**Hands-On Lab: Building an AI Agent with Microsoft Copilot Studio**

# Step 1: Create a New Agent

Open Copilot Studio and click "Create Agent".

Select "Describe to Create" to quickly generate your agent.

Clearly describe your agent's abilities, e.g.:

• "This agent can answer questions about Dynamics 365 Business Central, including APIs, setup, and troubleshooting."

• "It provides clear, step-by-step instructions and technical details."

Click "Create Agent".

After creation, enable "Generative AI Orchestration" in agent settings.

# Step 2: Add Knowledge Source - Website

In your agent workspace, click "Knowledge Sources".

Click "Add Knowledge Source", then choose "Website".

Enter URL: https://learn.microsoft.com/en-us/dynamics365

Description: "Official Microsoft documentation for Dynamics 365 Business Central."

Click "Save".

# Step 3: Test the Agent

Use the "Test" pane.

Ask a Business Central question, such as: "How do I set up a new company in Business Central?"

Verify the response for accuracy and relevance.

# Step 4: Add Another Knowledge Source - File

Click "Add Knowledge Source" again under the "Knowledge Sources" tab.

Choose "File" and upload your file containing Business Central API details.

Provide a clear name, then click "Save".

# Step 5: Test with an API Question

In the test pane, ask an API-specific question, such as: "How do I authenticate to use Business Central APIs?"

Observe whether the response aligns with the uploaded file or website.

# Step 6: Observation

Notice that the initial response likely originates from the website rather than the uploaded file, due to source prioritization.

# Step 7: Create a Specific Topic

Navigate to "Topics" and click "Create Topic".

Name the topic clearly, e.g., "Business Central API Questions".

Define clear triggers in the "Trigger phrases" field, including: API, Business Central API, API Pages.

Click "Add Node" and choose the "Generative Answer" node.

Under "Response configuration", select "Use only selected sources".

Select only the Business Central API file from Step 4.

In the "Prompt" input, use the dynamic variable: {{user.input}}

Review your settings carefully and click "Save".

# Step 8: Final Test and Understanding Orchestration

Ask another API-related question, such as: "What endpoints are available in Business Central API?"

Confirm the response now exclusively comes from your file.

# Why this Occurs

Initially, the agent uses the most authoritative or easily accessible source.

Explicitly configuring the topic and node prioritizes the file source.

# Understanding AI Orchestration

Orchestration dynamically selects the best knowledge source for each query.

By setting specific topics and knowledge sources, you precisely guide the AI to produce the most relevant responses.