



Build and extend agent experiences with Copilot Studio

Jennifer Krause / Holger Imbery

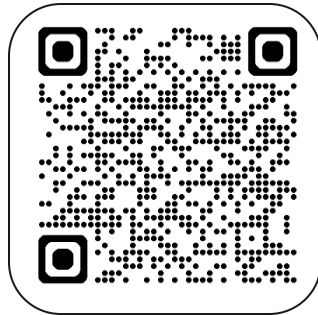


Êure AnsprechpartnerInnen



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Agenda

- 1 Microsoft Copilot Studio overview
- 2 Building agents
- 3 Autonomous agents
- 4 Extensibility

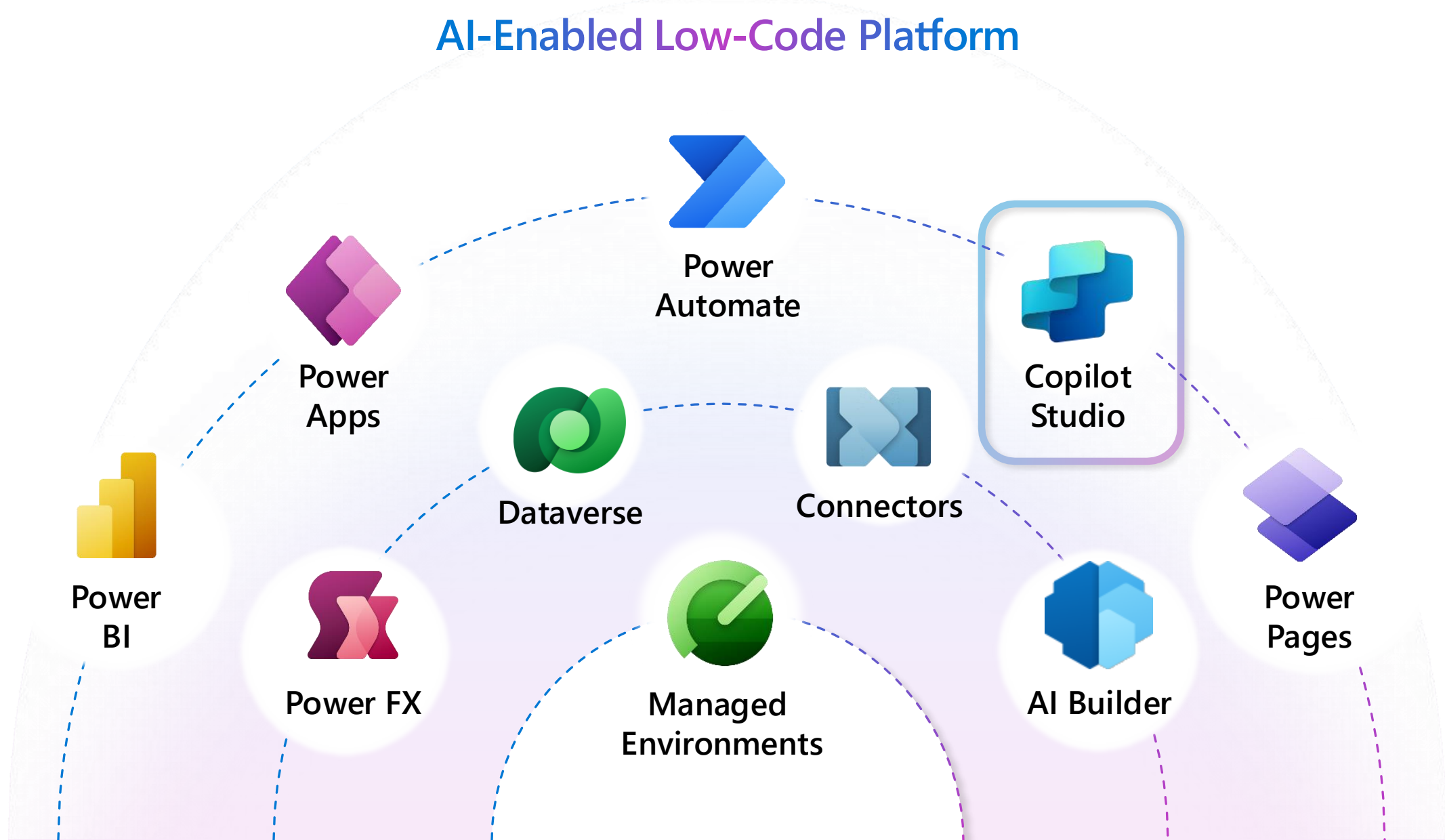


Copilot Studio Overview



Microsoft Power Platform

AI-Enabled Low-Code Platform



The question
on everyone's
mind...



Your AI assistant for work

How are businesses using AI to transform and drive impact?





Copilot

**Every employee will
have a Copilot**

Works as your personal assistant

Grounded in work content like email,
meetings and documents

The UI for AI



Agents

**Every business process will
have an agent**

AI-powered system with actions,
triggers and knowledge

Works on behalf of employees, teams
and functions

Connected to Copilot or autonomous



Agents

**Every business process will
have an agent**

AI-powered system with actions,
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Agents You Build

Tailored to your unique business processes.

Agents Built by Microsoft

Employee Self-Serve, SharePoint Agents,
Dynamics 365 agents +

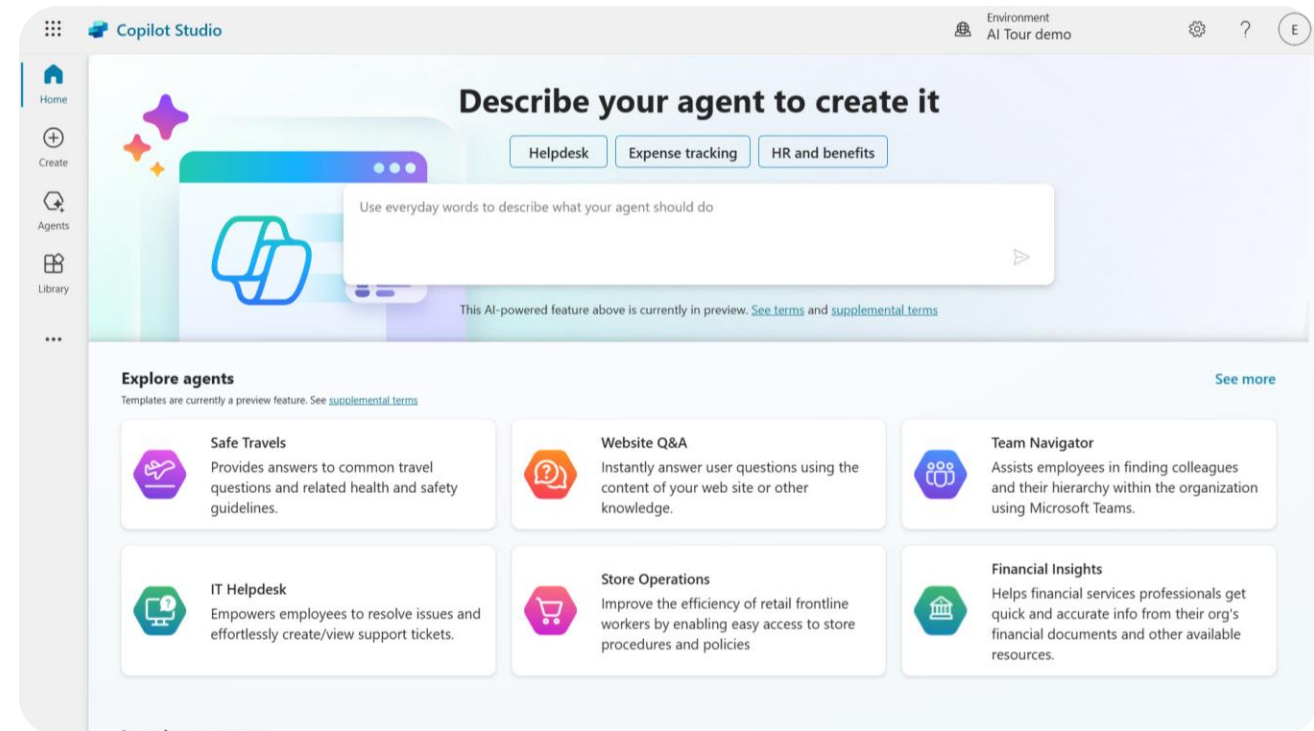
Agents Built by 3rd Party ISVs

Adobe, ServiceNow, SAP, and many more.

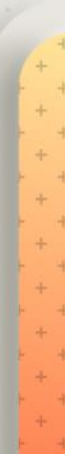
Microsoft Copilot Studio

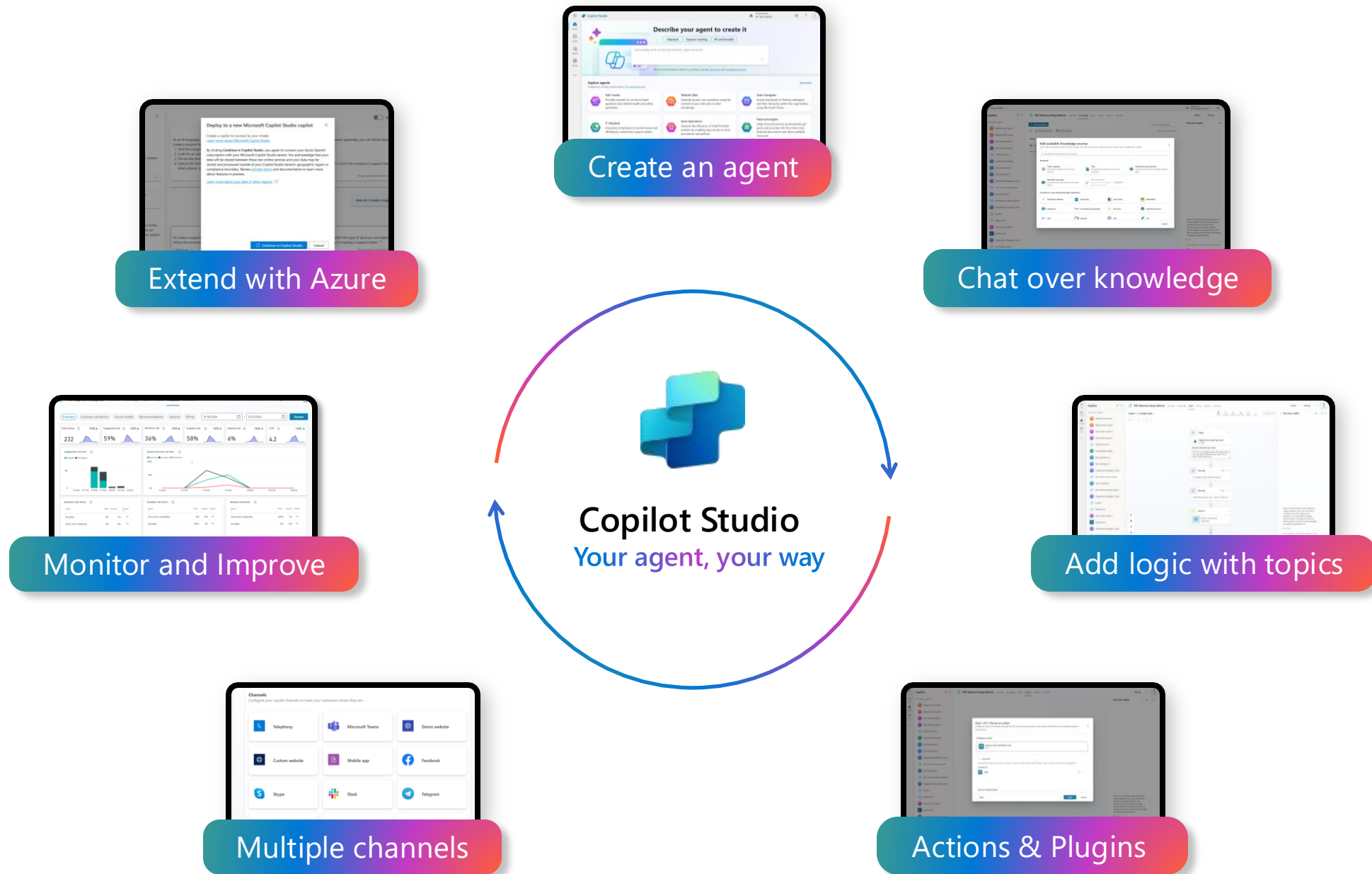
Your agent, your way

Copilot Studio is an end-to-end conversational AI product for **building your own agents** or **extending Microsoft 365 Copilot** with generative AI, large language models and **your data**.



Building agents



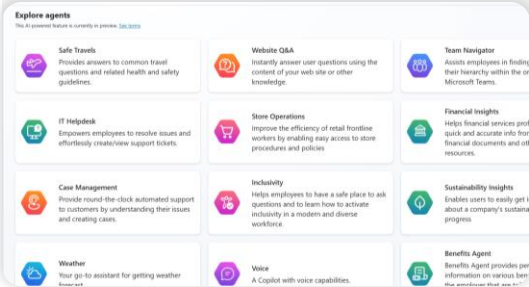


Build the way you want

Users of all skill levels can create and test together

Public Preview

Pre-built agent

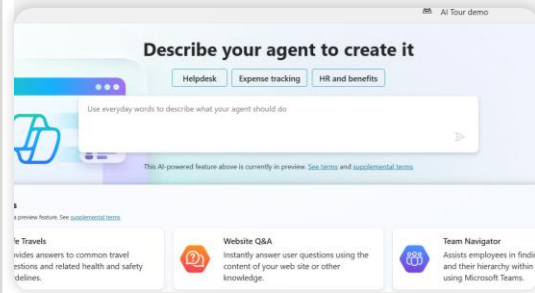


Get started quickly

Choose from a diverse set of pre-built agents across popular industries and functions.

Public Preview

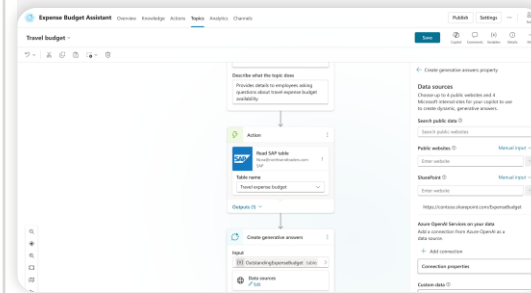
Natural language



Build conversationally

Build agents by engaging in a conversational, natural, human-like experience.

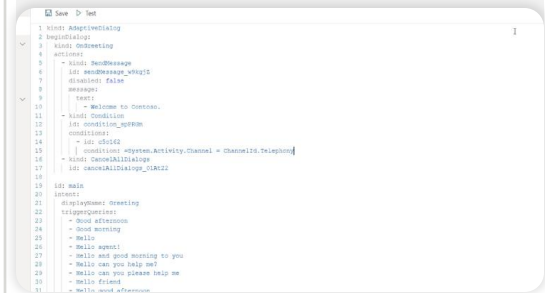
Visual canvas



Navigate a modern UX

Design your conversation by following the low code graphical interface.

Code



Switch to YAML

Share and re-use topic logic between developers and agents in a side-by-side view.

Demo

Get started with an agent that's pre-built for you

In the second part of this session, you will replicate the same agent as your initial task.



Knowledge

Add your **public and enterprise data** sources using connectors.

Your agent will be able to **dynamically generate multi-turn answers** in real time using your enterprise data.

Allows you to create an **immediately useful** agent.

Permissions are always respected to ensure your data **remains secure**

Supported data sources include:

Public websites	SharePoint / OneDrive
Dataverse	Microsoft Fabric (coming soon)
File uploads	Microsoft Graph

Add knowledge


Add knowledge so your agent can provide more relevant information and insights. Once set up, other people with edit permissions for this agent can reuse these knowledge sources for additional topics. [Learn more about knowledge sources](#)


★ Featured


🔗 Advanced

🔍 Search

☰

Public websites
Add public websites for real-time answers

SharePoint
Securely integrate and manage internal data

Dataverse (preview)
Customize and deploy structured data tables

Upload files

Only text-based files are supported; images, audio, video, or executables are not. Files will be securely stored in Dataverse.

⬆ Drag and drop a file here or [click to browse](#)

Up to 512MB per file

Cancel

Sensitivity Label: General



Home



Create



Agents



Library



Describe your agent to create it

Helpdesk

Expense tracking

HR and benefits

Use everyday words to describe what your agent should do



This AI-powered feature above is currently in preview. [See terms](#) and [supplemental terms](#)

Explore agents

[See more](#)

Templates are currently a preview feature. See [supplemental terms](#)



Safe Travels

Provides answers to common travel questions and related health and safety guidelines.



Website Q&A

Instantly answer user questions using the content of your web site or other knowledge.



Team Navigator

Assists employees in finding colleagues and their hierarchy within the organization using Microsoft Teams.



IT Helpdesk

Empowers employees to resolve issues and effortlessly create/view support tickets.



Store Operations

Improve the efficiency of retail frontline workers by enabling easy access to store procedures and policies



Financial Insights

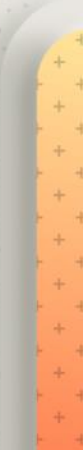
Helps financial services professionals get quick and accurate info from their org's financial documents and other available resources.

Learning resources

Demo

Create an agent that can chat over your data

In the second part of this session, you will replicate the same agent as your second task.



Home - Microsoft Copilot Studio

https://copilotstudio.preview.microsoft.com/environments/825dbd88-6aa7-e719-a4ce-842df7deb603/home

Copilot Studio

Environment
Community Demos

Home

Create

Copilots

Library

Describe your copilot to create it

Helpdesk

Expense tracking

HR and benefits

Use everyday words to describe what your copilot should do

This AI-powered feature above is currently in preview. [See terms](#) and [supplemental terms](#)

Recent

See more

Name	Type	Last modified	Last published	Owner
<div><div></div>EmployeePilot</div>	Copilot	# PowerVirtualAgentsProd 10 days ago	10 days ago	April Dunnam
<div><div></div>Joke bot</div>	Copilot	# PowerVirtualAgentsProd 3 months ago	Never	Daniel Laskewitz
<div><div></div>BKR203</div>	Copilot	# PowerVirtualAgentsProd 2 months ago	Never	Daniel Laskewitz

Start with a template

See more

Safe Travels

Provides answers to common travel questions and related health and safety guidelines

Store Operations

Improve the efficiency of retail frontline workers by enabling easy access to store procedures and policies

Sustainability Insights

Enables users to easily get insights and data about a company's sustainability goals and progress

Team Navigator

Assists employees in finding colleagues and their hierarchy within the organization using Microsoft Teams

Voice

A Copilot with voice capabilities

Weather

Your go-to assistant for getting weather

Logic

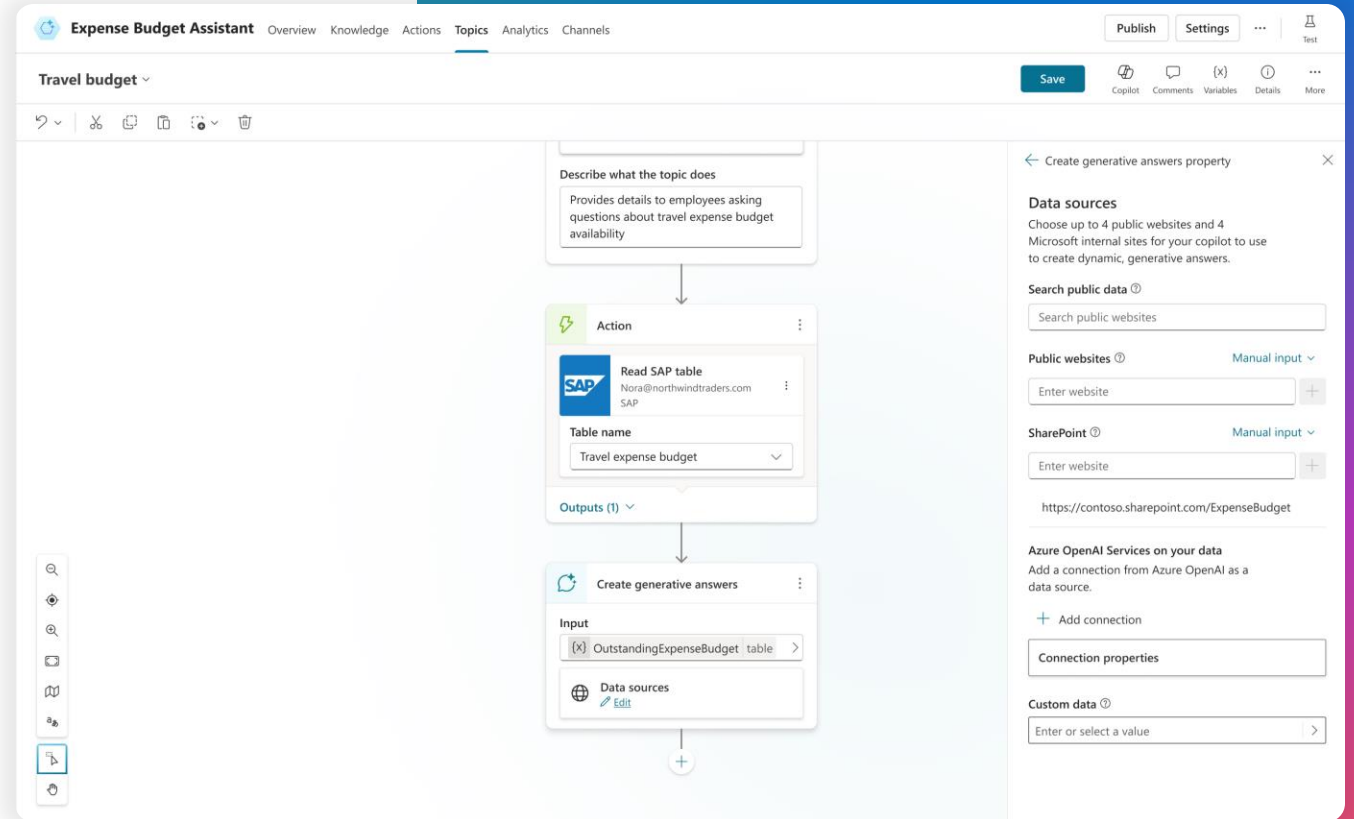
Have **complete control over critical scenarios** by designing specific step-by step topics.

Enable your agent to **automatically select the most appropriate action or topic** to respond to a user using generative AI.

Easily mix and manage both **generative and custom dialog** in one system.

Ask questions, send messages, branch your conversations and manipulate data with built in Power Fx support.

Connect to your contact center so your agent can escalate and hand off the conversation with full context to a live human agent.



Customize your chat canvas

Change the UI of your agent using a custom canvas as a standalone web app

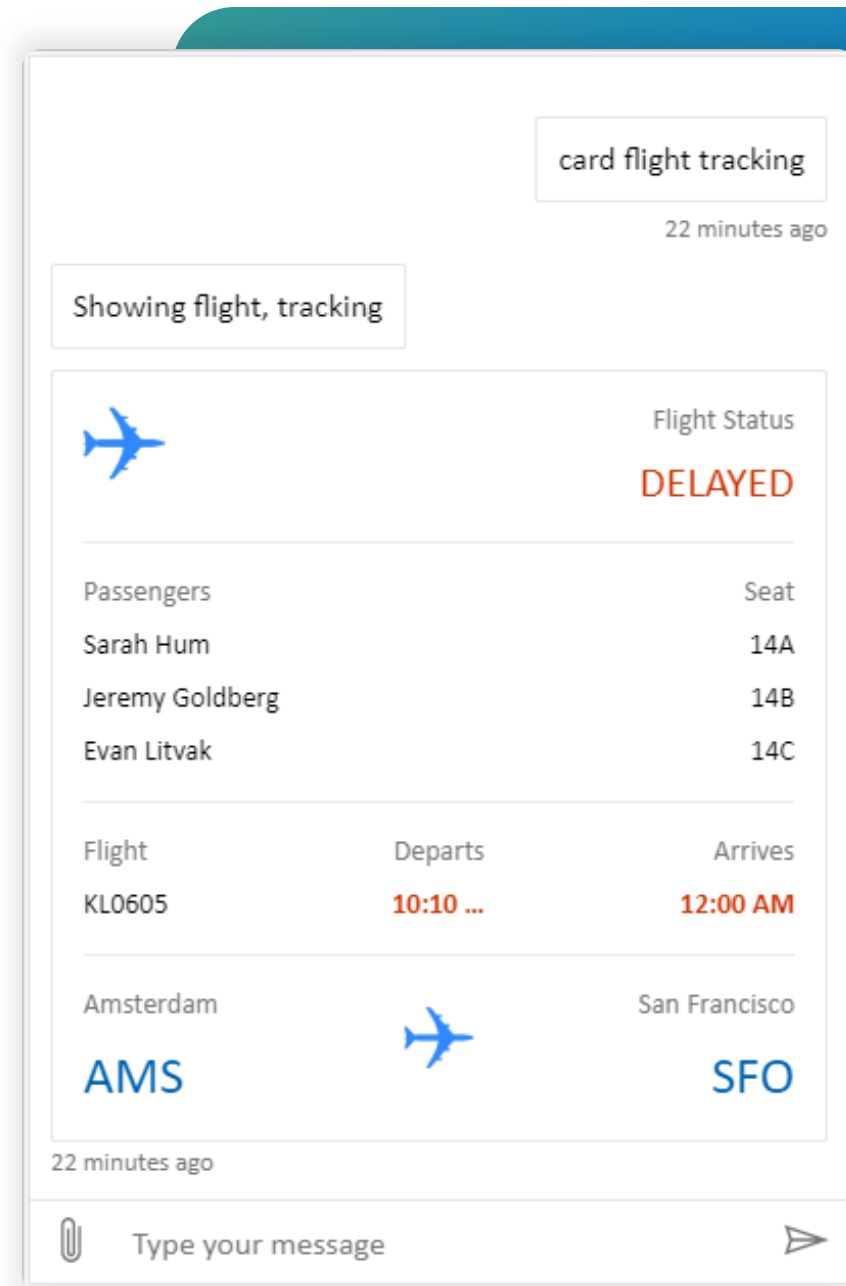
Enables a customized iFrame to be embedded in multiple web pages

Start with a sample:

<https://aka.ms/copilotstudio-customcanvas-sample>

More Info:

<https://aka.ms/copilotstudio-customcanvas>



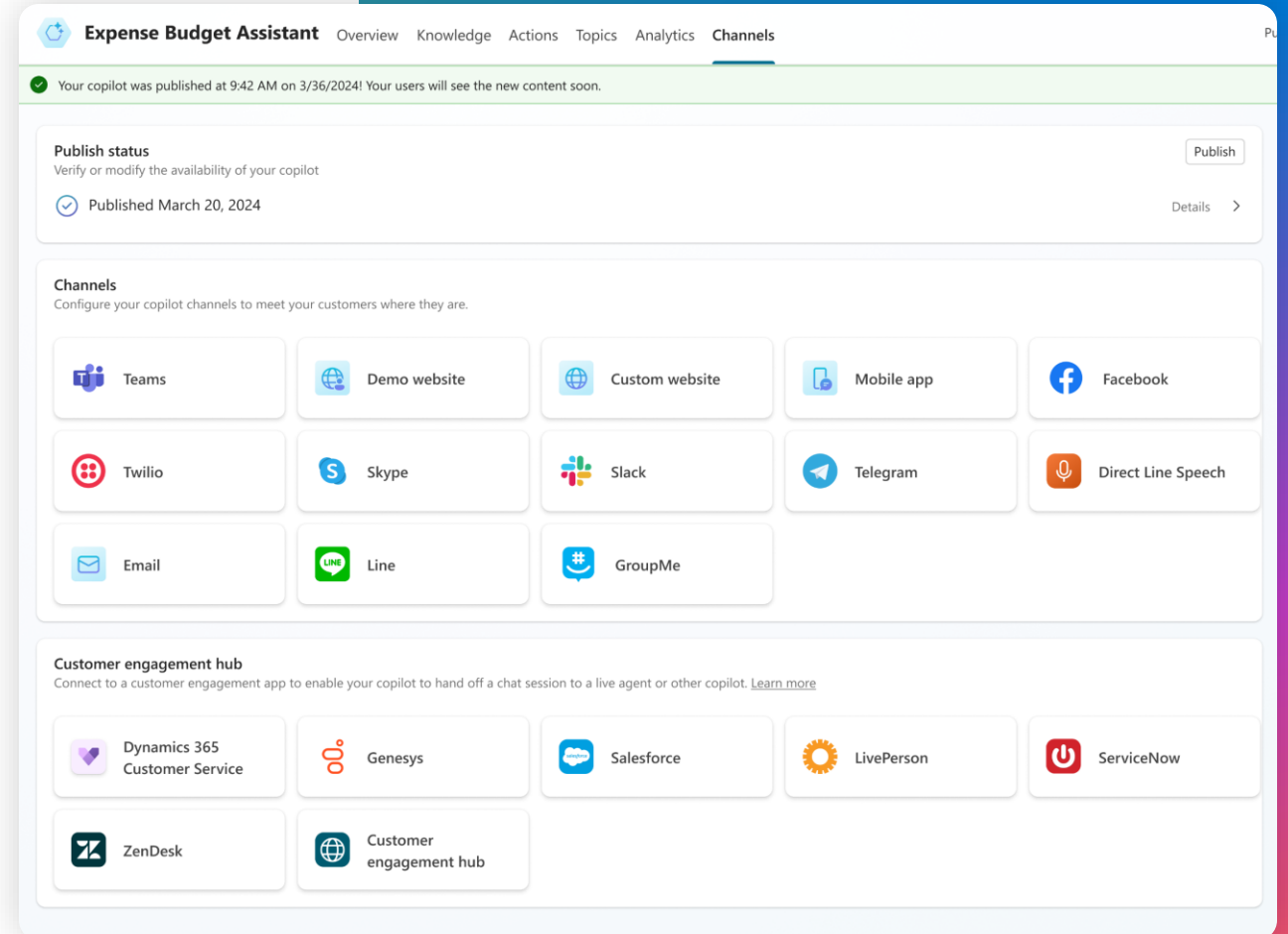
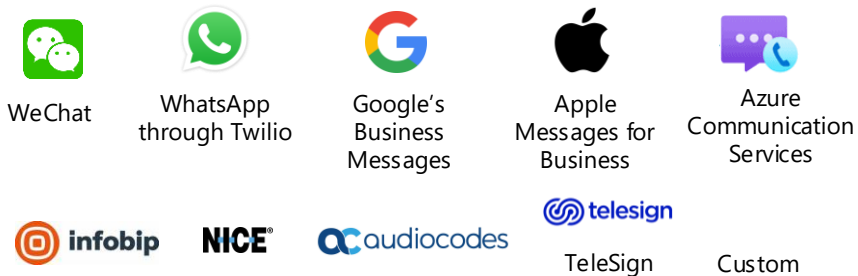
Channels

Publish and deploy to your channels of choice with a single click.

Add your agent to a custom app built with Power Apps or a custom website built with Power Pages.

Make your agent available to your customers on your web site or mobile app, or to your employees in Microsoft Teams.

You can access even more channels through ISVs, including:



Actions

Easily connect to your key line of business systems.

Enable your agent to automate your business processes and complete tasks.

Types of actions:

Prebuilt connectors

Choose from 1400+ prebuilt Power Platform connectors to popular data sources and apps

Custom connectors

Create a custom connector for any publicly available API

Flows

Bring in automated workflows built using Power Automate

Prompts

Provide custom instructions to the GPT model using AI Builder

Skills

Add a bot built using Azure Bot Framework as a skill

Step 1 of 3: Choose an action

Create an action or browse through our list of actions you want to use to get information from external sources. [Learn more](#)

Discover an action

Search for flows, skill actions, and commonly used connector actions

Popular in your org

All


Connector


Custom connector


Flow


Skill


Library


Delete a row
Excel Online (Business)


Get forecast for today
MSN Weather


List rows present in a table
Excel Online (Business)


Run script
Excel Online (Business)


Send an email notification (V3)

Get a row
Excel Online (Business)

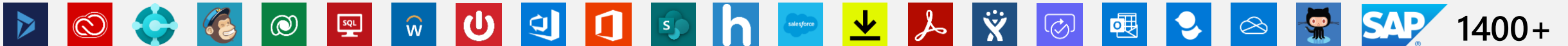
Get worksheets
Excel Online (Business)

Run a flow built with Power Automate for desktop
Desktop flows

Run script from SharePoint library
Excel Online (Business)

Update a row

Cancel



Demo

Create a topic and extending with actions

In the second part of this session, you will replicate the same agent as your third task.



Autonomous agents



Autonomous agents

Handle variability and complexity at infinite scale

Independently begins work based on autonomous triggers

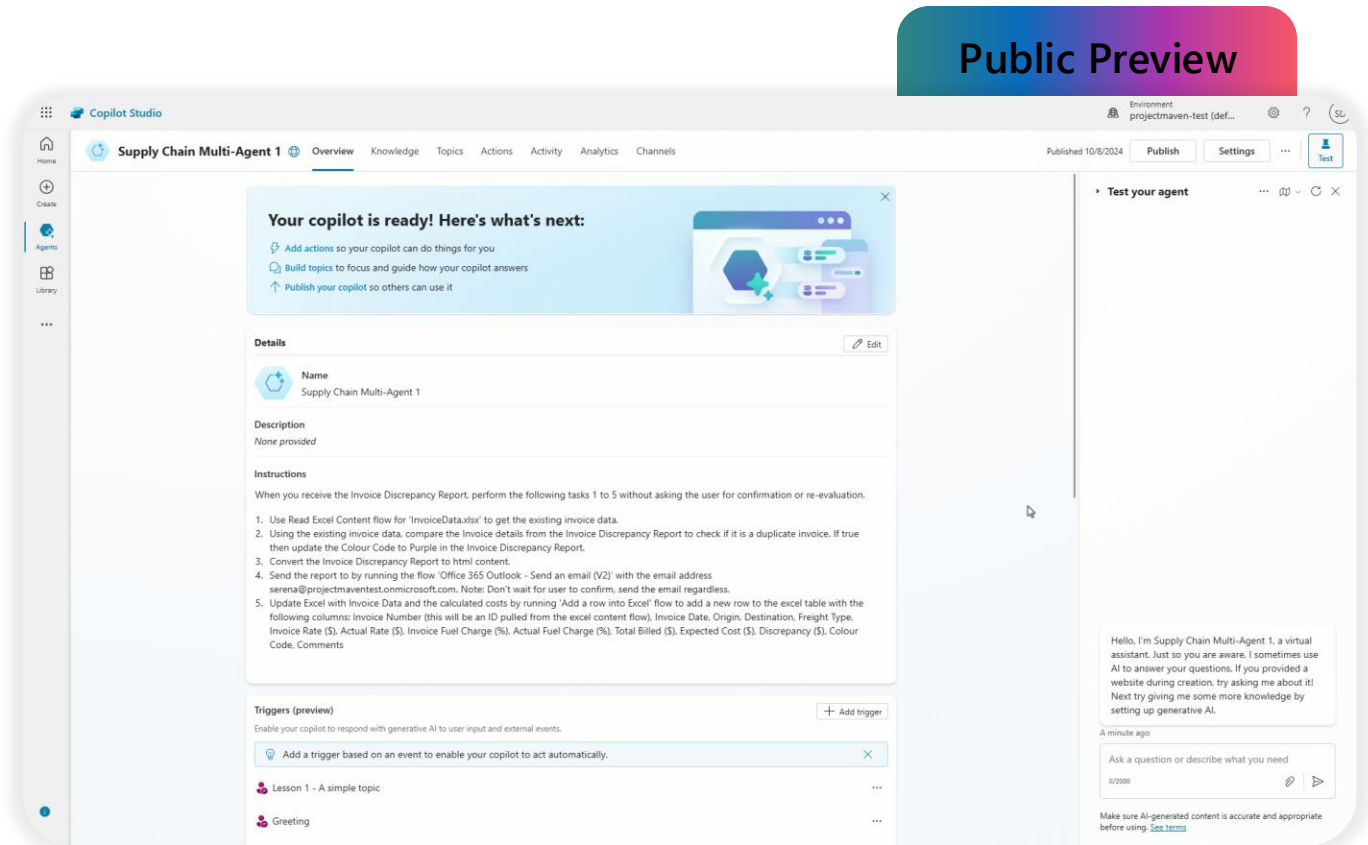
Automates long running processes

Dynamically reasons over its capabilities

Learns and improves

Follows human guard rails and asks for help

Orchestrate other agents



Autonomous agent

IT Helpdesk

Help employees to resolve issues, create or view support tickets, and help with onboarding

1) Trigger



2) Prompt

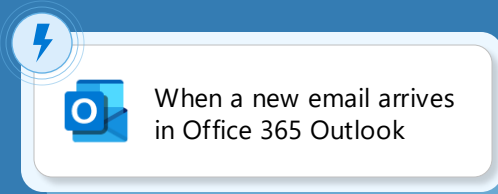


3) Plan



4) Outcome

The agent automatically reacts to triggers



The agent follows your prompt

I'm a new employee and would like to select my work device. Can I also please schedule an onboarding session with a technician?

The agent completes the ask using your data and knowledge

- List of devices in ServiceNow
- Create record for new device owner
- Search for meeting slots
- Book and send meeting request

The agent generates a response

Agent

I've allocated the device to you and booked a meeting request with a service technician for onboarding

Autonomous Agents

Power Summit 15. - 16. Juli 2025

Melde dich zur Summit rund um das Thema Microsoft Power Apps, Power Plattform, Power BI und Power Automate an.

Spezieller Link mit kostenloser
Eintrittskarte kommt noch.

BITTE erst damit anmelden.



★ Copilot Studio: Autonomous Agents

⌚ 45 Minutes

● AI & Bots

In diesem 30-minütigen Vortrag erhalten die Teilnehmer
Einführung in die Hauptfunktionen von Copilot Stud





IT Helpdesk Service

Interface with IT service management applications

Create POs for device refresh

Resolve IT tickets with context and memory

Handle managers' approvals



Employee onboarding

Greets you

Reasons over HR data to answer your questions

Introduces you to your buddy

Provides the training and deadlines

Helps with required forms

Sets up your first week of meetings



Personal concierge for sales and service

Provide personal recommendations based on memory
Make reservations

Handle complaints

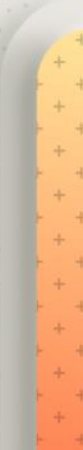
Answer questions about products / services

Propose new ways of handling customer scenarios

Upsell to customers

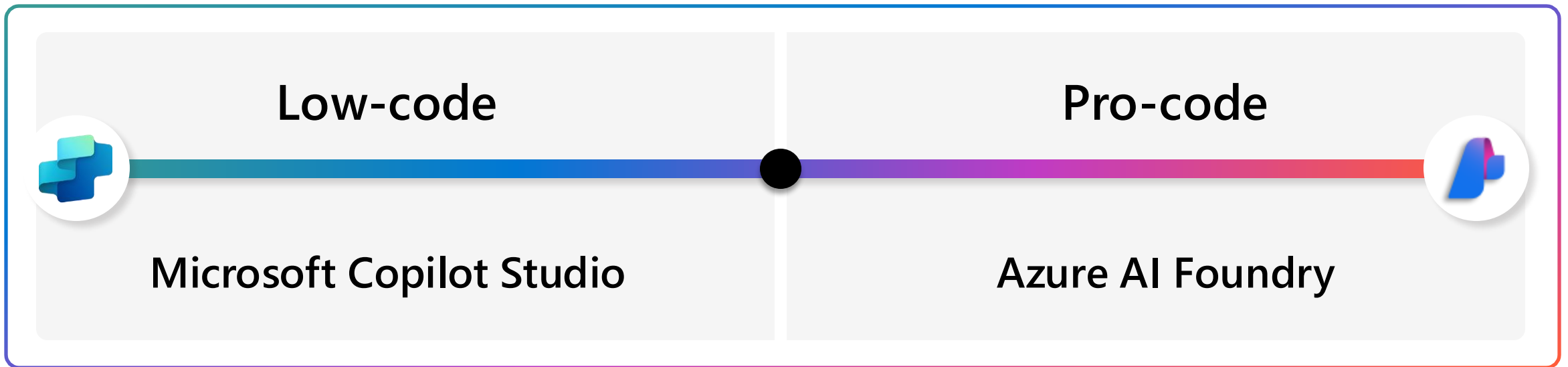
Sales leads qualification + nurture • Developer bug triaging • Automated Q&A • Partner / customer implementation + product support • Conversational form filler
• Knowledge base management + refresh • Case lifecycle management + summarization • Customer email responses + follow up for unresponsive customers

Extensibility



Customize Microsoft 365 Copilot

with the **most comprehensive** end-to-end AI toolchain



Microsoft 365 Copilot Plugins (Power Platform)



Prompt plugins

What?

Prompt plugins enable you to generate content with AI and call them via Microsoft 365 Copilot

Examples

Summarize a long text and extract bullet points, tasks or other useful content

Create a prompt that helps to moderate user-generated content



Conversational plugins

What?

Conversational plugins enable you to build a topic about a subject and call them via Microsoft 365 Copilot

Examples

Get data from SAP via plugin actions so that users can also get data from backend systems

Use generative actions to let Copilot answer questions on public websites, SharePoint and more...



Connector plugins

What?

Connector plugins enable you to connect with APIs through Microsoft 365 Copilot

Examples

The ServiceNow connector plugin can list incidents via Microsoft 365 Copilot

The Salesforce connector plugin can list, and filter leads and accounts via Microsoft 365 Copilot



Power Automate plugins

What?

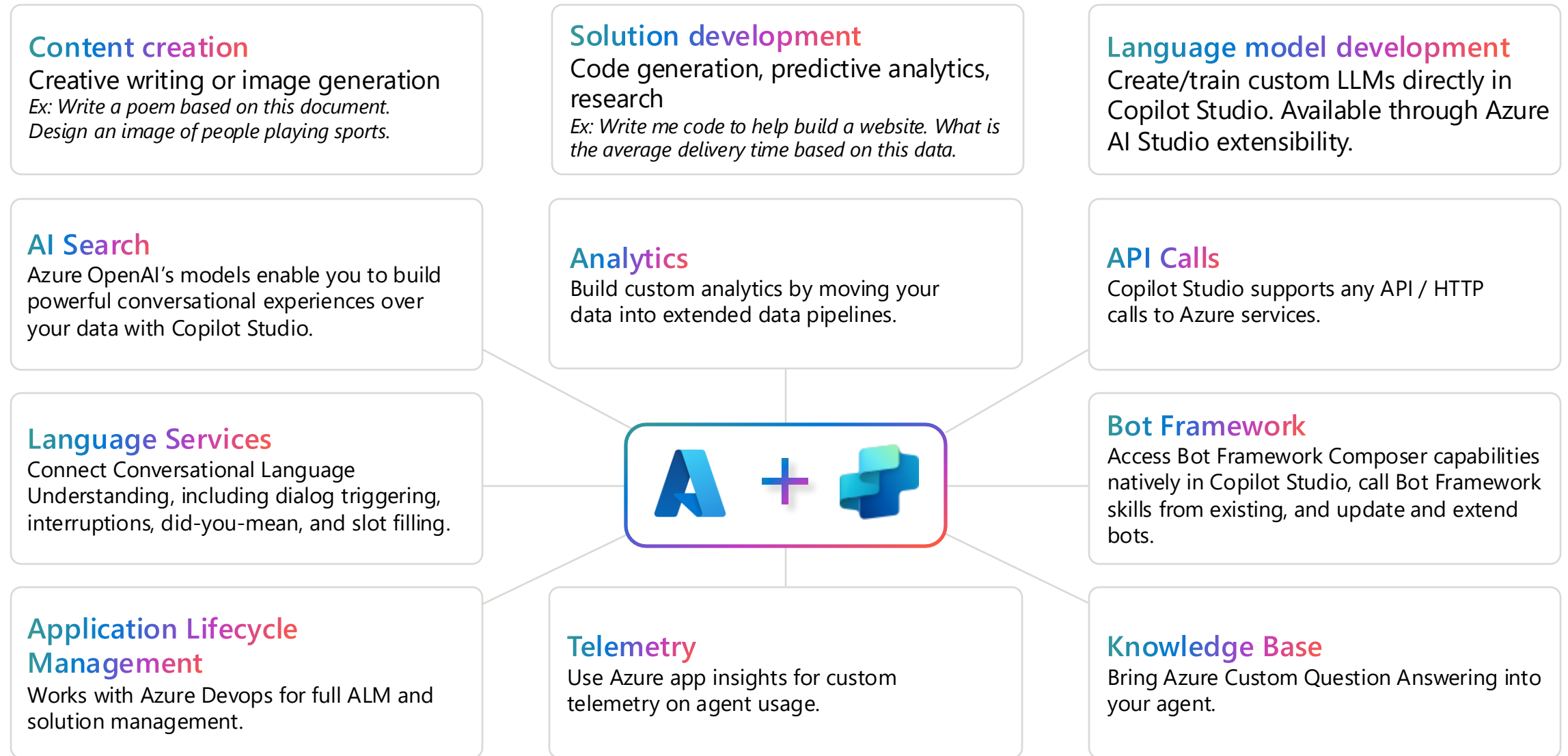
Power Automate flow plugins enable you to call automations through Microsoft 365 Copilot

Examples

Create an approval and send the adaptive card via Teams

Create content based on a prompt and send an approval

Copilot Studio and Azure = Better together



Easily optimize with data-driven insights

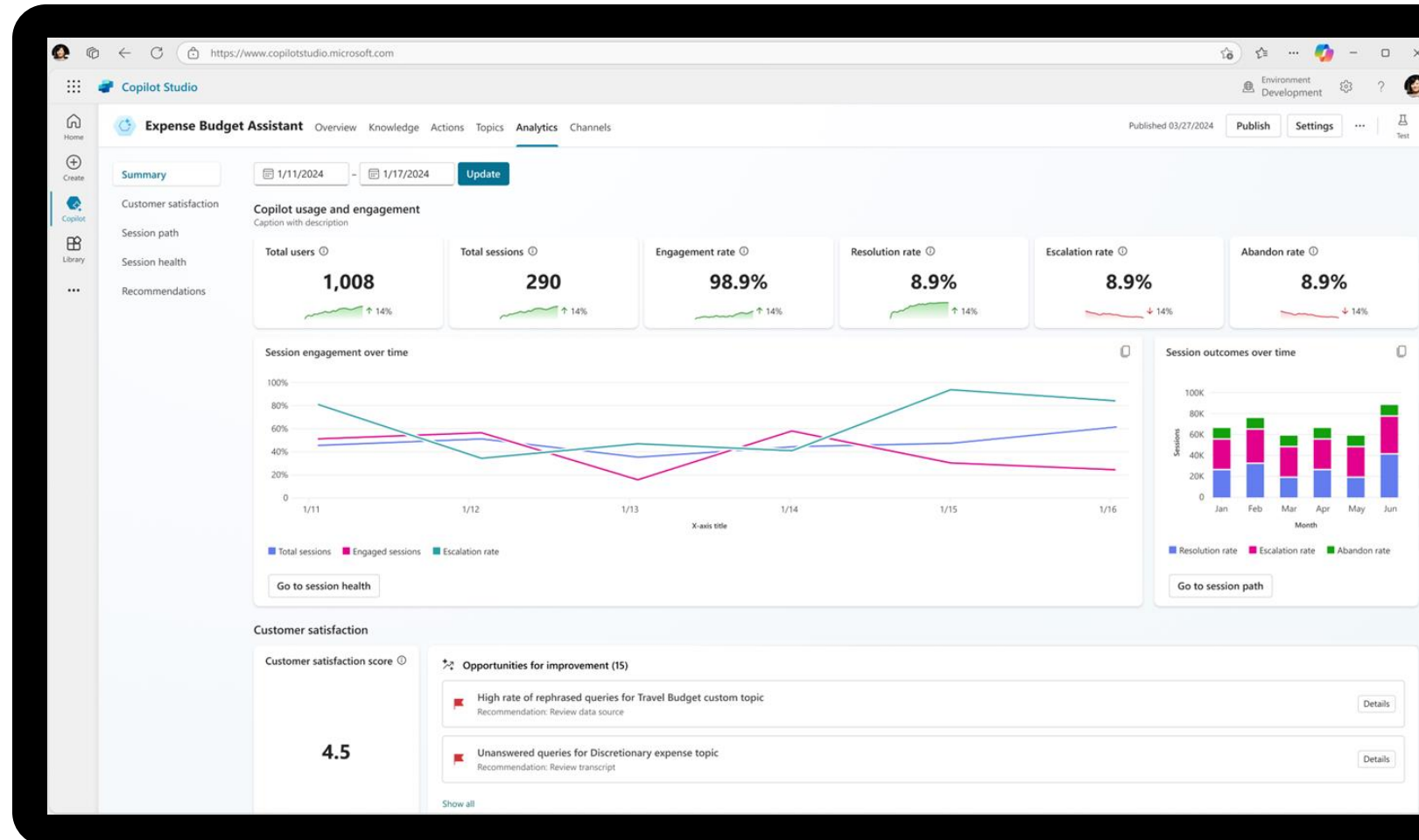
Preview

See which topics are having the greatest impact on **escalation**, **abandon** and **resolution rates**.

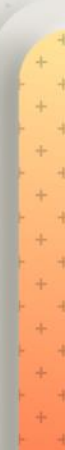
Quickly gain a sense of the **most common questions** your users are asking your agent.

Get access to detailed **CSAT data**, **session transcripts**, **content moderation insights** and more.

Identify where your agent **didn't successfully return an answer** so you can fill in the gaps.



Q&A



3 challenges

<https://ln.run/fJAFa>