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#FABCONSQLCON2026

FABCON

Microsoft Fabric
COMMUNITY CONFERENCE

SQLCON

Microsoft SQL
COMMUNITY CONFERENCE

ATLANTA MARCH 16 - 20, 2026



INTELLIGENT ANALYTICS IN REAL-WORLD SCENARIOS

SARA LAMMINI

PRODUCT MANAGER, MICROSOFT, US

MONICA CALLEJA

PRODUCT MANAGER, MICROSOFT, US

Agenda



The customer challenge



The cutting-edge solution



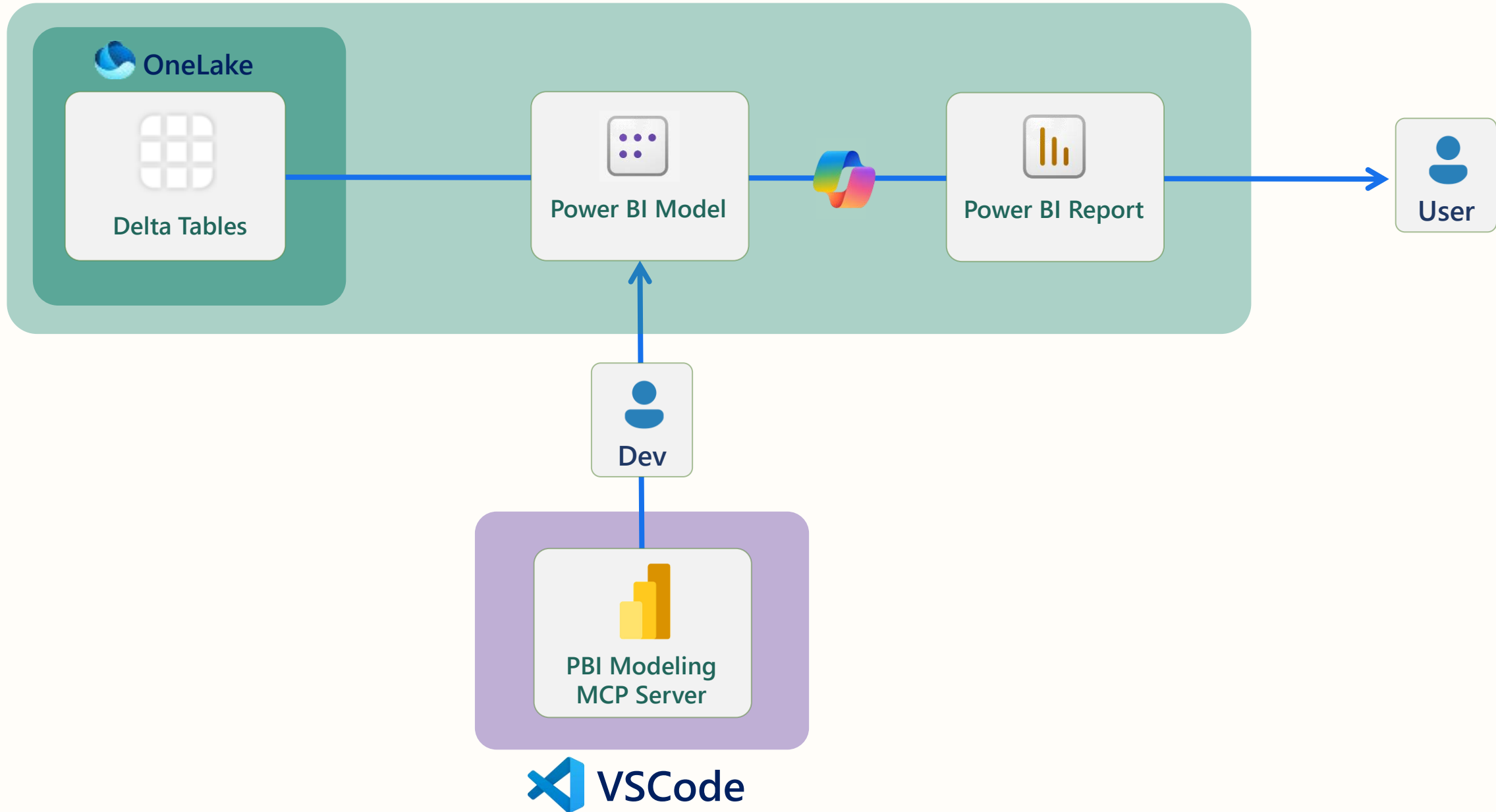
Solution Architecture



Key Take Aways

The customer challenge

Microsoft Fabric



New Age of Power BI Development



Full Code Access

- Efficiency boost with scripts or simple File operations like find & replace.
- Version control and team collaboration



Automation

- CRUD REST API's using item code definitions
- Powerful CI/CD pipelines



Develop with AI

- Read/write code
- MCP servers
- E2E Agentic development

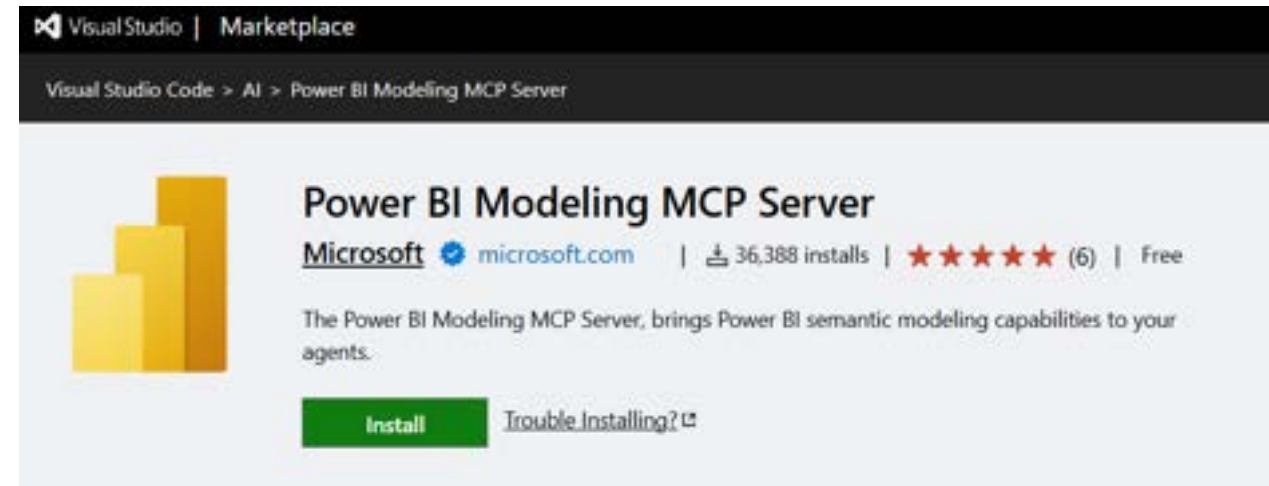
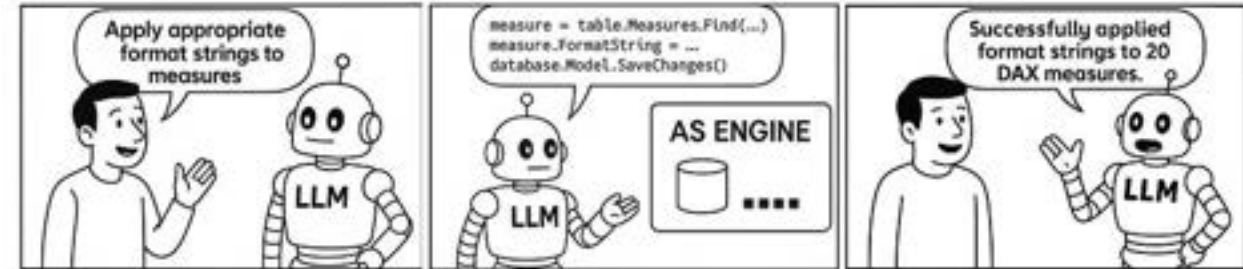
Power BI Modeling MCP Server

Allows AI tools to interact with Power BI's semantic layer

Local MCP Server: distributed as a VS Code extension

10x Efficiency: Easily apply bulk changes turning hours of work into seconds; enforce team best-practices and more

Agentic workflows: AI can understand, query and modify semantic models using natural language

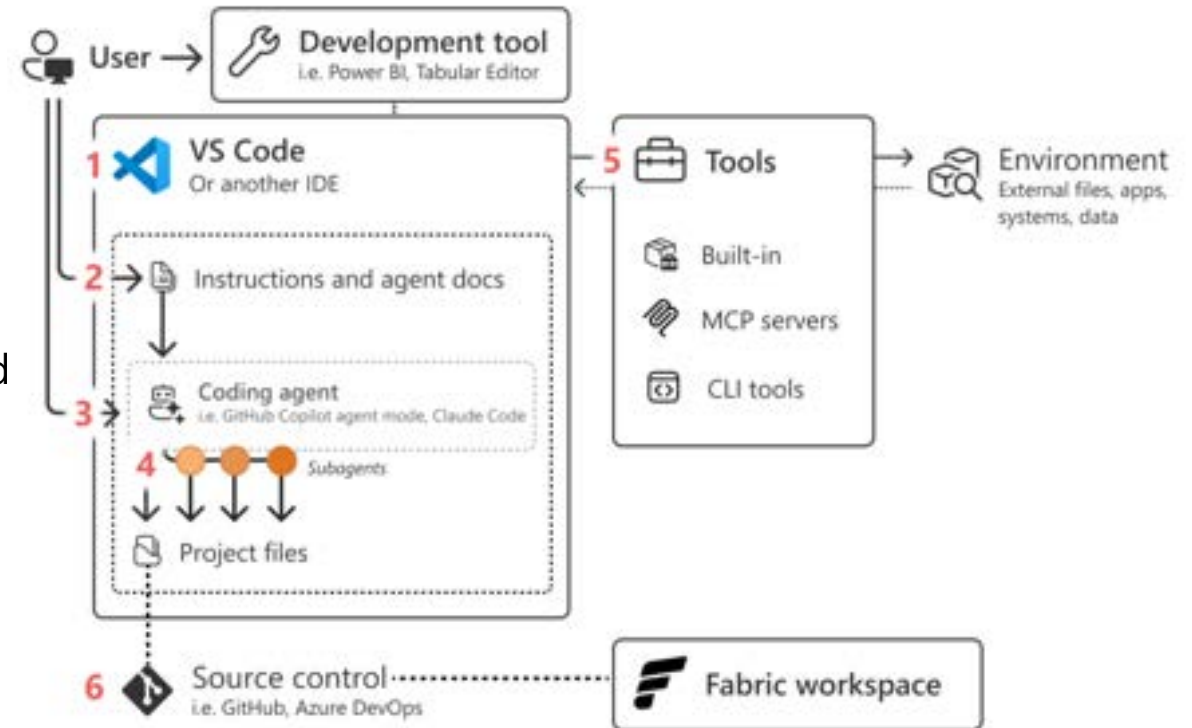


<http://aka.ms/powerbi-modeling-mcp>

Agentic Development

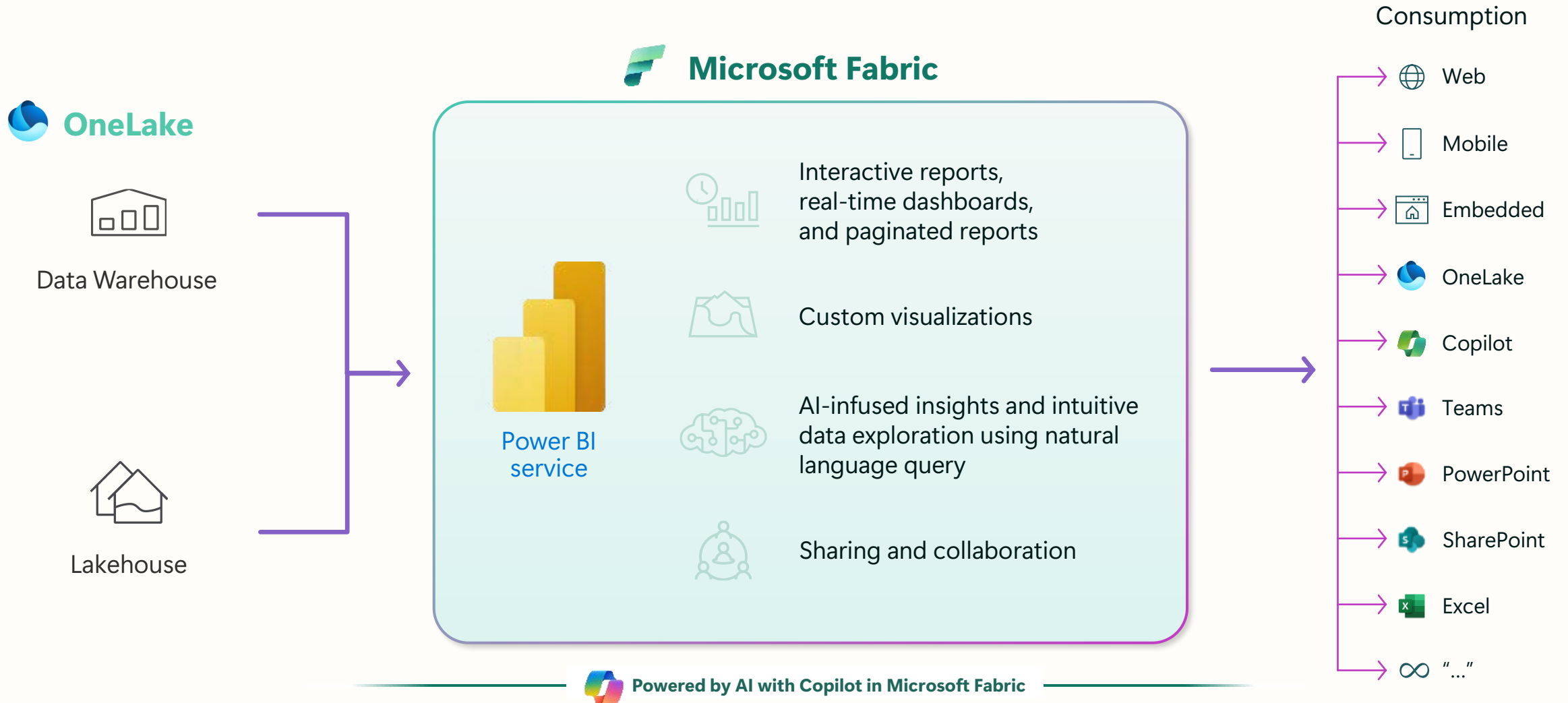
Power BI developer sets the direction, and AI helps with the heavy lifting. 💪 🤖

1. You **describe what you need** – your requirements and the rules to follow.
2. An AI agent turns that into a **plan/spec** – readable, reviewable, and adjustable.
3. **AI implements the plan** using available tools such as powerbi-modeling-mcp or code.
4. **AI autonomously checks fixes errors and runs best practice analysis** – iterating until it gets it right.
5. You **review the result**, just like reviewing a teammate work.





Power BI: The bridge between data and decisions





Copilot in Microsoft Fabric



Data Factory

Get intelligent code generation to transform data with ease and code explanations to help you better understand complex tasks



Real-Time Intelligence

Translate questions into KQL queries that you can execute



Databases

Streamline AI application development with simple, intuitive, and autonomous databases that provision in seconds



Data Engineering

Quickly generate code in Notebooks to help work with Lakehouse data and get insights



Data Science



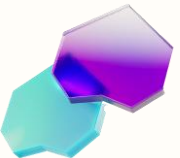
Data Warehouse

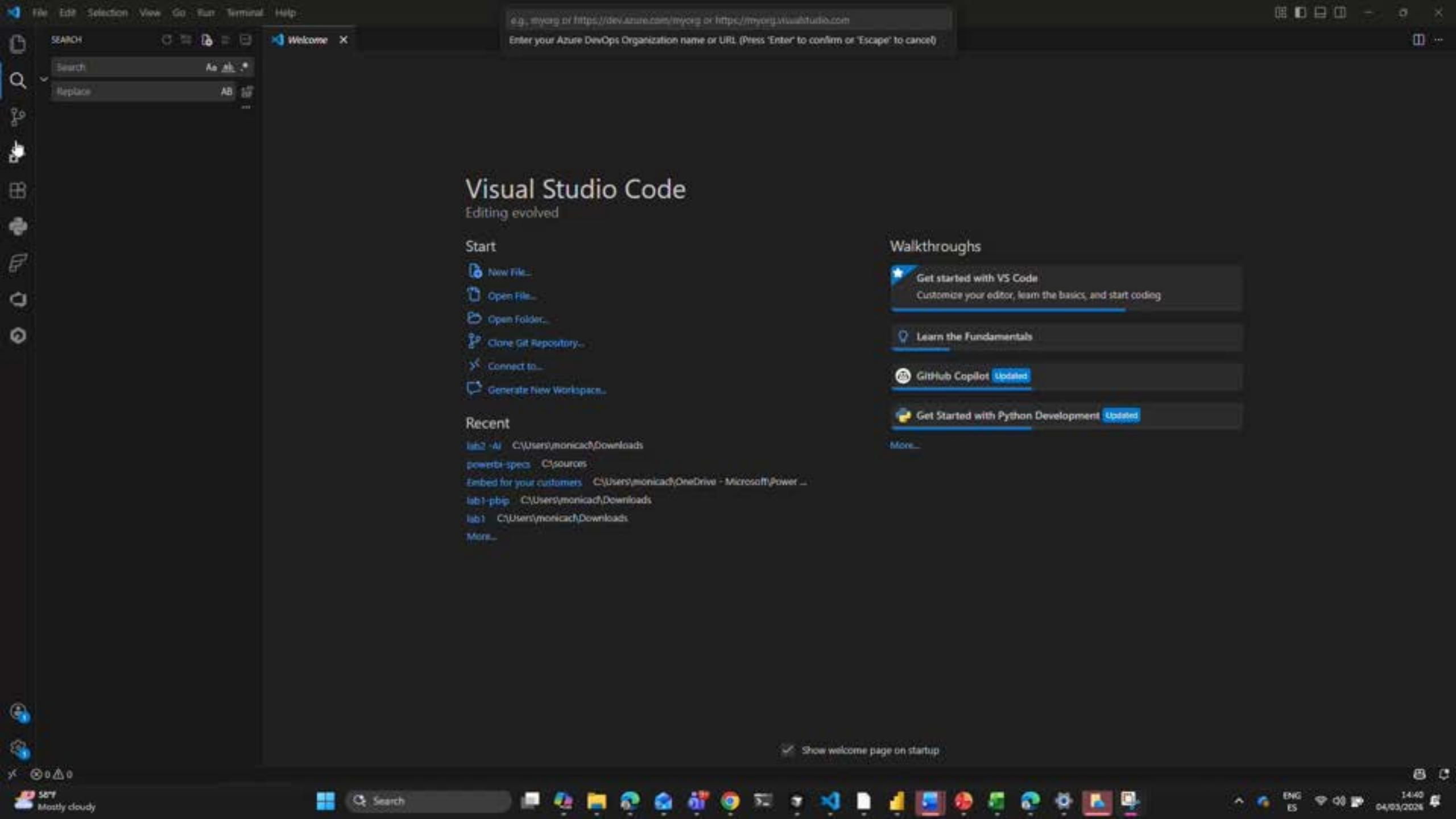
Write and explain T-SQL queries, or even make intelligent suggestions and fixes while you are coding

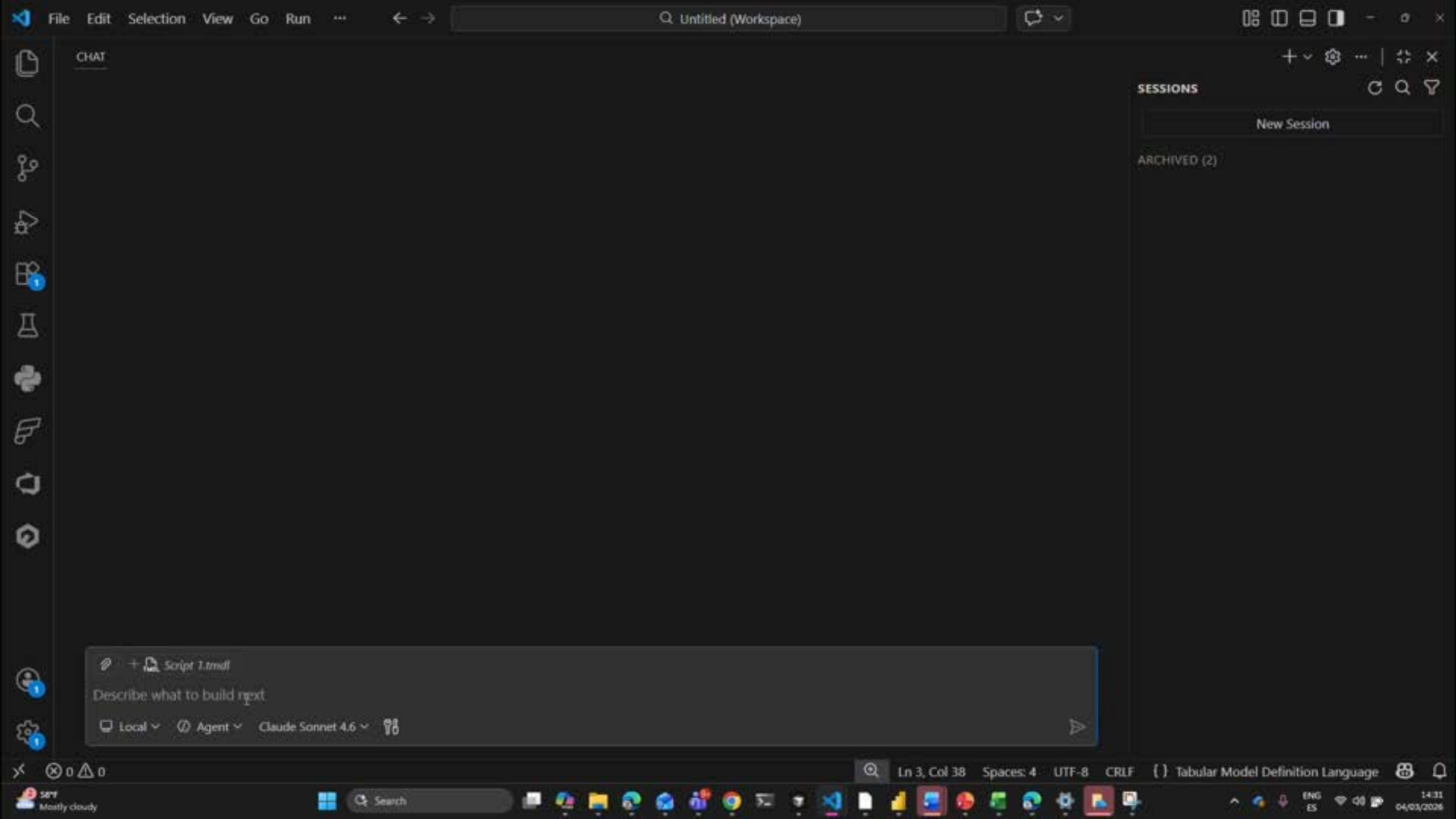


Power BI

Quickly create report pages, natural language summaries, and generate synonyms







Power BI

https://app.powerbi.com/groups/517e29bd-0aab-4584-848b-14811c39f790/modeling/27e04c03-6276-4169-ba4d-e394b46d45bd/modelView?experience=power-bi&webModelingEditMode=1

Update ... Chat

Bank Analysis

No label

Search

Trials activated: 17 days left

Editing

File Home Help

Get data OneLake catalog Transform data Refresh data New measure New column New table Calculation group New parameter Manage roles Manage relationships Edit tables Best practice analyzer Memory analyzer Community notebooks Generate Ontology

office_data

City Country OfficeID State Collapse

customer_churn_data

AccountManagerID Age Balance CreditScore CustomerID EstimatedSalary Gender_Female Gender_Male Geography_France Collapse

account_manager

AccountManagerID FirstName LastName Seniority Collapse

1 *

1 *

Properties

Tables Model

Search

account_manager

customer_churn_data

office_data

All tables

Model view DAX query view

100%

50°F Mostly cloudy

Search

ENG ES

14:41 04/03/2026

The cutting-edge solution

Summary of Bank challenges



The bank's customer churn rate is very high



Hard to identify potential churns

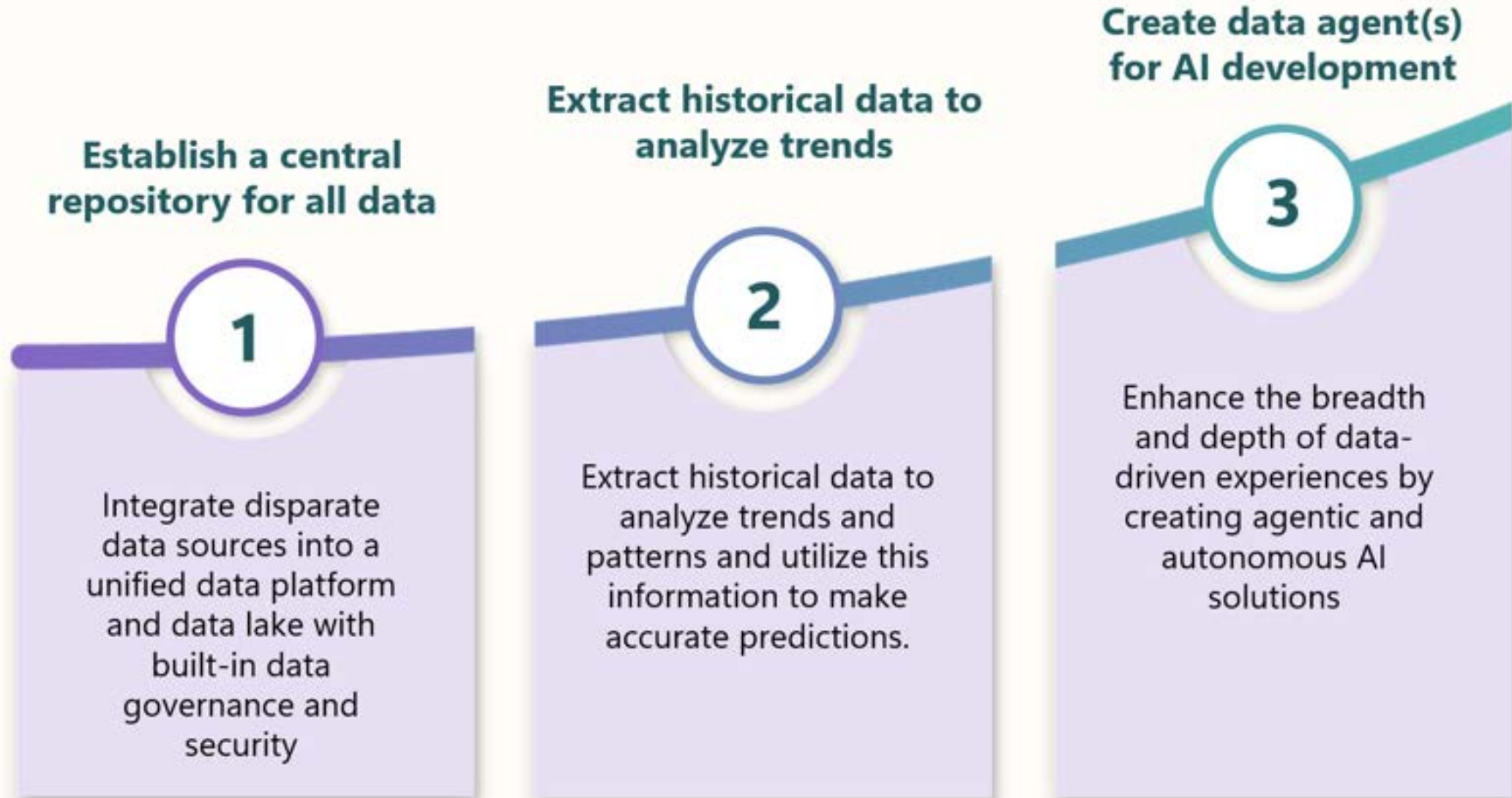


Difficulties in delivering personalized retention strategies

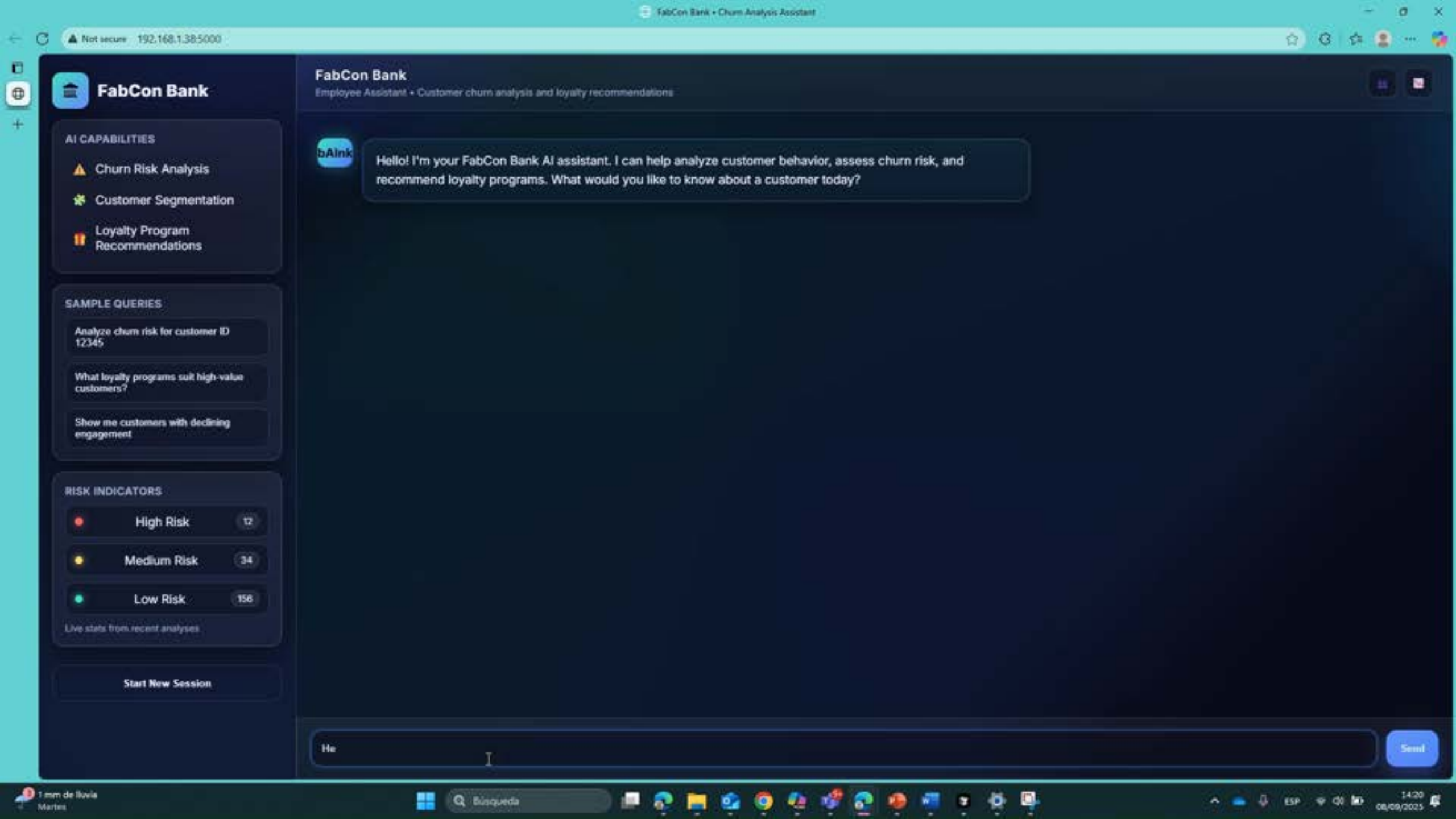


Tough to take action

Solution



Solution Architecture

 **FabCon Bank**

AI CAPABILITIES

-  Churn Risk Analysis
-  Customer Segmentation
-  Loyalty Program Recommendations

SAMPLE QUERIES

- Analyze churn risk for customer ID 12345
- What loyalty programs suit high-value customers?
- Show me customers with declining engagement

RISK INDICATORS

-  High Risk 12
-  Medium Risk 34
-  Low Risk 156

Live stats from recent analyses

[Start New Session](#)**FabCon Bank**

Employee Assistant - Customer churn analysis and loyalty recommendations



Hello! I'm your FabCon Bank AI assistant. I can help analyze customer behavior, assess churn risk, and recommend loyalty programs. What would you like to know about a customer today?

He

Send

Youth Advantage Program (Ages 18-25)

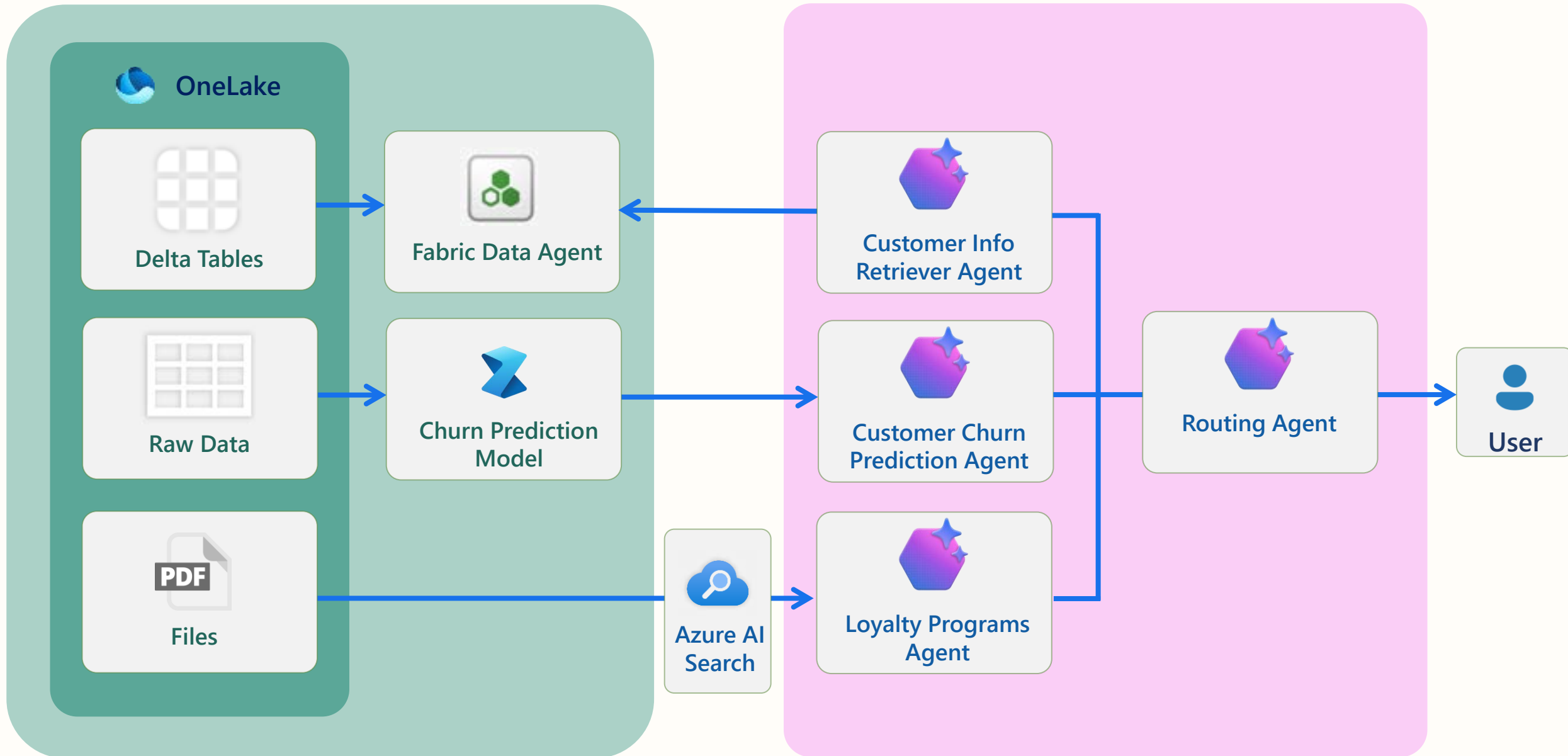
1. Newcomer Welcome (Tenure < 1 year)

Description:

The Newcomer Welcome program is designed to help young adults aged 18-25 start their financial journey with ease and confidence. This program offers a range of benefits to new customers who have been with the bank for less than one year.

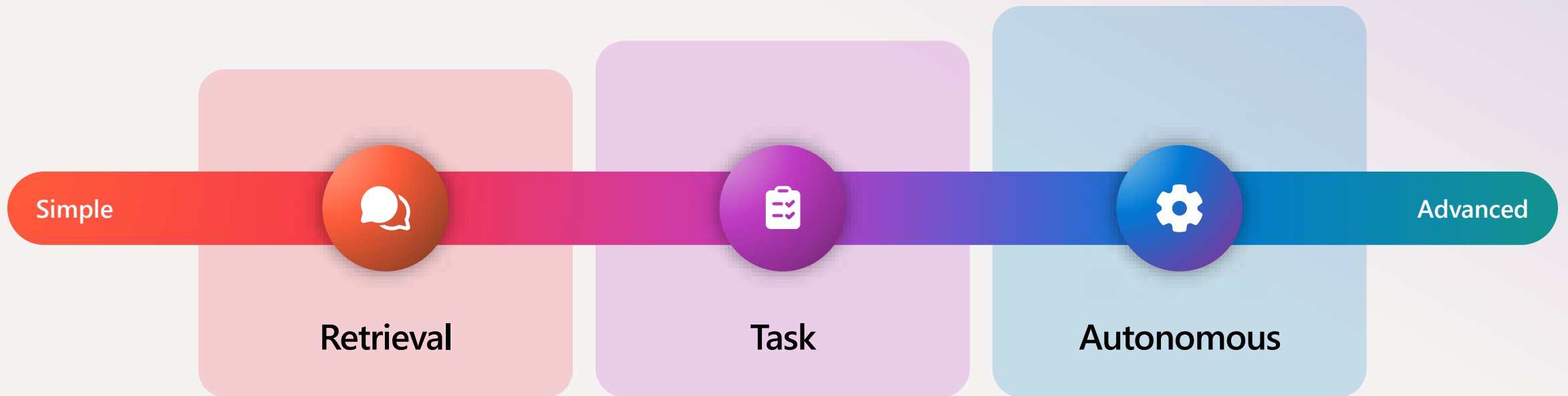
Benefits:

- **Zero Monthly Account Maintenance Fees:** Enjoy the benefit of no monthly maintenance fees on your savings and checking accounts, helping you save more.
- **Welcome Bonus for Opening an Account:** Receive a special welcome bonus when you open a new account with us.
- **Access to Financial Education Workshops:** Gain free access to workshops and webinars focused on financial literacy, budgeting, and saving.
- **Free First Year of Account Maintenance:** Your first year of account



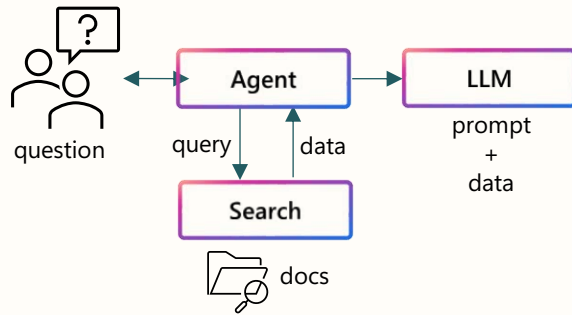
What are agents?

Agents are programs that use AI to automate and execute business processes, working alongside or on behalf of a person, team or organization



← Agents vary complexity and capabilities depending on your need →

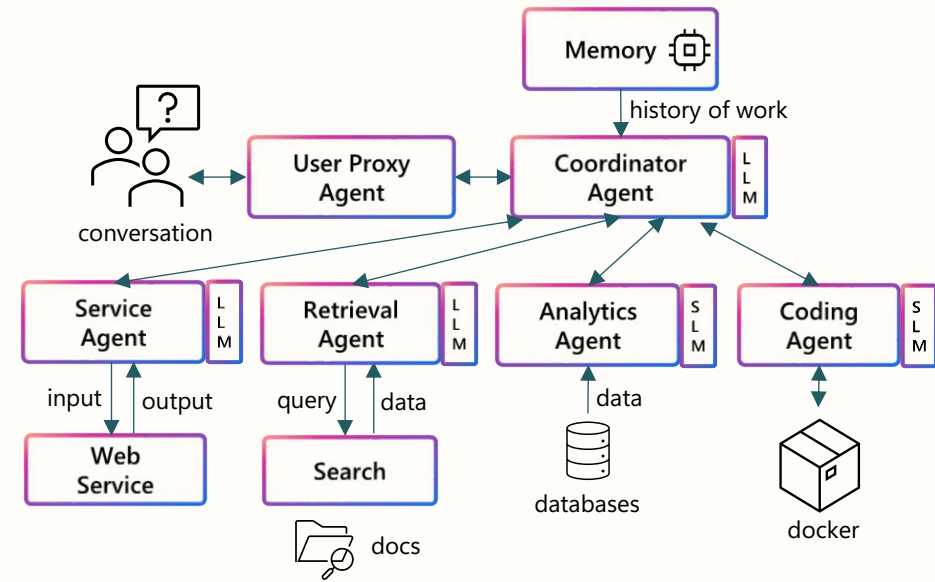
Spectrum of Agentic Solutions



Single Agent

Very clearly scoped iterative task

Ex: providing an answer with supporting evidence to a complex question



Multi-agent Systems

Wide scope complex use case requiring diverse skills

Ex: Propose 2 Instagram marketing campaigns including assets that would leverage the top 2 recent trends in our past quarter US Sales to boost our mailing list user base and predict the impact of each campaign

Azure AI Foundry



Copilot Studio



Visual Studio



GitHub



Azure AI
Foundry SDK



Model Catalog

Foundational models

Open-source models

Task models

Industry models



Azure
OpenAI Service



Azure
AI Search



Azure AI
Agent Service



Azure AI
Content Safety



Azure
Machine Learning

Evaluations

Customization

Governance

Monitoring

Observability

General Availability



Azure AI Agent Service

Empower developers to securely build, deploy, and scale AI agents with ease

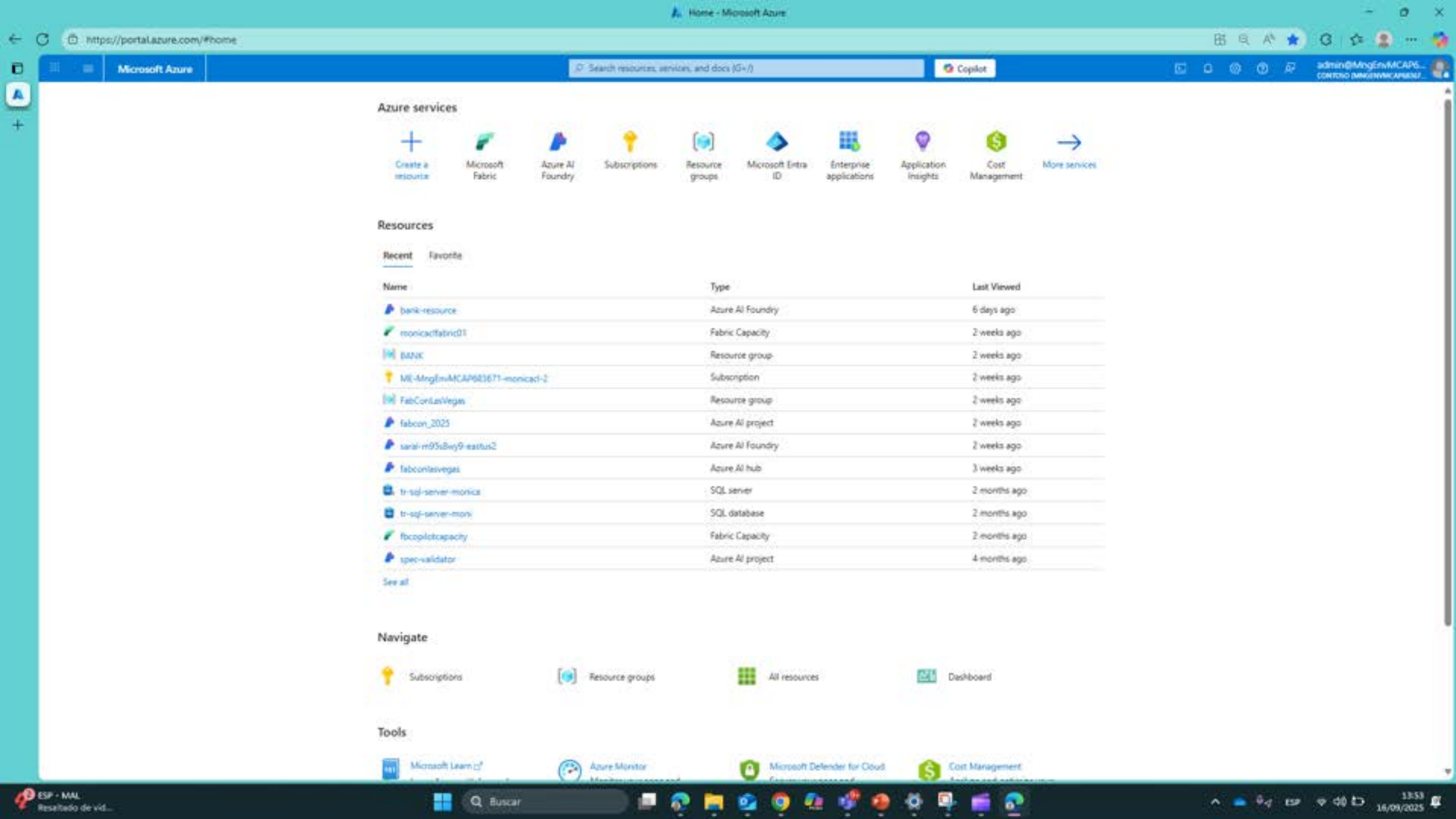
Rapid development
and automation

Extensive data
connections

Flexible model
selection

Trust & Enterprise
readiness

[AI.Azure.com](https://ai.azure.com)



Azure services



Create a resource



Microsoft Fabric



Azure AI Foundry



Subscriptions



Resource groups



Microsoft Entra ID



Enterprise applications



Application Insights



Cost Management



More services

Resources

Recent

Favorite

Name	Type	Last Viewed
bank-resource	Azure AI Foundry	6 days ago
monicafabric01	Fabric Capacity	2 weeks ago
BANC	Resource group	2 weeks ago
ME-MngEnvMCAP681671-monicad-2	Subscription	2 weeks ago
FabConLasVegas	Resource group	2 weeks ago
fabcon_2023	Azure AI project	2 weeks ago
sarai-m95bty9-eastus2	Azure AI Foundry	2 weeks ago
fabconlasvegas	Azure AI hub	3 weeks ago
tr-sql-server-monica	SQL server	2 months ago
tr-sql-server-moni	SQL database	2 months ago
fxcopilotcapacity	Fabric Capacity	2 months ago
spec-validator	Azure AI project	4 months ago

See all

Navigate



Subscriptions



Resource groups



All resources



Dashboard

Tools



Microsoft Learn



Azure Monitor



Microsoft Defender for Cloud



Cost Management

←↻https://portal.azure.com/#home

Microsoft Azure

Search resources, services, and docs (G+)

Copilot

admin@MngEnwMCA683671COR0250 04/09/2025 11:54

Azure services

Create a resource

Azure AI Foundry

Microsoft Fabric

Subscriptions

Resource groups

Microsoft Entra ID

Enterprise applications

Application Insights

Cost Management

More services

Resources

Recent

Favorite

Name	Type	Last Viewed
bank-resource	Azure AI Foundry	6 days ago
monicafabric01	Fabric Capacity	2 weeks ago
BANK	Resource group	2 weeks ago
ME-MngEnwMCA683671-monicad-2	Subscription	2 weeks ago
FabConLasVegas	Resource group	2 weeks ago
fabcon_2025	Azure AI project	2 weeks ago
sanal-m95dby9-eastus2	Azure AI Foundry	2 weeks ago
fabconlasvegas	Azure AI hub	3 weeks ago
tr-sql-server-monica	SQL server	2 months ago
tr-sql-server-moni	SQL database	2 months ago
fbcopilotcapacity	Fabric Capacity	2 months ago
spec-validator	Azure AI project	4 months ago

See all

Navigate

Subscriptions

Resource groups

All resources

Dashboard

Tools

Microsoft Learn

Azure Monitor

Microsoft Defender for Cloud

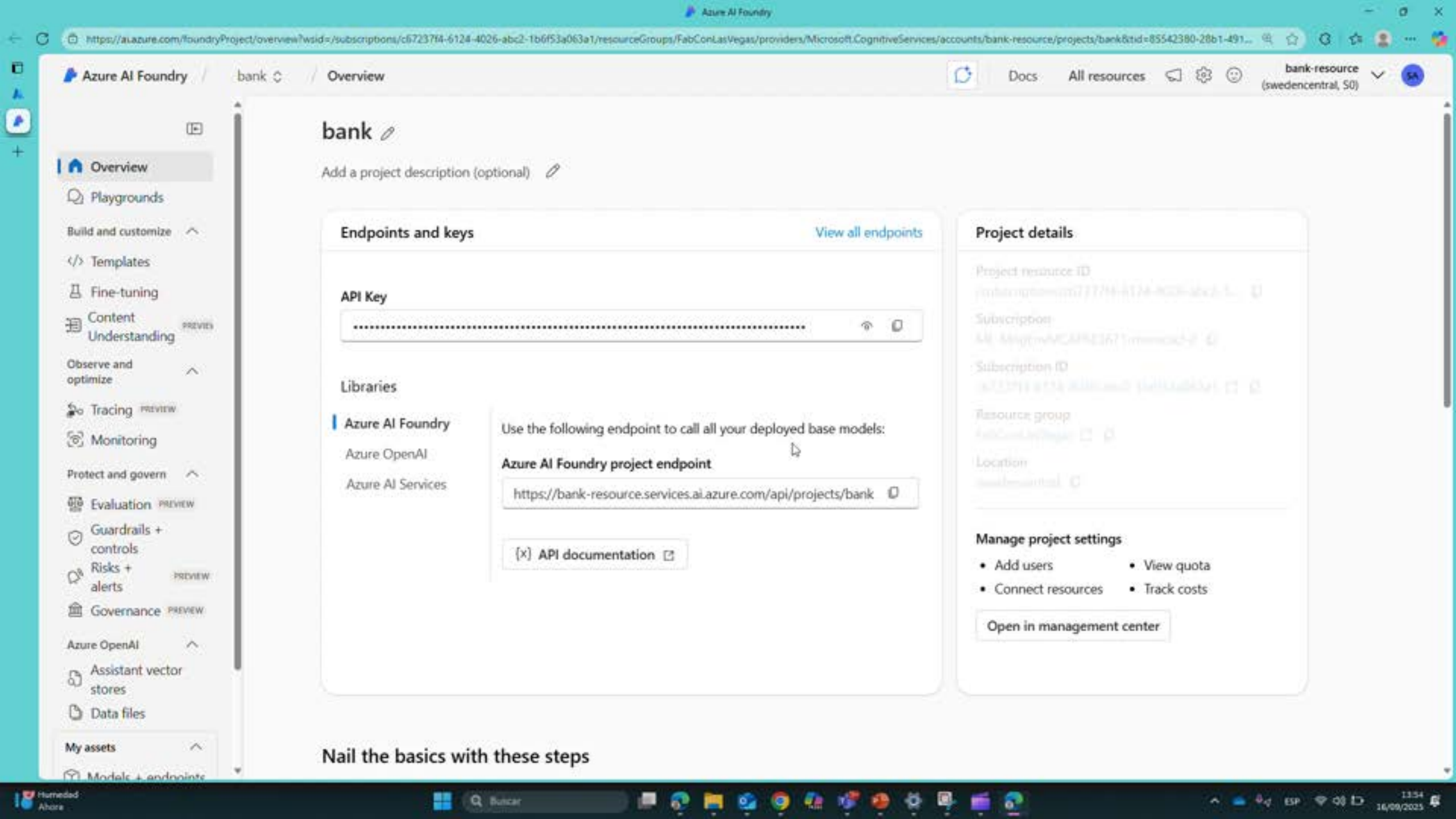
Cost Management

Humedad Ahora

Buscar

11:54

16/09/2025



bank

Add a project description (optional)

Endpoints and keys

[View all endpoints](#)

API Key

.....

Libraries

- Azure AI Foundry
- Azure OpenAI
- Azure AI Services

Use the following endpoint to call all your deployed base models:

Azure AI Foundry project endpoint

<https://bank-resource.services.ai.azure.com/api/projects/bank>

[\[x\] API documentation](#)

Project details

- Project resource ID: [c6723764-6124-4026-abc2-1b6f53a063a1](#)
- Subscription: [MS-Microsoft-3671-microsoft-2](#)
- Subscription ID: [c6723764-6124-4026-abc2-1b6f53a063a1](#)
- Resource group: [FabConLasVegas](#)
- Location: [swedencentral](#)

Manage project settings

- Add users
- View quota
- Connect resources
- Track costs

[Open in management center](#)

Nail the basics with these steps

Microsoft Fabric

The unified data platform for AI transformation



Data Factory



Analytics



Databases



Real-Time
Intelligence



Power BI

Fabric Platform



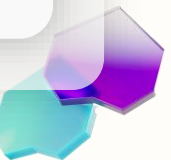
AI



OneLake



Security & Governance



Achieve more with Microsoft Fabric and Azure AI Portfolio



Microsoft Fabric



Azure AI Foundry



Data Science

Your unified solution
for analytics



Fabric data agents

Your genAI that
enhances data
interaction



Azure Machine Learning

Your end-to-end,
managed ML platform



Azure AI Agent Service

Your suite of tools to
develop enterprise agents



Azure AI Search

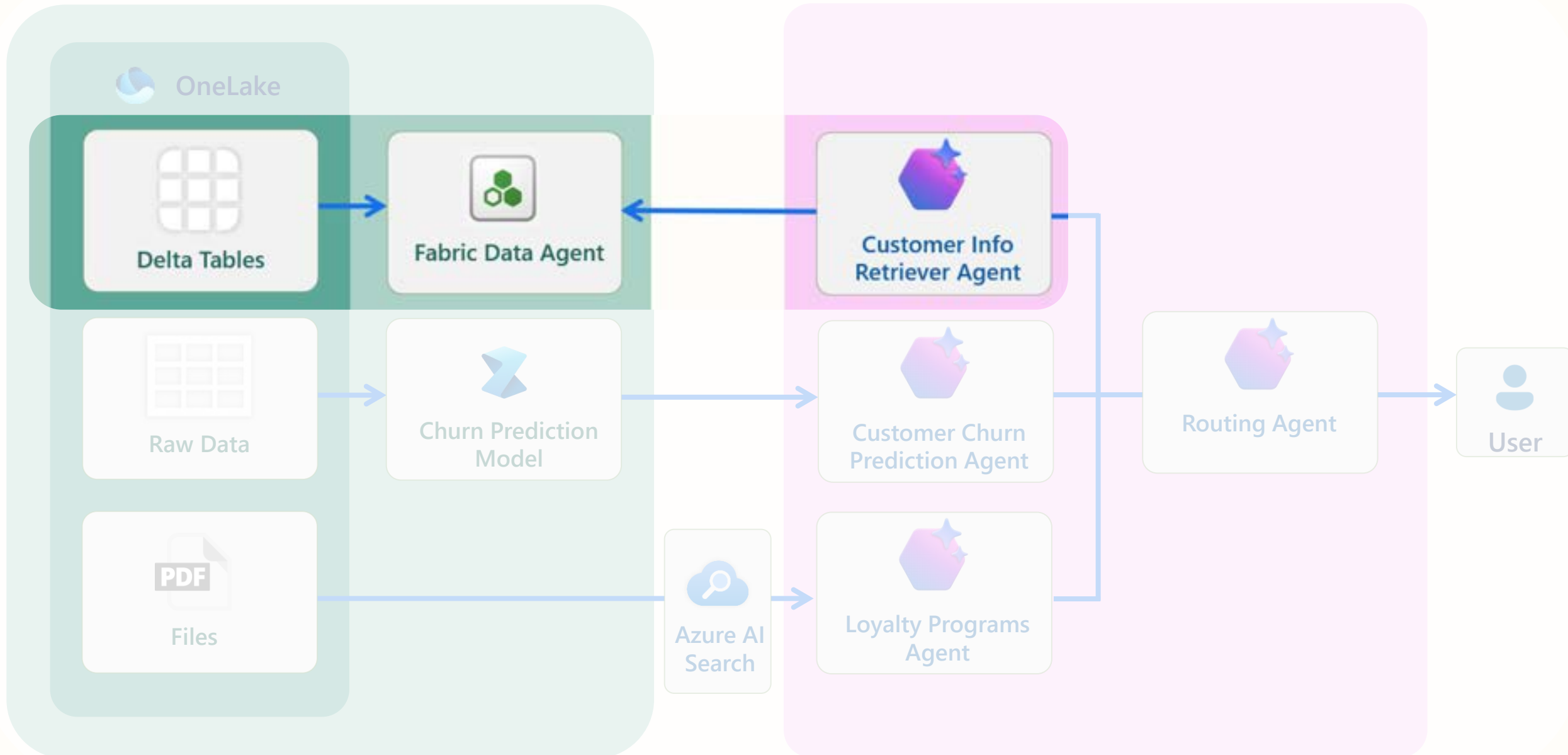
Your search index which
streamlines retrieval in RAG



OneLake



Microsoft Purview



Fabric data agents

Enhanced data interaction: create conversational agents that understand the org's unique data context, making it easy for non-technical users to get reliable, data-driven answers.

Faster time to insights: significantly reduce the time it takes to generate, explore data, and discover trends by automating the process of transforming natural language questions into queries.

Improved query capabilities: train the data agent with example instructions and queries, connect up to 5 data sources, including Lakehouse endpoints and KQL databases, and get full visibility into each step taken by the agent.

Access within or outside of Fabric.

AI Application
Developers &
Consumers



Fabric



Azure AI
Foundry



Copilot
Studio



Teams



Copilot in
Power BI

Publish/ Share data agent

Tools

Context and Configurations



OneLake



Microsoft Fabric



Lakehouse



Warehouse



Semantic
Model



Eventhouse
KQL DB

Home

Workspaces

Copilot

OneLake catalog

BANK

LakehouseBankChurn...

Agents

Lakehouse_BankChurn...

ChurnAnalysis

...

Fabric

Fabric

BANK

+ New item

New folder

Import

Migrate

Create deployment pipeline

Create app

Manage access

Workspace settings

Filter by keyword

Filter

Choose from predefined task flows or add a task to build one

Select from one of Microsoft's predefined task flows or add a task to start building one yourself.

Select a predefined task flow

Add a task

Import a task flow

	Name	Type	Task	Owner	Refreshed	Next refresh	Endorsement	Sensitivity	Included in app
	ML Model	Folder	—	—	—	—	—	—	
	churn_experiment	Experiment	—	System Admi...	—	—	—	—	
	churn_model	ML model	—	System Admi...	—	—	—	—	
	churn_rf_model	ML model	—	System Admi...	—	—	—	—	
	LakehouseBankChurnData	Lakehouse	—	Sara Lammini	—	—	—	—	

0020 -2.88%

Search

15:27

29/04/2025

Customer_DataAgent

No label

Search

7 days left

Draft

Share

Home

Workspaces

Copilot

BANK

Customer_DataAgent

LakehouseBankChurn...

Agents

Lakehouse_BankChurn...

ChurnAnalysis

Fabric

AI instructions

Example queries

Clear chat

Publish

Revert to published version

Explorer

+ Data source

LakehouseBankChurn...

dbo

account...

churn_d...

office_d...

Analyzed LakehouseBankChurn...

the age of customer 15716155?

Query code

Sql

SELECT Age
FROM dbo.churn_data
WHERE CustomerId = 15716155;

Query output

Age

36

AI instructions

Agent instructions

Guide the data agent to the best data sources for different types of questions by writing a detailed system prompt.

You are a data agent that helps bank employees retrieve information about customers in a professional and concise manner.

121/15000 characters used

Sample questions

Ask a question to test the data agent's response

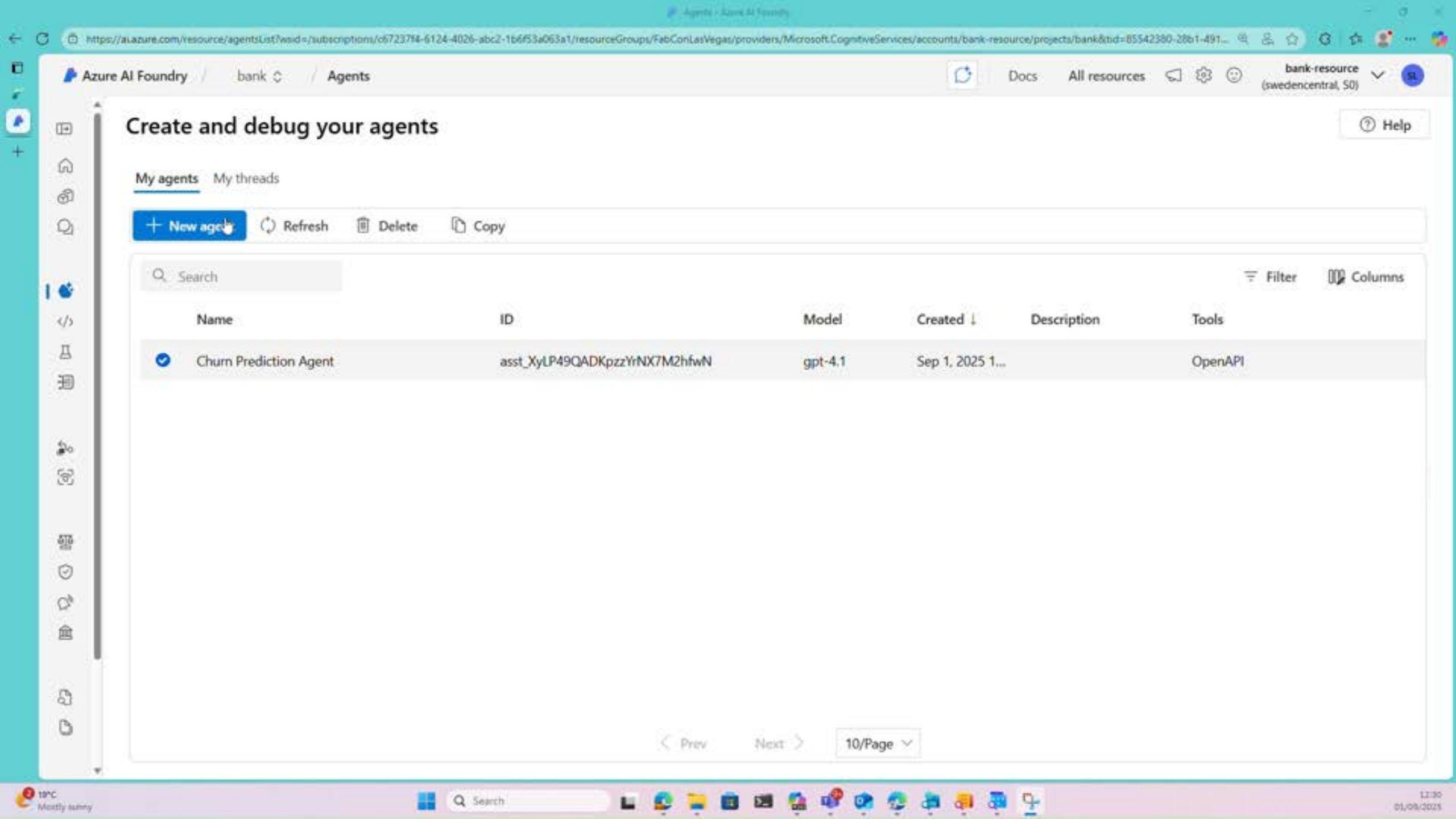
Created with AI. Mistakes are possible. Review terms

LakehouseBankChurn...

25°C
Partly sunny

Search

13:34
28/08/2023



Create and debug your agents

My agents

My threads

+ New agent

Refresh

Delete

Copy

Search

Filter

Columns

Name

ID

Model

Created ↓

Description

Tools



Churn Prediction Agent

asst_XyLP49QADKpzzYrNX7M2hfwN

gpt-4.1

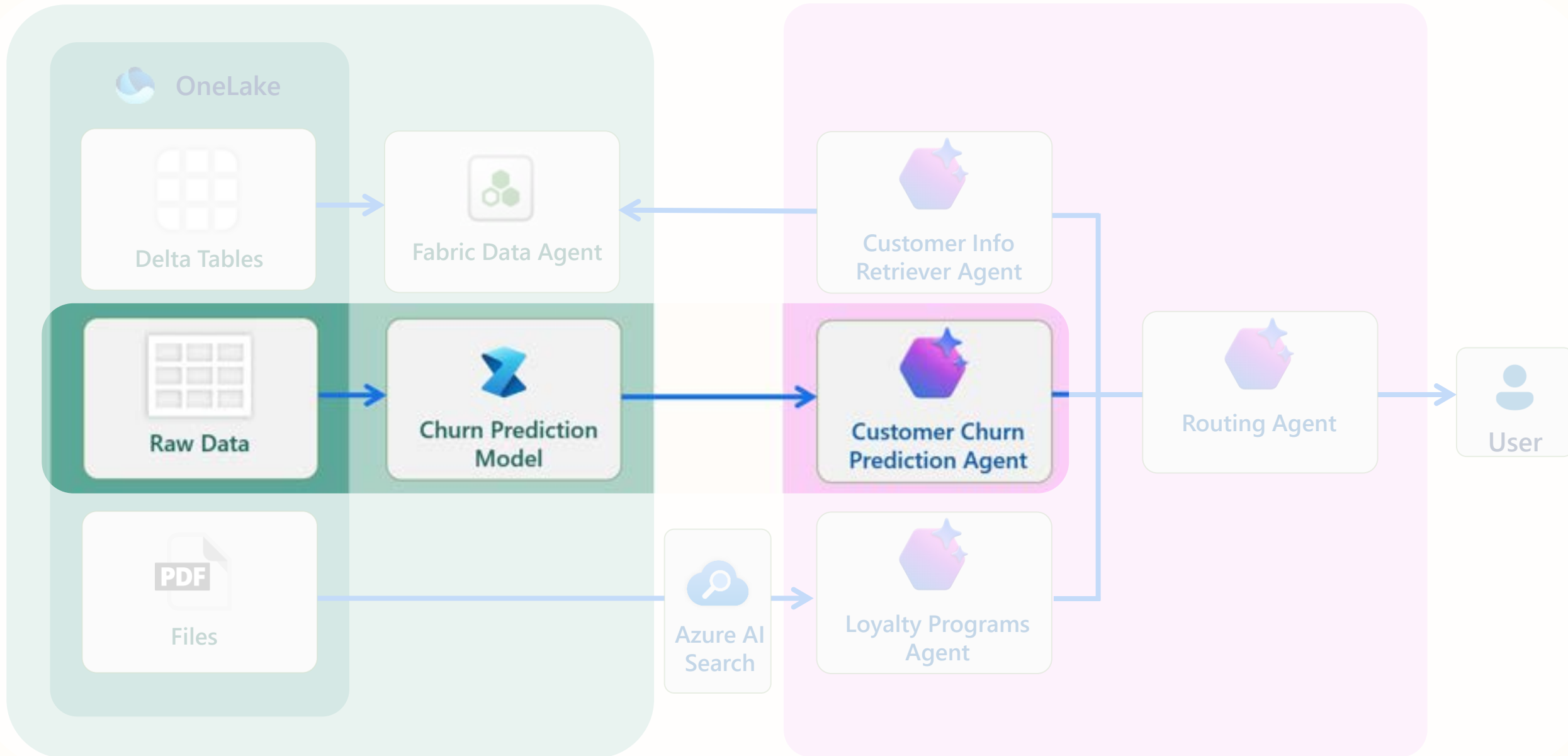
Sep 1, 2025 1...

OpenAPI

< Prev

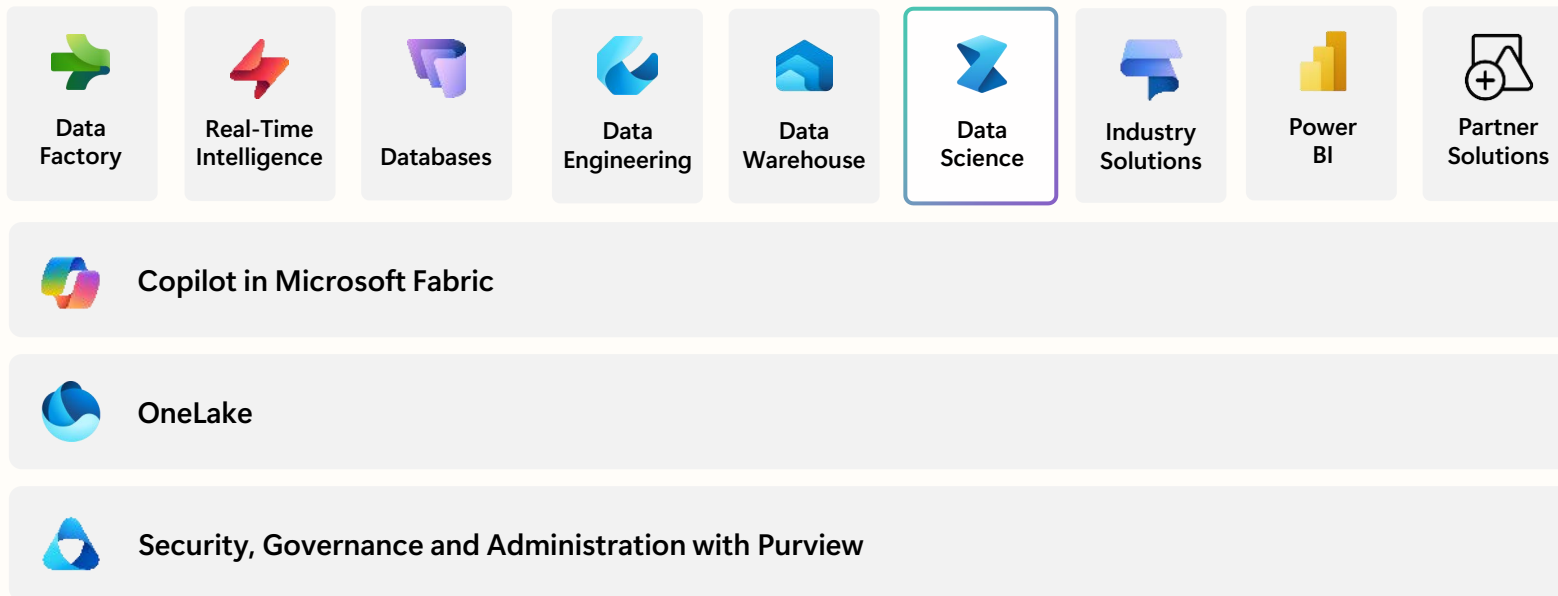
Next >

10/Page

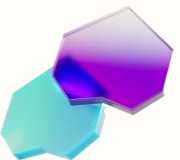


Data Science workload

Build, deploy, and operationalize sophisticated AI and ML models with speed and at scale from your Lakehouse

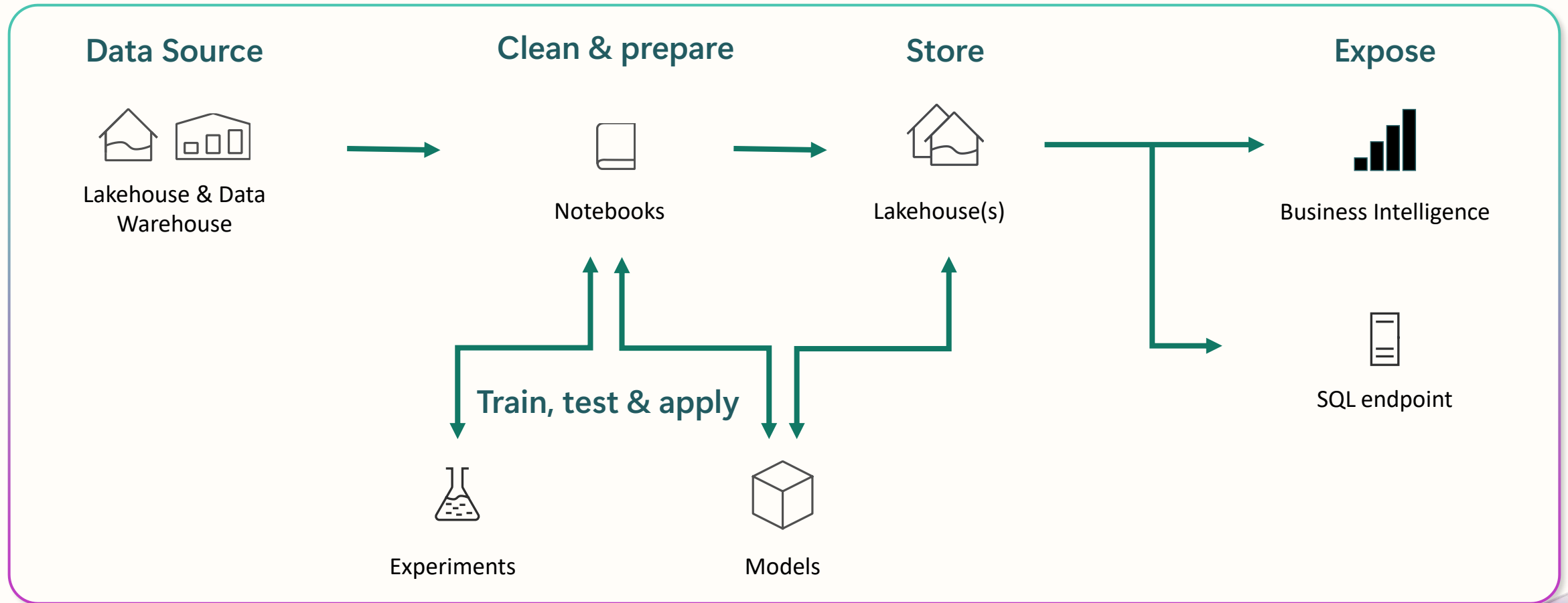


- Access data from multiple sources and store data and insights in Lakehouse(s)
- Leverage data science capabilities for model prediction at scale
- Perform exploration, experimentation, modeling, featurization and serving of predictive insights by leveraging built-in experiences, including AI functions
- Collaborate with others via Notebook, Power BI, and Lakehouses in real-time
- Use AI Skills to curate and configure a 'data expert' on data domains, influencing the behavior of conversational Q&A systems on Fabric using GenAI



Data Science scenario

End-to-end analytics scenario



Power BI BANK

Home

Copilot

Create

Browse

Workspaces

BANK

Customer_D ataAgent

LakehouseB ankChum...

churn_mode

...

Power BI

Search

Trial: 11 days left

Create deployment pipeline

Create app

Manage access

Workspace settings

Filter by keyword

Filter

BANK > ML Model

	Name	Type	Task	Owner	Refreshed	Next refresh	Endorsement	Sensitivity	Included in app
	1. Ingest-data	Notebook	—	System Admi...	—	—	—	—	
	2. Explore-cleanse-data	Notebook	—	System Admi...	—	—	—	—	
	3. Train-evaluate	Notebook	—	System Admi...	—	—	—	—	
	churn_data	Lakehouse	—	System Admi...	—	—	—	—	
	churn_data	SQL analytic...	—	System Admi...	—	—	—	—	
	churn_experiment	Experiment	—	System Admi...	—	—	—	—	
	churn_model	ML model	—	System Admi...	—	—	—	—	

Individuales mas...

Resultados de c...

Búsqueda

11:50 04/09/2025

1. Ingest-data

No label

Saved

Search

Trial: 11 days left

27

Home

Edit

AI tools

Run

View

Comments

History

Develop

Share

PySpark (Python)

Environment

Workspace default

Data Wrangler

Copilot

Explorer

Data items

Resources

Add data items

Items

churn_data

Bank churn data

The dataset contains churn status of 10,000 customers. It also includes attributes that could impact churn such as:

- Credit score
- Geographical location (Germany, France, Spain)
- Gender (male, female)
- Age
- Tenure (years of being bank's customer)
- Account balance
- Estimated salary
- Number of products that a customer has purchased through the bank
- Credit card status (whether a customer has a credit card or not)
- Active member status (whether an active bank's customer or not)

The dataset also includes columns such as row number, customer ID, and customer surname that should have no impact on customer's decision to leave the bank.

The event that defines the customer's churn is the closing of the customer's bank account. The column `exited` in the dataset refers to customer's abandonment. There isn't much context available about these attributes so you have to proceed without having background information about the dataset. The aim is to understand how these attributes contribute to the `exited` status.

Example rows from the dataset:

"CustomerID"	"Surname"	"CreditScore"	"Geography"	"Gender"	"Age"	"Tenure"	"Balance"	"NumOfProducts"	"HasCrCa"
15634602	Hargrave	619	France	Female	42	2	0.00	1	1
15647311	Hill	608	Spain	Female	41	1	83807.86	1	0

Not connected

AutoSave: On

Copilot completions: Off

Selected Cell 1 of 9 cells

3. Train-evaluate

No label

Saved

Search

Trial 11 days left

27

Settings

Download

Help

Share

Comments

History

Develop

Home

Edit

AI tools

Run

View

PySpark (Python)

Environment

Workspace default

Data Wrangler

Copilot

Explorer

Data items

Resources

Add data items

Items

Churn_data_training_dat...

Model Training using sklearn

```
1 # =====
2 # 1. Train model with sklearn
3 # =====
4 from sklearn.model_selection import train_test_split
5 from sklearn.ensemble import RandomForestClassifier
6 from sklearn.metrics import classification_report, roc_auc_score
7 import mlflow
8 import mlflow.sklearn
9 from mlflow.models.signature import infer_signature
10 import pandas as pd
11
12 X_train, X_val, y_train, y_val = train_test_split(
13     X, y, test_size=0.2, random_state=42, stratify=y
14 )
15
16 clf = RandomForestClassifier(
17     n_estimators=200, max_depth=6, random_state=42
18 )
19
20 # =====
21 # 2. Mlflow with boolean output
22 # =====
23 mlflow.set_experiment("churn_experiment")
24 with mlflow.start_run(run_name="churn_model") as run:
25     clf.fit(X_train, y_train)
26
27     # Original predictions (0/1)
28     y_pred = clf.predict(X_val)
```

Not connected

AutoSave: On

Copilot completions: Off

Selected Cell 21 of 21 cells

28°C

París, soleado

11:57

04/09/2025

Agents - Azure AI Foundry

https://ai.azure.com/resource/agentsList?wsid=/subscriptions/c67237f4-6124-4026-abc2-1b6f53a063a1/resourceGroups/FabConLasVegas/providers/Microsoft.CognitiveServices/accounts/bank-resource/projects/bank&tid=85542380-28b1-4912-b6...

Azure AI Foundry

bank

Agents

Docs

All resources

bank-resource (swedencentral, 50)

Help

Create and debug your agents

My agentsMy threads

+ New agentRefresh

Search

FilterName: Customer Churn Prediction AgentColumns

Name	ID	Model	Created ↓	Description	Tools
Customer Churn Prediction Agent	asst_XyLP49QADKpzzYrNX7M2hfwN	gpt-4.1	Sep 1, 2025 1...		OpenAPI

< Prev

Next >

10/Page

Individuales mas...

Resultados de c...

12:20 04/09/2025

Add action

Give your agent the ability to perform tasks by giving it access to these actions. All actions are available to add through the API or SDK; once added to your code, you'll see them in the playground. [Learn more about actions](#)



Code interpreter

Read and interpret information from datasets, generate code, and create graphs and charts.



OpenAPI 3.0 specified tool

Trigger APIs with inputs and outputs schema defined using OpenAPI 3.0 spec.



Azure Logic Apps

Automates workflows and connects apps, data, and services using Azure Portal's low-code Logic App editor

These actions are only available to add through code:



Custom function

Configure a hook for your agent to call your custom function that can get real-time data, perform calculations, and call APIs

[Documentation samples](#)

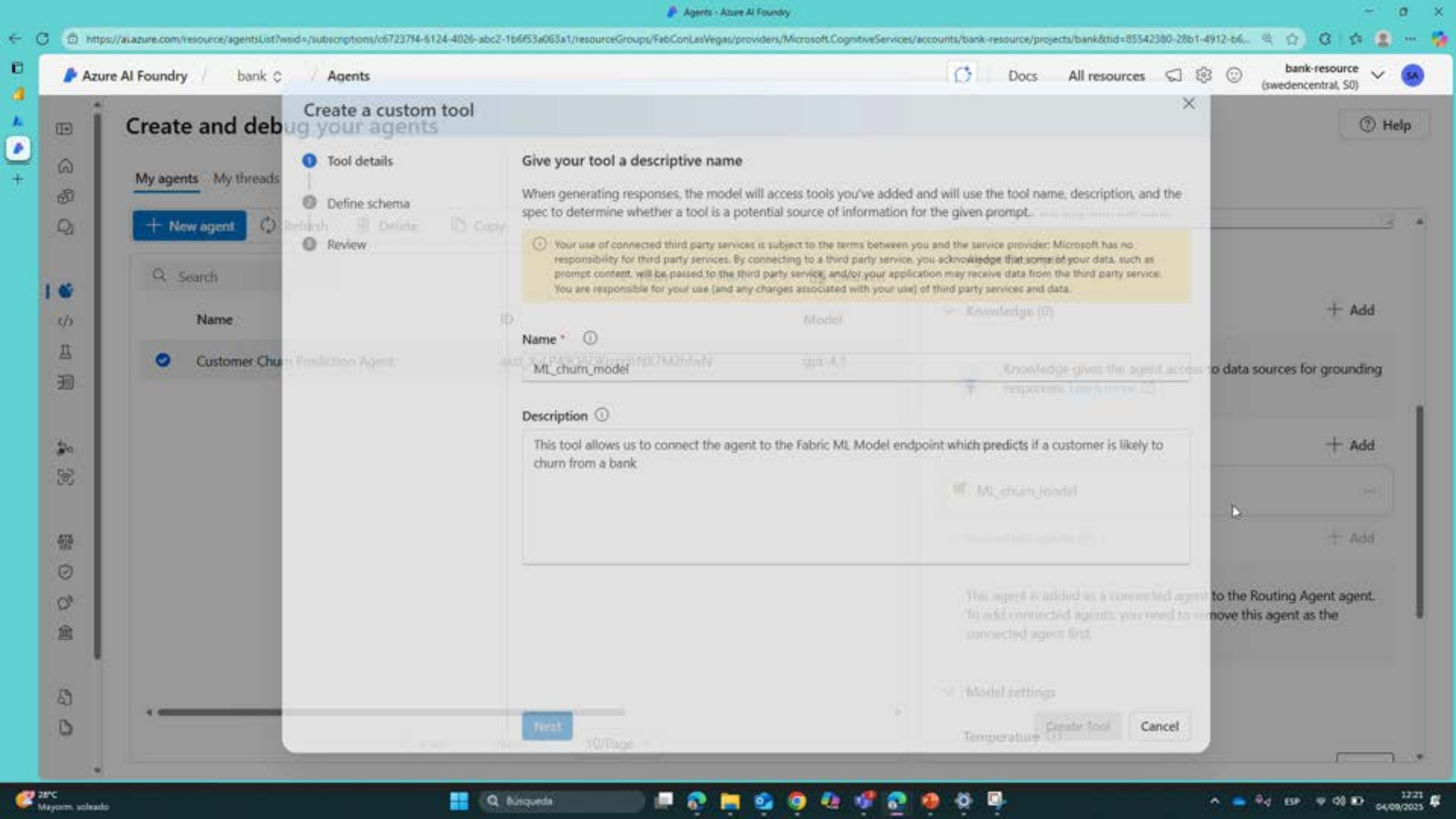


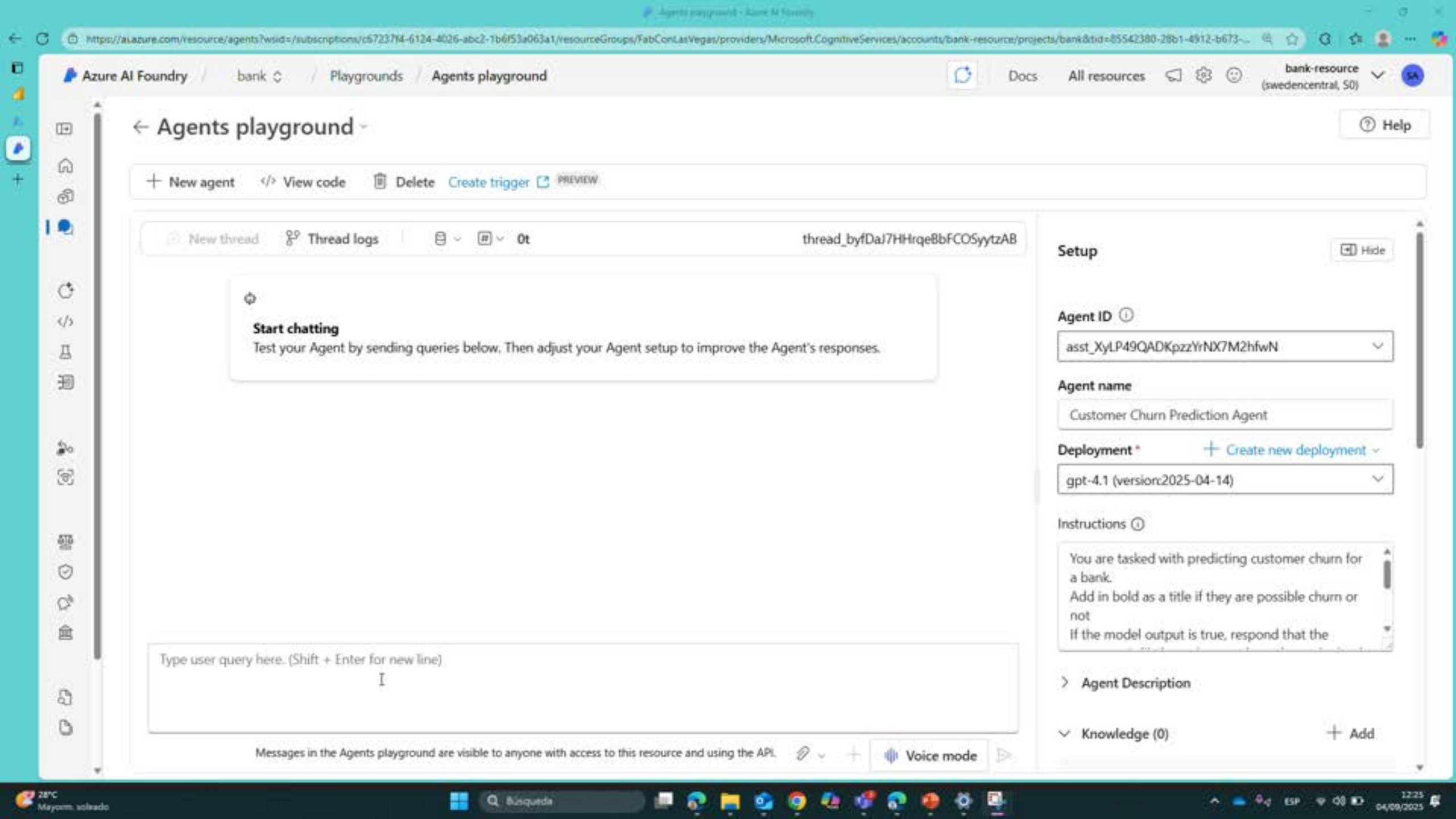
Azure Functions

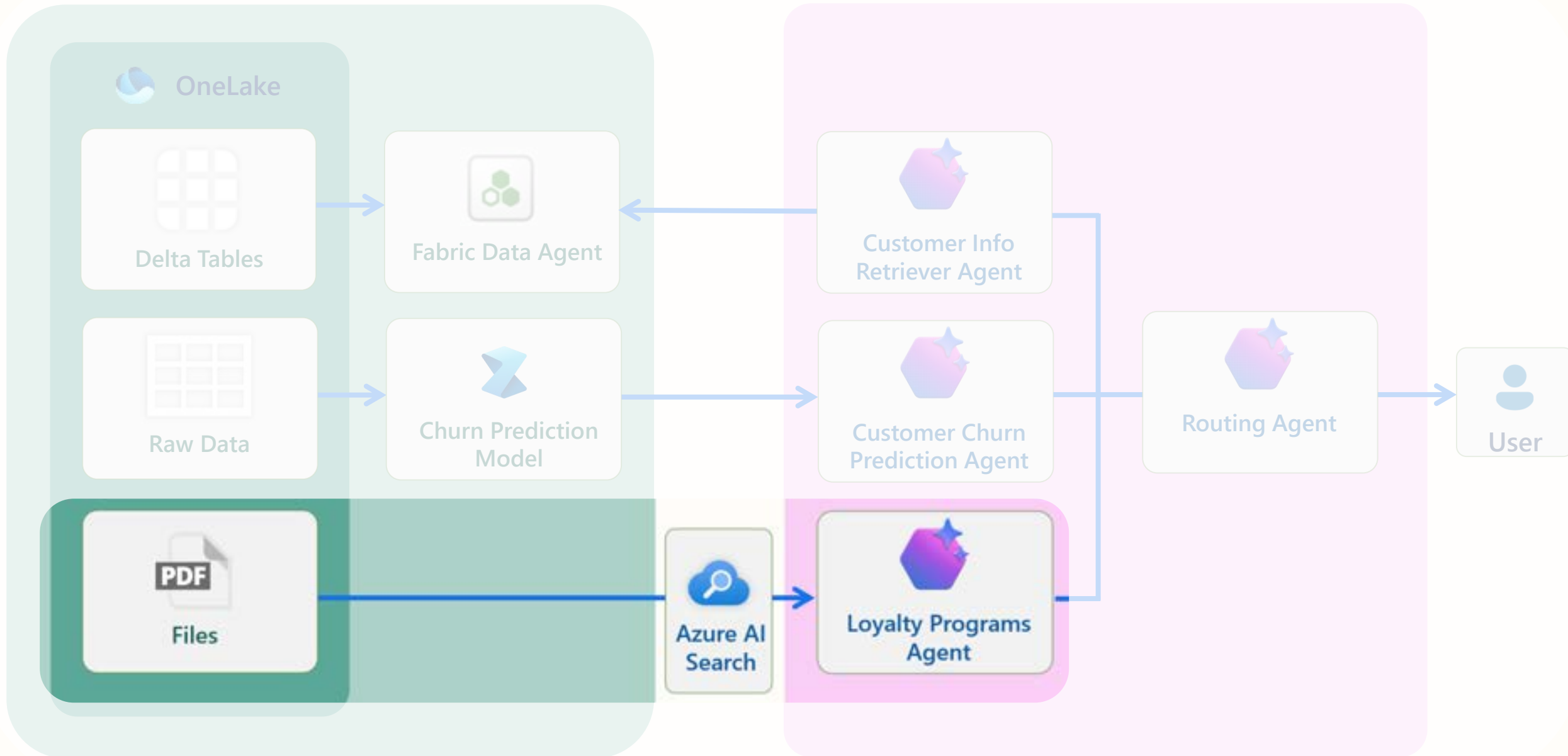
Run scalable, event-driven code that hooks into an Azure backend

[Documentation samples](#)

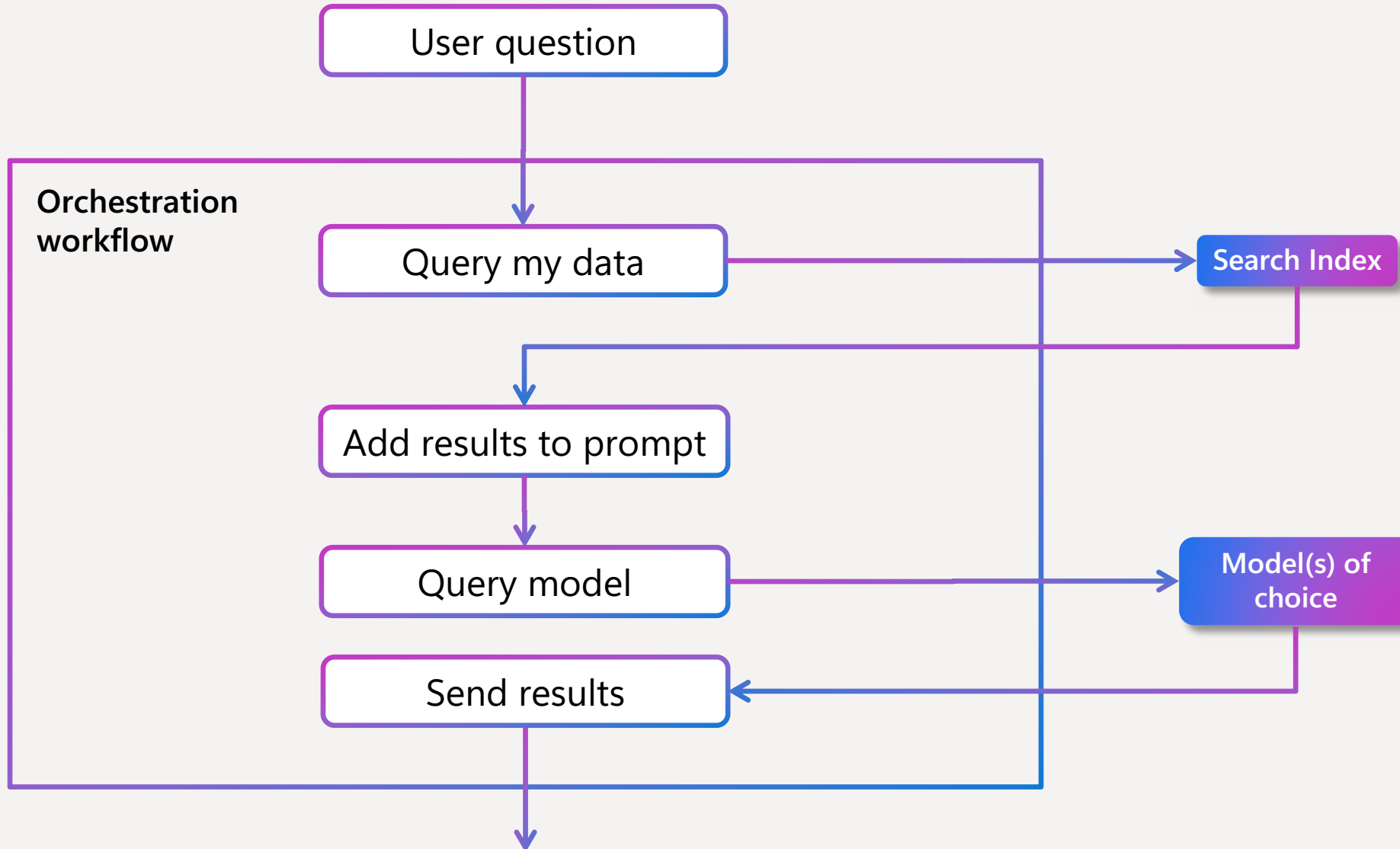
Cancel



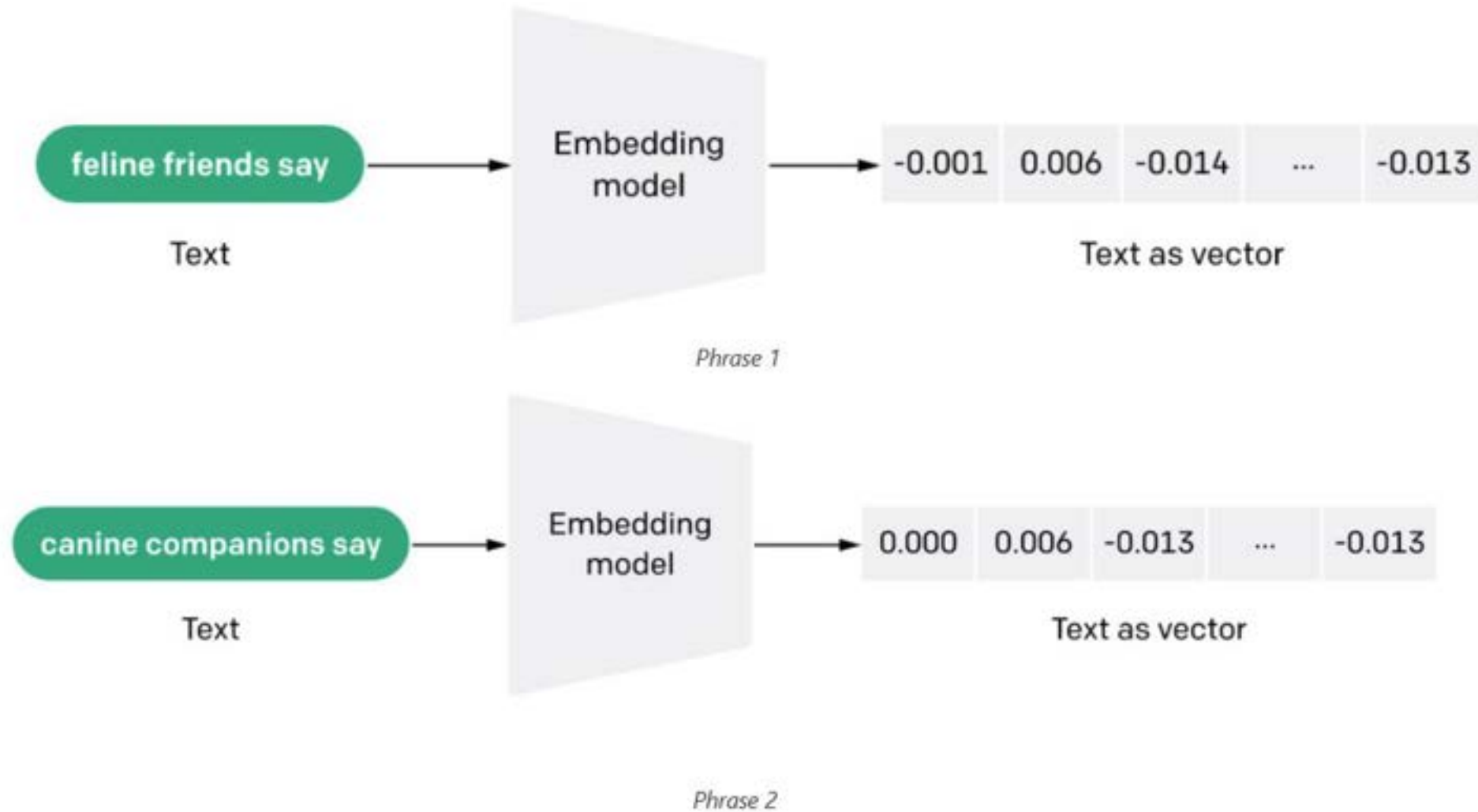




Retrieval Augmented Generation



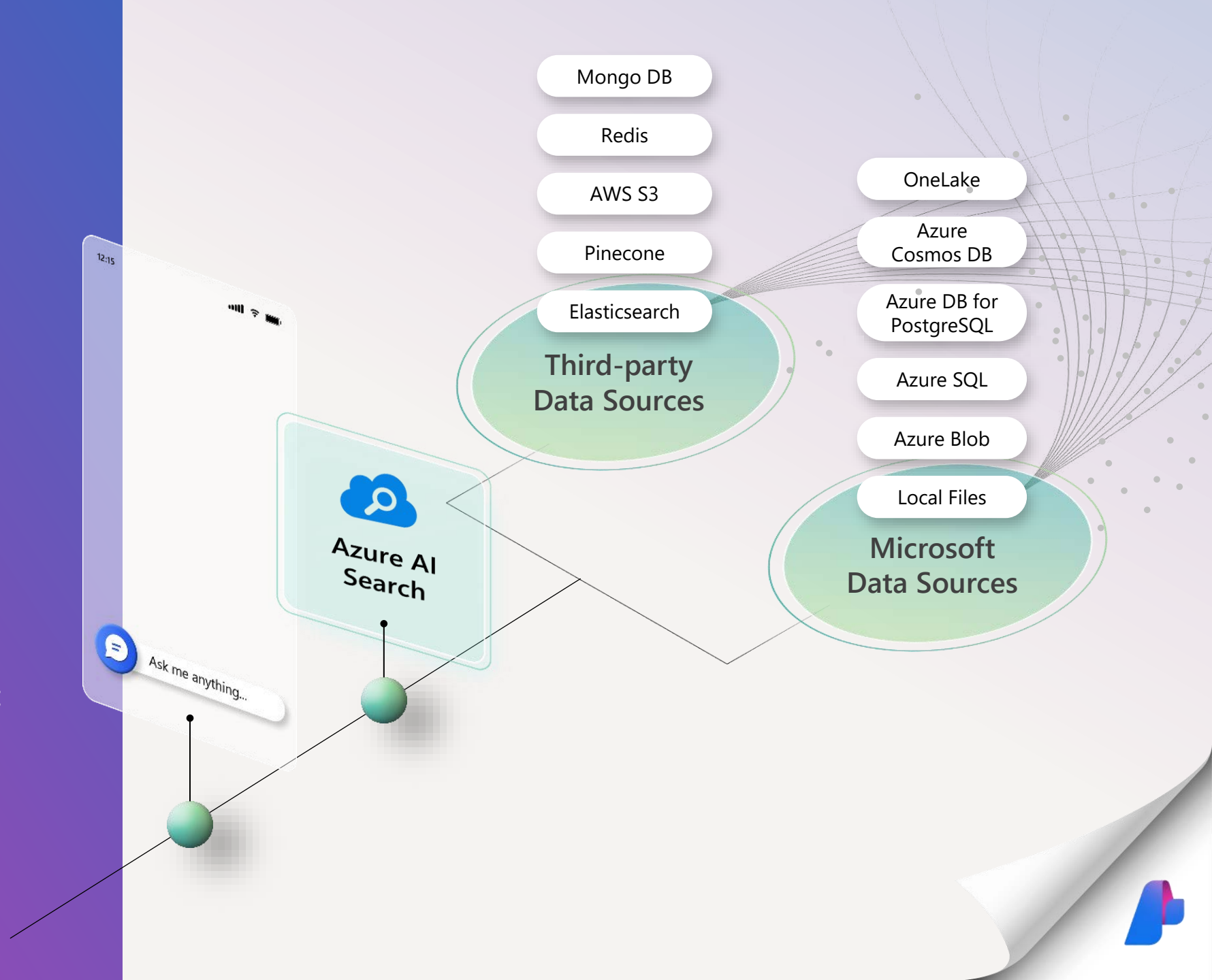
What is a Vector?

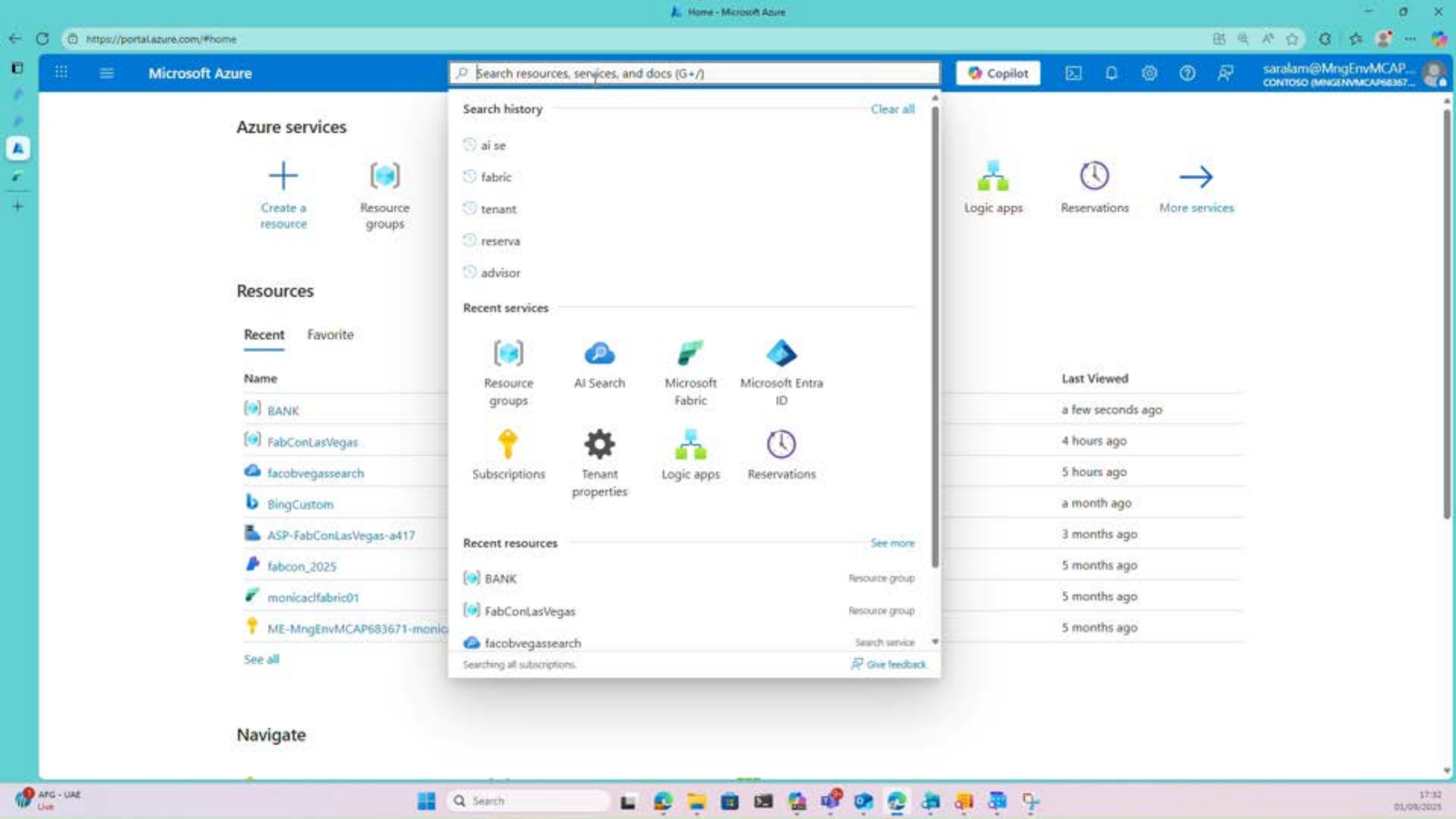


Wherever your data resides, you can bring it to life through Azure AI Search

The Azure AI Foundry difference:

- State-of-the-art ranking
- Automatic indexing
- All data welcome





Azure services

Create a
resourceResource
groups

Resources

Recent Favorite

Name

BANK

FabConLasVegas

facobvegassearch

BingCustom

ASP-FabConLasVegas-a417

fabcon_2025

monicacifabric01

ME-MngEnvMCAP683671-monic

See all

Search history

Clear all

ai se

fabric

tenant

reserva

advisor

Recent services

Resource
groups

AI Search

Microsoft
FabricMicrosoft Entra
ID

Subscriptions

Tenant
properties

Logic apps



Reservations

Recent resources

See more

BANK

Resource group

FabConLasVegas

Resource group

facobvegassearch

Search service

Searching all subscriptions.

Give feedback



Logic apps



Reservations



More services

Last Viewed

a few seconds ago

4 hours ago

5 hours ago

a month ago

3 months ago

5 months ago

5 months ago

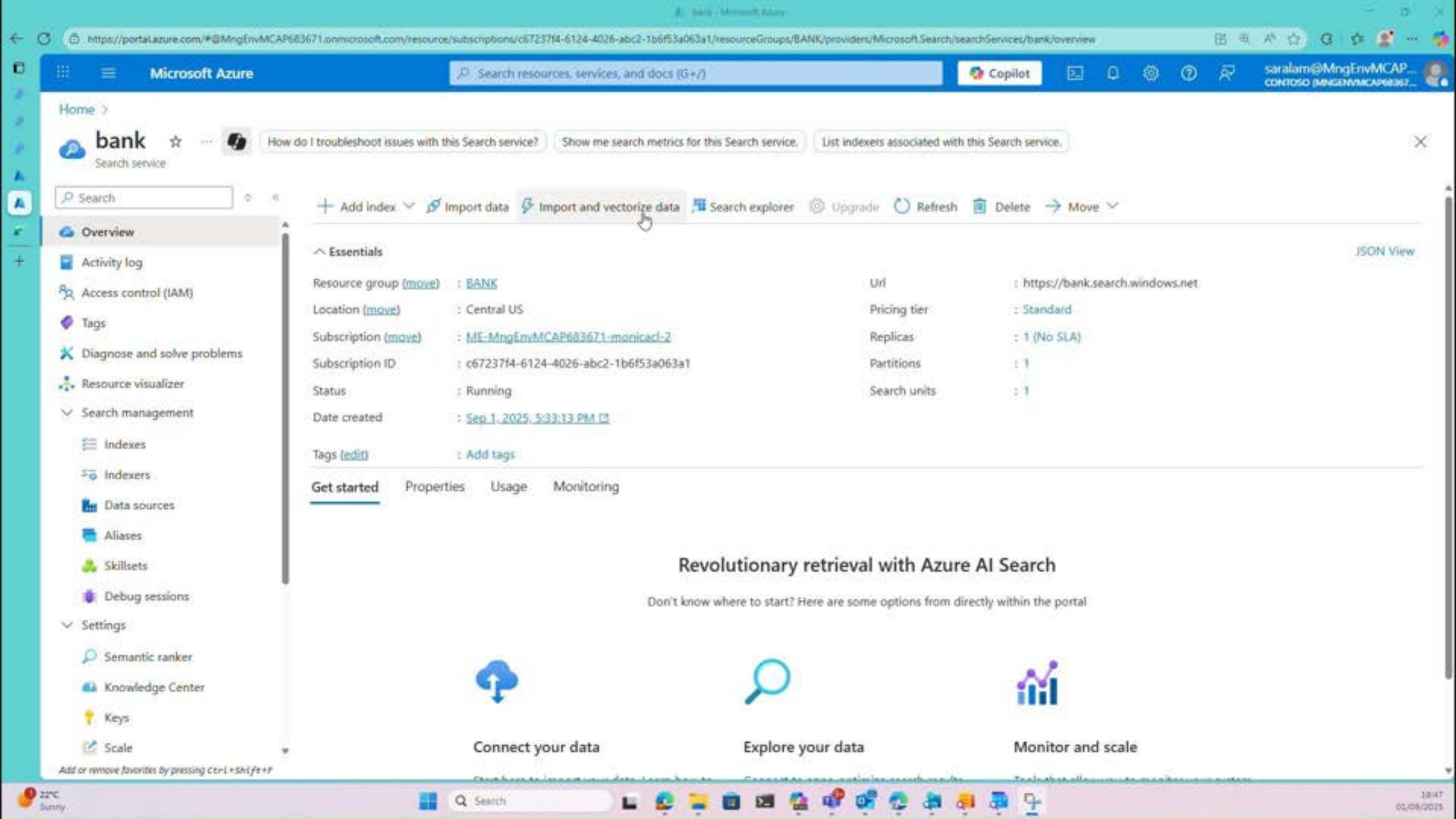
5 months ago

Navigate



Search





Agents playground - Azure AI Foundry

https://ai.azure.com/resource/agents?wsid=/subscriptions/c67237f4-6124-4026-abc2-1b6f53a063a1/resourceGroups/FabConLasVegas/providers/Microsoft.CognitiveServices/accounts/bank-resource/projects/bank&tid=85542380-28b1-4912-b...

Azure AI Foundry

bank

Playgrounds

Agents playground

Docs

All resources

bank-resource (swedencentral, 50)

Help

New agent

View code

Delete

Create trigger

PREVIEW

New thread

Thread logs

0t

thread_F3ILSyTIAruwdDdhlu7Gb7rT

Start chatting

Test your Agent by sending queries below. Then adjust your Agent setup to improve the Agent's responses.

Type user query here. (Shift + Enter for new line)

Messages in the Agents playground are visible to anyone with access to this resource and using the API.

Voice mode

Setup

Hide

Agent ID

asst_05QtUslscbyTIUKbEG5hPEI

Agent name

Agent181

Deployment

Create new deployment

gpt-4.1 (version:2025-04-14)

Instructions

Give your agent clear directions on what to do and how to do it. Include specific tasks, their order, and any special instructions like tone or engagement style.

Agent Description

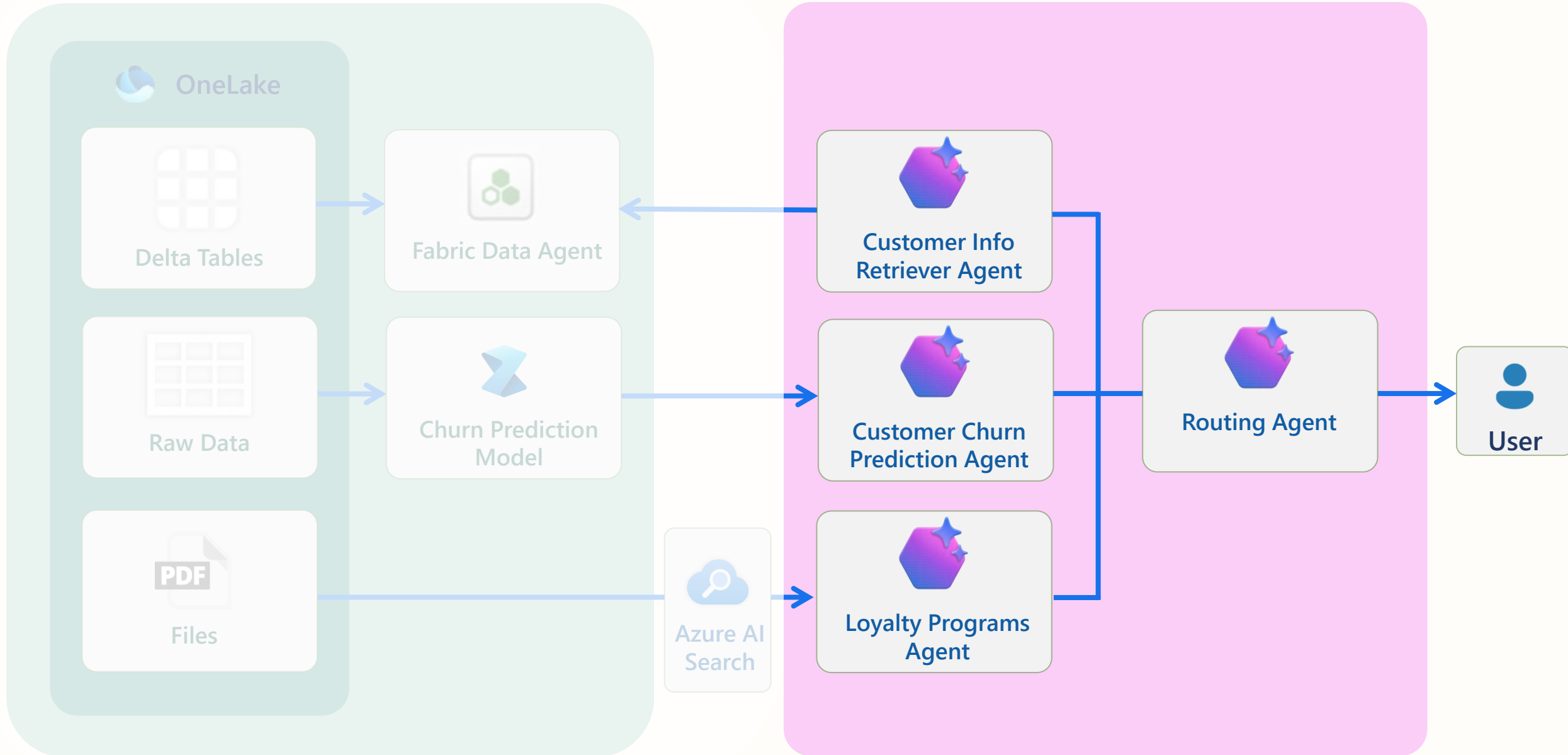
Knowledge (0)

Add

Forthcoming Earnings

Search

19:23 01/09/2025



Agents - Azure AI Foundry

https://ai.azure.com/resource/agentsList?wsid=/subscriptions/c67237f4-6124-4026-abc2-1b6f53a063a1/resourceGroups/FabConLasVegas/providers/Microsoft.CognitiveServices/accounts/bank-resource/projects/bank&tid=85542380-28b1-4912-b6...

Azure AI Foundry / bank / Agents

Docs All resources bank-resource (swedencentral, 50)

Create and debug your agents

My agents My threads

+ New agent Refresh

Search

Filter Columns

Name	ID	Model	Created ↓	Description	Tools
Loyalty Programs Agent	asst_Ln0W5IQzONvBCTRDk5THjzY7	gpt-4.1	Sep 2, 2025 4:...		Azure AI Search
Routing Agent	asst_FqIPm5laOlzGQXIEMm080HG	gpt-4.1	Sep 1, 2025 1:...		
Customer Info Retriever Agent	asst_UtV2GDvNm5MAirVpvdUkbhW0	gpt-4.1	Sep 1, 2025 1:...	Agent that retrieves c...	Microsoft Fabric
Customer Churn Prediction Agent	asst_XyLP49QADKpzzYrNX7M2hfwN	gpt-4.1	Sep 1, 2025 1:...		OpenAPI

< Prev

Next >

10/Page

28°C Mayo, soleado

Búsqueda

14:48 04/09/2025

Agents playground - Azure AI Foundry

https://ai.azure.com/resource/agents?wsid=/subscriptions/c67237f4-6124-4026-abc2-1b6f53a063a1/resourceGroups/FabConLasVegas/providers/Microsoft.CognitiveServices/accounts/bank-resource/projects/bank&tid=85542380-28b1-4912-b673...

Azure AI Foundry

bank

Playgrounds

Agents playground

DocsAll resourcesbank-resource (swedencentral, 50)

Help

New agentView codeDeleteCreate triggerPREVIEW

New threadThread logs

2321t

thread_7cSkst6U5Nxsabvf4P98Avvp

Hello! I am a bit worried about customer 1013. Can you give me more information about them? Are they likely to churn?

Here is the information you requested about customer 1013:

Age: 32

Tenure: 3 years

Balance: 129,163.04

Based on a churn prediction model, customer 1013 is likely to churn and may leave the bank. This suggests it would be beneficial to consider offering them suitable loyalty programs or additional engagement strategies to help increase their satisfaction and retention . Let me know if you'd like recommendations for loyalty programs or further insights!

11s2321tAI quality 3Tools 2View Run Info

Type user query here. (Shift + Enter for new line)

Messages in the Agents playground are visible to anyone with access to this resource and using the API.

Voice mode

Actions give the agent the ability to perform tasks. [Learn more](#)

Connected agents (3)

CustomerChurnPredictionAgent

CustomerInfoRetrieverAgent

LoyaltyProgramsAgent

Model settings

Temperature

1

Top P

1

✓ Last saved: today 12:53 PM

28°CMayom, soleado

13:0004/09/2025

Agents playground - Azure AI Foundry

https://ai.azure.com/resource/agents?wsid=/subscriptions/c67237f4-6124-4026-abc2-7b6f53a063a1/resourceGroups/FabConLasVegas/providers/Microsoft.CognitiveServices/accounts/bank-resource/projects/bank&tid=85542380-28b1-4912-b673-...

Azure AI Foundry

bank

Playgrounds

Agents playground

DocsAll resourcesbank-resource (swedencentral, 50)

Help

+ New agent

</> View code

🗑 Delete

Create trigger

PREVIEW

+ New thread

🔗 Thread logs

📄 4455t

thread_7cSkst6U5Nxsabvf4P9BAwvp

Can you recommend some loyalty programs?

🗣

For customer 1013, I recommend the "Priority Club" loyalty program. This program is specifically designed for high-value and at-risk customers. It offers:

- Special rewards
- Extra bonus points
- Personalized offers and special discounts

These incentives are tailored to retain customers with significant balances and tenure who are likely to churn, making it a suitable choice for customer 1013 . Let me know if you want more details about this or other programs!

🕒 5s

📄 2134t

AI quality 5

🛠 Tools 1

View Run Info

Type user query here. (Shift + Enter for new line)

Messages in the Agents playground are visible to anyone with access to this resource and using the API.

🔗 + 🗣 Voice mode

Actions give the agent the ability to perform tasks. [Learn more](#)

Connected agents (3)

+ Add

🔄 CustomerChurnPredictionAgent

...

🔄 CustomerInfoRetrieverAgent

...

🔄 LoyaltyProgramsAgent

...

Model settings

Temperature ⓘ

1

Top P ⓘ

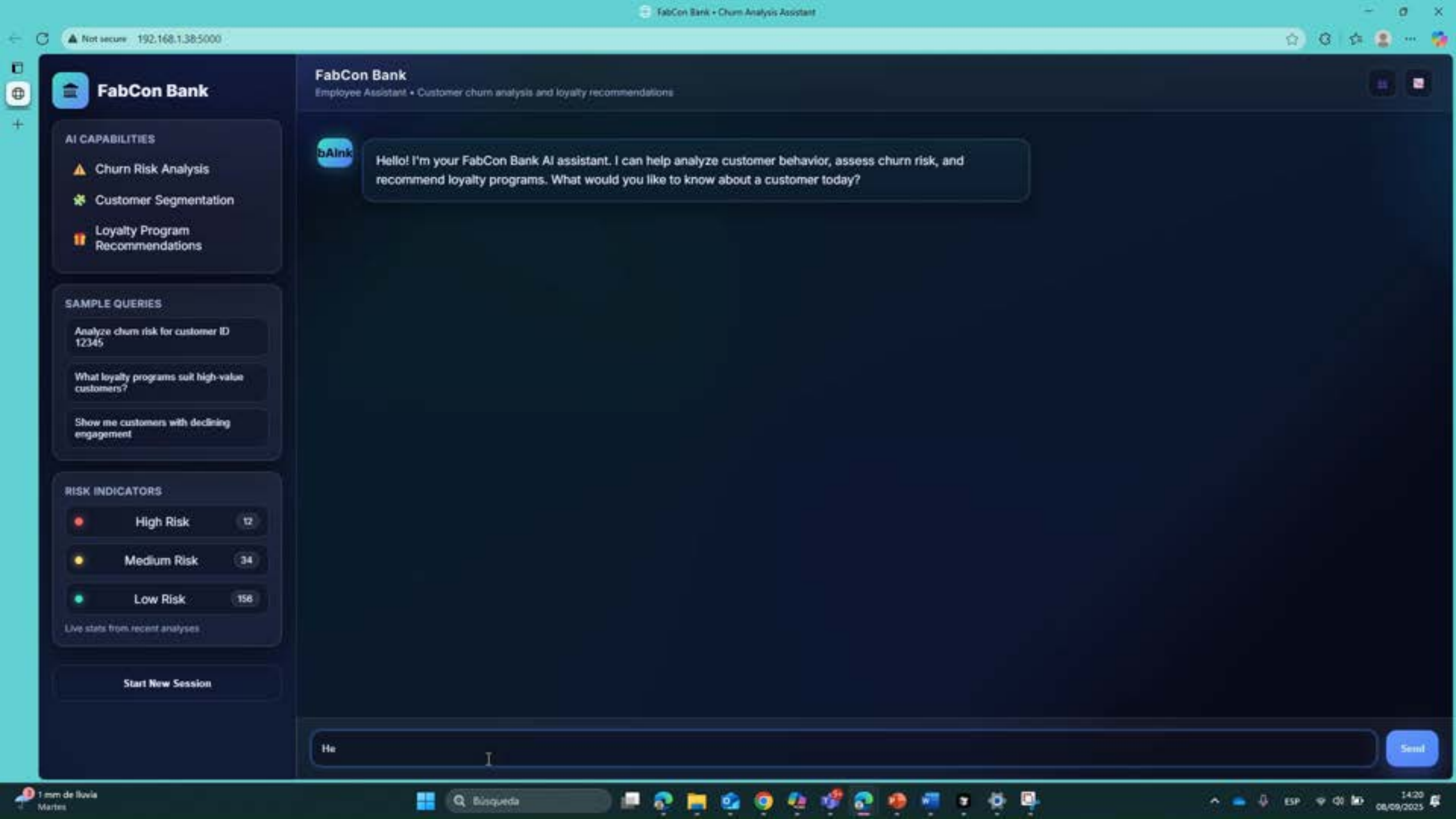
1

✓ Last saved: today 12:53 PM

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Busqueda

11:01 04/09/2025



FabCon Bank

FabCon Bank

Employee Assistant • Customer churn analysis and loyalty recommendations

AI CAPABILITIES

- Churn Risk Analysis
- Customer Segmentation
- Loyalty Program Recommendations

SAMPLE QUERIES

- Analyze churn risk for customer ID 12345
- What loyalty programs suit high-value customers?
- Show me customers with declining engagement

RISK INDICATORS

- High Risk 12
- Medium Risk 34
- Low Risk 156

Live stats from recent analyses

Start New Session



Hello! I'm your FabCon Bank AI assistant. I can help analyze customer behavior, assess churn risk, and recommend loyalty programs. What would you like to know about a customer today?

He

Send

Key Take Aways

Sound off.
The mic is all yours.
Influence the product roadmap.

Join the Fabric User Panel



Share your feedback directly with our
Fabric product group and researchers.

<https://aka.ms/JoinFabricUserPanel>

Join the SQL User Panel



Influence our SQL roadmap and ensure
it meets your real-life needs

<https://aka.ms/JoinSQLUserPanel>

How was the session?



Complete Session Surveys in
Whova for your chance to WIN
PRIZES!

