



Building and extending Copilots to accelerate productivity

Daniel Laskewitz

Agenda

- Microsoft Copilot Studio overview
- Generative answers
- Generative actions
- Copilot Extensibility

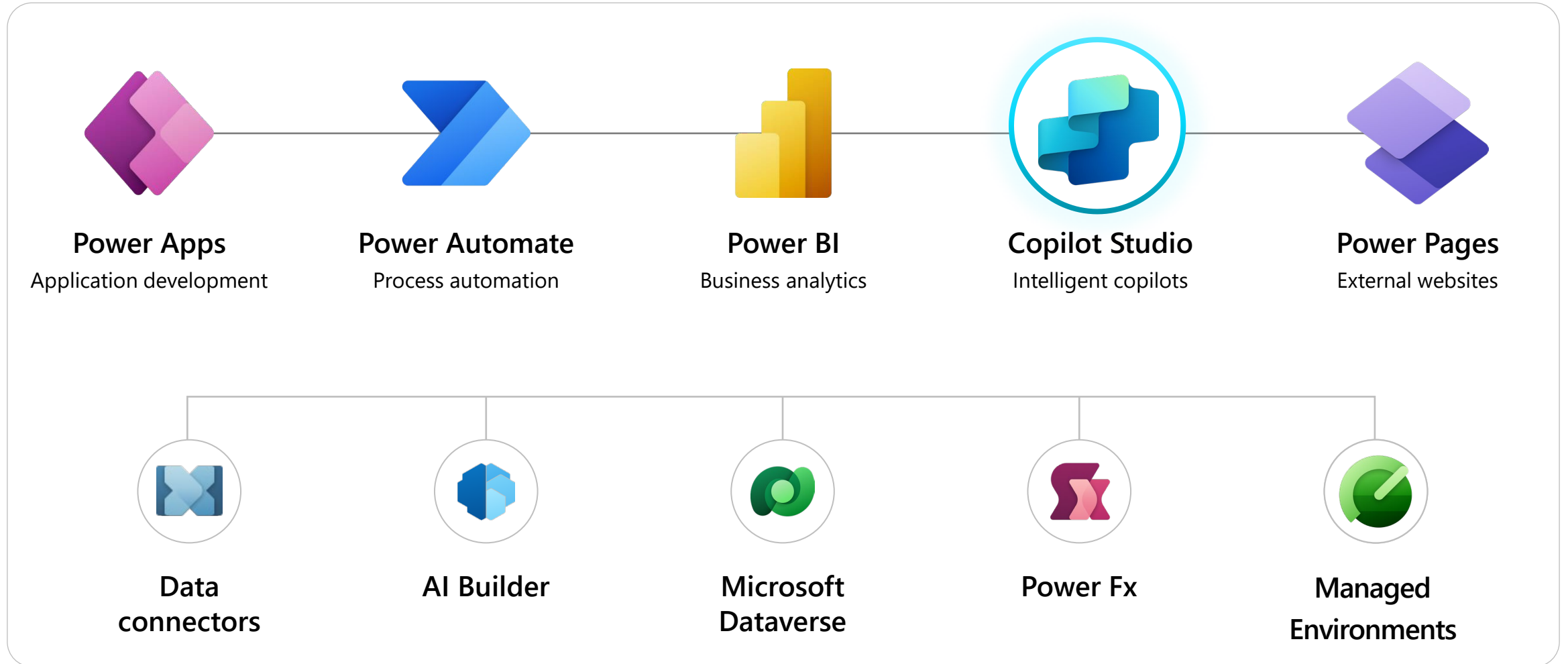
Agenda

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 - Generative answers
 - Generative actions
 - Copilot Extensibility

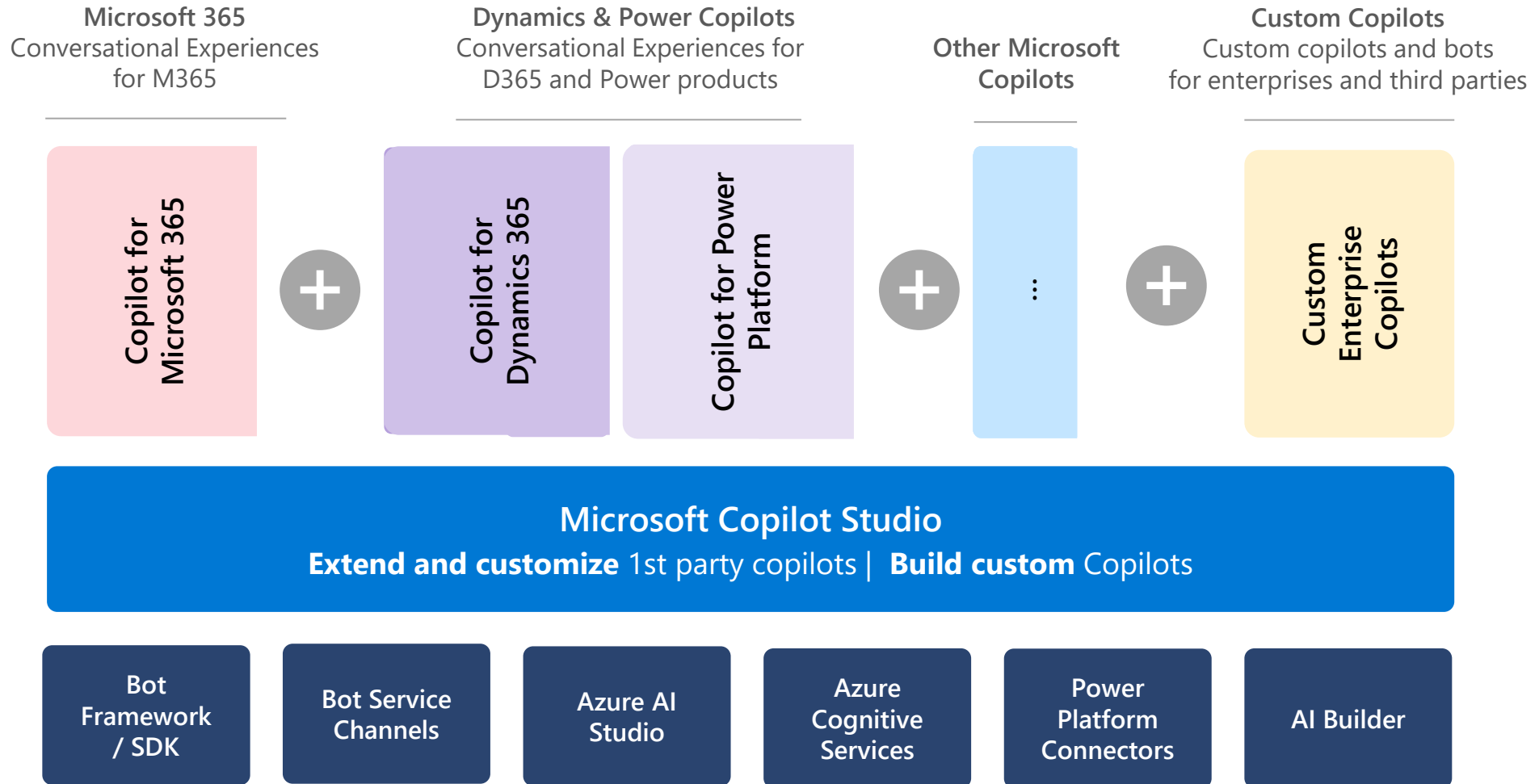
What is Microsoft Copilot Studio?

Microsoft Power Platform

The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications



Copilots and Conversational AI



Microsoft Copilot Studio

Build your own copilot

Create and publish a custom copilot for your organization using the intuitive building experience enhanced with large language models and Generative AI

Extend Microsoft Copilot

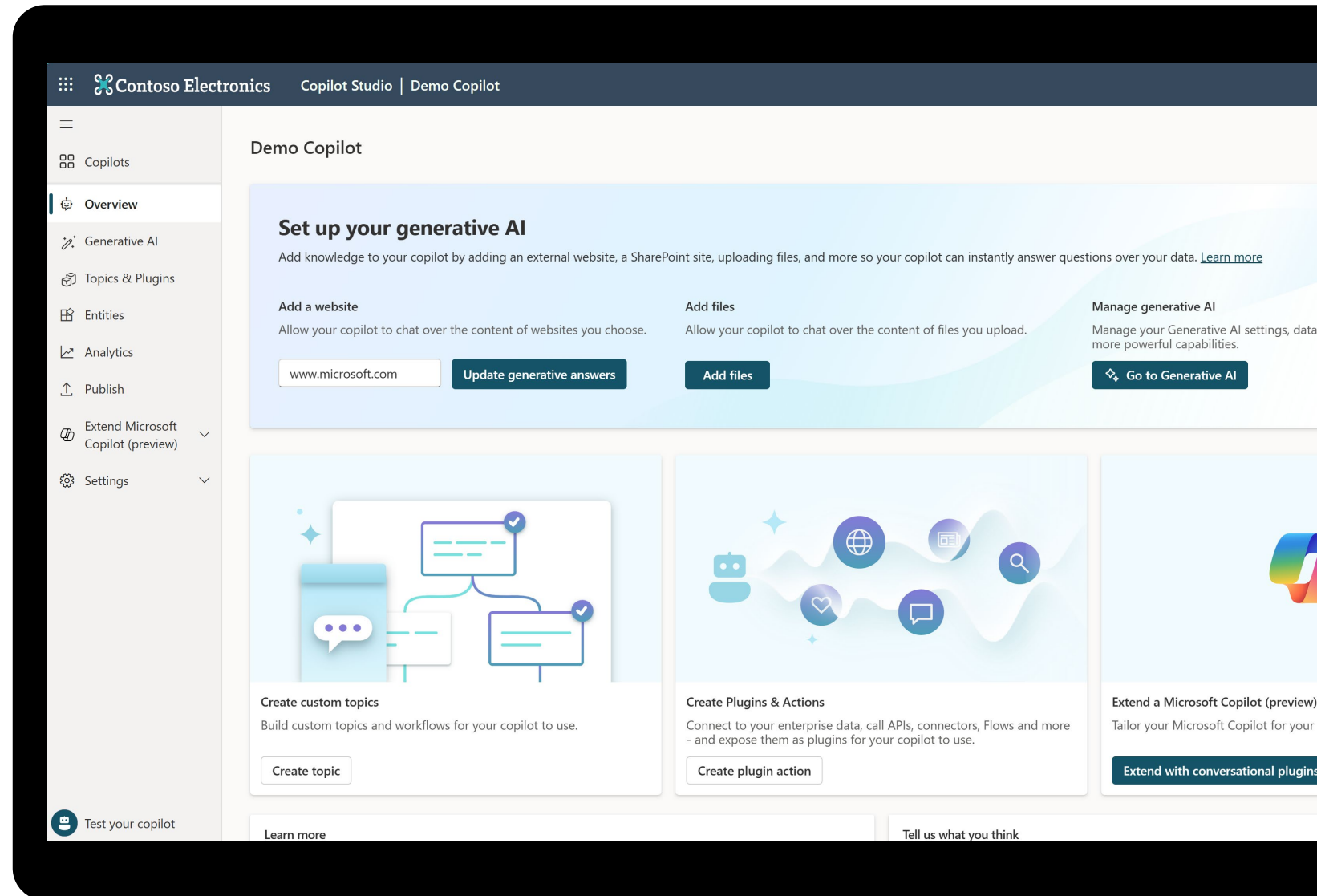
Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios with your own enterprise scenarios

Available with Microsoft Copilot

Copilot Studio will be included with the Microsoft 365 Copilot SKU.

Connected platform

Integrates and exposes various Microsoft's conversational AI technology stacks - integrated with Azure AI Studio, Azure Cognitive Services, Azure Bot Framework, Power Platforms AI models and more



Building your own 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

**Chat over knowledge with
Generative AI**

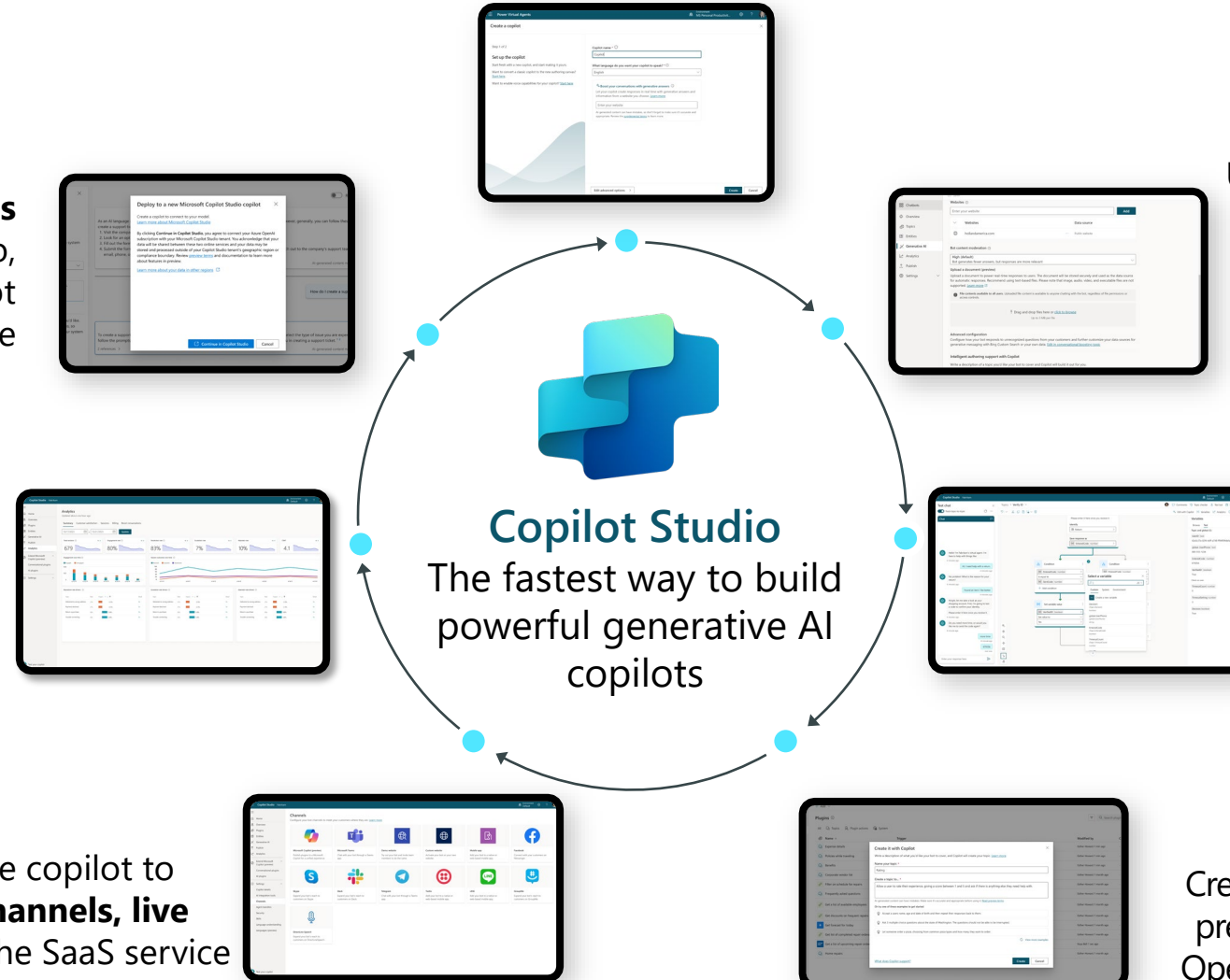
Use generative answers and custom
GPTs to provide enterprise specific
answers over your files, websites,
and internal shares

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



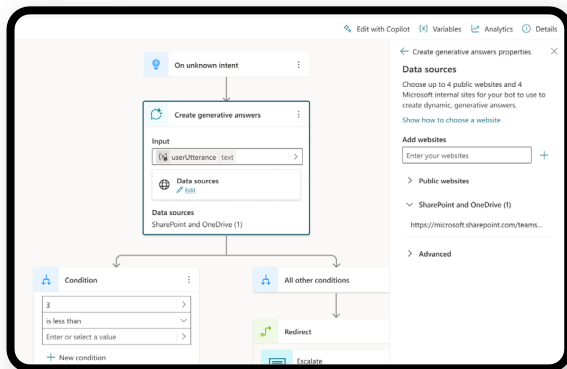
Create a copilot that can chat over your data

Generative Answers

Enable multi-turn chat over your own internal and external knowledge sources and sites with generative answers

Copilots can answer thousands of questions out of the box in seconds

You can even pull data from an API or other backend system and enable generative chat over it



The screenshot shows the Power Virtual Agents interface for the 'Royal Caribbean bot'. The left sidebar contains navigation options: Chatbots, Overview, Create, Bot tools, Data objects, Publish, Analytics, Settings, Bot details, Channels, Agent transfers, Security, and AI capabilities. The main area is divided into three sections:

- Test chat:** A chat window showing a conversation. The bot says: "Hello, I'm Royal Caribbean bot. How can I help?". The user asks: "What beverage packages are available?". The bot responds: "You can find out more about the beverage packages on Royal Caribbean Cruises here: [https://www.royalcaribbean.com/booked/beverage-packages](\"https://www.royalcaribbean.com/booked/beverage-packages\"). You can also find out more about pre-cruise and onboard packages here: [https://www.royalcaribbean.com/faq/topics/beverage-package](\"https://www.royalcaribbean.com/faq/topics/beverage-package\"). Additionally you can find out more about the all-inclusive beverage packages here: [https://www.royalcaribbean.com/faq/questions/beverage-drink-package-products](\"https://www.royalcaribbean.com/faq/questions/beverage-drink-package-products\")."
- AI capabilities:** A section titled 'AI capabilities' with a sub-section 'Boost conversational coverage'. It includes instructions on how to choose a website and a table of configured websites.
- Websites table:**

Websites	Data source
https://www.royalcaribbean.com/	Public website
https://microsoft.sharepoint.com/royalcaribbean	SharePoint and OneDrive
https://microsoft.sharepoint.com/royalcaribbean	SharePoint and OneDrive

Below the table, there is a section for 'Upload a document (Coming soon)' and an 'Advanced configuration' section.

Try now at aka.ms/copilotstudio

DEMO

Create a copilot that can chat over your data

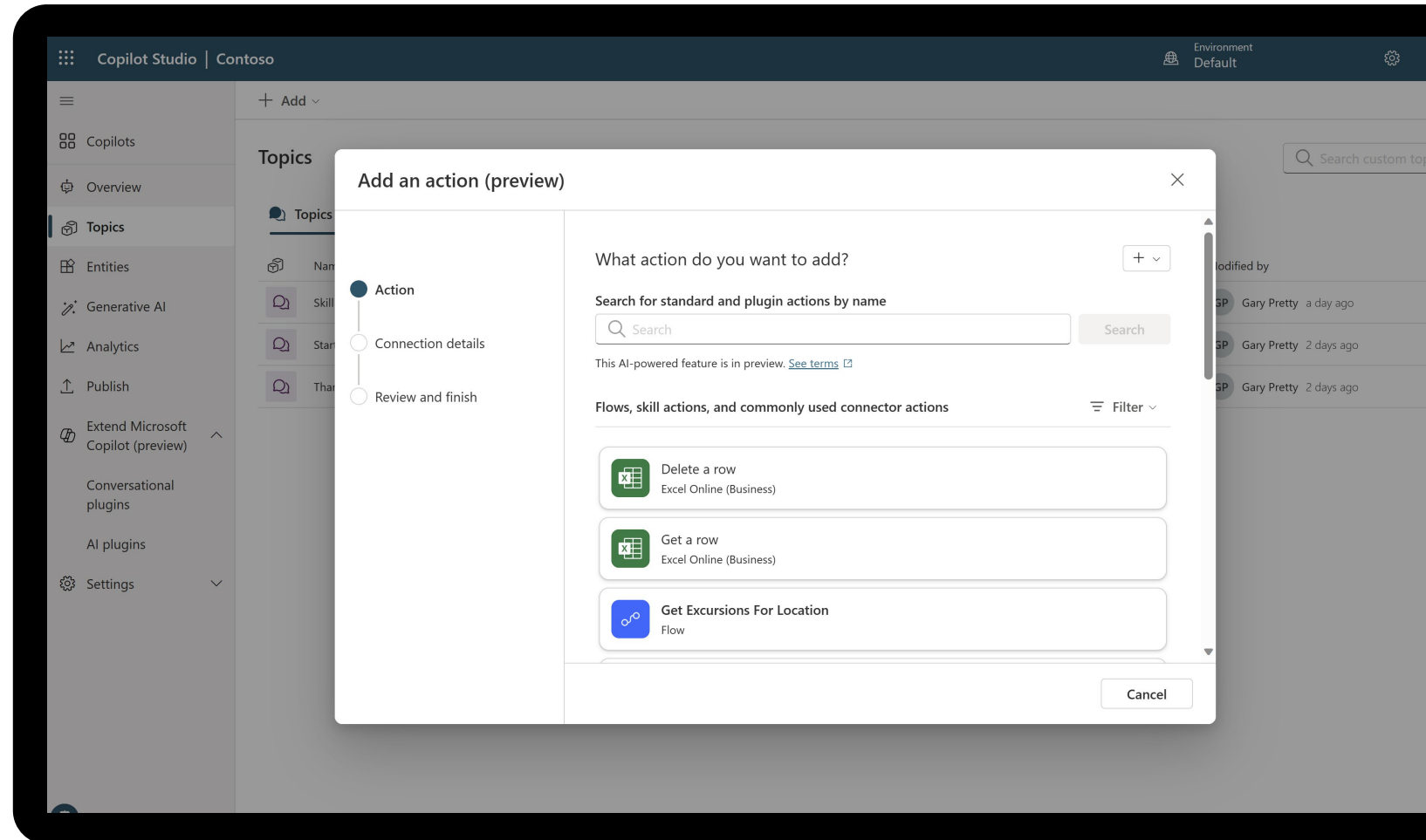
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Generative Actions

Actions and Plugins

Add plugins to allow your bot to converse over your APIs

- Add plugins based on 1000+ pre-built connectors, or create ones for your custom APIs. Or combine them together in complex workflows.
- Conversation is automatically generated to fill in required inputs to run plugins.
- Call a plugin explicitly from a Topic or use the new Generative Actions public preview to let your bot choose when to call a plugin.



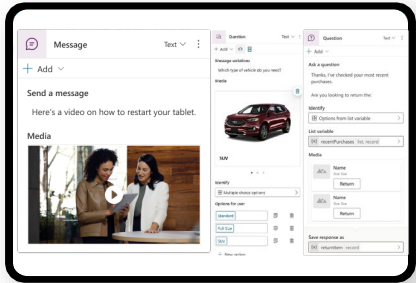
DEMO

Generative Actions

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Extensibility

No cliffs extensibility with **pro-dev capabilities**



Rich Responses

New features including:



Adaptive Cards



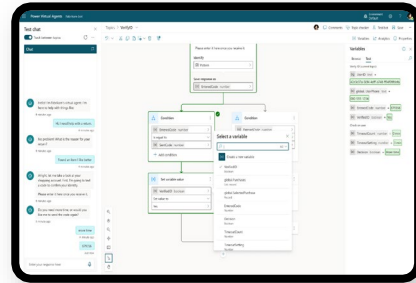
Images



Videos

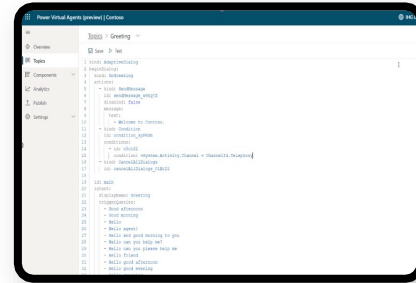


Quick Replies



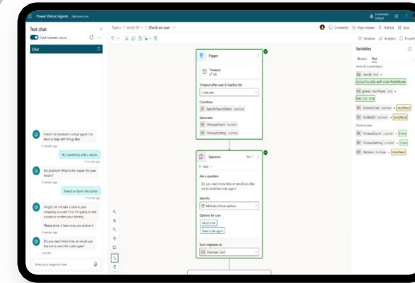
Power FX-based variables system

- Power FX integrated formula editor for variable management
- List / Record type support
- Condition nodes with Power FX formula support
- Iterate over a List with new Loop nodes (coming soon)



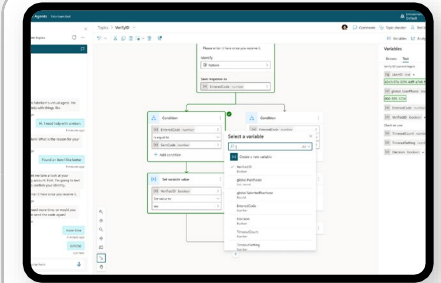
Code side-by-side

- Move between a visual editor and code
- Share and re-use topic logic between developers and bots



Event-driven & contextual triggering

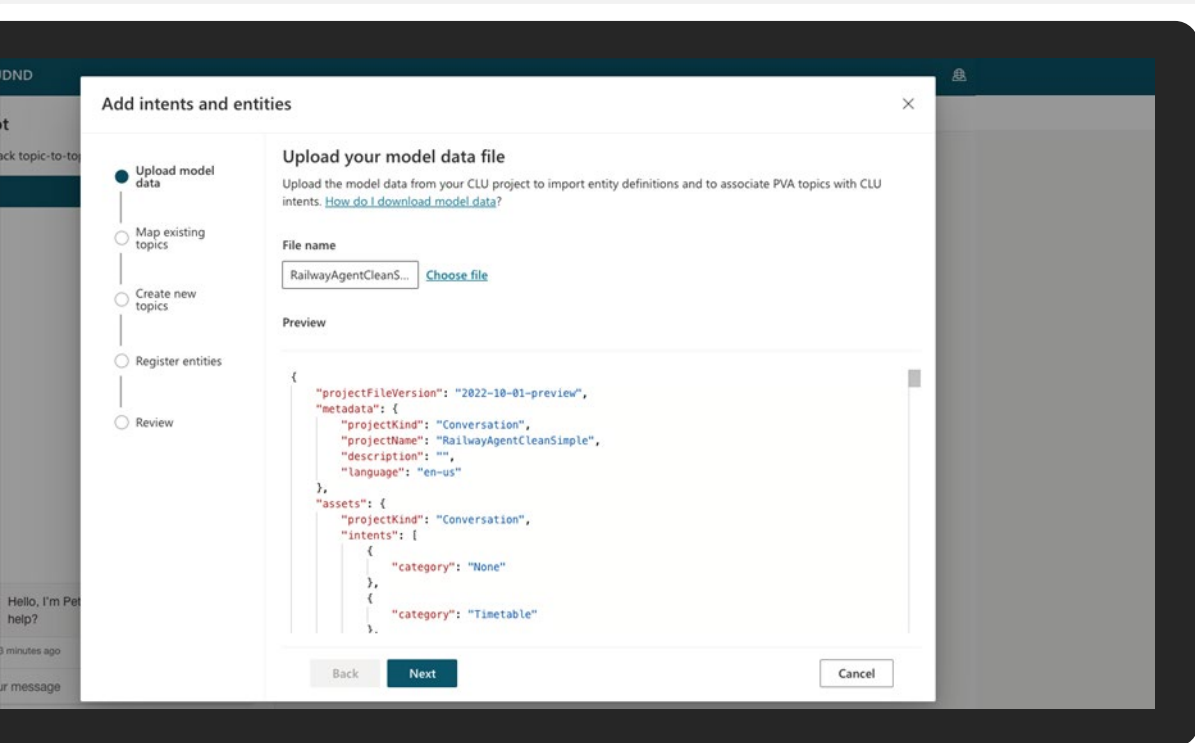
- Trigger an event that can interrupt Dialogs if it detects a certain value has been received
- Add more nuanced responses to a message when the bot runs into an issue.
- Bots can stay within context when a user asks for additional help or more details



Productivity

- Cut, Copy, Paste
- Multi-node selection
- Enhanced topic navigation

Extend with Azure services



Plugin custom Azure services including Azure Conversational Language Understanding, Question Answering, Azure OpenAI Service and more to enhance your bot.

[Create Generative AI solutions with Copilot Studio and Azure OpenAI Services](#) | [Microsoft Copilot Studio](#)

Custom Language Understanding (CLU) Models

Connect CLU including dialog triggering, interruptions, did you mean and slot filling. Just map CLU intents and entities to PVA topics and you're ready to go!

BYO Knowledge Base

Connect existing Azure question answering capabilities to query your FAQ knowledge bases.

Document search

Create your own cognitive search with Azure and your documents. Connect it up to the Azure OpenAI on your data and publish to PVA.

BYO Generative AI

Connect your bot to the Azure OpenAI Studio and call generative AI and ChatGPT directly via APIs.

Extend existing copilots

Copilot for Microsoft 365 Plugins (Power Platform)



Prompt plugins

What?

Prompt plugins enable you to generate content with AI and call them via Copilot for Microsoft 365

Examples

Summarize a long text and extract bullet points, tasks or other useful content

Create a prompt that helps to moderate user-generated content



Conversational plugins

What?

Conversational plugins enable you to build a topic about a subject and call them via Copilot for Microsoft 365

Examples

Get data from SAP via plugin actions so that users can also get data from backend systems

Use generative actions to let Copilot answer questions on public websites, SharePoint and more...



Connector plugins

What?

Connector plugins enable you to connect with APIs through Copilot for Microsoft 365

Examples

The ServiceNow connector plugin can list incidents via Copilot for Microsoft 365

The Salesforce connector plugin can list, and filter leads and accounts via Copilot for Microsoft 365



Power Automate plugins

What?

Power Automate flow plugins enable you to call automations through Copilot for Microsoft 365

Examples

Create an approval and send the adaptive card via Teams

Create content based on a prompt and send an approval

Develop your own prompt plugin



Prerequisites

Deploy the Copilot Studio integrated app

Go to Settings → Integrated Apps → Available apps



Create

Create your prompt plugin

Give the plugin a name and add one or more dynamic content fields



Test & share

Test & share your prompt plugin

Test your prompt plugin by entering test data for the dynamic content fields & when you're happy with the result, share it with others that should have access to the prompt plugin



Use

Use in Copilot for Microsoft 365

Open the Copilot app in Teams, open the plugin flyout and enable your prompt plugin under Copilot Studio

DEMO

Prompt Plugins

Daniel Laskewitz

Get started today



aka.ms/trycopilotstudio



Learn more

Copilot Studio website

aka.ms/copilotstudio

Blog

aka.ms/copilotstudioblog

Demo

aka.ms/copilotstudiodemo

Sizzle video

aka.ms/copilotstudiosizzle

Product documentation

aka.ms/copilotstudiodocs

Community page

aka.ms/copilotstudiocommunity

Implementation Guide

aka.ms/CopilotStudioImplementationGuide

Power Platform Prompts

aka.ms/power-prompts

Slides

aka.ms/DL-DIWUG24-Slides

Q & A