Capgemini for *Microsoft Agents*

Our differentiators

AI Leader
Forrester Wave™
AI Services Q2 2024

$2B
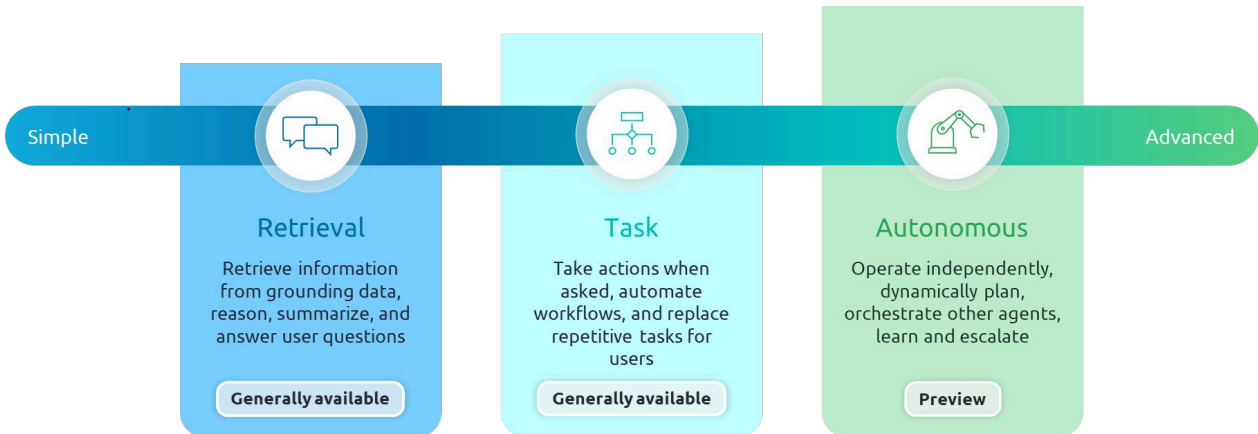Gen AI investments

3000+
AI specialists

50k
AI-enabled engineers

Leader in Dynamics Services & Customer Experience Strategy

Microsoft Agents

Agents are AI assistants that can help optimize business processes and enhance productivity using large language models & generative AI. Agents exist on a spectrum based on their capabilities.

Simple — Advanced

Retrieval
Retrieve information from grounding data, reason, summarize, and answer user questions
Generally available

Task
Take actions when asked, automate workflows, and replace repetitive tasks for users
Generally available

Autonomous
Operate independently, dynamically plan, orchestrate other agents, learn and escalate
Preview
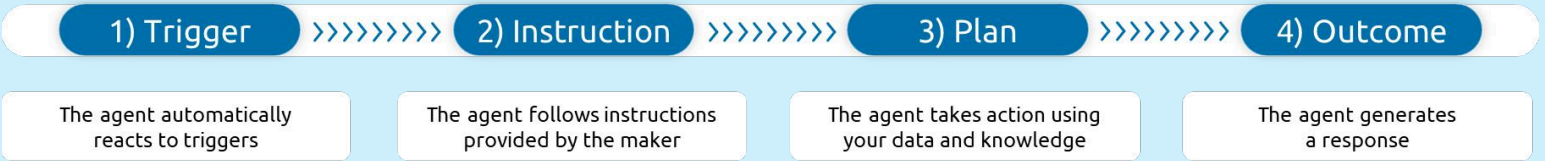
Microsoft Templated Agents

Microsoft has also launched a wide range of pre-built agents that span multiple business functions and can be easily extended using Azure AI or other AI models.

Leave management

Sustainability insights

Citizen services

Case management

Financial insights

And more

How Agents work

1) Trigger >>>>>>>>> **2) Instruction** >>>>>>>>> **3) Plan** >>>>>>>>> **4) Outcome**

The agent automatically reacts to triggers

The agent follows instructions provided by the maker

The agent takes action using your data and knowledge

The agent generates a response

These agents can be published across channels including:

Microsoft Teams

Website

Mobile App

Social Channels

Emails

SMS

Speech

Why Agents

Agents can help build experiences that are

Intelligent
Remember and understand user context and intent

Automated
Dynamically complete tasks and automate workflows

Secure
Maintain industry standards for governance, security, and lifecycle management

Customizable
Connect to your data and legacy systems, extend across Microsoft's ecosystem and more

Collaborative
Interact with agents as if they were another member of the team

Benefits

For Employees
1. Enhanced productivity and efficiency
2. Improved accuracy and consistency
3. Improved engagement with customers

For Customers
1. Enhanced customer service
2. Personalized assistance
3. Real-time language interpretation

Contact Us

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