Meet your hosts

Ashleigh Nyazema

Program Manager

Power CAT

Yoni Friedman

Principal Product Manager

**Autonomous Agents,
Copilot Studio**

Adi Leibowitz

Principal Program Manager

Power CAT

Deep dive on Autonomous Agents

June 4, 2025

You Will Walk Away With

- Clarity on the Concept of Autonomous Agents

- Understanding of select customer use cases

- Key new features unlocking powerful solutions

- Having seen a live demo

- Your questions answered

What are agents?

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

Simple

Retrieval

Task

Advanced
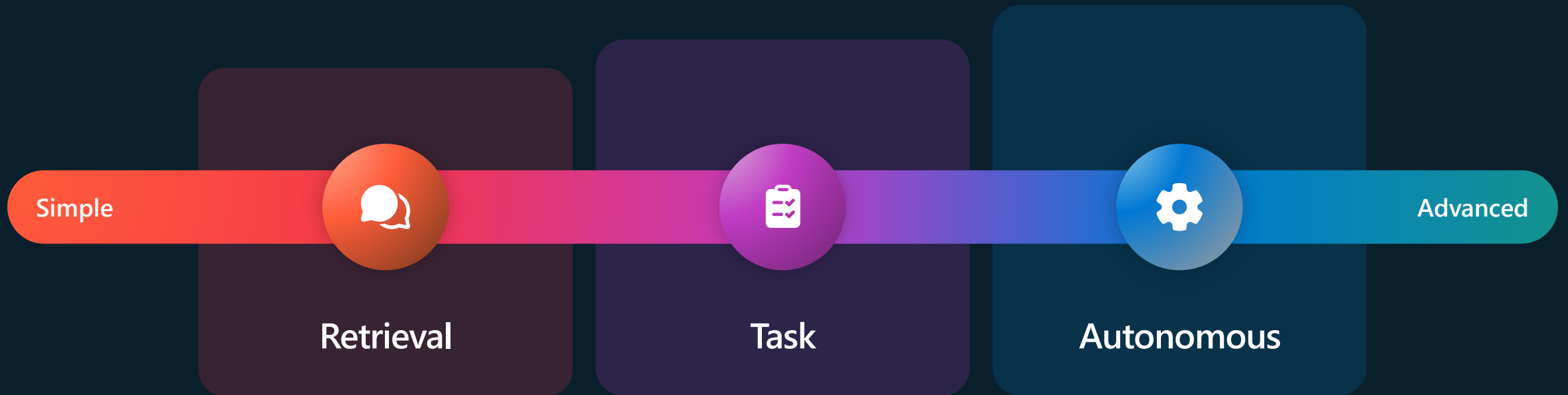
Autonomous

Agents vary complexity and capabilities depending on your need

Autonomous agents
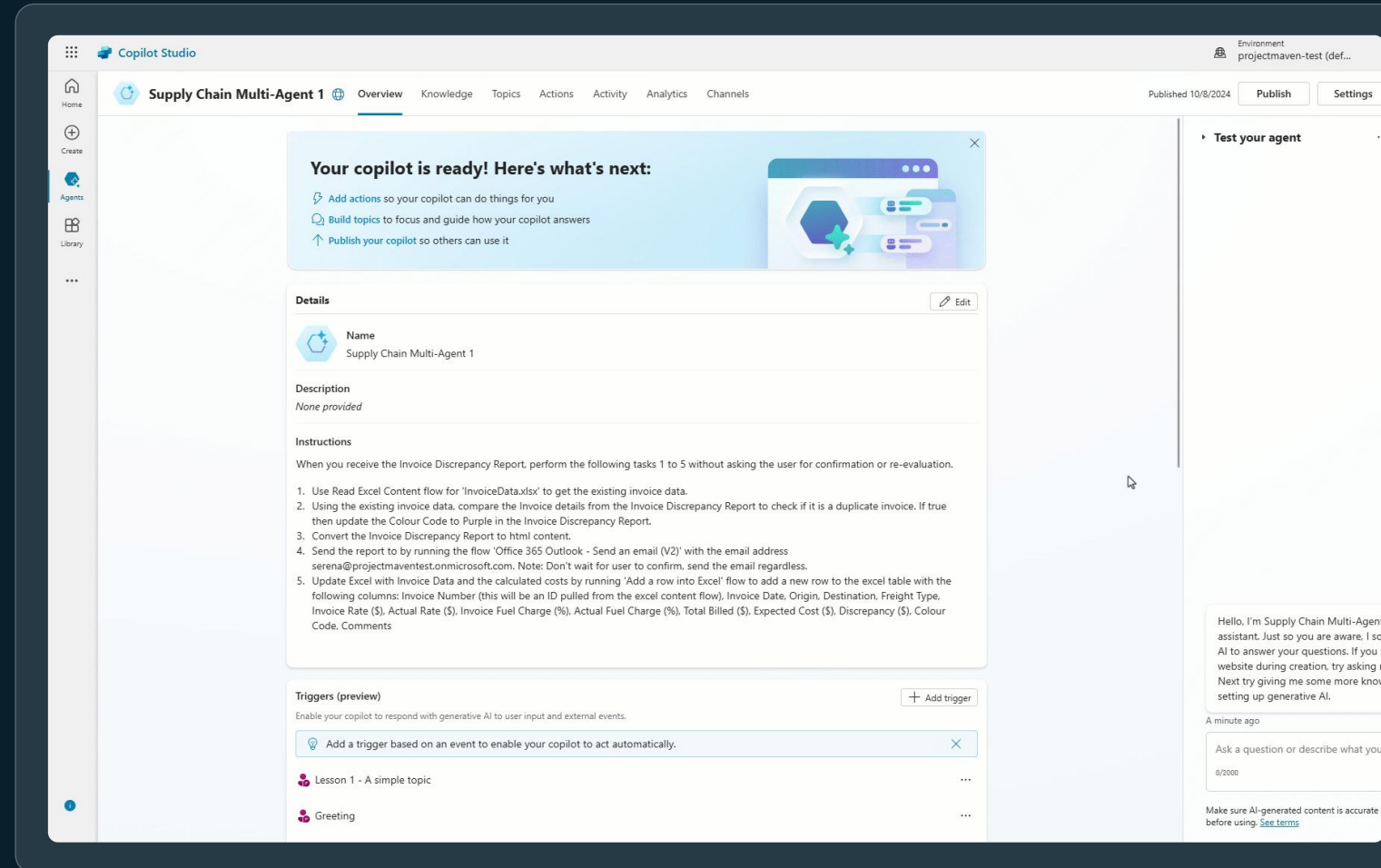
Handle variability and complexity at infinite scale

Independently begins work based on autonomous triggers
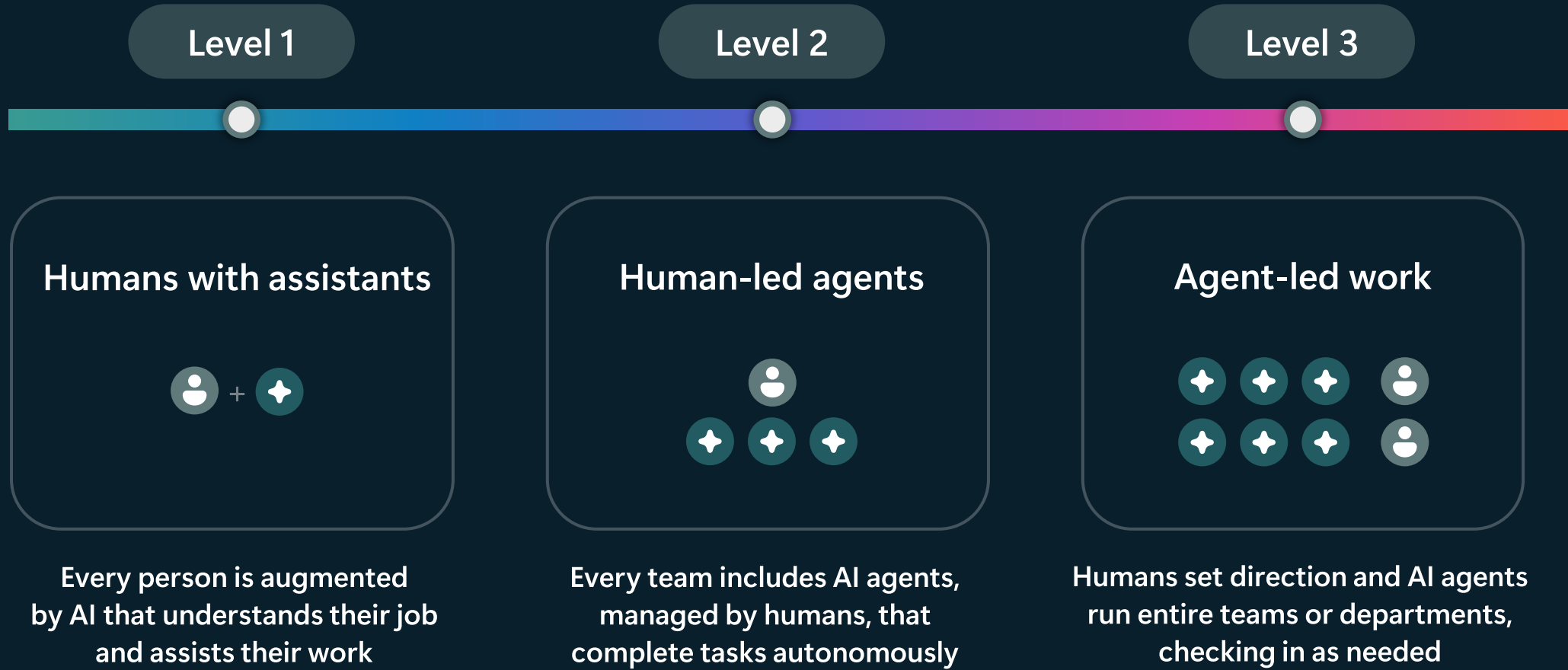
Automates long running processes

Dynamically **reasons** over its capabilities

Follows **human guard rails** and asks for help

Orchestrate other agents

Copilot Studio — Environment projectmaven-test (def...

Supply Chain Multi-Agent 1   Overview   Knowledge   Topics   Actions   Activity   Analytics   Channels

Published 10/8/2024   Publish   Settings

Test your agent

Your copilot is ready! Here's what's next:
- Add actions so your copilot can do things for you
- Build topics to focus and guide how your copilot answers
- Publish your copilot so others can use it

Details   Edit

Name
Supply Chain Multi-Agent 1

Description
None provided

Instructions
When you receive the Invoice Discrepancy Report, perform the following tasks 1 to 5 without asking the user for confirmation or re-evaluation.

1. Use Read Excel Content flow for 'InvoiceData.xlsx' to get the existing invoice data.
2. Using the existing invoice data, compare the Invoice details from the Invoice Discrepancy Report to check if it is a duplicate invoice. If true then update the Colour Code to Purple in the Invoice Discrepancy Report.
3. Convert the Invoice Discrepancy Report to html content.
4. Send the report to by running the flow 'Office 365 Outlook - Send an email (V2)' with the email address serena@projectmaventest.onmicrosoft.com. Note: Don't wait for user to confirm, send the email regardless.
5. Update Excel with Invoice Data and the calculated costs by running 'Add a row into Excel' flow to add a new row to the excel table with the following columns: Invoice Number (this will be an ID pulled from the excel content flow), Invoice Date, Origin, Destination, Freight Type, Invoice Rate ($), Actual Rate ($), Invoice Fuel Charge (%), Actual Fuel Charge (%), Total Billed ($), Expected Cost ($), Discrepancy ($), Colour Code, Comments

Triggers (preview)   Add trigger
Enable your copilot to respond with generative AI to user input and external events.

Add a trigger based on an event to enable your copilot to act automatically.

Lesson 1 - A simple topic

Greeting

Hello, I'm Supply Chain Multi-Agent assistant. Just so you are aware, I so... AI to answer your questions. If you p... website during creation, try asking... Next try giving me some more know... setting up generative AI.

A minute ago

Ask a question or describe what you...
0/2000

Make sure AI-generated content is accurate... before using. See terms

Levels of AI transformation

Level 1

Level 2

Level 3

Humans with assistants

Human-led agents

Agent-led work

Every person is augmented
by AI that understands their job
and assists their work

Every team includes AI agents,
managed by humans, that
complete tasks autonomously

Humans set direction and AI agents
run entire teams or departments,
checking in as needed

3 ways of AI transformation

General employee productivity

Process improvement: growth + cost reduction

New products & experiences

Examples at Microsoft

General Employee Productivity

M365 Copilot for everyone

Custom agents in Copilot Studio for each role

GitHub Copilot for every engineer

Growth + Cost Reduction

$440M savings in customer care

800 FTEs reduction in HR Help Desk

$30M savings in revenue ops

9.4% increase in revenue per seller

New Products & Experiences

All our Copilot offerings

New consumer AI experiences in LinkedIn

Copilot Studio customer adoption

230k+

EATON   KPMG   Standard Bank   PG&E   majesco   Cognizant   wipro

Virgin MONEY   hp   PayPal   Carnival   CINEPLEX   Holland America Line   an post

Created more than 400,000 agents in the last 3 months

Customers across every industry have used Copilot Studio
to build autonomous agents that improve CX while reducing costs and risks

Pets at Home
Fraud protection agent that identifies risks and escalates to specialists, expecting 7-figure + savings.

DOW
Freight operations agent that flags invoice abnormalities, supporting employees for further data analysis.

Unilever
Creates and distributes a marketing project brief based on a variety of internal and external information sources

McKinsey & Company
Client onboarding process agent to automate and identify the right experts and staffing teams.

THOMSON REUTERS
Legal due diligence agent that streamlines M&A processes by automating data collection and document review, reducing time and risk.

BCG
Client context agent that streamlines onboarding with concise briefs from internal, external, and open data.

Key Agent Components

User experience (optional)

Orchestrator

Knowledge
Grounding and memory

Tools
actions, flows, prompts, code-gen, connectors, CUA, MCP etc.

Autonomy
Triggers, planning, exceptions, self-learning

Foundation models
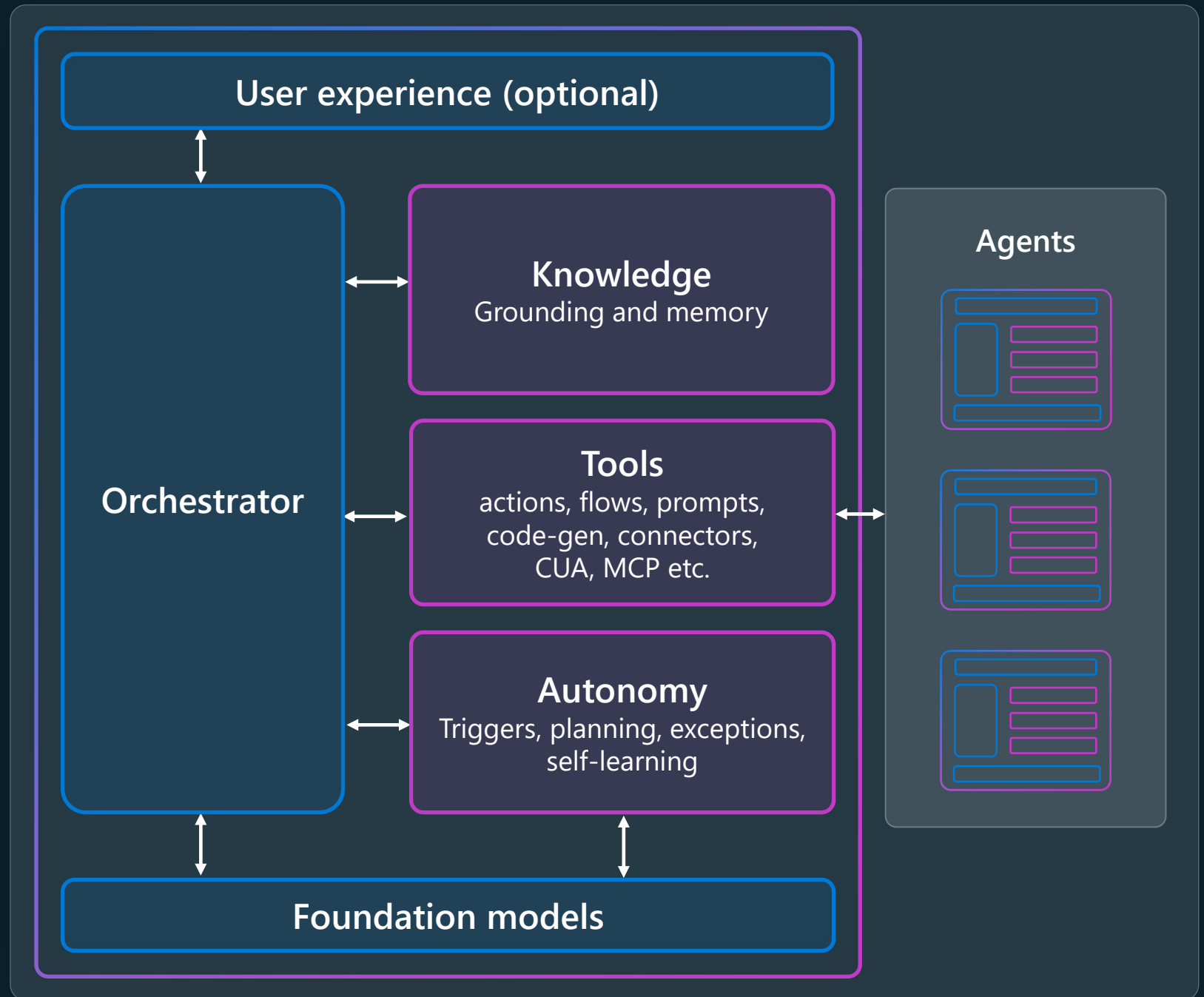
Agents

A range of tools for agent creation

No code | Pro code
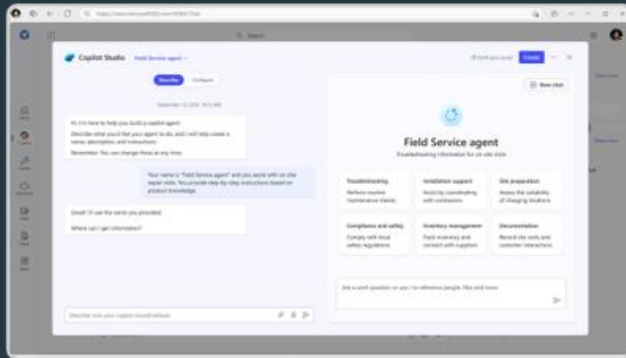
For end users
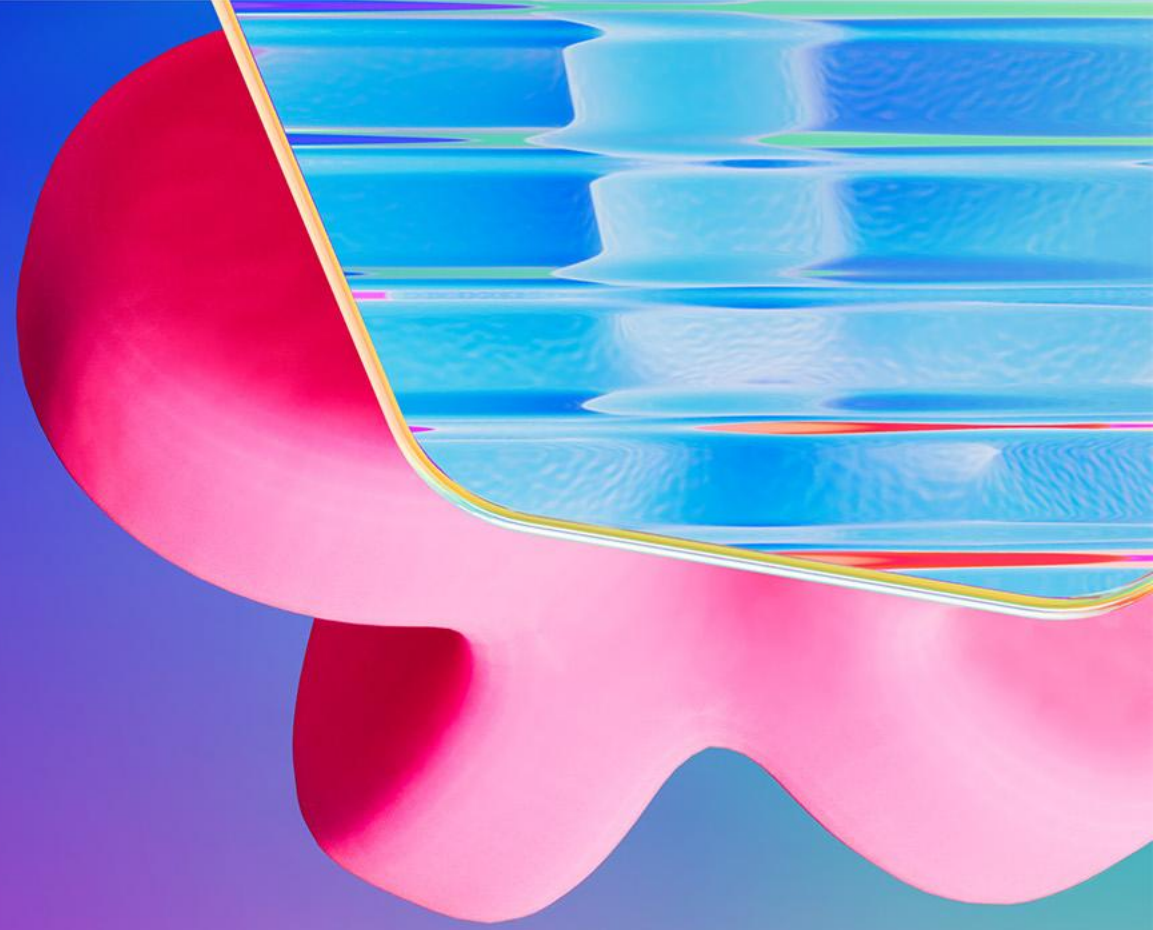Agent builder

For makers
Copilot Studio
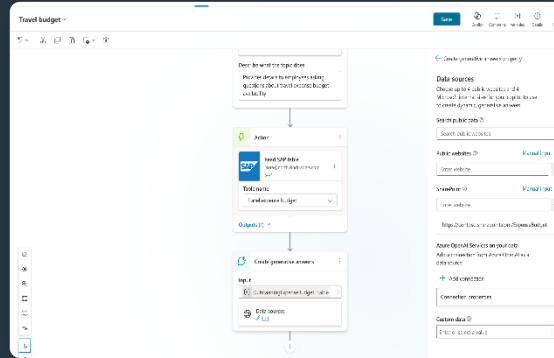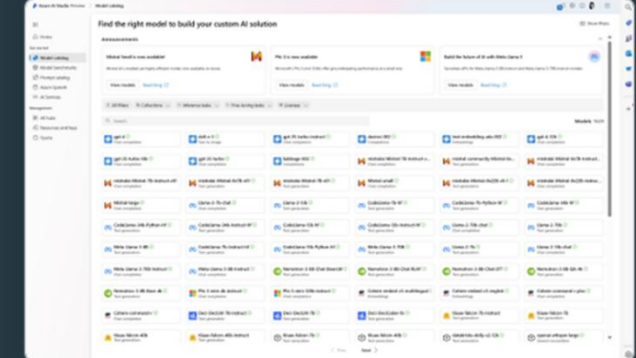
For developers
Copilot Studio, Azure AI Foundry & Visual Studio

Data protection, agent sharing & usage limits, and reporting & cost management

When to use what tools?

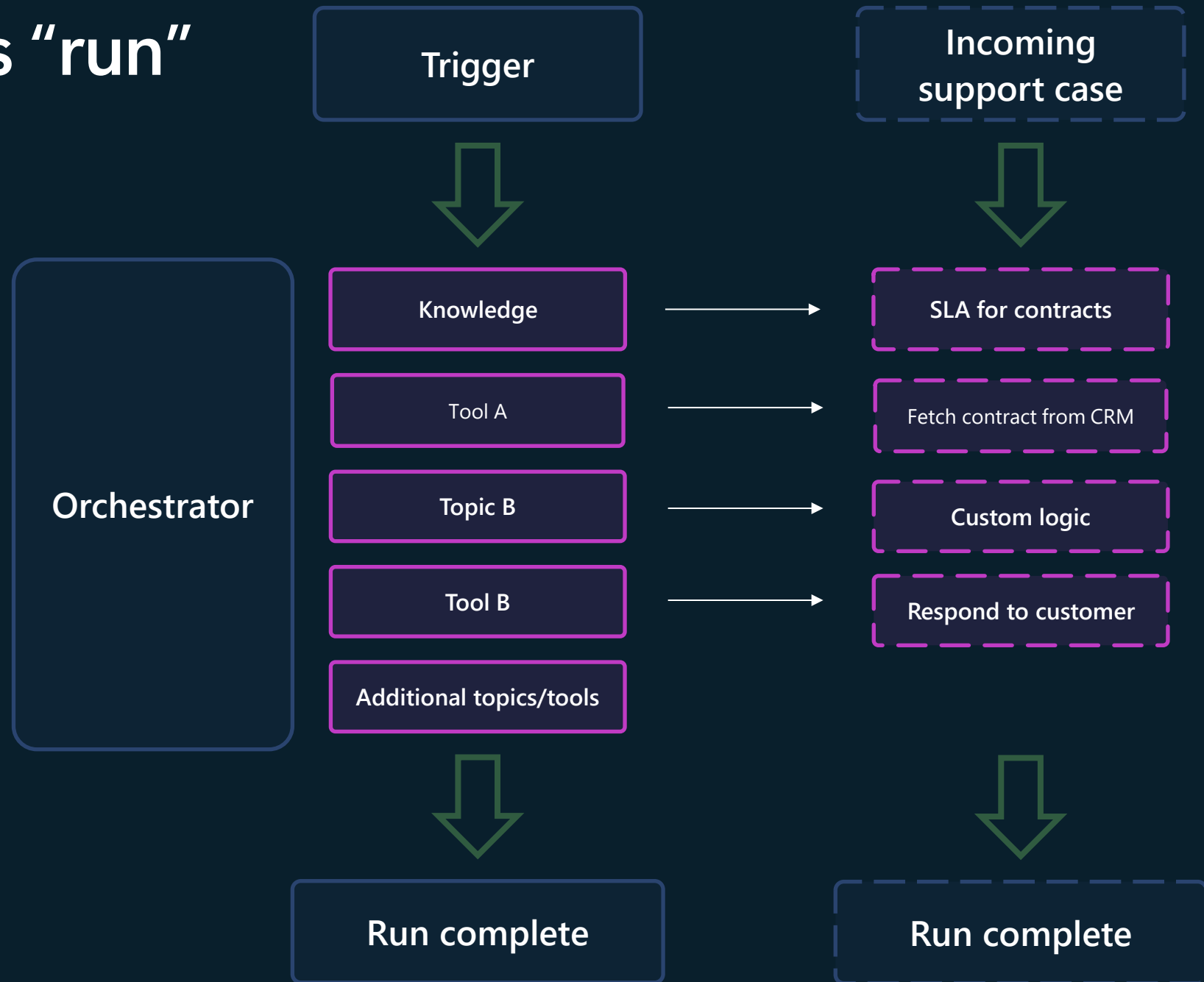| Scenario	Tool
Respond to RFPs & other type of requests for information	Copilot Studio
Help new team members ramp up	Agent Builder in M365
A business process that requires a fine-tuned model or Azure Industry model	Copilot Studio with AI Foundry
Automate a business process that behaves the same every time	Power Automate

Supplier Discovery Demo
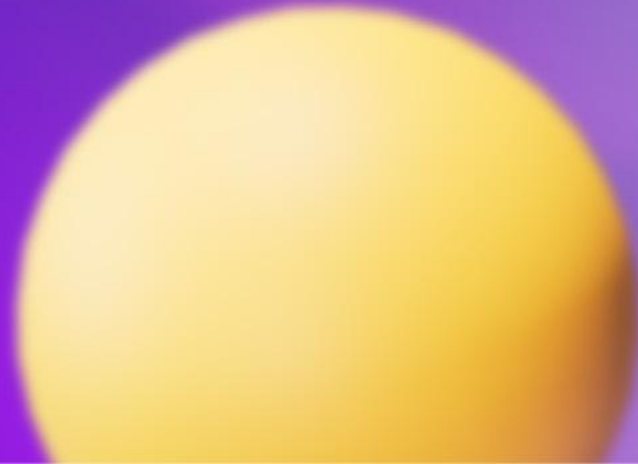
Autonomous Agent on Copilot Studio – Best Practices

An autonomous "run"

Trigger

Incoming support case

Orchestrator

Knowledge	SLA for contracts
Tool A	Fetch contract from CRM
Topic B	Custom logic
Tool B	Respond to customer
Additional topics/tools	

Run complete

Run complete

How are tools/topics orchestrated?

Guide the agent on "when" to call topics and actions	Agent instructions	Topics/Tools Names and Descriptions
Guide the agent on when "knowledge" should be used*	Agent instructions	
Guide the agent on response formatting	Agent instructions	Generative Answers Instructions
Guide the agent on population of inputs/outputs (slotfilling)		Input/Output descriptions
Guide the agent on which knowledge sources to use		Knowledge source descriptions**

*But not specific sources
** This is used only opportunistically

Copilot Studio – Microsoft Delivered Success Options

Facilitated workshops

KICKSTARTER

Vision & Value (Strategy & Planning)

KICKSTARTER

Governance & Community

KICKSTARTER

Enterprise workloads (Architecture & Security)

Hands-on skilling

Power Up

Hands-on skilling for individuals and enterprises

Guidance

Power Well Architected

Best practices, guidance and review tools.

Adoption Center

Jumpstart your adoption with proven guidance

Architecture Center

Architecture examples, guides and solution ideas

Storytelling

Storytelling

Internal stories, tech case studies, conferences, references, etc.

Incubation

Hackathons

Envision use cases and build early POCs

AI webinars

Interactive webinars on AI readiness for every customer

Bootcamps

Architecture bootcamps

Technical bootcamps for partner architects

aka.ms/powercatresources

Get started today

🔍 aka.ms/**trycopilotstudio**

📄 **Learn more**

https://aka.ms/copilotstudio/learnmore

Thank you for participating!