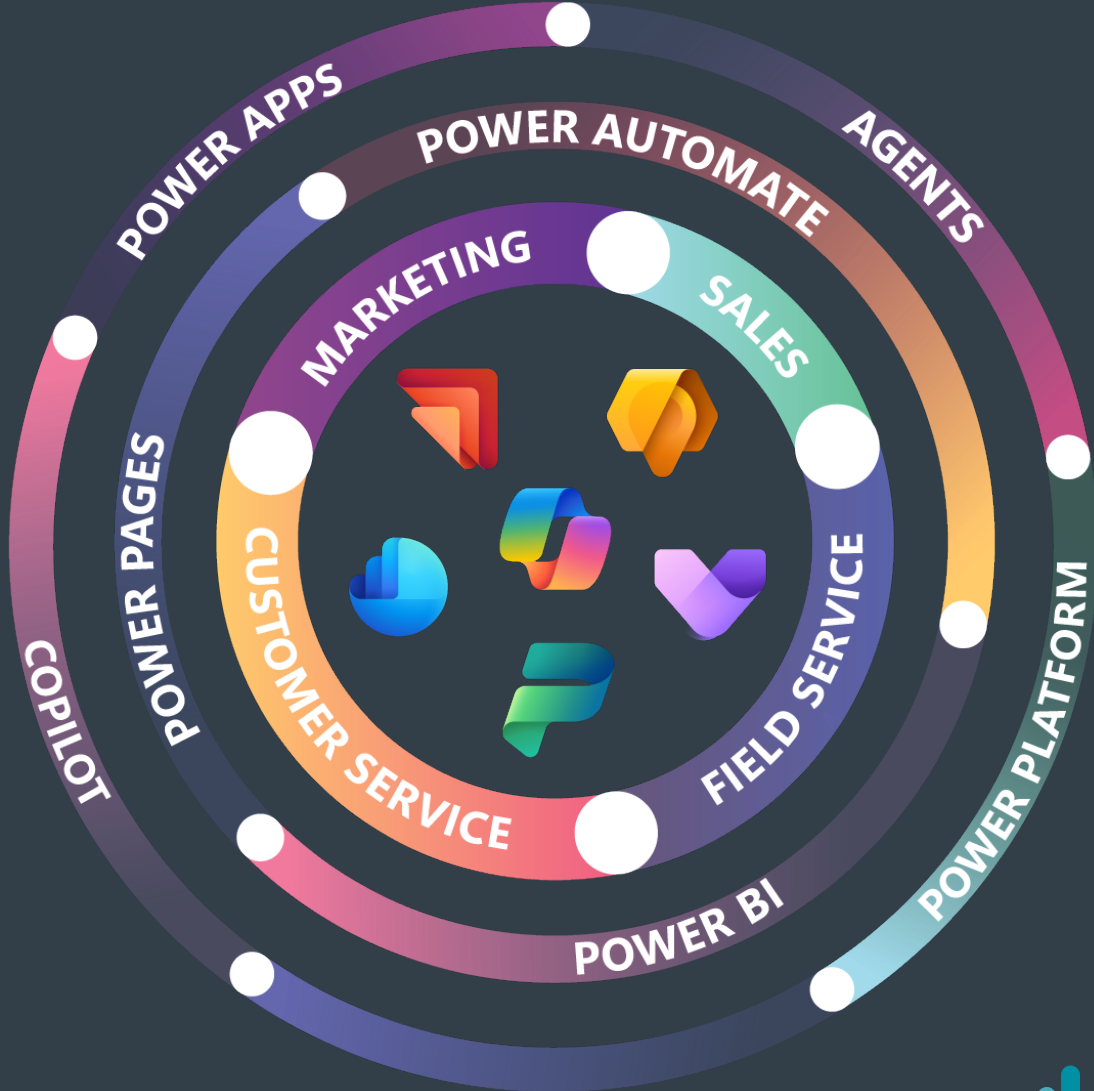


CRM connect

AI in the Real World –
Live Q&A



Q&A House Rules

Informal discussion – but with some structure

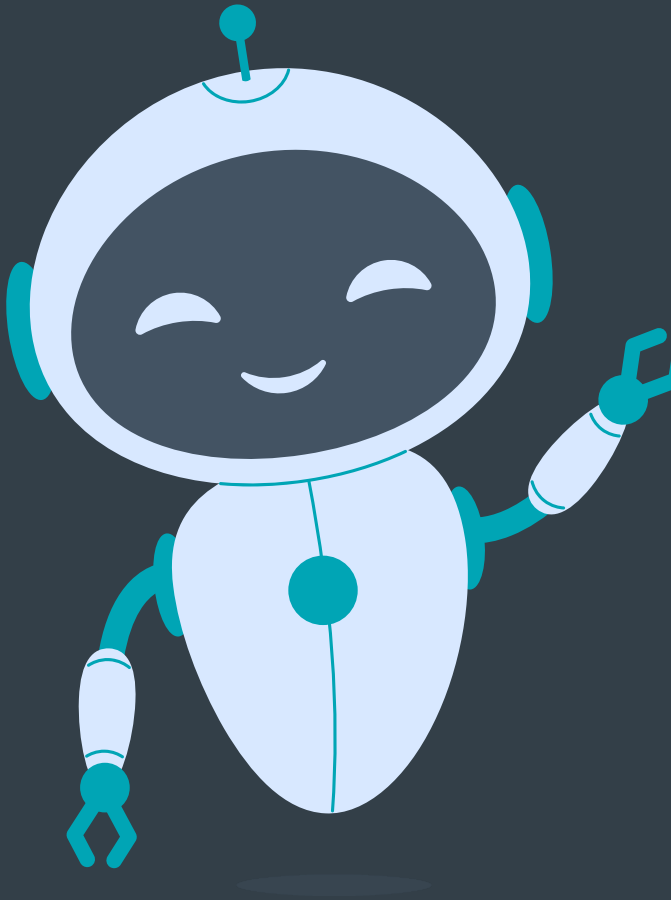
45 minutes split into topics around AI – it's an opportunity to learn from each other, no matter your experience so far with AI

One speaker at a time – raise your hand if you would like to ask a question/contribute. Please don't dominate.

Keep on topic, if we are diverting, we will reign it back, we want to we cover a number of topics



The Next 45



Your AI Journey So Far

Q&A Topics

1. The AI Sphere
2. AI Use Cases / Productivity
3. Security & Governance
4. Dangers of AI
5. Getting Started & Our Data
6. Cost of AI



Your AI Journey So Far



Are you using AI in your business today?



My biggest concern with AI right now is



The AI Sphere

Understanding the many possibilities

options

difference

model

tool

departments

use

right

One

best

Open AI

other

Gemini

Claude

free

many

AI

pay

ChatGPT

Copilot



AI Productivity & User Cases

How should we use AI?

influence Teams noise
CRM moving
user Copilot
agent outlook AI mandatory
function ERP daily D365 work world
HR chat Central website optional
business standard ideas
worth generate Excel forward .id



Security & Governance

How should we manage AI?

importance

risk

control

business

data

user

ownership

compliance

security

processing

contents

governance

boundary

policy

HR

AI

residency

geographic



Dangers of AI

How Harmful can it be to our businesses

unreliable advice coding data

misinformation

sources user **unsafe** vibe

bias

AI

Dangers

discrimination

misuse

detection

trust **untrusted**

guidance

bad

accuracy
fairness

risk

governance



Getting Started & Our Data

When? Now? Later?

Mundane
changes
roles
Free
Disparate
accuracy
departments
tasks

versions
employee
data
wait
process

AI
systems



Cost of AI

The Subscription Cost & Internal Overhead

Credits Data

cheap thousands

Role

COSTS

cheap

internal

create

responsibility

unsafe

scientist

subscription

expensive

ROI

specialist

annual

budget

users

hundreds

Tecman Talks AI

Check out our AI podcast –
focused around M365 Copilot

Register for our live
demonstration and Q&A on
all things Microsoft 365
Copilot too – via our
Customer Workshop area

Microsoft AI: Copilot and agents

Productivity tools to help you tackle your to-do list and lighten the load



Tecman Talks AI is your go-to video series for all things AI in the Microsoft world. Hosts Liam Walton and Ryan Cairns share Copilot tips, tricks and insight to help you discover nifty features and new ways of working with the Microsoft technologies you know best.

[Chat to an expert](#)

Tecman Talks AI LIVE: Microsoft Copilot in the Real World

Join us online on Wednesday 24th June for a customer-exclusive exploration of Copilot live in action + Q&A session with Tecman Talks AI hosts, Liam & Ryan.

[Register](#)

Thank you!



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