

Enhancing User Experience through Adaptive Cards in Copilot Studio

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The thesis examines the use of Adaptive Cards in Microsoft Copilot Studio as a means of enabling clearer, more interactive, and more efficient communication between an AI agent and the user. The practical part follows the process of creating and customising cards, connecting them with topics, actions, and data, and visually validating the solution in real time. Particular attention is paid to simplicity, visual hierarchy, and design consistency, as these directly affect clarity and usability. The findings show that properly designed Adaptive Cards can facilitate decision-making, accelerate navigation through information, and improve productivity. In Copilot Studio, they function as a practical bridge between data, the agent, and the user.

Keywords: Copilot Studio · Adaptive Cards · User experience