



TECHCON 365 | CHICAGO 2026

Building Enterprise AI Agents

From Low-Code Copilot studio to GitHub Copilot Integration

Minhaj Sahibzada

Director AI Innovation & Technology Strategy - Microsoft

June 17, 2026 • McCormick Place, Chicago



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SELFIES WITH THE SPEAKER

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Recording or live streaming the session, in part or in full, is strictly prohibited. Thank you for respecting our content and Speakers.

About me

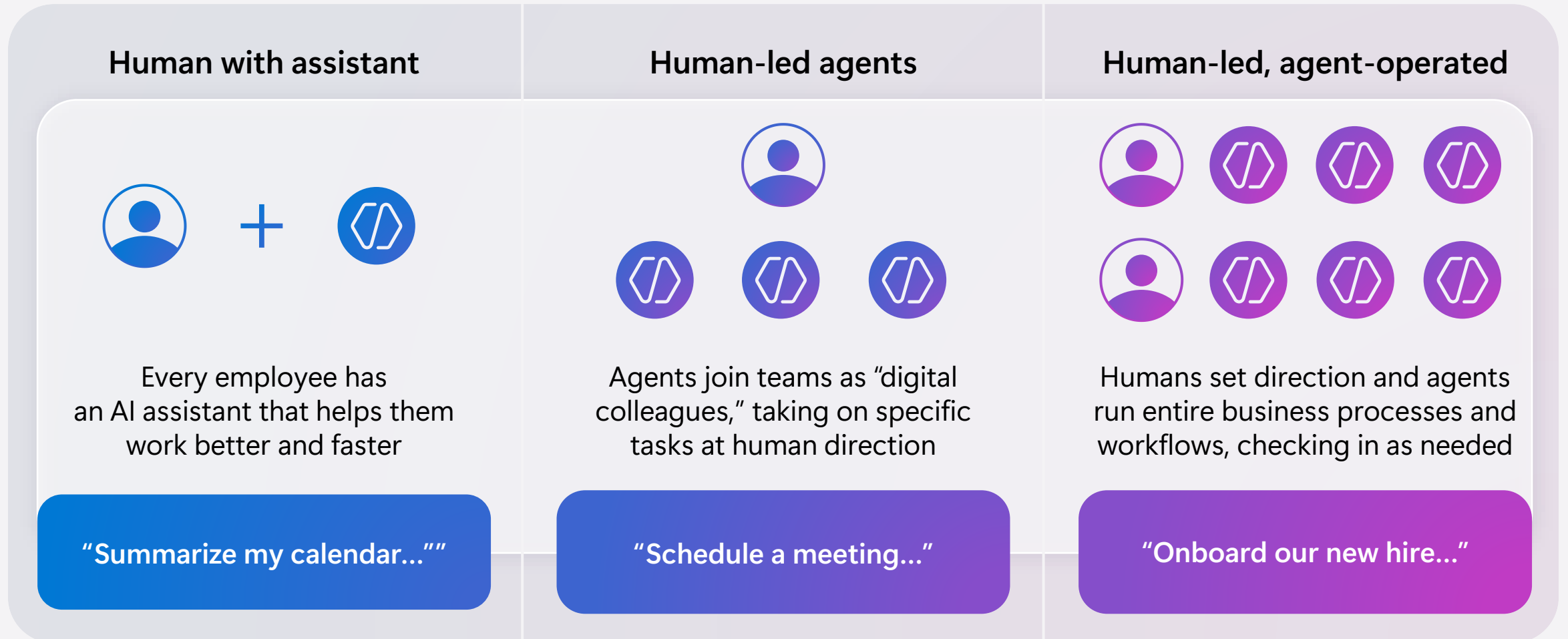


Minhaj Sahibzada

Director AI Innovation & Technology Strategy – Microsoft

- Leads AI Innovation & Technology Strategy as part of Microsoft's Global Customer Success organization, where he works with complex global enterprises and executive stakeholders to turn emerging AI capabilities into measurable business impact.
- Focused on helping organizations move from AI experimentation to production-grade, governed, and secure AI systems.
- Expertise spans across shaping and leading agentic AI strategies across Copilot Studio, Azure OpenAI, Azure AI Foundry, GitHub Copilot, Microsoft Fabric, and M365 Copilot extensibility, with a strong emphasis on Responsible AI, enterprise readiness, and value realization.
- 8+ years at Microsoft, 25+ years in Technology; experience focused on AI Innovations, Technology Strategy, Program Management, Enterprise Architecture customer experience, business applications and cloud platforms
- Find me online: [LinkedIn /in/minhaj-s-7b869679](https://www.linkedin.com/in/minhaj-s-7b869679)

Agents can transform AI from a tool into a trusted teammate



AI adoption skyrockets in 2025

Source: Microsoft Work Trend Index Survey 2025



AI is transforming work

Source: Microsoft Work Trend Index Survey 2025





1.3 Billion

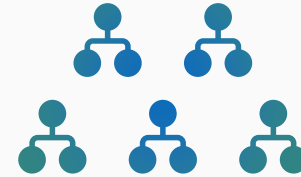
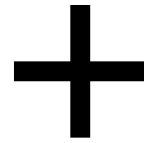
AI agents by 2028

Source: IDC Info Snapshot, 1.3 Billion AI Agents by 2028, doc #US53361825, May 2025



Copilot

Every employee
has a Copilot



Agents

Every business process
transformed by agents

Microsoft 365 Copilot

Conversational AI building tools



In the flow
of work



Use your
own words



Personal &
team

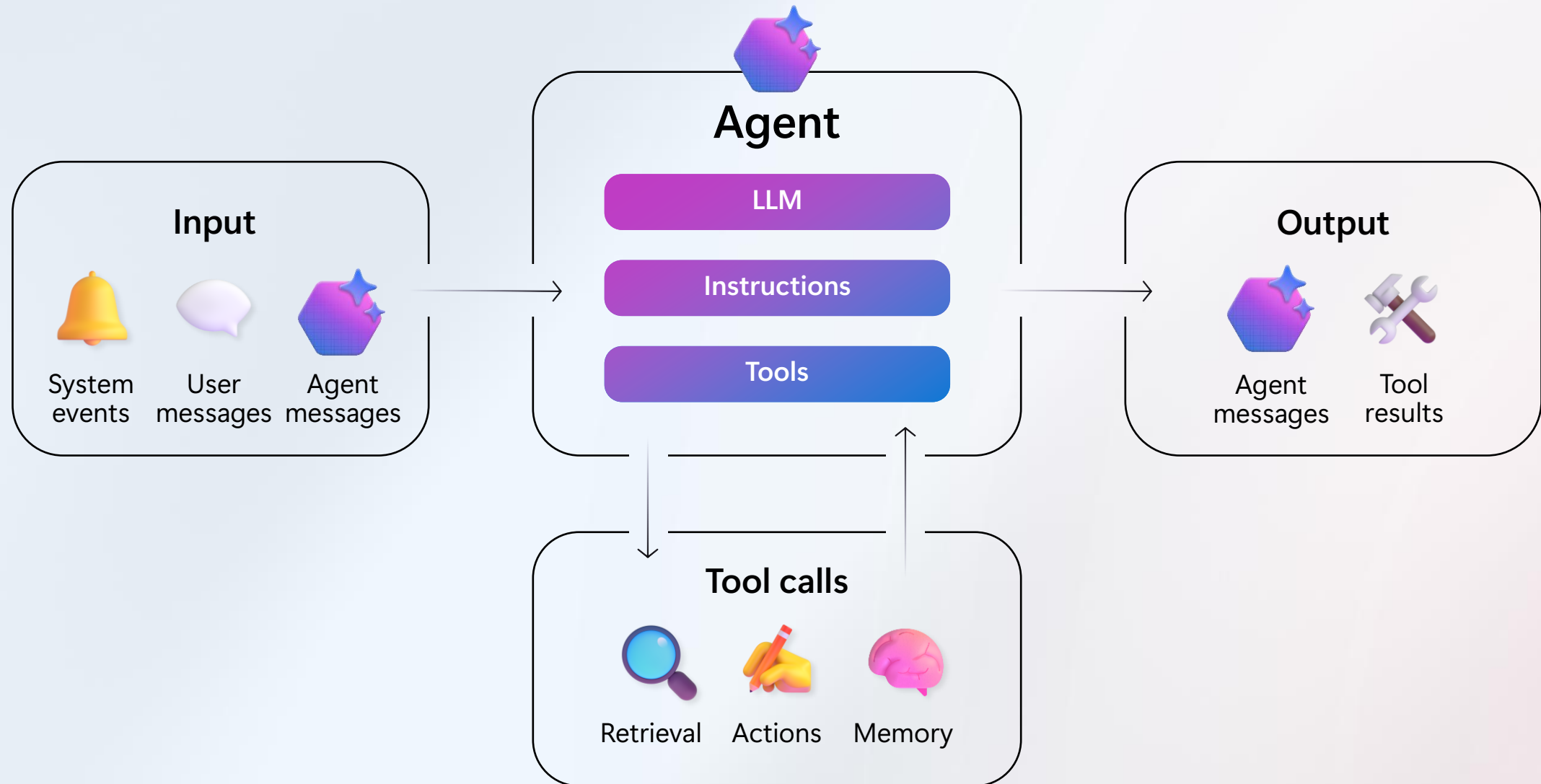


M365 apps
access

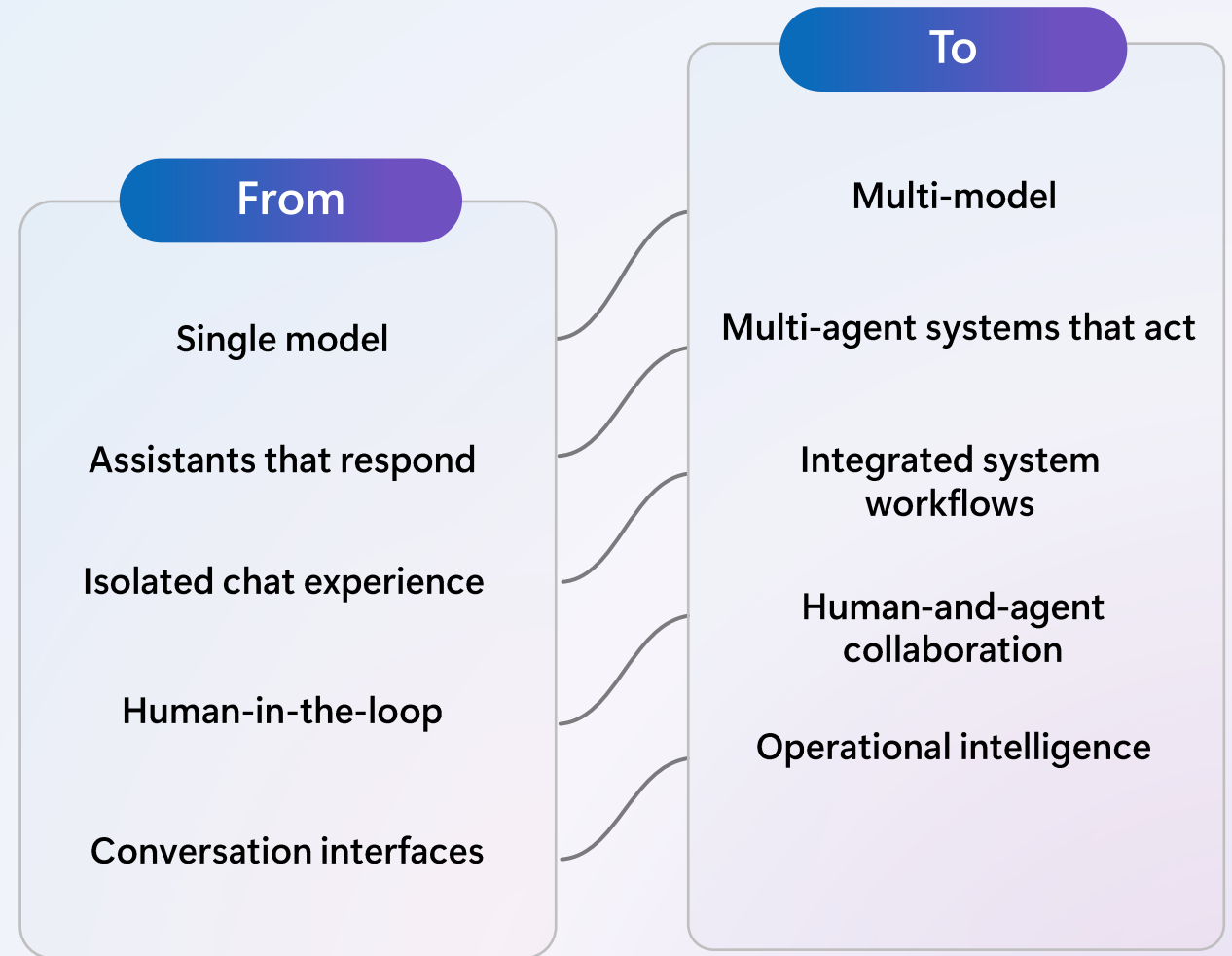


Security &
Compliance

What is an agent?



Agentic AI changes how business operate



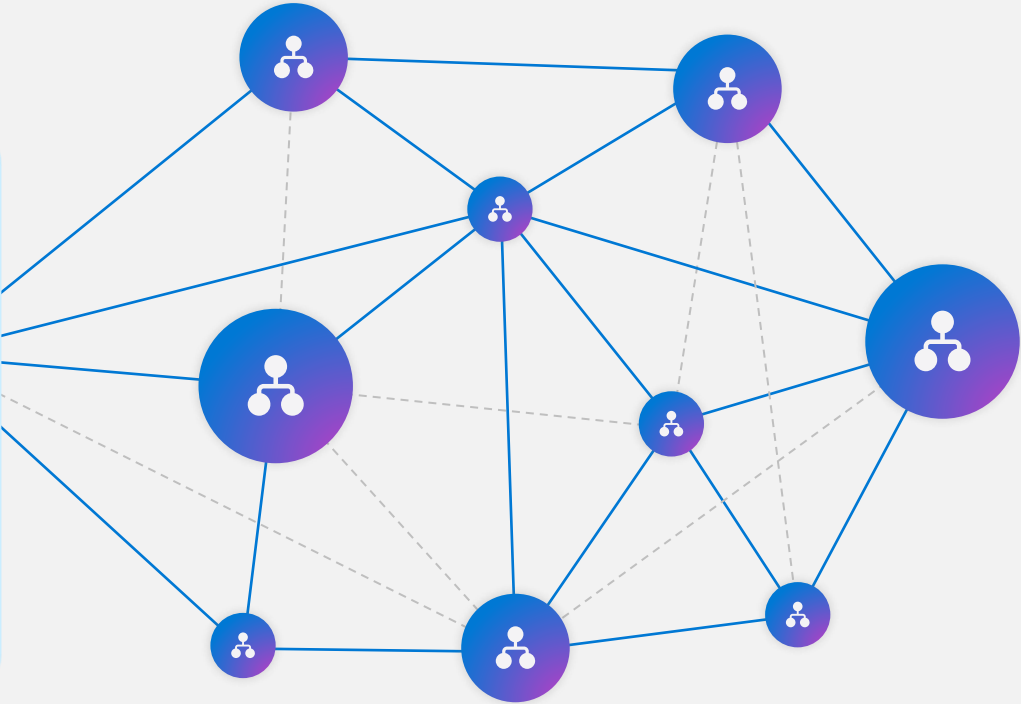
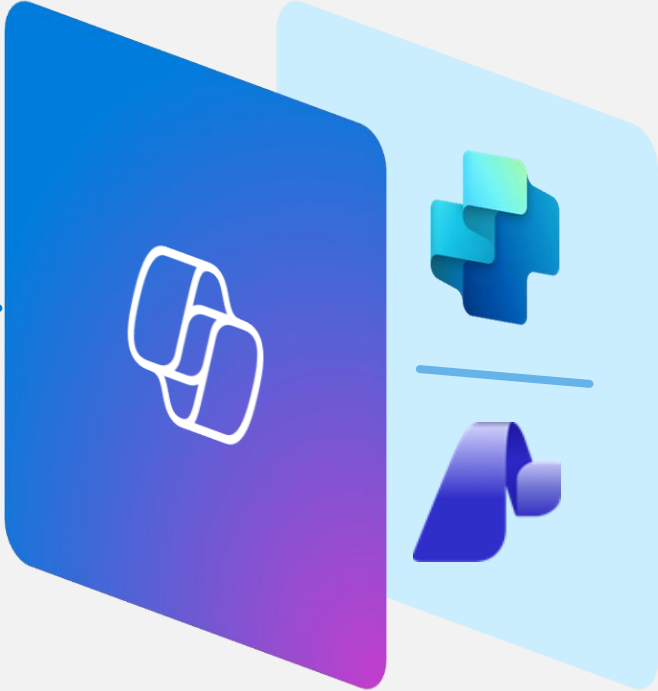
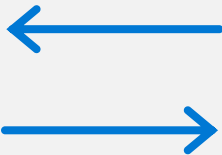
Organizations that master agents can automate **multi-step workflows**, integrate deeply with systems, **reduce cost** and **cycle time**, and deliver **new business model**

Copilot is the UI for AI

Copilot

Copilot Studio & Azure Foundry

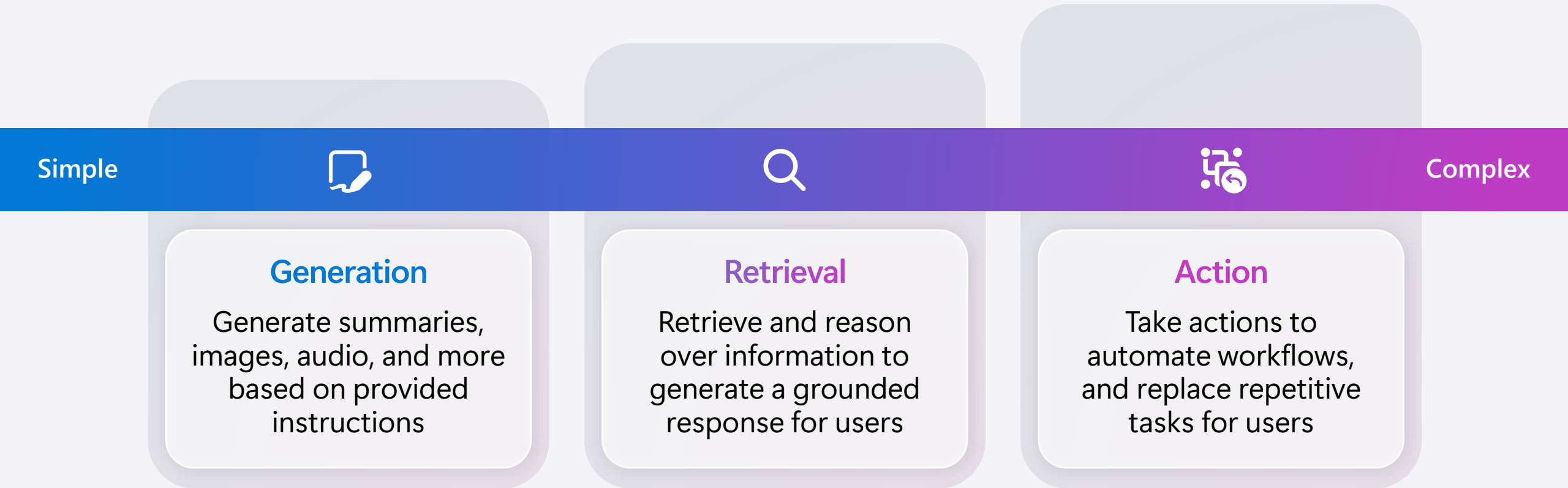
Agents



Copilot Control System

Agent capabilities range from simple to complex

Making workflows more adaptive and resilient than purely deterministic automation



Agentic System of Work



Copilot

to transforms knowledge work



Agents

to help run workflows



Agent 365

for visibility and control

Work IQ

Microsoft Agents



Researcher



Analyst



Sales Development
Agent (Frontier)



Workforce Insights
Agent (Frontier)

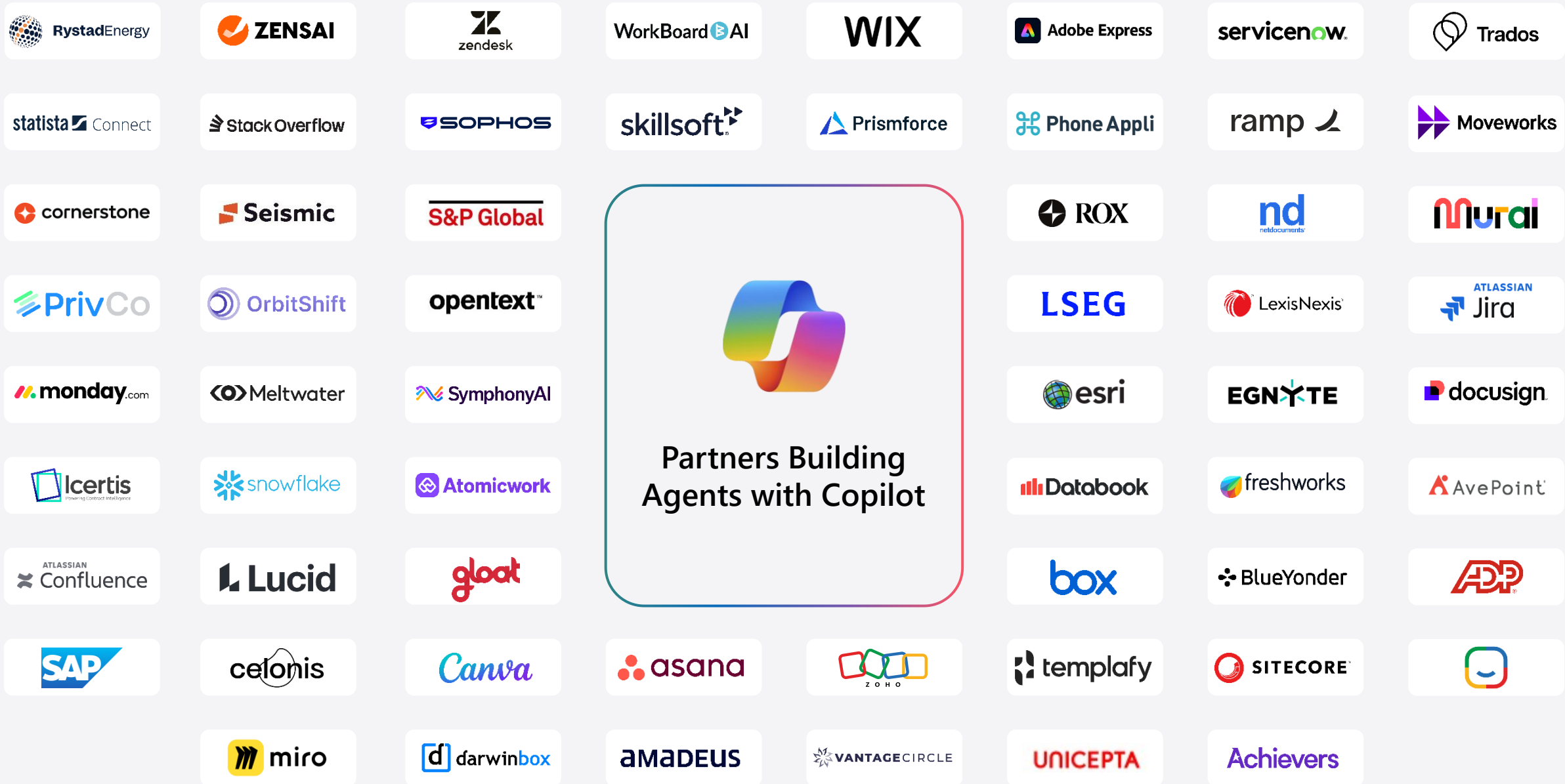


People Agent
(Frontier)



Learning Agent
(Frontier)

Automate tasks with pre-built agents by Microsoft that are designed for work





Microsoft 365 Copilot

&



Copilot Chat

Extensibility with



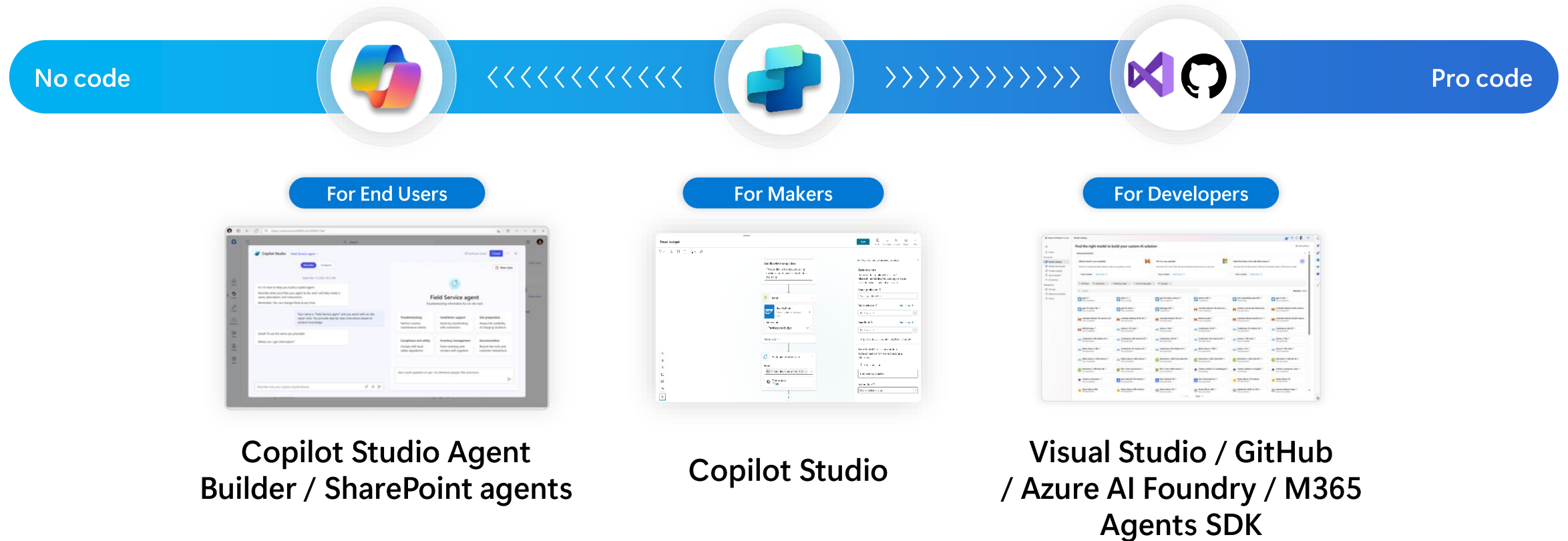
Copilot Studio

Customization with

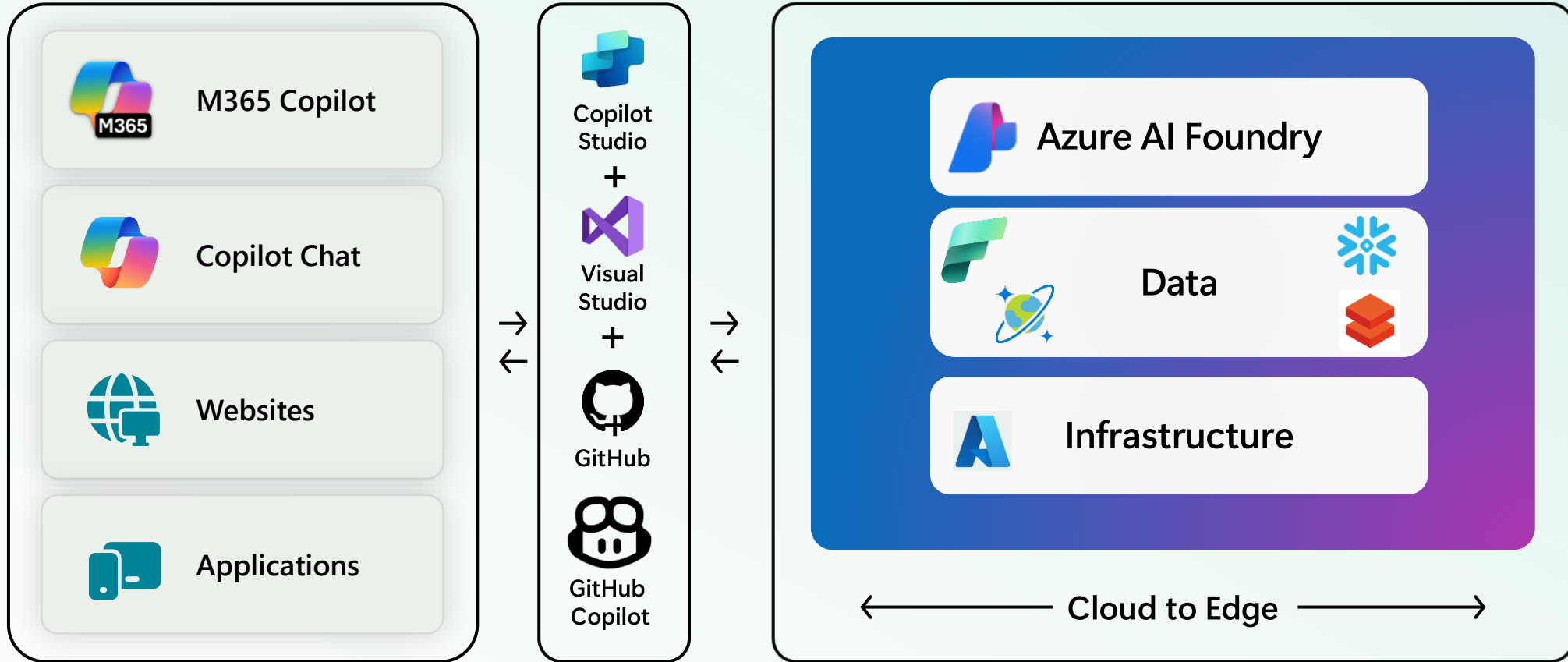


Azure AI Foundry

Agent tooling for business process transformation



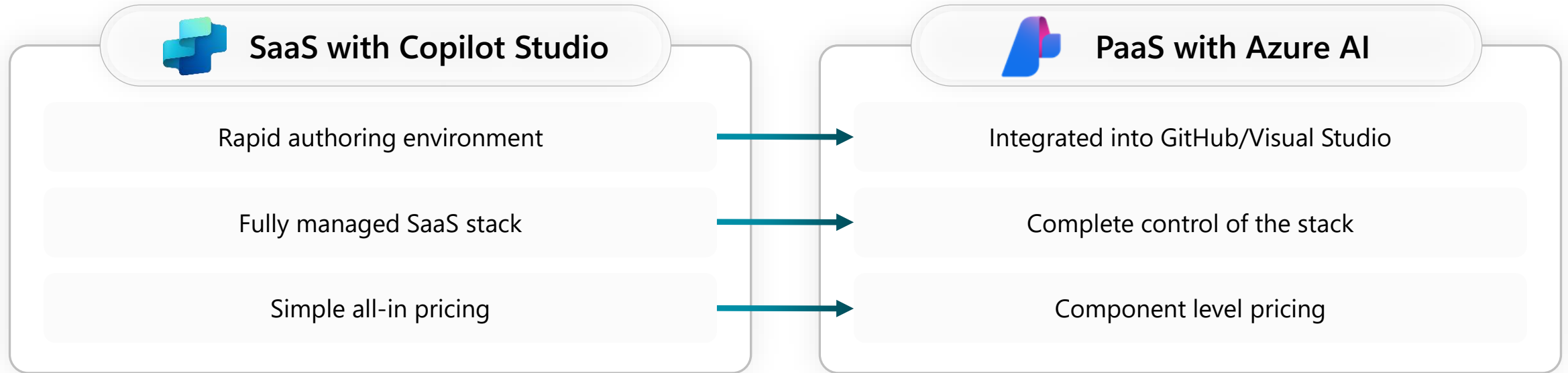
Copilot & AI stack



Trustworthy AI

One conversational AI ecosystem

Access more advanced customization tools by building across Microsoft Copilot stack



Start with Copilot Studio and seamlessly integrate with Azure AI



No matter where you build your agents, the orchestration layer will be the same



Developers

Microsoft Foundry



Makers

Copilot Studio

Shared foundation



Open source agent primitives

Microsoft Agent Framework

Discoverable

Agents, tools, and capabilities are registered, searchable, and composable across the stack

Interoperable

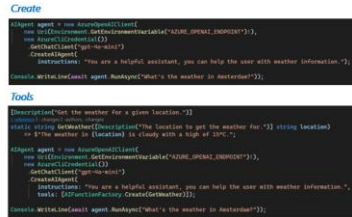
Agents built with different platforms interoperate through common agent definitions, protocols, and observability

Observable

Flows, tool calls, state transitions, and agent interactions are traceable and governable consistently

Microsoft Agent Framework

Open-source engine for building and orchestrating AI agents



```
from typing import List
from openai import AsyncOpenAI
from openai.types.chat import ChatCompletionMessageToolCall
from openai.types.chat.completion_create_params import ToolChoice
from openai.types.chat.completion_create_params import Tool

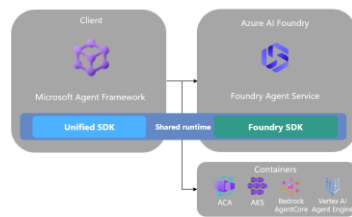
class WeatherAgent:
    """A helpful assistant, you can help the user with weather information."""
    def __init__(self, api_key: str):
        self.client = AsyncOpenAI(api_key=api_key)

    async def get_weather(self, location: str) -> str:
        """Get the weather for a given location"""
        response = await self.client.chat.completions.create(
            model="gpt-4o",
            messages=[{"role": "user", "content": f"What's the weather in {location}?"}],
            tools=[Tool(
                type="function",
                function={
                    "name": "get_weather",
                    "description": "Get the weather for a given location",
                    "parameters": {
                        "type": "object",
                        "properties": {
                            "location": {"type": "string", "description": "The location to get the weather for."},
                        },
                        "required": ["location"],
                    },
                },
            )],
            tool_choice=ToolChoice.auto,
        )
        return response.choices[0].message.content
```

Unified SDK

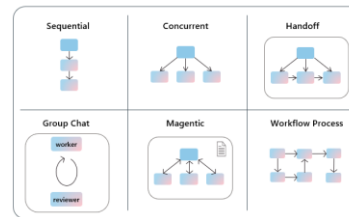
Microsoft Agent Framework introduces unified primitives

AI Agent, AgentThread, AgentTool built on `MicrosoftExtensions.AI`



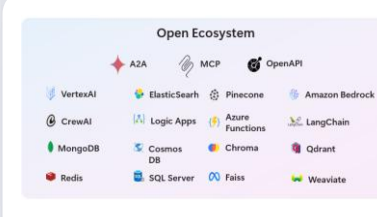
Local-first, Cloud-agnostic

Developers can run agents locally, test against their preferred SDK, and then move the same code seamlessly to Foundry Agent Service or any cloud containers without rewrites.



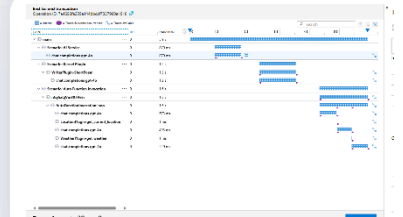
Multi-agent orchestration

Inherit advanced orchestration patterns with durable workflow orchestration. Prototype experimental patterns locally, then scale them confidently in production.



Tools and extensibility

Out-of-the-box integrations to common enterprise systems, databases, and SaaS APIs - so developers don't start from scratch. Functions, APIs, and MCP servers can all be turned into tools.



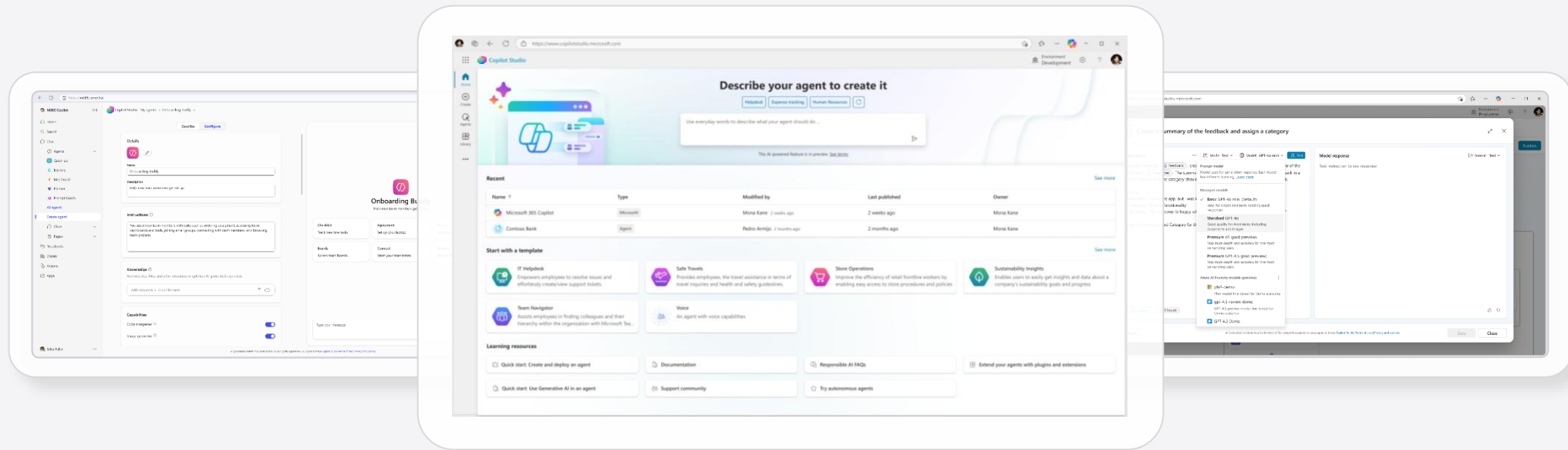
Enterprise-grade foundations

Built-in guardrails for enterprise scenarios: user approval flows, hooks for content policy, observability via OpenTelemetry, and support for long-running agent execution.



Build with Microsoft Copilot Studio

Build, manage, and secure AI agents



M365 Copilot agent builder

Build agents with natural language right inside Microsoft 365 Copilot

Copilot Studio

Access a complete set of intuitive tools and capabilities for building agents

Advanced extensibility

Customize agents using pro dev tools like Microsoft 365 Agents SDK, VS code & Microsoft Foundry



Build with Microsoft Copilot Studio

Core Capabilities

1

Intelligent Control

AI on your terms

2

Custom Functionality

Define agent behavior

3

Multimodal Experiences

Engage users everywhere

4

Secure Scalability

Remain in control

Why customers love Copilot Studio



**Time to value
with a SaaS service**



**ROI and
cost savings**



**Easy access to
existing backend
systems**



**One platform that
brings agents built
anywhere together**



**Ability to mix gen
AI with workflows**



**Robust controls
for secure and
compliant agents**

Achieve goals faster by connecting all your agents to your organization's data, tools, and agents.

1

Microsoft Graph:

Automatically leverage your productivity data for a more personalized Copilot + agents.

2

Integrations:

Connect to your LOB apps, developer tools, business data, and analytics.

3

Agent Store:

Discover, deploy, and manage pre-built 1P and 3P agents.

4

Agents in Copilot:

Enhance Copilot by adding agents with specialized knowledge and skills.

5

Multi-agent orchestration:

Easily connect agents to Copilot and each other.

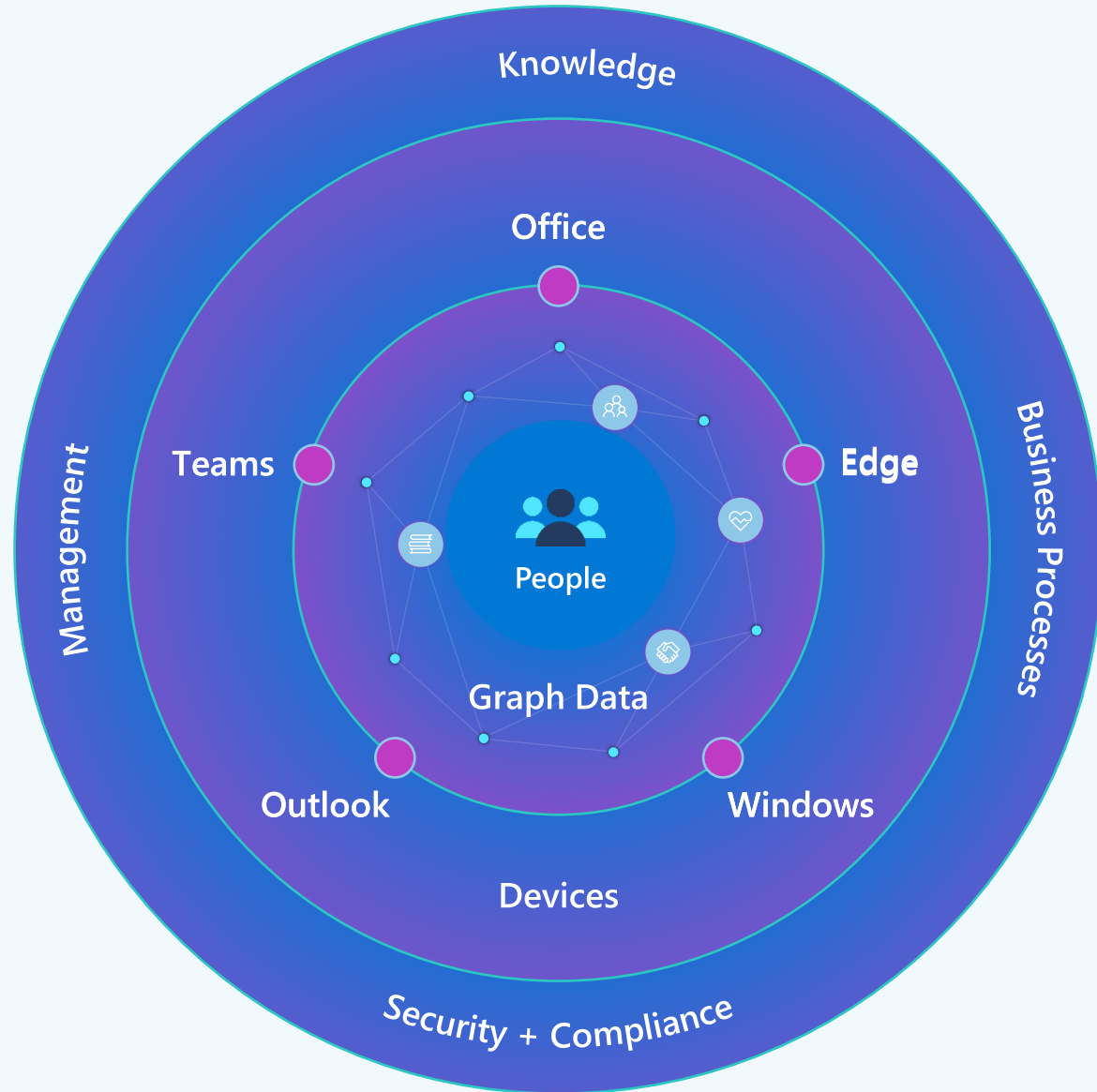
6

Azure AI Foundry integrations:

Bring your own model, knowledge, and agents.

Microsoft Graph

Automatically connects your data, people, and workflows across M365, enabling agents that are personal to your team and organization



Connect to your data, wherever it lives



Data connectors

External systems



Microsoft Graph

Productivity data (Microsoft 365)



Microsoft Azure

Developer tools



Microsoft Dataverse

Business data



Microsoft Fabric

Analytics



Core Capabilities

1

Intelligent Control

AI on your terms

Agents operate in dynamic environments, and without clear oversight and governance, they may become misaligned with business rules and compliance.



Ensure your agents follow your rules for logic and model use with smart, customizable AI controls.

2

Custom Functionality

Define agent behavior

Agents often face functionality limits due to siloed systems, requiring manual integration that slows development.



Create efficient, intelligent workflows by connecting your agent to your enterprise data, applications and tools – all in one place.

3

Multimodal Experiences

Engage users everywhere

Organizations often need to engage users across several different channels which can lead to increased development costs.



Build once and deploy across all your platforms with multimodal agents that deliver consistent, intuitive interactions.

4

Secure Scalability

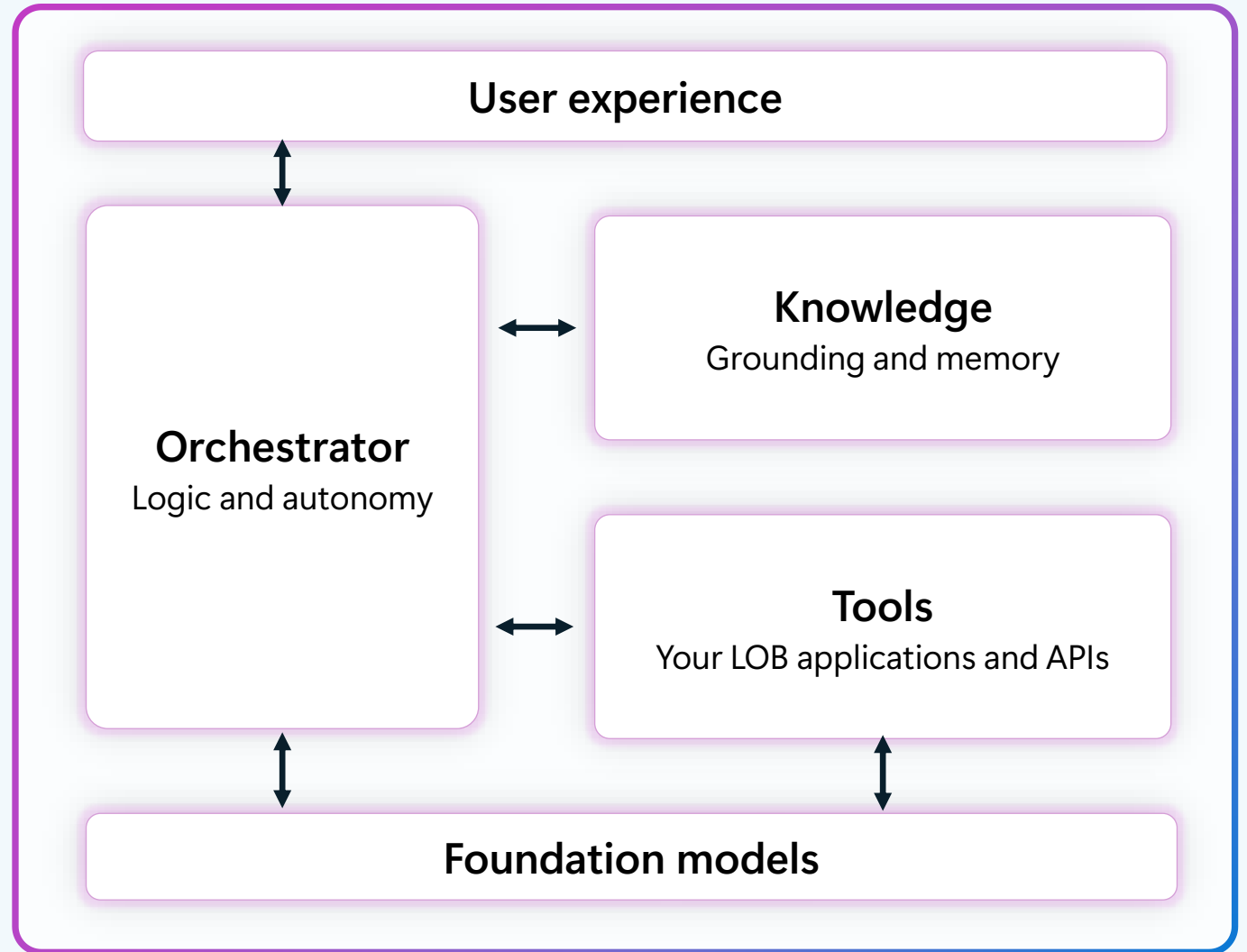
Remain in control

Scaling agents across your business can lead to risks around governance, performance, and policy enforcement.

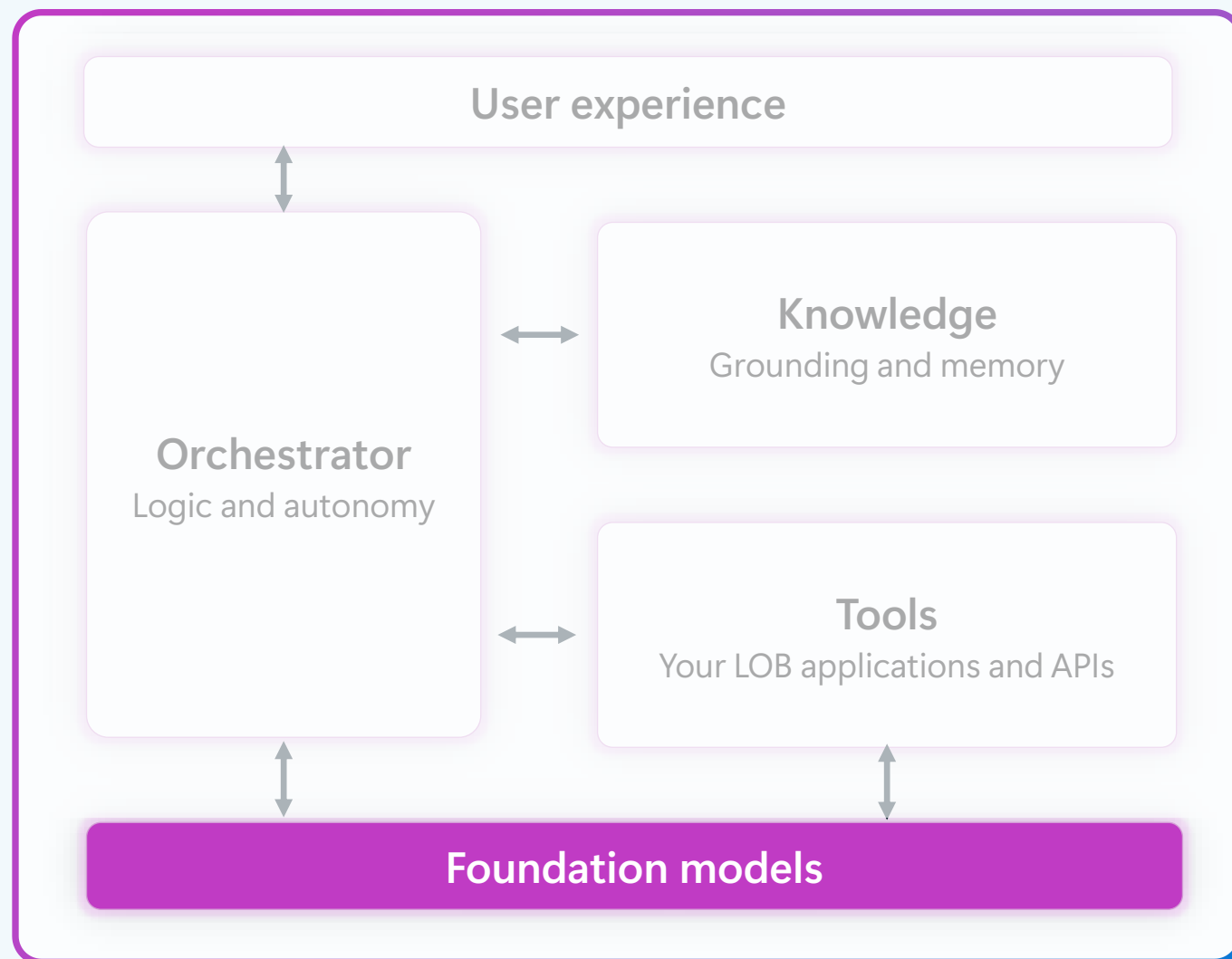


Ensure your agent operates within your organization's standards with centralized monitoring and management.

Anatomy of an agent



Models



Models

Choose from the **latest AI models** to match your needs, giving you precision and control across knowledge, tools, and prompts for superior results.

Orchestrate your agents and summarize answers

- Best-in-class models curation for specific scenarios
- Near-instant availability to new models
- No change management for new model releases
- No need for management your own GPU infra
- Ensure responsible AI controls apply by default

Power your agent's tools

Easy one-click access and use of the 1,900+ models from Foundry including Llama, Mistral, Cohere etc. to handle task and scenario specific needs

Claude Sonnet 4.5 (external, preview) ▾

OpenAI models

GPT-4o

Great for most tasks

Default

GPT-4.1

Great for most tasks and quick analysis

Preview

GPT-5 Chat

Great for most tasks

Experimental

GPT-5 Auto

Automatically switches between chat and reasoning

Experimental

GPT-5 Reasoning

Maximum depth and accuracy for the most demanding tasks

Experimental

Anthropic models ⓘ

✓ Claude Sonnet 4.5

Great for most tasks

External

Preview

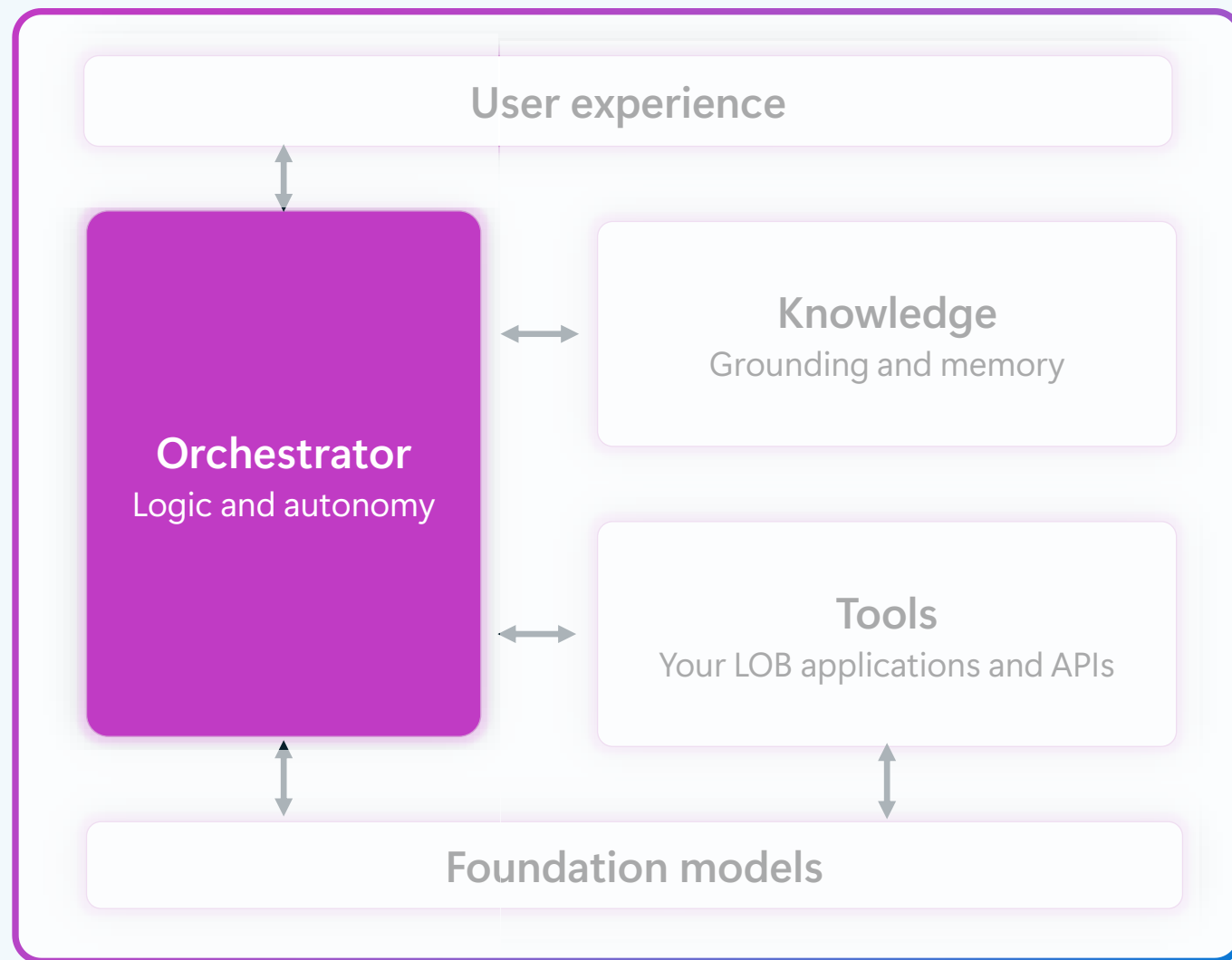
Claude Opus 4.1

Perform deep reasoning and structured problem solving

External

Preview

Orchestration



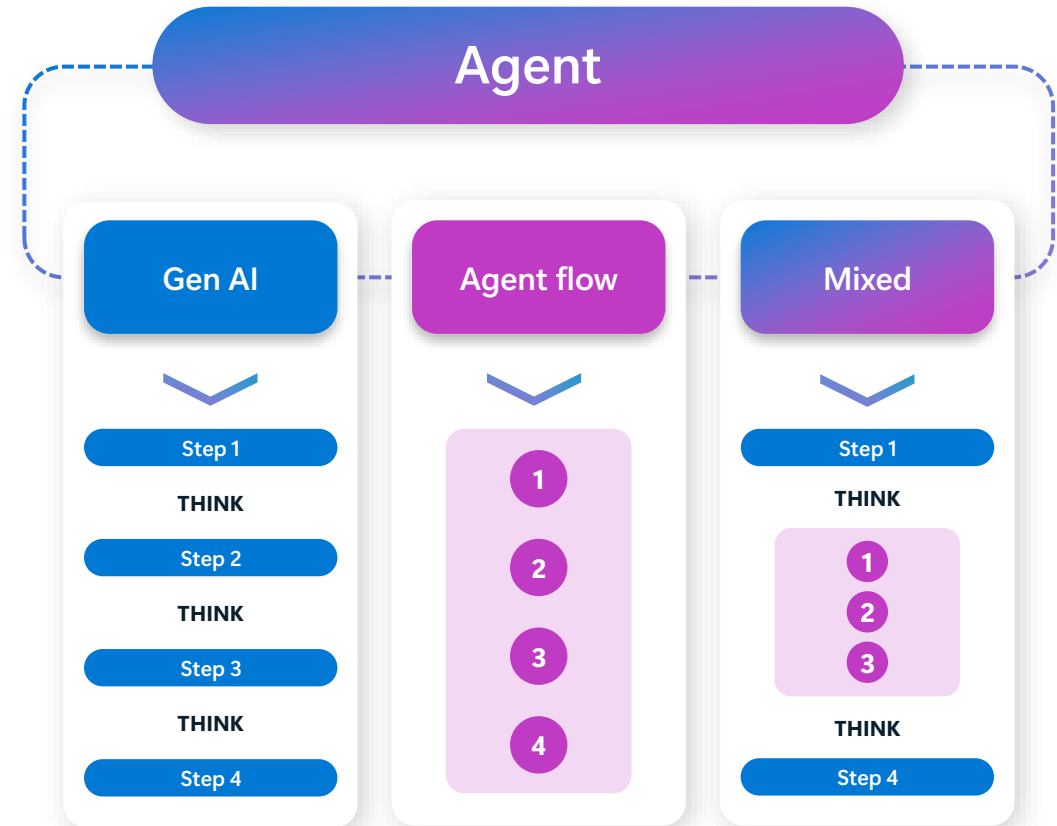
Orchestration

An orchestrator **recognizes intent, routes to the correct agent**, and keeps everything organized.

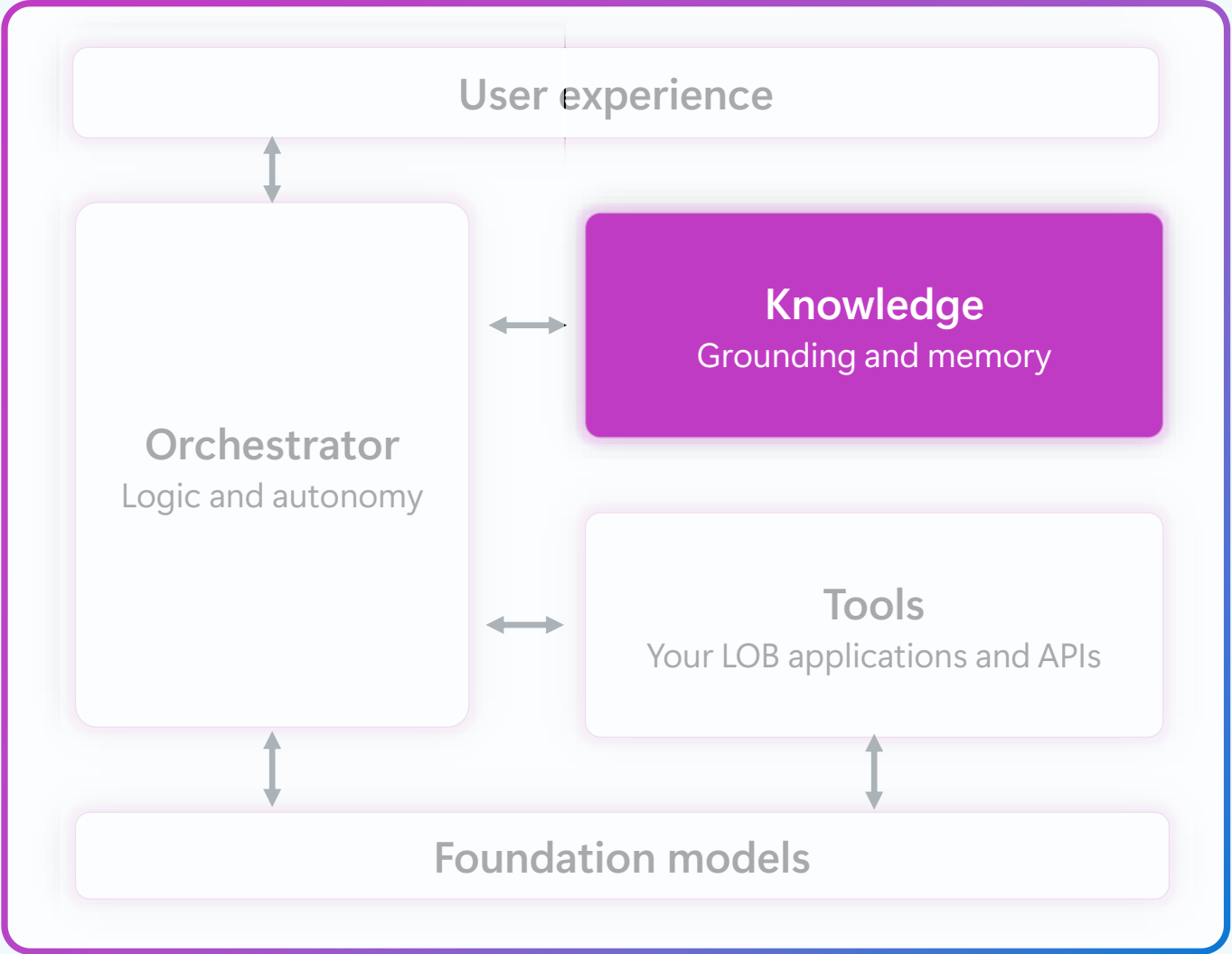
Makers provide **instructions and human guard rails**, adapting them as needed.

Use **autonomous triggers** so your agent can independently begin work and dynamically reason over its capabilities without human intervention.

Easily **mix and manage** both generative orchestration and agent flows (i.e.. more traditional automation) in one system.



Knowledge



Copilot Studio agents can access a broad range of knowledge sources

Microsoft 365

SharePoint

Exchange

Teams

People

Viva

M365 Graph & connectors

Dataverse

File uploads

Dataverse tables

Dynamics articles

SharePoint via DV

Power Platform connectors

Azure

Azure AI Search

SQL

Fabric

Databricks

ADLS

Internet & Uploads

Enterprise websites

Public websites

Un-scoped web

Structured file uploads

Unstructured file uploads

External Apps & Services

SAP

Salesforce

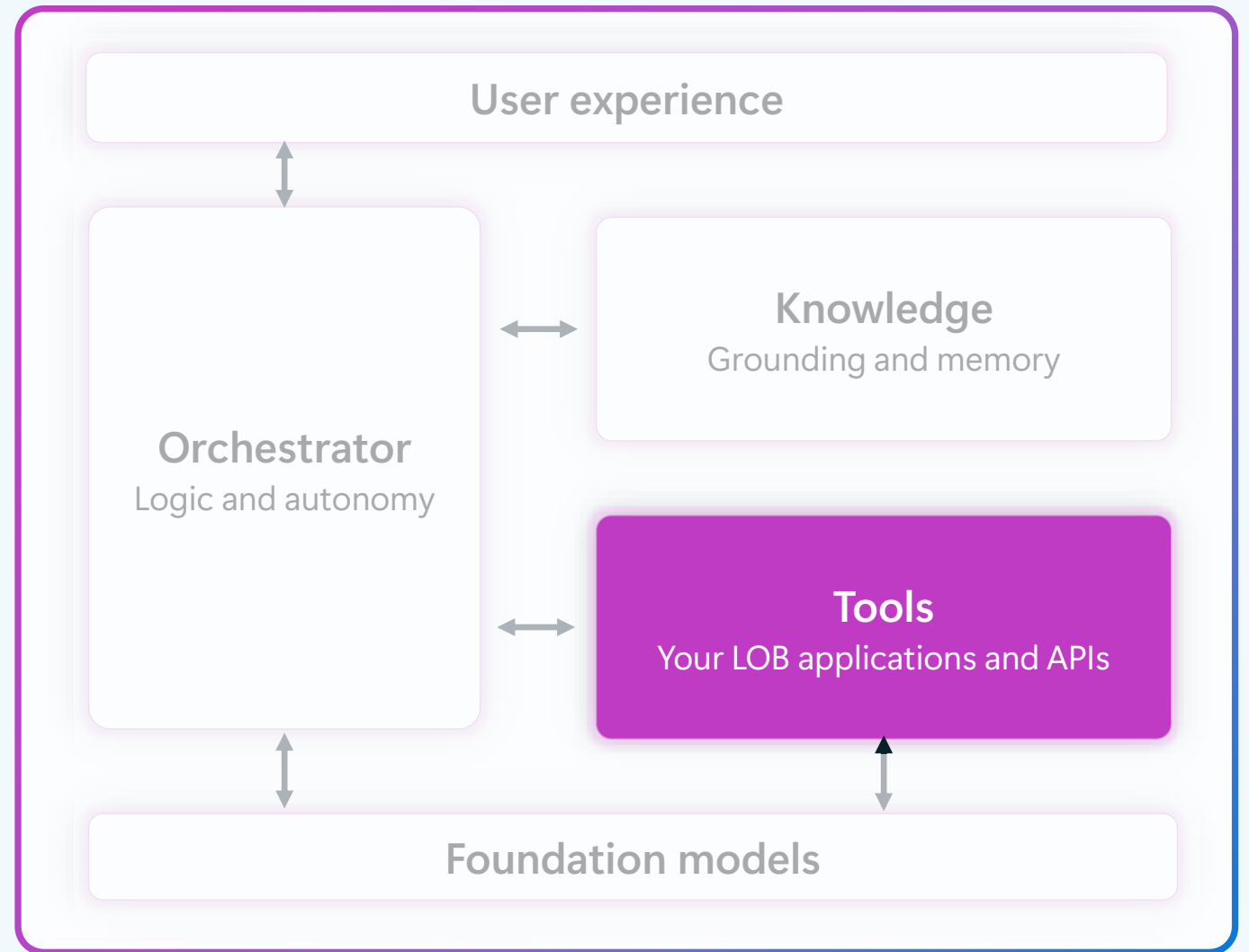
Oracle

AWS

ServiceNow

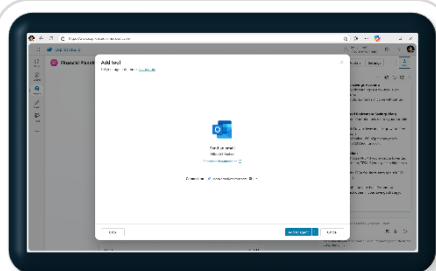
& many more

Tools



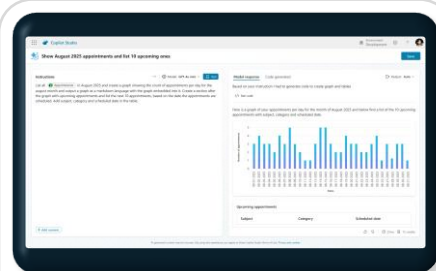
Tools

Tools are versatile and reusable components.
Create, manage and use tools across various agents within an environment.



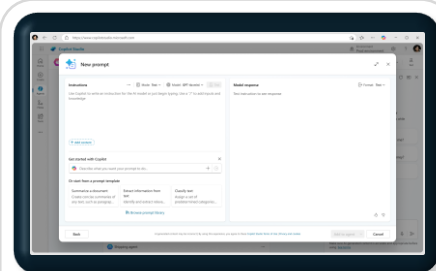
Connectors

Choose from **1400+ prebuilt** Power Platform connectors, **100+ Copilot connectors** or create a **custom connector** for any public API to retrieve information, write/edit/update records to external services and data sources



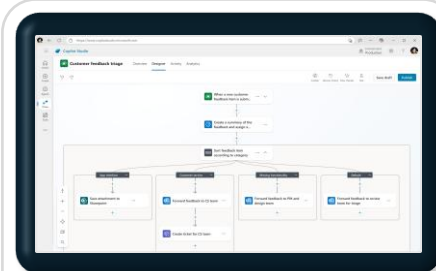
REST APIs

Use **APIs directly** for your agent to connect with and use data in the most flexible and scalable manner



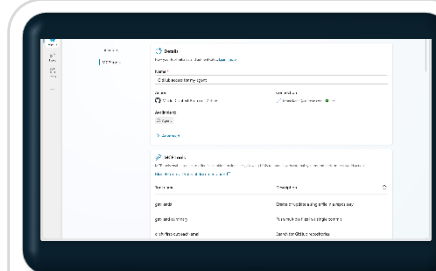
Prompts

Leverage **library** of prompts or draft **custom instructions** with Copilot to transform text, documents, images and data with LLMs



Agent Flows

Define **predictable automations** to run the same way each time, giving you more control over specific actions the agent could take, including allowing the agent to directly **use web and desktop apps** through UI automation



Model Context Protocol

Use open standard protocol to **connect your LOB services** to the agent with adequate context and tools enabled by the servers

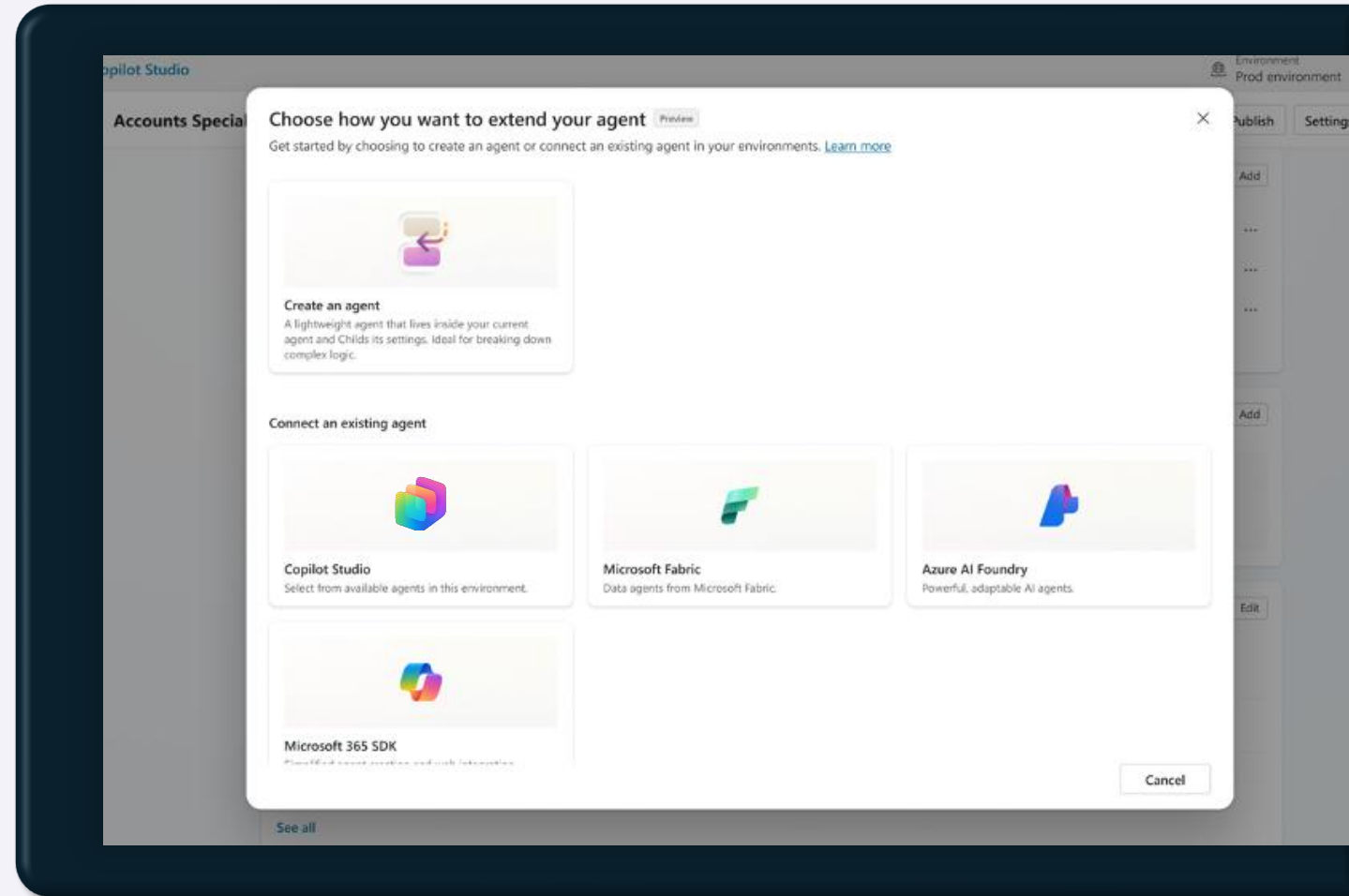
Multi-agent orchestration

Build multi-agent scenarios by connecting to agents from other services using Copilot Studio

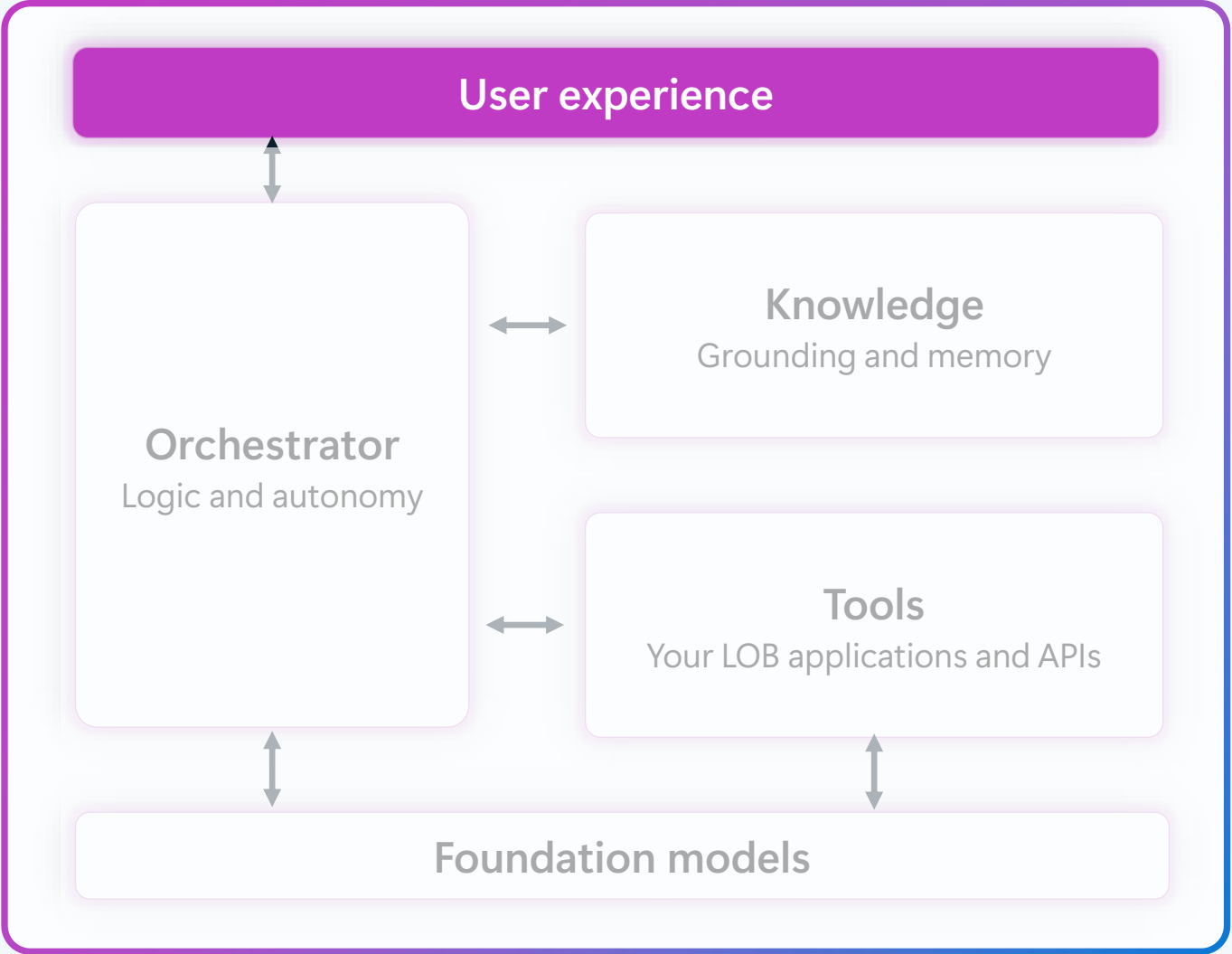
Effective end-to-end transformation: Enable agents to talk to each other in Copilot Studio, exchanging data, collaborating on tasks, and distributing work

Cross-platform orchestration: Connect your agents with other agents in your tenant, whether they were built using Copilot Studio, Foundry Agents, M365 Copilot SDK or Fabric

Agent specialization: An agent can call on connected agents where specialized knowledge or actions are required and complete tasks in minutes



User experience

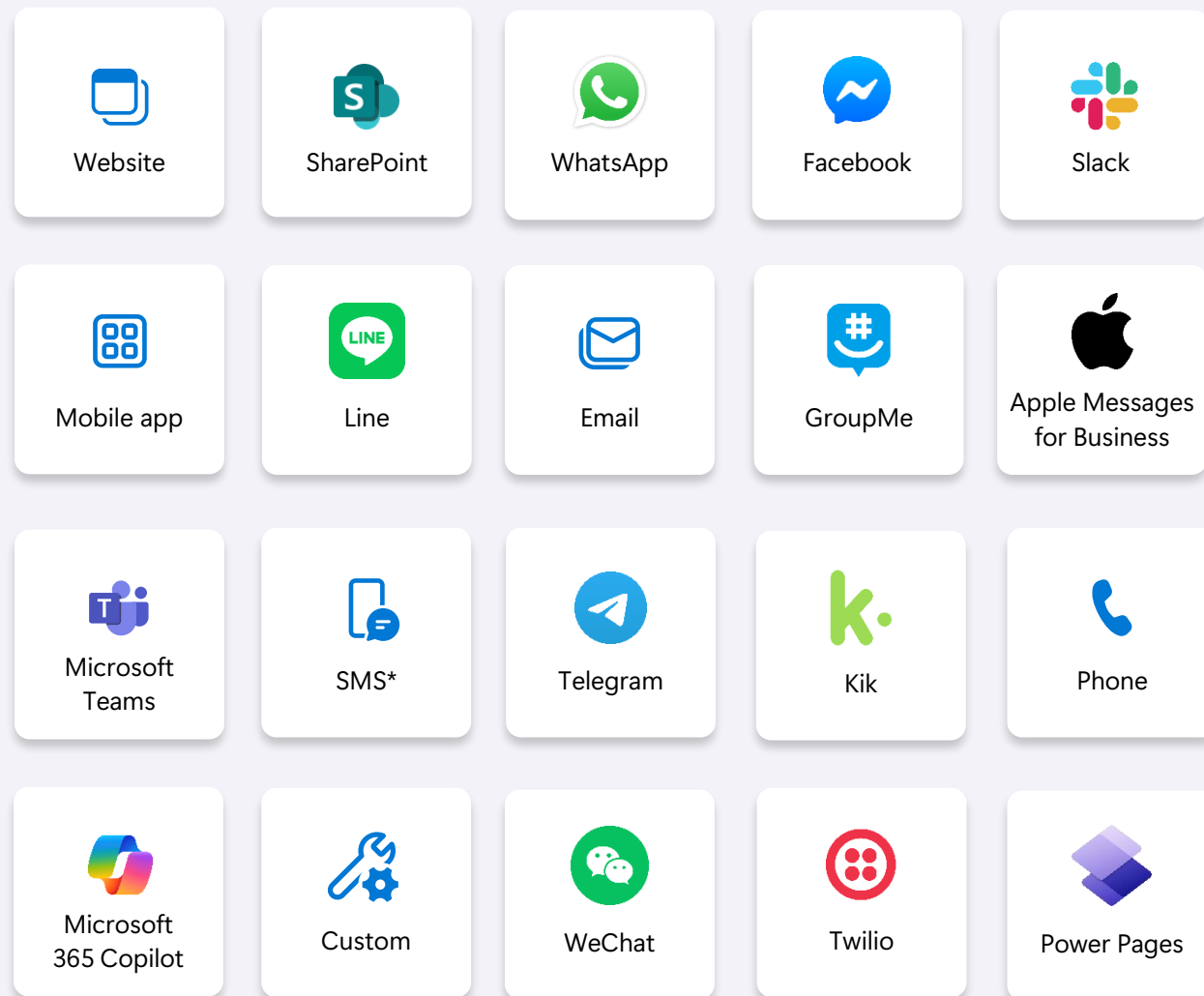


Channels

Easily distribute your agent across **multiple channels** with a single click.

Deploy agents directly to the applications **your employees frequently work in**, such as Microsoft Teams, SharePoint, and Microsoft 365 Copilot Chat.

Get access to **even more channels** beyond what's natively available in Copilot Studio by leveraging Azure Bot Service, Microsoft 365 Agents SDK, Agents Client SDK and Dynamics 365.



Hand off the conversation to a live agent

Integrate intelligent agents with your existing CRM solutions

Connect to your contact center so your agent can escalate and hand off the conversation with full context to a human agent.

Configure agents that can interact with your customers via voice or chat.

Selectively route incoming requests to live agents based on context, complexity, and customer.

Deliver exceptional customer experiences, unlock service team productivity, and cut costs with autonomous service.



Dynamics 365
Contact Center



LivePerson



Genesys



Salesforce



ServiceNow



Custom
engagement hub

Voice agents

Create a voice-enabled agent to interact with customers over the phone

Add flexibility to your Interactive Voice Response (IVR) systems and voice agents using generative AI to help more users and customers – faster.

Get started in minutes with the voice agent template that comes pre-constructed with voice-specific features.


Silence
detection


DTMF
authoring


Barge-in

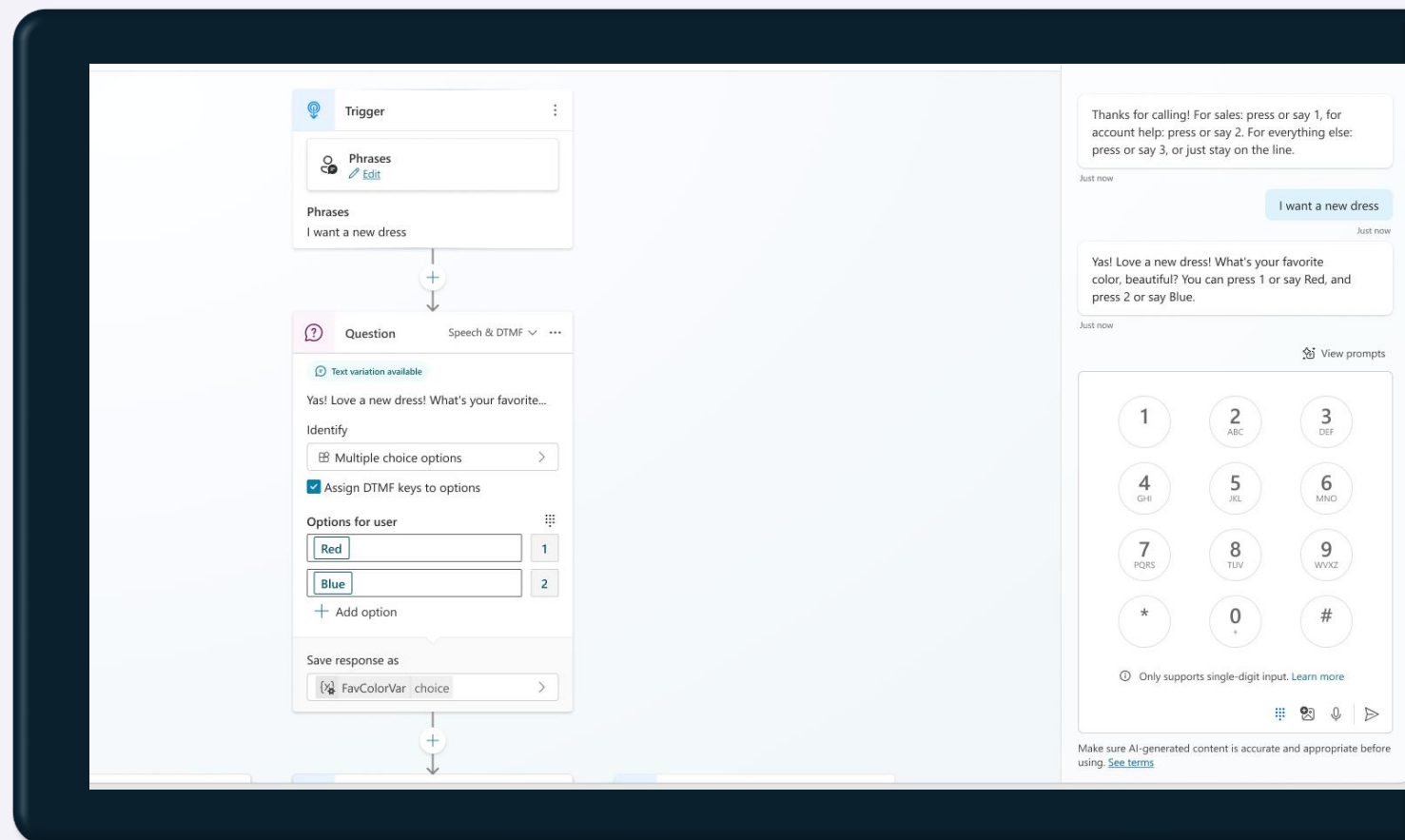

Enhanced
speech
recognition


SSML


Noise filter


Latency
message

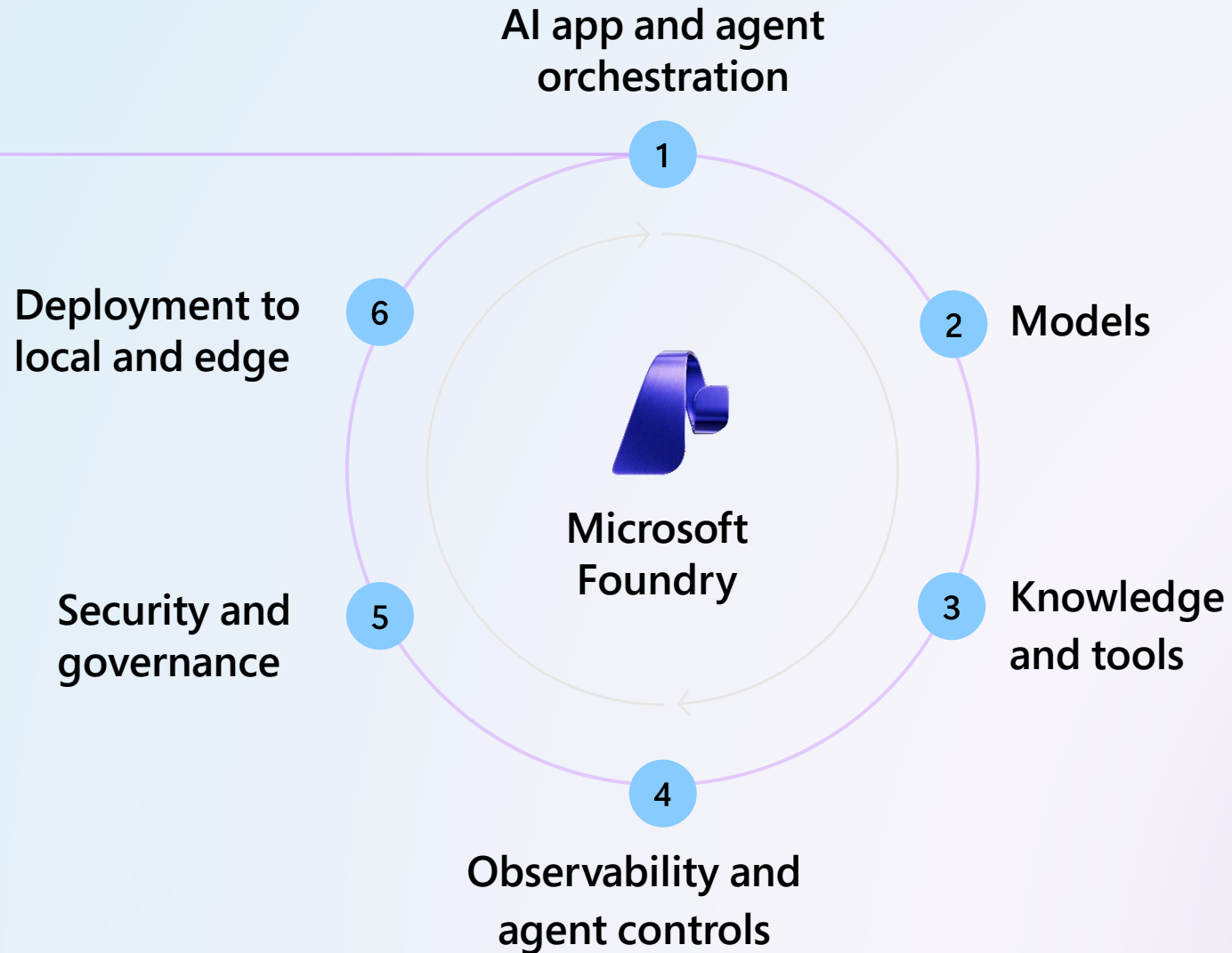

Dialog
experiences



Demo



Azure AI Foundry





Azure AI Foundry



Copilot Studio



Visual Studio



GitHub



Azure AI
Foundry SDK



Model Catalog

Foundational models

Open-source models

Task models

Industry models



Azure
OpenAI Service



Azure AI
Search



Azure AI
Agent Service



Azure AI
Content Safety



Azure
Machine Learning

Evaluations

Customization

Governance

Monitoring

Observability



Foundry Agent Service

Open by Design

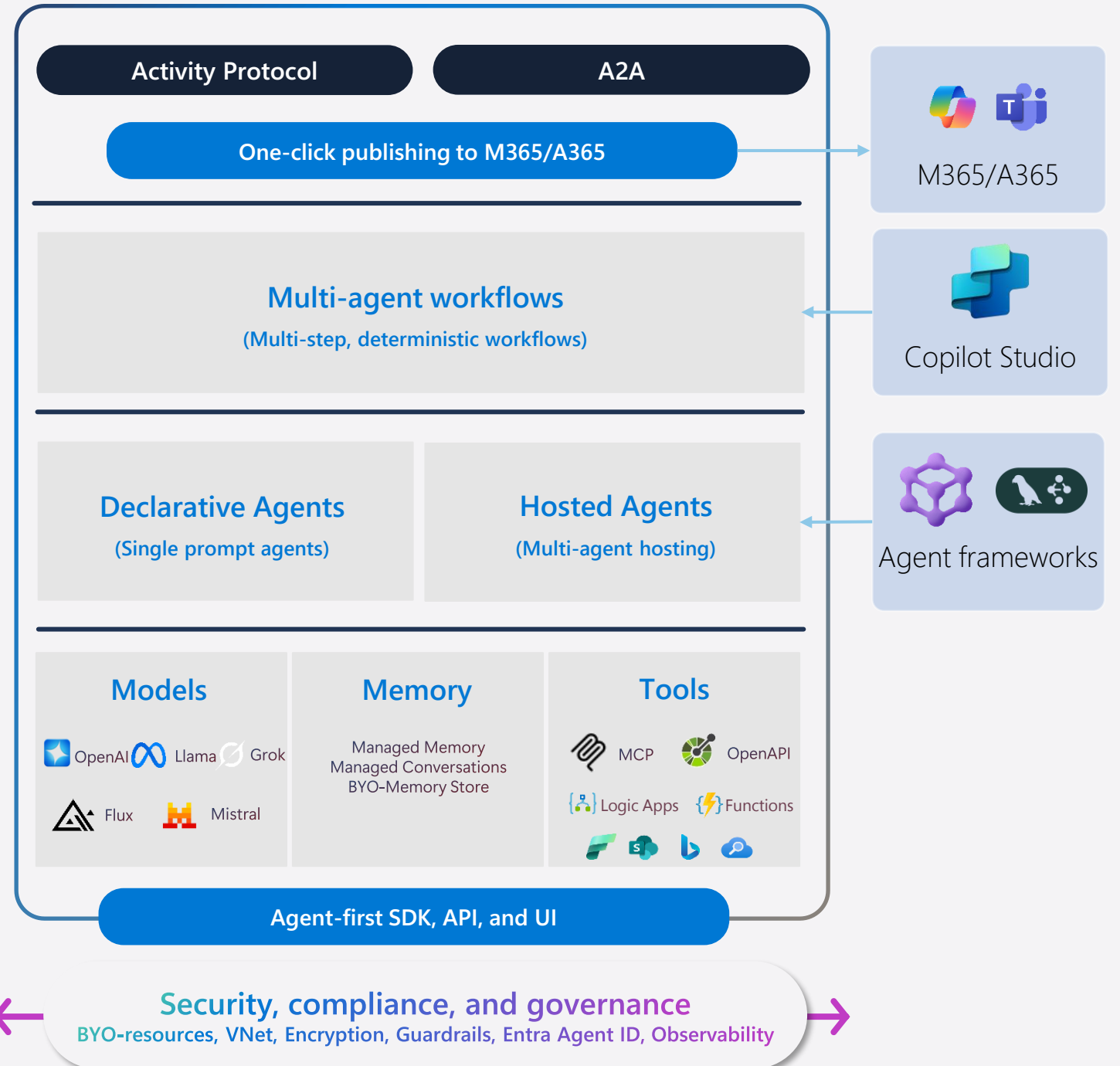
Build with any framework or protocol

Connected Intelligence Everywhere

Empower agents with memory, knowledge, and over 1,400 MCP-enabled connectors

Enterprise-Grade Trust and Reach

Deploy confidently & securely, and one-click publishing to Microsoft 365



Scale agents with maximum control and flexibility



Build and manage agents with full architectural control in your environment

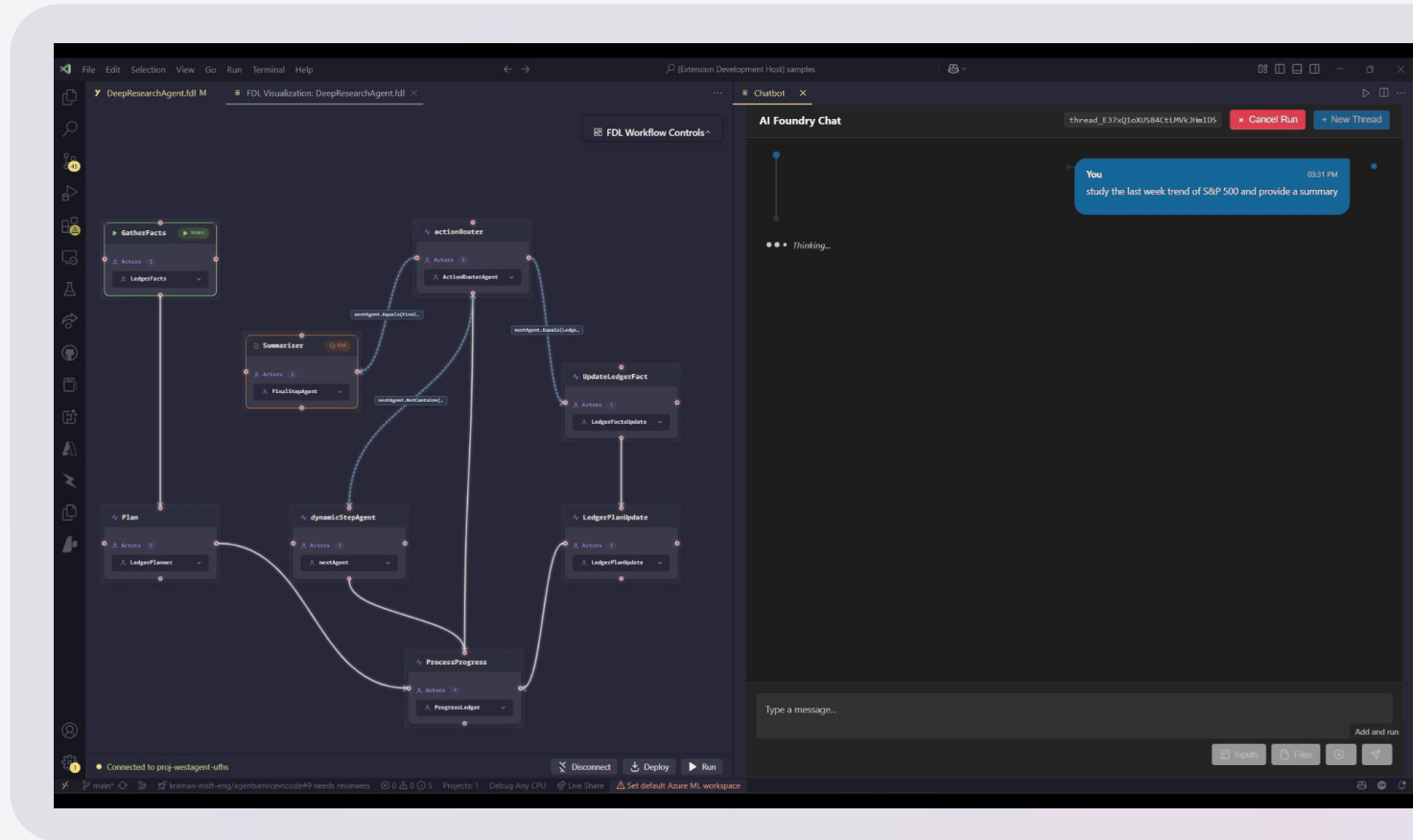
Create solutions quickly with engineering-ready workflows and integrations

Deeply customize solutions with open framework and protocol support

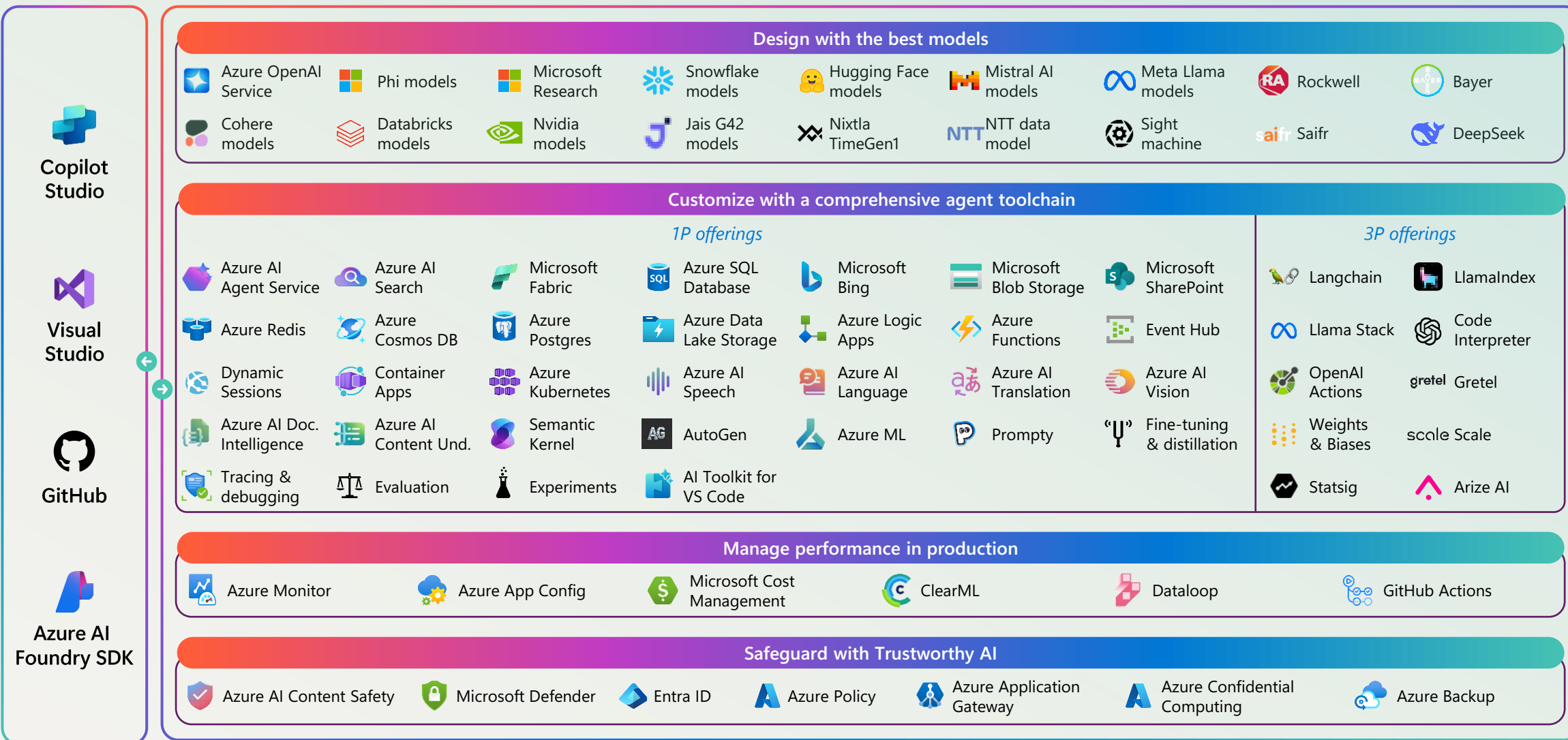
Scale confidently with built-in agent lifecycle, security, and governance controls

Share models, tools, and workflows with teams using Copilot Studio

Extend and orchestrate agents that were first built in Copilot Studio



Azure AI Foundry ecosystem



Empower everyone to reshape business processes

Developers

Developers that need deep customization and control to build and deploy solutions with full DevOps and observability

Typically required for enterprise-scale solutions

```
AIAgent agent = new AzureOpenAIClient(  
    new Uri(Environment.GetEnvironmentVariable("AZURE_OPENAI_ENDPOINT")),  
    new AzureCliCredential())  
    .GetChatClient("gpt-4o-mini")  
    .CreateAIAgent(  
        instructions: "You are a helpful assistant, you can help the user with weather information."  
        tools: [AIFunctionFactory.Create(GetWeather)]);
```



Code with
GitHub Copilot
in your IDE or CLI



Orchestrate with
Microsoft Agent
Framework



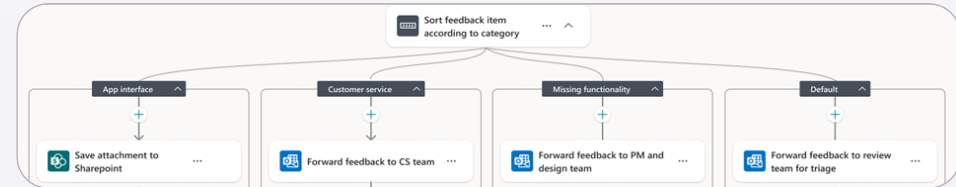
Build, optimize,
and operate with
Microsoft Foundry



Makers

IT-approved makers that need to build and deploy agents in secure, IT-managed environments

Well-suited for department-scale solutions



Build, optimize, and operate
with Microsoft Copilot Studio

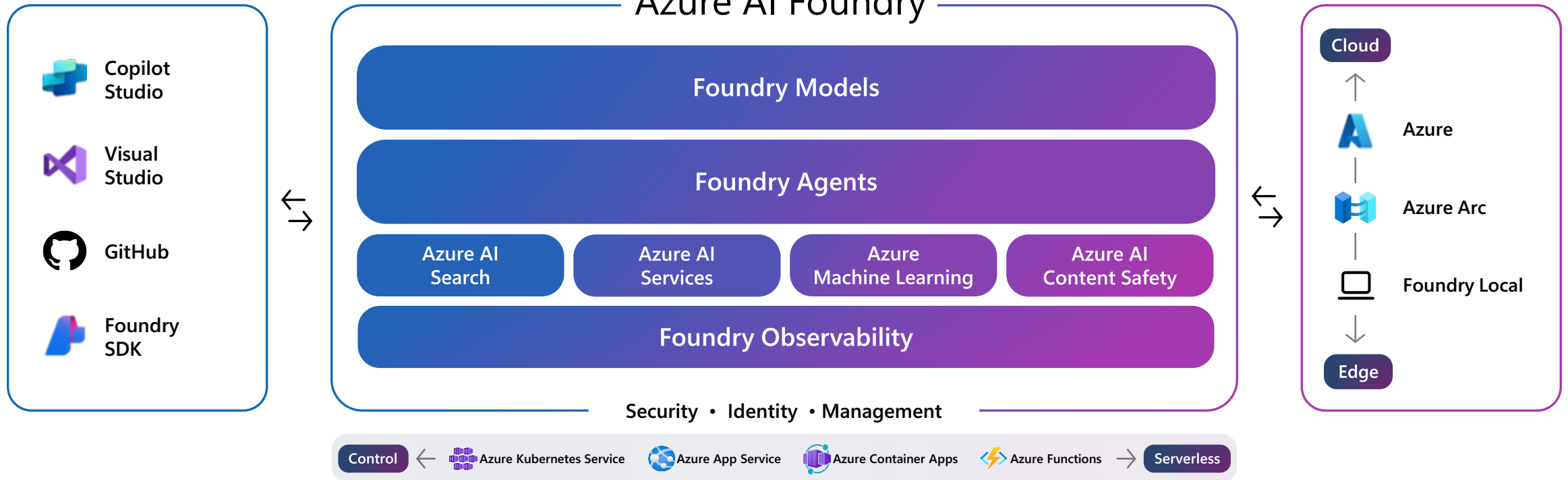
← **Secure, interoperable tools** →

Reuse components such as models, workflows, and tools across platforms while maintaining consistent policies and governance

Turbocharge your developer productivity



Azure AI Foundry



Microsoft developer solution

Developers will be expected to...



Be more innovative

Staying current and being agile to new challenges



Build faster

Competitive market pressure and advancement of technology

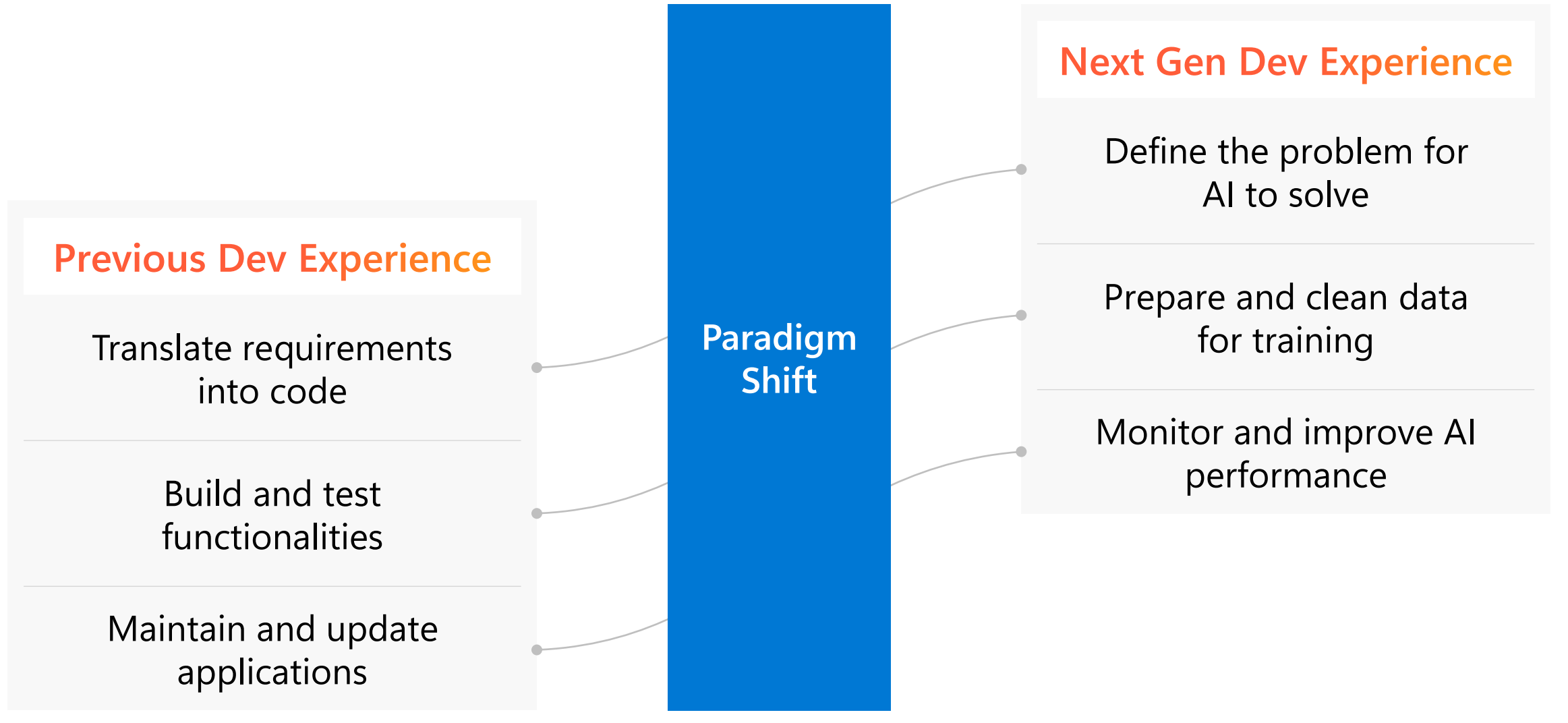


Deploy Responsible AI

Accuracy, security, compliance and ethical AI



Shifting roles and responsibilities



The future



is agentic
workflows

Evolution of agentic workflows

Gen 1

Pair programming

Human works,
AI suggests

Gen 2

Pair programming

Human asks,
AI answers

Gen 3

Peer programming

Humans and AI
collaborate

GitHub Copilot

across the software development lifecycle



Create
in the IDE



Collaborate
across the SDLC



Operate
in the cloud

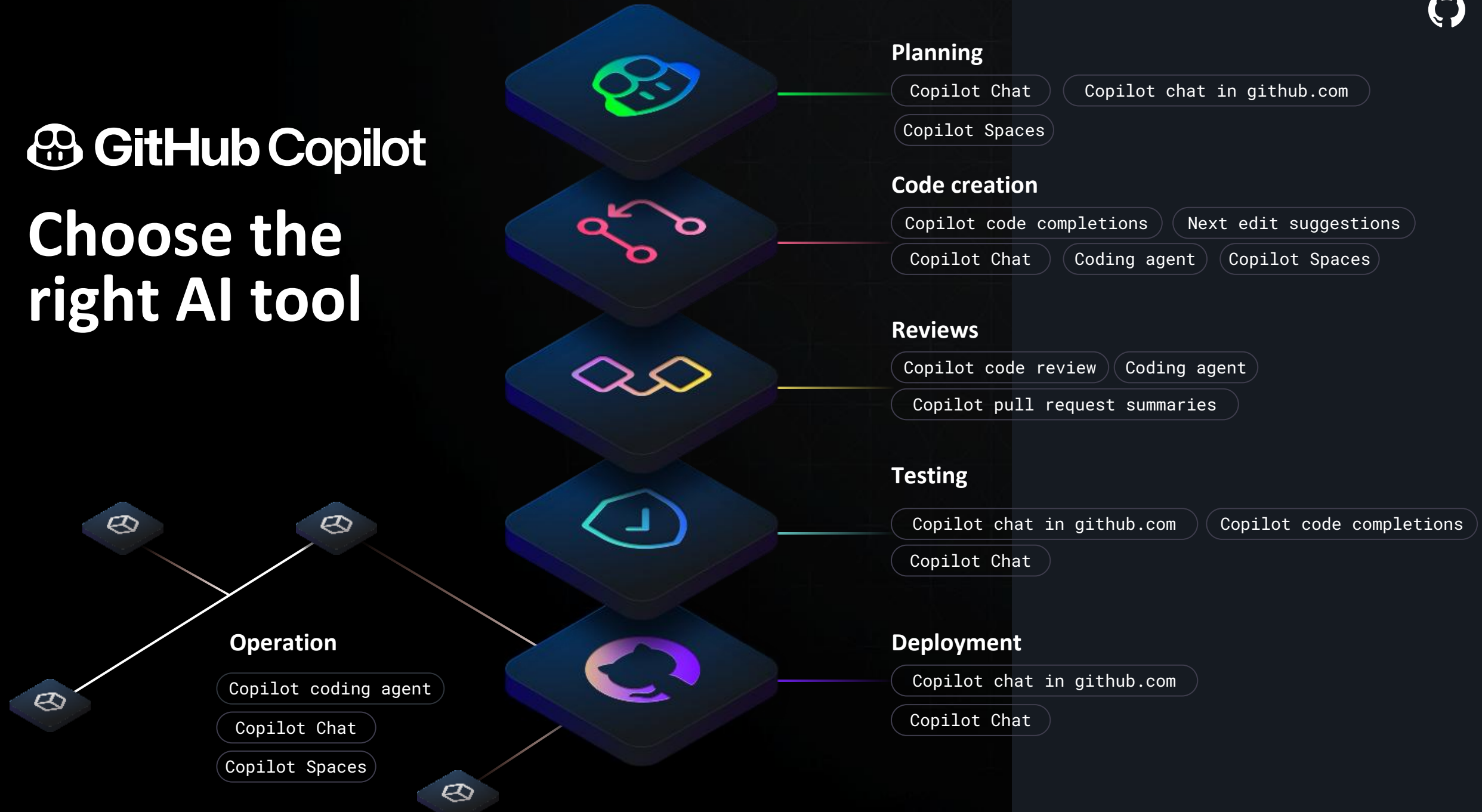


GitHub Copilot



GitHub Copilot

Choose the right AI tool



Interact with your toolchain

via Skills and Model
Context Protocol (MCP)



Azure



GitHub



Copilot Studio



Playwright



Deployment
Environments

Supercharge your IDE

Code completion

- Ask and Edit Mode 
- Next Edit Suggestions 
- Copilot Vision 

Model Context Protocol (MCP)

- GitHub 
- Playwright 
- Azure 
- Dev Box 



Agentic Features

-  Agent Mode
-  Custom Agents
-  Copilot Studio Agents

Extensibility

-  App Modernization
-  Upgrade
-  Migrate
-  Copilot for Azure

Start with GitHub Copilot your way



Plan Mode

Create, refine, and execute step-by-step implementation plans.

NEW

Kickstart spec-driven development with Spec Kit



Ask Mode

Fast, helpful, and focused entirely on answering your programming question without touching your code.



Edit Mode

Pick any number of files in your project to change and describe the update in natural language. Let Copilot apply inline, review-ready code edits.



Agent Mode

Have Copilot autonomously plan steps, select the right files, run tools or commands, and iterate on code edits until the task is complete.

← Less autonomous

More autonomous →

Key Challenges with Copilot Agent Development

Learning curve

Understanding topics, triggers, variables, and agent flows takes time

Complex development is slow

Building complex flows is time-consuming in UI-first workflow

No repo management

No version control to review changes, track stages, or rollback

Trial and error takes too long

Each alternative approach requires significant time

Instruction updates are painful

System prompt changes need time and multiple iterations

Test evaluation is manual

Creating test sets and evaluating responses manually is tedious

What are Copilot Studio Skills?

Building agents has always been UI-first. That changes now.

Open-source plugin

Skills for Copilot Studio - author, test, and troubleshoot agents directly from your terminal using natural language

Natural language in, agent out

Describe what you need. AI generates the architecture - topics, actions, knowledge sources, variables - and the YAML

Built-in best practices

CAT team patterns from real enterprise deployments, built in

Test & troubleshoot from terminal

Push, publish, test, debug - all from the same command line

4 Agents + 28 Sub-Skills · GitHub Copilot, Claude Code, VS Code · github.com/microsoft/skills-for-copilot-studio

Benefits

Massive productivity gains

UI-first → AI-assisted YAML authoring

Best practices built in

Enterprise patterns, avoid common pitfalls

Better development loop

Author, test, troubleshoot without leaving CLI - faster iteration

Version control friendly

YAML files in a repo - track changes, diffs, rollback

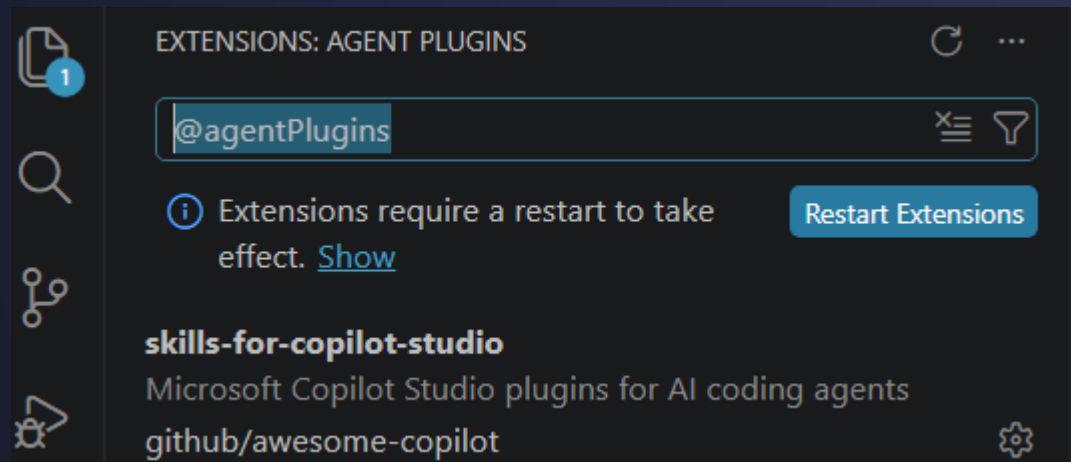
Backed by Microsoft CAT team

Improving based on community feedback - weekly releases

Prerequisites & Installation

Step 1 · Install Copilot Studio

Install the Copilot Studio Extension from VS Code



Step 2 · Install Plugin in Agency Copilot

```
/plugin marketplace add microsoft/skills-for-copilot-studio
```

```
/plugin install copilot-studio@skills-for-copilot-studio
```

How Does It Work?

1 · Create an agent in Copilot Studio

Create an agent from the Copilot Studio portal - even an empty “New Agent” works

2 · Clone the agent locally

Download agent YAML files locally via the VS Code Extension

3 · Author with AI assistance

`/copilot-studio:copilot-studio-author` - create and edit YAML

4 · Push changes to Copilot Studio

Publish in Copilot Studio to go live

5 · Test the published agent

`/copilot-studio:copilot-studio-test` - point-test, batch suites, or evaluation analysis

Repeat: Author → Push → Publish → Test → Fix - all from the terminal

Real-Time Scenarios

What used to take hours can now be done in minutes:

Topic Creation & Editing

Flows, triggers, variables, generative answers

Adaptive Card Styling

Version upgrades, column widths, full-width rendering

Complex Cloud Flow Editing

Expressions, nested logic, workflow JSON, HTTP calls

Agent Instructions & Settings

Instructions, guardrails, starters, AI settings

Push / Pull Component Changes

Sync with Copilot Studio - pull, edit, push

Test Evaluation

Test sets, point-tests, batch suites, evaluations

AI Builder Prompt Generation

Structured prompts with I/O for cloud flows

Troubleshooting

Diagnose errors, validate YAML, fix routing issues

Live Demo - let's see it in action!

Demo



Other Approaches and Tips

Tips

Maintain a changelog

Use the changelog skill to track changes across sessions - for reviews and rollback decisions

Run multiple sessions in parallel

Open separate sessions for different topics - dramatically improves throughput

Other Approaches

1 · VS Code Extension

Skills plugin as a VS Code Extension - author, push/pull, test, troubleshoot with a visual canvas side by side

2 · Agency Copilot CLI

Clone the agent locally and do everything from the CLI

Limitations & Current Known Issues

May not succeed on first iteration

May need review and iteration — AI output may need adjustments

Agent must be created as draft first

Agent must exist as a draft before cloning

Cloud flows need a draft placeholder

Cloud flows need draft placeholders in Copilot Studio first

AI Builder can't be created or updated

Plugin generates instructions but cannot create or update AI Builder directly

File GitHub issues to help improve — and potentially embed into Copilot Studio · github.com/microsoft/skills-for-copilot-studio/issues

Q&A

References

[microsoft/vscode-copilotstudio](#)

[github.com/microsoft/skills-for-copilot-studio](#)

[github.com/microsoft/skills-for-copilot-studio/issues](#)

Thank you

