

# Human-Led and Tech-Powered Transformation

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Not legal advice. Sharing Microsoft's perspective for discussion purposes only.  
No reliance. Subject to contract terms.

# Generative AI is in our lives

Time to reach 100M users



# AI is shifting business today



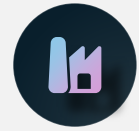
**Every  
individual**



**Every  
process**



**Every  
organization**



**Every  
industry**

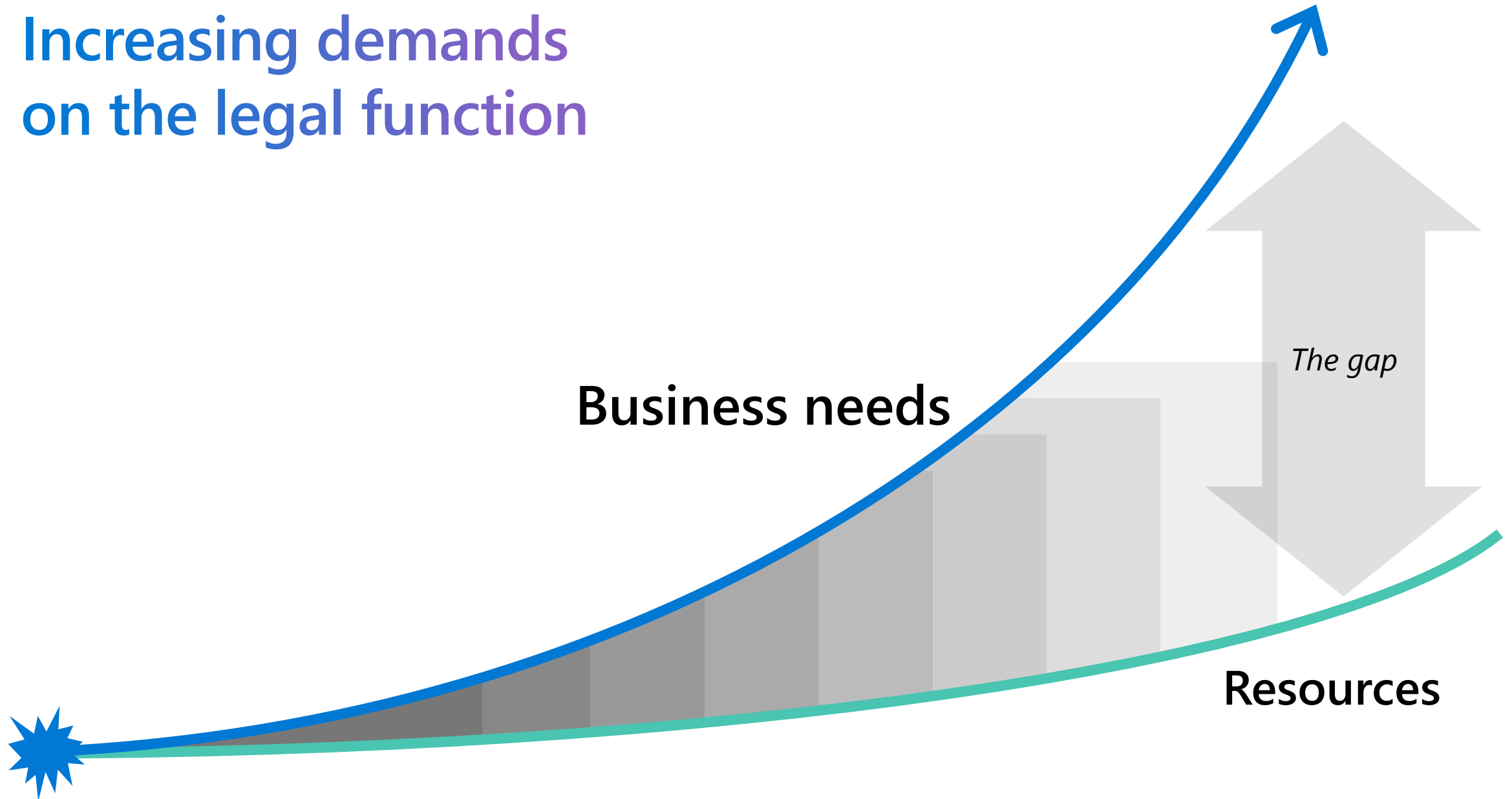
# Increasing demands on the legal function

- Increasingly dynamic and complex legal, regulatory, and compliance landscape
- Growing not just in volume, but in speed and complexity
- How can technology help us deliver on increasing demands?





# Increasing demands on the legal function





**Adoption of AI is not a luxury for legal departments; it's a necessity.** Within corporate external and legal affairs, we looked at the promise of the technology and we tried to map it through scenarios where that technology can create efficiencies as a co-pilot for us in the practice of law. **It can never replace human judgment, but it can help us do our work better and faster.**



**Hossein Nowbar, Chief Legal Officer**

Exclusive: Microsoft CLO Nowbar on AI, His 'Immigrant Journey' and Why He Refuses to Play It Safe | Corporate Counsel (law.com)

# Empowering Legal employees

With AI, legal professionals can **allocate more time** to impactful and meaningful tasks.

## Routine tasks



Drafting and  
reviewing

Legal  
research

Task  
management

Regulatory  
compliance

## Strategic, meaningful tasks



Diverse  
project  
management

Advanced  
legal  
knowledge

Influencing  
and  
negotiating

Deep analytical  
& strategic  
thinking

# Copilot for Legal & Compliance





# Top 10 to "Try First"

## with Microsoft 365 Copilot

Foundational skills for new users



1

### Recap a meeting

– let Copilot keep track of key topics and action items so you can stay focused during the meeting and avoid listening to the recording after.

→ Draft an email with notes and action items from meeting



2

### Summarize an email thread

– get quickly caught up to a long, complex email thread.

→ Click on the Summarize icon



3

### Draft email

– personalize the tone and length.

→ Draft an email to [name] that informs them that Project X is delayed two weeks. Make it short and casual in tone.



4

### Summarize a document

– get right down to business by summarizing long documents and focusing on the relevant sections.

→ Give me a bulleted list of key points from file



5

### Tell me about a topic/project

– provide insights and analysis from across multiple sources to get up to speed quickly.

→ Tell me what's new about topic organized by emails, chats, and files?



6

### Give me some ideas for ...

– boost your creativity with ideas for your work such as agendas, product names, social media posts, etc.

→ Suggest 10 compelling taglines based on file



7

### Help me write ...

– jumpstart creativity and write and edit like a pro by getting a first draft in seconds.

→ Generate three ways to say [x]



8

### What did they say ...

– when you vaguely remember someone mentioning a topic, have Copilot do the research.

→ What did person say about topic



9

### How do I ...

– let Copilot help you build or fix formulas in Excel.

→ How do I sum values that are greater than 0?



10

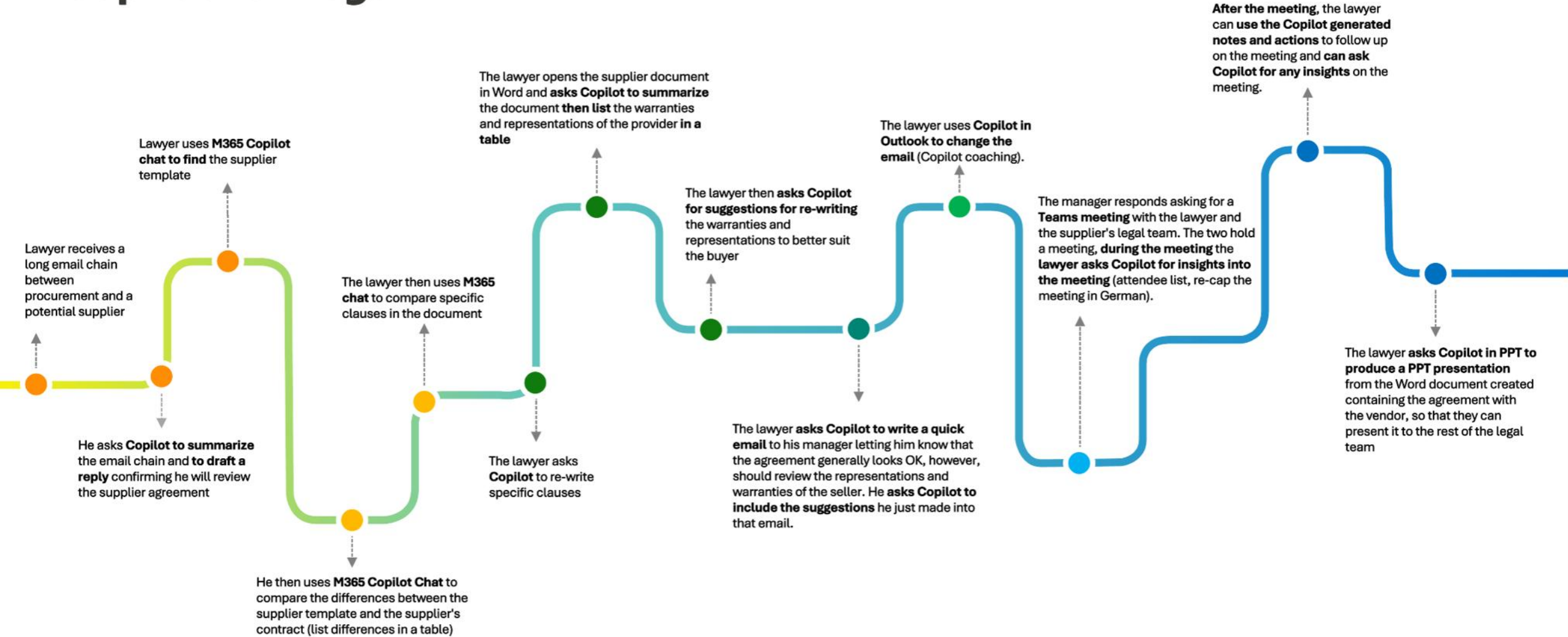
### Translate a message

– with business becoming increasingly international, it's important to be able to read or write messages in other languages.

→ Translate the following text into French:

For more prompts, visit Copilot Lab at: [aka.ms/CopilotLab](https://aka.ms/CopilotLab)

# Copilot for Legal



# Copilot delivers impact for CELA

In a controlled experiment conducted by Microsoft's Office of the Chief Economist, we assigned CELA professionals to complete realistic tasks and randomly granted Copilot to some participants. We measured the speed and quality of their work. The results suggest how rapidly Copilot can deliver value.

**32%**

faster on tasks

**20%**

greater accuracy

**87%**

could more quickly get up  
to speed on a new  
regulation with Copilot

**81%**

found summarizing a new  
regulation faster with  
Copilot

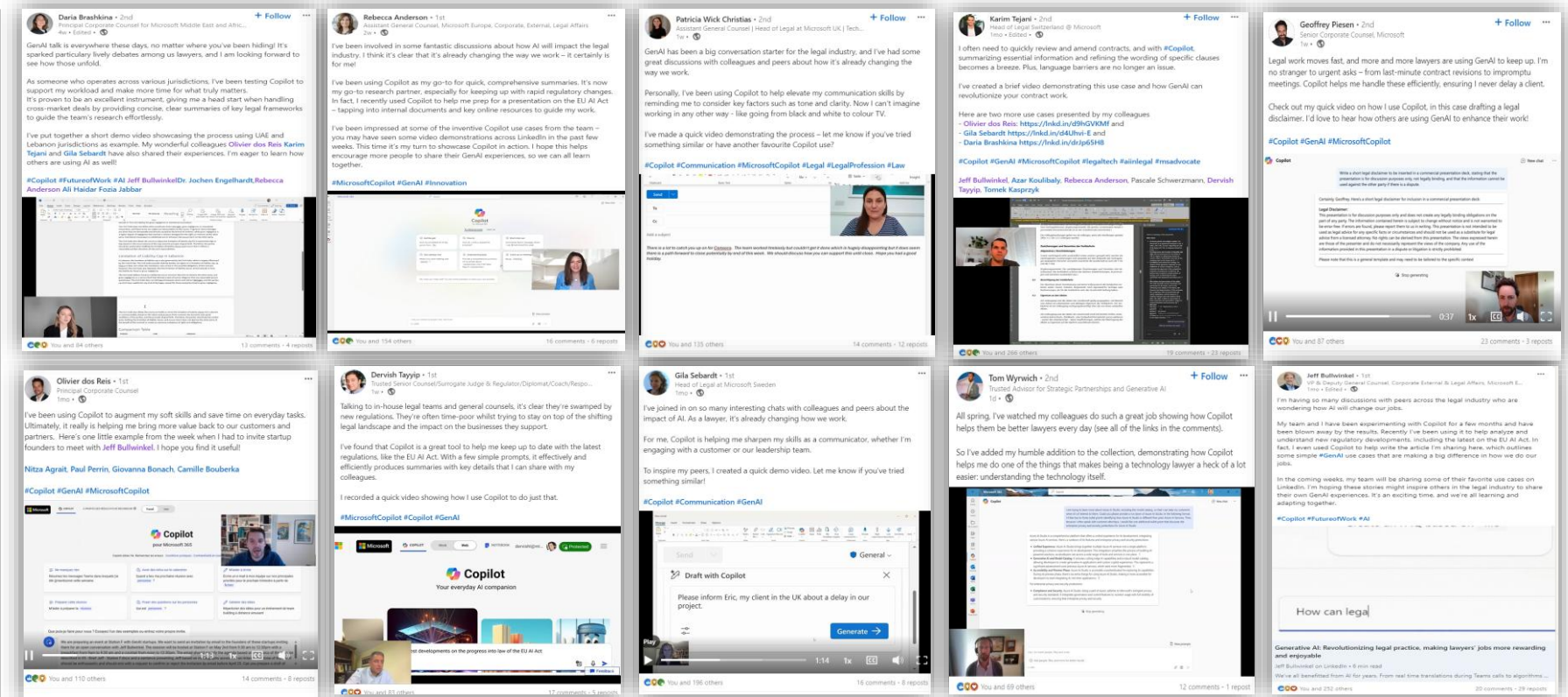
**87%**

reported enhanced  
productivity with Copilot

Results based on a randomized controlled trial with over 50 CELA legal professionals by Microsoft Office of the Chief Economist, May 2024. All findings statistically significant at  $P < 0.05$

# Our own journey with Copilot for M365...

# Sharing ten real-life examples of how GenAI can help legal professionals



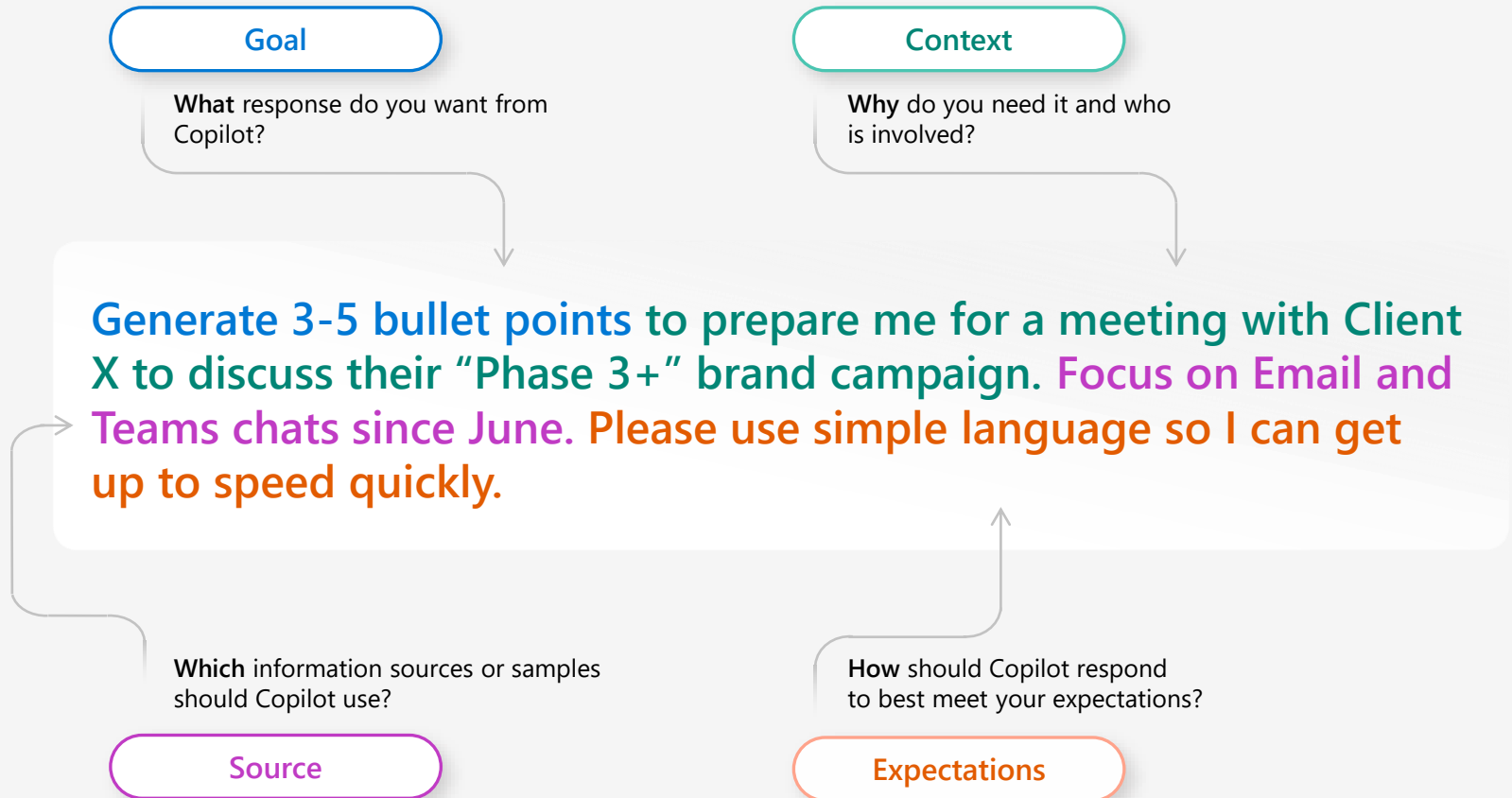
Ten real-life examples of how GenAI can help legal professionals | LinkedIn

# The art and science of prompting

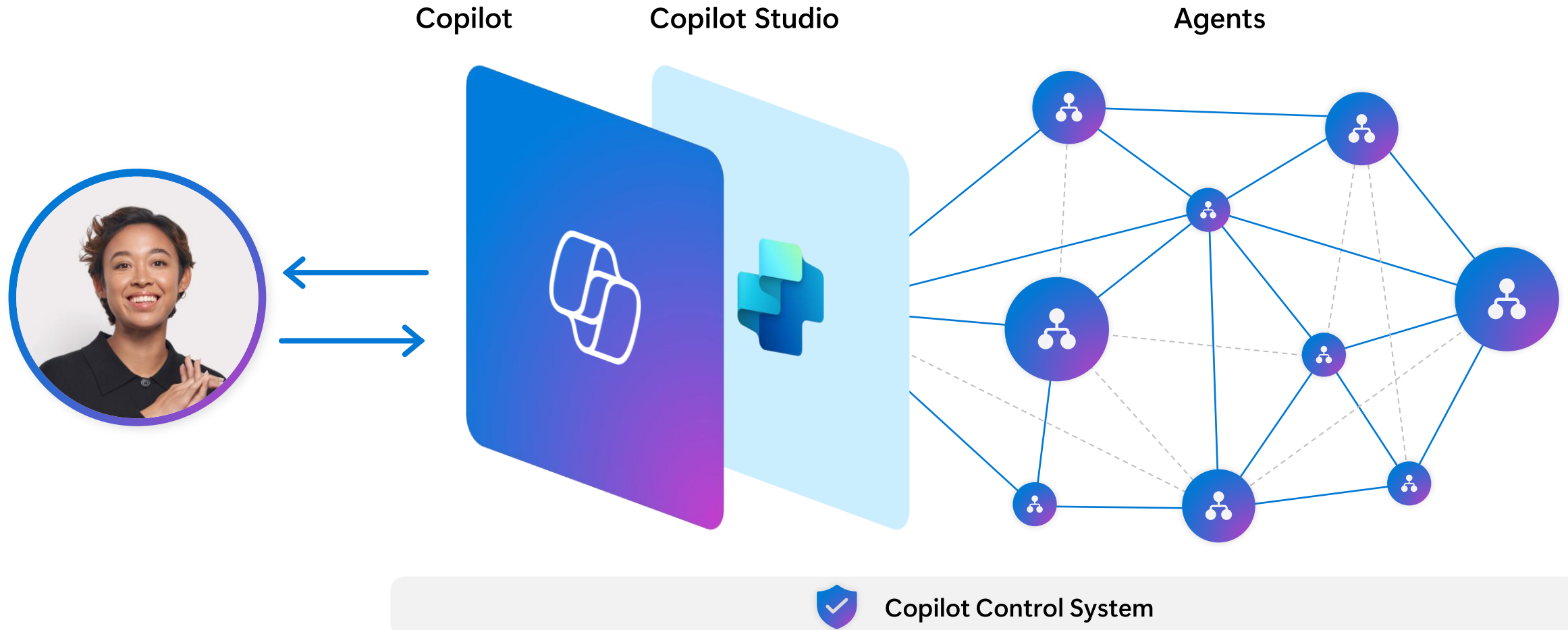


To get the best response, it's important to focus on some of the **key elements** when phrasing your Copilot prompts.

## Include the right prompt ingredients



# Copilot is the UI for AI







**Every employee will  
have a Copilot**

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Works as your personal assistant

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Web-grounded and grounded in work  
content like email, meetings and  
documents

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The UI for AI



**Every business process will  
have an agent**

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AI-powered system with actions,  
triggers and knowledge

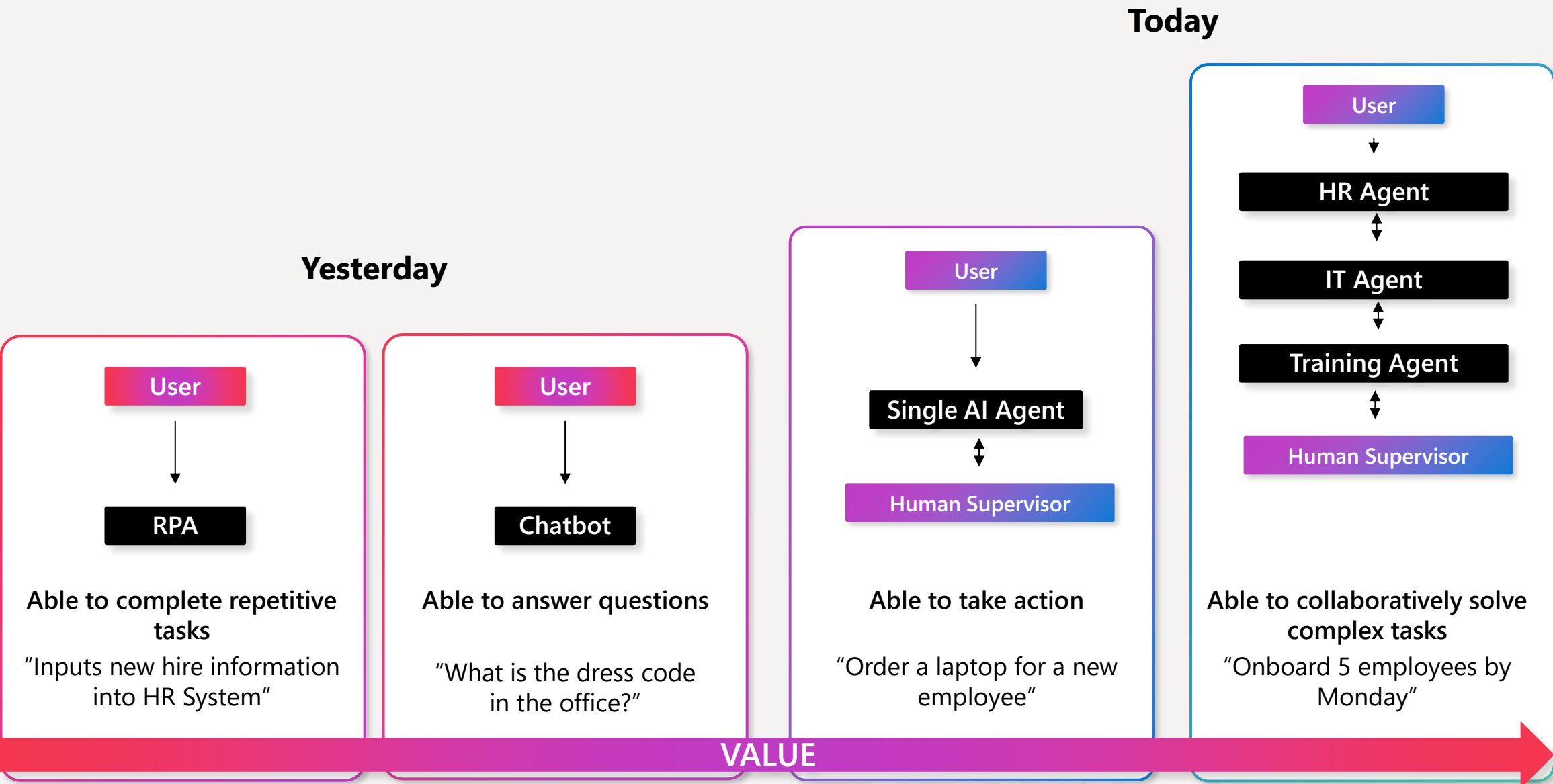
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Works on behalf of employees, teams  
and functions

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Connected to Copilot or autonomous

# Promising even more efficiency, value, and advantage

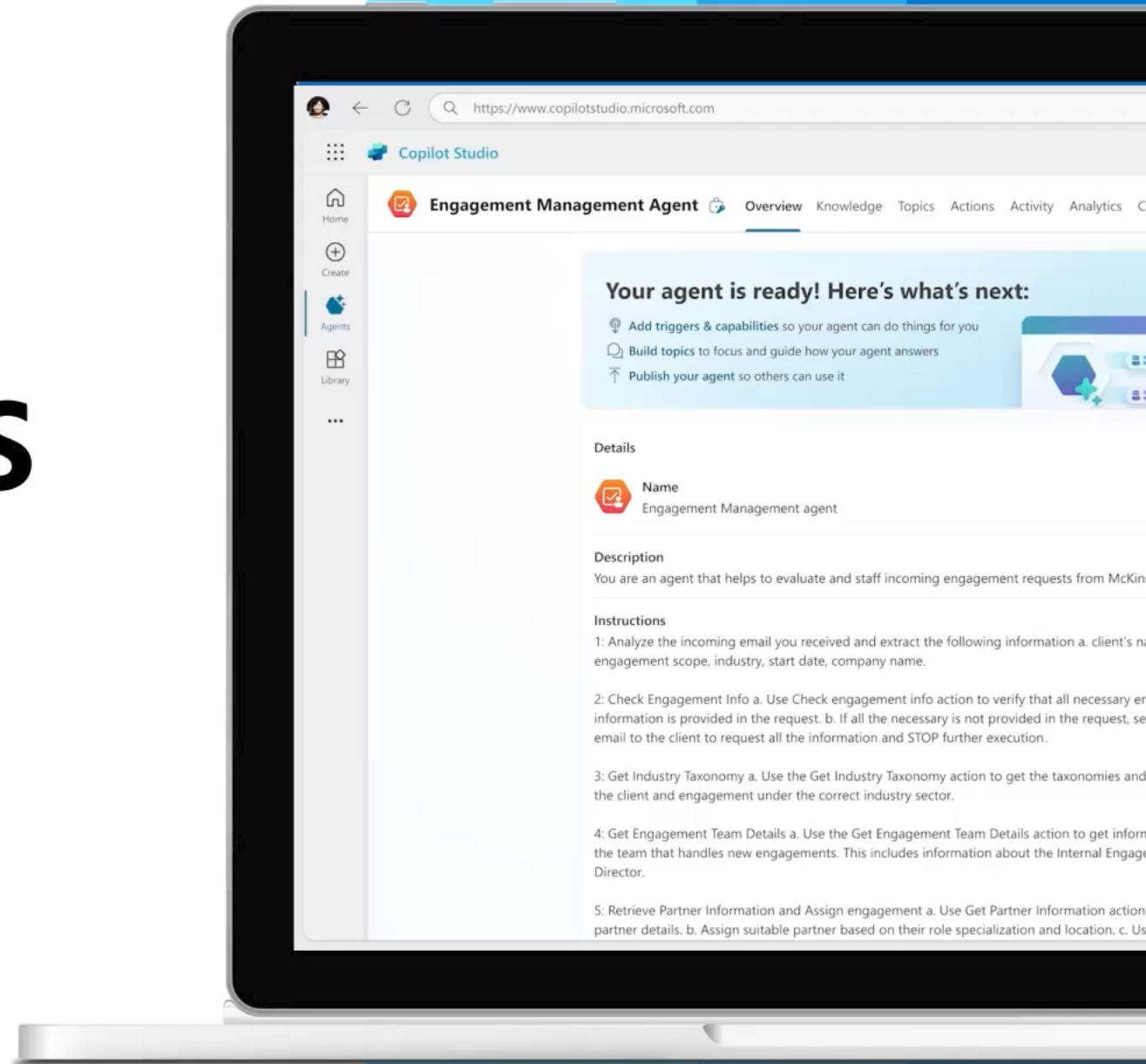


# How to create your agent?



# Copilot Studio

# Autonomous Agent



Example

# Autonomous



1) Trigger



2) Instruction

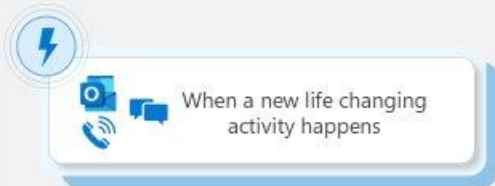


3) Plan



4) Outcome

The agent automatically reacts to triggers

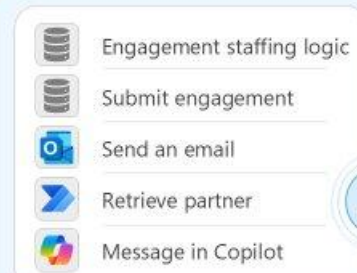


The agent follows instructions provided by the maker

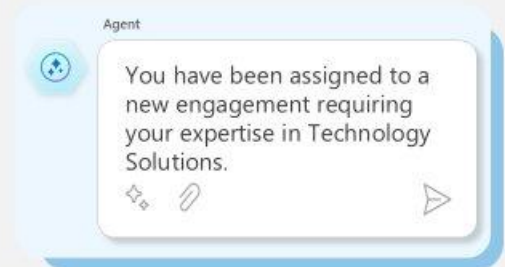
## Instructions

- You are an agent that helps to evaluate and staff incoming engagement requests from clients.
- First, analyze the incoming email to extract key client details. Verify the engagement information and confirm the industry sector. Assess historical data and identify the required expertise. Assign a suitable partner and notify them. Log the engagement details and inform the engagement director.

The agent takes action using your data and systems



The agent generates a response



Relocation Agent



# Microsoft's Responsible AI principles



Fairness



Reliability &  
safety



Privacy &  
security



Inclusiveness



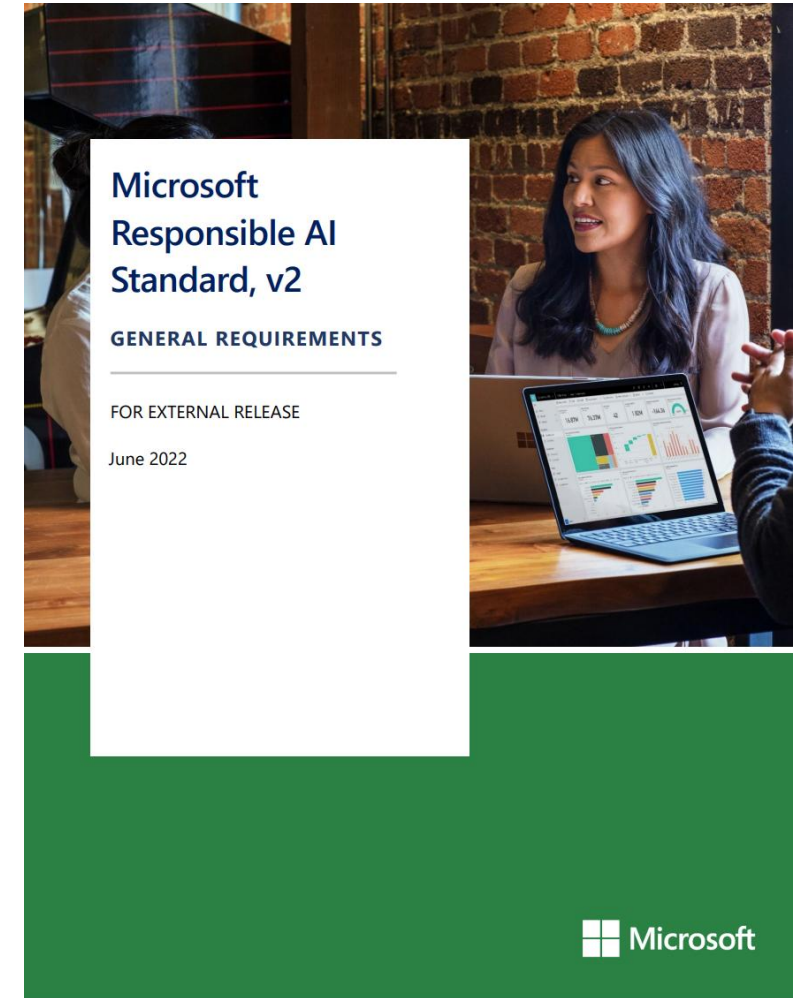
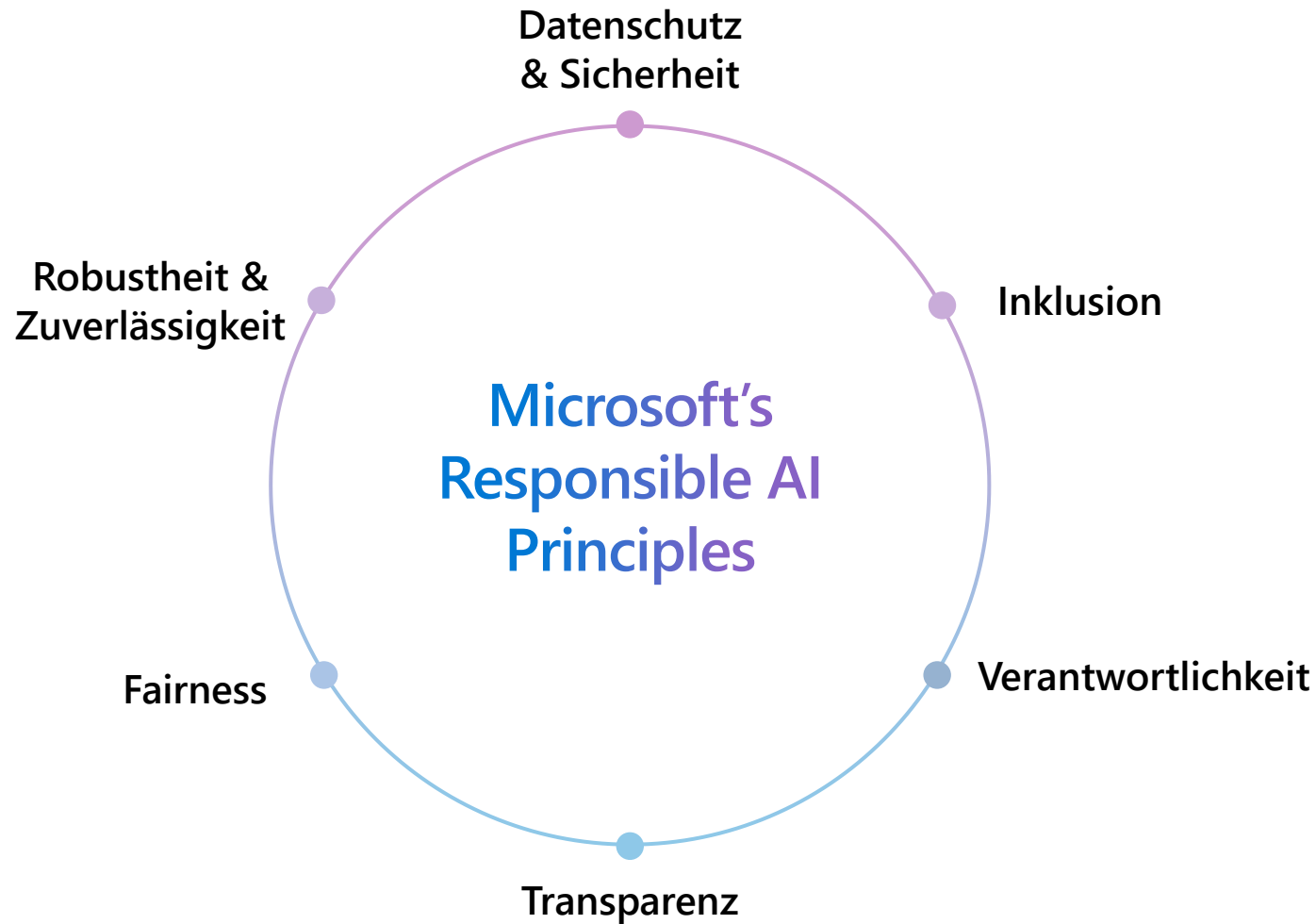
Transparency



Accountability



# Responsible AI



## Microsoft's commitments

Your data is your data

Your data is not used to train  
the foundation AI models  
without permission

Your data is protected by  
the most comprehensive enterprise  
compliance and security controls

# Contractual Commitments

Volume Licensing

## Microsoft Products and Services Data Protection Addendum

Last updated January 2, 2024

Published in English on January 2, 2024. Translations will be published by Microsoft when available. These commitments are binding on Microsoft as of January 2, 2024.

<Choose Program> Addendum  
Financial Services Amendment  
Amendment ID M453

Enrollment ID M453

Financial Services Amendment

M453

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Microsoft

Volume Licensing

Amendment to Contract Documents

Enrollment Number

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These amendments are entered into between the parties identified on the attached program signature form. They amend the Enrollment or Agreement identified above. All terms used but not defined in these amendments will have the same meaning provided in that Enrollment or Agreement.

<Choose Enrollment>  
Professional Secrecy and Official Secrecy – Industry-Specific Terms (Switzerland)  
Amendment ID M744

Amendment ID M744

Professional Secrecy and Official Secrecy – Industry-Specific Terms (Switzerland)

M744

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New steps to defend your data

Nov 19, 2020

Julie Brill, Corporate Vice President and Chief Privacy Officer

Our public sector and enterprise customers regularly need to move their data between countries, regions and continents. Today, we're announcing new protections for our public sector and enterprise customers who need to move their data from the European Union, including a contractual commitment to challenge government requests for data and a monetary commitment to show our conviction. Microsoft is the first company to provide these commitments in response to last week's clear guidance from data protection regulators in the European Union.

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# Sharing AI learnings



## Responsible AI principles

Fairness Reliability & safety	Privacy & security Inclusiveness	Transparency Accountability
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## Corporate standard

Goals	Requirements	Practices
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## AI impact assessment template



## AI impact assessment guide



## Transparency notes



## Guidelines for human-AI interaction



## Annual AI transparency report

Please visit  
<http://aka.ms/rai>



# Thank you

Let's stay connected!



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