Build and Apply: Creating Your Own Agents

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August 7, 2025

Agenda

1. Introduction and Tech Check
   - What is Copilot Studio?
2. Microsoft Copilot Studio Agents
   - Spectrum of Agents (Retrieval, Task, Automation)
   - Tools to build Agents (Agent Builder vs. Copilot Studio vs. AI Foundry)
3. Agent Builder — No Code — Contract Review Assistant
4. Copilot Studio AI — Low Code — Legal Policy Agent
5. Closing: Access to Epiq Legal Assistant Agent and Solid AI Survey

The Opportunity for Agents

Organizations have experienced an average of **18% improvement in customer satisfaction, employee productivity, and expansion of market share** because of investments in AI over the past 12 months.

Employees

- 70% of employees would delegate as much work as possible to AI to lessen their workloads.[2]
- Enterprises will leverage personalized technology skills development to drive US$1 trillion in productivity gains by 2026, enabled by Gen AI and automation everywhere.[3]

Customers

- 37% of customers will try using a digital assistant to interact with customer service on their behalf by 2025.[4]
- US$80 billion reduction in agent labor costs by using conversational Artificial Intelligence deployments within contact centers by 2026.[5]

1 IDC, Business Value of AI Study, Aug 2023
2 Microsoft, 2023 Work Trend Index
3 IDC, FutureScape: Worldwide Future of Work 2024 Predictions, Doc #US49963723, Oct 2023
4 Gartner, The Future of Customer Service: A Forward-Looking Playbook for Customer Service Leaders and Their Teams, 2022
5 Gartner, Forecast Analysis: Hyperautomation Enablement Software, Worldwide, Cathy Tornbohm, Varsha Mehta, and 2 more, 6 Oct 2022
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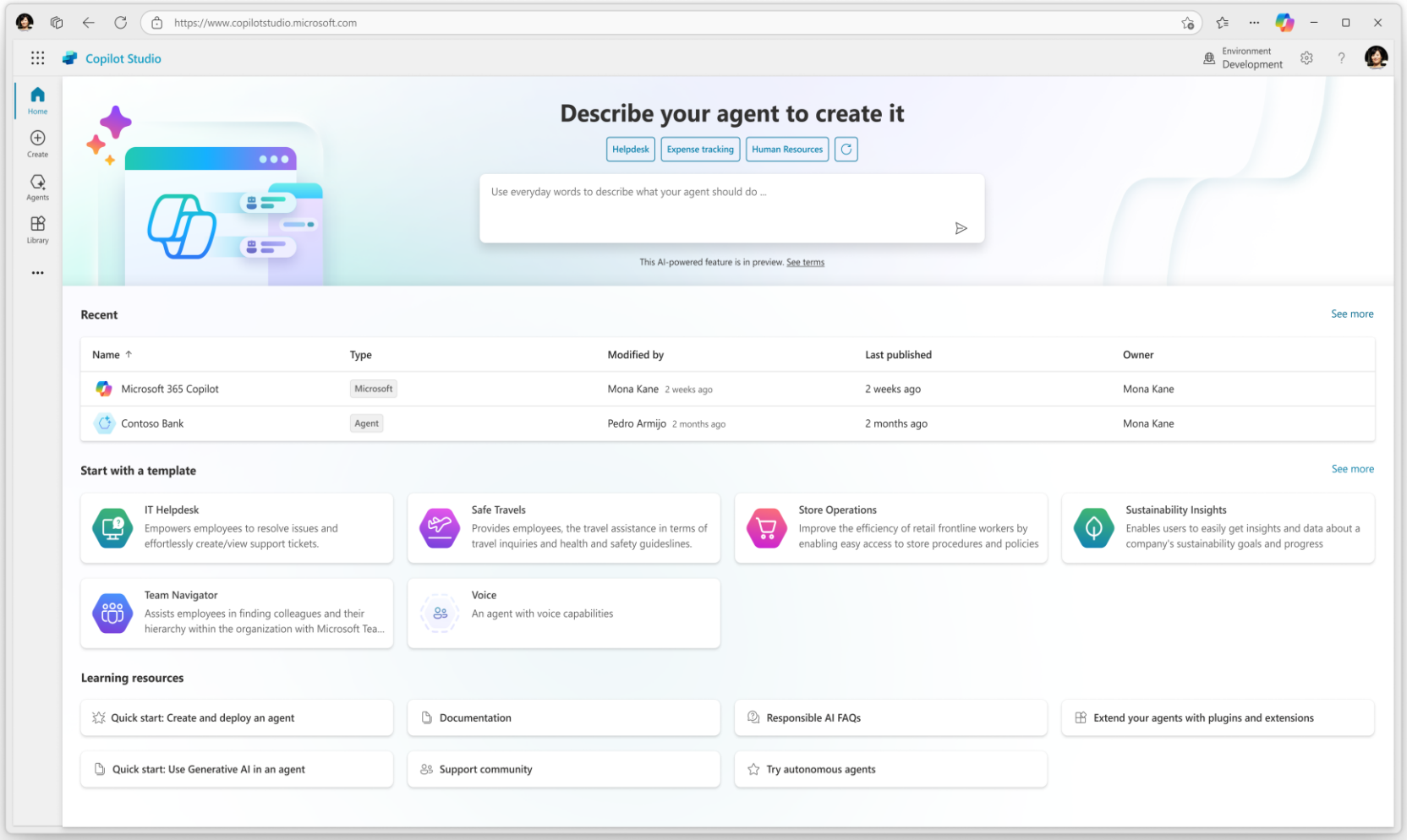


Copilot Studio

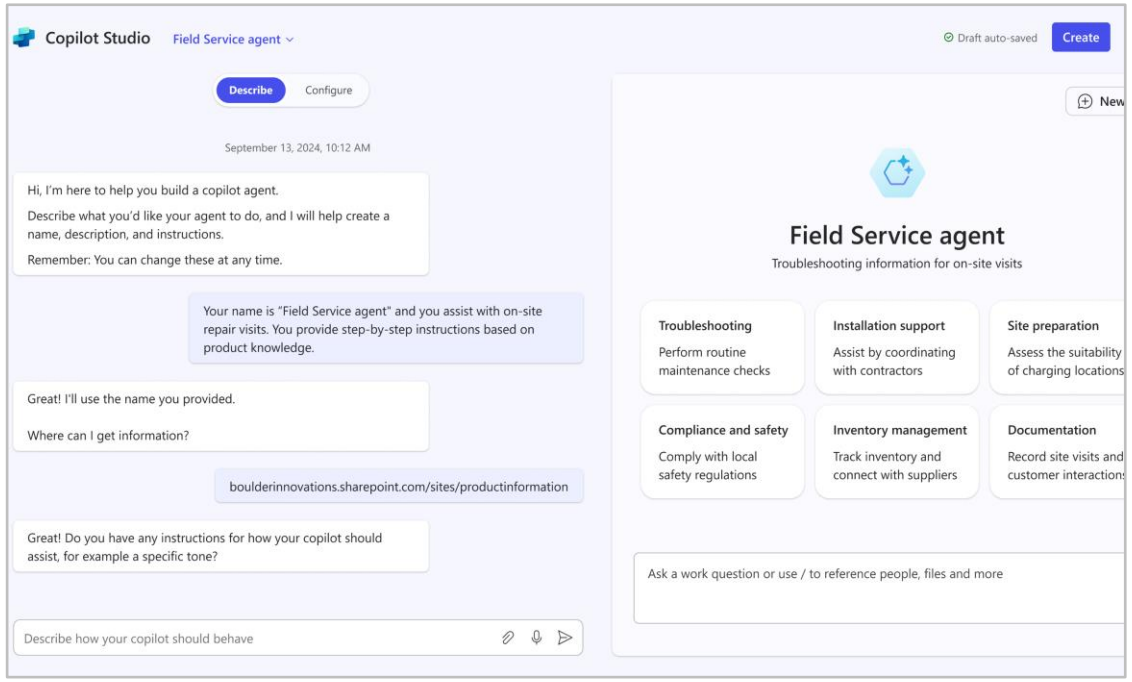
Copilot Studio is a low-code tool for building agents and extending Microsoft 365 Copilot.

- Meet your users where they already are
- Access everything in one place
- Automate your workflows
- Integrate with your external apps
- Connect to your data in Microsoft 365

Copilot Studio

Copilot Studio is our low-code tool for creating agents and extending M365 Copilot.

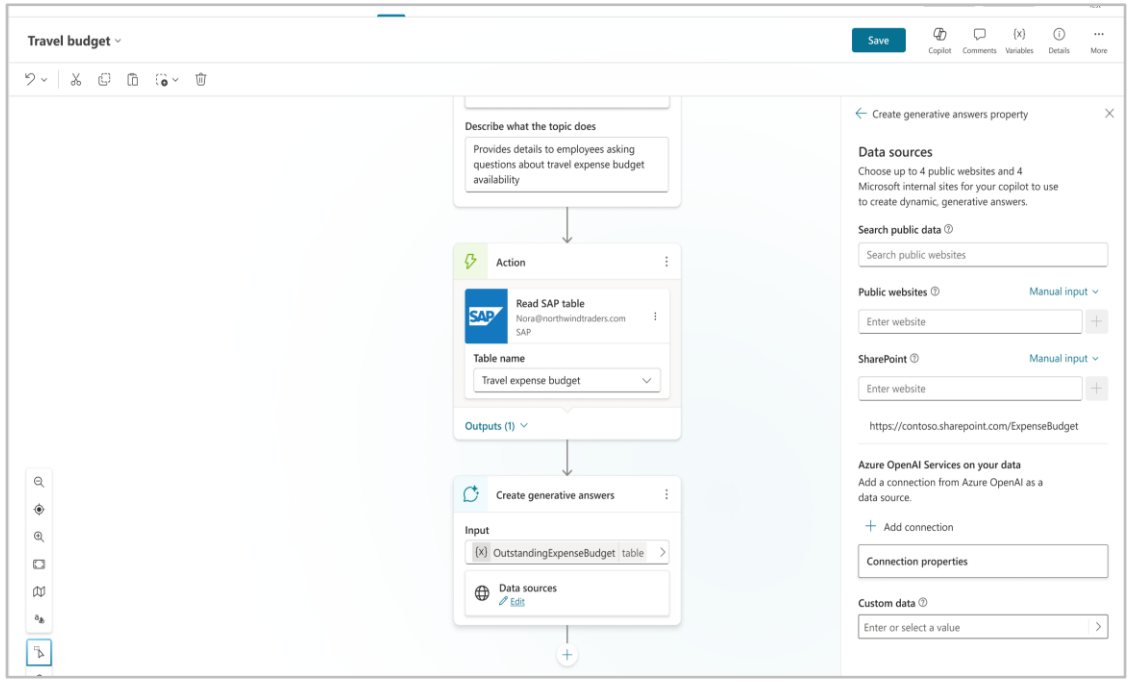
For End Users



Agent Builder

in Microsoft 365 Copilot Chat and SharePoint

For IT and Developers



Copilot Studio

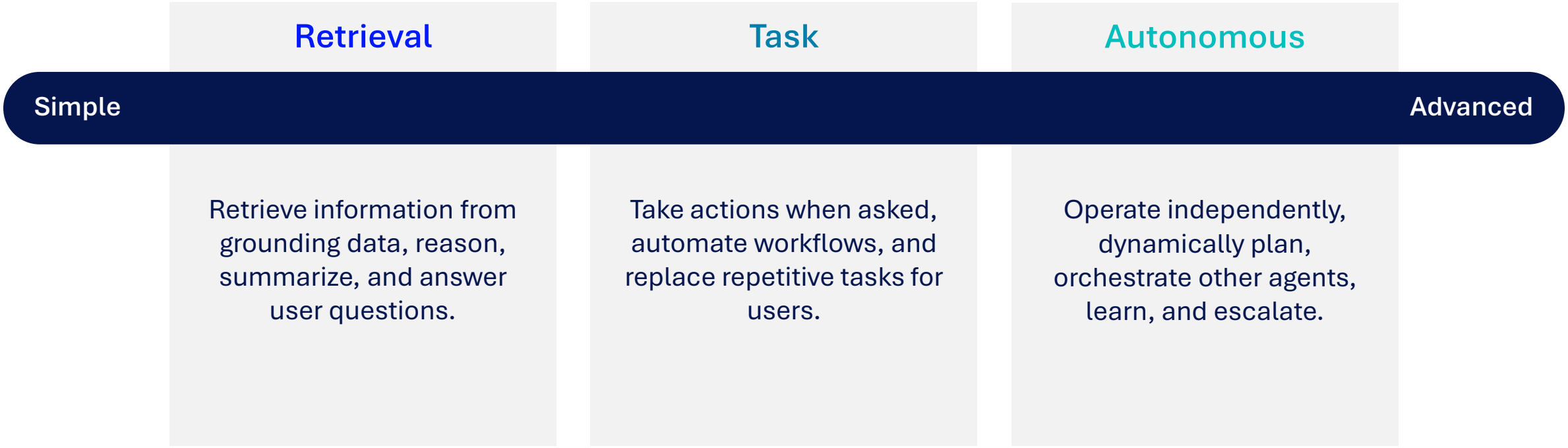
Full Featured Graphical Authoring Environment

Simple Gen AI Decision Guide

I want a generative AI solution.

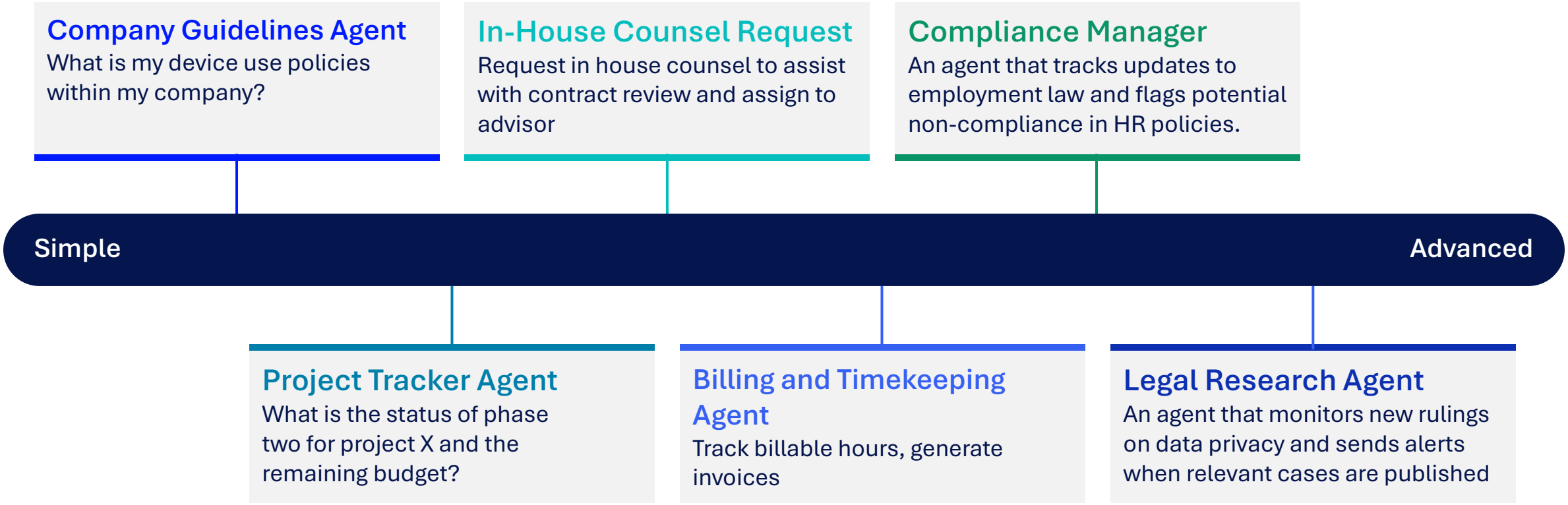
I want to build a solution with custom data and UI and deploy internally or externally.		I want out-of-the-box solutions that work with my existing data estate for my employees.	
I want full control over PaaS services and customize with code.	I want a SaaS tool to build with natural language and GUI.	I want insights and actions on Microsoft 365 data and products.	I want role-specific insights and actions for sales, service, and financial professionals that integrate with external CRM and ERP systems that also connect data to Microsoft 365 productivity apps.
Azure AI Foundry	Copilot Studio	Microsoft 365 Copilot	Copilot for Sales	Copilot for Service	Copilot for Finance
Enhanced Together		**Add-Ons to Copilot for Microsoft 365**			
Azure Service Meter	Tenant Capacity Pack	Per User	Per User	Per User	Per User

Spectrum of Agents



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

Explore a Continuum of Solutions



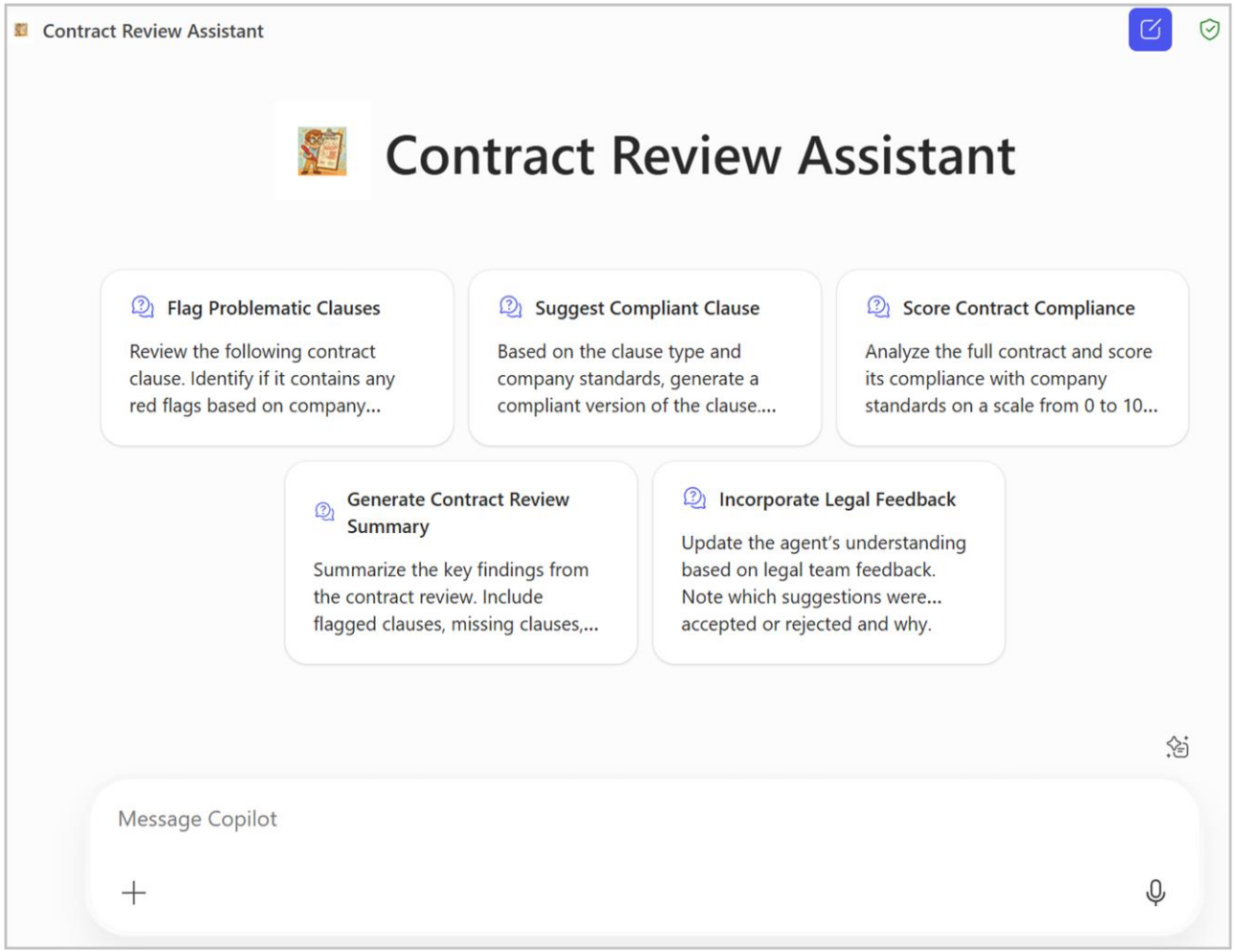
Agent Builder

Contract Review Agent

An agent that reviews contracts by flagging problematic clauses, suggesting compliant alternatives, scoring compliance, generating summary reports, and incorporating legal feedback.

– Go to https://copilot.Microsoft.com

– Create Agent

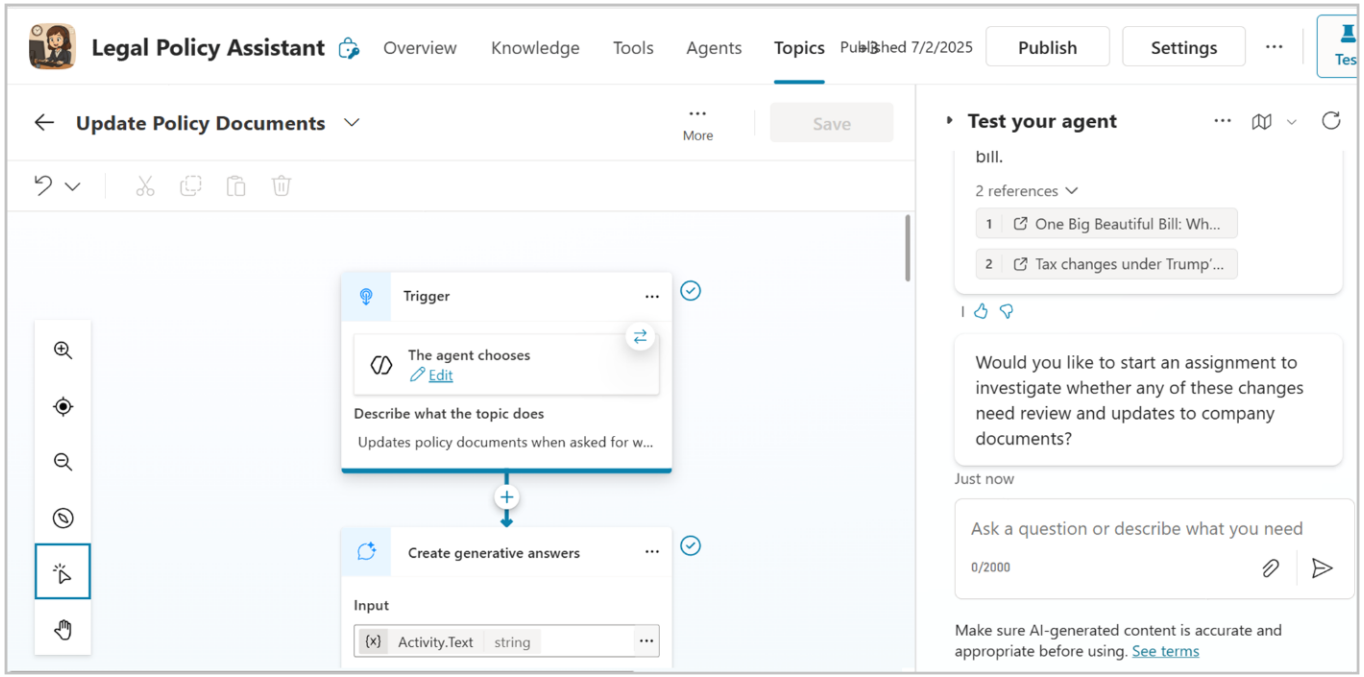


Copilot Studio Agent

Legal Policy Assistant

An agent that helps legal teams draft internal guidelines and policies by gathering raw news data from SEC and suggesting documents that need to be updated. The agent also assigns tasks to reviewers.

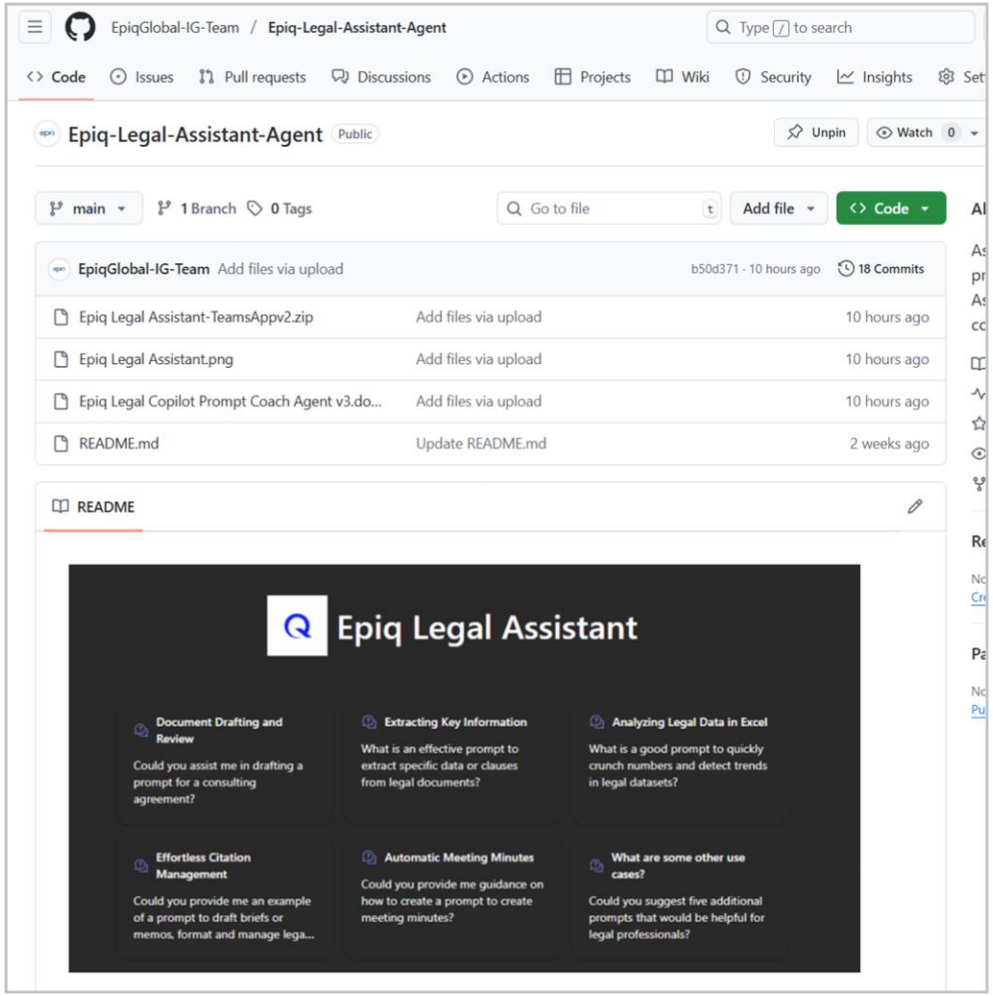
– Go to https://copilotstudio.microsoft.com



Legal Assistant Agent

Prompt Guide Overview: This interface provides a structured guide for legal professionals to craft effective prompts for various legal tasks using AI assistance.

– To download, go to https://github.com/EpiqGlobal-IG-Team/Epiq-Legal-Assistant-Agent



Questions?

Thank you.

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