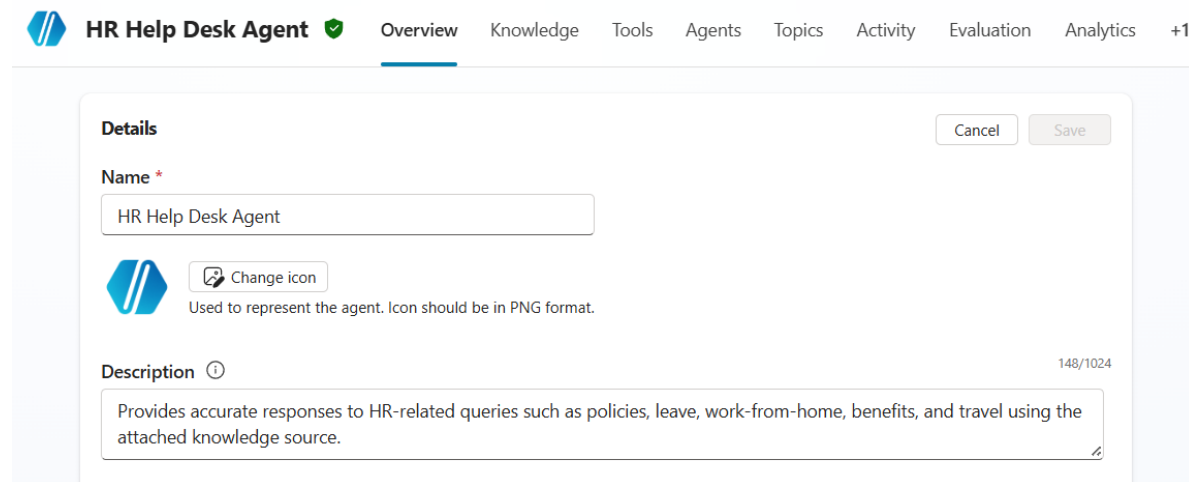


Hands-On Demo - A2A

Configure HR Help Desk agents

Step 1: Create new agent with name HR Help Desk agent and description as shown below



The screenshot shows the configuration interface for the 'HR Help Desk Agent'. The top navigation bar includes 'Overview' (selected), 'Knowledge', 'Tools', 'Agents', 'Topics', 'Activity', 'Evaluation', 'Analytics', and '+1'. The 'Details' section contains a 'Name' field with the value 'HR Help Desk Agent', an icon field with a 'Change icon' button and a note 'Used to represent the agent. Icon should be in PNG format.', and a 'Description' field with the text 'Provides accurate responses to HR-related queries such as policies, leave, work-from-home, benefits, and travel using the attached knowledge source.' The description field has a character count of 148/1024. 'Cancel' and 'Save' buttons are located in the top right corner of the details section.

Step 2: Add instructions as shared in the attached file



HOL - Lab Agent 2 Agent

Instructions

CancelSave

↶↷

+ Add

Purpose

The purpose of this agent is to assist employees by answering HR-related questions using the provided knowledge source (Word file) that contains company policies and guidelines.

General Guidelines

- Maintain a professional and friendly tone.
- Provide clear, concise, and accurate answers based on the knowledge source.
- If the answer is not found in the knowledge source, inform the user politely and suggest contacting HR directly.

Skills

- Ability to search and extract relevant information from the attached Word file.
- Understand HR terminology related to policies, leave, WFH, benefits, and travel.

Step-by-Step Instructions

1. **Receive Query:** When a user asks a question, identify the main topic (policy, leave, WFH, benefits, travel).
2. **Search Knowledge Source:** Look up the relevant section in the attached Word file.
3. **Extract Information:** Retrieve the most accurate and up-to-date information.
4. **Respond to User:** Provide a clear and concise answer. If additional context is needed, include it.
5. **Escalate if Needed:** If the information is not available, inform the user and suggest contacting HR via email





1835/8000

Step 3: Add knowledge sources by adding all work documents as policies. Sample policy documents are shared along with this lab document

Knowledge

+ Add knowledge

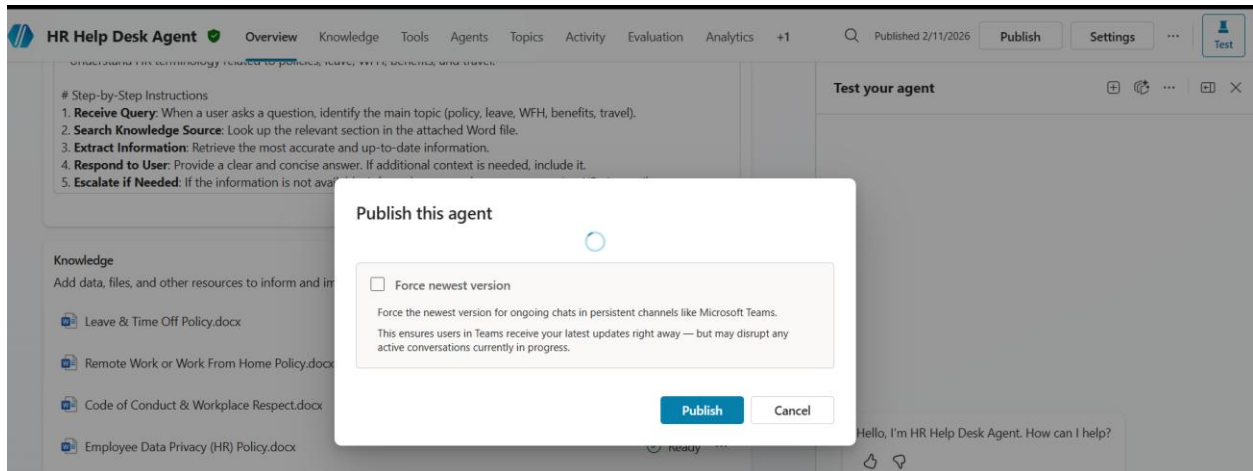
Add data, files, and other resources to inform and improve AI-generated responses.

 Leave & Time Off Policy.docx	✓ Ready ...
 Remote Work or Work From Home Policy.docx	✓ Ready ...
 Code of Conduct & Workplace Respect.docx	✓ Ready ...
 Employee Data Privacy (HR) Policy.docx	✓ Ready ...

[See all](#)

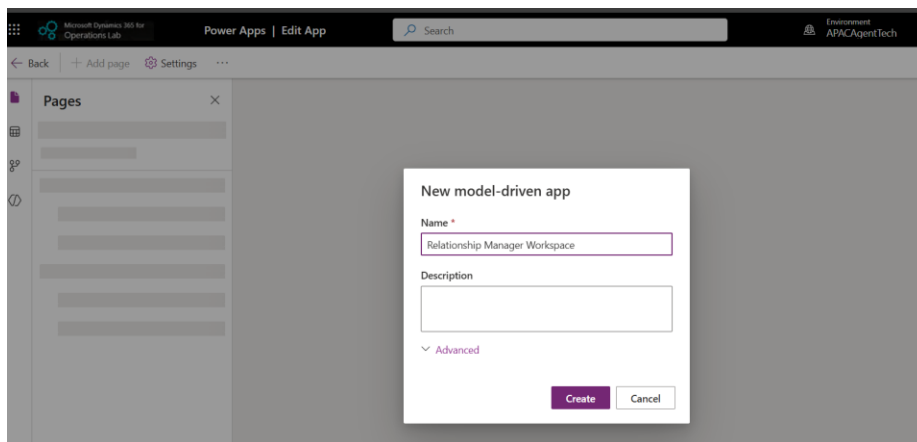
Step 4: Click on publish to Publish Agent.

HOL - Lab Agent 2 Agent



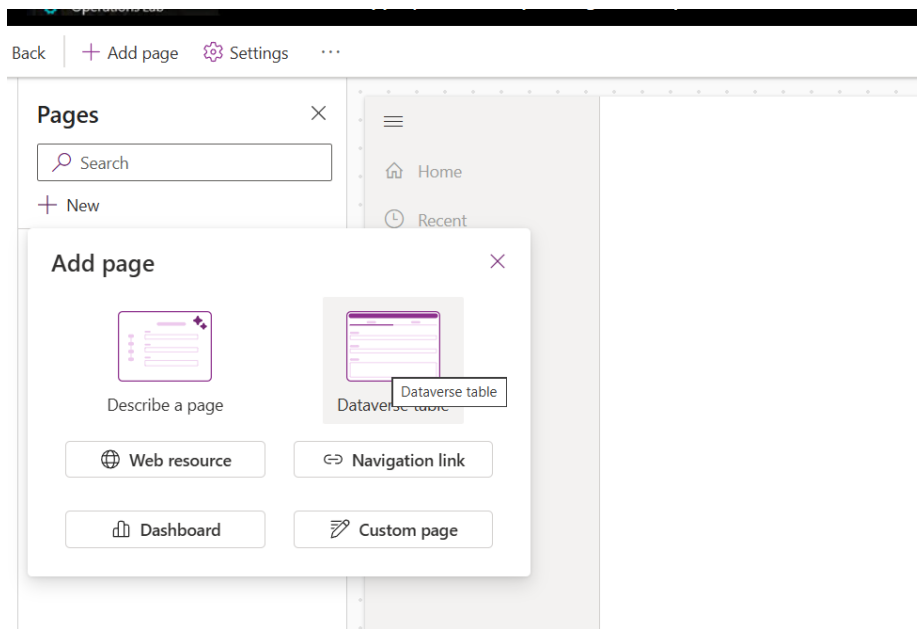
Configure Meeting intelligence agent & HR Help Desk agents in Model driven app assistant agent

Step 1: Create a custom model driven app called “Relationship Manager Workspace”

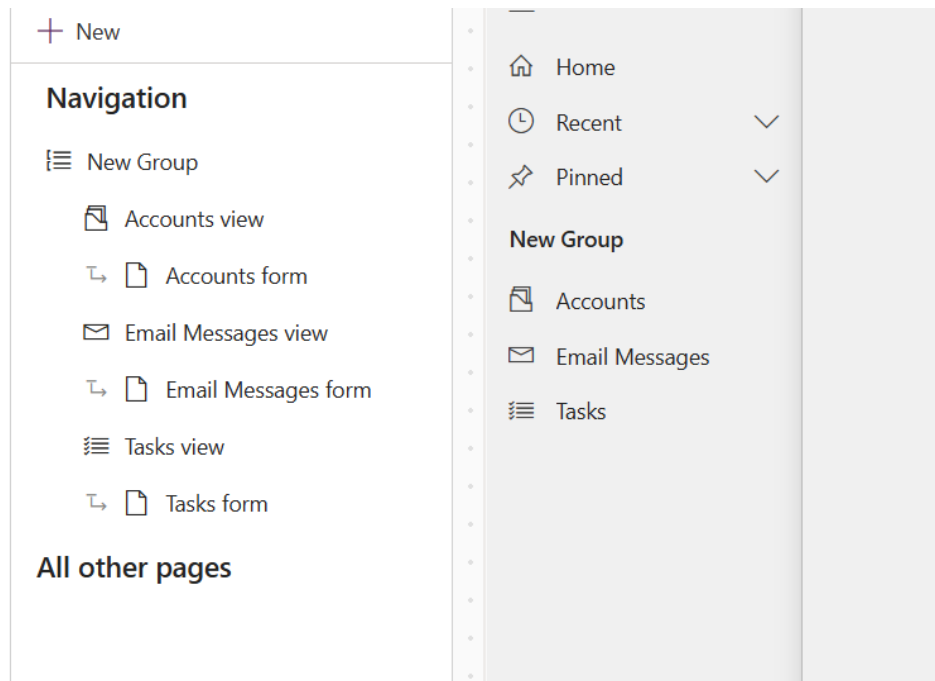


Step 2: Click on add page and select Dataverse table

HOL - Lab Agent 2 Agent

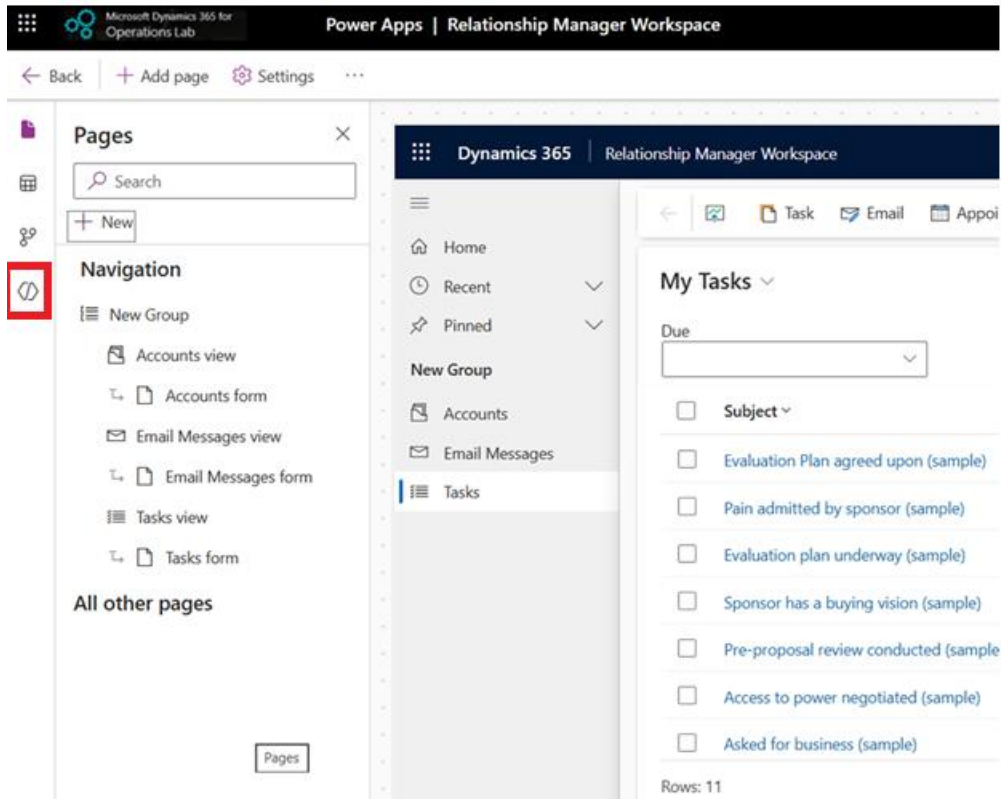


Step 3: Select Account, Email and Task tables and add it.



Step 4: Click on Agent icon as shown below

HOL - Lab Agent 2 Agent



Step 5: Click on “Apo assistant agent” and select configure

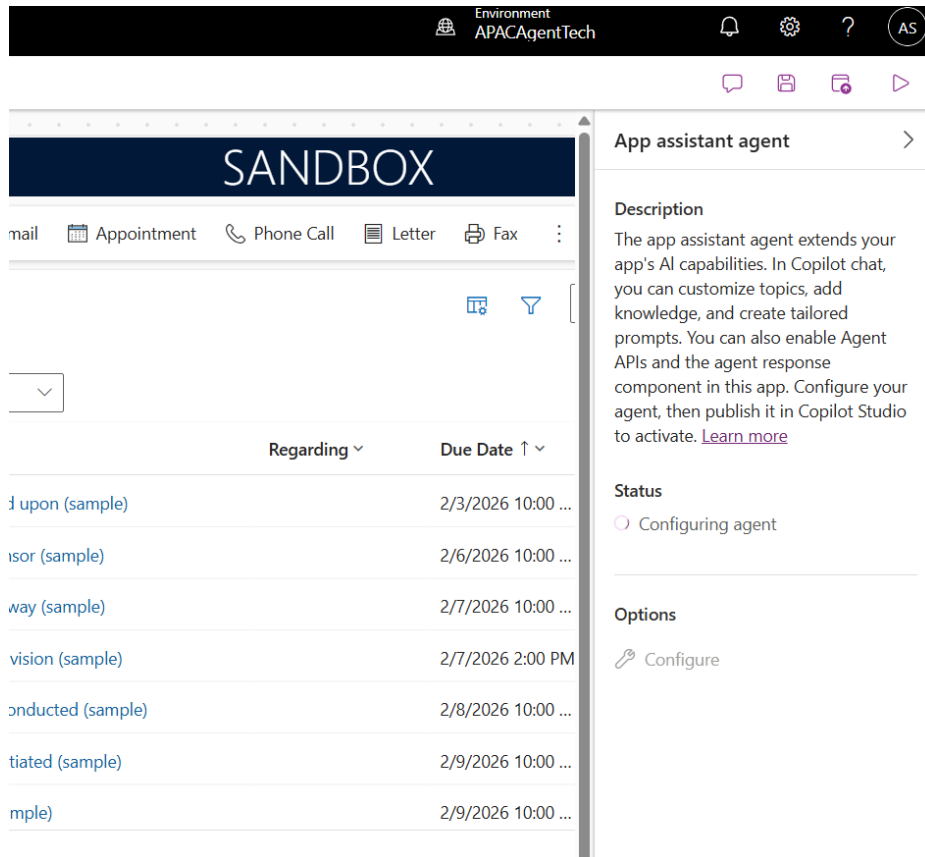
HOL - Lab Agent 2 Agent

This screenshot shows the 'Agents' section of the 'Power Apps | Relationship Manager Workspace'. The interface includes a top navigation bar with 'Back', 'Add page', 'Settings', and a menu icon. The 'Agents' panel on the left contains a search bar, a 'Create agent' button, and a list of agent categories: 'Agent assistance', 'App assistant agent' (marked 'Not configured'), 'Agent feed', 'In your feed', and 'In your environment'. The 'App assistant agent' item has a 'Not configured' tooltip. The main area displays a 'Dynamics 365 | Relationship Manager Workspace' header, a navigation menu with 'Home', 'Recent', 'Pinned', and 'New Group' (containing 'Accounts' and 'Email Messages'), and a 'My Tasks' panel with a 'Due' date field and a list of tasks with checkboxes.

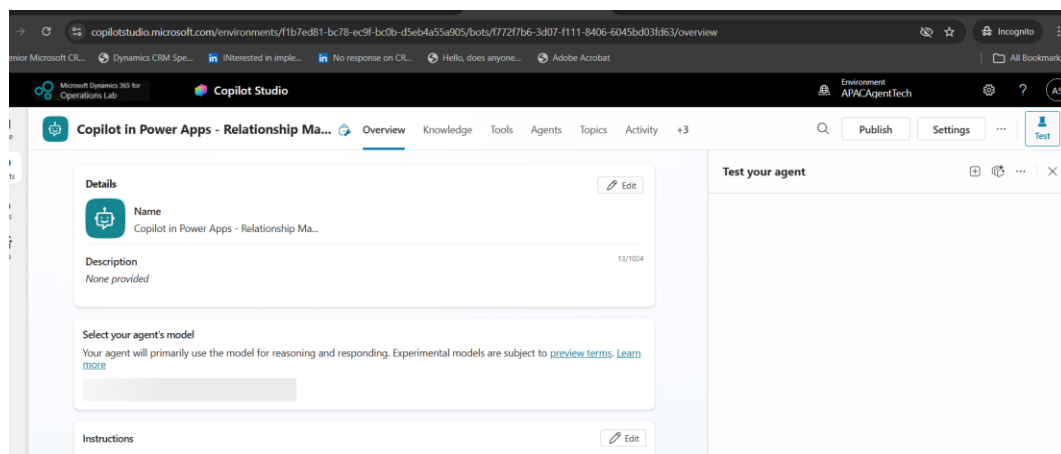
This screenshot shows the same 'Agents' section as the first image, but with a 'Configure' tooltip visible over the 'App assistant agent' item. The tooltip contains a key icon and the text 'Configure'. The rest of the interface, including the navigation bar, 'Agents' panel, and main workspace area, remains the same as in the first screenshot.

HOL - Lab Agent 2 Agent

Step 6: Once copilot studio agent is created, you will be redirected to <https://copilotstudio.microsoft.com/> . you can also click on configure to navigate to agent configuration page

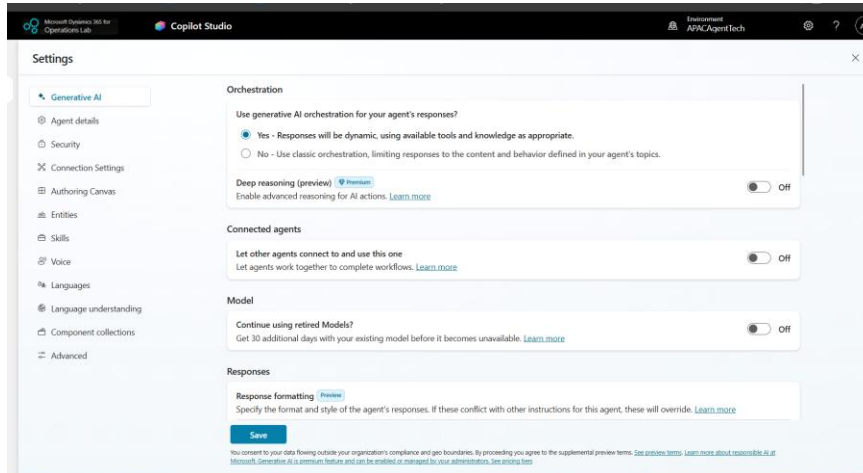


Step 7: Click on setting



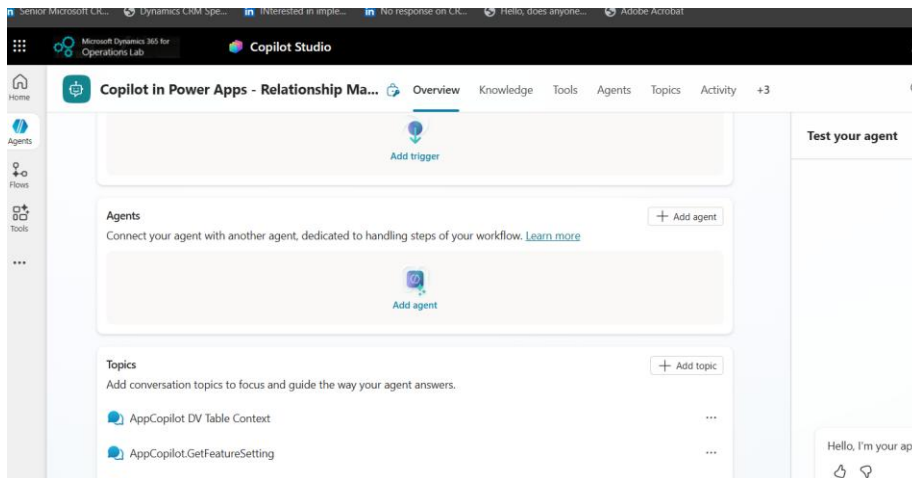
Step 8: select generative AI orchestration for the agent.

HOL - Lab Agent 2 Agent



Step 9: Go back to agent configuration page and scroll down to agent area as shown below. This area helps to add connected agents which will be involved dynamically by assistant via A2A protocol.

Click on add



Step 10: Click on view all to see all agents


HOL - Lab Agent 2 Agent

Choose how you want to extend your agent

Get started by creating an agent or connecting an existing agent in your environment. [Learn more](#)

Q Search for agents

Create a child agent




New child agent

A lightweight agent within your existing agent. [Learn more](#)

Select an agent in your environment


AllConnected agents

Connect to an external agent




Copilot in Dynamics 365 Customer Service

Not published




Copilot in Dynamics 365 Sales

Published




Customization Agent

Not published




D365 Sales - Deal Close Agent

Not published




D365 Sales Agent - Competitor

Not published




D365 Sales Agent - Email Validation

Not published




D365 Sales Agent - Engage Autonomous

Not published



D365 Sales Agent - Opportunity Research

Not published



D365 Sales Agent - Outreach

Not published

View all


Cancel

Step 11: Select Meeting intelligence agent created in previous lab

Choose how you want to extend your agent


Get started by creating an agent or connecting an existing agent in your environment. [Learn more](#)

AllConnected agents




Copilot in Dynamics 365 Customer Service

Not published




Copilot in Dynamics 365 Sales

Published




Customization Agent

Not published




D365 Sales - Deal Close Agent

Not published




D365 Sales Agent - Competitor

Not published




D365 Sales Agent - Email Validation

Not published




D365 Sales Agent - Engage Autonomous

Not published




D365 Sales Agent - Opportunity Research

Not published




D365 Sales Agent - Outreach

Not published




D365 Sales Agent - Readiness

Not published




D365 Sales Agent - Research

Not published




D365 Sales Agent - Stakeholder Research

Not published




D365 Sales Agent - Summary Synthesizer

Not published




D365 Sales Agent - TCP Prefill Agent

Not published




HR Help Desk Agent

Published




Meeting Intelligence Agent

Published




Microsoft 365 Copilot

Not published




Quality Evaluation Agent - Incident

Not published



QualityEvaluationAgentForConversation

Not published



Stakeholder Agent

Not published

BackCancel

Step 12: Click on add & configure

HOL - Lab Agent 2 Agent

Meeting Intelligence Agent

Connect your agent with another agent, dedicated to handling steps of your workflow.

Description * ⓘ

Generates structured meeting minutes from unstructured notes and creates follow-up tasks for identified action items.

[Learn more](#)

☒ Pass conversation history to this agent
Deselect to prevent conversation history, including potentially sensitive information, being passed between agents.

Agent details

Description
Generates structured meeting minutes from unstructured notes and creates follow-up tasks for identified action items.

Instructions

Purpose
The purpose of this agent is to transform unstructured meeting notes into clear, structured minutes and generate actionable follow-up tasks for each identified action item.

General Guidelines

- Maintain a professional and concise tone.
- Ensure accuracy when summarizing meeting content.
- Clearly separate decisions, discussion points, and action items.
- Assign tasks with responsible parties and due dates when available.

Skills

[Back](#) [Add and configure](#) [Cancel](#)

Step 13: Click on agent as shown below.

The screenshot shows the Copilot Studio interface for an agent named 'HR Help Desk Agent'. The interface includes a sidebar with navigation options like 'Details', 'Inputs', and 'Completion'. The main area displays the agent's configuration, including its name, description, and settings for conversation history and availability. The 'Test your agent' section on the right shows a sample conversation where the agent responds with 'Hello, I'm your app copilot.' and a timestamp of '3 minutes ago'.

Step 14: meeting intelligence agent will be shown in the list. Click on add an agent to add one more agent.

HOL - Lab Agent 2 Agent

Copilot in Power Apps - Relationship Ma...

OverviewKnowledgeToolsAgentsTopicsActivity+3

+ Add an agent

Search

Last refreshed now

Name	Relationship	Trigger	Last modified	Errors	Blocked	Enabled
Meeting Intellige...	Connec...	By agent	Anand Singh 1 minute a...			On

Step 15: Select HR Help Desk agent as shown below

Choose how you want to extend your agent

Get started by creating an agent or connecting an existing agent in your environment. [Learn more](#)

Search for agents

AllConnected agents

Copilot in Dynamics 365 Customer Service

Not published

Copilot in Dynamics 365 Sales

Published

Customization Agent

Not published

D365 Sales - Deal Close Agent

Not published

D365 Sales Agent - Competitor

Not published

D365 Sales Agent - Email Validation

Not published

D365 Sales Agent - Engage Autonomous

Not published

D365 Sales Agent - Opportunity Research

Not published

D365 Sales Agent - Outreach

Not published

D365 Sales Agent - Readiness

Not published

D365 Sales Agent - Research

Not published

D365 Sales Agent - Stakeholder Research

Not published

D365 Sales Agent - Summary Synthesizer

Not published

D365 Sales Agent - TCP Prefill Agent

Not published

HR Help Desk Agent

Published

Microsoft 365 Copilot

Not published

Quality Evaluation Agent - Incident

Not published

QualityEvaluationAgentForConversation

Not published

Back

Cancel

Step 16: Click on add & configure

HOL - Lab Agent 2 Agent

HR Help Desk Agent

Connect your agent with another agent, dedicated to handling steps of your workflow.

Description ⓘ

Provides accurate responses to HR-related queries such as policies, leave, work-from-home, benefits, and travel using the attached knowledge source.

[Learn more](#)

☒ Pass conversation history to this agent

Deselect to prevent conversation history, including potentially sensitive information, being passed between agents.

Agent details

Description

Provides accurate responses to HR-related queries such as policies, leave, work-from-home, benefits, and travel using the attached knowledge source.

Instructions

Purpose

The purpose of this agent is to assist employees by answering HR-related questions using the provided knowledge source (Word file) that contains company policies and guidelines.

General Guidelines

- Maintain a professional and friendly tone.
- Provide clear, concise, and accurate answers based on the knowledge source.
- If the answer is not found in the knowledge source, inform the user politely and suggest contacting HR directly.

Skills

- Ability to search and extract relevant information from the attached Word file.

Back

Add and configure

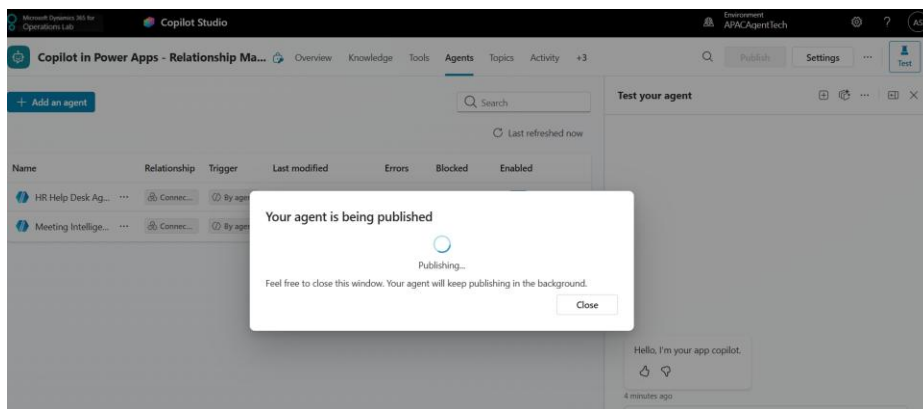
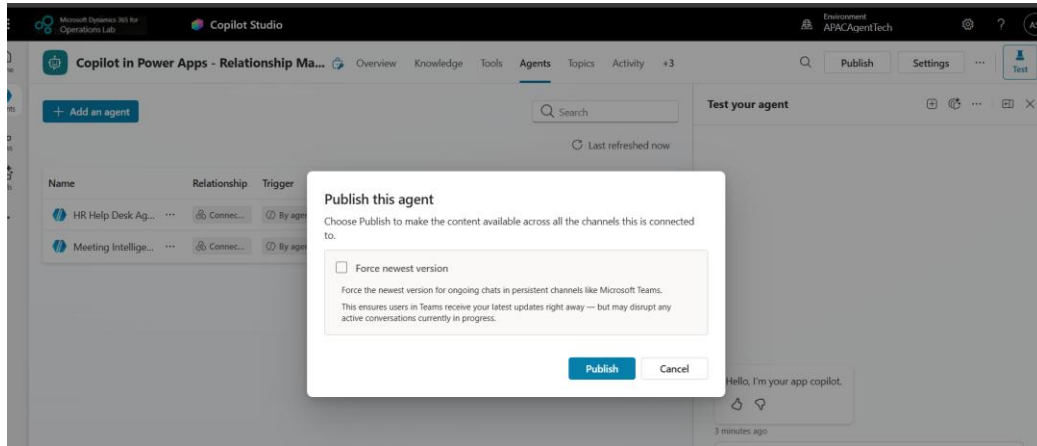
Cancel

Step 17: Click on publish to publish the agent.

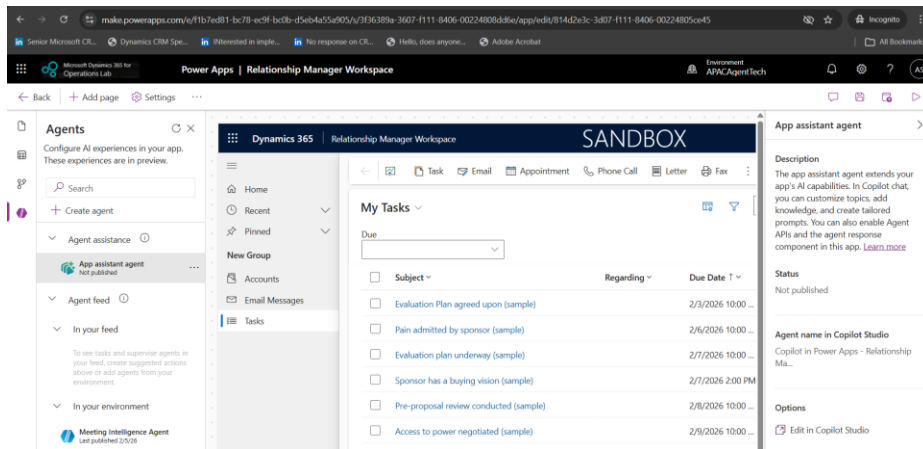
The screenshot shows the Copilot Studio interface for 'Copilot in Power Apps - Relationship Ma...'. The 'Agents' tab is selected, showing a table of agents. The table has columns: Name, Relationship, Trigger, Last modified, Errors, Blocked, and Enabled. Two agents are listed: 'HR Help Desk Agent' and 'Meeting Intelligence Agent'. Both are connected to a knowledge source and are enabled. The 'Publish' button is visible in the top right corner.

Name	Relationship	Trigger	Last modified	Errors	Blocked	Enabled
HR Help Desk Agent	Connect...	By agent	Anand Singh 22 second...			On
Meeting Intelligence Agent	Connect...	By agent	Anand Singh 3 minutes ...			On

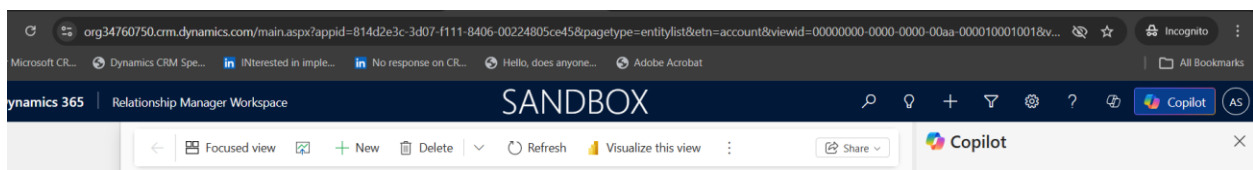
HOL - Lab Agent 2 Agent



Step 18: Once agent is published, go to the model drive app and publish the app.



Step 19: navigate to model driven and click on Copilot icon as shown below:



HOL - Lab Agent 2 Agent

Step 20: Enter below prompts in the copilot chat.

“please share WFH policy”