# BOOST PRODUCTIVITY WITH MICROSOFT COPILOT FOR MICROSOFT 365 EXTENSIBILITY

# Introduction

In today's fast-paced and complex business environment, organizations need to ensure that their employees are productive and efficient in delivering high-quality services and solutions to their customers. One of the key factors that affects employee's productivity is the availability and accessibility of the right information and tools at the right time. However, many organizations face challenges in managing and maintaining their IT service management (ITSM) and knowledge base platforms, which are essential for providing timely and accurate support to their customers and internal stakeholders.

Different platforms and systems, such as ITSM, knowledge base, email, chat, voice, etc., do not communicate and work well with each other. This causes the following problems.

- Fragmentation and duplication of data and documents, which makes it difficult for employees to find and use the relevant information.

- Lack of user-friendly and intuitive features and functionalities, such as natural language processing, conversational AI, and content generation. These features and functionalities can enhance the user experience and satisfaction of the employees and customers.

- Increase in the risk of errors and inconsistencies as employees have to switch between multiple applications and interfaces, which reduces their efficiency.

- They can help employees to interact with the platforms and systems in a more natural and convenient way, and also provide them with smart and personalized suggestions and recommendations based on their context and preferences.

To address these challenges and boost the productivity and efficiency of their employees, organizations need a comprehensive and integrated solution that can leverage the power of Generative AI and cloud computing to extend and enhance their existing ITSM and knowledge base platforms. Copilot for Microsoft 365 is such a solution that can help organizations to transform their ITSM and knowledge base platforms with AI-powered assistants that can generate and manage high-quality content and documents across different applications and channels.
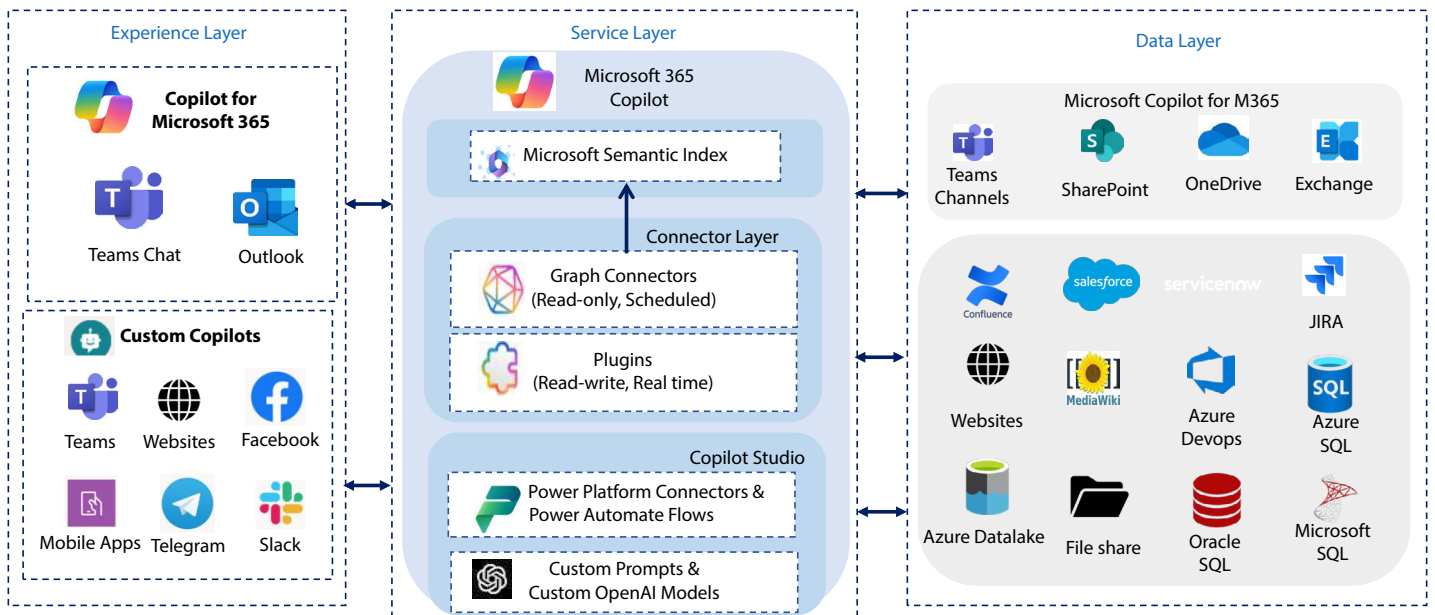
Infosys is a leading partner of Microsoft that can help organizations to implement and customize Copilot for Microsoft 365 according to their specific needs and requirements.

# Microsoft Copilot Extensibility Architecture

Organization may have additional data sources outside of Microsoft 365. To enable Copilot for Microsoft 365 to access and utilize data sources outside of Microsoft 365, Microsoft provides multiple options. The first option is the Graph Connectors, which allow developers to create custom connectors that integrate with the Microsoft Graph API and expose the data to Copilot for Microsoft 365 and other Microsoft 365 applications. Another way to extend Copilot for Microsoft 365 is by using Plugins, which can provide additional functionality, such as displaying custom content, performing actions, or interacting with users. Besides extending Copilot for Microsoft 365 with Graph Connectors and Plugins, organizations can also build their own Copilot for Microsoft 365 using the Microsoft Copilot Studio, which is a low-code/no-code platform that enables users to create and deploy AI-powered assistants using 1200+ Power Platform Connectors and Flows.

## Microsoft Copilot for Microsoft 365 Extensibility & Custom Copilot



**Experience Layer**

Copilot for Microsoft 365
- Teams Chat
- Outlook

Custom Copilots
- Teams
- Websites
- Facebook
- Mobile Apps
- Telegram
- Slack

**Service Layer**

Microsoft 365 Copilot
- Microsoft Semantic Index

Connector Layer
- Graph Connectors (Read-only, Scheduled)
- Plugins (Read-write, Real time)

Copilot Studio
- Power Platform Connectors & Power Automate Flows
- Custom Prompts & Custom OpenAI Models

**Data Layer**

Microsoft Copilot for M365
- Teams Channels
- SharePoint
- OneDrive
- Exchange

- Confluence
- salesforce
- servicenow
- JIRA
- Websites
- MediaWiki
- Azure Devops
- Azure SQL
- Azure Datalake
- File share
- Oracle SQL
- Microsoft SQL

Customize and Extend your Copilot With Microsoft Copilot Studio

Sophisticated Logic & Workflows | Microsoft Power Automate Connector Library | Publishing | Custom Content Source

## Architectural Framework: Integrating Microsoft Copilot for Microsoft 365 with ServiceNow and Confluence

The solution is cloud-based that uses Copilot for Microsoft 365, ServiceNow and Confluence Cloud integrated through Microsoft Graph Connectors and Plugins.

The objective of the solution is to address the following core issues: -

**Empower Users**

Enable users with minimal technical expertise to explore data using natural language, fostering greater data utilization.

**Seamless Integration**

Integrate seamlessly with existing data sources like ServiceNow and Confluence cloud for efficient data access and retrieval.
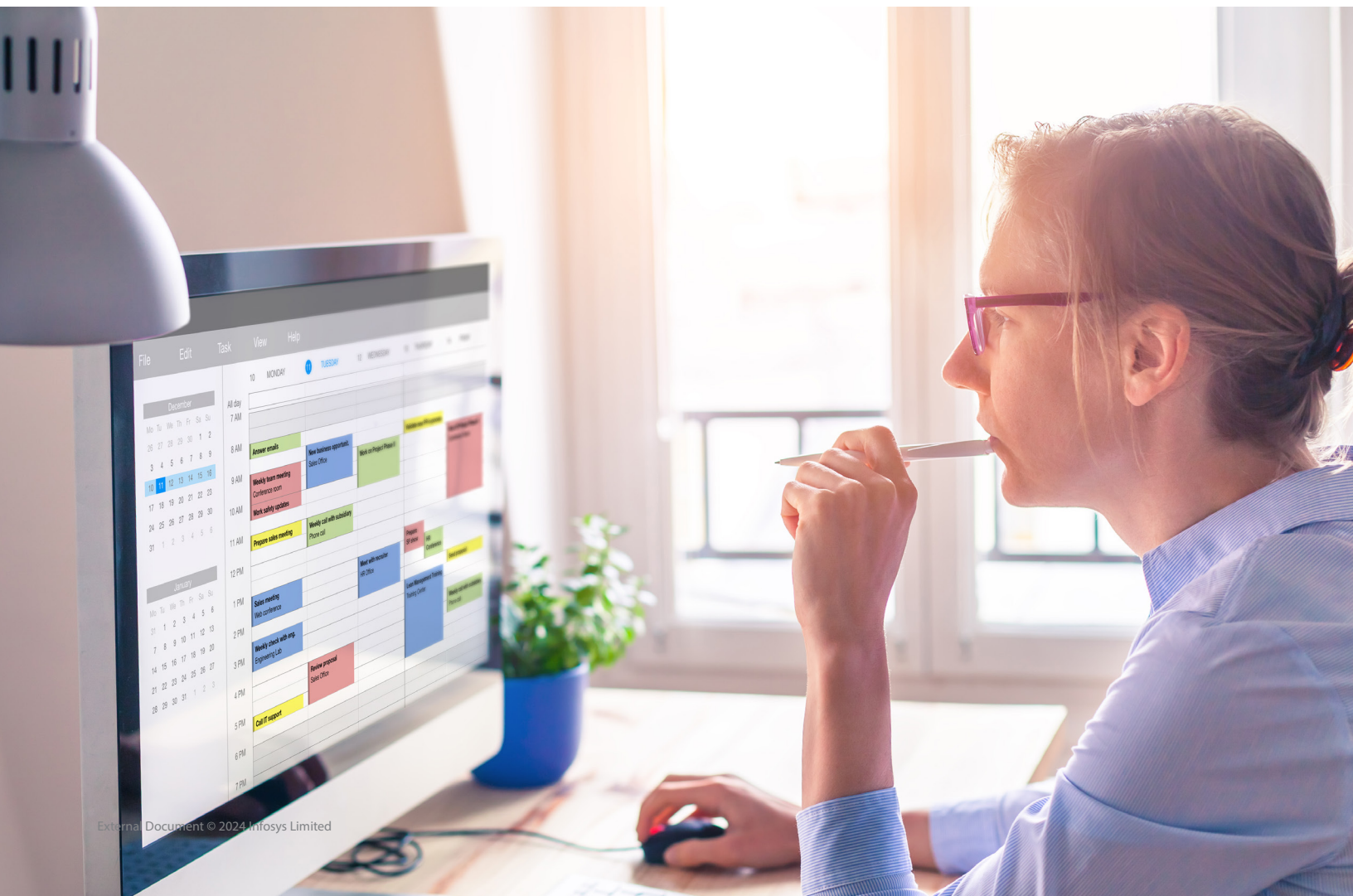
Infosys has designed a solution that integrates Copilot for Microsoft 365 with ServiceNow Tickets and Confluence cloud with Plugins and ServiceNow Knowledge base with Graph connectors, to enhance the productivity of employees. The solution is built on top of a robust and scalable architecture that consists of the following components:

## Data sources:

These are the various ServiceNow and confluence cloud instances that store the ticket information, knowledge articles, and documents. Multiple prebuilt connectors are being used to integrate the different data sources with Copilot for Microsoft 365 through Microsoft Copilot Studio seamlessly:

- o Connector AI plugin for accessing the ServiceNow tickets. This is a specific type of Graph plugin that integrates ServiceNow ticket information with Copilot for Microsoft 365. The ServiceNow plugin can augment the user query with ticket attributes, such as status, priority, assignee, etc., and process the search results to return the most relevant tickets.

- o Teams Message Extension Plugin to access Confluence.

- o Graph connectors for accessing ServiceNow knowledge base to make knowledge base to be indexed and searchable in Copilot for Microsoft 365. Graph connectors support various types of data sources, such as ServiceNow, Confluence, Azure DevOps, etc. Graph connectors can also perform identity mapping and permission filtering to ensure secure and relevant search results.

## Copilot for Microsoft 365:

Provides user interface with underlying Large Language Models (LLM) for natural language processing (NLP) and translates natural language queries and commands into ServiceNow and Confluence and generate response for the user prompt with accurate results.
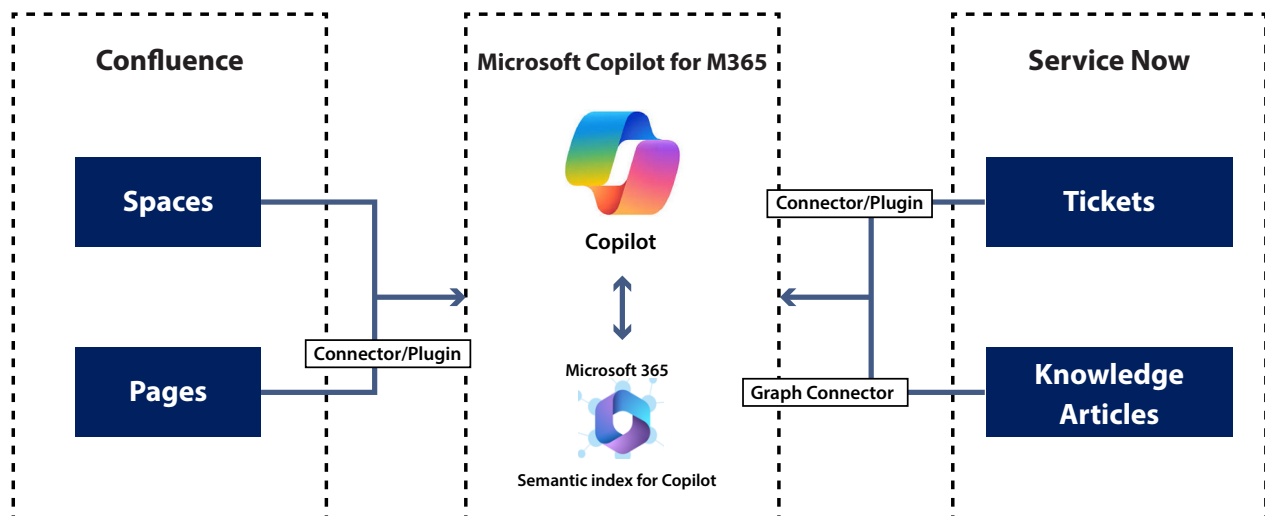
The data refresh interval for connectors is configured for a full and incremental crawl to bring data into Microsoft search index.
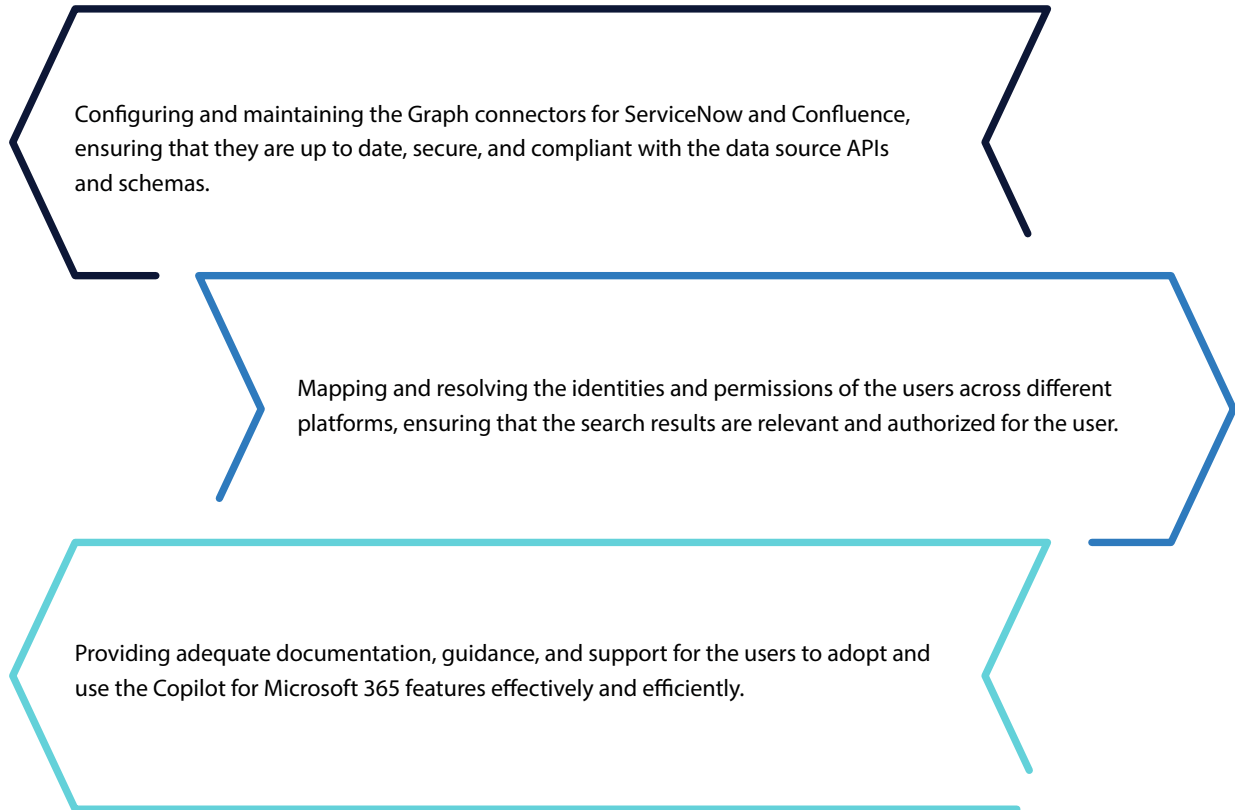
**Microsoft 365 Copilot**

## Security:

The security mapping for connectors is based on the Microsoft Entra Identities of the users who have access to the data sources. A mapping file that associates the Entra User Principal Name with the corresponding Emails in ServiceNow or Confluence Cloud. This way, the connectors can apply the same permissions and access levels that the users have in the source systems and ensure that only authorized users can see the search results.



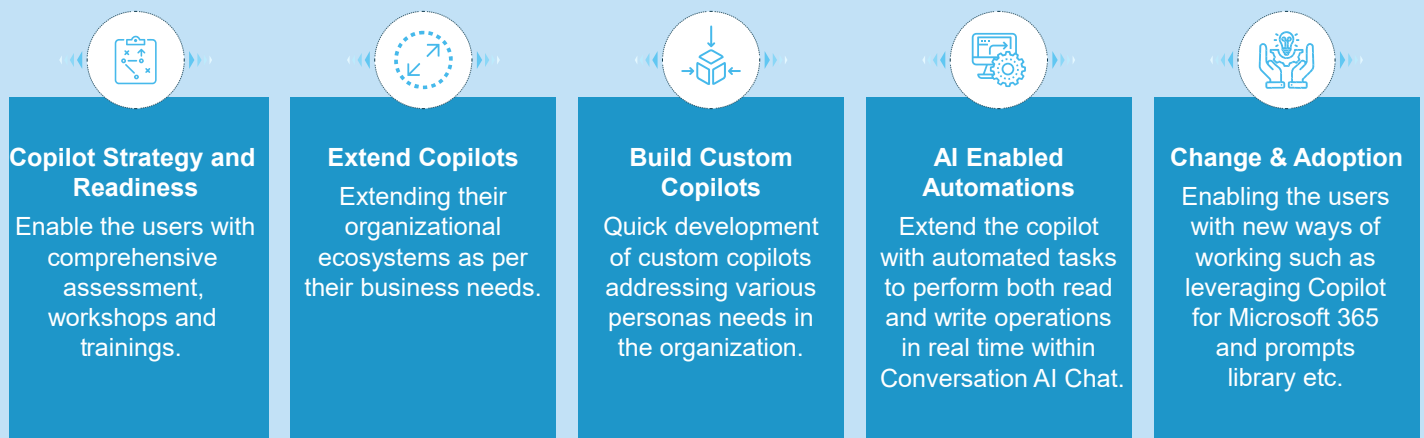| Confluence | Microsoft Copilot for M365 | Service Now |
|---|---|---|
| **Spaces** | **Copilot** | **Tickets** |
| **Pages** | **Microsoft 365** | **Knowledge Articles** |

Connector/Plugin

Connector/Plugin

Graph Connector

Semantic index for Copilot

However, implementing this integration also poses some technical and operational challenges, such as:

Configuring and maintaining the Graph connectors for ServiceNow and Confluence, ensuring that they are up to date, secure, and compliant with the data source APIs and schemas.

Mapping and resolving the identities and permissions of the users across different platforms, ensuring that the search results are relevant and authorized for the user.

Providing adequate documentation, guidance, and support for the users to adopt and use the Copilot for Microsoft 365 features effectively and efficiently.

## Infosys Offering for Copilot

For the digital workplaces of today, harnessing the power of AI with Copilot for Microsoft 365 or Microsoft Azure OpenAI requires a well-structured journey. Infosys Microsoft Practice helps organizations by offering a tailored journey from assessment to adoption, leveraging our curated Microsoft 365 readiness toolkit to help organizations to seamlessly integrate and scale their AI capabilities to drive innovation and efficiency.

Microsoft Copilot Extensibility also holds immense potential to revolutionize productivity, but building custom copilot can require technical expertise and an understanding of specific business needs. Infosys Microsoft Practice bridges the technical and business divide, delivering pre-built solutions and expert guidance to fast-track your AI journey.

| Copilot Strategy and Readiness | Extend Copilots | Build Custom Copilots | AI Enabled Automations | Change & Adoption |
|---|---|---|---|---|
| Enable the users with comprehensive assessment, workshops and trainings. | Extending their organizational ecosystems as per their business needs. | Quick development of custom copilots addressing various personas needs in the organization. | Extend the copilot with automated tasks to perform both read and write operations in real time within Conversation AI Chat. | Enabling the users with new ways of working such as leveraging Copilot for Microsoft 365 and prompts library etc. |

## INFOSYS COPILOT DIFFERENTIATORS

**Infosys Copilot ReadyAssist Solution**

*for Enterprise Copilot Security and Readiness*

**Infosys Business Copilot Navigate**

*for Rapid Adoption*
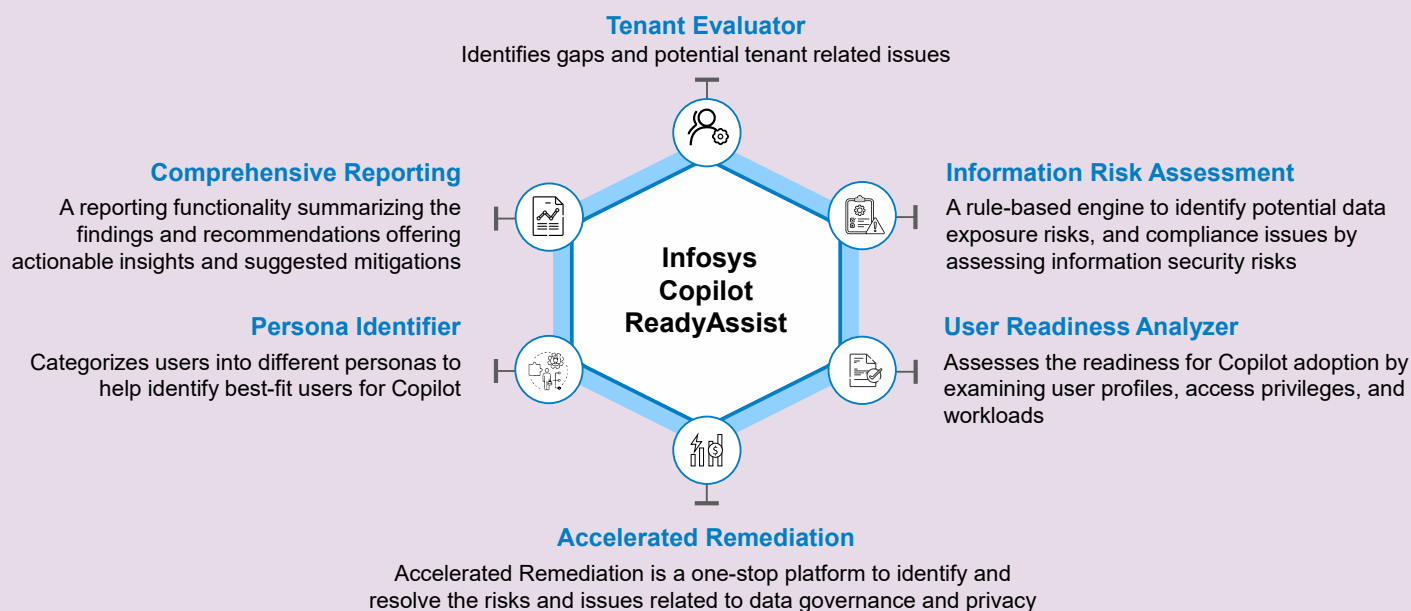
**Infosys Copilot RAG Framework**

*for Building Efficient Retrieval Augmented Generation Multi-Agent Systems Through Copilot*

**Art of Possible POCs**

*for Feasibility and Value Articulation*

**Reusable Plugin Frameworks, Prompt Library, Power Automate Plugins, Platform Governance**

**Infosys Copilot ReadyAssist** has been built specifically to accelerate readiness, creating show and tell environment and enabling our teams to deliver these capabilities successfully.

**Tenant Evaluator**
Identifies gaps and potential tenant related issues

**Comprehensive Reporting**
A reporting functionality summarizing the findings and recommendations offering actionable insights and suggested mitigations

**Persona Identifier**
Categorizes users into different personas to help identify best-fit users for Copilot

### Infosys Copilot ReadyAssist

**Information Risk Assessment**
A rule-based engine to identify potential data exposure risks, and compliance issues by assessing information security risks

**User Readiness Analyzer**
Assesses the readiness for Copilot adoption by examining user profiles, access privileges, and workloads

**Accelerated Remediation**
Accelerated Remediation is a one-stop platform to identify and resolve the risks and issues related to data governance and privacy

## Conclusion

Extending Copilot for Microsoft 365 with ServiceNow and Confluence Cloud, to enhance the productivity and collaboration of users across different domains and workflows. Organizations can leverage the power of generative AI to create, edit, and review content in ServiceNow and Confluence Cloud, such as incident reports, knowledge articles, project plans, and meeting notes. Organizations can access and use Copilot for Microsoft 365 from within ServiceNow and Confluence Cloud, without switching between applications or losing context.

## Next steps

Take advantage of the Infosys and Microsoft collaboration to extend Copilot for Microsoft 365 to interact with your organization's line of business applications to boost employee's productivity.

For information on how Infosys can help to create holistic business value through experience-driven, secure, and future-ready solutions contact us at: **Modern Workplace.**

**Infosys Topaz** is an AI-first set of services, solutions and platforms using generative AI technologies. It amplifies the potential of humans, enterprises and communities to create value. With 12,000+ AI use cases, 150+ pre-trained AI models, 10+ AI platforms steered by AI-first specialists and data strategists, and a 'responsible by design' approach, Infosys Topaz helps enterprises accelerate growth, unlock efficiencies at scale and build connected ecosystems.

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For more information, contact askus@infosys.com

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