



ESPC



Introduction Microsoft 365 Copilot extensibility with Microsoft Graph Connectors





Fabian Williams

Microsoft



Vesa Juvonen

Microsoft



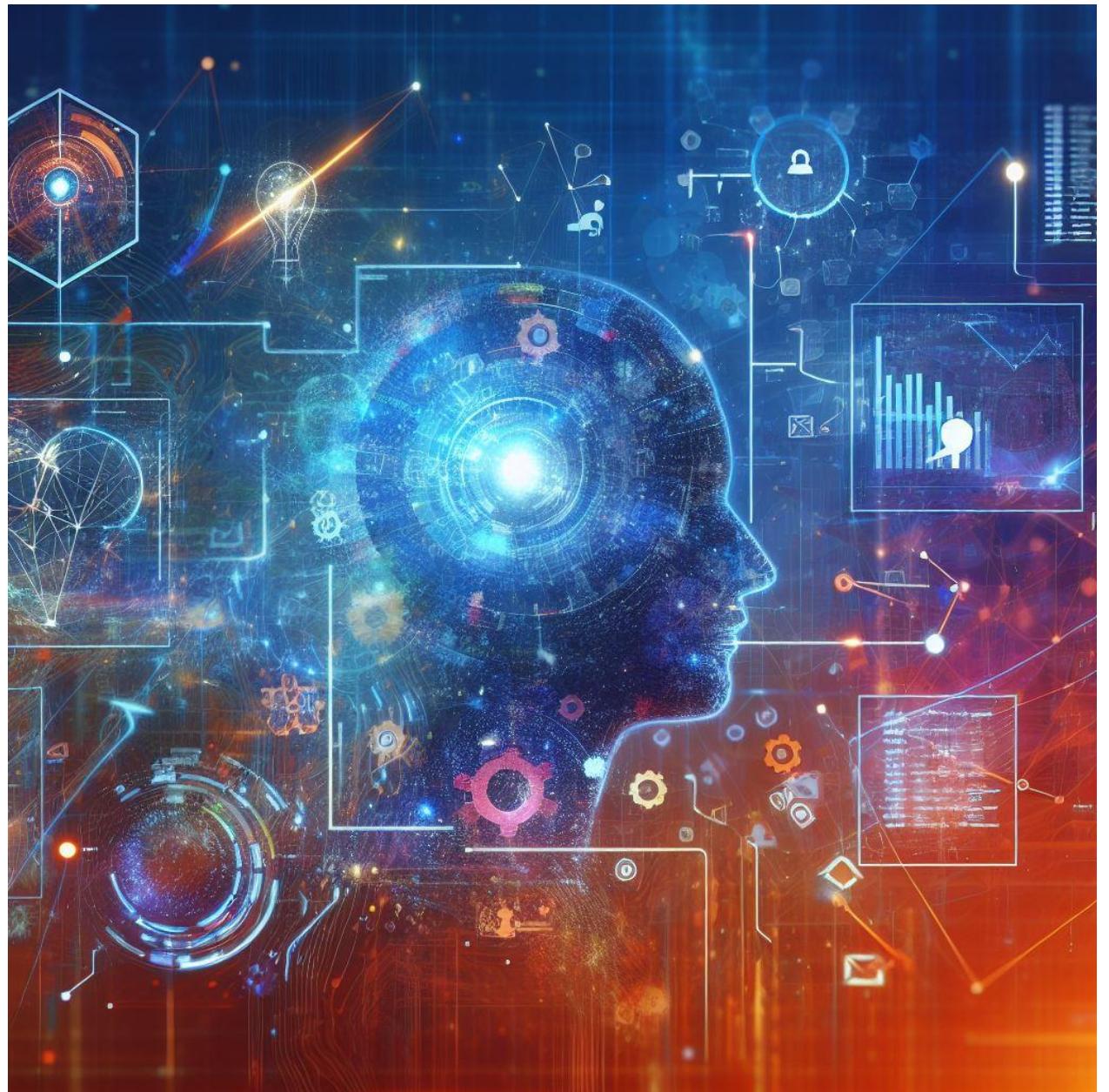
**AI is just at the beginning of
the S-curve. The near-term
and long-term opportunities
are enormous.**

Satya Nadella, CEO, Microsoft

World Economic Forum, 2023



“Abstract futuristic picture on AI creating business insights using Microsoft Graph APIs by accessing the emails, events and other personal information - and combining that with the business information from line-of-business data.”





Microsoft 365 Copilot

Unlock productivity and unleash creativity

Natural Language



Large Language
Models

+



Microsoft Graph
- Your Data -

+



Microsoft
365 Apps

+



The
Internet





Microsoft 365 Copilot

How it works

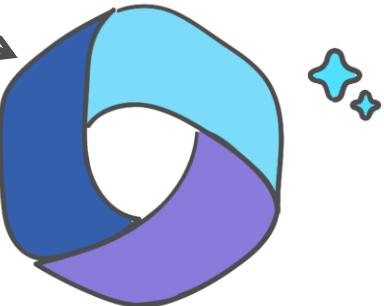


Microsoft 365 Apps

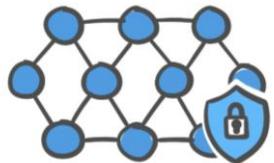


Microsoft 365 Copilot

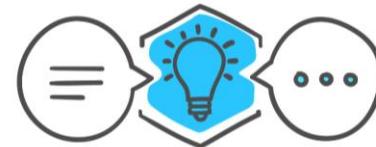
User prompt



Microsoft Graph



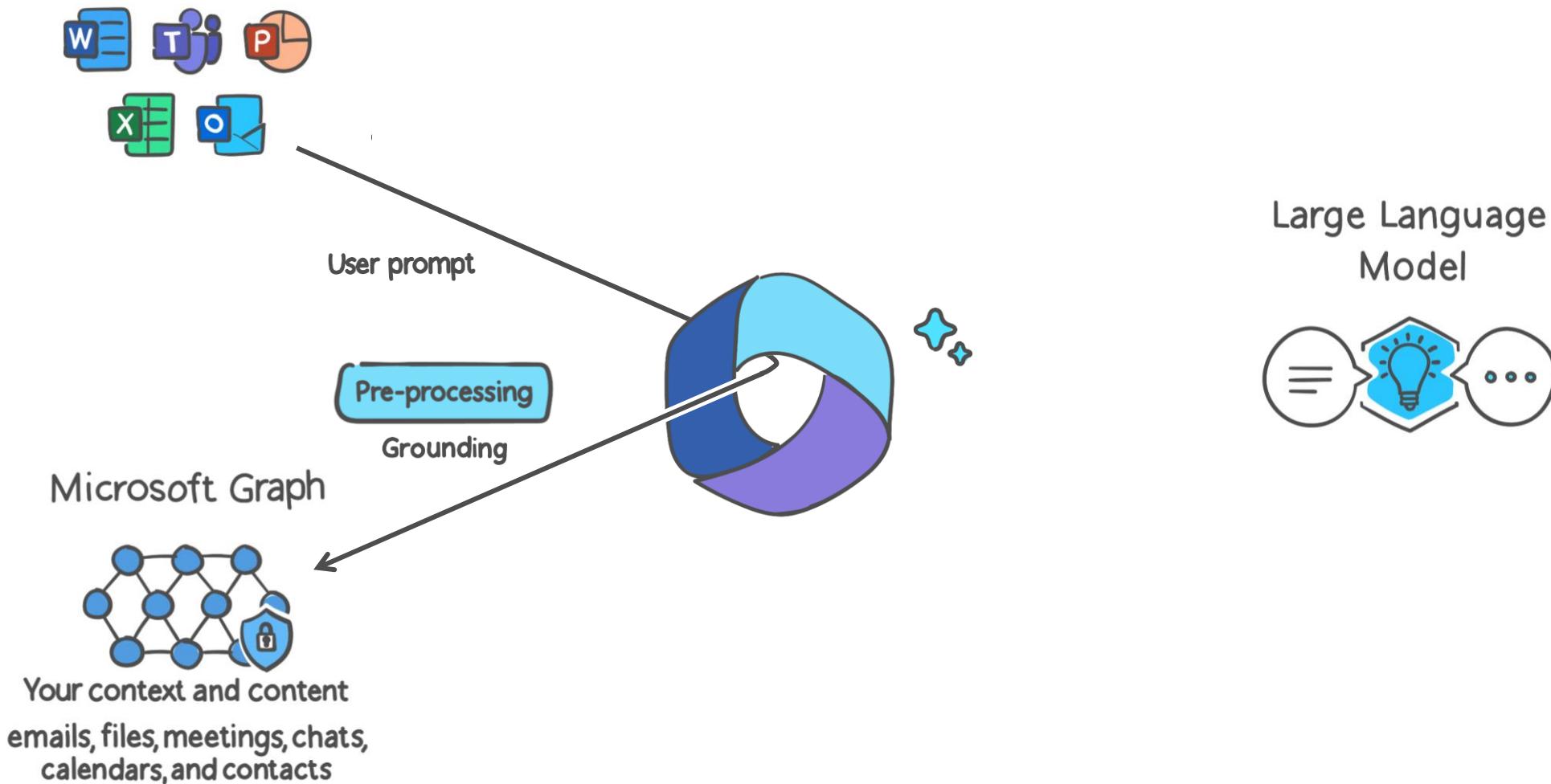
Large Language Model



Microsoft 365 Apps



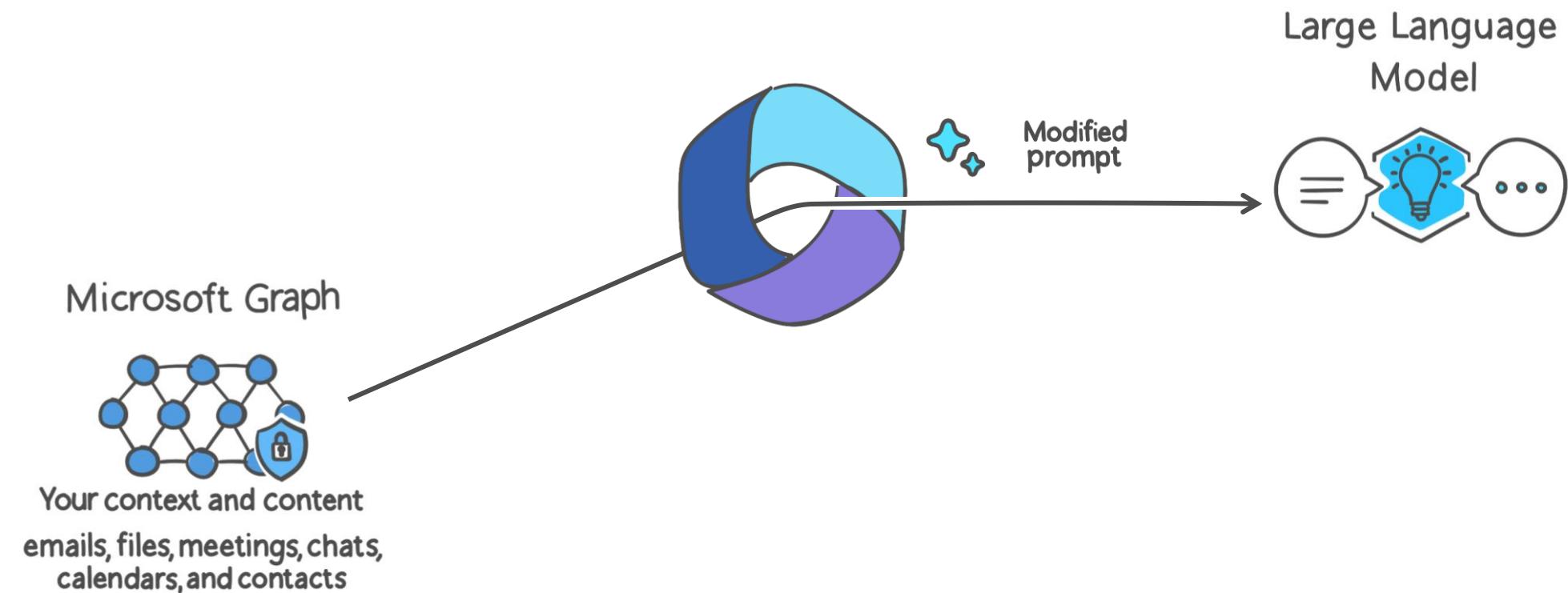
Microsoft 365 Copilot



Microsoft 365 Apps



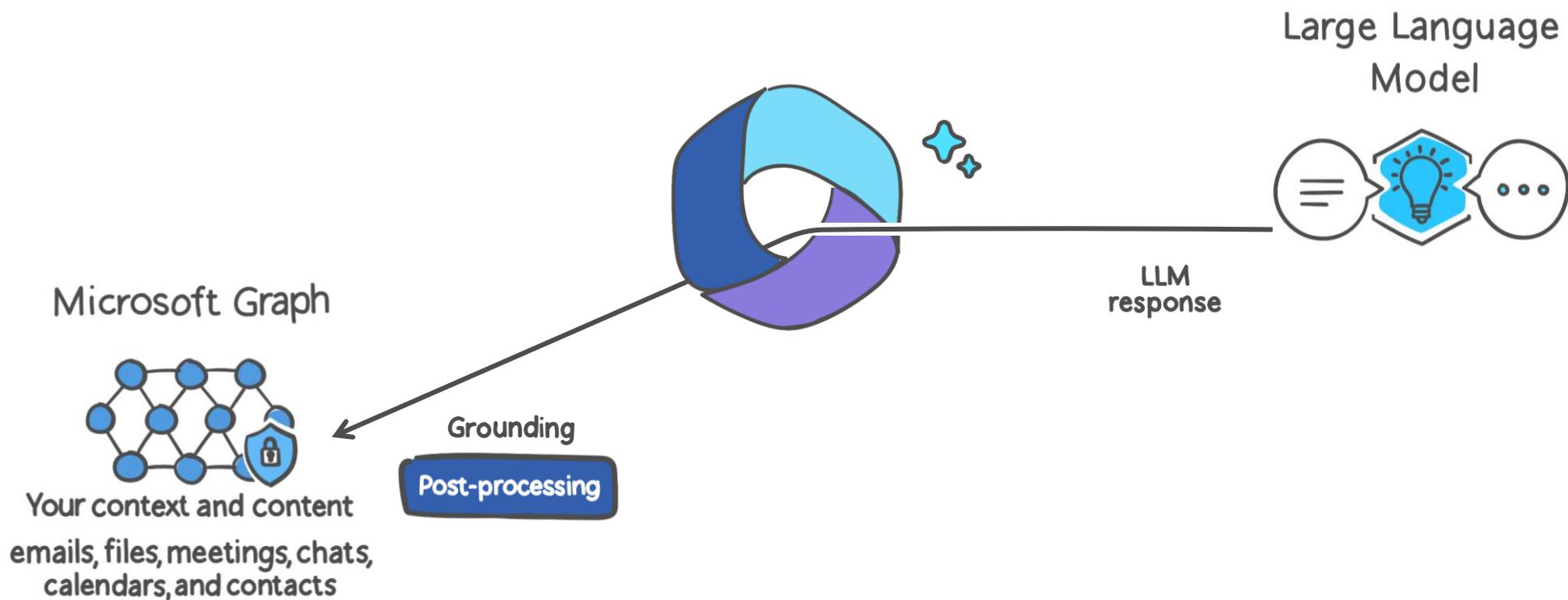
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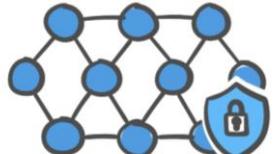
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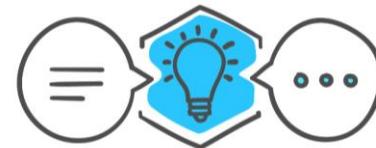
Response
+
app commands

Microsoft Graph



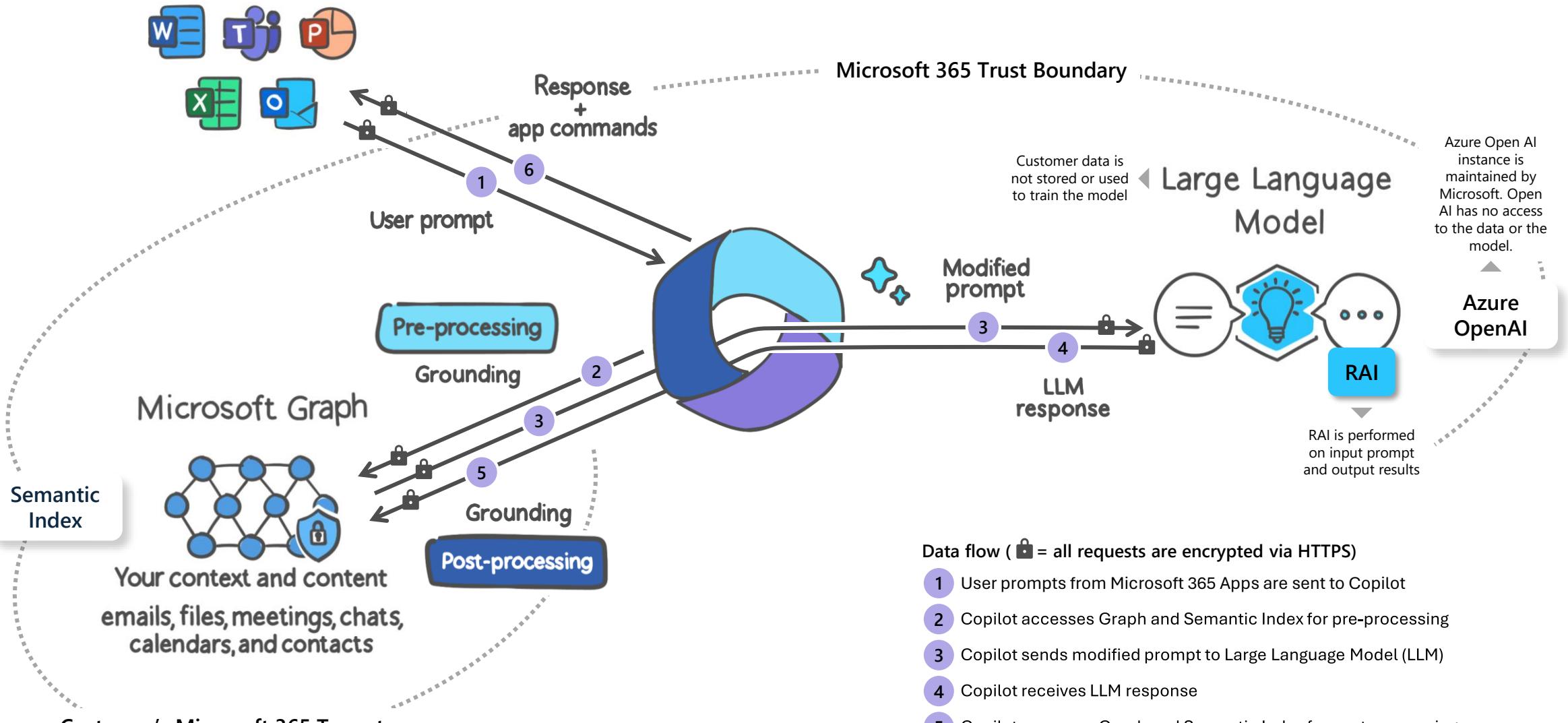
Your context and content
emails, files, meetings, chats,
calendars, and contacts

Large Language Model



Microsoft 365 Apps

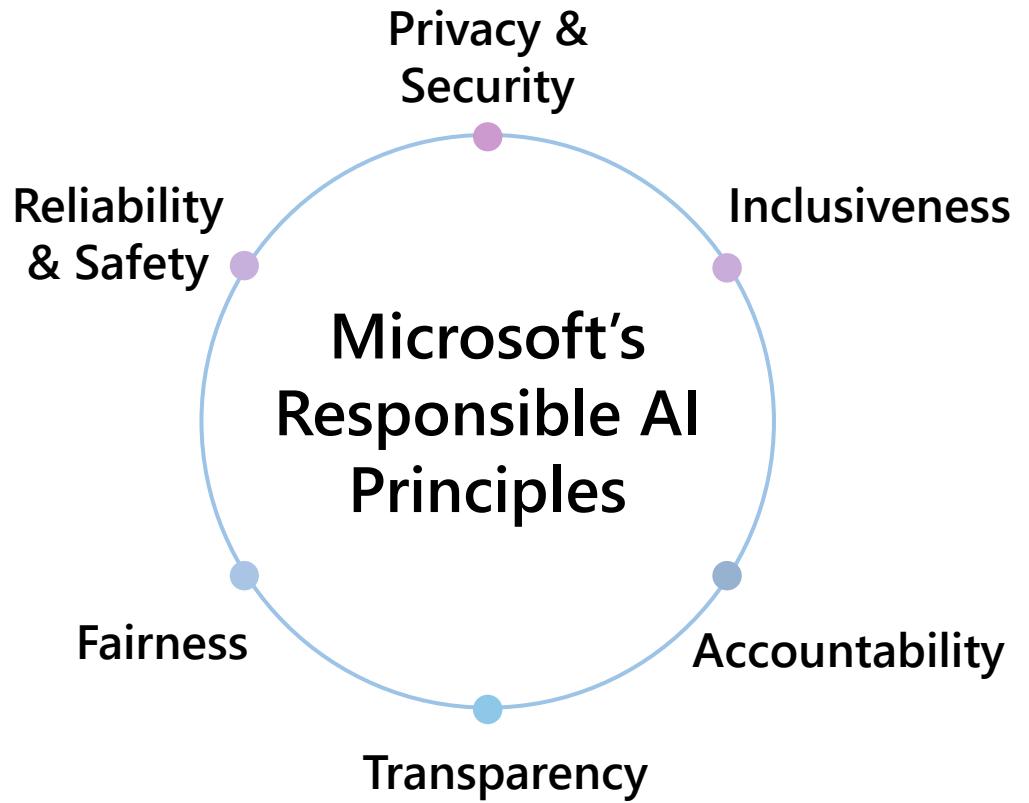
Microsoft 365 Copilot



Data flow (🔒 = all requests are encrypted via HTTPS)

- 1 User prompts from Microsoft 365 Apps are sent to Copilot
- 2 Copilot accesses Graph and Semantic Index for pre-processing
- 3 Copilot sends modified prompt to Large Language Model (LLM)
- 4 Copilot receives LLM response
- 5 Copilot accesses Graph and Semantic Index for post-processing
- 6 Copilot sends the response, and app command back to Microsoft 365 Apps

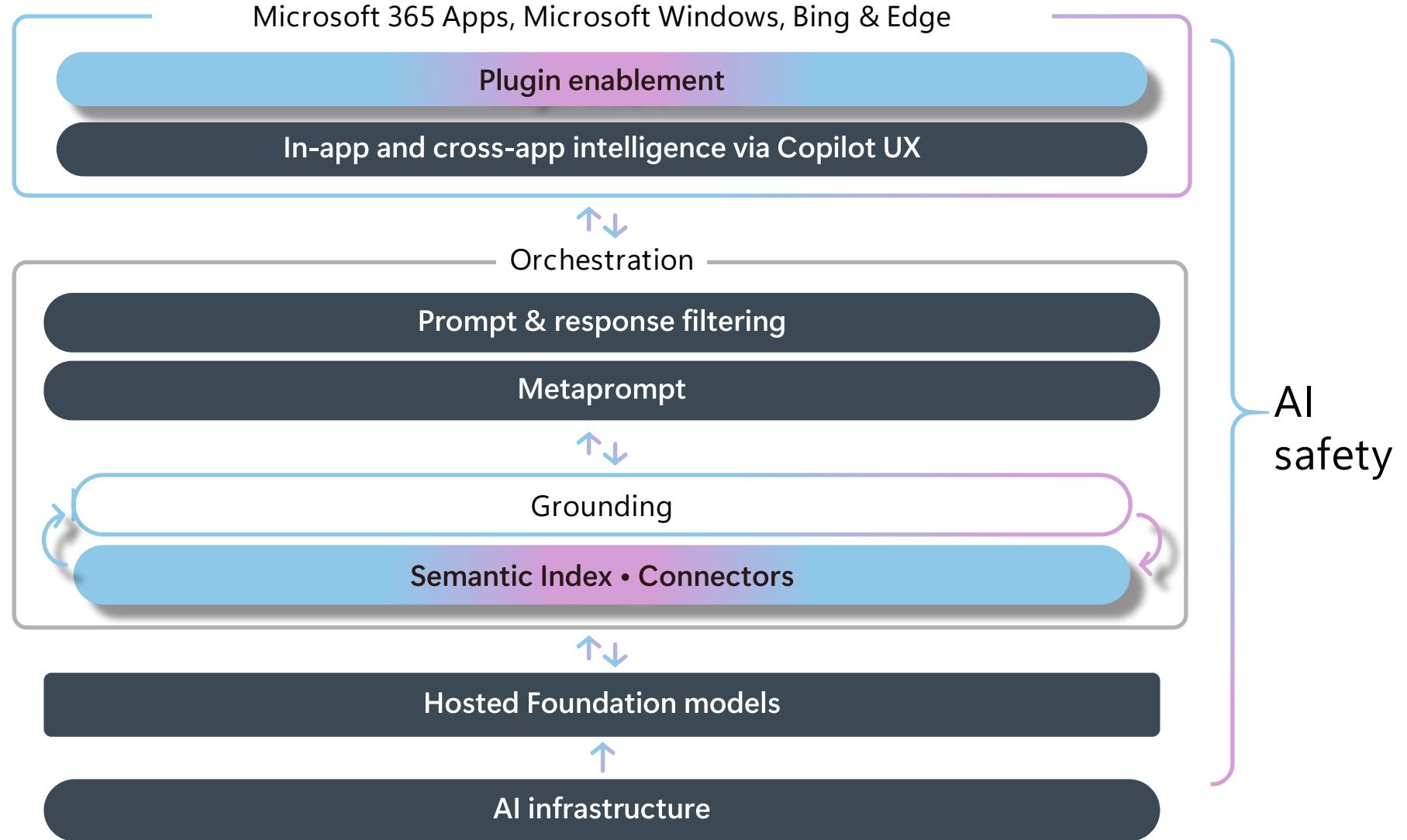




Your data is your data



Copilot has two extensibility points





Microsoft 365 Copilot

Plugins



Open AI plugins



Teams message
extensions



Power Platform
connectors



Bring your data into the Semantic
Index with [Graph Connectors](#)





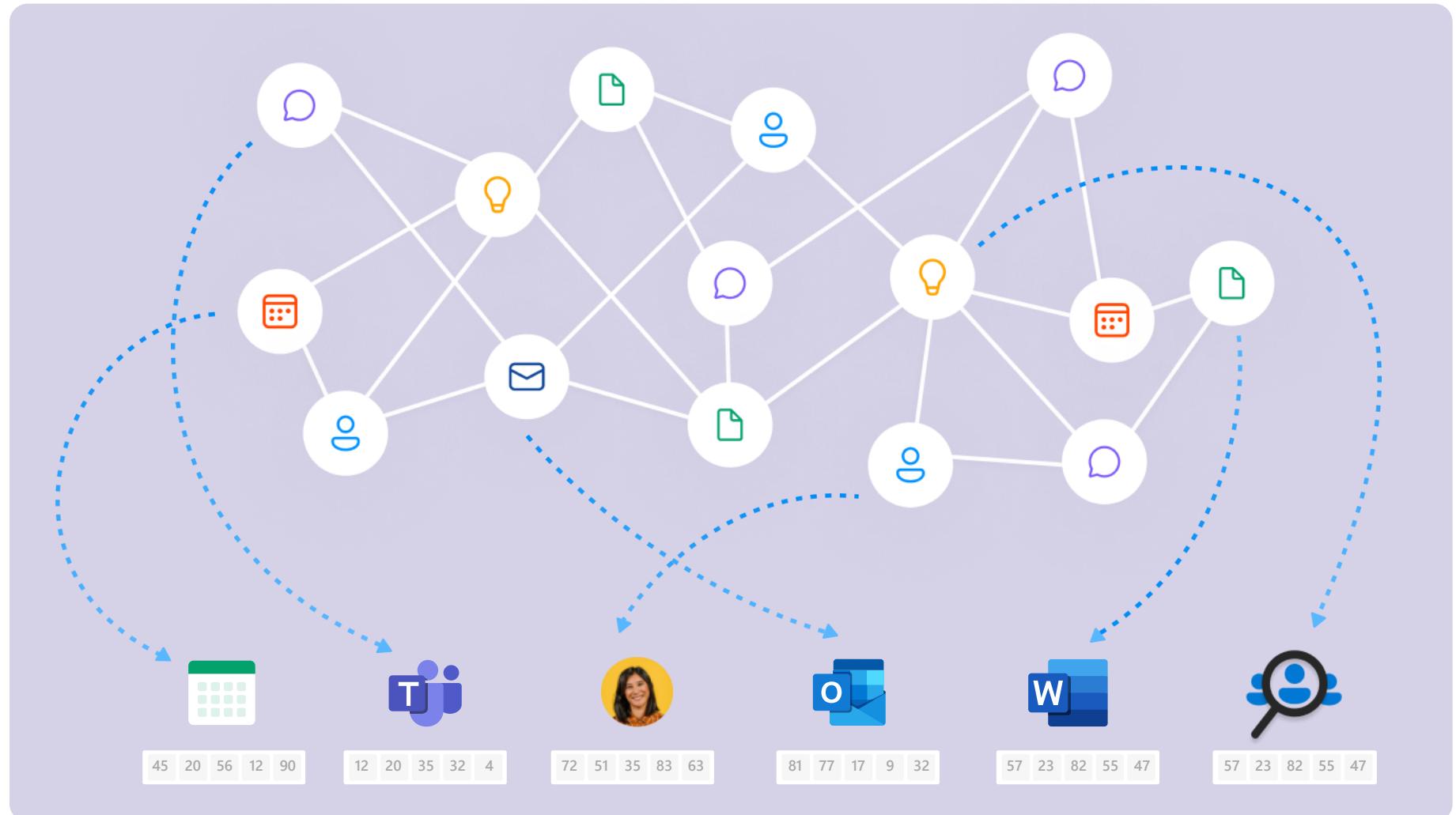
Microsoft Graph connector + M365 Copilot



Microsoft 365 Graph

Semantic Fabric leveraged via Microsoft Search

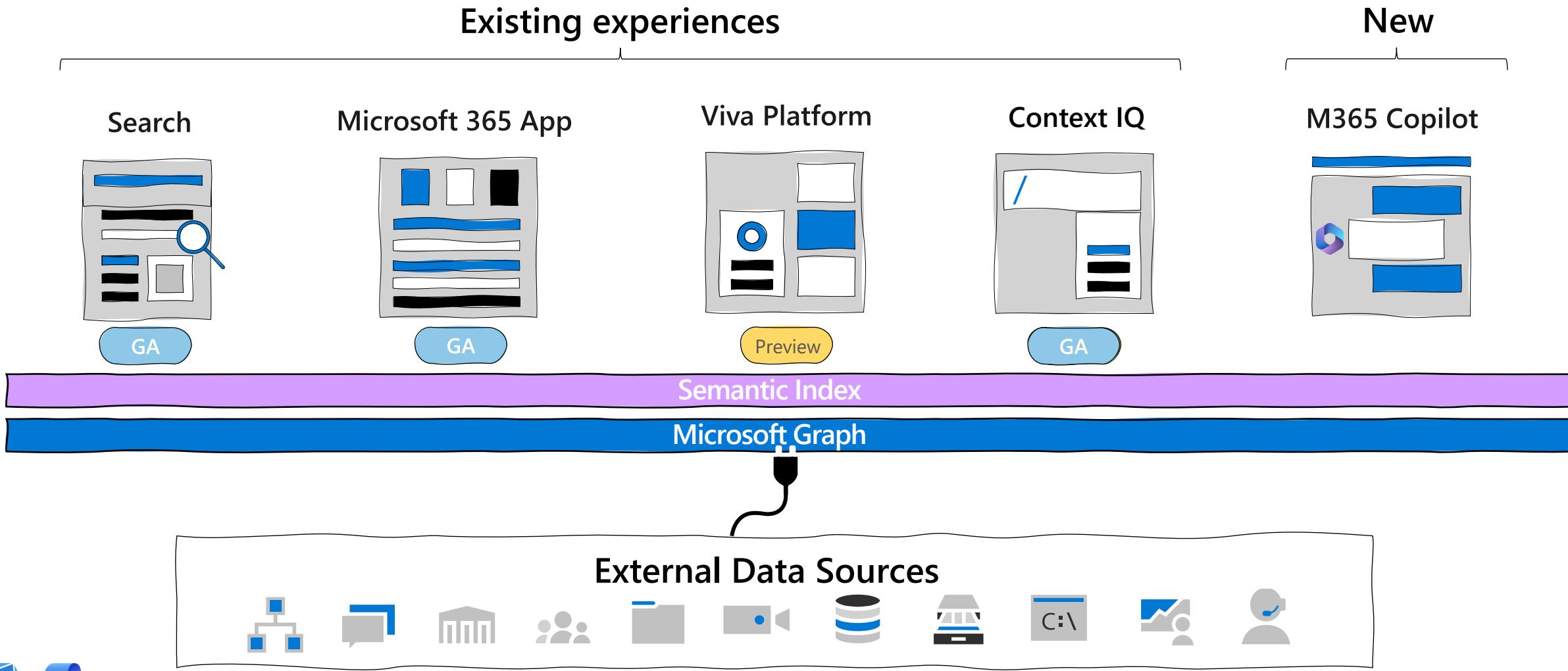
Graph embeddings for all M365 entities



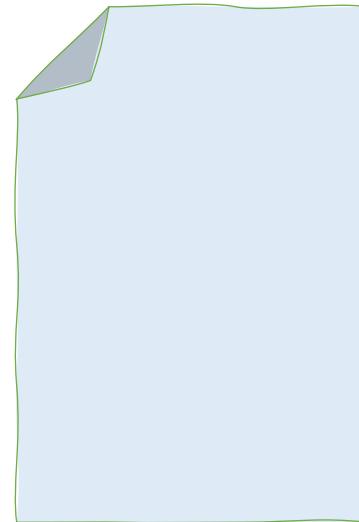
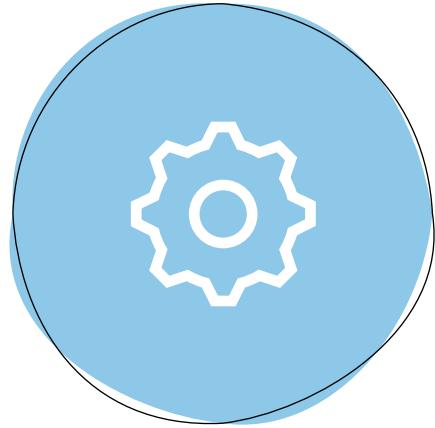
Customers can surface their content as grounding data via existing Graph Connectors



Graph Connectors



Graph Connector building blocks



API

Use Microsoft Graph API to create connection and to ingest external items and activities.



Schema

A JSON definition of metadata properties along with aliases, semantic labels, etc.

Permissions

Allow or deny list of users, groups, or everyone (in tenant) to define access to items. Applies to all experiences.



Activity



...



Chat



Pinned

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- Cassandra Dunn 7:27 AM
Ok. I'll send an update later
- Aadi Kapoor 5:21 AM
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Good morning Kat!

Here are some ideas that might help you get started:

- Get a summary of everything you need to catch up on, including meetings
- Find and use info that's buried in documents or lost in conversations
- Create content with all of it—drawing from your files, conversations, events, topics, and more

As your Copilot, I'm here to assist you but I do make mistakes, so sources are provided for your review when possible.

What's going on with EraNext?

Summarize the Green Builder's summit doc



Recommend courses to improve my business skills





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9:16 AM

Recommend courses to improve my business skills

Looking for references...

1 Business Skills course catalog

2 Course recommendation on Strategy & Business Management

Stop generating

Ask a work question or make a request



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Here are the course recommendations:

- [Business Writing](#) - This course teaches you how to communicate effectively through written correspondence, such as emails, reports, and proposals, to enhance your professional image and achieve your business goals. [1](#)
- [Data Analysis](#) - This course teaches how to use data to make informed business decisions, including collecting, analyzing, and presenting data effectively. [2](#)
- [Mona sent an email](#) “the strategy & business management course is very informative”. [3](#)

3 references ▾



AI-generated content may be incorrect.

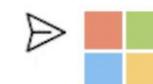


Draft a reply to Mona

Is there a fee to enroll in these courses?



Ask a work question or make a request



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1 g Business Writing

2 g Data Analysis

3  Course recommendation on Strategy & Business Management

[Draft a reply to Mona](#)[Is there a fee to enroll in these courses?](#)[Ask a work question or make a request](#)

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Graph Connectors



Available Graph Connectors



We also have many 1P connectors for Microsoft Azure services like **DevOps**, **Event Hub**, **Blob Storage**, **ADLS**, and **Azure SQL**, legacy services like on-premises **SharePoint**, and services not currently connected to Microsoft Graph, like **Yammer**.



= also developing a plugin



Semantic Index for Copilot – improved search

keyword matched results & suggestions

Project Melbourne Shiroom

All Files Sites People Messages Images 2 more ▾

Filters File type ▾ Last modified ▾

Did you mean project melbourne *show room*?

Melbourne - Upcoming Workshops
Project Melbourne
Jodine Lingle modified on 1 March 2020
Project Melbourne is an ambitious and innovative endeavour aimed at transforming the technology...Project Melbourne focuses on lev...

Blog Strategy - Project Melbourne
Project Melbourne Blog
Youngji Kim modified on 12 October 2022
...address key challenges faced by hybrid work. The blog strategy envisions a holistic approach that integrates various aspects of...

Melbourne phase 3 office build out
Melbourne Office
Clodagh Fitzpatrick modified on 25 March 2017
Sustainability is a key pillar of the Melbourne office. We should aim to reduce carbon emissions, enhance energy efficiency, and promote renewable energy sources throughout...

Facts About Melbourne
Time and Places
Jodine Lingle modified on February 16, 2018
Founded in 1975, **Melbourne** is the worldwide leader in manufacturing, sales, services, devices and solutions that help...

A New Life for Old Projects
DCX Managed Service

document summary provides context

Without Semantic Index for Copilot

Project Melbourne Shiroom

All Files Sites People Messages Images 2 more ▾

Filters File type ▾ Last modified ▾

Including results for 'Project Melbourne Shiproom'
Search only for 'Project Melbourne Shiroom'

Project Melbourne is a forward-thinking and comprehensive urban development initiative that envisions a sustainable, technologically advanced, and inclusive future for the organisation.

PM Specification Document
<https://microsoft.sharepoint.com/teams/SalesAndAccounts/Profiles/Melbourne/>

PM Shiproom June 2023
Project Melbourne
Jodine Lingle modified on 1 December 2021
Project Melbourne is an ambitious and innovative endeavour aimed at transforming the technology...Project Melbourne focuses on lev...

Karin Blair shared this with you 5 days ago

Frequently Asked Questions

What are the dependencies on Project Melbourne?
When is project Melbourne expected to finish?
What is the budget for project Melbourne?

Was this answer useful?

PM Quarterly Newsletter

autocorrected spelling of organizational jargon

informative answers directly from content

more relevant results, based on search intent

enhanced content sharing insights

AI generated questions and answers on topic

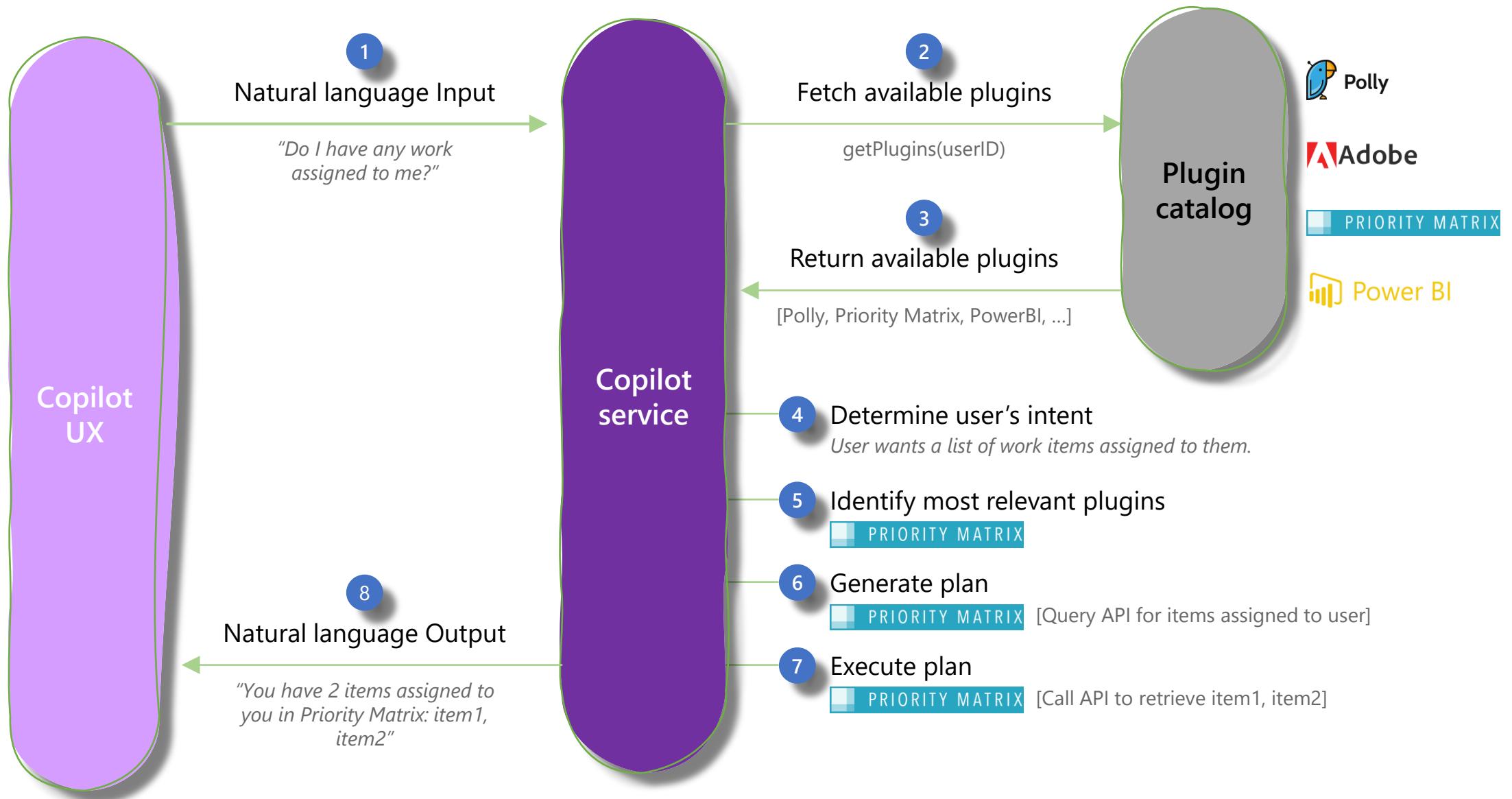




Plugins



Plugin architecture



Plugin types

Use existing integrations or build new ones to extend your organization's AI-powered skills.

Teams

Message Extensions

Message extensions allow users to interact with a web service through buttons and forms in the Microsoft Teams, Outlook, and Microsoft 365 app clients.



Power Platform Connectors

A proxy or a wrapper around an API that allows users to leverage a set of prebuilt actions and triggers to build their apps and workflows.



Open AI Plugins

Open AI plugins connect ChatGPT to APIs, enabling it to perform actions like browsing and interacting with websites and games.



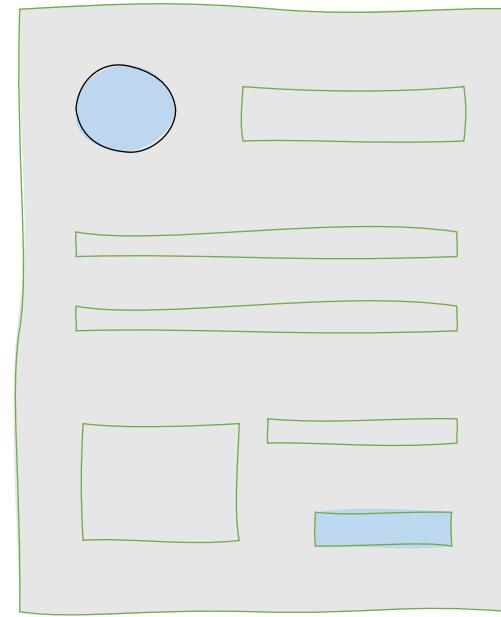
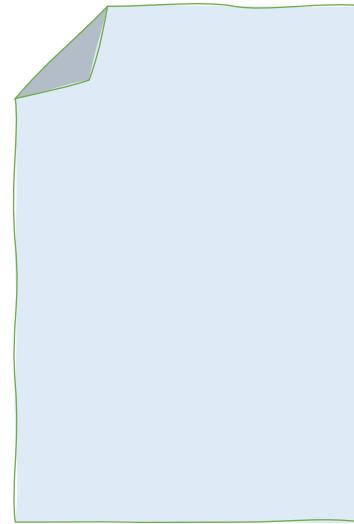
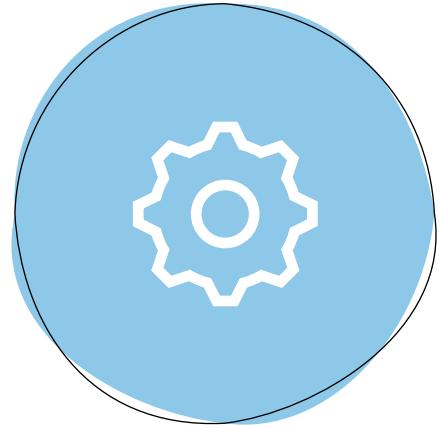
Existing Investments



New



Plugin building blocks



API

A standard, language-agnostic, descriptive interface to RESTful APIs.



Manifest

A JSON file describing how your app integrates into the Microsoft 365 platform.

Adaptive Card

A platform-agnostic snippet of UI, authored in JSON, that automatically adapts to its surroundings.



Teams Message Extension as Copilot Plugin





Chat



Pinned

- Copilot 9:16 AM Hi Daniela, Here is a summary of Con...
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Copilot



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Draft next steps from (meeting)

What are the goals for...

Catch up on unread chats

Create SWOT based on (file)

What happened in (meeting)?

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Who is (person)?

11:17 AM

Give me the list of Adatum website change management procedures

Copilot 11:18 AM



Here is the list of Adatum website change management procedures:

- Update the site logo and display the changes to the live website during a scheduled maintenance window. [1](#)
- Monitor website performance to ensure no performance or stability issues. [1](#)
- Have a rollback plan in case of issues during or after deployment. [1](#)
- There should be a pre-approval from IT team for any website changes. [2](#)
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- The next scheduled maintenance window for Adatum website is 5th June, 2023. [3](#)



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AI-generated content may be incorrect



Ask a work question, make a request, or type / for suggestions.





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Copilot Chat About FAQs What's new

Start over



You can always use the prompt guide for suggestions by selecting this button ⚙️

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Copy

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1 2023_Adatum website change management_v4



2 [IMP] New Adatum Change management procedures



3 [IT Comms] – Adatum website scheduled maintenance window



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Search



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Copilot

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Create a ticket to track changes outlined above, due by maintenance date



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Copilot Chat About FAQs What's new



Catch up on unread chats

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Search



Activity



1



+

Apps

Chat

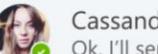


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Copilot

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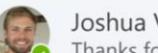
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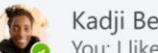
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Copilot 9:16 AM

OK...

Stop generating

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Chat



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Copilot

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About

FAQs

What's new

Start over



Contoso

Create a ticket



Title

Track changes outlined in Adatum website change management procedures

Select project

Adatum Management / CMP 33



Assigned to

Amanda Brady

ed content may be incorrect



Status

To do



Due date

05/06/2023



Description

Track changes outlined in Adatum website change management procedures:
Update the site logo and display the changes to the live website during a
scheduled maintenance window. Monitor website performance to ensure no
performance or stability issues. Have a rollback plan in case of issues during or

Cancel

Create

Ask a work question, make a request, or type / for suggestions.





Search



Chat

Pinned

Copilot 9:16 AM All set! A new ticket was created...

Cassandra Dunn 7:27 AM Ok. I'll send an update later

Aadi Kapoor 5:21 AM You: Great work!

Eric Ishida 11:40 AM Sure, I'll set something for next week t...

Recent

Cortex Framework 4:41 PM Kayo: The review went really well! Can't wai...

Will Little 3:45 PM I don't see that being an issue, Can you ta...

Marie Beaudouin 1:21 PM Ohh, I see, yes let me fix that!

Hillary Reyes 1:07 PM Haha!

Charlotte and Babak 11:48 AM Charlotte: The client was pretty happy with...

Reta Taylor 11:40 AM Ah, ok I understand now

Joshua VanBuren 10:29 AM Thanks for reviewing

Daichi Fukuda 10:20 AM You: Thank you

Kadji Bell 10:03 AM You: I like the idea, let's pitch it!

Copilot Chat About FAQs What's new

Start over

11:17 AM Create a ticket to track changes outlined above, due by maintenance date

Copilot 11:18 AM Successfully executed... AI-generated content may be incorrect

Successfully created ticket CMP-33. [Track changes outlined in Adatum website change management procedures](#)

Contoso

Track changes outlined in Adatum website change management procedures
Adatum Management / CMP-33

Status	Assignee	Due date
To do	Amanda Brady	Jul 1, 2023

[Comment](#) [Edit issue](#) [Open in Contoso](#)

[Copy](#) AI-generated content may be incorrect

Ask a work question, make a request, or type / for suggestions.

When to use which extensibility option



Plugins



Connectors

Read / write

Read / write

Read-only

Characteristics

Microsoft Teams apps deployed across M365 (Outlook, M365 app, Bing @ work, etc.)

Microsoft Search, Viva Topics*, Context IQ*, Content discoverability in M365 App

Integrated into Semantic Index

No, Copilot will identify plugin to invoke by matching user intent

Yes, Copilot can retrieve Graph connector content alongside M365 data

Real-time access

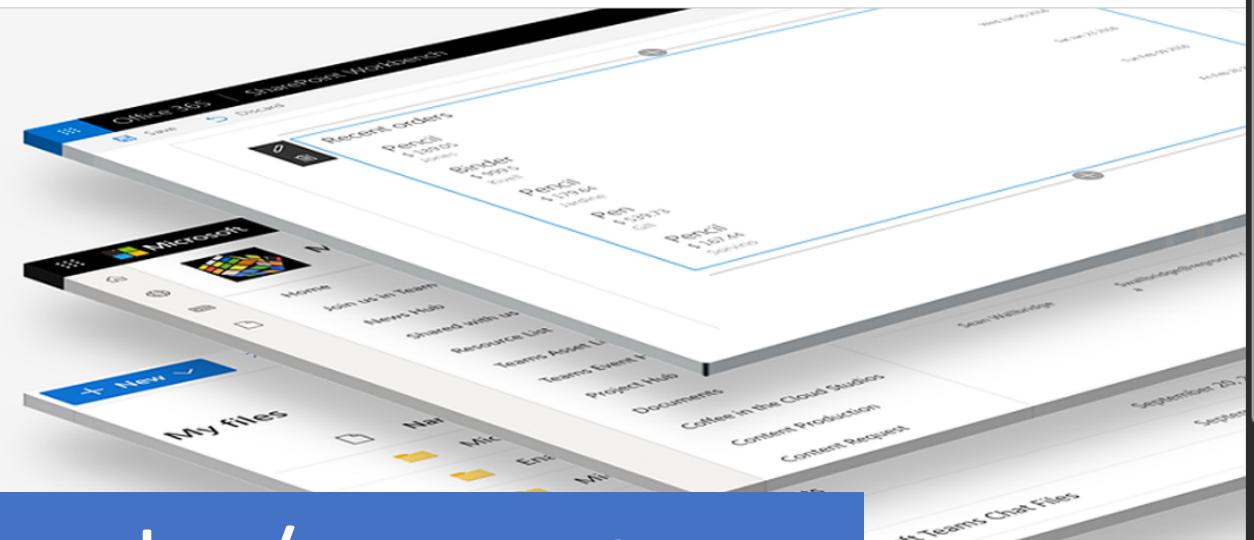
Scheduled crawl of data or event-driven ingestion



* In preview

Sample Solution Gallery

Explore our sample gallery filled with solutions that integrate seamlessly to the Microsoft products you use the most.



<https://aka.ms/samples/connectors>

15 total results

Keyword:

Sort by:

Last modified: Newest to oldest

Products:

- Microsoft Lists
- Microsoft Teams
- Microsoft Teams Toolkit
- Azure AD
- Office
- Power Apps
- Power Automate
- Power Fx
- SharePoint
- Mi



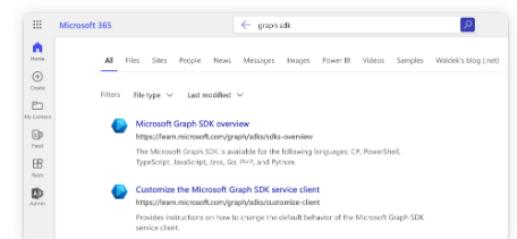
[Ingest custom API data using TypeScript, Node.js and Teams Toolkit for Visual Studio Code >](#)

Modified on November 24, 2023



[Ingest local json content using PowerShell with Ignite sessions >](#)

Modified on November 24, 2023



[Ingest local Microsoft Graph docs content using C# and .NET >](#)

Modified on November 21, 2023



[Report an issue](#)



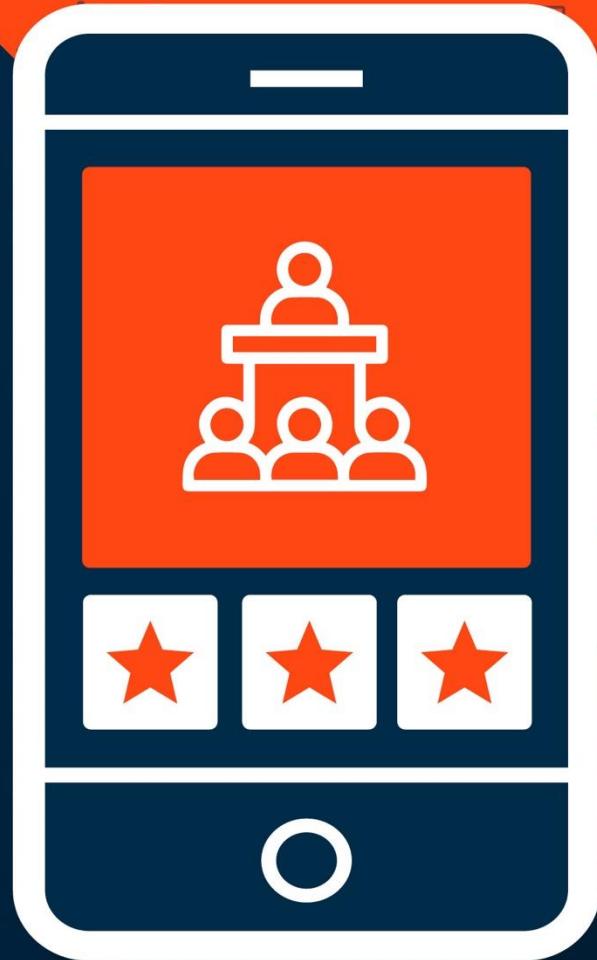
THANK YOU

ДАКУЈЕМ ŽAKUJEM
DANK U WEL DANK U WEL
БЛАГОДАРЯ БЛАГОДАРЯ
KIITOS KIITOS
DZIĘKUJĘ DZIĘKUJĘ
OBRIGADO OBRIGADO
감사합니다 감사합니다
GRACIAS GRACIAS
TACK TACK
MERCI MERCI
شکریہ شکریہ
SALMAT PO SALMAT PO
TAK TAK
TERIMA KASIH TERIMA KASIH
شکرًا شکرًا
DĚKUJI DĚKUJI
ありがとうございます ありがとうございます
என்று என்று
عُمَّارْ مُسْكِرْ مُسْكِرْ
CÁM ON CÁM ON
مُسْكِرْ مُسْكِرْ
GRAZIE GRAZIE
谢謝 TEŞEKKÜRLER
спасибо СПАСИБО





Please rate
this session
on the app



GET IT ON
Google Play

Download on the
App Store

Microsoft 365 Apps



Microsoft 365 Copilot

User prompt



Microsoft Graph



Large Language Model



Microsoft 365 Apps



Microsoft 365 Copilot

User prompt

Grounding

Microsoft Graph

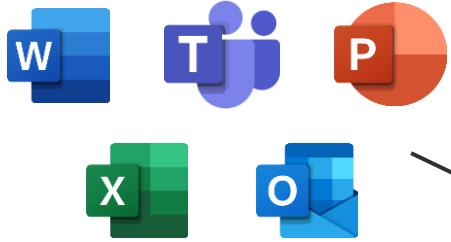
Pre-processing



Large Language Model



Microsoft 365 Apps



Microsoft 365 Copilot

Microsoft Graph



Your data

emails, files, meetings, chats,
calendars, and contacts



User prompt

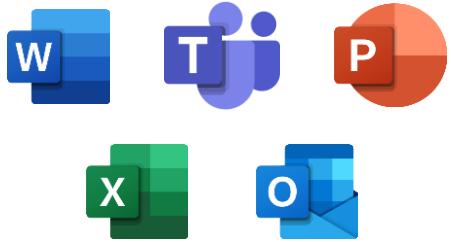
Grounding

Pre-processing

Large Language Model



Microsoft 365 Apps



Microsoft 365 Copilot

Microsoft Graph



Your data

emails, files, meetings, chats,
calendars, and contacts

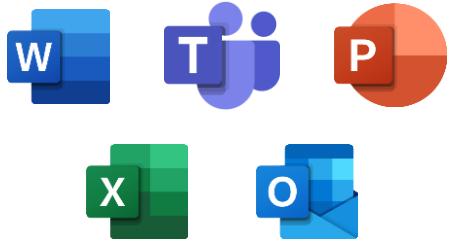


Modified prompt

Large Language Model



Microsoft 365 Apps



Microsoft 365 Copilot

Microsoft Graph



Your data

emails, files, meetings, chats,
calendars, and contacts



Grounding



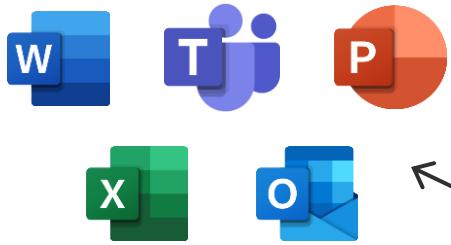
Post-processing

LLM response

Large Language Model



Microsoft 365 Apps



Microsoft 365 Copilot

Response +
app command



Microsoft Graph



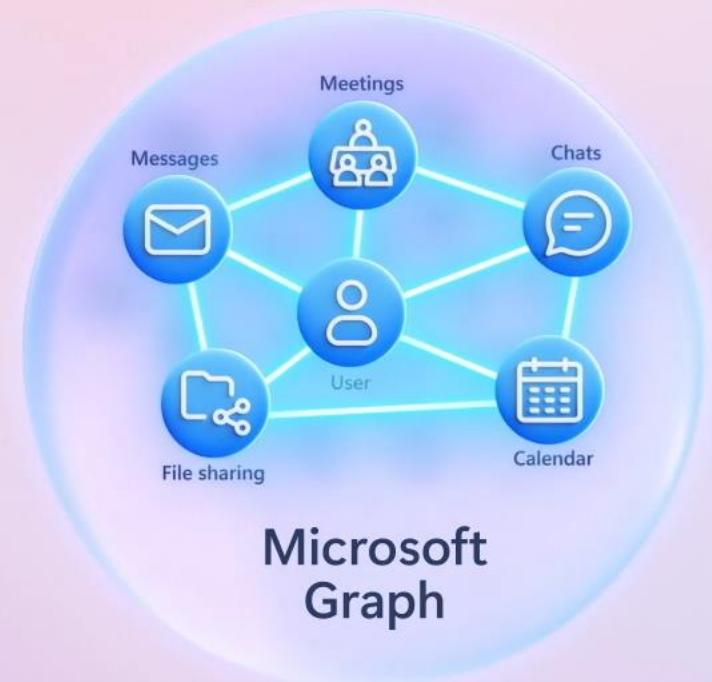
Your data

emails, files, meetings, chats,
calendars, and contacts



Large Language Model



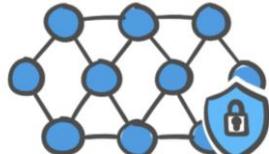


Microsoft 365 Apps



User prompt
Response + app commands

Microsoft Graph



Your context and content
emails, files, meetings, chats,
calendars, and contacts



Customer Microsoft 365 Tenant

Microsoft 365 Service Boundary

Prompts, responses, and
data accessed through
Microsoft Graph aren't
used to train foundation
models

Large Language Model

Modified prompt

LLM response

Azure OpenAI
instance is maintained
by Microsoft. OpenAI
has no access to the
data or the model.

Azure
OpenAI

RAI
is performed
on input prompt
and output results

Data flow (🔒 = all requests are encrypted via HTTPS and wss://)

- 1 User prompts from Microsoft 365 Apps are sent to Copilot
- 2 Copilot accesses Graph and Semantic Index for pre-processing
- 3 Copilot sends modified prompt to Large Language Model
- 4 Copilot receives LLM response
- 5 Copilot accesses Graph and Semantic Index for post-processing
- 6 Copilot sends the response, and app command back to Microsoft 365 Apps

Microsoft's Responsible AI principles



Fairness



Reliability &
Safety



Privacy &
Security



Inclusiveness



Transparency



Accountability

Microsoft Cloud — AI you can trust

Your data is your data.

Your data is **not** used to train
the OpenAI foundation models
without permission.

Your data is **protected** by the
most comprehensive enterprise
compliance and security controls.