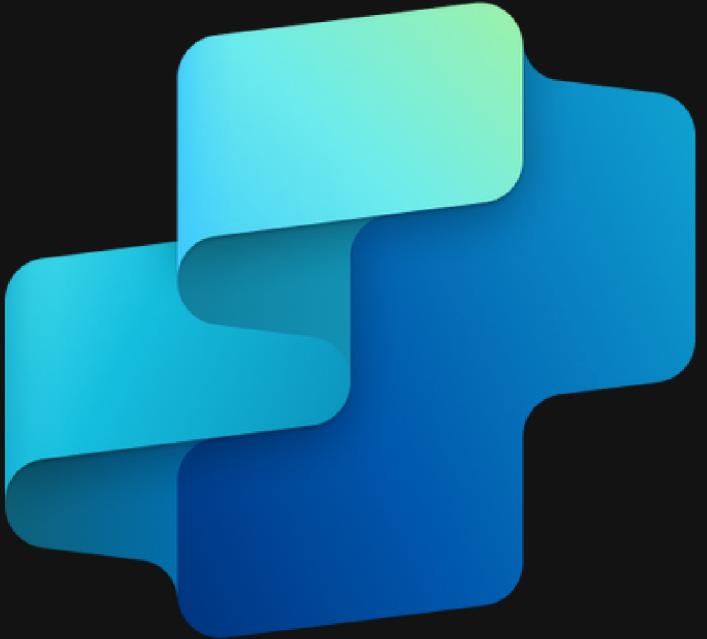


- 18 -
Crafting
Conversational Plugins



MONTHLY MASTERY

FEATURE-A-DAY

with Copilot Studio



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Conversational plugins

Introduction

Conversational plugins in Microsoft Copilot Studio offer a way to **enhance** the copilot's conversational capabilities. These plugins are designed to **handle more complex** dialogues, allowing for detailed and nuanced interactions with users. They are essential tools for creating a more **sophisticated** and **responsive** copilot experience.



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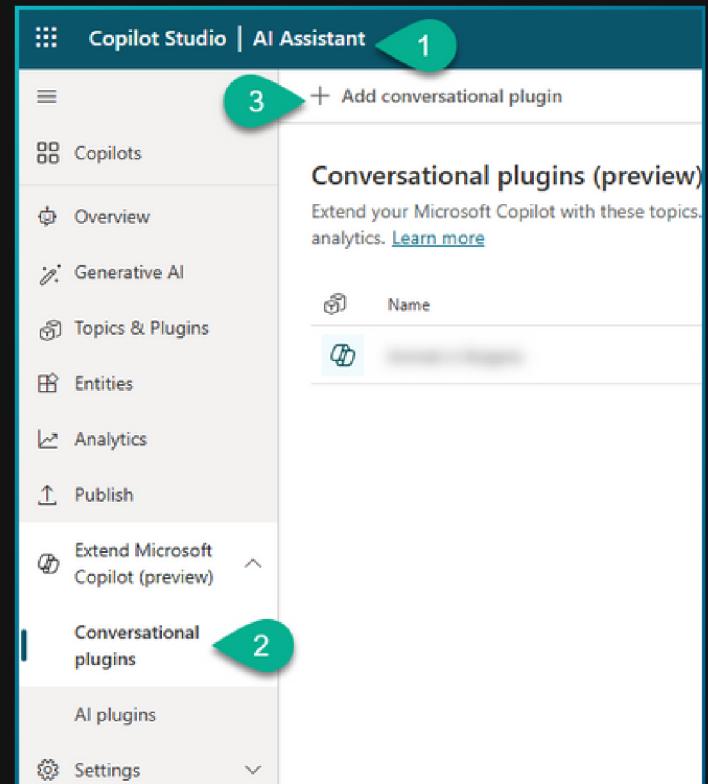


Conversational plugins

Create

To create a basic conversational plugin in Microsoft Copilot Studio, follow these steps:

1. Navigate to your copilot.
2. In Copilot Studio, select Extend Microsoft Copilot and then **Conversational plugins** from the navigation pane.
3. Click **Add conversational plugin** to open the authoring canvas for crafting your plugin.



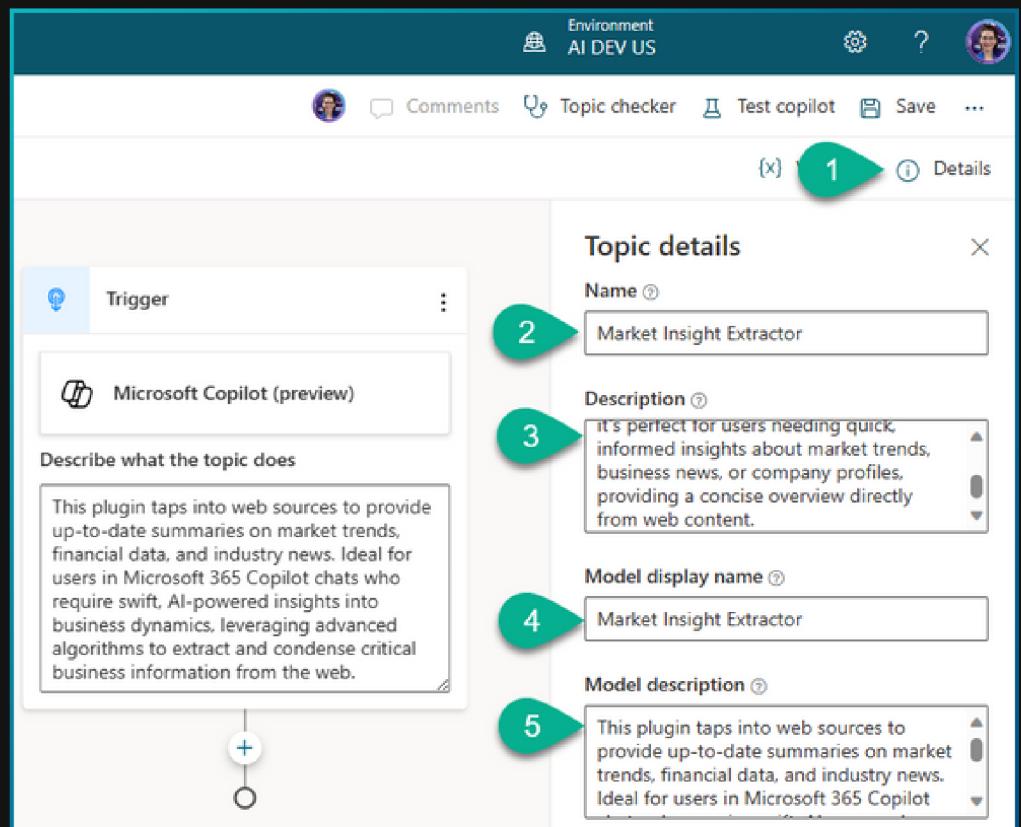
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Conversational plugins

Name and Description

4. Name your plugin clearly; it's like the title of a play visible to users and admins.
5. In the Trigger node, describe what the plugin does. Think of it as a script summary, helping Copilot decide when to use this plugin.



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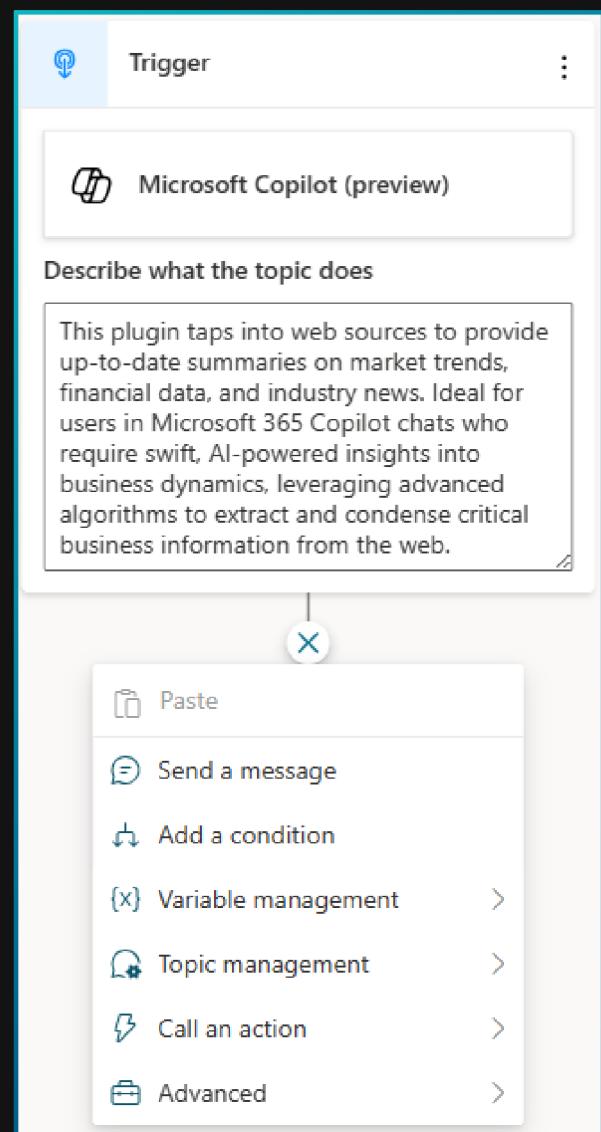
Conversational plugins

Action in Plugin

6. Design logic that **doesn't require user interaction** - no buttons or prompts.

The menu for conversational plugins in the authoring canvas is streamlined, specifically excluding options that might necessitate user interaction.

This ensures a smoother, more automated experience within the plugin's functionality.



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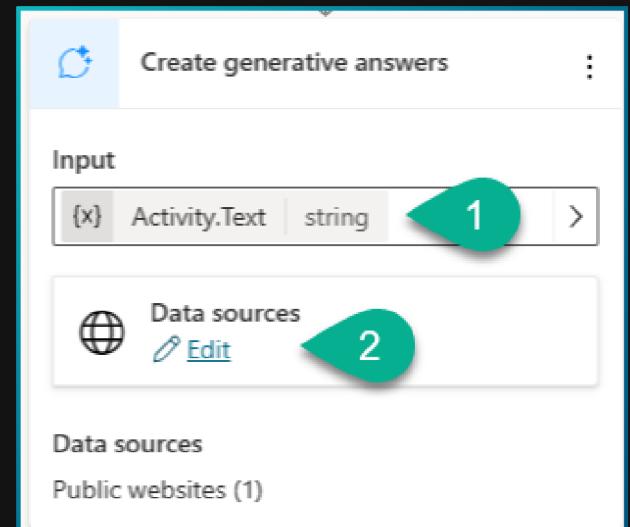
Conversational plugins

Add Generative Answer

For example, use the Generative Answers node to fetch content for user queries.

7. Click the + below the trigger node, open the Advanced tab and choose Generative answers.
8. Select Activity.Text System variable as Input.
9. Select Data Sources in the Generative Answers tile and enter a URL with relevant business content.

Remember to use content indexed by Bing and avoid links like 301 redirects.



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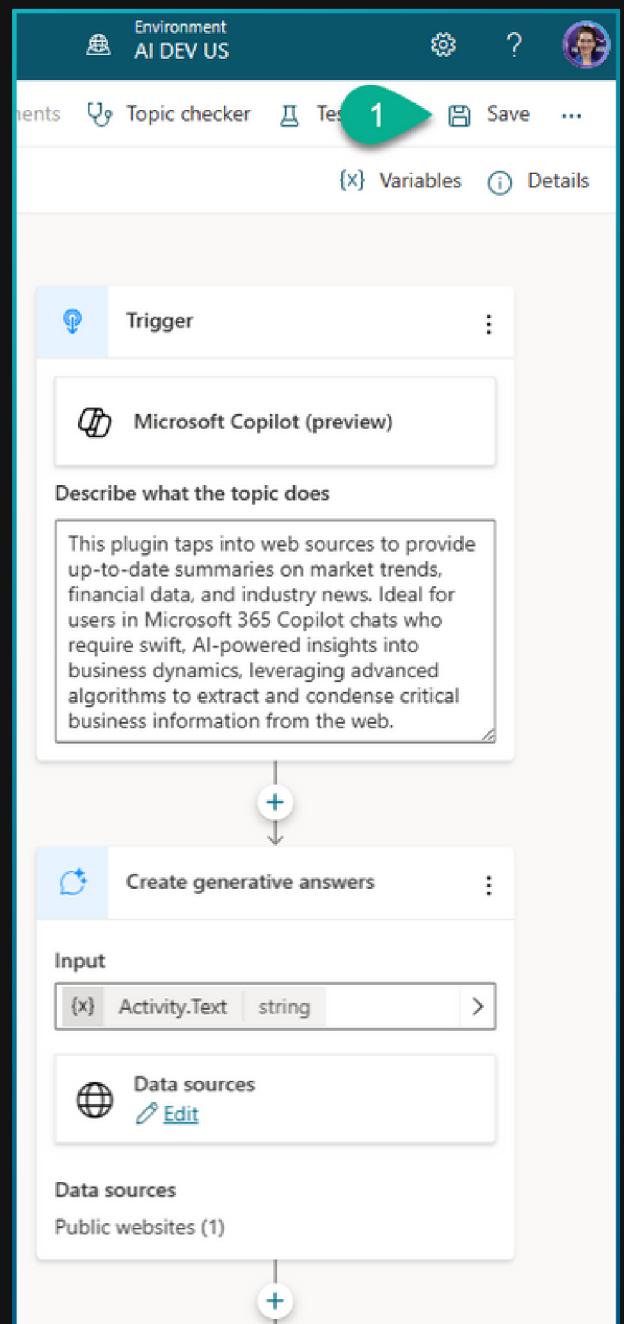
Conversational plugins

Save Plugin

You have the option to send responses to the user using various nodes.

Utilize the [Send a Message](#) node for straightforward replies or deploy another [Generate Answer](#) node for more complex responses. You can mix and match these actions based on what your conversational plugin requires.

10. Once you're satisfied with the setup, simply click the [Save](#) icon in the top right corner to store your conversational plugin.



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Conversational plugins

Limitations

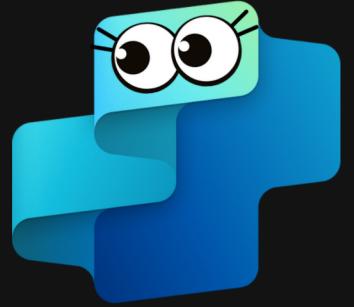
In Copilot Studio's conversational plugins, interaction is one-way: your topic processes the user's query (from 'Activity.Text') and sends a text-only response. Keep in mind:

- No asking back – the plugin can't pose questions to the user.
- Text only – no media or adaptive cards.
- No user authentication – meaning limitations with SharePoint and OneDrive data for generative answers.
- English only – this preview is for English language Copilots.
- Open access within your organization – but the plugin doesn't authenticate users itself.
- Visibility issues may arise if your Dataverse Environment has a security group.



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Today's Task: Crafting Conversational Plugins

1. Develop a Conversational Plugin

Create a basic conversational plugin.

2. Understand Operational Boundaries

Review the plugin's language, authentication, and media limitations to gauge its operational scope within your organization.

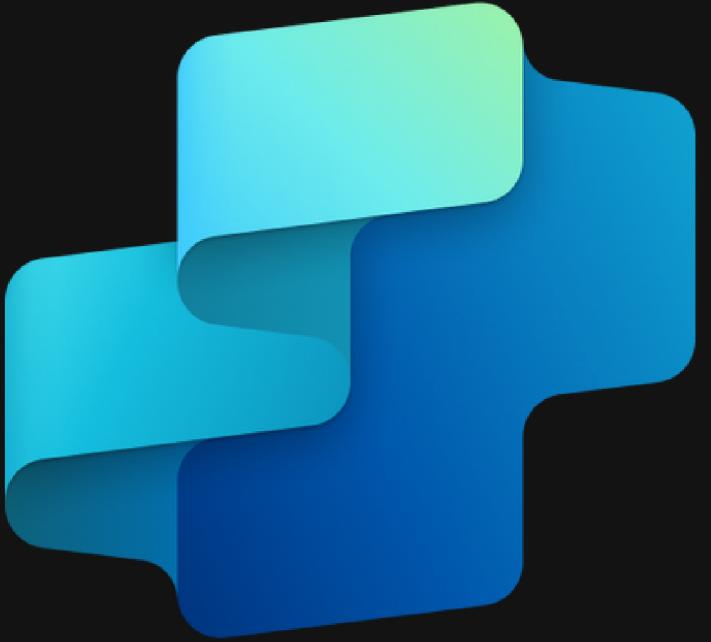
3. Plan Integration Strategies

Consider how your plugin fits into the broader Copilot framework, especially in relation to user interactions and Dataverse Environment constraints.



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