AGENTS & AI

IN2SUCCESS

Agenda

- 16.30 - Open Doors
- 16.45 - Welcome
- 17.00 - **Overview and how to build Agents -** Michael Plettner @in2success
- 18.00 - Pause
- 18.15 - **Best things in AI from Microsoft Ignite**, Ralf Richter @CGI
- 19.00 - Pizza, networking & come together

Global AI Munich

Ralf Richter
Director
Consulting
Expert

Thomas
Pentenrieder
Developer

Michael Plettner
Managing Partner

IN2SUCCESS

Thanks to our Host

We are hosted and sponsored today by

CGI

&

in2success

Thank you!

IN2SUCCESS

Copilot

Agents

Agenda

- Agents introduction
- Copilot Studio
- Demos

Michael Plettner

Managing Partner @ in2success GmbH

Microsoft® MVP Most Valuable Professional

IN2SUCCESS

https://bio.link/plemich

TALK Microsoft 365

global AI community

Microsoft Teams User Group Germany

VIVA EXPLORERS

Agents - SharePoint

https://www.youtube.com/watch?v=-aULLWeLYZM

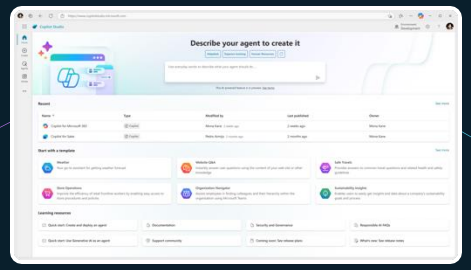
NEW Agents

https://www.youtube.com/watch?v=EVEcjHg0YXo

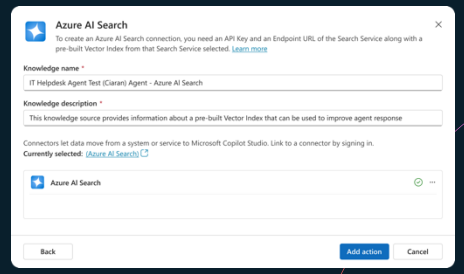
Microsoft

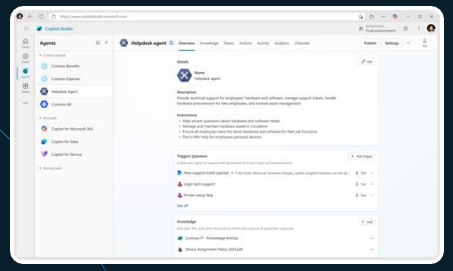
News about Copilot Studio Agents

Start by simply describing what you want



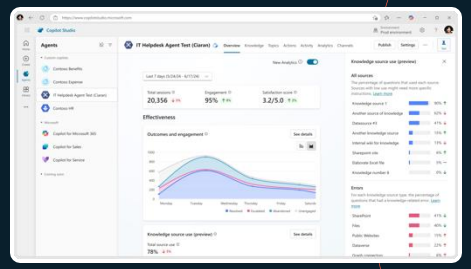
Services
Integrate with Azure AI, Azure Cog Svs, Bot Framework and other Microsoft conversational services



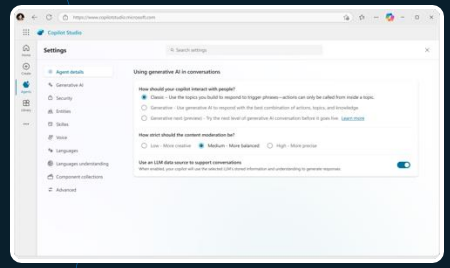


Trigger
through a chat, or through an event for **autonomous** agentic support

Monitor and Improve
with rich out-of-the-box telemetry and analytics

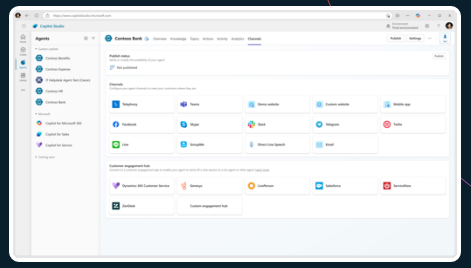


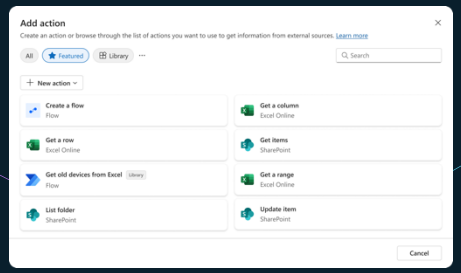
Create, manage and publish live in minutes – all from one E2E tool and SaaS service

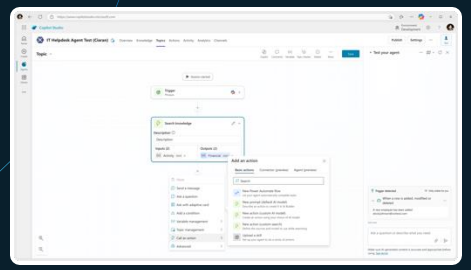


Chat over your knowledge with Gen AI
Provide generative answers **over your files, websites, internal shares, Dataverse, Fabric,** 3rd party systems and more

Publish to **multiple channels, and go live instantly** with the SaaS, or choose **to extend Microsoft Copilot** with your own custom capabilities







Create specific topics
Supplement generative AI with **specific, curated topics** where you want tight control.

Actions - call your backends and APIs with 1000s of pre-built connectors

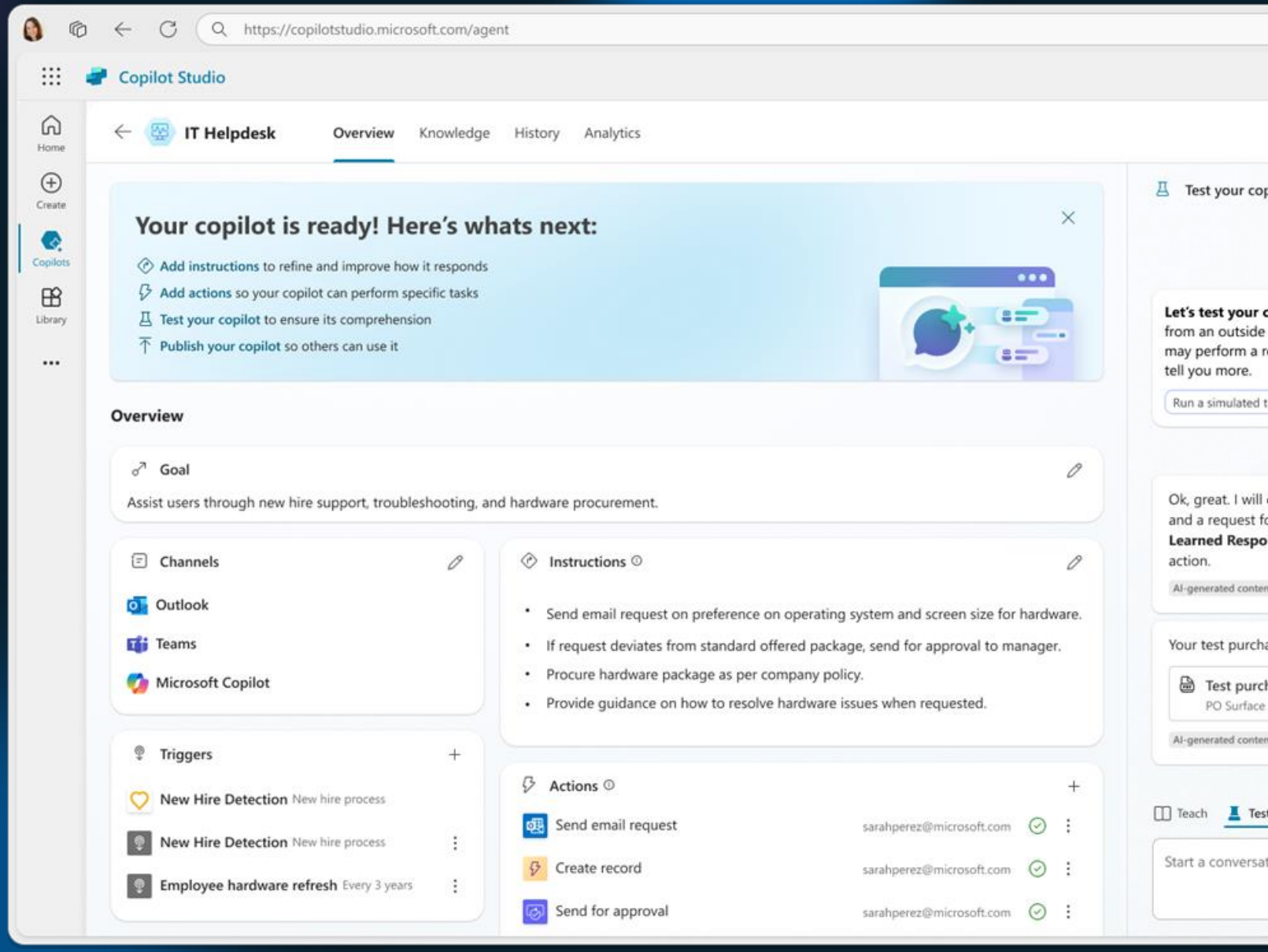
Autonomous capabilities

Can be triggered by events – **not just conversation**

Automates and orchestrates long running, asynchronous jobs

Follows human guardrails and asks for help

Monitors, learns and improves with each interaction



Contoso IT Helpdesk Agent

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

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

Details

Edit

Name
Contoso IT Helpdesk Agent

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

Instructions

You will be prompted with details of a newly added employee. Respond as follows:

1. Look in your KB for an example of how to craft the welcome message and send a welcome message to the user. Ask them if they are ready to begin onboarding
2. Once the user says yes, retrieve a list of devices from Servicenow and ask the user to select a device.
3. Create a record in service now once the user has made their choice from the list provided. Don't call this action until the user has indicated their choice
4. Then ask the user if they would like to schedule an onboarding session with a technician.
5. If the user says yes they would like a session, then search for meeting slots in the next 2 weeks and present these to the user to choose from. Don't ask for any details, populate the params automatically
6. Send the meeting request with snehakohli@cpsavalon.onmicrosoft.com as the organizer, the end user as the attendee and inform the user of the meeting details

Orchestration

Use generative AI to determine how best to respond to users and events (preview). Learn more — Enabled

Knowledge

Add knowledge

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

Allow the AI to use its own general knowledge. Learn more — Enabled

IT Procurement Policies.docx

Test your agent

Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. See terms

Connect to Azure AI Search

Allow your agents to chat over your knowledge in Azure AI

Utilize custom RAG built in Azure AI Studio and supplement it with all the capabilities of Copilot Studio

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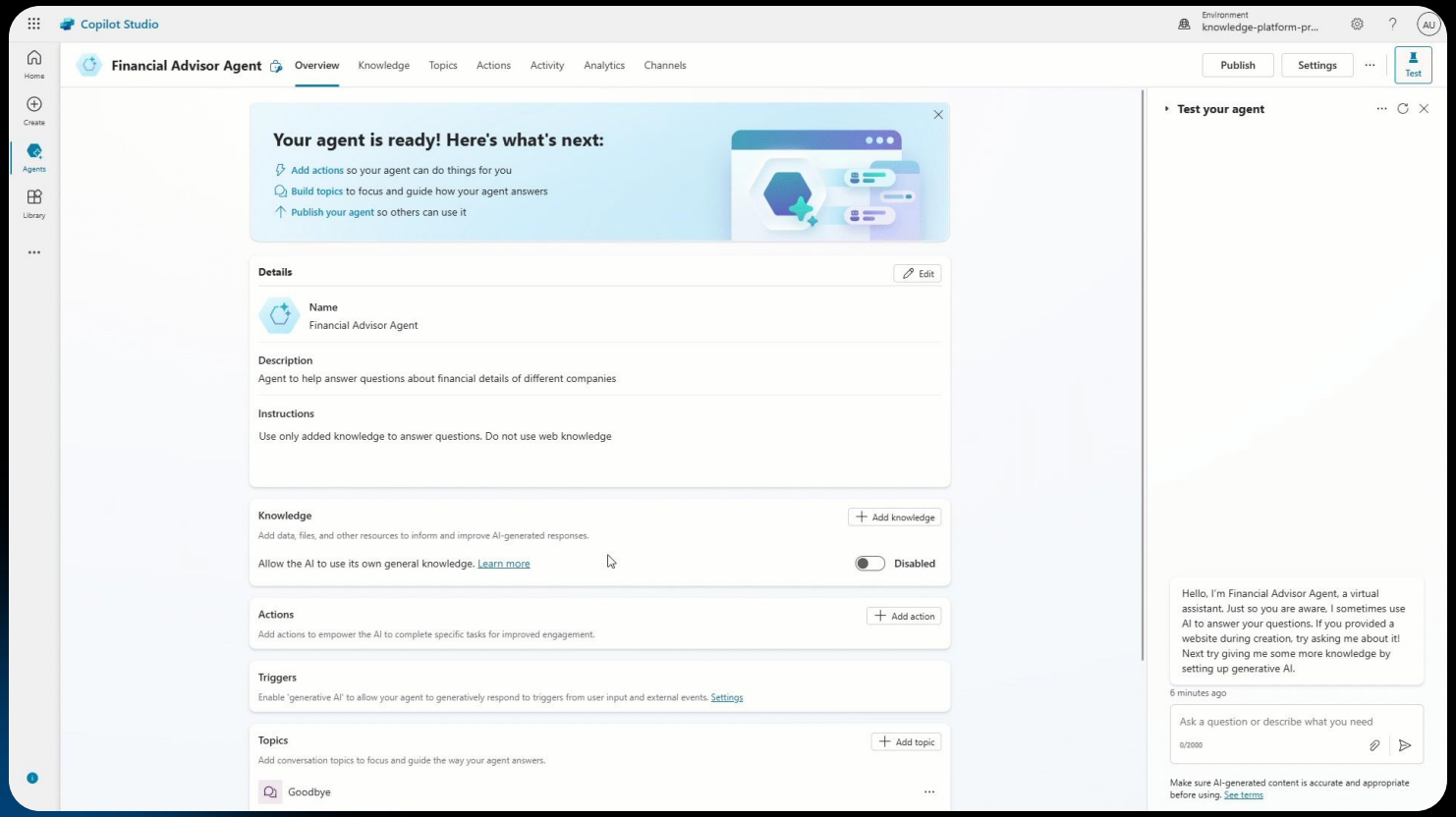
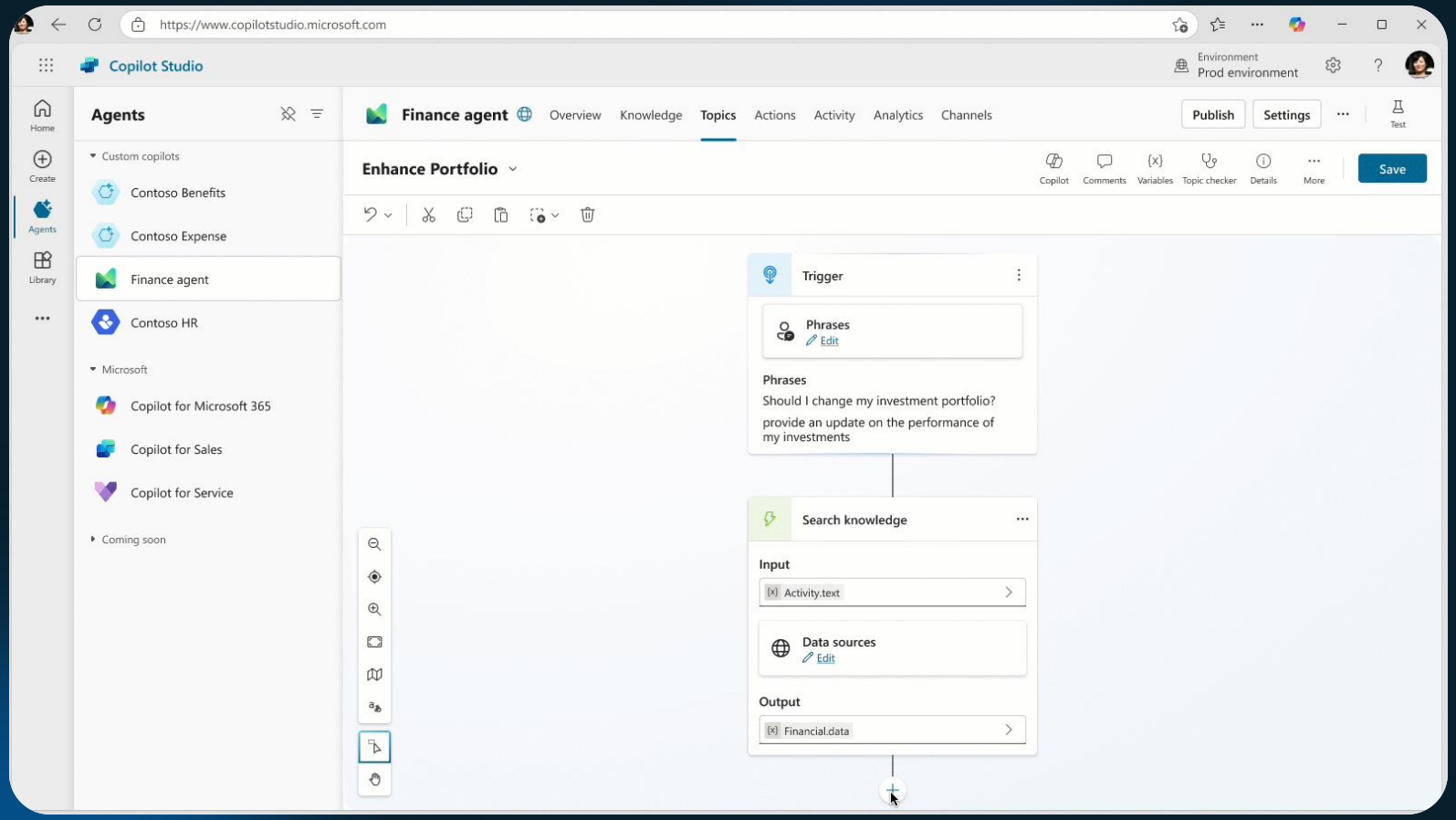
Easy intuitive experience with no-code

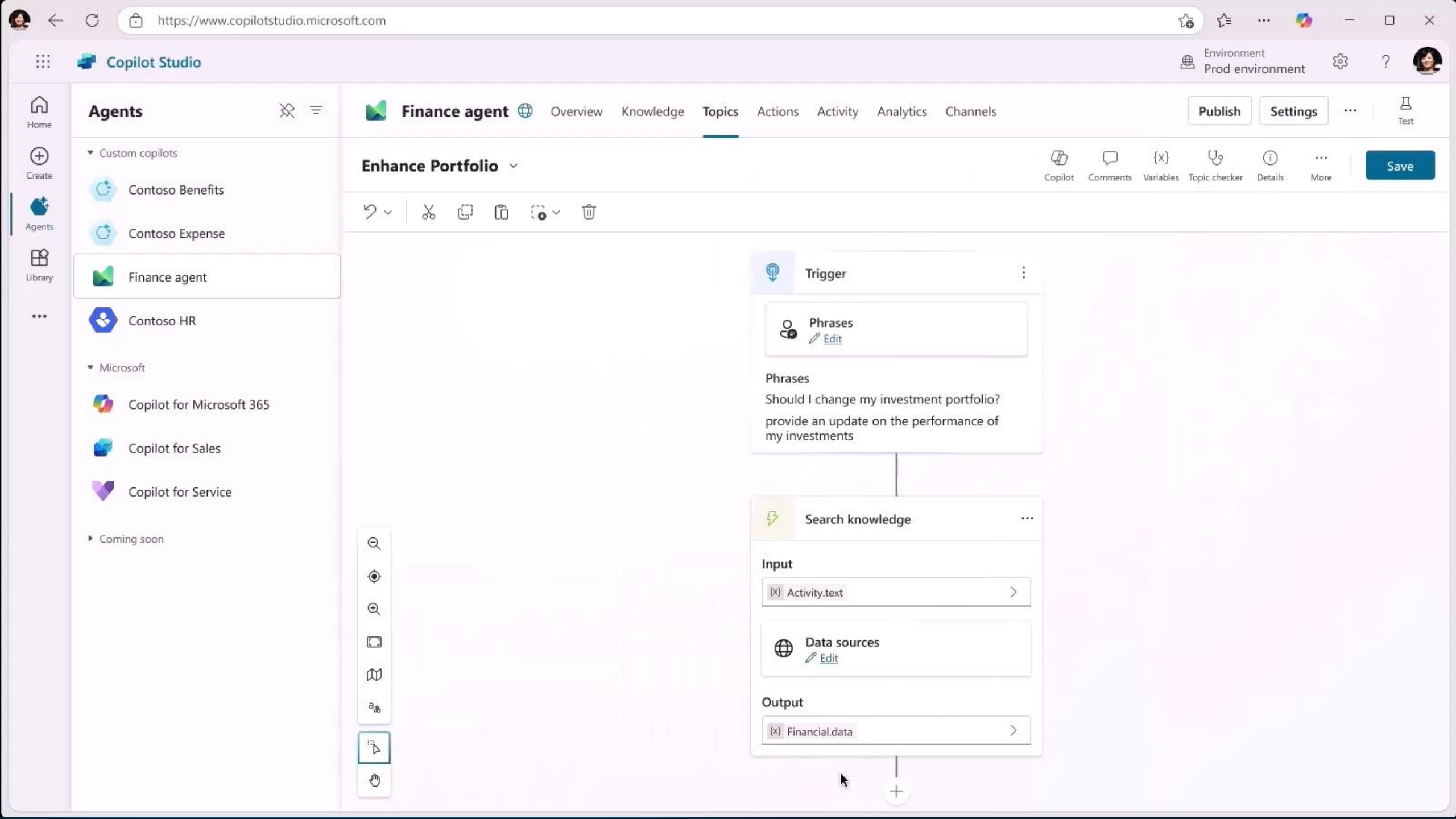


Bring your own model

Customers can use models they create or select in Azure AI in their copilots in Copilot Studio

Enable sophisticated scenarios that rely on custom models – calling them from right within your Copilot Studio topic



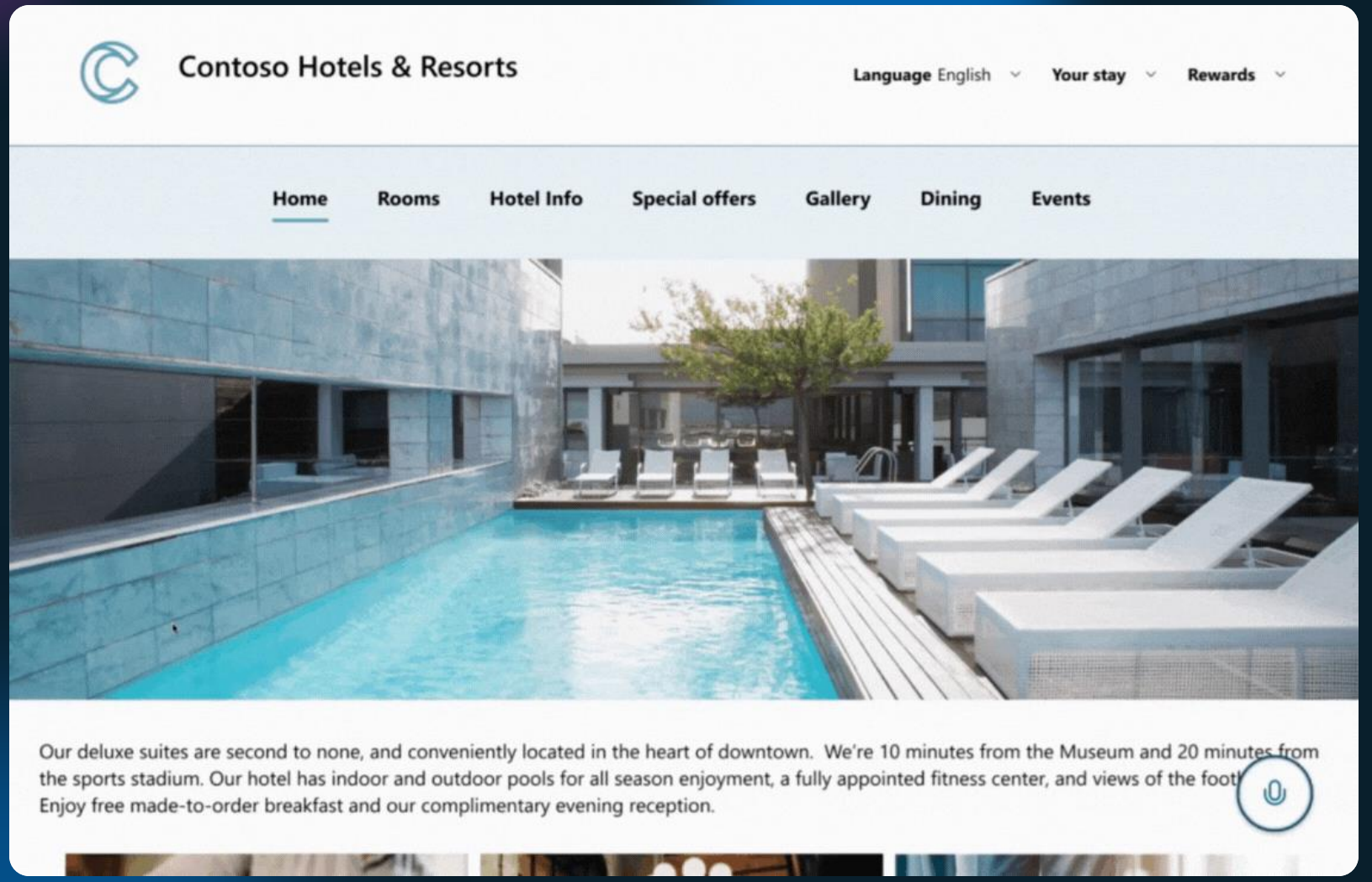

https://www.copilotstudio.microsoft.com
Copilot Studio
Environment
Prod environment
Home
Create
Agents
Library
Agents
Custom copilots
Contoso Benefits
Contoso Expense
Finance agent
Contoso HR
Microsoft
Copilot for Microsoft 365
Copilot for Sales
Copilot for Service
Coming soon
Finance agent
Overview
Knowledge
Topics
Actions
Activity
Analytics
Channels
Publish
Settings
Test
Enhance Portfolio
Copilot
Comments
Variables
Topic checker
Details
More
Save
Trigger
Phrases
Edit
Phrases
Should I change my investment portfolio?
provide an update on the performance of my investments
Search knowledge
Input
Activity.text
Data sources
Edit
Output
Financial.data

Copilot Studio now natively supports voice

Build transformative user experiences using Copilot Studio

Interact contextually using voice or images

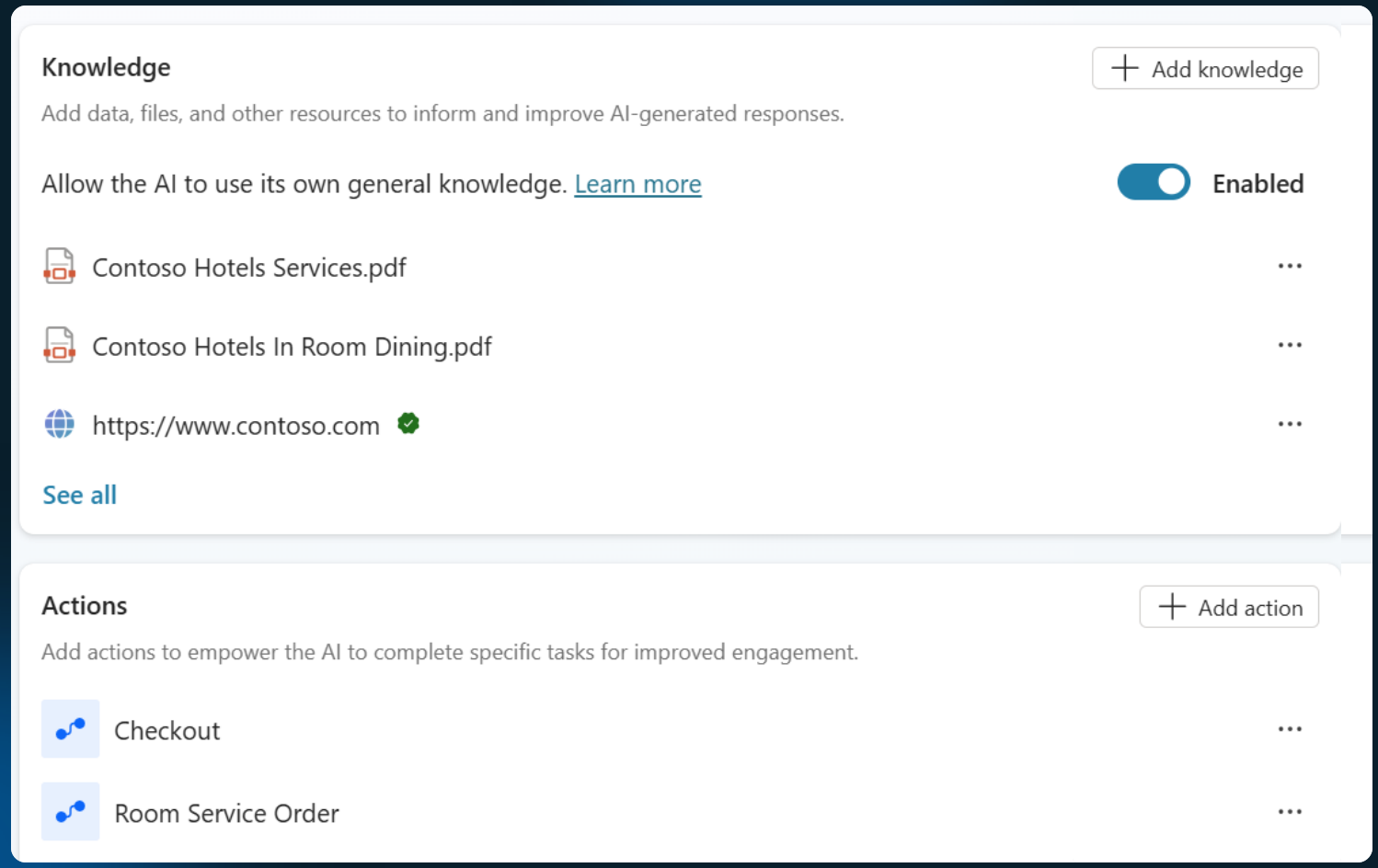
Embed the multimodal agent in your applications and websites using the SDK



Voice enabled agents

Build a Copilot and Ground it with your enterprise data and actions

This Copilot can now answer questions about the hotel and call hotels APIs as usual



Contoso Hotel Concierge Copilot

Ask a question or describe what you need

Make sure AI-generated content is accurate and appropriate before using. See terms

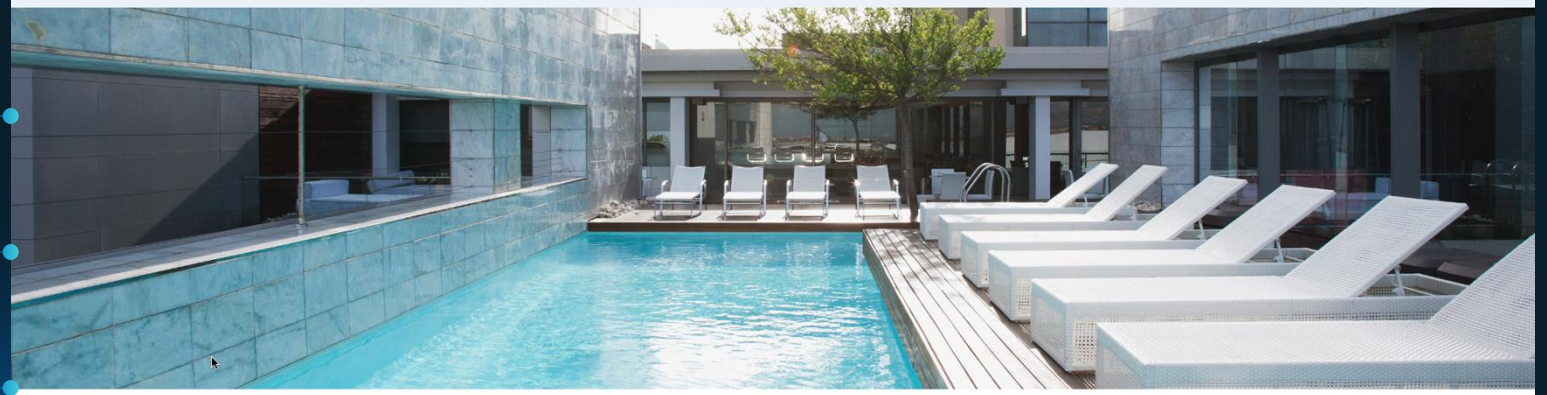
VOICE CHANNEL & SDK ACCESS

Secured https://www.contoso.com/home

Contoso Hotels & Resorts

Language English Your stay Rewards

Home Rooms Hotel Info Special offers Gallery Dining Events



Our deluxe suites are second to none, and conveniently located in the heart of downtown. We're 10 minutes from the Museum and 20 minutes from the sports stadium. Our hotel has indoor and outdoor pools for all season enjoyment, a fully appointed fitness center, and views of the foothills. Enjoy free made-to-order breakfast and our complimentary evening reception.

Contoso Hotel Concierge Copilot

Breakfast tomorrow will be served from 6:30 am to 10:30 am.

1 references

1 Dining - Breakfast

Ask a question or describe what you need

Make sure AI-generated content is accurate and appropriate before using. See terms

Secured https://www.contoso.com/dining/#breakfast

Contoso Hotels & Resorts

Language English Your stay Rewards

Home Rooms Hotel Info Special offers Gallery Dining Events

Featuring fresh locally sourced ingredients, our main dining room has indoor and outdoor seating for you to enjoy breakfast, lunch, and dinner. In room dining is also available.

Breakfast 6:30 AM - 10:00 AM
Lunch 12:00 PM - 2:00 PM
Dinner 5:00 PM - 11:00 PM

In room dining menu

Contoso Hotel Concierge Copilot

What time is breakfast tomorrow?

Breakfast tomorrow will be served from 6:30 am to 10:30 am.

1 references

1 Dining - Breakfast

Ask a question or describe what you need

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Secured https://www.contoso.com/dining/#breakfast

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Language English Your stay Rewards

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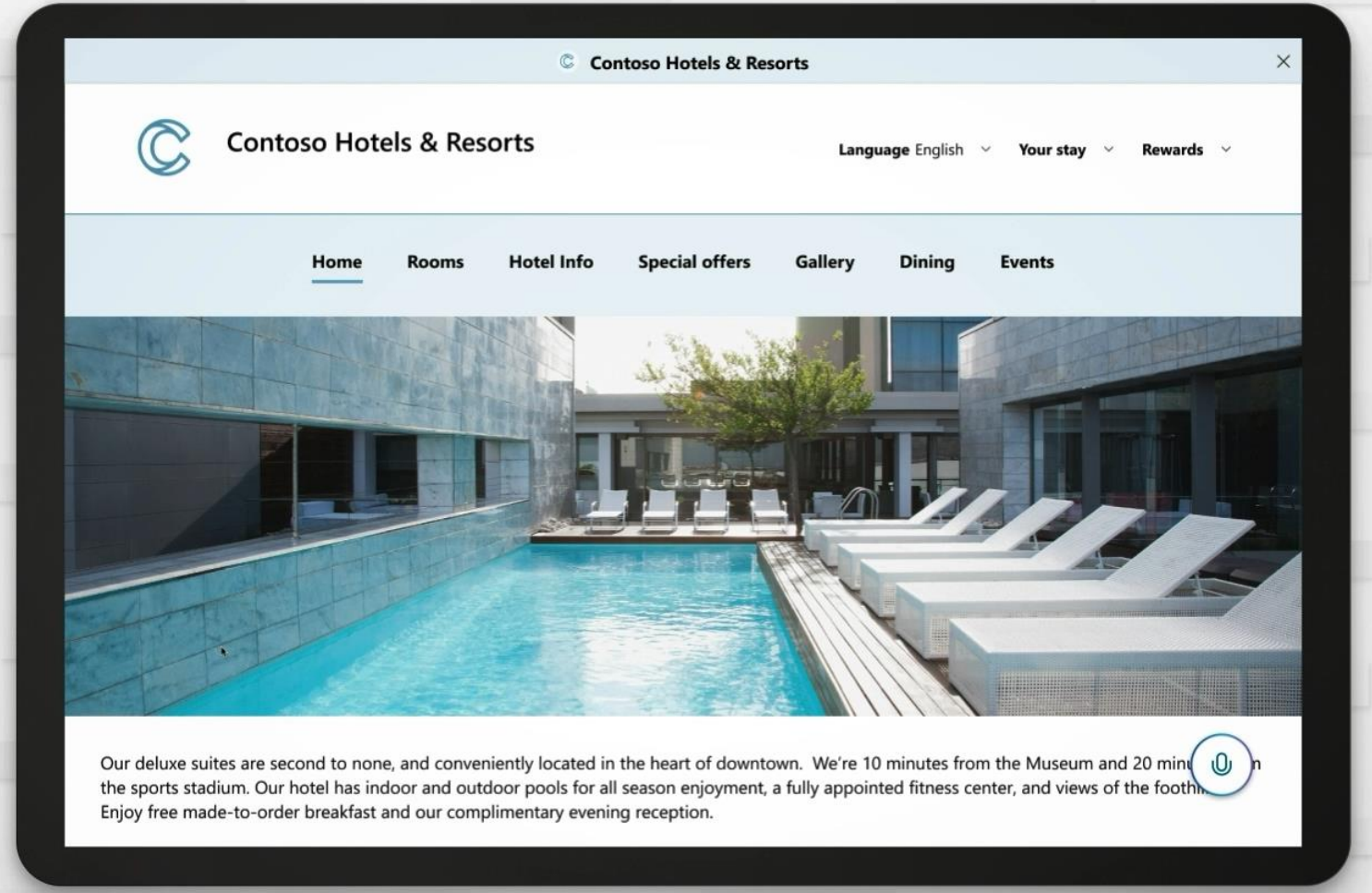
In room dining menu

"Breakfast tomorrow will be served from 6:30 am to 10:30 am"



Apply to preview voice agents: https://aka.ms/tryvoiceagents

Copilot

DEMO / SHOWCASE

Questions?

Thank you! – Lets connect

Michael Plettner

Managing Partner @in2success GmbH |
Microsoft MVP | public speaker | community l...

https://bsky.app/profile/plemich.io