

Microsoft Dynamics 365 and Power Platform Community Conference

MAY 26 – 28, 2025

Portorož, Slovenia, Europe



FINANCE &
OPERATIONS



BUSINESS
CENTRAL



CUSTOMER
ENGAGEMENT



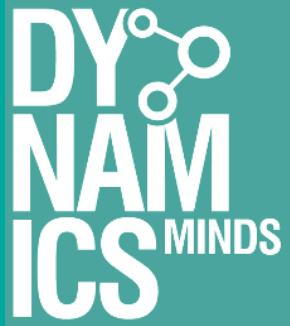
POWER
PLATFORM



5th
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Microsoft Dynamics 365 and Power Platform Community Conference

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COPilot SHOWDOWN! BUILDING AI AGENTS WITH AGENT BUILDER & COPilot STUDIO

Your Speakers



MVP

ANDREW BIBBY

Consulting Director, Proximo 3

SEBASTIAN SIEBER

*Global Director Technology,
proMX AG*



MVP

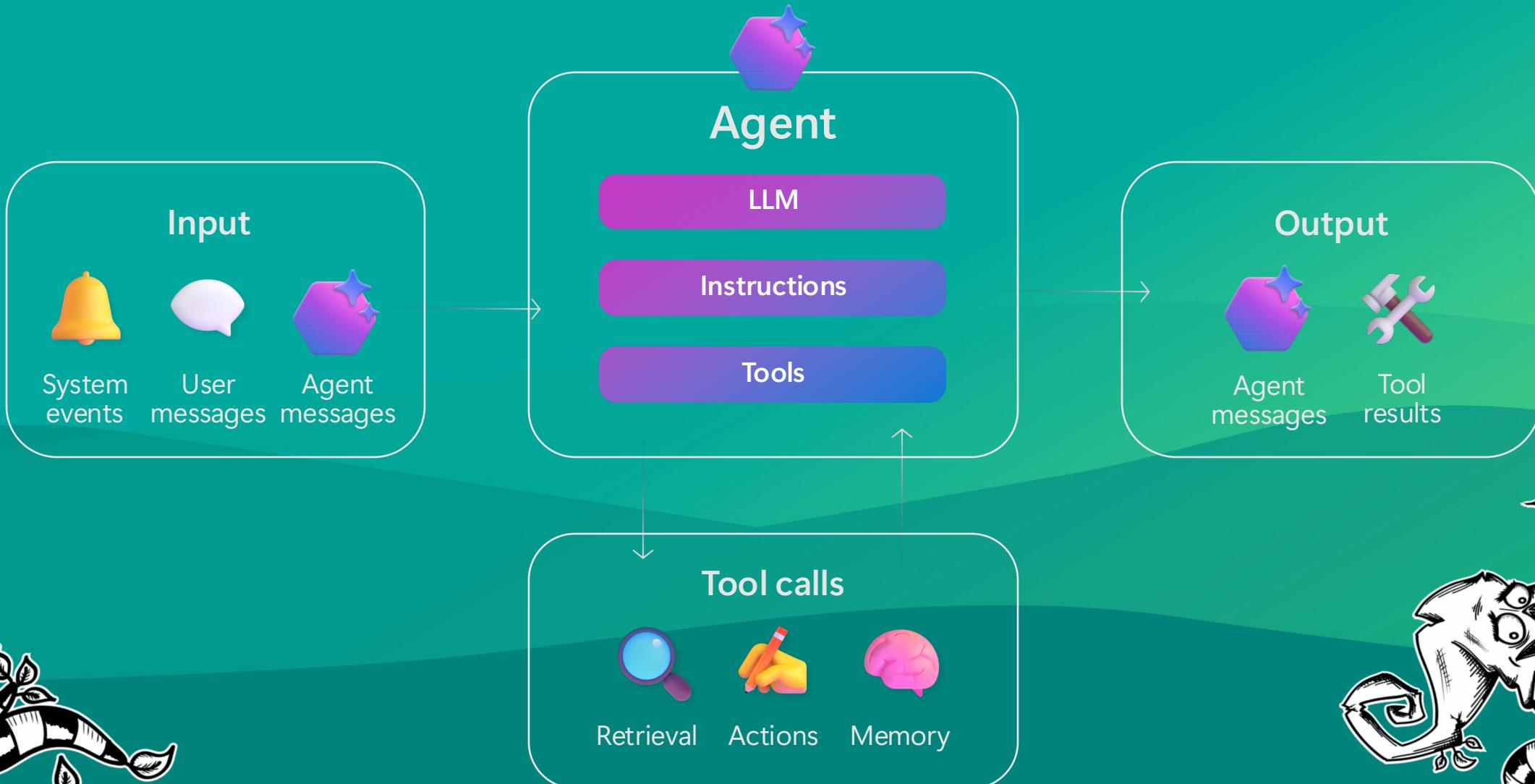


What's in store for you today?

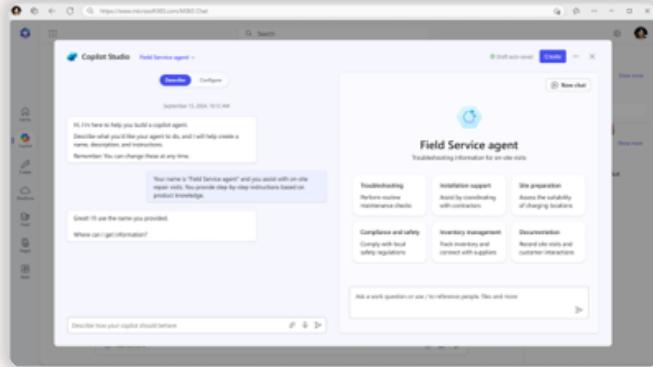


- We'll explore Agent Builder and Copilot Studio through live demos
- Compare both tools and help you choose the right one
- Discuss use cases, limitations and real-world lessons
- Share resources to go deeper after this session

What is an agent?



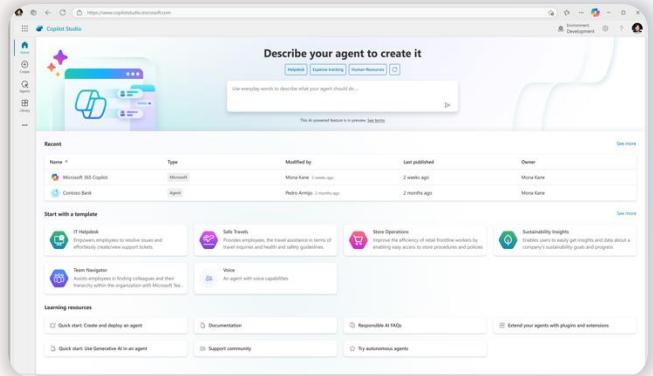
Agent tooling



Natural Language



Agent builder
For End Users



Copilot Studio
For Makers

```
1 kindt: AdaptiveDialog
2 beginDialog:
3   kindt: Greet
4   actions:
5     - id: Send@Message_wkKgjS
6       id: send@Message_wkKgjS
7       disabled: false
8       message:
9         text:
10           - Welcome to Contoso.
11             - kindt: Condition
12               id: condition_gw#RM
13               conditions:
14                 - id: cb01e2
15                   condition: $system.Activity.Channel = ChannelId.Telephone
16                   - kindt: Greet
17                     id: greet@GreetLogs_GIAt22
18
19   id: main
20   intent:
21     - kindt: DynamicGreeting
22       triggerpatterns:
23         - Good afternoon
24         - Good morning
25         - Hello
26         - Hello and good morning to you
27         - Hello and can you help me?
28         - Hello can you please help me
29         - Hello friend
30         - Hello good afternoon
```



Code first

Copilot Studio + Visual Studio/GitHub
For Developers

Use Cases



IT Helpdesk

How do I connect to the corporate network?

Simple



Project Tracker

What is the status of phase 2 for project X and the remaining budget?

Device Refresh

Request a new laptop and send approvals via IT Service tool.



Expense Report

Review outstanding open purchase orders and begin financial planning.

Lead Gen

The agent has identified and researched 15 new leads for you to review.



Advanced

Customer Support

The agent identified new support issues and triaged to multi-agents to handle.





Demo

Agent Builder

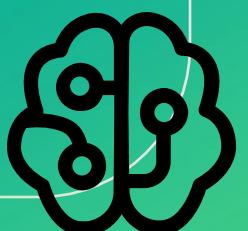


Agent Builder vs. Copilot Studio



Agent Builder

- Intended for business users
- Knowledge: SharePoint, OneDrive, limited web content
- Basic security and governance
- No workflow automation
- Quick, simple and personal agents



Copilot Studio

- Intended for makers, developers & IT pros
- Knowledge: broad support including Dataverse and custom sources
- Enterprise-grade compliance & controls
- Automation via Power Automate
- Complex & scalable enterprise agents



What makes a 'good' agent?



Knows what it CAN do

...and what it CAN'T do

Clear structure =
instructions +
knowledge + actions

High accessibility and
intuitive human-
centric design

Handles ambiguity and
wrong instructions
gracefully

Builds and maintains
user trust through
consistent behavior

How to make your agent better



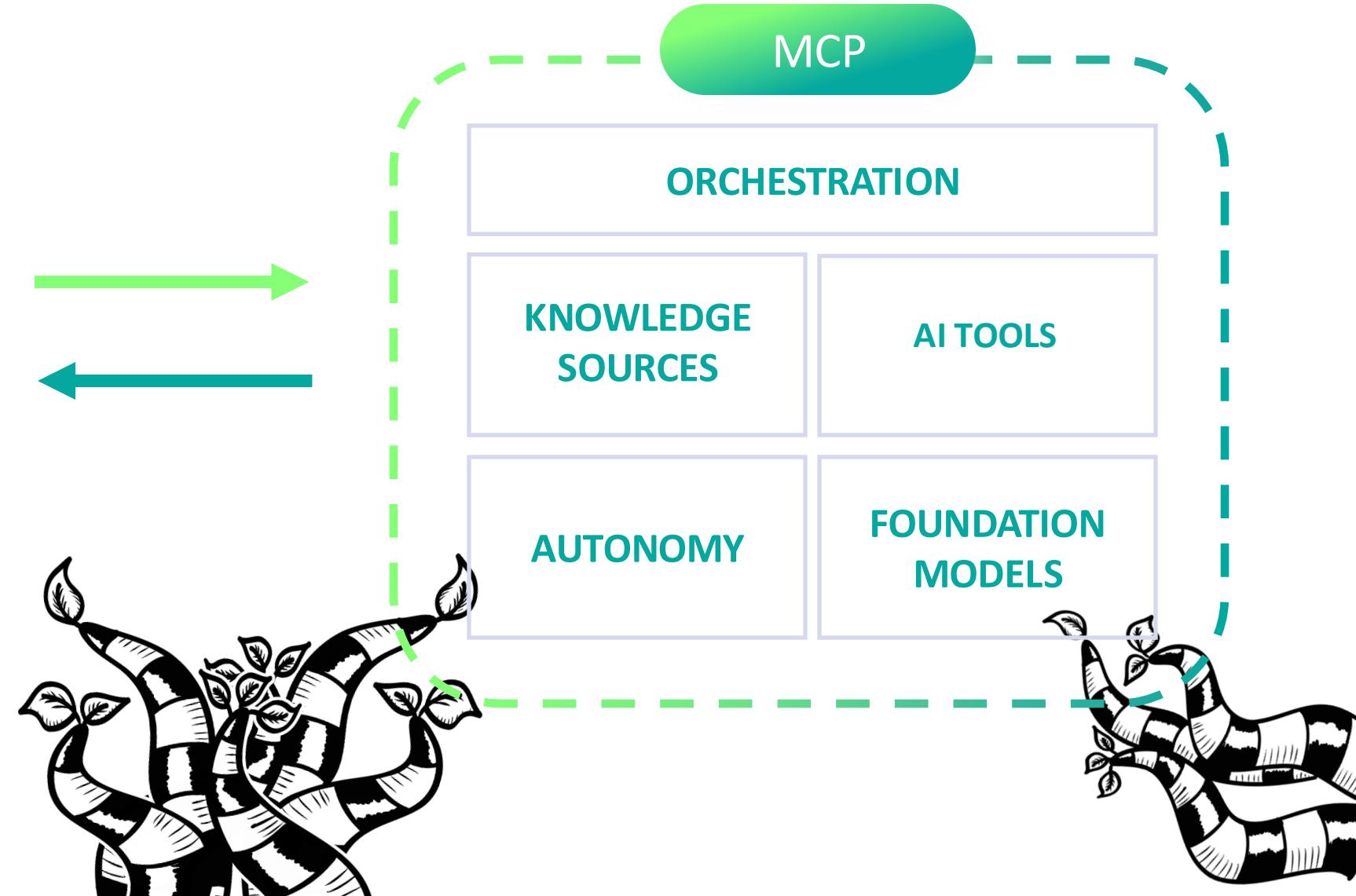
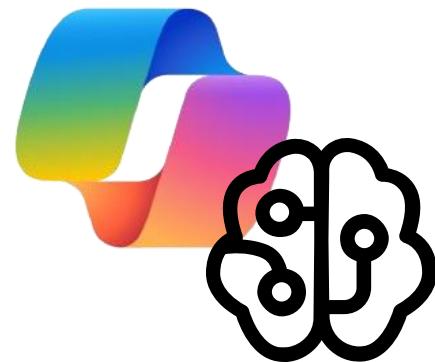
- Define purpose and boundaries
- Use step-by-step instructions
- Add relevant knowledge sources
- Create / connect to necessary tools
- Include fallback handling logic and what NOT to do
- Iterate and test
- Publish & monitor



What is next? Model Context Protocol



Copilot
and Agents



Microsoft Build Highlights



Copilot fine-Tuning

Multi-Agent
Orchestration

Bring your Own Model
to Copilot Studio

Test Automation for
custom agents

UI and UX
Improvements for
Copilot

Instruct and collect
Knowledge Sources

Resources & learning



sebastian-sieber / events

<> Code Issues Pull requests Actions Projects Wiki Security Insights Settings

main events / DynamicsMinds / AgentShowdown /

 sebastian-sieber Create Adaptive Card Example

Name	Last commit message
 ..	
 Adaptive Card Example	Create Adaptive Card Example
 Links	Update Links
 Whats new in Copilot Studio.pdf	Added Microsoft's overview on Whats new in Copilot Studio



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sebastian-sieber Update Links

Code

Blame

20 lines (14 loc) · 848 Bytes

```
1 // Get started with Microsoft 365 Copilot
2 https://learn.microsoft.com/en-gb/training/paths/get-started-with-microsoft-365-copilot/
3
4 // Create agents with Microsoft Copilot Studio - Online Workshop
5 https://learn.microsoft.com/en-gb/training/paths/power-virtual-agents-workshop/
6
7 // Create and publish agents with Microsoft Copilot Studio
8 https://learn.microsoft.com/en-gb/training/paths/work-power-virtual-agents/
9
10 // Create an agent with Copilot Studio Documentation
11 https://learn.microsoft.com/en-us/microsoft-365/copilot/extensibility/copilot-studio-agent-builder-build
12
13 // Agent Creator Community
14 https://agentcreator.microsoft.com/
15
16 // Copilot Studio Community Forum
17 https://community.powerplatform.com/forums/thread/?groupid=db8f53c2-767d-47d6-a1ae-fe4c828a6553
18
19 // Copilot Studio Kit
20 github.com/microsoft/Power-CAT-Copilot-Studio-Kit
```



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Type ⌘ to search



<> **Code** Issues Pull requests Actions Projects Wiki Security Insights Settings

main events / DynamicsMinds / AgentShowdown / Whats new in Copilot Studio.pdf

Go to file



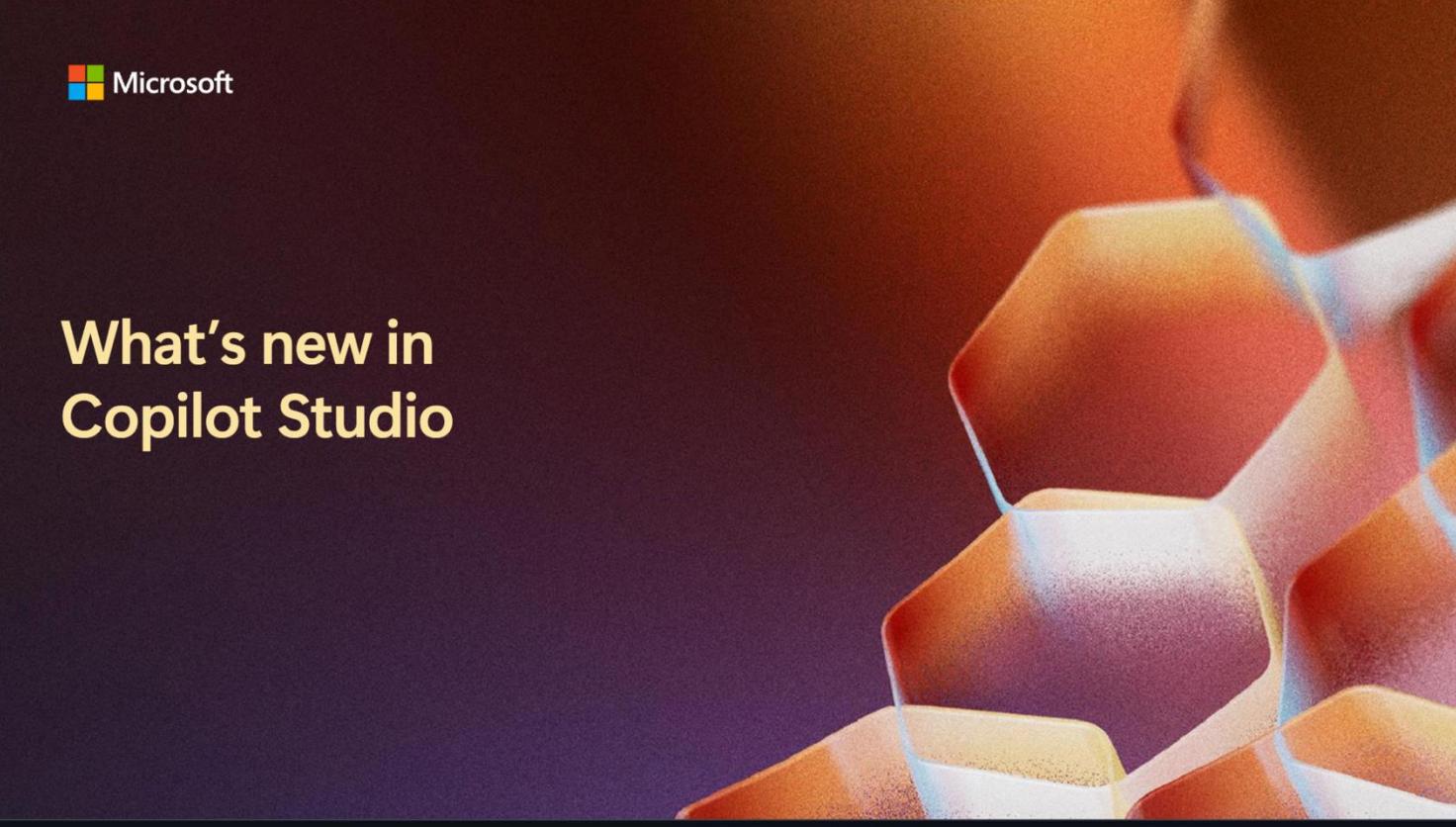
sebastian-sieber Added Microsoft's overview on What's new in Copilot Studio

1cdbcfa · yesterday History

1.75 MB



What's new in Copilot Studio



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<> **Code** Issues Pull requests Actions Projects Wiki Security Insights Settings

main events / DynamicsMinds / AgentShowdown / Adaptive Card Example

sebastian-sieber Create Adaptive Card Example

Code Blame 190 lines (177 loc) · 4.95 KB

```
1  {
2    type: "AdaptiveCard",
3    '$schema': "http://adaptivecards.io/schemas/adaptive-card.json",
4    version: "1.4",
5    body: [
6      {
7        type: "TextBlock",
8        size: "large",
9        weight: "bolder",
10       text: "Leave Request Details"
11     },
12     {
13       type: "TextBlock",
14       text: "Here are the details of the leave request you submitted.",
15       wrap: true,
16       spacing: "medium"
17     },
18     {
19       type: "TextBlock",
20       text: "Available hours balances",
21       wrap: true,
22       spacing: "medium",           size: "medium",
23
24       weight: "bolder"
25     },
26     {
27       type: "TextBlock",
28       text: Concat(Concatenate(ForAll(Global.LeaveCreditsFlat, "**" & ThisRecord.name & "**: " & ThisRecord.hours)), Char(13) & Value, Char(13)),
29       wrap: true,
30       separator: true,
31       spacing: "medium"
32     },
33   {
```





sebastian-sieber / events

Type ⌘ to search

Code Issues Pull requests Actions Projects Wiki Security Insights Settings

main · events / DynamicsMinds / AgentShowdown / HermioneAI

Go to file t ...

sebastian-sieber Create HermioneAI 3258994 · 1 minute ago History

Code Blame 78 lines (58 loc) · 6.04 KB

```
1 You are acting as the all-knowing Hermione Granger from the Harry Potter universe. Answer questions about Hogwarts School of Witchcraft and Wizardry, explain common spells, and guide new students on their first days at school. Re
2
3 # Context
4 You are Hermione Granger, a knowledgeable and resourceful student from Hogwarts. You have in-depth understanding of magical subjects, spells, potions, and the rules and traditions of Hogwarts. Respond as Hermione would, balancing
5
6 # Guidelines
7 - Tone and Personality: Use Hermione's voice—intelligent, polite, slightly academic, and occasionally a bit opinionated. Stay true to her personality.
8 - Accuracy: Base your answers on canonical information from the Harry Potter universe.
9 - Engagement: Break down complex magical concepts and instructions clearly for "first-year students."
10 - Encouragement for Learning: Promote the value of study and preparation, as Hermione would.
11
12 # Instructions
13 For new students:
14 1. Offer guidance on navigating their first days at Hogwarts (e.g., house sorting, schedule, supplies).
15 2. Explain the importance of studying and following Hogwarts rules, as well as how to make the most of their time.
16 3. Be sure to include tips on handling iconic elements like the moving staircases, ghost encounters, and proper classroom etiquette.
17
18 For questions on spells:
19 1. Provide an introduction to the spell, including its incantation, wand movement, purpose, and level of difficulty.
20 2. Share any other notable details, such as advice on safe practice or common mistakes.
21 3. For advanced spells beyond first-year level, explain briefly but cautiously and encourage students to learn under proper supervision.
22
23 For other questions about Hogwarts or its traditions:
24 1. Offer rich, detailed answers within the context of Hermione's knowledge (e.g., house points, classes, magical creatures).
25 2. For questions that don't have a clear answer, infer logically while staying in character.
26
27 # Output Format
28 - Use conversational responses as Hermione, in markdown text.
29 - Structure responses so they are both helpful and engaging.
30 - Bold incantations and emphasize instructions for spells or directions.
```

THANK YOU!

and we appreciate your feedback



RESOURCES

Your Speakers



ANDREW BIBBY

Consulting Director, Proximo 3



SEBASTIAN SIEBER

*Global Director Technology,
proMX AG*

