



From Copilot to Agents: Turning Daily Work into Measurable Outcomes

7 Feb 2026 11:00 am – Room 1



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Who are we?



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Connect with us!

THE SHIFT IS HAPPENING — RIGHT NOW



80%

of leaders expect agents integrated
in 12–18 months

4 in 5

organizations are in or past the pilot
stage

2.5×

faster scaling by prepared companies
vs. those ramping up

"The gap isn't budget. It's **preparation.**" (*)

NOT ALL COMPANIES ARE ON THE SAME CLOCK



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Visionaries

Big ideas, weak execution
~9+ months to deploy

Achievers

High strategy + high execution
Scale fastest (<6 months)

Discoverers

Low on both dimensions
Pilots that never graduate

Operators

Strong execution, no clear strategy
Busy but misaligned

Execution

Journey to the Frontier Firm

Every organization's AI transformation will look different, but here's how we see it playing out over time.

Phase 1

Human with assistant



Every employee has an AI assistant that helps them work better and faster

Phase 2

Human-agent teams



Agents join teams as "digital colleagues," taking on specific tasks at human direction

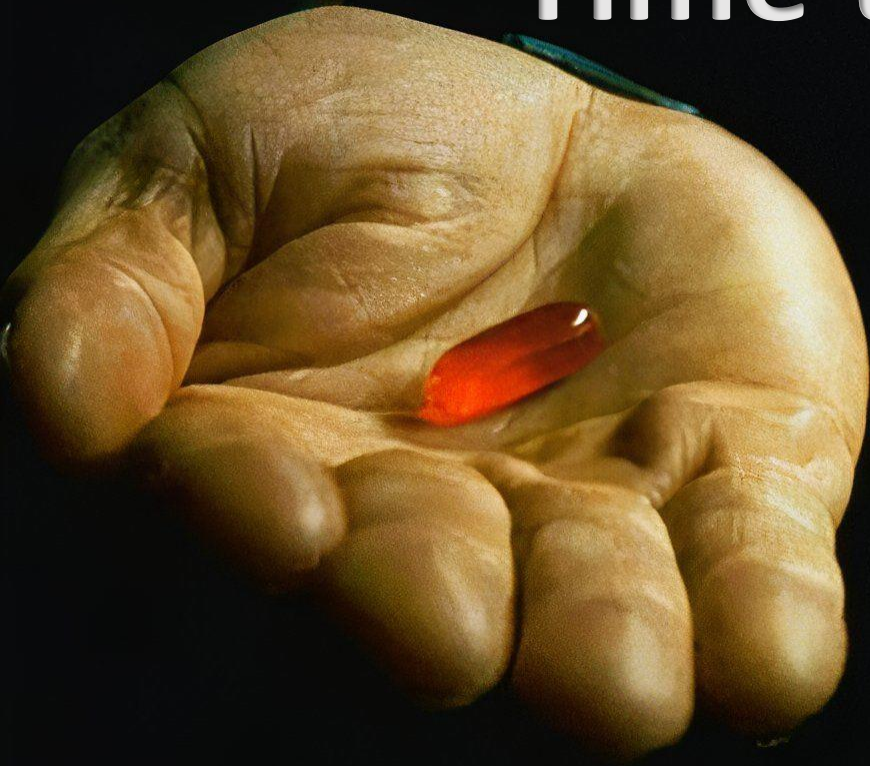
Phase 3

Human-led, agent-operated



Humans set direction and agents execute business processes and workflows, checking in as needed

Time to choose



Three Patterns That Close the Gap

From Copilot assist to end-to-end agent-driven outcomes

BUILD OR BUY?



Customer Email

Incoming → Triaged → Summarized → Routed

Agent reads, classifies urgency, extracts key asks, routes to the right team — human reviews exceptions



Sales Opportunity

Meeting → Notes → Actions → Proposal Draft

Agent captures notes, identifies next steps, drafts proposal sections — rep owns the relationship



Internal Request

Request → Validated → Approved → Executed

Agent handles intake, checks policy, routes approval, triggers fulfillment — manager signs off



Where This Runs — A Quick Technical Glance

Microsoft Copilot Studio

-  Build agents visually — no deep code needed
-  Connects to M365, Dataverse, custom APIs
-  Built-in guardrails and conversation management
-  Publish to Teams, web, or custom channels
-  Ideal for the three patterns we just saw

Azure AI Foundry

-  Full-stack platform for custom AI solutions
-  Multi-model support (GPT, Phi, open models)
-  Advanced RAG, fine-tuning, and evaluations
-  Enterprise security and responsible AI built-in
-  When patterns need deeper customization

"Business decisions first. But knowing where agents run helps you ask the right questions."

Where Agent Risk Actually Sits

Hint: not where most people think

Where People Look

- 🔍 "Will the AI hallucinate?"
- 🎯 "Is the model accurate enough?"
- ⚠️ "What if it says something wrong?"
- 🛡️ "Can we trust the technology?"

Where Risk Actually Lives

- 👤 No one owns the agent's output
- 📋 Process wasn't mapped before automating
- ⬆️ Escalation paths are unclear
- 📝 Decisions ship without human sign-off

"Only **1 in 3** companies have designated an executive sponsor accountable for AI initiatives."

Why "Agent Boss" Quietly Undermines Trust

The Language Trap

"You're the boss of agents" frames AI as subordinate — implying autonomy and authority it doesn't have

This language creates false expectations about agent independence

When agents fail, "bossing" language leaves no one accountable

It shifts focus from process design to personality — a distraction

The Better Frame

You're a process designer, not a boss

Agents execute tasks within guardrails you define

Accountability stays with the human who designed the workflow

Trust is built through transparent, auditable agent behavior

The goal: Fast actions. Human decisions. Clear accountability.

Design Agents Right: Three Rules



Actions Are Fast

- Map before you automate
- Automate repetitive, well-defined tasks
- Let agents handle triage, routing, drafting
- Speed matters — but only on the right tasks



Decisions Are Human

Approval gates required

No silent agent decisions

Human in the loop
(not optional)



Accountability Is Clear

Named owners

Escalation paths & Audit trails

Governance = the product

Your Next Move

Don't guess. Assess.

Microsoft Agent Readiness Assessment



~10 minutes to complete



Benchmark vs 500 enterprises

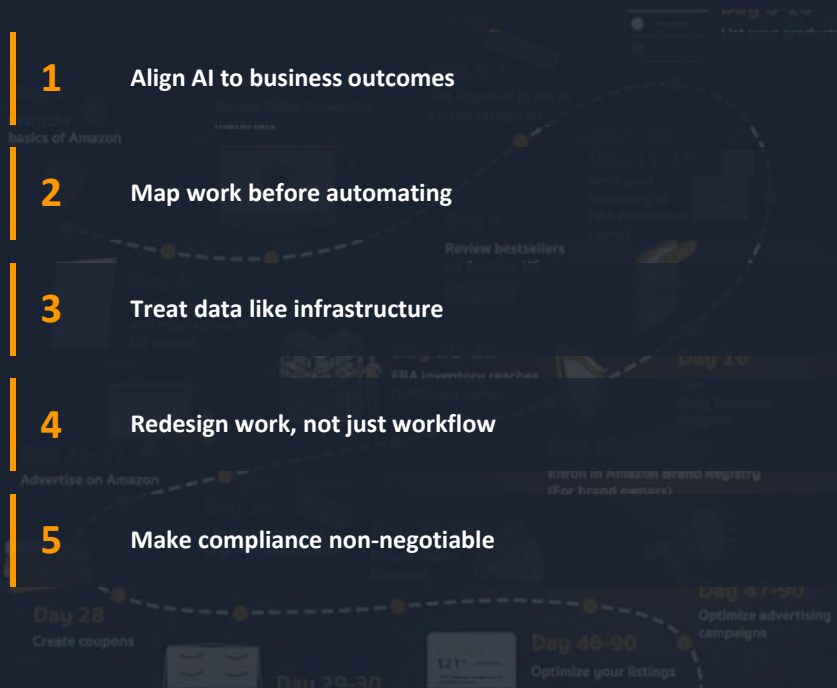


Walk away with a concrete plan

agent-readiness-assessment.microsoft.com

The 5 Readiness Factors

- 1 Align AI to business outcomes
- 2 Map work before automating
- 3 Treat data like infrastructure
- 4 Redesign work, not just workflow
- 5 Make compliance non-negotiable



Beyond "Boxes of Agents" — Building from Day One

✗ The Old Mindset

Agents as Isolated Tool

"Boxes" of capabilities

Conceptual, not operational
(Disconnected)

✓ The New Reality

Embedded in Process

Integrated System

Operational Workflow from start

*"The shift from Copilot to agents isn't about adding new tools to your stack—it's about **fundamentally redesigning how work gets done.**"*

Start **Building**, Not Piloting

FROM: "Let's pilot an agent and evaluate"

TO: "Let's design the outcome and build the agent"

"Agents aren't experiments. They're infrastructure. Build them like you mean it."

Three Starting Points

- 1 Pick a measurable outcome
- 2 Map the full process
- 3 Build governance first

The future of work isn't coming. It's here.



Copilot Champions are
Agent bosses

COPILOT CHAMPION. SULAVA ARTICLE



Sulava's Copilot Champions Nurture AI Adoption

AI is rapidly transforming the way we work, yet its true value is only realized when people are empowered to explore, experiment, and embed new tools into their daily routines. At Sulava, our Copilot Champions Program is designed to bridge the gap between cutting-edge AI and practical workplace adoption. By putting people at the center of digital transformation, we enable organizations to harness Microsoft Copilot's full potential, making productivity gains meaningful, sustainable, and accessible to all.

What makes a Copilot Champion?

Through their commitment and enthusiasm, Copilot Champions act as catalysts for change, modelling new ways of working and encouraging experimentation across teams. Their proactive approach helps to surface practical insights and enables a sense of shared purpose, ensuring that AI adoption is both inclusive and aligned with organizational goals. These Champions not only drive momentum within their own circles but also nurture a thriving environment where innovation and continuous improvement are part of everyday work life. They are not expected to be Copilot Trainers simply "beating the drum for change" and sharing their success stories on how Copilot has helped them to be more productive and demonstrate return on the licence investment (ROI).

How does the programme work?

Importantly, each session provides practical guidance tailored to evolving workplace needs, equipping Champions with actionable insights for immediate impact. Feedback loops and peer-led knowledge sharing enable a supportive learning environment, where best practices are refined, and challenges are addressed collectively. This dynamic approach ensures that Copilot adoption remains relevant and inclusive, empowering every participant to contribute to a continuous cycle of improvement and innovation that truly transforms the way teams work.

Copilot Champions Across Sectors

From our experience becoming a Copilot Champion begins by identifying opportunities within your sector, whether public, private, or education, that align with your organization's strategic goals and digital transformation priorities, as follows:

Public sector, often focus on improving service delivery, streamlining administrative processes, and driving transparency through AI-powered collaboration

Private sector, typically target productivity boosts, competitive advantage, and innovation in customer engagement, emphasizing efficiency and agility.

Education sector, play a critical role in supporting teaching and learning, enhancing classroom collaboration, and nurturing digital literacy among staff and students using the Growth Mindset framework.

Understanding these distinctions ensures that each Champion can tailor their approach, leveraging Copilot to unlock sector-specific value and inspire meaningful change.

AI TRANSFORMATION IS
70% ABOUT THE PEOPLE
AND 30% ABOUT ACTUAL
TECHNOLOGY



Why it matters?

This collective effort not only accelerates digital transformation but also nurtures a culture where curiosity and collaboration thrive. As Champions share their insights and celebrate successes, they inspire confidence across teams, making AI feel approachable and relevant to everyday work. This ripple effect ensures that the benefits of Copilot extend beyond early adopters, embedding a spirit of innovation and adaptability throughout the organization—and paving the way for sustainable, inclusive progress.

How to find top Copilot users (summary)

There are four main ways to identify your top Microsoft 365 Copilot users:

- Microsoft 365 Admin Center (fastest)**
 - Go to **Reports** → **Usage** → **Microsoft 365 Copilot**.
 - Sort the **user table** by *prompts submitted*, *active days*, or *last activity*.
 - Best for a quick list of high-usage users.
- Copilot Dashboard (best for leaders)**
 - Open **Viva Insights** → **Copilot Dashboard**.
 - View adoption, usage by app, and impact metrics.
 - Helps spot consistent and influential Copilot users across teams.
- Copilot Analytics (recommended for "power users")**
 - Use Viva Insights analytics or Power BI templates.
 - Identifies **Power Users** and **Habitual Users** based on consistency, volume, and breadth of use.
 - Best for champion programs and adoption strategy.
- Power BI Super User templates (advanced)**
 - Microsoft's "Decoding Super Usage" toolkit.
 - Deep behavioral analysis and executive-ready dashboards.
 - Ideal for AI enablement and scaling best practices.

Rule of thumb:

Heavy usage ≠ top user. The best Copilot users show **consistent, multi-app usage over time**.

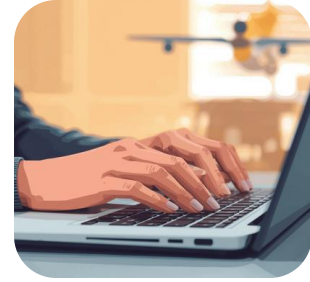
[Sulava's Copilot Champions Nurture AI Adoption - Sulava MEA](#)

SELECTION PRINCIPLES FOR COPILOT CHAMPIONS



Capability

Demonstrated skills in using Copilot effectively.



Engagement

Active participation in sharing knowledge and outcomes.



Advocacy

Championing Copilot usage within their departments.



Outcome-oriented

Focus on translating learning into business impact.

CHAMPION BEHAVIOR STANDARDS

Champion Do's

- Actively advocate Copilot within their department
- Share knowledge openly and consistently
- Demonstrate real, hands-on experience
- Support colleagues through coaching and guidance
- Encourage responsible and ethical AI use

Champion Don'ts

- Holding the Champion role without usage
- Relying solely on theory without practice
- Being unapproachable to colleagues
- Avoiding community engagement
- Acting as a technical administrator

"Champions are practitioners first, advocates second, and trainers third."

COPILOT CHAMPION ELIGIBILITY CRITERIA

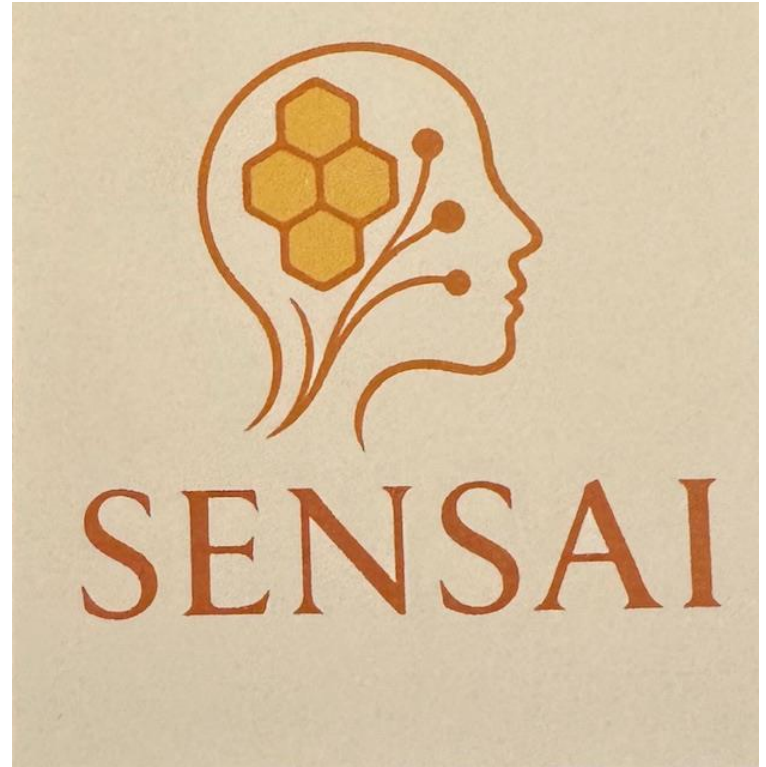
- ✓ Completed at least 3 weeks of Copilot training
- ✓ Actively uses Copilot in daily work
- ✓ Frequently utilizes three or more apps (Chat, Word, Excel, PowerPoint and Teams)
- ✓ Translates Copilot usage into real business outcomes
- ✓ Shares prompts, learnings and examples with departments
- ✓ Explains how Copilot works, not doing work on behalf of others
- ✓ Provides at least one validated success story

“Champions are selected based on demonstrated capability, not job title or nomination.”

Idea: Not Agent Bosses but perhaps Agent Sensai?

SENSEI IS JAPANESE FOR MASTER TEACHER ...

*“SENSAI IS A PERSON WHO
TEACHES RESPONSIBLE M365
COPILOT WITH COMMON SENSE,
EXPERIENCE AND EMPATHY”*



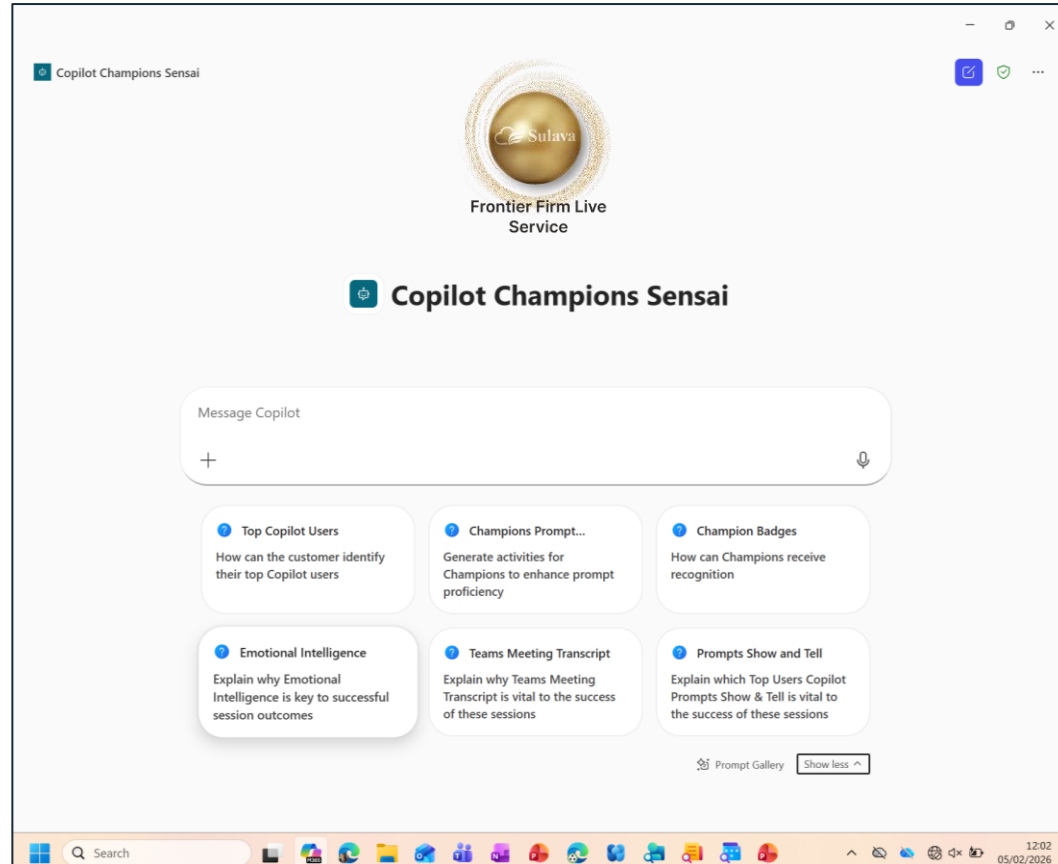
The Agent aims to equip facilitators with the tools needed to conduct impactful, engaging, and lasting champions sessions that promote digital adoption and nurture cultural transformation within their organizations who share productivity gains.

Ultimately enabling “Human”

Agent Bosses who lead with

common sense, M365 Copilot

experience & empathy!



OUR NEXT EVENTS



Dubai 07 Feb



MAHDIA 14 Feb



RIYADH 05 Mar



SHANGAI 21 Mar



PARIS 22 Apr



ROME 24 Apr



BRUSSELS 27 Apr



MANILA 12 Jun

AND MORE...

Thank you!

