



Microsoft Copilot Agents

What are Copilot Agents?

Copilot Agents are autonomous, goal-driven AI entities built in Copilot Studio. They act on behalf of users to initiate, complete, and manage tasks, not just respond to queries. Unlike standard Copilots that provide information, Agents can handle complex workflows, make decisions, and run ongoing processes without manual intervention.

How Do They Work?

Copilot Agents operate by combining logic, memory, and context. They use Microsoft Graph, business data, and natural language understanding to follow multi-step processes. Agents can proactively monitor signals, trigger workflows in systems like Dynamics 365, and interact with users when needed, all within defined guardrails.

Benefits to Using Copilot

- ✓ **Enable intelligent process automation** across teams, departments, and systems
- ✓ **Reduce manual intervention** in common operational tasks such as approvals, alerts, and escalations.
- ✓ **Improve responsiveness** by running 24/7 with proactive notifications and updates.
- ✓ **Empower users** with AI agents that act independently to get work done faster & more reliably.

Key Use Cases

Customer Service:

AI agents resolve FAQs, escalate tickets, and trigger follow-ups.

Sales:

Agents identify new leads, send follow-up messages, and book meetings.

HR:

Manage onboarding/offboarding tasks, track document completion.

Operations:

Monitor events, trigger workflows, and report outcomes autonomously.

Why Choose CPS?

- Recognised as the leading Microsoft Copilot partner in the UK, and 4th in Europe, for pioneering intelligent automation solutions.
- Experts in AI adoption and automation strategy, with deep Microsoft Graph, Power Platform, and Azure experience.
- Unmatched capability in designing, deploying, and governing Copilot Agents that align with business goals.
- Scalable delivery frameworks that ensure fast time-to-value and long-term sustainability.

**Click Here if you are ready to unlock the power of Microsoft Copilot.
Book a 2-hour discovery session to explore the next steps for your organisation.**

