



# Reimagine with **Microsoft AI Agents**

Activating AI across your data, processes, and people.

---

## Trends & Challenges

# The speed of change **has outpaced** traditional business models

70% of business leaders say AI will be critical to staying competitive in the next 3 years

## From autopilot to **copilots**



"We are moving from autopilot to copilots and now to agents. This is the new generation of AI-powered productivity" – from Satya Nadella



40% of working hours could be supported or augmented by generative AI



## **Agents & Gen AI**

Generative AI is creating new value chains across every function.

72% of enterprises are prioritizing AI investments in 2025 (IDC)



# The Shift to Intelligent Agents

## What this means

### From dashboards to decision agents:

AI Agents go beyond passive reporting, offering context-aware recommendations and real-time decision support that drives action – not just observation.

### From code-heavy to business-accessible:

Agents integrate live signals, triggers, and event-driven responses – turning data into dynamic, real-time action across operations.

### From data at rest to data in motion:

Agents allow business users to query, interact, and automate processes in natural language, making AI accessible without deep technical expertise.

### Leadership:

Microsoft's comprehensive ecosystem empowers organizations to build, scale, and govern AI agents across every business domain.

# What is an agent?

Agents are apps that use AI to **reason, plan, connect** to systems and **complete tasks** working alongside or on behalf of a person, team or organization

Publish to...

## Your applications

Deploy agents to your website and other line of business applications



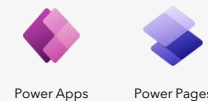
## Microsoft 365 Copilot

Add agents that give Copilot focused knowledge and new skills



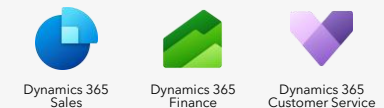
## Power Platform

Extend Power Platform with agents that transform your low code solutions.



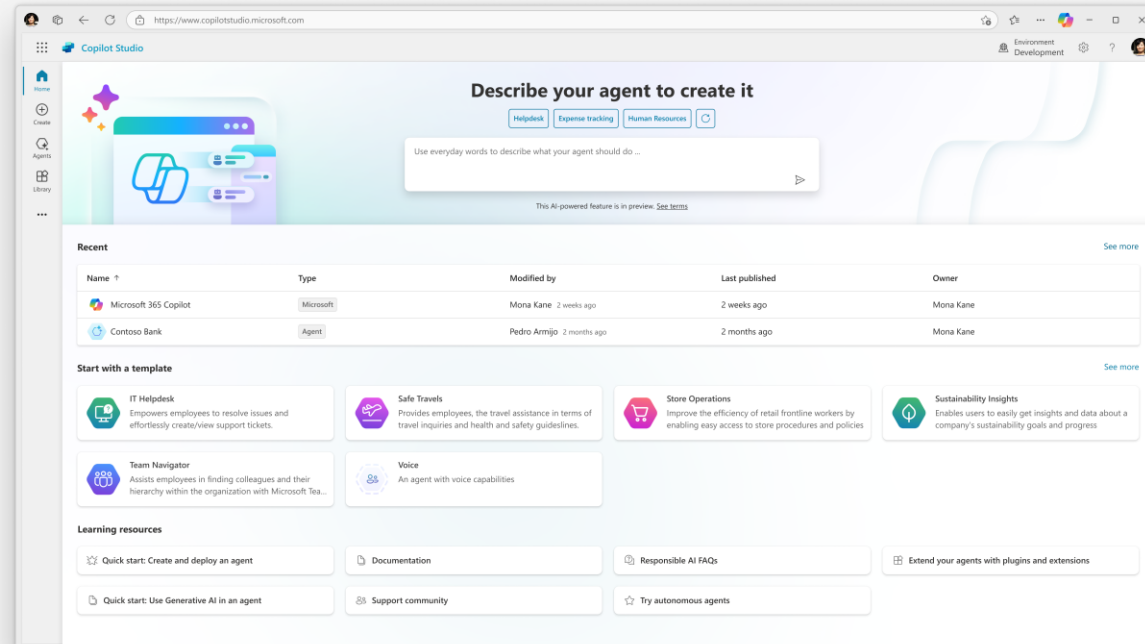
## Dynamics 365

Build agents that integrate and improve business processes



# Copilot Studio

Copilot Studio is the solution to build agents that **extend Microsoft 365 Copilot** or **operate standalone**.



- ✔ Meet your users where they already are
- ✔ Access everything in one place
- ✔ Automate your workflows
- ✔ Integrate with your external apps
- ✔ Connect to your data in Microsoft 365

# Copilot Studio is the platform for Copilot agents

## **Deploy and use Copilot agents in any system**



### Microsoft 365

Add Copilot agents that give Copilot focused knowledge and new skills.



### Dynamics 365

Build Copilot agents that integrate and improve business processes.



**Build and customize**  
your agents using  
Copilot Studio



### Your applications

Deploy Copilot agents to your website and other line of business applications.



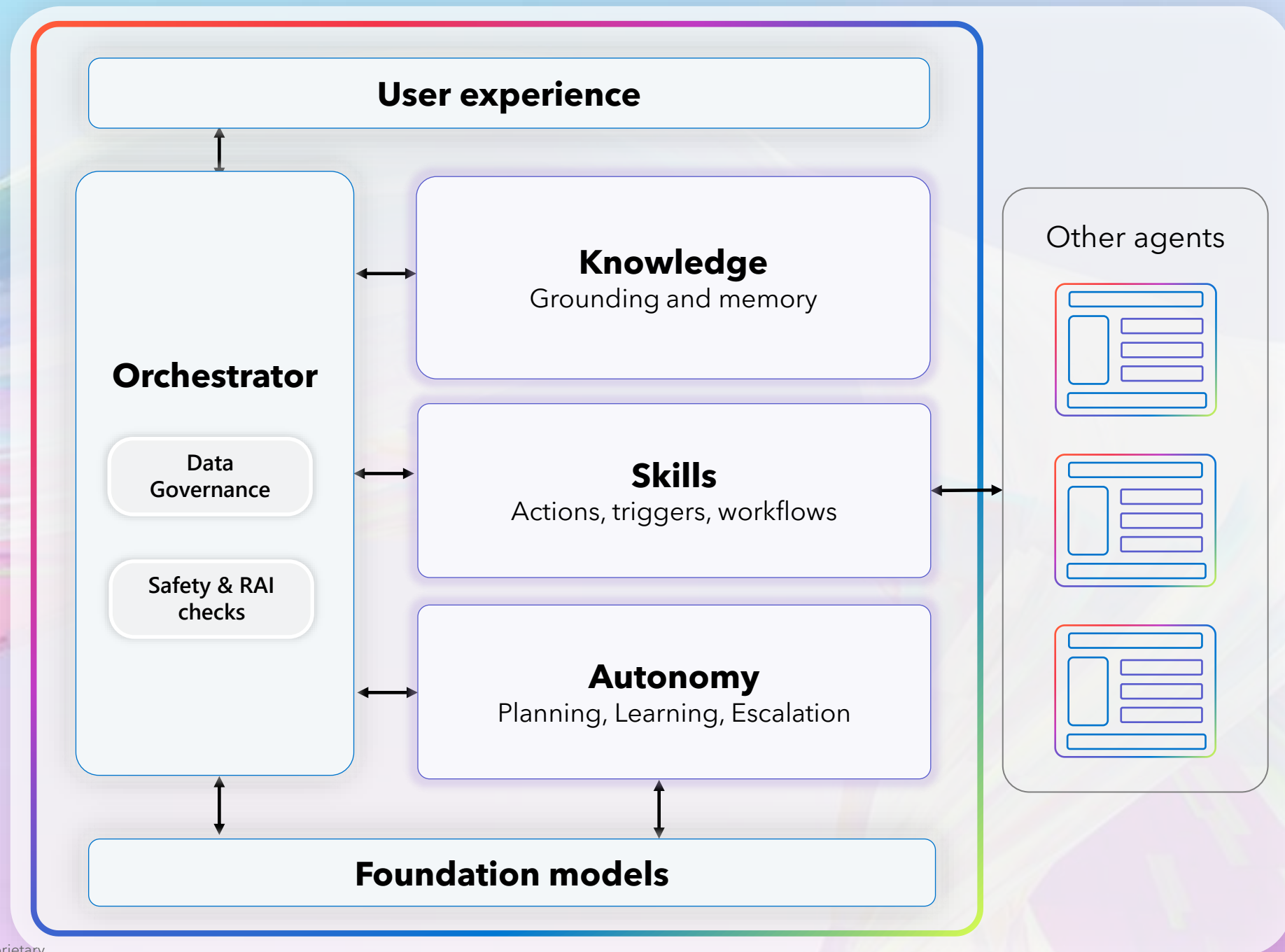
### Power Platform

Extend Power Platform with Copilot agents that transform your low code apps and pages.



# What are **Autonomous agents?**

AI assistants designed to automate and execute business processes, working with or for a human.

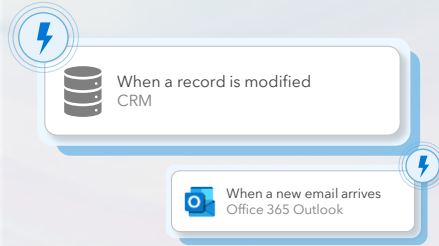




# Tailor the agent to your unique needs

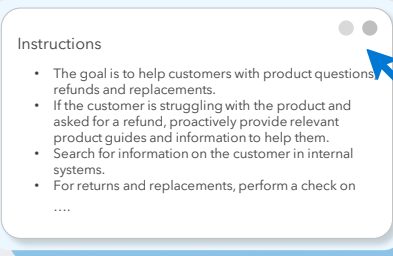
## 1) Trigger

The agent automatically reacts to triggers



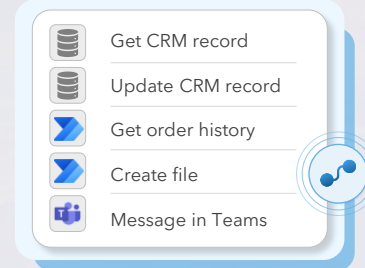
## 2) Instruction

The agent follows instructions provided by the maker



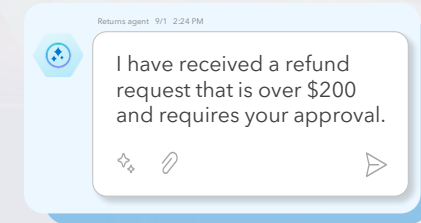
## 3) Plan

The agent takes action using your data and systems



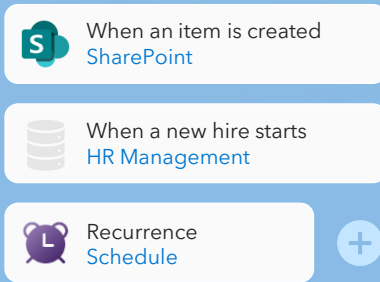
## 4) Outcome

The agent generates a response

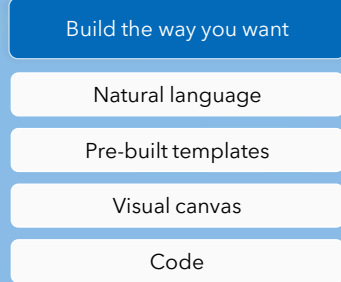


## Orchestration

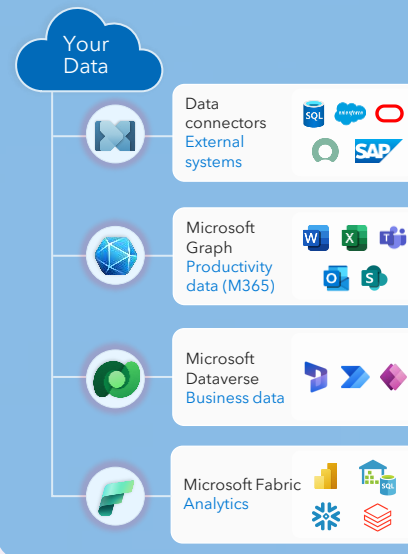
### Tell your agents when to act



### Design your agents' behavior



### Connect your agents to knowledge and applications



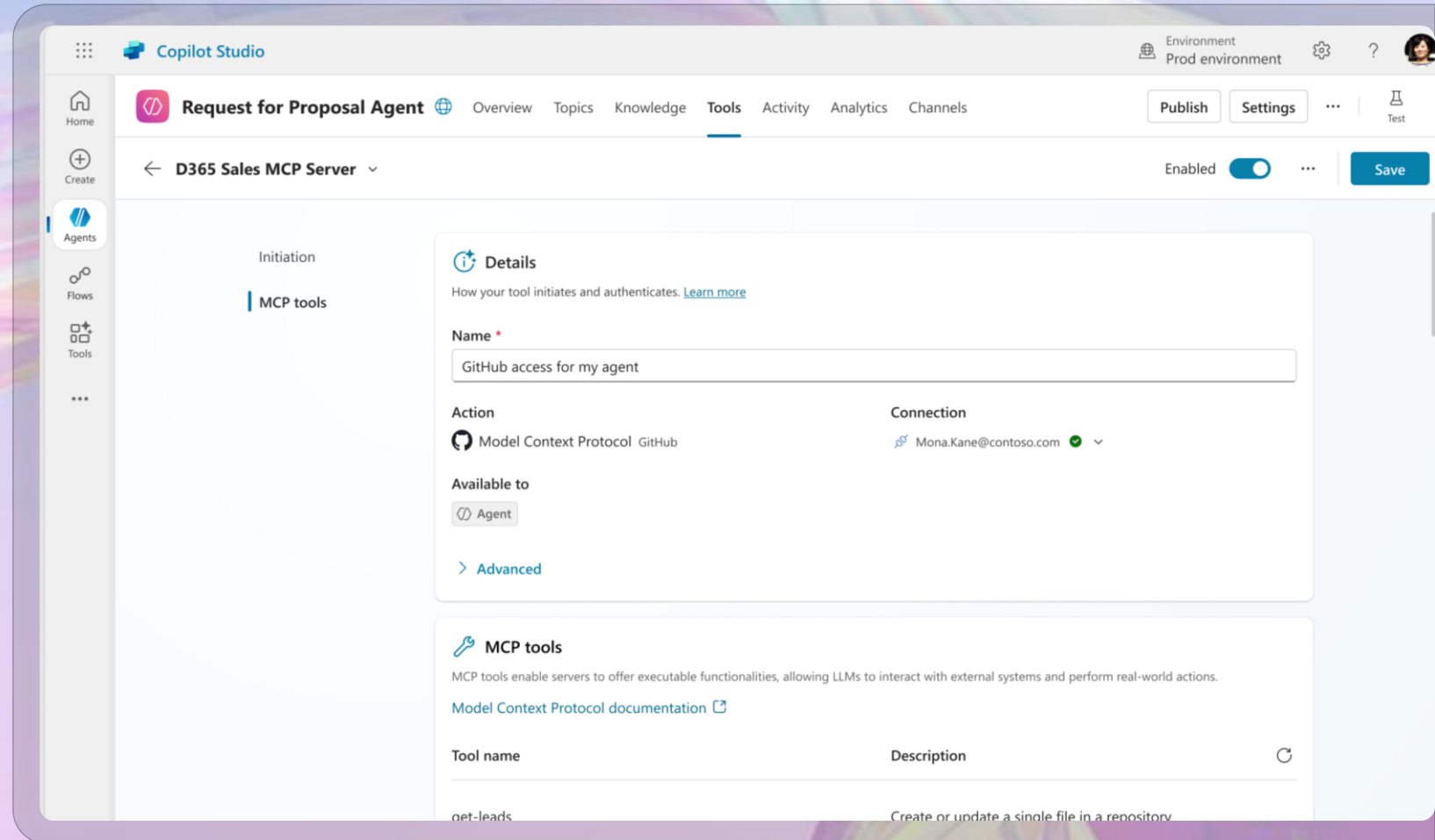
### Deploy agents to your channels



# Model Context Protocol

A universal interface that allows AI models to interact with external tools, data sources, and user environments in a consistent and scalable way

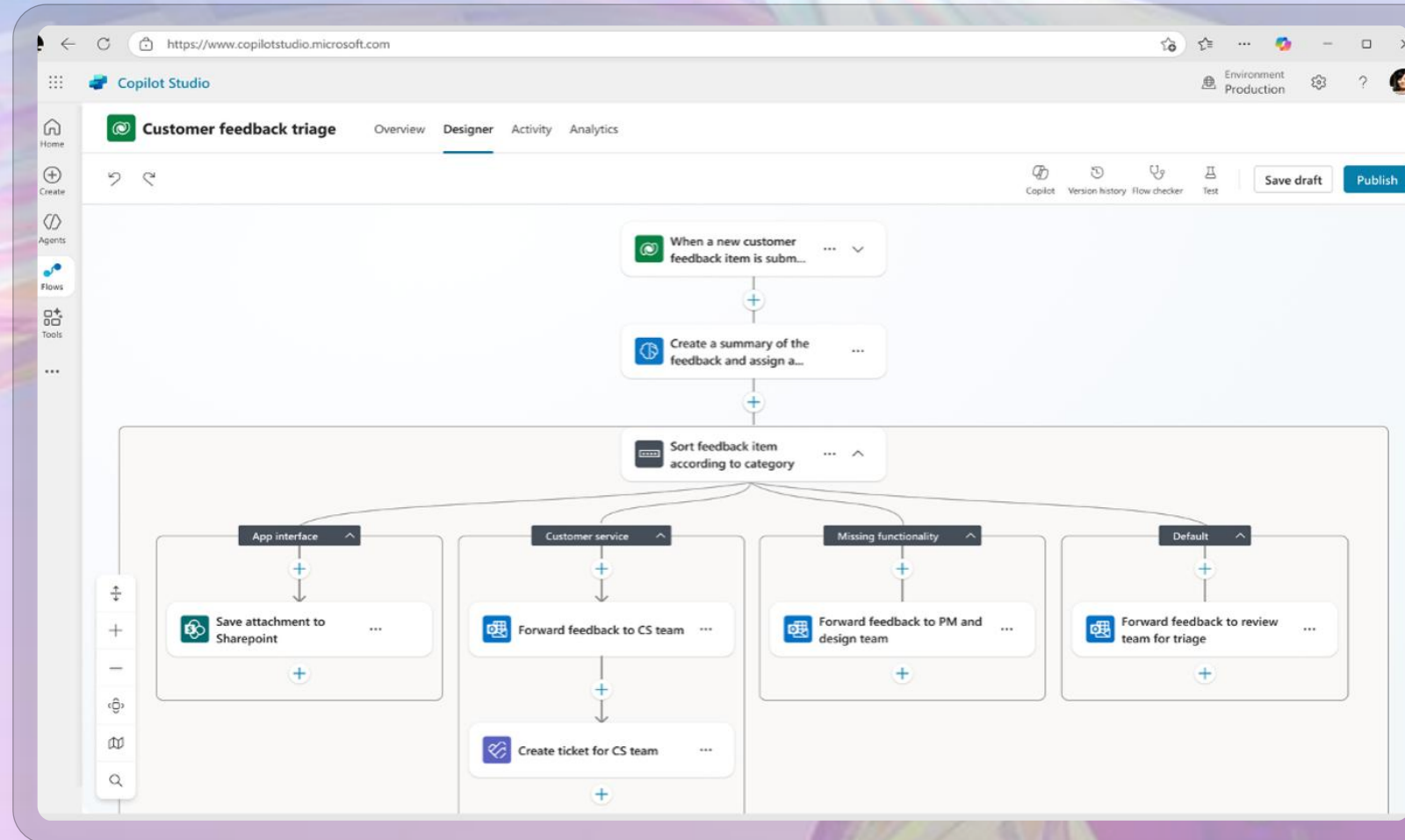
- Standardized Context for AI Models
- Seamless Integration with Copilot Studio
- Improved Developer Efficiency and UX
- Governance, Monitoring, Extensibility



# Agent Flows

Increased control over your agentic outcomes with fixed automation pathways

- Agent flows **execute repetitive tasks** quickly by precisely following a predefined sequence.
- **Accomplish objectives faster** by skipping reasoning where appropriate
- **Advanced features like multi-stage and conditional approvals** to manage complex approval workflows



# Computer use Agents

Empower agents to seamlessly interact with any desktop application or website through natural language, enabling end-to-end automation and increased accuracy

- Robust UI navigation & Interaction
- Natural Language to actions and behavior
- Replay and debug mode whilst building

The screenshot shows a web interface for configuring a 'New computer operator'. The interface includes a sidebar with 'Details', 'Inputs', and 'Output' sections. The 'Details' section is active and contains the following fields:

- Name \***: A text input field with the placeholder 'Enter computer operator name'.
- Description for the agent to know when to use this tool \***: A text area with the placeholder 'Describe when the agent should use it, and how the agent should use any outputs.' and a character count '0/1024'.
- Instructions \***: A text area with the placeholder 'Include the website or desktop app and describe what do you want to automate. Use a / to add inputs and variables...'. It includes a '+ Add content' button and a 'Test' button.
- Try these prompts**: A section with three example prompts: 'Open a PDF document and then navigate to website and create a new entry using the content of the PDF', 'Navigate to a website, identify the top 3 listed items, and extract their details', and 'Open an Excel file, filter by a criteria, and then navigate to this form and fill it in'.

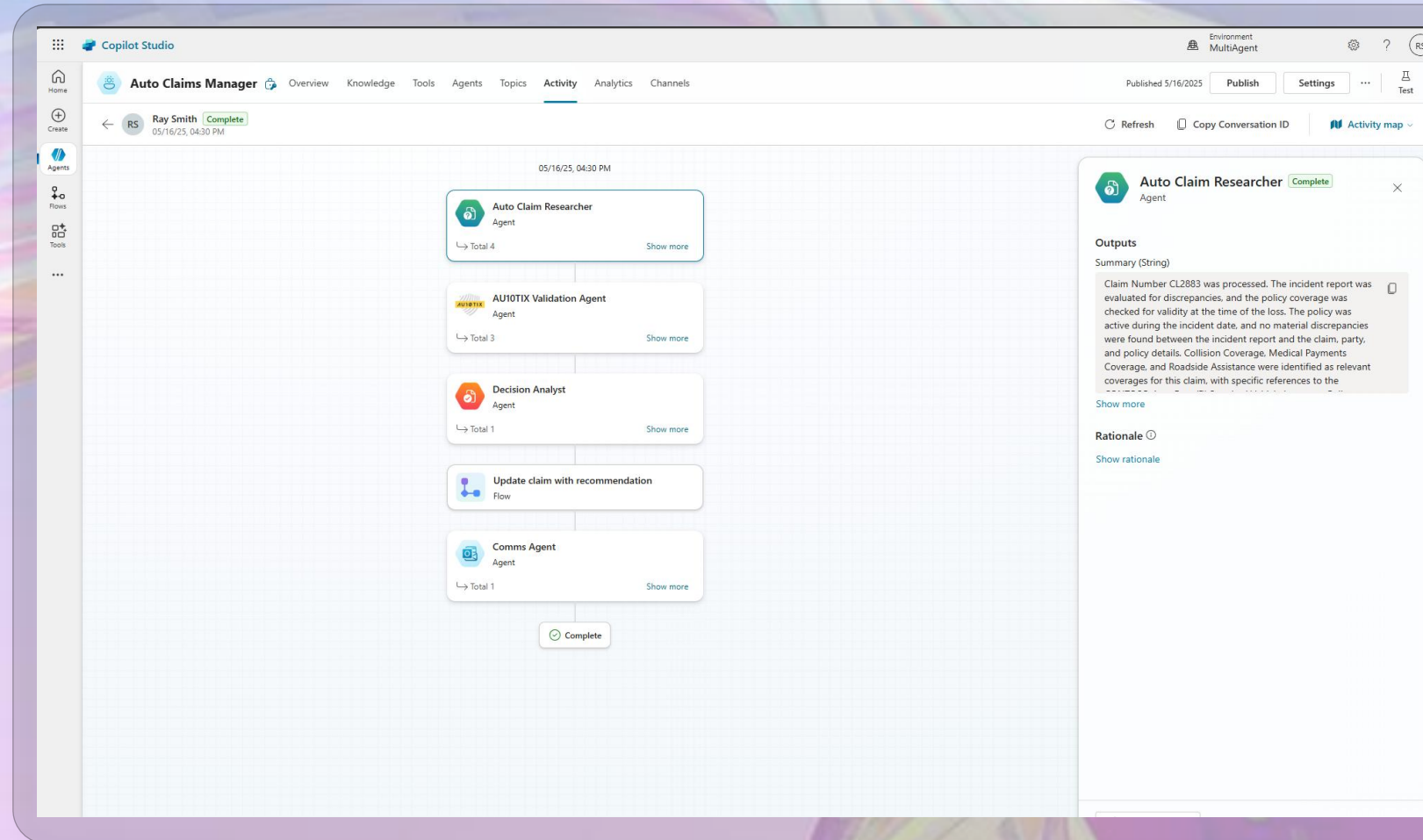
The interface also features a top bar with a back arrow, the title 'New computer operator', an 'Enabled' toggle switch, and a 'Save' button.



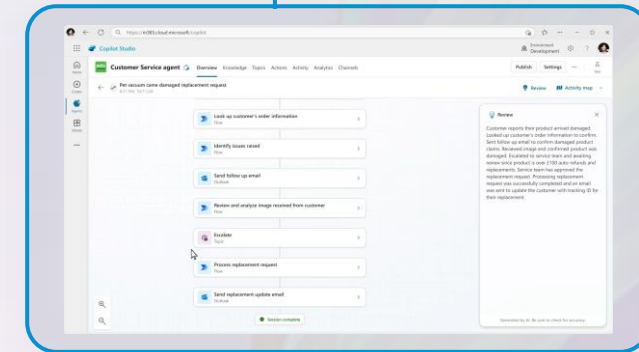
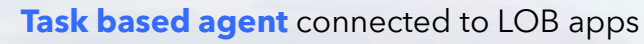
# Multi-agent orchestration

Orchestrate intelligent agents to deliver reliable, scalable outcomes

- Build and scale with modular, composable agent architecture
- Coordinate across agents with generative orchestration
- Enable cross-team collaboration with reusable agent components
- Gain visibility with built-in debugging and traceability



## Retrieval agent in Microsoft 365 Copilot



## Autonomous agent with Pets at Home

# Different building journeys for different needs

slalom



## Copilot Studio



+ Included in Copilot for M365

### Customize Microsoft Copilot

Connect with your data sources  
outside of Copilots reach

Call your redesigned business  
processes and workflows

Configure Copilot responses to  
specific questions

Building Copilot Extensions



Standalone

### Build your own custom copilots

Build customer or internal facing copilots with your data and workflows,  
on channels that work for you

Rules-based dialog management and  
conversational orchestration with a  
prebuilt LLM

Managed SaaS, no infrastructure, built  
in security and governance

Build Conversational  
Orchestration



Azure AI Foundry

Configure LLMs with prompt  
engineering

Manage own infrastructure,  
custom dev and security

Build Models

Extend Copilot Studio with  
Azure AI Foundry

# Cross-Solution Agent Envisioning

Learn how Microsoft's AI Agent ecosystem can transform your business processes with automation outcomes in production!

AI is transforming the enterprise landscape. Every day we see organizations struggling to identify and prioritize AI agent opportunities that, while operating on cloud, are not 'cloud native' - resulting in continued high IT spend while acting as a limiting factor for business agility.

Build on the foundation of Microsoft AI technologies - Agent Builder, Copilot Studio, and AI Foundry. Our workshop accelerates your journey from agent discovery to deployment strategy

## WORKSHOP OUTCOMES

- ❑ Explore how AI agents can directly support your business objectives.
- ❑ Pinpoint the most strategic entry point for deploying AI agents within your organization.
- ❑ Uncover 10+ high-value automation opportunities aligned to your core business processes.
- ❑ Co-develop a prioritized execution roadmap using a Value vs. Complexity framework to guide investment and impact.

## NEXT STEPS

Developed with Microsoft, our workshop helps technology leaders deliver rapid business value through a lean, outcome-focused approach. See these powerful tools in action and learn best practices for implementation.

Let us show you how AI can unlock value and innovation for your organization!



Microsoft 365 Copilot



Microsoft Copilot Studio



Azure AI Foundry



Fabric Data Agents

## WORKSHOP AGENDA

15 min **Introductions & Overview**  
Review agenda, workshop goals, and participant introductions

90 min **Session 1: Agents 101 - What are Agents**

- Types of Agents
- Why Agents are the key to unlocking business value
- Microsoft Agent Tooling (UI for AI, Agent Builder, Copilot Studio, AI Foundry)
- Show examples of 1P, Custom, 3P agents

60 min **Session 2: Agents 201 - Agent Demos**

- Agents across simple, autonomous and multi-agent Demo
- Live demonstrations of real implementations

60 min **Break / Networking**  
Refresh, network with peers, and prepare for the discovery session

180 min **Session 3: Agents 301 - Agent Discovery**  
**Discovery Workshop:**

- Identify top 10 business processes with automation potential
- Map Agents into Value vs Complexity matrix
- Design Agent Profile

**Agents 302: Business Value & Prioritization:**

- High value, Low complexity → Agent Builder
- High value, Medium complexity → Copilot Studio
- High value, High complexity → AI Foundry

60 min **Session 4: Agents 401 - Agent Governance**

- Best Practices & creating an AI Center of Excellence
- Technology Strategy





# slalom