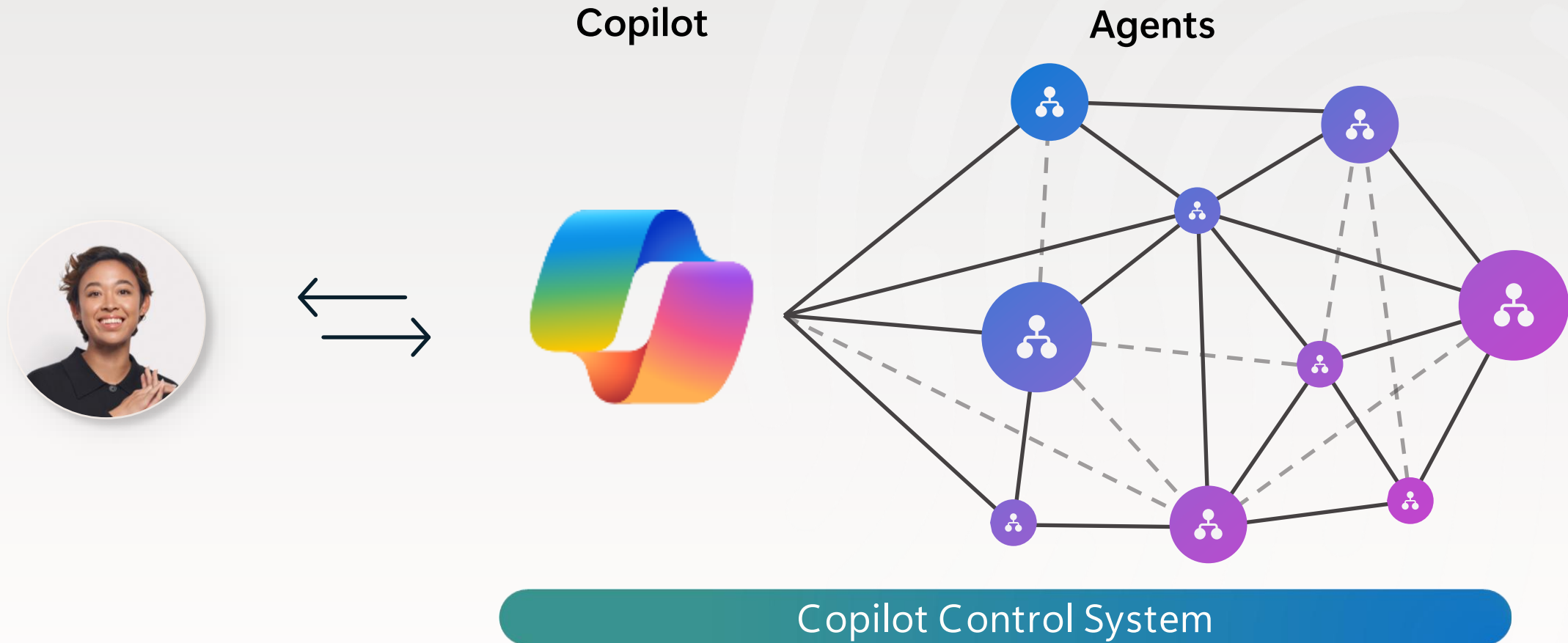# Copilot Extensibility

Customize Copilot and build plugins to enable customer-specific scenarios

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Copilot Extensibility

▷ Customize Copilot and build plugins to enable your customer-specific scenarios

▷ Part of our AI and Copilot Transformation Roadmap

-office

Extend Copilot with agents

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

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

Simple   **Advanced**

Retrieval
Retrieve information from grounding data, reason, summarize, and answer user questions

Generally available

Task
Take actions when asked, automate workflows, and replace repetitive tasks for users

Generally available

Autonomous
Operate independently, dynamically plan, orchestrate other agents, learn and escalate

Coming soon

Optimize and reinvent your business processes with agents

e-office

Transform complex and dynamic processes

Agents can **handle highly variable situations in real time**, using judgment to plan their steps and perform specialized tasks required to complete the job.

Reimagine possibilities with multi-agent collaboration

Agents can collaborate with multiple users and other agents to accomplish tasks that **span disconnected systems, long time horizons, and organizational boundaries**.

Enable every employee to augment their jobs with agents

Using natural language, any employee can be **empowered to design and operate custom tailored agents** for their workflows.

Full suite of offerings to meet your needs

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		Scenario / audience	Do more with	Time/effort
Buy and use	Microsoft 365 Copilot	Information workers productivity with GenAI	• Copilot extensions from marketplace • Few-click customization in SharePoint and with Copilot Studio	None – use out of box
	Role-based agenets	Sales, Contact center, Finance, Security roles productivity with GenAI		
Build/run your copilots & Copilot extensions	Copilot Studio	Build focused copilots and Copilot extensions, managed by Microsoft	• Azure AI Studio: **Custom models, knowledge grounding** • Visual Studio: **Build custom connectors & APIs**	Low – makers, IT and professional developers can build and run
	Visual Studio	Build focused copilots and Copilot extensions integrated into your codebase for CI/CD and with full control	• Azure AI Studio: **AI models, knowledge grounding, RAI checks and security** • Microsoft Fabric: **Train models and ground with your own data**	Med to high – professional developers required
Build/run your copilot stack	Azure AI Studio	Deploy AI models (custom or turnkey) to be consumed in any copilot	• Microsoft Fabric: **Train models and ground with your own data**	Med to high – AI Engineers recommended

Human

Usecases

Business Value Calculation (ROI)

START: Inspiration workshop

Pilot high impact scenarios

Learning to deal with Agents

Supervising pilot groups

Concrete and implement change plan:
- sponsorship guidance
- ambassador guidance
- support with communication
- floor walking
- training

Adoption as a service (structural adoption management)

A

R

A

C

Zero measurement digital skills

Set up AI Core Team

Set up success measurements

Draw up a safeguard plan

Execute safeguard plan

Create an action plan:
- Determine the 'why'
- Communication plan
- Change and adoption plan
- Training plan

Kick-off per scenario

Training end users:
- training
- quick reference cards
- webinar
- physical training
- access learning environment
- prompt training
- tips & tricks
- walk-in consultation hours
- prompt tip of the day
- etc.

Test success measurements & make adjustments where necessary

Mapping personas

Internal governance (working agreements & ethics)

Implement other scenarios

Advise

Realise

Adopt

Continue

2 months

2 to 4 months

4 to 6 months

2 months