



## Module #: Copilot Chat with Model Driven Apps

Built by: Power CAT Intelligent Application Solution Architecture Team

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## Copilot Chat with Model Driven Apps

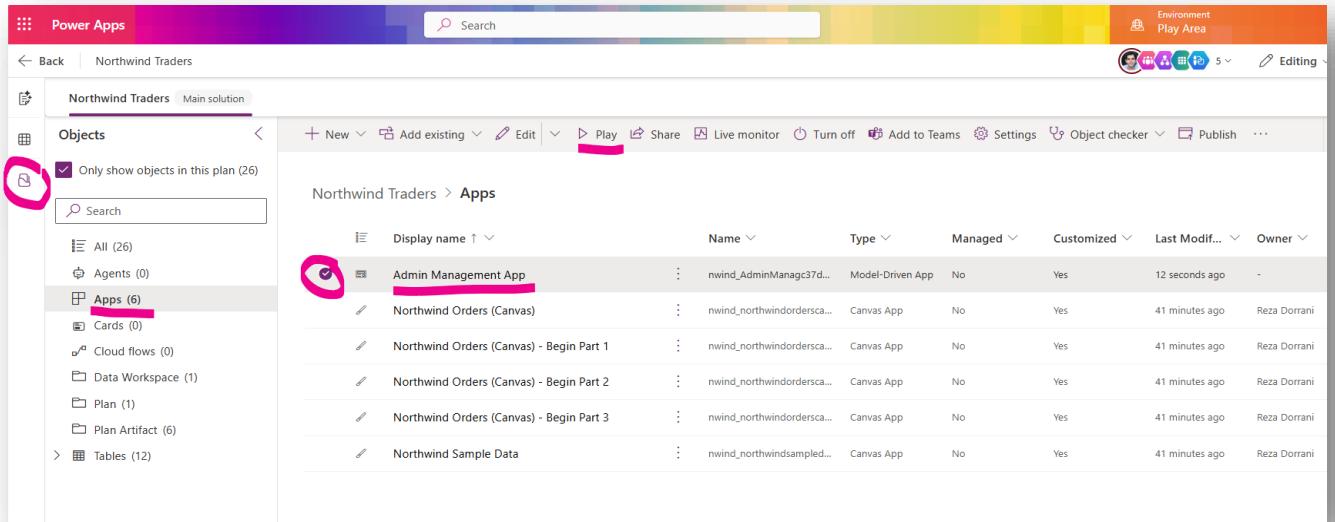
Microsoft Copilot Chat brings the power of AI-driven assistance directly into your model-driven apps, enabling users to interact with data using natural language. Instead of navigating through forms, views, and filters, users can simply **ask questions or give commands** — and Copilot intelligently interprets the intent, retrieves data, and guides actions in real time.

### Key Benefits:

-  Ask data-related questions and get instant answers
-  Explore summaries, suggestions, and trends without building queries
-  Embedded directly into your model-driven app experience

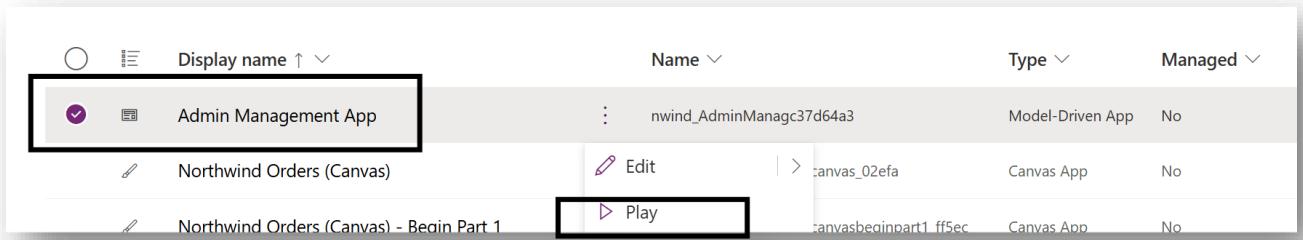
## Step 1: Start In-built Copilot Chat

1.1 Go to the **Northwind traders** solution -> Objects -> Apps -> Admin Management App  
-> Play the app



The screenshot shows the Power Apps Admin Center interface. The left sidebar is titled 'Objects' and shows a list of items including 'All (26)', 'Agents (0)', 'Apps (6)', 'Cards (0)', 'Cloud flows (0)', 'Data Workspace (1)', 'Plan (1)', 'Plan Artifact (6)', and 'Tables (12)'. A pink circle highlights the 'Apps (6)' item. The main content area is titled 'Northwind Traders > Apps' and lists several apps: 'Admin Management App', 'Northwind Orders (Canvas)', 'Northwind Orders (Canvas) - Begin Part 1', 'Northwind Orders (Canvas) - Begin Part 2', 'Northwind Orders (Canvas) - Begin Part 3', and 'Northwind Sample Data'. The 'Admin Management App' is highlighted with a pink circle. The 'Play' button is highlighted with a pink box at the top of the list.

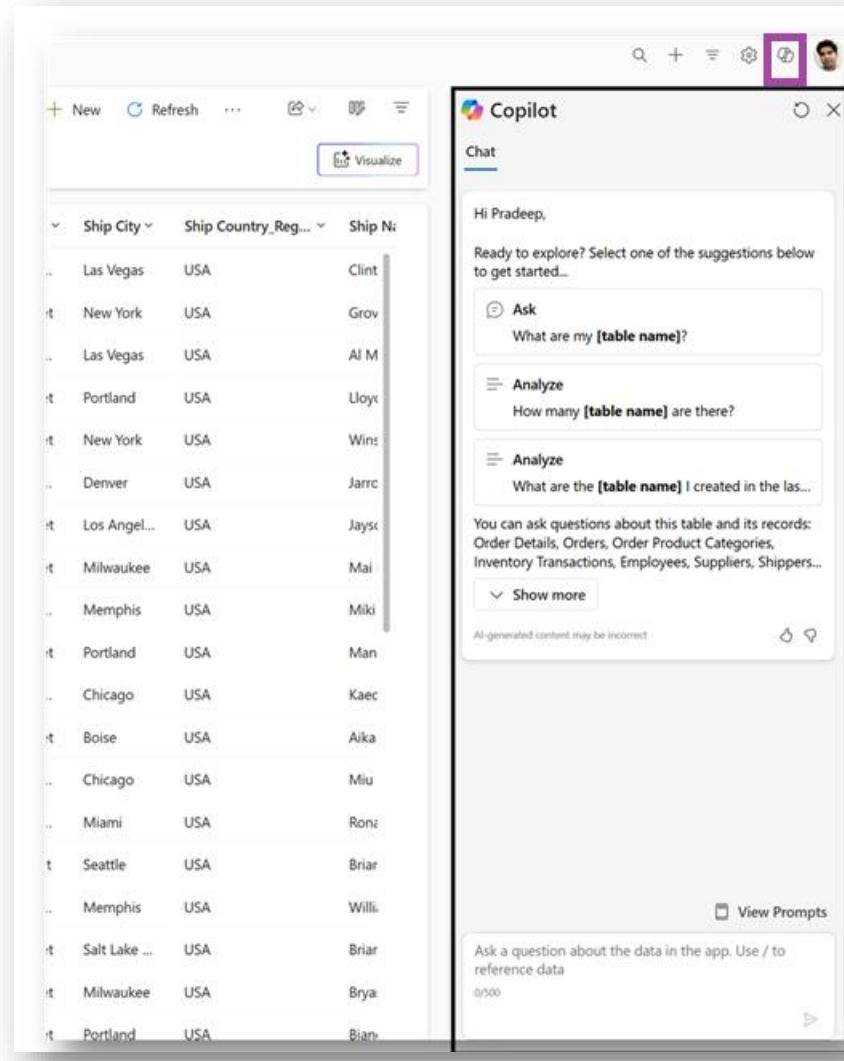
**OR** Click on the ellipses for Admin Management Model Driven app and Play the app.



The screenshot shows the details page for the 'Admin Management App'. The table has columns for 'Display name', 'Name', 'Type', and 'Managed'. The 'Admin Management App' row is selected and highlighted with a pink box. The 'Play' button is highlighted with a pink box in the 'Actions' column.

Display name ↑ ↓	Name ↓	Type ↓	Managed ↓
Admin Management App	nwind_AdminManagc37d64a3	Model-Driven App	No
Northwind Orders (Canvas)	canvas_02efa	Canvas App	No
Northwind Orders (Canvas) - Begin Part 1	canvasbeginpart1_ff5ec	Canvas App	No

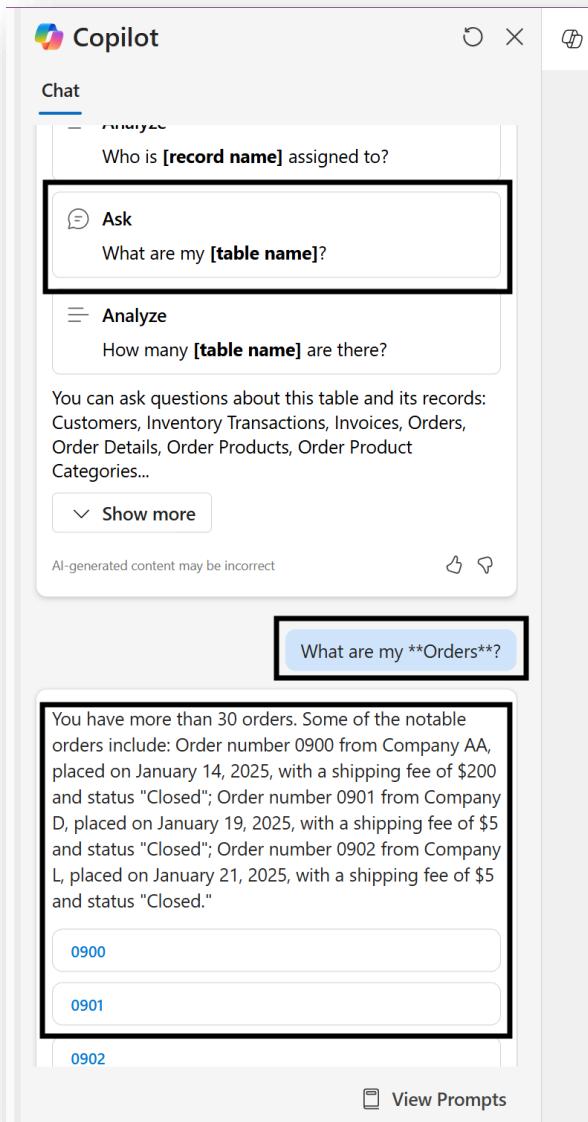
1.2 In the model-driven app, on the top right corner of the screen, click on the copilot icon to open Copilot Chat experience (Note: this chat experience will light up for every Page of your model-driven App)



## Step 2: Use Copilot Chat experience

2.1 **Use Copilot Chat suggested questions to get started.** You can edit and personalize these prompts based on your apps and tables associated with the app.

Click on **Ask: What are my [table name]** prompt and replace [tablename] by Orders. Make sure to keep the format as **\*\*Orders\*\***



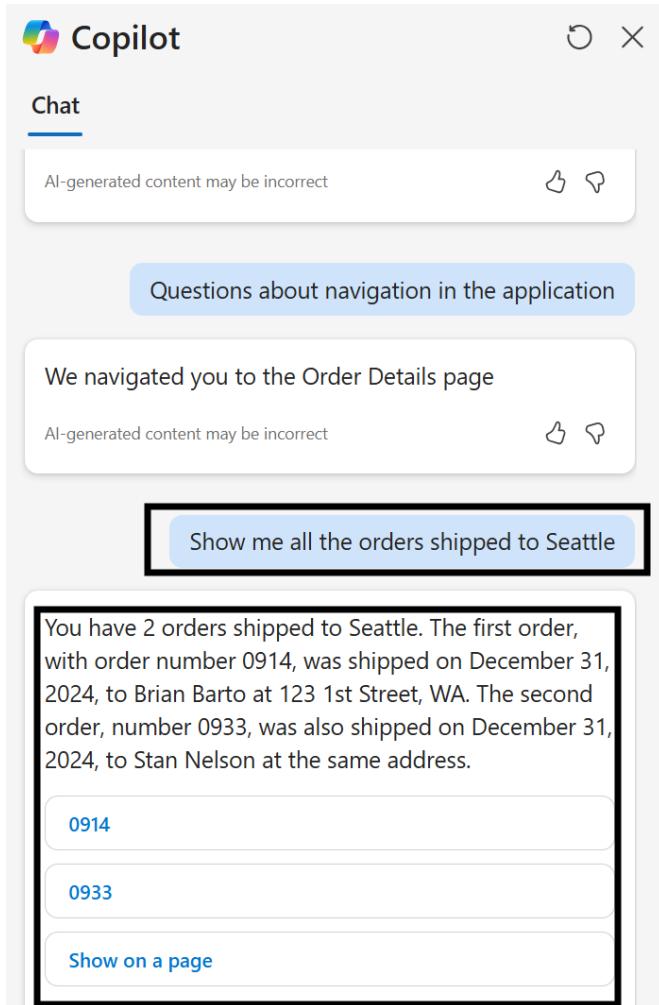
## 2.2 Copilot Chat can help **navigate to a record as well.**

Click on a specific Order number in the chat and it will show the Order record in the App

The screenshot shows the Admin Management App interface. On the left, a sidebar lists various Power Apps: Order Details, Orders, Order Product Categories, Inventory Transactions, Employees, Suppliers, Shippers, Purchase Orders, Purchase Order Details, Invoices, Order Products, Customers, and Generative page 1. The main content area displays the 'Order Details' page for Order Number 0900. The page includes fields for Order Number (0900), Order Status (Pending), Order Date (1/14/2025), Customer (Company AA), Employee (March), Paid Date (1/14/2025), Tax Status (Tax Exempt), Notes, Payment Type (Check), Ship Country/Region (USA), Ship Address (789 27th Street), Ship City (Las Vegas), Ship Name (Clint Bottoms), Ship State\_Province (NV), Ship ZIP\_Postal Code (99999), Shipped Date (1/21/2025), Shipper (Shipping Company B), Shipping Fee (200.00), Tax Rate (0.00), and Taxes (0.00). Below this is a grid for adding products. On the right, a Copilot sidebar shows a list of orders: 0900, 0901, 0902, 0903, 0904, and a link to 'Show all on a page'. An arrow points from the '0900' entry in the Copilot list to the Order Number field in the main app.

2.3 Next give the following prompt in the copilot chat **to ask data related questions**

**Show me all the orders shipped to Seattle**



The screenshot shows a Microsoft Copilot chat window. The interface includes a header with the Copilot logo and a close button (X). Below the header, a 'Chat' tab is selected, indicated by an underline. A message bar at the top says 'AI-generated content may be incorrect' with a thumbs-up and thumbs-down icon. The main conversation area has a blue header bar with the text 'Questions about navigation in the application'. The user's message 'Show me all the orders shipped to Seattle' is highlighted with a black rectangular box. The AI's response is: 'You have 2 orders shipped to Seattle. The first order, with order number 0914, was shipped on December 31, 2024, to Brian Barto at 123 1st Street, WA. The second order, number 0933, was also shipped on December 31, 2024, to Stan Nelson at the same address.' Below this response are three buttons: '0914', '0933', and 'Show on a page'.

Copilot

Chat

AI-generated content may be incorrect

Questions about navigation in the application

We navigated you to the Order Details page

AI-generated content may be incorrect

Show me all the orders shipped to Seattle

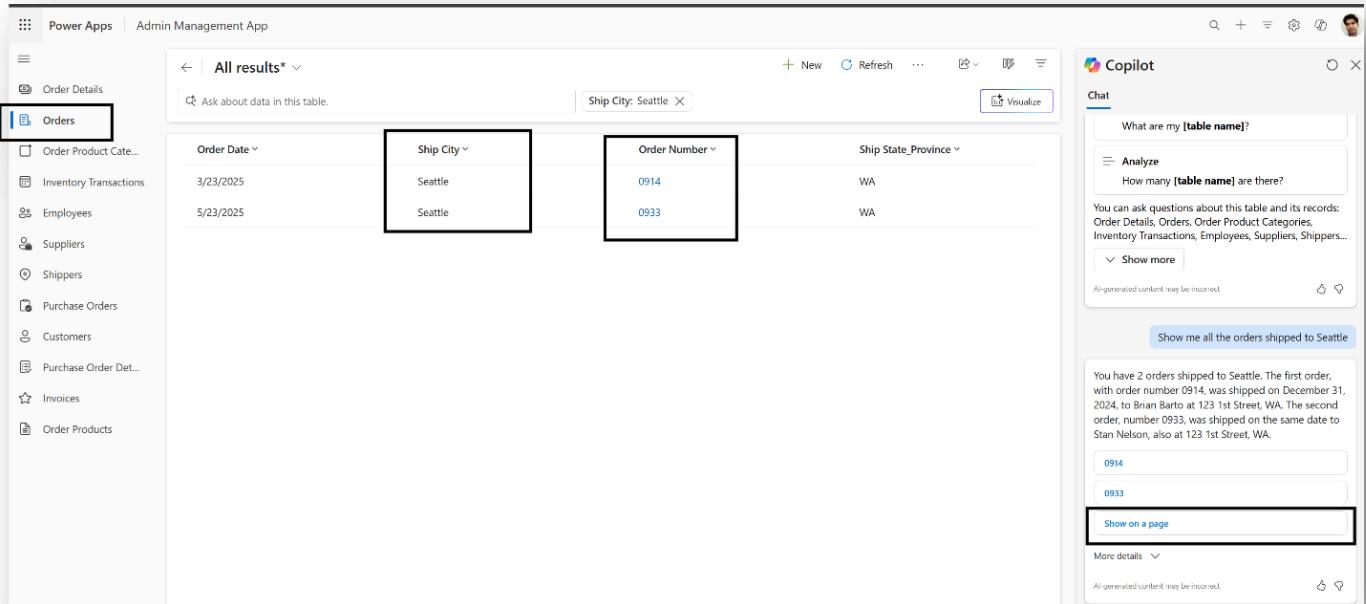
You have 2 orders shipped to Seattle. The first order, with order number 0914, was shipped on December 31, 2024, to Brian Barto at 123 1st Street, WA. The second order, number 0933, was also shipped on December 31, 2024, to Stan Nelson at the same address.

0914

0933

Show on a page

**Note:** You can also click on 'Show on a page' to see filtered records or Select the filtered record to view the record details



Power Apps | Admin Management App

Order Details

Orders

All results\*

Order Date	Ship City	Order Number	Ship State_Province
3/23/2025	Seattle	0914	WA
5/23/2025	Seattle	0933	WA

Copilot

Chat

What are my [table name]?

Analyze

How many [table name] are there?

You can ask questions about this table and its records: Order Details, Orders, Order Product Categories, Inventory Transactions, Employees, Suppliers, Shippers...

Show more

All-generated content may be incorrect.

Show me all the orders shipped to Seattle

You have 2 orders shipped to Seattle. The first order, with order number 0914, was shipped on December 31, 2024, to Brian Barto at 123 1st Street, WA. The second order, number 0933, was shipped on the same date to Stan Nelson, also at 123 1st Street, WA.

0914

0933

Show on page

More details

All-generated content may be incorrect.

AI-generated content may be incorrect.

Next, Click on More details to see how this response was generated.

 Copilot

Chat

All-generated content may be incorrect

Questions about navigation in the application

We navigated you to the Order Details page

All-generated content may be incorrect

Show me all the orders shipped to Seattle

You have 2 orders shipped to Seattle. The first order, with order number 0914, was shipped on December 31, 2024, to Brian Barto at 123 1st Street, WA. The second order, number 0933, was also shipped on December 31, 2024, to Stan Nelson at the same address.

0914

0933

Show on a page

More details 

The query retrieves details of all orders from the `nwind_orders` table that were shipped to Seattle (`nwind.shipcity = 'Seattle'`), including shipping fee, shipped date, and order number.

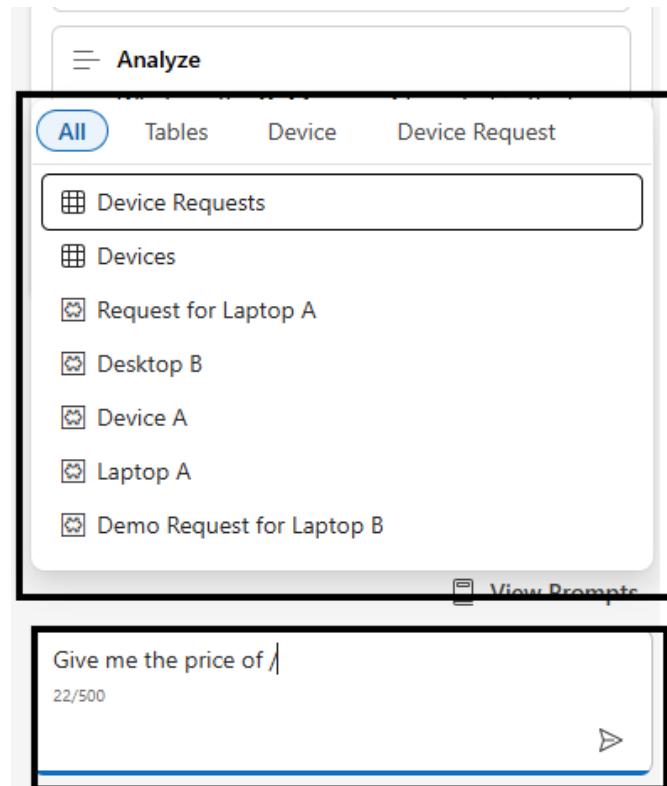
More about response generation 

All-generated content may be incorrect

## 2.4 When you ask a question, **use the record picker** - Enter a slash /

For example, in our scenario, if a query such as "Provide the price of a laptop" is given, there are two distinct records related to laptops: Laptop A and Laptop E. The record picker assists Copilot in narrowing the query to the appropriate record, thereby ensuring a more relevant and precise response.

Give prompt - **Give me the price of /**



**Note:** You can select the table source in the record picker UI to further filter the records

Important:

- The record picker requires that [Dataverse search is enabled and configured](#) for the type-ahead search capability
- Copilot chat supports **read-only operations** (example: **Update the Shipped date of order 0900 to one month from now** will not perform the update of the record)

## Step 3: Customize Copilot Chat

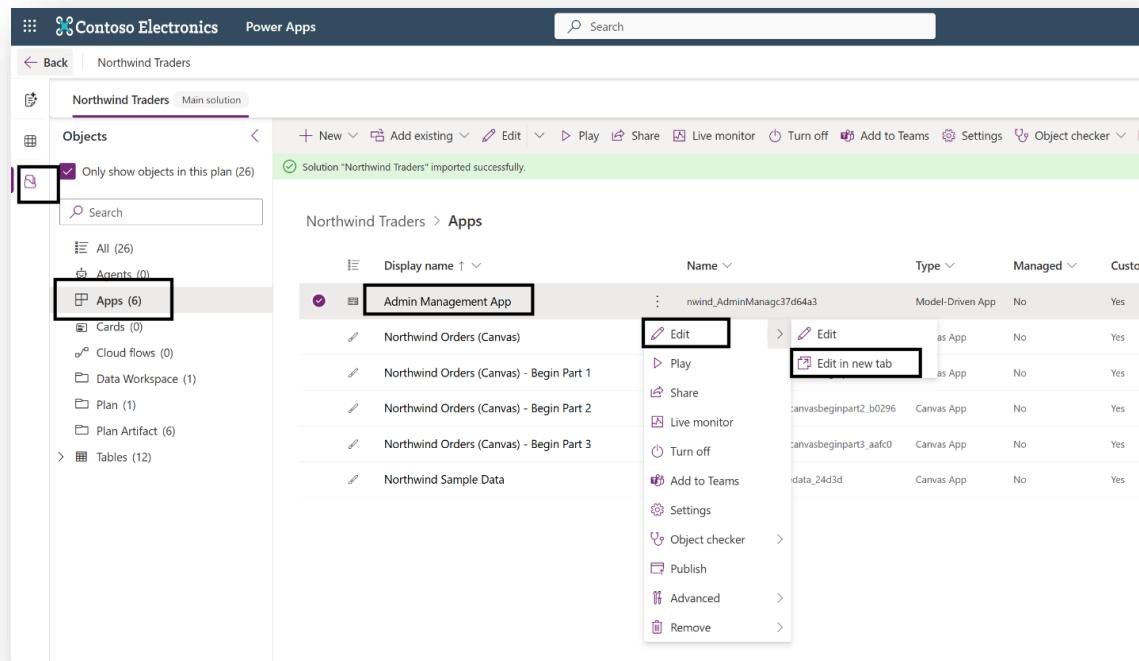
Next, you'll learn how to **customize Copilot Chat in model-driven apps** using **Microsoft Copilot Studio**.

This powerful feature —allows you to extend the default AI experience by creating custom topics, integrating organization-specific knowledge sources like SharePoint or external websites, and refining the in-app prompt guide to better fit your business needs. Each model-driven app automatically gets its own Copilot agent, giving you full control over how conversations are handled.

### Prerequisites

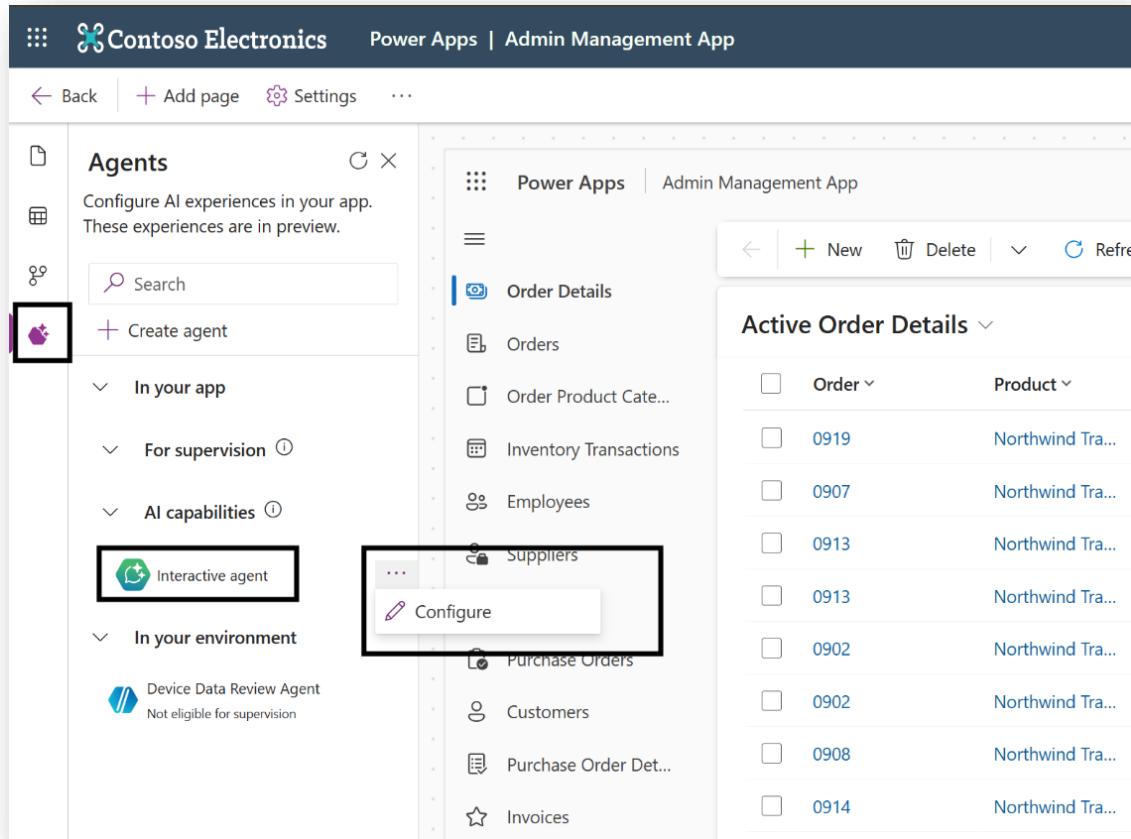
- Copilot Studio license and agent editing permissions are required to customize Copilot chat.
- This feature is only available in standalone model-driven apps, which don't include both lead and opportunity tables. This feature isn't yet supported for Dynamics 365 apps

3.1 Go to the **Northwind traders solution** -> **Objects** -> **Apps** -> Click on the ellipses for Admin Management Model Driven app , Click on Edit and select “Edit in new tab”, to open the Order and Inventory model driven app in edit mode.



The screenshot shows the Microsoft Power Apps portal interface. The left sidebar is titled 'Objects' and shows a list of categories: All (26), Agents (0), Apps (6), Cards (0), Cloud flows (0), Data Workspace (1), Plan (1), Plan Artifact (6), and Tables (12). The 'Apps (6)' item is highlighted with a red box. The main content area is titled 'Northwind Traders > Apps' and lists several apps: Admin Management App, Northwind Orders (Canvas), Northwind Orders (Canvas) - Begin Part 1, Northwind Orders (Canvas) - Begin Part 2, Northwind Orders (Canvas) - Begin Part 3, and Northwind Sample Data. The 'Admin Management App' is selected and highlighted with a red box. A context menu is open for this app, with the 'Edit' button also highlighted with a red box. The menu options include: Edit, Play, Share, Live monitor, Turn off, Add to Teams, Settings, Object checker, Publish, Advanced, and Remove. A green status bar at the top of the page indicates: 'Solution "Northwind Traders" imported successfully.'

3.2 In the left navigation bar select **Agents** -> **AI Capabilities** -> **Interactive Agent**. Then click on **Ellipses** -> **Configure** and then **Configure in Copilot Studio**



Contoso Electronics Power Apps | Admin Management App

Agents

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

Search

+ Create agent

In your app

For supervision

AI capabilities

Interactive agent

In your environment

Device Data Review Agent  
Not eligible for supervision

Power Apps Admin Management App

Order Details

Orders

Order Product Cate...

Inventory Transactions

Employees

Suppliers

... Configure Purchase Orders

Customers

Purchase Order Det...

Invoices

Active Order Details

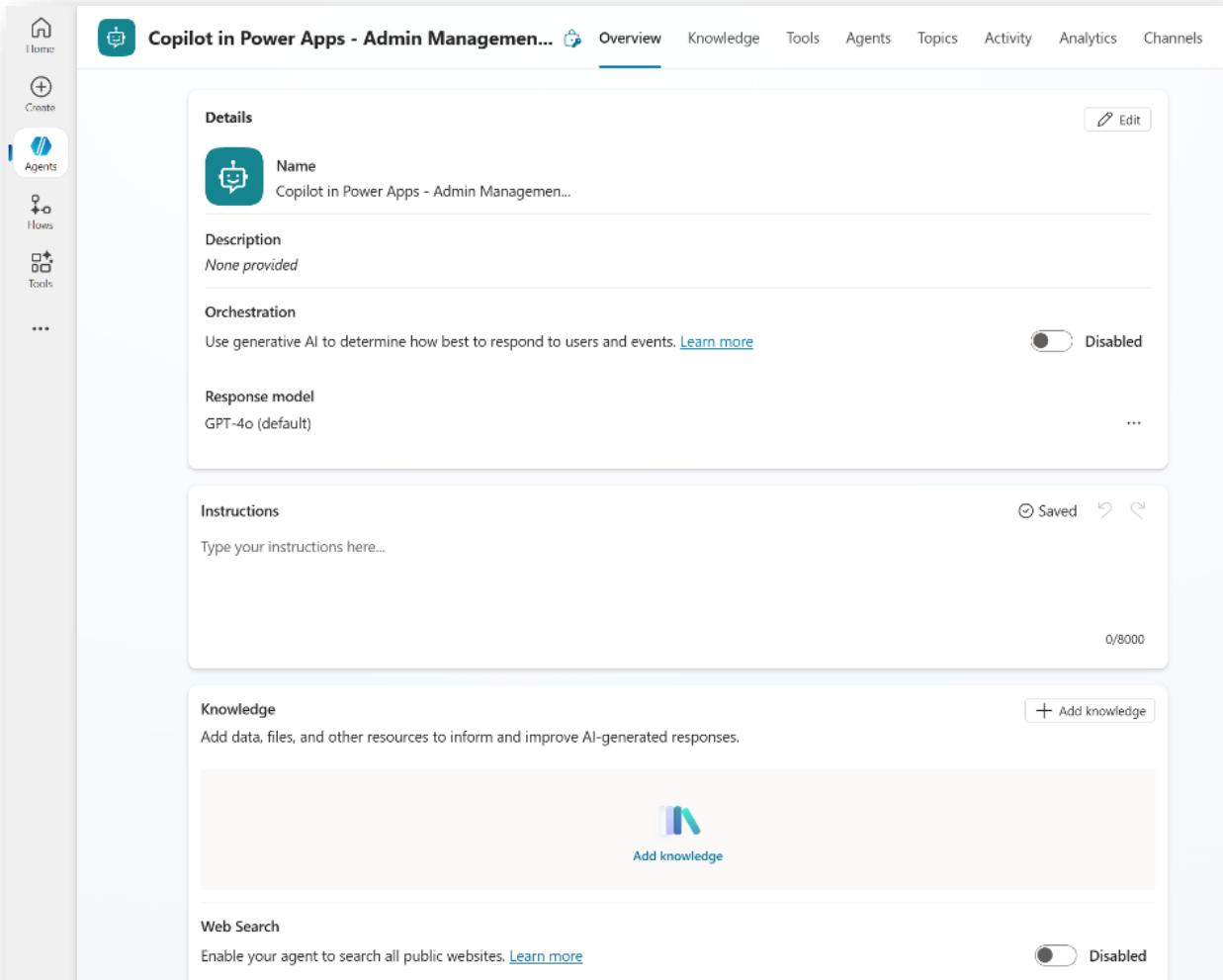
Order	Product
0919	Northwind Tra...
0907	Northwind Tra...
0913	Northwind Tra...
0913	Northwind Tra...
0902	Northwind Tra...
0902	Northwind Tra...
0908	Northwind Tra...
0914	Northwind Tra...



### Configure in Copilot Studio

Choose this option to customize this app's AI experiences.

You are then directed to **Microsoft Copilot Studio** where the agent for your application is configured. Each standalone model-driven app Copilot has a dedicated agent that can be customized. The initial setup of the agent takes a few seconds.



The screenshot shows the Microsoft Copilot in Power Apps - Admin Management agent configuration screen. The left sidebar includes icons for Home, Create, Agents (selected), Flows, Tools, and three dots. The main content area has a header with tabs: Overview (selected), Knowledge, Tools, Agents, Topics, Activity, Analytics, and Channels. The Overview tab shows the following details:

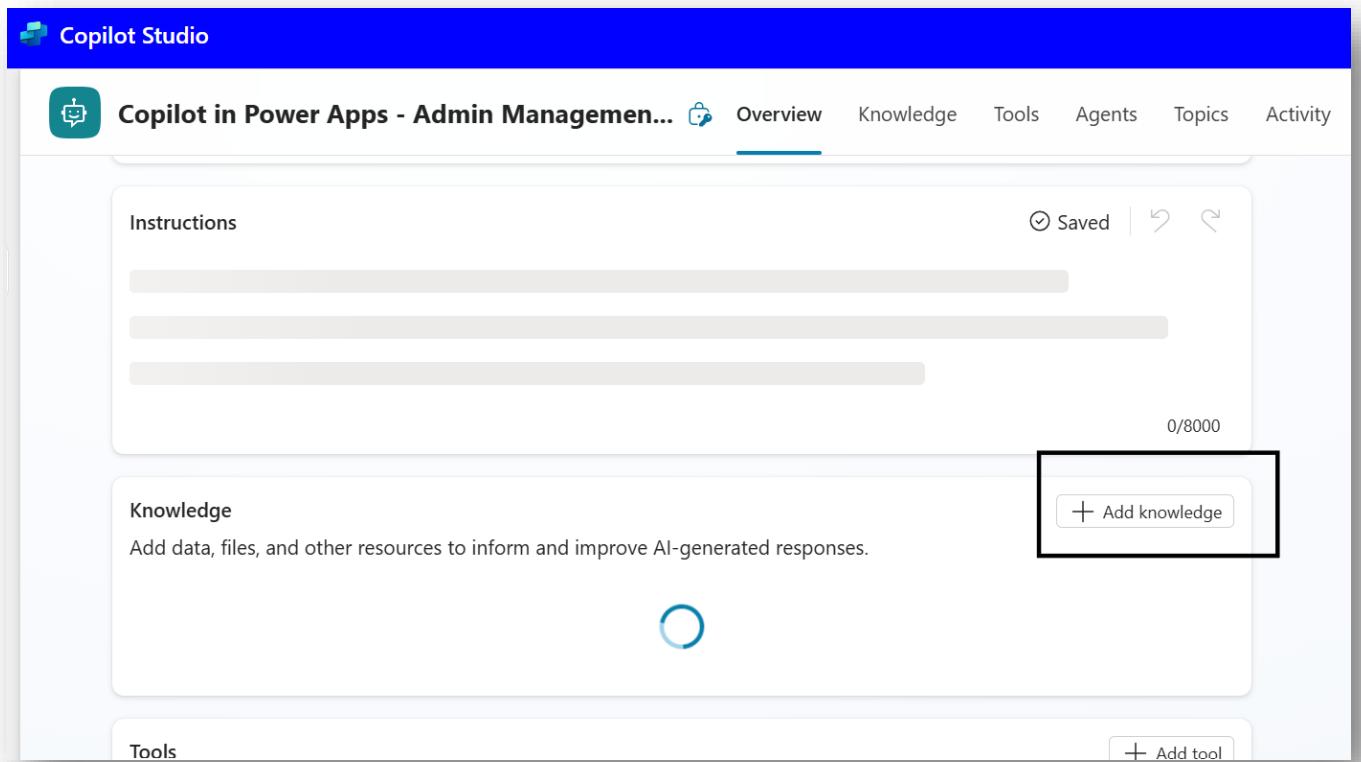
- Details**
  - Name:** Copilot in Power Apps - Admin Management...
  - Description:** None provided
  - Orchestration:** Use generative AI to determine how best to respond to users and events. [Learn more](#) (Disabled)
  - Response model:** GPT-4o (default)
- Instructions**
  - Type your instructions here...
  - 0/8000
- Knowledge**
  - Add data, files, and other resources to inform and improve AI-generated responses.
  - [Add knowledge](#)
- Web Search**
  - Enable your agent to search all public websites. [Learn more](#) (Disabled)

## Step 4: Add knowledge source to our custom Copilot Chat

You can enhance Copilot Studio by adding external links (e.g., [Power Apps docs](#)) or uploading internal documents, allowing Copilot to answer questions beyond app data

Use Case: Northwind Traders has received an Excel document from its shippers outlining applicable shipping charges. In this scenario, we'll add the document as a knowledge source for the agent to reference when determining shipping costs.

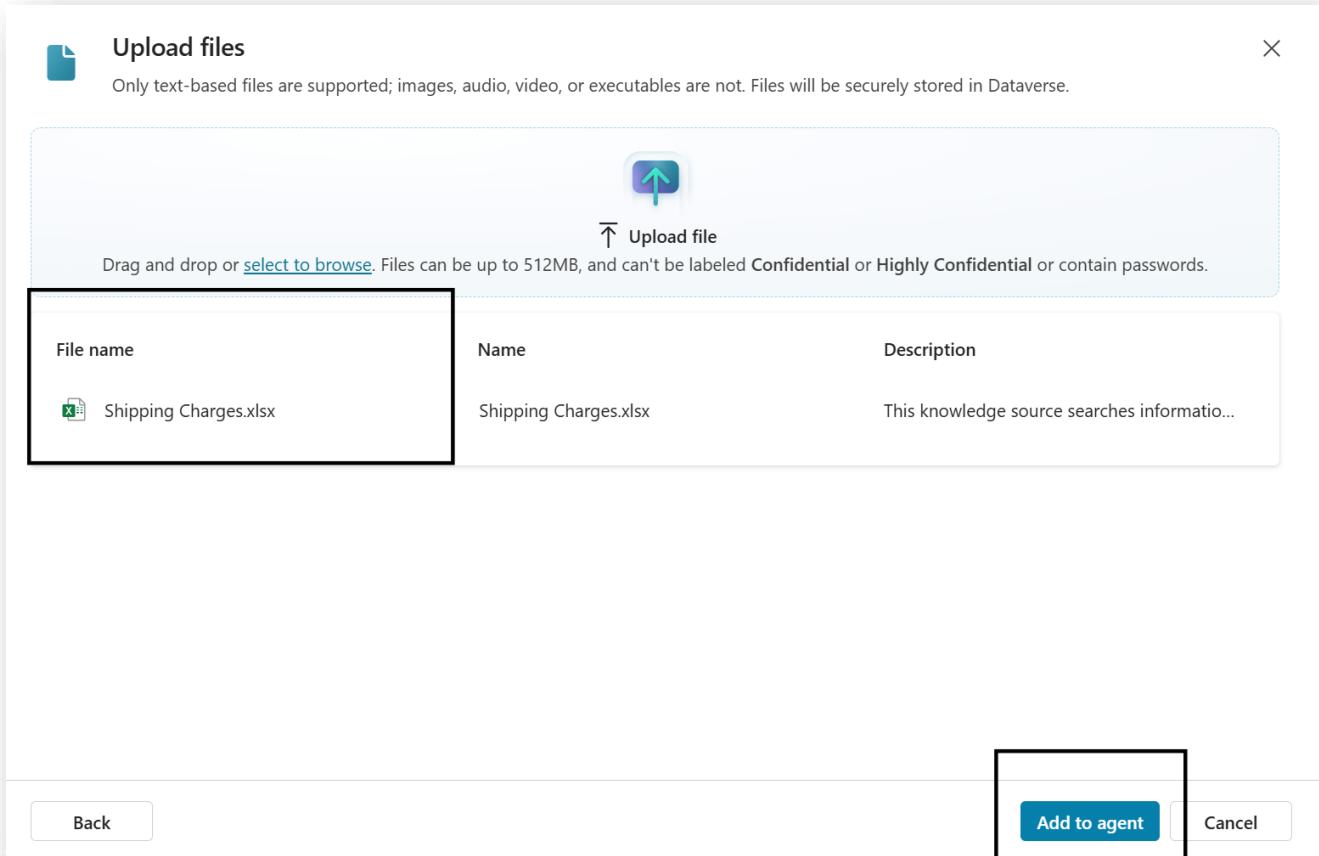
### 4.1 Scroll down to Knowledge section and Click on Add Knowledge



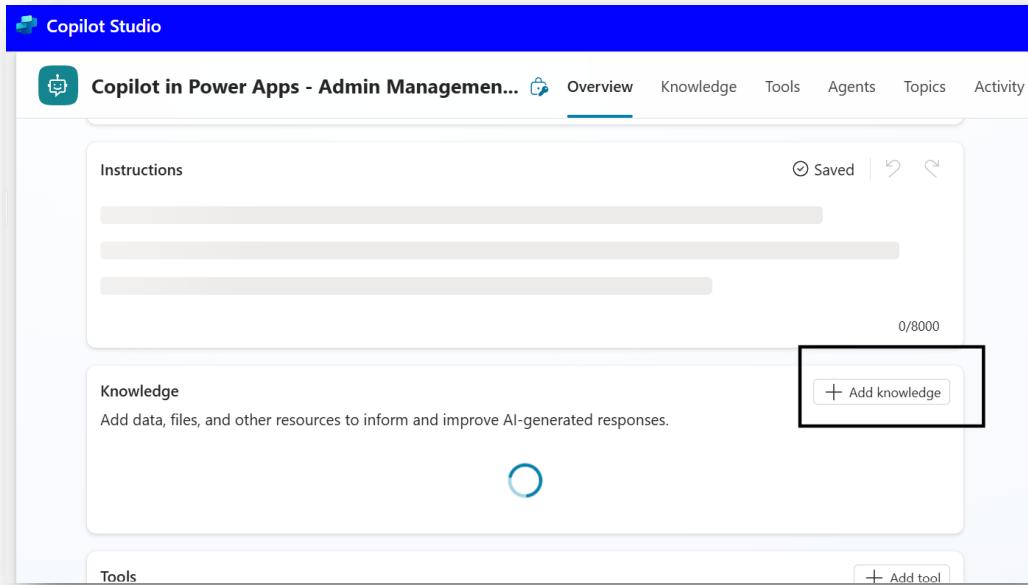
The screenshot shows the Copilot Studio interface. The top navigation bar includes 'Copilot Studio', a profile icon, and tabs for 'Overview', 'Knowledge', 'Tools', 'Agents', 'Topics', and 'Activity'. The 'Knowledge' tab is active, indicated by a blue underline. Below the tabs, there's a section for 'Instructions' with a text area containing three redacted lines and a character count of '0/8000'. To the right of the text area are 'Saved' and sharing icons. The 'Knowledge' section contains a sub-section for 'Knowledge' with the text 'Add data, files, and other resources to inform and improve AI-generated responses.' and a 'Tools' section with a 'Add tool' button. A large, black-outlined box highlights the 'Add knowledge' button in the 'Knowledge' section.

4.2 Select “Upload file” and upload the provided excel file named “Shipping Charges.xlsx”

Then select the excel document “Shipping Charges” and click “Add to agent”.

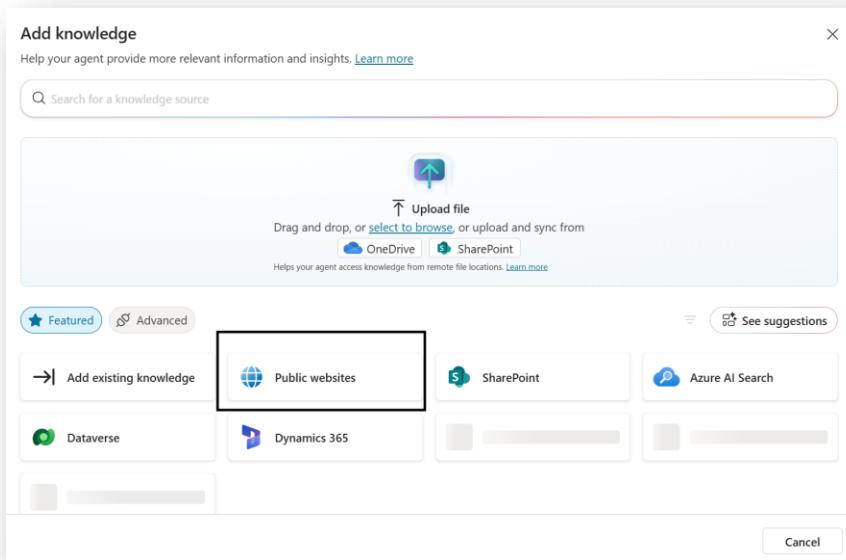


#### 4.3 Let's add another knowledge source - A public website



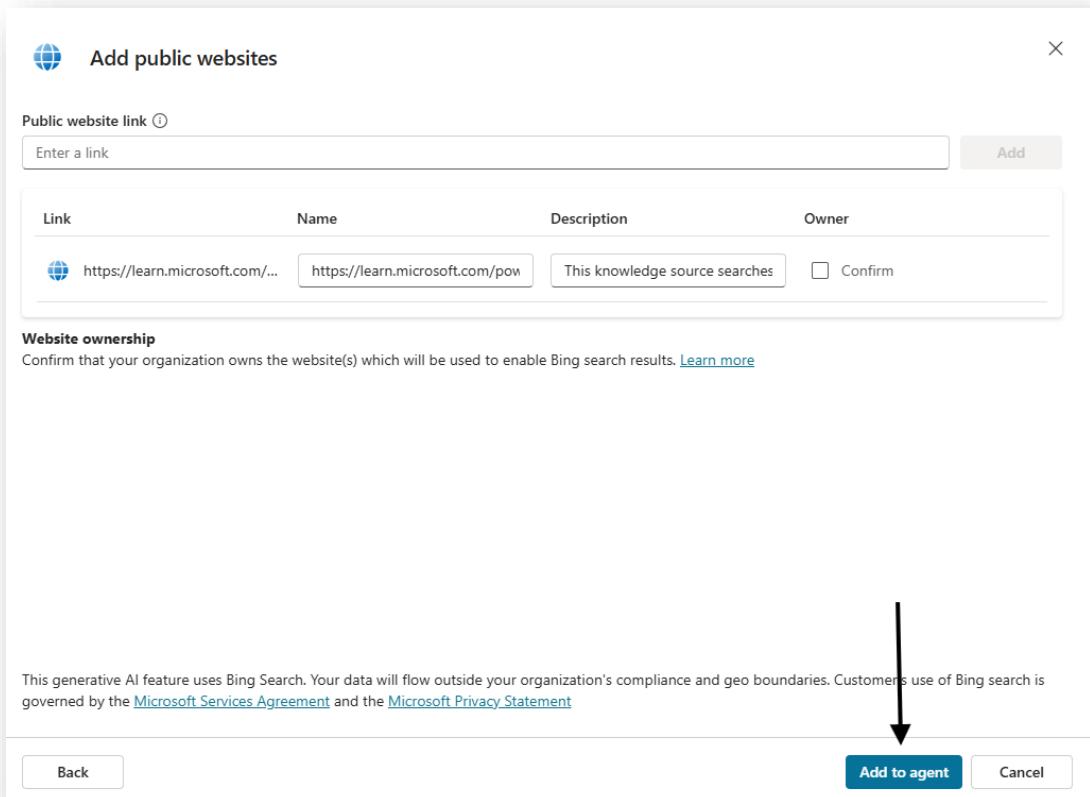
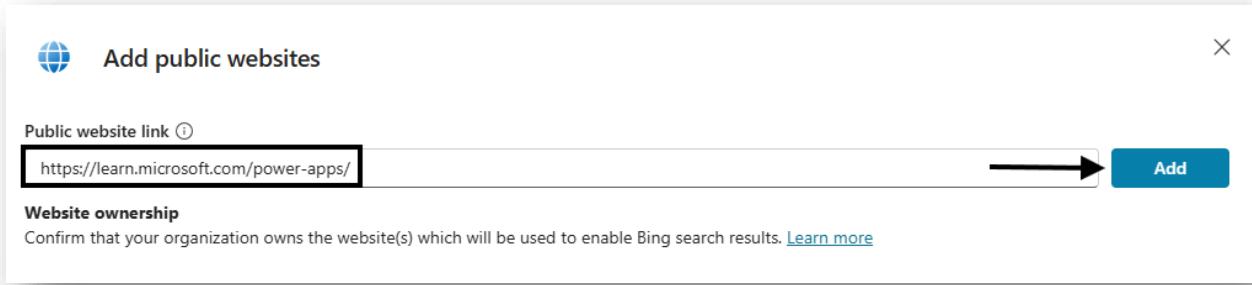
The screenshot shows the Copilot Studio interface. At the top, there is a blue header bar with the text 'Copilot Studio'. Below the header, the title 'Copilot in Power Apps - Admin Management...' is displayed, followed by a 'Copilot' icon, and tabs for 'Overview', 'Knowledge', 'Tools', 'Agents', 'Topics', and 'Activity'. The 'Overview' tab is currently selected. The main content area is divided into sections: 'Instructions' (with a 'Saved' button and a text input field '0/8000'), 'Knowledge' (with a sub-section for adding data, files, and other resources, and a 'Add knowledge' button highlighted with a black box), and 'Tools' (with a 'Add tool' button). A large, semi-transparent watermark with the text 'Microsoft' is visible across the entire page.

#### Select public website

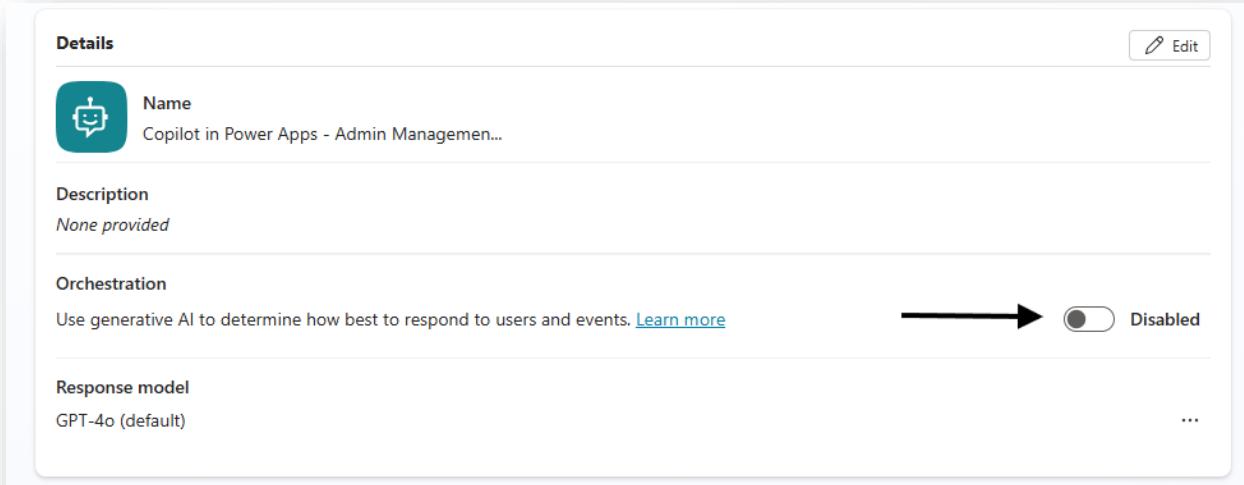


The screenshot shows the 'Add knowledge' dialog box. At the top, it says 'Add knowledge' and 'Help your agent provide more relevant information and insights. [Learn more](#)'. Below that is a search bar with the placeholder 'Search for a knowledge source'. The main area contains a 'Upload file' section with an 'Upload file' button, a 'Drag and drop, or [select to browse](#)' instruction, and sync options for 'OneDrive' and 'SharePoint'. Below this is a note: 'Helps your agent access knowledge from remote file locations. [Learn more](#)'. At the bottom, there are two tabs: 'Featured' (selected) and 'Advanced'. Several options are listed: 'Add existing knowledge' (with a file icon), 'Public websites' (highlighted with a black box), 'SharePoint', 'Azure AI Search', 'Dataverse', and 'Dynamics 365'. A 'See suggestions' button is also present. The dialog has a close button 'X' in the top right corner and a 'Cancel' button at the bottom right.

Add the following URL <https://learn.microsoft.com/power-apps/> and click “Add”.



## 4.4 Turn GenAI Orchestration



**Details**

**Name**  
Copilot in Power Apps - Admin Management...

**Description**  
None provided

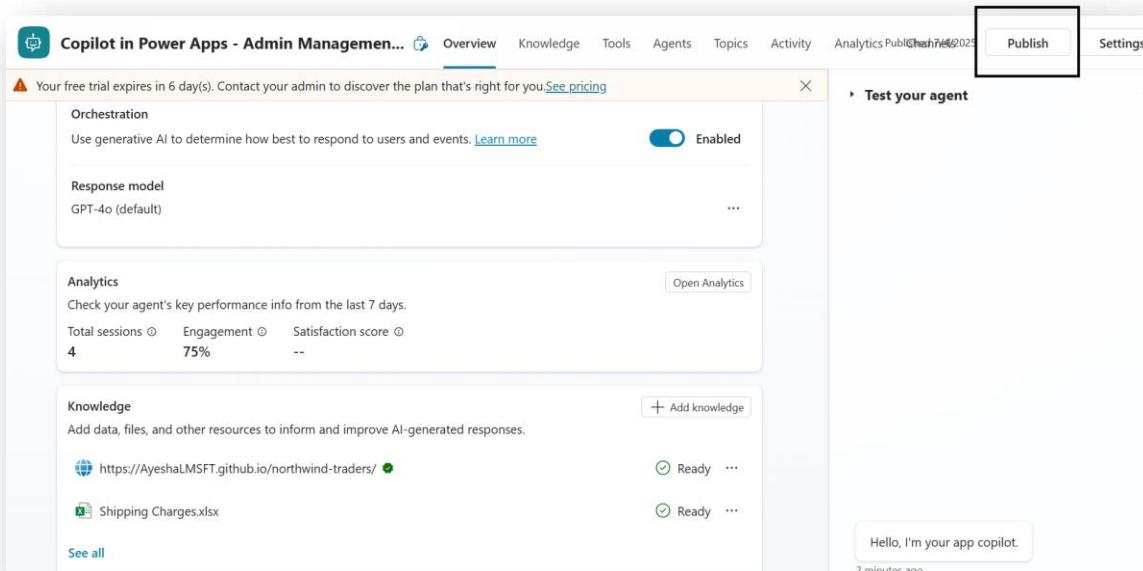
**Orchestration**  
Use generative AI to determine how best to respond to users and events. [Learn more](#)

**Response model**  
GPT-4o (default) [...](#)

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

**Disabled**

## 4.5 Publish the Agent



**Copilot in Power Apps - Admin Management...** [Overview](#) [Knowledge](#) [Tools](#) [Agents](#) [Topics](#) [Activity](#) [Analytics](#) [Publish](#) [Test your agent](#) [Settings](#)

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

**Response model**  
GPT-4o (default) [...](#)

**Analytics**  
Check your agent's key performance info from the last 7 days. [Open Analytics](#)

Total sessions 4 Engagement 75% Satisfaction score --

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

<https://AyeshaLMSFT.github.io/northwind-traders/> **Ready** [...](#)

[Shipping Charges.xlsx](#) **Ready** [...](#)

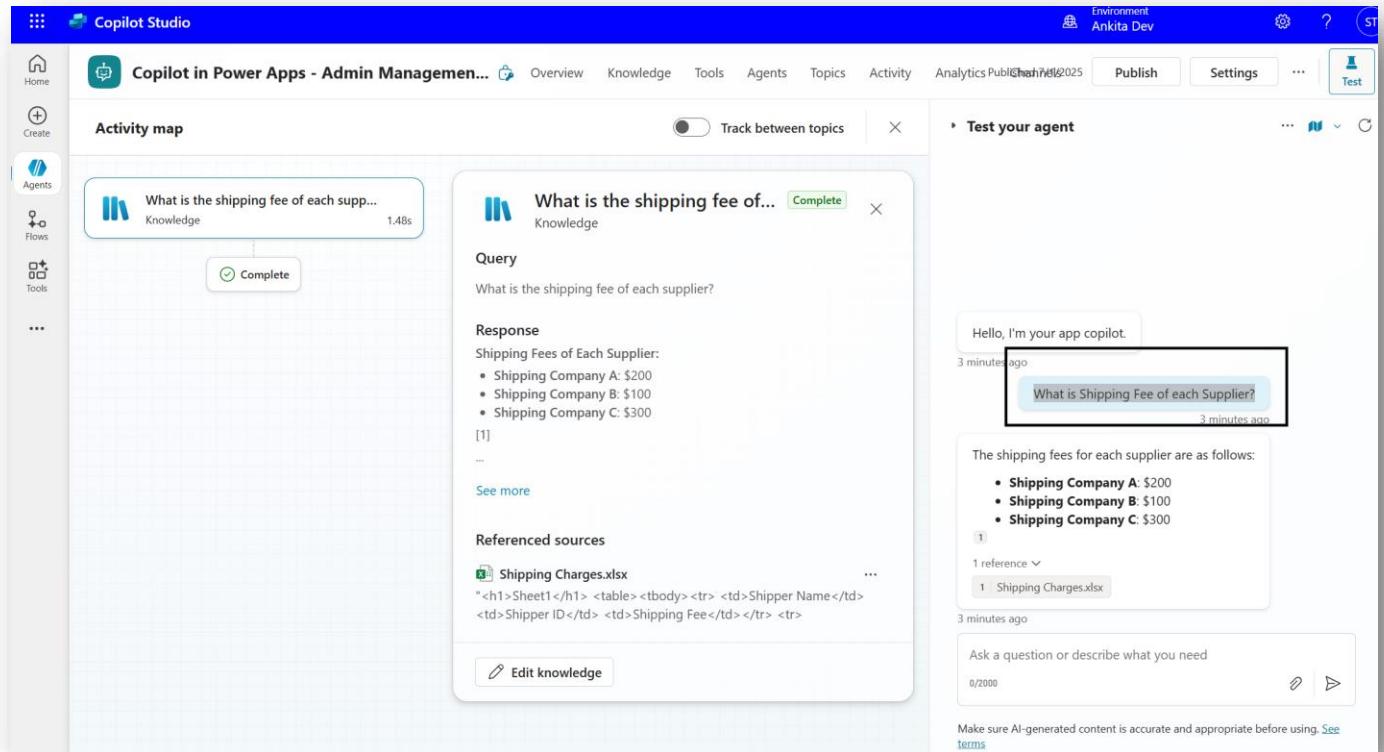
[See all](#)

**Hello, I'm your app copilot.** 2 minutes ago

## 4.6 Now let's test the chat experience in the agent

Give the prompt below to the agent

**What is Shipping Fee of each Supplier?**



The screenshot shows the 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 'Copilot in Power Apps - Admin Management...' and tabs for Overview, Knowledge, Tools, Agents, Topics, Activity, Analytics, and Publish. The 'Knowledge' tab is selected. A 'Test your agent' button is visible in the top right. The central part of the screen shows an 'Activity map' with a query card: 'What is the shipping fee of each supplier?' (Knowledge, 1.48s, Complete). Below it is a 'Response' section with the query text and a bulleted list of shipping fees: 'Shipping Fees of Each Supplier: • Shipping Company A: \$200 • Shipping Company B: \$100 • Shipping Company C: \$300'. There's also a 'Referenced sources' section with a link to 'Shipping Charges.xlsx'. On the right, a chat window shows a message from the copilot: 'Hello, I'm your app copilot.' followed by the user's query 'What is Shipping Fee of each Supplier?'. The copilot then responds with the shipping fees. A note at the bottom right says: 'Make sure AI-generated content is accurate and appropriate before using. [See terms](#)'.

4.7 Re-publish the Model-driven App and then run the Model Driven App (You should also clear your browser cache) and give the below prompt to the Copilot Chat in the app

**What is Shipping Fee of each Supplier?**

The screenshot shows the Power Apps Admin Management App interface. On the left, a sidebar lists various entities: Order Details, Orders, Order Product Cate..., Inventory Transaction..., Employees, Suppliers, Shippers (which is selected), Purchase Orders, Customers, Purchase Order Det..., Invoices, and Order Products. The main area displays the 'Active Shippers' table with the following data:

Company	Address	City	Country_Reg...	State_Provi...	ZIP_Postal
Shipping Company A	123 Any S...	Memphis	USA	TN	99999
Shipping Company B	123 Any S...	Memphis	USA	TN	99999
Shipping Company C	123 Any S...	Memphis	USA	TN	99999

On the right, the Copilot Chat interface is open. A message from Copilot says: "Supplier Fee for Company A". Below it, a note says "The shipping fee for Shipping Company A is 200 [12](#)". A warning says "AI-generated content may be incorrect". A user prompt box contains the question "what are shipping fee by each supplier". Copilot's response is: "The shipping fees charged by each supplier are as follows:

- Shipping Company A: \$200 [12](#)
- Shipping Company B: \$100 [12](#)
- Shipping Company C: \$300 [12](#)

". A note says "AI-generated content may be incorrect". At the bottom, there's a "View Prompts" button and a text input field with placeholder "Ask a question about the data in the app. Use / to reference data 0/500". A note says "Bing search is enabled".

4.8 You can also add prompts to test public website knowledge added.

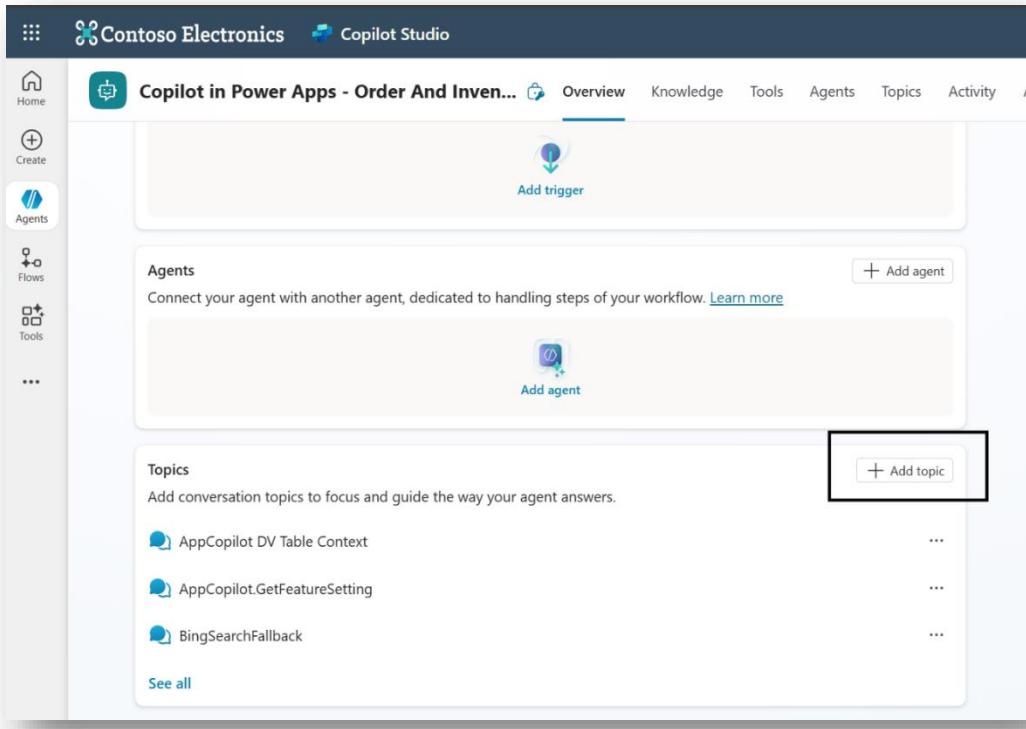
Try the below prompt

**what is power apps?**

**Note:** Currently only Public websites, File Uploads and SharePoint is supported as a knowledge source. Uploaded files should not be labelled Protected or Confidential and should not contain passwords.

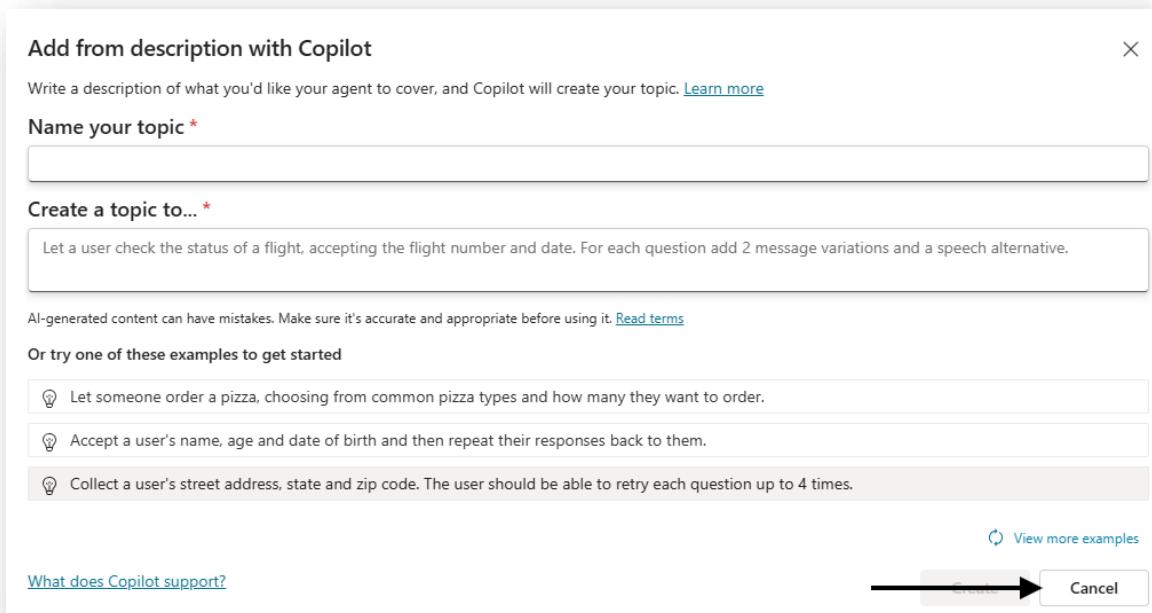
## Step 5: Add topics to Copilot Chat

5.1 Scroll to "Topics" and click on "Add Topic".



The screenshot shows the Copilot Studio interface for the 'Copilot in Power Apps - Order And Inven...' app. The left sidebar includes 'Home', 'Create', 'Agents', 'Flows', 'Tools', and a '...' button. The main content area has tabs for 'Overview', 'Knowledge', 'Tools', 'Agents', 'Topics', 'Activity', and 'A...'. The 'Topics' tab is selected. It displays a list of topics: 'AppCopilot DV Table Context', 'AppCopilot.GetFeatureSetting', and 'BingSearchFallback', each with a '...' button. To the right of the list is a button labeled '+ Add topic' with a black box drawn around it. Above the list, there is a section for 'Agents' with a 'Add agent' button.

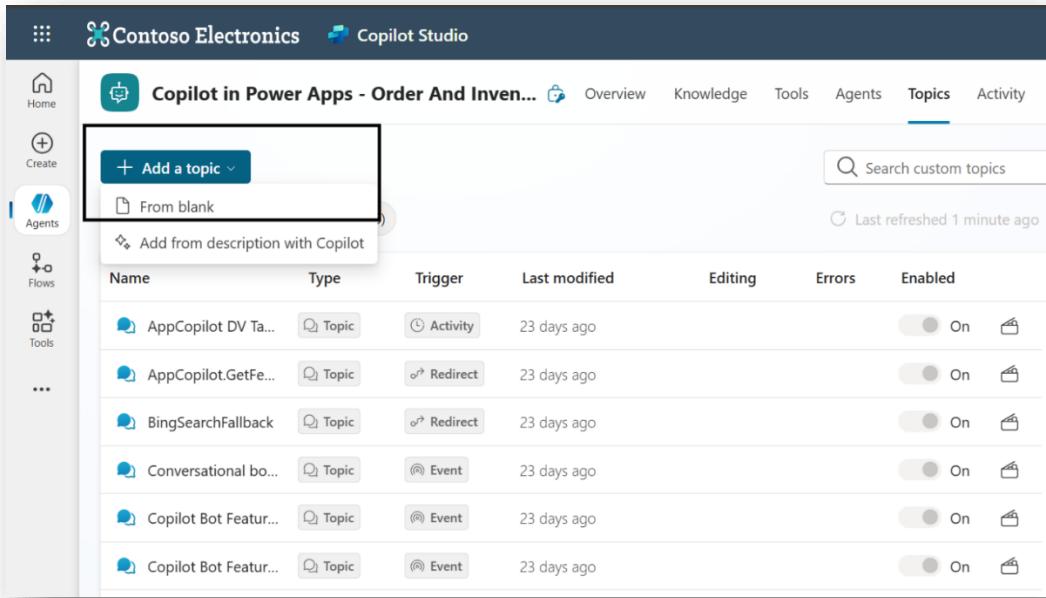
Cancel the below pop up



The pop-up window is titled 'Add from description with Copilot'. It contains the following fields and sections:

- Name your topic \***: An input field with a placeholder.
- Create a topic to... \***: A text area with placeholder text: "Let a user check the status of a flight, accepting the flight number and date. For each question add 2 message variations and a speech alternative."
- AI-generated content can have mistakes. Make sure it's accurate and appropriate before using it.**: A link to 'Read terms'.
- Or try one of these examples to get started**:
  - Let someone order a pizza, choosing from common pizza types and how many they want to order.
  - Accept a user's name, age and date of birth and then repeat their responses back to them.
  - Collect a user's street address, state and zip code. The user should be able to retry each question up to 4 times.
- View more examples**: A link with a circular arrow icon.
- What does Copilot support?**: A link.
- Cancel**: A button with a right-pointing arrow.

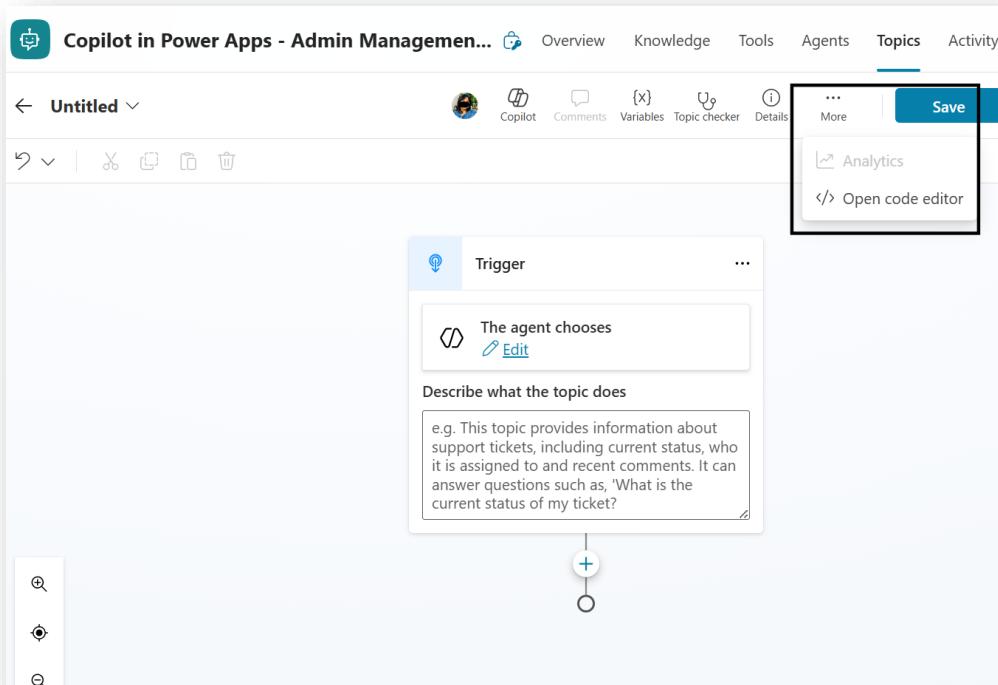
5.2 To create a New Topic- Select “Add a topic” and select “From blank”. A Trigger node appears on an otherwise blank topic authoring canvas.



The screenshot shows the Copilot Studio interface with the 'Topics' tab selected. A modal window is open, showing a dropdown menu with the option 'From blank' highlighted. The main table lists several topics, each with a 'Trigger' column showing 'Activity' or 'Event'. The 'Enabled' column shows a switch for each topic, all of which are set to 'On'.

Name	Type	Trigger	Last modified	Editing	Errors	Enabled
AppCopilot DV Ta...	Topic	Activity	23 days ago			On
AppCopilot.GetFe...	Topic	Redirect	23 days ago			On
BingSearchFallback	Topic	Redirect	23 days ago			On
Conversational bo...	Topic	Event	23 days ago			On
Copilot Bot Featur...	Topic	Event	23 days ago			On
Copilot Bot Featur...	Topic	Event	23 days ago			On

5.3 Select the **More** icon (...) and “Open code Editor”



The screenshot shows the Copilot Studio interface with the 'Topics' tab selected. A modal window is open, showing a 'Trigger' node. The 'More' icon (three dots) is highlighted, and a dropdown menu is open, showing the 'Open code editor' option. The main canvas shows a blank topic authoring area with a 'Trigger' node and a plus sign for adding more nodes.

5.4 Paste the below YAML Code in code editor (replace the existing code)

```
kind: AdaptiveDialog
beginDialog:
  kind: OnRecognizedIntent
  id: main
  intent:
    displayName: Lesson 3 - A topic with a condition, variables and a prebuilt entity
  triggerQueries:
    - Buy items
    - Buy online
    - Buy product
    - Purchase item
    - Order product

  actions:
    - kind: SendMessage
      id: Sjghab
      message: I am happy to help you place your order.

    - kind: Question
      id: eRH3BJ
      alwaysPrompt: false
      variable: init:Topic.State
      prompt: To what state will you be shipping?
      entity: StatePrebuiltEntity

    - kind: ConditionGroup
      id: sEzulE
      conditions:
        - id: pbR5LO
          condition: =Topic.State = "California" || Topic.State = "Washington" || Topic.State = "Oregon"

      elseActions:
        - kind: SendMessage
          id: X7BFUC
```

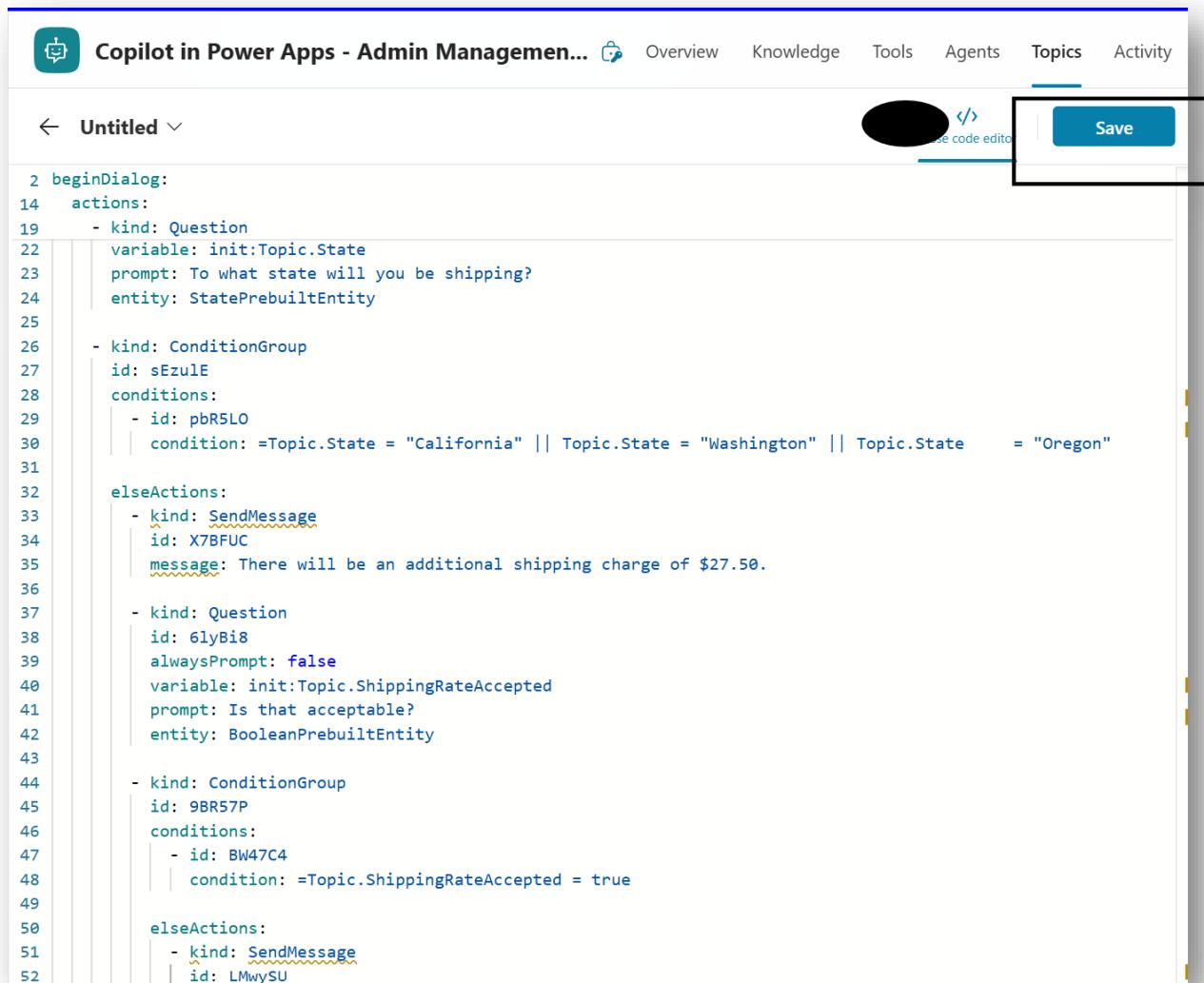
```
message: There will be an additional shipping charge of $27.50.
```

```
- kind: Question
  id: 6lyBi8
  alwaysPrompt: false
  variable: init:Topic.ShippingRateAccepted
  prompt: Is that acceptable?
  entity: BooleanPrebuiltEntity
```

```
- kind: ConditionGroup
  id: 9BR57P
  conditions:
    - id: BW47C4
      condition: =Topic.ShippingRateAccepted = true
```

```
elseActions:
- kind: SendMessage
  id: LMwySU
  message: Thank you and please come again.
```

5.5 Click Save and give a name to your topic as follows “Custom Topic”



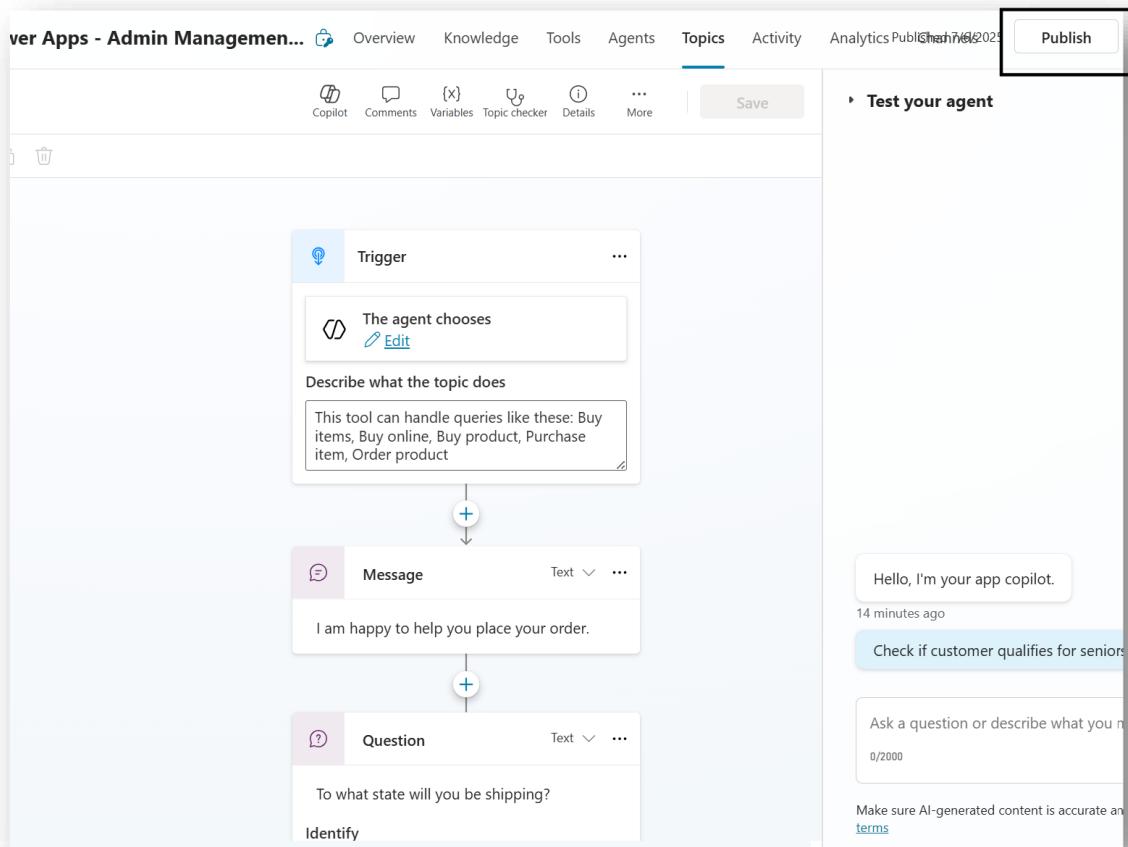
The screenshot shows the Copilot in Power Apps Admin Management interface. The top navigation bar includes 'Overview', 'Knowledge', 'Tools', 'Agents', 'Topics' (which is currently selected and highlighted in blue), and 'Activity'. Below the navigation is a breadcrumb trail '← Untitled'. The main area is a code editor with the following JSON-like code:

```
2 beginDialog:
14   actions:
19     - kind: Question
22       variable: init:Topic.State
23       prompt: To what state will you be shipping?
24       entity: StatePrebuiltEntity
25
26     - kind: ConditionGroup
27       id: sEzulE
28       conditions:
29         - id: pbR5LO
30         | condition: =Topic.State = "California" || Topic.State = "Washington" || Topic.State = "Oregon"
31
32   elseActions:
33     - kind: SendMessage
34       id: X7BFUC
35       message: There will be an additional shipping charge of $27.50.
36
37     - kind: Question
38       id: 6lyBi8
39       alwaysPrompt: false
40       variable: init:Topic.ShippingRateAccepted
41       prompt: Is that acceptable?
42       entity: BooleanPrebuiltEntity
43
44     - kind: ConditionGroup
45       id: 9BR57P
46       conditions:
47         - id: BW47C4
48         | condition: =Topic.ShippingRateAccepted = true
49
50   elseActions:
51     - kind: SendMessage
52       id: LMwySU
```

A large black rectangle highlights the 'Save' button in the top right corner of the interface.

5.6 After the code is updated, you will see the custom topic created.

Click on “Publish.”



The screenshot shows the Microsoft Copilot Admin Management interface. At the top, there are tabs for Overview, Knowledge, Tools, Agents, Topics (which is the active tab), Activity, and Analytics. A 'Publish' button is highlighted with a black box. Below the tabs, there are buttons for Copilot, Comments, Variables, Topic checker, Details, and More. A 'Save' button is also present. The main area displays a workflow for a custom topic:

- Trigger:** "The agent chooses" (with an 'Edit' link).
- Message:** "I am happy to help you place your order."
- Question:** "To what state will you be shipping?" (with an 'Identify' link).

On the right side, there is a sidebar with the heading "Test your agent". It shows a message from a copilot: "Hello, I'm your app copilot." (14 minutes ago). Below that, there is a message box with the placeholder "Ask a question or describe what you need" and a character limit of "0/2000". At the bottom of the sidebar, there is a note: "Make sure AI-generated content is accurate and follows our [terms](#)".

5.7 Go to your model-driven app and give the below prompt to copilot chat

**Place Order**

The screenshot shows the Admin Management App interface with the 'Active Order Details' view. The table includes columns for Order, Product, Purchase Order, Quantity, Unit Price, Discount, and Order Detail Status. A Copilot chat window is open on the right, showing a conversation about placing an order. The 'place order' button in the Copilot window is highlighted with a black box.

Order	Product	Purchase Order	Quantity	Unit Price	Discount	Order Detail Status
0919	Northwin...		20.00	10.00	0.00	Invoiced
0907	Northwin...		17.00	40.00	0.00	Invoiced
0913	Northwin...		50.00	2.99	0.00	Allocated
0913	Northwin...		20.00	3.50	0.00	Allocated
0902	Northwin...		20.00	46.00	0.00	Invoiced
0902	Northwin...		15.00	18.00	0.00	Invoiced
0908	Northwin...	0822	300.00	46.00	0.00	Invoiced
0914	Northwin...		25.00	2.99	0.00	Allocated
0914	Northwin...		25.00	46.00	0.00	Allocated
0914	Northwin...		25.00	18.00	0.00	Allocated
0920	Northwin...		30.00	18.40	0.00	Invoiced
0920	Northwin...		25.00	21.35	0.00	Invoiced
0920	Northwin...		30.00	9.65	0.00	Invoiced

Rows: 58

**Copilot Chat**

You can ask questions about this table and its records: Order Details, Orders, Order Product Categories, Inventory Transactions, Employees, Suppliers, Shippers...

>Show more

Al-generated content may be incorrect

To what state will you be shipping?

Al-generated content may be incorrect

place order

To what state will you be shipping?

Al-generated content may be incorrect

View Prompts

Ask a question about the data in the app. Use / to reference data

0/500

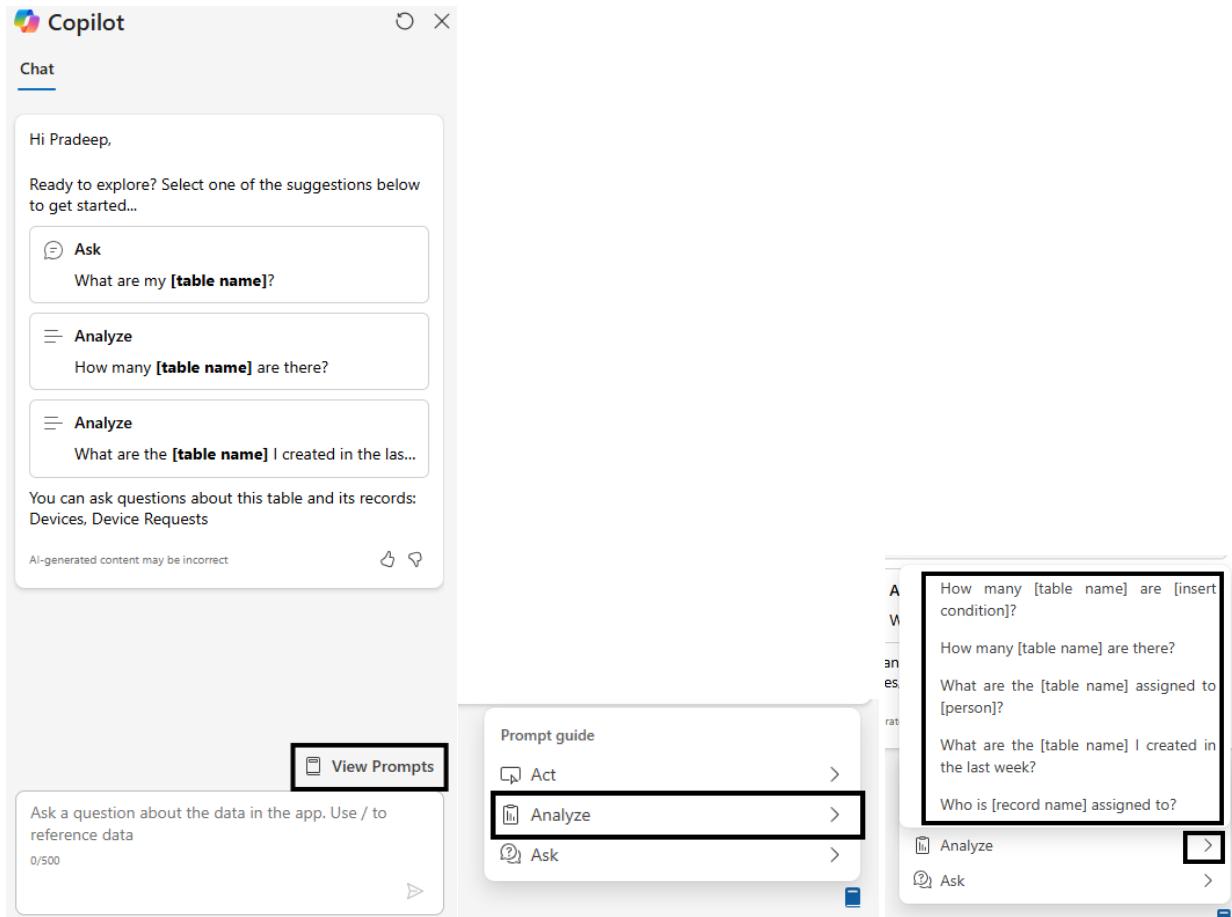
Bing search is enabled

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

## Step 6: Prompt guide customizations

A prompt library is a collection of ready-made and tested prompts that help guide how Copilot Chat talks to users. It makes sure the chat gives answers that are accurate, helpful, and matched to what the user is asking or needs.

6.1 To see the prompt guide in the model driven app copilot chat experience, click on View Prompts in Copilot Chat.

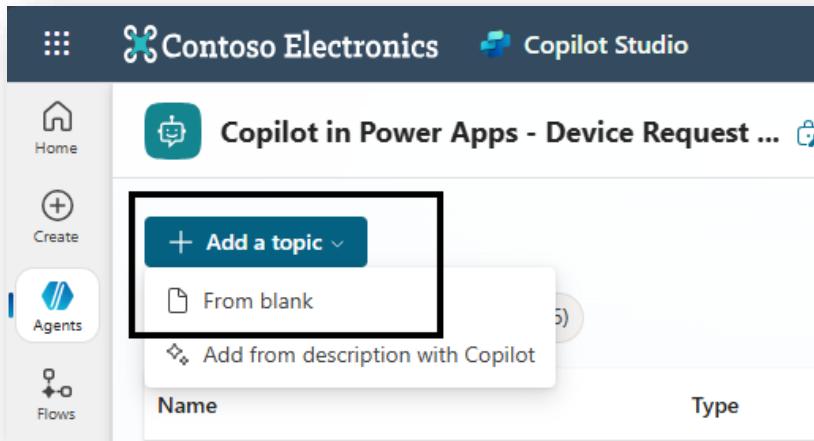


6.2 In the next few steps, we will learn how to add our own custom Prompt.

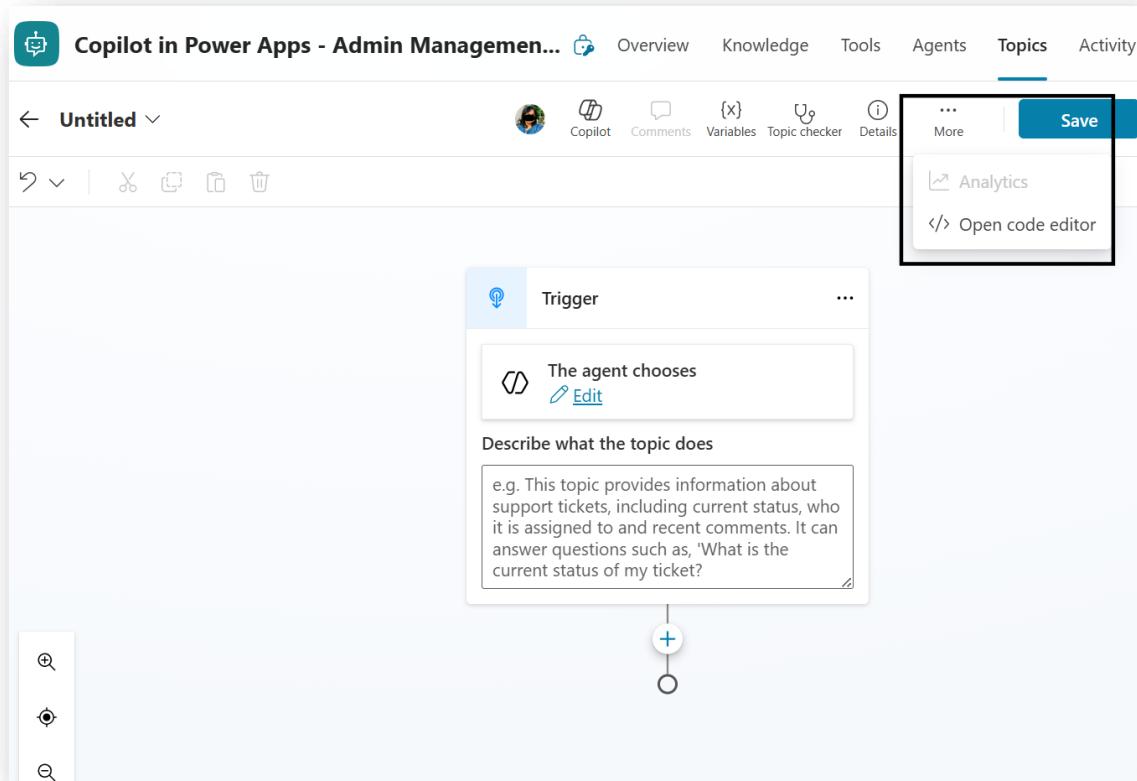
Go back to your custom agent in copilot studio.

Let's first create a Topic to add a custom prompt named "**Power Apps Helper**" in the Prompt tree.

Go to your agent and Click on **Add a Topic** and select **From Blank**



6.3 Next click on the **More** icon (...) and "Code Editor"



#### 6.4 Paste the below given YAML code in the code editor (replace existing code)

```
kind: AdaptiveDialog
beginDialog:
  kind: OnEventActivity
  id: main
  priority: 200
  eventName: Microsoft.PowerApps.Copilot.RequestSparks
  actions:
    - kind: ParseValue
      id: iCepPf
      variable: Topic.SparkGroupCustom
      valueType:
        kind: Table
      properties:
        displayName: String
        displaySubtitle: String
        iconName: String
      sparks:
        type:
          kind: Table
          properties:
            displayName: String
```

```

        eventName: String
        iconName: String
        payload: String
        type: String
    value: |-
        =[{"displayName":"Power Apps Help",displaySubtitle:"Power Apps
Help",iconName:"List24Regular",
sparks:[
    {"displayName":"What is Copilot chat?",type:"MCSMessageSkill"},

    {"displayName":"How can I use the record picker?",type:"MCSMessageSkill"},

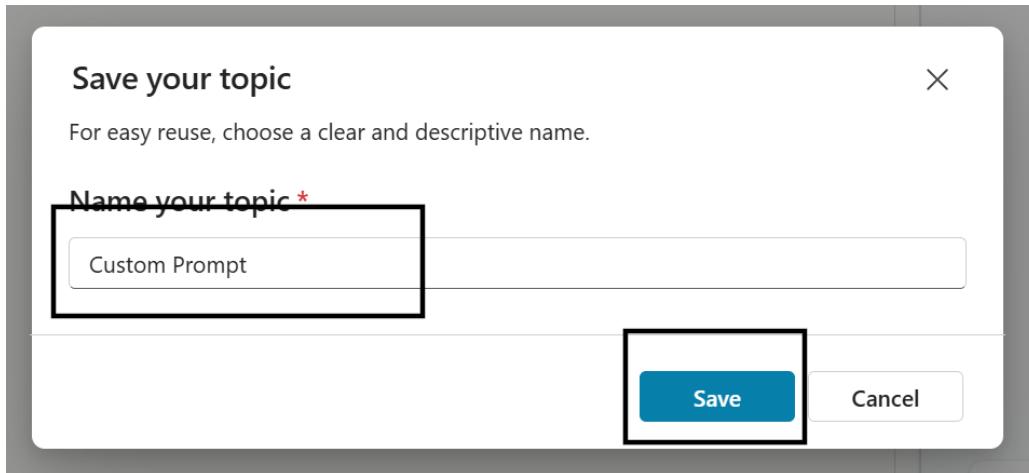
    {"displayName":"What types of questions can I ask Copilot?",type:"PromptTextSkill"},

    {"displayName":"How do I provide feedback on Copilot's
responses?",type:"PromptTextSkill"}]
    }]
```

```

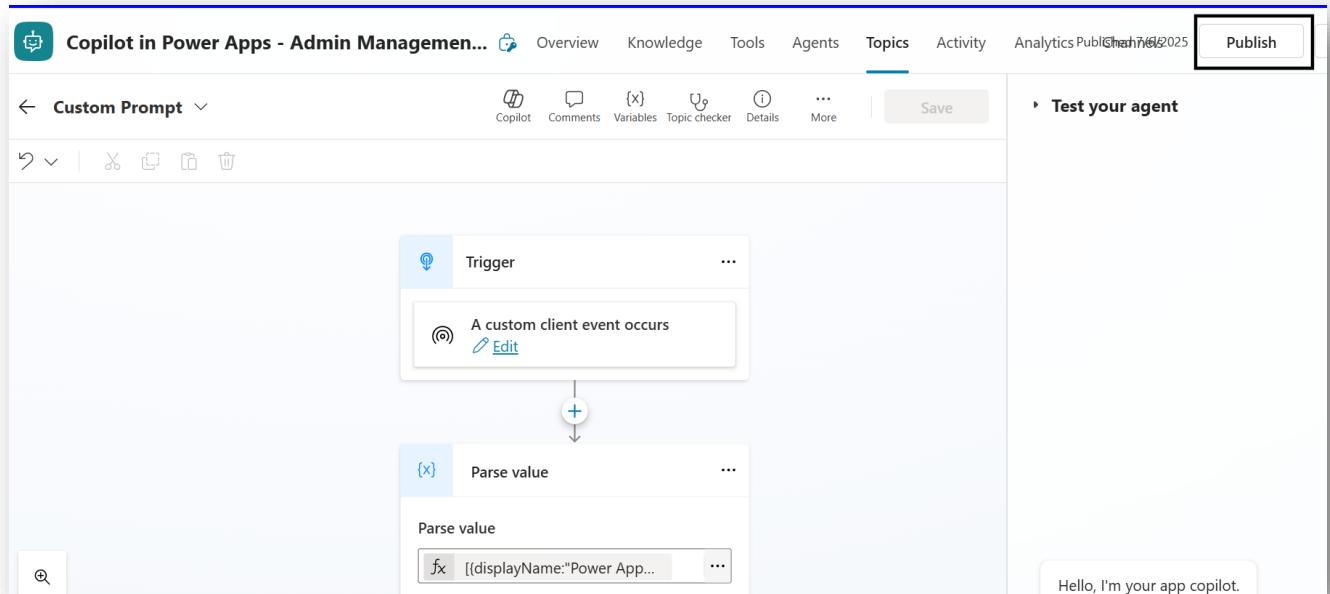
- kind: SetVariable
id: setVariable_pDu9cr
variable: Global.PA_Copilot_Sparks.sparkGroups
value:
=ForAll(Sequence(CountRows(Global.PA_Copilot_Sparks.sparkGroups)+CountRows(Topic.SparkGroupCustom)), If(Value<=CountRows(Global.PA_Copilot_Sparks.sparkGroups),Index
(Global.PA_Copilot_Sparks.sparkGroups,Value), Index(Topic.SparkGroupCustom, Value -
CountRows(Global.PA_Copilot_Sparks.sparkGroups))))
```

## 6.5 Save as “Custom Prompt”



6.6 You will see the custom prompt created.

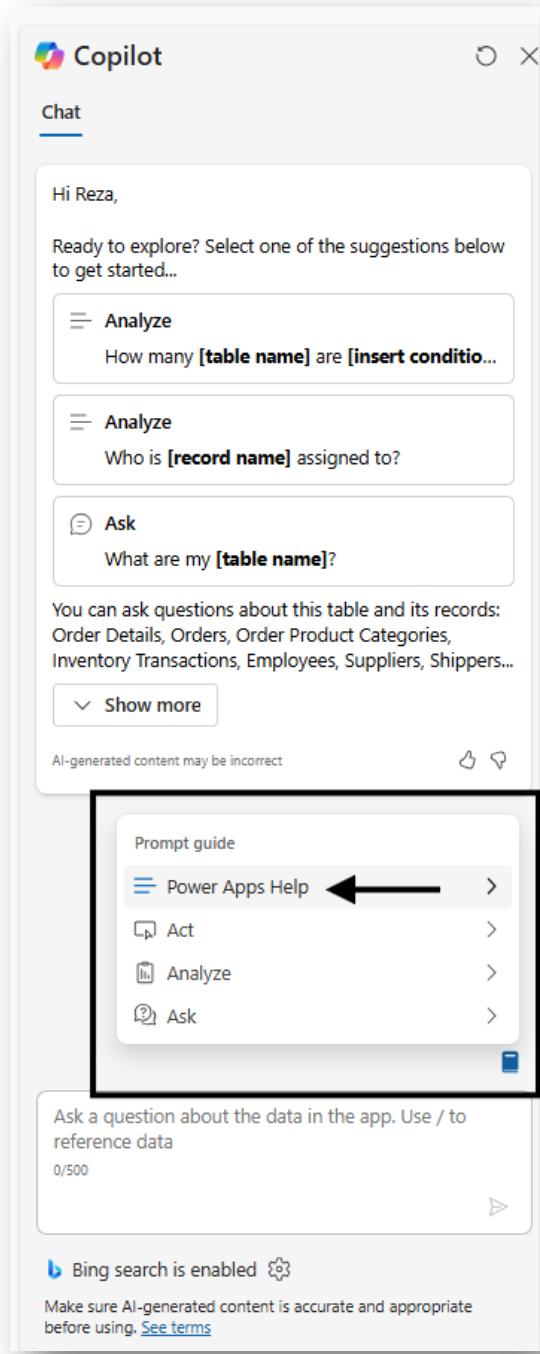
Click on “Publish”



The screenshot shows the 'Copilot in Power Apps - Admin Management' interface. The top navigation bar includes 'Copilot', 'Overview', 'Knowledge', 'Tools', 'Agents', 'Topics' (which is the active tab), 'Activity', 'Analytics', 'Published', 'Changes 2025', and a 'Publish' button. The main area is titled 'Custom Prompt' and shows a flow diagram. The flow starts with a 'Trigger' block: 'A custom client event occurs' (with an 'Edit' link). An arrow points down to a 'Parse value' block: 'Parse value' (with an 'fx' link) followed by the formula: '[(displayName:"Power App...')...'. On the right side of the interface, there is a 'Test your agent' section and a message box that says 'Hello, I'm your app copilot.'

6.7 Now let's go back to the Admin Management Model-driven App and test the prompt.

You will see the new prompt added to copilot



6.8 Test the prompt by selecting the questions in the prompt (Note: these questions were part of the configuration of the custom prompt)

The screenshot shows a list of questions in a sidebar and a detailed answer in a main content area.

**Questions in sidebar:**

- How can I use the record picker?
- How do I provide feedback on Copilot's responses?
- What is Copilot chat? 
- What types of questions can I ask Copilot?

**Content Area:**

What is Copilot chat?

Copilot chat is a feature that allows users to interact with an AI assistant within their applications. It provides real-time assistance, answers questions, and helps with various tasks by leveraging AI capabilities. This feature is designed to enhance productivity and streamline workflows by offering contextual support and insights directly within the user's working environment.

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Congratulations 

You have successfully completed this module.