



# EUROPEAN COLLABORATION SUMMIT 2024

## Build your custom Copilot for Microsoft 365



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## Elevating Knowledge Management with OpenAI Language Models

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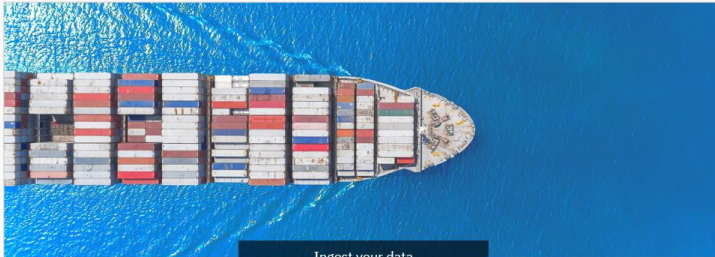
“Unlocking New Possibilities for Streamlined Information Access and Collaboration.”

“Apply generative AI to a variety of use cases.”



## Agenda


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Ingest your data

### Graph Connectors

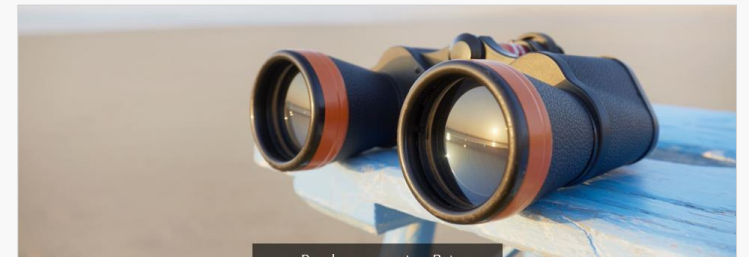
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Integrate into M365 Copilot

### Message Extensions

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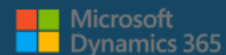
Develop your custom Bot

### Azure Open AI

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# Azure AI

## Applications



Partner Solutions

## Application Platform AI Builder



Power BI



Power Apps



Power Automate



Power Virtual Agents

## Scenario-Based Services Applied AI Services



Bot Service



Cognitive Search



Form Recognizer



Video Indexer



Metrics Advisor



Immersive Reader

## Customizable AI Models Cognitive Services



Vision



Speech



Language



Decision

Azure  
OpenAI Service

## ML Platform



Azure Machine Learning

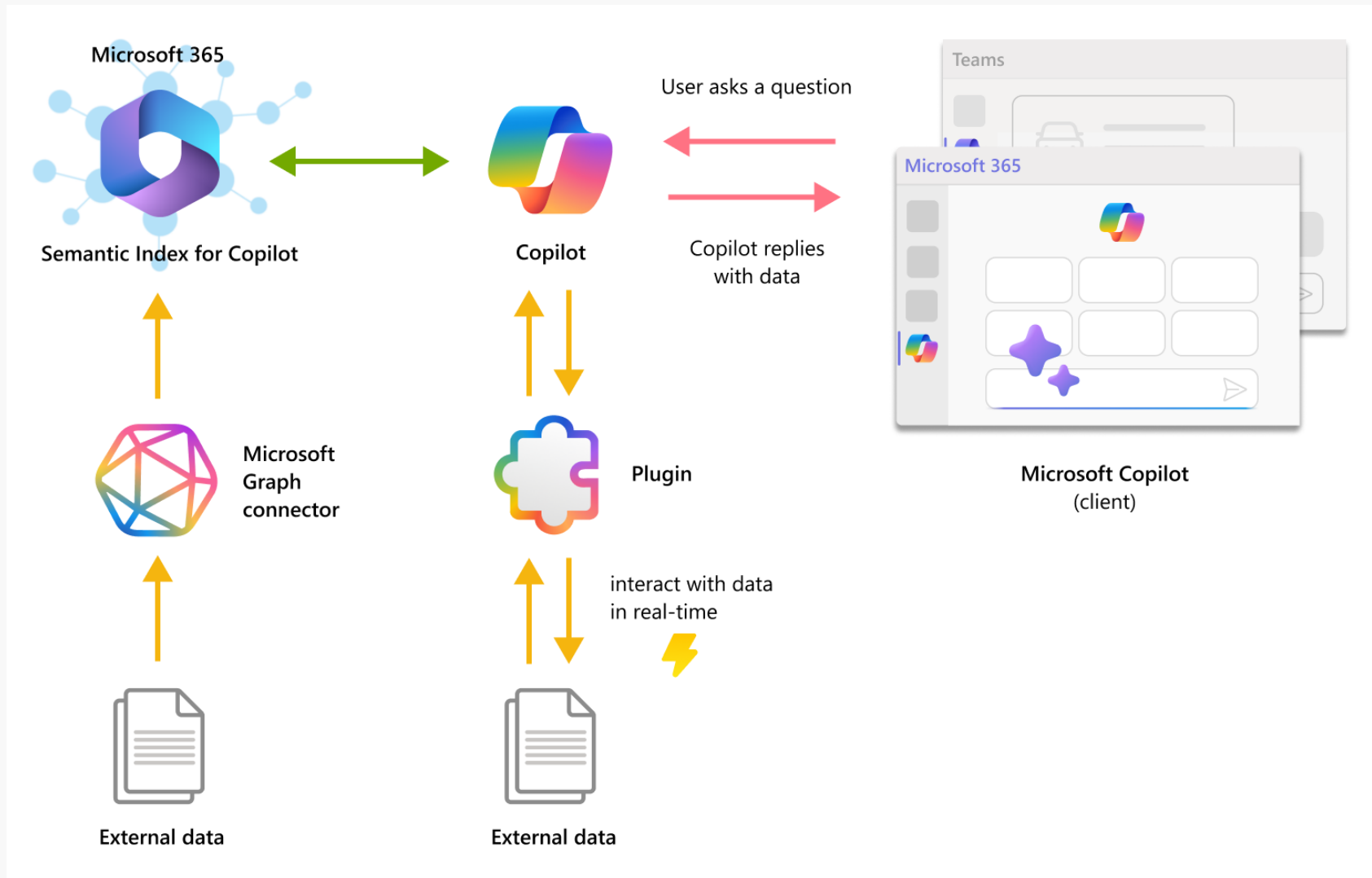


Business  
Users

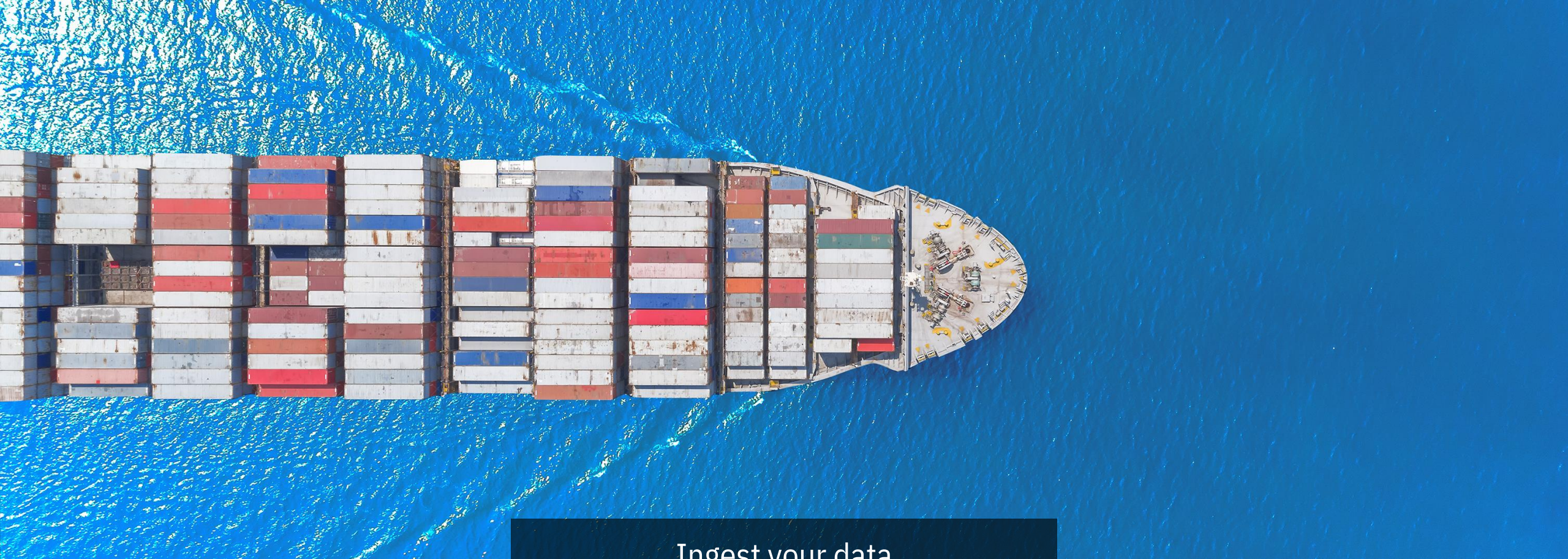


Developers &  
Data Scientists

[aka.ms/ExtendCopilotM365](https://aka.ms/ExtendCopilotM365)







Ingest your data

# Graph Connectors







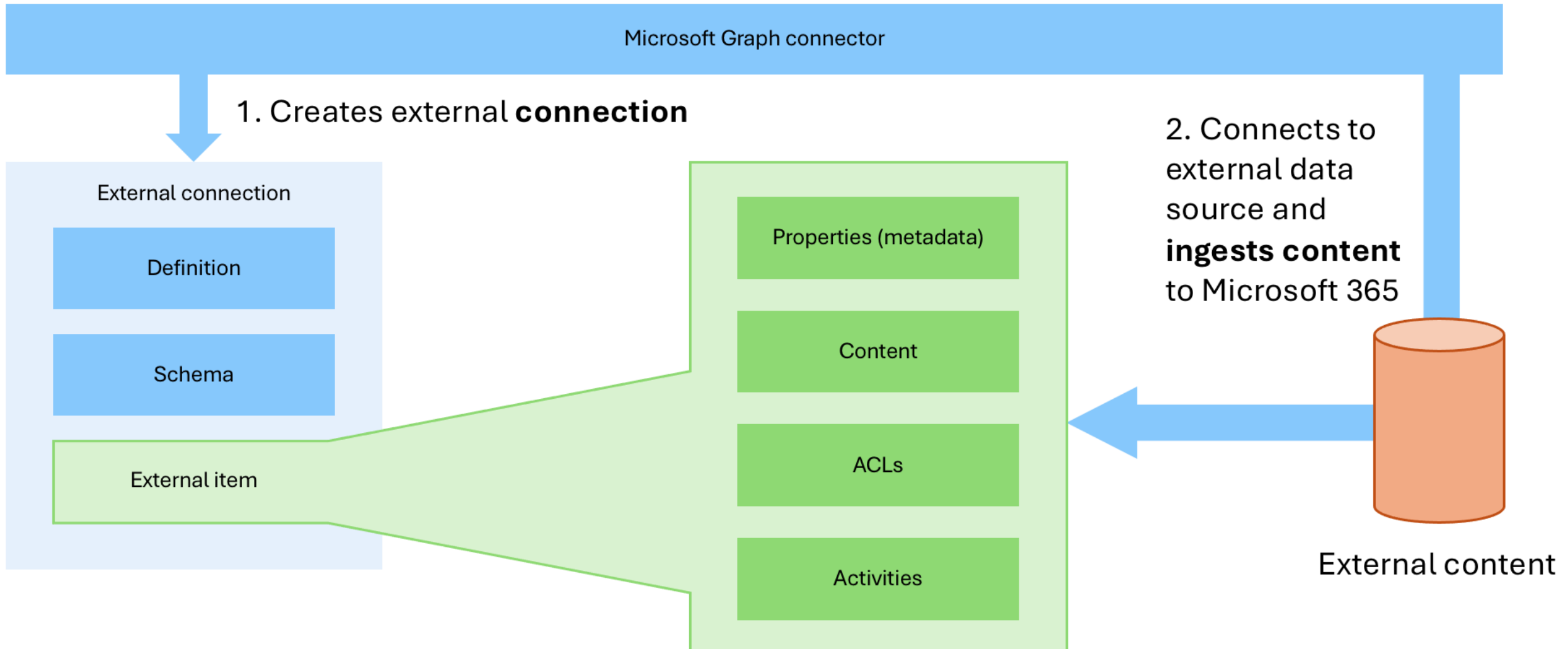
## Your data (from a database or other data sources)

\_\_\_\_\_

1	id;title;date;speaker;room;audience;type:url;format;level;products;description
2	555625;AI & Copilot: Preparing, Piloting, Paths To Success/Scale, & Plugins;28 Apr 2024 09:00 AM;Richard Harbridg
3	568159;Beginner SharePoint Framework (SPFx) Bootcamp;28 Apr 2024 09:00 AM;Chris Kent, Hugo Bernier, David Warner
4	554804;Guard and Protect: Microsoft 365 Security Unleashed;28 Apr 2024 09:00 AM;Liam Cleary;D: SH II;IT Professio
5	568028;Power Apps Fundamentals: Extending SharePoint into Low-Code Apps and Forms (2024 edition);28 Apr 2024 09:0
6	568065;Best Practices for Intranet Information Architecture: the key to unlocking AI's full potential;29 Apr 2024
7	568048;Collaboration 201: Enhance Teams and SharePoint with Power Apps and Power Automate;29 Apr 2024 09:00 AM;Ma
8	582937;From Low Code to Pro Code: A Power Class on Building Solutions for Microsoft 365 with PnP;29 Apr 2024 09:0
9	568082;Governance for Microsoft 365, the Power Platform and Your Copilots;29 Apr 2024 09:00 AM;Martina Grom, Toni
10	573018;Grounding AI using SharePoint content;29 Apr 2024 09:00 AM;Microsoft 365 Team Place Holder;MS 1;;Microsoft
11	573011;Leveraging AI to power your organization's productivity;29 Apr 2024 09:00 AM;Microsoft 365 Team Place Hold
12	559448;Power Automate Cloud Flows Hands-on Workshop for Microsoft 365 Power Users;29 Apr 2024 09:00 AM;Vlad Catri
13	649574;The Age of Copilots;30 Apr 2024 08:00 AM;Jeff Teper;D: Pacific Hall;Business/End Users, Developers, IT Pro
14	650136;General Session: Reshaping productivity with Copilot for Microsoft 365;30 Apr 2024 09:30 AM;Bobby Kishore,
15	639513;Cultivating Trust and Leadership Excellence: Strategies for Respect and Empathy in the Workplace;30 Apr 20
16	579245;Boosting Employee Development with Viva Goals and Copilot;30 Apr 2024 11:30 AM;Tiffany Songvilay;D: SH III
17	562107;Building Engaging Employee Experiences for Viva Connections using SPFx;30 Apr 2024 11:30 AM;Derek Cash-Pet



## Ingesting data with the Graph Connector





## Access control list

Item Id
ACL
Properties
Content

```
{
  "@odata.type": "microsoft.graph.externalItem",
  "acl": [{
    "type": "User",
    "value": "c3a8d94d-f807-4785-b1c0-f0f4dbc9f54",
    "accessType": "deny",
    "identitySource": "azureActiveDirectory"
  }, {
    "type": "Group",
    "value": "contosoEscalations",
    "accessType": "grant",
    "identitySource": "External"
  }, {
    "type": "Everyone",
    "value": "07ea6043-dab2-4448-9d7f-70dba909a9c",
    "accessType": "grant",
    "identitySource": "azureActiveDirectory"
  }
],
}
```



## Properties

Item Id
ACL
Properties
Content

```
"properties": {  
  "ticketID": "1158",  
  "title": "Filter design",  
  "createdBy": "Carole Poland",  
  "assignedTo": "Aaron Bjork",  
  "lastEditedDate": "2020-08-25T03:32:08.42641",  
  "lastEditedBy": "Aaron Bjork",  
  "workItemType": "Feature",  
  "priority": "1",  
  "resolved": "false",  
  "tags@odata.type": "Collection(String)",  
  "tags": ["eng", "design"],  
  "status": "Todo",  
  "url": "https://ticketstracker.com/apps/flightbooker"  
},
```

## Content (Relevance, Text and HTML)





**Copilot**

what sessions about governance...

 New chat



May 15, 2024 at 11:07 AM

what sessions about governance are at the m365 conf?

At the Microsoft 365 conference, there is a session titled "**Governance for Microsoft 365, the Power Platform and Your Copilots**" scheduled to start at **9:00 AM on April 29, 2024**. This session will cover important aspects of governance for Microsoft 365, the Power Platform, and Microsoft 365 Copilot, and will be held in the **DOLPHIN: Southern Hemisphere II** room. The speakers for this session are **Martina Grom** and **Toni Pohl** <sup>1</sup>.

The workshop will focus on the importance of having a current governance model, especially with the addition of services like Microsoft 365 Copilot. It will address setting goals and targets for projects, roles and expectations, whether you can begin without a governance model, and how to develop one. The session promises to provide a complete understanding of governance from both strategic and tactical levels, connecting business and technical perspectives. It will also offer detailed knowledge of Microsoft 365 and the Power Platform as a service framework, common misconceptions, security awareness, and best practices for designing a governable implementation <sup>1</sup>.

For more details on the session, you can refer to the **Governance for Microsoft 365, the Power Platform and Your Copilots Registrants** file <sup>2</sup>.

References <sup>1</sup>  Governance for Mic... <sup>2</sup>  Governance for Mic...

 Copy 1 of 30 responses

AI-generated content may be incorrect



give me more details about Microsoft 365 governance session

The session on **Microsoft 365 governance** will delve into several key

Use / to insert people, files and more

 Add people, files, and more for better results



Integrate into M365 Copilot

# Message Extensions

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## Message Extensions demo


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- Search products and interact with the user to order or restock products
- <https://github.com/OfficeDev/Copilot-for-M365-Plugins-Samples/tree/main/samples/msgext-northwind-inventory-ts>

ImageUrl	InventoryStatus	InventoryValue	ProductID	ProductName	QuantityPerUnit	ReorderLevel
https://picsum.photos/seed/1/20...	In stock	6300	1	Chai	10 boxes x 20 bags	25
https://picsum.photos/seed/10/2...	null	null	10	Ikura	12 - 200 ml jars	20
https://picsum.photos/seed/11/2...	null	null	11	Queso Cabrales	1 kg pkg.	30
https://picsum.photos/seed/12/2...	null	null	12	Queso Manchego La Pastora	10 - 500 g pkgs.	20
https://picsum.photos/seed/13/2...	null	null	13	Konbu	2 kg box	5
https://picsum.photos/seed/14/2...	null	null	14	Tofu	40 - 100 g pkgs.	20
https://picsum.photos/seed/15/2...	null	null	15	Genen Shouyu	24 - 250 ml bottles	5
https://picsum.photos/seed/16/2...	null	null	16	Pavlova	32 - 500 g boxes	10
https://picsum.photos/seed/17/2...	null	null	17	Alice Mutton	20 - 1 kg tins	20
https://picsum.photos/seed/18/2...	null	null	18	Carnarvon Tigers	16 kg pkg.	20


# EUROPEAN COLLABORATION SUMMIT

## Message Extensions – Demo Plugins interactivity


**Northwind Inventory**

Product inventory   Discounts   Revenue

chai


**Chai**  
Supplied by Contoso Beverage Company of London...


Supplied by Contoso Beverage Company of London...  
2 in stock



Toni Pohl 11:32 AM

Pls. check the status of chai

**Northwind Inventory**

**Chai** On order

**Supplier information**




**Name** Contoso Beverage Company  
**City** London


**Stock information**

<b>Category</b>	Beverages	<b>Units in stock</b>	2
<b>Unit price</b>	18 USD	<b>Units on order</b>	7
<b>Avg discount</b>	8.6 %	<b>Reorder Level</b>	25
<b>Inventory valuation</b>	36 USD	<b>Revenue this period</b>	12,788 USD


Take action

Quantity  
3


Update stock    Restock    Cancel restock 

Restock 

Reply

**Northwind Inventory**

Restocking Chai placed order for 3 units.

**Chai** On order


**Supplier information**

**Name** Contoso Beverage Company  
**City** London

**Stock information**

<b>Category</b>	Beverages	<b>Units in stock</b>	2
<b>Unit price</b>	18 USD	<b>Units on order</b>	10
<b>Avg discount</b>	8.6 %	<b>Reorder Level</b>	25
<b>Inventory valuation</b>	36 USD	<b>Revenue this period</b>	12,788 USD

Take action

 Your response was sent to the app





## What to use when

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### Graph Connectors

- Ingest data into Microsoft Graph
- Unstructured / flattened data
- Up to 5M items per connection
- Up to 20 requests per second
- Read-only
- Data inside M365
- SharePoint, Bing work, etc.

### Plugin

- Bot development
- Real-time data access
- Structured data
- Suitable for high volume data (over 5M)
- Suitable for high activity (over 20 req./sec.)
- Read and write
- Teams and Outlook



Develop your custom Bot

# Azure Open AI

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## When to use a custom Open AI solution?

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**Custom Copilot**  
e.g., when many users  
need to access specific  
company data.



**Data grounding**  
Run Azure OpenAI  
Service on your data to  
gain insights and create  
chat experiences for  
users.  
Use Skills to process  
data automatically.



**Trust and transparency**  
Provide protection from  
undesirable inputs and  
outputs.



**Data, privacy and  
security**  
Extend on your terms.

## Steps to create your custom Copilot with your data

- Data source: Documents (PDF, Office, Web, etc.)
- Azure AI Document Intelligence API  
Get the content, crack documents
- Azure AI Search API  
Build Index & search
- Open AI API  
refine the search result
- Bot API  
(Teams) chat

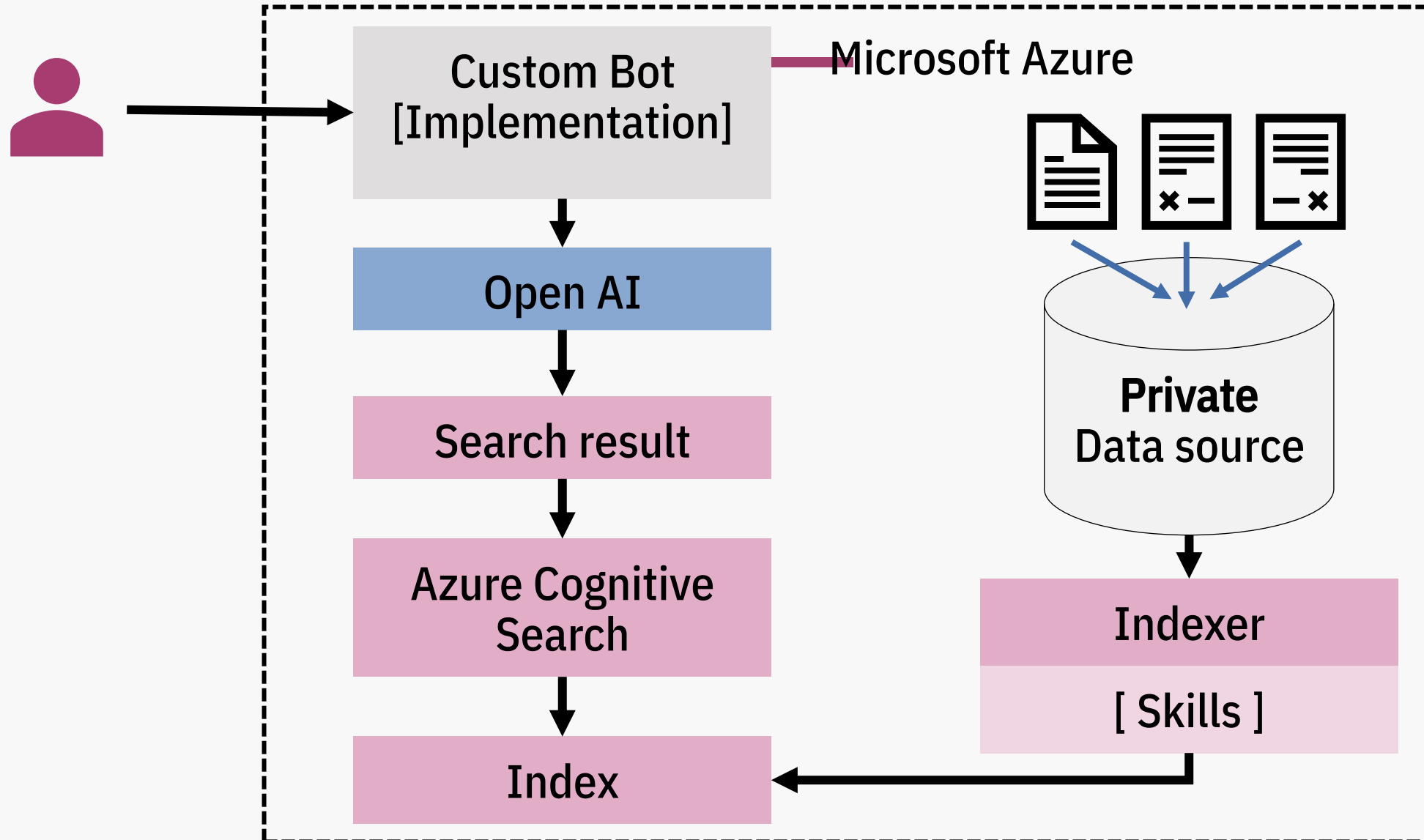






## EUROPEAN COLLABORATION SUMMIT

### Custom Copilot with Azure AI Search





<https://github.com/Microsoft/BotBuilder-Samples/blob/main/README.md#getting-the-samples>

	Sample Name	Description	.NET	JavaScript	Python	Java
2	Echo bot	Demonstrates how to receive and send messages.	<a href="#">.NET Core</a>	<a href="#">JavaScript, TypeScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
3	Welcome user	Introduces activity types and provides a welcome message on conversation update activity.	<a href="#">.NET Core</a>	<a href="#">JavaScript, TypeScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
5	Multi turn prompts	Demonstrates how to use waterfall dialog, prompts, and component dialog to create a simple interaction that asks the user for name, age, and prints back that information.	<a href="#">.NET Core</a>	<a href="#">JavaScript, TypeScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
6	Using cards	Introduces all card types including thumbnail, audio, media etc. Builds on Welcoming user + multi-prompt bot by presenting a card with buttons in welcome message that route to appropriate dialog.	<a href="#">.NET Core</a>	<a href="#">JavaScript, TypeScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
7	Adaptive cards	Demonstrates how the multi-turn dialog can use a card to get user input for name and age.	<a href="#">.NET Core</a>	<a href="#">JavaScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
8	Suggested actions	Demonstrates how to enable your bot to present buttons that the user can tap to provide input.	<a href="#">.NET Core</a>	<a href="#">JavaScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
13	Core bot	Core bot shows how to use cards, dialog, and Language Understanding (LUIS).	<a href="#">.NET Core, .NET Web</a>	<a href="#">JavaScript, TypeScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
15	Handling attachments	Demonstrates how to listen for/handle user provided attachments.	<a href="#">.NET Core</a>	<a href="#">JavaScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
40	TIMEX resolution	Demonstrates various ways to parse and manipulate the TIMEX expressions you get from LUIS and the <a href="#">DateTimeRecognizer</a> used by the DateTimePrompt.	<a href="#">.NET Core</a>	<a href="#">JavaScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
43	Complex dialogs	Demonstrates different ways for composing dialogs.	<a href="#">.NET Core</a>	<a href="#">JavaScript</a>	<a href="#">Python</a>	<a href="#">Java</a>
45	State management	Demonstrates how to use state management and storage objects to manage and persist state.	<a href="#">.NET Core</a>	<a href="#">JavaScript</a>	<a href="#">Python</a>	<a href="#">Java</a>

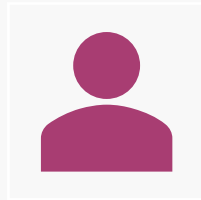


## Azure AI Search

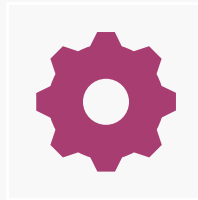
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**What is Azure AI Search?**  
<https://learn.microsoft.com/en-us/azure/search/search-what-is-azure-search>



**Configure Azure AI Search within Azure AI Language**  
<https://learn.microsoft.com/en-us/azure/bot-service/bot-builder-concept-luis?view=azure-bot-service-4.0#azure-cognitive-search>



**Configure custom question answering enabled resources**  
<https://learn.microsoft.com/en-us/azure/ai-services/language-service/question-answering/how-to/configure-resources>



**Try it out**  
<https://oai.azure.com/portal/>

«

Azure OpenAI

Playground

Chat

Completions

DALL·E

Assistants (Preview)

Management

Deployments

Models

Data files

Quotas

Content filters (Preview)

Azure OpenAI Studio > Chat playground

Chat playground

Deploy to

Import setup

Export setup

Show panels

Setup

Prompt

Add your data

Ask questions about your own data. The data remains stored in the data source you designate. [Learn more about how your data is protected.](#)

+ Add a data source

Clear chat

Playground settings

View code

Show JSON

Start chatting

Test your assistant by sending queries below. Then adjust your assistant setup to improve the assistant's responses.

Type user query here. (Shift + Enter for new line)

11/4000 tokens to be sent

Configuration

Deployment

Parameters

Deployment \*

gpt\_35\_turbo

Session settings

Past messages included ⓘ

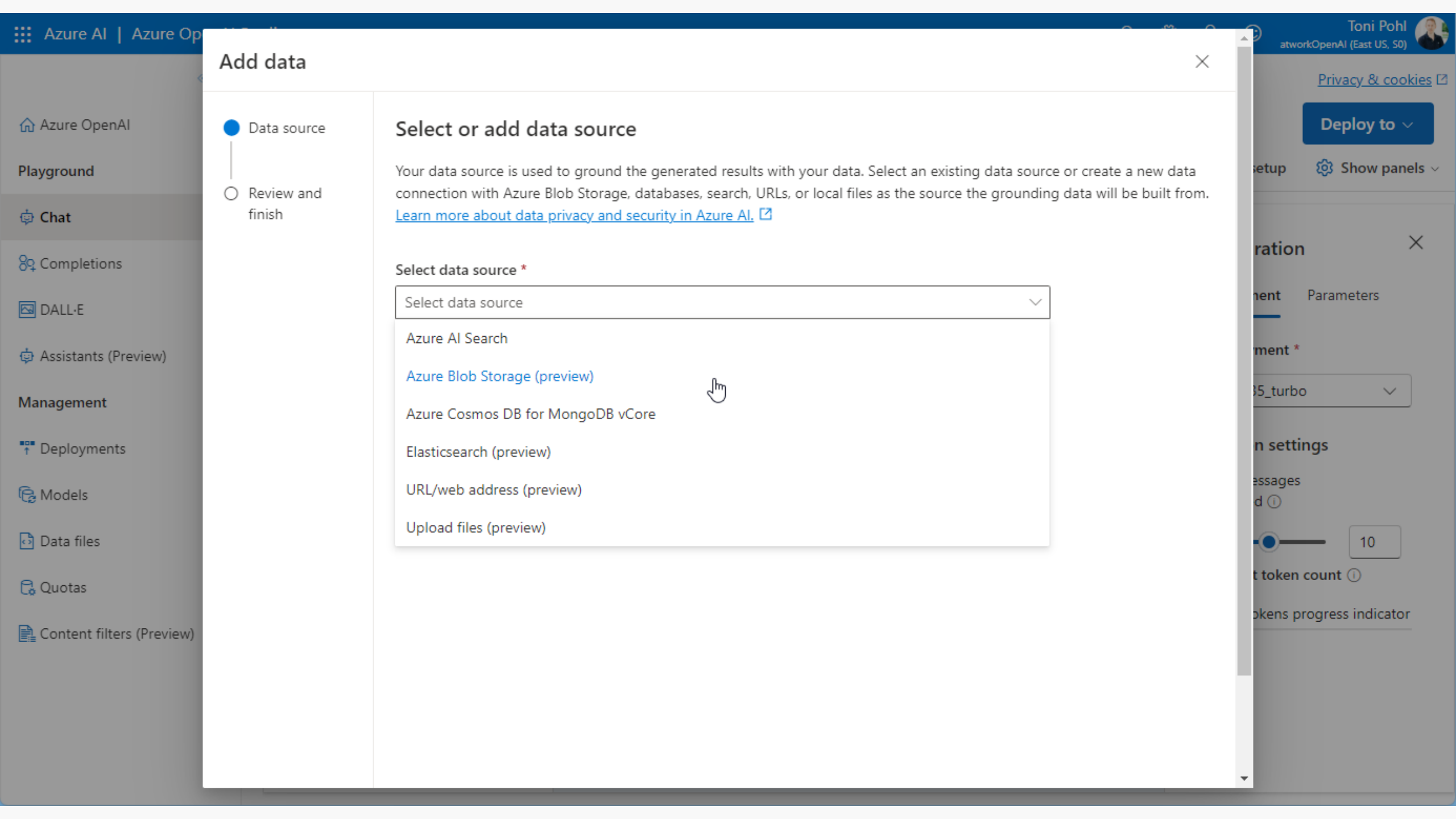
10

Current token count ⓘ

Input tokens progress indicator

11/4000





## Add data

☒ Data source

☐ Review and finish

### Select or add data source

Your data source is used to ground the generated results with your data. Select an existing data source or create a new data connection with Azure Blob Storage, databases, search, URLs, or local files as the source the grounding data will be built from.

[Learn more about data, privacy and security in Azure AI.](#)

#### Select data source \*

Select data source

Azure AI Search

Azure Blob Storage (preview)

Azure Cosmos DB for MongoDB vCore

Elasticsearch (preview)

URL/web address (preview)

Upload files (preview)

Azure OpenAI

Playground

Chat

Completions

DALL·E

Assistants (Preview)

Management

Deployments

Models

Data files

Quotas

Content filters (Preview)

## Add data

- ✓ Data source
- ✓ Data management
- Review and finish

### Review and finish

Review the configurations you set for your data

[Learn more about data privacy and security in Azure AI.](#)

#### Data source

Azure Blob Storage

#### Storage resource

atworkaistorage

#### Storage container

vespa

#### Azure AI Search resource

atworksearchservice

#### Index name

vespa-documents

#### Search type

Semantic

#### Semantic search configuration

default

Back

Save and close

Cancel

[Privacy & cookies](#)

Deploy to

Show panels

ration

ment Parameters

ment \*

35\_turbo

n settings

essages

d

10

t token count

tokens progress indicator

Azure OpenAI

Playground

Chat

Completions

DALL-E

Assistants (Preview)

Management

Deployments

Models

Data files

Quotas

Content filters (Preview)

# Chat playground

**Deploy to**

Import setup

Export setup

Show panels

## Setup

Use a template to get started, or just start writing your own system message below. Want some tips? [Learn more](#)

Select a template

### System message

I am a technician who wants to find relevant information about how to repairs Vespa scooters.

### Examples

#### Using examples

Add examples to show the chat what responses you want. It will try to mimic any responses you add here so make sure they match the rules you laid out in the system message.

Few shot examples are not used when source data has been

Clear chat

Playground settings

View code

☐ Show JSON

How can I clean the exhaust of a Vespa 180 SS?

The retrieved document <sup>1</sup> provides information on how to clean and maintain a Vespa scooter, including the Vespa Super Sport 180 (VSC1T). However, there is no specific information on how to clean the exhaust of a Vespa 180 SS. The document covers topics such as lubrication, periodic maintenance, troubleshooting, and cleaning, but it does not provide instructions on how to clean the exhaust. Therefore, I'm sorry to inform you that the requested information is not available in the retrieved data. Please try another query or topic.

1 references

 1 [Vespa Super Sport 180 manual.pdf - Part 1](#)

Type user query here. (Shift + Enter for new line)

137/4000 tokens to be sent

## Configuration

**Deployment**

Parameters

Deployment \*

gpt\_35\_turbo

### Session settings

Past messages included















10

Current token count

Input tokens progress indicator

137/4000

 Search

-  Overview
-  Activity log
-  Access control (IAM)
-  Tags
-  Settings
-  Bot profile
-  Configuration
-  Channels
-  Pricing
-  Test in Web Chat
-  Encryption
-  Networking
-  Properties
-  Lock

 Get bot embed codes

 Refresh

 Feedback






You are using the updated channels page. Let us know what you think by providing feedback

Feedback



This bot is connected with the following channels.

Channel ↓	Health status	Details	Actions
 Direct Line	Healthy	REST API for communicating directly with a bot	
 Microsoft Teams	Healthy	Microsoft Teams Channel	<a href="#">Open in Teams</a>
 Web Chat	Issues (8)	Embeddable Web Chat control	

### ^ Available Channels

Connect the bot with channels. [Learn more](#)








# atworkAIBot | Channels




Azure Bot





 Search


-  Overview
-  Activity log
-  Access control (IAM)
-  Tags
- 


Settings


 Bot profile


 Configuration


 Channels


 Pricing

 Test in Web Chat










 Encryption

 Networking

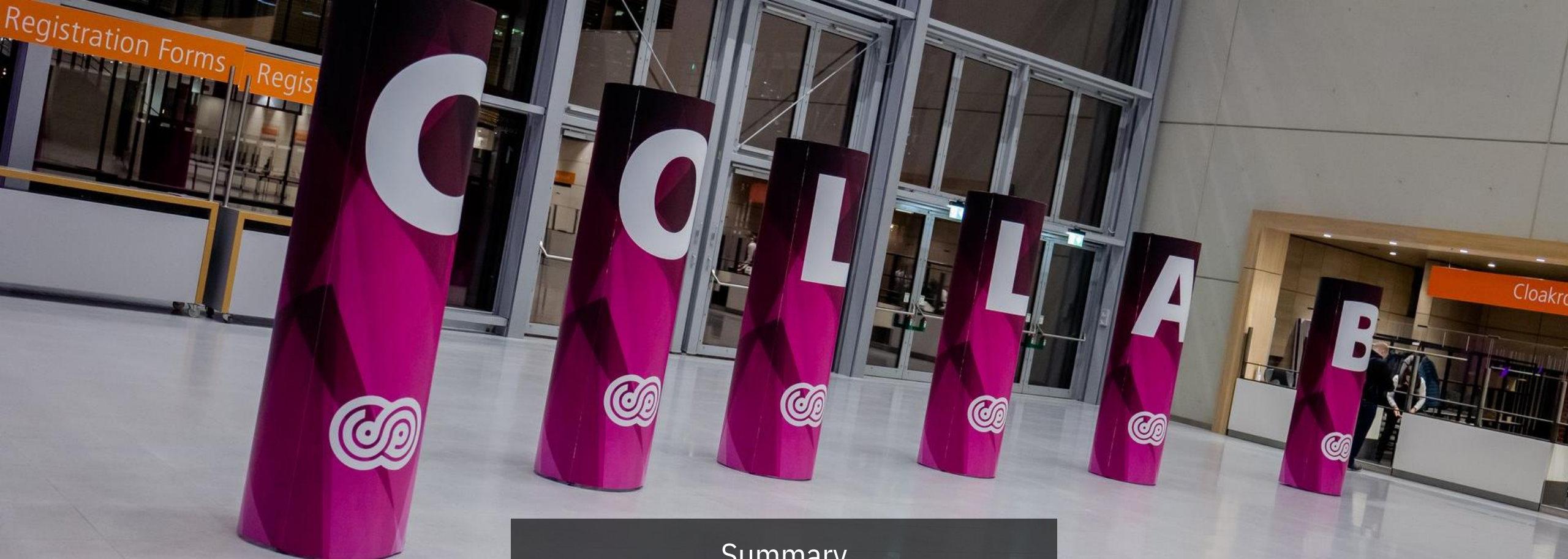
 Properties

 Locks

Connect the bot with channels. [Learn more](#)

Channel ↓	Details
 Alexa	Alexa Channel
 Communication Services - Chat	Communication Services - Chat Channel
 Direct Line Speech	Direct Line Speech Channel
 Email	O365 Email Channel
 Facebook	Support for Text Messaging via Facebook
 GroupMe	GroupMe Channel
 LINE	Support for LINE Channel
 Microsoft 365	Enable message extensions in Outlook, and Microsoft 365 apps
 Omnichannel	Omnichannel Channel





Summary

# Methods to integrate your data

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## Summary

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**Graph Connectors**  
Ingest data



**Message Extensions (PlugIns)**  
Develop an interactive Bot



**Azure Open AI Bot**  
Develop your own data integration and Bot



**Copilot Studio**  
low code, simple, will grow...



## Copilot and Search Options...

	Graph Connectors	Message Extensions	Copilot Studio	Azure OpenAI
Type	Integrates in graph and add vertical in Search	Interactivity, adaptive cards	Simple to use, fast solution	Integration on your terms
Development	N	Y	Low code	Y
Data Location	Graph	Data storage	Data storage	Data storage
Solution complexity	*	**	*	***



## M365 Copilot resources

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- <https://aka.ms/Copilot-Plugins>
- <https://aka.ms/Message-Extensions>
- <https://aka.ms/GraphConnectors>
- <https://aka.ms/ExtendCopilotM365>
- <https://aka.ms/community/samples>

## Azure Open AI resources

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- Azure OpenAI Service  
<https://azure.microsoft.com/en-us/products/ai-services/openai-service>
- Azure AI Document Intelligence  
<https://azure.microsoft.com/en-ca/products/form-recognizer>
- Azure AI | Document Intelligence Studio  
<https://documentintelligence.ai.azure.com/studio/read>
- Basics of the Microsoft Bot Framework  
<https://learn.microsoft.com/en-us/azure/bot-service/bot-builder-basics?view=azure-bot-service-4.0>
- Create a bot with the Bot Framework SDK  
<https://learn.microsoft.com/en-us/azure/bot-service/bot-service-quickstart-create-bot?view=azure-bot-service-4.0&tabs=csharp%2Cvs>
- Bot Development Requirements  
<https://learn.microsoft.com/en-us/azure/bot-service/bot-service-quickstart-create-bot?view=azure-bot-service-4.0&tabs=csharp%2Cvs#prerequisites>
- Bot Framework Samples  
<https://github.com/Microsoft/BotBuilder-Samples/blob/main/README.md#getting-the-samples>
- What is Azure AI Search?  
<https://learn.microsoft.com/en-us/azure/search/search-what-is-azure-search>
- Configure Azure AI Search within Azure AI Language  
<https://learn.microsoft.com/en-us/azure/bot-service/bot-builder-concept-luis?view=azure-bot-service-4.0#azure-cognitive-search>
- Configure custom question answering enabled resources  
<https://learn.microsoft.com/en-us/azure/ai-services/language-service/question-answering/how-to/configure-resources>



# THANK YOU, YOU ARE AWESOME ❤️

## PLEASE RATE THIS SESSION IN THE MOBILE APP.



Martina Grom

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