



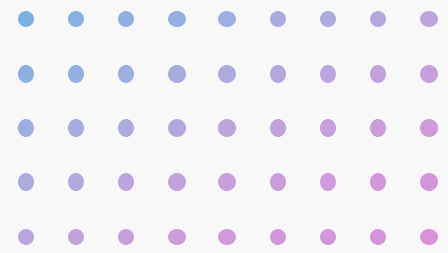
Copilot Studio & Agents

Unlock Copilot's full potential. Build agents. Stay in control.

Elliott Poulter

SMB Business Lead, AI Business Process – UKI

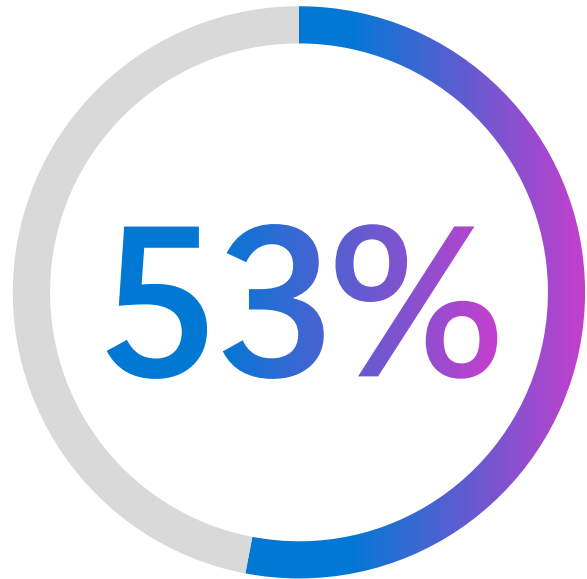




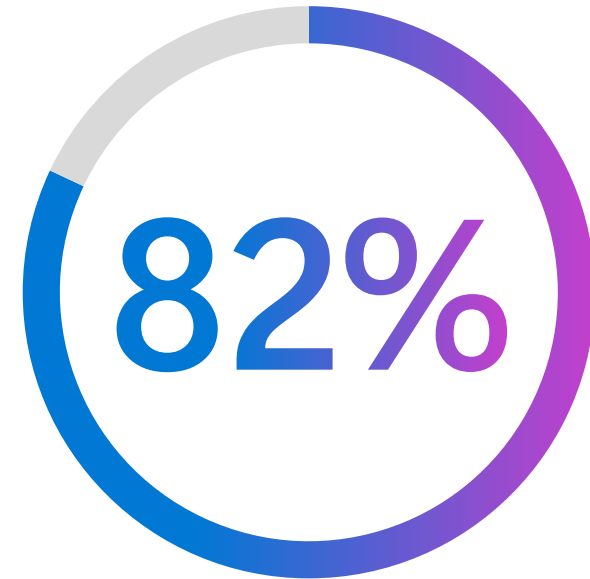
Agenda

- 01 Introduction
- 02 What are agents?
- 03 Copilot Studio
 - 3.1 Connect to everything
 - 3.2 Build any agent
 - 3.3 Secure and govern at scale
- 04 Licensing
- 05 Getting started

As business demands rise, leaders see agents as the way forward



Of leaders say productivity
needs to increase



Of leaders expect to use
agents to meet the demand
for more workforce
capacity



Frontier firms are using **agents** to expand their workforce
and redesign workflows.

Journey to the Frontier Firm

Phase 1

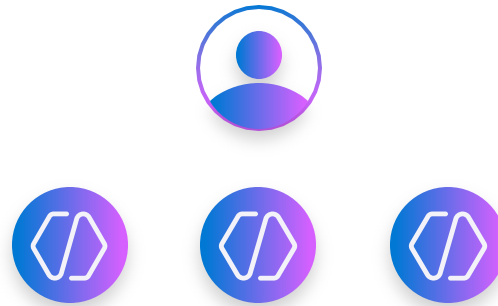
Human with assistant



Every employee has an AI assistant that helps them work better and faster

Phase 2

Human-led agents



Agents join teams as "digital colleagues," taking on specific tasks at human direction

Phase 3

Human-led, agent-operated



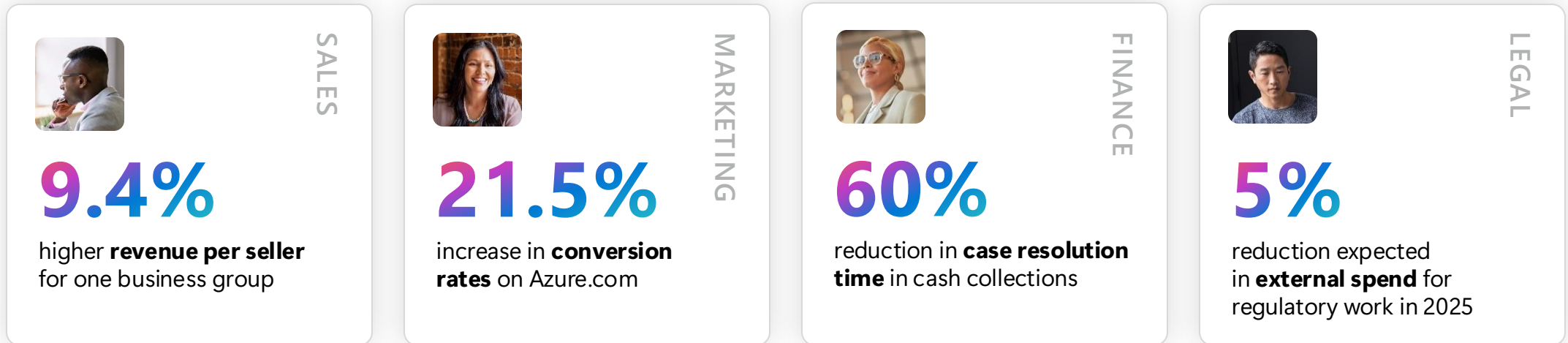
Humans set direction and agents run entire business processes and workflows, checking in as needed

Essential tools for agentic business transformation



— **Protect your organization with Microsoft Security** —

Functional impact of Copilot + Agents at Microsoft





of the Fortune 500 have used
Copilot Studio, Copilot's
native agent platform



An agent automates the shipping invoice process.
Millions of dollars saved in the first year on shipping operations.



Built nine autonomous business operations and industry agents,
resulting in **40% increase in operational efficiency**; saw a **10-20% increase in customer satisfaction scores** and **15% cost reduction**



Saved \$1.1M in helpdesk support and saved one account team **840 hours per year**, improving overall service for customers



Experienced **10x faster fraud detection** and were able to process **20x more case per day** with their fraud detection agent



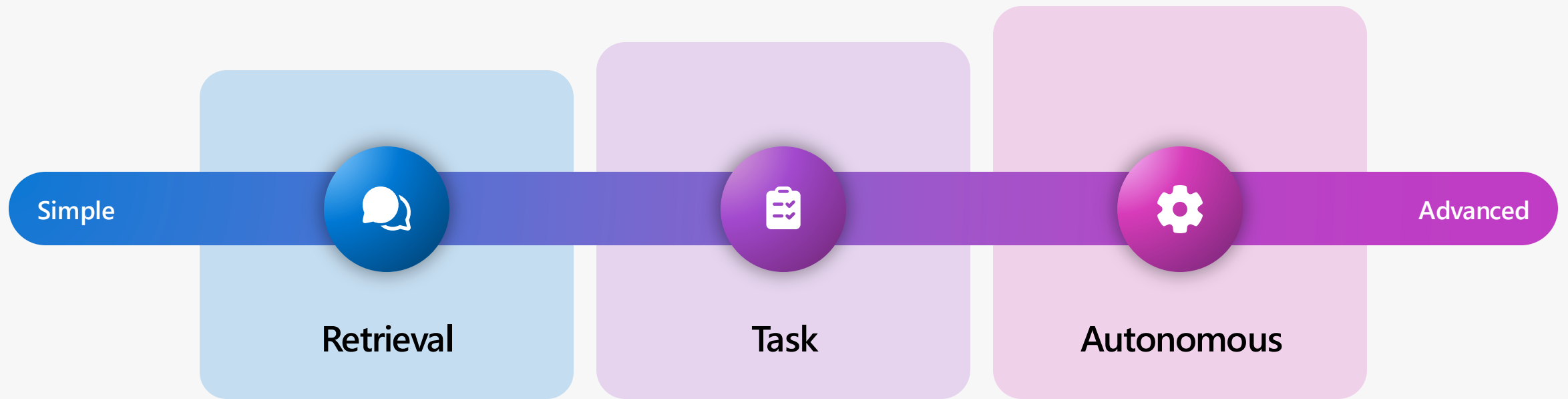
Streamlined data validation, document processing and email management resulting in **60% reduction in manual processing time** and **50% reduction in processing costs**



Resolves 90% of customer inquiries without human intervention, so contact center agents could focus on complex cases. They had a **94% customer satisfaction rate**.

What are agents?

Agents use AI to automate and execute business processes, working alongside or on behalf of a person, team or organization



← Agents vary complexity and capabilities depending on your need →

Explore a continuum of solutions

IT Helpdesk agent

How do I connect to the corporate network?



Device Refresh agent

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



Lead Gen agent

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



Simple



Advanced

Project Tracker agent

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



Budget Management agent

Review outstanding open PO's and begin financial planning.

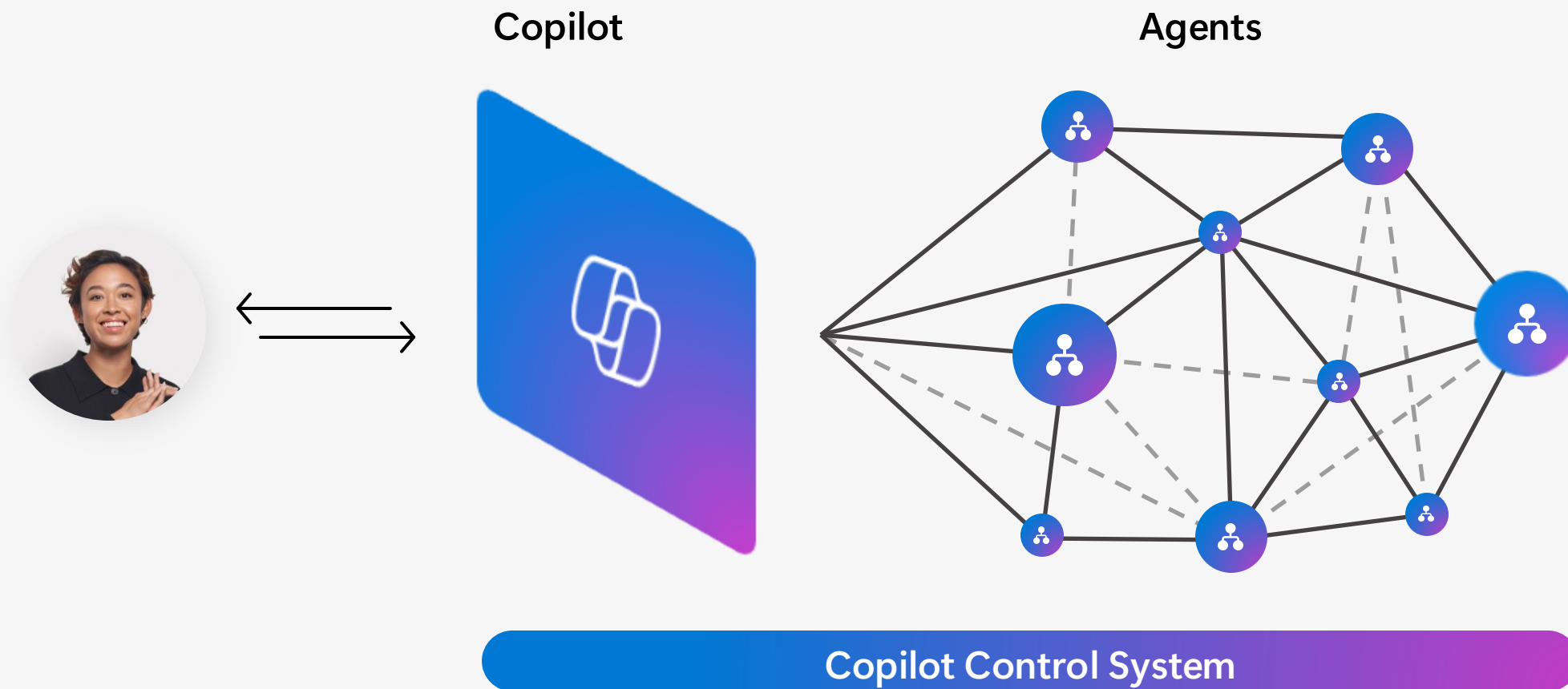


Customer Support agent

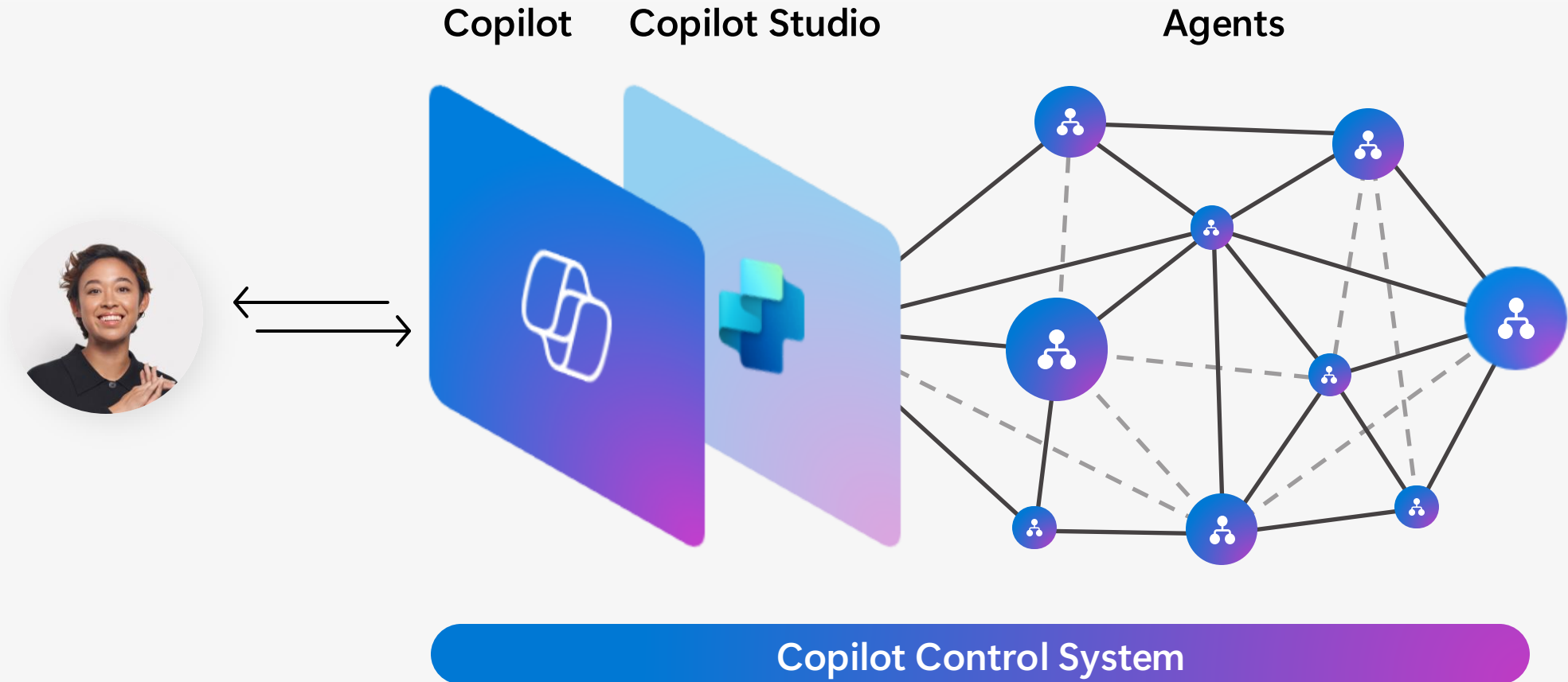
The agent has identified new support issues and triaged to other agents.



Copilot is the UI for AI



Copilot Studio is the platform for AI agents



Why customers love Copilot Studio



Time to value
with a SaaS service



ROI and
cost savings



Easy access to
existing backend
systems



One platform that
brings agents built
anywhere together



Ability to mix gen
AI with workflows



Robust controls
for secure and
compliant agents

Copilot Studio

1

**Built on Microsoft.
Connected to
Everything.**

Achieve goals faster by enabling agents with your company's data and third-party systems.

2

**Build any agent.
From simple to
sophisticated.**

Reduce development time and costs on custom agents by selecting from your choice of models, knowledge, tools, and channels.

3

**Govern every agent.
Secure every action.**

Innovate at scale by managing data access, agent sprawl, compliance and risk.

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Achieve goals faster by connecting all your agents to your organization's data, tools, and agents.

1

Microsoft Graph:

Automatically leverage your productivity data for a more personalized Copilot + agents.

2

Integrations:

Connect to your LOB apps, developer tools, business data, and analytics.

3

Agent Store:

Discover, deploy, and manage pre-built 1P and 3P agents.

4

Agents in Copilot:

Enhance Copilot by adding agents with specialized knowledge and skills.

5

Multi-agent orchestration:

Easily connect agents to Copilot and each other.

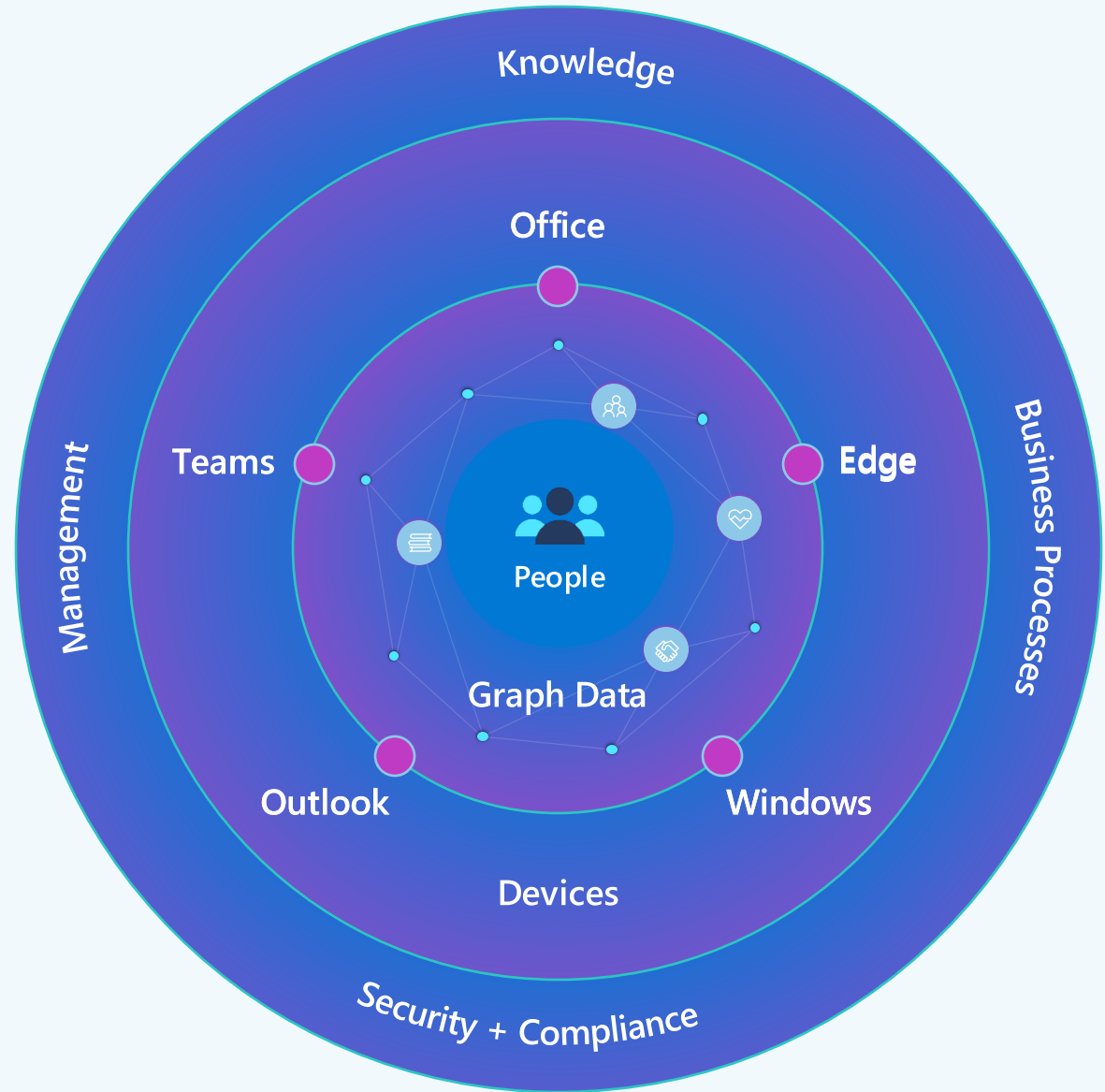
6

Azure AI Foundry integrations:

Bring your own model, knowledge, and agents.

Microsoft Graph

Automatically connects your data, people, and workflows across M365, enabling agents that are personal to your team and organization



Connect to your data, wherever it lives



Data connectors

External systems



Microsoft Graph

Productivity data (Microsoft 365)



Microsoft Azure

Developer tools



Microsoft Dataverse

Business data



Microsoft Fabric

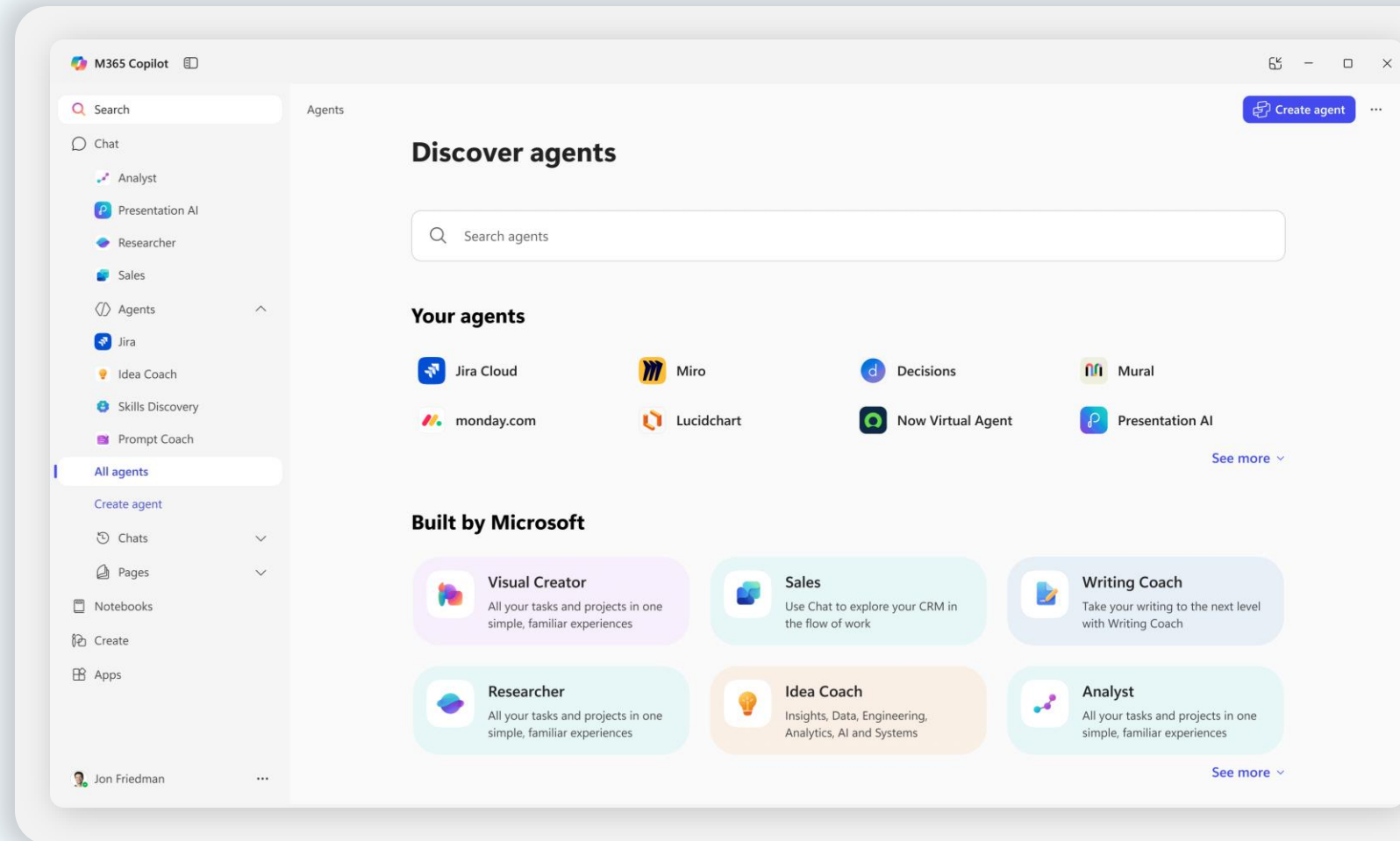
Analytics



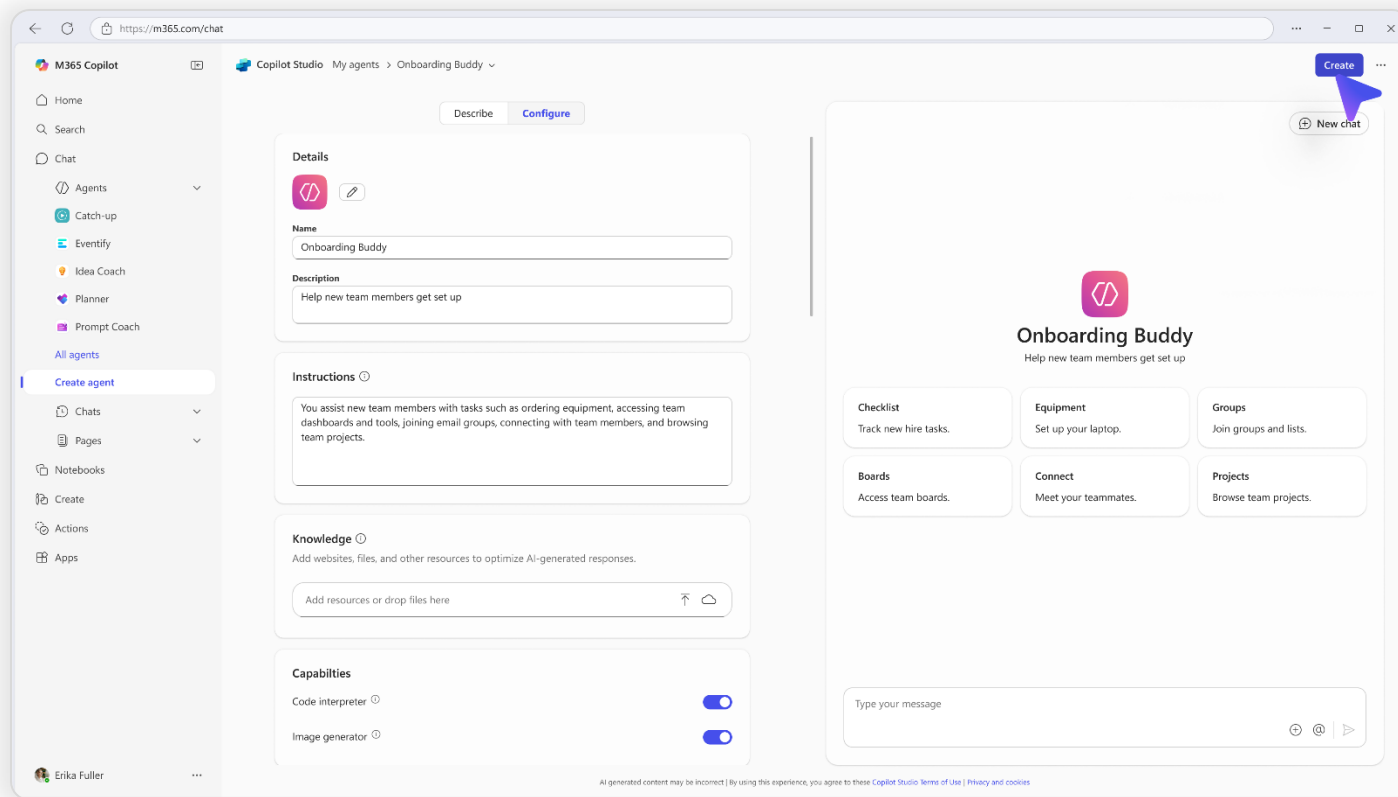
Agent store

Instantly deploy pre-built agents to your organization at scale – while retaining oversight.

Discover compliant agents from Microsoft, partners, and your own organization.



Personalize Copilot by building agents within Chat



1

Describe

Describe the agent that you'd like to build or try a template

2

Configure

Add knowledge sources and capabilities

3

Try

Test out some prompts to see if the agent is working as planned

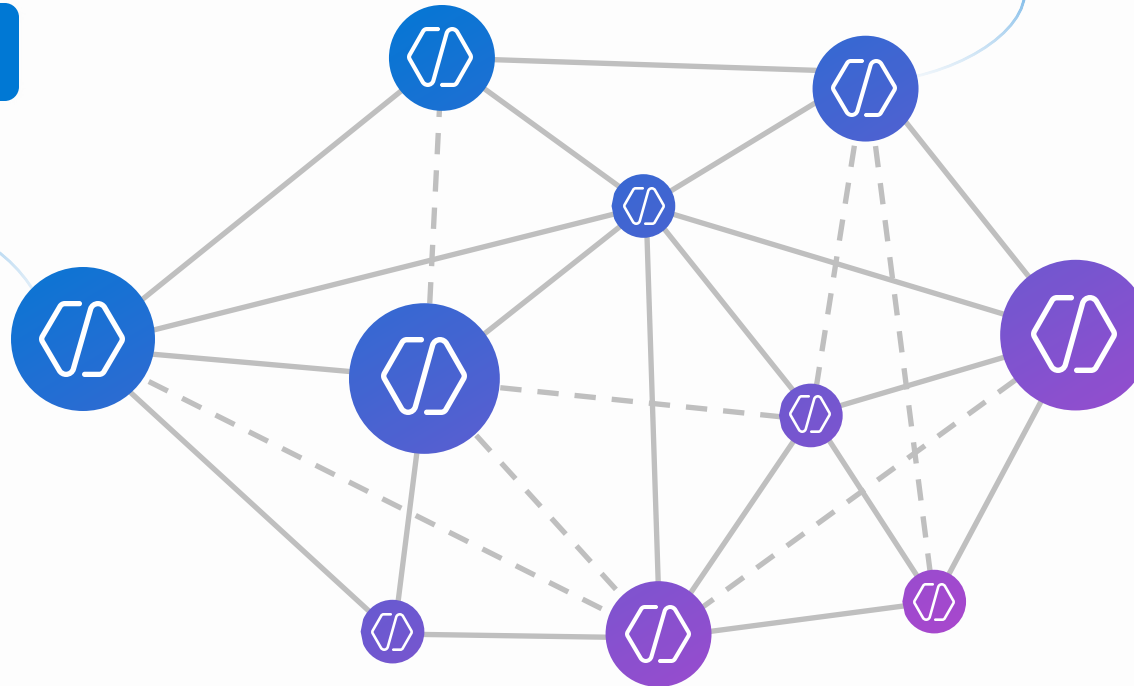
Connect agents to each other, regardless of where they're built

Build with Copilot Studio

Agents

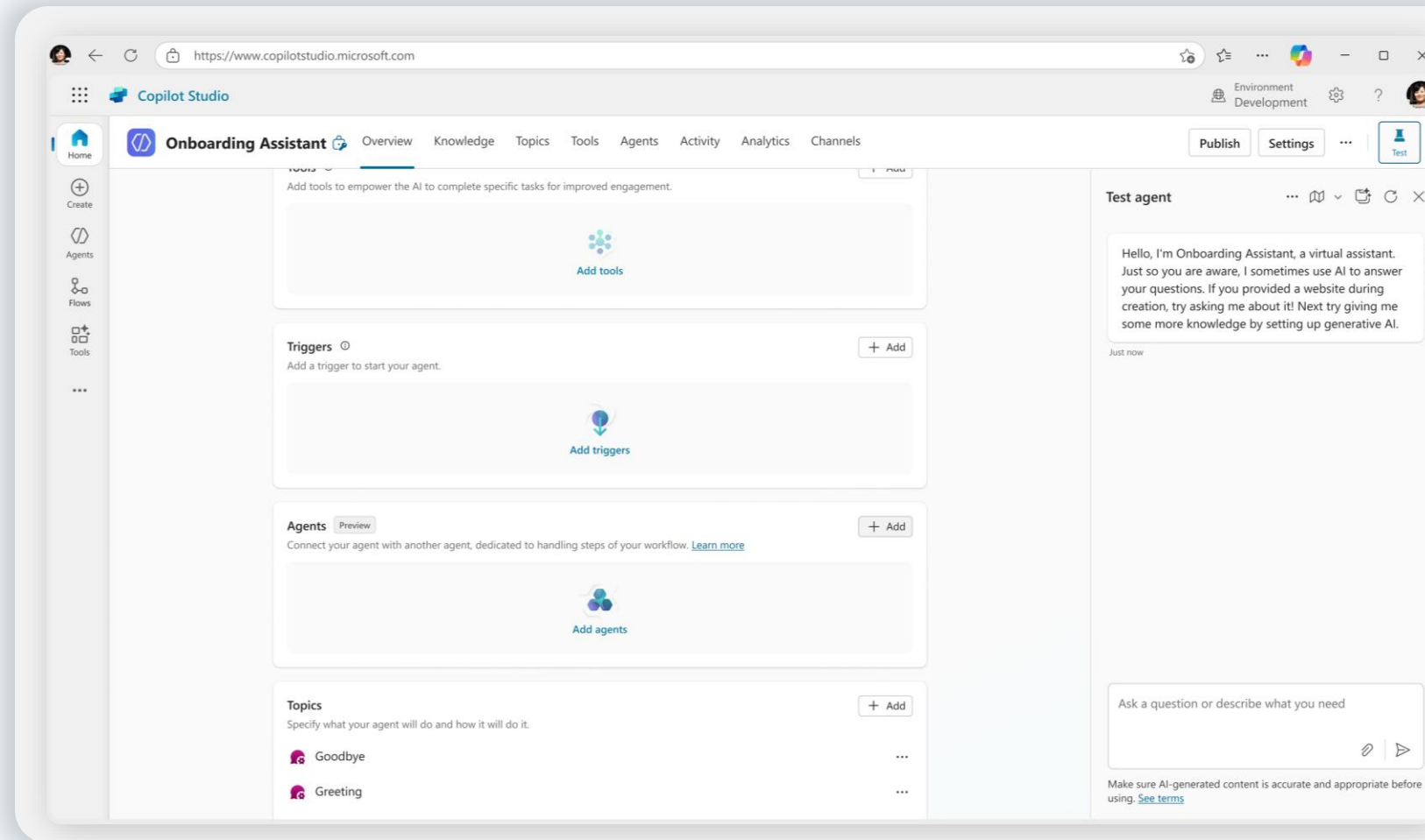
Connect agents from AI services like:

- Azure AI Foundry
- Semantic Kernel
- Amazon Web Services
- Google Cloud Platform
- IBM Cloud
- OpenAI
- LangChain
- Other...



Multi-agent orchestration

Connect agents to each other so that they can exchange data, collaborate, and complete processes for you more effectively than a single agent on its own



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Build any agent.
From simple to
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Govern every agent.
Secure every action.

Reduce development time and costs with an intuitive, comprehensive platform to build agents.

1

Wide selection of models:

Select from default, custom, or the 11K+ models available through Azure AI Foundry.

2

Easy access to your knowledge:

Ground agents in your structured or unstructured enterprise data, wherever it lives.

3

Comprehensive tools:

Enable agents to take action with custom instructions, pre-built data connectors to popular backends, flows, and more.

4

Powerful orchestration:

Enable agents to work across your systems, data, apps, *and* models to provide personalized service.

5

Extensive internal and external channels:

Publish agents internally (Teams, Slack, email), to social channels (WhatsApp, Twilio, Telegram), or websites.

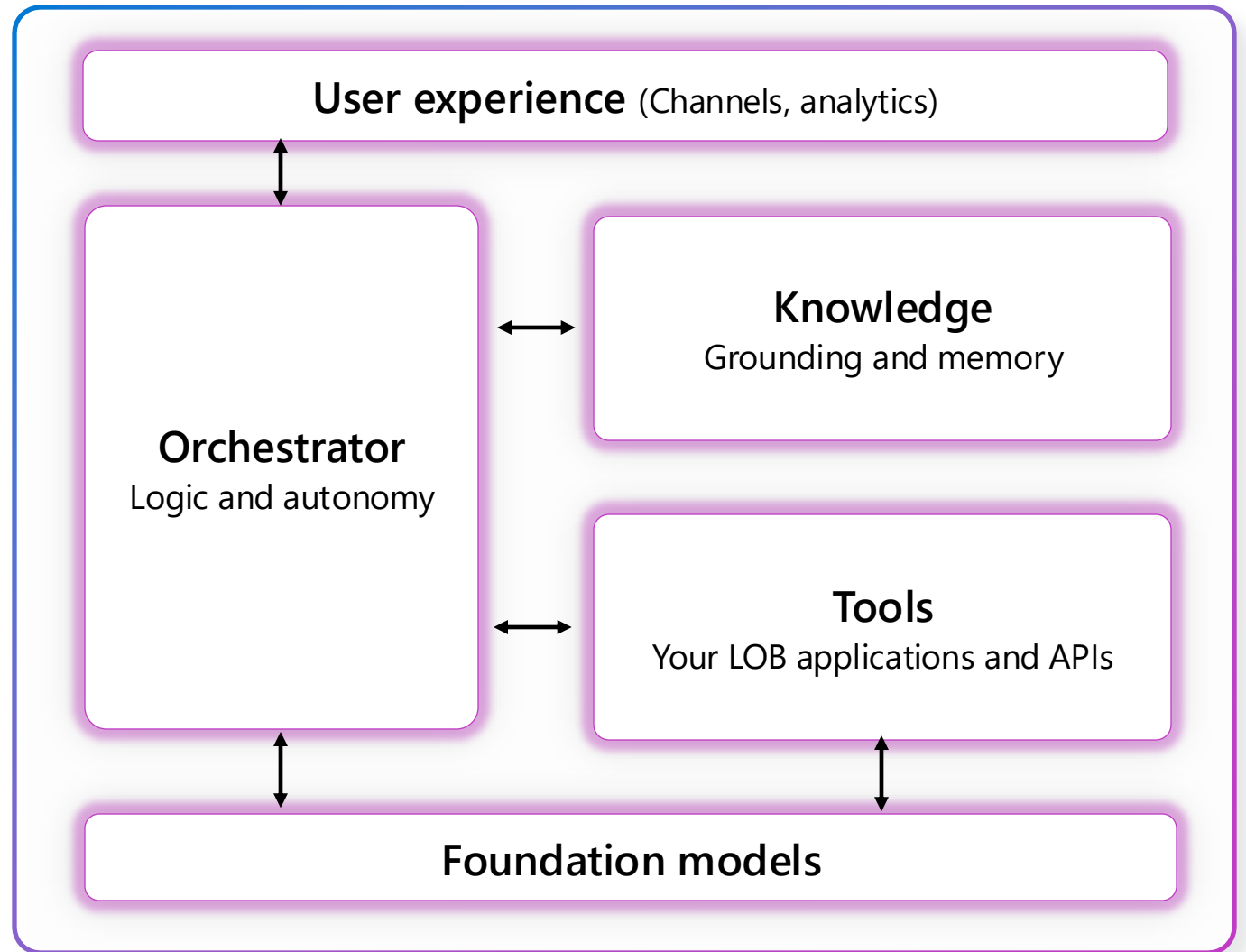
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Real-time analytics:

See how your agent is performing and adjust as necessary.

Customize your agent

Easily tailor your agent's building blocks to meet your unique business



Knowledge

Add your **public and enterprise data** sources using connectors.


Your agent will be able to **dynamically generate multi-turn answers** in real time using your enterprise data, so you have a useful agent immediately.

Supported data sources include:

Public websites	SharePoint / OneDrive
Dataverse	Microsoft Fabric (coming soon)
File uploads	Copilot connectors
Open web search (public preview)	

Add knowledge

Help your agent provide more relevant information and insights. [Learn more](#)



Upload file


Drag and drop or [select to browse](#). Files can be up to 512 MB, and can't be labeled Confidential or Highly Confidential or contain passwords.


☆ Featured


🔧 Advanced


⋮


See recommendations


 Microsoft Fabric


 Confluence


 Oracle SQL database


 SAP OData

 Snowflake

 Zendesk

 GitHub
Microsoft Graph only

 Jira
Microsoft Graph only

 Stack Overflow
Microsoft Graph only

Explore more

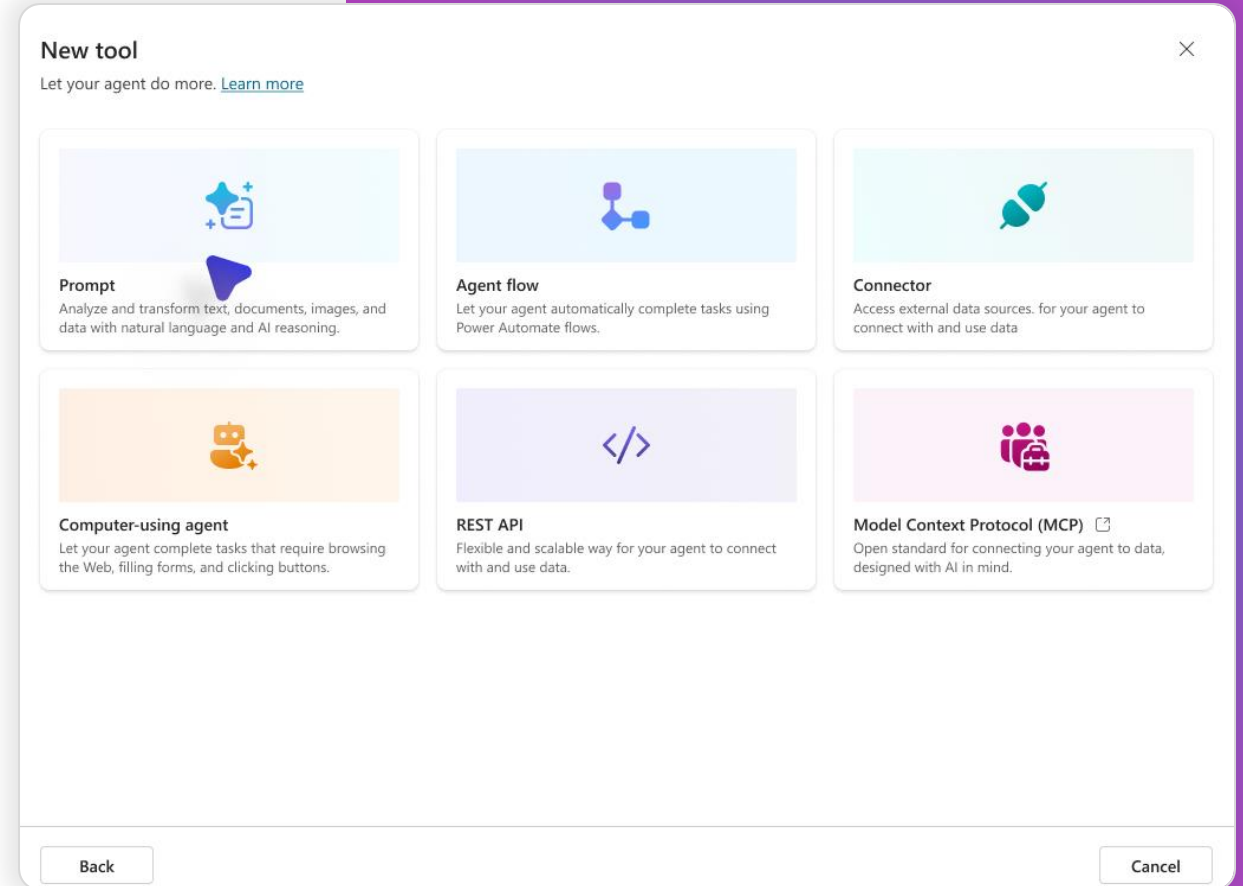
Cancel

Tools

Enable your agent to take actions and **automate your business processes**.

Easily connect to your **key line of business systems**.

Select from advanced workflows, data connectors, autonomous agents that use “vision,” custom instructions, the model-context protocol, and more to **give your agents skills and capabilities**



¹ Frontier only

² Paid public preview

³ Private preview

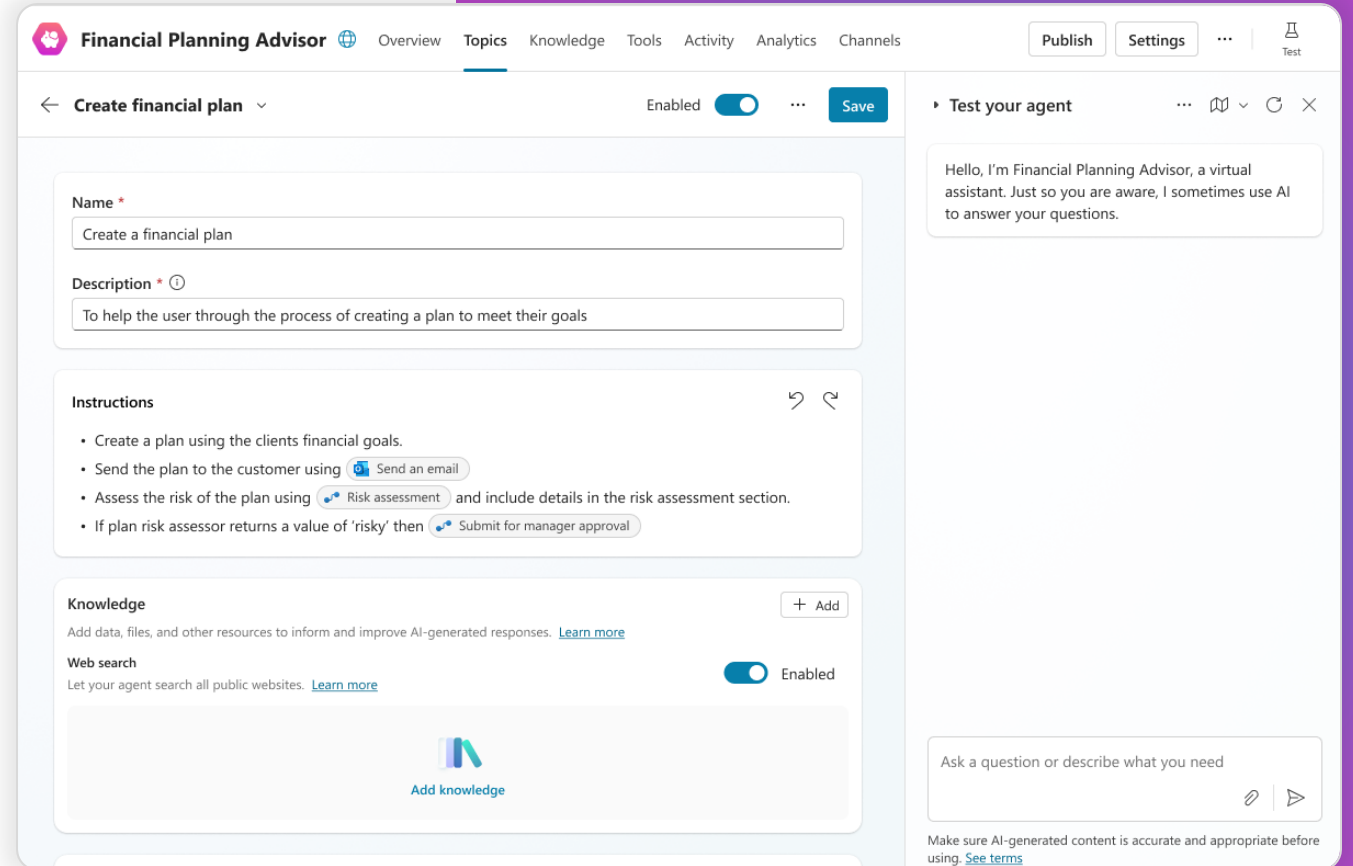
Orchestrator

An orchestrator **recognizes intent, routes to the correct agent**, and keeps everything organized.

Provide **instructions and human guard rails**, adapting them as needed.

Use autonomous triggers so your agent **can independently begin work** and **dynamically reason** over its capabilities without human intervention.

Easily mix and manage both **generative orchestration and more traditional automation** in one system.



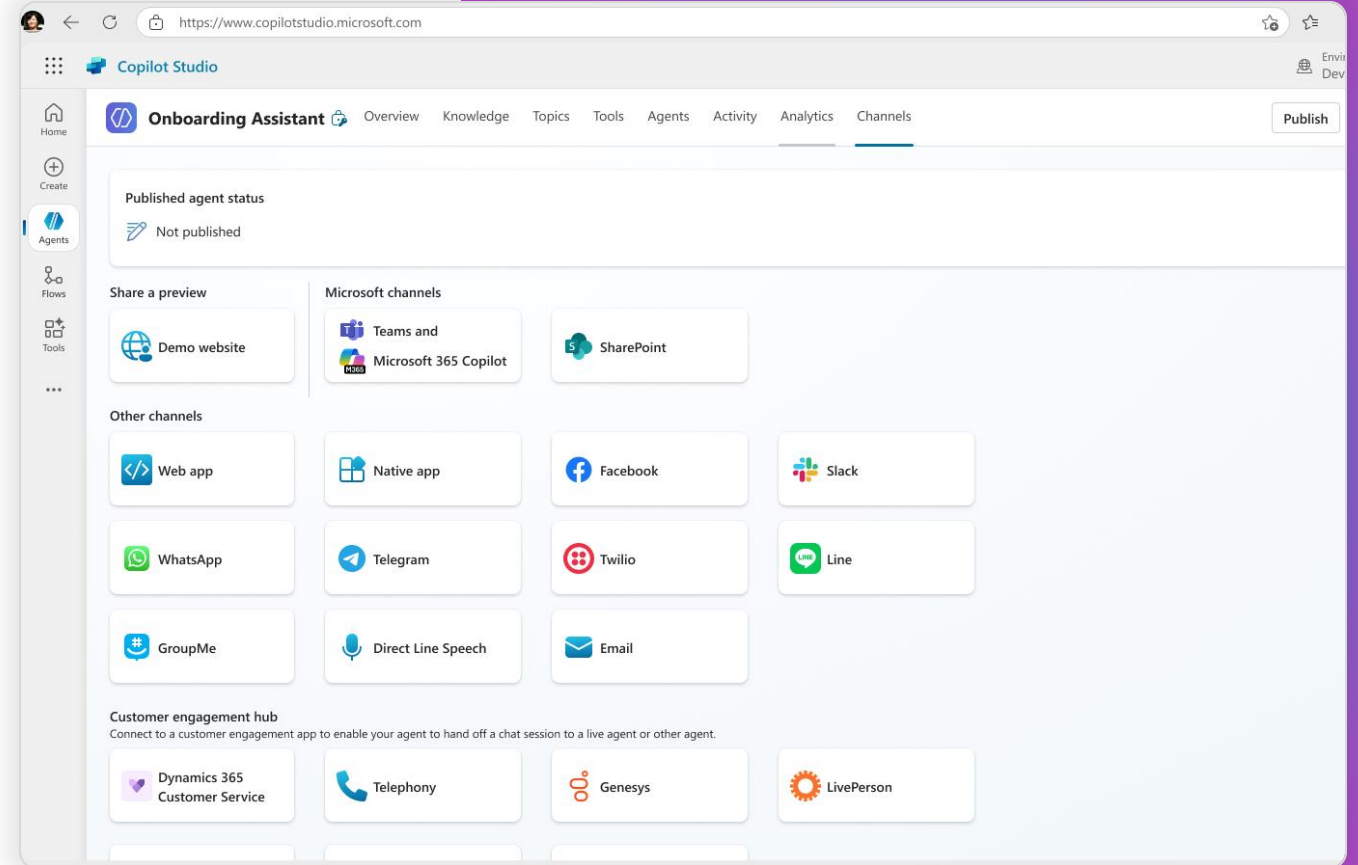
Channels

Publish and deploy to **your websites** and **channels** with a single click, including Slack, WhatsApp, Facebook, and more.

Easily extend **Microsoft 365 Copilot** with custom agents.

Add your agent to a custom app built with **Power Apps** or a custom website built with **Power Pages**.

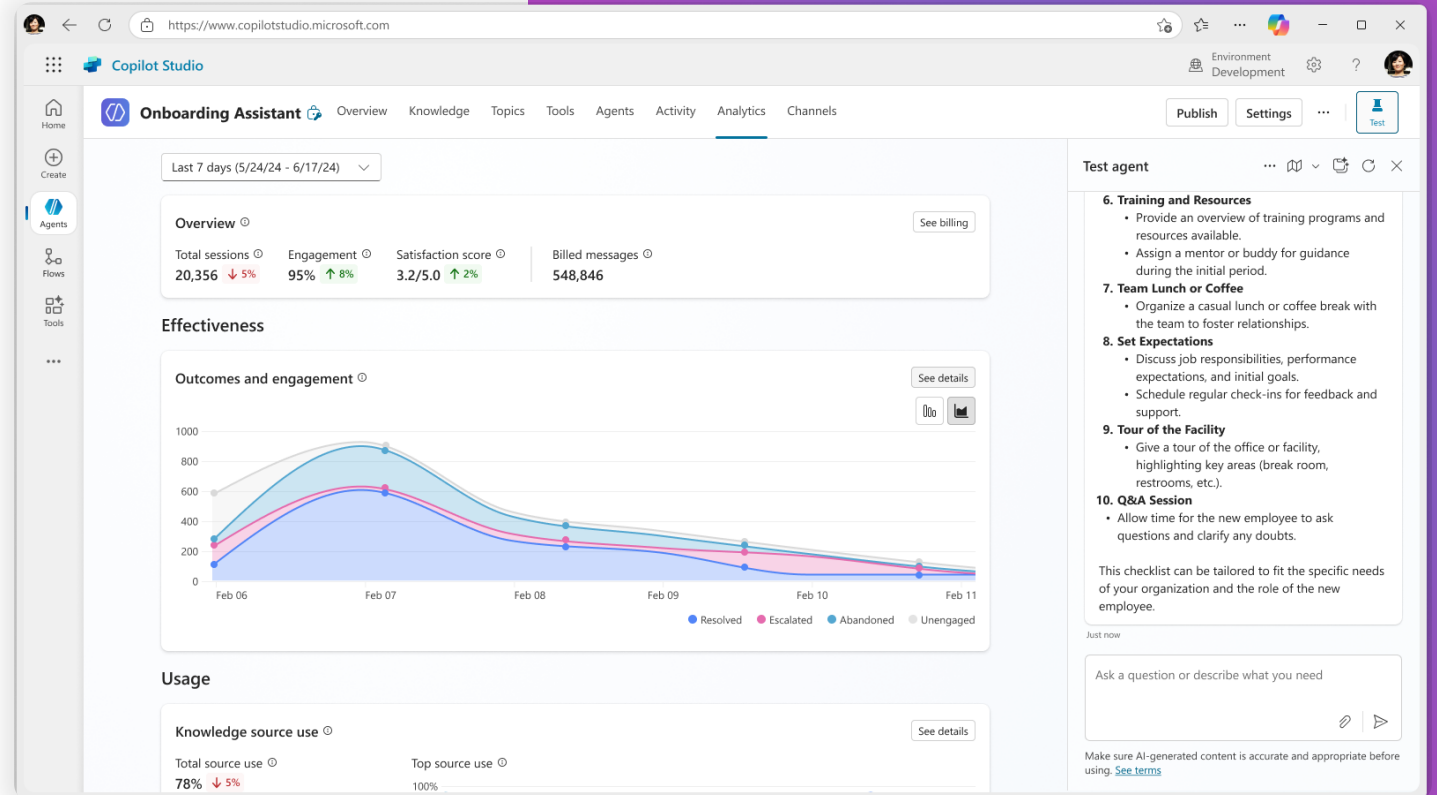
Connect to your contact center so your agent can escalate and hand off the conversation with full context to a human agent.



Analytics

See how effective agents are at solving **problems** by **measuring outcomes**.

Measure usage, engagement, success rates, knowledge use rate, and satisfaction to improve your agents over time.



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"Together with our CISO team, we conducted an extensive, 3-month review & confirmed that Microsoft Copilot Studio met our stringent security requirements."

– IT Lead



"For us, we define shadow IT as things we cannot see or control when we need to, so by standing up the platform and inviting our people to create and build—at its very core we have gained visibility into what people are doing and how they are connecting, which starts governance at the platform level."

– Business Strategy and Transformation Leader

Balancing Governance and Innovation



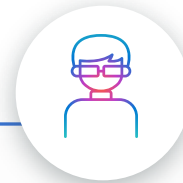
Agent Creator/Maker



How can I **build a conversational agent** that will answer on my behalf?



How can I build agents that can **drive efficiency and save efforts and costs** for our enterprise?



CISO



How can I understand all my **data security risks**?



How can I **discover** all agents and **protect my data** from external threats?



How can I ensure agents have the right access to data and **prevent data exfiltration**?



How can I **stay compliant with regulations**?



CIO



How can I ensure that solutions people are building **follow guidelines**?



How can I gain **visibility** to what is getting used?



How can I get **experts to review agents** before they get shared broadly?



How can I drive **cost efficiency and ROI**?

A fully managed platform to enable, scale, and reduce risk



CISO

MANAGED SECURITY

Advanced protection for an AI-driven world

Security posture management

Threat protection

Data protection and privacy

Identity and access management

Compliance



CIO

MANAGED GOVERNANCE

More visibility, more control, less effort

Management at scale

Environment strategy

Reactive governance

Full visibility

Capacity and cost management



Head of Operations

MANAGED OPERATIONS

Operational excellence for agents at scale

App lifecycle management

Observability

Data retention and mobility

Quality checker

Test automation



Head of Operations

MANAGED AVAILABILITY

Enterprise grade reliability and availability for mission critical workloads

Hyper Availability (Az)

BCDR Agility



Agents are monetized through Copilot Studio

Copilot Studio usage burns "messages"

Full feature parity across message pack and metered offering

Burn rate parity across message pack and metered offering

Leverage your existing Azure commitments (MACC)

Message packs

- ✓ Tenant-wide message packs
- ✓ 25,000 messages/month
- ✓ \$200 per pack/month

Pay-as-you-go

- ✓ New PAYG meter
- ✓ \$0.01/message
- ✓ Can decrement MACC

Manage agent costs

Track cost to departments and forecasting usage



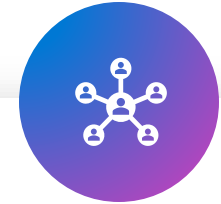
Link billing policies to
PAYGO & security
groups



Allocate prepaid
capacity per
environment/BU



Set budgets & alerts
for cost center
chargeback



Utilize departmental
billing to build ROI
analysis

Departmental Billing & Budget Controls

Projected benefits of using agent after three years with Copilot Studio



Cost savings

due to less reliance on outsourcing costs for contractors, professional services, or agencies

Increase to Net Income

due to increase in leads, win rate, and customer retention

Increase in profit margin

due to reduction in internal and external spend

Get started today



aka.ms/trycopilotstudio



Learn more

Website

aka.ms/copilotstudio

Blog

aka.ms/copilotstudio-blog

Demo

aka.ms/copilotstudiodemo

Product documentation

aka.ms/copilotstudiodocs

Learning resources

aka.ms/copilotstudiolearn

Community page

aka.ms/copilotstudiocommunity

Implementation guide

aka.ms/copilotstudioimplement

Adoption resources

aka.ms/adoptcopilotstudio

Scenario library

aka.ms/scenariolibrary

Thank you

