Slack Connector

Interact with Copilot Studio Agents Directly Inside Slack

The Slack Connector, developed as part of the Microsoft Copilot Studio Accelerator program, enables a reliable, two-way connection between Slack and Microsoft Copilot Studio (MCS). It allows users to interact with Copilot Studio agents directly within Slack, making collaboration faster, simpler, and more productive.

While Copilot Studio supports multiple communication channels including Teams, SharePoint, and Slack, the native Slack integration faced issues

The objective was to create a custom Slack Connector that establishes a stable bridge between Slack and Copilot Studio, ensuring smooth data exchange, consistent agent responses, and a reliable user experience.

Slack Connector

The connector leverages Copilot Studio APIs to route messages sent from Slack to Copilot Studio, which processes them and returns responses directly within the Slack workspace. The integration ensures:

- Stable two-way communication
- Reliable and consistent Agent responses
- Performance superior to the default MCS Slack channel

Pre-requisites for deployment include creating a Slack App, hosting the connector on Azure App Service, and securing credentials using Azure Key Vault or another secure store. Configuration involves setting up Slack webhooks and storing required keys such as the Copilot Studio Direct Line Key and Slack App credentials.

Key Capabilities

- Rapid deployment with minimal configuration using packaged deployment scripts
- Seamless user identity propagation from Slack to Copilot Studio for contextual, permission-aware responses
- Pluggable authentication supporting Entra ID, Okta, and extensible to other identity providers
- Unified adaptive card rendering, reusing Copilot Studio response templates in Slack
- Low-latency response rendering and full multilingual support aligned with Copilot Studio orchestration
- Horizontal scalability to support multiple Slack workspaces and large user bases
- End-to-end encryption between Slack and Copilot Studio APIs, ensuring compliance with enterprise data policies

Business Impact

- Improve productivity by interacting with Copilot Studio agents directly within Slack

- Ensure reliable and consistent agent responses across the enterprise

- Minimize deployment and configuration effort while maintaining security and compliance

- Scale easily to support large teams or multiple Slack workspaces & Provide multilingual support to cater to global teams