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Building Smart Bots: Designing AI for Microsoft Teams

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AGENDA

- AI Library for Copilots
- Copilot In Teams
- Demo
- Messaging Extensions in Teams
- Why Messaging Extensions
- Demo
- Q/A

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Teams AI Library

Prebuilt Templates and Safety Features

- Adding Teams App Capabilities
  - Utilize prompt engineering for conversational experiences
  - Incorporate built-in safety features like moderation
- AI Library for Teams
  - Teams-centric interface to Large Language Models
  - Use prebuilt models for ease of integration

Truly conversational Teams apps built with purpose to leverage apps skills
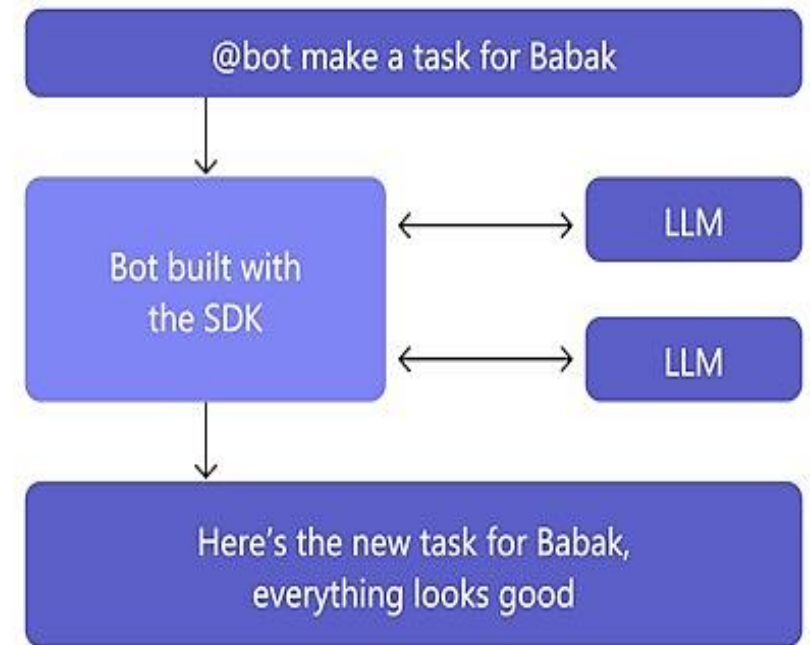
- Teams-centric interface to LLMs
- Built-in natural language processing, akin to ChatGPT, with prompt engineering and moderation
- Planning engine that guides conversation to extract intents and maps to app actions
- LLM modularity-developers can use any LLM they choose

@bot make a task for Babak

Bot built with the SDK

LLM

LLM

Here's the new task for Babak, everything looks good

Building your custom copilot
CHOOSE YOUR DEVELOPMENT PATH

Teams AI Library	+	Azure OpenAI		Microsoft Copilot Studio
Pro-Code Development Environment				Low-Code Natural Language & Graphical Development Environment
Teams Centric Focus & Capabilities				Support for Multiple Channels
Enhance Existing Teams App with AI				Upgrade Power Virtual Agents to Copilots
Pay-As-You-Go Consumption Model				Copilot Studio License Required

Teams AI Library

Simple Interface for Actions and Predictions

Ambient Presence for Learning Intent
- Bots use prompts based on business logic
- Generate responses accordingly

Retrieval Augmented Generation (RAG)

Prompt management

Predictive Engine for Mapping Intents to Actions

Teams AI Library Simplification

Prebuilt Templates

Bots
Message extensions
Adaptive Cards
Link unfurling

Simple Team Centric Components

Moderation Hooks
- Regulate bot responses

Conversation Sweeping
- Monitor conversations
- Intervene when conversations go astray

Feedback Loops
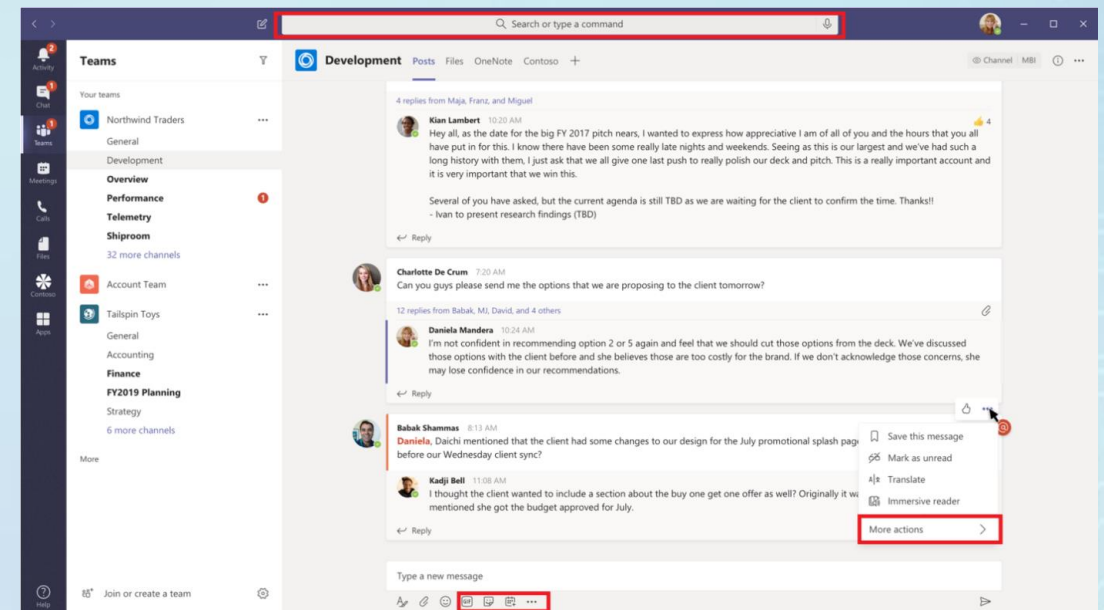- Enhance user experience

Responsible AI

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DEMO

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What are messaging extensions for Teams?

- Messaging extensions allow users to query your service for information, and post information to your service.
  - Users can search, or initiate actions, in an external system from the compose message area, the command box, or directly from a message.
  - Developers can then send the results of that interaction back to the Microsoft Teams client, typically in the form of a richly formatted card.
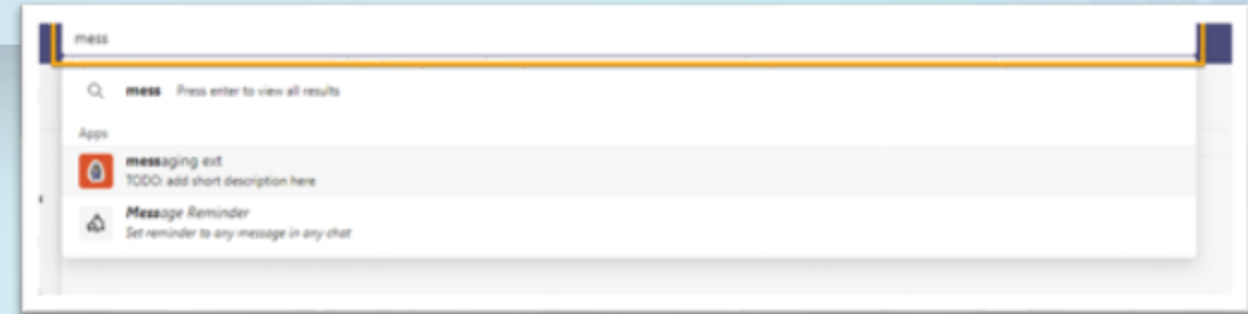

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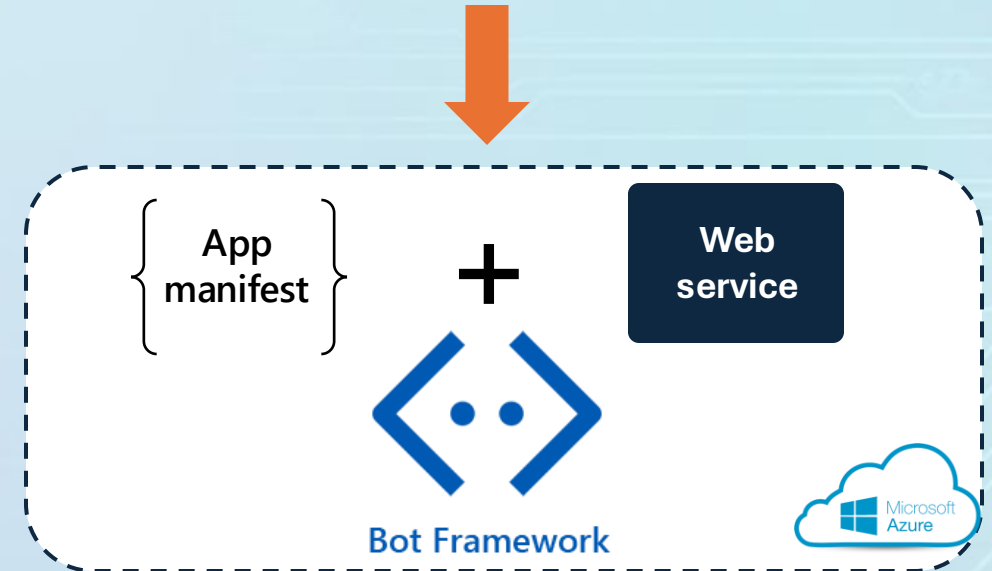
Why Messaging Extensions?

- Extends Teams interface into other services or endpoints
- Interface already exists
- Teams has a large user base

How do Messaging extensions work?

- Consists of a web service and an app manifest hosted in cloud which is invoked from the Microsoft Teams client.

- Web service takes advantage of the Bot Framework's messaging schema and secure communication protocol

- Registering your web service as a Copilot in the Bot Framework is a **must**

Messaging extension

Explore the Teams AI Message Extention Project

Conclusion/Call to Action

- **For Developers:**
- Begin integrating AI into your Teams apps.
- **For Decision-Makers:**
- Explore how AI capabilities can benefit your organization's communication strategies.

Q and A

THANK YOU!

References

Teams AI Library

aka.ms/teams-ai-repo

Feedback

https://aka.ms/summit/feedback

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