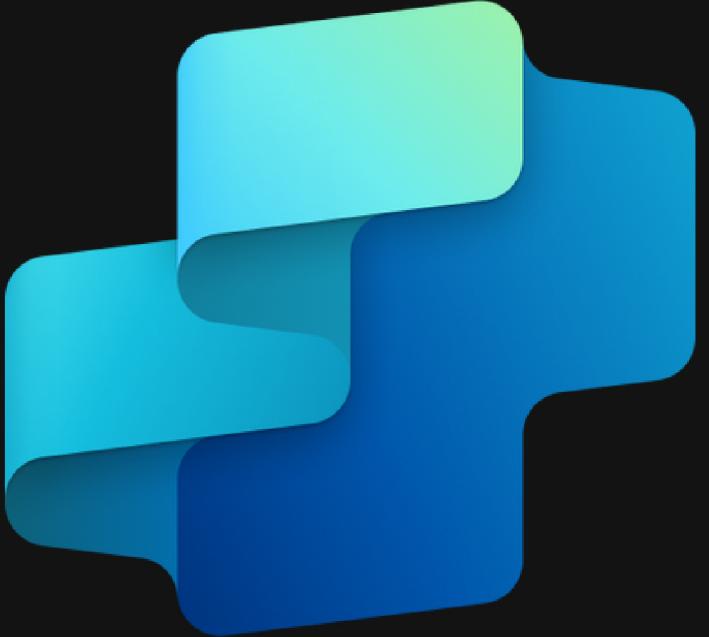


- 14 -

Mastering Advanced Customizations in the Ask a Question node



MONTHLY MASTERY

FEATURE-A-DAY

with Copilot Studio



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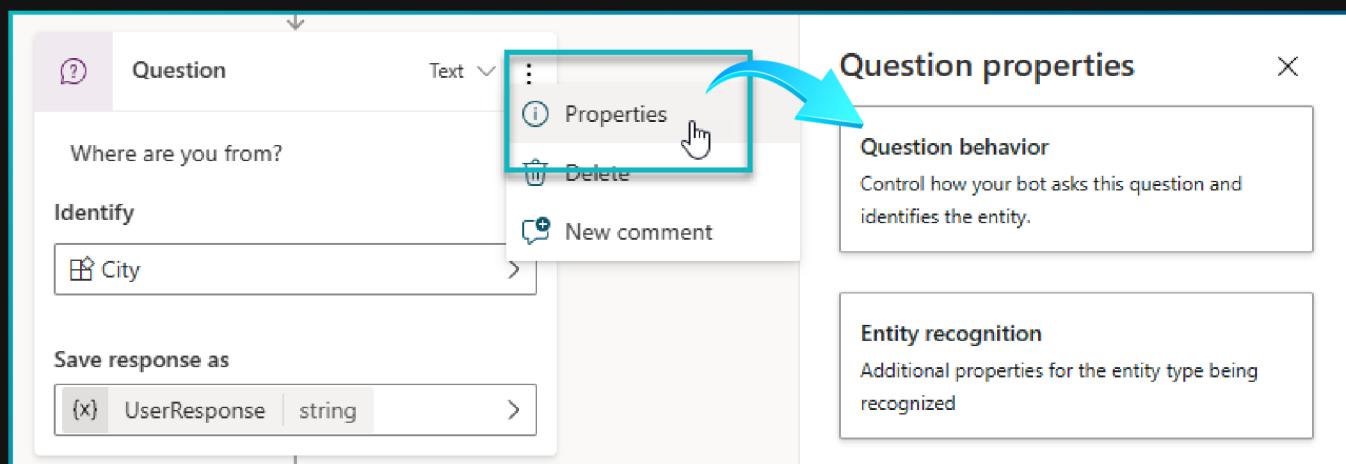
Ask a question

Advanced properties

In [Ask a question](#) node, beyond the basic question and response functionality, lies a treasure trove of advanced settings.

These settings empower you to fine-tune how your copilot interacts, responds, and adapts to user inputs.

From [handling unexpected answers](#) to [personalizing](#) the conversation flow, these properties are your tools to build a more [intelligent](#), [responsive](#), and [engaging](#) copilot.



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Question Behavior

Skip Behavior

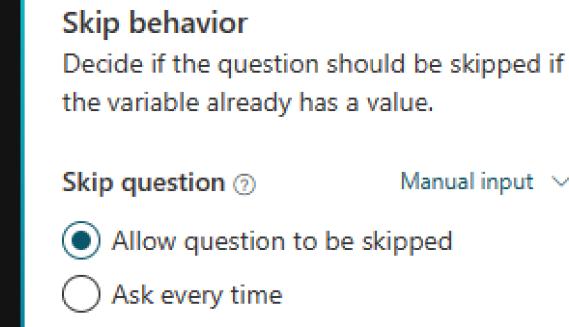
It is like a clever crossroads, guiding the flow based on past chats.

Allow question to be skipped

If it already has an answer from before, it elegantly sidesteps the question.

Ask every time

This option ensures your copilot is thorough and always double-checks the facts. Regardless of previous answers, the copilot will pose the question, keeping the information fresh and updated.



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Question Behavior

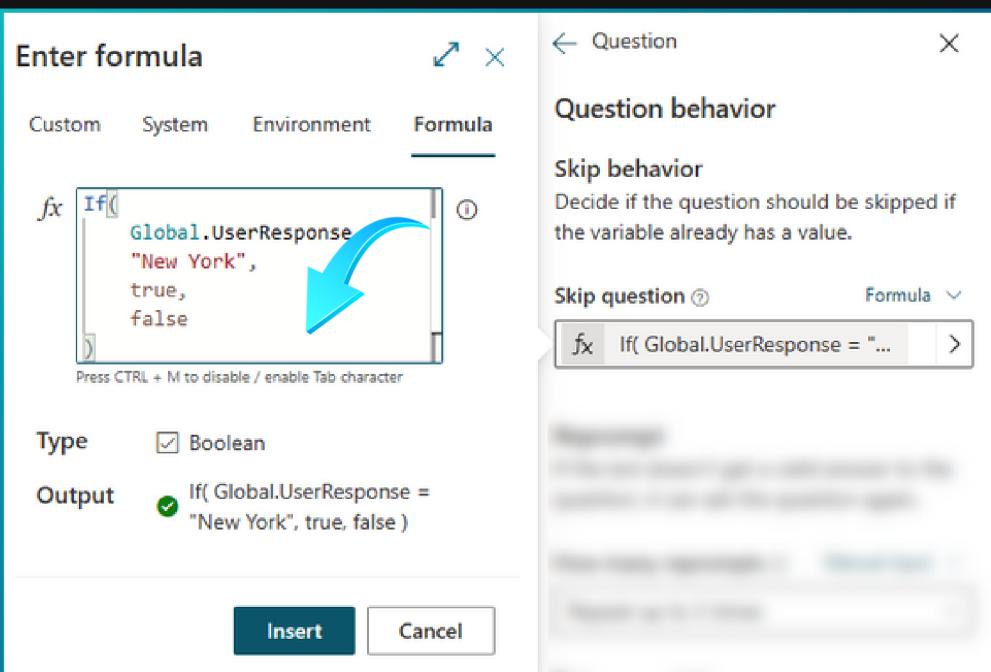
Skip Behavior

With Power Fx in Copilot Studio, setting up Skip Behavior becomes a breeze.

A simple example:

If your copilot has 'New York' stored in a variable, it asks the question. If it's any other city, it skips the question.

It's just like setting a yes-or-no condition:
true for asking every time,
false for skipping.



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Question Behavior Reprompt

It's the copilot's way of saying,
"I didn't quite get that,
could you try again?"

How many reprompts

You get to decide how persistent your copilot should be. Should it ask again once, twice, or just move on if it doesn't get a clear answer?

Retry prompt

Hit 'Customize' and craft a new message. This allows you to give clearer hints or more context, making the prompt more intuitive and user-friendly.

The screenshot shows a configuration panel for a bot's question behavior. At the top, there is a section titled "Reprompt" with the sub-instruction: "If the bot doesn't get a valid answer to the question, it can ask the question again." Below this, there is a dropdown menu labeled "How many reprompts" with the option "Repeat up to 2 times" selected. To the right of this dropdown is a "Manual input" button. Under the "Reprompt" section, there is a "Retry prompt" section with a checked "Customize" checkbox. Below this, there is a "Message" field containing the text "May I kindly request you to specify the name of your city?". To the right of the message field is a "Text" button. At the bottom right of the message field is a small trash can icon.



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Question Behavior

Additional entity validation

A copilot's quality control mechanism.

Function

You can set extra conditions for what counts as a valid response.

Condition not met prompt

You can customize the prompt to steer users towards a valid response.

Additional entity validation
Configure additional validation behavior beyond the default for the entity type.

Condition Formula ▾

Function

Right(Global.UserPostalCo...) >

Condition not met prompt ⓘ

Customize

Message Text ▾

+ Add **B** *I* \equiv \equiv {x}



I apologize for the inconvenience, but we are currently unable to offer delivery services in your area. Thank you for your understanding!



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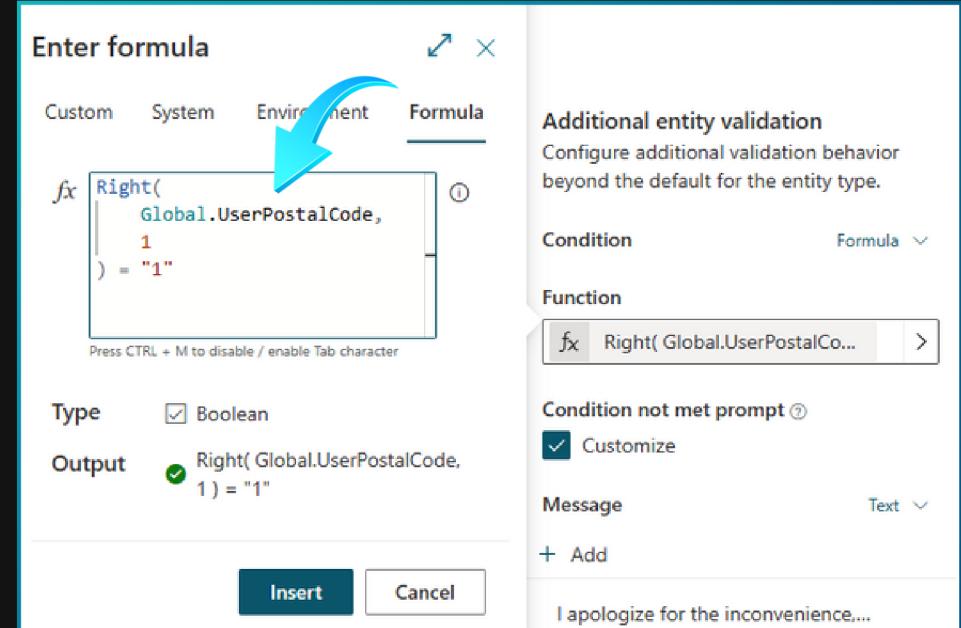
Question Behavior

Additional entity validation

Using Power Fx, you have the capability to seamlessly define the criteria for additional entity validation.

A simple example:

Imagine your copilot is checking a user-entered postal code. The goal is to see if the last digit is 1. If it is, the copilot smoothly transitions to the next action in the topic. If not, it gently nudges the user to try again.



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Question Behavior

No valid entity found

It is like a crossroads, deciding what happens when the copilot can't get the response it needs.

Action if no entity found

If the copilot can't get the right answer, you have a few choices: refer the query to a human, leave the variable empty, or set a predefined value for it.

No entity found message

You also have the option to tailor the message the copilot uses when no valid response is found.

No valid entity found
Choose what happens if the bot didn't identify an entity, even after repeating the question.

Action if no entity found ?

Set variable to value

Default entity value

fx "Bansko" >

No entity found message ?

Customize



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Question Behavior Interruptions

This feature in Copilot Studio controls if users can switch topics mid-question.

It's like giving them the freedom to change the conversation's direction on the fly.

If enabled, users can jump to a different topic, leaving the current question behind.

Interruptions
Decide if the customer can switch to another topic during this question.

Allow switching to another topic ⓘ

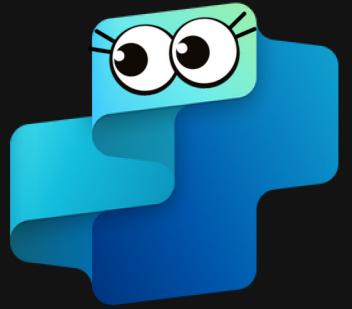
Only selected topics ⓘ

Lunch order



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Today's Task: Implement Advanced Features in the 'Ask a Question'

1. Configure Skip Behavior

Create a question and set its Skip Behavior. Test this by having the copilot encounter situations where it either has or hasn't previously received an answer to this question.

2. Personalize Reprompt Options

Adjust the reprompt settings.

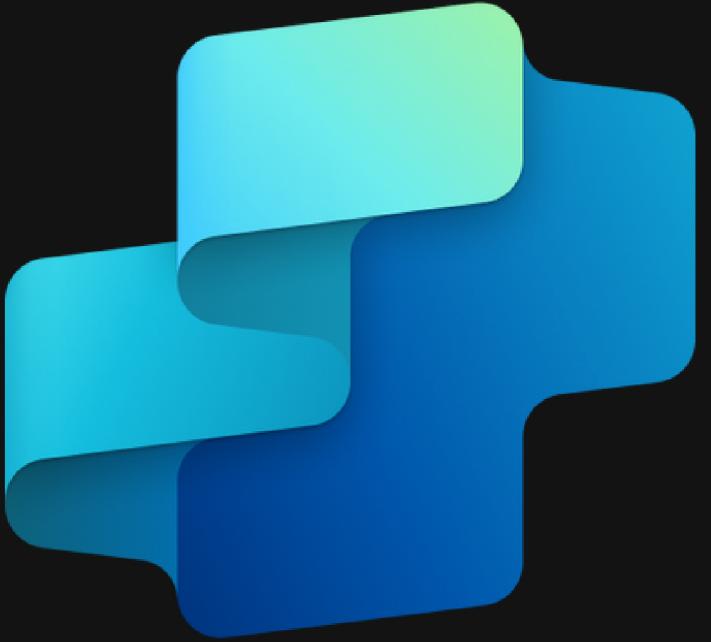
3. Experiment with Interruptions

Enable the Interruptions feature. Set up a conversation where the user changes topics during a question, and observe how your copilot transitions smoothly between topics.



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