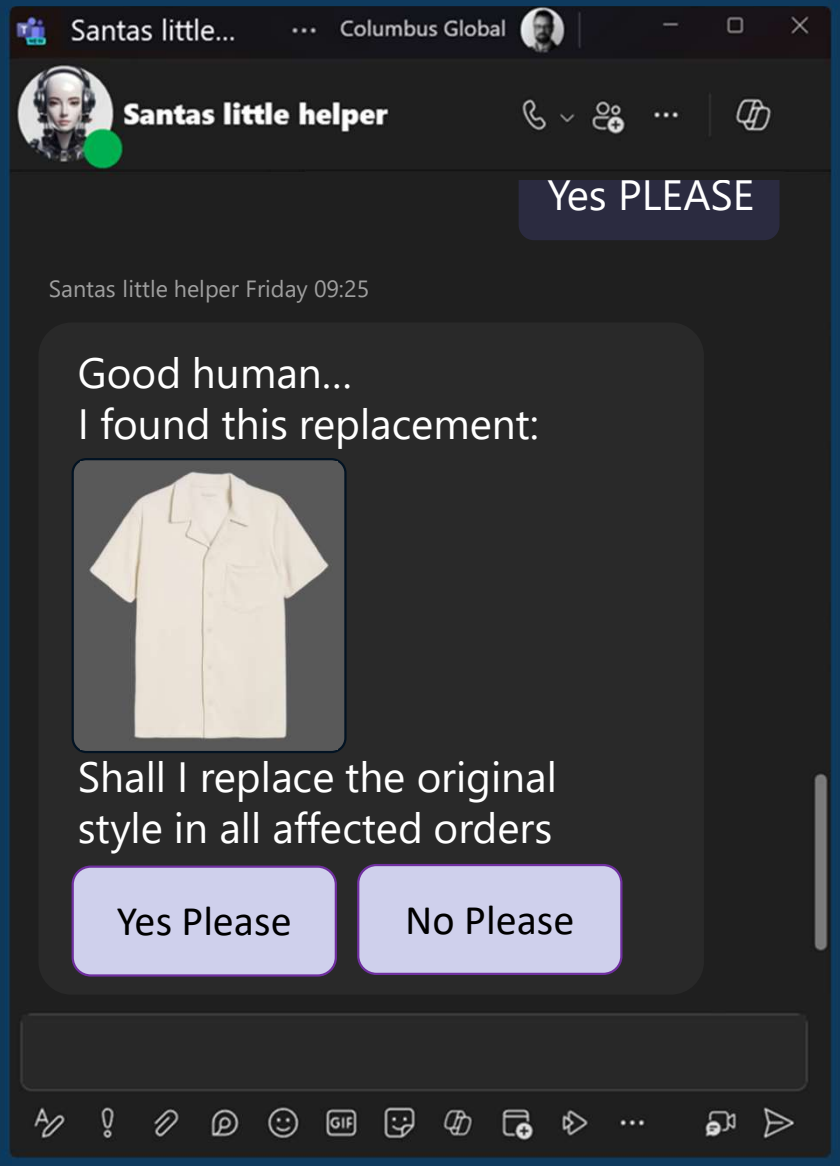
Columbus



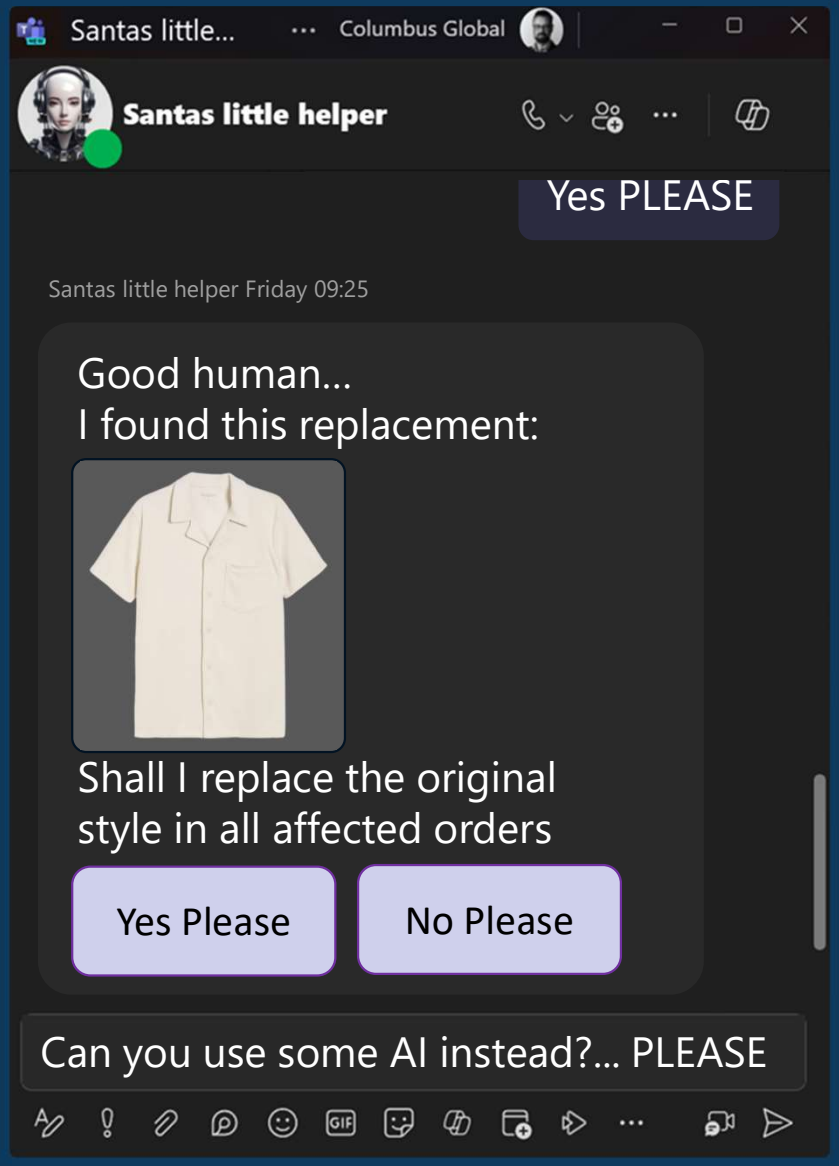

Santas little...
Columbus Global
Santas little helper
dragkedja
has a delayed delivery of 30 days. 12 customers are affected by the delay.
Shall I find replacement styles
Lasse Brandt Petersen Friday 09:24
Yes PLEASE

Columbus




Santas little...
Columbus Global
Santas little helper
Yes PLEASE
Santas little helper Friday 09:25
Good human...
I found this replacement:
Shall I replace the original style in all affected orders
Yes Please
No Please

Columbus


Santas little...
Columbus Global
Santas little helper
Yes PLEASE
Santas little helper Friday 09:25
Good human...
I found this replacement:
Shall I replace the original style in all affected orders
Yes Please
No Please
Can you use some AI instead?... PLEASE

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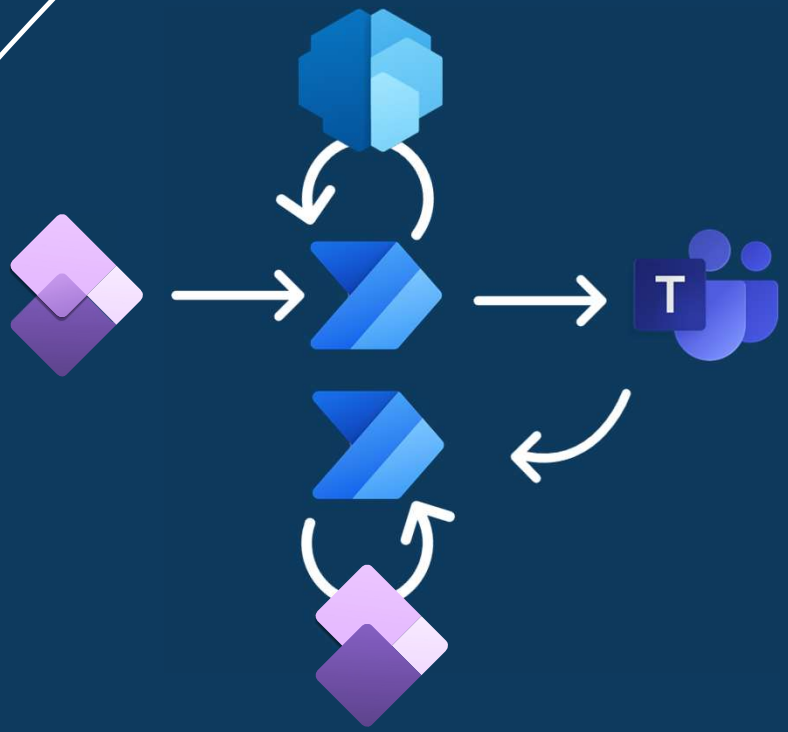
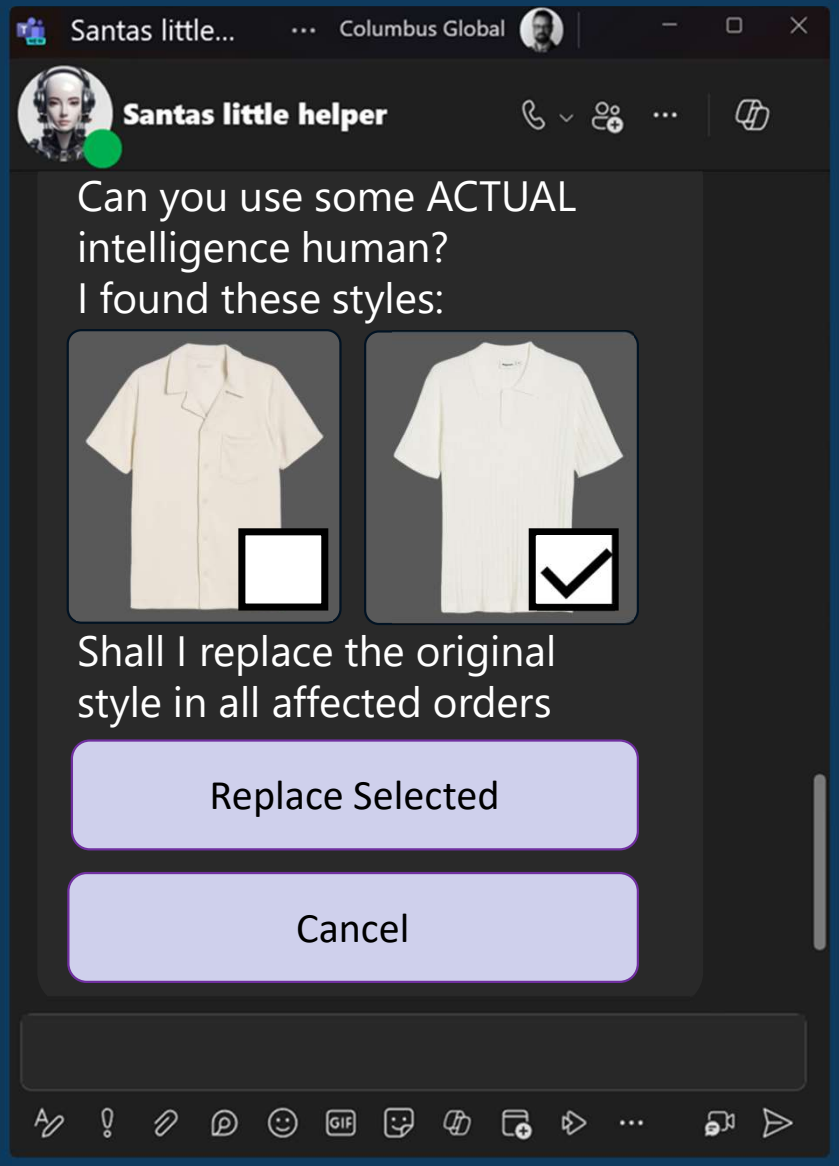
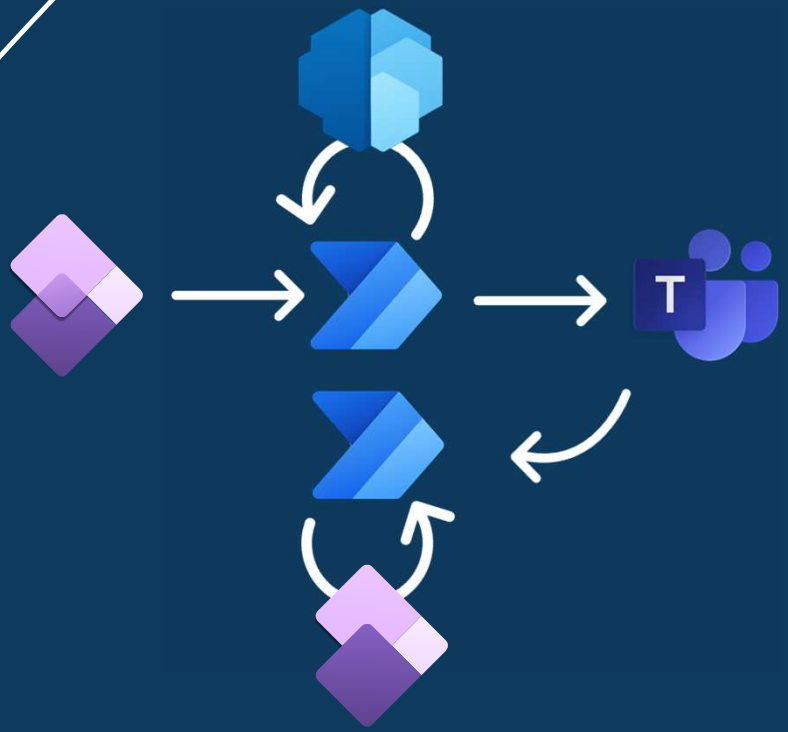



Santas little...
Columbus Global
Santas little helper
Can you use some ACTUAL intelligence human?
I found these styles:
Shall I replace the original style in all affected orders
Replace Selected
Cancel

Columbus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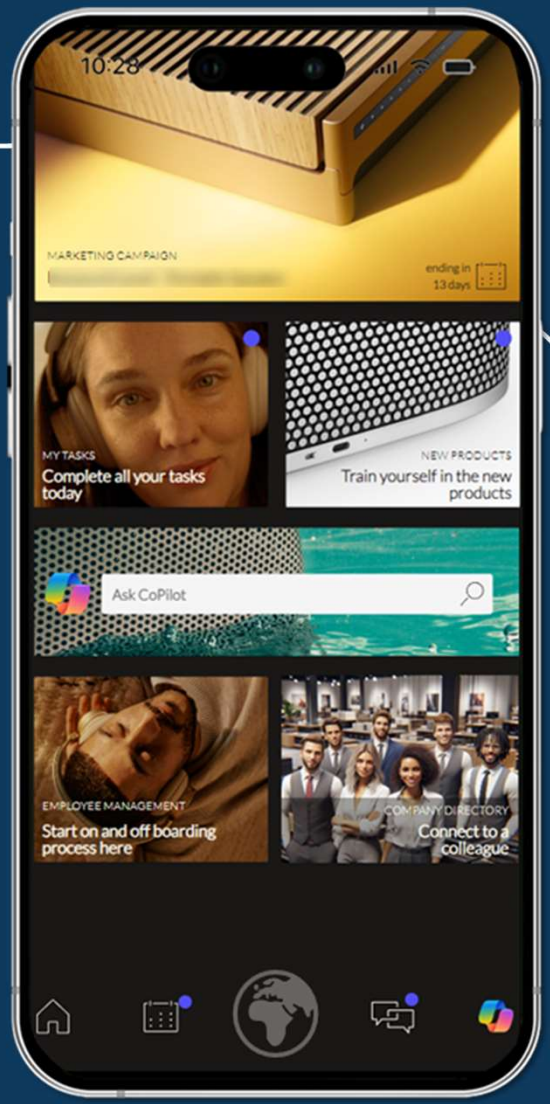
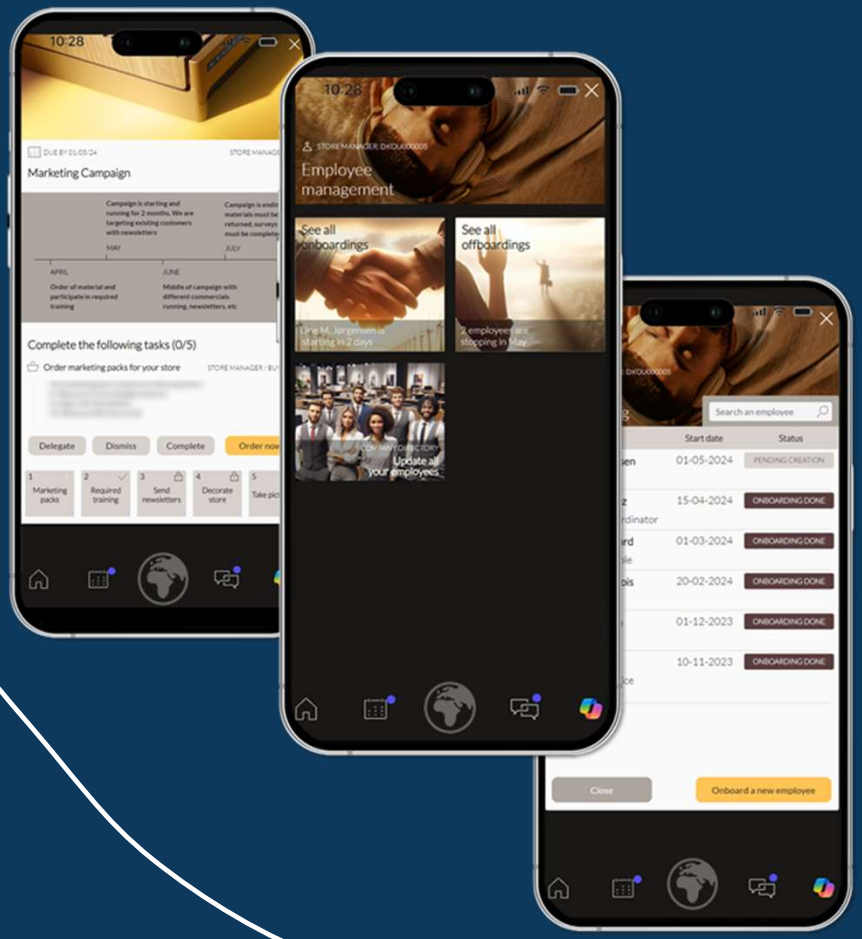
Columbus


10:28
MARKETING CAMPAIGN
ending in
13 days
MY TASKS
Complete all your tasks today
NEW PRODUCTS
Train yourself in the new products
Ask CoPilot
EMPLOYEE MANAGEMENT
Start on and off boarding process here
COMPANY DIRECTORY
Connect to a colleague


10:28
Marketing Campaign
Complete the following tasks (0/5)
Order marketing packs for your store
Delegate
Dismiss
Complete
Order now
Employee management
See all onboardings
See all offboardings
Update all your employees
Search an employee
Start date
Status
01-05-2024
PENDING CREATION
15-04-2024
ONBOARDING DONE
01-03-2024
ONBOARDING DONE
20-02-2024
ONBOARDING DONE
01-12-2023
ONBOARDING DONE
10-11-2023
ONBOARDING DONE
Close
Onboard a new employee

Go custom, or go Power ?

An F&O Story

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Systems of innovation

System of Innovation

- New Ideas
- Competitive edge

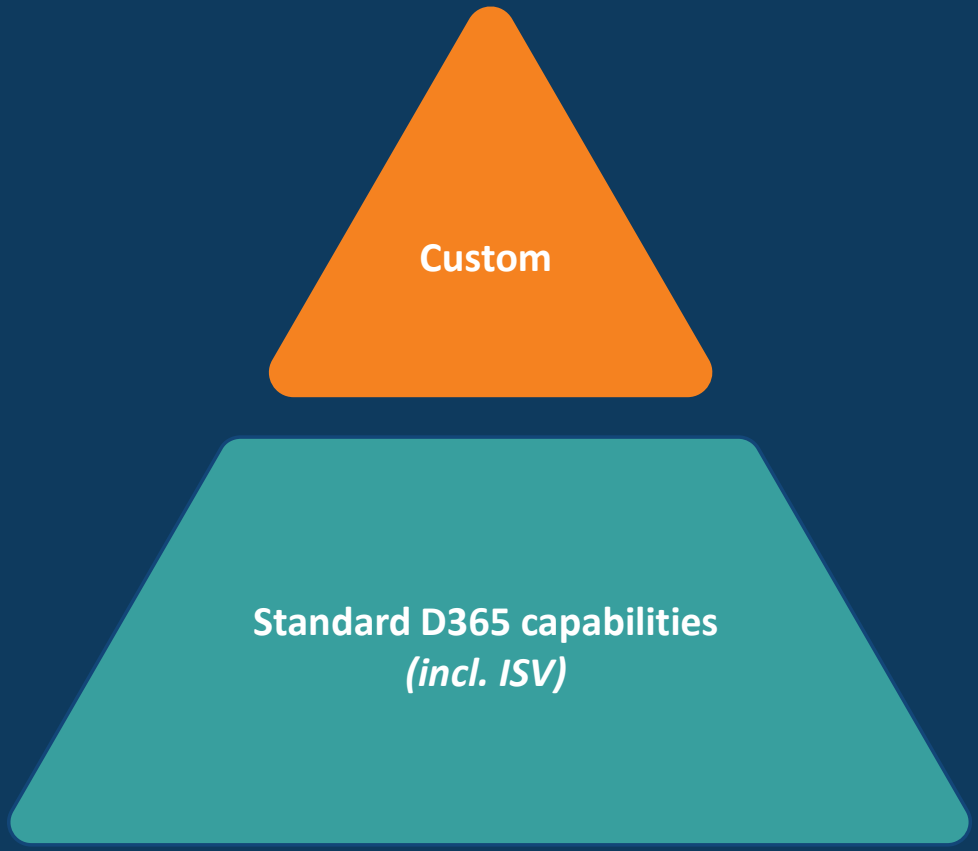
System of Differentiation

- Better Ideas
- Unique Processes

System of Records

- Common Ideas
- Greater Efficiancy

Evolution in Solution design



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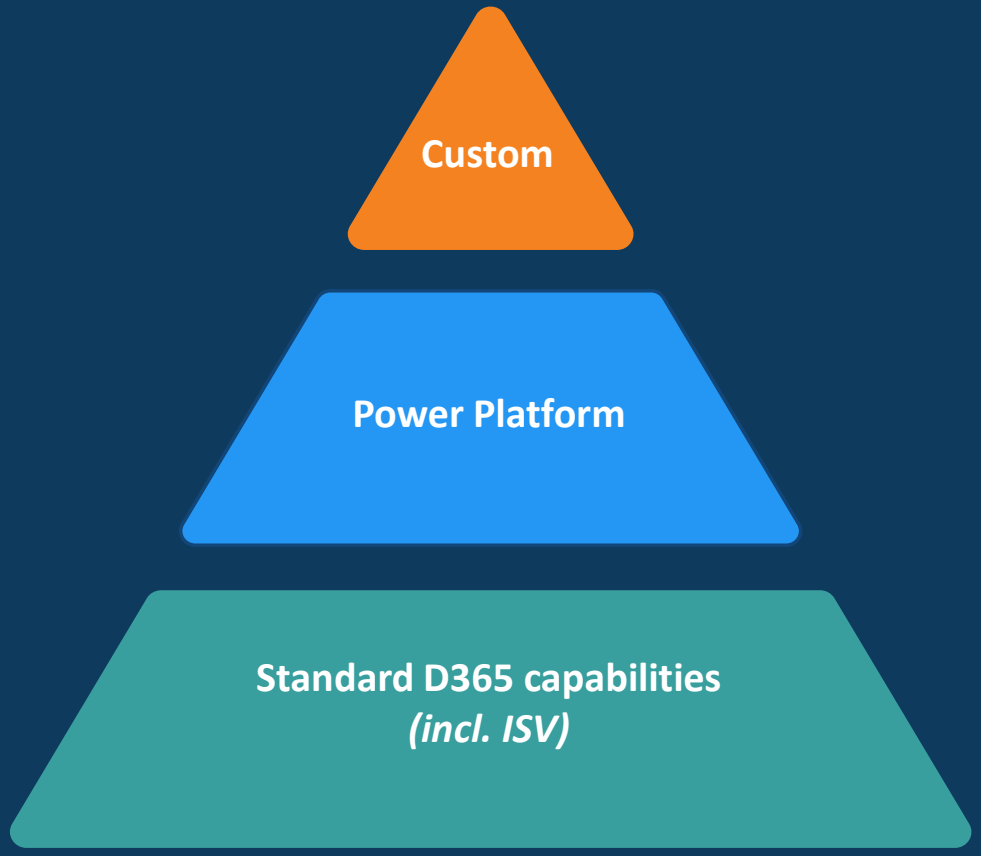
Evolution in Solution design



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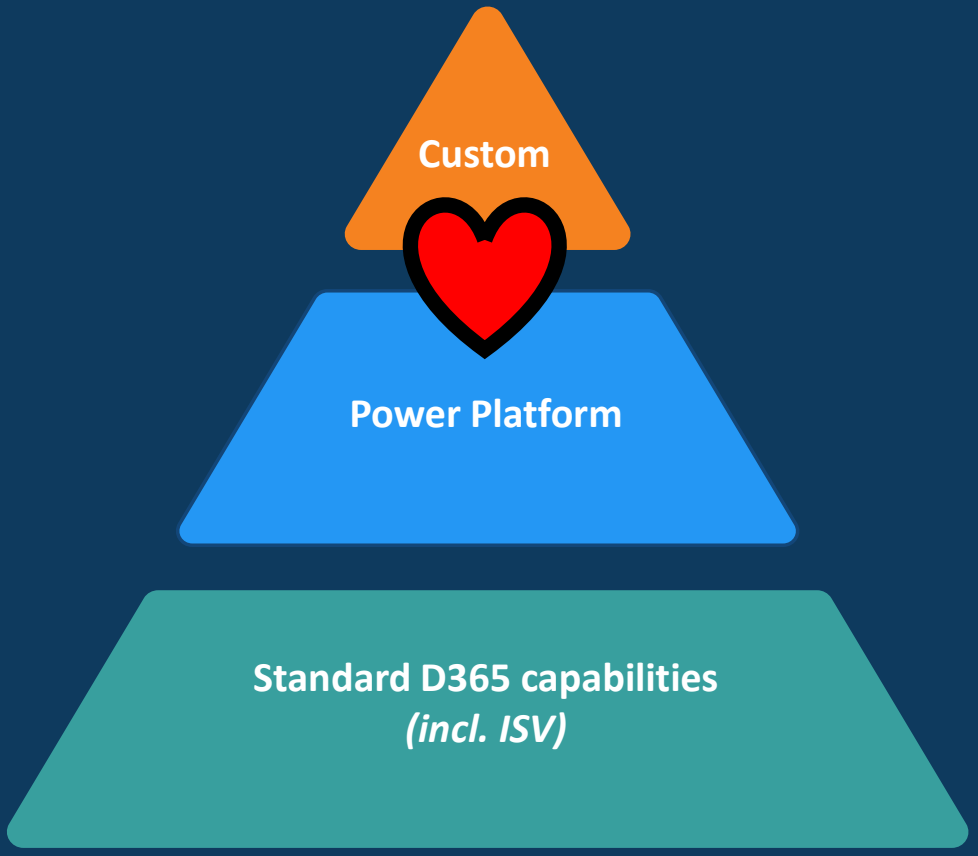
Evolution in Solution design



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Evolution in Solution design

Custom

Power Platform

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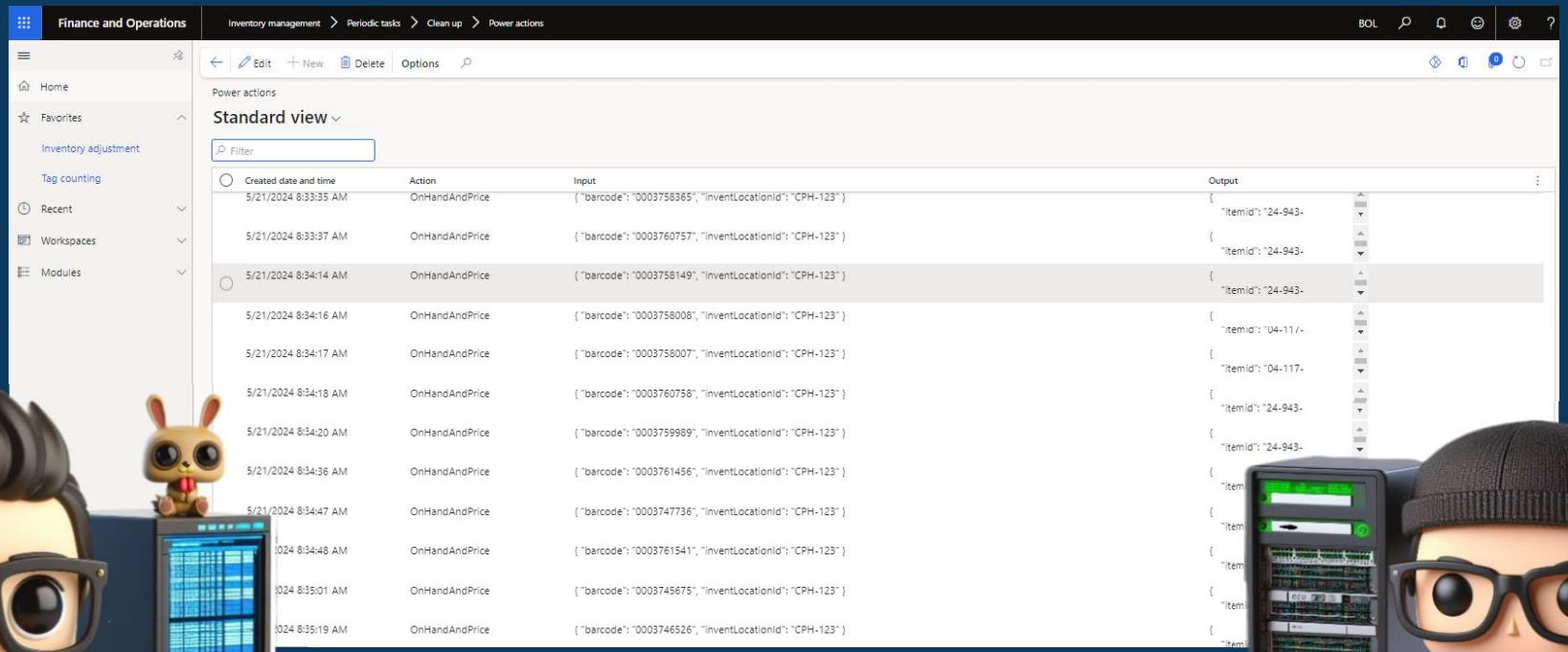
Evolution in Solution design



Custom

Power Platform

Columbus

Evolution in Solution design

Custom

Dataverse virtual table

Action type, and parameters (JSON)

Insert triggers business logic

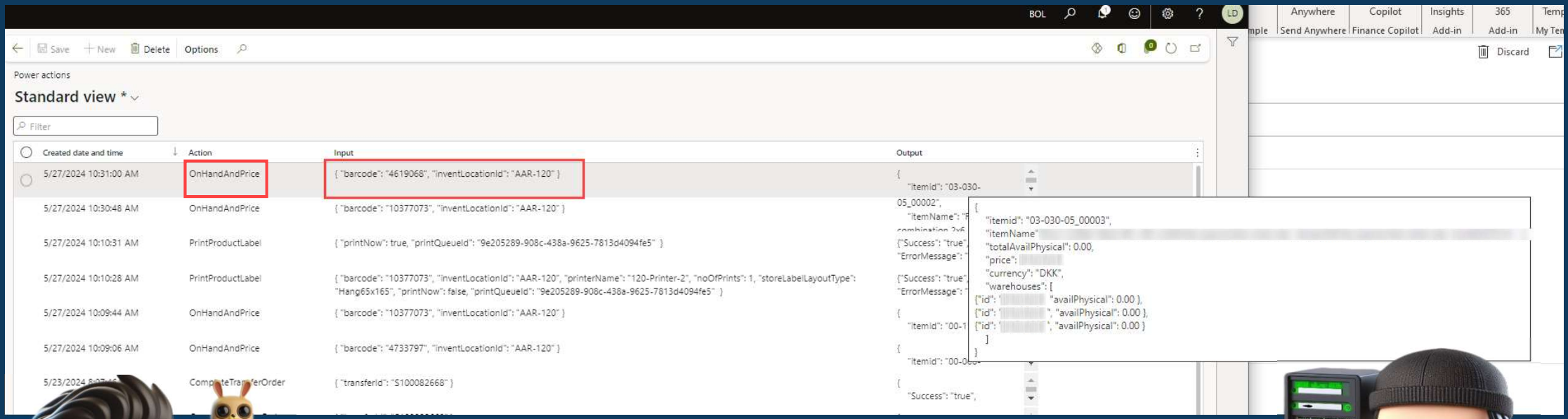
Business logic outputs result (JSON)

Parses outputs and process the data accordingly

Power Platform

Columbus

Evolution in Solution design



Custom

Power Platform

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Evolution in Solution design

Custom

Developer superpowers

Power Platform

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Welcome to the AI party!

Is everyone invited?

Welcome to the AI party!

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Welcome to the AI party!

But why
Is this so?

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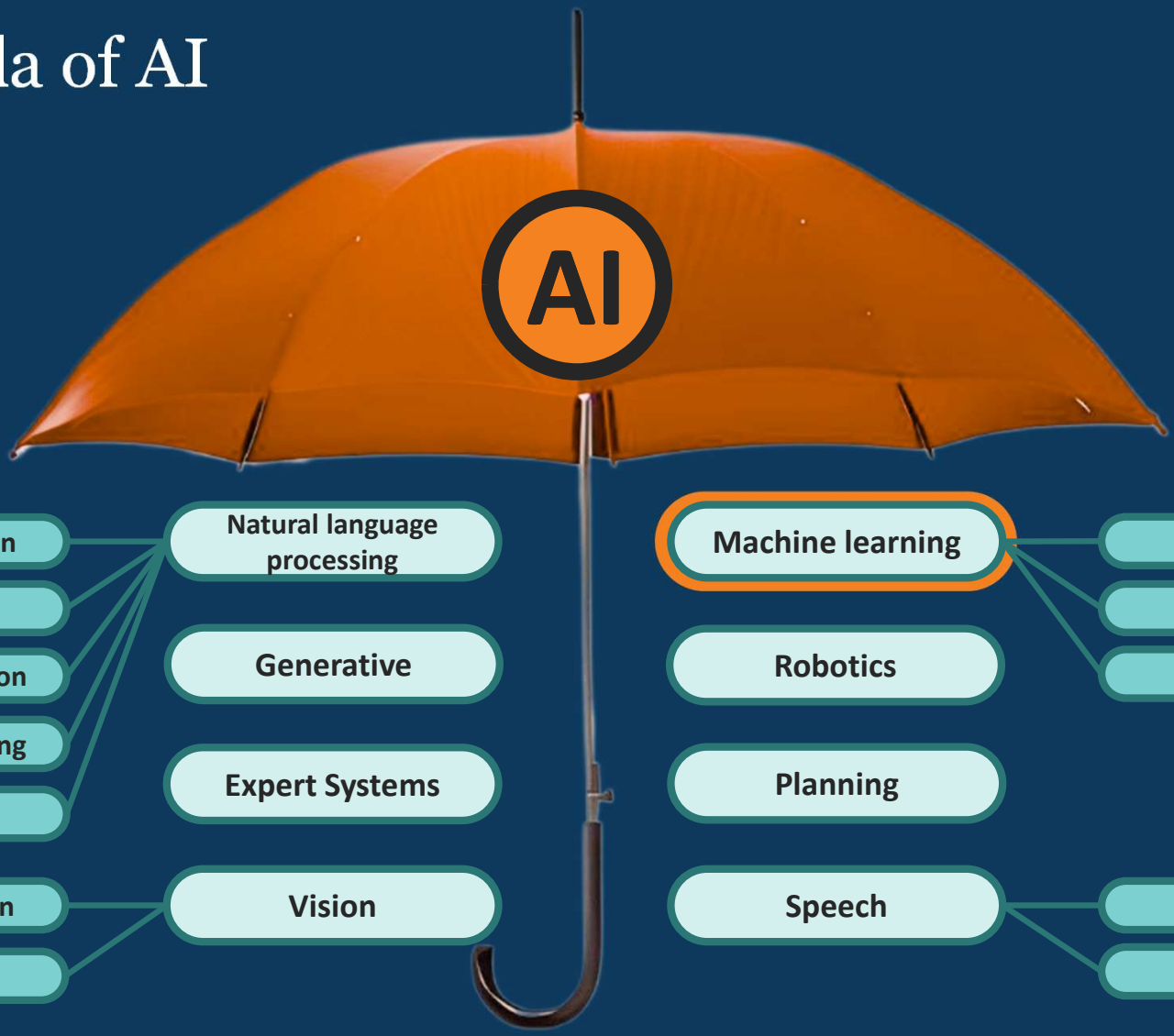
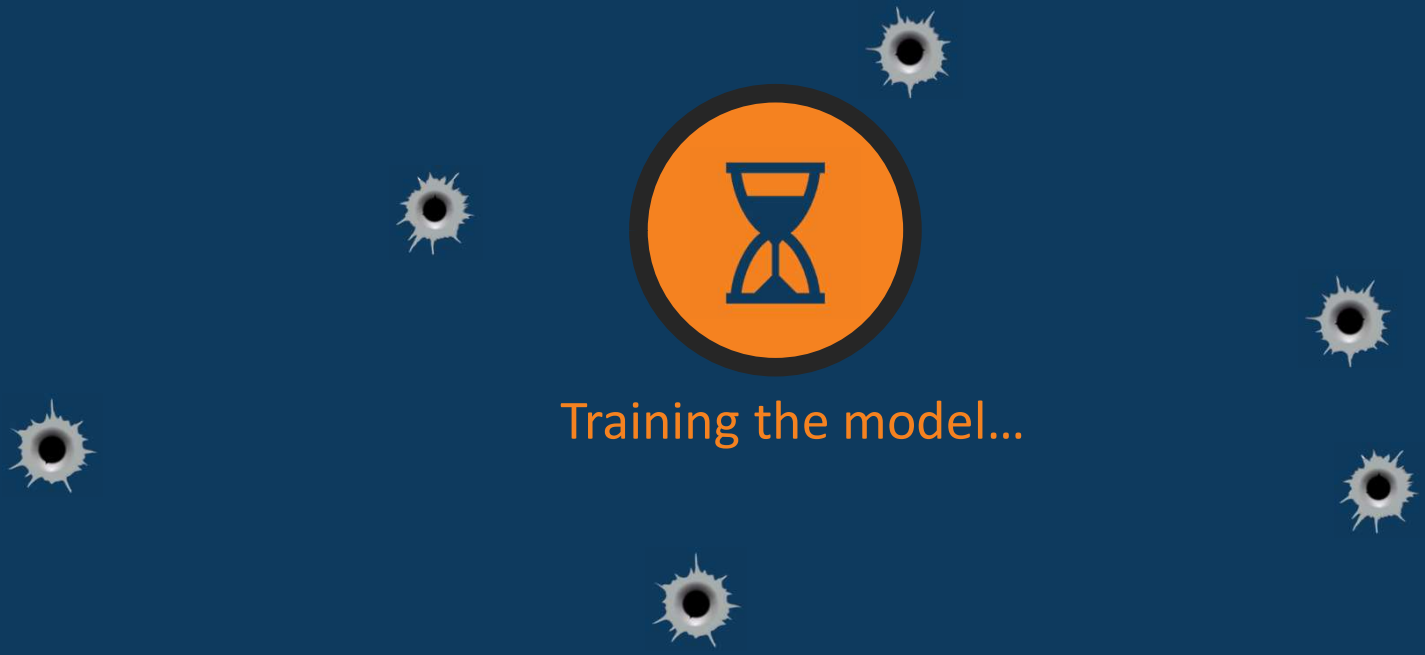
The umbrella of AI



- Natural language processing
  - Content Extraction
  - Classification
  - Machine Translation
  - Question Answering
  - Text Generation
- Generative
- Expert Systems
- Vision
  - Image Recognition
  - Machine Vision
- Machine learning
  - Deep learning
  - Supervised
  - Unsupervised
- Robotics
- Planning
- Speech
  - Speech to text
  - Text to Speech

Columbus

Let’s try some Machine Learning…



Training the model…

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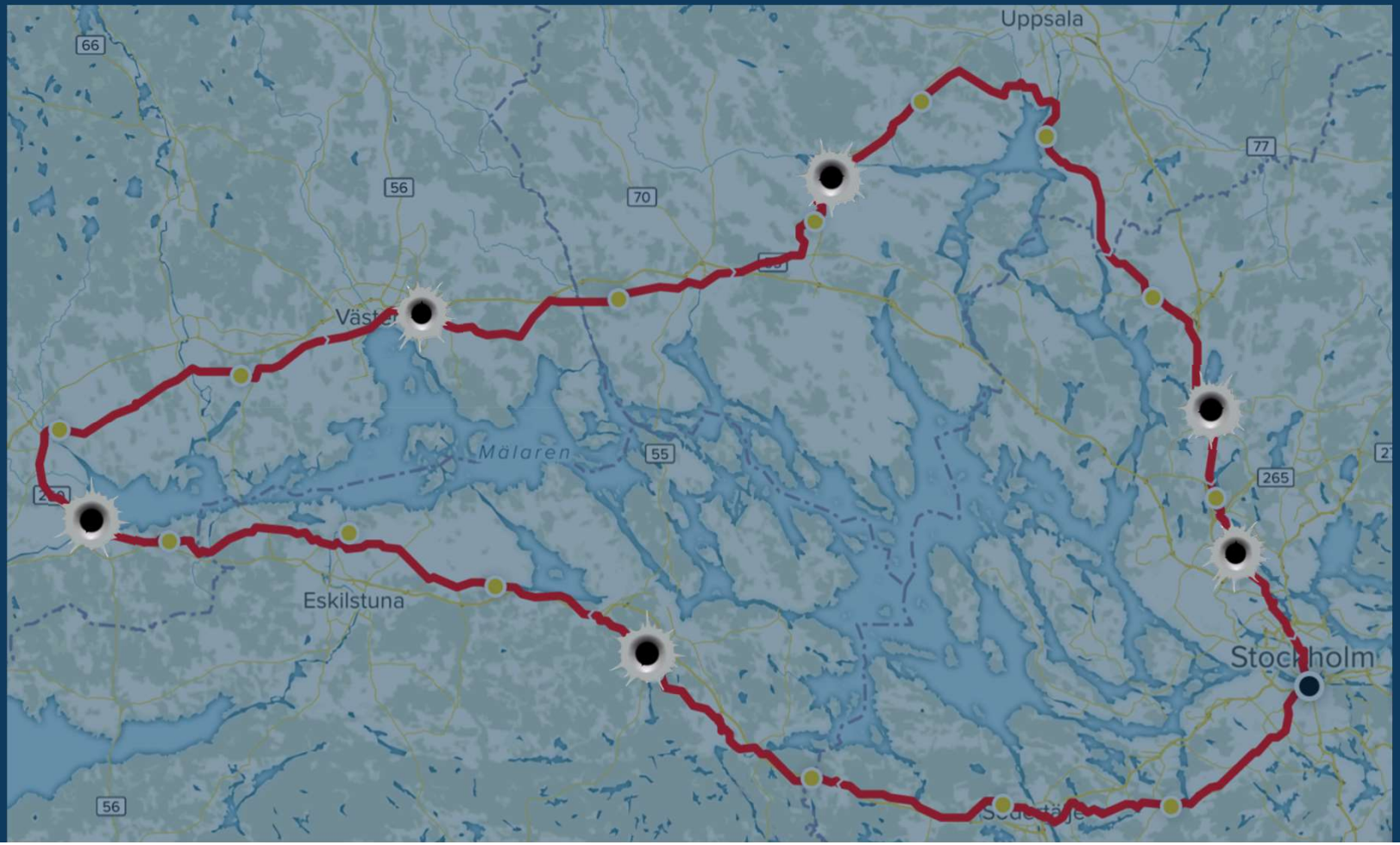
Let’s try some Machine Learning…



Columbus

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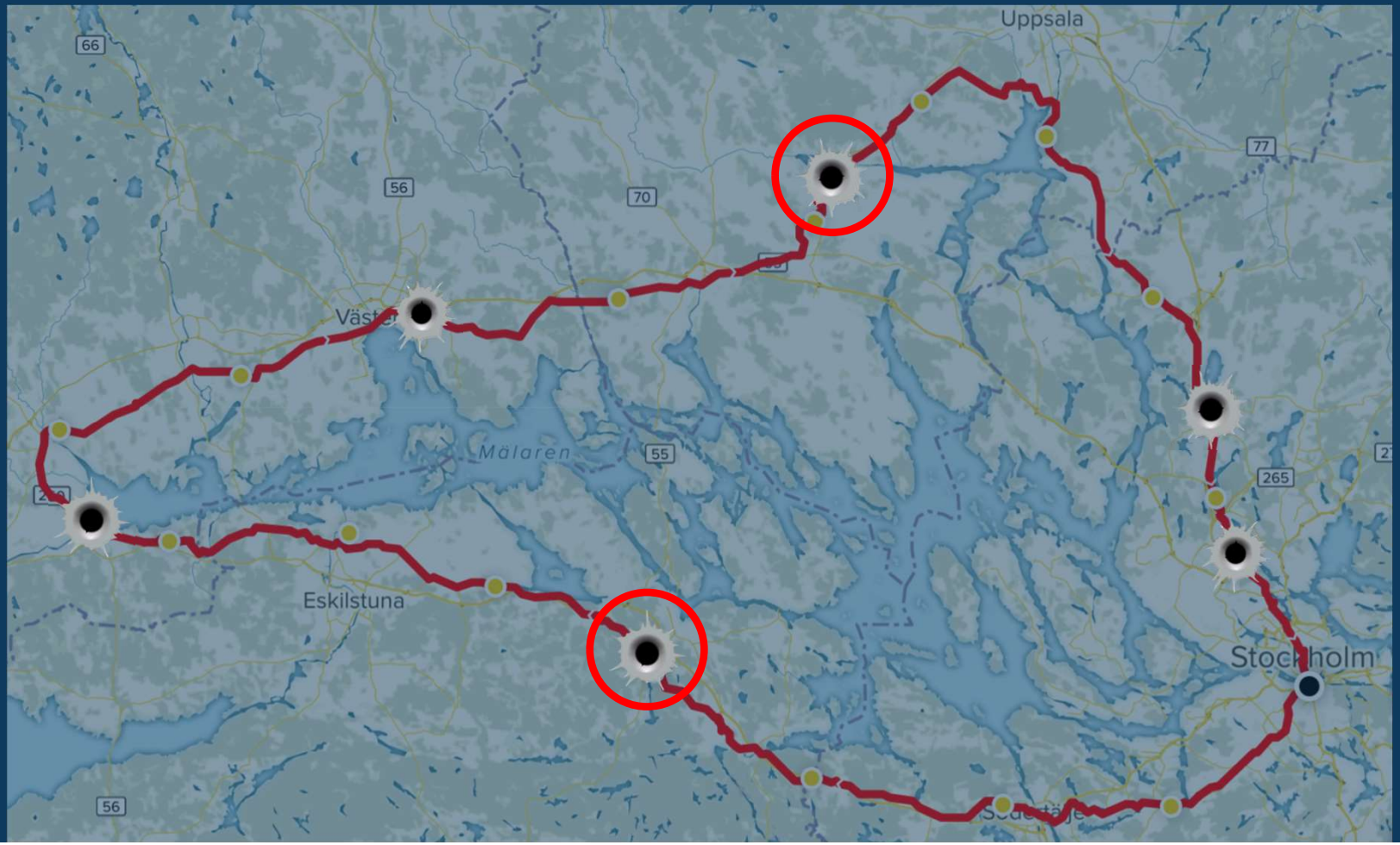

Columbus

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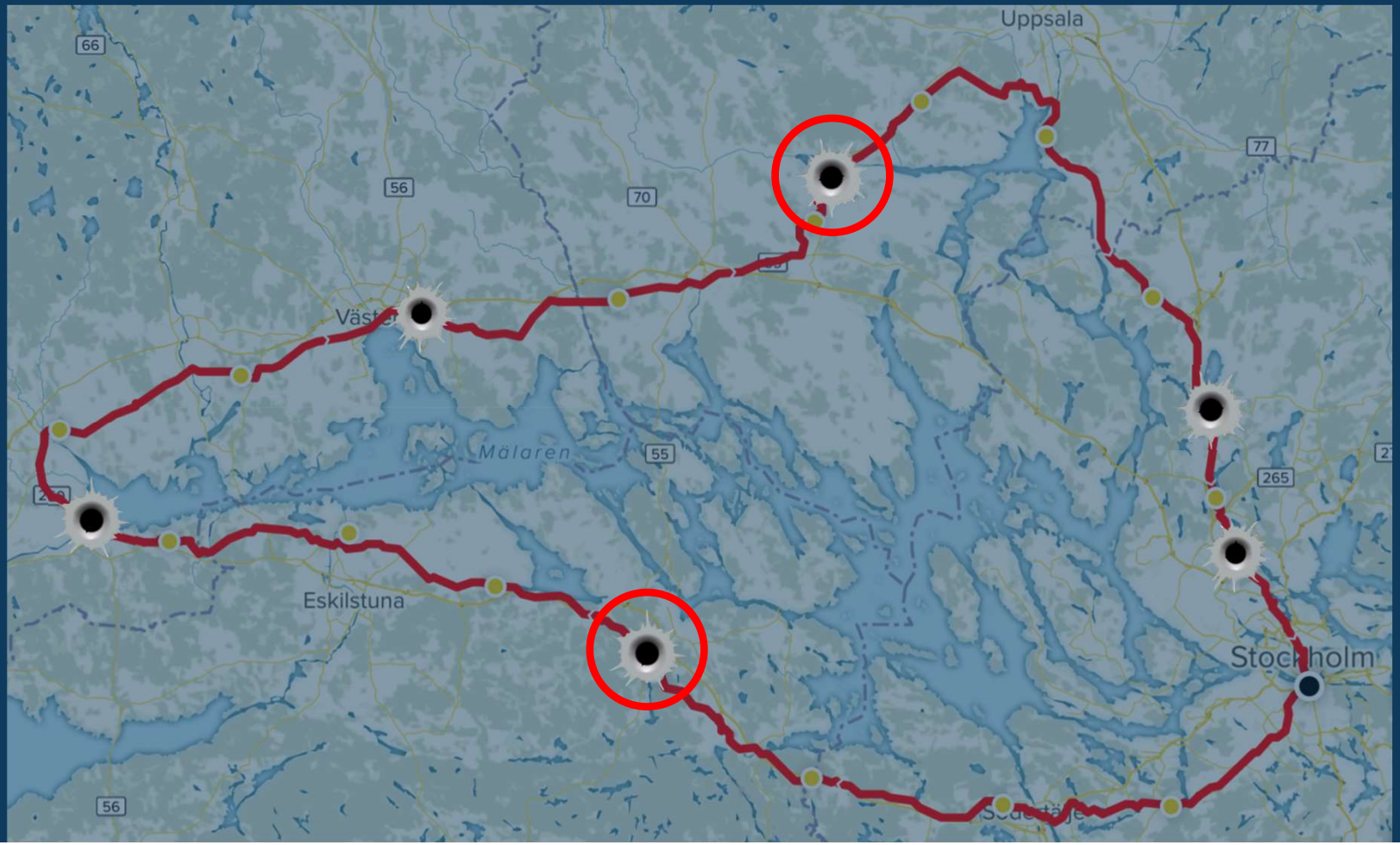

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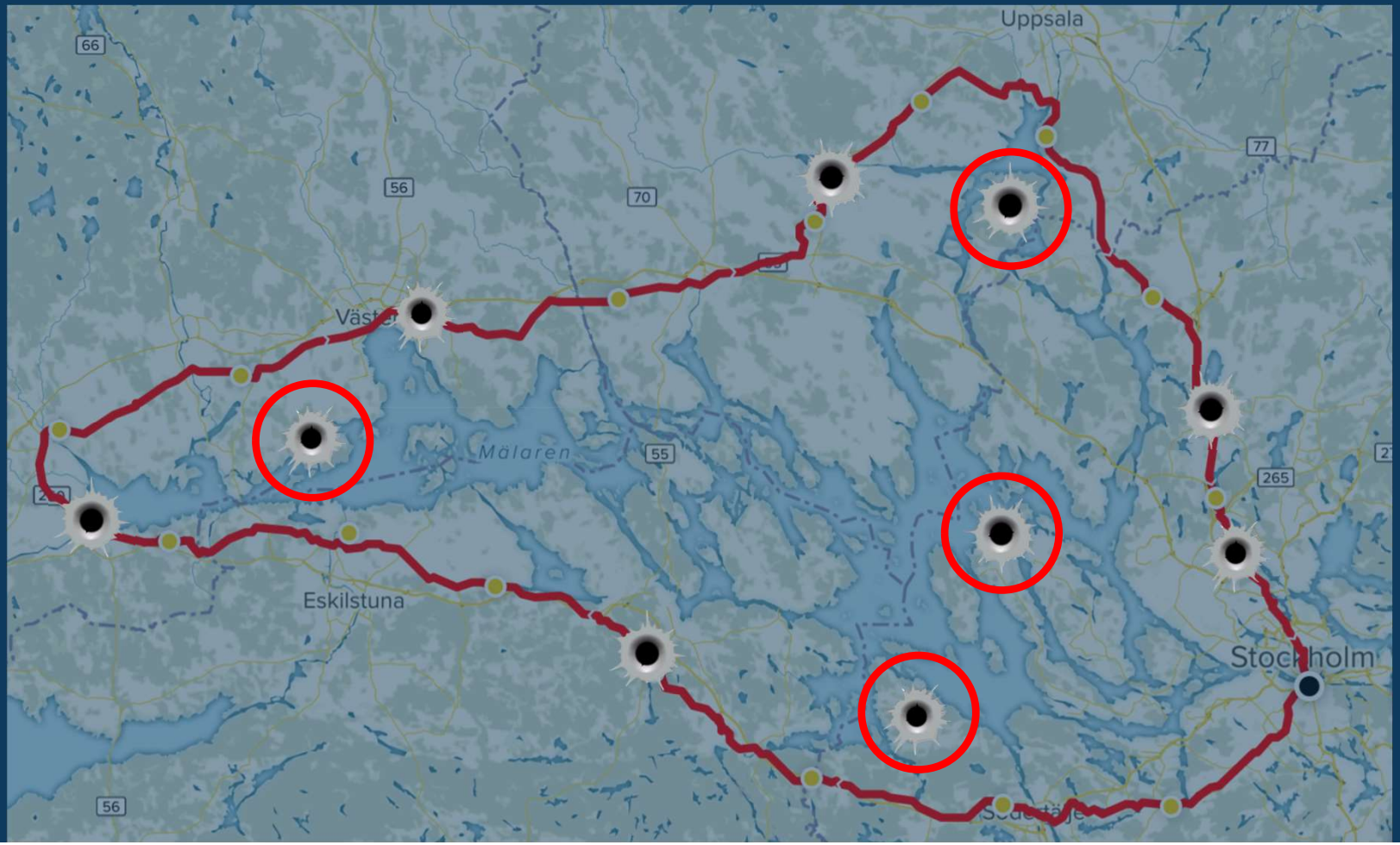
Let’s try some Machine Learning…

Lets use the new model to predict the future!

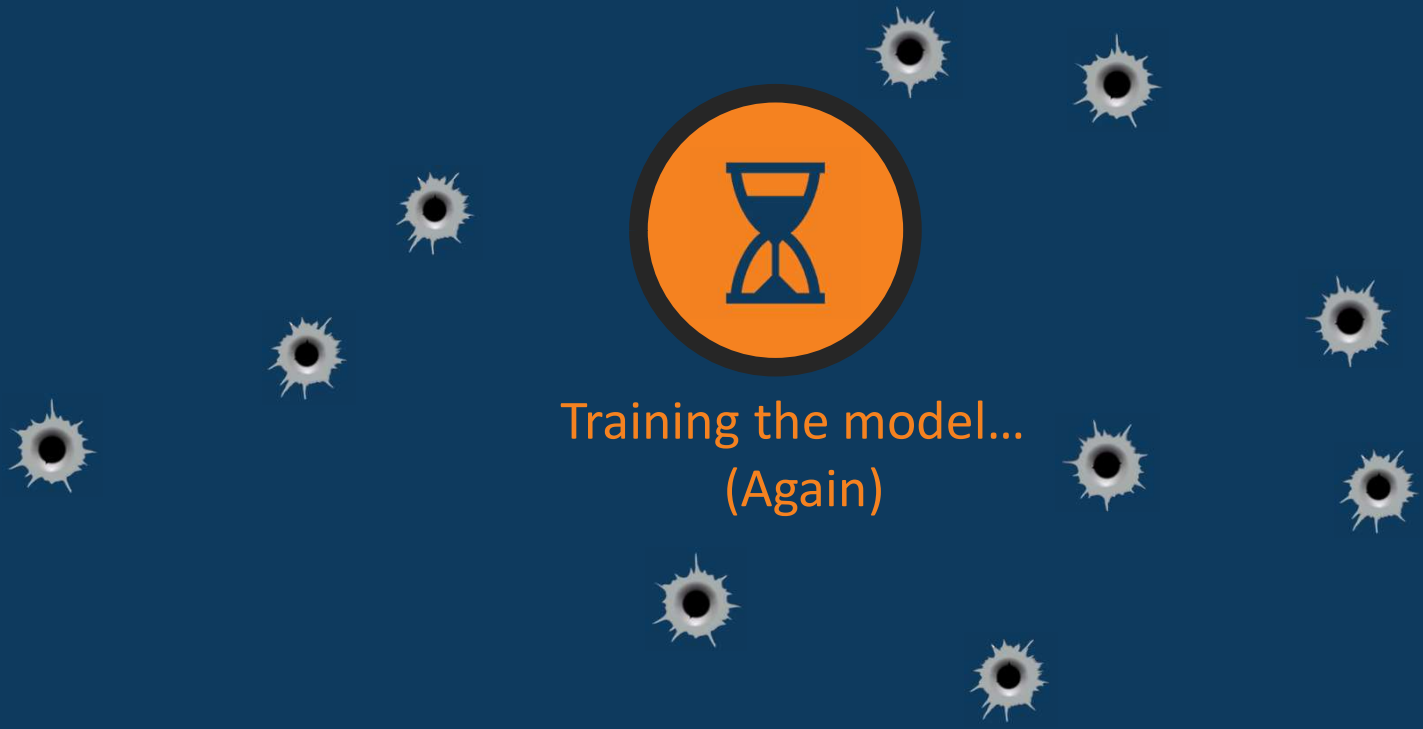
Columbus

Let’s try some Machine Learning…



Columbus

Let’s try some Machine Learning…



Training the model…
(Again)

Columbus

Let’s try some Machine Learning…

And the new model is here!

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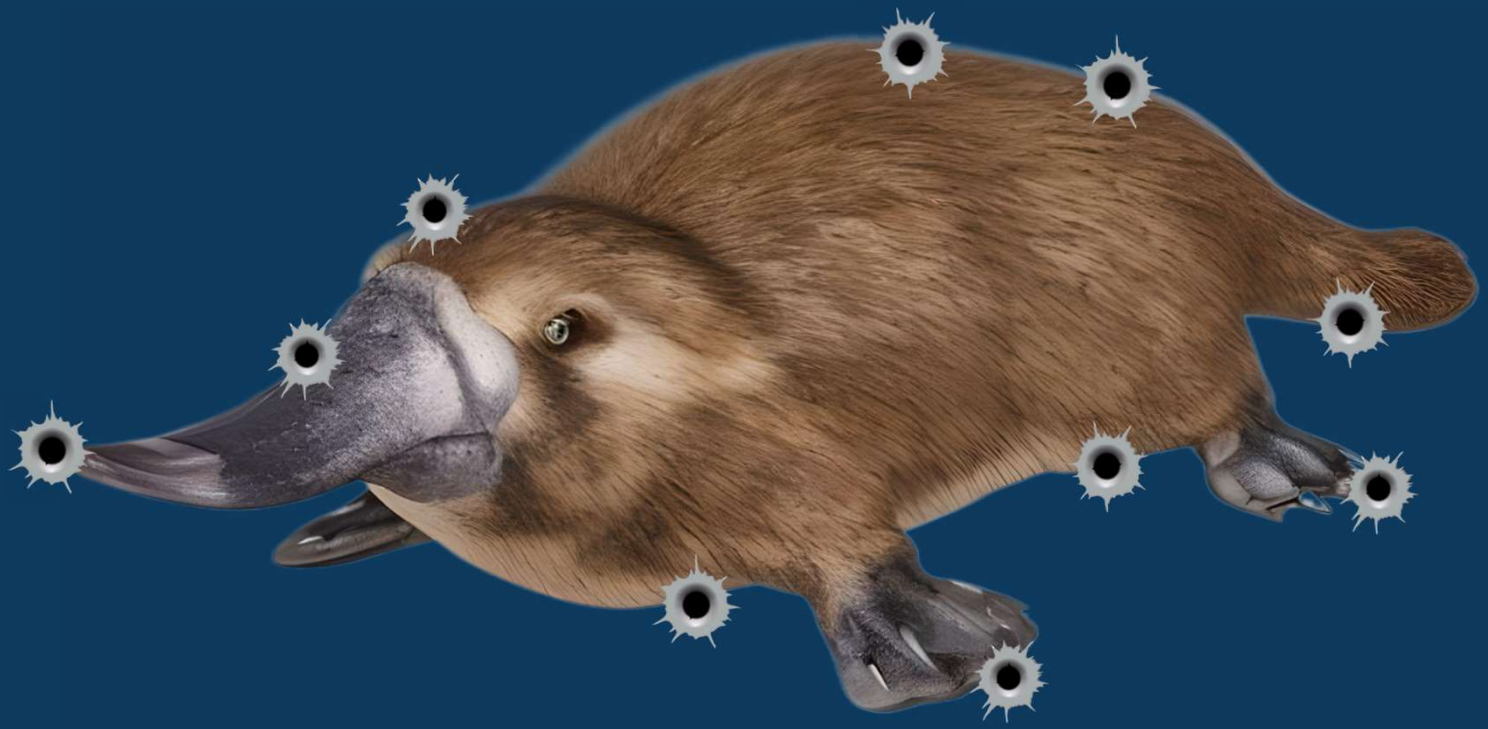
Let’s try some Machine Learning…



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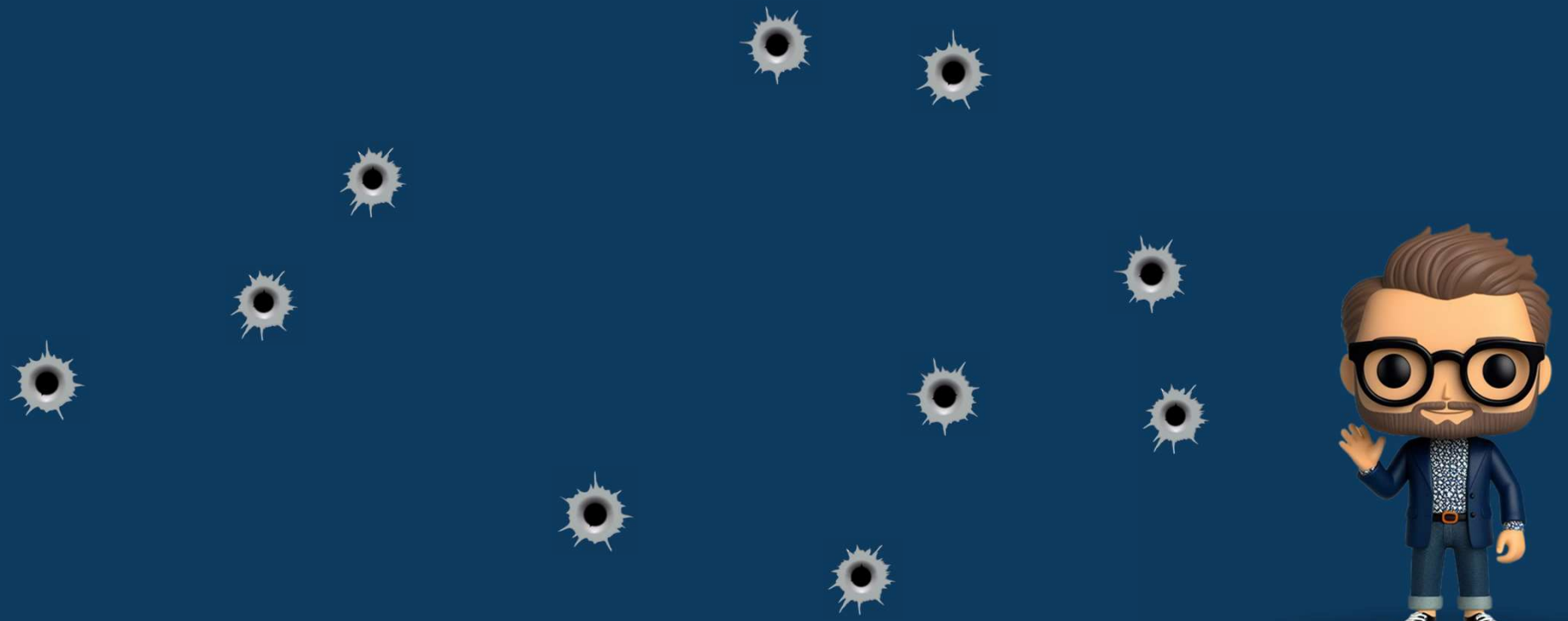
A few things to learn from this….



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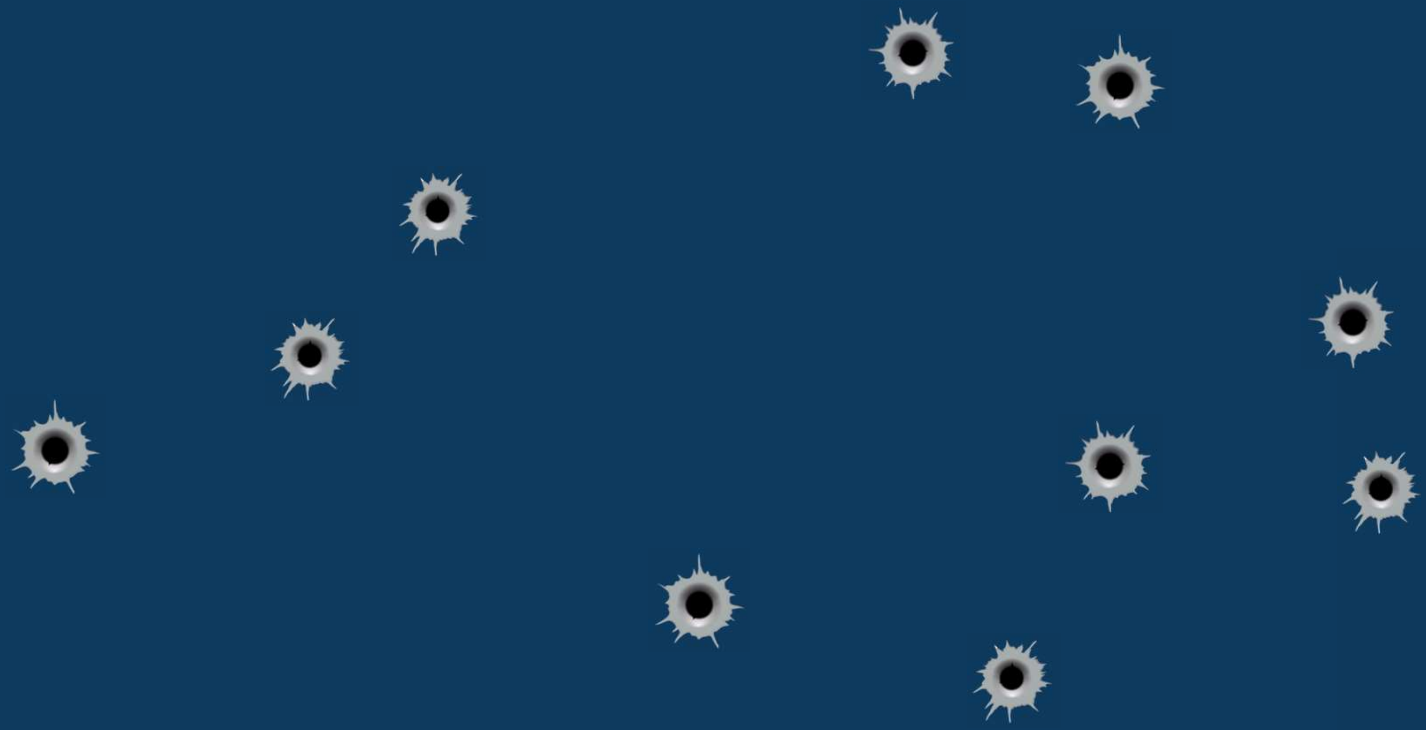

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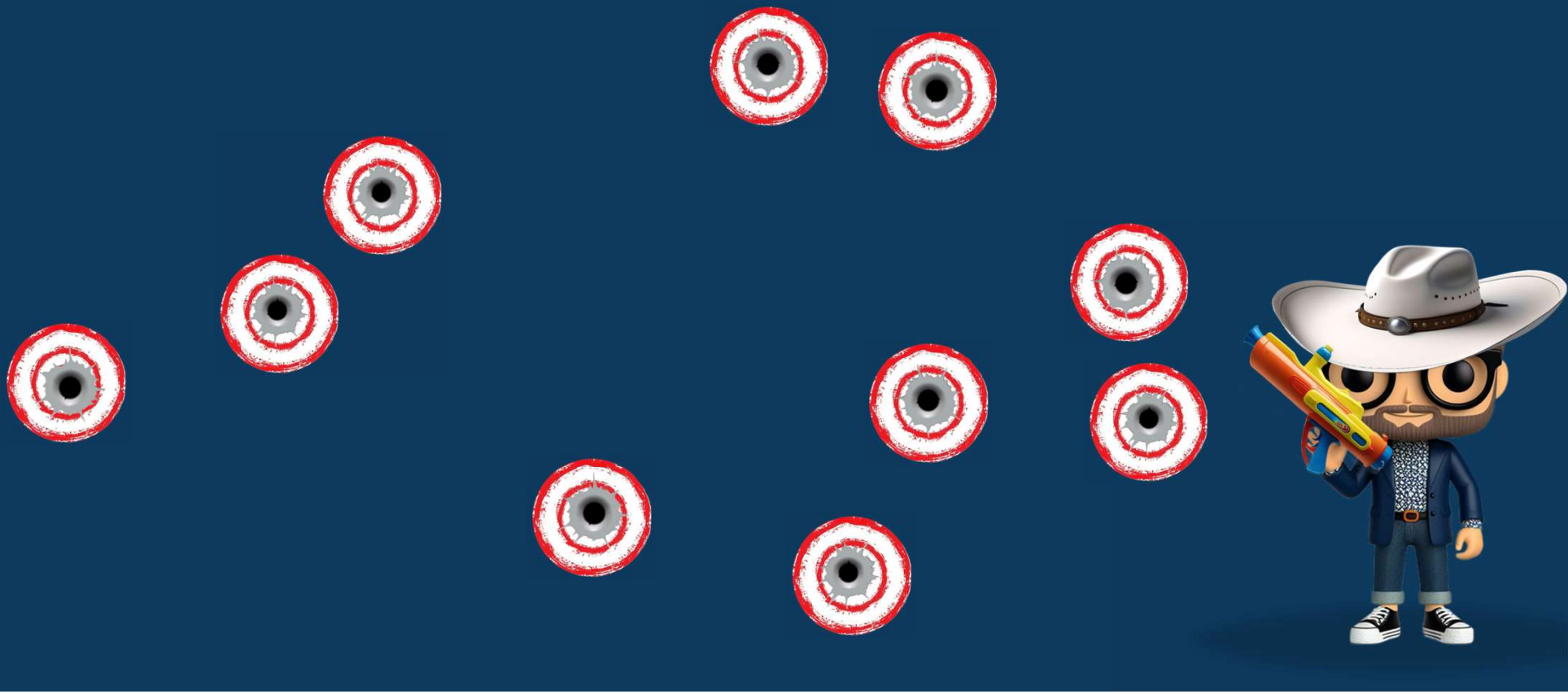
A few things to learn from this….



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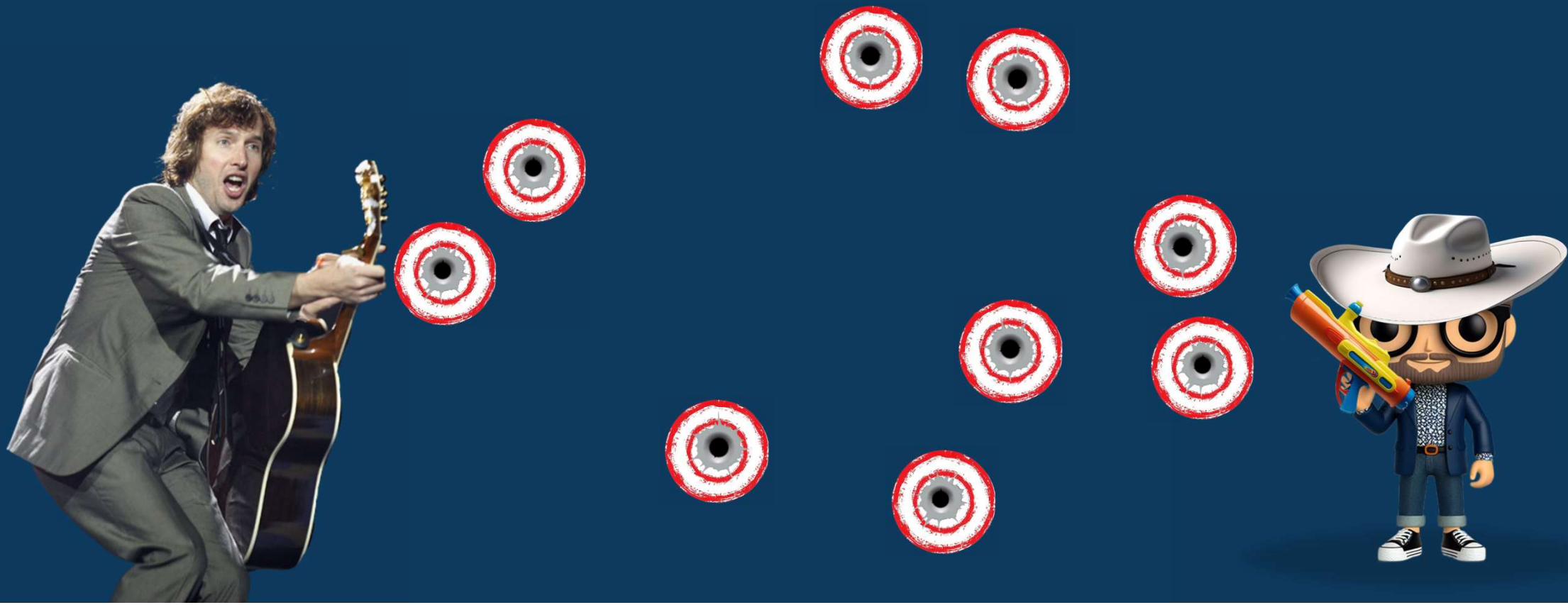
A few things to learn from this….



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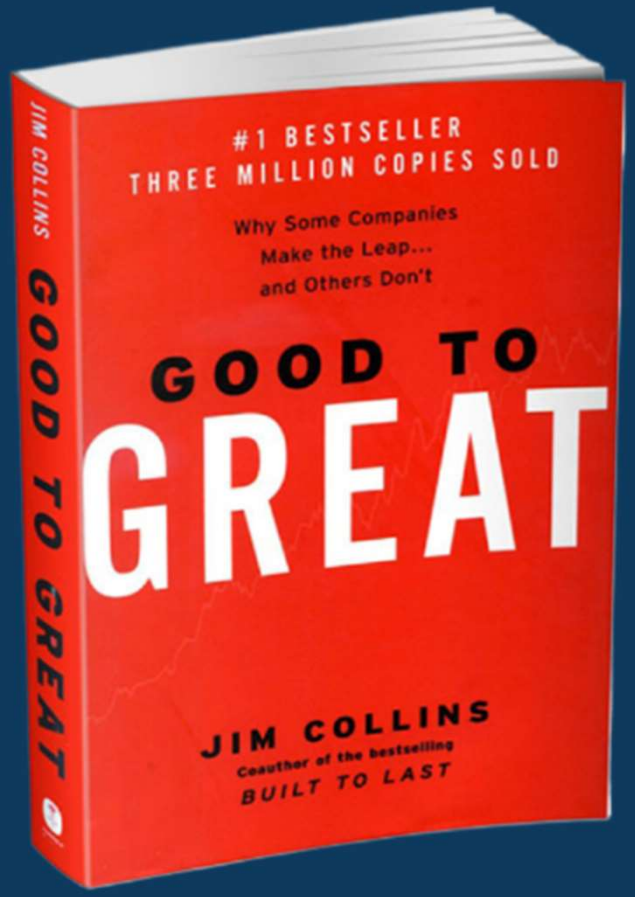
And some great literature….



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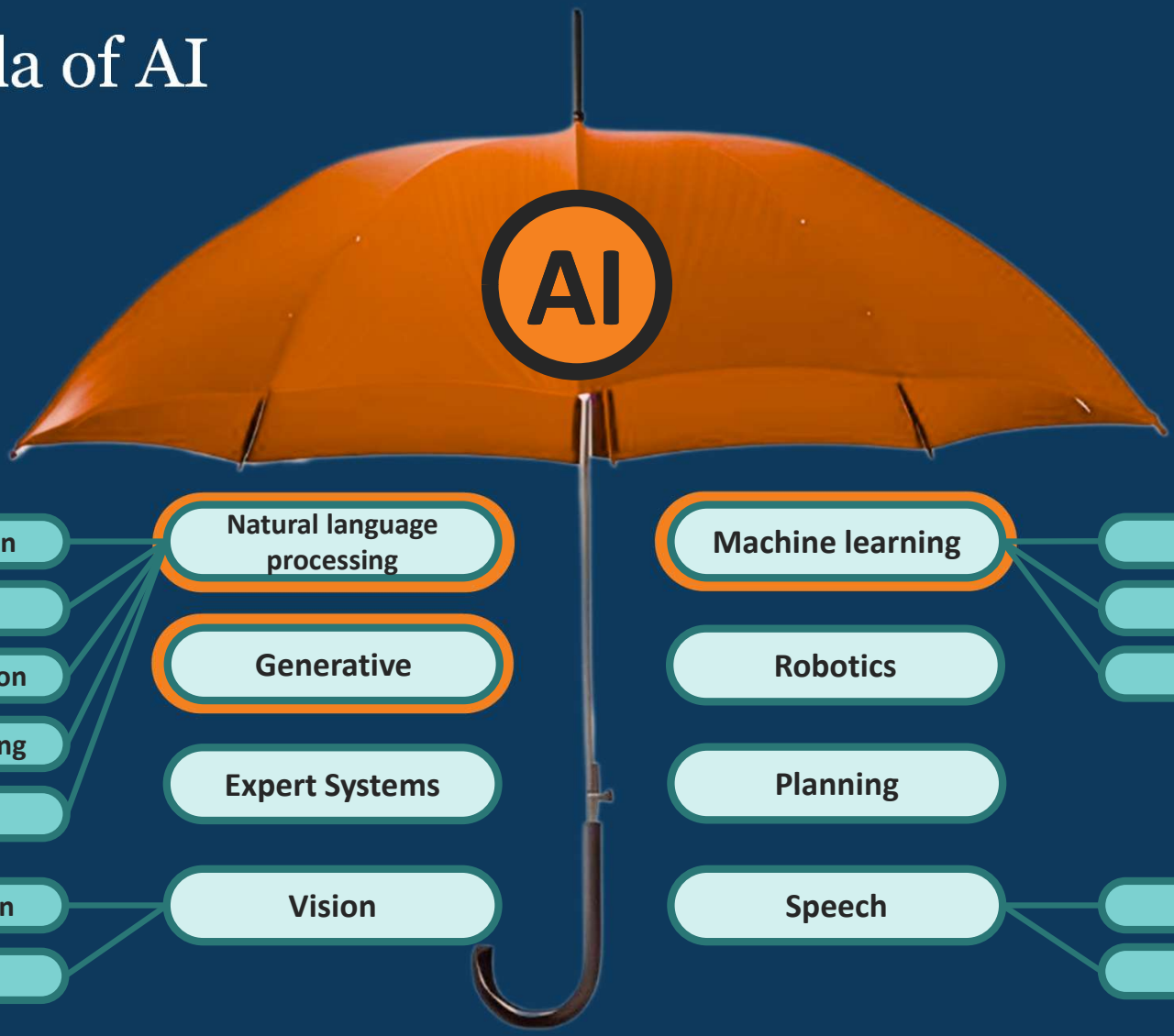
The umbrella of AI



- Natural language processing
  - Content Extraction
  - Classification
  - Machine Translation
  - Question Answering
  - Text Generation
- Generative
- Expert Systems
- Vision
  - Image Recognition
  - Machine Vision
- Machine learning
  - Deep learning
  - Supervised
  - Unsupervised
- Robotics
- Planning
- Speech
  - Speech to text
  - Text to Speech

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The umbrella of AI

Generative

Loves unstructured data

Can work with small data inputs

Can be applied quickly

Someone trained the model so you don't have to!

Machine learning

Loves structured data

Requires significant amounts of data

Typically requires a significant amount of time to deploy, and may not yield the desired result

You usually need to train the model yourself

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Order capture automation
Hyper drive ON!

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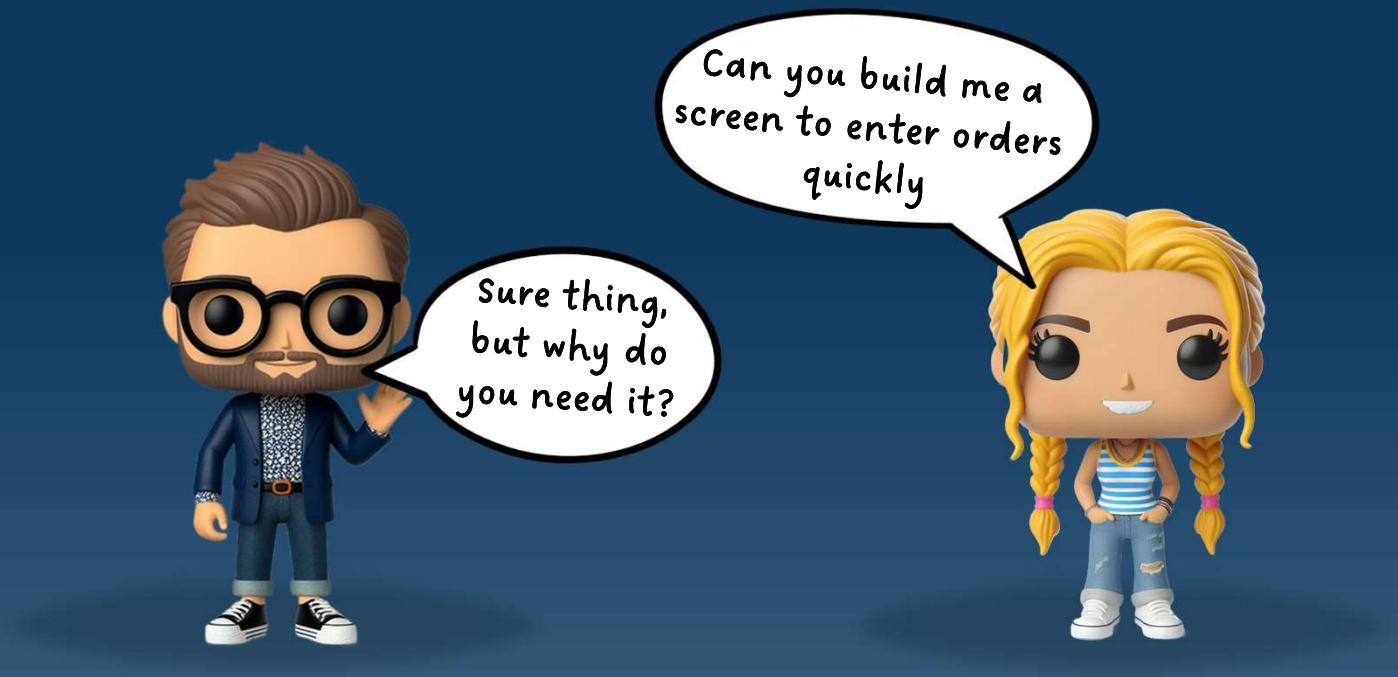
Automating order input



Columbus

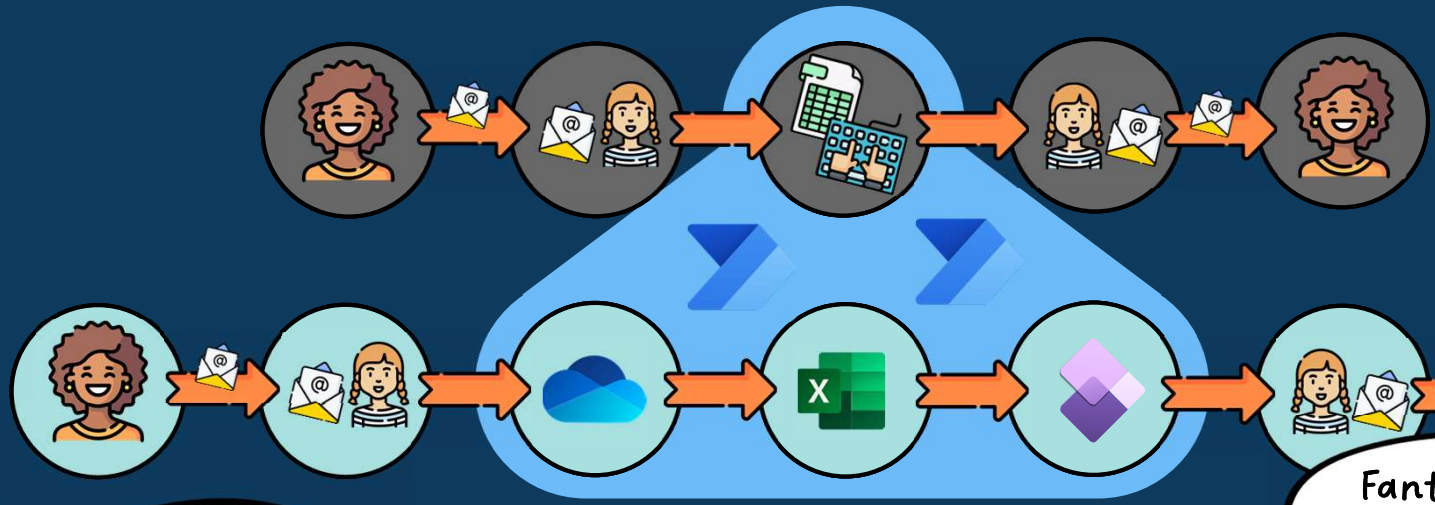
Automating order input

Columbus

Automating order input

Columbus

Automating order input



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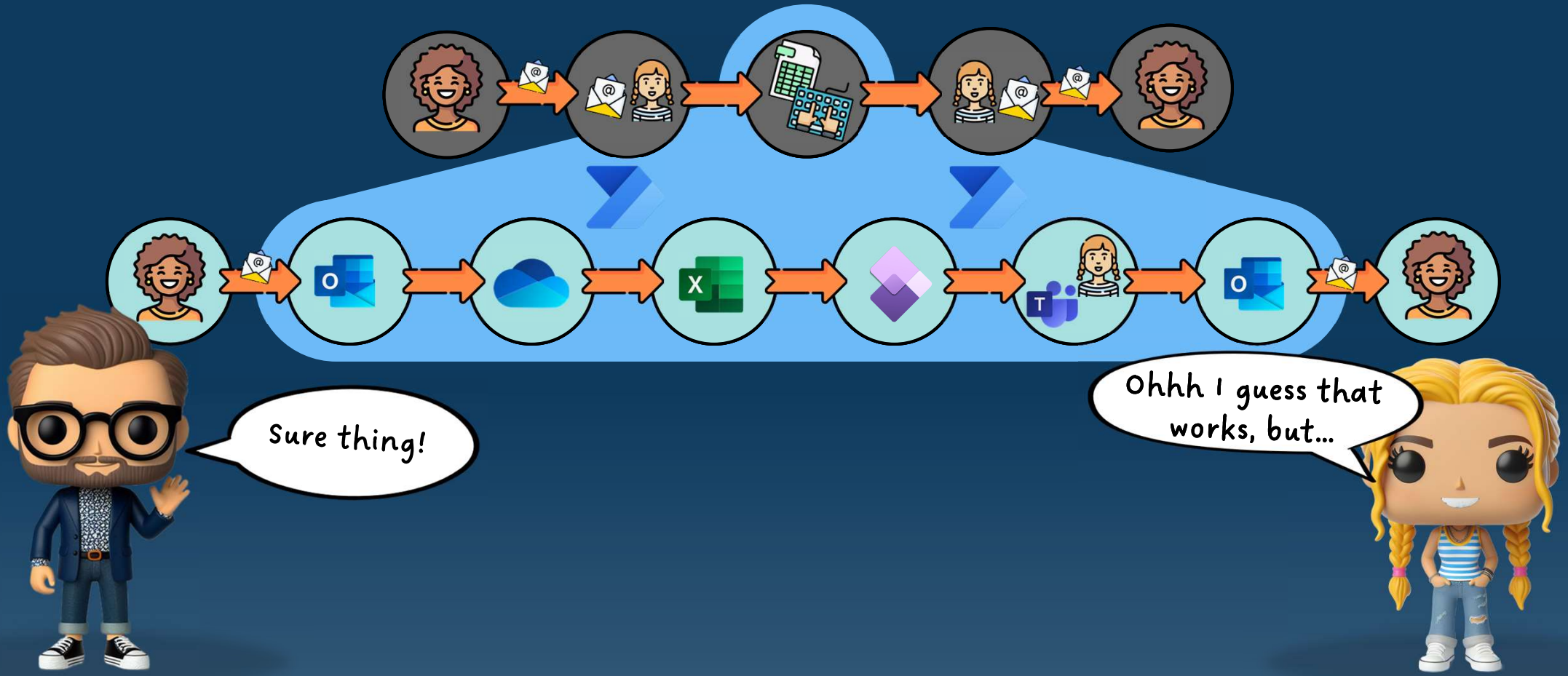
Automating order input



Columbus

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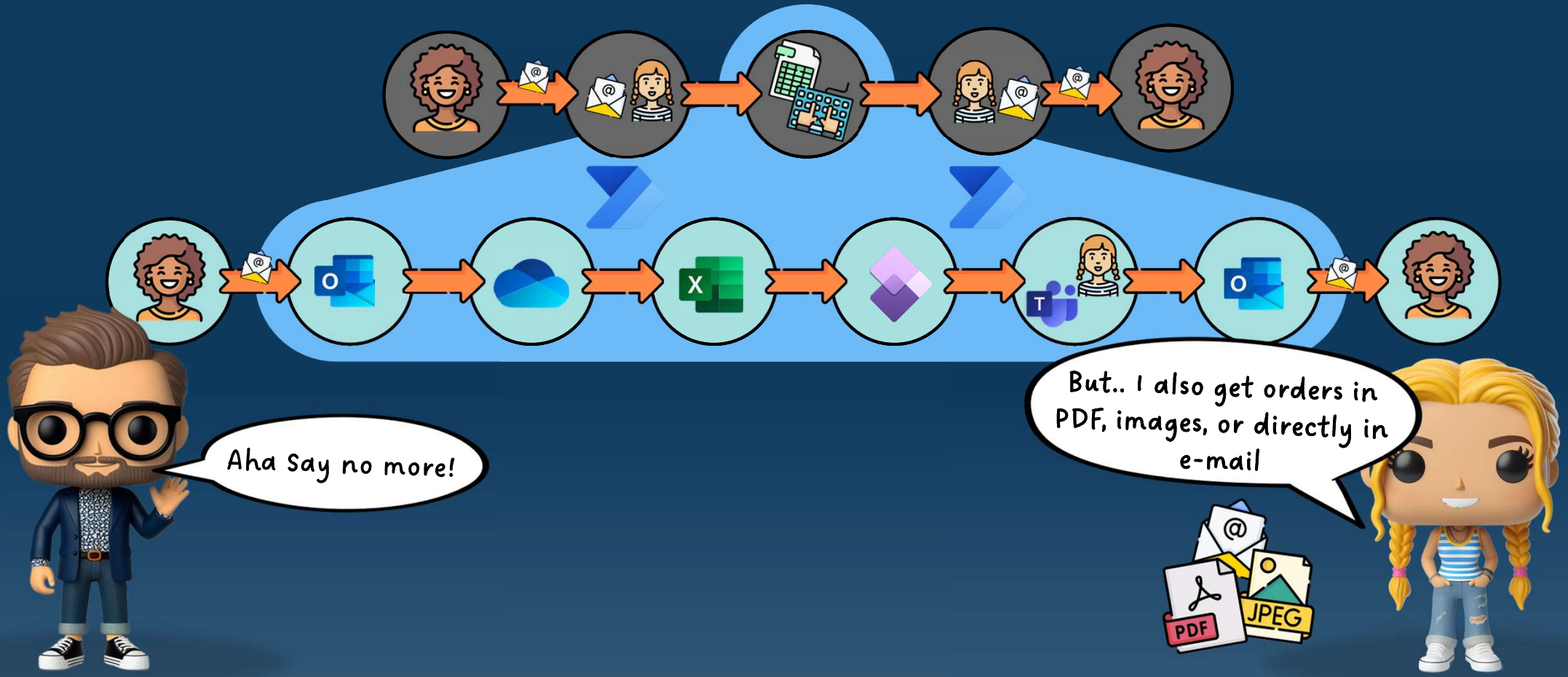

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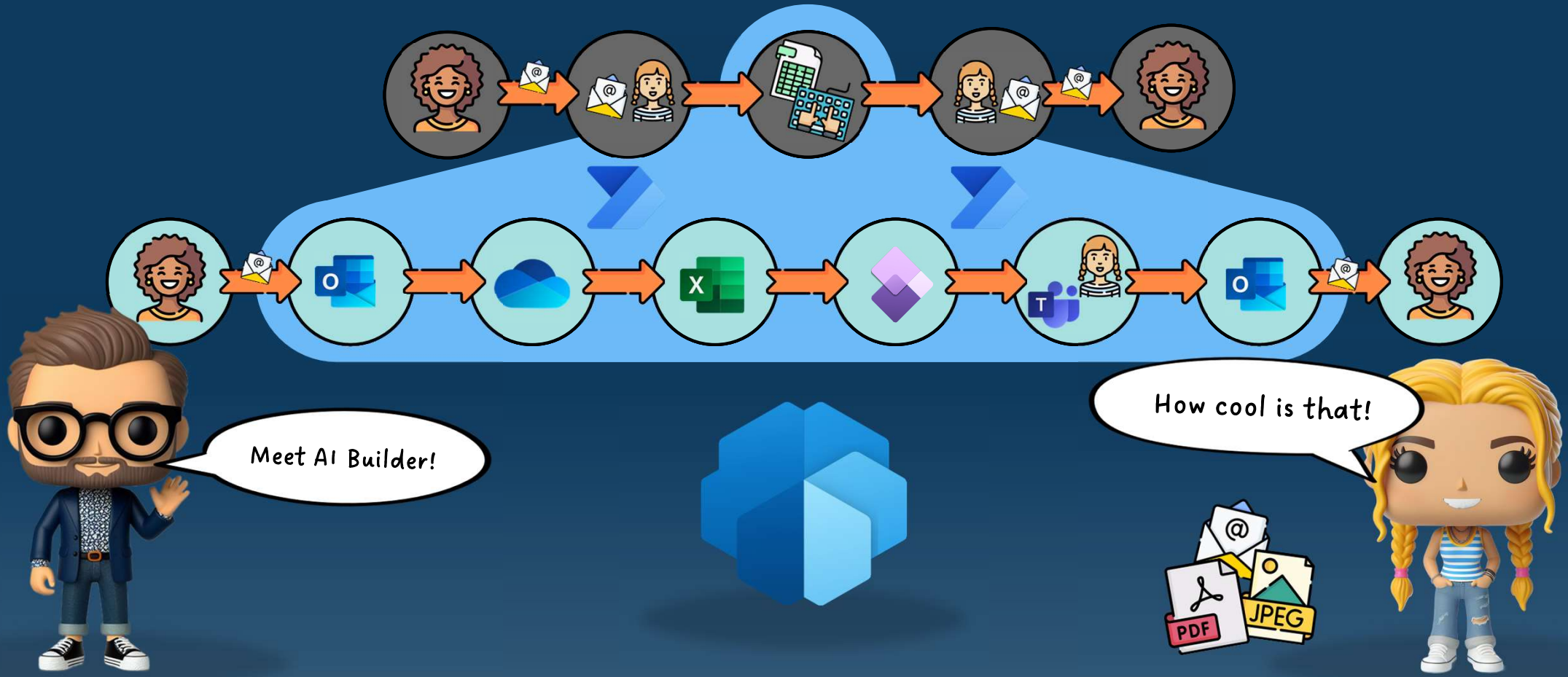

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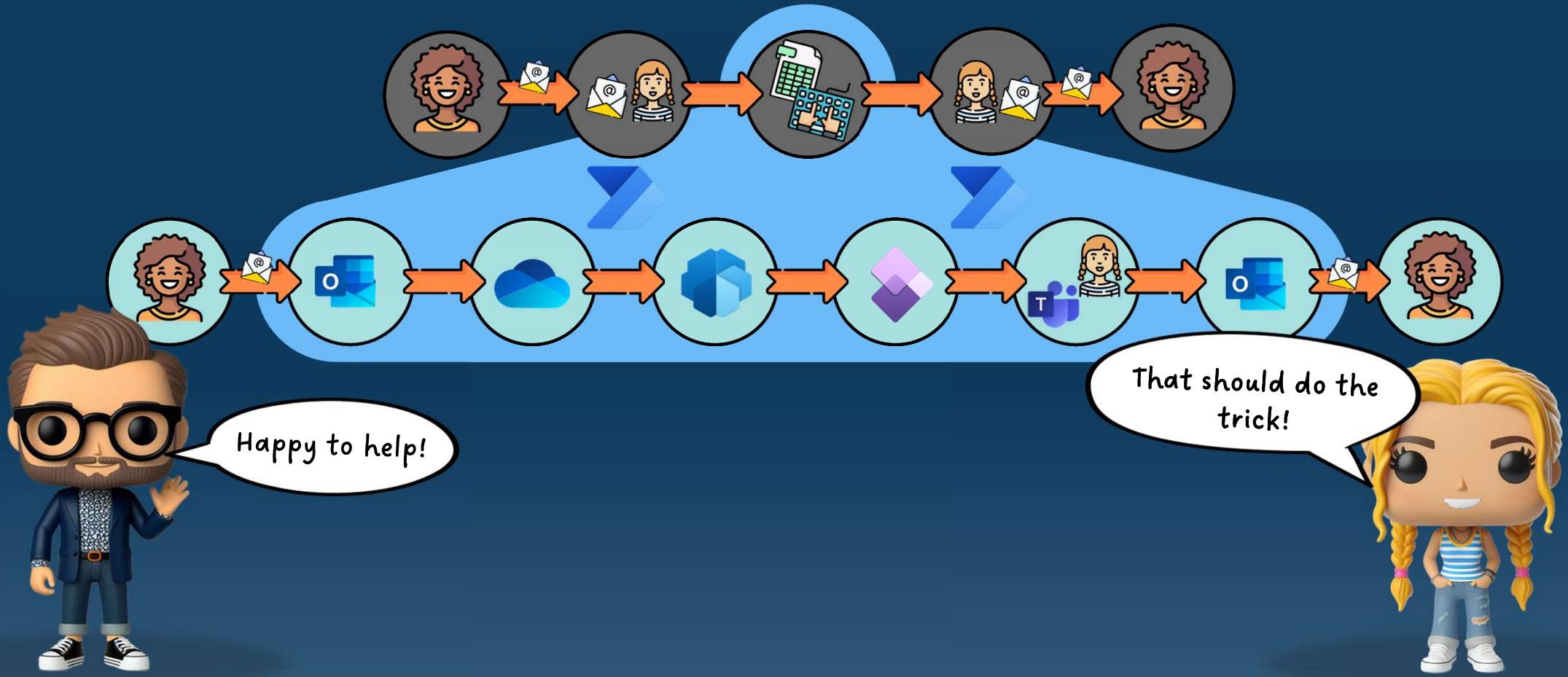

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LLM's to the rescue

Saving 1000's of hours using the power of Open AI Large language Models

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For the Techies...

Built on a finetuned Azure OpenAI Service model: GPT-4-32k

Spending too much time from Lead to Quote

1

Long sales process

2

Complex products

3

Large amount of details

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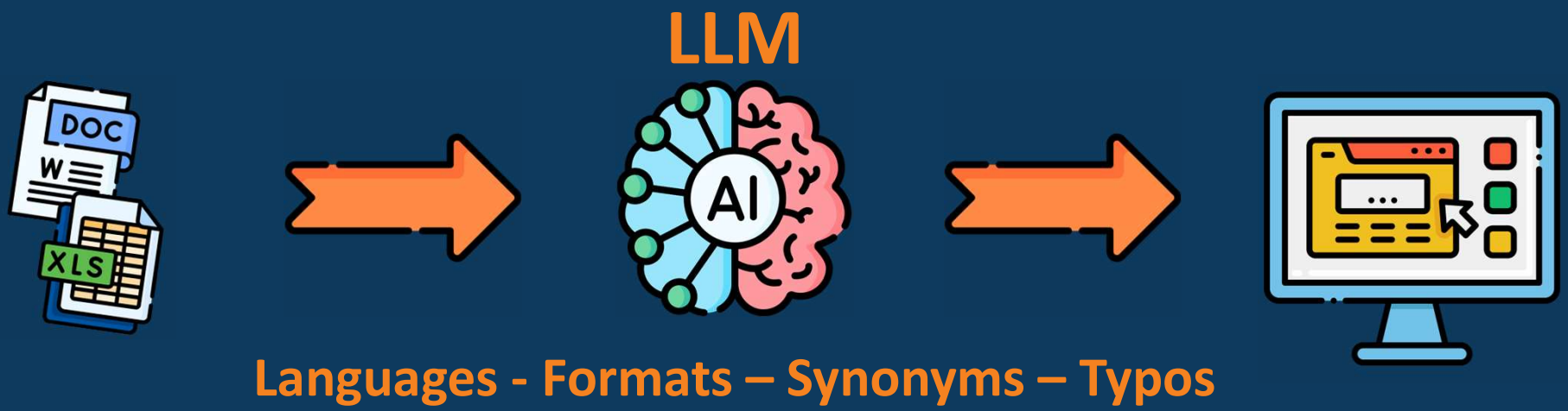
Using all the superpowers of LLMs

Columbus

Using all the superpowers of LLMs



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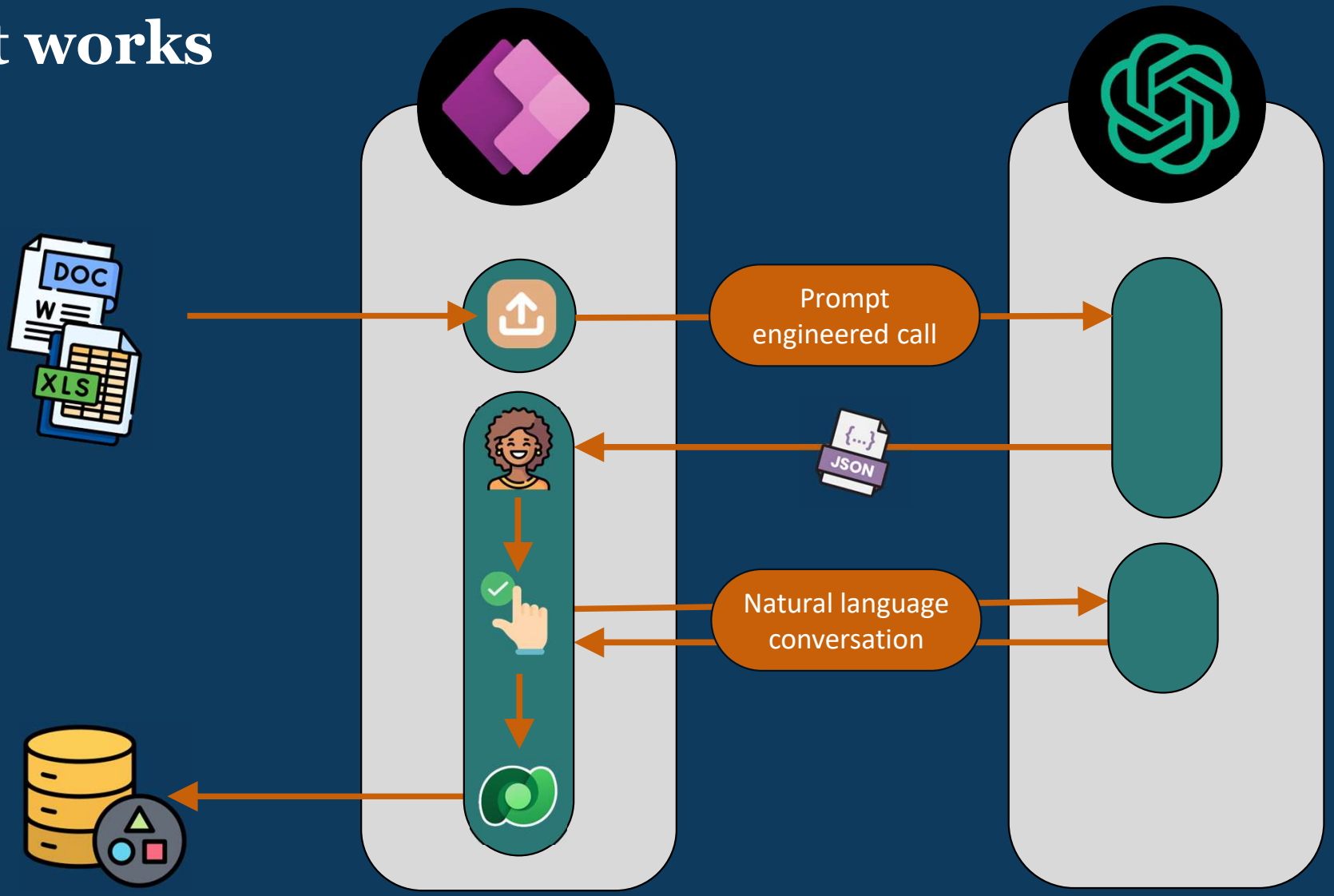
How it works



Thank You

And Questions

Lasse Brandt Petersen
Director, Architects
Dynamics Denmark

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