Microsoft Copilot Studio

Lab 04: Advanced topic authoring and HTTP requests

Hands-on lab step-by-step

March 2024

Microsoft Copilot Studio Workshop

Contents

Microsoft Copilot Studio

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Goals for this lab

After this lab you will be able to: • Create new topics from scratch. • Ask questions and customize question behaviors • Use conditions • Use Power Fx formulas • Make HTTP requests	The time to complete this lab is [15] minutes.

Prerequisites

Please note that some labs, especially later labs, do reference previous labs in reference to capabilities and previous tasks. The labs have been designed so as long you have access to a Microsoft Copilot Studio trial. You can get started from most lab without having to complete the previous module to be able to move forward. However, for the best experience that shows the features and functionality that is possible within the product, it is recommended you have completed specific modules before starting some of the labs.

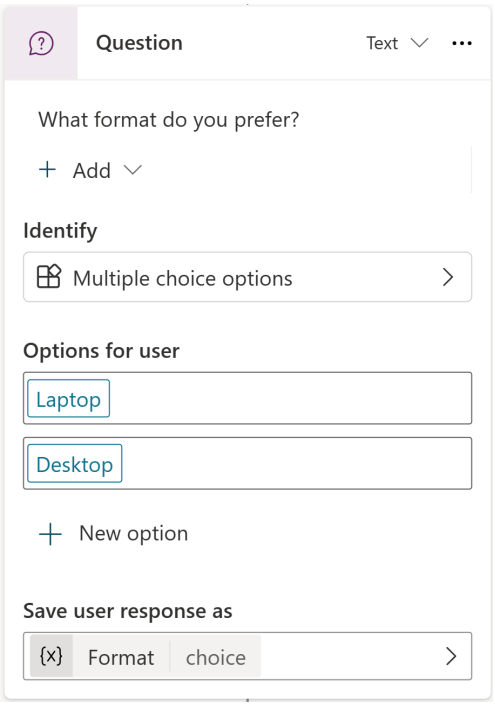
Exercise 1: Create a new topic from blank with a question

Task 1: Create a new topic

1. In the Copilot Studio navigation, go to **Topics**.
2. Select Create > Topic > **From blank**.
3. Provide a topic Name. For example: '**Computer order'**.
4. Add **trigger phrases**, for example:
   - **Buy computer**
   - **Purchase computer**
   - **Order computer**
   - **Order laptop**
   - **Order desktop**
5. **Save**

Task 2: Add a question

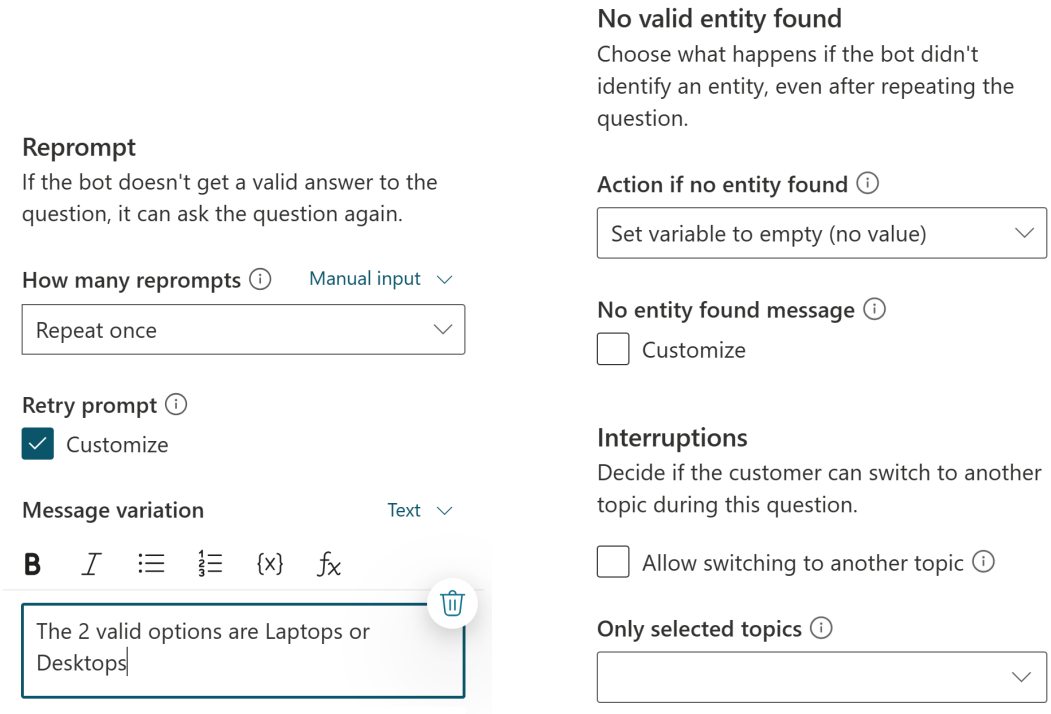
1. Add a **Question** node: "**What format do you prefer?**"
2. Identify **Multiple choice options**
3. For the **Options for user**, add
   a. **Laptop**
   b. **Desktop**
4. Save the user response variable as "**Format**"



Task 3: Adjust the question behavior

Customize what happens when the user doesn't provide an expected answer.

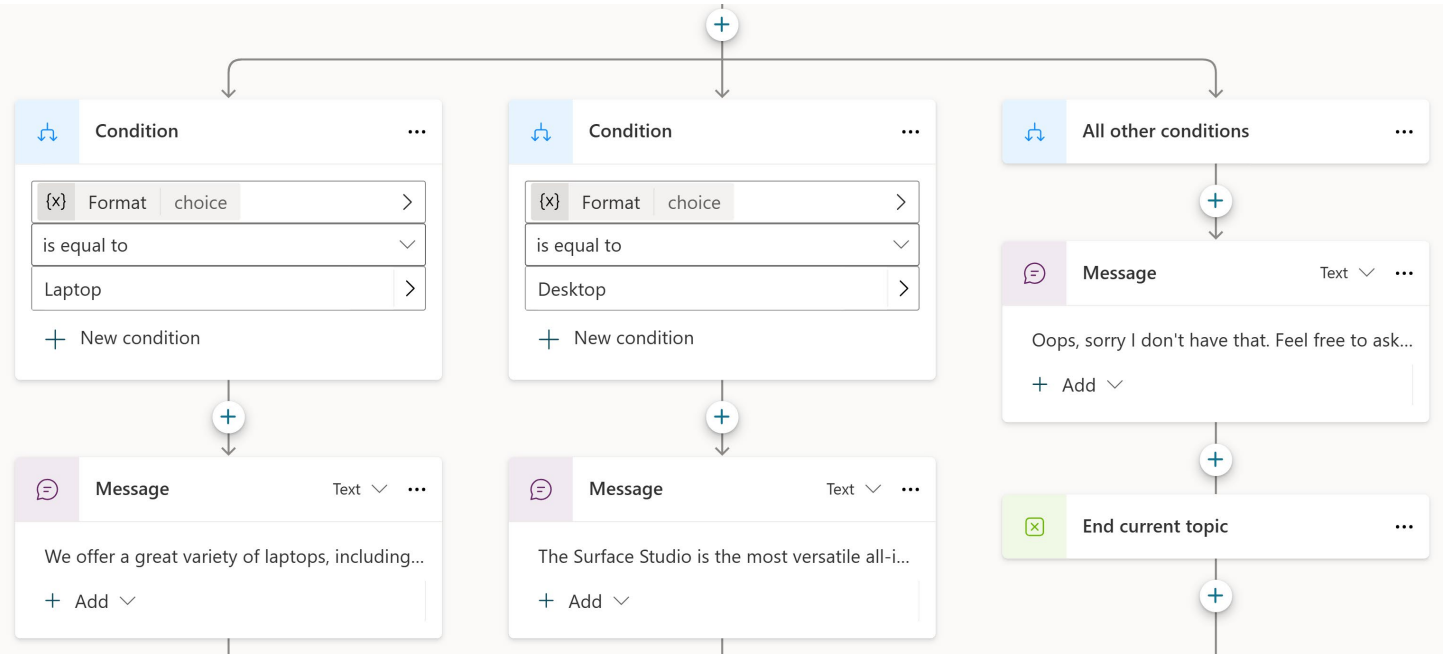
1. Click on the **Question** node > **...** > **Properties** > **Question behavior**
2. For **How many reprompts**: select **Repeat once**
3. Add a **Retry prompt**: "**The 2 valid options are Laptops or Desktops**".
4. Under **Action if no entity found**, choose **Set variable to empty (no value)**
5. Disable **Allow switching to another topic**



Exercise 2: Adjust conditions

Task 1: manage conditions

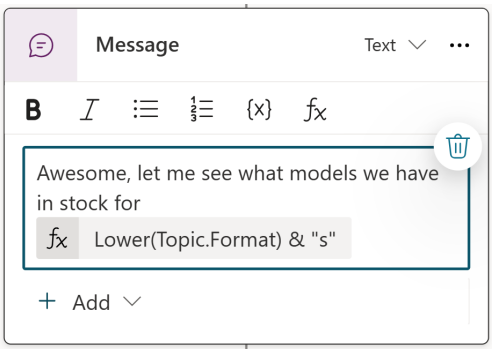
1. Under the **Laptop** condition, add a message: "**We offer a great variety of laptops, including the famous Surface Pro, Surface Laptop, Surface Laptop Studio, and Surface Go.**"
2. Under the **Desktop** condition, add a message: "**The Surface Studio is the most versatile all-in-one desktop.**"
3. Under **All other conditions,** add a message: "**Oops, sorry I don't have that. Feel free to ask me for anything else.**", and add another node, **Topic management** > **End current topic**.



Exercise 3: use a formula within a message

Task 1: use Power Fx within a message node

1. After all conditions, add a Message node.
2. Add "**Awesome, let me see what models we have in stock for** " and then click on the formula icon.
3. As formula, use
   `Lower(Topic.Format) & "s"`
   This will lowercase the selected option, and append an s to it.



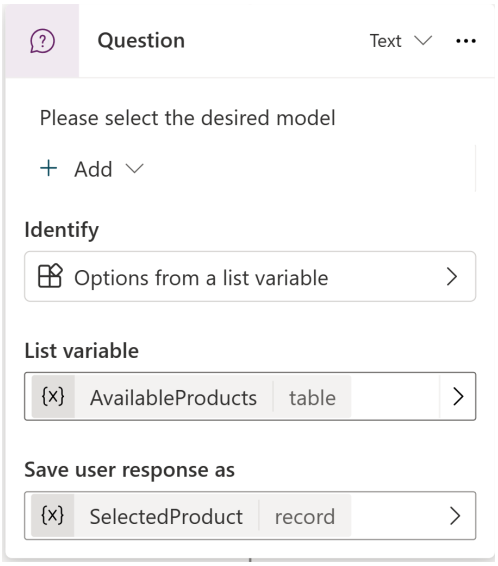
Exercise 4: make an HTTP request to suggest models

Task 1: make an HTTP GET request

1. Add a node **Advanced** > **Send HTTP Request**
2. For the **URL**, select the **>** icon and choose **Formula**.
3. Use this **formula**:
   ```
   "https://computerorder.free.beeceptor.com/" & Lower(Topic.Format) & "s"
   ```
4. Select **Insert**
5. In **Response data type**, choose **From sample data**
   Select **Get schema from sample JSON**, and paste
   ```
   [
       {
           "DisplayName": "Surface Pro 9",
           "Id": "SP9-2024-256GB"
       }
   ]
   ```
6. Select **Confirm**
7. **Save response as** Select a variable > **Create a new variable**
8. Set the **Variable name** to **AvailableProducts**

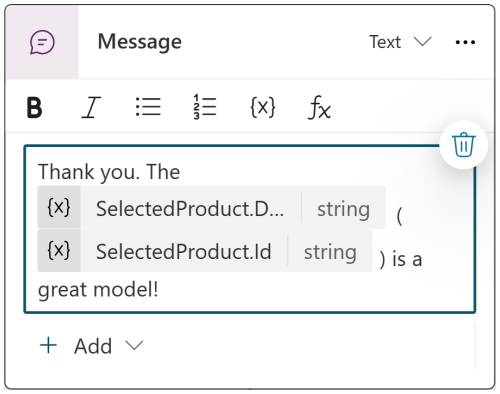
Task 2: ask the user to choose one of the models

1. Add a **Question** node: "**Please select the desired model**"
2. Identify **Options from a list variable**
3. Select the **AvailableProducts** as the list variable
4. Save user response as **SelectedProduct**



Task 3: recap the user choice with the model name and ID

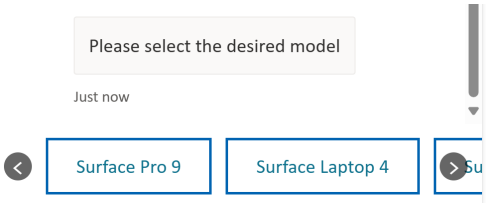
1. Add a **message** node "**Thank you. The** ", then add the **SelectedProduct.DisplayName** variable and then between parenthesis, add the **SelectedProduct.Id**, and finish by "**is a great choice**"



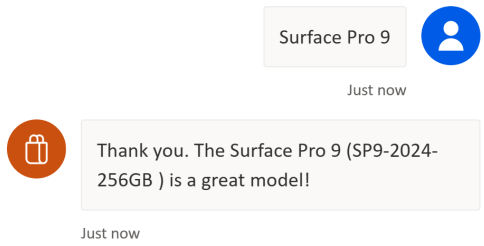
Exercise 4: test your topic and validate the variable values

Task 1: test your topic

1. In the test pane, type "**I would like to purchase a laptop**"
2. Because the utterance contains the word "laptop", the first question is **skipped**.
3. The user is presented with a list of models to choose from.

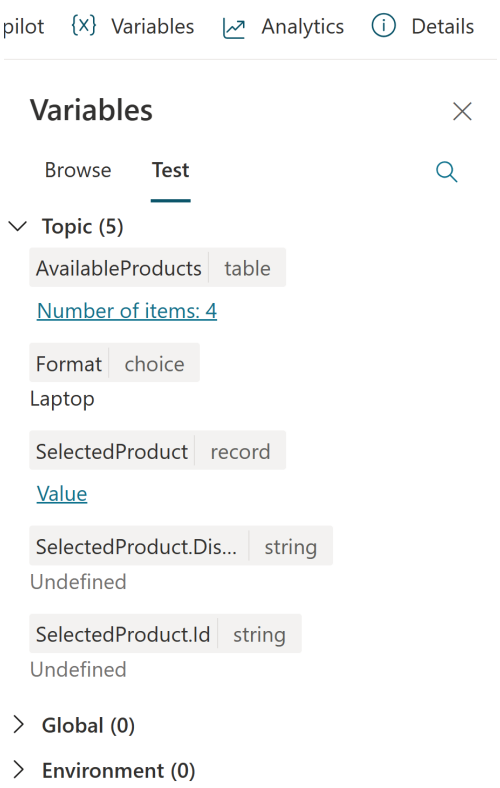


4. The final message is a summary of the model name and ID



Task 2: check the variable values at runtime

1. Select the **Variables** menu.
2. Select the **Test** tab
3. Expand the **Topic** variables
4. Check the values of **each variable**.



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