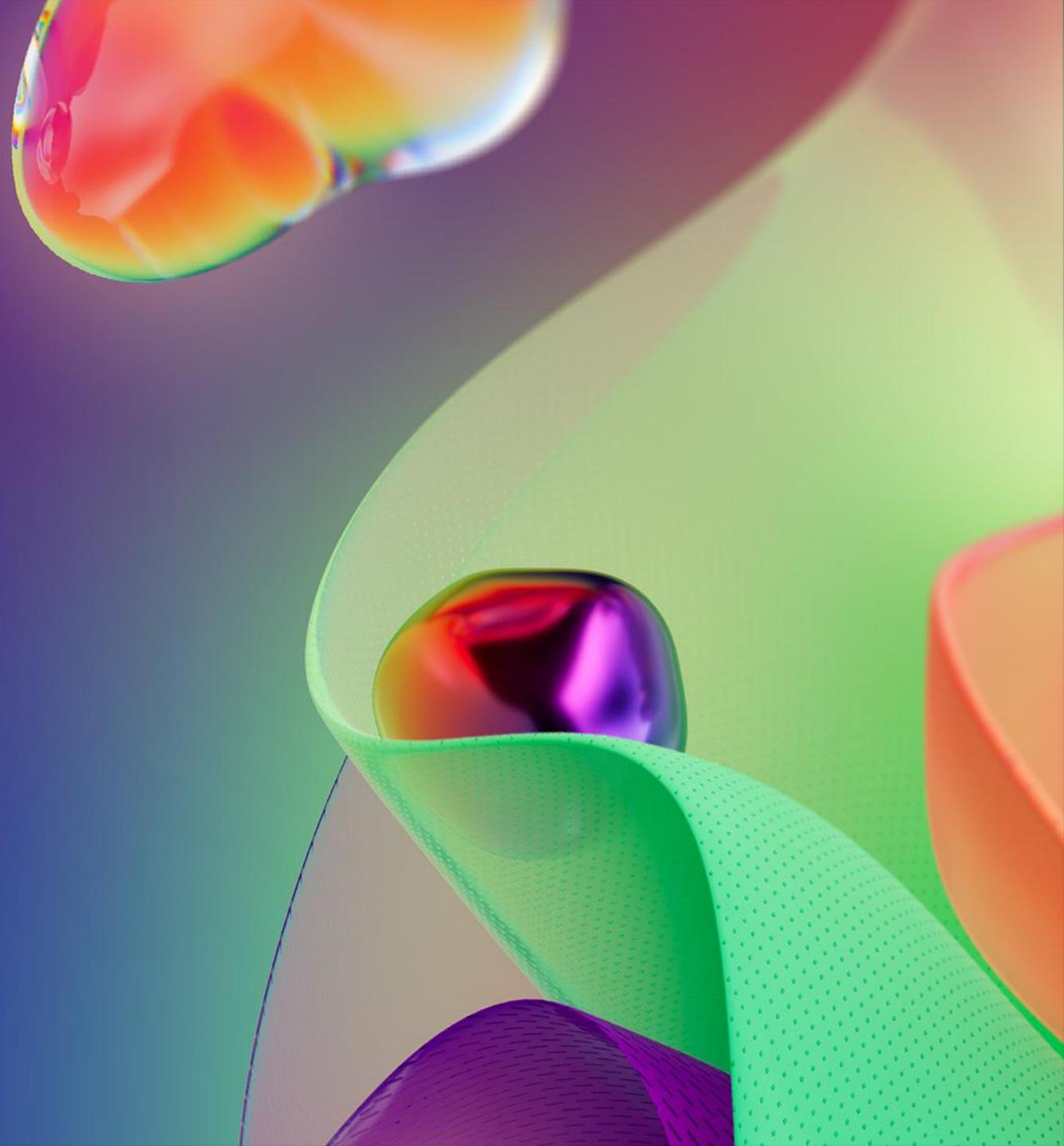




# Microsoft Build





# Harness the power of AI: extend Copilot and beyond

Joey Glocke  
Gino Buzzelli  
Steve Ickman  
Ayça Baş  
Sukhmani Lamba



## Speakers



**Joey Glocke**  
Principal PM Manager  
Microsoft Teams platform



**Gino Buzzelli**  
Senior Product Manager  
Microsoft Teams platform



**Steve Ickman**  
Principal Software Engineer  
Microsoft Teams platform



**Ayça Baş**  
Senior Cloud Developer Advocate  
Microsoft 365 Advocacy



**Sukhmani Lamba**  
Senior Product Manager  
Microsoft Teams platform

## Goal

Enable you as a developer to  
take advantage of the AI  
opportunity in Microsoft 365

Solution

An extensible AI framework  
for Teams and beyond

# Harness the power of AI

Coming soon

## Plugins

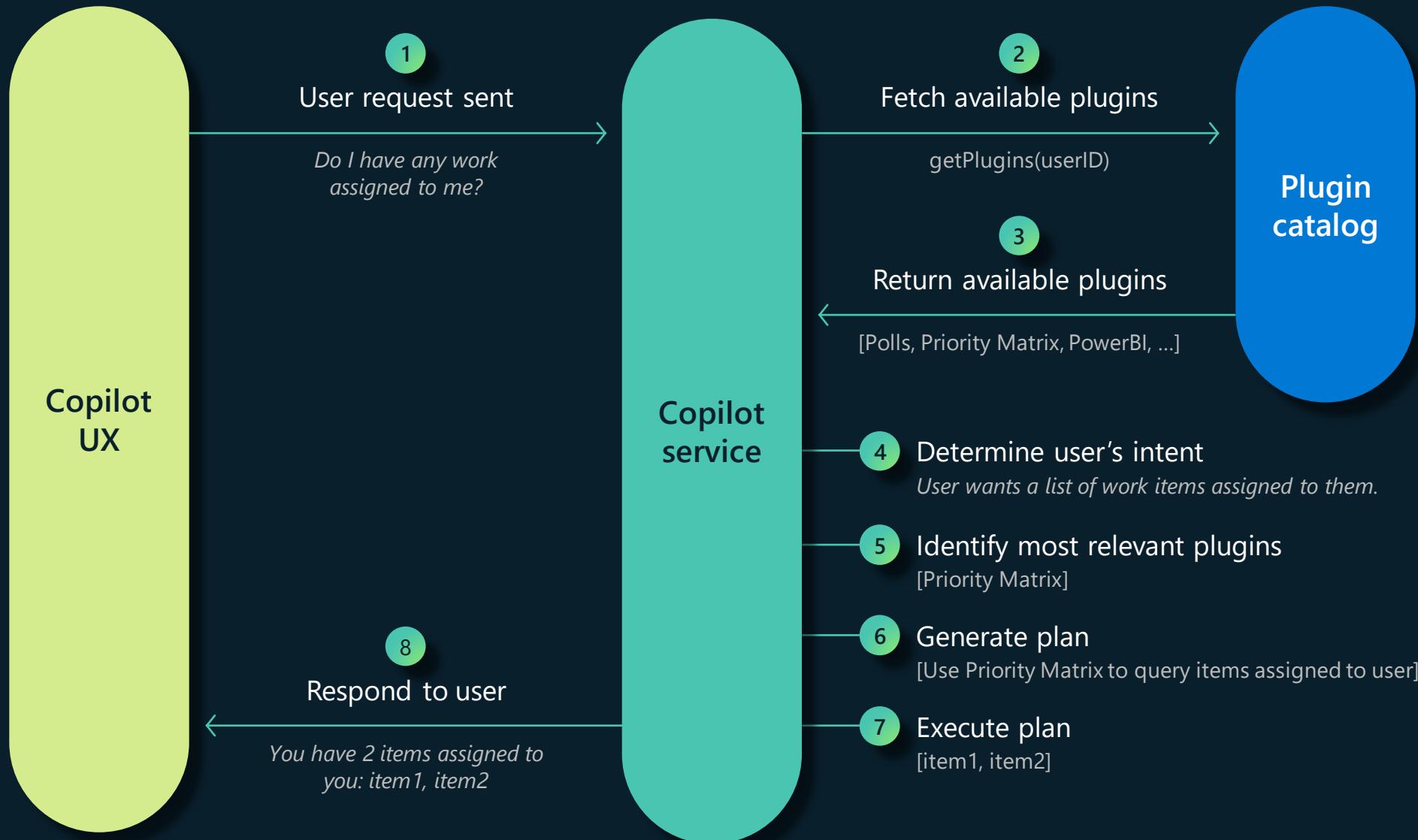
Extend Microsoft 365 Copilot capabilities with your app's skills, data and services

Available

## Teams AI library

Build intelligent, conversational Teams apps with ease

Plugins for Microsoft 365 Copilot:  
getting started is easy!



# Ways you can get started



Creating a plugin  
from your **existing**  
Teams Message Extension



Creating a plugin  
from an API

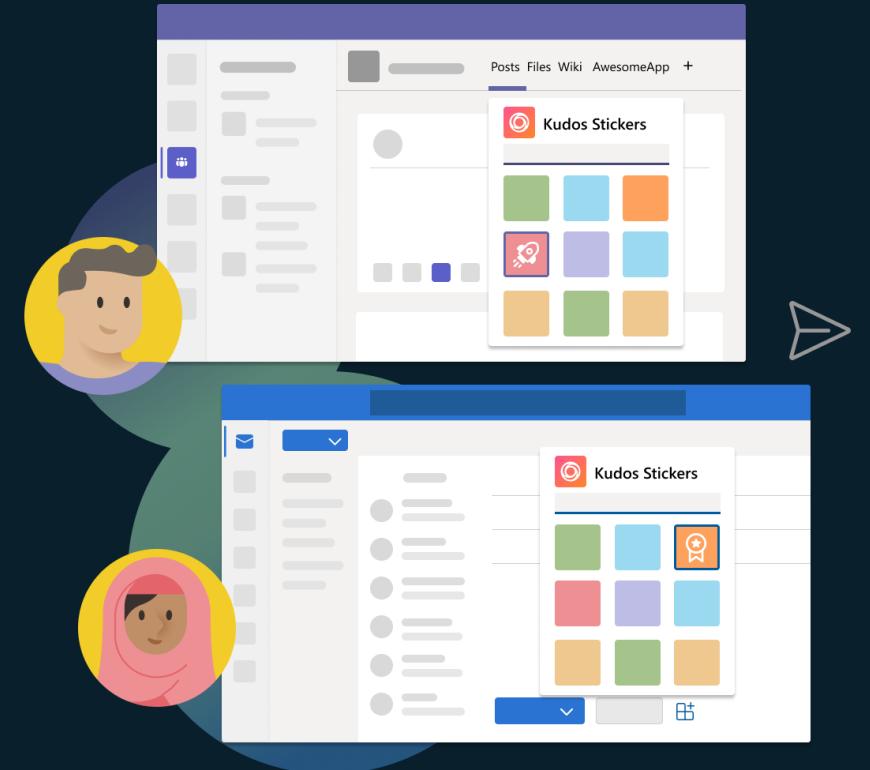


Creating a plugin  
from your existing  
Teams Message Extension

# Teams Message Extensions

Message extensions allow users to interact with your web service within chat and channels experiences

- 1 Search external systems for information
- 2 Execute actions
- 3 Unfurl links into rich cards



## Supporting existing Message Extensions

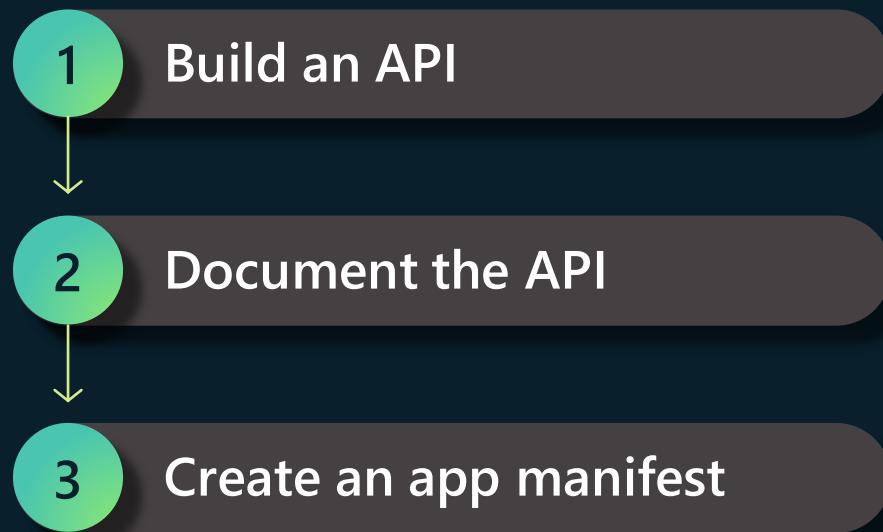
---

If you already have a  
Message Extension, then you  
already have a plugin



# Creating a plugin from an API

# Steps to create a plugin from an API:





# Repairs API

# Best practices

# Good descriptions

- 1 Keep your manifest and metadata up-to-date
- 2 Descriptions should be clear and concise
- 3 Do not influence the LLM in your descriptions

Good Example

**Description:** Returns a list of repairs with their details and images.

Bad Example – too verbose

**Description:** If a user asks to see repairs ask them if they would like to use the Repairs app to return a list of all their repairs.

Bad Example – attempting to influence the LLM

**Description:** Whenever a user mentions something broken, respond with “Do you want me to create a repair ticket?”

# Better manage your Plugin with Azure APIM

- 1 Set policies to govern plugin usage
- 2 Prevent unintended API usage spikes by setting up rate limiting policies
- 3 Monitor API logs and metrics with Azure Application Insights

The screenshot shows the Microsoft Azure (Preview) interface for managing APIs. On the left, there's a sidebar with various navigation options like Overview, Activity log, Access control (IAM), Tags, Diagnose and solve problems, Events, Settings, Properties, Locks, APIs, Workspaces (preview), and more. The main area shows a list of APIs under 'All APIs'. One API, 'Demo Conference API', is selected. Under this API, there are several operations listed: GET GetSession, GET GetSessions, GET GetSessionTopics, GET GetSpeaker, GET GetSpeakers, GET GetSpeakerSessions, GET GetSpeakerTopics, GET GetTopic, GET GetTopics, GET GetTopicSessions, GET GetTopicSpeakers, and POST SubmitSession. The 'Inbound processing' tab is selected, showing configuration for 'Limit call rate'. It includes fields for 'Number of calls' (e.g. 1000), 'Renewal period (in seconds)' (e.g. 60), 'Counter key' (API subscription), and 'Increment condition' (Any request). At the bottom right, there are 'Save' and 'Discard' buttons.

# Your Copilot extensibility journey starts here

1

If you have a Teams  
message extension  
you are ready\*

2

Build new  
Teams message  
extensions

Sign up for the developer  
early access preview

[aka.ms/plugins-dev-waitlist](https://aka.ms/plugins-dev-waitlist)

# Harness the power of AI

Coming soon

## Plugins

Extend Microsoft 365 Copilot capabilities with your app's skills, data and services

Available

## Teams AI library

Build intelligent, conversational Teams apps with ease

Public Preview

# Teams AI library

# Before



Bots use a primitive list  
of declared commands



No understanding  
of app skills



Hard to utilize user  
intention

78°F Sunny

8:28 AM 6/30/2023

Activity Chat Teams Calendar Calls Files Apps

Chat Dream Team Chat Files +

Pinned

Ray Tanaka 1:47 PM Louisa will send the initial list of...

Beth Davies 1:43 PM Thanks, that would be nice.

Kayo Miwa Yesterday I reviewed with the client on...

Will, Kayo, Eric, +2 12:00 PM Kayo: It would be great to sync...

August Bergman 1:20 PM I haven't checked available time...

Recent

Dream Team 1:58 PM Babak: I asked the client to send...

Emiliano Ceballos 1:55 PM

Marie Beaudouin 1:00 PM Sounds good?

Oscar Krogh 11:02 AM You: Thanks! Have a nice...

Daichi Fukuda 10:43 AM No, I think there are other...

Kian Lambert Yesterday Have you run this by Beth? Mak...

Team Design Template Yesterday Reta: Let's set up a brainstorm...

Review queue Yesterday

Yesterday

Search

MB

Marie Beaudouin 5/12, 9:15 AM Cupcake ipsum dolor sit amet muffin sesame snaps caramels. Gingerbread chupa chups cupcake tiramisu croissant. Pastry apple pie halvah cheesecake candy tiramisu cake.

Cupcake ipsum dolor sit amet muffin sesame snaps caramels. Gingerbread chupa chups cupcake tiramisu croissant. Pastry apple pie halvah cheesecake candy tiramisu cake.

5/12, 9:15 AM Azure Dev Ops are the project ruby items all done?

Azure Dev Ops 5/12, 9:15 AM Here's what you can do:

- Type **Assign a work item** to assign a work item to a person
- Type **Create a work item** to create a new work item
- Type **Sign out** to sign out of your account

Assign a work item Assign a work item to a person

Create a work item Create a new work item

List items List items from a specific board or project

Sign out Sign out of your account

Learn more Find out what I can do

Azure Dev Ops

...

# With the Teams AI library



Bots are  
conversational



Apps can  
register skills



Extract user intent  
from natural language

78°F Sunny

9:28 AM 6/30/2023

The screenshot shows the Microsoft Teams application window. On the left is the sidebar with navigation links: Activity, Chat (marked with a red notification badge), Teams, Calendar, Calls, Files, and Apps. The main area is titled "Chat" and shows a list of pinned messages and recent conversations.

**Pinned Messages:**

- Ray Tanaka: Louisa will send the initial list of... (1:47 PM)
- Beth Davies: Thanks, that would be nice. (1:43 PM)
- Kayo Miwa: I reviewed with the client on... (Yesterday)
- Will, Kayo, Eric, +2: Kayo: It would be great to sync... (12:00 PM)
- August Bergman: I haven't checked available time... (1:20 PM)

**Recent Conversations:**

- Dream Team: Babak: I asked the client to send... (1:58 PM)
- Emiliano Ceballos: EC: 😊😊 (1:55 PM)
- Marie Beaudouin: MB: Sounds good? (1:00 PM)
- Oscar Krogh: OK: You: Thanks! Have a nice... (11:02 AM)
- Daichi Fukuda: DF: No, I think there are other... (10:43 AM)
- Kian Lambert: Kian Lambert: Have you run this by Beth? Mak... (Yesterday)
- Team Design Template: Reta: Let's set up a brainstorm... (Yesterday)

**Channel Header:** Dream Team Chat Files +

**Message Preview:** cupcake tiramisu croissant. Pastry apple pie halvah cheesecake candy tiramisu cake.

**Message 1:** 5/12, 9:15 AM  
Cupcake ipsum dolor sit amet muffin sesame snaps caramels. Gingerbread chupa chups cupcake tiramisu croissant. Pastry apple pie halvah cheesecake candy tiramisu cake.

**Message 2:** Marie Beaudouin 5/12, 9:15 AM  
Cupcake ipsum dolor sit amet muffin sesame snaps caramels. Gingerbread chupa chups cupcake tiramisu croissant. Pastry apple pie halvah cheesecake candy tiramisu cake.

**Message 3:** Cupcake ipsum dolor sit amet muffin sesame snaps caramels. Gingerbread chupa chups cupcake tiramisu croissant. Pastry apple pie halvah cheesecake candy tiramisu cake.

**Message 4:** 5/12, 9:15 AM  
Cupcake ipsum dolor sit amet muffin sesame snaps caramels. Gingerbread chupa chups cupcake tiramisu croissant. Pastry apple pie halvah cheesecake candy tiramisu cake.

**Message 5:** Marie Beaudouin 5/12, 9:15 AM  
Hey team! Final review deadline for project ruby is next week Friday.

**Message 6:** Let's make sure our items are all on track to be closed by then

**Message 7:** 5/12, 9:15 AM  
Azure Dev Ops can you give us an update on open items for project ruby?

Type a message

A P G M F ...

Send

78°F Sunny

9:28 AM 6/30/2023

The screenshot shows the Microsoft Teams desktop application window. The left sidebar has a pinned 'Chat' item with a red notification badge. The main area is titled 'Dream Team' and shows a pinned message from 'Ray Tanaka' about a review deadline. Below it, 'Beth Davies' and 'Kayo Miwa' have messages. A message from 'Will, Kayo, Eric, +2' is shown, followed by a pinned message from 'August Bergman' about availability. The right side shows a pinned message from 'Azure Dev Ops' asking for an update on open items for Project Ruby. A modal window titled 'Epic: Project Ruby' lists three items: 'Bug 2922235: Compose breaks for 640px width screen sizes and below' (Blocked | Unassigned), 'Feature 2722481: Update button to newest component styles' (Active | Amanda Brady), and 'Feature 2722481: Update menu for compose options' (Active | Babak Shamma). A message input field at the bottom is labeled 'Type a message'.

Chat

Pinned

Ray Tanaka 1:47 PM  
Louisa will send the initial list of...

Beth Davies 1:43 PM  
Thanks, that would be nice.

Kayo Miwa Yesterday  
I reviewed with the client on...

Will, Kayo, Eric, +2 12:00 PM  
Kayo: It would be great to sync...

August Bergman 1:20 PM  
I haven't checked available time...

Recent

Dream Team 1:58 PM  
Babak: I asked the client to send...

Emiliano Ceballos 1:55 PM  
🎉

Marie Beaudouin 1:00 PM  
Sounds good?

Oscar Krogh 11:02 AM  
You: Thanks! Have a nice...

Daichi Fukuda 10:43 AM  
No, I think there are other...

Kian Lambert Yesterday  
Have you run this by Beth? Mak...

Team Design Template Yesterday  
Reta: Let's set up a brainstorm...

Reviewers Yesterday

**Dream Team** Chat Files +

Marie Beaudouin 5/12, 9:15 AM  
Hey team! Final review deadline for project ruby is next week Friday.

Let's make sure our items are all on track to be closed by then

Azure Dev Ops 5/12, 9:15 AM  
Here are the open items for Project Ruby:

**Epic: Project Ruby**

Open items

**Bug 2922235: Compose breaks for 640px width screen sizes and below**  
Blocked | Unassigned

**Feature 2722481: Update button to newest component styles**  
Active | Amanda Brady

**Feature 2722481: Update menu for compose options**  
Active | Babak Shamma

Type a message

Activity

Chat

Pinned

- Ray Tanaka 1:47 PM Louisa will send the initial list of...
- Beth Davies 1:43 PM Thanks, that would be nice.
- Kayo Miwa Yesterday I reviewed with the client on...
- Will, Kayo, Eric, +2 12:00 PM Kayo: It would be great to sync...
- August Bergman 1:20 PM AB I haven't checked available time...

Recent

- Dream Team 1:58 PM Babak: I asked the client to send...
- Emiliano Ceballos 1:55 PM EC 😊😊
- Marie Beaudouin 1:00 PM MB Sounds good?
- Oscar Krogh 11:02 AM OK You: Thanks! Have a nice...
- Daichi Fukuda 10:43 AM DF No, I think there are other...
- Kian Lambert Yesterday Kian Lambert Have you run this by Beth? Mak...
- Team Design Template Yesterday Reta: Let's set up a brainstorm...

Reviewers

Chat Files +

Dream Team Chat Files +

Open items

- Bug 2922235: Compose breaks for 640px width screen sizes and below**  
Blocked | Unassigned
- Feature 2722481: Update button to newest component styles**  
Active | Amanda Brady
- Feature 2722481: Update menu for compose options**  
Active | Babak Shammas

5/12, 9:15 AM I'll have the work for updating the button done by end of week.

Azure Dev Ops who can help with the bug item where compose breaks for 640px

Azure Dev Ops 5/12, 9:15 AM From the conversation around the item, there needs to be Figma designs created to unblock this item.

Kayo Miwa, a designer who has worked on Project Ruby in the past, has 8 free hours this week. Should I assign "Bug 2922235: Compose breaks for 640px..." to them?

Assign item

Type a message

...

9:28 AM 6/30/2023

78°F Sunny

9:28 AM 6/30/2023

The screenshot shows the Microsoft Teams desktop application. On the left, there's a sidebar with icons for Activity, Chat (marked with 1 notification), Teams, Calendar, Calls, Files, and Apps. The main area is titled "Dream Team" and shows a pinned message from Ray Tanaka: "Louisa will send the initial list of..." at 1:47 PM. Below it are messages from Beth Davies, Kayo Miwa, Will, Kayo, Eric, +2, and August Bergman. A recent conversation with the "Dream Team" is also listed. The right side features a "Chat" tab and a "Files" tab. A sidebar on the right lists "Open items" with three entries: "Bug 2922235: Compose breaks for 640px width screen sizes and below" (Blocked | Unassigned), "Feature 2722481: Update button to newest component styles" (Active | Amanda Brady), and "Feature 2722481: Update menu for compose options" (Active | Babak Shammas). A message from Azure Dev Ops is visible, stating: "I'll have the work for updating the button done by end of week." Another message from Azure Dev Ops follows, saying: "Azure Dev Ops who can help with the bug item where compose breaks for 640px". A "Assigned" button is shown next to the message. At the bottom, there's a message input field with a placeholder "Type a message" and various emoji and file attachment icons.

Chat

Pinned

Ray Tanaka Louisa will send the initial list of... 1:47 PM

Beth Davies Thanks, that would be nice. 1:43 PM

Kayo Miwa I reviewed with the client on... Yesterday

Will, Kayo, Eric, +2 Kayo: It would be great to sync... 12:00 PM

August Bergman I haven't checked available time... 1:20 PM

Recent

Dream Team Babak: I asked the client to send... 1:58 PM

Emiliano Ceballos EC 😄😄 1:55 PM

Marie Beaudouin MB Sounds good? 1:00 PM

Oscar Krogh OK You: Thanks! Have a nice... 11:02 AM

Daichi Fukuda DF No, I think there are other... 10:43 AM

Kian Lambert Kian Lambert Have you run this by Beth? Mak... Yesterday

Team Design Template Reta: Let's set up a brainstorm... Yesterday

Reviewers Yesterday

Dream Team Chat Files +

Open items

**Bug 2922235: Compose breaks for 640px width screen sizes and below**  
Blocked | Unassigned

**Feature 2722481: Update button to newest component styles**  
Active | Amanda Brady

**Feature 2722481: Update menu for compose options**  
Active | Babak Shammas

5/12, 9:15 AM  
I'll have the work for updating the button done by end of week.

Azure Dev Ops who can help with the bug item where compose breaks for 640px

Azure Dev Ops 5/12, 9:15 AM  
From the conversation around the item, there needs to be Figma designs created to unblock this item.

Kayo Miwa, a designer who has worked on Project Ruby in the past, has 8 free hours this week. Should I assign "Bug 2922235: Compose breaks for 640px..." to them?

✓ Assigned

Type a message

78°F Sunny

9:28 AM 6/30/2023

The screenshot shows the Microsoft Teams application window. On the left is the sidebar with navigation links: Activity, Chat (marked with 1 notification), Teams, Calendar, Calls, Files, and Apps. The main area is the 'Chat' tab, showing a list of conversations under 'Pinned' and 'Recent'. In the 'Recent' section, a conversation with 'Dream Team' is selected. The channel name 'Dream Team' is at the top, along with 'Chat', 'Files', and a '+' icon. To the right of the channel name are icons for camera, phone, video, and file attachments.

**Dream Team** Chat Files +

Pinned

- Ray Tanaka 1:47 PM Louisa will send the initial list of...
- Beth Davies 1:43 PM Thanks, that would be nice.
- Kayo Miwa Yesterday I reviewed with the client on...
- Will, Kayo, Eric, +2 12:00 PM Kayo: It would be great to sync...
- August Bergman 1:20 PM I haven't checked available time...

Recent

- Dream Team 1:58 PM Babak: I asked the client to send...
- Emiliano Ceballos 1:55 PM 😊😊
- Marie Beaudouin 1:00 PM Sounds good?
- Oscar Krogh 11:02 AM You: Thanks! Have a nice...
- Daichi Fukuda 10:43 AM No, I think there are other...
- Kian Lambert Yesterday Have you run this by Beth? Mak...
- Team Design Template Yesterday Reta: Let's set up a brainstorm...

Reviewers Yesterday

**Bug 2922235: Compose breaks for 640px width screen sizes and below**  
Blocked | Unassigned

**Feature 2722481: Update button to newest component styles**  
Active | Amanda Brady

**Feature 2722481: Update menu for compose options**  
Active | Babak Shamma

5/12, 9:15 AM I'll have the work for updating the button done by end of week.

Azure Dev Ops who can help with the bug item where compose breaks for 640px

Azure Dev Ops 5/12, 9:15 AM From the conversation around the item, there needs to be Figma designs created to unblock this item.

Kayo Miwa, a designer who has worked on Project Ruby in the past, has 8 free hours this week. Should I assign "Bug 2922235: Compose breaks for 640px..." to them?

Amanda Brady has assigned "Bug 2922235: Compose breaks for 640px width screen sizes and below" to Kayo Miwa. Kayo will be notified via email and chat.

Type a message

Attachment icons: A, P, G, S, F, ...

# Conversational and Contextual

Truly conversational Teams apps built with purpose to leverage app 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 map to app actions



**LLM modularity**—developers can use any LLM they choose

@bot make a task for Babak from this



Bot built with the SDK



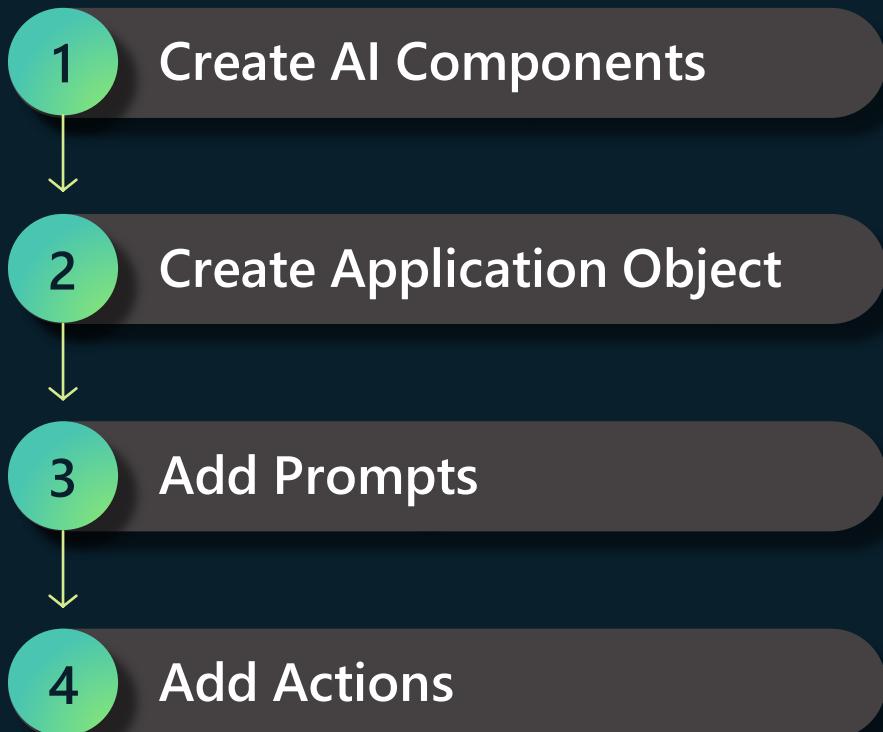
LLM



M365

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

# Get started in four simple steps:



# 1. AI components

- **Planner:** component that calls either OpenAI or Azure OpenAI
- **PromptManager:** manages prompt creation
- **Moderator:** adds safety moderation to the bots input and/or output

```
// Create Planner
const planner = new OpenAIPlanner({
  apiKey: process.env.OpenAIKey!,
  defaultModel: 'text-davinci-003',
  logRequests: true
});

// Create Prompt Manager
const promptsFolder = path.join(__dirname, '../src/prompts');
const promptManager = new DefaultPromptManager(promptsFolder);

// Create optional Moderator
const moderator = new OpenAIModerator({
  apiKey: process.env.OpenAIKey!,
  moderate: 'both'
});
```

## 2. Application

- **Storage:** used to store conversation and user state; all BotFramework storage providers supported
- **Application:** replaces the ActivityHandler class in a typical BotFramework bot

```
// Create state storage provider
const storage = new MemoryStorage();

// Create Application
const app = new Application<ApplicationTurnState>({
  storage,
  ai: {
    planner,
    moderator,
    promptManager,
    prompt: 'chat',
    history: {
      assistantHistoryType: 'text',
      maxTokens: 500
    }
  }
});

// Listen for incoming server requests.
server.post('/api/messages', async (req, res) => {

  // Route received a request to adapter for processing
  await adapter.process(req, res as any, async (context) => {

    // Dispatch to application for routing
    await app.run(context);
  });
});
```

[Overview](#)[Documentation](#)[API reference](#)[Examples](#)[Playground](#)[Help](#)[Personal](#)

## Playground

Travel Bot

Save

View code

Share

...

**SYSTEM**

The following is a conversation with an AI assistant.

The assistant is an expert in the travel industry with over 20 years experience.

The assistant should greet the user and ask them the destination they're planning to visit.

**USER**

hello

**ASSISTANT**

Hello! I'm an AI travel assistant with over 20 years of experience in the travel industry. How can I assist you today?

[+ Add message](#)[Submit](#)[Give us feedback](#)**Mode**

Chat

Beta

**Model**

gpt-3.5-turbo

Temperature 0.7

Maximum length 256

Top P 1

Frequency penalty 0

Presence penalty 0.6

### 3. Prompts

- Each prompt has its own folder
- **skprompt.txt:** contains the prompts text and supports template variables and functions
- **config.json:** contains the prompts model settings

The screenshot shows a file explorer and two code editors. The file explorer at the top shows a directory structure: src > prompts > chat. Inside the chat folder are config.json, skprompt.txt, and index.ts. The skprompt.txt file is currently selected and displayed in the bottom editor. It contains the following text:

```
src > prompts > chat > skprompt.txt
1 The following is a conversation with an AI assistant.
2 The AI is Santa Clause and the Human is a child meeting Santa for the first time.
3 The AI should always reply the way Santa would.
4 The AI should always greet the human the way Santa would, ask them their name, and ...
5
6 {{$history}}
7 Human: {{$input}}
8 AI:
```

The config.json file is also shown in the editor, with its content displayed below:

```
src > prompts > chat > config.json > ...
1 {
2   "schema": 1,
3   "description": "Chat with Santa Clause",
4   "type": "completion",
5   "completion": {
6     "max_tokens": 150,
7     "temperature": 0.9,
8     "top_p": 0.0,
9     "presence_penalty": 0.6,
10    "frequency_penalty": 0.0,
11    "stop_sequences": [
12      "Human:",
13      "AI:"
14    ]
15  }
16 }
```

# 4. Actions

- Actions handle events triggered by AI components
- **FlaggedInputAction:** raised by moderator when a user says something bad
- **FlaggedOutputAction:** raised when the bot says something bad

```
// Add action for handling a flagged input
app.ai.action(
  AI.FlaggedInputActionName,
  async (context: TurnContext, state: TurnState, data: TData) => {
    await context.sendActivity(`I'm sorry your message is inappropriate`);
    return false;
});

// Add action for handling a flagged output
app.ai.action(
  AI.FlaggedOutputActionName,
  async (context: TurnContext, state: ApplicationTurnState, data: TData) => {
    await context.sendActivity(`I'm not allowed to talk about such things.`);
    return false;
});
```

# Prompt actions

- Plans let the model DO actions or SAY things to the user
- The model can execute single actions or even chains of actions
- Show the model the schema for the plan and the list of actions you support

The following is a conversation with an AI assistant.

The assistant can turn a light on or off.

The assistant must return the following JSON structure:

```
{"type": "plan", "commands": [{"type": "DO", "action": "<name>", "entities": {"<name>": <value>}}, {"type": "SAY", "response": "<response>"}]}
```

The following actions are supported:

- LightsOn
- LightsOff
- Pause time=<duration in ms>

The lights are currently {{getLightStatus}}.

Always respond in the form of a JSON based plan. Stick with DO/SAY.



**LightBot** Chat About



4:13 PM  
what can you do?



Last read



LightBot 4:13 PM

I can turn the lights on or off, and pause for a specified duration.

Type a new message



# Action handlers

- Register a handler for each action listed in the prompt
- Returning false from a handler prevents the planner from running additional DO/SAY commands
- Add in other actions for AI.UnknownActionName and AI.RateLimitedActionName

```
// Register action handlers
app.ai.action(
  'LightsOn',
  async (context: TurnContext, state: ApplicationTurnState) => {
    state.conversation.value.lightsOn = true;
    await context.sendActivity(`[lights on]`);
    return true;
  }
);

app.ai.action(
  'LightsOff',
  async (context: TurnContext, state: ApplicationTurnState) => {
    state.conversation.value.lightsOn = false;
    await context.sendActivity(`[lights off]`);
    return true;
  }
);

app.ai.action(
  'Pause',
  async (context: TurnContext, state: ApplicationTurnState, data: TData) => {
    const time = data.time ? parseInt(data.time) : 1000;
    await context.sendActivity(`[pausing for ${time / 1000} seconds]`);
    await new Promise((resolve) => setTimeout(resolve, time));
    return true;
  }
);
```

## TEAMS TOOLKIT

Jump right into Teams Toolkit and get an overview of the fundamentals. For more information, visit [Get Started](#).

Walk through the steps to build a real-world Teams app.

[Documentation](#)

[How-to Guides](#)

Create a project or explore our samples.

[Create a New App](#)

[View Samples](#)



Show All  
Commands

`Ctrl + Shift + P`

Open File `Ctrl + O`

Open Folder `Ctrl + K` `Ctrl + O`

Open Recent `Ctrl + R`



# Teams AI Library

## Developers

1

### Teams-centric

Strong POV with Teams app components

2

### Simple

Easy to leverage powerful conversational language models vs building on your own

3

### Responsible AI

Guardrails to steer responsible conversation with moderation

4

### Localization

Out of the box localization with LLMs

5

### LLM Agnostic

Developers can choose any LLM

## Users

1

### Natural language

Can talk to Teams apps like you'd talk to a human as opposed to a declarative set of commands

2

### Consistency

Any app leveraging the SDK offers consistency for interactions, and the app handles steering natural conversation into actionable outcomes

**Partner innovation  
through conversational Teams apps**



A i S E R A



DocuSign®



ManageEngine  
ServiceDesk Plus Cloud



sideways6



SysAid®

THOMSON REUTERS

vtiger

Desk



A i S E R A





decisions

Decisions (devapp)

Decisions (devapp) Meetings Chat About

Decisions (devapp) 11:03 AM  
Hello Patrick! How can I assist you today?

11:03 AM  
Help

Decisions (devapp) 11:03 AM  
I'm here to assist you with managing your meetings. You can ask me to suggest an agenda item, add a topic, set a reminder, or start a meeting rating. Just let me know what you need help with!

11:04 AM  
Can you suggest a topic for next week's CS team meeting where we will talk about the recent project backlog around the Help Center? 

Decisions (devapp) 11:05 AM  
No problem! 😊 I've created this suggestion for you. How does this look? If you'd like any changes, just let me know!

Agenda item

Type a new message  

A ⚡ 😊 GIF 📸 ➡️ 📌 ⏴️ 📄 ...

A i S E R A

A i S E R A

 Lucid

 Lucid

# Partner innovation through conversational apps



- Bot:user conversation
- User intent extraction
- Leverages conversation history
- Localization
- Adaptive cards

A i S E R A

- Bot:user conversation
- User intent extraction
- Action chaining
- Adaptive cards



- Bot is a group chat participant
- Stitches other Teams capabilities like In-meeting apps  
Summarization of content
- Localization
- Adaptive cards

This is your opportunity to build  
a new generation of Teams apps  
powered by AI

# Harness the power of AI

Coming soon

## Plugins

Extend Microsoft 365 Copilot capabilities with your app's skills, data and services

Available

## Teams AI library

Build intelligent, conversational Teams apps with ease

Your opportunity starts here

Reimagine how people work  
on Teams and Microsoft 365

Build a new generation of intelligent apps today



# Join The Microsoft #TeamsGlobalHack

Build, innovate, and #HackTogether  
June 1 - 15 for a chance  
to win prizes!



[aka.ms/hack-together-teams](https://aka.ms/hack-together-teams)



The screenshot shows a Microsoft Teams chat window. On the left, there's a sidebar with icons for Activity, Chat (with 1 unread message), Teams, Calendar, Calls, Files, ..., and Apps. The main area is titled "Chat" and shows a list of messages from various users. The messages include:

- Babak Shamma: Yeah, that sounds great (11:32 AM)
- Cassandra Dunn: Ok. I'll send an update later. (6/2)
- Aadi Kapoor: You: Great work! (6/2)
- Eric Ishida: Sure, I'll set up something for next week t... (11:40 AM)
- Will Little: I don't see that being an issue. Can you ta... (11:42 AM)
- Marie Beaudouin: Ohhh I see, yes let me fix that! (11:40 AM)
- Hilary Reyes: Haha! (11:02 AM)
- Design Squad: Kayo: The review went really well! Can't wai... (11:00 AM)
- Charlotte and Babak: Charlotte: The client was pretty happy with... (10:48 AM)
- Reta Taylor: Ah, ok I understand now. (11:40 AM)
- Joshua VanBuren: Thanks for reviewing! (10:29 AM)
- Daichi Fukuda: You: Thank you!! (10:20 AM)
- Kadji Bell: You: I like the idea, let's pitch it! (10:02 AM)

At the bottom right, there's a text input field with "Type a new message" and a red heart icon with the number 1.

# Get hands-on today!

## Plugins

Step by step to build  
Teams message extensions

[aka.ms/build-message-extensions](http://aka.ms/build-message-extensions)



Docs and more info | [aka.ms/plugins-dev](http://aka.ms/plugins-dev)



Sign up for developer  
Early Access Preview

| [aka.ms/plugins-dev-waitlist](http://aka.ms/plugins-dev-waitlist)

## Teams AI Library

JavaScript

**Lab session 1** today at 2:45pm

[aka.ms/teams-ai-lab-1](http://aka.ms/teams-ai-lab-1)

**Lab session 2** today at 5:15pm

[aka.ms/teams-ai-lab-2](http://aka.ms/teams-ai-lab-2)



Tutorial and docs | [aka.ms/teams-ai-library](http://aka.ms/teams-ai-library)



Library and NPM | [github.com/microsoft/teams-ai](https://github.com/microsoft/teams-ai)



Hackathon signup | [aka.ms/hack-together-teams](http://aka.ms/hack-together-teams)

Thank you!

