

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

HR Help Desk Agent ✓

Overview Knowledge Tools Agents Topics Activity Evaluation Analytics +1

Details

Name *

 Change icon
Used to represent the agent. Icon should be in PNG format.

Description ? 148/1024

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

Cancel Save

Step 2: Add instructions as shared in the attached file



HOL - Lab Agent 2 Agent

The screenshot shows the 'Instructions' section of a configuration interface. At the top right are 'Cancel' and 'Save' buttons. Below them is a toolbar with icons for back, forward, and search, followed by a '+ Add' button. The main area contains the following content:

- # 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

At the bottom right of the main area, there is a status bar showing '1835/8000'.

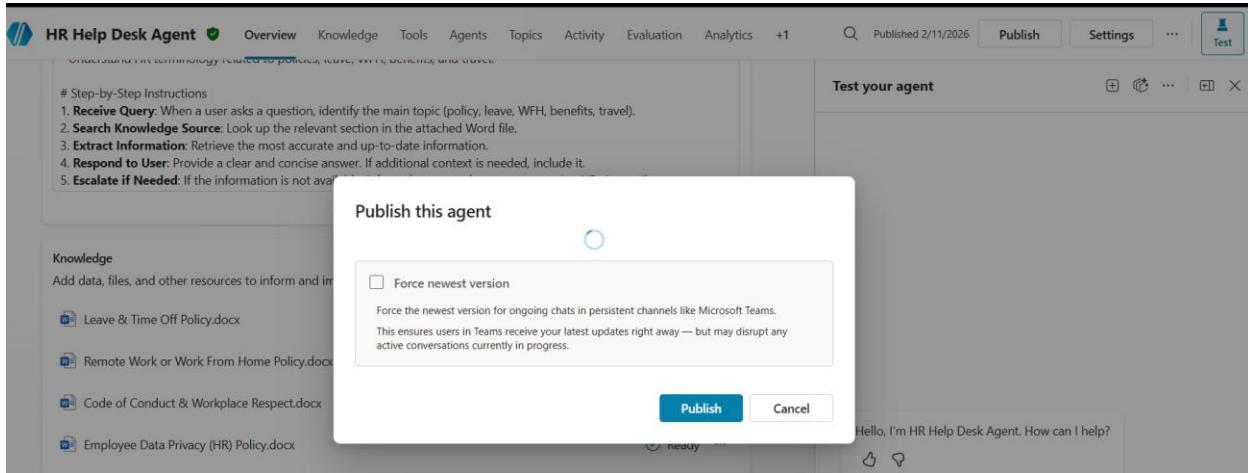
Step 3: Add knowledge sources by adding all work documents as policies. Sample policy documents are shared along with this lab document

The screenshot shows the 'Knowledge' section of a configuration interface. At the top right is a '+ Add knowledge' button. Below it is a sub-section header 'Knowledge' with the sub-instruction 'Add data, files, and other resources to inform and improve AI-generated responses.' A list of four documents is shown, each with a checkmark and the word 'Ready' next to it, indicating they are ready for use. At the bottom left is a 'See all' link.

File	Status	Actions
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	...

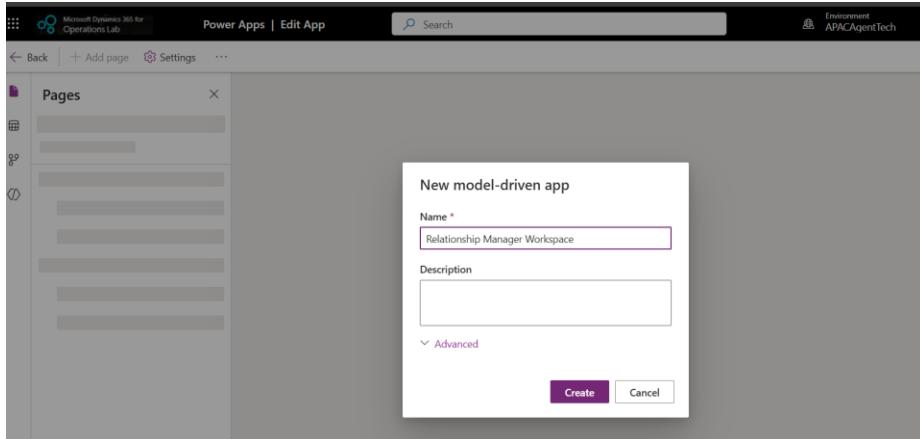
Step 4: Click on publish to Publish Agent.

HOL - Lab Agent 2 Agent



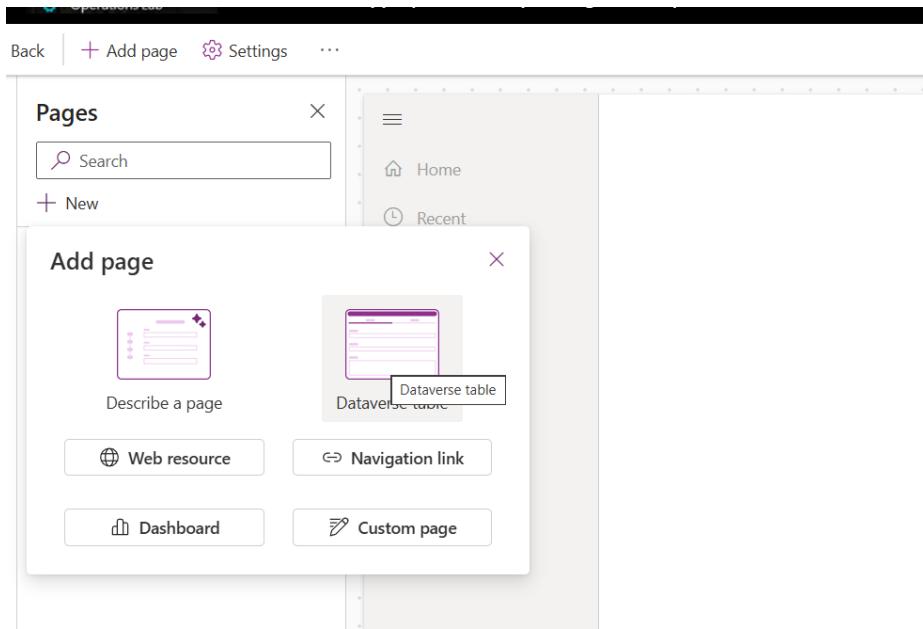
Configure Meeting intelligence agent & HR Help Desk agents in Model driven app assistant agent

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

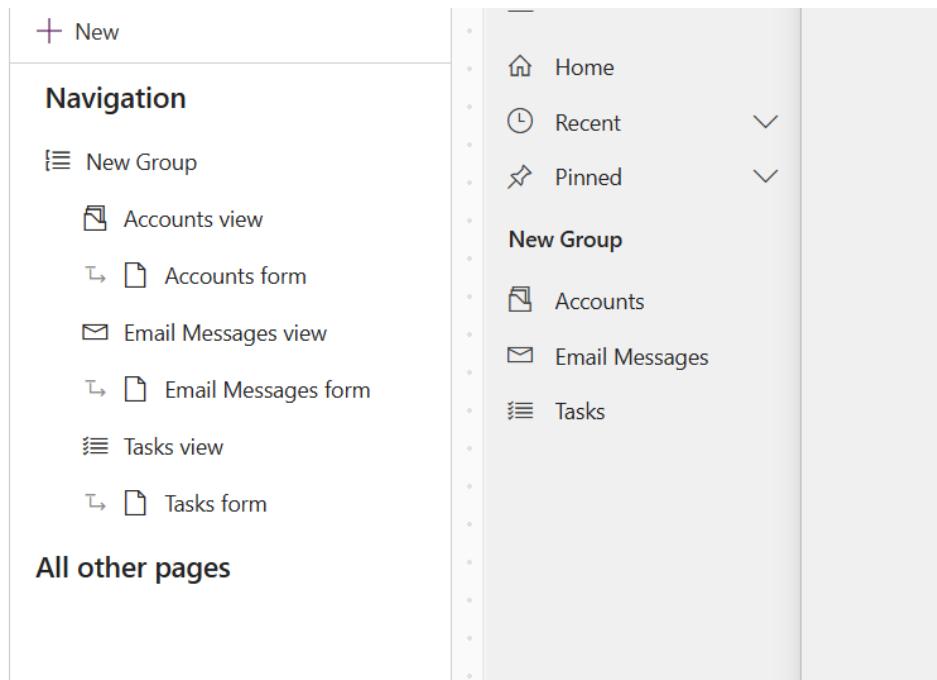


Step 2: Click on add page and select Dataverse table

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

The screenshot shows the Microsoft Dynamics 365 for Operations Lab interface. On the left, there's a sidebar titled 'Pages' with a search bar and a '+ New' button. A red box highlights the 'Navigation' section, which contains a 'New Group' item and several other items under 'Tasks view' and 'All other pages'. Below the sidebar is a 'Pages' button. The main content area has a header 'Dynamics 365 | Relationship Manager Workspace'. It includes navigation links for 'Home', 'Recent', 'Pinned', and 'New Group'. Under 'New Group', there are 'Accounts' and 'Email Messages' sections. The 'Tasks' section is currently selected and expanded, showing a list of tasks:

- Subject
- Evaluation Plan agreed upon (sample)
- Pain admitted by sponsor (sample)
- Evaluation plan underway (sample)
- Sponsor has a buying vision (sample)
- Pre-proposal review conducted (sample)
- Access to power negotiated (sample)
- Asked for business (sample)

At the bottom right, it says 'Rows: 11'.

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

HOL - Lab Agent 2 Agent

Microsoft Dynamics 365
Operations Lab

Power Apps | Relationship Manager Workspace

Back Add page Settings ...

Agents

Configure AI experiences in your app. These experiences are in preview.

Search

+ Create agent

Agent assistance

- App assistant agent Not configured
- Agent feed
- In your feed
- In your environment

To see tasks and supervise agents in your feed, create suggested actions above or add agents from your environment.

Dynamics 365 | Relationship Manager Work

Home Recent Pinned New Group Tasks

My Tasks

Due

Subject Evaluatio Pain adm Evaluatio Sponsor l Pre-prop

This screenshot shows the Microsoft Power Apps workspace for the 'Relationship Manager' workspace. On the left, the 'Agents' configuration page is displayed, listing various AI experiences like 'App assistant agent' and 'Agent feed'. A tooltip for 'Not configured' is shown over the 'App assistant agent' section. To the right, a preview of the Dynamics 365 interface is shown, specifically the 'Relationship Manager' workspace, which includes sections for Home, Recent, Pinned, and My Tasks. The 'My Tasks' section lists several items such as 'Subject', 'Evaluation', 'Pain adm', etc.

Operations Lab

Back Add page Settings ...

Agents

Configure AI experiences in your app. These experiences are in preview.

Search

+ Create agent

Agent assistance

- App assistant agent Not configured
- Agent feed
- In your feed

To see tasks and supervise agents in your feed, create suggested actions above or add agents from your environment.

Dynamics 365 | Relationship Manager Work

Home Recent Pinned New Group Tasks

My Tasks

Due

Suk Eva Pair Eva

Configure

This screenshot is similar to the one above, showing the 'Agents' configuration page and a preview of the Dynamics 365 interface. However, a context menu is open over the 'Agent feed' item in the 'Agent assistance' section, with the 'Configure' option highlighted. This indicates that the user is in the process of configuring the 'Agent feed' experience.

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

The screenshot shows the Microsoft Dynamics 365 Copilot Studio interface. At the top, there's a navigation bar with icons for Environment (APACAgentTech), Notifications, Settings, Help, and a user icon (AS). Below the navigation bar is a toolbar with icons for Chat, File, Copy, Paste, and others. The main area has a dark header labeled "SANDBOX". On the left, there's a list of items with columns for "Regarding" and "Due Date". On the right, there's a panel titled "App assistant agent" with sections for "Description", "Status", and "Options".

Description
The app assistant agent extends your app's AI capabilities. In Copilot chat, you can customize topics, add knowledge, and create tailored prompts. You can also enable Agent APIs and the agent response component in this app. Configure your agent, then publish it in Copilot Studio to activate. [Learn more](#)

Status
Configuring agent

Options
Configure

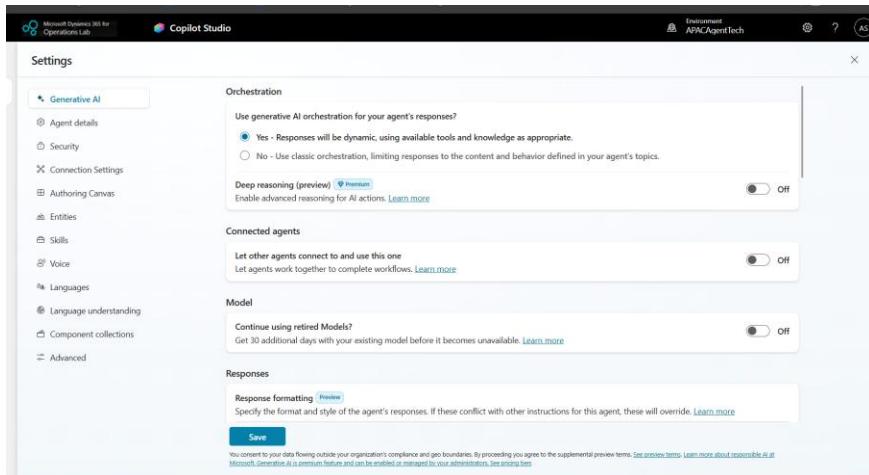
Regarding	Due Date
upon (sample)	2/3/2026 10:00 ...
isor (sample)	2/6/2026 10:00 ...
way (sample)	2/7/2026 10:00 ...
vision (sample)	2/7/2026 2:00 PM
ducted (sample)	2/8/2026 10:00 ...
tiated (sample)	2/9/2026 10:00 ...
mple)	2/9/2026 10:00 ...

Step 7: Click on setting

The screenshot shows the Microsoft Dynamics 365 Copilot Studio interface. The URL in the browser is copilotstudio.microsoft.com/environments/f1b7ed81-bc78-e9f-bc0b-d5eb4a55a005/bots/f772f7b6-3d07-f111-8406-6045bd03fd63/overview. The page title is "Copilot Studio". The main content area shows the "Copilot in Power Apps - Relationship Ma..." agent configuration. It includes sections for "Details" (Name: Copilot in Power Apps - Relationship Ma..., Description: None provided), "Select your agent's model" (Instructions: Your agent will primarily use the model for reasoning and responding. Experimental models are subject to [preview terms](#). [Learn more](#)), and "Test your agent".

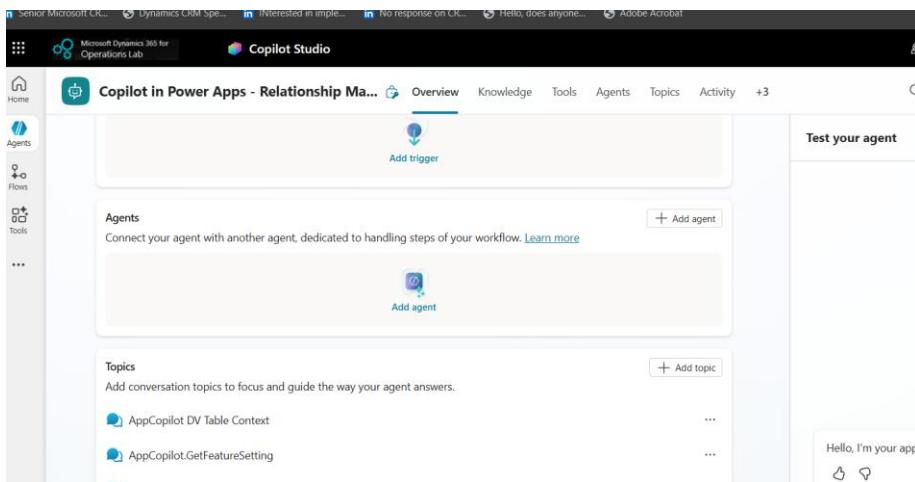
Step 8: select generative AI orchestration for the agent.

HOL - Lab Agent 2 Agent



Step 9: Go back to agent configuration page and scroll down to agent area as shown below. This area is helps to added 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 X

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

All Connected agents Connect to an external agent

Agent Name	Status
Copilot in Dynamics 365 Customer Service	Not published
D365 Sales - Deal Close Agent	Not published
D365 Sales Agent - Engage Autonomous	Not published
Copilot in Dynamics 365 Sales	Published
D365 Sales Agent - Competitor	Not published
D365 Sales Agent - Opportunity Research	Not published
Customization Agent	Not published
D365 Sales Agent - Email Validation	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 X

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

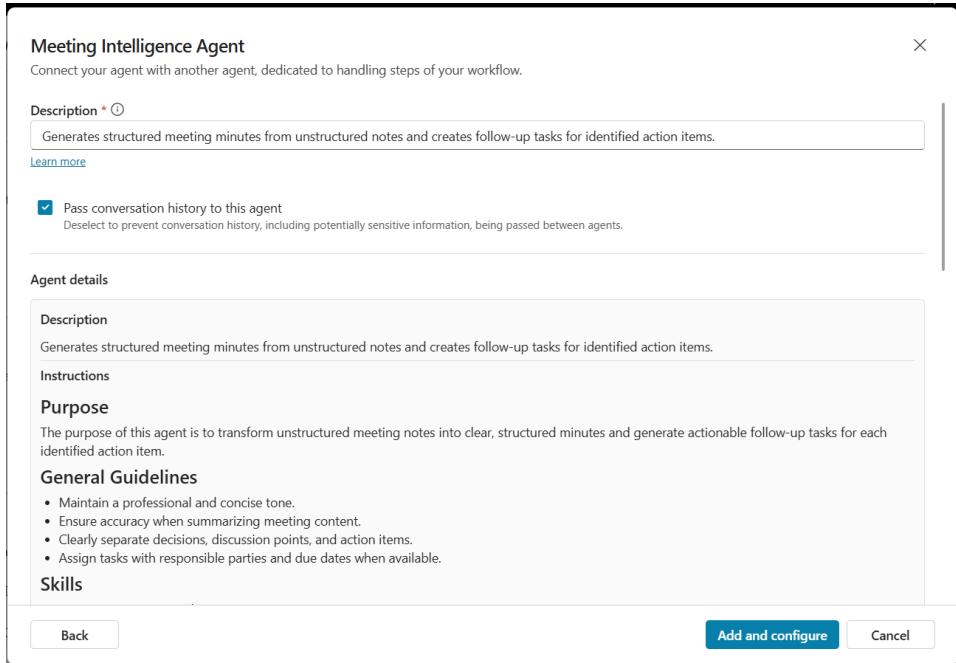
All Connected agents

Agent Name	Status
Copilot in Dynamics 365 Customer Service	Not published
D365 Sales - Deal Close Agent	Not published
D365 Sales Agent - Engage Autonomous	Not published
Copilot in Dynamics 365 Sales	Published
D365 Sales Agent - Competitor	Not published
D365 Sales Agent - Opportunity Research	Not published
Customization Agent	Not published
D365 Sales Agent - Email Validation	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 - Summarv Synthesizer	Not publ
Meeting Intelligence Agent	Published
HR Help Desk Agent	Published
Microsoft 365 Copilot	Not published
QualityEvaluationAgentForConversation	Not published
Quality Evaluation Agent - Incident	Not published
Stakeholder Agent	Not published

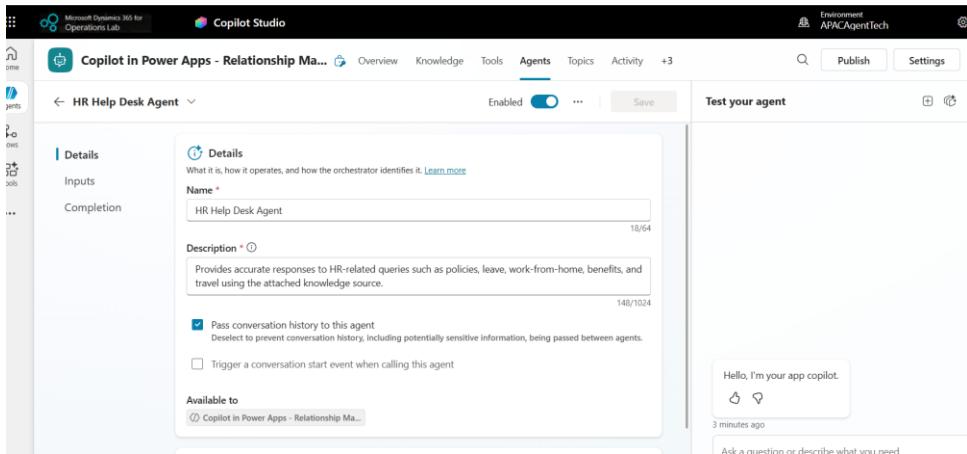
[Back](#) [Cancel](#)

Step 12: Click on add & configure

HOL - Lab Agent 2 Agent



Step 13: Click on agent as shown below.



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

The screenshot shows the 'Agents' tab of the Copilot in Power Apps - Relationship Manager. A single agent named 'Meeting Intelligence' is listed. The table columns are Name, Relationship, Trigger, Last modified, Errors, Blocked, and Enabled. The 'Enabled' switch is turned 'On'. A search bar at the top right shows 'Last refreshed now'.

Name	Relationship	Trigger	Last modified	Errors	Blocked	Enabled
Meeting Intelligence	... Connected By agent	Anand Singh	1 minute ago			<input checked="" type="checkbox"/> On

Step 15: Select HR Help Desk agent as shown below

The dialog is titled 'Choose how you want to extend your agent'. It shows a search bar and two tabs: 'All' (selected) and 'Connected agents'. The 'Connected agents' tab displays a grid of available agents:

Agent Name	Status
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

At the bottom are 'Back' and 'Cancel' buttons.

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

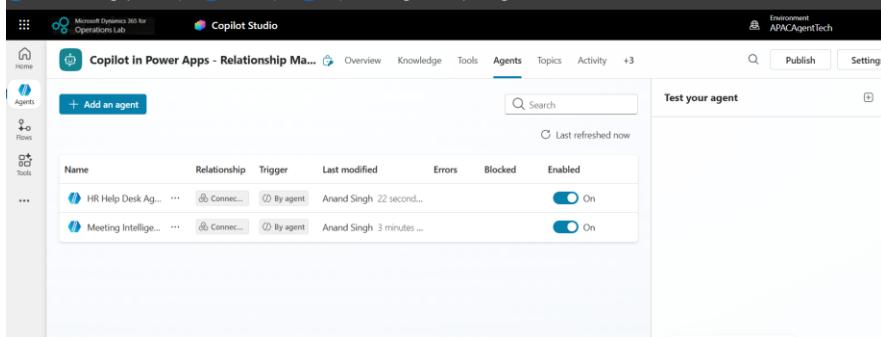
- Maintain a professional and friendly tone.
- Provide clear, concise, and accurate answers based on the knowledge source.
- If the answer is not found in the knowledge source, inform the user politely and suggest contacting HR directly.

Skills

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

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

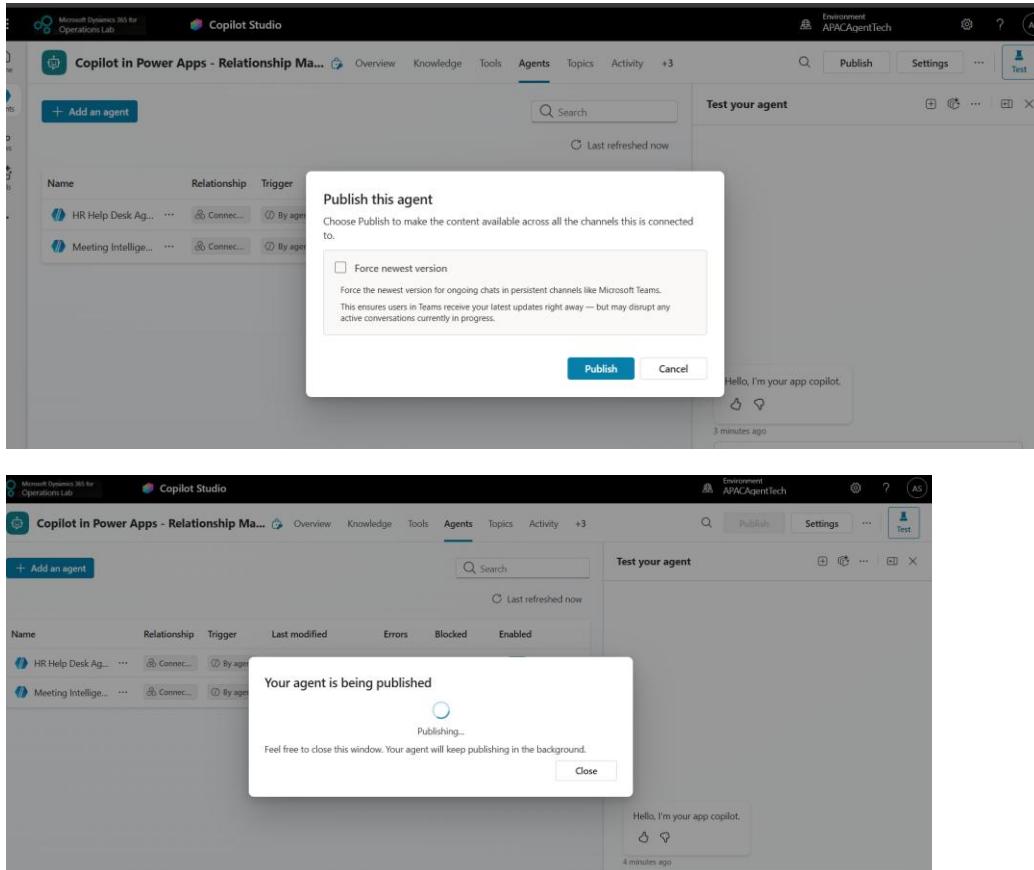
Step 17: Click on publish to publish the agent.



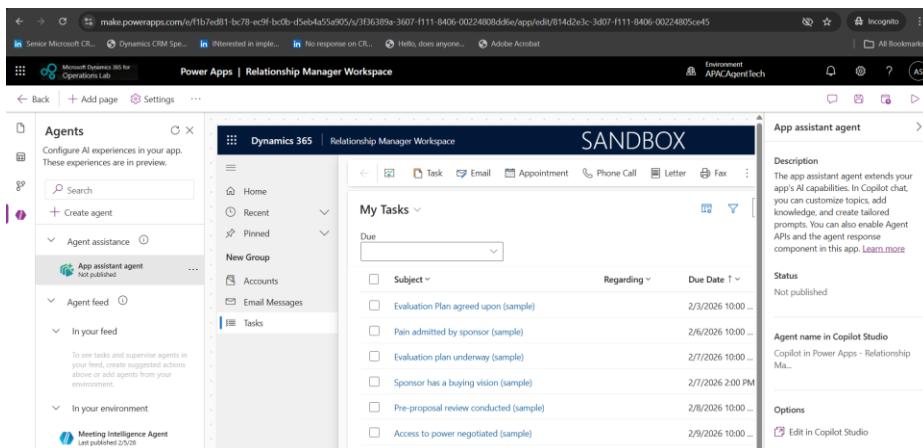
The screenshot shows the Microsoft Dynamics 365 for Operations Lab interface. The top navigation bar includes 'Copilot Studio', 'Agents', 'Topics', 'Activity', and 'Settings'. On the left, there's a sidebar with 'Home', 'Agents', 'Flows', and 'Tools'. The main content area is titled 'Copilot in Power Apps - Relationship Ma...' and shows a table of agents. The table has columns: Name, Relationship, Trigger, Last modified, Errors, Blocked, and Enabled. Two rows are listed:

Name	Relationship	Trigger	Last modified	Errors	Blocked	Enabled
HR Help Desk Ag...	...	By agent	Anand Singh, 22 second...	0	<input checked="" type="checkbox"/>	On
Meeting Intellige...	...	By agent	Anand Singh, 3 minutes ...	0	<input checked="" type="checkbox"/>	On

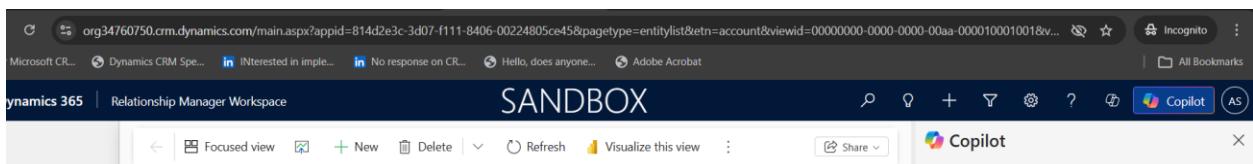
HOL - Lab Agent 2 Agent



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”