Microsoft 365 Copilot vs. Copilot Agents
Understand the Difference. Unlock the Value.
Deliver with CPS.

AI is Changing How We Work. Are You Ready?

From intelligent assistance to full-scale automation, Microsoft's Copilot ecosystem is transforming productivity. But not all AI is the same. At CPS, we help you unlock the full value of Microsoft 365 Copilot and Copilot Agents, and we accelerate results through ready-to-deploy frameworks, expert guidance, and scalable solutions.

M365 Copilot : Embedded, Contextual Assistance

Microsoft 365 Copilot is built into tools like Word, Excel, Outlook, and Teams to support users with real-time help, insights, and suggestions as they work.

Use when you want to:
Empower staff to work faster, smarter, and with more confidence inside familiar tools.

Key Benefits

- Context-aware writing, summarisation, and analysis
- Integrated into everyday Microsoft 365 experiences
- Speeds up decision-making, reduces manual work
- Great for individual users, working in the flow of their day

Copilot Agents: Autonomus, Cross-system AI

Copilot Agents are task-specific, intelligent assistants built using Copilot Studio to automate workflows across apps, systems, and teams.
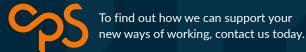
Use when you want to:
Streamline complex processes and scale automation across your organisation.

Key Benefits

- Customisable for different departments or roles
- Reduces handoffs and eliminates repetitive tasks
- Runs independently, monitors systems, triggers actions
- Ideal for operations, HR, finance, customer service, and more

Copilot vs. Copilot Agents: Know the Difference

Feature	M365 Copilot	Copilot Agents
Role	Embedded AI assistant	Autonomous workflow agent
Interaction	User prompts, contextual help	Minimal input, runs independently
Customisation	Limited to app context	Fully custom per use case or process
Best for	Productivity within Microsoft 365	Process automation across systems
Examples	Drafting content, analysing data	Onboarding, inbox management, reporting

To find out how we can support your new ways of working, contact us today.

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Make the Most of Your Copilot Investment with CPS

Unlock the full potential of Microsoft 365 Copilot and Copilot Studio with CPS. Our Agent Factory and Accelerator Packs help you go beyond individual productivity, enabling intelligent automation at scale. Whether you're just starting out or ready to expand your AI footprint, we'll help you identify high-impact use cases, build tailored agents fast, and realise value from day one. It's the smart way to maximise your Microsoft investment and turn Copilot from a feature into a force for transformation.

CPS Agent Factory & Accelerators: From Idea to Impact, Fast

CPS brings a proven approach to designing, building, and scaling Copilot Agents with our Agent Factory and pre-built Agent Accelerators.
Whether you're building from scratch or starting with a template, we fast-track success with scalable, secure, and value-driven solutions.

CPS Agent Factory

A structured model to take you from opportunity to outcome:
- Discovery workshops to identify high-impact use cases
- Co-design sprints to shape agent logic & UX
- Rapid development using Copilot Studio
- Managed deployment, testing, & training
- Ongoing support, enhancement, and success tracking

CPS Agent Accelerators

Pre-defined agent templates to accelerate delivery, including:
- Onboarding Assistant: Coordinates HR, IT, and Facilities
- Inbox Monitor: Escalates and prioritises incoming messages
- Campaign Report Generator: Delivers weekly performance packs
- Project Kick-Off Agent: Automates task setup across Teams, Planner & SharePoint

Why Choose CPS?

We're not just Microsoft experts, we're strategic delivery partners. With over 20 years supporting UK organisations across public and commercial sectors, we deliver AI with impact.

- Recognised as the leading Microsoft Copilot partner in the UK, and 4th in Europe, for pioneering intelligent automation solutions.
- Unmatched capability in designing, deploying, and governing Copilot Agents that align with business goals.

- Experts in AI adoption and automation strategy, with deep Microsoft Graph, Power Platform, and Azure experience.

- Scalable delivery frameworks that ensure fast time-to-value and long-term sustainability.

Let's Make AI Work for You

Whether you're exploring Microsoft Copilot or ready to roll out your first Agent, CPS will guide you every step of the way.

Let's explore your use cases, assess readiness, and build a roadmap to intelligent automation.

To find out how we can support your new ways of working, contact us today.

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