

## Custom AI Agent Development with Copilot Studio

### Motivation

Copilot Studio enables companies to build custom AI agents that support business processes, automate tasks, and provide access to enterprise knowledge and systems. It offers a fast and flexible way to create conversational experiences tailored to specific user needs — from internal assistants to business agents.

Its low-code approach also lets citizen developers and business users create and adapt agents more easily. Depending on the use case, these agents can be extended with Azure AI Services, such as Azure AI Search, or other enterprise AI capabilities, to improve grounding, retrieval, and response quality. They can also connect to external tools and systems through integrations such as MCP.

These custom agents can easily be integrated into Microsoft 365 Copilot and made available through channels such as Microsoft Teams and SharePoint, creating a connection between specialized AI capabilities and the tools employees already use. This helps organizations improve productivity and deliver secure, scalable AI solutions aligned with their business environment.

### What we bring

Drawing from our deep expertise in software and data architecture for global enterprises, PRODYNA delivers specialized capabilities in planning, building, and implementing custom AI agents with Copilot Studio. We help turn business requirements into secure, scalable, and user-friendly solutions that integrate into the Microsoft ecosystem and beyond.

Our services include:

- Consulting, design, and planning services: Custom Copilot Studio solutions designed to meet our customers' unique requirements.
- Integration with Microsoft 365 and external systems, including Azure AI Services, Azure AI Search, and MCP-based extensions
- User-Centric: Design for easy adoption and minimal training.
- Training & Support: Equip employees to use custom AI Agents effectively.
- Security: Safely use company data in Copilot.

### What you need

This service builds on the foundation from [M365 Copilot: Introduction & Adoption](#). If not already in place, PRODYNA recommends completing it or covering readiness topics before beginning.

To execute this service efficiently, you should provide:

- Business sponsor and stakeholders for the use case
- Technical contacts for Microsoft 365, security, and data integration
- Prioritized business scenario for the custom AI solution
- Relevant data sources, systems, and documentation
- Customer contact for feedback and decisions

This offer requires a Microsoft 365 tenant, Copilot Studio setup (e.g., Power Platform environments, billing/licensing) and readiness to use Microsoft technologies. The focus of this service is on implementing a specific, business-relevant custom AI agent. If you need support with setup or preparation, PRODYNA is available to assist you.



### Benefits

- Boosted productivity with AI automation
- Quicker access to key information
- Better, data-driven decisions
- Greater process efficiency
- Fewer errors with standardized solutions
- Scalable for future AI use cases



### Quick facts

- **Scope:** One custom AI solution for a key use case
- **Outcome:** Deployed and validated AI solution
- **Optional:** Licenses provided if needed



## What you get

PRODYNA will implement a custom AI solution based on Copilot Studio, within a clearly defined scope. Depending on the use case, the solution can be extended with Azure AI Services and integrated into Microsoft 365 Copilot or connected to external systems. A custom agent development typically includes the following phases and deliverables – these phases can vary depending on your requirements:

PHASE	ACTIONS
<b>Optional: Copilot Studio Setup</b>	PRODYNA will review the relevant prerequisites in the customer environment and prepare the required technical baseline for implementation within the agreed scope. <b>Deliverable:</b> environment prepared for Copilot Studio development
<b>Requirements Engineering</b>	PRODYNA will analyze the selected business scenario, align on objectives and stakeholders, and define the implementation scope and success criteria for one prioritized custom AI solution. <b>Deliverable:</b> agreed use case, documented scope, assumptions, stakeholder alignment, and success criteria.
<b>Data &amp; Integration Preparation</b>	PRODYNA will prepare and connect the relevant data sources required for the selected use case and define the integration approach for secure and effective usage. Effort depends on current and required data structure. <b>Deliverable:</b> defined data sources, agreed integration approach, and prepared data foundation.
<b>Solution-Creation</b>	PRODYNA will implement one initial custom AI solution based on Copilot Studio, optionally extended with Azure AI Services and/or integrated into Microsoft 365 Copilot for the agreed business scenario. <b>Deliverable:</b> functional first version of the solution, configured use-case logic, and integrated access to the agreed data and services.
<b>Optimization &amp; Validation</b>	PRODYNA will refine the solution behavior, validate outputs together with the customer, and improve quality within the agreed project scope. <b>Deliverable:</b> optimized solution behavior, reviewed outputs.
<b>Deployment and Handover</b>	PRODYNA will support deployment of the solution into the agreed target environment and provide a structured handover. <b>Deliverable:</b> deployed solution in the agreed environment, handover session, and recommended next steps.

Note: This offering covers one agreed use case within a clearly defined scope. Additional requirements, integrations, or use cases can be addressed in a follow-up engagement.

Optional: PRODYNA can provide the required licenses for the implementation and operation of the solution.

## Get started

To learn about pricing and how to get started, please contact [info@prodyna.com](mailto:info@prodyna.com).

## About PRODYNA

PRODYNA is an innovative IT consultancy specializing in creating custom software solutions and serving the needs of corporates and enterprises across the European continent. Please visit [www.prodyna.com](http://www.prodyna.com) for more information.