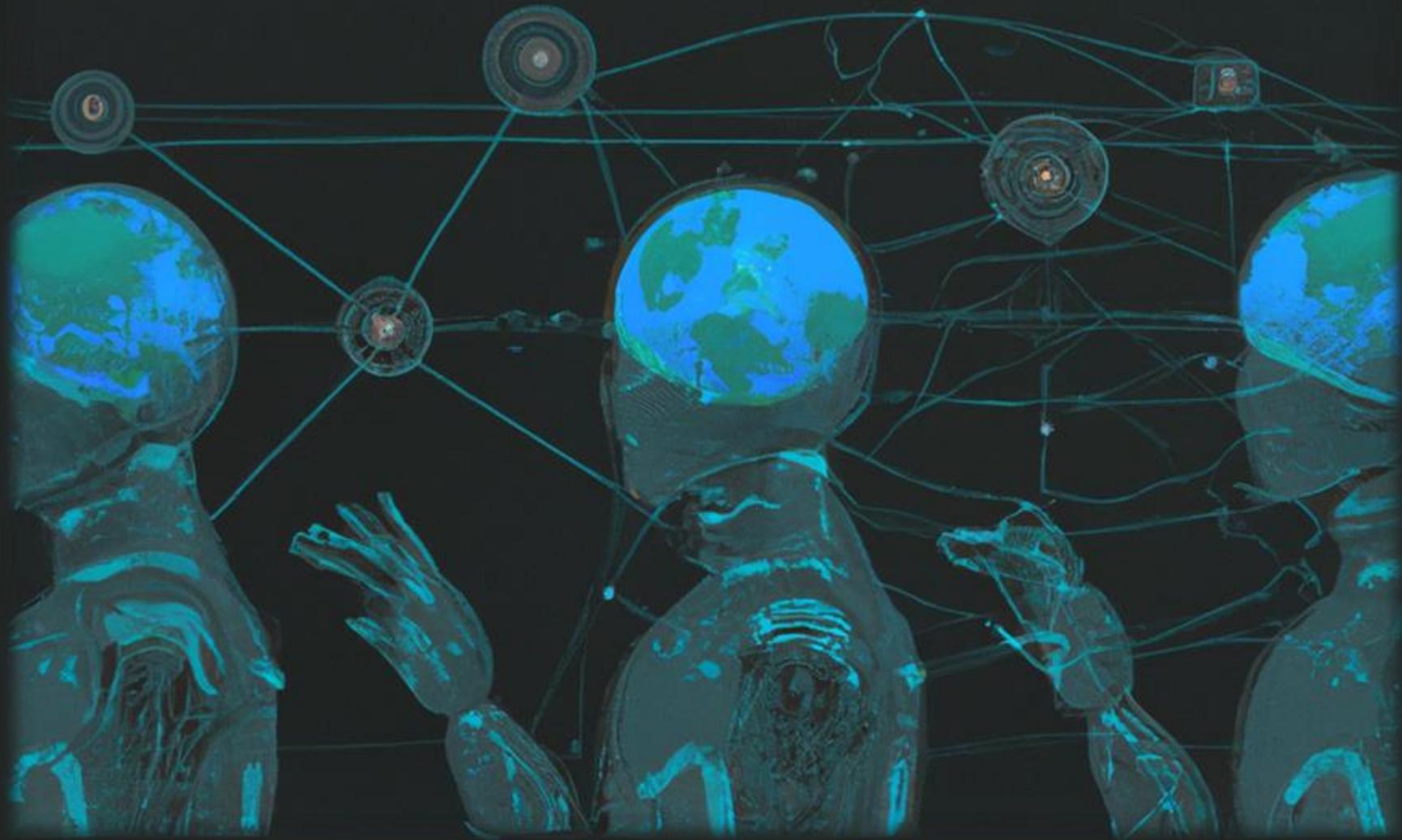


Tach
Hallo
Ei gude, wie?
Servus



Was will ich in den
nächsten 30 Minuten
mitgeben?

An aerial photograph of a city, likely New York City, showing a mix of high-rise skyscrapers and lower-rise buildings with greenery. A blue network of lines and white square nodes is overlaid on the image, connecting various points across the cityscape. The text 'Szenarien und Ideen' is centered in the middle of the image.

Szenarien und Ideen

Impulse

Denkanstöße

An aerial photograph of a city, likely New York City, showing a mix of modern glass skyscrapers and older brick buildings. A dense network of blue lines connects white square nodes, creating a mesh-like pattern over the city. The text 'KI als Gamechanger?' is centered in white. The sky is blue with scattered white clouds. The foreground shows a street with cars and a building under construction.

KI als Gamechanger?

DIE KÜNSTLICHE GESCHICHTE



1950
Alan Turing stellt den
"Turing Test" vor

1956
AI wird als, "artificial
intelligence" bekannt



1960
Der "erste
Computer" der lernt
durch "Trial & Error"



1978/79
In Japan wird **SCARA** als
der erste **Roboter-Arm**
bekannt, der schnell
"produziert"



1988
Jabberwacky, ein Chatbot der für
"Mensch-Maschine-
Kommunikation" designed wird
und menschliches Verhalten
imitiert



1997
IBM's Deep Blue besiegt
Garry Kasparov in Schach

Late 1990s
KISMET, ein Roboter der
menschliche Emotionen
erkennt und repliziert



Late 2000s
IBM's **Watson**, ein
Computer- system
beantwortet Fragen via
"Natural Language" und
gewinnt in Jeopardy



2011
Apple publiziert **Siri**
als "intelligent
personal assistant."



2021
OpenAI entwickelt **DALL-E**,
einen Bild-Generator

2022
OpenAI publiziert **ChatGPT**,
ein Chatbot, der interaktiv
Fragen beantwortet

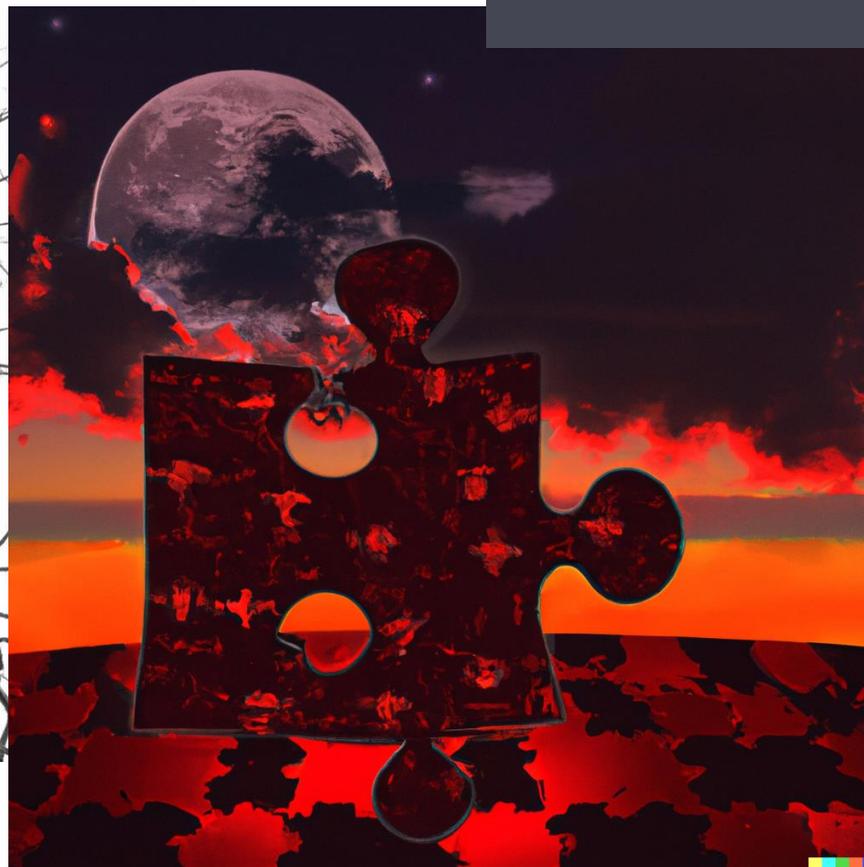
WER HAT KI SCHON GENUTZT?



excel

Copy code

```
=IF(ISNUMBER(SEARCH("test", C1)), "test", IF(ISNUMBER(SEARCH("UserStory", C1
```



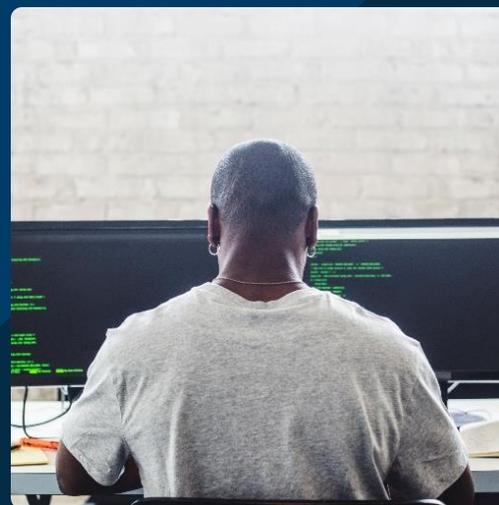
WELCHE BEREICHE SIND VON KI BETROFFEN?



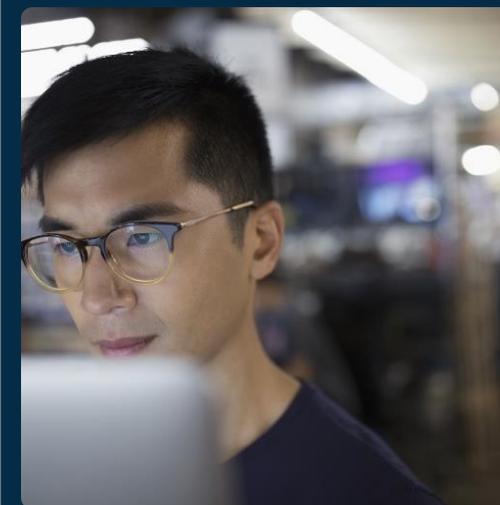
Arbeitsalltag



Marketing & Vertrieb



Service



Security & IT professional

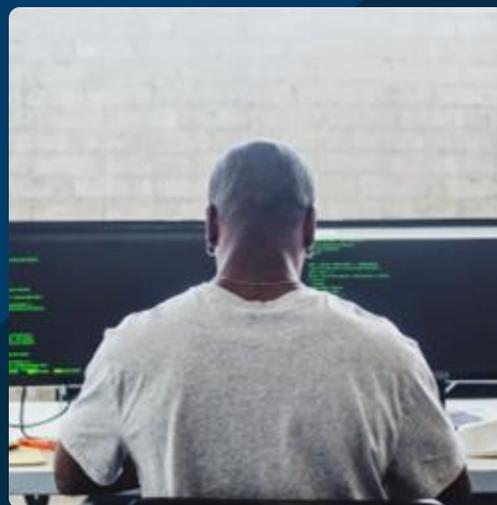
WELCHE BEREICHE SIND VON KI BETROFFEN?



Arbeitsalltag



Marketing & Vertrieb



Service



Security & IT professional

WELCHE BEREICHE SIND VON KI BETROFFEN?



Arbeitsalltag



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TYPISCHE AUFGABEN IM ARBEITSALLTAG



Informationen suchen
im Browser



**Videokonferenzen und
Telefonate**
via Microsoft Teams



**Dokumente erstellen und
bearbeiten** in Word



Präsentationen gestalten
in PowerPoint



Tägliche Aufgaben planen



**Daten auswerten und
Kalkulationen erstellen**
in Excel



**E-Mails bearbeiten und
Kalender pflegen**
in Outlook

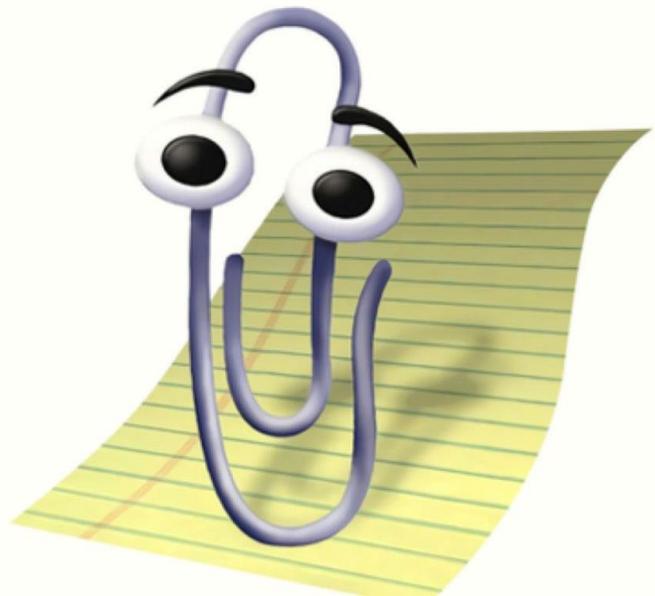


Kaffee trinken

TYPISCHE AUFGABEN IM ARBEITSALLTAG



Informationen suchen
im Browser



Wer kennt ihn noch?



Dokumente erstellen und
bearbeiten in Word



Aufgaben planen

Daten aus
Kalkulationen
in Excel

E-Mails bearbeiten und
schreiben
in Outlook



Kaffee trinken



Informationen suchen
im Browser



Copilot

„Hier ist dein Copilot.
Womit kann ich helfen?“



Dokumente erstellen und
bearbeiten in Word



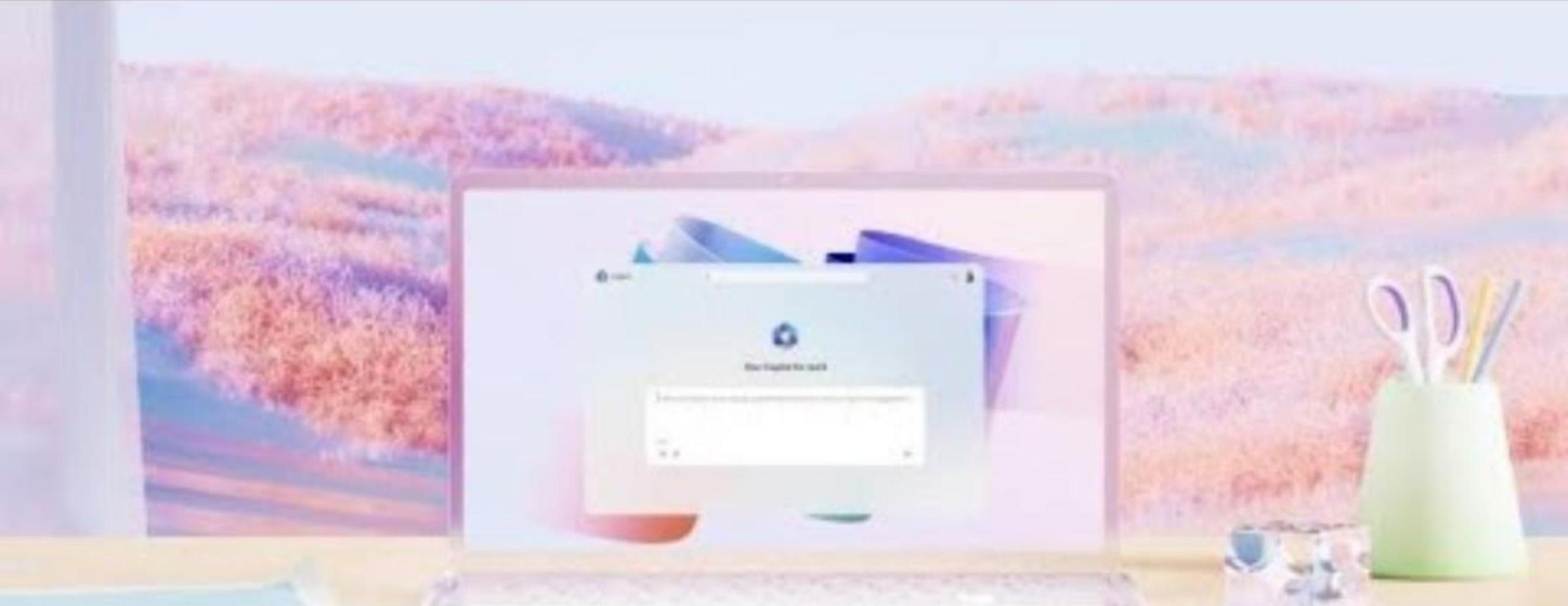
Aufgaben planen



Kaffee trinken

Daten aus
Kalkulationen
in Excel

E-Mails bearbeiten und
schreiben
in Outlook



Microsoft

MEHRWERTE IN DER TÄGLICHEN ARBEIT DURCH COPILOT



Antworten finden



Meetings
zusammenfassen und
Aktivitäten



Kreative Ideen



Analytische Daten



Tagesplanung



Admin-Aufgaben

COPILOT IN OUTLOOK UND TEAMS ALS WIRKLICHE HILFE



Wie kann ich meinen
Posteingang einfach
verwalten ?

Copilot in Outlook



Wie kann ich effizient mit
meinen KollegInnen
zusammenarbeiten ?

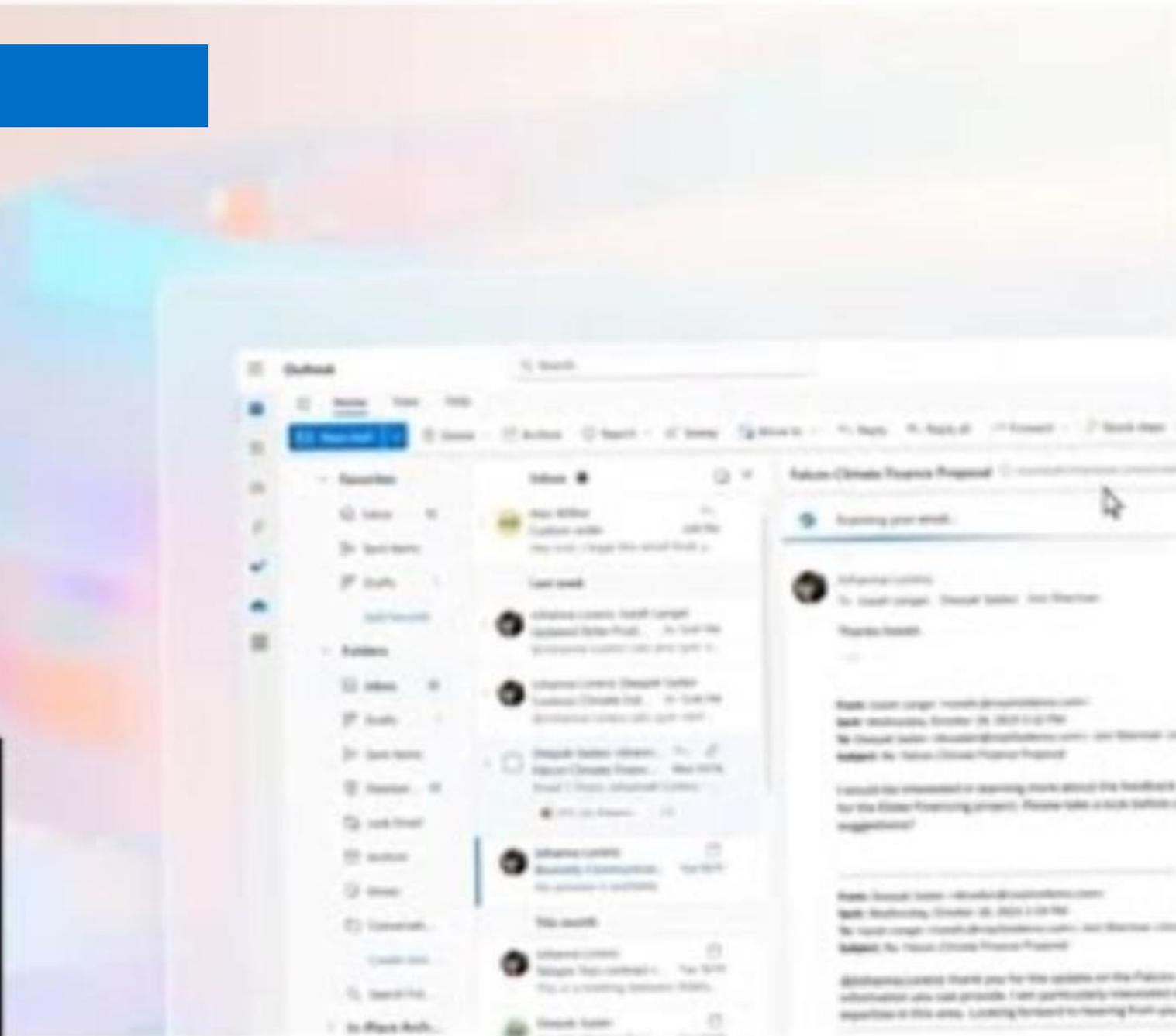
Copilot in MS Teams



MICROSOFT 365

Copilot in Outlook

Summarize an email thread



COPILLOT IN OUTLOOK UND TEAMS ALS WIRKLICHE HILFE



Wie kann ich meinen
Posteingang einfach
verwalten ?

Copilot in Outlook



Wie kann ich effizient mit
meinen KollegInnen
zusammenarbeiten ?

Copilot in MS Teams

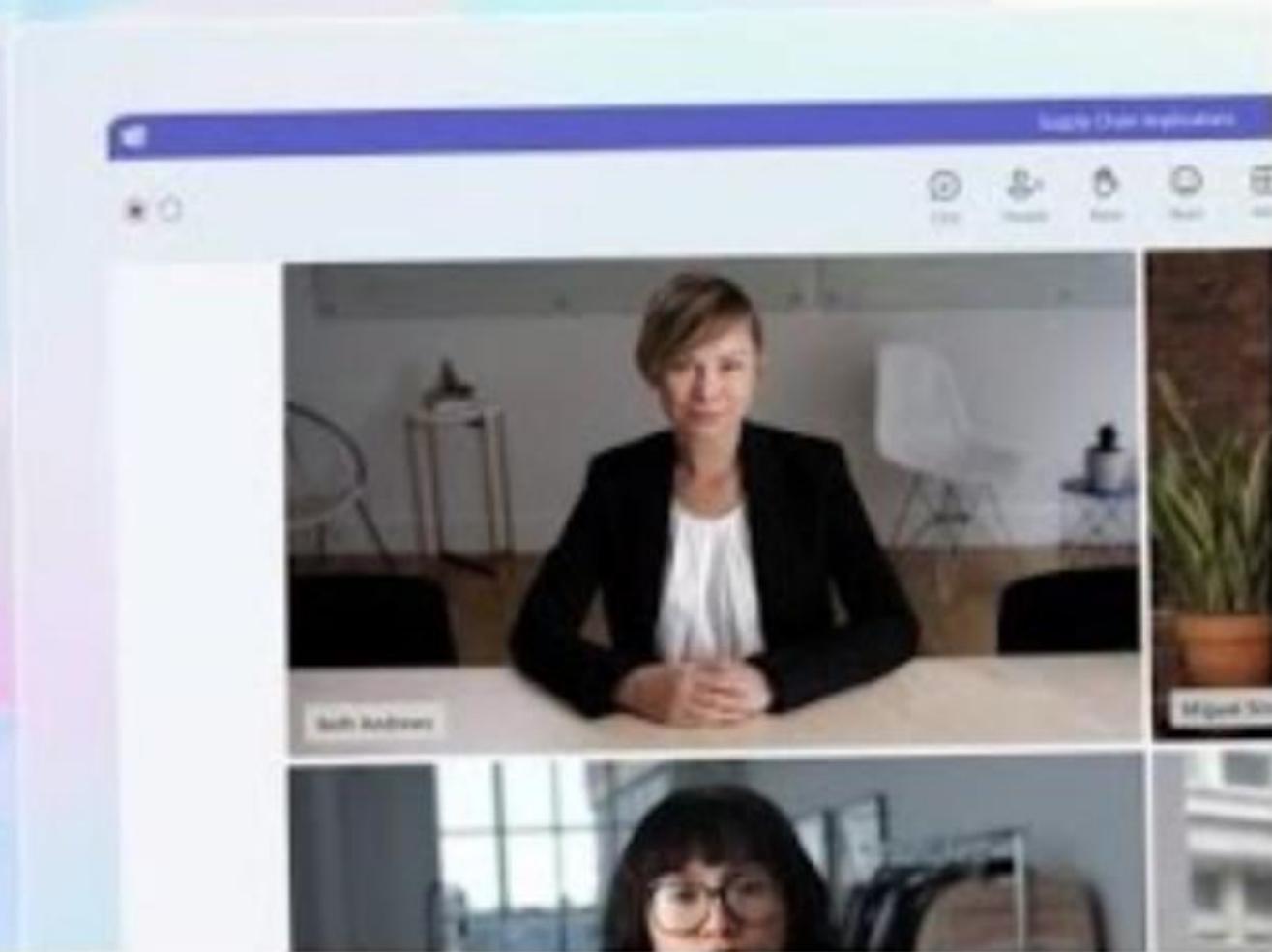


MICROSOFT 365

Copilot in Teams Live Meeting



Microsoft



PRODUKTIVITÄTSGEWINN IM ARBEITSALLTAG

JEDER USER FINDET EINE COPILOT FUNKTION DIE IHN WEITERBRINGT



70 %

der Copilot Nutzenden sagen, dass sie **produktiver** geworden sind.

68 %

berichten, dass sich die **Qualität ihrer Arbeit** verbessert und ihre **kreativen Prozesse** beschleunigt haben.

77 %

der Copilot Nutzenden sagen, dass sie **nicht mehr auf ihren Copilot verzichten** wollen.

WELCHE BEREICHE SIND VON KI BETROFFEN?



Arbeitsalltag



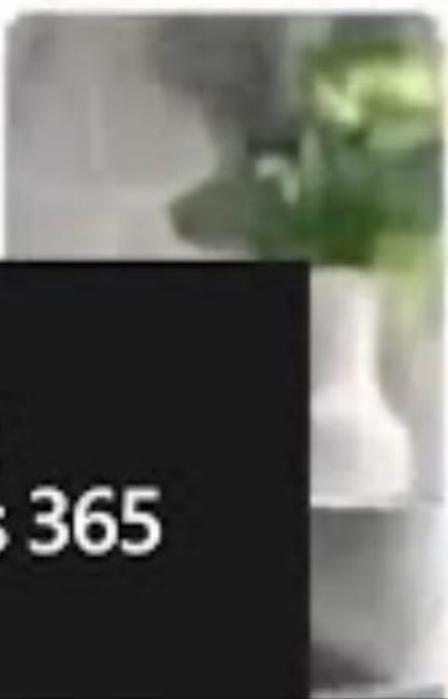
Marketing & Vertrieb



Service



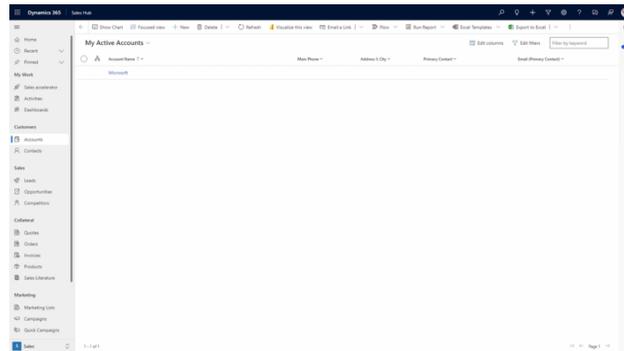
Security & IT professional



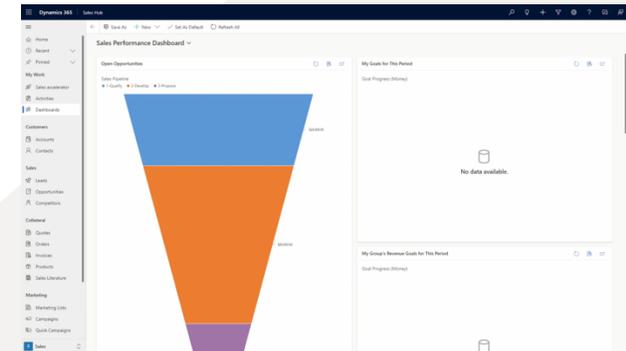
Microsoft
Dynamics 365

Exploring the Health Benefits of Coffee

As we all know, coffee is a great way to start your day. It's not just a drink, it's a lifestyle. Coffee is a natural source of antioxidants and has been shown to have a variety of health benefits. In fact, a study published in the journal *Health Affairs* found that people who drink coffee regularly have a lower risk of death from heart disease, stroke, and other causes. So, if you're looking for a healthy way to start your day, coffee is a great choice.



Was macht eigentlich mein Kunde?



Was habe ich verpasst?

- Home
- Recent
- Pinned
- My Work**
 - Sales accelerator
 - Activities
 - Dashboards
- Customers**
 - Accounts**
 - Contacts
- Sales**
 - Leads
 - Opportunities
 - Competitors
- Collateral**
 - Quotes
 - Orders
 - Invoices
 - Products
 - Sales Literature
- Marketing**
 - Marketing Lists
 - Campaigns
 - Quick Campaigns

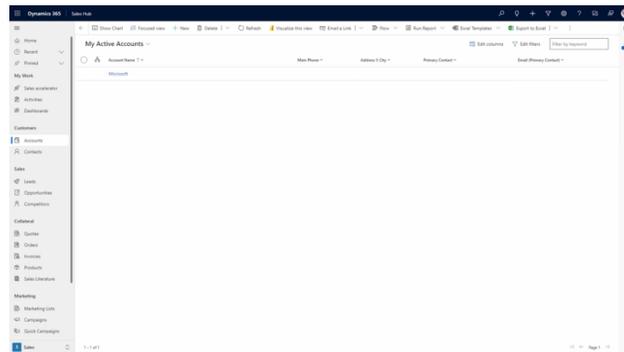
Show Chart
Focused view
New
Delete
Refresh
Visualize this view
Email a Link
Flow
Run Report
Excel Templates
Export to Excel

My Active Accounts

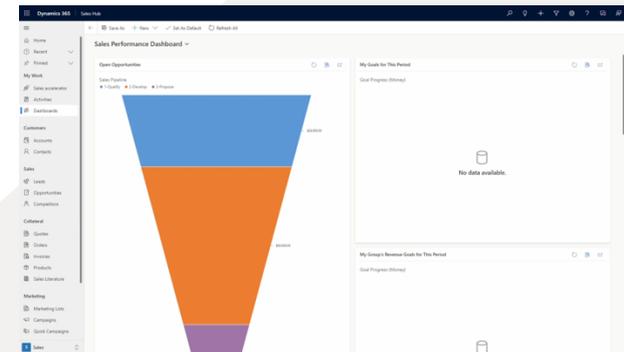
Edit columns
Edit filters

Account Name ↑	Main Phone	Address 1: City	Primary Contact	Email (Primary Contact)
----------------	------------	-----------------	-----------------	-------------------------

Microsoft



Was macht eigentlich mein Kunde?



Was habe ich verpasst?

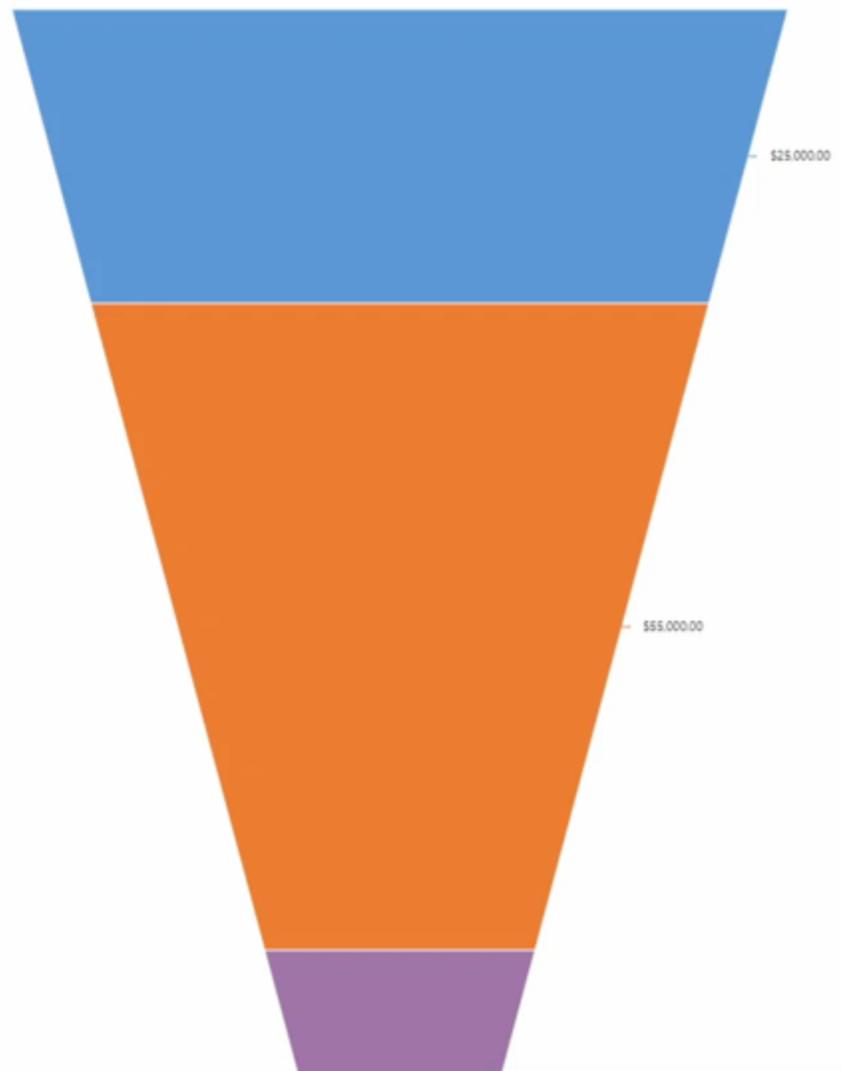
- Home
- Recent
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 - Sales accelerator
 - Activities
 - Dashboards**
- Customers
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 - Opportunities
 - Competitors
- Collateral
 - Quotes
 - Orders
 - Invoices
 - Products
 - Sales Literature
- Marketing
 - Marketing Lists
 - Campaigns
 - Quick Campaigns
- Sales**

Save As + New Set As Default Refresh All

Sales Performance Dashboard

Open Opportunities

Sales Pipeline
● 1-Qualify ● 2-Develop ● 3-Propose



My Goals for This Period

Goal Progress (Money)

No data available.

My Group's Revenue Goals for This Period

Goal Progress (Money)

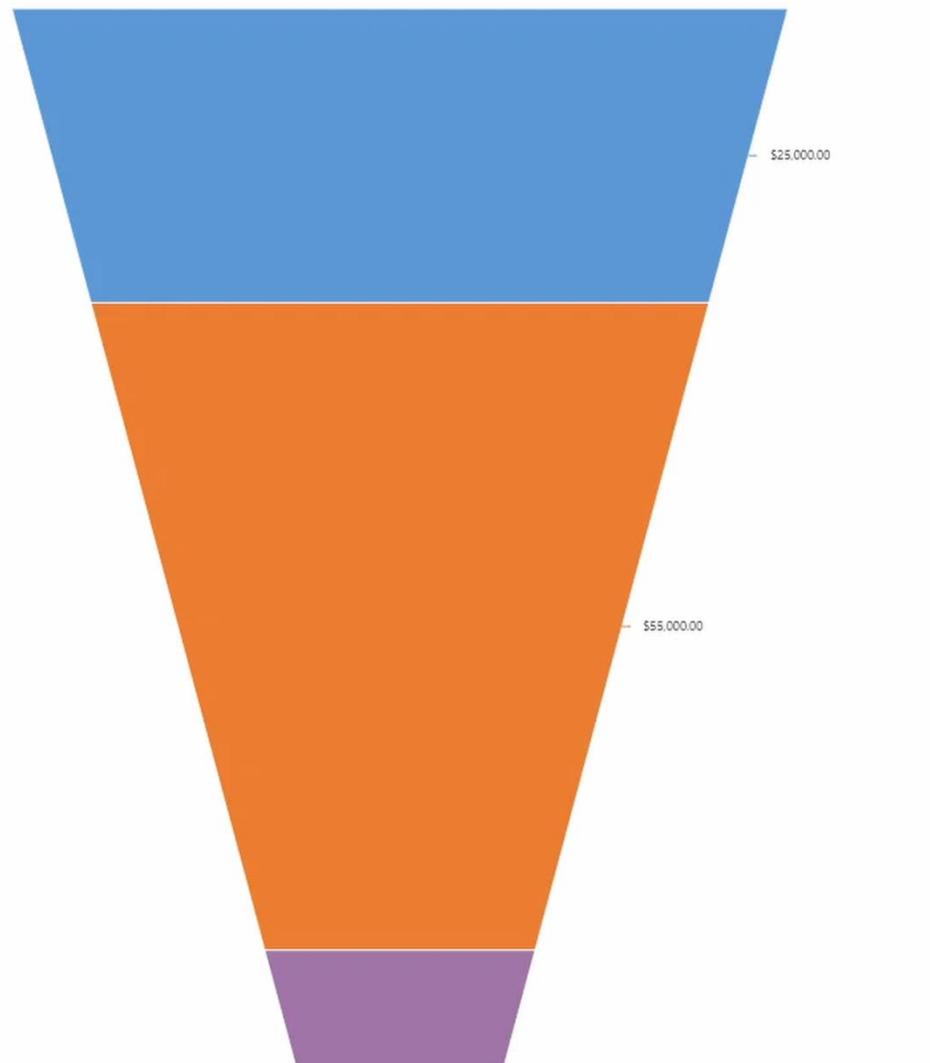
No data available.

- Home
- Recent
- Pinned
- My Work
 - Sales accelerator
 - Activities
 - Dashboards
- Customers
 - Accounts
 - Contacts
- Sales
 - Leads
 - Opportunities
 - Competitors
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 - Quick Campaigns
- Sales

Sales Performance Dashboard

Open Opportunities

Sales Pipeline
● 1-Qualify ● 2-Develop ● 3-Propose



My Goals for This Period

Goal Progress (Money)

No data available.

My Group's Revenue Goals for This Period

Goal Progress (Money)

No data available.

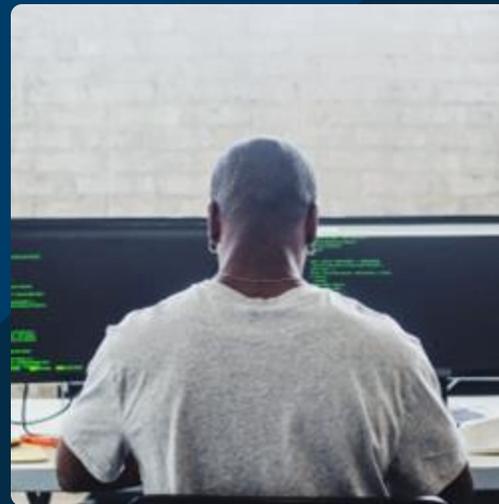
WELCHE BEREICHE SIND VON KI BETROFFEN?



Arbeitsalltag



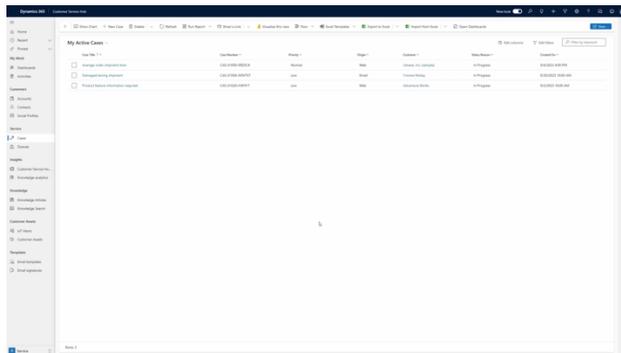
Marketing & Vertrieb



Service



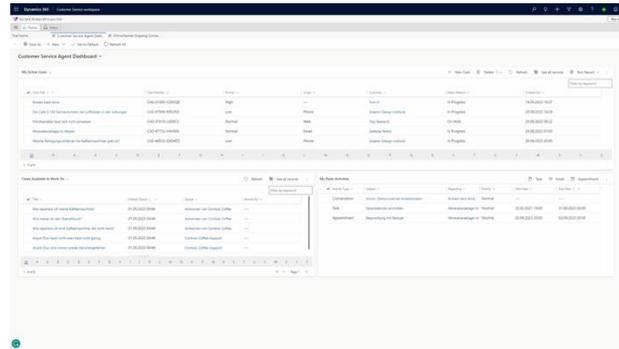
Security & IT professional



The screenshot shows a CRM interface with a table titled "My Active Cases". The table has columns for Case ID, Subject, Status, Priority, and Assigned To. There are three rows of data.

Case ID	Subject	Status	Priority	Assigned To
0000000001	Request for information	Open	High	John Doe
0000000002	Request for information	Open	Medium	Jane Smith
0000000003	Request for information	Open	Low	John Doe

**Servicetickets schnell
zusammenfassen**



The screenshot shows a CRM interface with a table titled "Customer Service Agent Dashboard". The table has columns for Case ID, Subject, Status, Priority, and Assigned To. There are three rows of data.

Case ID	Subject	Status	Priority	Assigned To
0000000001	Request for information	Open	High	John Doe
0000000002	Request for information	Open	Medium	Jane Smith
0000000003	Request for information	Open	Low	John Doe

**Chatverläufe schnell
dokumentieren**

- Home
- Recent
- Pinned
- My Work**
- Dashboards
- Activities
- Customers**
- Accounts
- Contacts
- Social Profiles
- Service**
- Cases
- Queues
- Insights**
- Customer Service his...
- Knowledge analytics
- Knowledge**
- Knowledge Articles
- Knowledge Search
- Customer Assets**
- IoT Alerts
- Customer Assets
- Templates**
- Email templates
- Email signatures

My Active Cases ▼

Case Title ▼	Case Number ▼	Priority ▼	Origin ▼	Customer ▼	Status Reason ▼	Created On ▼
<input type="checkbox"/> Average order shipment time	CAS-01000-R8Z5C4	Normal	Web	Litware, Inc. (sample)	In Progress	9/4/2023 4:00 PM
<input type="checkbox"/> Damaged during shipment	CAS-01004-X0N7G7	Low	Email	Yvonne McKay	In Progress	8/30/2023 10:00 AM
<input type="checkbox"/> Product feature information required	CAS-01020-H3F0Y7	Low	Web	Adventure Works	In Progress	9/3/2023 10:00 AM

Rows: 3

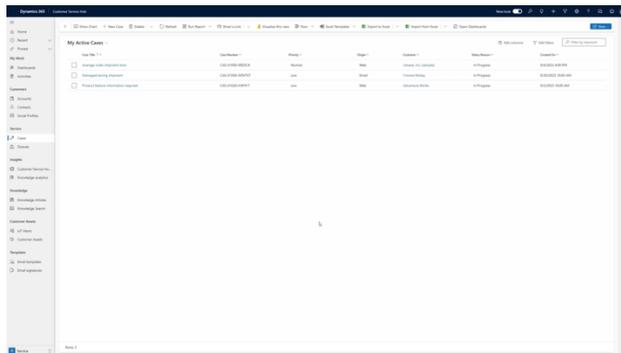
- Home
- Recent
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- Social Profiles
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- Cases
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- Customer Service his...
- Knowledge analytics
- Knowledge**
- Knowledge Articles
- Knowledge Search
- Customer Assets**
- IoT Alerts
- Customer Assets
- Templates**
- Email templates
- Email signatures

My Active Cases ▼

Edit columns Edit filters

<input type="checkbox"/>	Case Title ↑ ▼	Case Number ▼	Priority ▼	Origin ▼	Customer ▼	Status Reason ▼	Created On ▼
<input type="checkbox"/>	Average order shipment time	CAS-01000-R8Z5C4	Normal	Web	Litware, Inc. (sample)	In Progress	9/4/2023 4:00 PM
<input type="checkbox"/>	Damaged during shipment	CAS-01004-X0N7G7	Low	Email	Yvonne McKay	In Progress	8/30/2023 10:00 AM
<input type="checkbox"/>	Product feature information required	CAS-01020-H3F0Y7	Low	Web	Adventure Works	In Progress	9/3/2023 10:00 AM

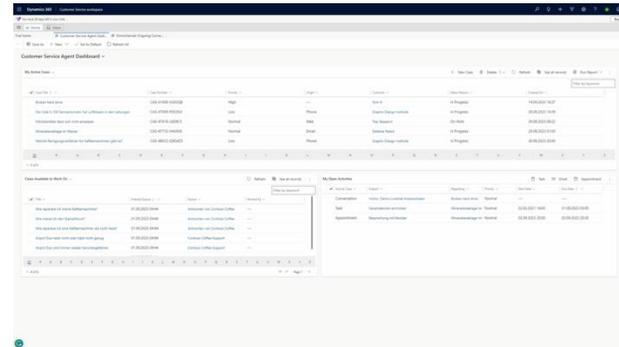
Rows: 3



The screenshot shows a CRM interface with a table titled "My Active Cases". The table lists several cases with columns for Case ID, Subject, Status, and Priority. The cases are:

Case ID	Subject	Status	Priority
0000000001	Request for information	Open	High
0000000002	Request for information	Open	Medium
0000000003	Request for information	Open	Low
0000000004	Request for information	Open	High

**Servicetickets schnell
zusammenfassen**



The screenshot shows a CRM interface with a detailed view of a chat conversation. The chat history is displayed in a list format, showing the date and time of each message. The messages are:

Date	Time	Message
10/10/2023	10:00	Hi, I am interested in your product.
10/10/2023	10:05	Thank you for your interest. I will be happy to help you.
10/10/2023	10:10	Can you tell me more about the pricing?
10/10/2023	10:15	Yes, I can. The pricing is very competitive.
10/10/2023	10:20	Thank you for your help. I will contact you again.

**Chatverläufe schnell
dokumentieren**

Customer Service Agent Dashboard

My Active Cases New Case Delete Refresh See all records Run Report

Case Title	Case Number	Priority	Origin	Customer	Status Reason	Created On
Broken hard drive	CAS-01000-V2X3Q8	High	---	Tom H	In Progress	14.09.2023 16:37
Der Cafe S-100 Semiautomatic hat Luftblasen in den Leitungen	CAS-47999-R953N3	Low	Phone	Graphic Design Institute	In Progress	29.08.2023 14:39
Milchbehälter lässt sich nicht einsetzen	CAS-47418-L6D9C5	Normal	Web	Trey Research	On Hold	29.08.2023 08:22
Mineralienablage im Wasser	CAS-47732-V4V6K6	Normal	Email	Stefanie Peters	In Progress	29.08.2023 01:03
Welche Reinigungsverfahren für Kaffeemaschinen gibt es?	CAS-48032-Q9G4Z5	Low	Phone	Graphic Design Institute	In Progress	30.08.2023 20:45

1 - 5 of 5

Cases Available to Work On Refresh See all records

Title	Entered Queue	Queue	Worked By
Wie repariere ich meine Kaffeemaschine?	01.09.2023 04:44	Antworten von Contoso Coffee	---
Wie messe ich den Stampfdruck?	01.09.2023 04:44	Antworten von Contoso Coffee	---
Wie repariere ich eine Kaffeemaschine, die nicht heizt?	01.09.2023 04:44	Antworten von Contoso Coffee	---
Airpot Duo heizt nicht oder heizt nicht genug	01.09.2023 04:44	Contoso Coffee-Support	---
Airpot Duo wird immer wieder heruntergefahren	01.09.2023 04:44	Contoso Coffee-Support	---

1 - 6 of 8

My Open Activities Task Email Appointment

Activity Type	Subject	Regarding	Priority	Start Date	Due Date
Conversation	Visitor Demo-Livechat-Arbeitsstream	Broken hard drive	Normal	---	---
Task	Garantiekonto einrichten	Mineralienablage im	Normal	22.02.2021 14:00	31.08.2023 03:00
Appointment	Besprechung mit Besitzer	Mineralienablage im	Normal	02.09.2023 20:00	02.09.2023 20:30

Customer Service Agent Dashboard

My Active Cases

+ New Case | Delete | Refresh | See all records | Run Report

Case Title	Case Number	Priority	Origin	Customer	Status Reason	Created On
Broken hard drive	CAS-01000-V2X3Q8	High	---	Tom H	In Progress	14.09.2023 16:37
Der Cafe S-100 Semiautomatic hat Luftblasen in den Leitungen	CAS-47999-R9S3N3	Low	Phone	Graphic Design Institute	In Progress	29.08.2023 14:39
Milchbehälter lässt sich nicht einsetzen	CAS-47418-L6D9C5	Normal	Web	Trey Research	On Hold	29.08.2023 08:22
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Welche Reinigungsverfahren für Kaffeemaschinen gibt es?	CAS-48032-Q9G4Z5	Low	Phone	Graphic Design Institute	In Progress	30.08.2023 20:45

All	#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
-----	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

1 - 5 of 5

Cases Available to Work On

Refresh | See all records

Title	Entered Queue	Queue	Worked By
Wie repariere ich meine Kaffeemaschine?	01.09.2023 04:44	Antworten von Contoso Coffee	---
Wie messe ich den Stampfdruck?	01.09.2023 04:44	Antworten von Contoso Coffee	---
Wie repariere ich eine Kaffeemaschine, die nicht heizt?	01.09.2023 04:44	Antworten von Contoso Coffee	---
Airpot Duo heizt nicht oder heizt nicht genug	01.09.2023 04:44	Contoso Coffee-Support	---
Airpot Duo wird immer wieder heruntergefahren	01.09.2023 04:44	Contoso Coffee-Support	---

All	#	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
-----	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

1 - 6 of 8

Page 1

My Open Activities

Task | Email | Appointment

Activity Type	Subject	Regarding	Priority	Start Date	Due Date
Conversation	Visitor: Demo-Livechat-Arbeitsstream	Broken hard drive	Normal	---	---
Task	Garantiekonto einrichten	Mineralienablage im '	Normal	22.02.2021 14:00	31.08.2023 03:00
Appointment	Besprechung mit Besitzer	Mineralienablage im '	Normal	02.09.2023 20:00	02.09.2023 20:30

MEHRWERTE IN DER KUNDENINTERAKTION DURCH IHREN COPILOT

a

Vertrieb



Zusammenfassung von Meetings
Informationssuche
Inhalts-Erstellung
E-Mail Erstellung

Marketing



Content Erstellung
Zielgruppen-Erstellung
Kundenanalyse
Marketing Kampagnen Planung

Service



Ticket-Zusammenfassungen
Self-Service Chatbot
Telefon-Chatbot
Kunden-Antworten Erstellen



Dynamics 365 Copilot



Power Platform

EINE PLATTFORM FÜR DIE BEREITSTELLUNG VON KI-DIENSTEN

DURCH EINE STARKE PARTNERSCHAFT VON OPEN AI & MICROSOFT



Microsoft
Security Copilot

Bing Chat

Microsoft 365
Copilot

Power Platform
Copilot

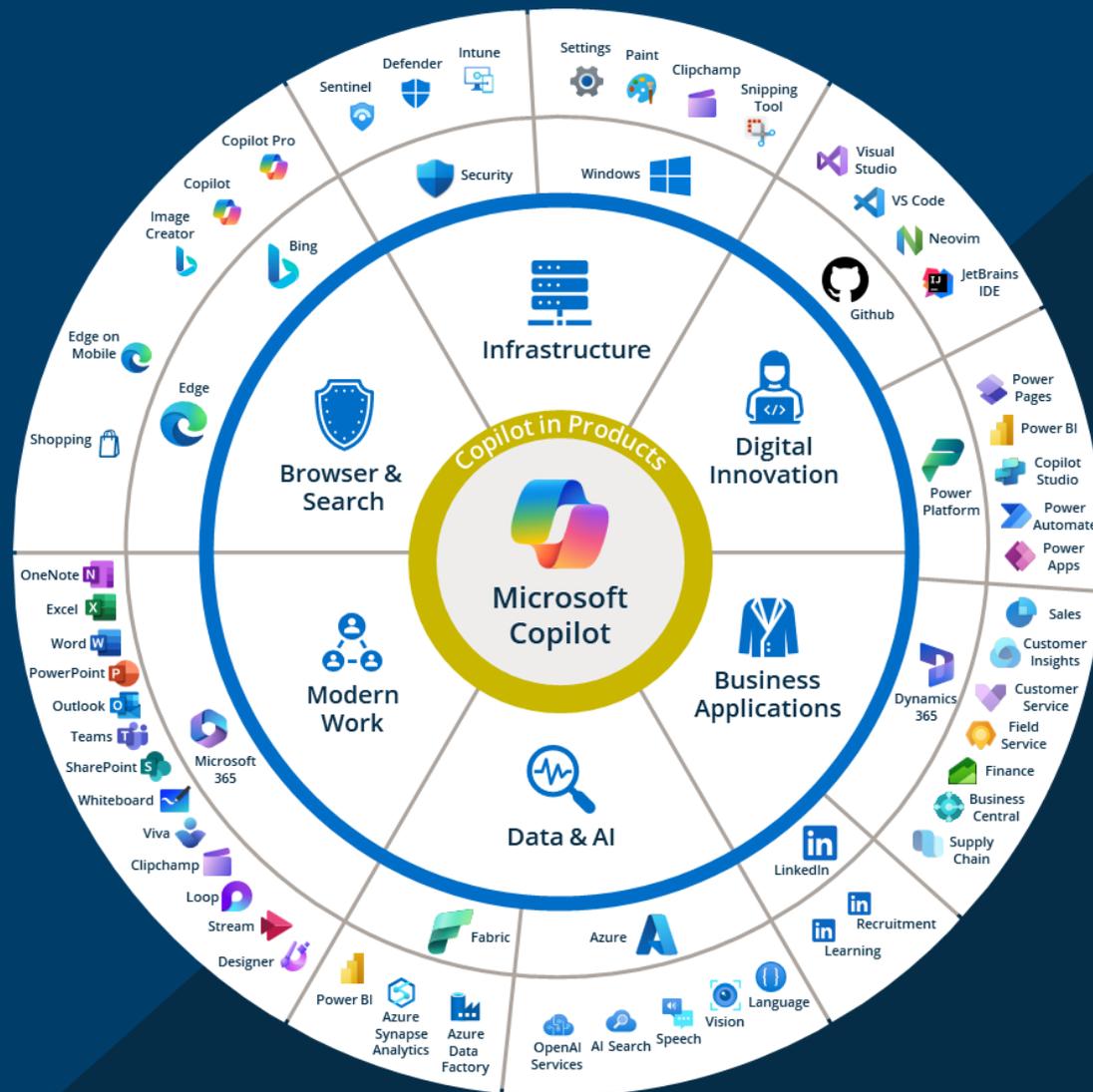
Dynamics 365
Copilot

Windows
Copilot

Microsoft Copilot runs on Microsoft Azure AI

COPILOT – INTEGRIERT IN DEN ARBEITSALLTAG

DEINE DATEN, DEINE TÄGLICH GENUTZTEN APPS, DEIN KI-ASSISTENT



Deswegen sind wir **HIER!**

- Impulse geben
- Ideen sammeln & besprechen
- **EINFACH MACHEN**

...und über Kontakt freue ich mich!



Sebastian Zack
CX Advisor | Speaker | Mentor | Storyteller

