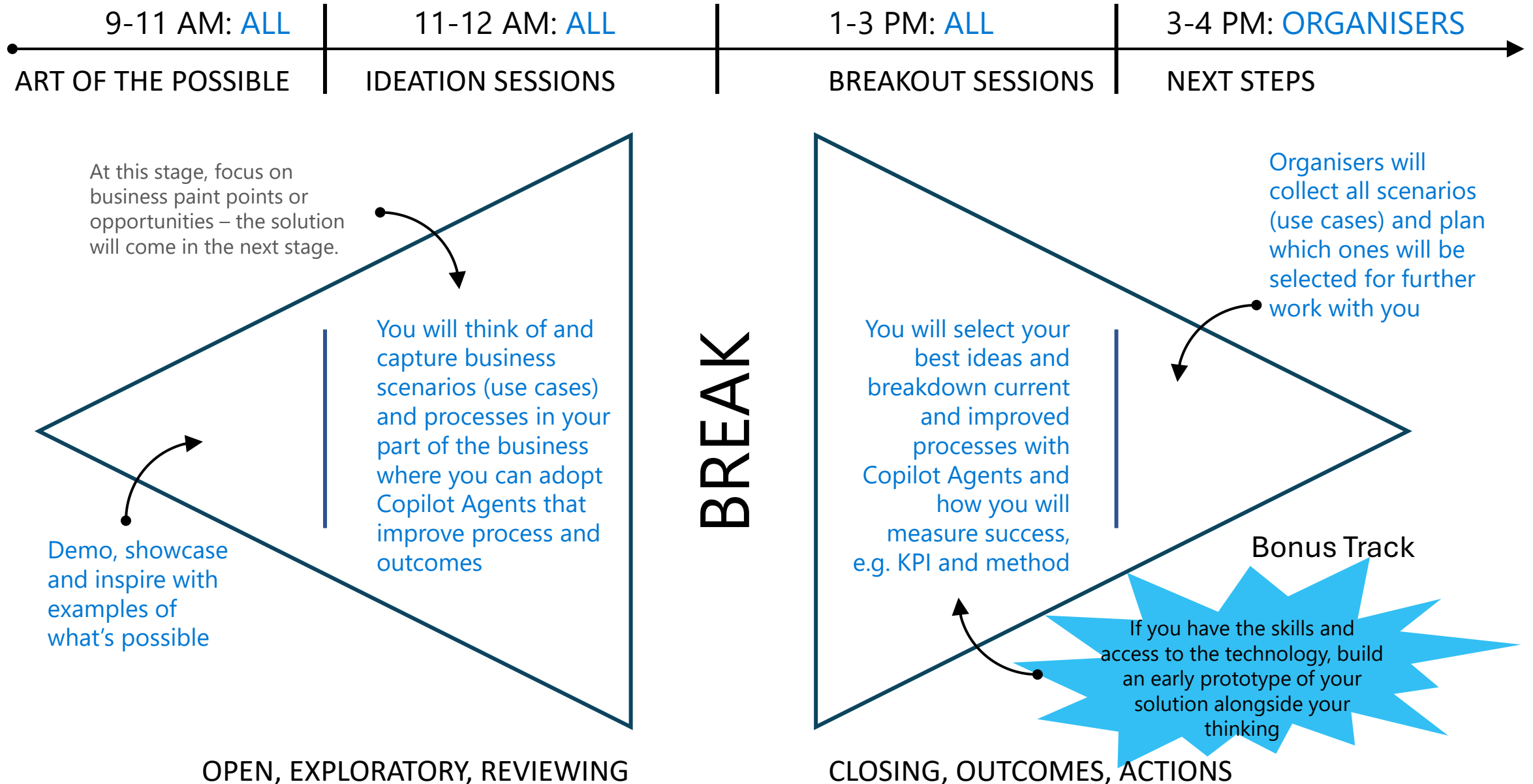# Rapid Prototyping for Copilot Agents with Business Impact
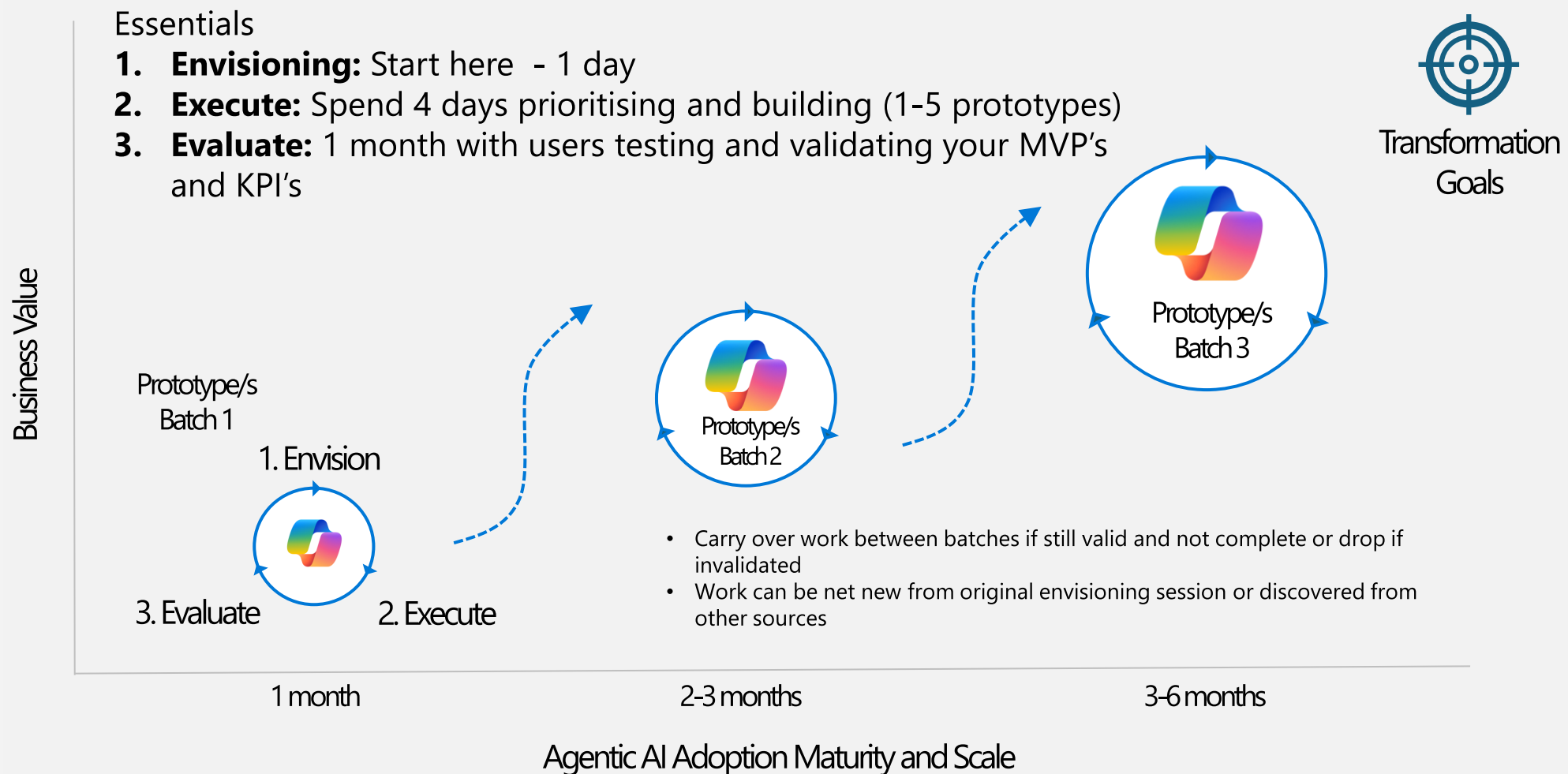
Stephen Danelutti

Critical Success Factors

1. **Customer with right intent and people engaged:** IT + Business; senior execs; thinkers and doers

2. **Business outcomes focus on all sides:** for what use cases/scenarios to prioritise based on what makes a measurable impact

3. **Technical and process capability:** the right platform/s and knowledge from vendor side; knowledge of the process and related platform/s from customer side

4. **Technical and organisational blockers removed:** use of technology approved; licenses in right people's hands; legitimacy for action

5. **The right framework:** Envisioning, implementation, mindset, etc.

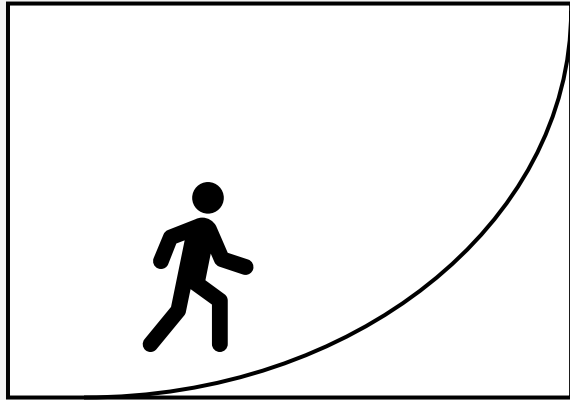# Everything starts with envisioning – 1 day workshop

9-11 AM: ALL	11-12 AM: ALL	1-3 PM: ALL	3-4 PM: ORGANISERS
ART OF THE POSSIBLE	IDEATION SESSIONS	BREAKOUT SESSIONS	NEXT STEPS

At this stage, focus on business paint points or opportunities – the solution will come in the next stage.

Demo, showcase and inspire with examples of what's possible

You will think of and capture business scenarios (use cases) and processes in your part of the business where you can adopt Copilot Agents that improve process and outcomes

BREAK

You will select your best ideas and breakdown current and improved processes with Copilot Agents and how you will measure success, e.g. KPI and method

Organisers will collect all scenarios (use cases) and plan which ones will be selected for further work with you

Bonus Track

If you have the skills and access to the technology, build an early prototype of your solution alongside your thinking

OPEN, EXPLORATORY, REVIEWING

CLOSING, OUTCOMES, ACTIONS

The right implementation

Essentials
1. **Envisioning:** Start here - 1 day
2. **Execute:** Spend 4 days prioritising and building (1-5 prototypes)
3. **Evaluate:** 1 month with users testing and validating your MVP's and KPI's

Transformation Goals

Business Value

Prototype/s Batch 1

1. Envision

3. Evaluate   2. Execute

Prototype/s Batch 2

Prototype/s Batch 3

- Carry over work between batches if still valid and not complete or drop if invalidated
- Work can be net new from original envisioning session or discovered from other sources

1 month   2-3 months   3-6 months

Agentic AI Adoption Maturity and Scale

Prototype = Agent use case/scenario with business impact

The right mindset

❌

1. Think like a project manager
2. There's a beginning and an end
3. <u>The plan</u> is to manage the project
4. Supported by tools: project plan

✔
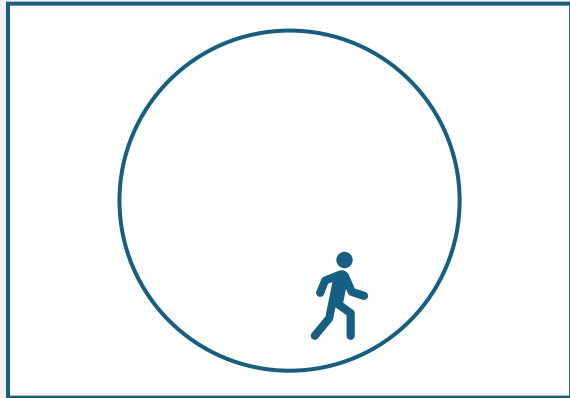
1. Think like a product manager
2. There's a continuous learning curve & evolution
3. <u>The strategy</u> is to build a capability
4. Supported by systems: people, technology process

Managing a funnel of potential

1. **Discover**
   a. Always be discovering use cases
   b. Use multiple sources, capture to evaluate
   c. A simple list with key criteria and scoring mechanism
2. **Prioritise**
   a. Use a more complete solution design template for proper evaluation if list format limited
   b. Use criteria like relevancy, measurability and deliverability to score
   c. Select 1-5 highest scoring scenarios for initial development
3. **Build**
   a. Understand current process, improvement with Copilot Agent and what you are building (see 2a)
   b. Capture KPIs for each business process improvement – what success looks like
   c. Think about data sources to measure improvements
4. **Realise value**
   a. Support end user adoption of new ways of working
   b. Embed behaviors through reinforcement, observe
   c. Evaluate outcomes (e.g. Copilot Dashboard), go/no go decision

Prioritisation

#	Department	Scenario Title	Value Statement	Use Cases/Tasks	BV Theme	Extensibility Type	Name of Connector	Unique Users	Personas	Sponsors	Business KPI	KPI Current Benchmark	KPI future impact	Priority	Scores		
			Summary outcomes expected or area being targeted	Main features being used to drive value	Select BV theme applicable to scenario	Out of Box or Custom		Users associated with Scenario	Main user type	Exec leaders involved		Current state of KPI (if measured)	Expected/Measured impact on KPI after Copilot	Highest: 15	Relevant	Measurable	Deliverable
1	Human Resources	Recruitment Acceleration - Example	Save recruiters time in creating job description for jobs ads/postings	Use Copilot integrated with Adobe Express to streamline job description generation from job responsibilities list document and publish to channel	Cost Efficiencies	Out of Box	Adobe Express	200	Content Marketers Recruiters	CMO CHRO	Time saving		30 min/day	6.0	2	2	2
2	IT	Employee Self Service for IT Helpdesk	Provide self service experience to employees for common IT Support	Copilot plugin for ServiceNow KB, Catalogue	Employee Experience	Out of Box	ServiceNow	5000	All Employees	CIO	IT Helpdesk SLA		SLA reduced to 2 hours	6.0	2	2	2
3														3.0	2	0	1
4														3.0	1	2	0
5														1.0	0	0	1
6														5.0	1	2	2

DEFINITIONS

Relevent
0 = Low relevance
1 = Some relevance
2 = Very relevant

- How important is this for internal stakeholders. Use cases that touch core business operations carry more value.
- Financial: How does it impact on the bottom line
- Customer: How does it impact on how our customers perceive us
- Internal Process: How does it improve productivity
- Learning & Development: How do we improve and create value

Measurable
0 = No way to measure
1 = Some measurement
2 = Highly measurable

- Key KPI's / metrics can be identified
- These can be measured through survey's and/or analytics and tied to the use cases

Deliverable
0= Very complex
1= fairly easy, some complexity
2= Very easy

- Delivery of business value can be quantified in some way.
- Resources to manage are available (people, budget, time)
- Key stakeholders identified and involved
- They suit the level of maturity of the organisation

Use Excel (example above), SharePoint/Microsoft List* or any tool of choice (but don't let the tool get in the way)
* Excel can also be imported in SharePoint/Microsoft List