

# Copilot Studio

## Tech Talk Fridays GPS Switzerland

Adriano Perolini  
SR Partner Solution Architect

Benjamin Müller  
Partner Technology Strategist

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# Agenda

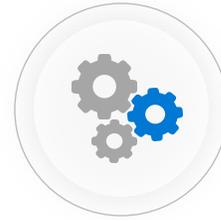
- 01 Introduction
- 02 Demos
- 03 Scenarios
- 04 Licensing & Resources
- 05 Q/A

# Introduction

# Transform your business with conversational AI



Enrich employee experiences



Optimize business processes



Improve efficiency & time to value



Bend the curve on innovation

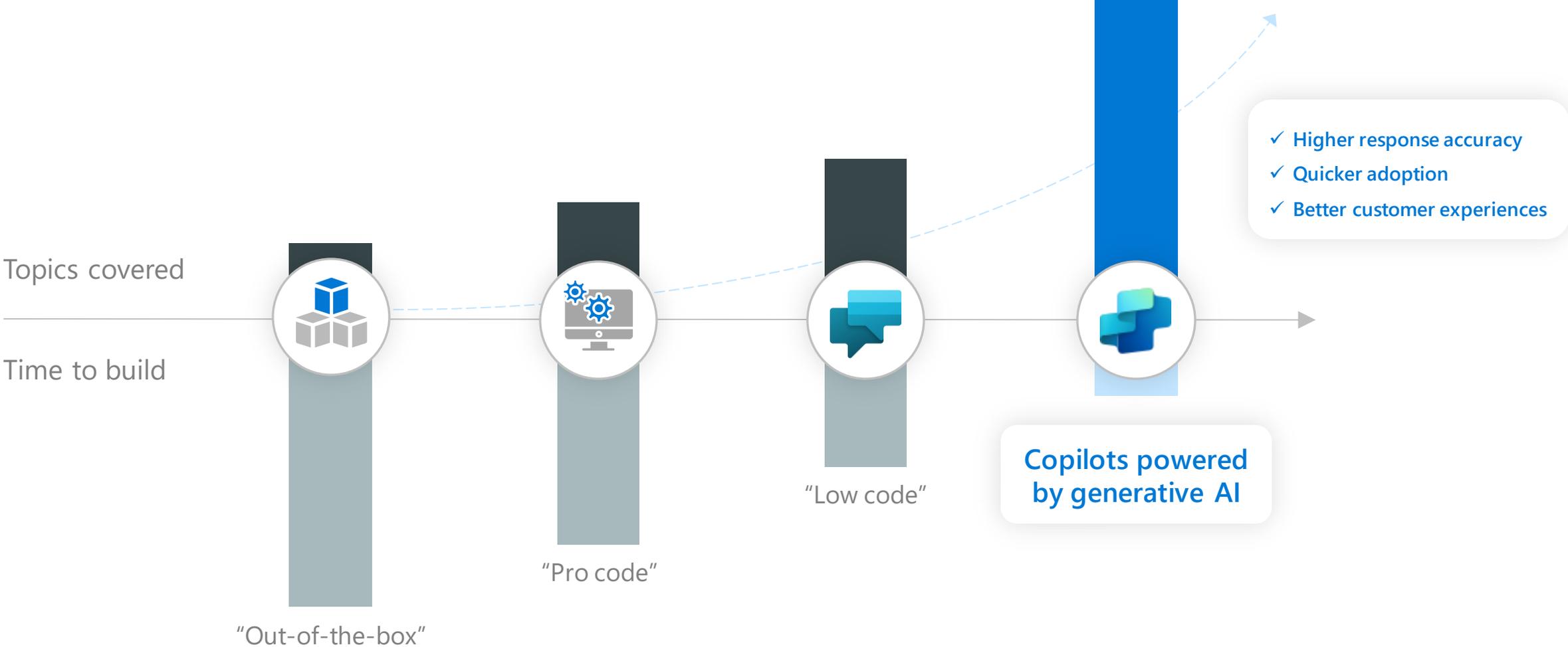


Reinvent customer engagement



Reduce development costs & risks

# Welcome to a **new era** of building conversational AI



# The end-to-end copilot conversation

## 1. Authored Topics

Organizations control their critical topics by designing their own specific processes and workflows.

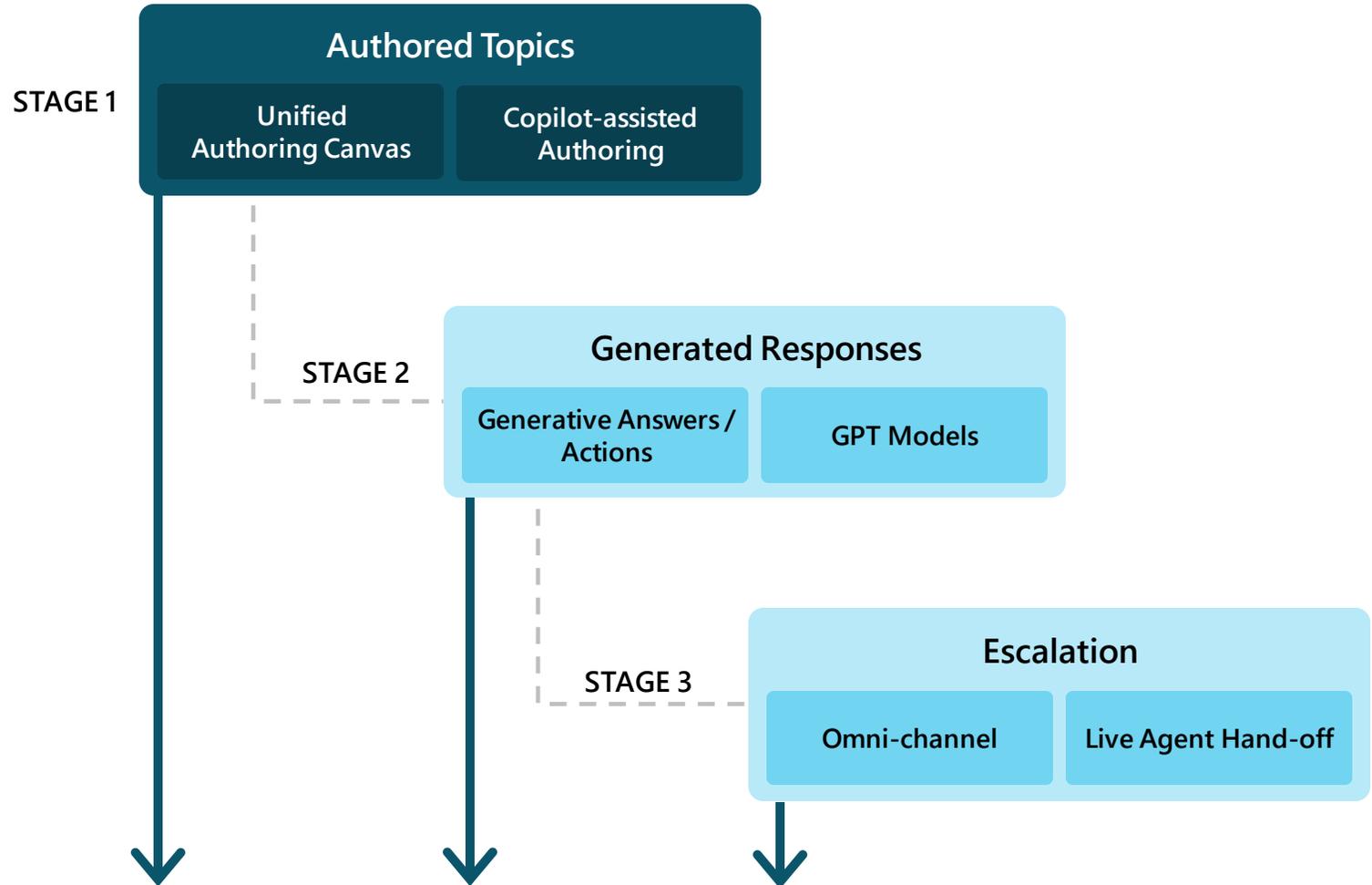
## 2. Generated Responses

Generative AI answers queries at scale that may be duplicative or less complex.

## 3. Escalation

If the copilot can't handle the conversation, it will escalate the conversation to a human assistant.

## Copilot Studio Dialog Management



\* Will only move to next stage(s) if necessary



# What is Copilot Studio?

Your copilot, your way

Customize

Build

Manage

## Customize Microsoft Copilot

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

## Build your own copilot

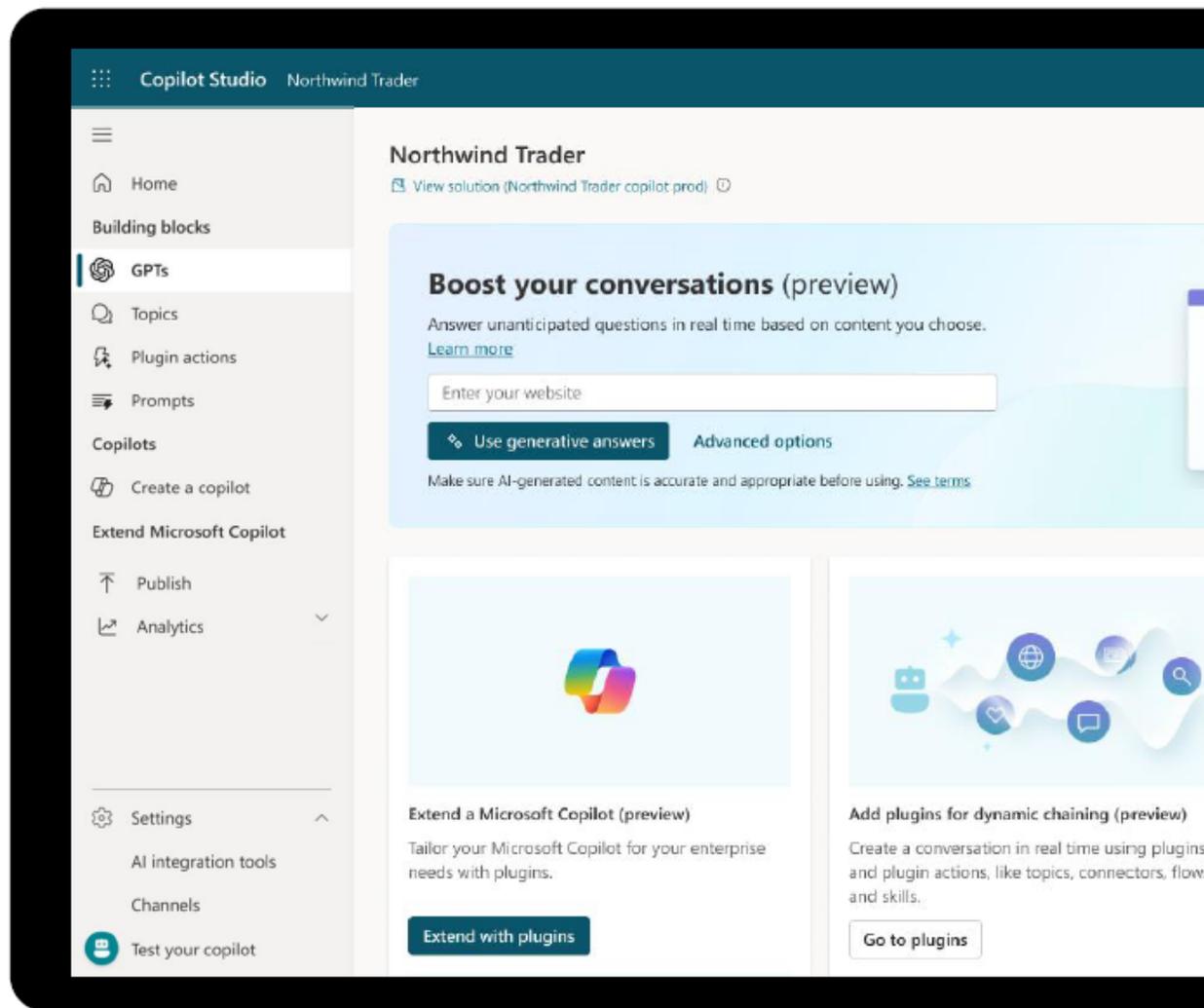
Create and publish a custom copilot for your organization using the intuitive building experience enhanced with large language models and generative AI

## Connected platform

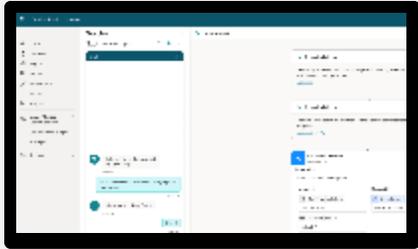
Integrates and exposes Microsoft's various conversational AI technology stacks - integrated with Azure AI Studio, Azure Cognitive Services, Azure Bot Framework, Power Platforms AI models and more

## Manage copilot experience

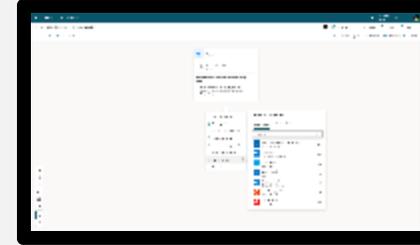
Governance and control features to monitor usage with full visibility of customizations, standalone copilots as well as who is building and customizing them



# What's in Copilot Studio?



## Workspaces



## Copilot building studio

Use the **new studio** to create, test and deploy conversational copilots.

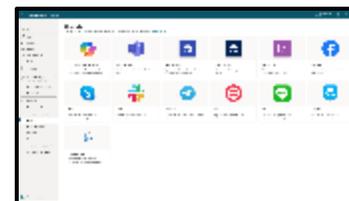
Including **advanced capabilities** of Azure copilot Framework natively in Copilot Studio.



Plugins



Generative AI



Channel Publishing



Analytics and Insights

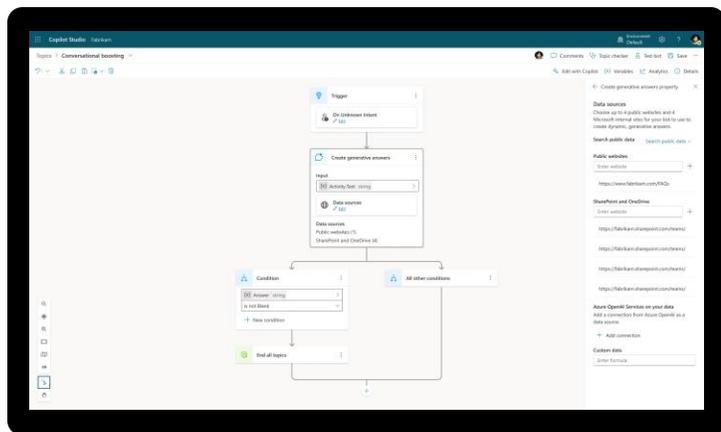
## Automation Studio

Drive action in **built in automation**. Use over 1000+ prebuilt and custom data connectors and digital process automation into your conversation flow.

## Admin Studio

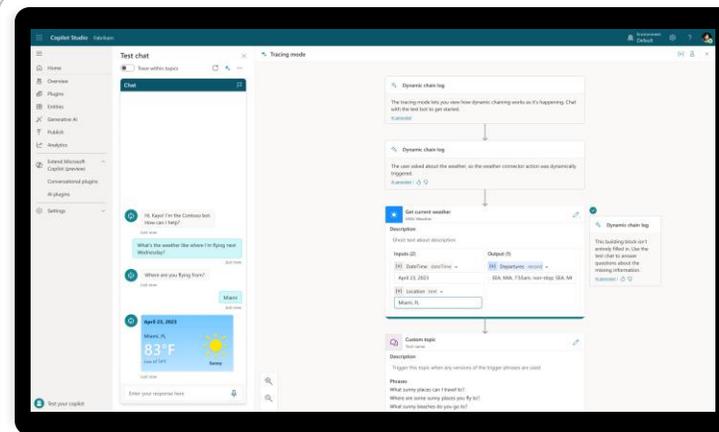
Deploy copilots securely using **central administration**, built-in security roles, and simple management across environments to maintain compliance and governance.

# Generative AI in Copilot Studio



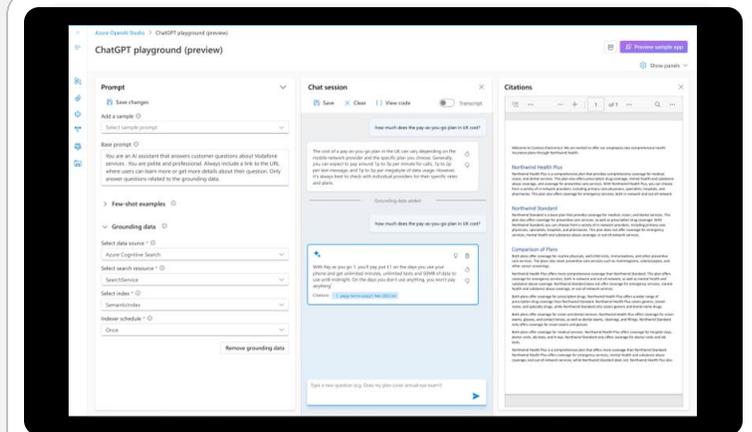
## Generative answers

Dynamically generate multi-turn answers based off an organization's content in real-time.



## Generative actions

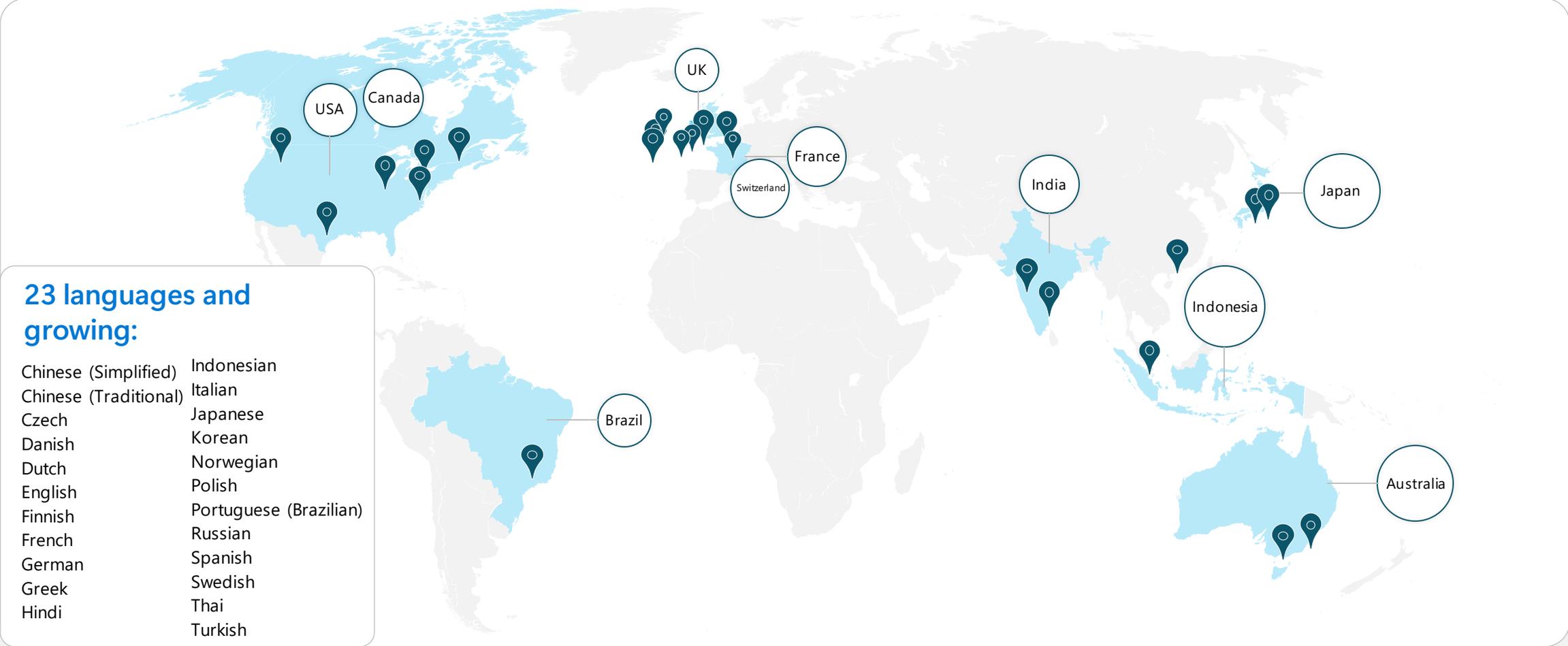
Generate dialog and take action through dynamically chaining existing building blocks and plugins.



## Bring your own custom Azure OpenAI model

Use Azure OpenAI on your data (ChatGPT, GPT-4...) and connect it to Copilot Studio.

# Copilot Studio's global footprint



**22 datacenters worldwide**  
**10 for generative AI**

**National clouds**  
Commercial, GCC, GCC High

Preserve high levels of regulatory compliance, privacy, and industry standards conformance with Copilot Studio.

# How Copilot Studio matches your needs

## Customize Copilot for Microsoft 365

Connect Copilot with your other diverse data sources

Customize Copilot to work with your unique business processes

Configure Copilot responses to specific questions

**Build a plugin**

With Copilot Studio  
(incl. in Copilot for M365)



## Build your own custom copilots

Build customer or internal facing copilots with your data and workflows. Publish on channels that work for you

Design the rules-based dialog for the out of the box LLM

Train your own large language models

Managed SaaS, no infrastructure, built in Security and Gov controls

Manage own infrastructure, custom dev and security

**Build with low code**

**Build with pro code**

With Copilot Studio  
(standalone)

With Copilot Studio (standalone)  
+ Azure AI Studio





# How to build a plugin for Copilot for M365

① Start

## Discover and launch Copilot Studio

Included in Copilot for M365

② Build

## Build plugins

Look up enterprise data, expose generative answers, call your backend APIs, or manually create new topics for Copilot to talk about

③ Publish

## Publish back to Copilot for M365

Publish and enable your new plugin within the M365 Admin Center

④ Adopt

## Begin the conversation

Interact within Copilot chat and see your data and workflows come to life without leaving the app.

# Demos



## Create a copilot

### Set up the copilot

Start fresh with a new copilot, and start making it yours.

Copilot name \* ⓘ

What language do you want your copilot to speak? \* ⓘ

Give your copilot some knowledge by setting up your Generative AI ⓘ

Add knowledge to your copilot by pointing it to an external website so your copilot can instantly answer questions over your data. [Learn more](#)

AI-generated content can have mistakes, so don't forget to make sure it's accurate and appropriate. Review the [supplemental terms](#) to learn more.

- Home
- Conversations
- Documents**
- Shared with us
- Notebook
- Pages
- Site contents
- Recycle bin
- Edit

# HR-Excellence

Public group ★ Following 1 member

+ New
Upload
Edit in grid view
Sync
Add shortcut to OneDrive
Pin to Quick access

All Documents\* Filter Info Share

## Documents

Name	Modified	Modified By	+ Add column
Code of Conduct and Ethics Policy.PDF	About a minute ago	System Administrator	
Employee Handbook.pdf	A few seconds ago	System Administrator	
Family and Medical Leave Policy.PDF	About a minute ago	System Administrator	

**Add real-time chat**

Add Microsoft Teams to collaborate in real-time and share resources across Microsoft 365 with your team.

[Add Microsoft Teams](#)

[Return to classic SharePoint](#)

# Available Demos

Customize Copilot for M365

<https://aka.ms/CopilotStudioM365ClickThrough>

Build your own copilot

<https://aka.ms/CopilotStudioDemoClickthrough>

## Resources

- ❖ [Build your own copilot](#)
- ❖ [Customize Copilot for Microsoft 365](#)
- ❖ [Copilot Studio Website](#)
- ❖ [Product Blog](#)

# Scenarios



# Business to Employee: Build a custom copilot,

## Employee Assistant

### 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 



### Product Information

Empower sales and support organizations to get information on company products.

Ask the Product Information copilot

What is the **correct product number** for a dozen of this product? 

Of course! The optimal product number for this quantity is **SKU**. 

Have you considered this **Product**? It has been popular with other customers who bought the one you asked about. 

Enter your message 



### Human Resources

Interface with your ERP/HR systems to streamline processes.

Ask the Employee Experiences copilot

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

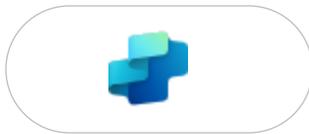
Sorted. I have used your HR site to formulate a list, available in "To do" 

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 





# Business to Consumer Copilot Studio Standalone

## Customer Support

Handle routine customer inquiries, providing instant responses and freeing up human agents for more complex issues.

[Ask your copilot](#)

How do I return a product?  
How do I reset my account information

## Products/Services helper

Assist customers with product and service discovery based off your website.

[Ask your copilot](#)

What is the latest laptop? How much does it weigh? Can I fit it in my 15" backpack

## Appointment manager

Schedule and appointments, send follow ups, and provide advice on how to arrive.

[Ask your copilot](#)

Is there an available slot for a service next week?



# Business to Business Copilot Studio Standalone

## Project Management

Assist in project management by checking the status of deliverables and progress.

Ask your copilot

What is the status of phase 2 for project X?



## Supplier interaction

Facilitate communication between businesses and their suppliers, managing orders and tracking shipments.

Ask your copilot

"What's the status of our latest component order?"



## Lead qualification

qualify leads by asking relevant questions and then route them to the appropriate sales representative.

Ask your copilot

Can you provide me with information on your bulk pricing for office supplies?



# Build copilots that work for you and your stakeholders

## in your industry...

 <b>Travel and Transport</b>	Manage bookings	Change my trip dates
 <b>Professional Services</b>	Lead generation	Get a quote
 <b>Government</b>	Public programs	Get childcare assistance
 <b>Retail</b>	Manage orders	I want to make an exchange
 <b>Healthcare</b>	Claims	Submit health insurance claim
 <b>Financial Services</b>	Manage accounts	Report lost card
 <b>Education</b>	Admissions	How to get financial aid?
 <b>Manufacturing</b>	Supply	Check stock

## ...and department

<b>Customer Service</b> Reduce call volume for quick resolutions 	<b>Finance</b> Save time by automating budget and expense approvals 	<b>HR</b> Improve employee satisfaction and retention 
Request a refund Support tickets	Describe your issue Centralized FAQs	Sign up for healthcare plan Benefits
	Update tax information Payroll	Submit expenses for approval Budget requests
		Book time off Leave and absence
<b>IT</b> Optimize employee troubleshooting 	<b>Operations</b> Improve efficiency by digitizing paper processes 	<b>Sales and Marketing</b> Increase up-sell and conversion opportunities 
Reset my password Support services	Refresh my laptop Equipment requests	You're eligible for a free upgrade! Upselling
	Find case file Find documents	Check order delivery times Manage inventory
		Update your email preferences Email

# Copilot Studio and Azure = Better together

## 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.

### AI Search

Azure OpenAI's models enable you to build powerful conversational experiences over your data with Copilot Studio.

### Analytics

Build custom analytics by moving your data into extended data pipelines.

### API Calls

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

### Language Services

Connect Conversational Language Understanding, including dialog triggering, interruptions, did-you-mean, and slot filling.



### Bot Framework

Access Bot Framework Composer capabilities natively in Copilot Studio, call Azure Bot Framework skills from existing, and update and extend bots.

### Application Lifecycle Management

Works with Azure DevOps for full ALM and solution management.

### Telemetry

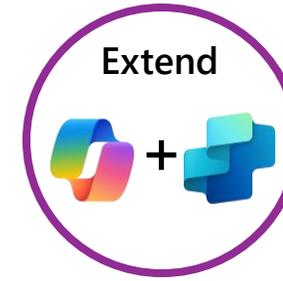
Use Azure app insights for custom telemetry on copilot usage.

### Knowledge Base

Bring Azure Custom Question Answering into your copilot.

# Licensing & Resources

# Licensing



Plans	Microsoft Copilot Studio \$200 per tenant/month	Copilot Studio in Copilot for M365 Included with Copilot for M365 licenses (\$30 per user)
Messages/tenant/month	25,000 Messages	Unlimited
Gen AI: AI-enabled conversations	Consumption rate of 2 Messages	Unlimited
<b>Create and Publish your own standalone copilot</b>	•	
<b>Create and Publish plugins to customize Copilot for Microsoft 365</b>		•
Power Automate for Copilot Studio cloud flows (Automated, instant, and scheduled flows) within the context of Copilot Studio creations	•	•
<u>Standard</u> Power Platform connectors	•	•
<u>Premium</u> and <u>Custom</u> Power Platform connectors	•	•
On premises and cloud services data transfer for Power Platform Connectors	•	•
Dataverse for Copilot Studio	•	•

The output you create is...	Your own standalone copilot	Plugins for Copilot for Microsoft 365
Available channels to publish your copilot/plugins	External channels (e.g., External Web, FB, WhatsApp etc.)  Internal Channels (e.g., Internal Web, Teams, etc.)	Copilot for Microsoft 365 only

# Resources



Copilot Studio Trial

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

Blog

[aka.ms/copilotstudioblog2](https://aka.ms/copilotstudioblog2)

Product documentation

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

Feature Requests

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

How To Videos

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

Implementation guide

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

# Tech Talk Fridays

## CALENDAR

**Intro to Azure AI Studio**

April 19, 2024

[DOWNLOAD CONTENT](#)

**Intro to Copilot Studio**

April 26, 2024

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**GitHub Copilot Enterprise**

May 3, 2024

[REGISTER NOW](#)

**Fabric Copilot Demo &  
News**

May 17, 2024

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**Copilot for Security**

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# Q&A

# Thank you!