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From Concept to Intelligent Agent:  
Build AI Agents with Copilot Studio and Azure AI Foundry



# Katerina Chernevskaya

Power Platform Architect @ KPMG

From Concept to  
Intelligent Agent



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Power Platform Architect @ KPMG



Built so many agents, I'm just waiting for my coffee machine to demand governance policies



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[aka.ms/powerplatform-samples](https://aka.ms/powerplatform-samples)



# PICK YOUR FLAVOR:

## COOKIE FOR QUICK WINS, GINGERBREAD FOR ENTERPRISE DREAMS



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## Schedule

- 08:30 – 09:30 Brain Boot-Up
- 09:30 – 09:45 Break
- 09:45 – 12:00 Deep Dive
- 12:00 – 13:00 Lunch
- 13:00 – 14:30 Post-Lunch Survival Mode
- 14:30 – 14:45 Break
- 14:45 – 16:00 Victory Lap & Wrap-Up

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## Labs

- Create Agent
- Extend agent with tools, triggers, topics
- Deploy Azure resources
- Configure AI Search and integrate with Agent
- BYOM
- Evaluation
- Agent in Azure AI Foundry

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# Workshop

## Lab Guidelines

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**No rush, no pressure** – the goal isn't to finish every lab today. You'll keep all materials afterwards.

**Focus on principles** – what matters is understanding how to design AI solutions. Open discussions are welcome.

**Flexibility encouraged** – you're free to experiment and build your own agents, though we recommend starting with the lab steps first.

**Ask for help** – if you get stuck, let us know. We're here to support you.

**Set your own pace** – some move fast, others prefer to go deeper. Both are perfectly fine.

**Stay curious** – the labs are just a starting point. Use them as a playground for exploration.

**Support each other** – share discoveries, ideas, and insights with the group.

Better understanding  
use cases

Power Platform

agent building

Azure

building team

Customer Service

Studio agents

code and the pro

code peeps

code/developers

previously only worked

low-code

AI Foundry

agent

Copilot Studio

Great prerequisites

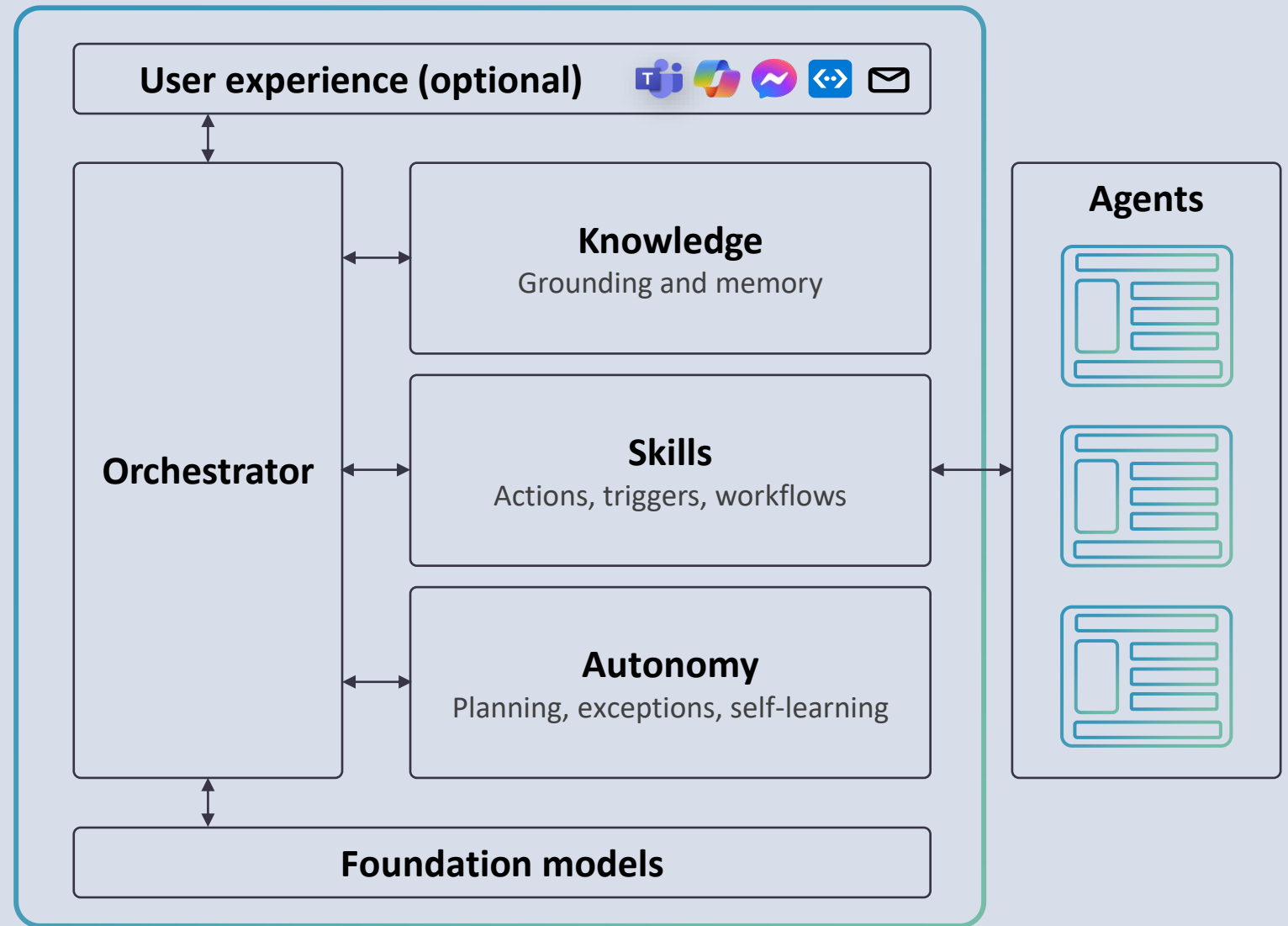
building blocks

experience

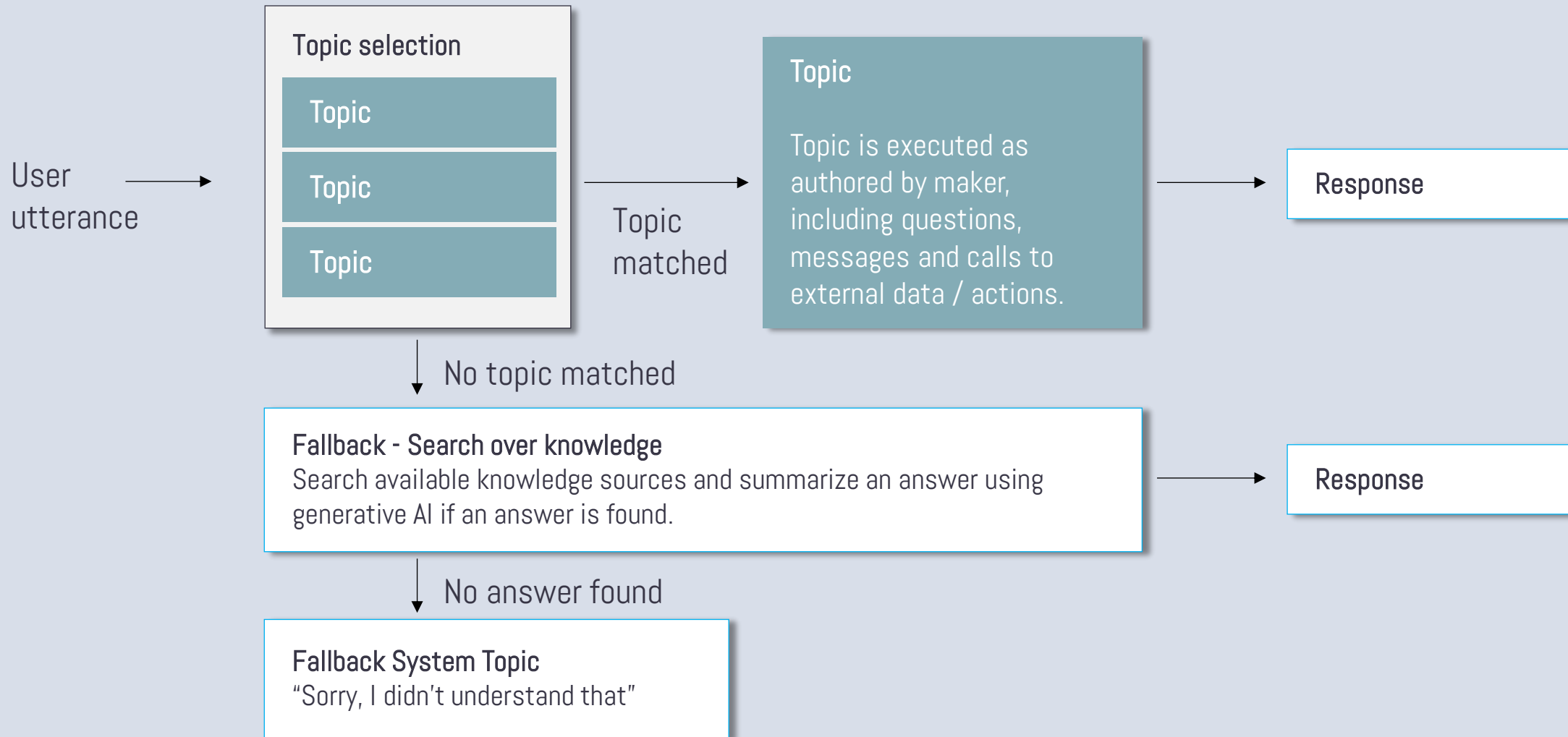
Look forward

# Agents anatomy

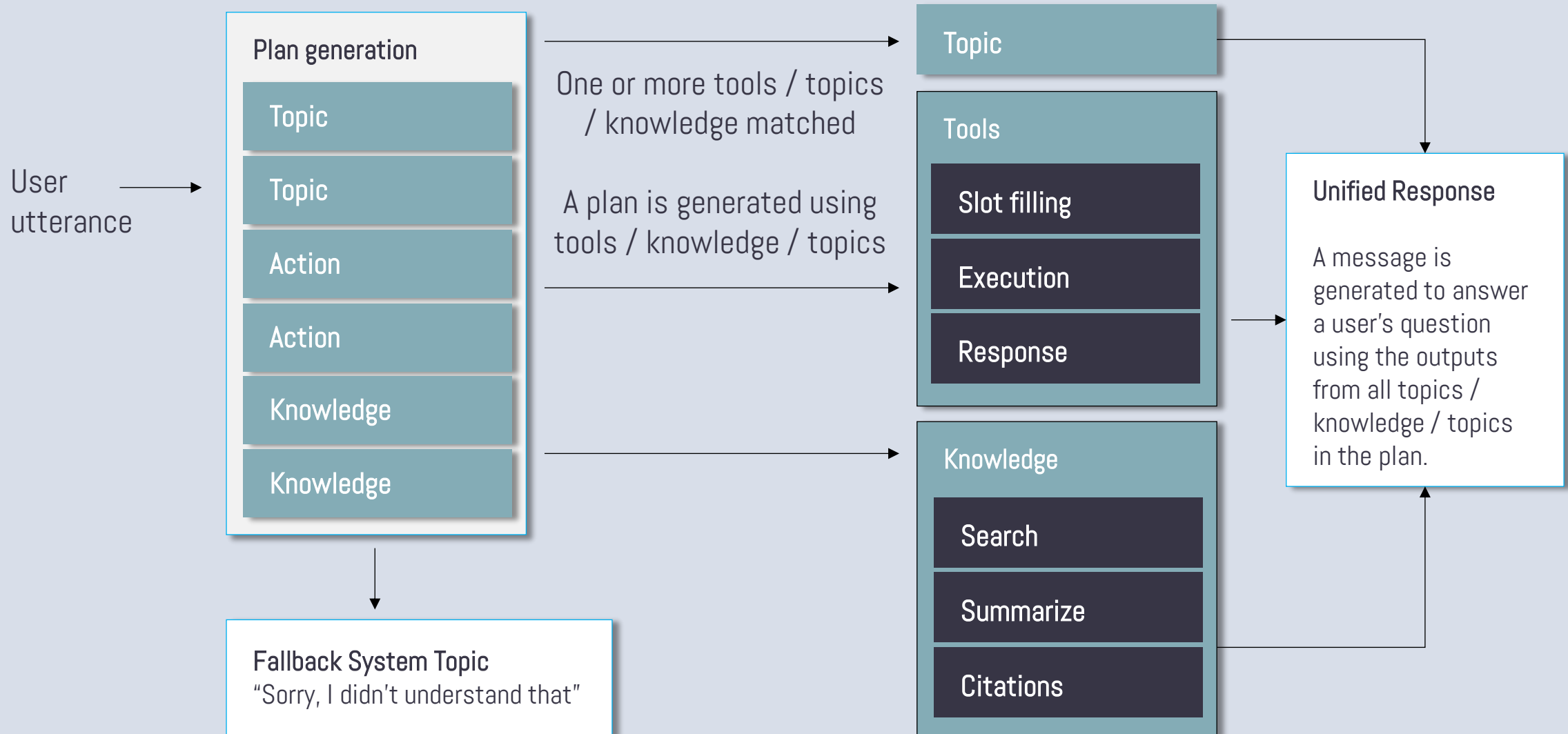
# Agents anatomy



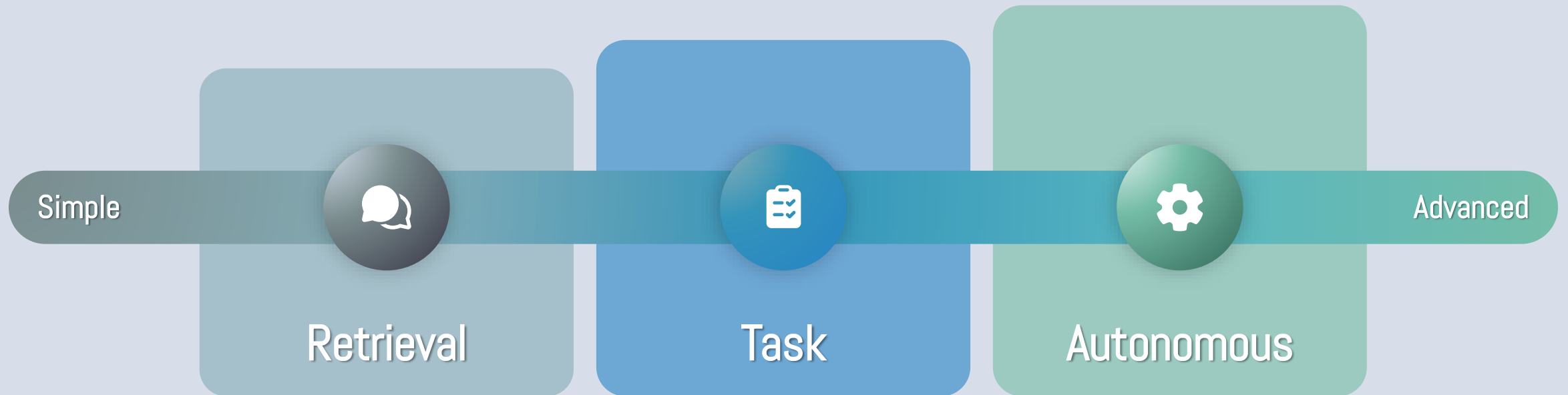
# Classic orchestration



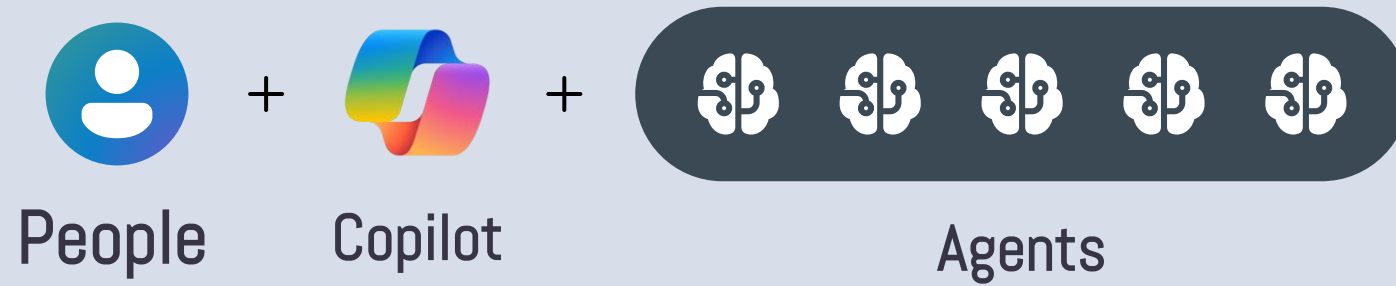
# Generative orchestration



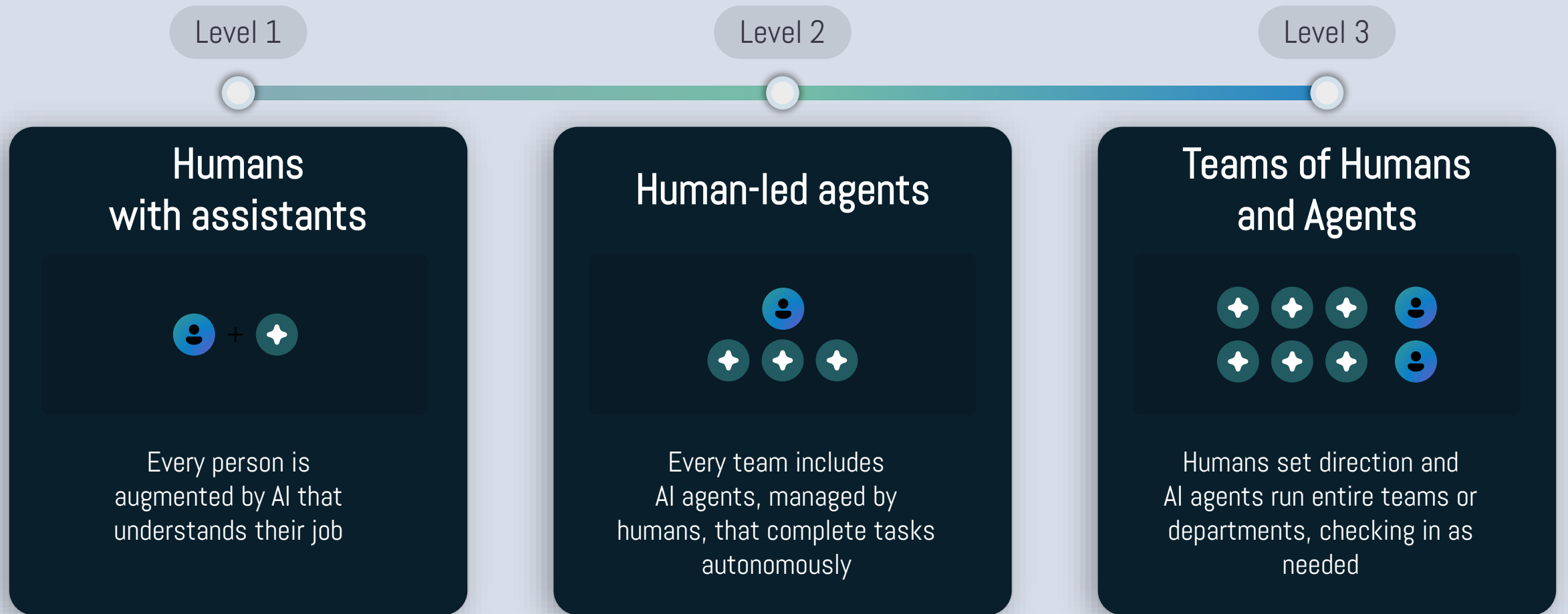
**Agents are apps that use AI to reason, plan, connect to systems and complete tasks working alongside or on behalf of a person, team or organization**



← Agents vary complexity and capabilities depending on your need →

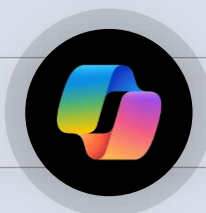


# Levels of AI transformation

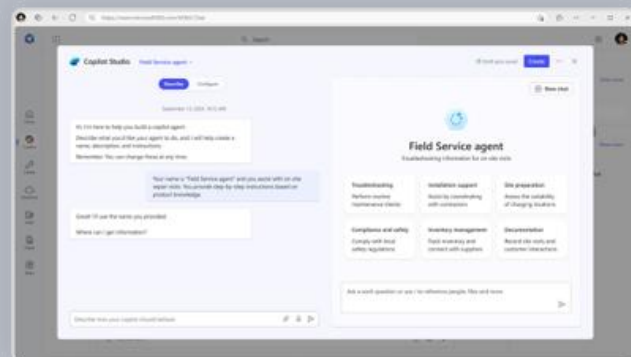


# A range of tools for agent creation

No code



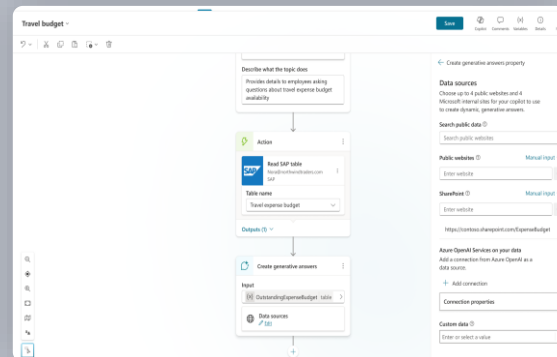
For end users



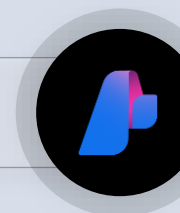
Agent builder



For makers

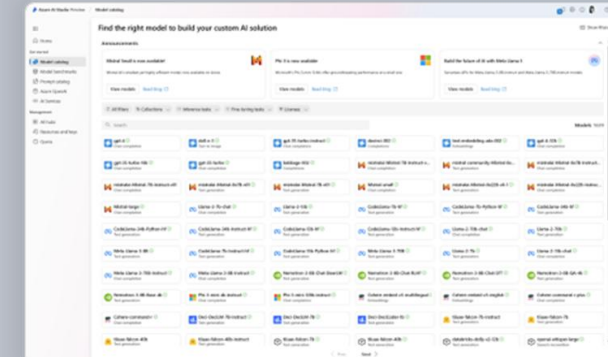


Copilot Studio



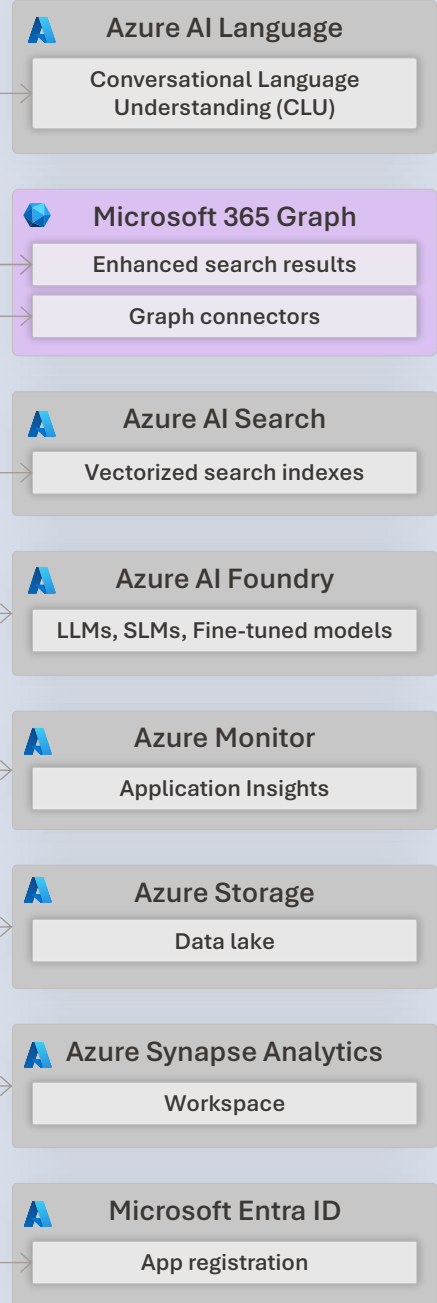
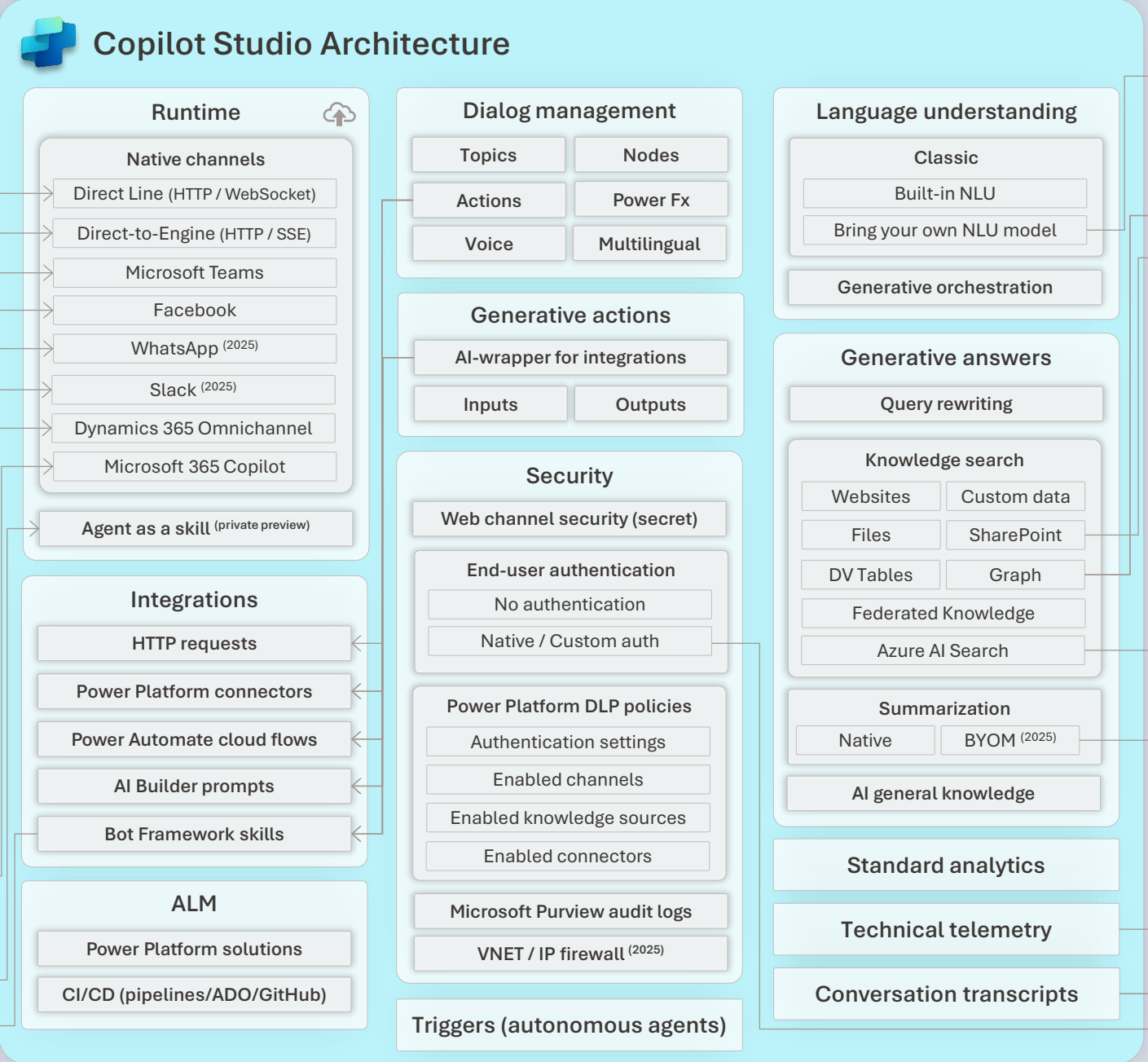
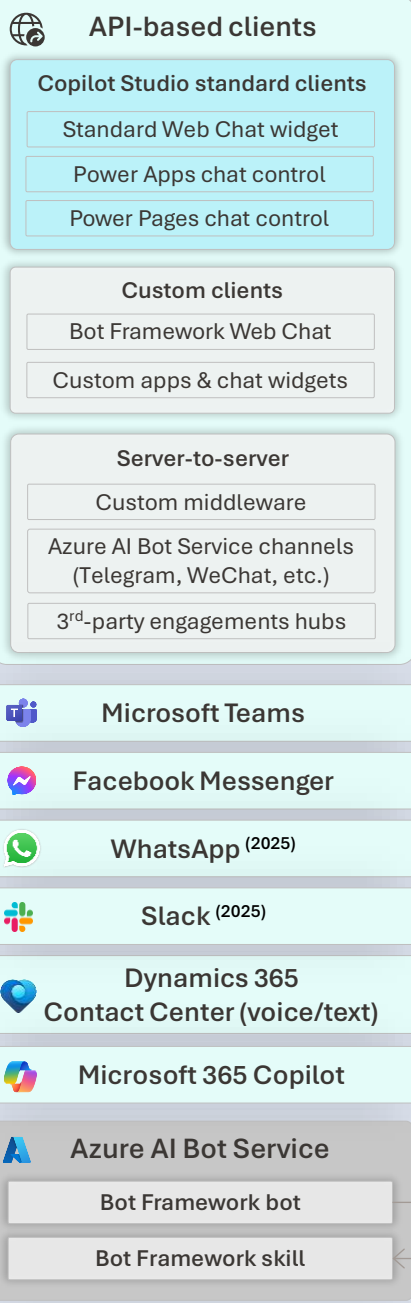
Pro code

For developers



Copilot Studio, Azure AI  
Foundry, M365 Agents SDK

Data protection, agent sharing & usage limits, and reporting & cost management



**NO SILVER BULLET.**

**INTELLIGENT AGENTS  
DEMAND INTELLIGENT CHOICE.**

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# Lab time

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Check prerequisites

Create first agent with knowledge

Add tool, trigger, topic

# INSPIRE

## A Framework for Successful Implementations

- [Microsoft Cloud Adoption Framework \(CAF\)](#)
- [Power Platform Well-Architected Framework](#)
- [Azure Well-Architected Framework](#)
- [Power Platform ALM Guidance](#)
- [Microsoft Responsible AI Standard](#)
- [Administering and Governance Agents](#)
- [Copilot Studio Governance and security Guide](#)





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Game time: **Security Survivor**

# Microsoft Copilot Studio and Azure = Better together

## Bring your own model

Generate responses or run specific tasks using your own standard or fine-tuned models from Azure AI Foundry.

## Bring your own index

Vectorize content in Azure AI Search and surface the content for your agents as standard knowledge sources.

## Bring your own natural language understanding model

Train your own models for intent recognition and entity extraction

## Bring your own CI/CD pipeline

Configure pipelines in Azure DevOps to automatically deploy and source-control your agents

## Bring your own AI tools and data with Model Context Protocol

Create next-generation AI tools and data sources that can be consumed from agents through the MCP protocol

## Monitor your agents

Stream technical telemetry for standard and custom events and integrations into Azure Application Insights.

## Bring your own data lake

Move conversation transcripts to a lake for long-term storage and usage and custom analytics.

## Bring your own agent with Agent2Agent (A2A) and more

Use the Microsoft 365 Agents SDK, the Azure AI Bot service, any compatible A2A agents.

## Isolate your agents and APIs

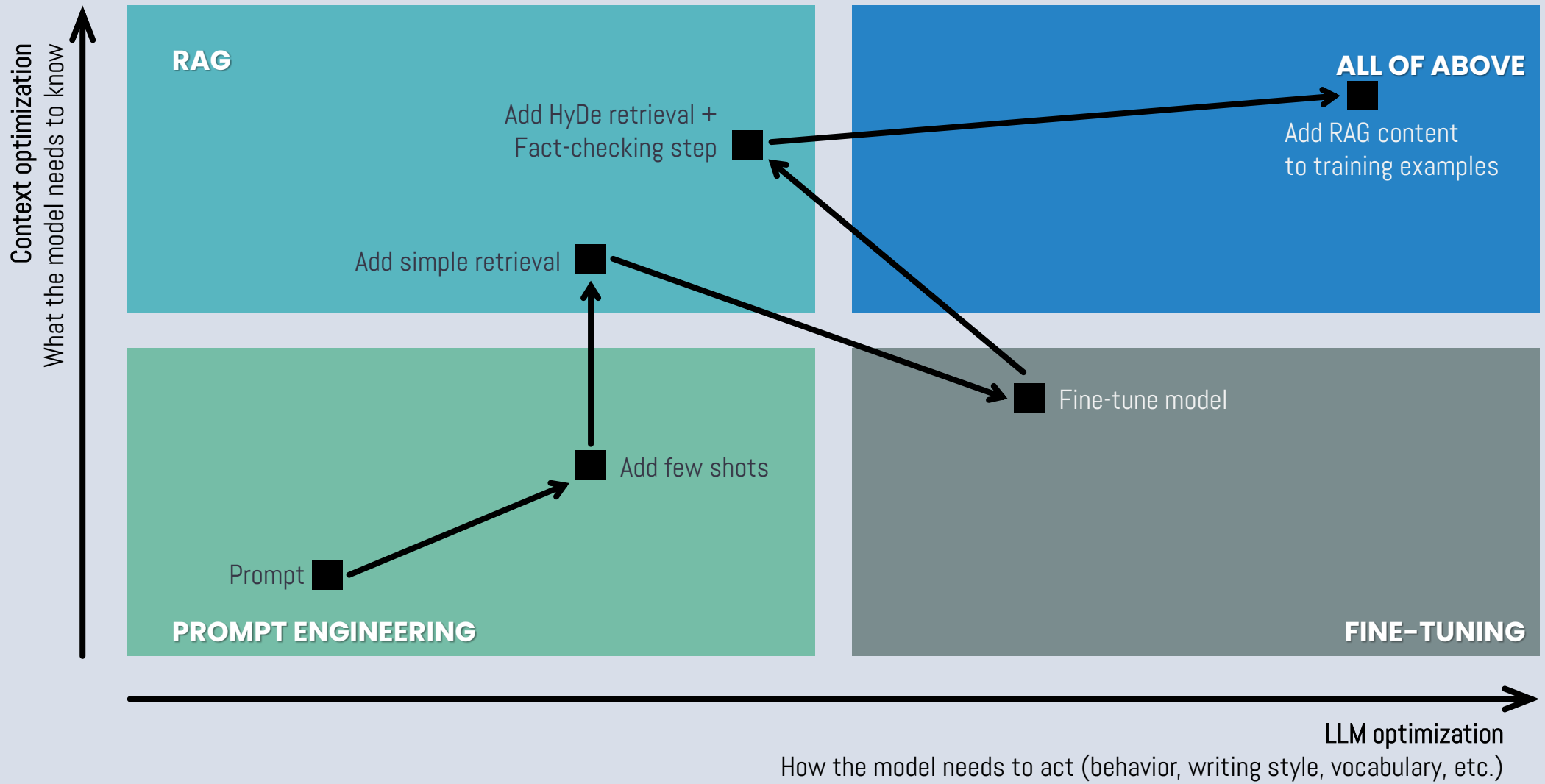
Isolate your agents with subnet delegation into your virtual networks for outbound connectivity, and setup IP firewalls and continuous access evaluation for inbound.

## Bring your WhatsApp and voice channels

From Azure Communication Services and with Dynamics 365 Contact Center for a voice telephony channel (IVR scenarios)



# LLM accuracy improvement



THE PROCESS OF RETRIEVING CONTENT  
TO AUGMENT YOUR LLM'S PROMPT  
BEFORE GENERATING AN ANSWER

# RAG helps AI provide accurate answers based on real data.

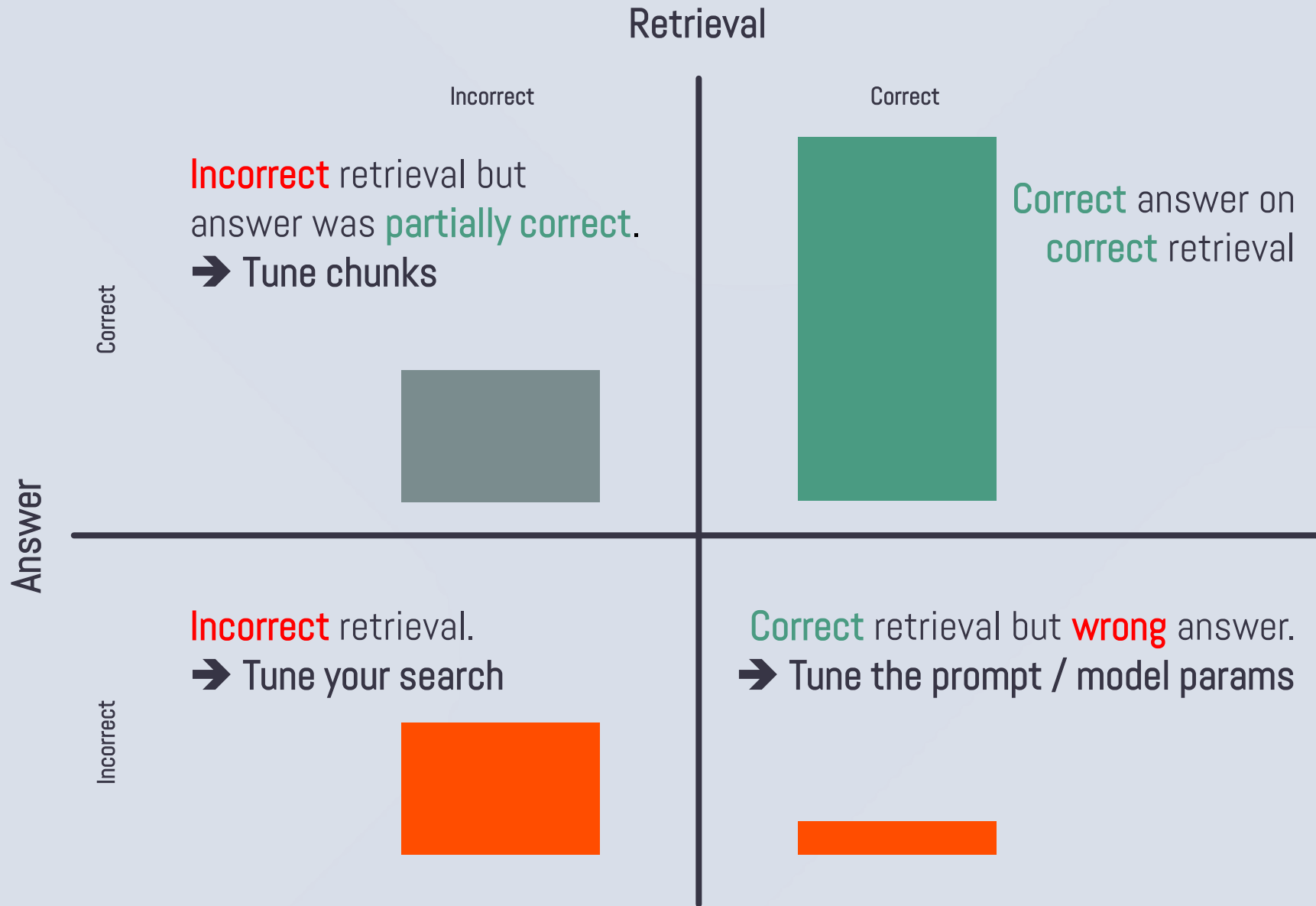
- 1 Search 🔍 – AI looks through knowledge sources (indexes) using an optimized query.
- 2 Retrieve 📄 – AI fetches the most relevant text snippets.
- 3 Summarize 🖋️ – AI generates a fact-based response with citations.

## What RAG Does NOT do:

✗ Not for deep document analysis like:

- Comparing two long documents
- Checking contract compliance against policies

💡 Instead, it retrieves and summarizes data, keeping responses grounded in facts!





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Game time: **RAG Reality Check**

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# Lab time

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Deploy Azure resources

Configure Azure AI Search

Integrate index into Copilot Studio

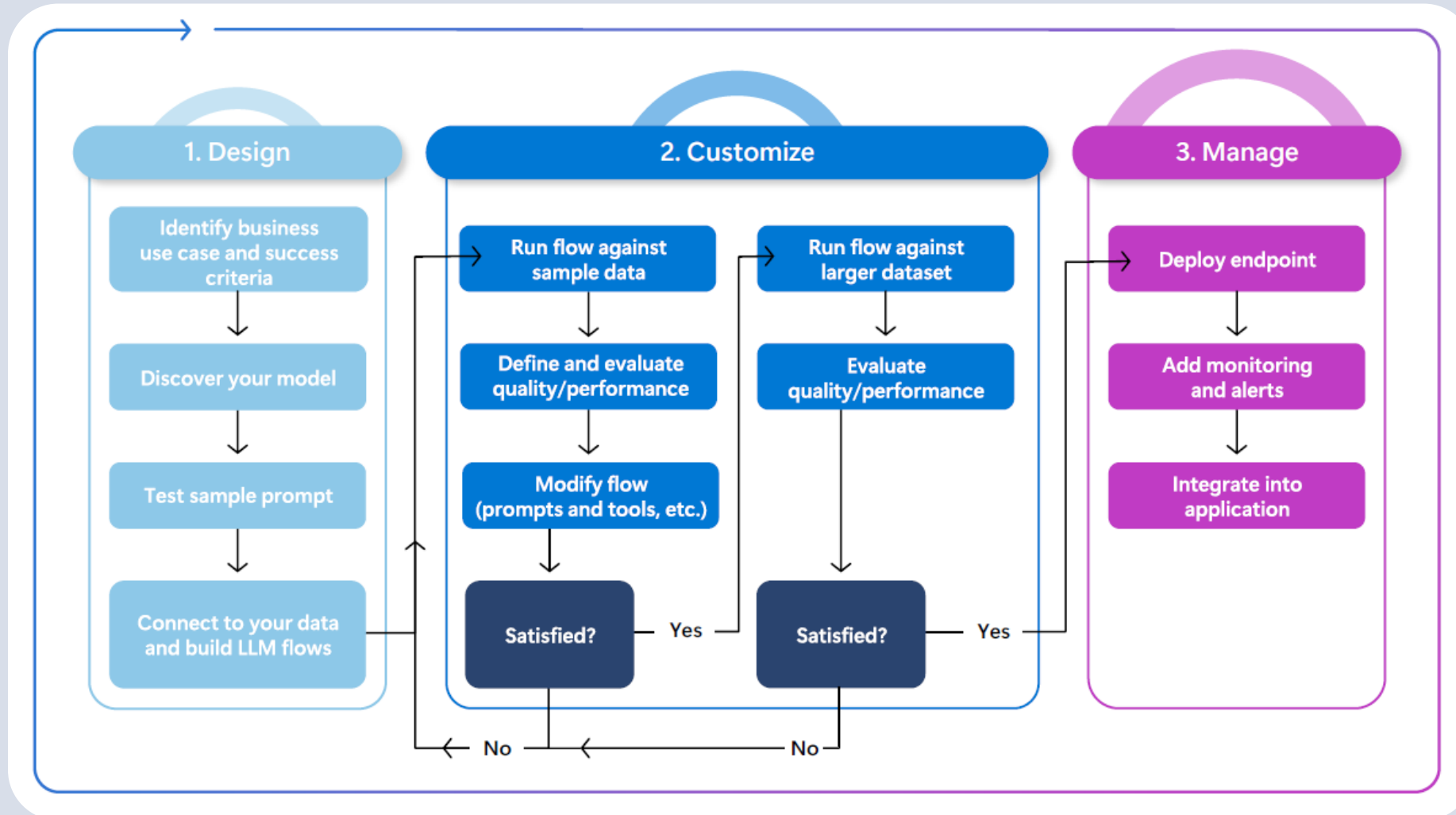
HOW DO YOU TYPICALLY TEST  
IF A MODEL OR APPLICATION  
IS WORKING AS INTENDED?

At least 30% of generative AI (GenAI) projects will be abandoned after proof of concept by the end of 2025, due to poor data quality, inadequate risk controls, escalating costs or unclear business value, according to Gartner, Inc.




<https://qrco.de/gartner-article>


# Evaluation loop





The **Copilot Studio Kit** is a comprehensive set of capabilities built for Microsoft Copilot Studio. The kit includes features such as


 **Conversation KPIs** – Gain deeper insights into long-term agent performance with structured analytics.


 **Test Automation** – Batch test custom agents with multiple validation methods.

 **Agent Inventory** – Get tenant-wide visibility to all the Copilot Studio custom agents in the organization, across environments.

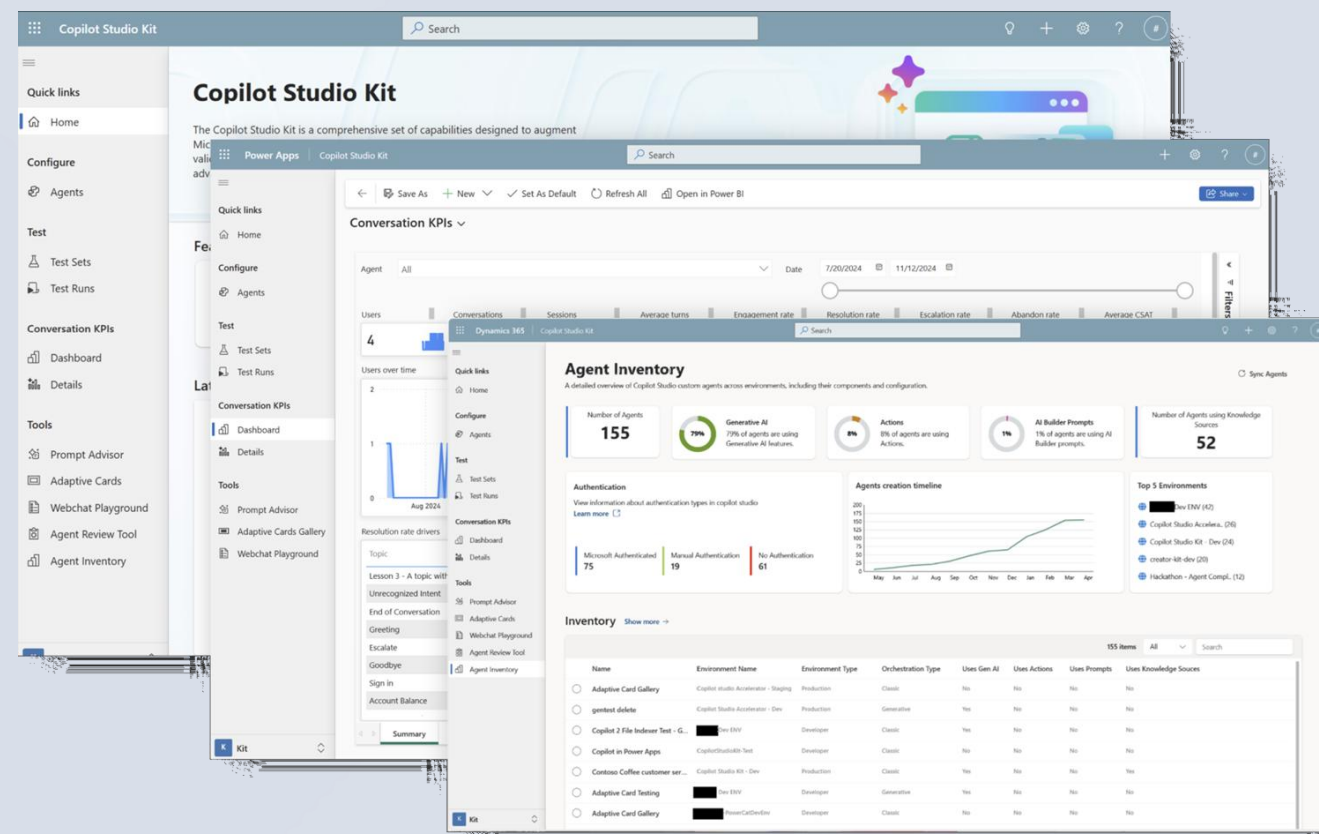
 **Agent Review Tool** - Static analysis of copilot studio agents from solution. Detecting anti-patterns and suggesting mitigation.

 **SharePoint Synchronization** - Selectively synchronize knowledge from a SharePoint site as local knowledge of your custom agent.

 **Webchat Playground** – Customize the look and feel of your webchat with an easy-to-use interface.

 **Adaptive Cards Gallery** – Access a set of pre-built Adaptive Card templates for custom agents

# Copilot Studio Kit



→ <https://aka.ms/DownloadCopilotStudioKit> (AppSource)

→ <https://aka.ms/CopilotStudioKit> (GitHub + Docs)



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Game time: **Eval Showdown**

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# Lab time

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BYOM

Evaluation

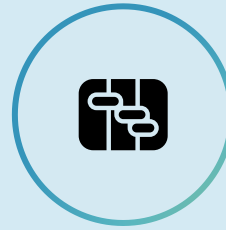
# Securing and Governing Agent

Streamline governance at scale



## Secure

Built to Stay Safe  
Runtime Protection  
Compliance and Privacy  
Data Protection



## Control

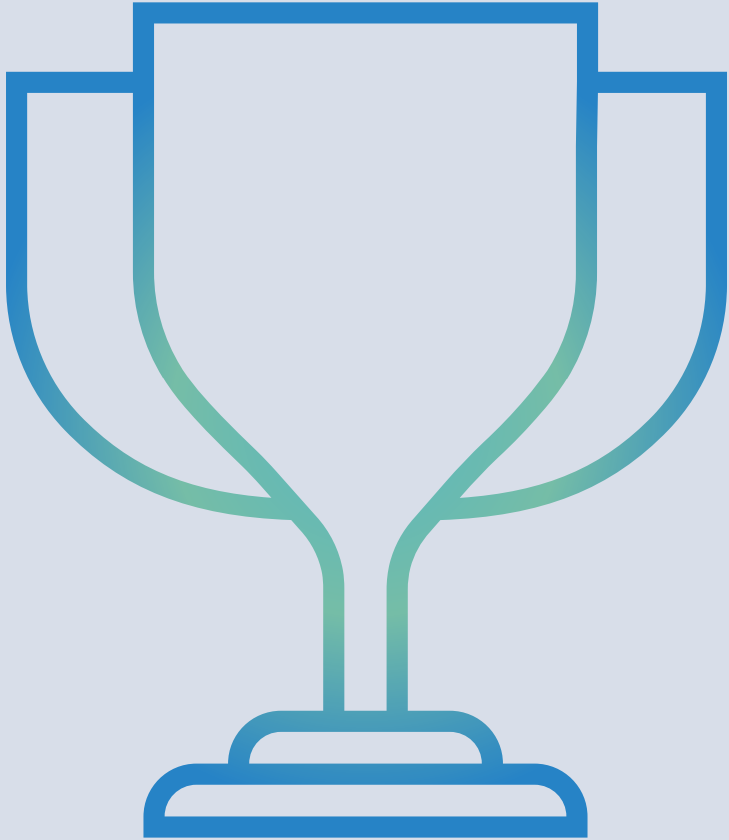
Environment Strategy Maker  
onboarding  
Certification Workflows  
Cost Management



## Track & Refine

Readiness and Adoption  
Business value & ROI  
Zone management  
Posture optimization

# ALM Golden Rules



- ✓ Work in the context of solutions
- ✓ Create separate solutions only if you need to deploy components independently.
- ✓ Use a custom publisher and prefix.
- ✓ Use environment variables for settings and secrets that change across those.
- ✓ Export and deploy solutions as managed, unless setting up a dev environment.
- ✓ Don't do customizations outside of dev.
- ✓ Consider automating ALM for source control and automated deployments.



# Q&A



THANK YOU!