



The Next Wave of Copilot

What's New & What's Next in Microsoft 365 Copilot

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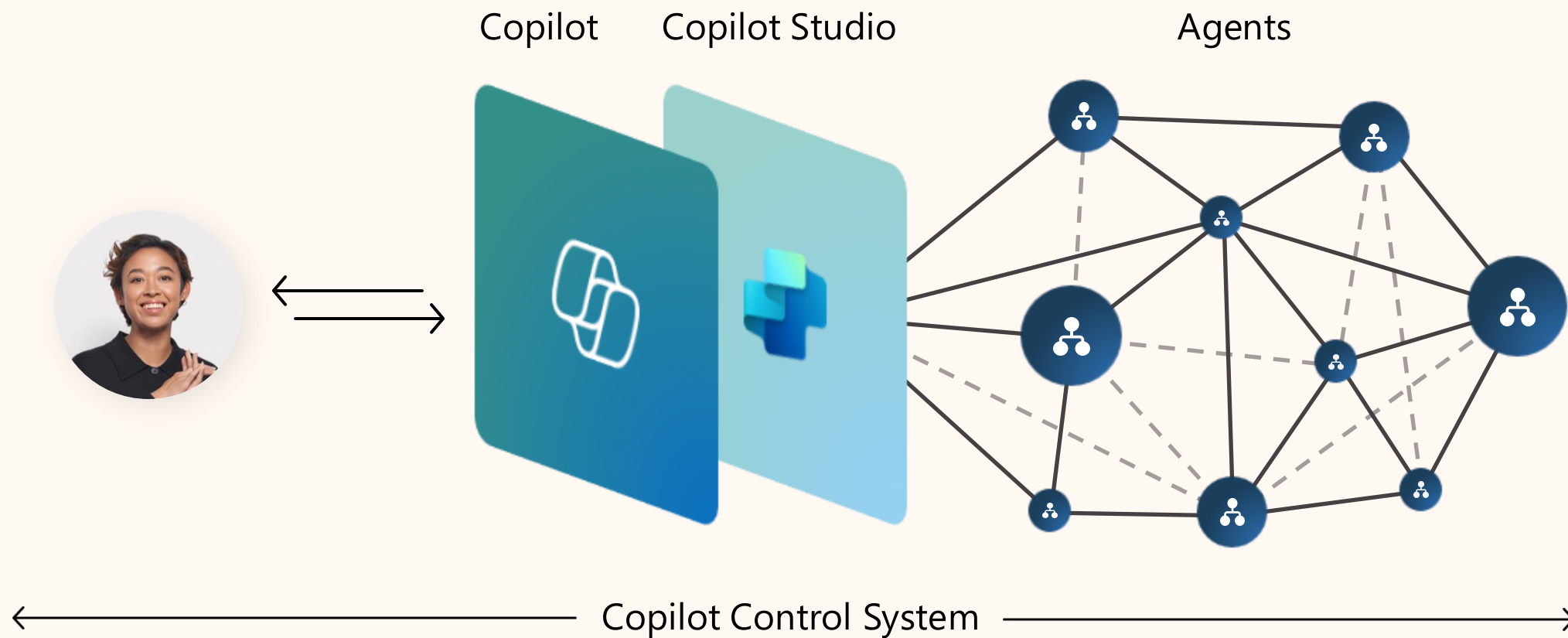
June 2025

Agenda

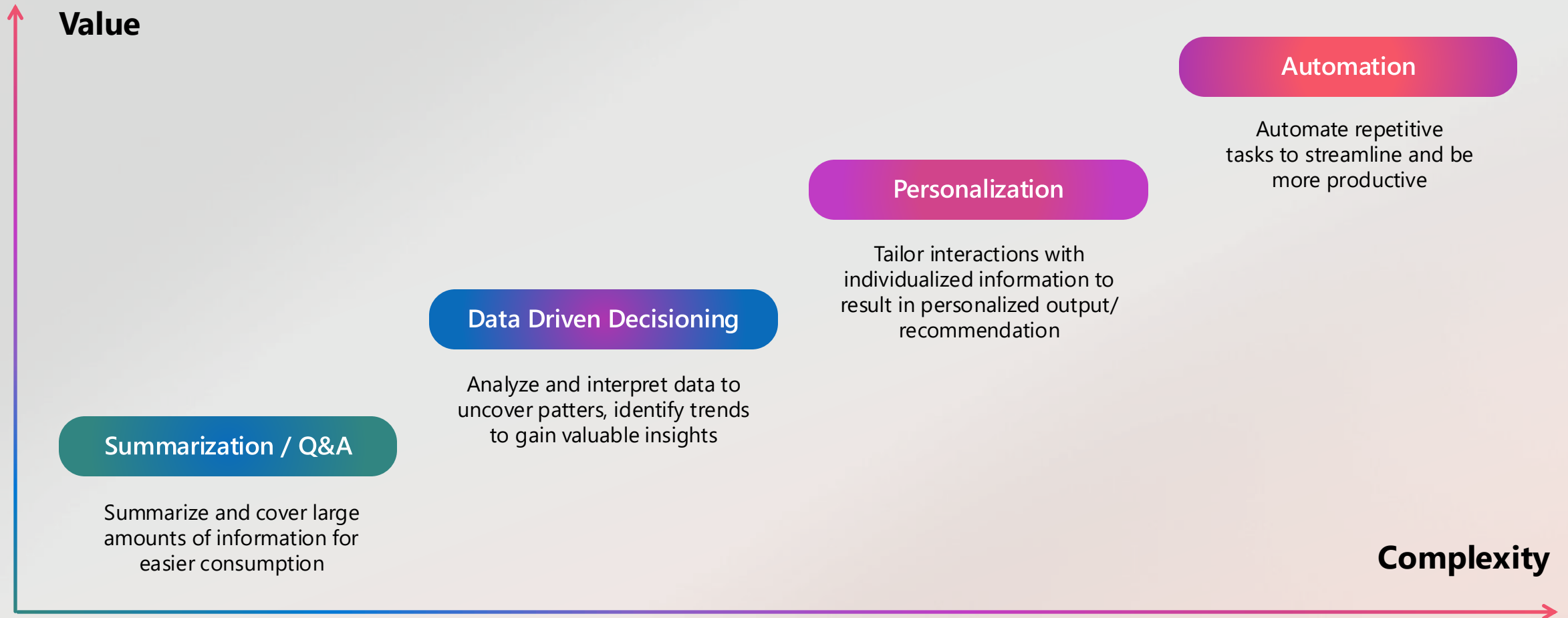
- Microsoft's Vision for Copilot
- Evolution of Generative AI: AI Season 2
- Copilot Innovations
 - Copilot Chat & Agents
 - Copilot Wave 2 Spring Release
- Q&A



Copilot + Agents



Evolving Gen AI Adoption



What's ahead AI Season 2?

- 1 Scaling laws continue
- 2 Reasoning, Planning & Memory
- 3 Multimodal and Multi-model including cost/performance
- 4 Every Developer (Employee) is an AI Developer
- 5 From "use-case" to reshaping every business processes
- 6 Multi-agent AI

Season 1 vs Season 2

Season 1: The Foundation Phase

- Embedding Generative AI into the Microsoft 365 productivity apps
- Delivered core capabilities like summarisation, content generation, and meeting notes.
- Copilot working as an assistant working within individual apps.
- Early adopters explored use cases and built trust in AI with enterprise-grade security and compliance.
- Productivity gains were mostly individual and task-based.
- Measurement was anecdotal or based on early usage metrics.

Season 2: The Expansion and Intelligence Phase

- Copilot evolves into a platform—users can now build their own copilots using Copilot Studio.
- Introduces agentic capabilities: autonomous agents, task orchestration, and multi-step reasoning.
- Emphasis on structured rollout, governance, and change management.
- Deep analytics through Copilot Analytics to track adoption, usage, and ROI.
- Enables strategic transformation across departments and business processes.

Microsoft 365 Copilot innovations

September 2024

Copilot Wave 2: Fall Release

M365 Copilot app
Copilot Pages
Copilot in Excel with Python
Narrative builder and Brand manager

January 2025

Free, secure Copilot Chat
Pay-as-you go agents

March 2025

Reasoning agents: Researcher and Analyst
Advanced reasoning in Copilot Studio

November 2024

Copilot + Agents
Agent builder
Copilot Control System

March 2025

Sales Chat agent
Sales agent

Apr 23, 2025

Copilot Wave 2: Spring Release
2025 Work Trend Index



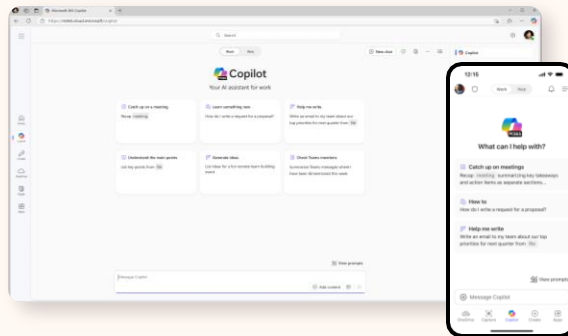
Copilot for All

Copilot Chat





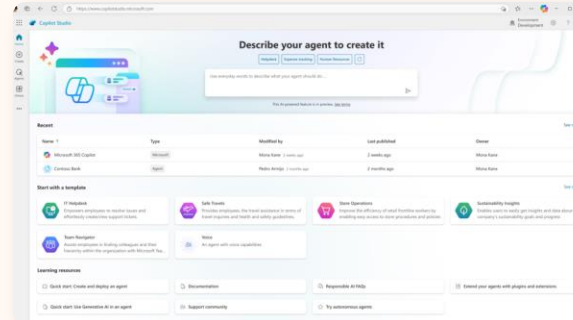
Microsoft 365 Copilot Chat components



Chat

Free, secure AI chat –
powered by GPT 4o and web grounded

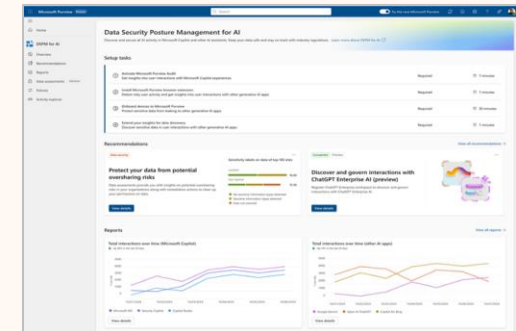
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Agents

Integrated into the chat experience and
paid for on a consumption basis

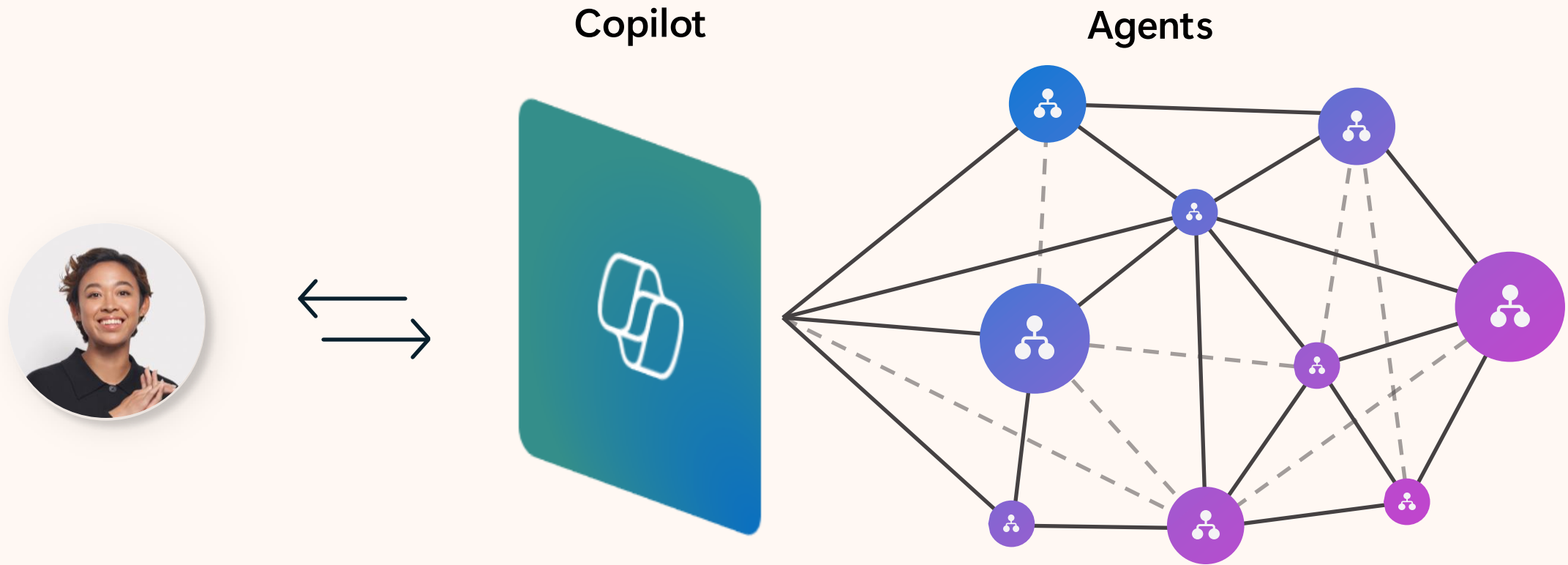
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IT Controls

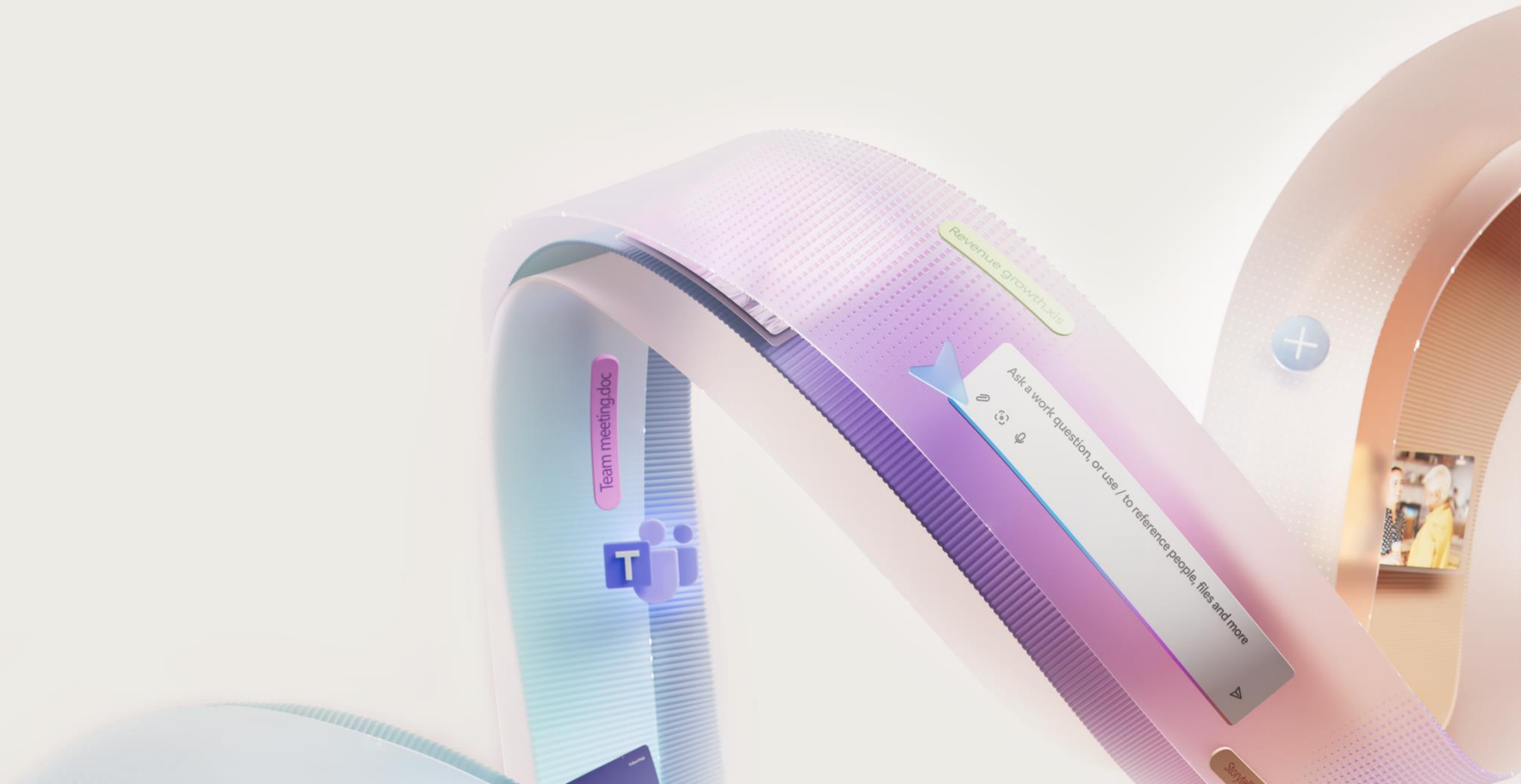
Enterprise Data Protection
and agent management

Copilot is the UI for AI



Agentic AI

Copilot Agents



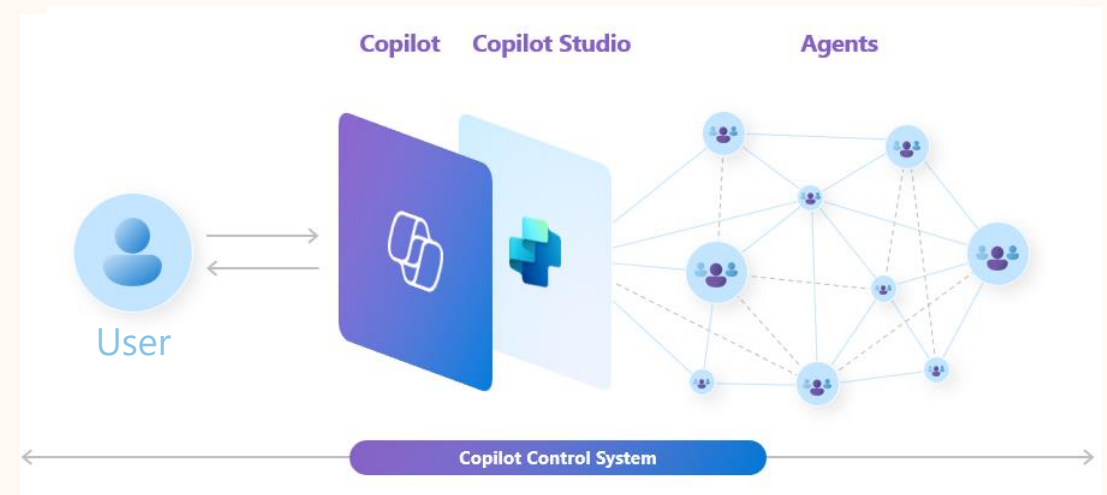
What is Agentic AI?

In contrast to GenAI that relies heavily on human prompts, Agentic AI is an **autonomous AI system that plans, reasons, and acts** to complete tasks with minimal human input. Business processes can be automated and executed working alongside or on behalf of a person, team, or organization.

Key Characteristics

- ✓ **Autonomy:** Take goal-directed actions with minimal human oversight.
- ✓ **Reasoning:** Provide contextual decision-making and make judgment calls and tradeoffs.
- ✓ **Adaptable Planning:** Dynamically adjust plans based on changing conditions to complete processes.
- ✓ **Context Understanding:** Comprehend and follow natural language and other modalities.
- ✓ **Action Enabled:** Empowered to act via access to web services to deliver specific skills.

Microsoft enables Agentic AI for users by using **Copilot as a single interface to AI Agents.**





Copilot

**Every employee will
have a Copilot**

Works as your personal assistant

Grounded in work content like email,
meetings and documents

The UI for AI



Agents

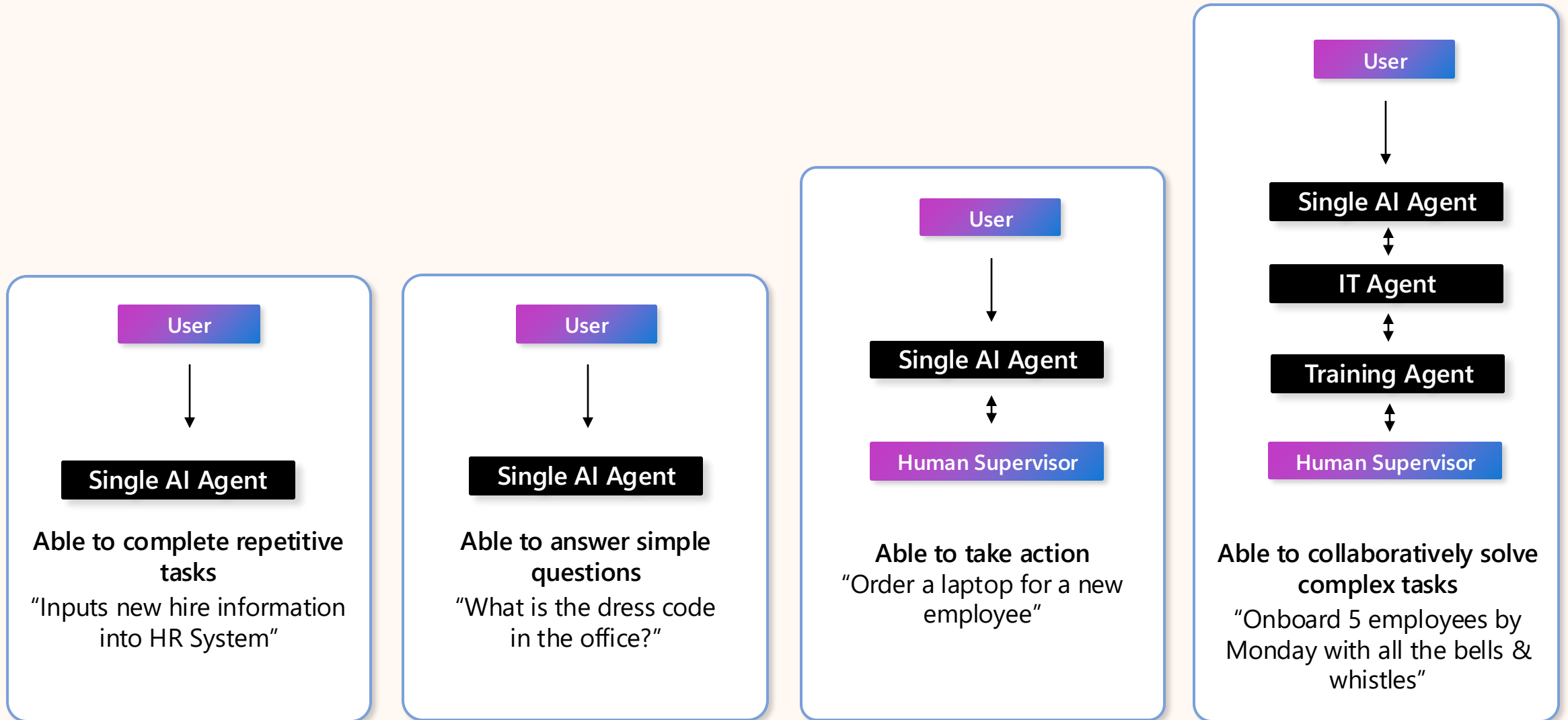
**Every business process will
have an agent**

AI-powered system with actions,
triggers and knowledge

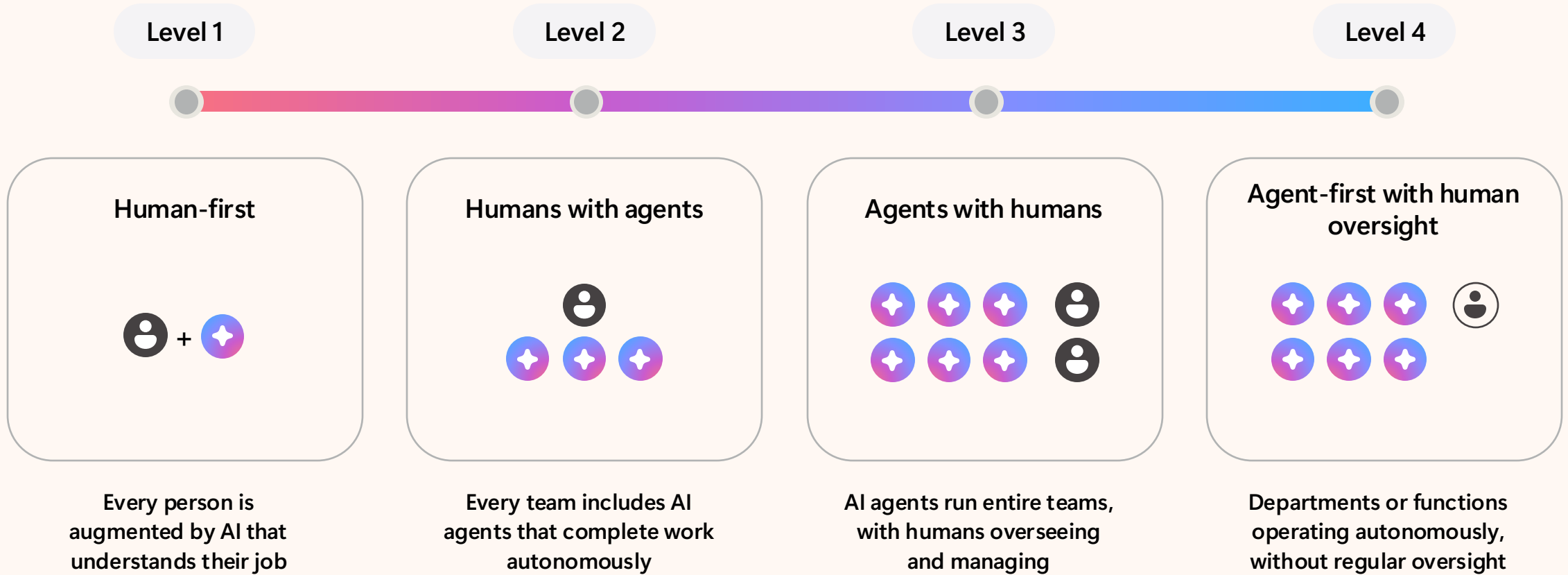
Works on behalf of employees, teams
and functions

Connected to Copilot or autonomous

Agents allow us to address both simple and complex collaborative tasks



Stages of AI transformation



Building an agentic world



**Personal
agents**



**Organizational
agents**



**Business process
agents**



**Cross-org
agents**

Journey to the Frontier Firm

Phase 1

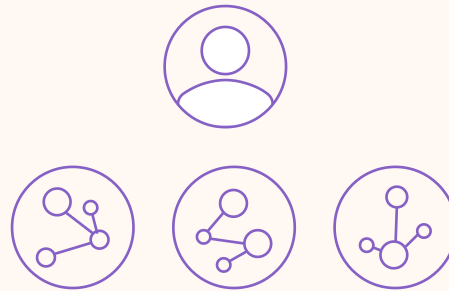
Human with assistant



Every employee has an AI assistant that helps them work better and faster

Phase 2

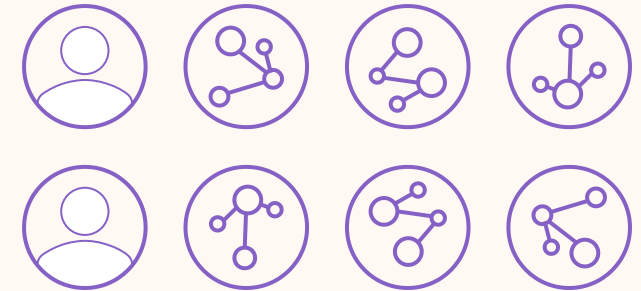
Human-led agents



Agents join teams as “digital colleagues,” taking on specific tasks at human direction

Phase 3

Human-led, agent-operated



Humans set direction and agents run entire business processes and workflows, checking in as needed

Microsoft 365 Copilot Innovation

Copilot Wave 2 Spring Release



Copilot Wave 2 Spring Release: Product Themes

**Copilot is
the UI for AI**



**Agents &
Reasoning**

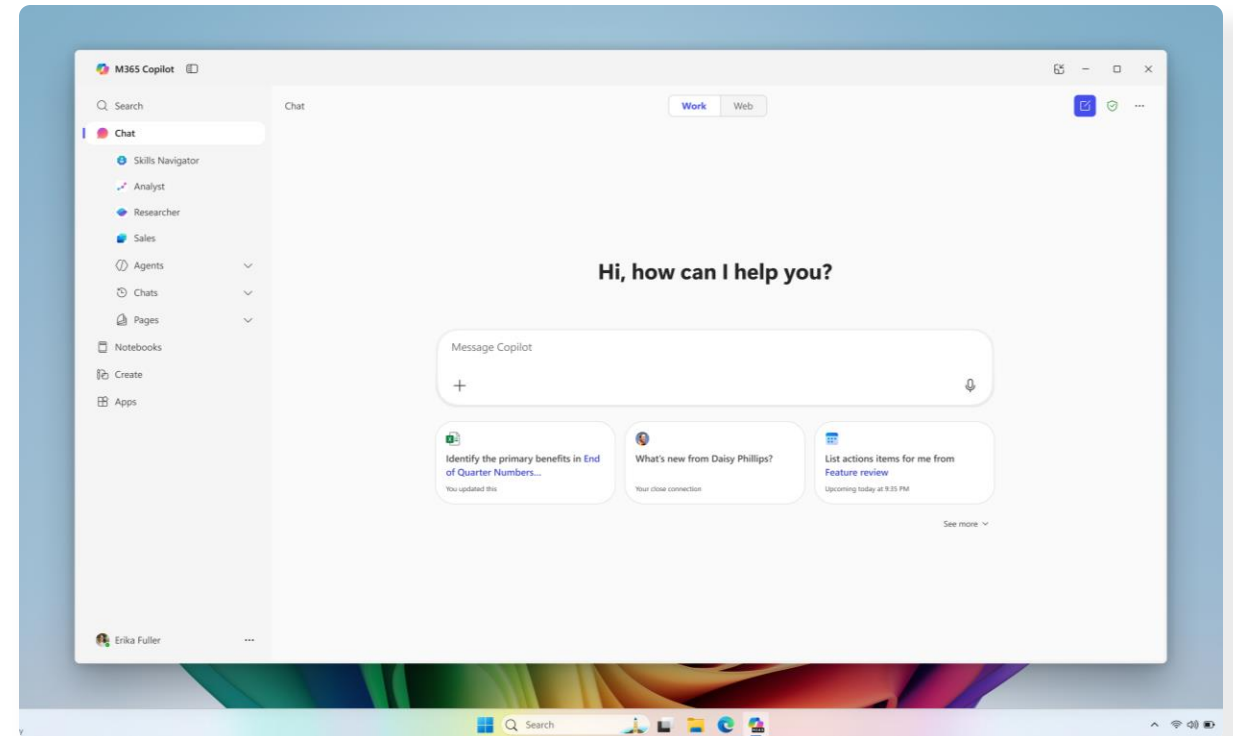


**Platform for
AI Makers**



Updated Microsoft 365 Copilot App

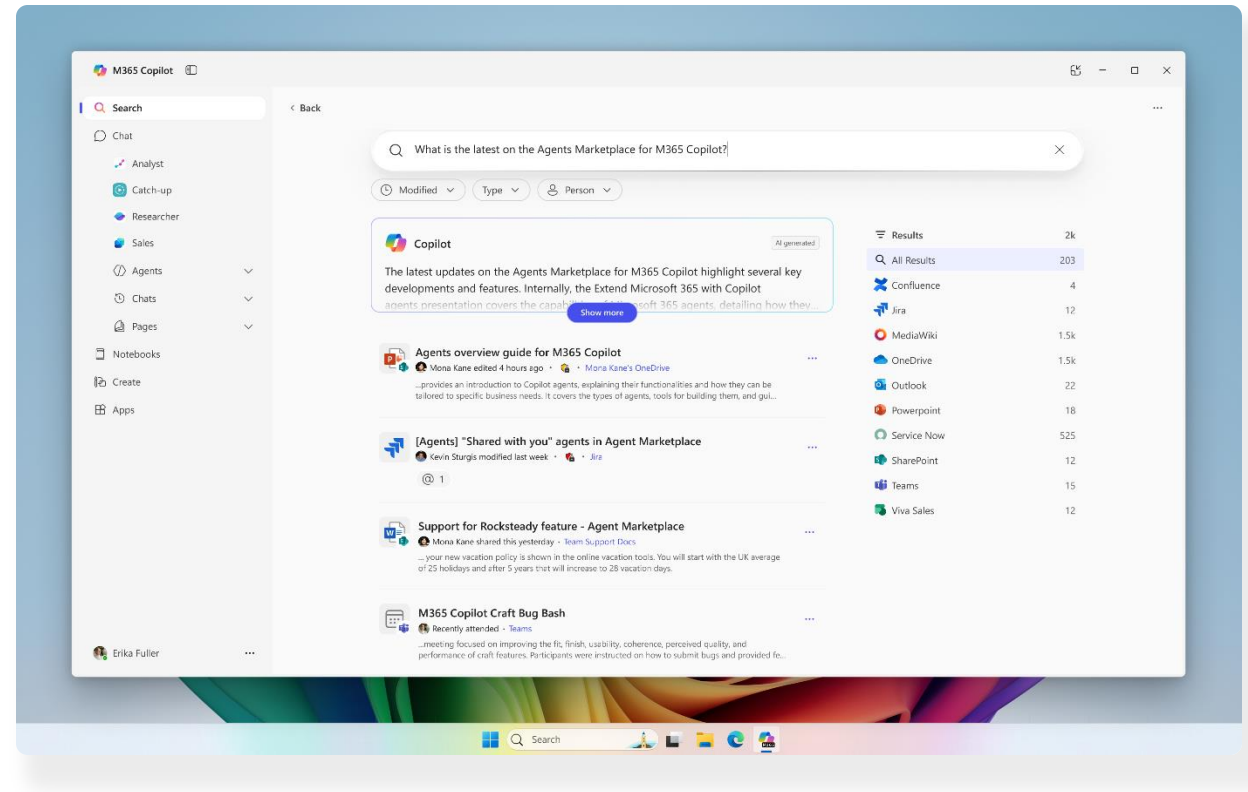
- **The Microsoft 365 Copilot app** is designed for the new way of working by bringing generative AI to the forefront, ensuring you stay productive without the need to switch context.
- It features a **simplified AI chat** that brings together all your work content to provide a rich database of insights.
- This is **complemented by various modules** that tackle unique aspects of day-to-day work, such as Search, Notebooks, Create, and easy access to agents for specific tasks.



AVAILABILITY: General Availability May 2025

Copilot Search

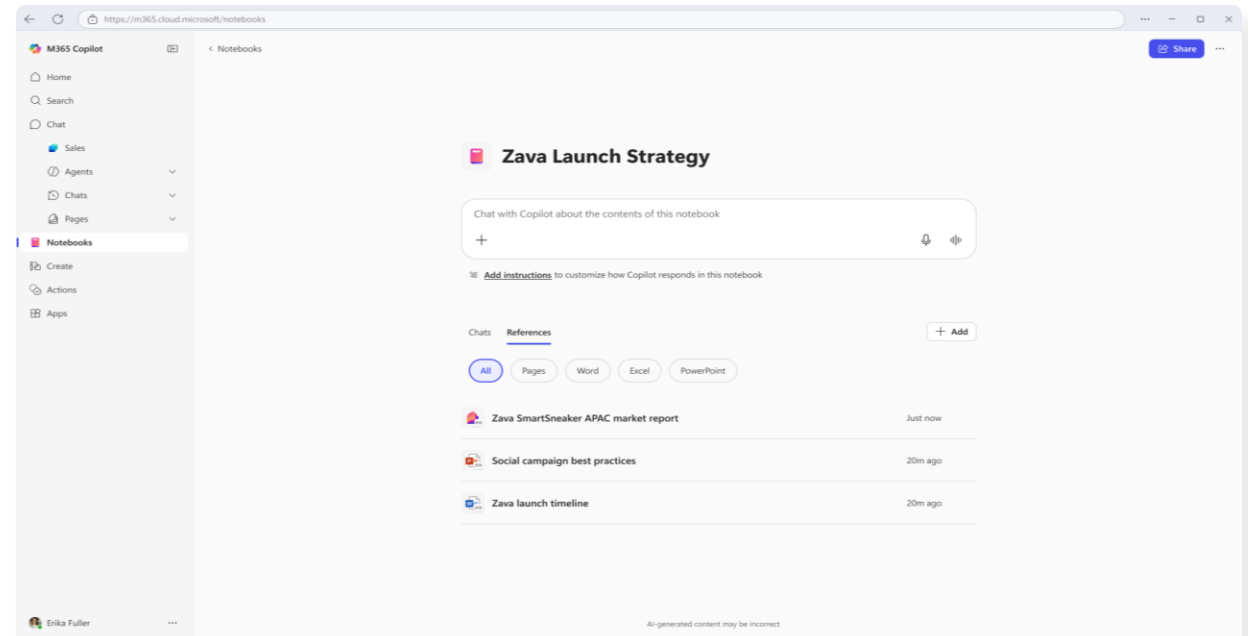
- **Microsoft 365 Copilot Search** is an AI-powered search experience designed for the workplace. It **integrates search and chat** to provide precise and relevant results based on natural language queries.
- Using the Microsoft Graph, Microsoft 365 Copilot Search **delivers contextually relevant information and insights** across your information in Microsoft 365 and external applications, all in one place.



AVAILABILITY: Public Preview June 2025

Copilot Notebooks

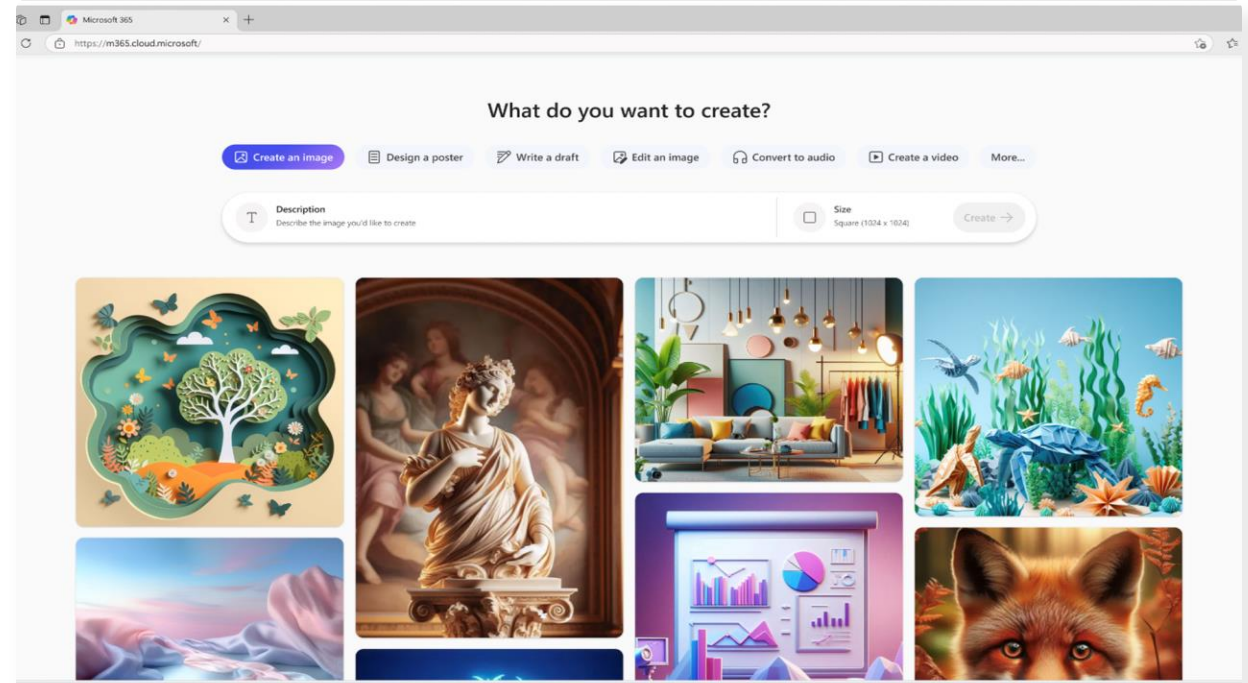
- **Copilot Notebooks** allows you to pull together a wide range of content such as your notes, documents, websites, meeting recordings, and more. It then grounds Copilot on your notebook to give you the most **relevant actions and insights**—all while constantly scanning your source material to update in real-time as your content updates.
- Notebooks can even create an **audio overview** of your content with two hosts that walk you through the key points—a fun, flexible way to stay informed.



AVAILABILITY: General Availability May 2025

Create

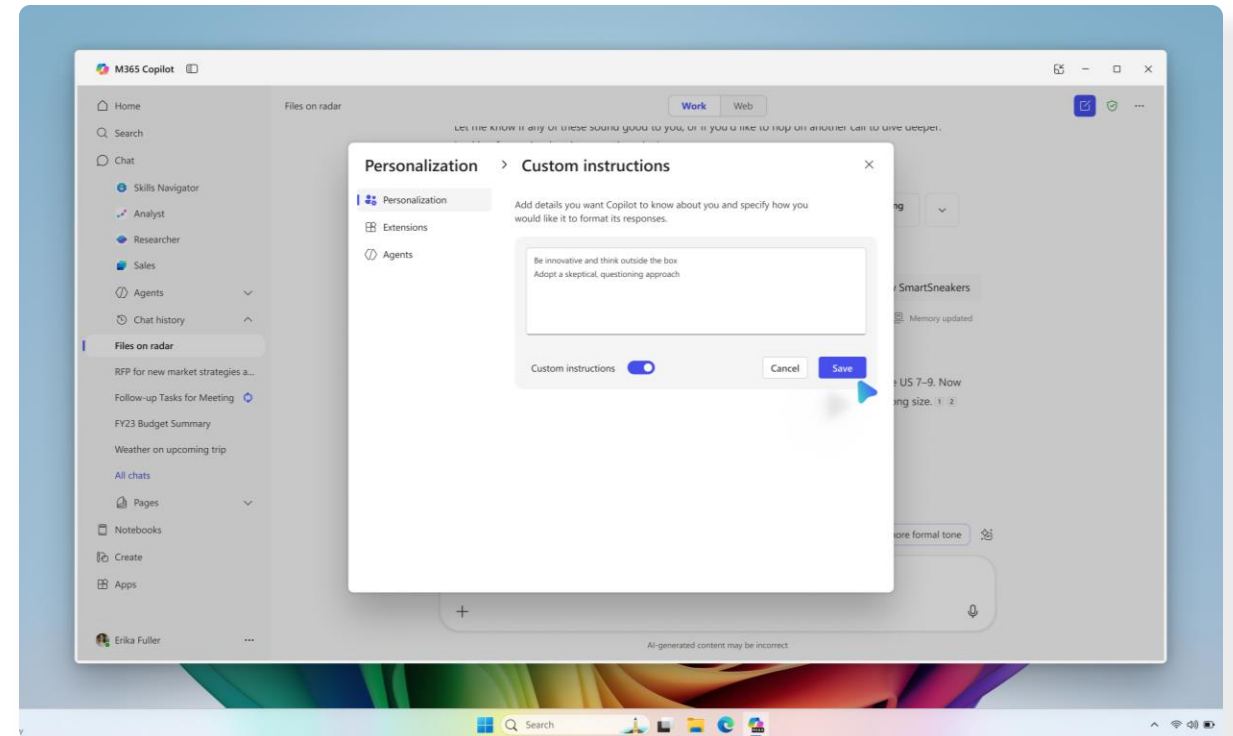
- The **Create** experience in the Microsoft 365 Copilot app makes it **easy to produce high-quality content with AI**.
- Create helps you generate and edit a wide variety of content including **visual artifacts** (images, infographics, and banners), **videos** (scripting, stock or PPT visuals, audio, and voiceover), **text artifacts** (documents, FAQs, and newsletters), and **surveys** (including polls, quizzes).
- Powerful LLMs, such as **GPT 4o for images**, along with guidance from **artifact suggestions** and **prompt templates**, enables anyone to efficiently produce incredible content.
- Create is tailored to your work through **brand kits** and data grounded from the **Microsoft Graph** and files uploaded by you.



AVAILABILITY: General Availability May 2025

Copilot memory and personalization

- **Copilot memory** delivers a more personalized experience by training Copilot based on your previous Copilot chats, work profiles, custom instructions, meta-data, and more enabling Copilot to **better know you and your needs**. Users may shift to “temporary chat” to prevent highly sensitive information from being stored in Copilot memory.
- **IT admins can turn on and off Copilot memory** for all users in the tenant.
- **Copilot personalization** uses information from Copilot memory to create tailored interactions for the user. For example, users can tell Copilot about their email writing style including tone, length of response, and typical greetings or sign-offs, which **can help make AI-generated drafts sound more like the user**.

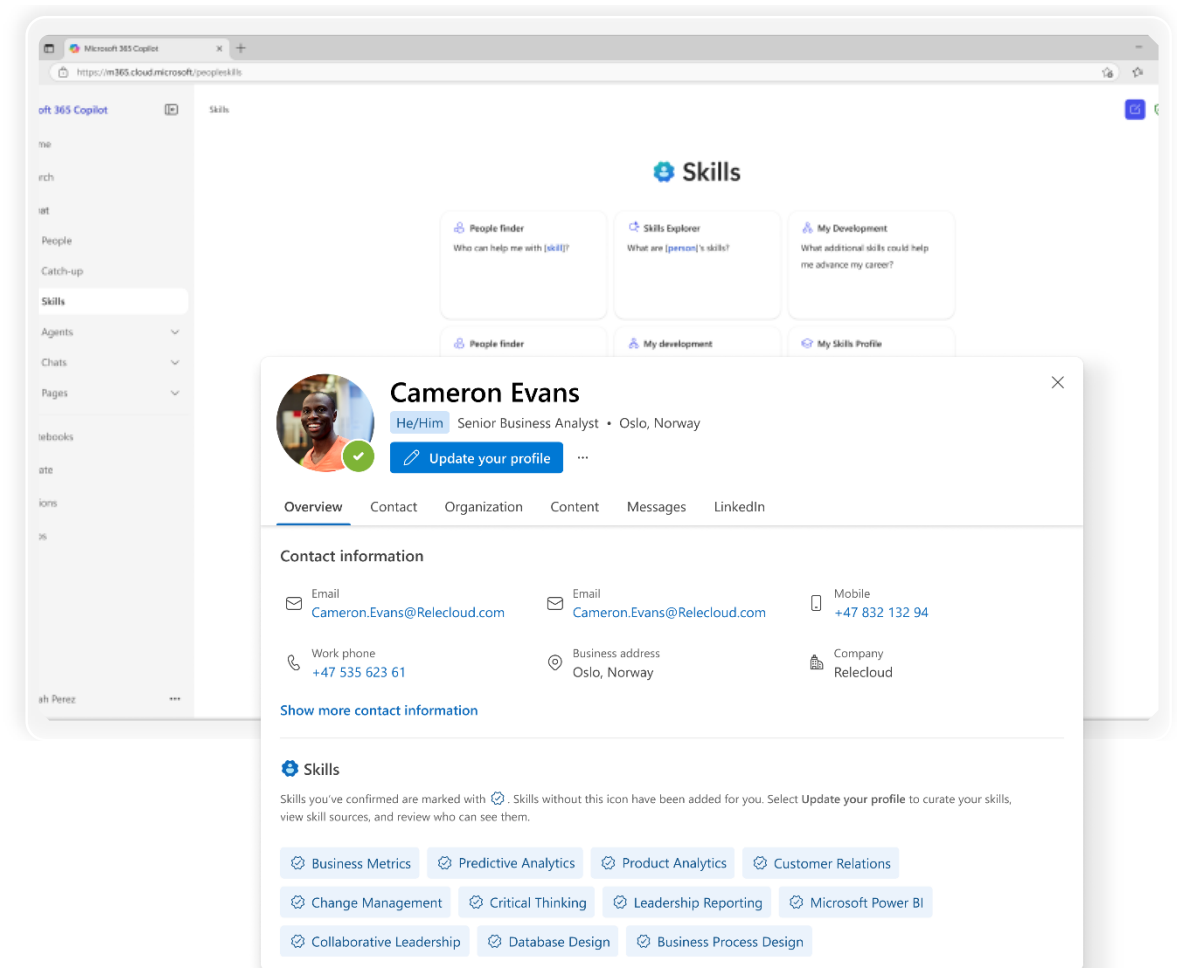


AVAILABILITY: General Availability May 2025

People Skills

- **People Skills** is a new intelligent data layer in Microsoft 365 Copilot that infers individual's skillsets derived from user activity such as meetings, documents, chat, search, and other signals - enhancing Copilot Chat with contextualized information about the people in your organization.
- People Skills empowers employees to find and connect with others while leaders **gain visibility into talent landscape strengths, gaps, and opportunities**.
- The new People Skills data layer feeds into multiple Microsoft experiences, including:
 - Microsoft 365 Copilot
 - Skills agent
 - Copilot Analytics
 - Microsoft 365 profile card + profile card editor
 - Org Explorer
 - People companion
 - Viva Learning

AVAILABILITY: General Availability May 2025



Microsoft 365 Innovation

Agents & Reasoning



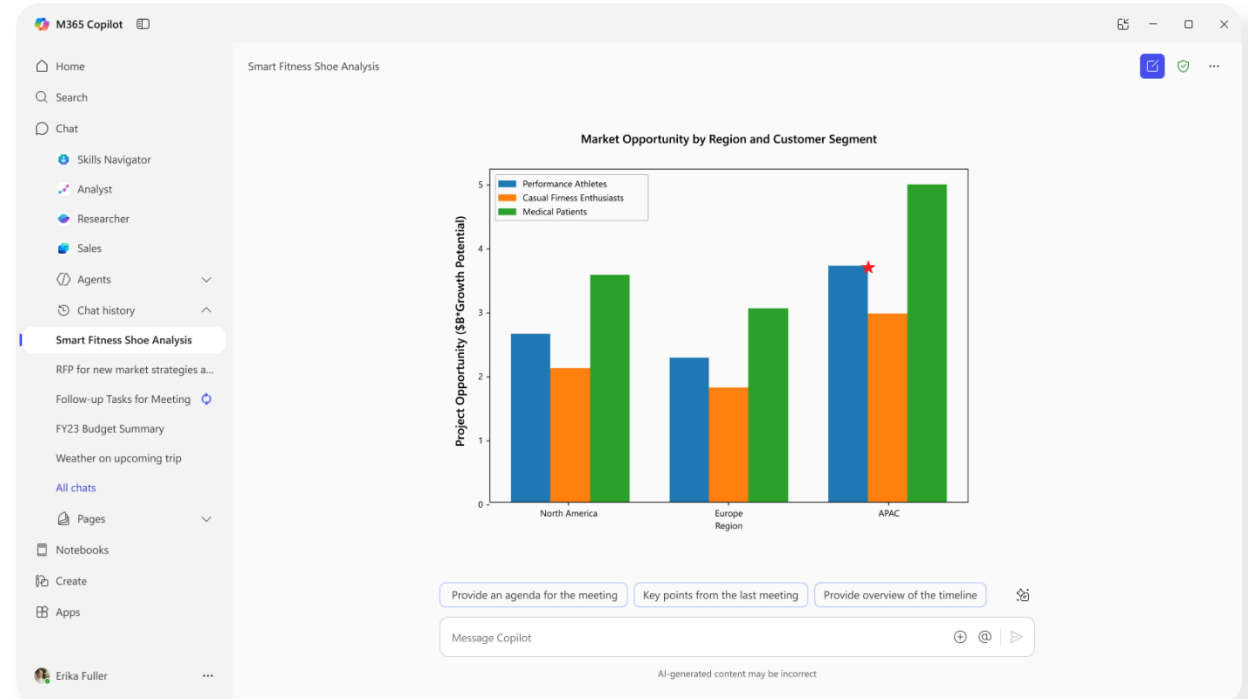
Microsoft 365 Innovation

Agents & Reasoning



Analyst agent

- **Analyst** thinks like a skilled data scientist, so you can **go from raw data to insights in minutes**.
- Built on OpenAI's o3-mini reasoning model and optimized to do advanced data analysis at work, Analyst uses chain-of-thought reasoning to progress through problems iteratively, taking as many steps as necessary to refine its reasoning and provide a high-quality answer.
- It can run Python to tackle your most complex data queries—and you can view the code it's running in real time to check its work.



AVAILABILITY: Available now (US) and rolling out WW (EN only) in Frontier program through April

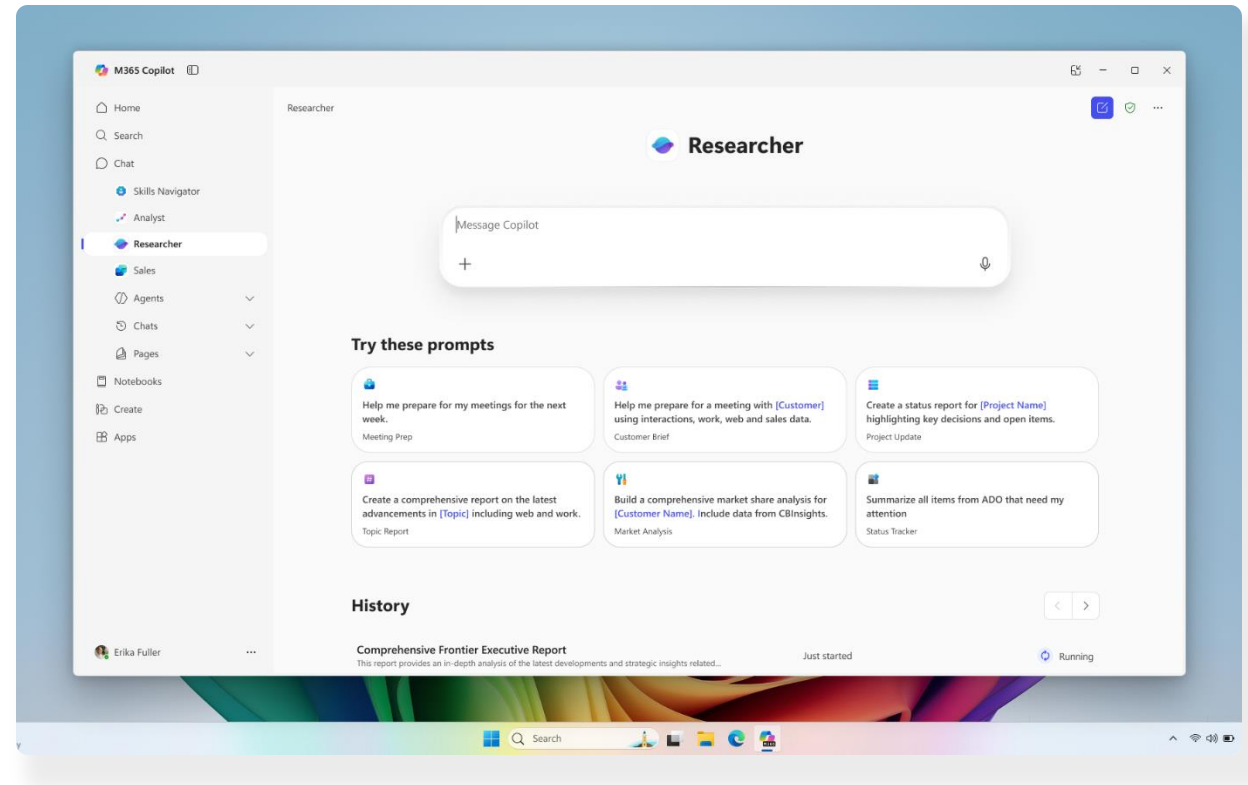
Additional availability coming in May

Researcher agent

- **The Researcher Agent** gives organizations the capability they'd expect from a highly paid strategist or researcher.
- By combining the most advanced deep reasoning models with Copilot Chat's web- and work-grounding, as well as its agent ecosystem, this agent provides well-reasoned responses to complex prompts with the data that matters most.
- For users, this gives them **a thought partner that can perform advanced reasoning grounded in their unique context**, and for an organizations this gives them **on-demand access to the types of work they typically expect from highly paid employees**.

AVAILABILITY: Available now (US) and rolling out WW (EN only) in Frontier program through April

Additional availability coming in May



Agents in Microsoft 365



**SharePoint
agents**

Generally available



**Employee
Self-Service agent**

Private preview



**Facilitator
agent**

Public preview



**Interpreter
agent**

Public preview



**Project Manager
agent**

Public preview



**Researcher
agent**

Frontier program



**Analyst
agent**

Frontier program



**Skills
agent**

Generally available: June

Q&A





Thank you for
joining us today!

If you have any questions, please reach out
to your MSP, or your Crayon Account

Manager