Microsoft 365 Copilot Agents Lab

Embrace the future of intelligent automation with custom Copilot agents tailored to your unique business needs.

A Microsoft® 365 Copilot® Agents Lab provides organizations the opportunity to experience how advanced AI-driven agents can be developed and customized to enhance productivity, streamline operations and support decision-making processes.

Utilizing a robust customization platform that connects seamlessly with thousands of popular SaaS applications and data sources, we will demonstrate how Copilot agents can be integrated into business operations. This integration can expedite existing processes, get you closer to your data with real-time insights and facilitate a more efficient work environment.

Real-World Use Case

A leading media and entertainment company leveraged Microsoft Power Platform™ and Microsoft Copilot Studio to save over 30,000 hours annually in manual processes while reducing ticket refund handling time from 15 minutes to under one minute.

By automating routine tasks with Copilot agents, the organization improved communication through summarized meeting notes and real-time updates, used data insights for better decision-making and boosted team collaboration — resulting in a 20% increase in engagement and a 15% rise in project completion rates.

Key Benefits

Increased operational efficiency: Automating simpler, repetitive tasks allows employees to focus on high-value activities, boosting overall productivity.

Enhanced decision-making: Copilot agents are guard-railed by the data sources you specify and can provide data-driven insights grounded in your data, supporting better and faster decision-making.

Generative AI scalability: Built with Copilot Studio on the flexible and adaptable Power Platform, Copilot agents can grow with your organization by enabling the ability to perform functions that evolve with your needs and requirements.

Improved collaboration: By providing real-time information and facilitating communication, Copilot agents help give time back for high-value engagement and collaboration across departments.

Improved savings: Reducing manual efforts and errors can lead to significant cost savings, allowing organizations to allocate resources more strategically.

About Rackspace Technology

Rackspace Technology® is your trusted partner across cloud, applications, security, data and infrastructure.

- 2,200+ certified technical experts
- Hosting provider for more than half of the Fortune 100
- 25+ years of hosting experience
- Customers in 120+ countries
- 2,500+ Microsoft certifications
- Six-time (2018-2023) Microsoft Data Partner of the Year (SG)
- Microsoft Solutions Partner
  - Data & AI
  - Digital & App Innovation
  - Infrastructure
  - Modern Work
  - Security

Fanatical Experience®

Experts on your side, doing what it takes to get the job done right. From first consultation to daily operations, Rackspace Technology combines the power of always-on service with best-in-class tools and automation to deliver technology when and how you need it.

Key Deliverables

- Comprehensive Copilot agent overview
- Integration capabilities demonstration
- Industry-specific Copilot agent review
- User training on Copilot agent development
- Administrator training for governance and management
- Continued learning resources and ongoing updates

Additional Copilot Agent Professional Services (Available Upon Request)

- Pre-requisite planning and remediation
- Copilot Studio and Power Platform governance
- Copilot Studio and Power Platform Dev environment setup
- Copilot agent general development (Declarative Agents and Custom Engine Agents)
- Copilot agent Microsoft Graph connector configuration and development
- Copilot skill and plugin development
- Copilot agent data source configuration and grounding

- Copilot agents Responsible AI (RAI) validation check
- Copilot agent fine tuning
- Copilot agent testing
- Copilot agent publishing and permissions configuration
- Training on Copilot agent as built to administrators and/or end users
- General Copilot agent end-user training
- General Copilot training including prompt effectiveness and elements

Sample Copilot Agent Scenarios

Each of the example agents is a possible scenario that could be covered when reviewing industry specific Copilot Agents scenarios. If you have a particular scenario in mind, it can also be explored during the lab.

Customer support agent

A Copilot agent designed to assist customer service teams by handling common inquiries, providing instant responses and escalating complex issues to human representatives. This agent can significantly reduce response times and improve customer satisfaction.

Sales assistant agent

This agent supports sales teams by analyzing customer data, predicting leads and suggesting follow-up actions. It helps in identifying potential opportunities and optimizing sales strategies, leading to increased revenue and higher conversion rates.

HR management agent

An HR-focused Copilot agent that automates routine administrative tasks such as scheduling interviews, managing employee records and answering frequently asked HR-related questions. This agent ensures that HR teams can dedicate more time to strategic initiatives and employee engagement.

About Foundry for AI by Rackspace (FAIR)

FAIR™ is at the forefront of global AI innovation, paving the way for businesses to accelerate the responsible adoption of AI solutions. FAIR aligns with hundreds of AI use cases across a wide range of industries while allowing for customization through the creation of a tailor-made AI strategy that's applicable to your specific business needs. Capable of deployment on any private, hybrid or hyperscale public cloud platform, FAIR solutions empower businesses worldwide by going beyond digital transformation to unlock creativity, unleash productivity and open the door to new areas of growth for our customers.

Take the Next Step

Let's talk about how our Microsoft 365 expertise helps you achieve your productivity goals.

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