

What Enterprise AI Agents Are Missing — Taking CoPilot as an Example

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In a previous article, I talked about my vision for **CoPilot ERP** and how Microsoft could improve the way **AI works with ERP systems**. You can check that article here:

 [The Future of CoPilot ERP: My AI-Powered Concept](#)

But before I continue with my next article about the **new design I have in mind for ERP systems powered by AI**, I want to **pause for a moment** and talk about something very important.

As I work closely with **AI Centers of Excellence** inside **enterprise companies**, I keep seeing the same issues when companies try to use **AI agents like CoPilot** for real business needs.

Even though **CoPilot is more advanced than many other AI agents like ChatGPT Enterprise, Google Gemini, or even Anthropic Claude**, there are still very important features missing — features that are **critical** if you want a **real AI agent that works for large enterprises**.

The Reality Check — What Vendors Miss About Enterprise AI

Many vendors (including Microsoft) like to **market their AI agents as “enterprise-ready.”** But the reality is very different. These agents are **built with a technology-first mindset, not a business-first mindset**.

Real enterprise AI is not just about **providing smart answers**. It's about:

- Understanding **how large companies work**
- Supporting **multi-team collaboration**
- Managing **real-world data from multiple systems, not just one vendor's cloud**
- Respecting **governance, security, and compliance rules** automatically

None of today's AI agents — not CoPilot, not ChatGPT Enterprise, not Gemini — meet this standard.

The 5 Critical Missing Features in CoPilot and Other Enterprise AI Agents

1. No Shared Chat Rooms for Teams

Today, every user has their **own private chat** with CoPilot. But in real work, teams often need to **collaborate with AI together in the same chat** — especially during **team meetings** or **project discussions**.

👉 **There is no way for multiple users to work together with CoPilot in one shared conversation.**

2. No Unified AI Agent — Each Department Builds Its Own AI

Every department — Marketing, Sales, HR — has to **build its own AI agent** in CoPilot Studio.

👉 There is **no single CoPilot that knows who you are, what department you belong to, and automatically adjusts its answers, permissions, and knowledge based on your role and team.**

This creates a fragmented, messy AI experience.

3. Difficult and Limited Knowledge Base Setup

CoPilot's knowledge base only works **inside Microsoft 365** (SharePoint, OneDrive). But companies have data in **local folders, external servers, non-Microsoft systems**, and more.

👉 There is **no easy way for users to manually add and control external data sources.**

This is **a serious limitation for real enterprise knowledge management.**

4. Media Files Are Ignored — No Special Treatment for Videos & Images

CoPilot (and others) only think about **structured and unstructured text data.**

👉 But what about **videos, images, and audio files**? In marketing, engineering, training, and many departments, media files are **critical data sources.**

AI needs to:

- Extract text from **videos and audio.**
 - Recognize **objects, scenes, and workflows** inside videos.
 - Analyze **images** and detect objects, text, and patterns.
- None of this works today in CoPilot.
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5. No Smart, Selective Email Processing

CoPilot can access Outlook emails, but it **treats your inbox like one big data pool.**

👉 There is **no way to select only certain threads, attachments, or discussions and ask CoPilot to process and add them to the knowledge base.**

This means CoPilot either sees **too much** (causing noise) or **too little** (missing important content).

Enterprise teams need **full control over what email content feeds into the AI brain.**

Summary Table — The Missing Features at a Glance

Missing Feature	Why It Matters for Enterprise	Current Gap
Shared Chat Rooms	Teams need to collaborate with AI together	Not Supported
Unified AI Agent	One AI should know the user, role, department	Each team builds its own
Knowledge Base Control	Add external/local data easily	Only Microsoft 365
Media Data Handling	Video, image, audio processing	Ignored
Smart Email Processing	Select only useful emails and files	All or nothing

Why This Matters

If AI agents like CoPilot **ignore these critical needs**, they will **never become true enterprise-ready AI agents**. Enterprise companies **don’t just need smart answers** — they need:

- **AI that works across departments**
- **AI that fits their existing data infrastructure**
- **AI that understands and handles all types of data, including media**
- **AI that respects privacy, permissions, and compliance rules automatically**
- **AI that works with the full story — not disconnected pieces of data**

A Call to Action for AI Vendors

If Microsoft (or any AI vendor) really wants to build the **next generation of enterprise AI**, they need to stop thinking only about **individual users** and start thinking about **how enterprises actually work at scale**.

This means **moving from isolated “personal copilots” to truly collaborative, role-aware, data-smart, and governance-friendly AI systems**. Until that happens, **enterprise companies will keep building their own workarounds — wasting time and money**.

My Role — Why I Care About This So Much

As someone working closely with **AI Centers of Excellence**, I am not just observing these gaps — **I’m helping enterprise teams build custom solutions to fix them**.

But the real solution is not just custom work. It’s time for **AI vendors** to step up and redesign **the core architecture** of enterprise AI. Until they do, **enterprise AI will remain a promise, not a reality**.

Next Article Preview:

In my next article, I will return to my **future vision for CoPilot ERP** — a vision built on solving these fundamental gaps. Stay tuned!