



## Microsoft Depth Readiness

**Build and extend AI-powered  
copilots with Copilot Studio**

Sherry Xu, Barb Borrowman, Suvidha Shashikumar

June-12th

Day 1 of 2



# Course Overview

## Day 01

### Creating bots with Microsoft Copilot Studio

- Microsoft Copilot Studio overview
- Get started working with environments
- Creating bots and working with the Microsoft Copilot Studio interface
- Working with bot topics
- Creating and editing topics using Copilot
- Working with system fallback topics
- Managing topics
- Testing and Publishing bots in Copilot Studio
- Working with entities and Custom entities
- Using entities and slot filling in conversations
- Working with variables
- Boosting a chatbot with expanded natural language understanding (NLU)
- Introduction to Generative answers in Copilot Studio
- Using uploaded documents for generative answers (preview)
- Using a custom data source for generative answers

### Hands on Labs

- **Lab 1** - Create a **new custom copilot** for custom service enquiries – **Customer Service Bot**
- **Lab 2** - Create and edit **Topics** within Customer Service Bot
- **Lab 3** - Configure Customer Service Bot to support **multiple languages**
- **Lab 4** - Deploying custom copilots from **Microsoft Teams**
- **Lab 5** – Creating and using **entities** and **slot filling**
- **Lab 6** – Add **generative answers** capabilities to Customer Service Bot using **public website** (Microsoft Store)
- **Lab 7** - Add **generative answers** capabilities to Customer Service Bot using **Bing custom Search** (MGM Grand pool services)
- **Lab 8** – Add **generative answers** capabilities to Customer Service Bot using **Uploaded documents** (document provided in Lab resources)

## Day 02

### Custom bots continued..

- Using a Dataverse Table for generative answers
- Using Power Automate to add actions
- Display results in Adaptive cards
- Understand Triggers

### Extending Microsoft 365 Copilots

- Extending Copilot for Microsoft 365
  - Prompt Plugins
  - Standard connectors

### Break

### Hands on Labs

- **Lab 9** – Add **generative answers** capabilities to Customer Service Bot using **Dataverse** table
- **Lab 10** – Create a **Power Automate flow** and call it from customer service bot as an **Action**
- **Lab 11** – **Return list of results** to from **Power Automate flow** in your customer service bot
- **Lab 12** – Display the list of results in **Adaptive cards**
- **Lab 13** – Extend Custom Copilot with **Standard Connector** (MSN Weather)z
- **Lab 14** – Using triggers – **AI triggers** vs **trigger phrases**

### Extend Copilot for Microsoft 365

- **Lab 15** – Extend Microsoft 365 Copilot with **Prompt Plugin**

# Era of Copilots

AI as a real-time collaborator

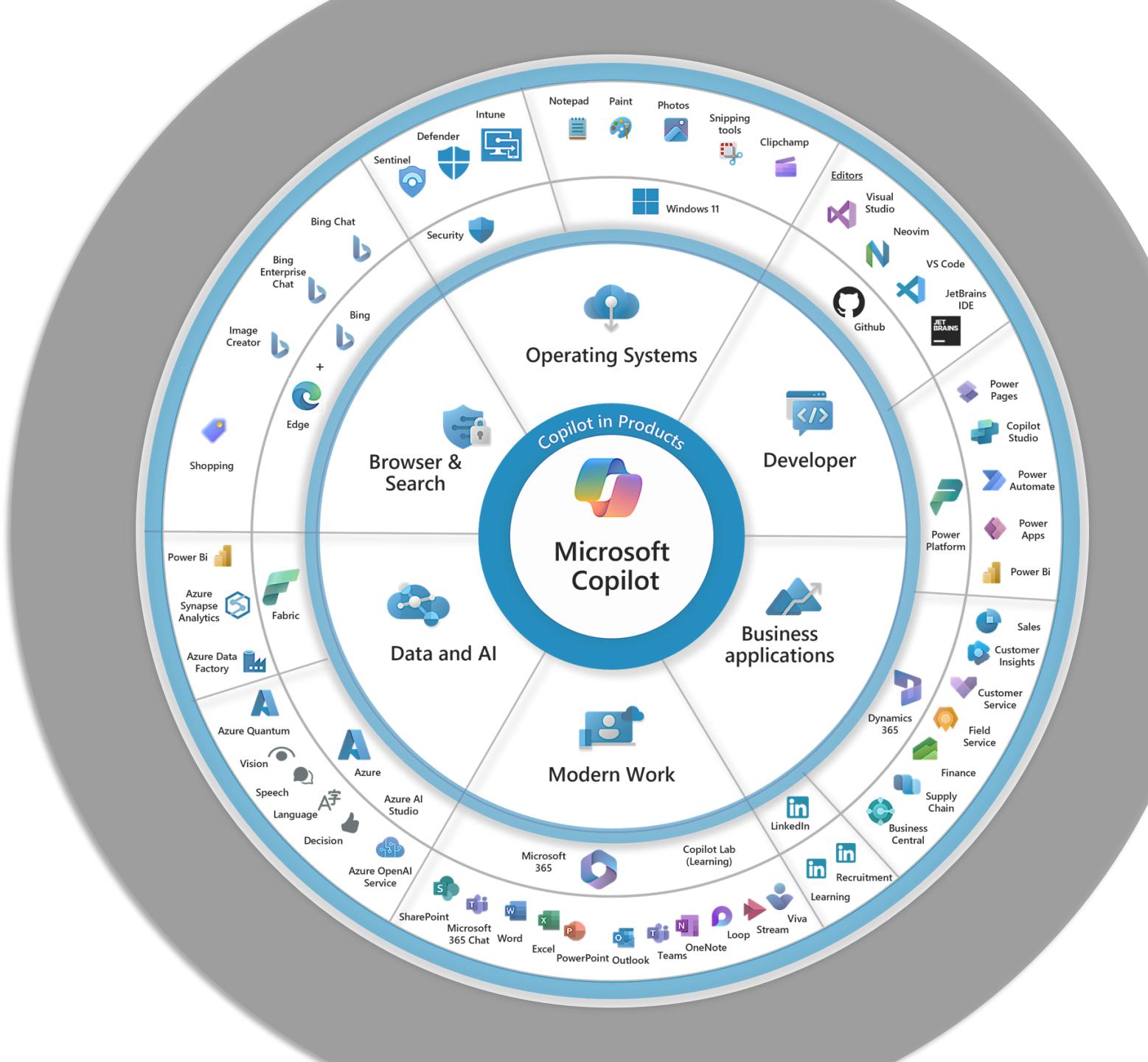
..that generates content

...that sparks creativity

...that automates cognitive tasks

...that completes work

# Copilot experiences across the ecosystem



# Microsoft Copilot

An AI companion that works everywhere you do



Your everyday AI companion

with Bing



Write  
Help me prepare and write a successful sales pitch



Compare

Compare online and offline marketing strategies



Analyze

Create a SWOT analysis about environmental goals and impact



Learn  
How do I set achievable goals at work?



Laugh

What's a good joke to break the ice for my next meeting?



Code

What are the new features in the latest JavaScript release?

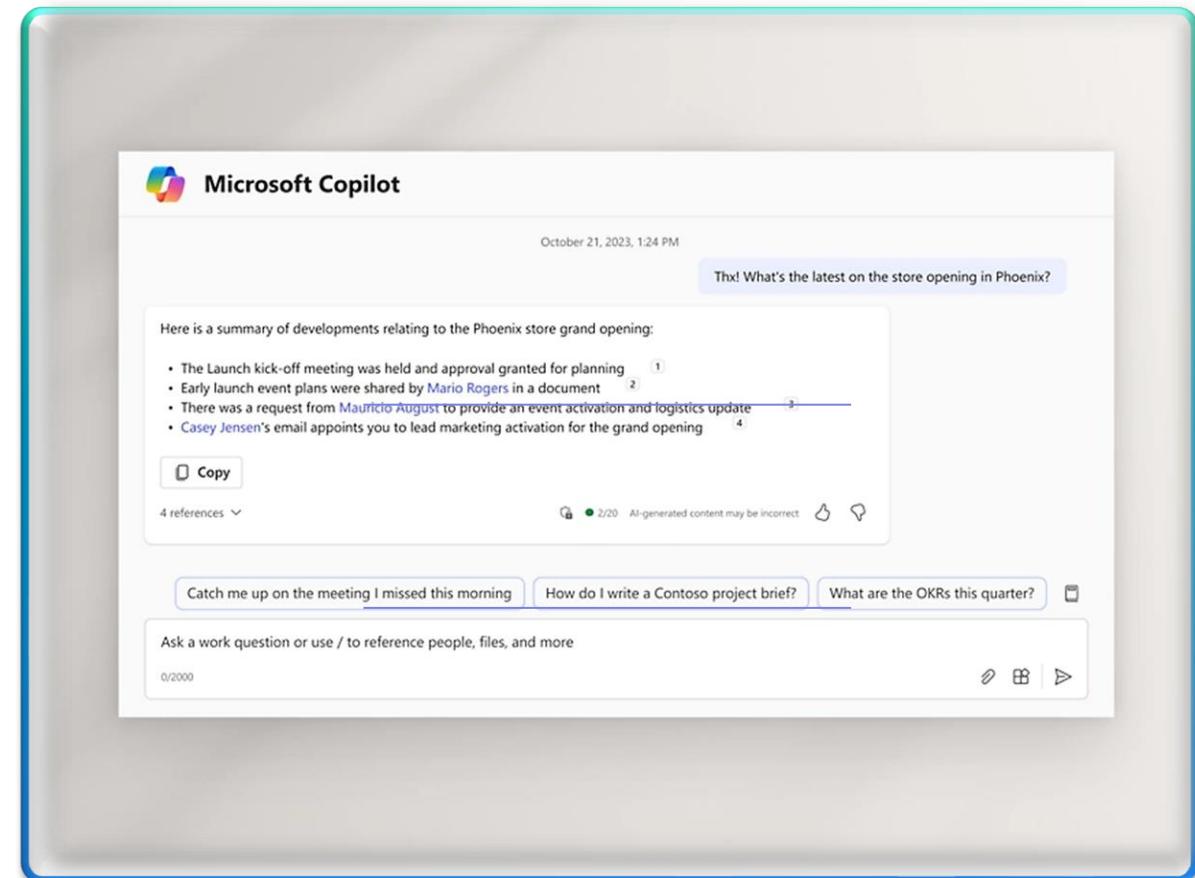
[Preview](#)

Microsoft Copilot is powered by AI, so surprises and mistakes are possible. Please share feedback so we can improve! [Terms](#) | [Privacy](#)

# Your AI Assistant at work

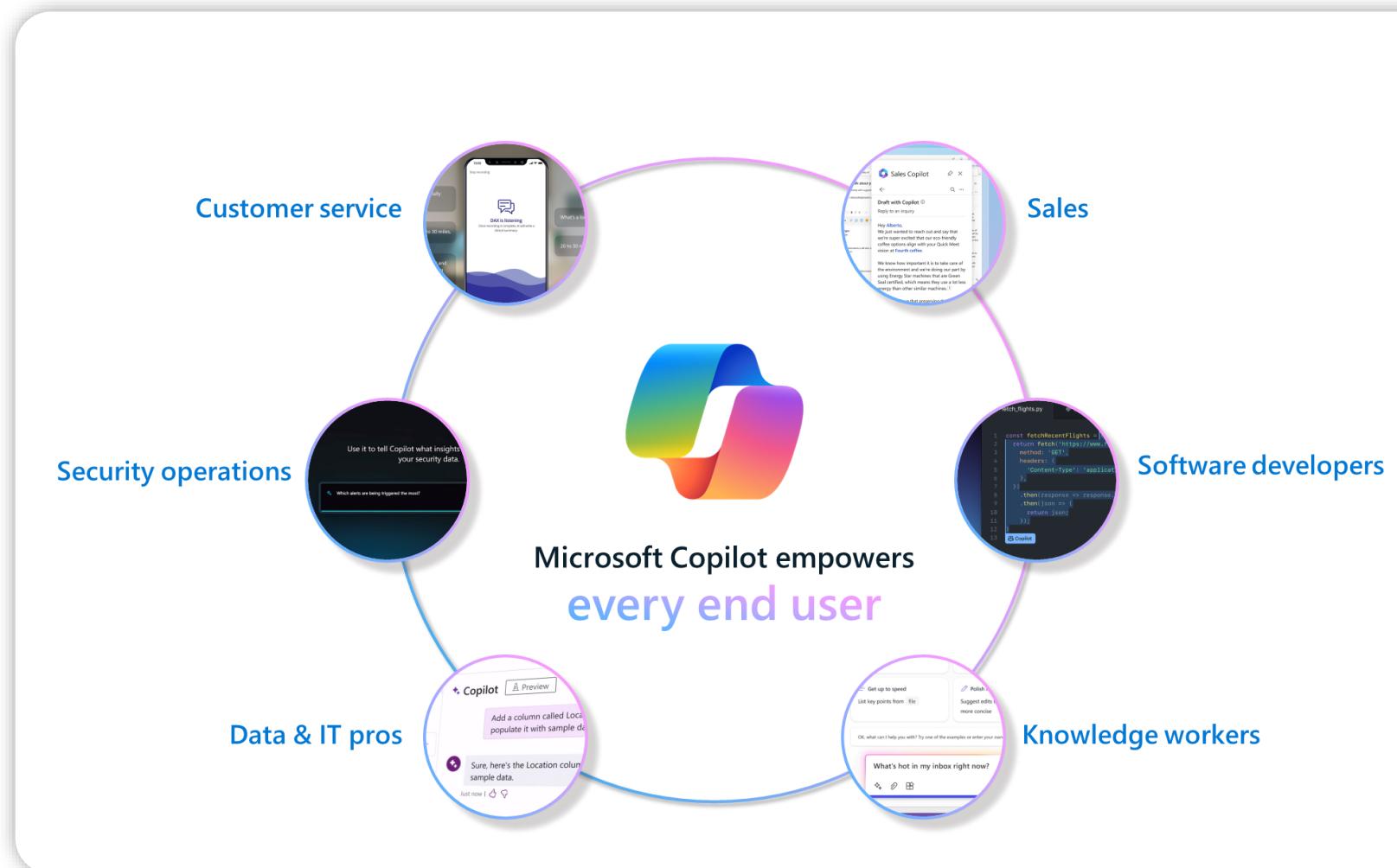
With Copilot for Microsoft 365, you can enhance productivity and amplify human creativity:

- **Transform communications:** Copilot drafts, edits, summarizes, and creates right alongside you.
- **Get more out of meetings,** stay engaged easily and quickly catch up on the ones you miss.
- **Analyze and explore data,** identifying trends or getting recommendations, and create powerful visualizations
- **You're always in control** – deciding which AI suggestions to use, modify, or discard.



# Microsoft Copilot

Copilot experiences  
across the ecosystem



# A copilot for every Microsoft Cloud experience



## Copilot for Dynamics 365

Copilot to assist roles within each line of business applications.



## Copilot for Microsoft 365

Copilot assistant to accelerate productivity with Microsoft 365 apps and chat with your data



## Copilot for Windows

Get answers and inspirations from across the web, supports creativity and collaboration, and helps you focus on the task



## Copilot for Power Platform

Use natural language to accelerate the development of apps, automations and pages.



## Copilot for Security

Receive tailored insights that empower your team to defend.



## Copilot for GitHub

Increase developer productivity by helping you write code faster with less work.

# Microsoft Copilot Studio overview





The Home of Copilot Extensions

# Microsoft Copilot Studio

Your copilot, your way



Customize



Build



Manage

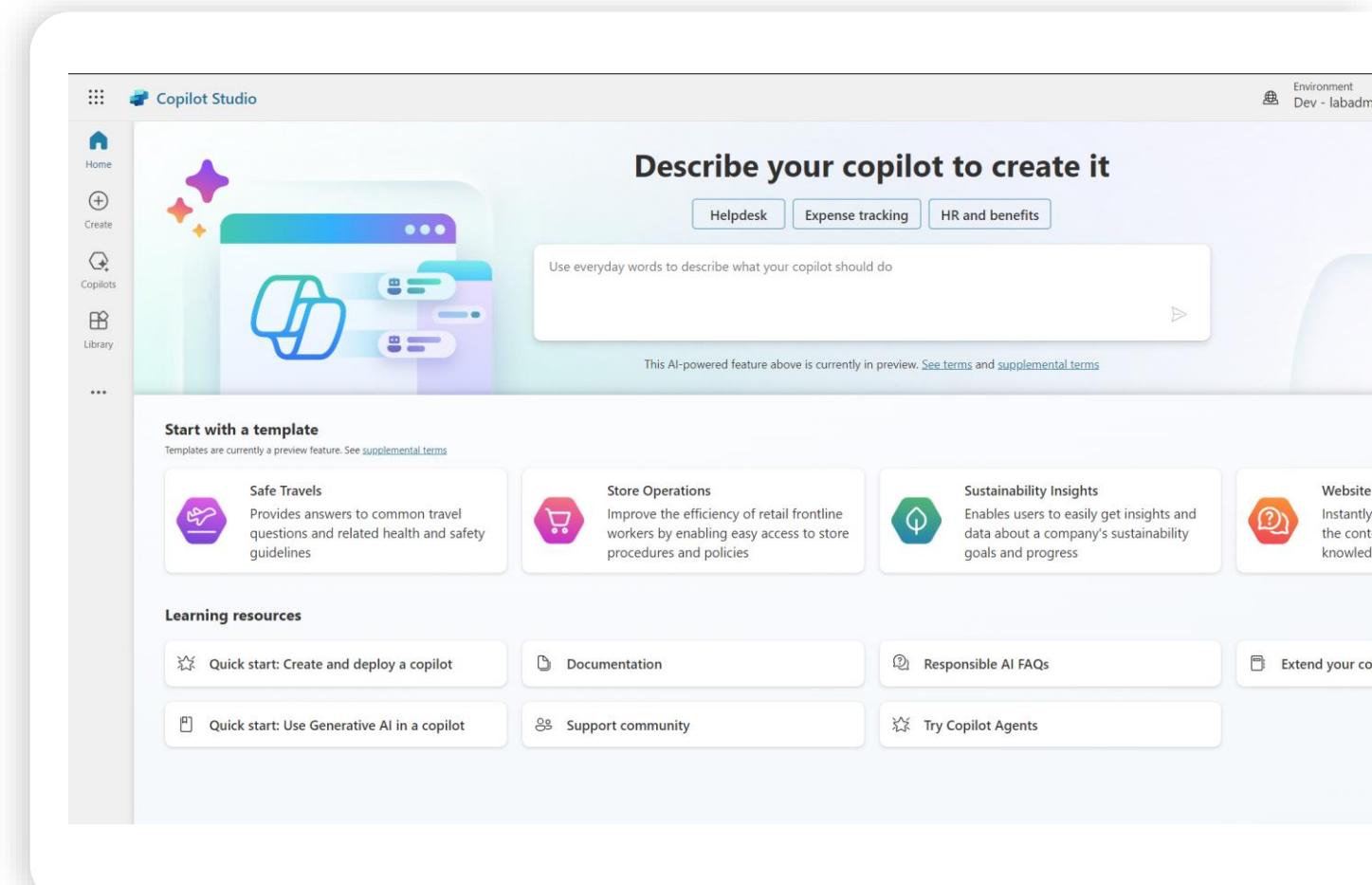
# Microsoft Copilot Studio

Create powerful AI-powered copilots

Engage with customers and employees in multiple languages

Core Online Service (SaaS) /No infrastructure management

Conversational Orchestration



Power Virtual Agents capabilities and features are now part of Microsoft Copilot Studio



# Copilot Studio

## Build your own custom copilots

Enhance customer experiences by adding a copilot to your external website or other channels

Build an internal copilot outside of Microsoft Copilot to help employees with specific functions

### Build with low code



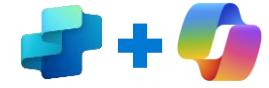
with Copilot Studio  
(standalone)

## Customize Copilot for Microsoft 365

Customize Copilot to work with your unique business processes and data sources

Configure Copilot responses to specific questions

### Build a plugin



with Copilot Studio  
(included in Copilot for M365)

# Copilots and Conversational AI

Microsoft 365  
Conversational Experiences  
for M365

Dynamics & Power Copilots  
Conversational Experiences for  
D365 and Power products

Other Microsoft  
Copilots

Custom Copilots  
Custom copilots and bots  
for enterprises and third parties

Copilot for  
Microsoft 365

Copilot for  
Dynamics 365

Copilot for Power  
Platform

...

Custom  
Enterprise  
Copilots

**Microsoft Copilot Studio**  
**Extend and customize** 1st party copilots | **Build custom** Copilots

Bot  
Framework  
/ SDK

Bot Service  
Channels

Azure AI  
Studio

Azure  
Cognitive  
Services

Power  
Platform  
Connectors

AI Builder

# Build your own Copilot



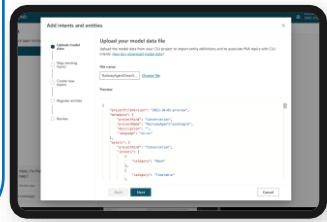
# Build your own custom copilot

Create Copilot with E2E SaaS and single pane of glass



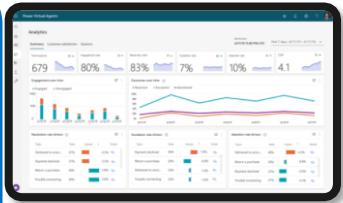
## Conversational Services

Integrate with Azure AI Studio, Azure Cognitive Services, Bot Framework and more



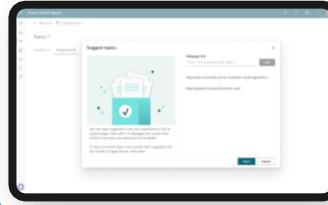
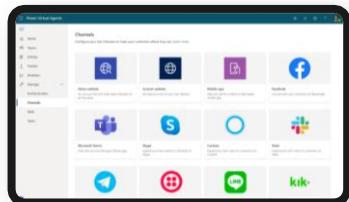
## Monitor and Improve

with Rich out-of-the-box telemetry and analytics



## Publish

the copilot to **multiple channels, live instantly** on the SaaS service



**Copilot Studio**  
Build your own copilots



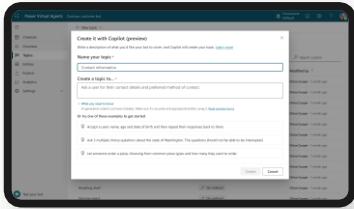
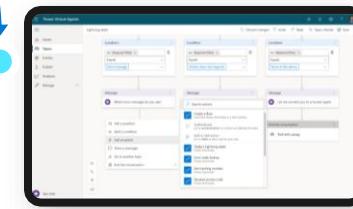
## Chat over knowledge with Generative AI

Use generative answers and custom GPTs to provide enterprise specific answers over your files, websites, and internal shares



## Create specific topics

Supplement generative answers with specific, curated topics. Build them easily with the powerful graphical studio



## Actions & Plugins

Create actions , plugins, or use pre-built Power Platform and OpenAI connectors to call your backends and APIs

# Topics

Topics represent paths a customer can be taken on while interacting with a bot

**Trigger phrases** - Phrases, keywords, or questions that are entered by users and relate to a specific issue.

**Conversation nodes** - Define how a bot should respond and what it should do.

- Types of conversation topics**
- Informational**  
What is...? When will...? Why...?
  - Task completion**  
I want to... How do I...?
  - Troubleshooting**  
Something isn't working right. I got an error message

# Working with topic triggers

Phrases the bot should look for to trigger the topic.

Generative - let AI decide what is the most appropriate combination topic to trigger

Classic - Provide the specific trigger phrases

The screenshot shows the Microsoft Bot Framework Composer interface. The top navigation bar includes icons for back, forward, search, and refresh, followed by the title "Store Hours". On the left, there's a vertical toolbar with icons for search, filter, location, time, and delete. The main area displays a "Trigger phrases (7)" panel, which is highlighted with a red border. This panel contains a descriptive text about trigger phrases, a "Show writing tips" link, and a "Add phrases" section with a text input field labeled "Enter text" and a plus sign button. Below this, a list of trigger phrases is shown:

- What time do you open today?
- Are you closed now?
- store hours
- When are you closed
- When do you open

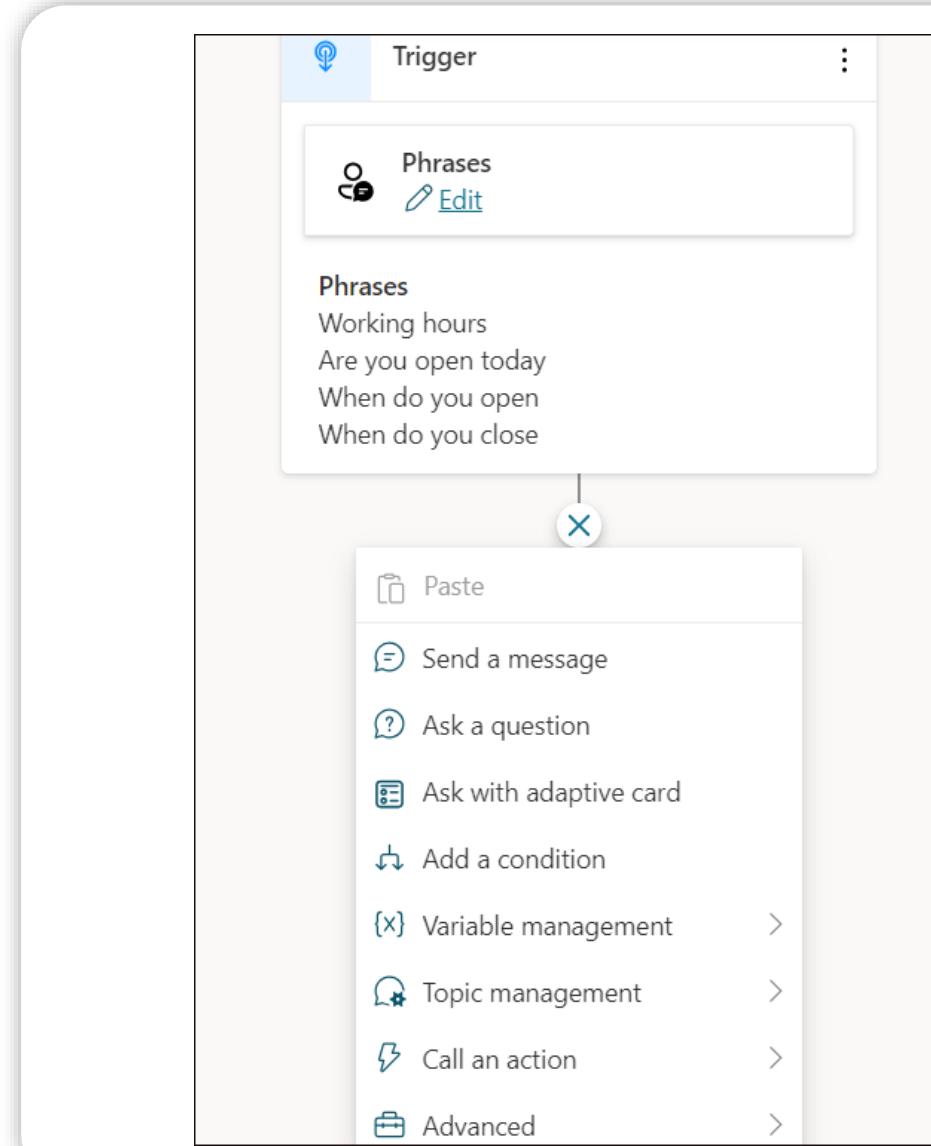
# Working with conversation nodes

**Conversation path** - how the customer is interacted with, and what occurs based on customer input.

**Conversation nodes** - customer interactions or actions that can be inserted into a topic's conversation path.

## Conversation node types

- Send a message
- Ask a question
- Ask with adaptive card
- Variable management
- Topic management
- Call an action
- Advanced



# Entities

Entity - an informational unit that represents a certain type of a real-world subject

---

Conversations use natural language understanding by identifying the entities being used in a user dialog to understand the user's intent

Microsoft Copilot Studio has a set of prebuilt entities out-of-the-box Ex: age, colors, numbers, and names.

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# Entities and Custom Entities

- **Prebuilt Entities:** Copilot Studio includes a set of prebuilt entities representing common information types like age, colors, numbers, and names. These allow the copilot to recognize and save relevant information from user input for later use.
- **Custom Entities:** For domain-specific knowledge, custom entities can be created to teach the copilot to recognize and understand unique categories relevant to your business.
- **Use in Conversations:** Entities are used to store information in similar groups, which can be accessed and utilized during conversations with users.
- **Slot Filling:** This feature enables the copilot to intelligently ask for and fill in missing information during interactions with users.

City

Description  
City names, extracted as a string

Method  
Prebuilt

Usage

User input	Entity	Saved value
The business headquarters is in Seattle	Seattle	Seattle
I love NYC	NYC	New York City
I'm going to Vancouver B.C.	Vancouver B.C.	Vancouver B.C.

Show examples of user input.

Defines the extracted text for entity.

Shows the saved value stored in variable.

This screenshot shows the 'City' prebuilt entity configuration in Copilot Studio. It includes a description, method (Prebuilt), and usage examples. A red callout points to the usage table with the text 'Defines the extracted text for entity.' Another red callout points to the 'Saved value' column with the text 'Shows the saved value stored in variable.' To the left, a red box contains the text 'Show examples of user input.' On the right, a screenshot of a conversation interface shows the entity being used to identify the city in a user's message.

Question

Text □ :

What city do you live in?

Identify

City >

Save response as

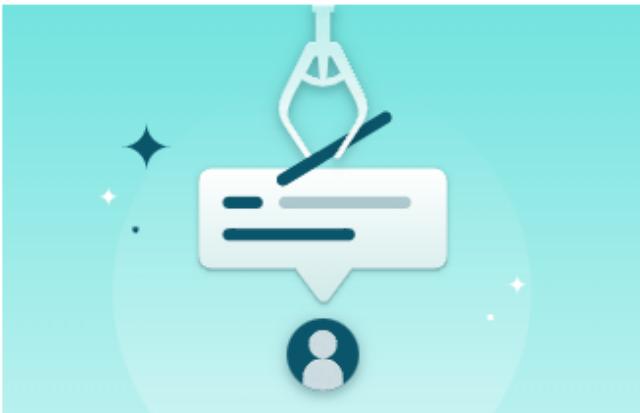
{x} UserCity string >

This screenshot shows a conversation interface in Copilot Studio. It includes a question, a 'Identify' section, and a 'Save response as' section. The 'Identify' section has a checkbox for 'City'. The 'Save response as' section shows a variable '{x} UserCity' of type 'string'. A red callout points to the 'UserCity' variable with the text 'Shows the saved value stored in variable.'

# Custom entities

For occasions where an organization might require language understanding for more unique scenarios

### Create an entity



Make your bot smarter with entities.

An entity is a piece of information (person, place, thing, or concept) that the bot might want to pick out from what your customer says.

[Learn how to use entities](#)

Choose a method

**Closed list**

Define a list. Use when you have an exact list of items that is a manageable size (small to medium).

Example: List of sizes

Extra small  
Small  
Medium  
Large

**Regular expression (Regex)**

Define a specific logical pattern, such as an ID number, credit card number, IP address, and more.

Example: Article ID pattern that starts with "kb" and ends with 6 digits, such as 'kb123456'.

`kb[0-9]{6}`

# Working with smart match and synonyms

- When smart matching is on, the bot will automatically autocorrect misspellings and expand the matching logic semantically.
- The synonym option is like smart matching but are entered manually.

Golf                            + Synonyms

Hockey                        + Synonyms

Skiing                        + Synonyms  
Snowshoeing, Snowboarding

Soccer                        + Synonyms

Alternative text that represents the same thing as the list item.

Tracking Number X

# Regular expression (regex) entities

Define logical patterns that can be used to match and extract information from an input.

Great for complex pattern matching against a user's input

Define

- **Name, Description and Pattern**

Name \*

Tracking Number

Description

Enter description (optional)

Pattern \*

(?i)\d{9}[A-Z]{1}

Method

Regular expression (Regex)

The bot will extract any text that matches the specific pattern.

[Learn how to use entities](#)

Examples

Knowledge base article ID that starts with "kb" and ends with 6 digits, "kb123456" for example.

kb[0-9]{6}

Credit card number that has 13 or 16 digits and starts with a 4.

4[0-9]{12}(?:[0-9]{3})?

Tracking number that starts with 9 digits and ends with one letter (upper or lower case), "100456789A" for example.

(?i)\d{9}[A-Z]{1}

Modified by

2 minutes ago

Save

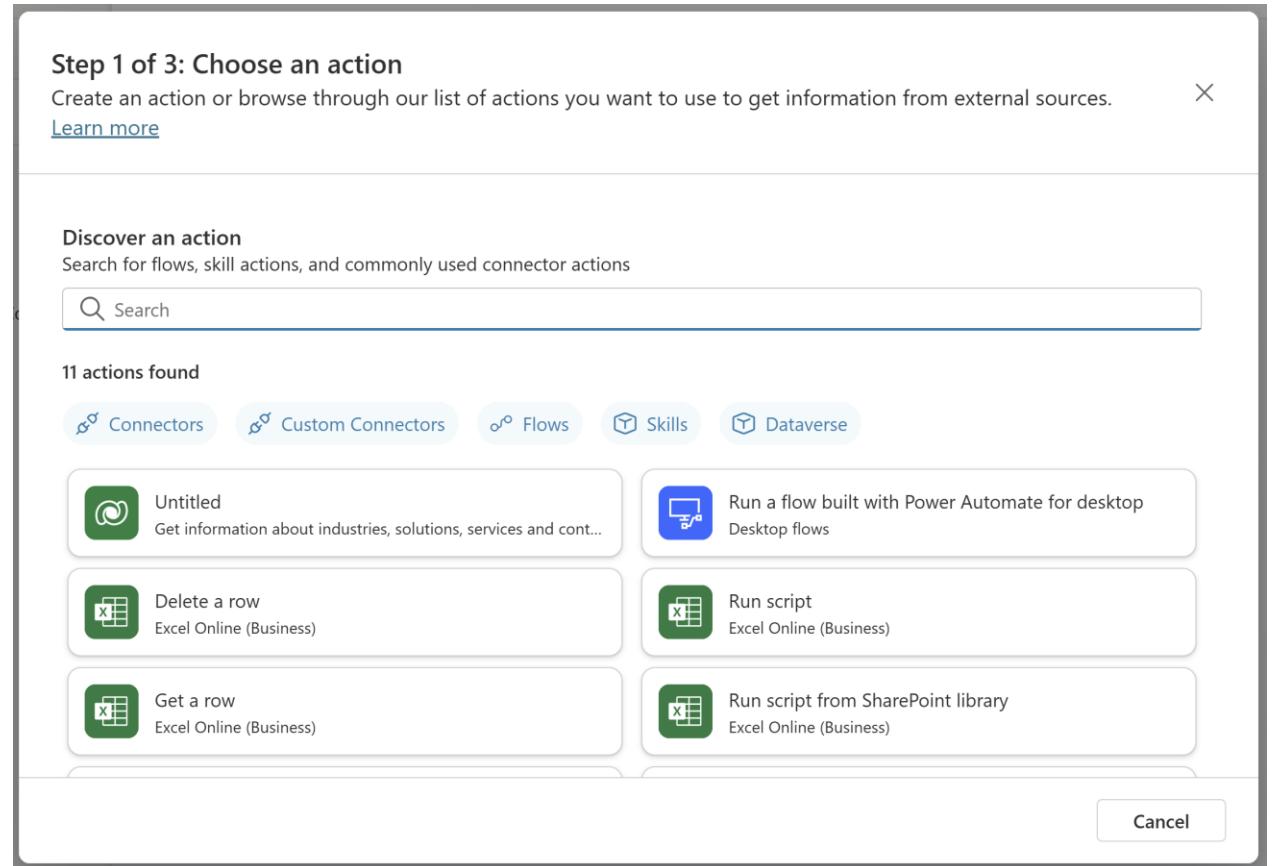
Close

# Actions:

Extend custom copilot capabilities with Actions

## Core action Types:

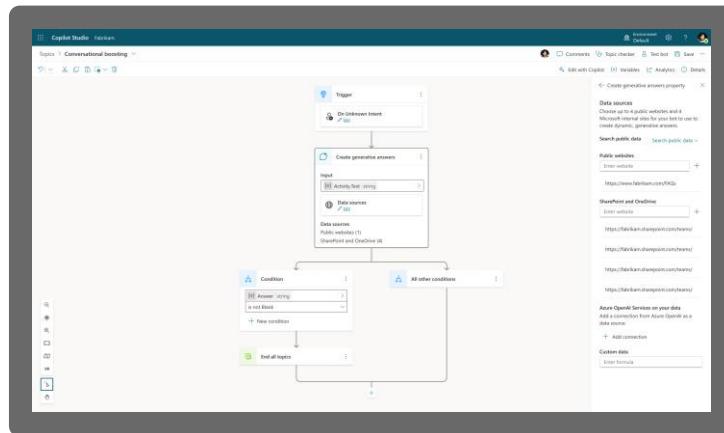
- Prebuilt connector action
- Custom connector action
- Power Automate cloud flow
- AI Builder prompts
- Bot Framework skill



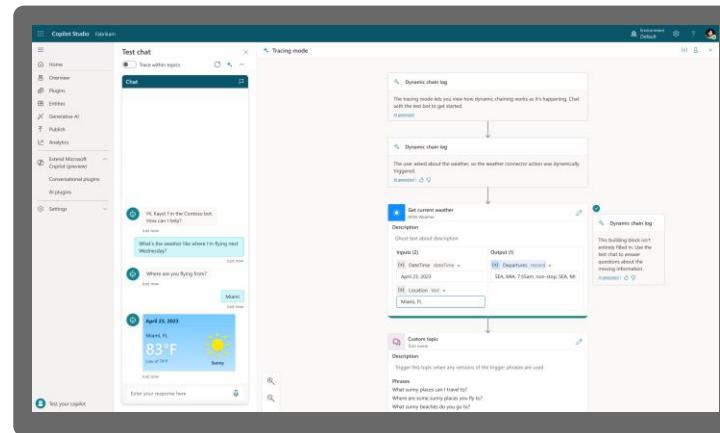
# Generative AI in Copilot Studio

## Powered by Azure OpenAI Service

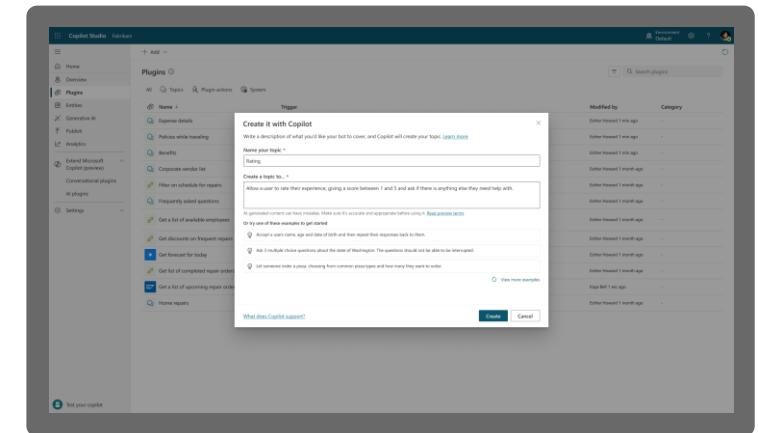
TO ANSWER



TO ACT



TO BUILD



### Generative Answers

Dynamically generate multi-turn answers based off an organization's content in real-time.

Public Preview

### Generative Actions

Generate dialog and take action through dynamically chaining existing building blocks and plugins.

Public Preview

### Generative Building

The Copilot assistant helps build, design and modify copilot topics through natural language.

Generally Available



# Multi-Channel Platform

## Dynamics for Customer Service



Voice



Teams



Custom



Azure  
Communication  
Services



Apple Messages  
for Business



WhatsApp  
through Twilio



Facebook



Google's Business  
Messages



Line



WeChat

## Native to Copilot Studio



Microsoft Copilot (preview)  
Publish plugins to a Microsoft Copilot for a unified experience.



Microsoft Teams  
Chat with your bot through a Teams app.



Demo website  
Try out your bot and invite team members to do the same.



Custom website  
Activate your bot on your own website.



Skype  
Expand your bot's reach to customers on Skype.



Slack  
Expand your bot's reach to customers on Slack.



Telegram  
Chat with your bot through a Teams app.



Twilio  
Add your bot to a native or web-based mobile app.



DirectLine Speech  
Expand your bot's reach to customers on DirectLineSpeech.



Mobile app  
Add your bot to a native or web-based mobile app.



Facebook  
Connect with your customers on Messenger.



LINE  
Add your bot to a native or web-based mobile app.



GroupMe  
Expand your bot's reach to customers on GroupMe.

SOCIAL CHANNELS

# Insights & Analytics

Improve your copilot quality with powerful new insights on customer satisfaction, session health, and more



### Analytics

Updated about one hour ago

#### Experience the richer analytics platform!

Improve your copilot quality with powerful new insights on customer satisfaction, session health, and more.

[Sign up for early access](#)

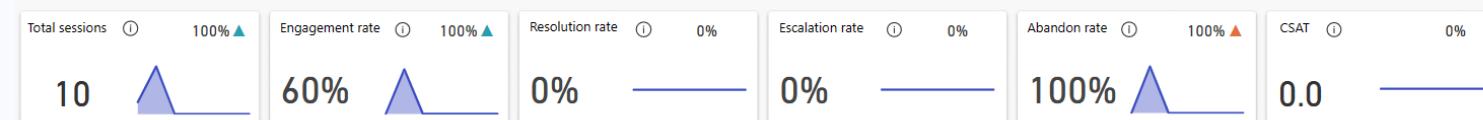
#### Summary

5/23/2024

5/29/2024

Update

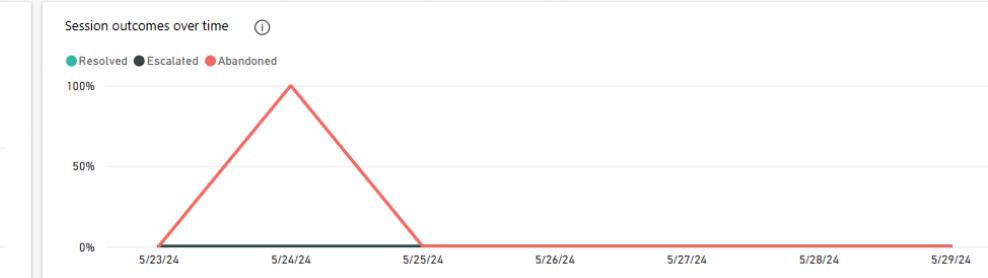
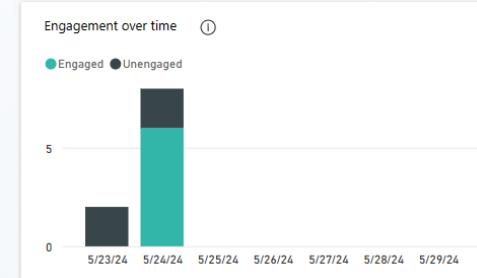
##### Customer satisfaction



##### Sessions

##### Billing

##### Boost conversations



##### Resolution rate drivers

Topic Rate Impact Detail

##### Escalation rate drivers

Topic Rate Impact Detail

##### Abandon rate drivers

Topic Rate Impact Detail

## Demo

- Overview of Copilot Studio
- Custom copilots

# Day 1 – Lab use cases

New Custom Copilot   Duration: 3 Hours

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# Build and extend AI-powered copilots with Copilot Studio

Sherry Xu, Barb Borrowman, Suvidha Shashikumar

June – 13th

Day 2 of 2



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- Using a custom data source for generative answers

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- Using a Dataverse Table for generative answers
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- Display results in Adaptive cards
- Understand Triggers

### Extending Microsoft 365 Copilots

- Extending Copilot for Microsoft 365
  - Prompt Plugins
  - Standard connectors

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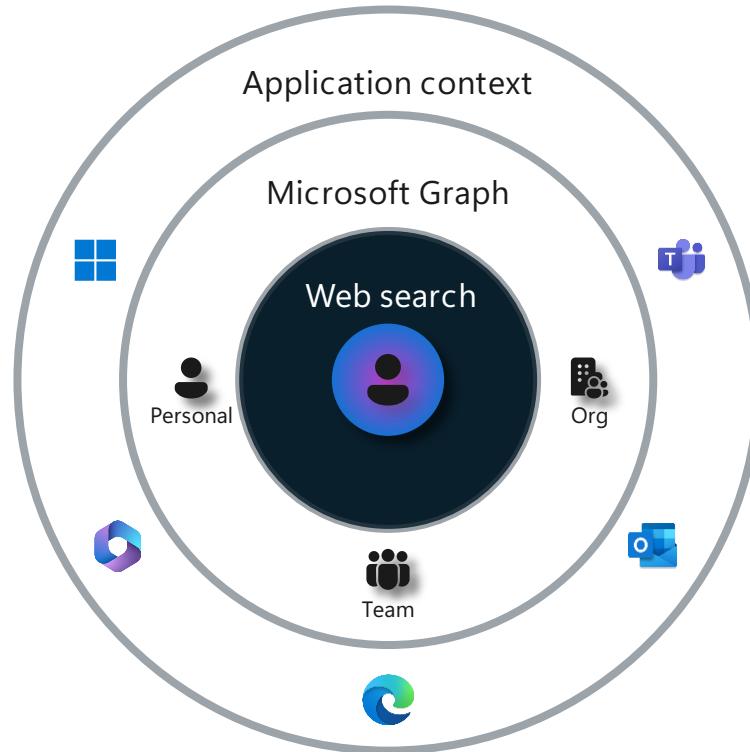
### Extend Copilot for Microsoft 365

- Lab 15 – Extend Microsoft 365 Copilot with **Prompt Plugin**

## Day 2 - Extend Copilot

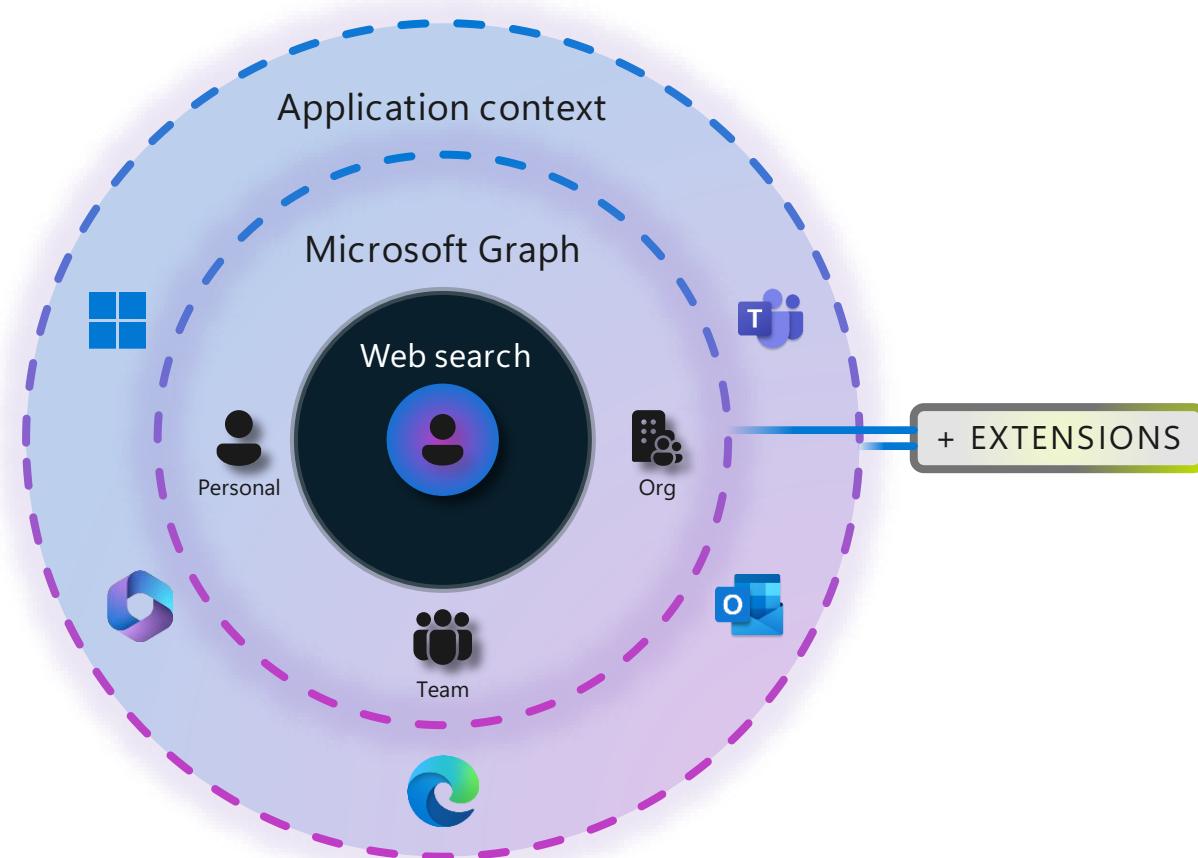


# Microsoft Copilot architecture

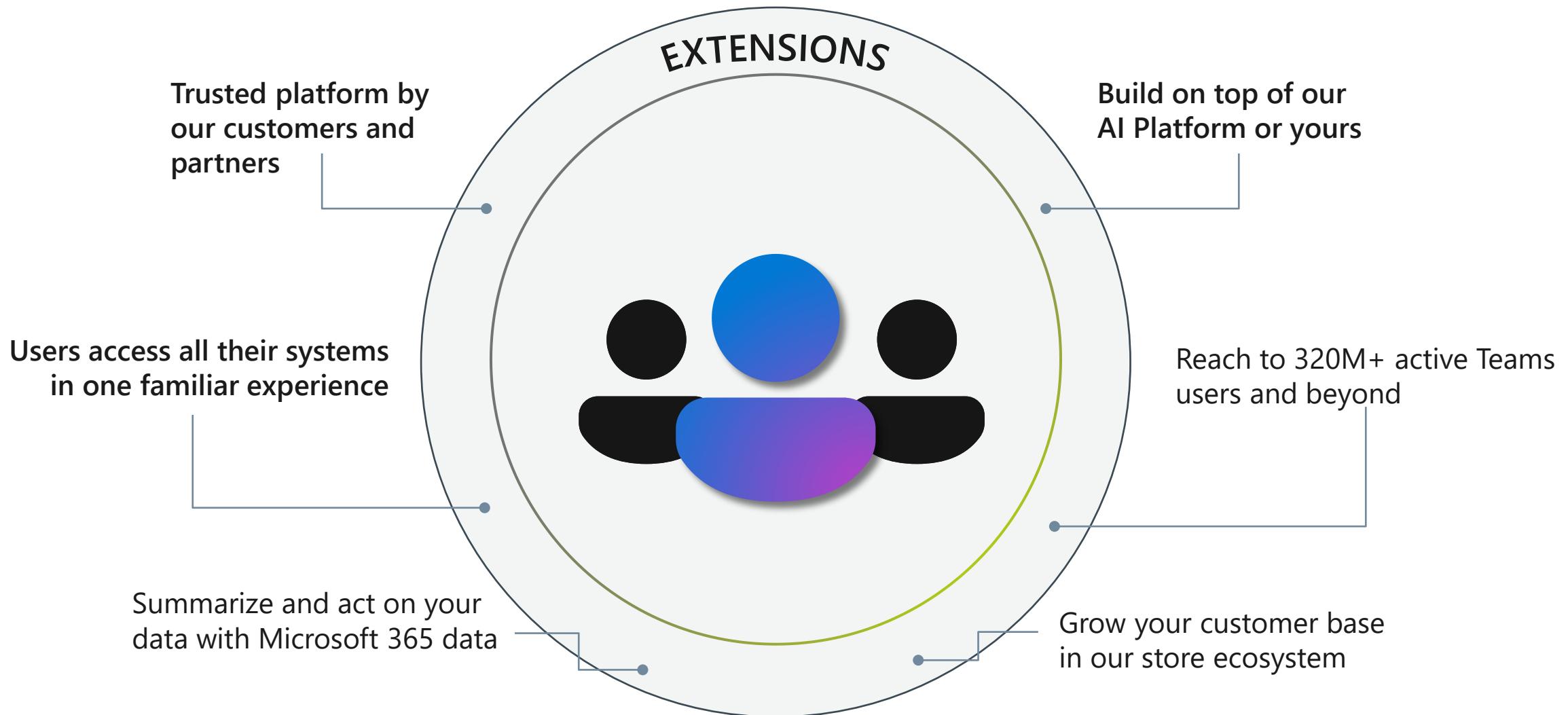


# Microsoft Copilot architecture

- ✓ User Personalized
- ✓ Enterprise Managed



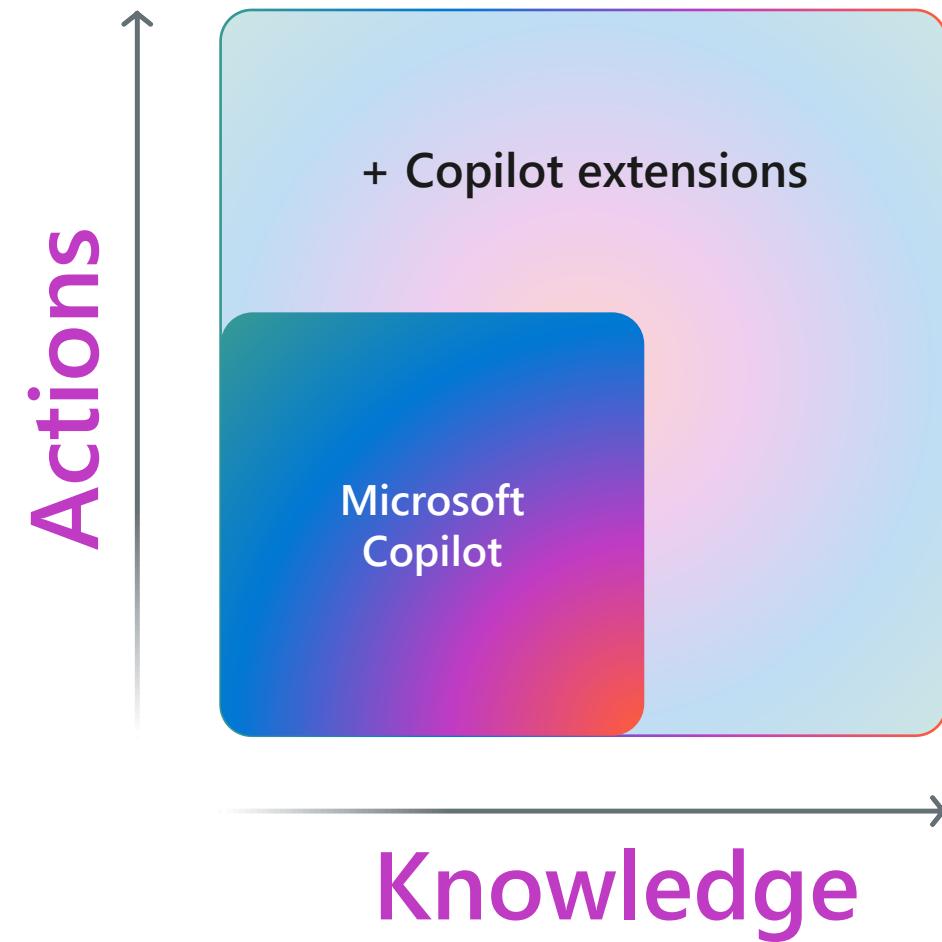
# Your developer opportunity



# Copilot extensibility

Enrich and focus with

- Your business data
- Your apps
- Your workflows
- Your automation



## Plugins



Extend the Copilot experience by enabling searching from and performing actions in external systems

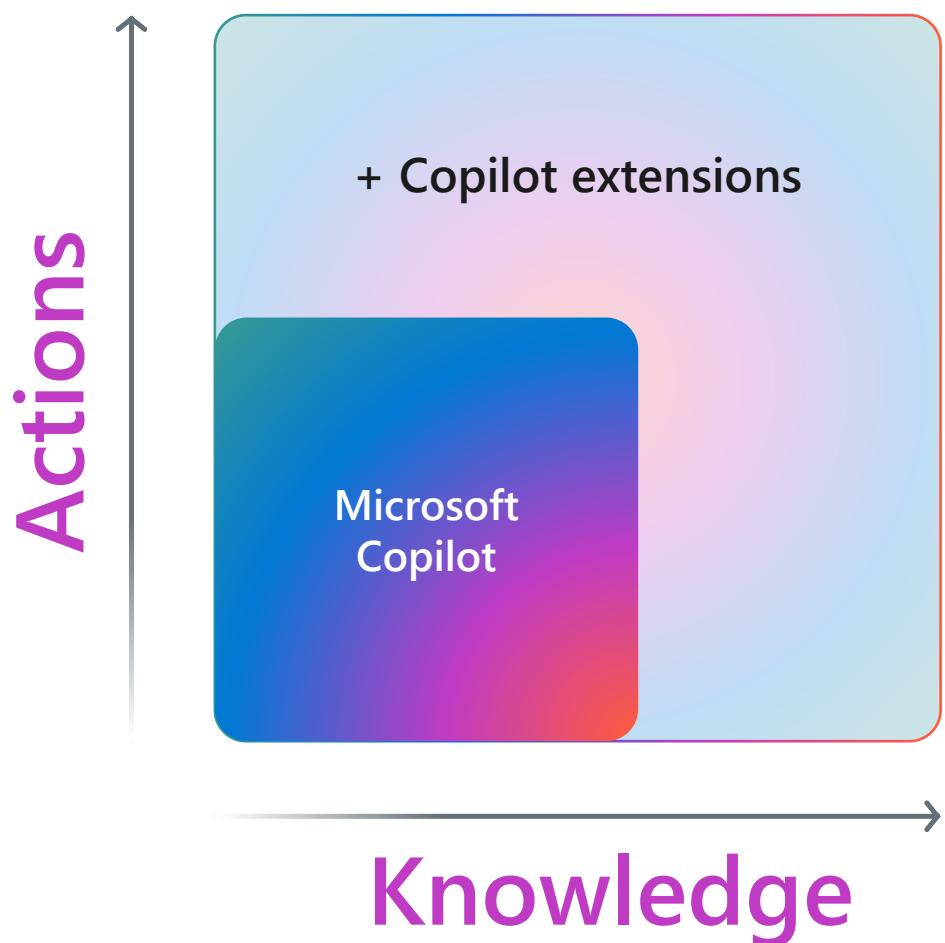
## Graph Connectors



Enable deep content retrieval and summarization via personalized, relevant results from Microsoft Graph connectors

# Spectacular Scenarios

AI assisting knowledge workers gather information, organize into knowledge and make decisions



	Plugins	Microsoft Graph Connectors
1. What are all the approvals pending for me? 2. Approve all of Mark's requests	✓	✓
Create work items for all my OKRs	✓	
What should I work on next?	✓	✓
Where's the architecture diagram for project X?	✓	✓
1. Draft emails for each of my sales opportunities that I haven't heard from since last week 2. Send them and update the accounts	✓	
1. Suggest five versions of a Facebook and Bing ad campaign based on /file 2. Run them on 10% of the teachers audience	✓	✓
Now, create a...	Word document, Teams Chat, Teams Channel message, Email, PowerPoint deck, Excel Workbook, Loop Workspace, or <a href="#">anything else</a>	

# Copilot extensions

Ground responses



## Connectors

- ✓ Your business knowledge

Bring actions



## Plugins

- ✓ Your apps
- ✓ Your workflows
- ✓ Your automation

Focus user experiences

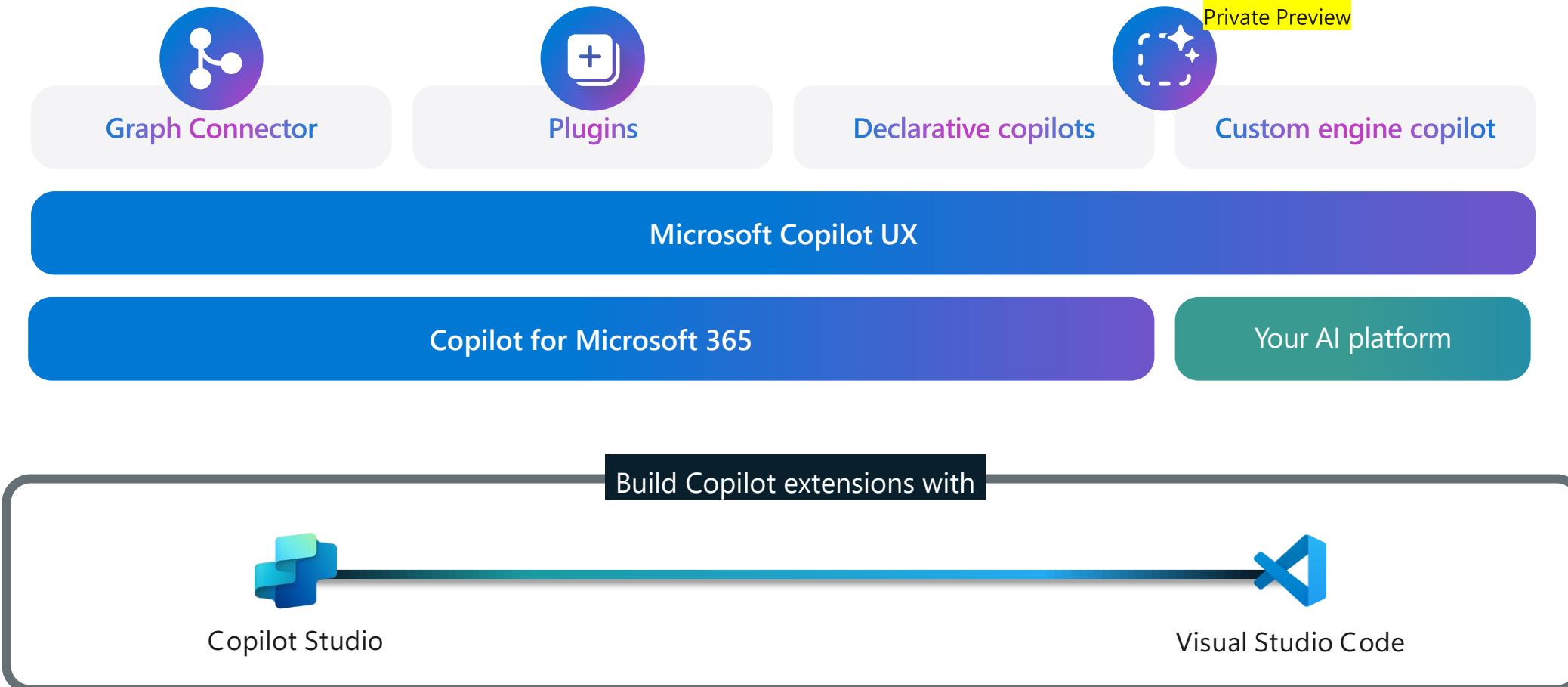


Private Preview

## Your copilots

- ✓ Your business knowledge
- ✓ Your apps
- ✓ Your workflows
- ✓ Your automation

# Copilot extensions fundamentals



# Plugins



Message extension  
plugins

Leverage existing Teams apps  
as plugins for Copilot



API  
plugins

Build new plugins from scratch  
with an OpenAPI specification

New



Copilot Studio  
plugins

Easily get started building with  
no-code and low-code options

# Extending with Copilot Studio

Public Preview

Copilot Studio **offers several ways to design your plugins** to suit your specific needs. Plugins are used both to extend Microsoft Copilot, and with a custom copilot. They can **call services, perform actions, and provide answers**.

## Power Platform connector

A connector is a wrapper around an API that allows the underlying service to talk to Copilot Studio. It provides a way for users to connect accounts and leverage a set of prebuilt actions and triggers to build their apps and workflows. Custom connectors let your plugin retrieve and update data from external sources accessed through APIs.

## Power Automate flows

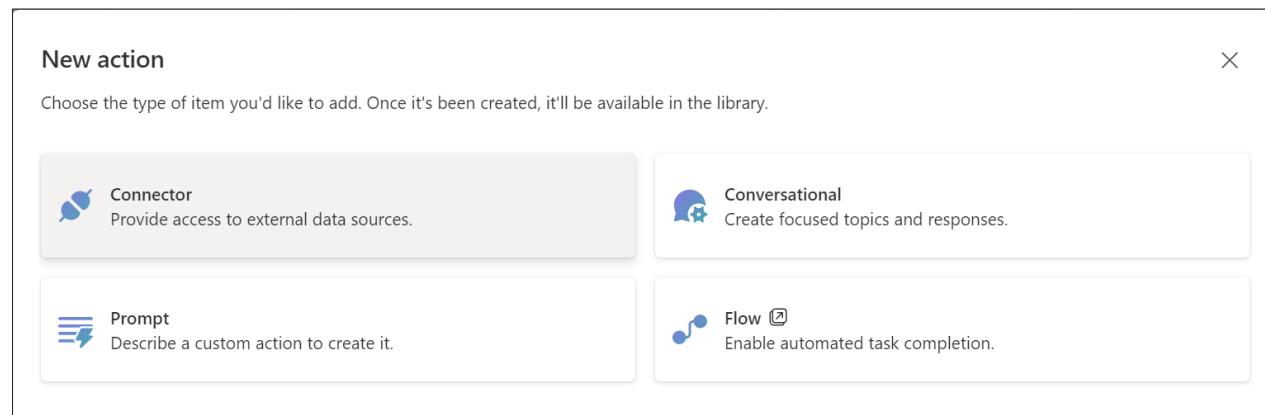
Flows can be called from within a Microsoft Copilot chat that can perform actions or retrieve information across the end user's environment.

## Conversational AI plugins

The ability to author a topic-like experience using a visual workflow design. This includes 1200+ power platform connectors, generative answers, Power Automate flows and more.

## AI builder prompts

Enable your users to use plain language to get answers and perform actions with Microsoft Copilot. They use natural language understanding (NLU) to understand a user's intent and map it to an associated piece of information, data, or activity.



# Demo

Extending first-party copilot

# Microsoft Copilot Studio



Plans	RECOMMENDED MOTION <b>Microsoft Copilot Studio</b> \$200 per tenant/month	Copilot Studio Use rights included in	Copilot Studio in Copilot for M365*	Copilot Studio for Teams (was PVA for Teams)
The output you create is...	Your own standalone copilot  External channels (e.g., External Web, FB, WhatsApp etc.)  Internal Channels (e.g., Internal Web, Teams, etc.)	Plugins for Copilot for Microsoft 365		Teams chatbot
Available channels to publish your copilot/plugins		Copilot for Microsoft 365 only		Teams channel/chat only
Messages/tenant/month	25,000 Messages <sup>1</sup>  ● <sup>3, 4</sup>	Unlimited		Unlimited <sup>2</sup> (Teams only)
Gen AI: AI-enabled conversations		●		
Create plugins to customize Microsoft Copilot		●		
Build your own standalone copilot	●			
Create and iterate on copilot topics using expanded natural language capabilities <sup>5</sup>	●			●
Power Automate for Copilot Studio cloud flows (Automated, instant, and scheduled flows) within the context of Copilot Studio creations	●	●		
Standard Power Platform connectors	●	●		●
Premium and Custom Power Platform connectors	●	●		
On premises and cloud services data transfer for Power Platform Connectors	●	●		
Dataverse for Copilot Studio	● <sup>6</sup>	● <sup>6</sup>		Dataverse for Teams
Managed Environments	● <sup>7</sup>			

<sup>1</sup> Microsoft Copilot Studio messages are the common currency across Microsoft Copilot Studio capabilities. A billed message is a request or message sent to the copilot triggering an action and/or response. Examples: a) User asks copilot when a store is open, and copilot replies with store hours = 1 billed message b) Copilot proactively greets the user on a website = 1 billed message; c) User asks copilot for store hours for the upcoming holiday, copilot responds using GenAnswers = 2 billed messages. Customers can use a mix of regular and Generative AI messages.

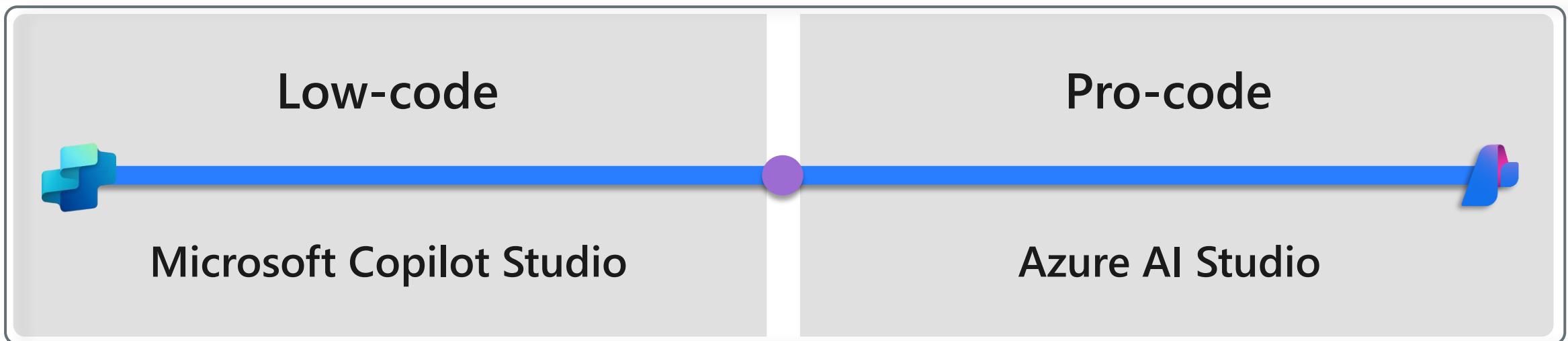
<sup>4</sup> More information on Generative Answers capability can be found [here](#).

<sup>5</sup> See [Create with Copilot](#).

<sup>6</sup> Dataverse for Microsoft Copilot Studio default capacities: Dataverse Database 5 GB, Dataverse File 20 GB, Dataverse Log 2 GB.

# Build & Customize Copilot

with the **most comprehensive** end-to-end AI toolchain



End-to-end conversational AI platform  
to create and customize copilots.

For professional software developers to create  
generative AI applications and custom copilot  
experiences.

# Copilot Studio and Azure = Better together

## Content creation

Creative writing or image generation

*Ex: Write a poem based on this document. Design an image of people playing sports.*

## AI Search

Azure OpenAI's models enable you to build powerful conversational experiences over your data with Copilot Studio.

## Language Services

Connect Conversational Language Understanding, including dialog triggering, interruptions, did-you-mean, and slot filling.

## Application Lifecycle Management

Works with Azure Devops for full ALM and solution management.

## Solution development

Code generation, predictive analytics, research

*Ex: Write me code to help build a website. What is the average delivery time based on this data.*

## Analytics

Build custom analytics by moving your data into extended data pipelines.



## Telemetry

Use Azure app insights for custom telemetry on copilot usage.

## Language model development

Create/train custom LLMs directly in Copilot Studio. Available through Azure AI Studio extensibility.

## API Calls

Copilot Studio supports any API / HTTP calls to Azure services.

## Bot Framework

Access Bot Framework Composer capabilities natively in Copilot Studio, call Azure Bot Framework skills from existing, and update and extend bots.

## Knowledge Base

Bring Azure Custom Question Answering into your copilot.



# Business to Consumer Copilot Studio Standalone

## Customer Support

Handle routine customer inquiries, providing instant responses and freeing up human agents for more complex issues.

[Ask your copilot](#)

How do I return a product?

How do I reset my account information



## Products/Services helper

Assist customers with product and service discovery based off your website.

[Ask your copilot](#)

What is the latest laptop? How much does it weigh? Can I fit it in my 15" backpack



## Appointment manager

Schedule and appointments, send follow ups, and provide advice on how to arrive.

[Ask your copilot](#)

Is there an available slot for a service next week?





# Business to Business Copilot Studio Standalone

## Project Management

Assist in project management by checking the status of deliverables and progress.

[Ask your copilot](#)

What is the status of phase 2 for project X?



## Supplier interaction

Facilitate communication between businesses and their suppliers, managing orders and tracking shipments.

[Ask your copilot](#)

“What’s the status of our latest component order?”



## Lead qualification

qualify leads by asking relevant questions and then route them to the appropriate sales representative.

[Ask your copilot](#)

Can you provide me with information on your bulk pricing for office supplies?





# Business to Employee

## Build a plugin

### Examples to bring to life

**Ask yourself:**

- Channels needed
- Type of conversation

#### Employee Requests

Quickly find predictable responses for popular employee questions.

Plugin example

How do I [connect to the corporate network?](#)



#### Vacation Requests

Interact with your HR systems for vacation, payroll and onboarding.

Plugin example

What is my remaining [vacation balance](#) and [request some time off](#)



#### Expense Management

Interface with your ERP systems to streamline your finance or resource planning processes

Plugin example

Send me a list of [pending expenses](#) from this week.





# Business to Employee: Build a custom copilot, Employee Assistant

## IT Service

Transform IT service processes with multi-turn experiences.

### Ask the IT Service copilot

What are the **new laptop options** for my device replacement?



Exciting! These are your options:  
  



Would you like me to start the approval process to your manager and then create an IT ticket for set up?

Enter your message



## Product Information

Empower sales and support organizations to get information on company products.

### Ask the Product Information copilot

What is the **correct product number** for a dozen of this product?



Of course! The optimal product number for this quantity is **SKU**.



Have you considered this **Product**? It has been popular with other customers who bought the one you asked about.



Enter your message



## Human Resources

Interface with your ERP/HR systems to streamline processes.

### Ask the Employee Experiences copilot

Start the **onboarding process** and required tasks for **new colleague**?



Sorted. I have used your HR site to formulate a list, available in "To do"



Thanks. What is the budget for **learning and development** left on my team?



According to your IO: 12345, you have \$5400 remaining for this quarter.



Enter your message



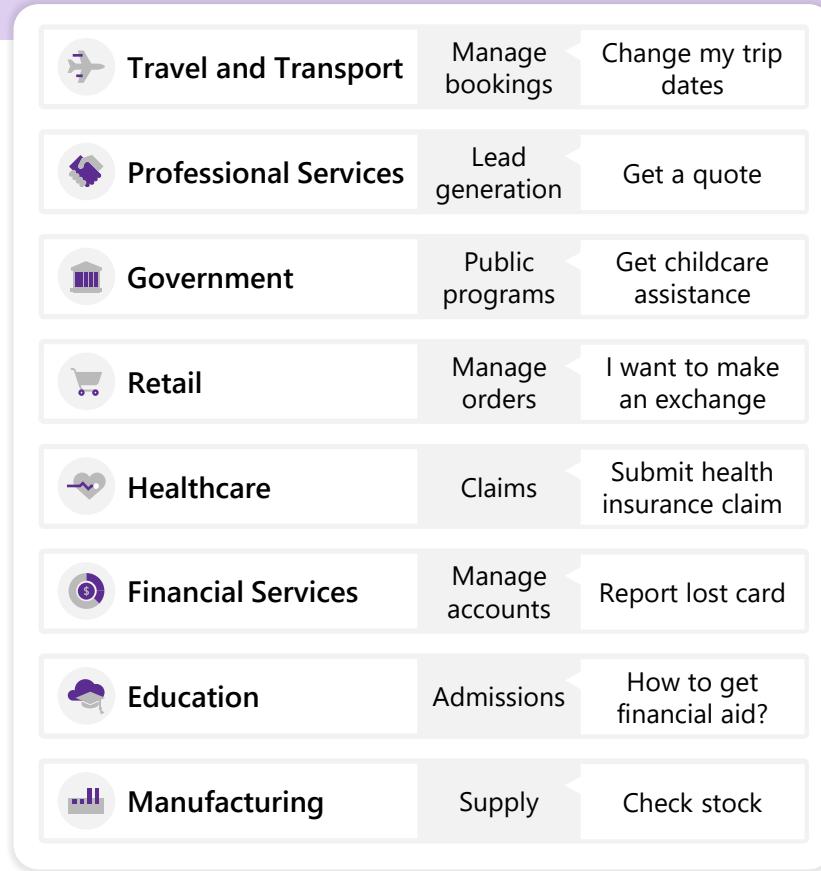
# Use case discovery – Get into the specifics

Every conversation is different

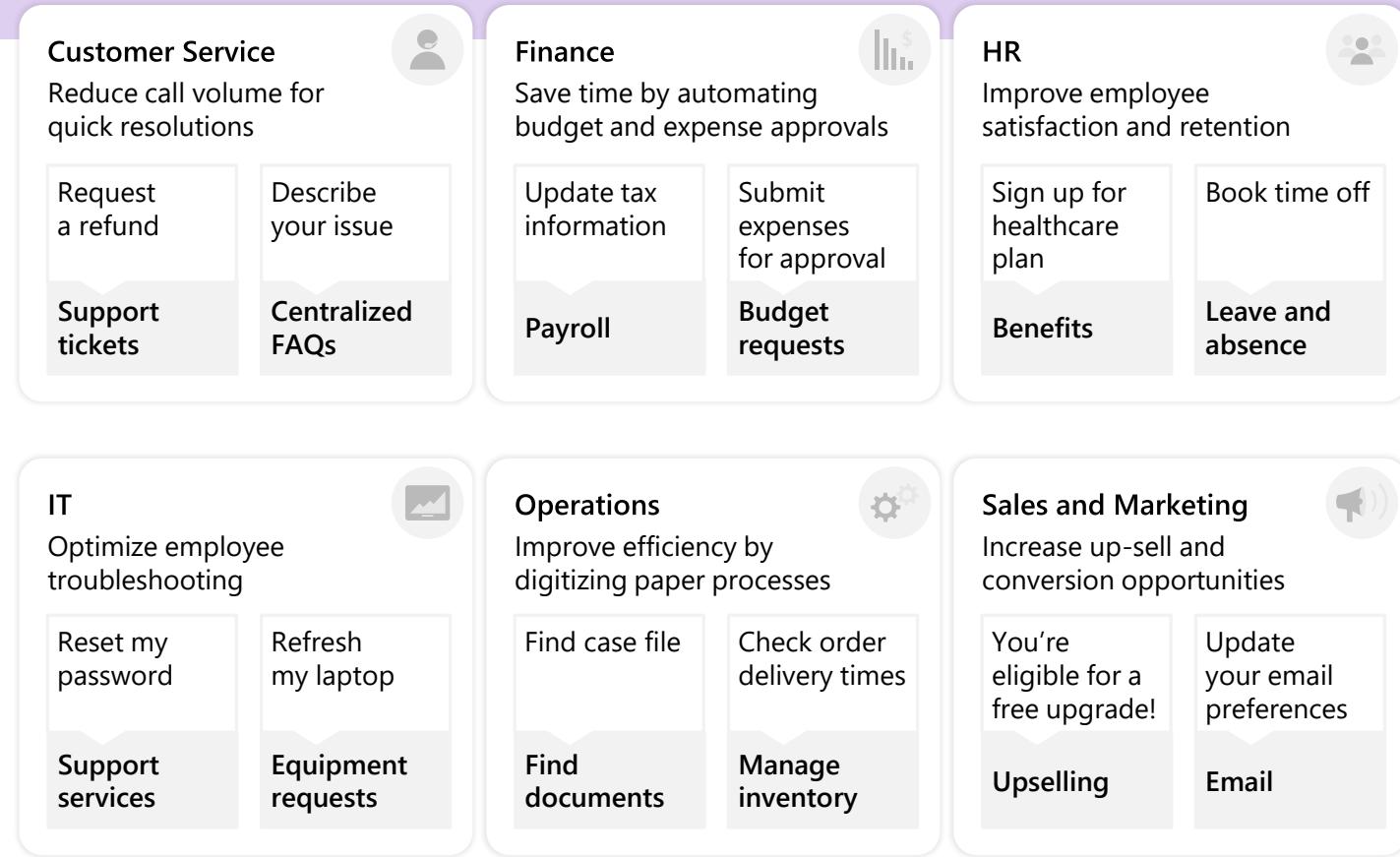
Type	Description
<b>Single-Turn Conversations</b>	These are simple, one-off exchanges where the user asks a question and Copilot provides an answer without any follow-up required.
<b>Multi-Turn Conversations</b>	These involve a series of related interactions where Copilot maintains the context over several turns to reach a resolution or provide detailed information.
<b>Action-Based Interactions</b>	In these conversations, Copilot performs a specific action based on the user's request, such as setting a reminder, booking an appointment, or executing a command.
<b>Contextual Conversations</b>	Copilot understands and utilizes the context of the conversation, which may include the user's previous interactions, preferences, or current situation.
<b>Transactional Conversations</b>	These are goal-oriented interactions where Copilot assists the user in completing a transaction, such as making a purchase or transferring funds.
<b>FAQ-Based Interactions</b>	Copilot is equipped to handle frequently asked questions by providing pre-defined answers to common queries.
<b>Proactive Conversations</b>	Copilot initiates the conversation based on certain triggers or events, such as sending a notification or alert to the user.
<b>Personalized Conversations</b>	Copilot tailors the conversation to the individual user by leveraging data and insights to provide a customized experience.

# Build copilots that work for you

in your industry...



...and department



# Day 2 – Lab use cases

Custom Copilot Continued..

- **Lab 9** – Add **generative answers** capabilities to Customer Service Bot using **Dataverse** table
- **Lab 10** – Create a **Power Automate flow** and call it from customer service bot as an **Action**
- **Lab 11** – Return list of results to from **Power Automate flow** in your customer service bot
- **Lab 12** – Display the list of results in **Adaptive cards**
- **Lab 13** – Extend copilot with **Standard Connector** (MSN Weather)
- **Lab 14** – Using triggers – **AI triggers** vs **trigger phrases**

Extend Copilot for Microsoft 365

- **Lab 15** – Extend Microsoft 365 Copilot with **Prompt Plugin**

## **Take action today**

# Prepare for AI and Copilot

- 1** Explore the AI transformation opportunity with Microsoft [aka.ms/aipartnerplaybook](http://aka.ms/aipartnerplaybook)
- 2** Build AI knowledge and skills [learn.microsoft.com/ai](http://learn.microsoft.com/ai)
- 3** Get trained on Copilot in business applications [aka.ms/BACopilotTraining](http://aka.ms/BACopilotTraining)
- 4** Start the Copilot conversation [aka.ms/BACopilot](http://aka.ms/BACopilot)

# Get started today

[aka.ms/trycopilotstudio](https://aka.ms/trycopilotstudio)

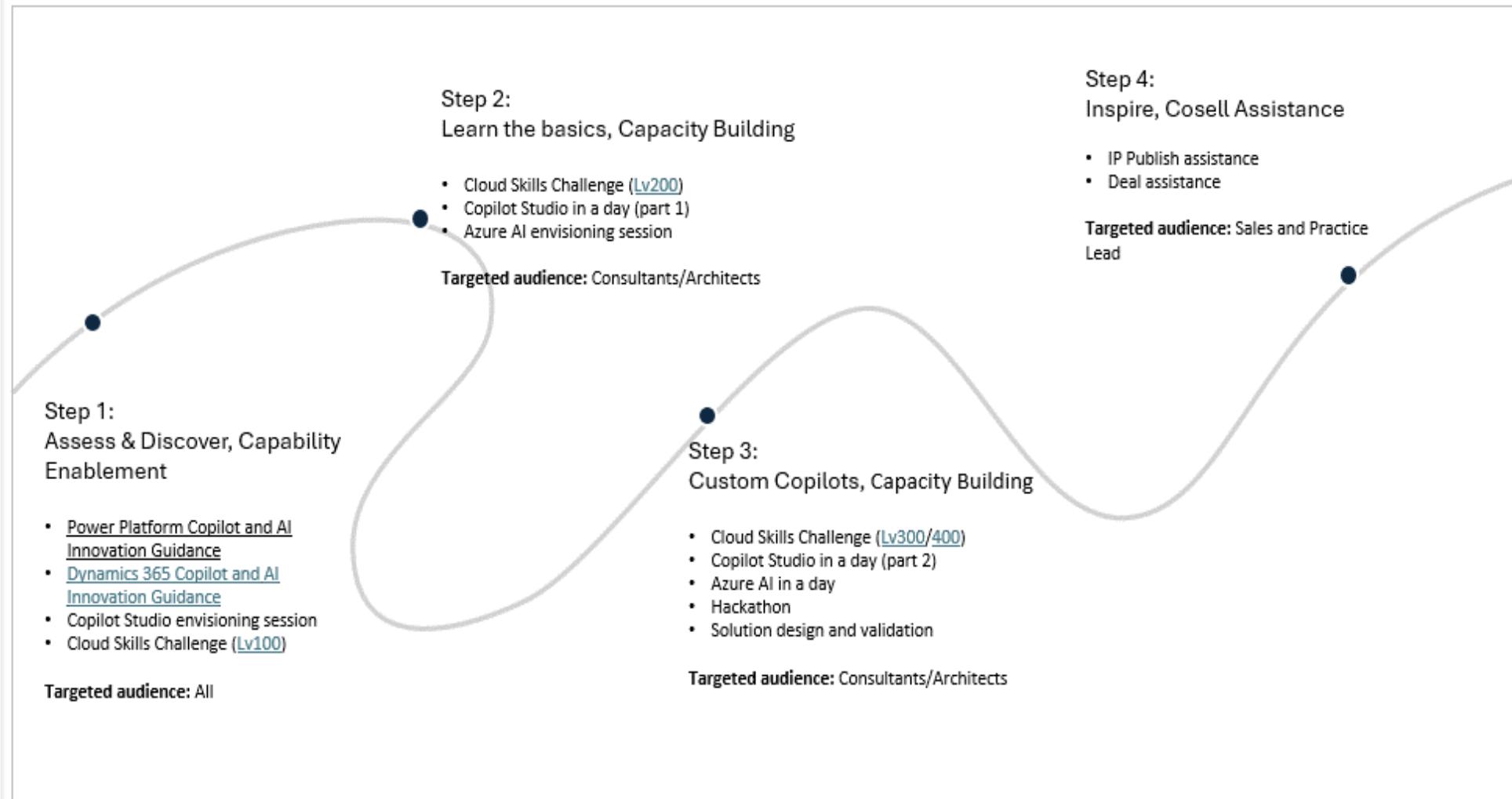


## Learn more

Copilot Studio website	<a href="https://aka.ms/copilotstudio">aka.ms/copilotstudio</a>
Blog	<a href="https://aka.ms/copilotstudиoblog">aka.ms/copilotstudиoblog</a>
Demo	<a href="https://aka.ms/copilotstudиodemo">aka.ms/copilotstudиodemo</a>
Sizzle video	<a href="https://aka.ms/copilotstudиosizzle">aka.ms/copilotstudиosizzle</a>
Product documentation	<a href="https://aka.ms/copilotstudиodocs">aka.ms/copilotstudиodocs</a>
FAQ	<a href="https://aka.ms/copilotstudioFAQ">aka.ms/copilotstudioFAQ</a>
Pitch deck	<a href="https://aka.ms/copilotstudиopitchdeck">aka.ms/copilotstudиopitchdeck</a>
Ignite on-demand session	<a href="https://aka.ms/copilotstudиotignite">aka.ms/copilotstudиotignite</a>
Community page	<a href="https://aka.ms/copilotstudиocommunity">aka.ms/copilotstudиocommunity</a>



# Complete Build your own Copilot Journey





Thank you