



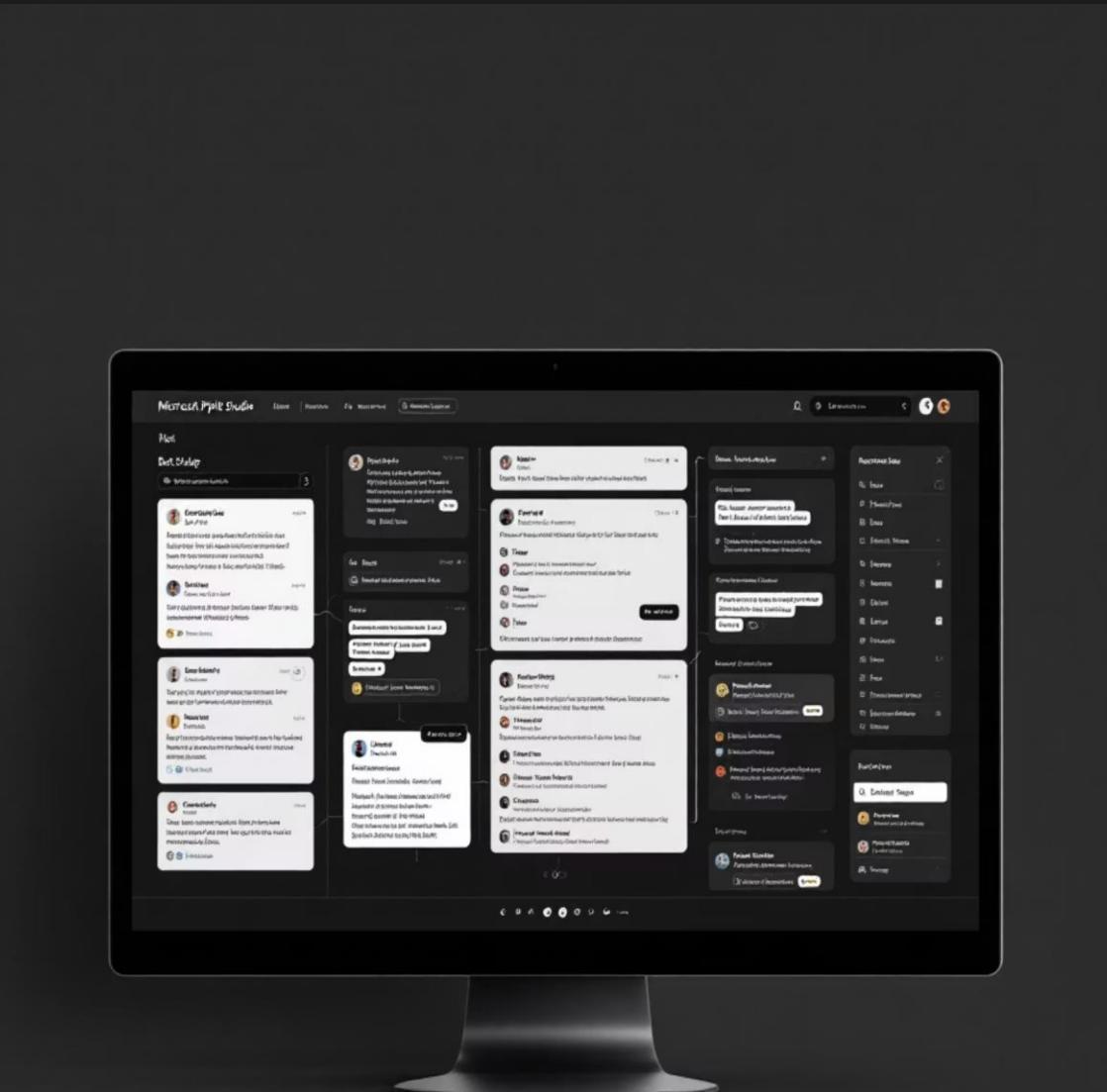
Introduction to Copilot Studio: Features, History, Access & Pricing

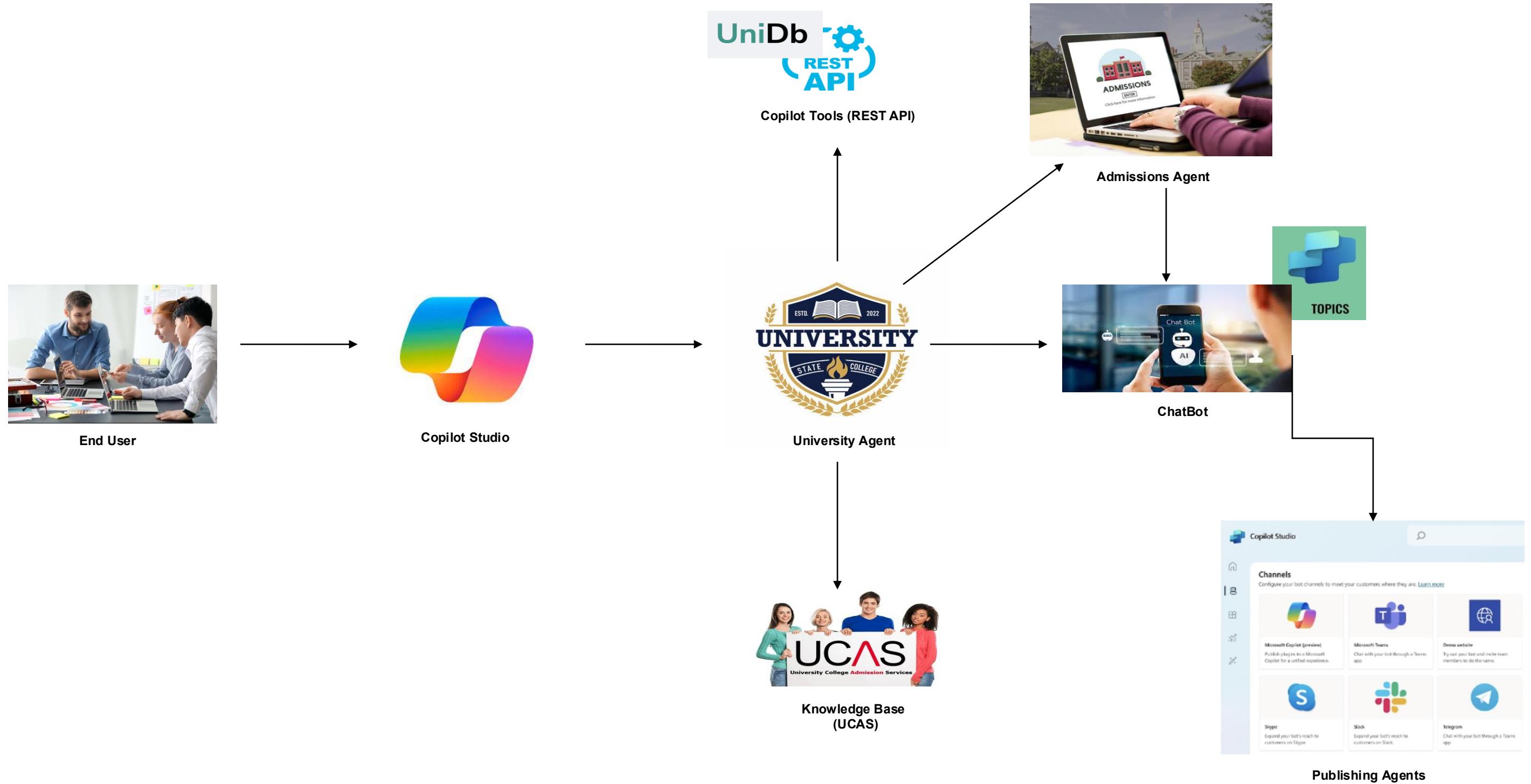
A comprehensive exploration of Microsoft's low-code AI assistant development platform, covering its core functionality, evolution, implementation methods, and cost structure.

What is Copilot Studio?

Copilot Studio is a tool by Microsoft that lets you easily create, customize, and manage your own AI assistants / Copilots / Agents using natural language — without needing to write code.

- No-Code / Low-code tool to build and customize AI-powered copilots / Agents
 - Based on Microsoft Power Platform (Power Apps, Power Automate, Power Virtual Agents)
 - Enables creation of custom GPT-like chat experiences
 - Integrates with Microsoft 365 Copilot, Power Platform, and Azure OpenAI
 - Supports natural language conversations with enterprise data





Core Capabilities & Practical Use Cases



Generative AI

Powers rapid responses from internal knowledge bases including SharePoint sites and company websites.



Custom Topics

Create specific conversational flows with decision trees for guided user interactions.



Plugins & Actions

Connect to external systems like CRM and ERP via Power Automate for extended functionality.



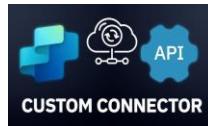
Multi-channel Deployment

Publish copilots across websites, Microsoft Teams, mobile apps, and more for unified experiences.

Common applications include customer service automation, internal HR support, and streamlined sales processes.



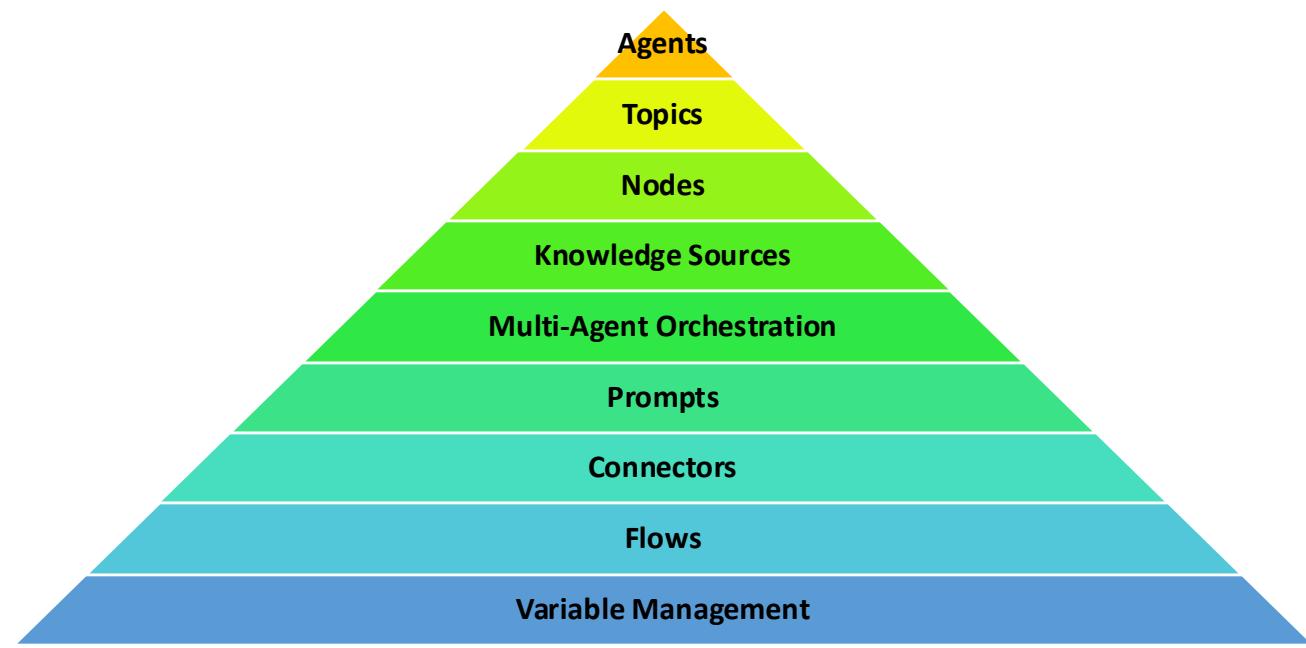
Real World Agents



End User



Copilot Studio



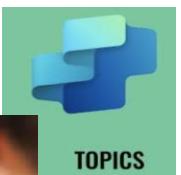
Dataverse



Copilot Tools (REST API)



Admissions Agent



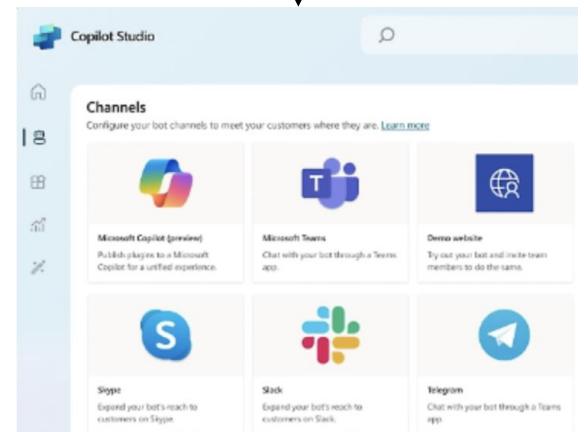
ChatBot



University Agent

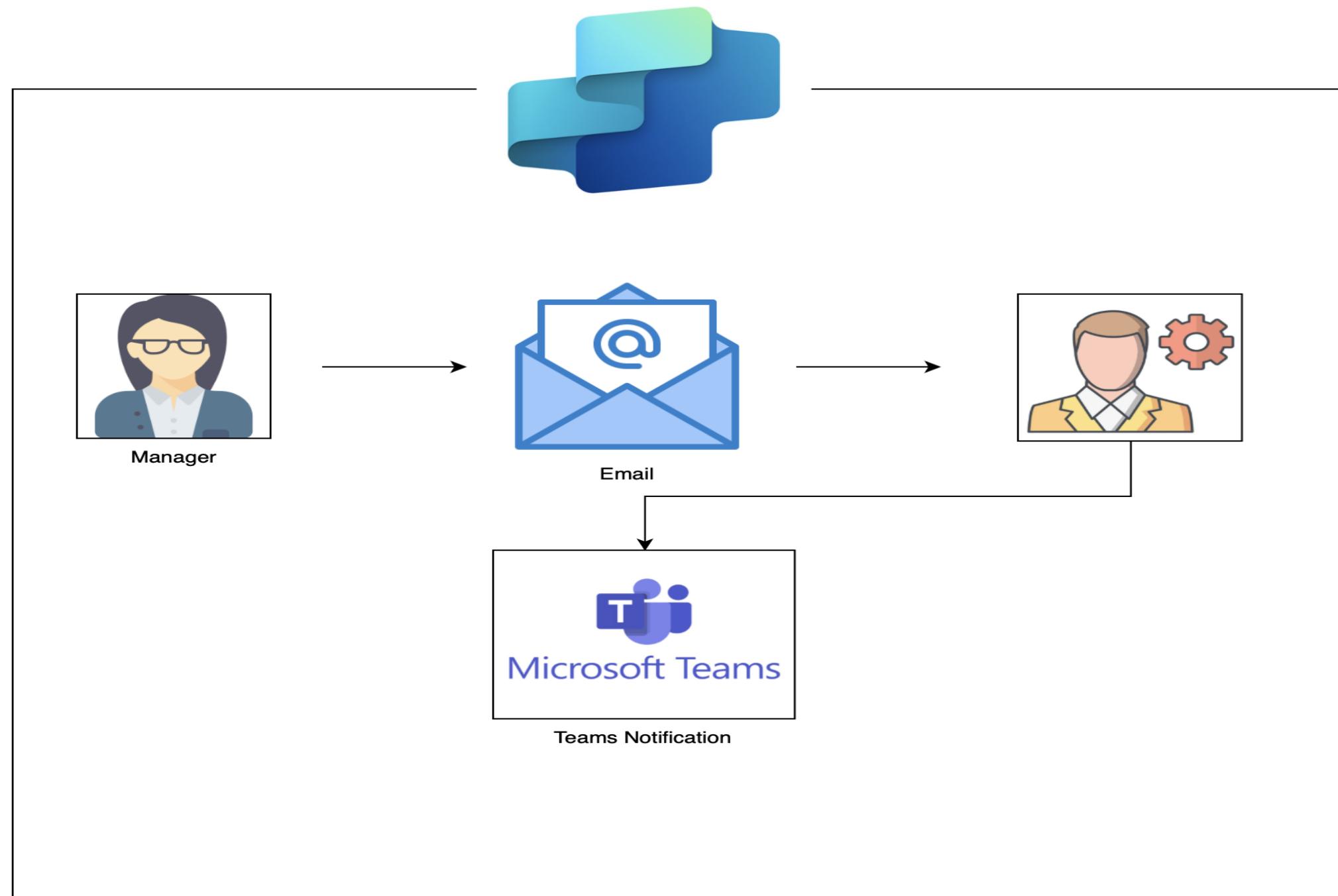


Knowledge Source (UCAS)

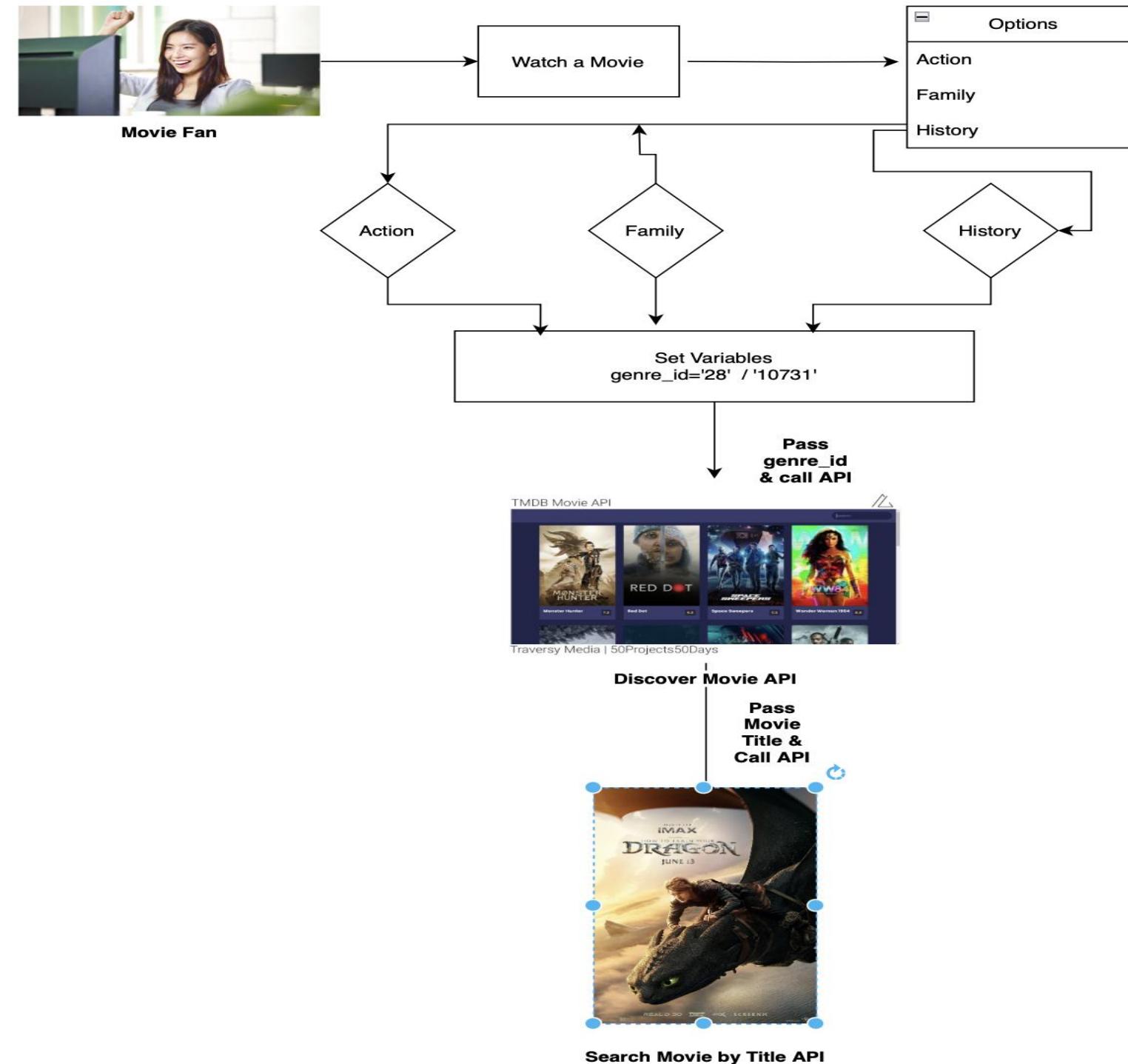


Publishing Agents

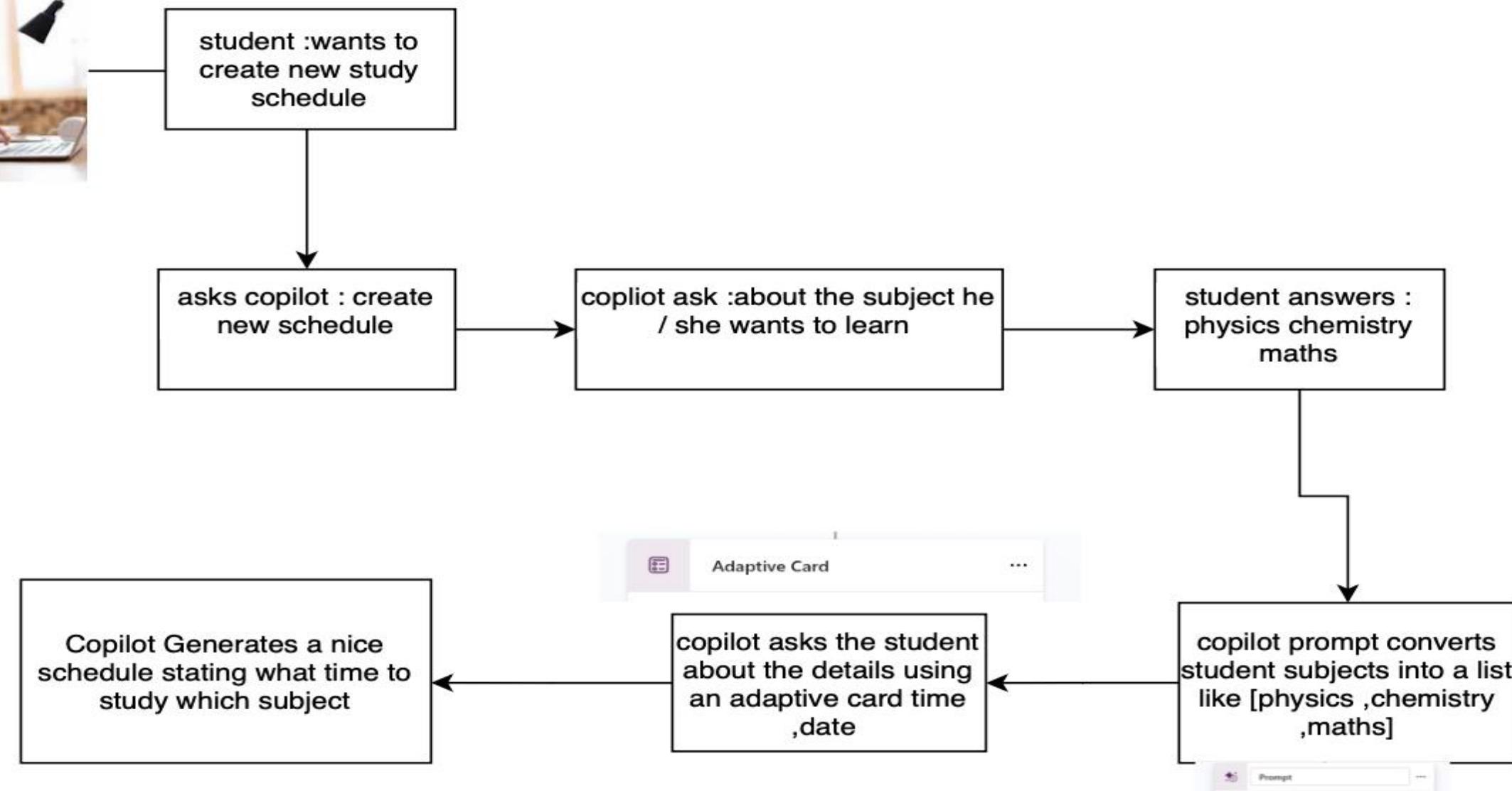
BossMail Notifier Agent



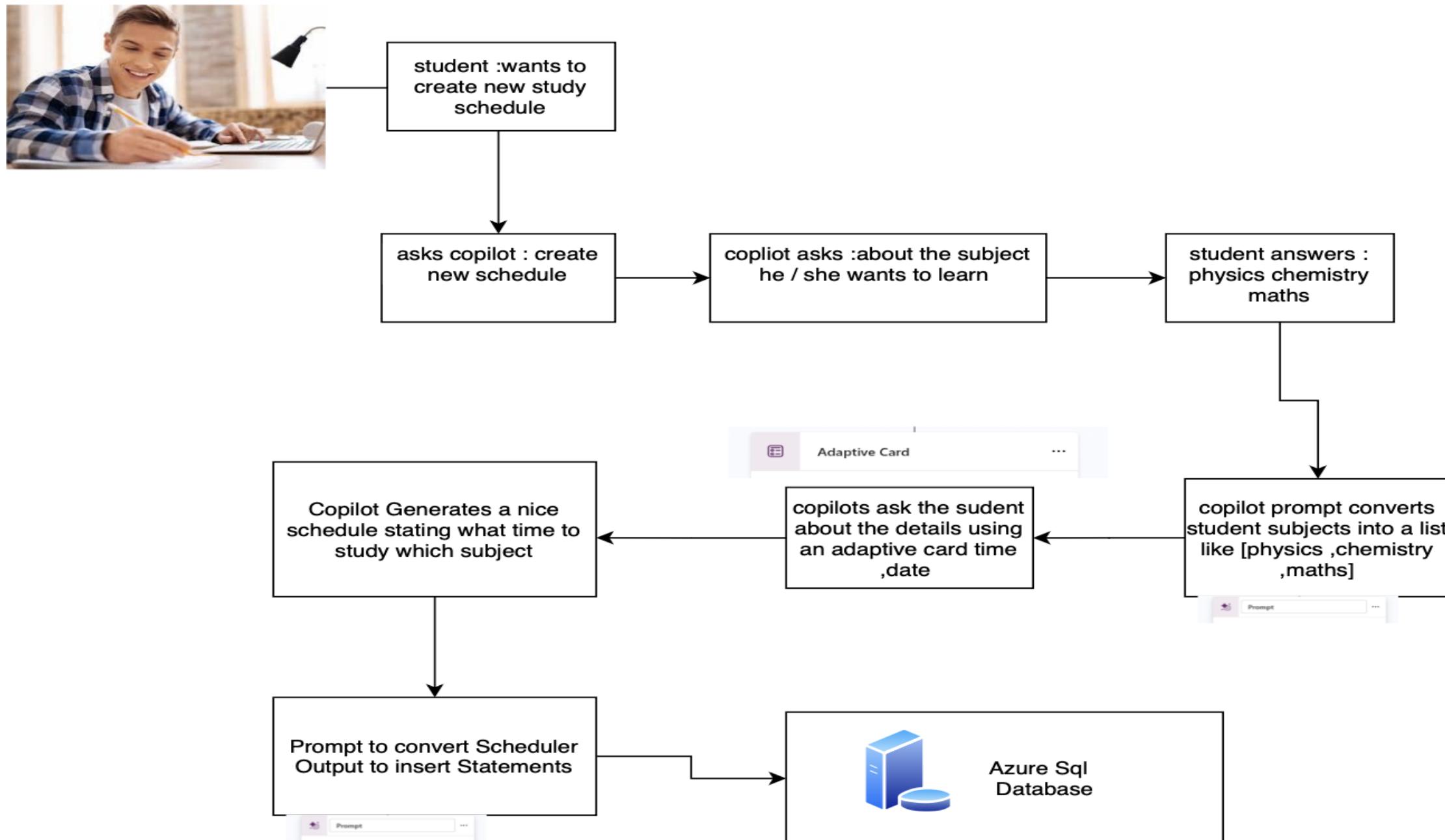
MovieMatch Agent



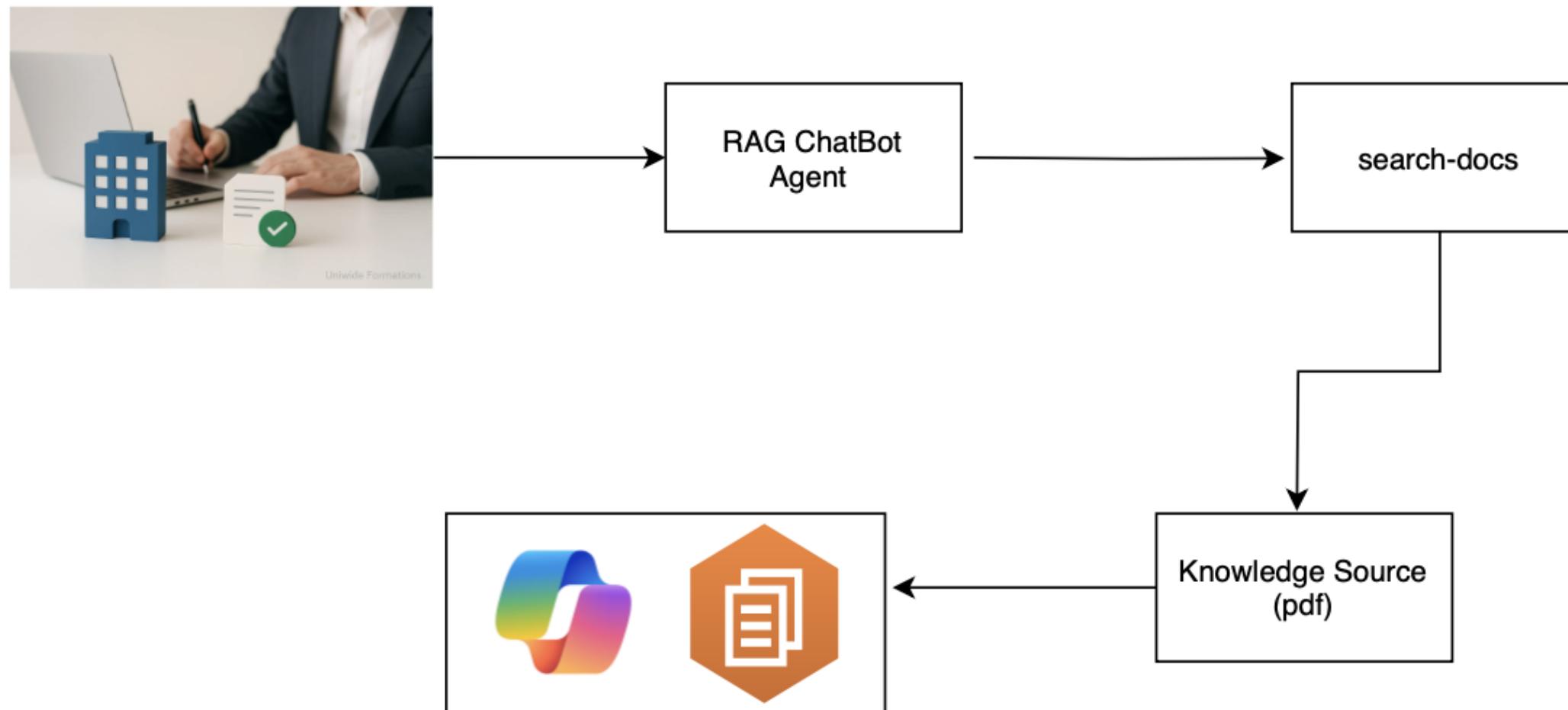
Study Scheduler Agent



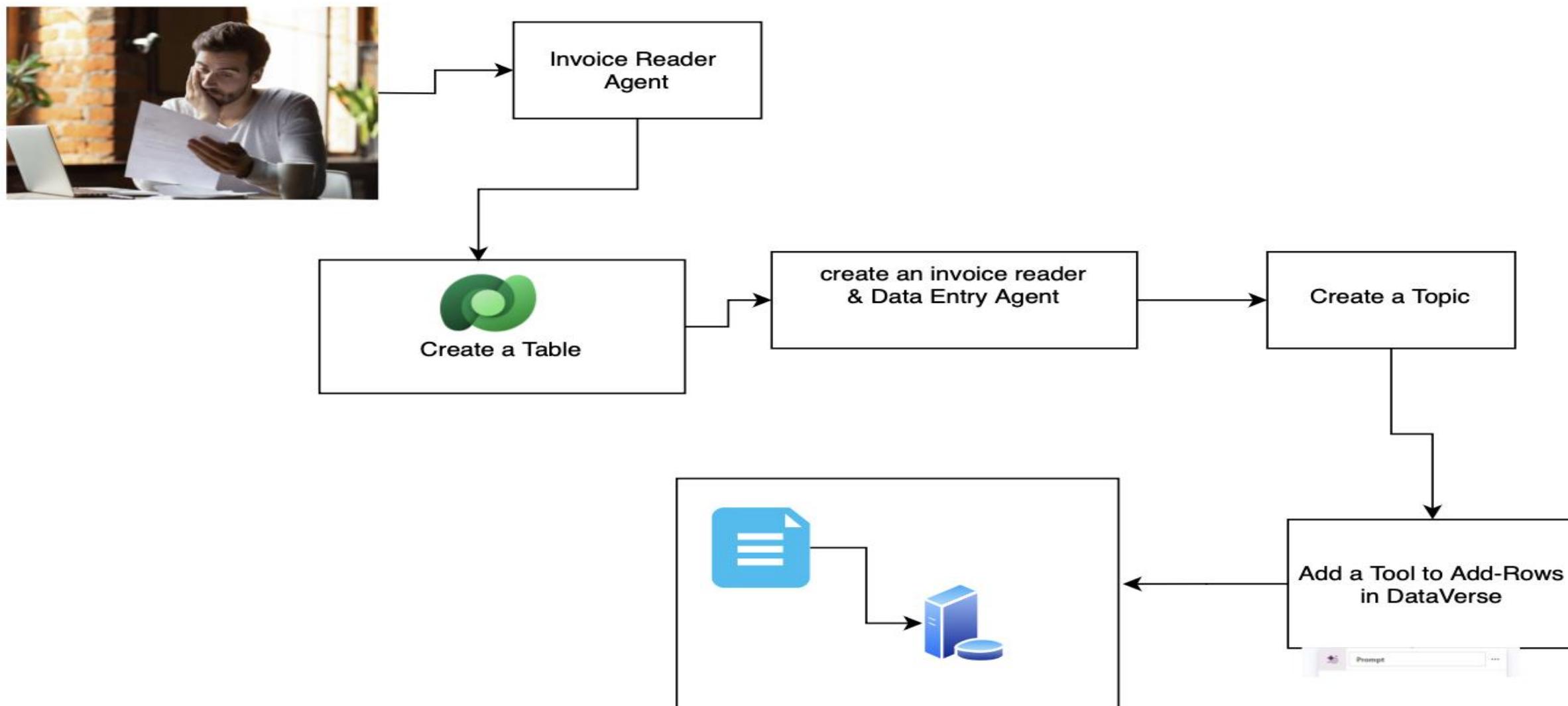
Study Scheduler & DB Agent



Document Insights Agent



Invoice Reader & Data Entry Agent





History Behind Copilot Studio: The Evolution

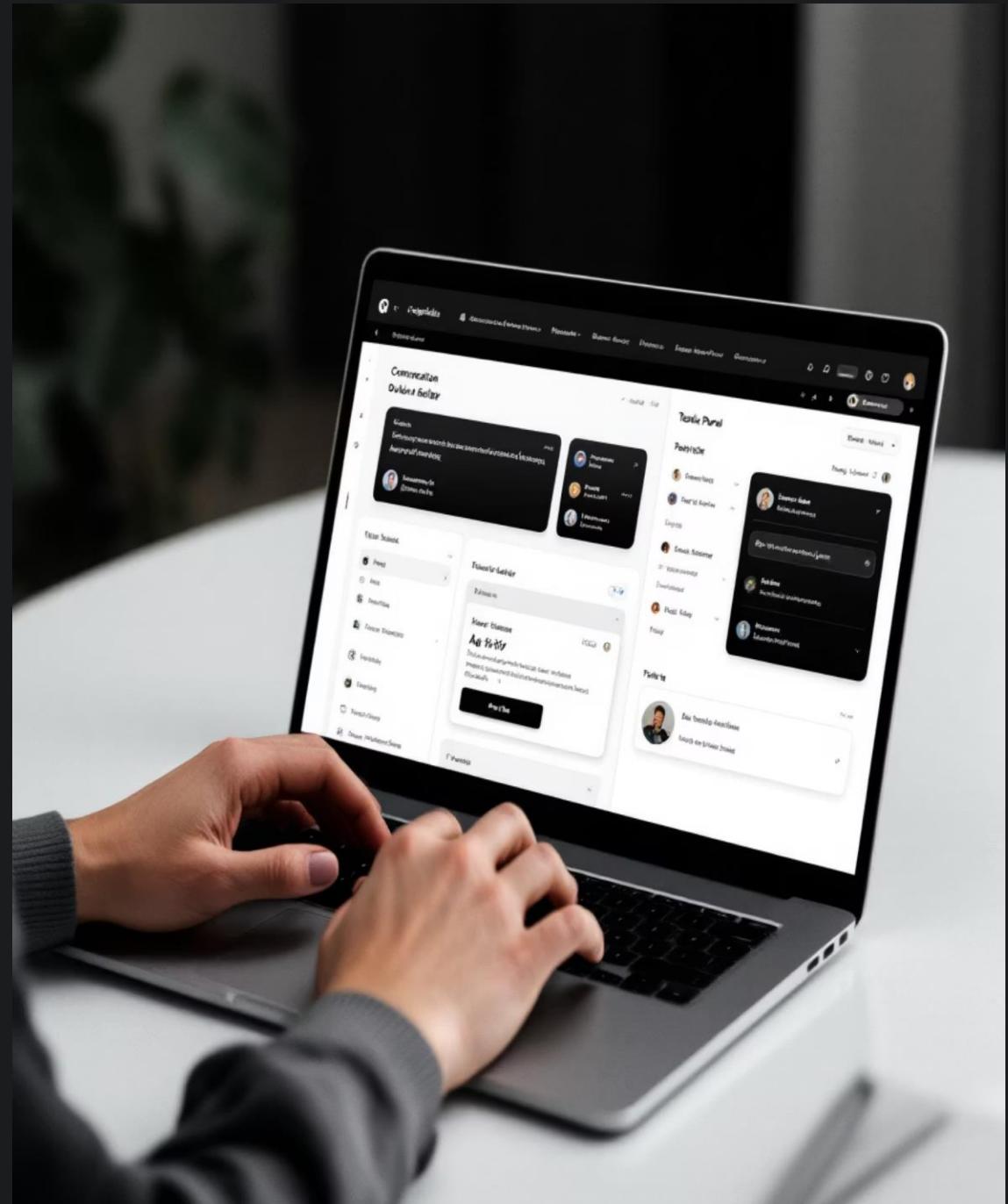
Period	Milestone / Feature Highlight
Pre-2023	Power Virtual Agents (PVA) — core platform before rebrand
Nov-23	Copilot Studio launched at Ignite
May-24	Public preview of generative agents & connectors at Build
Late 2024	Autonomous agent tools introduced
Early-Mid 2025	Copilot tuning, multi-agent orchestration, pro-code support
Apr-25	March 2025: General Availability of autonomous agents, plus orchestration & reasoning workflows, confirmed agents as centerpiece.

Accessing Copilot Studio: Building & Managing Copilots

Primary Access Methods

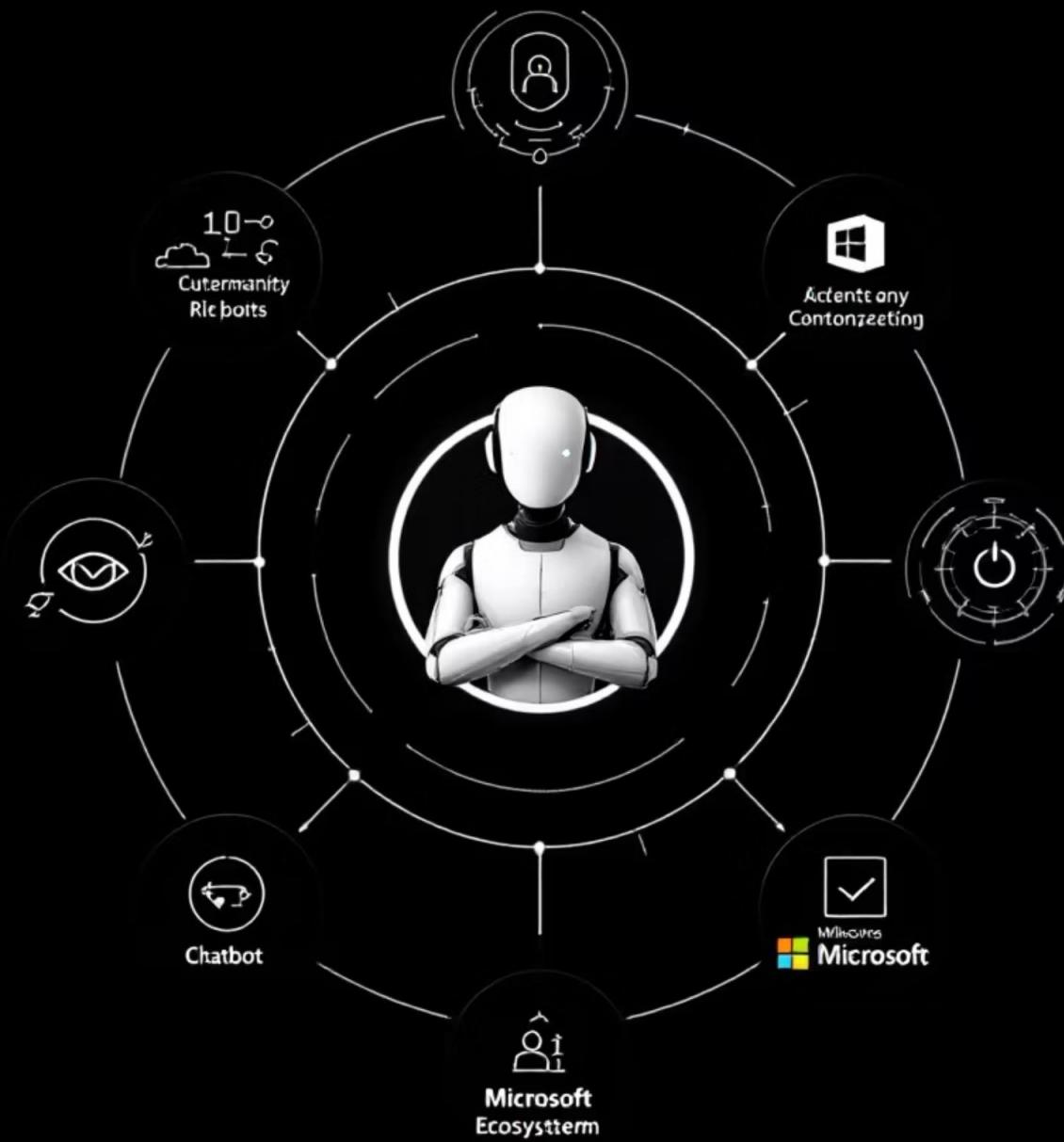
- Web portal at studio.copilotstudio.microsoft.com
- Low-code designer with intuitive drag-and-drop interface
- API access for advanced developers
- Administration via Microsoft 365 and Power Platform admin centres
- Manage Copilots directly within Microsoft Teams

Capability	Microsoft 365 Subscription	Copilot Studio Subscription
Gen AI: AI-enabled conversations	✗ Not available	✓ Full orchestration with generative AI
Deploy agents to channels	Microsoft Teams only	Any supported channel
Power Platform connectors	Standard connectors only	Premium connectors supported
Power Automate flows	✗ Not available	✓ Create and manage flows
Web security	Secure by default, no secrets	Fine control: can generate secrets and toggle access
Create/edit with Copilot	✗ Not available	✓ Use natural language to build/edit topics
Use Bot Framework skills	✗ Not available	✓ Extend with Bot Framework
Use Copilot Studio as Bot Framework skill	✗ Not available	✓ Interoperability with classic bots
Handoff to live agent	✗ Not available	✓ Available



Deployment & Integration Mechanisms

Mechanisms



Microsoft Teams

Embed copilots for internal employee support, providing virtual assistance for common workplace queries.

Power Platform

Integrate with Power Automate for workflows and Dataverse for secure data storage and management.

Websites & Apps

Easily embed copilots into existing digital properties using provided code snippets and SDKs.

Custom Channels

Connect to other platforms via Azure Bot Service Direct Line API for extended reach.

Pricing Model for Copilot Studio

Microsoft Copilot Studio

Pay-as-you-go

Start using Copilot Studio without any commitment up front

[Get started](#)[Explore pricing](#)

Pay for only what you use. Build and deploy agents across multiple channels to assist employees and customers.

Help ensure business continuity of business-critical agents without up-front licensing or entitlements.

*Azure subscription required

Microsoft Copilot Studio

\$200.00

25,000 messages/month, paid yearly

Get started with a Copilot Studio messaging pack, billed monthly^{1,2,3}

[Buy now](#)[Try for free](#)

Build your own agents, available across multiple channels, to assist employees and customers.

Copilot Studio offers a graphical development environment to build agents using generative AI, sophisticated dialog creation, knowledge, actions, and built-in analytics that work with Microsoft conversational AI tools.

Microsoft 365 Copilot

\$30.00

user/month, paid yearly

Or \$31.50 billed monthly
Annual commitment¹

[Learn more](#)

Use Copilot Studio to create agents that work with Microsoft 365 Copilot.

Bring Microsoft 365 Copilot to your organization with a qualifying Microsoft 365 subscription for business or enterprise.

*Microsoft 365 Copilot may not be available for all markets and languages. To purchase, customers must have a qualifying Microsoft 365 plan for [enterprise](#) or [business](#).

Tools in Microsoft Copilot Studio

Studio for Creating Agents

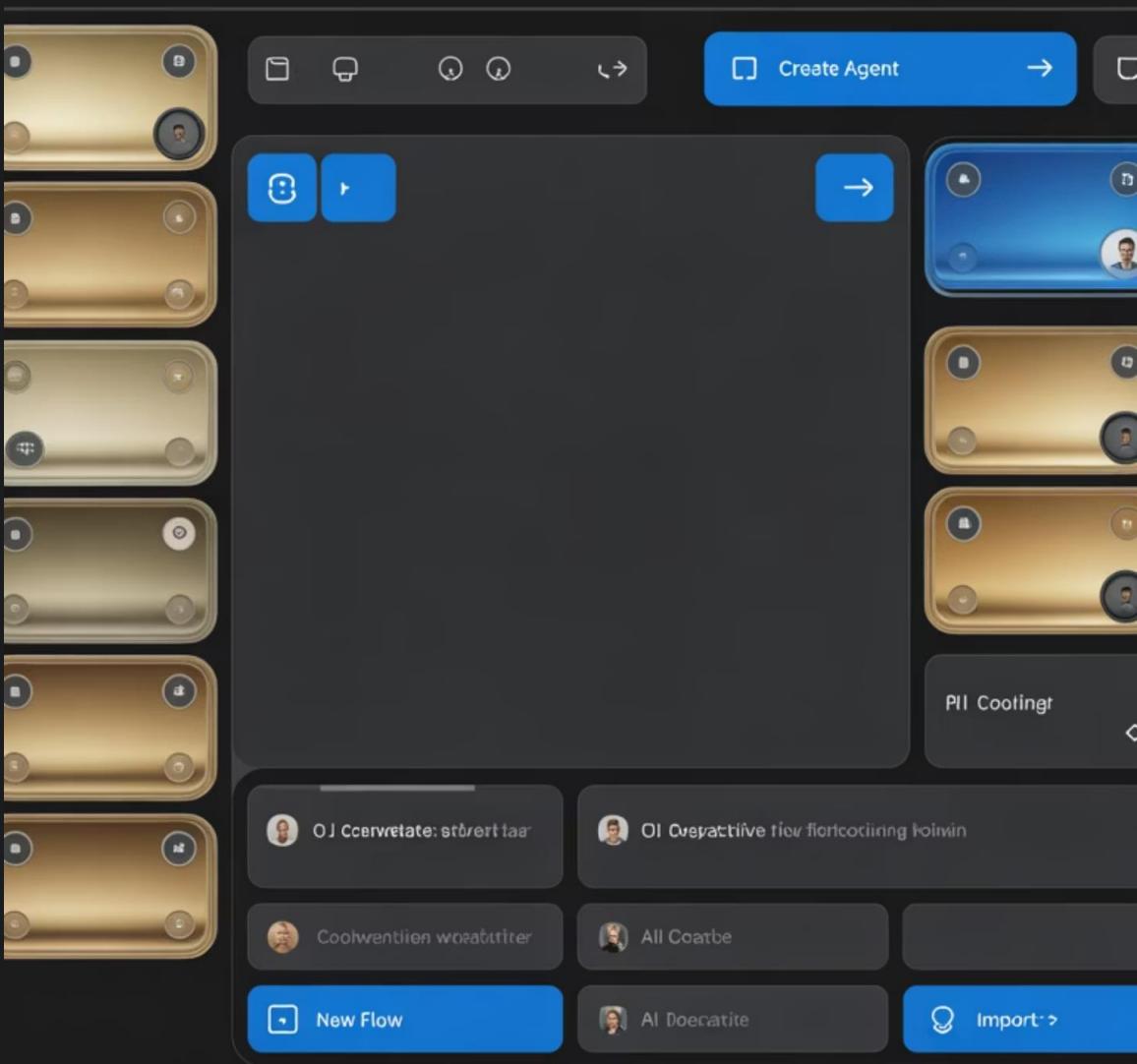
Tools are the building blocks that enable your agent to interact with external systems.

Tools give your agent extra skills, enabling it to take actions beyond conversation — either when a user asks or automatically.

Each tool represents a specific capability that your agent can perform.

- ✓ Send emails using the Office 365 Outlook connector
- ✓ Check the current weather conditions and forecasts
- ✓ Read and write data from Dataverse Tables
- ✓ Read and post messages to Teams

Microot Copilot Studio



Tools Currently Available in Copilot Studio



Prompt

Apply AI to text, documents, or images to analyze, summarize, or transform them.



Agent flow

These predictable automations run the same way each time, giving you more control when you need it.



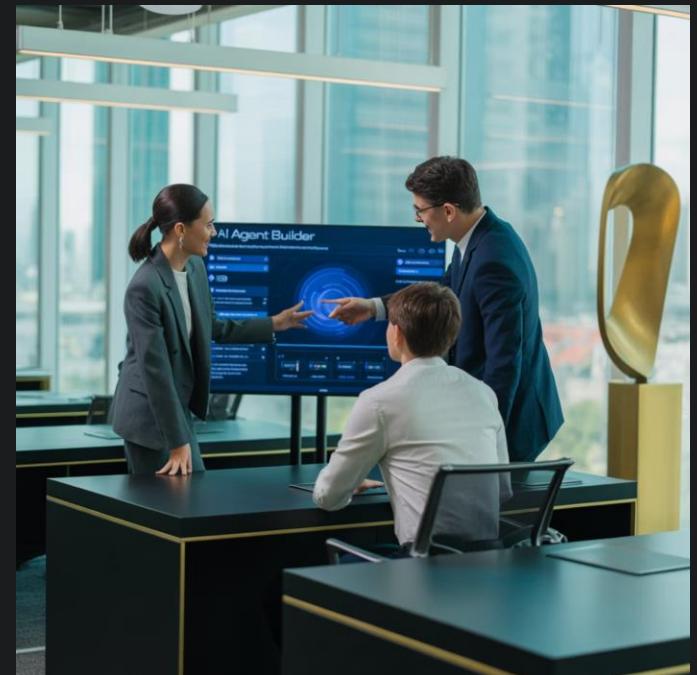
Custom connector ↗

External services and data sources.



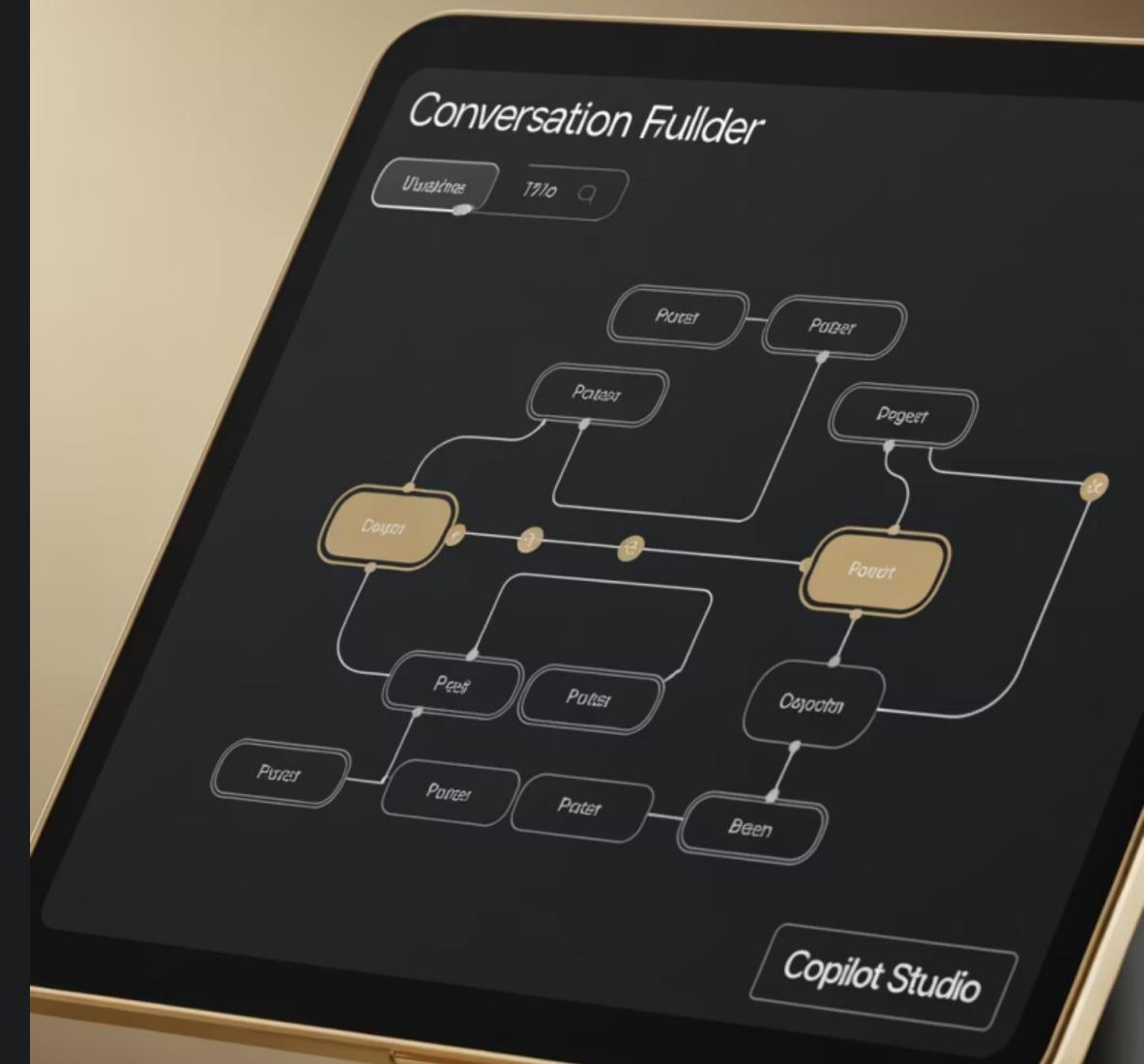
Model Context Protocol ↗

Open standard for connecting your agent to data, designed with AI in mind.



Microsoft Copilot Studio: Building Intelligent Conversation Paths

Welcome to this comprehensive guide on building effective conversation paths with Microsoft Copilot Studio. We'll explore how to create dynamic, intelligent dialogues using Topics and Nodes to power your AI assistants across multiple channels.



Understanding Topics in Copilot Studio

1

Conversation Building Blocks

Topics define specific conversation paths or subjects your copilot can handle, acting as the fundamental organisational units.

2

Intent Recognition

Each Topic is triggered by recognising a user's intent through natural language understanding, directing the conversation appropriately.

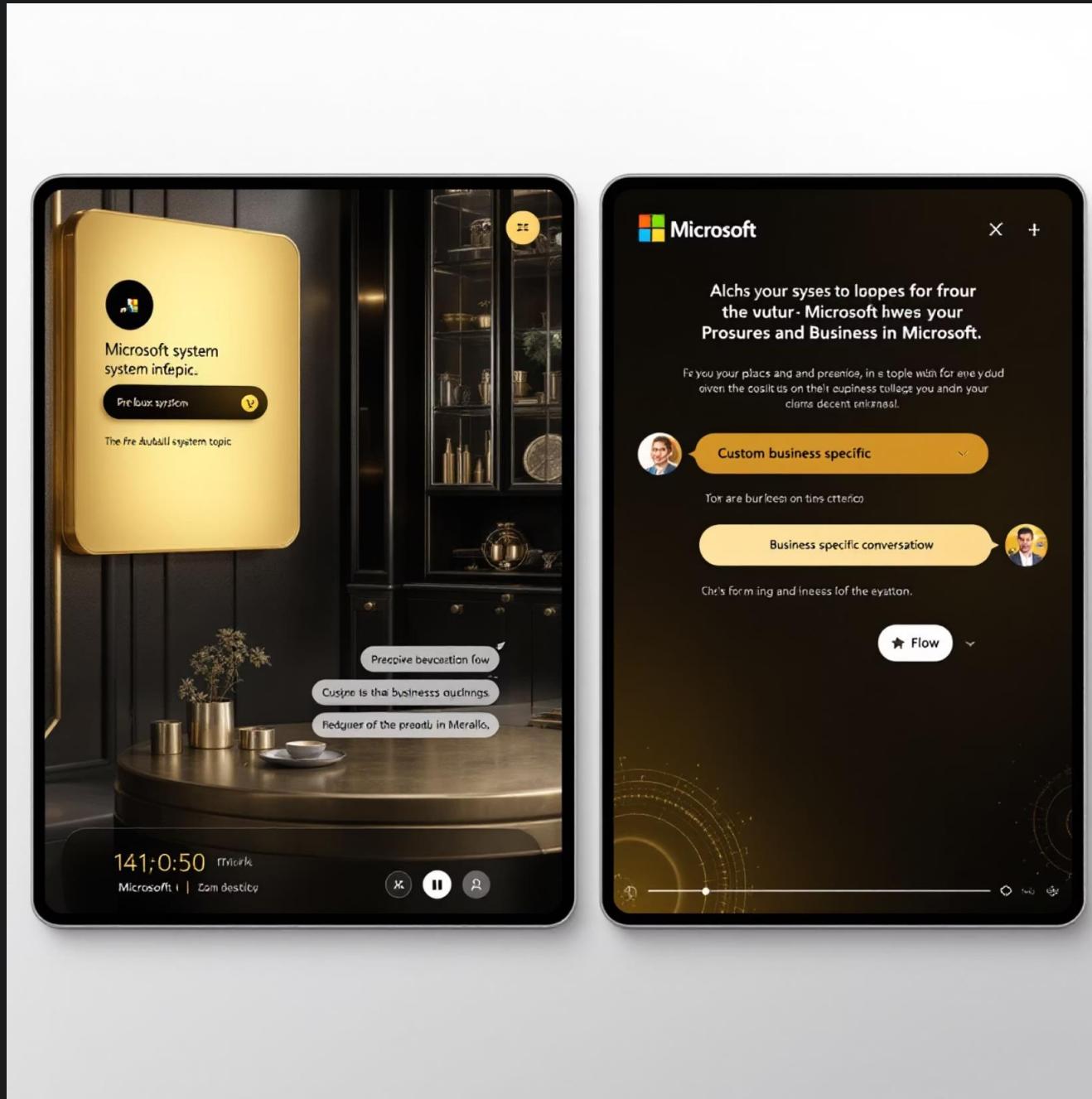
3

Structured Dialogue

Topics help organise and structure complex conversations into manageable, modular units that can be designed and tested independently.

Think of Topics as individual chapters in your copilot's conversation manual, each addressing a specific scenario your users might encounter.

System Topics vs Custom Topics



System Topics

- Pre-built by Microsoft
- Handle common scenarios (greetings, farewells, escalations)
- Provide foundational conversation capabilities
- Can be customised but not removed

Custom Topics

- Created specifically for your business needs
- Integrate with your unique data sources
- Completely configurable and extendable

Supported Node Types

Nodes are the individual building blocks within Topics that represent specific steps in a conversation. They control what happens at each point in the dialogue.

Node type	Description
Message node	Send the customer a message.
Question node	Ask the customer a question.
Adaptive Card node	Create a JSON snippet to exchange with other apps.
Condition nodes	Branch your conversation based on a condition.
Variable management nodes	Set a value, parse a value, or clear variables (including the ability to clear the conversation history used by the agent).
Topic management	Redirect the conversation, transfer the user, or end the topic or conversation.
Call a tool nodes	Call a flow like Power Automate or Excel Online, or use a connector or another type of tool.
Advanced	Send generative answers, HTTP requests, events, and more.

How Topics and Nodes Work Together



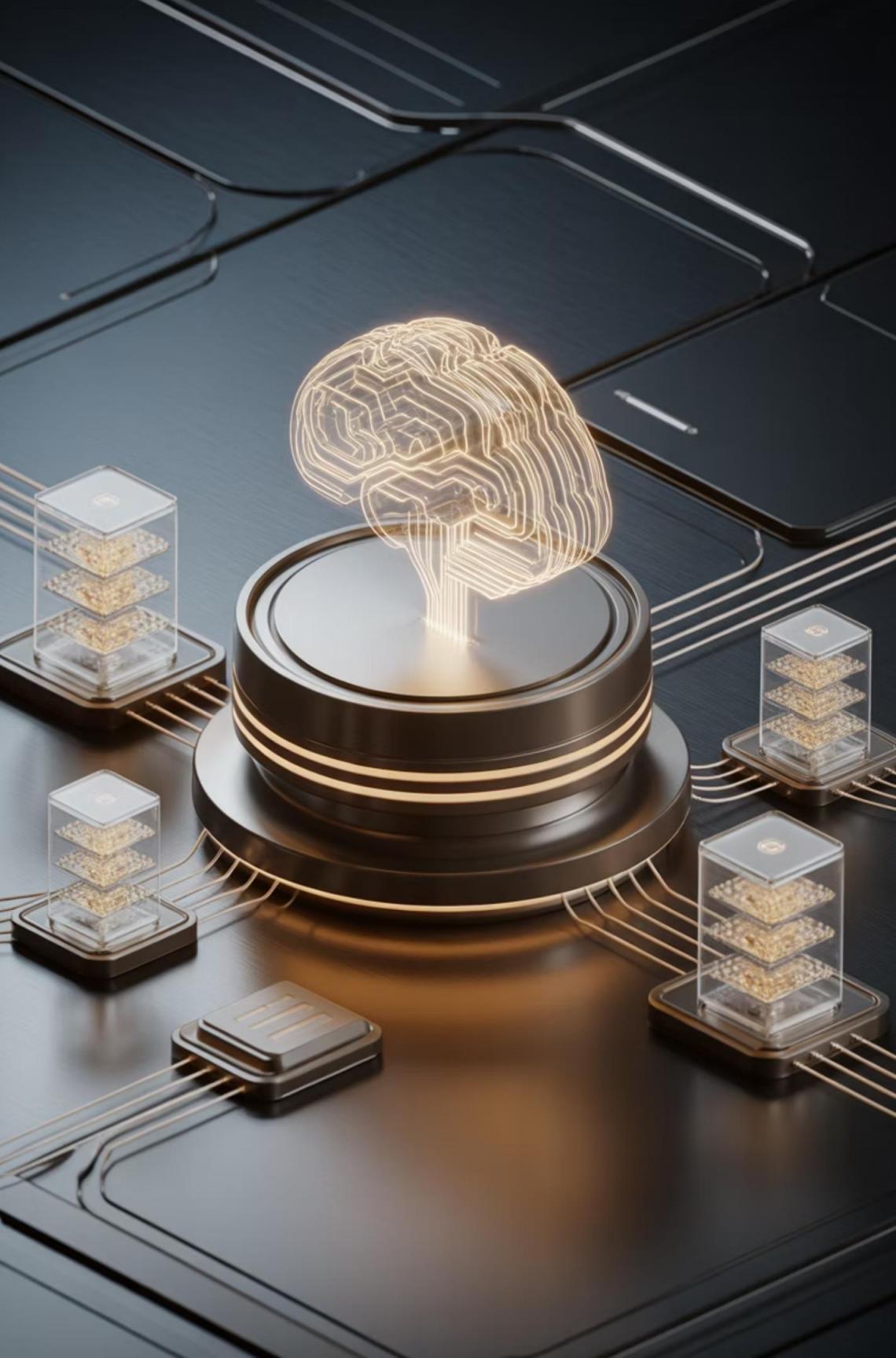
Topics and Nodes form a cohesive conversation architecture:

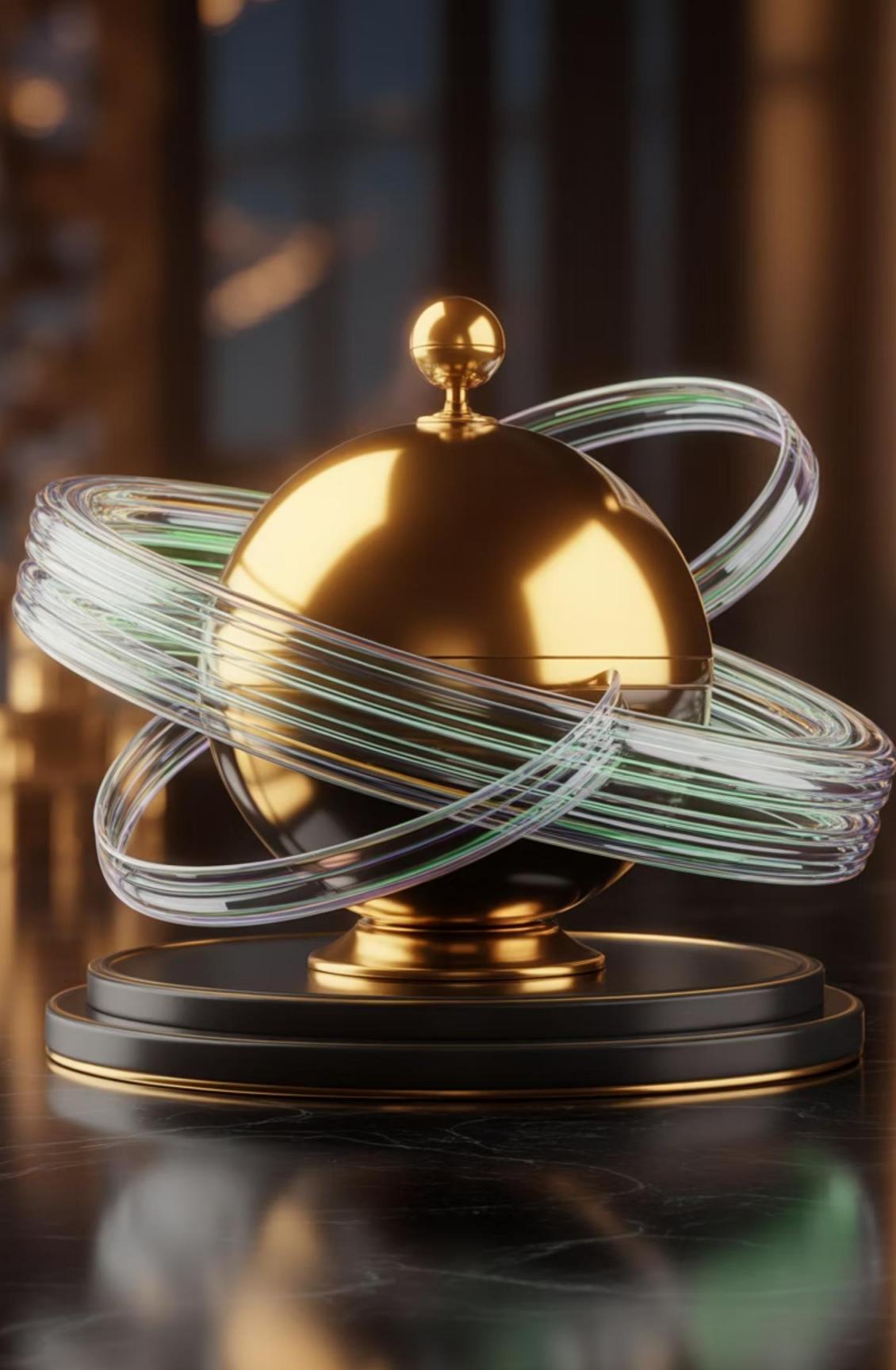
- **Topics** define what your copilot can discuss (the "what")
- **Nodes** determine how the conversation unfolds (the "how")
- **Triggers** connect user input to the appropriate Topic
- **Variables** store and pass information between Nodes

This modular design creates flexible, dynamic conversations that can adapt to different user inputs while maintaining context across the dialogue.

Microsoft Copilot Studio: Generative Answers & Knowledge Sources

Enhance your AI agents with powerful knowledge integration capabilities



A golden bell with glowing energy rings.

Generative Answers: The AI Brain of Your Agent

Automatic Response Generation

Uses multiple knowledge sources to provide intelligent answers without manual authoring

Primary or Fallback Function

Works when no authored topic matches user queries, ensuring comprehensive coverage

Time-Saving Solution

Eliminates need to manually create responses for every possible question

Grounded Conversations

Delivers plain language answers based on trusted data sources

Introduction to Knowledge Sources

Knowledge sources are the foundation of intelligent agents, providing the data they can search and reference when responding to queries.

Diverse Source Types

Public websites, documents, SharePoint, Dataverse, enterprise connectors

Authentication Requirements

Internal sources require user authentication; external sources like public websites do not

Generative Potential

Supports multiple knowledge sources in generative mode, enabling agents to answer across both enterprise and public data.



Supported Knowledge Sources

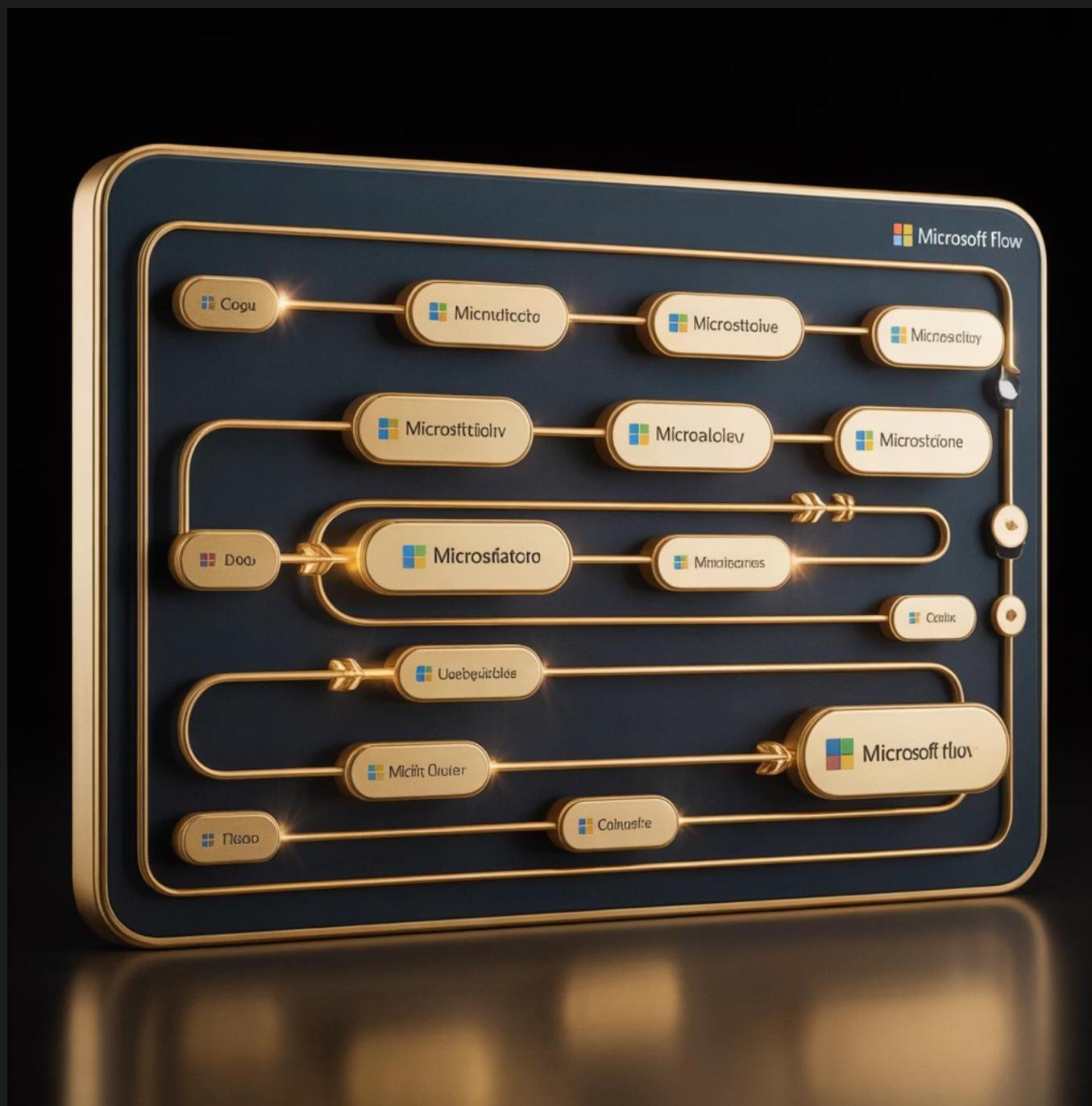
Name	Source	Description	Number of inputs supported in generative answers	Authentication
Public website	External	Searches the query input on Bing, only returns results from provided websites	Generative mode: 25 websites Classic mode: Four public URLs (for example, <i>microsoft.com</i>)	None
Documents	Internal	Searches documents uploaded to Dataverse, returns results from the document contents	Generative mode: All documents Classic mode: Limited by the Dataverse file storage allocation	None
SharePoint	Internal	Connects to a SharePoint URL, uses GraphSearch to return results	Generative mode: 25 URLs Classic mode: Four URLs per generative answers topic node	Agent user's Microsoft Entra ID authentication
Dataverse	Internal	Connects to the configured Dataverse environment and uses a retrieval-augmented generative technique in Dataverse to return results	Generative mode: Unlimited Classic mode: Two Dataverse knowledge sources (and up to 15 tables per knowledge source)	Agent user's Microsoft Entra ID authentication
Enterprise data using connectors	Internal	Connects to connectors where your organization data is indexed by Microsoft Search	Generative mode: Unlimited Classic mode: Two per custom agent	Agent user's Microsoft Entra ID authentication



Agent Flows in Microsoft Copilot Copilot Studio: Automate Smarter, Smarter, Faster

Transform your business processes with intelligent automation that connects your apps and services effortlessly. Agent Flows in Microsoft Copilot Studio deliver powerful no-code solutions to streamline workflows, reduce manual tasks, and boost team productivity across your organisation.

What Are Agent Flows?



Automated Workflows

Connect apps and services through a series of predefined steps that execute automatically.

Event-Driven

Triggered by specific events, scheduled times, or manual commands to initiate processes.

Structured Components

Composed of a trigger plus one or more sequential actions that process data and perform tasks.

Why Agent Flows Matter: Key Benefits



Consistent Execution

Rule-based workflows deliver deterministic outcomes every time, reducing human error and ensuring reliable process execution across your organisation.



Simple Workflow Creation

Leverage AI-driven suggestions and an intuitive visual designer to build powerful workflows without specialised coding knowledge or technical expertise.



End-to-End Visibility

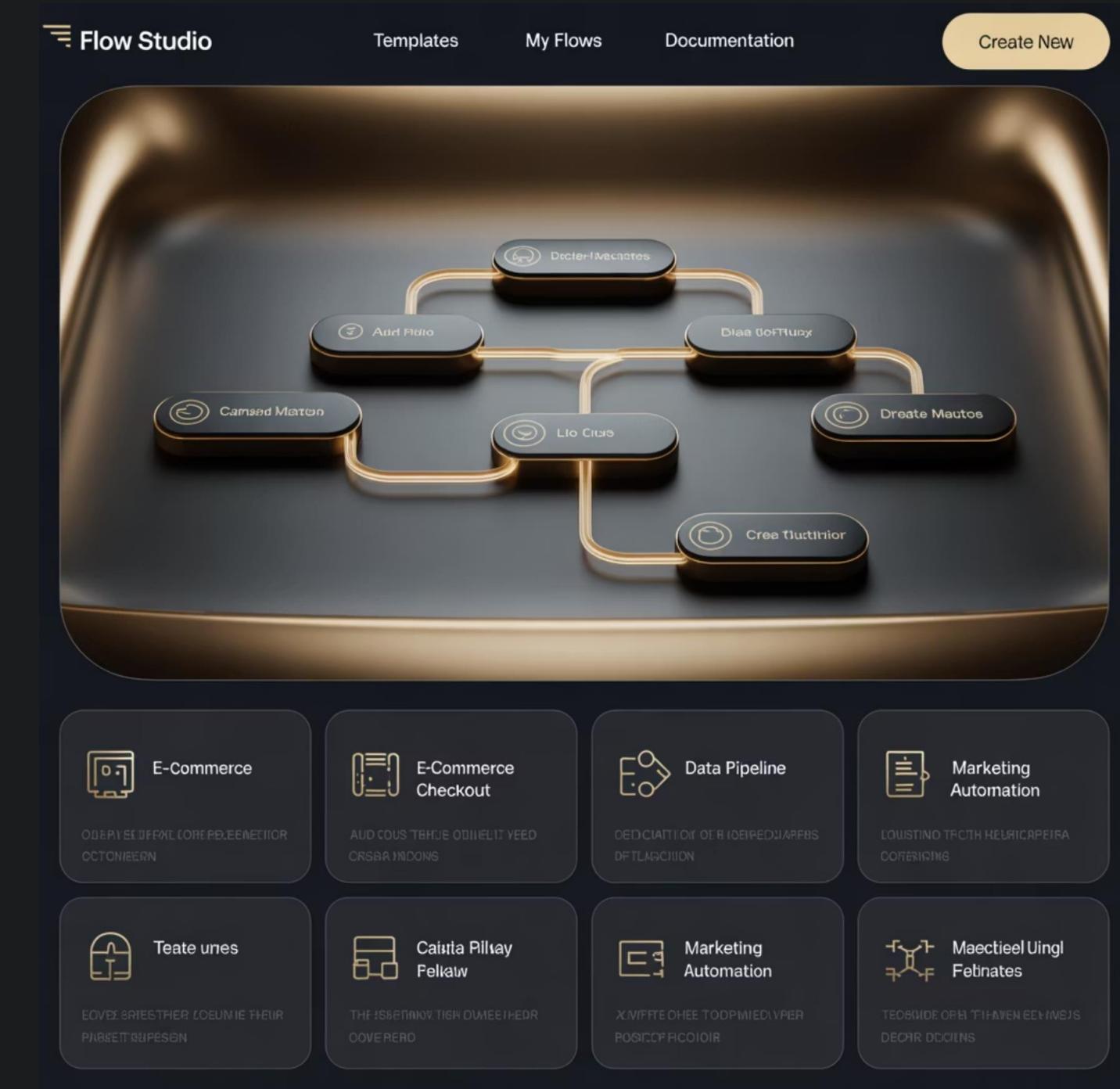
Monitor flow status, performance metrics, and execution history in a centralised dashboard for comprehensive oversight and optimisation.

These core benefits make Agent Flows an essential productivity tool for organisations seeking to modernise their processes and reduce manual workloads.

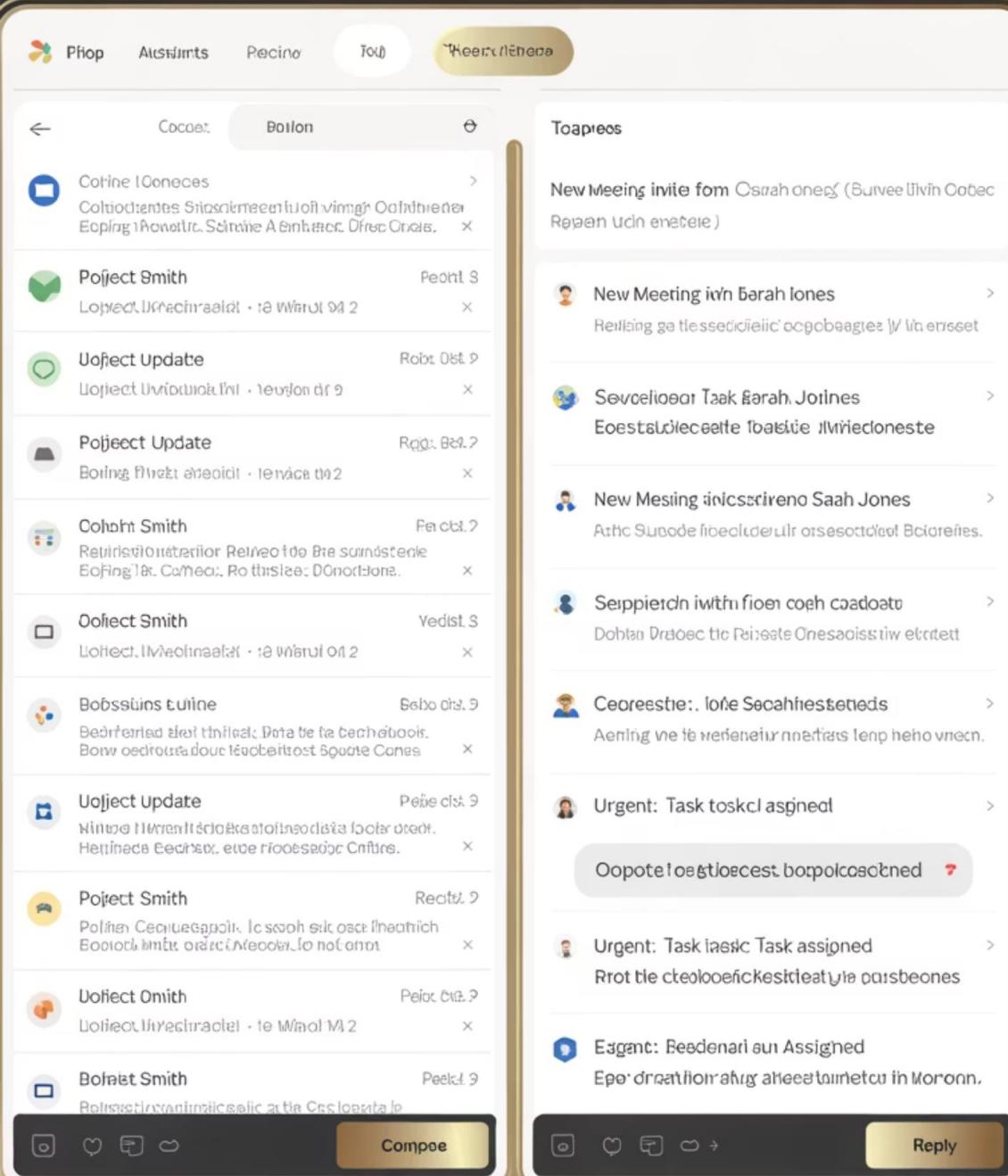
Creating Agent Flows: Two Powerful Approaches



Natural Language



Visual Designer



Real-World Example: Email to Teams Teams Notification

Trigger: Receive an Email

The flow activates when an email from your manager arrives in your inbox, detecting the sender's address automatically.

Process Email Content

The system extracts key information from the email, including subject, body text, and any attachments or priority flags.

Action: Send Teams Notification

A formatted notification appears in your specified Teams channel or chat, with direct links to the original email.

This simple yet powerful example demonstrates how Agent Flows connect different Microsoft services to create seamless experiences and save valuable time.

Triggers and Actions Explained



Instant/Manual Triggers

Initiated by direct user action, such as pressing a button or selecting an option in an interface.

Example: "Convert to PDF" button in a document library



Scheduled Triggers

Activated at predefined times or intervals according to business requirements.

Example: Daily report generation at 7:00 AM



Event-Based Triggers

Respond to specific events occurring within connected systems or applications.

Example: New lead created in Dynamics 365

Agent flows can also trigger other flows, enabling complex automation chains where the completion of one process initiates another, creating sophisticated multi-stage workflows across your organisation.

Managing Agent Flow Capacity

Capacity Consumption

Each action in a flow consumes Copilot Studio capacity units from your organisation's allocation. Monitor usage carefully to optimise costs.

Testing Benefits

Testing flows in the designer environment does not consume capacity (except for AI Builder calls), allowing for thorough validation without cost implications.

Transparent Metrics

Detailed capacity metrics available in the Power Platform admin centre provide clear visibility into usage patterns and trends.



Effective capacity management ensures you maximise the value of your Copilot Studio investment while maintaining optimal performance.

Agent Flows in Solutions: Advanced Management

Solution Framework

Agent Flows are included in Microsoft's solution framework, providing powerful management capabilities:

- Draft versions for development
- Version control for tracking changes
- Export/import for cross-environment deployment

Centralised Administration

Manage the complete lifecycle and customisation of flows through the Power Platform admin centre:

- Environment-specific configurations
- Role-based access controls
- Deployment pipelines for staged releases

Enterprise Governance

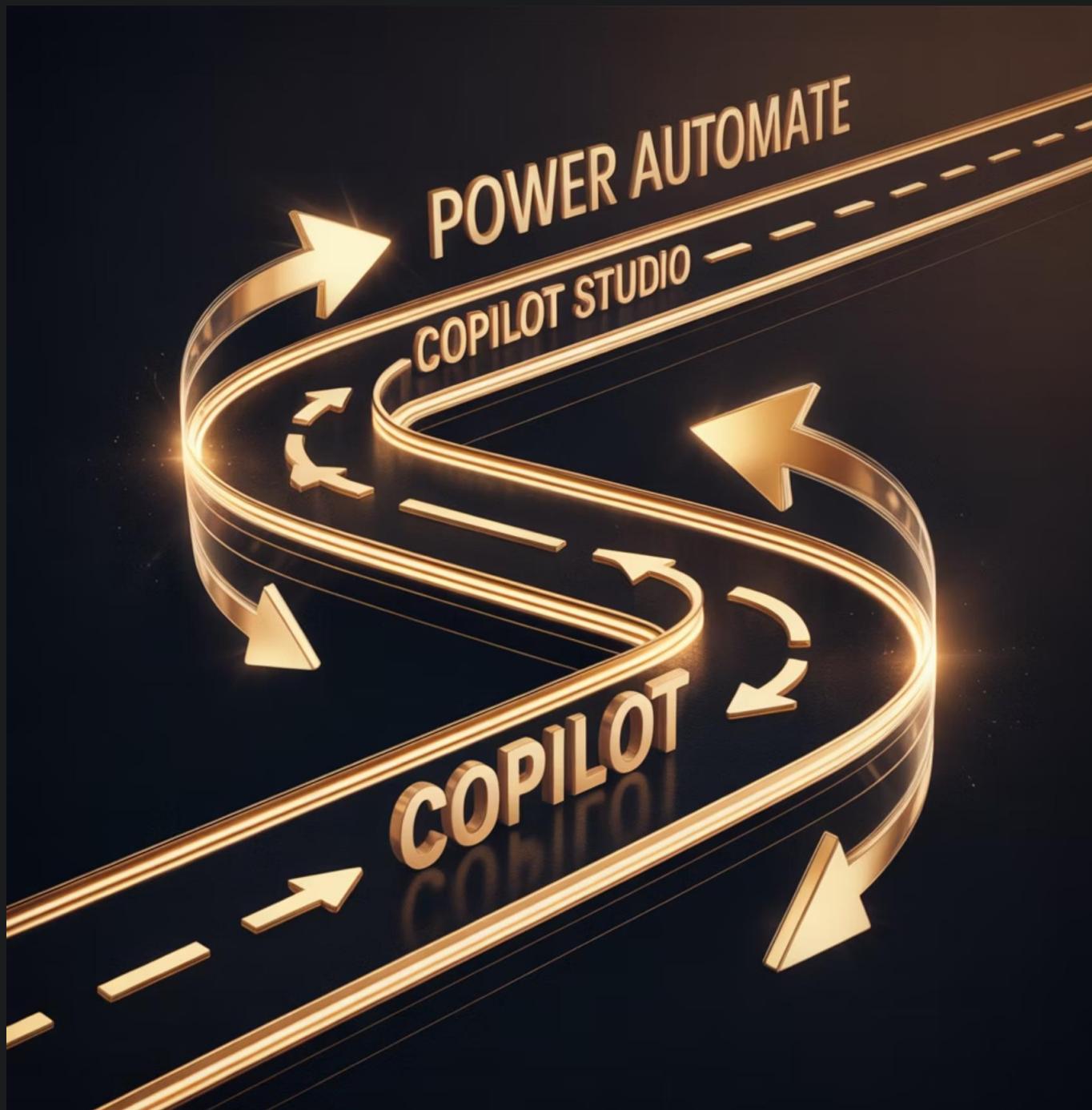
Implement robust governance and collaboration practices:

- Approval workflows for changes
- Audit trails for compliance
- Shared development for team collaboration

Apexflow



Extending Automation: Convert Power Automate Flows



Familiar Foundation

Maintain the core functionality of your existing Power Automate flows while gaining access to new capabilities in Copilot Studio.

Enhanced AI Integration

Augment converted flows with advanced AI-driven features like natural language processing and predictive analytics.

Seamless Transition

Migration tools simplify the conversion process, preserving your automation logic whilst enabling new possibilities.

The Future of Automation with Agent Agent Flows

94%

Productivity Increase
Increase

Organisations report significant productivity gains after implementing Agent Flows for routine tasks.

40%

Time Savings

Average reduction in time spent on repetitive administrative processes.

3x

Innovation Rate

Teams report being able to focus more on creative solutions and innovation.

Start creating your first agent flow today in Microsoft Copilot Studio and unlock new productivity heights for your organisation.

Unlock your business potential with AI

REQUEST A DEMO

