

- 06 -

Add a Prompt action to a topic:
Guide conversations like a Pro!



MONTHLY MASTERY

FEATURE-A-DAY

with Copilot Studio



Sprinkled with holiday magic by
Katerina Chernevskaya



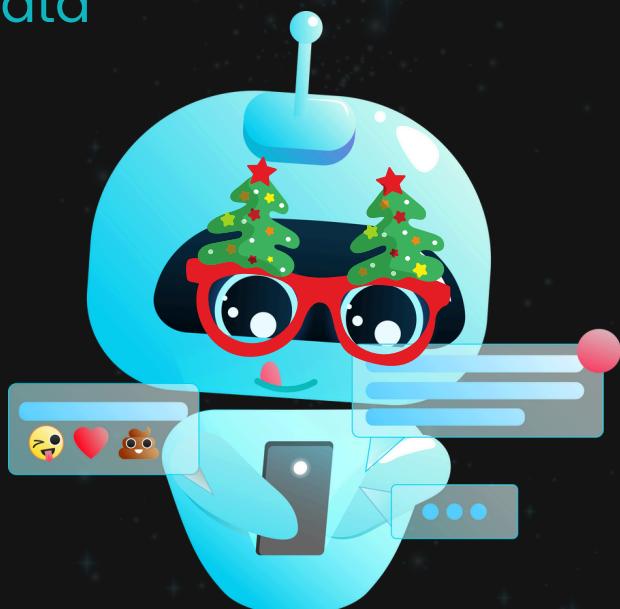
Prompt action Overview

A prompt is like a **wish you make to the AI model**, just like making a holiday wish!

With the prompt builder, you can **create**, **test**, and **save** custom prompts that can be used in Copilot Studio (as well as in Power Automate and Power Apps).

You can add **input variables** and use **Dataverse data** to make prompts more adaptable.

Prompt builder helps you create prompts for **various business needs**, like summarizing, categorizing data, extracting details, translating, or assessing sentiment - making your workflows feel magical and efficient!



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Prompt action Prerequisites

Before you dive in, make sure you have the following:

- An **environment** that is supported in the [available regions](#).
- A valid **license** for Power Apps, Power Automate, or Copilot Studio.
- Microsoft **Dataverse** must be installed in the environment.
- An **AI Builder add-on** if a Copilot Studio license is not available.



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Add a Prompt action

Prepare a topic

First, open Copilot Studio and create or select a **topic** where you will set up a trigger.

In our demo topic, the trigger is activated when a child starts a conversation with the agent and expresses interest in writing to Santa.



Next, an action stores the child's letter to Santa in a topic variable, allowing you to use the text in the next actions.

The screenshot shows the Copilot Studio interface. At the top, a 'Trigger' card is displayed with the title 'Triggered by agent (preview)' and an 'Edit' button. Below it, a 'Describe what the topic does' section contains text about activating the topic when a child writes to Santa. In the main workspace, a 'Question' card is shown with the title 'Text'. It contains a greeting message: 'Hi there! 🎅 I'm here to help you send your letter to Santa. He's very excited to hear from you!' followed by a text input area for users to type their letter. Below the question card, sections for 'Identify' and 'Save user response as' are visible, with 'User's entire response' selected and a variable named 'tv_letter' defined as a string.



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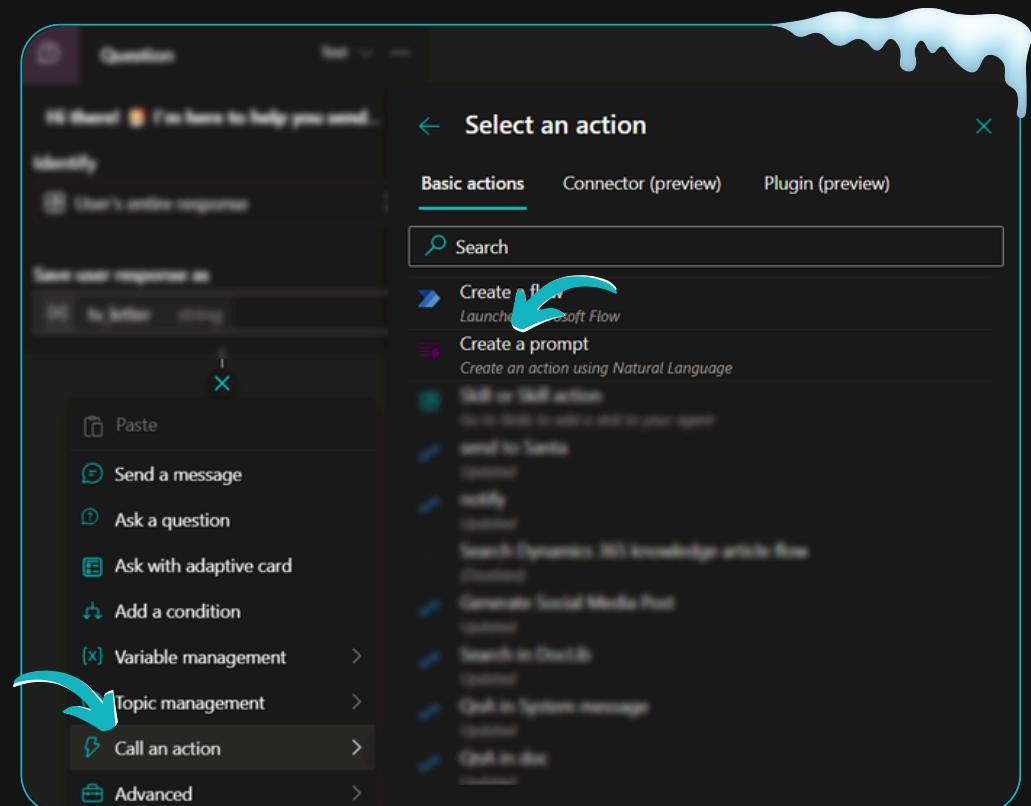


Add a Prompt action

Select the action

Click on the **Add node** icon and navigate to **Call an action** section.

Then select **Create a prompt** to add it to your topic.



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Add a Prompt action

Customize your prompt

Give your prompt **a meaningful name** that describes what it does.

In the **Prompt** field, write the instructions for this action.

Include grounding data to make the instructions clearer if needed, and add input variables (start with `/`) that are relevant to the conversation.

Keep your message **simple and straightforward** so that agent knows exactly what to do.

The screenshot shows the Microsoft AI Builder interface with a blue wavy header. The main area is titled 'letter-analyzer-demo'. A 'Prompt' section contains the following text:

```
Extract the specified entityToBeExtracted, provided as a comma-separated list, from the provided / with precision, preserving the original context of each detail. Flatten the hierarchy of entities, listing them at the same level in the output. Normalize entities to structured formats for descriptive categories. Adapt to varied phrasing or multilingual content, accurately reflecting the tone and meaning. For each entity, ensure the JSON output accurately reflects the extracted downstream processing.
```

For example:

```
{  
  "extracted_data": {  
    "main_wishes": {"value": "remote-control car, soccer ball", "type": "string"},  
    "tone": {"value": "polite and warm", "type": "string"},  
  }  
}
```

Below the prompt text is a 'Test prompt' button. To the right, there's a sidebar titled 'Inputs' with sections for 'Text' (selected), 'Image or document (preview)', and 'Data used (preview)'. Other items listed include 'entityToBeExtracted' (selected), 'Account', and 'Action Approval Model'. A vertical scroll bar is visible on the right side of the sidebar.



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Add a Prompt action

Test your prompt

Use the left pane to add **sample text** to the **variables** so you can see how the prompt will work during testing, and **test your prompt**.

Once you satisfied with the prompt response, **save** the prompt.

The screenshot shows the 'letter-analyzer-demo' flow in Microsoft Power Automate. The main pane displays a 'Prompt' card with the following text:

```
Extract the specified entityToBeExtracted, provided as a comma-separated list, from the provided inputText with precision, preserving the original context of each detail. Flatten the hierarchy of entities, listing them at the same level in the output. Normalize entities to their respective data types, such as strings for text and structured formats for descriptive categories. Adapt to varied phrasing or multilingual content, accurately extracting information while maintaining the integrity of the letter's tone and meaning. For each entity, ensure the JSON output accurately reflects the extracted value and its type, formatted appropriately for downstream processing.
```

For example:

```
{ "extracted_data": { }}
```

A blue arrow points to the 'Test prompt' button. Below it, the 'Prompt response' section shows the generated JSON:{ "extracted_data": { "main_wishes": {"value": "art supplies, cozy sweater, special surprise for family", "type": "string"}, "tone": {"value": "polite and warm", "type": "string"}, "notable_details": {"value": "helped around the house, did homework mostly on time, was kind to friends and family", "type": "string"}, "child_name": {"value": "Kate", "type": "string"} }

The right sidebar shows two 'Input' cards:

- entityToBeExtracted**: Name: entityToBeExtracted, Sample data: main wishes, tone, notable details, child's name.
- inputText**: Name: inputText, Sample data: Dear Santa, I hope this letter finds you well and that you, Mrs. Claus, and

At the bottom right are 'Save custom prompt' and 'Cancel' buttons.



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Add a Prompt action

Add follow-up actions

Add actions or further prompts to continue the conversation in the desired direction.

As we guided our demo prompt to return output as JSON, we can parse the output and use the extracted information in various types of messages, making the topic even more dynamic and flexible.

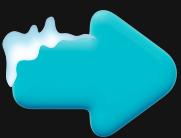
The screenshot shows the Intercom interface with two main components:

- Parse value**: A step configuration window with the following settings:
 - Input: `fx Topic.tv_letterSummary.text`
 - Data type: Record
 - Save as: `(x) tv_parsed record`
- Message**: A message configuration window containing the following content:

letter from
`{x} tv_parsed.extract... string` with
main wishes:
`{x} tv_parsed.extract... string`



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Add a Prompt action

Test the topic

Don't forget to **test** your topic!

Use the **Test** tool, and make sure the prompt flows smoothly in your conversation.

Fine-tune until it feels just right.



The screenshot shows a mobile application interface titled "Test your agent". A message from "Just now" reads:

Dear Santa,

My name is Jack, and I've been really good this year! I helped my dad in the garden and shared my toys with my little sister. For Christmas, I'd love a remote-control car and a soccer ball. Please also bring something nice for my sister—she loves dolls.

Thank you so much, and Merry Christmas!

Love, Jack

Just now

letter from Jack with main wishes: remote-control car, soccer ball

Your letter to Santa has been sent! 🎅✨

You've been very good this year, helping your dad in the garden and sharing toys with your little sister. Santa will surely be delighted to hear that! 🎄

You've asked for a remote-control car and a soccer ball, and also something nice for your sister who loves dolls. Santa will do his best to make your wishes come true! 🎁

Merry Christmas, Jack! 🎅🎄

Keep the magic alive!

Just now



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Prompt action Benefits

Tailored solutions

Prompts allow you to create specific tasks for your agents, making interactions more relevant to your business needs.

Hands-off automation

Prompts can be integrated into flows for intelligent automation, reducing manual effort and streamlining workflows.



Dynamic context

Use input variables and Dataverse data to provide dynamic, context-sensitive prompts that adapt to the user's needs.

Versatile use cases

Prompts can be used for various scenarios, such as summarizing, extracting, or even translating, enhancing the functionality of your agents.



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Today's Task: Practice with prompts



1. Create a new topic

Start a new topic in Copilot Studio. Think of a holiday-related scenario where you need to ask questions.

2. Add a Prompt action

Add at least one prompt action to perform a specific task, such as extracting important information or summarizing user input. Make sure to use input variables or Dataverse data to create dynamic prompts that adapt to the context, making the interaction more seamless and effective.

3. Test and refine

Test your topic, and make adjustments for smooth interaction.



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