

Copilot Studio: Was kann das AI-Tool?

From idea to agent: Wie Copilot Studio Unternehmen befähigt, autonome KI-Assistenten zu entwickeln

Hi, ich bin Thomas

Principal IT-Architect &
Stv. Business Unit Leiter Business
Productivity

@novaCapta



Microsoft AI Assistants in 2025

Transform the way you work with **Copilot + Agents**



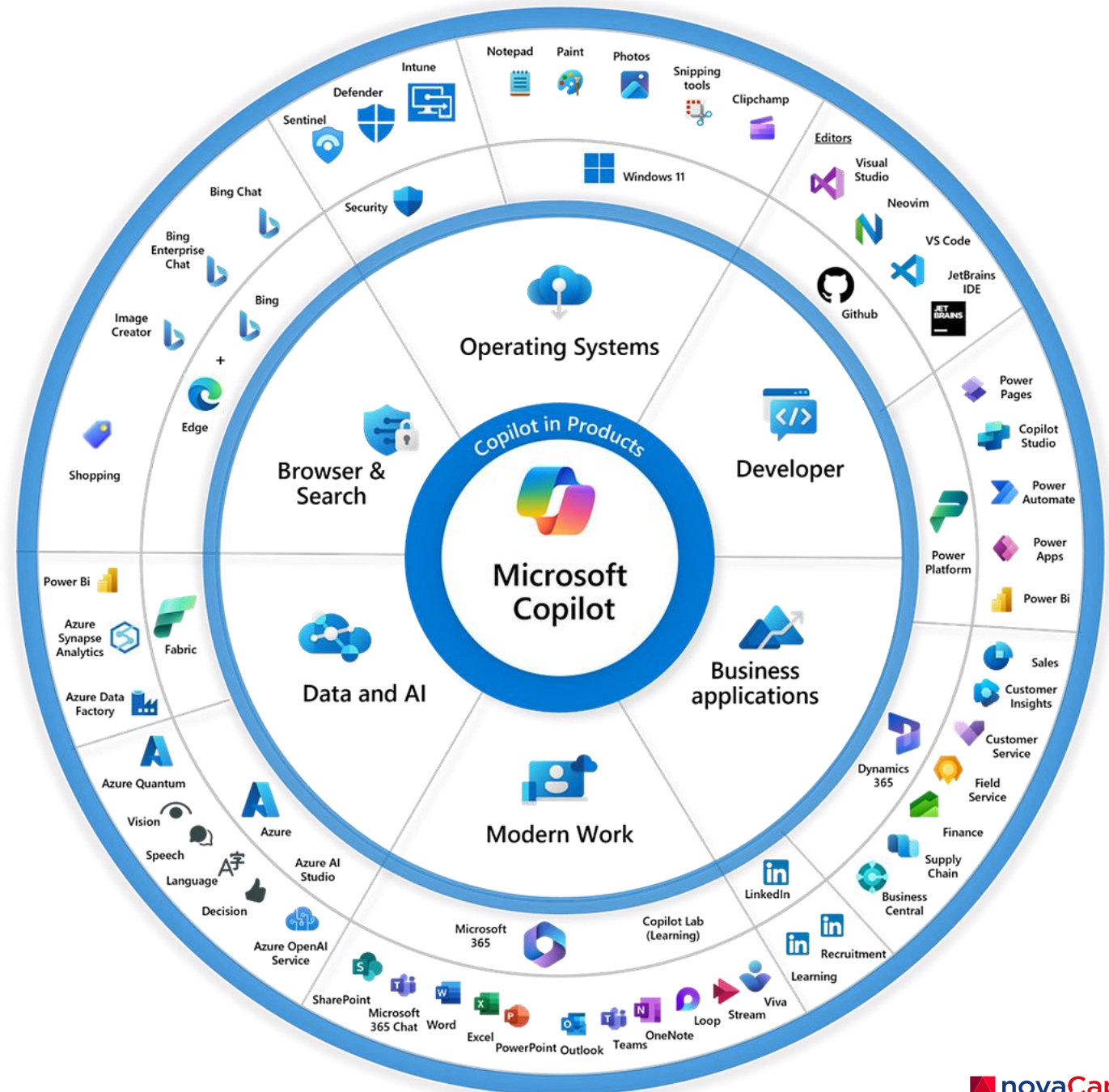
Copilot makes agents more personal to you

Agents make Copilot more capable

Together, they benefit from consistent security, governance & management

Copilots in Microsoft 365

Word Copilot,
Excel Copilot,
PowerPoint Copilot,
Outlook Copilot,
Teams Copilot,
OneNote Copilot,
Microsoft 365 Chat Copilot,
Copilot for Sales,
Copilot for Service,
Copilot for Finance,
Copilot for Marketing,
Copilot for HR,
Copilot in Viva,
Copilot in Planner Premium,
Microsoft Security Copilot,
Microsoft Copilot in Fabric,
...



Copilot + Agents



Copilot

Human augmentation

Works as your personal assistant

There are only as many Copilots as there are people



Agents

Expert systems that can work autonomously

Works on behalf of a process or company

There are more agents than people

What is an agent?

Agents use AI to **automate and execute business processes**, working alongside or on behalf of a person, team, or organization.

Deploy to...



Microsoft Copilot

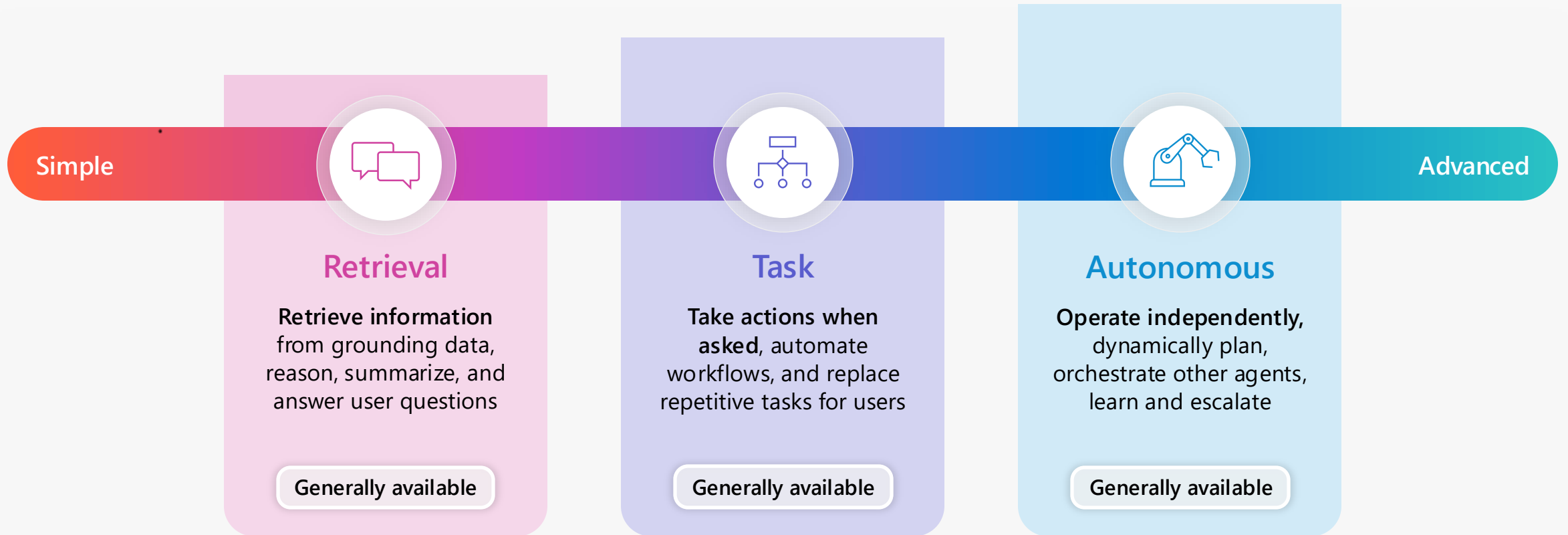


Your applications



Your websites

Spectrum of agents



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

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 / Retrieval



Advanced / Autonomous

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.

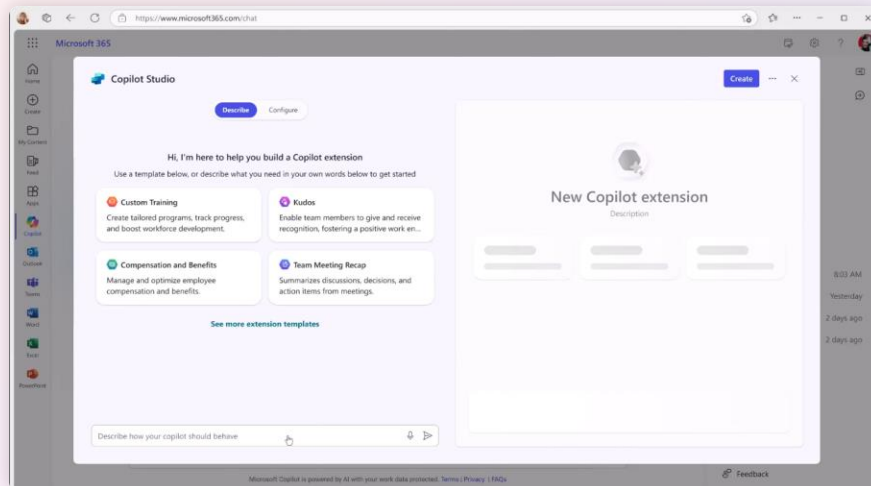




Copilot Studio

Copilot Studio is the platform **for AI makers.**

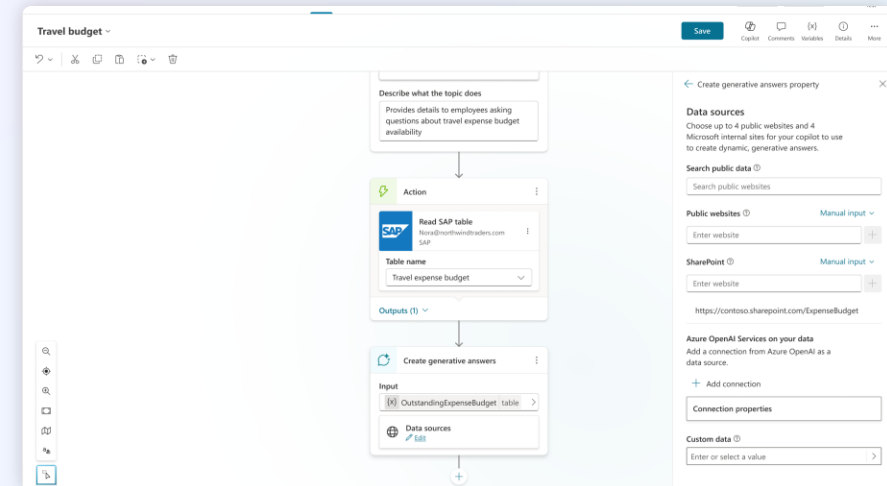
For End Users



Agent builder

Agent builder allows you to build quickly an agent directly in Copilot Chat and SharePoint.

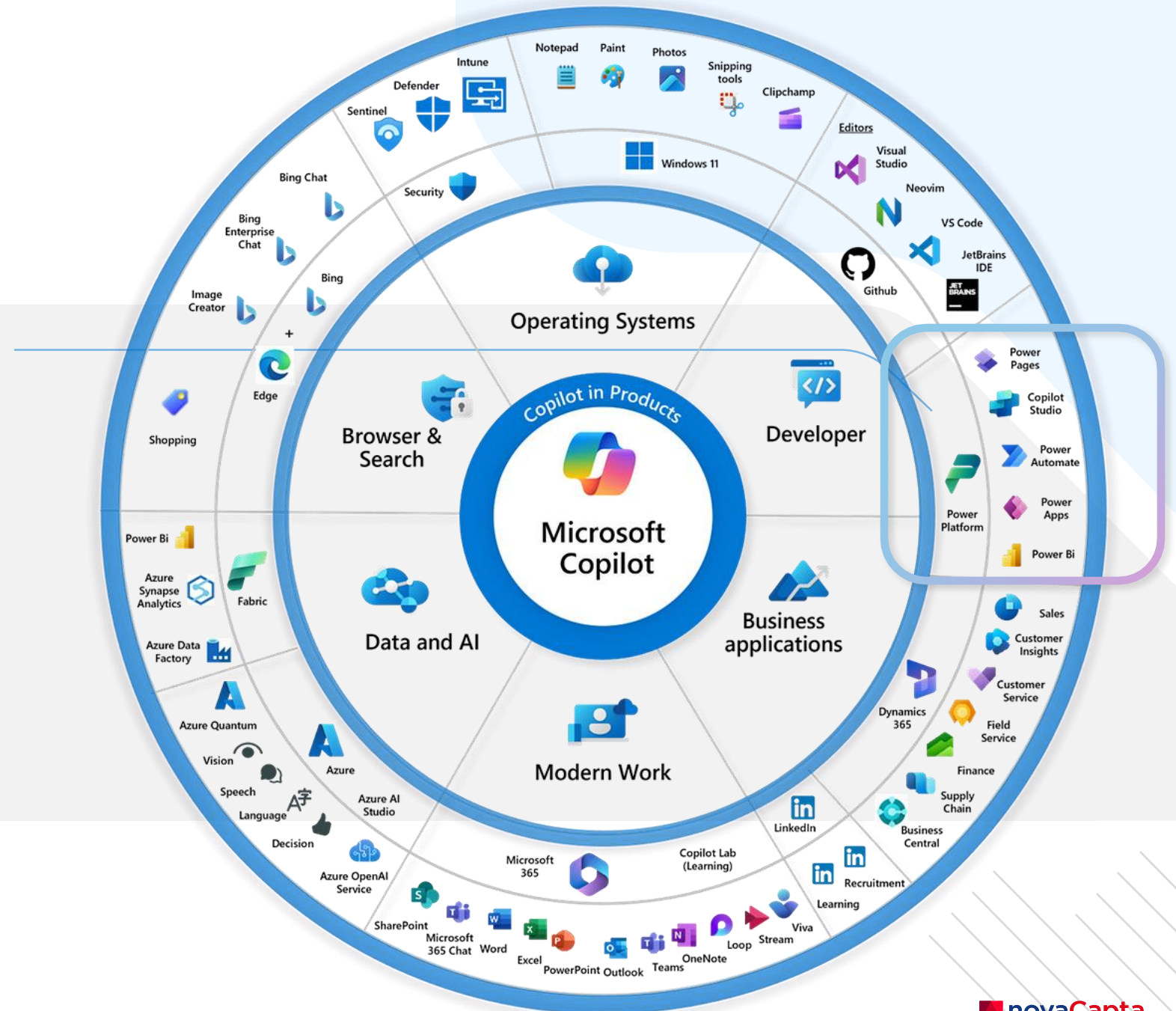
For Makers



Copilot Studio

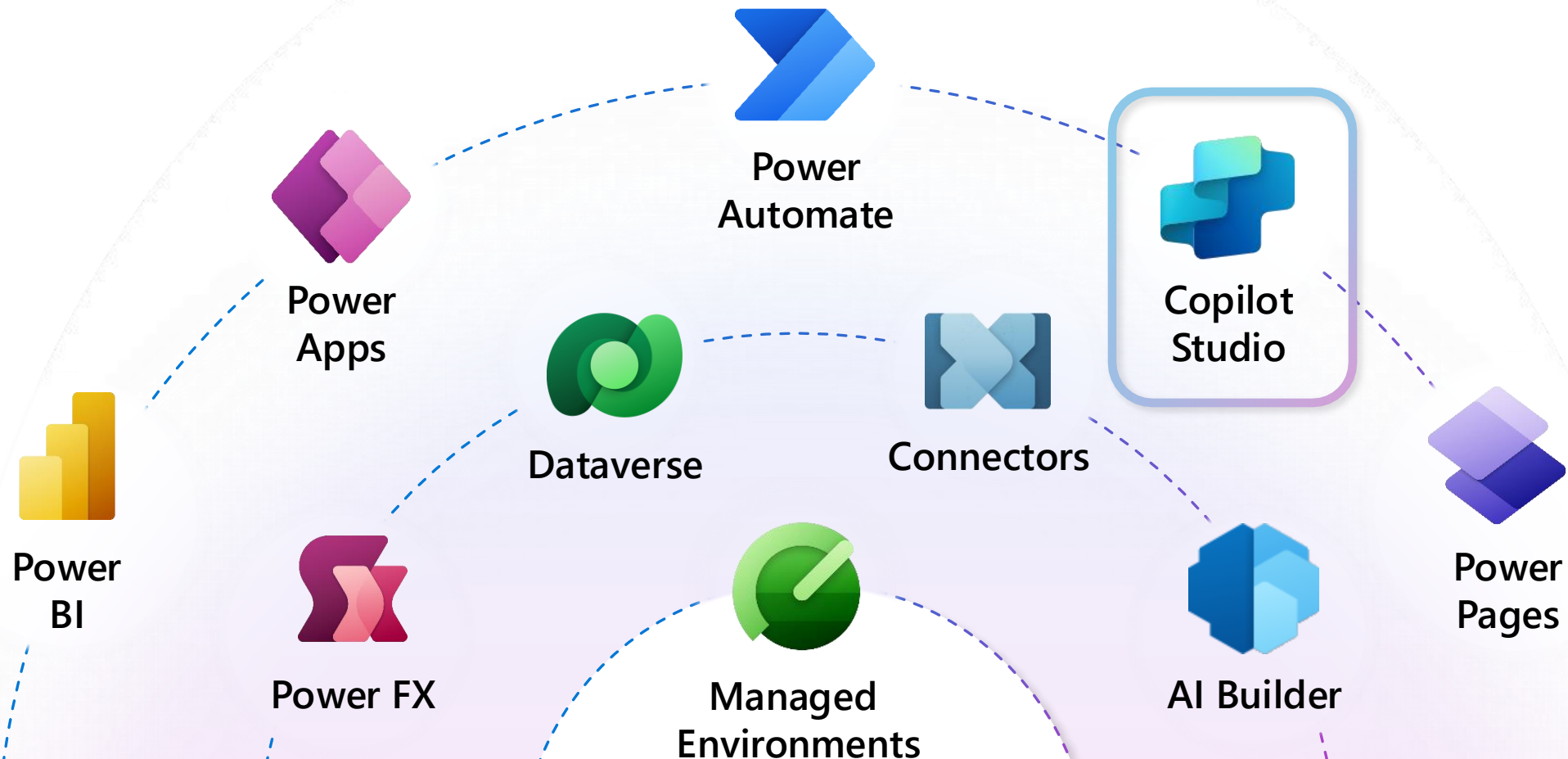
Copilot Studio is a low code tool for **building agents** and **extending Microsoft 365 Copilot.**

Power Platform @ Microsoft 365 Ecosystem



Microsoft Power Platform

AI-Enabled Low-Code Platform



Build your agent

Easily tailor your agent's building blocks to meet your unique business needs in a comprehensive, end-to-end studio

Building blocks



Knowledge

Existing enterprise data in or outside of M365 that your agent can query



Tools

Tasks and processes your agent can perform across LOB services/apps



Logic

Defined conversation paths for your agent to follow when triggered



Channels

Where and how your end users engage with your agent

Knowledge

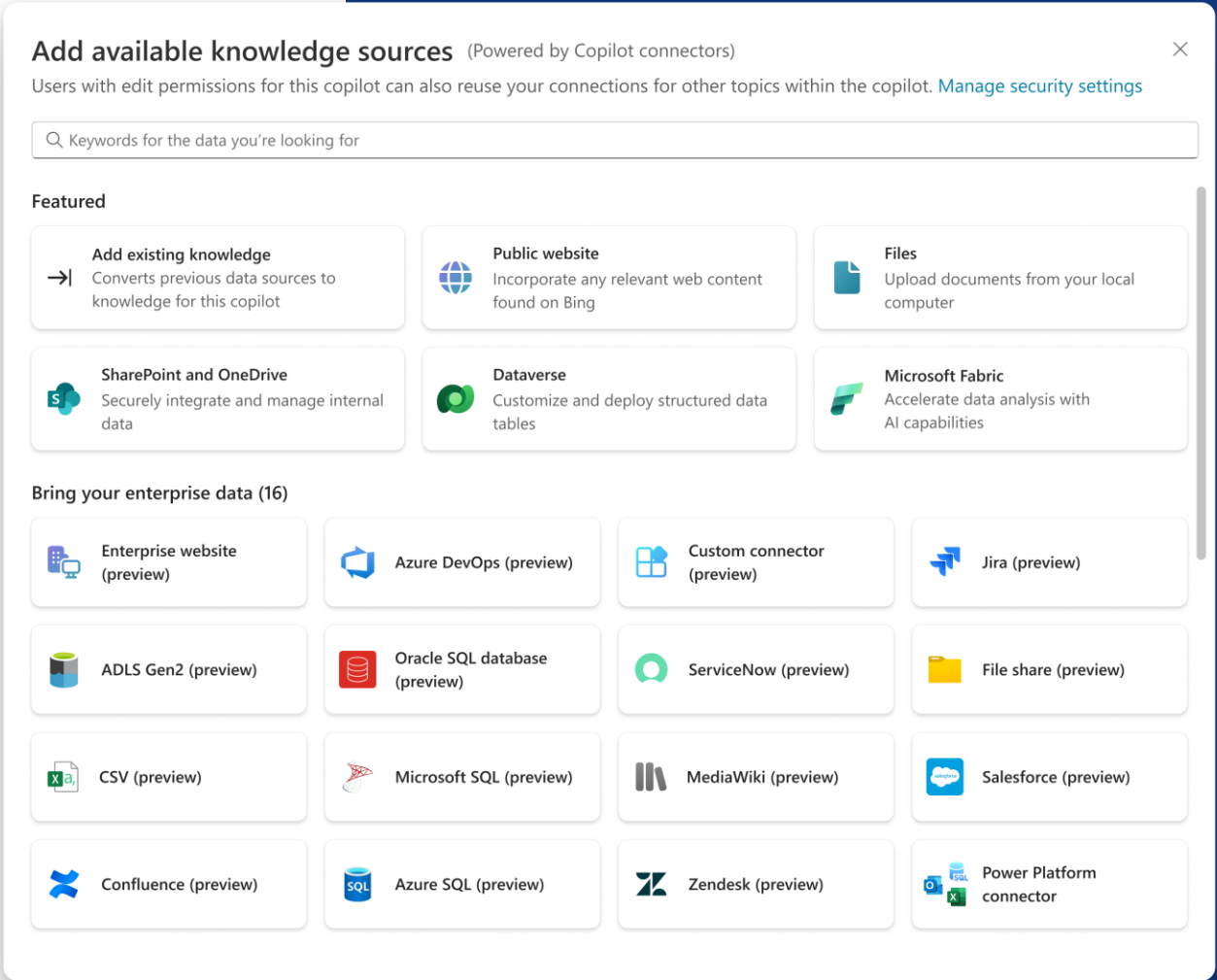
Add your **public and enterprise data** sources using agent connectors.

Your agent will be able to **dynamically generate multi-turn answers** in real time using your enterprise data.

Allows you to create an **immediately useful** agent.

Supported data sources include:

Public websites	SharePoint / OneDrive
Dataverse	Microsoft Fabric <i>(coming soon)</i>
File uploads	Microsoft Graph connectors



Enable your agent to automate your business processes and complete tasks.

Tell your agent when to execute an action by adding autonomous triggers.

Types of actions:

Choose from 1500+ prebuilt Power Platform connectors to popular data sources and apps

Create a custom connector for any publicly available API

Enhance your agents with predefined logic that executes repetitive tasks quickly.

Provide custom instructions to the agent model using AI Builder (standard or advanced reasoning)

Add a bot built using Azure Bot Framework as a skill

Step 1 of 3: Choose an action

Create an action or browse through our list of actions you want to use to get information from external sources.
[Learn more](#)

Discover an action

Search for flows, skill actions, and commonly used connector actions

Search

11 actions found

Connectors

Custom Connectors

Flows

Skills

Dataverse

Untitled

Get information about industries, solutions, services and cont...

Run a flow built with Power Automate for desktop

Desktop flows

Delete a row

Excel Online (Business)

Run script

Excel Online (Business)

Get a row

Excel Online (Business)

Run script from SharePoint library

Excel Online (Business)

Cancel

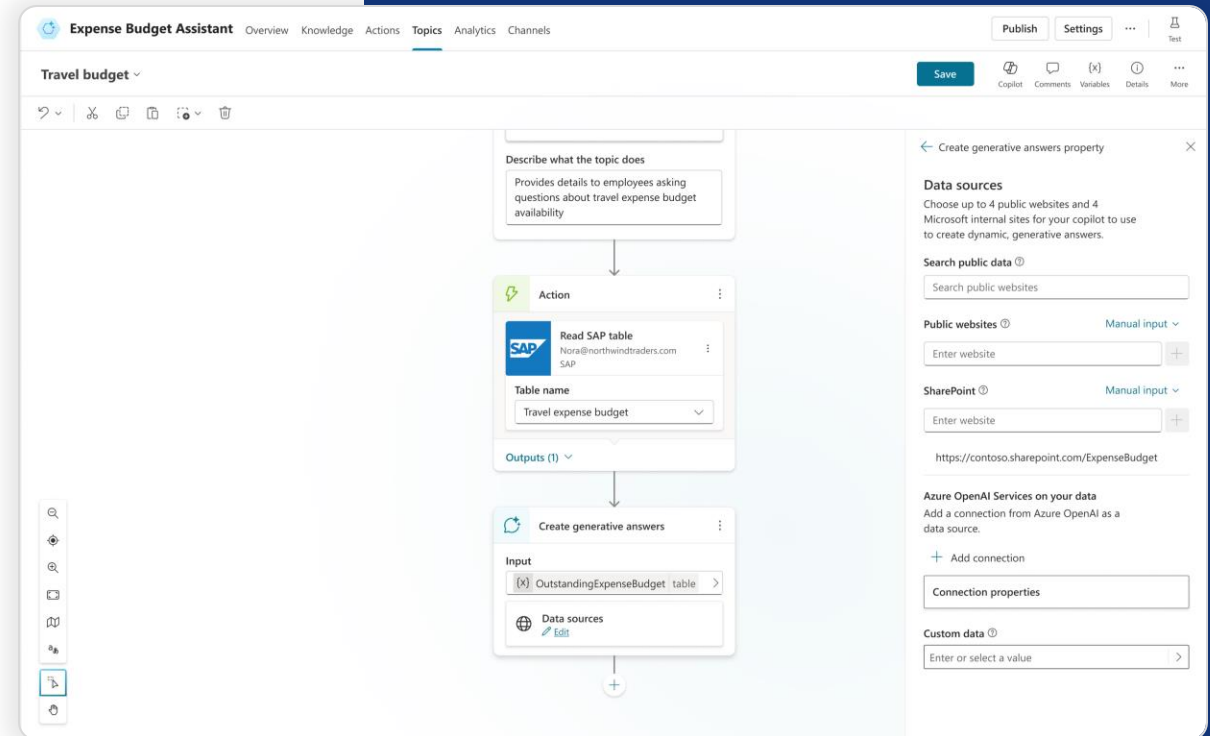
Logic

Have **complete control over critical scenarios** by designing specific step-by step topics.

Enable your agent to **automatically select the most appropriate action or topic** to respond to a user using generative AI.

Easily mix and manage both **generative and custom dialog** in one system.

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



Channels

Publish and deploy to your channels of choice with a single click.

Add your agent to a custom app built with Power Apps or a custom website built with Power Pages.

You can access even more channels through ISVs, including:



WeChat



WhatsApp through Twilio



Google's Business Messages



Apple Messages for Business



Azure Communication Services



infobip



NICE



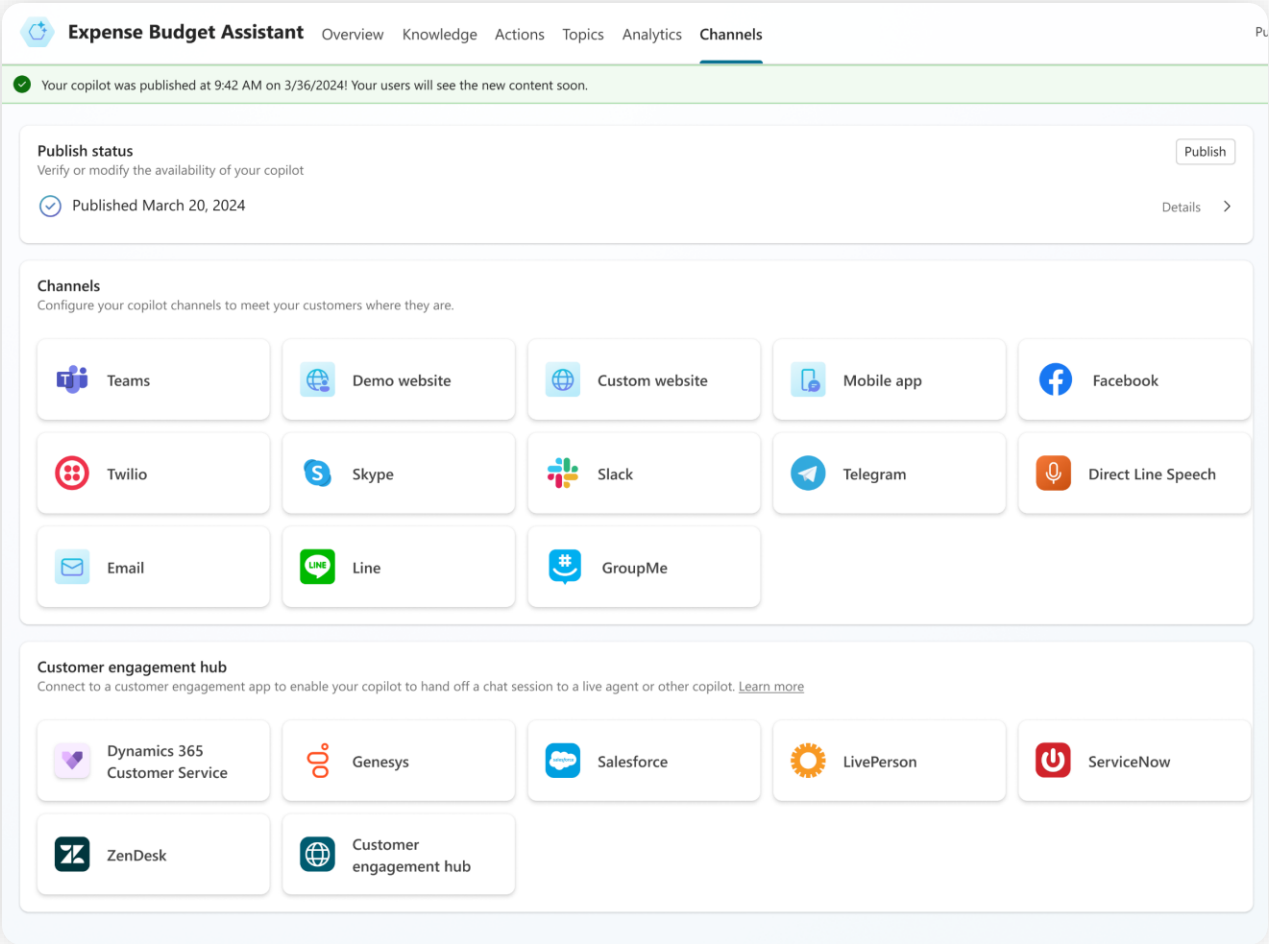
audiocodes



Telesign



Custom



Deploy & use agents in any system



Microsoft 365

Add agents that give Copilot focused knowledge and new skills.



Dynamics 365

Build agents that integrate and improve business processes.



Your applications

Deploy agents to your website and other line of business applications.



Power Platform

Extend Power Platform with agents that transform your low code apps and pages.



Build and customize
your agents using
Copilot Studio

What's next ?

~~"Low Code"~~ →

Agent platform

A spectrum of agents

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

Simple



Retrieval



Task



Advanced

Autonomous

What are autonomous agents?

Expert systems that **manage and automate complex business tasks**, enhancing efficiency and innovation across your organization.

Proactive

Automatically responds to signals across your business and initiate tasks, configured to react to events or triggers without human input.

Independent

Seamlessly completes tasks behind the scenes without human intervention.

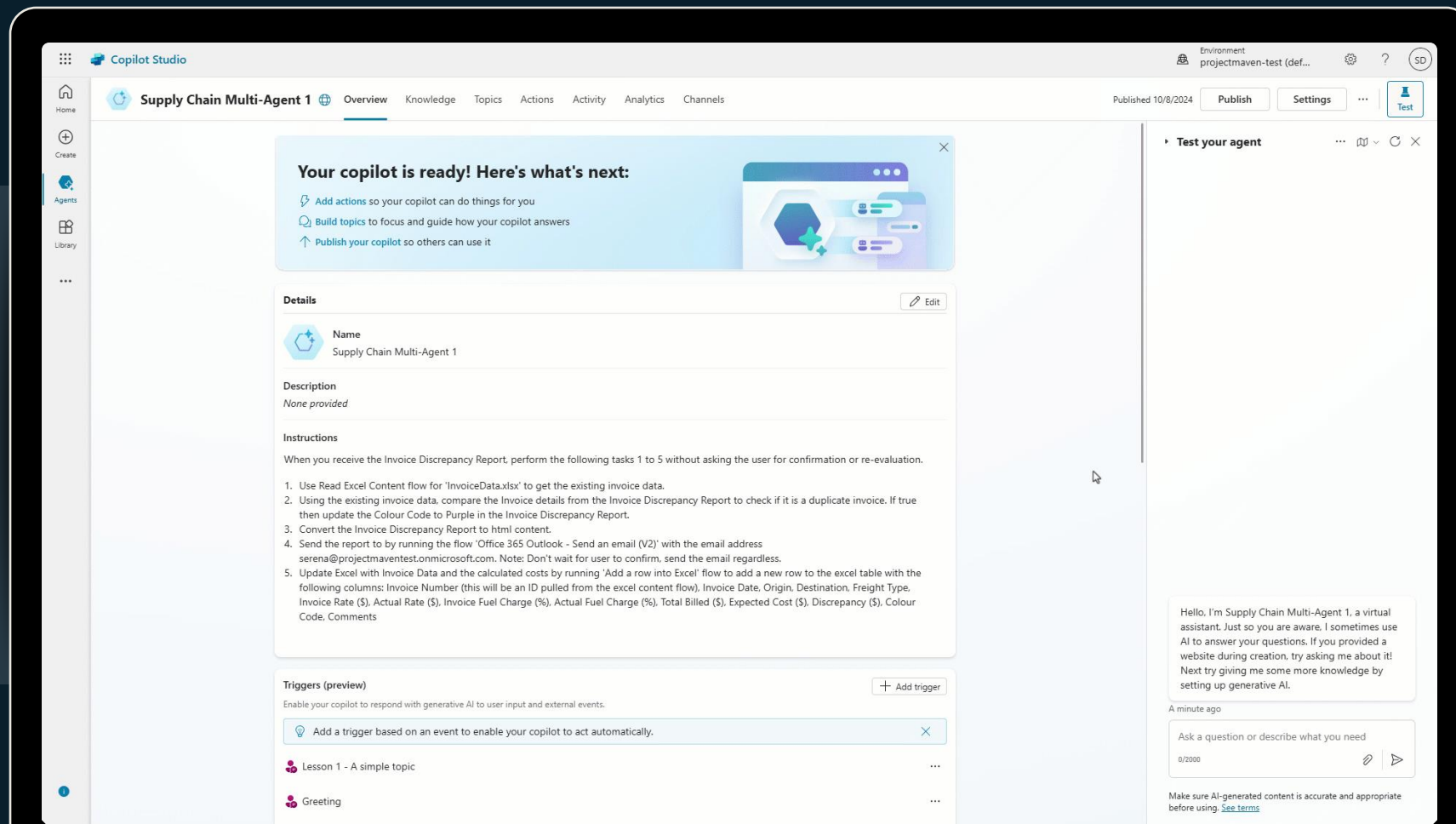
Adaptive

Non-deterministic and able to produce different outcomes from the same initial conditions.

Autonomous Agents

Digital co-workers that independently act, automate long running processes, dynamically reason, learn and improve, follow human guard rails and orchestrate other agents.

General Availability





Multi-agent orchestration

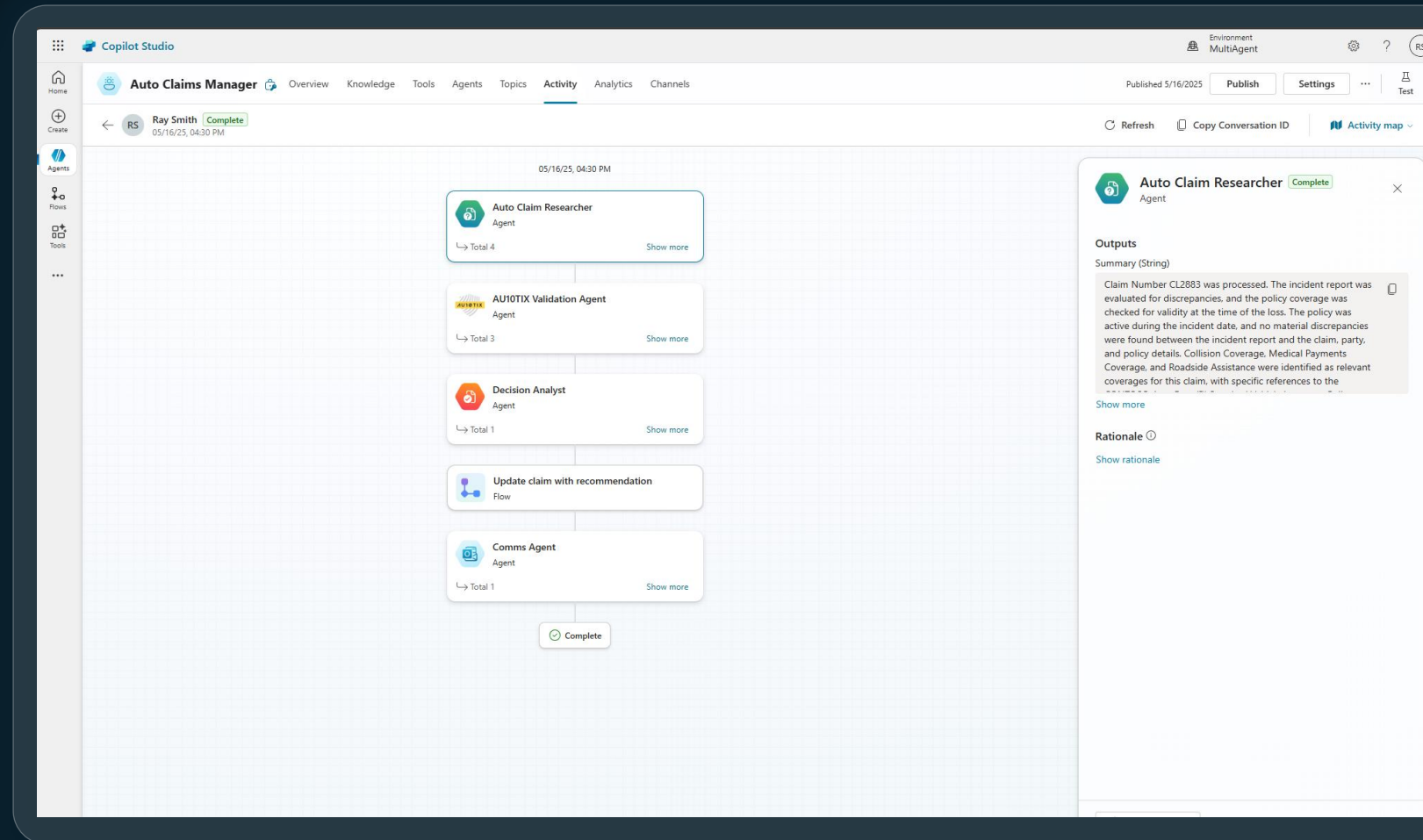
Orchestrate intelligent agents to deliver reliable, scalable outcomes

Build and scale with modular, composable agent architecture

Coordinate across agents with generative orchestration

Enable cross-team collaboration with reusable agent components

Gain visibility with built-in debugging and traceability



Reinvent business processes

Autonomous agents use advanced logic to pick the best actions and knowledge available and adapt to changing criteria at run time

Traditional agents

Runs 1-5

Autonomous agents

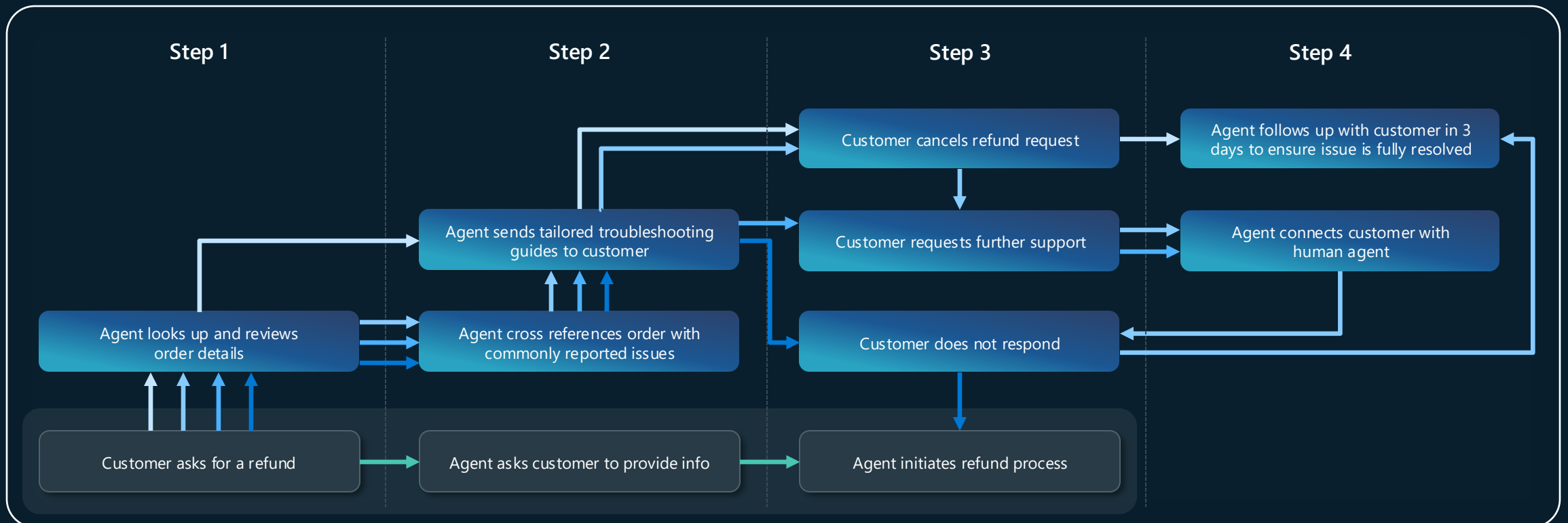
Run 1

Run 2

Run 3

Run 4

Run 5

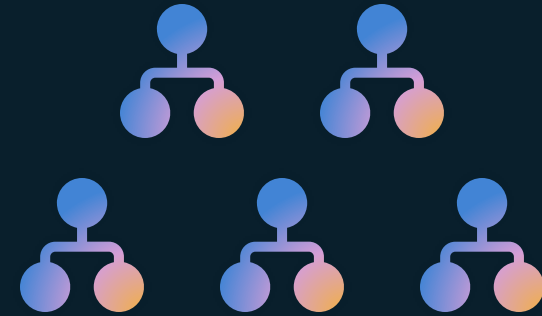


AI-driven organization



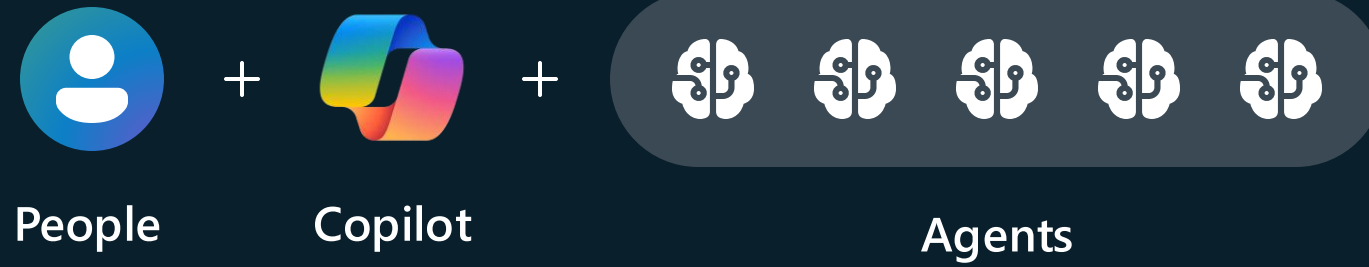
Copilot

Every employee
has a Copilot

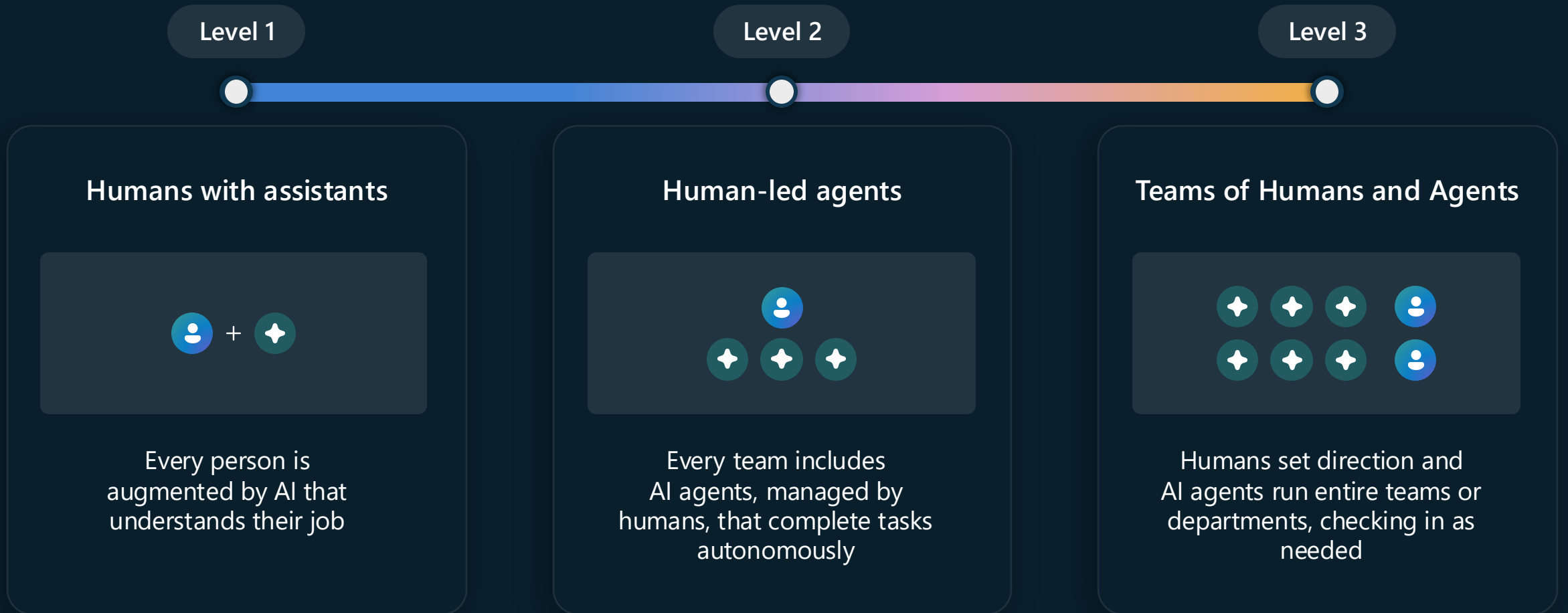


Agents

Every business process
transformed by agents



Levels of AI transformation



Agent templates

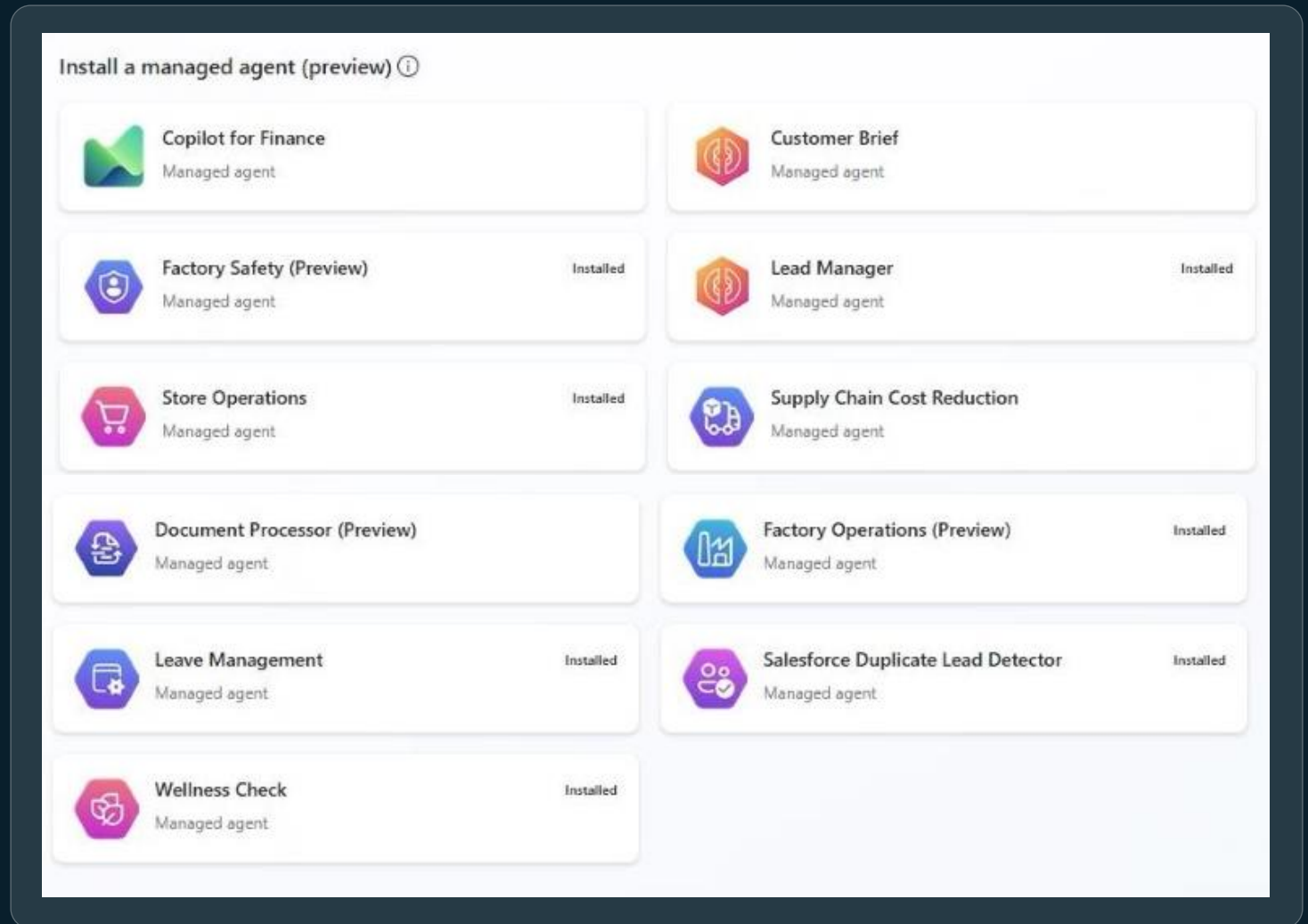
Speed time to value via multi-agent ecosystems that support common, high value, and repeatable business processes

Lead Management

Customer Brief

Document Processing

Additional autonomous agent templates

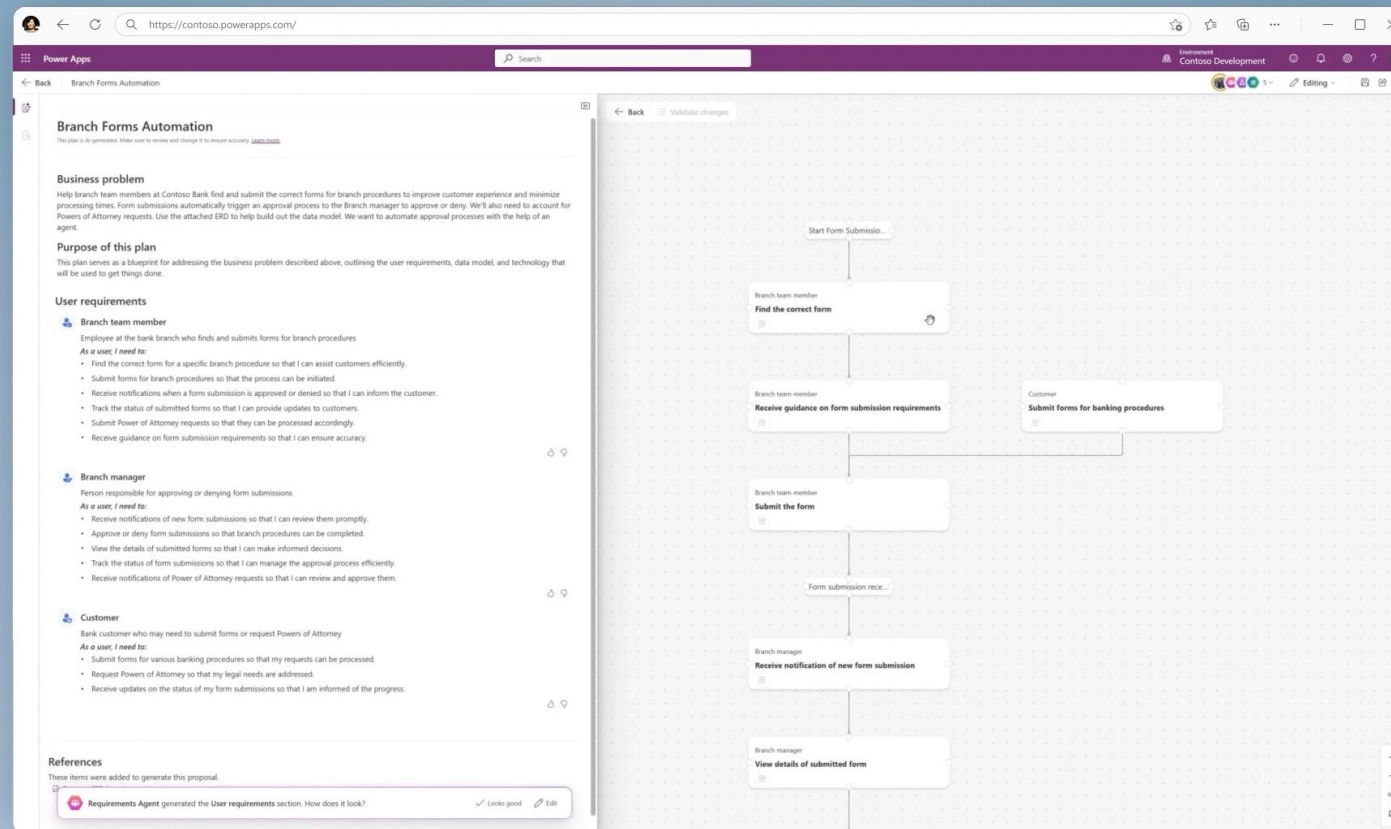


Argentic AI: Demo with Power Platform Plan

Now Generally Available

Plans in Power Apps

Reimagine business processes with a team of specialized agents





Meet your **agents**

They're your very own team of experts. They've analyzed your business problem, and generated a plan.



Chat with them to
make changes



Get **tips** for
improvements



Talk with them

Your **team of agents** are designed to collaborate with you and other developers on building out your plan and solution.

They won't always get everything perfect the first time, which is why you have control through the process to ask for changes or edit content directly.

Meet your team of agents

Requirements

Process

Data Model

Solution Agent

Purpose of this plan
This plan serves as a blueprint for addressing the business problem described above, outlining the user requirements, data model, and technology that will be used to get things done.

User requirements

Employee
Employee who browses and registers for training courses

As a user, I need to:

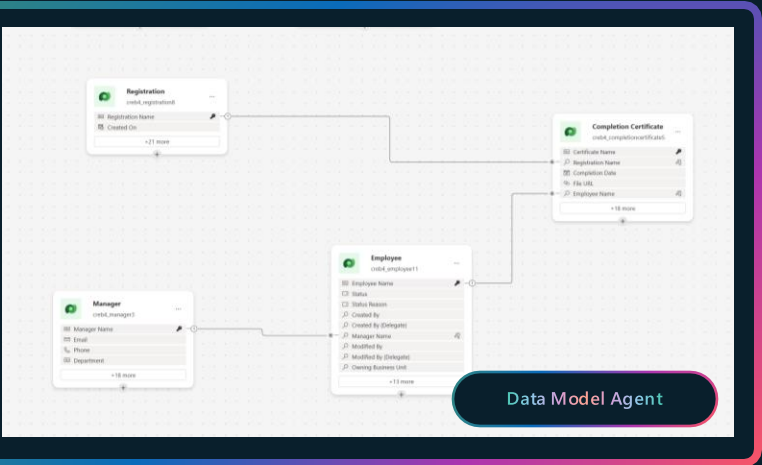
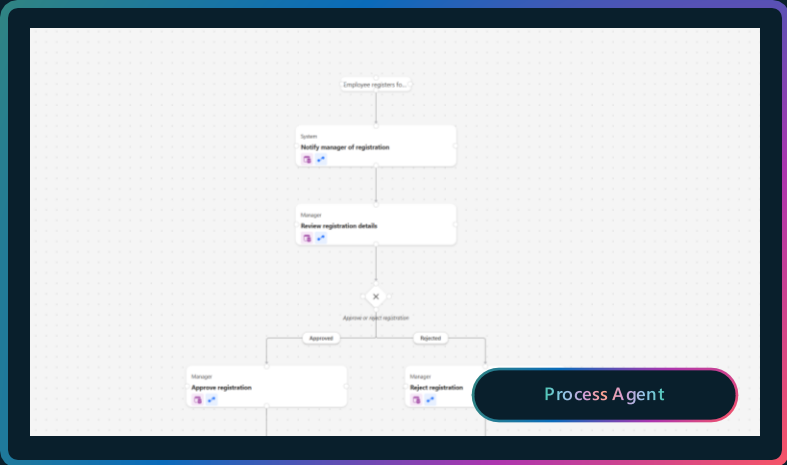
- Browse available training courses so that I can find relevant training opportunities.
- View detailed descriptions and learning objectives of courses so that I can understand what I will learn.
- Register for a course with a single click so that I can easily sign up for training.
- Receive notifications when my course registration is approved or additional details are needed so that I am informed.
- Track my completed courses and view attached completion certificates so that I can keep a record of my training.
- Ask questions about available courses and my registrations so that I can get the information I need.

Manager
Manager who approves training registrations and monitors employee progress

As a user, I need to:

- Approve or reject course registrations so that training is allocated appropriately.
- Receive notifications of employee course registrations so that I can take action promptly.
- Monitor employee training progress so that I can ensure they are meeting their development goals.

Requirements Agent



Browse and Register for Training Courses
This process involves employees browsing available training courses, viewing detailed descriptions, and registering for courses with a single click. It also includes receiving notifications about registration status and asking questions about courses.

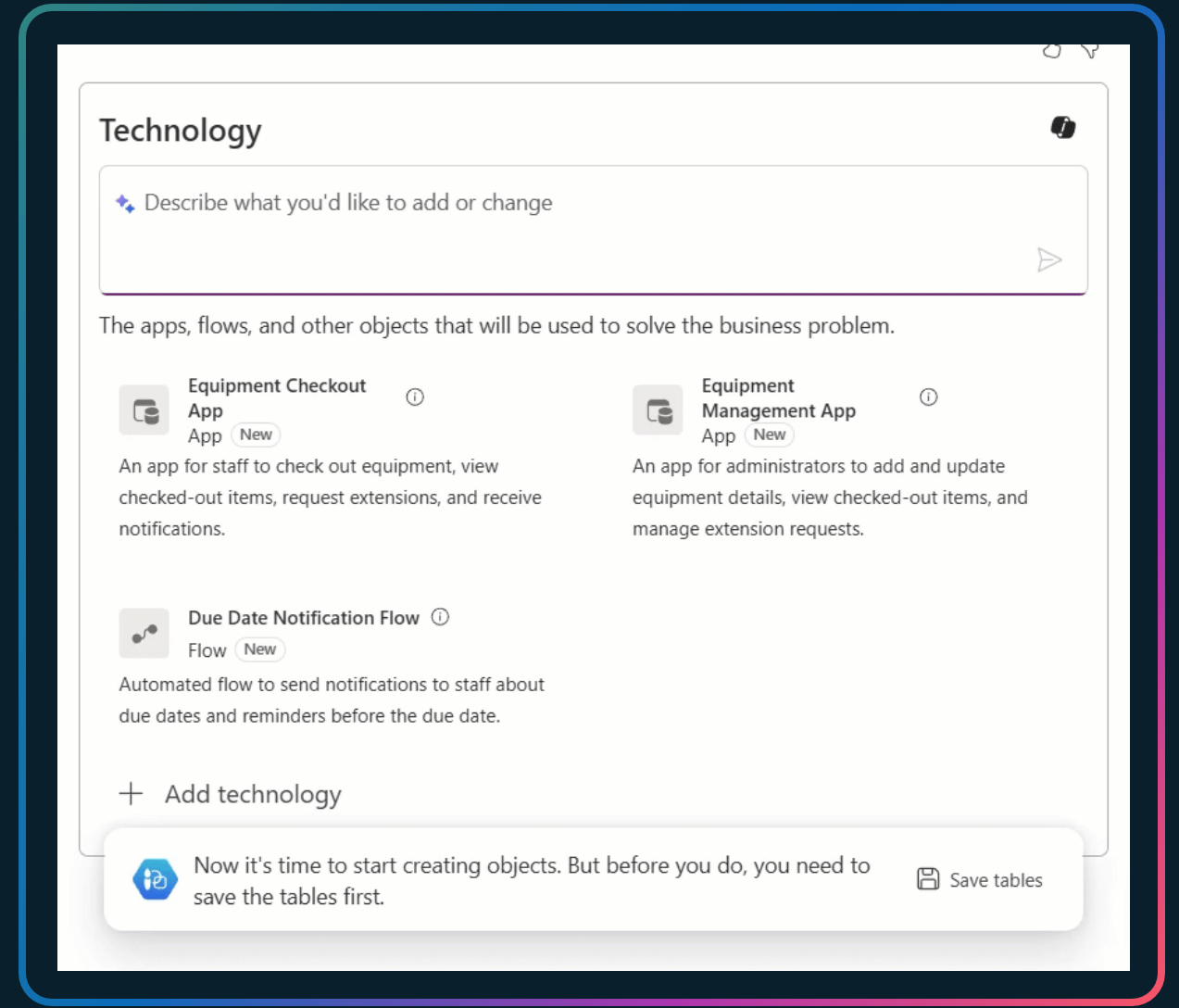
Approve and Monitor Training Registrations
This process involves managers approving or rejecting course registrations, receiving notifications of employee registrations, and monitoring employee training progress.

Manage Course Materials
This process involves managers adding new training materials, adding new registrations if the training is relevant, and monitoring employee training progress.

Solution Agent

Your team of agents are designed to collaborate with you and other developers on building out your plan and solution.

They won't always get everything perfect the first time, which is why you have control through the process to ask for changes or edit content directly.



Solution components grounded in business processes.

Power Apps

BackTraining Hub

Training Hub

The plan is AI-generated. Make sure to review and change it to ensure accuracy. [Learn more.](#)

Business problem

Cortoso wants a central hub where employees can browse and sign up for various training courses (both online and in-person). Each course listing should have a detailed description, outlines of learning objectives, and any attached syllabus or promotional materials. Employees can register with a single click, and managers or course instructors will be notified to approve or provide additional details if the training is limited. The hub should help employees and trainers navigate easily over complex data relationships. The solution should track who has completed which course and store completion certificates as attachments. Additionally, instructors should be able to update course materials or add new sessions, ensuring that training management remains within a single cohesive application. Employees should be able to get questions to answers on available courses and their registrations.

Purpose of this plan

This plan serves as a blueprint for addressing the business problem described above, outlining the user requirements, data model, and technology that will be used to get things done.

User requirements

Employee

Employee who browses and registers for training courses.

As a user, I need to:

- Browse available training courses so that I can find relevant training opportunities.
- View detailed descriptions and learning objectives of courses so that I can understand what I will learn.
- Register for a course with a single click so that I can easily sign up for training.
- Receive notifications when my course registration is approved or additional details are needed so that I am informed.
- Track my completed courses and view attached completion certificates so that I can keep a record of my training.
- Ask questions about available courses and my registrations so that I can get the information I need.

Manager

Manager who approves training registrations and monitors employee progress.

As a user, I need to:

- Approve or reject course registrations so that training is allocated appropriately.
- Receive notifications of employee course registrations so that I can take action promptly.
- Monitor employee training progress so that I can ensure they are meeting their development goals.

Course Instructor

Instructor who manages course content and sessions.

As a user, I need to:

- Update course materials so that the content remains current and relevant.
- Add new course sessions so that employees have more opportunities to attend training.
- Receive notifications of new registrations so that I can manage the course capacity.
- Provide additional details to registrants if the training is limited so that they have all necessary information.

Data model

The tables that will be used to store and provide information.

Employee

This table contains records of employee information.

Course

This table contains records of training course information.

Registration

This table contains records of course registrations by employees.

Course Material

This table contains records of course materials and syllabuses.

Completion Certificate

This table contains records of completion certificates for courses.

Manager

This table contains records of manager information.

Instructor

Process

Browse and Register for Training Courses

This process involves employees browsing available training courses, viewing detailed descriptions, and registering for courses with a single click. It also includes receiving notifications about registration status and asking questions about courses.

Training Hub

App

Course Registration Notification

Flow

Course Inquiry Assistant

Agent

Employee

Dataverse table

Course

Dataverse table

Show 1 more

View process

Process

Approve and Monitor Training Registrations

This process involves managers approving or rejecting course registrations, receiving notifications of employee registrations, and monitoring employee training progress.

Training Hub

App

Course Registration Notification

Flow

Training Completion Tracking

Flow

Registration

Dataverse table

Manager

Dataverse table

Show 1 more

View process

Process

Manage Course Content and Sessions

This process involves course instructors updating course materials, adding new course sessions, receiving notifications of new registrations, and providing additional details to registrants if the training is limited.

Training Hub

App

Course Registration Notification

Flow

Course Update Assistant

Agent

Course

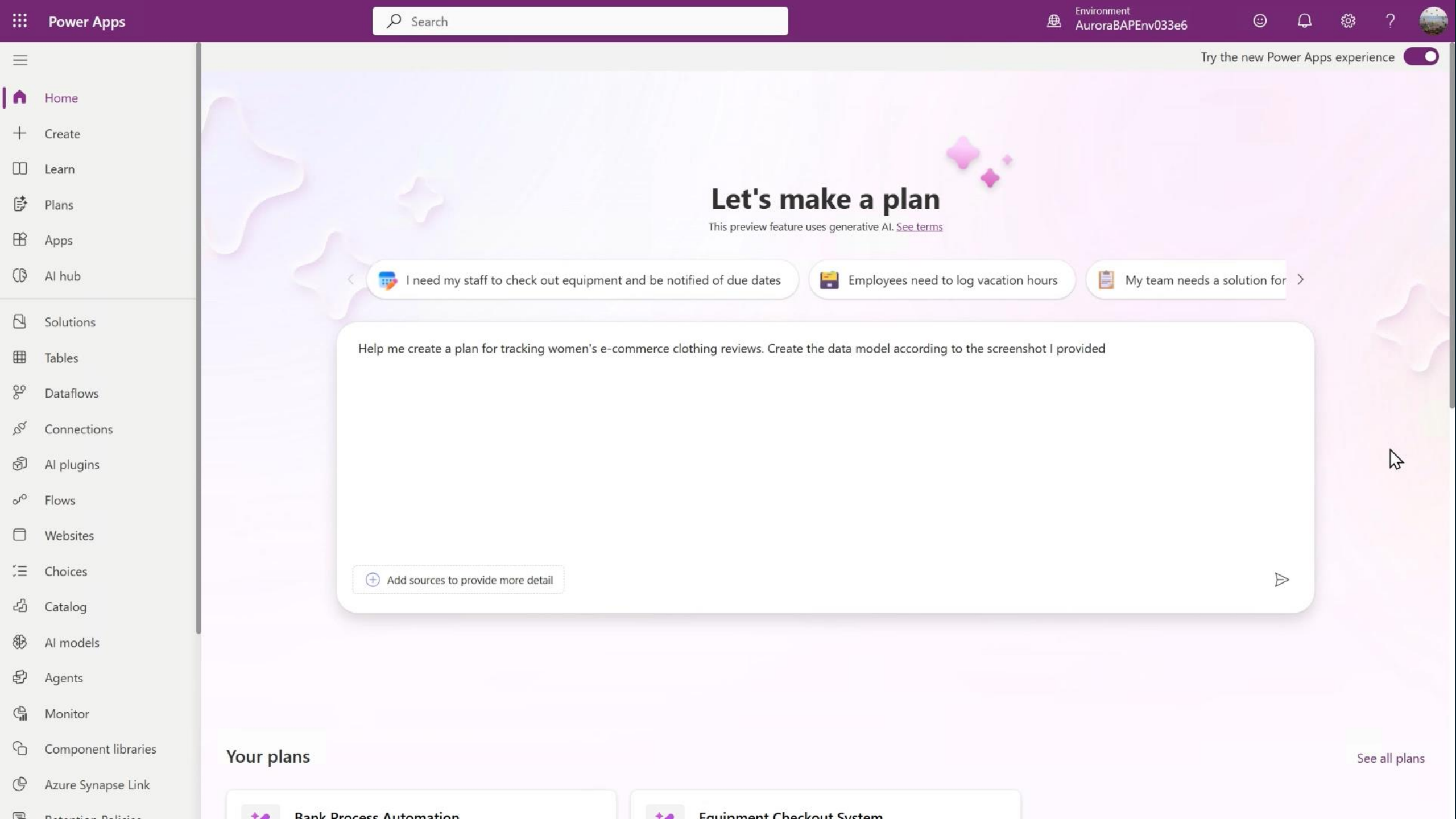
Dataverse table

Course Material

Dataverse table

Show 1 more

View process



Home

Create

Learn

Plans

Apps

AI hub

Solutions

Tables

Dataflows

Connections

AI plugins

Flows

Websites

Choices

Catalog

AI models

Agents

Monitor

Component libraries

Azure Synapse Link

Retention Policies

Let's make a plan

This preview feature uses generative AI. [See terms](#)



I need my staff to check out equipment and be notified of due dates



Employees need to log vacation hours



My team needs a solution for

Help me create a plan for tracking women's e-commerce clothing reviews. Create the data model according to the screenshot I provided



Add sources to provide more detail



Your plans

[See all plans](#)



Bank Process Automation



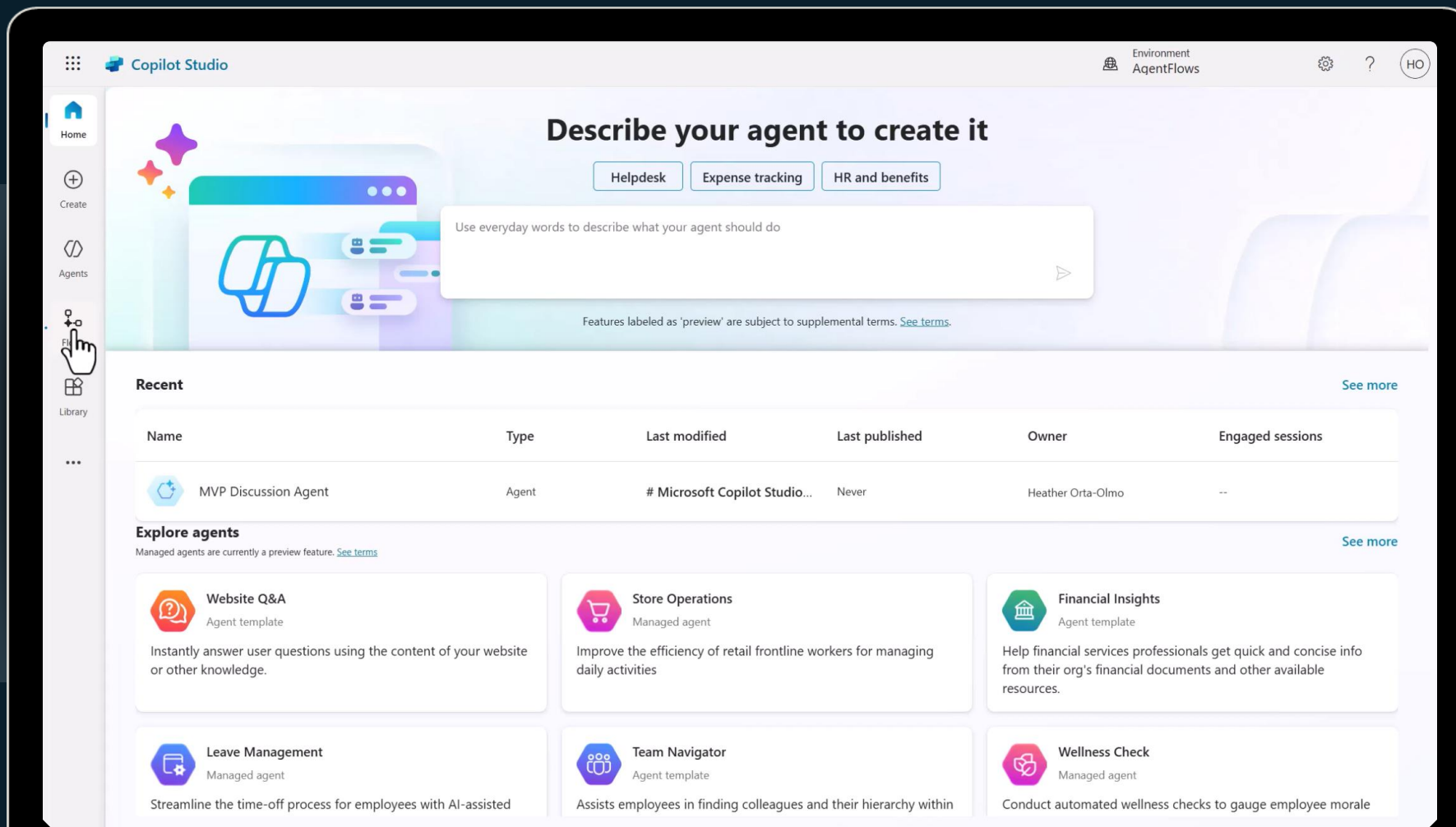
Equipment Checkout System

Preview features you need to know

Agent Flows

Build and automate workflows across systems connected via APIs

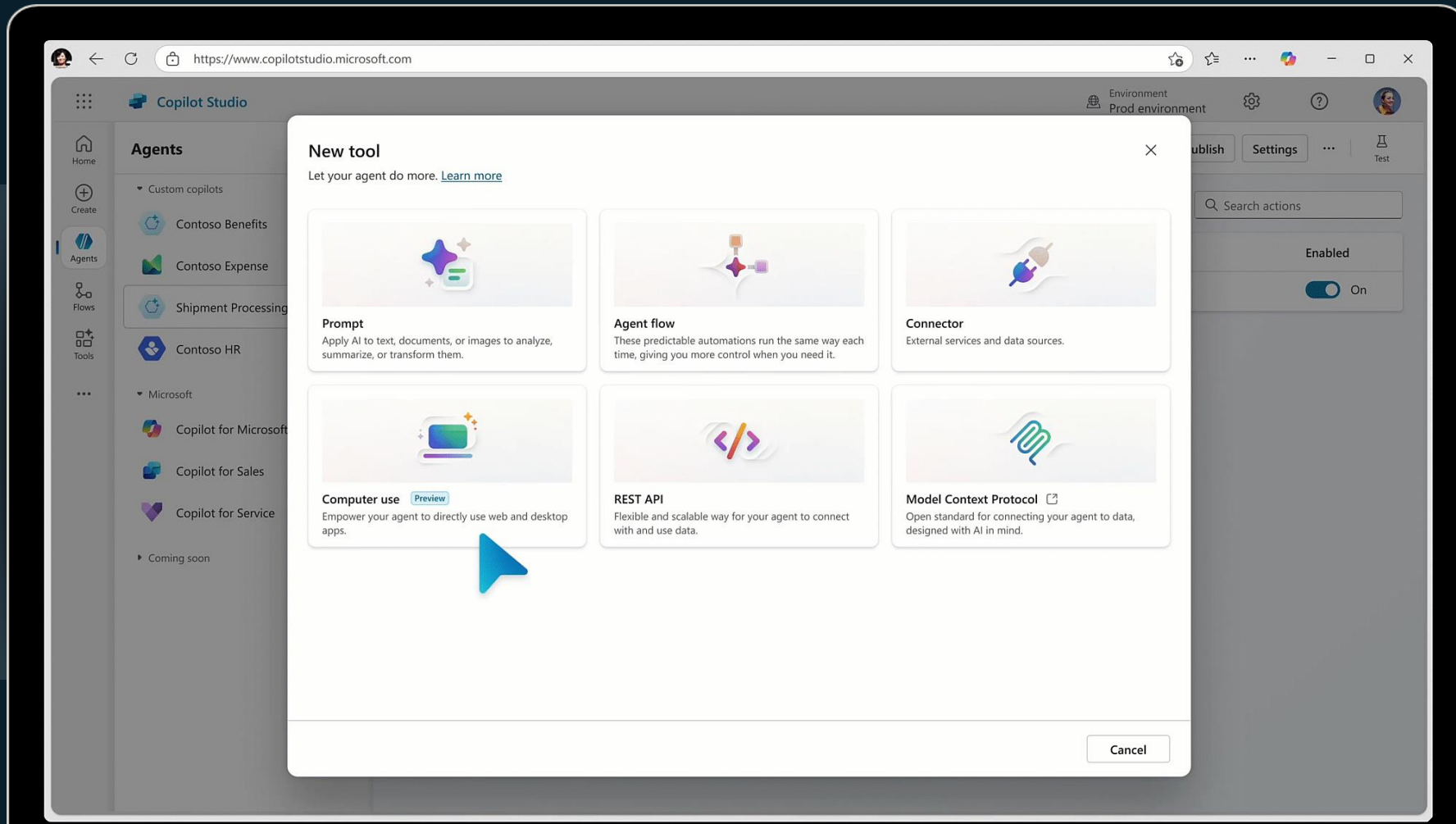
General Availability



Computer Use in Copilot Studio

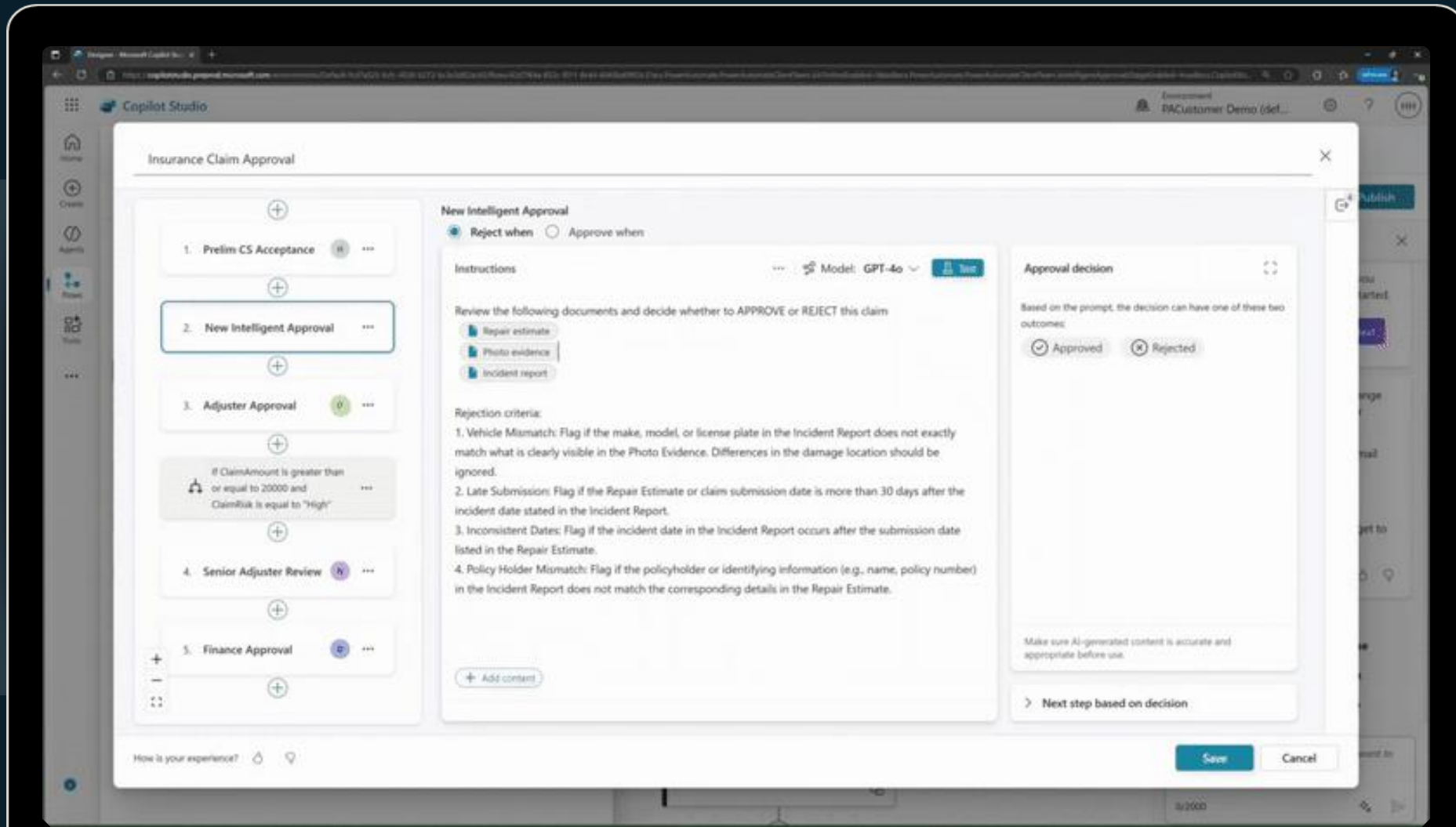
Agent Tool in Copilot Studio transforming UI Automation with AI

Frontier



Human in the loop in Agent Flows

Public Preview: June 2025





Model Context Protocol

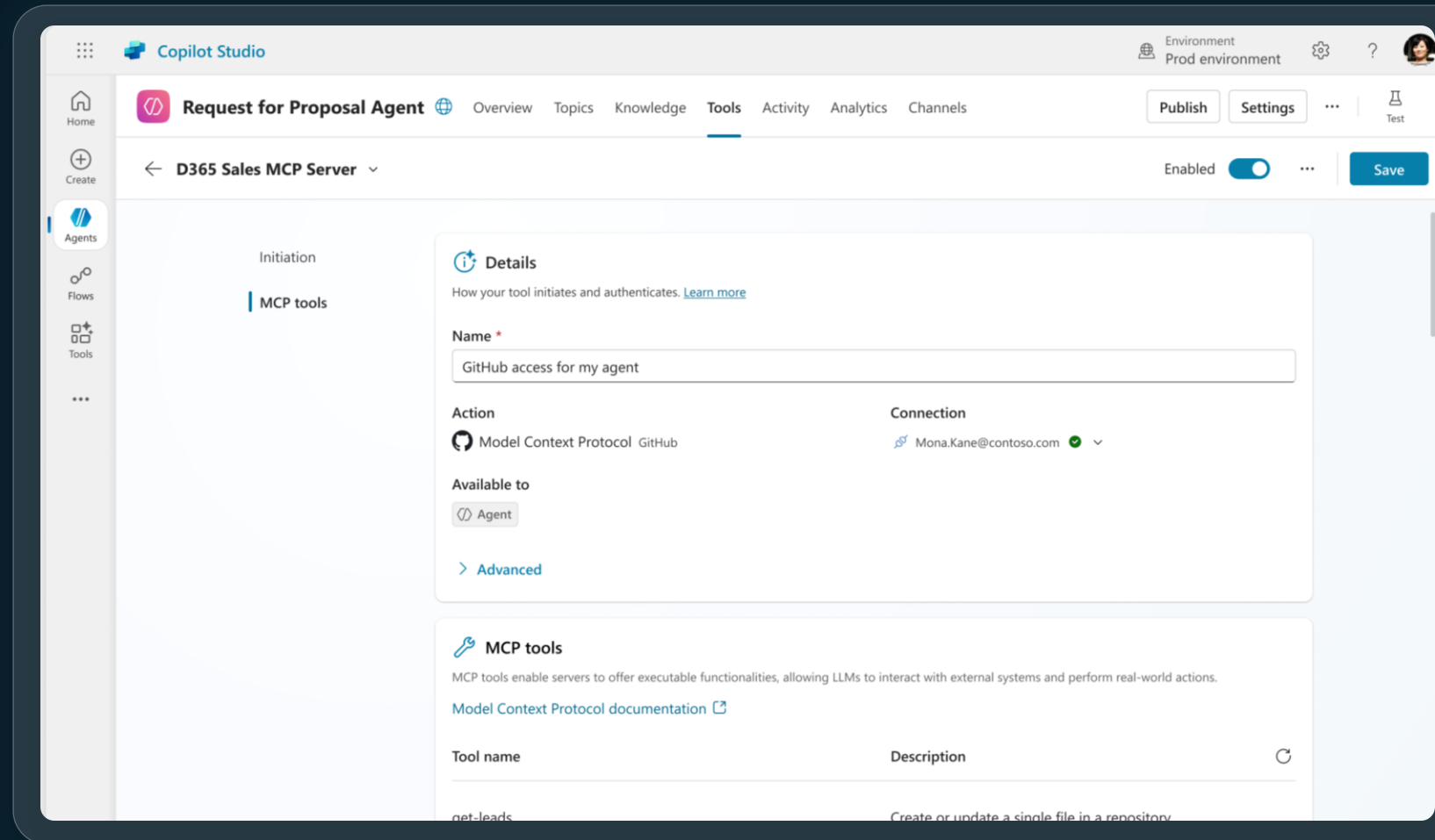
A universal interface that allows AI models to interact with external tools, data sources, and user environments in a consistent and scalable way

Standardized Context for AI Models

Seamless Integration with Copilot Studio

Improved Developer Efficiency and UX

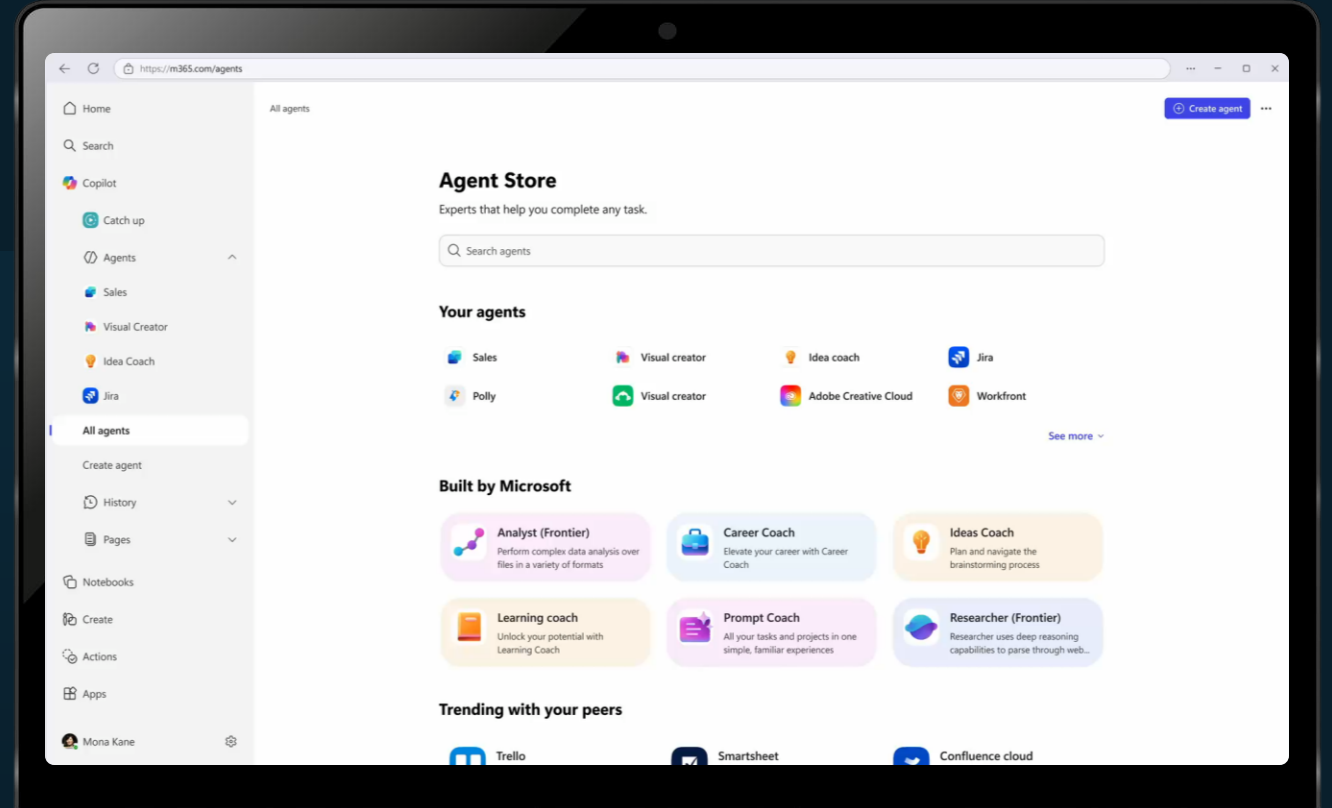
Governance, Monitoring, Extensibility



Introducing the Agent Store

A centralized platform for you to discover and engage with agents

- A new marketplace featuring agents from Microsoft, trusted partners, and customers
- Offers immersive, personalized discovery and engagement experiences for Copilot users
- Now seamlessly available across Microsoft 365 Copilot endpoints



Copilot Studio customer adoption

230k+

Created more than 400,000 agents in the last 3 months *May 2025

Today & the next decade



At first organizations will transform
business processes using Copilot and Agents



Dataverse

The **trusted data platform**
for your business data

Unify **common data** for your apps
and apply **generative AI** easily

Store **operational data** for
your business applications and **agents**

THOMAS KOGLER

Wenn Sie loslegen möchten

**Scannen für Copilot Studio
Vision & Value Workshop**



Kommen Sie bei Fragen heute oder
im Nachgang gerne auf mich zu 😊!

