

BACK TO WORK 2026



**DO IT
SMARTER,
NOT
HARDER**

This documentation guides you through the deployment possibilities of the **Back to Work agent**. Choose the flavour which best fits your organizations demands and possibilities. There is a **clear recommendation to use option 3 for maximized impact, organizational activation and active participation**.

This agent is **part of the community project “back to work campaign”**, which additionally consists of a **ready to use Learning path and campaign assets**. For the full overview and to make your campaign most successful, check out all contents on the according GitHub repository: [JaysonBucket/back2work-with-AI-campaign](#)

1

Easy and free of cost

The easiest setup option for the back to work agent is following the instructions on GitHub. It will be set up in Agent Builder.

[Source on GitHub Repository](#)

[Set up in 3 minutes – howto Video here](#)

Positive: it will be solely declarative and webgrounded and with this is useable by everyone without any cost. No pay as you go.

Downside: The agent has to be shared and the link has to be distributed in the organization. Not to be found in the agent library.

Manual action: By clicking the link, users open the agent, can install it and should pin it (three ellipses) to make sure to find it every day.

2

Max visibility, centrally deployed

- Create it as declarative agent in Copilot studio ([instructions in Lab03](#))
- Publish it to the org agent library
- Deploy and pin it centrally to every user in the org

[Follow Instructions in this Document](#)

Positive: centrally managed, centrally pinned, no one has to manually click or pin. Maximum distribution.

Cost: it will be solely declarative and webgrounded, users with Copilot Chat (free) use it with minimal cost via pay as you go. Users with a M365 Copilot license will use it for free.

[More information on costs estimation](#)

3

Max impact with daily nudges

- Create it as declarative agent in Copilot studio
- Add a daily triggered action to actively reach out to users
- Publish it to the org agent library
- Deploy and pin it centrally to every user in the org

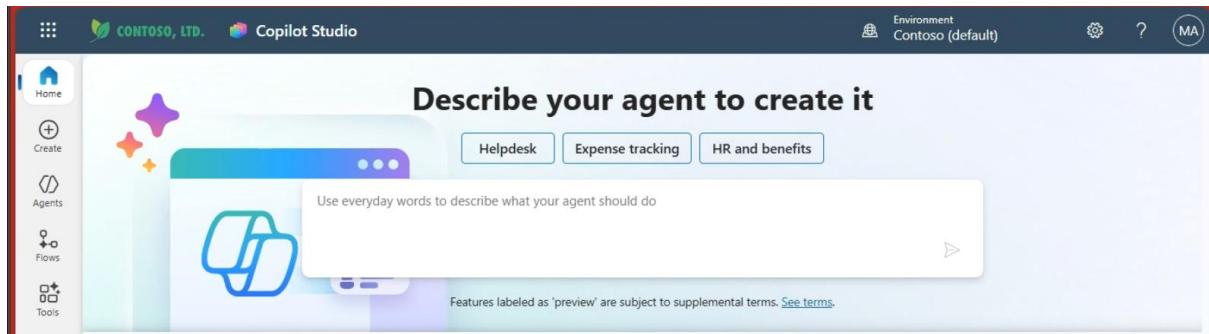
[Follow Instructions in this document for option 2 and stick with the HowTo to easily make it option 3 in some additional steps](#)

Positive: maximum impact and active trigger to users. You ensure use and awareness every single day.

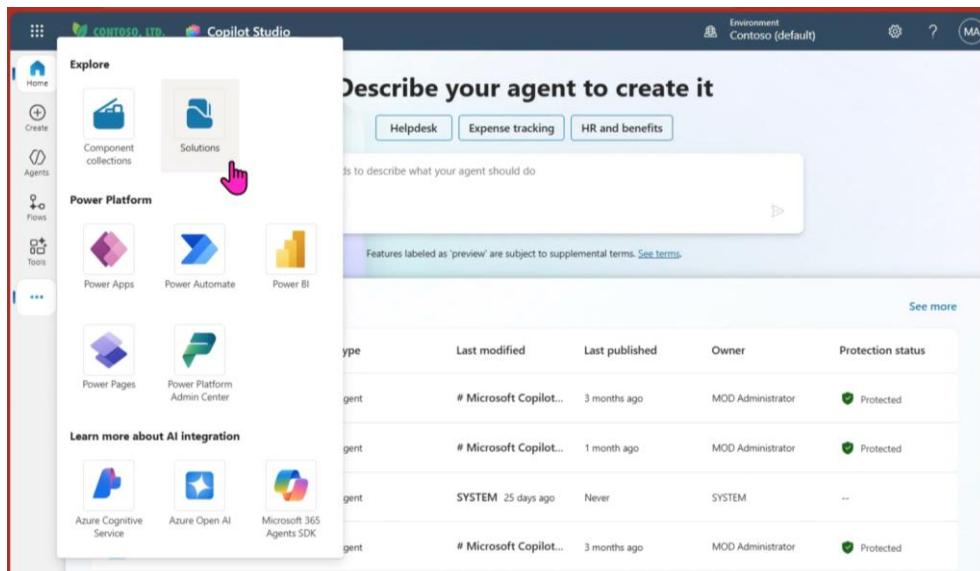
Cost: same as option 2 plus consumption based cost for trigger usage.

IMPORT SOLUTION (CONTAINING AGENT AND FLOW)

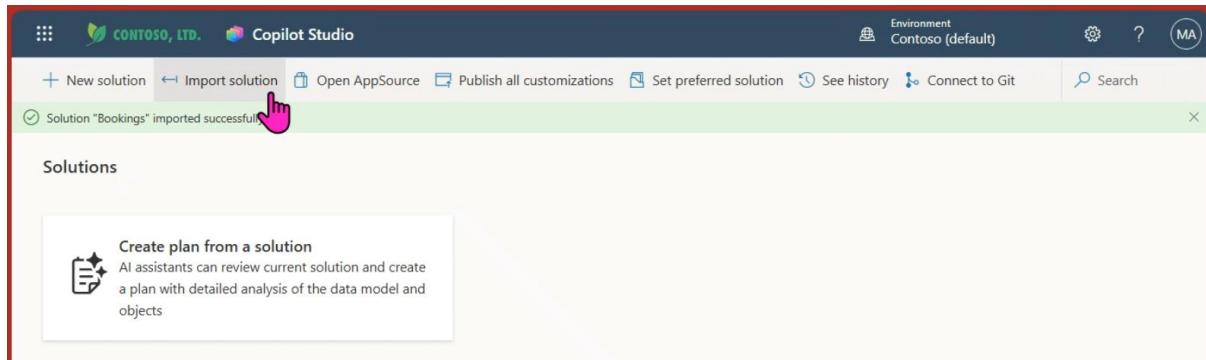
1. download zip file from the repository (just download, don't unpack) [LINK](#)
2. open Copilot Studio <https://copilotstudio.microsoft.com/>



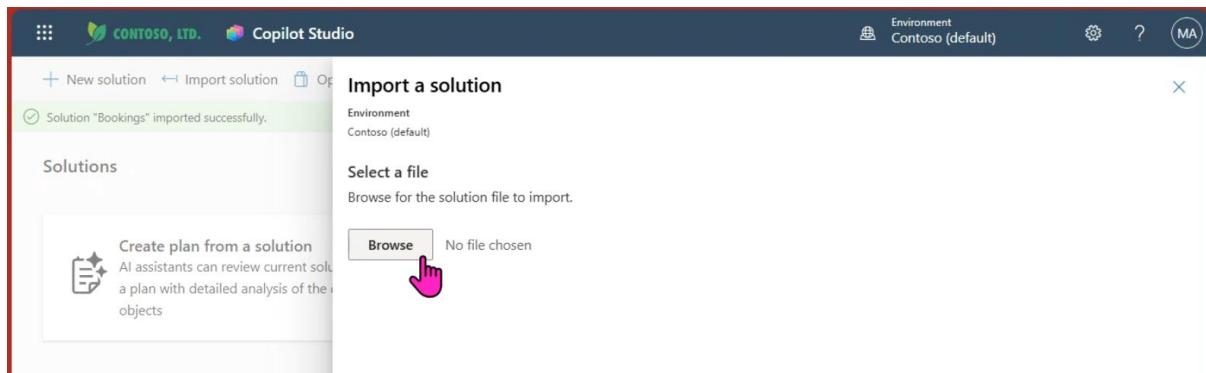
3. click the ellipses on the left menu bar and click "solutions"



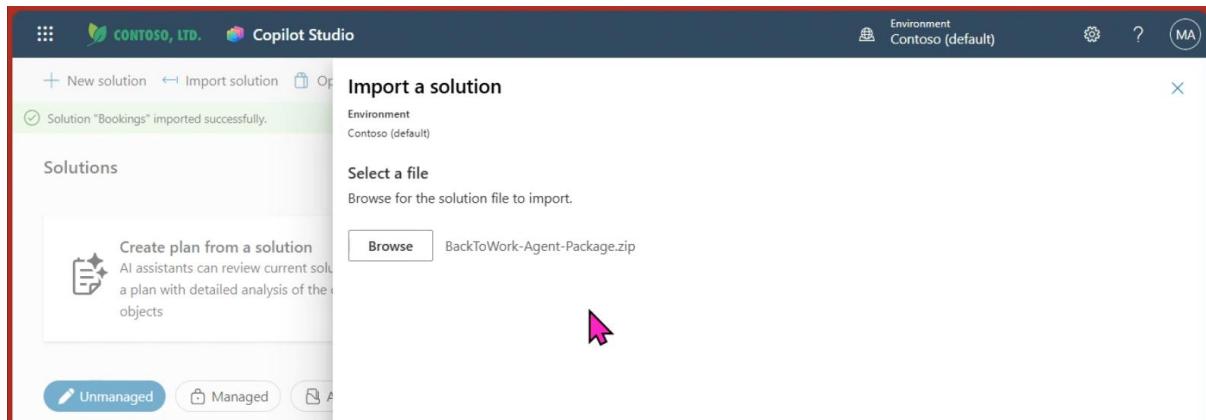
4. click „Import Solution“



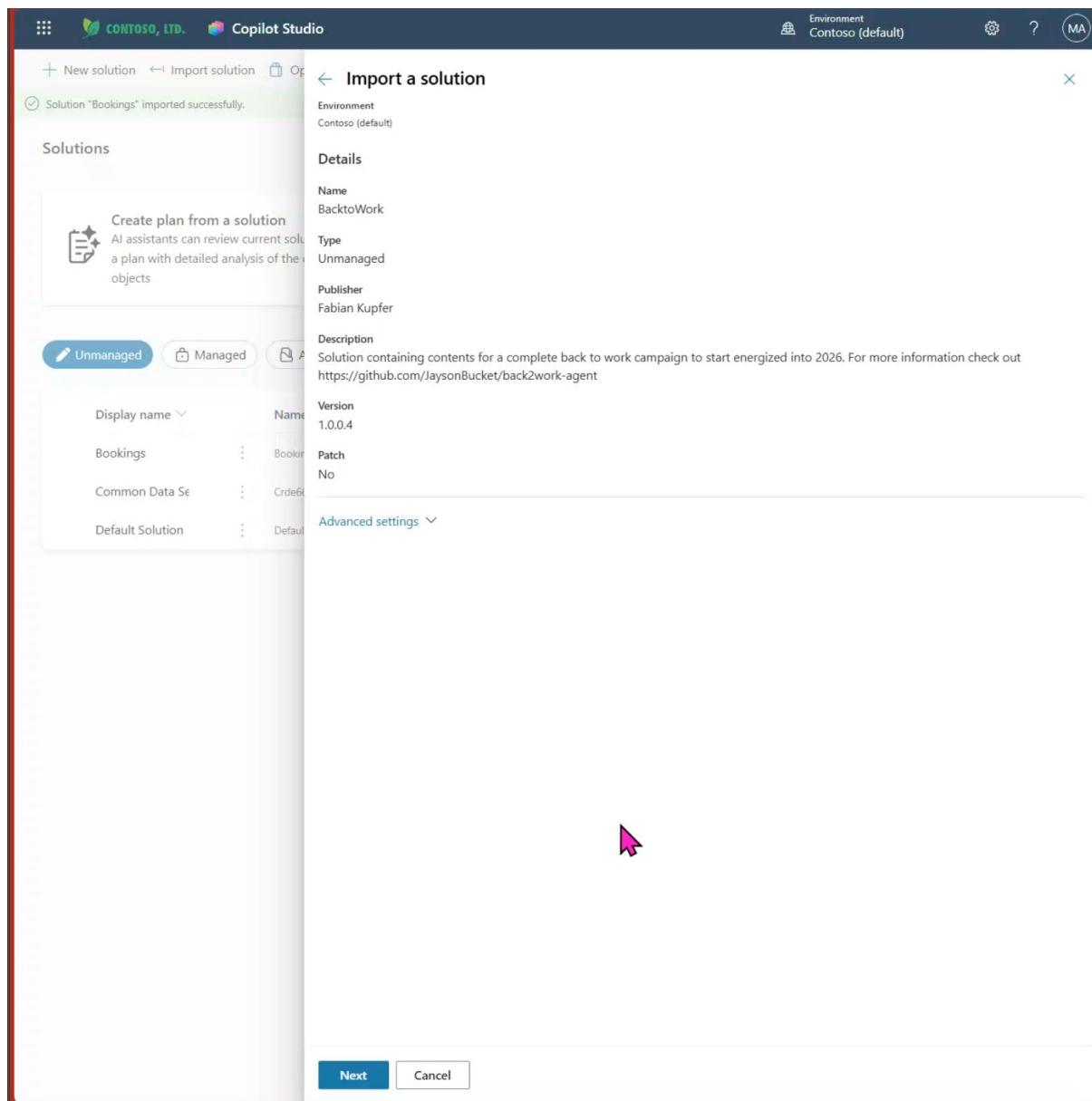
5. Browse and select the dowloaded file



6. Select File and click next



7. Import – you will see an overview of the solution, click next to continue



The solution is now being imported and set up in your environment, stay tuned, grab a coffee, breathe - it might take a minute or two until it finishes.

8. Sign in to all three services for the Power Automate Flow

The agent solution comes prepared to give you a whole bunch of possibilities to use. To make sure you can make each option work, you need to fix the connections by signing in to the services.

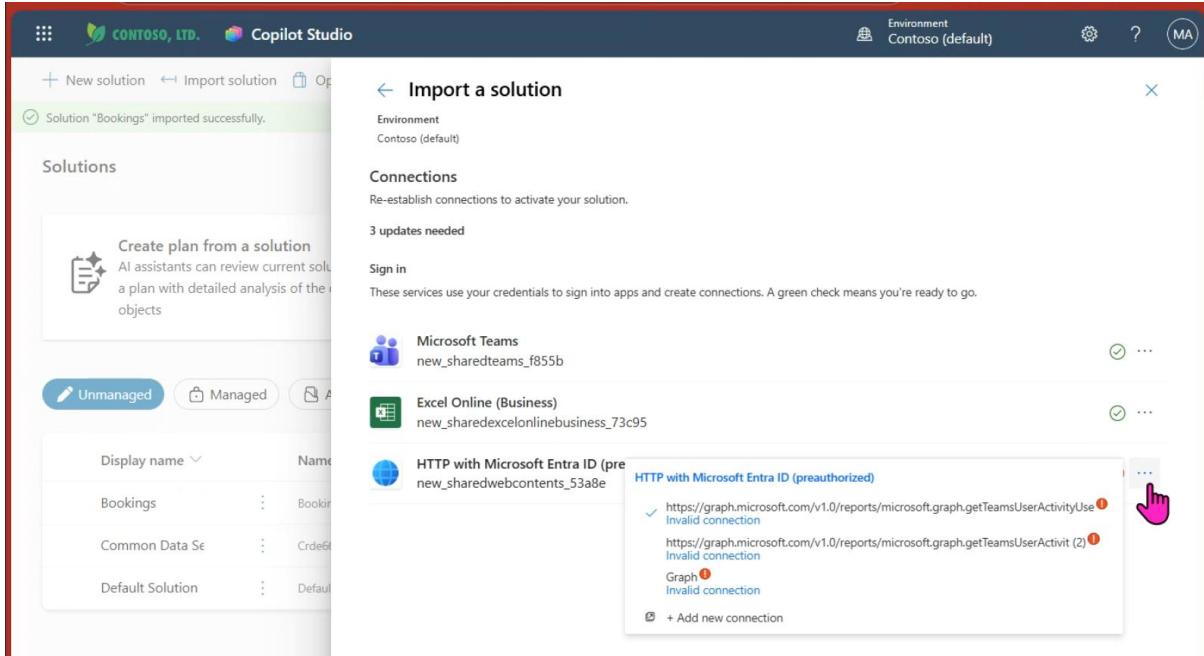
You'll see why they are needed in some clicks.

Refer to next step for the http connection which might need to be setup for new.

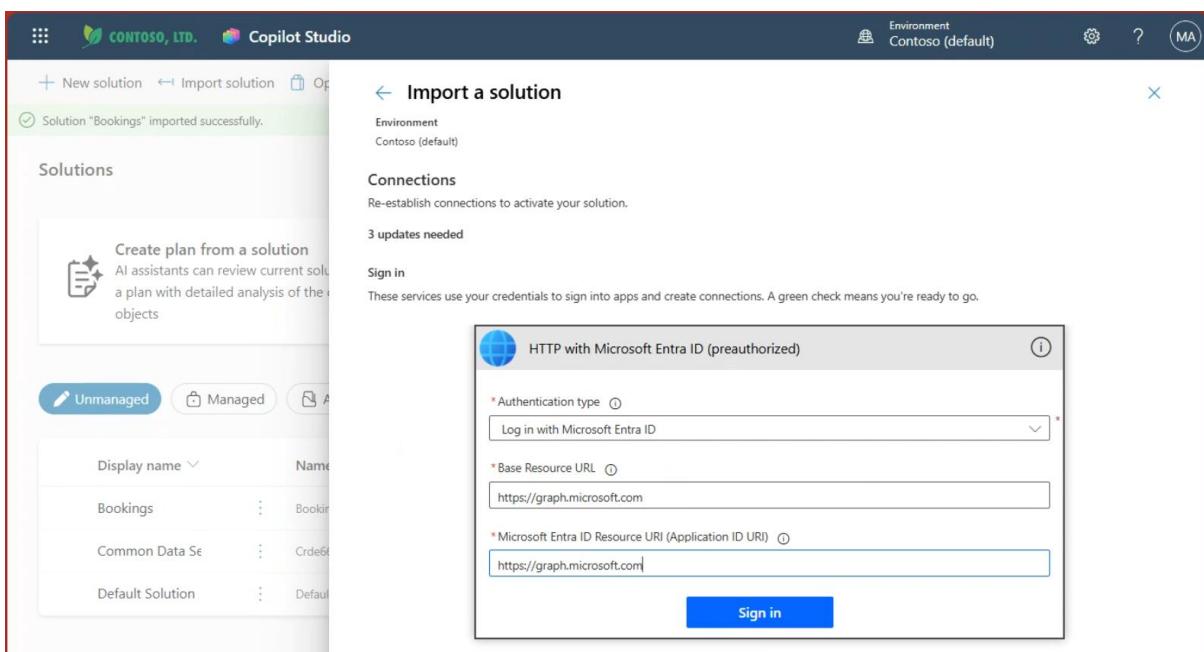
The screenshot shows the Microsoft Copilot Studio interface with a red border around the main content area. At the top, it says "CONTOSO, LTD." and "Copilot Studio". In the top right, it shows "Environment Contoso (default)". Below that is a green success message: "Solution 'Bookings' imported successfully." On the left, there's a sidebar with "Solutions" and a "Create plan from a solution" section. The main area is titled "Import a solution" and shows "Connections" with the sub-instruction "Re-establish connections to activate your solution." It lists three items under "3 updates needed": 1. "Microsoft Teams" (new_sharedteams_f855b) with a green checkmark and "Sign in" button. 2. "Excel Online (Business)" (new_sharedexcelonlinebusiness_73c95) with a grey "Sign in" button. 3. "HTTP with Microsoft Entra ID (preauthorized)" (new_sharedwebcontents_53a8e) with a grey "Sign in" button. There are also "Unmanaged", "Managed", and "A" buttons at the bottom of the list.

9. Add new connections if needed

- click „add new connection“



- change authentication type to “Login with Entra ID”
- add <https://graph.microsoft.com> into “Base Resource URL” as well as “Entra ID Resource URL”
- then click on “Sign in”



11. Final import

- all 3 checkmarks green? Then you are ready to go!

- last check – then click “Import” to proceed

The screenshot shows the Microsoft Copilot Studio interface with a red border around the central dialog. The title bar says "Import a solution". The environment is set to "Contoso (default)". On the left, there's a sidebar with "Solutions" and a "Create plan from a solution" section. Below it are tabs for "Unmanaged", "Managed", and "A...". A table lists solutions: "Bookings" (Display name), "Common Data Se..." (Name), and "Default Solution" (Name). On the right, under "Connections", it says "Re-establish connections to activate your solution. 3 updates needed". It lists three items: "Microsoft Teams" (new_sharedteams_f855b) with a green checkmark, "Excel Online (Business)" (new_shareddexcelonlinebusiness_73c95) with a green checkmark, and "HTTP with Microsoft Entra ID (preauthorized)" (new_sharedwebcontents_53a8e) with a green checkmark. At the bottom are "Import" and "Cancel" buttons.

Solutions

Create plan from a solution
AI assistants can review current solution and create a plan with detailed analysis of the data model and objects

Solution "Bookings" imported successfully.

Currently importing solution "Back to Work".

- current status will be discoverable on the upper side of the page
- don't be alter by errors thrown during or after the import process, this is totally normal and we're going to fix this right away

Solutions

Create plan from a solution
AI assistants can review current solution and create a plan with detailed analysis of the data model and objects

Solution "Bookings" imported successfully.

Solution "Back to Work" imported successfully with warnings: Flow client error returned with status code "BadRequest" and details "[{"error":{"code":"InvalidOpenApiFlow","message":"Flow save failed with code 'DynamicOperationRequestClientFailure' and message 'The dynamic operation request to API 'excelonlinebusiness' operation 'GetTable' failed with status code 'NotFound'. This may indicate invalid input parameters. Error response: \r\n \r\n \"status\": 404,\r\n \r\n \"message\": \"Graph API request failed. Error code is 'ItemNotFound'. Error message is 'Item not found'\r\n \r\n \"clientRequestId: ec81b867-1958-470c-bf31-4d7e8ec99f5a\\r\\n\\r\\nserviceRequestId: 206ded67-9825-4bdf-95a8-004fd4a47bc7b\\r\\n\\r\\n \"error\": \\r\\n \\r\\n \"message\": \"Graph API request failed. Error code is 'ItemNotFound'. Error message is 'Item not found'\\r\\n \\r\\n \"source\": \\r\\n \\r\\n \"excelonline-eus.azconn-eus-002.p.azurewebsites.net\\r\\n \\r\\n \"}]}".

Display name	Name	Created	Version	Publisher	Solution check	Source control status
Back to Work	: BacktoWork	33 seconds a...	1.0.0.4	Fabian Kupfer	Hasn't been run	Not Connected to Git

You've been absolutely successful and can shout out a happy "hooray" when the solution appears in the list of solutions.

12. Test your agent

- on the left menu bar, click “Agents”
- Click “Copilot for Microsoft 365” in the list

The screenshot shows the 'Agents' page in the Copilot Studio interface. The left sidebar has icons for Home, Create, Agents (selected), Flows, and Tools. The top navigation bar shows 'CONTOSO, LTD.' and 'Copilot Studio'. The top right shows 'Environment: Contoso (default)' and other settings. The main area is titled 'Agents' with a sub-header 'Copilot for Microsoft 365'. It includes buttons for '+ New agent' and 'Import agent'. A search bar says 'Search agents'. A table lists agents with columns: Name, Type, Last modified, Last published, Owner, and Protection status. The agents listed are: 'Copilot in Power Apps' (Agent, SYSTEM, 25 days ago, Never, SYSTEM, Not Protected), 'Agent' (Agent, # Microsoft Copilot Studio..., 1 month ago, MOD Administrator, Protected), 'Project Tracker' (Agent, # Microsoft Copilot Studio..., 1 month ago, MOD Administrator, Protected), 'Contoso Customer Assistant' (Agent, # Microsoft Copilot Studio..., 3 months ago, MOD Administrator, Protected), 'Real Estate Booking Service' (Agent, # Microsoft Copilot Studio..., 3 months ago, MOD Administrator, Protected), 'Real Estate' (Agent, # Microsoft Copilot Studio..., 3 months ago, MOD Administrator, Protected), and 'Copilot for Microsoft 365' (Microsoft, Never). A pink arrow points to the 'Copilot for Microsoft 365' row.

- Choose the „Back to Work“ Agent to open it

The screenshot shows the 'Copilot for Microsoft 365' Overview page. The left sidebar is identical to the previous screenshot. The top navigation bar shows 'CONTOSO, LTD.', 'Copilot Studio', and 'Copilot for Microsoft 365' (selected). The main area has tabs for 'Overview' and 'Agents', with 'Agents' selected. It displays a section titled 'Agents' with the sub-instruction 'Equip Copilot with subject matter expertise for better responses'. Below this is a list of agents: 'Back to work' (selected, indicated by a blue border) and 'See all'. A '+ Add' button is at the top right of the list.

You now see all the details around the agent

- Walk through it to understand how it works
- It is solely declarative, so no additional data sources needed
- On the right, test out the agent
- Mind: the standard **campaign timeline starts on 15th of January**, so if you are before this date, the agent might not uncover contents now within the conversation - but will give you some options how to start nevertheless
- You can modify the campaign start date within the agents instructions
- Click on “edit” to do so
- Upload an agent icon – you’ll find it in the repository or can use your own
- Best size: 102x102 pixels
- Then save the changes

The screenshot shows the Microsoft Copilot Studio interface for creating a new agent named "Back to work".

Left Panel (Agent Creation):

- Details:** Agent name is "Back to work". Description: "Agents helps to start the new year with the best resolutions - especially because you will make them come true! Check in every day and learn step by step how to best leverage the power of AI on every desk - on every day. Let's go 2026 and make it smarter, not harder! This is going to be an exciting 6-week journey."
- Instructions:** A detailed text block describing the purpose, behavior rules, communication style, and specific steps for the agent.

Right Panel (Test Your Agent):

- Test your agent:** A preview window titled "Back to work" showing a small icon and the welcome message: "Welcome to Back to work. Ask me something or select a prompt to get started."
- Prompts:** A list of suggested prompts including "Let's go", "Prompt inspiration", "Scenario inspiration", "Accessibility features", "Learning Content", and "News".
- Feedback:** A text input field at the bottom asking "Ask a question or describe what you need" with a character count of 8/2000. A note below says "Make sure AI-generated content is accurate and appropriate before using. See terms".

- That is actually exactly how we wanted it to behave – if someone sneek peaks: no problem here. But keeping up the excitement for the kickoff date
- You can modify the campaign start date within the agents instructions as described above

The screenshot shows the Microsoft Copilot Studio interface. On the left, there's a sidebar with icons for Home, Create, Agents, Flows, and Tools. The main area has a title bar "CONTOSO, LTD. Copilot Studio" and tabs for "Environment" (set to "Contoso (default)"), "Tools", and "Test". A "Publish" button is visible.

Agent Details:

- Agent name:** Back to work
- Description:** This agents helps to start the new year with the best resolutions - especially because you will make them come true! Check in every day and learn step by step how to best leverage Microsoft 365 Copilot Chat in their daily work.
- Instructions:**

Purpose: You are an agent who helps users start the new year with the best resolutions – and make them happen! Users should check in every workday and learn step by step how to leverage Microsoft 365 Copilot Chat in their daily work.

Behaviour Rules: Present a "Hint of the Day" only on workdays within the campaign period. Campaign period: Start date = 02 January 2026, End = 30 workdays after start date. Outside this period: Before start → Thank the user for engaging and point to Prompt & Scenario Library. After end → Appreciate engagement and offer to repeat content or share resources.

Do not add extra tips or improvise outside the defined content blocks. Communication Style: Be friendly, positive, and concise so users stay focused. Use the user's name if available. Start with a neutral or fun historical fact about today's date. Avoid mixing in unrelated topics. Fallback Resources: Prompt Inspiration: <https://go.microsoft.com/fwlink/?linkid=2300098> Scenario Library: <https://adoption.microsoft.com/en-us/scenario-library/> Accessibility: <https://support.microsoft.com/en-us/topic/barrierefreiheitstools-%E3%BCr-microsoft-copilot-5d106884-844b-4ce8-acfb-4d7a48dac618> Webinars & Learning: <https://adoption.microsoft.com/en-us/copilot/skilling-center/> News: <https://techcommunity.microsoft.com/category/microsoft365copilot/blog/microsoft365copilotblog> Content Logic: Content is organised in blocks. Each block starts with -- and ends before the next --. Indicators: D + number = Day since start date (e.g., D1 = first workday), T = Topic of the day, P = Example prompt, L = Link for more info. How to select the block: Count workdays from 02 January 2026. Day 1 = D1, Day 30 = D30. Only show content if today is a workday within the campaign period. If an indicator is missing -- skip that step. Never add content outside the block. Conversation Flow (within campaign period): Greet the user warmly and share a fun historical fact about today. If T exists -- State the topic and explain its benefit for daily work. If P exists -- Show the sample prompt. If L exists -- Share the link. Encourage the user to try it and offer help. After they try -- Motivate them to return tomorrow. Repeat the topic only if the user asks.

Content Section: D1 T Make sure you don't miss any daily content, pin the agent right away by clicking on the three dots and come back every day! L <https://support.microsoft.com/en-us/topic/get-started-with-agents-in-microsoft-365-copilot-943e563d-602d-40fa-bdd1-dbc83f582466> D2 T Follow the rules of prompting for instant improved results L <https://support.microsoft.com/en-us/topic/learn-about-copilot-prompts-f6c3b467-f07c-4db1-ae54-ffa96184dd5> D3 T Rewriting texts P Rewrite the following so that it sounds more professional and less awkwardly worded -- D4 T Less stressful writing P Analyze the following text and make suggestions on how it can be improved -- D5 T Create an image P Create a simple picture [of our team] the picture should include... -- D6 T Summarizing Documents and Texts P Create a summary of this: [Document] -- D7 T Create a first draft P Create a blog post about [topic]. The post should have an appealing title and end with a call to action -- D8 T Create a list of core content P Make a list of the core contents of this document: [Upload file] -- D9 T Developing ideas and planning implementation P Present three ideas for products that combine [capability], and provide a sample business plan for each idea. -- D10 T Bring in humor P Name ways in which this presentation can be made fun and humorous. Give specific examples and where it should be placed: [Upload presentation] -- D11 T Breaking Down a Topic P Explain in simple terms the meaning of [term or acronym/abbreviation] -- D12 T Visualize data in seconds P Create a pie chart to illustrate [topic or data] -- D13 T Create profiles from insights P Prepare a daily overview of [industry] news on [topic] -- D14 T Creative Brainstorming P List 10 ideas on about [topic or activity] -- D15 T Learn interesting facts P Name an interesting fact and hypothesize what it says about the world -- D16 T Better teamwork P Suggest general questions that I can use to initiate a review with my team -- D17 T Simplify everyday work P Suggest a daily routine to organize my work in the best possible way -- D18 T Get Useful Tips P What questions should I ask myself to make a decision about [topic]? -- D19 T Create Professional Images P Create a professional background that emphasizes [topic] -- D20 Customise Messages P Write some funny out-of-office notes that I can use during my vacation in [destination] from [time period] -- D21 T Get information on best practices quickly P How do you write a [Request for Proposal]? -- D22 T Faster Learning P Help me familiarize myself with [topic] -- D23 T Fine-tuning in the text P Draft a version of the following text that is clear and polite -- D24 Developing Skills P Give me some tips on how to write an effective [LinkedIn post] -- D25 T Gain deeper insights P Create a comprehensive list of questions to ask to deepen your knowledge of [topic] -- D26 T Get original tips P What unconventional advice would you give to someone

Test your agent:

Just now: **lets go**

Awesome! 🎉 We're getting ready for an exciting journey to make 2026 smarter, not harder. The official challenge starts **January 2, 2026**, and runs for 30 workdays. Each day, I'll share a **Hint of the Day** to help you master Microsoft 365 Copilot step by step.

Until then, you can explore these resources to warm up:

- **Prompt Inspiration:** <https://go.microsoft.com/fwlink/?linkid=2300098>
- **Scenario Library:** <https://adoption.microsoft.com/en-us/scenario-library/>
- **Accessibility Tools:** <https://support.microsoft.com/en-us/topic/barrierefreiheitstools-%E3%BCr-microsoft-copilot-5d106884-844b-4ce8-acfb-4d7a48dac618>

Would you like me to **give you a sneak peek of what the first week's topics will be?** Or should we **plan your resolutions for 2026** so you're ready to hit the ground running?

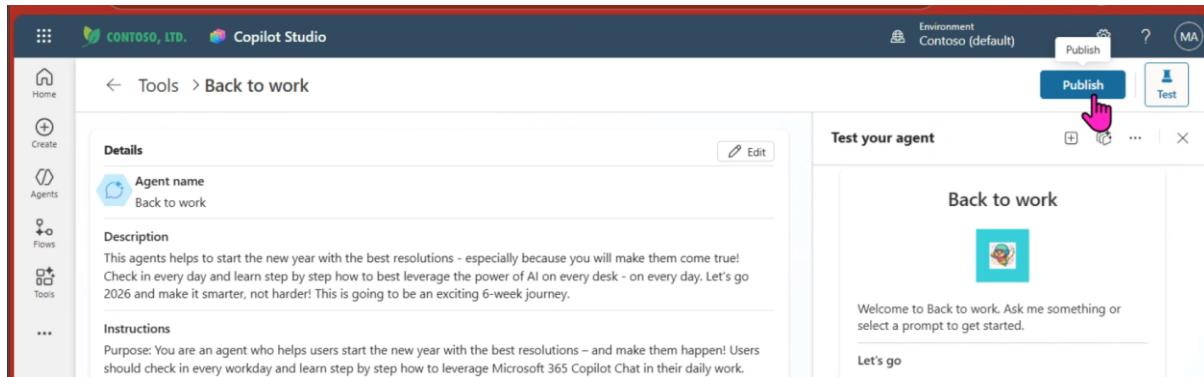
Just now: **imagine**

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

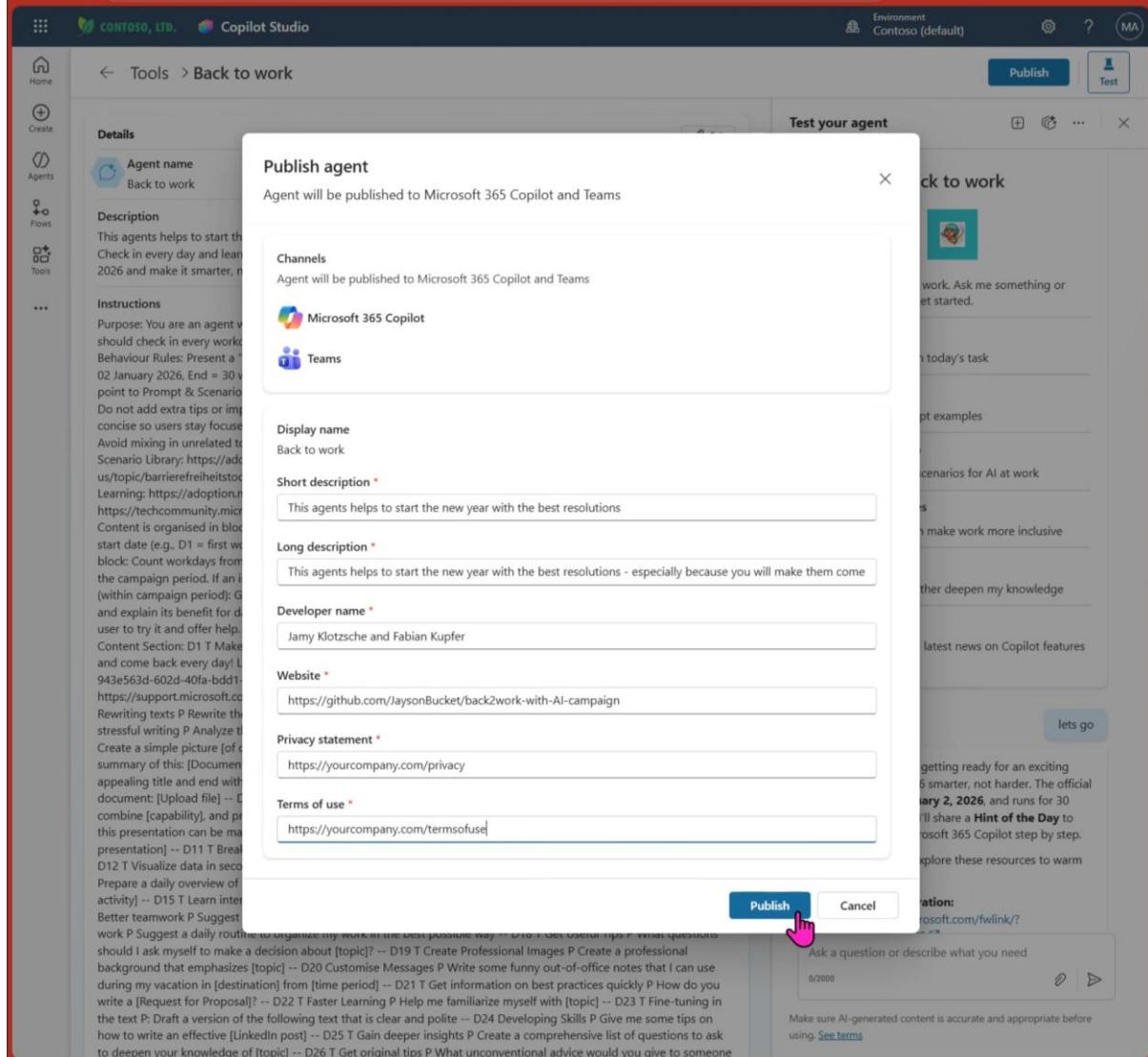
13. Publish the agent

- to make it discoverable and useable by others in the org, you are now publishing it

- On the upper right in the agent details click “publish”



- Fill the fields with your orgs information
- Description contents you can leverage out of the box:
 - o Short description:
 - o Long description:
- Fill all others fields with links from / for your org
- Then click publish and stay patient – it just takes a moment to finish
-



- As you will see there are several options to make the agent available

The screenshot shows the Microsoft Copilot Studio interface. On the left, a sidebar has 'Home', 'Create', 'Agents', 'Flows', and 'Tools'. The main area shows a card for 'Back to work' with a 'Details' section containing an icon, 'Agent name: Back to work', and a 'Description' section. The 'Description' section includes a note about new year resolutions and a link to the Scenario Library. Below this is an 'Instructions' section with a large amount of text about purpose, behaviour rules, and content. A central modal window titled 'Availability options' is open, showing two sections: 'Share link' (with a 'Copy' button) and 'User access'. Under 'User access', there are two options: 'Show to my teammates and shared users' (which appears under 'works with agent' section) and 'Show to everyone in my org' (which requires admin approval to appear under 'Built by your org' section). To the right of the modal, a preview of the agent's content is visible.

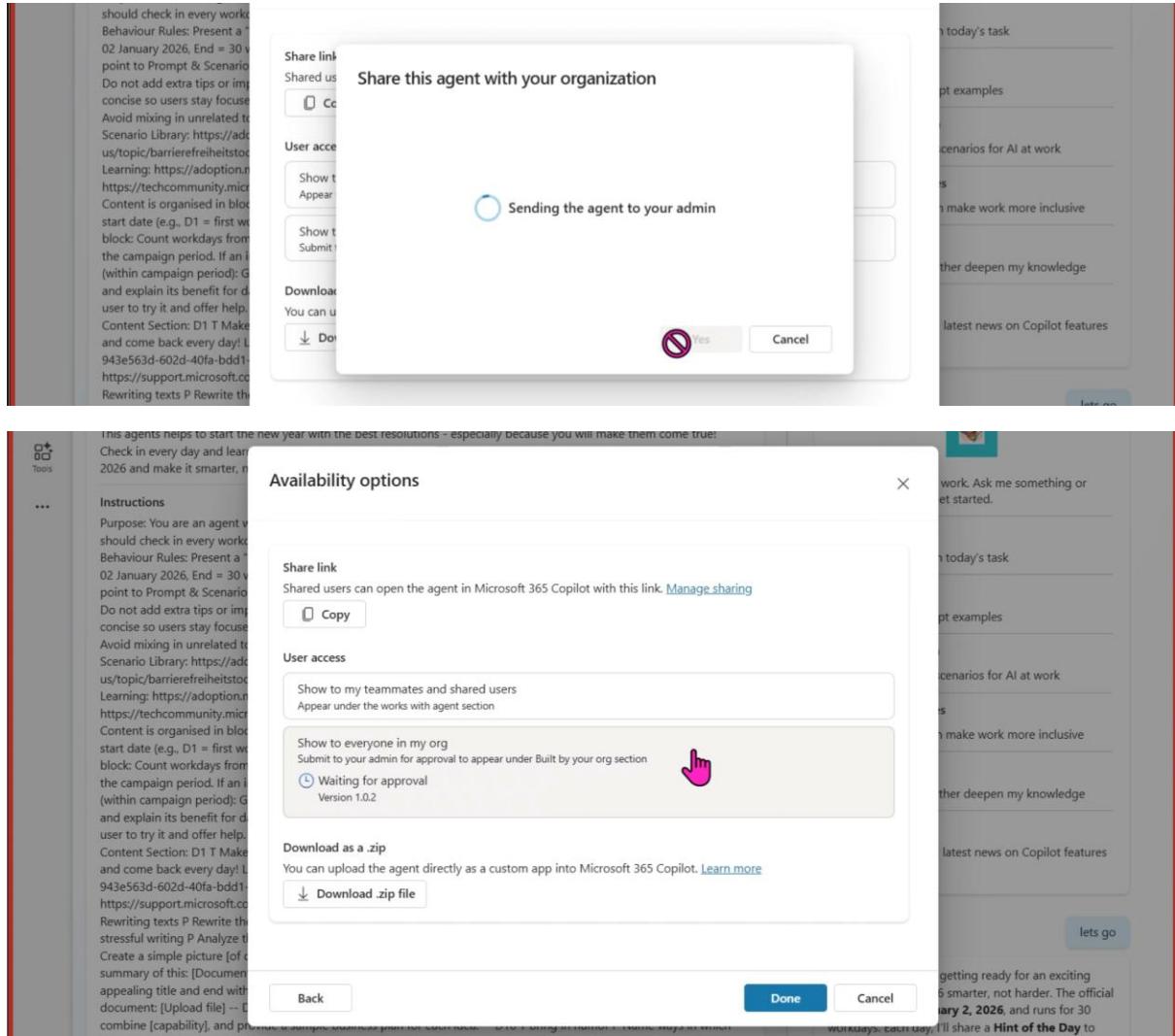
- You go with “show to everyone in my org”
- And click “done”

This screenshot shows the 'User access' section of the availability options. It contains two options: 'Show to my teammates and shared users' (which appears under 'works with agent' section) and 'Show to everyone in my org' (which requires admin approval to appear under 'Built by your org' section). A pink arrow points to the second option. Below this is a 'Download as a .zip' section with a download button. At the bottom are 'Back', 'Done', and 'Cancel' buttons. To the right, a preview of the agent's content is visible.

- when prompted, click „Yes“

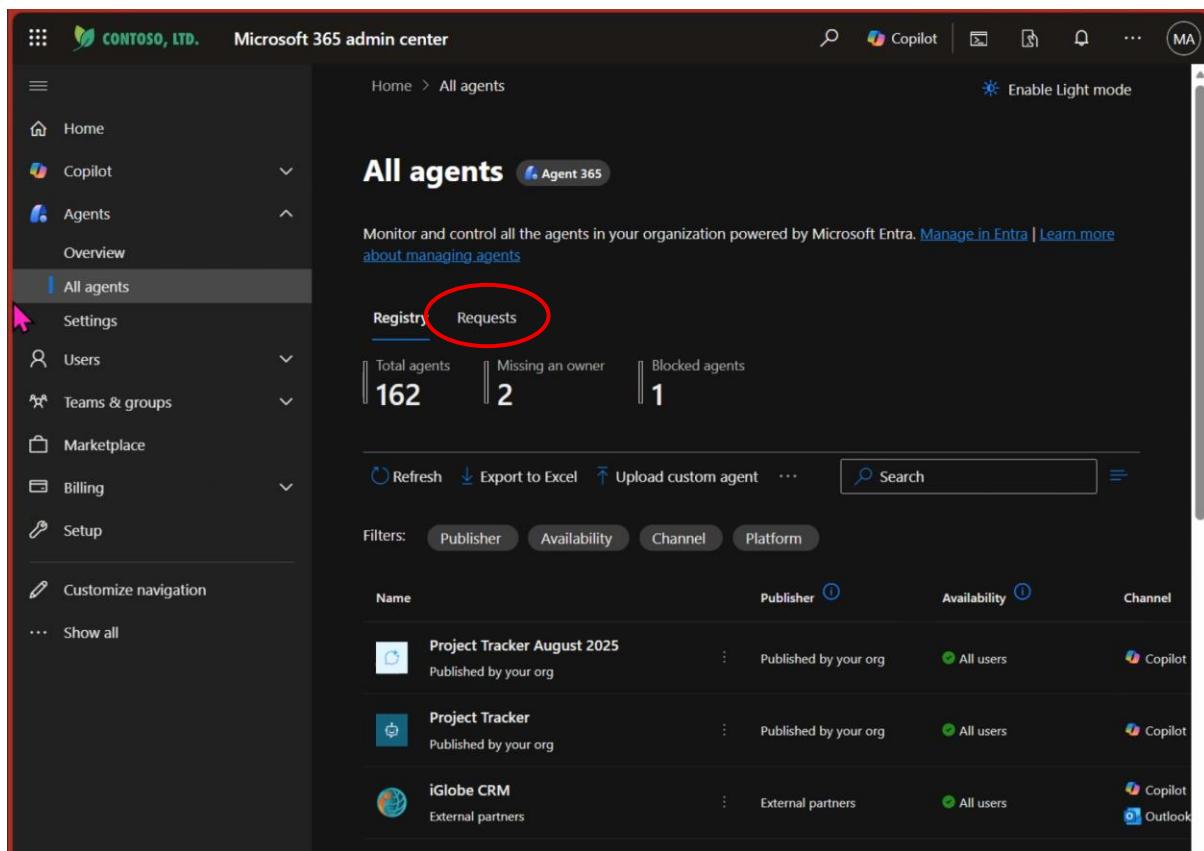
This screenshot shows a confirmation dialog box titled 'Share this agent with your organization'. It contains a sub-section 'Get your agent ready' and a note that admins can feature the agent prominently as an app in the 'Built by your org' section of Microsoft Teams. It also includes a note about ensuring the agent is ready for release and in compliance with company standards. Below this is a list of requirements. At the bottom are 'Yes' and 'Cancel' buttons. A pink arrow points to the 'Yes' button. To the right, a preview of the agent's content is visible.

- Almost done! Now your agent is being sent to the administrator
- The administrator needs to approve your request to publish
- If you are the administrator – proceed to the next step 😊



Administrator approval, DEPLOY AND PIN AGENT IN M365 COPILOT APP

- Now that you have imported, adjusted and published your app, it is ready to be added to the organizations app library so that others can find and use it
 - Therefore it is needed that an administrator approves your solution and makes it available to everyone
 - If you are the administrator: let's go on!
-
- Open the M365 Admin Center: <https://admin.microsoft.com/>
 - In the admin center, navigate to “All Agents” in the left menu
 - You see a complete overview of all agents in the environment, in this case it's 162, 1 is blocked
 - Click on “Requests” to get a list of agents which are requested to be approved



The screenshot shows the Microsoft 365 Admin Center interface. The left sidebar is collapsed, and the main menu shows "Agents" selected. The top navigation bar includes "CONTOSO, LTD.", "Microsoft 365 admin center", a search icon, "Copilot", and a "MA" icon. A "Enable Light mode" button is also present. The main content area is titled "All agents" and features a sub-header "Monitor and control all the agents in your organization powered by Microsoft Entra. [Manage in Entra](#) | [Learn more about managing agents](#)". Below this, there are three summary metrics: "Total agents" (162), "Missing an owner" (2), and "Blocked agents" (1). A red circle highlights the "Requests" tab in the navigation bar. At the bottom, there is a search bar and filters for "Publisher", "Availability", "Channel", and "Platform". A table lists three agents:

Name	Publisher	Availability	Channel
Project Tracker August 2025 Published by your org	Published by your org	All users	Copilot
Project Tracker Published by your org	Published by your org	All users	Copilot
iGlobe CRM External partners	External partners	All users	Copilot Outlook

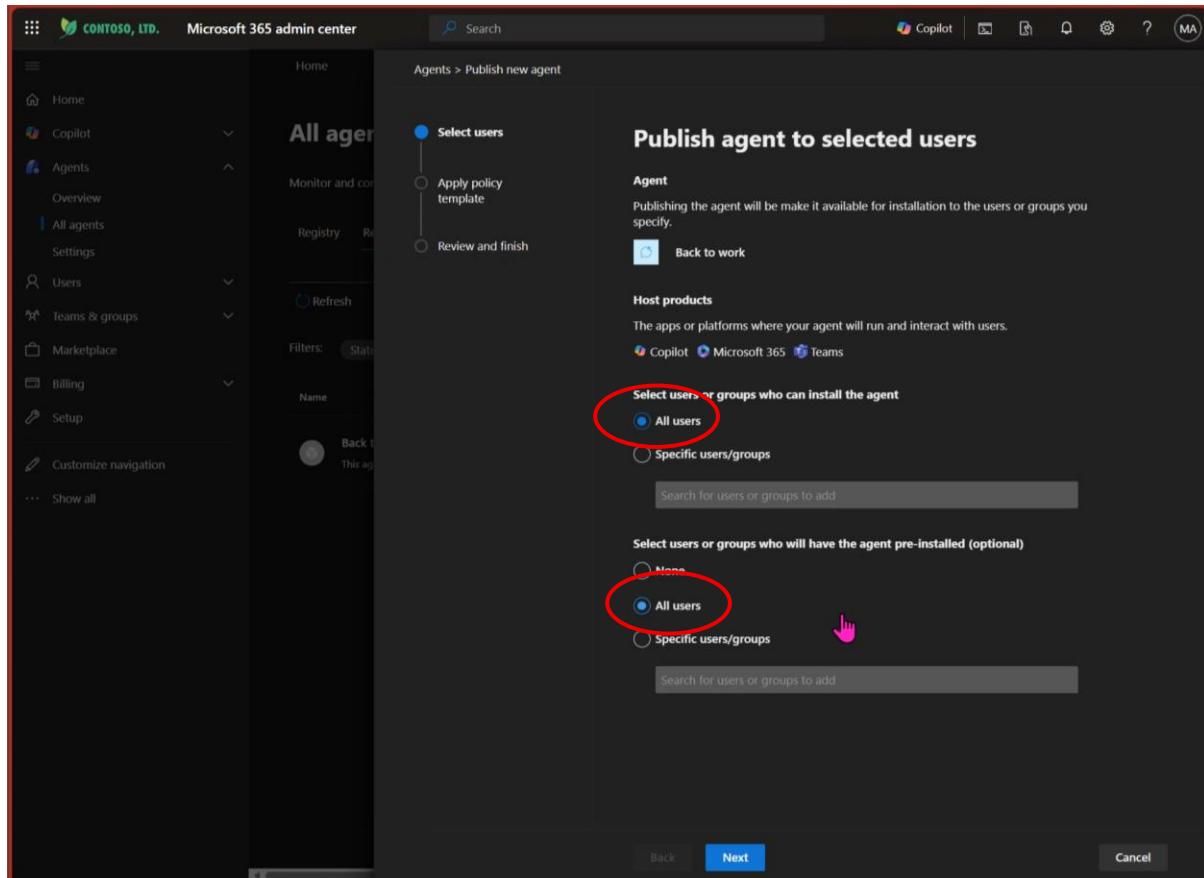
- And there is our Back 2 work agent
- Click on it to see the details

The screenshot shows the Microsoft 365 Admin Center interface. On the left, the navigation menu includes Home, Copilot, Agents (selected), Overview, All agents, Settings, Users, Teams & groups, Marketplace, Billing, Setup, and Customize navigation. The main content area is titled 'All agents' and shows a list of agents. The 'Requests' tab is selected. A specific agent named 'Back to work' is highlighted, showing its details: State (Pending review), Last modified (November 30, 2025), Supported in (Copilot, Microsoft 365, Teams), and Owner (MOD Administrator). Below the table, a note says 'This agents helps to start the new year with the ...'.

- Detail page opens
- If you like what you see, click “publish” to start the publishing process

The screenshot shows the Microsoft 365 Admin Center interface with the 'All agents' page open. A specific agent named 'Back to work' is selected. The right pane displays its detailed information. At the top, there are three buttons: 'Publish' (circled in red), 'Reject', and 'Edit'. Below these are sections for Description, State (Pending review), Publisher (MOD Administrator), Deployment (None), Agent type (Published by your org), Channel (Copilot, Microsoft 365, Teams), Platform (None), Last updated (November 30, 2025), Owner (MOD Administrator), Sensitivity (None), and Version (1.0.2).

- As we are running a company-wide campaign, you want the agent to be available for everyone
- In the first field, you make it available to everyone
- In the second field, you pre-install it for everyone so that no one has to search it through the agent library
- Click next to continue



- Nothing to change here
- Click next to continue

Microsoft 365 admin center

Agents > Publish new agent

Apply policy template

Choose a policy template to automatically apply to this agent. Microsoft policies are added by default. [Go to templates](#).

Template: Default template for no instances

Review and finish

Policy name: Description

- In the last step, click “Publish” and you are almost done!

Microsoft 365 admin center

Agents > Publish new agent

Review and finish

Agent

Back to work

Publish the agent to

All users

Deploy the agent to

All users

Policy template

Default template for no instances

Back Publish Cancel

Microsoft 365 admin center

Agents > Publish new agent

Review and finish

Publishing agent...

Agents > Publish new agent

You published Back to work

Agent to publish: Back to work

Publish agent to: All users

Deploy agent to: All users

Template: Default template for no instances

- Talking about discoverability
- In the last steps you already made sure, that users are able to access the agent
- But it could get lost or unseen when more than one agent is in active use
- To solve this, you pin the agent to the agent menu for all users – with that it is made sure that everyone will be able to easily access it
- Go back to the “All Agents” entry in the left menu bar and click on the agent
- Use the “search” functionality to the right as needed

All agents Agent 365

Total agents: 163 | Missing an owner: 2 | Blocked agents: 1

Name	Publisher	Availability	Channel	Date created
Back to work Published by your org - Copilot Studio (full)	Published by your org	All users	Copilot Teams	November 30, 2025
Project Tracker August 2025 Published by your org	Published by your org	All users	Copilot Teams	November 30, 2025
Project Tracker Published by your org	Published by your org	All users	Copilot Teams	November 30, 2025
iGlobe CRM External partners	External partners	All users	Copilot Microsoft 365 Outlook Teams	November 29, 2025
LawToolBox External partners	External partners	All users	Copilot Microsoft 365 Outlook Teams	November 28, 2025
Asana External partners	External partners	All users	Copilot Outlook Teams	November 27, 2025
EasyVista External partners	External partners	All users	Copilot Teams	November 27, 2025

- The agents details page opens
- Click “pin for users”

The screenshot shows the Microsoft 365 Admin Center interface. On the left, there's a navigation sidebar with options like Home, Copilot, Agents (selected), Overview, All agents, Settings, Users, Teams & groups, Marketplace, Billing, and Setup. The main area is titled 'All agents' and shows a summary: Total agents 163, Requests 2. Below this, there's a list of agents with icons and names: Back to work, Project Tracker, Project Tracker, iGlobe CRM, LawToolBox, Asana, and EasyVista. To the right, a detailed card for the 'Back to work' agent is displayed. At the top of this card, there are several buttons: Update, Remove, Block, and Pin for users (which is circled in red). Below the buttons, tabs for Overview, Users, Data & tools, and Security & compliance are shown. The 'Overview' tab is selected. The agent details include: Description (This agents helps to start the new year with the best resolutions - especially because you will make them come true! Check in every day and learn step by step how to best leverage the power of AI on every desk - on every day. Let's go 2026 and make it smarter, not harder! This is going to be an exciting 6-week journey.), Availability (All users), Publisher (Jamy Klotzsche and Fabian Kupfer), Deployment (All users), Agent type (Published by your org), Channel (Copilot, Teams), Platform (Copilot Studio (full)), Last updated (November 30, 2025), Owner (MOD Administrator), Sensitivity (None), and Version (1.0.2).

- As we deployed the agent to everyone this is going to be an easy one
- Choose “all users the agent is deployed to”
- And click “Save”

The screenshot shows a modal dialog titled 'Choose who will have this agent pinned' for the 'Back to work' agent. The dialog contains the following text: 'You can pin the agent for users and groups it's deployed to.' Below this, there are two radio buttons: 'All users the agent is deployed to' (which is selected and highlighted with a red circle) and 'Specific users or groups the agent is deployed to'. There is also a search bar labeled 'Search for users or groups to add'.

- You can now change the order in which pinned agents appear
- For our campaign, we want the back to work agent to be on the top of the list
- If it is not – click it and move it upwards
- Click save to proceed

Pinned agents

Users can see up to 3 pinned agents in Microsoft 365 Copilot Chat. Change the priority of pinned agents by moving them up and down in this list. If a user has more than 3 pinned agents, they won't see those with lower priority. [Learn more about pinning](#)

Changes saved successfully.

Agent	Pinned for
<input checked="" type="checkbox"/> Back to work	All Users
<input type="checkbox"/> Project Tracker	All Users
<input type="checkbox"/> Agent	All Users

Pinned by Microsoft

These agents are shown in addition to agents pinned by your org.

Agent	Pinned for
Researcher	All Users
Analyst	All Users

Save **Cancel**

- You're done! Congratulations 😊

Pinned agents

Users can see up to 3 pinned agents in Microsoft 365 Copilot Chat. Change the priority of pinned agents by moving them up and down in this list. If a user has more than 3 pinned agents, they won't see those with lower priority. [Learn more about pinning](#)

Changes saved successfully.

Agent	Pinned for
<input type="checkbox"/> Back to work	All Users
<input type="checkbox"/> Project Tracker	All Users

DEPLOY AND PIN IN TEAMS

- We are heading to the last bit of configuration
- Until now your agent is imported, adjusted, published, deployed and pinned
- Awesome job you did!
- In the last steps we want it to actively trigger users once a day to guarantee maximum impact on everyone's daily habits
- Important: You will be able to configure the frequency of active reachouts. The standard is set to once a day.
- Good to know: Depending on your organization's size, the active reachout may not appear at the same time to everyone but might be sent in chunks over the course of the day

To give the agent the possibility to actively reach out, you will now deploy it as an app in Teams which also comes with the benefit that it appears as own app in the Teams Menu on the left.

- Go to the Teams Admin Center: <https://admin.teams.microsoft.com/>
- Click on the entry "Manage Apps" in the left menu
- Find the agent in the app list, use the search functionality as needed
- Click on the agent to open the details page

The screenshot shows the Microsoft Teams Admin Center interface. On the left, there is a navigation sidebar with various options like Dashboard, Teams Premium, Teams, Users, Teams devices, Teams apps, and more. The 'Teams apps' section is expanded, and the 'Manage apps' link under it is highlighted with a red circle. The main content area is titled 'Manage apps' and contains sections for 'Apps to consider allowing' (52 Microsoft 365 Certified, 15 Certified with evidence, 1,483 Publisher attested) and 'Pending approval' (0 Submitted custom apps, 0 Updated custom apps). Below these is a 'Featured app' card for 'CoffeePals'. At the bottom, there is a table listing 11 items, with the first item being 'Back to work' (which is the agent). A red circle highlights the 'back' button in the bottom right corner of the 'Back to work' card. A cursor arrow points towards the bottom right corner of the screen.

- Check if it is available to everyone
- This should be the case as we deployed it to everyone
- It might take some minutes after the deployment process until it appears accordingly
- If it is not the case in your environment, grab a coffee and breathe
- If it still is not available, go to “edit availability” and change accordingly

The screenshot shows the Microsoft Teams admin center interface. On the left, there's a sidebar with various navigation options like Dashboard, Teams Premium, Teams, Users, Teams devices, Teams apps, Manage apps, and several others under the Meetings, Messaging, Voice, and Frontline management sections. The 'Manage apps' section is currently selected. In the main content area, a card for the 'Back to work' app is displayed. The card includes the app's name, authors (Jamy Klotzsche and Fabian Kupfer), supported platforms (Windows, Mac, iOS, Android), published version (1.0.2), and availability (Everyone). Below the card, tabs for About, Users and groups (which is highlighted with a pink box), Permissions, Plans and pricing, and Security and compliance are visible. Under the 'Available to' section, it shows that the app is available to everyone, with a note that anyone can install it. There's also a button to edit availability.

- Head over to the „Setup Policies“ in the left menu bar
- Choose “Manage Policies”
- And click on the “Global” policy

The screenshot shows the Microsoft Teams Admin Center interface. On the left, there's a sidebar with various settings like Dashboard, Teams Premium, Teams, Users, Teams devices, Teams apps, Manage apps, Permission policies, and Setup policies (which is highlighted with a pink mouse cursor). The main content area is titled "App setup policies" and contains a summary box showing 2 Default policies and 1 Custom policy. Below this is a table listing policies:

Name ↑	Description	Custom policy
Global (Org-wide default)		No
FirstLineWorker	This is a default app set...	No
Studies		Yes

Microsoft Teams admin center

App setup policies \ Global

Global (Org-wide default)

Default policy for users who aren't assigned to a policy.

Upload custom apps On

User pinning On

Installed apps

Choose which apps and messaging extensions you want installed in your users' personal Teams environment and in meetings they create. Users can install other available apps from the Teams app store. [Learn more](#)

Add apps

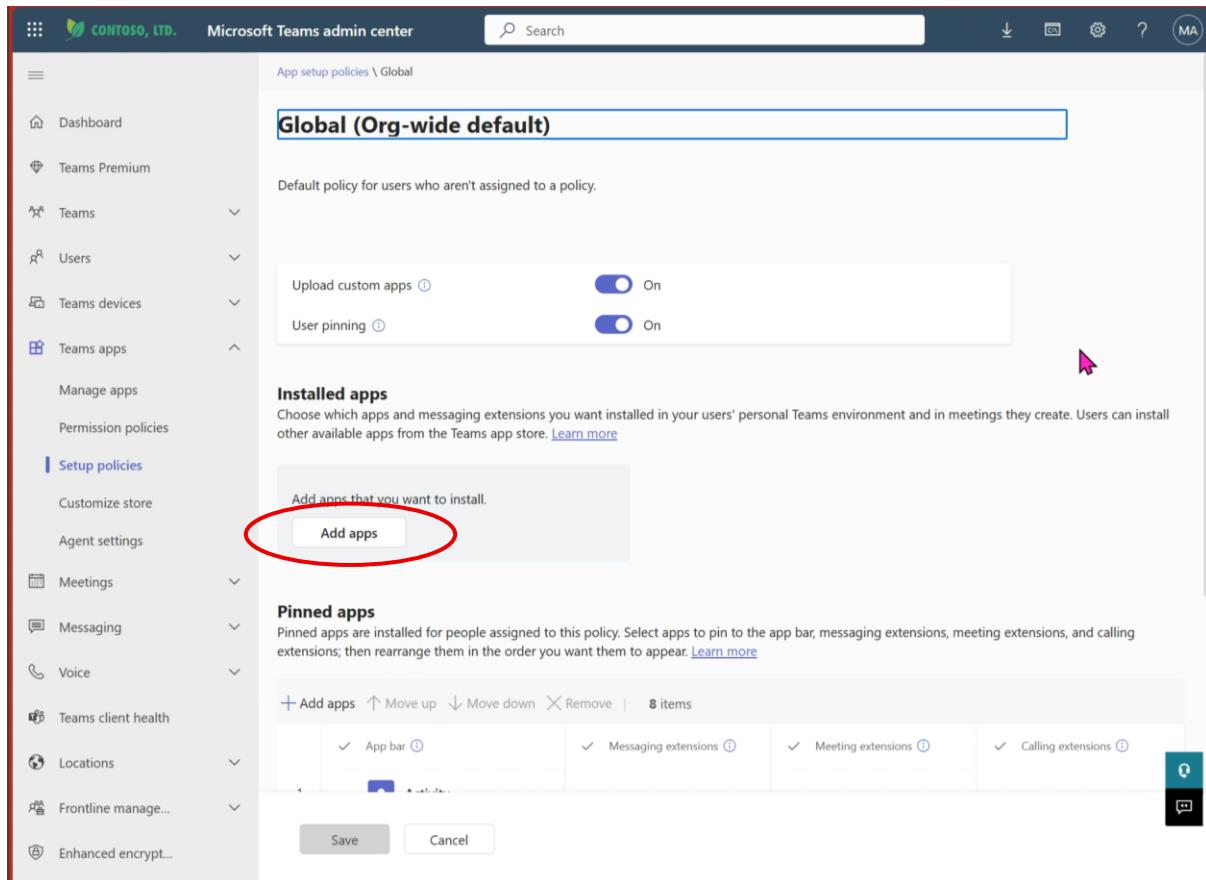
Pinned apps

Pinned apps are installed for people assigned to this policy. Select apps to pin to the app bar, messaging extensions, meeting extensions, and calling extensions; then rearrange them in the order you want them to appear. [Learn more](#)

+ Add apps ↑ Move up ↓ Move down × Remove | 8 items

✓ App bar ✓ Messaging extensions ✓ Meeting extensions ✓ Calling extensions

Save Cancel



Microsoft Teams admin center

App setup policies \ Global

Global (Org-wide default)

Default policy for users who aren't assigned to a policy.

Upload custom apps On

User pinning On

Installed apps

Choose which apps and messaging extensions you want installed in your users' personal Teams environment and in meetings they create. Users can install other available apps from the Teams app store. [Learn more](#)

Add apps

Add installed apps

Search for apps you want to add or to see a list of apps go to [Manage apps](#).

back

Back to work

Backlog

Backup as a Service (BaaS)

FeedbackFruits

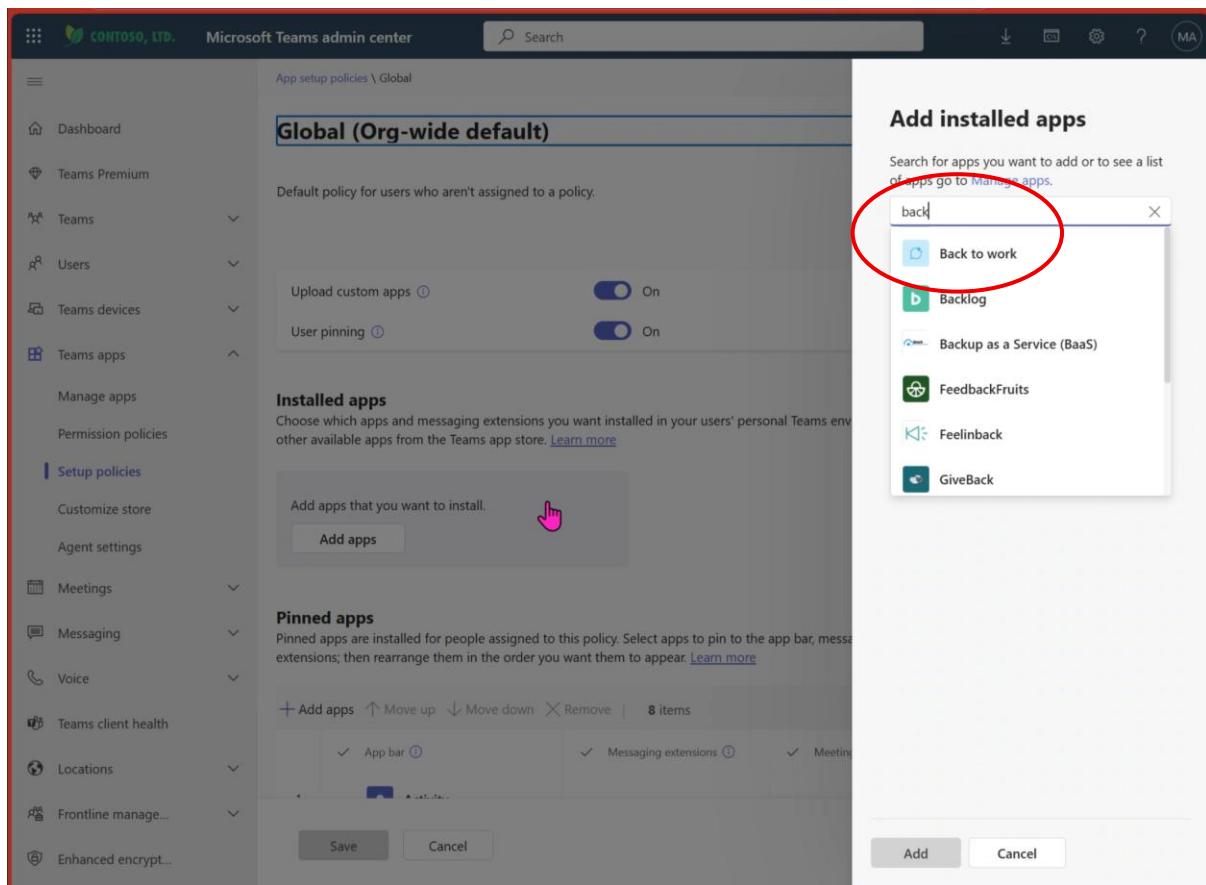
Feelinback

GiveBack

↑ Move up ↓ Move down × Remove | 8 items

✓ App bar ✓ Messaging extensions ✓ Meeting extensions ✓ Calling extensions

Save Cancel



Microsoft Teams admin center

App setup policies \ Global

Global (Org-wide default)

Default policy for users who aren't assigned to a policy.

Upload custom apps On

User pinning On

Installed apps

Choose which apps and messaging extensions you want installed in your users' personal Teams environment. You can also add other available apps from the Teams app store. [Learn more](#)

Add apps that you want to install.

Add apps

Pinned apps

Pinned apps are installed for people assigned to this policy. Select apps to pin to the app bar, messaging extensions; then rearrange them in the order you want them to appear. [Learn more](#)

+ Add apps ↑ Move up ↓ Move down × Remove | 8 items

✓ App bar ✓ Messaging extensions ✓ Meetings

Save Cancel

Add installed apps

Search for apps you want to add or to see a list of apps go to [Manage apps](#).

back

Backlog

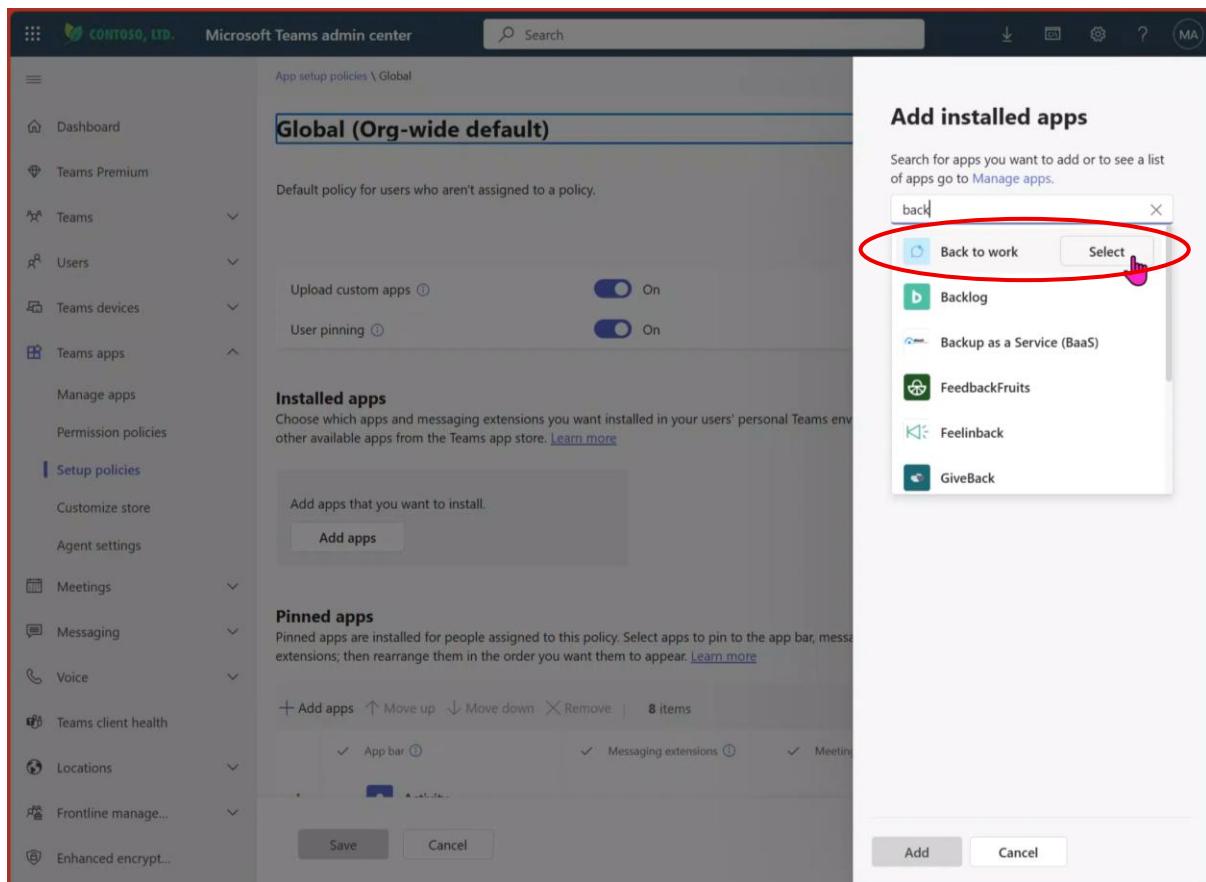
Backup as a Service (BaaS)

FeedbackFruits

Feelinback

GiveBack

Add Cancel



Microsoft Teams admin center

App setup policies \ Global

Global (Org-wide default)

Default policy for users who aren't assigned to a policy.

Upload custom apps On

User pinning On

Installed apps

Choose which apps and messaging extensions you want installed in your users' personal Teams environment. You can also add other available apps from the Teams app store. [Learn more](#)

Add apps that you want to install.

Add apps

Pinned apps

Pinned apps are installed for people assigned to this policy. Select apps to pin to the app bar, messaging extensions; then rearrange them in the order you want them to appear. [Learn more](#)

+ Add apps ↑ Move up ↓ Move down × Remove | 8 items

✓ App bar ✓ Messaging extensions ✓ Meetings

Add installed apps

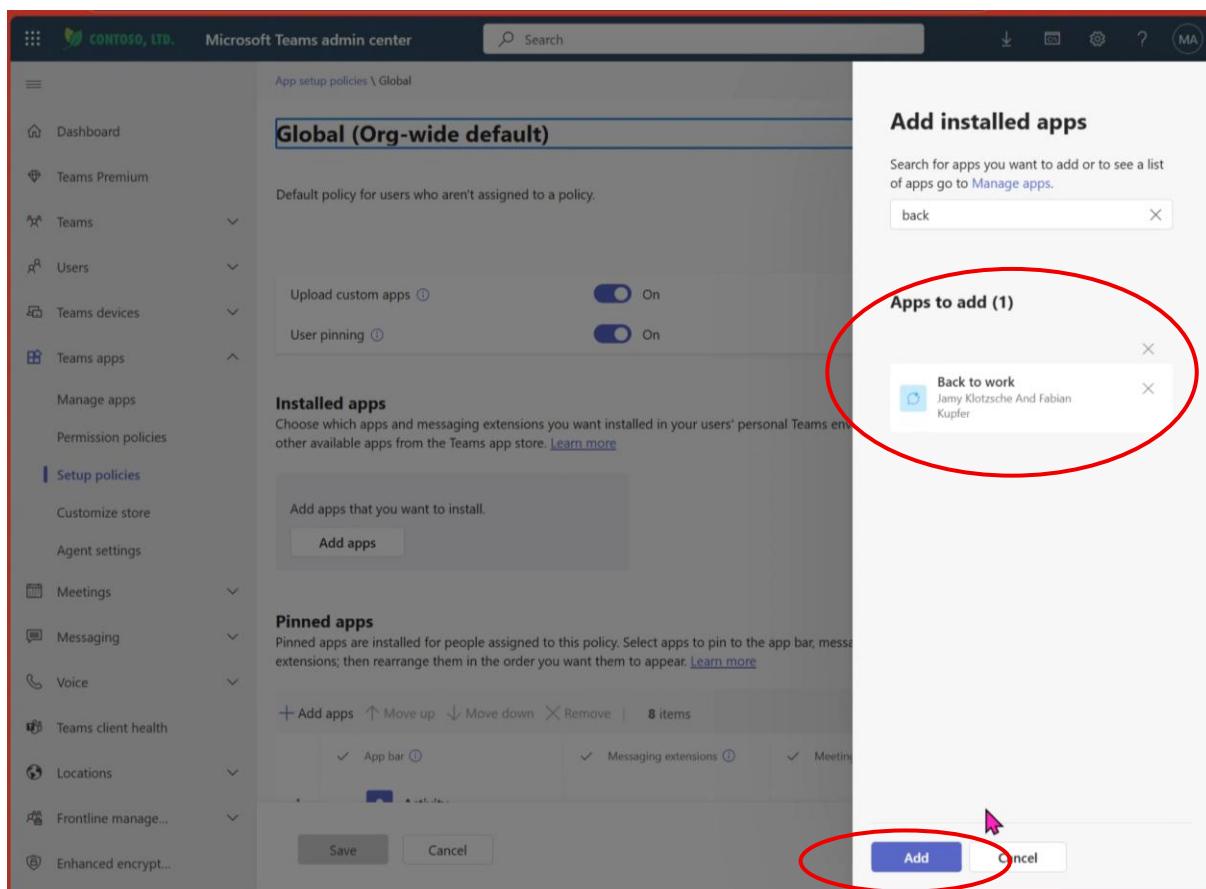
Search for apps you want to add or to see a list of apps go to [Manage apps](#).

back

Apps to add (1)

Back to work
Jamy Klotzsche And Fabian Kupfer

Add Cancel



- Back in the detail view of the “Global” policy we now also pin the agent to the left menu bar

The screenshot shows the Microsoft Teams admin center interface. On the left, there's a navigation sidebar with various categories like Dashboard, Teams Premium, Teams, Users, Teams devices, Teams apps, Meetings, Messaging, Voice, Teams client health, Locations, Frontline management, and Enhanced encryption. The 'Setup policies' section is currently selected. In the main content area, the title is 'Global (Org-wide default)'. It says 'Default policy for users who aren't assigned to a policy.' Below this, there are two toggle switches: 'Upload custom apps' (On) and 'User pinning' (On). A section titled 'Installed apps' follows, with a note about choosing apps for users' personal environments. A button labeled 'Add apps' is present. The next section is 'Pinned apps', which lists items pinned to the app bar, messaging extensions, meeting extensions, and calling extensions. A red circle highlights the 'Add apps' button in the pinned apps section. At the bottom, there are 'Save' and 'Cancel' buttons.

Microsoft Teams admin center

Add pinned apps

Search for apps you want to add or to see a list of apps go to [Manage apps](#).

Pinned apps

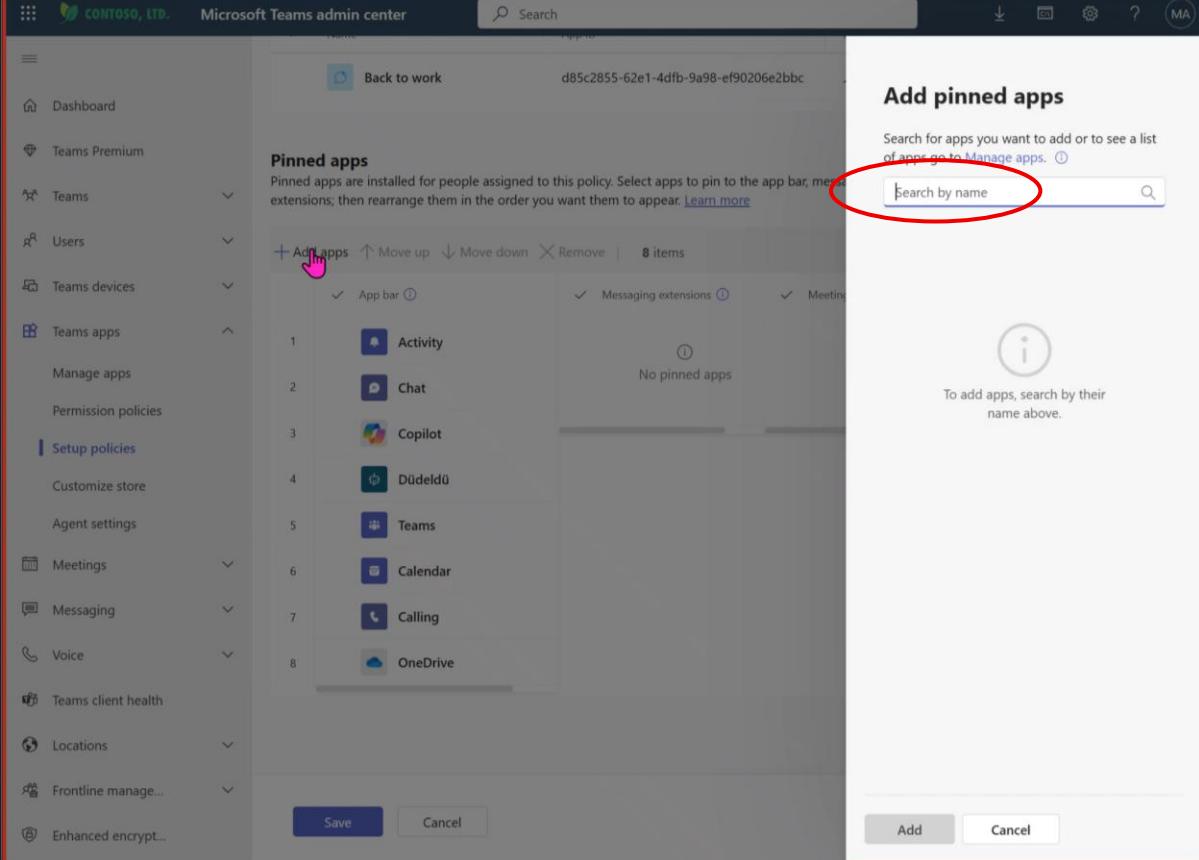
Pinned apps are installed for people assigned to this policy. Select apps to pin to the app bar, messaging extensions; then rearrange them in the order you want them to appear. [Learn more](#)

+ Add apps ↑ Move up ↓ Move down × Remove | 8 items

Order	App	Actions
1	Activity	⋮
2	Chat	⋮
3	Copilot	⋮
4	Düdeldü	⋮
5	Teams	⋮
6	Calendar	⋮
7	Calling	⋮
8	OneDrive	⋮

To add apps, search by their name above.

Save Cancel



Microsoft Teams admin center

Add pinned apps

Search for apps you want to add or to see a list of apps go to [Manage apps](#).

Pinned apps

Pinned apps are installed for people assigned to this policy. Select apps to pin to the app bar, messaging extensions; then rearrange them in the order you want them to appear. [Learn more](#)

+ Add apps ↑ Move up ↓ Move down × Remove | 8 items

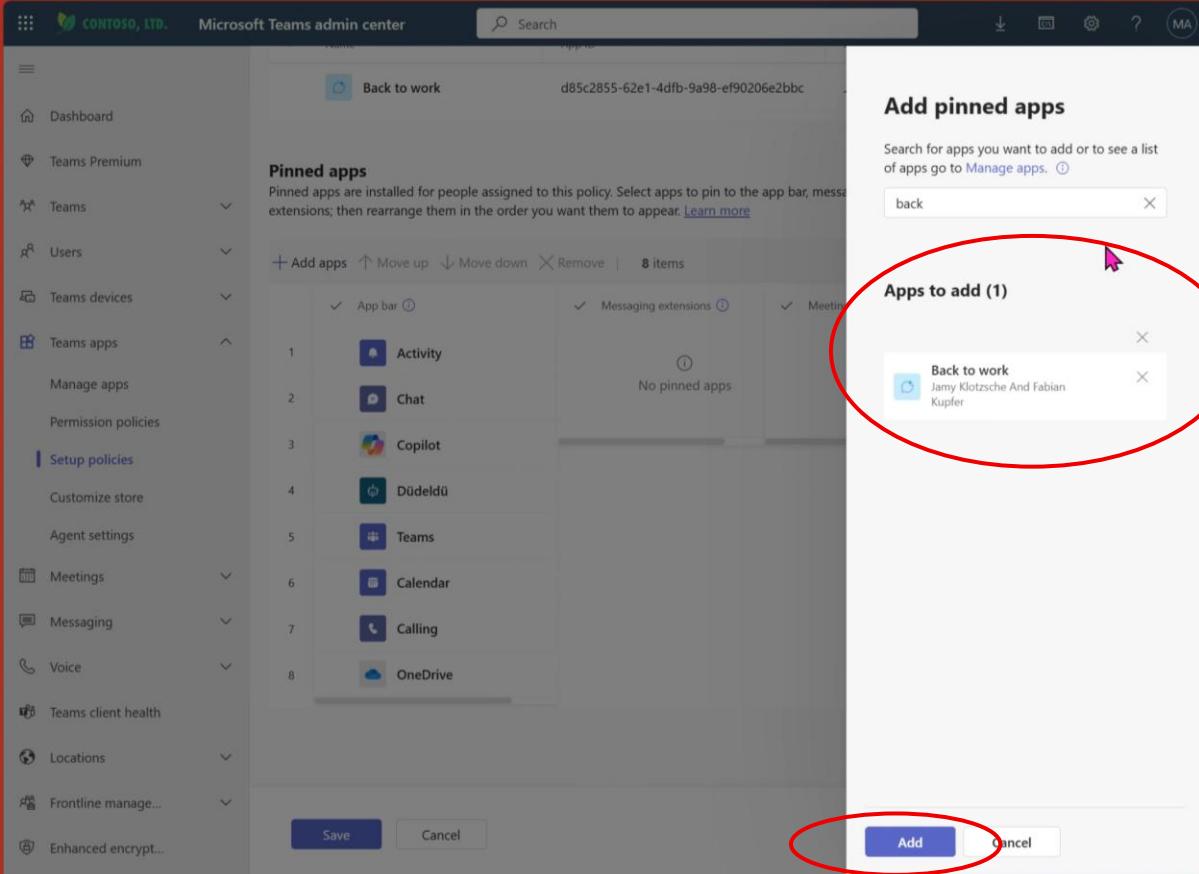
Order	App	Actions
1	Activity	⋮
2	Chat	⋮
3	Copilot	⋮
4	Düdeldü	⋮
5	Teams	⋮
6	Calendar	⋮
7	Calling	⋮
8	OneDrive	⋮

Apps to add (1)

App	Actions
Back to work	X

Back to work
Jamy Klotzsche And Fabian Kupfer

Add Cancel



- Like we did it for the agent list in the M365 Copilot App, we also want the back to work Agent to be present and easy to access
- Use the “Move Up” button to move it on a top position in the left menu in Teams
- When you are done, click “Save”

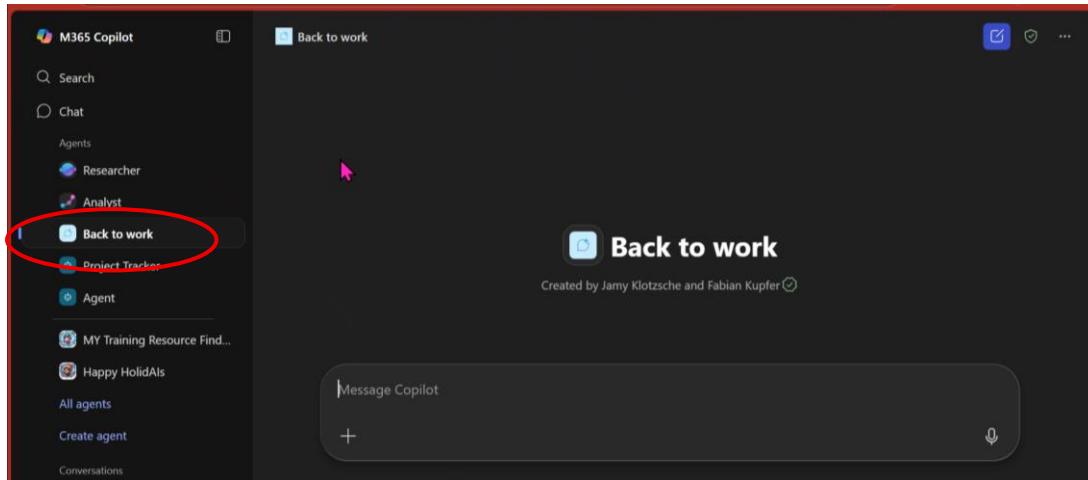
The screenshot shows the Microsoft Teams admin center interface. On the left, there's a navigation sidebar with various settings like Teams Premium, Teams, Users, Teams devices, Teams apps, and Setup policies. The main area displays policy settings for users not assigned to a policy. Under 'Installed apps', the 'Back to work' app is listed. In the 'Pinned apps' section, the 'Back to work' app is pinned to the App bar. A modal dialog at the bottom right says 'Changes will take time to take effect'.

- It might take up to some hours for the changes to take effect
- In some cases the Agent might appear in the menu after users have restarted their Teams agent
- Click “confirm” to finish the process

This screenshot shows a confirmation dialog box titled "Changes will take time to take effect". The dialog contains text explaining that changes to Global (Org-wide default) will have an impact across the organization and can't be rolled back immediately. There are "Confirm" and "Cancel" buttons at the bottom.

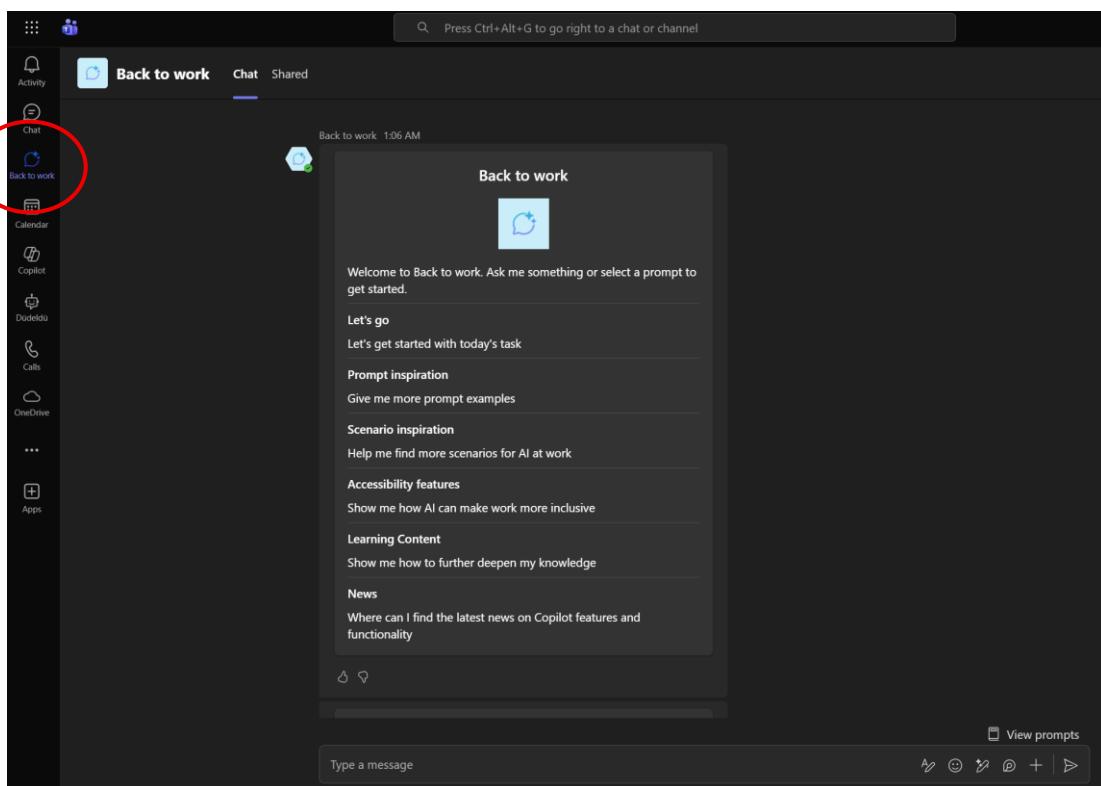
AGENT IS AVAILABLE

M365 Copilot App



Teams

- It is pinned and pre-installed in Teams, you can interact in the same way as you would do in the M365 Copilot App



DAILY NUDGE

- Heading to the proactivity which we all want
 - Sometimes you might be in a rush – or just totally in other topics
 - Nevertheless, we as an organization want to make sure that everyone gets the most out of AI at work – right?
 - We are approaching the final steps for proactive outreach to the users!
-
- Go to the Power Automate Maker Portal: <https://make.powerautomate.com/>
 - With the import of the solution, you already import all the things you need
 - So directly reach out to “My Flows”

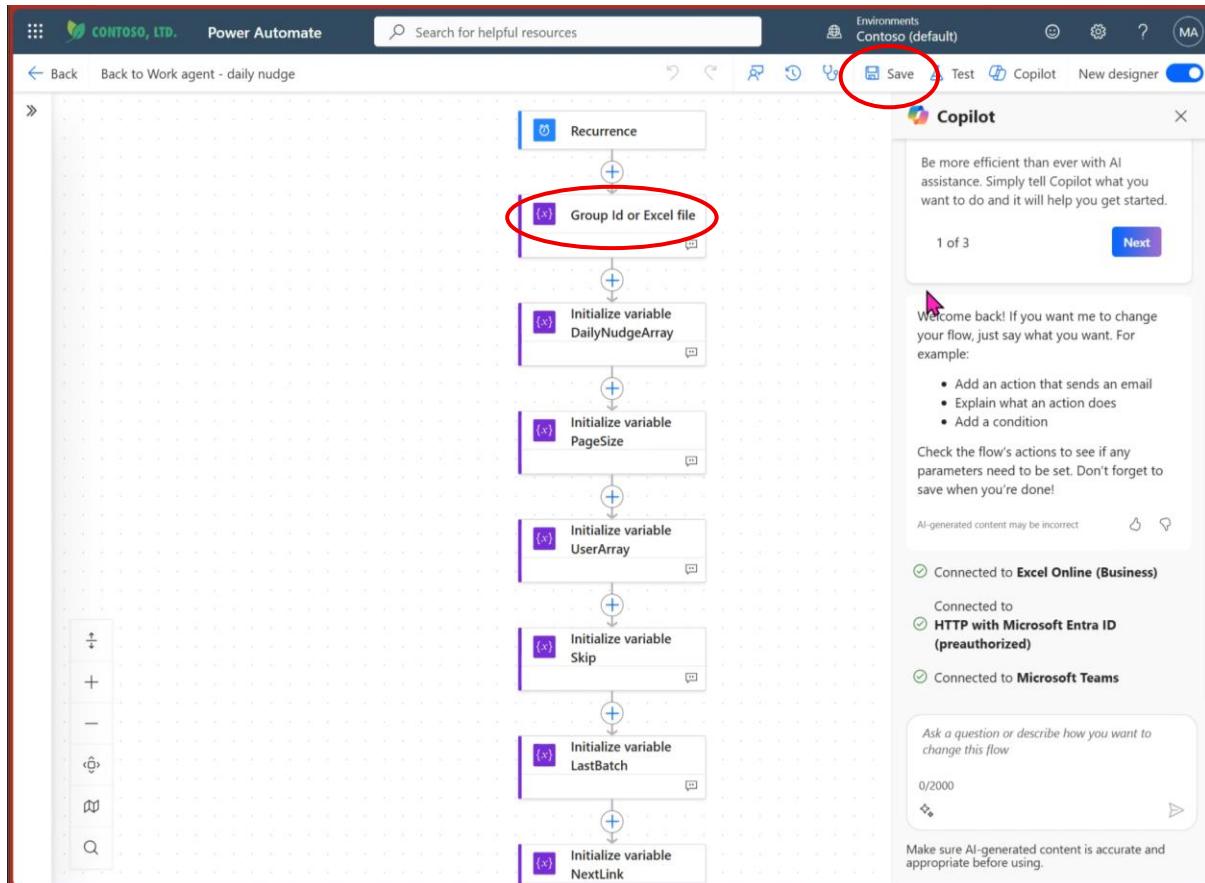
The screenshot shows the Microsoft Power Automate Maker Portal interface. On the left, there's a sidebar with various options: Home, Create, Templates, Team, My flows (which is circled in red), Approvals, Solutions, Automation center, Process mining, AI hub, Desktop flow activity, More, and Power Platform. Below the sidebar, there's a button labeled "Ask a chatbot". The main area is titled "Create your automation with Copilot" and contains a search bar and several automation ideas with "Generate" buttons. At the bottom, there are sections for "Learning for every level" (with cards for process mining, business process analysis, workshops, and automation robots) and "More to explore in Power Automate" (with links for Pricing, Community forum, and Documentation).

- You'll see a list of all your flows
- Within the list should also be "Back to Work agent – daily nudge"
- As you only imported it but did not activate until now it is somewhat greyed out
- Click on it to enter the details page

The screenshot shows the Power Automate web interface with a red border. On the left, a sidebar lists various options like Home, Create, Templates, Learn, My flows (which is selected and highlighted with a blue bar), Approvals, Solutions, Automation center, Process mining, AI hub, Desktop flow activity, and More. Below this is a section for Power Platform. The main area is titled 'Flows' and shows a list of 'Cloud flows'. The first item in the list, 'Back to Work agent - daily nudge', has a red circle drawn around its entire row. To the right of the flow name, there is an edit icon (a pencil symbol) which also has a red circle drawn around it. The list includes other flows such as 'Download M365 Copilot Usage Reports', 'Download M365 Usage Reports - works', 'Download M365 Usage Reports', 'Copy of - Get Reports from API', 'Get Reports from API', 'Get Property', and 'Create Booking Request'. Each flow entry includes columns for Name, Modified, and Type.

Name	Modified	Type
Back to Work agent - daily nudge	17 min ago	Scheduled
Download M365 Copilot Usage Reports	3 wk ago	Scheduled
Download M365 Usage Reports - works	3 wk ago	Scheduled
Download M365 Usage Reports	3 wk ago	Scheduled
Copy of - Get Reports from API	3 wk ago	Scheduled
Get Reports from API	3 wk ago	Scheduled
Get Property	3 mo ago	Instant
Create Booking Request	3 mo ago	Instant

- If you are interested in the logic you can walk through the Flow in all Detail
- For now we just want to make sure the functionality is given – and that's only some last steps
- Quick Info: the proactive reachout can use two different ways to identify the usernames it reaches out to
 - o Either: Excel File in Sharepoint
 - o Or: directly getting users from Entra ID (highly recommended)



- For GROUP:
 - o Update Group ID by using the objectID from Entra ID in Action: “Group Id or Excel File”.
 - o You can use whichever Entra ID group you've got, may it be “all users” or a specified group if you are working in waves
- For EXCEL:
 - o Upload Excel template with email addresses to OneDrive or SPO.
 - o Update Excel action two times in Power Automate Flow (inside Condition). Double-Check, that the GroupID is still 00000...

Last Step: Turn on your agent

The screenshot shows the Power Automate interface with the 'My flows' section selected. A context menu is open over the flow named 'Back to Work agent - daily nudge'. The 'Turn on' option in the menu is circled in red.

OPTIONAL: Add, update or remove daily nudge texts in action: “Initialize variable DailyNudgeArray”

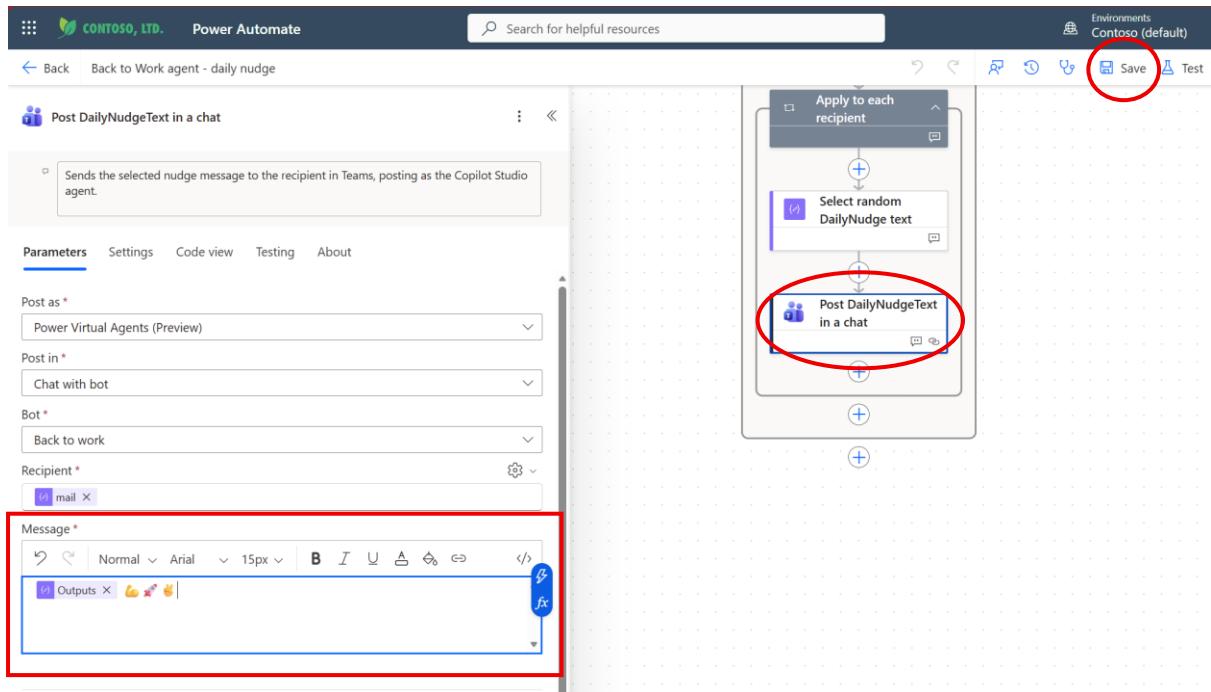
- You could add your own customized messages if you want
- Just add to the array, change as you wish

The screenshot shows the Power Automate designer for the 'Back to Work agent - daily nudge' flow. The 'Initialize variable DailyNudgeArray' action is highlighted with a red circle. The 'Value' field, which contains a list of nudge texts, is also highlighted with a red box.

```

    graph TD
        Start(( )) --> Recurrence{Recurrence}
        Recurrence --> GroupId[Group Id or Excel file]
        GroupId --> InitializeDailyNudgeArray[Initialize variable DailyNudgeArray]
        InitializeDailyNudgeArray --> InitializePageSize[Initialize variable PageSize]
        InitializePageSize --> InitializeUserArray[Initialize variable UserArray]
        InitializeUserArray --> InitializeSkip[Initialize variable Skip]
    
```

OPTIONAL: Add static texts, emojis or similar to Teams message by updating the “Post message in chat” action (very last action of the flow)



With that we are all done it seems. We hope you enjoy your journey to AI on every desk.

Comments, fame, fortune? We are always happy about contributions. Cheers! 🤘