



# Copilot Studio

Your copilot, your way

## Compusoft Advisors

Microsoft Solution Partner



# Building conversational AI can be challenging

## Challenges in conversational AI building

**Budget and time constraints**

**Maintaining content**

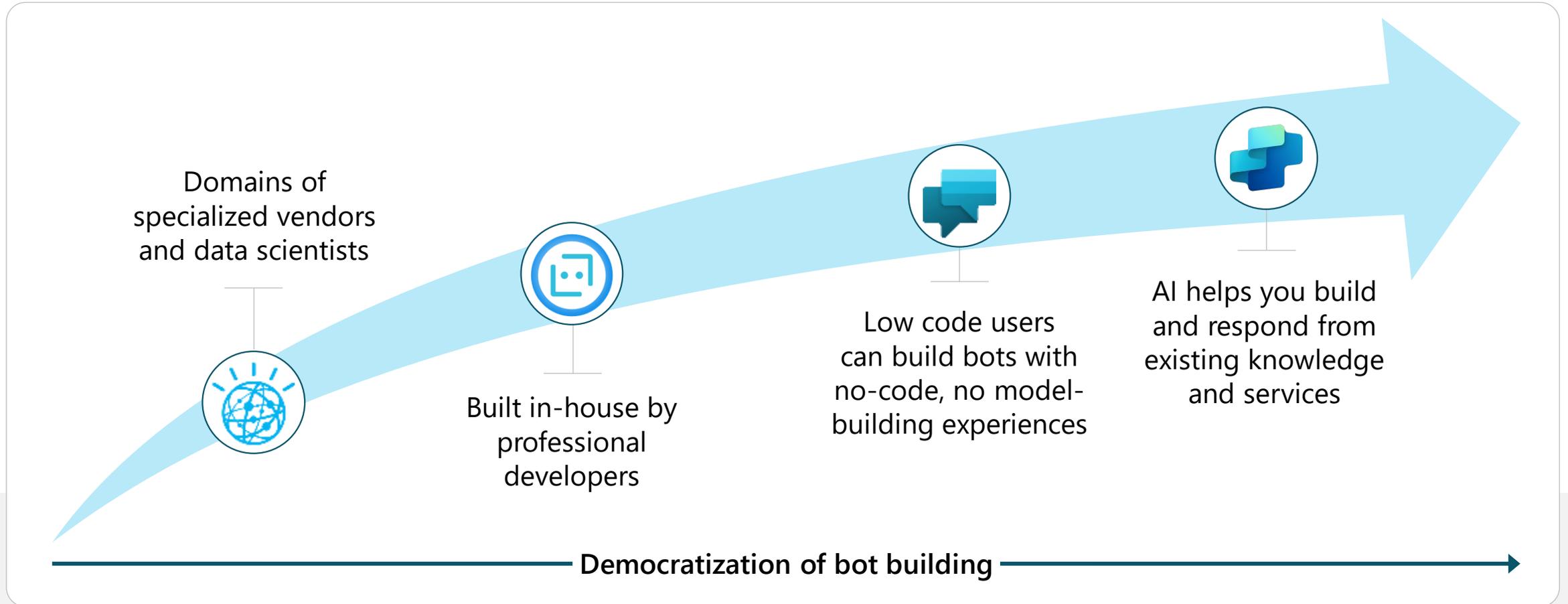
**Integration with business systems**

**Product/Technical onboarding**

**Security and compliance risks**

**Infrastructure/  
Resource hosting**

# Building conversational AI is evolving ...



## Building type

Custom Solutions

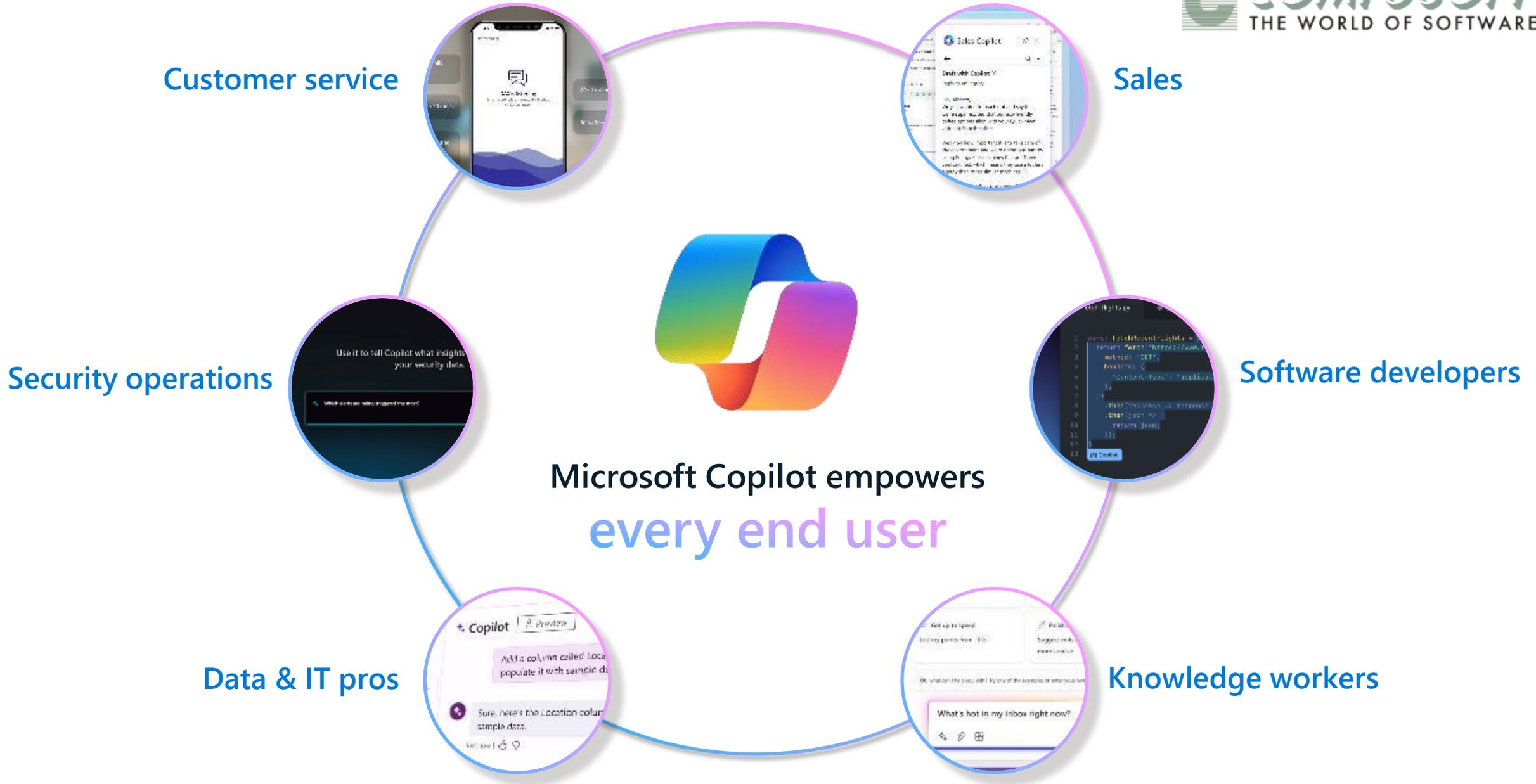
Pro Code

Low Code + Pro Code

Generative AI + Authored Content

# Microsoft Copilot Ecosystem





# A copilot for every Microsoft Cloud experience



## Copilot for Dynamics 365

Copilot to assist roles within each line of business applications.



## Copilot for Power Platform

Use natural language to accelerate the development of apps, automations and pages.



## Copilot for Microsoft 365

Copilot assistant to accelerate productivity with Microsoft 365 apps and chat with your data



## Copilot for Security

Receive tailored insights that empower your team to defend.



## Copilot for Windows

Get answers and inspirations from across the web, supports creativity and collaboration, and helps you focus on the task



## Copilot for GitHub

Increase developer productivity by helping you write code faster with less work.

# Is a copilot just a chatbot?

## Conversational AI

### Chatbot

Conversational experience using trained NLU models

Common to be text based

Data queried with APIs vs grounding

Prebuilt content and topics by makers

Embedded into sites, but siloed

Context holding

### Copilot

Evolution of chatbots as conversational assistants powered by large language models and generative AI to assist in your line of work.

**Natural, multimodal interface**

Enables more than just text formats.

**Grounding in multiple data sources**

Works with your internal and external data sources

**Generative content capabilities**

Generative AI powering Copilot building and response generation

**Contextual interactions**

Connected to the app experience it lays

**Responsiveness and adaptability**

Flexible to configure to context of experience.

# Feedback from using Copilot

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## Control

Looking for more control over conversational topics such as for compliance, HR, Finance etc.

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## Business needs

First party copilots can get you most of the way there, but sometimes you have unique business processes that need to be incorporated.

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## Diverse tech portfolio

How do I bring my own data into Copilot or build my own version copilot experiences?

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## Manage customizations

I want to know who is building customizations and what they have built. They are looking for one central place.



# Microsoft Copilot Studio

Your copilot, your way

Customize

Build

Manage



# Microsoft Copilot Studio

## 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

## Customize Microsoft Copilot

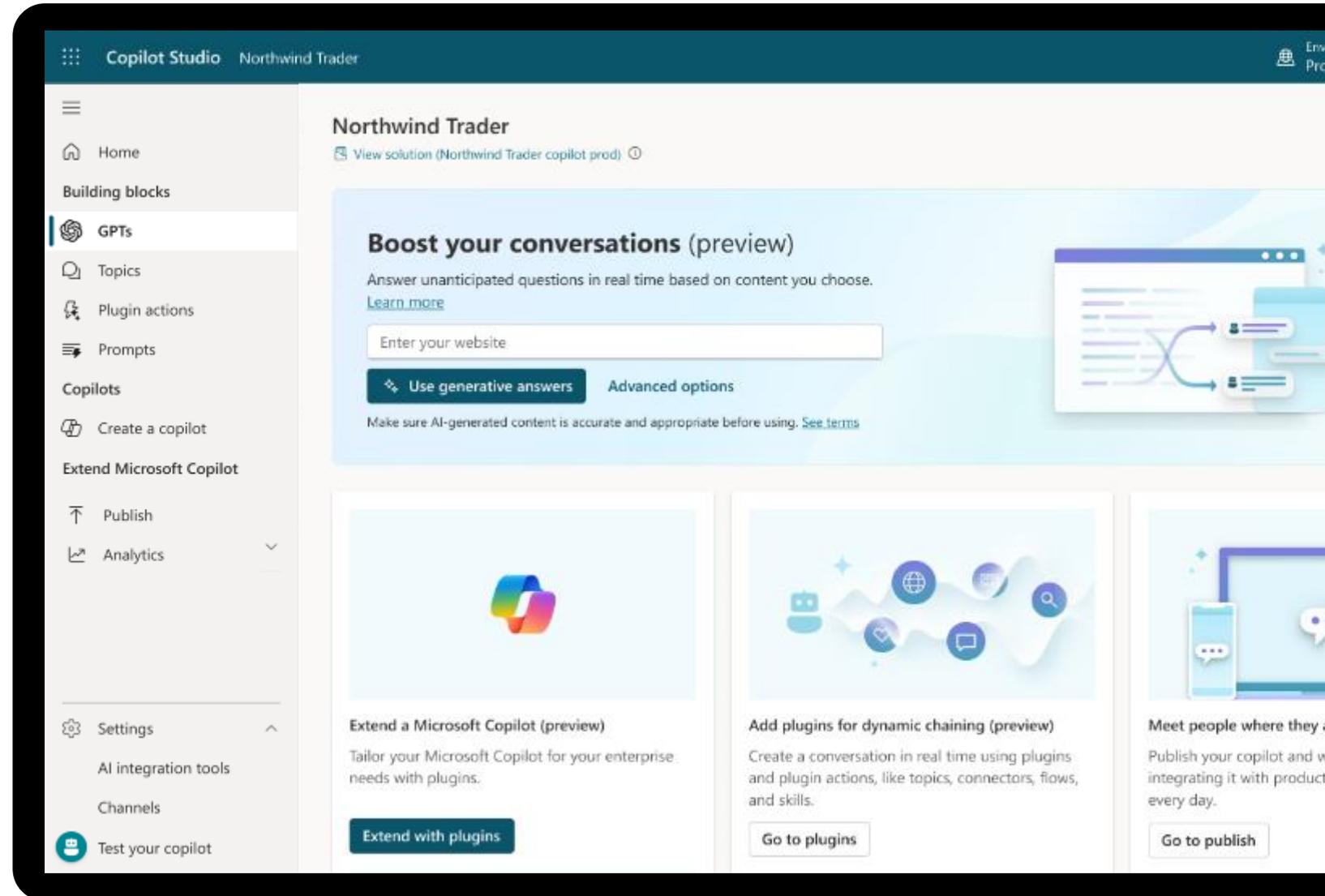
Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios. Copilot Studio will be included with the Microsoft 365 Copilot SKU.

## Connected platform

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

## Manage copilot experiences

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

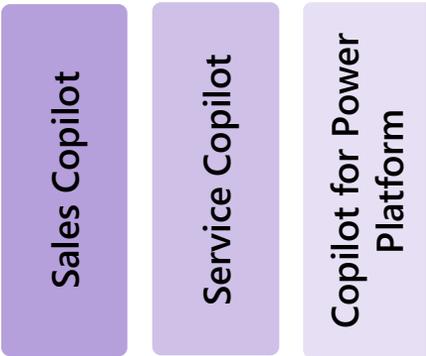


# Copilots and Conversational AI

Microsoft 365  
Conversational Experiences  
for M365



Biz Apps & Power Copilots  
Conversational Experiences for  
D365 and Power products



Other Microsoft  
Copilots



Custom Copilots  
Custom copilots and bots  
for enterprises and third parties



**Microsoft Copilot Studio**  
Extend and customize 1st party copilots | Build custom Copilots

Bot  
Framework  
/ SDK

Bot Service  
Channels

Azure AI  
Studio

Azure  
Cognitive  
Services

Power  
Platform  
Connectors

AI Builder



# Copilot Studio



Internal custom copilots



Customer facing copilots



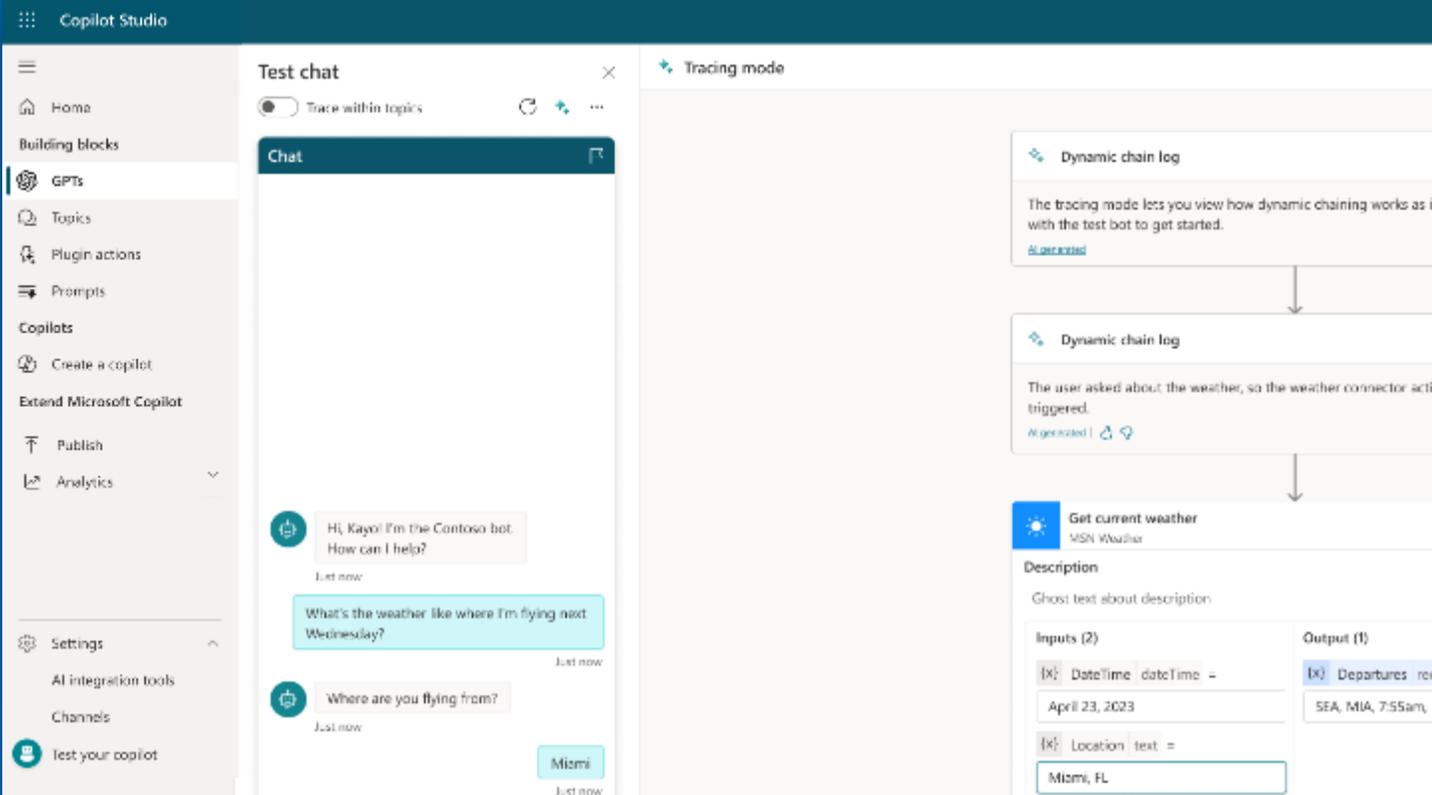
Extend Copilot for Microsoft 365

<b>World Class UX</b>	Declarative	Rich Response	Intuitive	Ease of use	Natural language to build
<b>Logic + Automation</b>	Low code logic	<b>Generative Answers + Actions</b>	Power Automate	Custom Azure Skills	
<b>Next-Gen AI</b>	Prebuilt LLM	<b>Generative AI</b>	Proactive suggestions	Bring your own Model (BYOM)*	
<b>Connected experience</b>	<b>Microsoft Copilot</b>	Power Platform	1000+ Connectors	Azure AI Studio	
<b>Copilot Lifecycle</b>	Test Pane	Collaboration	Solution Management	ALM Automation	
<b>Security + Governance</b>	Trusted identity	Full visibility	Advanced RBAC	Granular DLP control	

Microsoft's end-to-end copilot building platform

# Build your own custom copilot with Copilot Studio

- > Generative conversations
- > Natural language to build
- > Dynamically complete tasks

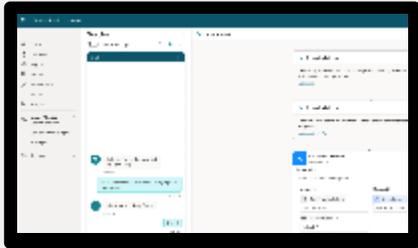


The screenshot displays the Copilot Studio interface, which is used for building and testing custom AI copilots. The interface is divided into several sections:

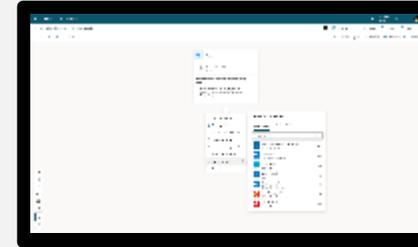
- Left Navigation Panel:** Contains options for Home, Building blocks (GPTs, Topics, Plugin actions, Prompts), Copilots (Create a copilot), and Extend Microsoft Copilot (Publish, Analytics).
- Test chat:** A central window for testing the copilot. It shows a chat history with a bot greeting, a user question about weather, and a bot response. A 'Mimi' button is visible at the bottom right of the chat area.
- Tracing mode:** A panel on the right that provides a detailed view of the copilot's internal logic. It shows a 'Dynamic chain log' with a description of the tracing mode and a flow diagram. Below this, a 'Get current weather' connector is shown with its inputs and outputs.

Inputs (2)	Output (1)
[X] DateTime dateTime = April 23, 2023	[X] Departures res SEA, MIA, 7:55am,
[X] Location text = Miami, FL	

# What's in Copilot Studio?



## Workspaces



## Copilot building studio

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

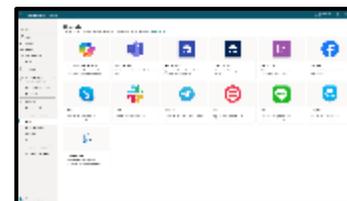
Including **advanced capabilities** of Azure copilot Framework natively in Copilot Studio.



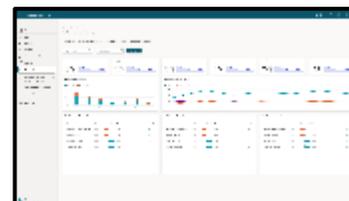
Plugins



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.

# Multi-Channel Platform

## Dynamics for Customer Service



Voice



Teams



Custom



Azure Communication Services



TeleSign



Twilio



Apple Messages for Business



Facebook



Google's Business Messages



WhatsApp through Twilio



Line



WeChat

SMS

SOCIAL CHANNELS

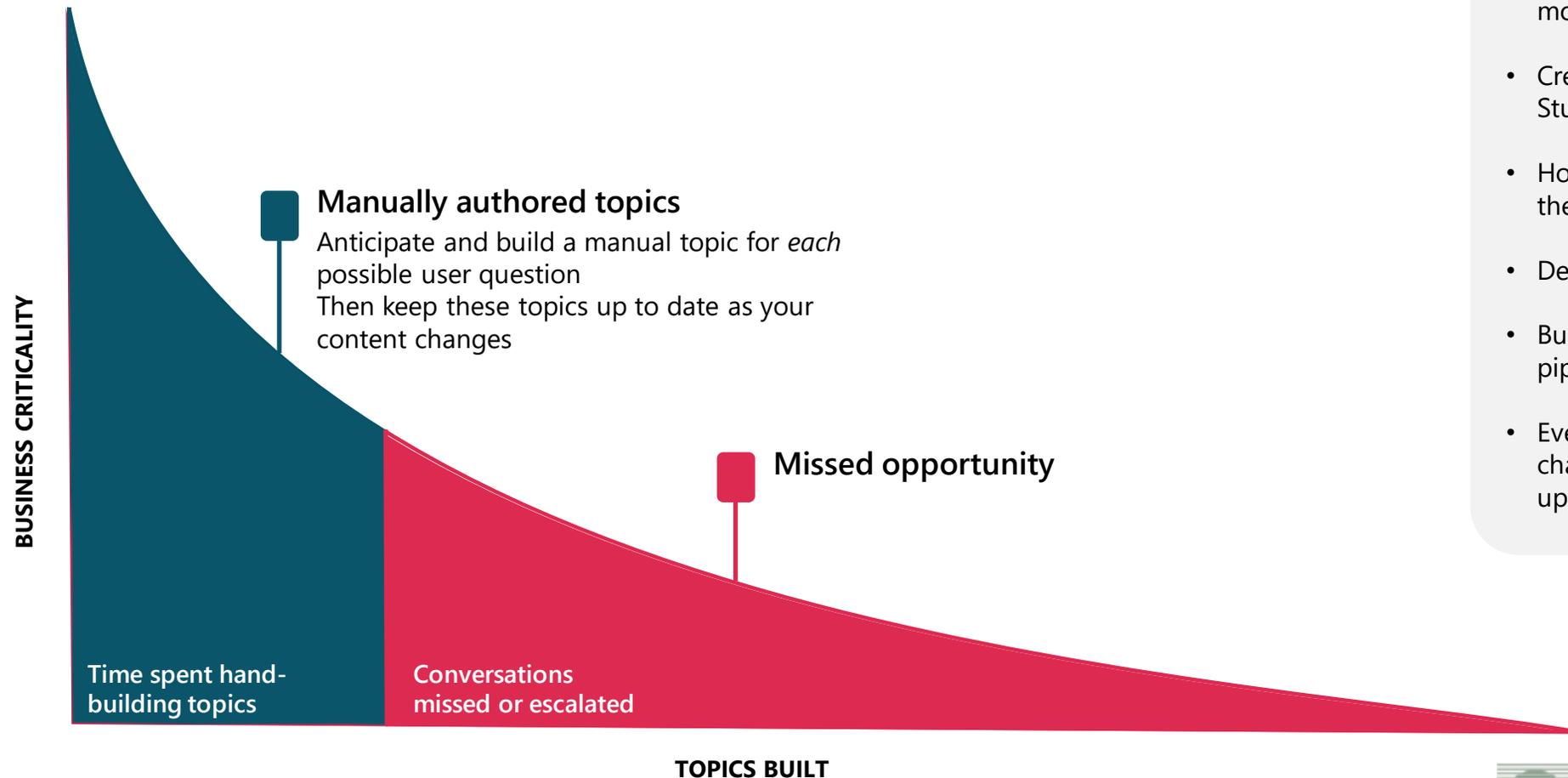
## Microsoft Partners



## Native to Copilot Studio

<p><b>Microsoft Copilot (preview)</b> Publish plugins to a Microsoft Copilot for a unified experience.</p>	<p><b>Microsoft Teams</b> Chat with your bot through a Teams app.</p>	<p><b>Demo website</b> Try out your bot and invite team members to do the same.</p>	<p><b>Custom website</b> Activate your bot on your own website.</p>
<p><b>Skype</b> Expand your bot's reach to customers on Skype.</p>	<p><b>Slack</b> Expand your bot's reach to customers on Slack.</p>	<p><b>Telegram</b> Chat with your bot through a Teams app.</p>	<p><b>Twilio</b> Add your bot to a native or web-based mobile app.</p>
<p><b>DirectLine Speech</b> Expand your bot's reach to customers on DirectLineSpeech.</p>	<p><b>Mobile app</b> Add your bot to a native or web-based mobile app.</p>	<p><b>Facebook</b> Connect with your customers on Messenger.</p>	<p><b>LINE</b> Add your bot to a native or web-based mobile app.</p>
<p><b>GroupMe</b> Expand your bot's reach to customers on GroupMe.</p>			

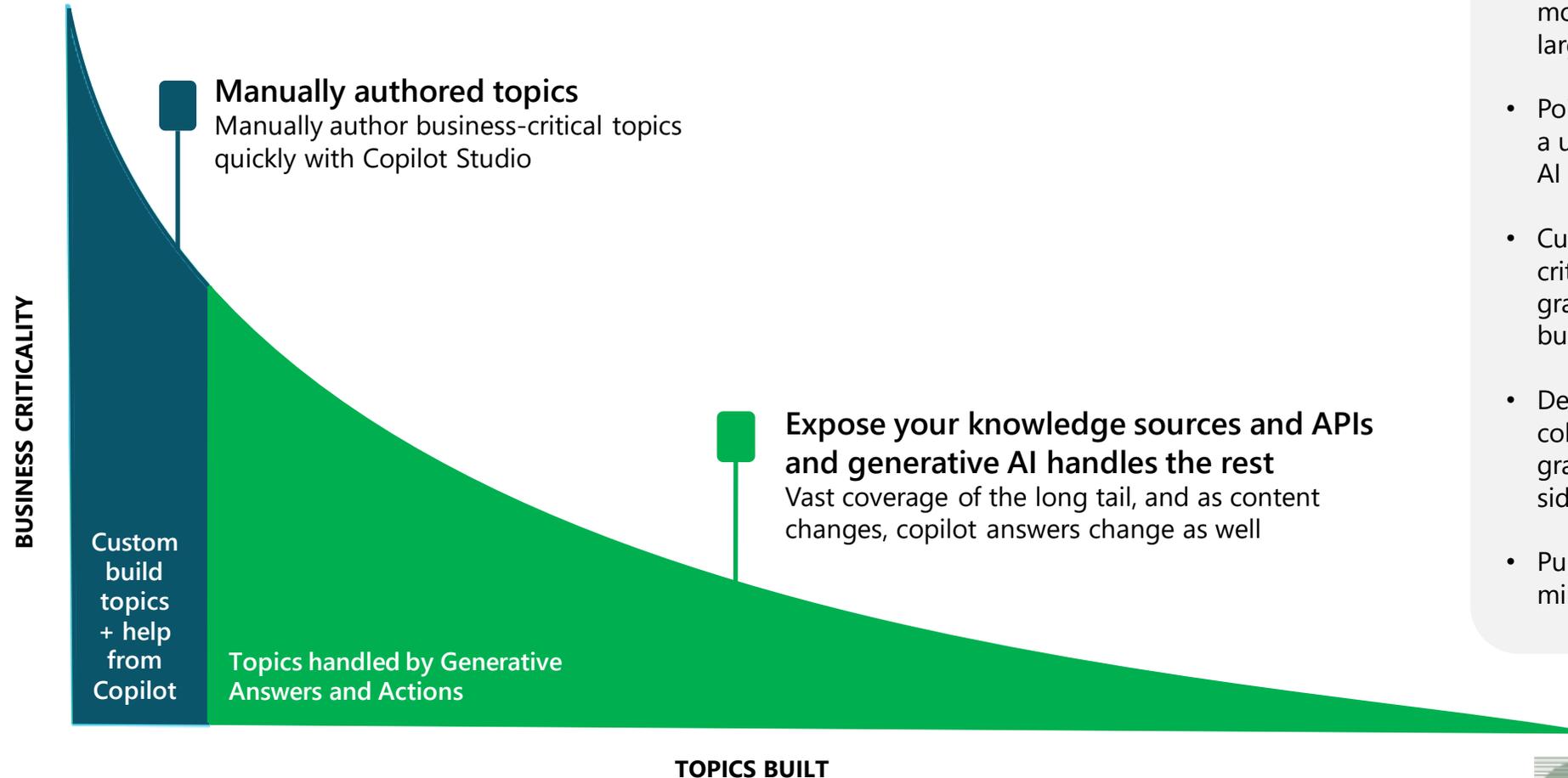
# Generative AI is changing building



## Traditional (e.g. Azure)

- Create Azure tenant and infra
- Annotate thousands of utterances and conversations to build a custom NL model
- Create topics in code using Visual Studio and BF SDK
- Host Azure Bot Service and instantiate the appropriate channel
- Deploy your copilot to the service
- Build your own custom analytics pipeline
- Every time your knowledge content changes (e.g. different hours) go and update the copilot in code

# Generative AI is changing building

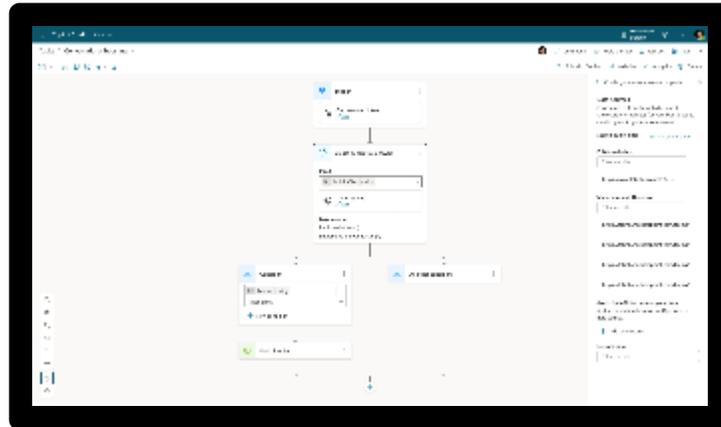


- **Copilot Studio with Generative AI**
  - Full E2E SaaS – no infra to host or manage
  - No explicit NL training or custom model required, comes with powerful large language model
  - Point to a knowledge sources and have a useful bot in minutes with Generative AI
  - Customize your copilot with business-critical topics using easy to use graphical interface and 1000s of pre-built connectors, or call custom APIs
  - Developers, low-code users can collaborate inside the same canvas with graphical multi-authoring and code side-by-side
  - Publish to the channel of your choice in minutes with a few clicks

# Generative AI in Copilot Studio

Powered by Azure OpenAI Service

## TO ANSWER

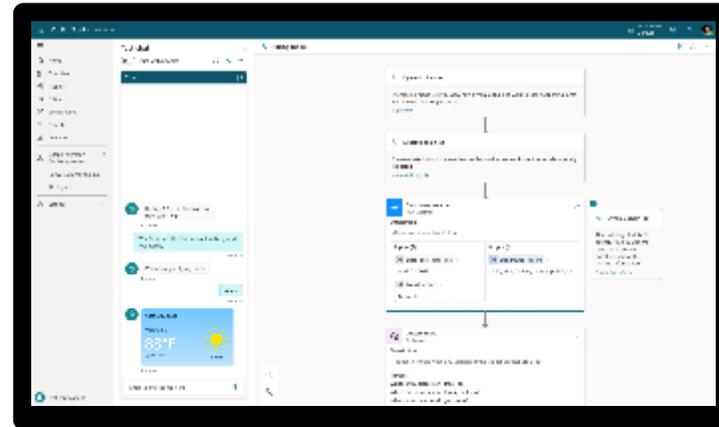


### Generative Answers

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

Public Preview

## TO ACT

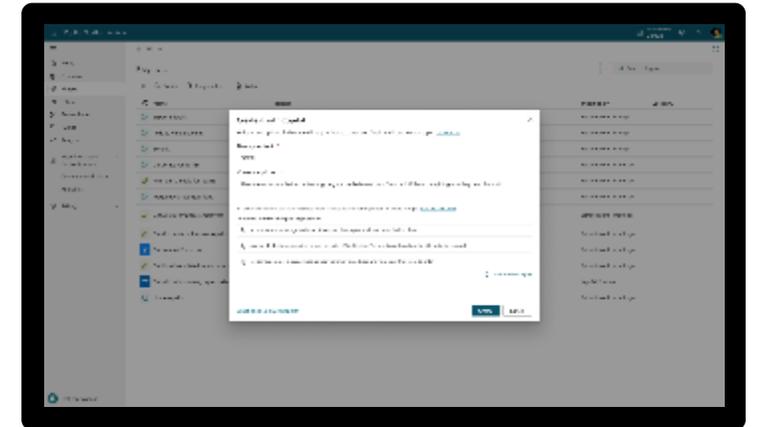


### Generative Actions

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

Limited Preview

## TO BUILD



### Generative Building

The Copilot assistant helps build, design and modify copilot topics through natural language.

Generally Available

# Generative Answers

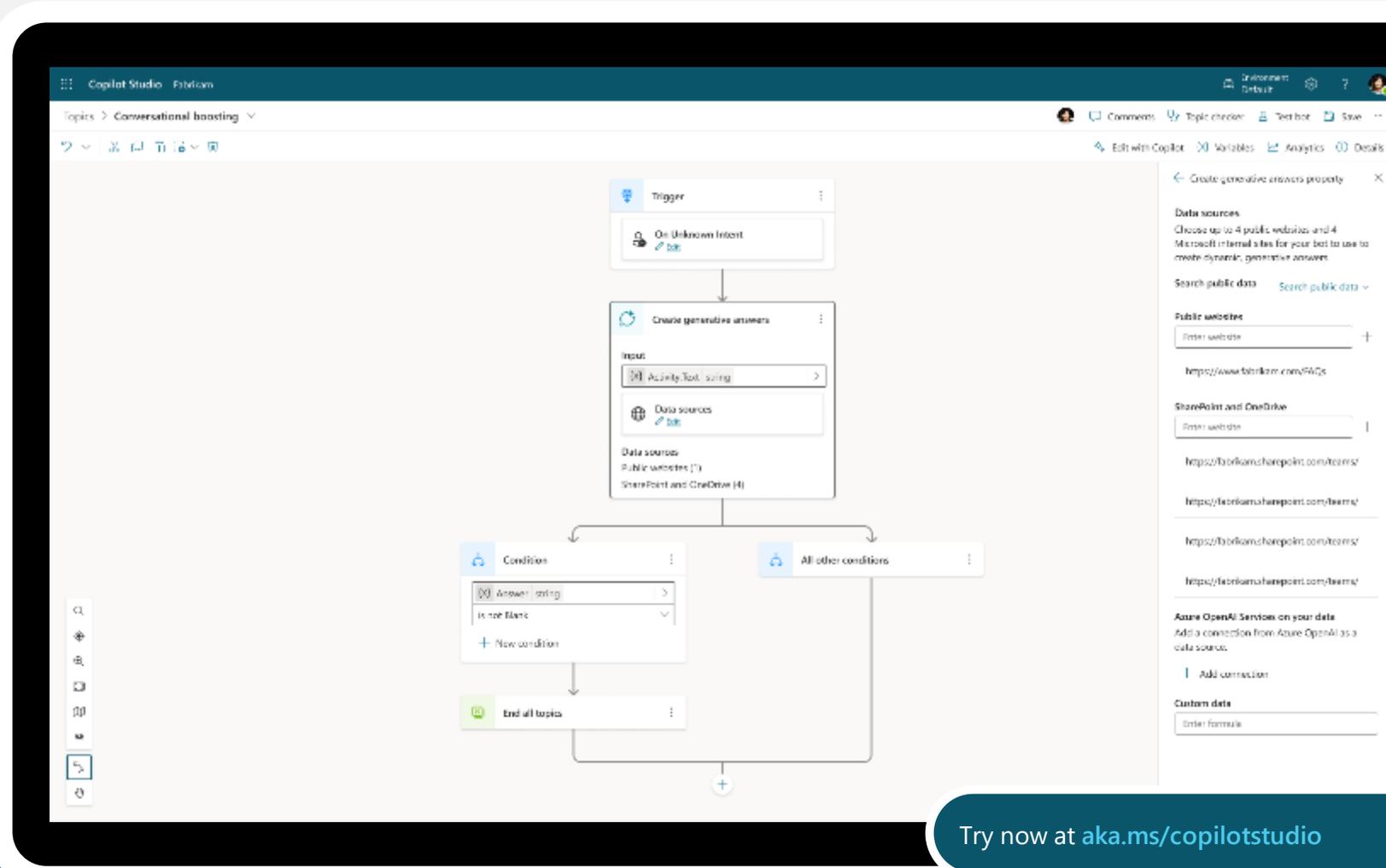
Out of the box, your copilot answers questions based on the content your organization has already invested in

Always up to date, your copilot uses your latest published content for each request; no more maintaining info in two places

Enable multi-turn chat over your own internal and external knowledge sources, files and sites with generative answers

Supports content on the **web**, **SharePoint**, **Azure Open AI** on your data, and **direct file upload** and custom calls to backends

You can even pull data **from an API or other backend system** and enable generative chat over it



Generally Available

Try now at [aka.ms/copilotstudio](https://aka.ms/copilotstudio)

# Generative Actions

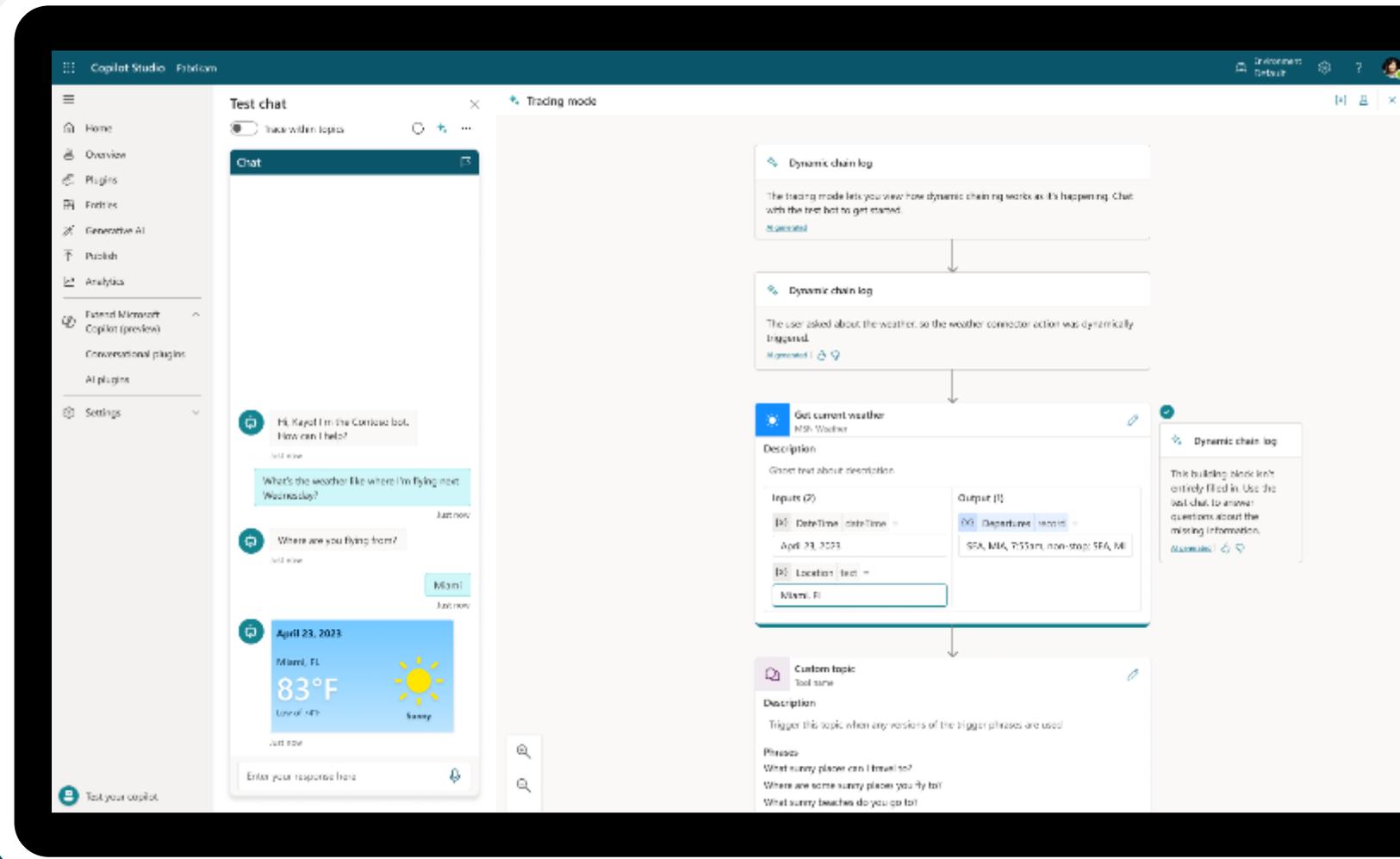
Dynamically chains plugins together to produce actionable customer responses

Automatically slot-fill further details to get the information needed for the task

Handle multi-intent queries that were not anticipated or built by the user

Powered by the Azure OpenAI Service with “LangChain” concepts

*Example shows generative actions calling two APIs (Weather + Cruise APIs) based on request.*



Public Preview

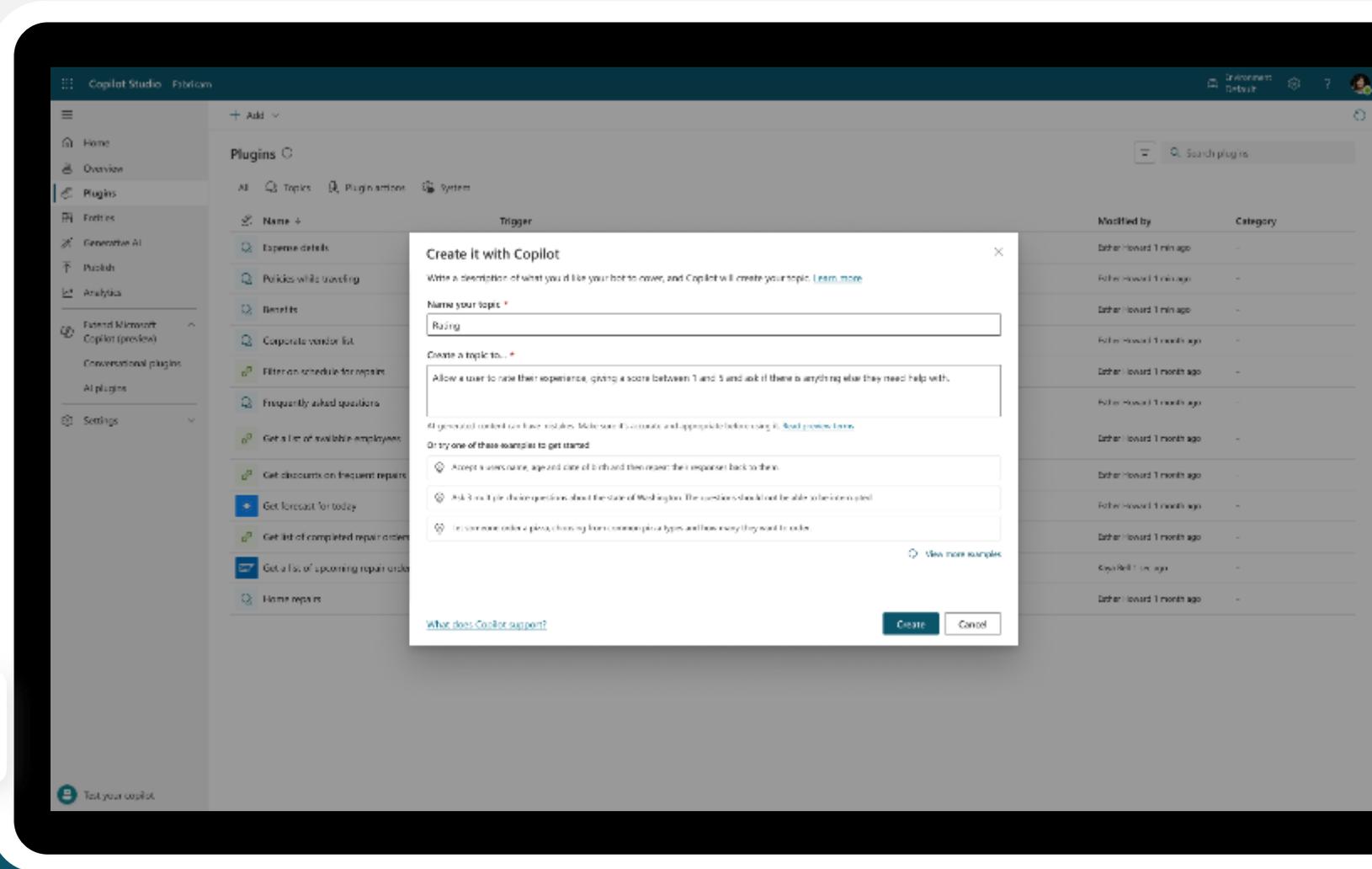
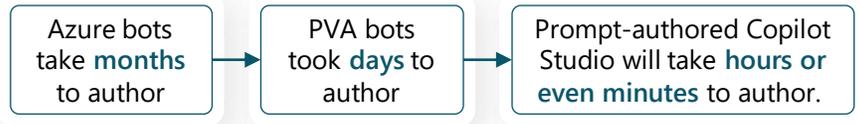
# Generative Builder



AI assistance in building topics, designing and modifying a copilot- all through natural language

Assisted authoring for:

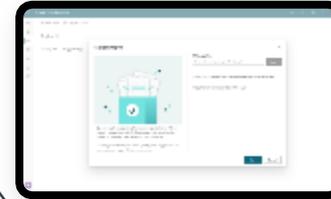
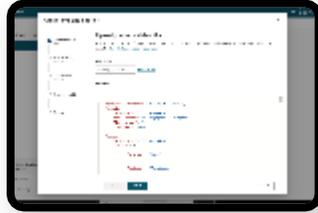
- Topic creation and iteration
- Response generation
- Adaptive Card generation
- Topic improvement suggestions
- Suggested trigger phrases, names, descriptions
- Transcript generation
- Copilot creation
- Topic suggestions



Generally Available

Create copilot with E2E SaaS and single pane of glass

**Conversational Services**  
Integrate with Azure AI Studio,  
Azure Cognitive Services, Bot  
Framework and more

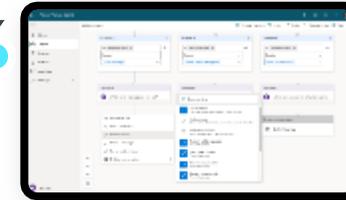


**Chat over knowledge with  
Generative AI**  
Use generative answers and custom  
GPTs to provide enterprise specific  
answers over your files, websites,  
and internal shares

**Monitor and Improve**  
with Rich out-of-the-  
box telemetry and  
analytics



**Copilot Studio**  
Build your own copilots



**Create specific topics**  
Supplement generative answers  
with specific, curated topics. Build  
them easily with the powerful  
graphical studio

**Publish** the copilot to  
**multiple channels, live  
instantly** on the SaaS service



**Actions & Plugins**  
Create actions , plugins, or use  
pre-built Power Platform and  
OpenAI connectors to call your  
backends and APIs



# Building Copilots

## Copilot Studio is for...

 **Knowledge discovery**  
Chat over your data

Web data

Internal data

Semantic Index

Local documents

 **Task completion**  
Identify and complete tasks

Plugins

Digital Process Automation

AI Models

Connectors

 **Customizing Copilots**  
Add managed topics with orchestration

Copilot for M365

Role-based copilots like  
Sales and Service

More coming soon

## First party copilots are for...

 **Content creation**  
Bing Enterprise

Creative writing

Image creation

Others

 **Productivity app functions**  
Completing functions in Office Apps

PowerPoint

Excel

Word

Outlook

 **Solution Development**  
Github, Fabric

Code Generation

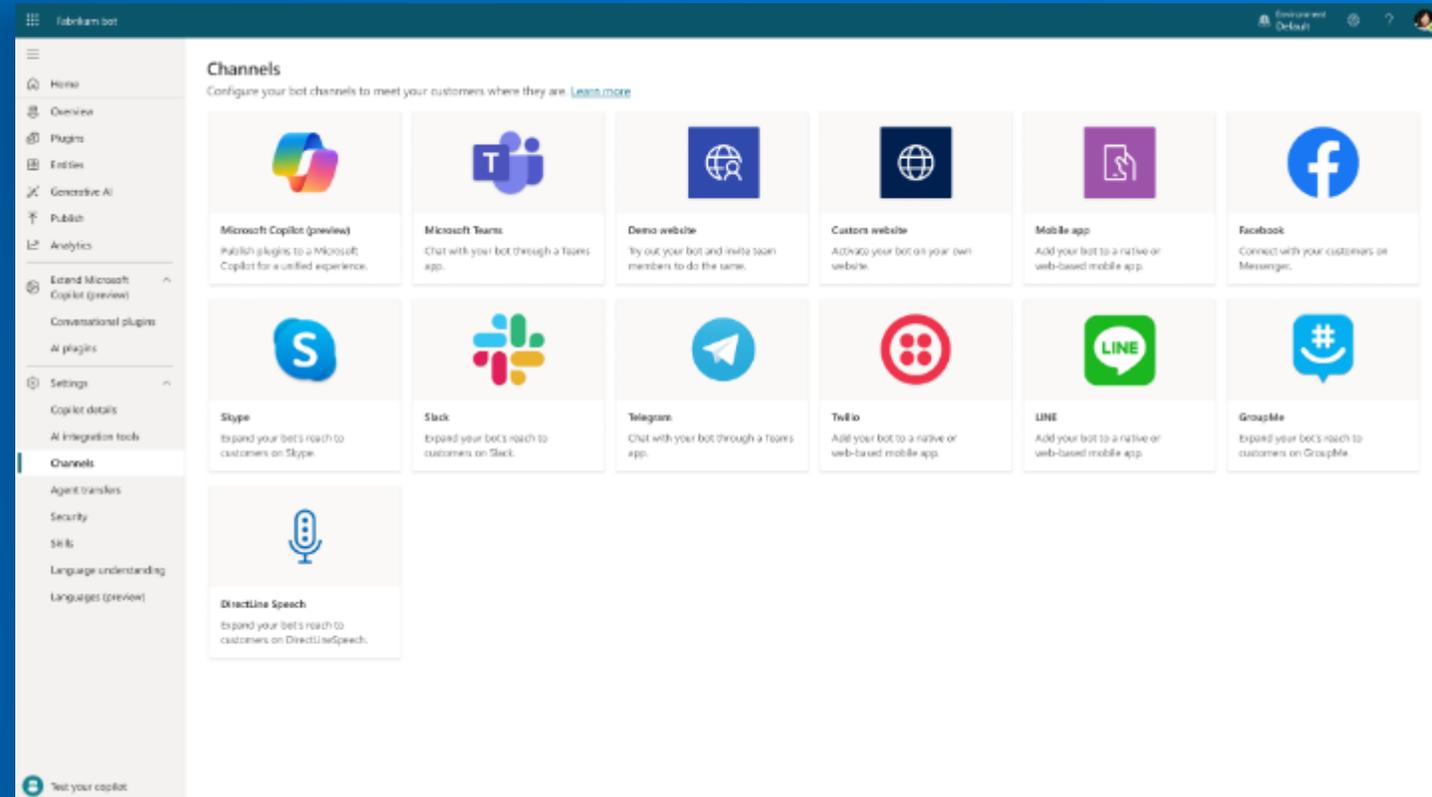
Fraud Detection

Predictive analytics

Research

# Extend and customize 1st party Microsoft Copilots with your own enterprise scenarios

- > Control the conversation
- > Accelerate productivity with automated workflows
- > Bring in your business data





# Copilot for Microsoft 365

Natural Language



Large Language  
Models

+



Microsoft Graph  
- Your Data -

+



Microsoft 365  
Apps

+



The  
Internet

# Copilots in M365



## Microsoft 365 Chat

Combine the power of AI with your work data to unlock productivity and uplevel skills.



## Copilot in Teams

Have more effective meetings, easily catch up on chats, and find information faster.



## Copilot in Outlook

Start emails quickly, generate a summary, and catch up on long emails easily.



## Copilot in Word

Start a draft, add to an existing document, rewrite text, or generate a summary.



## Copilot in PowerPoint

Create beautiful presentations, organize and summarize presentations, and more.



## Copilot in Excel

Go deeper with data, identify insights, generate formulas, and more.



## Copilot in OneNote

Summarize your notes, create a to-do list, design a plan, and more.



## Copilot in Loop

Plan, brainstorm, create, and collaborate easier to stay in sync.



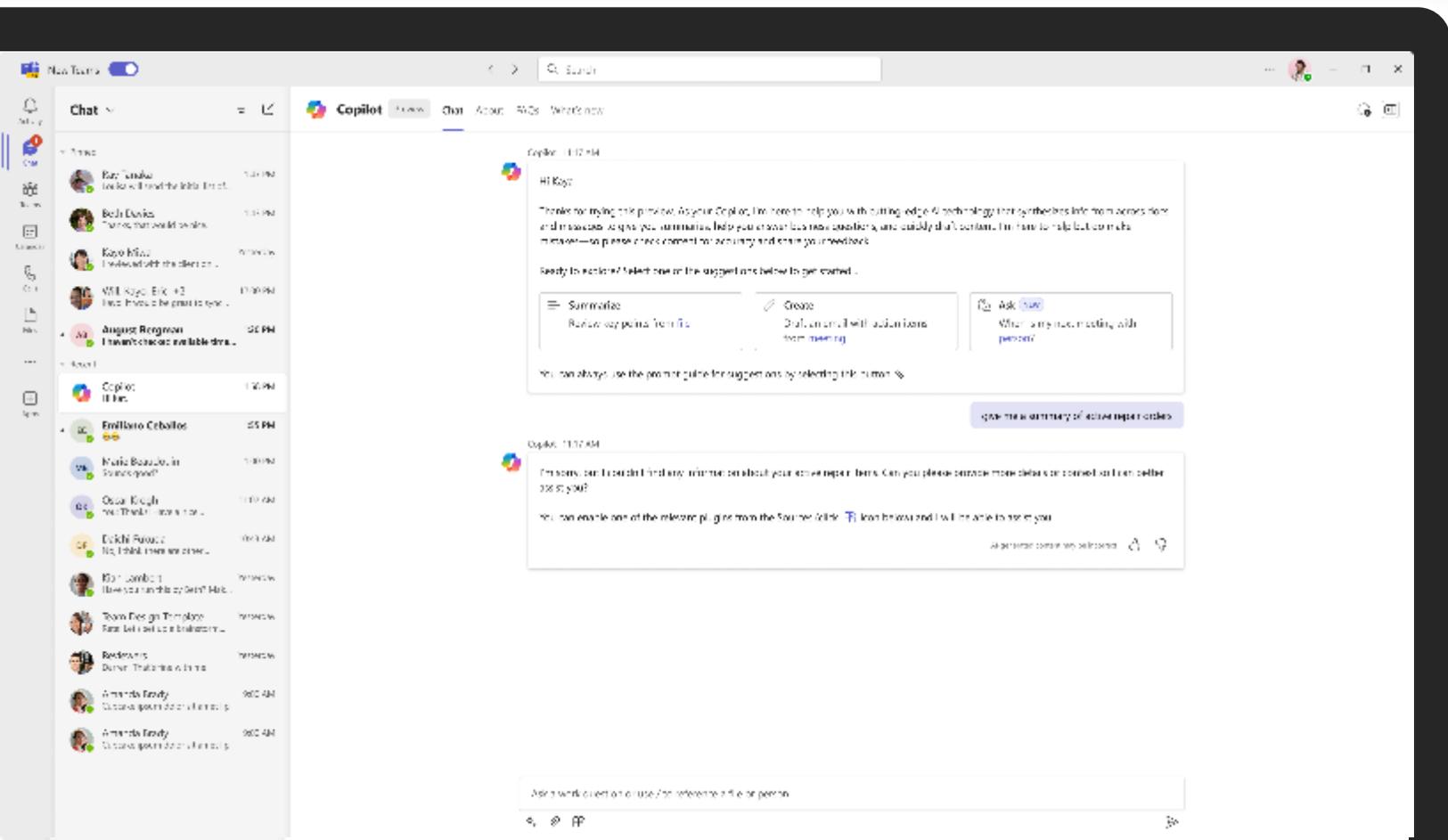
## Copilot in Whiteboard

Creating, organizing, and understanding ideas has never been easier.



# Customize Copilot for Microsoft 365

Public preview



Microsoft 365 Copilot – your Copilot for work.

- Combines the power of large language models (LLMs) with your data in the Microsoft Graph and the Microsoft 365 apps - anchored in your organizational data.
- Where you need to reach beyond your organizational data in the Graph, Copilot Studio can be used to extend and support additional scenarios.



# What can you build in a plugin?

Public preview

Microsoft Copilot Studio Northwind Trader repair Environment Development

+ Add conversational plugin

### Conversational plugins (preview)

Extend your Microsoft Copilot with these topics. Microsoft Copilot conversational plugins don't support rich text formatting, multi-turn interactions, or analytics.

Name ↓	Modified by	Category
Expense details	Esther Howard 1 min ago	-
Policies while traveling	Esther Howard 1 min ago	-
Benefits	Esther Howard 1 min ago	-
Filter on schedule for repairs	Esther Howard 1 min ago	-
Get discounts on frequent repairs	Esther Howard 1 min ago	-

Home Overview Plugins Entities Generative AI Publish Analytics Extend Microsoft Copilot (preview) Conversational plugins AI plugins Settings Test your copilot

Gives makers the ability to review all available plugins, import plugins, and create new plugins from existing platform components:

A conversational/AI plugin can include:

- Message nodes (Word for word responses)
- 1000+ data connectors
- Generative answer nodes
- Call Power Automate flows
- AI Prompts
- Open AI plugins
- Copilot Studio topics and plugin actions

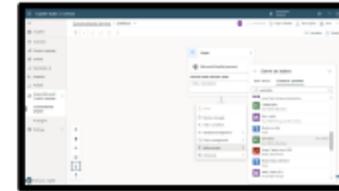
# Customizing Copilot

## Microsoft Copilot

Answers based on your enterprise data, but cannot natively answer other queries

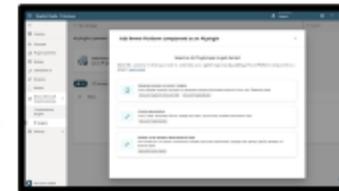


**Ask again**  
Microsoft Copilot is now instantly capable of handling the previously unanswered query.



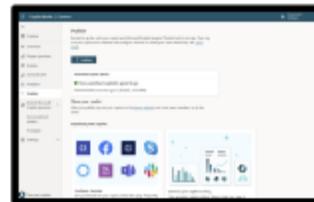
## Extend in Copilot Studio

Add reusable AI Plugins (based on pre-built / custom connectors, AI Prompts and Power Automate Flows) or build Conversational Plugins



## Build a Conversational Plugin

Use the state-of-the-art dialog builder. Using 1000's of connectors, combine multiple data sources and manipulate data

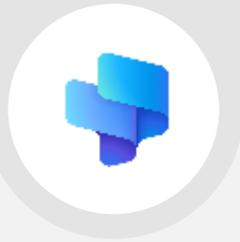


## Publish back to Microsoft Copilot

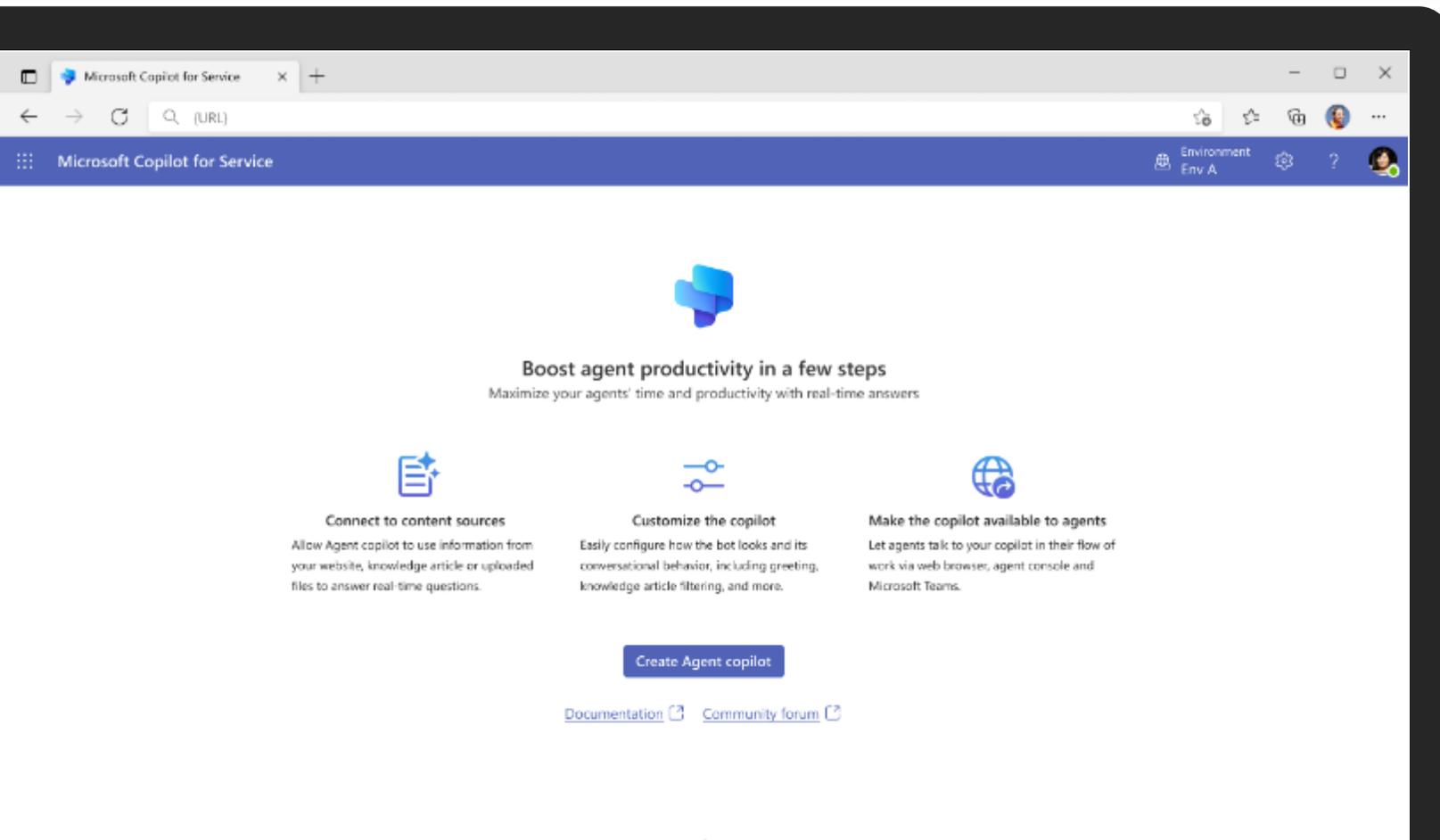
Publish and enable your new plugin in Microsoft Copilot in minutes.

# Examples of customizing other copilot experiences





# Copilot for Service



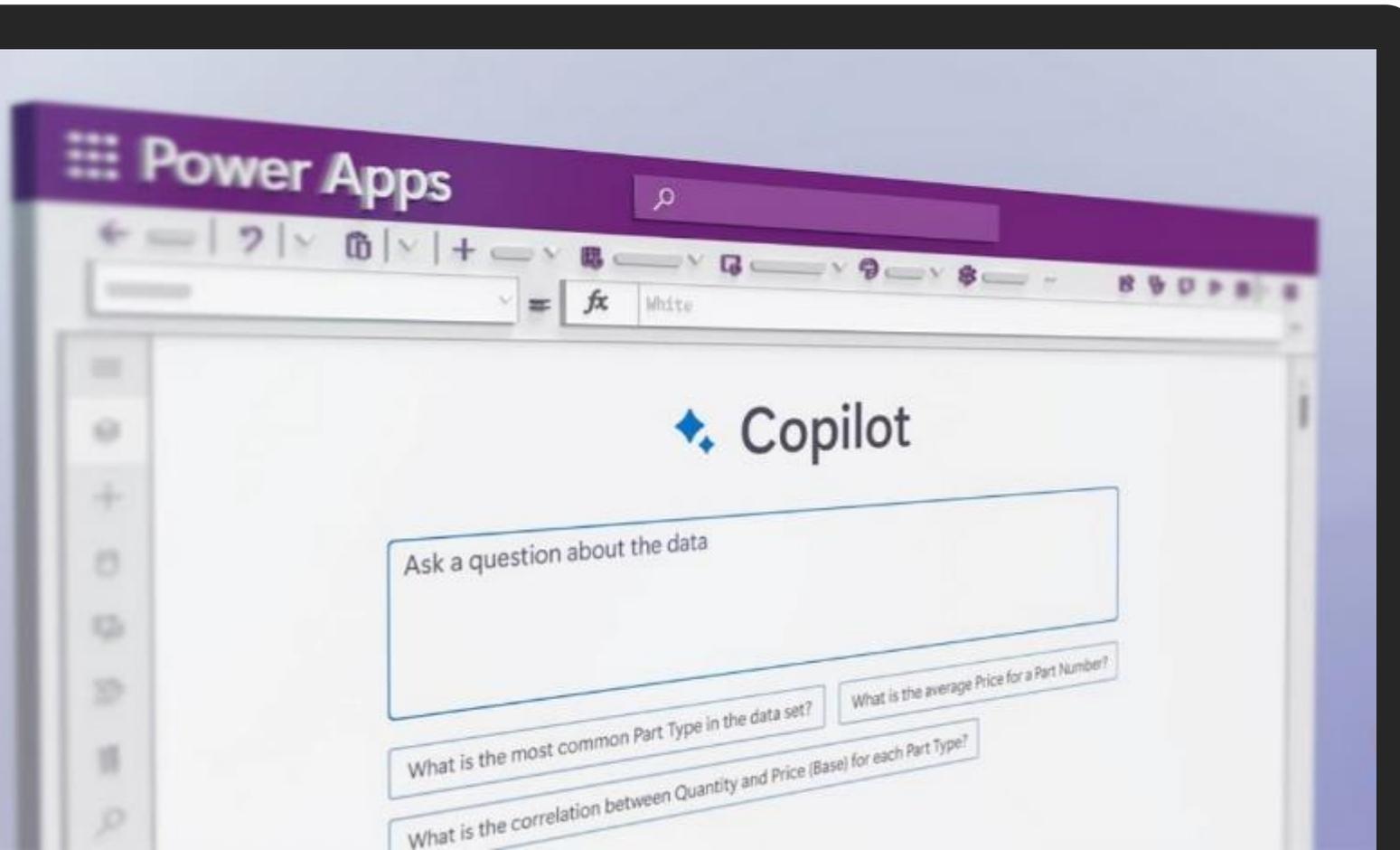
**Assist agents everywhere they work**

Copilot for Service extends existing service solutions with generative AI to boost agent productivity without costly development or rip-and-replace efforts.



# Copilot in Power Apps

Generally available



Level up your Copilot in Power Apps with Copilot Studio

Design your app with its own conversational experience connected to your data.

 **DeliveryManager** 

Recipient Name ↑	Entry Date	Scheduled Deliv...	Street 1	State	Zip Code	Numb...
Adrianna Kuchar...	Fri Oct 13 2023 ...	Fri Nov 24 2023...	3256Tamarack S...	WA	98052	8
Amanda Haralds...	Sun Oct 08 202...	Fri Nov 17 2023...	6760Boxwood S...	WA	98070	2
Amy E. Edwards	Tue Oct 03 202...	Fri Nov 17 2023...	1649Willowwoo...	WA	98056	8
Andrzej Kucharski	Thu Oct 12 202...	Sat Nov 25 202...	5693Locust Circle	WA	98034	4
Anitha Thota	Tue Oct 03 202...	Thu Nov 30 202...	8576Sycamore ...	WA	98024	5
Archana Ponnala	Thu Oct 12 202...	Wed Nov 22 20...	7764Linden Way	WA	98033	4
Beata Szymanska	Sun Oct 01 202...	Thu Nov 16 202...	6186Chestnut B...	WA	98022	2
Benedicte Henn...	Fri Oct 13 2023 ...	Fri Nov 17 2023...	3415Larch Boul...	WA	98032	3
Benedikte Ringdal	Tue Oct 03 202...	Wed Dec 31 19...	5056Rosewood ...	WA	98042	2
Blazej Wozniak	Thu Oct 12 202...	Fri Nov 17 2023...	5005Spruce Drive	WA	98019	8
Chris Preston	Wed Oct 04 202...	Tue Nov 21 202...	7031Tulipwood ...	WA	98055	9
Elena Nilsson	Mon Oct 02 202...	Wed Dec 31 19...	3084Juniper Lane	WA	98031	3
Elzbieta Ostrows...	Thu Oct 05 202...	Wed Nov 22 20...	8557Maplewoo...	WA	98037	3

Rows: 49

 **Copilot**

**Chat**



**Have a question about this app? Ask Copilot.**

Copilot can answer questions about the data in this app, and help you navigate. It's always learning from your feedback.

Ask a question about the data in this app, or tell me what you're looking for

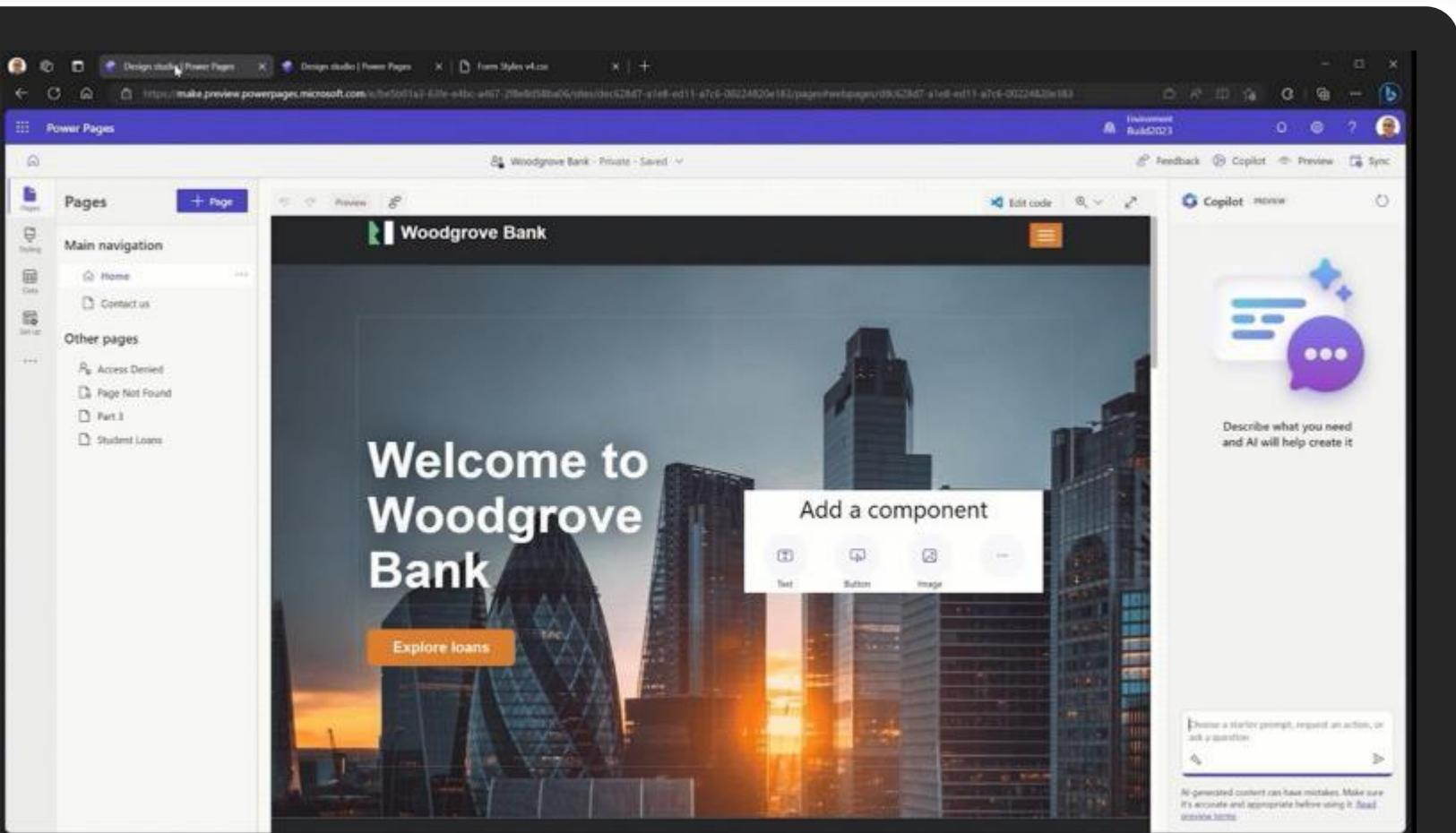
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Make sure AI-generated content is accurate and appropriate before using it.



# Copilot in Power Pages

Public preview



Find and understand your process inefficiencies and use generative AI to maximize process insights.

# One connected conversational AI platform



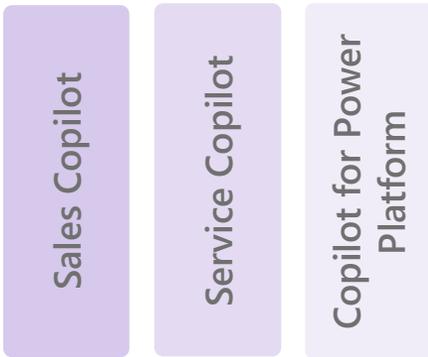
# Copilots and Conversational AI



Microsoft 365  
Conversational Experiences  
for M365



Biz Apps & Power Copilots  
Conversational Experiences for  
D365 and Power products



Other Microsoft  
Copilots



Custom Copilots  
Custom copilots and bots  
for enterprises and third parties



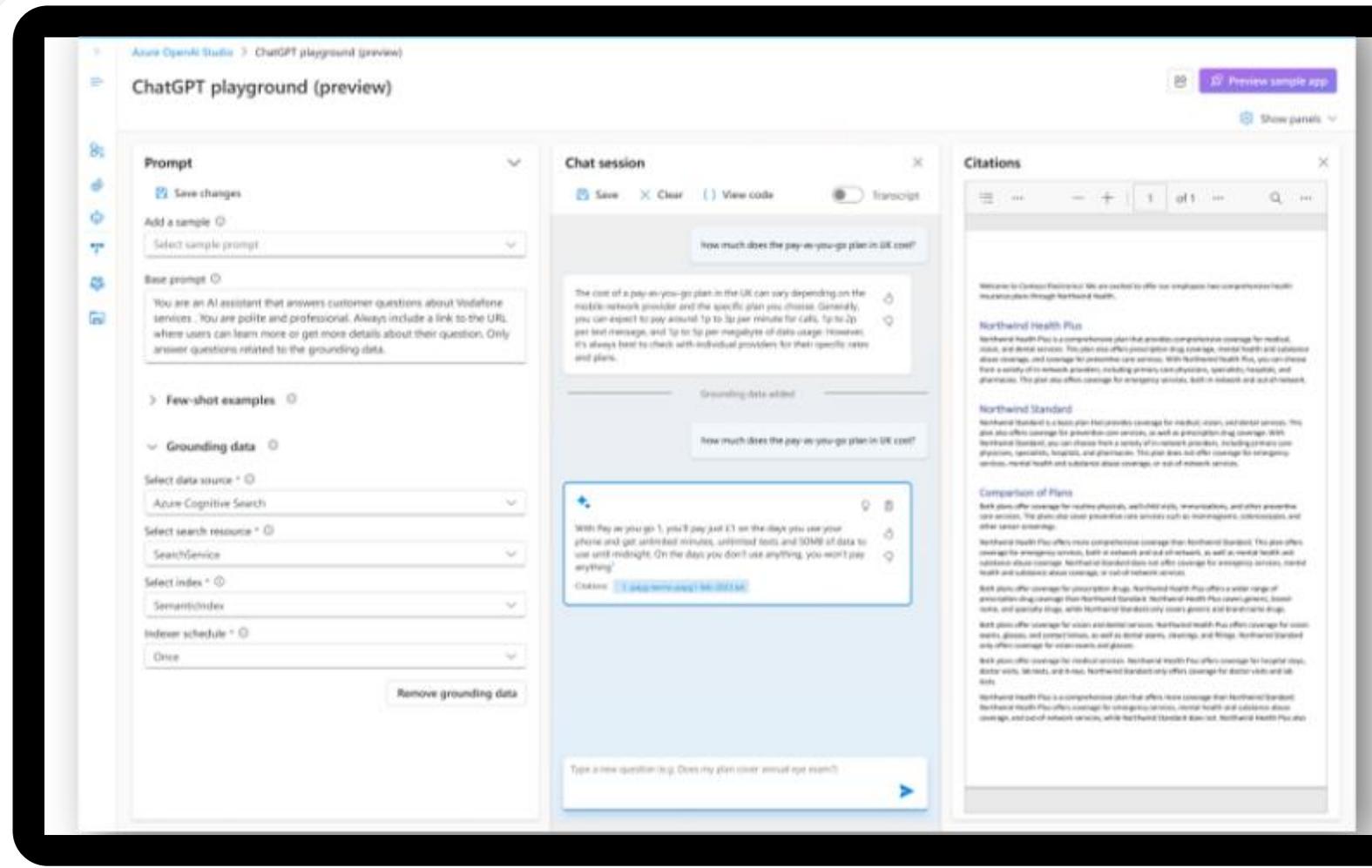
**Microsoft Copilot Studio**  
Extend and customize 1st party copilots | Build custom Copilots



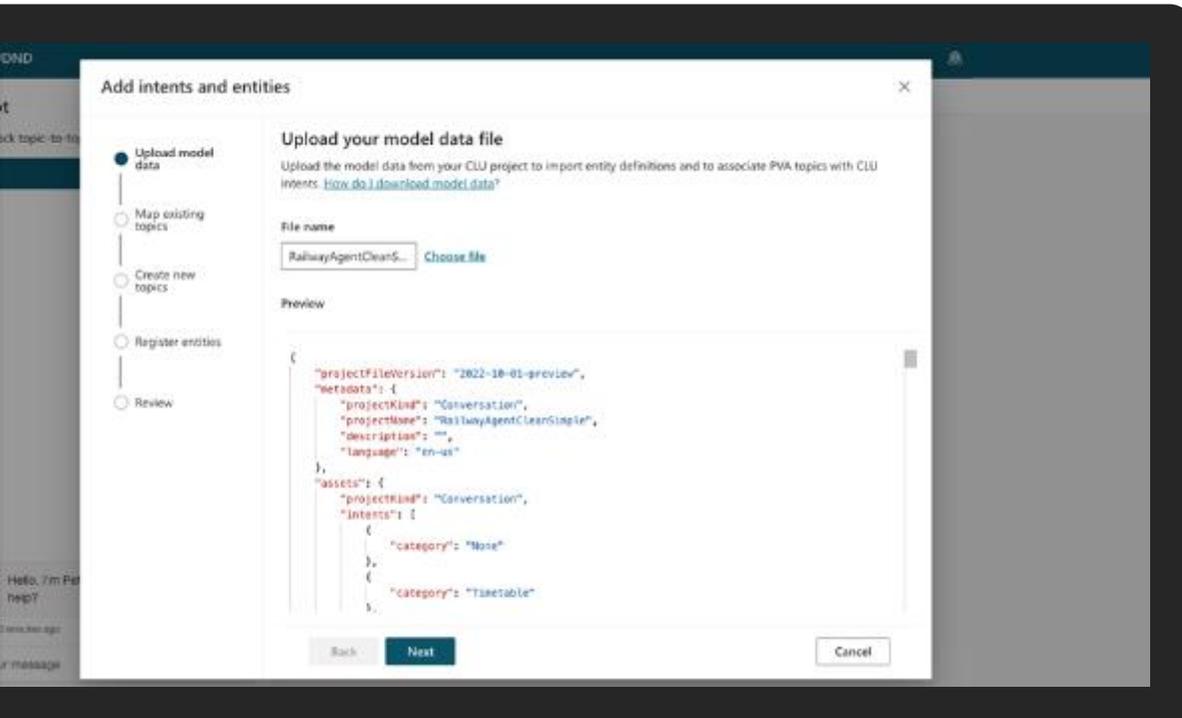
# Azure OpenAI on Your Data integration

Azure OpenAI on **YOUR DATA** enables Azure OpenAI's models (ChatGPT, GPT-4...) on **YOUR DATA** and can enable you to build powerful conversational experiences over it with Copilot Studio.

Customers can connect their data sources to unlock the full potential of their data in a compliant way!



# Extend with Azure



*Plugin custom Azure services including Azure Conversational Language Understanding, Question & Answering, Azure OpenAI Service and more to enhance your copilot.*

## Custom Language Understanding (CLU) Models

Connect CLU including dialog triggering, interruptions, did you mean and slot filling. Just map CLU intents and entities to Copilot Studio topics and you're ready to go!

## BYO Knowledge Base

Connect existing Azure question and answering capabilities to query your FAQ knowledge bases.

## Document search

Create your own cognitive search with Azure and your documents. Connect it up to the Azure OpenAI Studio and publish to Copilot Studio.

## BYO Generative AI

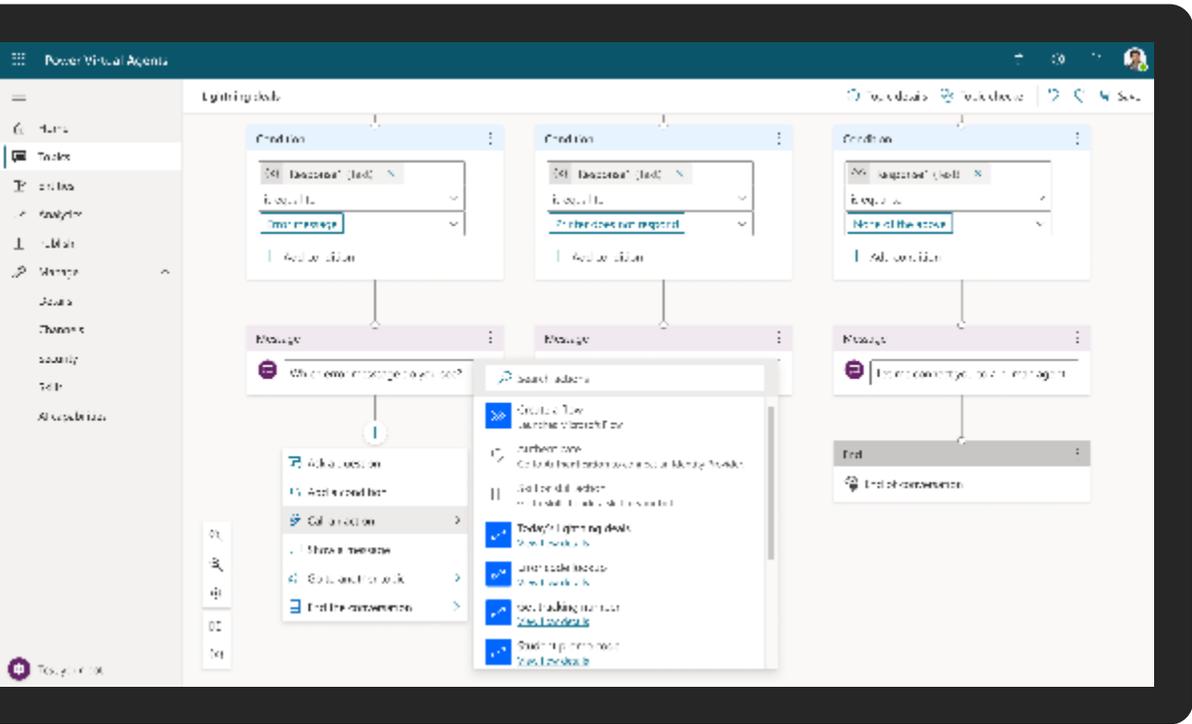
Connect your copilot to the Azure OpenAI Studio and call generative AI and ChatGPT directly via APIs.

# Automation studio



1 Discover

2 Automate



**Use process mining to identify bottlenecks and opportunities for automation**

With the Copilot Studio Process Advisor template, get a deeper insight into copilot conversation flows.

**Create solutions by automating business processes with advanced AI, Digital Process Automation, and Robotic Process Automation.**

Embed your automation flows directly into the conversation to drive action.

*Power Automate's digital process automation is included in Power Copilot Studio with 1000+ prebuilt data connectors and automation templates.*

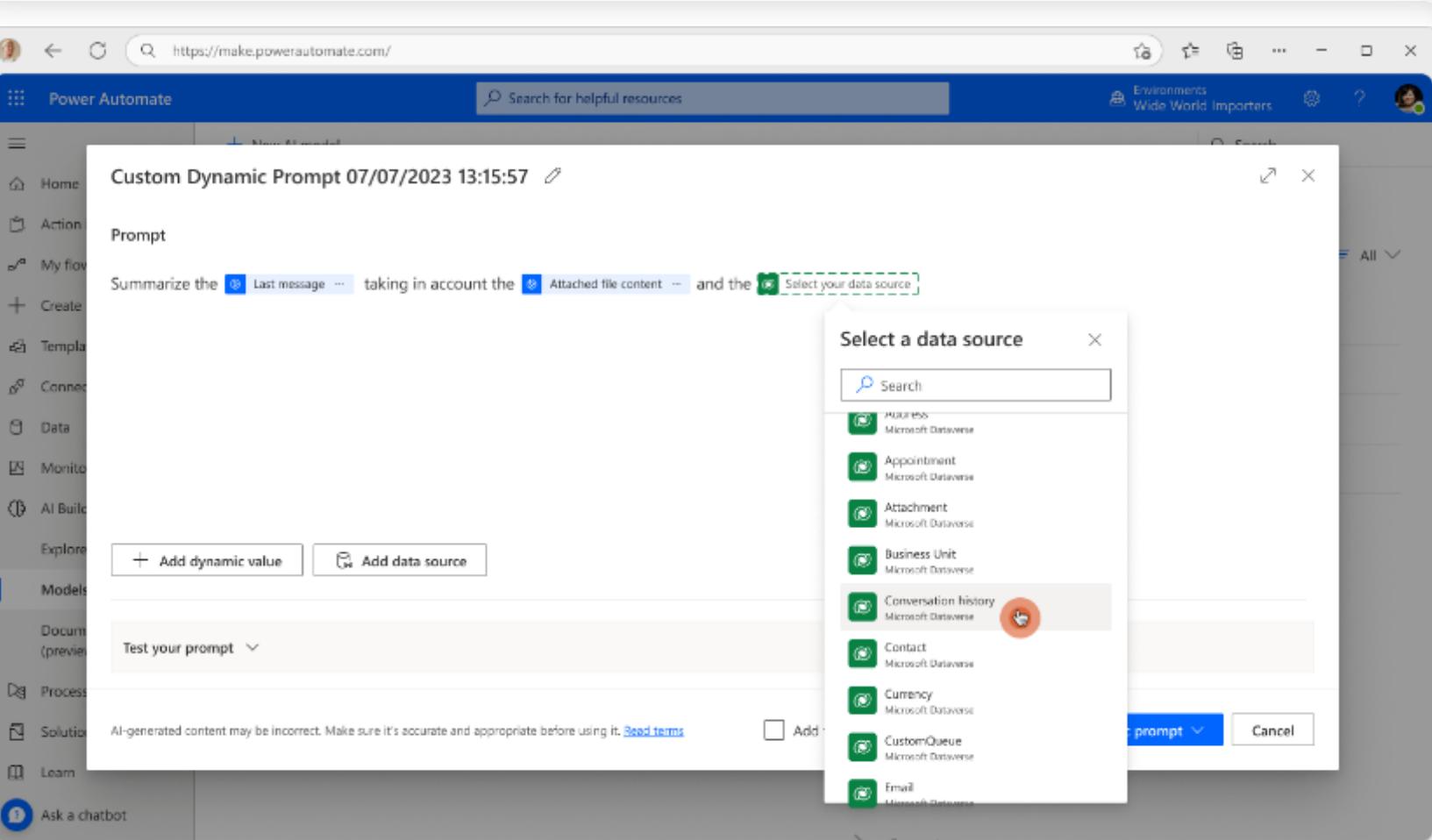
3<sup>rd</sup> party connectors, including custom and on-prem





# Prompt Building

Public preview



A single interface to build, design, and test Generative AI Prompts that can be embedded across products.

Prompts are saved in AI Builder's prompt library and become a platform concept (supporting sharing, ALM, RBAC). Prompts can be invoked in Copilots (via Plugins), Power Apps & Dataverse (via Power FX), Power Automate (via AI Builder connector).

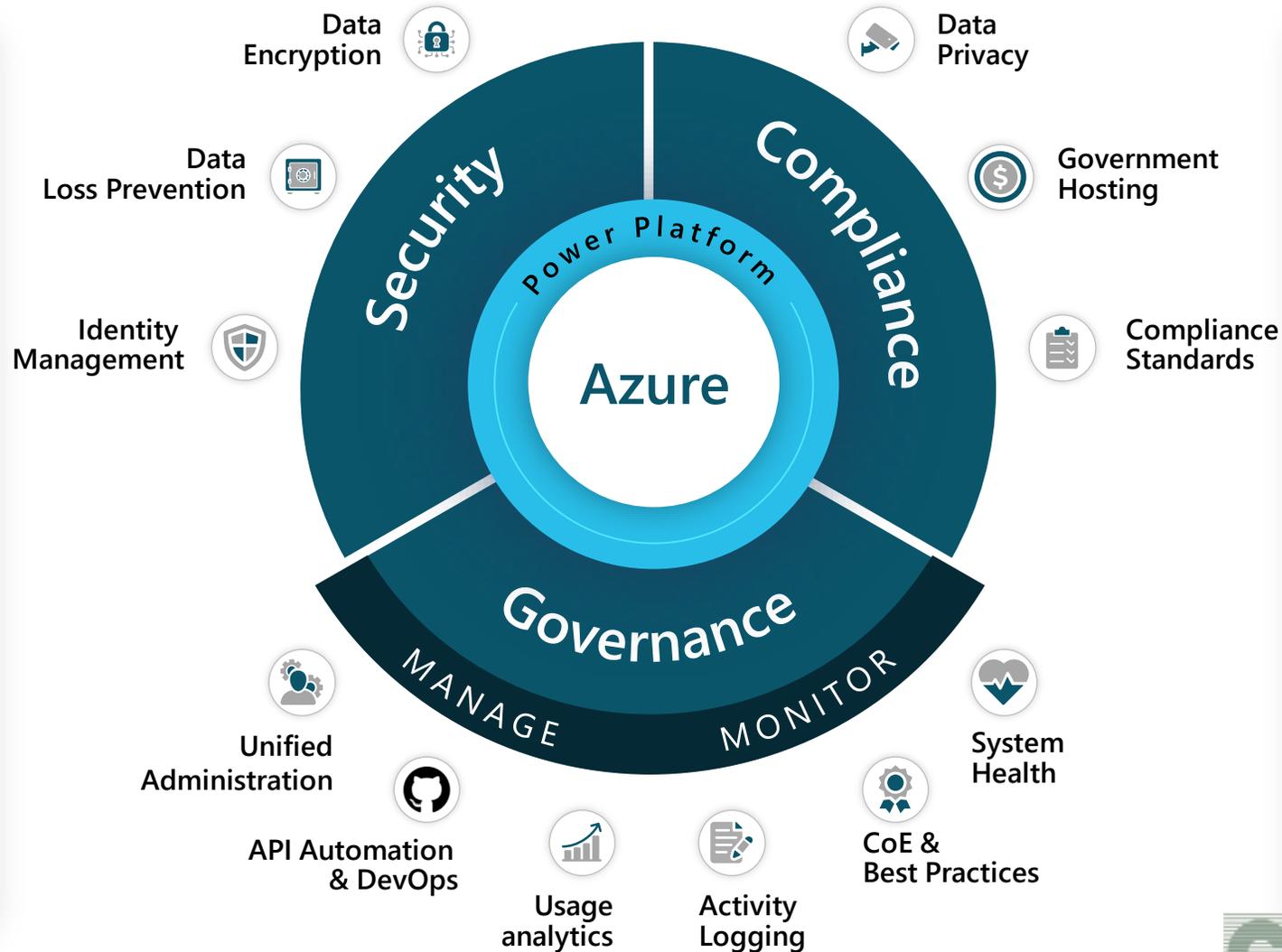
# Security and Responsible AI



# Robust, secure and compliant hosting platform



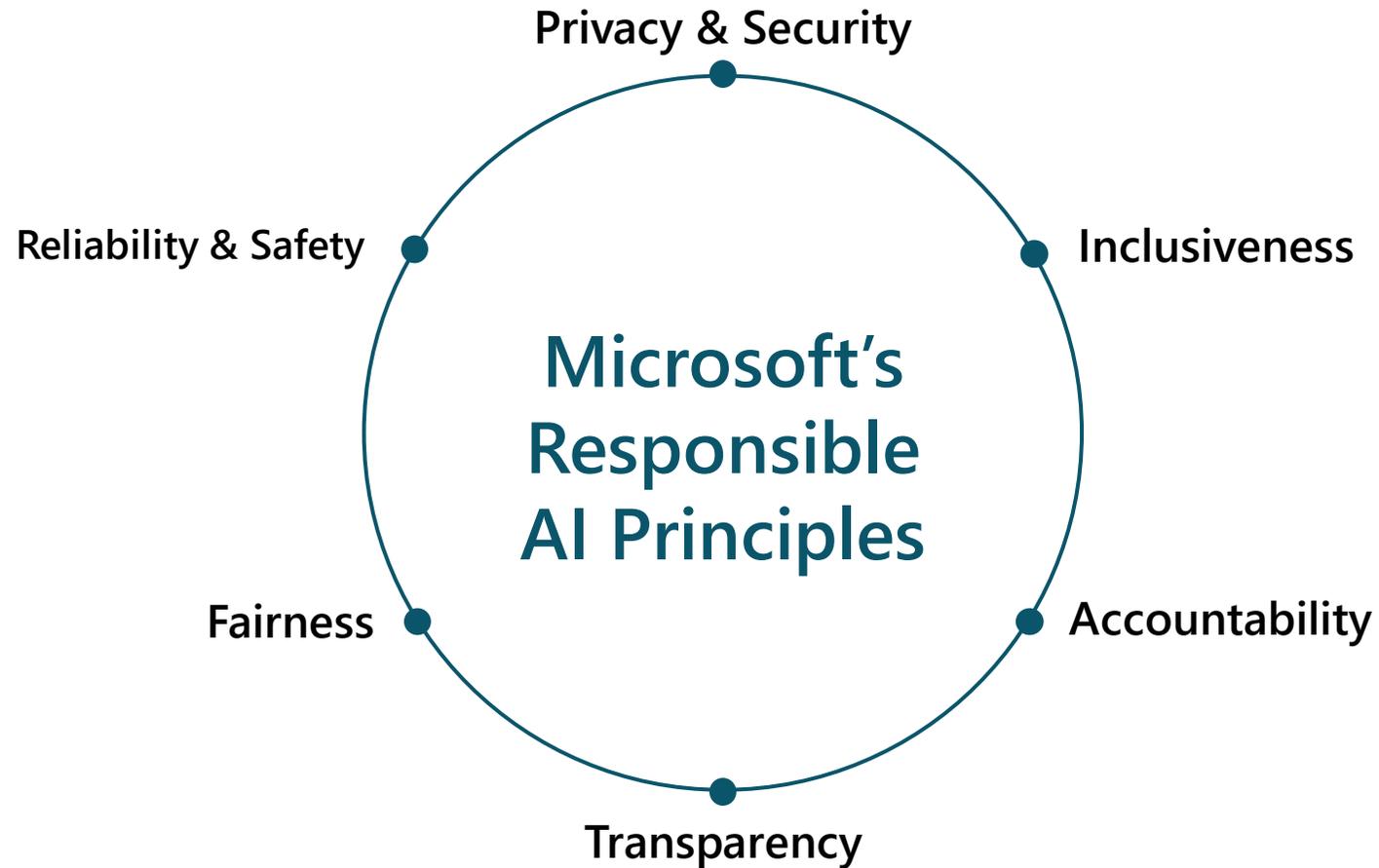
**Compliance leadership**  
with standards and commitments including ISO 27001, FedRamp and EU model clauses



**No standing access to data**  
transparent operational model and 99.9% financial-backed uptime guarantee



# Microsoft's Responsible AI principles



## Building blocks to enact principles



Tools and processes



Training and practices



Rules



Governance

## Customer Copyright Commitment

# Use Copilot services with confidence

We stand behind  
our Copilot  
customers

We are sensitive  
to the concerns  
of authors

Copyright  
guardrails are built  
into the product



Thank you

Get in touch with Us...  
Contact for any queries !

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