

The Future of Work

Powered by Copilot

MMXXV

Solutions for **Success**



POINT ALLIANCE



Alexis Blackwell

Arce Vol.10

Brooklyn, NY

Point Alliance

Jonathan Hamilton

- **President** \Point Alliance
- jonathan.hamilton@pointalliance.com
- [linkedin.com/in/jonathandavidhamilton](https://www.linkedin.com/in/jonathandavidhamilton)



John Zarei

- **CEO** \Point Alliance
- john.zarei@pointalliance.com
- linkedin.com/in/**johnzarei**



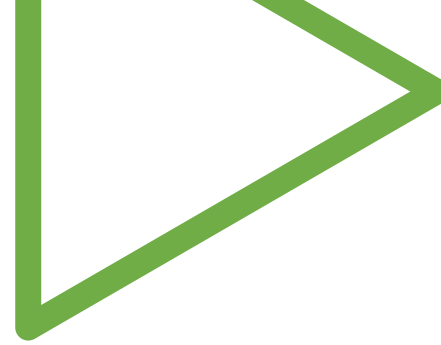
Point Alliance

- Microsoft Solutions Partner
 - Modern Work
 - Security
 - Digital & App Innovation Azure
 - Data & AI Azure
- Microsoft Gold Partner with 11 Competencies (legacy)
- 100% Microsoft Certified Team
- pointalliance.com/companyprofile



Agenda

- Microsoft AI Overview
- Microsoft 365 Copilot Chat vs. Copilot
- Microsoft 365 Copilot Chat
- Microsoft 365 Copilot
- Leverage M365 Copilot Features
- Next steps and additional resources



AI in 2025

The background features a series of flowing, wavy lines in shades of purple, blue, and orange. Several small, stylized icons are scattered across the scene, including a blue square with a white 'O', a blue circle with a white 'L', a blue circle with a white 'P', a blue circle with a white 'Q', and a green square with a white 'X'.

Not all AI is created equal

As of 2025, the total number of AI companies globally is best estimated at around **70,000**.

Depending on how narrowly or broadly you define "AI vendor," this figure could range from around 58,000 to over 90,000, with a well-structured directory of 8,000+ key players offering a helpful lens for more targeted exploration.



Why Microsoft 365 Copilot?	What It Means for You
Seamless integration across apps	AI assistance where you already work—no context switching
Personalized, secure access	Answers built on your actual documents and emails
Proven productivity outcomes	Minutes saved daily, high ROI, improved satisfaction
Modern, unified AI experience	Single hub with chat, agents, collaboration, and memory
Enterprise security & customization	Policy-aware, customizable, and scalable for organizations
Ongoing innovation & support	Active development and new capabilities added regularly



Microsoft AI Overview (Copilot)

AI transformation is not just about the technology

AI empowers businesses
and their employees to:



Increase business value



Optimize costs



Help employees thrive

SMBs using Microsoft 365 Copilot are already seeing transformative results

353%

projected ROI over
a three-year period

132% low-end ROI

Copilot transforms your business to enhance personality productivity and streamline operations

New Technology: The Projected Total Economic Impact™: Of Microsoft 365 Copilot for SMB

6%

increase in
net revenue due
to **faster time
to market**

20%

reducton in
operating costs due to
process efficiencies and
increased productivity

61%

**increase in employee
satisfaction** due to relief
from mundane tasks and
faster access to information

Top security and governance concerns about generative AI

Data oversharing
and data leaks

80%

of leaders cited
leakage of sensitive
data as their main
concern¹

Identification of
risky AI use

41%

of security leaders cited that
the identification of risky users
based on queries into AI was
one of the top AI controls they
want to implement²

AI governance and
risk visibility

84%

Want to feel more confident
about managing and
discovering data input into AI
apps and tools²

1. First Annual Generative AI study: Business Rewards vs. Security Risks, Q3 2023, ISMG, N=400

2. [Microsoft data security index 2024 report](#)



Copilot for Microsoft 365

Built on Microsoft's **comprehensive** approach



Security



Compliance



Privacy



Responsible AI

We secure your data at rest and in transit

You control your data

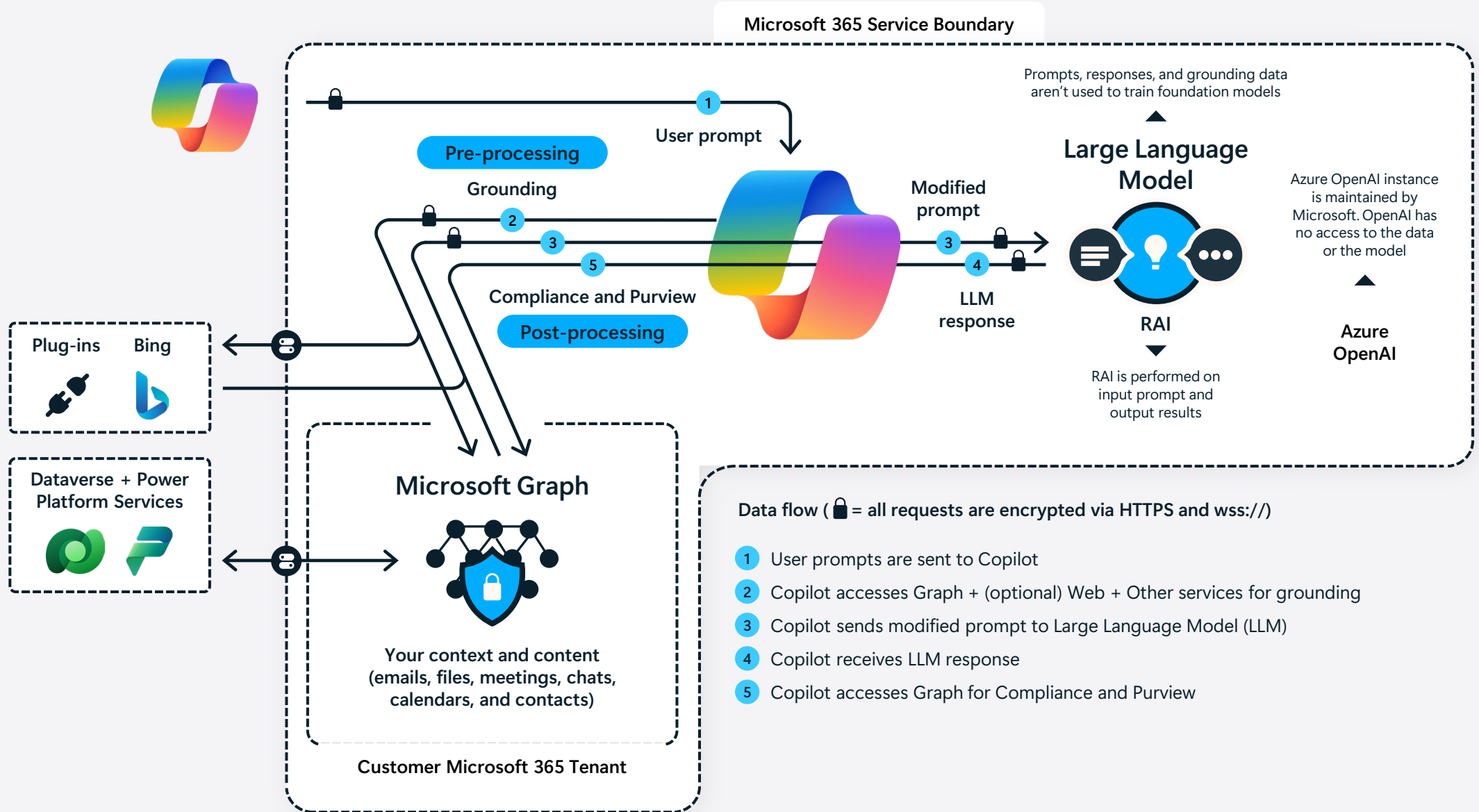
Your data is not used to train or enrich foundation models

You're protected against AI security and copyright risks

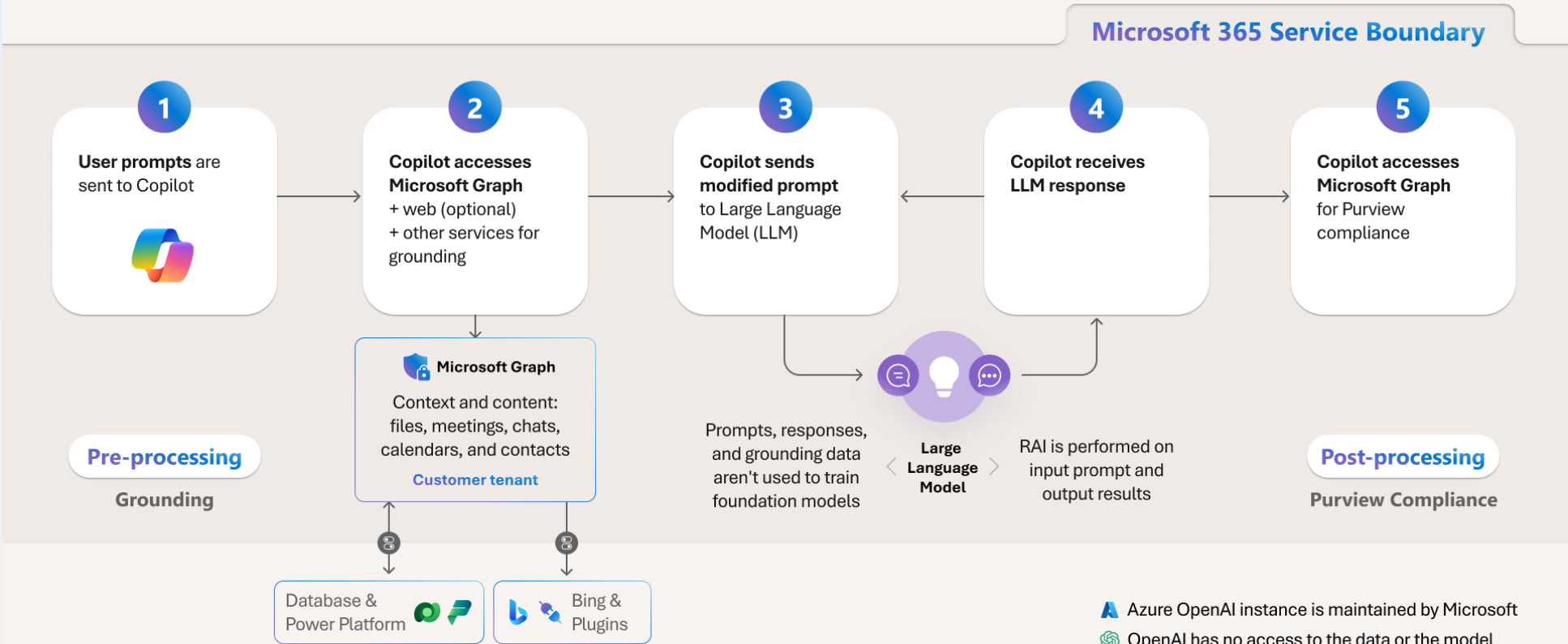


**Microsoft 365
Copilot is built
on trust**

Microsoft 365 Copilot architecture



Microsoft Copilot for Microsoft 365 architecture



- A Azure OpenAI instance is maintained by Microsoft
- OpenAI has no access to the data or the model
- All requests are encrypted via HTTPS and wss://

Prompt

A prompt in Microsoft 365 Copilot is your instruction or request. It's the starting point that tells Copilot what you want, and when combined with grounding + the semantic index, it generates a useful, context-aware response.

Grounding

Grounding in Microsoft 365 Copilot means the AI pulls from real, relevant context—either from your enterprise environment via Graph or from the web—to make its responses more accurate, reliable, and meaningful.

Graph

Microsoft Graph is the unified API and data model that connects all Microsoft 365 services and maps relationships between people, content, and activities. It's what makes intelligent features like Copilot possible.

Semantic Index

The Semantic Index in Microsoft 365 is an AI-powered organizational brain that maps meaning across your data, enabling Copilot to understand context, reduce hallucinations, and deliver accurate, business-aware responses.

Large Language Model (LLM)

The LLM in Microsoft 365 Copilot is the powerful AI brain (like GPT-5) that interprets your prompts, reasons through your Microsoft 365 data, and generates context-aware responses across Word, Excel, Outlook, Teams, and more.

By combining the LLM with Semantic Index + Microsoft Graph grounding, Microsoft ensures results are relevant, accurate, and secure to your business context (not just generic AI answers).

GPT

GPT stands for Generative Pre-trained Transformer. It's a type of Large Language Model (LLM) that can understand and generate human-like text.

GPT-5 is the latest, most advanced generation of that family, enhancing Microsoft 365 Copilot.

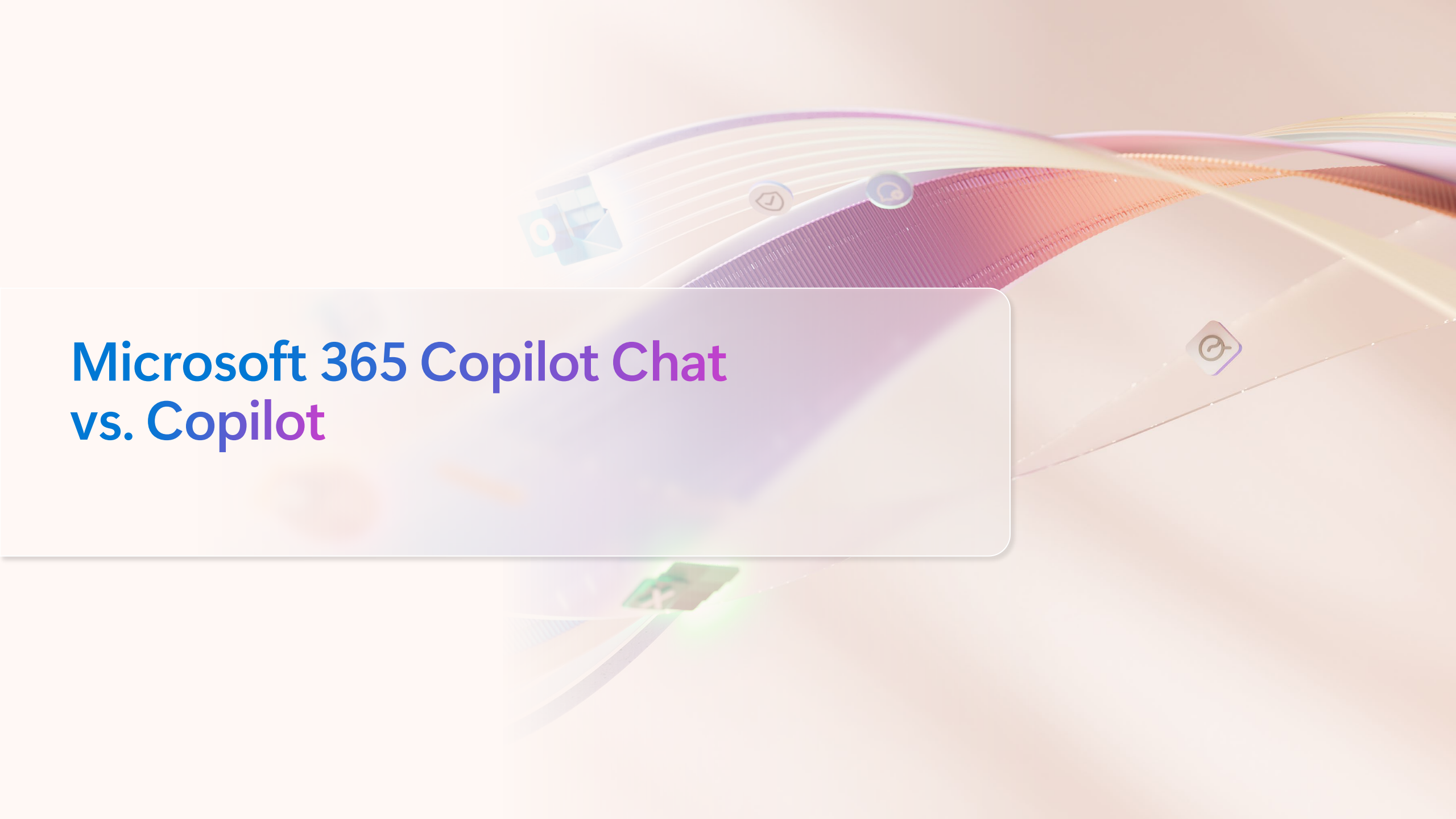
Generative - it can create new content (text, code, summaries, etc.).

Pre-trained - it's trained on vast amounts of text data before you ever use it.

Transformer - the AI architecture that allows it to understand context and relationships in language.

Response

This way, you provide the intent (Prompt), Copilot uses your data (Grounding), the AI engine (LLM) reasons it out, and you get a business-ready Response.

The background features a series of flowing, wavy lines in shades of purple, blue, and orange. Several small, semi-transparent icons are scattered throughout, including a Microsoft Office suite icon (Word, Excel, PowerPoint, Outlook) in the upper left, a speech bubble icon, a circular icon with a stylized 'P', and a green square icon with a white 'X' at the bottom center.

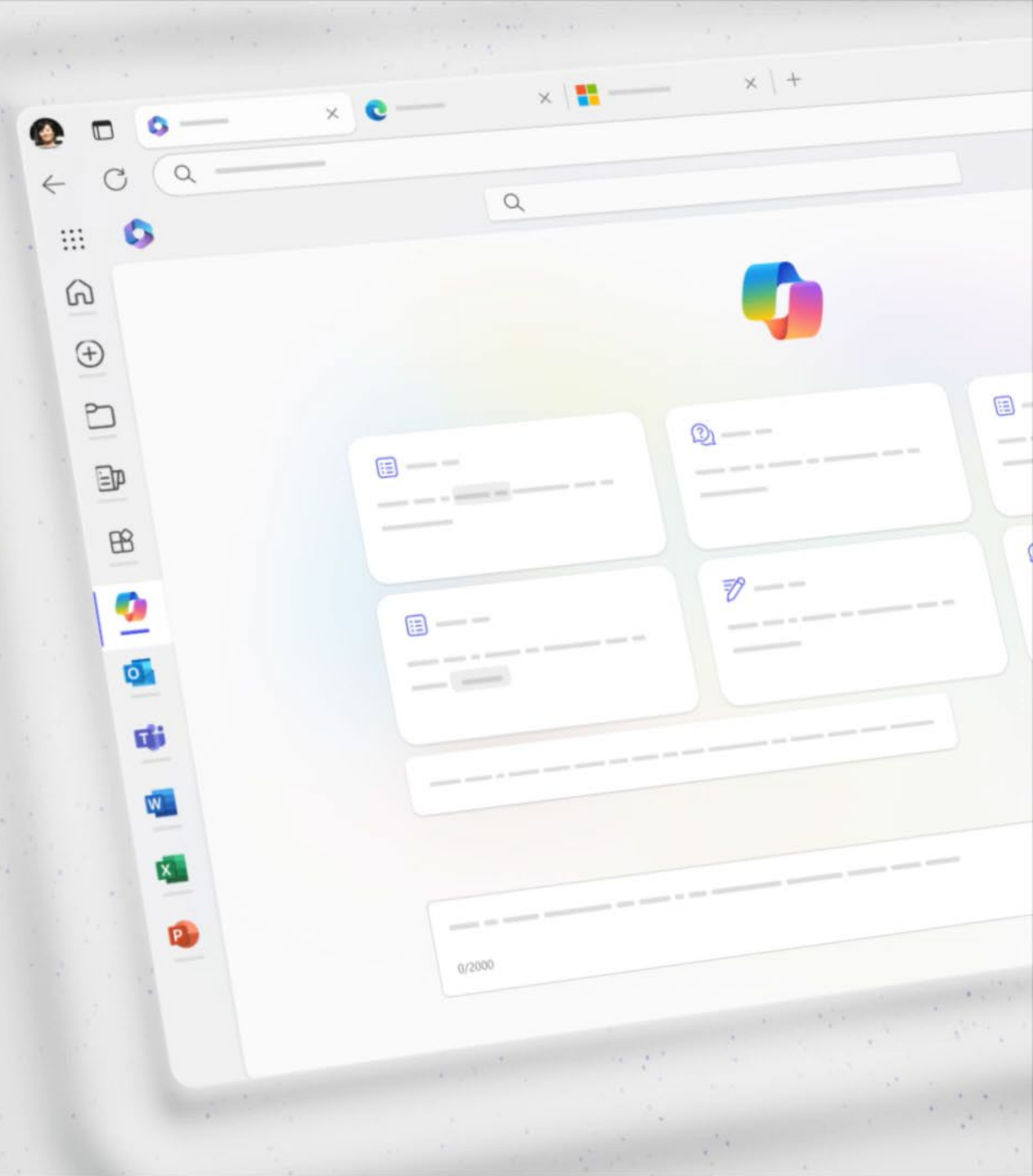
Microsoft 365 Copilot Chat vs. Copilot

M365 Copilot Chat vs. M365 Copilot

Microsoft 365 Copilot Chat is an AI chat available at no additional cost with Microsoft 365. It includes web grounding, the latest large language models, file uploads, Copilot Pages, IT controls, and enterprise-grade privacy and security.

When you add a Microsoft 365 Copilot license, Copilot Chat becomes more powerful by drawing on Microsoft Graph, working directly in **productivity apps**, and using advanced measurement and management tools.

Differences between Microsoft 365 Copilot Chat and Microsoft 365 Copilot



Copilot for all



Copilot Chat

Free secure AI chat



Microsoft 365 Copilot

Your AI assistant for work

Copilot Chat



- Agents, including prebuilt Microsoft 365 and ESS agents
- Personal assistant across Microsoft 365 apps
- Advanced management
- Copilot Pilot Dashboard to understand usage and adoption
- Prebuilt reports and advanced analytics to quantify ROI

Agent

An Agent in Microsoft 365 Copilot is a custom-built AI assistant (made with Copilot Studio) that goes beyond general Copilot functionality — it's focused on a specific role, grounded in your company's data, and designed to automate processes and deliver consistent, business-ready answers.

Copilot Studio

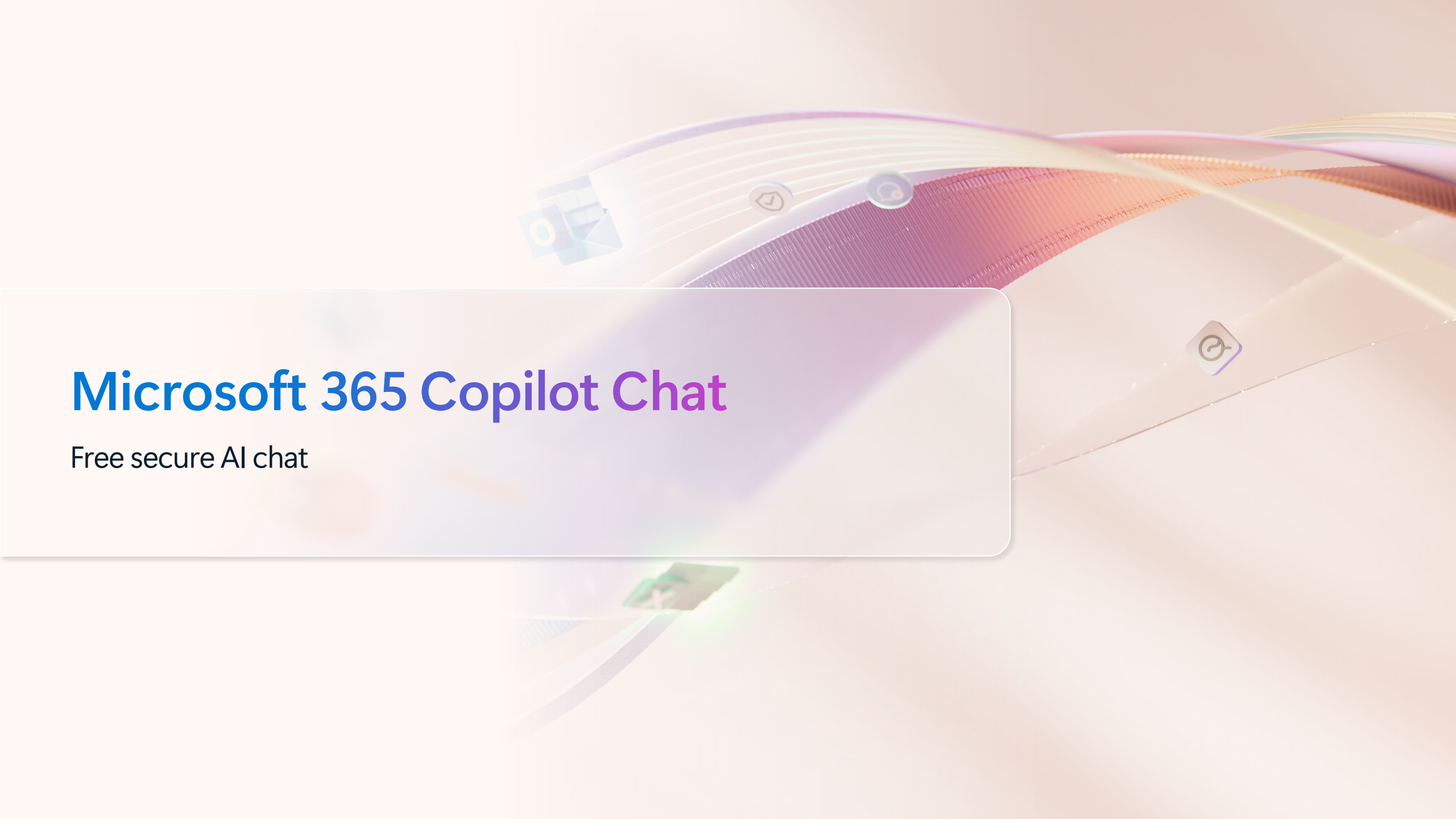
Copilot Studio is Microsoft's toolkit for customizing and extending Copilot. It enables organizations to build their own AI-powered Agents, connect to Microsoft 365 + external data, automate workflows, and deliver role-specific AI experiences — all within a secure, governed environment.

Flexible purchase and deployment options

● = Included | ▲ = Included – Metered

		Microsoft 365 Copilot Chat	Microsoft 365 Copilot
		Free + Consumption	40.70/user/month
Chat	Copilot Chat–Web grounded (powered by GPT 5o)	●	●
	Copilot Chat–Work grounded (shared tenant Graph data, 3 rd party data via graph connectors, personal data)		●
	Copilot Pages	●	●
	File upload ¹	●	
	Code Interpreter ¹	●	●
	Image generation ¹	●	●
Agents ²	Create agents powered by Copilot Studio ³ , including SharePoint agents	●	●
	Discover and pin agents	●	●
	Use agents grounded on web data	●	●
	Use agents grounded in work data (work data in your tenant’s Microsoft Graph and 3 rd party data via graph connectors)	▲	●
	Use agents that act independently and autonomous actions	▲	▲
Personal assistant	Copilot reasons over personal work data (i.e. Outlook, OneDrive, meeting transcripts)		●
	Copilot in Teams (Copilot in Meetings and Meeting Recap, insights from screen-shared content coming soon)		●
	Copilot in Outlook (Prioritize my inbox, schedule focus time and 1:1 meetings, draft agendas, summarize message threads)		●
	Copilot in Word (Suggestions for structure, flow, and tone, draft and summarize documents)		●
	Copilot in Excel (Python, getting started experience, create formulas and visualizations using natural language)		●
	Copilot in PowerPoint (Narrative Builder, presentation translation, generate company branded slides or images)		●
	Copilot Actions		In preview
	Pre-built M365 agents (Interpreter, Facilitator, Project Manager, Employee Self-Service)		In preview
Copilot Control System	Enterprise Data Protection (EDP)	●	●
	IT management controls	●	●
	Agent management	●	●
	SharePoint Advanced Management		●
	Copilot Analytics to measure usage and adoption ⁴		●
	Pre-built reports and advanced analytics to measure ROI		●

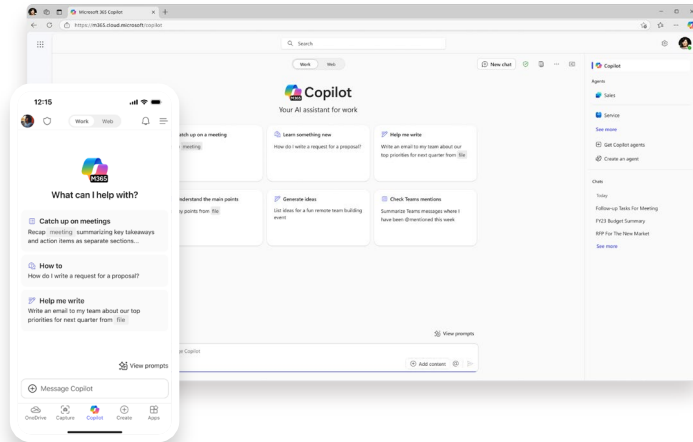
1. Limits apply. 2. Applies to employee-facing agents only. 3. Learn more about the full capabilities of Copilot Studio [here](#). 4. Basic reporting in Microsoft Admin Center available for Copilot Chat.

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Microsoft 365 Copilot Chat

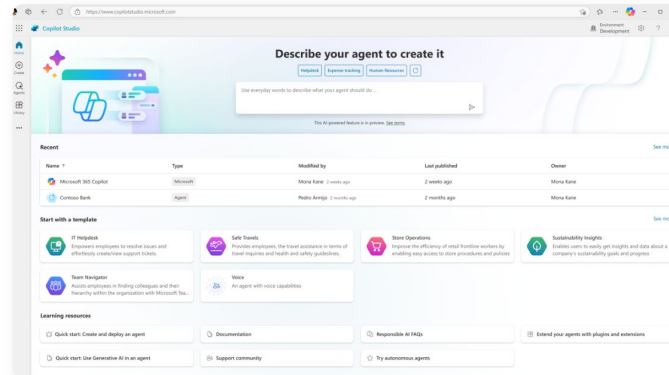
Free secure AI chat

Microsoft 365 Copilot Chat



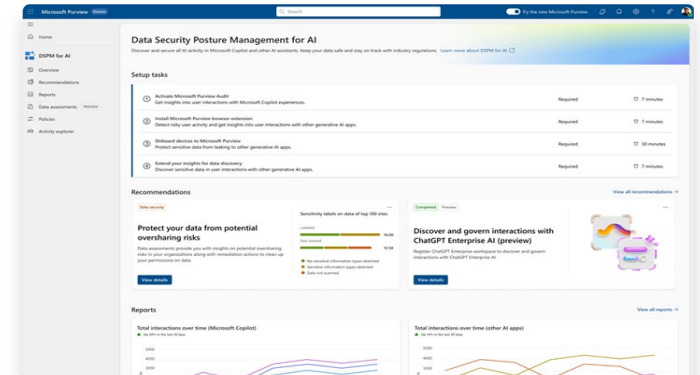
Chat

Free AI chat powered by GPT-4o and grounded in the web



Agents

Integrated into the chat experience and paid for on a consumption basis



IT controls

Enterprise Data Protection and management

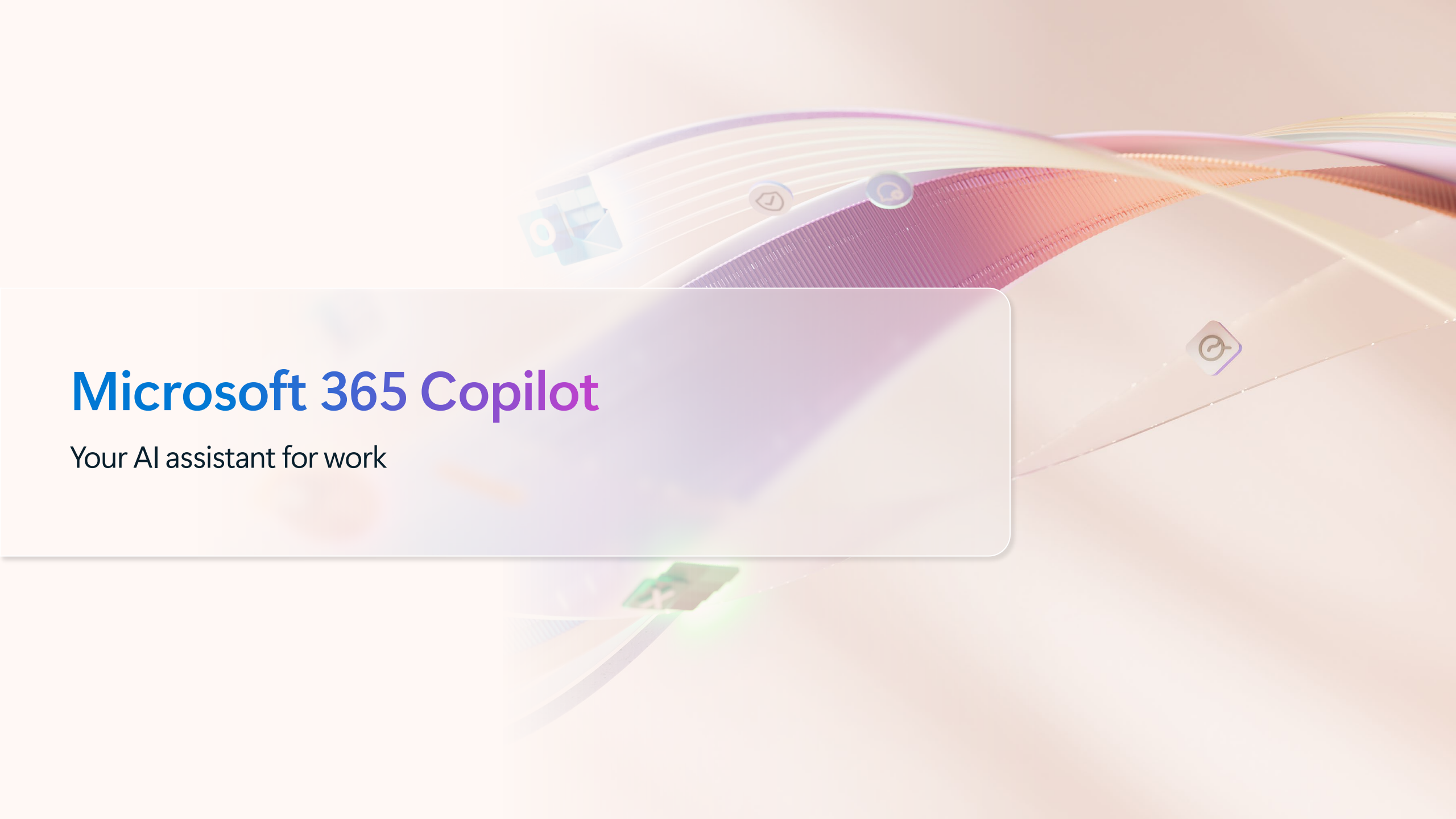
Microsoft 365 Copilot Chat

Enterprise-ready web chat

The screenshot displays the Microsoft 365 Copilot Chat interface. At the top, the Copilot logo and a status bar show the date and time. A sidebar on the left contains navigation icons for Home, Copilot, Pages, Create, OneDrive, and Apps. The main chat area shows a user query about the ratio of EV cars to EV chargers by region in the US for the past three years. The Copilot response includes a table with the following data:

Region	Year	EVs per Charger
Northeast	2022	14:1
	2023	12:1
	2024	10:1
Midwest	2022	18:1
	2023	16:1
	2024	14:1
South	2022	20:1
	2023	18:1
	2024	15:1
West	2022	12:1
	2023	10:1
	2024	8:1

Below the table, the Copilot explains that these ratios reflect the increasing number of EV chargers being installed across the country, particularly in regions like the West and Northeast. It then asks if there is anything else the user would like to know about EVs or their infrastructure. At the bottom, there are buttons for 'Edit in Pages' and 'Copy', and a chat input field with a character count (0 / 1000).



Microsoft 365 Copilot

Your AI assistant for work



Copilot for Microsoft 365

Unlock productivity and unleash creativity

Natural Language



Large Language
Models



Microsoft Graph
- Your Data -



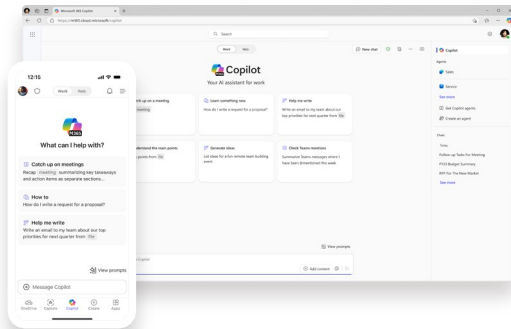
Microsoft 365
Apps



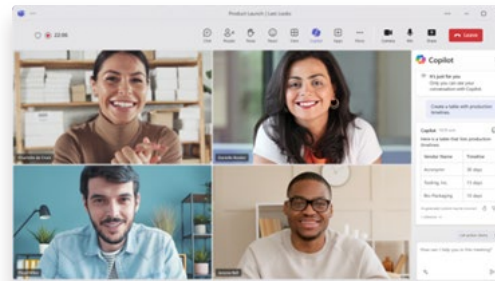
The
Internet

Microsoft 365 Copilot

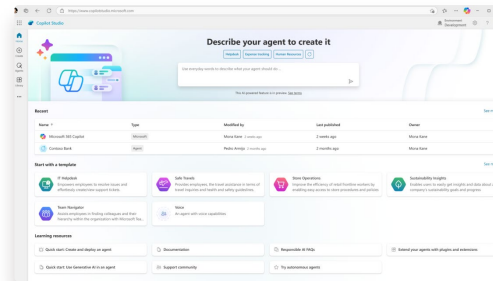
Your AI assistant for work



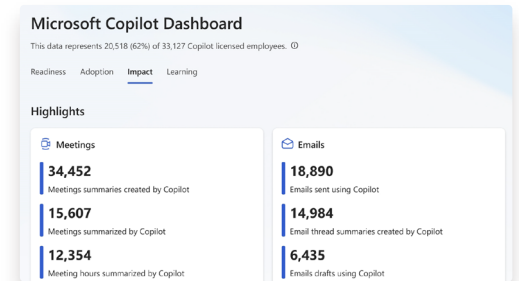
Copilot Chat
for web and work



**Microsoft 365
apps**



**Copilot Studio +
agents**



**Adoption &
measurement**

Copilot Control System



Microsoft 365 Copilot

1

Consistent UI for AI

2

Integrated in the tools
millions use every day

3

Platform for agents
and extensibility

4

Enterprise-grade security,
privacy, and compliance

5

Flexible purchasing
and deployment options

6

Measure AI impact
and business value



Copilot for Microsoft 365

Embedded across Microsoft 365 apps



Copilot Chat



Outlook



Word



PowerPoint



Teams



Excel



OneNote



OneDrive



Loop



Whiteboard



Planner



Forms



SharePoint



Clipchamp



Viva

Top 10 to try first with Microsoft 365 Copilot



1

Recap a meeting

– let Copilot keep track of key topics and action items so you can stay focused during the meeting and avoid listening to the recording after.

→ Draft an email with notes and action items from [meeting](#)



2

Summarize an email thread

– get quickly caught up to a long, complex email thread.

→ Click on the Summarize icon



3

Draft email

– personalize the tone and length.

→ Draft an email to [name] that informs them that Project X is delayed two weeks. Make it short and casual in tone.



4

Summarize a document

– get right down to business by summarizing long documents and focusing on the relevant sections.

→ Give me a bulleted list of key points from [file](#)



5

Tell me about a topic/project

– provide insights and analysis from across multiple sources to get up to speed quickly.

→ Tell me what's new about [topic](#) organized by emails, chats, and files?



6

Give me some ideas for ...

– boost your creativity with ideas for your work such as agendas, product names, social media posts, etc.

→ Suggest 10 compelling taglines based on [file](#)



7

Help me write ...

– jumpstart creativity and write and edit like a pro by getting a first draft in seconds.

→ Generate three ways to say [x]



8

What did they say ...

– when you vaguely remember someone mentioning a topic, have Copilot do the research.

→ What did [person](#) say about [topic](#)



9

How do I ...

– let Copilot help you build or fix formulas in Excel.

→ How do I sum values that are greater than 0?



10

Translate a message

– with business becoming increasingly international, it's important to be able to read or write messages in other languages.

→ Translate the following text into French:

For more prompts, visit Copilot Prompt Gallery at: aka.ms/prompts

Microsoft 365 Copilot:

Prompting do's and don'ts

Get the most out of Copilot and avoid common pitfalls by learning **what to do** and **what not to do** when writing prompts.

Do's

- ✓ **Be clear and specific.**
Provide specific instructions to Copilot, such as topic, purpose, tone, and required length.
- ✓ **Keep it conversational.**
Give feedback to Copilot based on the quality of its responses to help the AI learn and match your preferences.
- ✓ **Give examples.**
Use clear and specific keywords or phrases when asking Copilot to write a piece of text for you. This helps it generate more relevant and creative copy.
- ✓ **Ask for feedback.**
Requesting feedback from Copilot helps it to understand your needs and preferences, and to provide you with more relevant, helpful responses.
- ✓ **Write legibly.**
Use correct punctuation, capitalization, and grammar when writing prompts, as this will help the AI produce better quality text and responses.

- ✓ **Check for accuracy.**
Occasionally, Copilot may make mistakes. Always check Copilot's responses for accuracy, grammar, and style, and watch out for irrelevant or inappropriate content.
- ✓ **Provide details.**
Provide Copilot with contextual details to help it generate more accurate, consistent responses. For example, the genre, characters, and plot to a story.
- ✓ **Be polite.**
Using kind and respectful language when chatting with Copilot helps foster collaboration and improves the AI's responsiveness and performance.

Don'ts

- ✗ **Be vague.**
When prompting Copilot, avoid using vague language, and be as clear as possible to receive better-quality responses.
- ✗ **Request inappropriate or unethical content.**
Copilot is not responsible for the content or the consequences of your writing. You should respect local laws, rules, and the rights of others.
- ✗ **Use slang, jargon, or informal language.**
This may cause Copilot to give low-quality, inappropriate or unprofessional responses.
- ✗ **Give conflicting instructions.**
Prompting Copilot to perform a task that includes multiple or conflicting pieces of information in the same request can confuse the AI and result in lower quality responses.
- ✗ **Interrupt or change topics abruptly.**
This could disrupt Copilot's writing process. Always close or finish a task before starting a new one. When starting a new task, write "New task."



Leverage Microsoft 365 Copilot Features

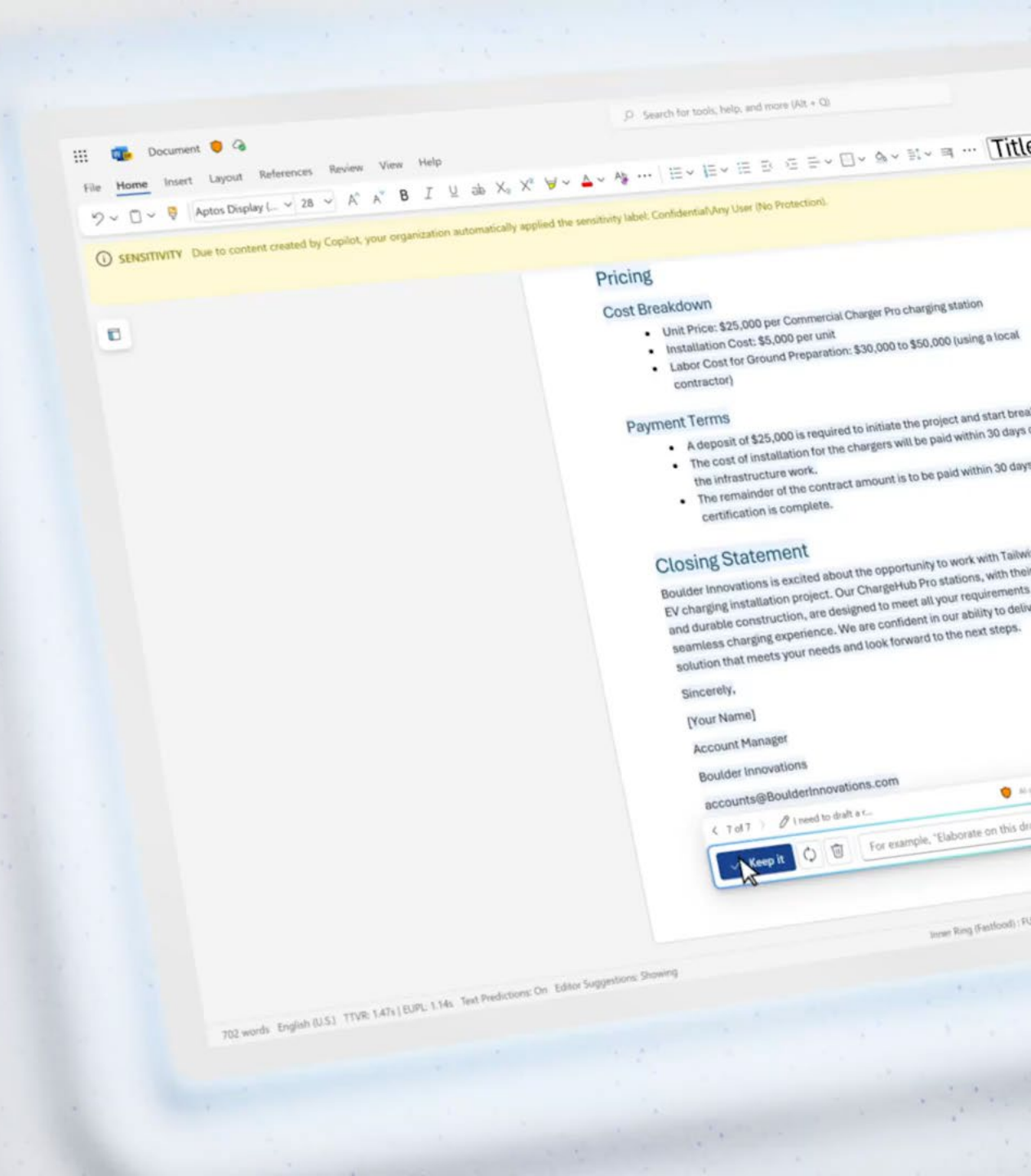


Copilot for Microsoft 365



Microsoft 365 Copilot

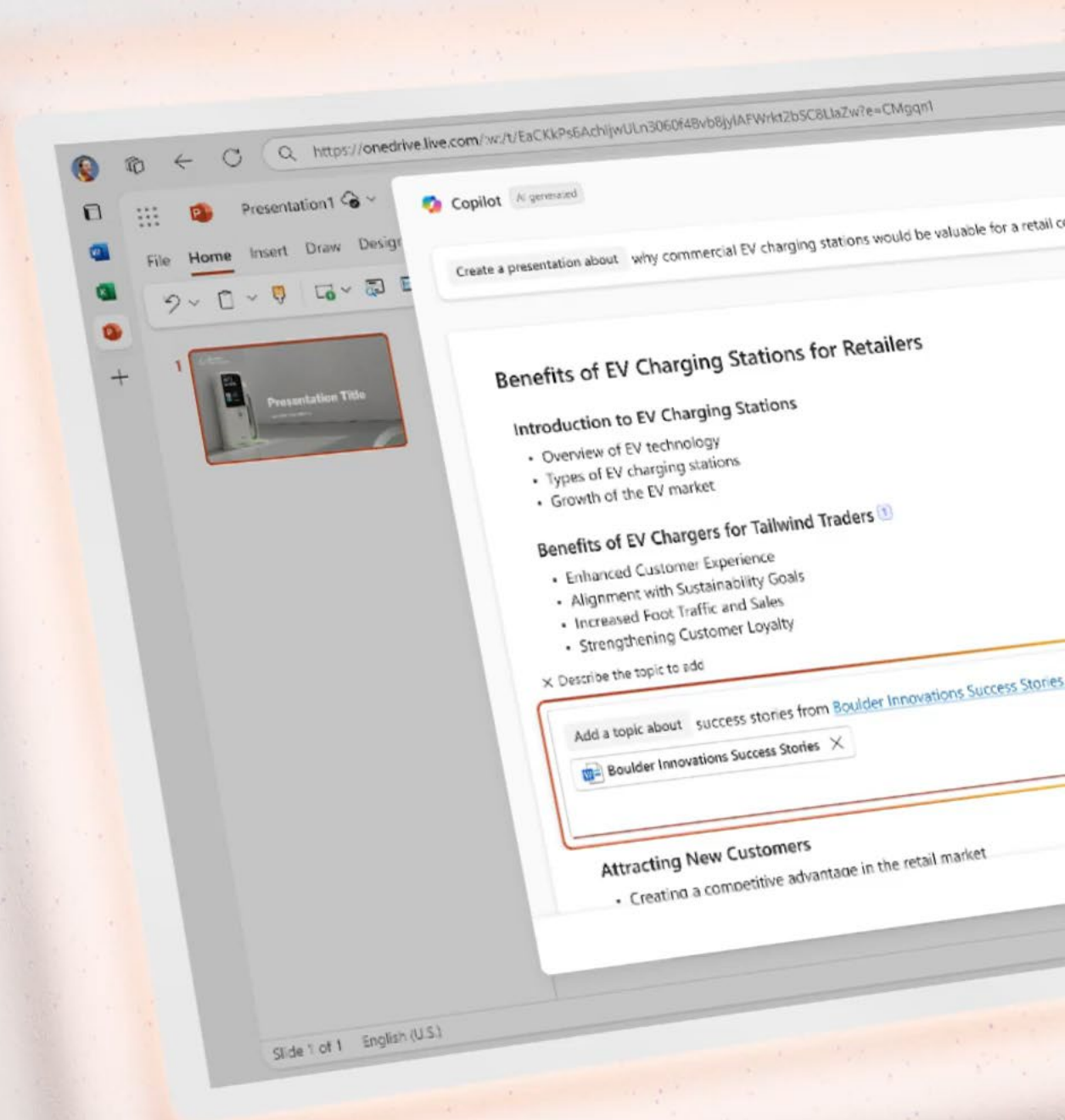
Copilot in Word



Date	Product ID	Product Name	Category	Sales Channel	Units Sold	Total Revenue
Aug-2024	FC-3001	Basic	Fast Chargers	Direct	118 \$	1,327,500.00
Aug-2024	FC-3002	Plus	Fast Chargers	Direct	112 \$	1,050,000.00
Aug-2024	CC-2001	Standard	Commercial Chargers	Distributor	101 \$	340,875.00
Aug-2024	CC-2002	Advanced	Commercial Chargers	Direct	99 \$	445,500.00
Aug-2024	CC-2001	Standard	Commercial Chargers	Direct	97 \$	327,375.00
Aug-2024	CC-2002	Advanced	Commercial Chargers	Distributor	97 \$	436,500.00
Aug-2024	CC-2003	Pro	Commercial Chargers	Direct	92 \$	621,000.00
Aug-2024	HC-1002	Plus	Home Chargers	Retail	90 \$	112,500.00
Aug-2024	FC-3003	Premium	Fast Chargers	Direct	85 \$	1,935,000.00
Aug-2024	CC-2003	Pro	Commercial Chargers	Direct	81 \$	546,750.00
Aug-2024	HC-1003	Premium	Home Chargers	Distributor	75 \$	112,500.00
Aug-2024	HC-1001	Basic	Home Chargers	Retail	75 \$	75,000.00
Aug-2024	HC-1002	Plus	Home Chargers	Retail	72 \$	50,000.00
Aug-2024	PC-4001	Standard	Public Chargers	Direct	65 \$	292,500.00
Aug-2024	HC-1003	Premium	Home Chargers	Direct	60 \$	90,000.00
Aug-2024	FC-3001	Basic	Fast Chargers	Direct	60 \$	50,000.00
Aug-2024	HC-1001	Basic	Home Chargers	Direct	60 \$	50,000.00
Aug-2024	FC-3002	Plus	Fast Chargers	Direct	50 \$	582,500.00
Aug-2024	HC-1003	Premium	Home Chargers	Distributor	46 \$	1,080,000.00
Aug-2024	HC-1001	Basic	Public Chargers	Direct	46 \$	450,000.00
Aug-2024	FC-3001	Basic	Fast Chargers	Distributor	44 \$	990,000.00
Aug-2024	PC-4003	Pro	Public Chargers	Direct	44 \$	990,000.00
Aug-2024	FC-3002	Plus	Fast Chargers	Distributor	42 \$	472,500.00
Aug-2024	FC-3003	Premium	Fast Chargers	Direct	39 \$	365,625.00
Aug-2024	FC-3003	Premium	Public Chargers	Direct	39 \$	365,625.00
Aug-2024	FC-3002	Advanced	Fast Chargers	Distributor	36 \$	810,000.00
Aug-2024	FC-3002	Plus	Fast Chargers	Distributor	35 \$	280,750.00
Aug-2024	FC-3002	Plus	Fast Chargers	Direct	35 \$	280,750.00
Aug-2024	FC-3003	Premium	Fast Chargers	Distributor	33 \$	40,600.00
Aug-2024	FC-3001	Basic	Home Chargers	Direct	28 \$	28,000.00
Aug-2024	FC-3001	Basic	Home Chargers	Direct	27 \$	121,500.00
Aug-2024	HC-1003	Premium	Public Chargers	Distributor	27 \$	33,750.00
Jul-2024	HC-1001	Basic	Home Chargers	Direct	25 \$	37,500.00
Jul-2024	PC-4001	Standard	Home Chargers	Direct	25 \$	31,250.00
Jul-2024	HC-1002	Plus	Home Chargers	Direct		
Jul-2024	HC-1003	Premium	Home Chargers	Direct		
Jul-2024	HC-1002	Plus	Home Chargers	Direct		

Microsoft 365 Copilot

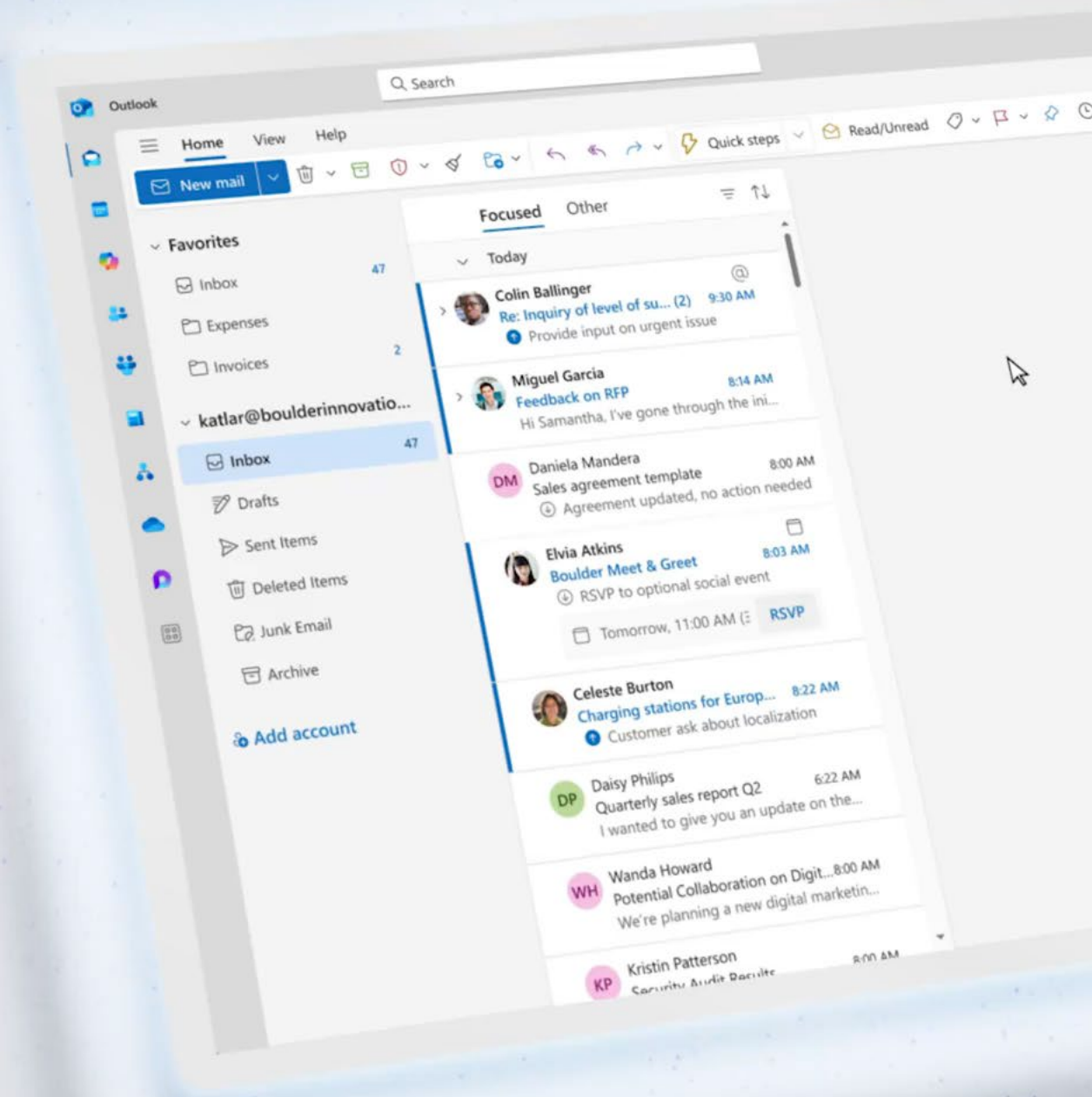
Copilot in PowerPoint Narrative builder



Microsoft 365 Copilot

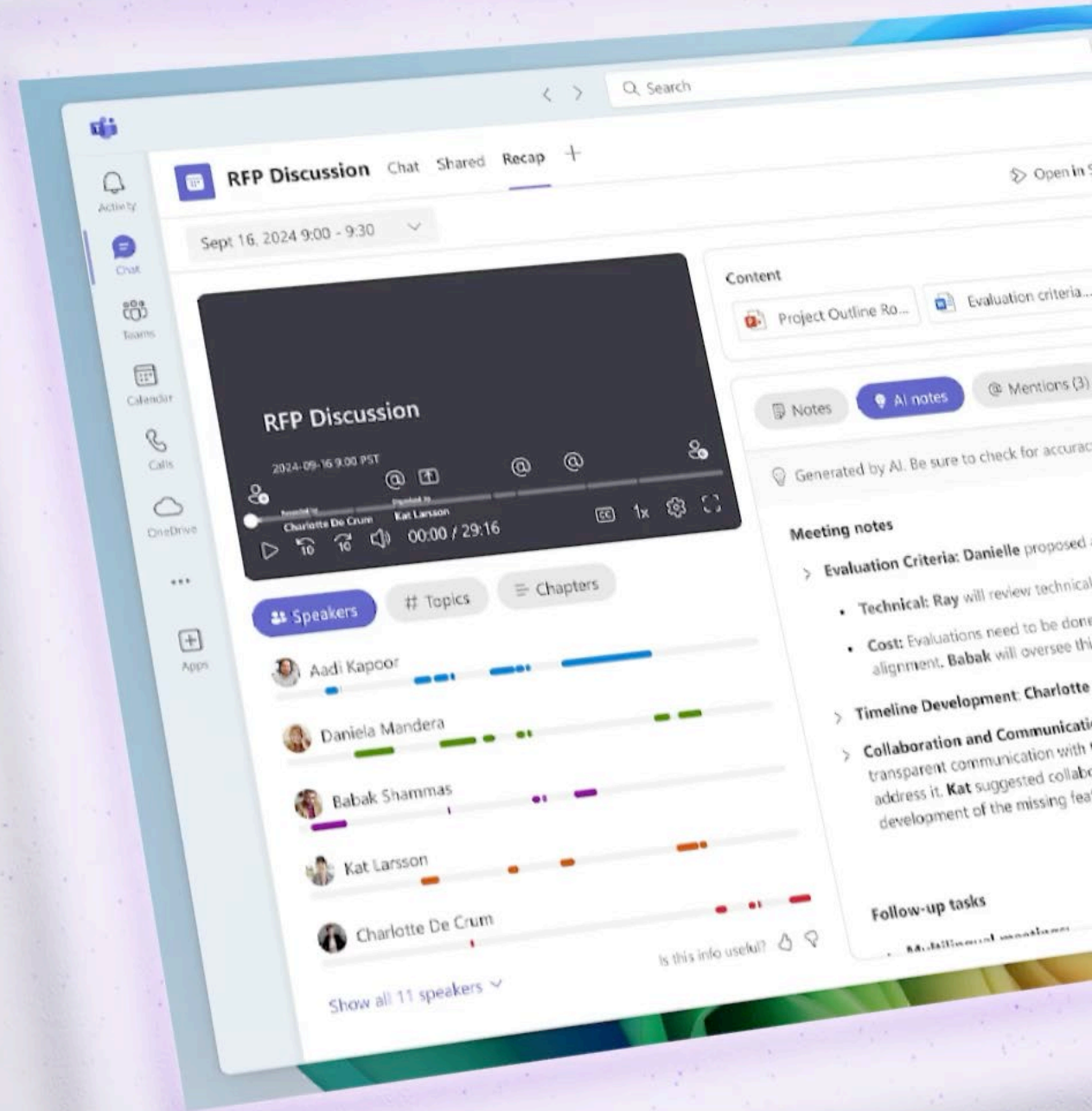
Copilot in Outlook

Prioritize my inbox



Microsoft 365 Copilot

Copilot in Teams Meetings



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Next steps and additional resources

How can you get started?



Sign-up for [*Microsoft 365 Copilot Readiness Assessment*](#) by Point Alliance



Learn how AI is poised to create a whole [new way of working](#)



Leverage [Getting started](#) content as well as [Resources for Adoption](#)



Delve into [security, privacy and compliance](#)



Get better acquainted with the art of prompting with [Copilot Lab](#)

Executive clickthrough demos



Teams

- [Executive Teams demo](#)
- [Executive Teams chat demo](#)



Outlook

[Executive Outlook demo](#)



Loop and Whiteboard

[Executive Loop and Whiteboard demo](#)



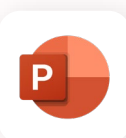
Word

[Executive Word demo](#)



Excel

[Executive Excel demo](#)



PowerPoint

[Executive PowerPoint demo](#)

Leave us a review



Thank You!

