**LAB-**05 **Unlock new levels of productivity with autonomous agents**

**Let AI do the work and automate processes more easily than ever with autonomous agents**

# Lab Details

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| Level | Persona | Purpose | Estimated time to complete |
| 200 | Maker |  | 20 minutes |

## Summary of targets

In this lab, you'll create a simple autonomous agents replying to user emails, providing guidance based on knowledge and being able to provide ticket details.

| Use case/topic | Sujet |
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| Create | |
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# Use Case #1: Create an autonomous agents

## Summary of tasks

In this section, you’ll learn how to create an autonomous agent and define a trigger.

**Scenario**: Setup an agent automating user support with access to your knowledge base and incident details.

## Step-by-step instructions

1. Navigate to the Copilot Studio **home** **page**.

<https://aka.ms/MCSStart>

1. Go to the **Solutions** menu (located in the left-hand menu under the ellipsis **…**)
2. Select the **solution** you had created.
3. Select **New**, and choose **Agent**.
4. Select **Skip to configure**
5. Name your agent **Autonomous Support Agent**
6. **Create**
7. Go to **Knowledge**
8. Select **Website**, and add this URL (**confirm ownership** for better results)

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| https://support.servicenow.com/ |

1. Go to **Overview**
2. Add **Trigger**: **When a new email arrives (V3)**
3. Select **Next**, **Continue**, **Next,** and **Create trigger** (this is the place where you can further define triggers).
4. Go to **Tools**, and **Add tool**
5. Select **ServiceNow** and choose **List records**
6. Select **Add to agent**
7. Open **List records**.
8. Under **Additional details**, change **Authentication** to **Agent author authentication**.
9. Rename to **Get ServiceNow ticket details**
10. Change description to **Gets the details of an incident using its incident number**
11. For **Record Type**, set a **Custom value** and choose **Incident**
12. Add input: **Query**Select **Customize** and use this **Description**

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| The output of this variable is the concatenation of numberCONTAINS and the incident number.  E.g., "numberCONTAINSINC0007001".  Only the incident number should be prompted and obtained from the user (e.g., INC0007001) |

1. Add input: **Limit**Select **Custom Value** and set **1**
2. Choose **Add**
3. Go to **Tools**
4. Add a new tool: search for **Reply to Email (V3)** – from Office 365 Outlook
5. **Add to agent**
6. Rename to **Reply to email with the answer to the question**
7. Description: **This operation replies to the original email containing the user questions and query**
8. Under **Additional details**, set **authentication** to **Agent author**.
9. Add input: **Body**

Customize the description:

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| Content of the email in HTML format so that it renders nicely to the user, with URLs and line breaks.  URLs from citations should be relevantly added as part of the answer directly, instead of being appended as the end of the answer. |

1. **Save**
2. Go to **Overview** and **Instructions**

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| 1. Understand and isolate each questions from the received email body.  2. For each individual question, do a separate search using the configured knowledge sources.  3. If a ticket ID is mentioned, for example INC0000059, check if an update is available using Get ServiceNow ticket details .  4. Reason to check if you have holistically addressed the questions.  5. Reply to them with the answer(s) back over email using Reply to email with the answer to the question . Include the citations as clickable URLs. Use the same language as the initial user email (e.g., if the questions are in French, reply in French, etc.) |

**Note:** Use / to insert tools in your instructions.

1. Go to **Settings** > **Generative AI** > **Enable deep reasoning**.
2. Publish
3. Send your fictitious user an email

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| Hi!  I hope you're doing well!  I had a couple of questions - what are the steps again to reset your Now Support user password?  Also, was wondering if you had an update on my case INC0000059.  Much appreciated.  Thanks! |

1. **Test** your trigger

A screenshot of a computer

AI-generated content may be incorrect.