

BUILDING AND EXTENDING COPILOTS

TO ACCELERATE
PRODUCTIVITY



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Agenda

- 1 Microsoft Copilot Studio overview
- 2 Building custom copilots
- 3 Extending Microsoft Copilot

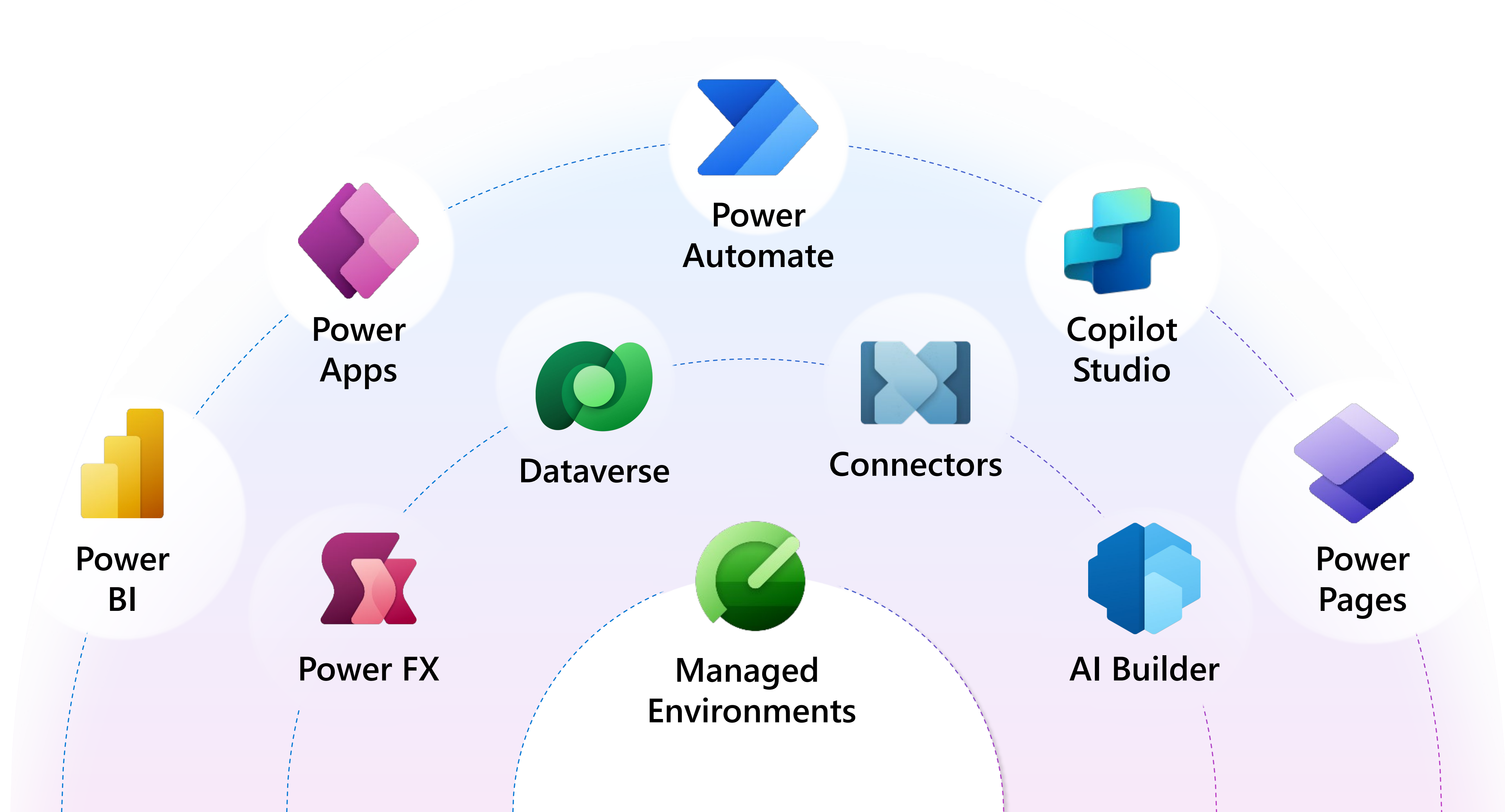
Copilot Studio

Overview



Microsoft Power Platform

AI-Enabled Low-Code Platform



What is a copilot?

Intelligent AI assistants that use **generative AI** and **large language models** to assist humans with **complex cognitive tasks**.

Custom copilots

Copilots tailored to your enterprise scenarios



Microsoft Copilot

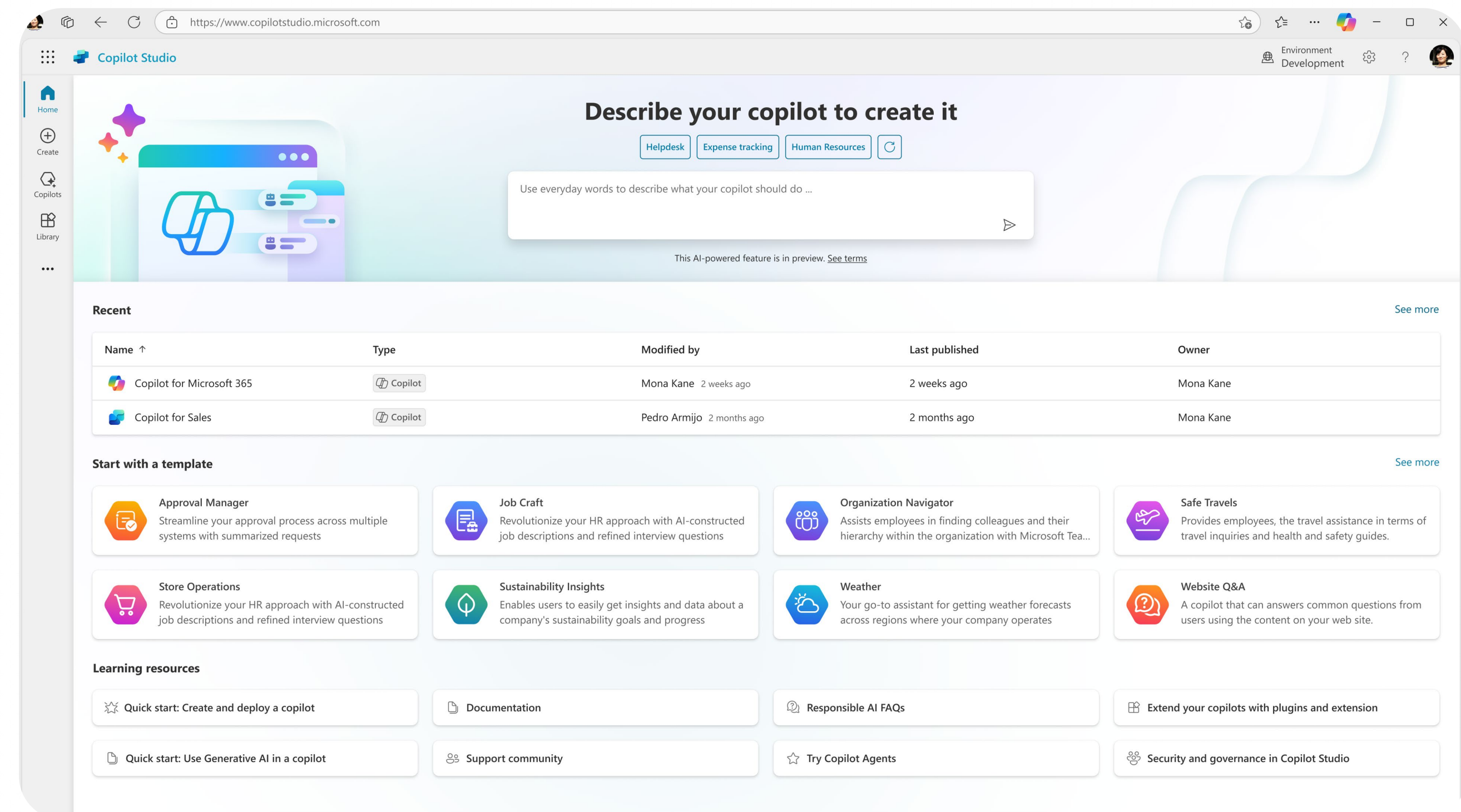
1st party Copilot experiences available across the Microsoft ecosystem



Microsoft Copilot Studio

Your copilot, your way

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



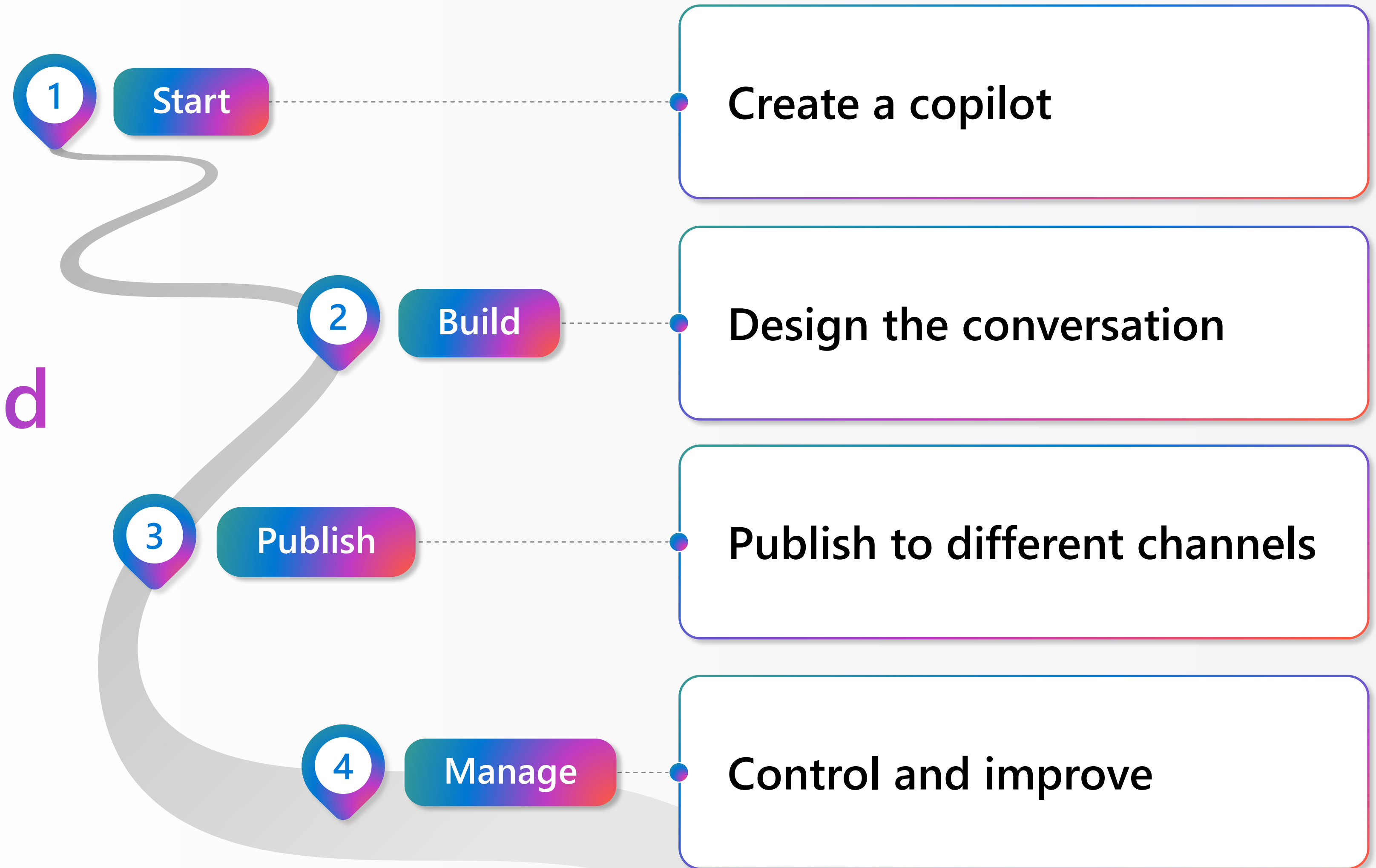
Building

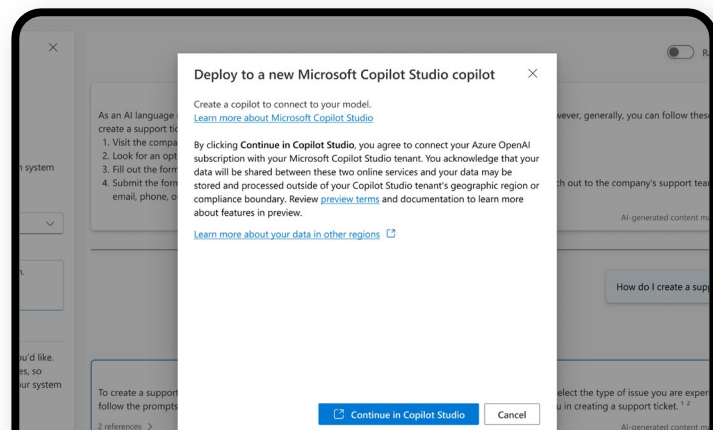




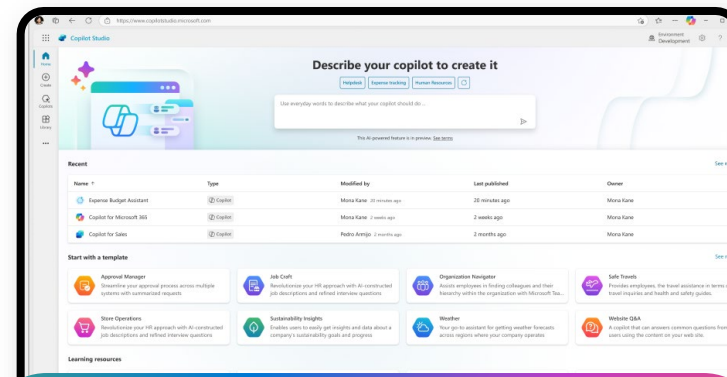
How to build a custom copilot

Create powerful
custom copilots

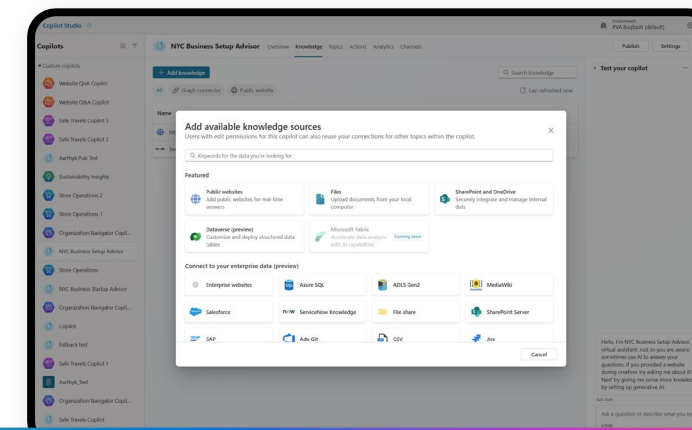




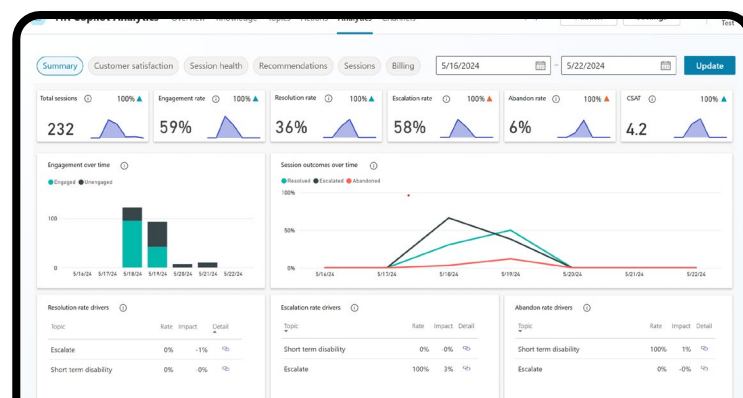
Extend with Azure



Create a copilot



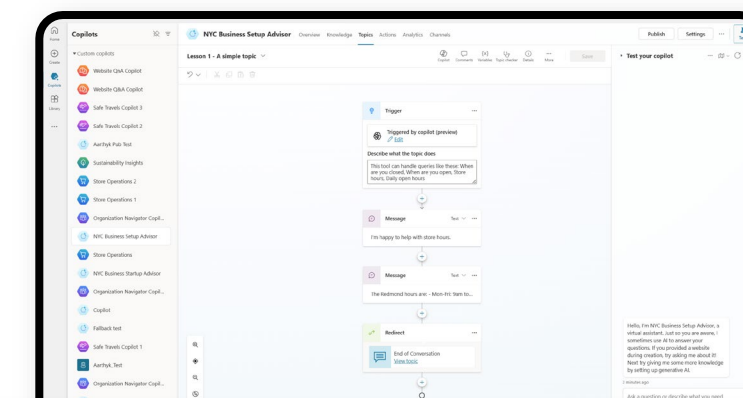
Chat over knowledge



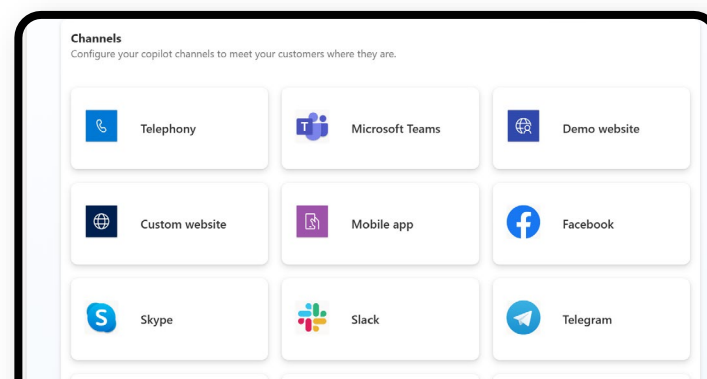
Monitor and Improve



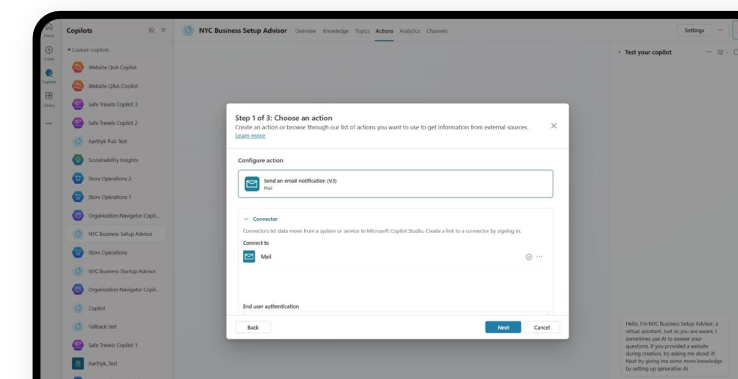
Copilot Studio
Your copilot, your way



Add logic with topics



Multiple channels



Actions & Plugins

Build the way you want

Users of all skill levels can create and test together

Preview

Templates

Copilot for Sales

Copilot

Pedro Armijo 2 months ago

Start with a template

Approval Manager

Streamline your approval process across multiple systems with summarized requests

Job Craft

Revolutionize your HR approach with AI-constructed job descriptions and refined interview questions

Store Operations

Revolutionize your HR approach with AI-constructed job descriptions and refined interview questions

Sustainability Insights

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

Learning resources

Quick start: Create and deploy a copilot

Documentation

Quick start: Use Generative AI in a copilot

Support community

Get started quickly

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

Preview

Natural language

Describe your copilot to create it

Helpdesk

Expense tracking

Human Resources

Use everyday words to describe what your copilot should do ...

This AI-powered feature is in preview. [See terms](#)

Modified by

Last published

Mona Kane 20 minutes ago

20 minutes ago

Build conversationally

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

Visual canvas

Expense Budget Assistant

Overview

Knowledge

Actions

Topics

Analytics

Channels

Publish

Settings

Travel budget

Describe what the topic does

Provides details to employees asking questions about travel expense budget availability

Action

Read SAP table

https://www.sap.com

SAP

Table name

Travel expense budget

Outputs (5)

Create generative answers

Input

OutstandingExpenseBudget-table

Data sources

Create generative answers property

Data sources

Choose up to 4 public websites and 4 Microsoft internal sites for your copilot to use to create dynamic, generative answers

Search public data

Search public websites

Public websites

Manual input

Enter website

SharePoint

Manual input

Enter website

https://contoso.sharepoint.com/ExpenseBudget

Azure OpenAI Services on your data

Add a connection from Azure OpenAI as a data source.

+ Add connection

Connection properties

Custom data

Navigate a modern UX

Design your conversation by following the low code graphical interface.

Code

Save

Test

1 kind: AdaptiveDialog

2 beginDialog:

3 kind: OnGreeting

4 actions:

5 - kind: SendMessage_v9kgjz

6 id: sendMessage_v9kgjz

7 disabled: false

8 message:

9 text:

10 - Welcome to Contoso.

11 - kind: Condition

12 id: condition_gpt8dm

13 conditions:

14 - id: c5o1k2

15 | condition: >System.Activity.Channel < ChannelId.Telephony

16 - kind: CancelAllDialogs

17 id: cancelAllDialogs_viat22

18

19 id: main

20 intent:

21 displayName: Greeting

22 triggerQueries:

23 - Good afternoon

24 - Good morning

25 - Hello

26 - Hello again!

27 - Hello and good morning to you

28 - Hello can you help me?

29 - Hello can you please help me

30 - Hello friend

31 - Hello...and afternoon

Switch to YAML

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

DEMO

CREATE FROM TEMPLATE



DEMO

CHAT OVER DATA



Logic

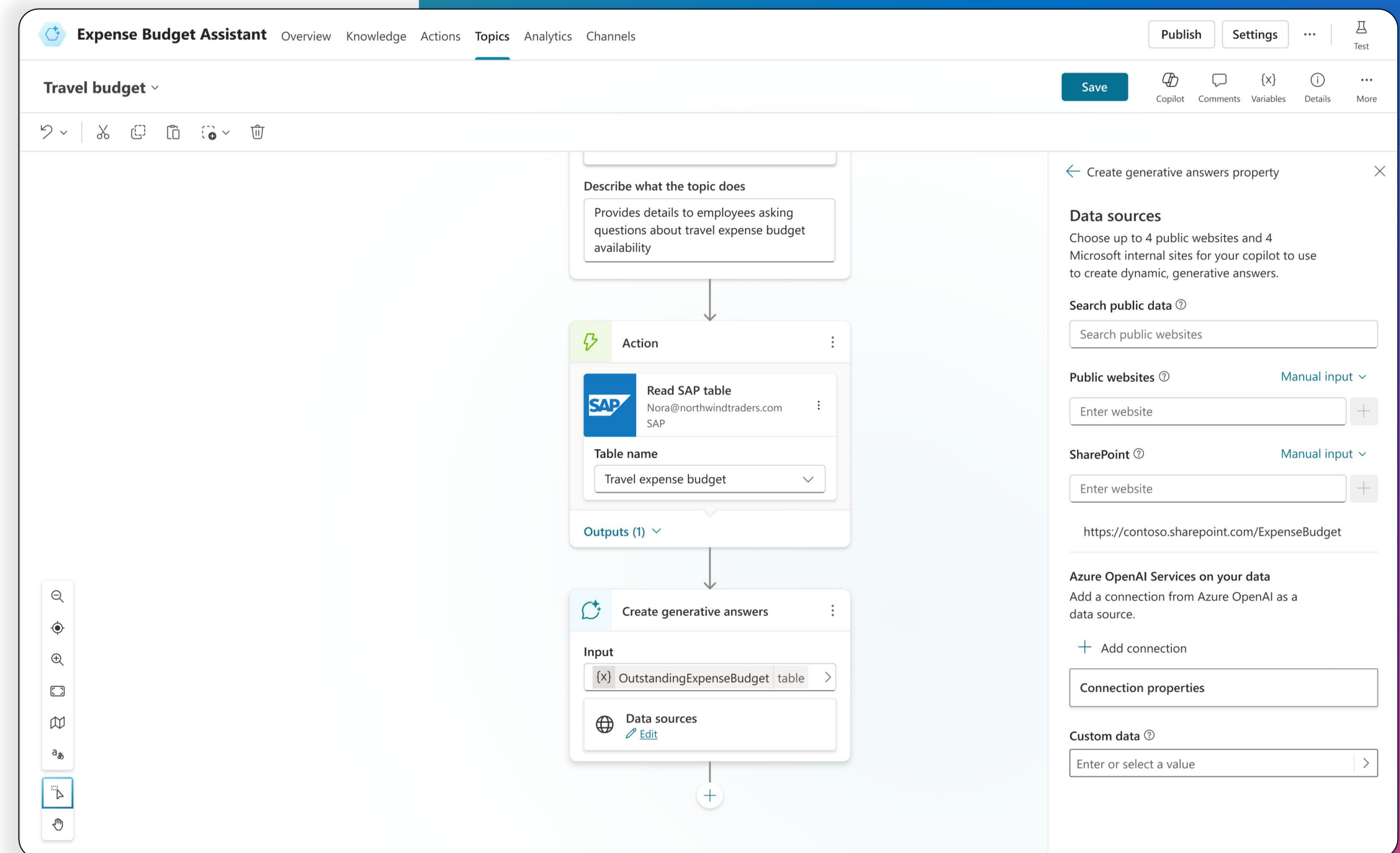
Have **complete control over critical scenarios** by designing specific step-by step topics.

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.

Ask questions, send messages, branch your conversations and manipulate data with built in Power Fx support

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



Customize your chat canvas

Change the UI of your copilot using a custom canvas as a standalone web app

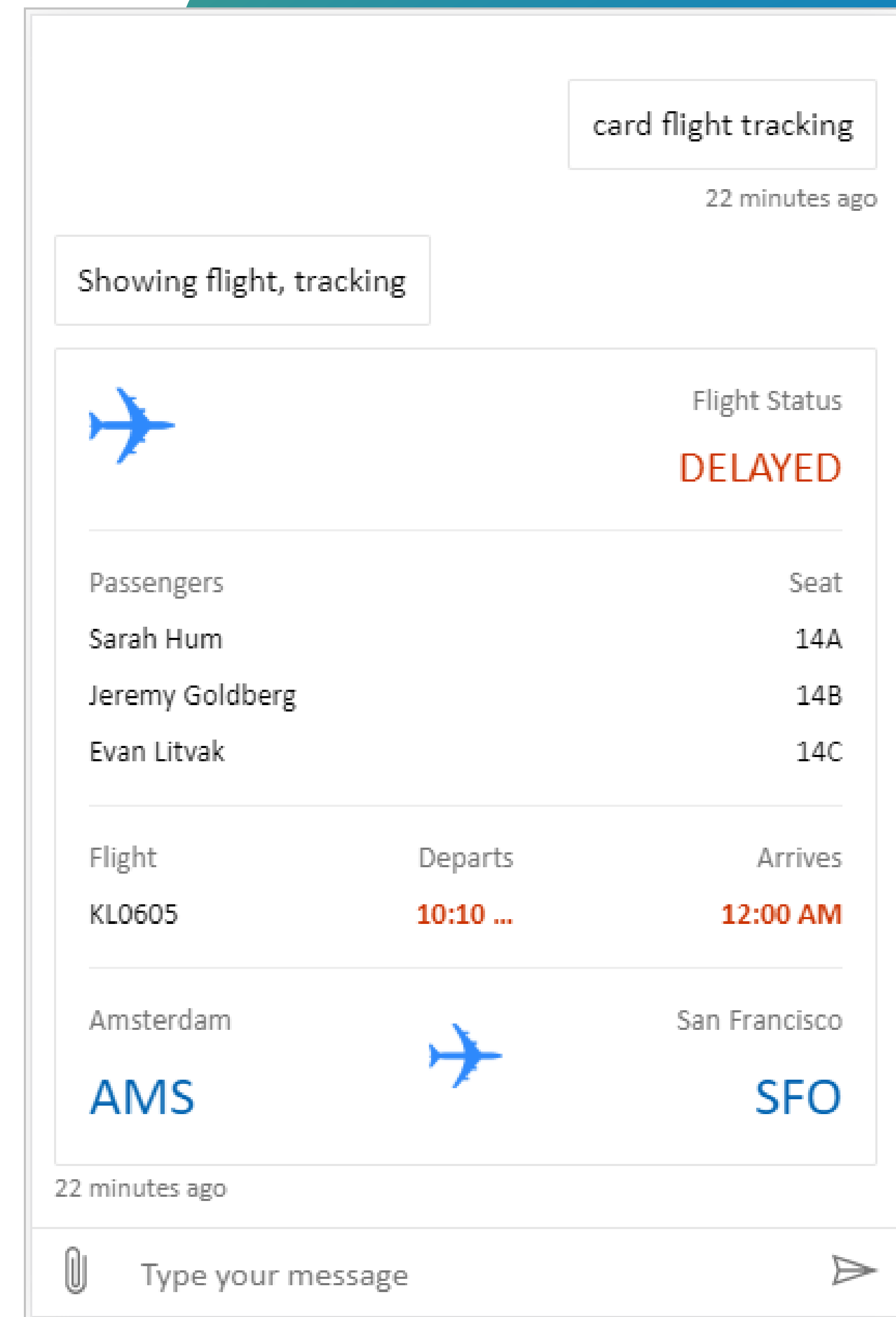
Enables a customized iFrame to be embedded in multiple web pages

Start with a sample:

<https://aka.ms/copilotstudio-customcanvas-sample>

More Info:

<https://aka.ms/copilotstudio-customcanvas>



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.

Make your copilot available to your customers on your web site or mobile app, or to your employees in Microsoft Teams.

You can access even more channels through ISVs, including:



WeChat



WhatsApp through Twilio



Google's Business Messages



Apple Messages for Business



Azure Communication Services



infobip



NICE



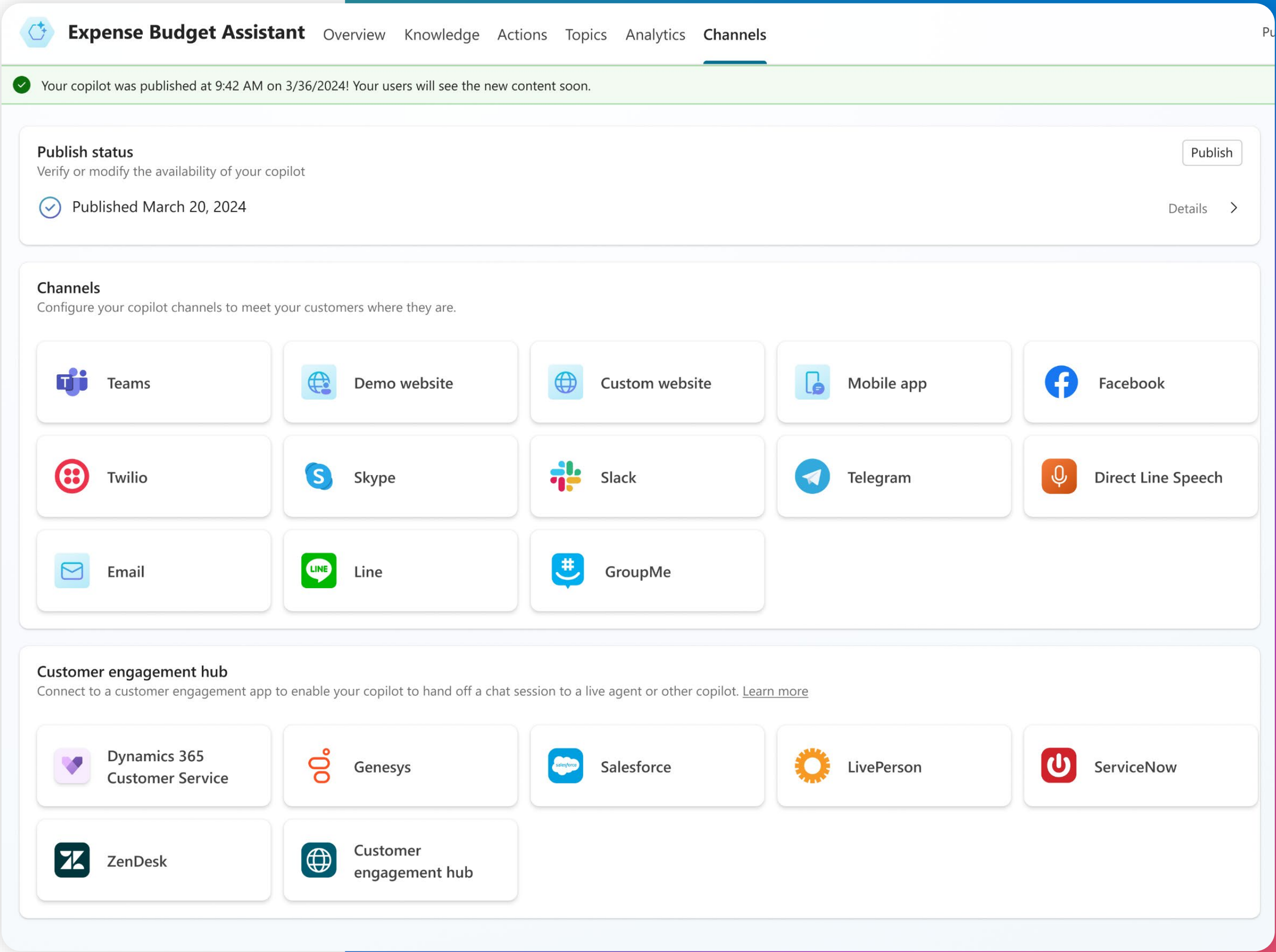
audiocodes



telesign

TeleSign

Custom



Extensibility



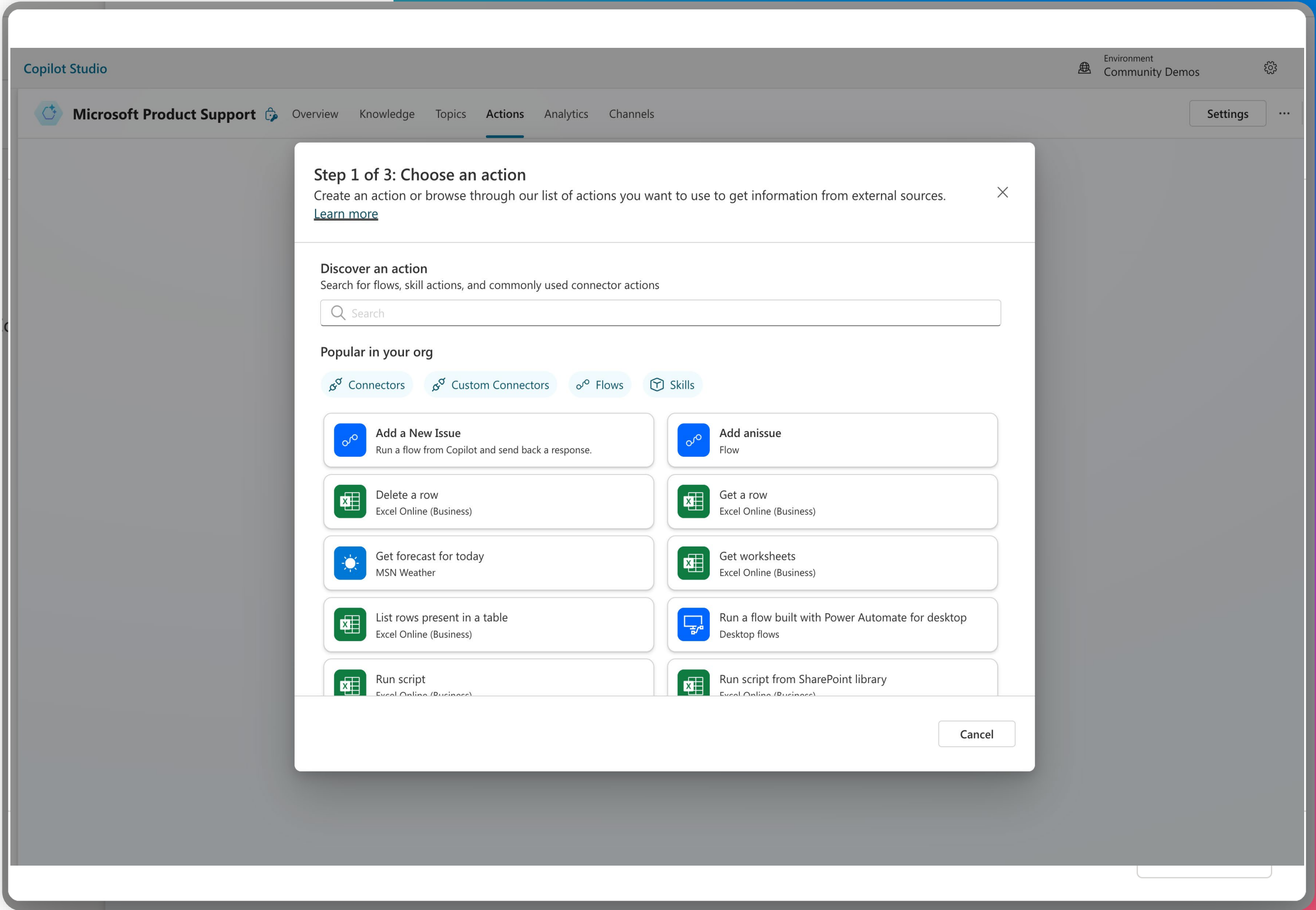
Actions

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



DEMO

TOPIC + AI PROMPT



DEMO

CONNECTOR ACTION



Customize Microsoft Copilot

with the **most comprehensive** end-to-end AI toolchain



Copilot for Microsoft 365 Plugins (Power Platform)



Prompt plugins

What?

Prompt plugins enable you to generate content with AI and call them via Copilot for Microsoft 365

Examples

Summarize a long text and extract bullet points, tasks or other useful content

Create a prompt that helps to moderate user-generated content



Conversational plugins

What?

Conversational plugins enable you to build a topic about a subject and call them via Copilot for Microsoft 365

Examples

Get data from SAP via plugin actions so that users can also get data from backend systems

Use generative actions to let Copilot answer questions on public websites, SharePoint and more...



Connector plugins

What?

Connector plugins enable you to connect with APIs through Copilot for Microsoft 365

Examples

The ServiceNow connector plugin can list incidents via Copilot for Microsoft 365

The Salesforce connector plugin can list, and filter leads and accounts via Copilot for Microsoft 365



Power Automate plugins

What?

Power Automate flow plugins enable you to call automations through Copilot for Microsoft 365

Examples

Create an approval and send the adaptive card via Teams

Create content based on a prompt and send an approval

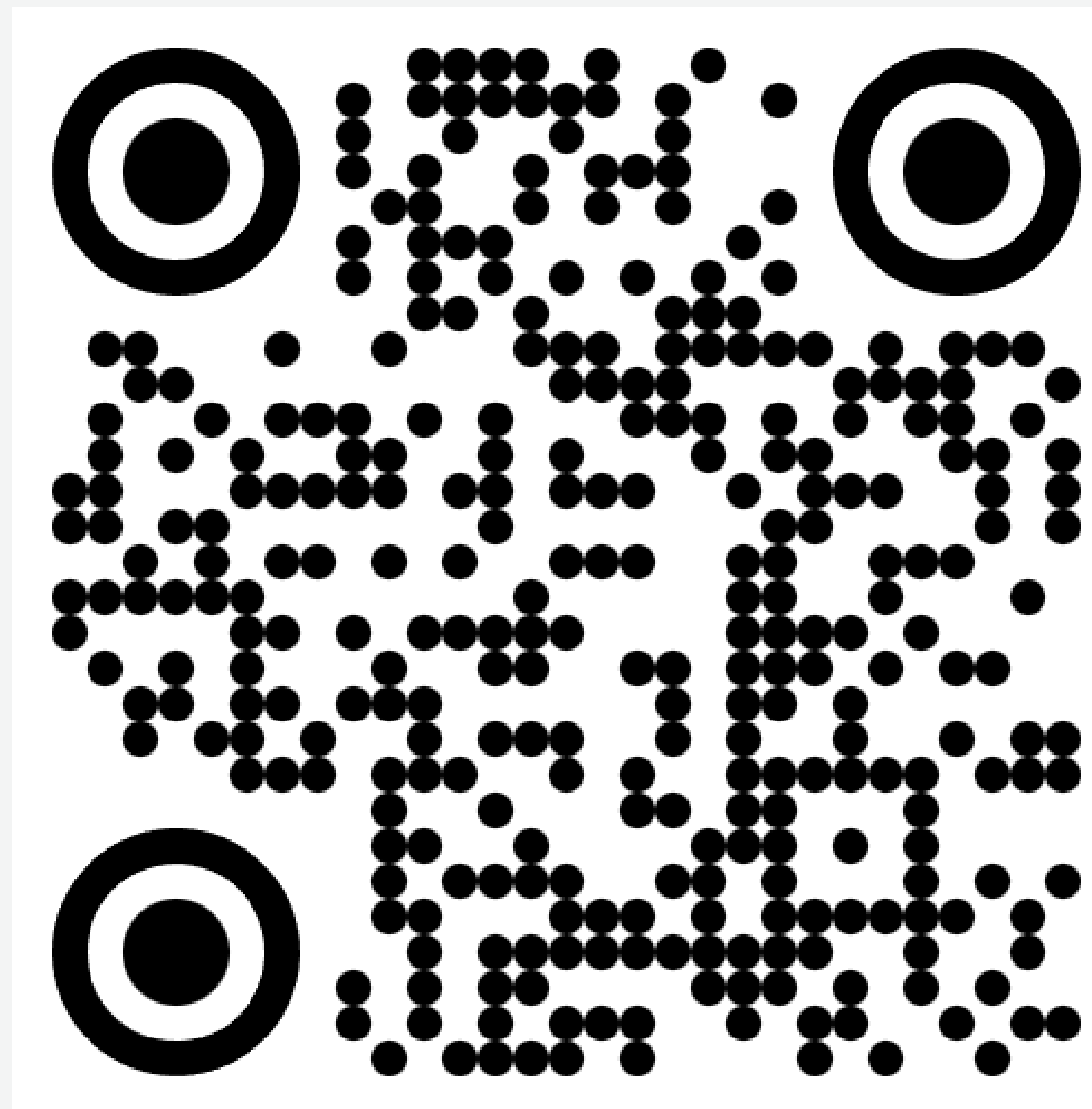
DEMO

EXTEND COPILOT FOR MICROSOFT 365



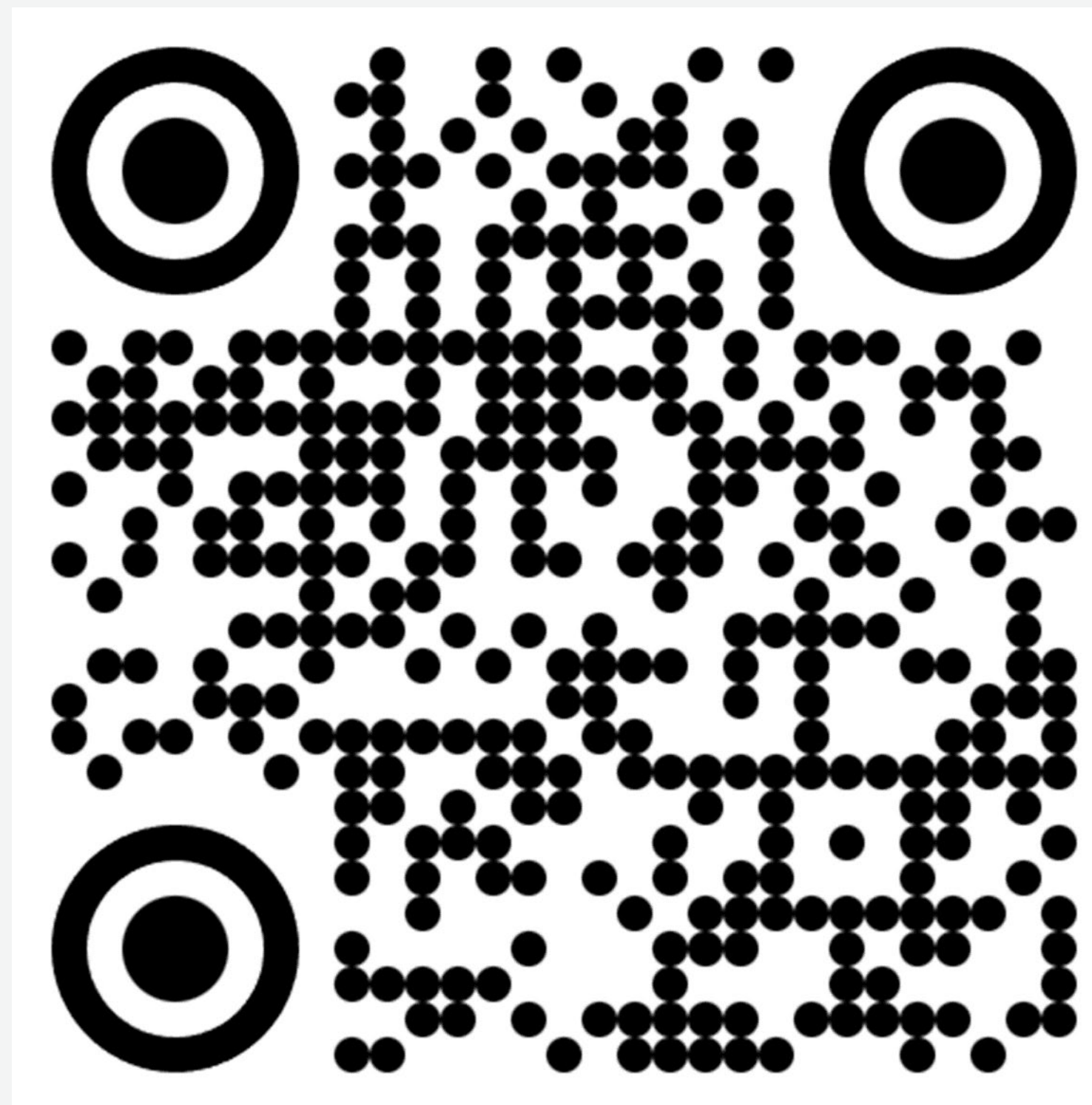


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Download slides



Thank you!

