

Microsoft 365 Copilot agents and extensibility



Scale beyond foundational Copilot capabilities into advanced, enterprise-grade agents and integrations



You've adopted Microsoft 365 Copilot – now it's time to unlock its full potential.

Our extensibility service helps you move beyond assistant-level productivity into advanced, enterprise-grade agents and integrations. By designing, building and governing scalable, secure connections between Copilot and your core systems, we enable intelligent, cross-system operations that accelerate workflows, reduce operational friction and embed automation-driven efficiency throughout your organisation.

Beyond deployment – embedding Copilot into everyday processes

What begins as productivity enablement with Microsoft 365 Copilot soon evolves beyond initial adoption into more complex enterprise requirements.

The focus shifts from “how do we use Copilot?” to “how do we connect it to ServiceNow, Salesforce, SAP or our internal application programming interfaces (APIs) – and manage those integrations with confidence?”

Embedding Copilot into enterprise systems introduces custom agents that interact with business platforms, connectors that surface structured enterprise data, and APIs that trigger multi-step actions. However, extending Copilot in this way introduces architectural, operational and governance complexity.

Without a clear extensibility strategy, organisations risk fragmentation, duplicated development and unmanaged data exposure – rather than measurable operational improvement.

Common challenges include:

- 1 Unclear extensibility readiness**

What architectural foundations, security controls and licensing structures must be established before extending Copilot with advanced capabilities? These include declarative agents in Copilot Studio, custom engine agents built with Azure AI Foundry, Copilot connectors through Microsoft Graph, Power Platform connectors, and Microsoft 365 Copilot APIs including retrieval, chat and search.
- 2 Disconnected experimentation**

When teams build agents and integrations independently using Copilot Studio, Azure AI Foundry and custom development approaches, it creates duplication, inconsistent standards and increased compliance exposure.
- 3 Data governance and identity risk**

Without robust data loss prevention (DLP) policies, Microsoft Entra ID controls and Copilot connector governance, extensions can expose sensitive data and create audit and compliance gaps.
- 4 Delayed business value**

Without reusable agent patterns, connector templates and tested integration building blocks, organisations spend months prototyping instead of deploying production-ready solutions that are proven to deliver operational impact.
- 5 Lifecycle and operational complexity**

Embedding Copilot into workflows requires structured agent lifecycle management (ALM), continuous integration and continuous delivery (CI/CD), monitoring, version control and cross-region deployment planning to prevent isolated, unsustainable pilots.



Building a governed, enterprise-grade Copilot capability

For organisations that have already deployed Microsoft 365 Copilot and are extending it into core enterprise systems, success depends on architectural discipline, governance by design and repeatable integration patterns.

Our Microsoft 365 Copilot agents and extensibility [advisory service](#) provides the strategy, engineering depth and governance framework you need to scale with confidence.

Drawing on our [Microsoft Solutions Partner](#) expertise across Azure, Microsoft 365, Dynamics 365 and Copilot Studio – and proven integration blueprints for platforms such as ServiceNow, Salesforce, SAP, Jira and Confluence – we help you:



Reduce build time by up to 60% through reusable agent patterns and tested connector templates



Move from isolated pilots to production-ready, operational enterprise agents



Apply consistent governance through centre of excellence (CoE) frameworks, Microsoft Entra ID identity controls and DLP policies



Enable controlled innovation through marketplace publishing and reusable intellectual property.

Through this structured approach, Microsoft 365 Copilot evolves into a secure enterprise integration and execution layer – orchestrating cross-system workflows, accelerating operational performance and embedding intelligent automation across your organisation.

Our Microsoft 365 Copilot agents and extensibility offering

We help you design, build and govern advanced agents and integrations across the full extensibility stack, including:

- **Declarative agents** developed in Copilot Studio and the Microsoft 365 Agents Toolkit
- **Custom engine agents** built using Azure AI Foundry and custom large language models (LLMs)
- **Copilot connectors** leveraging Microsoft Graph for secure data ingestion and semantic labelling
- **Power Platform connectors** enabling real-time API-driven actions
- **Microsoft 365 Copilot APIs** such as retrieval, chat and search, to embed Copilot capabilities within custom applications
- **Representational state transfer (REST) APIs** for integration with enterprise platforms
- **Model Context Protocol (MCP)** to connect declarative agents to external systems
- **ALM, CI/CD**, monitoring and version control
- **Marketplace publishing** to Microsoft 365 and Copilot stores, alongside internal agent catalogue design.

Our approach – a structured path to enterprise-grade extensibility

This end-to-end extensibility programme enables you to move from isolated Copilot experimentation to governed, production-ready capability.

1 Extensibility strategy and readiness

We assess your Microsoft 365 environment, data landscape, licensing model and security posture to establish the architectural and governance foundations required for advanced Copilot extensibility.

Working together, we prioritise high-value integration use cases and define a phased roadmap aligned to your organisational maturity – ensuring agents and integrations are introduced deliberately, not reactively, and embedded within a clear control framework from the outset.

2 Demonstrations and proof of value

We bring enterprise integration scenarios to life through role-specific demonstrations.

From Copilot connectors surfacing SharePoint and third party data, to declarative agents executing multi-step API-driven actions, we validate high-value use cases and build stakeholder confidence before production deployment.

This ensures extensibility initiatives are justified by measurable operational improvement rather than technical experimentation.

3 Agent build and integration accelerator

We design and develop advanced agents using Copilot Studio and the Microsoft 365 Agents Toolkit, incorporating connector and API integration, MCP enablement, semantic labelling, structured testing and controlled release processes.

Using proven integration patterns for ServiceNow, Salesforce, SAP, Jira and Confluence, these tested building blocks **reduce build time by up to 60%**, eliminate duplicated development and accelerate delivery of production-ready enterprise agents.

4 Governance, security and compliance by design

We embed governance into every stage of extensibility through CoE frameworks, Microsoft Entra ID identity and access controls, DLP alignment, Copilot connector governance, and structured ALM, CI/CD, monitoring and audit oversight.

This ensures your extensibility layer remains secure, traceable and compliant as adoption expands across business units and regions.

5 Reusable patterns and blueprints

We implement CGI-built integration blueprints and reusable agent patterns across your enterprise platforms and cross-functional workflows.

These standardised, deployment-ready assets establish consistent extensibility standards, reduce risk and maximise return on investment by avoiding fragmentation and rework.

6 Marketplace publishing and innovation engine

We help you operationalise extensibility through structured publishing and reuse – including publishing custom agents to the Microsoft 365 and Copilot marketplace and establishing internal agent catalogues. We also provide access to our innovation engine of reusable agents, connector templates and workflow components.

This creates a sustainable model for controlled innovation and continuous capability expansion across your organisation.



Transforming Microsoft 365 Copilot into enterprise impact

By scaling beyond foundational Copilot capabilities into advanced, enterprise-grade agents and integrations, you will establish Microsoft 365 Copilot as a governed execution layer – accelerating workflows, reducing operational friction and embedding intelligent automation across your organisation.

Our [digital workplace advisory](#) experts will help you unlock measurable and sustainable enterprise value from Copilot:



Accelerate delivery of enterprise capability

Reduce build time by up to 60% through reusable patterns and tested integration blueprints, enabling faster deployment of production-ready agents.



Control innovation at enterprise level

Enable marketplace publishing, reusable intellectual property and internal agent catalogues that support sustainable innovation without compromising oversight.



Confidence through governance and control

Extend Copilot securely with structured identity management, DLP alignment, connector governance and lifecycle controls embedded from day one.



Embed intelligence in core processes

Integrate Copilot directly into enterprise systems to automate workflows, enable multi-step actions and drive measurable operational performance improvements.



From pilots to operational resilience

Industrialise ALM, CI/CD and monitoring to ensure agents remain reliable, maintainable and scalable across regions.



Long-term transformation and optimisation

Reduce manual effort, improve efficiency and support cost and sustainability objectives through intelligent, integrated automation.



Consistency across business units

Establish repeatable extensibility standards that eliminate duplicated effort and reduce fragmented experimentation.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-focused to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

For more information

Learn more about our [Advisory Services](#) and [Digital Backbone](#) framework for digital transformation

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