



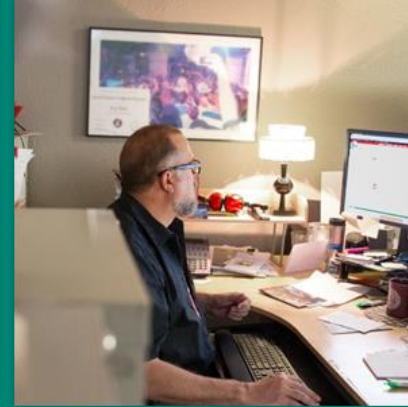
# Technology and Social Impact

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 Certified Prosci Change Practitioner



# Companies that can do more, should



“

*At a time when many are calling attention to the role technology plays in society, our mission remains constant.*

*It grounds us in the enormous opportunity and responsibility we have to ensure that the technology we create **benefits everyone on the planet, including the planet itself.***

– Satya Nadella, CEO, Microsoft



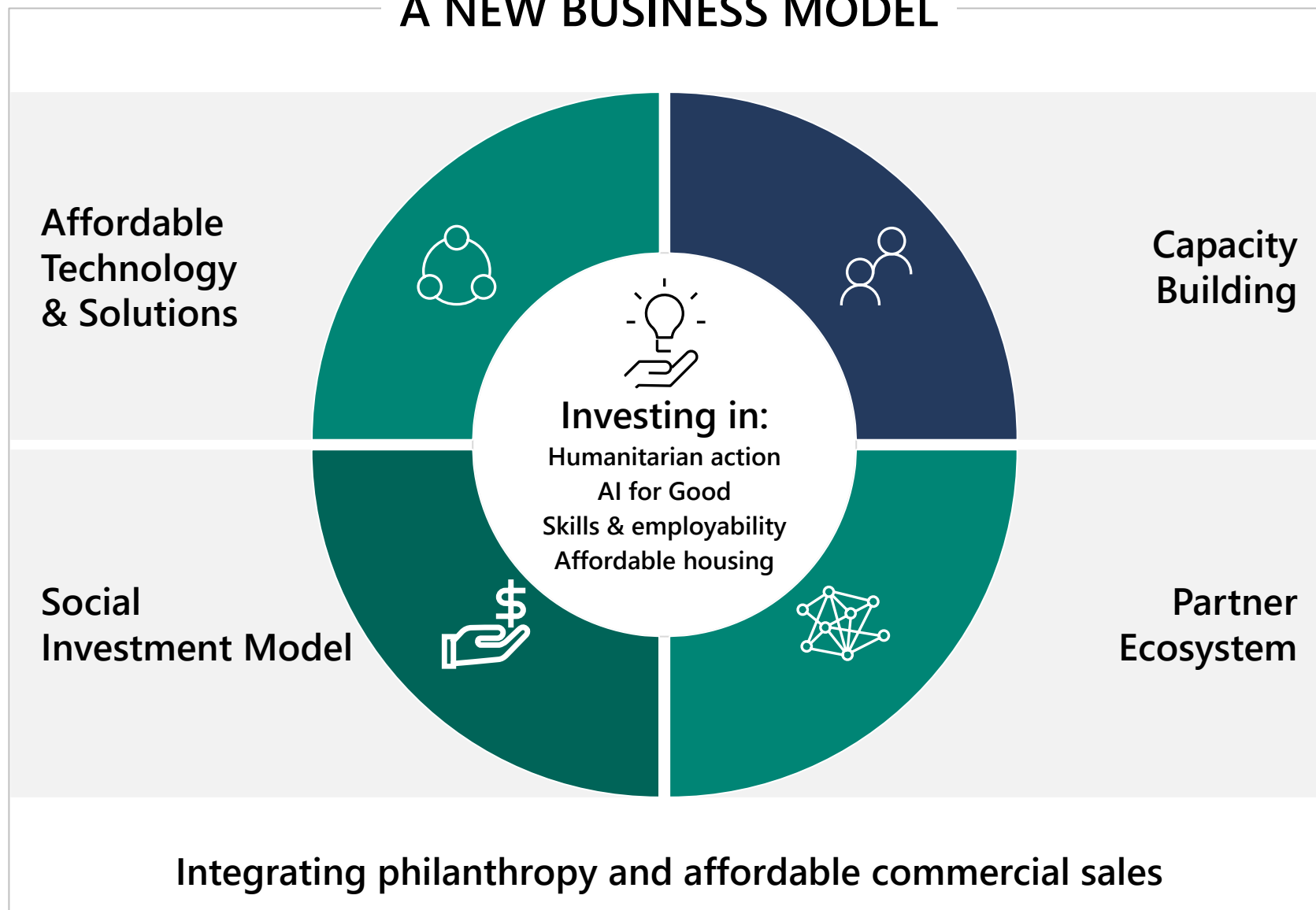
# TECH FOR SOCIAL IMPACT

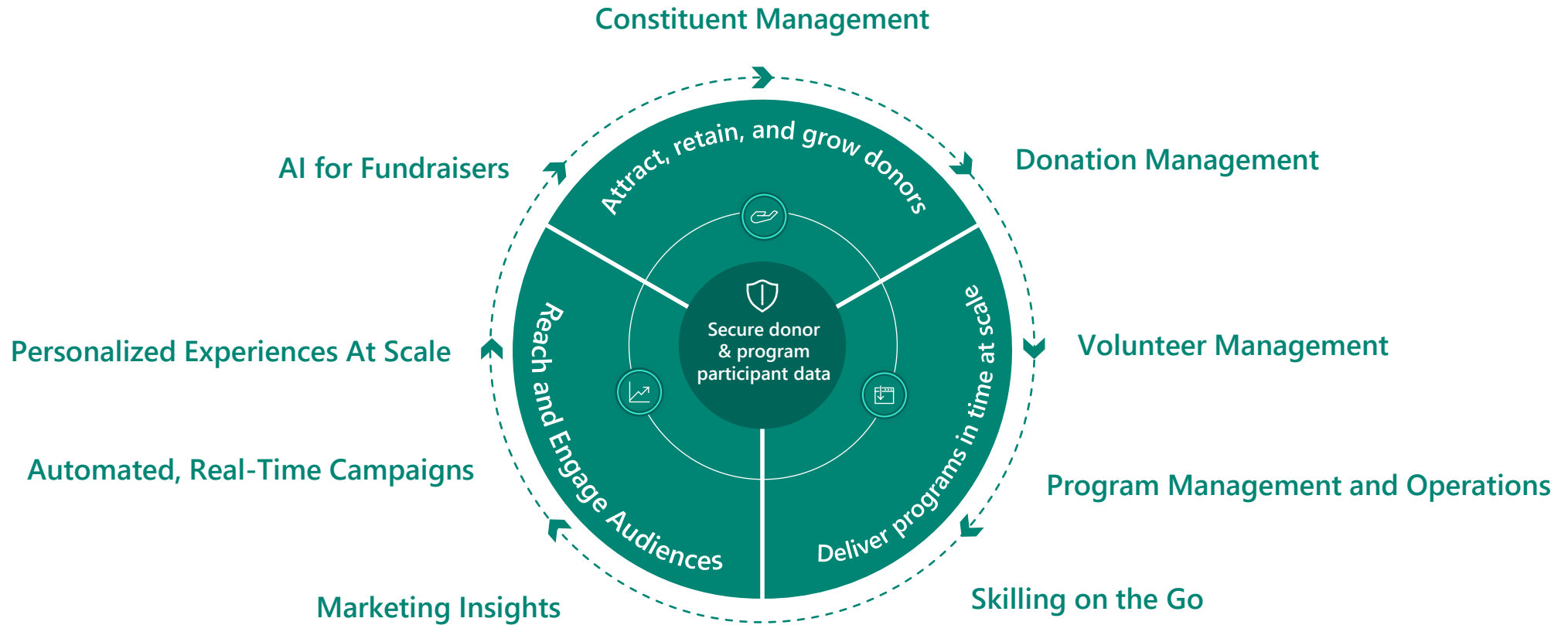
Empower every nonprofit and international development organization with Microsoft technology to accelerate social impact



# Tech for Social Impact

## A NEW BUSINESS MODEL





**Secure donor & beneficiary data**



Secure the hybrid environment



Integrate security tools



Deliver rapid, intelligent results

# The evolution of AI

Feb 2011



AI better than humans

# The evolution of AI

Feb 2011



AI better than humans

Nov 2022

**ChatGPT**

☀ Examples	⚡ Capabilities	⚠ Limitations
"Explain quantum computing in simple terms" →	Remembers what user said earlier in the conversation	May occasionally generate incorrect information
"Got any creative ideas for a 10 year old's birthday?" →	Allows user to provide follow-up corrections	May occasionally produce harmful instructions or biased content
"How do I make an HTTP request in Javascript?" →	Trained to decline inappropriate requests	Limited knowledge of world and events after 2021

ChatGPT, Mar 14 Version. Free Research Preview. Our goal is to make AI systems more natural and safe to interact with. Your feedback will help us improve.

AI helps humans be better

# The age of AI

AI democratizes technology to help augment human productivity and ingenuity

### HOW LONG IT TOOK TOP APPS TO HIT 100M MONTHLY USERS

ChatGPT is estimated to have hit 100M users in January, 2 months after its launch.

Here's how long it took other top apps to reach that:

APP	MONTHS TO REACH 100M GLOBAL MAUS
CHATGPT	2
TIKTOK	9
INSTAGRAM	30
PINTEREST	41
SPOTIFY	55
TELEGRAM	61
UBER	70
GOOGLE TRANSLATE	78

**Global NEWS**

**TECH**

#### ChatGPT passes exams for MBA courses and medical licences — and it's only getting started

**ChatGPT passes MBA exam given by a Wharton professor**

The bot's performance on the test has "important implications for business school education," wrote Christian Terwiesch, a professor at the University of Pennsylvania's Wharton School.





*Ensure that artificial  
general intelligence (AGI)  
benefits humanity.*



*Empower every person and  
organization on the planet  
to achieve more*

---

**GPT-4**

Generate and Understand Text

**Codex**

Generate and Understand Code

**DALL·E**

Generate images from text prompts

# Generative AI

## GPT-4

Prompt:

Create a description for a tree planting volunteering opportunity

Response:

Do you want to make a positive difference in your local community? Join us for our tree planting volunteering opportunity! We are looking for volunteers to help us plant trees in key areas around the city. You will be ...

## CODEX in Power Platform

Prompt:

Top 10 Donors

Response:

FirstN(Donors, 10)

## DALL·E

Prompt: tree planting volunteering, high quality, cinematic

Response:



# 8 demos in 30 Minutes

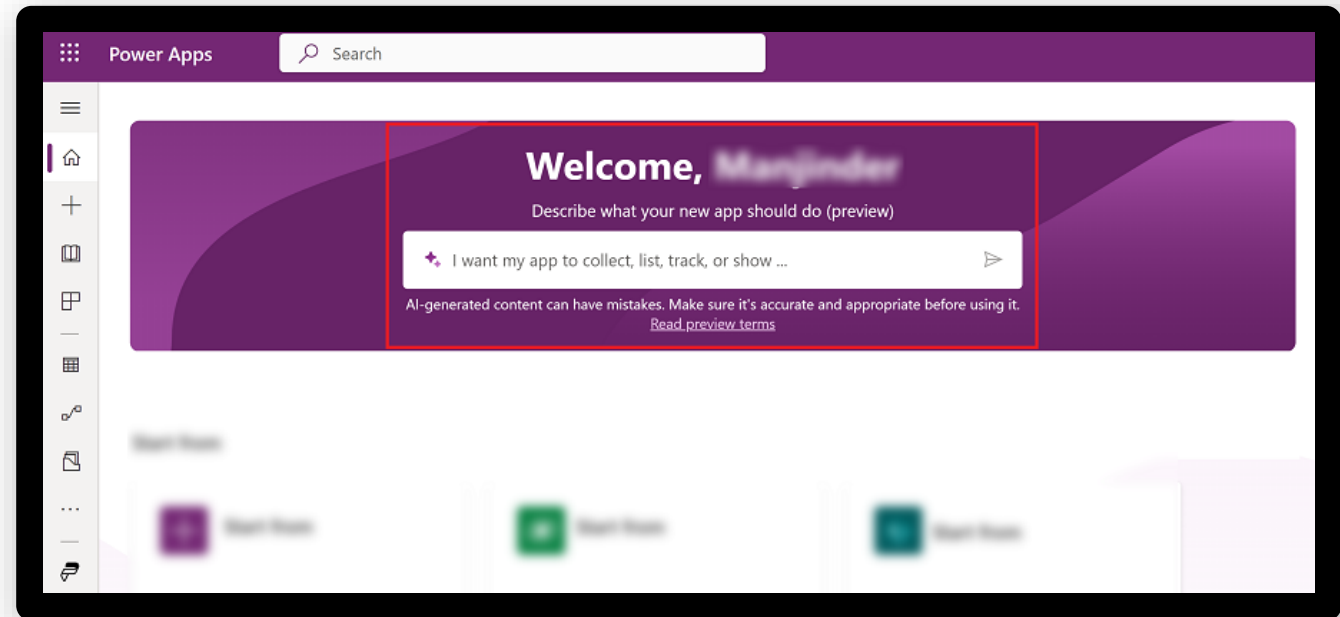
# The Big Idea

- This is NOT a linear, incremental advance.
- It is a fundamental shift in the way we interact with a computer.
- It brings the ability to deliver artificial intelligence to a much wider audience.
- It is still, slow, sometimes in accurate and needs humans in the loop.
- Be CURIOUS
- Unleash Your Superstars

**Building apps through conversation**

# What is the Copilot feature in Power Apps?

- A **new way to create apps** with the help of AI
- An in-app guidance using **natural language processing**
- An **AI assistant** that can design and improve your app



# Capture feedback for variety of scenarios

Build a secure App rapidly

- Home
- Create
- Learn
- Apps
- Tables
- Flows
- Solutions
- Chatbots
- AI models
- More
- Power Platform

# Welcome, Dynamics

Describe what your new app should do (preview)

I want my app to collect, list, track, or show ...

AI-generated content can have mistakes. Make sure it's accurate and appropriate before using it. [Read preview terms](#)

Start from

**Blank app**

Create an app from scratch and then add your data

[Watch video](#)

**Dataverse**

Start from a Dataverse table to create a three-screen app

[Watch video](#)

**SharePoint**

Start from a SharePoint list to create a three-screen app

[Watch video](#)

**Excel**

Start from an Excel file to create a three-screen app

[Watch video](#)

**SQL**

Start from a SQL data source to create a three-screen-app

[Watch video](#)

**Image**

Upload an image of an app or form and we'll convert it into an app

**Figma**

Start from our Figma UI kit and convert it into an app

[More create options](#) →



**Ask Questions of your  
Nonprofit CDM Data**

Search

New screen Theme Background image Settings

Share Copy Comment Play Save

Tech for Social Impact

Home icon

**Donations**

Ask questions about donor commitments

What is the most common type of commitment in the data set?

What is the total amount of all commitments in the data set?

What is the average commitment amount for each commitment type?

AI-generated content can have mistakes. Make sure it's accurate and appropriate before using it. Read the preview terms.

Donations Cancel

SCREEN

Search\_1

Properties Advanced Ideas

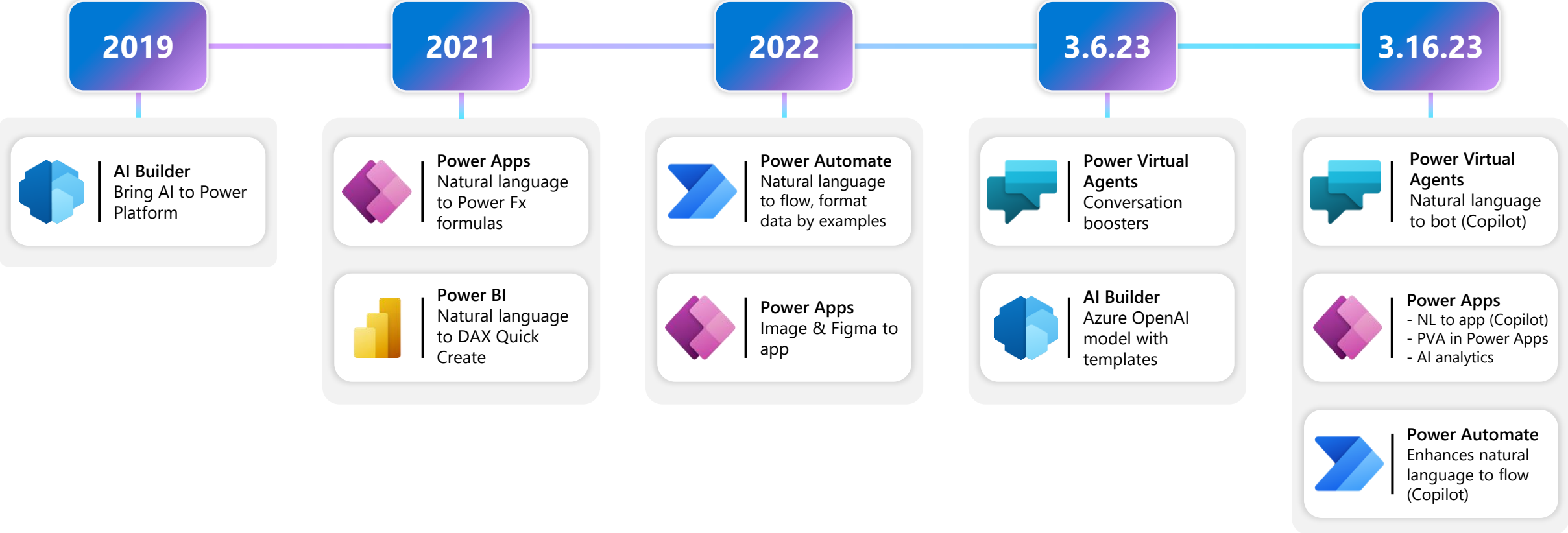
Fill

Background image: None

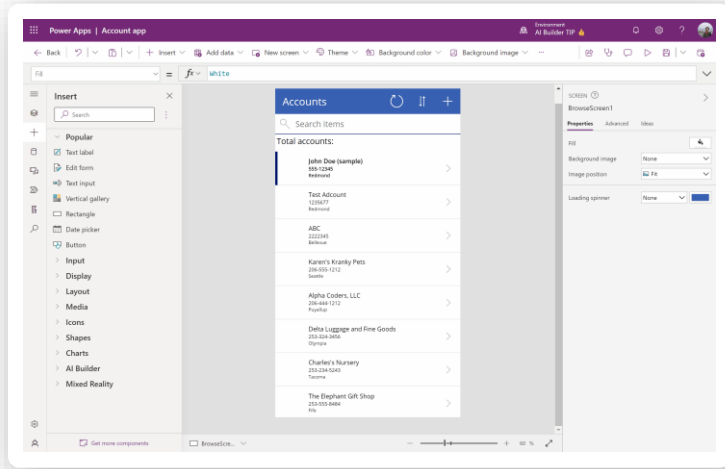
Image position: Fit

70 %

# Infusing AI in low code since 2019



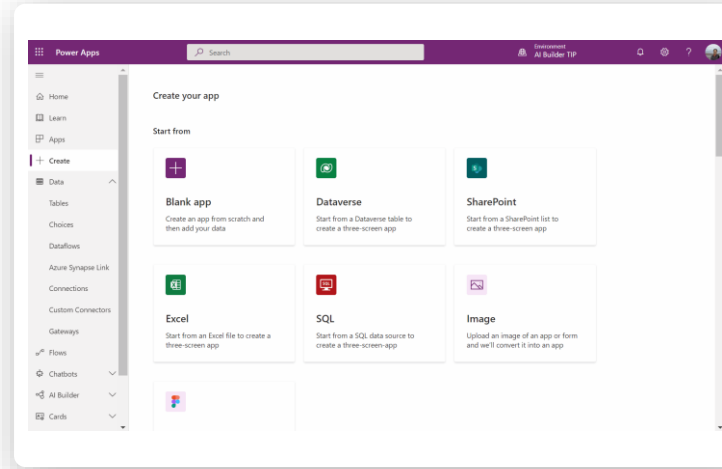
# Power Apps



## Ideas

Makers only need to describe their goal using natural language and Power Apps will generate code.

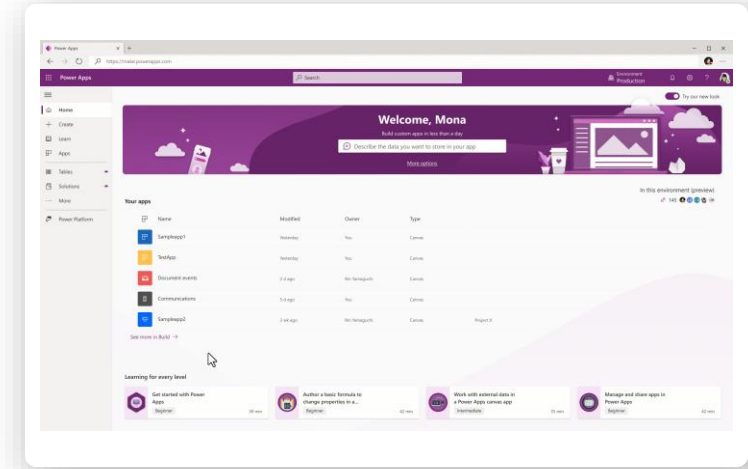
Save time and build more complex solutions by using natural language to give commands.



## Express design

Auto-generate working apps and data within seconds from images and design files.

Accelerate app development and enable anyone to easily create a new app to scale development.

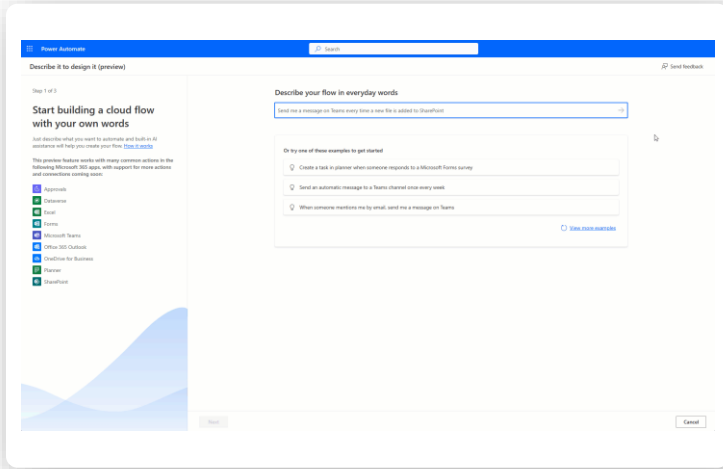


## Copilot

Makers can build a complete app just by describing what they need in natural language.

Build, reimagine, and deploy business applications all through intuitive natural language.

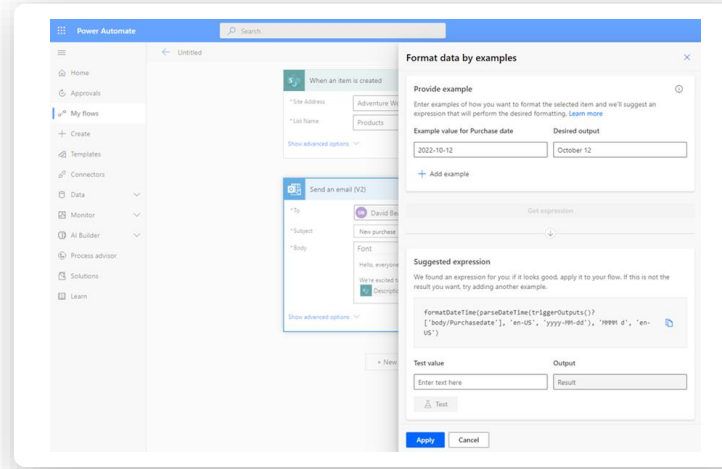
# Power Automate



## Natural language to flow

Describe what you want to automate, and an AI copilot will build your flow in seconds.

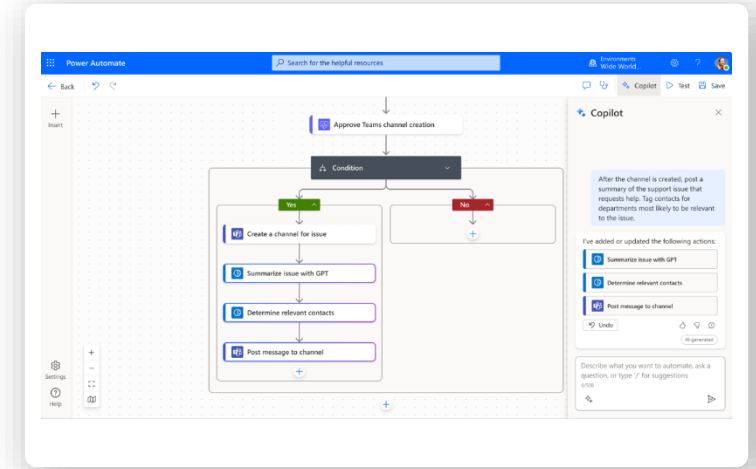
Speed up development by quickly creating flows from natural language descriptions.



## Format data by examples

Provide examples of the desired output format and the copilot will automatically generate the formula.

Reduce time spent formatting your data by having the AI-based copilot clean up your data for you.



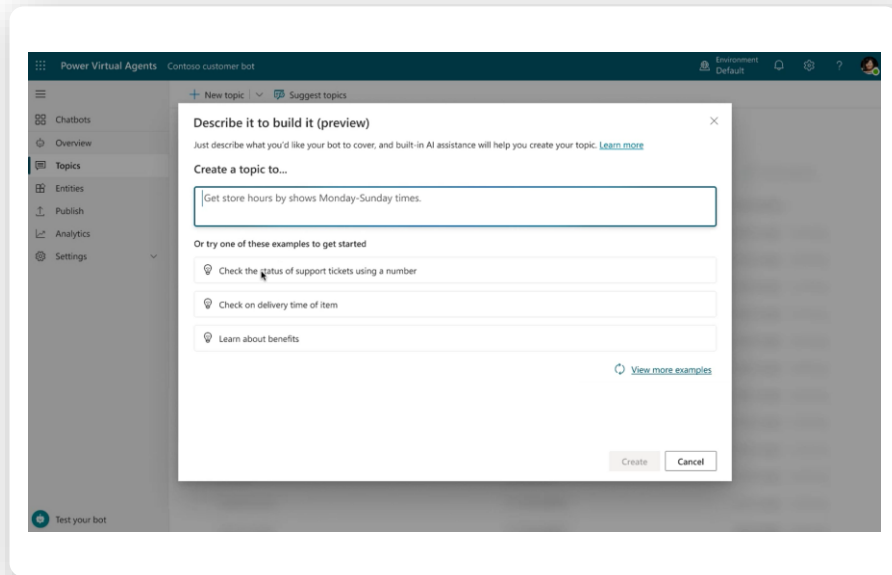
## Copilot

Use natural language to edit and extend flows with an AI-based copilot.

Easily build and iterate on flows as the copilot helps remove blockers or extend your flow.

**Describe to Design Demo**

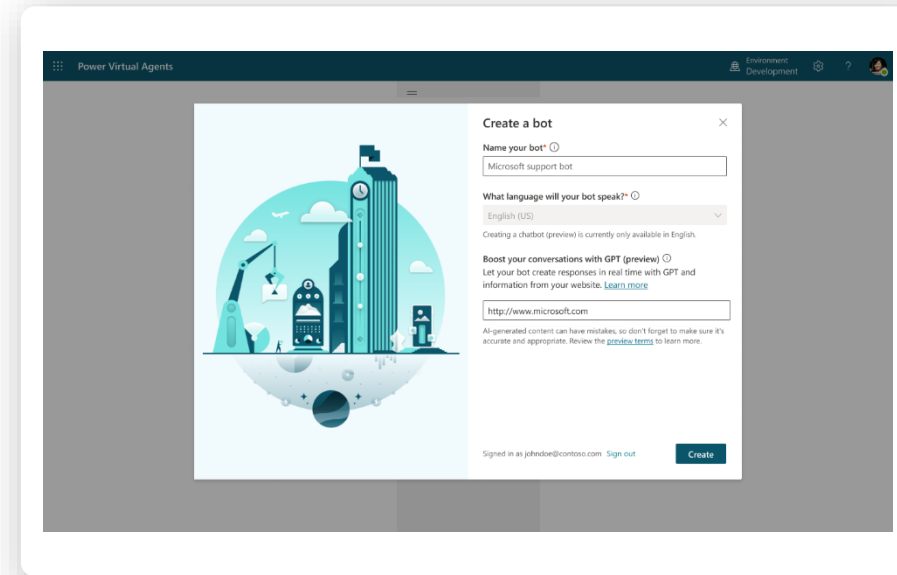
# Power Virtual Agents



## Copilot in Power Virtual Agents

Makers can quickly create and refine topics using natural language by "describing it to build it."

Reduce bot-generation time down to hours or even minutes by leveraging Power Virtual Agents copilot.

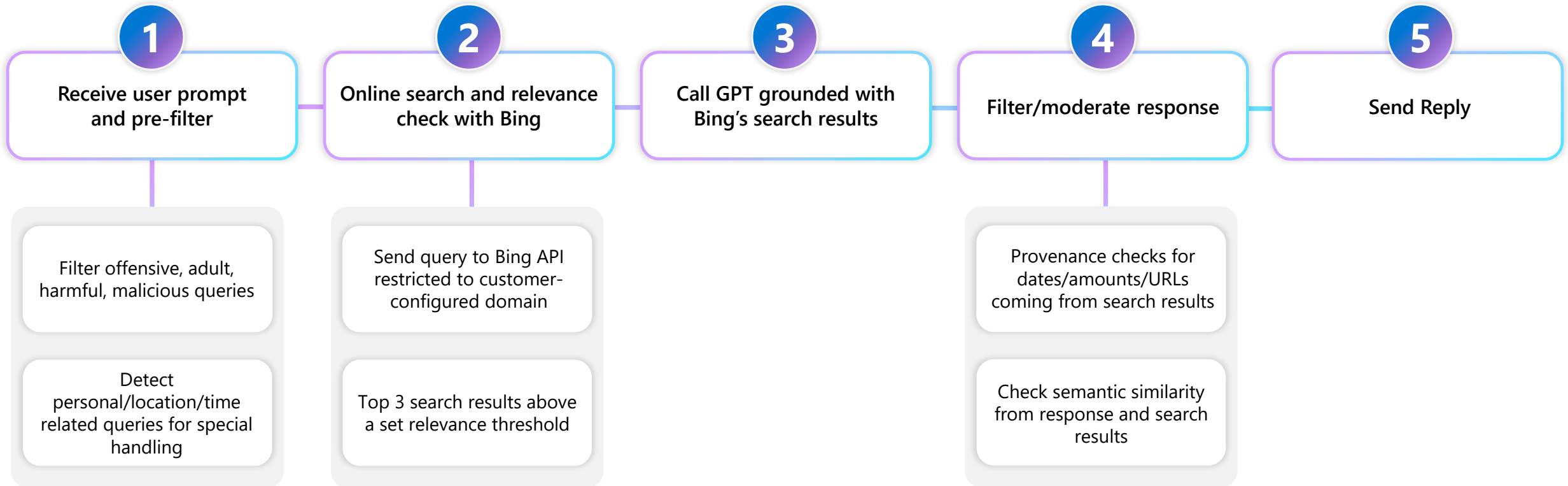


## Conversation booster

Connect bots to the most current and useful data sources, like company websites, to answer questions in minutes, right out of the box.

Quickly create and deploy a functional bot, without having to manually author multiple topics.

# Conversations boosters – 5 steps





# QnA with Natural Language

Power Virtual Agent



# UNITED NATIONS PEACEKEEPING OPERATIONS, SPECIAL POLITICAL MISSIONS AND OTHER POLITICAL PRESENCES



Produced by: UN Geospatial

The UN is working towards peace in several regions around the world. Scroll for more information about our missions and to learn more about our peacekeeping, peacebuilding and conflict prevention activities.

[Peacekeeping Operations](#) | [Political Missions and Good Offices Engagements](#)

## PEACEKEEPING OPERATIONS

Led by the [United Nations Department of Peace Operations](#)

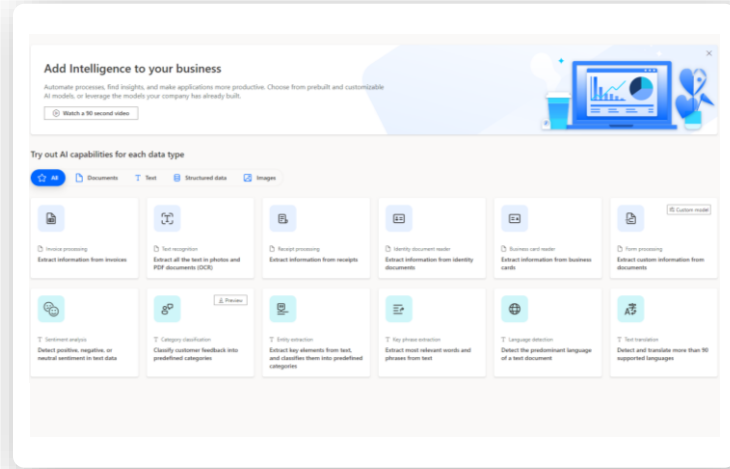
AFRICA

## PAST OPERATIONS

[PAST PEACEKEEPING OPERATIONS](#)



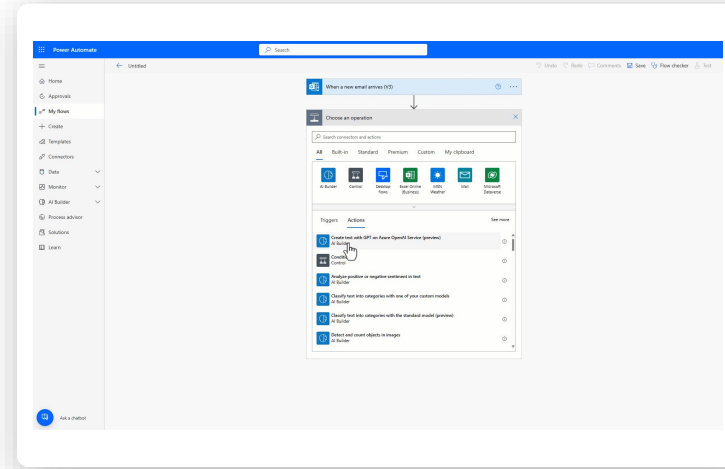
# AI Builder



## AI models

Democratized access to complex AI models including object detection, sentiment analysis, and many more.

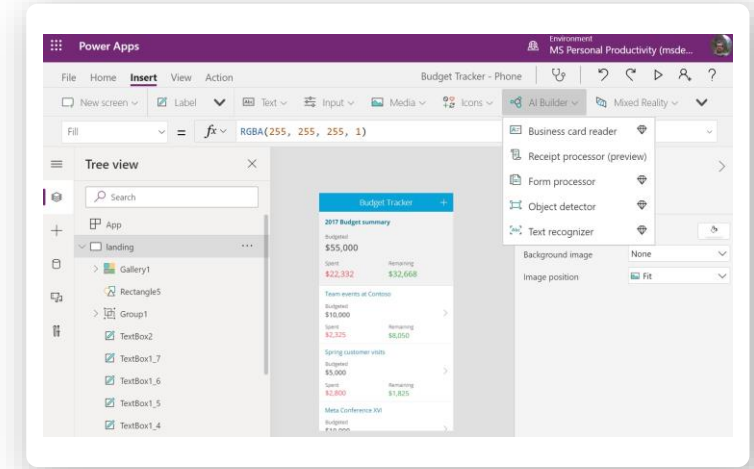
Simplify tasks, increase productivity and reduce time spent developing by easily applying AI models.



## Create text with GPT model

The Azure OpenAI Service model enables users to embed intelligent text generation features with a few clicks.

Makers can interact with the model and build prompts for their workflow, reducing development time.



## Integrate into your solutions

Easily embed generative AI into your low code solutions across Power Apps and Power Automate.

Reduce time to market by quickly and easily adding AI models to your applications and workflows.



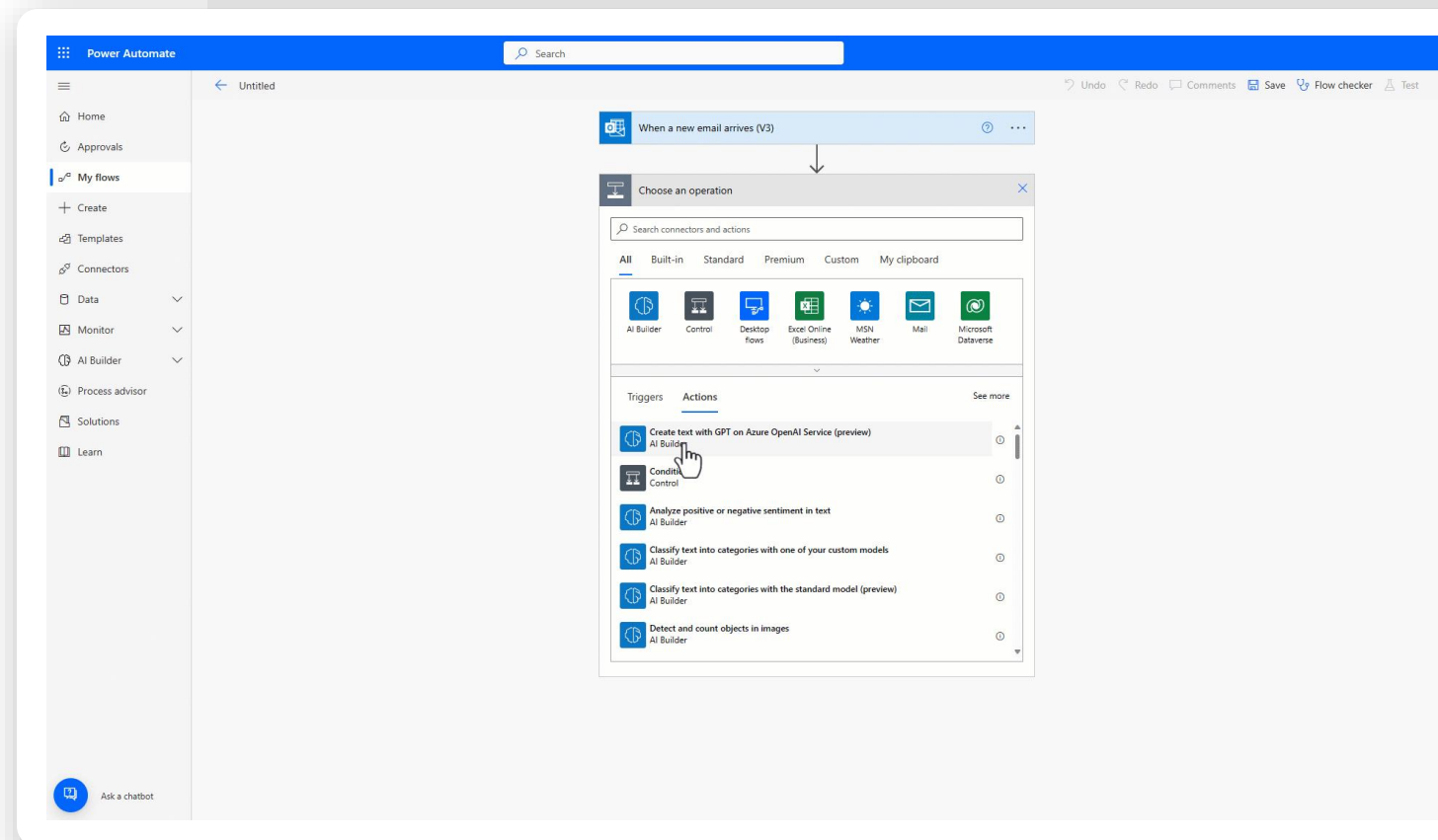
# Create text with AI Builder

New AI Builder model built on Azure OpenAI service's large language (LLM) capability that can generate text, summarize documents, answer questions, and more.

Easily **embed generative AI** into Power Apps and Power Automate

Break barrier of entry to **access cutting-edge AI models**

**Reduce time to market** by adding AI models to your workflow with just a few clicks



Preview March 2023

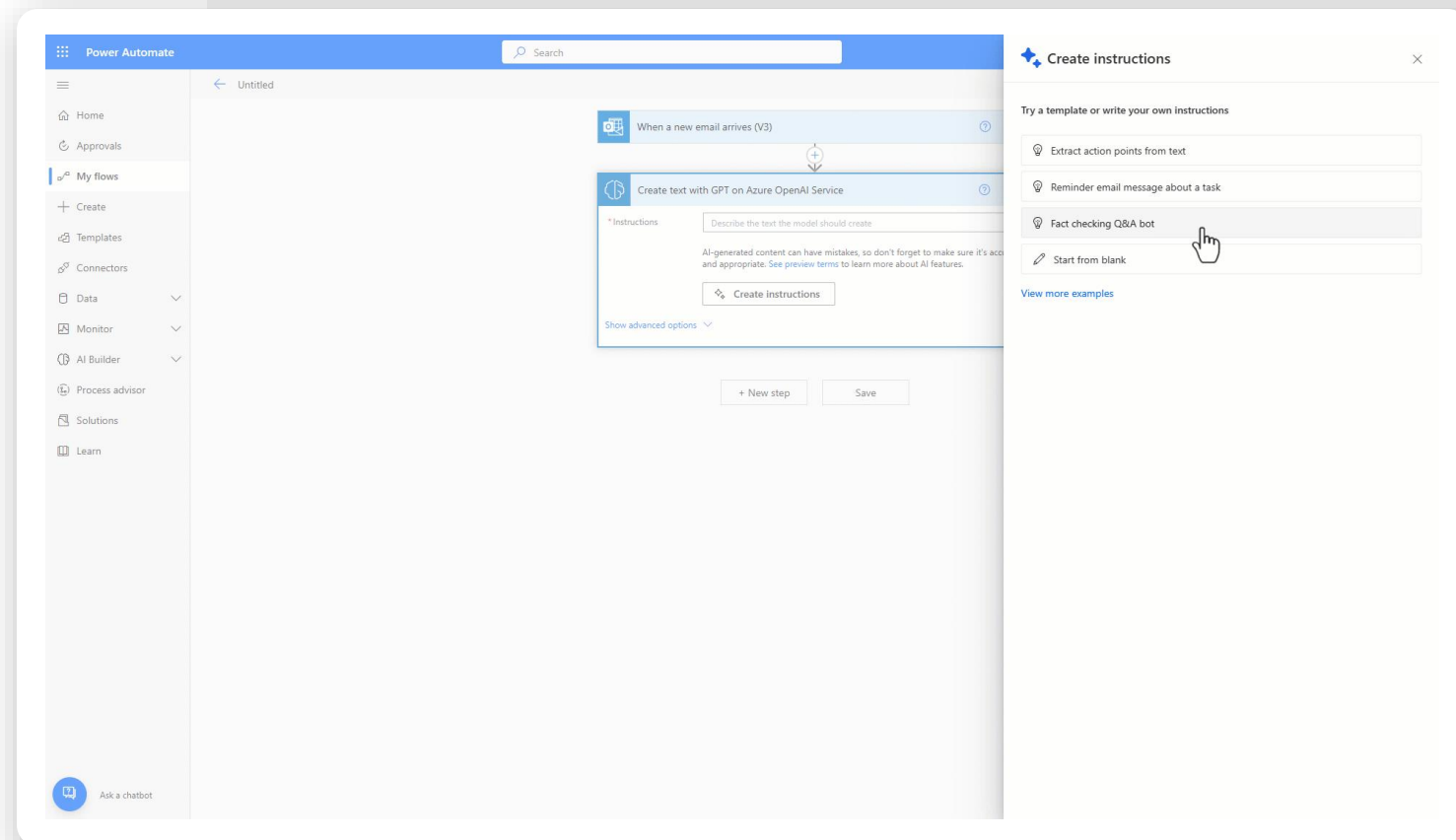


# Easily instruct your model

Select from a set of pre-built templates or write your own instructions for greater customization.

Use pre-built templates to help guide instructions for the model to perform

Craft your own set of instructions for more specific actions like classifying or extracting keywords & information from text



Preview March 2023

Activity 2

Chat 8

Teams

Calendar

Calls

Files

...

Apps

Help

↓

Chat

Flow Chat Files +

- Pinned
- Megan Bowen (You)
- Recent
- Flow
- Patti Fernandez 9/7  
Patti: Good work Megan! Excited for online yoga...
- Irvin Sayers 9/7  
You: Thanks Bianca! Chat tomorrow.
- Grady Archie 9/7  
You: Thank you so much for setting this up. I appr...
- Adele and Johanna 9/7  
Adele: Thanks for coordinating. Let's set aside at...
- Christie and Johanna 9/7  
Johanna: Thanks Megan! Christie Cline, let's jum...
- Lynne Robbins 9/7  
You: Thank you Lynne. I found minor typos and in...
- Diego Siciliani 9/7  
Diego: Thanks Megs!
- Joni, Lynne, and Miriam 9/7  
You: I'm excited as well. I've sent you all meeting r...
- Alex, Christie, Irvin, +3 9/7  
Johanna: Christie, I have bandwidth this week. S...
- Diego, Isaiah, Joni, +3 9/7  
Diego: Perfect. I just sent a meeting request.
- Alex Wilber 9/7  
Alex: Please give final review by EOD so we can ...
- Isaiah Langer 9/7  
Isaiah: Hey Megs! I just wanted to volunteer to h...

Flow added Megan Bowen to the chat.

Flow 2/23 2:24 PM

This customer email is regarding Order 1157894, which was delayed and then rescheduled for delivery. Upon arrival, the product was found to be damaged, and the customer is requesting a replacement item be sent as soon as possible. This email can be classified as a customer service request.

Would you like to process a return?

Type a new message

✎ ! ✎ 📎 😊 GIF 🗨️ 📎 🗑️ 🔄 📄 ... 🗣️ 🗑️

# OCR and Translation of Documents

- Home
- Create
- Learn
- Apps
- Tables
- Flows
- Solutions
- Chatbots
- AI models**
- More
- Power Platform

AI Models > Explore

- All
- Documents
- Text
- Structured data
- Images

Invoice processing  
Extract information from invoices

Text recognition  
Extract all the text in photos and PDF documents (OCR)

Receipt processing  
Extract information from receipts

Identity document reader  
Extract information from identity documents

Business card reader  
Extract information from business cards

Document processing  
Extract custom information from documents

Azure OpenAI Service  
Create text, answer questions, summarize documents and more with GPT

Sentiment analysis  
Detect positive, negative, or neutral sentiment in text data

Category classification  
Classify customer feedback into predefined categories

Entity extraction  
Extract key elements from text, and classifies them into predefined categories

Key phrase extraction  
Extract most relevant words and phrases from text

Language detection  
Detect the predominant language of a text document

Text translation  
Detect and translate more than 90 supported languages

Category classification  
Classify texts into custom categories

Entity extraction  
Extract custom entities from your text

Prediction

Object detection



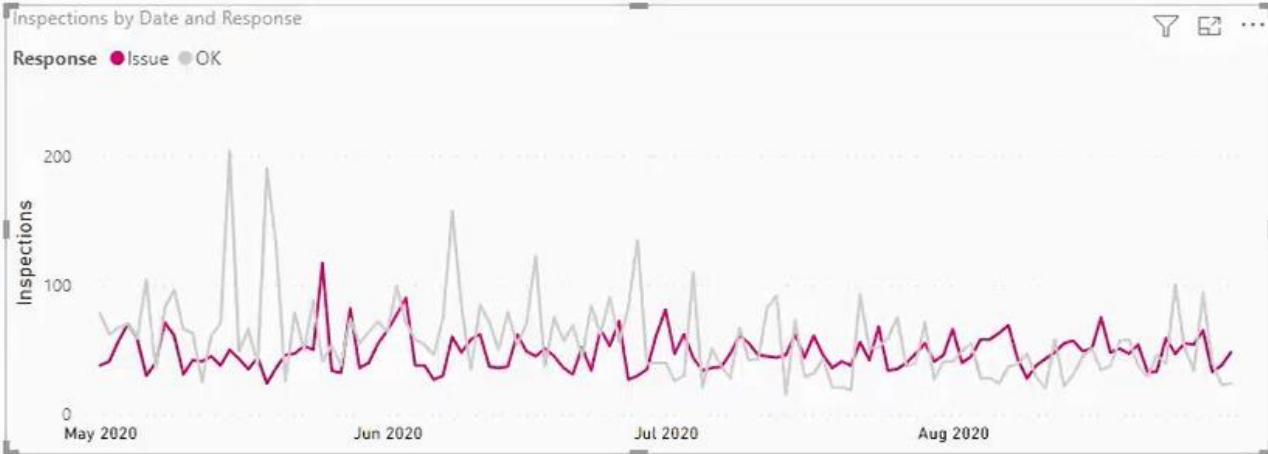
# Demo

Building PowerApps and PowerBI  
Visuals with natural language

Last Refresh: Wednesday, May 05, 2021



Clay Wesener  
Principal GPM



Percentage Issues, Inspections and Inspection Score by Area Inspected



**Easy measures**

Easily create measures by writing an expression in natural language or selecting a built-in calculation.

Write your own Built-in calculations

Use natural language, like "Total sales for Canada"

**Submit**

Visualizations

Fields

Filters

# Microsoft OpenAI | Benefits

Increased efficiency and productivity by getting more done in lesser time through rapid prototyping and quicker time to market\*

Faster time to realize value

Enhanced customer experience with a greater focus on customer-centric services and products, whilst utilizing feedback and trends better

Easy to use:  
Even junior data scientists or business users can use Azure OpenAI Service Playground

Ensure data privacy & security, and implement it in a responsible manner using a Trusted Cloud Provider

Does not require a long tedious annotation process\*

Less training data is required for many relevant use cases\*

Ability to perform text analytics and generation tasks that up until now were reserved only to humans

\* in most relevant use cases observed

# Can we Listen and Respond faster to Beneficiaries Feedback ?

Imagine ... a displaced person in Africa

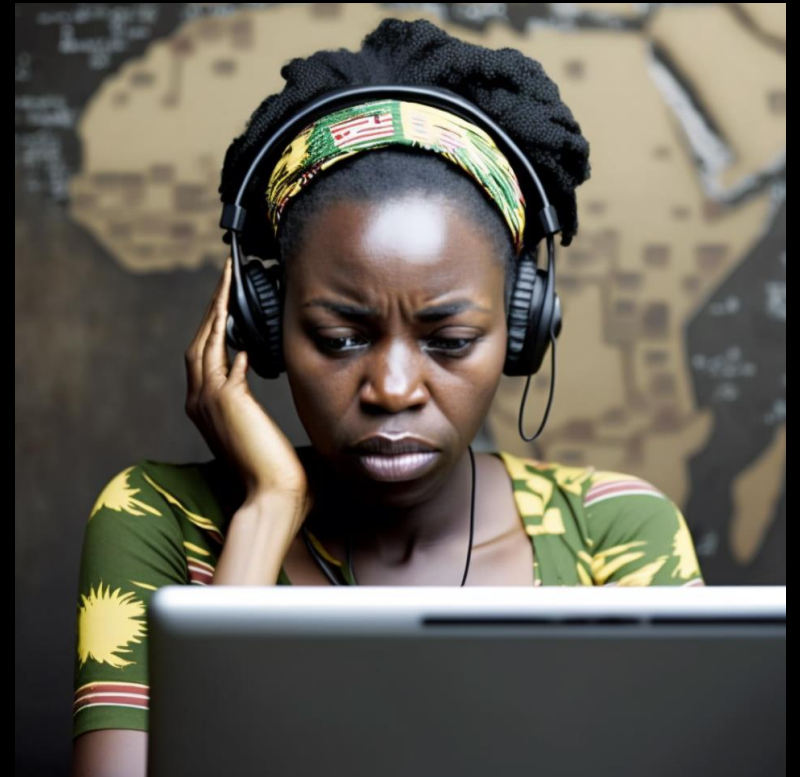
- Difficulty obtaining legal status
- Language barriers
- Social isolation
- Discrimination
- Psychological trauma
- Physical trauma
- AND ... **long wait times**



\*Generated Image

# Meanwhile...Customer Service Agent

- Limited resources – too many requests
- Language barriers – too many languages
- Poor infrastructure
- Limited internet access



# Lots of feedback ... different languages, different questions, different actions to take

the process takes too long.

I felt like they didn't take my needs seriously and treated me as if I wasn't important. I had to wait a long time to get the help I needed and was never given clear information about what I was entitled to.

Anigu waa ku niyad jabsanayaa adeegyada ay bixisay. Waxaan dareemay inay igu qaadaneysa sidii aan muhiim ahayn oo aan loo qaadin cabsida. Waxaan qaatay waqti badan si aan u helo caawimaadka aan u baahanahay, mana helin macluumaad cad oo ku saabsan waxa aan xaq u leeyahay.

Sentí que no me tomaron en serio mis necesidades y me trataron como si no fuera importante. Tuve que esperar mucho tiempo para obtener la ayuda que necesitaba y nunca me dieron información clara sobre lo que me correspondía.

# What would make them happy ?

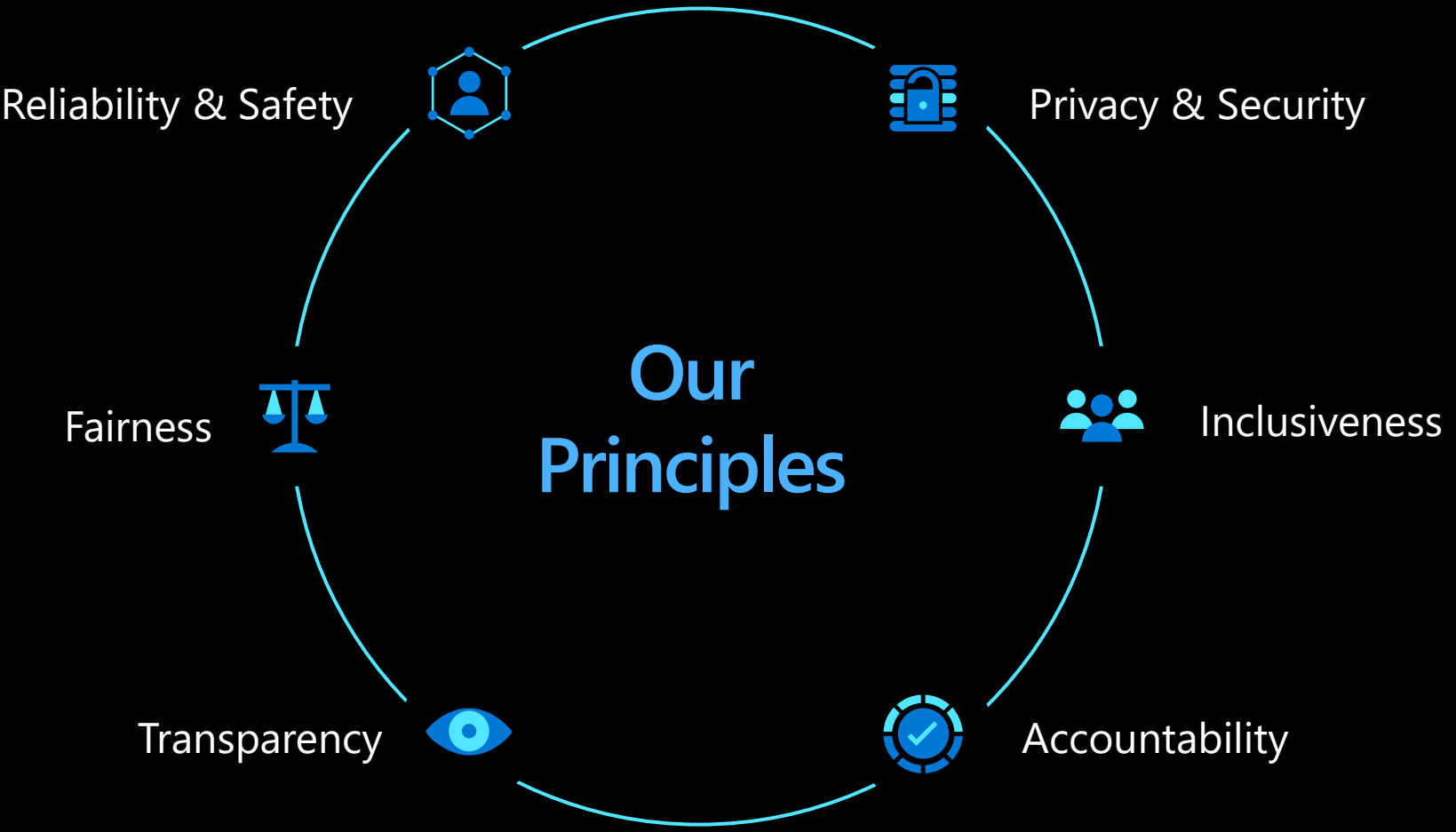
- Draft responses generated
- In different languages
- Clear Action Items
- High Quality Feedback
- Respond to Beneficiaries faster!







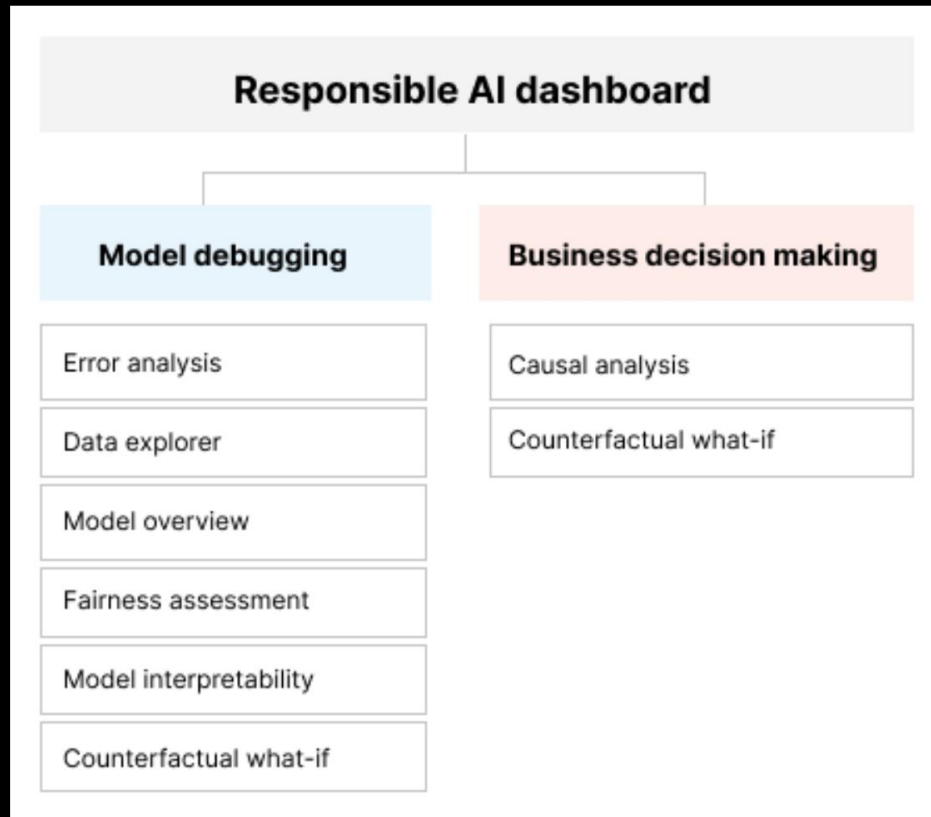
# Microsoft's AI Principles



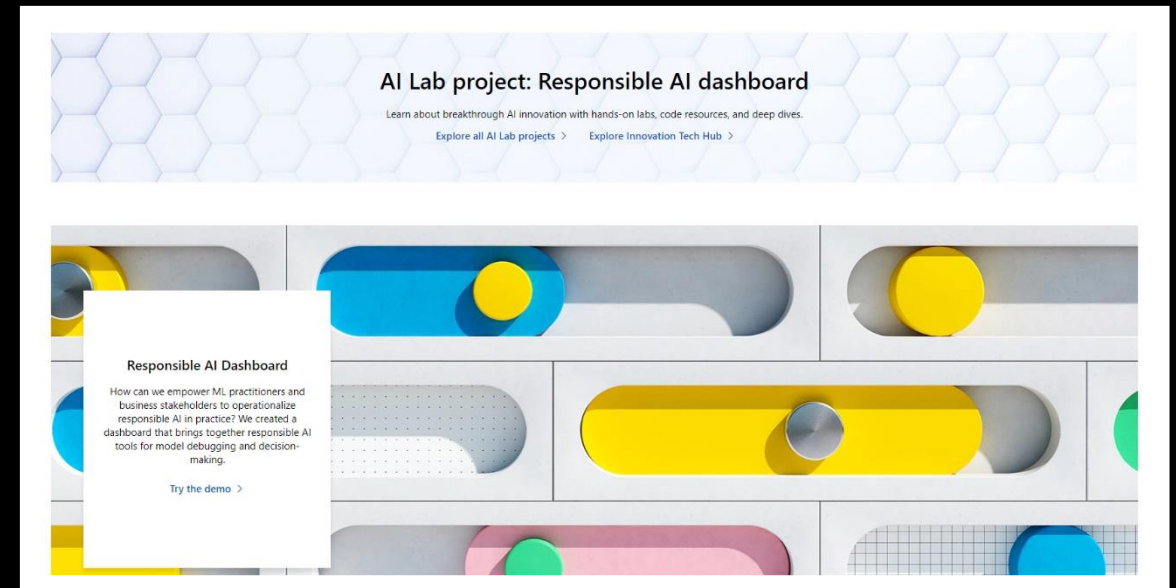
# Tools

Pioneering new engineering practices











## Mature responsible AI tools

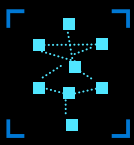


Try out a live interactive demo  
of the Responsible AI dashboard!  
[Responsible AI dashboard | Microsoft AI Lab](#)



# | Azure OpenAI | Considerations

		<b>I need a general-purpose model that can handle multiple tasks.</b> e.g. translation+entity recognition+sentiment analysis
		<b>I need to generate human-like content, whilst preserving data privacy and security</b> e.g., abstractive summarization, content writing, paraphrasing, code
		<b>I need rapid prototyping and quick time to market for many use cases</b>
		<b>I could use a model with little or no training</b>
		<b>I want to explore solutions / use cases that have been described previously</b>



Vision



Speech



OpenAI Service



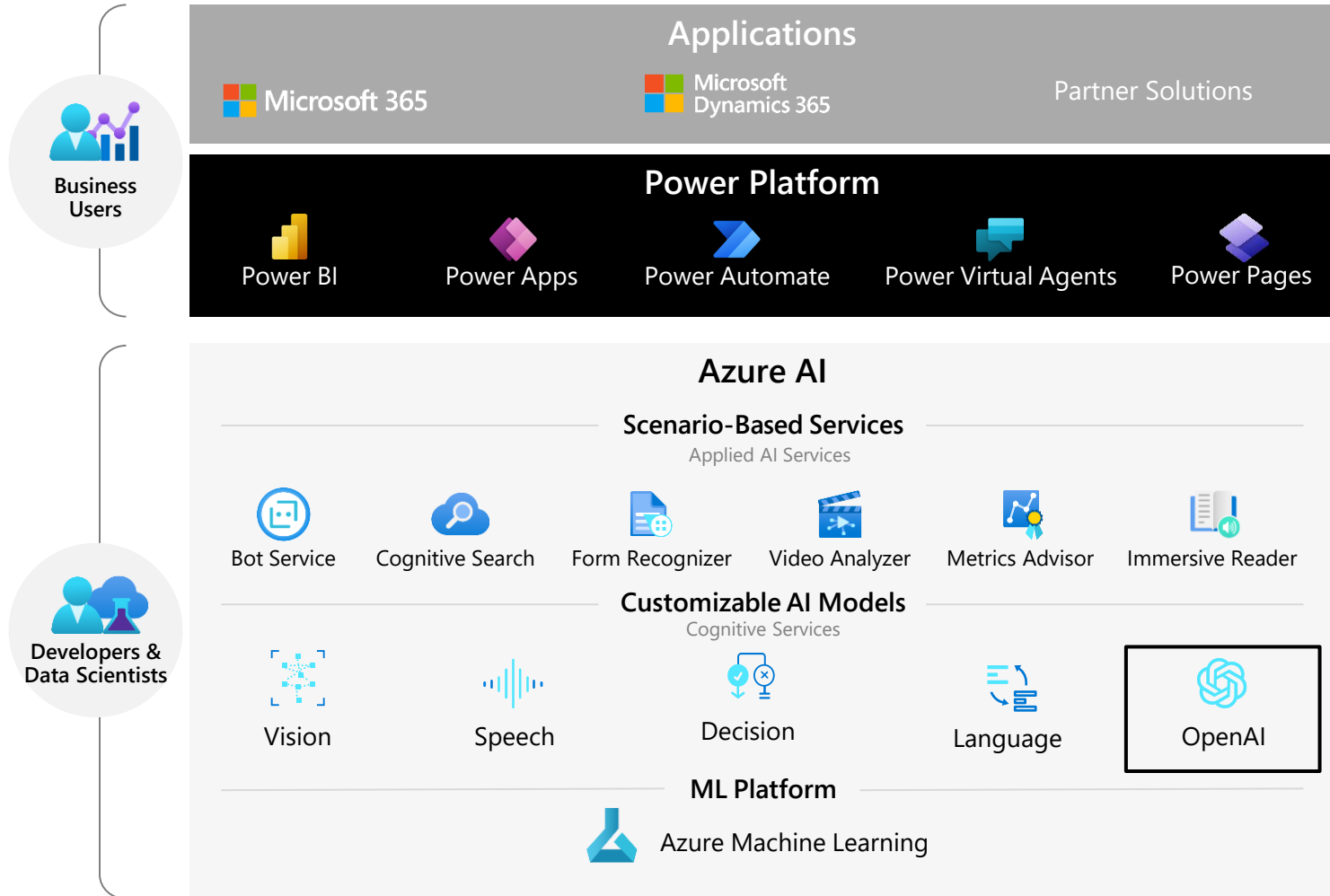
Language



Decision

Azure AI Cognitive Services

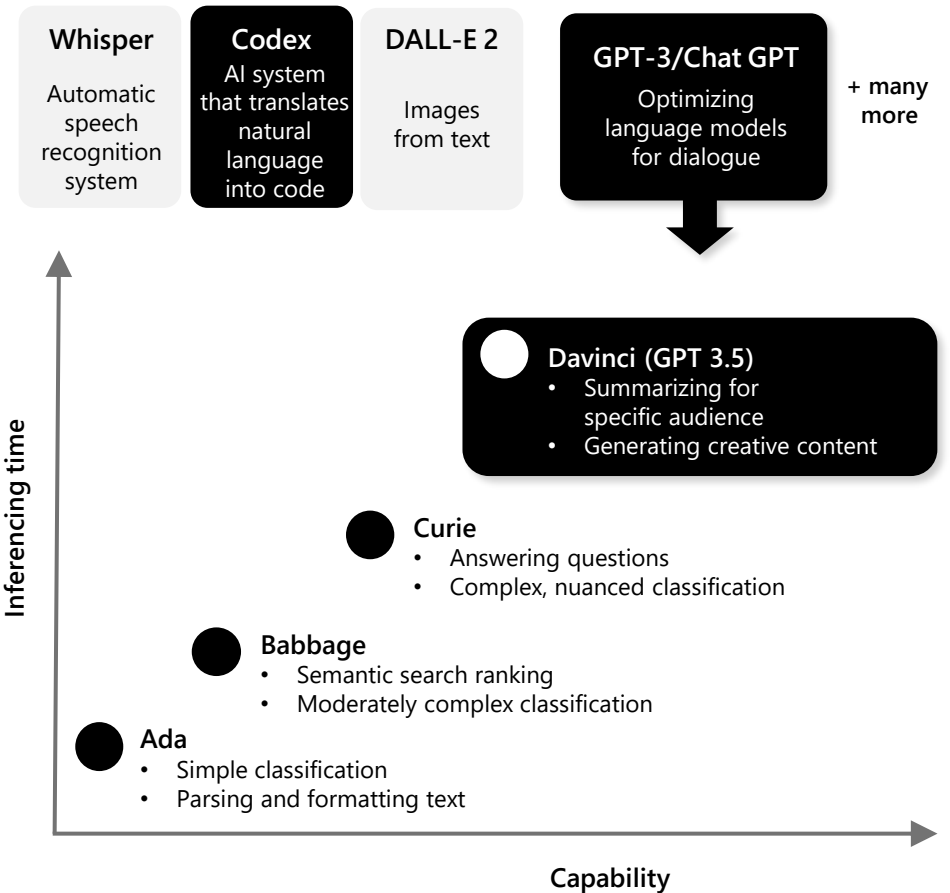
# Microsoft Portfolio for AI



OpenAI is an AI research and deployment company.

Azure Open AI Service brings together OpenAI API and Azure enterprise-level security, compliance, and regional availability.

## Open AI Models





## dreaming of a better future with UN

Bing Image Creator | 1024 × 1024 jpg | 3 mins ago

[Share](#)

[Save](#)

[Download](#)

[Feedback](#)

Created with AI

# The Challenge of Crafting Effective Volunteer Opportunities

- Manually crafting volunteer opportunities
- Researching and writing descriptions
- Risk of a volunteering opportunity not being attractive

Can AI make the process of creating engagement opportunities easier ?



\*Generated Image

- Home
- Recent
- Pinned
- Workplace
- Dashboards
- Activities
- Engagement Opportunities
- Engagements**
- Shift Schedule
- Volunteers
- Volunteers
- Groups
- Onboarding
- New Applications
- Active Onboardings
- Learn
- Resources

← Show Chart + New Delete Refresh Visualize this view Email a Link Flow Run Report Excel Templates

Active Engagement Opportunities Edit columns Edit filters Filter by keyword

Engagement Opportunity Title ↑	Start Date	Location Type	Location Name	Number	Engagement Oppor...	Created On
<a href="#">Hawthorne Garden Work Day</a>	3/10/2022 12:0...	On Location	Hawthorne Garden	0	Privately Publis...	2/22/2022 4:06 PM
<a href="#">Invasive Species Removal</a>	11/25/2021 12:...	On Location	North Baddesley	0	Publish to Web	2/22/2022 4:06 PM
<a href="#">Retail - Communications and marketing volunteer (...)</a>	3/1/2022 12:00 ...	On Location	TywynHouse	0	Draft	2/22/2022 11:29 ...
<a href="#">Retail volunteer driver (Ammanford shop)</a>	3/7/2022 12:00 ...	On Location	Ammanford shop		Draft	2/22/2022 11:38 ...
<a href="#">Shop volunteer (Chelsea Shop)</a>	4/15/2022 12:0...	On Location	Gwalia House	0	Publish to Web	2/22/2022 11:24 ...
<a href="#">Shop volunteer (Llandovery Shop)</a>	4/1/2022 12:00 ...	On Location	10 Kings Road		Draft	2/22/2022 11:32 ...
<a href="#">Soup Kitchen near Frankfurt HBF</a>	1/26/2023 12:0...	On Location		0	Publish to Web	1/26/2023 11:33 ...
<a href="#">Support at Home Volunteer (C.W.T.C.H Service, Cere...)</a>	4/11/2022 12:0...	On Location	Artis Park	0	Draft	2/22/2022 11:37 ...
<a href="#">Tree Planting Week</a>	12/1/2021 12:0...	None		1	Draft	2/22/2022 4:06 PM



**Thank you**