

Applied AI and hyper automation

utilizing the breadth of Dynamics and the Power Platform

Oslo May 28th – 2024

Your Host



Lasse Brandt Petersen

Director, Architects
Dynamics Denmark

Gone live already... -Now what?

Where do we Go from here!

From MVP to realized Value



From MVP to realized Value



From MVP to realized Value





**| Waterfalls are nice....
But it's time to say goodbye**

Grow it – don't build it



Getting Started....

| How does your
first pancake look?



Getting Started....



Getting Started....



Getting Started....



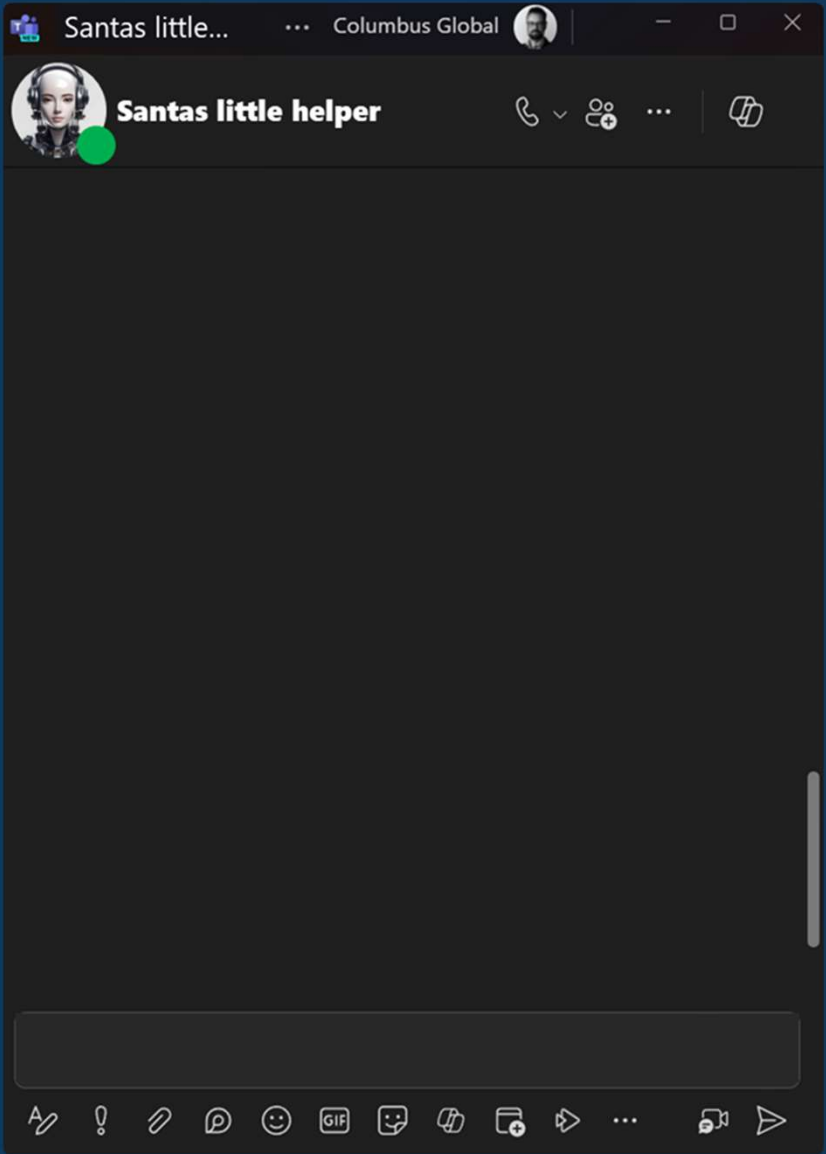
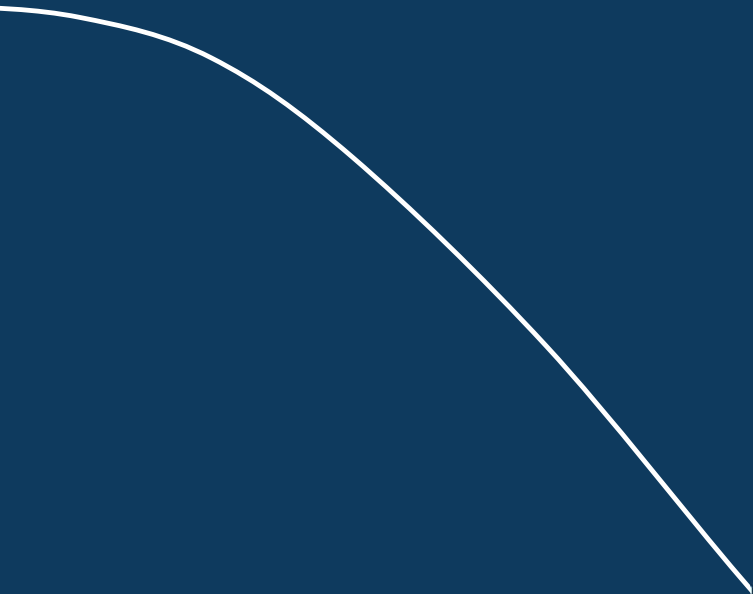
Getting Started....

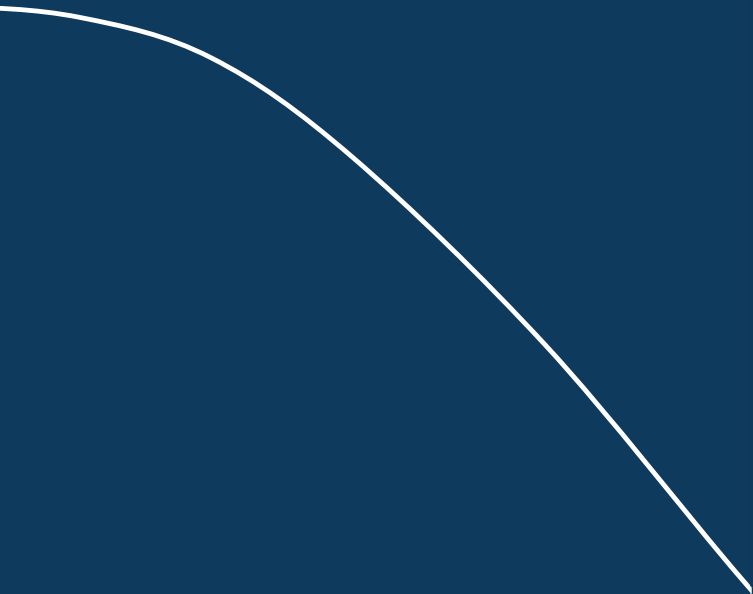
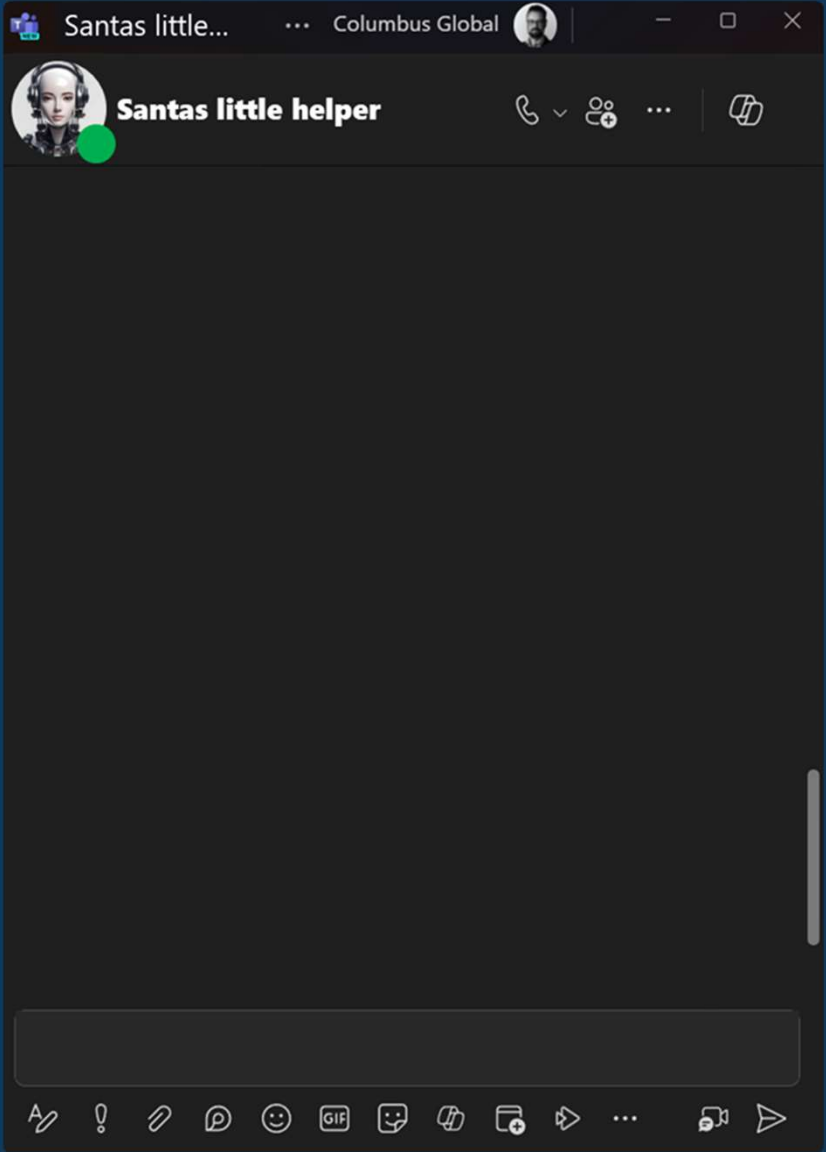


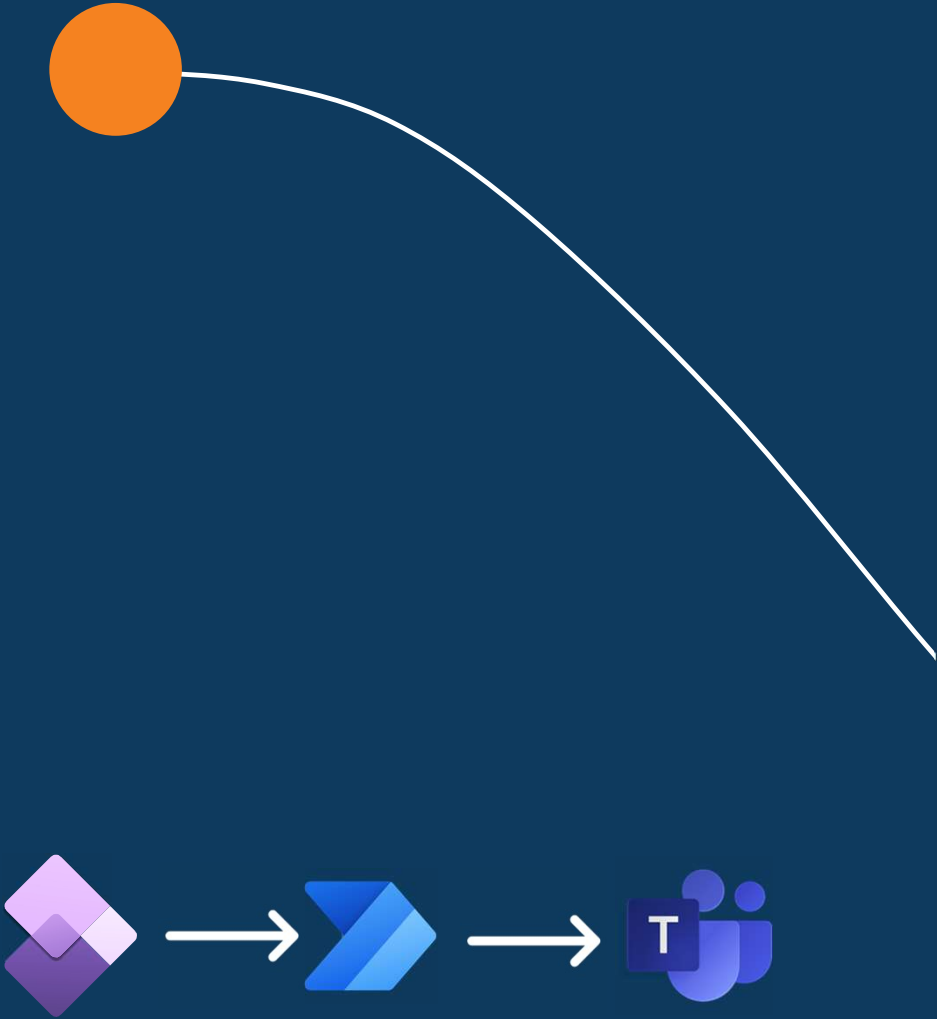
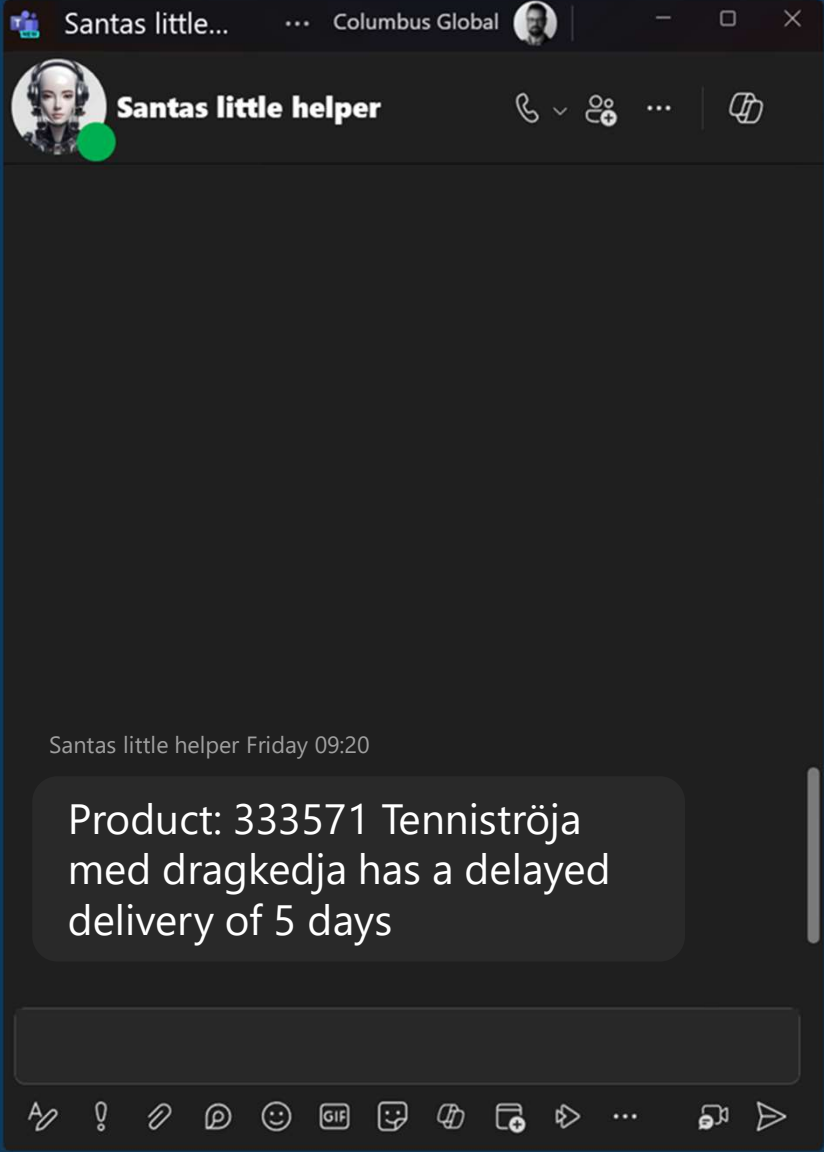
Grow it – don't build it

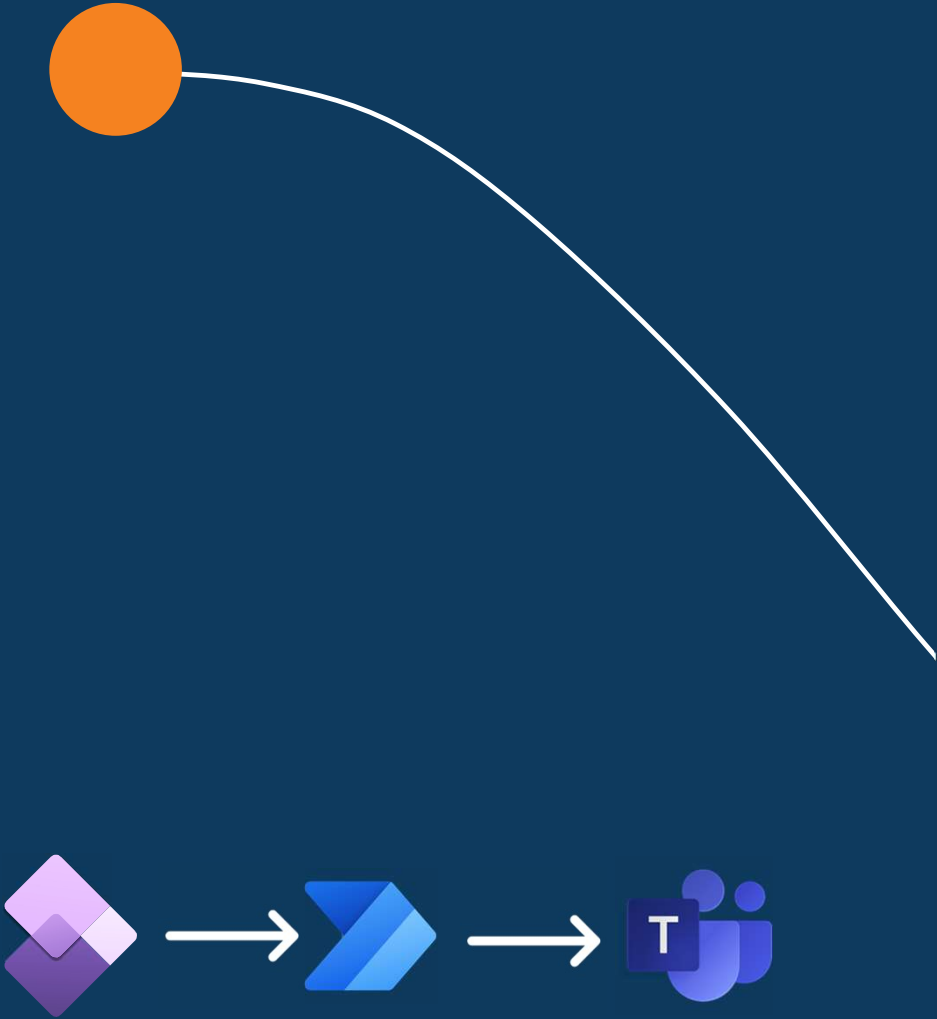
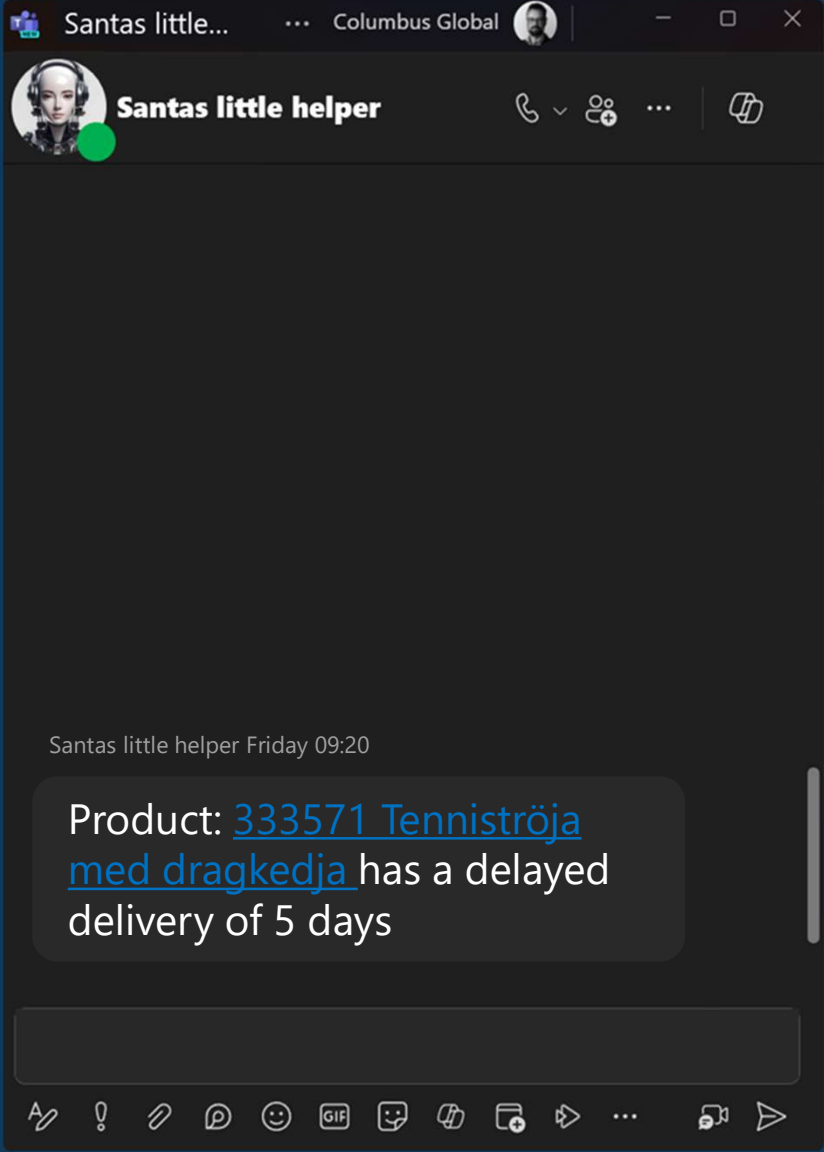
| But what does **growing**
a solution look like?

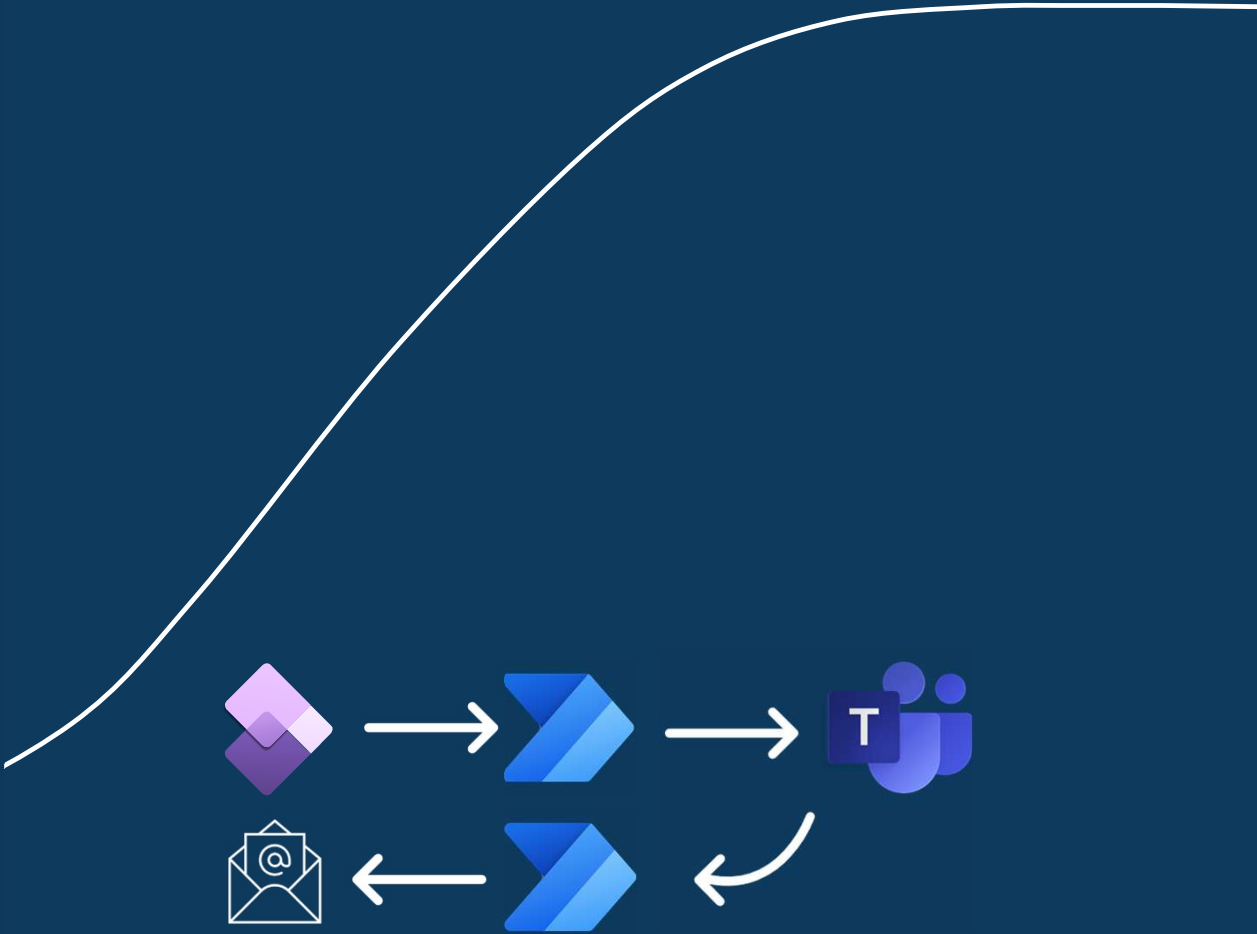
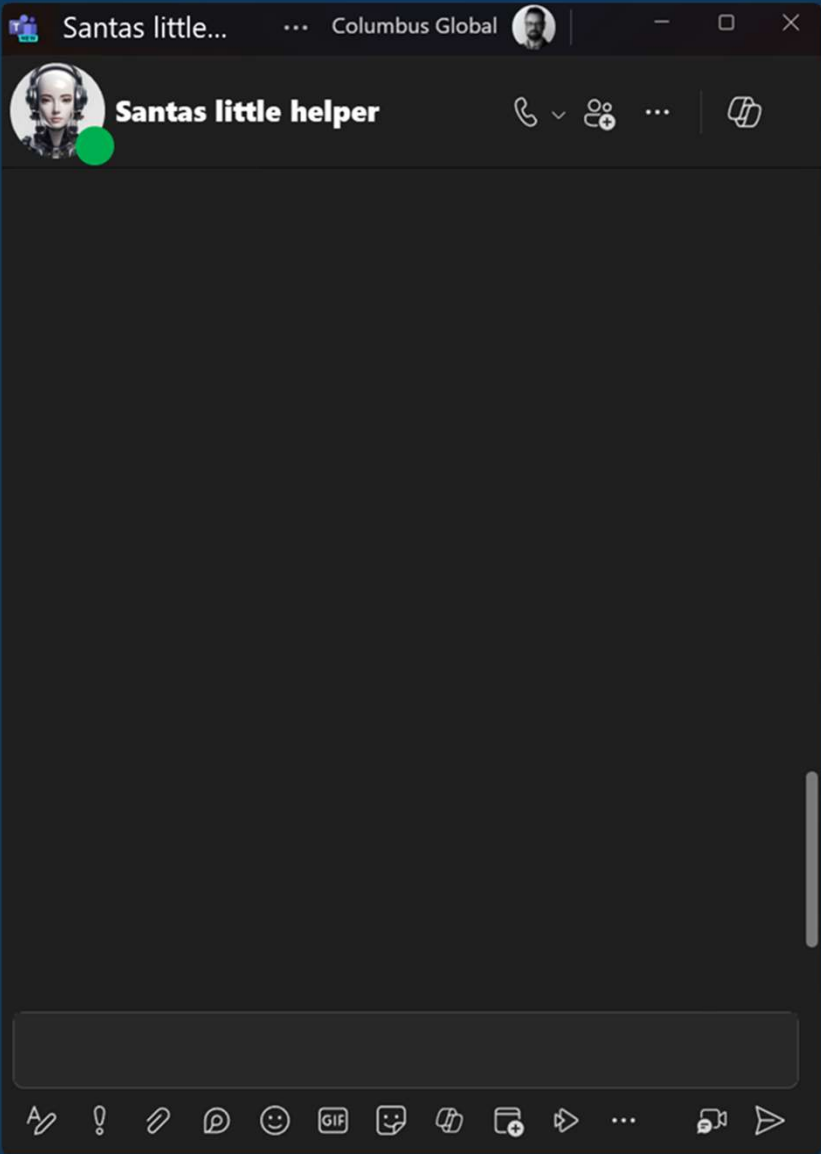


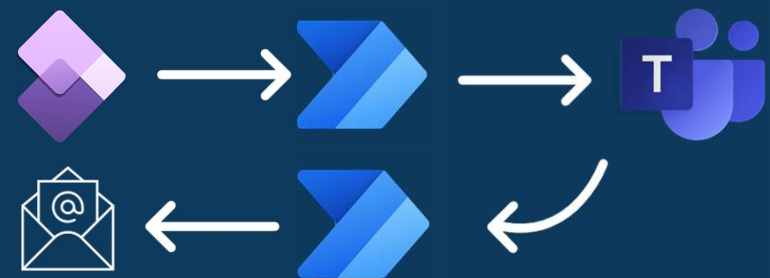
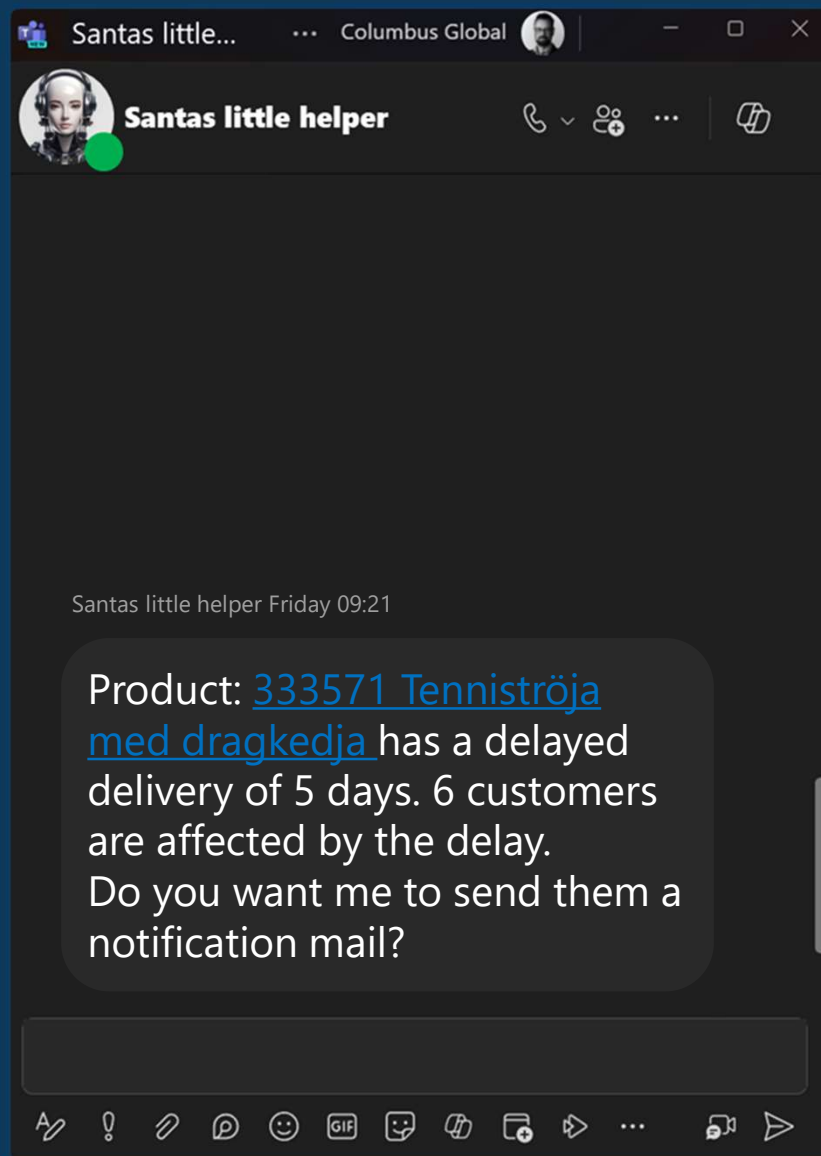




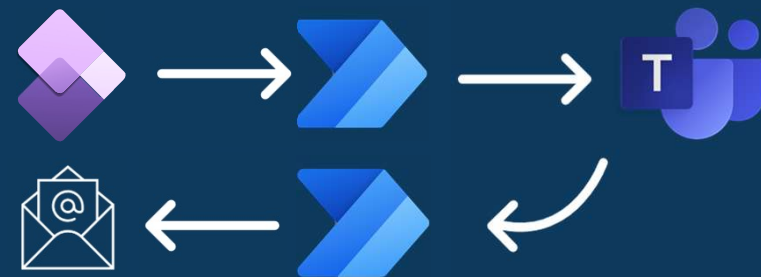






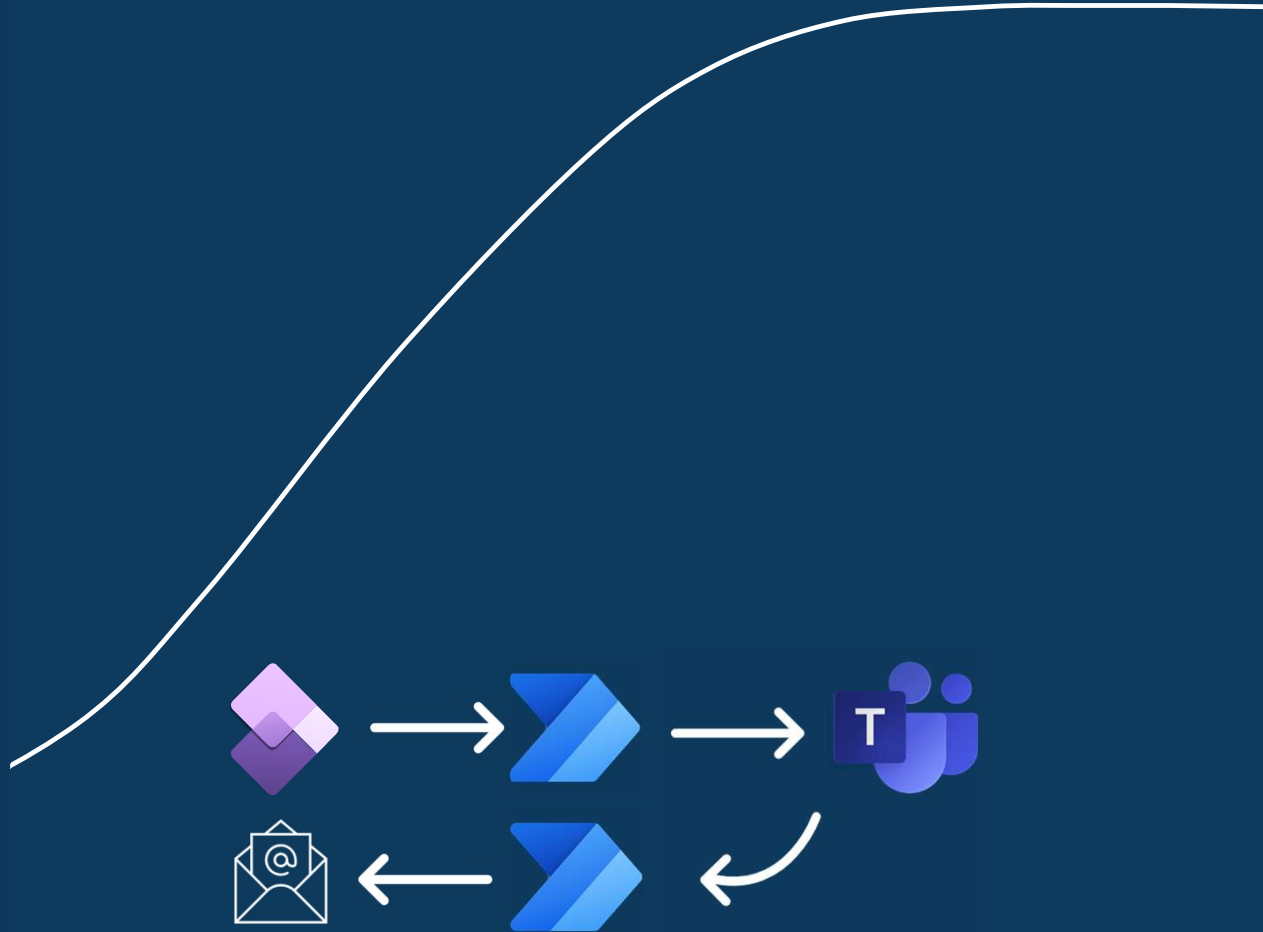
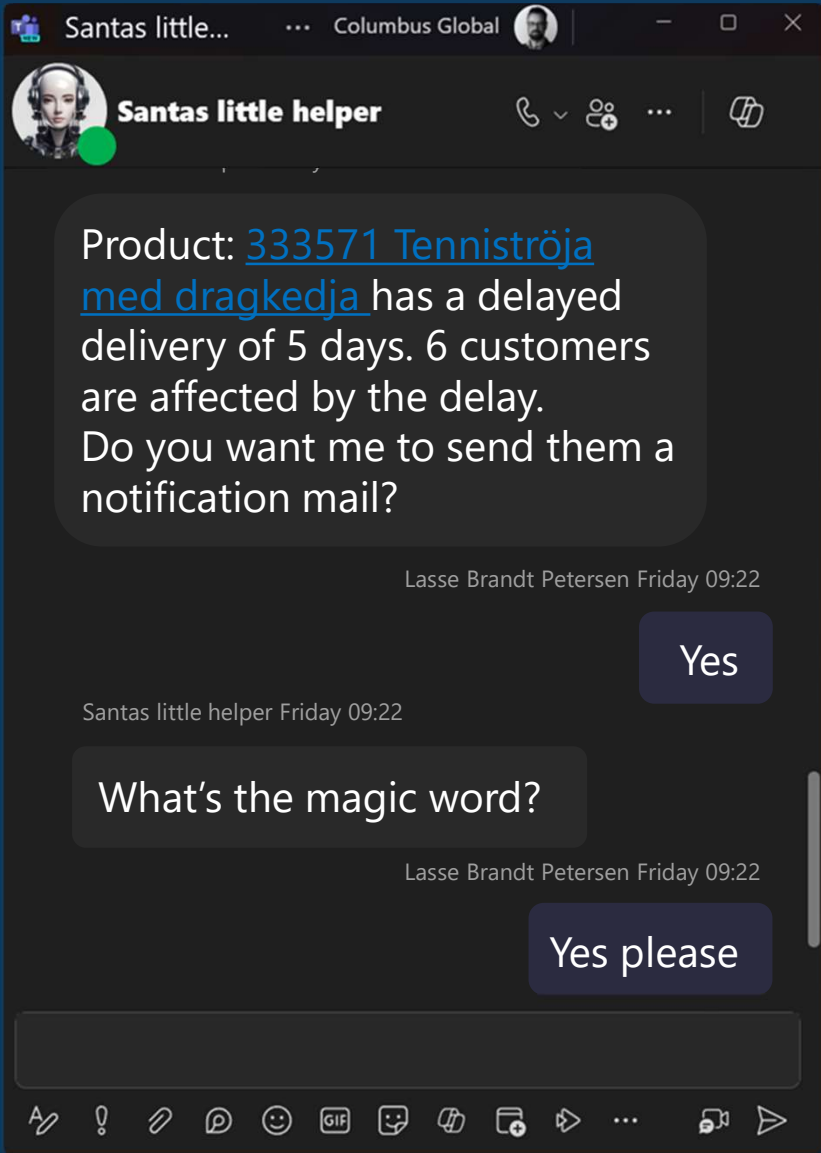


A screenshot of a WhatsApp chat interface. At the top, the contact name is "Santas little..." with a status "Columbus Global". The chat header shows a profile picture of a woman with a green status indicator, the name "Santas little helper", and icons for voice call, video call, group, and a link. The main message is from "Santas little helper" at "Friday 09:21", stating: "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?". The response is from "Lasse Brandt Petersen" at "Friday 09:22", with a blue button labeled "Yes". The bottom of the screen shows the standard WhatsApp input area with icons for attachments, emojis, and a send button.

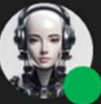


A screenshot of a WhatsApp chat interface. At the top, the contact name is 'Santas little...' with a status 'Columbus Global'. The chat shows a message from 'Santas little helper' (Friday 09:21) about a delayed delivery for '333571 Tenniströja med dragkedja' and asks if the user wants a notification mail. The user 'Lasse Brandt Petersen' (Friday 09:22) replies 'Yes'. Then, 'Santas little helper' (Friday 09:22) asks 'What's the magic word?'. The bottom of the screen shows the standard WhatsApp input area with various icons for attachments, emojis, and actions.










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?

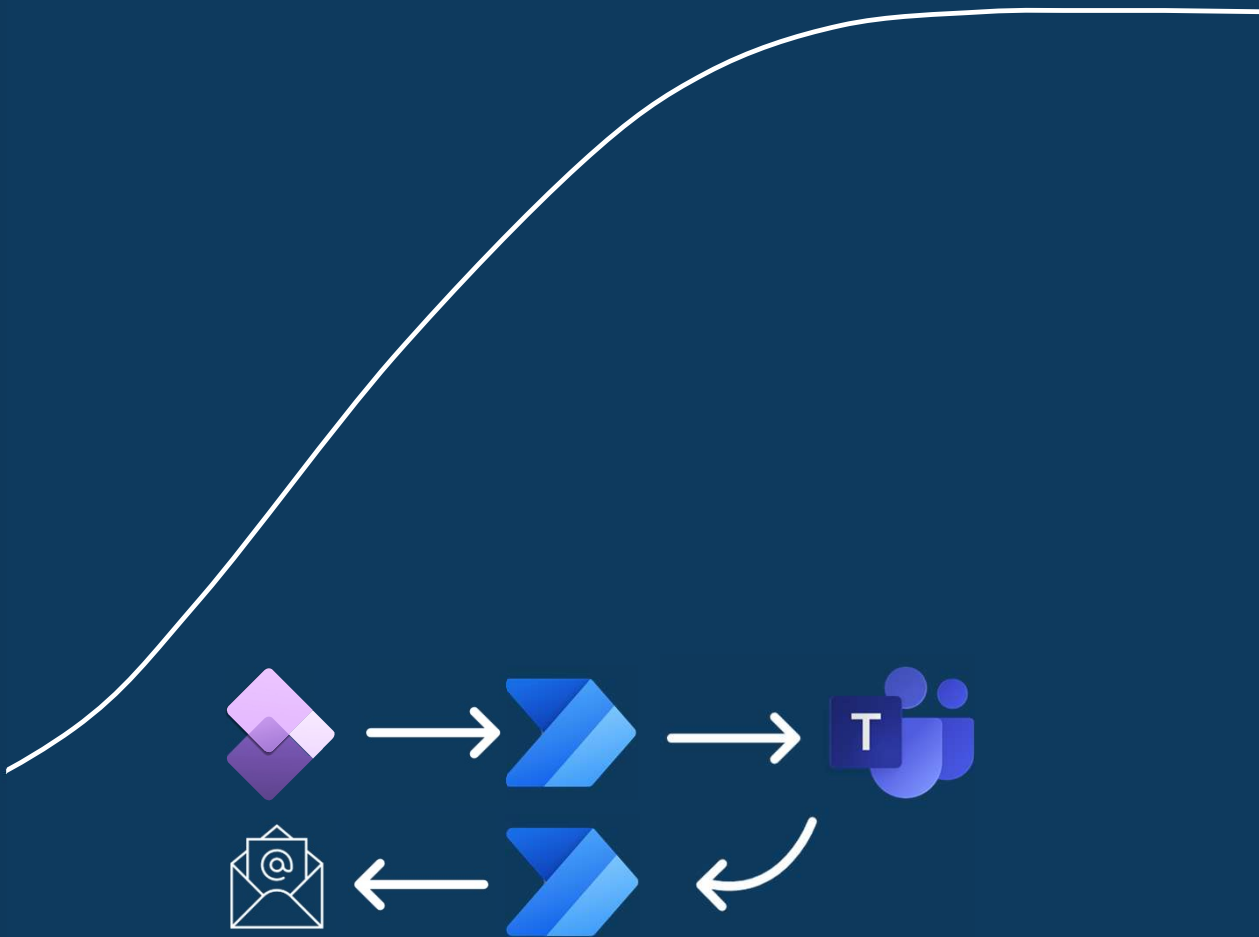
Lasse Brandt Petersen Friday 09:22

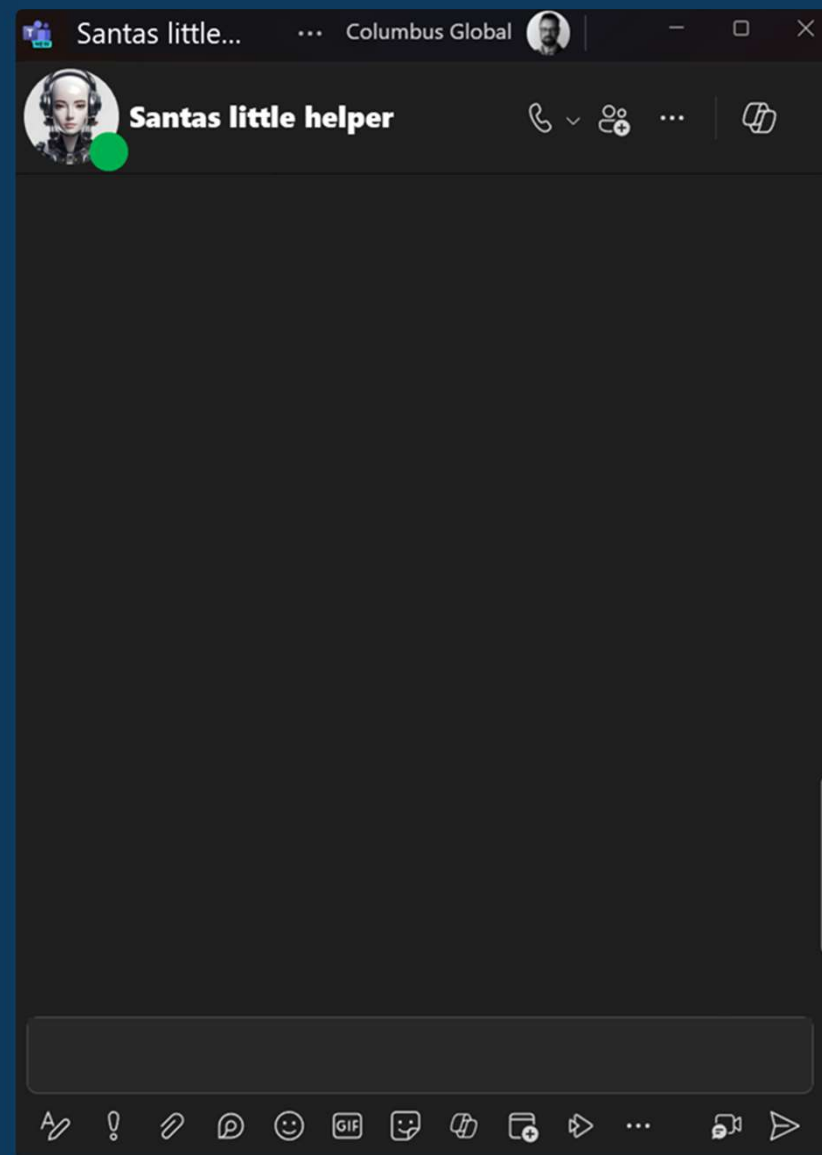
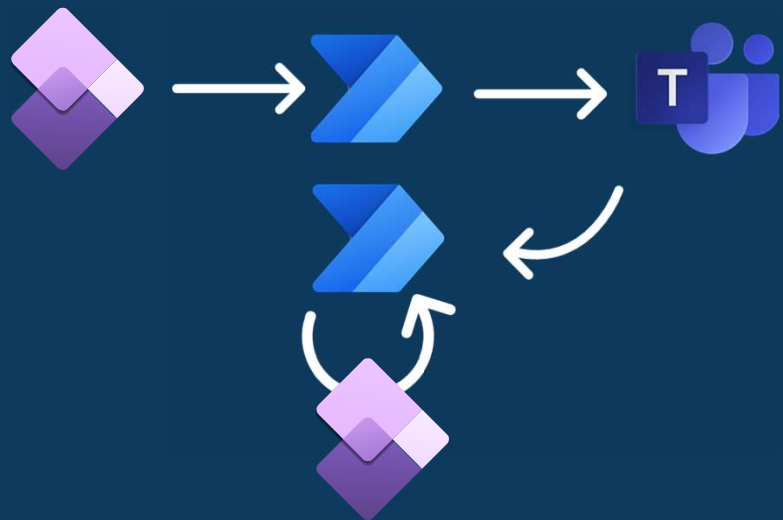
Yes please

Santas little helper Friday 09:22

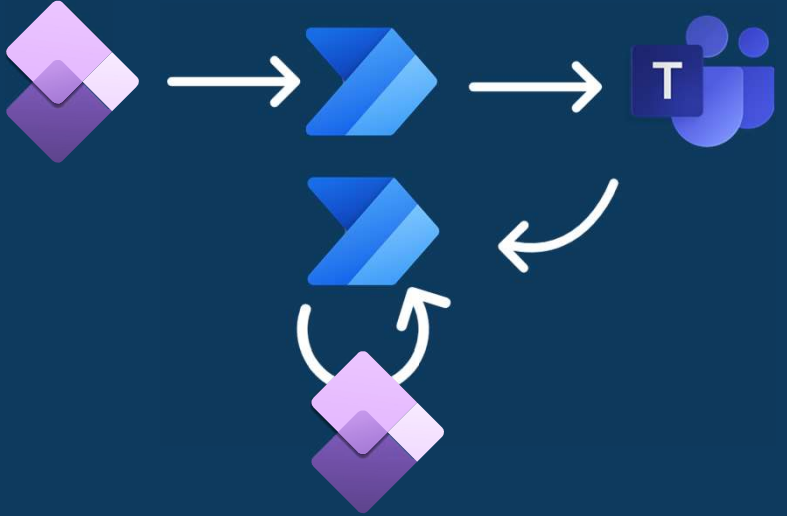
That's better. I sent a mail to all affected Customers now.







Columbus




Santas little... Columbus Global

Santas little helper

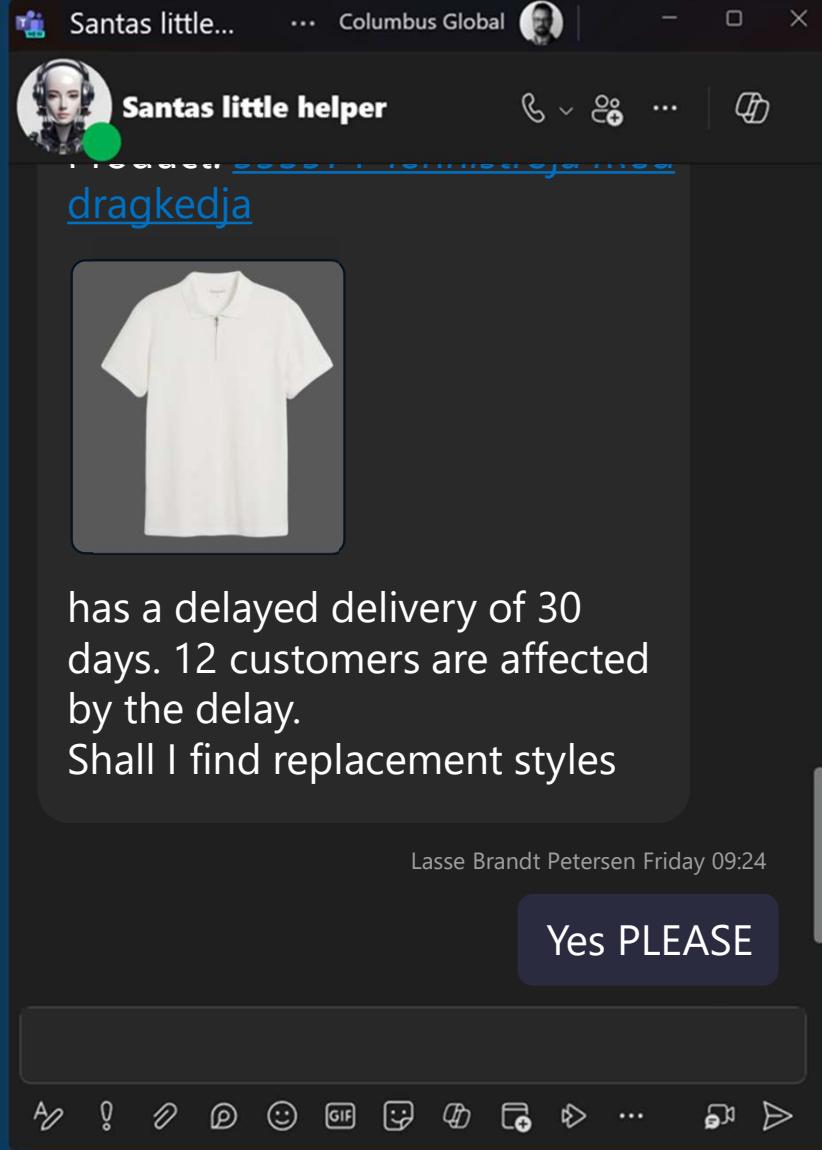
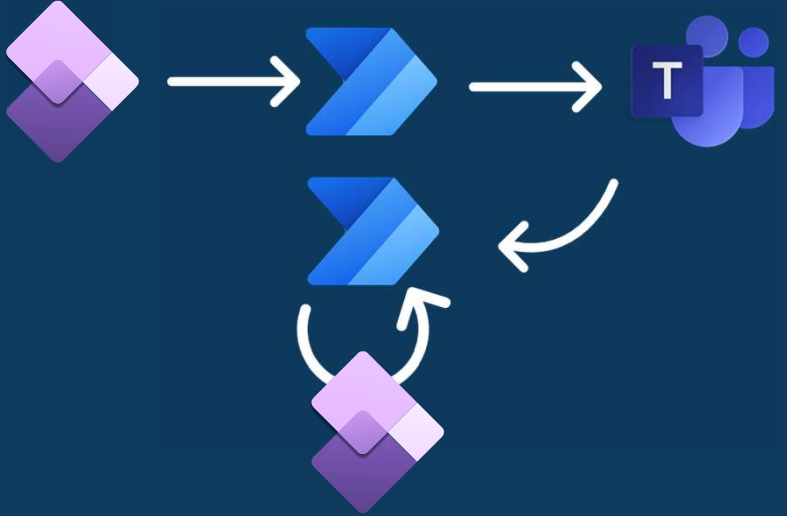
Santas little helper Friday 09:24

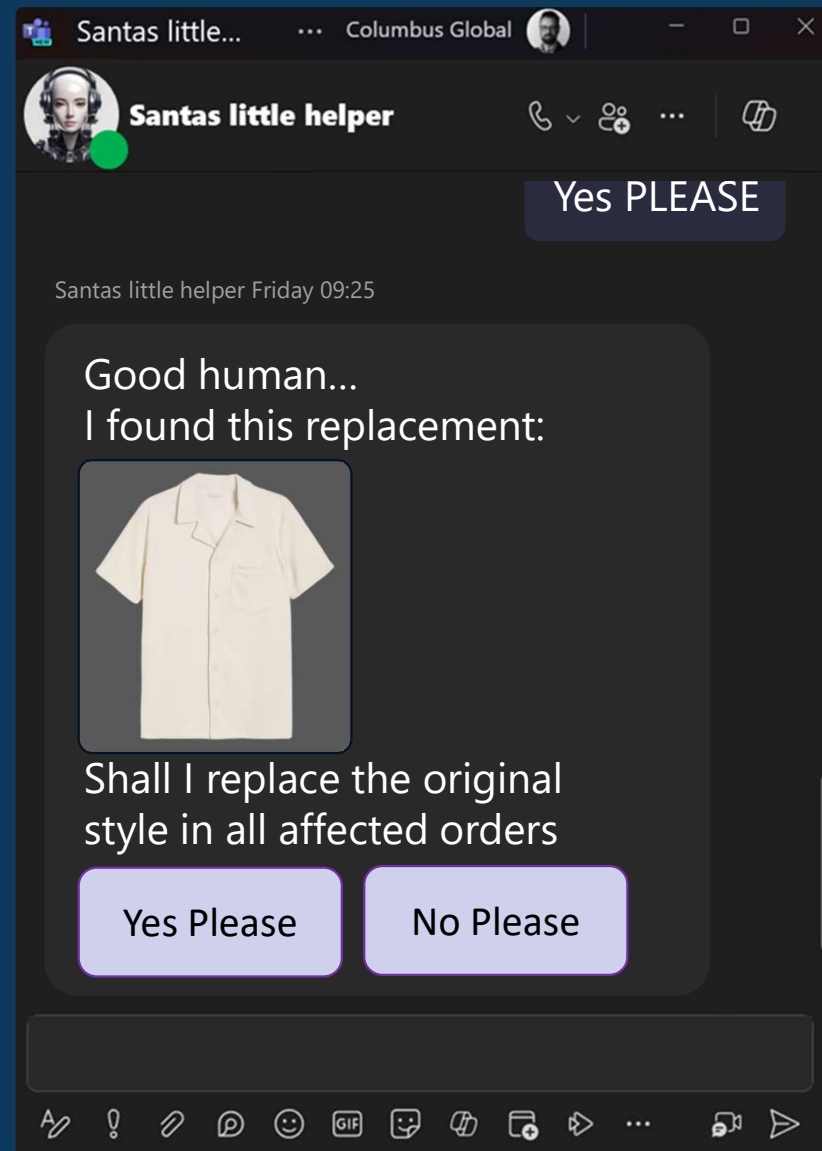
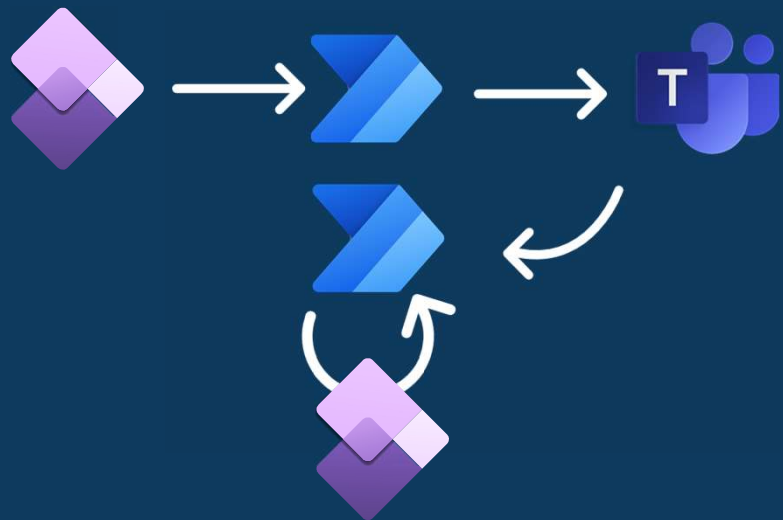
Product: [333571 Tenniströja med dragkedja](#)



has a delayed delivery of 30 days. 12 customers are affected by the delay.
Shall I find replacement styles

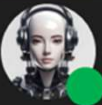
🔗 ! 📎 📄 😊 GIF 🗣️ 📎 📎 📎 ... 🗣️ 📎





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





```
graph LR; A[AI Assistant] --> B[AI Assistant]; B --> C[Microsoft Teams]; C --> D[AI Assistant];
```


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

```
graph LR; A[ ] --> B[ ]; B --> C[ ]; C --> D[ ]
```

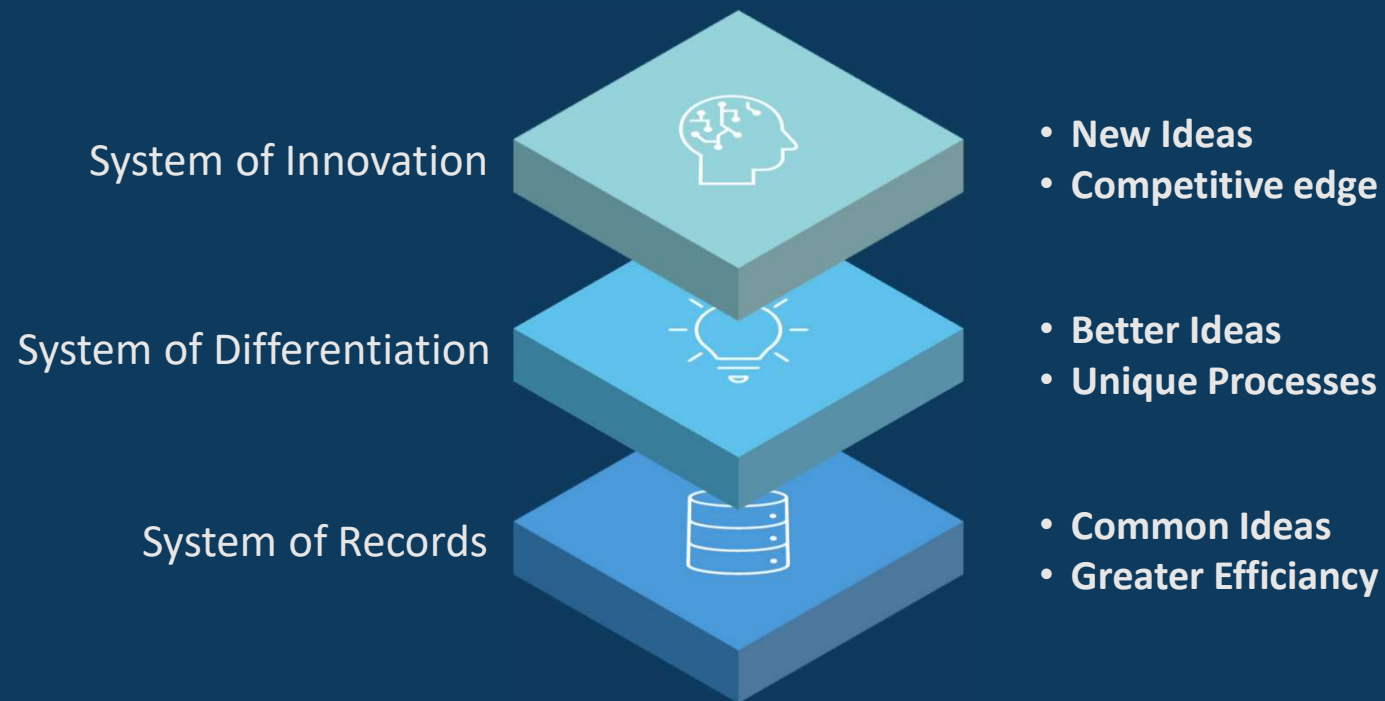
The diagram illustrates a workflow or data flow. It begins with a purple cube icon on the left. An arrow points from this icon to a blue cube icon in the center. From the blue cube icon, an arrow points to a Microsoft Teams icon on the right. Finally, a curved arrow points from the Teams icon back to a purple cube icon at the bottom right, completing a cycle.



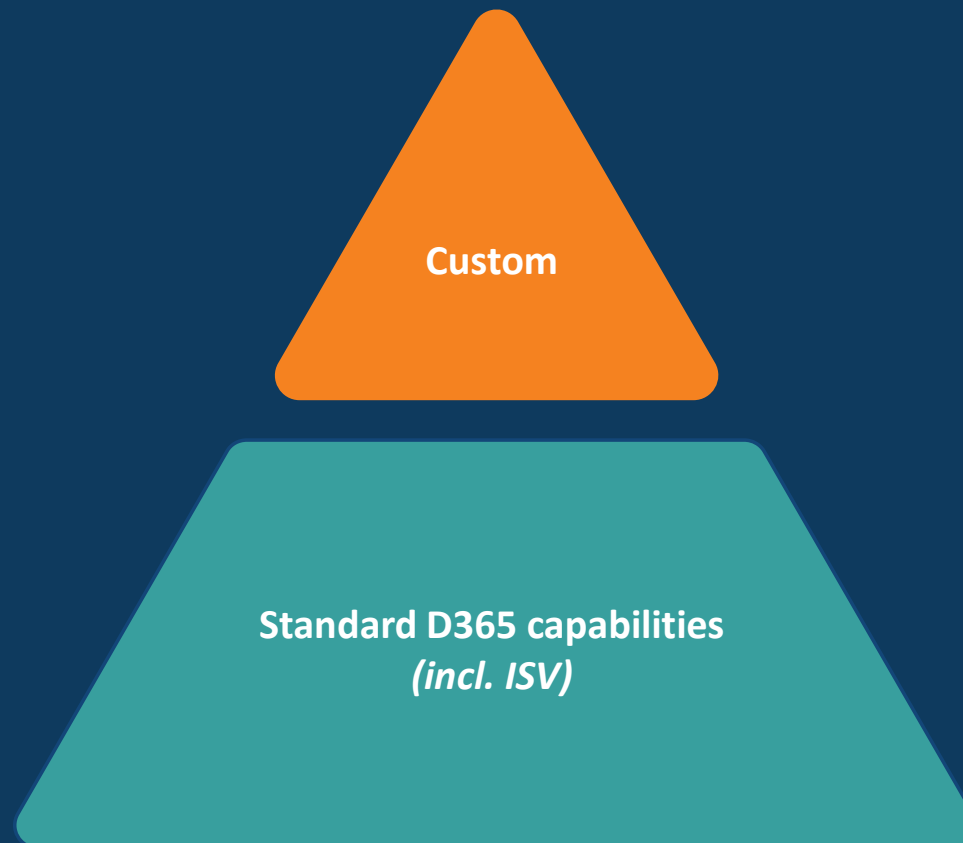
Go custom, or go Power ?

An F&O Story

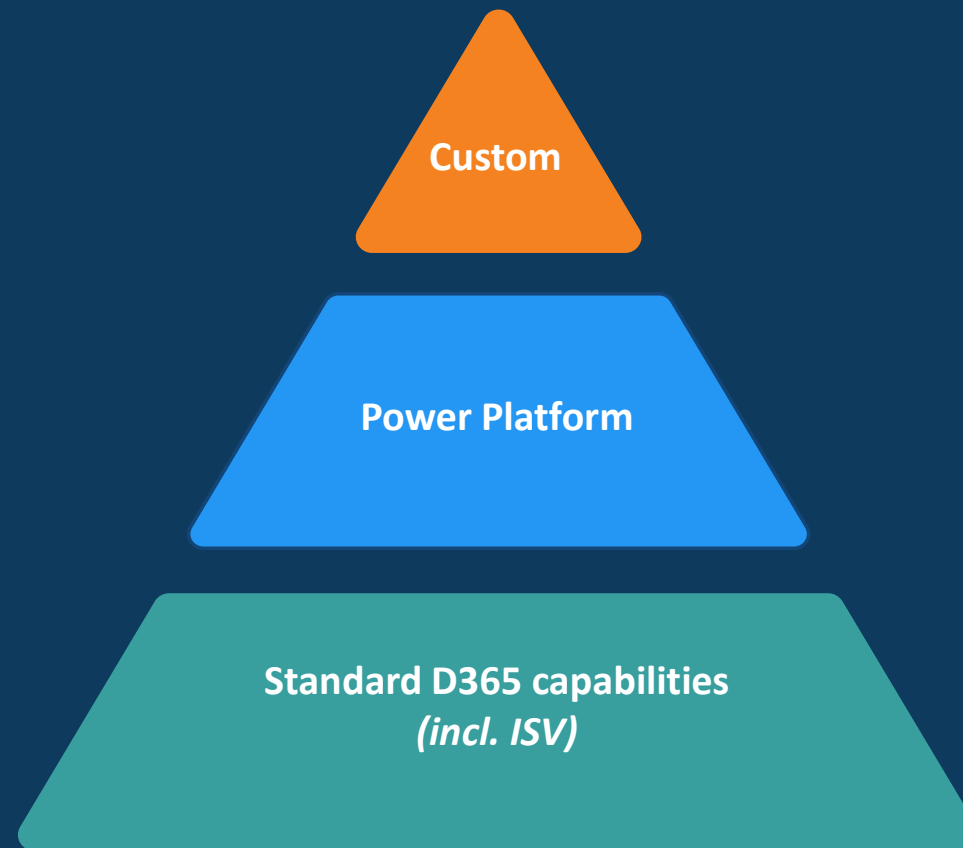
Systems of innovation



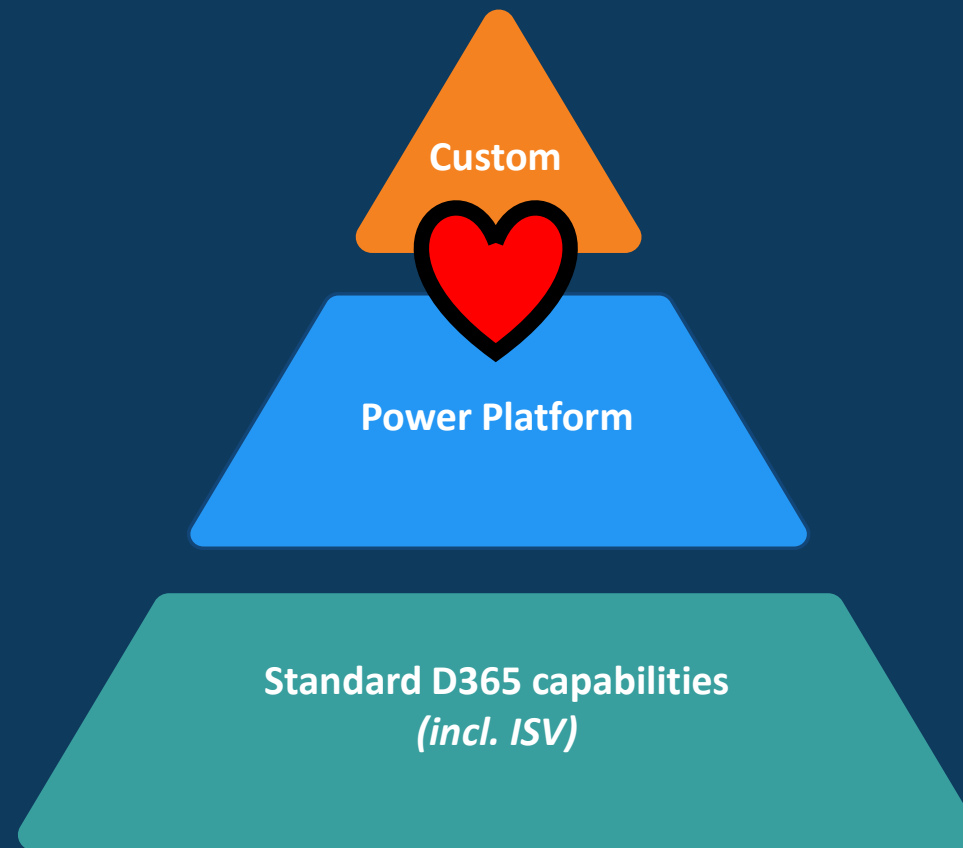
Evolution in Solution design



Evolution in Solution design



Evolution in Solution design



Evolution in Solution design

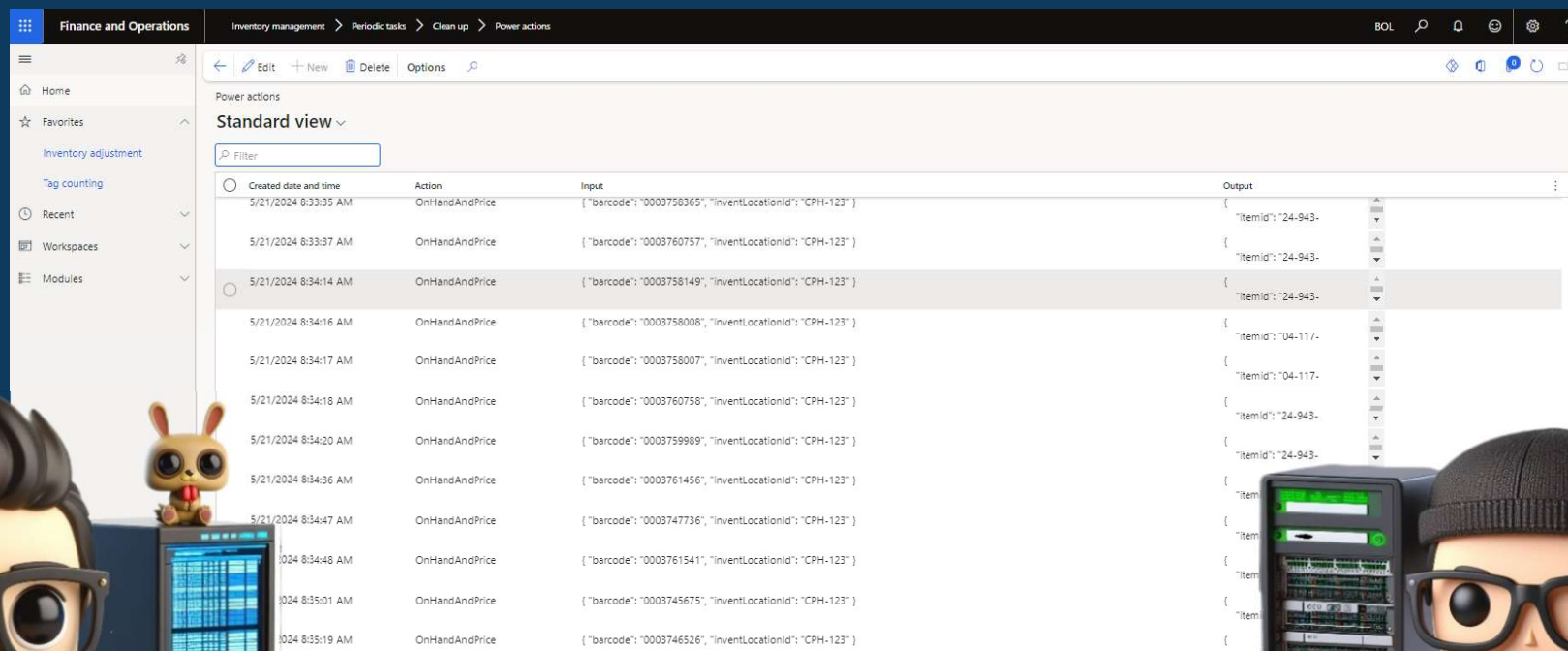


Custom



Power Platform

Evolution in Solution design



The screenshot displays a Power Platform interface for 'Finance and Operations'. The main area shows a table titled 'Standard view' with columns: Created date and time, Action, Input, and Output. The table contains 12 rows of data, all with the action 'OnHandAndPrice' and location 'CPH-123'. The input and output fields contain JSON-like structures with barcode and itemid values.

Created date and time	Action	Input	Output
5/21/2024 8:33:35 AM	OnHandAndPrice	{"barcode": "0003758365", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}
5/21/2024 8:33:37 AM	OnHandAndPrice	{"barcode": "0003760757", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}
5/21/2024 8:34:14 AM	OnHandAndPrice	{"barcode": "0003758149", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}
5/21/2024 8:34:16 AM	OnHandAndPrice	{"barcode": "0003758008", "inventLocationId": "CPH-123"}	{"itemid": "04-111-/"}
5/21/2024 8:34:17 AM	OnHandAndPrice	{"barcode": "0003758007", "inventLocationId": "CPH-123"}	{"itemid": "04-117-"}
5/21/2024 8:34:18 AM	OnHandAndPrice	{"barcode": "0003760758", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}
5/21/2024 8:34:20 AM	OnHandAndPrice	{"barcode": "0003759989", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}
5/21/2024 8:34:36 AM	OnHandAndPrice	{"barcode": "0003761456", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}
5/21/2024 8:34:47 AM	OnHandAndPrice	{"barcode": "0003747736", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}
5/21/2024 8:34:48 AM	OnHandAndPrice	{"barcode": "0003761541", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}
5/21/2024 8:35:01 AM	OnHandAndPrice	{"barcode": "0003745675", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}
5/21/2024 8:35:19 AM	OnHandAndPrice	{"barcode": "0003746526", "inventLocationId": "CPH-123"}	{"itemid": "24-943-"}



Custom



Power Platform

Evolution in Solution design



Custom

Insert triggers
business logic

Business logic
outputs result
(JSON)

Dataverse virtual table

Action type, and
parameters (JSON)

Parses outputs
and process the
data accordingly



Power
Platform

Power Platform

Evolution in Solution design



Custom



**Developer
superpowers**




Power Platform

Welcome to the AI party!

Is everyone invited?

Welcome to the AI party!

A muscular man with a goatee, wearing black sunglasses and a black t-shirt, stands with his arms crossed in the foreground. He has a serious expression. Behind him is a vibrant, stylized illustration of a party or event. The scene is filled with people in various poses, some holding balloons, and the background features abstract geometric shapes and warm colors like orange, red, and yellow. The overall style is reminiscent of a comic book or a stylized digital illustration.

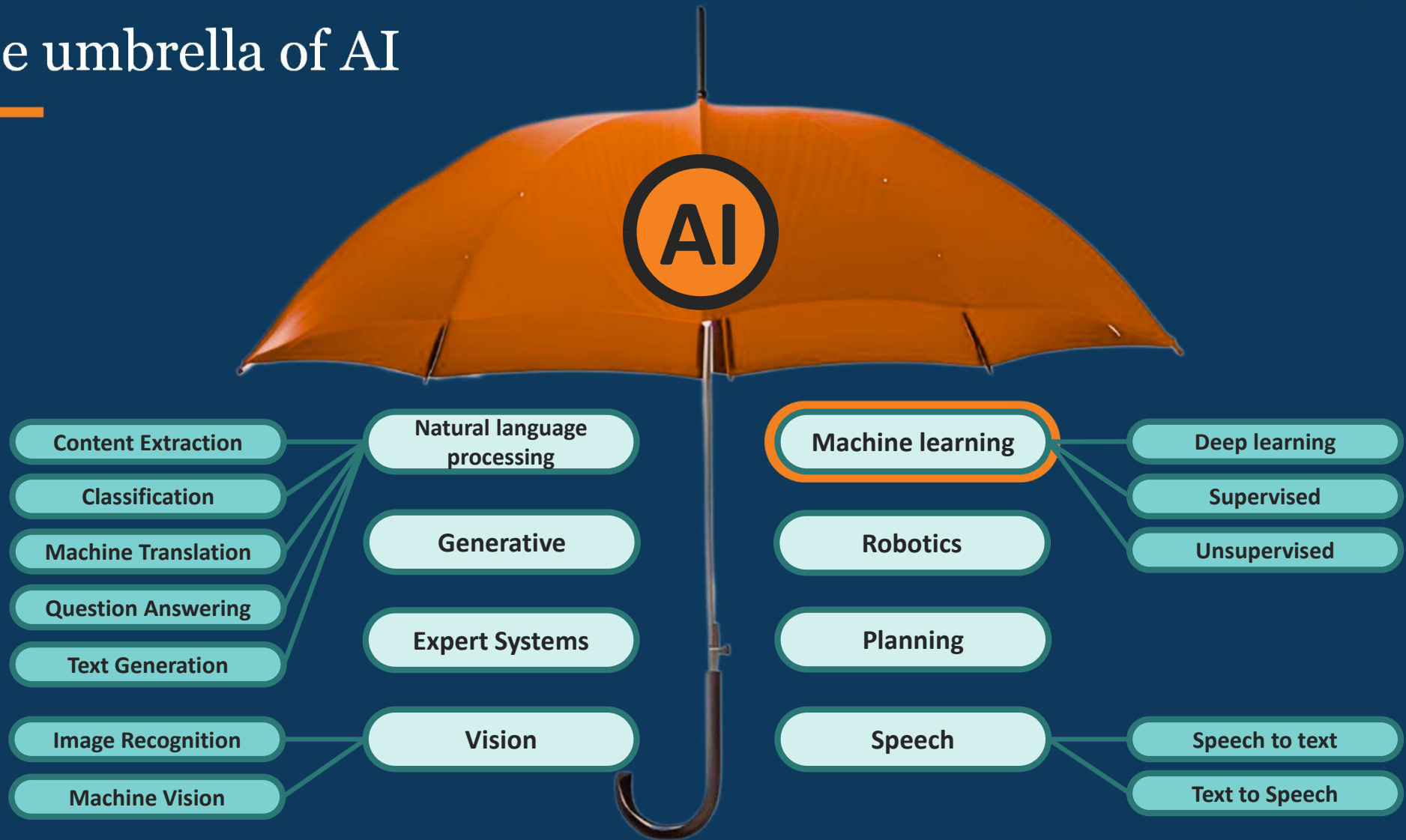
CAN I CHECK
YOUR DATA
QUALITY PLEASE!

Welcome to the AI party!



**| But why
Is this so?**

The umbrella of AI



Let's try some Machine Learning...



Training the model...

Let's try some Machine Learning...



Let's try some Machine Learning...



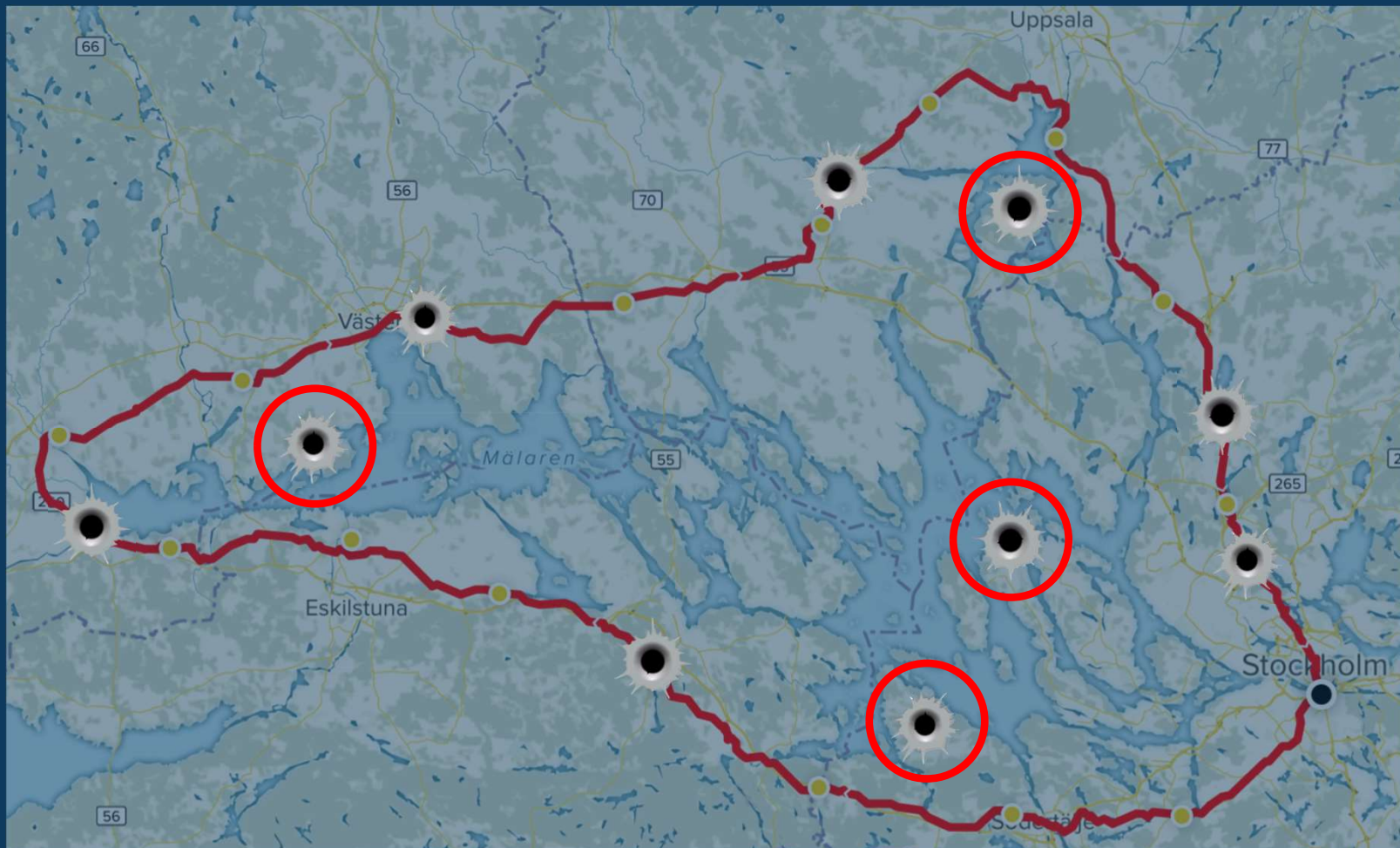
Let's try some Machine Learning...



Let's try some Machine Learning...

**| Lets use the new model
to predict the future!**

Let's try some Machine Learning...



Let's try some Machine Learning...

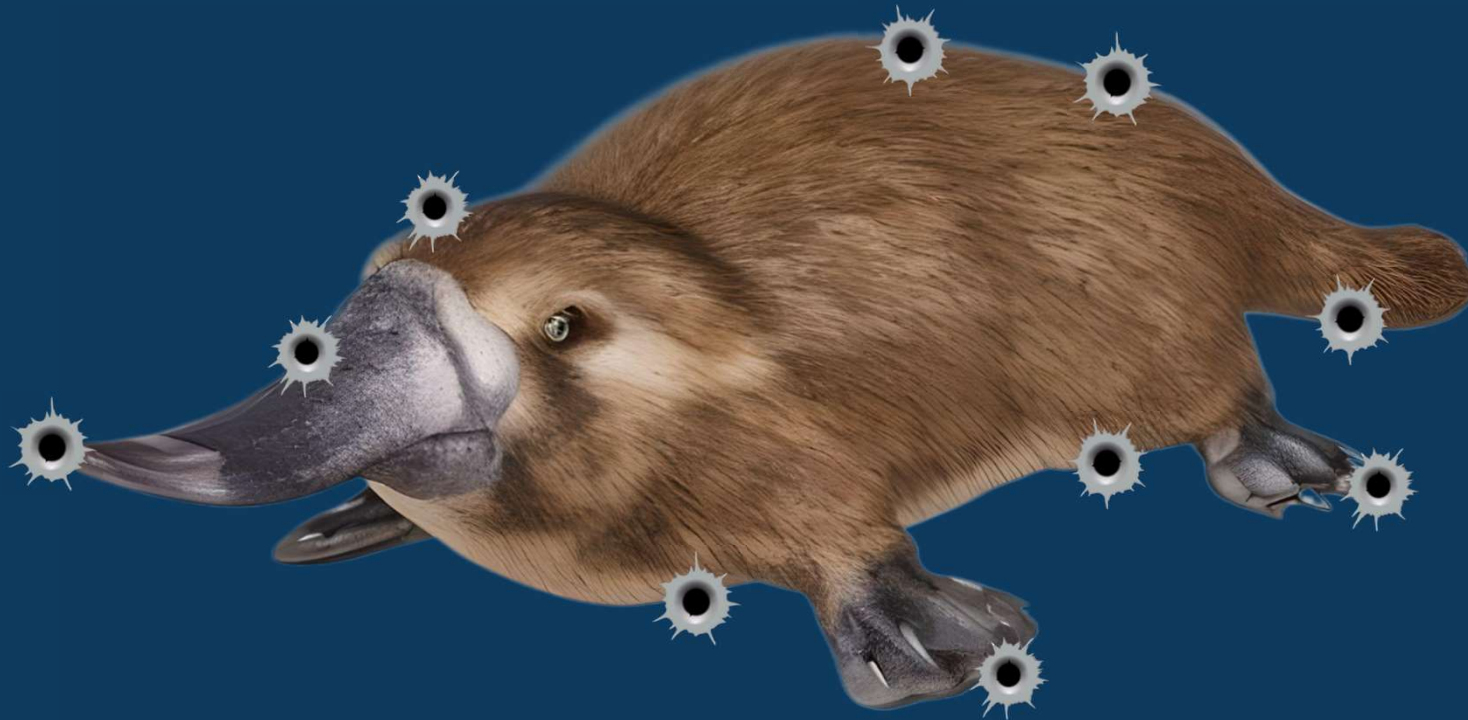


Training the model...
(Again)

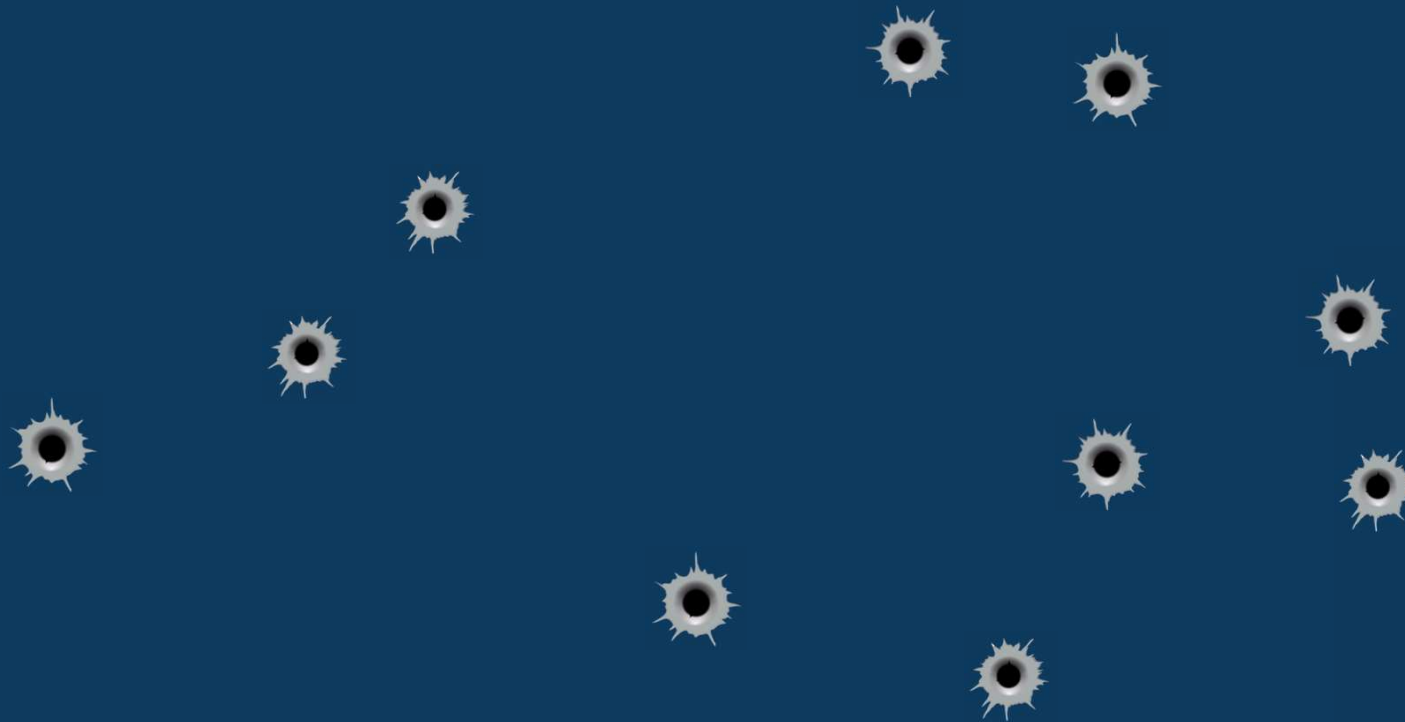
Let's try some Machine Learning...

| And the new model is here!

Let's try some Machine Learning...



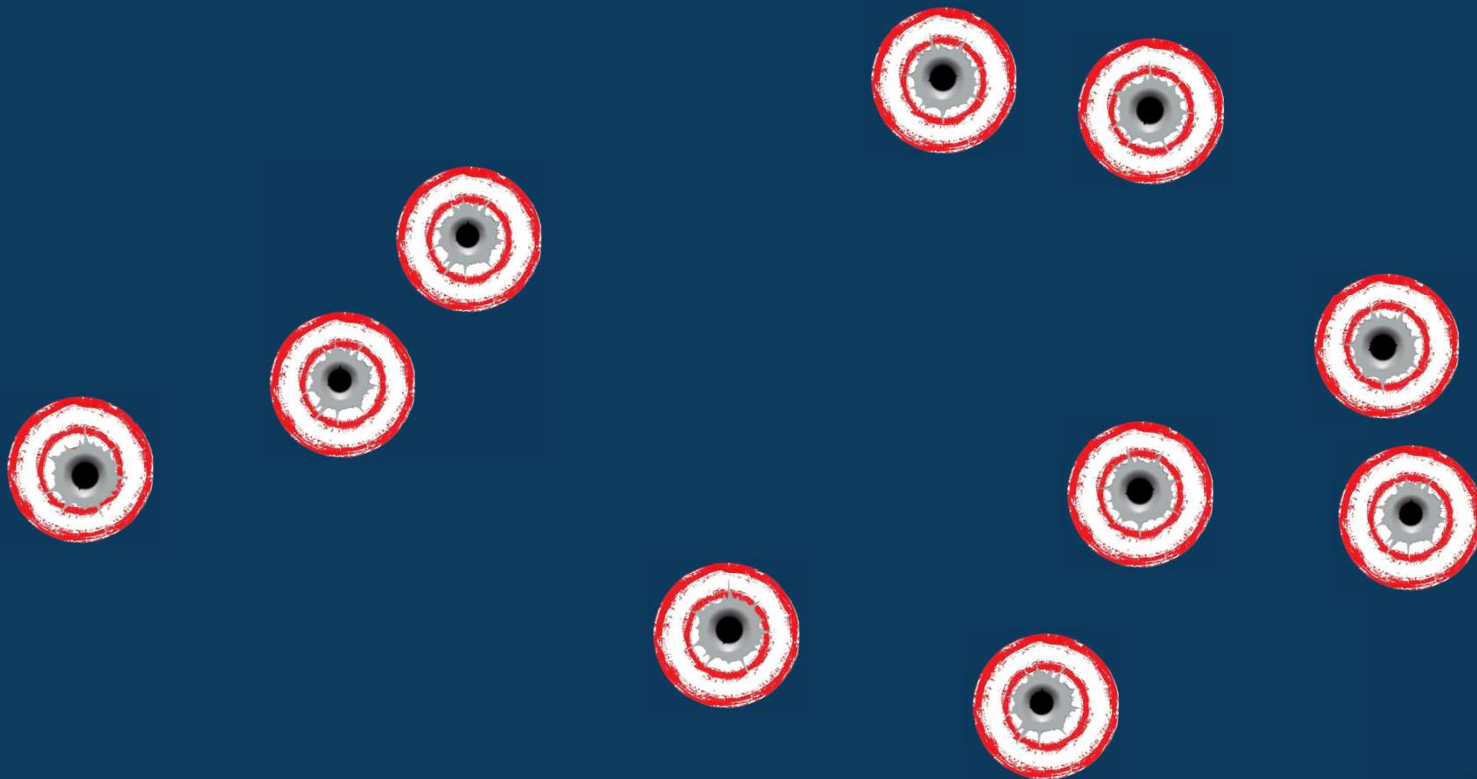
A few things to learn from this....



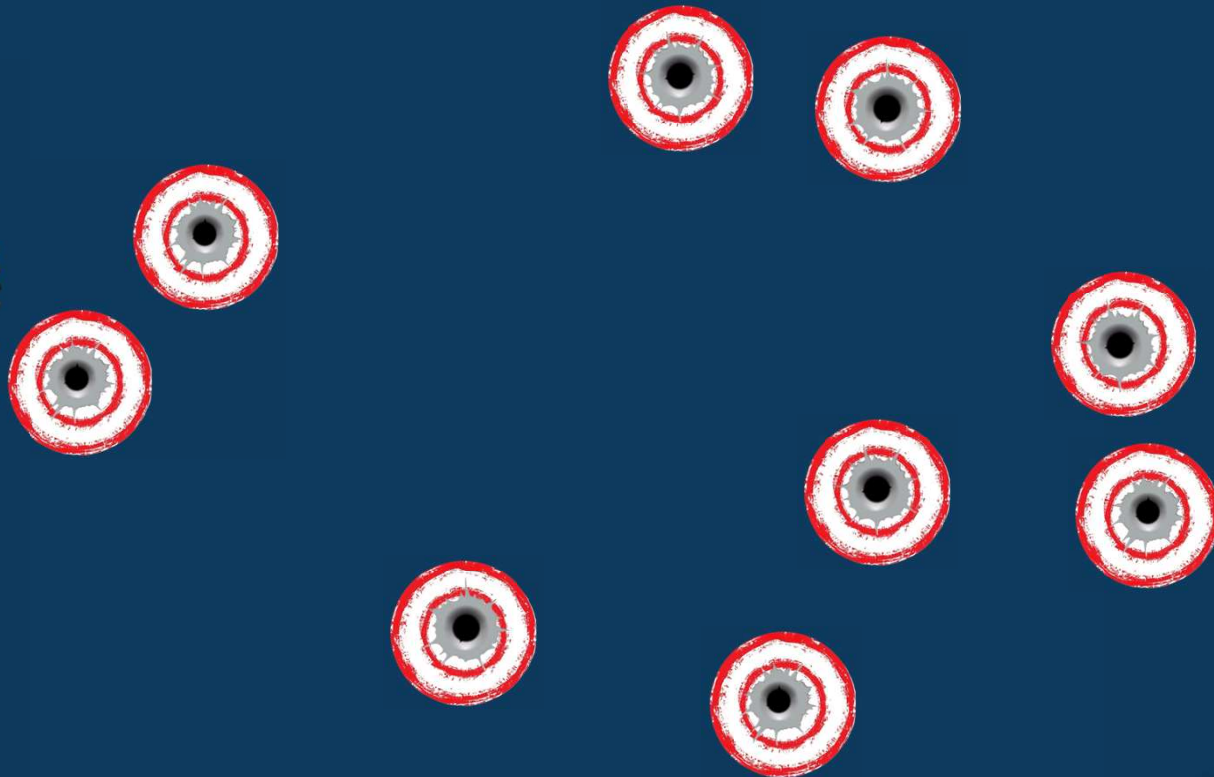
A few things to learn from this....



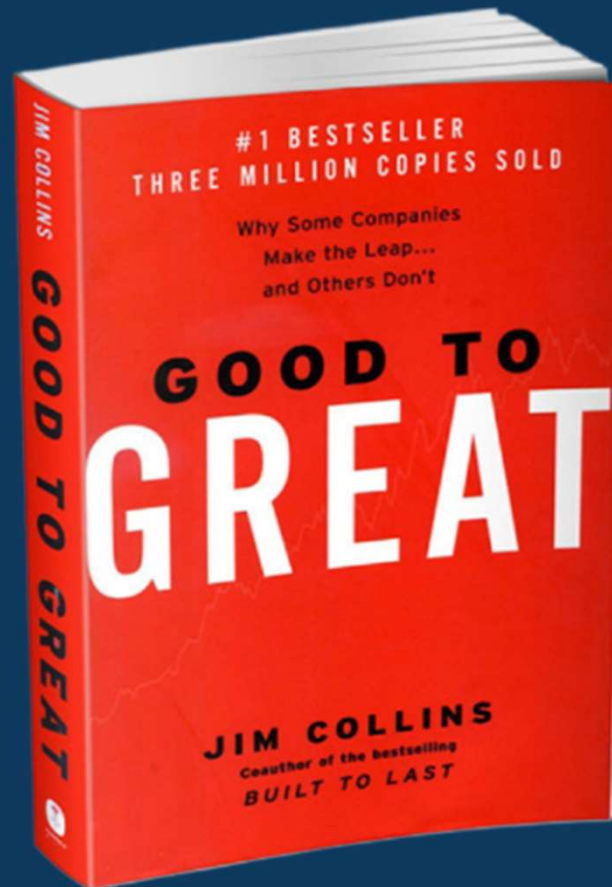
A few things to learn from this....



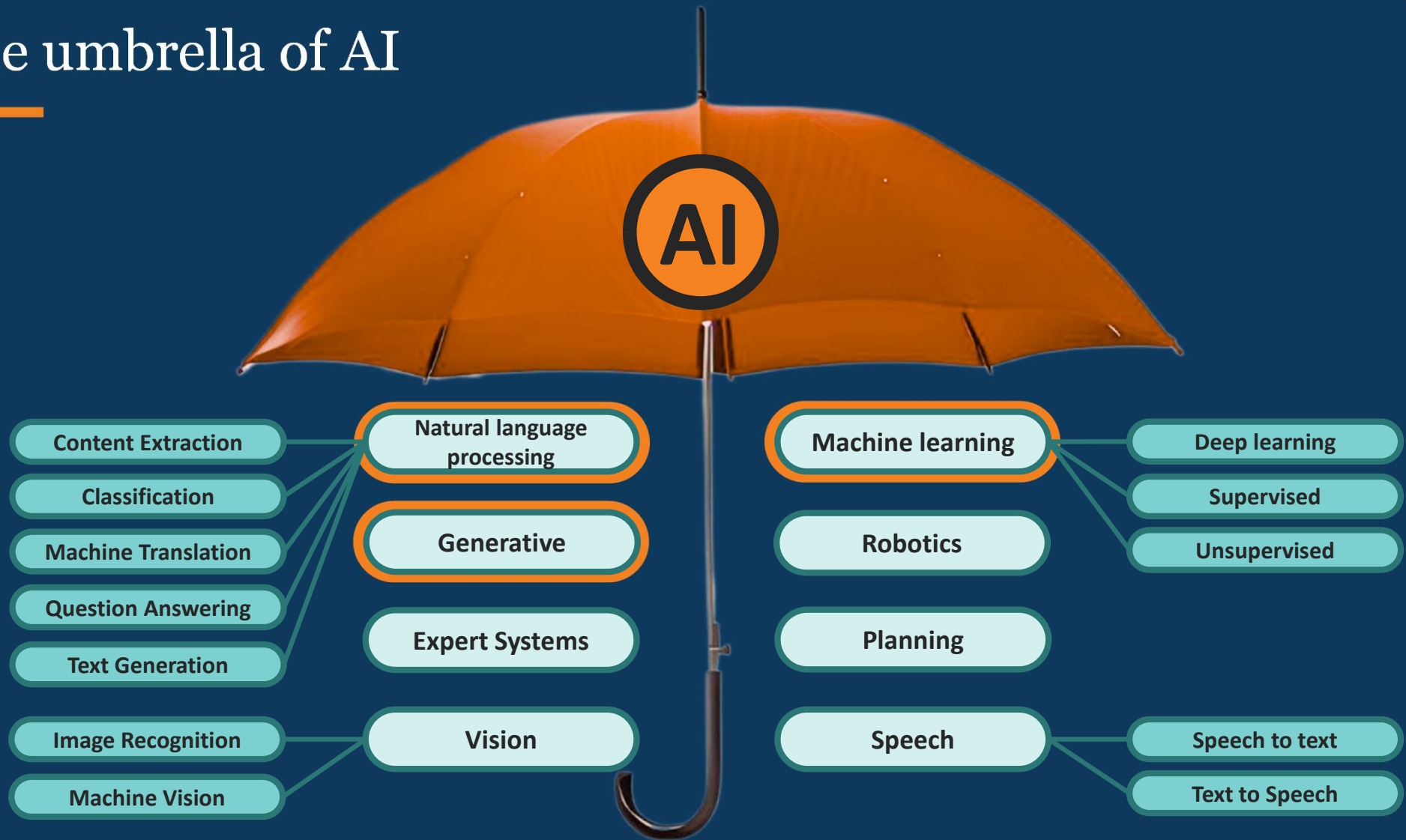
A few things to learn from this....



And some great literature....



The umbrella of AI



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!

VS

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

Order capture automation

Hyper drive **ON!**

Automating order input



Automating order input



AHA GOT IT!

Let me explain...



Automating order input



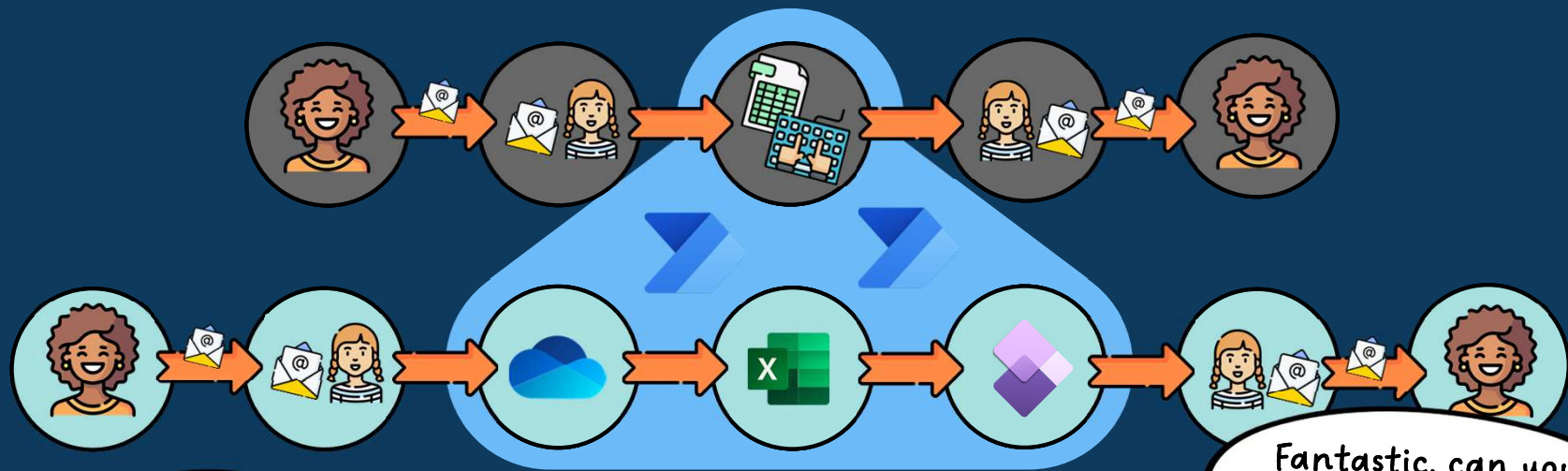
Meet Power
Automate!



I'm listening



Automating order input

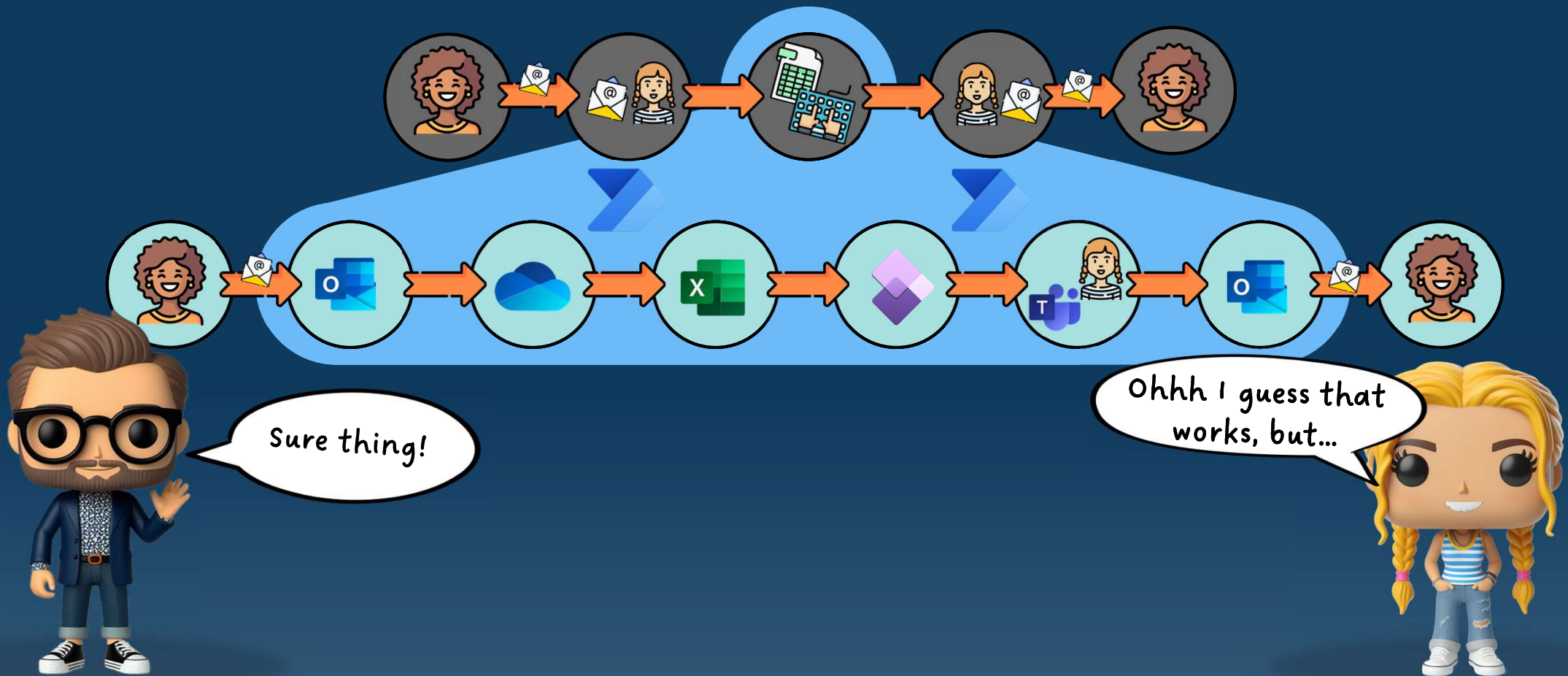


How about that
for a start?

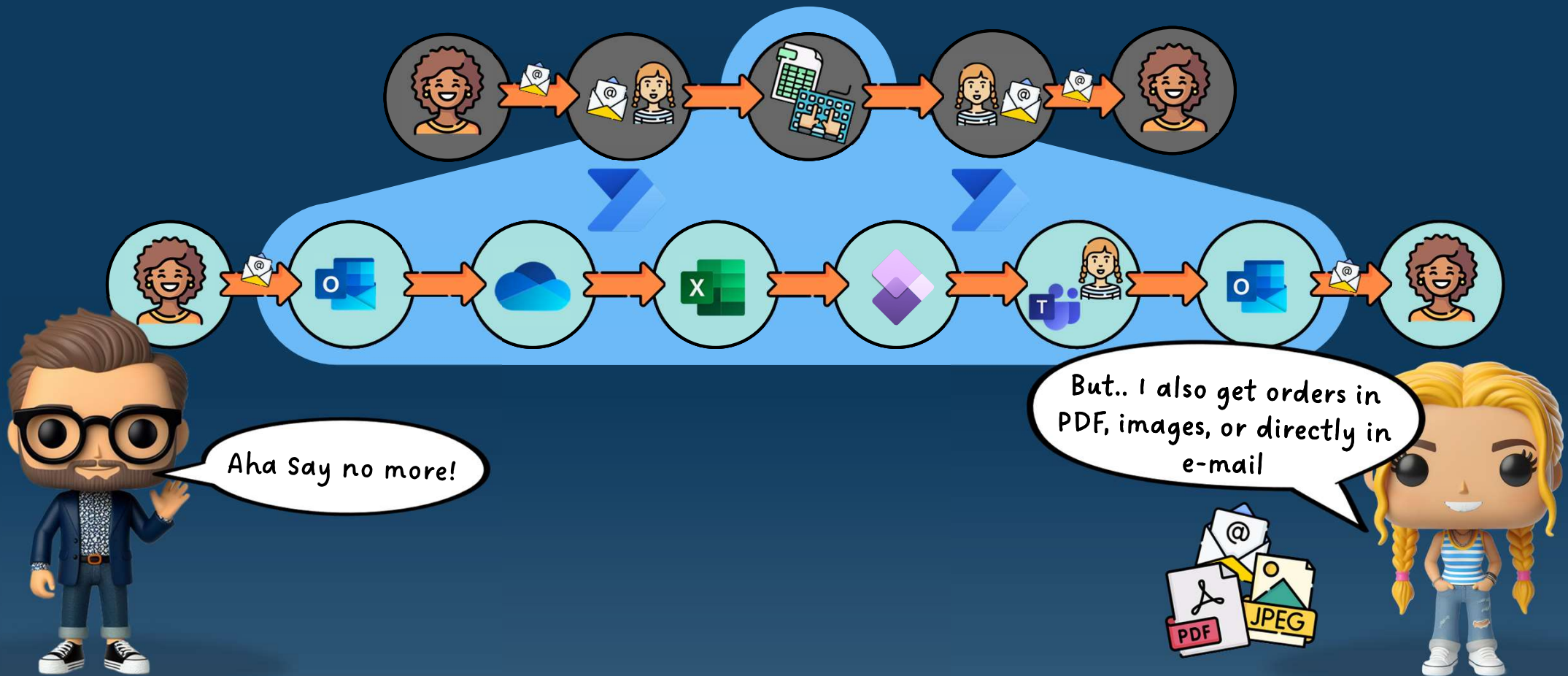
Fantastic, can you
automate it even
further?



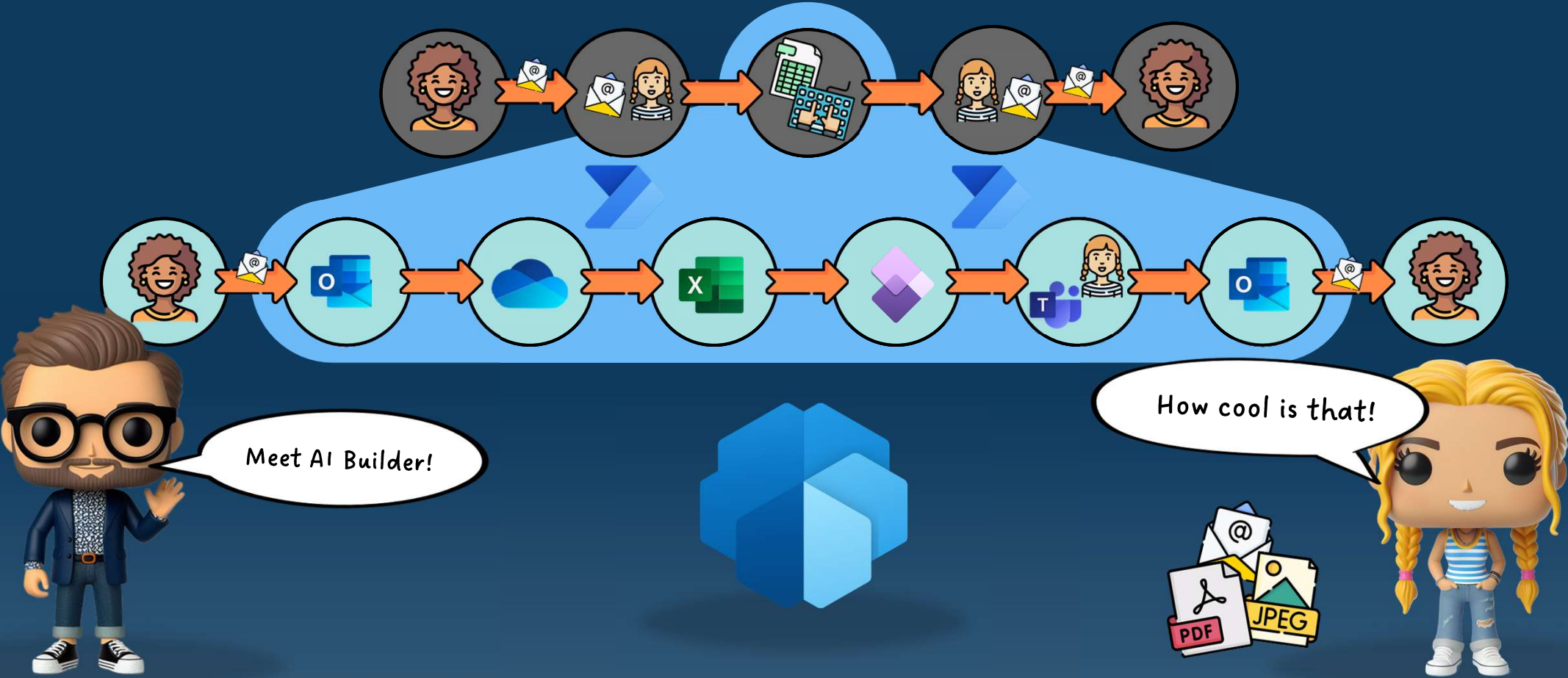
Automating order input



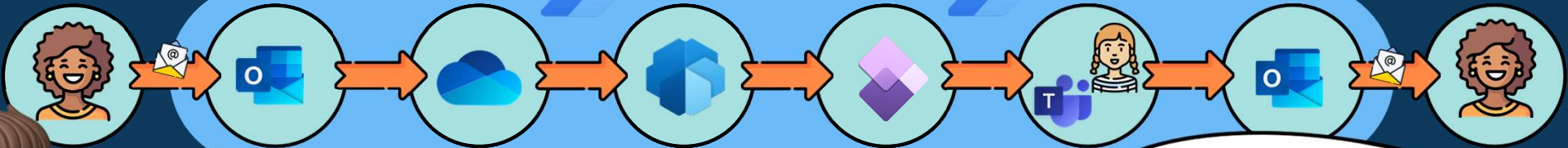
Automating order input



Automating order input



Automating order input



Happy to help!

That should do the trick!



LLM's to the rescue

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

For the Techies...



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

The background is a dark collage of three images. The left image shows a CAD software interface with a 3D exploded view of a mechanical assembly and a hand pointing at the screen. The middle image is a detailed technical cutaway diagram of a complex engine or motor. The right image shows a large, messy stack of papers or documents.

Spending too much time from Lead to Quote

1

Long sales process

2

Complex products

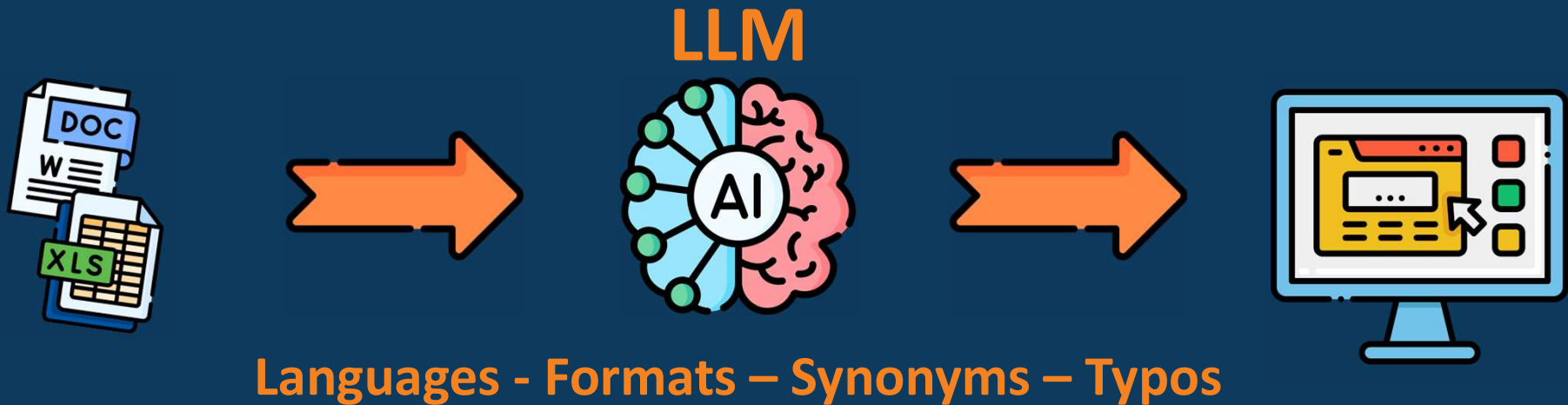
3

Large amount
of details

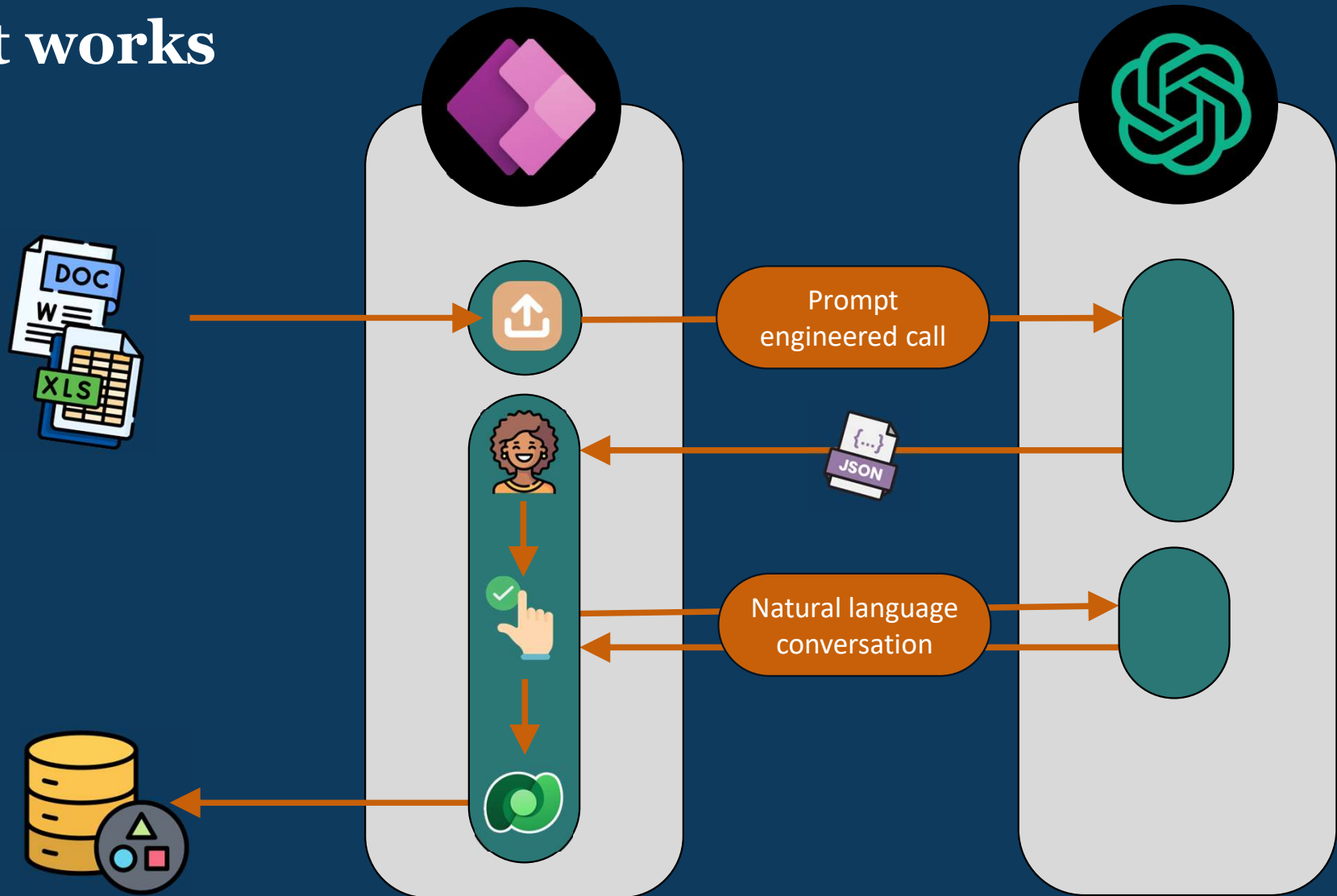
Using all the superpowers of LLMs



Using all the superpowers of LLMs



How it works



Thank You And Questions



Lasse Brandt Petersen

Director, Architects
Dynamics Denmark