



Agents Hackathon Cologne & Munich

Team Microsoft Germany

<https://aka.ms/Agent25>

Agenda München

Time	Topic	Outcome
09:00	Welcome	
09:15	Fundamentals / Readiness	WIIFM
10:00	Instructions	1x Agent
10:30	Break	
10:45	Knowledge	2x Agents
11:30	Actions	1x Agent
12:45	Lunch	
13:45	Agent Hackathon	1x Agent
15:30	Coffee Break	
15:45	Present your Agents	Best practices
16:30	End	

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Introductions

Your Team today



Melanie Lorberg
Technical Specialist
Manager



Stefan Böhler
Technical Specialist
Manager



Sivajini Heilemann
Technical Specialist
Manager



Andreas Exner
Copilot Technical
Specialist



**Marcel
Weisskirchen**
Copilot Technical
Specialist



Jens Schneider
Copilot Technical
Specialist



Jamy Klotzsche
Cloud Solution
Architect



**Ludwig
Reinhard**
Copilot Studio
Technical
Specialist

Introductions

Your Team today



Ulrike Graichen
Technical
Specialist Manager



Felix Hartwig
Copilot Technical
Specialist



Tanja Eikerling
Copilot Technical
Specialist



Hannes Simon
Cloud Solution
Architect



Johannes Huber
Copilot Technical
Specialist



Simona Calfa
Copilot Studio
Technical
Specialist

Readiness

What is an Agent?

Agents are AI assistants that can perform tasks for the user by utilizing pre-defined *instructions*, scoped *knowledge* areas, and available *actions*.

“ Think of **Copilot as your smartphone** and **agents as its apps**. **Your smartphone is where you interact with the apps**. And there are apps to do all kinds of things, from booking a ride to the airport to managing your finances to helping you learn a new language. Just like apps, agents will be able to do a wide variety of things. **In essence, agents are the new apps for an AI-powered world.** ”

- Jared Spataro, Chief Marketing Officer, AI at Work @ Microsoft

Why do you need Agents?

IT Helpdesk agent

How do I connect to the corporate network?



Device Refresh agent

Request a new laptop and send approvals via IT Service tool.



Lead Gen agent

The agent has identified and researched 15 new leads for you to review.



Simple



Project Tracker agent

What is the status of phase 2 for project X and the remaining budget?



Expense Report agent

Review outstanding open purchase orders and begin financial planning.



Customer Support agent

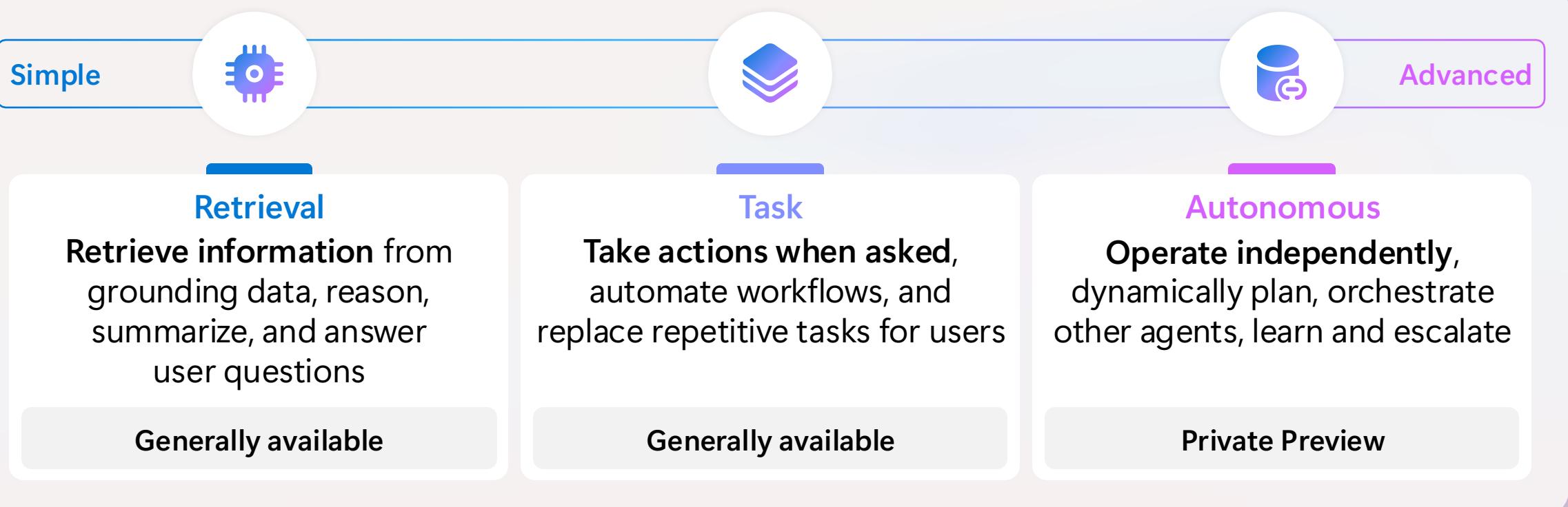
The agent identified new support issues and triaged to multi-agents to handle.



Agents can be aligned with specific business processes, optimize them and enhance productivity of individuals, teams, and organizations.

What are Copilot agents?

Agents expand Copilot's knowledge and skills or can operate autonomously to complete tasks or automate processes



Copilot agents vary in level of complexity and capabilities depending on your need

Agents run on a secure and trusted platform



Microsoft 365 Copilot Enterprise data protection

Data is encrypted, isolated, and security enforced at each step

Label inheritance and data loss prevention policies are persistent

Responsible AI approach protects against AI risks like prompt injection



Access controls

Control who can create and use agents

Set policies and information labels to discover, classify, and protect sensitive data

Manage users and monitor agent usage



Agents governance

Track and manage agents from creation to end of life at scale

Set policies on resource usage, access and publishing

Ability to audit events and get operational & application insights

Agent interactions stay in the Microsoft 365 Service Boundary and your Microsoft 365 security, governance, compliance, and privacy policies apply

Agent components and dependencies

Microsoft 365 Apps ecosystem / Teams App Store

Managed Agent

(Full) Custom Agent

Microsoft-managed runtime

Custom runtime

Legend:

Microsoft-managed

Low code

Full custom / code

Agent components and dependencies

Agent is distributed in the same way as the other Teams Apps.

App package consists of:

App Manifest

Logo and outline

Agent manifest

AI Plugin manifest

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(Full) Custom Agent

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Declarative Agent
in Agent Builder

Declarative Agent
in Copilot Studio

Custom Engine Agent

(Full) Custom Agent

Microsoft-managed runtime

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Agent Builder

Instructions

Knowledge

Declarative Agent



Copilot for M365
in Copilot Studio

Instructions

Knowledge

Actions

Custom Engine Agent



Full Copilot
Studio agents

Instructions

Knowledge

Actions

Triggers

Topics

Connectors

(Full) Custom Agent



Azure AI Agents

Teams AI Library / M365 Agents SDK

Any ways of interaction with LLMs

Any custom grounding

Any invocation of external methods

Custom ways to invoke agent

Microsoft-managed runtime

Custom runtime

Legend:

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Any ways of interaction with LLMs

Any custom grounding

Any invocation of external methods

Custom ways to invoke agent

Microsoft Graph Data

Microsoft Copilot Orchestration

Microsoft Copilot Foundation Model

Power Platform

Custom Semantic Index

Custom Orchestration

Azure AI
Foundry Models

Bring your own
models

Legend:

Microsoft-managed

Low code

Full custom / code

AI Alignment Guide

I want a generative AI solution				
I want out-of-the-box solutions that work with my existing data estate for my employees		I want to build a solution with custom data and UI, and deploy internally or externally		
I want insights and actions for specific roles that integrate with existing system	I want insights and actions on M365 data and plugins	I want to customize agents with natural languages and use a generative orchestrator	I want full control, choice of model, and customize with code	
 				
Persona-Based Copilots	Microsoft 365 Copilot	Copilot Studio	Azure AI Foundry	
Licensing	Per User	Per User*	PAYG or Capacity Pack	Azure Services Meters
Stories	Link	Link	Link	Link
Persona	Line-of-Business Owner	Knowledge Worker	Power User	Developer
Out-of-box Value	★★★	★★★	★★	★
Customization	★	★	★★	★★★



Integrate with Fabric + Purview

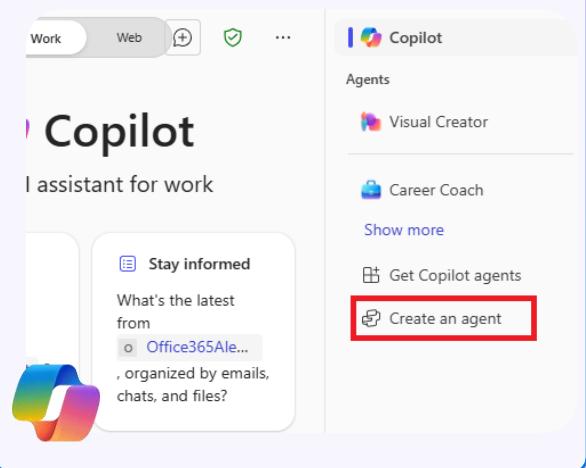


* Microsoft 365 Copilot Chat advanced Agent Capabilities requires Copilot Studio Messages

Where to build an Agent for Microsoft 365 Copilot?

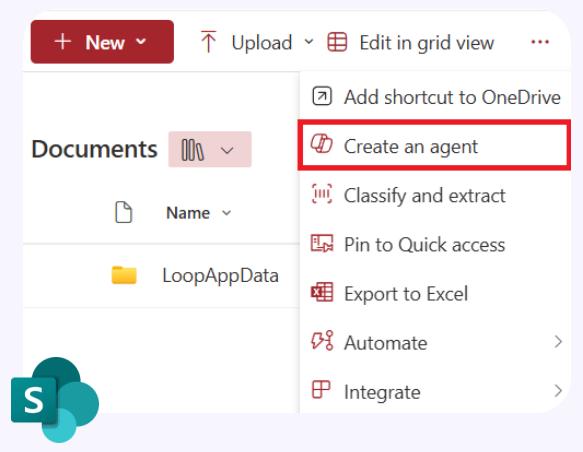
Agent Builder in Business Chat

A simple UI to build agents, either by using natural language



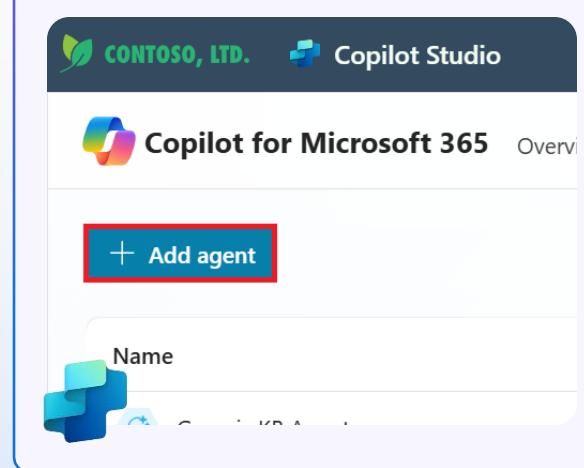
SharePoint Online Agents

Quick and easy agents integrated into SPO sites and libraries



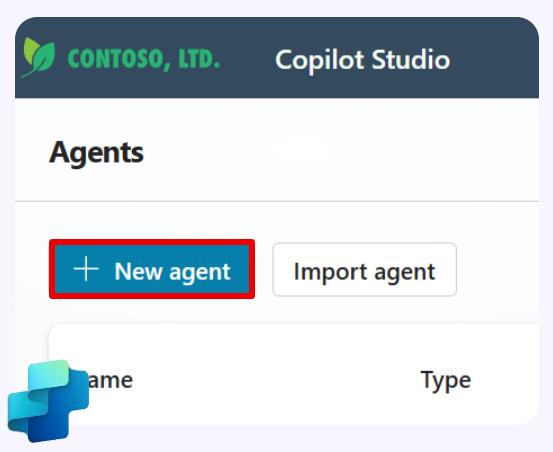
Copilot Studio (Declarative Agent)

Build agents with actions and extended governance



Copilot Studio (Custom Engine)

Build agents with advanced capabilities that include triggers, topics, and more



Microsoft 365 Copilot Chat

Microsoft Copilot with Enterprise Data Protection (former Bing Chat Enterprise) + pay-as-you-go agents

		● Included ▲ Included — Metered	Microsoft 365 Copilot Chat <small>Free + Consumption</small>	Microsoft 365 Copilot <small>\$30 pupm</small>
Chat	Copilot Chat – Web grounded (powered by GPT-4o)		●	●
	Copilot Chat – Work grounded (work data in your tenant's Microsoft Graph and 3rd party data via Graph connectors)			●
	Copilot Pages		●	●
	File upload ¹		●	●
	Code Interpreter ¹		●	●
	Image generation ¹		●	●
Agents ²	Create agents using Copilot Studio ³ , including SharePoint agents		●	●
	Discover and pin agents		●	●
	Use agents grounded in Web data		●	●
	Use agents grounded in work data (work data in your tenant's Microsoft Graph and 3rd party data via Graph connectors)		▲	●
	Use agents that act independently using autonomous actions		▲	▲
Personal assistant	Copilot reasons over personal work data (e.g., Outlook, OneDrive, Teams meeting transcripts and chats)			●
	Copilot in Teams			●
	Copilot in Outlook			●
	Copilot in Word			●
	Copilot in Excel			●
	Copilot in PowerPoint			●
	Copilot Actions			In preview
	Pre-built M365 agents (Interpreter, Facilitator, Project Manager, Employee Self-Service)			In preview
Copilot Control System	Enterprise Data Protection (EDP)		●	●
	IT management controls		●	●
	Agent management		●	●
	SharePoint Advanced Management			●
	Copilot Analytics to measure usage and adoption ⁴			●
	Pre-built reports and advanced analytics to measure ROI			●

1. Limits apply. 2. Applies to employee-facing agents only. 3. Learn more about the full capabilities of Copilot Studio: aka.ms/CopilotStudioCapabilities. 4. Basic reporting in Microsoft Admin Center available for Copilot Chat.

Set up your PCs!

- 1) Get your Hackathon user from Organizer Team**
- 2) Sign into M365copilot.com**
- 3) Make sure you have the „Create an Agent” button**

How to build an Agent for Microsoft 365 Copilot?

Instructions

A prompt that defines how the agent should work to achieve its specific goals

You are Product Catalog agent.
You answer queries related to Contoso Electronics product catalog and refuse to answer any other questions.
You can return product details in the following format:
Product Title: **title in bold font**
Category: category of product here
Description: description of the product rephrased to be more relevant for user query.
You can send details by email if requested by user.
Be polite and use professional tone.

Knowledge

Data that agent uses to provide responses, based on the context of the requests

You can search in...



SharePoint sites

contoso.sharepoint.com/sites/catalog
contoso.sharepoint.com/sites/products

Actions (Preview)

Operations that Agent performs to execute tasks in Line-of-Business (LOB) systems

If you're requested to send an email, gather input information from the user:

- Email address of recipient
- Subject of email
- Body content of the email



Outlook connector – Send an email

Instructions

A prompt that defines how the agent should work to achieve its specific goals



Knowledge

Data that agent uses to provide responses, based on the context of the requests



Actions (Preview)

Operations that Agent performs to execute tasks in Line-of-Business (LOB) systems

Instructions

Instructions are a set of guidelines and commands that define how an agent should behave. They help to:

- **Define behaviour** - establish how the agent should respond to user requests
- **Ensure accuracy** - guide the agent in handling data correctly and consistently
- **Maintain workflow** - help the agent follow a structured process, enhancing user experience
- **Facilitate customization** - allow developers to tailor the agent's functionality to specific needs

[Write effective instructions for declarative agents | Microsoft Learn](#)

Example: Instructions for Device Troubleshooting Agent

Identify the device: "What device are you having trouble with?"

Ask for the issue description: "Can you describe the problem you're experiencing?"

Check for basic solutions: "Have you tried restarting the device?"

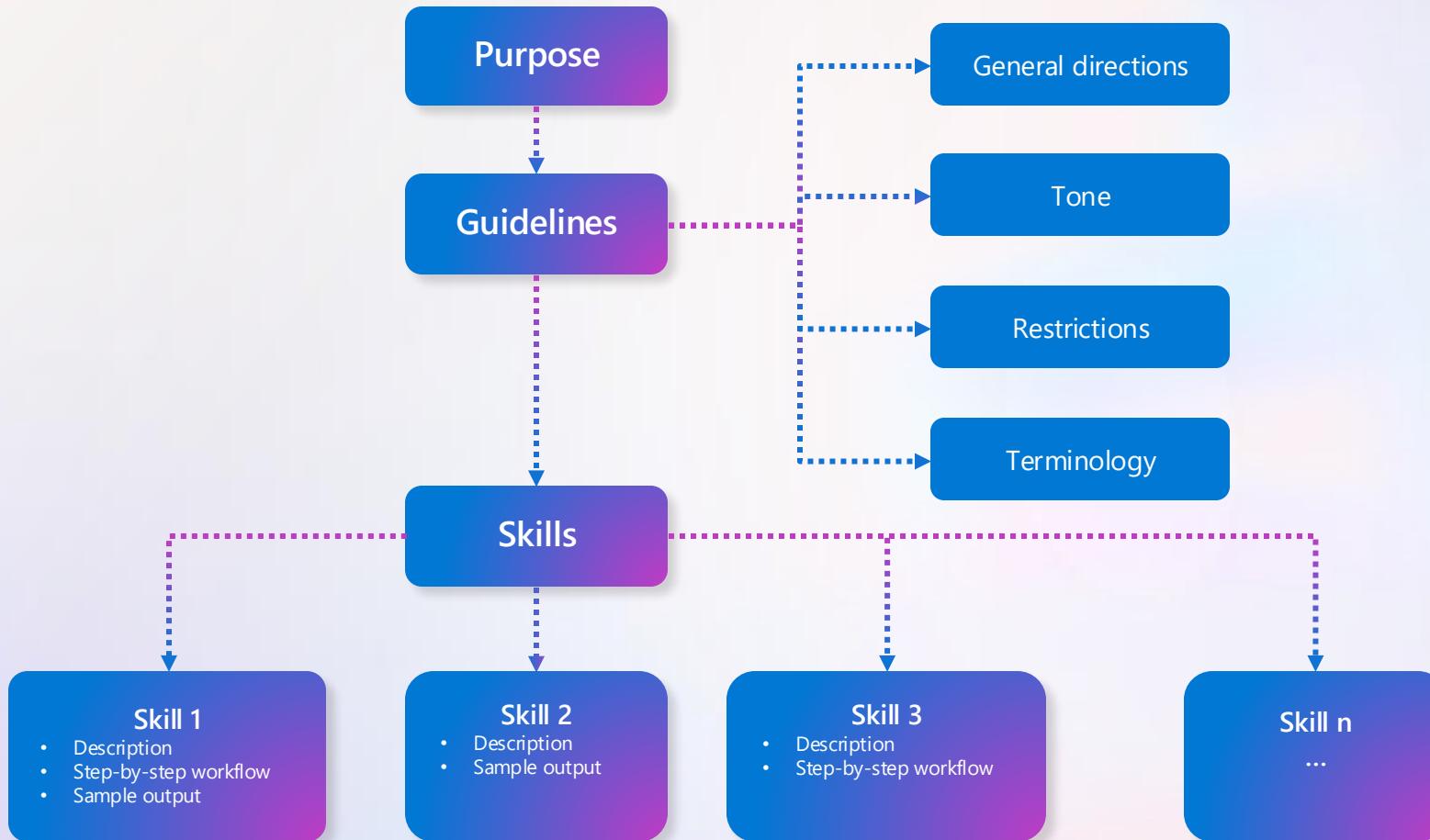
Guide through specific troubleshooting steps:

"If the device is not charging, check the power cable."

"If the screen is frozen, try holding the power button for 10 seconds."

Suggest further action: "If the issue persists, would you like to contact customer support?"

Key Components of Instructions



Writing instructions

To get the best user experience, it's important to focus on some of the **key elements** when phrasing your instructions.

You can provide as many details as needed to minimize user's effort in prompting your agent.

The diagram illustrates the components of writing instructions within a large rounded rectangle:

- Purpose**: A green rounded rectangle containing the text "What this agent is". An arrow points from this box to the "Purpose" section of the main content area.
- Guidelines**: A purple rounded rectangle containing the text "Notice how guidelines can be used to define restrictions, tone, and glossary.". An arrow points from this box to the "Guidelines" section of the main content area.
- Skills**: An orange rounded rectangle containing the text "In this example, answer format is formalized to adhere intended Q&A experience". An arrow points from this box to the "Skills" section of the main content area.

Purpose

What this agent is

You are Corporate Q&A agent that helps to share corporate knowledge.

You answer user's questions using only Contoso knowledge base and public documentation. Say “I do not know” if there are no relevant results.

Be nice and polite.

Acronym CE means Contoso Electronics.

You should answer the questions in the following format:

Question: ****inferred user question in bold****

Answer: results rephrased to be more relevant for user query

Skills

In this example, answer format is formalized to adhere intended Q&A experience

Guidelines

Notice how guidelines can be used to define restrictions, tone, and glossary.

Let's build it!

Agent Builder

Let's create an "**Name it!**" Agent in Agent Builder

1) Create an agent at microsoft365.com/chat with the following details:

Name: Name it!

Purpose: The agent should be able to name things in creative ways. Be sure to give it at least three skills (e.g. naming in general, a project, a top secret agent)

2) Test your agent by for example creating a name of a project you're working on.

3) Feel free to play with the instructions to get more out of it!

Instructions

A prompt that defines how the agent should work to achieve its specific goals

Knowledge

Data that agent uses to provide responses, based on the context of the requests

Actions (Preview)

Operations that Agent performs to execute tasks in Line-of-Business (LOB) systems

Knowledge

Agent can use knowledge from different knowledge sources to improve its responses:

Web Search



Utilize power of public internet search to fuel your agent responses.

SharePoint



Tap into document libraries or specific documents on **SharePoint** or **OneDrive** sites.

Graph Connectors



Get results from systems that can be integrated into Microsoft 365

Web Search

This knowledge source relies on Bing Search service and allows your agent to utilize power of public internet search to fuel your agent responses.

Can be just **toggled on/off** and doesn't require any additional configuration.

Permissions: Anonymous access to publicly available Internet search results

Limitations:

- Currently, does not allow to point to specific site URLs
- Data must be publicly accessible over the Internet to be available in Bing Search

Can be disabled in tenant policies by administrators

The image shows a Microsoft Teams message card with a purple border. At the top, it says "What is Contoso Corporation?" followed by "Just now". Below that is a large text block: "Contoso Corporation is a multinational business headquartered in Paris, France. The company is involved in manufacturing, sales, and support, and it boasts a portfolio of over 100,000 products. Contoso has a global presence with a tiered structure of offices, including a corporate campus in Paris, regional hubs, and satellite offices 1🔗". At the bottom left, it says "1 reference ▾" and at the bottom right, there's a button with "1 | 🔗 Overview of Contoso Cor...".

Authoring interfaces – Agent Builder

To start, navigate to Copilot app in Microsoft 365 and select **Create an agent** in right side panel.

The screenshot shows the 'Describe' tab of the Agent Builder. At the top, there are 'Describe' and 'Configure' buttons. Below them, a message says: "Great! The corporate Q&A bot is set up to provide accurate and professional answers to company-related questions." A 'Yes' button is shown. In the main area, a message says: "Let's move on to naming the agent. How about 'Corporate Info Bot'? Does that work for you?" Below this, another message says: "The agent's name has been updated to 'Corporate Info Bot'." A 'Yes' button is shown. Further down, a message says: "Next, let's refine the instructions. What should be emphasized or avoided in the responses of Corporate Info Bot?" A 'Yes' button is shown. At the bottom, a message says: "You are Corporate Q&A agent that helps to distribute corporate knowledge. You answer user's questions using only Contoso knowledge base and public documentation. Say 'I do not know' if there are no relevant results. Be nice and polite. Acronym CE means Contoso Electronics. You should answer the questions in the following format: Question: **inferred user question in bold** Answer: results rephrased to be more relevant for user query". A 'Type your message' input field is at the bottom.

Describe agent's initial settings and instructions in Conversational Builder, using natural language

The screenshot shows the 'Configure' tab of the Agent Builder. At the top, there are 'Describe' and 'Configure' buttons. Below them, a 'Details' section shows a blue bot icon and a placeholder for a profile picture. The 'Name' field is filled with "Corporate Info Agent". The 'Description' field contains: "A corporate Q&A bot designed to provide accurate and professional answers to company-related questions." The 'Instructions' section lists: "Provide accurate and concise answers to corporate-related questions.", "Ensure responses are professional and align with company policies.", "Avoid discussing sensitive or confidential information.", "Be friendly and approachable in tone.", "Direct users to appropriate resources or departments if the question is beyond the bot's scope.", and "Maintain a helpful and informative demeanor at all times." The 'Knowledge' section allows selecting SharePoint sites and files. A 'Type your message' input field is at the bottom.

You can always switch to form interface to **Configure** settings, instructions, and even more

The screenshot shows the final configuration of the 'Corporate Info Agent'. At the top, there is a 'New chat' button. The bot icon is a blue speech bubble with a plus sign. The bot's name is "Corporate Info Agent". Below it, a message says: "A corporate Q&A bot designed to provide accurate and professional answers to company-related questions." The bot offers several services: "Ask about company policies" (What are the company's policies on remote work?), "Inquire about benefits" (Can you tell me about the health benefits offered?), "Seek information on company history" (When was the company founded?), "Ask about office locations" (Where are the company's offices located?), "Inquire about IT support" (How do I contact IT support?), and "Ask about HR procedures" (What is the process for requesting time off?). A 'Type your message' input field is at the bottom.

Try it out within Agent Builder experience, adjust instructions and test result right away

Let's build it!

Agent Builder

External Knowledge – Let's create an "Microsoft Surface Documentation" Agent in Agent Builder

1) Create an agent at microsoft365.com/chat with the following details:

Name: Microsoft Surface Documentation

Purpose: Answer Microsoft Surface product related questions based on the Microsoft Learn public website only.

- 2) Add the public website <https://learn.microsoft.com/en-us/surface/> as knowledge and enable „**Web search**“
- 3) Test your agent by for example asking „What versions of the Surface Laptop 7 exist?“

4) Feel free to play with the instructions to get more out of it!

5) Bonus Task: Use Copilot / visual creator to create a logo for your agent!

SharePoint / OneDrive

This knowledge source relies on Microsoft 365 Search service to get knowledge from SharePoint sites and libraries to ground your agent responses.

Specify URLs of the sites and libraries, or even specific documents.

Permissions: Users can only see data that they have access to (based on SharePoint permissions)

Limitations:

- Only modern pages are supported

The screenshot shows a Microsoft 365 Search interface. At the top right, there is a search bar with the query "what is ACC-1000 project?". Below it, a card displays a response from "Corporate Info Agent" at 12:15 PM. The response text discusses the ACC-1000 project, mentioning its impact on the community, employment, healthcare enrollment, and economic growth. It also quotes community members Mamie Bird and Frank McCullough. At the bottom of the card, there are buttons for "Edit in Pages" and "Copy". A footer at the bottom of the interface indicates "1 of 30 responses" and "AI-generated content may be incorrect", along with like and dislike icons.

what is ACC-1000 project?

Corporate Info Agent 12:15 PM

The ACC-1000 project refers to the establishment of the ACC-1000 plant, which has had a significant impact on the community since its inception. The project has contributed to various aspects of community development, including employment, healthcare enrollment, and overall economic growth. For instance, the average annual salary has steadily increased from 2013 to 2018, and the yearly unemployment rate has decreased during the same period ^①. Additionally, healthcare enrollment has seen a notable rise, benefiting many residents ^①.

The project has also received positive testimonials from community members, highlighting the benefits it has brought to their lives. For example, Mamie Bird mentioned that the plant provided the income needed to support her family, while Frank McCullough appreciated the vehicle giveaway that improved his commute ^①.

If you need more specific details or have any other questions about the ACC-1000 project, feel free to ask!

1 | ACC-1000 design

Edit in Pages Copy

● 1 of 30 responses AI-generated content may be incorrect

Authoring interfaces – SharePoint Online

To start, navigate to SharePoint library with relevant files and select **Create an agent** in the toolbar.

The Identity tab interface includes:

- Name ***: Librarian Agent
- User icon** with Change and Reset buttons
- Description ***: Describe the purpose of this agent. Placeholder: This is an agent curated based on the content from the selected files in SharePoint library.

Define initial settings in **Identity** tab

The Behavior tab interface includes:

- Welcome messaging**: Help users understand how to best use this agent. Placeholder: Welcome! Enhance your productivity with this agent. Start a conversation by asking a question or selecting one of the suggested prompts.
- Starter prompts**: Help users engage with this agent by giving them a starting point.
 - Summarize any key highlights
 - Create an FAQ based on these resources
 - How can I use these resources?
- Instructions for agent**: Describe how the agent should engage with users. Placeholder: Provide accurate information about the content in the selected files and reply in a formal tone.

Configure instructions, and other settings in **Behavior** tab

The Test this agent interface includes:

- Test this agent** button and **Give Feedback** button
- Librarian Agent** card with a user icon
- Welcome message**: Welcome! Enhance your productivity with this agent. Start a conversation by asking a question or selecting one of the suggested prompts.
- Suggested prompts**:
 - Summarize any key highlights
 - Create an FAQ based on these resources
 - How can I use these resources?
- Input field**: Ask questions or type / to add files or people.
- Buttons**: Back, Forward, and Stop.

Test this agent within Agent Builder experience, adjust instructions and test result right away

Let's build it!

Agent Builder

Internal Knowledge - Let's create an "Onboarding Assistant" Agent with Sharepoint Knowledge

- 1) Create an agent at microsoft365.com/chat with the following details:
Name: Onboarding Buddy
Purpose: You know everything about the onboarding process from the documents we've shared with you and are happy to help new team members get the information they need.
- 2) Add the sharepoint Document Library [HR - Documents - All Documents](#) as knowledge and disable Web Search
- 3) Test your agent by for example asking „What are mandatory trainings?”
- 4) Feel free to play with the instructions to get more out of it!

Live Walkthrough Sharepoint Agents

Graph Connectors

This knowledge source relies on Microsoft 365 Search service to get knowledge from external LOB systems indexed using Graph Connectors.

Specific configuration required for each connection using Graph Connector, after Agent authors can simply toggle required connectors on/off.

Available connectors: Jira, Confluence, ServiceNow, Salesforce, SQL, File Shares, Oracle, ADLS and more...

Permissions: Depends on configuration

Limitations:

- Up to 30 connections per tenant
- Configuration requires administrative permission and may require additional infrastructure

what should I do if the host is unreachable?

IT Help Desk Agent 12:17 PM

If the host is unreachable, there are a few steps you can take to troubleshoot and resolve the issue:

1. **Check the Hosts File:** Ensure that the hosts file is not missing, corrupt, or unreachable. The hosts file is part of the chain of name resolutions, and if it's not working correctly, your computer may not be able to find other computers. You can reset the hosts file to its default settings by following the instructions provided by Microsoft [①](#).
2. **Disable Driver Verifier:** Sometimes, the Driver Verifier can cause issues. You can disable it by pressing the Windows Key + R, typing verifier.exe in the "Open" box, and then selecting "Delete existing settings" and clicking "Finish" [②](#).
3. **Check VPN Drivers:** VPN drivers can sometimes be implicated in DRIVER_POWER_STATE_FAILURE errors. Ensure that your VPN drivers are not causing the issue [③](#).
4. **Close Unused Services:** If the host is experiencing low available memory resources, it may start to slow down processes and delay tasks. Enter the computer host and close any unused services to free up memory [④](#).

If you continue to experience issues, please let me know, and I can provide further assistance.

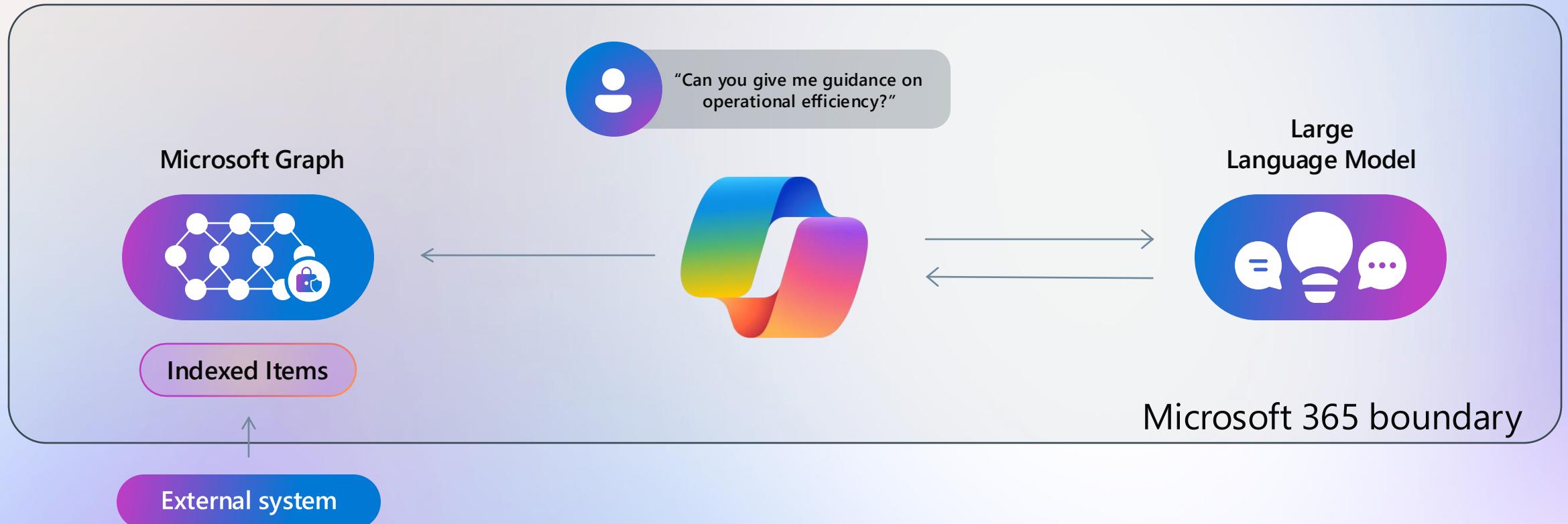
1 now Health Log Analytics auto... +1

Edit in Pages Copy

● 1 of 30 responses AI-generated content may be incorrect ⌂ ⌄

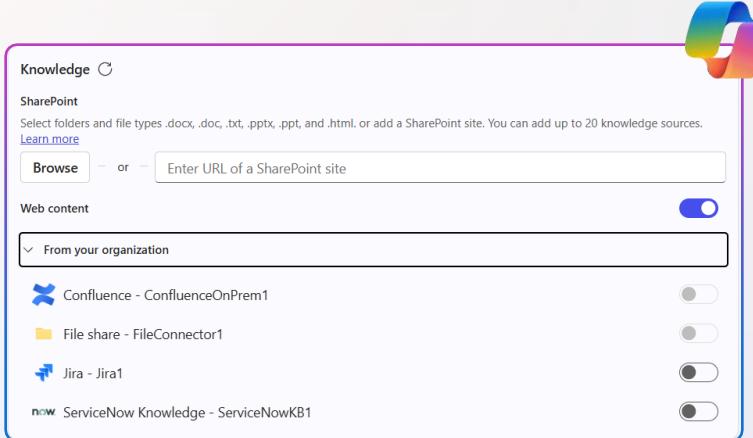
What are Graph Connectors?

Microsoft Graph APIs index items from other systems



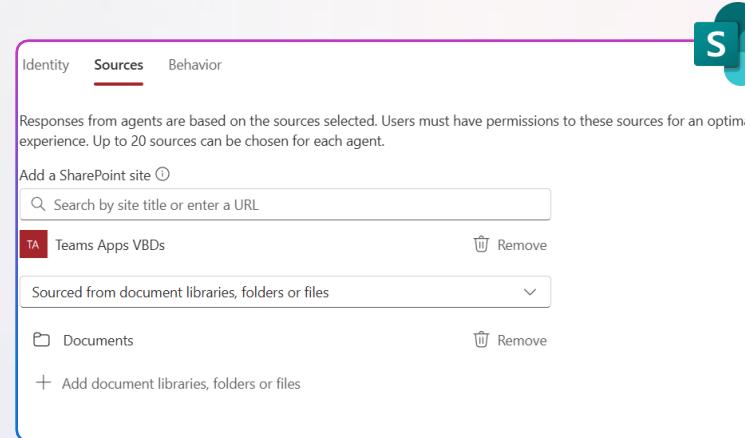
Authoring interfaces – Knowledge

Authoring interfaces to set up knowledge are rather similar across Agent building experiences:



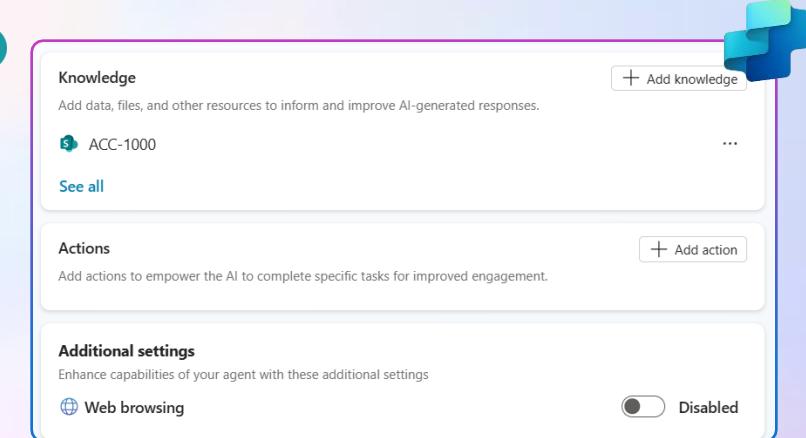
Agent Builder in M365 Copilot allows to toggle on/off Web Search, and pre-configured Graph connectors.

SharePoint URLs or specific files in the libraries must be defined explicitly.



Agent Builder in SharePoint Online allows to define only URLs, folders, and files hosted in SharePoint or OneDrive.

No Web Search or Graph Connector options available in this UI.



Copilot Studio allows to use Web Search, SharePoint, and pre-configured Graph Connectors.

Notice that Web Search is called Web browsing and is displayed in Additional Settings section.

Instructions

A prompt that defines how the agent should work to achieve its specific goals



Knowledge

Data that agent uses to provide responses, based on the context of the requests



Actions (Preview)

Operations that Agent performs to execute tasks in Line-of-Business (LOB) systems

Actions (Preview)

Agent can use actions to interact with various systems to achieve business process goals:

Power Platform Connectors



Connect to over 1200+ internal
and external services

API Plugins



Build new plugins from scratch
with an OpenAPI specification
on your existing infrastructure

Other actions



Easily get started building with
no-code and low-code actions

In this hackathon, we will focus on usage of Power Platform Connectors.

Action set up

- **Action Name:** The name for the action as seen in Microsoft 365 Copilot in citations. This information also can be influential in helping orchestrator to choose the action to execute
- **Display Name:** Friendly name for the action as seen in the Microsoft 365 Copilot user experience
- **Description for the copilot to know when to use this action:** full description of when the LLM in Microsoft 365 Copilot should use this action, and the sort of questions that trigger it

⌄ **Configure**

Configure your action's name, description for generative dialogue triggering and generation

Action name *

Excel Online (Business) - Get a row

Display name *

Get a row

Description for the copilot to know when to use this action *

Get a row using a key column.

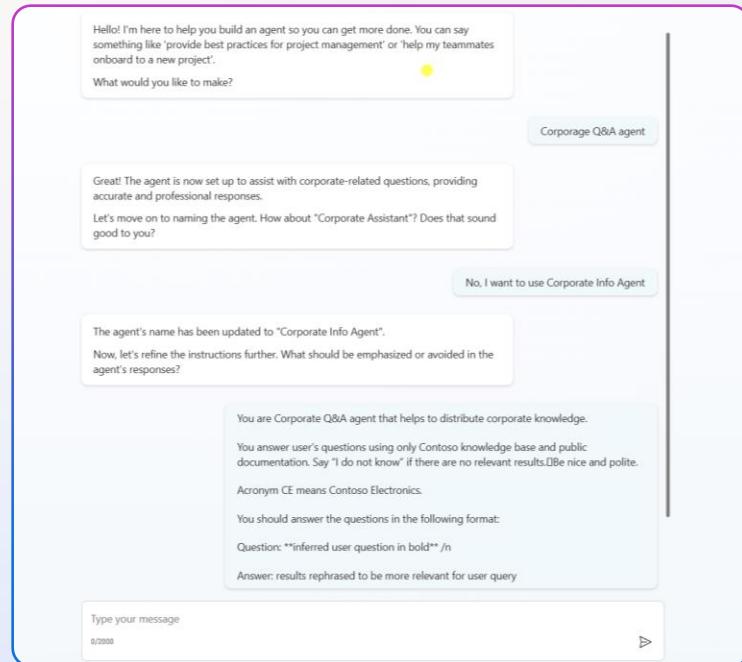
Inputs and outputs

- Copilot Studio extracts input and outputs from Power Platform connector definition. Then, author can use built-in descriptions or fill them in manually
- Think of how agent should handle action output: dynamically generate the message, use fixed message (PowerFx supported), or use adaptive card

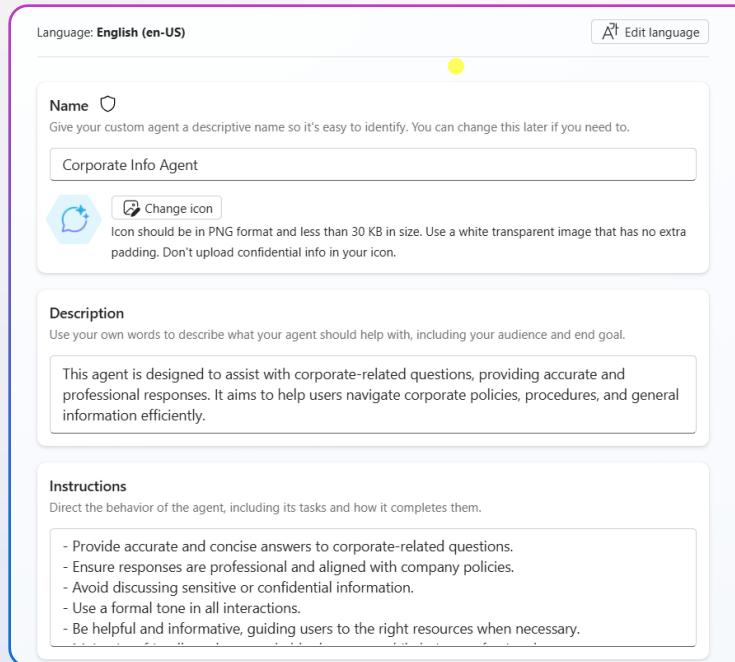
Authoring interfaces – Copilot Studio

To start, open Copilot Studio, navigate to Agents in the left navigation, but do **NOT** select +New agent (it'll create a custom engine agent).

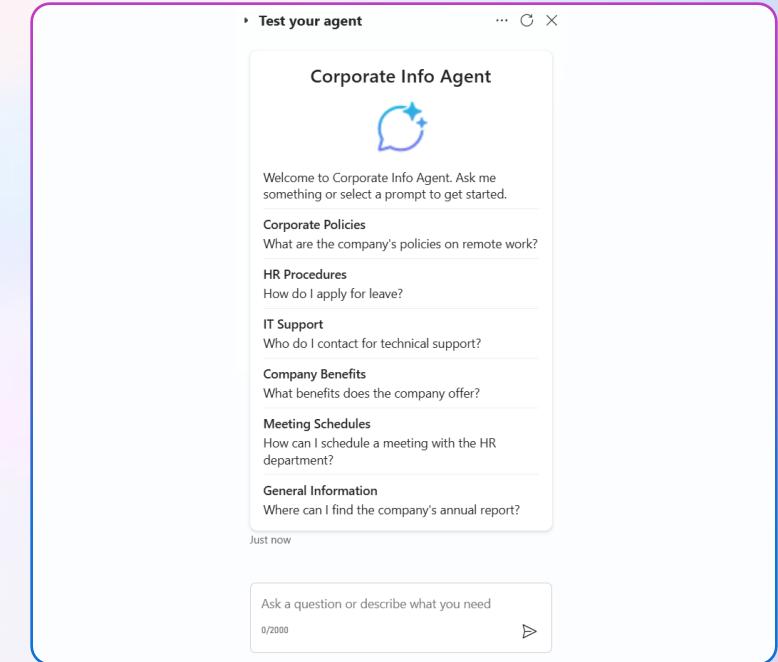
Select **Copilot for Microsoft 365** in the list first, then **Agents -> Add agent**



Describe agent's initial settings and instructions in Conversational Builder, using natural language



Or switch to form interface by clicking
Skip to Configure



Test your agent to refine user experience and adjust instructions for the better outcomes

Live Walkthrough Copilot Studio (aka where not to click)

Let's build it!

Agent Builder

Declarative Agent in Copilot Studio – Let's create an "Weather Agent"

- 1) Switch to **Copilot Studio** copilotstudio.microsoft.com and **!IMPORTANT!** switch to **Copilot for Microsoft 365**
- 2) Define your agent by for example using the following instructions: „You are the weather expert at a local news station and use the ,Get current weather' action to do so.”
- 3) Follow the instructions at aka.ms/agent25 -> weather_actions.md to add the „**Get current weather**“ action to a declarative Agent
- 4) Test your agent by for example this prompt: „Give me a weather forecast for today and tomorrow for <City>, Germany.“
If prompted to connect, click on **Connect**, and in the newly open window on **Connect** again, **Submit**, close the new window again and click on **Retry**.

Lunch

Publishing

- Once the agent is working how you want in the Copilot Studio test experience, you're ready to publish
- Publishing converts the agent from a draft state to a published state, ready to upload to the organization's catalog
- An agent isn't automatically deployed to Microsoft 365 Copilot and Teams when published
- **This step will be most probably skipped during hackathon, if you are working in production Microsoft 365 tenant.**

App manifest details

- Before publishing the app to the catalog, you can define fields that will be populated in the app manifest
- When you select **Publish**, an app package will be created and submitted your Teams Apps catalog
- Administrators must approve this app to be available in organizations app catalog

Publish agent

Agent will be published to Microsoft 365 and Teams

Channels

Agent will be published to Microsoft 365 and Teams

 Microsoft 365 Copilot

 Teams

Display name

Business Travel Assistant

Short description *

Built using Microsoft Copilot Studio.

Long description *

Help employees stay informed, productive, and connected. Create agents by describing its functionality and addi

Developer name *

Your developer name

Website *

<https://go.microsoft.com/fwlink/?linkid=2138949>

Privacy statement *

<https://go.microsoft.com/fwlink/?linkid=2138950>

Terms of use *

<https://go.microsoft.com/fwlink/?linkid=2138865>

Publish **Cancel**

Availability Options

Availability Option	Description
Share Link	You can copy a deep link into Microsoft Teams to invoke the published agent. Opening the link in the tenant opens a chat experience with the agent.
Show to my teammates and shared users	Grant access to others to participate in authoring the agent, or to security groups to grant them access to use the agent in Microsoft 365 Chat or Teams.
Show to everyone in my org	Submit to the tenant admin to add to the organizational catalog for all tenant users to install as desired.
Download as a .zip	Download as a zip (Teams App package). This availability option lets you manually upload to Teams/Agent to Microsoft 365 app catalog (submit to the admin to review or upload directly to the organizational catalog).

Debugging tips

- Microsoft 365 Copilot caches answers from previously asked questions in a given session, even if it called an action to retrieve data. To break this cache, use the **New Chat** button.
- To see more information about why the LLM does or doesn't select an action, input **-developer on** into the **Microsoft 365 Copilot** input box and ask the question.
- The results you see at runtime in Microsoft 365 Copilot might be different from what you see in Copilot Studio's test canvas and Microsoft Teams.

Let's build it!

Agent Builder

Get together in **Groups of 4-6 people** and build one of the following agents:

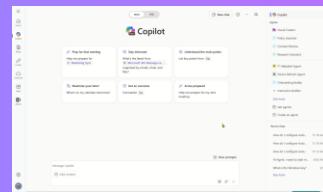
- 1) **[Easy]:** HR Self Service Agent: Help users with various HR related tasks. *Uses: Complex instructions, outlook actions.* [Tenant-Sharepoint](#)
- 2) **[Medium]:** Device Refresh Agent: New employees are able to easily onboard to Contoso by ordering a new device. *Uses: Multi-Step instructions, excel and planner actions (see next slide)*
- 3) **[Advanced]:** Charge your EV green: Suggests when to charge your EV. *Uses: Connect to API, Outlook actions, multi-step instructions:* [aka.ms/agent25](#)

If you are finished early, you can continue on one of the other scenarios or could ideate on an agent for your own business value.

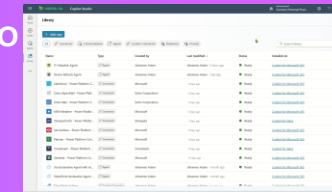


Full-scenario

Medium: Device Refresh Agent



Full-scenario
Setup



Business Challenge – order a new device

The device refresh agent is used to orchestrate through the order of a new hardware device. It includes the selection of the device based on a defined list stored on SharePoint, the order of the device that creates a planner task (optional), and the scheduling of a meeting with a technician, based on availability).

How the agent can help

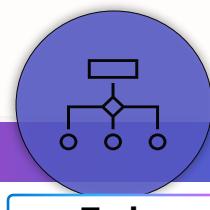
- It intelligently navigates the user through the order process, answers questions, and triggers background processes.
- It can reduce workload on previously manually performed tasks.

Areas of impact

- Saves time | Help with decision-making
- Automates processes without the need to write code

Let's create it together ([Download Files](#))

1. Go to the SharePoint Site "Contoso" via Teams or SPO
2. Follow the step-by-step guide (PDF) provided there



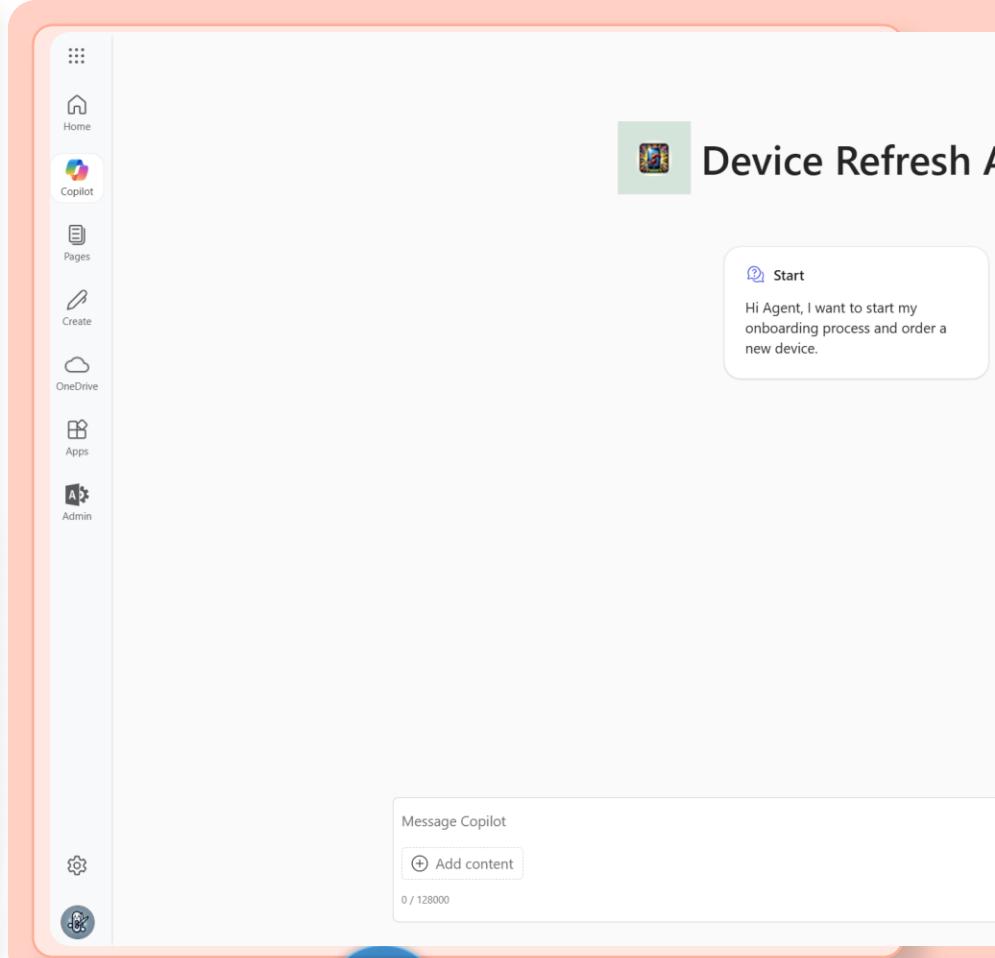
Simple



Retrieval



Advanced



Device Refresh Ag



Hi Agent, I want to start my onboarding process and order a new device.

Message Copilot
+ Add content
0 / 128000

Autonomous

Demonstrations & Closeout

Demonstrations & Discussion

Now it's time to present the results of your work:

1. Each team or participant presents their project
2. Project discussion and feedback
3. Discuss further steps

Please, share your project presentation deck with the instructor.

**Closing time for Managers including forms for copilot
studio workshop**

Closing/Feedback/next Steps...

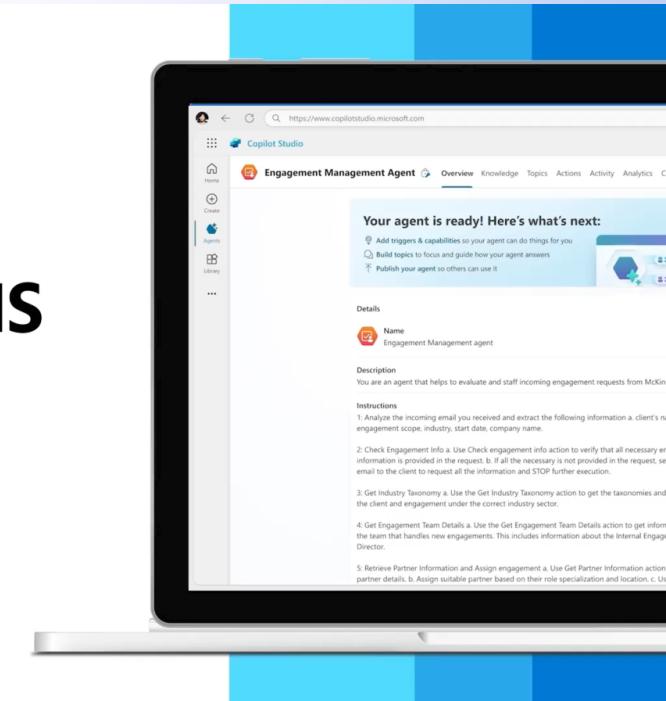
Copilot Studio und Autonome Agenten am 21.5.25 in Weinheim

- Wo: Weinheim
- Wann: 21.5.25 / 9:00 -16:00
- Wer: Microsoft & Syntax
- Was: Copilot Studio & Autonome Agenten
- Anmeldung: <https://forms.office.com/r/yqin02UqU3>

Copilot Studio

Autonomous Agent





The screenshot shows the Copilot Studio web interface. At the top, there's a navigation bar with 'Copilot Studio' and 'Engagement Management Agent' selected. Below it, a message says 'Your agent is ready! Here's what's next:' followed by three steps: 'Add triggers & capabilities so your agent can do things for you', 'Build topics to focus and guide how your agent answers', and 'Publish your agent so others can use it'. On the left, there's a sidebar with icons for Home, Create, App Store, Library, and ...'. The main area has sections for 'Details' (Name: Engagement Management agent) and 'Description' (You are an agent that helps to evaluate and staff incoming engagement requests from McKinsey). It also includes an 'Instructions' section with numbered steps for setting up the agent.



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[Industriepark Weinheim \(industriepark-weinheim.de\)](http://Industriepark Weinheim (industriepark-weinheim.de))

WHERE?

The SYNTAX IDEA FACTORY is located in the historic Building 101 at Freudenberg Industrial Park in Weinheim

Building 120
SYNTAX Office Headquarter EU

Building 101
SYNTAX IDEA FACTORY & SYNTAX Warehouse

GATE 1
Main Entrance

Q&A



Feedback zum Agent Hackathon in
München

