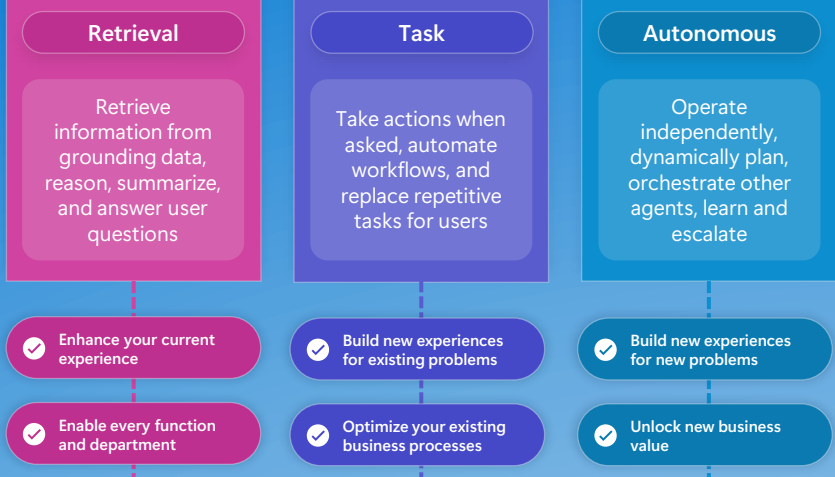


# What is an agent?

An agent uses AI to automate and execute business processes, working alongside or on behalf of a person, team or organization.

Agents vary in levels of complexity and capabilities depending on your need



**Solutions for every function and team**

**IT Helpdesk agent**

How do I connect to the corporate network?

**Budget Manager agent**

Review outstanding open PO's and begin financial planning

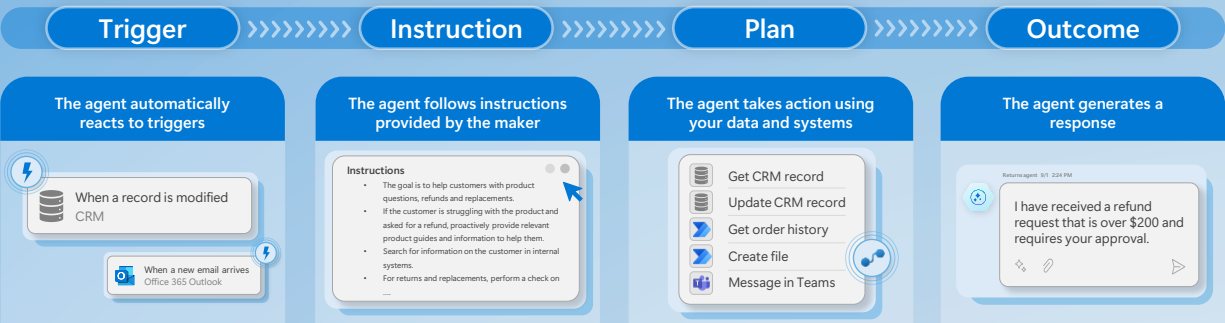
**Customer Support agent**

The agent has identified new support issues and triaged to other agents.

**HR Agent**

**Contract Agent**

**Operations Agent**



## Orchestration

**Tell your agents when to act**

- When an item is created SharePoint
- When a new hire starts HR Management
- Recurrence Schedule

**Design your agents' behavior**

- Build the way you want
- Natural language
- Pre-built templates
- Visual canvas
- Code

**Connect your agents to knowledge and applications**

Your Data

- Data connectors External systems (Salesforce, SAP)
- Microsoft Graph Productivity data (M365)
- Microsoft Dataverse Business data
- Microsoft Fabric Analytics

**Deploy agents to your channels**

Facebook, WhatsApp, Microsoft Teams, etc.

Build your own network of agents

**A secure, trusted platform**

- No infrastructure management
- Granular governance controls
- Enterprise data protection
- Streamlined lifecycle management

## Microsoft Copilot Studio

**Agent builder**

End users can extend Microsoft 365 Copilot in Business Chat

**Copilot Studio platform**

All makers can start in an end-to-end web platform

**Copilot Studio + Azure AI**

Developers can seamlessly integrate with Azure

Get started today  
[aka.ms/copilotstudio](https://aka.ms/copilotstudio)

\* Access this channel by connecting to an ISV