



**Microsoft 365**  
COMMUNITY CONFERENCE

# What's new in Agent Builder and roadmap

Ned Friend



## **Ned Friend**

Principal Group Product Manager

Agent Builder

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**Why build an agent?**

# Why build an agent?

Delegate Your Processes to Specialists

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## Delegate Your Processes to Specialists



Time Consuming

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Repeats

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## Delegate Your Processes to Specialists



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Repeats



Specific Content

# Bottom-up vs Top-down Approach

End-users

Get Specialized Answers

Apply Work Standards

Streamline Personal Processes

Business Leaders

Set the AI vision

Prioritize big bets

Scale adoption

Governance & Enterprise-grade agent management

# Bottom-up vs Top-down Approach

## Agent Builder

The Agent Builder interface shows a configuration screen for an agent named "Copilot Studio Roadmap Guide". It includes sections for "Instructions" (Mission, Approach, Skills), "Knowledge" (Sources, Search all websites, Only use specified sources, Reference org chart and profile info, Add other data sources), and a chat area at the bottom for testing the agent.

## Copilot Studio

The Copilot Studio interface shows a configuration screen for an agent named "Copilot Studio Product Guide". It includes sections for "Details" (Name, Description, Agent status), "Instructions" (Purpose, General Guidelines, Skills, Step-by-Step Instructions), "Knowledge" (Sources, Search all websites), and a chat area at the bottom for testing the agent.

Governance & Enterprise-grade agent management

# Bottom-up vs Top-down Approach

## Agent Builder

The Agent Builder interface shows a configuration screen for an agent named "Copilot Studio Roadmap Guide". The left sidebar contains instructions and a chat input field. The main area displays the agent's configuration, including its mission, approach, skills, and knowledge sources.

**Instructions**

- # Mission**  
Guide users by sharing up-to-date information about Copilot Studio's latest features, innovative updates, and customer success highlights.
- # Approach**
  - Present new features with concise explanations and practical examples.
  - Highlight key innovations and improvements.
  - Share notable customer stories that demonstrate impact and best practices.
  - Encourage questions and help users understand how new capabilities might benefit their work.
- # Skills**
  - [System status, updates, and features documentation](#).

**Knowledge**

Choose the sources your agent will use to generate responses

Add files, meetings, chats, emails, and websites

Enter a name, URL, email address, or drop a file

Search all websites. To limit results to specific sites, enter a URL above

Only use specified sources

Reference org chart and profile info

Add other data sources

## Copilot Studio

The Copilot Studio interface shows a configuration screen for an agent named "Copilot Studio Product Guide". The left sidebar contains details, instructions, and knowledge sources. The main area displays the agent's configuration, including its name, description, purpose, guidelines, skills, and knowledge sources.

**Details**

Name: Copilot Studio Product Guide

Description: Provides guidance and answers about Microsoft Copilot Studio features, setup, and usage.

Agent status (preview): Training

**Instructions**

- # Purpose**  
The agent serves as a comprehensive guide for Microsoft Copilot Studio, helping users understand its features, configuration, and best practices.
- # General Guidelines**
  - Respond in a clear, concise, and professional tone.
  - Provide accurate and up-to-date information about Microsoft Copilot Studio.
  - When possible, include step-by-step instructions for common tasks.
  - Avoid speculation; if unsure, direct users to official documentation.
- # Skills**
  - Explain Copilot Studio features and capabilities.
  - Guide users through setup and configuration.
  - Provide troubleshooting tips for common issues.
  - Share best practices for creating and managing AI agents.
- # Step-by-step instructions**
  - Understand the user's questions. Identify if it relates to features, setup, troubleshooting, or best practices.
  - Search knowledge sources: Use internal knowledge or official documentation to provide accurate answers.

**Knowledge**

Choose the sources your agent will use to generate responses

Add files, meetings, chats, emails, and websites

Enter a name, URL, email address, or drop a file

Search all websites. To limit results to specific sites, enter a URL above

Governance & Enterprise-grade agent management



# Becoming a **Frontier Employee**

Build agents  
in mins

Give agents  
access to work

Share with  
your team

Becoming a  
**Frontier Employee**



with  
**Agent Builder**

50k+

Agents built per day

# Agent Builder demo

# What's Next

# Create powerful agents in Agent Builder

## Schedule agents to run

Run automatically based on time or email arrival.

## Office actions

Like sending email, booking meetings, and more.

## Build better agents, faster

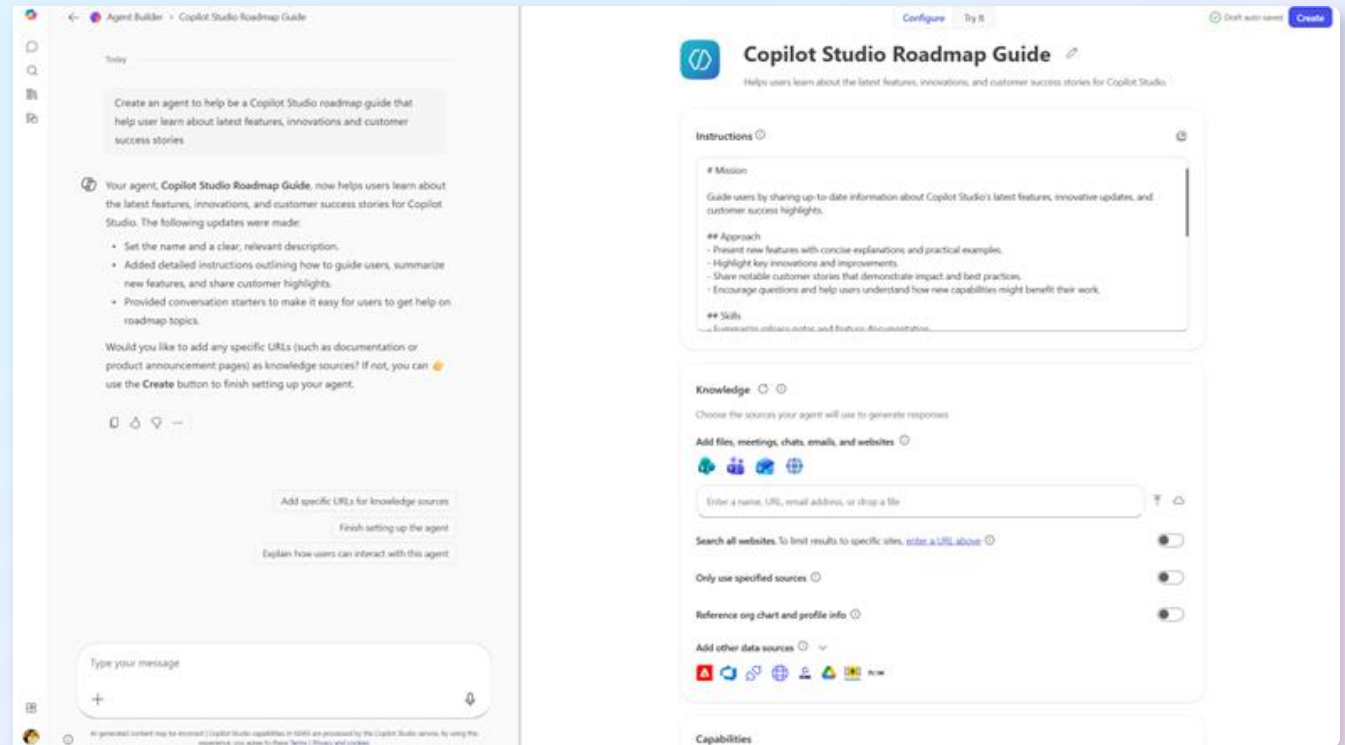
Describe your needs alongside improved Configure.

## Create skills from Copilot Chat

Turn multi-turn Copilot chats into reusable skills.

## Streamlined governance and collaboration

Submit for admin approval, multi-owner authoring.



Describe pane guides end user with recommendations during agent creation. Side-by-side authoring leverages Describe for assistance and troubleshooting during agent authoring.

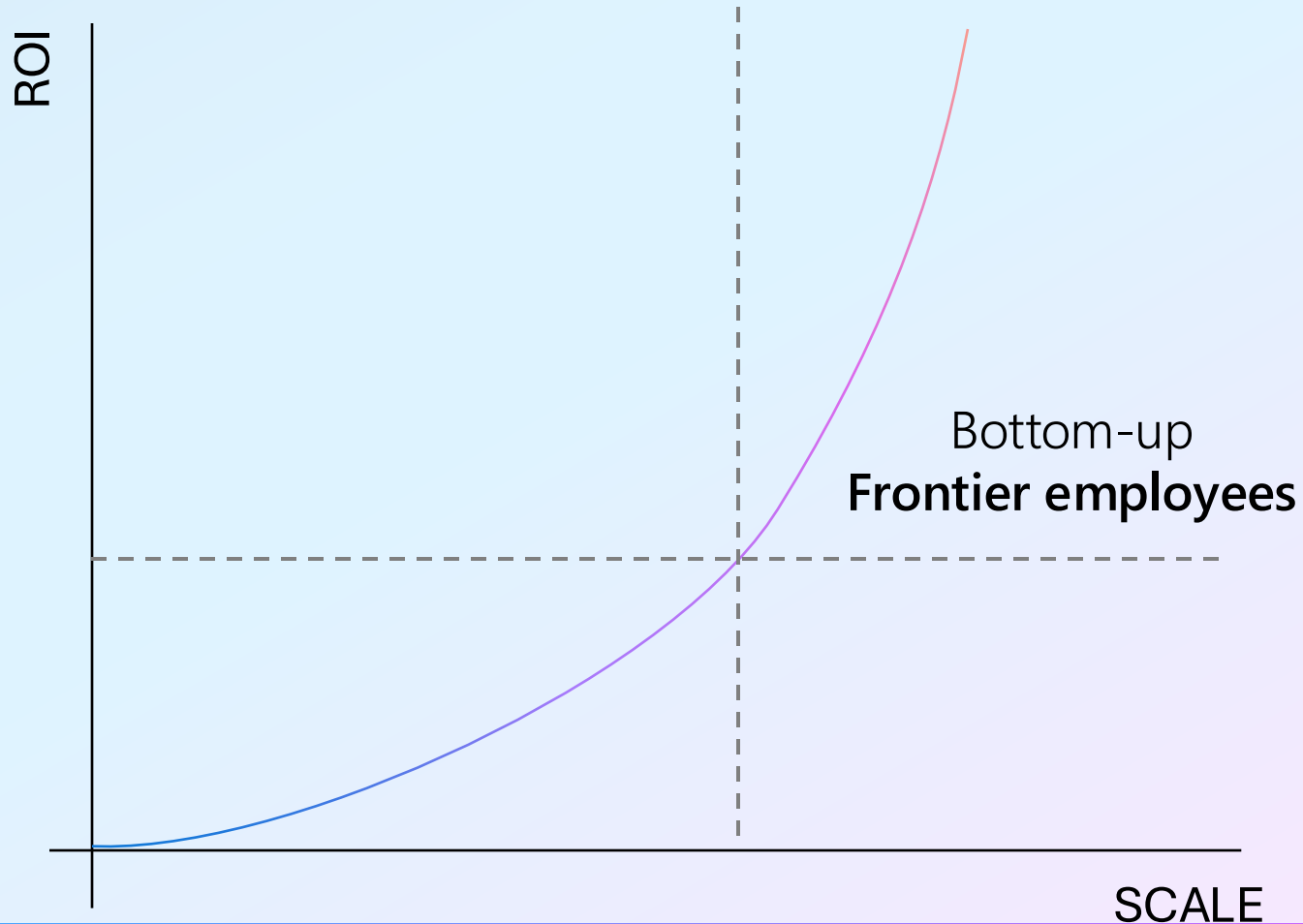
From AI User

From **AI User** to **Frontier Employee**

$$\text{ROI} = \text{Value} \times \text{Scale}$$

$$\text{ROI} = \text{Value} \times \text{Scale}^{\wedge} \text{Frontier employees}$$

# Build exponential impact



Top-Down → Few Agents,  
Many Users

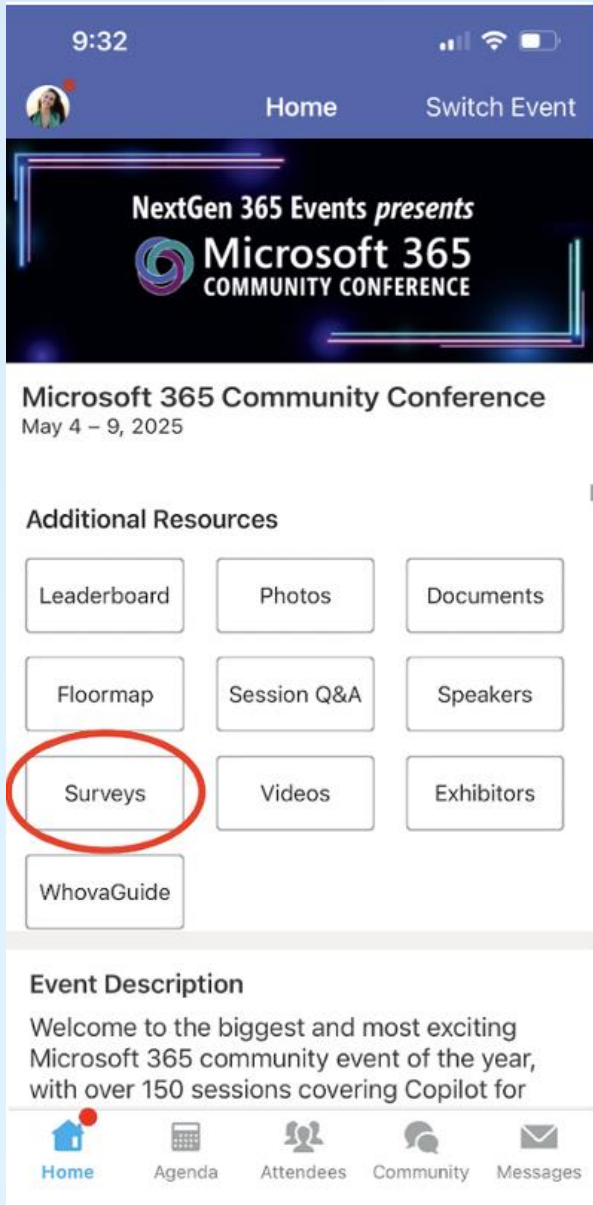
Bottom-Up → Many  
Agents, Small Groups

Impact Multiplies With  
Scale

$$\text{ROI} = \text{Value} \times \text{Scale}^{\wedge} \text{Frontier employees}$$

# How are you becoming Frontier?

*What agents do you build or use? What capabilities would help you?*



# Give Your Feedback!

We want to hear from YOU!

Share your feedback to make next year's conference even better!

Here's how –

- Open **Whova App** on your smartphone
- Scroll down on the M365 Community Conference Homepage to '**Additional Resources**' to click "**Surveys**".
- Click **Session Feedback**.
- Scroll down to find this session title.
- Complete the session feedback survey.
- Finally, click '**Submit**'.

It's just that easy!



# Expertise and tools for your journey



Technical expertise via  
our FastTrack partners

[aka.ms/Microsoft/FastTrack](https://aka.ms/Microsoft/FastTrack)



Tools, resources & training  
on our Adoption Hub

[adoption.microsoft.com](https://adoption.microsoft.com)



Events and real-world  
knowledge in our  
community

[aka.ms/TechCommunity](https://aka.ms/TechCommunity)

# Uhova

The official event app for the  
**Microsoft 365 Community Conference**

**Event invitation code: Orlando2026**

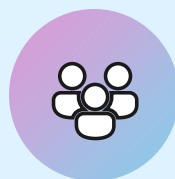


**Join the event app to access:**

- ➔ Event announcements
- ➔ Personalized agenda, session details
- ➔ Speaker & attendee profiles
- ➔ Networking, meet-ups, messages
- ➔ Event documents

## Stay Connected!

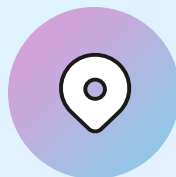
Engage with the best  
community in tech...  
There's something for  
everyone!



### Microsoft Tech Community

The community platform for Microsoft 365 –  
forums, blogs, and events

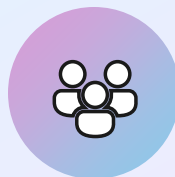
<https://aka.ms/joinMTC>



### CommunityDays.org

Find or host a local event in your area  
or to match your interests

[www.communitydays.org](http://www.communitydays.org)



### Microsoft Community on LinkedIn

News, announcements and training delivered to  
your news feed

<https://aka.ms/microsoftcommunitylinkedin>

