



COPILOT UNLEASHED – STUDIO KIT AS A CATALYST FOR AI-DRIVEN INNOVATION



Introduction

AI-powered assistants like Copilot Agents are transforming how users interact with apps, automate tasks, and boost productivity. Copilot leverages AI to provide real-time suggestions, streamline workflows, and enhance decision-making. But every business has needs on process improvement — this is where Copilot Studio Kit comes in. It allows to customize and extend Copilot, integrating external data, defining conversations, and tailoring AI to specific use cases. With Copilot Studio Kit, businesses get AI-powered assistance on their terms, making testing automation smarter and more adaptable. From agents to process automation, Copilot Studio Kit enables seamless integration across platforms, ensuring that AI aligns perfectly with business goals while maintaining security and compliance.

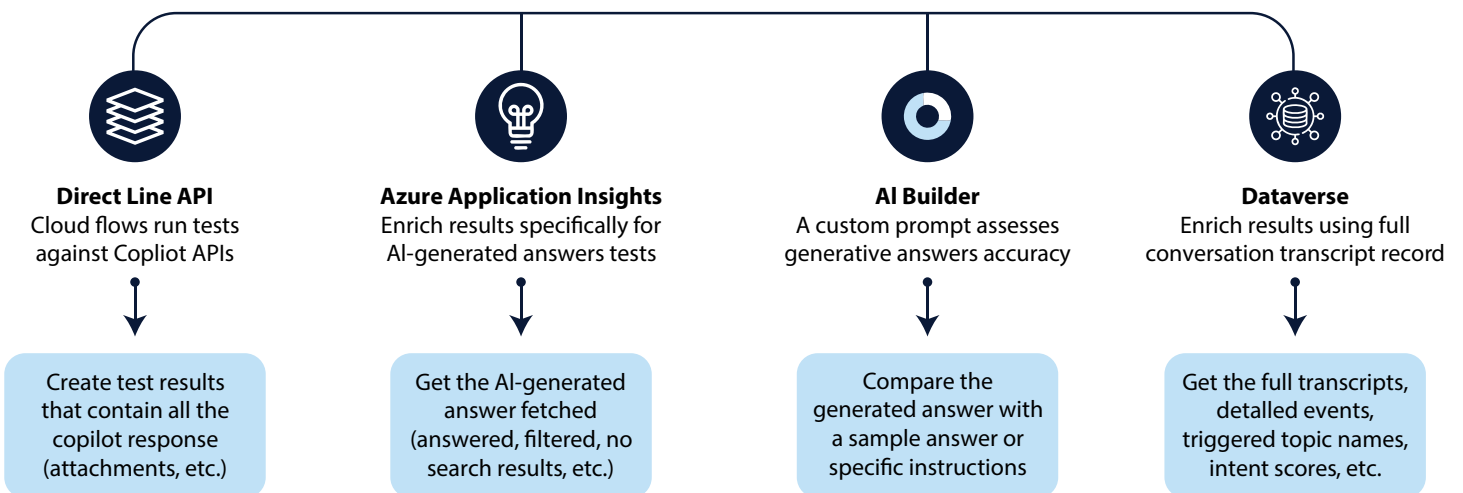


Key Opportunities

Copilot Studio Kit unlocks new possibilities for building and customizing AI-powered copilots tailored to business needs. It enables organizations to create intelligent, context-aware assistants that streamline processes, improve user interactions, and enhance decision-making. The Copilot Studio Kit offers capabilities that extend the core functionalities of Microsoft Copilot Studio with features such as SharePoint Sync, Prompt Adviser, and integrated automation testing. Basically, it helps us to test custom agents, use language models to validate AI-generated content, and optimize. Below are some of the key areas where it enhances productivity and efficiency:



Copilot Studio Kit



The **Copilot Studio Kit** is built on several integrated components, each designed to strengthen Copilot Studio with advanced testing, insights, and automation features.

Components	Benefits
Direct Line API	Enables automated cloud flow tests against Copilot Studio APIs, capturing every detail of Copilot responses including messages, attachments, and interaction flow. This ensures reliable end-to-end validation of Copilot's performance and behavior.
Azure Application Insights	Enriches telemetry specifically for AI-generated answers, tracking whether queries are answered, filtered, or unanswered. This helps identify accuracy gaps, monitor trends, and continuously refine Copilot's response quality.
AI Builder	Leverages custom prompts to assess the accuracy of Copilot's generative responses by comparing them with sample answers or defined expectations. This ensures precise and contextually relevant outputs from the AI model.
Dataverse	Dataverse consolidates complete conversational data, including transcripts, events, topic triggers, and intent scores. It provides a unified foundation for deeper analytics and continuous enhancement of Copilot's conversational intelligence.

We'll now explore the core capabilities of the **Copilot Studio Kit**, such as **automated testing**, **AI performance evaluation**, **telemetry enrichment**, and **conversation data integration**. These features collectively enhance Copilot Studio's ability to deliver consistent, high-quality AI responses.



A. Testing Capabilities

Integrating Copilot Studio Kit for our Agents can lead to significant improvements in tracking the entire historical data analysis, automate agent test process, utilizing AI Builder to ensure the response accuracy by pulling data from App Insights, which are listed as below:

Components	Benefits
Testing Automation	Automated testing by enabling rapid response validation, minimizing manual effort, and improving bot. With App Insights integration, it tracks performance, detects failures, and provides real-time telemetry for debugging. AI Builder generates realistic test data, ensuring broader result coverage.
Real Time Monitoring	Additional data points can be retrieved from Azure App Insights and from Dataverse, by analyzing Conversation Transcript records (to get the exact executed topic name, intent recognition scores, etc.) App Insights provides real-time telemetry, latency tracking, failure diagnostics, and user behavior insights, enabling deeper analysis and continuous improvement of agent performance.
AI Enriched Data	AI Builder prompt makes evaluation of the answer's accuracy by comparing the generated answer with a sample answer or with validation instructions. For AI-generated answers, that are by nature non-deterministic, this capability aids a way to enrich the data.
Instant Data Process	Testing Automation now can be automated as per the on demand of the process and could potentially pull the data from Dataverse and Azure Application Insight and could enrich the data with API capabilities and showcase the record as individual records. In simple it's one stop to investigate the conversation data and its performance.
Prioritization and Focus	By analyzing the severity and potential outcome of agent's response, easily track historical data and help teams focus on the copilot configurations which optimizes the response accuracy and improves the overall effectiveness of response efforts.



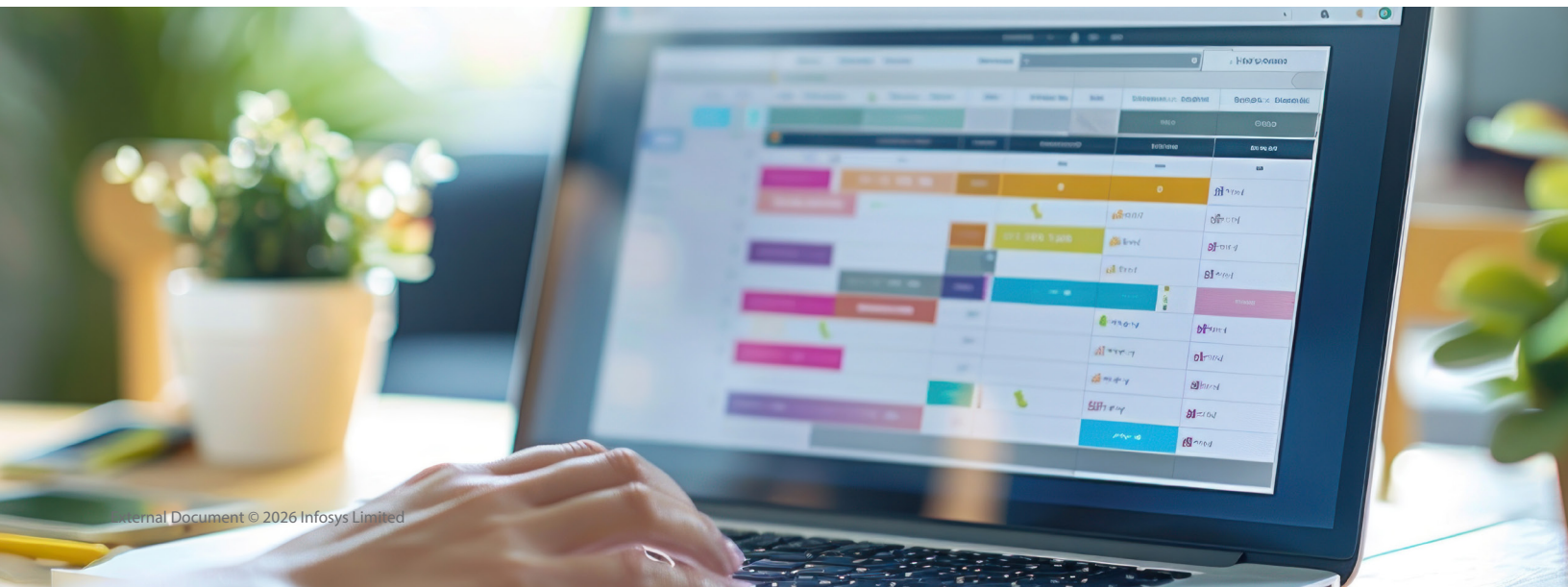
Allows to configure agents and test sets. By running individual tests against the Copilot Studio APIs, the agent responses are evaluated against expected results.



Additional data points can be retrieved from Azure App Insights and from Dataverse, by analyzing conversation transcript records (to get the exact executed topic name, intent recognition scores, etc.)



AI Builder prompt evaluates the answer's accuracy by comparing the generated answer with a sample answer or with validation instructions



B. Conversation KPIs Management

Designed to manage and analyze the performance of the custom agents and segregates data. This feature simplifies the process of understanding conversational outcomes. Some key features, aggregated data, Power BI reports, tracked variables, optional full transcript storage (Transcript-tab on the Conversation KPI record).

Components	Benefits
Performance Tracking & Real-Time Insights	Measures bot effectiveness by analyzing response accuracy, resolution rates, and user satisfaction. Provides live monitoring of key metrics, helping identify and address performance issues quickly.
Customizable Metrics	Define and track KPIs tailored to business-specific needs. Real-Time Monitoring provides instant insights into agent performance and user interactions. Measures conversation success rates, drop-offs, and response accuracy and identifies trends and patterns.
Historical Analysis	AI can analyze historical data and predict potential compliance risks, allowing organizations to address them proactively before issues arise.

C. SharePoint Synchronization

Utilizing Copilot Studio Kit with our Copilot Agents for SharePoint sync can ease the agent knowledge base synchronization process by enhancing with selective content synchronization from SharePoint locations. Here are some key benefits that AI can offer:

Components	Benefits
Selective Sync Control	Selective Sync Control allows businesses to sync only the necessary files from SharePoint, avoiding a full synchronization. This reduces storage overhead, improves system performance. By syncing relevant data instead of everything, users can access critical information faster.
Faster Data Sync	Offers on-demand & scheduled data sync, businesses can sync data exactly when needed or automate it at set intervals, ensuring timely and consistent updates. This flexibility helps in keeping critical information up to date, reducing manual intervention, and preventing data inconsistencies.
Expanded File Support	Copilot Studio Kit goes beyond the OOB Copilot Knowledge Base sync by supporting a wider range of file types, and faster response times. This ensures greater flexibility in knowledge management, allowing businesses to leverage diverse data sources without limitations.



D. Tools for Smarter Copilot Development

Utilizing the Copilot Studio Kit tools offers a range of cost benefits and efficiency improvements.

Components	Benefits
Prompt Advisor	Provides real-time guidance to refine prompts, ensuring more accurate and context-aware AI responses. It helps optimize language models by offering suggestions for better phrasing, improving AI comprehension and user experience. This leads to faster and more relevant interactions.
Webchat Playground	Offers a live testing environment to simulate and fine-tune bot conversations before deployment. Developers can interactively test different scenarios, analyze bot responses, and debug issues instantly, ensuring a smooth, error-free user experience before going live.
Adaptive Cards Gallery	Enables rich, interactive UI elements, enhancing user engagement with visually dynamic responses. It supports structured data presentation, making AI interactions more intuitive while improving usability, accessibility, and cross-platform consistency.

Prompt Reset Random

Analyze the sentiment of customer reviews for a newly launched smartphone and categorize them as positive, neutral, or negative.

Analyze

Optimized prompts Apply and refine Copy to clipboard Zero-shot Prompts

Prompt	Confidence ↓	Response
<input checked="" type="checkbox"/> Analyze the sentiment of the following customer reviews for a newly launched smartphone and categorize each review as positive, neutral, or negative.	86%	Review 1: 'I love the new features and the battery life is amazing!' - Positive Review 2: 'The phone is okay, but I expected more.' - Neutral Review 3: 'I'm disappointed with the camera quality.' - Negative
<input type="checkbox"/> Please categorize the sentiment of these customer reviews for a newly launched smartphone as positive, neutral, or negative.	83%	Review 1: 'Fantastic phone with great features!' - Positive Review 2: 'It's an average phone, nothing special.' - Neutral Review 3: 'Terrible experience with this phone.' - Negative
<input type="checkbox"/> Determine the sentiment of the following customer reviews for a newly launched smartphone and classify them as positive, neutral, or negative.	86%	Review 1: 'Amazing phone with excellent performance!' - Positive Review 2: 'The phone is decent, but not outstanding.' - Neutral Review 3: 'Very dissatisfied with the battery life.' - Negative

AI-generated content may be incorrect. [Read terms](#)

Evaluation

Optimized prompt
As of 06:21 PM, Sep 27 2024

0 **86%** Confidence 100

Reason for score
The prompt is clear and relevant, with a slight improvement in specificity. It provides a straightforward task for sentiment analysis.

Grading by category

Accuracy	8 / 10
Clarity	9 / 10
Creativity	7 / 10
Relevance	9 / 10
Coherence	9 / 10

Challenges in Copilot Studio Kit with Cloud Security & Compliance

Despite the numerous advantages that Copilot Studio Kit offers, it should fundamentally be treated as a tool, whose effectiveness depends on how it's utilized. Organizations need to consider ethical implications, potential biases, and the need for human oversight and expertise alongside copilot integration. Here are some of the key challenges that organizations must tackle when utilizing Copilot Studio Kit with cloud security & compliance.



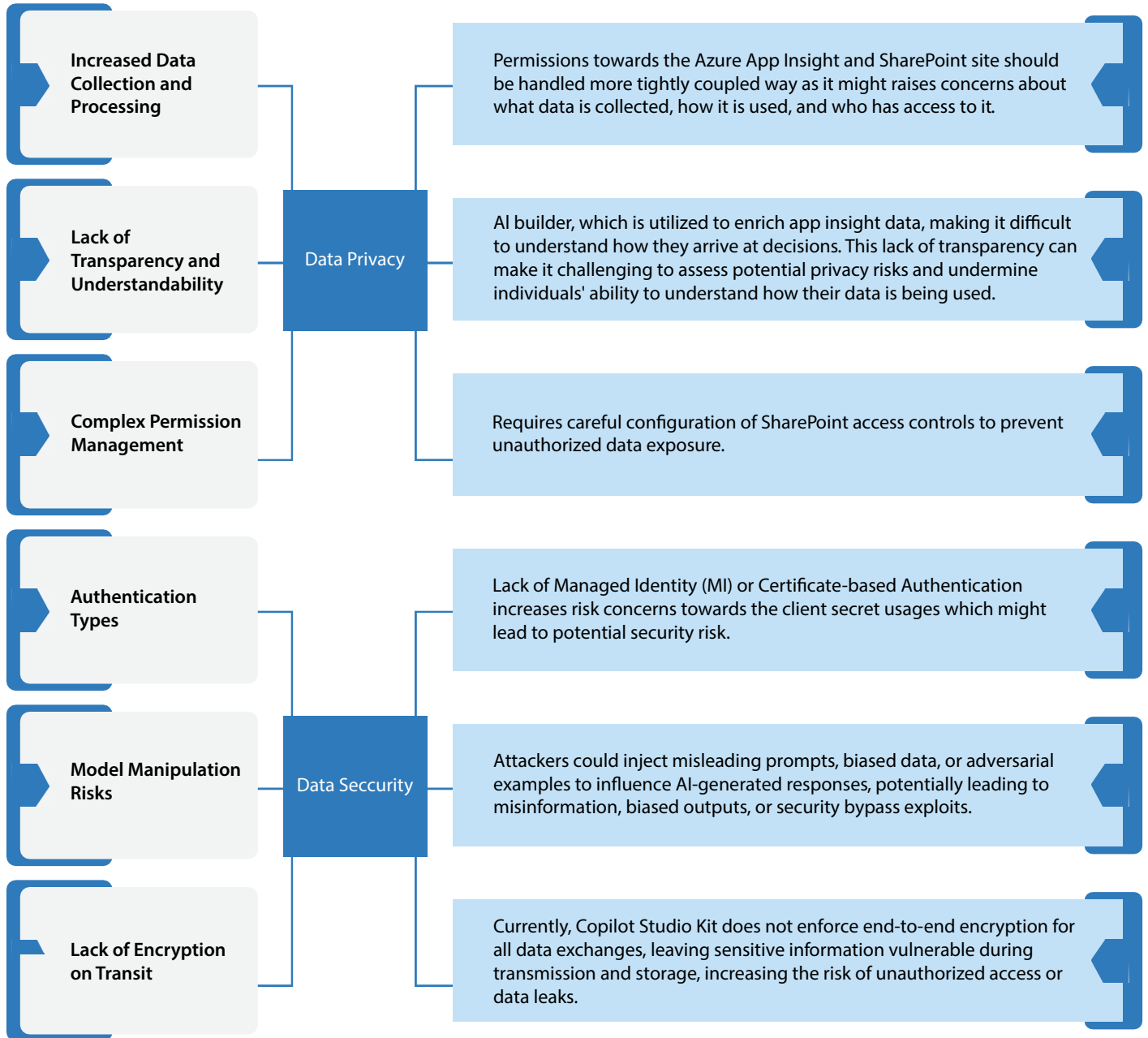
Risks



Category



Details



Mitigation Strategies for the Copilot Studio Kit Limitations

Utilizing Copilot Studio Kit with Copilot presents numerous benefits, accompanied by new data security and feature challenges. To achieve a better and compliant deployment, organizations must focus on key areas.

Category	Mitigation Strategy
Data Privacy – Data Collection & Lack of Transparency	<ul style="list-style-type: none">• Implement strict role-based access controls and collect only the minimum required data to reduce exposure. Ensure all telemetry and SharePoint data is encrypted, audited regularly, and governed by clear internal usage and retention policies.• Increase transparency by documenting how AI Builder enrichment works, including what data is used and how outputs are generated. Apply explainability measures such as clear logging, model behavior summaries to improve clarity. Establish data governance policies and procedures to maintain data quality and integrity.
Data Privacy – Complex Permission Management	<ul style="list-style-type: none">• Use least-privilege principles, automated permission checks, and periodic audits to prevent accidental overexposure.• Centralize permission governance and apply conditional access policies to maintain consistent security across all data sources.
Data Security – Auth Types & Lack of Encryption on Transit	<ul style="list-style-type: none">• Prioritize more secure authentication mechanisms such as Managed Identity or certificate-based authentication and enforce secret rotation, strict expiration policies where secrets must still be used.• Implement secure communication channels, certificate validation, and regular encryption. Compliance checks to prevent unauthorized access.
Data Security – Model Manipulation Risk	<ul style="list-style-type: none">• Implement strict input validation and monitoring to detect unusual or adversarial patterns before reaching the AI model. Use guardrails, content filters, and prompt sanitization to prevent malicious prompt injections. Continuously evaluate model behavior with anomaly detection to identify biased or manipulated outputs early.

Conclusion

The Copilot Studio Kit represents a strong advancement in enhancing the Copilot experience by bringing together unified testing, enriched insights, and flexible integration capabilities. With its ability to streamline automation, improve AI accuracy, and provide deeper visibility through connected components like AI Builder, Application Insights, and Dataverse, it helps organizations deliver more reliable and intelligent copilots. As Microsoft continues to expand Copilot's capabilities, the Studio Kit stands as a valuable framework for makers, developers, and solution builders looking to elevate the quality and depth of their copilot solutions.



About the Authors



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With 15+ years of experience, Venkata brings strong expertise in functional consulting, business analysis, and process optimization. He has extensive experience in application development, having led and managed teams across all phases of the SDLC. His key strengths include Microsoft Dynamics 365, Power Platform, Copilot, Azure, and Generative AI, along with a proven ability to translate business requirements into clear, actionable techno-functional specifications.



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With 6+ years of experience, Praveen brings strong expertise in both functional and technical domains, including Microsoft Dynamics 365, Power Platform, full-stack development, and Azure cloud technologies. He excels at bridging business requirements with robust technical solutions, enabling the delivery of scalable, user-centric applications and automation solutions across diverse enterprise environments.

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