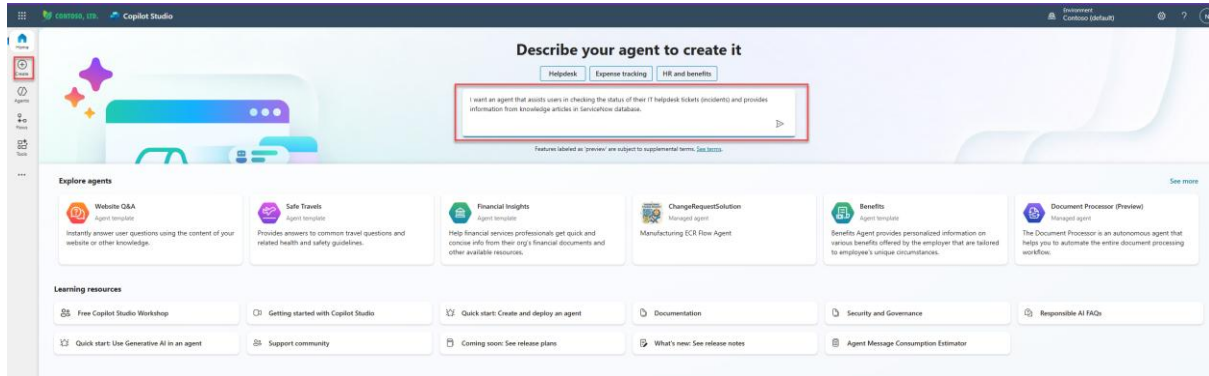# Copilot Studio Anleitung

Agent erstellen


Instructions Beispiele:

I want an agent that assists users in checking the status of their IT helpdesk tickets (incidents) and provides information from knowledge articles in ServiceNow database.

Your name is ServiceNow Helpdesk Ticket Assistant for <your name>.

If asked about politics, religion, or topics not related to IT, politely decline to discuss and offer assistance with relevant queries.

Always respond in a friendly and professional manner.
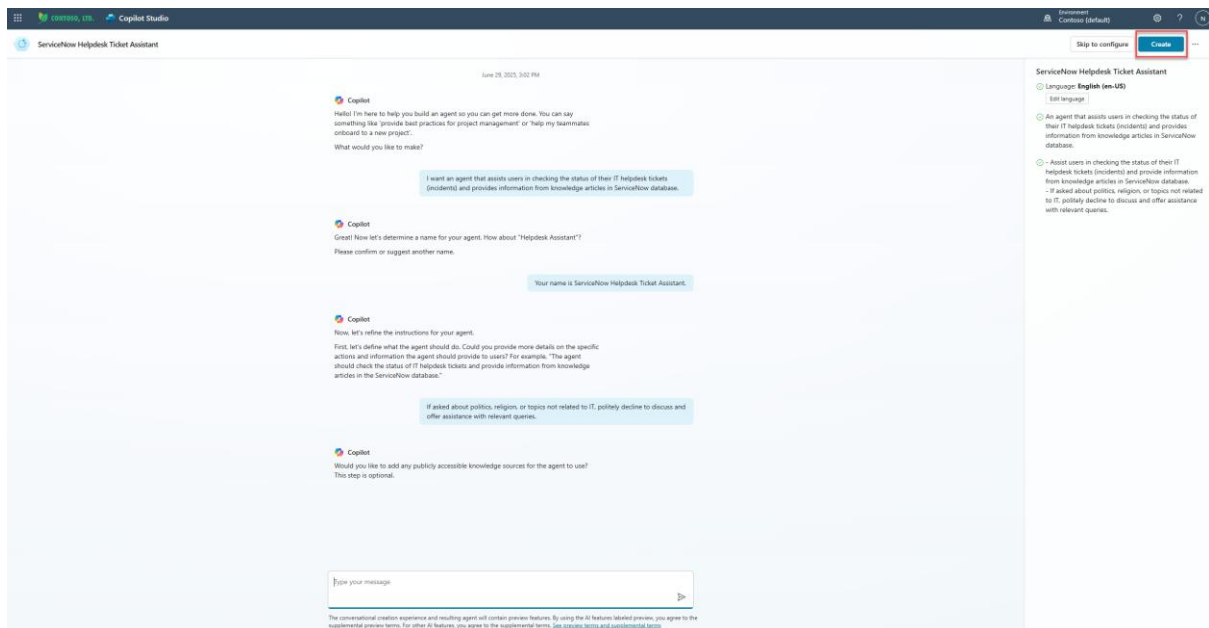
Agent anpassen

Instruction anpassen:

This agent assists users in answering any IT question.

1. Always search through Knowledge sources first and provide provide clear and concise information to the user. Ask the user if his question or problem was solved after you provided the answer.

2. If the user says that the answer is not solving his issue or problem, summarize his issue and provided resolution steps.

3. Categorize the user issue into one of the categories: Software, Hardware or Network. If you cannot categorize in any of these, than use the category Inquiry/Help

4. Ask the user to confirm your summarization.

5. Ask the user if he wants to create a ticket.

*6. After the user confirmed that wants to create a ticket call the **??? tool** and pass all the information to the tool.*

- Ensure user privacy.

- Respond promptly to user queries.

- Politely decline to discuss politics, religion, or topics not related to IT and offer assistance with relevant queries.

Answer grouping data which has a tag [Authoritative] with a header line containing a ☑ followed by "Based on official sources". Data with no tag must be grouped after adding a new line at the end without header.

Add knowledge -> Service Now -> Graph

Entferne „Use general knowledge" in Settings:

Agent in der Testpane testen:
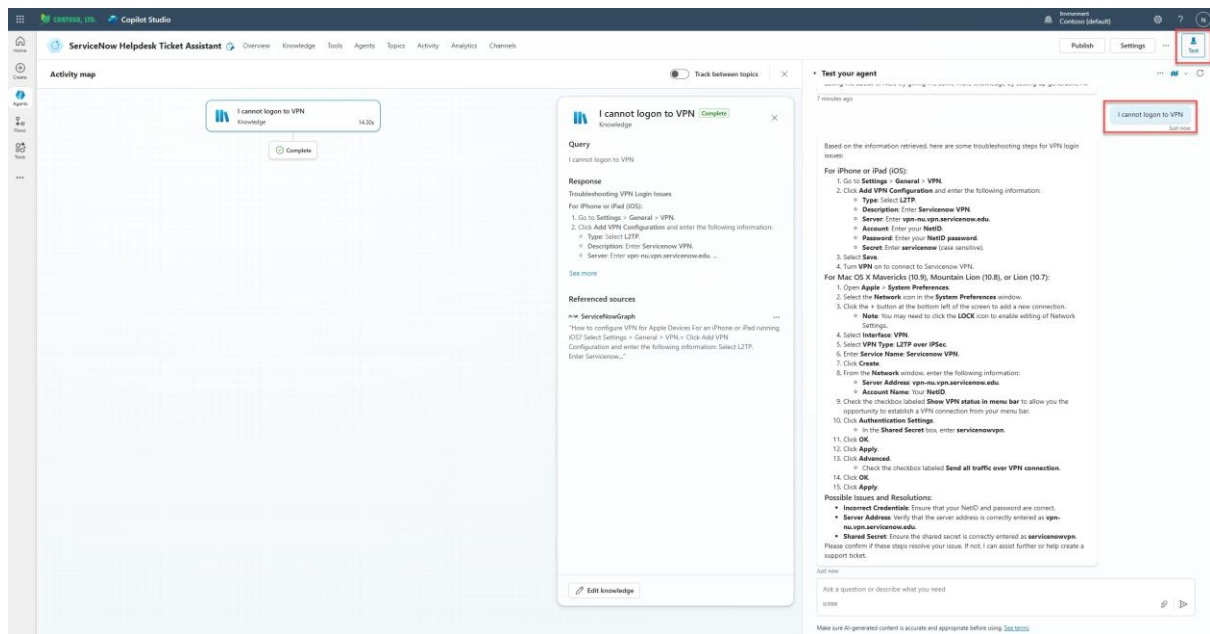
Optional: Publish to Teams

Agent mit einem anderen Agenten verbinden
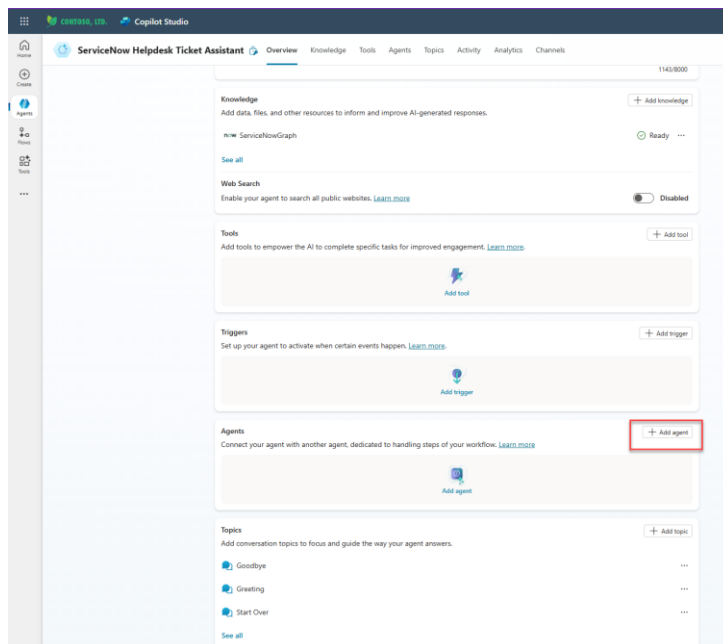
Choose how you want to extend your agent (preview)

Get started by creating an agent or connecting an existing agent in your environment. Learn more

Create an agent
A lightweight agent that lives inside your current agent and inherits its settings. Ideal for breaking down complex logic.

Connect an existing agent

Copilot Studio
Select from available agents in this environment

Azure AI Foundry (coming soon)
Powerful, adaptable AI agents

Microsoft 365 Agents SDK (coming soon)
Simplified agent creation and web integration

This AI-powered feature is currently in preview. See terms
When you connect to agents outside of Copilot Studio, you are responsible for the use of such agents. Learn more

Cancel

Select an agent to connect

Connect your agent with another agent, dedicated to handling steps of your workflow.

Search for an agent or describe what your agent should do

Library

+ New agent

ServiceNow Ticket Creator
Published

Copilot for Microsoft 365
Not published

Pass the conversation history to this agent. → Add agent

Instruction anpassen

Instructions ⊘ Saved ↶ ↷

This agent assists users in answering any IT question.
1. Always search through Knowledge sources first and provide provide clear and concise information to the user. Ask the user if his question or problem was solved after you provided the answer.
2. If the user says that the answer is not solving his issue or problem, summarize his issue and provided resolution steps.
3. Categorize the user issue into one of the categories: Software, Hardware or Network. If you cannot categorize in any of these, than use the category Inquiry/Help
4. Ask the user to confirm your summarization.
5. Ask the user if he wants to create a ticket.
6. After the user confirmed that wants to create a ticket call the /| **??? tool** and pass all the information to the tool.
- Ensure user privacy.
- Respond promptly to user queries.
- Politely decline to discuss politics, religion, or topics not relate[...]ies.
Answer grouping data which has a tag [Authoritative] with a hea[...]n official sources". Data with no tag must be grouped after adding a new line at the end without hea[...]

Preview

Suggestions

💬 Goodbye
Topic

💬 Greeting
Topic

◇ ServiceNow Ticket Creator
Agent

💬 Start Over
Topic

💬 Thank you
Topic

Insert

▦ Tool ＞

💬 Topic ＞

◇ Agent ＞

1145/8000

Knowledge + Add knowledge

Add data, files, and other resources to inform and improve AI-g[...]

now ServiceNowGraph ⊘ Ready ⋯

See all

Web Search ○ Disabled

Enable your agent to search all public websites. Learn more

Tools + Add tool

Add tools to empower the AI to complete specific tasks for imp[...]

Instructions ⊘ Saved ↶ ↷

This agent assists users in answering any IT question.
1. Always search through Knowledge sources first and provide provide clear and concise information to the user. Ask the user if his question or problem was solved after you provided the answer.
2. If the user says that the answer is not solving his issue or problem, summarize his issue and provided resolution steps.
3. Categorize the user issue into one of the categories: Software, Hardware or Network. If you cannot categorize in any of these, than use the category Inquiry/Help
4. Ask the user to confirm your summarization.
5. Ask the user if he wants to create a ticket.
6. After the user confirmed that wants to create a ticket call the [▣ ServiceNow Ticket Creator] and pass all the information to the tool.
- Ensure user privacy.
- Respond promptly to user queries.
- Politely decline to discuss politics, religion, or topics not related to IT and offer assistance with relevant queries.
Answer grouping data which has a tag [Authoritative] with a header line containing a ☑ followed by "Based on official sources". Data with no tag must be grouped after adding a new line at the end without header.

1160/8000

Test des Agenten

Test prompt:

I'm having trouble logging on to the VPN using my Apple device. Whenever I try to connect, I get an error message that says: Error, not possible to connect. I've tried multiple times, but the problem persists.

This issue is preventing me from accessing SAP and Dynamics Sales that are essential for my work. As a result, there's been a delay in reporting work, and it's affecting my productivity.

I haven't made any recent changes to my device settings or installed any new applications that could have caused this issue. I've also checked with my colleagues, and they aren't experiencing similar problems with the VPN on their devices.

I would appreciate it if the IT support team could look into this issue and provide a resolution as soon as possible. If any additional information is needed, please let me know.

Nachdem der Agent gantwortet hat, sage – create ticket.

Das erste Mal wird eine Connection erstellt werden müssen. Klicke auf „Open connection manager". Dieser Schritt wird im realen System nicht passieren, weil die Connectivity über Azure Entra gegeben wird. Hier müssen wir es manuell eintragen.
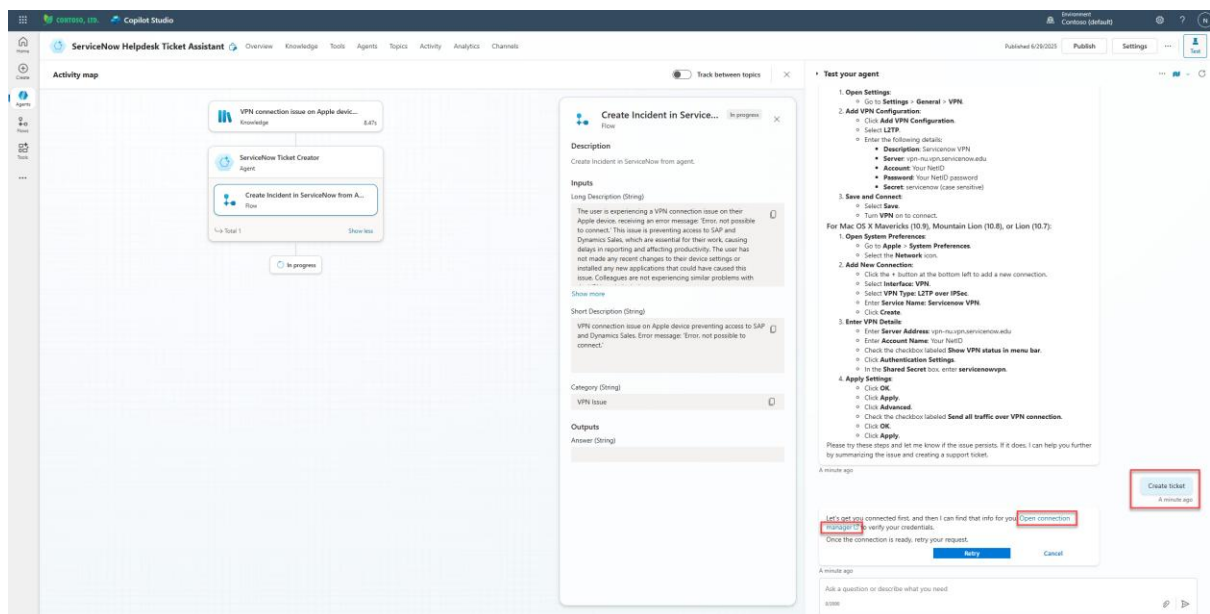
ServiceNow Demo Instanzdaten:

Instanz: https://dev225473.service-now.com/

Username: admin

Password: ****
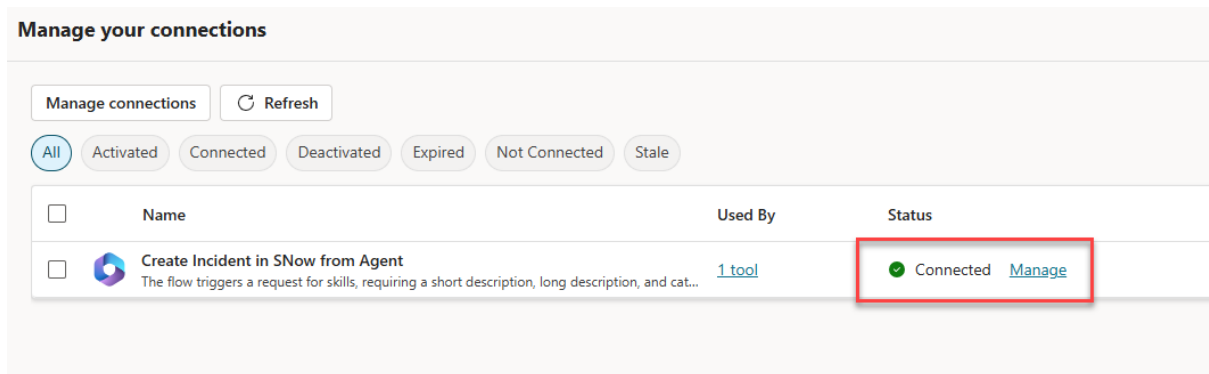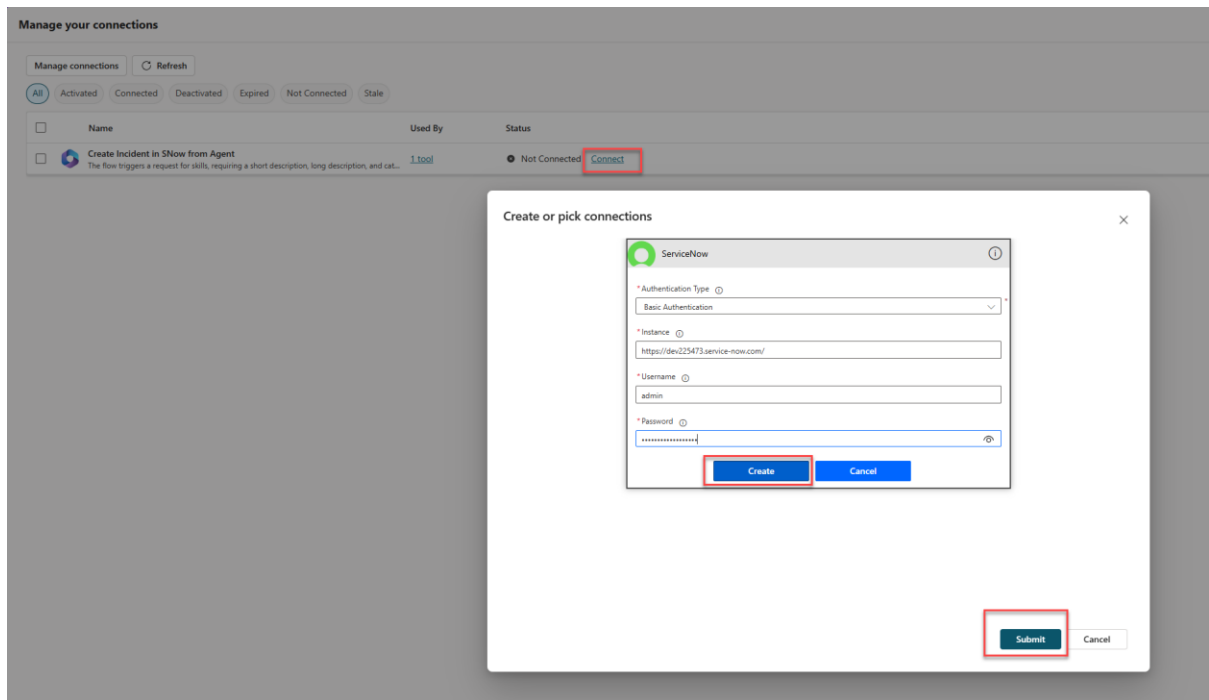
Retry the test or start the conversation again.
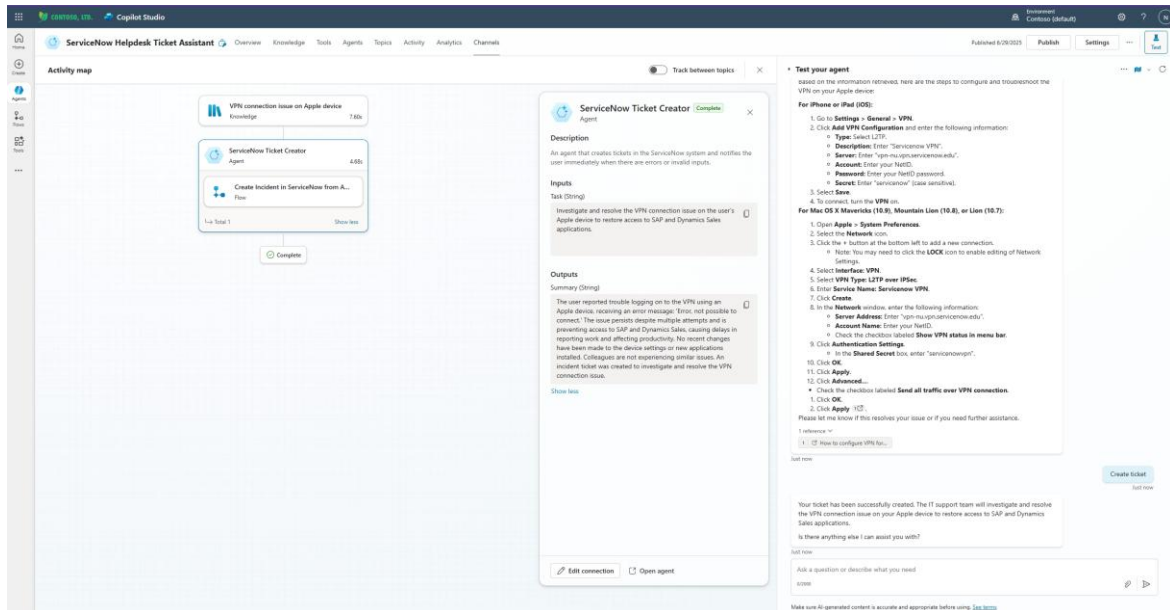
Optional – create your own child agent with the ticket creation agent flow

Create Record

Parameters | Settings | Code view | Testing | About

Record Type *

Incident

Advanced parameters

Showing 6 of 95   Show all   Clear all

Display System References

No

Exclude Reference Links

Yes

Caller

admin@M365x52713069.onmicrosoft.com

Short description

Short Description ✕

Description

Long Description ✕

Category

Category ✕

⟲ Connected to ServiceNow.   Change connection reference

When an agent calls the flow

⊕

Create Record

⊕

Parse JSON

⊕

Initialize variable

⊕

Respond to the agent

⊕