(1) How IT is accelerating business transformation with Generative AI -

Transcript:

(00:05) good afternoon everyone good afternoon Ah that's like it I know this is the last session of the day so I can totally understand everybody's tired but um I hope you've been enjoying the keynote sessions hope you've been enjoying the party how many of you were at the party last night all right quite a lot I hope you enjoyed the party because I can tell you my team did I did if you notice there was a guy in the end was trying to take control from the DJ he was from my team so I know we had quite a good time that's how

(00:36) we roll but during the day time we talk about Automation and generative AI so for introductions um I am Sumit Jahar I am Chief Information officer at automation anywhere some of you might have met me yesterday in a session that we had about a similar topic but it was more about the Strategic side of putting generative AI to work and I made a promise in that session and I said hey right now it's all just Lessons Learned and best practices and stuff like that but I promise that tomorrow we're going to talk about some real use cases and we're

(01:10) going to show you some cool demos that's what we plan to do today I will be joined very soon with my you know team members Kapil Vyas and Mark Goodaire and they will take you over the uh over the demos that we have planned for today but before we do that let's quickly get past the Safe Harbor statement which you have seen pretty much in every session so far so I hope I don't have to repeat this um and I'm sure you have seen this slide Also let's get past it all right we really want to talk about the

(01:43) automation program automation anywhere has an internal program that we call as customer zero program as CIO I have traditional responsibilities which are all about running the technology strategy for our you know internal external operations but more than that the part that I enjoy the most is running this customer zero program customer zero program is all about solving the same problems that our customers are you know trying to solve every single day only using our own Technologies the goal is to become the gold standard or best reference customer

(02:22) for our technology so when this whole topic about generative AI the way you know the whole thing kind of Splash in front of everybody we thought we want to be the first one to adopt generative AI and create some lessons some learnings and best practices maybe something good will come out of it that our customers can use right so if you look at the program what has It produced this program has formally been in place for last three years when we when I created a center of excellence team since then the dollar impact of this program is

(02:59) 6.5 million dollars on an annual basis and when I say the dollar impact I'm talking about the cost that we are saving every year or the cost that we are avoiding every year there are some other ways to measure it sometimes we look at the productivity improvements we are saving close to 140 000 hours for our employees every single year to make it a little more interesting that comes to around five percent of our entire Workforce at this point of time five percent of our Workforce is completely digital and our goal is to

(03:31) take it 10 in next couple of years and generative AI is going to play a critical role in that on the right side you see some of the internal functional areas that are our customers will talk about you know how they are using our technology but overall this is the outcome this is how we measure the progress of our automation program let's take a look at where is this program going and what impact generative AI is expected to have on it if you pay attention to this graph you can see that the graph has been going on a linear

(04:07) path for quite a while we got to 2023 and we got 240 000 hours that I was talking about but the progress that we have seen this year with the help of generative AI all the problems that we are solving for ourselves the business impact that we are that we're observing you can see the curve that it's taking my team is telling me now that within next one year we're going to be able to achieve another 140 000 hour’s worth of savings that we that we basically achieved in last three years that's the

(04:38) kind of exponential impact gen AI is having on our automation program now that's all in theory what does it mean in in reality what kind of business use cases I'm going to show you very quickly a list of the use cases that I also talked about slightly more detailed yesterday's session on one hand we have the traditional GNA functions where we include HR it customer support group I I wouldn't include customer support group but Finance hrit legal Etc all of these groups every single day get

(05:12) questions from different kind of audience it could be customers it could be partners it could be vendors it could be third parties of all kind and a percentage of their time gets spent just in answering those questions we are now deploying Bots for all of these groups so they don't have to respond to every single email they get by themselves trying to save some precious time for themselves my favorite example is in the finance function we just went live with that it's our account payable team who get payment inquiries from our suppliers all

(05:49) the time when is when should I expect my payment against this particular purchase order this used to be a human task this has turned into a completely automated task end-to-end right from the time of receiving an email figuring out what this means what Pur is asking question about logging into this into the Erp system figuring out and expected payment date and drafting a response and sending that response to the supplier all of that totally automated on the right side I am showing you some examples from other teams are sales and

(06:24) marketing teams traditionally we were not doing much for these teams these teams are content heavy now our sales functions our sales reps are creating sales pitches based on the opportunity based on the data that is already existing before they go to a meeting they press the button in a co-pilot inside Salesforce and it creates an entire sales pitch for them end to end language translation our marketing team used to create this YouTube video content for audience like us and these two hire a third party service to translate them in different languages

(07:03) this service was costing us a lot recently my team deployed a service that completely got rid of this and automated the process of translation for all YouTube content not only automated and saved as cost but also now we are able to support languages that we did not have expertise in the past the list is very long I can't go through all of this my goal is to go deeper into three use cases today where my team is going to talk about front office a sales force and a co-pilot experience back office the account payable use case that I was

(07:40) talking about and automation for everyone when I say automation for everyone I'm talking about deploying Bots that are applicable for every single employee not just for a particular function but things that every single employer does every single day how can you help them save some time these are the three areas we're going to come talk about so without further Ado I'm going to invite Kapil Vyas and Mark Goodaire from my team welcome Mark welcome couple thank you take it from here please can you hear me all right

(08:14) you know myself all right so good afternoon, everyone I'm absolutely delighted here to be in front of you this afternoon and I hope you're still having a good time here right uh all right my name is Kapil Vyas and I'm the VP of it here under our CIO organization uh managing and part of my role is to oversee Global I.

(08:38) T operations and I'm also entrusted with managing uh our information security and compliance teams here but probably the most exciting part of my role my job here is to manage our Dynamic Powerhouse of innovation which I call which is our internal automation Center of Excellence team alongside with Mark why don't you say a few words and introduce yourself sure nice to meet you all right thanks Kapil thanks Sumit uh yeah so I have the privilege of leading our internal Center of Excellence uh as submit mentioned we are customer zero

(09:11) which is me which means basically that we want to experience all the platform what it's got to offer before you do so we don't want you to be guinea pigs for any of this we want to experience it first and make sure that it's all working driving on all cylinders and so we're very excited to be able to share some real use cases some of the stuff that you've seen at imagine so far has been you know almost available but it's right at the cusp of it but not yet not yet ready the stuff that

(09:36) we're showing today is real it's delivering value for us right now so you can take advantage of it exactly so yeah so Mark and I are really you know looking forward to showing you these three demos and these three are as Mark mentioned right these are automations that we use in our front office in our back office and as Sumit mentioned which is uh you know what we call it automation for everyone which is which will be a team's co-pilot use case which we'll show you guys uh so I know our

(10:03) hearts are pretty much right where it is let's jump right into the first use case which is going to be in our back office uh side which is in our accounts payable team which we call which is the supplier inquiry auto response now our accounts payable team right I'm sure just like yours is one busy and committed team right and they're constantly inundated with numerous volumes of emails that keep coming in from suppliers requesting various sorts of requests right and one of the biggest distractions to all of

(10:42) them to each one of them is to really constantly respond every day to these various types of emails that keep coming in what's the payment status can you update my bank information uh where is my payment and various kinds of you know repeated questions that keep coming into the team so we asked ourselves really why can't Mark why can't why can't we use our automation why can't we apply generative AI on top of this and solve this problem and Scooby was born right so what Mark is going to demonstrate just now is really

(11:18) how this automation receives these various types of requests and when Scooby does respond and when Scooby doesn't respond but actually escalates and sends it to a human or the accounts payable team to really escalate and respond to so Mark over to you awesome show the magic awesome okay let's see about Scooby um let me click it here so again this is going to be a great example of automation with generative AI there's a few key things that generative AI is going to help us with here the very first thing that generative AI is

(11:55) going to help with it classifying the messages that's what couple is just alluding to we got all different types of requests thanks to generative AI we can put every message from A supplier into one of three buckets bucket number one is the most beautiful one which is we can automatically respond so for example if it's a payment inquiry you're going to see that number two we can ignore it so there's no action necessary and number three is bring in the humans we need to send it to our accounts payable team we get these

(12:21) requests from suppliers at any time day or night and so we check for these new requests around every 15 minutes what we're doing right now in the demo is reading those new requests and here's the very first one now this one's a very nice one so it's a supplier that's probably happy that they got paid they're sending us a thank you note so what's going to happen is generative AI is going to classify that and it gives it a classification of file response what does that mean file it away in case

(12:46) we want to feel good about ourselves later and look it up but no further actions required in this case so that's request number one okay this one gets a little more interesting so now we've got a supplier that's mentioned a specific invoice number they'd like to know when the payment's going to happen so now generative AI is actually doing two things number one it just classified it to say yeah there's a payment inquiry the second thing it's doing is it's actually going to take out things like

(13:11) the supplier name and the invoice numbers from that unstructured email remember emails can be typed in any way they're completely unstructured also generative AI is pulling out the supplier name and the invoice numbers why is that important well now we can use it we can look up in our finance system at automation anywhere we're using workday financials so we've just made a request to workday we pull the payment status and why is that important well now thanks to generate AI we can draft a response to the supplier and

(13:37) send it off and that's what's happened behind the scenes in One Moment In the demo I'll show you a sample of what that email looks like but first another request has come in which we've read this is a different supplier different invoice number again they're asking for the same thing when am I going to get paid so those two core steps first of all classify it as a payment inquiry quickly we look up in workday to find out what the status of the payment is email sent no human involved in those Cycles at all

(14:08) this next request this fourth one is a little bit different so this message is not something that that can easily be fulfilled by an auto response this is kind of a different inquiry we need to bring in the humans we need the accounts payable team to look at and process this request how are we going to do that and the answer is we're going to do that using copilot so bot Scooby as it's processing it classified it it's creating a copilot request so now we need we need the attention of someone in accounts payable where do they live well

(14:36) they use different Business Systems much like your own accounts payable teams we could have done this in different systems but we've hosted this in Microsoft teams where they collaborate generative AI is back generative AI has drafted this response to the supplier they can quickly edit it and click Send mail and the request is gone so you can see even in the process exceptions thanks to copilot we were able to address it and here's a couple as promised a couple samples of emails that have gone out during the processing so

(15:03) this is the kind of communication completely generated by generative AI where we were able to automatically respond to the supplier for their payment inquiry so capital I love this one because it's a great use of automation with generative AI but we're very sensitive to be able to classify the message and say if we really need to bring in the humans we can do that and we've got a beautiful way of doing that because that process exception comes to them in the systems where they live that could have been work day we

(15:30) chose teams in this case but it comes right to them brilliant I can't agree with you more Mark so truly this is this is how you can apply automation generative AI we're able to understand we're able to interpret we are able to maybe even translate right maybe classify maybe prioritize everything is possible with generative Ai and Automation Club together and note here this is just an example in the accounts payable team this is possible in any operations team that you can think of right so the possibilities are

(16:06) just unlimited and we're so excited because this is just the tip of the iceberg as we're deploying more and more internal only within automation anywhere Scooby itself has is saving hundreds of hours of our accounts payable team this is just within the US is what we have deployed it and we're going to deploy this even more and save even more time as we deploy this globally uh it's at the moment I think we're getting more than 60 percent of all our you know all our supplier inquiries which hits our AP

(16:38) mailbox gets answered via Scooby which is a good I think a good place for us to start off from so we're seeing good Improvement and that's where we are that's where we are making progress from here on so I hope the pace is okay and Mark let's jump right into our Second Use case which is in the front office side right I hope can you see that some names there right we have a lot of fun uh naming our automations as well uh apart from just building them so let's jump into the story of contract ease and how contract ease or validation

(17:17) assistant is streamlining contract management contract management overall at automation anywhere so I'm sure all of you all will agree that sales teams or sales people you know sales members need to focus on selling and you know building relationships and not worrying about you know fretting over contracts do you all agree agreed right so but what we have seen is more than 80 percent of all sales opportunities that come in go through some sort of review with the contract operations team right you all agree with that one too now

(17:59) most of them go through some sort of back and forth because of missing documents or the incomplete documents and whatnot you know the contracts are missing and whatnot and this back and forth creates a lot of friction in the sales order process it impacts reproductivity it you know not to mention all the frustration that goes in during the whole sales contract process right so what we will show you now is automation 360 co-pilot right how it's leveraged well within Salesforce in the opportunity level itself

(18:35) right and so that the sales team members can live and breathe well within Salesforce they don't have to get out of Salesforce they can live and breathe within that and automation does all its magic and generative AI is able to pick things like redlining as an example and redlining is you know basically any changes that are recommended in a contract by a customer right so how do we show how Automation and generative way are able to work with co-pilot in Salesforce Mark why don't you show them a demo awesome one contract ease

(19:12) let's see it so with contract ease again very simply just as capital mentioned how is it helping us when we Book Sales orders basically we want we want to make sure that the right Agreements are in place that's the that's kind of the business problem that we're trying to uh solve here again great example of Salesforce co-pilot with generative AI as Kapil mentioned our account Executives spend their time in Salesforce so why not bring the automation directly to them they're looking at an opportunity on the right

(19:37) hand side you can see copilot it's already read some values from the opportunity directly we've got things like the primary quote number we're going to show you two different scenarios in this demonstration the first one's the more simple one we don't have any significant changes the second one will be a little bit more sophisticated so the account executive just kicked off the validation and uh-oh uh no surprise because this is a demonstration of the capability we've got some problems no fun to see success

(20:02) we've got some problems the account executive can click this option here to get some additional help importantly there's a button that says upload missing contracts because that's the situation in here so each one of these line items imagine this is a sales order each one of these light items represent different skus or different products or services that the customer wants to purchase and in the validation notes you can see clearly we've got some missing contracts so probably the account executive already has those signed

(20:28) documents uh sitting on their computer and they can just upload them or they can reach out to the customer and obtain those documents and then upload them and in this business process for the account executive that's it they're done and now a couple things are going to happen first of all generative AI is going to take over and do some real magic for us so the account executive is just answering a couple questions here they've uploaded their documents and now generated AI takes over to do validation

(20:56) at this point in the business process it leaves the account Executives hands and now it's come to contract operations they can instantly see that there's no redlining present so they can breathe a little easier okay there's no significant changes that have been recommended by the customer contract operations can go here they can open up the agreement and as you'll see okay the validation was successful there as you can see clearly there's no redlining present here so that's

(21:19) good news and contract ease provides this beautiful piece of analysis this spreadsheet what does it represent well each one of these rows represents some update that's happened on the contract and so as you can see there's a column called significant change if it says false that means no major changes were suggested we're good let's look at a second example a little bit more complex again the account executive has initiated validation they were missing some agreements we're going to answer a

(21:45) couple questions and then upload those missing agreements in this case contract operation sees uh we got some redlining present so we have to pay a little bit more attention in this case and what contract ease is going to do is show them not only what the changes were but which ones of those were significant you can see clearly here's an agreement and you can see just visually on the screen there's definitely redlining present so contract operations are concerned with how significant these changes are so they can pass them by

(22:13) legal and make sure everything's good and so you'll see a difference here if you look at the final row significant changes says true not so concerned about the prior ones but this one means for example some verbiage in the standard conditions or the standard terminology in the contract someone suggested some changes that really need to be reviewed to make sure that they're okay so ultimately Capital what do we get out of this time savings the account Executives can spend more time building

(22:37) relationships and helping customers we get quicker order booking and all that back and forth friction that we were talking about where contract operations are beating up our account Executives and vice versa Mark and team here is we're not just streamlining operations right our amazing contract operations team right whose brainchild this whole contract ease is uh they're ensuring a smooth progression in our deals right they're safeguarding customer satisfaction and they're fortifying just our commitment to

(23:12) Precision to accuracy to efficiency that we're able to bring into this process so just the value that we're able to deliver here is greater than four thousand of four thousand hours every year and this is just between contract operations and sales alone right and as Mark said they reduce friction yes is even more better you know than the 4000 hours out there that the value that we're able to get out of this they get along much better now it's just a big relief to everyone involved let me put

(23:40) let me put it that way uh so that was really our second uh use case out there I I hope you're still going at a reasonable pace so let's jump into our third use case right which is automation for everyone but before I touch upon the specific use case I really want to you know hone in on the fact that Sumit mentioned yesterday which was which is all about automation for everyone you know and we just showed you the team scope the Salesforce co-pilot use case which is yes sales teams marketing teams customer success teams they could

(24:17) all live and breathe in Salesforce they could access co-pilot from Salesforce and do their activities and work from there but what about use cases right which are regular day-to-day tasks right I want to book a meeting I want to make notes for a meeting I want to take tasks after a meeting I want to process approvals I want to submit a PTO application and various such and I you know I was at imagine for two days I want to catch me up on my work there's just so many wonderful use cases that we all can think of which is all

(24:53) automation that everyone in this room can use right but yes don't get me wrong there are tools Point tools that could do every single task that I told you just now and for that I have to log into every single system and then you know perform those tasks and if you ask me it's really you end up losing more time I get more inefficient by doing that what if we could put all of that into one single system we all like in our at automation anywhere we all live and breathe in teams right so we put this all into a team's co-pilot right where

(25:29) we are able to now completely rethink our operations reimagine how we're going to be able to deliver and bring efficiency to people and that is the whole concept of what we call the system of work right that's really what an example of that is what we're trying to show you here with the content assimilator now this has a very again and the Storyteller I guess right so let me tell you another story and this is this is a funny uh story that Mark and I uh you know ran into the last few months have been very

(26:05) interesting every other meeting every other meeting that we go into we're talking about generative Ai and this was one of those meetings one of our colleagues uh got extremely excited and he told me couple you really have to read this article sure send it to me Raman and so he's like he sent me the link I clicked the link I love the title and then I start scrolling and I'm scrolling I'm like Jesus Christ this is 10 pages I'm not going to be able to get to this right and then the next day I I get a

(26:42) YouTube link that says generative Ai and it's beautiful use in finance and I'm like sure I'm gonna click that link one hour okay I barely make through my bake through the hole and I'm like forward I probably have missed so many so many key aspects to that uh to the whole uh YouTube video that that was there right so that day I think Mark and I had an idea like I think this is a common problem I think that I'm sure all of you all can resonate in this room that we just are not able to find the

(27:15) time to either read or to be able to view these videos and articles and that day content assimilator was born right awesome show them the magic absolutely this is one of my personal favorites you know great that we're helping account Executives I'm not one of them though but I am an employee and this is one that honestly well today yeah exactly so the content assimilator so I think this is a really good and useful and also kind of fun automation very useful use this all the time personally

(27:47) and so as Kapil mentioned the challenge is we've got a lot of content being thrown at us look at everything that's happening in generative Ai and our product is exploding with all kinds of new functionality we actually need to find some way of keeping up with that so first of all bring the automation to the people we use Microsoft teams so bring the automation uh directly to us using teams copilot so this is a list of different automations that are available to us and we need to initiate content

(28:14) assimilator from here the input to content assimilator is really simple so for example if it's a YouTube video I need to consume which is the first one we'll do here then just give me the URL what's the what's the URL of that video so okay so I need to consume a video where is it well we have all sorts of interesting videos with different uh colleagues different people from our partner organizations all sorts of people doing interesting videos here's one between one of our product svps and

(28:41) Micah Smith sounds really interesting I don't have time to watch at all so I'm going to copy the URL and over here I can paste it in and you'll see below hopefully you can see this clearly there's a couple options here one is just give me the key takeaways and then the other one is if I've been spending time building up my chops as a prompt engineer I can also customize my prompt if I chose the key takeaways I can choose how many what format I want it in I want the results in a different

(29:06) language and if I've had a long day I can even lower the reading level you know at the end of imagine I think I'm going to want like grade six reading level I think two and that's it content assimilator takes over because this is a video clip the first thing it's going to do is pull the transcription of the video it's going to apply whatever parameters I provided and thanks to the magic of generative AI sitting in my inbox two minutes later is going to be a beautiful summary of everything they were talking about on

(29:32) that video so I think a huge Time Saver and then instead of watching the 50 minutes or the one hour I can actually get the key points of what they were talking about from the video but in capital's example a real life example look at this this is all fascinating but I also can't find the time to read this 15 page article so in this case we're going to customize the prompts I want you to talk to me with a certain personality I want to specify the language the reading level so I customize my prompt and again

(30:00) within minutes the results are provided to you in your inbox so the important thing is you don't need to be out of the loop anymore you can stay in the loop with all this content thanks to Automation and generative Ai and again that I think that can that can help any employee so it's a great automation for everyone absolutely Mark and then much like the content assimilator right and as we launch as we think of all these ideas that I just mentioned we're rolling this out even more to everyone at automation anywhere

(30:27) even more ideas they're able to take notes they're able to send approvals they're able to do everything all from just that system of work where we're just kind of rethinking reimagining operations with the with the Advent of and the power of adding you know automation with generative AI put them together so I hope you found these three use cases sort of interesting fun and we're able to sprinkle a little bit of ideas out there to your automation roadmap so with that Sumit I'd love to

(30:55) have you back on stage and say a few words thank you couple great demos everyone we have lots of demos to share I wish we had enough time to share all of that with you um the what we did want to do is give you a chance to ask us questions at the end of this session because when I was asking the audience yesterday I asked hey how many of you actually deployed generative AI within your organization out of the 140 people were standing in this room only I would say five or six raised their hand that made me feel like there is so much

(31:31) that is left that people want to understand barriers questions how llms work do I need to figure do I need to become an AI expert before I deploy anything like that we kept some time to answer those questions for you if you if you have any questions about the demos we are here let us know please raise your hand and happy to answer whatever questions you might have anyone yes please [Music] really concerned regarding leveraging llms for external so we're all focused on we'll do it internally how did you get a comfort level uh I'm

(32:12) assuming it's a scripted response or the bot sending out for your AP scenario there where it's asking or PL where it's asking for a you know status of payment on that how much testing how did you build the comfort and what was the final decision to say yes we feel comfortable saying this out to your suppliers sure so yeah so it's a fantastic question I think um submit shared in his presentation yesterday so uh when we started experimenting with generative AI that was just like everyone that was one of

(32:41) our Paramount concerns so I think we did the right thing from a technology standpoint to make sure that we were doing it in a secure way so the idea of you know publicly you know interacting with public models became a No-No pretty quick so all this stuff we're using secure uh instances when we're interacting with models I think that's the first thing um rest of your question I'm sorry yes sorry of course yes so I think the rest of the answer is a whole lot of testing it is absolutely true we did a

(33:10) lot of testing and to be honest our experience was the accuracy and the reliability exceeded our expectations um but I think that the magic here also with generative AI obviously is how you build the prompts we were very careful about that so if that supplier is not happy uh someone from accounts payables is getting involved right so the generative AI helped us with things like sentiment and tone and Analysis but there was a lot of testing I would add one more Point uh to the same question so of course a lot of

(33:39) testing to me all these questions fall under the umbrella of llm or jennyi governance and many it organizations when they're starting on this journey they don't they don't have all these building blocks available to them we were in the same boat honestly when we started and we ended up partnering with the third party that we you know were in a contractual relationship in the past and we said hey we hear all these things about what llms can do and right now couple of elements are really popular GPT 3.5 gpt4 we don't

(34:10) know which one to use the selection of llms training of llms one thing that became very clear to us is that if we really want to find Value out of them you have to marry them with your Enterprise data you can use the same llm and your neighbor can use the same model and you must be both we might be getting different results out of it because you did not do a good job of combining with your own data number one number two the quality of the data right so you will spend less testing training tuning and just you know adjusting

(34:44) these models if you already spend time or your data team spend time making sure the quality of the data is good I would highly recommend you know paying attention to that um other than that the last thing that I would say is whoever is helping you define the scope of this LL model that you're using the training should be done in a way that it has a very well defined responsibility if I am creating a digital assistant let's say for IIT organization we made sure that it is trained to be helping as an AI chatbot

(35:18) only you should not be it should not be able to answer any questions about health care or other science projects that you may have in your mind so that way it's gonna you're gonna run into less of those hallucination problems right if we never trained it about a particular question what is it going to do it's going to try to guess there's only one way to stop it from guessing that is to train it to not answer questions that you are not supposed to and I hope that answers the question and every single use case also goes through

(35:48) its own rigor its own Security reviews uh completely and at times we've also used automation to you know if we know that there's a there's a particular question or something that's remaining on the model and you want to get it off it's sensitive and whatnot even used automation to go and delete that so it's like so you continuously keeping the sanity check and whatnot so you know it's very deeply concerning you for us so yeah all right any other questions anybody might have

(36:16) it is one on that search in regards to embedding co-pilot and teams we Grant access to teams and SharePoint via Azure ad groups how are you determining which group gets access to it and then how are you allocating those permissions so it is done through the deployment from the Azure 80 side so for now the way how we so if you want to really understand how are you wanting to understand how it's deployed yes like if we only want a certain group receiving that embedded whatever inside of teams we only want a certain group

(37:03) based on the action ultimately it's an application which is deployed to teams so you can choose pick and choose users who can get access to it if you're not deploying uh you know the copilot to everyone in the company or you could deploy this to everyone uh using Azure yes and the other thing connected with that is automation by automation so what determines what automations you can access versus me the same model that you use right now so that's the control room setup exactly where you can configure that in copilot the same thing

(37:32) applies for what's available in teams so if you if when in the traditional way if you log down to the control room and you had access to three automations teams got deployed you have access to the same three it's not a new security model yeah okay so that's all in the control embedded which cannot integrate with active directory groups which I can probably figure that right answer I I'm not entirely sure but I'll get back to you on the active directory piece of it but it is so as Mark mentioned whatever your whatever

(38:01) automations you have access to if you're in finance and you have access to three of those automations right plus five more automation that is deployed for automation for everyone you will have access to eight of them not that but versus if he is in sales you only have access to those five so things like that all right any final questions before we wrap up for the day all right go ahead please uh very interesting and I'm sure everybody else like myself we're looking into some use cases obviously to how to

(38:34) integrate this sort of new services within our Automation Services right but one question is there have you seen any use case within your scope I think I know it's hope is very important for prediction type of analysis like what if scenario or because right now all the use cases you just showed this is a point of status at this point right whether you're checking internally or whether you're checking some input from the customer but looking into some of the data Maybe the finance has projected child balance or so forth what if

(39:10) scenario kind of generative use that we have seen or have any ideas around that I can think about one such use case that we are testing right now we have chosen not to deploy it yet it's still under testing but Revenue intelligence is a category uh you guys might have come across specialized tools all that they do is they try to forecast your quarterly Revenue automatically for you and sometimes they're able to do it during the middle of the quarter these are very expensive tools also leverage AI but

(39:46) what we are trying to do is that all the data that these tools typically use to make that prediction that is our data anyways that data is already sitting in our CRM system we are trying to build as a deal scoring system which probably works with the same concept using generative Ai and being able to predict whether this particular deal or opportunity is going to close or not right and you can make it as sophisticated as you want based on the parameters based on the data that is available to you the key to that is like

(40:15) I was saying data if your reps are not providing you inputs about they are not updating your deal or opportunity that I had this meeting with the customer I had a telephone call with this customer as long as the data is there and I have a way to capture the sentiment out of it making a prediction is not too hard but at the core of it goes back to the quality and quantity of the data that is available to you so talk to me in another three weeks and I'll have an answer for you whether this works this model works for us or not yeah

(40:48) all right if no further questions all I would close it by saying that generative AI is upon us you heard probably this in this entire conference repeatedly and I have been getting these questions about tell me from a cio's perspective you are responsible for governance security how are you so comfortable deploying it when you don't have all the answers that are well anytime a technology Revolution comes upon us whether it's personal mobile devices Remember the Time an iPhone suddenly became a thing

(41:21) inside your Enterprises it never happens that you already have figured out all the controls but the disruption happens first controls come later on you have to decide whether you want to wait for all the answers to be available or do you want to start driving your answers by yourself what we learned from our journey is that there was some sort of a workaround to every problem every barrier that we're running into but the opportunity is too big to miss so my recommendation is try to get to that bandwagon don't miss this bug

(41:53) this this this bus this it's not going to wait for you it's going to change everything the way you solve any problem for your customers with that it's going to be wrap for today thank you all for coming thank you thank you

YouTube

https://www.youtube.com/watch?v=civvyIsob-Y