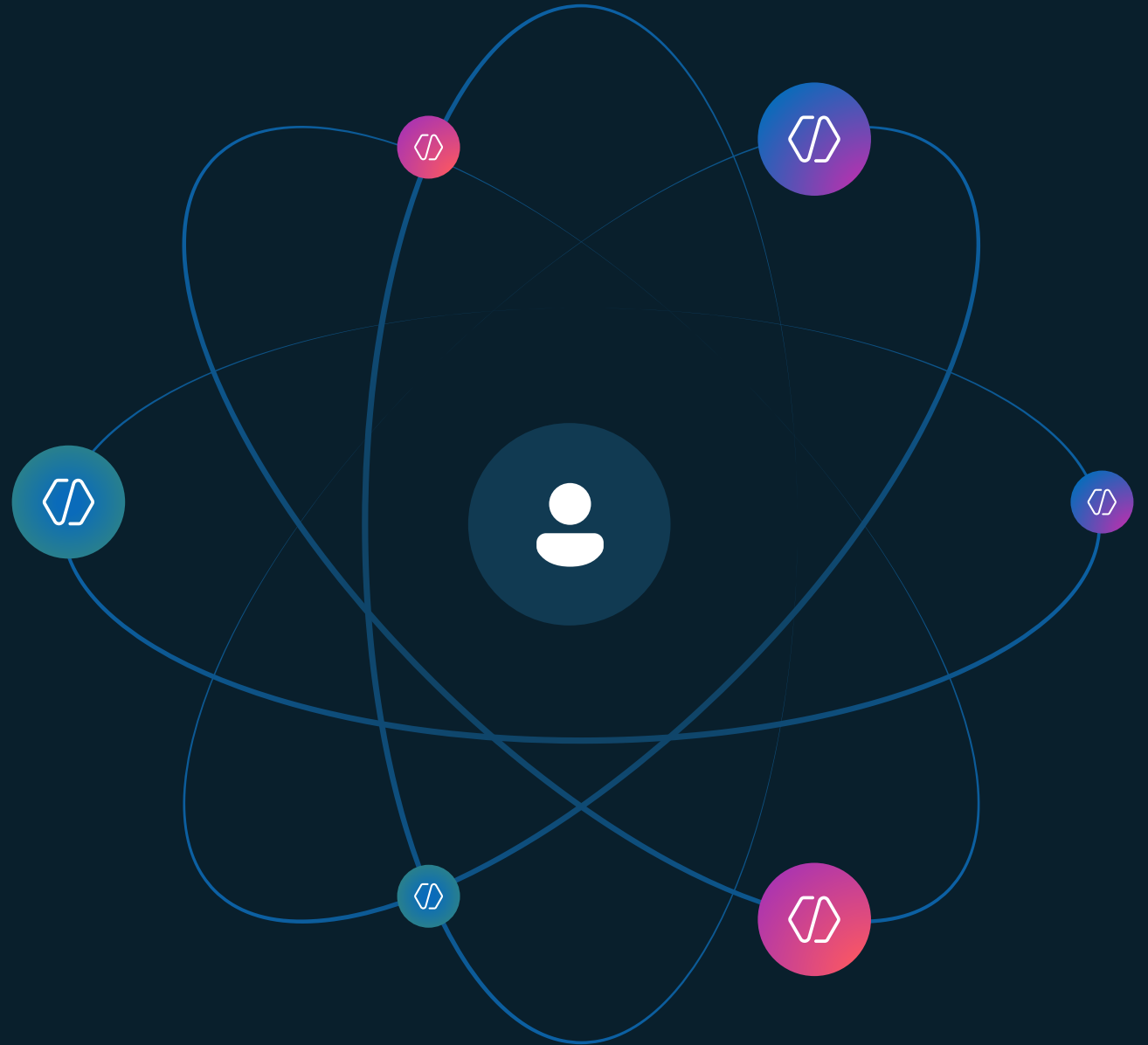


AI Insights and Agents at Work



Jahan Sheikh
M365 Copilot Partner Lead -
Microsoft





The Work Trend Index Annual Report

The Frontier Firm

Phase 1

Human with assistant



Learn more about how the superpower behind AI is You

Phase 1

Human with assistant



Phase 2

Human-agent teams



Phase 1

Human with
assistant



Phase 2

Human-agent
teams



Phase 3

Human-led,
agent operated



Human labor is reaching its limits

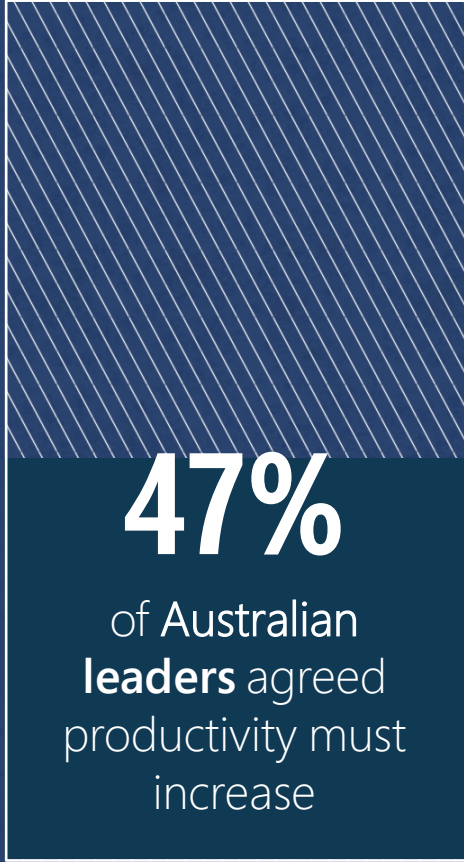
Capacity Gap



79%

The infographic consists of a vertical rectangle divided into two horizontal sections. The top section is light blue with diagonal white lines. The bottom section is dark blue. The percentage '79%' is displayed in large white font in the dark blue section. Below it, the text 'of the Australian workforce agreed they lacked enough time/energy to do their work' is written in smaller white font.

of the **Australian workforce** agreed they lacked enough time/energy to do their work

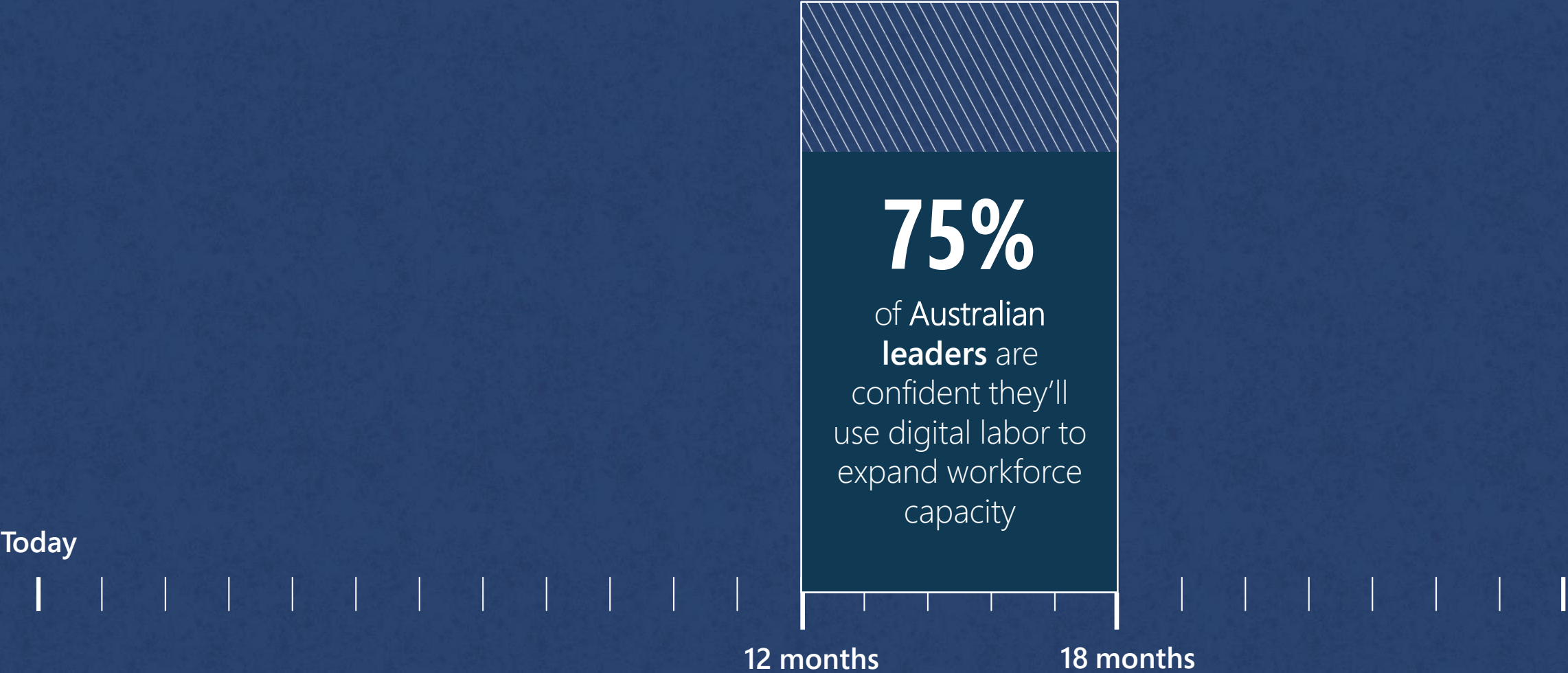


47%

The infographic consists of a vertical rectangle divided into two horizontal sections. The top section is light blue with diagonal white lines. The bottom section is dark blue. The percentage '47%' is displayed in large white font in the dark blue section. Below it, the text 'of Australian leaders agreed productivity must increase' is written in smaller white font.

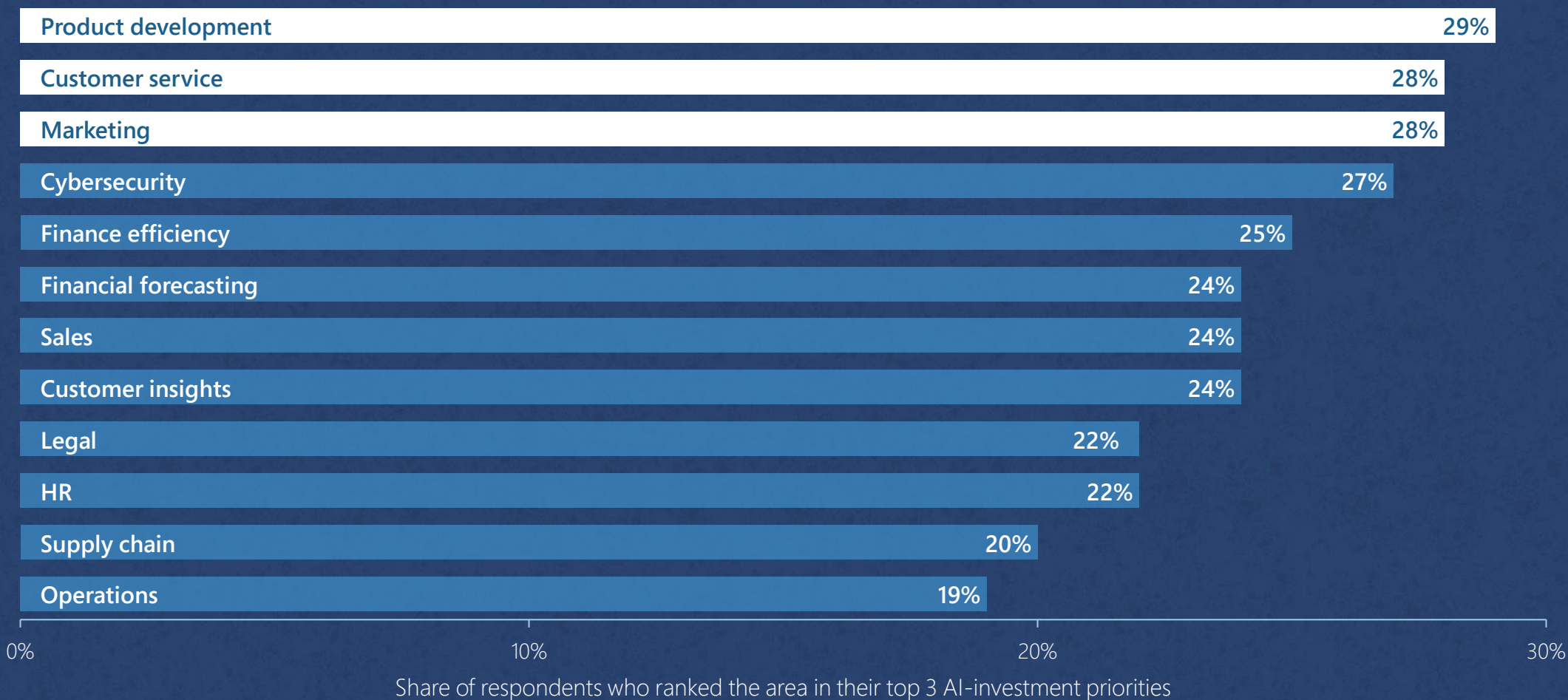
of Australian **leaders** agreed productivity must increase

Most Australian leaders see agents as the way to scale



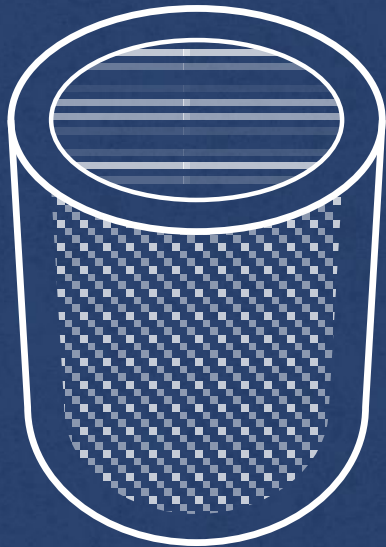
Areas of accelerated AI investment

Over the next 6-12 months

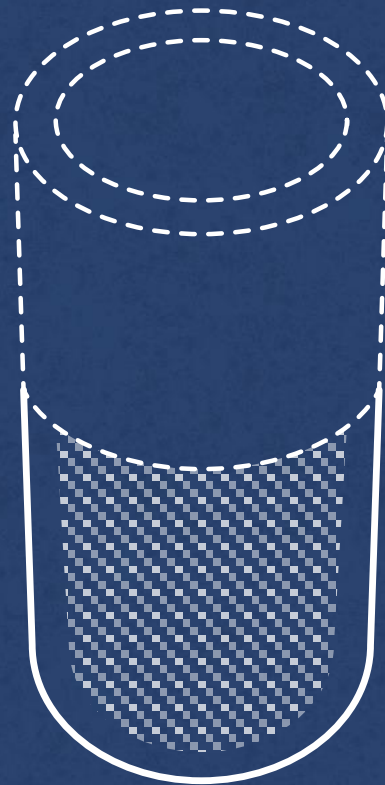


Intelligence on tap will fill the Capacity Gap

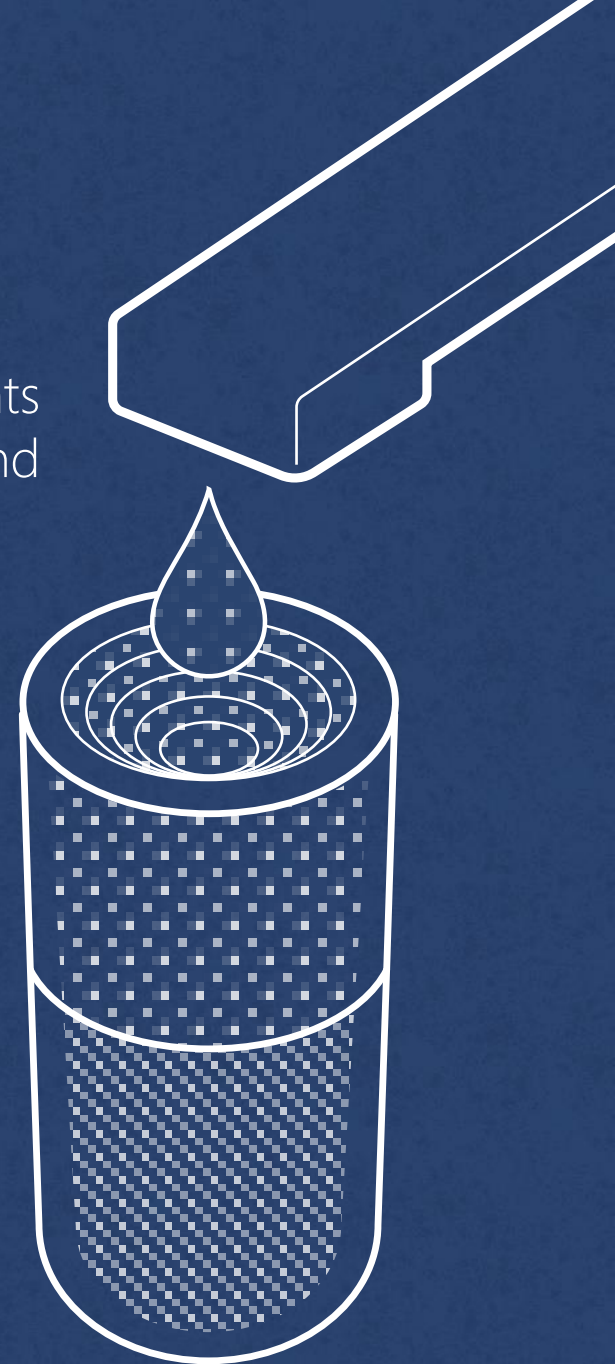
Employees are
at capacity...



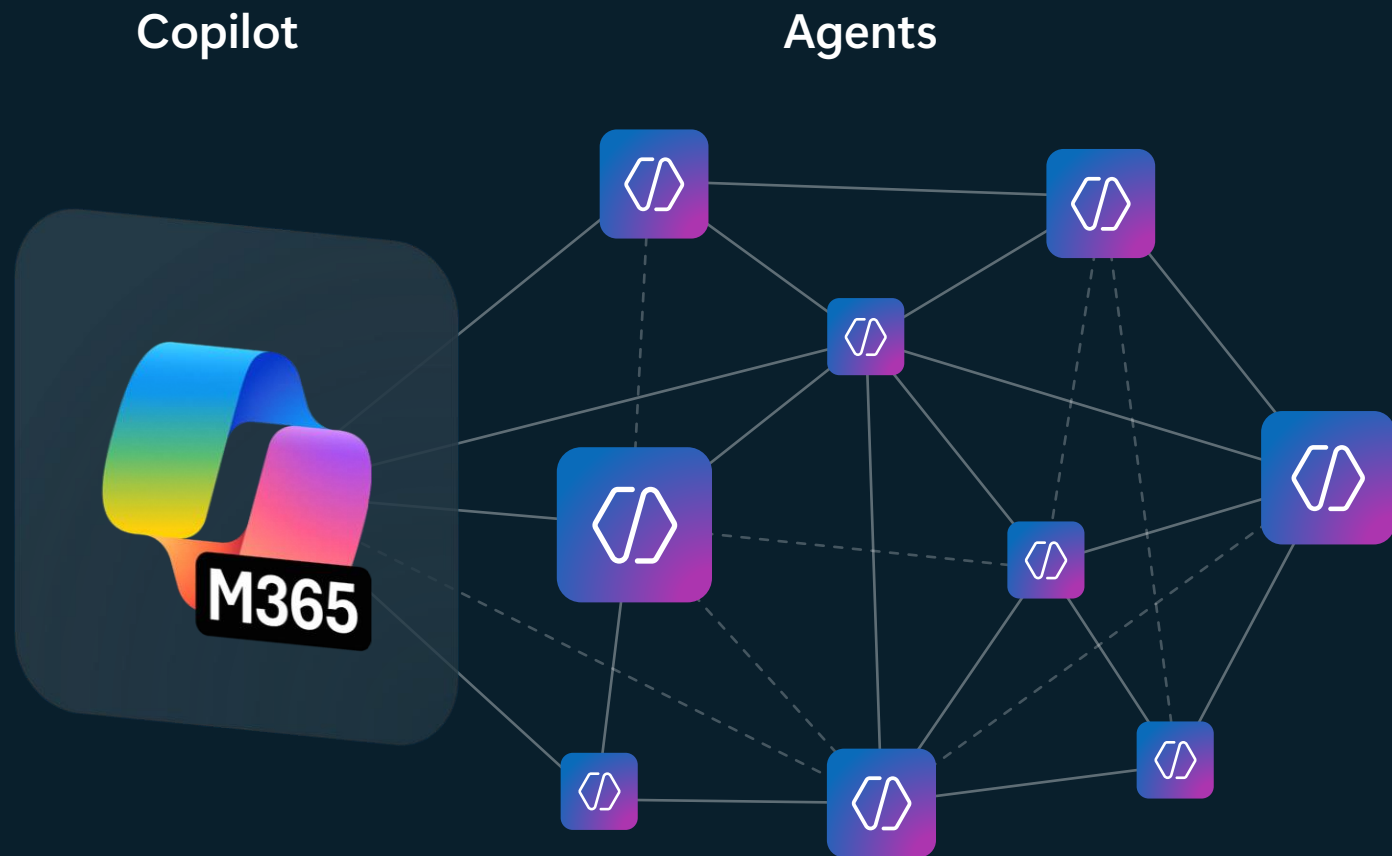
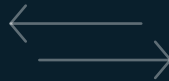
but leaders need
to deliver more...



and plan to use agents
to meet the demand



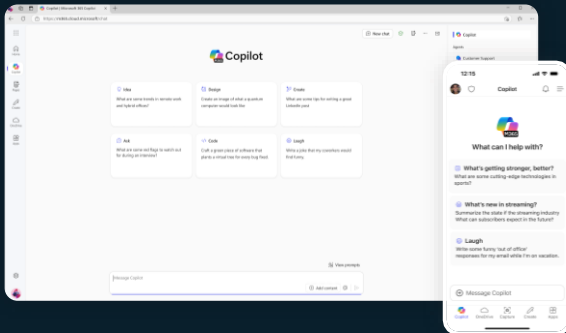
Copilot



Copilot Control System

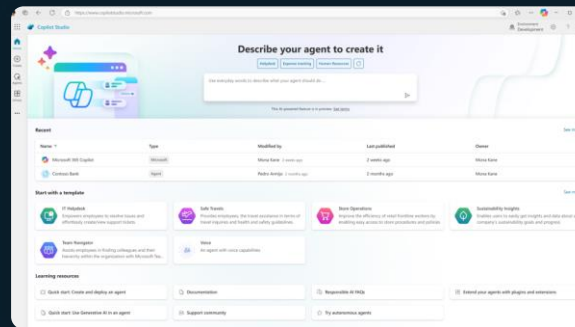


Microsoft 365 Copilot Chat



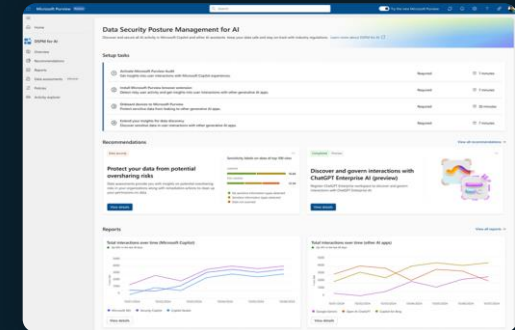
Chat

Secure web-grounded AI chat on the App and web, and in M365 productivity apps



Agents

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



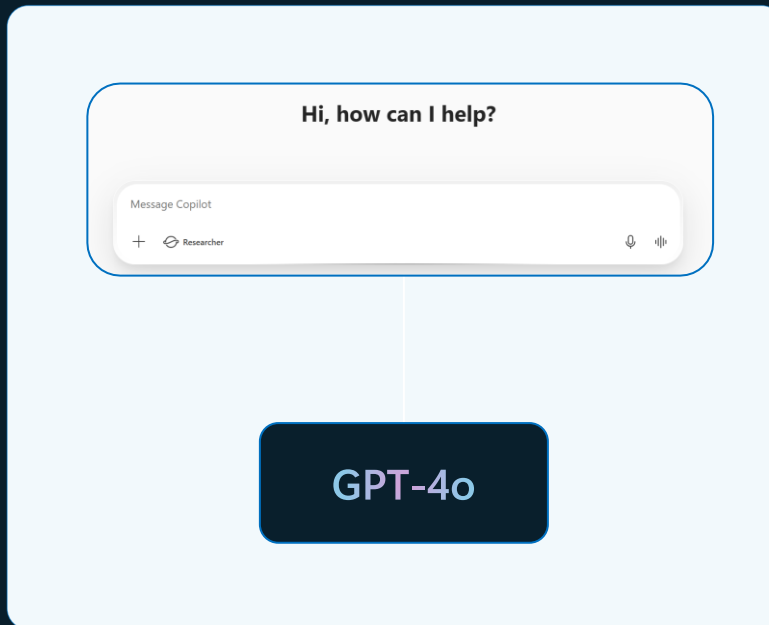
IT Controls

Enterprise Data Protection and agent management

Copilot Chat powered by GPT-5

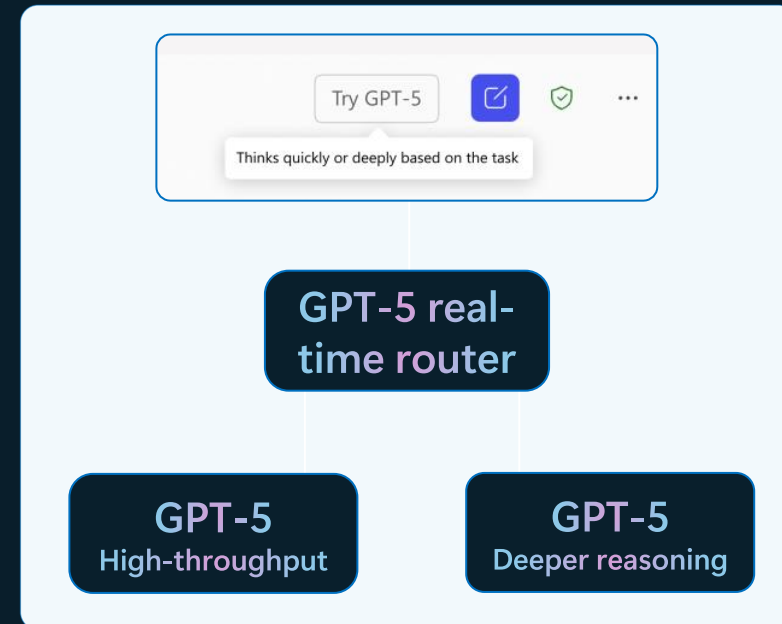
Try the latest model from OpenAI today

Copilot Chat with GPT-4o



- Prompt sent to GPT-4o

Copilot Chat with GPT-5

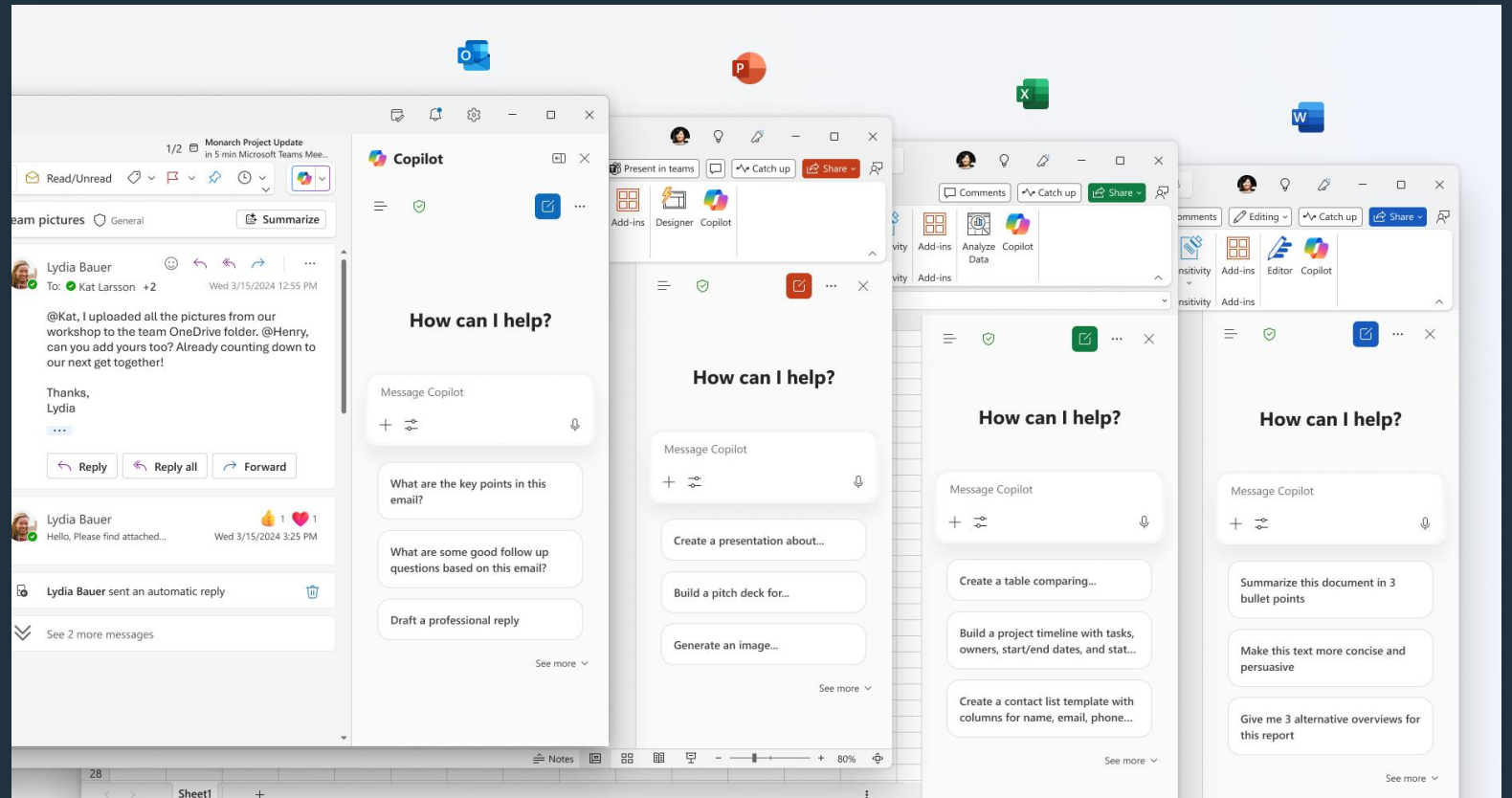


- GPT-5 real-time router analyzes complexity of prompt
- Simple prompts routed to GPT-5 high-throughput model
- Complex prompts routed to GPT-5 deeper reasoning model

Both models are made secure with enterprise data protection and optimized for work

Copilot Chat in Microsoft 365 apps

Microsoft 365 users can use Copilot Chat with web data directly in the Microsoft 365 apps and reason over open files, uploaded files, and files added using "/"*.



*For users without a Microsoft 365 Copilot license: Copilot in Outlook can reason over individual open emails, email threads, or attachments only, it cannot reason over your full inbox or calendar. Users will have standard access to file upload and "/" search based on service capacity. Accessible enterprise content via "/" search only includes files (and Inbox/Sent/Deleted emails if using Copilot Chat in Outlook), and does not include chats, meetings, or sites.

UI/UX is subject to change



Microsoft 365 Copilot

Your UI for AI

\$30

Copilot Chat

Secure web-grounded AI chat & agents
AI-powered Create (standard access¹, limited functionality)
Reason over open files in Microsoft 365 apps²
Pay as you go custom agents grounded in your data
GPT-5 Standard access¹



Chat

Work-grounded
AI-powered Search
AI-powered Notebooks
AI-powered Create (priority access¹, full functionality)
GPT-5 Priority access¹

Copilot in Microsoft 365 apps

Advanced skills and in-app editing

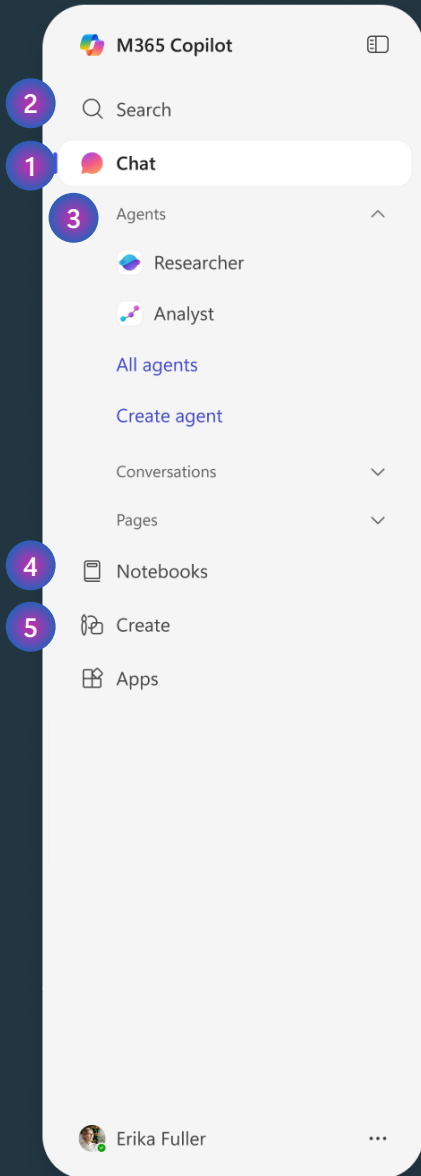
Comprehensive agent access

Pre-built Microsoft agents
Analyst & Researcher advanced reasoning agents
Custom agents grounded in your data³

Advanced Mgmt. & Analytics

1. Learn about standard and priority access [here](#). 2. Available in Word, Excel, PowerPoint, Outlook, and OneNote. 3. Applies to assistive agents built by you on the Microsoft 365 Copilot agent platform deployed on Microsoft 365 surfaces

Microsoft 365 Copilot: One AI solution for work



1

Chat

Secure AI chat powered by the latest models, grounded in web and work data.

2

Search

AI-powered search spans all your work data and provides fast and relevant results.

3

Agents

A broad ecosystem of pre-built agents available in the Agent Store and tools to build your own agents with Copilot Studio.

4

Notebooks

Copilot is grounded in your project's diverse content types to provide targeted responses and engaging audio overviews.

5

Create

AI-generated images, posters, banners, videos, and more that are aligned to your organization's brand identity.

Agents

All big tech orgs are making a big bet to LEAD with Agents and Business Process

Forbes

FORBES > INNOVATION > ENTERPRISE TECH

AI Agents Are Coming For Your Industry: Here's Who's First In Line

OpenAI

Introducing Operator

A research preview of an agent that can use its own browser to perform tasks for you. Available to Pro users in the U.S.



DIVE BRIEF

Google dips into enterprise-ready agentic AI with Agentspace

The provider is the latest to join a year-end push to spur adoption with new models and features.



For over 25 years, Salesforce has been a pioneer in enterprise software, driving innovation in cloud, social, mobile, and predictive AI technologies. In 2024, with [Agentforce](#), Salesforce once again led the charge – this time, into the agentic era.



SFDC spent \$10M at the Superbowl on Agents

servicenow™

businesswire

ServiceNow to Unlock 24/7 Productivity at Massive Scale With AI Agents for IT, Customer Service, Procurement, HR, Software Development, and More

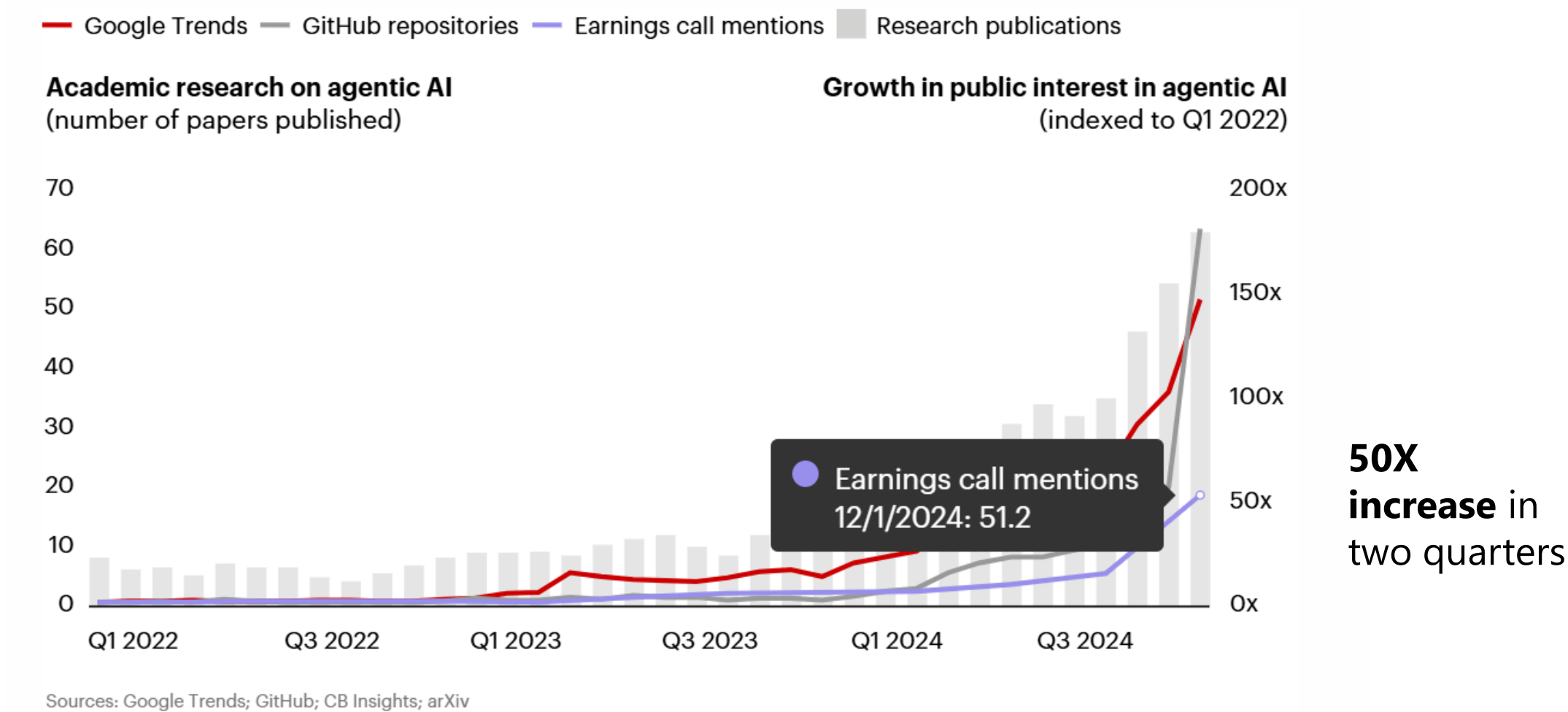


UIPATH PRESS RELEASE

UiPath Report Reveals Agentic AI is Driving Investment to Tackle More Complex Business Workflows

January 27, 2025

M365 Copilot positioned productivity, but the market is expanding to agents

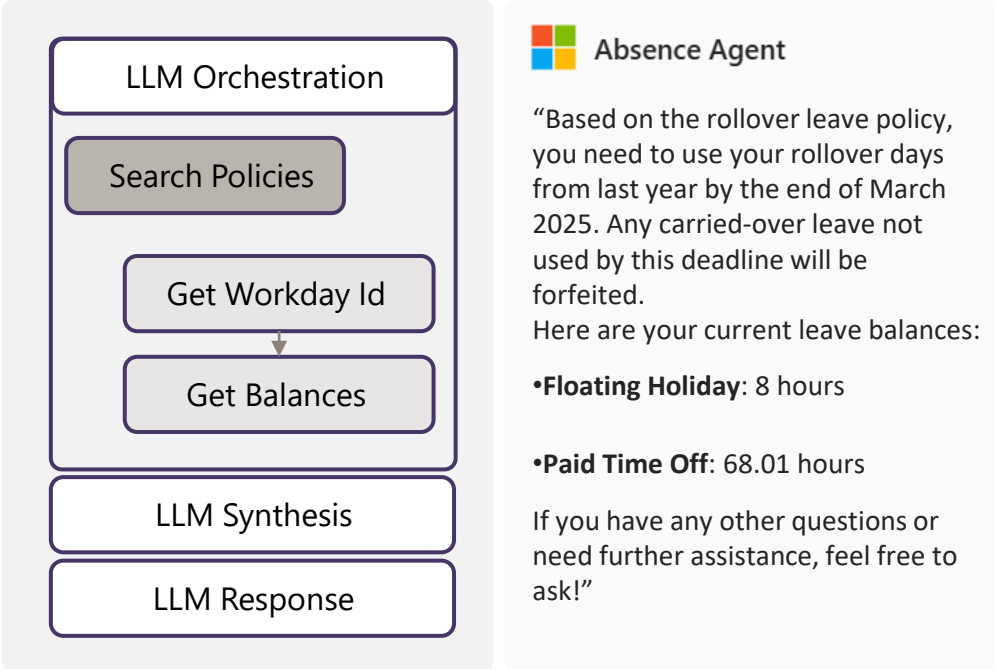


What makes an Agent 'Agentic'?

Agentic

Absence Agent

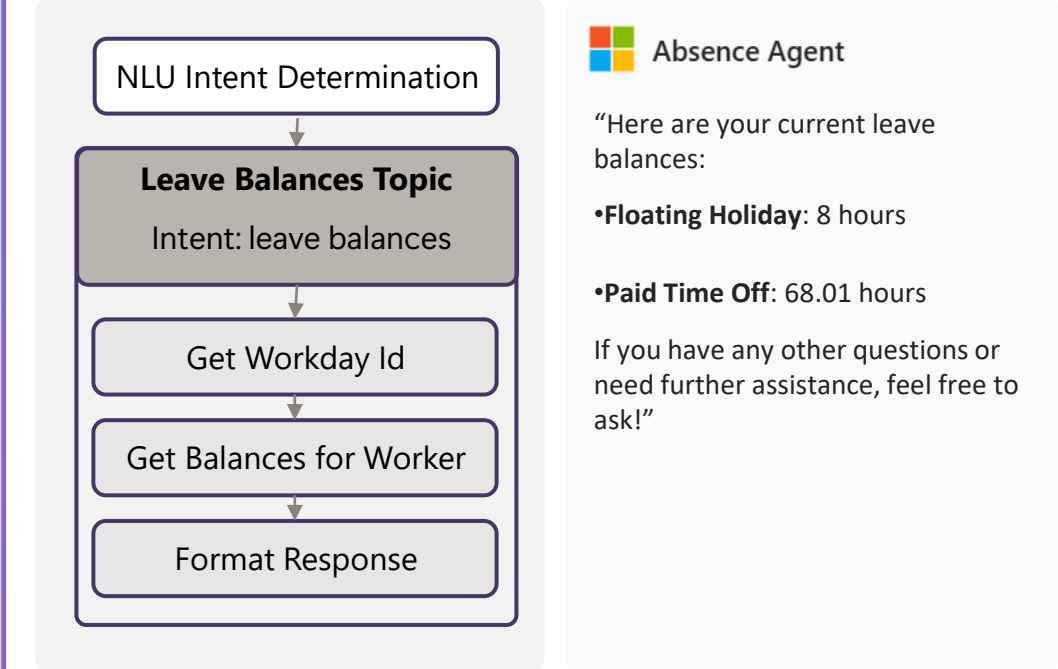
"Can you tell me by which date I need to use my vacation days carried over from last year and can you show me my leave balances please."



Chatbot

Absence Agent

"Can you tell me by which date I need to use my vacation days carried over from last year and can you show me my leave balances please."



Agents are **expanding** AI opportunities

Individual focus

Personal productivity

- My own AI assistant
- I ask my assistant to do things for me



Organisational focus

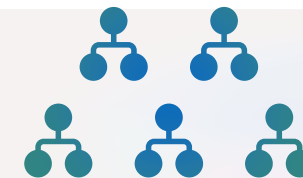
Process transformation

- Orchestrating complex processes
- Can act on behalf of people and teams



M365 Copilot

Every employee has a Copilot

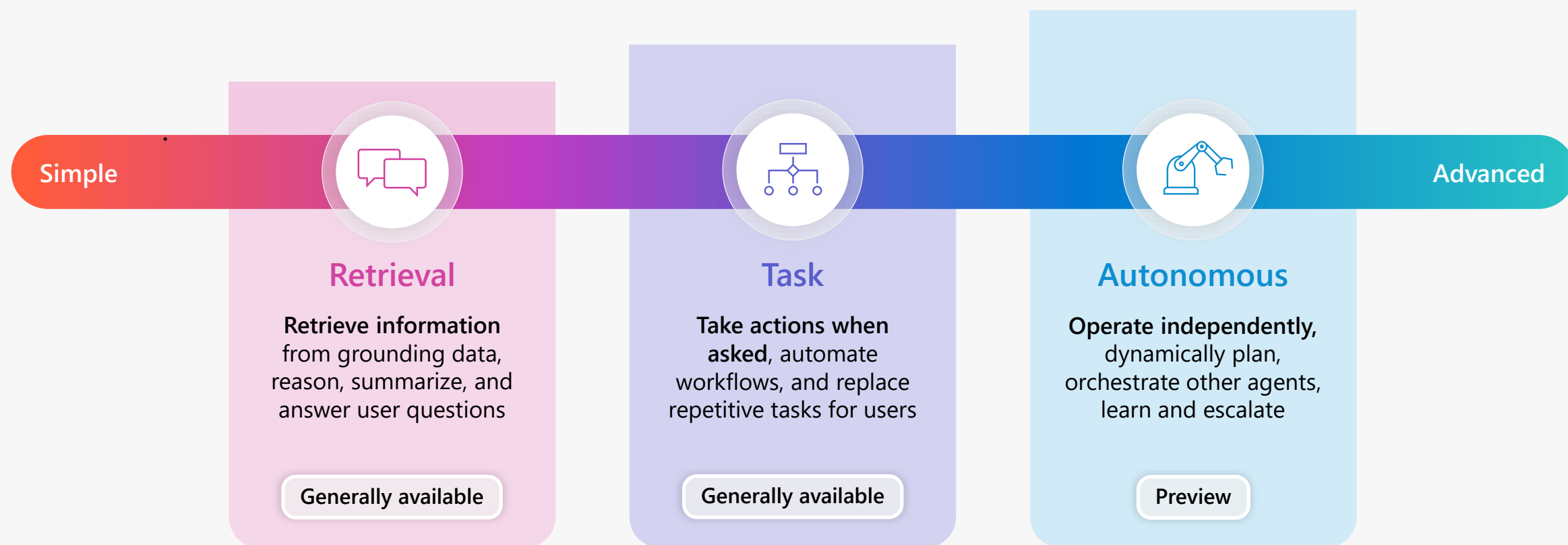


Agents



Every business process transformed by agents

Spectrum of agents



←..... Agents vary in levels of complexity and capabilities depending on your need→

Example

Retrieval

1) Trigger



2) Instruction



3) Plan



4) Outcome

The agent automatically reacts to triggers



When a request comes from Copilot

The agent follows instructions provided by the maker

Instructions

- You assist with onsite repair visits. You provide step-by-step instructions based on product knowledge



The agent takes action using your data and knowledge



Product Information



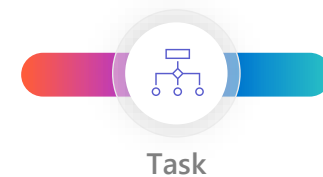
The agent generates a response



Agent

Check out step-by-step step guide for the error code you shared

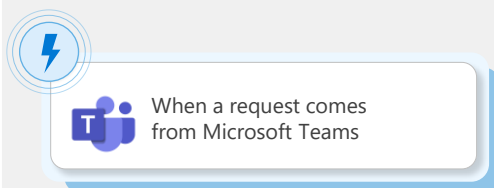




Example Task

1) Trigger

The agent automatically reacts to triggers



2) Instruction

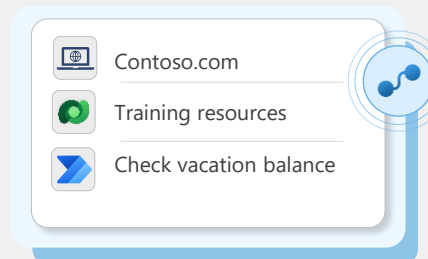
The agent follows instructions provided by the maker

Instructions

- HR copilot to help answer common HR related questions and help with common tasks like checking vacation balances. Keep it professional, but friendly.

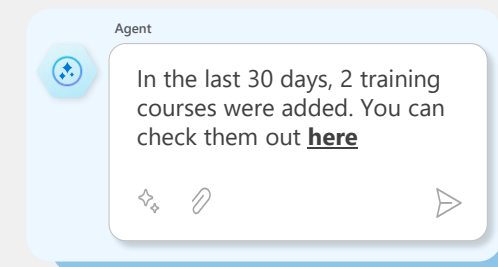
3) Plan

The agent takes action using your data and knowledge



4) Outcome

The agent generates a response



Example

Autonomous

1) Trigger



2) Instruction




3) Plan



4) Outcome

The agent automatically reacts to triggers



 When a new email arrives
Office 365 Outlook

The agent follows instructions provided by the maker

Instructions

- You are an agent that helps to evaluate and staff incoming engagement requests from clients.
- First, analyze the incoming email to extract key client details. Verify the engagement information and confirm the industry sector. Assess historical data and identify the required expertise. Assign a suitable partner and notify them. Log the engagement details and inform the engagement director.



The agent takes action using your data and systems



Engagement staffing logic



Submit engagement



Send an email



Retrieve partner



Message in Copilot



The agent generates a response



Agent

You have been assigned to a new engagement requiring your expertise in Technology Solutions.



Explore a continuum of solutions

IT Helpdesk agent

How do I connect to the corporate network?



Device Refresh agent

Request a new laptop and send approvals via IT Service tool.



Lead Gen agent

The agent has identified and researched 15 new leads for you to review.



Simple



Advanced

Project Tracker agent

What is the status of phase 2 for project X and the remaining budget?



Budget Management agent

Review outstanding open PO's and begin financial planning.



Customer Support agent

The agent has identified new support issues and triaged to other agents.



Microsoft Agents

Automate tasks with pre-built agents by Microsoft that are designed for work



Researcher

Advanced reasoning

Generally available



Analyst

Advanced reasoning

Generally available



Skills

Map organizational talent

Coming to Frontier
September 2025



Survey

Survey creation, distribution,
and measurement

Frontier program



Project Manager

Automate planning and
project reporting

Public preview



Interpreter

Real-time multi-lingual
translation

Generally available



Facilitator

Teams meeting moderation
and meeting notes

Generally available



Channels

AI teammate for each
channel conversation

Public preview



Communities

Community engagement
support

Public preview



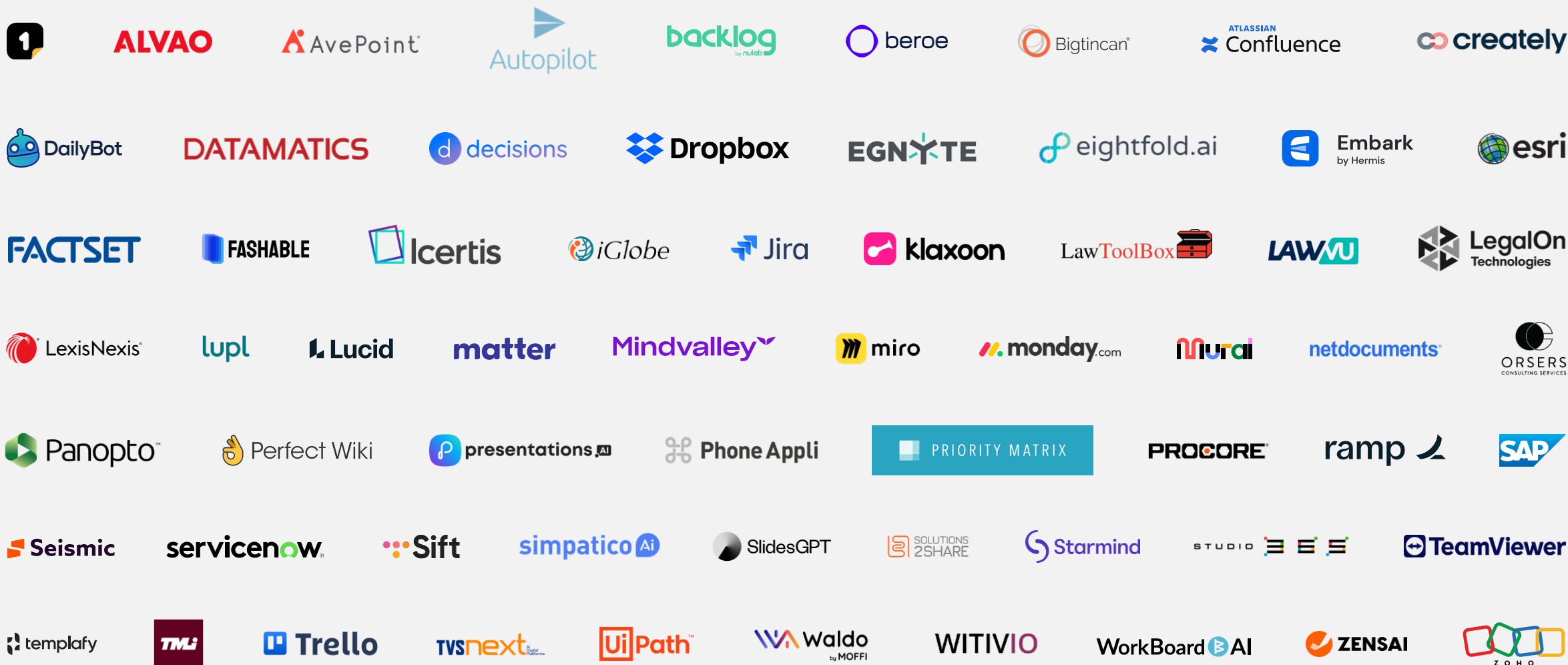
Knowledge

SharePoint content
management and classification

Public preview

Register for our upcoming agent webinars to learn more and gain best practices! [AI agents – Microsoft Adoption](#)

Trusted third party agents available today



Demo

Thank you!