



KICKSTARTER

Power of Gen AI & Copilot Studio



Rules of engagement

1. Active participation highly encouraged
2. Respect everyone's input and be constructive
3. Share the space – don't monopolize the discussion
4. Embrace a "Yes" and an open mindset
5. Cell phones on silent
6. Enjoy the process ☺

Team Introduction

Great things in business are never done by one person. They are done by a team of people. – Steve Jobs



Name

Role

Current Power Platform Knowledge Level
(none, low, medium, high)

Agenda



SCAN ME

Introduction to Microsoft Copilot Studio

Walkthrough of the studio

Lab 1: Create your first Copilot in Microsoft Copilot Studio

Lab 2: Microsoft Copilot Studio: Authoring 101

Lab 3: Build and Invoke Power Automate cloud flows

Lab 4: Make HTTP requests to connect to an API

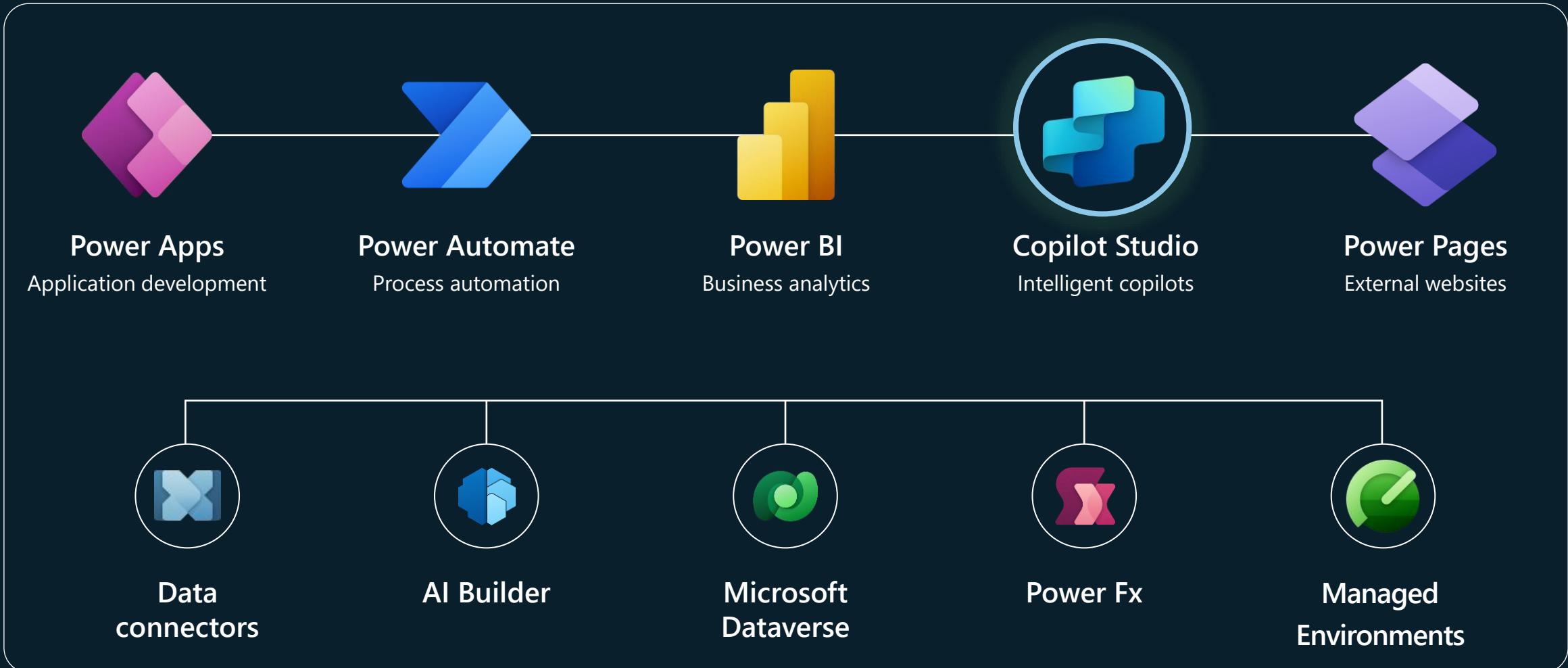
Lab 5: Knowledge sources and custom instructions

Lab 6: Use generative AI orchestration to interact with your connectors

Introduction to Copilot Studio

Microsoft Power Platform

The low-code platform that spans Office 365, Azure, Dynamics 365, and standalone applications



What is a **copilot**?

An experience using **generative AI** to assist humans with
complex cognitive tasks.

Chat using natural language (and code)

You determine, guide, and approve the output

Its value increases with complexity



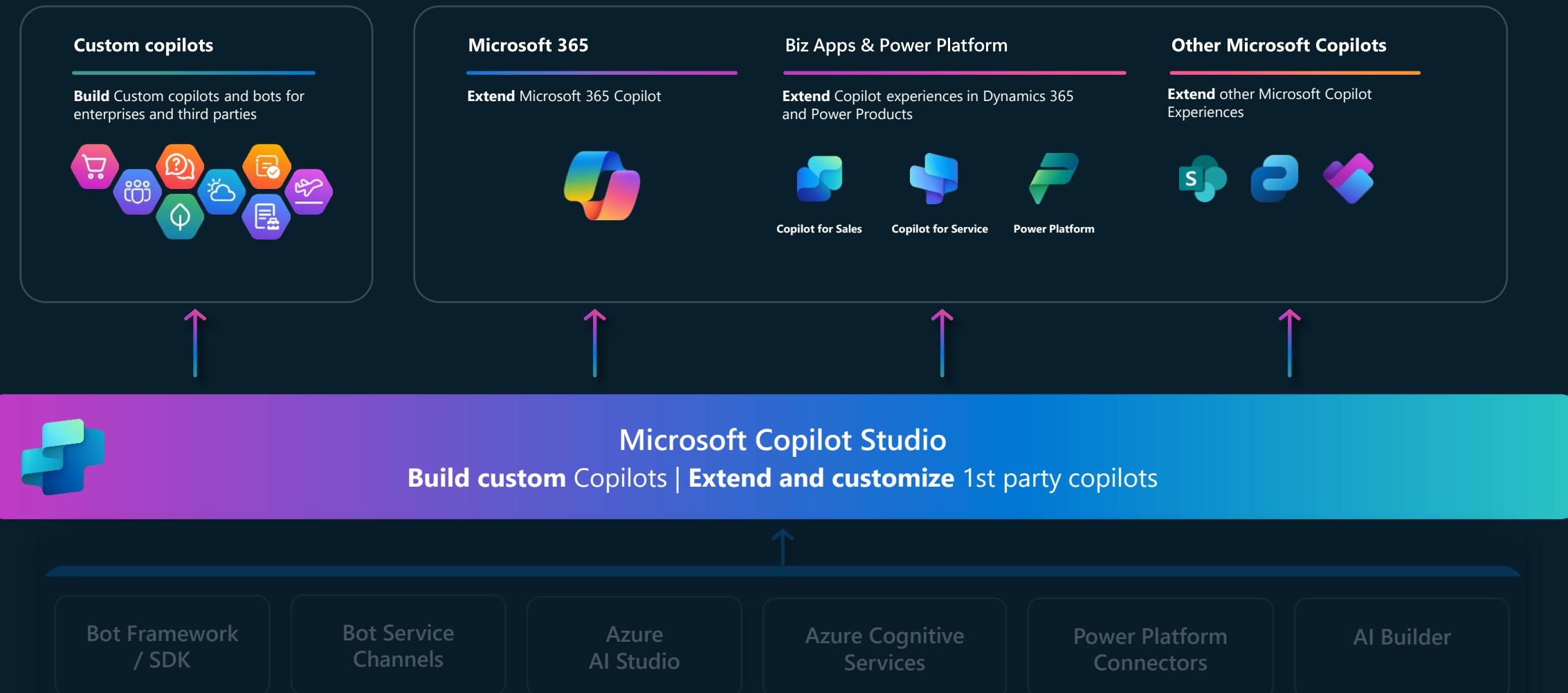
Microsoft Copilot Studio

Your copilot, your way

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

Copilots and Conversational AI

Build and extend across the Microsoft ecosystem



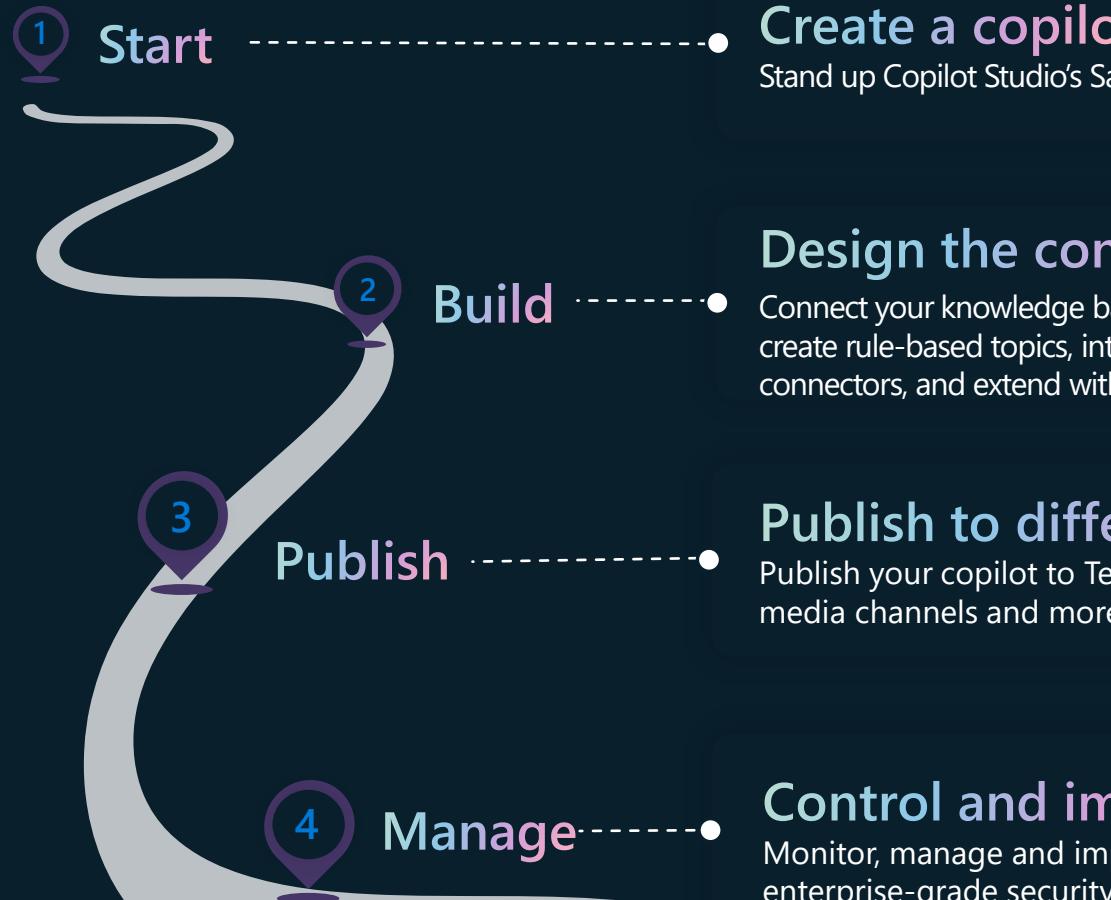
Build & Publish



Analyze & Improve



How to build a custom copilot



- **Create a copilot**

Stand up Copilot Studio's SaaS in minutes.

- **Design the conversation**

Connect your knowledge base for generative answers, create rule-based topics, integrate plugins and data connectors, and extend with Azure AI Studio.

- **Publish to different channels**

Publish your copilot to Teams, websites, apps, social media channels and more.

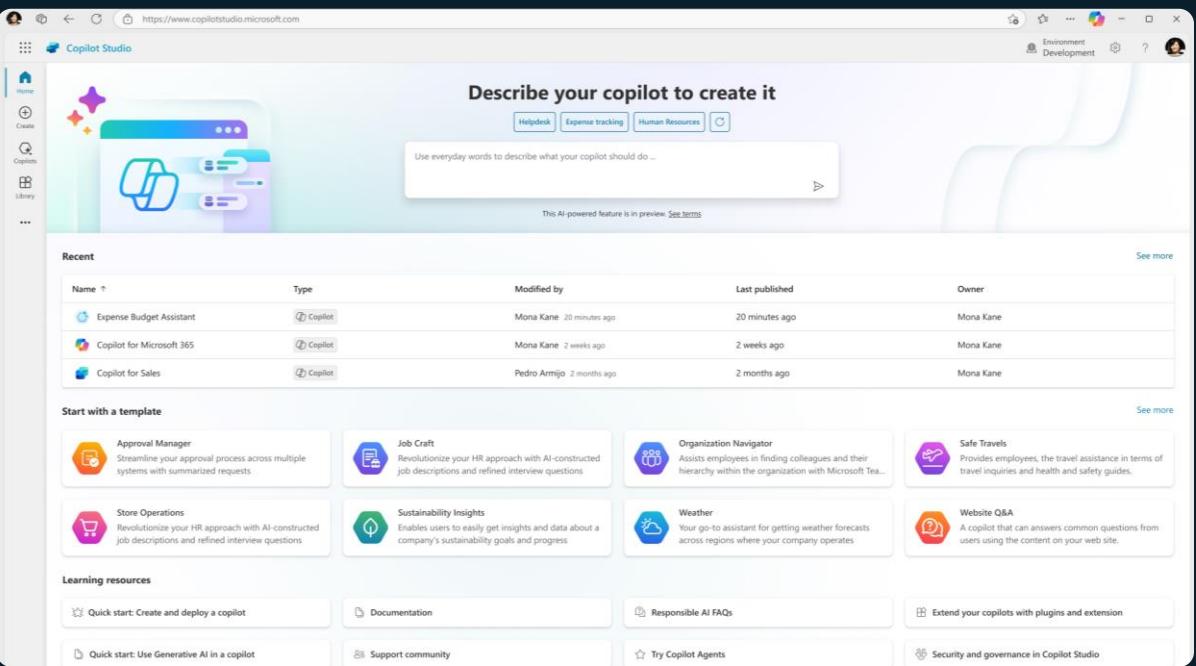
- **Control and improve**

Monitor, manage and improve the copilot with enterprise-grade security and controls.

Build & Publish

Create a copilot

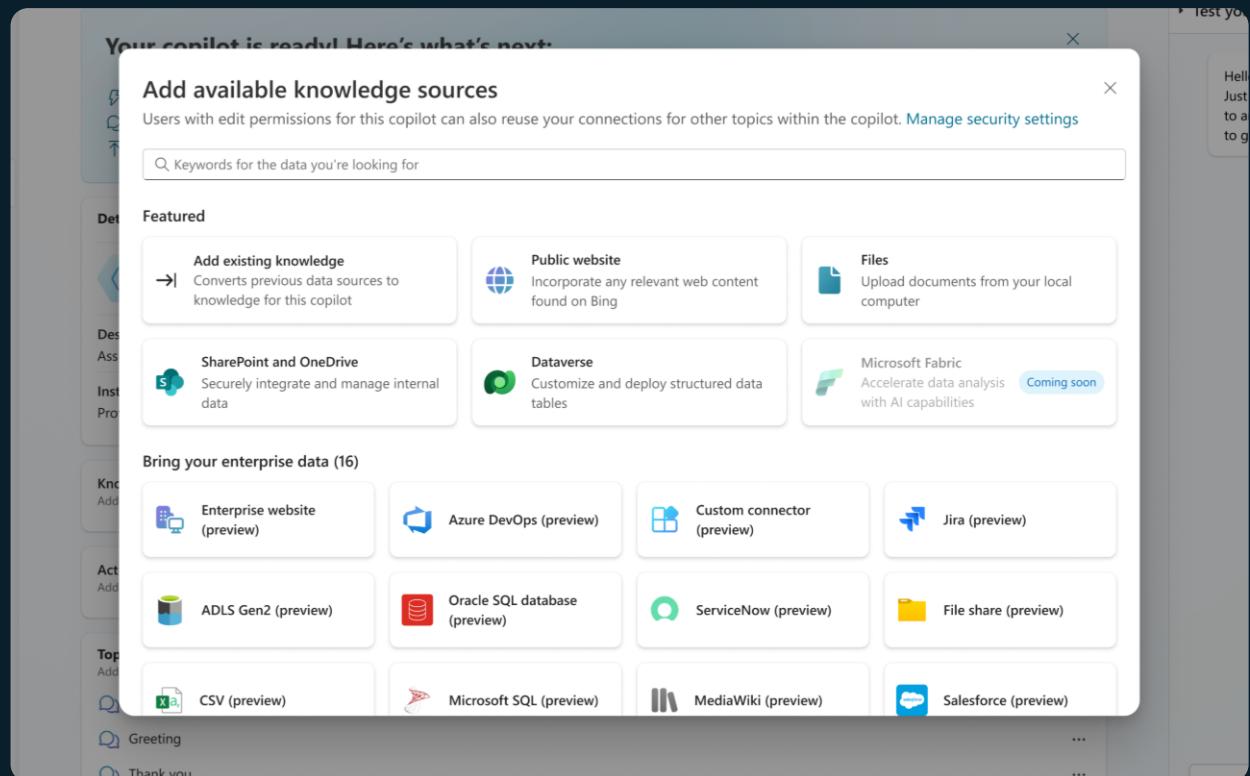
Build a copilot and go live within minutes, all from one easy-to-use, E2E SaaS product



Build & Publish

Add knowledge

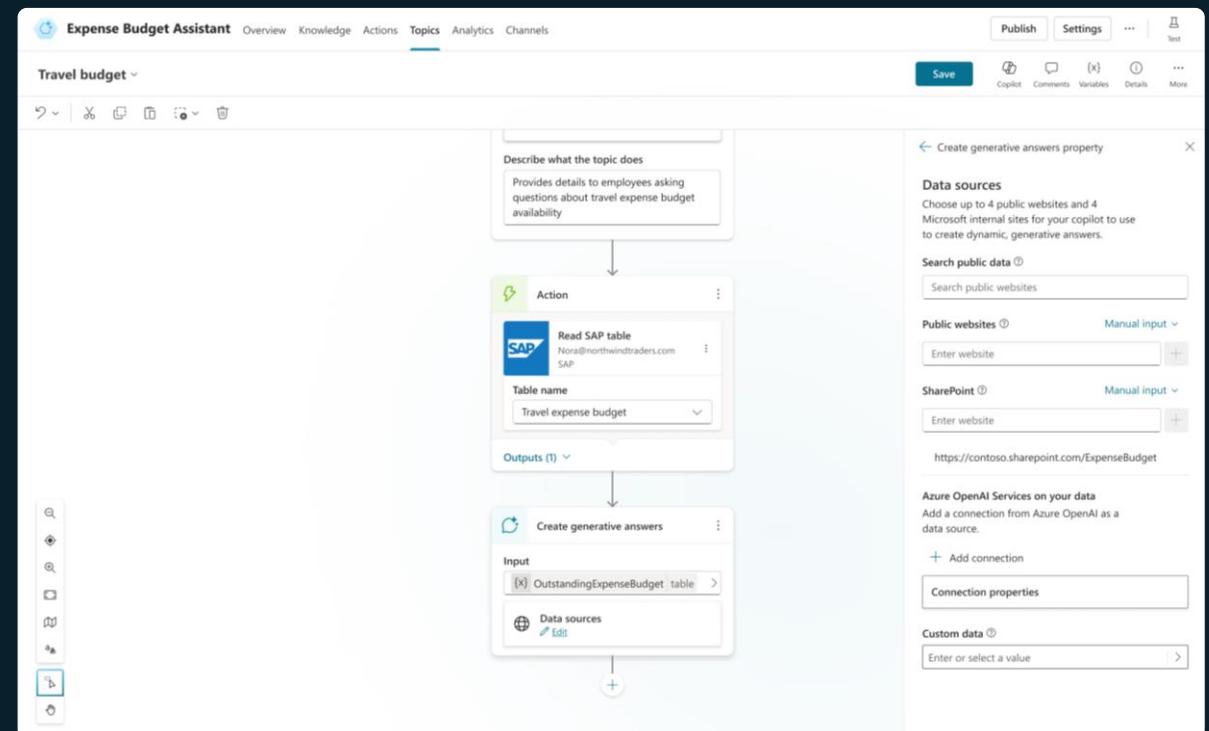
Connect to your enterprise backends and APIs with 1000s of pre-built data connectors



Build & Publish

Customize topics, and actions

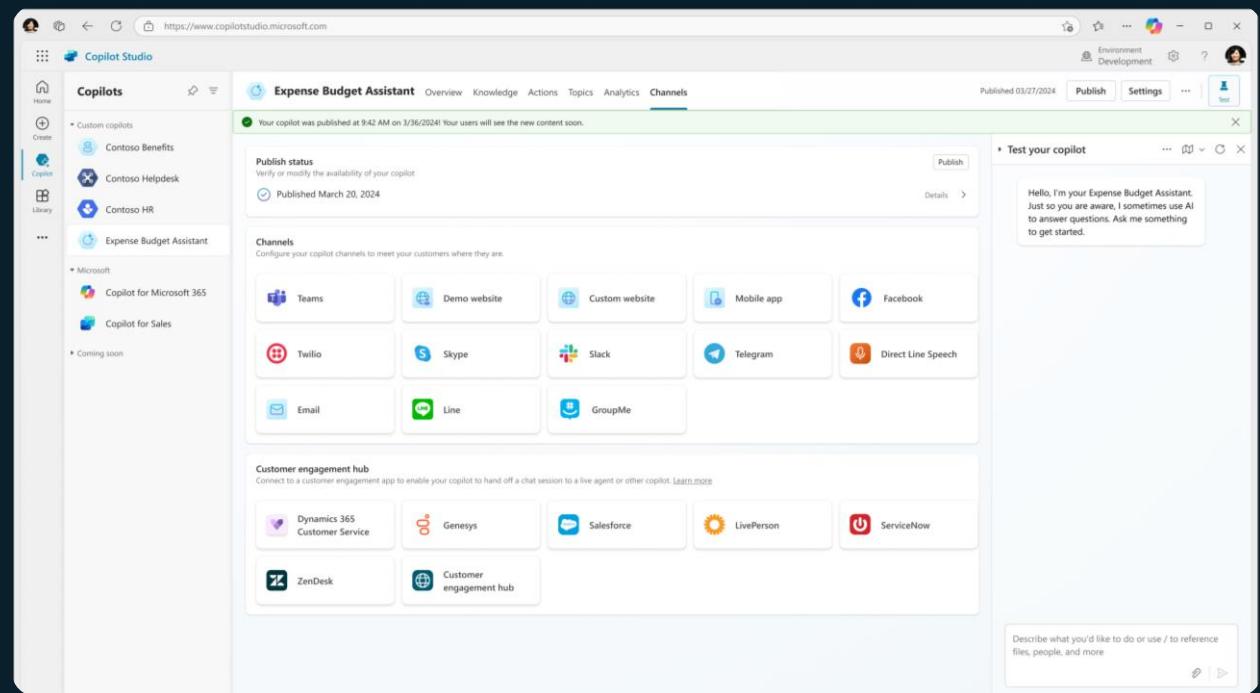
Mix generative responses with step by step topics for complete control. Create actions, plugins and connect to your backend systems with 1000s of pre-built connectors



Build & Publish

Publish and go live instantly

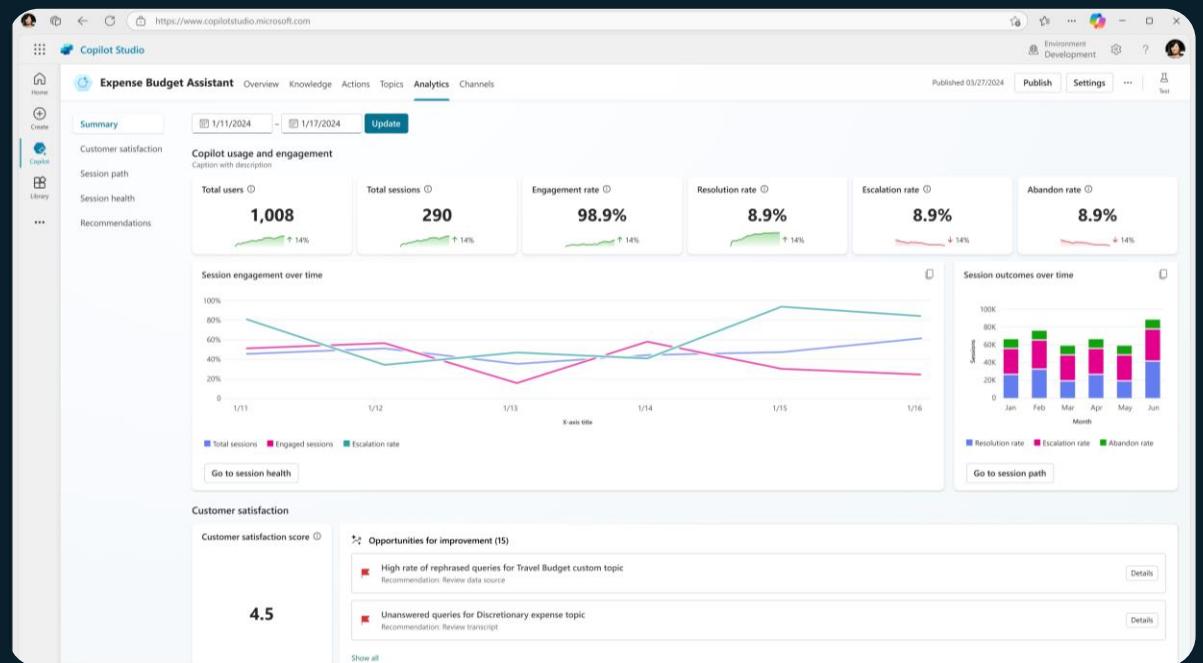
Publish and deploy to the channel of choice with a single click, and your copilot is live.



Analyze & Improve

Monitor and get insights

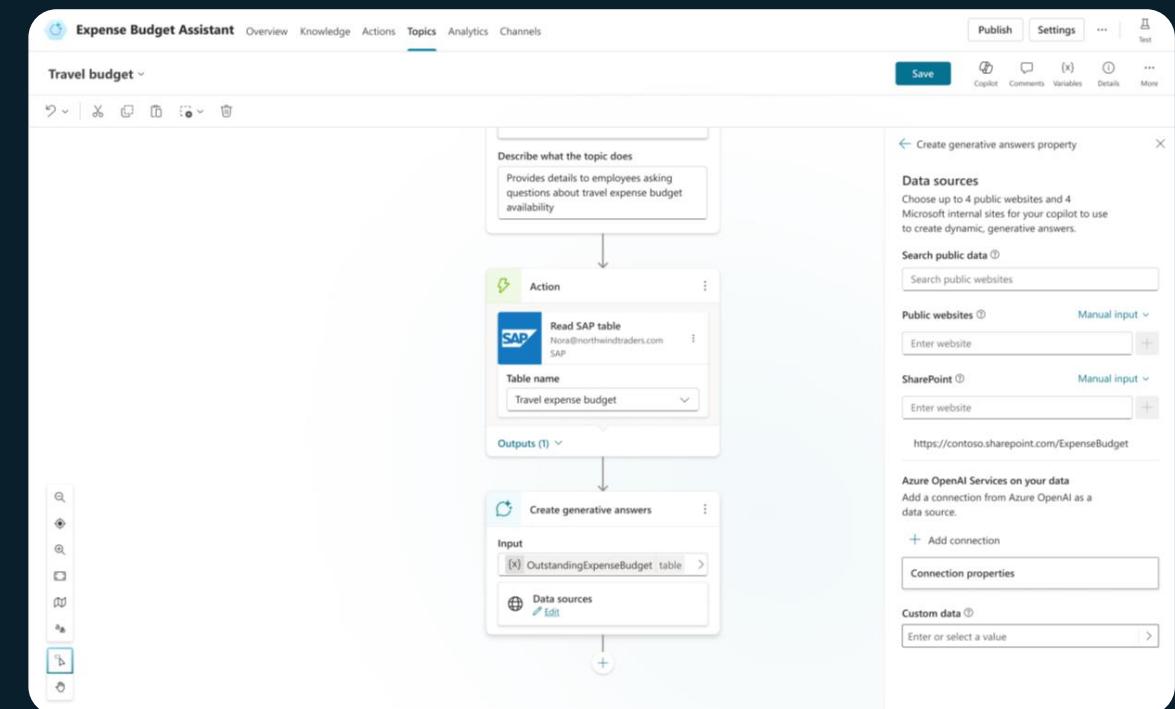
Understand what's working well and what needs to improve with conversational analytics



Analyze & Improve

Fine tune to add sophistication

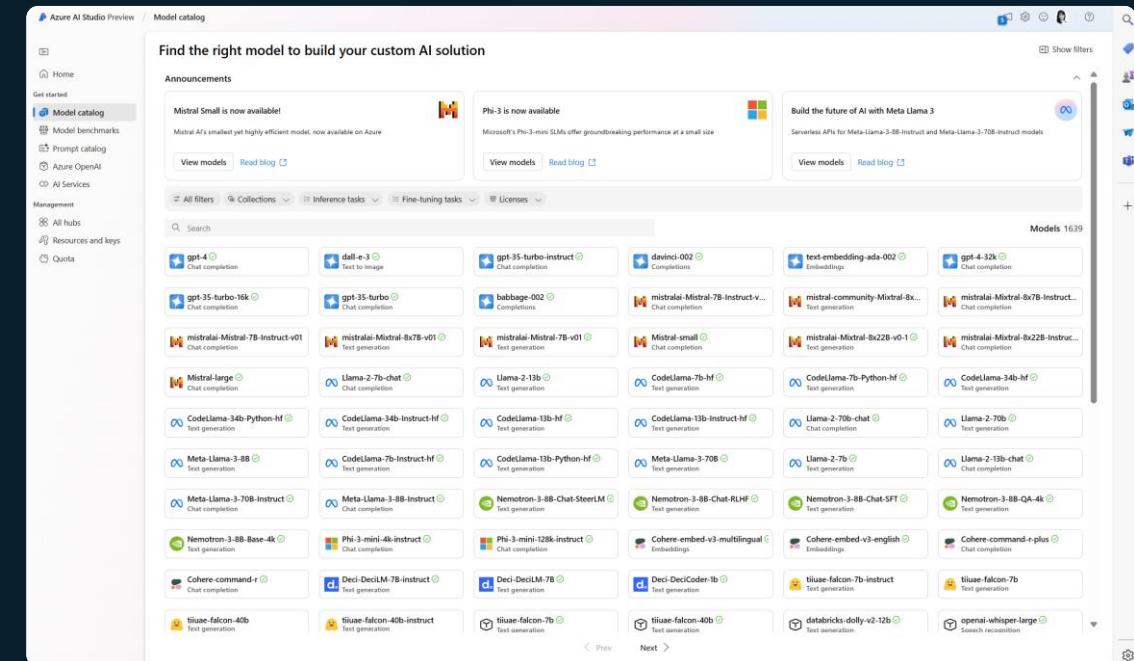
Layer in more topics with custom responses and conditions based on insights generated to improve your copilot's performance.



Analyze & Improve

Add Conversational Services

Integrate with Azure AI Studio, Azure Cognitive Services, Bot Framework and a variety of other Microsoft conversational services

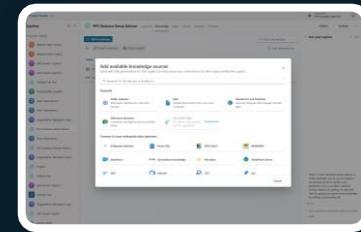
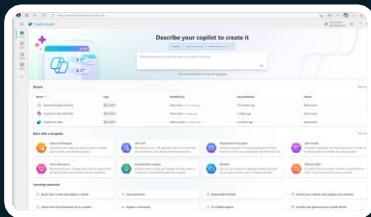
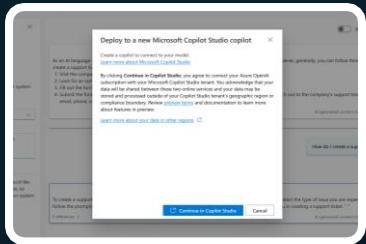


Create, manage, publish and extend Copilots

Live in minutes - all from one tool
and E2E SaaS service

Integrate with AI Services

Integrate with Azure AI Studio, Azure Cog Services, Bot Framework and various other Microsoft conversational services



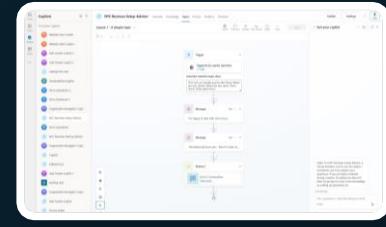
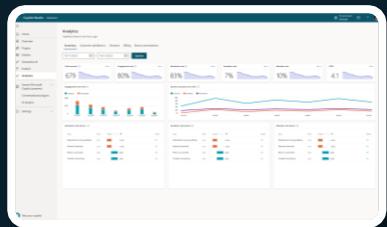
Build & Publish



Copilot Studio

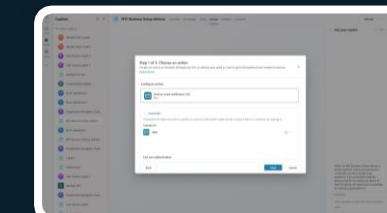
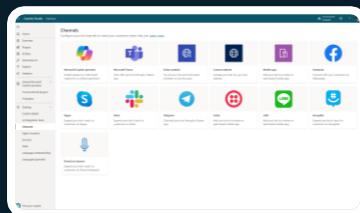
Monitor and Improve

with rich out-of-the-box insights and analytics



Publish to multiple channels,

and go live instantly on the SaaS service or choose to extend Copilot for Microsoft 365 with your custom capabilities



Analyze & Improve

Chat over knowledge with Gen AI

Get enterprise specific answers over your files, websites, internal shares, Dataverse, third party systems and more

Create specific topics

Supplement generative responses with specific, curated topics where you want tight control. Build them easily with the powerful graphical studio

Build actions & Plugins

Create actions, plugins, use 1000s of pre-built connectors or Power Automate to call your backends and APIs



Multi-Channel Platform

Dynamics for Customer Service



Voice



Teams



Custom

SMS

Azure
Communication
Services

TeleSign



Twilio

Apple Messages
for Business

Facebook

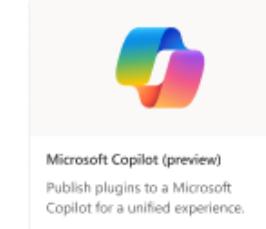
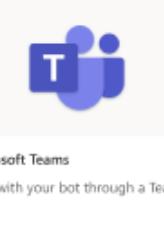
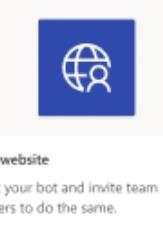
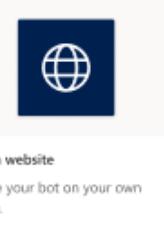
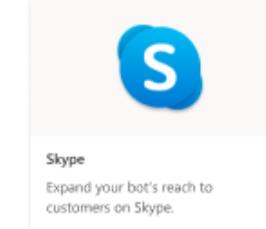
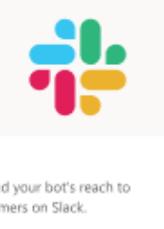
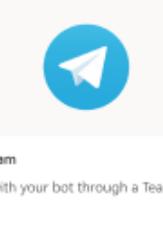
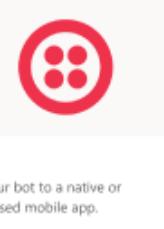
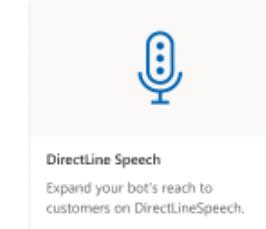
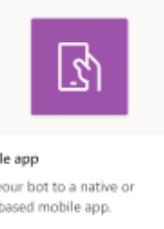
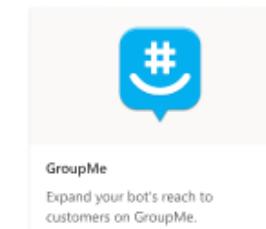
Google's Business
MessagesWhatsApp
through Twilio

Line

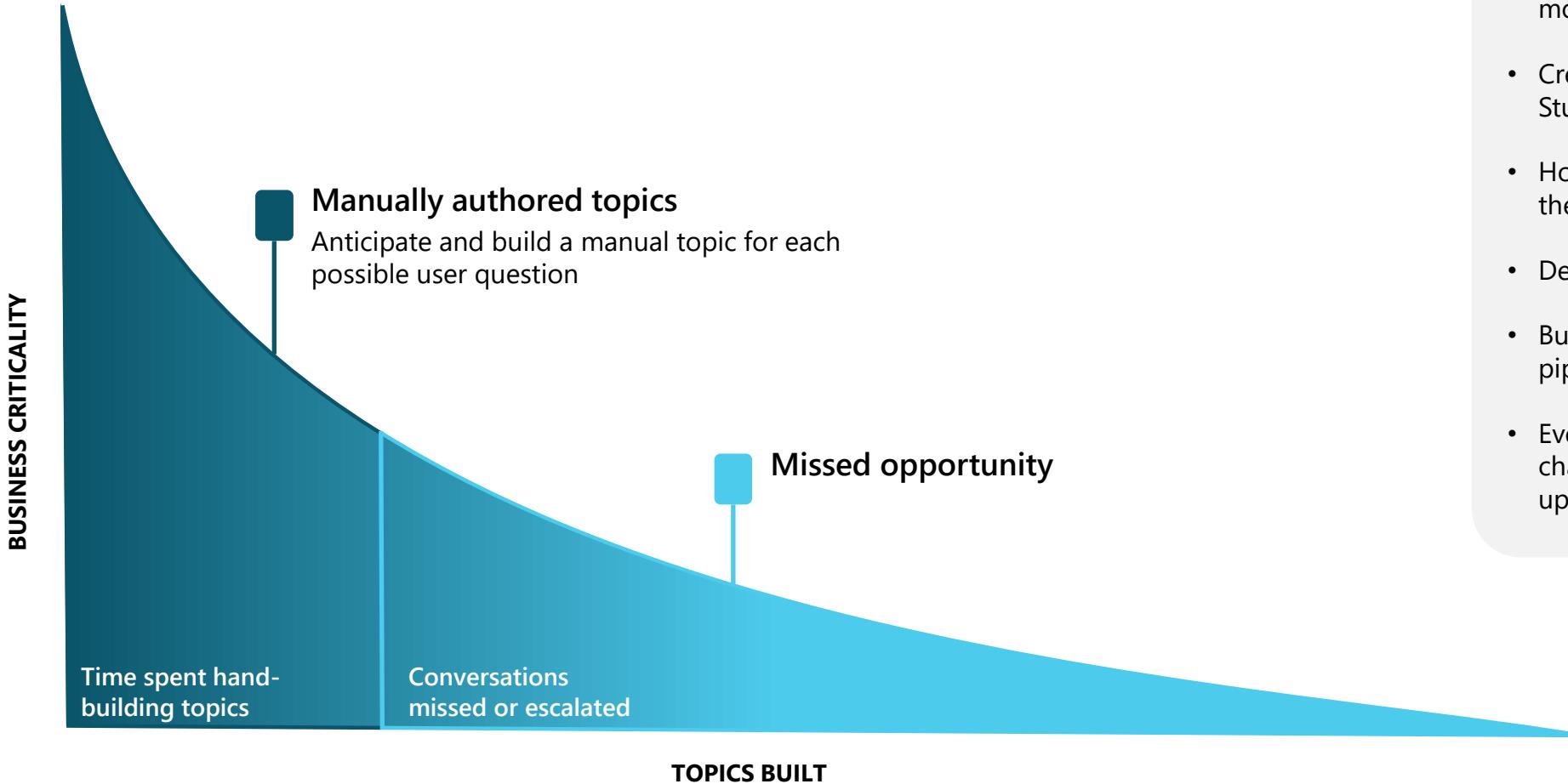


WeChat

Native to Copilot Studio

Microsoft Copilot (preview)
Publish plugins to a Microsoft Copilot for a unified experience.Microsoft Teams
Chat with your bot through a Teams app.Demo website
Try out your bot and invite team members to do the same.Custom website
Activate your bot on your own website.Skype
Expand your bot's reach to customers on Skype.Slack
Expand your bot's reach to customers on Slack.Telegram
Chat with your bot through a Teams app.Twilio
Add your bot to a native or web-based mobile app.DirectLine Speech
Expand your bot's reach to customers on DirectLineSpeech.Mobile app
Add your bot to a native or web-based mobile app.Facebook
Connect with your customers on Messenger.LINE
Add your bot to a native or web-based mobile app.GroupMe
Expand your bot's reach to customers on GroupMe.

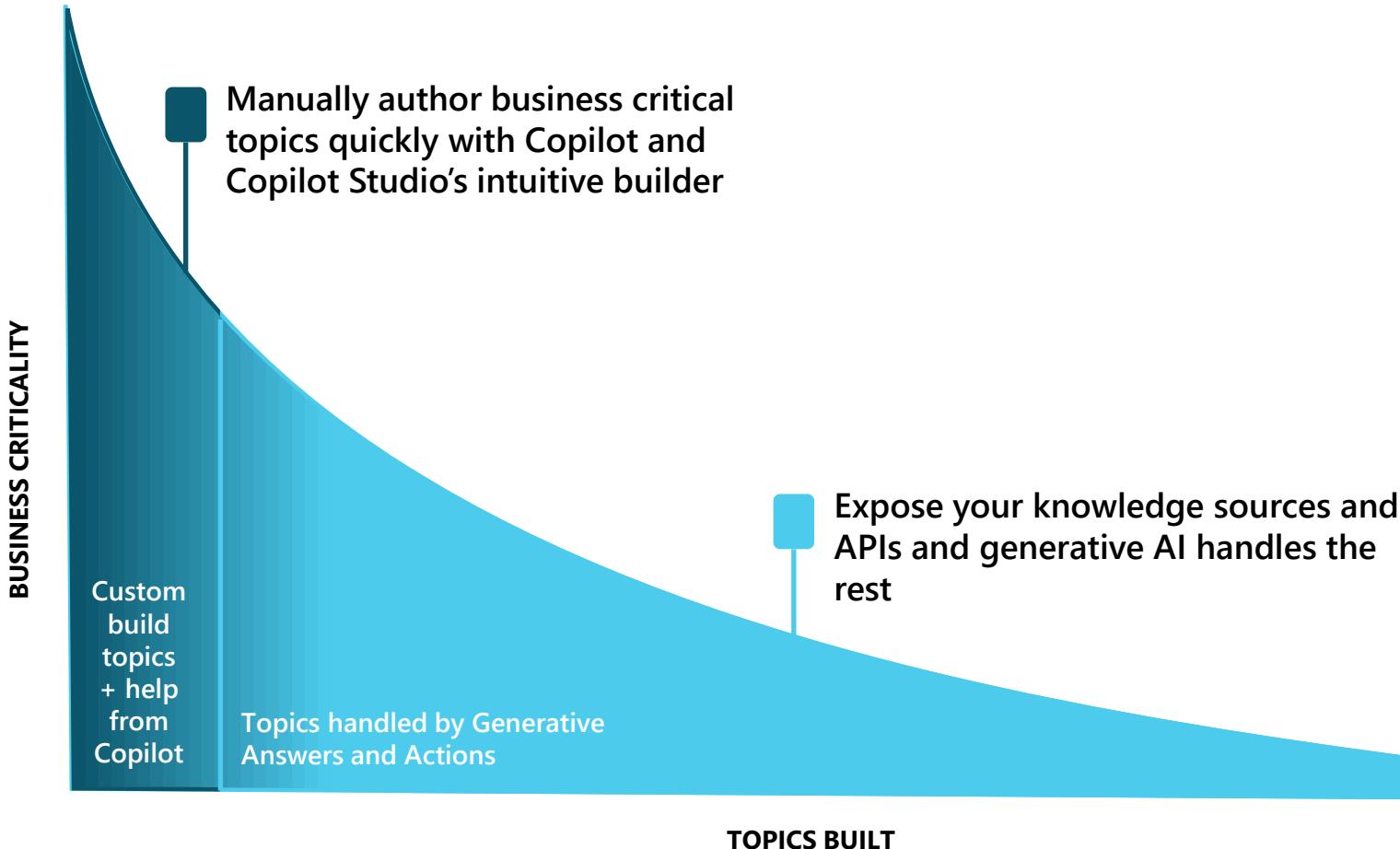
Generative AI is changing bot building



Traditional (e.g. Azure)

- Create Azure tenant and infra
- Annotate thousands of utterances and conversations to build a custom NL model
- Create topics in code using Visual Studio and BF SDK
- Host Azure Bot Service and instantiate the appropriate channel
- Deploy your bot to the service
- Build your own custom analytics pipeline
- Every time your knowledge content changes (e.g. different hours) go and update the bot in code

Generative AI is changing bot building



Copilot Studio with Generative AI

- Full E2E SaaS – no infra to host or manage
- No explicit NL training or custom model required, comes with powerful large language model
- Point to a knowledge sources and have a useful bot in minutes with Generative AI
- Extend the bot with business-critical topics using easy to use graphical interface and 1000s of pre-built connectors, or call custom APIs
- Developers, low-code users can collaborate inside the same canvas with graphical multi-authoring and code side-by-side
- Publish to the channel of your choice in minutes with a few clicks

More than 30,000 customers across every industry have used Copilot Studio

to help improve performance and efficiency while reducing costs and risks



Conversational banking
copilot on both telephony
and digital channels



HR/IT copilot for employees
that reduced support costs
and workload



Helping customers find and
book the perfect cruise



Creating customer focused
copilots as a Microsoft Partner



Customer copilot to help find
the right products and support



Copilot that helps with
customer service for guests



"The chatbot is saving an **average of 30 minutes each time the copilot is used** and has greatly expedited our payment process"



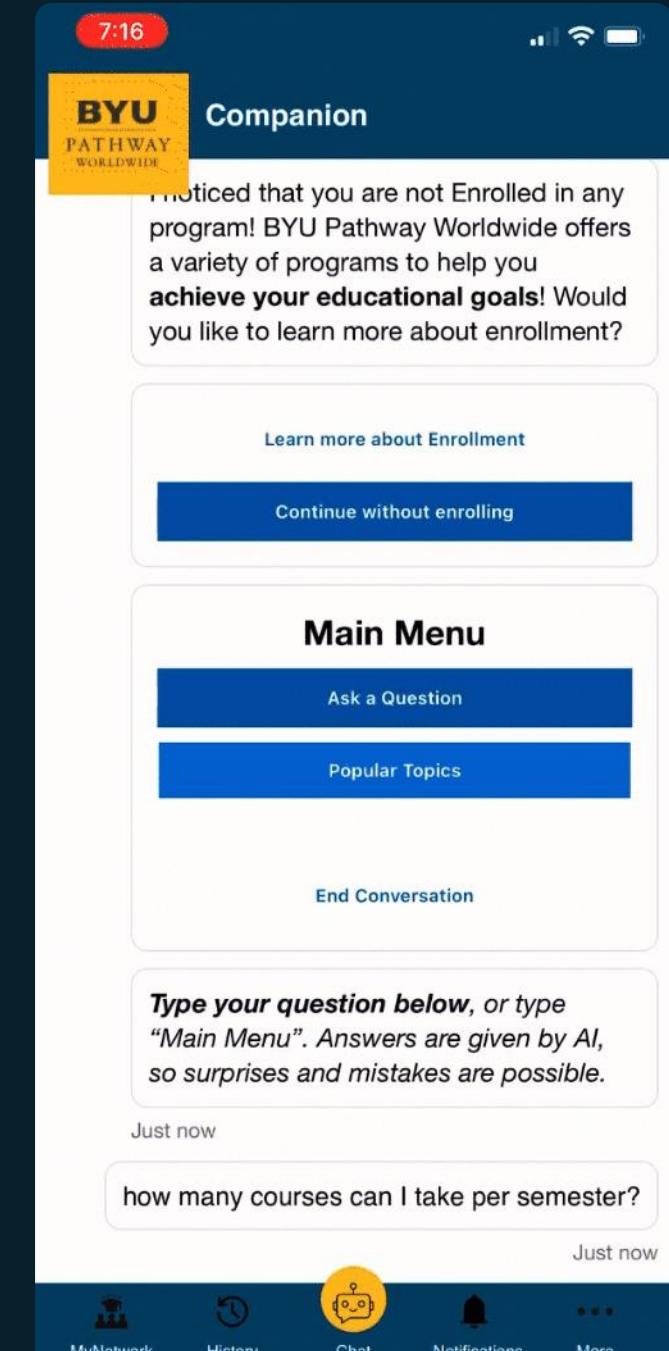
"Using Copilot Studio and Copilots that act as **agents** aligns with Centro's child-first focus. We expect that **with these tools, teachers and caseworkers will spend less time on administrative tasks**, giving them more time directly interacting with children and leading to greater child outcomes"

BYU

P A T H W A Y
W O R L D W I D E

"Copilot Studio infused with gen-AI has already been a **game-changer** for us! Our first successful copilot started **saving over 150 human hours per week the very first week!**

And that's just one copilot! Now we're thrilled with the challenge of replicating this success 10 times, 100 times, 1,000 times in every corner of our organization"





Rabobank

"We wanted a complete solution with the **control**, **openness**, and **flexibility** to tune it to our detailed needs and differentiate ourselves from virtual assistants in the market - and we found that in Copilot Studio."

The screenshot shows a mobile-style chat interface. At the top, there's a profile icon of a blue robot head with a small antenna and the text "Chat with Robin" next to it. Below that, a green dot indicates "Available". On the right side of the header is a three-dot menu icon. The main conversation area has a light gray background with rounded corners. The first message is from the robot: "Good afternoon! I'm Robin, the Virtual Assistant of Rabobank. I noticed you're not using Dutch as your device language setting. Would you like to continue in English?". Below this message are two buttons: "Yes" (gray) and "No, Dutch is fine" (blue). The user's response is shown in a blue message bubble: "No, Dutch is fine". A timestamp "15:41 Read" is visible next to this message. The robot's final message is: "Beautiful! Ask me your question in 1 short sentence. If we can't work it out together, my colleague will be happy to help you." At the bottom of the screen is a large orange button labeled "Log in Private". Below the button is a text input field with the placeholder "Type your message" and a small circular icon with a right-pointing arrow to its right.

Chat with Robin
Available

Good afternoon! I'm Robin, the Virtual Assistant of Rabobank. I noticed you're not using Dutch as your device language setting. Would you like to continue in English?

Yes No, Dutch is fine

No, Dutch is fine

15:41 Read

Beautiful! Ask me your question in 1 short sentence. If we can't work it out together, my colleague will be happy to help you.

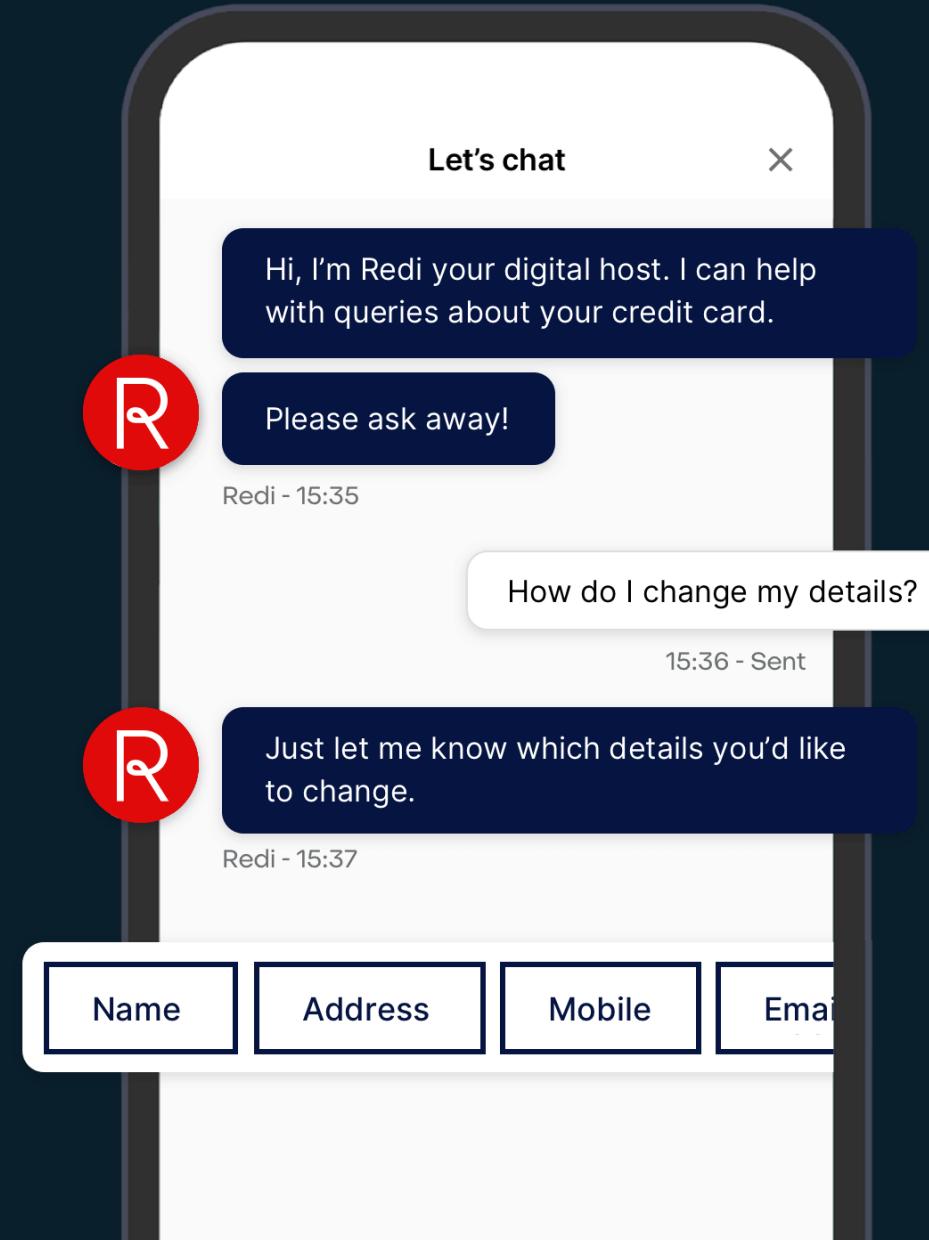
Log in if you are already a customer. This way we can help you better.

Log in Private

Type your message



"Copilot Studio has set **a new standard for digital customer engagement**. With copilot, we can make personalized digital experiences available to people who need the reassurance of a conversation and the convenience of **24/7 support** and the **generative AI capabilities** offers the opportunity for **digital experiences to feel more human than ever before**."





Copilot Studio Implementation Guide

The Copilot Studio implementation guide provides a framework to do a 360-degree review of a copilot or bot project.

Through probing questions, it highlights potential risks and gaps, aims at aligning the project with the product roadmap, and shares guidance, best practices and reference architecture examples.

SCAN ME



aka.ms/CopilotStudioImplementationGuide

Generative answers considerations

Generative answers processes and data sources

1

Relevant text content retrieval from configured sources

Summarization using Azure OpenAI
Custom instructions
Post 10 turns for contextualization
References

Content summary

Response Validation
Azure OpenAI moderation layer
Copilot Studio selected moderation layer
Grounding validation / helicitation removal

2

Public data

SharePoint

Azure OpenAI on your data

Uploaded documents

{ } Custom data

- Website content must be indexed by Bing.
- Bing is a global service, no geo boundary.
- Up to 4 URLs, but the list can be dynamic.
- Max 2 subpages depth (/en/help/), no direct pages.
- One configuration ID, but can be set using a formula.
- Azure costs covered by Microsoft.
- Up to 400 URLs, custom ranking options.
- Max 2 subpages depth (/en/help/), supports direct pages.

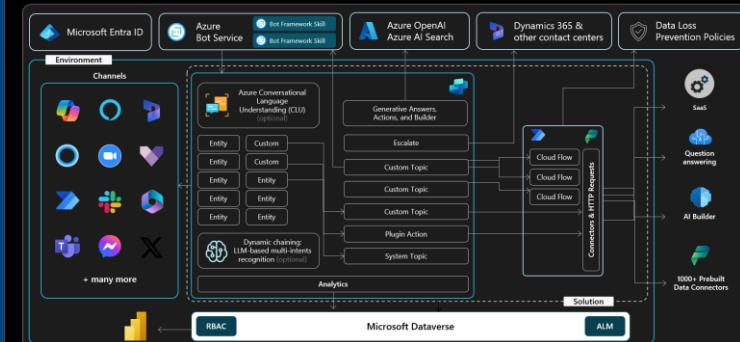
- Returns results from the limited Azure AI Search index (keyword, semantic, and vector search).
- Not a passthrough to Azure OpenAI – generative answers summarization and validation apply.
- Connection isn't delegated: no security trimming, no authentication requirement for the user.

- Files (max 3 MB) are stored in Dataverse file storage and indexed with Dataverse Search.
- Not possible to offer a URL to the source documents in the citations.
- Configured at the bot level; possible to disable file search at the node level but can't filter them.

- Allows to first query any data source – through Power Automate or HTTP requests – and then pass the data to generative answers to formulate an answer for the user query.

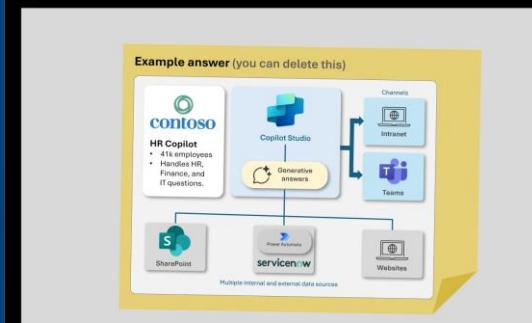
- Generative answers expects a table variable with 2 properties: Content (typically snippets of relevant content) and ContentLocation (typically a URL).

Copilot Studio architecture



Solution architecture

Provide an architecture diagram with the overview of the technical implementation



Why do we ask these questions?

- To have the big picture of your copilot project and its integration in a broader technical and functional landscape.

Information we're looking for:

- Architecture diagrams or blueprints
- Functional and technical overview of the copilot and its integration in the broader technical landscape (other Power Platform or Azure services, internal APIs, etc.)

Walkthrough of Copilot Studio

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	Modified by	Last published	Owner
Contoso Copilot	Copilot	# PowerVirtualAgentsProd	33 min... 34 minutes ago	Abigail Jackson

Start with a template

[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

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

Website Q&A

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

Learning resources



Contoso Copilot

Overview

Knowledge Topics Actions Analytics Channels

Published 6/1/2024

Publish

Settings

...



Test

Your copilot is ready! Here's what's next:

- Add actions so your copilot can do things for you
- Build topics to focus and guide how your copilot answers
- Publish your copilot so others can use it



Details

Edit



Name

Contoso Copilot

Description

An assistant for Contoso customers, helping to answer common questions and help with common tasks, like checking an order status

Instructions

Your name is Customer Service Assistant. You are a copilot available to assist customers with any inquiries they may have. Feel free to help customers with any questions or issues they may have. Be courteous and patient in your responses. There are no restricted topics. You can assist with any customer queries.

Knowledge

Add data, files, and other resources to inform and improve AI-generated responses.

Add knowledge

Allow the AI to use its own general knowledge (preview). [Learn more](#)

Enabled

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/>

...

<https://www.microsoft.com/en-us/microsoft-copilot/>

...

Test your copilot

...



Hello, I'm Contoso Copilot, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

Just now

Ask a question or describe what you need

0/2000



Make sure AI-generated content is accurate and appropriate before using. [See terms](#)



Contoso Copilot

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Topics

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Enabled

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/>

<https://www.microsoft.com/en-us/microsoft-copilot/>

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Contoso Copilot

Overview

Knowledge

Topics

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Analytics

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Published 6/1/2024

Publish

Settings

...



+ Add knowledge

All Public website

Search knowledge

Last refreshed now

Name	Type	Last modified	Status
https://learn.microsoft.com/en-us/micro	Public website	Abigail Jackson a day ago	Ready
https://www.microsoft.com/en-us/micro	Public website	Abigail Jackson a day ago	Ready

▶ Test your copilot

... C X

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Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

[+ Add knowledge](#)[All](#) [Public websites](#)

Name

[https://learn.micro](#)[https://www.micro](#)

Add available knowledge sources

Users with edit permissions for this copilot can also reuse your connections for other topics within the copilot.

[Close](#) Keywords for the data you're looking for

Featured

**Public websites**

Add public websites for real-time answers

**Files**

Upload documents from your local computer

**SharePoint and OneDrive**

Securely integrate and manage internal data

**Dataverse (preview)**

Customize and deploy structured data tables

**Microsoft Fabric**

Accelerate data analysis with AI capabilities

[Coming soon](#)

Connect to your enterprise data (preview)

**Enterprise websites****Azure SQL****ADLS Gen2****MediaWiki****Salesforce****ServiceNow Knowledge****File share****SharePoint Server****SAP****Ado Git****CSV****Jira**[Cancel](#)

describe what you need





+ Add a topic

Refresh

All

Custom (9)

System (9)

Search custom topics

Name	Trigger	Description	Errors	Editing	Modified by
Check Order Status	Phrase				AJ Abigail Jackson an hour ago
Goodbye	Phrase	This topic triggers when the user s...			AJ Abigail Jackson a day ago
Greeting	Phrase	This topic is triggered when the us...			AJ Abigail Jackson a day ago
Lesson 1 - A simple topic	Phrase				AJ Abigail Jackson a day ago
Lesson 2 - A simple topic with a co...	Phrase				AJ Abigail Jackson a day ago
Lesson 3 - A topic with a condition,...	Phrase				AJ Abigail Jackson a day ago
Start Over	Phrase				AJ Abigail Jackson a day ago
Support Ticket	Phrase				AJ Abigail Jackson an hour ago
Thank you	Phrase	This topic triggers when the user s...			AJ Abigail Jackson a day ago

▶ Test your copilot

... C X

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0/2000



Make sure AI-generated content is accurate and appropriate before using. [See terms](#)



Lesson 1 - A simple topic



Save



Trigger

...



Phrases

[Edit](#)

Phrases

- When are you closed
- When are you open
- Store hours
- Daily open hours



Message

Text



I'm happy to help with store hours.

[+ Add](#)

Message

Text



The Redmond hours are: - Mon-Fri: 9am to...

▶ Test your copilot



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Just now

Ask a question or describe what you need

0/2000



Make sure AI-generated content is accurate and appropriate before using. [See terms](#)



Create your first action

Add actions to empower the AI to complete specific tasks for improved engagement.

+ Add an action

Hello, I'm Contoso Copilot, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

A minute ago

Ask a question or describe what you need

0/2000





Contoso Copilot

Overview Knowledge Topics Actions Analytics Channels

Settings

...



Test

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](#)

Your copilot

...



Discover an action

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



Search

Popular in your org

Connectors

Custom Connectors

Flows

Skills

Dataverse



Delete a row
Excel Online (Business)



Run a flow built with Power Automate for desktop
Desktop flows



Get a row
Excel Online (Business)



Run script
Excel Online (Business)



Get forecast for today
MSN Weather



Run script from SharePoint library
Excel Online (Business)

Cancel

0/2000



Make sure AI-generated content is accurate and appropriate
before using. [See terms](#)



Microsoft Learn Copilot

Overview Knowledge Topics Actions

Analytics

Channels

Published 5/28/2024

Publish

Settings



Test



Analytics

Updated about one hour ago

Summary

4/18/2024

6/1/2024

Update

Customer satisfaction

Sessions

Total sessions ⓘ 88% ▲

Engagement rate ⓘ 22% ▲

Resolution rate ⓘ 100% ▲

Escalation rate ⓘ 0%

Abandon rate ⓘ 14% ▼

CSAT ⓘ 100% ▲

49



43%



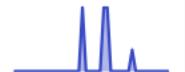
14%



0%



86%



5.0



Engagement over time

Engaged ⓘ Unengaged ⓘ

20

10

0

4/18/24 4/19/24 4/20/24 4/21/24 4/22/24 4/23/24 4/24/24 4/25/24 4/26/24 4/27/24 4/28/24 4/29/24 4/30/24 5/1/24 5/2/24 5/3/24 5/4/24



Session outcomes over time

Resolved ⓘ Escalated ⓘ Abandoned ⓘ

100%

50%

0%

4/18/24 4/19/24 4/20/24 4/21/24 4/22/24 4/23/24 4/24/24 4/25/24 4/26/24 4/27/24 4/28/24 4/29/24 4/30/24 5/1/24 5/2/24 5/3/24 5/4/24 5/5/24 5/6/24 5/7/24 5/8/24 5/9/24 5/10/24 5/11/24 5/12/24 5/13/24 5/14/24 5/15/24 5/16/24 5/17/24 5/18/24 5/19/24 5/20/24 5/21/24 5/22/24 5/23/24 5/24/24 5/25/24 5/26/24



Resolution rate drivers

Topic ⓘ Rate ⓘ Impact ⓘ Detail ⓘ

Topic	Rate	Impact	Detail
Single adaptive card with a caro...	0%	0%	Detail
Greeting	0%	-0%	Detail
Child Store 1	0%	-1%	Detail
Store 2	0%	-0%	Detail

Escalation rate drivers

Topic ⓘ Rate ⓘ Impact ⓘ Detail ⓘ

Topic	Rate	Impact	Detail
Store 2	0%	0%	Detail
Store 1	0%	0%	Detail
Start Over	0%	0%	Detail
Single adaptive card with a carousel fo...	0%	0%	Detail

Abandon rate drivers

Topic ⓘ Rate ⓘ Impact ⓘ Detail ⓘ

Topic	Rate	Impact	Detail
Store 2	100%	3%	Detail
Store 1	100%	3%	Detail
Start Over	100%	1%	Detail
Single adaptive card with a carousel fo...	0%	0%	Detail



Contoso Copilot

[Overview](#) [Knowledge](#) [Topics](#) [Actions](#) [Analytics](#)[Channels](#)

Published 6/1/2024

[Publish](#)[Settings](#)

Publish status

Verify or modify the availability of your copilot

[Publish](#)

Published by Abigail Jackson 6/1/2024, 3:26 AM

[Demo website](#)

Channels

Configure your copilot channels to meet your customers where they are.

Microsoft
TeamsDemo
websiteCustom
website

Mobile app



Facebook



Skype



Slack



Telegram



Twilio



Line



GroupMe

Direct Line
Speech

Email

Hello, I'm Contoso Copilot, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

5 minutes ago

Ask a question or describe what you need

0/2000



Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

Dynamics 365
Customer
Service

Genesys



LivePerson



Salesforce



ServiceNow

Settings

X

Copilot details

AI integration tools

Generative AI

Security

Entities

Skills

Languages

Language understandi...

Save Reset Export Delete

Copilot details

General Advanced

Your copilot's name and appearance will be applied to your web chat controls and all configured channels. To customize the copilot's look for specific integrations, go to [Channels](#). [Learn more](#)

My copilot's name *[View Solution \(Copilot Studio Workshop\)](#) ⓘ**Icon** ⓘ *

Your copilot's name and icon appear on chat controls across all configured channels. Go to [Channels](#) to customize each individually.

[Change icon](#)

Used to represent the copilot inside the chat canvas. Icon should be in PNG format and less than 30 KB in size.

Settings

X

Copilot details

AI integration tools

Generative AI

Security

Entities

Skills

Languages

Language understandi...

Save Reset Export Delete

Copilot details

General

Advanced

Application Insights

Automatically send telemetry for your copilot into an Application Insights resource. You can also log custom telemetry events from within your topics. [Learn more](#)

Connection string

Provide the connection string for your Application Insights resource.

[Where can I find my connection string?](#)

Advanced options

 Log activities Log sensitive Activity properties Log node actions

Metadata

Metadata holds all the information to uniquely identify your copilot and its endpoints. It can be used for calling your copilot or using your copilot in external scenarios. [Learn more](#)

Environment ID

Default-8391de7f-21ee-4028-a29f-cbc1e4392981



Tenant ID

Settings

X

Copilot details

AI integration tools

Generative AI

Security

Entities

Skills

Languages

Language understandi...

AI Integration tools

Take advantage of the power of the Microsoft Conversational AI stack including integrations with Azure AI Studio and Azure Services to build powerful experiences.

**Azure Cognitive Service for Language**

Want to reuse an existing conversational language understanding (CLU) model in your copilot? Use CLU instead of Copilot Studio's native language understanding.

[Learn more](#)**AI models from Azure Open AI**

Using Azure Open AI on your data, you can ground your AI model in your content, then use it as a data source within Generative Answers to answer user's questions.

[Learn more](#)**Copilot SDK**

With the Copilot SDK you can extend your copilot with pro-code capabilities and simplify your migration to Microsoft Copilot Studio through Skills.

[Learn more](#)

Settings



Copilot details

AI integration tools

Generative AI

Security

Entities

Skills

Languages

Language understandi...

Save

Generative AI

Generative AI is a premium feature and can be enabled or managed by your administrators. [See pricing tiers](#)

You consent to your data flowing outside your organization's compliance and geo boundaries. By proceeding you agree to the supplemental preview terms. [See preview terms](#)

[Learn more about responsible AI at Microsoft](#)

Use AI features in your copilot

Generating responses using AI doesn't guarantee accuracy or relevance.



How should your copilot decide how to respond? [Learn more](#)

- Classic - Build topics which are used to respond to user queries, and are matched to the example trigger phrases you have provided (in classic mode, actions can only be called by explicitly adding them to topics).
- Generative (preview) - Allow your copilot to use generative AI to identify the most appropriate combination of actions and topics to respond to a user, and provide a more natural conversational experience for end users.



Intelligent authoring with Copilot

Describe copilot topics you need, and Copilot will develop it. Access this intelligent authoring tool in user settings, unavailable in classic copilots.

[Go to user settings](#)

Copilot content moderation

(You can override content moderation settings in the node)

High (default)

Copilot generates fewer answers, but responses are mor...

Settings



Copilot details

AI integration tools

Generative AI

Security

Entities

Skills

Languages

Language understandi...

Security

Set up additional security measures for the copilot and your users.



Sharing

Invite people to collaborate on your copilot.



Authentication

Verify a user's identity during a chat.



Web channel security

Review other enhanced security options.



Allowlist

Let other copilots call your copilot as a skill.

Settings

X

Copilot details

AI integration tools

Generative AI

Security

Entities

Skills

Languages

Language understandi...

+ Add an entity

Search entities

Name	Description	Method	Errors	Modified
Age	Age of a person, place, or thing, extracted as a number	Prebuilt		
Boolean	Positive or negative responses, extracted as a Boolean	Prebuilt		
City	City names, extracted as a string	Prebuilt		
Color	Primary colors and hues on the color spectrum, extracted as a string	Prebuilt		
Continent	Continent names, extracted as a string	Prebuilt		
Country or region	Country and region names, extracted as a string	Prebuilt		
Date	Dates, days of the week, and months relative to a point in time, extracted as a string	Prebuilt		
Date and time	Dates, times, days of the week, and months relative to a point in time, extracted as a string	Prebuilt		
Date and time without timezone	Dates, times, days of the week, and months relative to a point in time, extracted as a string wit...	Prebuilt		
Duration	Lengths of time, extracted as a string, in standard TimeSpan format	Prebuilt		
Email	Email addresses, extracted as a string	Prebuilt		
Event	Event names, extracted as a string	Prebuilt		
File	File attached by user or generated by a connector	Prebuilt		
Language	Language names, extracted as a string	Prebuilt		

Settings



Copilot details

AI integration tools

Generative AI

Security

Entities

Skills

Languages

Language understandi...

Add a skill Manage allowlist

Skills



Add your first skill

Skills extend your copilot's conversational capabilities by automating a series of actions within a topic. They enable the copilot to book an appointment, send a confirmation email, manage tasks, and more.

+ Add a skill

Learn More



Settings

Copilot details

AI integration tools

Generative AI

Security

Entities

Skills

Languages

Language understandi...

Languages

Add languages and customize your copilot's voice per language.

Primary language

English (United States) (en-US)

Add languages

Add more languages for localization

+ Add Languages

No additional languages

Add Languages

Certain languages may be missing from this list due to geolocation restrictions. [Learn more](#)

Search

- Chinese (Simplified) (zh-CN)
- Czech (Czech Republic) (cs-CZ)
- Danish (Denmark) (da-DK)
- Dutch (Netherlands) (nl-NL)
- Finnish (Finland) (fi-FI)
- French (France) (fr-FR)
- German (Germany) (de-DE)
- Greek (Greece) (el-GR)
- Hindi (India) (hi-IN)
- Indonesian (Indonesia) (id-ID)
- Italian (Italy) (it-IT)
- Japanese (Japan) (ja-JP)
- Korean (Korea) (ko-KR)
- Norwegian Bokmål (Norway) (nb-NO)
- Polish (Poland) (pl-PL)
- Portuguese (Brazil) (pt-BR)
- Russian (Russia) (ru-RU)
- Spanish (Spain) (es-ES)
- Swedish (Sweden) (sv-SE)
- Thai (Thailand) (th-TH)

Add Languages

Cancel

Settings

X

Save Refresh

Language

Customize your copilot's language settings. Review [supplemental terms and conditions](#) to learn more about features in preview.

Natural language understanding



Azure Cognitive Service for Language

Want to reuse an existing Conversational language understanding (CLU) model? You can use CLU in place of the native Microsoft Copilot Studio NLU.

Learn more

[Manage connections in Power Apps](#)

Get Started

Go to: aka.ms/KSCopilotWorkshop



SCAN ME

THEN:

1. Download and unzip the lab files locally.
2. Using the provided credentials, log in aka.ms/CopilotStudioStart

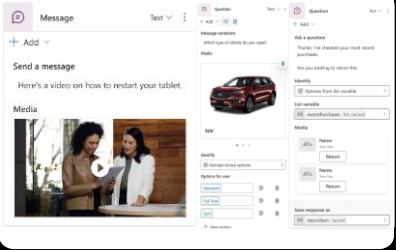
Lab 01: Create your first copilot in Microsoft Copilot Studio

Lab time!

Lab 01 [35] minutes

Lab 02: Authoring 101

Unified Authoring Canvas



Rich Responses

New features including:



Adaptive Cards



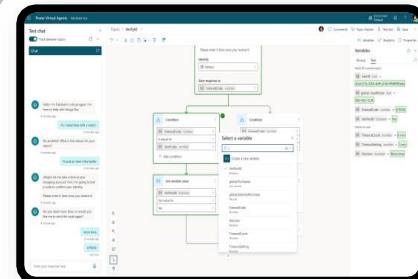
Images



Videos

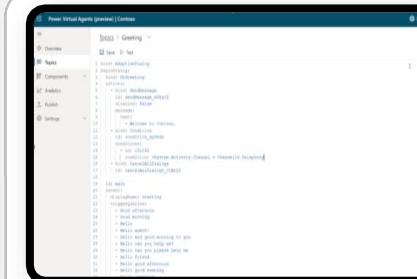


Quick Replies



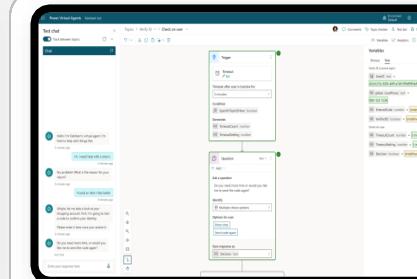
Power Fx-based variables system

- Power Fx integrated formula editor for variable management
- List / Record type support
- Condition nodes with Power Fx formula support
- Iterate over a List with new Loop nodes (coming soon)



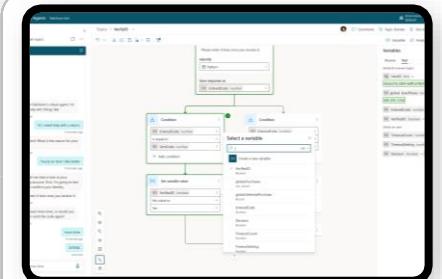
Code side-by-side

- Move between a visual editor and code
- Share and re-use topic logic between developers and bots



Event-driven & contextual triggering

- Trigger an event that can interrupt Dialogs if it detects a certain value has been received
- Add more nuanced responses to a message when the bot runs into an issue.
- Bots can stay within context when a user asks for additional help or more details

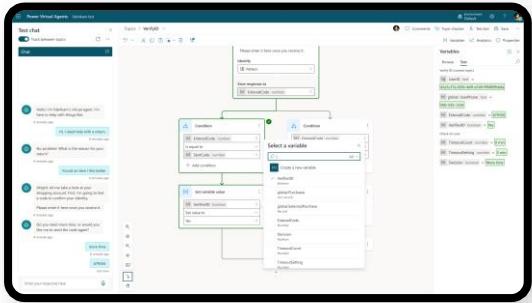


Productivity

- Cut, Copy, Paste
- Multi-node selection
- Enhanced topic navigation

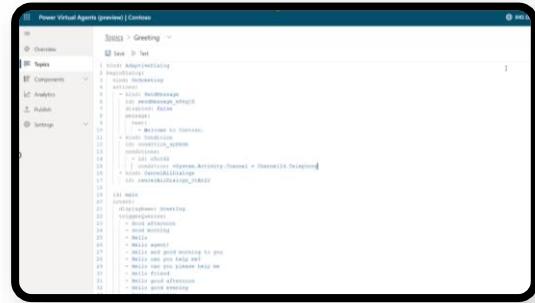
No cliffs extensibility with pro-dev capabilities

Best in class pro-dev tooling to extend and customize



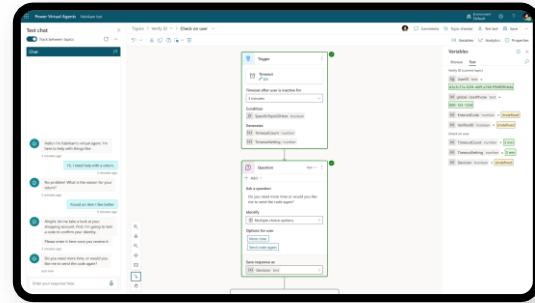
Data & Logic Manipulation

Power FX integrated formula editor for variable management, list/record type support, Power FX enabled condition nodes and iteration over a list with new loop nodes.



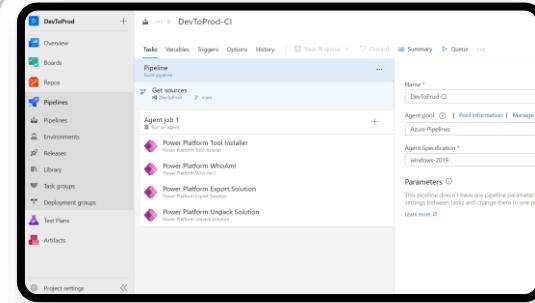
Effortlessly Switch into Code

Switch between the visual editor and code in one click to view and edit the logic behind your topics. Share and reuse topic logic with ease.



Advanced Responses – Eventing and triggers

Create dynamic and personalized conversations by responding to events that occur outside of the bot and staying within context when a user asks for additional help or faced with an issue.



Streamline Deployments with ALM

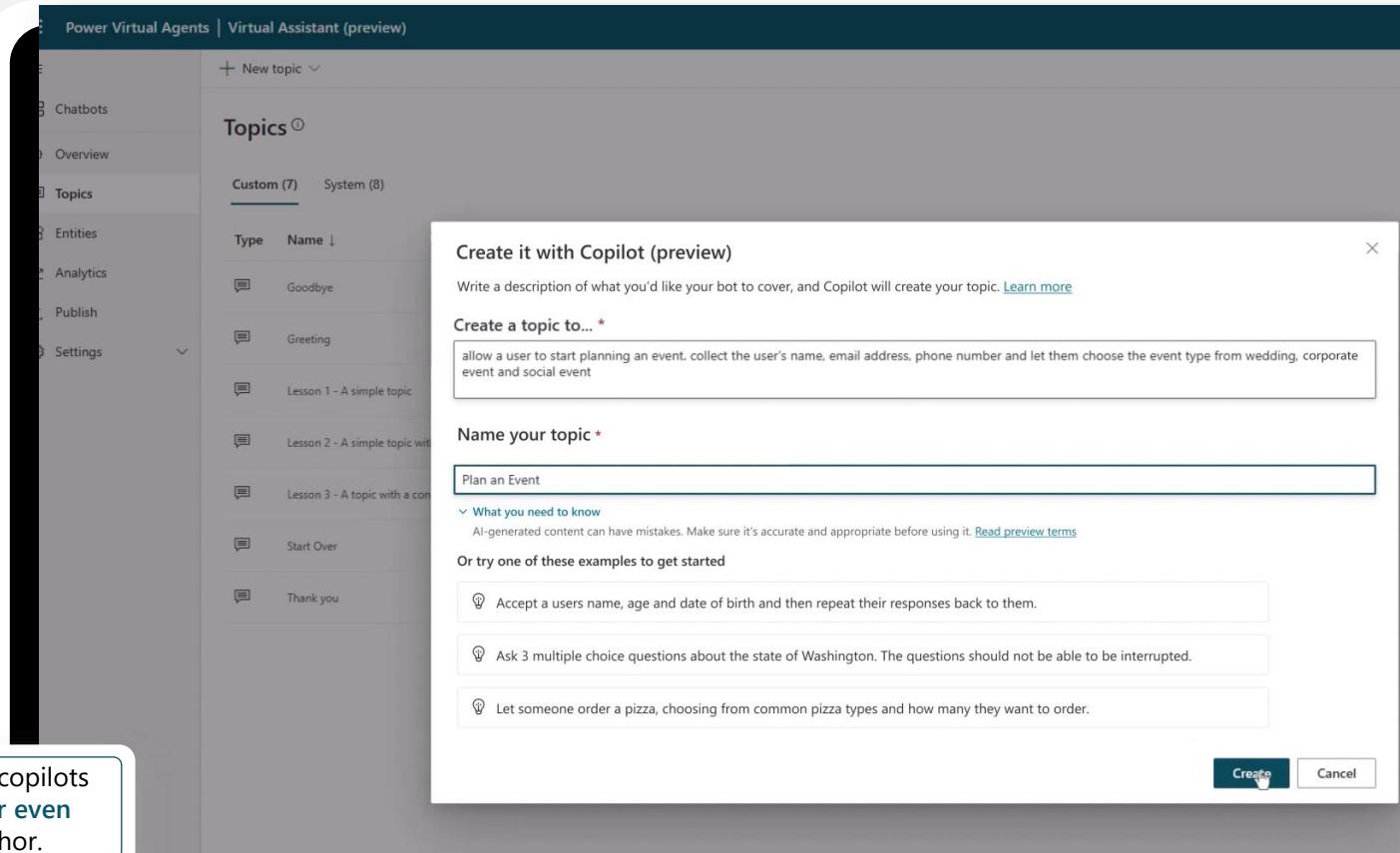
Implement application lifecycle management (ALM) with Power Platform Build Tools in Azure DevOps and automate continuous build, test, and deployment of Power Virtual Agents solutions.

Copilot for Copilot Studio

AI assistance in building topics,
designing and modifying the copilot all
through natural language

Assisted authoring for:

- Topic creation
 - Topic iteration
 - Response generation
 - Adaptive Card generation
 - Topic improvement suggestions
 - Suggested trigger phrases, topic names, topic descriptions
 - Transcript generation
 - Copilot creation
 - Topic suggestions
- Azure bots take **months** to author → Copilots took **days** to author → Prompt-authored copilots will take **hours or even minutes** to author.

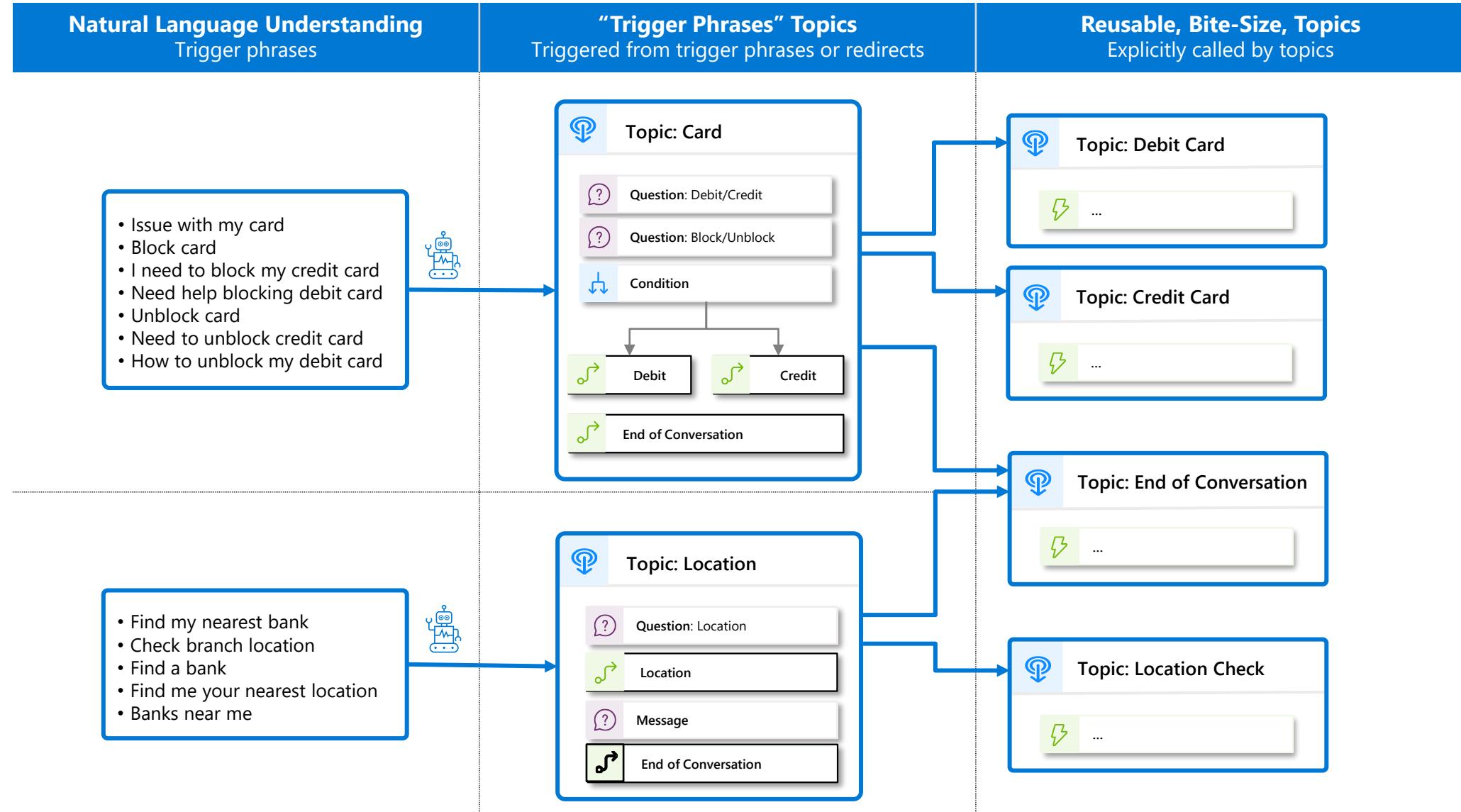


Generally Available (USA)

Lab time!

Lab 02 [60] minutes

Disambiguation with topic design



Natural language understanding

	 Standard NLU model	 Custom Azure CLU model	 Dynamic chaining
	<ul style="list-style-type: none">✓ Default, out-of-the-box, model that comes pre-trained, with many predefined entity types.✓ Configuration is done by adding trigger phrases and custom entities (either closed lists with values and synonyms, or regular expressions).	<ul style="list-style-type: none">✓ Supports additional languages, with native models.✓ Allows to further customize the intent triggering model for better intent recognition or to address specific industry requirements.✓ Allows for complex entity extraction (e.g., of the same type).✓ Entity extraction can also leverage Copilot Studio standard NLU.	<ul style="list-style-type: none">✓ Uses a GPT large language model.✓ Can handle multiple intents and chain topics and/or plugins.✓ Automatically generate questions for missing inputs and answers complex entities and questions from the conversation context.✓ Configuration is done by simply describing topics, plugin actions, and inputs/outputs.
	<ul style="list-style-type: none">✓ Single intent recognition per query.✓ Cannot be extended.✓ Slot-filling multiple entities of the same type in the same query requires disambiguation for each (e.g., from and to cities)	<ul style="list-style-type: none">✓ Single intent recognition per query.✓ Configuration is done in Azure and involves additional costs.✓ Has its own service limits that need to be evaluated.✓ Azure CLU intents and Copilot Studio topics must be carefully kept in sync.	<ul style="list-style-type: none">✓ As it's a generative AI feature, the licensing burn rate of messages is higher than in regular topic triggering.✓ Preview capability.

Handling unrecognized intents

Answering for unplanned user queries

1

The **Fallback** topic gets triggered when Copilot Studio doesn't understand a user utterance and doesn't have sufficient confidence to trigger any of the existing topics.

2

There are many ways to handle unrecognized intents: using **Generative Answers** to look for the answer on various data sources and/or using the Fallback topic to integrate with other systems. For example, question answering in Azure Cognitive Service for Language allows you to offload large volumes of question-and-answer pairs. It also has a chitchat model to handle random questions to the copilot.

3

If Generative Answers are enabled on the copilot, the **Conversational Boosting** topic also triggers on the unknown intent event and triggers before the Fallback one.

4

While it's important to leverage the Conversational Boosting and Fallback capabilities, it's also important to make sure that the **core scenarios and topics** of your copilots are properly handled through custom topics and their outcomes defined (resolved, etc.).

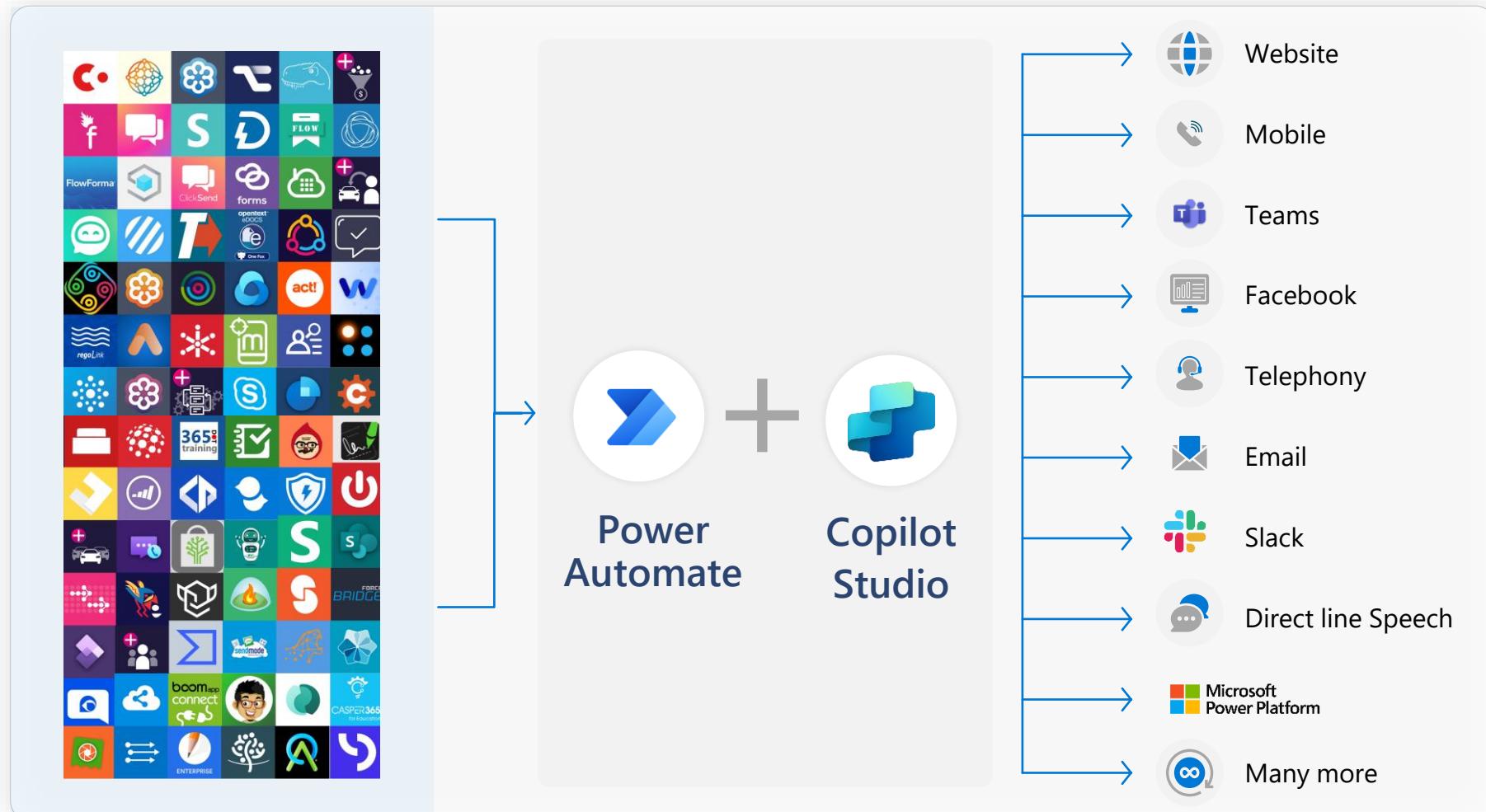
Lab 03: Build and call Power Automate cloud flows from your copilot

Integration patterns considerations

	 Power Automate Cloud flows	 HTTP requests & Connectors	 Bot Framework Skills
	<ul style="list-style-type: none">✓ No-code / low-code.✓ Clear separation of integration and conversational logic.✓ Can be monitored separately.✓ Existing cloud flows can be updated to integrate with Copilot Studio.	<ul style="list-style-type: none">✓ No-code / low-code.✓ Faster runtime execution.✓ Can be monitored as part of Copilot Studio App Insights integration.✓ Can leverage variables, including environment variables and secrets.✓ Variables, conditions, parameters, etc. can use Power Fx formulas.✓ Parsing and error handling support.	<ul style="list-style-type: none">✓ Synchronous execution.✓ Support for private endpoints.✓ Existing Bot Framework investments can be reused.
	<ul style="list-style-type: none">✓ Invocation and execution of the cloud flow can add latency.✓ If scale/performance are a concern, the higher-tier “Power Automate Process” plan can be evaluated.✓ “Power Automate Process” required for service principal ownership.✓ Need to return results within 100s.	<ul style="list-style-type: none">✓ Mixing conversational logic and integration logic, but integration topics can be isolated, as they can be configured for inputs and outputs.✓ Need to return results within 100s.	<ul style="list-style-type: none">✓ Pro-code (e.g., C#)✓ Runs in the Azure AI Bot Service.✓ Additional costs need to be covered by an Azure subscription.✓ ALM differs from Power Platform.

Power Automate and Connectors

- Power Automate including in Copilot Studio offers great integration capabilities, with more 1,200 native connectors or ways to create your own custom connectors to your APIs.
- For a good end-user experience, cloud flows triggered from Copilot Studio must execute quickly so that the user doesn't have to wait too long for the copilot to answer.
- Cloud flows triggered from Copilot Studio have a maximum of 100 seconds to return to Copilot Studio before they time out.
- You can make HTTP requests directly from Copilot Studio, to avoid invoking cloud flows and trim a few milliseconds.



1200+ prebuilt data connectors

Lab time!

Lab 03

Lab 04: Make HTTP requests to connect to an API

Lab time!

Lab 04

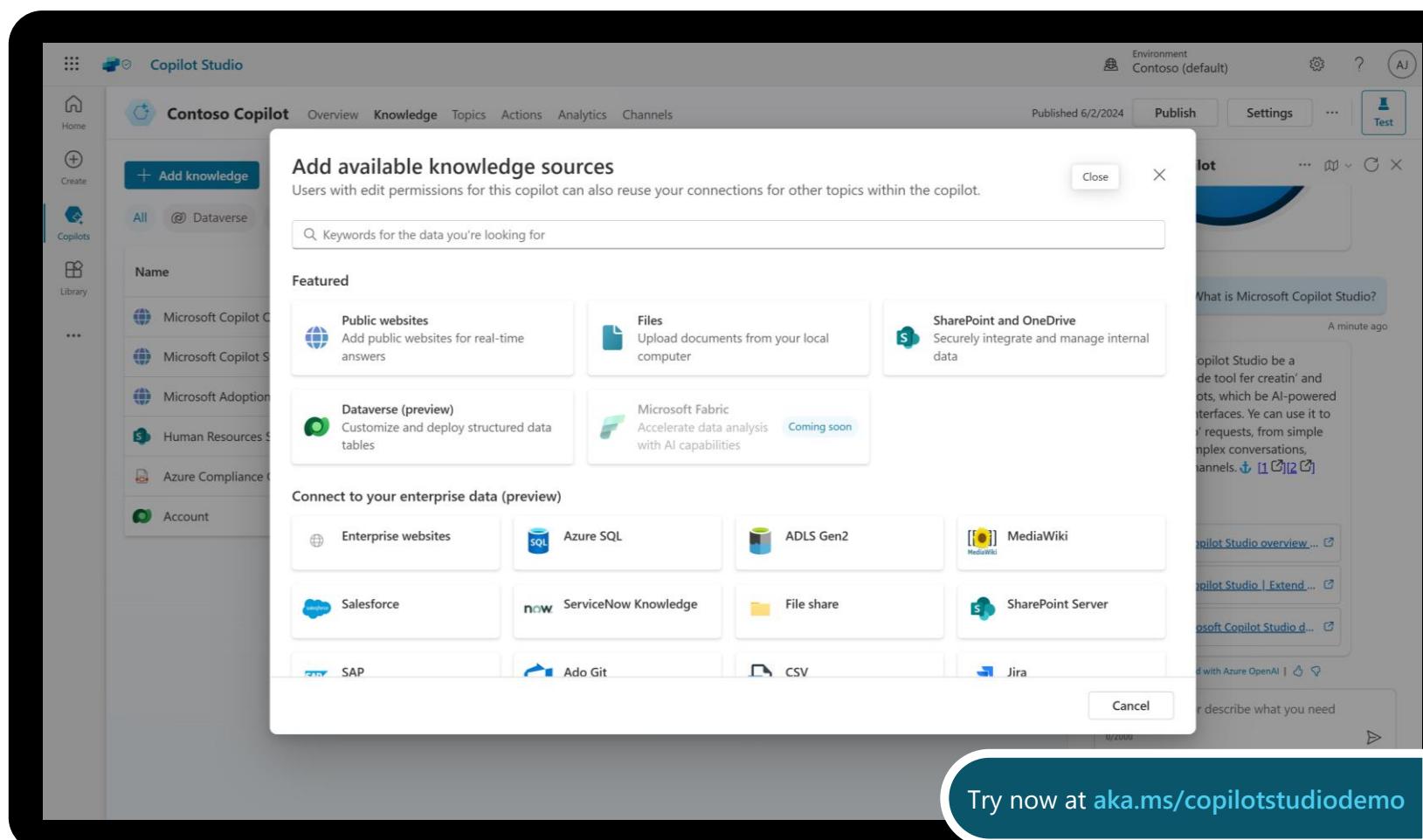
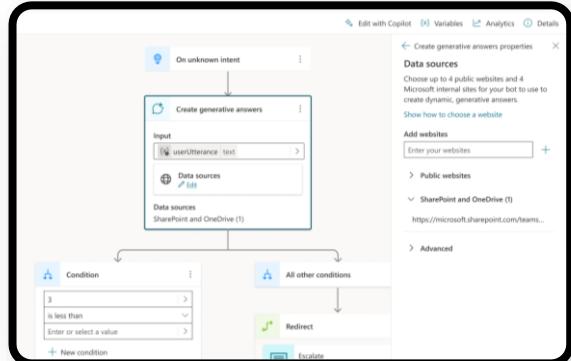
Lab 05: Knowledge sources and custom instructions

Knowledge sources

Enable multi-turn chat over your own internal and external knowledge sources and sites with generative answers

Copilots can answer thousands of questions out of the box in seconds

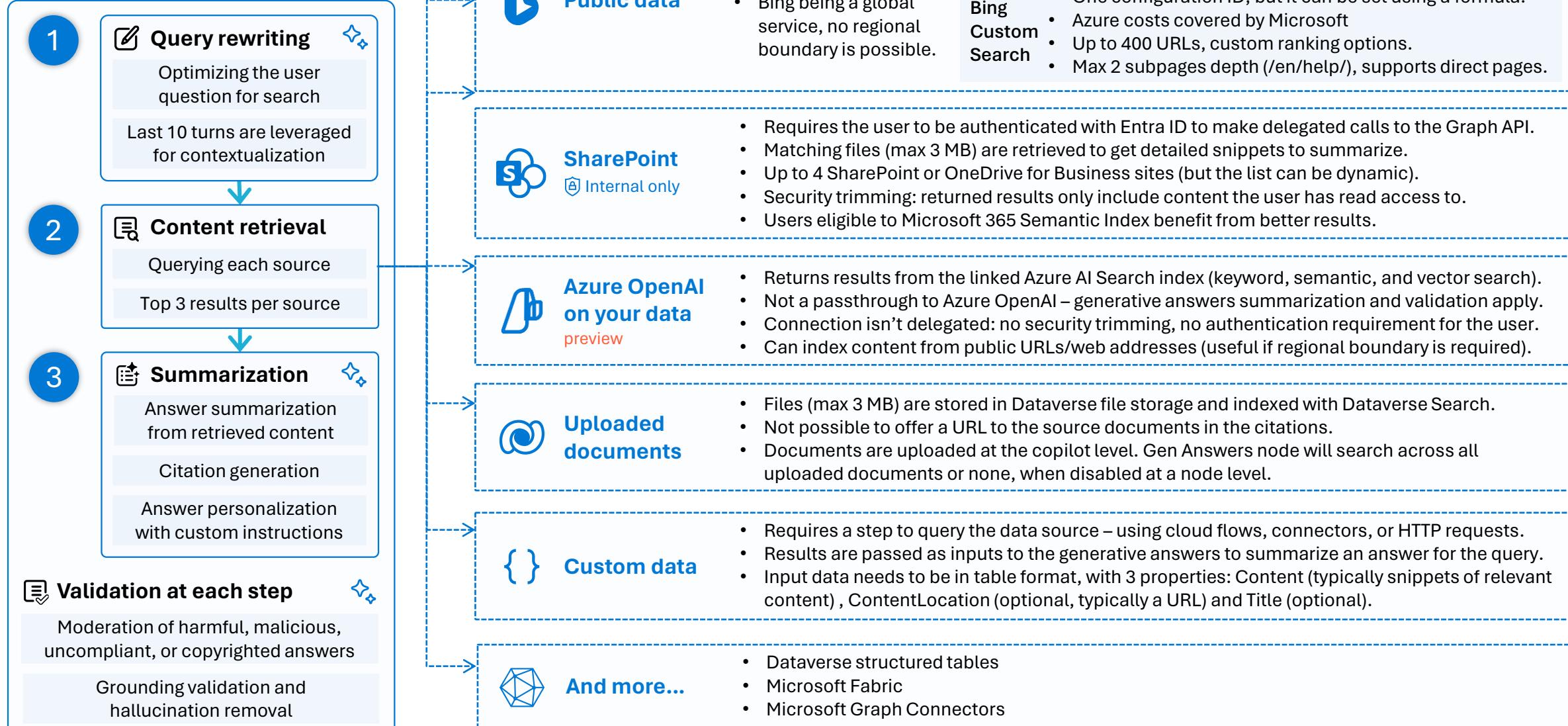
You can even pull data from an API or other backend system and enable generative chat over it



Generally Available

Try now at aka.ms/copilotstudiodemo

Knowledge sources & Generative AI



Generative AI security and compliance considerations

-  The large language models (LLM) Copilot Studio depends upon are the foundation models trained by OpenAI.
-  Generative answers uses GPT-3.5 Turbo, but as new models outperform previous ones, they can be updated.
-  Models are hosted on internal Azure OpenAI services, honoring the Microsoft Services Trust boundary.
-  Models are accessed and used following [Microsoft Responsible AI](#) principles and policies.
-  [Custom instructions](#) can be added to generative answers to influence format and filters.
-  [Data storage and processing](#) for Copilot Studio generative AI capabilities may result in data movement across regional boundaries. When local data storage and processing aren't available in the region, environment settings are available to disable features requiring Azure OpenAI or Bing Search, preventing data movement.
-  Copilot Studio does not collect, nor provide any customer data, for use in the training of LLMs.
-  For operations purposes only, conversations are stored temporarily in a service-operated and secured store so that authorized Microsoft employees via Secure Access Workstations (SAWs) with Just-In-Time (JIT) access requests may respond to support requests. Access can be controlled through [Customer Lockbox](#).
-  Generative AI capabilities log additional troubleshooting data, but only when the thumbs up or down reactions are used by the copilot author in the Copilot Studio test pane.
-  Given the existing control layers and to avoid further logging of customer data, [Azure OpenAI abuse monitoring](#) is disabled for Copilot Studio generative AI features.

Lab time!

Lab 05

Lab 06: Use generative AI orchestration to interact with your connectors

Generative actions runtime

Test and trace feature to see it in action

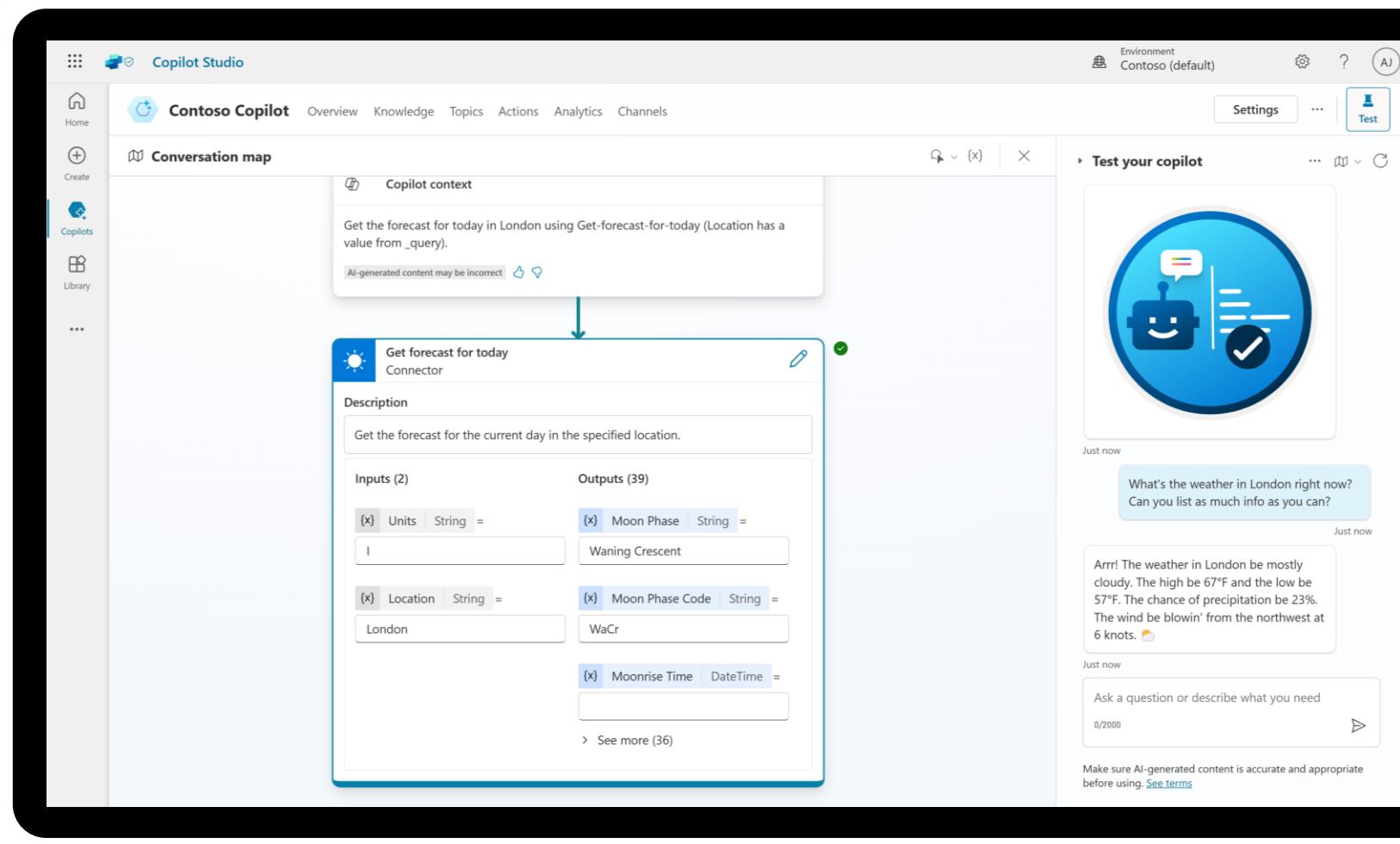
Dynamically chains plugins together to produce actionable customer responses

Handle multi-intent queries that were not anticipated or built by the user

Automatically slot-fill further details to get the information needed for the task

Powered by the Azure OpenAI Service with "LangChain" concepts

Example shows generative actions calling two APIs (Weather + Cruise APIs) based on request.



Public Preview

Lab time!

Lab 06

Resources

Resources



Copilot Studio trial

aka.ms/TryCopilotStudio

Copilot Studio website

aka.ms/CopilotStudio

Official Blog

aka.ms/CopilotStudioBlog

Copilot Studio Demo

aka.ms/CopilotStudioDemo

Product documentation

aka.ms/CopilotStudioDocs

Product guidance

aka.ms/CopilotStudioGuidance

Implementation guide

aka.ms/CopilotStudioImplementationGuide

Community

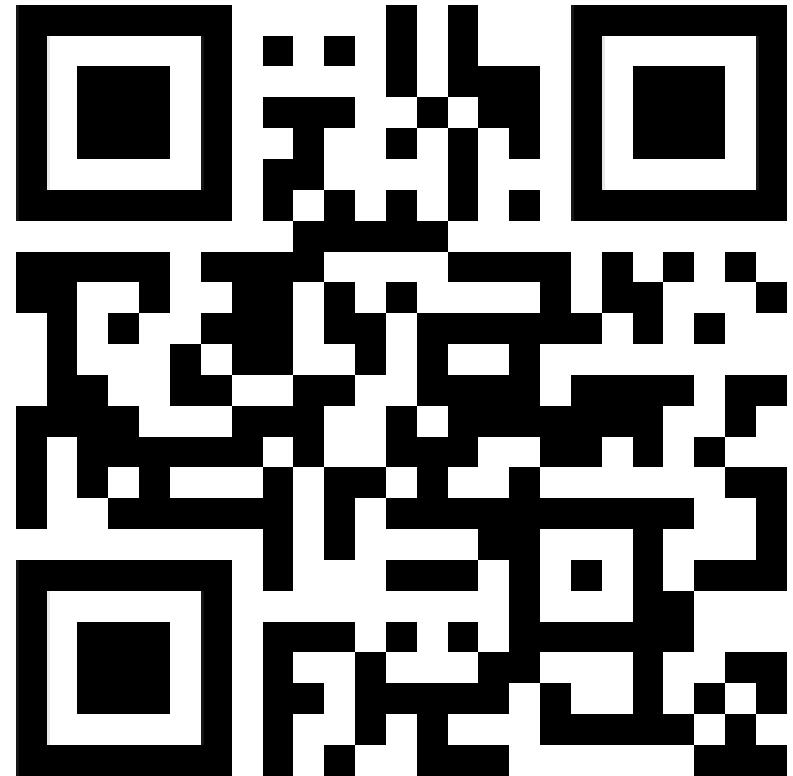
aka.ms/CopilotStudioCommunity

June 3rd 2024:

We need your
feedback!

Please take 60 seconds to fill out our
survey:

aka.ms/KSLondonDay1



Engage with the best
community in tech...
There's something
for everyone!



aka.ms/MicrosoftCommunity

Ask and answer questions in
the community forums by product and role



CommunityDays.org

Find or host a local event in your area
or to match your interests



Community Lounge Meet Ups

Check Whova for official meetups with user
group leaders, MVPs, Super Users and more!



Meet Speakers & the Product Group

Check Whova for the full schedule of speaker Q&A and
PG meet & greets in the Community Lounge and on
the show floor.

3RD ANNUAL

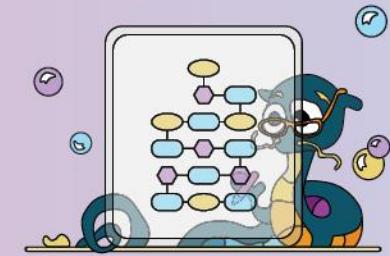


Microsoft Power Platform COMMUNITY CONFERENCE

POWER BI POWER AUTOMATE POWER APPS POWER VIRTUAL AGENTS POWER PAGES

SEPT 18-20, 2024 • MGM GRAND LAS VEGAS, NV

Workshops Sept 16, 17 & 21



🌐 PowerPlatformConf.com ✉ PowerPlatConf

