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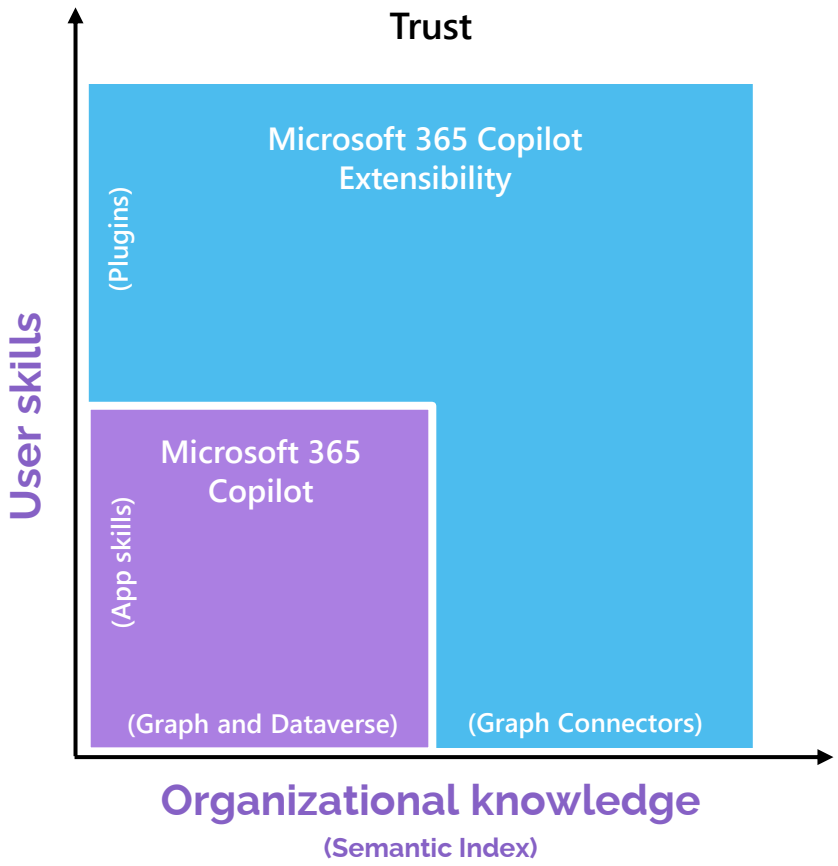
Microsoft 365

Copilot Extensibility

Microsoft 365 Copilot extensibility value



Extending and customizing Microsoft 365 Copilot experiences with plugins enables you to expand your organization's AI-powered productivity, skills, and creativity.

Extend capability and efficiency

Customize and connect your applications to Copilot with plugins to increase productivity across daily tasks and workflows.

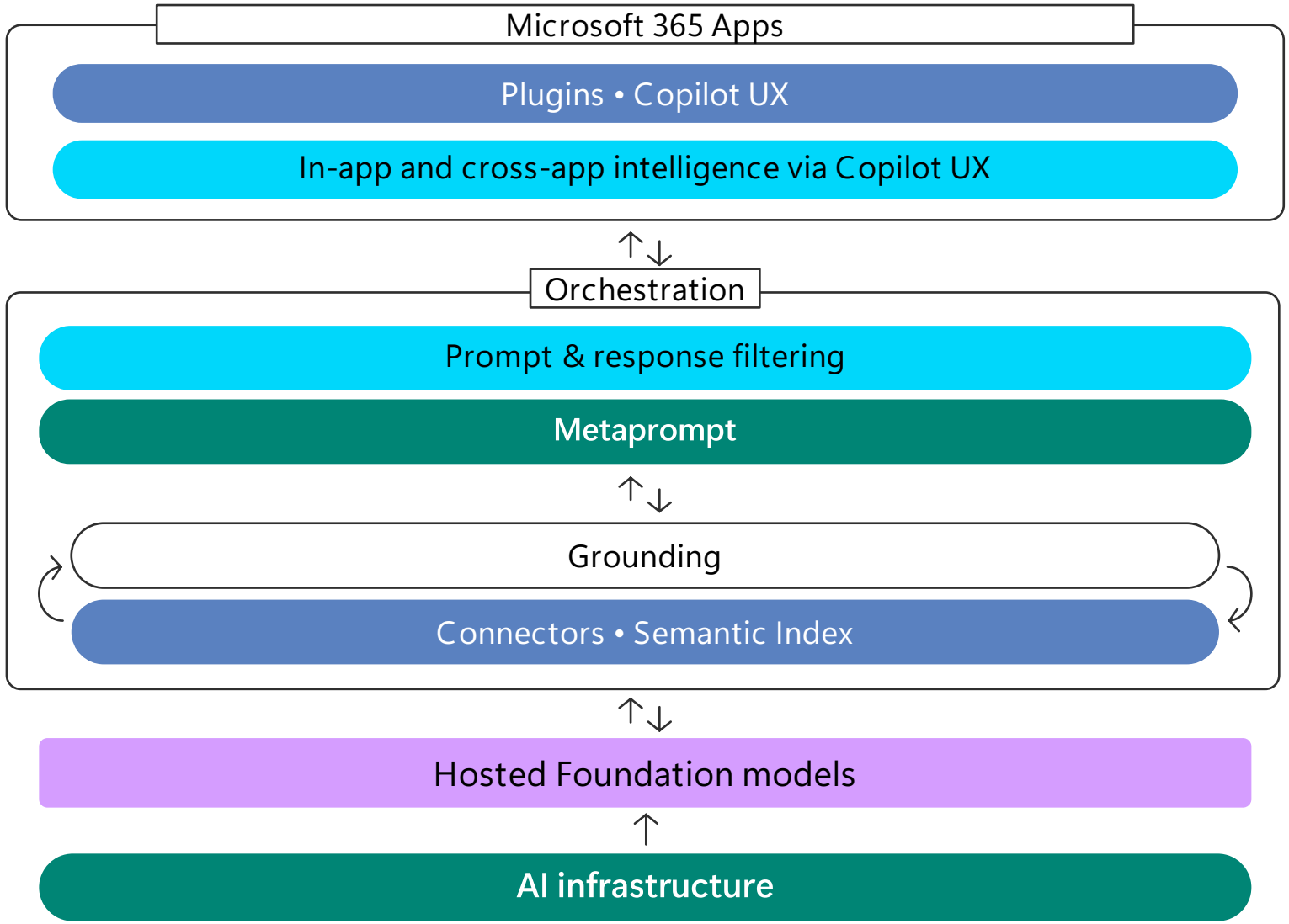
Expand Organizational context

Ground Copilot in your organization's content and data with Graph and Dataverse to create even deeper insights and connections.

Preserve trust

Full control over how Copilot operates within your organization's security and compliance boundaries.

Microsoft 365 Copilot has two extensibility points

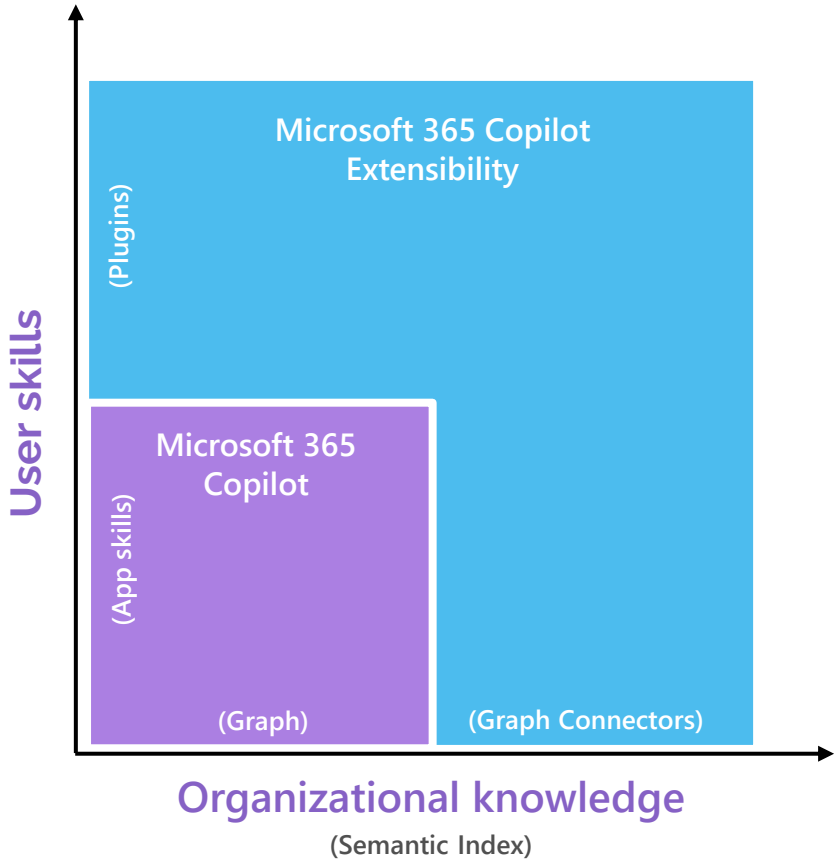


AI safety

Plugins

Extend your users' skills

Plugins enable users to interact directly with third-party app & services from inside Copilot.



	Plugins
Keyword search and retrieve	✓
Perform actions on behalf of user	✓
Summarization & ideation via semantics and similarities around indexed content	
Ranking and relevancy of content	
Security, governance and compliance boundaries	✓
Responsible AI guardrails	✓
Available across Microsoft 365	**Microsoft 365 Copilot, Teams, Outlook, Office**

Plugin architecture

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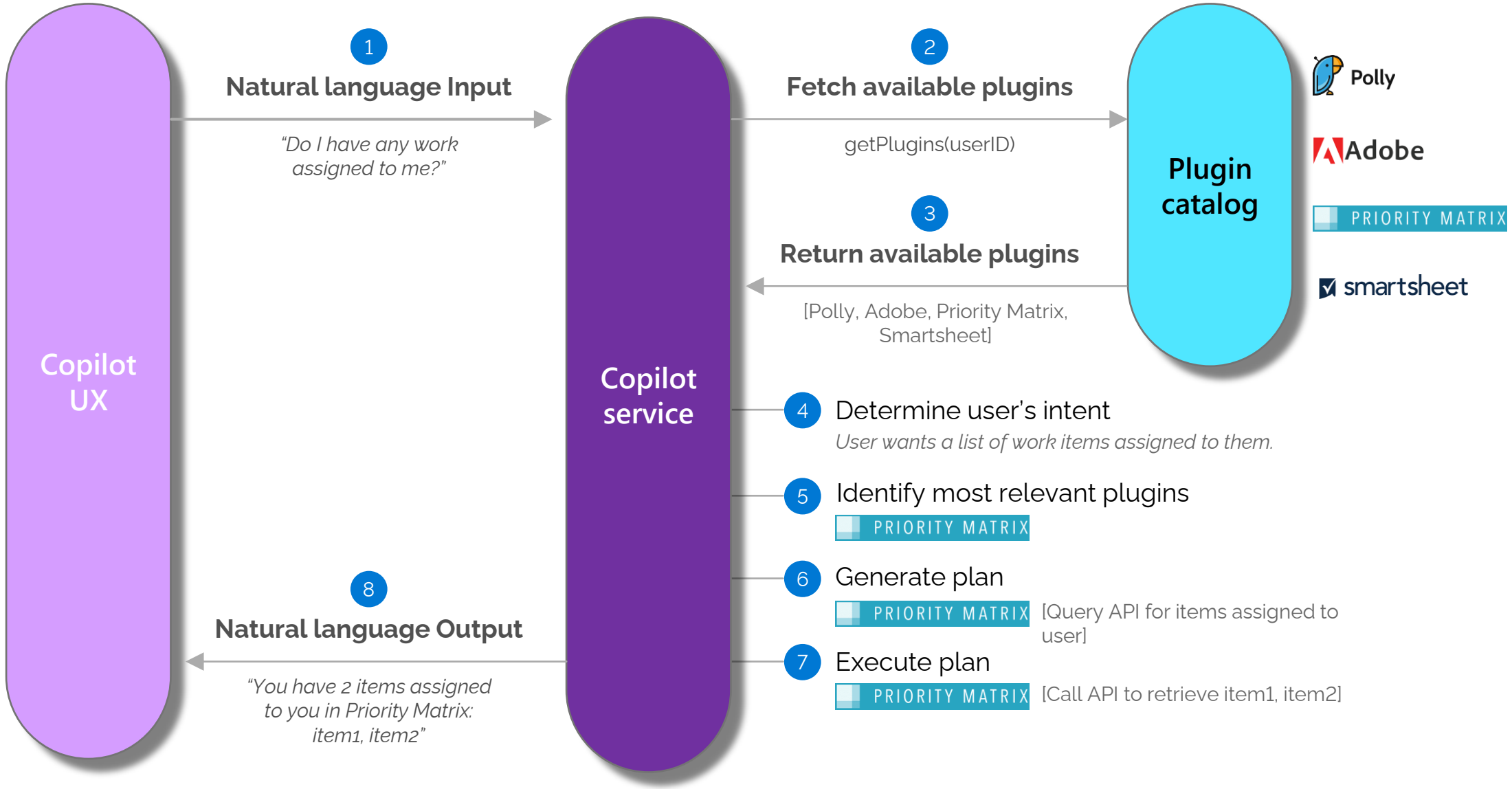


Plugin types

Use existing integrations or build new ones to extend your organization's AI-powered skills.

Teams Message Extensions

Message extensions allow users to interact with a web service through buttons and forms in the Microsoft Teams, Outlook, and Microsoft 365 app clients.

Power Platform Connectors

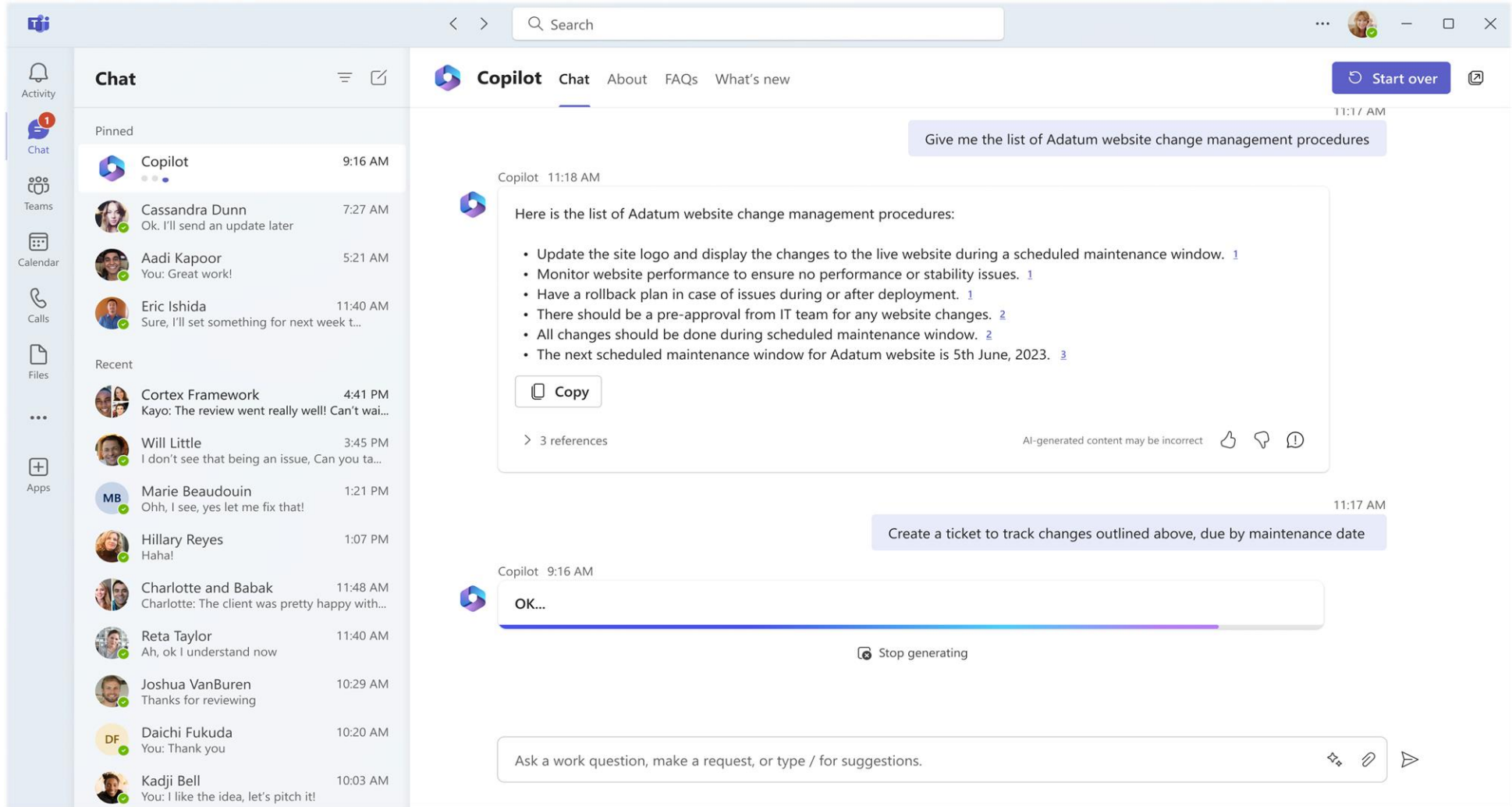
A proxy or a wrapper around an API that allows users to leverage a set of prebuilt actions and triggers to build their apps and workflows.

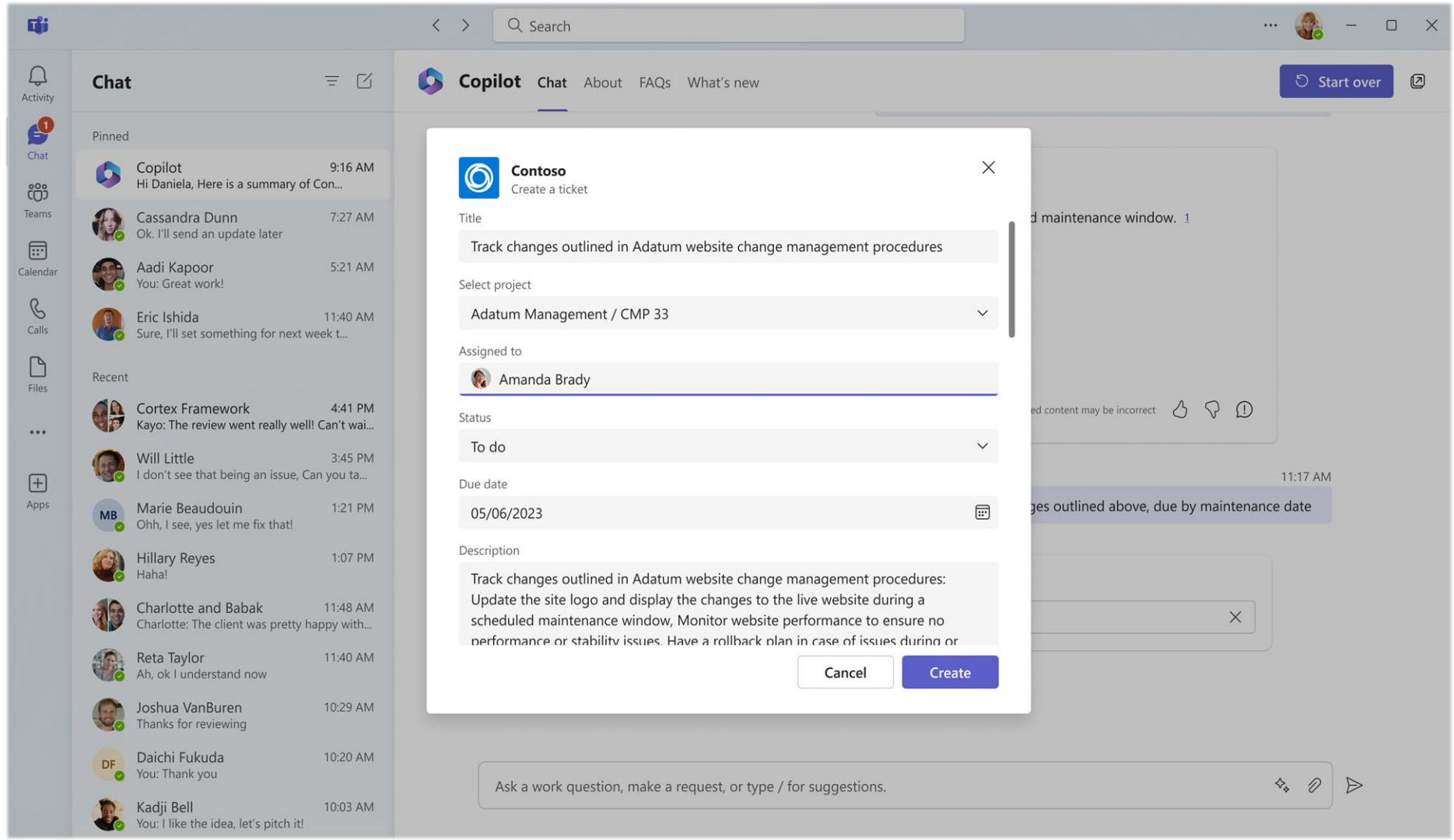
Open AI Plugins

Open AI plugins connect ChatGPT to APIs, enabling it to perform actions like browsing and interacting with websites and games.

Existing Investments

New


Search
Activity
Chat
Teams
Calendar
Calls
Files
Apps
Chat
Pinned
Copilot 9:16 AM
Cassandra Dunn 7:27 AM
Ok. I'll send an update later
Aadi Kapoor 5:21 AM
You: Great work!
Eric Ishida 11:40 AM
Sure, I'll set something for next week t...
Recent
Cortex Framework 4:41 PM
Kayo: The review went really well! Can't wai...
Will Little 3:45 PM
I don't see that being an issue, Can you ta...
Marie Beaudouin 1:21 PM
Ohh, I see, yes let me fix that!
Hillary Reyes 1:07 PM
Haha!
Charlotte and Babak 11:48 AM
Charlotte: The client was pretty happy with...
Reta Taylor 11:40 AM
Ah, ok I understand now
Joshua VanBuren 10:29 AM
Thanks for reviewing
Daichi Fukuda 10:20 AM
You: Thank you
Kadji Bell 10:03 AM
You: I like the idea, let's pitch it!
Copilot
Chat
About
FAQs
What's new
Start over
11:17 AM
Give me the list of Adatum website change management procedures
Copilot 11:18 AM
Here is the list of Adatum website change management procedures:
• Update the site logo and display the changes to the live website during a scheduled maintenance window. 1
• Monitor website performance to ensure no performance or stability issues. 1
• Have a rollback plan in case of issues during or after deployment. 1
• There should be a pre-approval from IT team for any website changes. 2
• All changes should be done during scheduled maintenance window. 2
• The next scheduled maintenance window for Adatum website is 5th June, 2023. 3
Copy
3 references
AI-generated content may be incorrect
11:17 AM
Create a ticket to track changes outlined above, due by maintenance date
Copilot 9:16 AM
OK...
Stop generating
Ask a work question, make a request, or type / for suggestions.


Search
Activity
Chat
Teams
Calendar
Calls
Files
Apps
Chat
Pinned
Copilot 9:16 AM
Hi Daniela, Here is a summary of Con...
Cassandra Dunn 7:27 AM
Ok. I'll send an update later
Aadi Kapoor 5:21 AM
You: Great work!
Eric Ishida 11:40 AM
Sure, I'll set something for next week t...
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Copilot
Chat
About
FAQs
What's new
Start over
Contoso
Create a ticket
Title
Track changes outlined in Adatum website change management procedures
Select project
Adatum Management / CMP 33
Assigned to
Amanda Brady
Status
To do
Due date
05/06/2023
Description
Track changes outlined in Adatum website change management procedures: Update the site logo and display the changes to the live website during a scheduled maintenance window, Monitor website performance to ensure no performance or stability issues. Have a rollback plan in case of issues during or
Cancel
Create
d maintenance window. 1
ed content may be incorrect
11:17 AM
ges outlined above, due by maintenance date
Ask a work question, make a request, or type / for suggestions.

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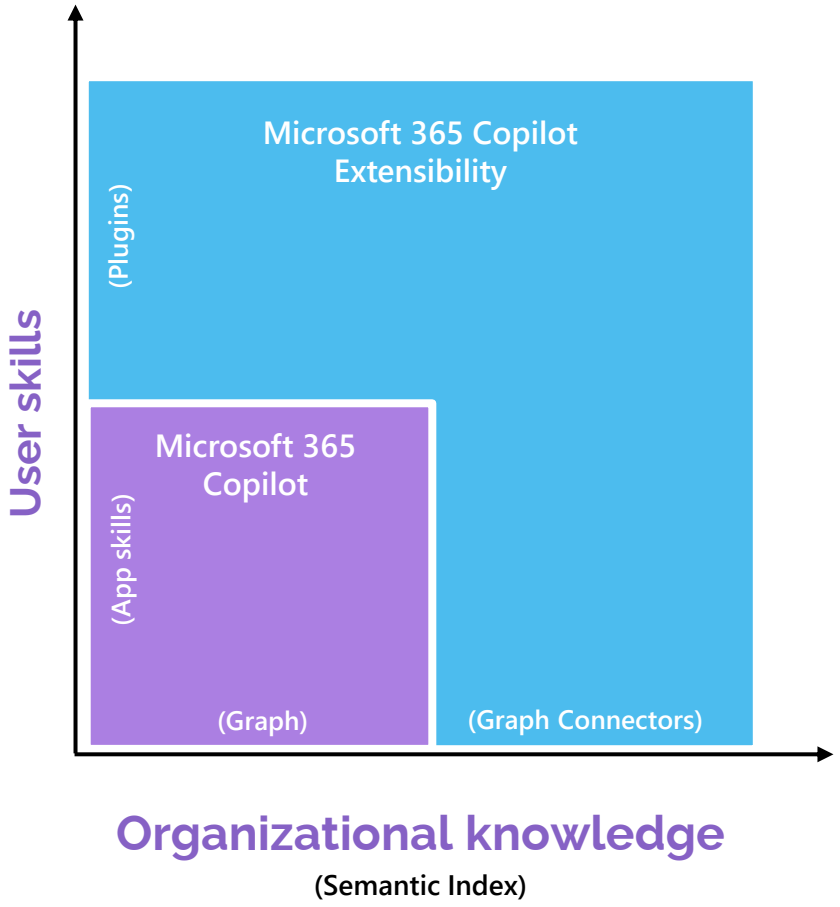
Graph Connectors

Expand your organization's knowledge

Ground Copilot in more of your organization's content + data to create even deeper insights and connections.



	Microsoft Graph Connectors
Keyword search and retrieve	✓
Perform actions on behalf of user	
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Graph Connectors

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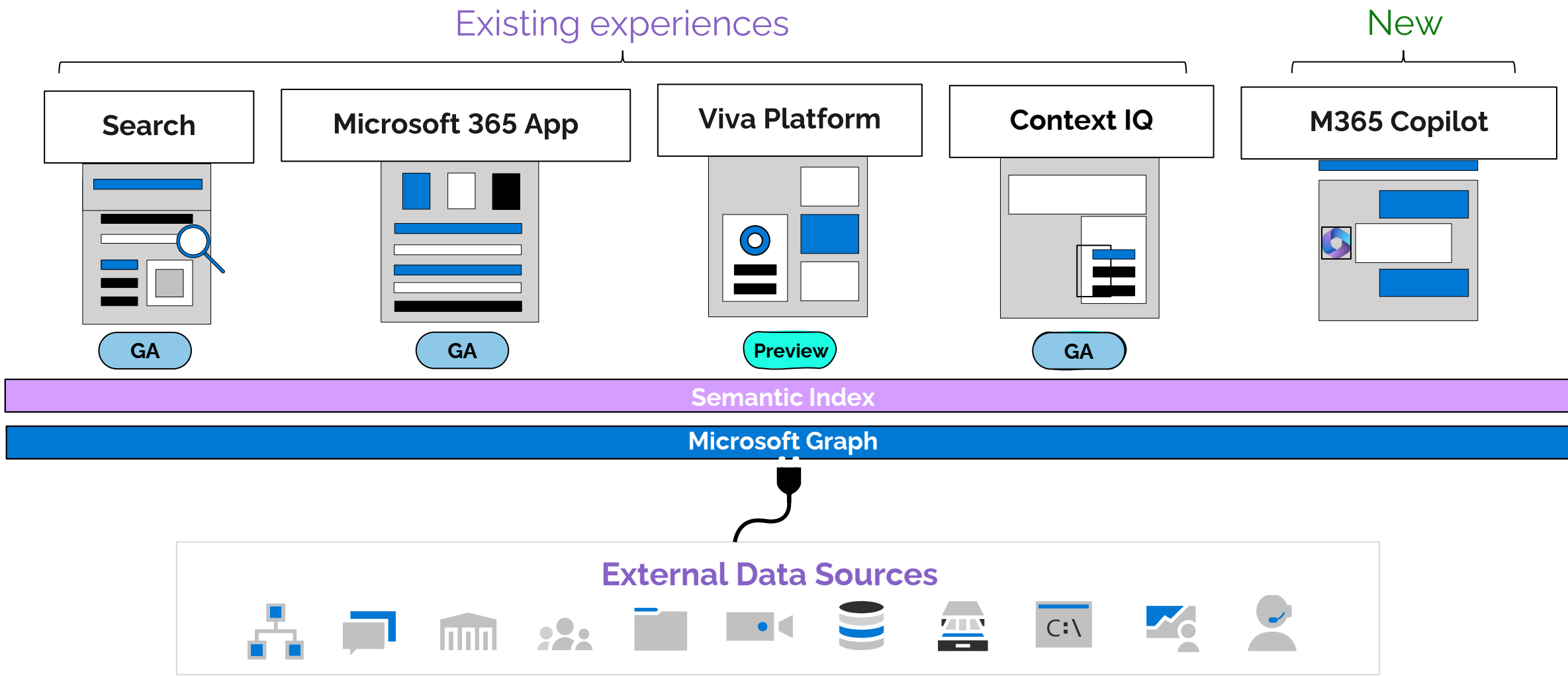
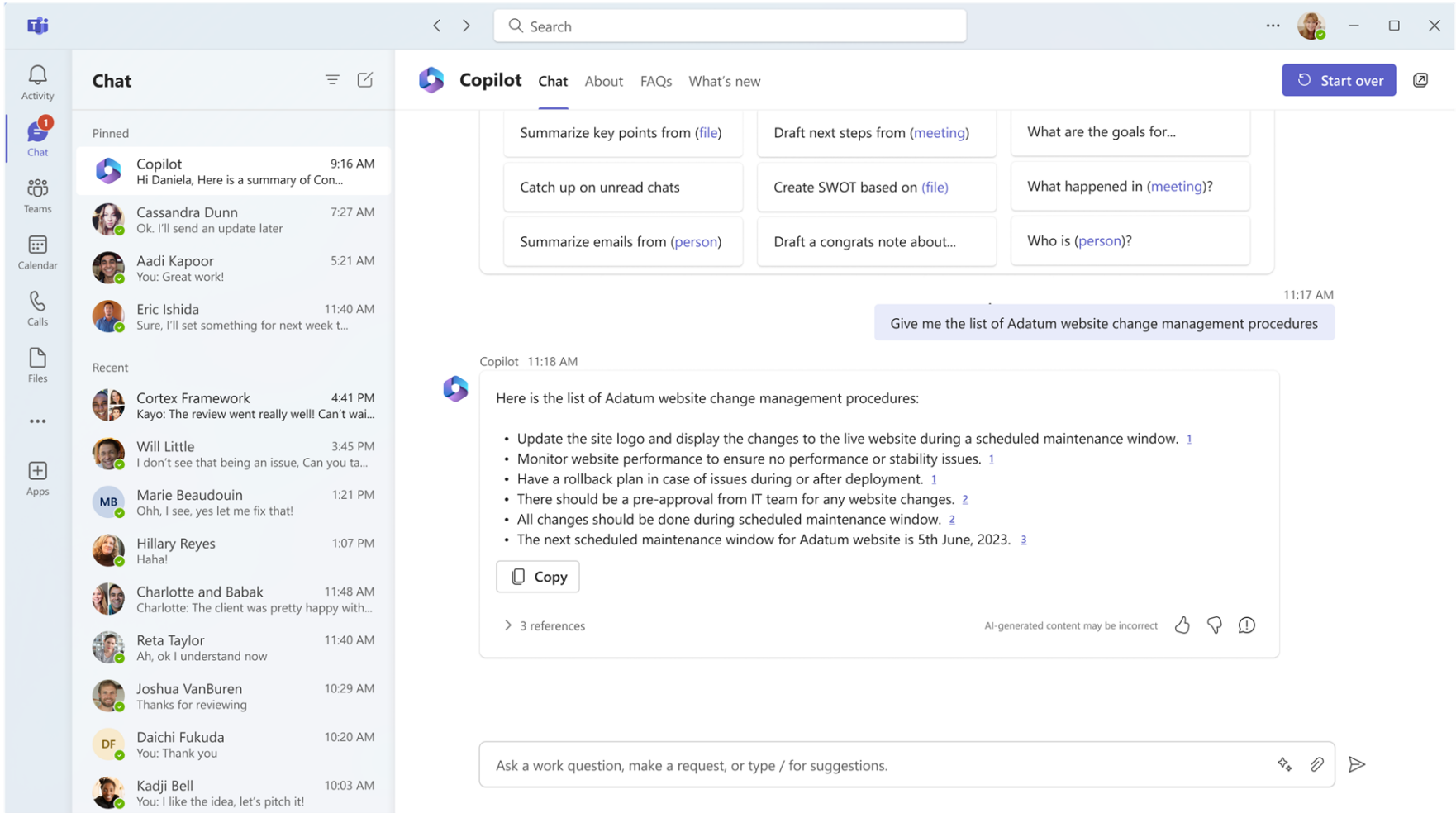
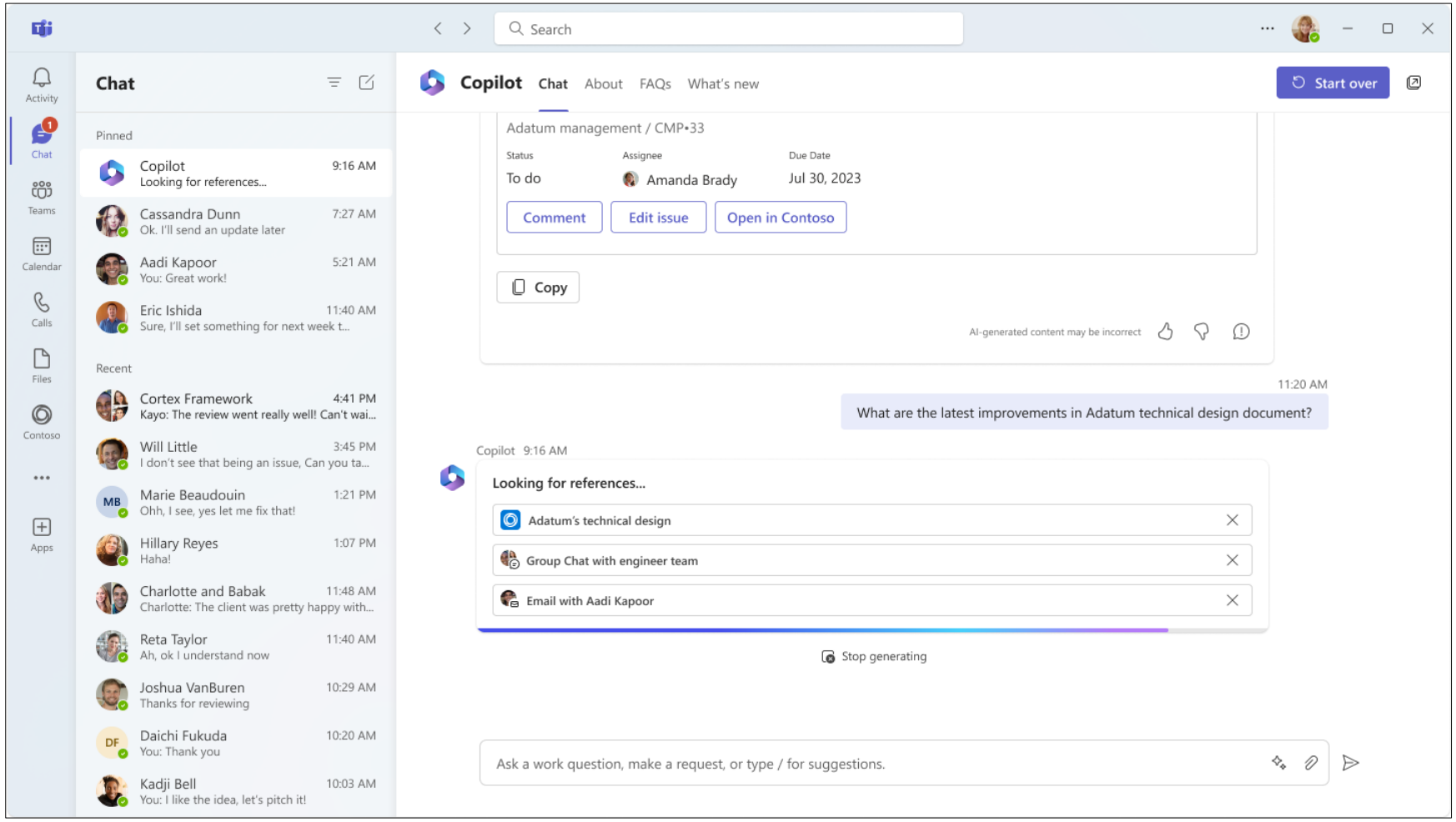


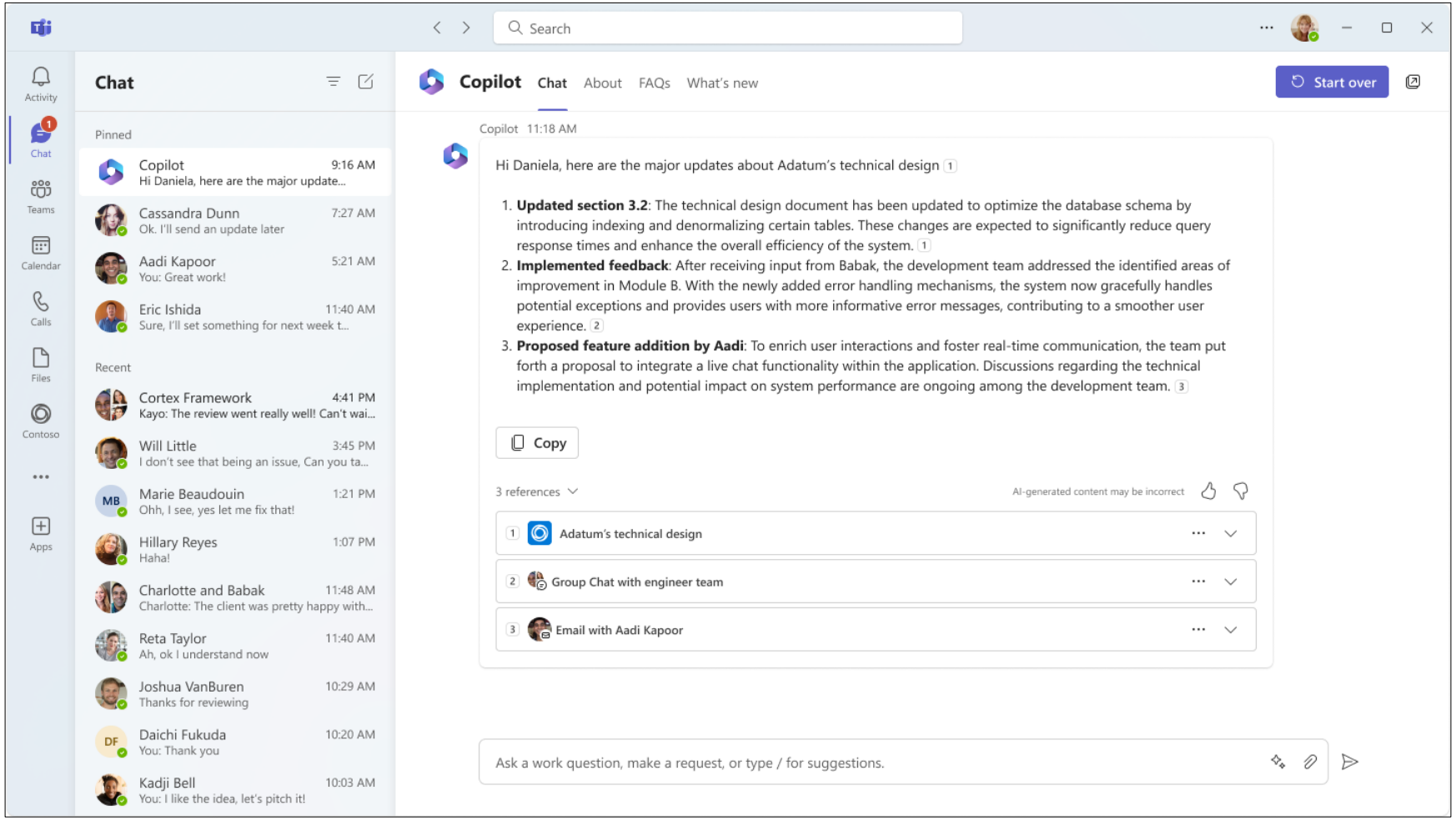
Summarize content in a meaningful way



Semantic Index-powered content analysis

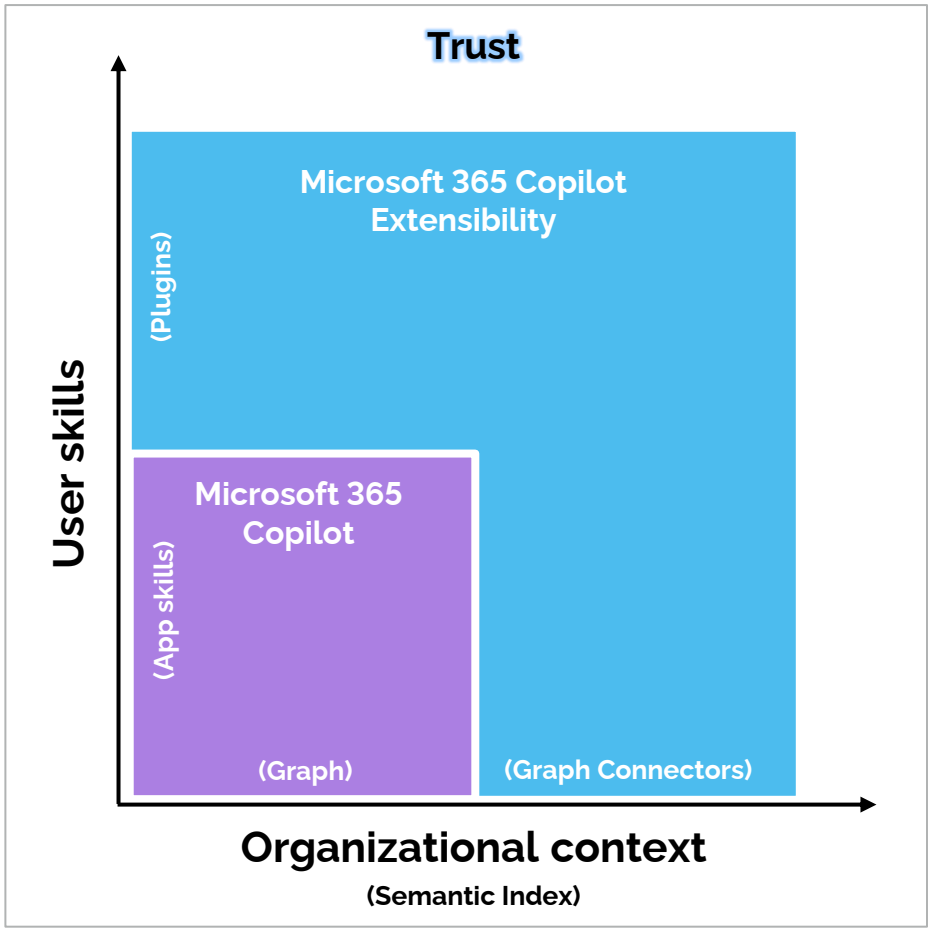


Access citations to find summarized resources



Preserve trust

Copilot operates within your organization's security and compliance boundaries and adheres to Microsoft's responsible AI standards.



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Trust at every level

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Microsoft runs on trust. Our services are built on decades of experience with and investment in security, privacy, and governance. Copilot extensibility builds on that foundation.

Microsoft 365 Copilot…

Responsible AI*

Accountability: Assessment, oversight, fit, and human oversight & control.

Transparency: intelligibility, stakeholder communication, disclosure,

Fairness: Quality of Service to all identified demographic groups.

Reliability & Safety: Guidance, monitoring, feedback, evaluation, remediation.

Privacy & Security: Compliance with Microsoft privacy, and security standards.

Inclusiveness: designed in accordance with Microsoft Accessibility Standards.

Customer Data

Things to know about how we handle customer data:

Data **stays** within the customer's tenant.

Data is **never used** to train language models.

Data is **screened** and **filtered** for PII & sensitive information

Data access is **limited** to permissions established by your organization.

Copilot extensibility

Plugins

- **Entra ID** controls access to plugin data.
- Plugin data is **screened** and **filtered** for PII & sensitive information.
- All 3rd party plugins are **validated** and certified prior to publication.
- Admins **control** access to and use of plugins in your organization.

Microsoft Graph Connectors

- Data is indexed **within Microsoft 365's security, privacy and trust boundaries.**
- Copilot **honors the data access permissions** you establish, to preserve its security and privacy.
- Admins **control** access to and use of connectors in your organization.

*Microsoft Responsible AI General Requirements

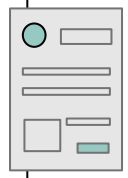
Customer go-dos

Evaluate your existing investments.

Inventory and review existing Teams Message Extensions and Connectors to ensure the following:

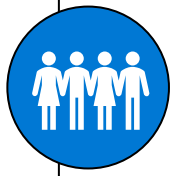
Review customer propensity and usage of Teams ME and Connectors.

Prepare highlight extensibility options. Review Connector Gallery [Microsoft Search - Intelligent search for the modern workplace]



Identify key LOB apps for integration and ingestion.

Look at new opportunities. Examine your organization's processes for integration & automation opportunities:



Nominate customers to drive and grow CoPilot extensibility scenarios.

Engage Copilot Extensibility Customer facing PM team via **graph_GTM@microsoft.com**

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Additional resources

Copilot Plugins	https://aka.ms/Copilot-Plugins
Message Extensions	https://aka.ms/Message-Extensions
Graph connectors	https://aka.ms/GraphConnectors