

Microsoft Copilot is your AI assistant, and agents only make Copilot more powerful.

Copilot Agents Lab



Business processes are becoming increasingly complex and time-consuming — the need for automation and streamlined workflows is growing rapidly, and your team is under strain from managing multiple tasks, integrating various data sources, and ensuring security and compliance.



Microsoft Copilot Agents are designed to act as intelligent assistants that can automate and streamline processes, integrate with various Microsoft 365 sources, take actions, develop automations, and interact with external data sources.

Not sure if you need Copilot Agents Lab?

Challenges

- Are your business processes becoming increasingly complex and time-consuming, making it difficult to maintain efficiency and productivity?
- Is your team overwhelmed by the need to integrate various data sources and manage multiple tasks simultaneously?
- Are outdated or incomplete workflows hindering your ability to streamline operations and achieve optimal results?
- Is your team missing the insights and automation capabilities needed to make informed decisions and execute tasks effectively?
- Do your current solutions lack the ability to leverage AI-powered assistance for real-time data analysis and personalized recommendations?
- Are your automation tools unable to scale and adapt to changing business requirements and priorities?

Capabilities

Business Process Automation: Modernize your business processes by automating repetitive tasks and streamlining workflows to enhance productivity, reduce manual errors, and free up valuable time for your team to focus on strategic initiatives.

Data Integration & Management: Integrate various data sources, including Microsoft 365, external databases, and third-party applications, to provide a unified view of your business data and enable more informed decision-making.

Intelligent Assistance: Leverage AI-powered agents to assist with complex tasks, provide insights, and offer recommendations based on real-time data analysis, improving efficiency and accuracy in business operations.

Security & Compliance: Ensure the security and compliance of automated processes by implementing robust security measures, monitoring activities, and adhering to industry standards and regulations.

Scalability & Flexibility: Scale your automation solutions to meet the growing needs of your business and customize workflows to adapt to changing requirements and priorities.

What Do Agents Do?

Agents expand Copilot's knowledge and skills or can operate autonomously to complete tasks or automate processes



"Get the latest on my new product launch and list my key action items."



"Create a new support ticket, list me as owner, and use the email from my manager for further details."



"Process incoming requests and approvals without manual follow-up."

Copilot agents vary in level of complexity and capabilities depending on your need

Outcomes



Enhancement:

Automating repetitive tasks and streamlining workflows, Copilot Agents significantly boost productivity, allowing your team to focus on strategic initiatives and high-value activities.



Efficiency:

Will streamline processes, reducing the time and effort required to manage customer relationships.



Insights:

The system will provide valuable data and analytics, enabling the company to understand customer behavior and preferences better.



Scalability:

The solution is designed to grow with the company, ensuring that it can continue to meet customer needs as the business expands.

Contains key activities to help you get started.

Vision & Value: Conduct initial research to understand business challenges, AI aptitude, and key personas. Hold educational sessions and design workshops to identify and prioritize scenarios. Define KPIs and assess readiness for deploying M365 workloads and Copilot licenses.

Prepare & Pilot: Working production agent for between 1-5 low code agents and no more than 6 connectors, enabled and piloted with a limited audience.

Enable & Extend: Recommendations to implement, scale, adopt and operate the agent(s) for the selected scenario(s).

Adopt & Operate: Knowledge transfer, and training for Agent Champions and Agent Lab members drive sustained usage of agents. Training sessions (one per scenario), plus additional training on how to identify, evaluate and implement high value scenarios.

Next Steps: Talk with your Microsoft representative and schedule a meeting to discuss how Microsoft can help you leverage the transformational capabilities of Copilot for M365.

Approach:
6 weeks