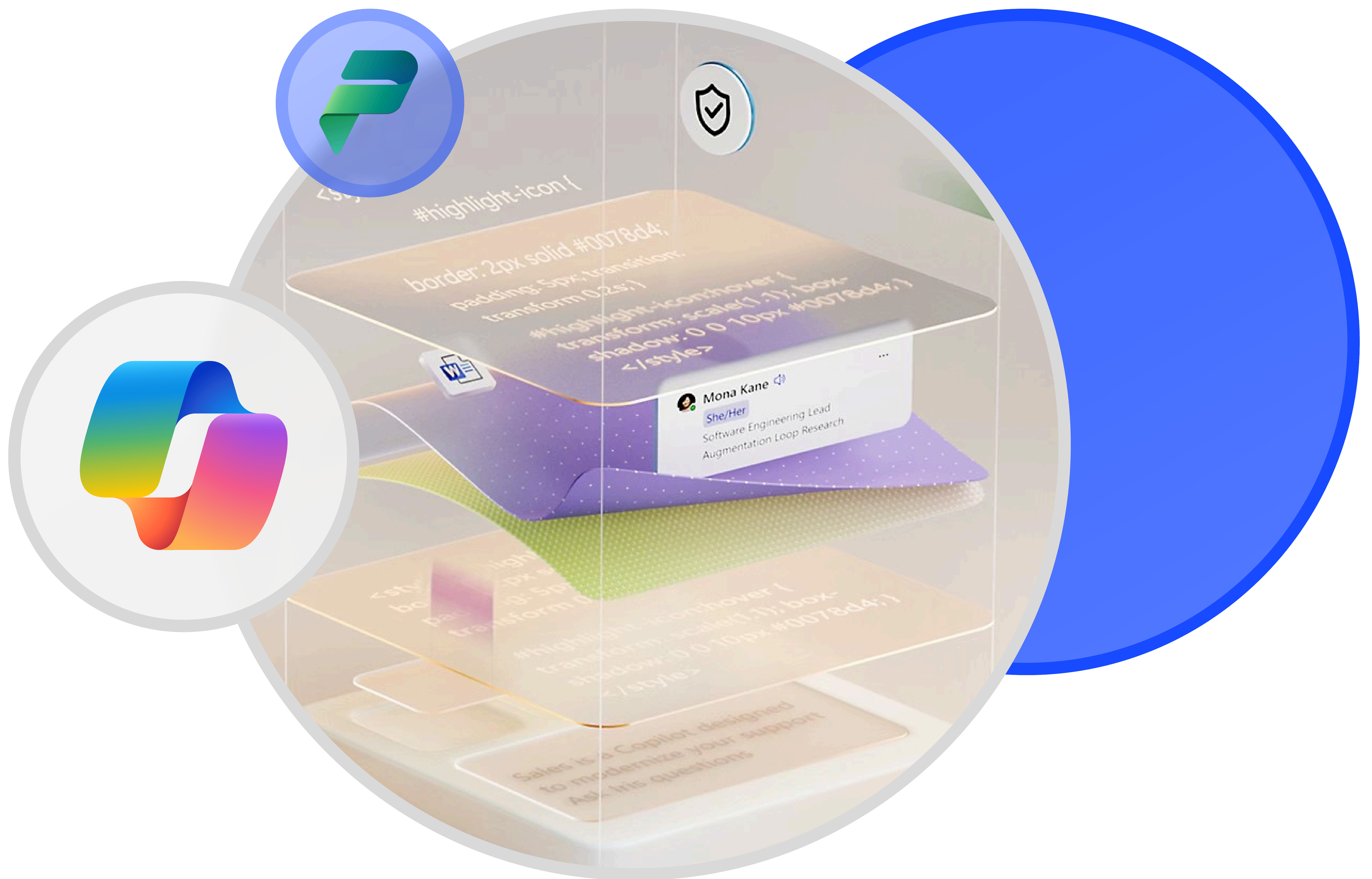


Solution Brief

Welcome to the Agentic Era

Building and managing your AI-powered workforce with Copilot Studio



The modern workplace is undergoing a fundamental transformation.

AI is evolving rapidly, and one of the top use cases is AI agents: software capable of intelligently automating multi-step business processes. From content creation to data analysis to basic decision-making, agents can help employees achieve new levels of productivity and efficiency.

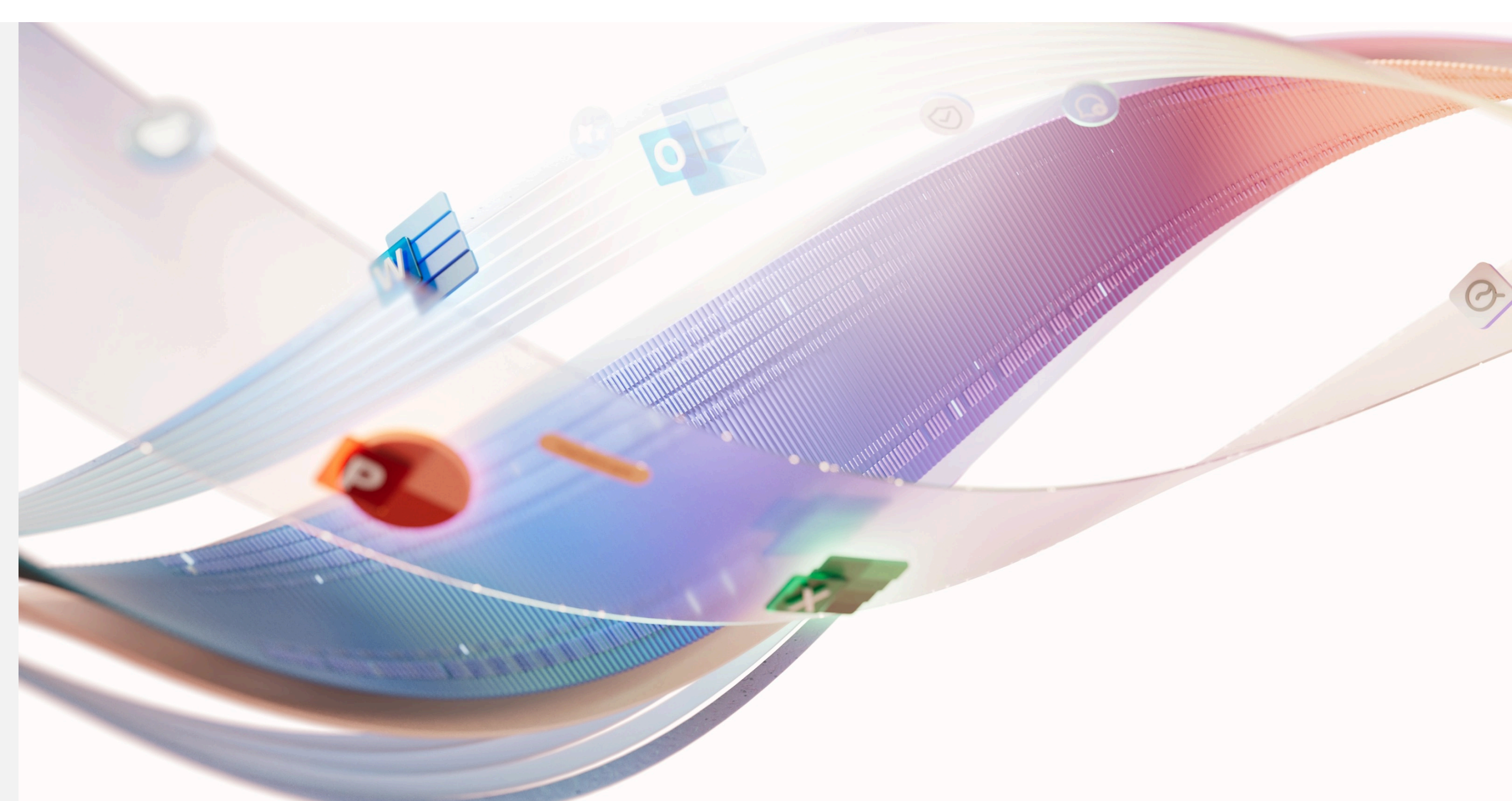
Microsoft Copilot Studio and **Microsoft Power Platform** are a powerful pair of solutions that organizations of all sizes are using to build next-gen agents, automations, and applications.

Today, over 160,000 customers are building agents and nearly 600,000 organizations are leveraging AI through Microsoft Power Platform. By 2028, Microsoft expects to see 1.3 billion agents, so it is no surprise that forward-thinking organizations are investing in AI-first initiatives.

160,000 | customers building custom agents¹

1M | custom agents built with Copilot Studio and SharePoint²

1.3 Billion | agents by 2028³



Intelligent Automation with Copilot Studio and Power Platform

Microsoft's pioneering AI agent solutions are defining the next era of agent-powered workflows. With these tools, business users and developers can create innovative apps and agent-powered automations.



Copilot Studio

Microsoft Copilot Studio is a low-code, AI agent builder that empowers users of any background to design, orchestrate, and deploy smart agents for almost any business need. Users can automate processes ranging from data entry to customer support and analytics, integrating these agents across Microsoft 365 apps and existing company workflows for seamless efficiency.

1. www.microsoft.com/en-us/microsoft-365-copilot/microsoft-copilot-studio

2. www.techcommunity.microsoft.com/blog/microsoft365copilotblog/how-to-scale-ai-a-look-inside-ey's-journey-with-microsoft-365-copilot-and-agents/4432087

3. www.microsoft.com/en-us/microsoft-365/blog/2025/05/19/introducing-microsoft-365-copilot-tuning-multi-agent-orchestration-and-more-from-microsoft-build-2025/



With its multi-modal capabilities, Copilot Studio allows agents to interact via text, voice, images, and even video—enabling hands-free operation and broader access for frontline workers, analysts, and support teams. Powerful features such as autonomous agents, generative AI responses, analytics improvements, and advanced security and compliance ensure organizations can scale their digital workforce while maintaining high trust and control.



Power Platform

Microsoft Power Platform is an integrated suite—Power Apps, Power Automate, Power BI, and more—designed to enable rapid creation of business applications and automations without deep coding expertise. It provides the tools for designing custom forms, dashboards, and workflows, simplifying everything from approval chains to inventory management and reporting.

Deep integration with Copilot Studio means organizations can deploy advanced AI agents into Power Platform solutions, orchestrating automation at enterprise scale. With robust analytics, low-code customization, and support for secure connections to internal and external data sources, Power Platform accelerates transformation, collaboration, and innovation across the entire organization.

5 Ways to Automate with Copilot Studio and Power Platform

Copilot Studio and Power Platform enable teams to automate repetitive work, surface insights, and deploy intelligent assistants that drive improvements in productivity, efficiency, and innovation across the organization. Here are a few benefits of combining these tools:

1. Automate Complex Workflows

Organizations can use Copilot Studio's AI agents with Power Automate to orchestrate end-to-end workflows across applications and data sources.

For example, an agent can recognize a customer request, trigger Power Automate to create a support ticket, notify the right team, monitor completion, and update CRM records.

Once built, this automation operates automatically, accelerates resolution times, and improves customer satisfaction.

2. Enhance Data Insights and Analytics

Companies can leverage agent-generated summaries, predictions, and recommendations based on real-time data analytics.

Agents can automatically scan reports, highlight actionable trends, and propose next steps to business leaders or frontline teams, all without human intervention.

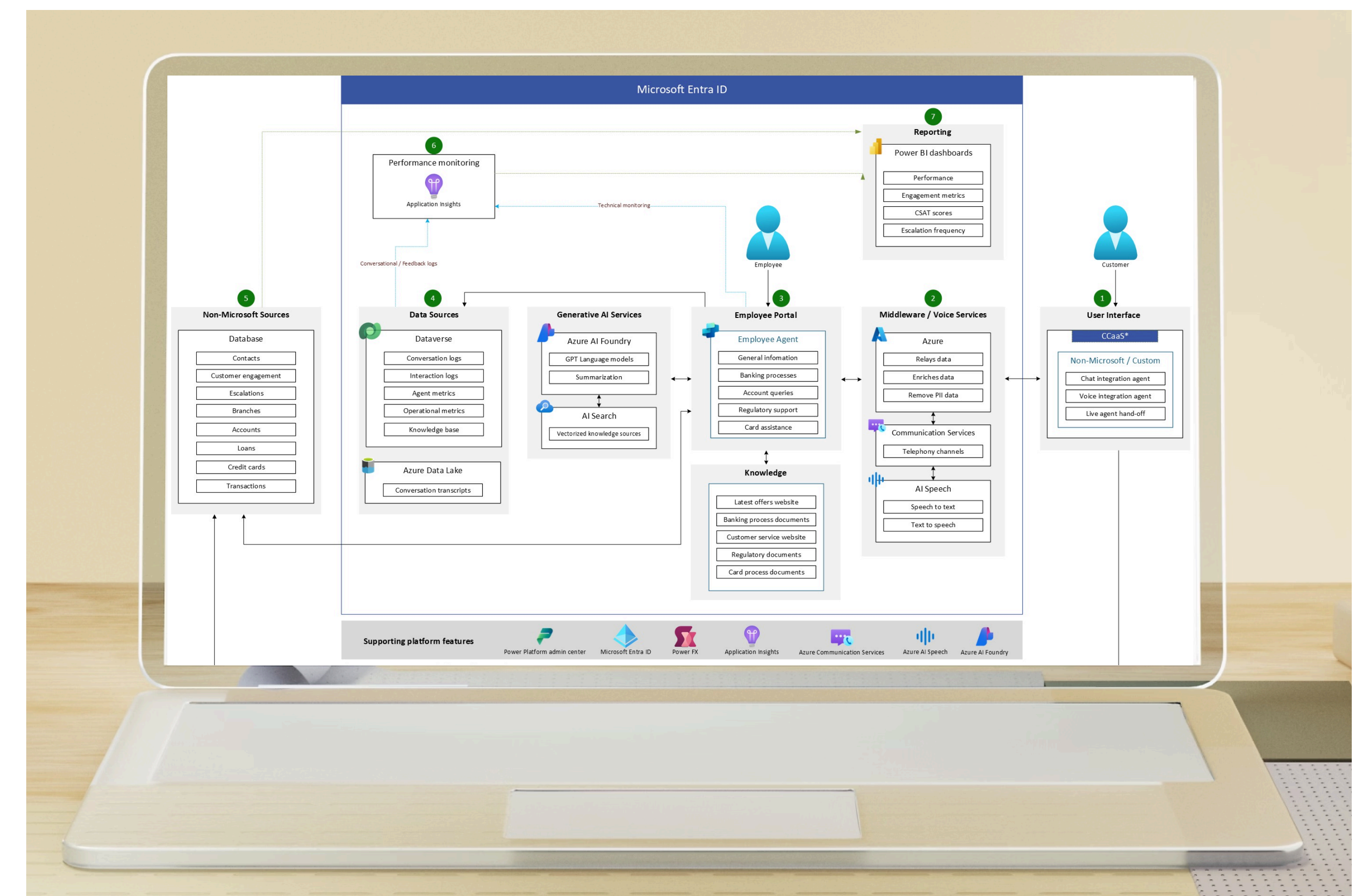
Automations such as this can help foster more informed decision-making, without the overhead of extra employee hours.



3. Build Customer Service Chatbots

Using Copilot Studio and Power Platform, organizations can launch AI-powered customer service agents⁴ that can use chat and voice, seamlessly hand off tickets to employees, and integrate with other internal data sources.

Customer service agents such as these can significantly accelerate resolution times, improve customer satisfaction, and free up staff time to focus on the most pressing customer issues.



4. Streamline Data Integration and System Connectivity

Power Platform connectors enable Copilot Studio agents to securely access and update records across cloud, on-premises, and third-party apps.

Businesses can unify data flows between SharePoint, Dynamics 365, proprietary legacy systems, and external databases.

With a centralized environment for automation and reporting, organizations can avoid data silos, reduce data entry errors, and improve transparency for decision-making.

5. Rapid Solution Deployment

Pre-built templates allow organizations to quickly roll out common business automations—such as IT service desk, patient support, or ticket management—without starting from scratch.

These pre-built agents and workflows can be customized, linked to existing apps, and governed with enterprise-grade security at scale.

Proven Business Impact

Microsoft already has over 100 customer success stories⁵ for Copilot and Power Platform. Here are just three that demonstrate what's possible with these two solutions:



Pets at Home saved millions annually with an agent for profit protection and fraud detection. Their AI agent, built using Microsoft Copilot Studio, autonomously monitors transactions for signs of profit loss and compiles suspicious case files. With their extra free time, human analysts can focus on skilled investigation rather than time-consuming information gathering.

4. www.learn.microsoft.com/en-us/power-platform/architecture/solution-ideas/agent-custom-contact-center

5. www.microsoft.com/en-us/power-platform/blog/power-apps/power-platform-stories/



Vodafone staff rescued an average of 3 hours per week with agents, equating to about 20 workdays per year for strategic tasks. By deploying Microsoft 365 Copilot AI assistants, employees were able to use generative AI to draft content, summarize meetings, and automate routine tasks.



Cineplex processed ticket refunds in under 60 seconds using agents, saving over 30,000 hours a year. They integrated Power Automate with Copilot Studio to build an AI-powered refund workflow: the agent automatically collects requests, validates data, processes payments, and notifies customers, transforming a previously manual 15-minute task into a seamless, efficient experience.

Achieving success with these new platforms, however, requires strategic planning, expert implementation, and ongoing optimization. A leading Microsoft partner, Logicalis has a tried and tested framework that delivers predictable, measurable ROI to new initiatives.

Why Choose Logicalis?

Deep Microsoft Expertise. As a global Microsoft partner with multiple solution designations, we understand how to maximize value from Copilot Studio and the broader Microsoft ecosystem.

Proven Implementation Methodology. With our proven framework, we help you align your technology to your business needs, transform processes and business outcomes, and optimize the solution at scale.

End-to-End Support. From initial assessment through ongoing management, we provide complete lifecycle support for your digital workforce initiative.

Industry-Specific Solutions. We tailor implementations to meet unique industry requirements, whether you're in healthcare, finance, manufacturing, or education.

Take the Next Step

AI and automation can help position your organization for sustainable competitive advantage. With agents, automations, and democratized innovation, organizations can amplify productivity, reduce overhead, and deliver more seamless experiences to employees and customers alike.

Are you ready to take the next step with Copilot Studio and Power Platform?

Partner with Logicalis and Microsoft today.

Schedule Free Executive Briefing