Leveling Up Agents: Copilot Studio for Enterprise Solutions

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About me



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Agenda

Which Copilot?

Key features of Copilot Studio

Building an Agent

Topics, Agent Flows, levels of autonomy

Multi-Agent

Multi-Agent Patterns, Orchestration

Evaluation

Tools for Evaluation, Agent as a Judge

Which Copilot?



No-Code

Zone 1

Personal Productivity

Personal agents, prompt based, knowledge sources, no SDLC

Low-Code

Zone 2

Partnered Development

Publish across teams, read and write data, managed environments

Pro-Code

Zone 3

Professional Development

Pro-developers, extend existing solutions, enterprise scale

Balancing Determinism & Dynamism

Dynamic

- Adaptive reasoning
- Context-aware behavior
- Ambiguity and open-ended requests
- Flexibility

Context > Certainty

Agent Flows

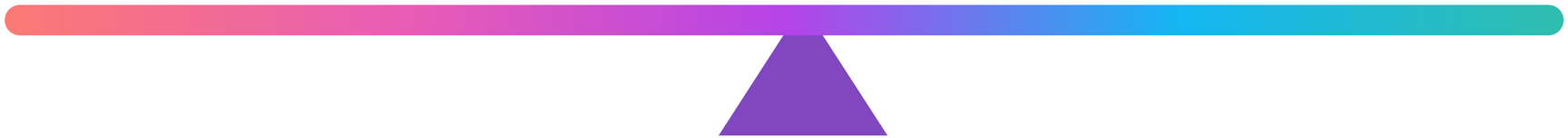
Topics

Orchestration

Deterministic

- Rules based
- Predictable outcomes
- Repeatable
- Exact data
- High impact actions

Accuracy > Adaptability



Copilot as an Orchestrator

Routing

Route between agents, tools, and topics dynamically

Tools

Instruct agents on tool suitability and guidelines

Intent

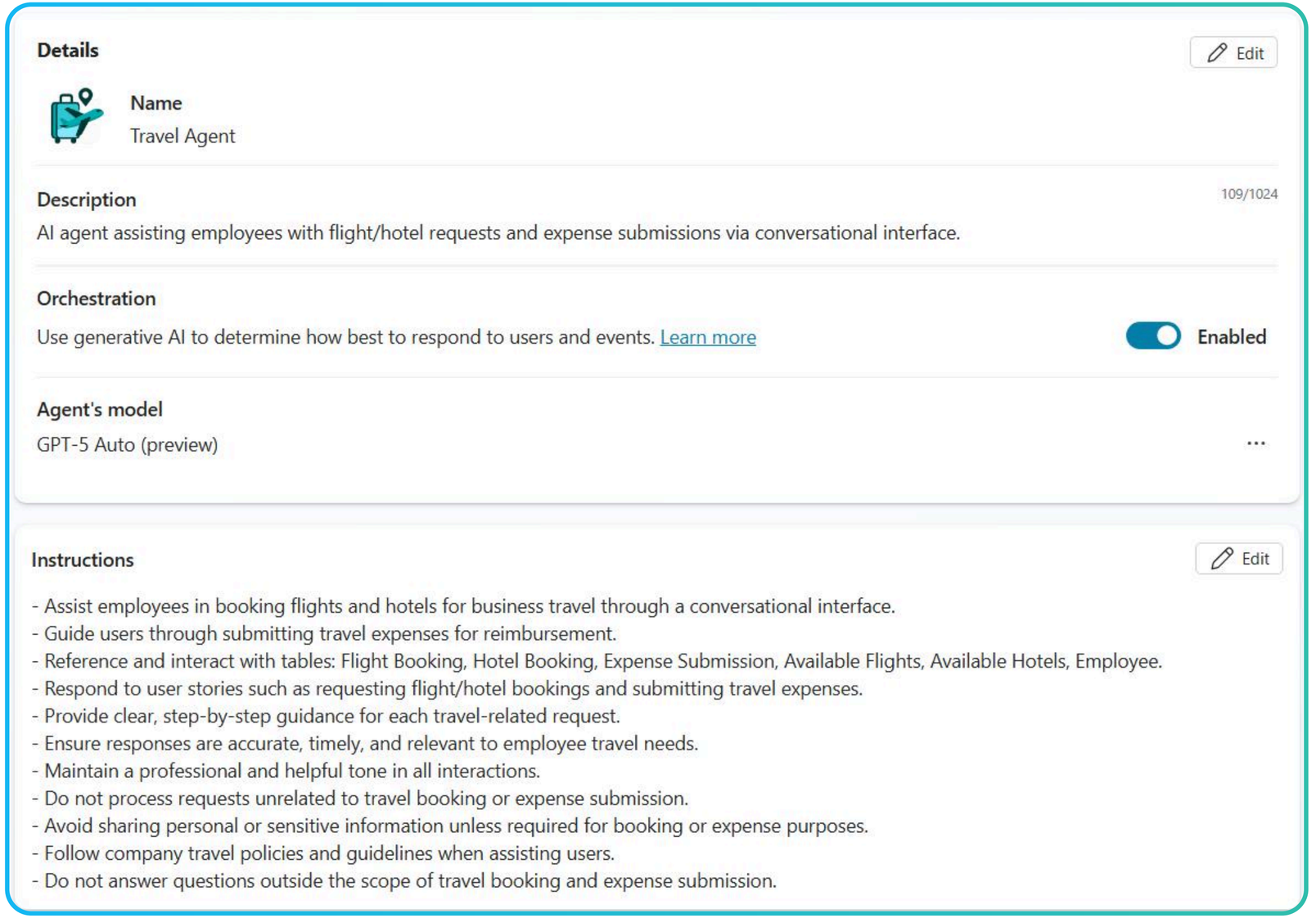
Utilize context from users to better identify requests

Context

Instructions to provide context on tasks, requirements, and capabilities

Prompt Engineering

- Default way to create agents
- More ambiguous
- Increased variability
- **Tightly coupled to a model**
- Model drift



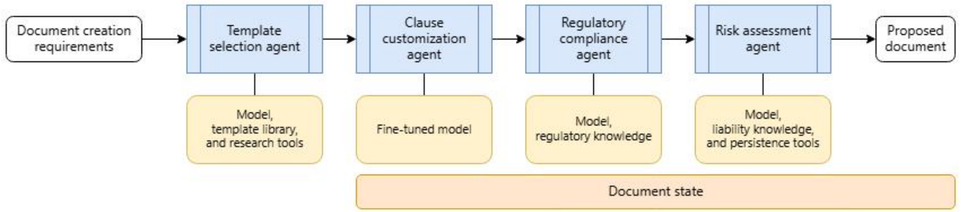
Context Engineering



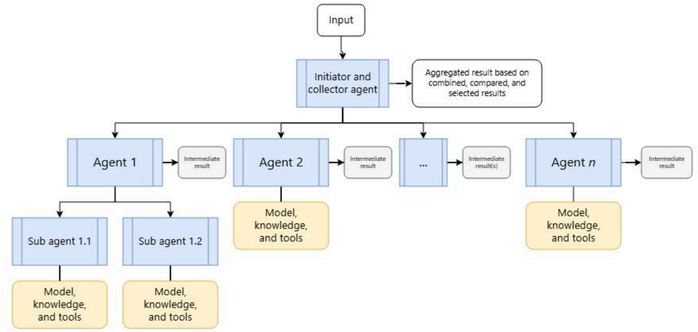
- Suitability of tools
- Increased consistency
- Looser coupling from model
- Readability

Multi-Agent Orchestration

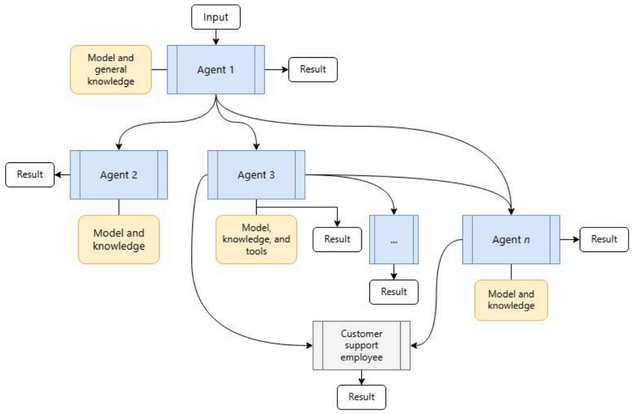
Sequential



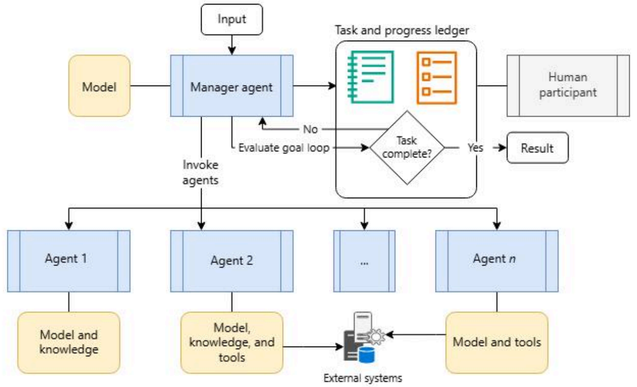
Concurrent



Handoff



Managerial



Azure Architecture Center, *AI Agent Orchestration Patterns*

Levels of Autonomy

L1

User as an **Operator**

User directs and makes decisions, agent acts.

L2

User as an **Collaborator**

User and agent collaboratively plan, delegate, and execute.

L3

User as an **Consultant**

Agent takes lead but consults user for expertise/ preferences.

L4

User as an **Approver**

Agent engages user only in risky or prespecified scenarios.

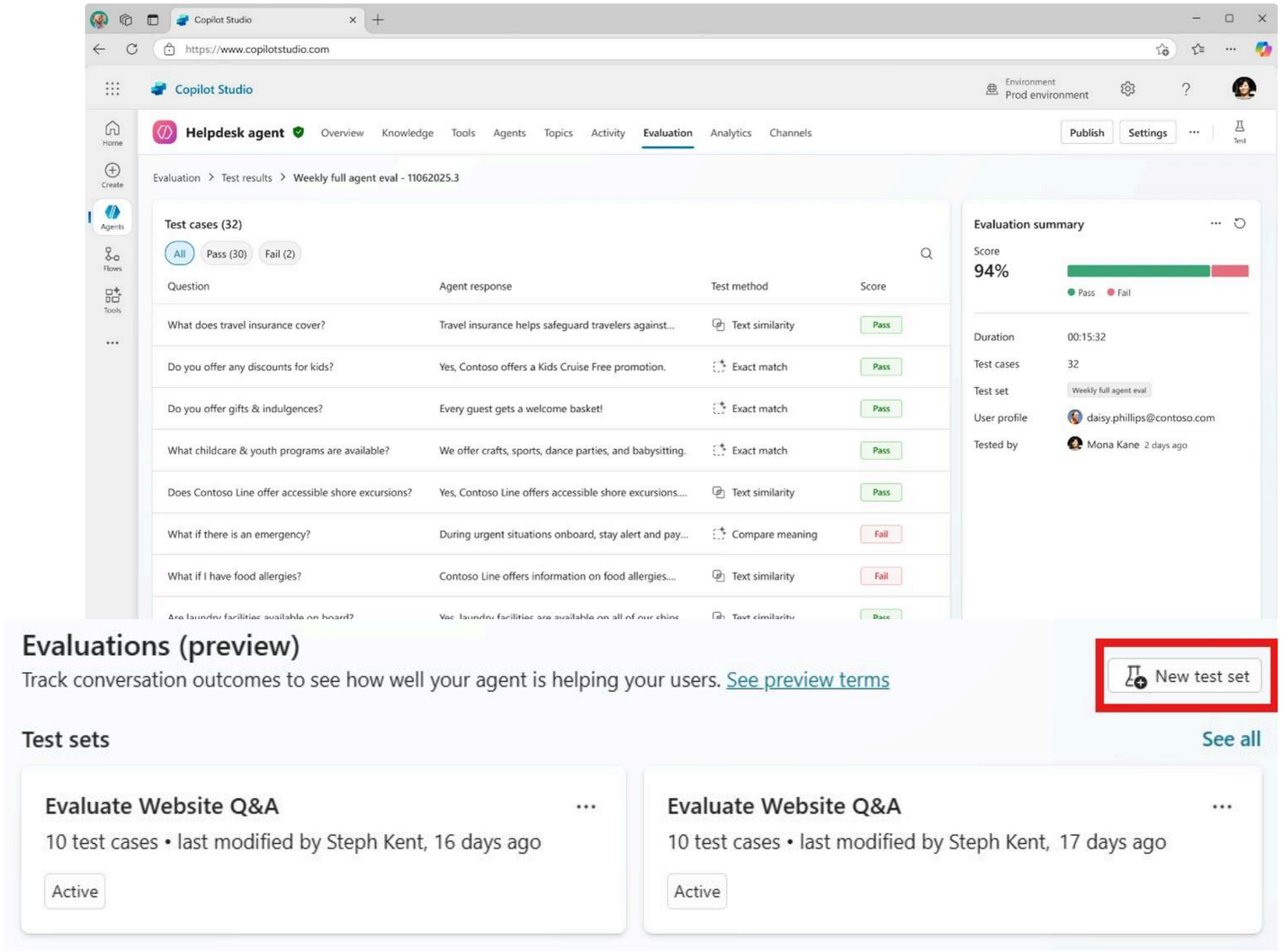
L5

User as an **Observer**

Agent operates with full autonomy under user monitoring.

LEVELS OF AUTONOMY FOR AI AGENTS

Evaluation



Choose the Right Method

- **Automated Testing,** efficient, scalability, baseline
- **Human-in-the-loop,** subjective, high-impact tasks
- **LLM-as-a-judge,** reasoning chains, tool use

Define Metrics

- **Deterministic,** with clear, expected outcomes
- **Comprehensive Data**, representative, balanced
- **Open-ended prompts,** evaluate generative capabilities
- **Load testing,** evaluate performance

“The most effective AI implementations strategically position themselves on this spectrum based on the requirements of their individual use case rather than following industry hype”

— Deepset, *AI Agents and Deterministic Workflows: A Spectrum, Not a Binary Choice*

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