FAQ: COPILOT AGENTS

Customize Microsoft Copilot to fit your needs.

What are Copilot Agents?

Specialized AI assistants that are grounded in particular data, such as your organization's website, a SharePoint site or a single document. You can think of them as mini versions of Copilot designed with specific tasks in mind.

What Does it Mean When an Agent is Grounded in Web Data Vs. Work Data?

Web grounded means Copilot can only search public websites for information. Work data grounded means Copilot has access to your SharePoint files and folders, as well as emails and Teams messages.

What are Some Real-World Examples of Agents?

- **HR assistant:** An agent that is grounded in your organization's HR policies to help you answer questions about sick days, vacation time or overtime pay.
- **Customer service:** An agent that welcomes website visitors and answers questions about products or services.
- **Content finder:** An agent that scans your website and finds blog posts about certain topics.

Do I Need a Copilot License to Use or Create Agents?

No, but if users without a license use an agent grounded in work data, there will be a small fee (pennies) for every response.

Do I Need Coding Experience to Create an Agent?

No. Copilot Studio walks you through the steps so anyone, regardless of technical know-how, can create agents. You can even have a conversation with Copilot to discuss how you would like your agent to work.

Contact Hungerford Technologies

If you have any questions regarding Copilot agents email us at support@hungerford.tech or call (616) 949-4020.

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