

# AI and Copilot

Copilots & AI agents for your AI Powered Dynamics Business.

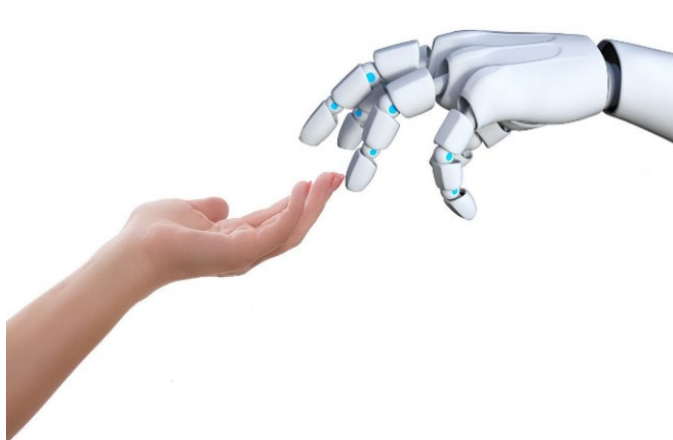
Fujitsu along with Microsoft are revolutionizing business operations by integrating the power of AI through Copilot and AI Agents. Fujitsu utilize capabilities around these AI powered intelligent tools and offer significant business value by enhancing productivity, improving decision-making, and streamlining processes across various enterprise functions.

Beyond Copilot's assistance, Fujitsu enables Microsoft AI agents to elevate the AI experience. With tools like Copilot Studio, Fujitsu along with businesses assist co-create specialized AI agents, tailoring specific needs and integrating them across systems, ushering in "new apps for an AI-powered world."



## Copilot & Studio in action

Leverage Fujitsu capabilities on D365 Copilot to activate & configure AI-powered assistant embedded within Dynamics 365 applications or build a new one to empower your users with contextual insights, automated task completion, and intelligent content generation.

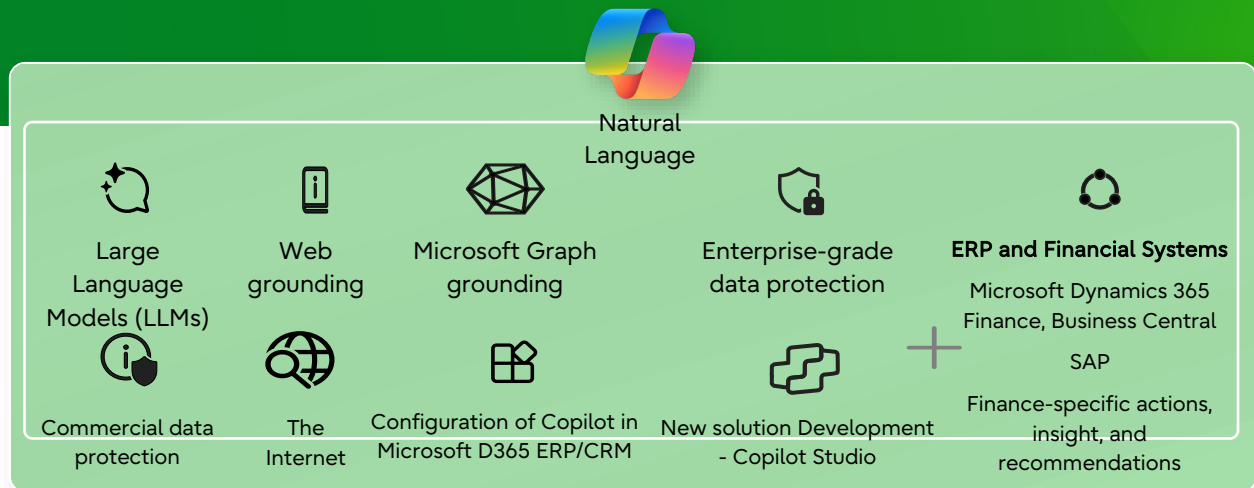


## AI Agent at your service

Embed specialized AI presence in your business that are designed to autonomously execute specific business processes and can operate with minimal user intervention - learning and adapting over time to optimize their performance.

Fujitsu can help establish and configure them across your sales, service, finance, and supply chain business functions.

# Copilot for every day at work



## Microsoft 365 Copilot Sales agent

Close more deals with the AI assistant designed for **sales**, **sales managers**, and **seller operations**.

## Microsoft 365 Copilot Service agent

Modernize contact center with a copilot designed for **customer service agents**.

## Microsoft 365 Copilot Finance agent

Streamline financial processes with the **AI assistant**, for **finance professionals**

## Microsoft Copilot Studio

Configure and Build  
Copilots to meet Business



### Automation

Achieves Automation, Creativity and Faster work completion.  
Reduced effort costs on manual business processes



### Sales Productivity

Unlock Sales productivity through AI assisted Customer insights, summaries, automation in sales processes across ERP and CRM



### Quicker Resolutions

Quick solution for complex Customer issues and faster resolutions of tasks resulting in high Customer satisfaction and new business.

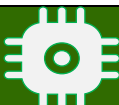




### Accurate Forecasting

Accurate Planning and Forecasting across Inventory, Production, Finance resulting in Inventory demand prediction, prevention of costly inventory stockouts, supply chain optimization, accurate Finance forecasting

# AI Agent at your service

Get your day today activities done via AI Agents be it... information retrieval, task execution or run a process in autonomous mode....

|                          |                   |                         |
|---|--|--|
| <b>Retrieval</b><br>Retrieve information from grounding data, reason, summarize and answer user questions | <b>Task</b><br>Take actions when asked, automate workflows, and replace repetitive tasks for users | <b>Autonomous</b><br>Operate independently, dynamically plan, orchestrate other agents, learn and escalate |

Leverage the potential of AI agents to **address business functions across Retail, Financial Services (FSI), and Manufacturing** by driving efficiency, automation, and smarter decision-making.

|                           |  |   |   |
|---------------------------|--|---|---|
| <b>Retail</b>             | In <b>Retail</b> , agents can help optimize store performance and supply chain management, while automating processes like scheduling, resulting in smoother operations. |   |   |
|                           | Optimize store performance and operations  | Optimize supply chain management        | Automate store scheduling               |
| <b>Financial Services</b> | FSI benefits through AI-driven tools that enhance financial advisory, centralize underwriting knowledge, and streamline broker portfolio management                      |   |   |
|                           | Financial advisory support system  | Centralized underwriting knowledge base | AI-assisted broker portfolio management |
| <b>Manufacturing</b>      | In <b>Manufacturing</b> , agents can enhance factory asset effectiveness, automate contract management, and speed up the design-to-make process.                         |   |   |
|                           | Factory asset effectiveness and materials processing efficiency  | Contract management                     | AI driven design-to-make process        |

# Discover how organizations have succeeded with us!

The integration of Copilot and AI Agents can significantly help organizations leap forward in leveraging AI for business transformation. By providing intelligent assistance and automating key processes, these tools empower organizations to achieve greater efficiency, make smarter decisions, and ultimately drive enhanced business value in today's competitive landscape. Customers can focus on specific areas for AI / Copilot and expand further as demand and knowledge within business expands.

The customer is a large-scale enterprise using Dynamics 365 F&O to manage its sales and supply chain operations.

Fujitsu leveraged D365 Copilot to streamline the sales order review process by consolidating all relevant sales order information into a single, unified screen/view for faster access and better user experience.



Partner with Fujitsu to explore how our collaborative approach can bring more AI adoption in your organization.

# Contact us.



Email



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