

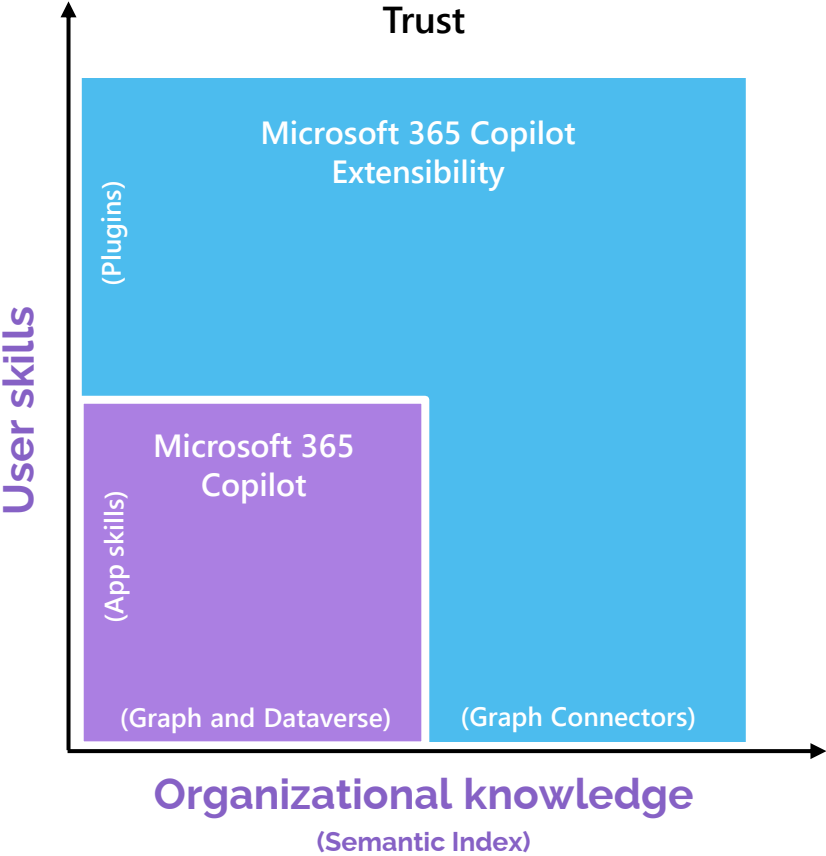
Microsoft 365

# 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.

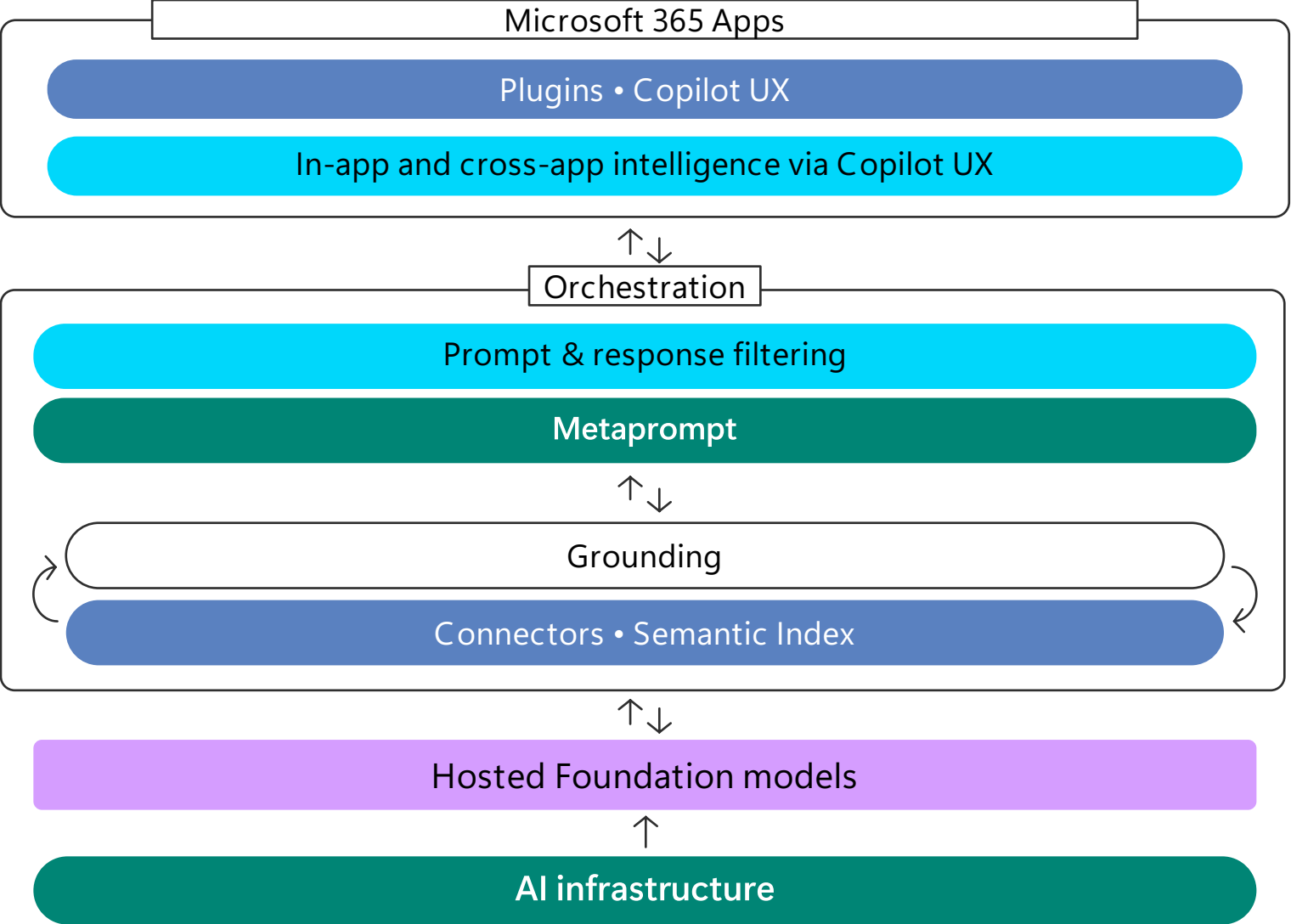
**Expand Organizational context**

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

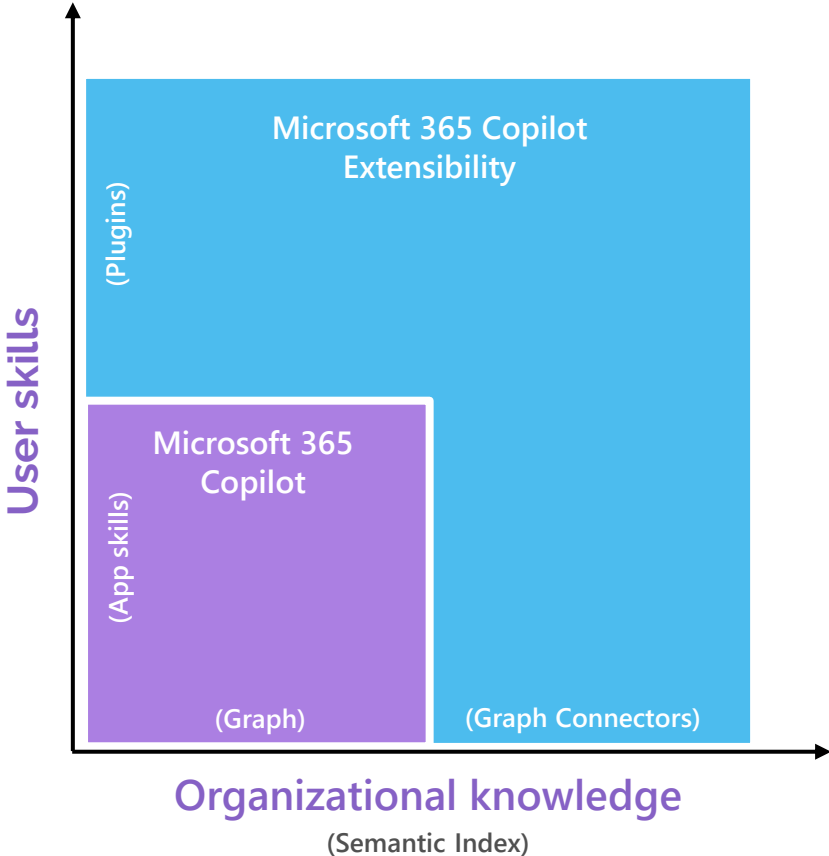


AI  
safety

# Plugins

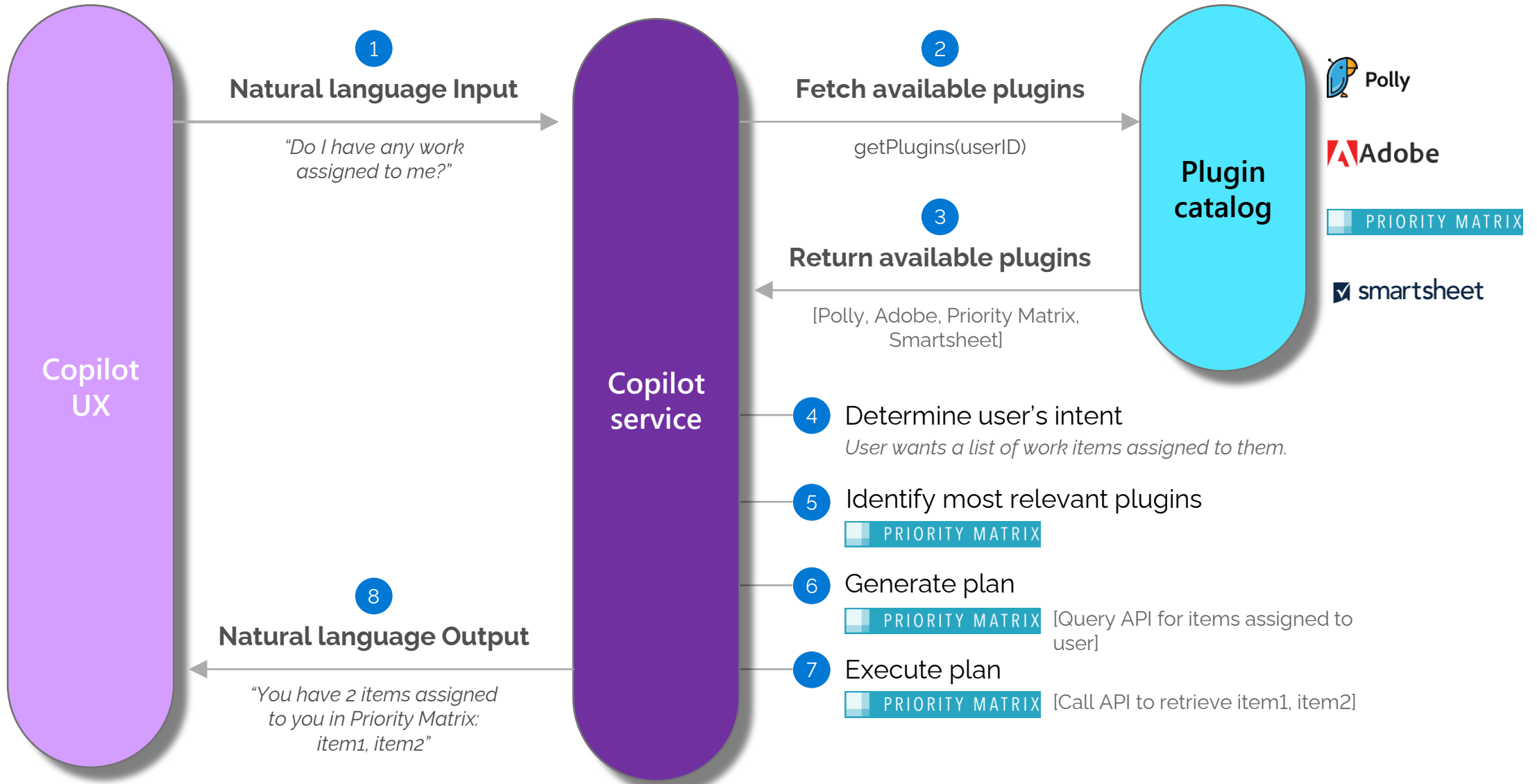
# Extend your users' skills

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	<b>Microsoft 365 Copilot, Teams, Outlook, Office</b>

# Plugin architecture



# 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

Microsoft Teams interface showing a chat window with Copilot AI integration.

**Chat List (Left Panel):**

- 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 Window (Right Panel):**

Search: [Search] | Start over [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 [thumbs up] [thumbs down] [info]

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. [formatting] [link] [send]



Microsoft Teams interface showing a Copilot chat window with a 'Create a ticket' dialog box.

**Chat List (Left Panel):**

- Pinned:**
  - Copilot: Hi Daniela, Here is a summary of Con... (9:16 AM)
  - Cassandra Dunn: Ok. I'll send an update later (7:27 AM)
  - Aadi Kapoor: You: Great work! (5:21 AM)
  - Eric Ishida: Sure, I'll set something for next week t... (11:40 AM)
- Recent:**
  - Cortex Framework: Kayo: The review went really well! Can't wai... (4:41 PM)
  - Will Little: I don't see that being an issue, Can you ta... (3:45 PM)
  - Marie Beaudouin: Ohh, I see, yes let me fix that! (1:21 PM)
  - Hillary Reyes: Haha! (1:07 PM)
  - Charlotte and Babak: Charlotte: The client was pretty happy with... (11:48 AM)
  - Reta Taylor: Ah, ok I understand now (11:40 AM)
  - Joshua VanBuren: Thanks for reviewing (10:29 AM)
  - Daichi Fukuda: You: Thank you (10:20 AM)
  - Kadji Bell: You: I like the idea, let's pitch it! (10:03 AM)

**Copilot Chat Window:**

- Search bar: Search
- Buttons: Start over
- Header: Copilot Chat About FAQs What's new

**'Create a ticket' Dialog Box:**

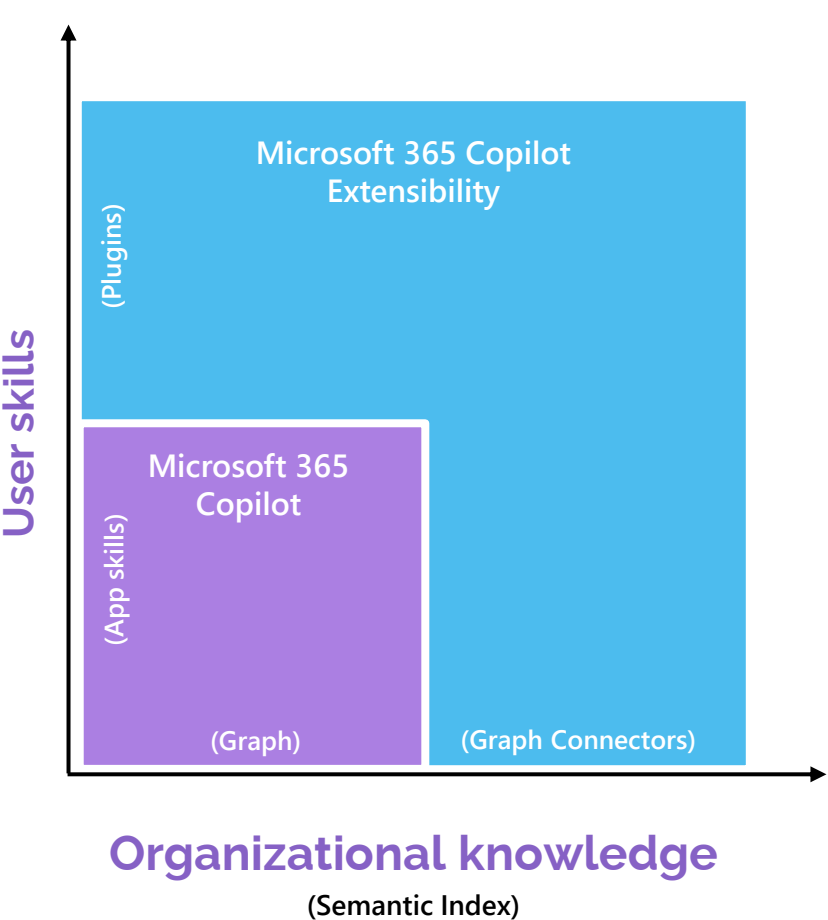
- Contoso** - Create a ticket
- Title:** Track changes outlined in Adatum website change management procedures
- Select project:** Adatum Management / CMP 33
- Assigned to:** Amanda Brady
- Status:** To do
- Due date:** 05/06/2023
- Description:** Track changes outlined in Adatum website change management 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
- Buttons: Cancel, Create

**Chat Input:** Ask a work question, make a request, or type / for suggestions.

# Graph Connectors

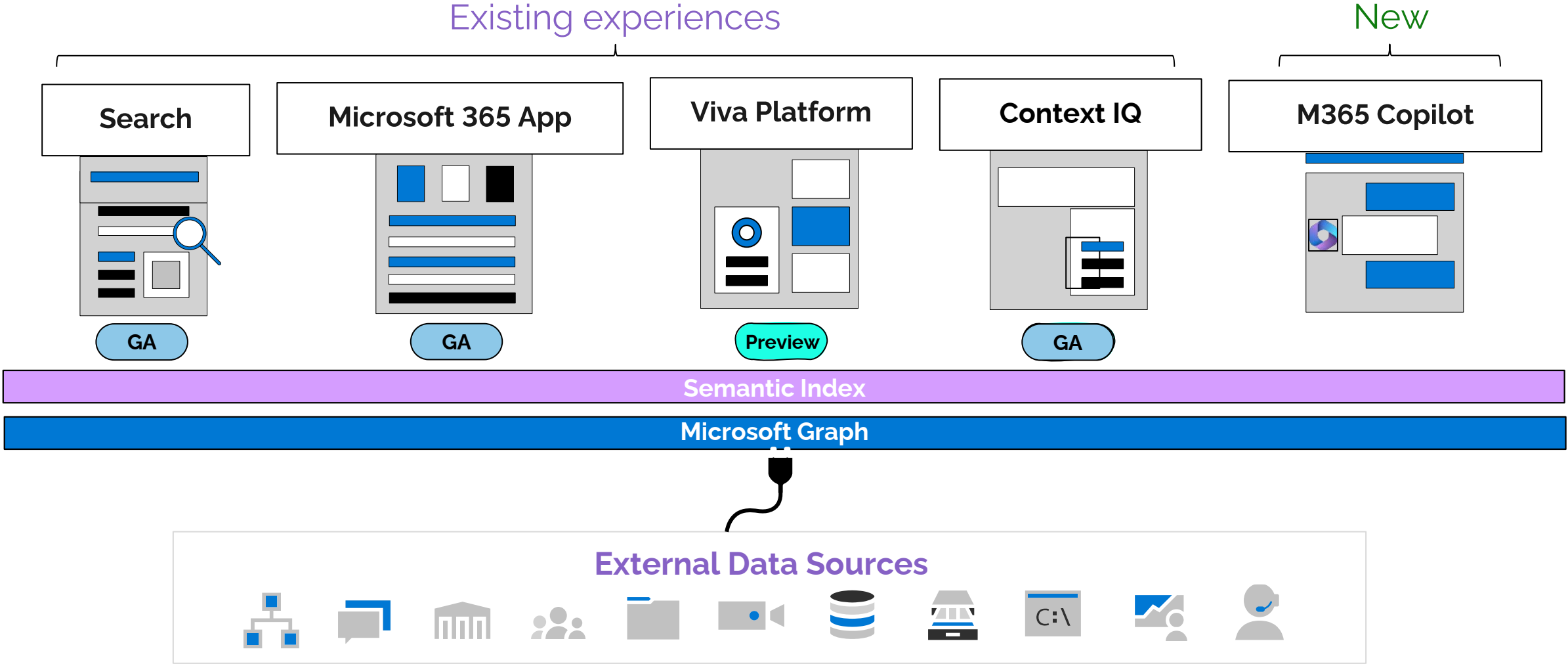
# Expand your organization's knowledge

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

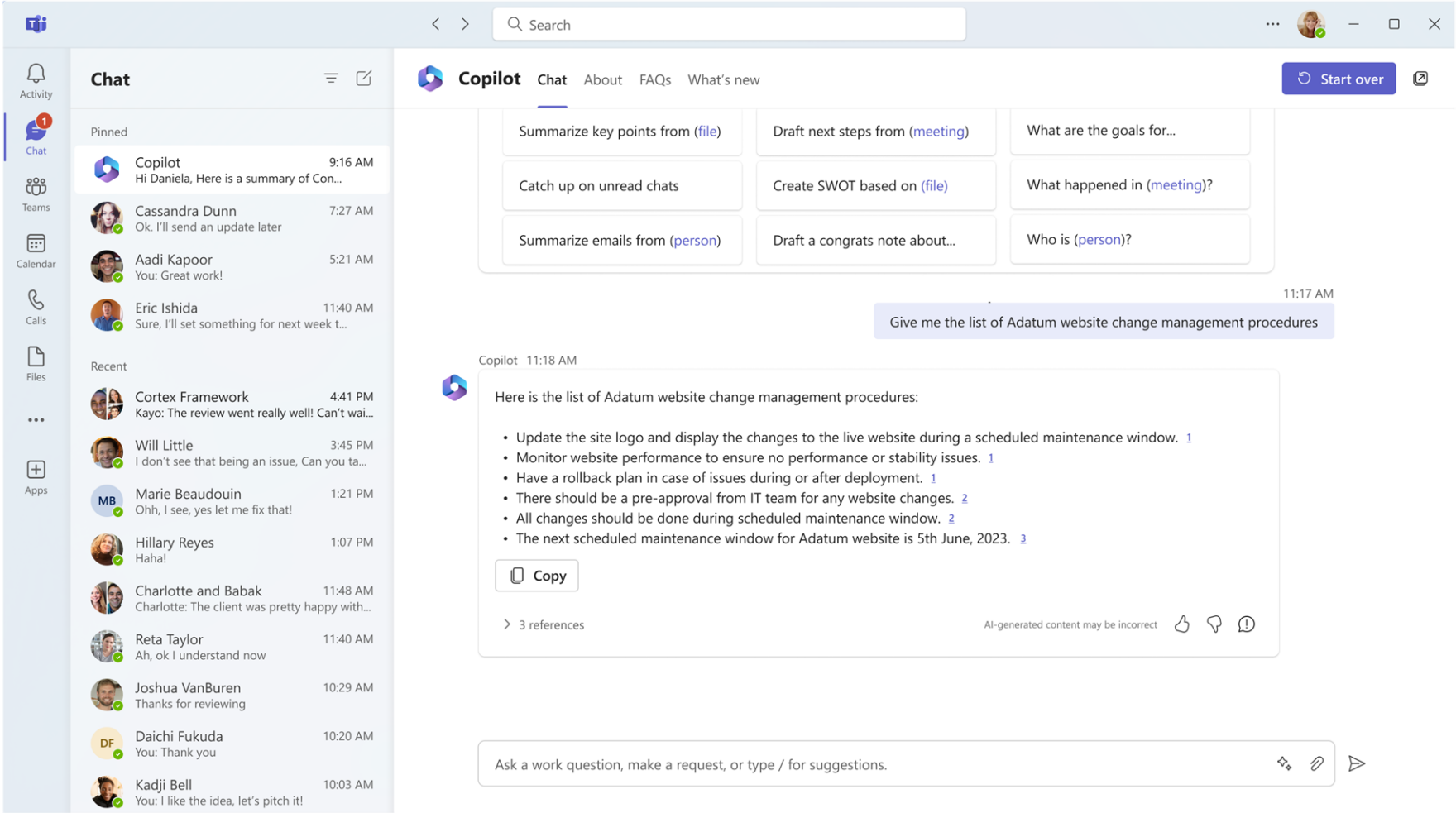


	Microsoft Graph Connectors
Keyword search and retrieve	✓
Perform actions on behalf of user	
Summarization & ideation via semantics and similarities around indexed content	✓
Ranking and relevancy of content	✓
Security, governance and compliance boundaries	✓
Responsible AI guardrails	✓
Available across Microsoft 365	Microsoft 365 Copilot, Workplace Search, Viva Topics, Context IQ, Feed

# Graph Connectors

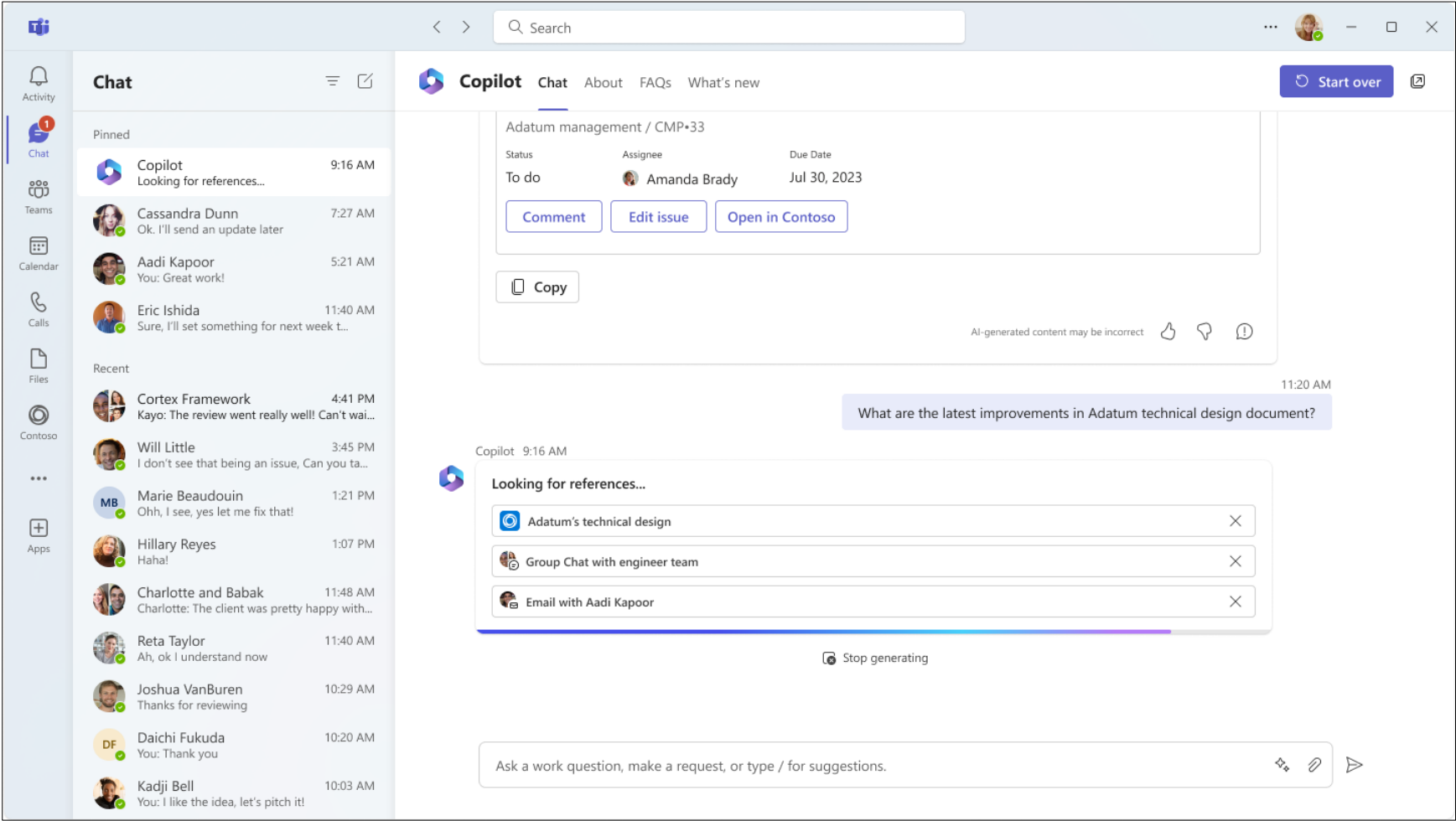


# Summarize content in a meaningful way



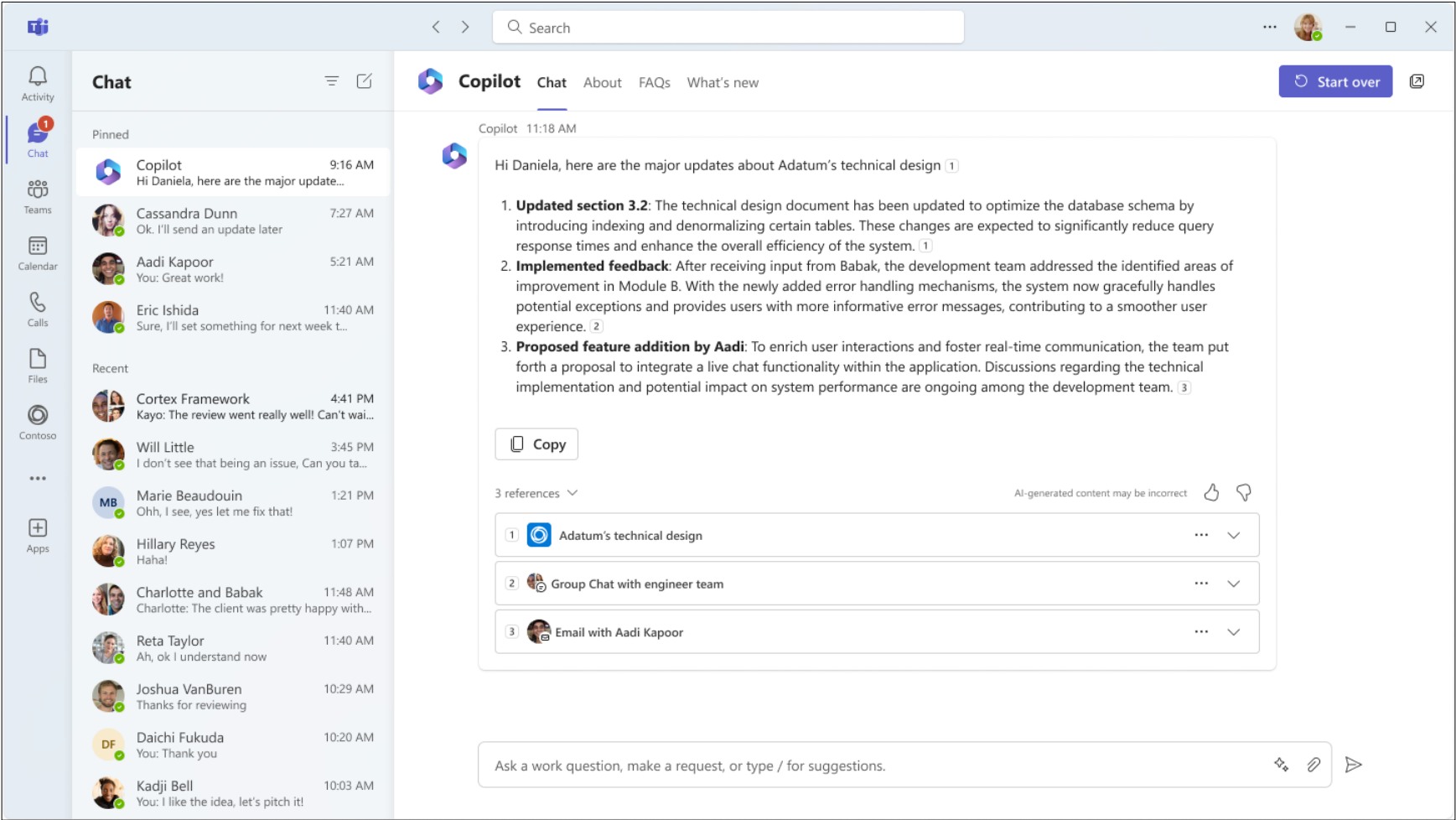
The screenshot shows the Microsoft Teams Copilot chat interface. On the left is a navigation sidebar with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main chat area is titled 'Copilot Chat' and includes a search bar and a 'Start over' button. Below the header is a grid of suggested prompts: 'Summarize key points from (file)', 'Draft next steps from (meeting)', 'What are the goals for...', 'Catch up on unread chats', 'Create SWOT based on (file)', 'What happened in (meeting)?', 'Summarize emails from (person)', 'Draft a congrats note about...', and 'Who is (person)?'. A user prompt is visible: 'Give me the list of Adatum website change management procedures'. The Copilot response, timestamped 11:18 AM, provides a bulleted list of 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 after deployment.', 'There should be a pre-approval from IT team for any website changes.', 'All changes should be done during scheduled maintenance window.', and 'The next scheduled maintenance window for Adatum website is 5th June, 2023.'. Below the response is a 'Copy' button, '3 references', and a disclaimer: 'AI-generated content may be incorrect'. At the bottom is a text input field with the placeholder 'Ask a work question, make a request, or type / for suggestions.' and a send button.

# Semantic Index-powered content analysis



The screenshot displays the Microsoft Copilot Chat interface. On the left is a navigation sidebar with icons for Activity, Chat, Teams, Calendar, Calls, Files, Contoso, and Apps. The main chat area shows a list of recent conversations, including one with Copilot titled "Looking for references...". The active chat window shows a task card for "Adatum management / CMP+33" with fields for Status, Assignee (Amanda Brady), and Due Date (Jul 30, 2023). Below the task card is a "Copy" button and a warning: "AI-generated content may be incorrect". A user query is shown: "What are the latest improvements in Adatum technical design document?". Copilot's response is "Looking for references..." followed by a list of three references: "Adatum's technical design", "Group Chat with engineer team", and "Email with Aadi Kapoor". A "Stop generating" button is visible below the response. The bottom of the chat window has a text input field with the placeholder "Ask a work question, make a request, or type / for suggestions."

# Access citations to find summarized resources



The screenshot shows the Microsoft Copilot chat interface. On the left is a navigation sidebar with icons for Activity, Chat, Teams, Calendar, Calls, Files, Contoso, and Apps. The main chat window is titled "Copilot Chat" and contains a message from Copilot at 11:18 AM. The message provides technical updates and includes three numbered citations. Below the message is a "Copy" button, a "3 references" dropdown, and a list of three references with expandable options. At the bottom is a text input field with a placeholder: "Ask a work question, make a request, or type / for suggestions."




**Copilot 11:18 AM**

Hi Daniela, here are the major updates about Adatum's technical design <sup>1</sup>

- Updated section 3.2:** The technical design document has been updated to optimize the database schema by introducing indexing and denormalizing certain tables. These changes are expected to significantly reduce query response times and enhance the overall efficiency of the system. <sup>1</sup>
- Implemented feedback:** After receiving input from Babak, the development team addressed the identified areas of improvement in Module B. With the newly added error handling mechanisms, the system now gracefully handles potential exceptions and provides users with more informative error messages, contributing to a smoother user experience. <sup>2</sup>
- Proposed feature addition by Aadi:** To enrich user interactions and foster real-time communication, the team put forth a proposal to integrate a live chat functionality within the application. Discussions regarding the technical implementation and potential impact on system performance are ongoing among the development team. <sup>3</sup>

[Copy](#)

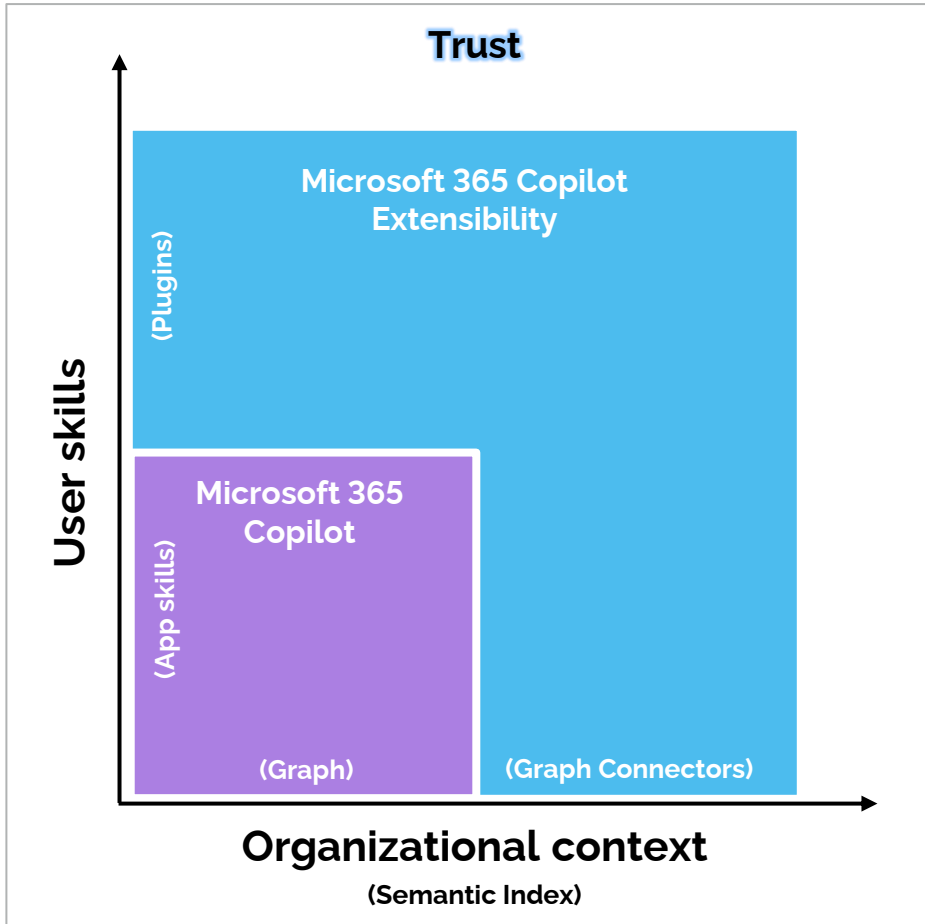
3 references ⌵ AI-generated content may be incorrect 👍 💡

- <sup>1</sup>  Adatum's technical design ⋮ ⌵
- <sup>2</sup>  Group Chat with engineer team ⋮ ⌵
- <sup>3</sup>  Email with Aadi Kapoor ⋮ ⌵

Ask a work question, make a request, or type / for suggestions. 🔍 📎 ➤

# Preserve trust

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



	Plugins	Microsoft Graph Connectors
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	Microsoft 365 Copilot, Workplace Search, Viva Topics, Context IQ, Feed



# Trust at every level



**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 3<sup>rd</sup> party plugins are **validated** and certified prior to publication.
- Admins **control** access to and use of plugins in your organization.

### Microsoft Graph Connectors

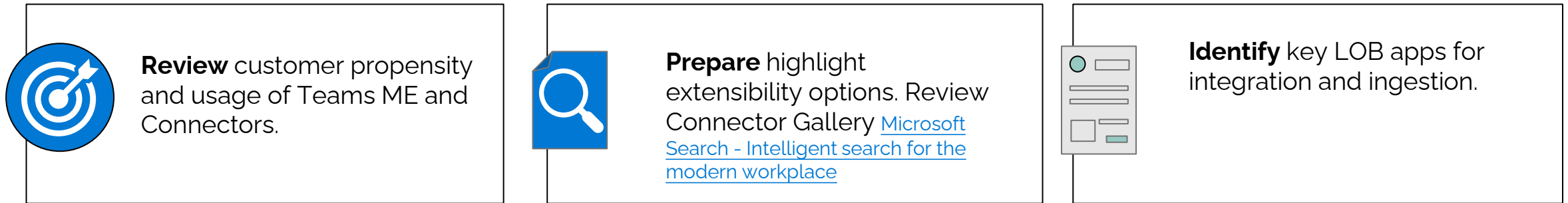
- Data is indexed **within Microsoft 365's security, privacy and trust boundaries.**
- Copilot **honors the data access permissions** you establish, to preserve its security and privacy.
- Admins **control** access to and use of connectors in your organization.

\*[Microsoft Responsible AI General Requirements](#)

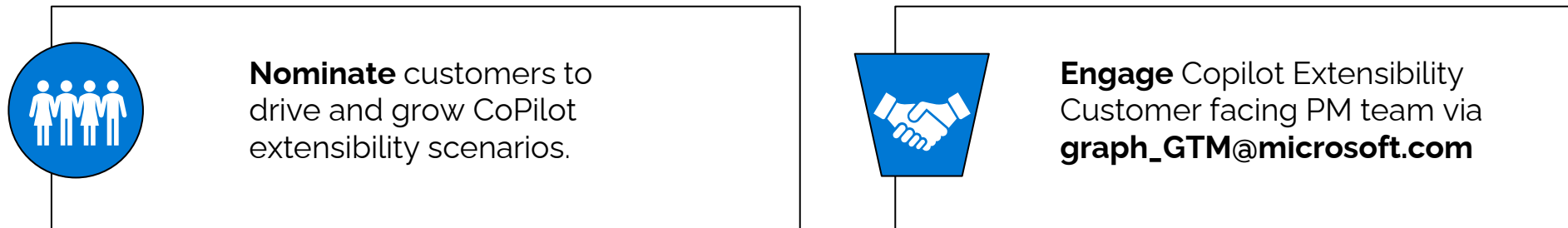
# Customer go-dos

## Evaluate your existing investments.

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



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



## Additional resources

Copilot Plugins

<https://aka.ms/Copilot-Plugins>

Message Extensions

<https://aka.ms/Message-Extensions>

Graph connectors

<https://aka.ms/GraphConnectors>



M365 Copilot Dev Field Community | <https://aka.ms/M365CopilotDevFieldCommunity>