

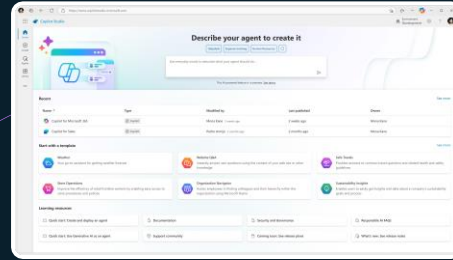


Create Intelligent Agents with Copilot Studio and Azure

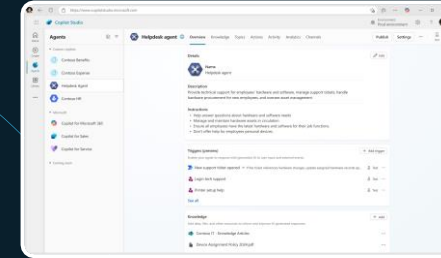
Lorenzo Barbieri
Principal Consultant @ SoftwareOne



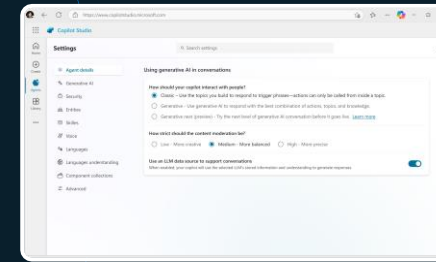
Start by simply describing what you want



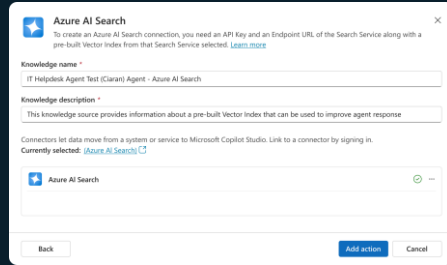
Trigger through a chat, or through an event for **autonomous** agentic support



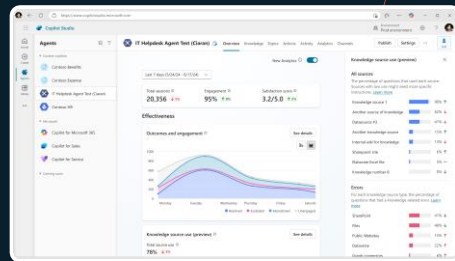
Create, manage and publish live in minutes – all from one E2E tool and SaaS service



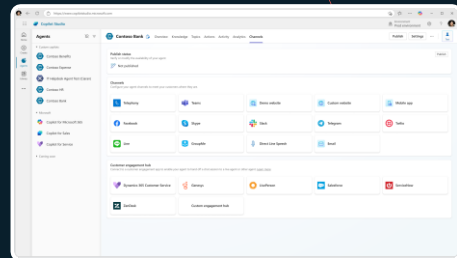
Chat over your knowledge with Gen AI
Provide generative answers **over your files, websites, internal shares, Dataverse, Fabric, 3rd party systems and more**



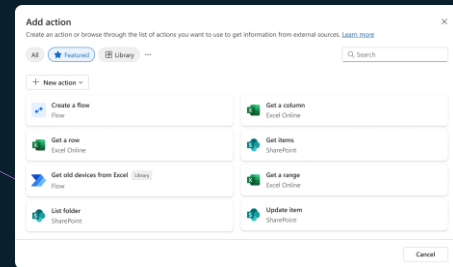
Services
Integrate with Azure AI, Azure Cog Svs, Bot Framework and other Microsoft conversational services



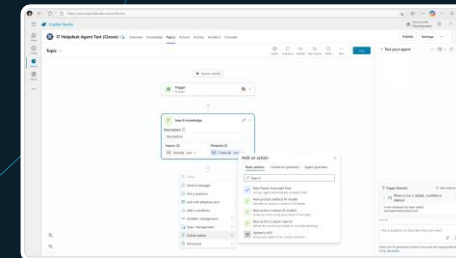
Monitor and Improve with rich out-of-the-box telemetry and analytics



Publish to multiple channels, and go live instantly with the SaaS, or choose to **extend Microsoft Copilot** with your own custom capabilities



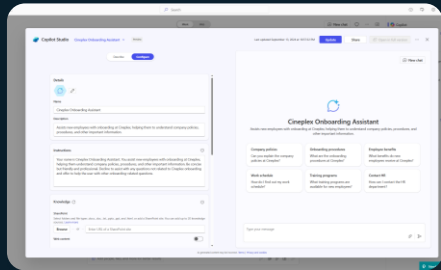
Actions - call your backends and APIs with 1000s of pre-built connectors



Create specific topics
Supplement generative AI with **specific, curated topics** where you want tight control.

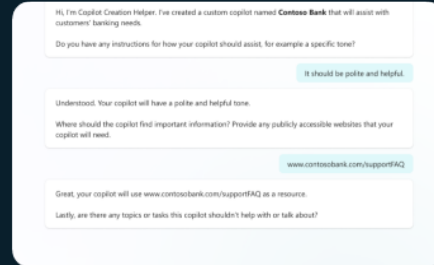
What's new with Copilot Studio

Easier M365 Extensions



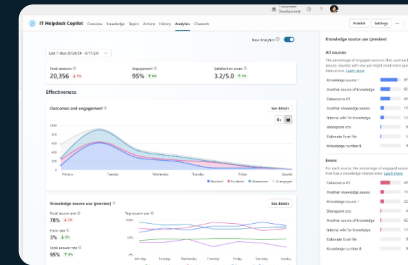
Copilot Studio extension builder embedded inside M365 allows IWs to easily create and share agents

AI & Answers Quality



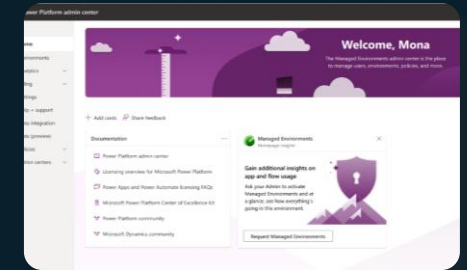
Improvements in Gen AI Answers quality, particularly for SharePoint and other sources

Analytics



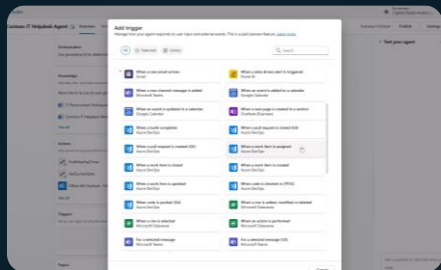
Improved performance and insights into generative Analytics

Security & Governance



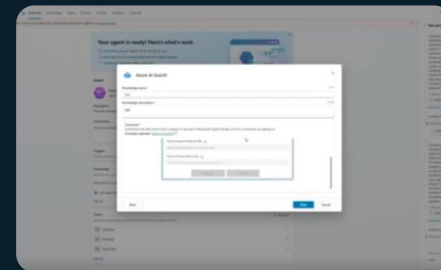
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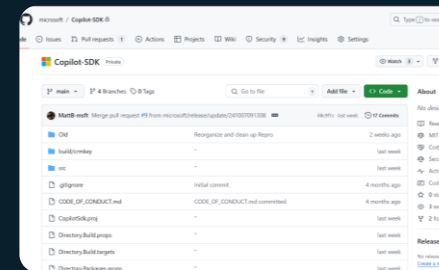
Agentic capabilities with triggers beyond chat, enabling LLM driven autonomous workflows

Azure AI Integration



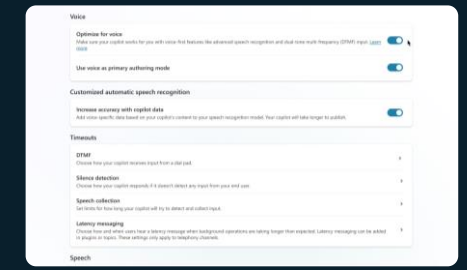
Being able to easily leverage custom AI patterns from Azure AI Foundry

Copilot SDK



Copilot SDK to enable programmatic access to Copilot Studio end-points in custom applications and more

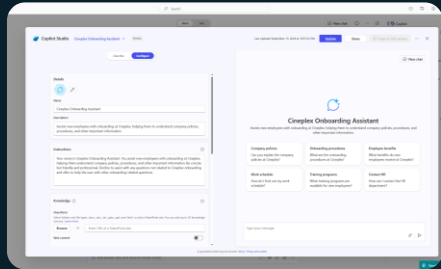
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Intuitive, natural Generative Answers powered conversations for IVRs and telephony

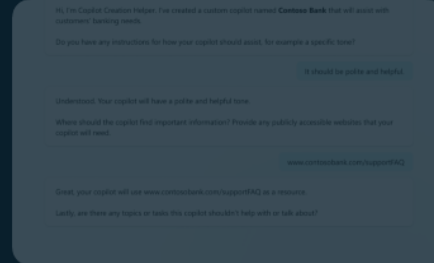
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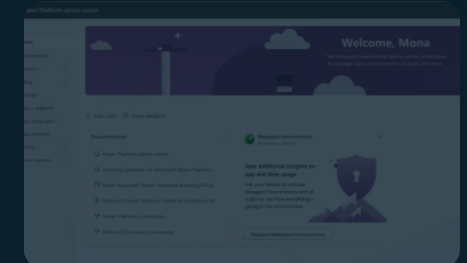
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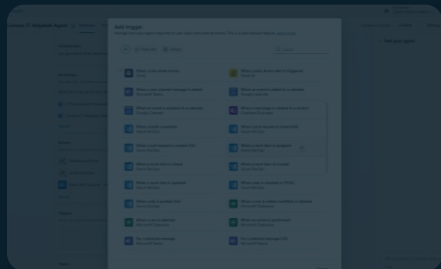
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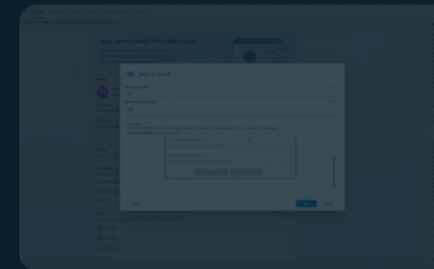
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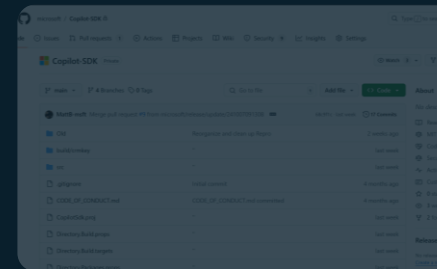
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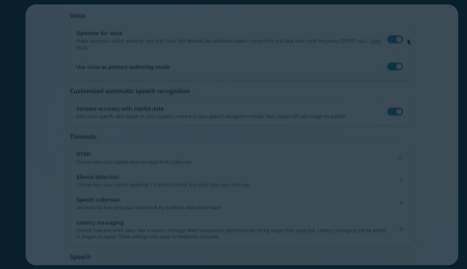
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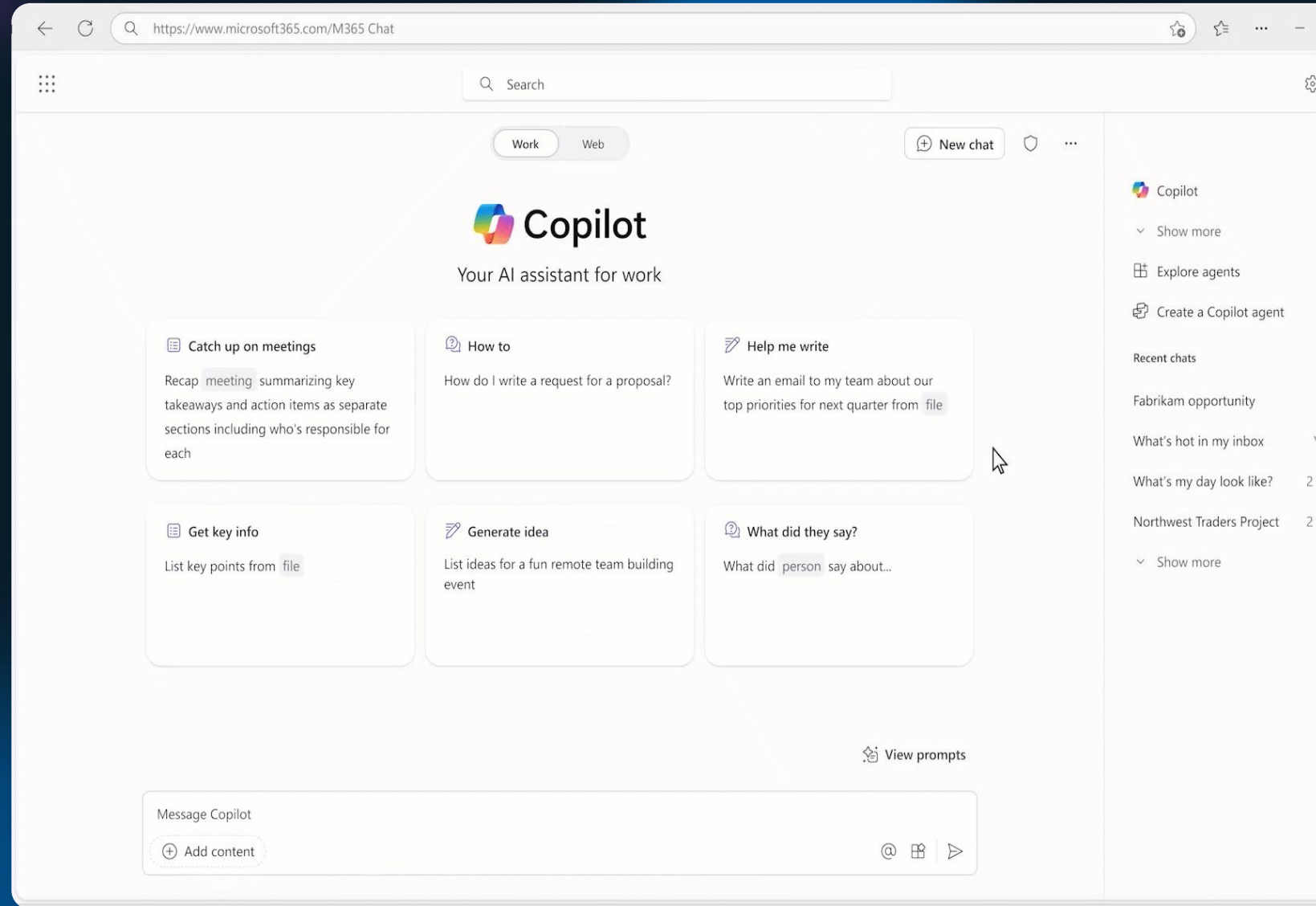
Intuitive, natural Generative Answers powered conversations for IVRs and telephony

Making M365 agents with Copilot Studio is easier than ever

Information workers can easily extend Microsoft Copilot and give it new skills

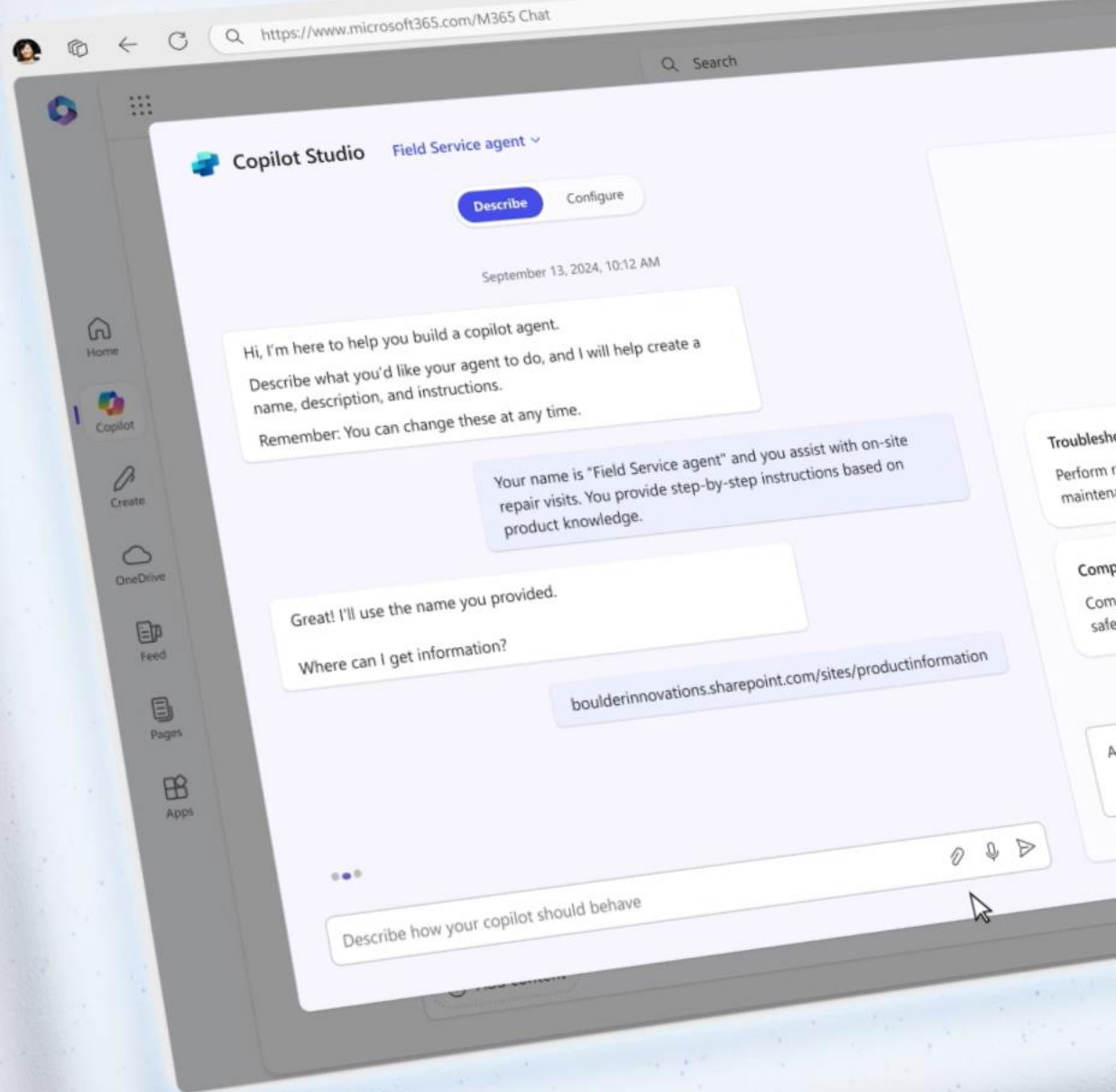
Lightweight, intuitive Agent builder – embedded right inside of M365

Connect Microsoft Copilot to your enterprise data and process to support your own specific scenarios



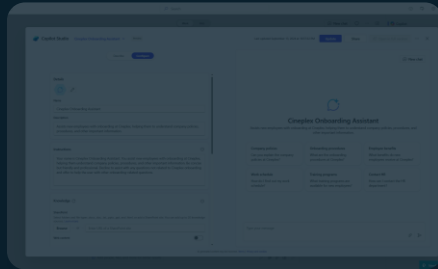
Microsoft 365 Copilot

Copilot Studio agent builder



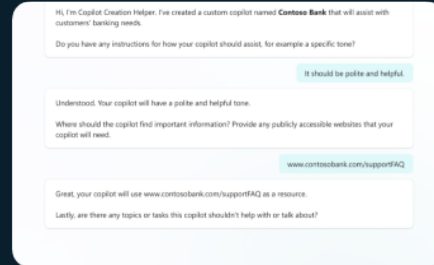
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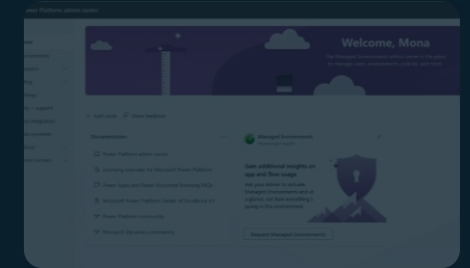
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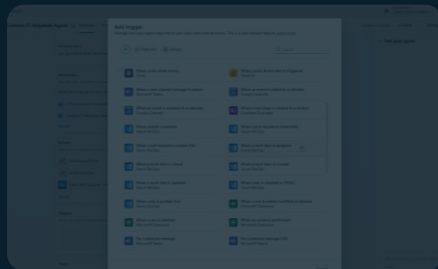
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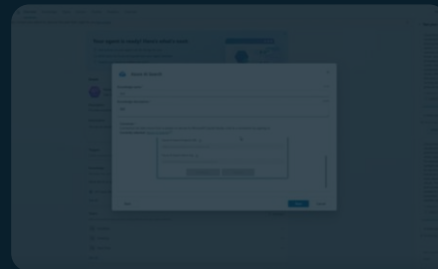
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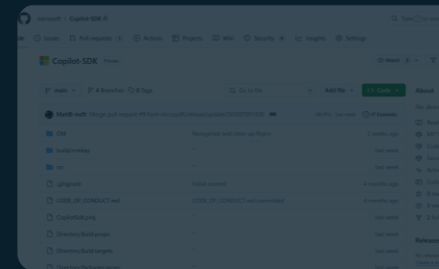
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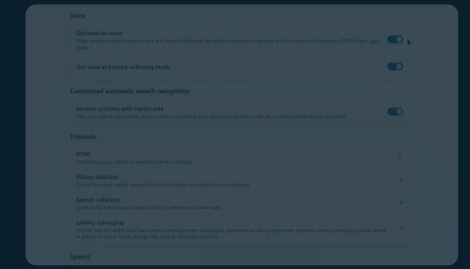
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Generative IVRs



Intuitive, natural Generative Answers powered conversations for IVRs and telephony

AI & AI Answers Quality

Enhanced Models

- GPT-4o and GPT-4o mini
- Improved search results quality
- Better multi-language support
- Ability to reason over images and tables in files

SharePoint Search

- Lower latency & higher quality responses
- Improved chunking, document & passage selection improves response quality by 40%
- Significantly improved underlying search by transitioning from keyword to semantic index
- 15% more answers with relaxed summarization prompt

Knowledge Curation

- Analyzes your knowledge base to provide visibility over which sources are being used and where there are unanswered questions and themes
- Guided UX to filter sources and add custom knowledge to fill gaps in the knowledge base
- Recommends relevant knowledge from within your organization

AI & AI Answers Quality

Knowledge Curation

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The screenshot displays the Copilot Studio interface for DocGuard. The main content area features a 'Suggestions (preview)' section with three cards: 'Add knowledge sources', 'Improve answer rate', and 'Track knowledge use'. Below this is a table of knowledge sources with columns for Name, Type, Last modified, and Status.

Name	Type	Last modified	Status
Financial Statements and Audit Report...	Files	Cedrick Bellarosa 2 minutes ago	Ready
Regulatory Compliance and Risks Asse...	Files	Cedrick Bellarosa 2 minutes ago	Ready
Corporate Governance and Internal Au...	Files	Cedrick Bellarosa 26 minutes ago	Ready
Contracts and Agreements Inventory	Dataverse	Cedrick Bellarosa 2 minutes ago	Ready
Intellectual Property Portfolio	Dataverse	Cedrick Bellarosa 18 minutes ago	Ready

The right-hand panel shows a 'Test your agent' section with a question: 'Which are the contracts of Alpine Ski House?'. The response states: 'Alpine Ski House has 10 contracts recorded. Notable entries include contract CT2026-003 created on November 10, 2024, at 5:33:26 AM; contract CT2025-010 created at 5:33:27 AM; and contract CT2027-001 created at 5:33:22 AM'. Below this, another question asks: 'Does Alpine Ski House have software contracts for Financial Analysts?'. The response indicates: 'No information was found that could help answer this.'

+ Add knowledge

Suggestions (preview)

Add knowledge sources

Review suggestions for references to add to your agent.

[View suggestions](#)

Improve answer rate

See unanswered questions, and tell your agent how to answer them using the fine tuning tool.

[Open tool](#)

Track knowledge use

Make sure your agent uses knowledge sources in at least 25% of responses.

[Open Analytics](#)

Total knowledge source use ⓘ
45%

Error rate ⓘ
25%

Total answer rate ⓘ
56%

All @ Dataverse Files

🔄 Last refreshed now 🔍 Search knowledge

Name	Type	Last modified	Status
Corporate Governance and Internal A...	Files	Cedrick Bellarosa 2 hours ago	✅ Ready
Contracts and Agreements Inventory	@ Dataverse	Cedrick Bellarosa 2 hours ago	✅ Ready

Test your agent

Hello, I'm DocGuard, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

A minute ago

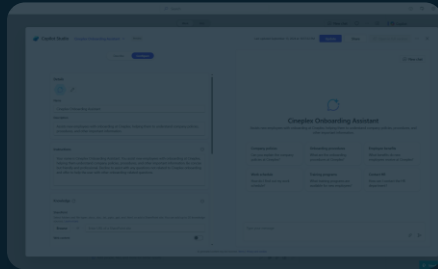
Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

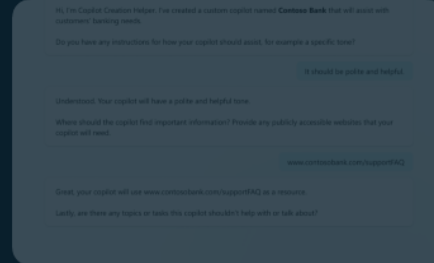
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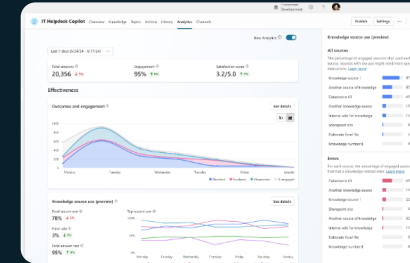
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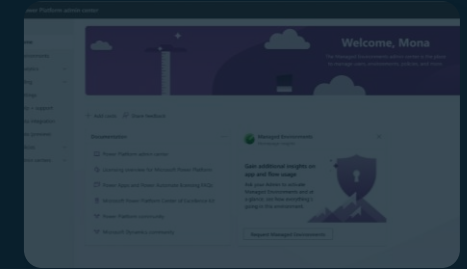
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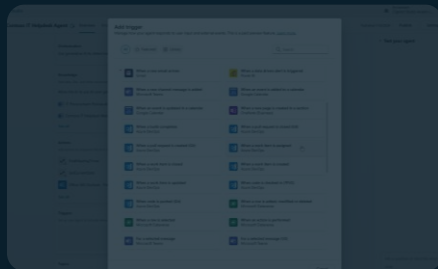
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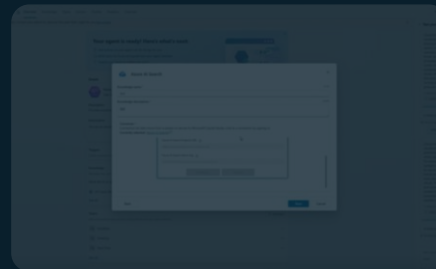
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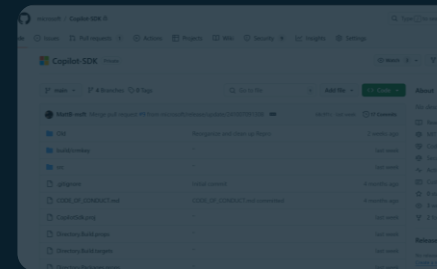
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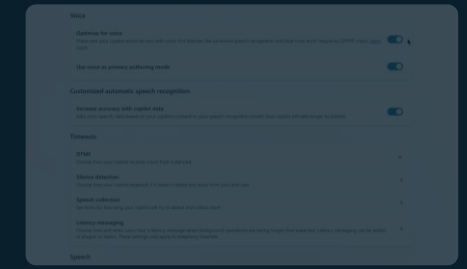
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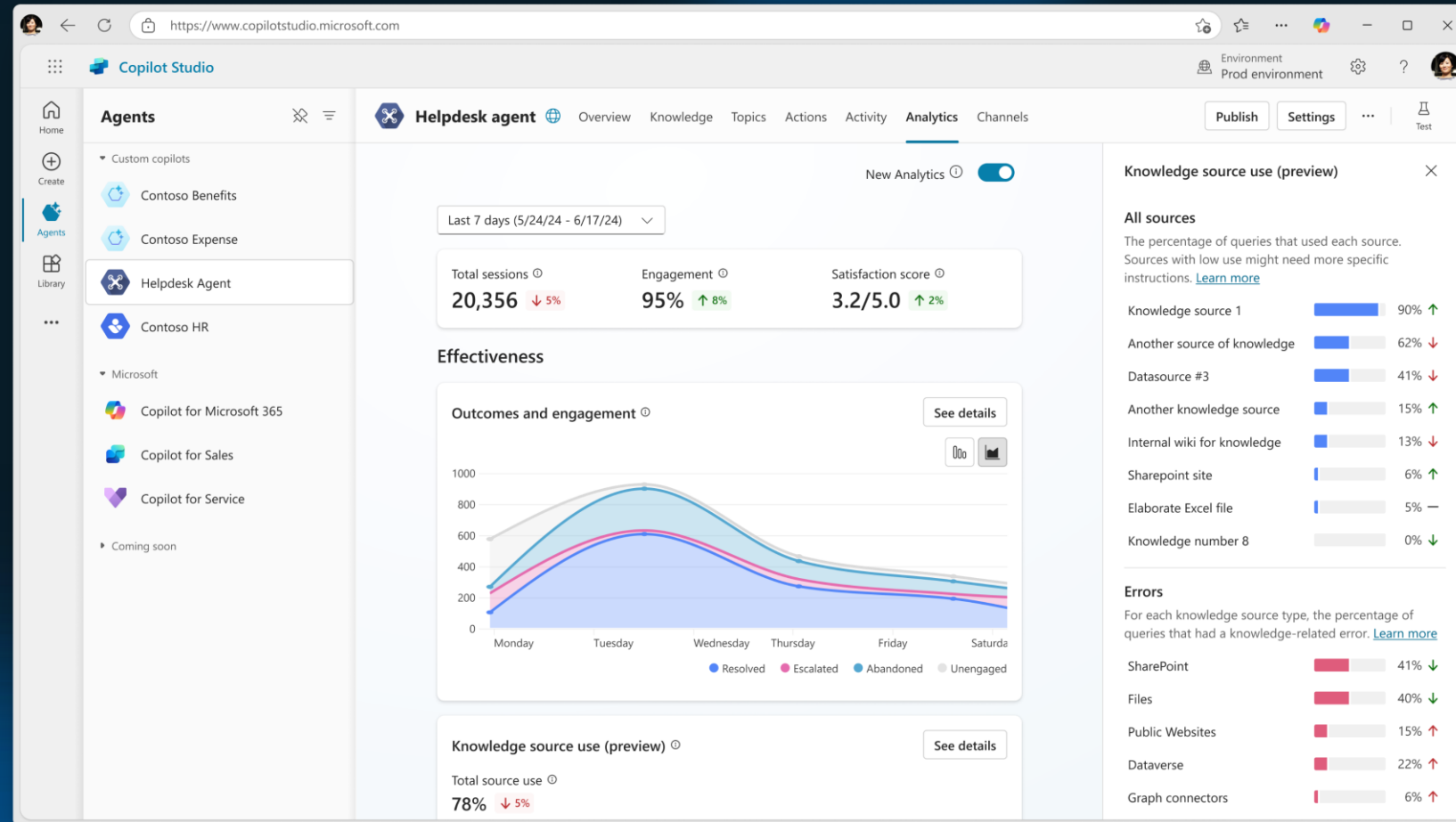
Intuitive, natural Generative Answers powered conversations for IVRs and telephony

Analytics

Updated experience is highly performant at large scales, and can show long-term trends

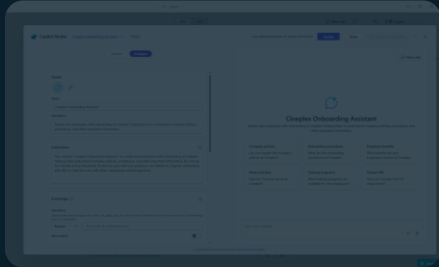
Get rich insight into how your generative AI is performing – ranging from which knowledge sources are providing answers, to which answers have poor user satisfaction

Drill down into detailed KPIs showing engagement rate, satisfaction score, trend comparisons



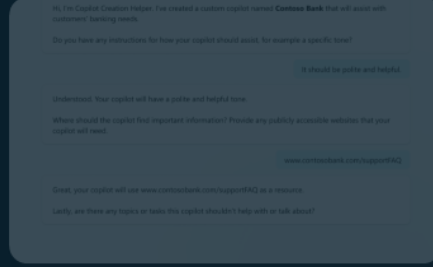
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Easier M365 Extensions



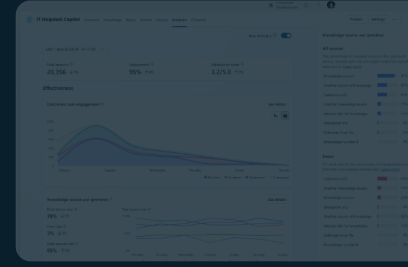
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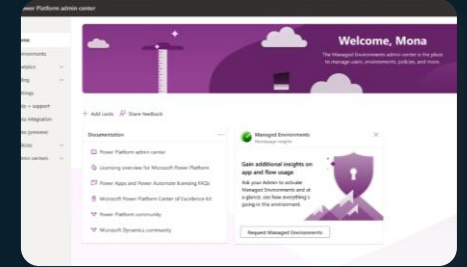
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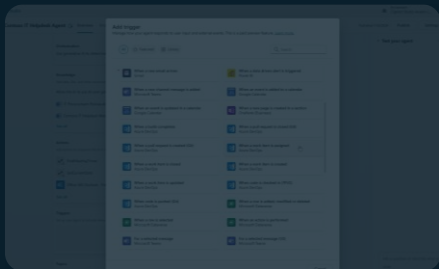
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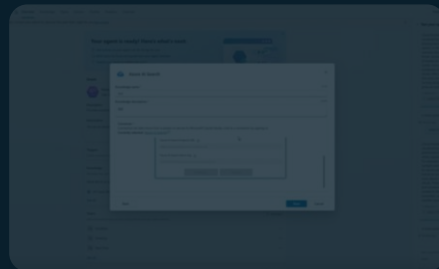
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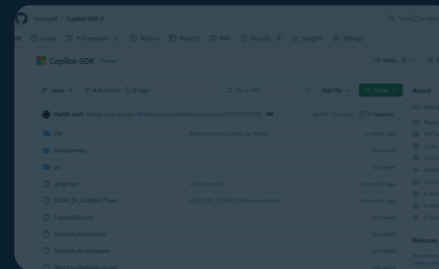
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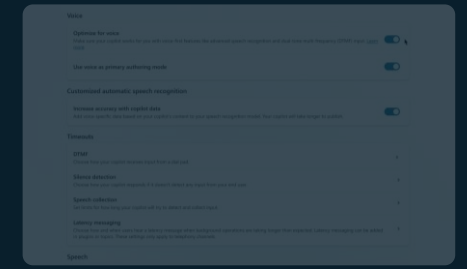
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Security & Governance

More controls to govern agentic capabilities with triggers and disable chat transcript logging

Single-tenant Azure app registration for new agents to address multi-tenant restrictions

Network isolation with Power Platform IP Firewall to enable IP range traffic restriction

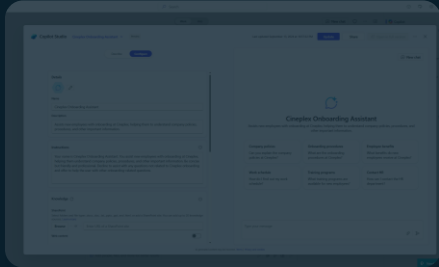
Admin visibility into their authenticated agents' end users AI usage through audit logs in Microsoft Purview

Learn more: aka.ms/CopilotStudioSecurity

The screenshot shows the Copilot Studio interface for an agent named 'Safe Travels'. The interface includes a sidebar with navigation options: Home, Create, Agents, Library, and a menu icon. The main content area is titled 'Safe Travels' and has tabs for Overview, Knowledge, Topics, Actions, Activity, Analytics, and Channels. The 'Overview' tab is active, showing a description: 'Add data, files, and other resources to inform and improve AI-generated responses.' Below this, there is a toggle switch for 'Allow the AI to use its own general knowledge', which is currently 'Enabled'. A list of resources is shown, including 'US Travel Website' with a 'See all' link. The 'Actions' section has a '+ Add action' button and a description: 'Add actions to empower the AI to complete specific tasks for improved engagement.' The 'Triggers' section has a '+ Add trigger' button and a description: 'Set up your agent to activate when certain events happen.' A red error message is displayed: 'Your organization's data loss prevention policies do not allow the creation of triggers. Contact your admin with questions (DLPcrew@microsoft.com).' The 'Topics' section has a '+ Add topic' button and a description: 'Add conversation topics to focus and guide the way your agent answers.' A list of topics is shown: 'Goodbye', 'Greeting', and 'Start Over', each with a 'See all' link. At the bottom, there is a section for 'Published agent status'.

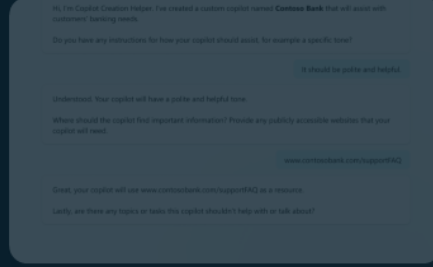
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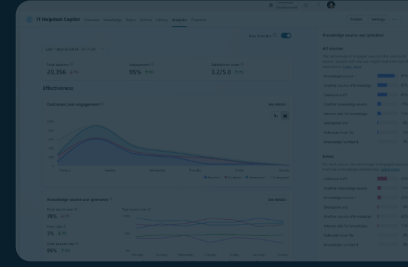
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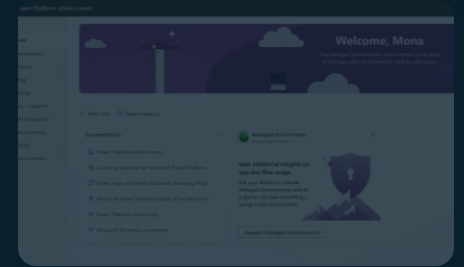
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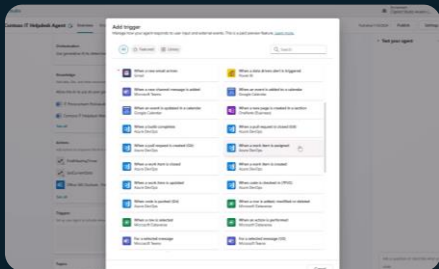
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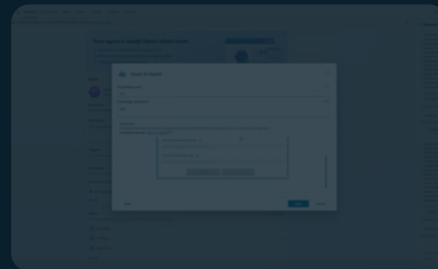
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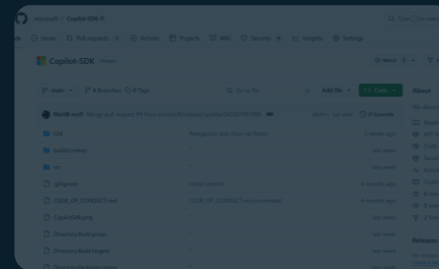
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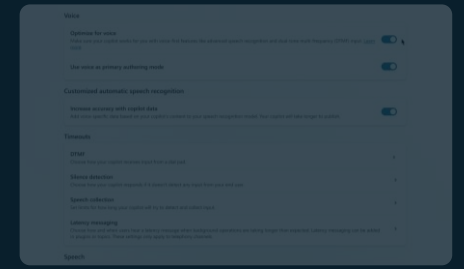
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Autonomous capabilities

Can be triggered by events –
not just conversation

Automates and orchestrates long
running, asynchronous jobs

Follows human guardrails
and asks for help


Monitors, learns and improves
with each interaction

The screenshot shows the Microsoft Copilot Studio interface for an "IT Helpdesk" agent. The browser address bar shows the URL <https://copilotstudio.microsoft.com/agent>. The interface includes a navigation sidebar with options like Home, Create, Copilots, and Library. The main content area is titled "IT Helpdesk" and has tabs for Overview, Knowledge, History, and Analytics. A prominent blue banner at the top reads "Your copilot is ready! Here's what's next:" and lists four steps: "Add instructions to refine and improve how it responds", "Add actions so your copilot can perform specific tasks", "Test your copilot to ensure its comprehension", and "Publish your copilot so others can use it". Below this, the "Overview" section displays the agent's goal: "Assist users through new hire support, troubleshooting, and hardware procurement." It also shows a list of channels (Outlook, Teams, Microsoft Copilot), a set of instructions for handling hardware requests, and a list of triggers including "New Hire Detection" and "Employee hardware refresh". At the bottom, there is a table of actions:

Action	Owner	Status
Send email request	sarahperez@microsoft.com	✓
Create record	sarahperez@microsoft.com	✓
Send for approval	sarahperez@microsoft.com	✓

Your agent is ready! Here's what's next:

- Add actions so your agent can do things for you
- Build topics to focus and guide how your agent answers
- Publish your agent so others can use it



Details Edit

Name
Contoso IT Helpdesk Agent

Description
Empowers employees to resolve issues and effortlessly create/view support tickets

Instructions
You will be prompted with details of a newly added employee. Respond as follows:

1. Look in your KB for an example of how to craft the welcome message and send a welcome message to the user. Ask them if they are ready to begin onboarding
2. Once the user says yes, retrieve a list of devices from Servicenow and ask the user to select a device.
3. Create a record in service now once the user has made their choice from the list provided. Don't call this action until the user has indicated their choice
4. Then ask the user if they would like to schedule an onboarding session with a technician.
5. If the user says yes they would like a session, then search for meeting slots in the next 2 weeks and present these to the user to choose from. Don't ask for any details, populate the params automatically
6. Send the meeting request with snehakohli@cpsavalon.onmicrosoft.com as the organizer, the end user as the attendee and inform the user of the meeting details

Orchestration
Use generative AI to determine how best to respond to users and events (preview). [Learn more](#) Enabled

Knowledge + Add knowledge

Add data, files, and other resources to inform and improve AI-generated responses.

Allow the AI to use its own general knowledge. [Learn more](#) Enabled

IT Procurement Policies.docx

Test your agent

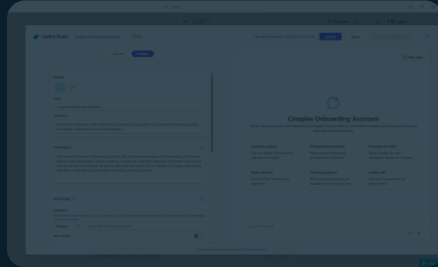
Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

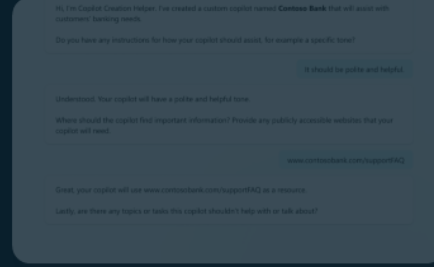
What's new with Copilot Studio

Easier M365 Extensions



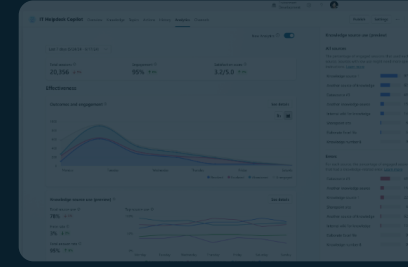
Copilot Studio extension builder embedded inside M365 allows IWs to easily create and share agents

AI & Answers Quality



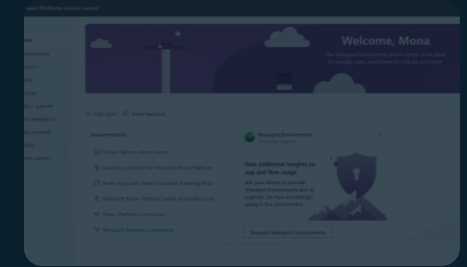
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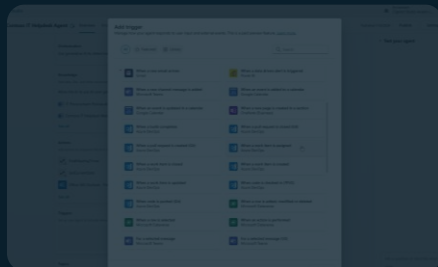
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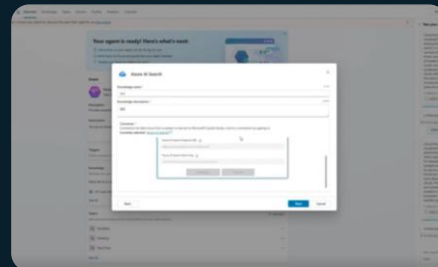
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Agentic Capabilities



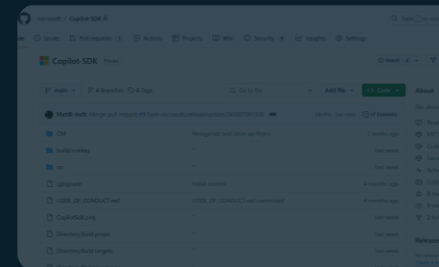
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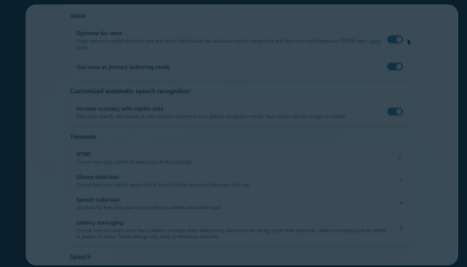
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Copilot SDK to enable programmatic access to Copilot Studio end-points in custom applications and more

Generative IVRs



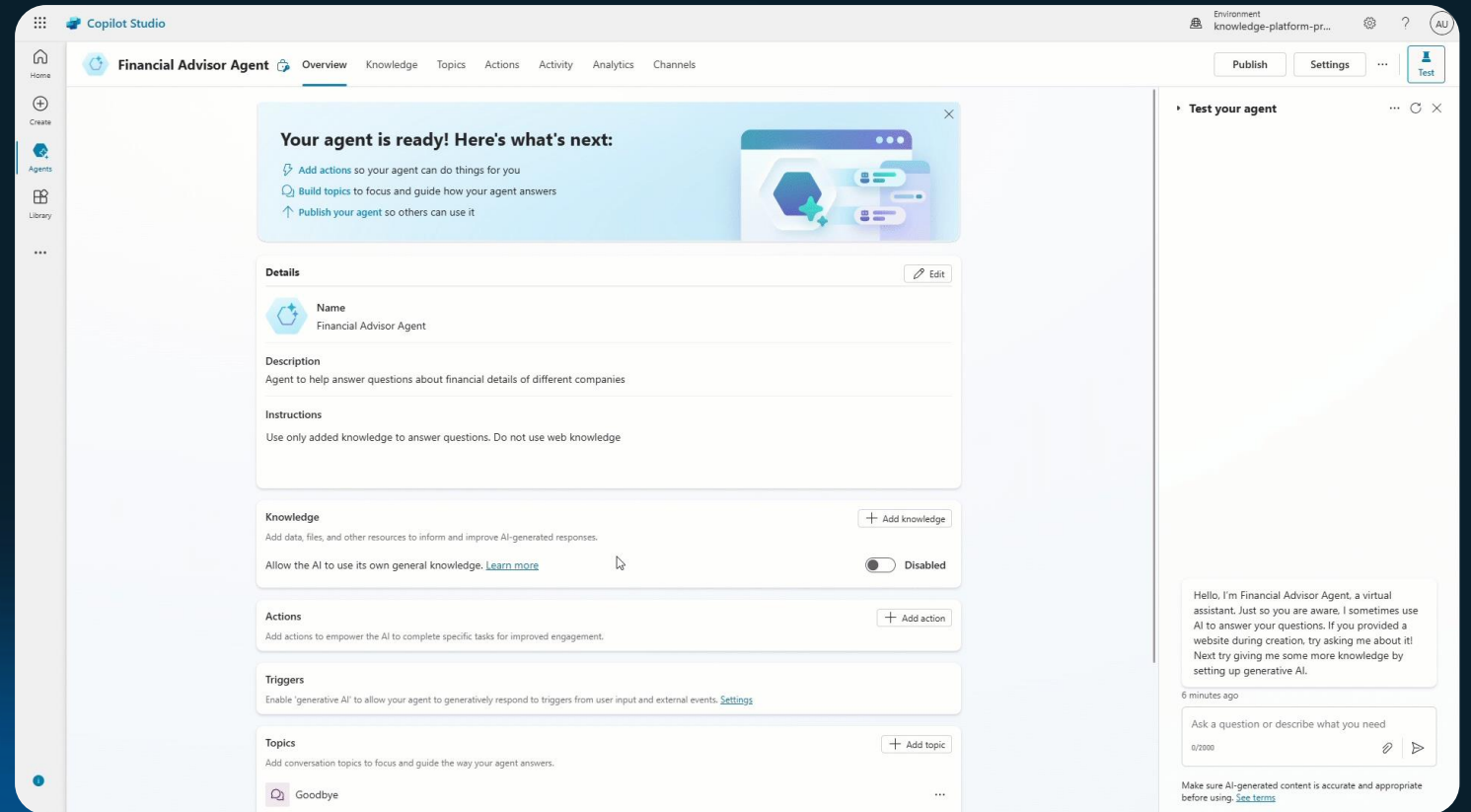
Intuitive, natural Generative Answers powered conversations for IVRs and telephony

Connect to Azure AI Search

Allow your agents to chat over your knowledge in Azure AI

Utilize custom RAG built in Azure AI Foundry and supplement it with all the capabilities of Copilot Studio

Easy intuitive experience with no-code



Bring your own model

Customers can use models they create or select in Azure AI in their copilots in Copilot Studio

Enable sophisticated scenarios that rely on custom models – calling them from right within your Copilot Studio topic

The screenshot displays the Copilot Studio web interface. The browser address bar shows <https://www.copilotstudio.microsoft.com>. The page title is "Copilot Studio". On the left sidebar, the "Agents" section is active, showing a list of custom copilots: "Contoso Benefits", "Contoso Expense", "Finance agent" (highlighted), and "Contoso HR". Below this, there are Microsoft-provided agents: "Copilot for Microsoft 365", "Copilot for Sales", and "Copilot for Service".

The main workspace is titled "Finance agent" and shows a topic named "Enhance Portfolio". The topic configuration includes a "Trigger" block with a "Phrases" field containing the text: "Should I change my investment portfolio? provide an update on the performance of my investments". Below the trigger is a "Search knowledge" block with an "Input" field set to "Activity.text" and an "Output" field set to "Financial.data". The interface also shows a "Publish" button, "Settings", and a "Save" button.

- Home
- Agents
 - Custom copilots
 - Contoso Benefits
 - Contoso Expense
 - Finance agent**
 - Contoso HR
 - Microsoft
 - Copilot for Microsoft 365
 - Copilot for Sales
 - Copilot for Service
 - Coming soon

Enhance Portfolio



Trigger

Phrases [Edit](#)

Phrases
Should I change my investment portfolio?
provide an update on the performance of my investments

Search knowledge

Input
[x] Activity.text

Data sources [Edit](#)

Output
[x] Financial.data



Copilot Studio: extend with Azure



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.

Build Intelligent Agents **your** way.



Microsoft Copilot Studio

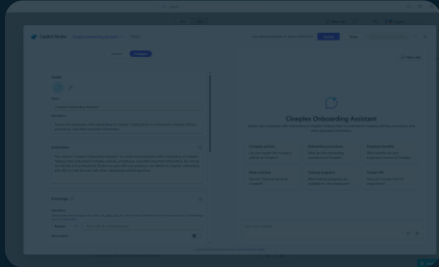


Azure AI Foundry



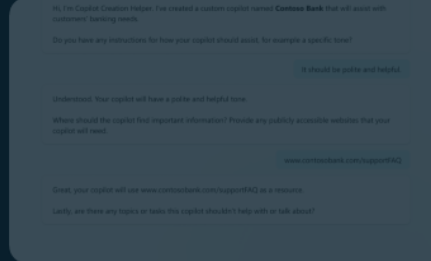
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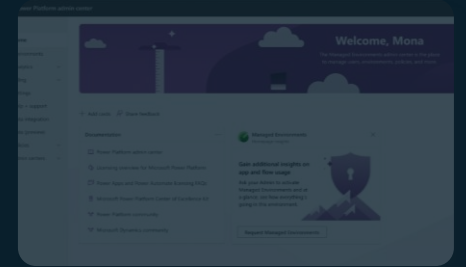
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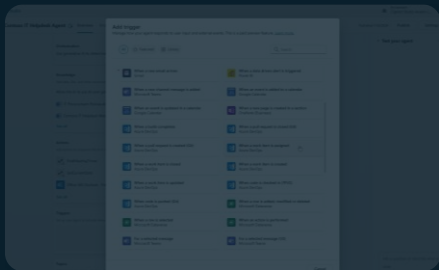
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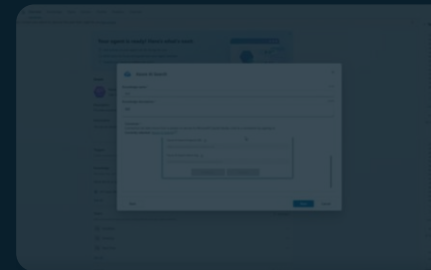
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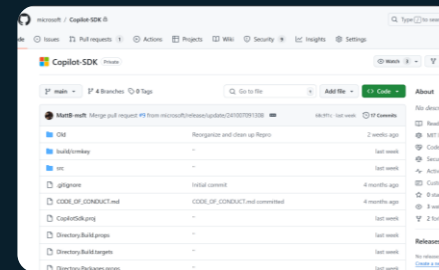
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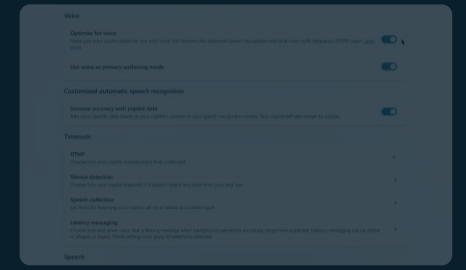
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Microsoft 365 Agents SDK



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Microsoft 365 Agents SDK

Access Copilot Studio endpoints with code – embedding them into applications and more

Leverage Azure AI Foundry, Semantic Kernel, and other AI services of your choice

Extend Copilot Studio with code from conversational agents to multi-agent systems.

```
if (auth != null)
{
    lgsw.Restart();
    CopilotClient cpsClient = new CopilotClient(
        mcsConnSettings,
        httpClientFactory: httpClientFactory,
        tokenProviderFunction: async (s) =>
        {
            return auth.AccessToken;
        },
        httpClientName: string.Empty,
        logger: logger);
}

sd.Trace.WriteLine($"...");

bool IsCompleted = false;
await turnContext.SendAsync(async () =>
{
    lgsw.Restart();
    sd.Trace.WriteLine($"...");
    while (!IsCompleted)
    {
        await foreach (Action act in turnContext.Actions)
        {
            if (act.Type == ActionType.Confirmation)
            {
                // Alias
                var displayText = act.Text;
            }
        }

        await turnContext.SendAsync(async () =>
        {
            lgsw.Restart();
            sd.Trace.WriteLine($"...");
            return true;
        });
    }
    IsCompleted = true;
    sd.Trace.WriteLine($"...");
    lgsw.Stop();
    return true;
});
return false;
```

Woodgrove Bank Payroll System

Commercial Client Sign In

Woodgrove Payroll System

Click here to register

71°F Sunny

Get Started

```
<|> CS.WoodGove >>
Hello, how can I help you today?

Just now

@Bnk How do I register an account
Just now

<|> CS.WoodGove >>
To register for a new payroll account, follow these steps:

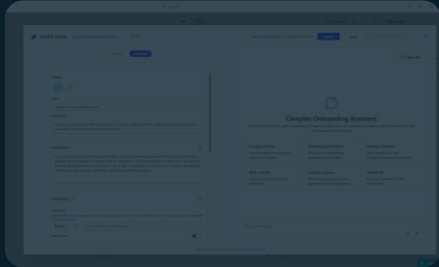
1. Visit the official payroll website using a reliable browser.
2. Locate and click on the 'Sign Up' or 'Register' button on the homepage.
3. Fill in your personal information such as name, email address, phone number, and date of birth.
4. Provide your employment information, including your employer's name and your job title.
5. Choose a unique username and a strong password for your account.
6. After submitting your information, check your email for a verification link and click on it to verify your email address.
7. Provide any additional information required to complete your profile, such as bank account details for direct deposit.
8. Select a few security questions and provide answers to verify your identity if you forget your password.
9. Thoroughly read the terms and conditions of the payroll service and agree to them.
10. Click on the 'Submit' button to complete your registration process.
11. After completing the registration, log in to your new payroll account using your username and password [1].

1 reference
1 Troubleshooting Login Issues for a Payroll Ac...
Just now

type your message
```

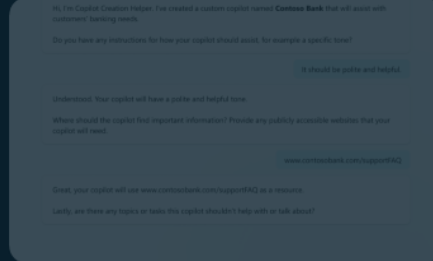
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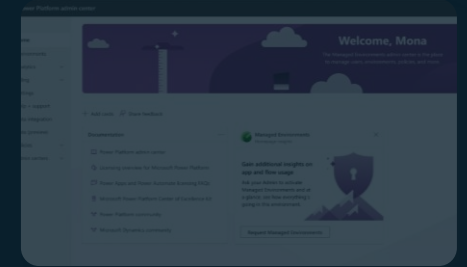
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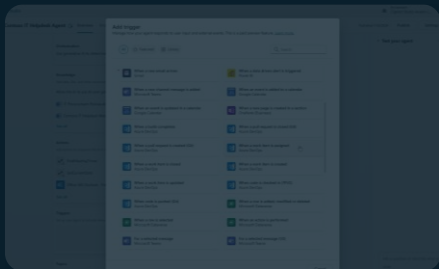
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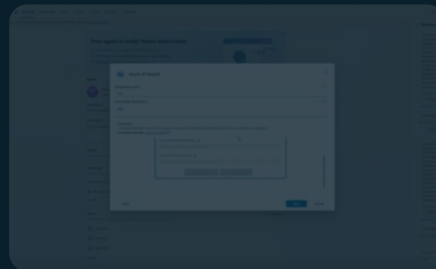
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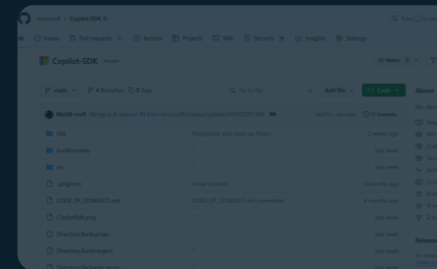
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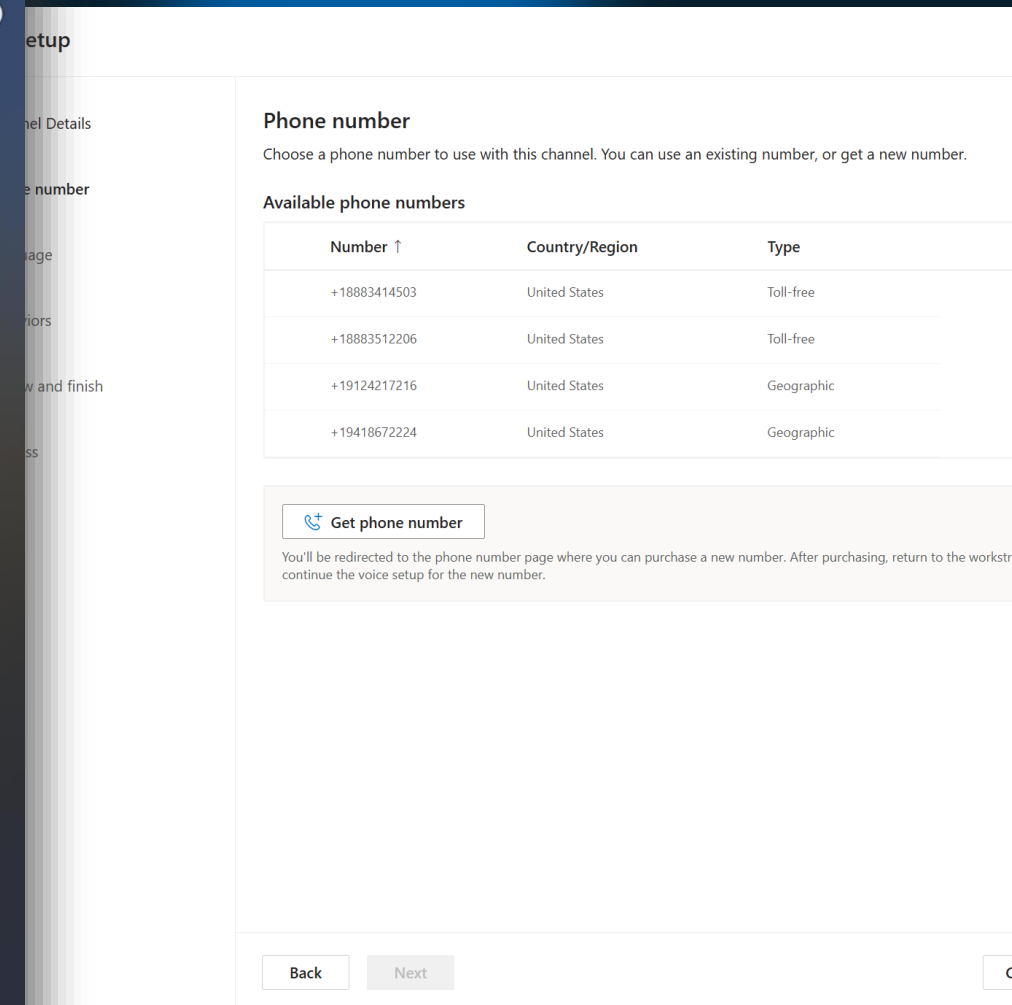
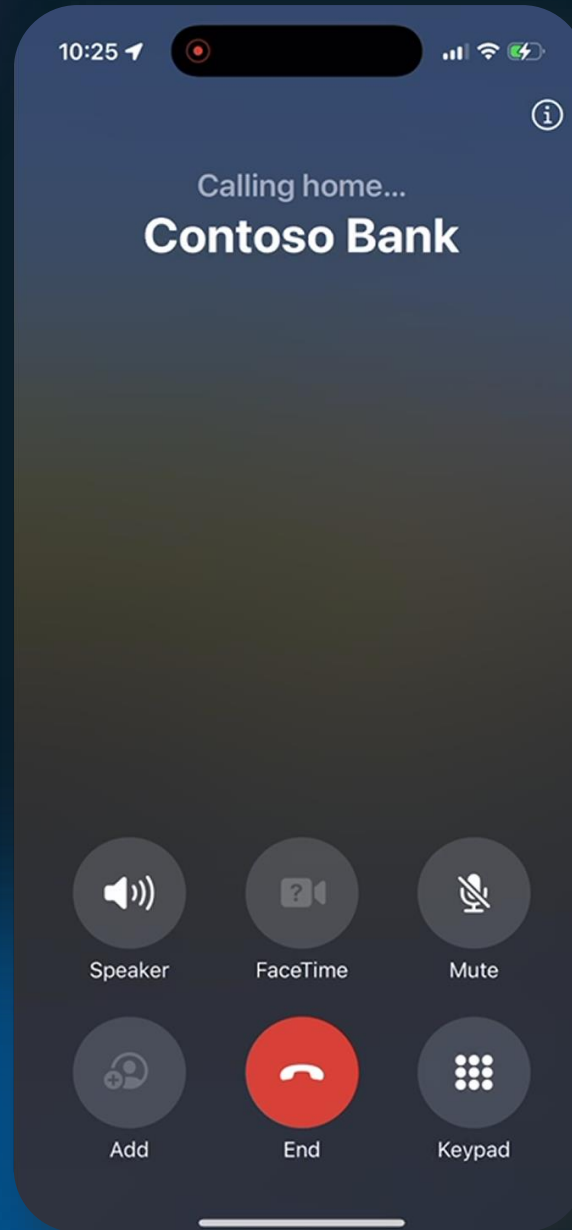
Build sophisticated IVR systems and engage with your Copilot over the phone

Leverage all the powerful Generative AI features of MCS for Voice use cases

Single MCS project can support multiple languages for both Voice and Chat modalities

Optimize speech with custom vocabulary and sensitivity settings

Attach your MCS Agent to any Dynamics Omnichannel workstream now including IVR!

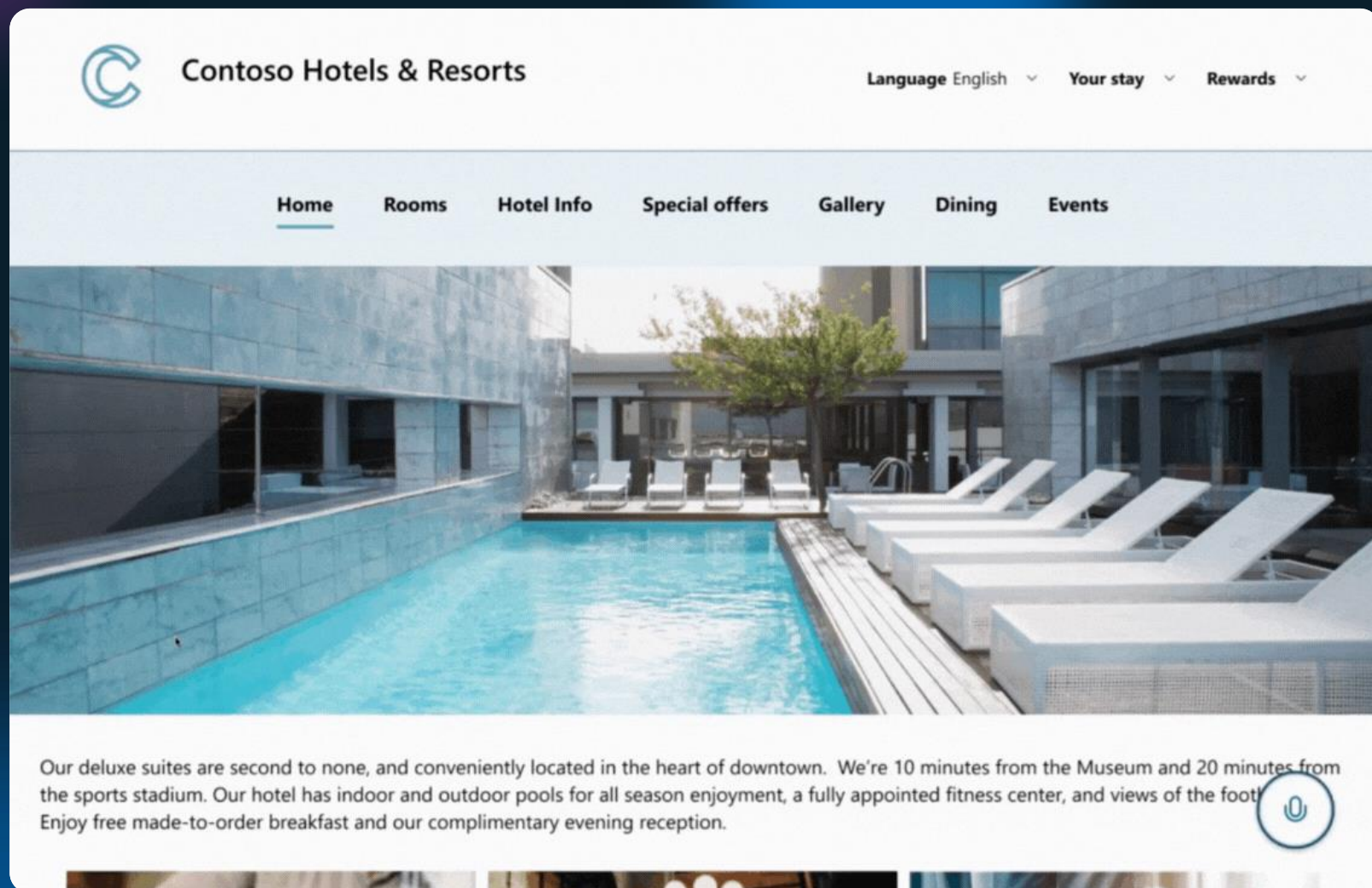


Copilot Studio now natively supports voice

Build transformative user experiences using Copilot Studio

Interact contextually using voice or images

Embed the multimodal agent in your applications and websites using the SDK



Thank you!

**Try this and more at
aka.ms/trycopilotstudio**

<https://learn.microsoft.com/en-us/microsoft-copilot-studio/whats-new>

Thank you!!!



Lorenzo Barbieri
lorenzo.barbieri@softwareone.com

Connect with me on LinkedIn



[LinkedIn.com/in/geniodelmale](https://www.linkedin.com/in/geniodelmale)