**Microsoft 365 Copilot and Copilot agents**

**Support customer success**  
Let’s explore Microsoft 365 Copilot and Copilot agents—**what they are, how they work, and the value they can deliver to an organization**.  
By the end of this module, you’ll be able to differentiate between Microsoft 365 and Copilot agents and list the benefits they bring to organizations.

**Microsoft 365 Copilot**  
Microsoft 365 Copilot is a powerful AI assistant that helps **boost productivity and simplify everyday tasks**.  
It’s built right into the Microsoft 365 apps your customers already use—like Outlook, Word, and Excel—offering real-time support and smart suggestions as they work.  
Whether they’re writing emails, creating documents, or staying on top of their calendar—Copilot helps them **get more done with less effort**.

**Reinventing productivity**  
One of the key benefits of Copilot is its ability to **understand and respond to natural language queries**.  
An employee can ask Copilot to perform tasks, find information, or provide recommendations just by typing or speaking their request. For example, they can ask Copilot to summarize a lengthy document, find relevant emails, or even draft a response for them.  
This intuitive interaction allows them to **focus on what matters most**, while Copilot takes care of repetitive and time-consuming tasks.

**Benefits of Copilot**  
Additionally, Copilot leverages the power of AI to provide **personalized assistance tailored to your customers’ needs**.  
It learns from employee interactions and adapts to their preferences, ensuring that the support they receive is always **relevant and helpful**.  
With Copilot, employees can **collaborate more effectively with their team, stay organized, and make informed decisions with ease**.  
  
Microsoft 365 Copilot transforms work in three meaningful ways:  
**Unleash creativity.** Copilot helps employees create content faster and more efficiently.  
**Unlock productivity.** Copilot helps employees focus on what matters most.  
**Improve skills.** Copilot makes employees better at what they’re good at and helps them quickly master what they have yet to learn.

**Microsoft 365 Copilot agents**  
Agents are specialized AI tools **built to perform specific tasks or solve business challenges**, often with minimal input from the people that use them.  
If agents are like apps, then a copilot is the AI-powered interface that allows users to interact with these agents.  
Agents can **respond to and resolve user inquiries in real time**, or they can operate independently, taking specific actions based on data and predefined goals. They can also run business processes, adapt to new challenges, and improve over time.  
Microsoft 365 Copilot, for instance, features a constellation of agents to **help employees get things done**, including:  
*Microsoft 365 Copilot for Sales*  
*Microsoft 365 Copilot for Service*  
*Microsoft 365 Copilot for Finance*

**What can agents do?**  
**Task automation**  
AI agents help streamline repetitive and mundane tasks so that employees can **focus on solving more meaningful challenges**. They can automate customer inquiries through chatbots, manage scheduling, and process transactions—all of which boost productivity.

**Advanced data analysis**  
AI agents can analyze vast amounts of data quickly and accurately, extracting insights that inform business strategies. They can also process customer feedback, sales data, and market trends to identify behavioral patterns and trends—helping teams **make informed decisions based on real-time information**.

**Decision-making**  
By making use of data inputs and algorithms, **AI agents can operate independently across many dynamic environments**. This includes prioritizing tasks, recommending actions, or even acting autonomously. For example, they can optimize inventory levels based on sales forecasts to conserve resources while meeting customer demand.

**Adapt to challenges**  
Through analyzing and processing user interactions and feedback, **agents adapt and improve their performance over time**. This allows AI tools to refine their responses, personalize user experiences, and become more effective in their tasks. For instance, in IT operations, agents can learn from historical data to hone and enhance incident response strategies, which can improve resolution times.

**Types of Copilot agents**  
Customers can use Microsoft-built agents or create their own standalone agents with Copilot Studio. There are different types of agents available, so they can **choose what works best for their specific needs.**

**Prompt-and-response agents**  
These agents **perform specific tasks based on a user’s input or “prompt**”. They process the given input and generate a corresponding response, facilitating a back-and-forth exchange with the user.  
They’re helpful for customers that need to **streamline routine interactions and enhance customer support**—without adding more complexity to their existing systems. They can be used as chatbots, virtual assistants, or specialized AI systems for business apps.

**Cognitive agents**  
Designed to mimic human thought processes, these agents use machine learning and natural language processing to understand, learn, and adapt to user behavior over time. This makes them useful for **analyzing historical data and taking action based on their learnings**.  
Cognitive agents can analyze customer data to deliver tailored recommendations that support informed decision-making. Using data-driven insights, these agents help create more personalized user experiences, **improving customer satisfaction and engagement**.

**Autonomous agents**  
These agents have their own distinct roles and capabilities. While they operate independently as an entity, they’re also able to interact and collaborate with other agents to **solve complex problems, optimize larger processes, or achieve a specific goal**.  
These multi-agent systems are often used in logistics and supply chain management, where agents can orchestrate tasks like inventory management, shipment tracking, and resource allocation. Customers can also use these agents to **enhance efficiency across departments**.

**How can I build agents?**  
To build agents, your **customers can start by logging into**  
**Copilot Studio**. It offers a low-code way to create agents—starting with grounding them in their own data.  
From there, they can add actions that connect to their business systems, so the agent can perform tasks. For more sensitive or complex topics, they can design custom flows to stay in control. Then it’s time to test, refine, and customize until their agent is exactly how they want it.

**Building in Copilot Studio**  
With Copilot Studio, your customers can **build agents and publish them anywhere**—including Microsoft 365 Copilot.  
When they publish to Copilot, their organization benefits from being able to **use that agent within the apps their employees frequently work in**—like Microsoft Teams, SharePoint, and Microsoft 365 Copilot Chat.  
By bringing agents into these familiar apps, employees can **work faster, make smarter decisions, and focus their attention on more meaningful tasks**.

**Additional resources**  
**If your customer has a qualifying Microsoft 365 plan**, they can add Copilot to their subscription from their Microsoft admin center account.  
**If they’re not an existing customer**, they must first buy an eligible subscription. Check out the plans and pricing page for more details.  
**To learn more about Copilot and agents**, visit the Copilot learning hub to explore training, guides, and videos.  
**For more on building agents in Copilot Studio**, you can check out this learning series  
or visit the Microsoft 365 Dev Center.

**Unlock the power of AI**  
In this module, we evaluated the value of Microsoft 365 Copilot and Copilot agents.  
We explained how Copilot can perform tasks, find information, or provide recommendations to **help employees be more productive**.  
We also outlined how Copilot agents can solve business challenges with minimal input from the people that use them, so **work is easier and less time consuming**.  
Use this knowledge to evaluate the usefulness of these tools for organizations.