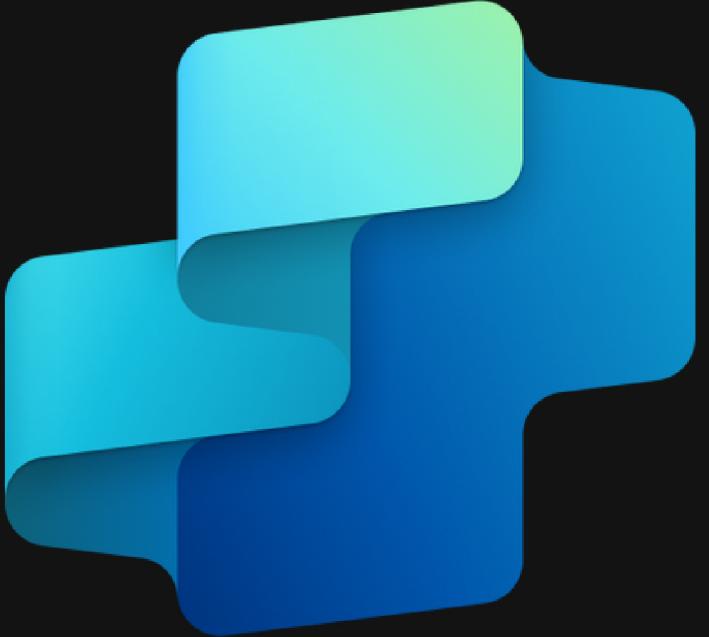


- 03 -
Demystifying
Topics and Triggers



MONTHLY MASTERY

FEATURE-A-DAY

with Copilot Studio



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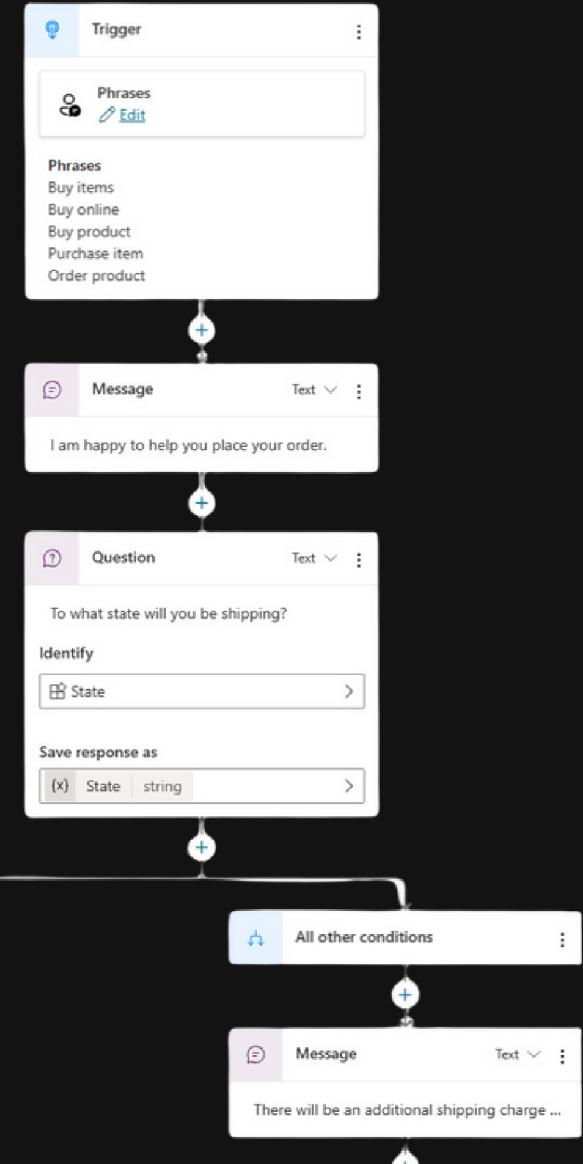
Topics

Topics in Copilot Studio are like conversation blueprints. They guide your Copilot on how to respond to different subjects.

Each topic is a collection of dialogues, questions, and responses around a specific subject.

Think of them as categories or themes of the dialogues your Copilot will engage in.

One copilot can have up to 1,000 topics.



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Topics System

System Topics are predefined and cover general, commonly encountered scenarios. They're ready-to-use and designed by Copilot Studio.

They are integral to the system and cannot be deleted, ensuring there's always a basic level of conversational ability.

You can modify system topics, copy them and turn on/off.

Name
Conversation Start
End of Conversation
Escalate
Fallback
Multiple Topics Matched
On Error
Reset Conversation
Sign in



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Topics Custom

Custom Topics, crafted by you, are tailored to specific needs or unique conversations relevant to your context.

Custom topics can be **fully customized**, **edited**, or **deleted** according to your requirements. You can also **turn on/off** them.

	Name
	Goodbye
	Greeting
	Lesson 1 - A simple topic
	Lesson 2 - A simple topic with a condition and variable
	Lesson 3 - A topic with a condition, variables and a pre-built entity
	Start Over
	Thank you



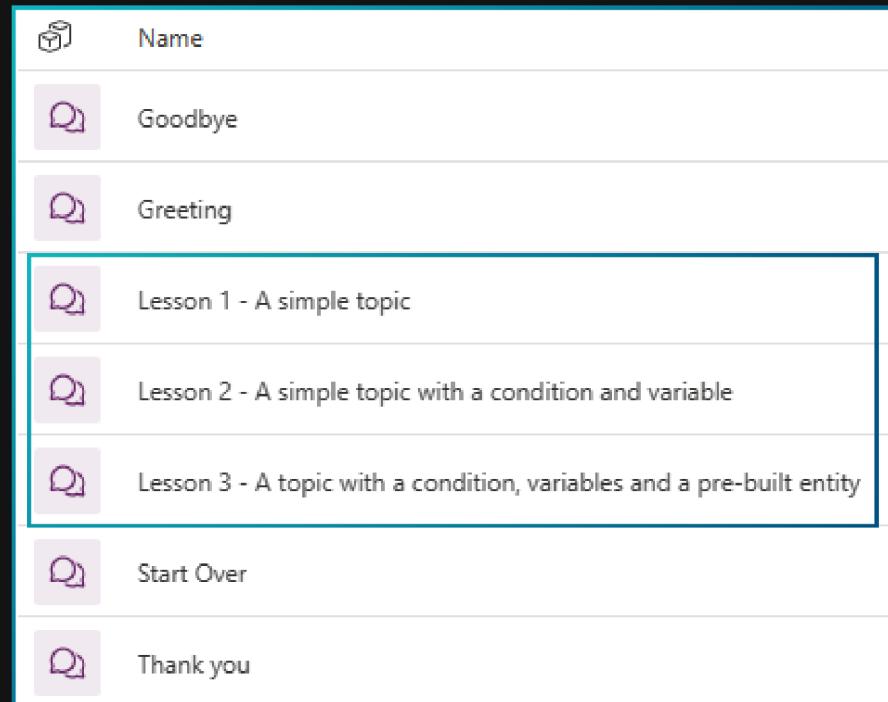
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Topics Lesson

Along with System and Custom Topics, there are default **Lesson topics**. These lesson topics are designed to provide **foundational guidance** and **examples** to help new users understand how to structure and create effective conversational flows. They cover basic and commonly used conversational scenarios, serving as a starting point for building more complex and customized interactions in your Copilot.

These default lessons are a valuable resource for beginners to learn and get inspired.



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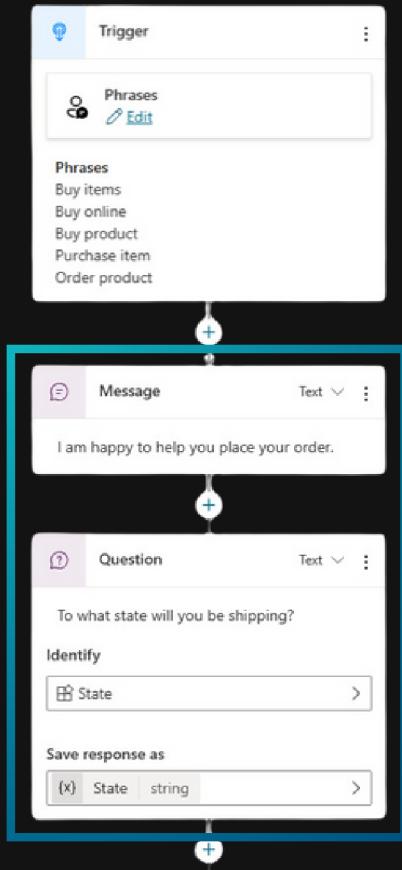
Topics

Action

In Copilot Studio, an **action** or **node** refers to a specific function or step within a conversation flow.

Think of it as a point in the conversation where something specific happens, like providing information, asking a question, or executing a command.

Each action or node is **a building block** in the structure of your Copilot's dialogues, enabling it to interact effectively and perform tasks based on the user's inputs and the defined conversational flow.



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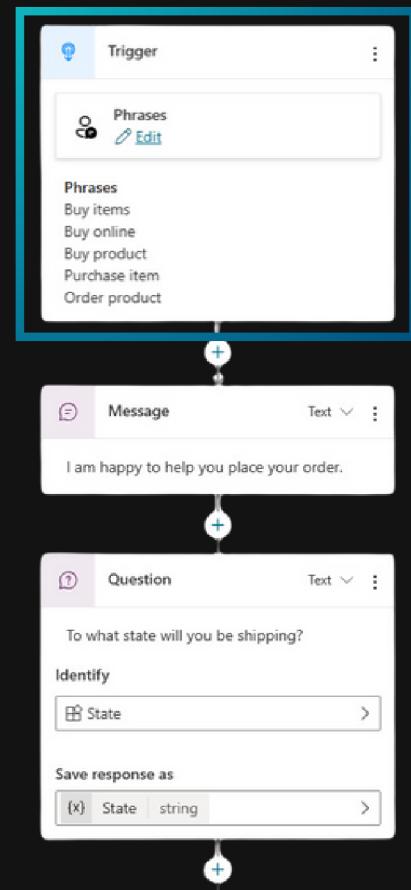
Trigger

Trigger is a specific **condition** or **phrase** that initiates a conversation topic in a copilot.

When a user says something that matches a trigger, the Copilot recognizes this and starts the corresponding topic.

Understanding triggers is key to making your Copilot responsive and interactive.

One topic can have up to 200 trigger phrases.



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Trigger Types

Typically, topics are activated by the [Phrases trigger](#), which responds when a user's message closely aligns with one of the topic's trigger phrases.

Additionally, several other types of triggers can be used to determine the appropriate time for a topic to be initiated.

We will take a closer look at these types in the upcoming series, providing a more in-depth understanding.

Change trigger X

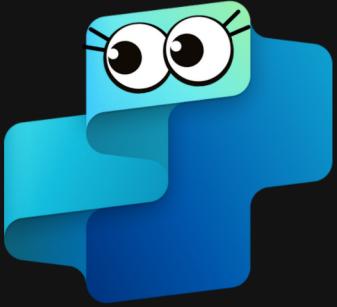
Search

-  **Phrases**
Start the topic when the bot receives a message matching the topic's trigger phrases.
-  **Message received**
Start the topic every time a message is received from the user.
-  **Event received**
Respond to custom client events.
-  **Activity received**
Start the topic every time the bot receives an activity, including a message or an event.
-  **Conversation update received**
Start the topic based on a conversation change from a client, like adding or removing users or channels.
-  **Invoke received**
Respond to advanced inputs, such as button clicks from Teams.
-  **Redirect**
Only start the topic when it is redirected to from another topic.
-  **Inactivity**
Start the topic after a period of inactivity from the user.



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Today's Task: Navigating Topics and Preparing for Creation

1. Explore System and Custom Topics

Familiarize yourself with both the system and custom topics available in Copilot Studio. Understand their purpose and structure.

2. Open a Lesson Topic

Select and delve into one of the lesson topics. Pay attention to how it's crafted, focusing on its triggers and conversational flow.

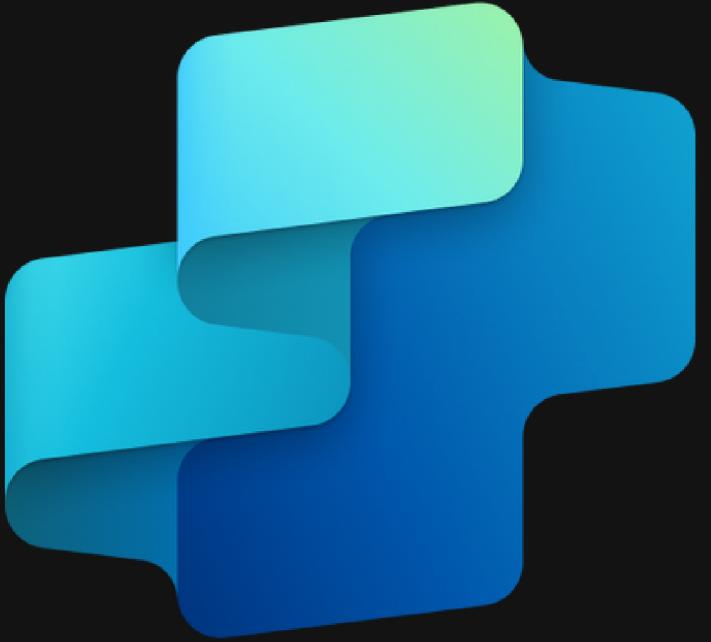
3. Prepare for Topic Creation

Gather insights from your exploration to prepare for creating your own topic tomorrow.



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