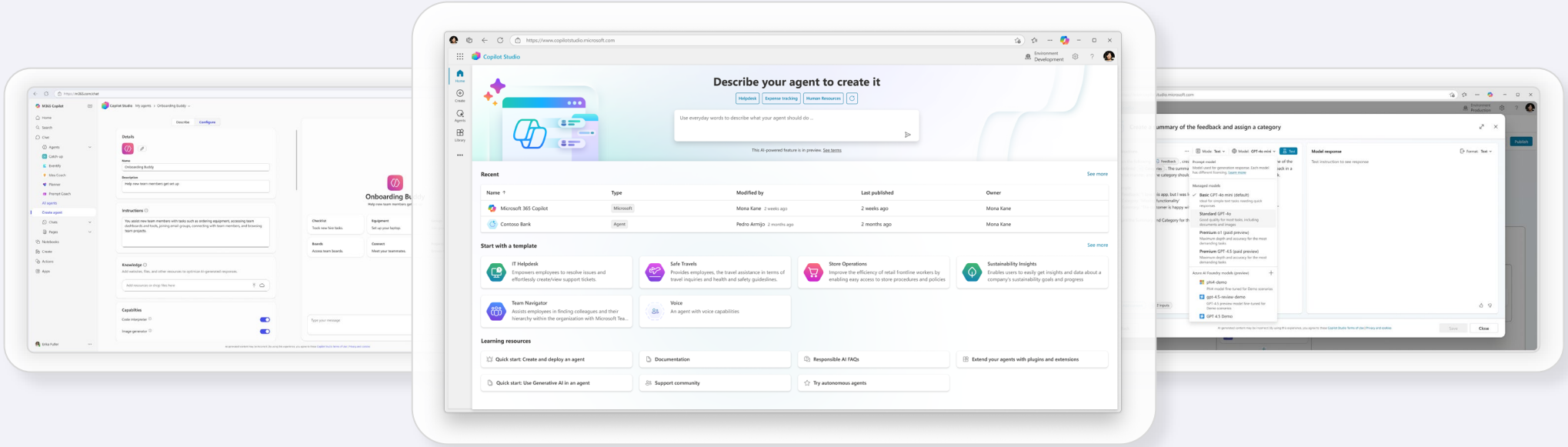
Build and Extend Agents using Microsoft Copilot Studio

Daniel Laskewitz

Principal Cloud Advocate at Microsoft
Focused on the Microsoft Power Platform and Microsoft Copilot Studio

Microsoft Copilot Studio

Build, manage and secure AI agents



Lite experience

Build agents with natural language right inside Microsoft 365 Copilot

Full experience

Access a complete set of intuitive tools and capabilities for building agents

Advanced extensibility

Customize agents using pro dev tools like Microsoft 365 Agents SDK, VS code & Azure AI

Orchestration

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

Makers 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 agent flows (i.e.. more traditional automation) in one system.

Models

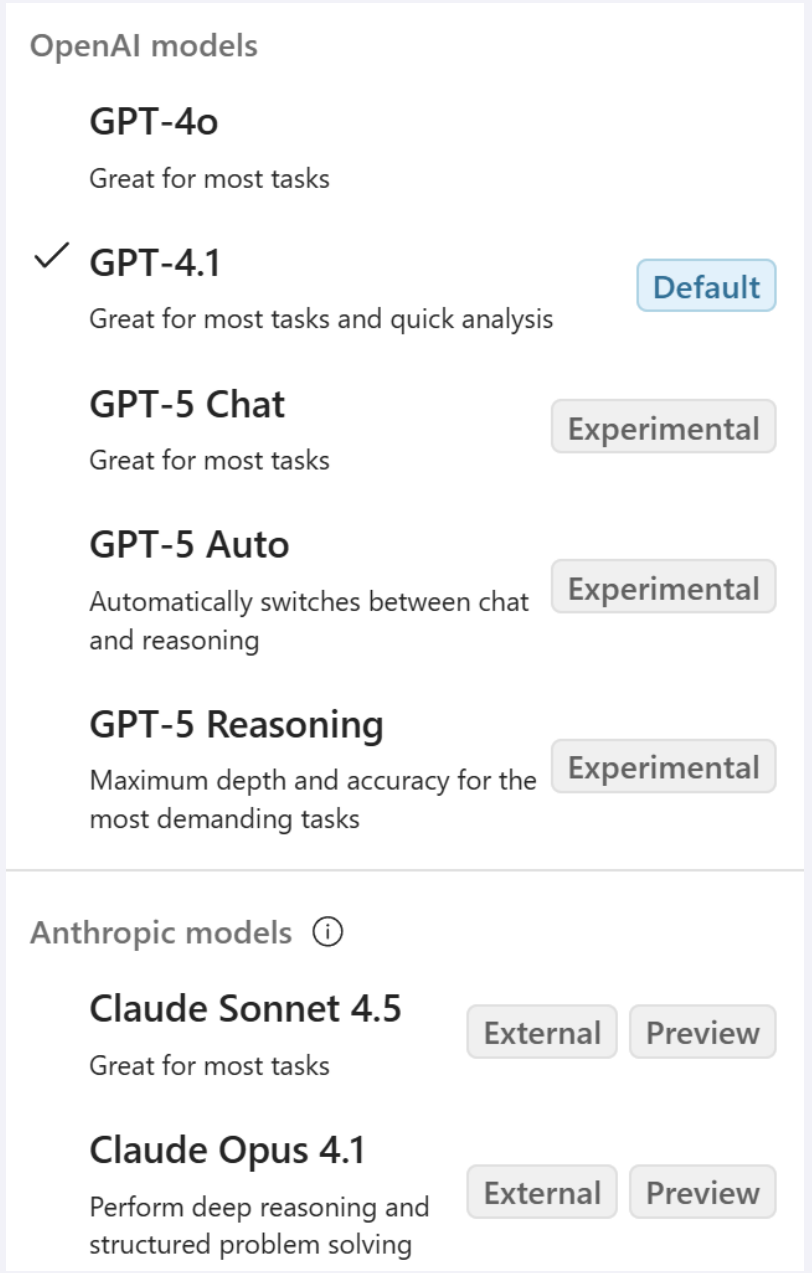
Choose from the **latest AI models** to match your needs, giving you precision and control across knowledge, tools, and prompts for superior results.

Orchestrate your agents and summarize answers

- Best-in-class models curation for specific scenarios
- Near-instant availability to new models
- No change management for new model releases
- No need for management your own GPU infra
- Ensure responsible AI controls apply by default

Power your agent's tools

Easy one-click access and use of the 1,900+ models from Azure AI Foundry including Llama, Mistral, Cohere etc. to handle task and scenario specific needs



Knowledge

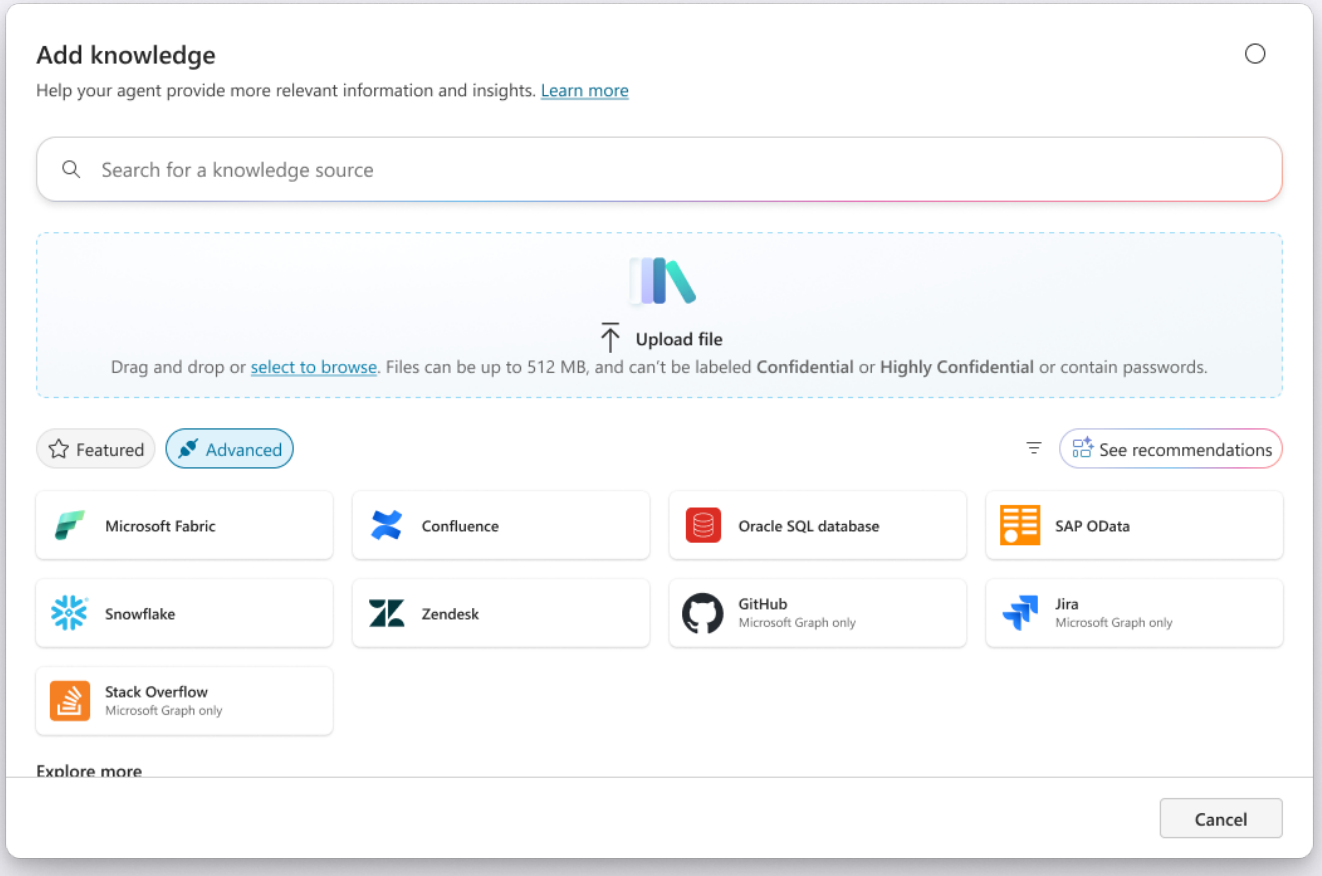
Add your **public and enterprise data** sources using connectors.

Leverage rich structured and unstructured enterprise data to **inform agent responses and actions**

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.

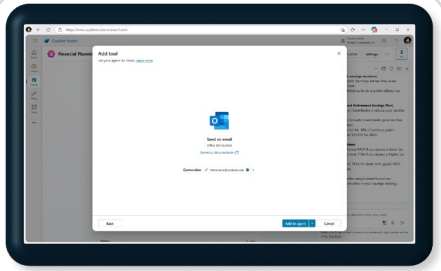
Supported data sources include:

Public websites	SharePoint / OneDrive
Dataverse (for LOB apps like Salesforce, ServiceNow etc.)	Microsoft Fabric
File uploads	Microsoft Graph / Power Platform connectors
Open web search	Azure services (AI Search, SQL)



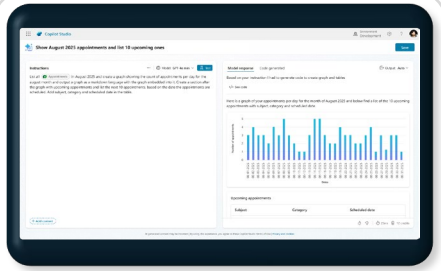
Tools

Tools are versatile and reusable components.
Create, manage and use tools across various agents within an environment.



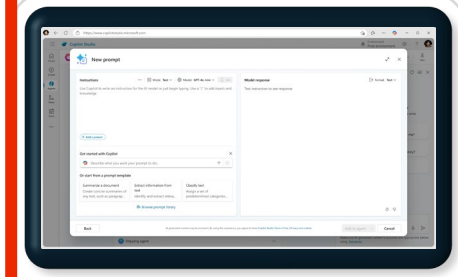
Connectors

Choose from **1400+ prebuilt** Power Platform connectors, **100+ Copilot connectors** or create a **custom connector** for any public API to retrieve information, write/edit/update records to external services and data sources



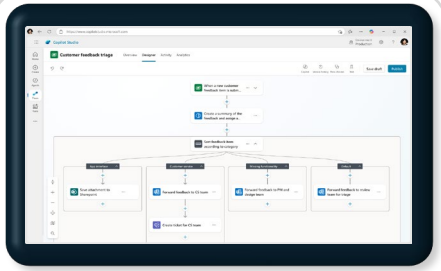
REST APIs

Use **APIs directly** for your agent to connect with and use data in the most flexible and scalable manner



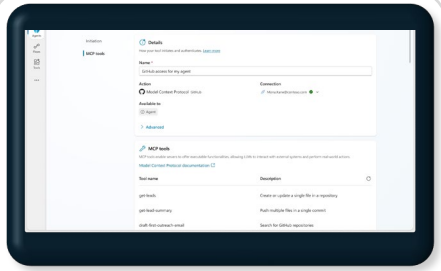
Prompts

Leverage **library** of prompts or draft **custom instructions** with Copilot to transform text, documents, images and data with LLMs



Agent Flows

Define **predictable automations** to run the same way each time, giving you more control over specific actions the agent could take, including allowing the agent to directly **use web and desktop apps** through UI automation



Model Context Protocol

Use open standard protocol to **connect your LOB services** to the agent with adequate context and tools enabled by the servers

DEMO – Create an agent, add knowledge and a tool

Tools

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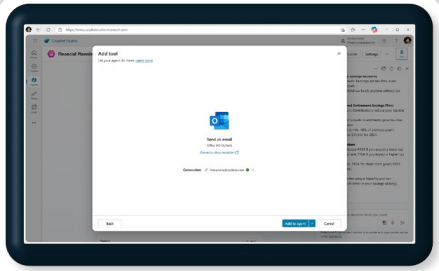
Create, manage and use tools across various agents within an environment.



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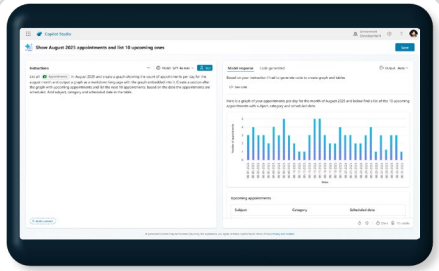

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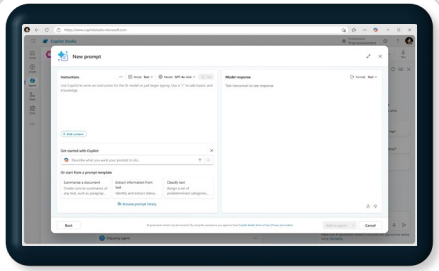

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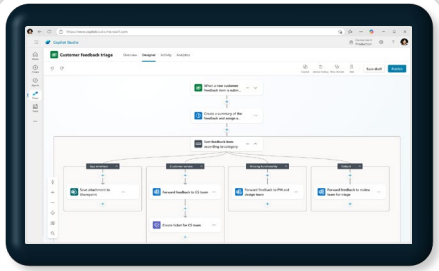

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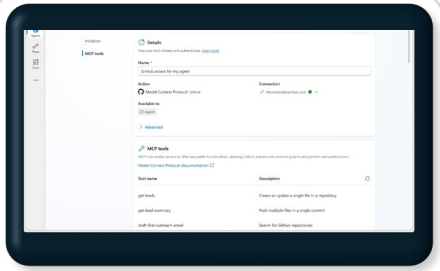

Model Context Protocol

Use open standard protocol to **connect your LOB services** to the agent with adequate context and tools enabled by the servers

DEMO – Connect your agent to a backend service

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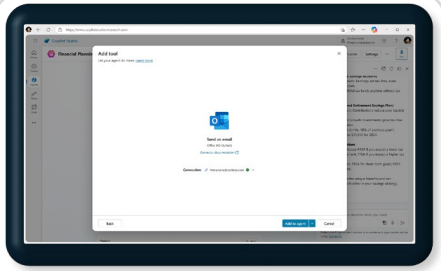

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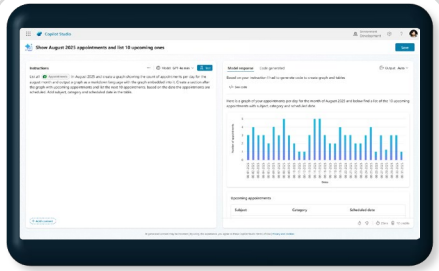

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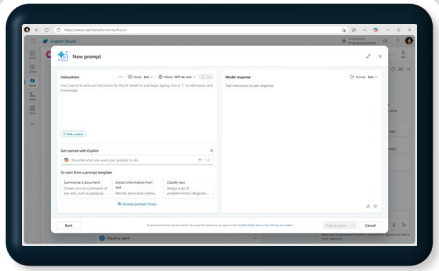

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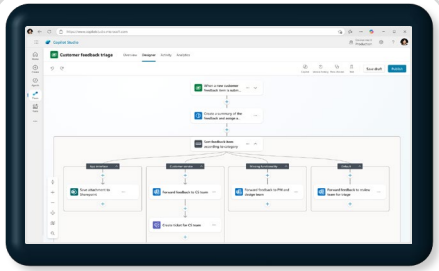

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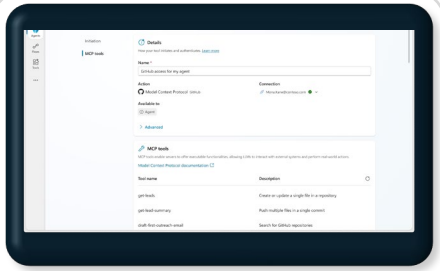

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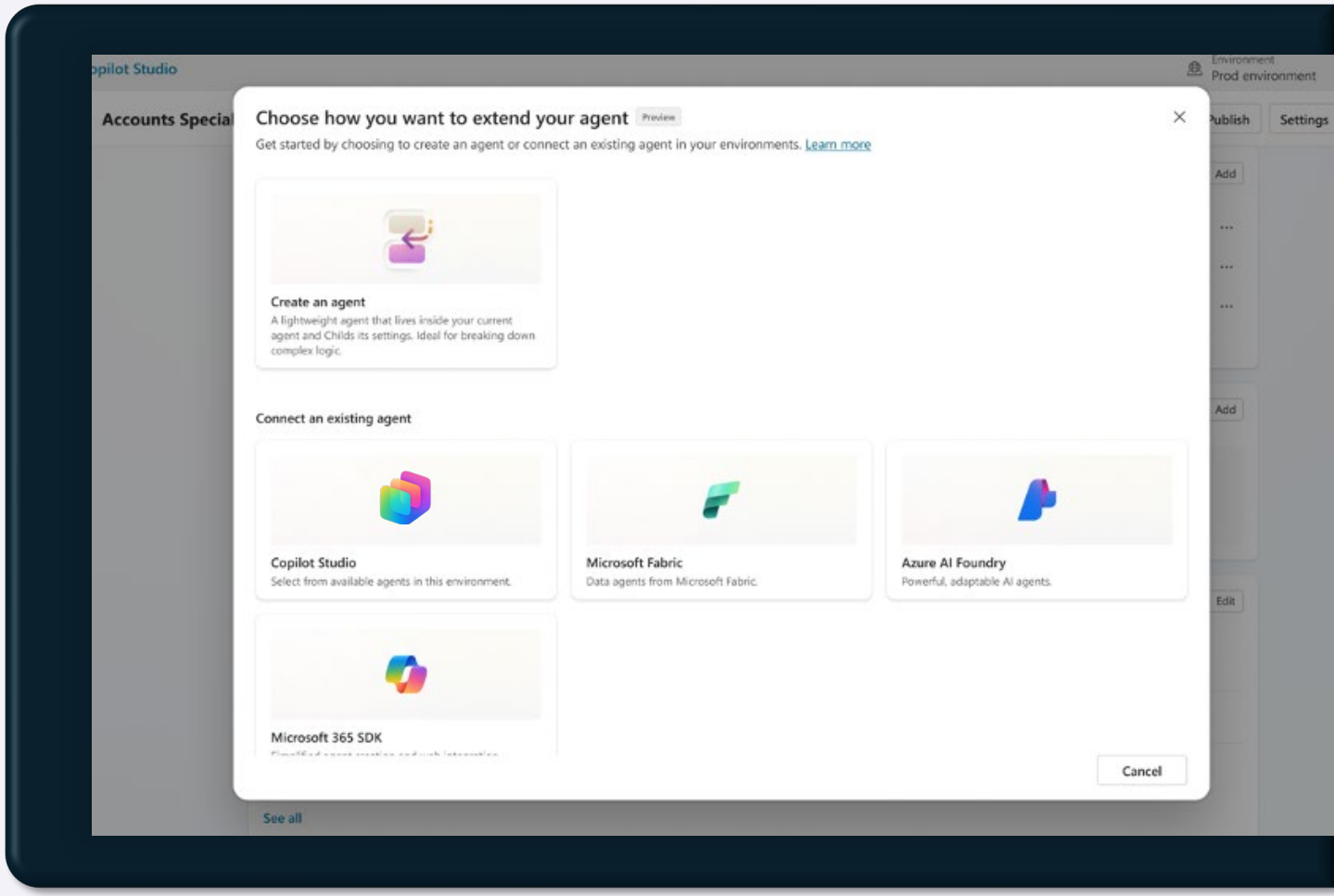
Multi-agent orchestration

Build multi-agent scenarios by connecting to agents from other services using Copilot Studio

Effective end-to-end transformation: Enable agents to talk to each other in Copilot Studio, exchanging data, collaborating on tasks, and distributing work

Cross-platform orchestration: Connect your agents with other agents in your tenant, whether they were built using Copilot Studio, Azure AI Foundry Agents, M365 Copilot SDK or Fabric

Agent specialization: An agent can call on connected agents where specialized knowledge or actions are required and complete tasks in minutes

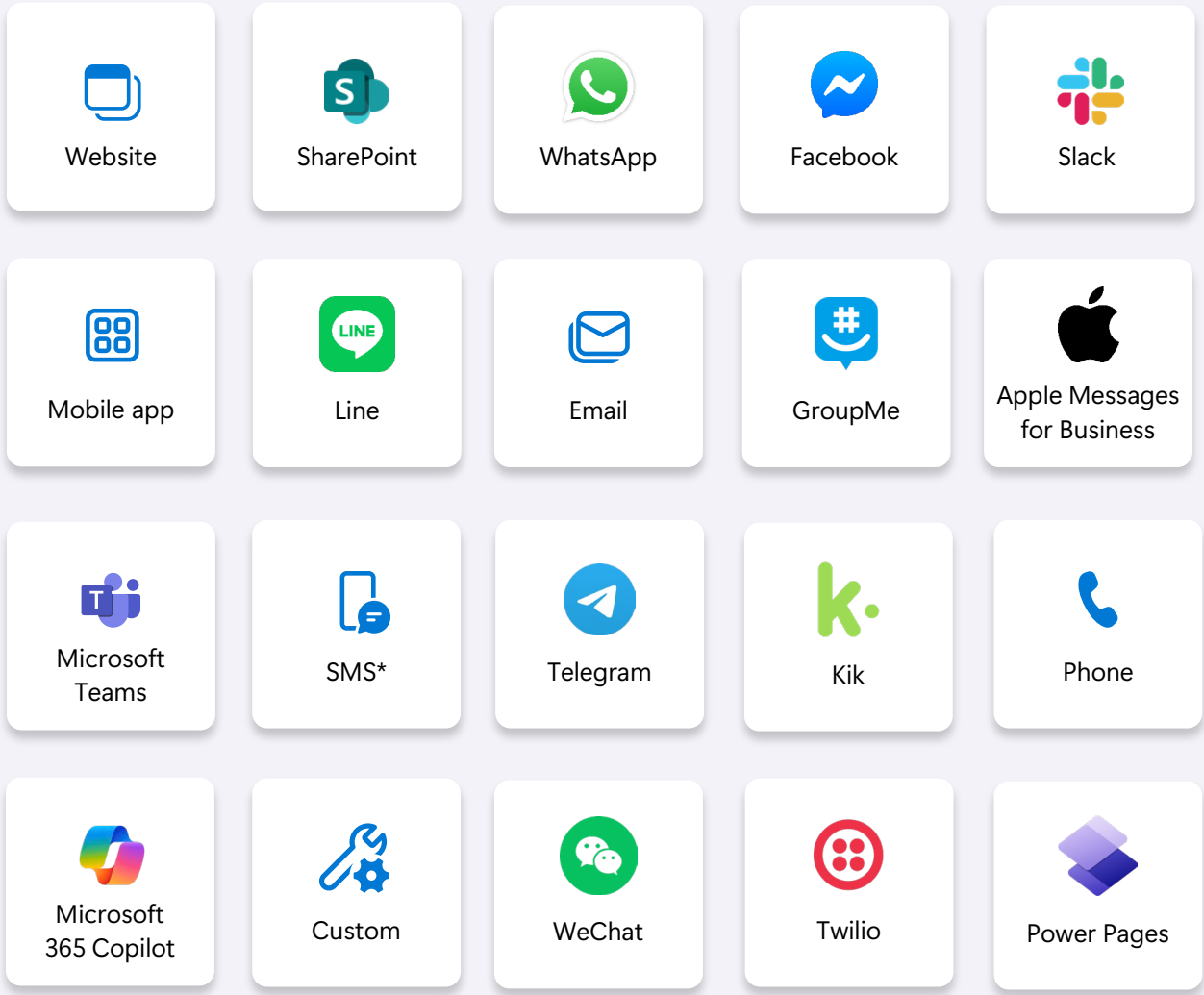


Channels

Easily distribute your agent across **multiple channels** with a single click.

Deploy agents directly to the applications **your employees frequently work in**, such as Microsoft Teams, SharePoint, and Microsoft 365 Copilot Chat.

Get access to **even more channels** beyond what's natively available in Copilot Studio by leveraging Azure Bot Service, Microsoft 365 Agents SDK, Agents Client SDK and Dynamics 365.



Hand off the conversation to a live agent

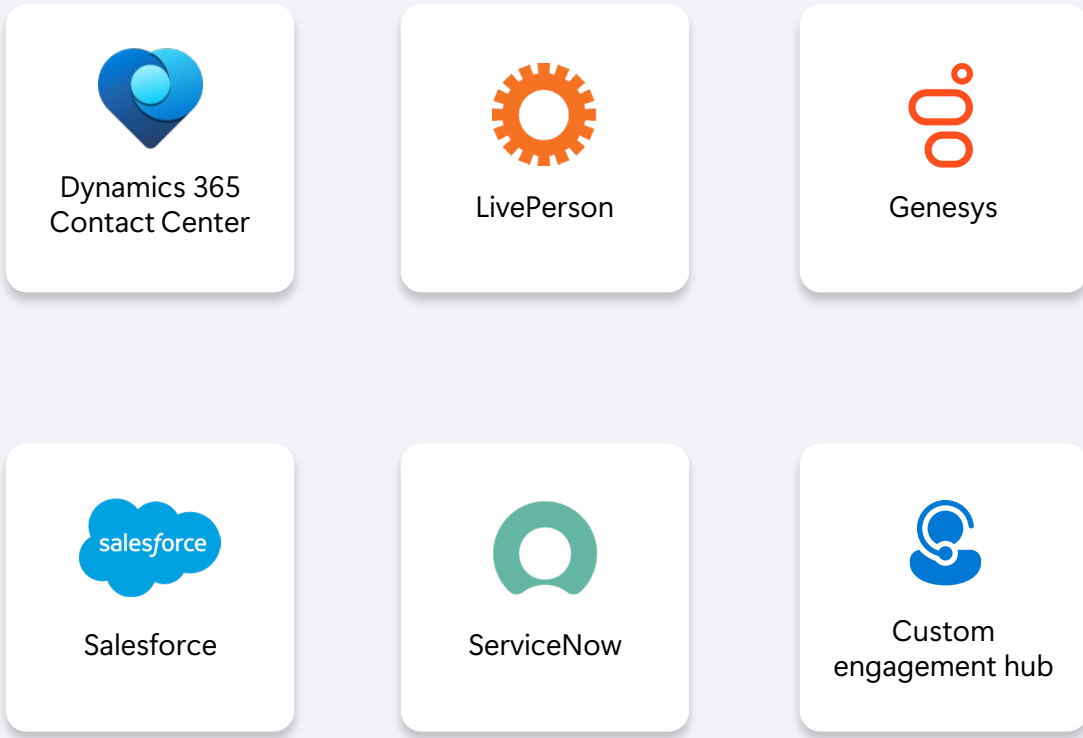
Integrate intelligent agents with your existing CRM solutions

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

Configure agents that can interact with your customers via voice or chat.

Selectively route incoming requests to live agents based on context, complexity, and customer.

Deliver exceptional customer experiences, unlock service team productivity, and cut costs with autonomous service.



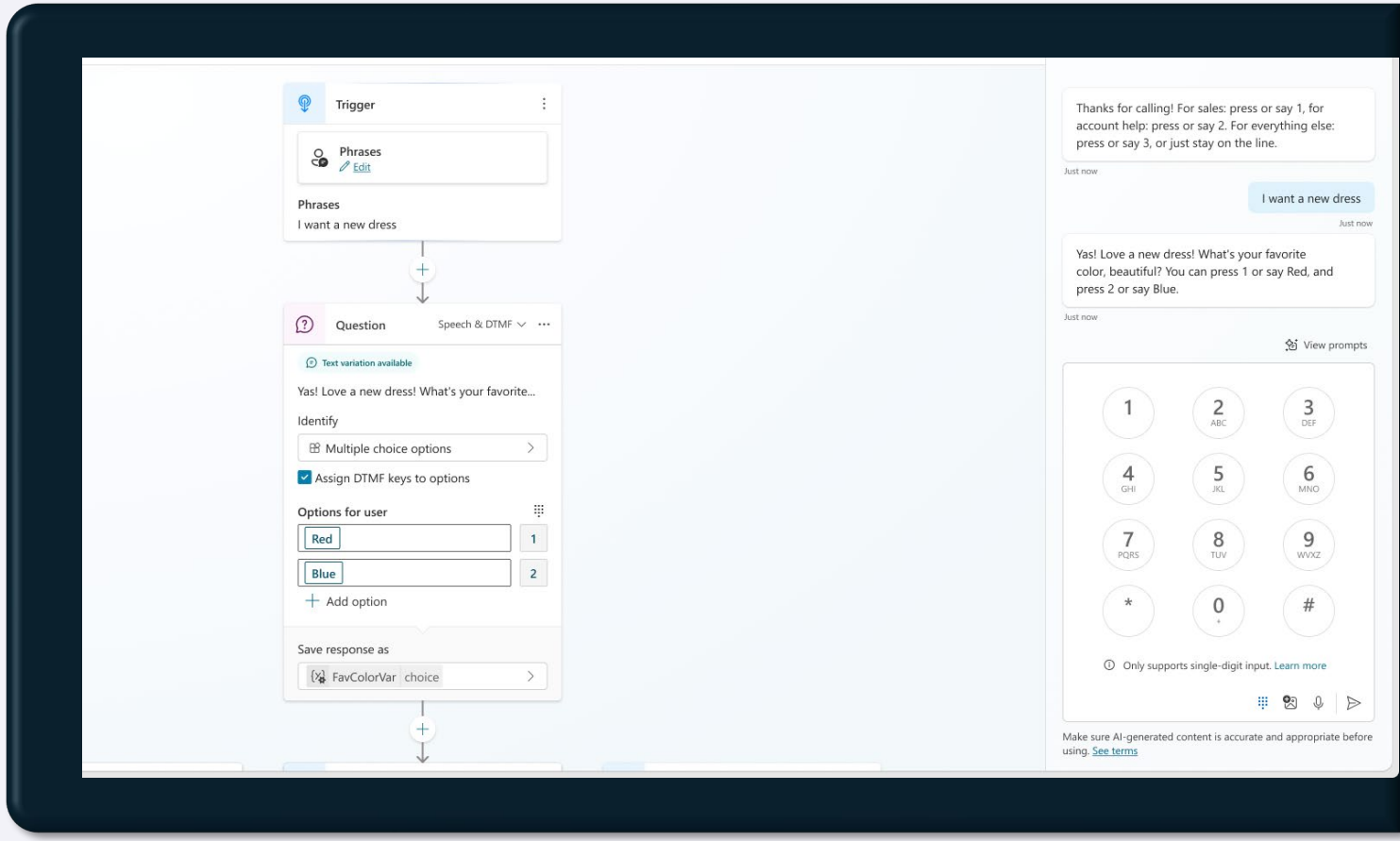
Voice agents

Create a voice-enabled agent to interact with customers over the phone

Add flexibility to your Interactive Voice Response (IVR) systems and voice agents using generative AI to help more users and customers – faster.

Get started in minutes with the voice agent template that comes pre-constructed with voice-specific features.

- Silence detection
- DTMF authoring
- Barge-in
- Enhanced speech recognition
- SSML
- Noise filter
- Latency message
- Dialog experiences



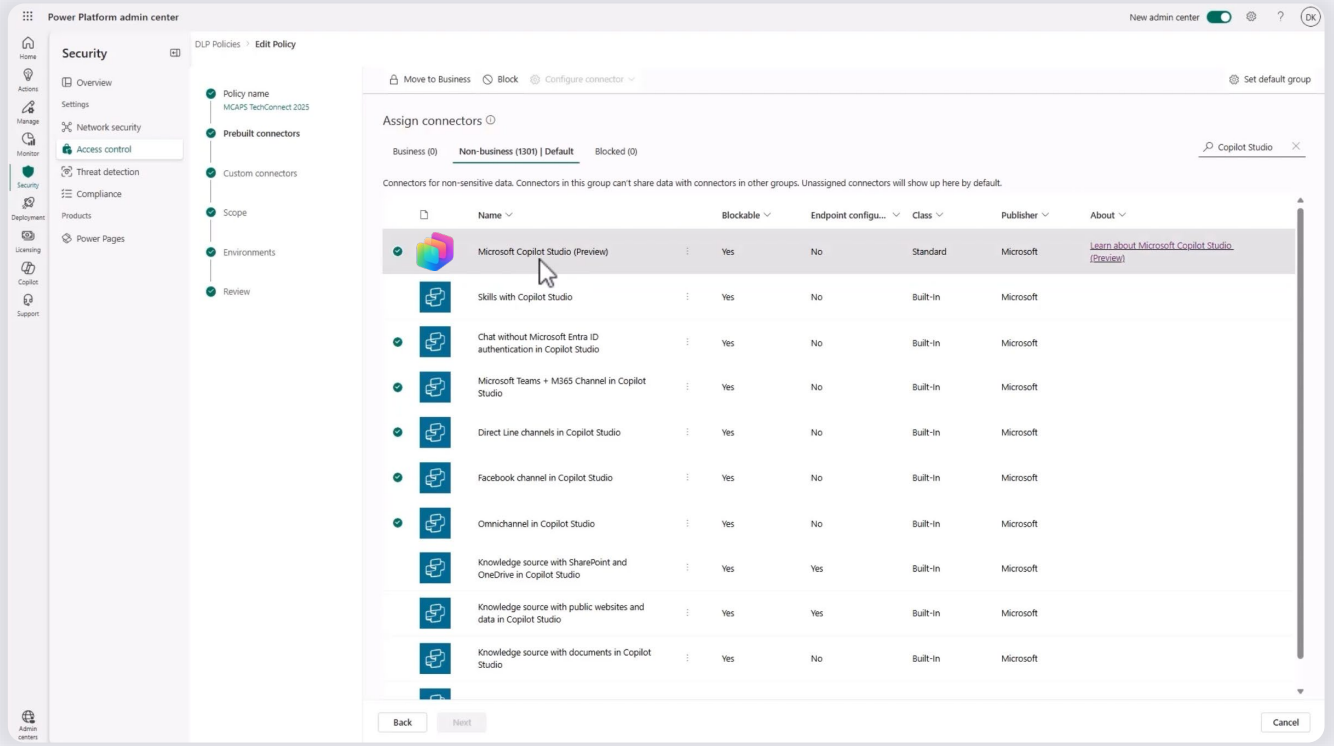
Security & Governance

Prepare your environment to implement secure Copilot Studio adoption.

Identify risks related to data, users, and agents to prevent sensitive data leakage and ensure agents do not process sensitive files.

Prevent data loss and insider risks by securing sensitive files, agent interactions, and providing alerts and reports on risky behavior and AI usage.

Govern AI use to meet regulations and policies by inspecting interaction content and audit logs, investigating for compliance and ethical violations, and enforcing lifecycle policies and legal holds.

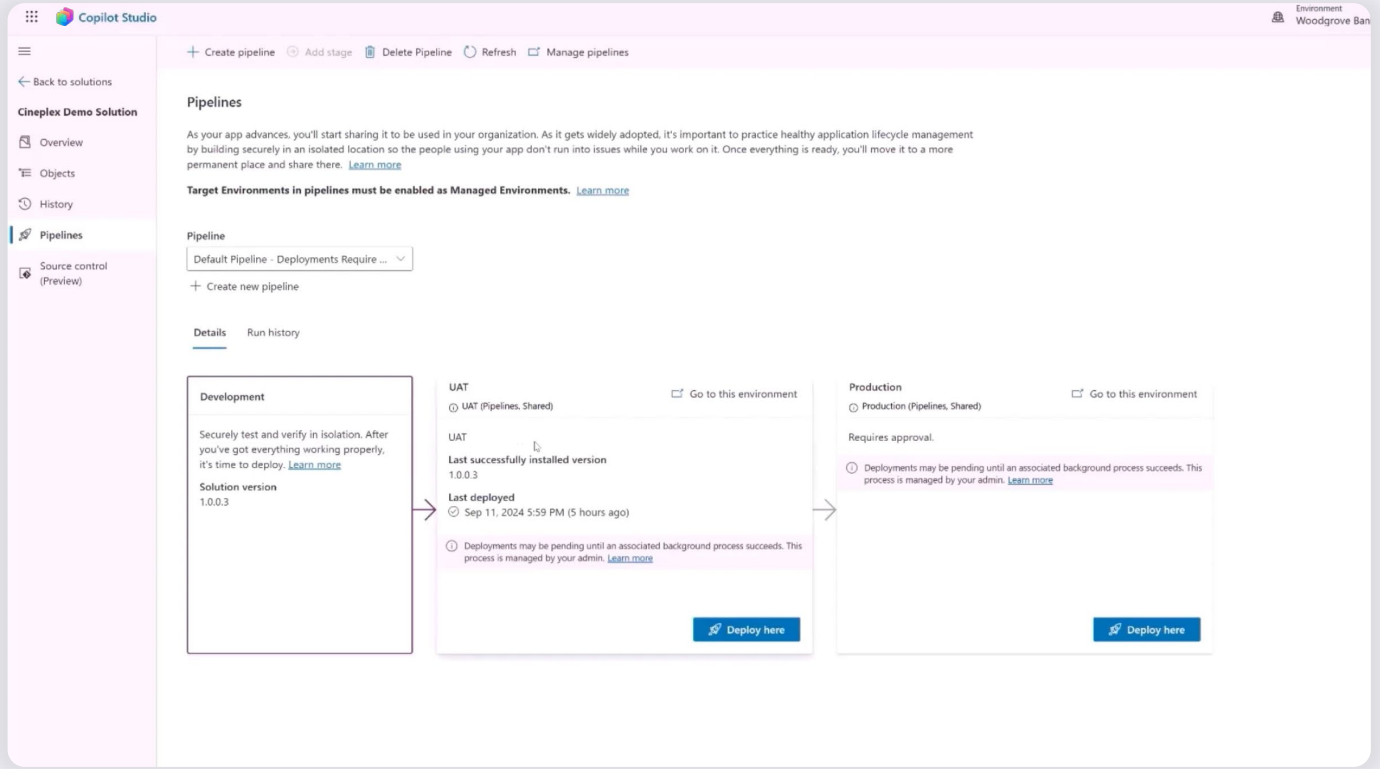


Management Controls

Manage dedicated development environments, employ agent **lifecycle management controls**, and oversee **agent spend** in the Power Platform admin center.

Establish clear guidelines and policies for agent behavior to **ensure consistency and compliance** across all interactions.

Implement agent policies to **restrict oversharing of agents** and manage publishing channels.



Measurement & Reporting

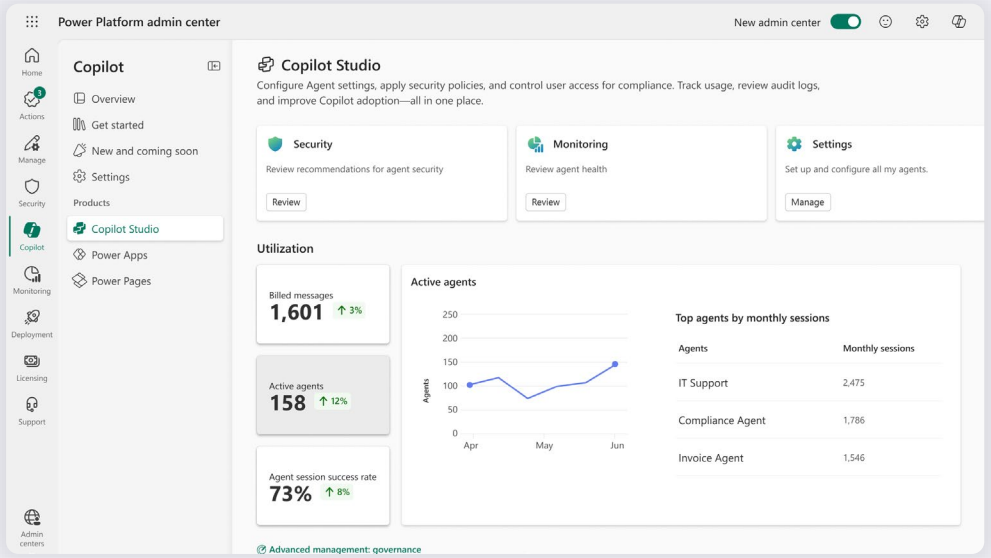
Track readiness and adoption of agents, audit **agent actions and usage**, and **track agent ROI.**

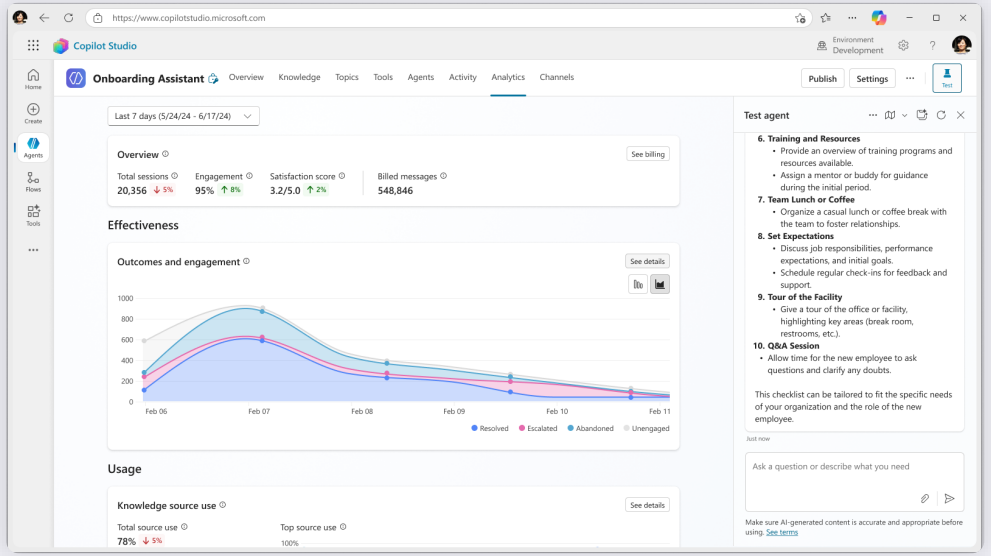
Review agent performance metrics in real-time like usage, engagement, success rates, and satisfaction in the built-in Analytics dashboard.

Analyze data collected from agent interactions to **identify trends, areas for improvement**, and **opportunities** for training and development.

Share reports with relevant stakeholders to facilitate informed decision-making.

Copilot Studio | Azure Application Insights | Viva Insights | Power Platform Admin Center | Microsoft Purview





Preview

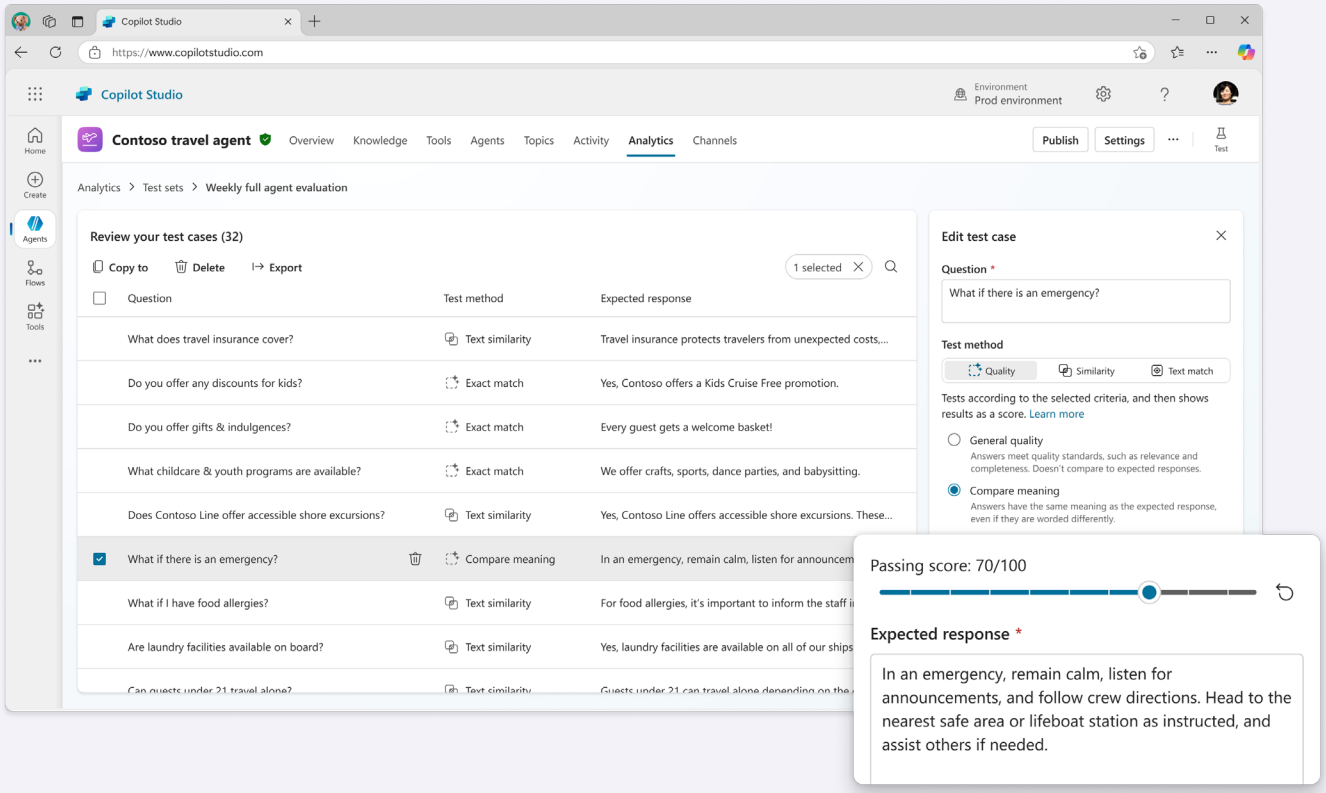
Agent Evaluation

Automated testing: Makers can validate agent performance before and after deployment without manual, ad hoc testing.

Flexible, Scalable Evaluation Methods:

- Create evaluation sets using manual questions, imported files, or even AI-generated queries
- Choose from multiple test methods (exact match, semantic similarity, intent recognition etc.) to assess agent quality
- Review agent accuracy & reliability with pass/fail indicators, detailed scores, and insights into how knowledge sources are used.

Continuous Improvement & Risk Reduction: Identify issues early, reduce risk, and maintain quality as agents evolve throughout their lifecycle



Copilot Studio Agent Academy

Recruit
Build Foundational Skills

Operative (Coming Soon)
Build Complex Multi Agent Scenarios

Commander (Coming Soon)
Build and extend secure, multimodal agents with Azure Integrations and governance

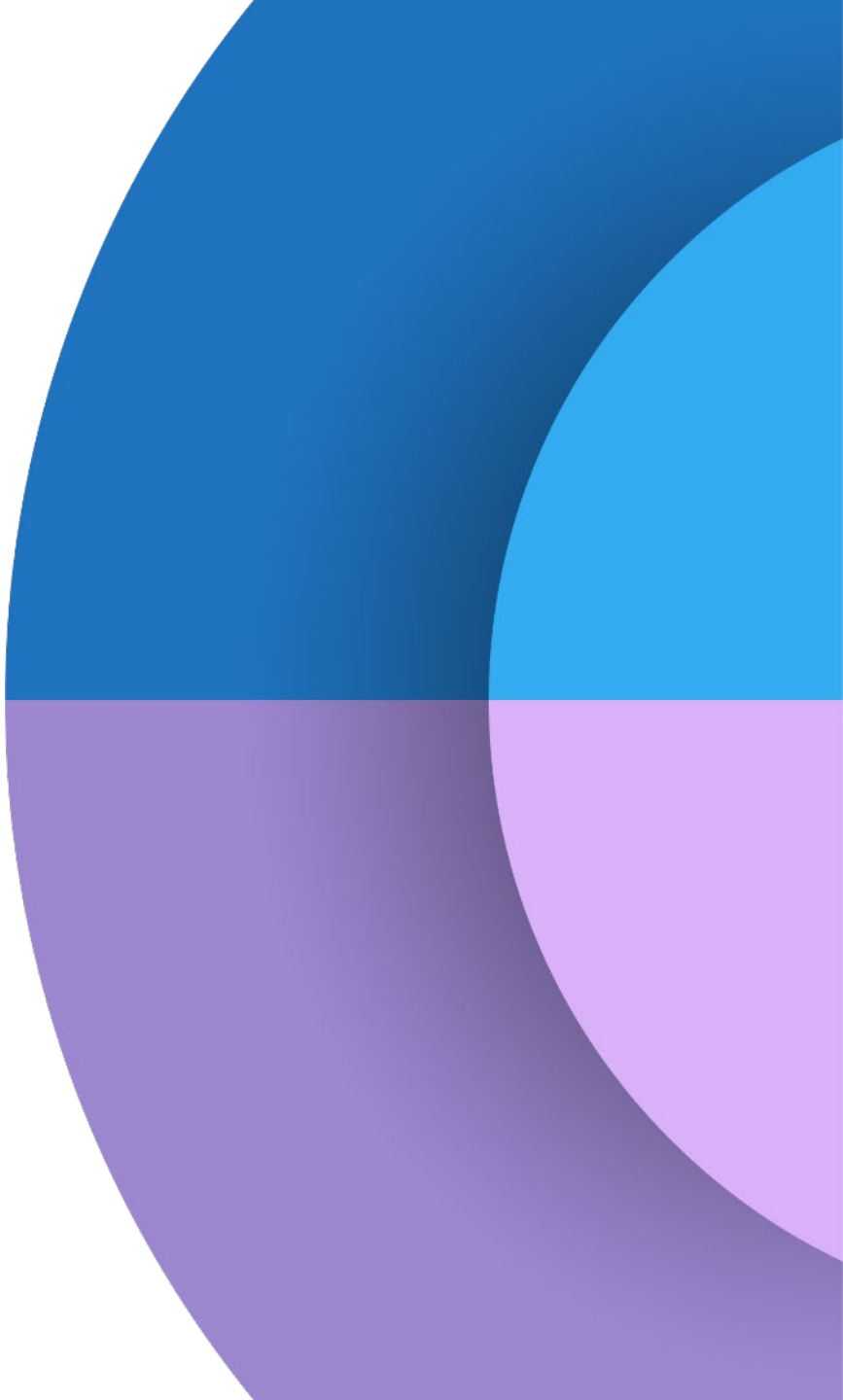
Build real AI agents.
Free. Self-paced.
Hands-on.

Start your mission today with Recruit:

aka.ms/agent-academy

Created by the Power Platform Advocacy Team

POWER PLATFORM ADVOCATES

Resources

Thank you