



Building your own custom copilot with Copilot Studio

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Agenda

- Copilot Studio overview (10 mins)
- Understanding language and AI capabilities (20 mins)
- Building custom copilots (60 mins)
 - Design (40 mins)
 - Enhance (10 mins)
 - Manage (10 mins)
- How to plan a custom copilot project (15 min)
- The future: copilots as an agents (15 min)
- Closing (5 mins)

Copilot Studio overview

What is Microsoft Copilot Studio?



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

What you can do with Copilot Studio

Build your own copilot

Create and publish a custom copilot for your organization using the intuitive building experience enhanced with large language models and generative AI

Customize Microsoft Copilot

Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios. Copilot Studio will be included with the Microsoft 365 Copilot SKU.

Connected platform

Integrates and exposes various Microsoft's conversational AI technology stacks - integrated with Azure AI Studio, Azure Cognitive Services, Azure Bot Framework, Power Platforms AI models and more

Manage copilot experiences

Governance and control features to monitor usage with full visibility of customizations, standalone copilots as well as who is building and customizing them.

The screenshot shows the Copilot Studio interface. On the left, a sidebar menu includes Home, Building blocks (GPTs, Topics, Plugin actions, Prompts), Copilots, Create a copilot, Extend Microsoft Copilot (Publish, Analytics), Settings, AI integration tools, Channels, and Test your copilot. The main content area is titled "Northwind Trader" and shows a preview of "Boost your conversations (preview)". It includes a text input field "Enter your website", a button "Use generative answers", and "Advanced options". Below this, a note says "Make sure AI-generated content is accurate and appropriate before using. See terms". Other sections shown include "Extend a Microsoft Copilot (preview)" with a "Test" button, "Add plugins for dynamic chaining (preview)" with a "Go to plugins" button, and "Meet people where they are" with a "Go to publish" button. The top right corner shows "Env Prod" and a globe icon.

Create chat experiences that are...



Intelligent

Remember and understand user context and intent



Secure

Maintain industry standards for governance, security and lifecycle management



Automated

Dynamically complete tasks and automate workflows



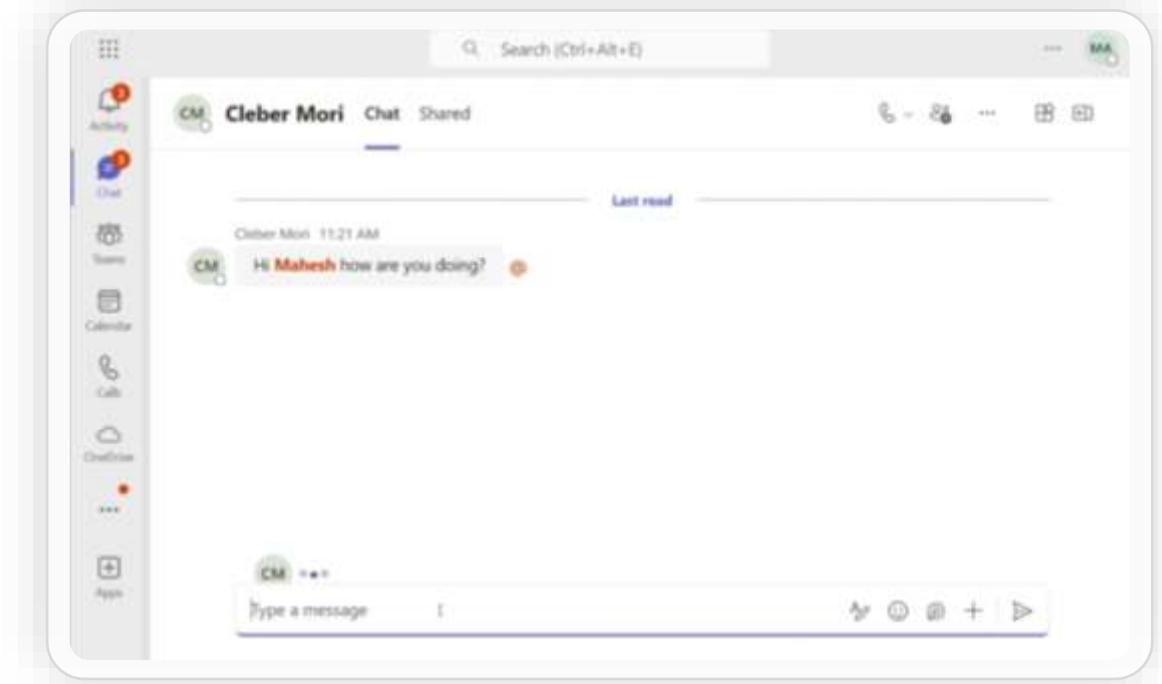
Customizable

Connect to your data and legacy systems, extend across Microsoft's ecosystem and more



Collaborative

Interact with copilots as if they were another member of the team



Evolution

2023

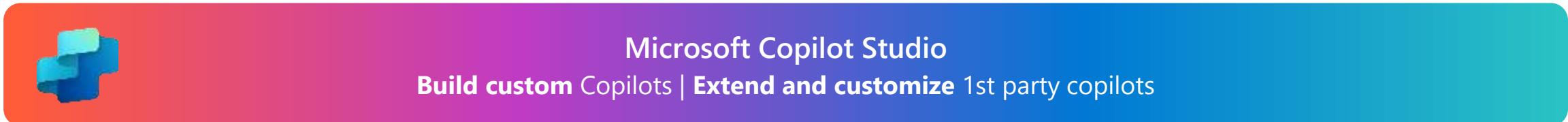
Search • Summarization • Generation

2024+

Customization • Collaboration • Automation

Copilots and Conversational AI

Build and extend across the Microsoft ecosystem





Build a custom copilot, examples to bring to life

IT Service

Transform IT service processes with multi-turn experiences.

Ask the IT Service copilot

What are the **new laptop options** for my device replacement?



Exciting! These are your options:



Would you like me to start the approval process to your manager and then create an IT ticket for set up?

Enter your message



Customer Facing

Empower customers to interact with your organization, available 24/7.

Ask the Customer Experience copilot

Can you send me a **receipt of my recent purchase** and a "how to" guide on the product?



Authenticates user
Of course! I have emailed you a **copy of the receipt**. You can read the **product guide here**.



Have you considered this **Product**? It has been popular with your recent purchase.

Enter your message



Human Resources

Interface with your ERP systems to streamline HR processes.

Ask the Employee Experiences copilot

Start the **onboarding process** and required tasks for **new colleague**?



Sorted. I have used your HR site to formulate a list, available in "To do"



Thanks. What is the budget for **learning and development** left on my team?



According to your IO: 12345, you have \$5400 remaining for this quarter.

Enter your message



Copilot Studio boundaries

The screenshot shows the Copilot Studio interface with a central callout box containing three sections: Content creation, Solution development, and Language model development.

Extend with Azure when you want...

- Content creation**
Creative writing or image generation
*Ex: Write a poem based on this document.
Design an image of people playing sports.*
- Solution development**
Code generation, predictive analytics, research
Ex: Write me code to help build a website. What is the average delivery time based on this data.
- Language model development**
Create/train custom LLMs directly in Copilot Studio. Available through Azure AI Studio extensibility.

Copilot Studio Environment Personal Productivity SA

Home Create Copilots Library ...

Recent Name Copilot for Microsoft 365 See more Owner

Start with a template Templates are currently a preview feature. See [supplemental terms](#) See more

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

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



Build automated conversations with ease



Create your copilot

Get started in minutes with no infrastructure set up required



Connect your knowledge base

Use your current FAQ sites and files to activate generative answers

1

2



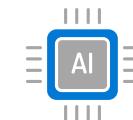
Integrate your data and workflows

Use connectors, plugins, GPTs, prompts & Power Automate flows



Create rule-based topics

Design specific curated topics with full control



Customize with conversational services

Integrate with Azure AI Studio and more

3

4

5



Publish your copilot

Choose from multiple channels and modalities (text and voice)



Learn and improve

Review out-of-the-box telemetry

6

7



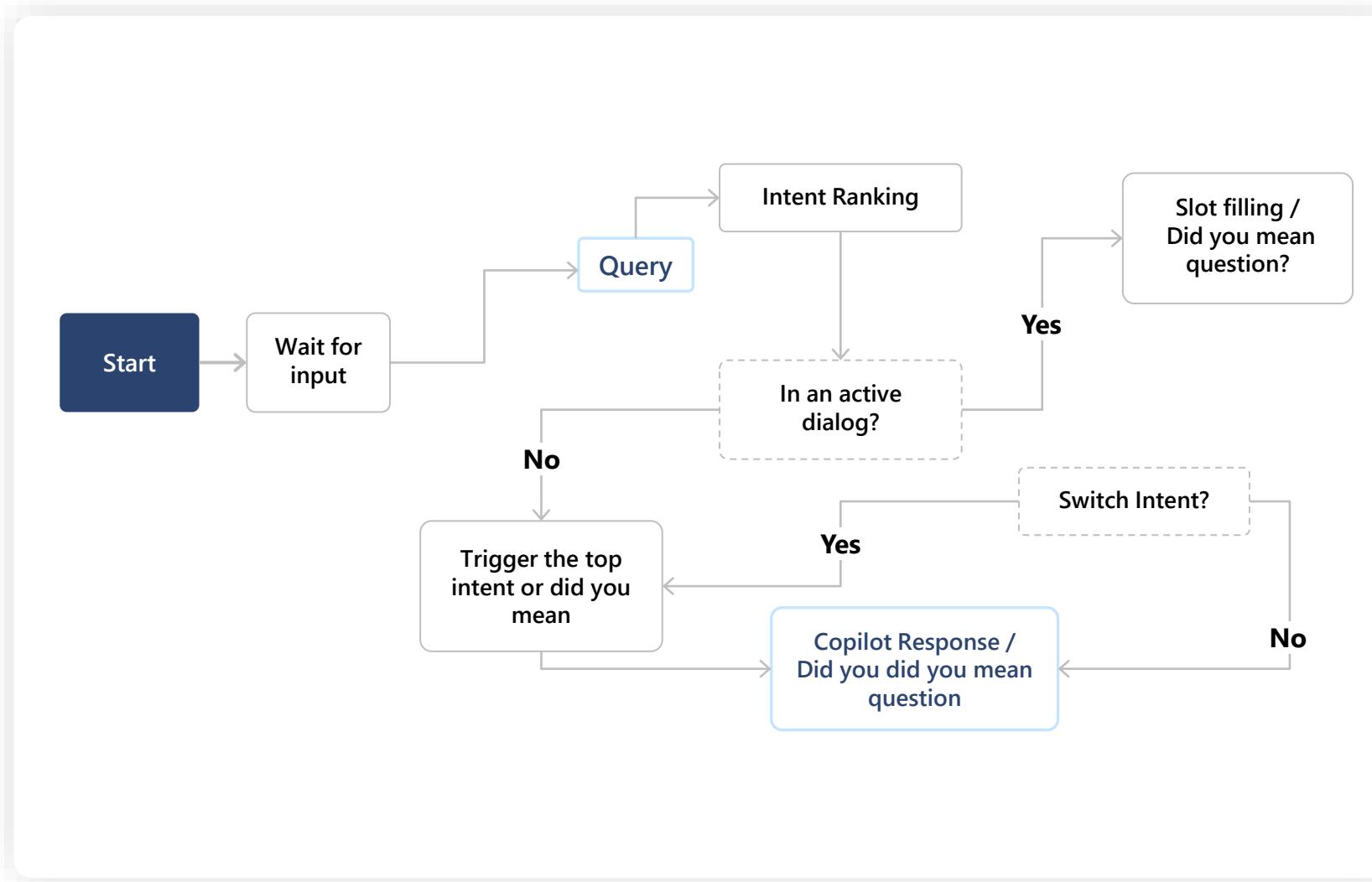
Understanding Copilot Studio language and AI capabilities

Language

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.

Standard NLU model in Copilot Studio



Fundamentals

- New transformer-based NL model – Dual Transfer Encoder (DTE)
- Enhanced intent triggering with entities
- Slots and entities

Authoring

- Topic 'confusion' tool
- Multi-turn topic suggestions
- Regex entities

Continuous Copilot improvements

- Intent triggering auto-improvement from live traffic
- Topic suggestion from live traffic such as URL, CSV, DOCX, PDF
- Proactive slot filling
- User context aware, personal and dynamic conversations

Standard NLU model in Copilot Studio

Intent recognition

Define a few trigger phrases that captures the way a customer might ask for help

Slot-filling

Contextual understanding of what you type and can 'hop' to the appropriate part of the conversation and skip a repetitive question/comment

Entity recognition

Prebuilt that represent the most used information such as age, colors, numbers, and names and the possibility to create custom entities

Intent recognition

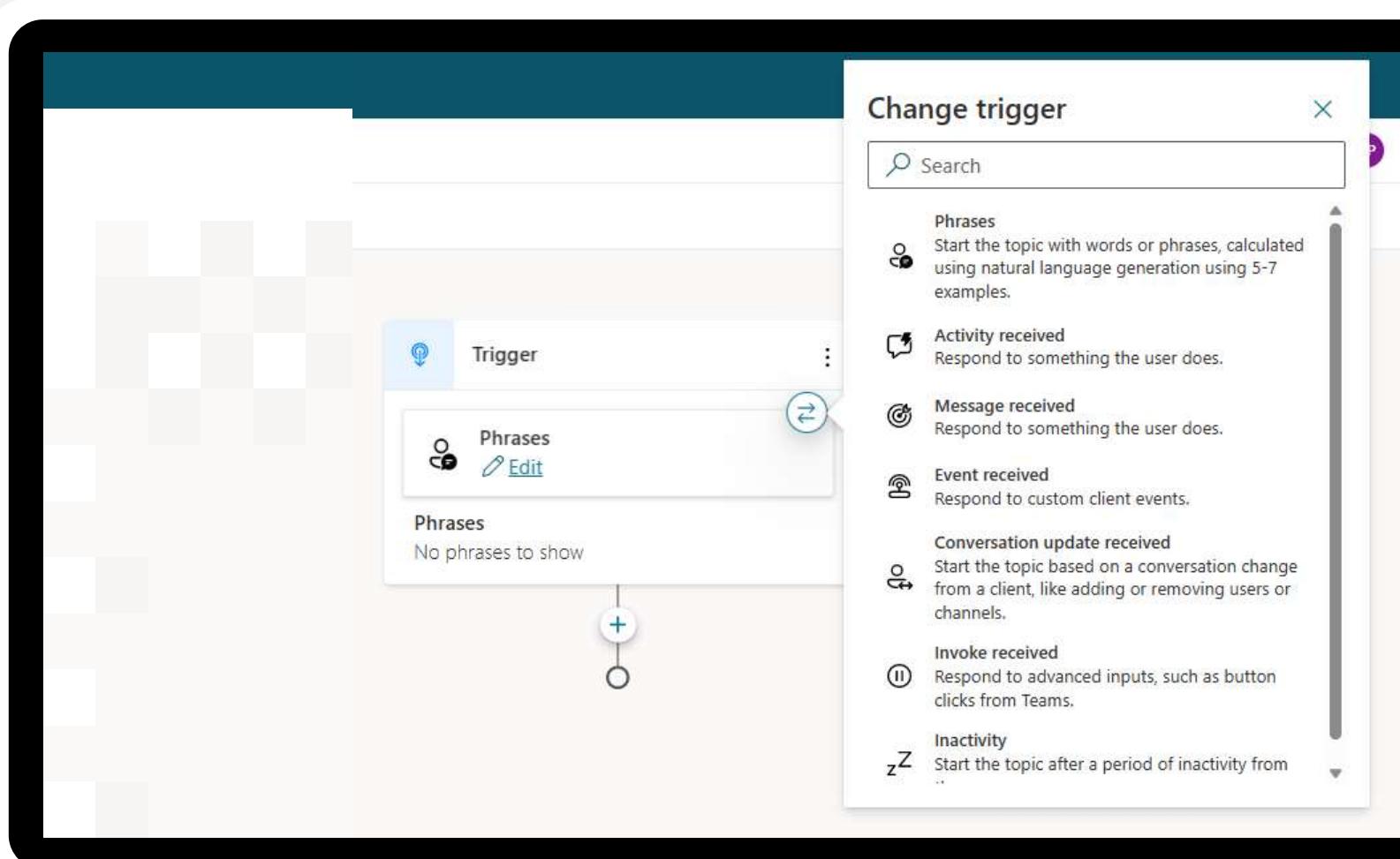
For a topic, you'll define a few trigger phrases

Trigger phrases capture the way a customer might ask for help

Example: "*problem with weeds in lawn*"

You only need to provide a few sample phrases

The AI will parse whatever the user says and trigger the topic closest in meaning to the user utterance



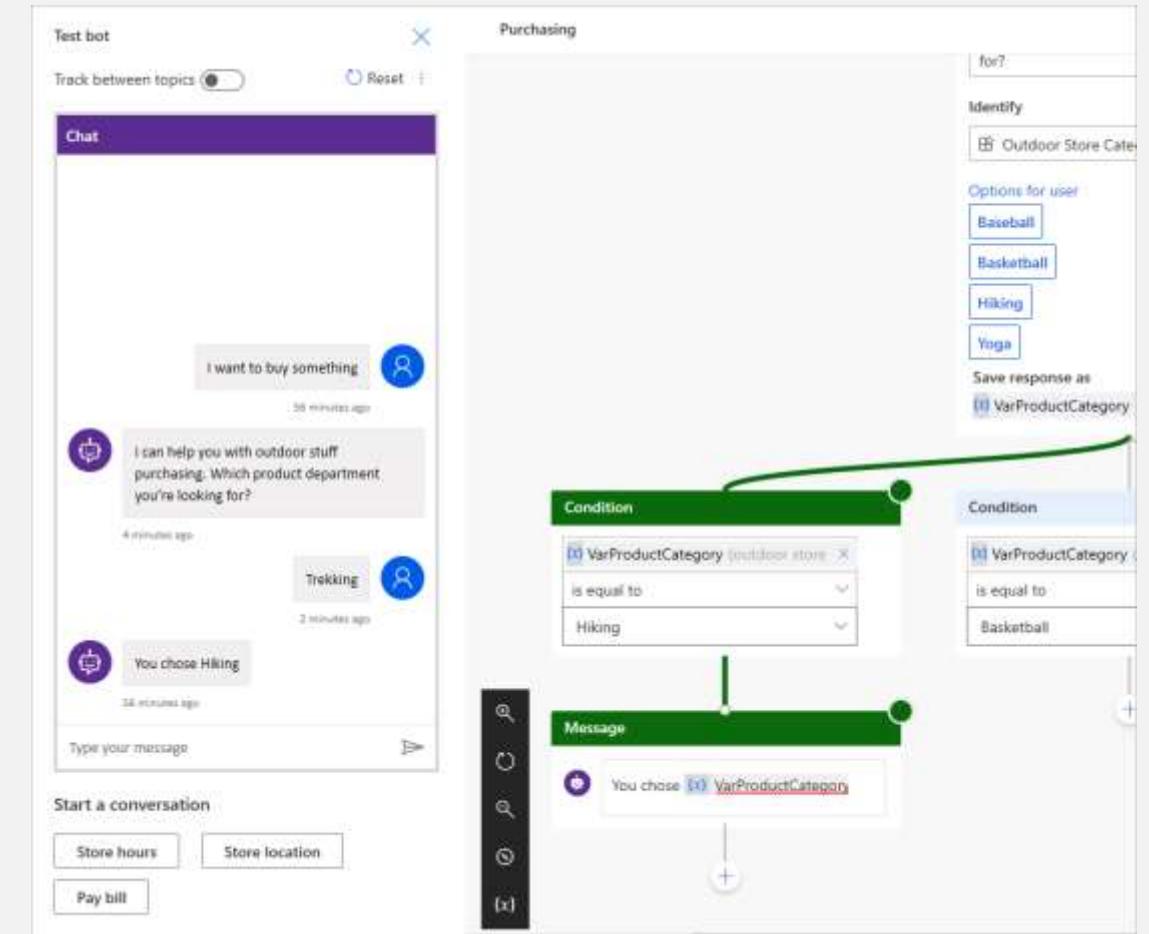
Slot-filling

Copilot Studio can intelligently avoid repetitive conversations

The copilot has contextual understanding of what you type and can 'hop' to the appropriate part of the conversation and skip a repetitive question/comment

For example:

A user can use the predefined choices by selecting one of the buttons. Alternatively, they can also type in something like "trekking" and see that it maps to "hiking", because those words were defined as synonyms.

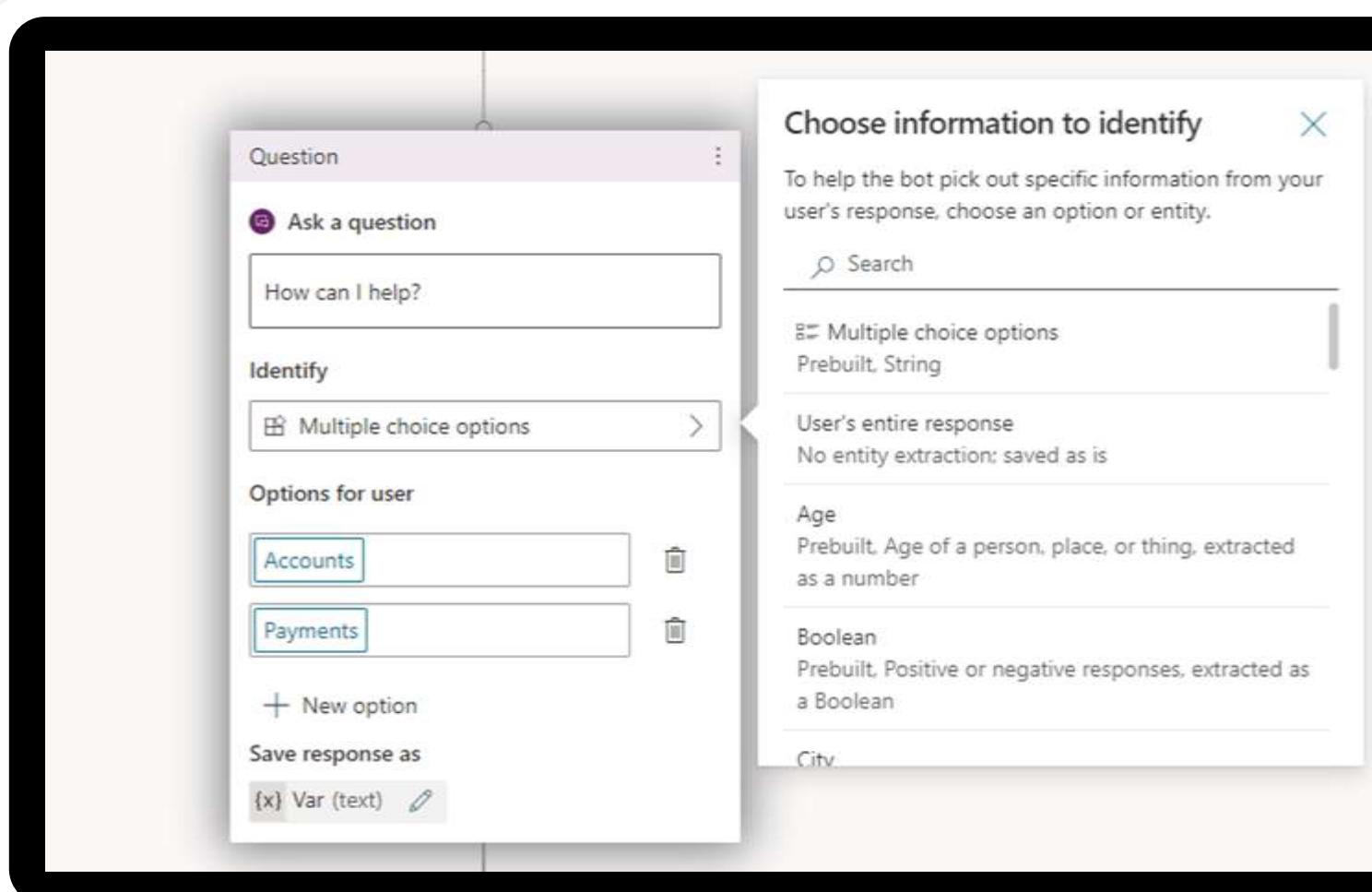


Entity recognition

Select the entity to help the Copilot pick out the specific information from the user response

Entity types

- Prebuilt entities – represent the most used information such as age, colors, numbers, and names
- Custom entities – Some occasions, you'll need to teach the Copilot's language understanding model some domain-specific knowledge. These include:
 - Closed List – Define a list of items
 - Regular expression (Regex) – Define a specific logical pattern e.g a credit card number



Topic structure

Creating and designing efficient topics



Topics are discrete conversation paths that, when used together, allow for users to have a conversation with a copilot that feels natural and flows appropriately.



While there's no one size fits all, given how topics can be triggered, it's a good practice to distinguish between:

- ✓ **Topics that will trigger based on user utterances.** These can almost be seen as your entry points topics.
If you have trigger phrases that overlap multiple topics, consider having a catch-all topic and then redirect to other topics after clarifying questions. With entity extraction and slot filling, clarifying questions can be skipped if already answered.
- ✓ **Topics that will trigger when called from a redirect action, activity or event.**
These can be called by multiple topics and can have input and output variables. They're ideally reusable, bite-size, topics.
- ✓ **A topic can also be both,** triggered through intent recognition or by an explicit redirect.
- ✓ **Conversational boosting and fallback:** topics that trigger when no matching topic is triggered based on a user query.

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.

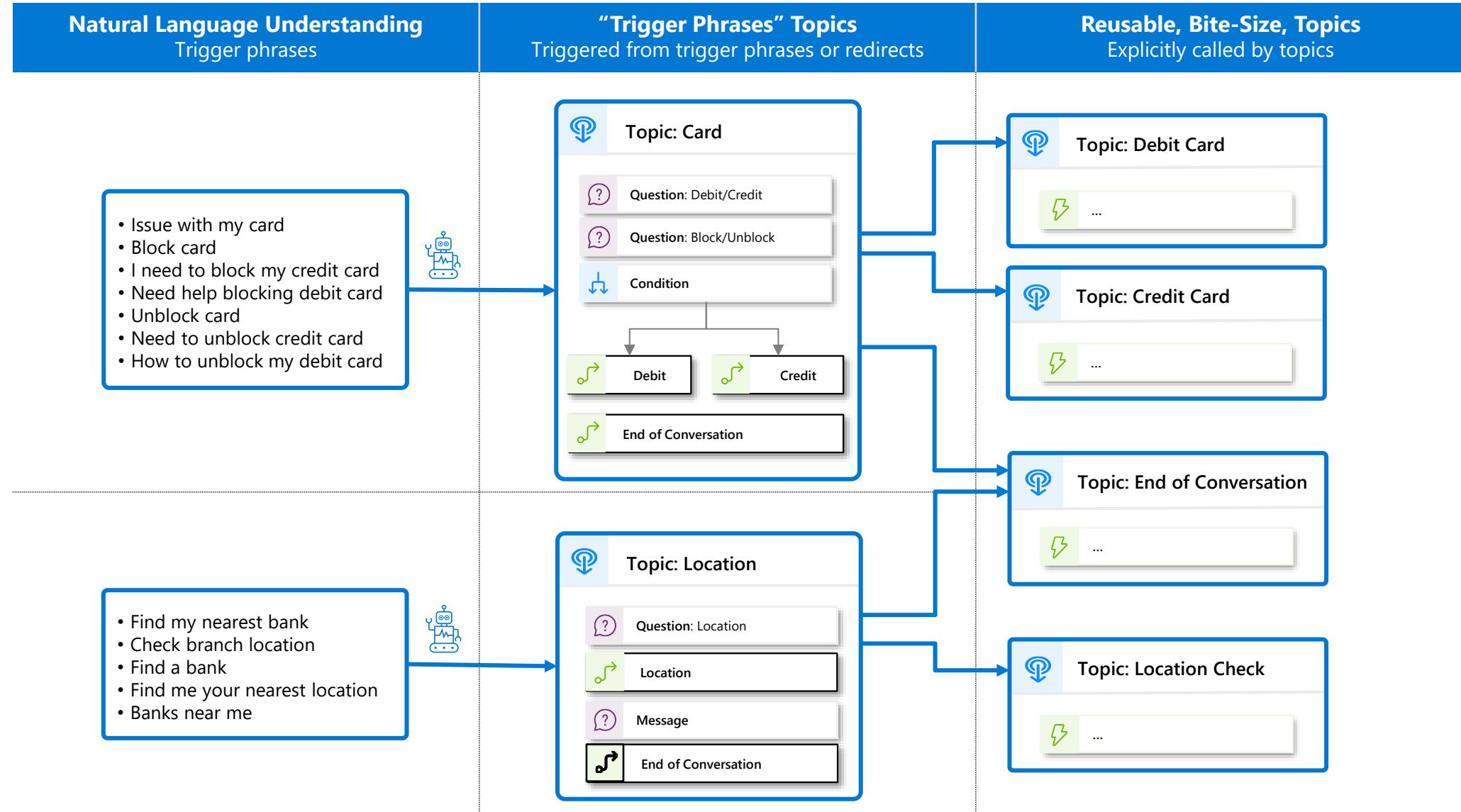
3

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.).

Disambiguation with topic design



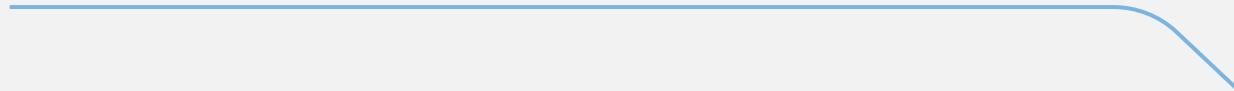
Choosing your language

The common approaches are:

1. One copilot per language.
2. One copilot for multiple languages, with translations provided as part of the copilot configuration.
Translations need to be updated each time the copilot is updated or when new content is added.
3. One copilot for multiple languages, with translations provided real-time, at runtime, through a relay copilot sitting between the user and the copilot. This allows deploying more languages rapidly, but it also adds a dependency on a relay copilot and a real-time translation layer (e.g., Azure Service Copilot and Azure Cognitive Services Translator).

Language	Authoring canvas/End-User	Generative answers	Generative actions
Chinese (Simplified)	✓	✓	Preview
Chinese (Traditional)	✓		Preview
Czech	✓	✓	Preview
Danish	✓	✓	Preview
Dutch	✓	✓	Preview
English	✓	✓	Preview
Finnish	✓	✓	Preview
French	✓	✓	Preview
German	✓	✓	Preview
Greek	✓	✓	Preview
Hindi	✓	✓	Preview
Indonesian	✓	✓	Preview
Italian	✓	✓	Preview
Japanese	✓	✓	Preview
Korean	✓	✓	Preview
Norwegian	✓	✓	Preview
Polish	✓	✓	Preview
Portuguese (Brazil)	✓	✓	Preview
Russian	✓	✓	Preview
Spanish	✓	✓	Preview
Swedish	✓	✓	Preview
Thai	✓	✓	Preview
Turkish	✓	✓	Preview

AI



Generative AI in Copilot Studio | Powered by Azure OpenAI Service

CONNECT AND EXTEND

**M365 Copilot**

**Azure OpenAI Studio**

**Power Apps**

**Power Pages**

**Teams**

**Dynamics 365**



Generative Conversations

TO ANSWER

Generative Answers
Copilot Studio boosts conversational coverage by dynamically generating multi-turn answers based off an organization's content in real-time in response to unanticipated questions.

TO ACT

Generative Actions
Copilot Studio generates dialog and takes action through dynamically chaining existing building blocks which can handle queries that were not anticipated or previously built.

TO BUILD

Generative Builder
Copilot Studio Copilot assistant helps build, design and modify Copilot topics through natural language.

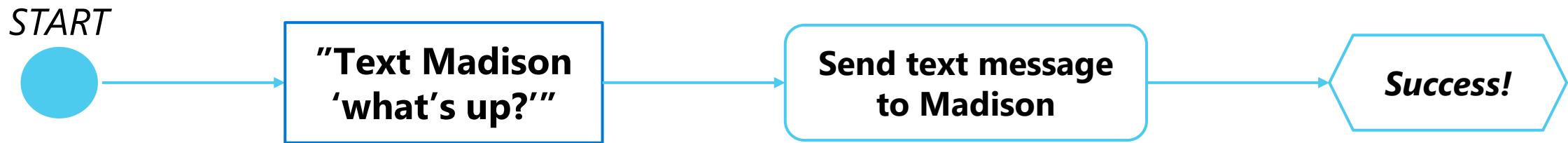
External
[3P Search APIs](#)
[External URL](#)

Internal
[OneDrive URL](#)
[SharePoint URL](#)

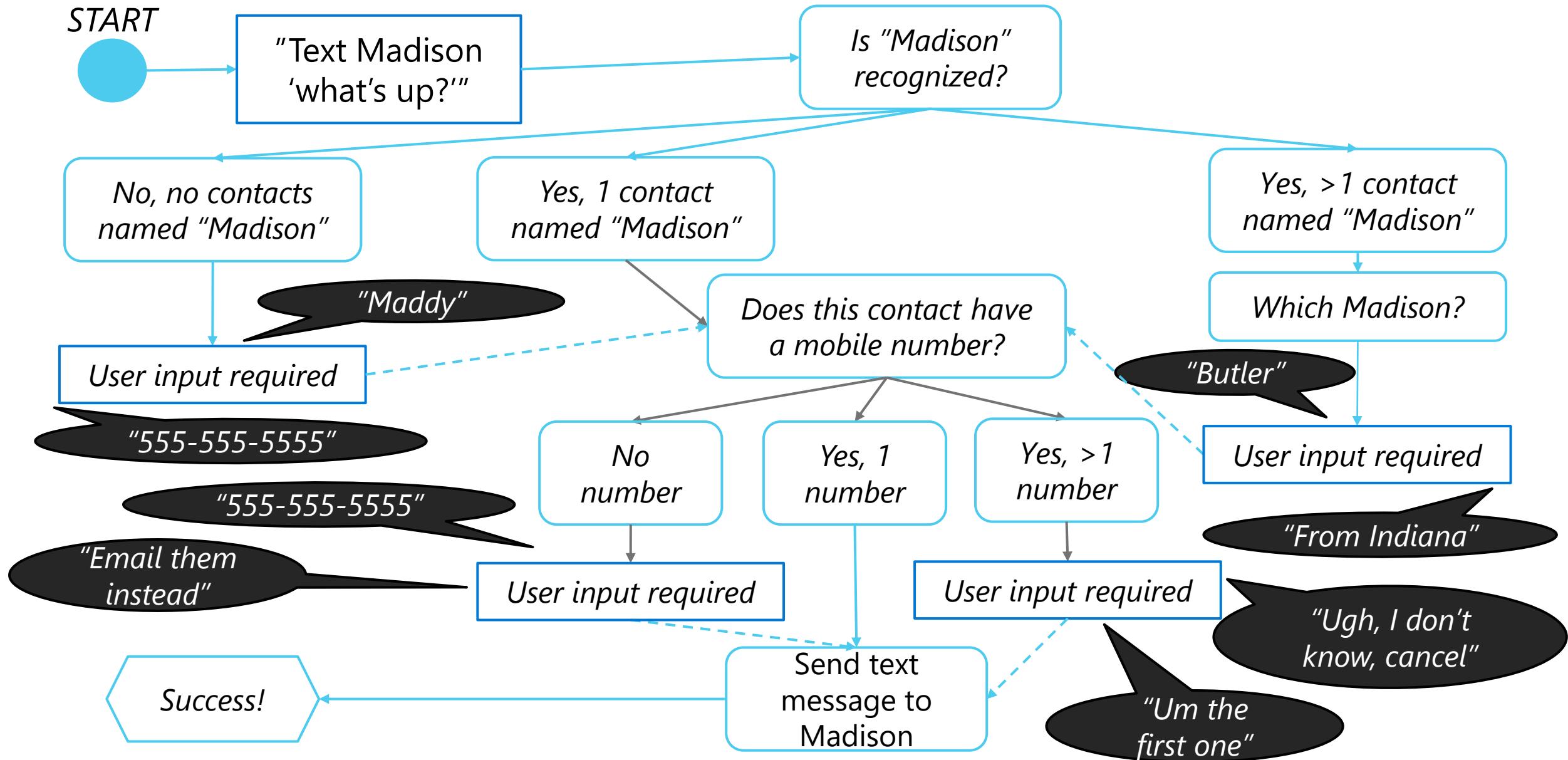
Tools
[Power Platform Connectors](#)
[Power Automate Flows](#)
[Copilot Topics](#)
[Skills](#)

Edit & Refine
[Topics](#)
[Trigger Phrases](#)
[Entities](#)
[Variables](#)
[Adaptive Cards](#)
[Branching](#)

It's easy to know where a conversation begins and ends...

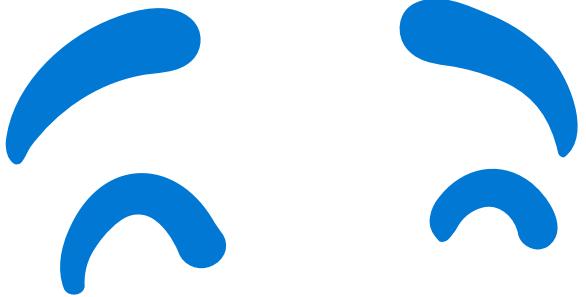


The middle is the hard part...

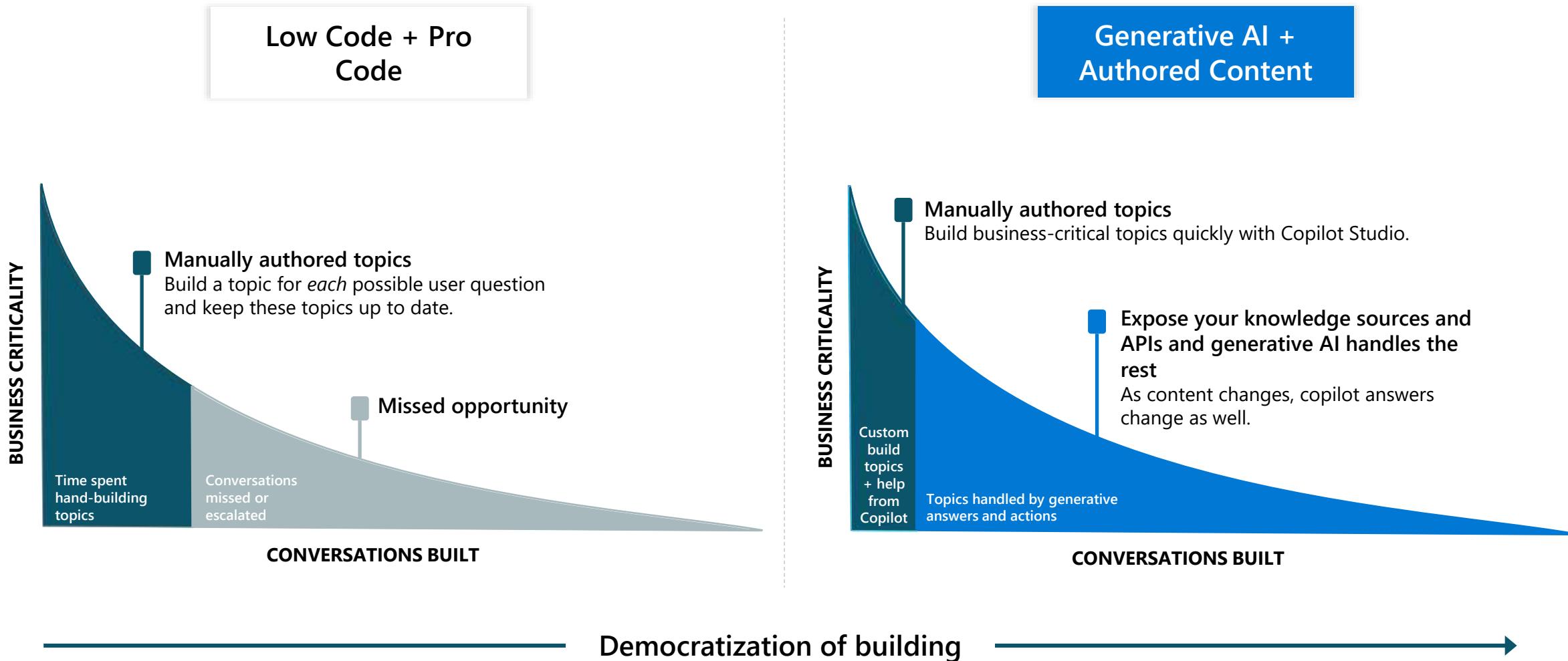




Adding
Generative AI!



Generative AI is changing conversational AI

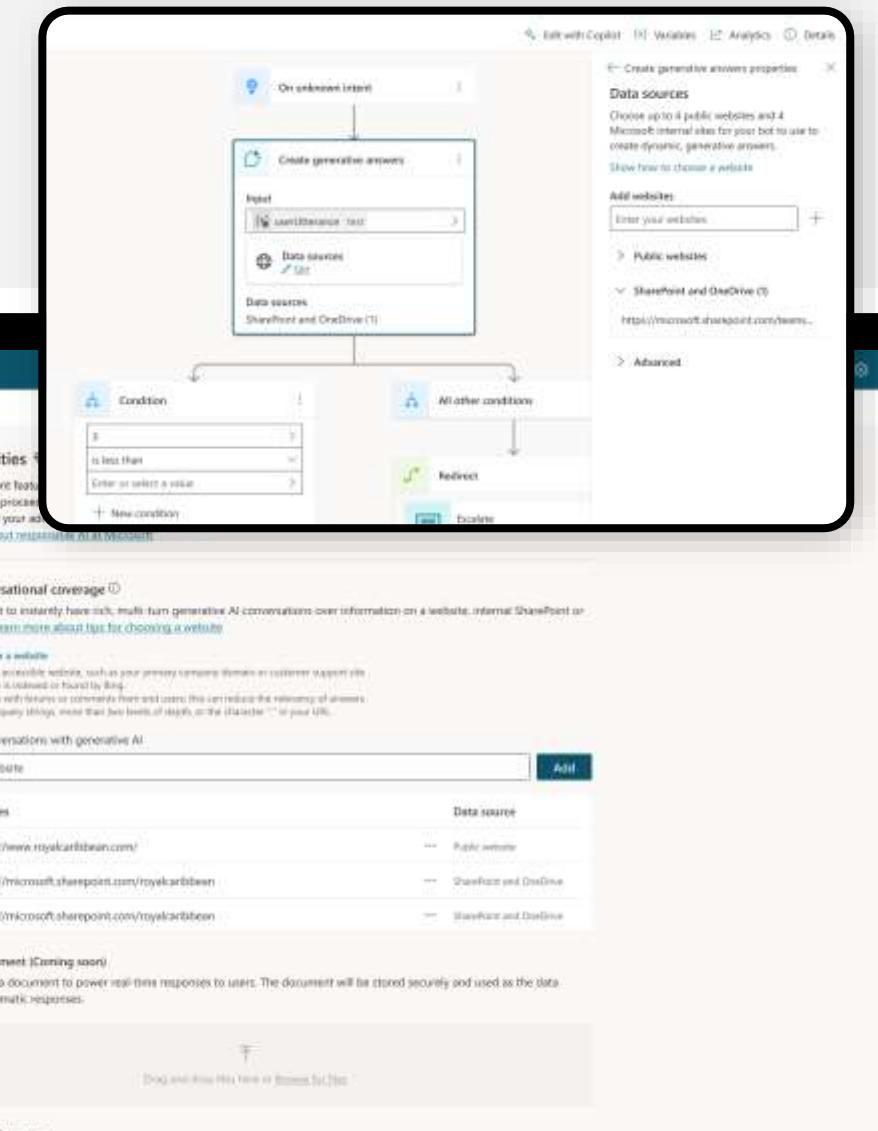
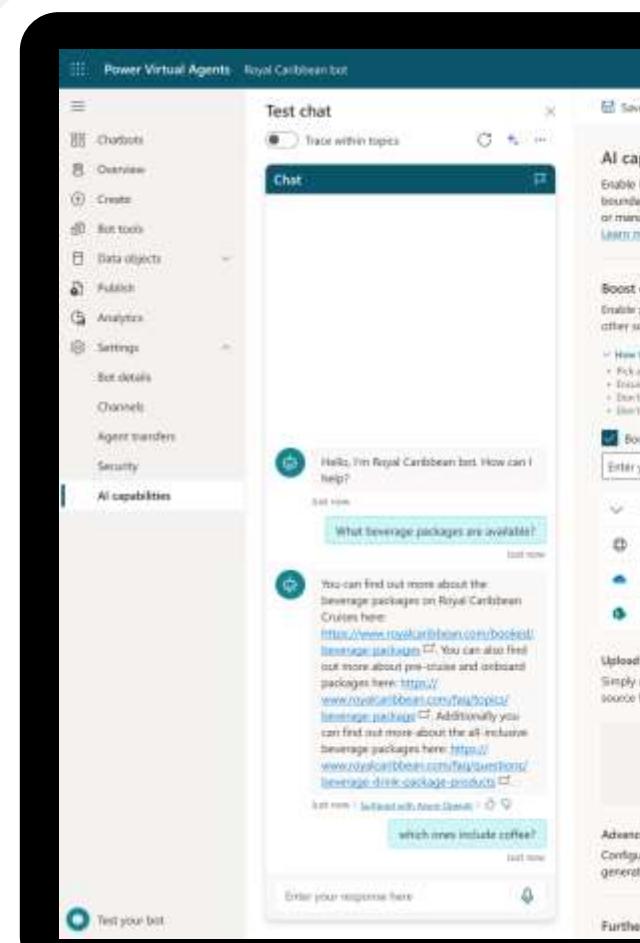


Generative answers

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

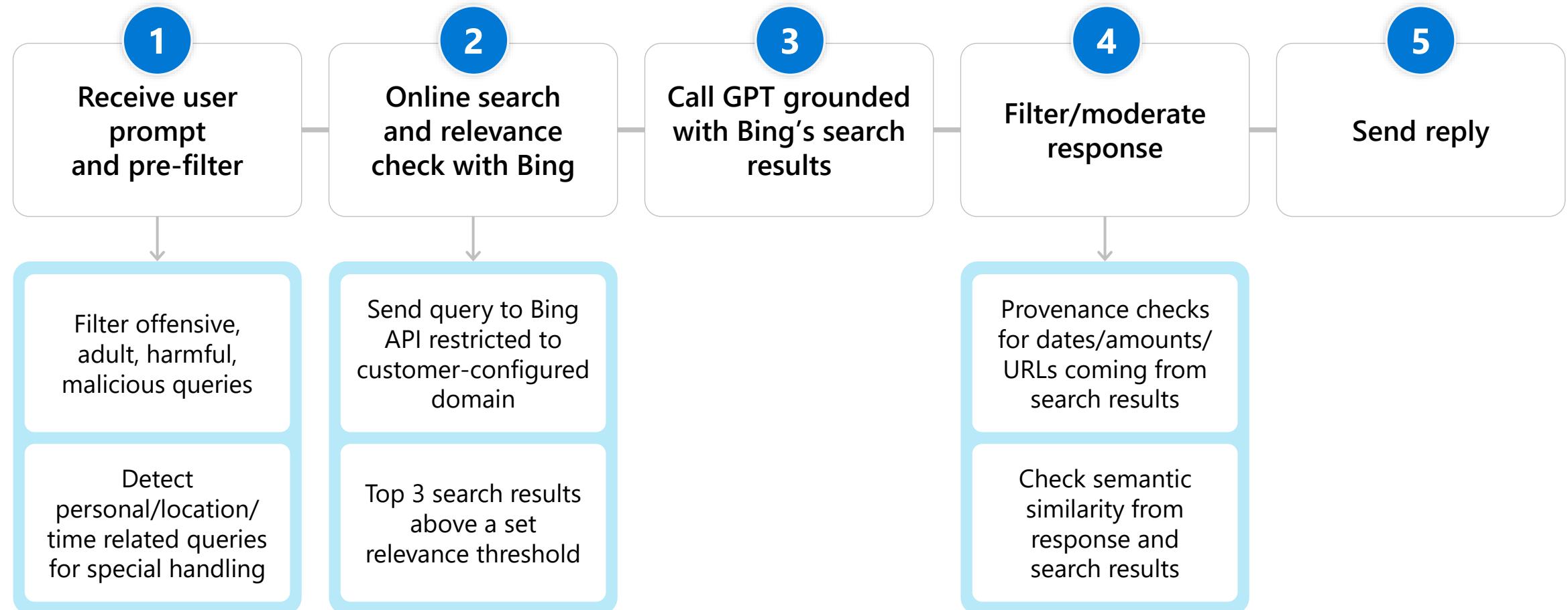
Bots can answer thousands of questions out of the box in seconds

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



Public Preview

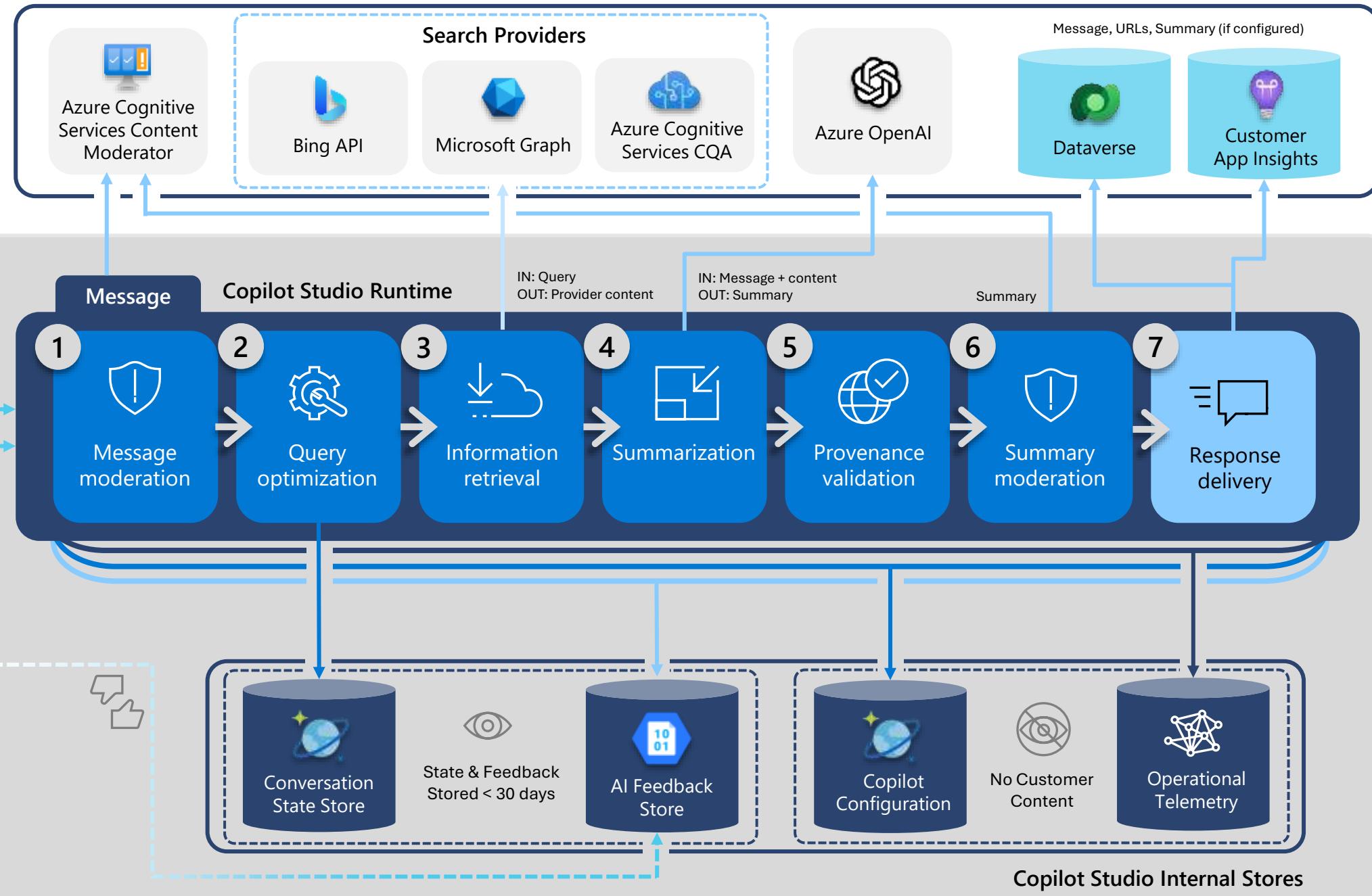
Generative Answers: How does it work?





Microsoft Copilot Studio

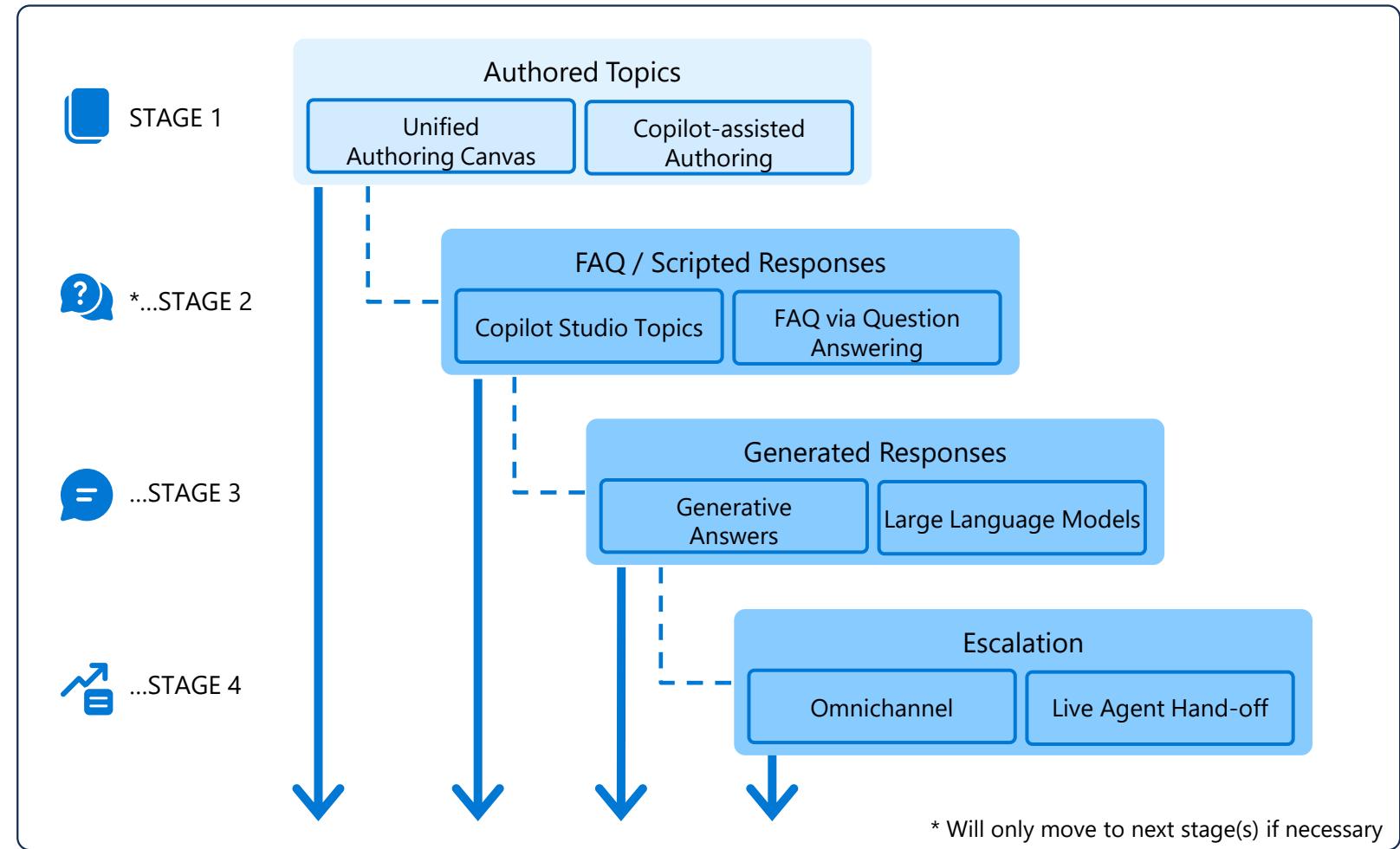
Generative Answers Architecture



New design patterns with generative AI

New paradigm in topic responses

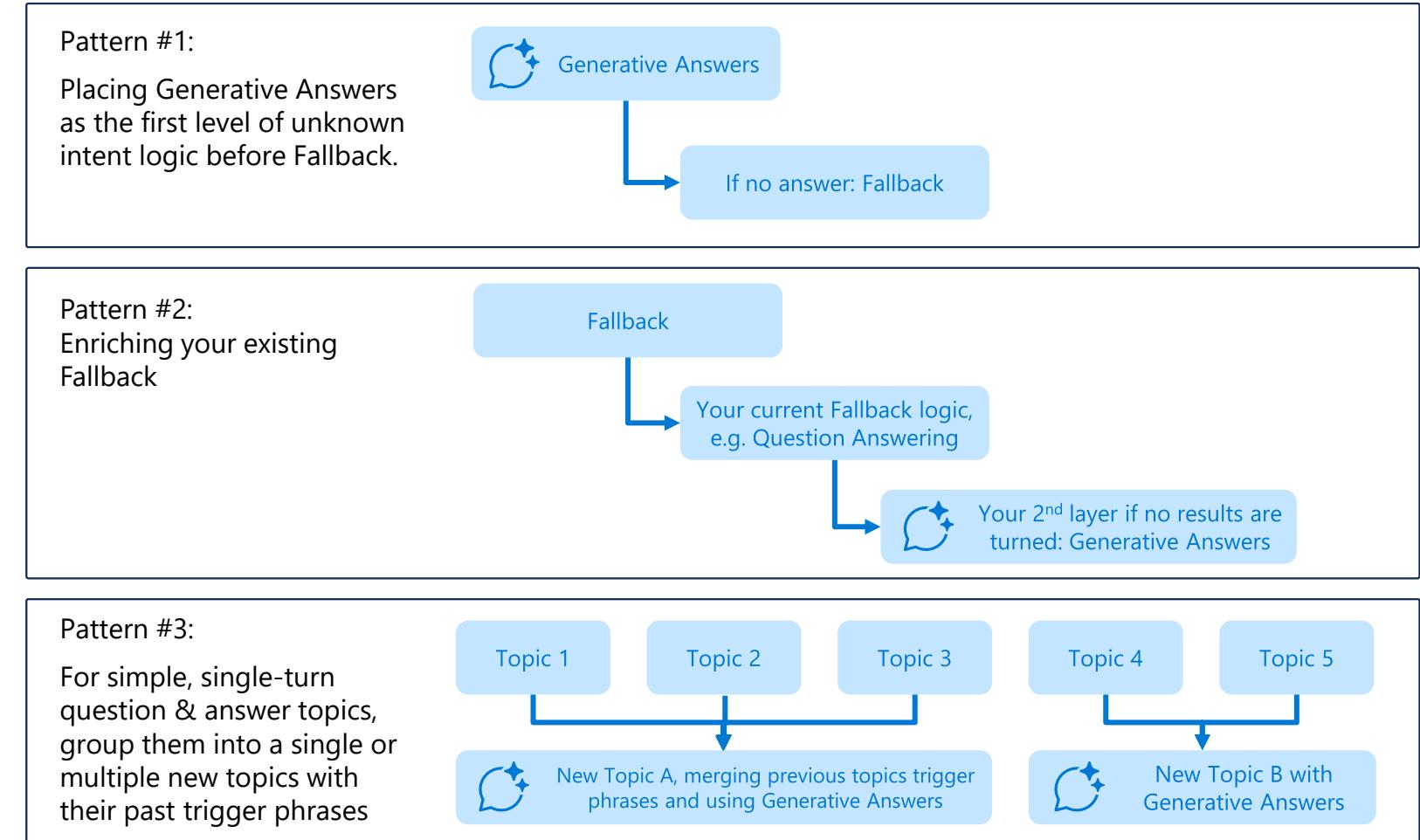
- This shows how generated responses are plugged into a dialog manager (Copilot Studio) to ensure that you remain in control of the user experience while allowing for authored experiences that are key functions of your copilot, scripted responses that are key for managing the answers you want scripted (such as marketing-controlled responses) work in conjunction with generated responses allowing the enterprise to remain in full control of the experience.
- This allows for an end-to-end enterprise conversational platform to build effective and managed experiences that delight customers, while reducing the overhead and cost of maintaining fully scripted experiences of the past.



Infusing generative AI into topics example

Finding the right place for generative AI in your new or existing copilots

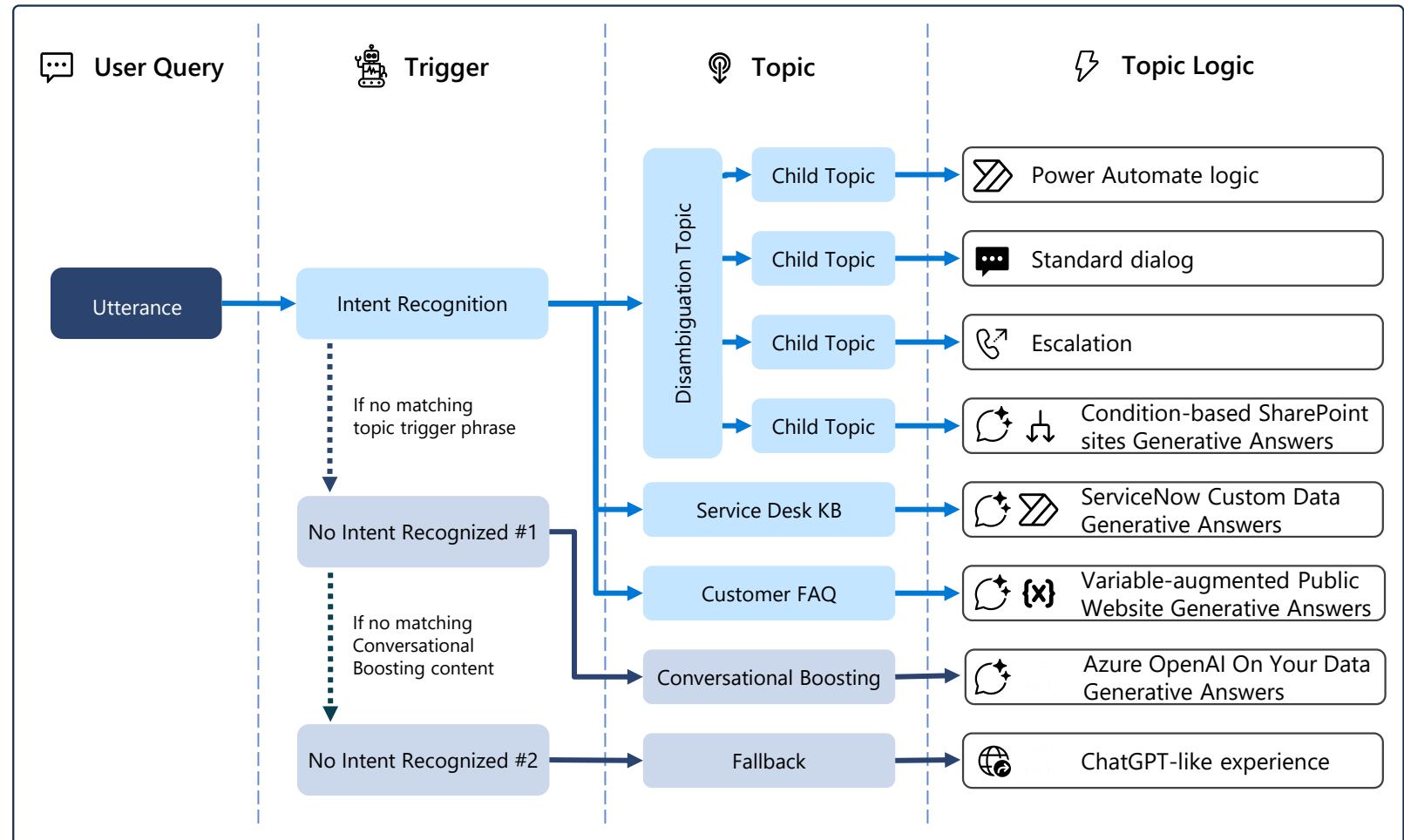
- Generative answers unlock new use cases for copilots where dialog paths no longer need to be fully anticipated.
- By plugging generative answers into your internal and external data sources, the copilot can search and summarize answers for user queries.
- It's not an 'either' choice: you can configure generative answers wherever you choose in your topics, and the data sources can both be dynamic, hard coded, or enriched with context variables.
- It's still a good idea to have generative answers also configured in the Conversational boosting topic that triggers before Fallback, to try to catch and answer user queries with broader data sources before they get to Fallback.
- While planning for generative answers, it's important to plan for follow-up questions (should they remain in context of the previous answer or trigger a new topic?) and how you will measure, track, and validate that the generated answers are accurate and answer the user questions.



Infusing generative AI into topics example 2

Mixing scripted dialog paths and generative answers from different data sources

- Generative answers unlock new use cases for copilots where dialog paths no longer need to be fully anticipated.
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- It's not an 'either' choice:** you can configure generative answers wherever you choose in your topics, and the data sources can both be dynamic, hard coded, or enriched with context variables.
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Generative answers considerations

Generative answers processes and data sources

1

Relevant text content retrieval from configured sources

Summarization using Azure OpenAI

Custom instructions

Past 10 turns for contextualization

References

Content summary

2

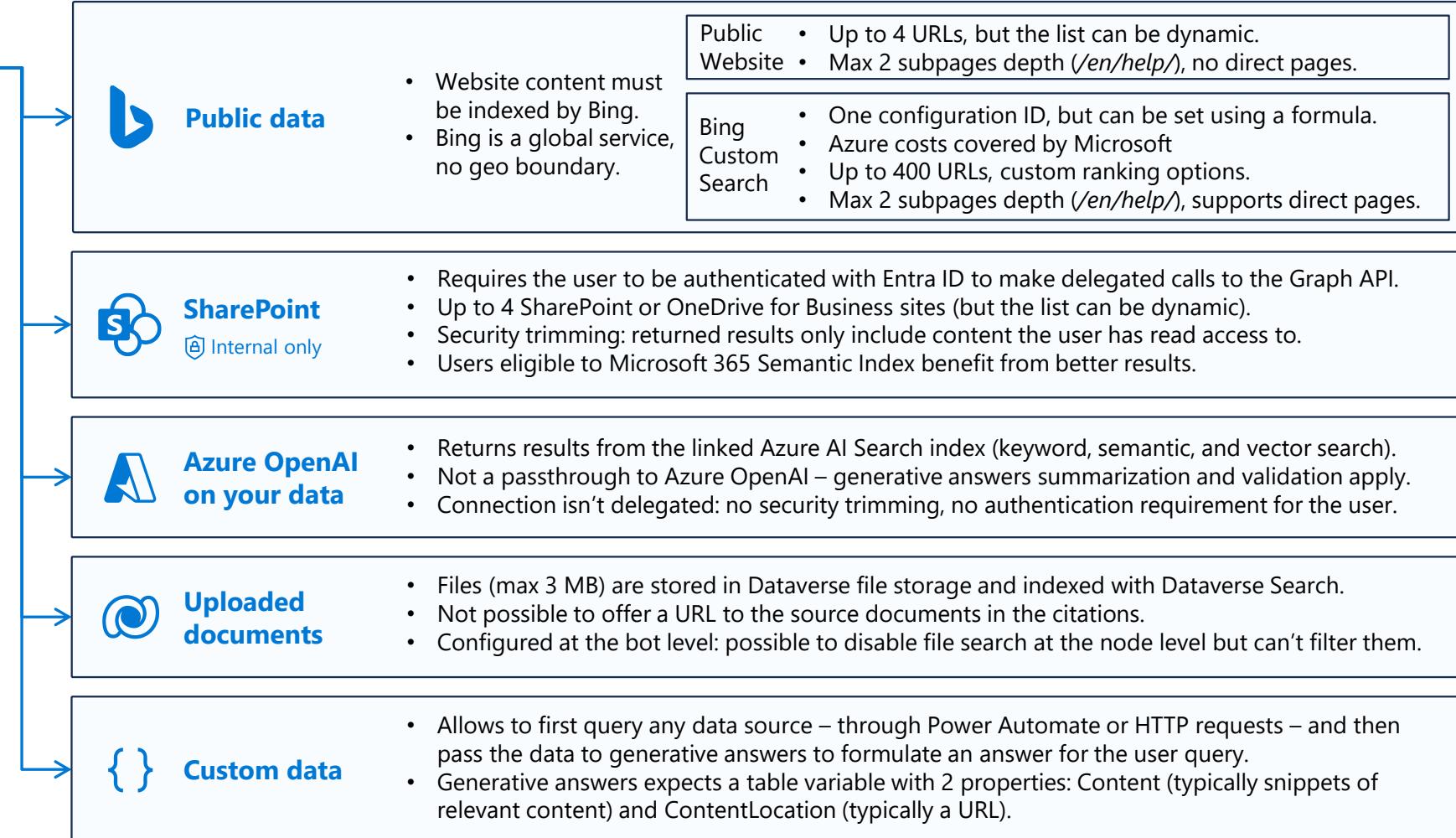
Response Validation

Native Azure OpenAI moderation layer

Responsible AI moderation layer

Grounding validation / hallucination removal

3





Building custom copilots

Building custom copilots pillars



Microsoft Copilot Studio

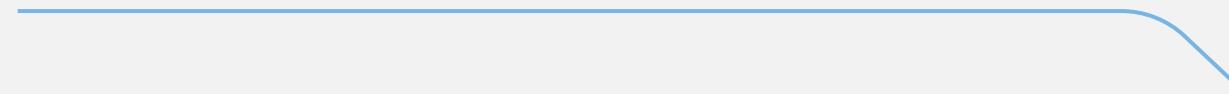
Build custom copilots, your way

Design

Enhance

Manage

Design



Design powerful, connected copilots

Handle complex queries with ease

Design intelligent conversations with greater control over the LLM such as robust variable and dialog management, logic, and responses.

Design personalized, responsive interactions

Engage employees or customers with rich, dynamic interactions that remember user content and context.

Customize your copilot how you want

Build custom plugins, connectors, and prompts, and surface your business data where you need it.

Connect to your organization's knowledge bases

Use generative AI to dynamically respond using your organization's real-time content.

Create automated workflows

Use Power Automate to trigger automation across your business with UI, API, DPA, and RPA automation capabilities.

Escalate to live agents when needed

Continue the conversation with full context with an end-to-end customer engagement platform.

Build the way you want

Users of all skill levels can create and test together

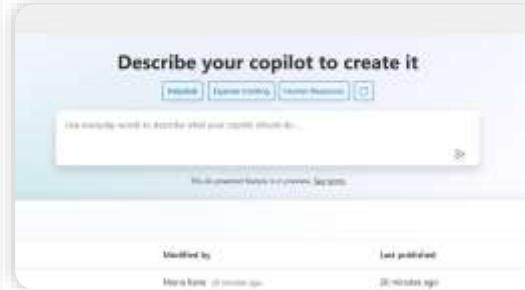
Preview

Templates



Preview

Natural language



Visual canvas



Code



Get started quickly

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

Build conversationally

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

Navigate a modern UX

Design your conversation by following the low code graphical interface.

Switch to YAML

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

Customize your copilot

Easily tailor your copilot's building blocks to meet your unique business needs in a comprehensive, end-to-end studio

Building blocks



Knowledge

Existing enterprise data in or outside of M365 that copilot can query



Actions

Tasks and processes your copilot can perform across LOB services/apps



Logic

Defined conversation paths for your copilot to follow when triggered



Channels

Where and how your end users engage with your copilot

Knowledge

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

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

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

Supported data sources include:

Public websites

SharePoint / OneDrive

Dataverse

Microsoft Fabric (coming soon)

File uploads

Microsoft Graph

Add available knowledge sources (Powered by Copilot connectors)

Users with edit permissions for this copilot can also reuse your connections for other topics within the copilot. [Manage security settings](#)

Keywords for the data you're looking for

Featured

- Add existing knowledge**
Converts previous data sources to knowledge for this copilot
- Public website**
Incorporate any relevant web content found on Bing
- Files**
Upload documents from your local computer
- SharePoint and OneDrive**
Securely integrate and manage internal data
- Dataverse**
Customize and deploy structured data tables
- Microsoft Fabric**
Accelerate data analysis with AI capabilities

Bring your enterprise data (16)

- Enterprise website (preview)**
- Azure DevOps (preview)**
- Custom connector (preview)**
- Jira (preview)**
- ADLS Gen2 (preview)**
- Oracle SQL database (preview)**
- ServiceNow (preview)**
- File share (preview)**
- CSV (preview)**
- Microsoft SQL (preview)**
- MediaWiki (preview)**
- Salesforce (preview)**
- Confluence (preview)**
- Azure SQL (preview)**
- Zendesk (preview)**
- Power Platform connector**

Actions

Easily connect to your key line of business systems.

Enable your copilot 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

Search

11 actions found

[Connectors](#) [Custom Connectors](#) [Flows](#) [Skills](#) [Dataverse](#)

 Untitled Get information about industries, solutions, services and cont...	 Run a flow built with Power Automate for desktop Desktop flows
 Delete a row Excel Online (Business)	 Run script Excel Online (Business)
 Get a row Excel Online (Business)	 Run script from SharePoint library Excel Online (Business)

[Cancel](#)

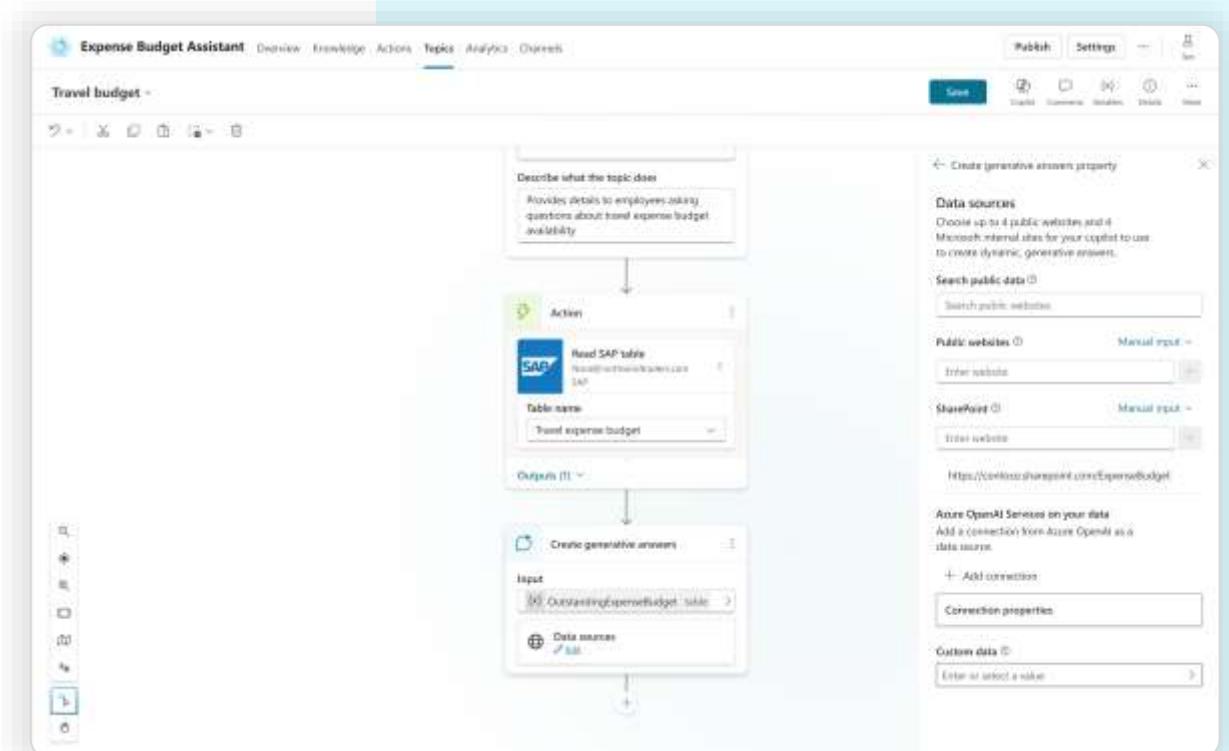
Logic

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

Enable your copilot 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.

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



Channels

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

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

You can access even more channels through ISVs, including:



WeChat



WhatsApp
through Twilio



Google's Business
Messages



Apple Messages
for Business



Azure
Communication
Services



TeleSign



Custom

The screenshot shows the Microsoft Copilot interface with the 'Expense Budget Assistant' copilot. The 'Channels' tab is selected. A message at the top says, "Your copilot was published at 9:42 AM on 3/30/2024! Your users will see the new content soon." Below it, the 'Publish status' section shows "Published March 20, 2024". The 'Channels' section lists various communication platforms: Teams, Demo website, Custom website, Mobile app, Facebook, Twilio, Skype, Slack, Telegram, Direct Line Speech, Email, Line, GroupMe, Dynamics 365 Customer Service, Genesys, Salesforce, LivePerson, ZenDesk, and Customer engagement hub. Each channel has a small icon next to its name.

Integrate with Power Platform



Power Automate

Automate across and within your business systems.



Power Apps

Effortlessly publish a copilot within your Power App for conversational assistance.



Power Pages

Embed a copilot on your no-code responsive sites with generative AI assistance over your data.



Power BI

View custom analytics for your copilot that cater to your specific needs.



Dataverse

Query your low code and business application projects.

Demo

- New Creation Experience Overview for Copilot Studio (7 mins)
- Using Generative Actions to Orchestrate your Copilot (14 mins)

EDUCATION
Series

COPilot STUDIO

NEW CREATION EXPERIENCE OVERVIEW

COPilot STUDIO DUDE





Using Generative Actions to Orchestrate your Copilot



Dewain Robinson
Principal Program Manager



Enhance



Enhance with advanced capabilities

Customize your copilot with pro developer tools

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

Analyze your copilot's performance

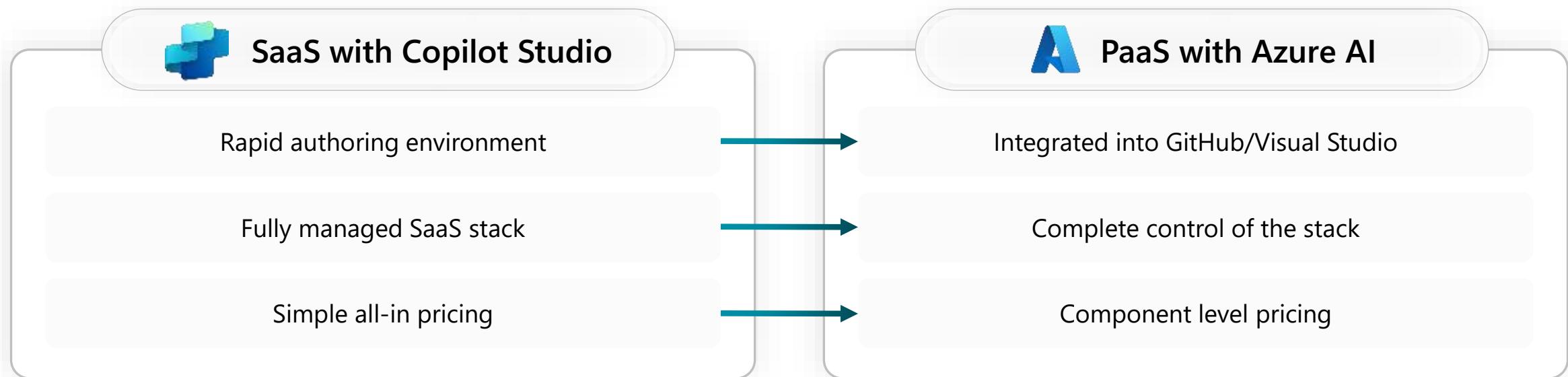
Access built-in conversational analytics that automatically track critical KPIs.

Continuously improve the conversation

AI-driven features will help you to fine-tune your copilot over time by providing suggestions on how to optimize your conversations.

One conversational AI ecosystem

Access more advanced customization tools by building across Microsoft Copilot stack



Start with Copilot Studio and seamlessly integrate with Azure AI



Better together: Azure AI Studio Integrations with Microsoft Copilot Studio



Language services:

Add Azure AI Language Services - Custom Language Understanding (CLU) support if you don't want to use the out of the box model.

Knowledge base:

Azure AI Question and Answer integration if you don't want the out of the box.

AI Search:

Azure OpenAI on your data enables Azure OpenAI's models (ChatGPT, GPT-4...) on YOUR DATA and can enable you to build powerful conversational experiences over it with Copilot Studio.

Analytics:

Build custom analytics to move your data into extended data pipelines.

API Calls:

Add Copilot Studio supports any API / HTTP calls to Azure services too.

Telemetry:

Can use Azure app insights for custom telemetry.

Bot Framework:

We rebuilt the capabilities of Bot Framework Composer into Copilot Studio natively (Code like views, Adaptive cards, eventing, variable management) and added support for customers that still used Bot Framework bots to call as skills to Copilot Studio.

Application lifecycle management:

Works with Azure DevOps for full ALM and solution management.

CQA Integration with Copilot Studio

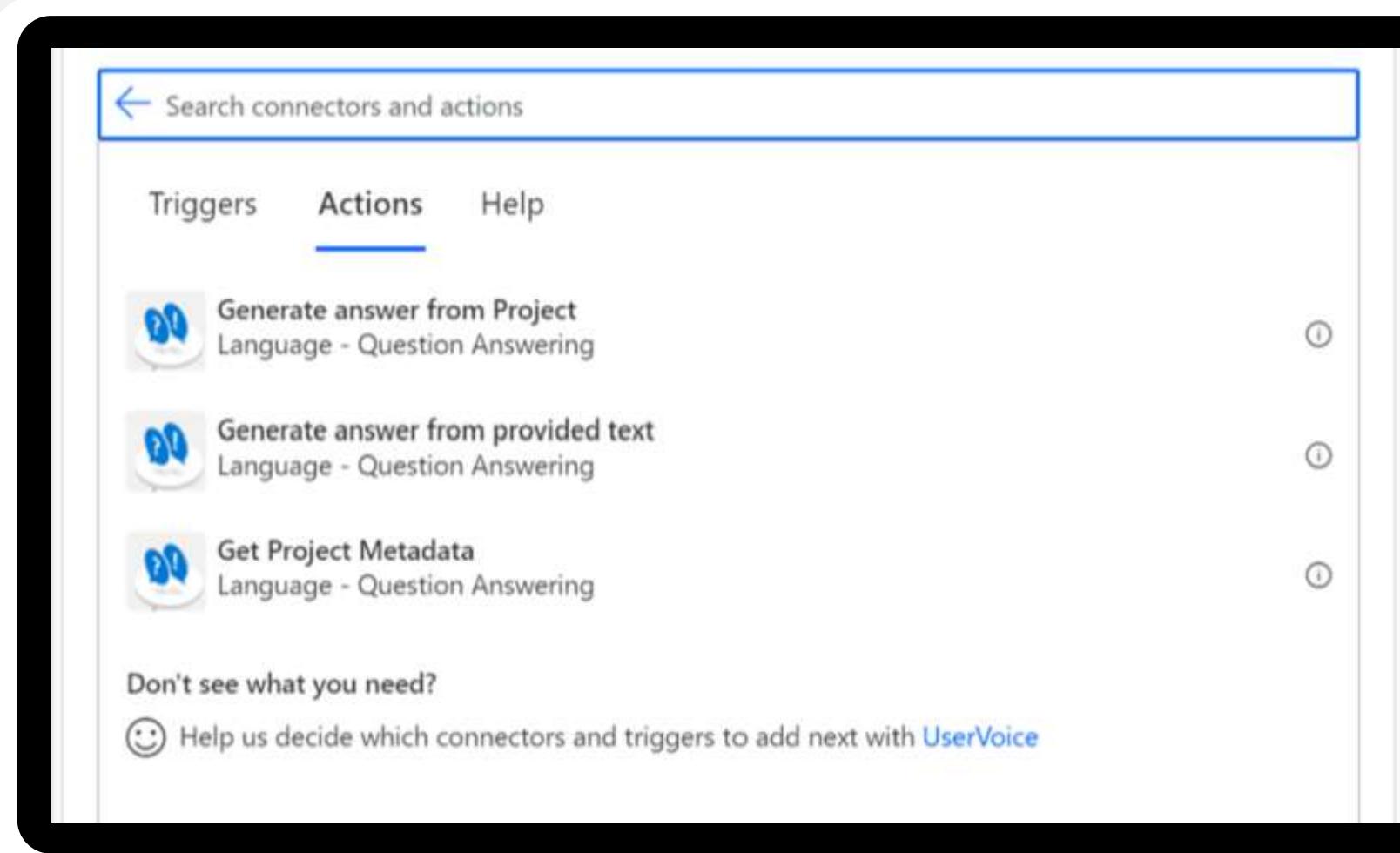
Customize your copilot to provide answers from your specific knowledge base

Tailor responses based on specific languages in CQA

- Multilingual base model available in over 70 languages, including 12+ Indic languages

Combine the accuracy of CQA with the simplicity of Copilot Studio to create a copilot:

- Leverage Fallback Topics for Logical Flows
- Enhanced Natural Language Processing (NLP)
- Seamless Integration and Easy Configuration
- Rapid Iteration and Continuous Improvement



General Availability

Bot Framework as skills

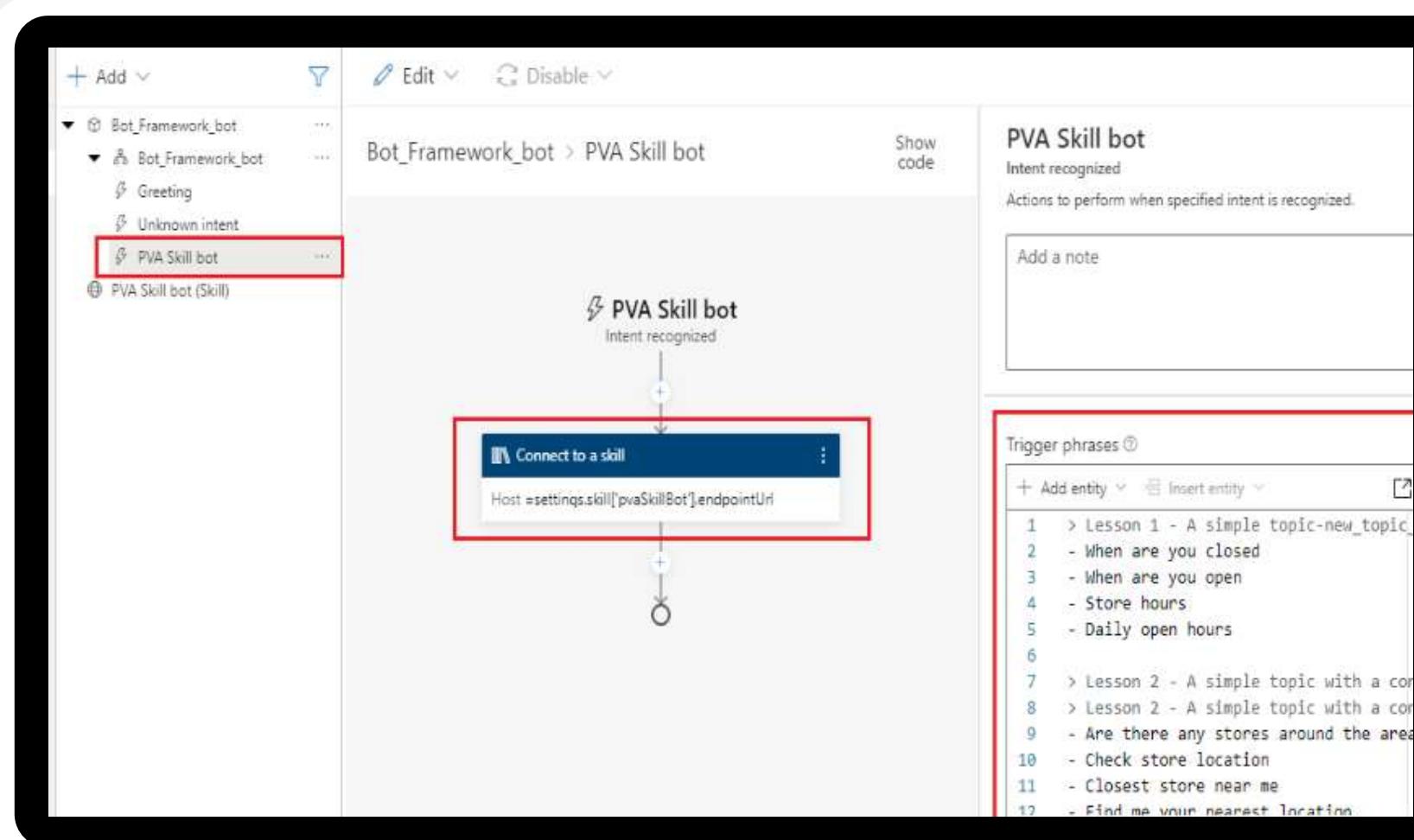
Extend Bot Framework bots with Copilot Studio functionality

Manage which Copilot Framework bots can use a Copilot Studio Copilot as a skill

Add Copilot Studio bots as a skill in Composer and Copilot Framework SDK and easily download the Copilot skill manifest

Invoke Copilot Studio Topics from Copilot Framework bots - based on a user utterance

Create bots collaboratively and easily connect the Copilot ecosystems

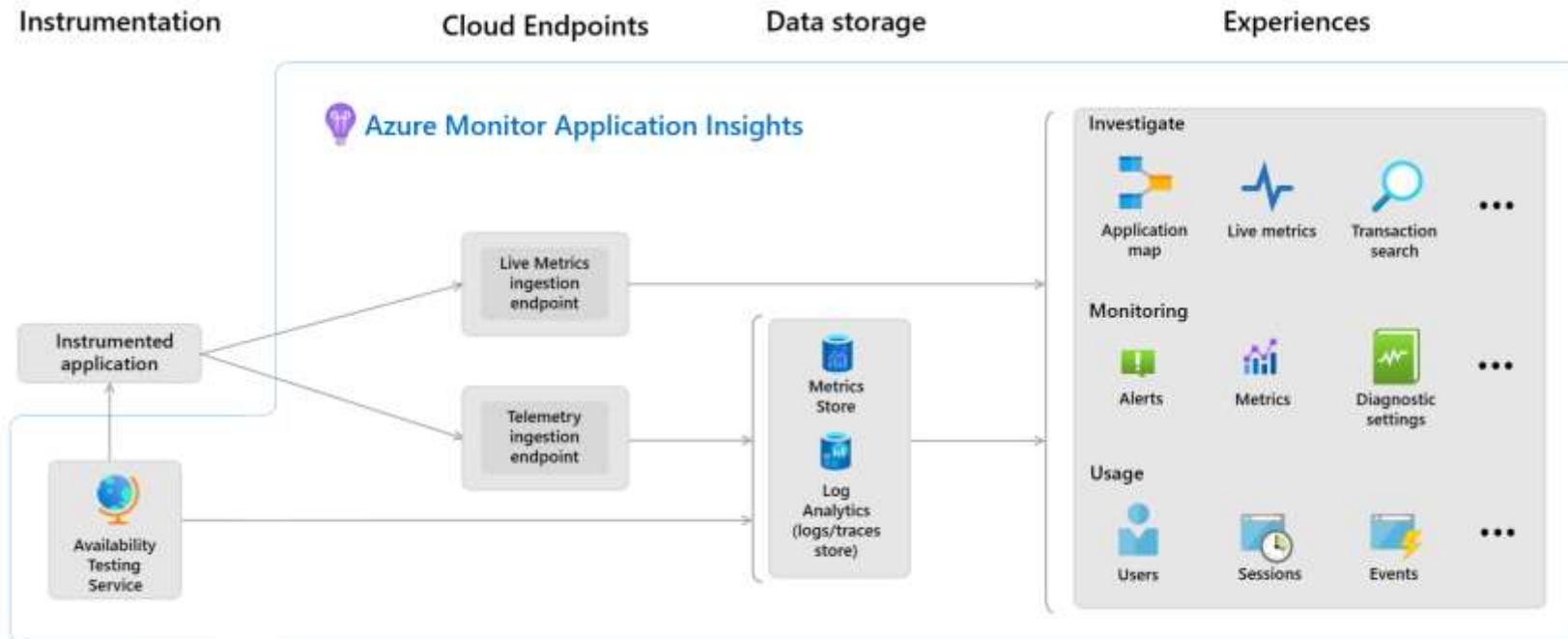


Monitoring

In addition to the native analytics features within Copilot Studio, you can send telemetry data to Azure Application Insights.

In addition to the native analytics features within Copilot Studio, you can send telemetry data to Azure Application Insights.

- Telemetry offers insights into your copilot by tracking:
- Logged messages and events sent to and from your bot
- Topics to be triggered during user conversations
- Custom telemetry events that can be sent from your topics



Questions to discuss:

- How do you plan to technically monitor your copilots? Azure App insights?
- How do you plan to technically monitor your integrations and cloud flows?
- Do you have other technical monitoring requirements and plans? Like client load time

Azure Application Insights example

Monitoring generative answers results and moderation

The screenshot shows the Azure Application Insights Analytics workspace. On the left, there's a schema and filter sidebar. The main area has a query editor at the top and a results table below.

Query Editor:

```
customEvents
| where name == "GenerativeAnswers"
// | where cloud_RoleInstance == "MS Learn Chatbot" // Bot Name
extend cd = todynamic(customDimensions)
extend conversationId = tostring(cd.conversationId)
extend topic = tostring(cd.TopicName)
extend message = tostring(cd.Message)
extend result = tostring(cd.Result)
extend SerializedData = tostring(cd.SerializedData)
extend Summary = tostring(cd.Summary)
extend feedback = tostring(todynamic(replace_string(SerializedData, "$", "")).value)
project cloud_RoleInstance, name, timestamp, conversationId, topic, message, result, feedback, Summary
order by timestamp desc
```

Results Table:

cloud_RoleInstance	name	timestamp [UTC]	conversationId	topic	message	result	feedback	Summary
MS Learn Chatbot	GenerativeAnswers	11/22/2023, 4:52:30.856 PM	302287e9-9ca7-44e2-860c-985...	Conversational	What is the patient discharge process?	Answered	The patient discharge process involves cohesive joint w...	
Microsoft Copilot Studio Demo	GenerativeAnswers	11/21/2023, 9:15:28.783 AM	ANGtaAV/vlu21EFxrlegV3n-us	SharePoint or OneDrive for Business	What is the patient discharge process?	Answered	The patient discharge process involves cohesive joint w...	
MS Learn Chatbot	GenerativeAnswers	11/20/2023, 3:31:36.750 PM	9094d8ba-d29d-46cf-bdea-645...	Conversational boosting	What is Copilot Studio?	Answered	Microsoft Copilot Studio is a platform that allows you to ...	
MS Learn Chatbot	GenerativeAnswers	11/20/2023, 3:14:22.060 PM	9094d8ba-d29d-46cf-bdea-645...	Conversational boosting	What is Power Virtual Agents?	Answered	Power Virtual Agents is a platform that allows you to cr...	
MS Learn Chatbot	GenerativeAnswers	11/20/2023, 3:13:04.886 PM	98787c69-ccea-45ab-878d-73f...	Conversational boosting	microsoft store	Filtered by High Content Moderation		
Microsoft Copilot Studio Demo	GenerativeAnswers	11/18/2023, 6:53:26.307 PM	FoeHwLxvYjdYFq52ye8vZ-us	SharePoint or OneDrive for Business	What is the patient discharge process?	Answered	The patient discharge process involves cohesive joint w...	
Microsoft Copilot Studio Demo	GenerativeAnswers	11/18/2023, 6:51:51.553 PM	e933479a-bb63-4221-a9e7-c4e...	SharePoint or OneDrive for Business	What is the patient discharge process?	Answered	The patient discharge process involves cohesive joint w...	
MS Learn Chatbot	GenerativeAnswers	11/18/2023, 12:18:38.603 AM	E4gKZ9mQMWCI2l0GAtlv3f-us	Conversational boosting	what is copilot?	No Search Results		
MS Learn Chatbot	GenerativeAnswers	11/16/2023, 11:28:00.962 PM	9juuiz7RlI5FdYf6asqS4S-us	Conversational boosting	copilot studio	Filtered by Open AI		
MS Learn Chatbot	GenerativeAnswers	11/16/2023, 11:27:43.621 PM	9juuiz7RlI5FdYf6asqS4S-us	Conversational boosting	what is copilot?	No Search Results		
Microsoft Copilot Studio Demo	GenerativeAnswers	11/16/2023, 9:36:46.399 PM	Cqz1Ukrp9Mml2WH03V4vtv-us	SharePoint or OneDrive for Business	What is the patient discharge process?	No Search Results		
MS Learn Chatbot	GenerativeAnswers	11/15/2023, 12:43:05.627 AM	ee81d804-feb6-4bac-acdf-b0d...	Conversational boosting	What is Power Apps?	Answered	Power Apps is a suite of apps, services, and connectors ...	
MS Learn Chatbot	GenerativeAnswers	11/15/2023, 12:42:43.349 AM	ee81d804-feb6-4bac-acdf-b0d...	Conversational boosting	what is power automate?	Answered	Power Automate is a service that allows you to automa...	

Manage

Administration & Management



Infrastructure management

No infrastructure to manage

No services to stand up

Available in geo-distributed multi-tenant SaaS



Global by default

Available worldwide in many commercial clouds (23 data centers)

Available in government clouds

Supports 19 languages



Compliance

Supports many Compliance offerings like HIPAA, HITRUST, FedRAMP, PCI, SOC, ISO & more



Security & governance

Govern using unified Power Platform admin center

Data encryption – data stays secure while at rest and in transit

Data loss prevention

Customer Lockbox

Compliance offerings

Copilot Studio is a Core Online Service, as defined in the Online Services Terms (OST), and is compliant with or covered by

- Federal Risk and Authorization Management Program (**FedRAMP**)
- Health Insurance Portability and Accountability Act (**HIPAA**) coverage
- Health Information Trust Alliance (**HITRUST**) Common Security Framework (**CSF**)
- System and Organization Controls (**SOC**)
- Various International Organization for Standardization (ISO) certifications
- Payment Card Industry (**PCI**) Data Security Standard (**DSS**)

Easily optimize with data-driven insights

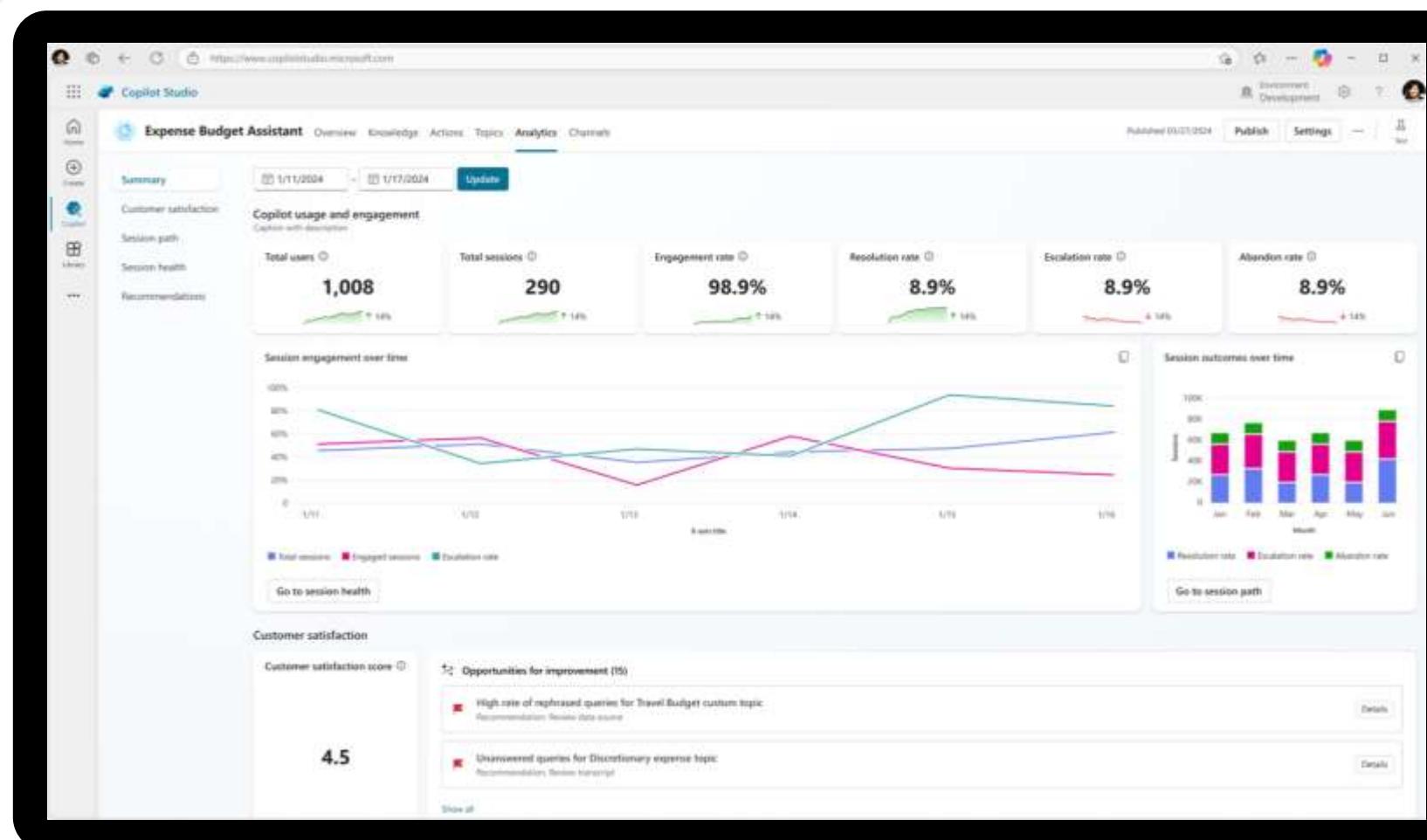
Preview

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 copilot.

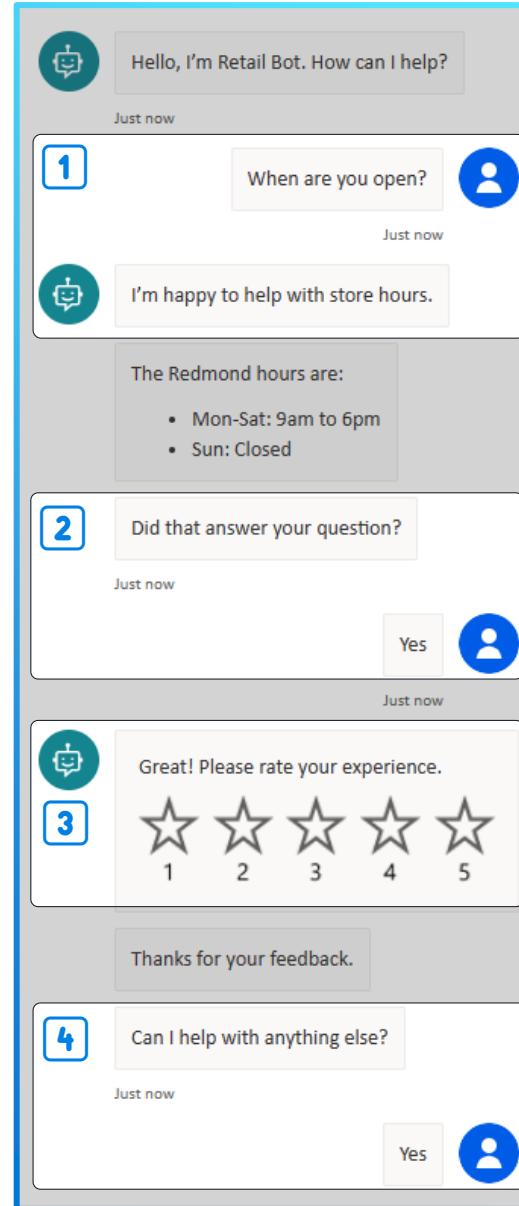
Get access to detailed **CSAT data, session transcripts, content moderation insights** and more.

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



Engagement and outcomes

- Tracking conversation engagement and outcomes is crucial to **measure the copilot performance metrics** and spot areas for improvements in the analytics dashboard.
- A **conversation** with a Copilot Studio copilot can generate one or multiple **sessions**.
- A conversation can have multiple sessions when a user has new questions after an initial conversation completed (❸).
- Sessions are either **Unengaged** or **Engaged**. Unengaged sessions always have an outcome of **None**.
- A session is engaged (❶) by either triggering a **custom topic** or the **Escalate** topic.
- Engaged sessions outcome can be either:
 - ✓ **Abandoned**
 - ✓ **Resolved**
 - ✓ **Escalated**
- It's important to end conversation with the **End of Conversation** topic (❷) so that the end-user can confirm their issue was resolved or not (and potentially escalate).
- The **Confirmed Success** topic displays a **CSAT survey** (❸) to capture a 0-5 score.
- A 'conversationOutcome' can also be set at the node level in the code editor view.



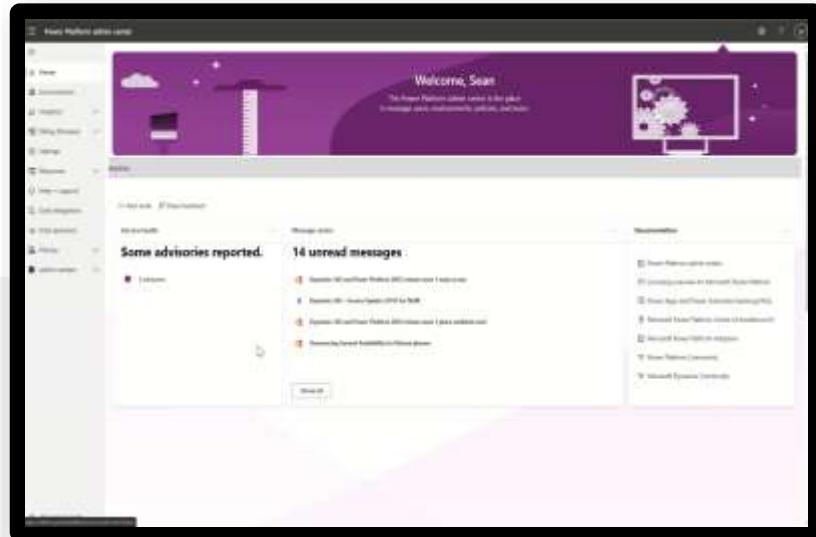
Questions to discuss:

How do you track engagement and session outcome? For example:

- Every conversation path, including Generative Answers ones, end with the End of Conversation topic.
- End of Conversation topic is customized to make the resolution validation as simple as possible for the end-user.
- Conversation outcomes are also set at specific node levels (in the YAML).

The right tools for your governance requirements

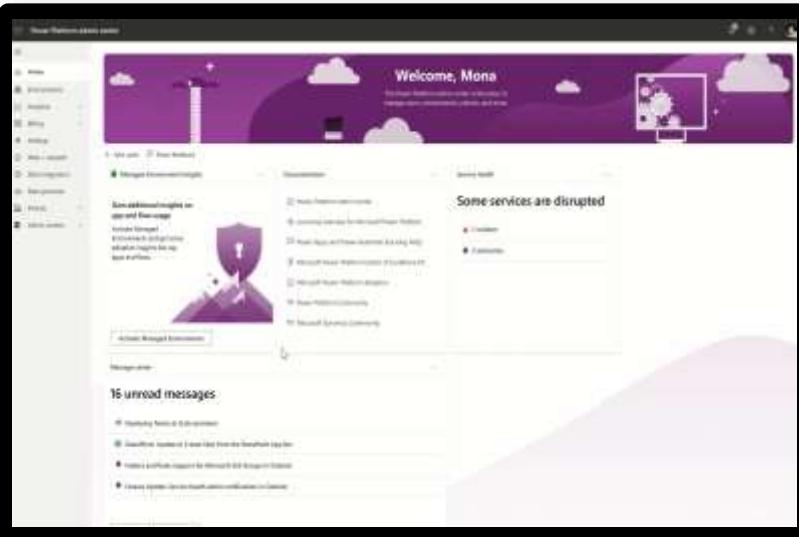
Power Platform Admin Center



Standard governance offering:

- **Build** guardrails around data, apps, and environments
 - View analytics on low code assets across your organization

Managed Environments for Power Platform



Premium governance offering:

- **Enable** governance-at-scale without additional IT resources
 - Proactively build and enforce best practices while gaining key insights and analytics

Center of Excellence Kit



Extensible governance add-on:

- **Enhance** your governance journey with powerful open-source tools
 - Drive innovation and improvement faster

Center of Excellence

- As organizations use Microsoft Power Platform to enable citizen developers across their organizations, they also seek capabilities to govern and monitor usage.
- The Microsoft Power Platform CoE Starter Kit is a collection of components and tools that are designed to help organizations develop a strategy for adopting and supporting Power Platform.

CoE Starter Kit features for Copilot Studio

- Keep track of the number of conversations per copilot over time, with daily aggregates.
- Allocate a number of conversations per environment
- Receive capacity email alerts when environment add-ons get near or over their allocated number of conversations.
- Get an overview dashboard of Copilot Studio usage in a tenant over time as well as an all-up conversation consumption versus allocation.

Questions to discuss:

- Do you plan to use the Center of Excellence Starter Kit to monitor your copilots in your tenant?
- Do you have specific governance requirements such as charge-back models?
- Do you allow users to create copilots using Copilot Studio for Teams?
- Do you allow users to create Copilot Studio trials or do you want them blocked?

The screenshot shows a Microsoft Power Platform Center of Excellence (CoE) Starter Kit dashboard titled "Production_CoEDashboard". The top navigation bar includes "File", "Export", "Share", "Chat in Teams", "Explore this data", "Get insights", and "Subscribe". The main content area is titled "Power Virtual Agent Bots" and displays three summary cards: "8 # Bots", "8 # Published bots", and "8 # Bot makes". Below this is a table titled "Bot Details" with columns: Chatbot name, Maker Name, Environment Name, # Sessions, State, and Created On. The table lists several bot entries, such as "AI Tour Copilot Demo" (System Administrator, DEV-Operations, 6 Published, 3/20/2024), "Bot 1" (System Administrator, USR-admin, Published, 10/11/2023), and "Customer Self Service 1 bot" (System Administrator, PRD-Dynamics 365, Published, 4/24/2024). A sidebar on the left contains links for Home, Create, Browse, Create data hub, Apps, Metrics, Monitoring hub, Workspaces, Get Workspace, and Production_CoEDashboard.

Chatbot name	Maker Name	Environment Name	# Sessions	State	Created On
AI Tour Copilot Demo	System Administrator	DEV-Operations	6	Published	3/20/2024 10:45:23 AM
Bot 1	System Administrator	USR-admin		Published	10/11/2023 10:45:23 AM
Customer Self Service 1 bot	System Administrator	PRD-Dynamics 365		Published	4/24/2024 10:45:23 AM
Customer Service Copilot Bot	SYSTEM	PRD-Dynamics 365	1	Published	4/24/2024 10:45:23 AM
HR Copilot	System Administrator	DEV-Operations	72	Published	12/12/2023 10:45:23 AM
HR Copilot Dynamic Chaining	System Administrator	DEV-Operations	24	Published	12/13/2023 10:45:23 AM
Sales Copilot Power Virtual Agents Bot	SYSTEM	PRD-Dynamics 365	3	Published	12/4/2023 10:45:23 AM

Application Lifecycle Management

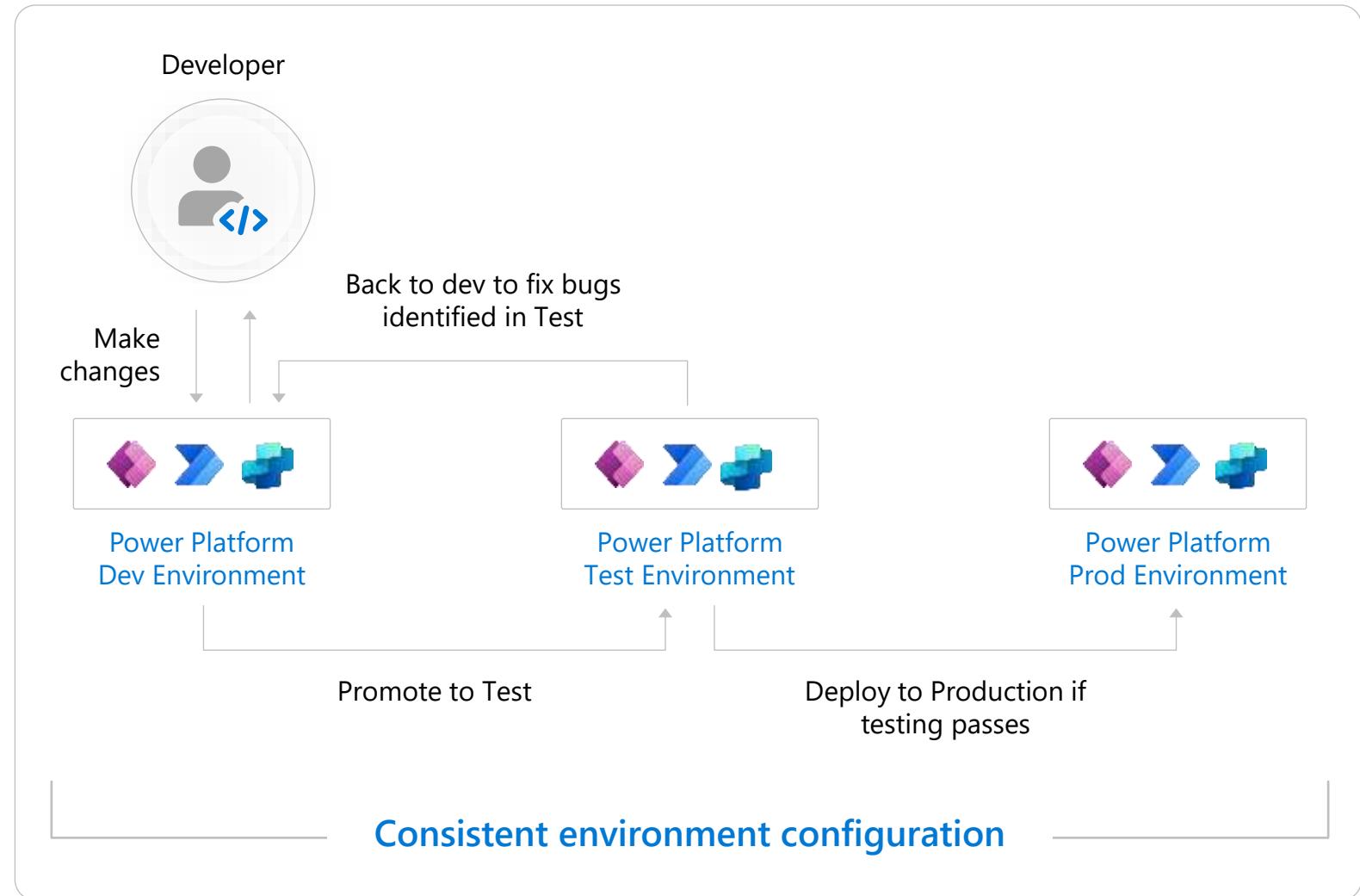
Customers have bot lifecycle management requirements - governance, development, and maintenance.

Customers can export and import copilots across multiple environments – development, test and production.

Learn more:

aka.ms/PVA/export-import

aka.ms/powerplatform/ALM

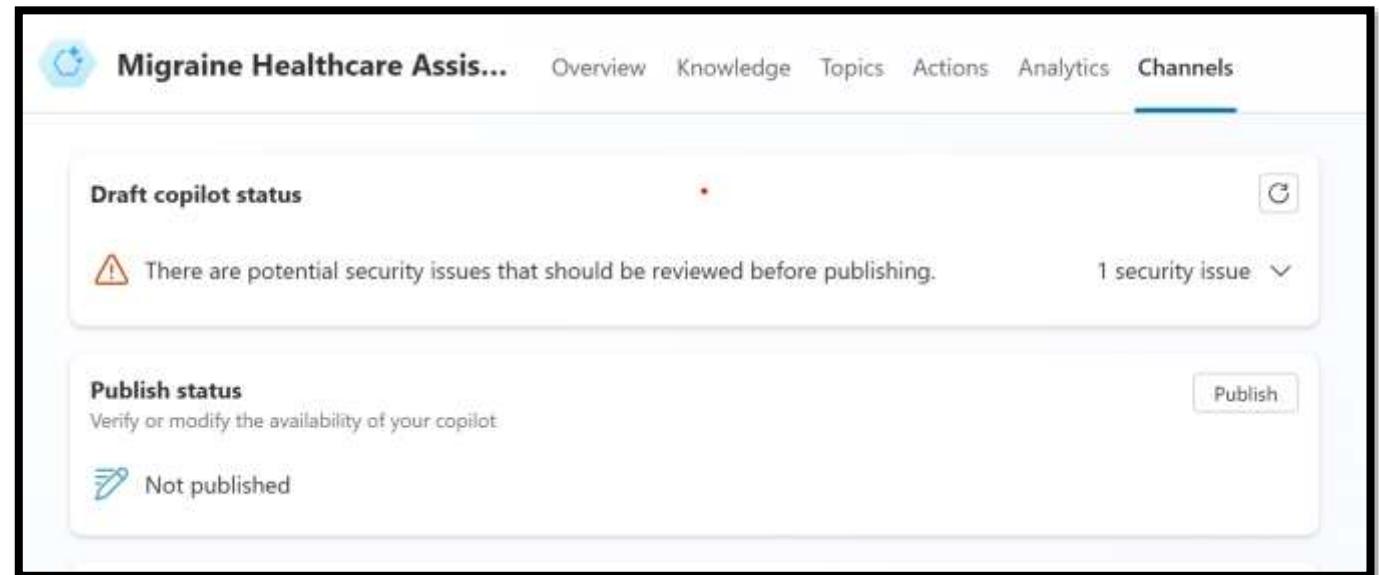


New features

Generally available

Safer defaults

Apply safer defaults and provide in-product communication if those defaults are changed by makers. For example: all copilots are now created requiring authenticated access, and makers no longer have access to transcripts by default.

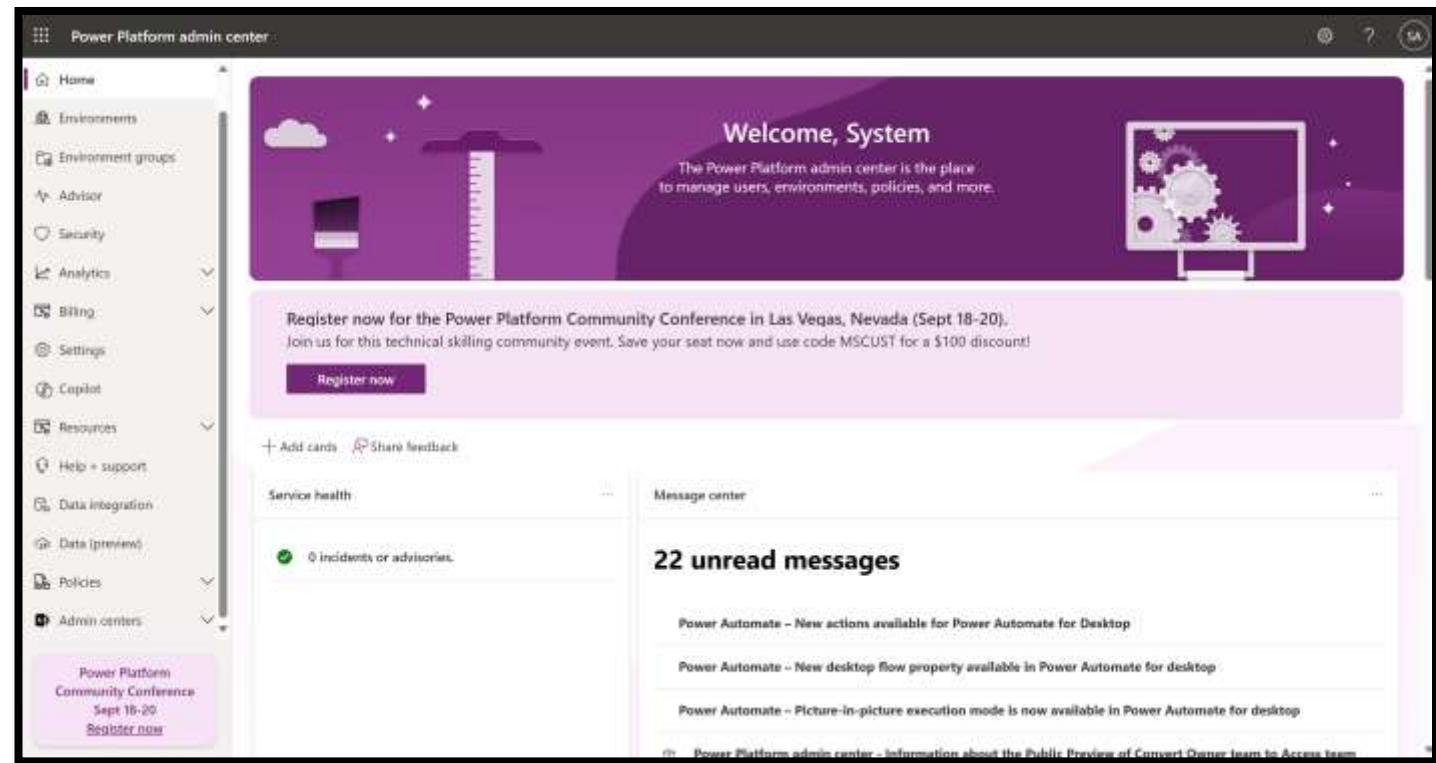


New features

Generally available

Granular controls

Provide granular governance levers that give admins more control on the copilots in their tenants. Granular controls include: generative AI, Knowledge, App Insights, & Authentication.



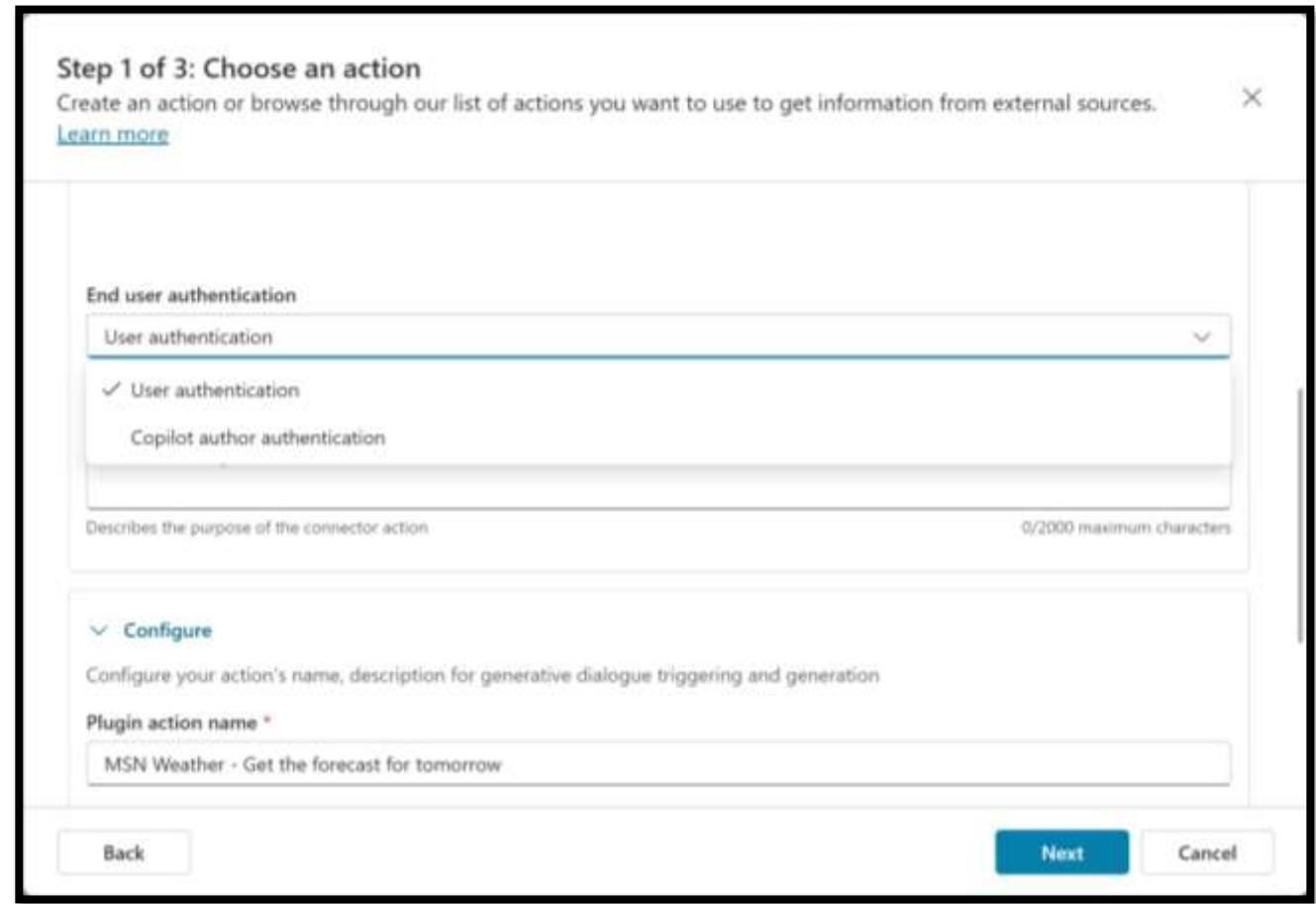
New features

Generally available

End user and maker authentication opportunities

Default experience going forward for copilots that are configured with authentication is to add these objects in the end-user authentication setting

Prompt users of the copilot to login when they encounter actions that need more permissions



New features

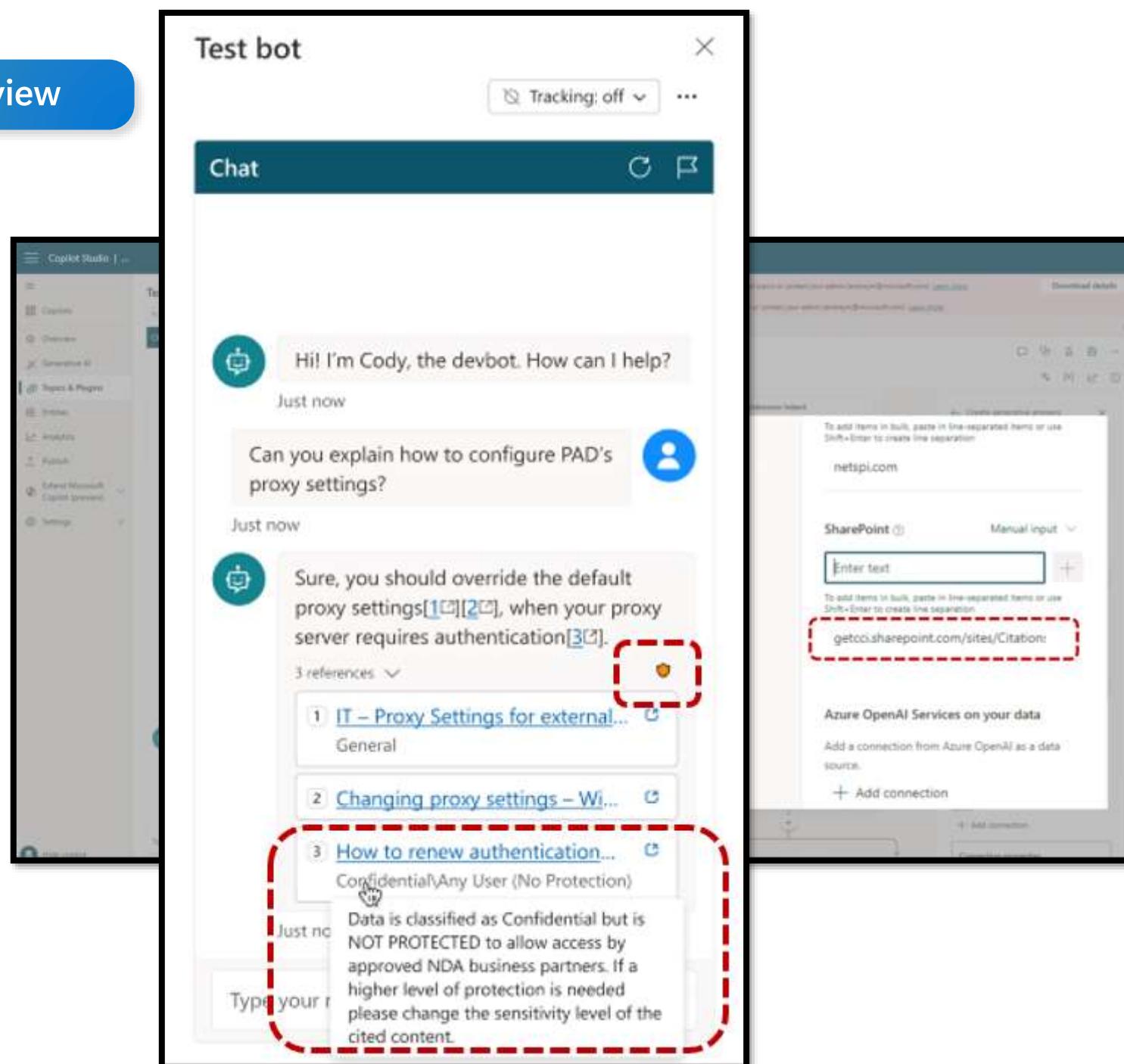
Public preview

Sensitivity labels in responses prevent oversharing

Users can see the sensitivity of the document referenced in the custom copilot output.

Copilot conversation inherits the most restrictive sensitivity labels from the references used to formulate a response.

Custom copilots honor the rights management control associated with sensitivity labels



New features

Private preview

Copilot hub

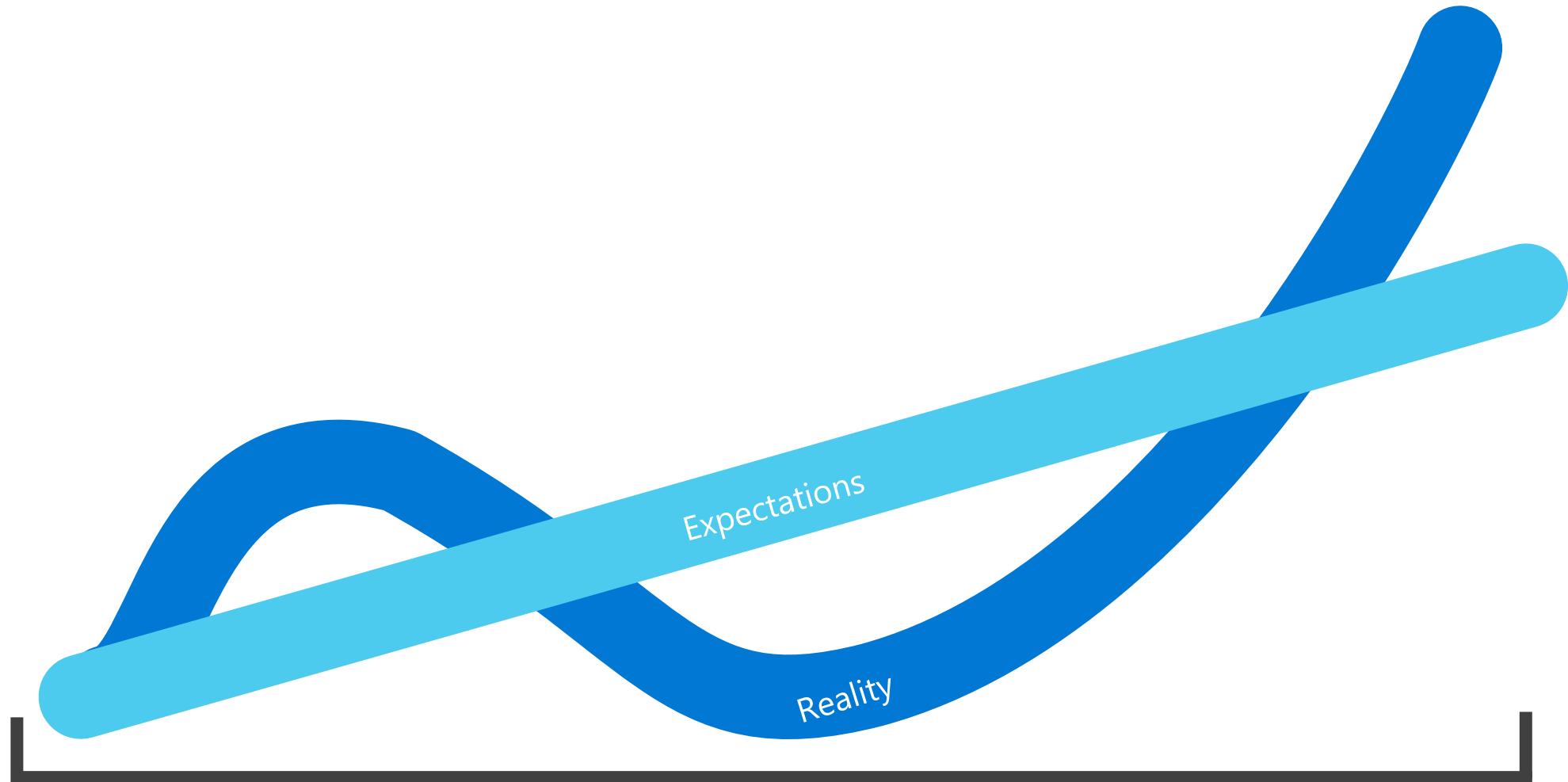
Provides a location for documents, insights, and governance for Microsoft Copilot in Power Platform. With simple access to Copilot resources, admins can learn, prepare, configure, deploy, and measure usage of generative AI features across their organizations.

The screenshot displays the Microsoft Power Platform admin center interface, specifically the Copilot hub section. The left sidebar shows navigation options like Home, Environments, Environment groups, Security, Copilot (selected), Analytics, Billing, Settings, Resources, Help + support, Data integration, Data, Policies, Admin center, and Copilot. The main content area is titled 'Copilot' and includes tabs for Summary, Readiness, Usage, and Governance. The 'Readiness' tab is active, featuring a 'Learn how Copilot works' video thumbnail, a 'Prepare for Copilot' sidebar with links to Copilot Playbook, Security, privacy, and data residency, Readiness checklist, License management, and Permissions and data best practices, and a 'What's new' sidebar listing recent updates. The 'Usage' section shows monthly usage statistics with a chart titled 'Copilot users in the last 28 days' showing growth from January to June. The 'Copilot usage by product' section provides detailed counts for Copilot Studio, Power Apps, Power Automate, and Power Pages. The 'Governance' section includes a 'Content moderation' chart showing total requests over time and a 'Power Apps settings' section with a 'Preview' table comparing various Copilot features across environments. The 'Dynamics' section shows preview status for Sales Copilot users, Finance Copilot users, and Commerce Copilot users.

Product	App Copilot	Flow maker Copilot	App descriptions	Generally available
Power Apps	On in 100% of environments	On in 32% of environments	On in 57% of environments	Generative actions/answers On in 100% of environments
Power Automate	On in 100% of environments	On in 32% of environments	On in 57% of environments	See more
Power Pages	On in 100% of environments	On in 75% of environments	On in 57% of environments	See more
Dynamics	On in 100% of environments	On in 10% of environments	On in 57% of environments	See more

How to plan a custom copilot project

Copilot rollout

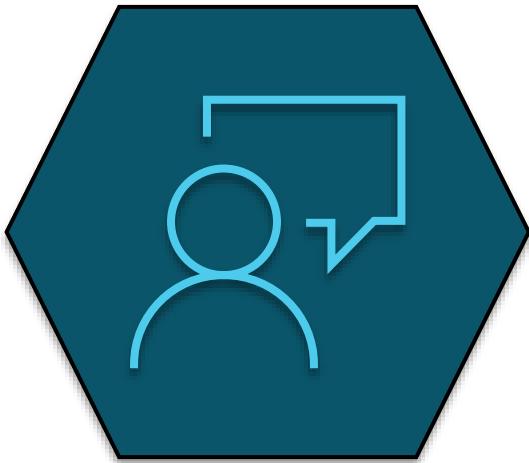


Questions to help you get started

- What does it mean for your bot to **truly answer** their questions?
- What are some **unexpected responses** your bot may encounter?
- What **data might you need** access to and need to integrate with various systems to do so?
- What **assumptions do your users have** when they engage with your bot?
- What **context do your users have** when talking with your bot, and does this solution fit that mental model?
- How can you design a bot that is **easy for your users** to navigate and find the answers they are looking for?

How to build effective conversational experiences

Who is a “user”?



User

A person who uses a product or service.

Things to keep in mind

- Who is your user?
- What types of conversations will your bot be having with this audience?
- And lastly where will these conversations take place?
- Don't forget who you're designing for

Users talking to bots

They know they're **not talking to a person.**

They know it's **not reciprocal.**

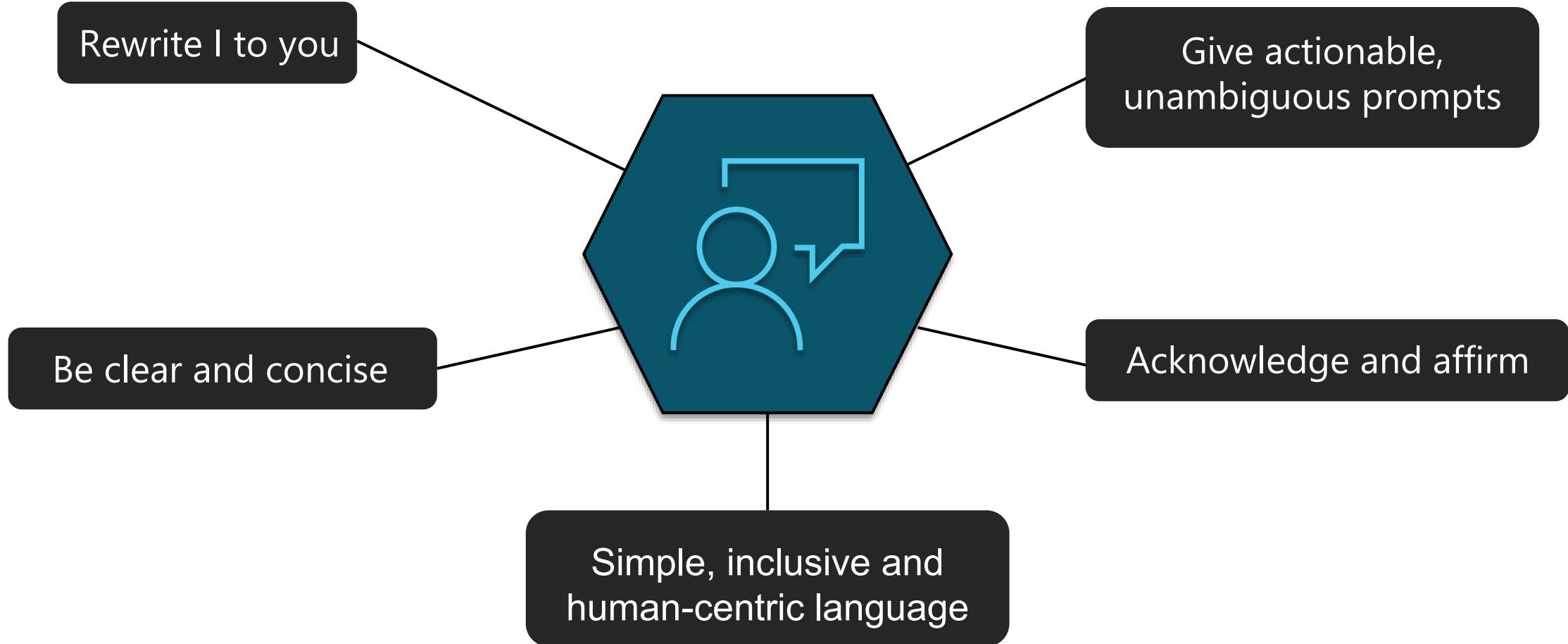
But their **emotional response** is very real.



Useful Conversational Experiences

- Pick a scenario that will delight and will be requested repeatedly: is the scenario conversational?
- Does the bot easily solve the user's problem with minimal back and forth turns?
- Is the bot discoverable and easy to invoke?
- Mimic human to human conversation in your design of the transcript
- Prototype to uncover what is working
- Create a test plan

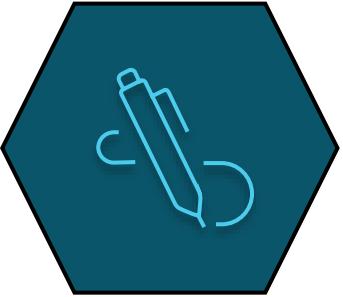
Focus on user-centric language



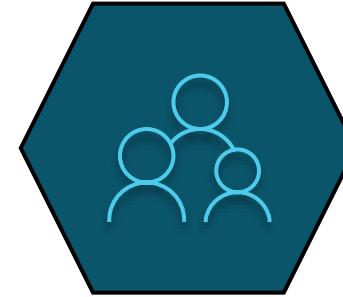
Best practices



**Understand your
user**



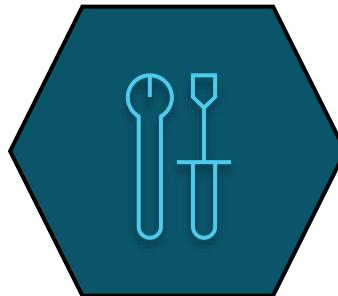
**Keep it simple and
clear**



Be inclusive

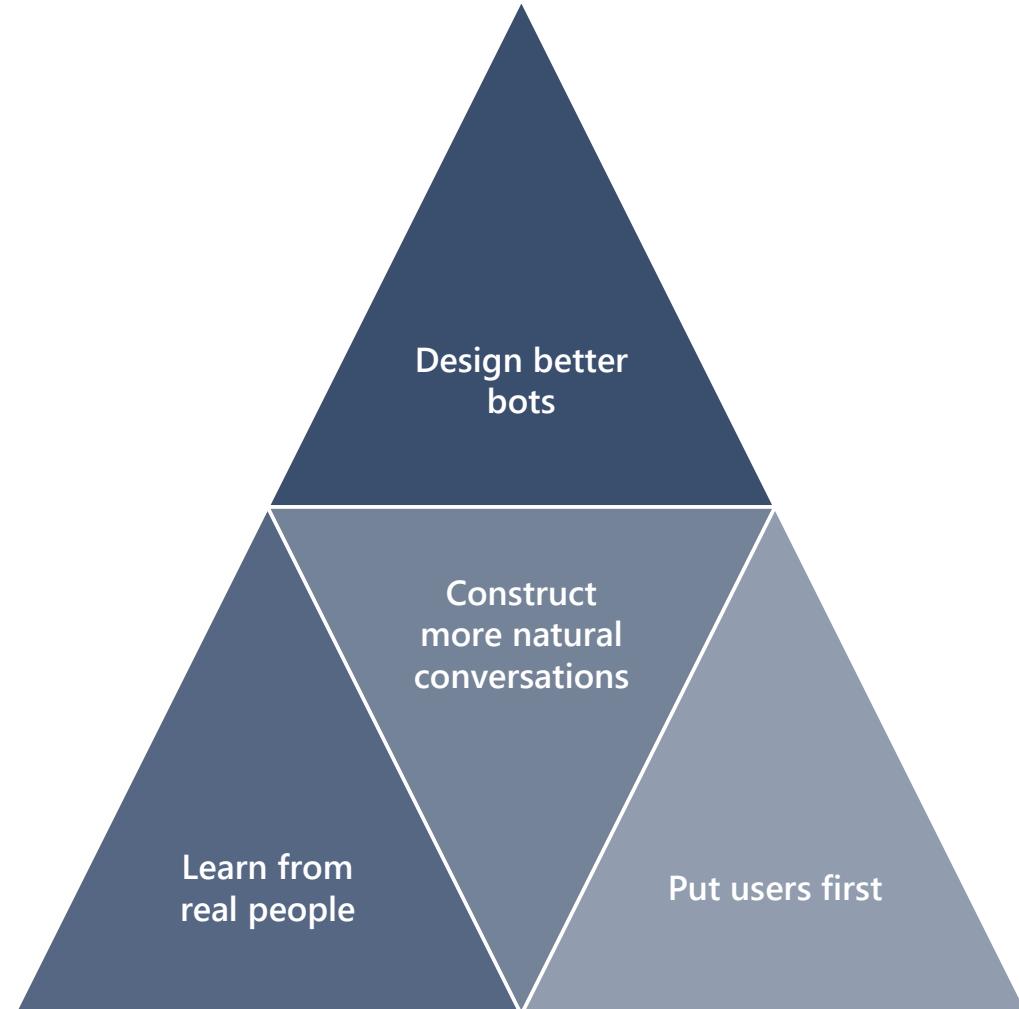


**Personality is
important**



Use the right tools

Essence of inclusive design



Bot brand & personality



What's my name?

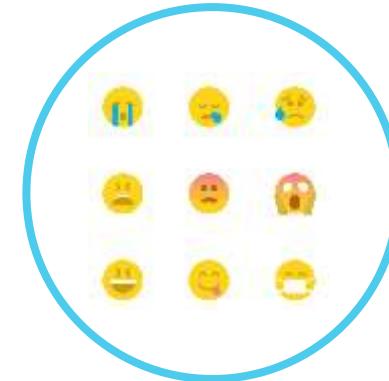
Think about your name and how it reflects your brand and the type of bot you are designing.



How do I look and react?

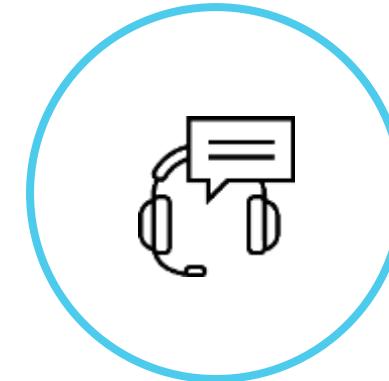
Just like a mobile app your assistant icon is really important.

The interactive changing state of your bot is highly recommended: listening, waiting, responding etc.



How should I sound?

Tone of voice is the primary way you will inject your brand into a bot.



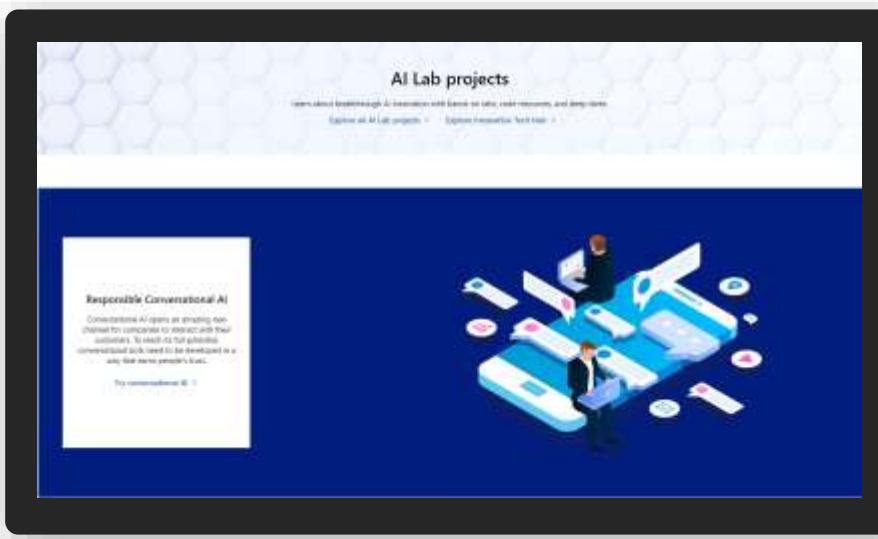
When should I ask for help?

No matter how smart your bot is, there will be cases where you still need to let a human take control of the conversation.

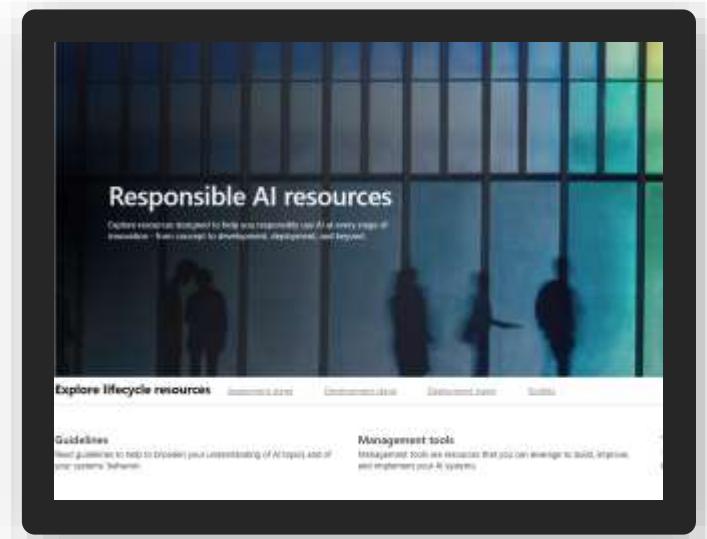
Ethical considerations



**Microsoft's framework
for building AI systems
responsibly**
aka.ms/MSFTAIFramework



**Responsible Conversational AI –
Microsoft AI Lab**
aka.ms/ResponsibleConvAI



**Responsible AI Resources
– Microsoft AI**
aka.ms/Responsible-AI-Resources

Brainstorm worksheet

ENVISIONING YOUR BOT
A BRAINSTORMING WORKSHEET

IDENTITY	
NAME IDEAS (Does it have a name? Or just a title?)	REGIONS (Where will the bot be used?)
ICON IDEAS (Brand icon, graphic, logo, monogram, etc.)	LANGUAGES (With what languages does your bot need to interact?)
AUDIENCE	
WHO USES YOUR BOT <small>(Who is your audience? Describe them here.)</small>	3 REASONS THEY USE IT <small>(What motivates your bot users? What are the top things they do?)</small>
	REASON 1 REASON 2 REASON 3
TONE OF VOICE (These are the key characteristics of your brand—and therefore, the key characteristics of your bot.)	
5 TRAITS WE EMBODY <small>(What are your brand's top 5 characteristics? Write them down here.)</small>	SIMILAR CHARACTERS <small>(Identify actual people or characters who talk like your brand.)</small>
	5 TRAITS WE AVOID <small>(What are the top 5 characteristics your brand avoids? Write them down here.)</small>
BRAND EXAMPLES <small>(Are there any brands that have a tone similar to yours?)</small>	
TRAITS (This is how your voice changes depending on the situation.)	
3 REASONS PEOPLE USE MY BOT <small>(Now, take the things you wrote in the WHO USES IT box and write them again down below.)</small>	3 THINGS THAT COULD HAPPEN <small>(For each reason someone might use your bot on the left, write down a specific situation one of your customers might find themselves in.)</small>
REASON 1	HOW MY BOT RESPONDS <small>(Beside each of the 3 traits you came up with in the WHO USES IT box, rank on the scale of 1 to 5 the extent to which your bot makes this trait a priority in its response.)</small>
REASON 2	Trait 1: _____ 1 2 3 4 5 Trait 2: _____ 1 2 3 4 5 Trait 3: _____ 1 2 3 4 5 Trait 4: _____ 1 2 3 4 5 Trait 5: _____ 1 2 3 4 5
REASON 3	Trait 1: _____ 1 2 3 4 5 Trait 2: _____ 1 2 3 4 5 Trait 3: _____ 1 2 3 4 5 Trait 4: _____ 1 2 3 4 5 Trait 5: _____ 1 2 3 4 5
CONTENT STYLE (This is how your tone is expressed. Or: How your bot talks, like the words it says and how it says them.)	
QUICK LIST <ul style="list-style-type: none"><input type="checkbox"/> Emojis<input type="checkbox"/> GIFs & memes<input type="checkbox"/> Images<input type="checkbox"/> Videos<input type="checkbox"/> _____	PUNCTUATION SENTENCE CONSTRUCTION CAPITALIZATION JARGON & SLANG

Microsoft

<https://aka.ms/ConversationalAIWorksheet>

[Conversational user experience in the Bot Framework SDK - Bot Service | Microsoft Docs](#)

Align the bot with your organization's goals

- Handling repetitive information requests when a skilled human agent is not required
- Reducing the time it takes to get answers to end users
- Lowering support call volume, while also handling high call volume
- Improving support KPIs
- Using a bot as part of the brand strategy

Additional recommended content

Copilot Studio implementation guide

Provides a framework to do a 360-degree review of your 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.

<https://aka.ms/CopilotStudioImplementationGuide>



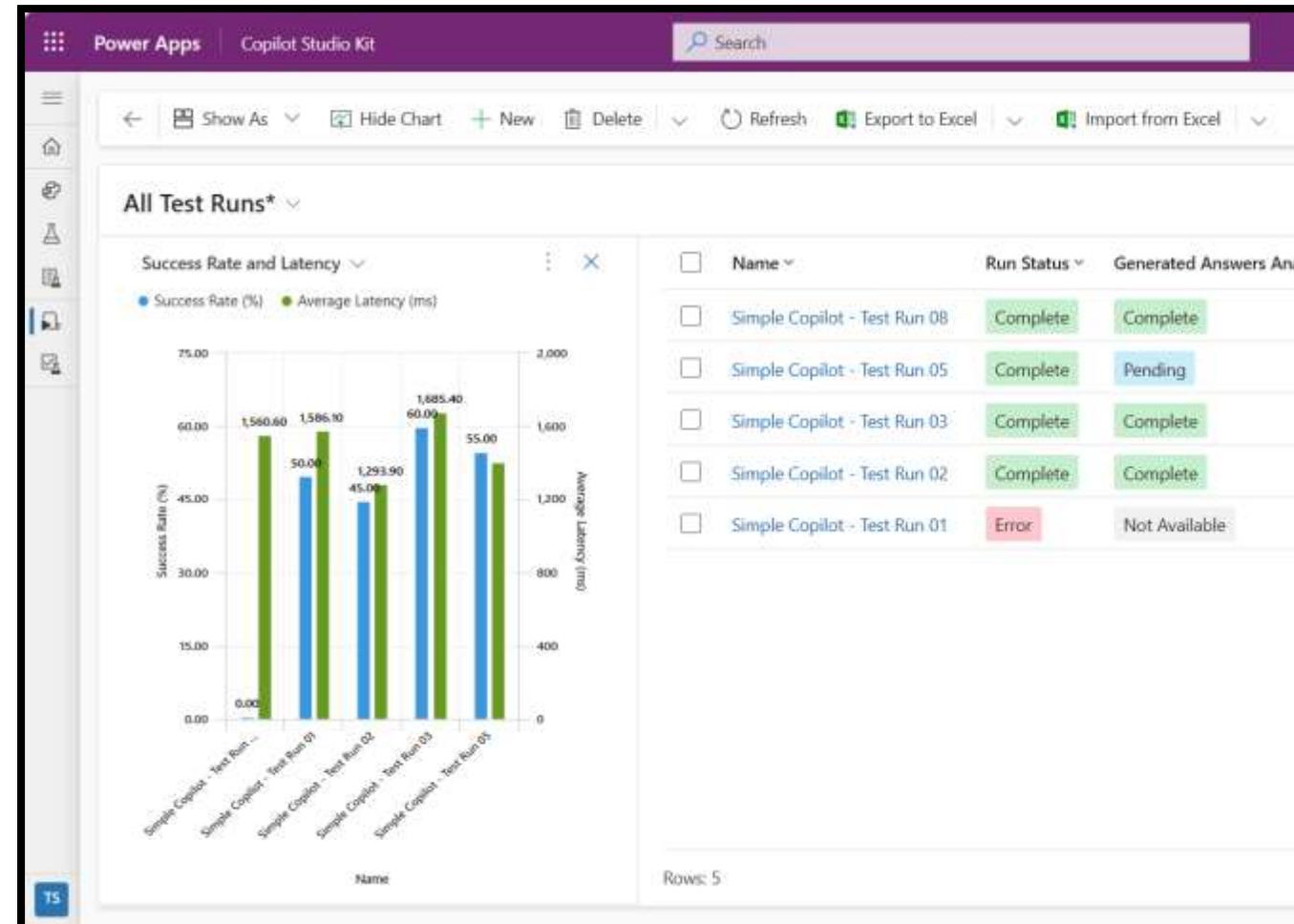
Additional recommended content

Power CAT Copilot Studio Kit

It is a user-friendly application that empowers makers to configure copilots and tests sets. It has native capabilities such as Excel export or import for bulk creation and updates.

By running individual tests against the Copilot Studio APIs (Direct Line), it **evaluate** copilot responses against **expected results**, using additional data points from **Azure Application Insights** and from **Conversation Transcript records** storage on Dataverse

For AI-generated answers, that are by nature non-deterministic, **AI Builder prompts are used** to compare the generated answer with a sample answer or with validation instructions.



<https://github.com/microsoft/Power-CAT-Copilot-Studio-Kit>

The future: copilots as an agents

The evolution of Copilots

2023

2024

Moving from

Teams of people working
together to execute
predefined workflows
and processes

Search

Summarize

Generate

To

Teams of *copilots and*
people working together to
execute dynamic workflows
and processes

Customize

Collaborate

Automate

Build copilots with agent capabilities

Complete tasks independently with a copilot tailored to a specific tasks or functions

Operate **independently** of the user
to fully automate tasks

Respond to events in addition to copilot
or human requests

Act on behalf of a **company**,
department, or team – not just a user

The screenshot displays the Microsoft Copilot Studio interface. On the left, the 'IT Helpdesk' tab is selected under 'Copilot Studio'. The main area shows an 'Overview' section with a goal to 'Assist users through new hire support, troubleshooting, and hardware procurement.' It lists 'Channels' (Outlook, Teams, Microsoft Copilot), 'Triggers' (New Hire Detection, Employee hardware refresh), and 'Actions' (Send email request, Create record, Send for approval). A central callout box says 'Your copilot is ready! Here's what's next:' with steps: Add instructions, Add actions, Test your copilot, Publish your copilot. To the right, a 'Test your copilot' window shows a simulated test where the copilot responded to a purchase order for a Surface Laptop 5. The window includes tabs for 'Teach' and 'Test'.

Copilots with agent capabilities - The new 'app' in a gen AI world

Problem

Unique business processes, industries, circumstances, and customers



Complex processes, form-heavy apps, labor intensive systems, and high setup and maintenance costs

Copilots can handle this variability and complexity at infinite scale

Solution



Automates long-running processes



Reasons over actions and user inputs



Leverages memory and knowledge



Monitor, learns and improve



Follows human guardrails and asks for help

How

Two key breakthroughs

1. Guard-rail agentic architectures to control and manage LLM-based orchestration.
2. Action models and fine tuning of these action models for specific tasks.

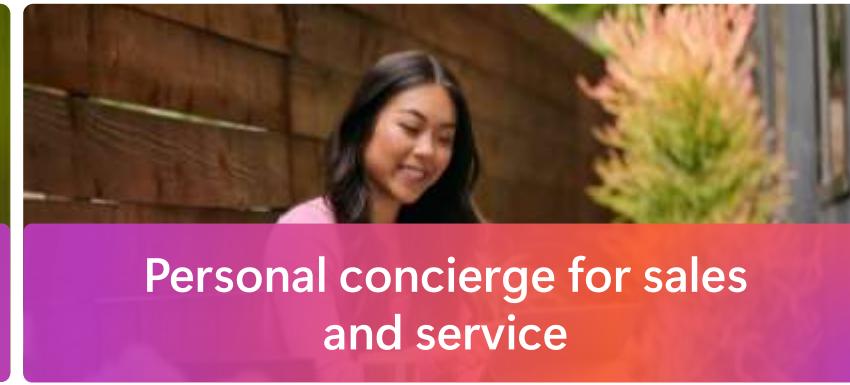
Unlock more use cases with agent capabilities



IT Helpdesk Service



Employee onboarding



Personal concierge for sales and service

- Interface with IT service management applications
- Create POs for device refresh
- Resolve IT tickets with context and memory
- Handle managers' approvals

- 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

- 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

When to use which

AI flows

What is it?

- A new approach to automate a workflow that enables users and AI to collaboratively design an automation plan for that workflow.
- Upon execution, the optimal steps are dynamically selected based on the automation plan and defined guardrails and resources by the user.
- It is alternative approach to specifying every rule and step of the workflow at design time, increasing the convenience of building and maintaining workflow automation.

When to use it?

- Automate one individual complex end to end processes
- Especially ones that include ad hoc, unstructured data and exception management
- EG IDP for financial reporting process

Top capabilities that enable this

- Develop Automation Plan for a given workflow
- Dynamic selection of steps when automation plan is executed
- Manage and monitor single workflow with org guardrails
- Trigger AI Flow from Cloud Flow or from within Autonomous Copilot

Copilot with agent capabilities

What is it?

- An autonomous Copilot can engage, reason and automate across a myriad of workflows, data sources, and events to achieve role level outcomes.
- Autonomous Copilot can act in the background to respond to business events without the need for human interaction.
- Orchestrates across many actions including AI Flows, Cloud Flows, Desktop Flows (RPA) and copilot connectors
- Has long-running memory and reasoning capabilities.

When to use it?

- Need your copilot to take on a role / function that can acts independently at times
- Be triggered by events other then conversation.
- Eg customer success, employee onboarding

Top capabilities that enable this

- Plan across multiple workflows
- Orchestrate multiple workflows
- Teaching to improve accuracy.
- Manage and monitor across workflows with org guardrails
- Memory for deep context and personalization

Conversational copilot

What is it?

- Natural conversational AI across many channels and modalities.
- Answer questions and access knowledge (both proprietary and public)
- Leverage the power of AI but with the specific control in certain topics
- Take well-defined actions

When to use it?

- Build custom copilots for employees, customers and partners that provide end user value with enhanced conv AI experiences.
- Actions triggered by the end user.
- Expense managed / FAQ, IT helpdesk.

Top capabilities that enable this

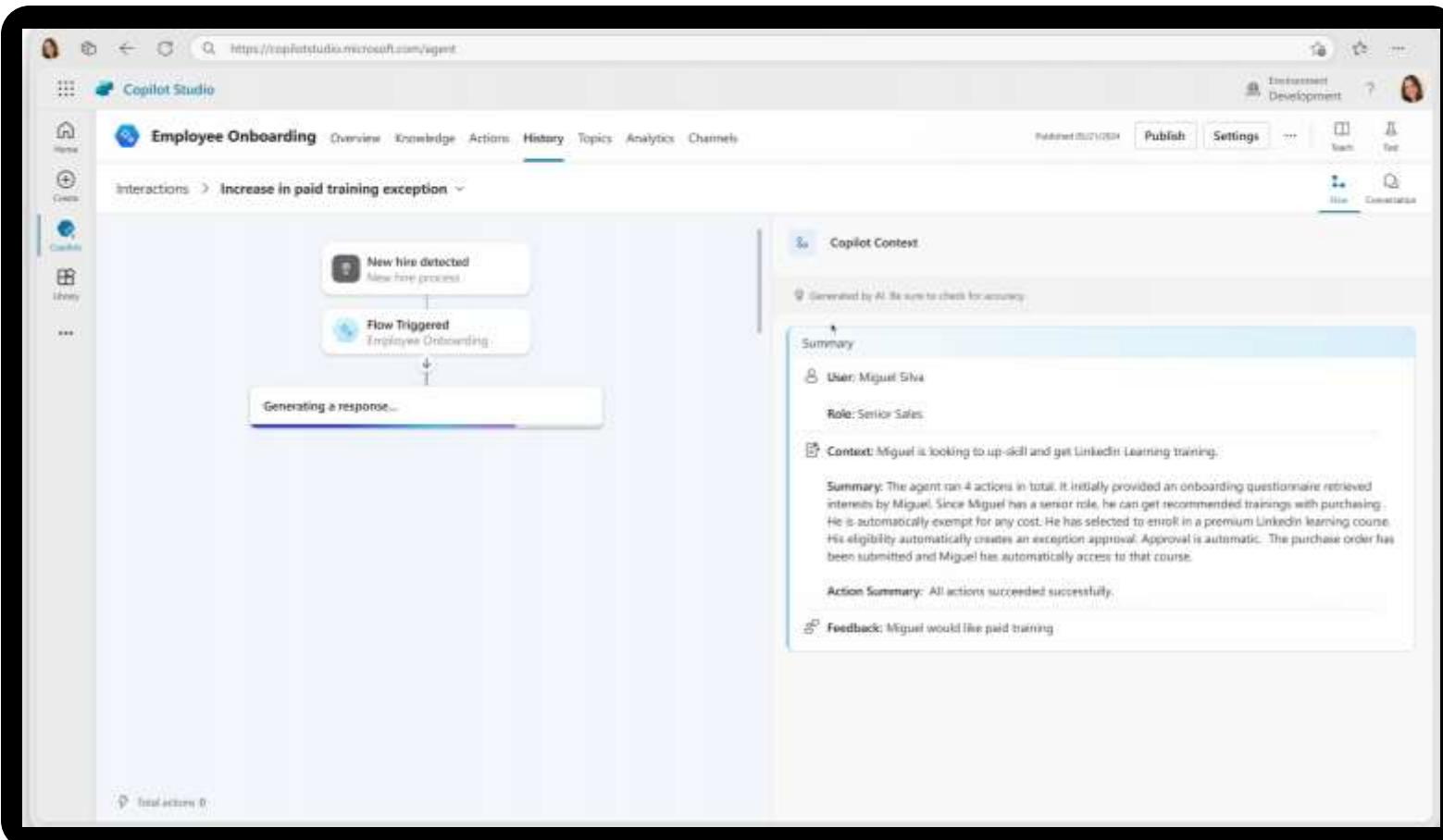
- Multi-modal Conversational AI
- Multi-channels
- Generative answers across topics, organizational knowledge and external websites.
- Generative Actions & Extensions

New features

Create

Build a copilot using a template or natural language description that leverages instructions, triggers, knowledge and Power Automate actions, flows, connectors,

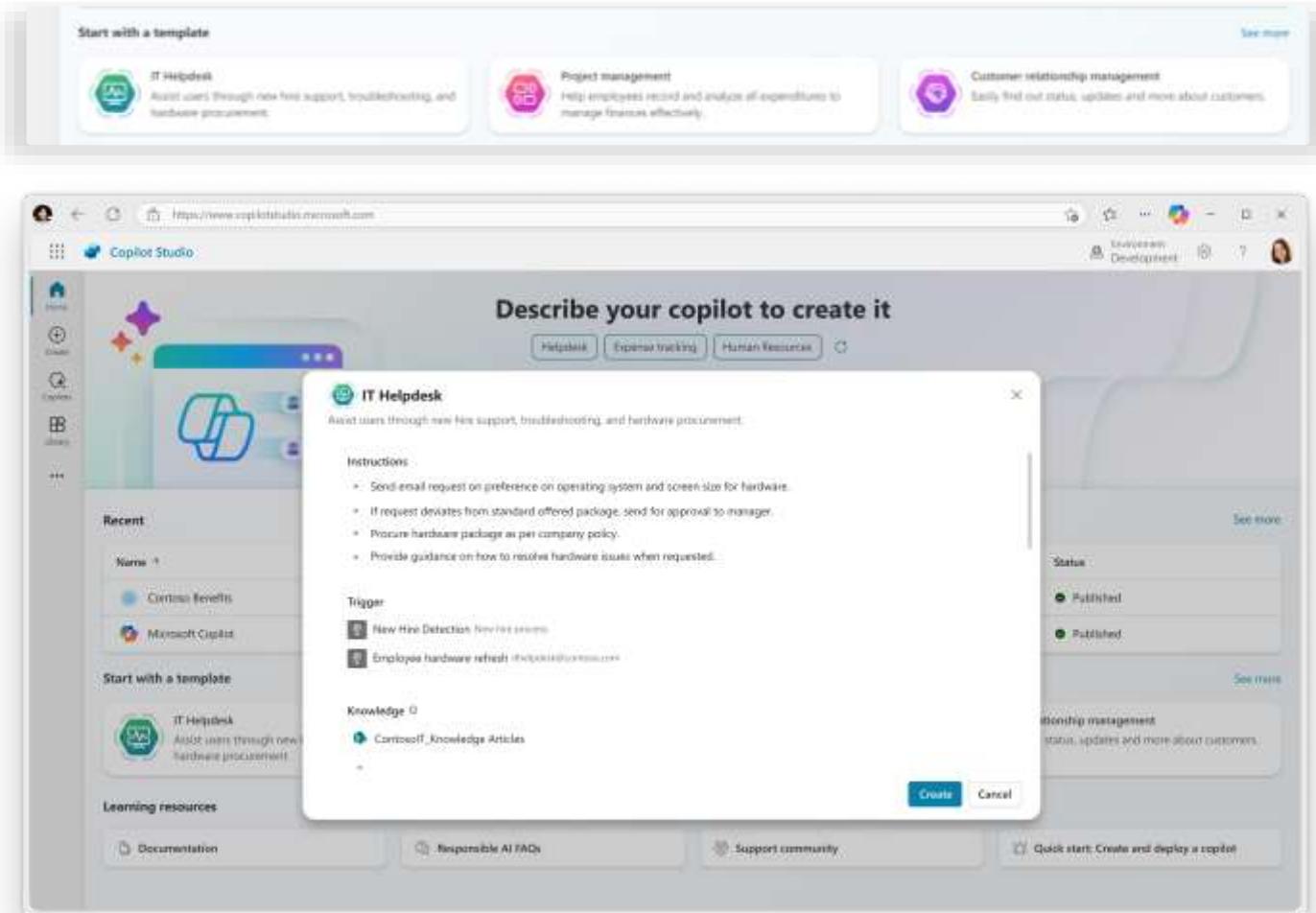
The copilot will independently orchestrate using cognitive planning and reasoning capabilities.



New features

Templates

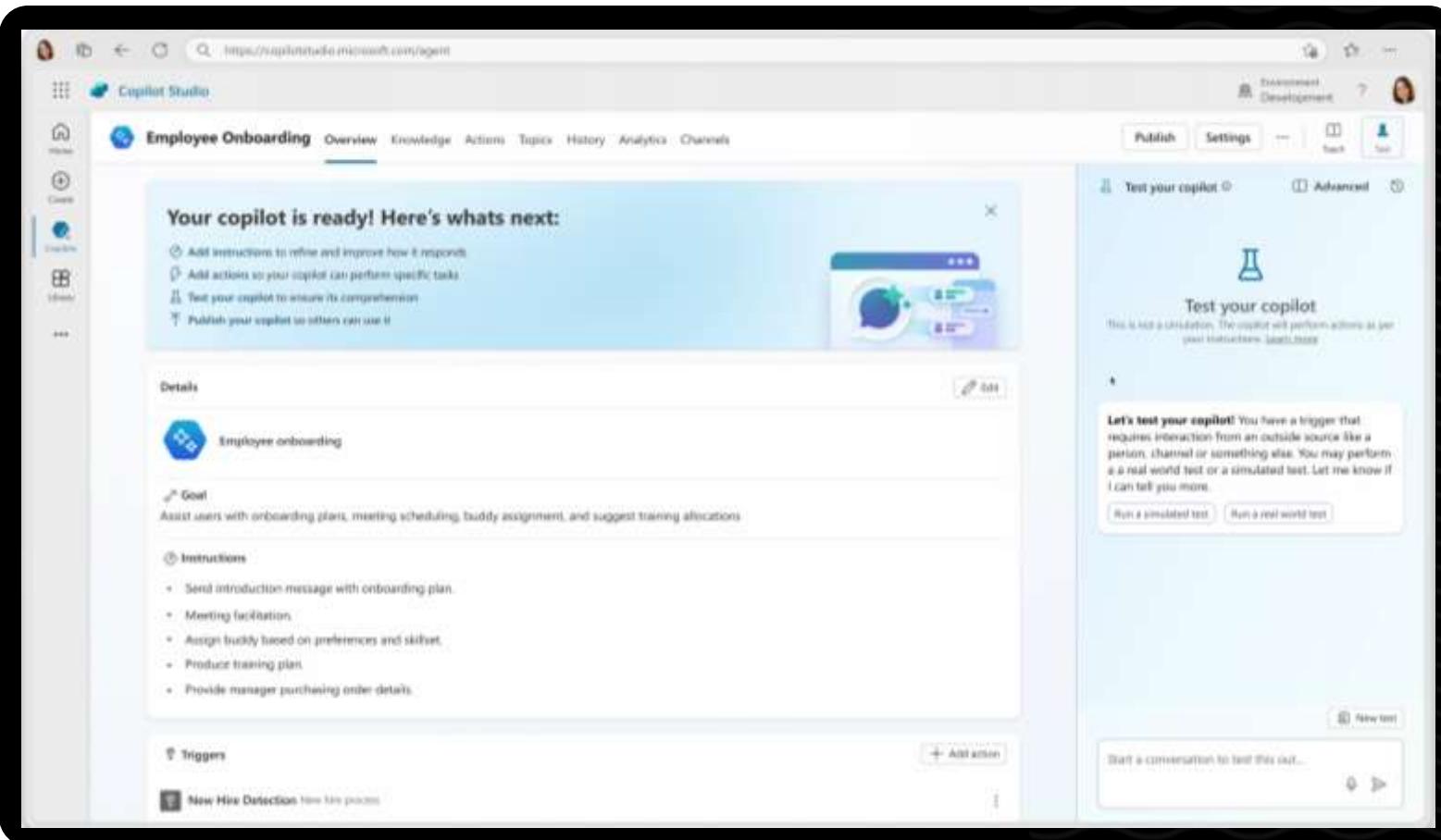
Choose from several templates for common business process scenarios, including IT Helpdesk, project management, employee onboarding and more.



New features

Test

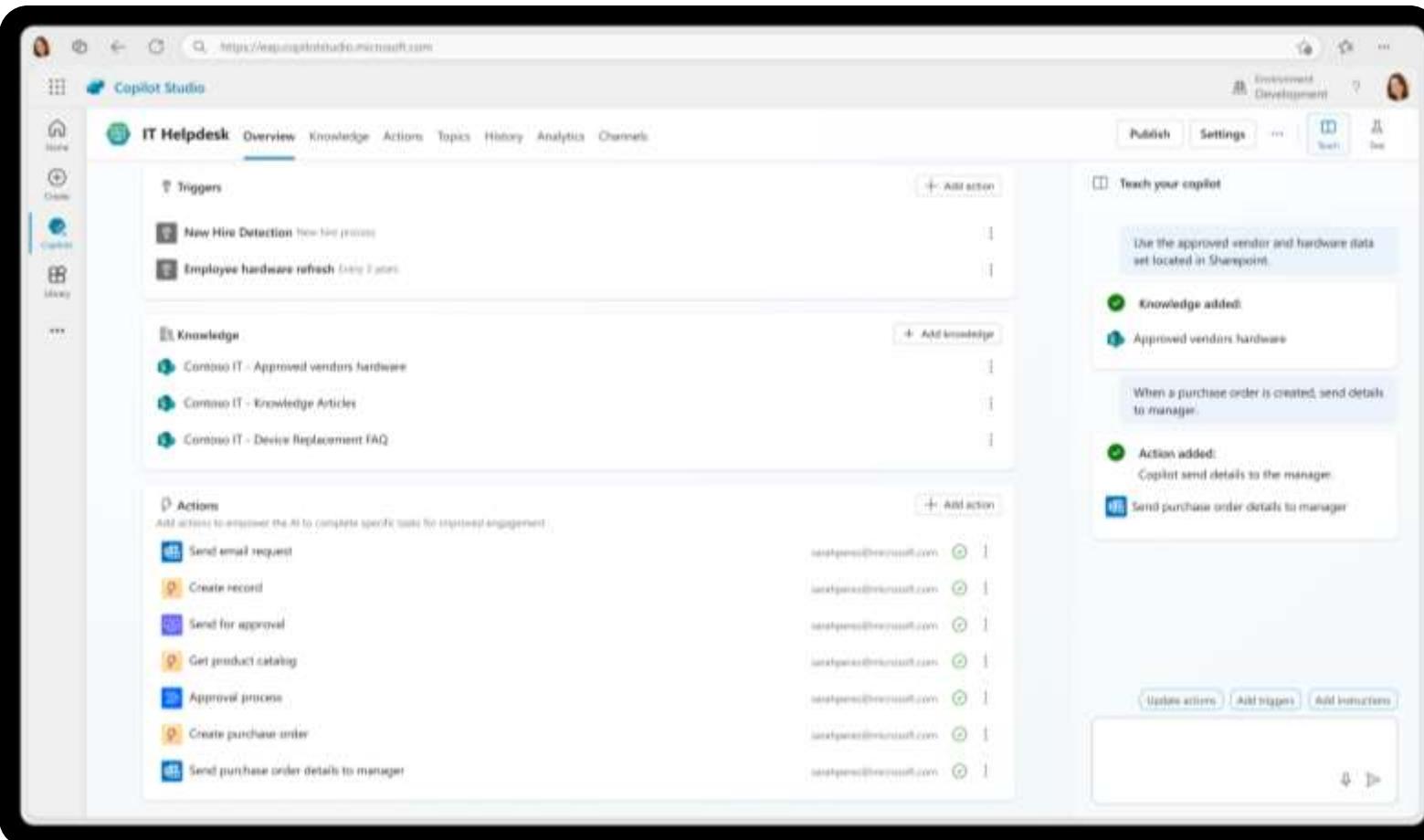
Immediately test your copilot through the sidebar feature, giving you assurance in its operational flow and decisions.



New features

Memory

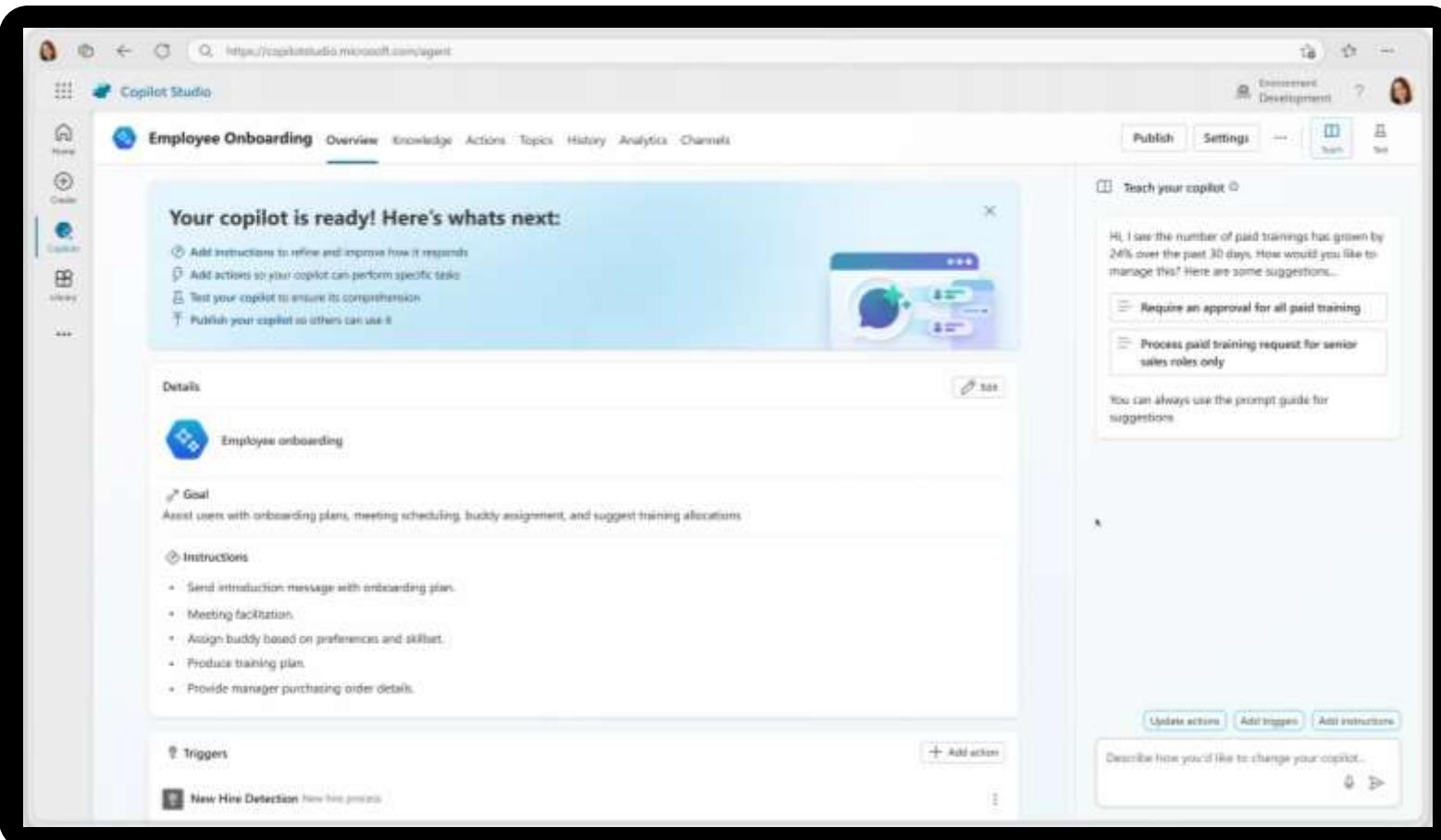
Collect memories (important information/entities) from end-user interactions to provide context across sessions for richer interactions.



New features

Train

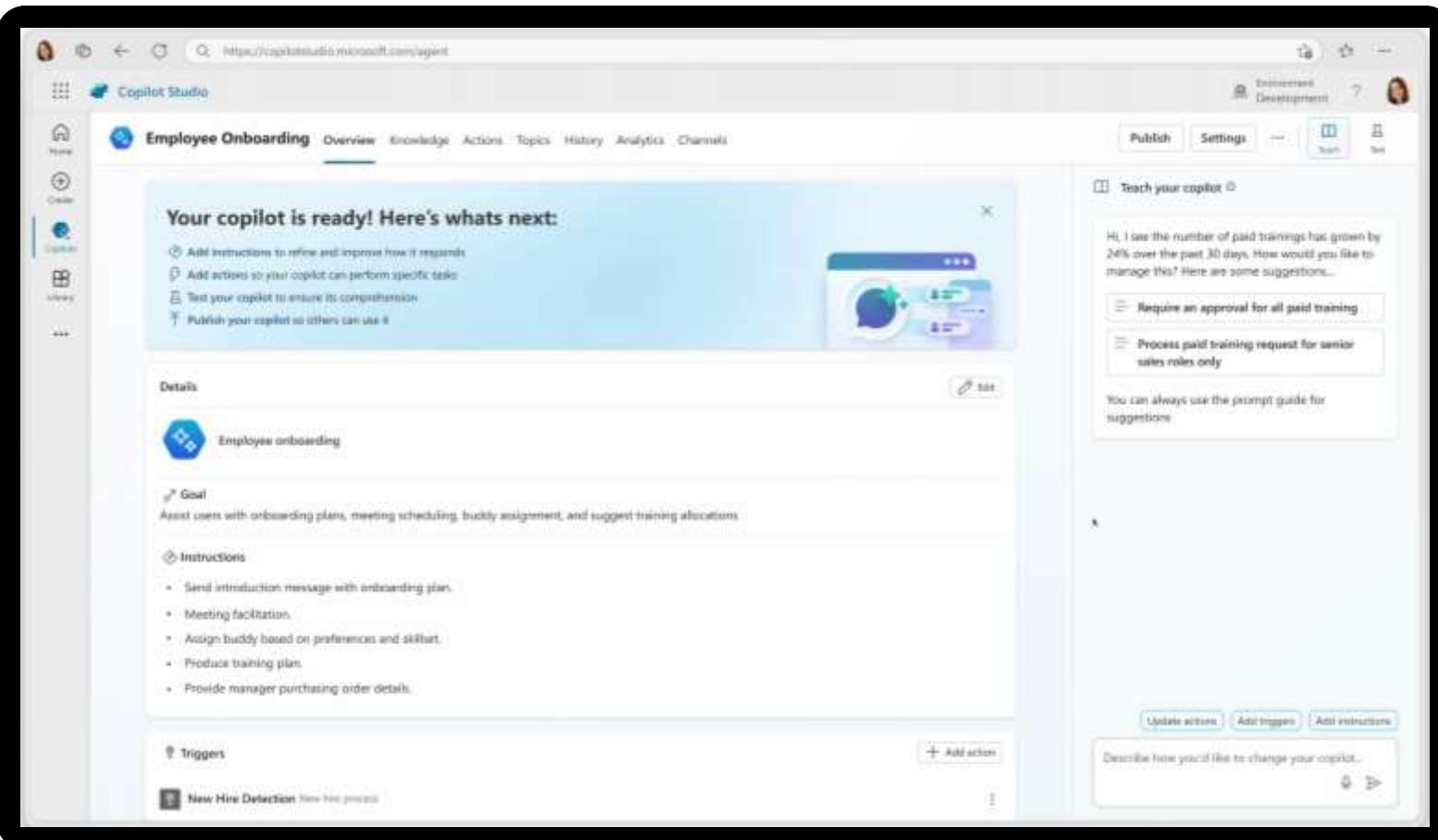
Each copilot records a comprehensive history of its activities, including user interactions, actions taken, and feedback received. Identify learning opportunities and fine-tune behavior to improve end-user experiences and business outcomes.



New features

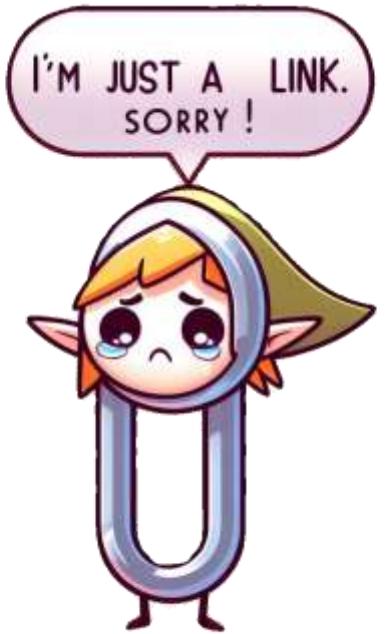
Train

Each copilot records a comprehensive history of its activities, including user interactions, actions taken, and feedback received. Identify learning opportunities and fine-tune behavior to improve end-user experiences and business outcomes.



Demo

- Copilot Studio agent capabilities (8 mins)



Start me at 11:38
Stop me at 19:56

Closing: Wrap up and next steps

Continue sua jornada de **conhecimento**

Demonstrações técnicas de Power Platform

Eventos no **Microsoft Teams** conduzidos pelos especialistas em Power Platform da Microsoft Brasil. Para participar procure seu **gestor(a) de conta** (AE) ou **especialista** (SSP).



Desenvolvimento de aplicativos

Tópicos

- Canvas Apps
- Microsoft Dataverse
- Model Driven Apps
- Power Pages

Duração

03 horas

[Saiba mais](#)

Governança e ALM

Tópicos

- Governança
- Segurança
- Monitoramento
- Centro de Excelência (CoE)
- ALM/DevOps

Duração

03 horas



Hiper automação

Tópicos

- Process e Task Mining
- Cloud flows (DPA)
- Desktop flows (RPA)
- Gerenciamento e monitoramento
- Hosted machines (VMs SaaS)
- Automações e integrações

Duração

03 horas

[Saiba mais](#)

Criando copilots com Copilot Studio

Tópicos

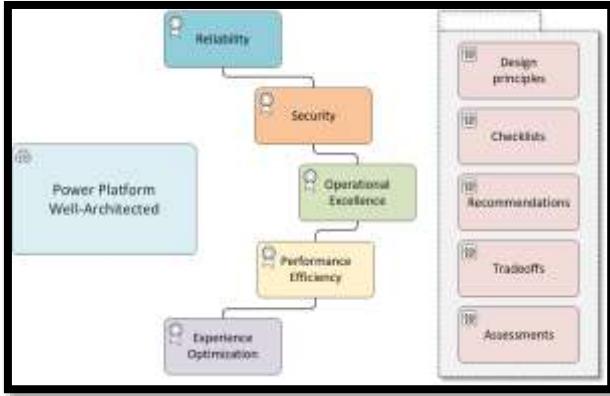
- Ecosistema Microsoft de copilots
- Visão geral do Copilot Studio
- Recursos baseados em IA generativa
- Automações e integrações

Duração

03 horas

[Saiba mais](#)

Continue sua jornada de **conhecimento**



Power Platform Well-Architected

Ajuda você a projetar aplicativos modernos para atender aos requisitos atuais e se adaptar às necessidades e desafios futuros

[Conheça](#)

This screenshot shows the "Dashboard overview for home page" in the Power Platform Admin Center. The dashboard includes sections for "ITIL training", "ITIL documentation", "ITIL governance", "ITIL compliance", "ITIL reporting", and "ITIL metrics". A sidebar on the left lists various administrative tasks such as "Identity management", "Access control", "Data protection", "Compliance", "Monitoring", "Logging", "Configuration management", "Resource optimization", "Application performance", "Database performance", and "Personalization".

Guia de administração da Power Platform

Acesso unificado a toda a documentação sobre administração, governança e segurança

[Conheça](#)

This screenshot displays a page from a Power Platform white paper. The page title is "Planning for a cloud-based environment (PCE) and an environment strategy (EIS)". It contains sections on "Additional resources", "ITIL training", "ITIL documentation", "ITIL governance", "ITIL compliance", "ITIL reporting", "ITIL metrics", "ITIL metrics", "ITIL reporting", and "ITIL metrics". The right side of the page features a diagram illustrating the relationship between "Main Platform" and "Cloud Environment".

Power Platform White Papers

Informações, soluções e recomendações detalhadas para ajudá-lo a abordar tópicos complexos da Power Platform

[Conheça](#)

Additional recommended content

Copilot Studio official blog

Read the official announcements of all new features and get access to the more content such as documentation and videos

[Access now !](#)

The screenshot shows a blog post from Microsoft Copilot Studio. The header includes the Microsoft logo and navigation links for Pricing, Learn, and Community. The breadcrumb navigation shows Blog > Announcements > Copilot Studio. The main title is "Microsoft Copilot Studio: Building copilots with agent capabilities". Below the title, there is a profile picture of Omar Aftab, Vice President, Conversational AI, followed by the date, Tuesday, May 21, 2024. There are also social sharing icons for Facebook, Twitter, and LinkedIn. The post content discusses new capabilities announced at Microsoft Build 2024, specifically about building custom copilots or extending Microsoft Copilot experiences with enterprise data. It highlights how copilots can act as independent agents triggered by events, automate complex processes, and react to email communications. The final paragraph notes that copilots are evolving to work for you across various industries like travel, retail, and financial services.

Blog > Announcements > Copilot Studio

Microsoft Copilot Studio: Building copilots with agent capabilities

Omar Aftab, Vice President, Conversational AI, Tuesday, May 21, 2024 [Share](#) [Email](#)

At [Microsoft Build 2024](#), we're excited to announce a host of new powerful capabilities in [Microsoft Copilot Studio](#)—the single conversational AI tool you can use to create your very own custom copilots or extend Microsoft Copilot experiences with your own enterprise data and scenarios.

The first of these are copilots that can now act as independent agents—ones that can be triggered by events—not just conversation—and can automate and orchestrate complex, long-running business processes with more autonomy and less human intervention.

For instance, consider the potential of a copilot that can react when an email arrives, look up the sender's details, see their previous communications, and use generative AI to trigger the appropriate chain of actions in their response. From understanding the intent of the email, to looking up the sender's details and account, seeing their previous communications, checking inventory, responding to the sender asking for their preferences, and then taking the appropriate actions to close a ticket—orchestrating and shepherding an entire process over days.

With such capabilities, copilots are evolving from those that work *with you* to those that work *for you*. They can be designed to handle specific roles or functions, such as IT, marketing, sales, customer success, and finance across various industries, including travel, retail, and financial services.

Thank you!

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