



Your AI assistant at work

# TAKE HUMANS OUT OF THE LOOP

With Autonomous Agents

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# QUICK INTRODUCTIONS

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Microsoft®  
Most Valuable  
Professional

The question  
on everyone's  
mind...



Your AI assistant for work

How are businesses using AI to transform and drive impact?



# A COMBINATION OF COPILOTS AND GEN AI AGENTS WILL TRANSFORM THE WAY EMPLOYEES WORK - AND IT'S ALREADY HAPPENING...

OFF-THE-SHELF PRODUCT



COPILOT STUDIO

EXTENSION

EXTEND OR CUSTOMISE FUNCTIONALITIES WITH COPILOT AGENTS

CUSTOMISATION

ALL EMPLOYEES 100%



**Microsoft Copilot**  
(for web with Enterprise Data Protection)\*

Off-the-shelf assistants restricted to a single chatbot for search-based queries

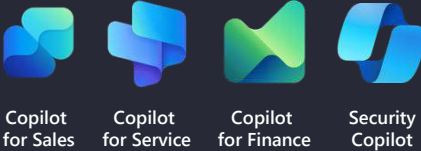
KNOWLEDGE WORKERS 10-80%



**M365 Copilot**  
(for work with Enterprise Data Protection)

Off-the-shelf assistant working within an existing enterprise application and data ecosystem

SUPPORT BUSINESS FUNCTIONS 20-40%



GitHub Copilot    servicenow  
+ Now Assist

Pre-packaged custom Copilots tailored to specific roles

SPECIALISTS <10%



Azure AI Studio

Custom Copilots modelled and trained in-house for specific business needs

\*free for Microsoft 365 enterprise licenses

# INTRODUCING MICROSOFT 365 COPILOT - YOUR AI ASSISTANT AT WORK

M365 COPILOT IS INTEGRATED INTO THE APPS YOU USE EVERY DAY - WORD, EXCEL, POWERPOINT, OUTLOOK, TEAMS - FREEING YOU TO FOCUS ON THE MOST IMPORTANT WORK AND LESS ON THE BUSY WORK



## WHAT'S NEXT?

**ADD ADDITIONAL FUNCTIONALITIES WITH EXTENSIBILITY & CUSTOMISATION!**



### EXTENSIBILITY

ALLOWS YOU TO EXPAND THE FUNCTIONALITY OF M365 COPILOT BY INTEGRATING ADDITIONAL FEATURES OR DATA SOURCES.



### CUSTOMISATION

INVOLVES ADAPTING COPILOT TO MEET THE UNIQUE REQUIREMENTS OF YOUR ORGANISATION.

# OFFERING A SEAMLESS GEN AI EMPLOYEE EXPERIENCE TO MAXIMISE THE BUSINESS VALUE AND ADOPTION



## M365 COPILOT BENEFITS ARE REAL...

Up to 40% time saved on following activities:

- ▶ **SUMMARISE** *long documents, email threads, latest news on a topic*
- ▶ **AUTOMATE** *translations, structuration of ideas, document sanity checks, meeting transcription*
- ▶ **ANALYSE** *data from one or different documents and medias*
- ▶ **SEARCH** *information within your company that has been shared with you*
- ▶ **GENERATE** *pitch, email drafts, presentations, meeting minutes*

## WITH MORE OPPORTUNITIES FOR VALUE

### NEW DATA SOURCES

Leveraging data beyond Microsoft 365

### TAILORED CUSTOMISATION

Possibility for Copilot to learn specific vocabulary, setup specific behaviors

### DATA PROCESSING CAPACITY

Expanded capability to process large number of documents and databases

### SOVEREIGNTY

Use your own AI models for specific scenarios



## ...WHICH CAN BE CREATED WITH CUSTOMIZATION

Blending all the advantages of custom Gen AI while remaining embedded in the current employee workplace through

- ▶ **CONNECTION** *to business applications and other databases*
- ▶ **CUSTOMISATION** *GEN AI agents with specific behaviors from Copilot with possibility to narrow exactly to specific use cases*
- ▶ **EXPANSION** *of the processing capacity with optimized RAG*
- ▶ **CHOICE** *of the right LLM model that can be adjusted to each use case*

**COPILOT EXTENSIBILITY AND CUSTOMISATION REPRESENT THE  
NEXT STAGE TO ENABLE YOUR AI TRANSFORMATION**



# AND THERE ARE A NUMBER OF OPTIONS AS PATHWAYS TO ENTER INTO THE JOURNEY BASED ON WHERE YOU ARE TODAY WITH M365 COPILOT



Your AI assistant at work

## EXTENSIBILITY

## CUSTOMISATION

### OPTIONS


### WHAT DOES THIS HELP WITH?


### WHAT IS THE USE CASE?

### WHAT AI AGENT TO USE?

#### EXTENDED DATA INTEGRATION (KNOWLEDGE)

Unlock the potential of business data, making it accessible within M365 Copilot enhancing its Search and Context capabilities.

 "Use a **Connector** to Access steps from the Corporate Knowledge base to resolve an Outlook issue."

 Microsoft Graph API connectors to external data sources

#### EXTENDED FUNCTIONALITIES (SKILLS)

Enhance functionality and introduce new capabilities through third-party integrations, enabling two-way communication and actionable tasks.





 "Use a **Plug-in** that integrates with Service Now to create request and check incident status."

Build a plugin or extension in **Copilot Studio**  
 +   
 Included in M365 Copilot

#### COPILOT AGENTS

Enable business scenarios enhanced even more with Copilot Agents. AI assistants designed to automate and execute business processes, working with or for a human.

 "Use a **copilot agent** available within M365 Copilot to screen CVs located in a SharePoint site quickly, according to specified criteria."

 Copilot Studio  Power Platform  
 Dynamics 365  Apps

#### CUSTOM ENGINE COPILOTS

Create specialised custom Copilots and AI-models based on unique datasets and specific skills to address distinct business processes or topics. Make them available from M365 Copilot interface.

 "Train a model to respond to RFPs. Plug the tool to your M365 Copilot for users to access the app"

 Azure AI Studio and other Gen AI services

*Service part of the Microsoft ecosystem*

*Service built externally to your Microsoft ecosystem*

(1) Microsoft Work Trend Index



# What is an agent?

Agents are AI assistants that can help **optimize business processes** and **enhance productivity** using large language models and generative AI.

Publish to...

## Your applications

Deploy agents to your website and other line of business applications



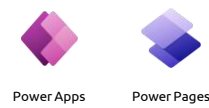
## Microsoft 365 Copilot

Add agents that give Copilot focused knowledge and new skills



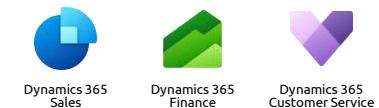
## Power Platform

Extend Power Platform with agents that transform your low code solutions.



## Dynamics 365

Build agents that integrate and improve business processes





**Every employee will  
have a Copilot**

---

Works as your personal assistant

---

Grounded in work content like email,  
meetings and documents

---

The UI for AI



**Every business process will  
have an agent**

---

AI-powered system with actions,  
triggers and knowledge

---

Works on behalf of employees, teams  
and functions

---

Connected to Copilot or autonomous



## Agents

**Every business process will  
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### **Agents You Build**

Tailored to your unique business processes.

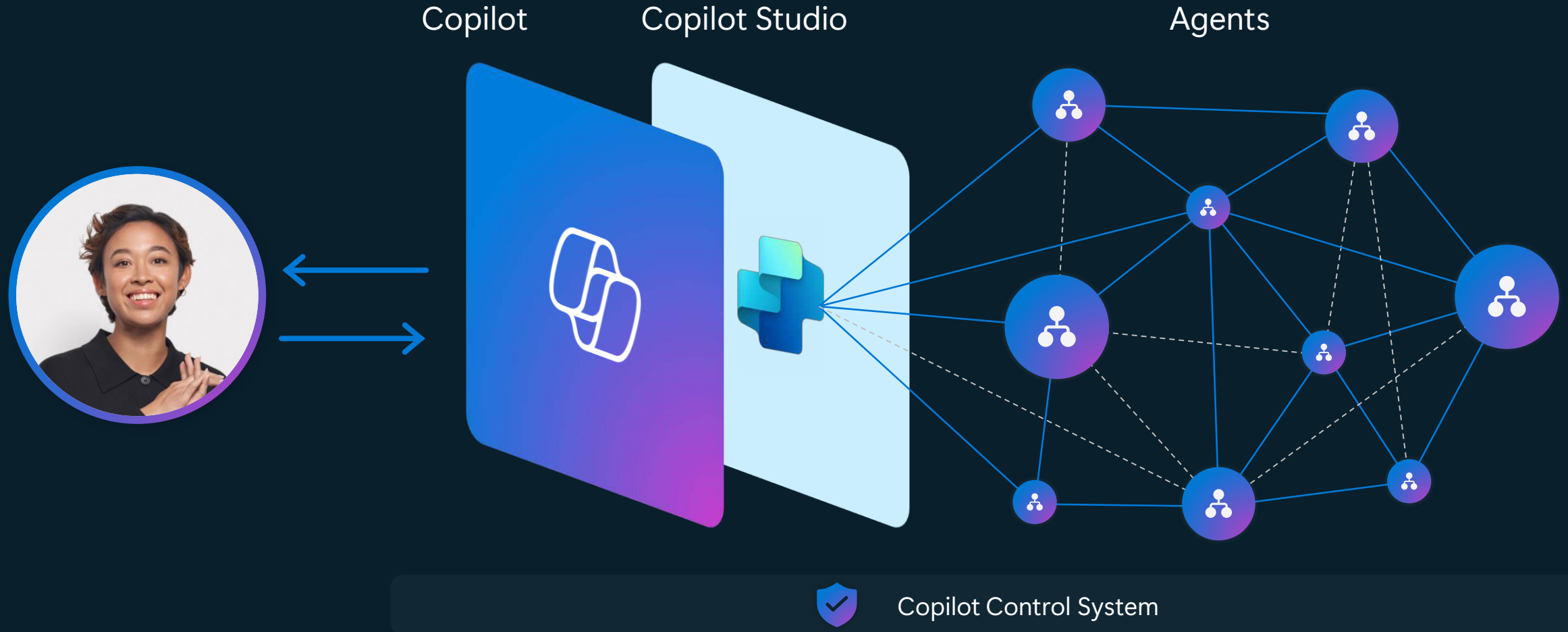
### **Agents Built by Microsoft**

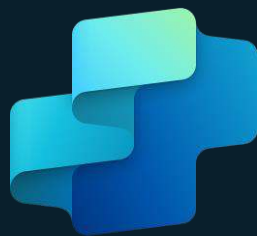
Employee Self-Serve, SharePoint Agents,  
Dynamics 365 agents +

### **Agents Built by 3rd Party ISVs**

Adobe, ServiceNow, SAP, and many more.

# Copilot is the UI for AI





# Microsoft Copilot Studio

The place to build and customize agents, extendable in Azure



Microsoft 365  
Copilot

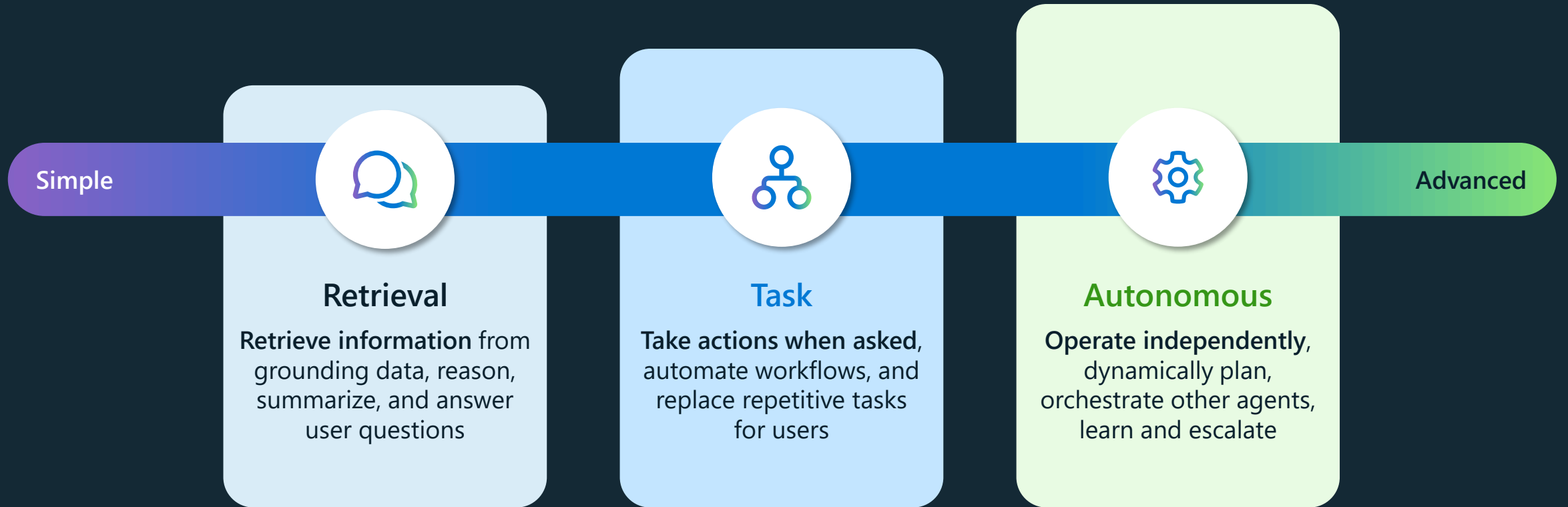


Multiple channels  
(like websites, Teams, Facebook)



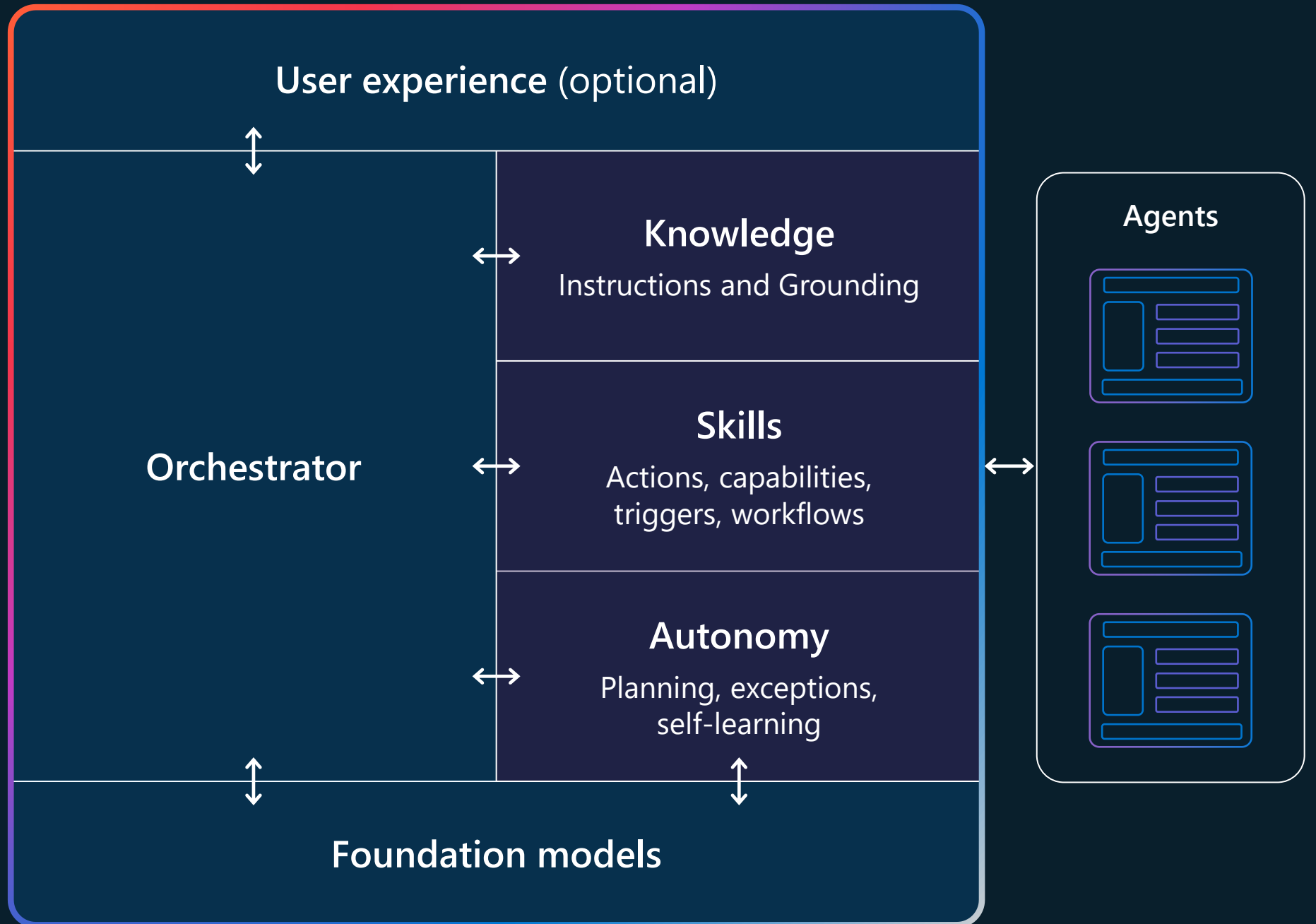
Your apps

# Build agents for any job



← Agents vary in levels of complexity and capabilities depending on your need →

# Agent architecture



# Build agents on your terms



## Build on Microsoft 365 Copilot

Powerful  
simplicity

Microsoft 365 Copilot  
Microsoft Teams\*



## Build on your custom engine

Advanced customization  
& flexibility

Microsoft 365 Copilot\*  
Microsoft Teams  
Web **New**  
+10 other channels

Deploy across



Copilot Studio



Build with



Visual Studio Code

\*Coming soon





# EXPLORE A CONTINUUM OF SOLUTIONS

## IT Helpdesk agent

How do I connect to the corporate network?



## Device Refresh agent

Request a new laptop and send approvals via IT Service tool.



## Lead Gen agent

The agent has identified and researched 15 new leads for you to review.



Simple



Advanced

## Project Tracker agent

What is the status of phase 2 for project X and the remaining budget?



## Budget Management agent

Review outstanding open PO's and begin financial planning.



## Customer Support agent

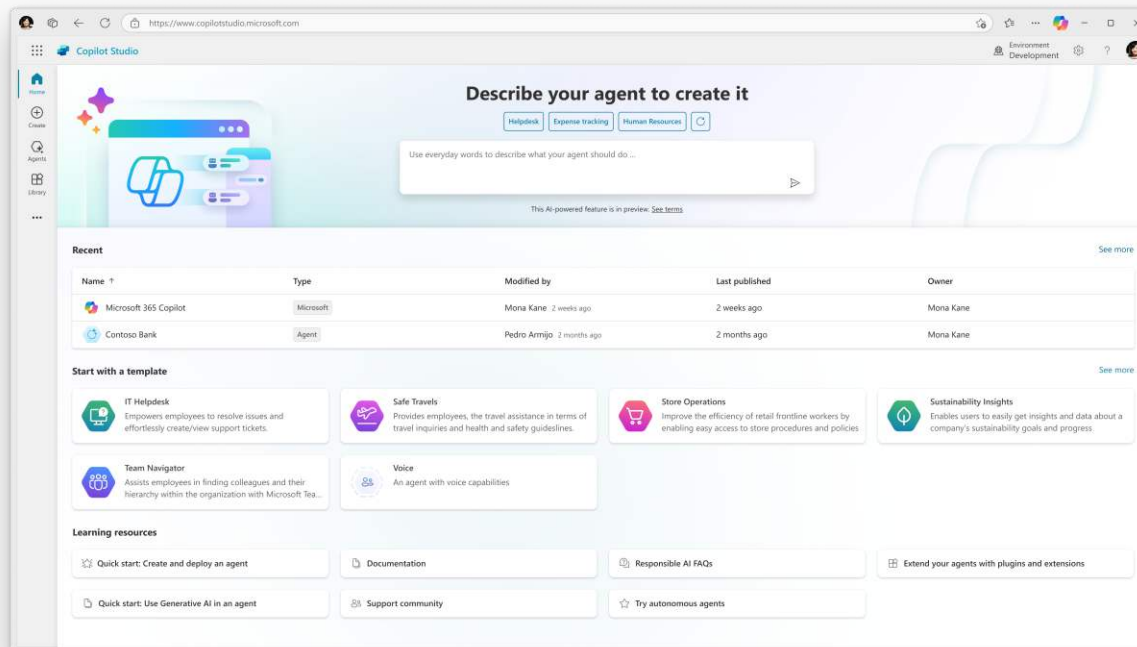
The agent has identified new support issues and triaged to other agents.





# Copilot Studio

Copilot Studio is a platform to build agents that **extend Microsoft 365 Copilot** or **operate standalone**.



✔ Meet your users where they already are

✔ Access everything in one place

✔ Automate your workflows

✔ Integrate with your external apps

✔ Connect to your data in Microsoft 365

Demo



# Copilot Studio is evolving into a consumptive service



## Copilot Studio is launching as a pay-go service on December 1

Full feature parity across message pack and metered offering

Burn rate parity across message pack and metered offering

Leverage your existing Azure commitments (MACC)

**New!**

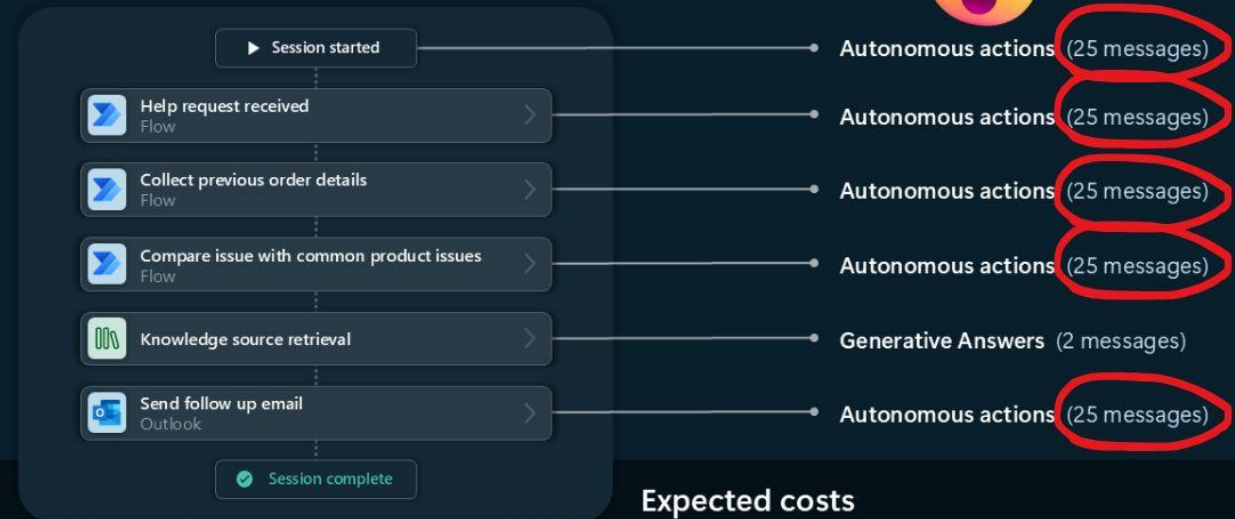
| Message packs  | Pay-as-you-go   |
|--|---|
| <ul style="list-style-type: none"><li>✓ Tenant-wide message packs</li><li>✓ 25,000 messages/month</li><li>✓ \$200 per pack/month</li></ul> | <ul style="list-style-type: none"><li>✓ New PAYG meter</li><li>✓ Can decrement MACC</li><li>✓ <b>\$0.01/message</b></li></ul> |



Autonomous actions include triggers, topics, Power Platform connectors, and Power Automate flows that the agent calls while in 'generative orchestration' preview mode.

## Customer Service

If the autonomous agent runs 1,000 times a day



### Expected costs

Per run: \$1.27

Per day: \$1,270

**Thank**



**You**