



Enhancing Your Website with Copilot in **Microsoft Power Pages**



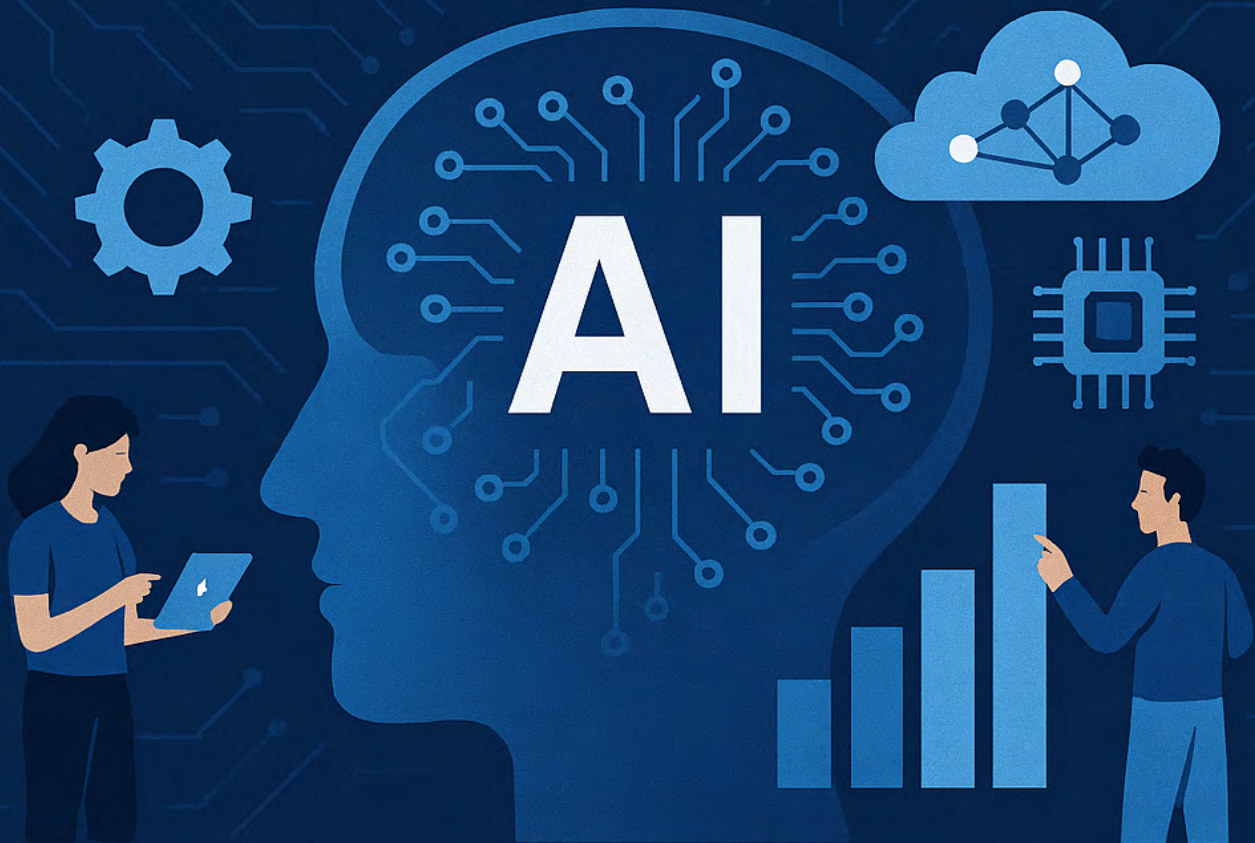
TABIE OF CONTENTS

→ Introduction	01
→ What is Microsoft Power Pages	02
→ How to Enable Copilot AI Agent	03
→ Improvising your Power Pages Copilot AI Agent	05
→ Current Limitations with Copilot on Power Pages	09
→ Beyond the Basics	10
→ Conclusion	11

Introduction

It's all Artificial Intelligence (AI) these days, and rightly so. AI is revolutionizing technology, enabling businesses to empower their employees and their customers by building innovative AI-driven solutions.

This article will explore one of the transformative AI solutions - **Copilot AI Agent in Microsoft Power Pages.**



What is Microsoft Power Pages

Microsoft Power Pages is a SaaS platform that makes it easy for developers and low-code creators to build sleek, secure, and professional websites for external users. You can create, host, and manage these websites with minimal effort. If you're curious to explore more, there's a wide range of topics that can help you unlock everything Power Pages has to offer.

What are the Various Data Sources it Can Connect To

Microsoft Power Pages needs to be used as a UI or front-end tech stack, while connecting behind the scenes to various data sources like Dataverse, SQL Server, and SharePoint, among others. It achieves this by using various connectors that the platform supports. It can flawlessly retrieve information from any of these data sources to help developers build robust and scalable applications.

What is Agent AI Known As

The AI agent in the Microsoft world is known as the Copilot AI agent

What About Analytics

Microsoft's Power BI can also be embedded in Microsoft's Power Pages website to provide an analytics view of the data available. Power BI, like Power Pages, also comes with built-in Copilot AI features, which will help to generate interactive, AI-powered insights.

Would you Build Websites Using Power Pages

Absolutely, what are you waiting for! Just go ahead and start designing compelling portals for your business using Microsoft Power Pages. Don't just stop here, enable the Copilot AI agent for your website and enhance the end-user experience.



Assumption

The assumption made by this article is that you already have a Power Pages website created, and you are now looking to enhance the user experience by introducing or integrating it with an AI agent or a bot that will communicate with the intended users of this website.

With this assumption, let us now proceed to make changes to your website.

How to Enable Copilot AI Agent

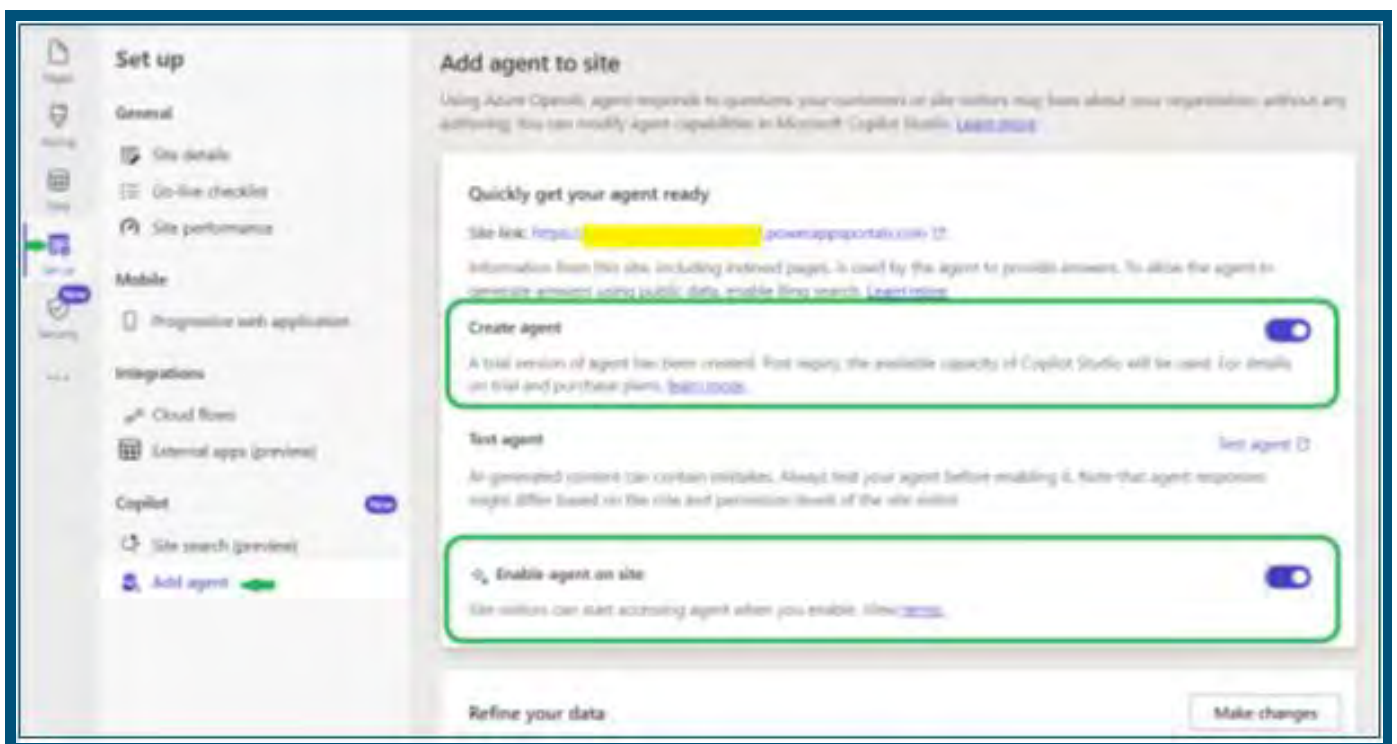
Let's now explore how to enable the Copilot AI agent in your Power Pages website.

Edit Power Pages Website

- Log in to the Power Pages [portal](#).
- Redirect/change to the preferred environment, where the website has been created.
- Now, navigate to the **Home** section and locate the website on which you want to enable the copilot agent. Click on the “Edit” button to modify the Power Pages site.

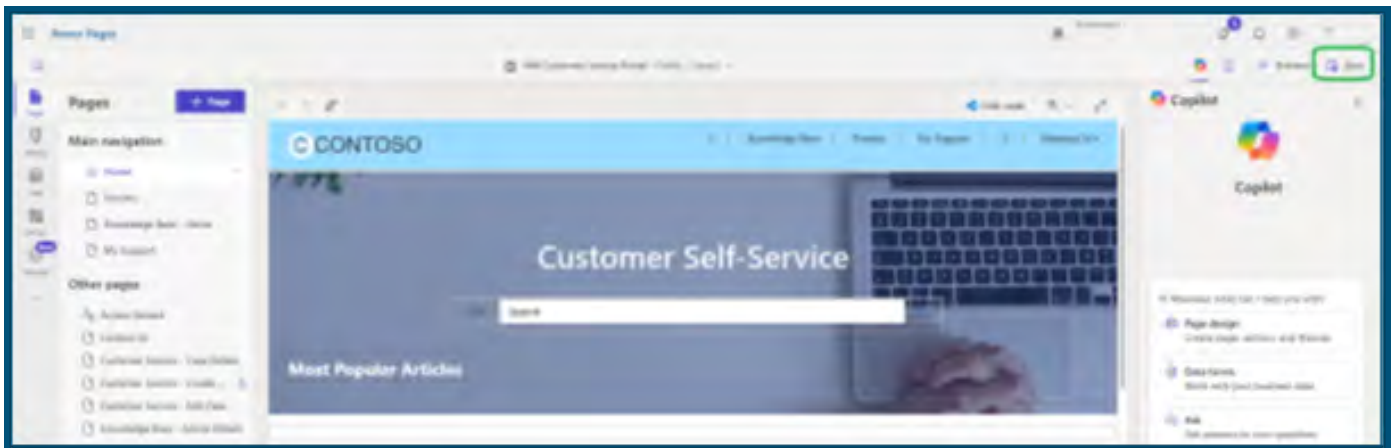


- Using the left navigation, go to the **Set Up** section → **Copilot** sub-section. Here, you need to choose “**Add Agent**”.
- On the right-hand section, use the toggle buttons to enable the following settings”:
 - **Create Agent** and
 - **Enable Agent on Site**



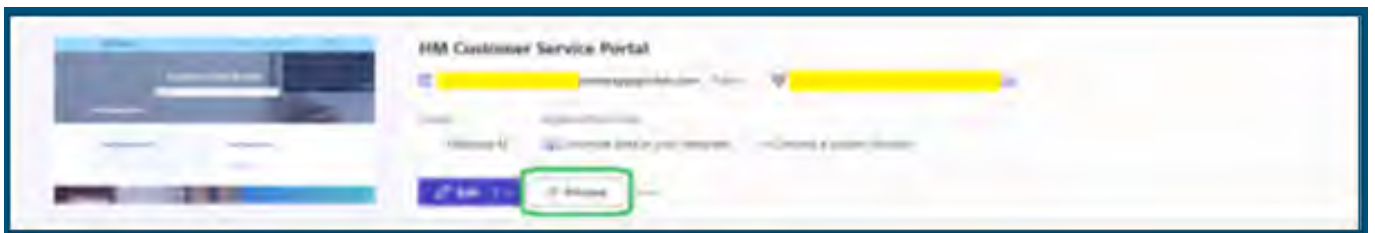
Sync the Power Pages Website

- By now, you know that for any change to the website, you need to perform a “Sync” operation.
- Just click on “Sync” to update the changes on your website, as you have made the change to enable copilot agent.



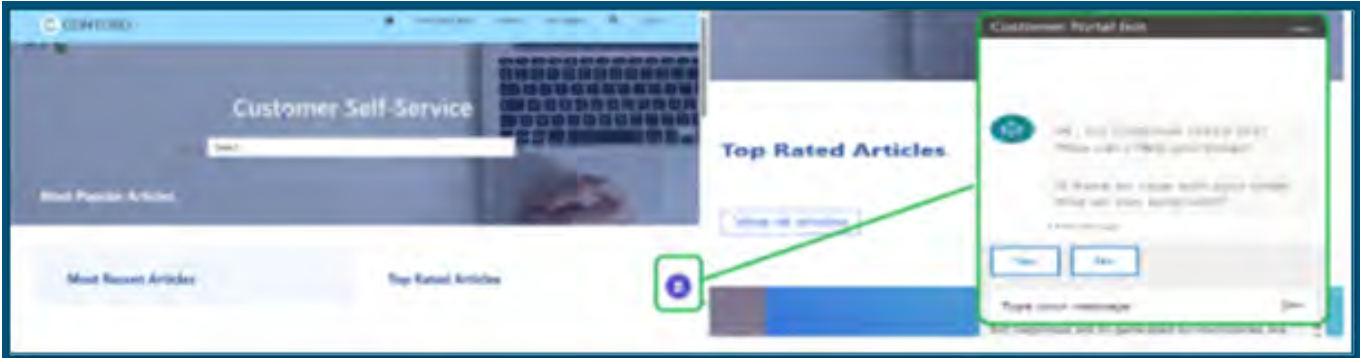
Switch to Preview Mode

- To view the changes already made, click on Preview mode. Make sure that you do not forget to hit a hard refresh (CTRL + F5) on your site if the changes do not reflect due to cache issues.



Launch and Interact with the Agent

- Now open the website, and you can see a small chat icon in the right-hand corner of the site. Just click on the chat icon to launch the bot/agent window and start interacting with your agent.
- Congratulations, you have just enabled the Copilot AI agent on your website.

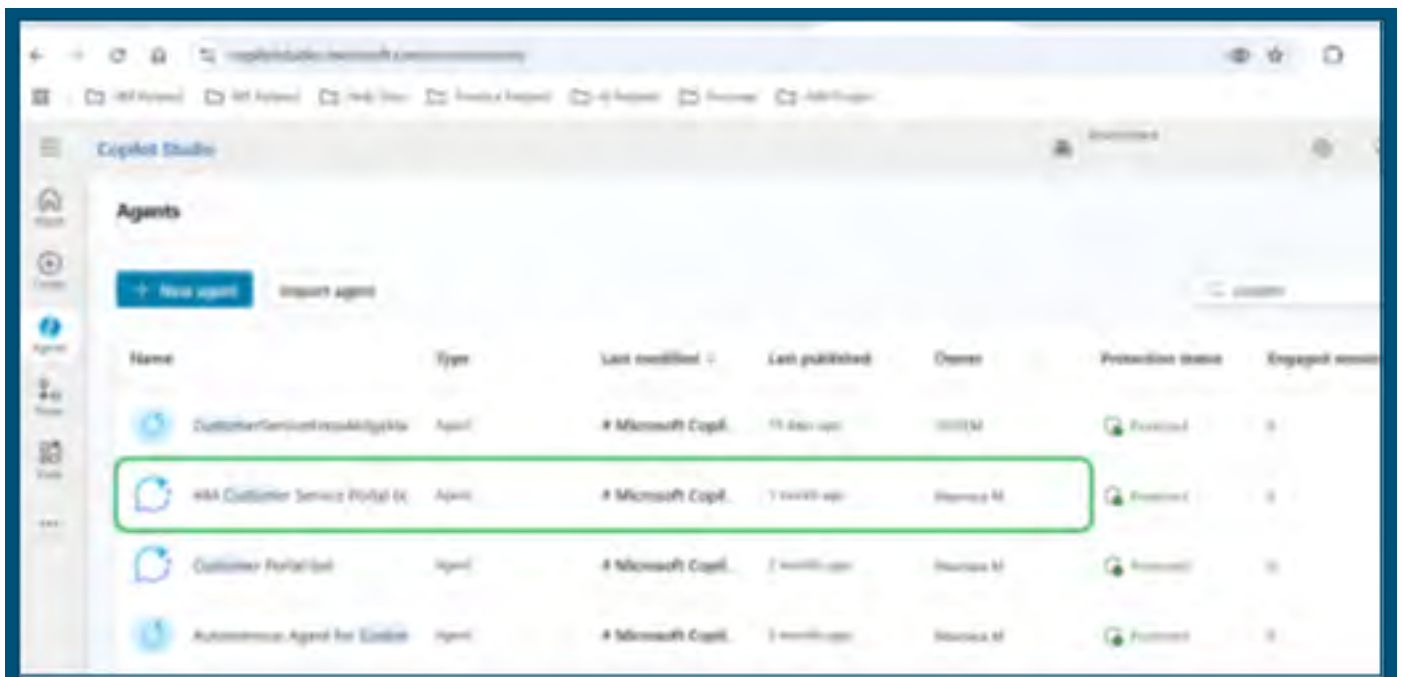


Improvising your Power Pages Copilot AI Agent

As you have seen earlier, the Copilot AI agent is seen on your website. It's now time to make additional changes to the agent to enhance its capabilities. Let's see how!

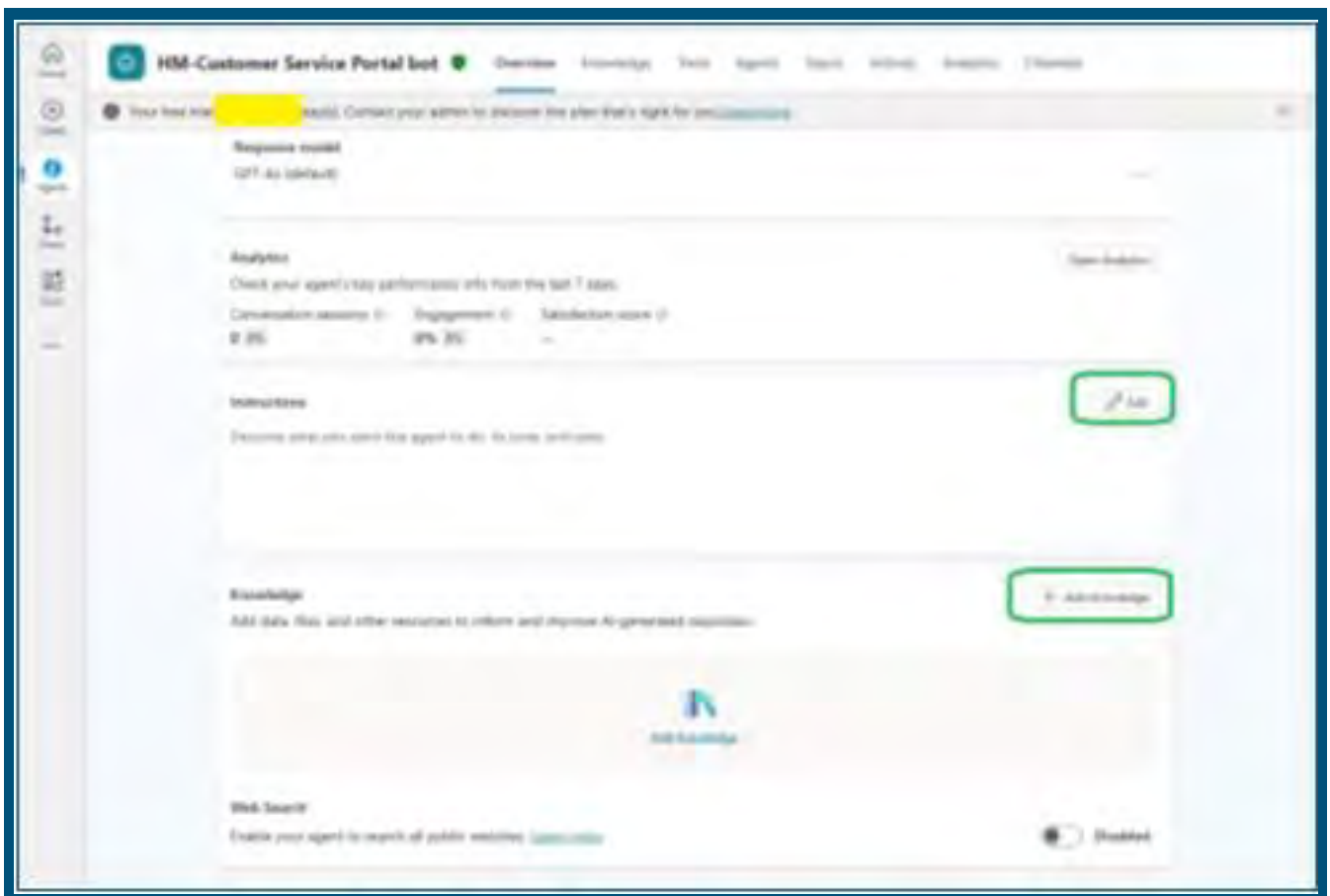
Accessing the Agent

- Once the agent is enabled on your website, the Power Pages platform will automatically provision a new copilot agent in the background.
- To verify this, simply log in to copilotstudio.microsoft.com, navigate to the Agents section, and search by typing your website's name.
- Just open the agent to access its initial version.

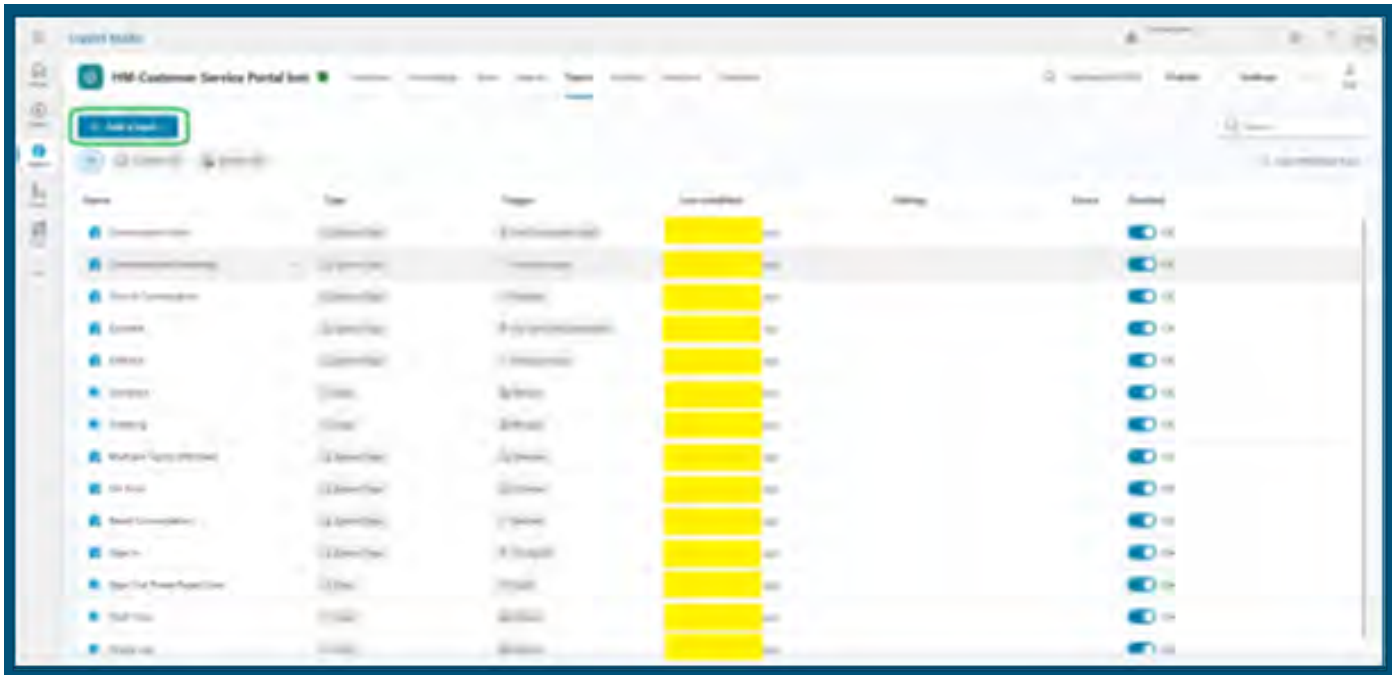


Editing the Agent

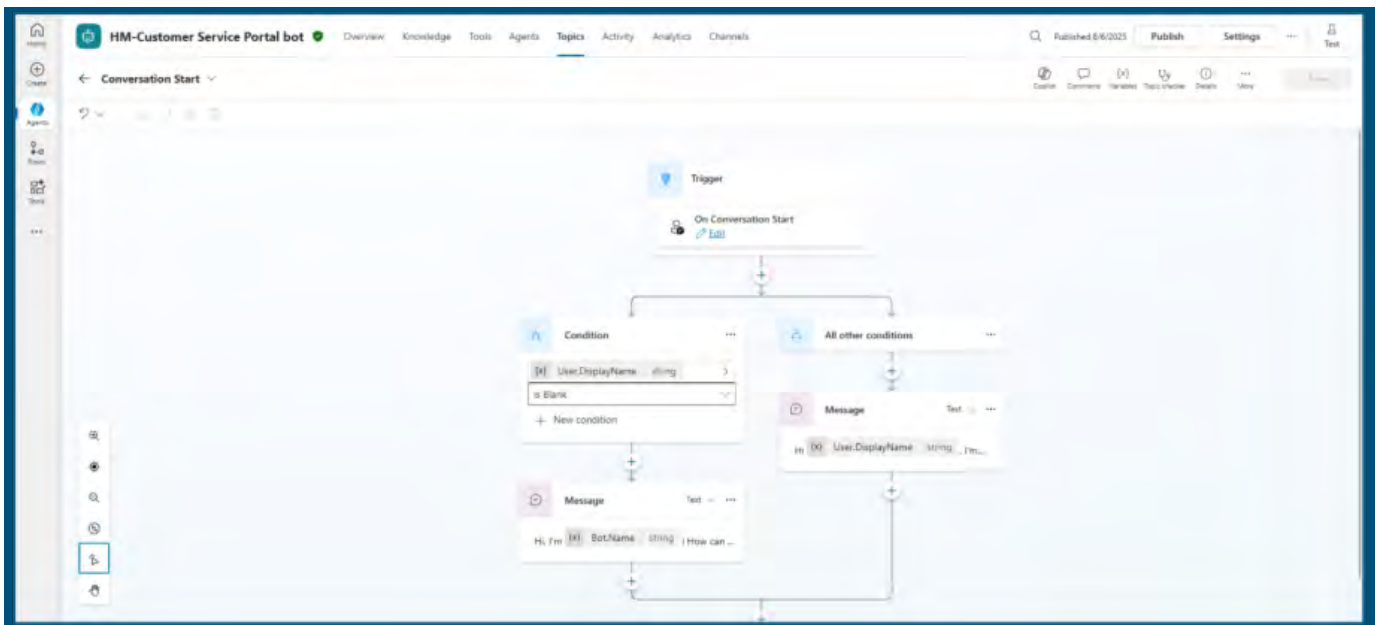
- In the overview tab, you get options to add instructions and include additional knowledge base.
- Provide the necessary instructions by describing what you want the agent to do. Please also instruct the agent to use any rules and instruct it to provide responses in a tone as required.
- Next is to add the knowledge – here you can add documents, a SharePoint website, or even connect to Dataverse. This is necessary to improve AI’s generative responses. All the knowledge added can also be viewed in the “Knowledge” tab.



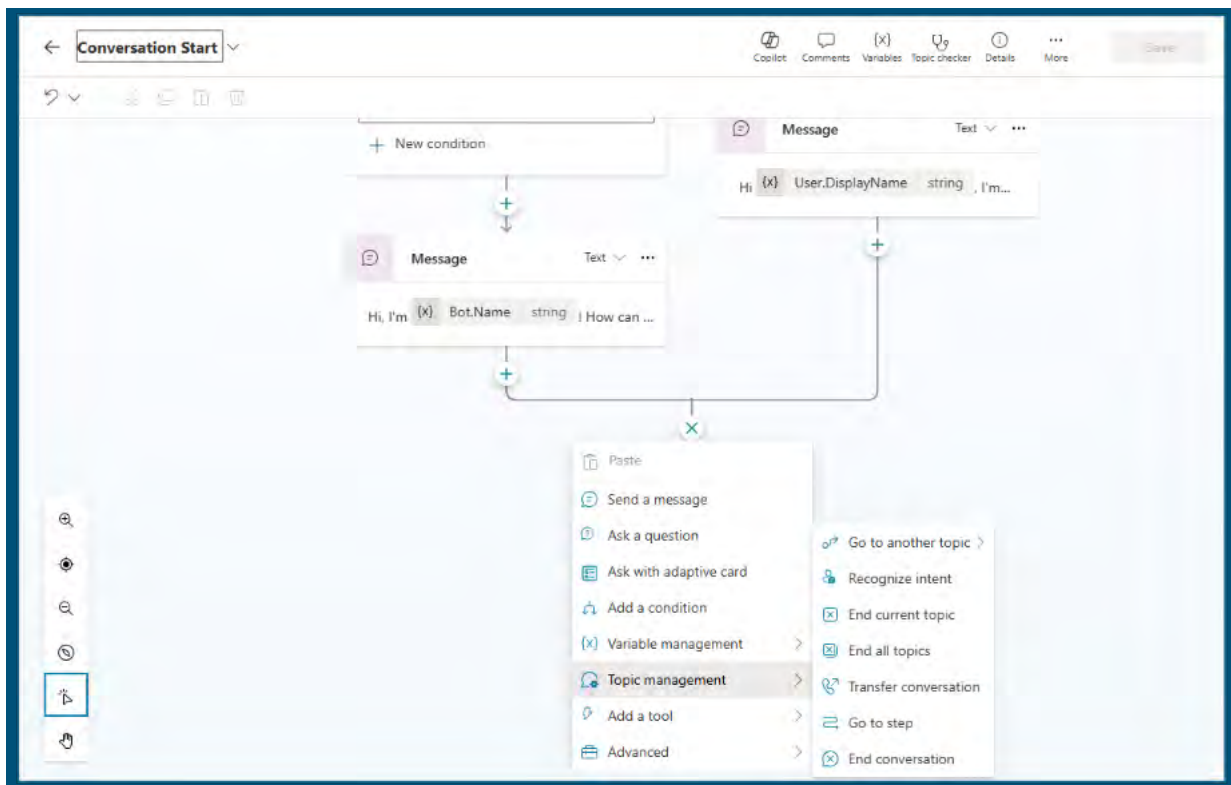
- Now navigate to the “Topics” tab. Here, you will see multiple topics already present. These are the topics generated by the platform, which gives the initial flavour to the agent. You can explore the topics and understand what each topic represents.
- You can also create a new topic by clicking on the “Add a Topic” option as provided in the screenshot below.



- Now, either on the new topic or in the existing topic, you need to use the Conversation Designer provided to configure and personalize the agent. The flow logic written here (conditional branching, messages, etc.) will determine how the agent needs to interact with the end-user.

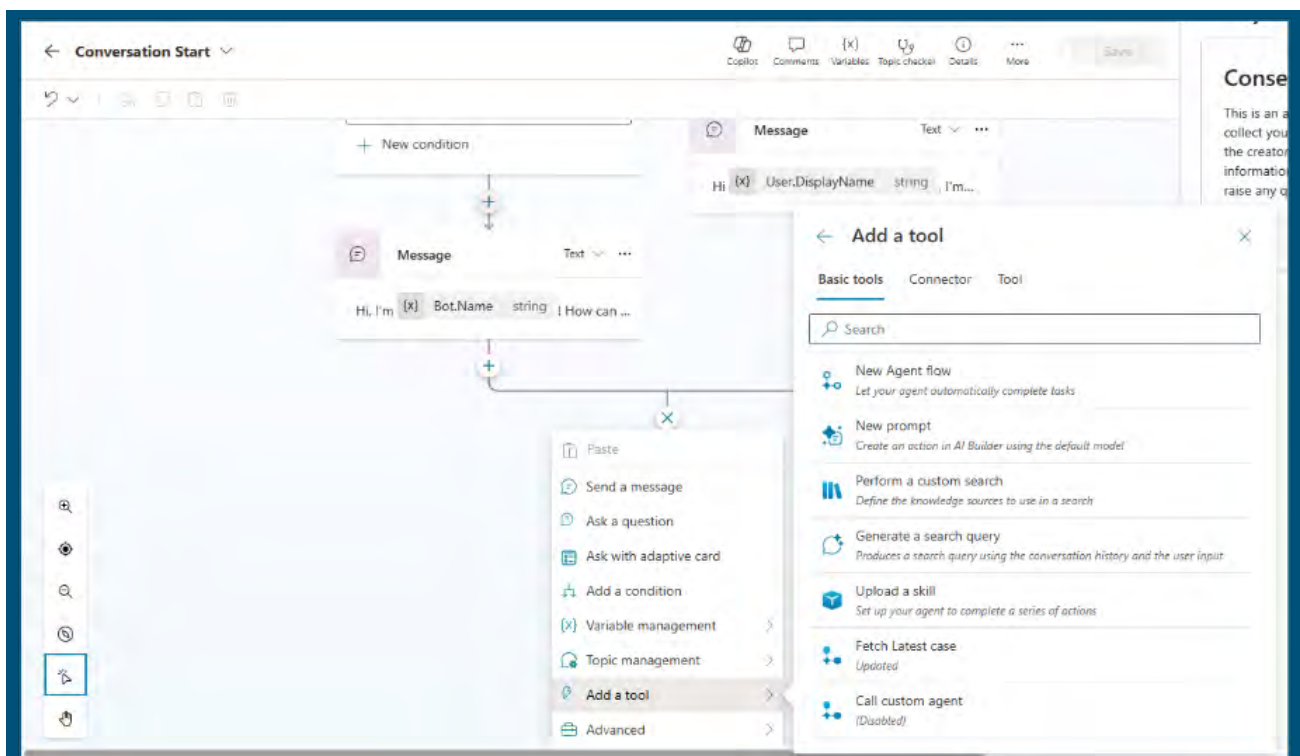


- Also, explore various options provided in the designer, including details on how to manage topics, end current topic or all topics, switch between topics, etc.



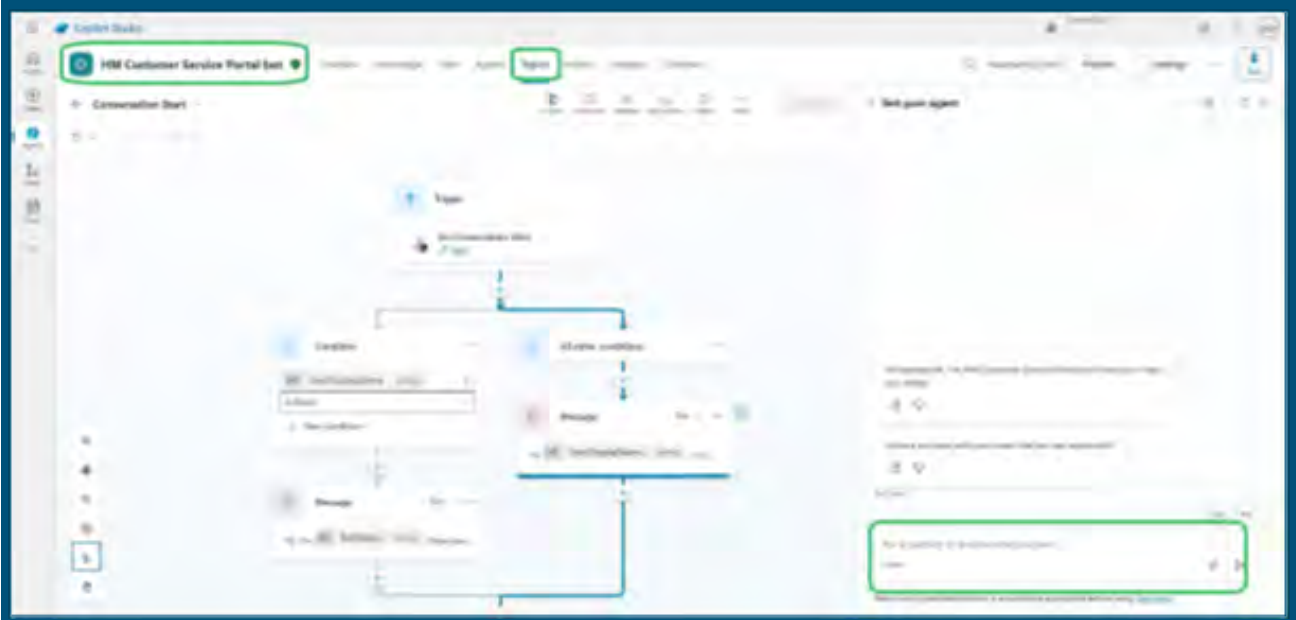
Extending Integrations

- The conversation designer also provides you with various other features, such as an action to trigger a Power Automate flow, utilize prompt-based responses, perform a custom search, provide different connectors, and so on.
- All these options will further help you build a better agent that is capable of handling various scenarios based on the business needs.

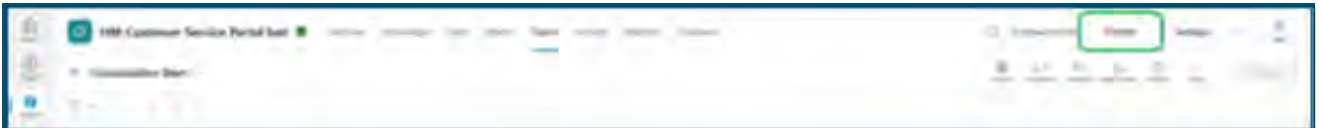


Extending Integrations

- Now that you've made all the necessary updates to your agent, it's time to put it to the test. Use the "Test your agent" window and try out different scenarios to make sure everything works as expected.



- When you're happy with the updates, go ahead and publish the agent so everyone on your site can start using it.



Current Limitations with Copilot on Power Pages

While Copilot integration continues to evolve within Microsoft Power Pages, the following challenges apply to the latest edition of the platform as of August 2025. These issues may be addressed in future updates from Microsoft.

Known Limitations

- File attachments aren't supported yet in the Copilot agent on Power Pages, so you won't be able to upload files for now.
- Sometimes, the chatbot window might not show up on your Power Pages site. The Microsoft product team is aware of this issue, and a fix is expected in the upcoming 9.7.6x release.

Temporary Workarounds

If the chat window isn't rendering correctly, try the following actions:

- Toggle Agent Visibility Switch to enable the agent on-site option off and on again.
- Toggle Agent Creation, turn off and then turn back on the Create New Agent setting. [Important: This action will erase any existing configurations or customizations on your agent. Be sure to back up your settings and content beforehand.]
- Verify Agent ID Consistency to ensure that the Agent ID matches between Copilot Studio and Portal Management.

Beyond the Basics

Keep exploring the latest Microsoft release documentation and go beyond the basics of Agentic AI.

Prompt Columns

- While working with Dataverse and Power Pages, do explore a newly introduced feature - Prompt Columns - currently available in preview mode.
- This feature enables the developer to embed AI-powered natural language prompts directly into the data tables.
- Using this feature, AI interprets a natural language prompt based on input data and generates a response that is automatically saved in the Prompt Column.
- This feature would unlock a wide range of use cases, further enhancing how Copilot and the website would deliver the functionality - ultimately streamlining workflows and boosting human productivity.
- Refer to this link for comprehensive details.



Integration Between the Omnichannel Bot and the Power Pages Copilot Bot

It is also possible to integrate an omnichannel bot with a Power Pages Copilot bot, but it requires a few manual configurations to enable full functionality like live agent handoff and chat escalation.

Explore further [here](#)

Conclusion

With each release, product enhancements continue to evolve, making it easier than ever to build visually stunning and highly functional websites. The future promises even greater capabilities and a smoother development experience.

The future of AI-powered experiences is promising—stay tuned for updates, and happy AI powering!!



Author Bio

Maanasa M

SENIOR ARCHITECT

Maanasa is a seasoned IT professional with over 20 years of experience, specializing in Microsoft Dynamics 365 Customer Engagement. She has led enterprise-scale implementations and driven digital transformation initiatives for more than eight years, delivering impactful solutions across cloud and on-premises environments. As a certified Microsoft Power Platform Solution Architect, her core competencies include solution architecture design, full-cycle technical delivery management, and strategic alignment of business objectives with technology frameworks. She excels at orchestrating complex implementations, fostering cross-functional collaboration, and ensuring high-quality outcomes through precision, innovation, and deep domain expertise.

About Happiest Minds

Happiest Minds Technologies Limited (BSE, NSE: HAPPSTMNDS) is an AI-led customer-first digital engineering and Mindful IT company. With an integrated approach that spans from chip to cloud, Happiest Minds delivers secure and scalable solutions across product engineering, cybersecurity, analytics and automation platforms. Happiest Minds brings purpose and precision to every engagement, helping enterprises solve complex business challenges and fast-track their digital evolution across industry sectors such as Banking, Financial Services & Insurance (BFSI), EdTech, Healthcare & Life Sciences, Hi-Tech and Media & Entertainment, Industrial, Manufacturing, Energy & Utilities, and Retail, CPG & Logistics.

Happiest Minds has been honored by both the Golden Peacock Awards and the Institute of Company Secretaries of India (ICSI) for its exemplary Corporate Governance practices. Guided by its mission of 'Happiest People . Happiest Customers' and consistently recognized as a great place to work, Happiest Minds is headquartered in Bengaluru, India, with a global presence across the Americas, UK, Europe, Australia, the Middle East, Africa, and Asia.

For more information, write to us at
business@happiestminds.com

www.happiestminds.com

