



**Microsoft 365**  
COMMUNITY CONFERENCE

# Understanding Copilot Agents: What to Use When

Paolo Pialorsi – Senior Developer Advocate @ Microsoft

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# Uhova

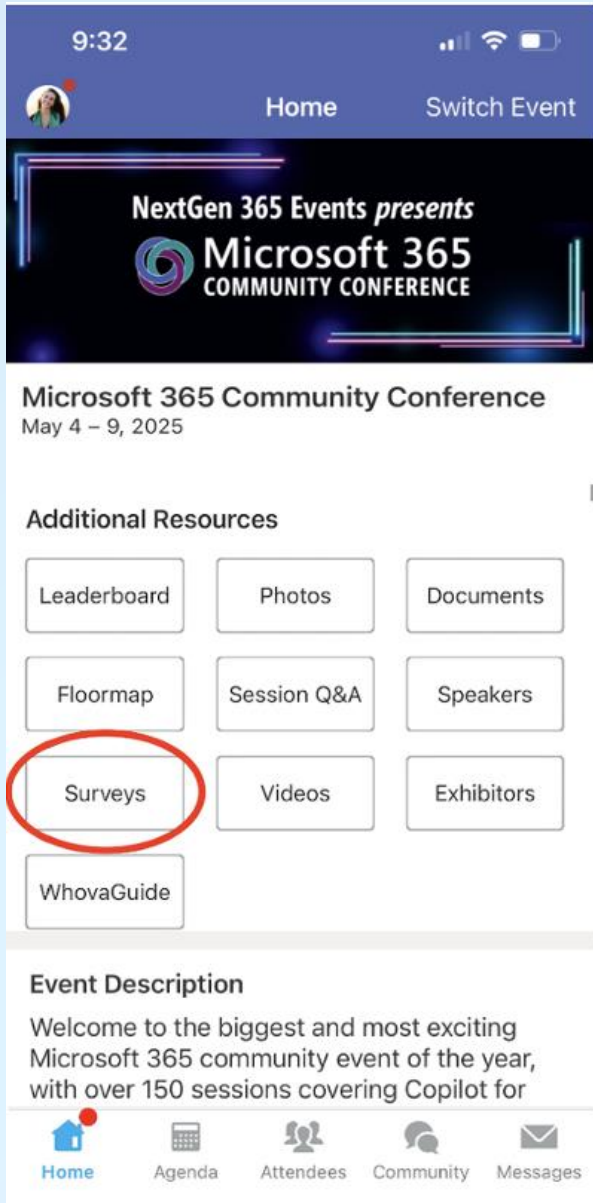


The official event app for the  
**Microsoft 365 Community Conference**

**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



# Session feedback surveys

We want to hear from YOU!

Share your feedback to make next years conference even better!

Here's how –

- Simply go to the 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!



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Principal Product  
Manager @ Microsoft  
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# Understanding Copilot Extensibility



# Microsoft 365 Copilot



Natural Language



+



+



+



+



Large Language  
Models

Microsoft 365  
Apps

Microsoft  
Graph\*

Microsoft  
Dataverse\*

Web

\*Grounded out-of-box in your personal and company data from Microsoft Graph & Microsoft Dataverse

# Tailor to your organization with Copilot agents



Natural Language



+



+



+



+



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Large Language  
Models

Microsoft 365 Apps

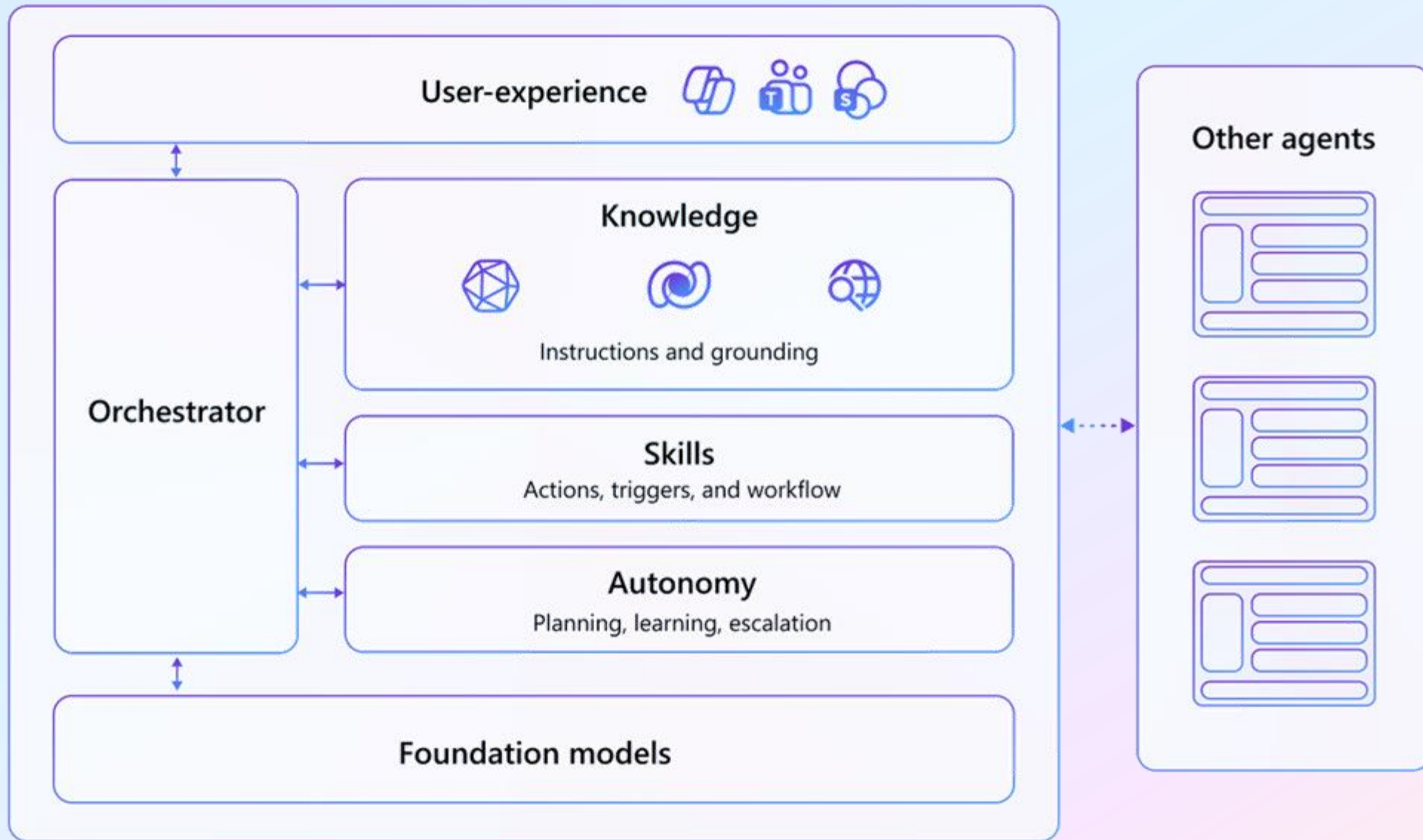
Microsoft  
Graph

Microsoft  
Dataverse

Web

Copilot  
agents

Agent for  
Microsoft 365  
in general



# Empowering every developer to build agents

Build on the M365  
Copilot Stack



**Declarative agents**

Build on your own AI  
Stack



**Custom engine agents**

Build for your  
own app



**Work IQ**

Flexibility and choice



for every scenario

# Empowering every developer to build agents

Build on the M365  
Copilot Stack



**Declarative agents**

Build on your own AI  
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**Custom engine agents**

Build for your  
own app

Flexibility and choice

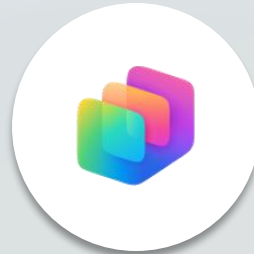


for every scenario

# Building agents in Microsoft 365

Extending Microsoft 365 Copilot

low-code



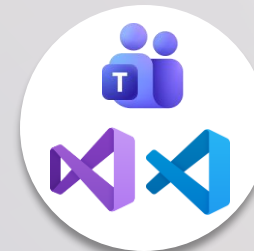
Copilot Studio

no-code



Custom  
SharePoint Agents

pro-code



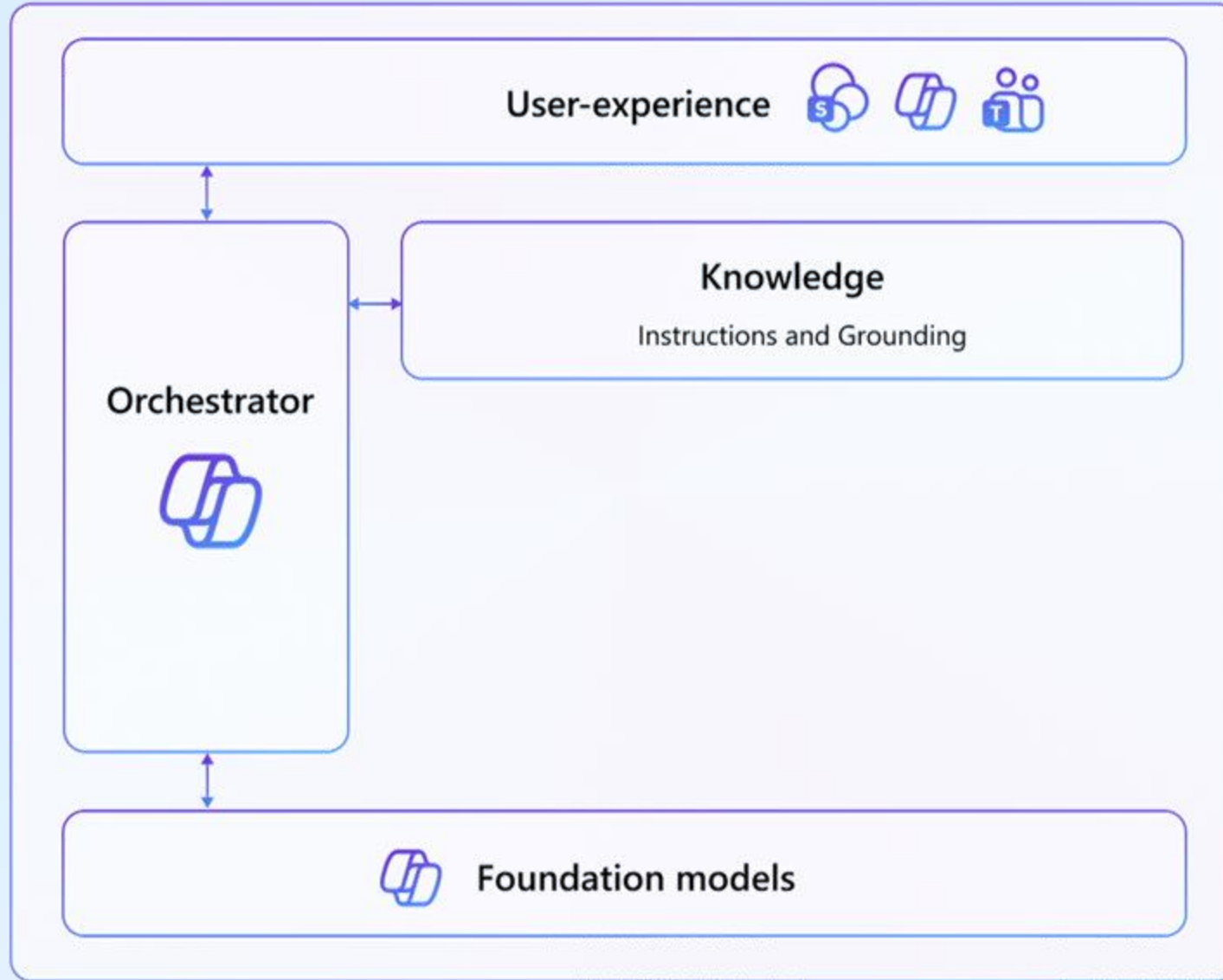
Agents Toolkit



Microsoft 365  
Copilot

# Custom SharePoint Agents

Custom SharePoint agent



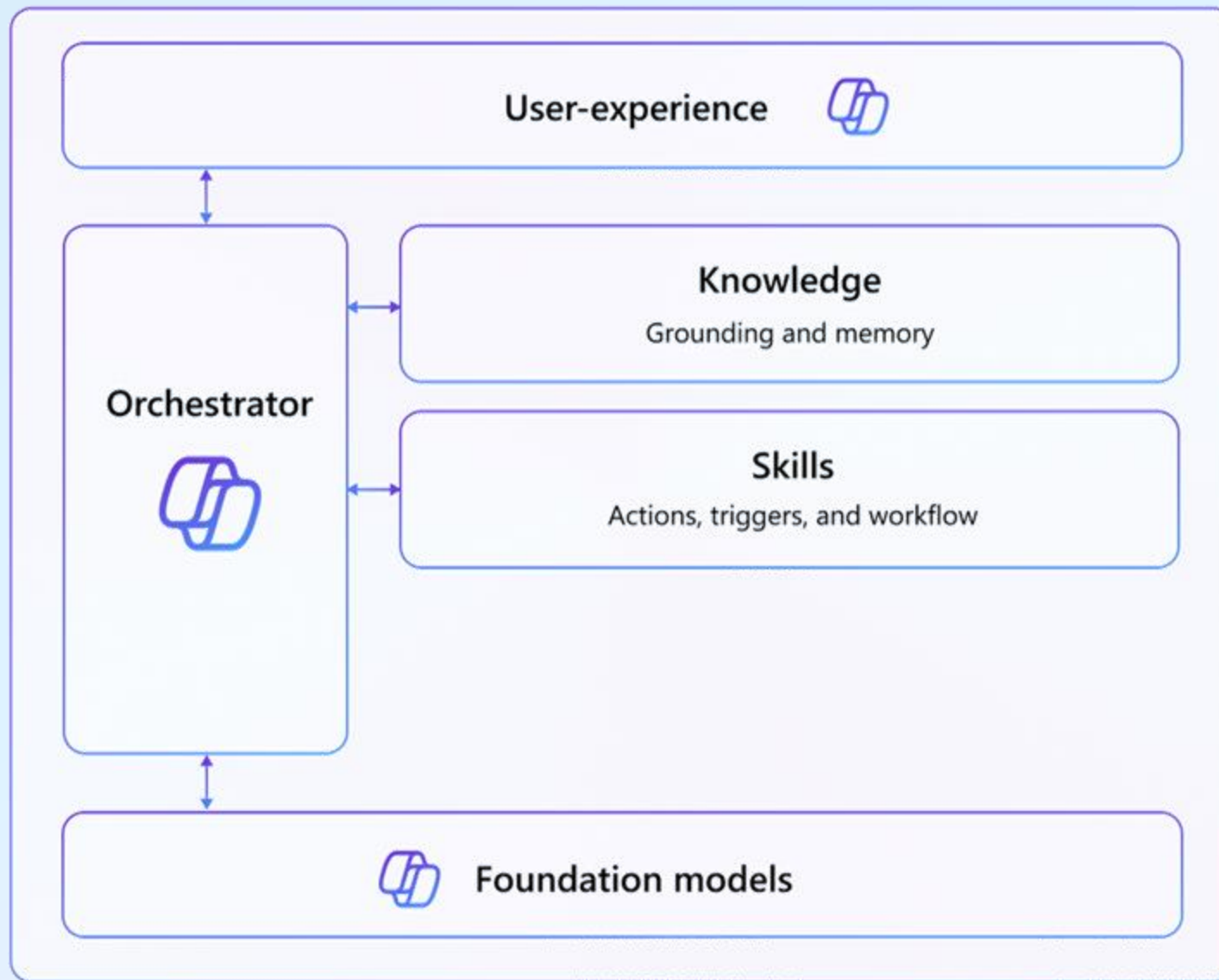
demo



Overview of custom  
SharePoint agents

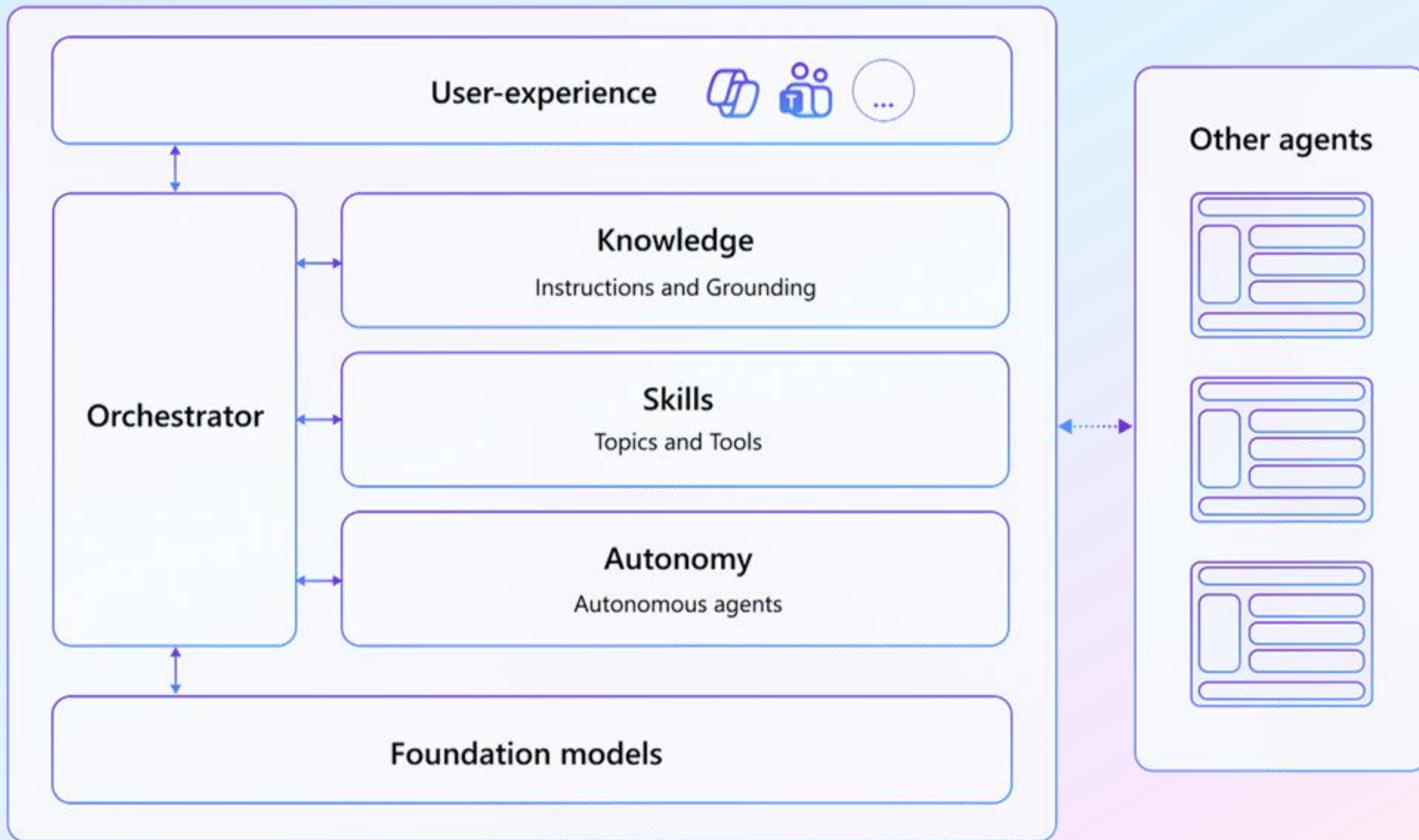
# Agent Builder

Agent Builder



# Copilot Studio

Copilot Studio



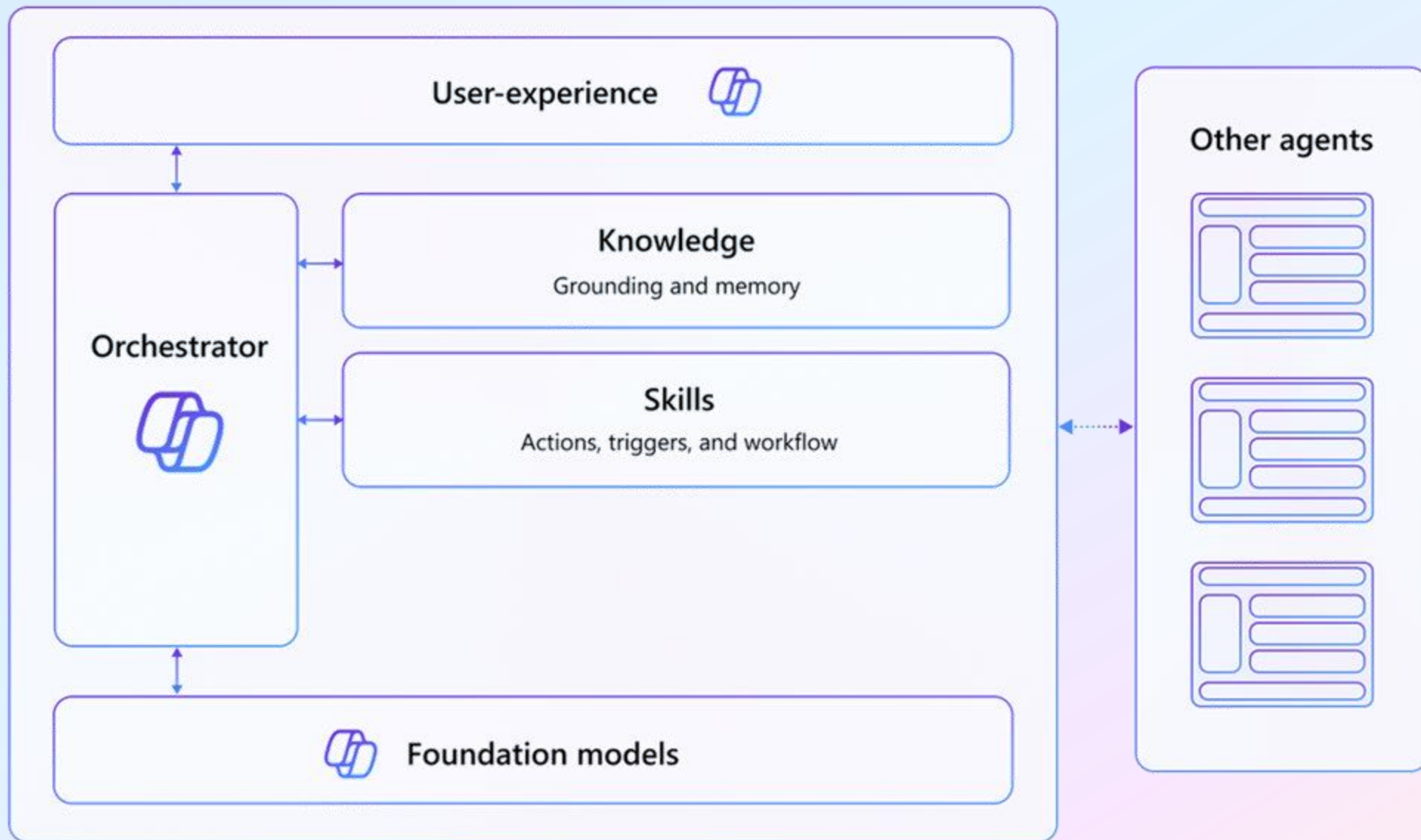
demo



Overview of Copilot Studio

# Pro-code Declarative Agents

Declarative agent



demo



MCP Apps - UI components  
with declarative agents

- New chat
- Search
- Library
- Create
- Agents
  - Researcher
  - Analyst
  - Access Request Assistant**
  - HR Agent
  - New agent
  - All agents
- Notebooks
  - All notebooks
- Chats
  - System Access Request Guida...
  - Request Status Inquiry
  - Pending Access Requests Ove...
  - System Access Request Guida...
  - Pending Access Requests Ove...
  - Requesting System Access
  - Pending Access Requests Ove...
- Apps
- Paolo Pialorsi  
M365 Copilot (Premium)

# Access Request Assistant

Auto [Share] [Shield] [More]

## Access Request Assistant

Created by My App, Inc.

Message Copilot

+

[Microphone]

**Request Access**

I need to request access to a system

**Review Pending Approvals**

Show me all pending access requests for approval

**Check Request Status**

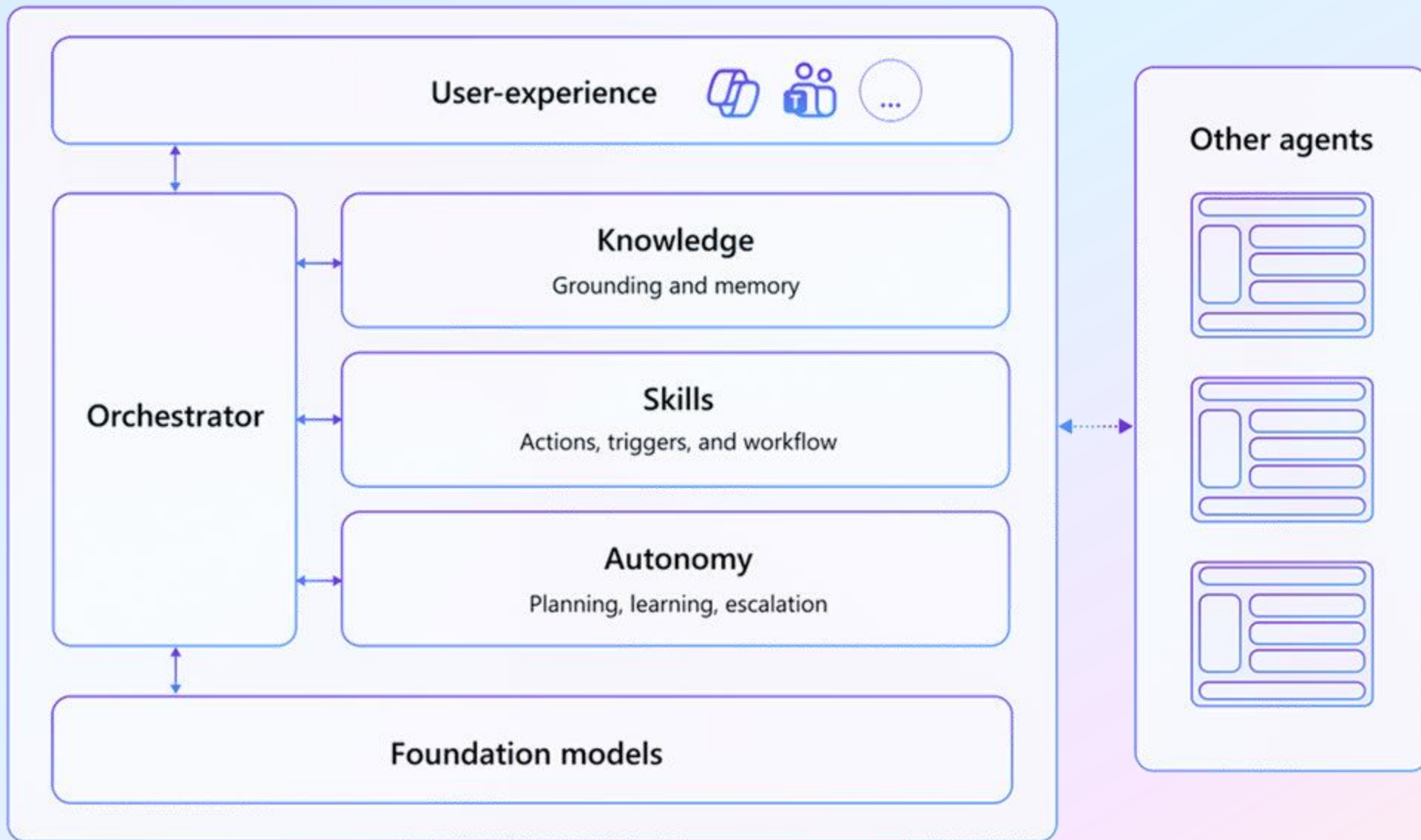
What is the status of request REQ-001?

Show more



# Pro-Code Custom Engine Agents

Custom engine agent



demo



Overview of Pro-code  
Custom Engine Agents

# What to use when?



## Custom SharePoint agents

- Easiest to get started in few clicks
- Full no-code experience
- Document-centric
- Available across Microsoft 365 – SharePoint, Teams, Microsoft 365 Copilot

## Copilot Studio agents

- Topics, Tools, or Autonomous
- Targets Teams, Microsoft 365 Copilot, and more
- Power Platform integration

## Pro-Code Declarative Agents

- Microsoft 365 Copilot engine
- Specific context/scope (HR, Sales, Legal, etc.)
- Dedicated knowledge base
- Enhanced capabilities

## Pro-Code Custom Engine Agents

- Fully customizable (LLM, SLM, Orchestrator, etc.)
- Custom Responsible AI
- Support external users
- Custom UI/UX
- Targets Teams, Microsoft 365 Copilot, and more

# Useful training content

## Copilot Developer Camp

- **Copilot Dev Camp** is videos, hands-on labs, and in-person events for building **Copilot agents**
- Targets **makers** and **professional developers**

<https://aka.ms/CopilotDevCamp>

## Agent Academy

- **Agent Academy** is hands-on training to master the art of building agents using **Copilot Studio**
- Targets **makers**

<http://aka.ms/AgentAcademy>

# MICROSOFT 365 & POWER PLATFORM COMMUNITY

Learn from others how to build apps on Microsoft 365 & Power Platform. Don't reinvent the wheel. Focus on what truly matters for your organization.

Sharing is Caring!

<https://aka.ms/community/home>



ขอบคุณครับ  
 ĐAKUJEM  
 DANK U WEL  
 KIITOS  
 БЛАГОДАРЯ  
 DZIĘKUJĘ  
 OBRIGADO  
 감사합니다  
 谢谢  
 TEŞEKKÜRLER  
 SPASIBO  
 SALMAT PO  
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 TERIMA KASIH  
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 KÖSZÖNÖM  
 谢谢  
 GRAZIE  
 多謝晒  
 DANKE  
 MULȚUMESC  
 धन्यवाद  
 HVALA  
 謝謝  
 ありがとうございます  
 நன்றி  
 CAM ON  
 ευχαριστώ  
 شكريه  
 MERCİ  
 GRACIAS  
 DĚKUJI  
 THANK YOU

Please rate this session on the app

**We have an  
exciting future ahead.**

