



Intelligent automation: Next-gen business processes powered by agents



Unlocking the next wave of productivity

Streamline, scale, and optimize operations through intelligent automation.

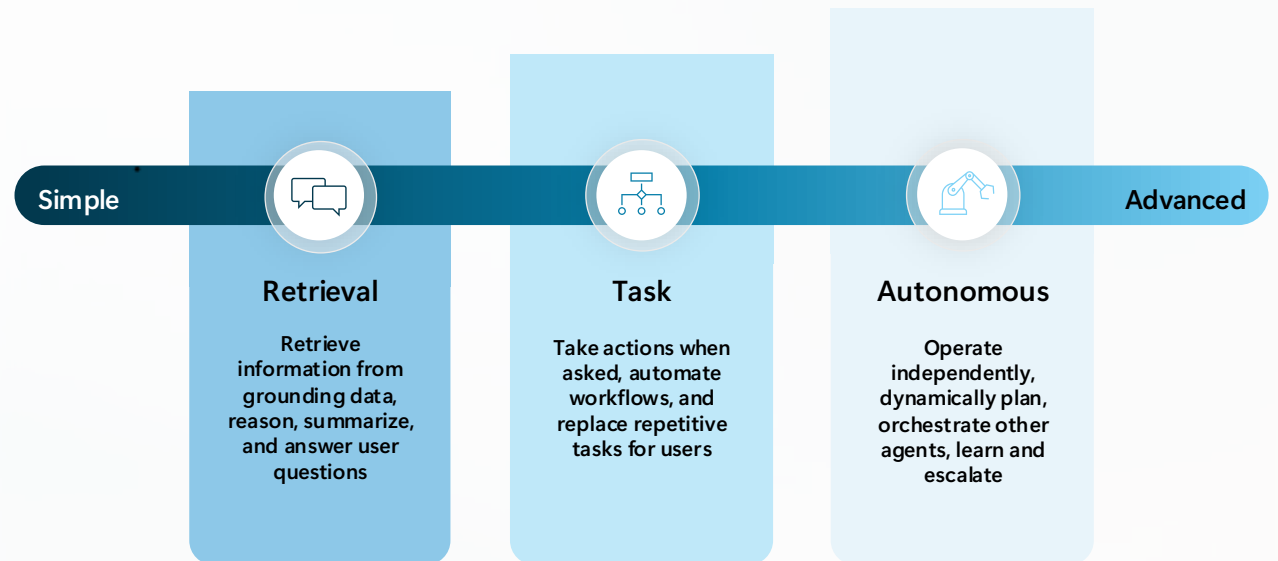
Today's enterprises face increasing pressure to do more with less—improving agility, reducing operational inefficiencies, and maintaining compliance at scale. Traditional workflow automation tools often fall short, limited by rigid rule sets and siloed systems.

Microsoft agents are the next evolution in business process improvement. Built using **Microsoft Copilot Studio** and delivered across your enterprise stack, agents can be designed to augment or fully automate complex workflows, making decisions, executing tasks, and integrating data across systems—all with minimal manual intervention.

This isn't about automating individual tasks. It's about reimagining end-to-end processes across finance, HR, IT, operations, and customer engagement.



The spectrum of agents vary in level of complexity and capabilities depending on your need.





Task agent life cycle:

Trigger▶ Instruction▶ Plan▶ Outcome

Automate actions to streamline work

Task-based agents are designed to **automate repetitive workflows** and be triggered by user actions or events. These agents are ideal for streamlining internal operations, reducing manual effort, and increasing responsiveness across teams.

Built using **Copilot Studio**, these agents are deployed where work happens—whether in Microsoft Teams, SharePoint, first- and third-party apps, or your organizations most used channels. Agents integrate with enterprise data and systems to act on behalf of users, delivering consistent outcomes with speed and accuracy.

Benefits of task-based agents:

- **Workflow automation:** Replace manual steps with automated actions for HR, IT, Finance, and more.
- **Consistency at scale:** Standardize execution of repetitive processes across departments.
- **User-driven triggers:** Activate triggers through common tools like Teams, Outlook, or SharePoint.
- **Fast time-to-value:** Build quickly with low-code tools, they require minimal developer overhead.

Deploy agents for every approach to automation



Innovation doesn't follow one path—neither should automation.

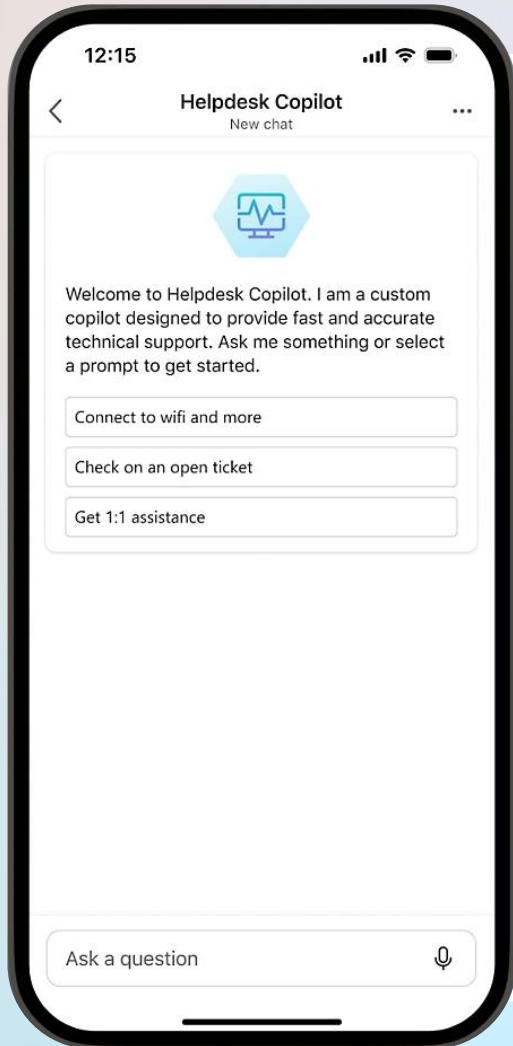
With **Copilot Studio**, you can take a flexible approach to automation that meets both structured and dynamic business needs. Harness **robotic automation** to execute predictable processes with speed and consistency and apply **agentic automation**—powered by generative AI—for scenarios that require adaptability and intelligence.

This dual model allows you to extract more value from your existing systems and data, across cloud, desktop, and web environments.

AI is not just a broad feature—it can be applied precisely, enhancing agents and workflows with document processing, decision support, and the ability to manage complexity at scale.

	API automation <i>(cloud apps)</i>	UI automation <i>(desktop and web apps)</i>
Agentic automation <i>(autonomous)</i>	AI determines what sequence of actions are required to accomplish tasks described in natural language instructions.	AI understands what it sees and uses natural language instructions to figure out how to accomplish a task.
Robotic automation <i>(rules-based)</i>	Users assemble a specific sequence of triggers and actions to execute structured tasks quickly and consistently.	Users record or assemble a specific sequence of clicks and keyboard entries for a robot to “playback.”

Extend impact with apps



Microsoft Power Apps makes it easy to connect employees—wherever they work—to the systems and workflows they rely on. With native integration to Microsoft Power Automate, Power Apps enables teams to build custom, low-code applications that simplify collaboration and streamline decision-making.

Together, these tools help you:

- Build experiences that engage users where they work—Microsoft Teams, web, or mobile.
- Orchestrate powerful workflows that span teams, systems, and roles.
- Accelerate automation and decision-making with AI at the core.

Whether publishing an agent built in Copilot Studio to a Power Apps app or building an agent directly in Power Apps using the agent builder experience, Microsoft Power Platform is transforming work.

Copilot Studio custom agent demo

The screenshot displays the Copilot Studio interface. At the top, the title bar shows 'Copilot Studio' and the environment 'Copilot Studio Avalon'. A left-hand navigation menu includes 'Home', 'Create', 'Agents', 'Library', and a menu icon. The main content area is divided into two sections:

- Create:** A card titled 'New agent' with a description: 'Create an agent that leverages end-to-end generative AI for task completion, knowledge sharing, analytics, and more.'
- Explore agents:** A grid of 16 pre-built agents, each with an icon, title, and description. Some agents are marked as 'Coming soon'.

Agent Name	Description	Status
Safe Travels	Provides answers to common travel questions and related health and safety guidelines	
Website Q&A	Instantly answer user questions using the content of your web site or other knowledge.	
Team Navigator	Assists employees in finding colleagues and their hierarchy within the organization using Microsoft Teams	
IT Helpdesk	Empowers employees to resolve issues and effortlessly create/view support tickets.	
Store Operations	Improve the efficiency of retail frontline workers by enabling easy access to store procedures and policies	
Case Management	Provide round-the-clock automated support to customers by understanding their issues and creating cases	
Inclusivity	Helps employees to have a safe place to ask questions and to learn how to activate inclusivity in a modern and diverse workforce.	
Sustainability Insights	Enables users to easily get insights and data about a company's sustainability goals and progress	
Weather	Your go-to assistant for getting weather forecast	
Voice	A Copilot with voice capabilities.	
Awards and Recognition Copilot	Use the Awards and Recognition Copilot to submit nominations for recognizing individual coworkers and teams, and to view your own recognitions.	
Wellness Check Agent	Conduct automated wellness checks to gauge employee morale and provide insights for a healthier workplace.	
Approval Manager	Streamline your approval process across multiple systems with summarized requests in a consolidated view	Coming soon
CV Match	Employees use the power of AI to analyze CV and get recommended CVs	Coming soon
Job Craft	Revolutionize your HR approach with AI-constructed job descriptions and refined interview questions	Coming soon
Kudos	Transform your company culture by crafting and promoting well-deserved positive peer-to-peer recognition	Coming soon
Status Tracker	Promote communication with less meetings by streamlining your team's status updates with automated surveys	Coming soon
Wellness Check	Conduct automated wellness checks to gauge employee morale and provide insights for a healthier workplace	Coming soon



Scale with intelligence: Infusing every workflow with the power of AI

Go beyond automation—agents integrate vision, language, and learning to transform business processes.

Unlike task-based agents, autonomous agents independently begin work based on autonomous triggers. They consult historical data and escalate issues when needed—drastically expanding what’s possible with automation. These agents are ideal for complex, long-running business processes where adaptability and real-time responsiveness are essential.

Microsoft agents are more than workflow engines. They’re intelligent digital operators capable of understanding context, extracting meaning, and taking action—powered by the full breadth of the Microsoft AI ecosystem.

With Copilot Studio, organizations can embed advanced AI into their agents using:



AI tools: Add intelligent capabilities like form processing, object detection, sentiment analysis, and prediction—without writing code. Plus, build prompts in Copilot Studio that allow capability integration.



Intelligent document processing: Extract structured data from invoices, contracts, or PDFs to trigger workflows and reduce manual entry.



Image and video analysis: Use computer vision to recognize objects, read handwritten notes, or inspect product quality from uploaded media.



Natural language understanding: Enable agents to interpret complex requests, summarize conversations, or translate multilingual inputs.



Azure AI Foundry integration: Connect models that forecast demand, score leads, or make recommendations directly within agent workflows.

Low-code simplicity plus enterprise- grade security

Build powerful AI agents quickly and securely.

With **Copilot Studio**, creating agents no longer requires a dedicated development team. Business users, process owners, and IT professionals alike can build agents using intuitive, **low-code tools**—turning ideas into automation in days, not months.

As your needs grow, so does the platform. Copilot Studio provides the **infrastructure, governance, and extensibility** to support full-scale transformation securely.

This balance of simplicity, scale, and security is what makes the Microsoft agent platform uniquely enterprise-ready.



Get started fast:

- Drag-and-drop design.
- Data connectors for Microsoft and 3rd party systems.
- Templated workflows and easy integration with Teams, Outlook, and other line-of-business apps.



Operate across your entire enterprise:

- Deploy agents across departments.
- Support task and autonomous agents with real-time decision making.
- Monitor usage, performance, and business impact.
- Build and deploy across multiple channels and teams.



Secure by design so you can govern with confidence:

- Protect sensitive information with data loss prevention and label inheritance.
- Support compliance with role-based access controls and audit logs.
- Develop agents with the Microsoft Responsible AI principles built in.
- Centralized tracking, lifecycle management, and policy enforcement with Copilot Hub.

Transform with Oneskai

While agents built in Copilot Studio provide the platform for intelligence, end-to-end transformation often requires strategic support. We bring deep industry experience, technical expertise, and a proven methodology to help your organization:



Identify high-impact use cases across all departments.



Design and deploy custom agents that align with your business goals.



Ensure governance, security, and scalability from the start.



Measure and optimize performance using adoption metrics and business KPIs tailored to your needs.





 oneskai

Get started deploying and using agents today

[Connect with agent experts.](#)

 Microsoft