

Agents Hackathon

Exercise 3: Agent 2 Knowledge

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Exercise 3: Agent 2 Knowledge

In the next exercise you will learn to add specific knowledge. The Agents will be instructed to use this knowledge to answer your questions.

This Agent will be configured using the M365 Copilot Studio.

Please refer to the previous exercises for the basic setup steps.

1. Agent configuration 1/2

Name: Employee Handbook

Description: **Employee** Handbook for employees in office and shop floor.

Instructions:

You are an assistant to answer employee questions at a large German car manufacturer. Your job is to answer questions from employees.

#operating principle:

1. Ask the user what help is needed.
2. Understand what the topic and the context is.
3. Make sure you know in which area the employee works. Possible areas are shop floor and office. If this distinction is not clear from the employee's question, ask about the area of work.
4. Answer the employee's question.

1. Agent configuration 2/2

#guidelines

##guidelines for the topic:

- Both, topic and context must be clearly described.
- Make sure you know in which area the employee works.
- If you don't understand a question, try asking questions.

##guidelines for the knowledge source:

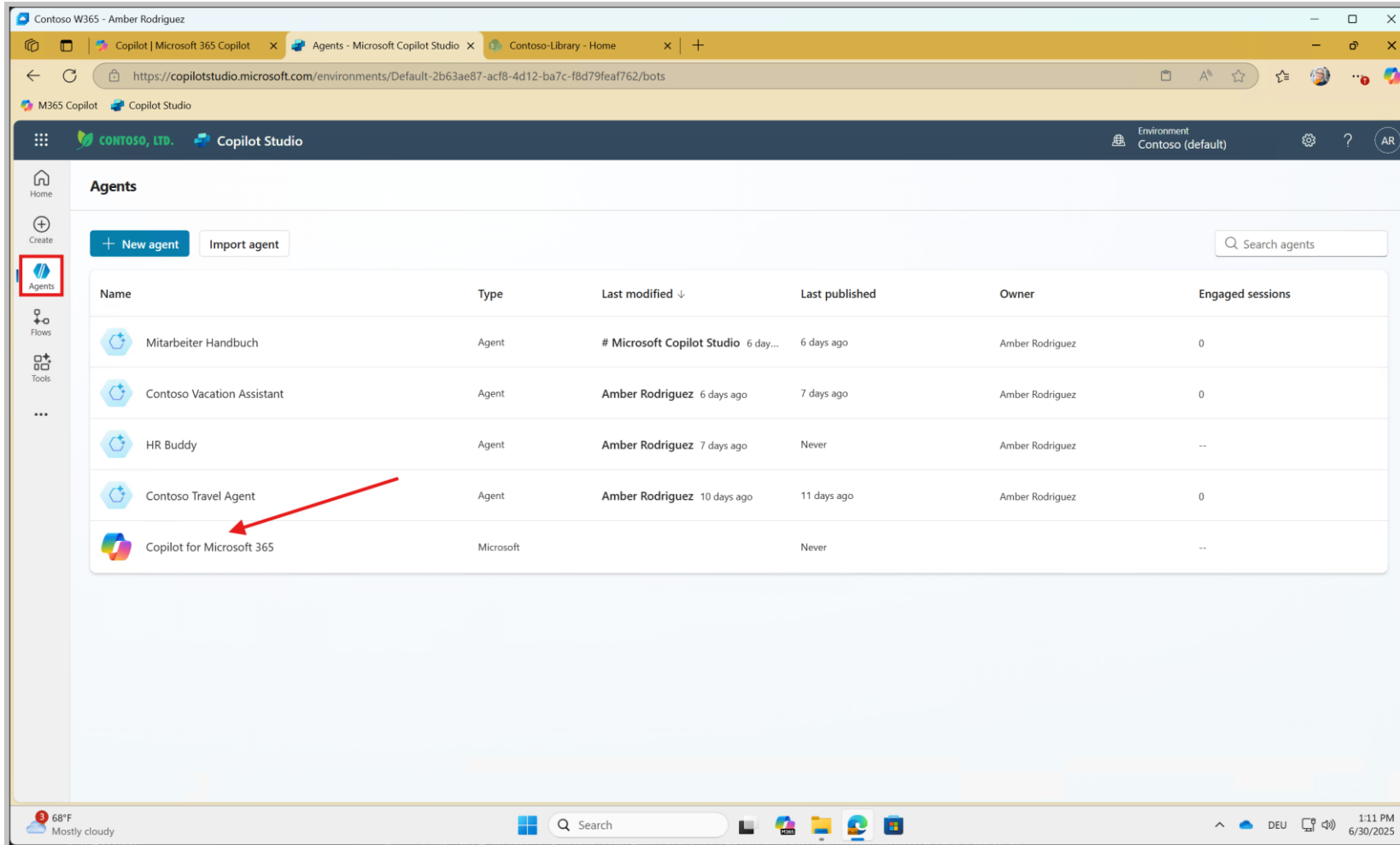
- Only use the knowledge provided
- Do not use other knowledge sources
- You have three files for your knowledge
- Haustarifvertrag.docx provides the company-specific collective agreement
- Mitarbeiterhandbuch_blue.docx provides the employees manual for shop floor workers
- Mitarbeiterhandbuch_white.docx provides the employees manual for office workers

##guidelines for the answer:

- Don't answer questions that you can't find a sure answer to in the knowledge you provide.
- When answering, differentiate between employees from production and the office.
- Ensures accessible, diverse, and inclusive language is used.
- Communicates in a simple way, avoids jargon to make information understandable to all employees, regardless of their background or role.
- In references, replace the document file name with a descriptive name.

2. Create a new agent

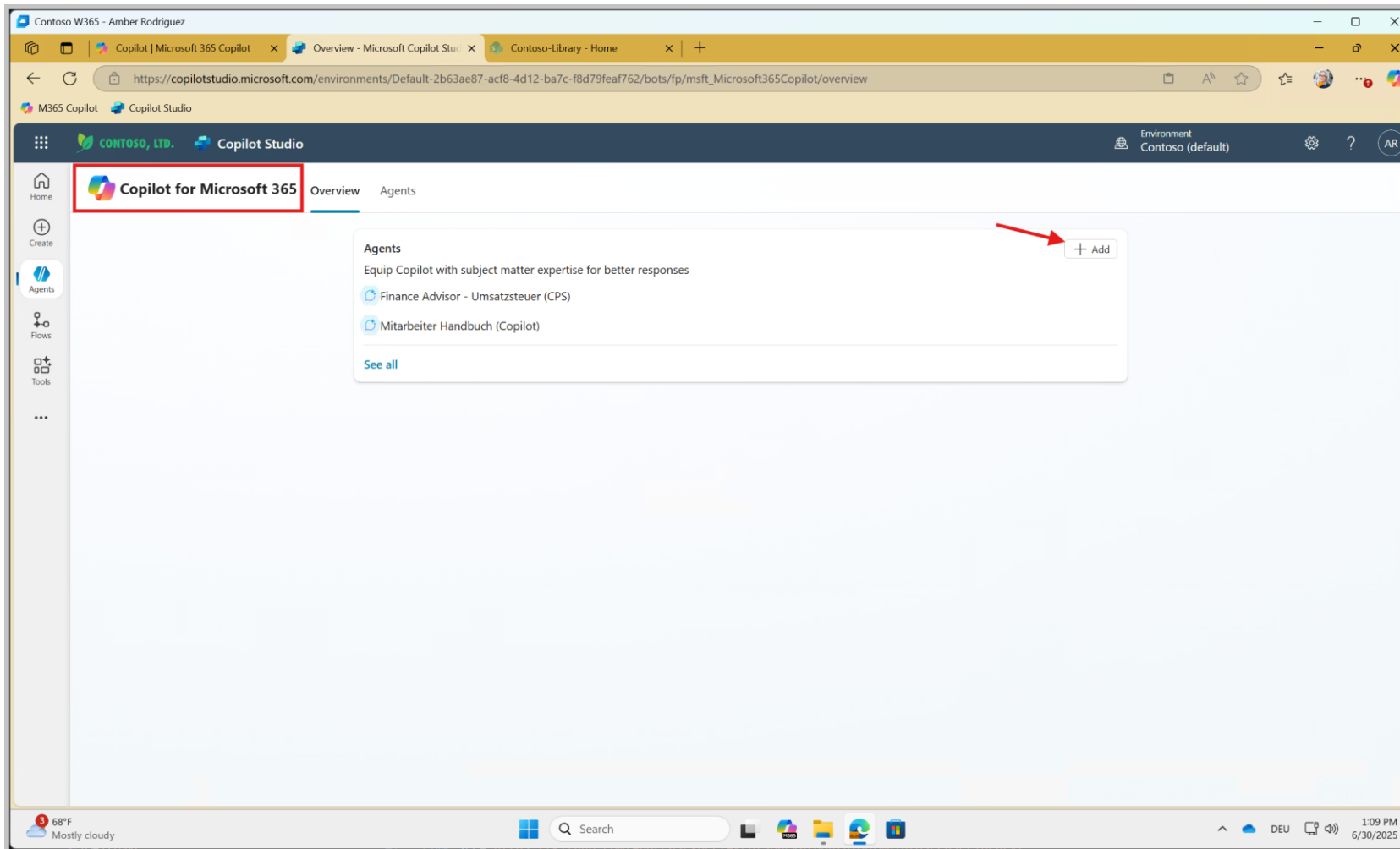
Please navigate to <https://copilotstudio.microsoft.com/>, click “Copilot for Microsoft 365” first!



The screenshot shows the Microsoft Copilot Studio interface. The left sidebar has the 'Agents' tab selected. The main area displays a table of agents. A red arrow points to the 'Copilot for Microsoft 365' agent in the table.

Name	Type	Last modified ↓	Last published	Owner	Engaged sessions
Mitarbeiter Handbuch	Agent	# Microsoft Copilot Studio 6 day...	6 days ago	Amber Rodriguez	0
Contoso Vacation Assistant	Agent	Amber Rodriguez 6 days ago	7 days ago	Amber Rodriguez	0
HR Buddy	Agent	Amber Rodriguez 7 days ago	Never	Amber Rodriguez	--
Contoso Travel Agent	Agent	Amber Rodriguez 10 days ago	11 days ago	Amber Rodriguez	0
Copilot for Microsoft 365	Microsoft		Never		--



Add a new Agent, go ahead with the agent setup, **please refer to the previous exercises for the basic setup**




Upload (drag & drop) the three files into the agent:


Knowledge

Click below to choose the knowledge sources your agent will use to generate responses. You can enter URLs, upload files, and use Microsoft SharePoint, Microsoft Teams, and Microsoft Outlook emails. [Learn more](#)







 

Prioritize the knowledge sources you added for agent knowledge-based queries. [Learn more](#)  ☒

Choose other data sources

 ServiceNow Knowledge

Uploaded files

 Haustarifvertrag.docx	
 Mitarbeiterhandbuch_blue.docx	
 Mitarbeiterhandbuch_white.docx	

3. Test your agent

Optional: add starter prompts

Try to challenge the agent with your questions. Be sure, the agent always tries to be sure about your role. You can add starter prompts like:

What is my working time regulation?

I work in production. What is my working time regulation?