

# How to Extend Copilot for Microsoft 365 with Kyndryl

Learn how Kyndryl can help you customize and enhance your Copilot experience with plugins and connectors

Microsoft 365 Copilot is a technology that can change how we work. It can increase efficiency, make tasks easier, encourage creativity, and integrate with the productivity tools you already use. Copilot can help you with tasks like writing emails, creating presentations, finding information, and more. But what if you need more data or want to have custom-built experiences that connect directly to Copilot to improve the default experience? This is where Kyndryl's strong Copilot extensibility expertise and abilities can assist.

Kyndryl offers a range of services to help you extend and evolve your Copilot for Microsoft 365 or create stand-alone Copilots that suit your specific needs. Whether you want to connect external data sources, add new features, or create new workflows, Kyndryl can help you design, develop, and deploy your Copilot extensions with ease and confidence.

## What are Copilot extensions?

Copilot extensions are plugins or connectors that enhance the functionality and user experience of Copilot. Plugins are components that add new features or capabilities to Copilot, such as voice or gesture recognition, sentiment analysis, or natural language generation. Connectors are components that link Copilot to external data sources, such as databases, APIs, or web services, to provide more relevant and personalized information and insights.

Copilot extensions can be developed using Copilot Studio, a tool that allows you to create, test, and publish your extensions with a drag-and-drop interface. Copilot Studio also provides templates, samples, and documentation to help you get started quickly and easily.

## How can Kyndryl help you extend Copilot?

Kyndryl has a team of experts who can help you extend Copilot for Microsoft 365 or create stand-alone Copilots that meet your business goals and user needs. Kyndryl can provide the following services:

- Envision workshop for Copilot Studio extensibility: Kyndryl can help you understand the possibilities and benefits of extending Copilot with plugins and connectors. Kyndryl can also help you identify the best use cases and scenarios for your organization and users.
- Evaluate current workflows to identify where Copilot can be extended: Kyndryl can help you analyze your current processes and pain points and find opportunities for improvement that can be solved with Copilot extensions. Kyndryl can also help you prioritize and scope your extension projects based on your budget and timeline.

- Discovery and planning workshops: Kyndryl can help you define the requirements and specifications for your Copilot extensions. Kyndryl can also help you design the architecture, components, features, and benefits of your extensions and create a project plan and roadmap for development and deployment.
- Copilot extension development: Kyndryl can help you develop your Copilot extensions using Copilot Studio and other tools and technologies. Kyndryl can also help you test and debug your extensions and ensure they meet the quality and performance standards.
- Deployment and launch support: Kyndryl can help you deploy your Copilot extensions to your Microsoft 365 environment or to your stand-alone Copilots. Kyndryl can also help you provide training and support to your users and stakeholders and monitor and measure the impact and outcomes of your extensions.
- High-level guidance for plugin or connector lifecycle management and governance: Kyndryl can help you maintain and update your Copilot extensions as your needs and technologies change. Kyndryl can also help you establish best practices and policies for managing and governing your extensions and ensuring their security and compliance.

Kyndryl can help you extend and evolve your Copilot experience with plugins and connectors that can connect external data sources and improve employee and customer experiences.