



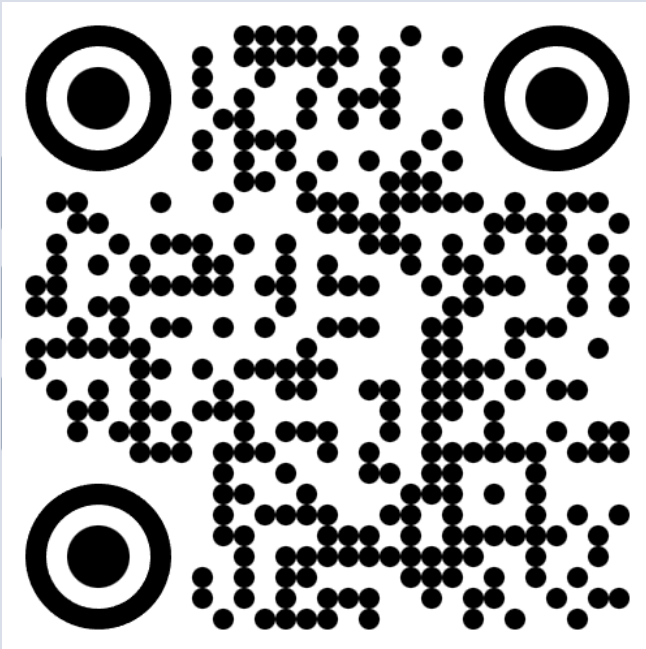
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Build your custom agent with Microsoft Copilot Studio 🚀

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Senior Cloud Advocate @ Microsoft

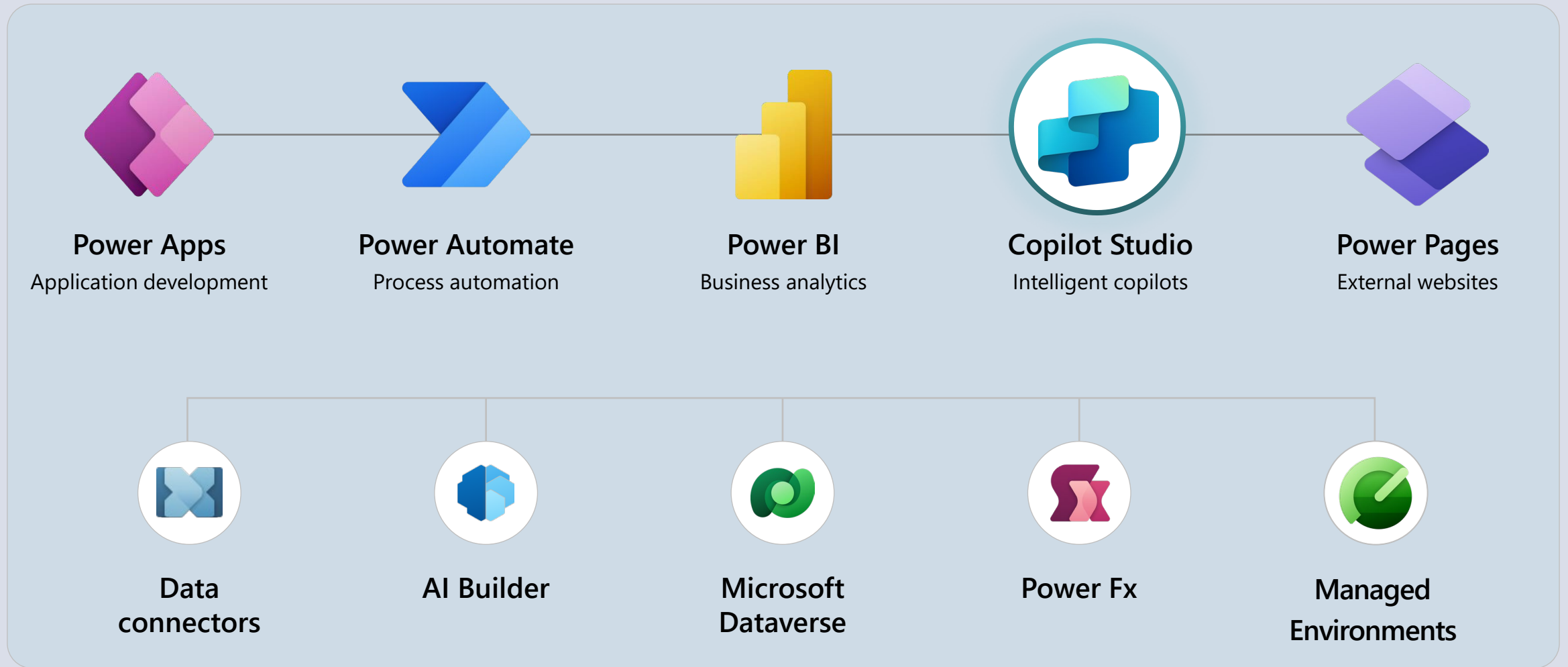
Big football fan (Ajax Amsterdam)



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with me



# Power Platform



# Microsoft Copilot Studio

## Build your own agent

Create and publish an agent for your organization using the intuitive building experience enhanced with large language models and Generative AI

## Extend Microsoft Copilot

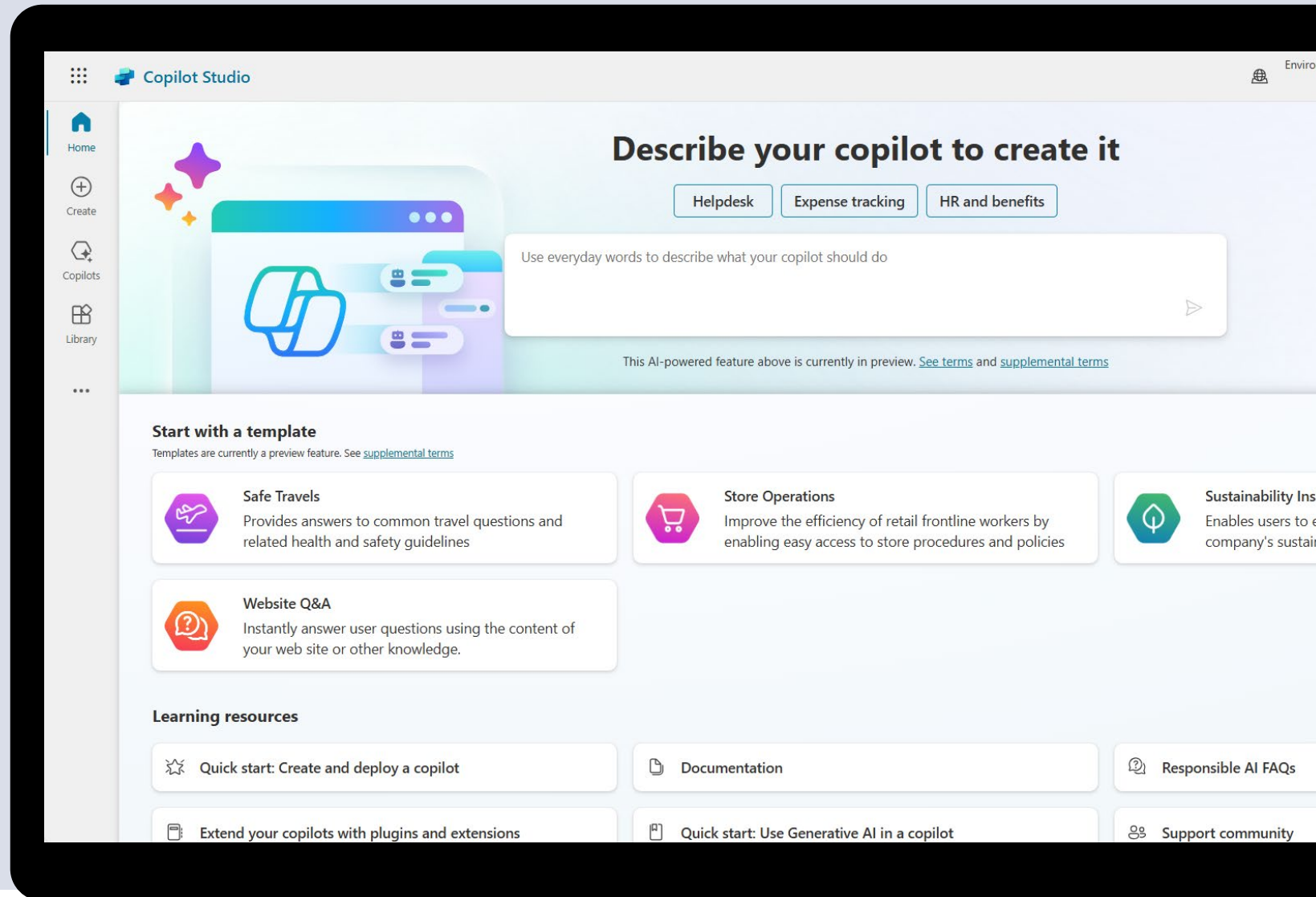
Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios with your own enterprise scenarios

## 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





# How to build a custom copilot

Create powerful  
custom copilots

1

Start

Create a copilot

2

Build

Design the conversation

3

Publish

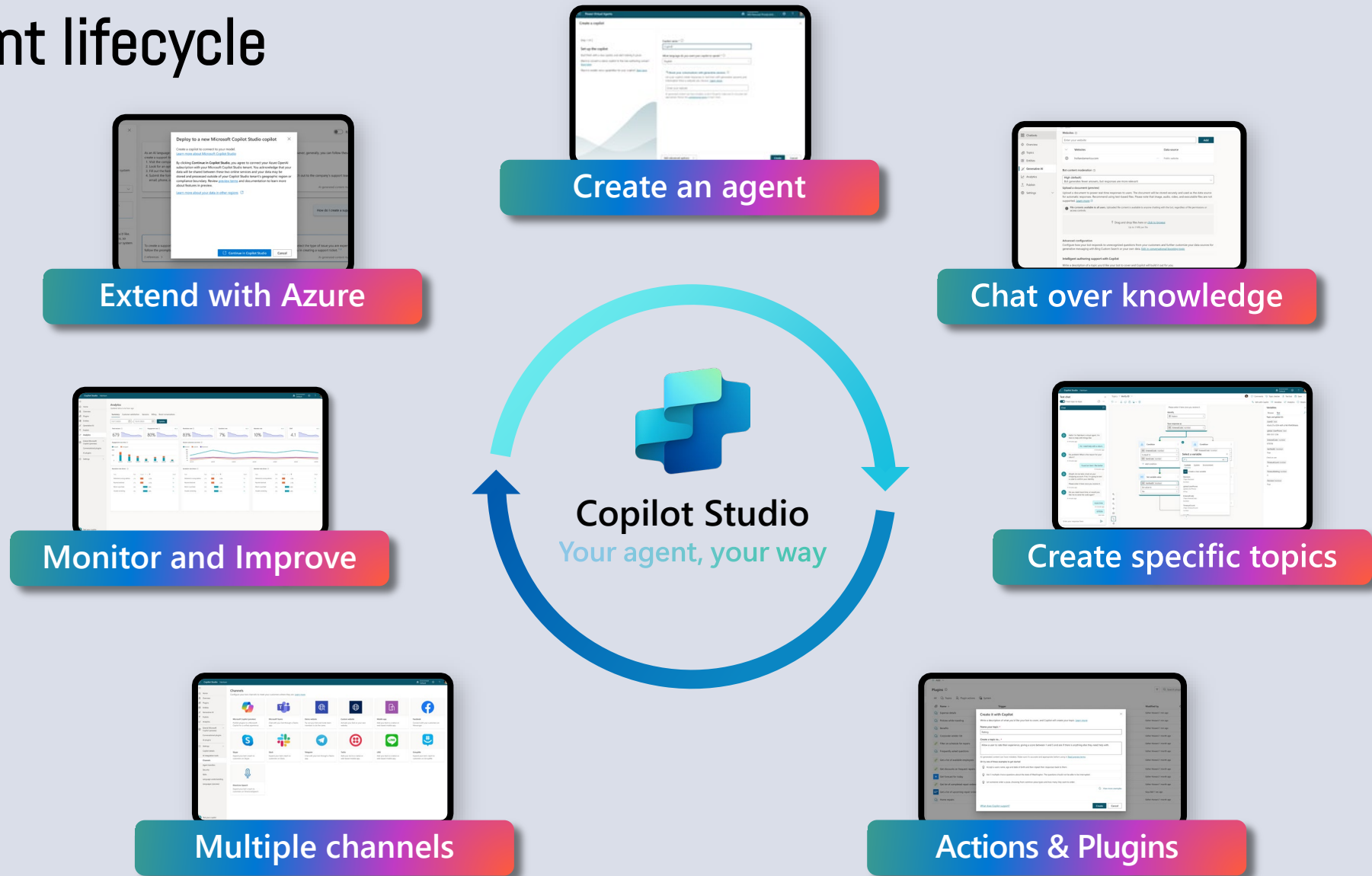
Publish to different channels

4

Manage

Control and improve

# The agent lifecycle

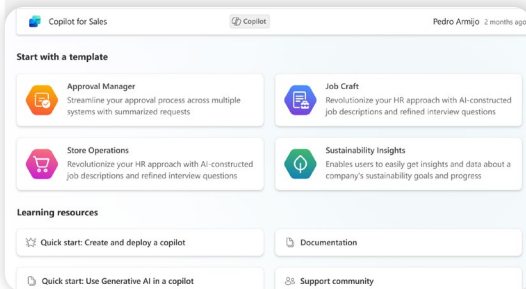




# Build the way you want

## Preview

### Templates

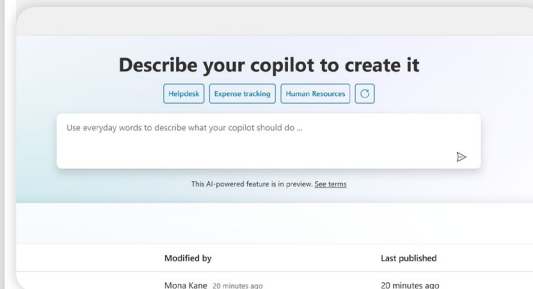


### Get started quickly

Choose from a diverse set of pre-built scenarios across popular industries and functions.

## Preview

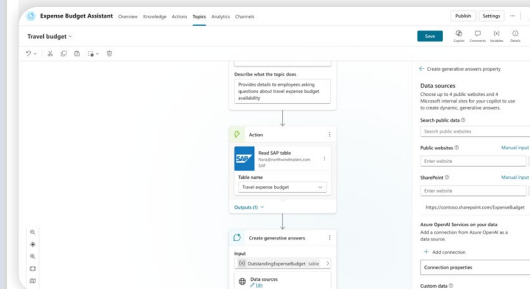
### Natural language



### Build conversationally

Build copilots by engaging in a conversational, natural, human-like experience.

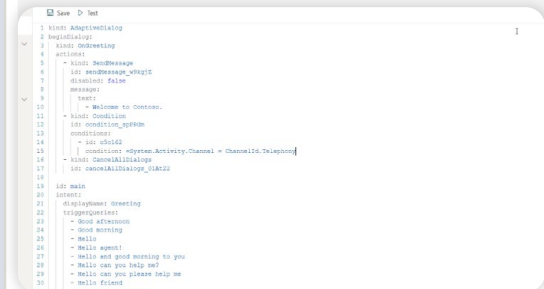
### Visual canvas



### Navigate a modern UX

Design your conversation by following the low code graphical interface.

### Code



### Switch to YAML

Share and re-use topic logic between developers and copilots in a side-by-side view.



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Create an agent that can chat over your data



# Knowledge

Add your **public and enterprise data** sources using copilot connectors.

Your copilot will be able to **dynamically generate multi-turn answers** in real time using your enterprise data.

Allows you to create an **immediately useful** copilot.

Permissions are always respected to ensure your data **remains secure**

Supported data sources include:

Public websites

SharePoint / OneDrive

Dataverse

Microsoft Fabric (coming soon)


File uploads


Microsoft Graph


### Add available knowledge sources (Powered by Copilot connectors)


Users with edit permissions for this copilot can also reuse your connections for other topics within the copilot. [Manage security settings](#)


#### Featured


**Add existing knowledge**  
Converts previous data sources to knowledge for this copilot

**Public website**  
Incorporate any relevant web content found on Bing


**Files**  
Upload documents from your local computer


**SharePoint and OneDrive**  
Securely integrate and manage internal data


**Dataverse**  
Customize and deploy structured data tables


**Microsoft Fabric**  
Accelerate data analysis with AI capabilities


#### Bring your enterprise data (16)


**Enterprise website (preview)**


**Azure DevOps (preview)**


**Custom connector (preview)**


**Jira (preview)**


**ADLS Gen2 (preview)**


**Oracle SQL database (preview)**


**ServiceNow (preview)**


**File share (preview)**


**CSV (preview)**


**Microsoft SQL (preview)**


**MediaWiki (preview)**


**Salesforce (preview)**

**Confluence (preview)**

**Azure SQL (preview)**

**Zendesk (preview)**

**Power Platform connector**

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# Logic

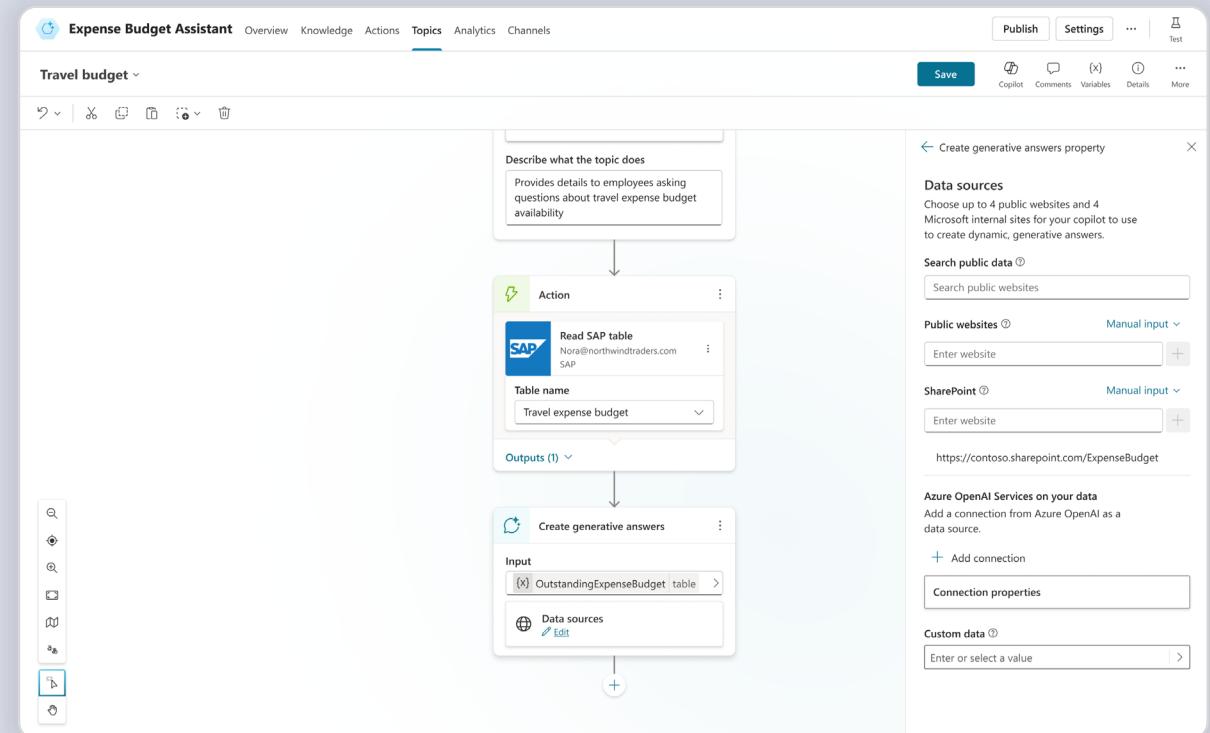
Have **complete control over critical scenarios** by designing specific step-by step topics.

Enable your copilot to **automatically select the most appropriate action or topic** to respond to a user using generative AI.

Easily mix and manage both **generative and custom dialog** in one system.

Ask questions, send messages, branch your conversations and manipulate data with built in Power Fx support

**Connect to your contact center** so your copilot can escalate and hand off the conversation with full context to a live human agent.



# Customize your chat canvas

Change the UI of your copilot using a custom canvas as a standalone web app

Enables a customized iFrame to be embedded in multiple web pages

Start with a sample:

<https://aka.ms/copilotstudio-customcanvas-sample>


More Info:

<https://aka.ms/copilotstudio-customcanvas>

card flight tracking

22 minutes ago

Showing flight, tracking


Flight Status  
**DELAYED**

Passengers	Seat
Sarah Hum	14A
Jeremy Goldberg	14B
Evan Litvak	14C

Flight	Departs	Arrives
KL0605	10:10 ...	12:00 AM

Amsterdam



AMS




San Francisco

SFO

22 minutes ago

Type your message

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[www.nordicsummit.info](http://www.nordicsummit.info)

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# Channels

Publish and deploy to your channels of choice with a single click.

Add your copilot to a custom app built with Power Apps or a custom website built with Power Pages.

Make your copilot available to your customers on your web site or mobile app, or to your employees in Microsoft Teams.

You can access even more channels through ISVs, including:



WeChat



WhatsApp through Twilio



Google's Business Messages



Apple Messages for Business



Azure Communication Services



infobip



NICE



audiocodes



telesign  
TeleSign



Custom

Expense Budget Assistant

OverviewKnowledgeActionsTopicsAnalyticsChannels

✓

Your copilot was published at 9:42 AM on 3/36/2024! Your users will see the new content soon.

Publish status

Verify or modify the availability of your copilot

Published March 20, 2024

Publish

Details

Channels

Configure your copilot channels to meet your customers where they are.

Teams

Demo website

Custom website

Mobile app

Facebook

Twilio

Skype

Slack

Telegram

Direct Line Speech

Email

Line

GroupMe

Customer engagement hub

Connect to a customer engagement app to enable your copilot to hand off a chat session to a live agent or other copilot. [Learn more](#)

Dynamics 365 Customer Service

Genesys

Salesforce

LivePerson

ServiceNow

ZenDesk

Customer engagement hub



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DEMO 🧑💻 Create an agent that can chat over your data



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Extensibility



# Actions

Easily connect to your key line of business systems.

Enable your copilot to automate your business processes and complete tasks.

Types of actions:

## Prebuilt connectors

Choose from 1400+ prebuilt Power Platform connectors to popular data sources and apps

## Custom connectors

Create a custom connector for any publicly available API

## Flows

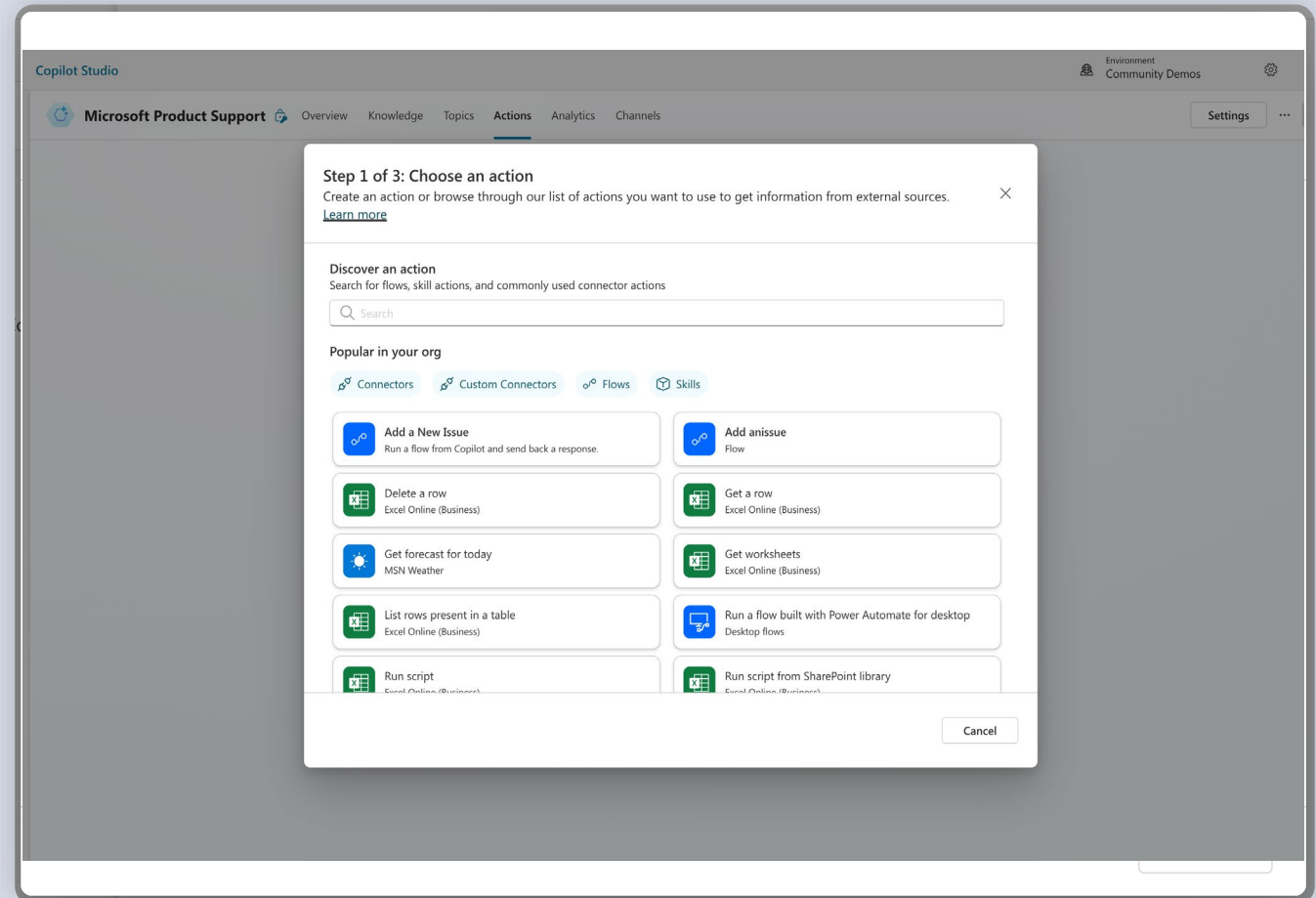
Bring in automated workflows built using Power Automate

## Prompts

Provide custom instructions to the GPT model using AI Builder

## Skills

Add a bot built using Azure Bot Framework as a skill





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DEMO 🧑💻 Create a specific topic for your agent in Copilot Studio

# Resources

- Try Microsoft Copilot Studio - [aka.ms/trycopilotstudio](https://aka.ms/trycopilotstudio)
- Copilot Studio Snippets - [aka.ms/copilot-studio-snippets](https://aka.ms/copilot-studio-snippets)
- Prompt Library - [aka.ms/ai-builder-prompts](https://aka.ms/ai-builder-prompts)
- Implementation Guide - <https://aka.ms/copilotstudioimplementationguide>
- AI Builder prompting guide - [aka.ms/promptguide](https://aka.ms/promptguide)



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# bouvet

## link mobility

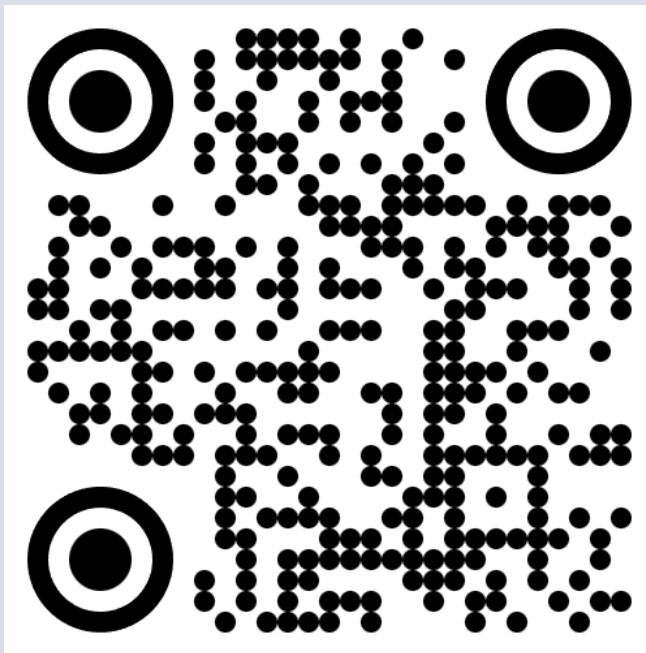




THANK YOU!



Connect



Slides

