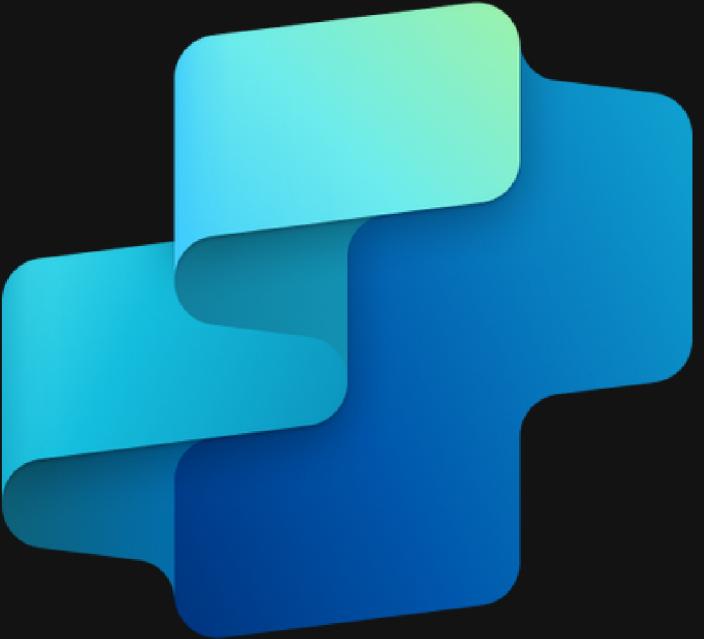


- 12 -

The Secret to Perfect Fallback Topic



MONTHLY MASTERY

FEATURE-A-DAY

with Copilot Studio



Handcrafted Insights by
Katerina Chernevskaya



Fallback Topic Introduction

In Microsoft Copilot Studio, the **Fallback Topic** is a specialized feature that plays a key role in managing the flow of conversations in AI-powered chat interfaces.



This feature is triggered when the system faces an **uncertainty** – specifically, when it doesn't understand a user's input or lacks the confidence to select an appropriate existing topic from its repertoire.

This feature demonstrates the **adaptive** and **intelligent** capabilities of Microsoft Copilot Studio, making AI-assisted conversations more fluid, responsive, and **user-friendly**.

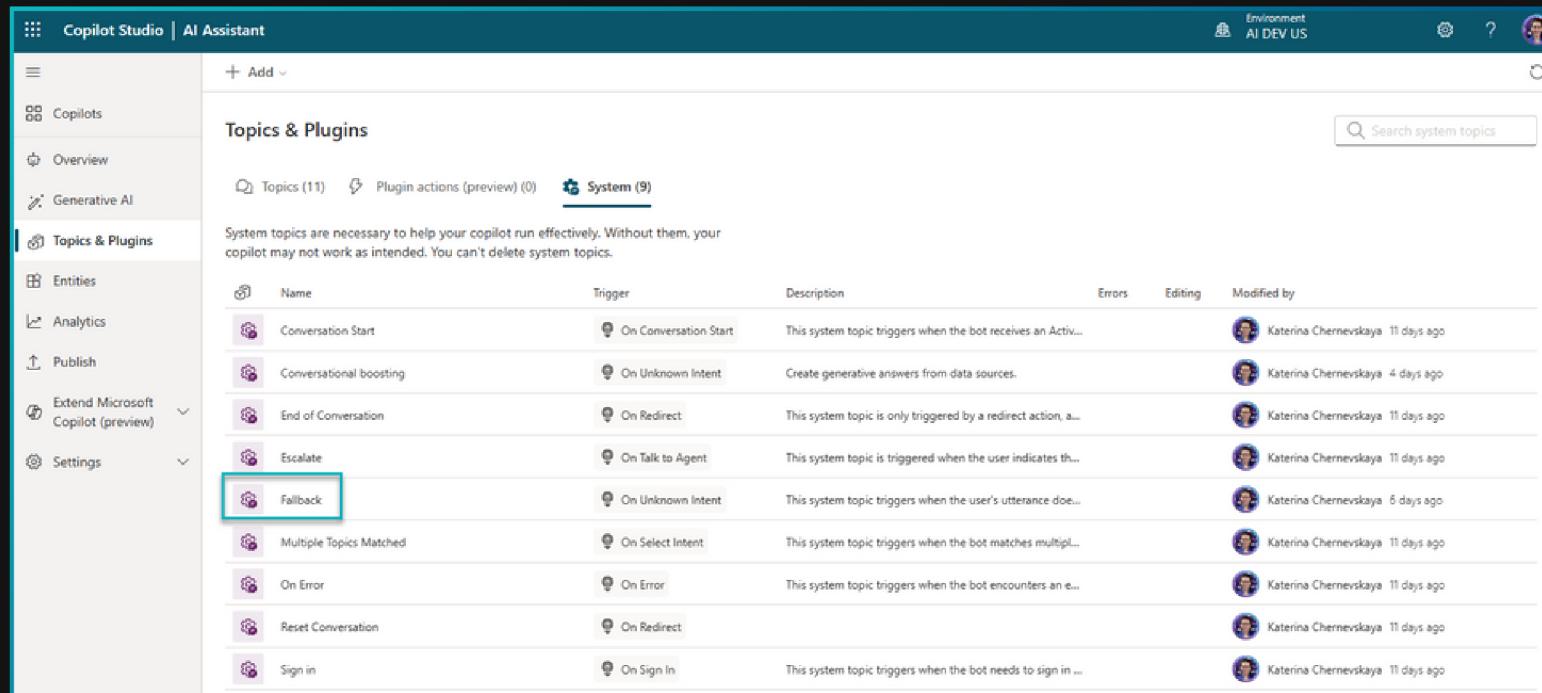


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Fallback Topic Configuring

Where do you find it?
Sneakily tucked away under the **System** tab
in the **Topics & Plugins** section.



The screenshot shows the Copilot Studio interface with the 'Topics & Plugins' section selected. Under the 'System' tab, there is a list of system topics. The 'Fallback' topic is highlighted with a blue border. The table below lists the topics:

Name	Trigger	Description	Errors	Editing	Modified by
Conversation Start	On Conversation Start	This system topic triggers when the bot receives an Activ...			Katerina Chernevskaya 11 days ago
Conversational boosting	On Unknown Intent	Create generative answers from data sources.			Katerina Chernevskaya 4 days ago
End of Conversation	On Redirect	This system topic is only triggered by a redirect action, a...			Katerina Chernevskaya 11 days ago
Escalate	On Talk to Agent	This system topic is triggered when the user indicates th...			Katerina Chernevskaya 11 days ago
Fallback	On Unknown Intent	This system topic triggers when the user's utterance doe...			Katerina Chernevskaya 6 days ago
Multiple Topics Matched	On Select Intent	This system topic triggers when the bot matches multipl...			Katerina Chernevskaya 11 days ago
On Error	On Error	This system topic triggers when the bot encounters an e...			Katerina Chernevskaya 11 days ago
Reset Conversation	On Redirect				Katerina Chernevskaya 11 days ago
Sign in	On Sign In	This system topic triggers when the bot needs to sign in ...			Katerina Chernevskaya 11 days ago



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Fallback Topic

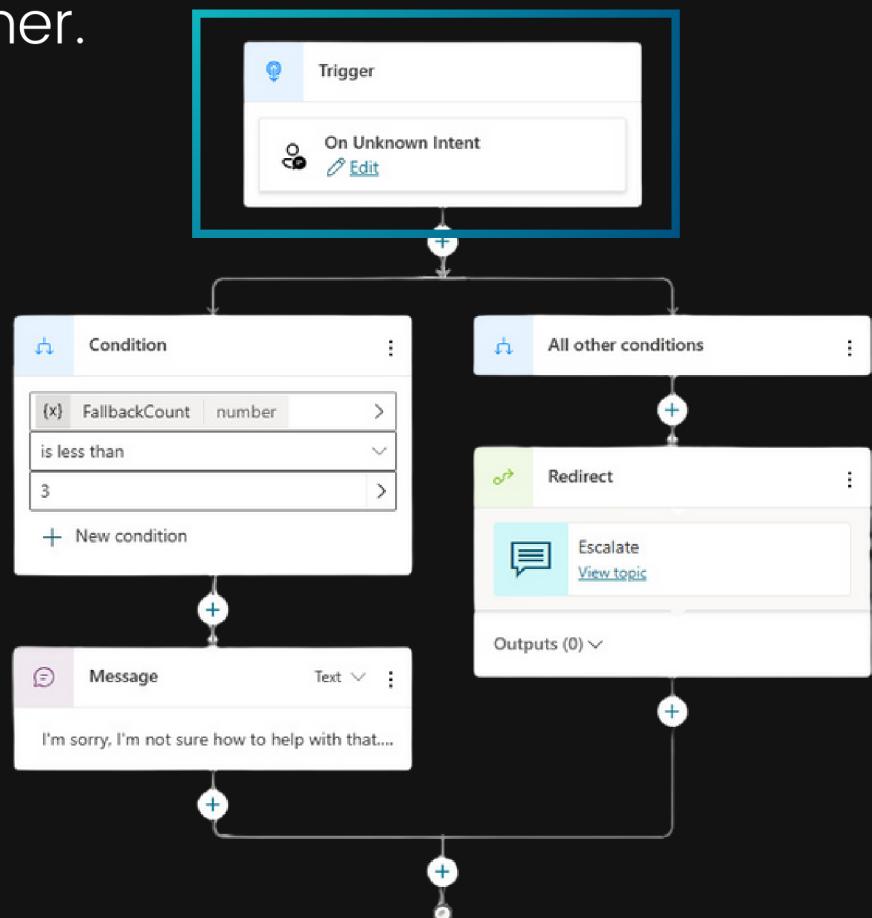
The Anatomy

Initiation

It all starts with the [On Unknown Intent](#) trigger.

This is the AI's cue to step in when it meets a message it can't decipher.

Unlike other topics, you [can't set custom](#) trigger phrases for this one (you can change the trigger only) - it's all automated, primed to respond when the AI is at a loss.



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Fallback Topic

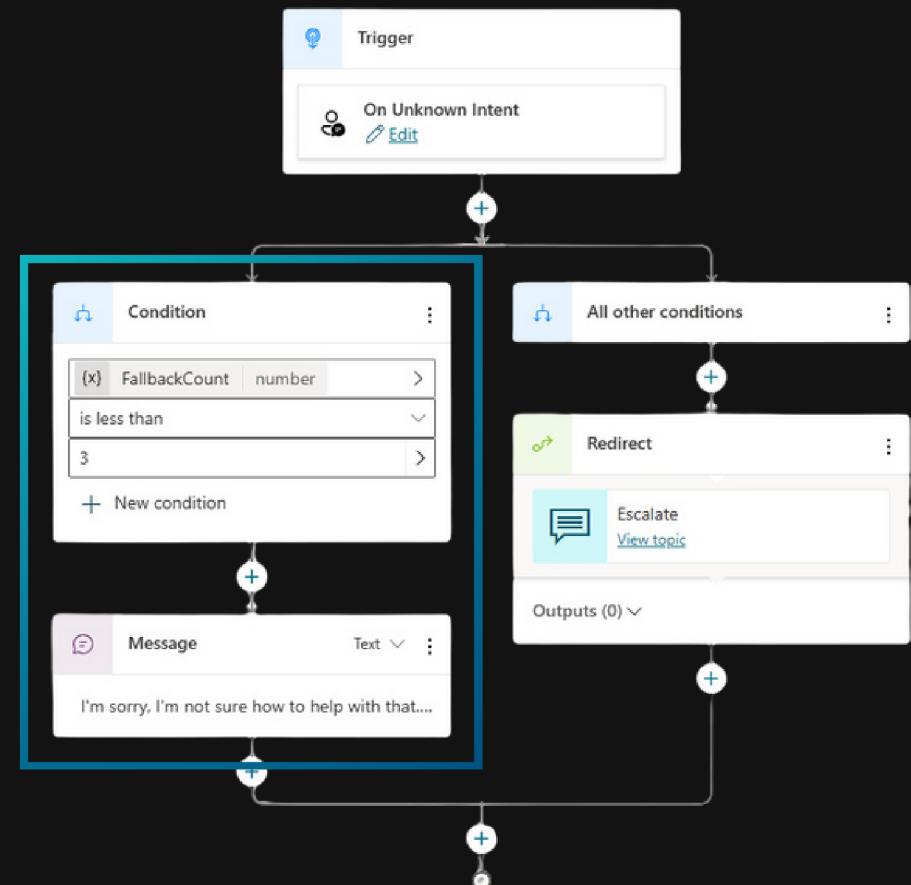
The Anatomy

The Diplomatic Approach

On the first branch, if the count of misunderstandings hasn't hit three, the AI dons its diplomatic hat.

It issues a courteous message:

"I'm sorry, I'm not sure how to help with that. Can you try rephrasing?", inviting you to try rephrasing your input. It's the virtual equivalent of a raised eyebrow, prompting you to clarify.



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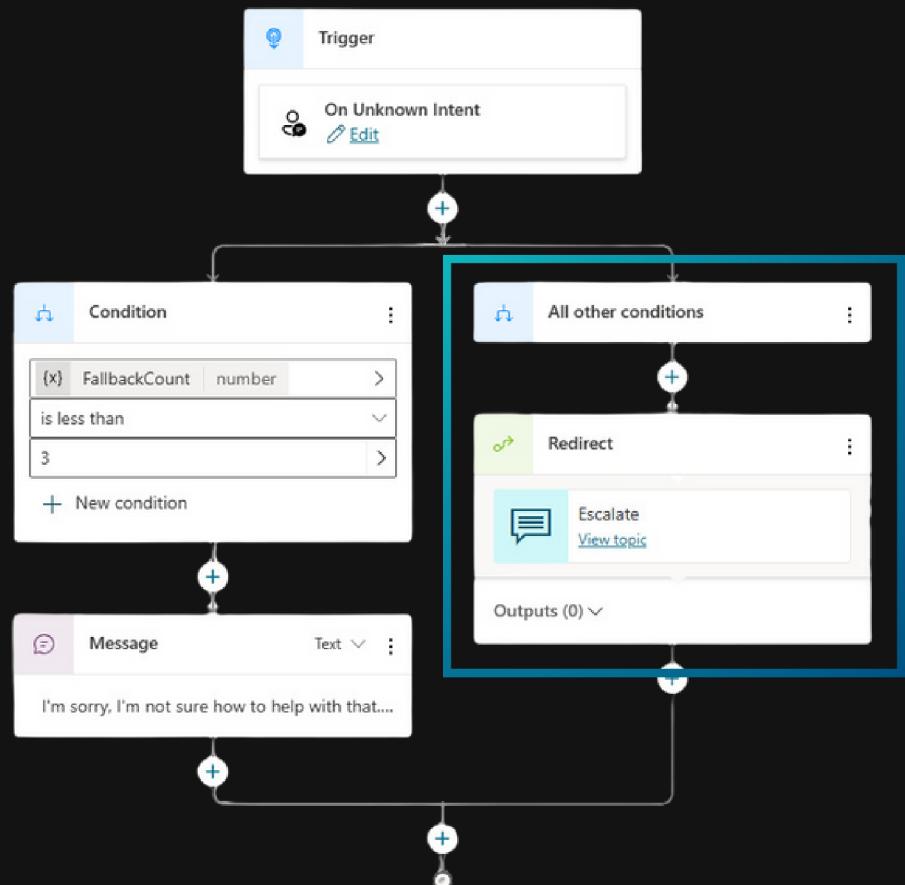


Fallback Topic

The Anatomy

The Direct Approach

If the conversation hits a triple snag of unknown intents, it's time for the AI to take a direct approach. This second branch doesn't beat around the bush - it redirects you to the **Escalate** topic, signaling that it's time to bring a human into the loop for a touch of clarity.



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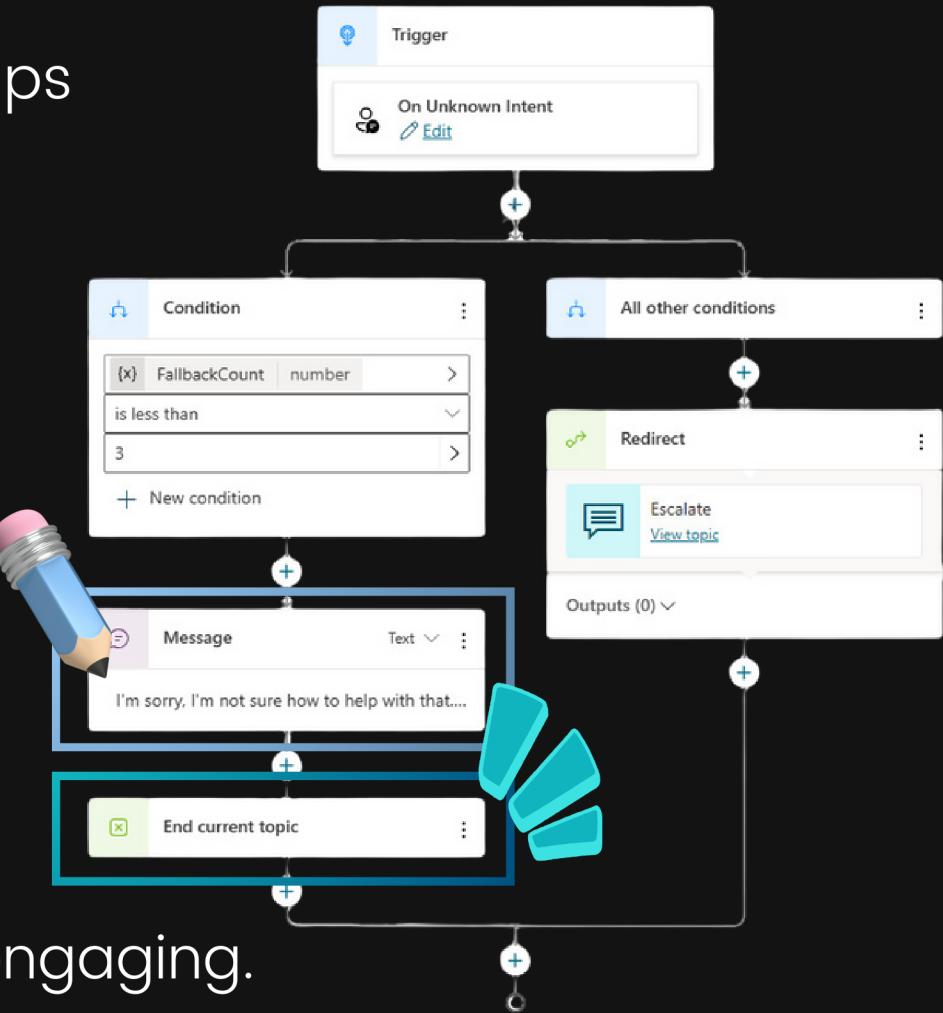
Fallback Topic

Pro tip

Before you start testing, remember to add **End current topic** as the final step in the first branch of the Fallback Topic.

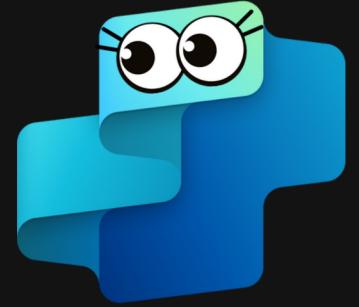
This small but mighty action helps **avert any system hiccups** when dealing with consecutive unrecognized intents, keeping your Copilot's performance slick and error-free.

Customize the Copilot's **message** to fit your brand's voice, ensuring user interactions feel personal and engaging.



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Today's Task: Put the Fallback Topic to the Test

1. Review the Fallback Topic Structure

Revisit the branches and understand how they interplay with user inputs.

2. Implement the "End current topic" Action

Add this action to the end of the first branch if you haven't already, to prevent any overlap issues.

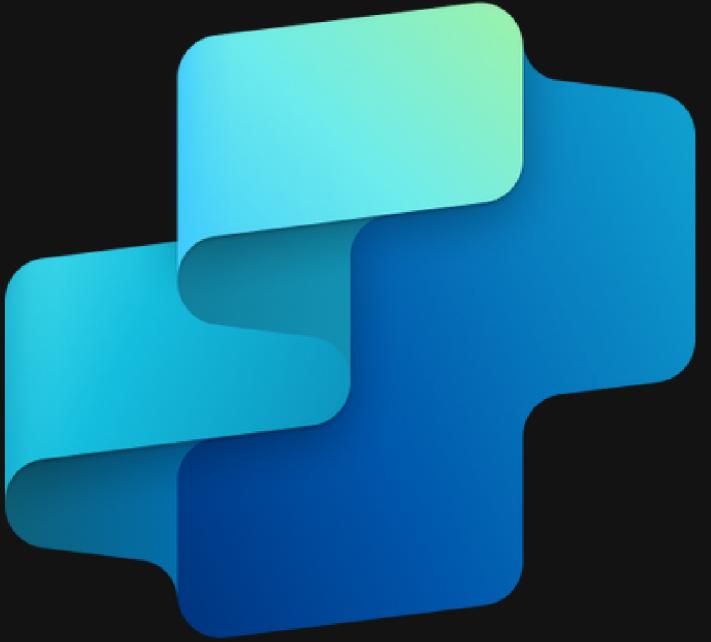
3. Conduct a Dry Run

Test with a series of inputs to see how the Fallback Topic responds. Does it politely ask for clarification when it should? Does it escalate appropriately after three attempts?



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