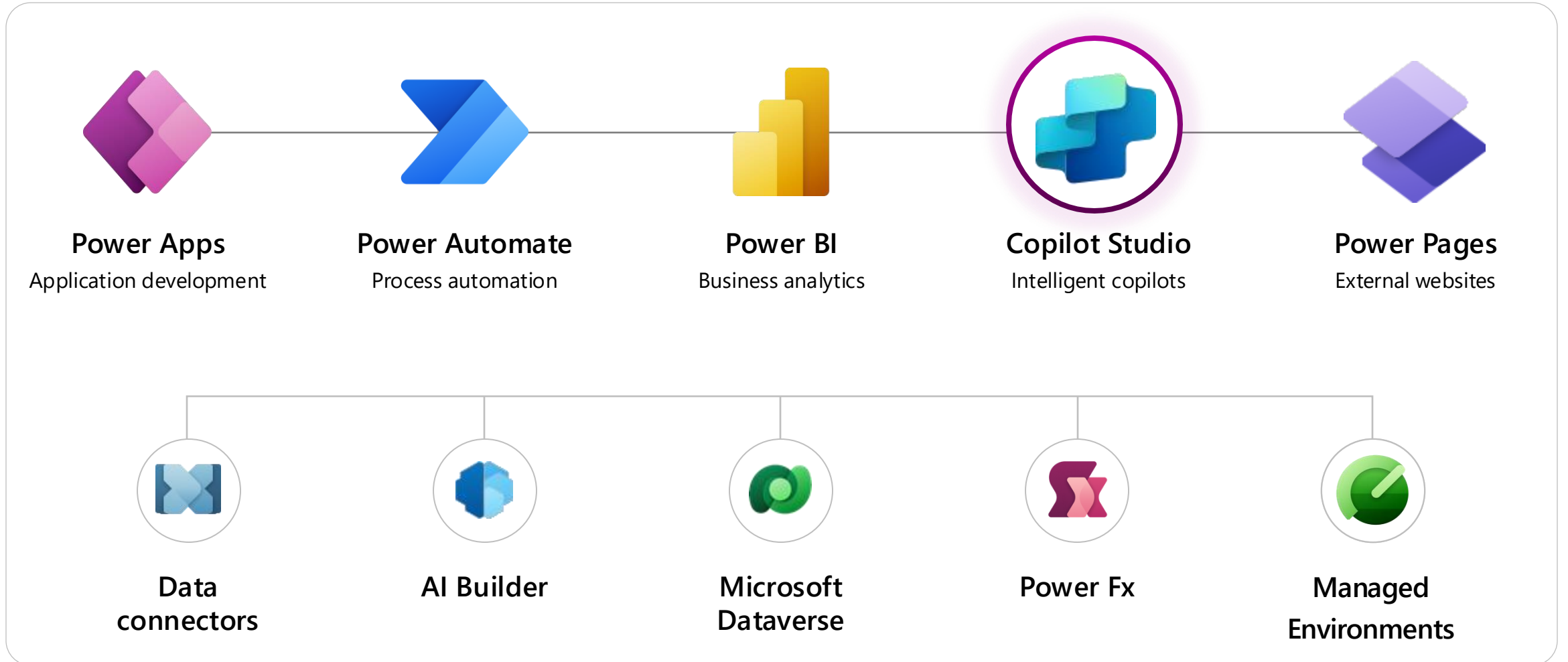




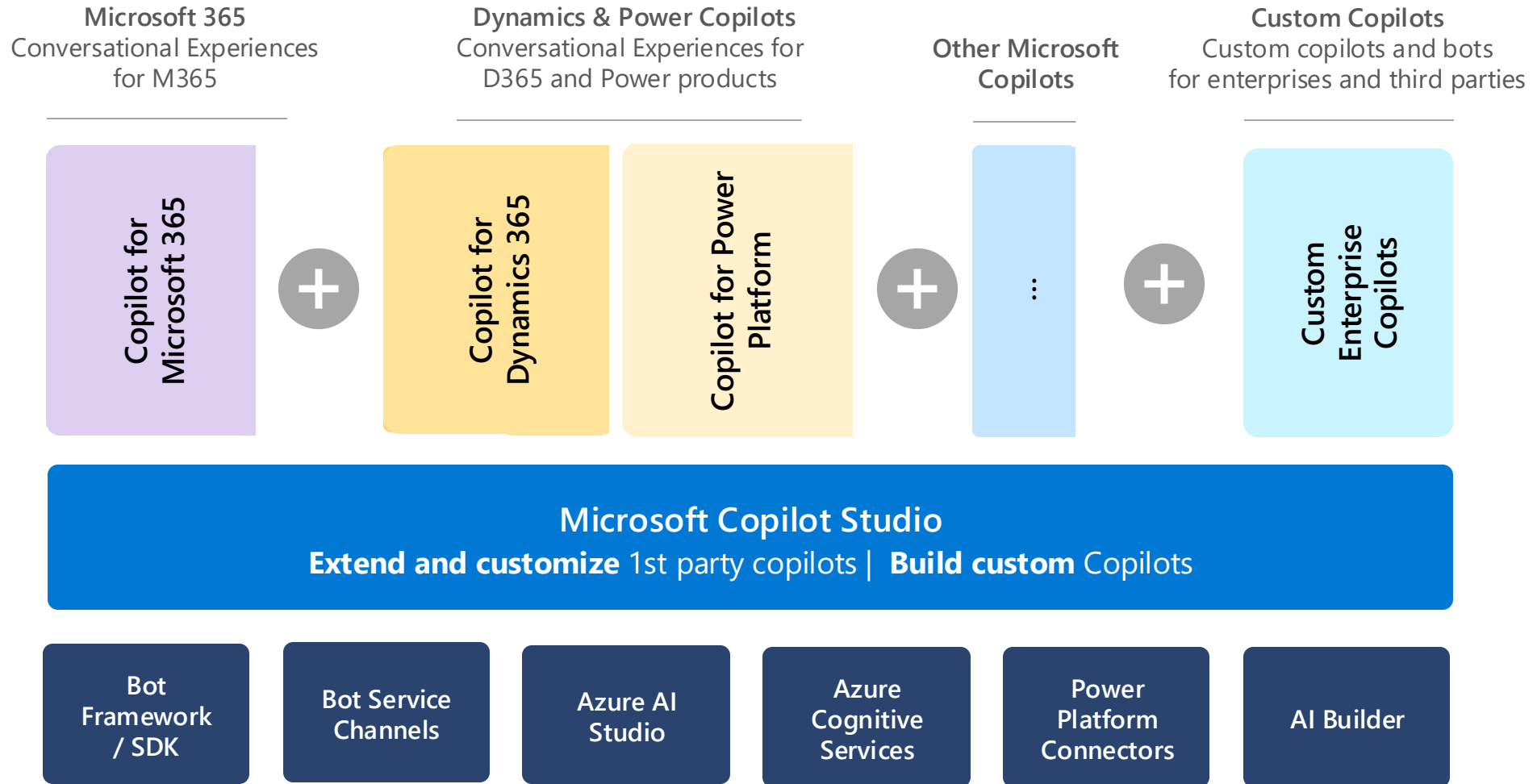
Building and Extending Copilots with Copilot Studio

Daniel Laskewitz
Senior Cloud Advocate
Microsoft

Microsoft Power Platform



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

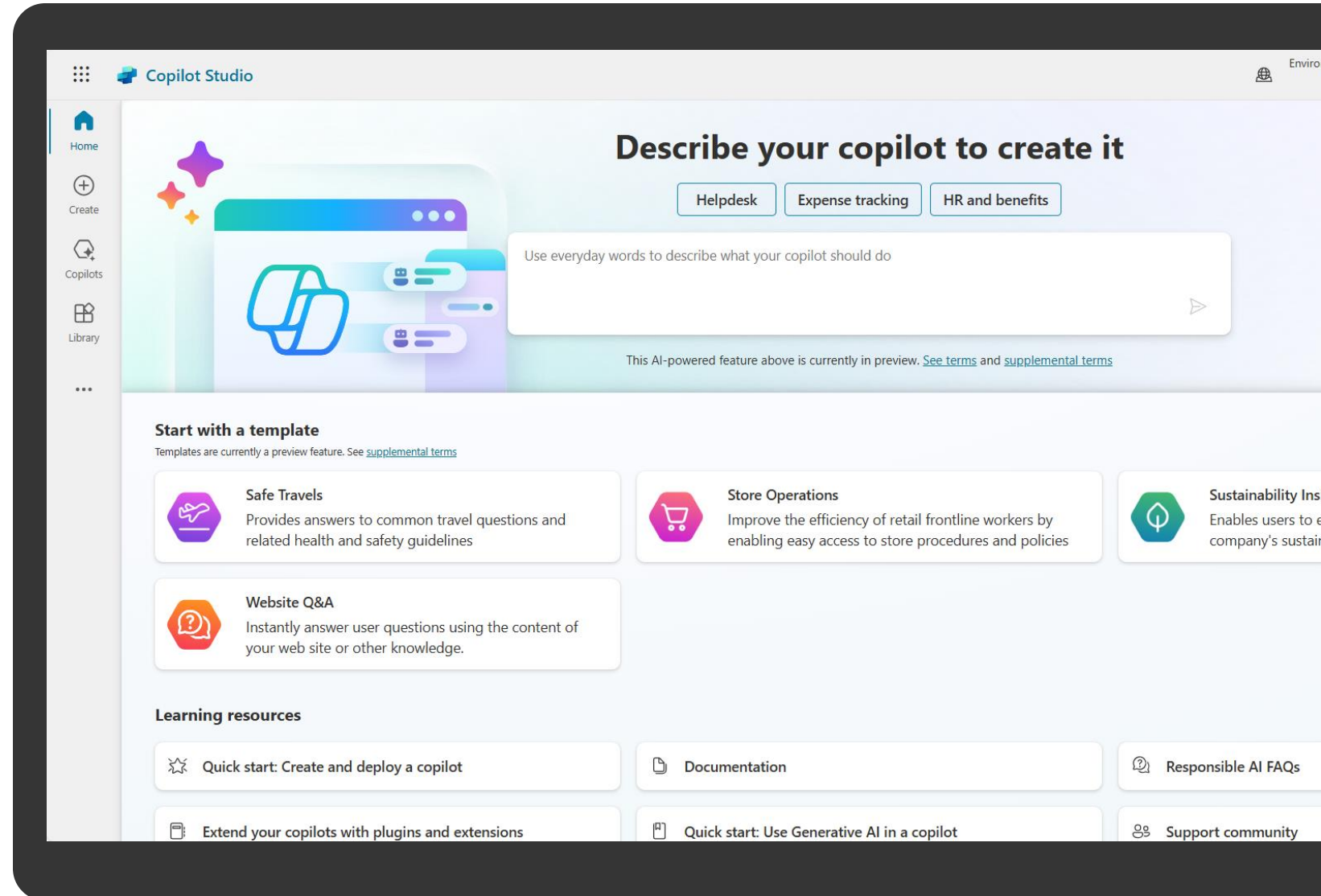
Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios with your own enterprise scenarios

Available with Microsoft Copilot

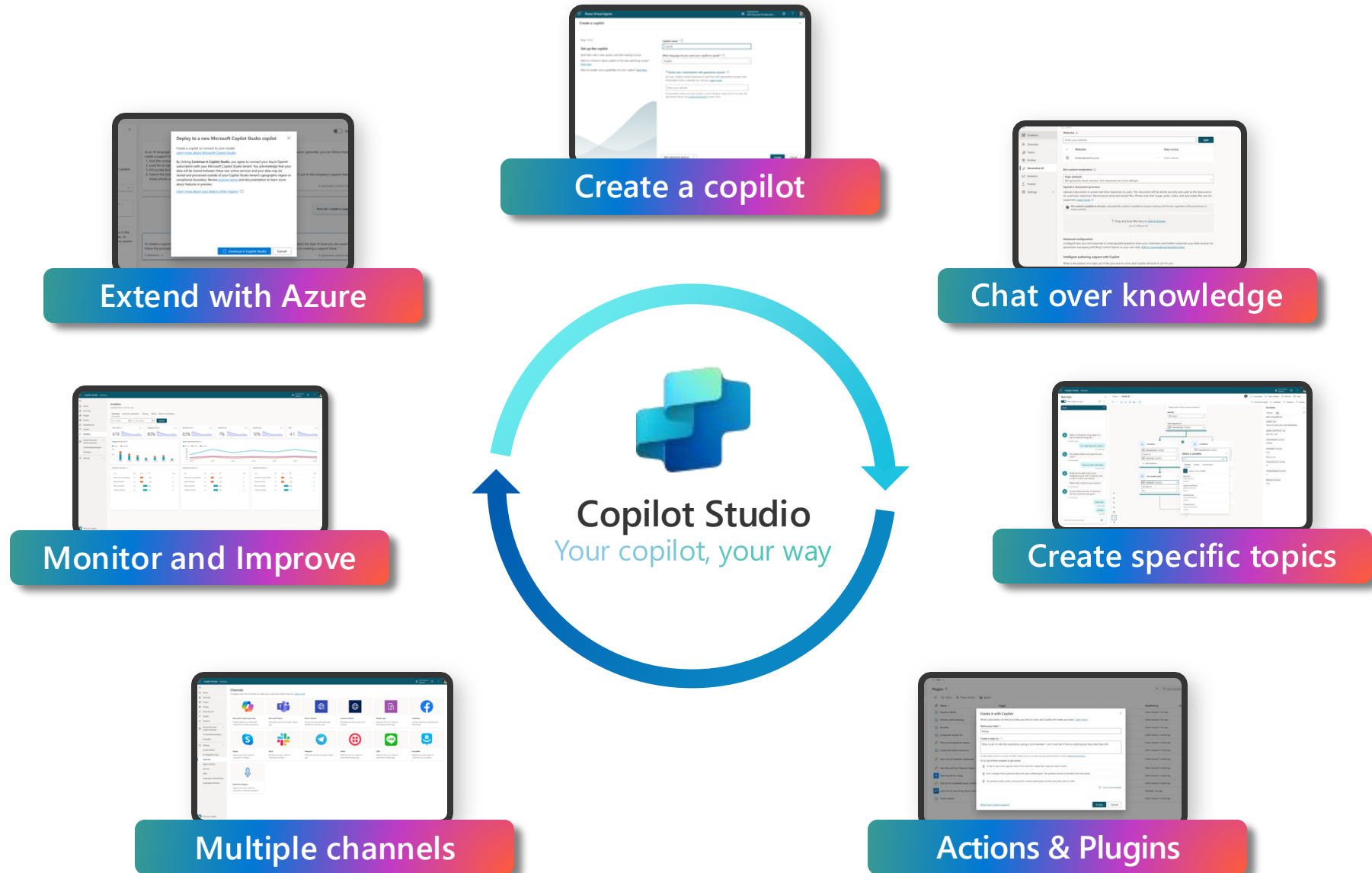
Copilot Studio will be included with the Microsoft 365 Copilot SKU.

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



The custom copilot lifecycle



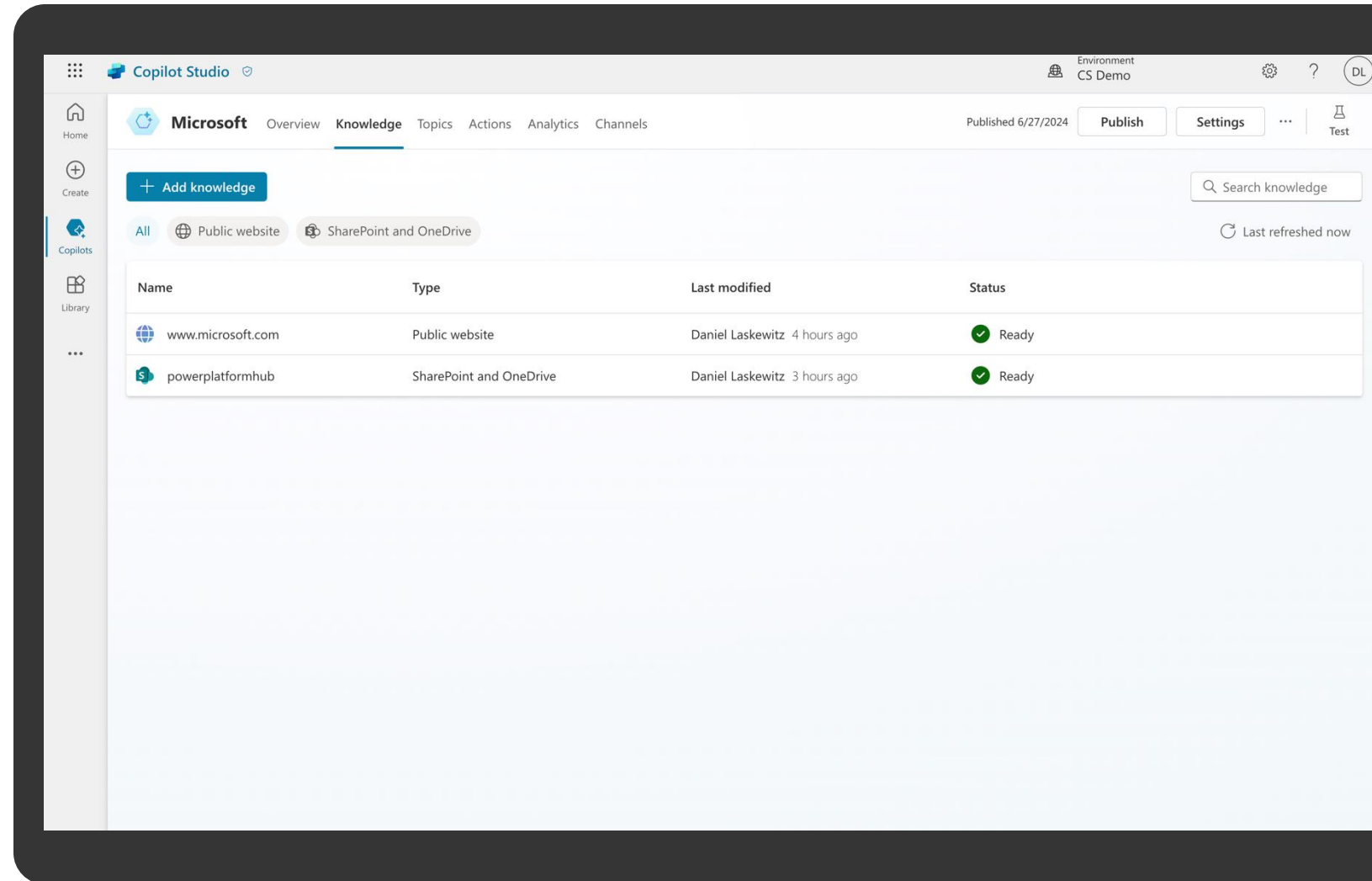
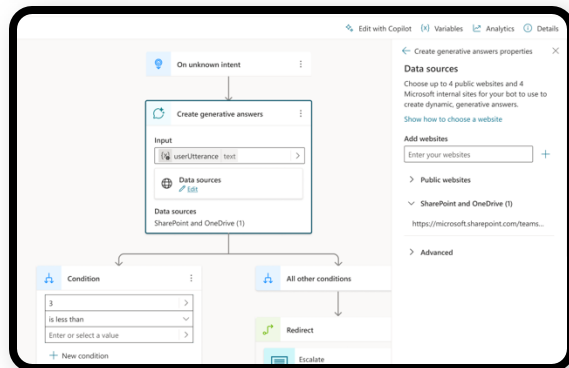
Create a copilot that can chat over your data

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



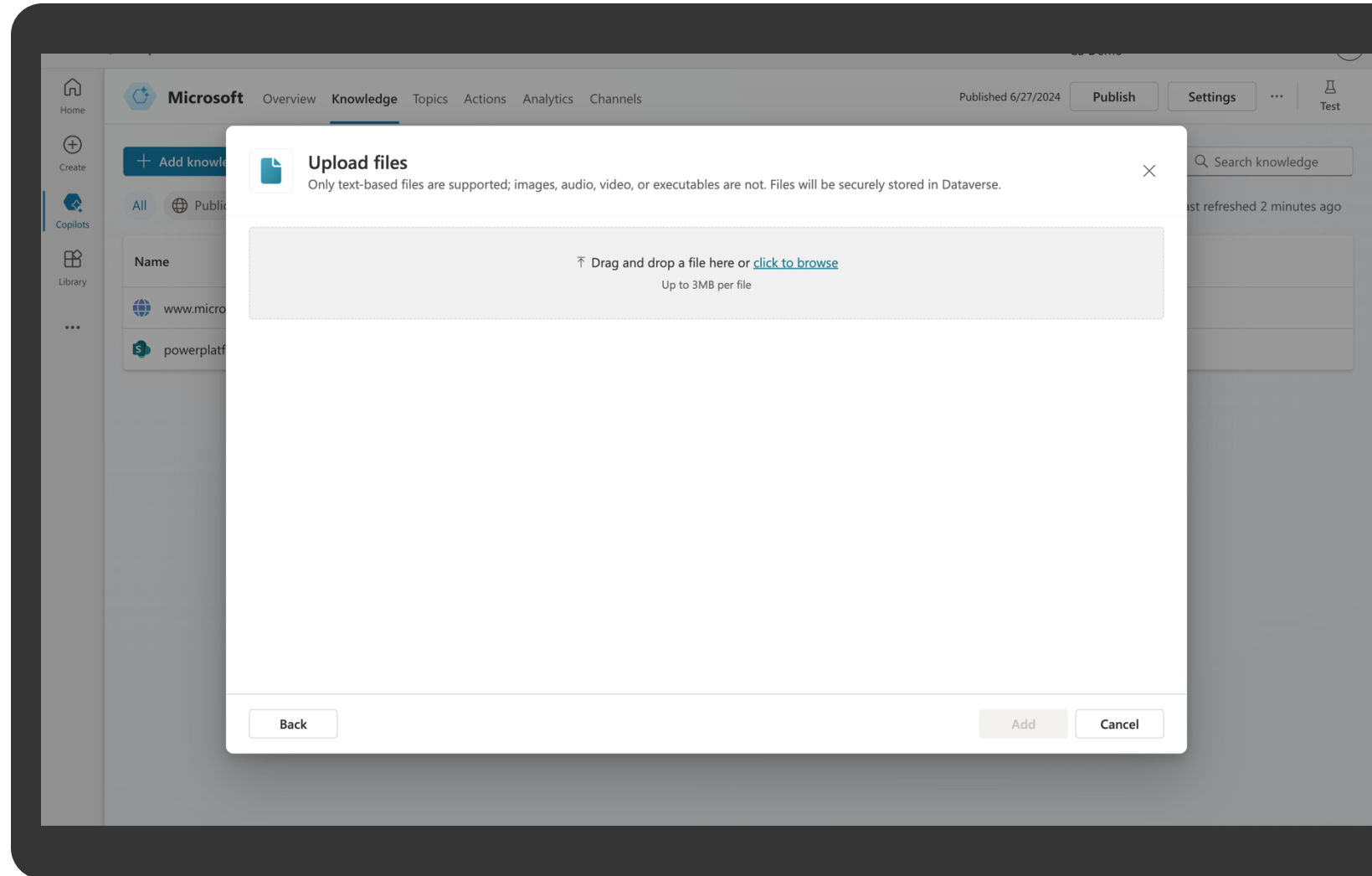
File Upload for Generative Answers

Upload files for use with Generative Answers to Dataverse securely

Text-based documents hosted and indexed for use with Gen Answers

Support for numerous formats such as Word, Excel, PowerPoint, PDF, TXT, HTML, CSV, XML, EPUB, RTF, JSON, and many more

Node-level control



DEMO:

Create a copilot that can chat over your data

DEMO:

Create a specific topic with copilot in Copilot Studio

Generative Actions

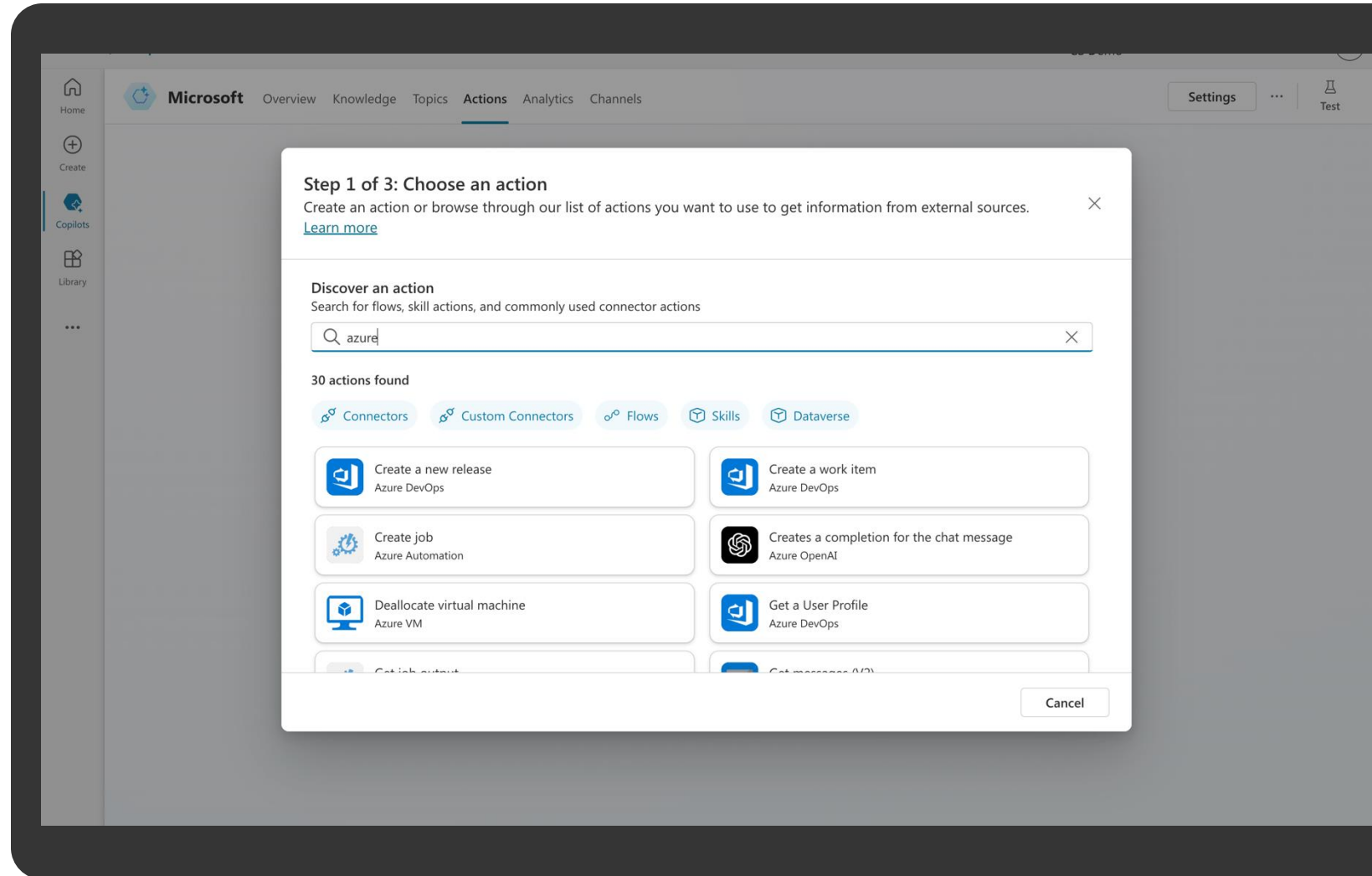
Actions and Plugins

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.

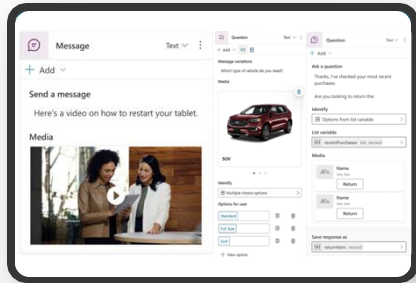


DEMO: Generative Actions

Extensibility

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

Rich Responses



New features including:



Adaptive
Cards



Images

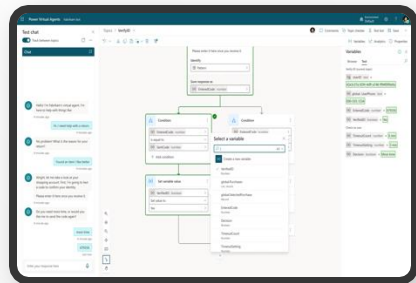


Videos



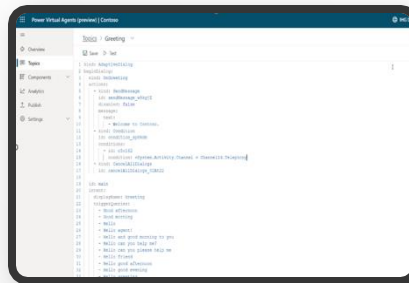
Quick Replies

Power-Fx variables



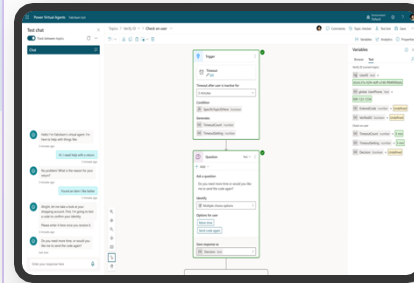
- Power FX integrated formula editor for variable management
- List / Record type support
- Condition nodes with Power FX formula support
- Iterate over a List with new Loop nodes (coming soon)

Code side-by-side



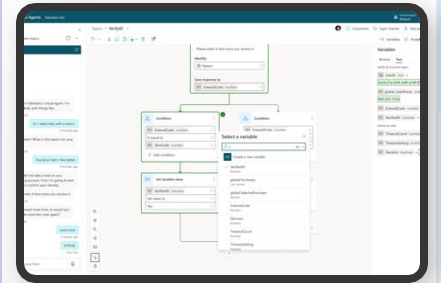
- Move between a visual editor and code
- Share and re-use topic logic between developers and bots

Event-driven



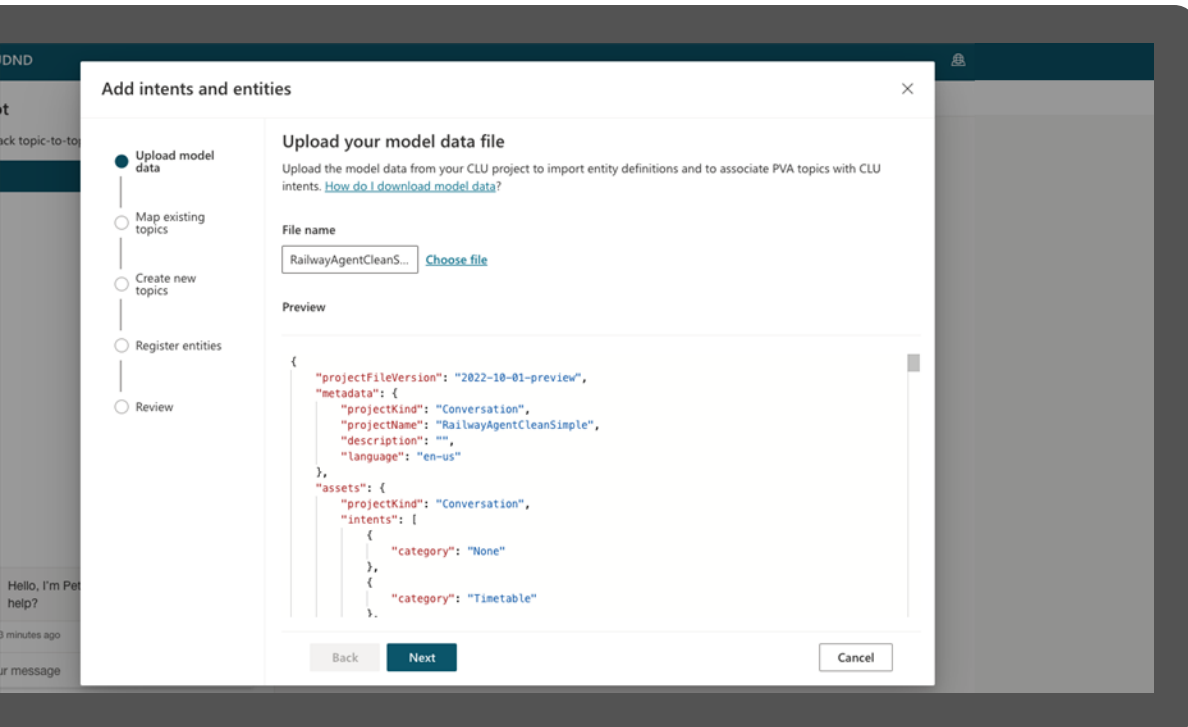
- Trigger an event that can interrupt Dialogs if it detects a certain value has been received
- Add more nuanced responses to a message when the bot runs into an issue.
- Bots can stay within context when a user asks for additional help or more details

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.

Power Pages Enhanced Integration

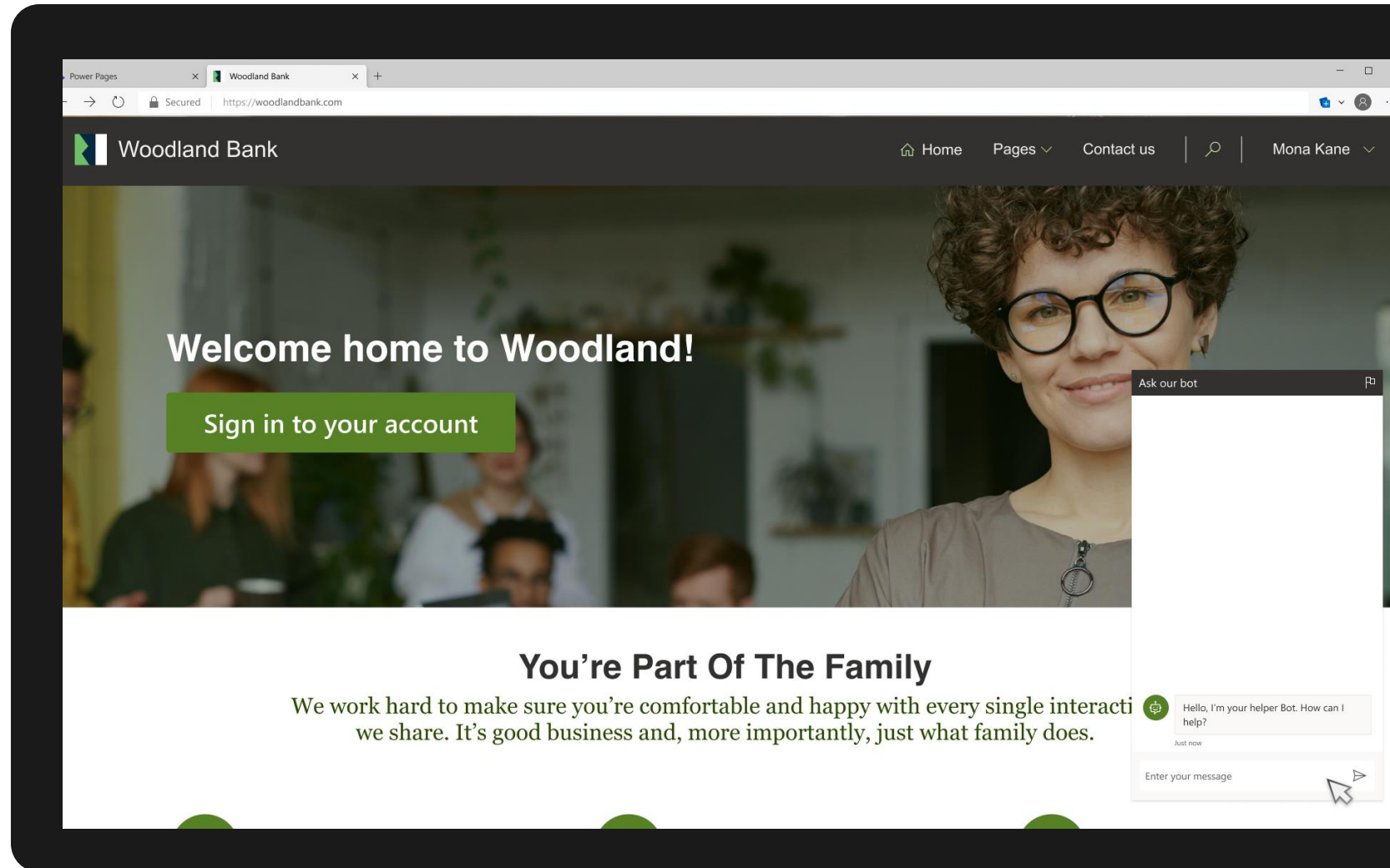
Boost conversations to drive your conversations via your Power Page or other knowledge sources

Add Copilot Studio chat experience in just seconds

Match the style of your website

Delight customers with ChatGPT style conversations

Reduce Customer Support costs by adding conversational experiences in your website



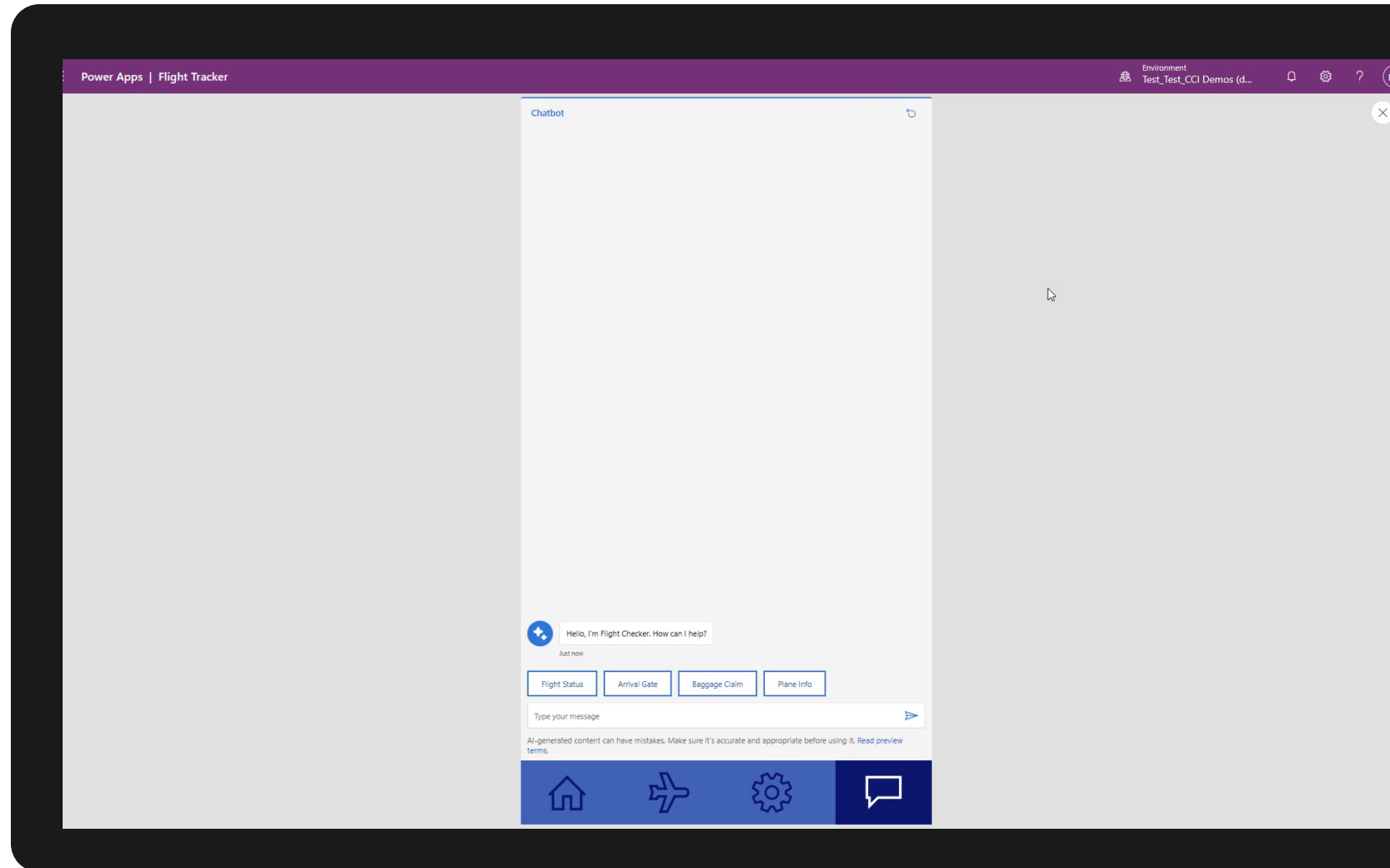
Power Apps integration

Boost knowledge-based conversations within your app

Add Copilot Studio chat experience in just seconds

Delight customers with ChatGPT style conversations

Reduce Customer Support costs by adding conversational experiences in your applications natively



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

Resources

Get Started Today

aka.ms/trycopilotstudio

Website

aka.ms/copilotstudio

Blog

aka.ms/copilotstudioblog

Community Page

aka.ms/copilotstudiocommunity

Implementation Guide

aka.ms/CopilotStudioImplementationGuide

Documentation

aka.ms/CopilotStudioDocs

Power Platform Prompts

aka.ms/power-prompts

Power Platform Snippets

aka.ms/powerplatform-snippets