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.NET & MICROSOFT TECHNOLOGIES

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BUILD AND EXTEND AGENTS WITH MICROSOFT COPILOT STUDIO

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Agenda

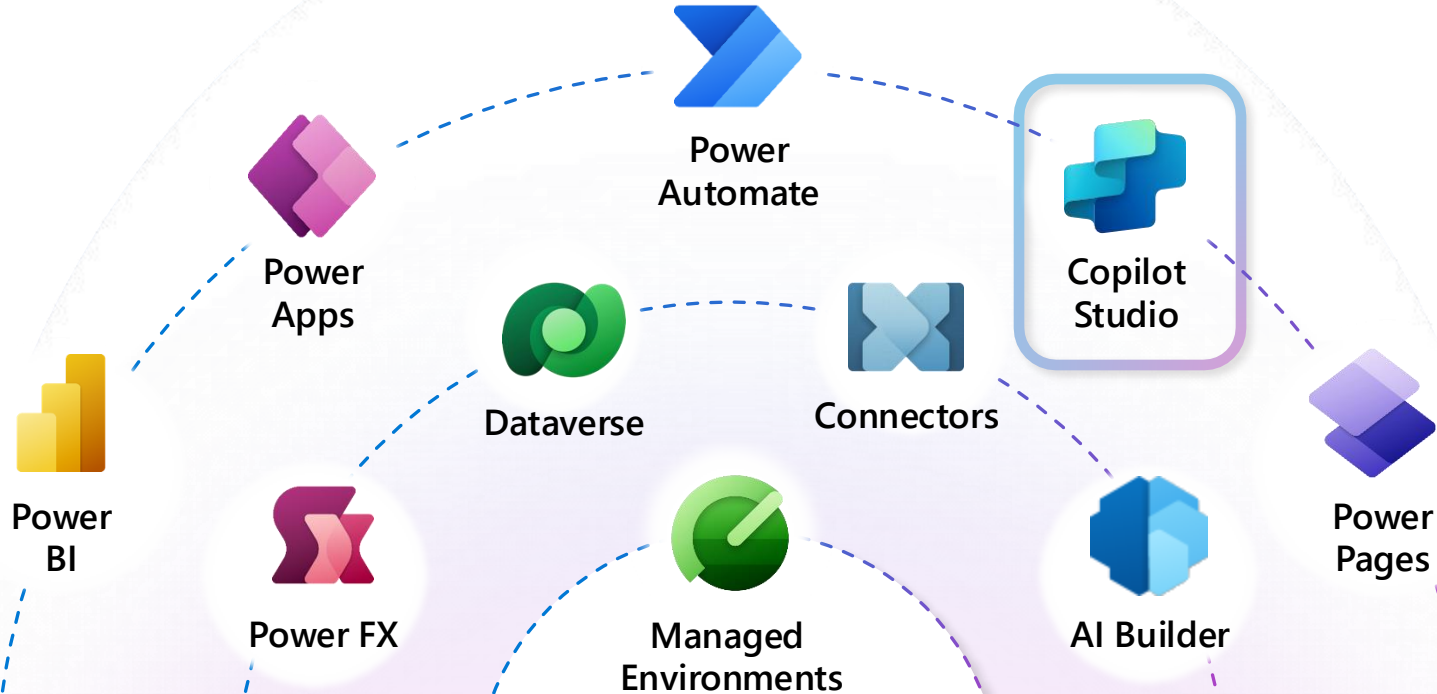
- Microsoft Copilot Studio Overview
- Building Agents
- AI Builder Prompt Builder
- Extensibility



COPILOT STUDIO OVERVIEW

Microsoft Power Platform

AI-Enabled Low-Code Platform





Copilot

**Every employee will
have a Copilot**

Works as your personal assistant

Grounded in work content like email,
meetings and documents

The UI for AI



Agents

**Every business process will
have an agent**

AI-powered system with actions,
triggers and knowledge

Works on behalf of employees, teams
and functions

Connected to Copilot or autonomous



Agents

**Every business process will
have an agent**

AI-powered system with actions,
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Works on behalf of employees, teams
and functions

Connected to Copilot or autonomous

Agents You Build

Tailored to your unique business processes.

Agents Built by Microsoft

Employee Self-Serve, SharePoint Agents,
Dynamics 365 agents +

Agents Built by 3rd Party ISVs

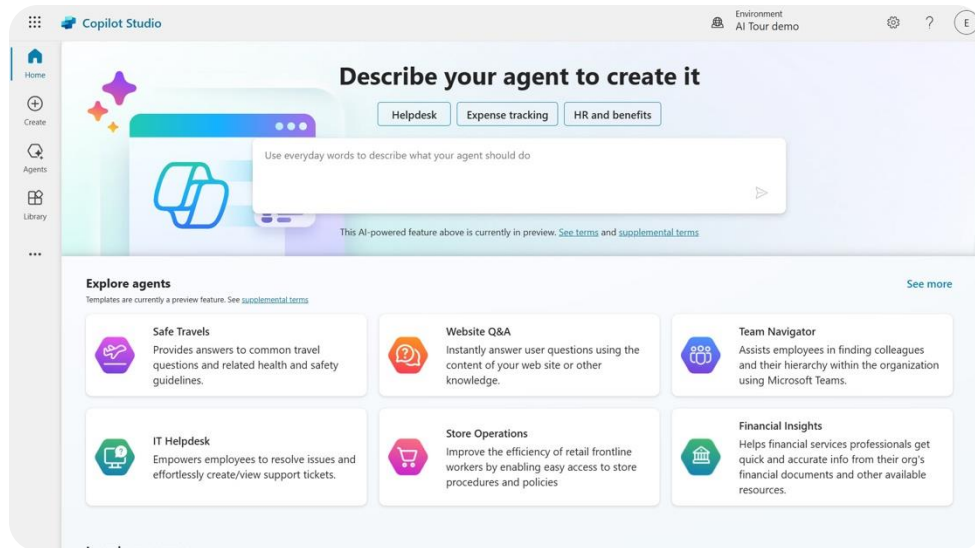
Adobe, ServiceNow, SAP, and many more.



Microsoft Copilot Studio

Your agent, your way

Copilot Studio is an end-to-end conversational AI product for **building your own agents** or **extending Microsoft 365 Copilot** with generative AI, large language models and **your data**.



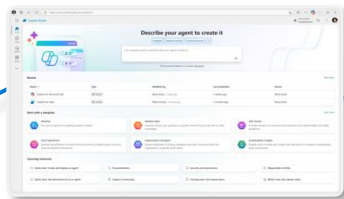
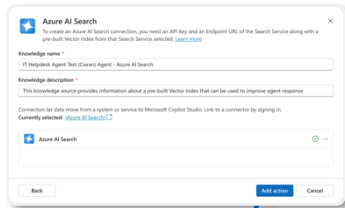


BUILDING AGENTS

Start by simply describing
what you want

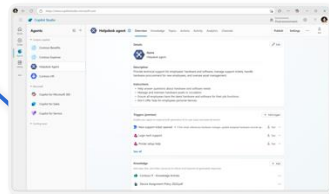
Services

Integrate with Azure AI,
Azure Cog Svs, Bot
Framework and other
Microsoft conversational
services

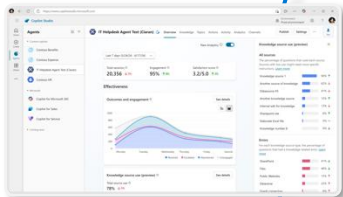


Trigger

through a chat, or
through an event
for **autonomous**
agentic support



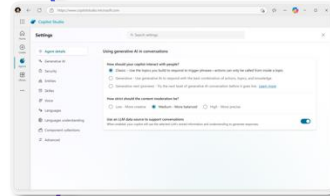
Monitor and Improve
with rich out-of-the-box
telemetry and analytics



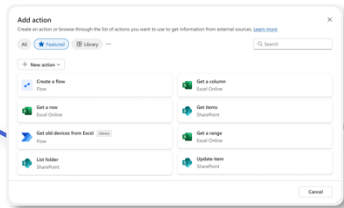
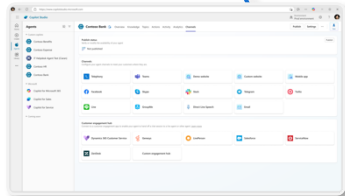
**Create, manage
and publish –
live in minutes –**

Chat over your knowledge with Gen AI

Provide generative answers **over**
your files, websites, internal
shares, Dataverse, Fabric, 3rd
party systems and more

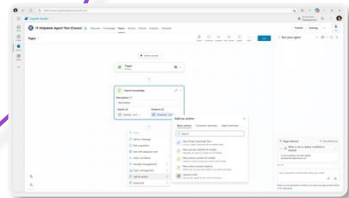


Publish to multiple channels,
and go live instantly with
the SaaS, or choose **to extend**
Microsoft Copilot with your
own custom capabilities



Create specific topics

Supplement generative AI with
specific, curated topics where
you want tight control.

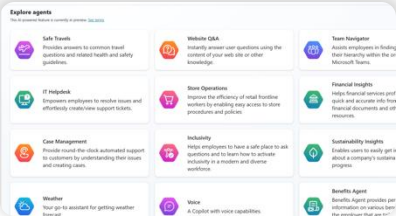


Actions - call your backends and APIs
with 1400+ pre-built connectors

Build the way you want

Public Preview

Pre-built agent

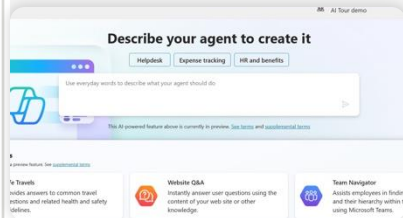


Get started quickly

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

Public Preview

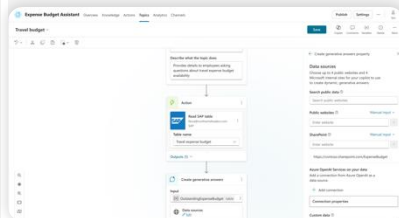
Natural language



Build conversationally

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

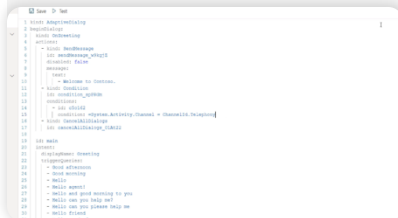
Visual canvas



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 agents in a side-by-side view.



DEMO

**GET STARTED WITH AN
AGENT THAT'S PRE-BUILT
FOR YOU**

Knowledge

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

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

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

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 knowledge


Add knowledge so your agent can provide more relevant information and insights. Once set up, other people with edit permissions for this agent can reuse these knowledge sources for additional topics. [Learn more about knowledge sources](#)


★ Featured

🔒 Advanced

☰

**Public websites**
Add public websites for real-time answers

**SharePoint**
Securely integrate and manage internal data

**Dataverse (preview)**
Customize and deploy structured data tables

Upload files

Only text-based files are supported; images, audio, video, or executables are not. Files will be securely stored in Dataverse.

📁 Drag and drop a file here or [click to browse](#)

Up to 512MB per file

Cancel



DEMO

CREATE AN AGENT THAT CAN CHAT OVER YOUR DATA

Logic

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

Enable your agent 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 agent can escalate and hand off the conversation with full context to a live human agent.

The screenshot displays the 'Expense Budget Assistant' interface, which is a workflow editor for a conversational agent. The main workspace shows a sequence of steps:

- Describe what the topic does:** A text box containing the instruction: 'Provides details to employees asking questions about travel expense budget availability'.
- Action:** A step titled 'Read SAP table' with the URL 'https://northwindtraders.com' and the table name 'Travel expense budget' selected from a dropdown menu. The output is labeled 'Outputs (1)'.
- Create generative answers:** A step that takes the output from the previous action as input. It includes a 'Data sources' section with a link icon.

On the right side, there is a 'Create generative answers property' panel with the following sections:

- Data sources:** A section for choosing up to 4 public websites and 4 Microsoft internal sites for the copilot to use to create dynamic, generative answers. It includes a 'Search public data' input field.
- Public websites:** A section for adding public websites, with a 'Manual input' dropdown and an 'Enter website' field.
- SharePoint:** A section for adding SharePoint data, with a 'Manual input' dropdown and an 'Enter website' field.
- Azure OpenAI Services on your data:** A section for adding a connection from Azure OpenAI as a data source, with an 'Add connection' button and a 'Connection properties' field.
- Custom data:** A section for entering or selecting a value, with an 'Enter or select a value' field.

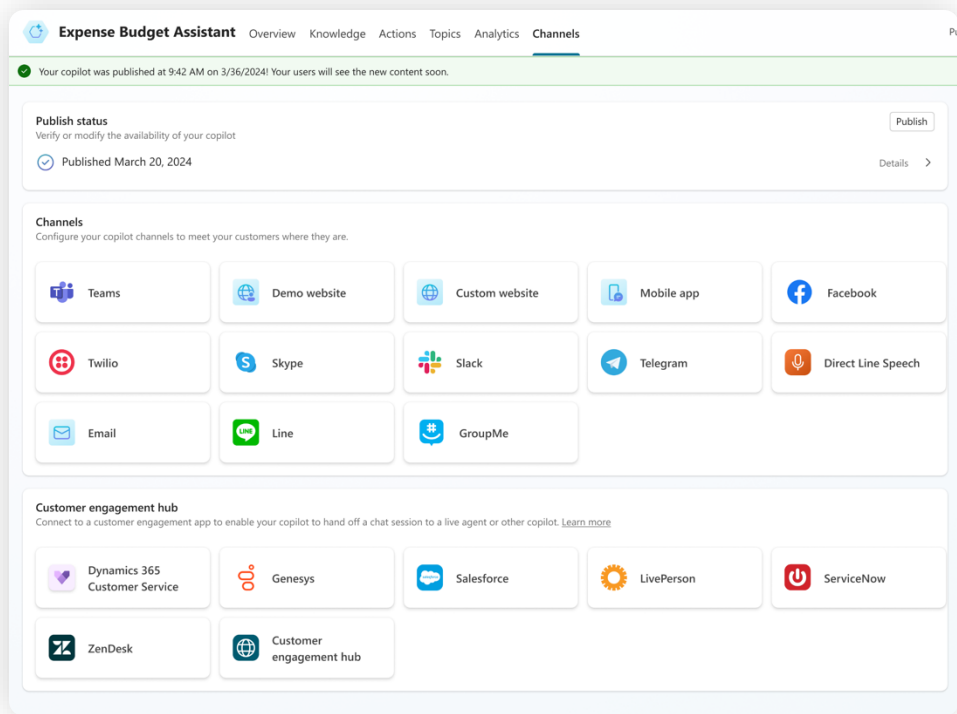
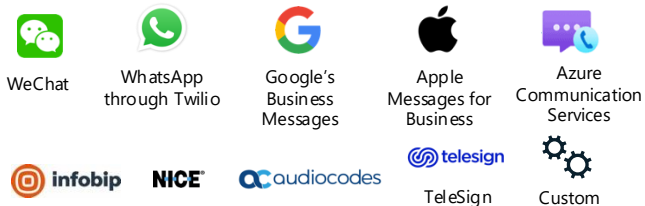
Channels

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

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

Make your agent 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:



Actions

Easily connect to your key line of business systems.

Enable your agent 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

Step 1 of 3: Choose an action

Create an action or browse through our list of actions you want to use to get information from external sources. [Learn more](#)

Discover an action

Search for flows, skill actions, and commonly used connector actions

Q Search

Popular in your org

All Connector Custom connector Flow Skill Library



Delete a row
Excel Online (Business)



Get a row
Excel Online (Business)



Get forecast for today
MSN Weather



Get worksheets
Excel Online (Business)



List rows present in a table
Excel Online (Business)



Run a flow built with Power Automate for desktop
Desktop flows



Run script
Excel Online (Business)



Run script from SharePoint library
Excel Online (Business)



Send an email notification (V3)



Update a row

Cancel




1400+



DEMO

CREATE A TOPIC AND EXTENDING WITH ACTIONS



AI BUILDER PROMPT BUILDER

Prompt Builder

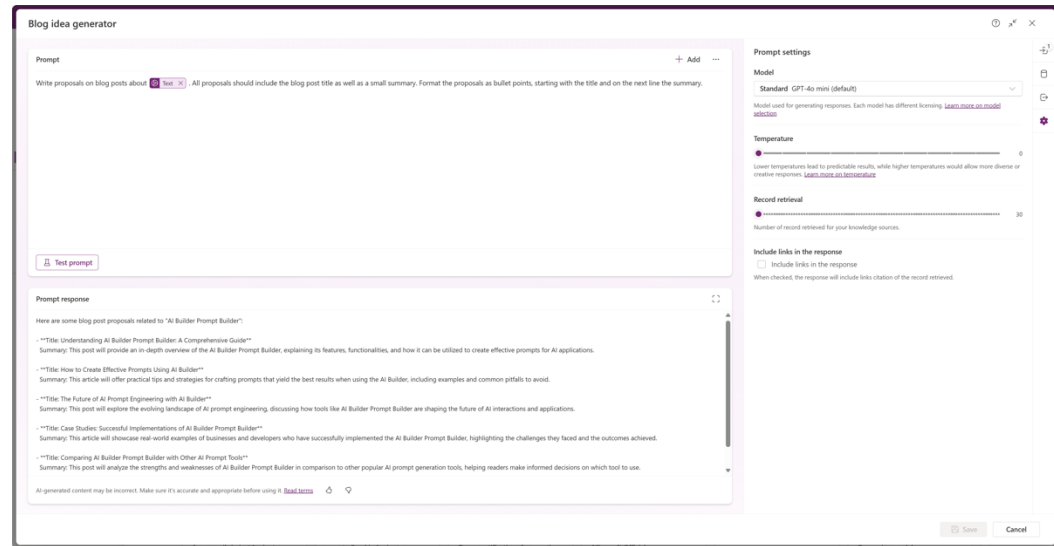
Create **AI prompts** with an intuitive designer

Make them available in **Power Apps, Power Automate & Copilot Studio** in a function-like manner

Build **multimodal prompts** with file / image inputs or **ground your prompts** in Dataverse data.

Use different Open AI Models like **GPT-4o mini, GPT-4o & o1**.

Use different types of output, for instance **JSON or Text**.





DEMO

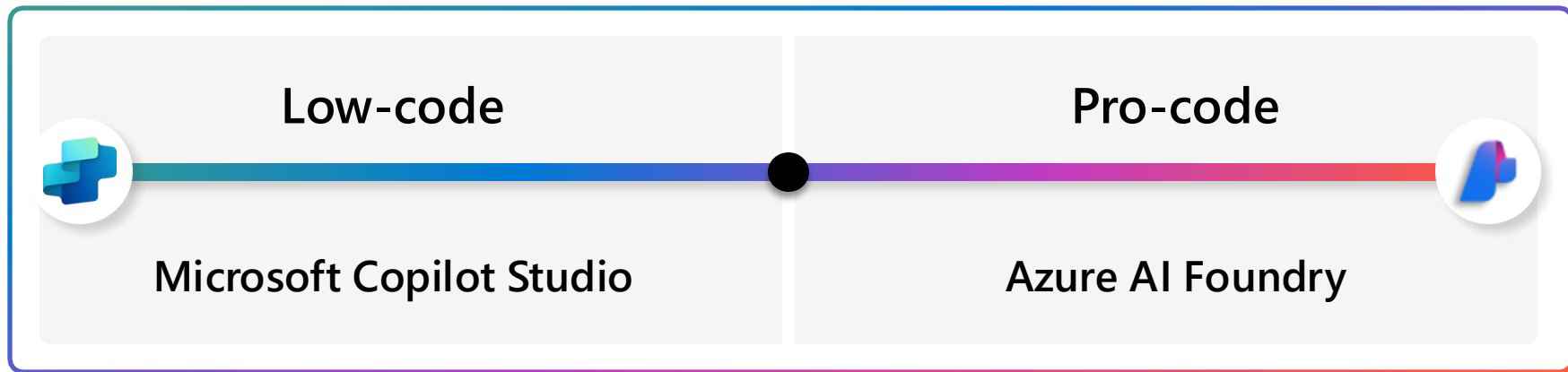
CREATE AND USE AI PROMPTS IN COPILOT STUDIO

The background is a dark blue field filled with a complex, glowing network of lines. These lines, which vary in thickness and brightness, connect numerous points, creating a web-like or molecular structure. The lines are primarily blue and purple, with some areas showing a gradient to orange and red, especially where they are more concentrated or intersect. The overall effect is one of dynamic energy and interconnectedness.

EXTENSIBILITY

Customize Microsoft 365 Copilot

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



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.*

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.

Language model development

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

AI Search

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

Analytics

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

API Calls

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

Language Services

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



Bot Framework

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

Application Lifecycle Management

Works with Azure DevOps for full ALM and solution management.

Telemetry

Use Azure app insights for custom telemetry on agent usage.

Knowledge Base

Bring Azure Custom Question Answering into your agent.

Get started today

 aka.ms/copilotstudio-getstarted



Watch tutorials

 aka.ms/ai-in-action/building-with-mcs





Feedback



Thanks for your attention!



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