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Mastering Entities and Slot Filling

MONTHLY MASTERY

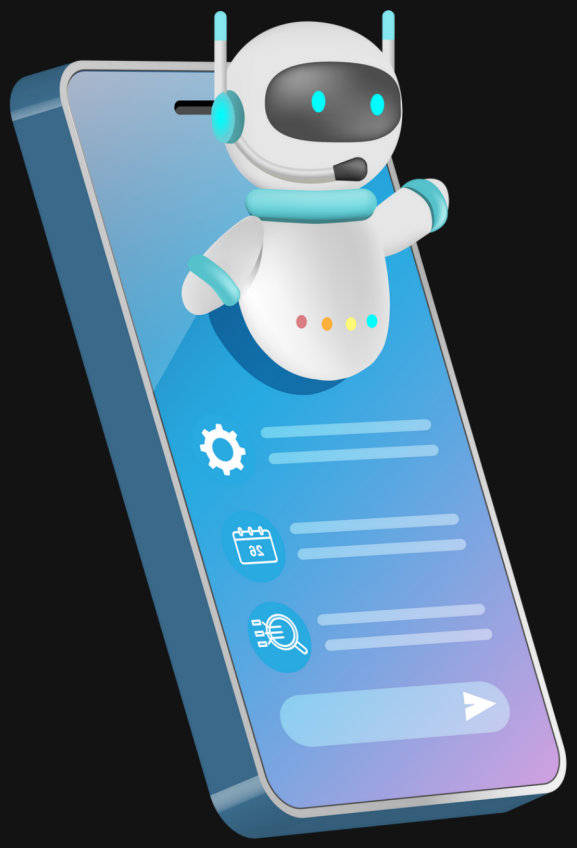
FEATURE-A-DAY

with Copilot Studio

Handcrafted Insights by
Katerina Chernevskaya

Entities in Copilot Studio
Overview

In Copilot Studio, the copilot's like a smart friend who gets what you're saying. Say you mention a tricky gift card, it knows to steer you to gift card help, even without the exact words.



Entities are the secret sauce here, helping pick out the important stuff in your chat.

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Entities in Copilot Studio

Types

In Copilot Studio, there are two types of entities:
prebuilt and custom.

Prebuilt entities are great for general stuff, but sometimes you need to go custom, especially for unique topics. Imagine you're making a copilot for a music festival. You'll want to teach it about things like "band names" or "festival activities" specific to your event.
That's where custom entities come into play, helping your copilot understand and chat about these specific terms like a pro!

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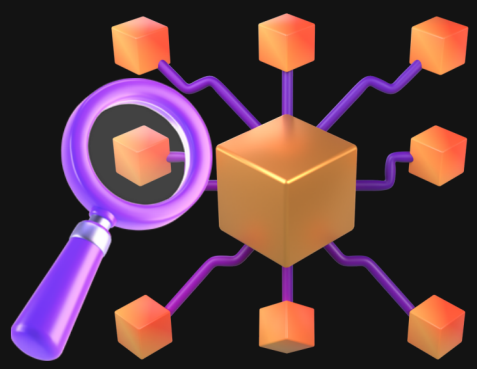
Custom Entities
Closed List vs Regular Expression

In the world of custom entities, there are two main types: Closed List and Regular Expression.

Closed List entities are like your neatly organized playlists, where you define a specific list of items the copilot recognizes. It’s like a copilot's cheat sheet for particular terms.

On the other hand, Regular Expression entities are the improvisers. They use patterns to identify and understand terms, perfect for when things don't fit into neat lists. It's like the copilot has a detective's intuition for picking up on clues in language!



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Custom Entities
Create Closed List

Creating Closed List entity is like adding special glossaries for your copilot. Let's say your copilot is all about music festivals. To make it understand different band names, you'd head to Entities in the navigation menu, create a New entity and select Closed List.

For Closed List, you'd enter all the band names you want, maybe even throw in some synonyms (like "rock band" for "rock group").

Item	Synonyms
rock band	rock group
DJ Set	+ Synonyms

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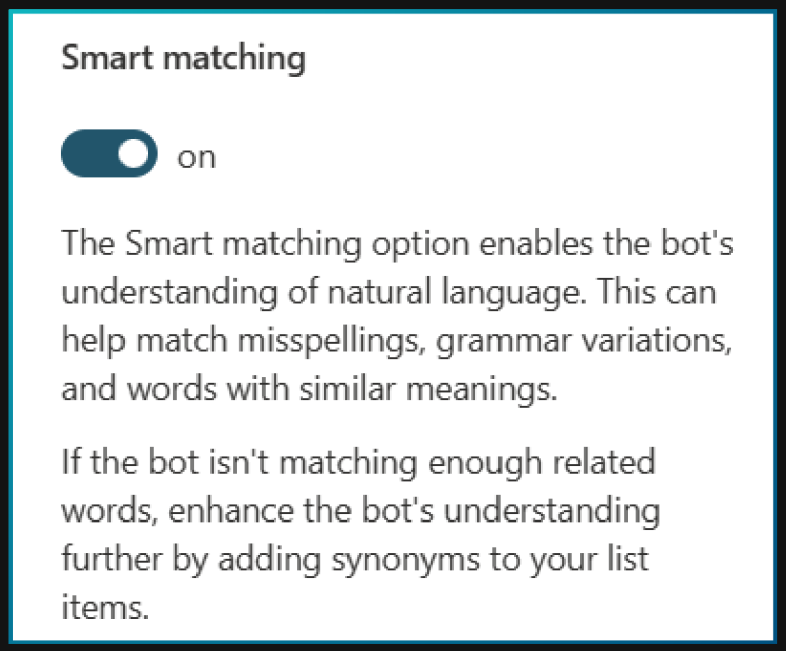
Custom Entities
Create Closed List

There's also Smart Matching, which helps the copilot guess closely related terms, like linking "pop music" to "pop songs".



Always remember to save your work, or discard if you change your mind. This way, your festival copilot will know its Coldplay from its Radiohead!

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Custom Entities
Create Regular Expression

Regular Expression (regex) entities in Copilot Studio are like pattern detectives. They're perfect for identifying specific formats in a user's input, such as tracking IDs, license numbers, or IP addresses.

When you create a regex entity, you get to define a logical pattern that the copilot will use to spot and grab these details f rom what users say.

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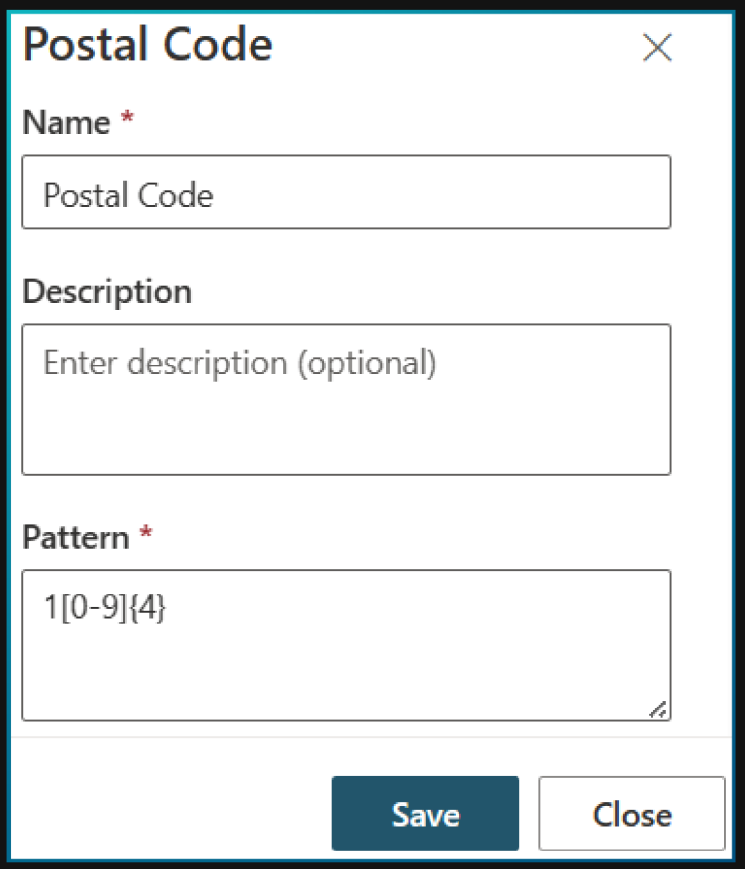
Custom Entities
Create Regular Expression

For example, let's capture a user's postal code, specifically formatted to a five-digit sequence starting with 1,.
The pattern `[0-9]{4}` indicates that the copilot will recognize any combination of four numerical digits.

This could be useful when users need to provide their postal code, ensuring that only entries with the correct format are accepted.



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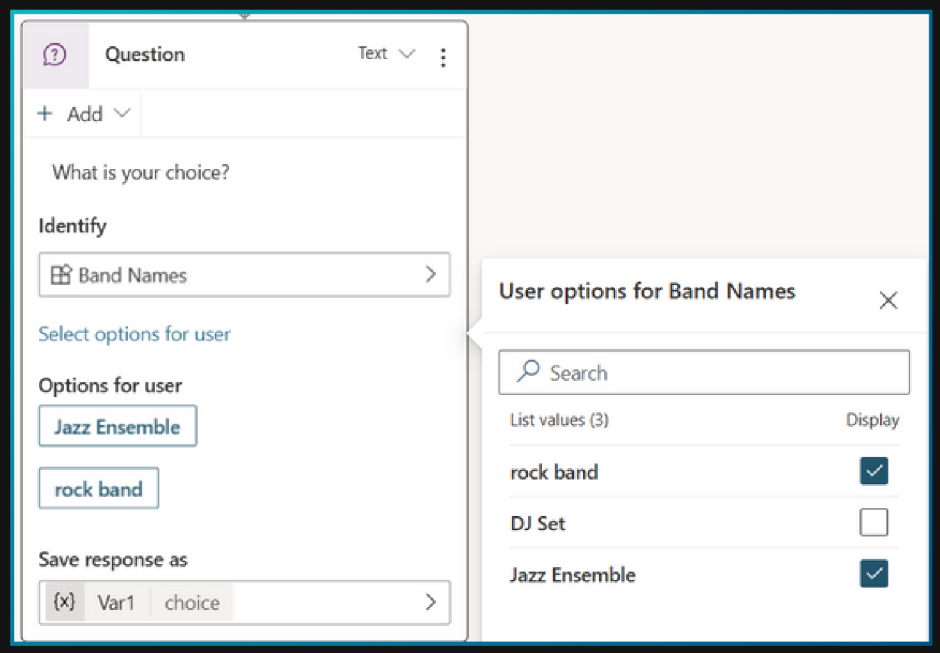
Custom Entities
Use Entities in a Topic

Alright, your copilot's now clued up on all things outdoorsy, thanks to those custom entities for gear categories you set up. It's time to bring those into a chat!

Recall our little adventure with the Ask a question node on Day 4, and our deep dive into its various types on Day 13? It's showtime for our newly minted custom entity.

Here's a cool feature: when you're using the Closed List type, you can actually choose the values that will pop up as buttons for the user.



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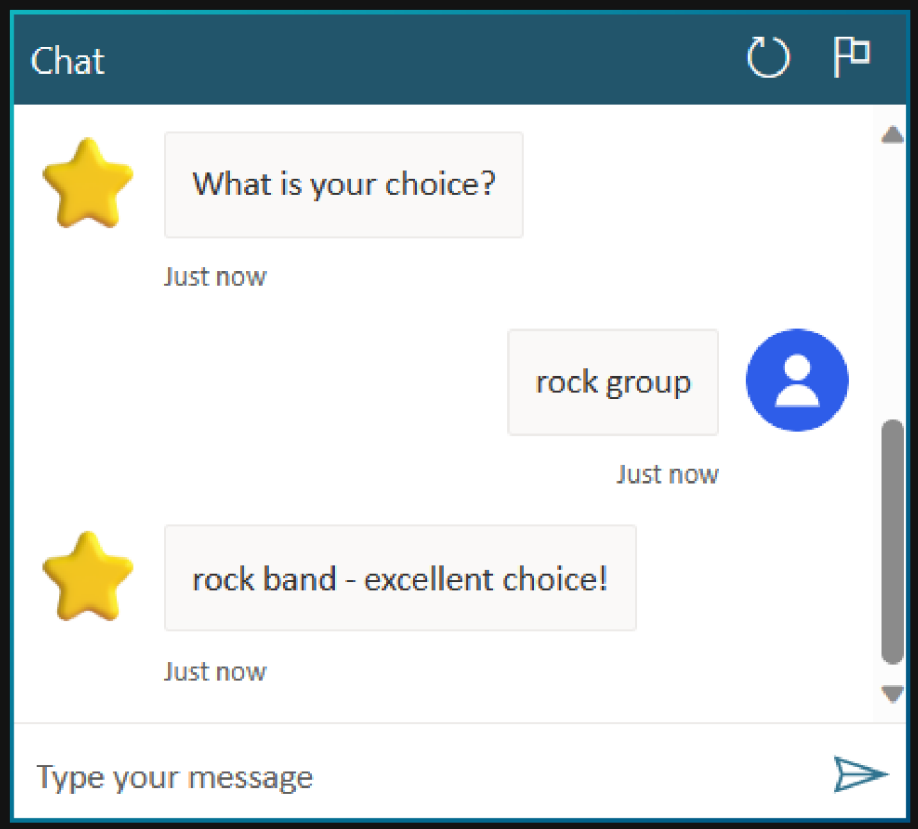
Custom Entities
Slot Filling

Slot filling means assigning an extracted entity, like a word or phrase, to a specific variable. It's quite clever with synonyms – if a user types "rock group", the system understands it as "rock band" and fills the slot accordingly, making conversations more intuitive and fluid.



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Today's Task:
Implement Custom Entities and Slot Filling

1. Create a Custom Entity Closed List

Start by creating a custom entity in Copilot Studio using the closed list type. Populate it with a predefined set of options.

2. Create a Custom Entity Regex

Next, create another custom entity, this time using regex to capture more complex or variable user inputs.

3. Test and Refine

Run tests to see how your copilot handles different inputs, especially synonyms, and refine the entities and slot filling logic based on the outcomes.

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