Building and extending Copilots to accelerate productivity

Daniel Laskewitz
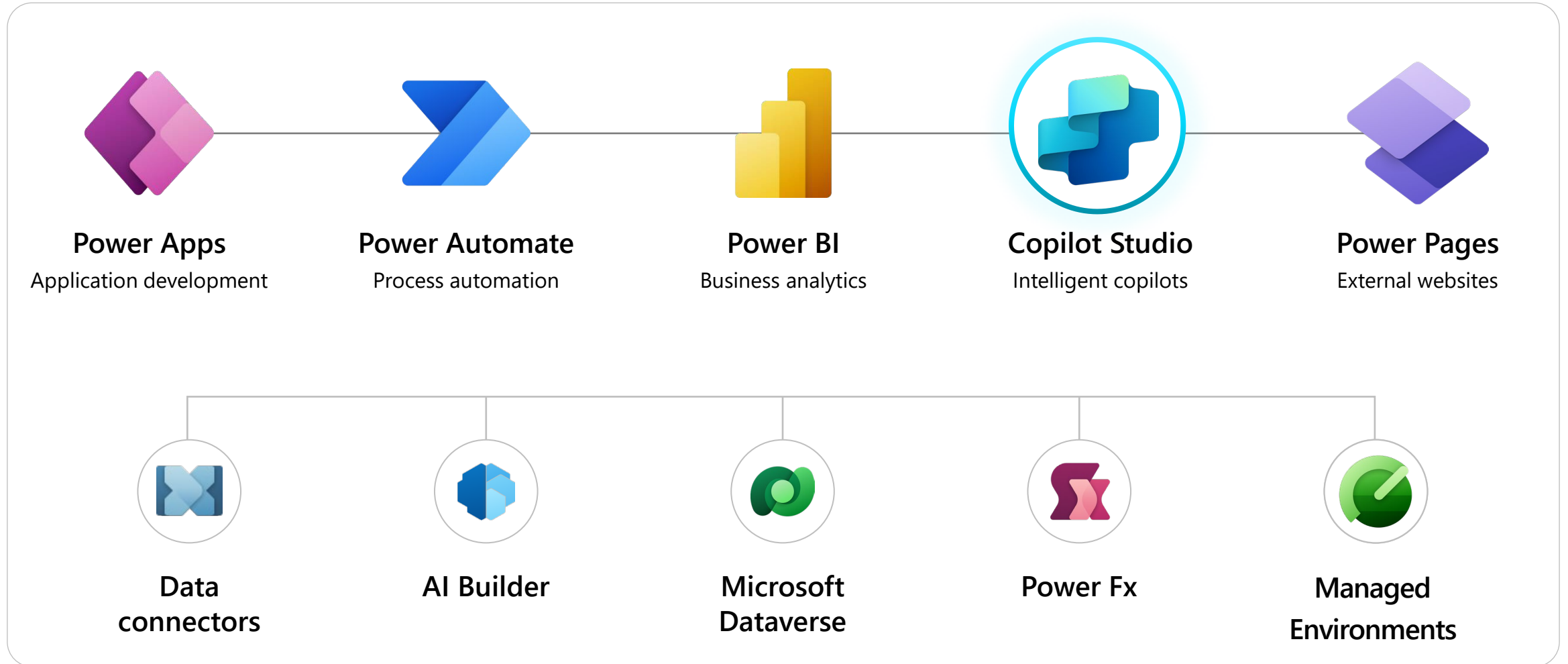
Agenda

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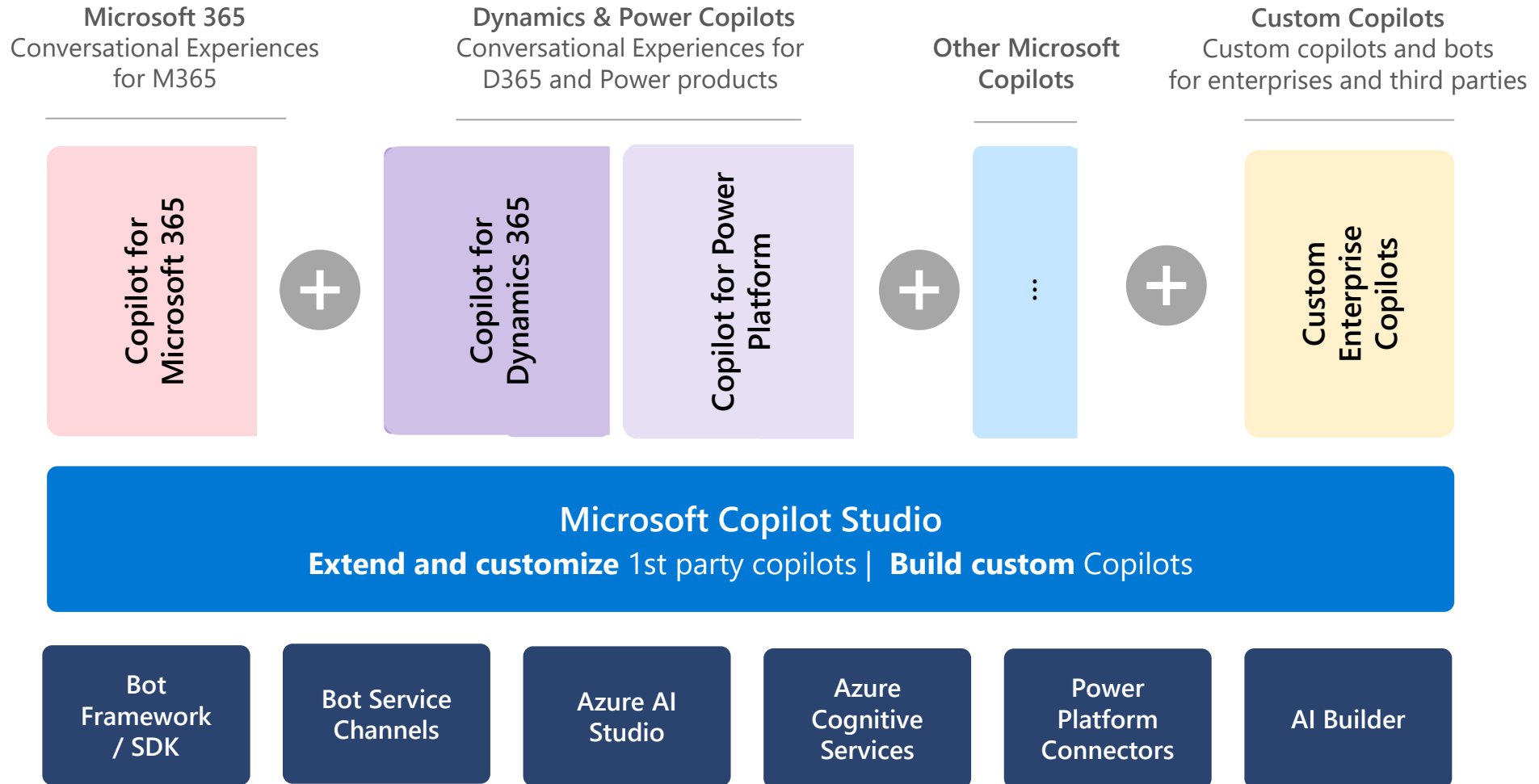- Generative actions
- Copilot Extensibility

What is Microsoft Copilot Studio?

Microsoft Power Platform

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

Power Apps
Application development

Power Automate
Process automation

Power BI
Business analytics

Copilot Studio
Intelligent copilots

Power Pages
External websites

Data connectors

AI Builder

Microsoft Dataverse

Power Fx

Managed Environments

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

+

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+

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 |

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
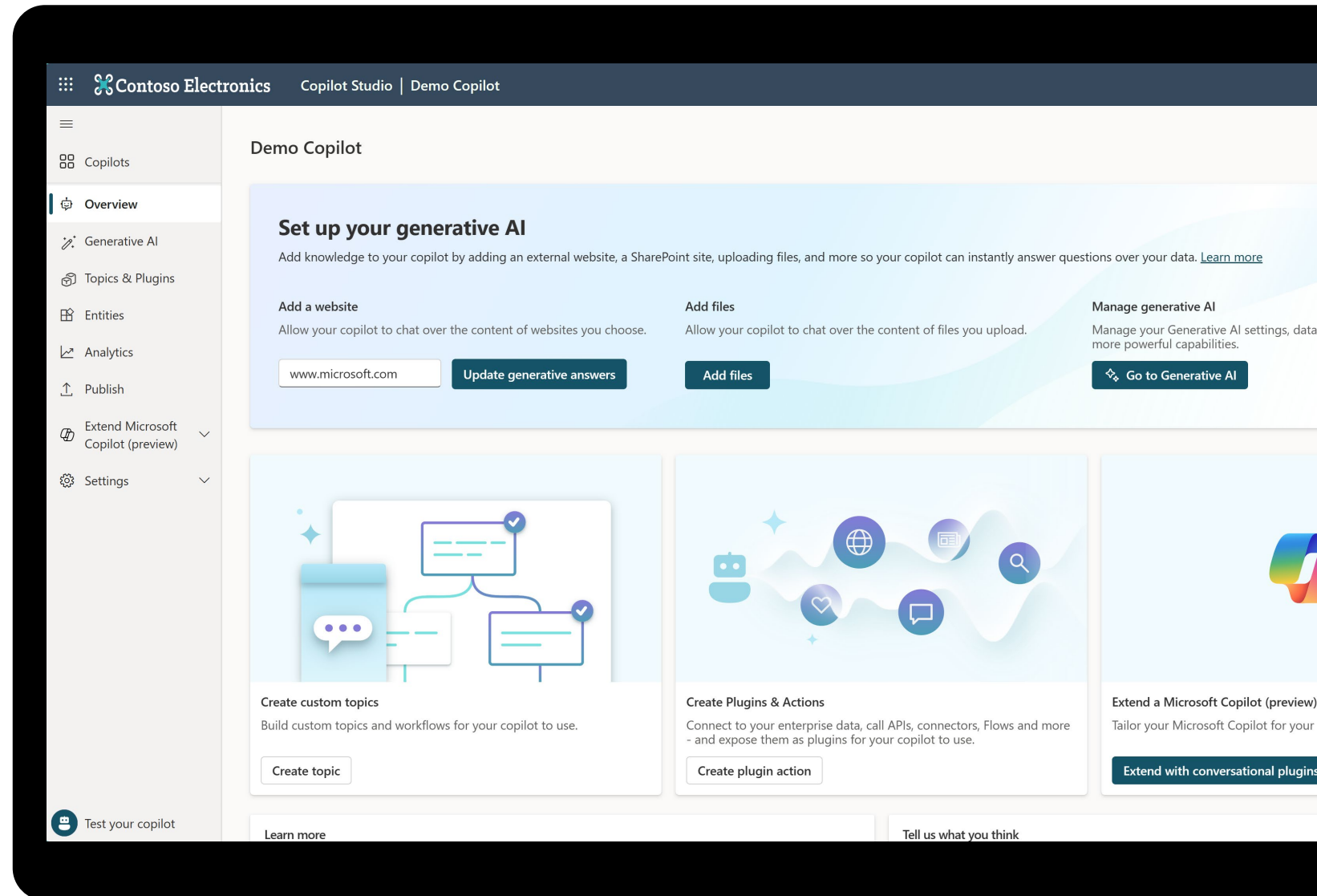
Building your own copilot

Create copilot with E2E SaaS and single pane of glass

Chat over knowledge with Generative AI
Use generative answers and custom GPTs to provide enterprise specific answers over your files, websites, and internal shares

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

Copilot Studio
The fastest way to build powerful generative AI copilots

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

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

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

Actions & Plugins
Create actions , plugins, or use pre-built Power Platform and OpenAI connectors to call your backends and APIs
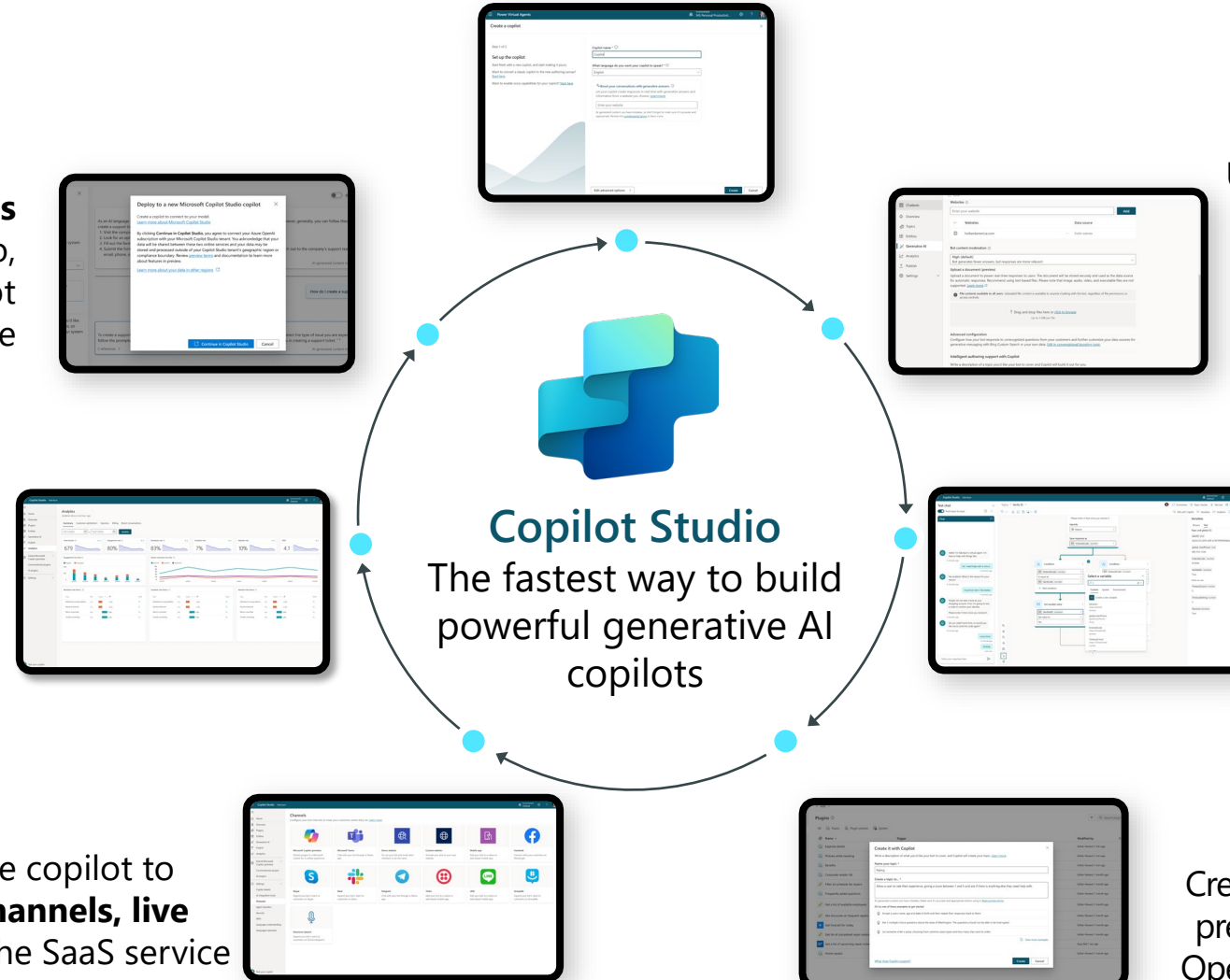
Create a copilot that can chat over your data

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

Try now at aka.ms/copilotstudio

DEMO
# Create a copilot that can chat over your data

Daniel Laskewitz

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.
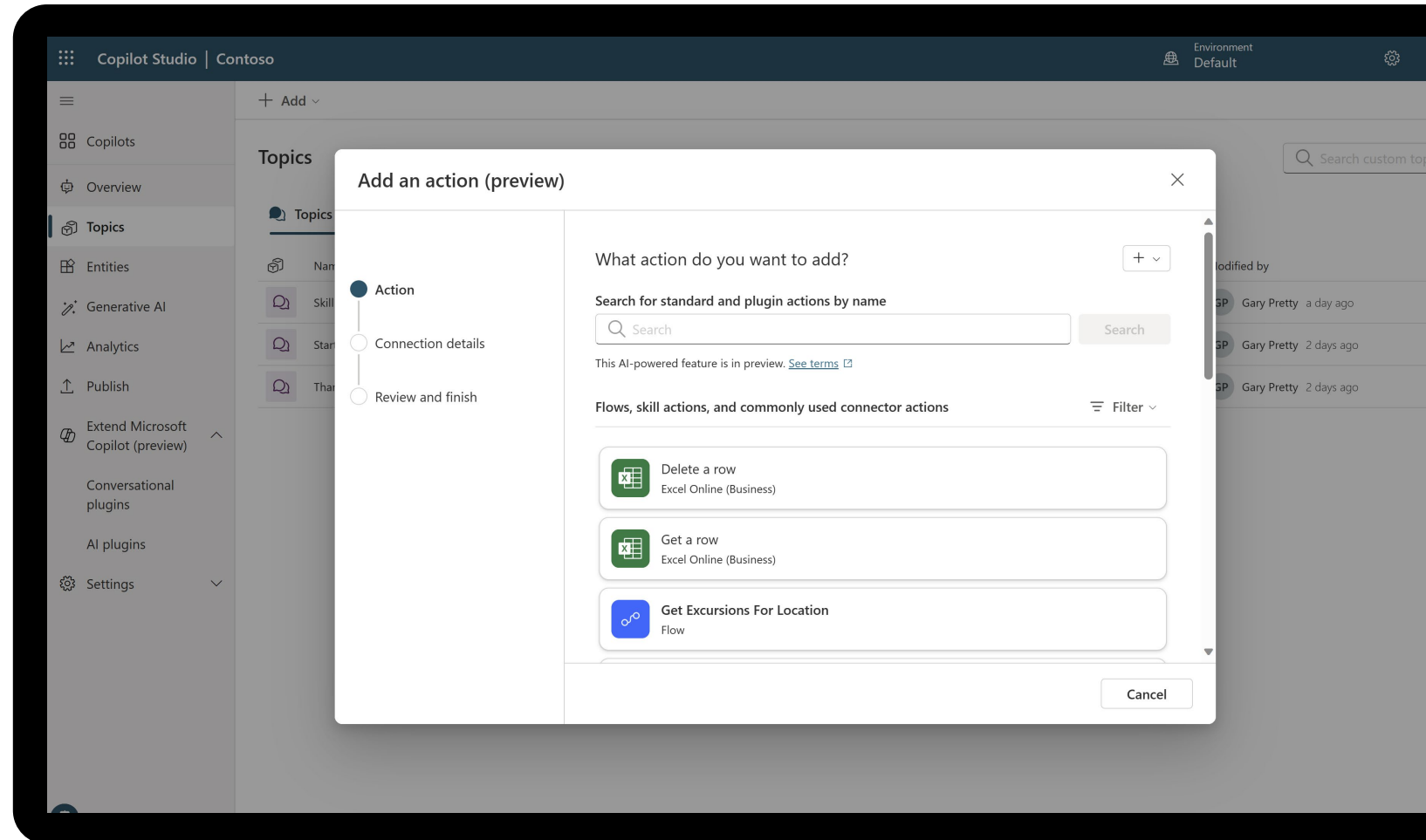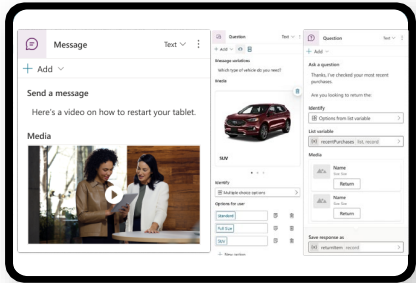
DEMO
Generative Actions

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Extensibility

No cliffs extensibility with pro-dev capabilities

Rich Responses

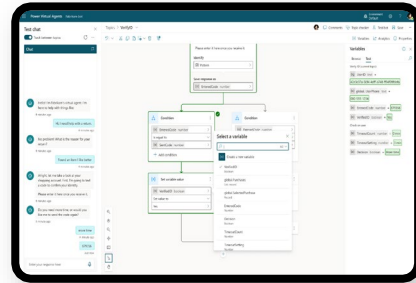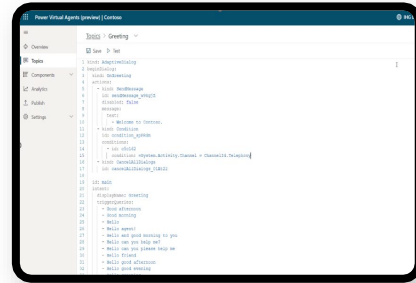New features including:

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
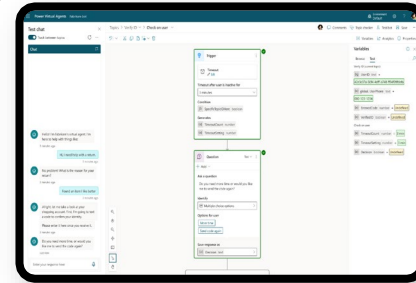
Event-driven & contextual triggering

- 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
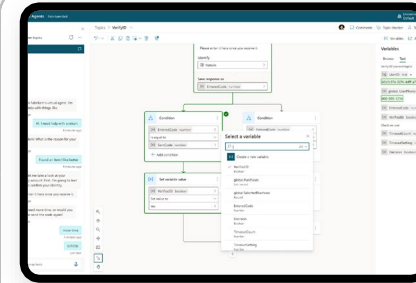
Productivity

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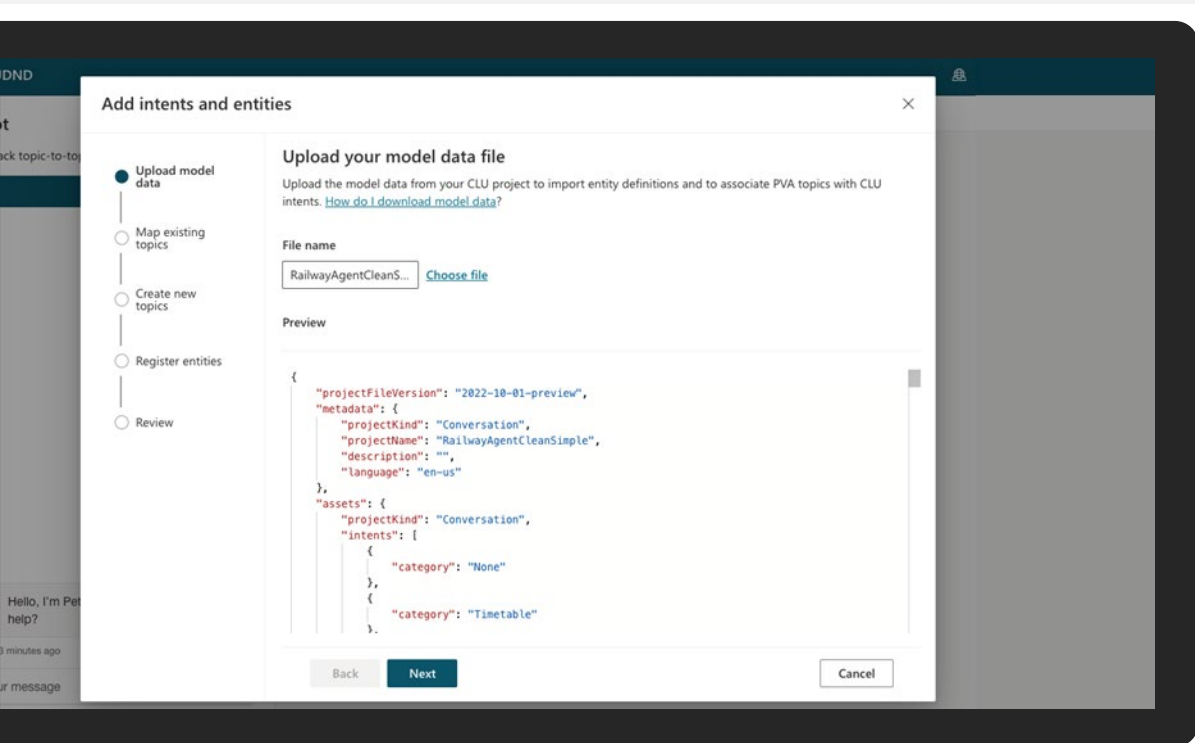Connect CLU including dialog triggering, interruptions, did you mean and slot filling. Just map CLU intents and entities to PVA topics and you're ready to go!

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