



Webinar – 03rd March 2026

A Practical Guide to Copilot Adoption

Empowering Productivity through AI



More: <https://sibasi.academy>

Housekeeping



Recording

This session will be recorded and once our marketing team has worked their magic, it'll be sent to your inboxes within 6 business days.



Q&A

Ask questions throughout the presentation using the Q&A feature within Teams.

Human labor is reaching its limits

Capacity Gap

80%

of global
workers agreed
they lacked
enough time/
energy to do
their work

53%

of leaders
agreed
productivity
must increase

What to expect in 2026 in Tech Sector



Copilot

Every employee
has a Copilot




Agents

Every organization
process transformed by
agents

Evolving organizational automations with AI

Before 2023

Knowledge workers



2023–2025

Knowledge workers + Copilot



2026

Knowledge workers with Copilot managing Agents





Copilot is a **force multiplier**.
AI does a lot of the heavy
lifting so the people we help
don't fall between the cracks

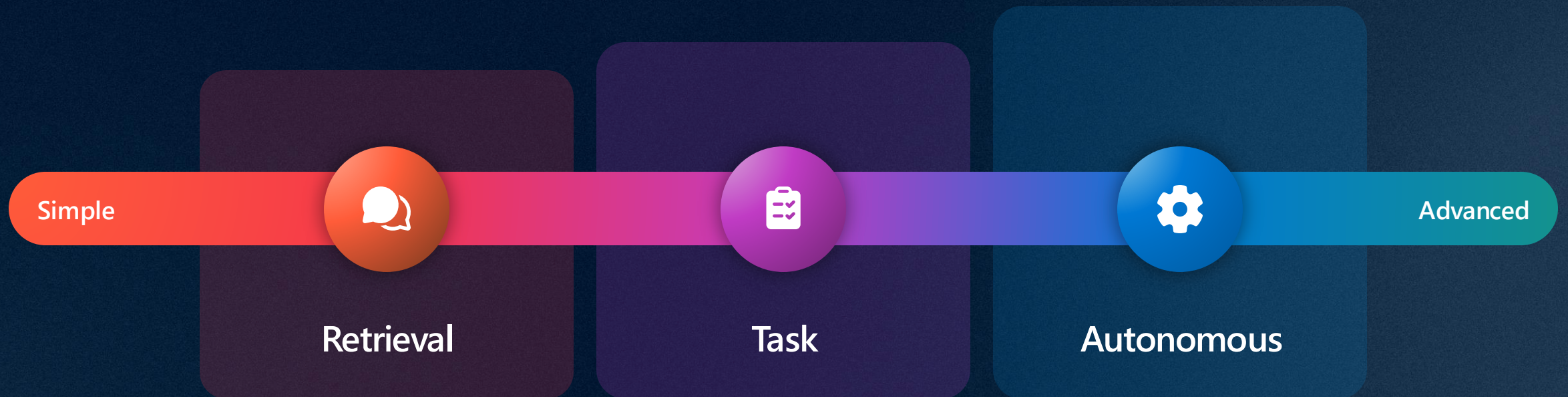
Joel Ramjohn

President, Agape Source



What are agents?

Agents use AI to automate and execute business processes, working alongside or on behalf of a person, team or organization



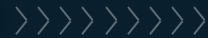
← Agents vary complexity and capabilities depending on your need →

Example

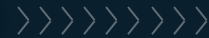
Autonomous

HOW IT WORKS

1 - Trigger



2 - Instructions



3 - Plan



4 - Outcome

Agent automatically reacts to triggers








When a new email arrives
Office 365 Outlook



Agent follows your 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.

Agent completes the ask using your data and knowledge

-  Engagement staffing logic
-  Submit engagement
-  Send an email
-  Retrieve partner
-  Message in Copilot



Agent generates a response



Agent

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



The problems agents address will continue to expand

User-led

Unlock innovation at every level, department & function

Apply new technology to existing problems to optimize

Fast and iterative



Today

Apply existing technology to an **existing problem** to optimize existing processes



Org-led

Create business-changing agents

Apply new technology to new opportunities

Top-down approach



Core Areas

for a *Frontier Firm* in this era



Deliver more effectively

Improve field visibility, streamline workflows, and use data to maximize impact across diverse and often distributed teams



Better Stakeholder Engagement

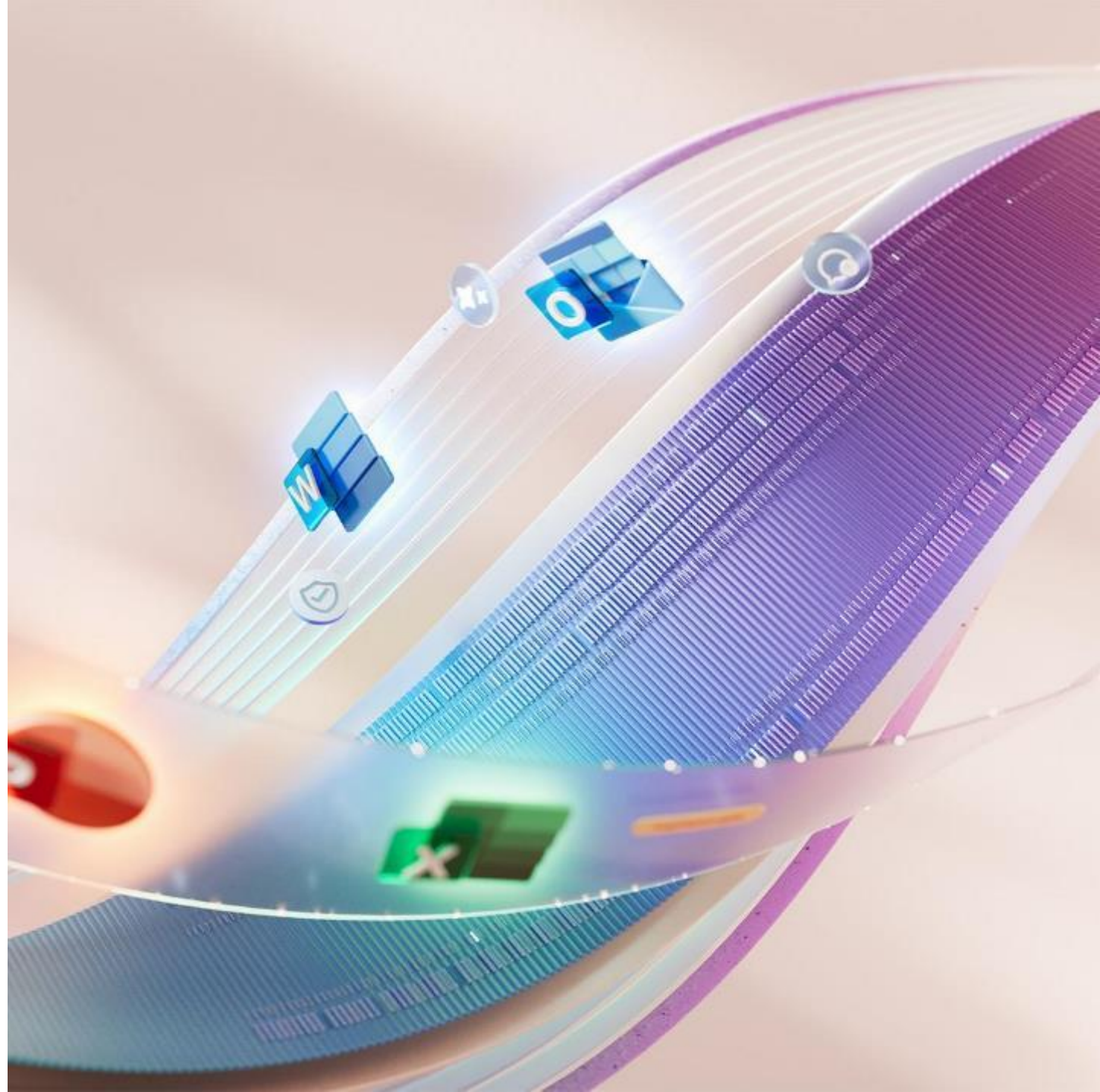
Connect with your stakeholders and meet expectations, improve field visibility, streamline workflows, and use data to maximize impact and achievement of your goals



Operational Efficiency & Security

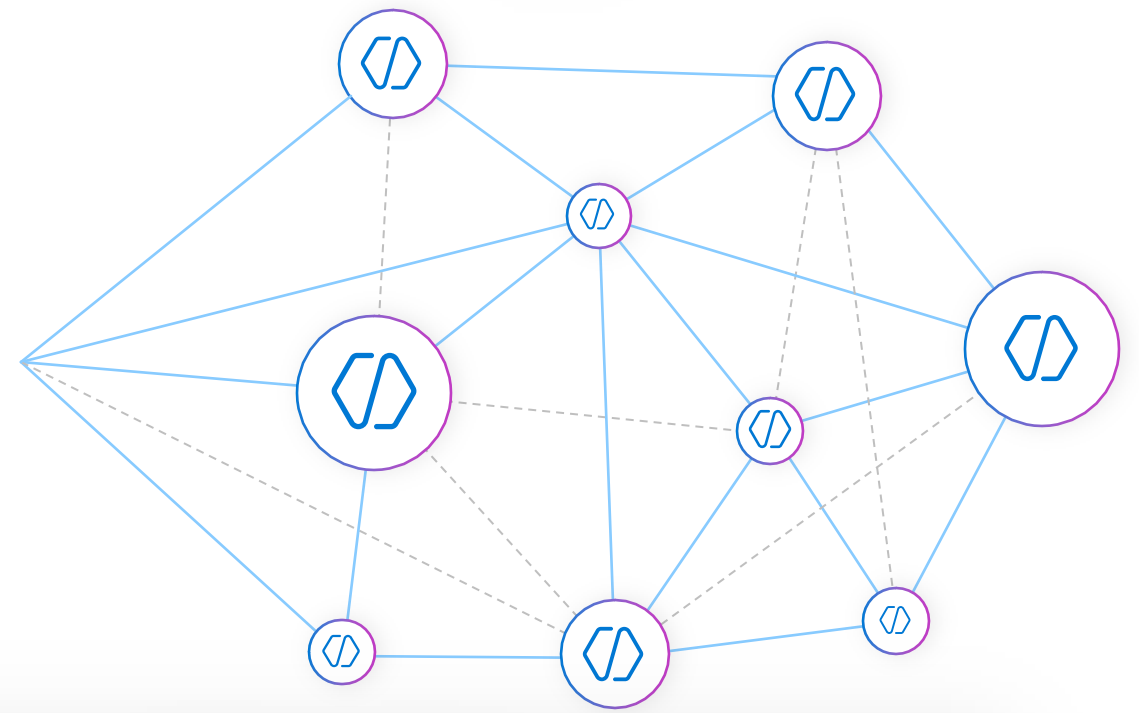
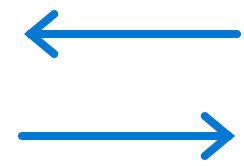
Strengthen internal systems with secure, modern, and cost-effective tools that support compliance and resilience despite infrastructure constraints

Copilot Adoption



Copilot

Agents



Copilot Control System

Get proactive
overviews of your day



Copilot
Chat

Analyze
budget Spend



Analyst

Prepare for
a customer meeting



Researcher

Create
strategy papers



Researcher

Create
interview guides



Researcher



Where Copilot wows

Catch up on
missed meetings



Copilot in
Teams Meetings

Quickly
find content



Copilot
Search

Be prepared
for every meeting



Copilot in
Teams Meetings

Quickly onboard onto
new roles or projects

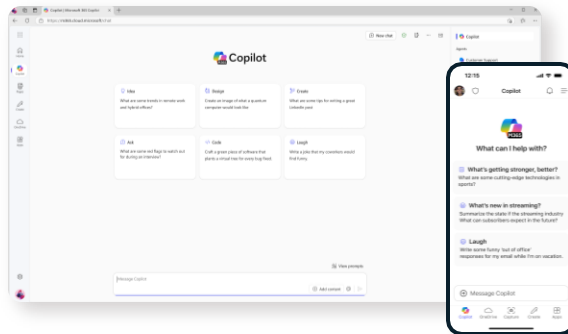


Notebooks

Introducing



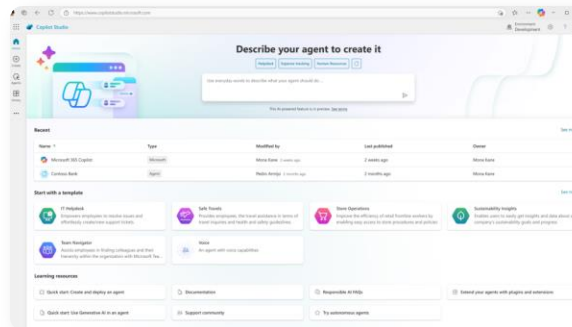
Microsoft 365 Copilot Chat



Chat

Free, secure AI chat –
powered by GPT 4o and web grounded

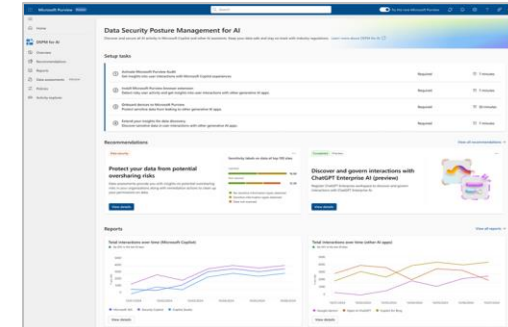
+



Agents

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

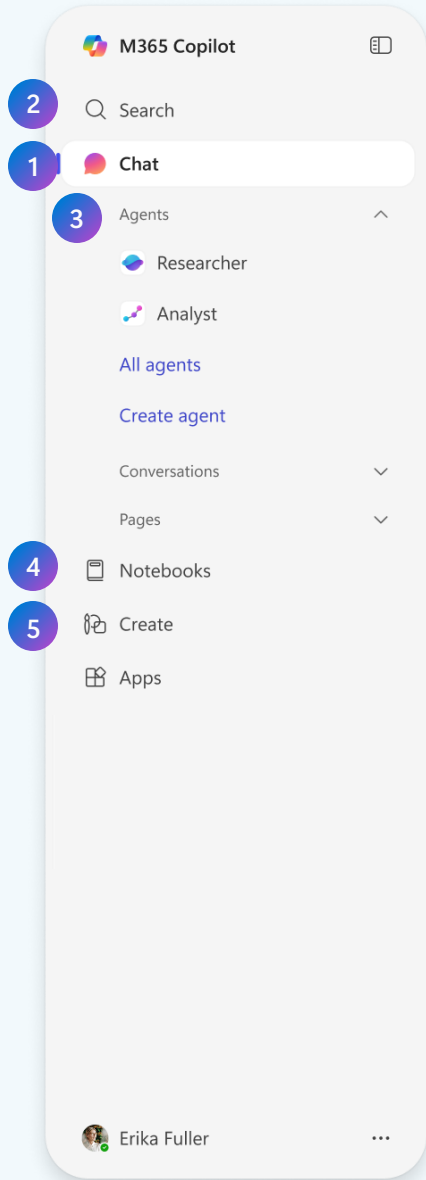
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IT Controls

Enterprise Data Protection
and agent management

5 in 1 AI capabilities with M365 Copilot



1

Chat

Secure AI chat powered by the latest models available and 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 build your own agents in Copilot Studio.

4

Notebooks

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

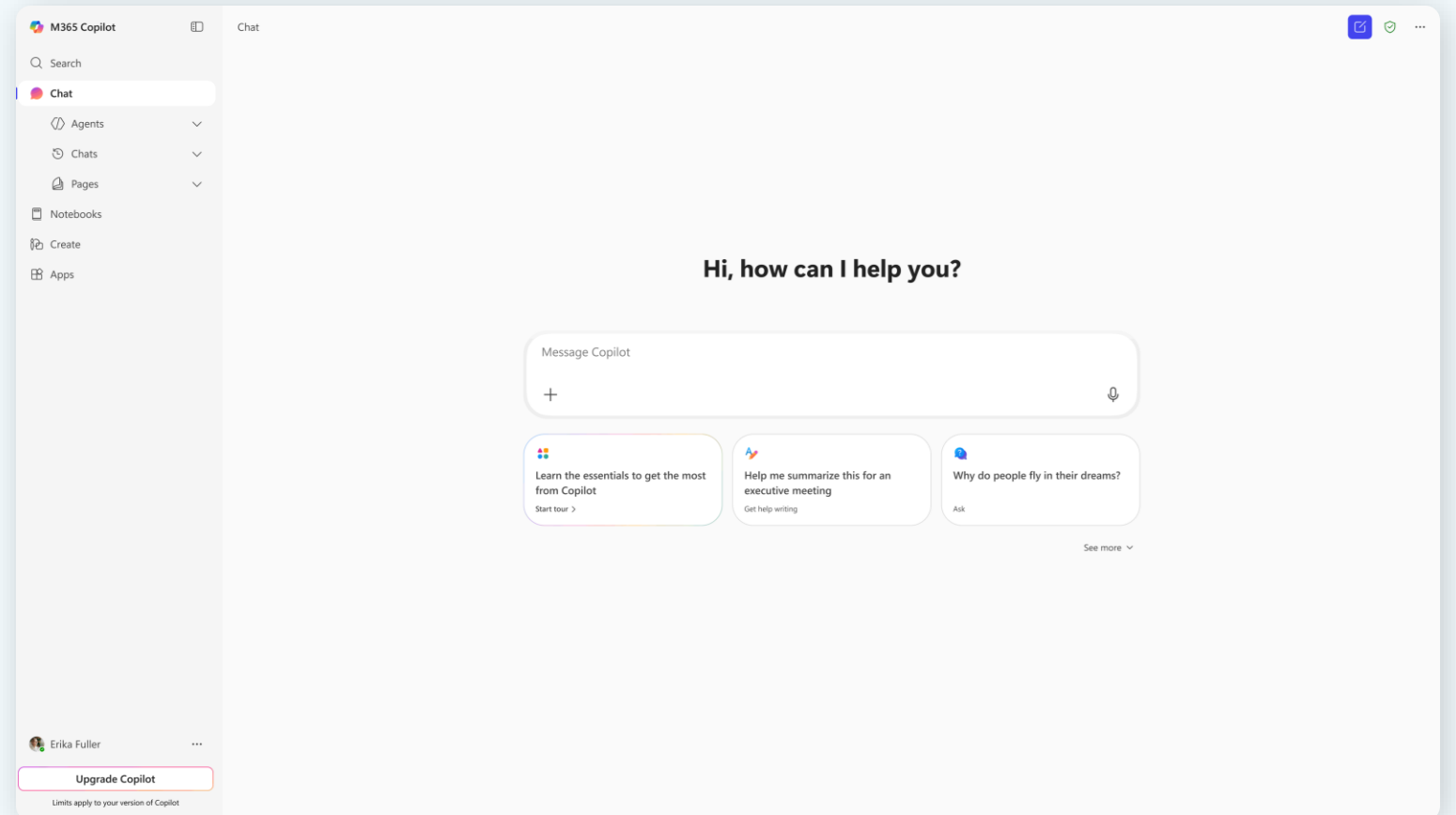
5

Create

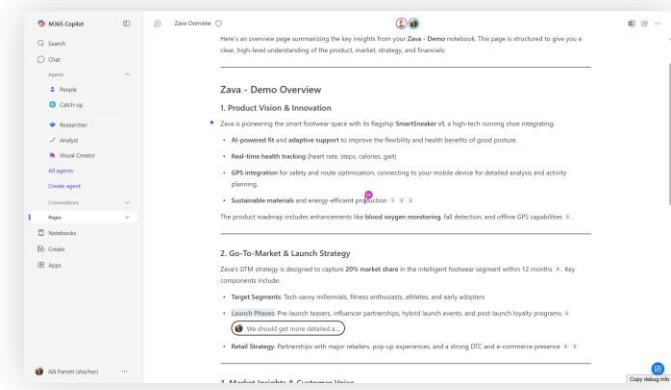
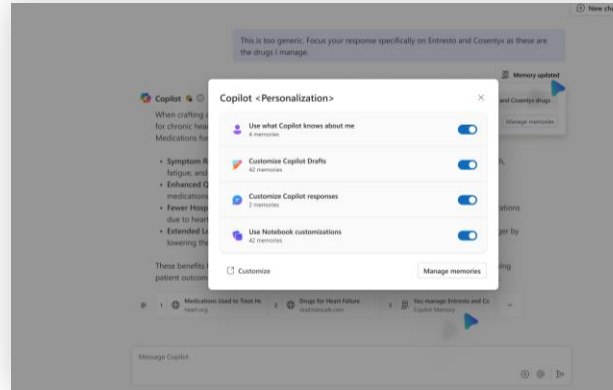
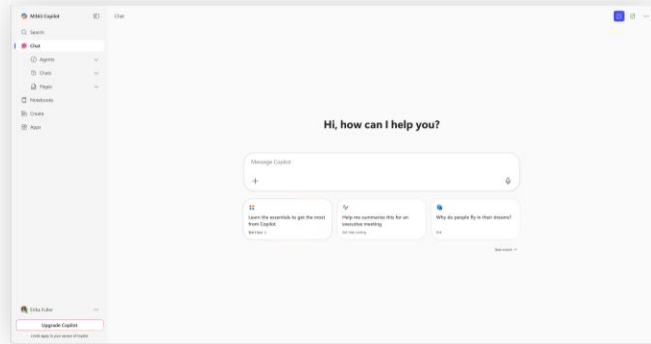
AI-generated images, posters, banners, videos, and more that are aligned to your organization's brand identity.

Chat

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



Chat



AI Chat for work

Ask Copilot to be your thought partner to explore new ideas and problem solve across both web and work data.

High quality responses

Uses your tenant's Graph data, including 3P data, and draws on previous chats and custom instructions to deliver highly personalized, context aware responses.

Multiplayer collaboration

Convert AI outputs into durable content in Copilot Pages, designed for dynamic collaboration with AI and your teammates.

Search

AI-powered search that spans all your work data for fast, accurate results.

The screenshot shows a Microsoft 365 search interface. The search bar contains the query "what is my vacation policy?". Below the search bar are filters for "Modified", "Type", and "Person". The search results are displayed in a list format. The first result is a Copilot-generated summary of a document titled "Team Vacation Allowance 2025". The second result is a document titled "Your Employee Contract". The third result is a link to "MSVacation". The fourth result is a post from the "Admin Portal" dated 3 years ago. The fifth result is a knowledge base article titled "KB0065685 | Retrieve Your BitLocker Key". On the right side of the search results, there is a "Results" sidebar showing a list of categories and their counts: All results (203), People (10), Viva Engage (4), Viva Learning (12), Azure DevOps (1.5k), PowerBI (184), OneDrive (525), SharePoint (12), Service Now (15), Teams (1), and Outlook Mail (18).

Microsoft 365

Search

Chat

Notebooks

Create

Apps

https://m365.com/search

what is my vacation policy?

Modified Type Person Send Feedback

Copilot AI-generated content may be incorrect

In the UK full-time employees are entitled to 25 days of annual leave per holiday year, in addition to UK public holidays. This entitlement increases to 28 days per year after completing five years of service. 1

This document outlines the vacation allowance policy for 2025, including accrual rates, eligibility

Show more

Team Vacation Allowance 2025 Kevin Sturgis modified last week · SharePoint > Contoso

Your Employee Contract You opened this 4 months ago · SharePoint > Contoso

... your new vacation policy is shown in the online vacation tools. You will start with the UK average after 5 years that will increase to 28 vacation days.

MSVacation aka.ms/vacation

Holiday approval tool

Posted 3 years ago · Admin Portal

Colin Ballinger · 15 Nov 2024 at 2:39 PM

To add a vacation policy you need to go to the admin portal and select 'polic...

KB0065685 | Retrieve Your BitLocker Key Colin Balinger updated 23/4/23 · Service now > General

Results

All results 203

People 10

Viva Engage 4

Viva Learning 12

Azure DevOps 1.5k

PowerBI 184

OneDrive 525

SharePoint 12

Service Now 15

Teams 1

Outlook Mail 18

Mona Kane

Writing an effective prompt

To get the best response, it's important to focus on some of the **key elements** when phrasing your Copilot prompts.

Include the right prompt ingredients

Goal

What
response do
you want
from
Copilot?

Context

Why do
you need it
and who is
involved?

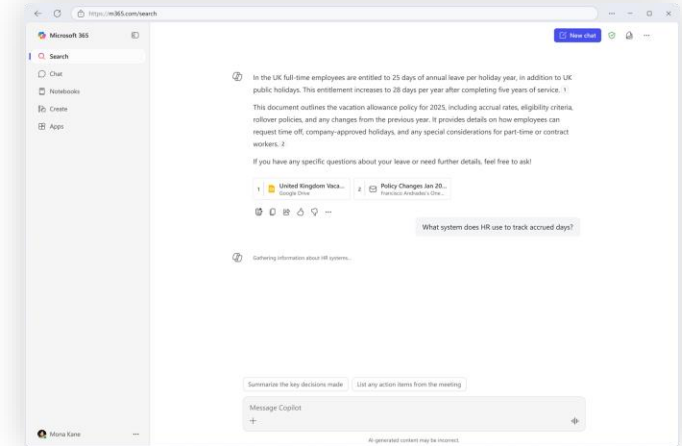
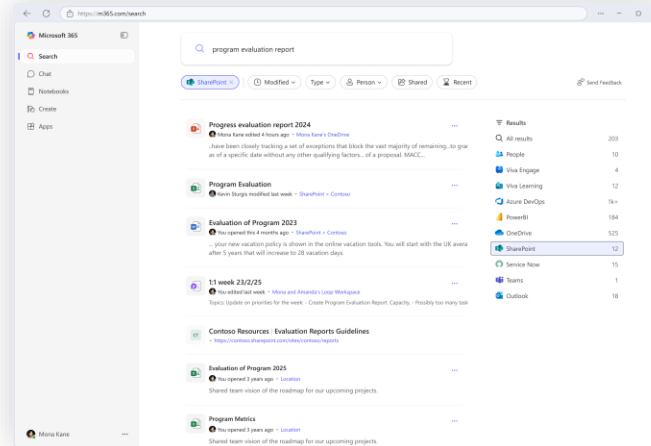
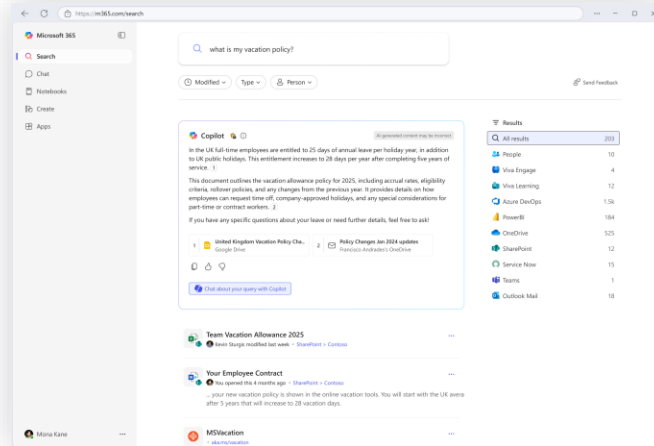
Source

Which
information
sources or
samples
should Copilot
use?

Expectations

How should
Copilot
respond
to best meet
your
expectations?

Search



Intelligent search

Combines Copilot Chat's natural language understanding with semantic indexing to uncover deeper, more relevant results.

Broad connector ecosystem

Search across Microsoft 365, on-premises, and other LOB applications and services using the extensive 100+ connectors ecosystem.

Authoritative results

Allows admins to curate answers that provide concise, authoritative results that are especially relevant to your organization.

Save, schedule, and share your favorite prompts

Find a prompt that is really helpful? Save it so you can easily send it again next time. Just hover over the prompt after you've sent it and select the bookmark icon. You can find your saved prompts in the Copilot Prompt Gallery.

You can also schedule the prompt to run automatically at a certain time or cadence by selecting the clock icon.

Think others would benefit from the prompt too? Select the link icon to copy a link to the prompt and share it with colleagues so they can try out the prompt too.

The screenshot shows the Copilot interface with a prompt being scheduled. At the top, the word "Today" is displayed. To the right of the prompt are icons for edit, copy, schedule, bookmark, and share. The prompt text is: "Generate 3-5 bullet points to prepare me for a meeting with Client X to discuss their 'Phase 3+' brand campaign. Focus on Email and Teams chats since June. Please use simple language so I can get up to speed quickly." Below the prompt, a "Schedule a prompt" dialog box is open. It contains the same prompt text. Underneath, it says "Repeat this prompt every day at 3:00 PM until Sunday, May 4, 2025". The scheduling options are: Starts on 04/30/2025 at 03:00 PM, Every 1 Day, and Run 5 times. A calendar view shows days M, T, W, T, F, S, S. At the bottom left is the Copilot logo with a green checkmark. A note states: "This feature uses Power Automate to schedule an action, so you'll need to be signed in to set one up. A green check mark means you're good to go; otherwise select Try again. Once saved, the information will be sent to Power Automate. [Learn more](#)". A blue "Save" button is at the bottom right.

Today

Generate 3-5 bullet points to prepare me for a meeting with Client X to discuss their "Phase 3+" brand campaign. Focus on Email and Teams chats since June. Please use simple language so I can get up to speed quickly.

Schedule a prompt

Generate 3-5 bullet points to prepare me for a meeting with Client X to discuss their "Phase 3+" brand campaign. Focus on Email and Teams chats since June. Please use simple language so I can get up to speed quickly.

Repeat this prompt every day at 3:00 PM until Sunday, May 4, 2025

Starts 04/30/2025 At 03:00 PM

Every 1 Day

Run 5 times

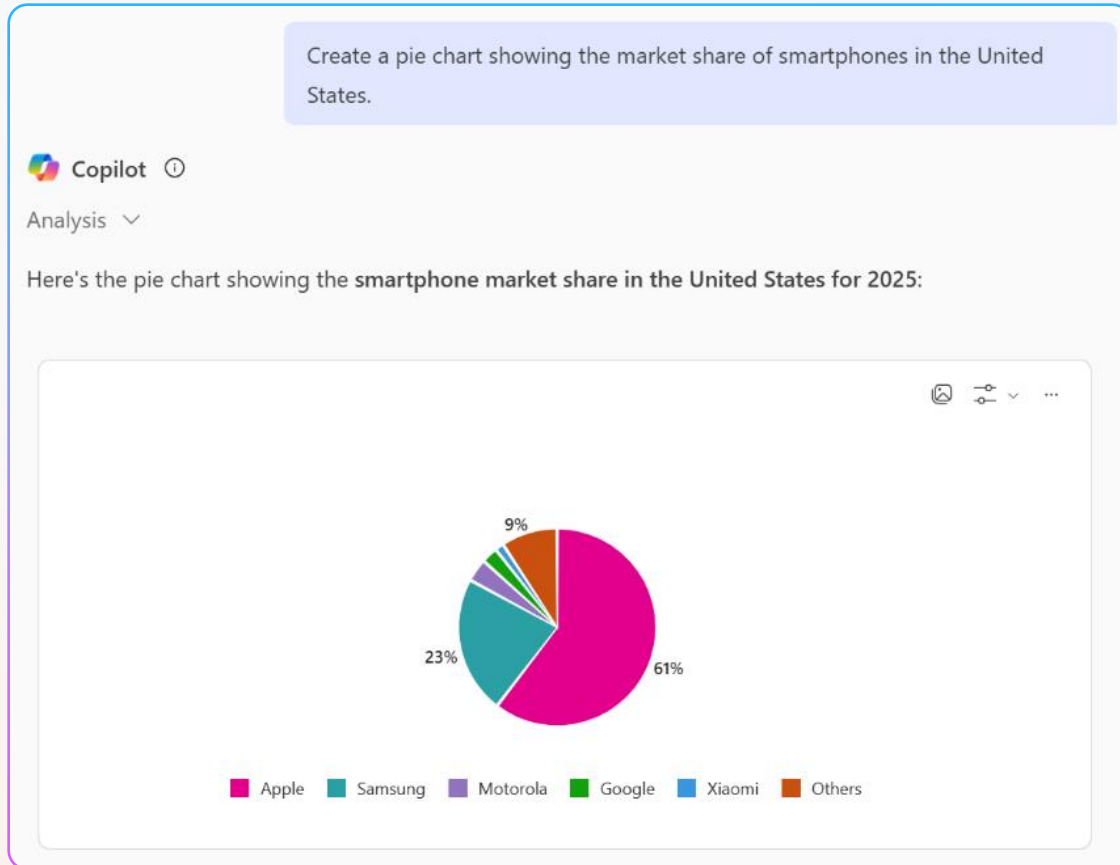
M T W T F S S

Copilot

This feature uses Power Automate to schedule an action, so you'll need to be signed in to set one up. A green check mark means you're good to go; otherwise select Try again. Once saved, the information will be sent to Power Automate. [Learn more](#)

Save

Use Copilot Chat to visualize data



Copilot Chat has built-in capabilities to graph and visualize data as it's relevant to your prompt.

Try the prompt: Create a pie chart showing [the market share of smartphones in the United States].

Try it out

Get up to speed: Create summaries and lists of key points, tasks, and updates in a flash.

Try the prompt: What's the latest from [person], organized by emails, chats, and files?

Jumpstart the creative process: Say goodbye to writer's block and use Copilot to generate content and ideas.

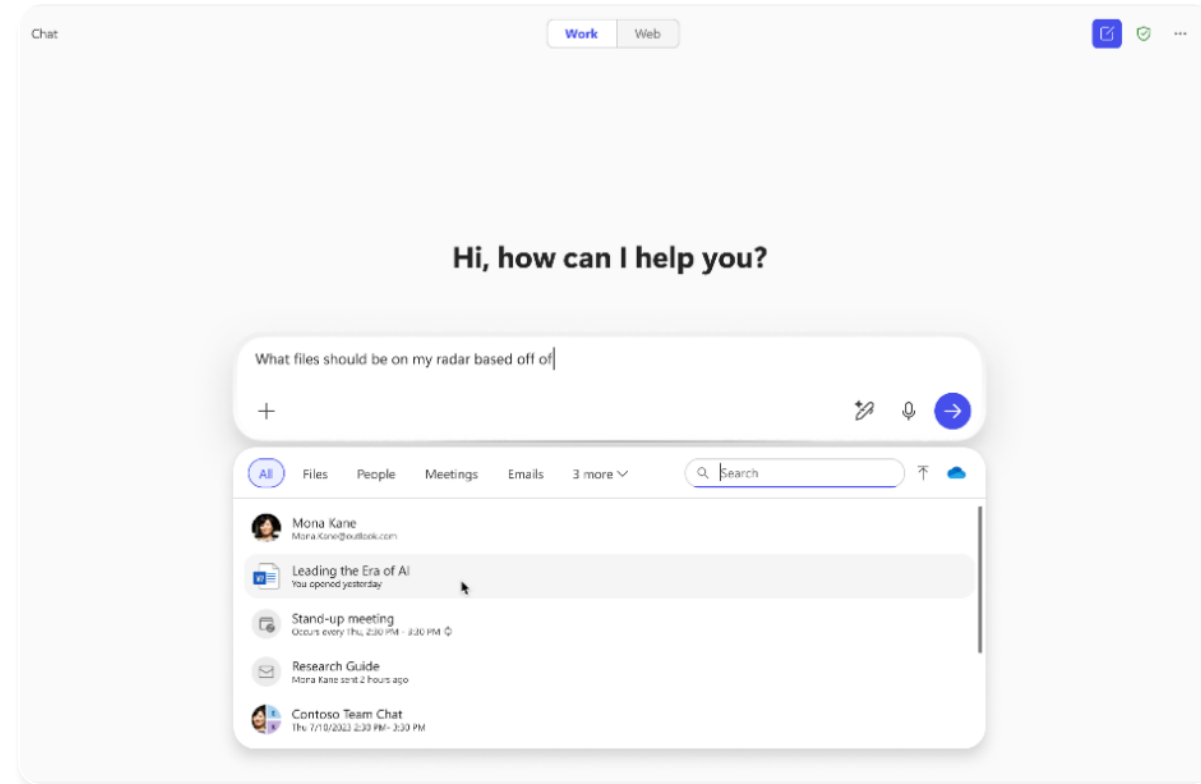
Try the prompt: Write a one-sentence tagline for [product]. Make it catchy and fun, while conveying the product benefits

Become an expert: Research new topics or simplify complex documents and articles.

Try the prompt: Summarize information from [company]'s website and annual reports.

Find files and information: Quickly find what you're looking for across your apps and files.

Try the prompt: When is my next meeting with [person]?

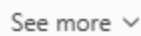




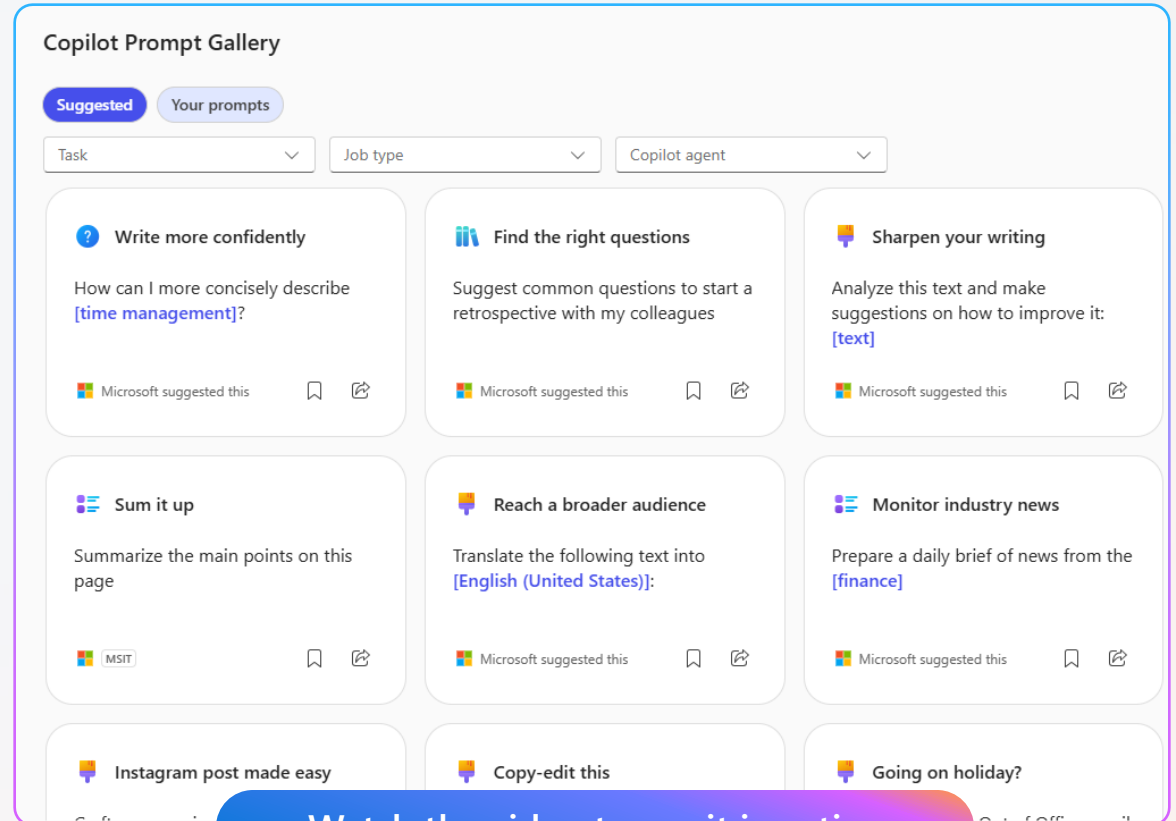
Get prompt inspiration

Copilot Prompt Gallery helps you find prompting inspiration so you can take greater advantage of Copilot in your daily work.

- Explore the curated selection of Copilot prompts
- View your saved prompts
- View prompts from your team
- Share your favorite prompts with colleagues
- Find prompting inspiration from others

Access the Prompt Gallery in Copilot Chat by

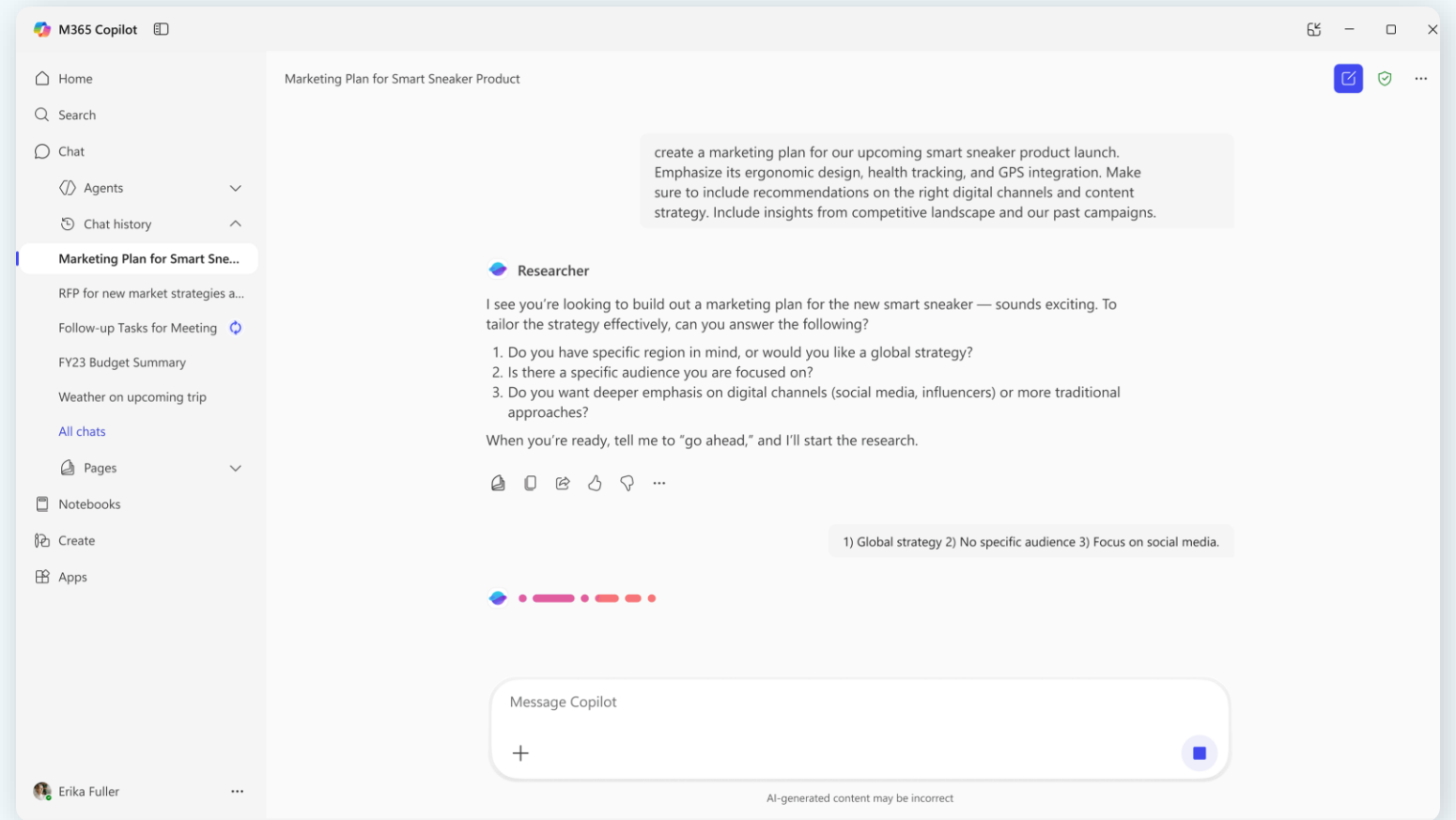
1. Clicking to **See more prompts** in Chat 
2. Selecting **Prompt Gallery**  **Prompt Gallery** 



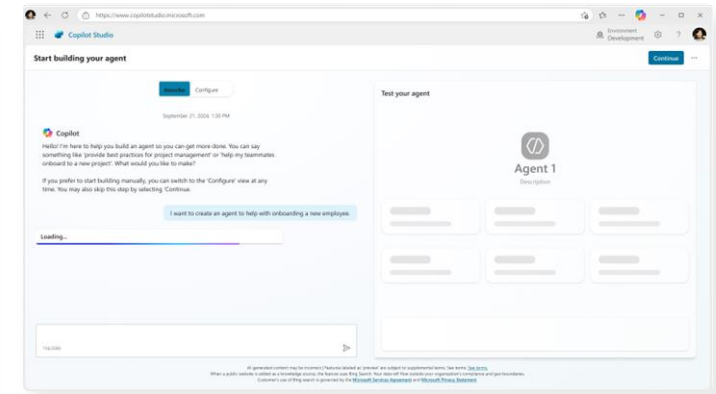
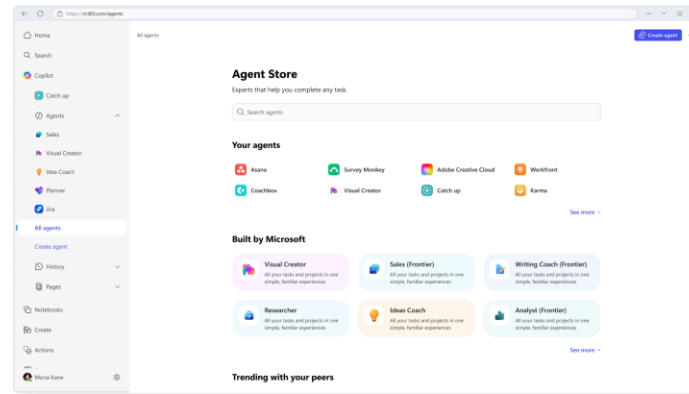
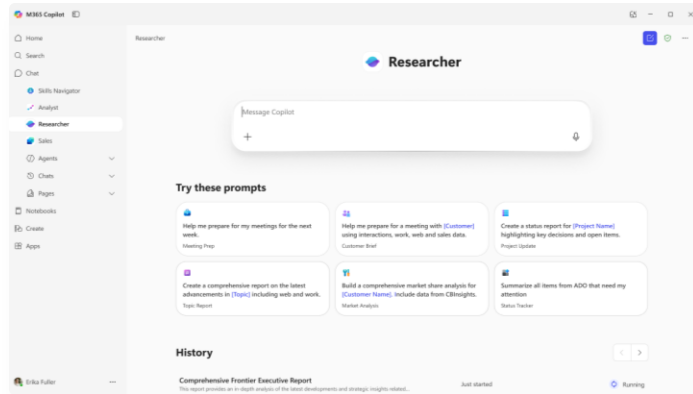
[Watch the video to see it in action](#)

Agents

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



Agents



Use Microsoft agents

Leverage agents built by Microsoft that use advanced reasoning like Researcher and Analyst or specialized agents like Facilitator for meeting management.

Discover agents

From Microsoft to trusted third party agents, Agent Store is where you find agents that are ready to work for you.

Build custom agents

Build your own agents with Copilot Studio using natural language or pro code tooling with the Microsoft 365 Agent SDK.

Microsoft Agents



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](#)



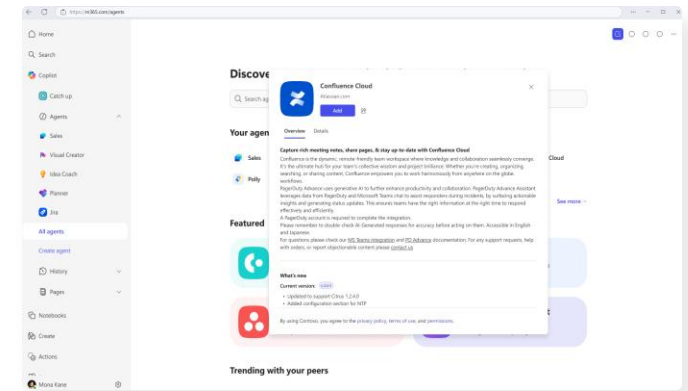
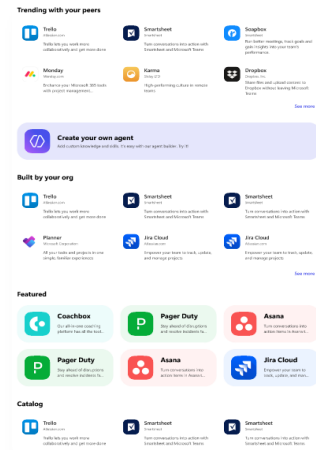
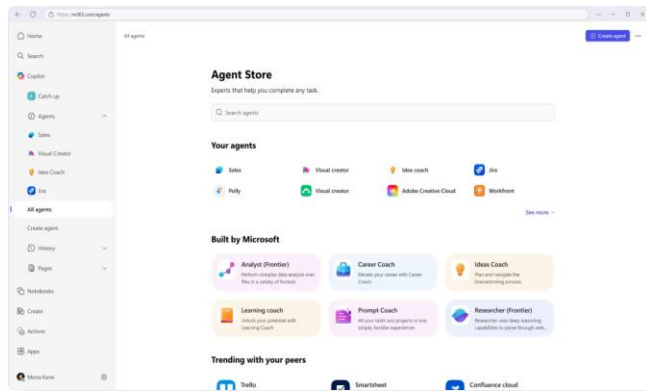
Facilitator

Teams meeting moderation
and meeting notes

[Public preview](#)

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

Agent Store



Discover agents

Personalized experience on an integrated platform to discover agents from Microsoft, partners, and your own organization.

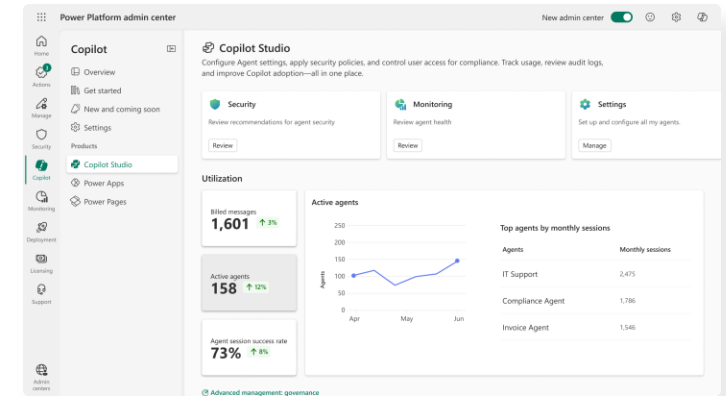
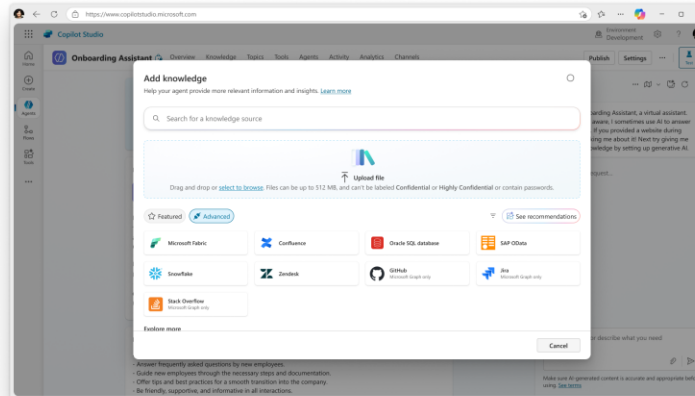
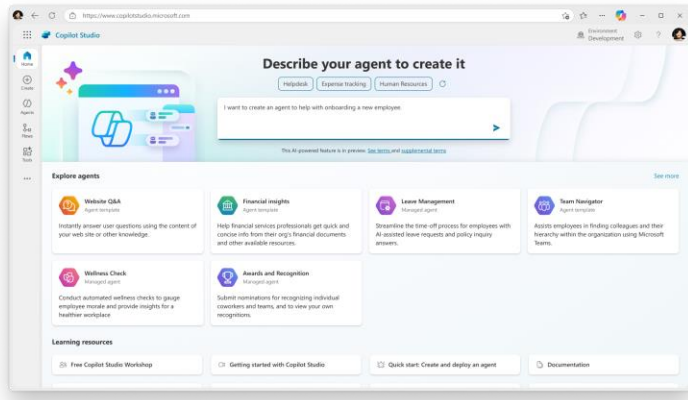
Deploy quickly

Accelerate results with ready-to-deploy agents that help boost efficiency and enable smarter decisions.

Admin control

Agents are validated for security, compliance, and performance, and IT retains full control and oversight.

Copilot Studio



Build your own agents

Select from your choice of 1500+ connectors, data, actions, and channels to build an agent – from simple to sophisticated.

Bring your own agent

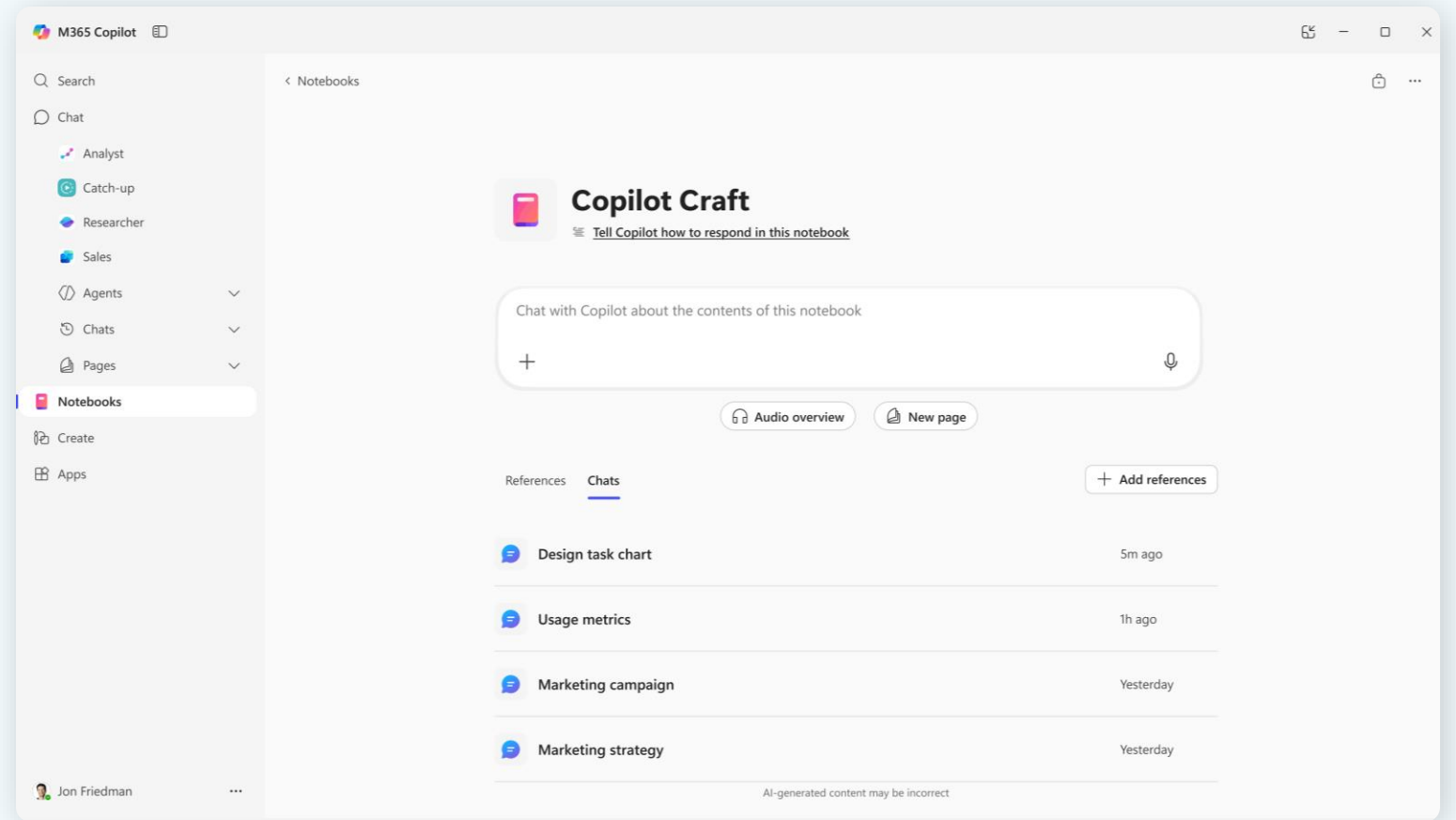
Build with Azure AI Foundry—your models, data, tools—and bring it to Copilot Studio to create powerful, custom agents.

Manage and secure at scale

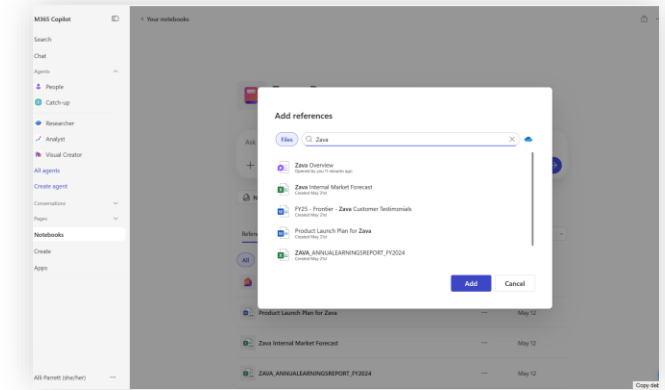
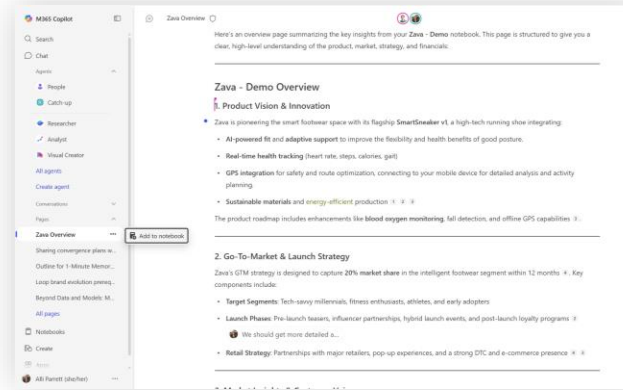
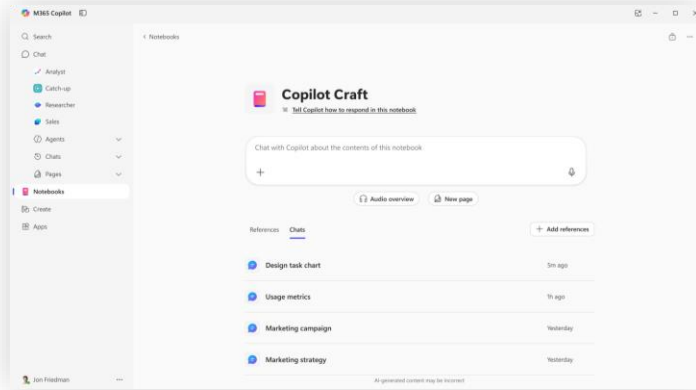
IT stays in charge of every agent across the organization with full visibility, security, and compliance controls.

Notebooks

Centralize project-related content of various types. Copilot is grounded in that content to provide targeted AI assistance and creates engaging summaries with audio overviews.



Notebooks



Intelligent workspace

Copilot is grounded in the Notebook, which holds diverse types of content in a single workspace, resulting in more relevant responses.

Audio overviews

AI-generated podcast style summaries of your Notebook content help you quickly catch up.

Suggestions and updates

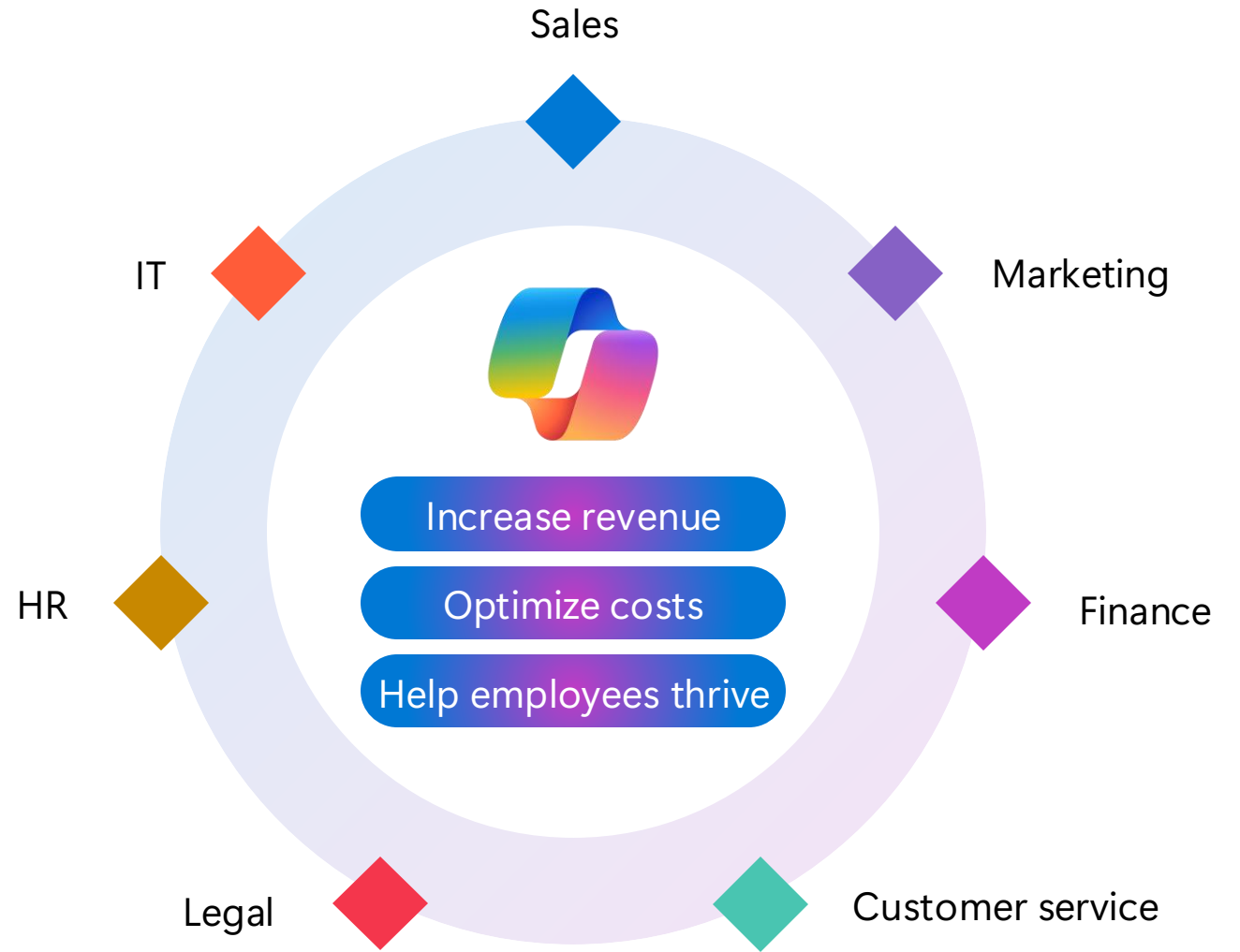
Intelligent suggestions recommend additional content and updates to your source material automatically reflect in the Notebook.

● Included ▲ Included — Metered

		Microsoft 365 Copilot Chat	Microsoft 365 Copilot
		Free + Consumption	\$30 pupm
Chat	Copilot Chat – Web grounded (powered by GPT-4o)	●	●
	Copilot Chat – Work grounded (work data in your tenant’s Microsoft Graph and 3rd party data via Graph connectors)		●
	Copilot Pages	●	●
	File upload ¹	●	●
	Code Interpreter ¹	●	●
	Image generation ¹	●	●
Agents²	Create agents using Copilot Studio ³ , including SharePoint agents	●	●
	Discover and pin agents	●	●
	Use agents grounded in Web data	●	●
	Use agents grounded in work data (work data in your tenant’s Microsoft Graph and 3rd party data via Graph connectors)	▲	●
	Use agents that act independently using autonomous actions	▲	▲
Personal assistant	Copilot reasons over personal work data (e.g. Outlook, OneDrive, Teams meeting transcripts and chats)		●
	Copilot in Teams (Copilot in Meetings and Meeting Recap, insights from screen-shared content coming soon)		●
	Copilot in Outlook (Prioritize my inbox, schedule focus time and 1:1 meetings, draft agendas, summarize message threads)		●
	Copilot in Word (Suggestions for structure, flow, and tone, draft and summarize documents)		●
	Copilot in Excel (Python, getting started experience, create formulas and visualizations using natural language)		●
	Copilot in PowerPoint (Narrative builder, presentation translation, generate slides or images aligned to company branding)		●
	Copilot Actions		In preview
	Pre-built M365 agents (Interpreter, Facilitator, Project Manager, Employee Self-Service)		In preview
Copilot Control System	Enterprise Data Protection (EDP)	●	●
	IT management controls	●	●
	Agent management	●	●
	SharePoint Advanced Management		●
	Copilot Analytics to measure usage and adoption ⁴		●
	Pre-built reports and advanced analytics to measure ROI		●

1. Limits apply. 2. Applies to employee-facing agents only. 3. Learn more about the full capabilities of Copilot Studio: aka.ms/CopilotStudioCapabilities 4. Basic reporting in Microsoft Admin Center available for Copilot Chat.

Where do I start?



Copilot + Agents with Copilot Studio



Microsoft 365
Copilot



Copilot
Studio

Sales



Marketing



Customer
Service



Legal



HR



Finance



IT



Industry

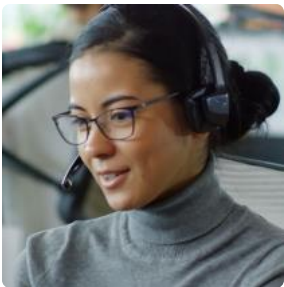




Microsoft Copilot unlocks value and opportunity



Every employee
Universal tasks



Customer
Service



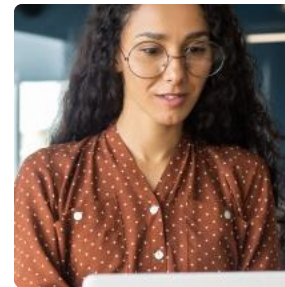
Sales



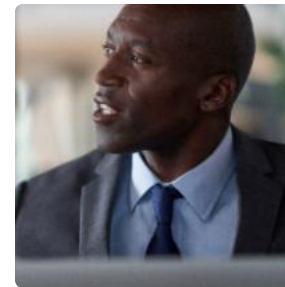
Finance



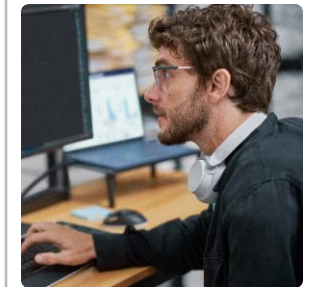
Marketing



HR



Legal



IT

Function-specific tasks

Key processes by function

Sales	Marketing	Customer Service	Legal	HR	Finance	IT
Customer self-service	Customer insights & strategy	Self-help	Regulatory & compliance management	Employee engagement	Quote to cash	Data management
Lead generation	Demand generation	Support assignment	Contracting	Recruiting	Record to report	Software management & acquisition
Customer engagement	Content creation	Issue diagnosis	Risk management	HR admin & payroll	Tax & treasury	Device refresh
Negotiations & closing	Campaign execution	Problem resolution	Litigation	Compensation & benefits	Planning & analysis	IT operations
Post-sale follow-up & upsell	Predictive analysis	Continuous improvement	Consultation	Learning & development	Risk management & compliance	Network operations
Sales analysis & forecasting	Personalization		Intellectual property	Talent management	Procure to pay	Information security
	Sales enablement & recommendation		Advisory services	HR strategy & planning		Change management & user adoption

Copilot Control System



Copilot + Agents



Security & Governance

Data security
AI security
Compliance & privacy



Management Controls

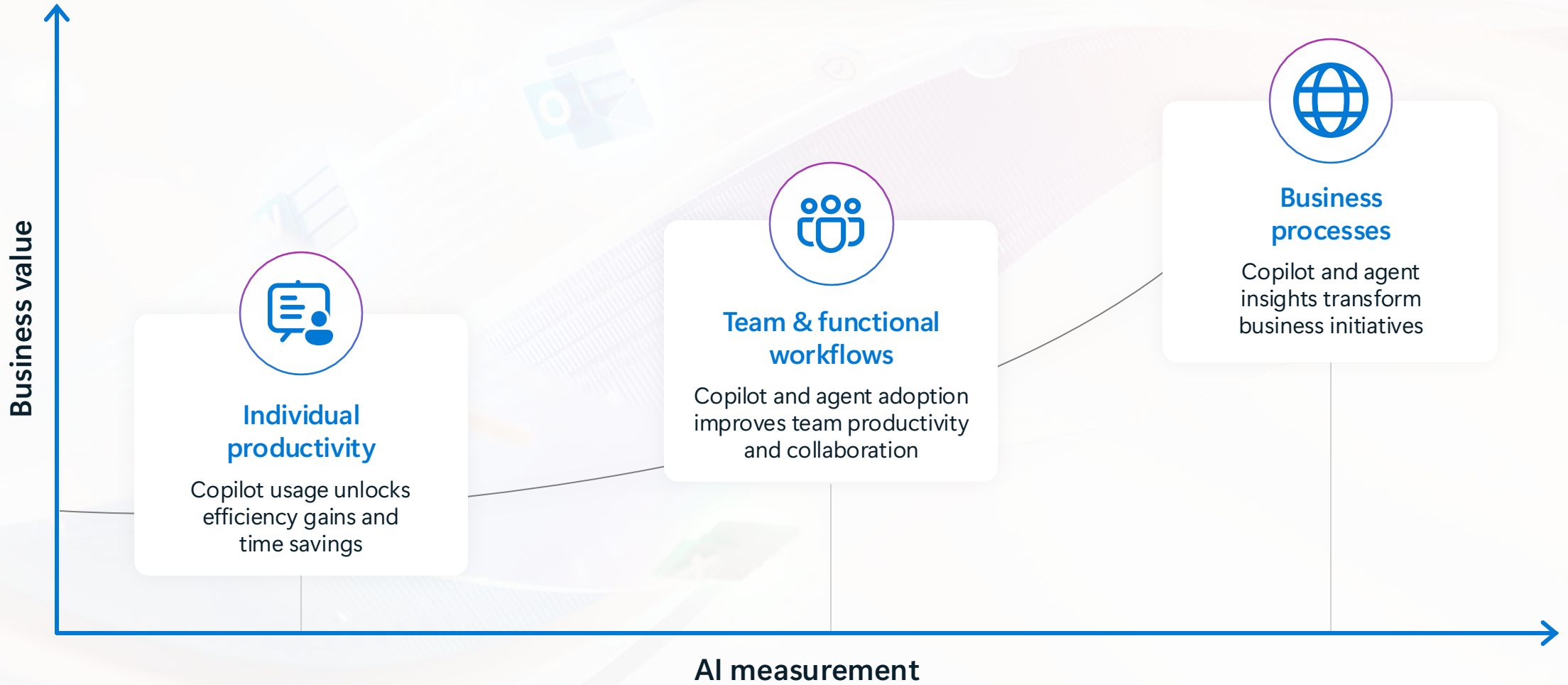
Licensing & metering
Agent lifecycle
Customization



Measurement & Reporting

Usage & Adoption
Impact & Productivity
Business value & ROI

AI adoption journey



*Common
questions
we hear from
customers*



Who do I give the first Copilot seats to?



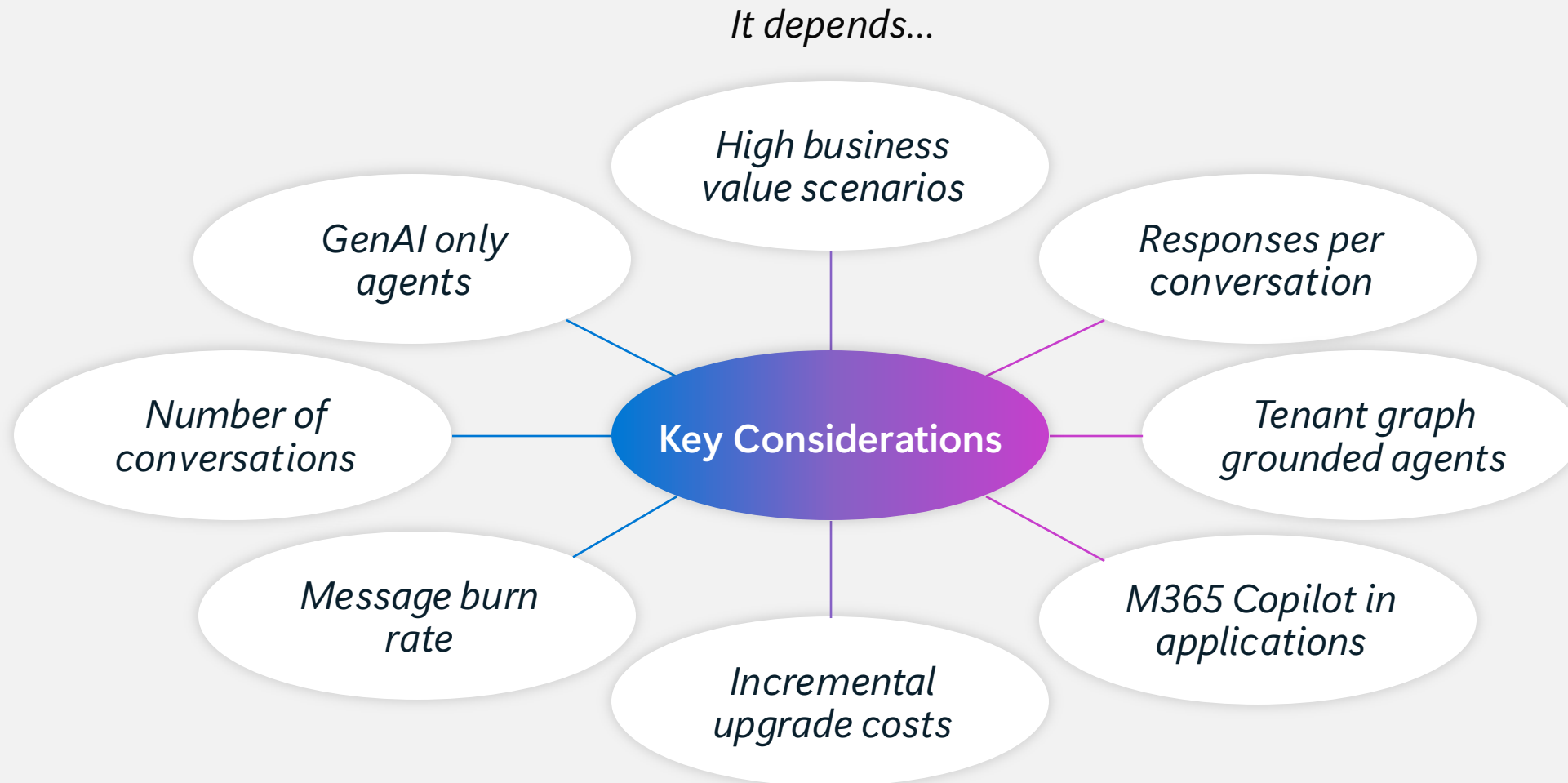
How do I get employees up and running quickly?



What are the ways to measure impact?

Leveraging business value to inform deployment

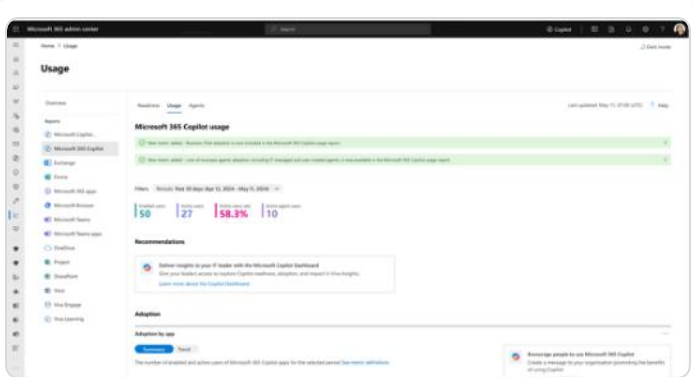
“Who in my organization should get M365 Copilot, and who should start on M365 Copilot Chat?”





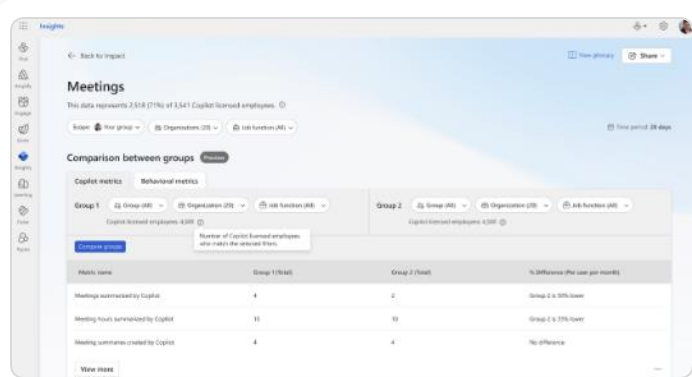
Copilot Adoption

Measure the impact of Copilot and agents on your business



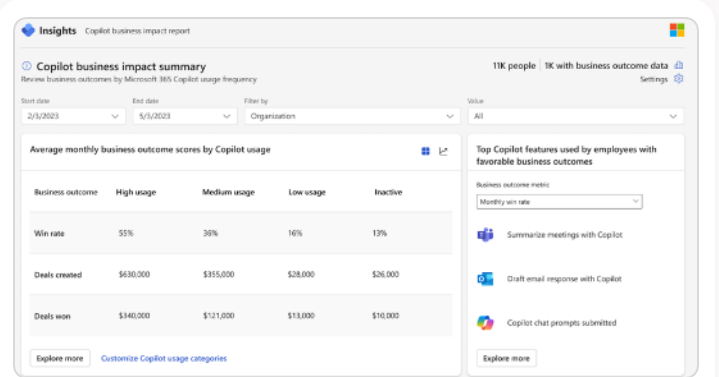
Admin Center

Readiness and adoption
See Copilot and Agents usage and adoption trends



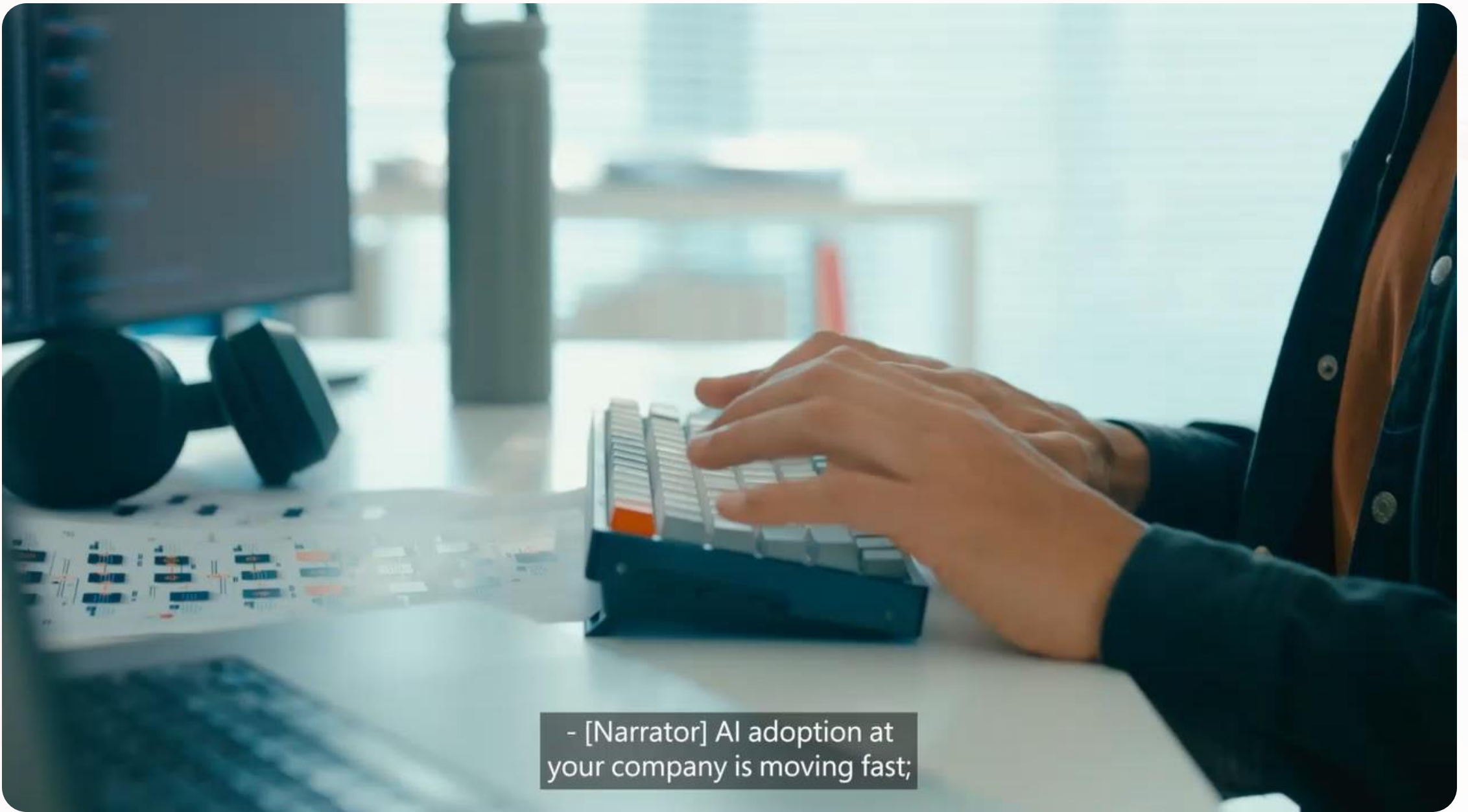
Copilot Dashboard

Impact and productivity
Explore how AI transforms the way your teams work



Advanced Reporting (Insights)

Business Value and ROI
Measure the value of Copilot and Agents on your business processes



- [Narrator] AI adoption at your company is moving fast;

How Copilot Analytics works

Data Visualizations and Reporting

Microsoft 365 admin center | Copilot Dashboard | Viva Insights

Data Transformation



Org Data



M365 Graph Data

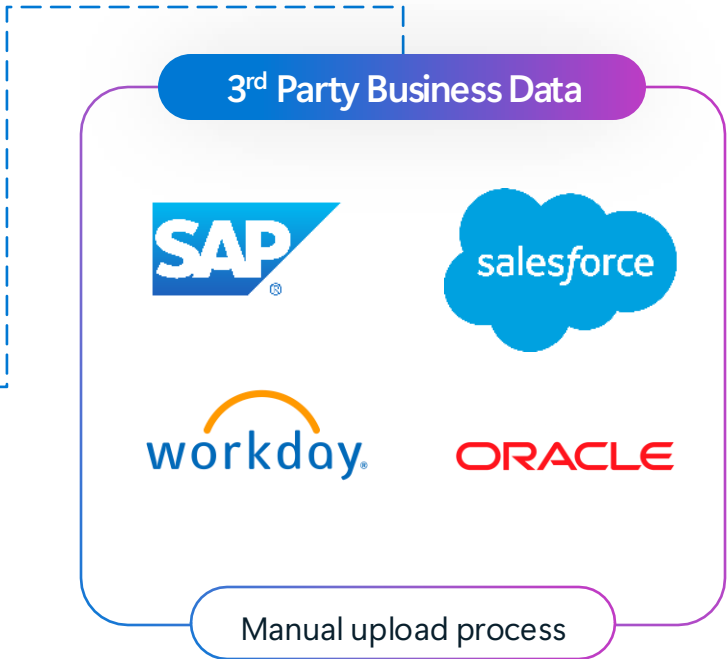


Copilot Usage

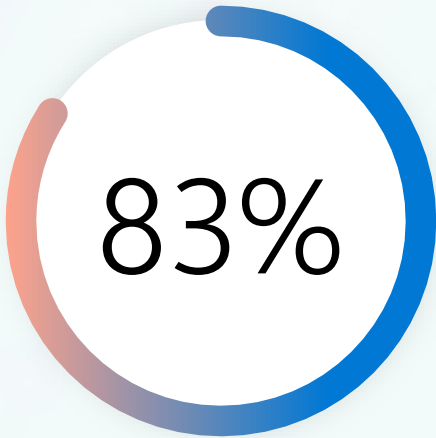


Agent Usage

Security | Privacy | Compliance

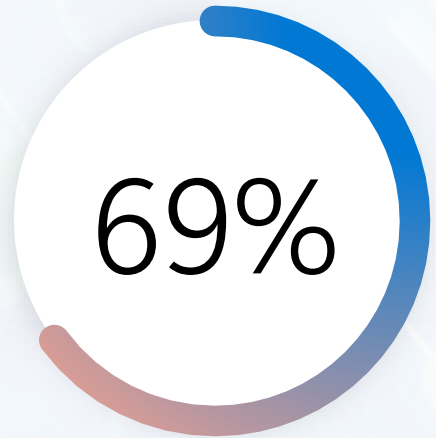


AI is only as good as the data it's grounded on

A circular infographic showing 83%. The circle is partially filled with a blue-to-orange gradient, representing the percentage. The number '83%' is centered in the white space of the circle.

83%

of senior business leaders said their organization's AI adoption would be faster if they had stronger data infrastructure in place

A circular infographic showing 69%. The circle is partially filled with a blue-to-orange gradient, representing the percentage. The number '69%' is centered in the white space of the circle.

69%

of top-performing companies have implemented data modernizations

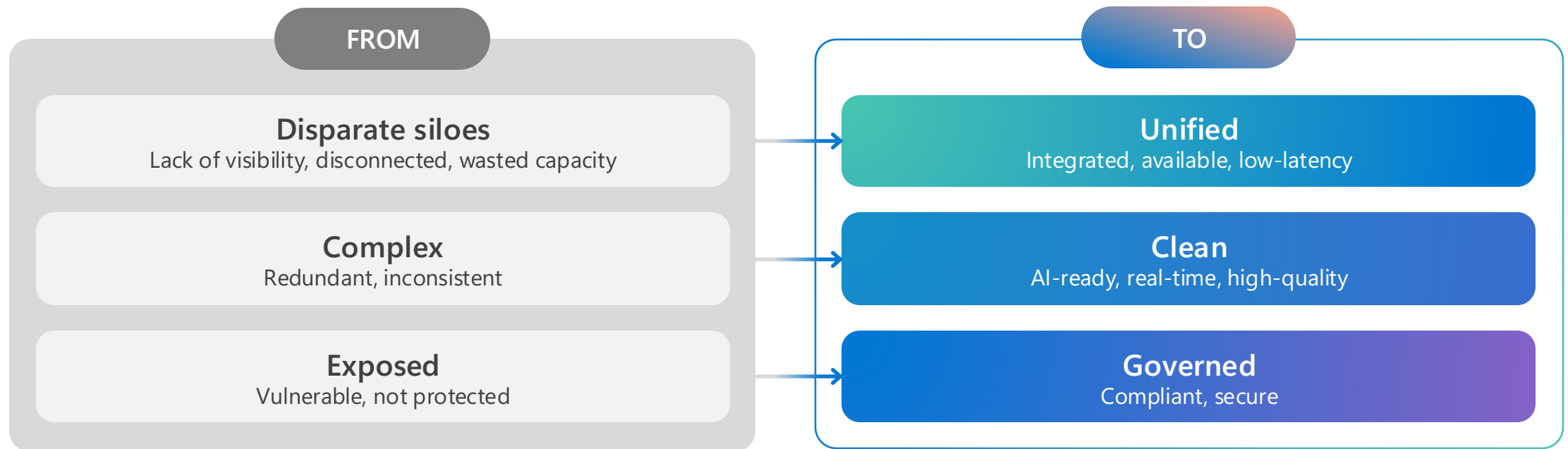
Sources: [Gartner](#), [EY](#)

Unlock AI with unified data

AI is only as good as the data it trains on

90% believe that unifying data on a single platform is critical for AI

72% agree that data issues are the most likely factor to jeopardize AI goals



1. [Cloudera](#)
2. [Databricks](#)



Let us help you find the right solution

Business Processes
Automation

The screenshot displays a 'Change summary' section with a table of purchase order details. A 'No stockout predicted within the lead time' message is visible. A 'Classification needed' dialog box is open, asking for confirmation to update the purchase order. The table below shows the following data:

Purchase order	Line number	Line name	Fields	Original value	New value
PO123	1	Water heater	Delivery date	Friday, Nov 11, 2024	Next week
PO123	1	Water heater	Quantity	400	300
PO123	2	Pump	Delivery date	Friday, Nov 11, 2024	Next week

Board Management
eBoard

The screenshot shows a chat interface with a 'Time Entry Agent' chat window. The chat window displays a message from Erik: 'Erik wrote: "For lines 1 and 2, we can get them to you next week" in the email. Can we consider this as confirmation of the delivery date, Friday, November 11, 2024?'. The interface includes a sidebar with various team members and a main chat area with a message history and a 'Submit answer' button.

Memo Management
Smart Memo

The screenshot displays a 'Suggested action' section with a button labeled 'Draft an email to engage with Wanda'. Below this, there is a list of lead insights for 'Wanda Jones from Catholic Social Services', including details about the lead's organization, budget, and contact information.

Report

The screenshot shows a 'Project Operations' report interface. It includes a sidebar with navigation options and a main area displaying a summary of project operations, including a table of project status and a list of project reports.

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

About Us



Who we are

About us

Our Mission

Services. Solutions. Success

Our Services & Solutions

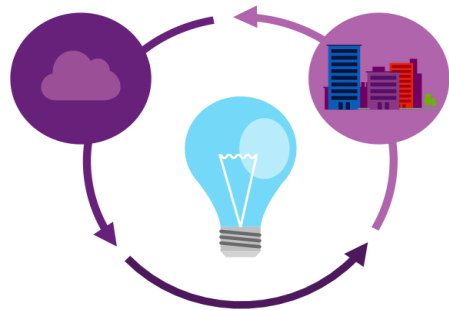
What we can do for you

Partners & Clients

For your success!



We are an
**AI-Native & Innovative
Technology Company**



Passionate about
delivering **Excellence
and Quality**



**With Services and
Solutions** provided at
digital-era **velocity**



empowering you to
achieve measurable
Success & Impact!



Our Mission



Who we are
About us

Our Mission
Services. Solutions. Success!

Our Services & Solutions
What we can do for you

Partners & Clients
For your success!



Our mission... is at the heart of our name



S

Services and
Solutions

I

Invested and
Integrated
into your

B

Business, for
you to

A

Achieve your

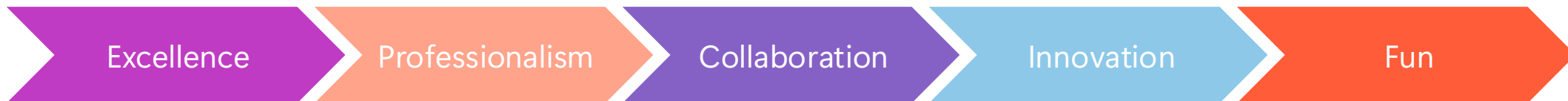
S

Success and

I

Impact.

Our Values:



Our Partners



Who we are
About us

Our Mission
Services. Solutions. Success

Our Services & Solutions
What we can do for you

Clients & Testimonials
For your success!



Sibasi | Gold Microsoft Partner



Microsoft Solutions Partner

<https://siba.si/appsource>

Microsoft Premier Partner

aws Partner

Google Partner

Our Services & Solutions



Powering the AI Digital Age



Intelligent Business Platforms



Board Management



Smart Memo



CRM, ERP Solutions



M&E and Reporting



Microsoft Digital Transformation



Enterprise Systems



Productivity Systems



Business Process Automation



Robotics & Data Analytics Systems



Advisory, Consulting & Support



24/7 Support & Managed IT Services



Training Services & Capacity Building



IT Strategy & Roadmap



Security Assessments



Cloud Management



Q&A Thank You

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