

What is an autonomous agent?

Copilot Studio enables solutions for every function and team

Autonomous agents work on your behalf without being prompted so you and your organization can accomplish more.



By 2028, at least

15% of day-to-day work decisions

will be made autonomously through agentic AI, up from 0% in 2024.*

Customer Support agent

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

IT Helpdesk agent

How do I connect to the corporate network?

Budget Manager agent

Review outstanding open PO's and begin financial planning

Operations agent

Fraud Identification agent

Legal Due Diligence agent

Onboarding agent

HR agent

Loan Qualification agent

Contract agent

Performance Helper agent



Autonomous agents are great for processes that are...

- Prone to manual errors
- Complex
- Constantly evolving
- Open-ended
- Dependent on human involvement
- Dynamic

Agility

Modernize automation

Optimize existing business processes with agents that can improve legacy technology

Efficiency

Innovate with new processes

Unlock untapped business value by connecting across data silos to automate new problems

Scalability

Empower everyone with agents

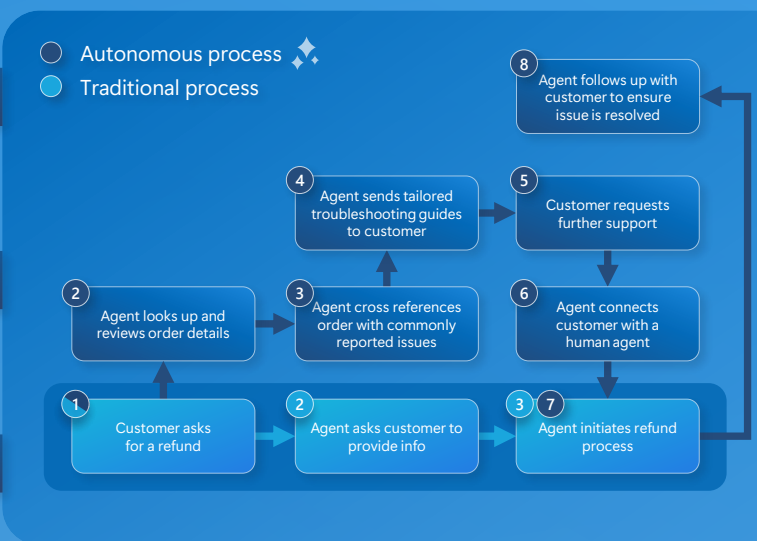
Enable end users in every function and department to address their individual business problems

Unlike traditional chatbots, autonomous agents are...

- 🔍 **Proactive**
 Automatically responds to signals across your business and initiates tasks without human input
- ☁️ **Independent**
 Seamlessly manages and executes your complex processes and tasks for you
- 🔄 **Adaptive**
 Quickly plans, adapts to new information and adjusts their strategies on their own.

✔️ Decides at runtime which steps need to be taken

✔️ Finds a workaround when encountering roadblocks



Trigger

Instructions

Plan

Outcome

Agent automatically reacts to triggers

- When a new email arrives (Office 365 Outlook)
- When a return request is initiated (Dynamics 365 Commerce)
- When a record is modified (CRM)

Agent follows your instructions

Instructions

- The goal is to help customers with product questions, refunds and replacements.
- If the customer is struggling with the product and asked for a refund, proactively provide relevant product guides and information to help them.
- Search for information on the customer in internal systems.
- For returns and replacements, perform a check on ...

Agent completes the ask using your data and knowledge

- Refunds & replacements
- Company website
- Send an email
- Analyze an image
- Message in Copilot

Agent generates a response

Refund agent 11:33 AM

Hi there! The refund agent needs your approval on a replacement request over £200:

Design your own autonomous agents



with Copilot Studio

...and unlock new business value

- ✔️ Managed SaaS
- ✔️ Low code platform
- ✔️ Build with natural language

Pets at Home

\$1M
est. saved

With profit protection agent

McKinsey & Company

90%
reduced lead time

With project request routing agent

THOMSON REUTERS

50%
est. reduced effort

With legal due diligence agent

A secure, trusted platform

- Enable advanced enterprise data protection features
- Establish your own agent guardrails & controls
- Audit events & gain insights to ensure compliance
- Access streamlined lifecycle management tools
- Easily manage everything using the unified admin center

Get started today
aka.ms/copilotstudio

