



# Microsoft Copilot Studio

## Lab 02

Hands-on lab step-by-step

February 2025

Microsoft Copilot Studio Workshop

## Task 1: Create a new agent

1. Click on + Create and New Agent

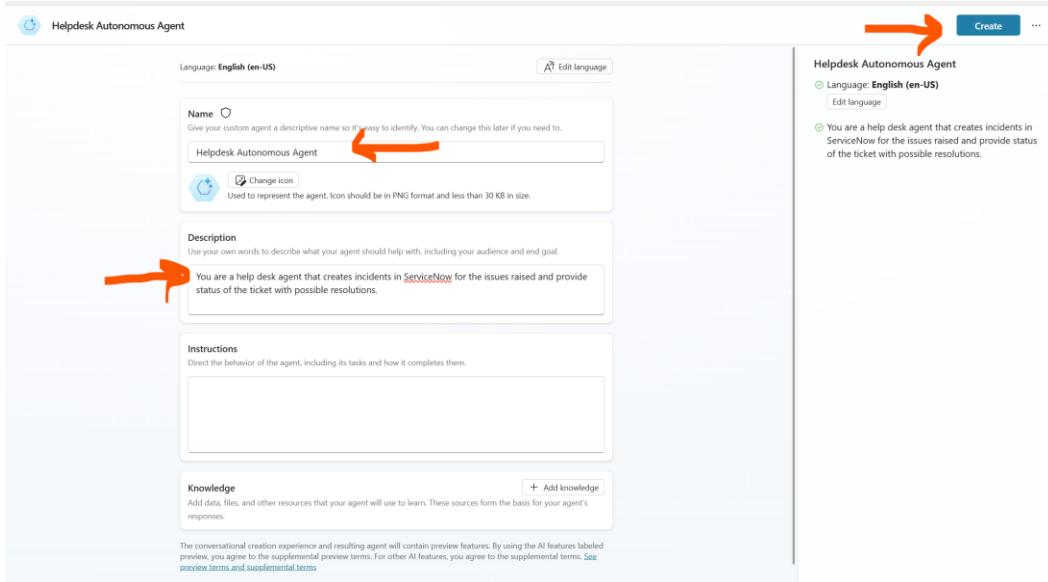
The screenshot shows the Microsoft Copilot Studio interface. On the left, there's a sidebar with icons for Home, Create, Agents, Library, and more. The main area is titled 'Create' with a sub-section 'New agent'. It contains a brief description: 'Create an agent that leverages end-to-end generative AI for task completion, knowledge sharing, analytics, and more.' Below this, there's a section titled 'Explore agents' with several cards for different agent types like Safe Travels, Website Q&A, Team Navigator, etc. At the bottom, there are several cards labeled 'Coming soon'.

2. Click on Skip to configure

The screenshot shows the 'Agent' configuration screen. At the top, there are buttons for 'Skip to configure' (highlighted with a red arrow) and 'Create'. Below that, there's a language selection dropdown set to 'Language: English (en-US)'. The main area has a conversation history and a message input field. At the bottom, there's a note about preview features and terms of service.

### 3. Enter Name and Description, then click **Create**

- Name:** Helpdesk Autonomous Agent
- Description:** You are a help desk agent that creates incidents in ServiceNow for the issues raised and provide status of the ticket with possible resolutions.



### 4. Enable Generative AI Orchestration

**Copilot Studio**

**Helpdesk Autonomous Agent**

Changes saved.

The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment. [Learn more](#)

From February 1st, preview features will be billable and consume messages. [Learn more](#)

**Details**

**Name**: Helpdesk Autonomous Agent

**Description**: You are a help desk agent that creates incidents in ServiceNow for the issues raised and provide status of the ticket with possible resolutions.

**Instructions**: None provided

**Orchestration** [Preview](#)

Use generative AI to determine how best to respond to users and events (preview). [Learn more](#)

**Knowledge**

Add data, files, and other resources to inform and improve AI-generated responses.

Allow the AI to use its own general knowledge. [Learn more](#)

**Actions**

Add actions to empower the AI to complete specific tasks for improved engagement.

**Test your agent**

Just now

Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

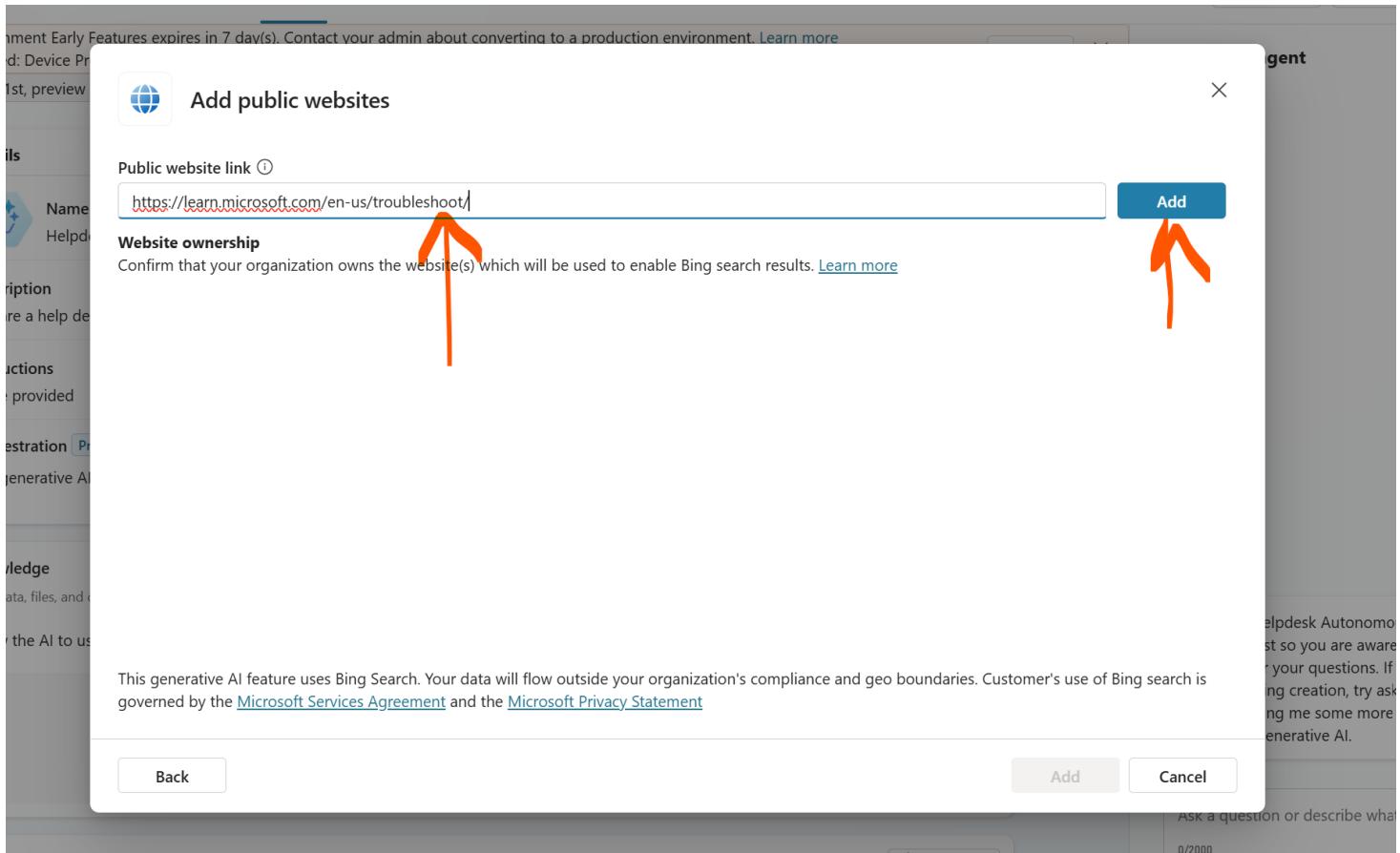
## 5. Click on + Add knowledge

The screenshot shows the 'Helpdesk Autonomous Agent' configuration page in Microsoft Copilot Studio. The 'Knowledge' section is highlighted, and a red arrow points to the '+ Add knowledge' button. The 'Orchestration' section is also visible, showing that generative AI is enabled.

## 6. Select Public websites

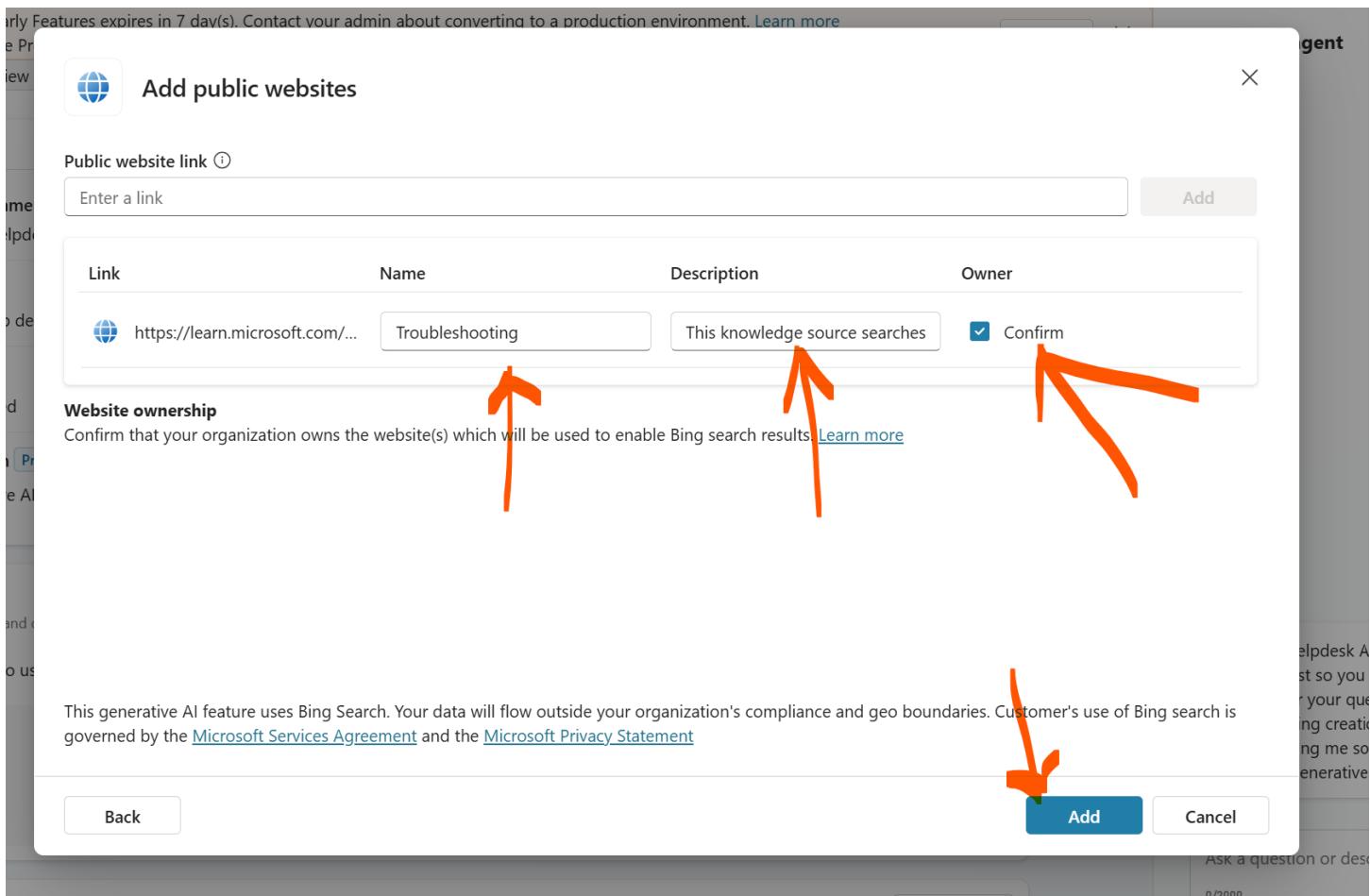
The screenshot shows the 'Add knowledge' dialog box. The 'Featured' tab is selected, showing options for 'Public websites', 'SharePoint', and 'Dataverse (preview)'. A red arrow points to the 'Public websites' option. Below the tabs, there is a section for 'Upload files' with a file upload area and a note about supported file types.

7. Enter Public website link - <https://learn.microsoft.com/en-us/troubleshoot/> and click Add



8. Update **Name**, **Description** and select **Confirm**. Then, click **Add**

- a. **Name:** Troubleshooting
- b. **Description:** This knowledge source searches information on the web found in <https://learn.microsoft.com/en-us/troubleshoot/> website and provide resolution to identified issue



## 9. Click on + Add trigger

The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment. [Learn more](#)

Agent(s) affected: Device Procurement Agent, Help desk Autonomous Agent, Helpdesk Autonomous Agent, Copilot in Power Apps, +3

Helpdesk Autonomous Agent

Description  
You are a help desk agent that creates incidents in ServiceNow for the issues raised and provide status of the ticket with possible resolutions.

Instructions  
None provided

Orchestration [Preview](#)  
Use generative AI to determine how best to respond to users and events (preview). [Learn more](#)  Enabled

Knowledge  
Add data, files, and other resources to inform and improve AI-generated responses.  
Allow the AI to use its own general knowledge. [Learn more](#)  Enabled

Troubleshooting [See all](#)

Actions  
Add actions to empower the AI to complete specific tasks for improved engagement.  
+ Add action

Triggers [Preview](#)  
Set up your agent to activate when certain events happen. [Learn more](#)

+ Add trigger

Hello, I'm Helpdesk Autonomous Agent, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

4 minutes ago

Ask a question or describe what you need  
0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

10. Search for Office 365 Outlook – **When a new email arrives (V3)** trigger in the Featured list and select it

The screenshot shows the 'Add trigger' dialog in Microsoft Copilot Studio. At the top, there's a heading 'Add trigger' and a note: 'Manage how your agent responds to user input and external events. This is a billable feature and will consume messages.' Below this are three tabs: 'All', 'Featured' (which is selected and highlighted in blue), and 'Library'. A search bar is also present. The main area displays a grid of triggers, each with an icon, name, and provider. The 'Featured' tab shows the following triggers:

- When code is checked in (TFVC) - Azure DevOps
- When a row is added, modified or deleted - Microsoft Dataverse
- When I am mentioned in a channel message - Microsoft Teams
- When an email is flagged (V3) - Office 365 Outlook
- When a file is created - OneDrive
- When a file is deleted (properties only) - OneDrive
- When a file is created (properties only) - OneDrive for Business
- When a new section is created - OneNote (Business)
- When code is pushed (Git) - Azure DevOps
- When an action is performed - Microsoft Dataverse
- When a new email arrives (V3) - Office 365 Outlook
- When an email is flagged (V4) - Office 365 Outlook
- When a file is created (properties only) - OneDrive
- When a file is modified (properties only) - OneDrive
- When a file is created (properties only) - OneDrive for Business
- When a new email arrives (V2) - Outlook.com

A red arrow points to the 'Featured' tab, and another red arrow points to the 'When a new email arrives (V3)' trigger.

11. After the connection has been created to Copilot Studio & Office 365 Outlook, click **Next**

Add trigger

Manage how your agent responds to user input and external events. This is a billable feature and will consume messages. [Learn more.](#)

When a new email arrives (V3)

Trigger your agent with certain message upon event: When a new email arrives (V3).

Trigger name

When a new email arrives (V3)

Sign in \*

This trigger uses the following apps. A green check means you're ready to go.

Microsoft Copilot Studio... Microsoft Copilot Studio...  ...

Office 365 Outlook Permissions Office 365 Outlook Cr96...  ...

Test your agent

Hello, I'm Helpdesk AI assistant. Just so you know, I use AI to answer your questions on this website during creation. Next try giving me some context about what you're setting up generative AI for.

Ask a question or describe what you want to do.

0/2000

Make sure AI-generated content is appropriate before using. [See terms](#)

Next Cancel

## 12. Click **Create trigger**

Add trigger

Manage how your agent responds to user input and external events. This is a billable feature and will consume messages. [Learn more.](#)

When a new email arrives (V3)

Trigger your agent with certain message upon event: When a new email arrives (V3).

Folder  
Mail folder to check for new emails.

To (Optional)  
Recipient email addresses separated by semicolons (If any match, the t...)

CC (Optional)  
CC recipient email addresses separated by semicolons (If any match, t...)

To or CC (Optional)  
To or CC recipient email addresses separated by semicolons (If any ma...)

From (Optional)  
Sender email addresses separated by semicolons (If any match, the tri...)

Include Attachments (Optional)  
Should the response of the trigger include the attachments content.

Subject Filter (Optional)  
String to look for in the subject line.

Importance (Optional)  
Select an item

Only with Attachments (Optional)  
If set to true, only emails with an attachment will be retrieved. Emails without

Additional instructions to the agent when it's invoked by this trigger  
Use content from  Body

Back  Create trigger Cancel

13. Click on ... dots and in the pop up select **Edit in Power Automate**

The screenshot shows the Microsoft Copilot Studio interface. On the right, there is a sidebar with various icons and text. In the center, there is a 'Actions' section with a 'Triggers' tab selected. A tooltip appears over a three-dot menu icon, with the text 'Edit in Power Automate' and two orange arrows pointing towards it.

14. Select Sends a prompt to the specified copilot for processing and update the Body/message

The screenshot shows the Microsoft Copilot Studio interface. On the left, there is a detailed view of the 'Sends a prompt to the specified copilot for processing' action. It shows parameters like 'Copilot' (set to 'crcd8\_helpdeskAutonomousAgentdMV1ii') and 'Body/message' (set to 'Use content from Body'). A red arrow points to the 'Body/message' field. On the right, the main canvas shows a flow starting with a 'When a new email arrives (V3)' trigger and followed by a 'Sends a prompt to the specified copilot for processing' action. A red arrow points to this action. The right side also features a 'Copilot' sidebar with welcome messages and connection status.



15. Click on the blue icon that pops up when you place the cursor in the text box

Add the dynamic Content "Message Id" and update the body like shown in the next screenshot

A screenshot of the Microsoft Copilot Studio interface. On the left, there's a sidebar with a blue icon, the text "Sends a prompt to the specified copilot for processing", and tabs for "Parameters", "Settings", "Code view", "Testing", and "About". The "Parameters" tab is selected. Below it, there's a "Copilot" input field containing "crcd8\_helpdeskAutonomousAgentdMV1ii" with an "X" button to clear it. Under "Advanced parameters", it says "Showing 1 of 3" with dropdown and "Show all" buttons. In the center, there's a "Body/message" section with a dropdown menu showing "Use content from Body and Message Id". Below that, it says "Connected to Microsoft Copilot Studio (Preview) Cr9637c-8906b." and a "Change connection reference" link. A large tooltip box is overlaid on the right side, containing a search bar with "message id", a list of items, and an orange arrow pointing to the first item. The items listed are:

- When a new email arrives (V3)**
- Message Id**  
The unique identifier of the message
- Internet Message Id**  
The message ID in the format specified by RFC2822
- Has Attachment**  
Indicates whether the message has attachments
- Is Read**  
Indicates whether the message has been read
- Importance**  
The importance of the message (low, normal, high)
- Received Time**  
The date and time the message was received

## 16. Use content from <> and Message Id <> to reply to email

The screenshot shows the Microsoft Copilot Studio interface with a flow titled "When a new email arrives (V3) • Published". The flow consists of three main steps:

- When a new email arrives (V3)**
- For each** (loop)
  - Sends a prompt to the specified copilot for processing**

**Status Bar:** Your flow is ready to go. We recommend you test it.

**Copilot:** Be more efficient than ever with AI assistance. Simply tell Copilot what you want to do and it will help you get started.

**Advanced parameters:** Showing 1 of 3

**Body/message:** Use content from **Body** and **Message Id** to reply to email

**AI-generated content:** Welcome back! If you want me to change your flow, just say what you want. For example:
 

- Add an action that sends an email
- Explain what an action does
- Add a condition

 Check the flow's actions to see if any parameters need to be set. Don't forget to save when you're done!

**Connections:**

- Connected to Microsoft Copilot Studio (Preview) Cr9637c-8929-4...
- Connected to Office 365 Outlook

**Ai-generated content:** Ask a question or describe how you want to change this flow  
0/2000

**Note:** Make sure AI-generated content is accurate and appropriate before using.

17. Click on Actions and + Add an action

The screenshot shows the Microsoft Copilot Studio interface for the 'Helpdesk Autonomous Agent'. The 'Actions' tab is highlighted with a red arrow. Below it, a large orange arrow points to the '+ Add an action' button. The interface includes a sidebar with 'Copilot Studio' navigation items like Home, Create, Agents, Library, and ...; a top bar with Environment, Early Features, Publish, Settings, Test, and a search bar; and a main area for creating actions with AI-generated content and a message from the agent.

Copilot Studio

Helpdesk Autonomous Agent

Actions

Environment Early Features

Publish Settings Test

The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment. [Learn more](#)

Agent(s) affected: Device Procurement Agent, Help desk Autonomous Agent, Helpdesk Autonomous Agent, Copilot in Power Apps, +3

Extend trial X

Test your agent

Create your first action

Add actions to empower the AI to complete specific tasks for improved engagement.

+ Add an action

Hello, I'm Helpdesk Autonomous Agent, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

15 minutes ago

Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

This AI-powered feature is currently in preview. [See terms](#)

## 18. Select + New action & New Power Automate flow

Add action

Create an action or browse through our list of actions you want to use to get information from external sources. [Learn more](#)

Featured Library ...

Search

+ New action

- New prompt
- New Power Automate flow
- New custom connector
- Upload a skill
- New REST API
- Run script

Get a row  
Excel Online (Business)

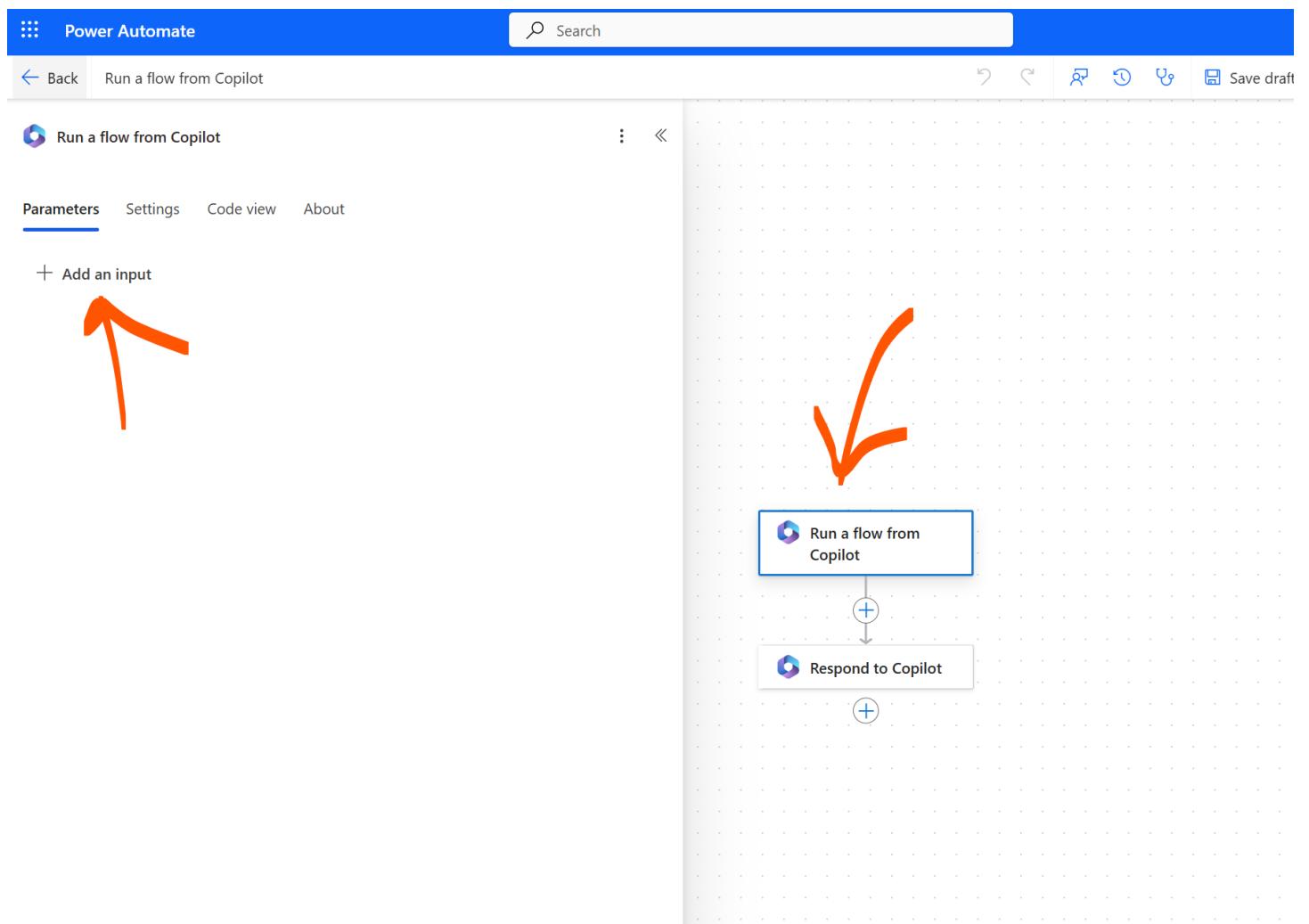
Get worksheets  
Excel Online (Business)

Run a flow built with Power Automate for desktop  
Desktop flows

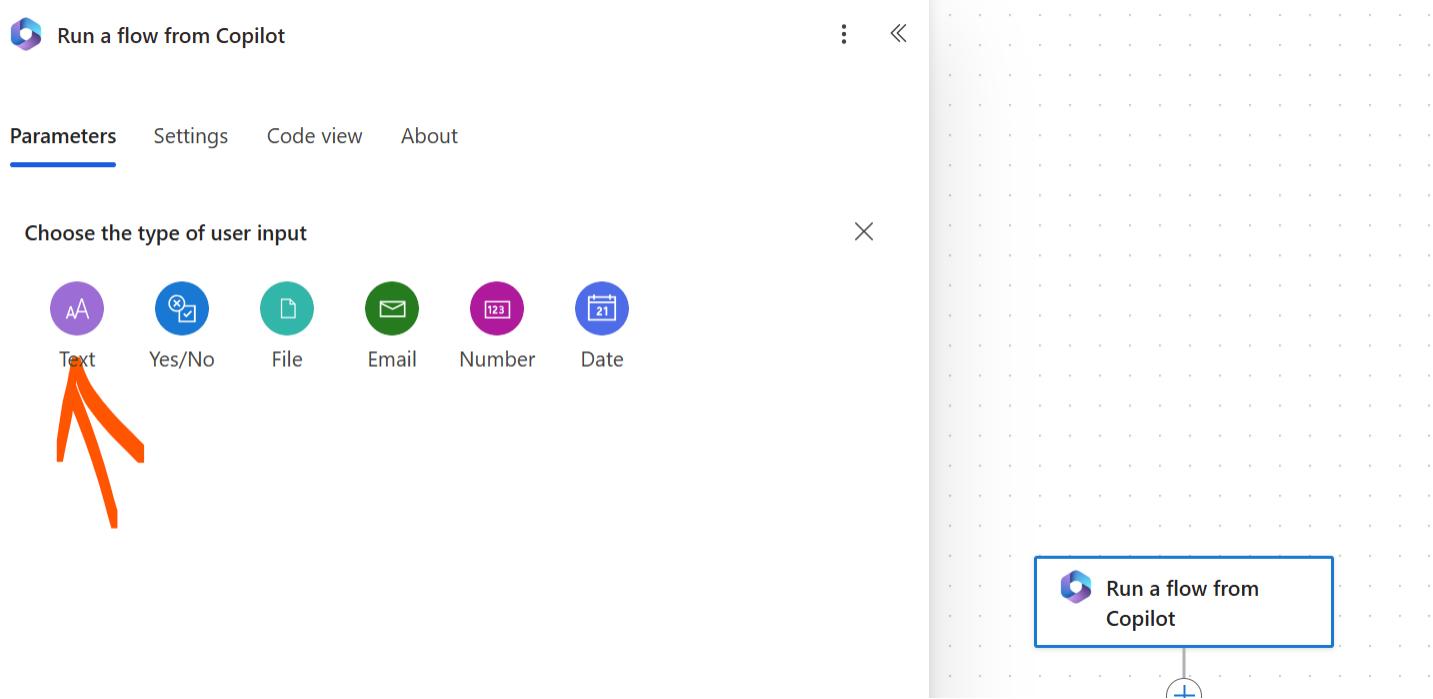
Run script from SharePoint library  
Excel Online (Business)

Cancel

19. Select Run a flow from Copilot and click on + Add an input



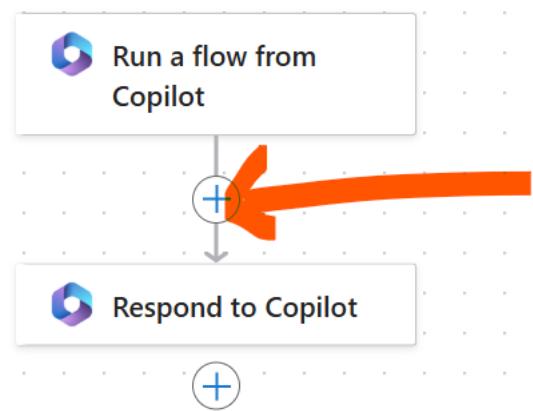
## 20. Select Text



21. Update it Issue description as show in screenshot

The screenshot shows the Microsoft Copilot Studio interface. At the top, there's a navigation bar with 'Back' and 'Run a flow from Copilot' buttons, and icons for refresh and search. Below the navigation is a title bar with the flow name 'Run a flow from Copilot'. Underneath is a toolbar with 'Parameters' (which is selected, indicated by a blue underline), 'Settings', 'Code view', and 'About'. The main area is divided into two sections: a left panel and a right panel. The left panel contains a 'Parameters' section with a 'Issue descrip' input field containing the placeholder 'Please enter your input' and a '+ Add an input' button. A large orange arrow points from the text 'Update it Issue description as show in screenshot' to this '+ Add an input' button. The right panel shows a flow diagram with two steps: 'Run a flow from Copilot' and 'Respond to Copilot', connected by a downward arrow. Both steps have a small '+' icon below them.

22. Click +



23. Search for ServiceNow and then select "Create Record"

The screenshot shows the Microsoft Copilot Studio interface. On the left, a modal window titled 'Add an action' is open, featuring a search bar with 'ServiceNow' typed in. Below the search bar are dropdown menus for 'Connector type' (set to 'Select a connector type') and 'Triggers or actions' (set to 'Actions'). A checked checkbox 'Group by Connector' is also present. The main list displays various actions under the 'ServiceNow' connector, including 'Delete Record', 'List Records', 'Update Record', 'Create Record', 'Get Knowledge Articles', 'Get Record', 'Retrieve attachment metadata', and 'Get Record Types'. The 'Create Record' action is highlighted with a red arrow. On the right, a flow editor workspace shows a sequence starting with a 'Run a flow from Copilot' step, followed by a plus sign connector, and then a 'Respond to Copilot' step.

24. Create connection, select Basic Authentication in Authentication type and enter

Create connection X

**Create Record**

Create a new connection

Connection name \*

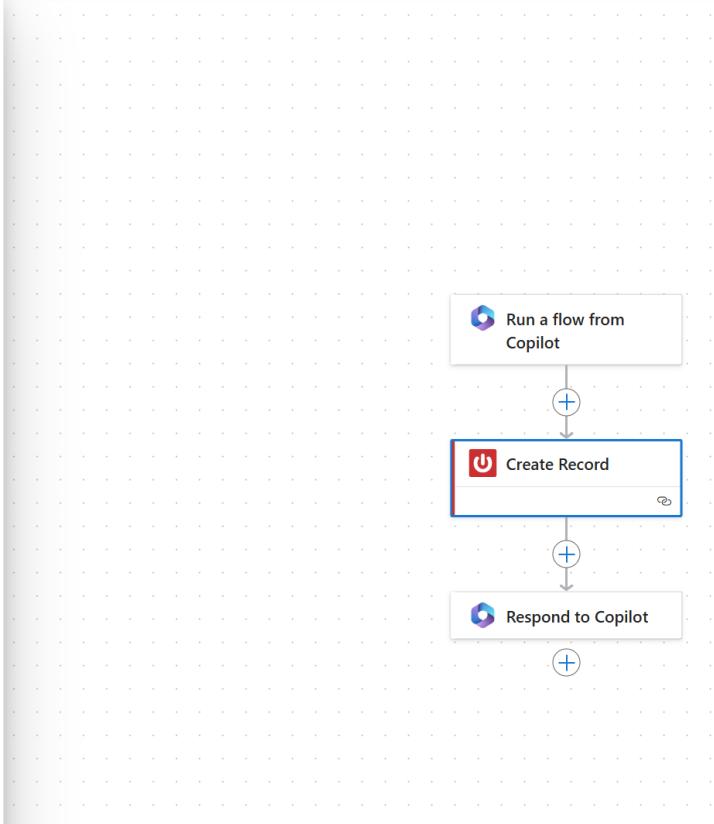
Authentication Type \*

Instance Name \*

Client Id \*

Client secret \*

Sign in to create a connection to ServiceNow.



25. Enter Connection name (any name), Instance URL, Username, Password. Click Create New

The screenshot shows the Microsoft Copilot Studio interface. On the left, a modal window titled "Create connection" is open, prompting for connection details. The fields include "Connection name \*", "Authentication Type \*", "Instance \*", "Username \*", and "Password \*". A red arrow points from the "Create new" button at the bottom left of the modal to the "Create Record" step in the main flow editor on the right. The flow editor displays a sequence of steps: "Run a flow from Copilot" (with a plus sign below it), "Create Record" (highlighted with a red border and a plus sign below it), and "Respond to Copilot" (with a plus sign below it). The "Create Record" step is connected to the "Run a flow from Copilot" step.

26. In the Record Type, search for Incident and select that

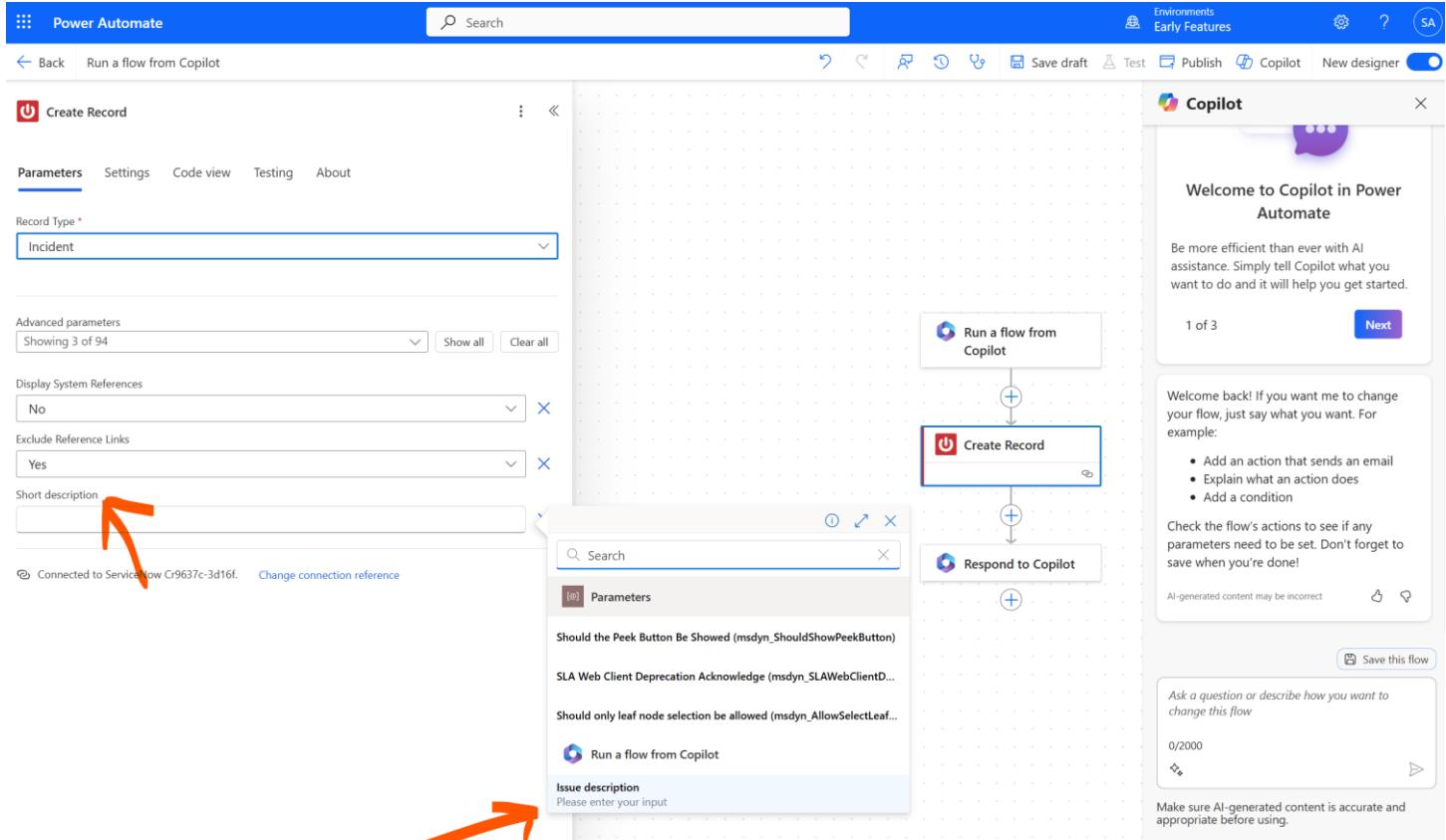
The screenshot shows the 'Create Record' interface in Microsoft Copilot Studio. On the left, there are tabs for 'Parameters' (which is selected), 'Settings', 'Code view', 'Testing', and 'About'. Below these are sections for 'Record Type \*' (set to 'Incident'), 'Advanced parameters' (showing 2 of 2), 'Display System References' (set to 'No'), and 'Exclude Reference Links' (set to 'Yes'). At the bottom left, it says 'Connected to ServiceNow Cr9637c-3d16f.' and 'Change connection reference'. On the right, a vertical list of record types is shown, with 'Incident' highlighted. A large red arrow points from the 'Record Type' dropdown towards the 'Incident' entry in the list.

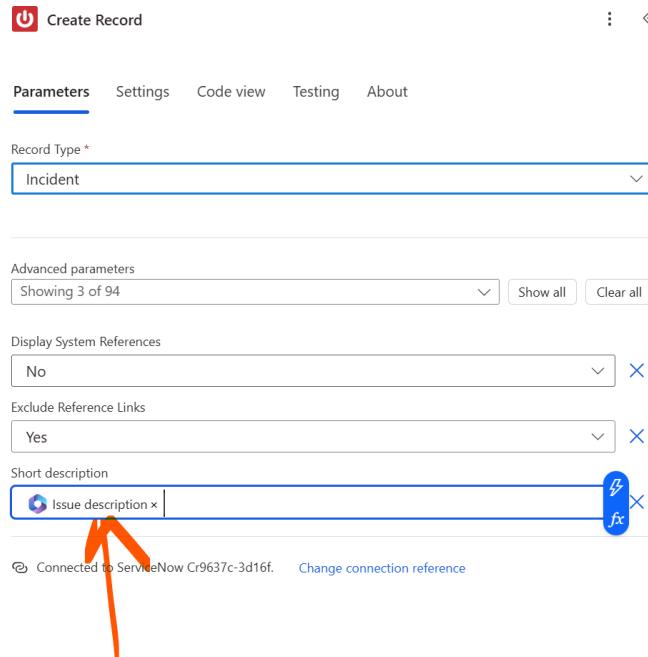
- Activity Definition
- Activity Definition
- Activity Definition
- Approving Groups
- Approving Users
- Database Indexes
- Incident
- Incident Fact Table
- Incident Metric
- Incident SLA
- Incident Task
- Incident Time Worked
- Indicator Group
- Interaction Context
- Printer Instance
- Quick Links
- Reminder
- SLA/OLA Business Owners
- Software License Instance
- Trend Definition
- Trend Definition
- Trend Definition
- Use "Incident" as a custom value
- Enter custom value

27. In advance parameters, search for short description and select that

The screenshot shows the 'Create Record' configuration page in Microsoft Copilot Studio. On the left, there's a sidebar with tabs for Parameters, Settings, Code view, Testing, and About. The main area shows 'Record Type \*' set to 'Incident'. Below it, under 'Advanced parameters', there's a dropdown menu for 'Short description' which is currently open. A search bar at the top of the dropdown contains the text 'short'. An orange arrow points from the search bar down to the 'Short description' checkbox, which is checked. To the left of the dropdown, another orange arrow points from the 'Advanced parameters' section towards the dropdown itself. On the right side of the screen, there's a visual representation of a flowchart with three steps: 'Run a flow from Copilot', 'Create Record', and 'Respond to Copilot', connected by arrows.

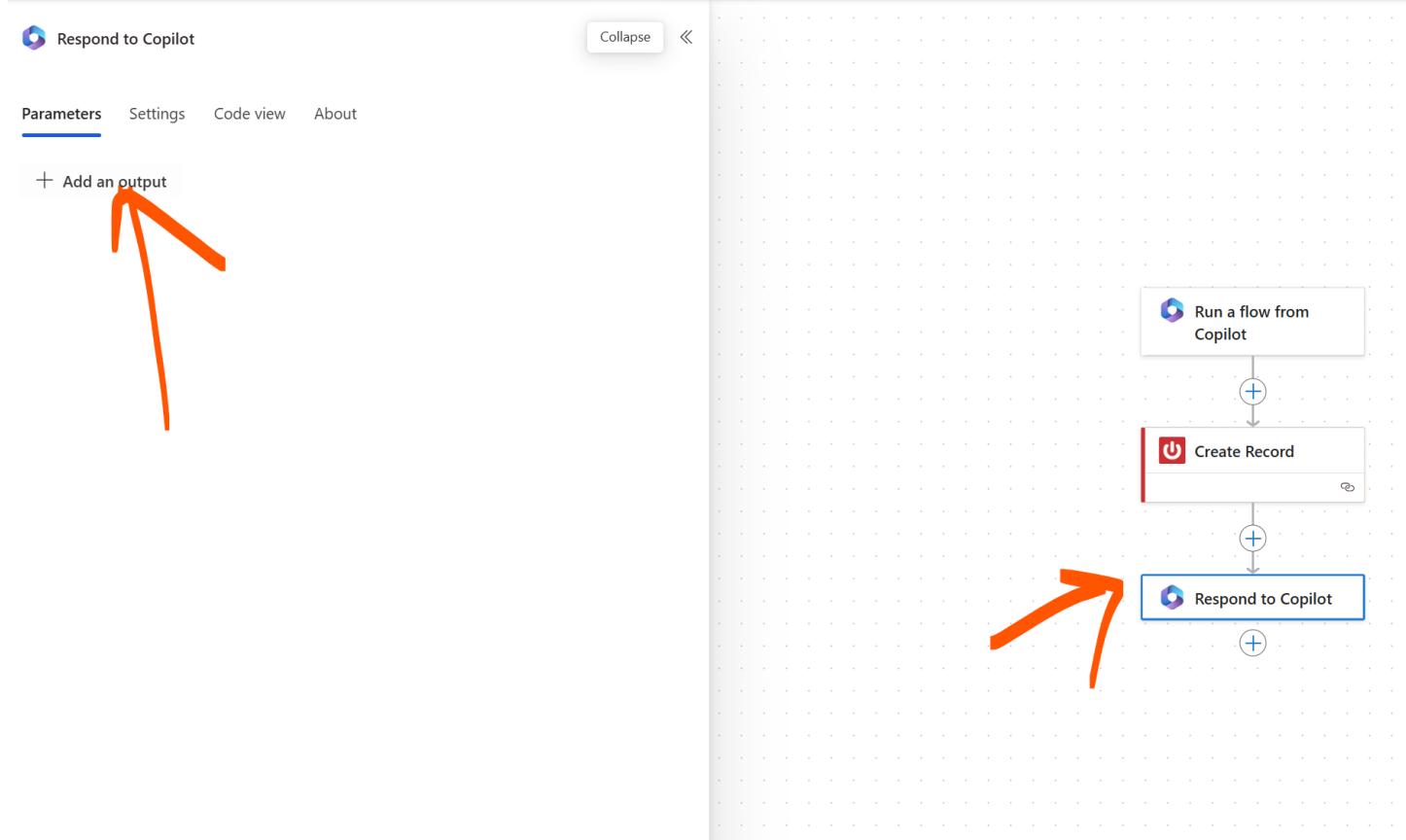
28. Add dynamic content "**Issue description**" in the short description as shown in below screenshots





29. Open **Respond to Copilot** action and then click on **+ Add an output**

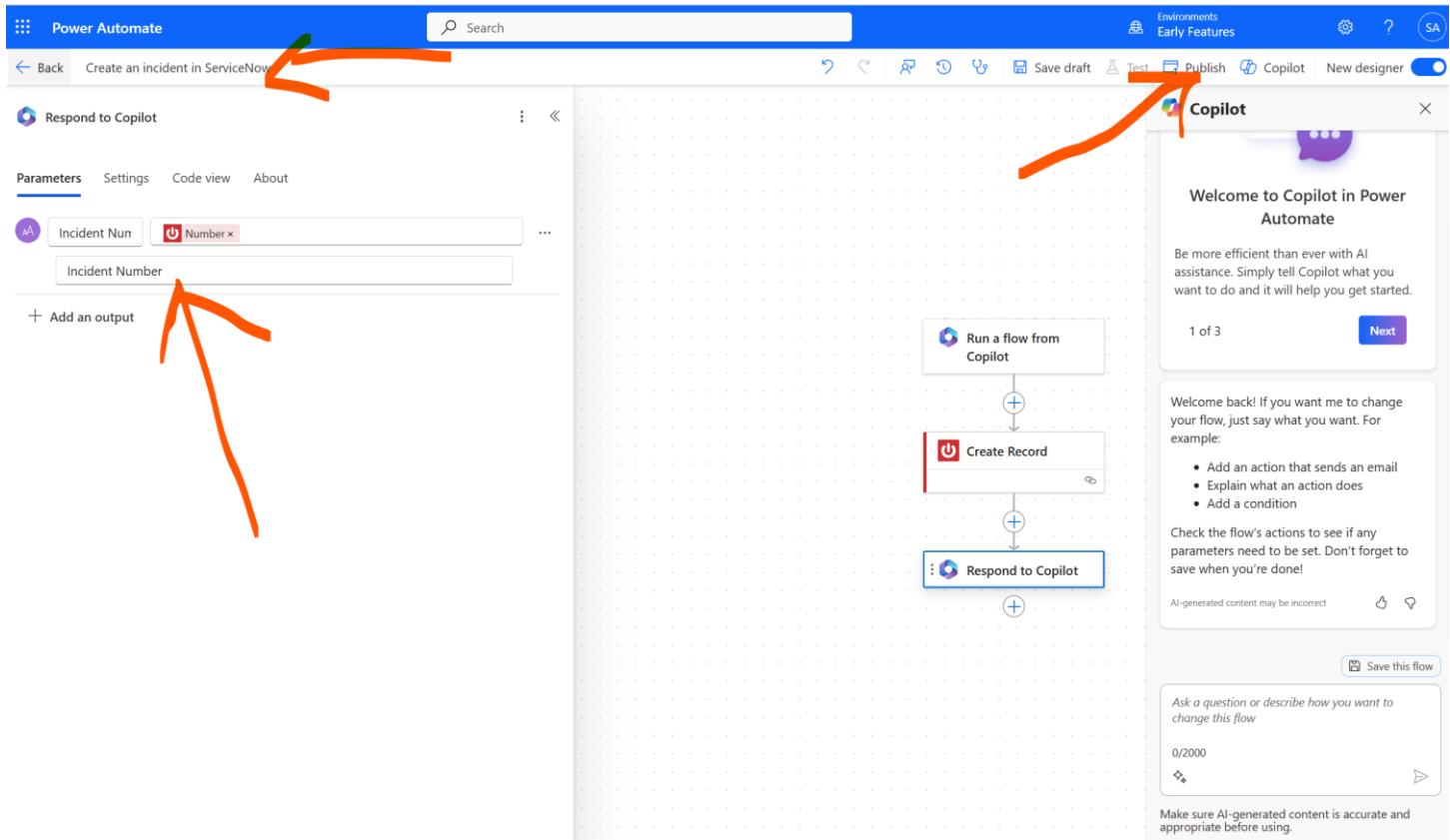
## Microsoft Copilot Studio Workshop



30. Create a text and update as shown below screenshot,
- Enter a name:** Incident Number
  - Enter a value to respond with:** add dynamic content "Number" and

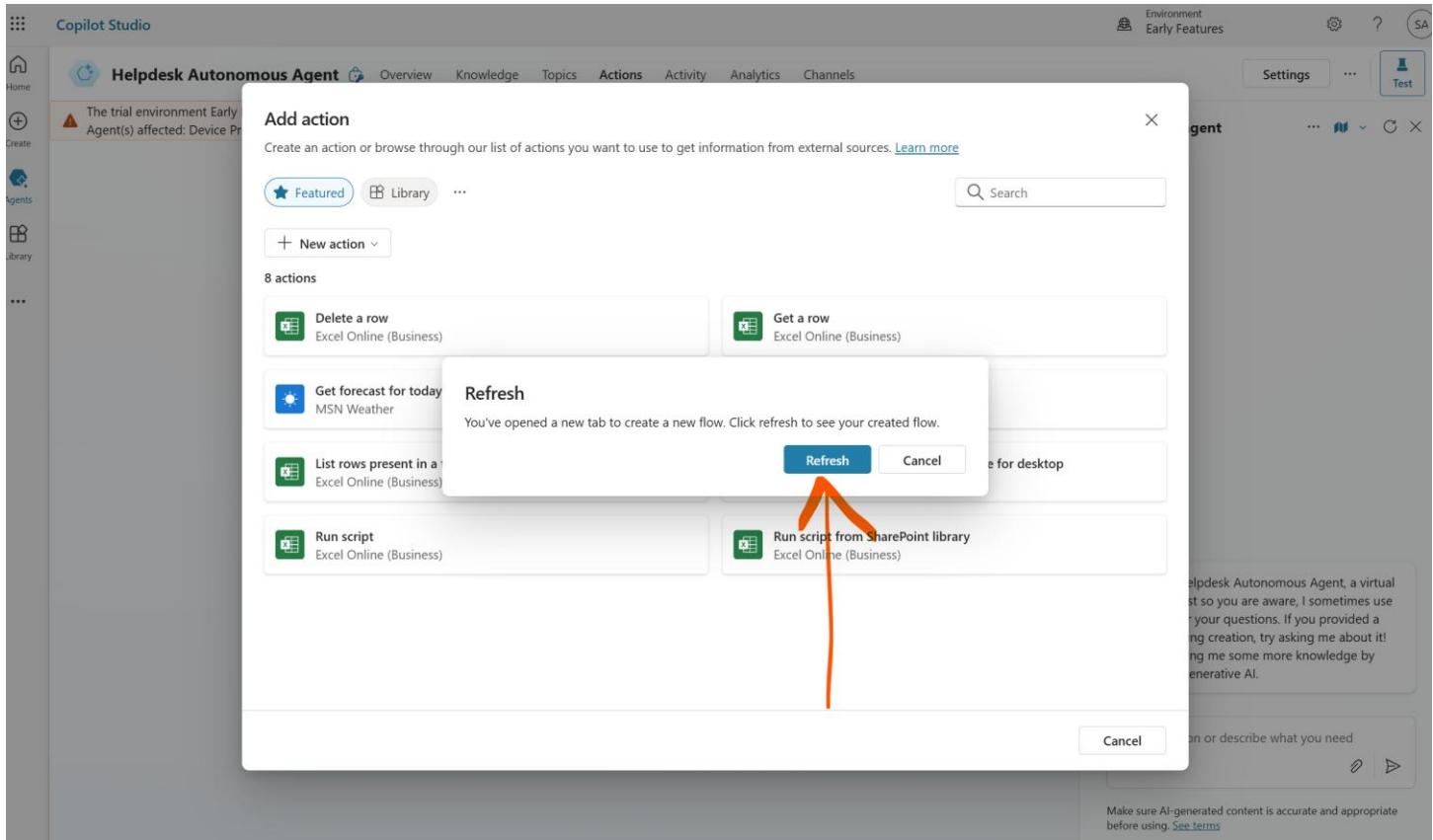
- c. **Description** as "Incident Number"
- d. **Update the Flow name** to "Create an incident in ServiceNow"

Then click "Publish"



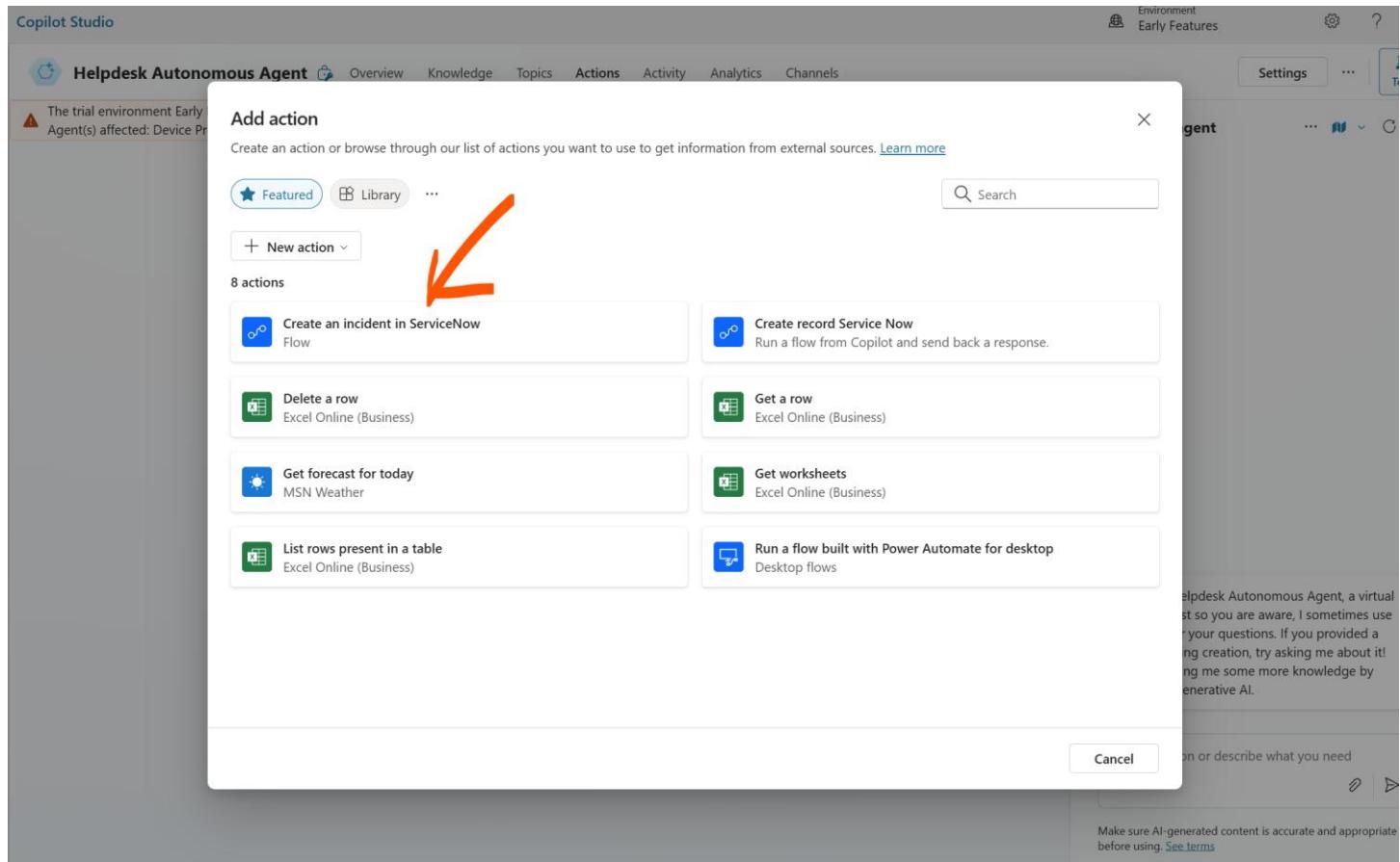
31. Go back to the previous page and Click on **Refresh**

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32. Your flow should be visible now, select that

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The screenshot shows the Microsoft Copilot Studio interface. In the center, a modal window titled "Add action" is open. The window has a search bar at the top right and three tabs: "Featured" (selected), "Library", and "...". Below the tabs, there is a "New action" button with a dropdown arrow. An orange arrow points to this button. To the right of the button is a search input field with the placeholder "Search". The main area contains a list of "8 actions" arranged in two columns:

 Create an incident in ServiceNow Flow	 Create record Service Now Run a flow from Copilot and send back a response.
 Delete a row Excel Online (Business)	 Get a row Excel Online (Business)
 Get forecast for today MSN Weather	 Get worksheets Excel Online (Business)
 List rows present in a table Excel Online (Business)	 Run a flow built with Power Automate for desktop Desktop flows

At the bottom right of the modal is a "Cancel" button. The background of the modal shows a message from the AI agent: "Helpdesk Autonomous Agent, a virtual assistant so you are aware, I sometimes use AI to answer your questions. If you provided a prompt for my creation, try asking me about it! I can also help you learn more about AI by generating some more knowledge by asking me some more questions or describing what you need." At the very bottom of the modal, there is a note: "Make sure AI-generated content is accurate and appropriate before using. See terms".

33. Update description of the flow "**Create an Incident in ServiceNow with summarized Issue description**"

Autonomous Agent Overview Knowledge Topics Actions Activity Analytics Channels

Create an incident in ServiceNow

Flow. Configure your action's, options, inputs and outputs

Name \* Create an incident in ServiceNow 32/64

Description for the agent to know when to use this action \* Create an Incident in Service Now with summarized Issue description 67/1024

Learn more

> Inputs and outputs

Back Add action Cancel

## 34. In the Power Automate flow tab, click "Back"

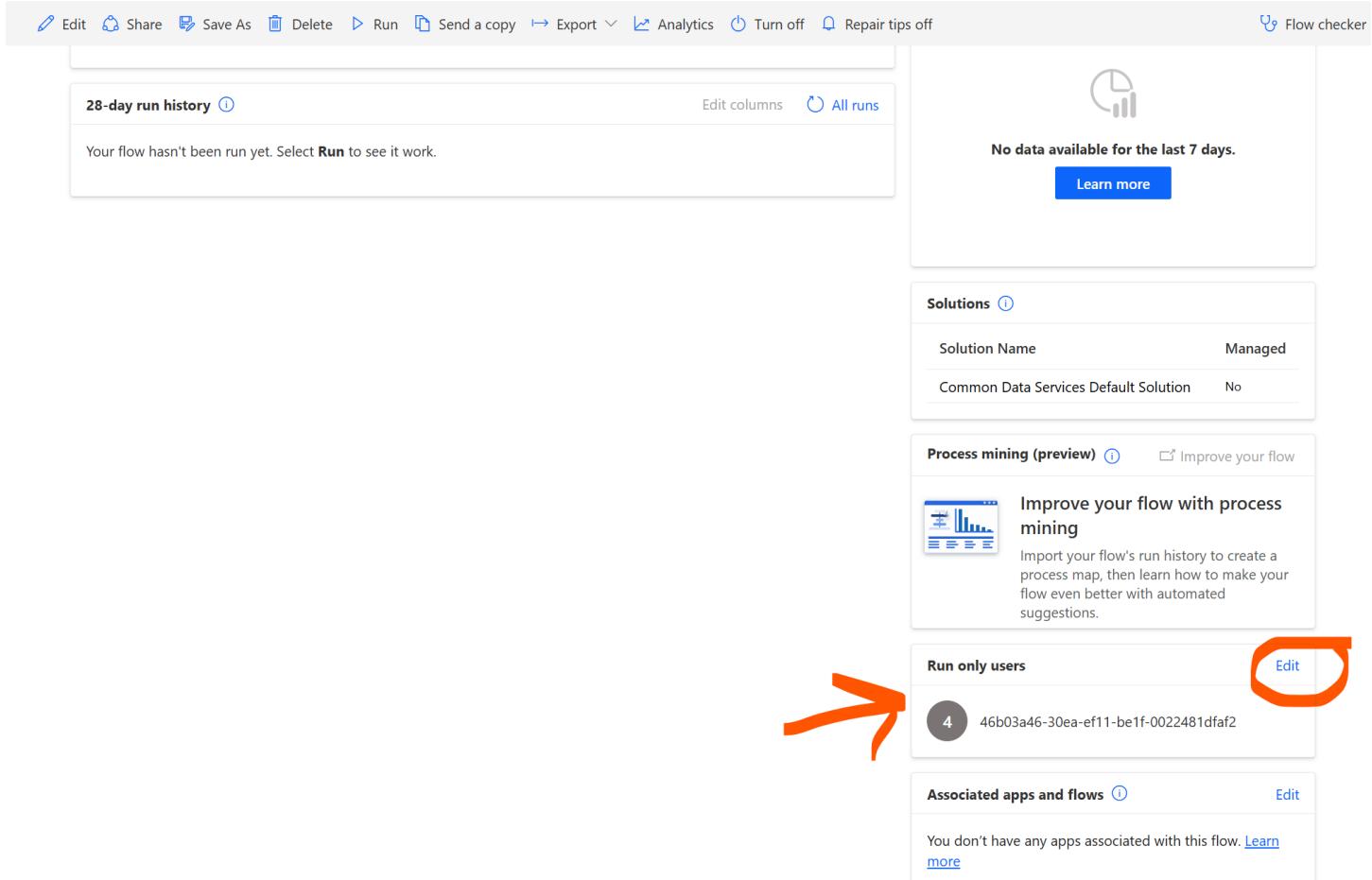
The screenshot shows the Microsoft Power Automate interface. On the left, the 'Power Automate' tab is selected, showing a flow titled 'Create an incident in ServiceNow' in the 'Published' section. A red arrow points to the 'Back' button in the top-left corner of the main workspace. The workspace contains three steps: 'Run a flow from Copilot', 'Create Record', and 'Respond to Copilot'. To the right, a 'Copilot' sidebar is open, displaying a welcome message and AI-generated content for modifying the flow.

```
graph TD; A[Run a flow from Copilot] --> B[Create Record]; B --> C[Respond to Copilot]
```

**Copilot Sidebar Content:**

- Welcome to Copilot in Power Automate
- Be more efficient than ever with AI assistance. Simply tell Copilot what you want to do and it will help you get started.
- 1 of 3      Next
- Welcome back! If you want me to change your flow, just say what you want. For example:
  - Add an action that sends an email
  - Explain what an action does
  - Add a condition
- Check the flow's actions to see if any parameters need to be set. Don't forget to save when you're done!
- AI-generated content may be incorrect
- Test this flow
- Ask a question or describe how you want to change this flow  
0/2000
- Make sure AI-generated content is accurate and appropriate before using.

35. Scroll down to **Run only users**, click on **Edit**



The screenshot shows the Microsoft Copilot Studio interface for managing flows. At the top, there's a navigation bar with options like Edit, Share, Save As, Delete, Run, Send a copy, Export, Analytics, Turn off, and Repair tips off. To the right of the bar is a 'Flow checker' icon.

The main area contains several sections:

- 28-day run history**: A section with a message: "Your flow hasn't been run yet. Select Run to see it work." It includes "Edit columns" and "All runs" buttons.
- Solutions**: Shows one solution named "Common Data Services Default Solution" which is Managed.
- Process mining (preview)**: A section with a "Process mining" icon and a callout: "Improve your flow with process mining". It says: "Import your flow's run history to create a process map, then learn how to make your flow even better with automated suggestions."
- Run only users**: This section is highlighted with a large orange arrow and a red circle around the "Edit" button. It shows 4 users and the ID 46b03a46-30ea-ef11-be1f-0022481dfaf2.
- Associated apps and flows**: A section stating: "You don't have any apps associated with this flow." It includes a "Learn more" link and an "Edit" button.

36. Update it to Use this connection(ServiceNow)

Turn off Repair

Manage run-only permissions X

it columns All runs

Invite system users or teams  
Let others run this flow and see the results, but not edit in any way.

Enter names or email addresses

Currently shared with  

New Connections  Use flow author's connection for new actions

Connections Used  
These connections will provide the users listed here to have run-only access to this flow. Unless providing their own connection, run-only users will not have access to these connections outside this flow.

 ServiceNow  
Run-only users will be asked to provide their own connection to this connector.

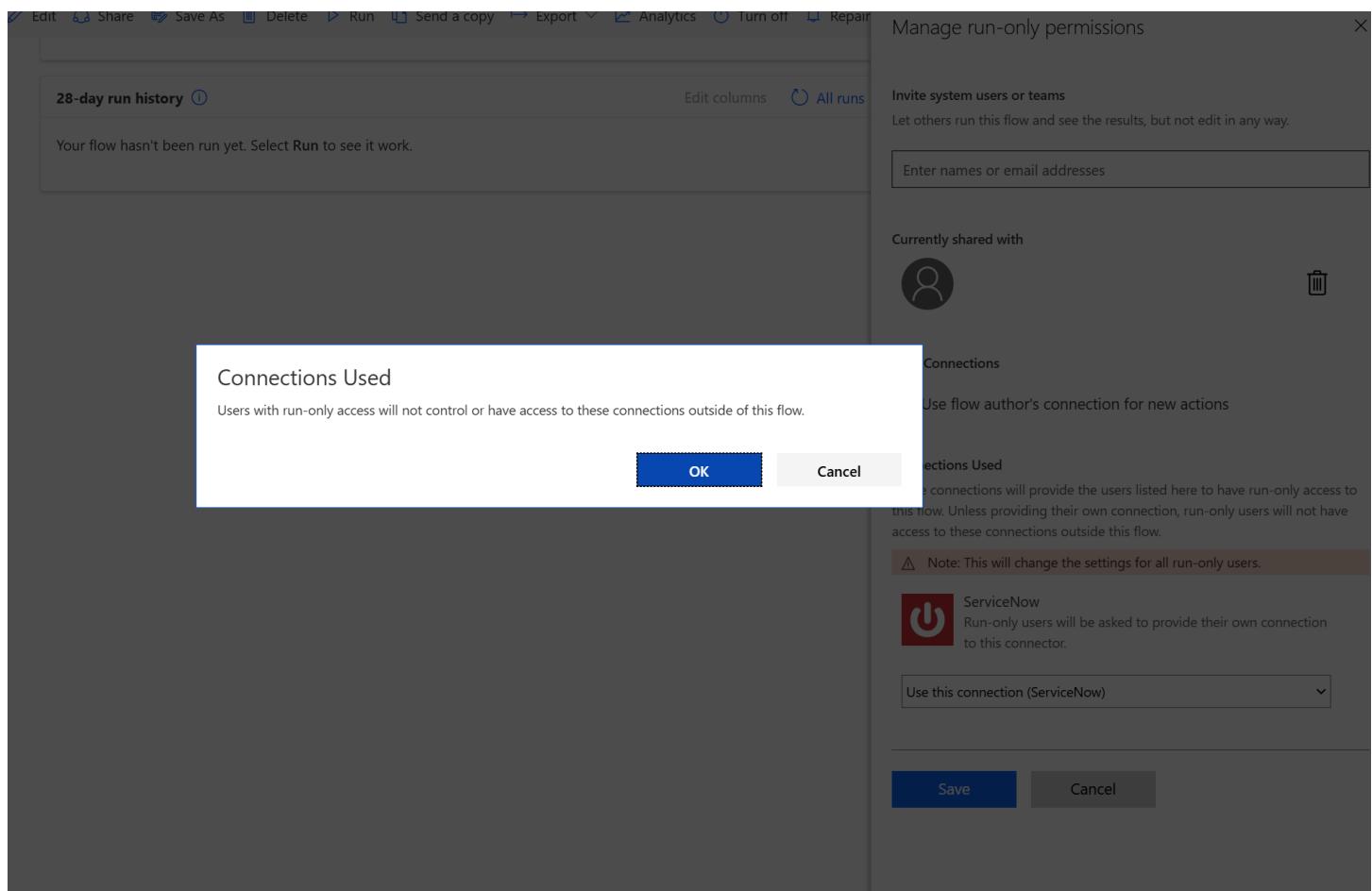
Provided by run-only user 

Provided by run-only user  
Use this connection (ServiceNow)  
Use this connection (ServiceNow)

Save Cancel



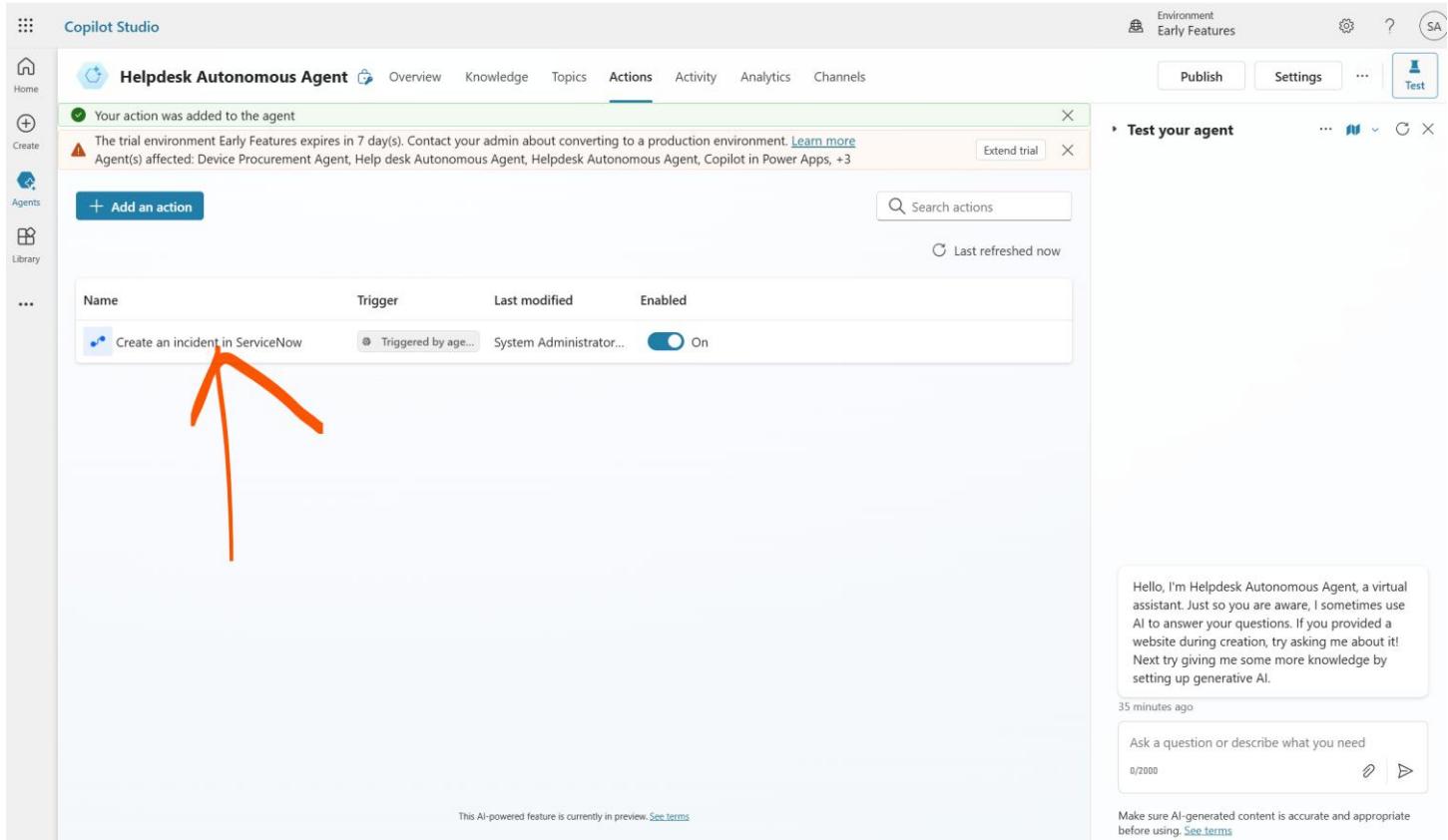
## 37. Click Ok



38. Select "Use flow author's connection for new actions" and then **Save**

The screenshot shows the Microsoft Flow interface with the 'Manage run-only permissions' dialog open. The main area displays a 28-day run history table with one row: 'Your flow hasn't been run yet. Select Run to see it work.' Below the table are sections for 'Invite system users or teams' (with a placeholder 'Enter names or email addresses') and 'Currently shared with' (showing a user icon). Under 'New Connections', a checked checkbox labeled 'Use flow author's connection for new actions' is highlighted with an orange arrow pointing to it. A note below states: 'These connections will provide the users listed here to have run-only access to this flow. Unless providing their own connection, run-only users will not have access to these connections outside this flow.' A note at the bottom of the dialog says: '⚠ Note: This will change the settings for all run-only users.' At the bottom right are 'Save' and 'Cancel' buttons.

39. In the Copilot Studio tab, click the "Create an incident in ServiceNow" action that you had just added.



The screenshot shows the Microsoft Copilot Studio interface. The top navigation bar includes 'Copilot Studio', 'Home', 'Create', 'Agents', 'Library', and a three-dot menu. The main area has tabs for 'Overview', 'Knowledge', 'Topics', 'Actions' (which is selected), 'Activity', 'Analytics', and 'Channels'. A banner at the top says 'Your action was added to the agent' and 'The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment.' with a 'Learn more' link and a 'Extend trial' button. Below this is a search bar and a 'Last refreshed now' indicator. A table lists actions, with one row highlighted: 'Name' (Create an incident in ServiceNow), 'Trigger' (Triggered by age...), 'Last modified' (System Administrator...), and 'Enabled' (On). A red arrow points to this row. To the right, there's a sidebar with a message from the 'Helpdesk Autonomous Agent' and a text input field for asking questions. At the bottom, a note says 'This AI-powered feature is currently in preview. See terms.'

40. Go to Inputs and update the description of Issue Description to "Summarized Issue description to create the incident"

The screenshot shows the Microsoft Copilot Studio interface for the 'Helpdesk Autonomous Agent'. The top navigation bar includes tabs for Actions - Helpdesk, Manage your flow, Edit your flow, Actions - Help desk, Edit your flow, Mail - System Admin, Edit your flow, and Microsoft troubleshooting. The main title is 'Copilot Studio' with a 'Helpdesk Autonomous Agent' subtitle. A sidebar on the left has sections for Home, Create, Agents, and Library. The main content area shows a warning about an early trial environment and a 'Create an incident in ServiceNow' section. Below this, there are tabs for Details, Inputs (which is selected), and Outputs. Under the Inputs tab, it says 'Required inputs (1)' and 'Required inputs need to be filled in for an action to run'. There is a 'Issue Description' field containing the text 'Summarized Issue description to create the incident'. To the right, there is a sidebar with a message from 'Helpdesk Autonomous Agent' and a 'Test your agent' button.

#### 41. Click Outputs

Agent(s) affected: Device Procurement Agent, Help desk Autonomous Agent, Helpdesk Autonomous Agent, Copilot in Power Apps, +3 Extend trial X

Create an incident in ServiceNow

Details Inputs Outputs  More Save

Outputs (1)

Add outputs that should be used when generating responses and available to other actions called by the agent.

**Incident Number** 

Display name 

Description   15/1024

Add

Output mode

How to store outputs for the action  

Choose how this action's result will be displayed

Your agent will use the information provided by this action, along with any other actions, topics or knowledge it calls, to generate a response for a user. You can also

42. Select "Send a message immediately after running this action" and from drop down "You create a message"

The screenshot shows the Microsoft Copilot Studio interface for managing an 'Helpdesk Autonomous Agent'. On the left, there's a sidebar with icons for Home, Create, Agents, and Library. The main area displays the agent's details: 'Helpdesk Autonomous Agent' (Overview, Knowledge, Topics, Actions, Activity, Analytics, Channels), status (Published 2/14/2025, Publish, Settings, Test), and a warning about the trial environment expiring in 7 days. Below this, there's a section for 'Create an incident in ServiceNow' with a 'Save' button. The 'Actions' tab is selected. Under 'Output mode', it says 'How to store outputs for the action: Specific'. In the 'Choose how this action's result will be displayed' section, there's a note about generating responses and a checkbox for 'Send a message immediately after running this action' (which is checked). A dropdown menu shows 'You create a message' (selected) and other options like 'AI dynamically generates a message (default)', 'You create an adaptive card', and 'Output.incident\_n... string'. To the right, there's a test window showing a message from the agent: 'Hello, I'm Helpdesk Autonomous Agent, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.' Below the test window, there's a text input field for asking a question and a note about AI-generated content being accurate and appropriate.

43. In the “Enter a message” textbox, add variable by clicking on {x} and select Output.incident\_number, then click on Save

The screenshot shows the Microsoft Copilot Studio interface for the 'Helpdesk Autonomous Agent'. The main window displays the agent's configuration, including its name, status (Early Features), and a warning about the trial environment expiring. Below this, there are sections for creating incidents in ServiceNow and setting output mode. A red arrow points to the blue 'Save' button at the top right of the main window. In the bottom right corner, a modal window titled 'Select a variable' is open, listing various variables under the 'Custom' tab. One variable, 'Output.incident\_number', is highlighted with a red circle. A red arrow also points to the '{x}' placeholder in the 'Enter a message' input field, indicating where the variable should be inserted.

## 44. Go to Actions again, click on + Add an action

The screenshot shows the Microsoft Copilot Studio interface. The top navigation bar includes 'Copilot Studio', 'Environment Early Features', 'Publish', 'Settings', 'Test', and other icons. The main area is titled 'Helpdesk Autonomous Agent' and shows a message about a trial environment expiring in 7 days. Below this, there's a section titled 'Test your agent' with a play button icon. The central part of the screen is the 'Actions' section, which has a table with columns: Name, Trigger, Last modified, and Enabled. One row is visible: 'Create an incident in ServiceNow' (Triggered by age...), last modified by 'System Administrator...', and enabled. A large red arrow points from the left towards the '+ Add an action' button, and another red arrow points from the top towards the 'Actions' tab.

Name	Trigger	Last modified	Enabled
Create an incident in ServiceNow	Triggered by age...	System Administrator...	<input checked="" type="checkbox"/> On

This AI-powered feature is currently in preview. [See terms](#)

43 minutes ago

Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

45. Search for Office 365 Outlook reply and then select "Reply to email (V3)"

Add action

Create an action or browse through our list of actions you want to use to get information from external sources. [Learn more](#)

All Library ...

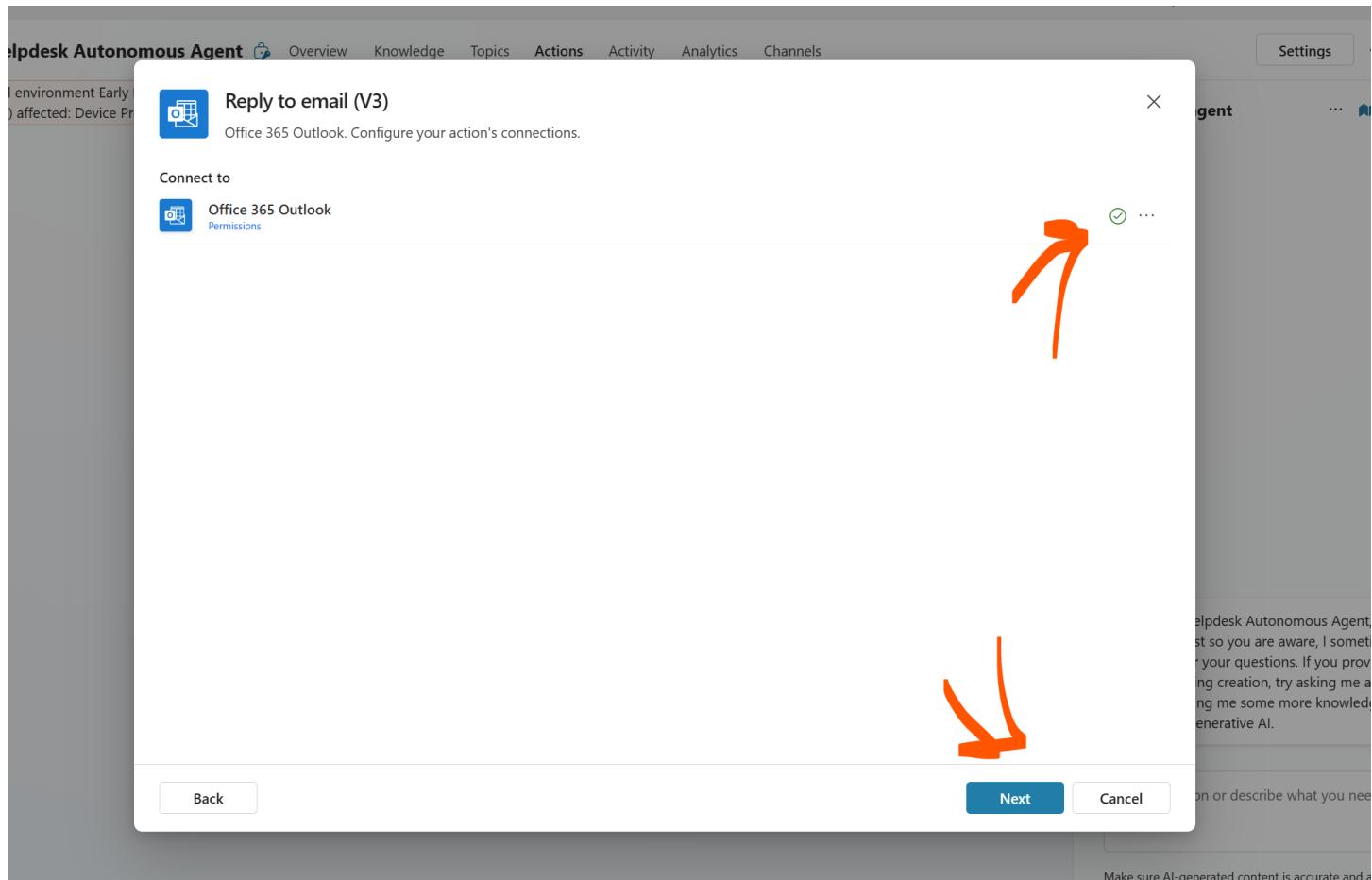
Office 365 Outlook reply

Office 365 Outlook reply

Get mail tips for a mailbox (V2) Office 365 Outlook	Get room lists (V2) Office 365 Outlook
Get rooms (V2) Office 365 Outlook	Get rooms in room list (V2) Office 365 Outlook
Mark as read or unread (V3) Office 365 Outlook	Move email (V2) Office 365 Outlook
Reply to email (V3) Office 365 Outlook	Respond to an event invite (V2) Office 365 Outlook
Send an email (V2) Office 365 Outlook	Send an email from a shared mailbox (V2) Office 365 Outlook
Send an HTTP request Office 365 Outlook	Send email with options Office 365 Outlook
Set up automatic replies (V2) Office 365 Outlook	Update contact (V2) Office 365 Outlook

Cancel

46. Create a connection and then click Next



#### 47. Update

- a. **Name:** Reply to email with a resolution and Incident number
- b. **Description:** This operation replies to an email with a resolution for the identified issue along with Incident number generated after creating incident in ServiceNow
- c. **End user authentication** to Copilot author authentication

The screenshot shows the 'Autonomous Agent' interface in Microsoft Copilot Studio. A modal window titled 'Reply to email (V3)' is open, showing the configuration for an Office 365 Outlook action. The 'Name' field contains 'Reply to email with a resolution and Incident number'. The 'Description' field contains 'This operation replies to an email with a resolution for the identified issue along with Incident number generated after creating incident in ServiceNow'. The 'End user authentication' dropdown is set to 'Copilot author authentication'. Three red arrows highlight these three fields.

Autonomous Agent Overview Knowledge Topics Actions Activity Analytics Channels

Reply to email (V3)  
Office 365 Outlook. Configure your action's, options, inputs and outputs

Name \*  
Reply to email with a resolution and Incident number

Description for the agent to know when to use this action \*  
This operation replies to an email with a resolution for the identified issue along with Incident number generated after creating incident in ServiceNow

Learn more 152/1024

Authentication

End user authentication  
Control which user authentication type will be used  
Copilot author authentication

Inputs and outputs  
Response settings

Back Add action Cancel

Make sure AI-generated content

48. In the Input, + Add and then select **Subject, Body**. Click on **Add action**

The screenshot shows the 'Reply to email (V3)' action configuration in Microsoft Copilot Studio. The 'Inputs' section is highlighted with red annotations: a circle around the '+ Add' button, a large arrow pointing to the 'Subject' field, and another large arrow pointing to the 'Body' field. The 'Add action' button at the bottom right is also circled in red.

**Autonomous Agent** Overview Knowledge Topics Actions Activity Analytics Channels

**Reply to email (V3)**  
Office 365 Outlook. Configure your action's, options, inputs and outputs

Learn more 152/1024

Authentication

End user authentication Control which user authentication type will be used  
Copilot author authentication

Inputs and outputs

Inputs 3 Outputs 1

Message Id Required  
Id of the email to reply to.

Subject Email subject (if empty, the original subject used.)

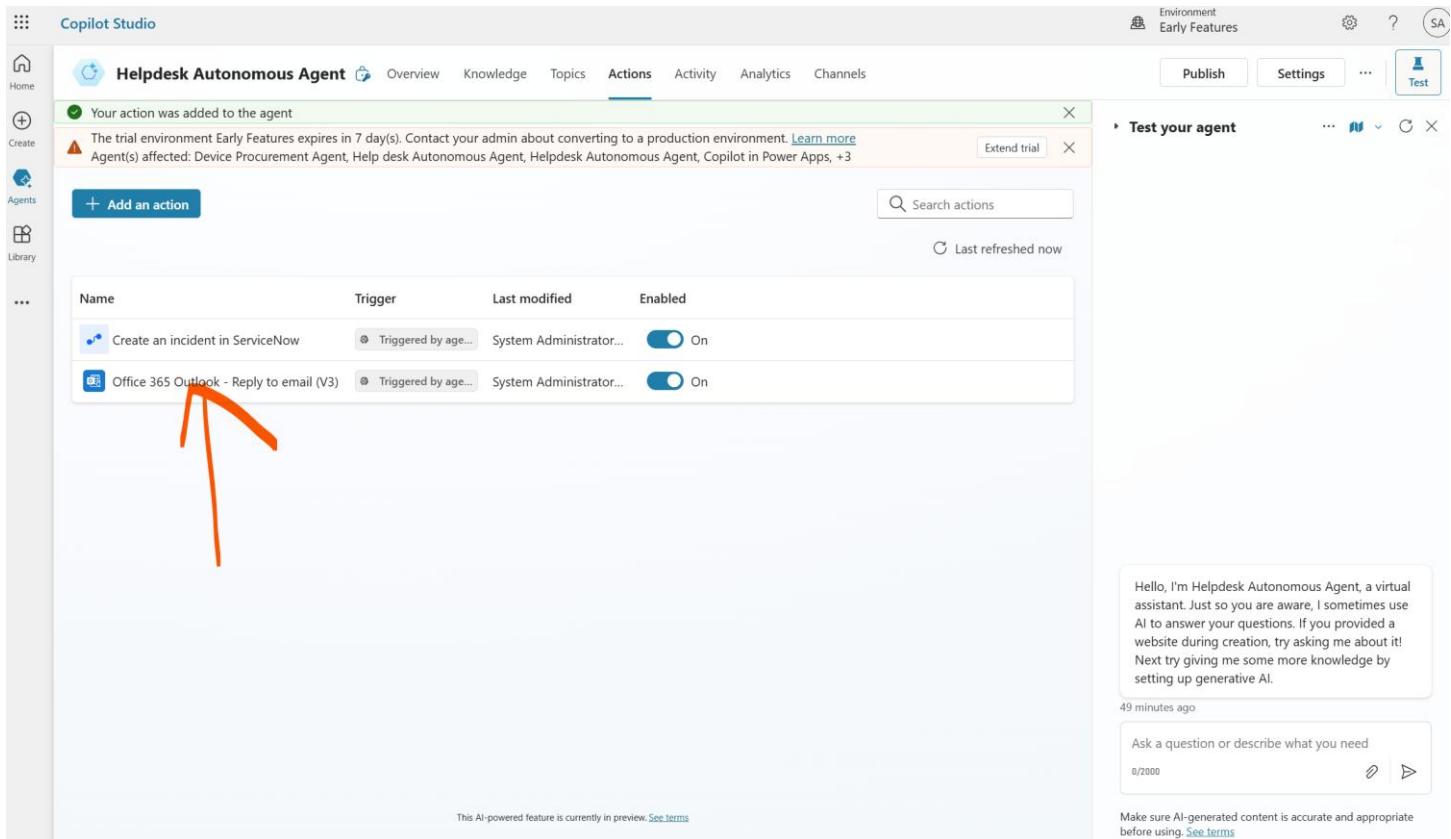
Body Content of the email.

Inputs can be re-ordered to define the order in which the agent will try to fill the information.

Response settings

Back Add action Cancel

## 49. Select Office 365 Outlook – Reply to email(V3) action again



The screenshot shows the Microsoft Copilot Studio interface. The top navigation bar includes 'Copilot Studio', 'Environment Early Features', 'Publish', 'Settings', and a 'Test' button. The left sidebar has icons for Home, Create, Agents, and Library. The main area is titled 'Helpdesk Autonomous Agent' and shows the 'Actions' tab selected. A message bar at the top says 'Your action was added to the agent' and 'The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment.' Below this is a table with columns: Name, Trigger, Last modified, and Enabled. Two actions are listed:

Name	Trigger	Last modified	Enabled
Create an incident in ServiceNow	Triggered by age...	System Administrator...	On
Office 365 Outlook - Reply to email (V3)	Triggered by age...	System Administrator...	On

A red arrow points to the second row, 'Office 365 Outlook - Reply to email (V3)'. To the right, there's a search bar, a refresh button, and a message from the AI agent. At the bottom, there's a note about AI-generated content and a preview status.

This AI-powered feature is currently in preview. [See terms](#)

49 minutes ago

Ask a question or describe what you need  
0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

50. In the Details > Action name update it to "**Reply to email with a resolution and Incident number**"

Helpdesk Autonomous Agent Overview Knowledge Topics Actions Activity Analytics Channels

The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment. [Learn more](#) Agent(s) affected: Device Procurement Agent, Help desk Autonomous Agent, Helpdesk Autonomous Agent, Copilot in Power Apps, +3 [Extend trial](#) X

**Reply to email with a resolution and Incident number** ▾

Details Inputs Outputs More Save

Action name \*  

Display name \*  52/64

Description for the agent to know when to use this action \*  Learn more 152/1024

Ask the user before running this action.  
User confirmation is recommended for actions in sensitive or regulated domains or when making changes for the user. AI-generated content can have mistakes.

End user authentication  Control which user authentication type will be used

Connector  Office 365 Outlook 

Connector action

51. In Inputs, update Message Id description to "Message Id of the email to reply to."

The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment. [Learn more](#)

Agent(s) affected: Device Procurement Agent, Help desk Autonomous Agent, Helpdesk Autonomous Agent, Copilot in Power Apps, +3

Reply to email with a resolution and Incident number

Details Inputs Outputs

Save

There are additional inputs available as an option for this action. If you add these inputs, they will need to be filled in for the action to run.

Add

**Message Id** Required

How will the agent fill this input?  
Dynamically fill with best option (default)

Display name  
Message Id

Identify as  
User's entire response

Description  
Message Id of the email to reply to.

**Subject**

How will the agent fill this input?

## 52. Update Subject description to **Original subject along with Incident number**

The screenshot shows the Microsoft Copilot Studio interface for configuring a Helpdesk Autonomous Agent. The top navigation bar includes 'Copilot Studio', 'Environment Early Features', 'Publish', 'Settings', and 'Test'. A message at the top states: 'The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment. [Learn more](#)'.

The main area is titled 'Helpdesk Autonomous Agent' and shows the 'Actions' tab selected. A warning message says: 'Agent(s) affected: Device Procurement Agent, Help desk Autonomous Agent, Helpdesk Autonomous Agent, Copilot in Power Apps, +3'. There is a 'Extend trial' button and a 'Save' button.

The configuration section is titled 'Reply to email with a resolution and Incident number'. It has tabs for 'Details', 'Inputs' (selected), and 'Outputs'. Under 'Inputs', there is a 'Subject' field with the description 'How will the agent fill this input? Dynamically fill with best option (default)'. Below it is a 'Display name' field labeled 'Subject' with a character count of 7/64.

The 'Description' field contains the text 'Original subject along with Incident number' with a character count of 43/1024. A link 'Additional settings' is visible below it.

The 'Body' section follows, with a 'Subject' field and a 'Display name' field labeled 'Body'.

To the right, a sidebar titled 'Test your agent' shows a message from the agent: 'Hello, I'm Helpdesk Autonomous Agent, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.' It was posted 'An hour ago' and includes a reply button.

At the bottom, a note says: 'Make sure AI-generated content is accurate and appropriate before using. [See terms](#)'.

53. Update Body description to “**Resolution for the identified issue along with Incident number generated after creating Service Now incident**” and click **Save**

The screenshot shows the Microsoft Copilot Studio interface. At the top, there's a navigation bar with icons for Home, Create, Agents, and Library. The main title is "Copilot Studio" and the specific page is "Helpdesk Autonomous Agent". Below the title, a message says "The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment. [Learn more](#)". There are buttons for "Extend trial" and "X".

The main content area has a heading "Reply to email with a resolution and Incident number". Below it, there are tabs for "Details", "Inputs" (which is selected), and "Outputs".

In the "Inputs" tab, there's a "Description" field containing "Original subject along with Incident number". To the right of this field is a counter "43/1024".

Below the "Inputs" tab, there's a link "Additional settings".

Under the "Body" section, there are fields for "How will the agent fill this input?", "Display name" (set to "Body"), "Identify as" (set to "User's entire response"), and "Description". The "Description" field contains "Resolution for the identified issue along with Incident number generated after creating Service Now incident". This line of text is highlighted with a thick red bar.

To the right of the "Description" field are icons for trash, up, and down. Below the "Description" field is a counter "108/1024".

At the bottom of the page, there's a link "Additional settings".

## 54. Go to Overview, click on "Edit"

The screenshot shows the Microsoft Copilot Studio interface. On the left, there's a sidebar with icons for Home, Create, Agents, Library, and more. The main area is titled 'Helpdesk Autonomous Agent' and has tabs for Overview, Knowledge, Topics, Actions, Activity, Analytics, and Channels. The Overview tab is selected. A prominent red arrow points to the 'Edit' button located at the top right of the main content area. Another red arrow points to the 'Edit' button next to the 'Name' field in the 'Details' section. The 'Details' section also includes fields for Description, Instructions, Orchestration (with a 'Preview' button), and Knowledge (with a 'Add knowledge' button). To the right of the main content, there's a sidebar with sections for 'Test your agent', a message from the agent, and a form to 'Ask a question or describe what you need'. At the bottom right of the sidebar, there's a note about AI-generated content terms.

Action Saved!

The trial environment Early Features expires in 7 days(s). Contact your admin about converting to a production environment. [Learn more](#)

Agent(s) affected: Device Procurement Agent, Help desk Autonomous Agent, Helpdesk Autonomous Agent, Copilot in Power Apps, +3

From February 1st, preview features will be billable and consume messages. [Learn more](#)

**Helpdesk Autonomous Agent**

**Overview** Knowledge Topics Actions Activity Analytics Channels

**Details**

Name: Helpdesk Autonomous Agent

Description: You are a help desk agent that creates incidents in ServiceNow for the issues raised and provide status of the ticket with possible resolutions.

Instructions: None provided

Orchestration: [Preview](#) Enabled

Knowledge: Add knowledge Enabled

Troubleshooting: See all

Actions: Add action

Create an incident in ServiceNow

**Test your agent**

Hello, I'm Helpdesk Autonomous Agent, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

An hour ago

Ask a question or describe what you need

0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

## 55. Update the **Instructions**, click **Save** and then **Publish**.

- a. 1. When an email is received, create an Incident in ServiceNow with summarized Issue Description and note down the Incident Number.
2. Summarize the resolution for the identified issue from the "Troubleshooting" knowledge source
3. Use the "Reply to email with a resolution and Incident number" action to reply to the email with the summarized resolution. Make sure to add the ServiceNow Incident Number both in the subject line and in the body of the email. Maintain the HTML formatting.

**Copilot Studio**

**Helpdesk Autonomous Agent**

The trial environment Early Features expires in 7 day(s). Contact your admin about converting to a production environment. [Learn more](#)

Agent(s) affected: Device Procurement Agent, Helpdesk Autonomous Agent, Copilot in Power Apps, Website Q&A Copilot, +2

From February 1st, preview features will be billable and consume messages. [Learn more](#)

**Details**

Name \* Helpdesk Autonomous Agent

Description You are a help desk agent that creates incidents in ServiceNow for the issues raised and provide status of the ticket with possible resolutions.

Instructions

1. When an email is received, create an Incident in ServiceNow with summarized Issue Description and note down the Incident Number.  
2. Summarize the resolution for the identified issue from the "Troubleshooting" knowledge source  
3. Use the "Reply to email with a resolution and Incident number" action to reply to the email with the summarized resolution. Make sure to add the ServiceNow Incident Number both in the subject line and in the body of the email. Maintain the HTML formatting

Analytics

Total sessions 8 Engagement 0% Satisfaction score --

Knowledge

Environment Early Features Publish Settings Test Test your agent

Hello, I'm Helpdesk Autonomous Agent, a virtual assistant. Just so you are aware, I sometimes use AI to answer your questions. If you provided a website during creation, try asking me about it! Next try giving me some more knowledge by setting up generative AI.

A minute ago

Ask a question or describe what you need 0/2000

Make sure AI-generated content is accurate and appropriate before using. [See terms](#)

# RESULT

Teams Issue General

Summary by Copilot

Riya Mary Roy  
To: 05.onmicrosoft.com

Hi,  
I hope this message finds you well. I am writing to seek your assistance with an issue I have encountered in Microsoft Teams regarding audio and video quality.  
Over the past few days, I have been experiencing significant audio and video quality issues during calls. Despite my efforts to troubleshoot the problem by restarting the application and ensuring a stable internet connection, the issue persists. For instance, the audio often becomes garbled or distorted, and the video quality frequently degrades, making it difficult to communicate effectively.  
Given the importance of seamless communication and collaboration in our daily operations, I would greatly appreciate your prompt attention to this matter. Please let me know if there are any additional details you require from my end or if there are specific steps I should follow to resolve this issue.  
Thank you for your support and understanding. I look forward to your guidance on this matter.

Thanks & Regards,  
**Riya Mary Roy**  
Partner Solution Architect-Business Applications  
Global Partner Solutions  


[Reply](#) [Forward](#)

[EXTERNAL] Teams Issue - Incident INC0010012

Summary by Copilot

System Administrator 05.onmicrosoft.com  
To: Riya Mary Roy

Low importance

⚠ This sender admin@CRM028805.onmicrosoft.com is from outside your organization. [Block sender](#)

Hi Riya,  
Thank you for reaching out regarding the audio and video quality issues you are experiencing in Microsoft Teams. An incident has been created to address this issue. The Incident number is INC0010012.  
For resolving audio and video quality issues in Microsoft Teams, you can follow these steps:  
1. Ensure that multimedia redirection is enabled and working correctly. If you see a green phone icon on the extension icon while calling, but the call quality is low, contact the app provider for help.  
2. If calls aren't going through or certain features don't work as expected while multimedia redirection is enabled, submit a Microsoft support ticket.  
3. If you encounter any video playback issues that aren't addressed or resolved by the guide, submit a Microsoft support ticket.  
4. Collect logs to help troubleshoot the issue by selecting the extension icon in your browser, selecting Show Advanced Settings, and then starting and stopping the log collection while reproducing the issue. Save the log files for use with support cases.

Thanks & Regards,  
**System Administrator**  
CRM Support Team

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