



# Dynamics 365 FastTrack

# Partner Architect Bootcamp

## Lab 02: Autonomous Agent

Hands-on Labs step-by-step

February 2026

Microsoft Copilot Studio Workshop for Dynamics 365

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# Microsoft Copilot Studio

This lab is subject to the Terms of Use found at the end of this document.

There are many valid ways to approach and implement this scenario. In this lab, we have intentionally made certain design choices to demonstrate a broader range of tools, capabilities, and concepts available in Copilot Studio. While these choices may not always represent the most direct or optimized solution, they serve an educational purpose by exposing you to techniques you might use in more complex or varied situations.

## Goals for this lab

After this lab you will be able to:

- Understand the how to create an autonomous agent
- How to create a new trigger in MCS
- How to create a new Topic in MCS
- How to create an AI prompt
- How to call an action in the topic
- How to use variables
- How to use PowerFX function
- How to create a tool
- The time to complete this lab is [50] minutes.

## Prerequisites

The labs have been designed so as long you have access to a Microsoft Copilot Studio trial. You can get started from most lab without having to complete the previous module to be able to move forward. However, for the best experience that shows the features and functionality that is possible within the product, it is recommended you have completed specific modules before starting some of the labs.

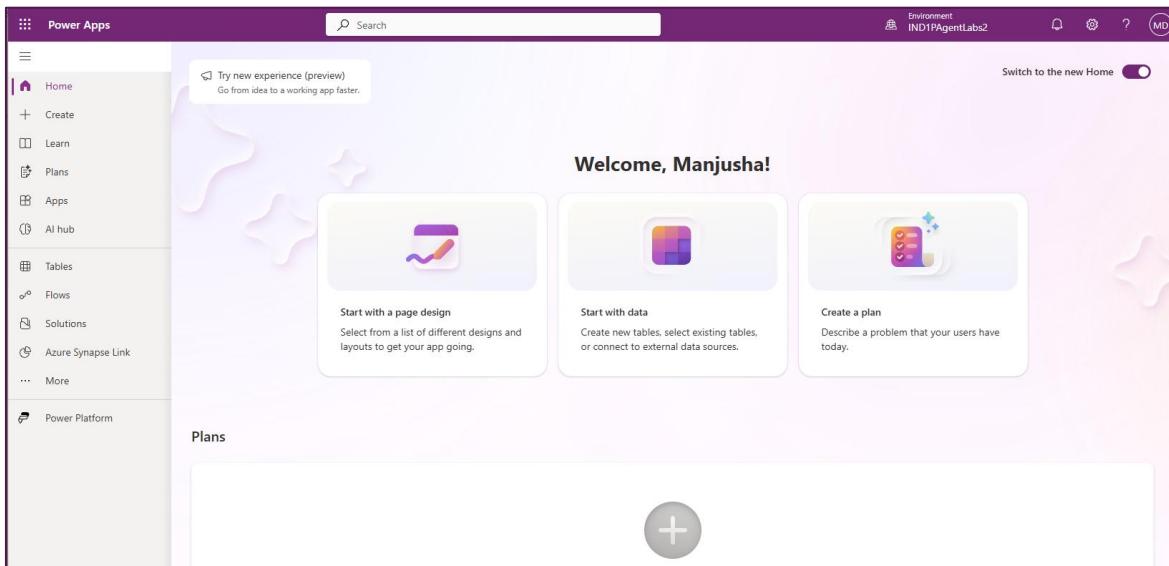
- A computer with internet access.
- Access to a CE environment with Sales Copilot enabled

## Exercise: Create an autonomous agent

In this exercise, the use case involves a seller who receives an email inquiry from a customer and automatically replies, assuring the customer that their question will be addressed promptly. The reply also includes the seller's next available times for a meeting or discussion. Please note that, for the purposes of this lab, we will not take into account specific constraints mentioned by the customer in the email, such as availability restricted to Wednesday mornings in the month of Feb for example. More complex scenarios incorporating such constraints will be explored in future editions of the labs.

### Task 1: Create a project solution

1. Sign in to [Power Apps](#) maker experience. Verify that you are in the right environment.

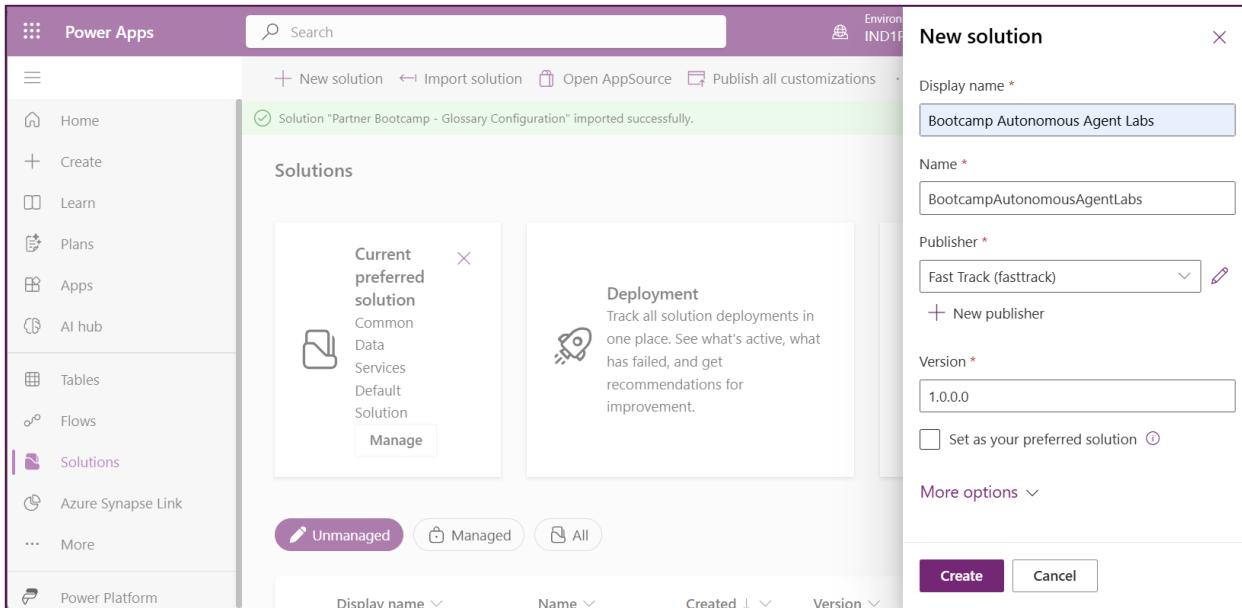


2. Select a right environment clicking on the Environment area.



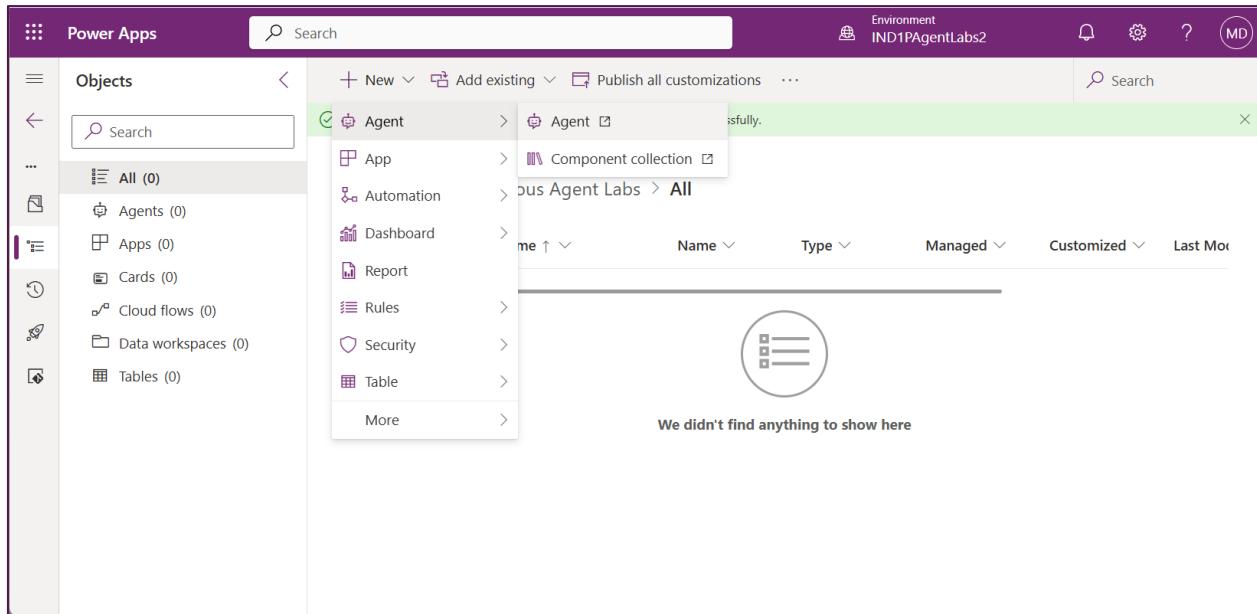
3. Select **Solutions** from the left navigation. If the item isn't in the side panel pane, select [...More](#) and then select Solutions.

4. Select **New solution** and then complete the required columns to create the new solution i.e., '**Bootcamp Autonomous Agent Labs'**

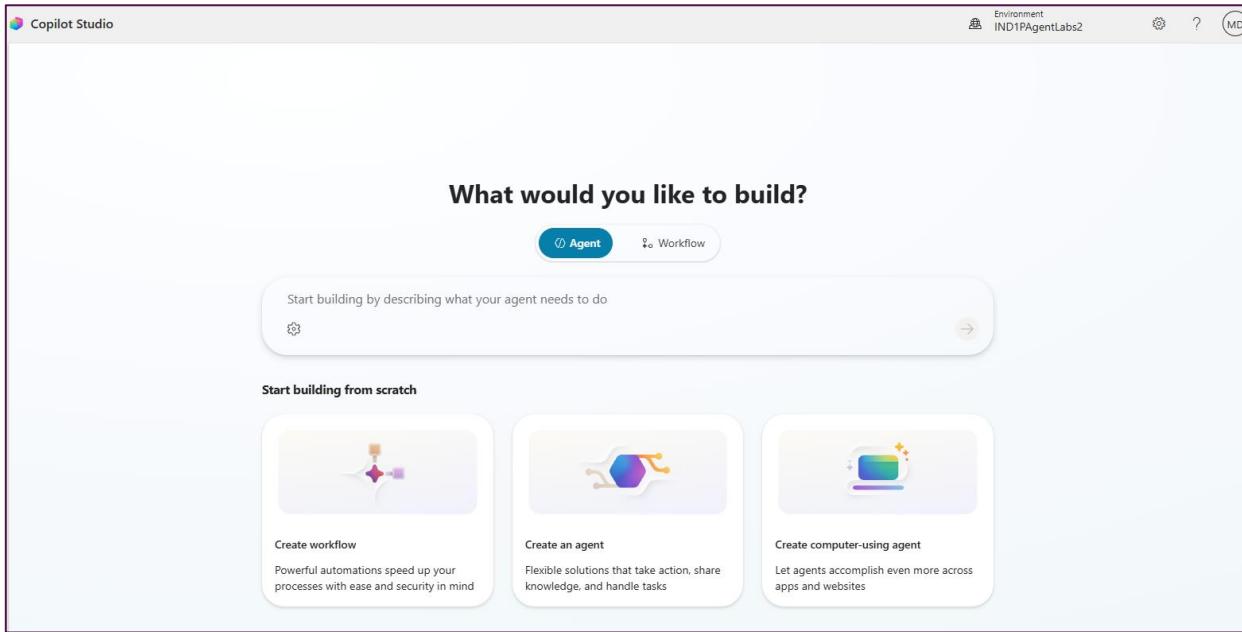


## Task 2: Create a new agent

1. Inside the solution created previously, Select **New**, then select **Agent > Agent**.



2. System will navigate you to Copilot Studio. Click **Create an agent**.



### 3. New agent screen appears.

The screenshot shows the "Agent 2" configuration screen. At the top, there are tabs for "Overview", "Knowledge", "Tools", "Agents", and "+5". The "Test" tab is selected. A green banner says "Your agent has been provisioned." The left sidebar has sections for "Details" (Name: Agent 2, Description: None provided), "Select your agent's model" (GPT-4.1 (Default)), "Instructions" (Describe what you want this agent to do, its tone, and rules.), and "Knowledge" (+ Add knowledge). The right sidebar shows a conversation log: "Hello, I'm Agent 2. How can I help?" (6 minutes ago) and "Ask a question or describe what you need" (0/2000).

### 4. Click **Edit** to set name and description for Agent as below:

Agent Name: Seller Assistant

Description: This agent assists sellers by processing their incoming emails. Its primary role is to identify the intent of each message and take appropriate actions:

- Meeting Scheduling: When a meeting intent is detected, the agent automatically retrieves the seller's next available time slots from their calendar and suggests the earliest options directly in the reply.
- Knowledge-Based Responses: If the email contains questions that can be answered using the connected knowledge base, the agent drafts accurate, helpful responses using that content.
- The goal is to streamline seller workflows by minimizing manual email handling, improving response speed, and ensuring that meeting coordination and customer questions are addressed efficiently and professionally.

The screenshot shows the Microsoft Agent interface for 'Agent 2'. The top navigation bar includes 'Overview', 'Knowledge', 'Tools', 'Agents', '+5', 'Search', 'Publish', 'Settings', and a 'Test' button. A message box at the top left says 'Your agent has been provisioned.' The main area is divided into sections: 'Details' (Name: Agent 2, Description: None provided, Edit button), 'Model' (Select model: GPT-4.1 (Default), Instructions: Describe what you want this agent to do, its tone, and rules, Edit button), and 'Knowledge' (Add knowledge button). On the right, there is a 'Test your agent' panel showing a recent interaction: 'Hello, I'm Agent 2. How can I help?' followed by a timestamp '6 minutes ago' and a placeholder 'Ask a question or describe what you need' with a character limit of '0/2000'.

5. Click Save to update the details

**Details**

Name \* Seller Assistant

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

Description ⓘ 759/1024

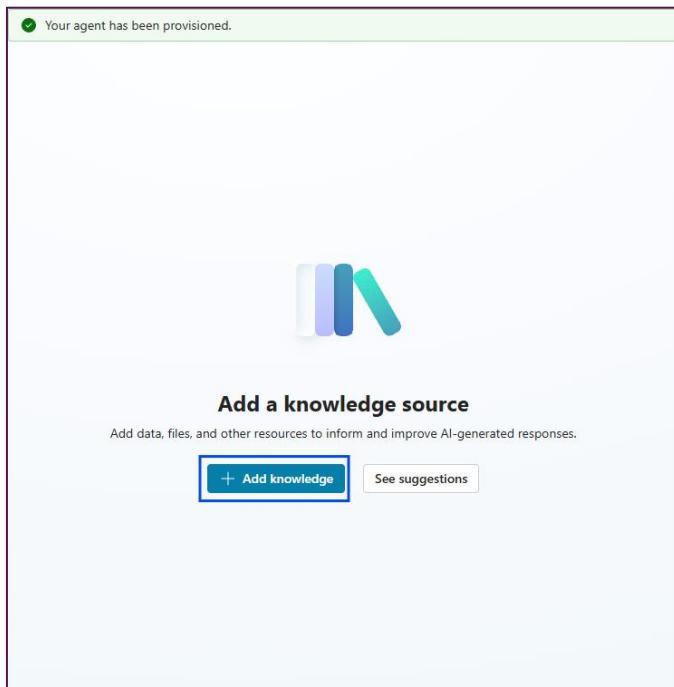
This agent assists sellers by processing their incoming emails. Its primary role is to identify the intent of each message and take appropriate actions:

- Meeting Scheduling: When a meeting intent is detected, the agent automatically retrieves the seller's next available time slots from their calendar and suggests the earliest options directly in the reply.
- Knowledge-Based Responses: If the email contains questions that can be answered using the connected knowledge base, the agent drafts accurate, helpful responses using that content.
- The goal is to streamline seller workflows by minimizing manual email handling, improving response speed, and ensuring that meeting coordination and customer questions are addressed efficiently and professionally.

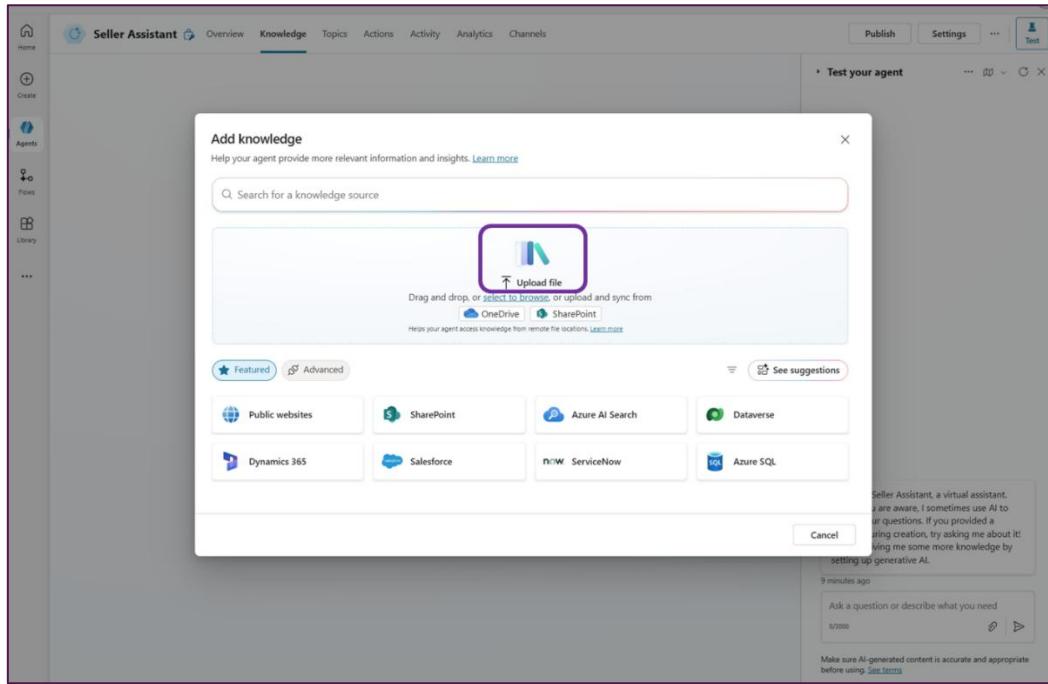
Cancel Save

## Task 3: Add a knowledge source

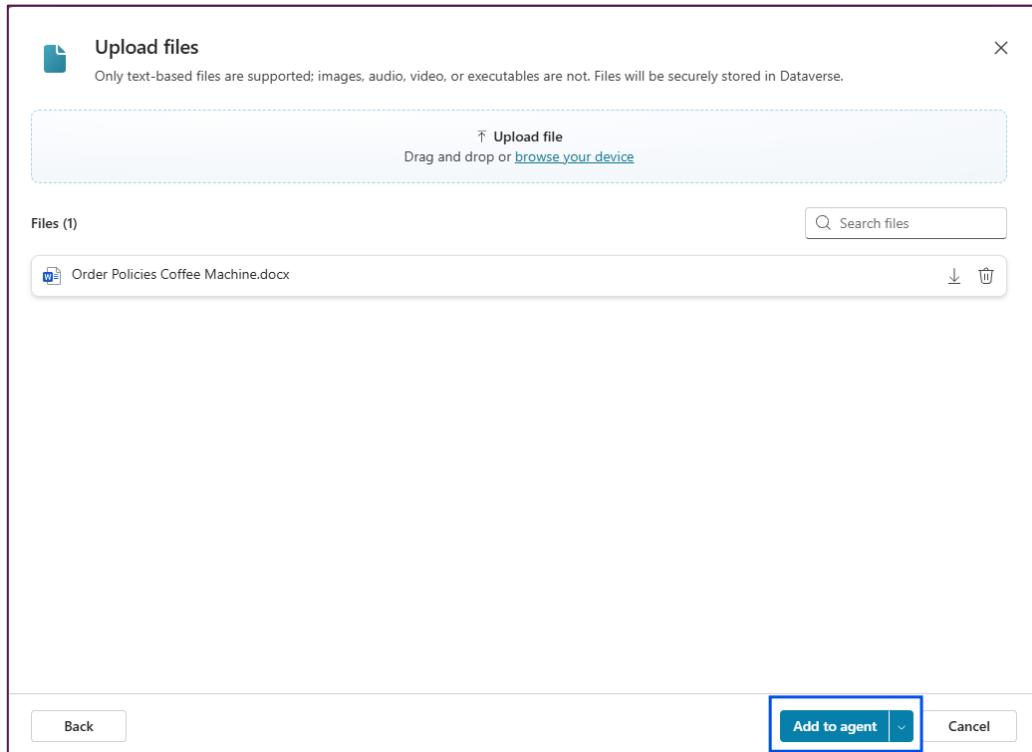
1. Click on the tab **Knowledge**, then **Add knowledge**



2. Click on **Upload file** and Upload file that contains the order policy i.e. "Order Policies Coffee Machine.docs". This file is available in the resources of this Lab.



### 3. Click **Add to agent**



### 4. Click **ellipsis** to set **Name** and **Description** for the knowledge file.

Name	Type	Available to	Usage	Last modified	Status
Order Policies Coffee Machine.docx	Files	Seller As...	General	Manjusha D...	In progress

- a. Click on **Edit** to add name and description.

Name	Type	Available to	Usage	Last modified	Status
Order Policies Coffee Machine...	Files	Seller Assist...	General	Manjusha Deshmukh...	In progress

- b. Set below *Name* and *Description* value, enable **Official source** and click on **Save**.

Name: Order Policies Coffee Machine

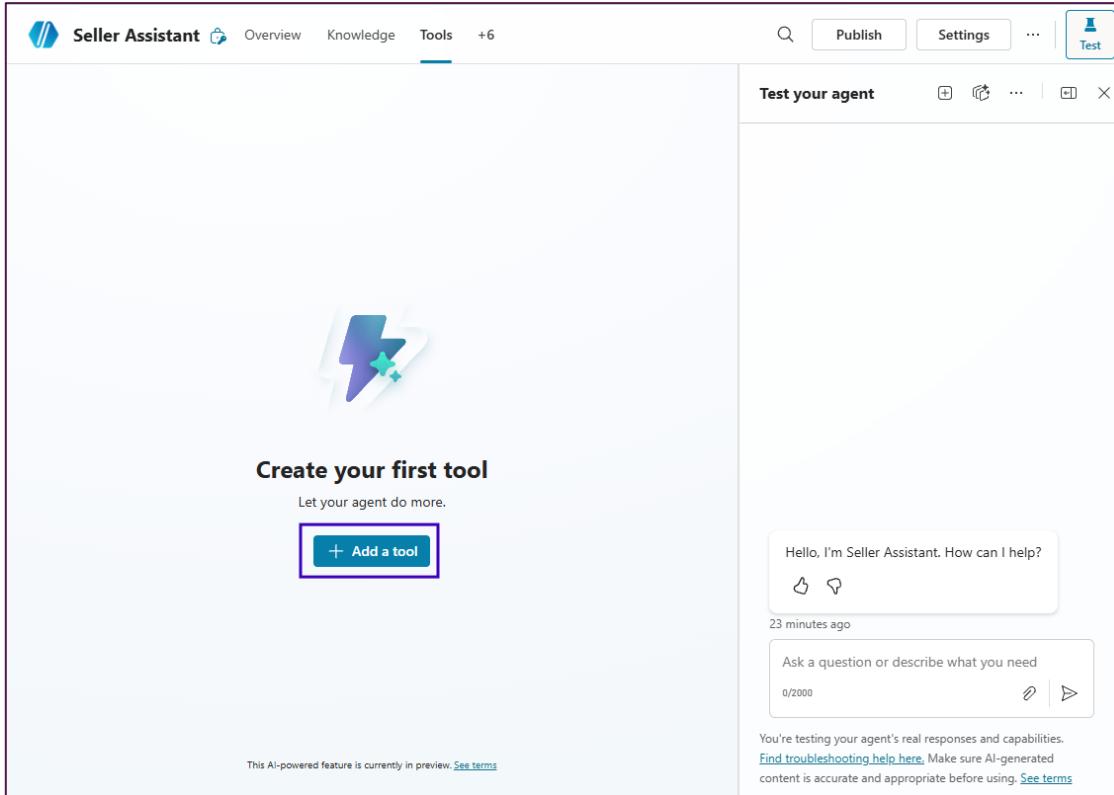
Description: This knowledge source searches information contained in Order Policies Coffee Machine .docx, which outlines the company's policies for processing, delivering, and managing orders of coffee machines. It includes details on delivery timelines (regional and international), shipping and handling, applicable taxes and duties, order modifications, cancellations, returns, and customer support contact information.

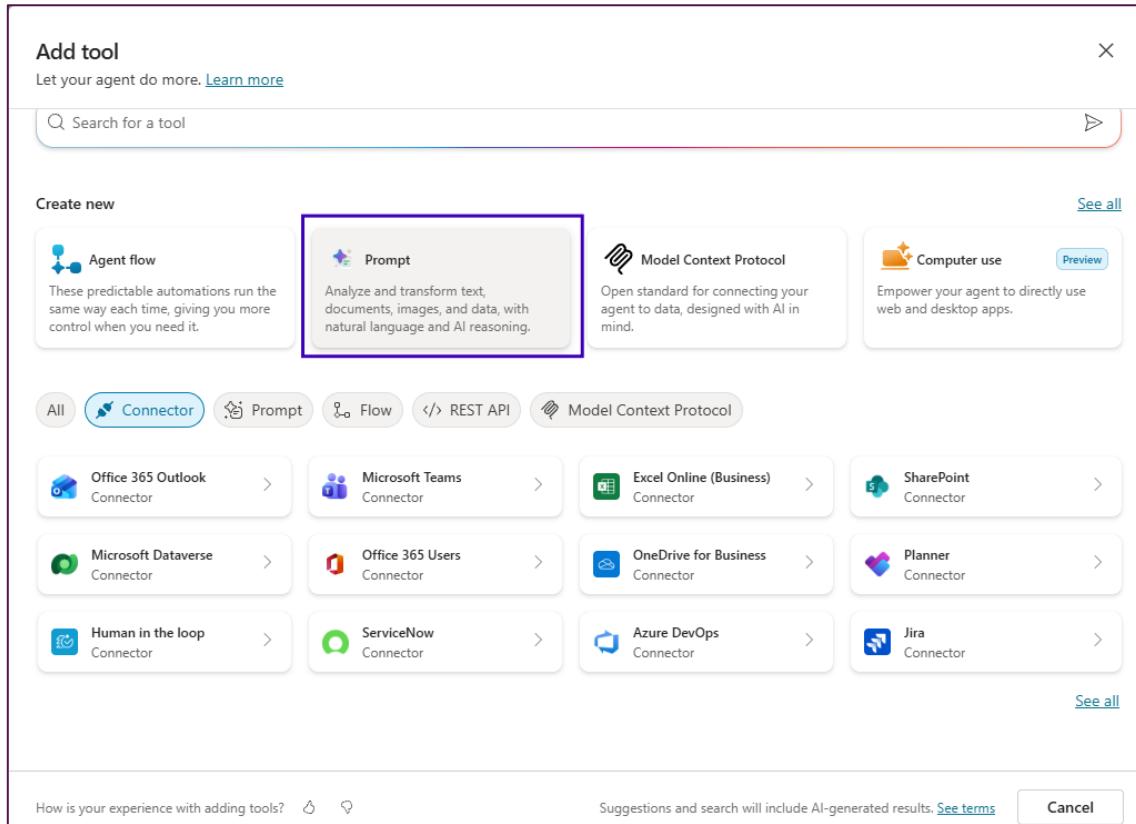
5. It will take sometime to reflect the status for the Knowledge as **Ready**. Please continue with next steps.

## Task 4: Create an AI Prompt – Identify Meeting Intent

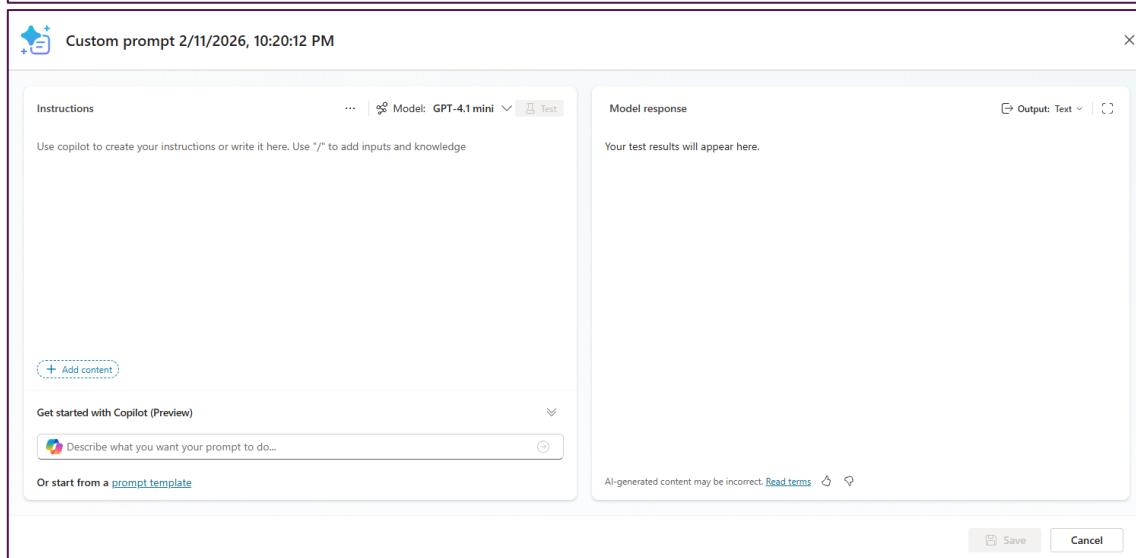
The AI prompt will analyse the email and identify if there is a meeting intent and if there are questions in the email.

1. Click on **Tools**, click on **+ Add a tool**, and then click on **Prompt**





The screenshot shows the 'Add tool' interface. At the top, there's a search bar with placeholder text 'Search for a tool'. Below it, a section titled 'Create new' contains four options: 'Agent flow', 'Prompt' (which is highlighted with a purple border), 'Model Context Protocol', and 'Computer use'. A 'See all' link is located in the top right of this section. Below these are tabs: 'All', 'Connector' (which is selected and highlighted with a blue border), 'Prompt', 'Flow', 'REST API', and 'Model Context Protocol'. The main area displays a grid of connectors, each with an icon and a name: Office 365 Outlook Connector, Microsoft Teams Connector, Excel Online (Business) Connector, SharePoint Connector; Microsoft Dataverse Connector, Office 365 Users Connector, OneDrive for Business Connector, Planner Connector; Human in the loop Connector, ServiceNow Connector, Azure DevOps Connector, Jira Connector. A 'See all' link is at the bottom right of this grid. At the very bottom, there are buttons for 'How is your experience with adding tools?' (with icons for thumbs up, thumbs down, and a question mark), 'Suggestions and search will include AI-generated results. See terms.', and 'Cancel'.

The screenshot shows the 'Custom prompt' interface. It has two main sections: 'Instructions' on the left and 'Model response' on the right. In the 'Instructions' section, there's a text input field with placeholder text 'Describe what you want your prompt to do...' and a button '+ Add content'. Below this is a section titled 'Get started with Copilot (Preview)' with a dropdown menu and a button 'Or start from a prompt template'. The 'Model response' section has a dropdown 'Output: Text' and a 'Save' button. A note at the bottom says 'AI-generated content may be incorrect. Read terms'.

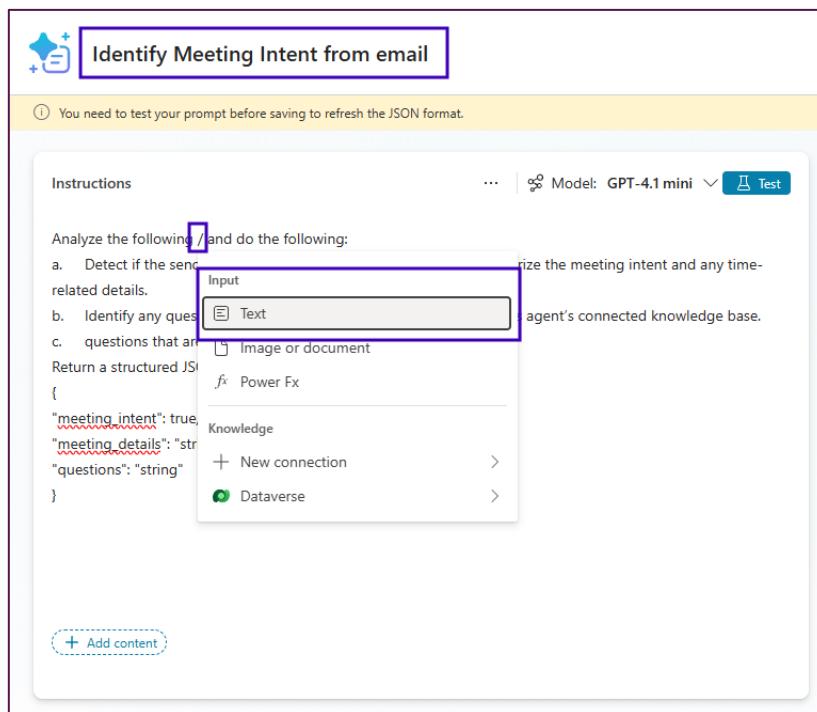
2. Provide the **Name, Instructions**, set **variables** as mentioned in the next section:
  - Action Name: Identify Meeting Intent from email
  - Instructions: Analyze the following /email and do the following:
    - a. Detect if the sender is trying to schedule a meeting. If yes, summarize the meeting intent and any time-related details.

- b. Identify any questions in the email that can be answered using this agent's connected knowledge base.
- c. questions that are asked

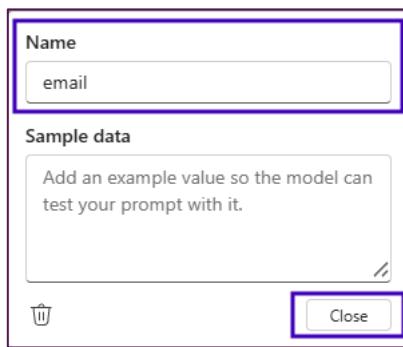
Return a structured JSON output:

```
{
  "meeting_intent": true/false,
  "meeting_details": "string (if applicable)",
  "questions": "string"
}
```

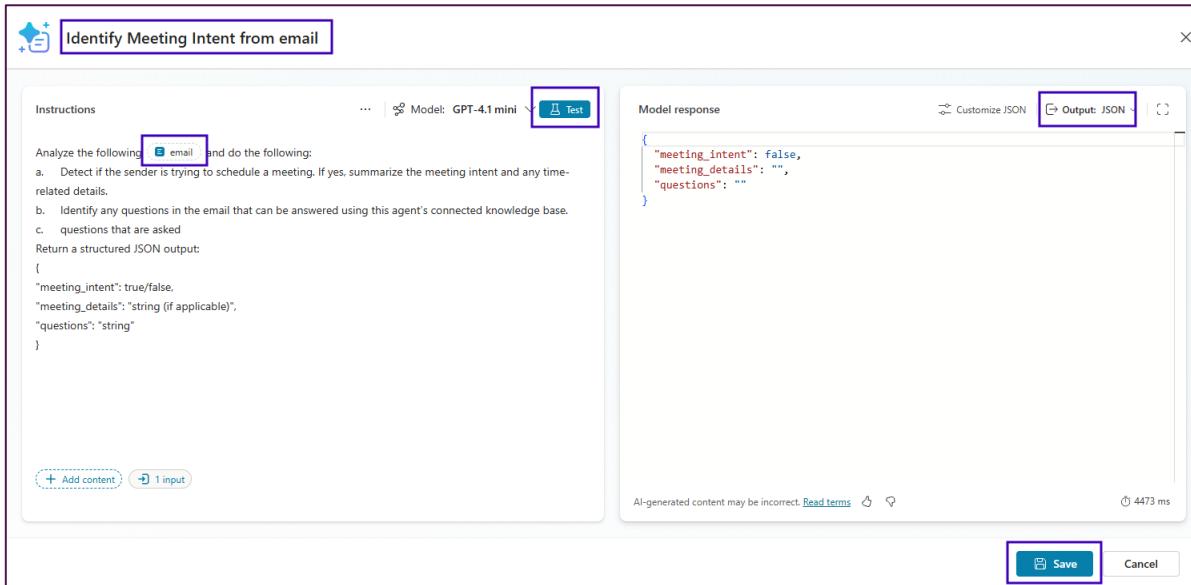
- **Set the variables**: Set the variables /email in instruction box
  - a. It needs to be set as a Variable by typing "/" , then select **Text**



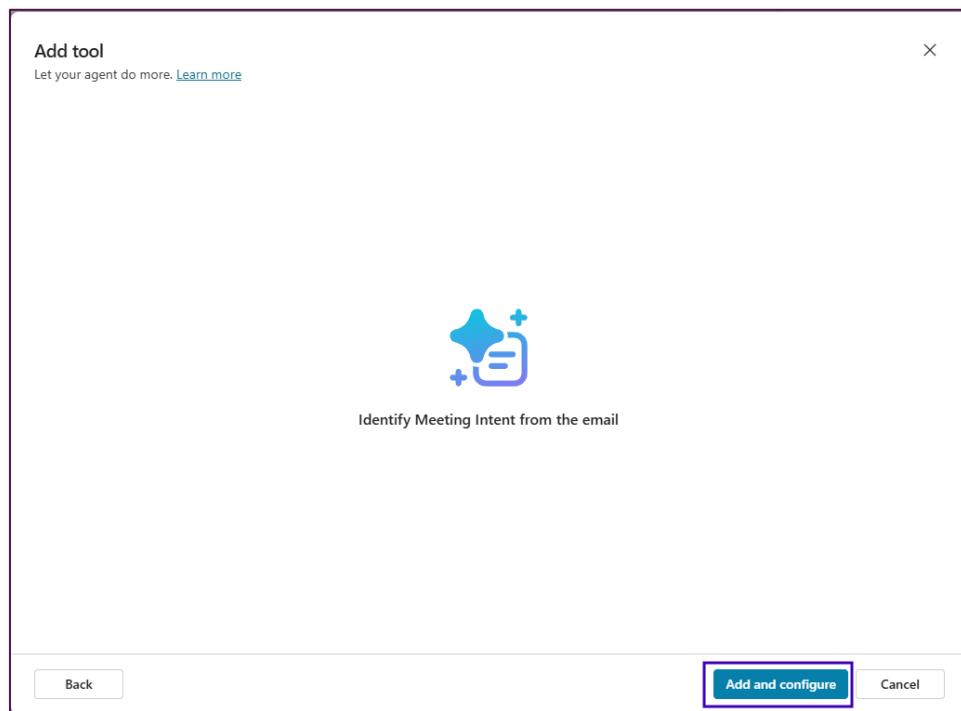
- b. Set the **Name**



- c. Select **Json** in the output, Click on **Test** then click on **Save**.



### 3. Click Add and Configure



### 4. Add a Description and then click on Save

- **Description:** This prompt analyzes the received email and identify if there is a meeting intent, if there are questions to address by the seller. The response is in JSON format.

The screenshot shows the Seller Assistant interface with the 'Tools' tab selected. A new tool is being created with the name 'Identify Meeting Intent from the email'. The 'Description' field contains a JSON-formatted prompt for identifying meeting intent from an email. The 'Available to' section shows the tool is assigned to the 'Seller Assistant' agent. The 'Save' button is highlighted with a purple border.

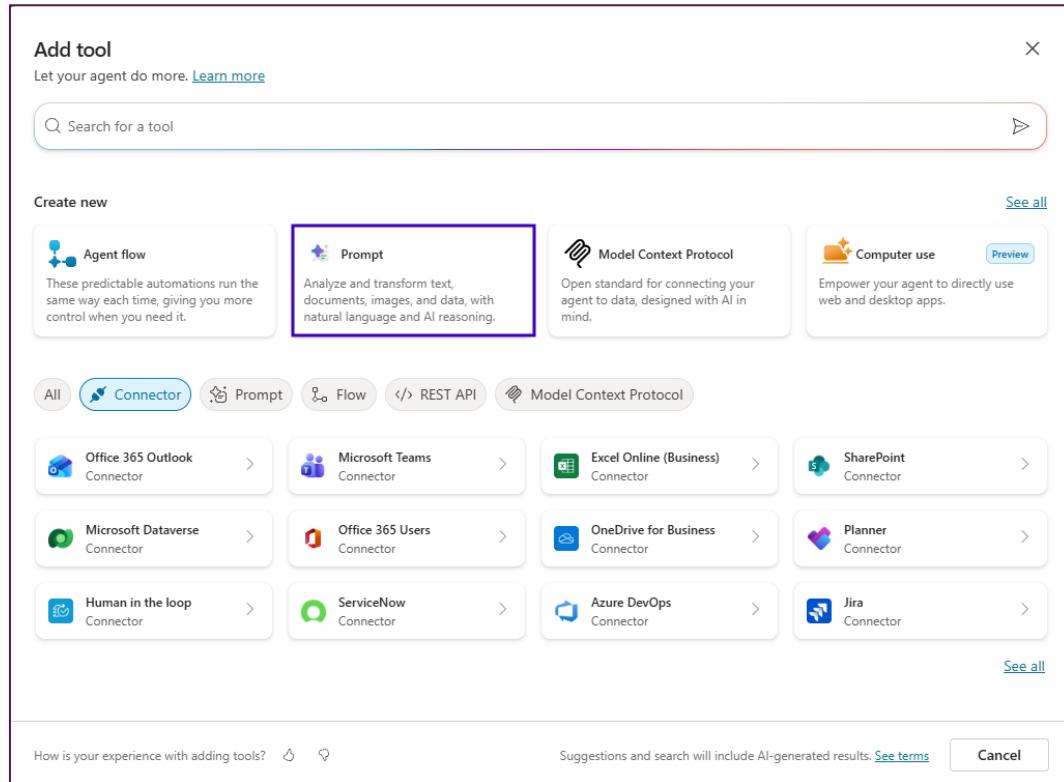
## Task 5: Create an AI Prompt – Draft email reply

The AI prompt will draft the email reply, based on the provided availabilities, the email content and the answers to the questions from the Knowledge Base.

- Click on **Tools** tab

The screenshot shows the Seller Assistant Tools page. A single tool named 'Prompt (1)' is listed under the 'Prompt' category. The 'Add a tool' button is visible at the top left, and a search bar is at the top right. A message at the bottom indicates the tools were last refreshed now.

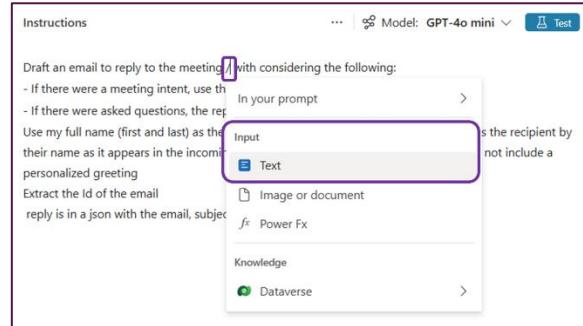
- Click on **Add a Tools**, and then click on **Prompt**



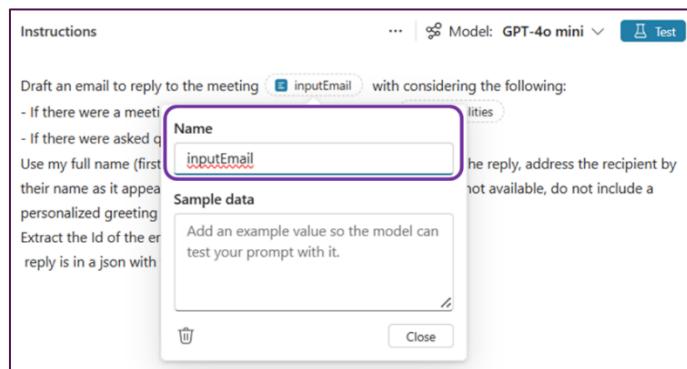
- Provide the **Name, Instructions**, set **variables** as mentioned in the next section, select **Json** in the output, Click on **Test** then click on **Save**.
- Action Name: Draft email reply
- Instructions: Draft an email to reply to the meeting **/inputEmail** with considering the following:
  - If there were a meeting intent, use the availabilities below **/availabilities**
  - If there were asked questions, the replies here **/repliesFromKB**

Use my full name (first and last) as the email signature. When sending the reply, address the recipient by their name as it appears in the incoming email. If the sender's name is not available, do not include a personalized greeting

Extract the Id of the email  
reply is in a json with the email, subject and emailId
- Set the variables:  
Set **inputEmail, availabilities, repliesFromKB** with following the same steps
  - a. It needs to be set as a Variable by typing "/" , then select **Text**



### b. Set the Name



**Drafts email reply**

Changes will apply everywhere this prompt is used and could impact existing behavior.

Instructions Model: GPT-5 chat Test

Draft an email to reply to the meeting  with considering the following:  
 - If there were a meeting intent, use the availabilities below  availabilities  
 - If there were asked questions, the replies here  repliesFromK8  
 Use my full name (first and last) as the email signature. When sending the reply, address the recipient by their name as it appears in the incoming email. If the sender's name is not available, do not include a personalized greeting  
 Extract the Id of the email  
 reply is in a json with the email, subject and emailId

Model response Output: JSON

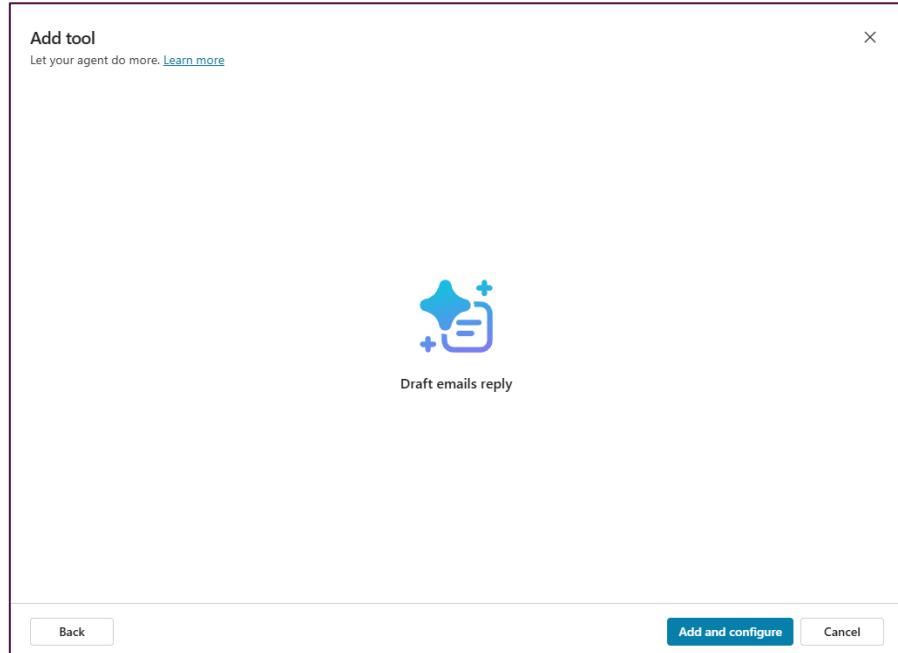
```
{
  "email": "Thank you for your email.\n\nPlease let me know if there is anything else I can assi",
  "subject": "Re:",
  "emailId": ""
}
```

+ Add content 3 inputs

AI-generated content may be incorrect. Read terms 2040 ms

Save Cancel

- Click on **Add and configure**



- Add a **Description** and then click on **Save**
- Description: The prompt drafts the email for the seller as a reply, it's generated based on the email input, the availabilities of the seller and the responses from the questions.

The screenshot shows the 'Seller Assistant' interface with the 'Tools' tab selected. A specific tool, 'Drafts email reply', is being configured. The 'Description' field contains the text: 'The prompt drafts the email for the seller as a reply, it's generated based on the email input, the availabilities of the seller and the responses from the questions.' The 'Save' button at the top right is highlighted with a purple box.

## Task 6: Create a tool

1. Select the tab **Tools**, then **Add a tool** and **Office 365 Outlook**.

**Add tool**  
Let your agent do more. [Learn more](#)

Search for a tool

Create new

[See all](#)

**Agent flow**  

These predictive automations run the same way each time, giving you more control when you need it.

**Prompt**  

Analyze and transform text, documents, images, and data, with natural language and AI reasoning.

**Model Context Protocol**  

Open standard for connecting your agent to data, designed with AI in mind.

**Computer use** [Preview](#)  

Empower your agent to directly use web and desktop apps.

All **Connector** Prompt Flow </> REST API Model Context Protocol

[Office 365 Outlook Connector](#)

[Microsoft Teams Connector](#)

[Excel Online \(Business\) Connector](#)

[SharePoint Connector](#)

[Microsoft Dataverse Connector](#)

[Office 365 Users Connector](#)

[OneDrive for Business Connector](#)

[Planner Connector](#)

[Human in the loop Connector](#)

[ServiceNow Connector](#)

[Azure DevOps Connector](#)

[Jira Connector](#)

[See all](#)

How is your experience with adding tools? ? ?

Suggestions and search will include AI-generated results. [See terms](#)

[Cancel](#)

## 2. Select **Reply to email (V3)**

**Add tool**  
Let your agent do more. [Learn more](#)

Office 365 Outlook Office 365 Outlook Office 365 Outlook Office 365 Outlook

[Flag email \(V2\)  
Office 365 Outlook](#)

[Forward an email \(V2\)  
Office 365 Outlook](#)

[Get Attachment \(V2\)  
Office 365 Outlook](#)

[Get calendar view of events \(V3\)  
Office 365 Outlook](#)

[Get calendars \(V2\)  
Office 365 Outlook](#)

[Get contact \(V2\)  
Office 365 Outlook](#)

[Get contact folders \(V2\)  
Office 365 Outlook](#)

[Get contacts \(V2\)  
Office 365 Outlook](#)

[Get email \(V2\)  
Office 365 Outlook](#)

[Get emails \(V3\)  
Office 365 Outlook](#)

[Get event \(V3\)  
Office 365 Outlook](#)

[Get events \(V4\)  
Office 365 Outlook](#)

[Get mail tips for a mailbox \(...  
Office 365 Outlook](#)

[Get Outlook category names  
Office 365 Outlook](#)

[Get room lists \(V2\)  
Office 365 Outlook](#)

[Get rooms \(V2\)  
Office 365 Outlook](#)

[Get rooms in room list \(V2\)  
Office 365 Outlook](#)

[Mark as read or unread \(V3\)  
Office 365 Outlook](#)

[Meeting Management MCP ...  
Office 365 Outlook](#)

[Move email \(V2\)  
Office 365 Outlook](#)

[Reply to email \(V3\)  
Office 365 Outlook](#)

[Respond to an event invite \(...  
Office 365 Outlook](#)

[Send a Draft message  
Office 365 Outlook](#)

[Send an email \(V2\)  
Office 365 Outlook](#)

[Send an email from a shared...  
Office 365 Outlook](#)

[Send an HTTP request  
Office 365 Outlook](#)

[Send email with options  
Office 365 Outlook](#)

[Set up automatic replies \(V2\)  
Office 365 Outlook](#)

[Update contact \(V2\)  
Office 365 Outlook](#)

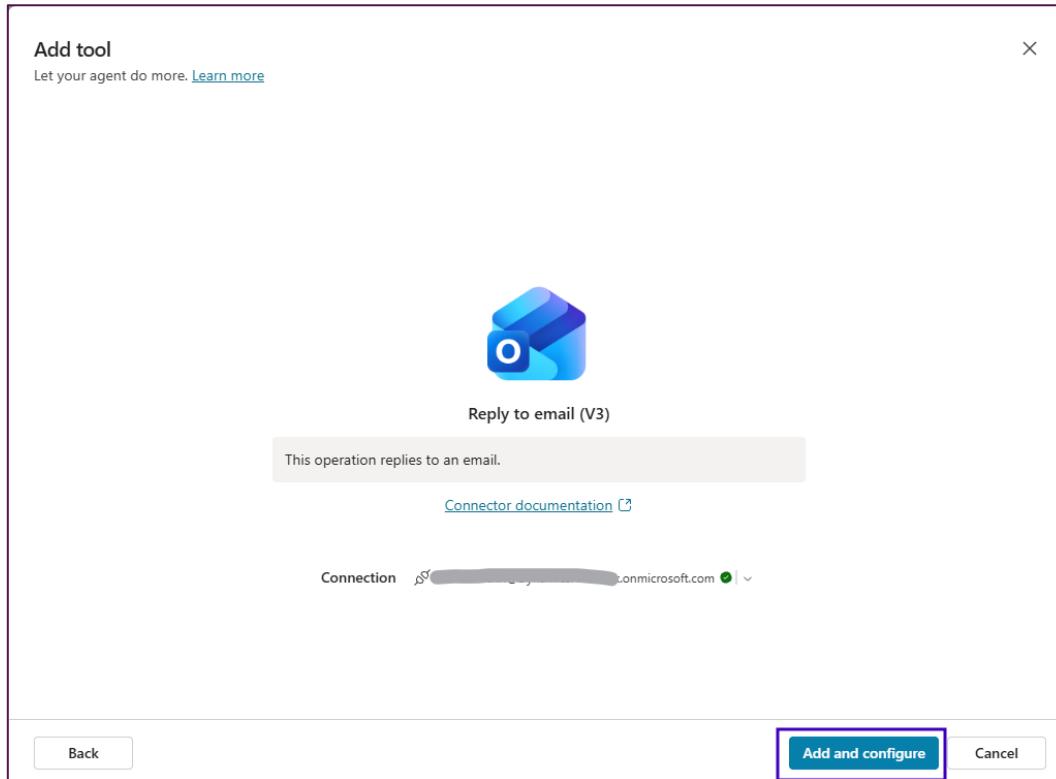
[Update event \(V4\)  
Office 365 Outlook](#)

[Update my contact's photo  
Office 365 Outlook](#)

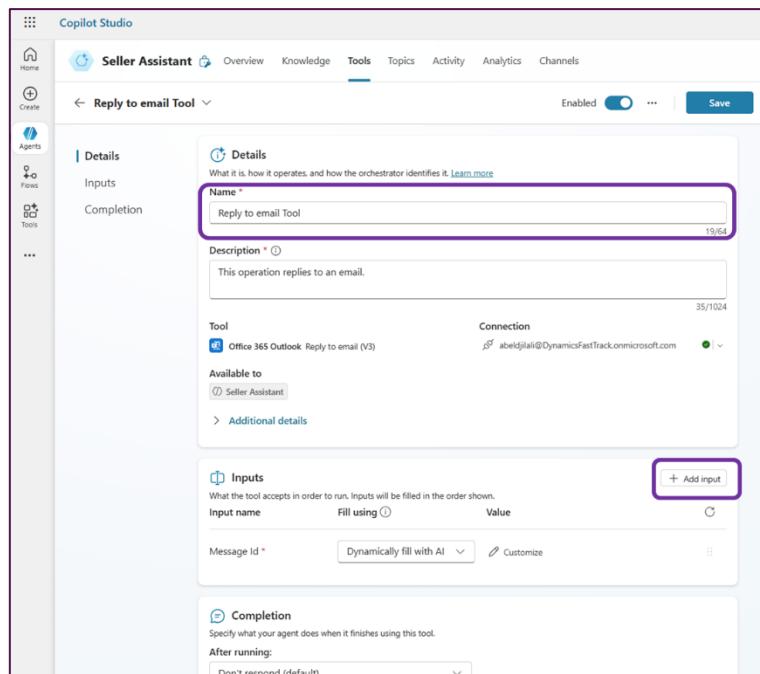
[Updates an email Draft message  
Office 365 Outlook](#)

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

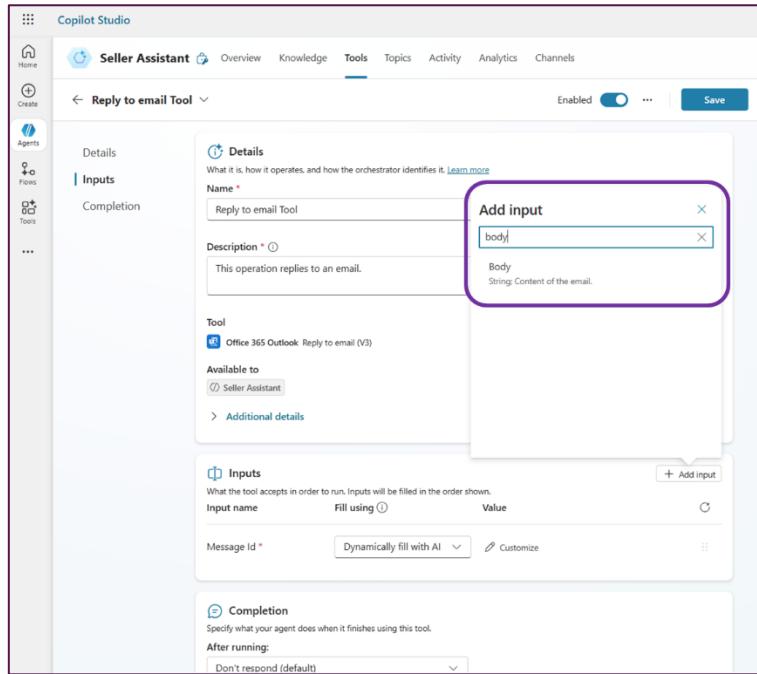
## 3. Pick or Create a connection then click on **Add and configure**



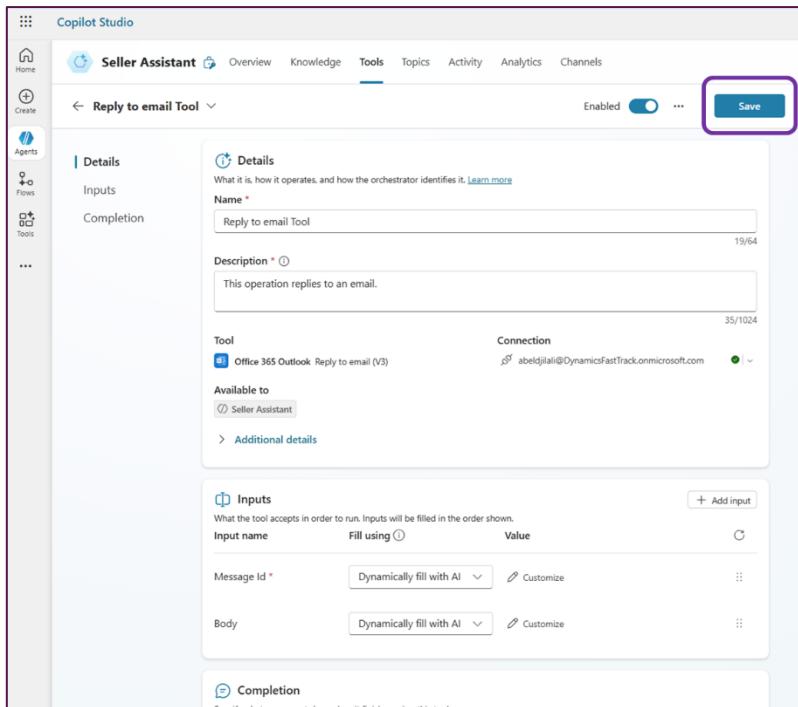
4. Set a **name** as 'Reply to email tool' then click on **Add input**



5. Select **Body**

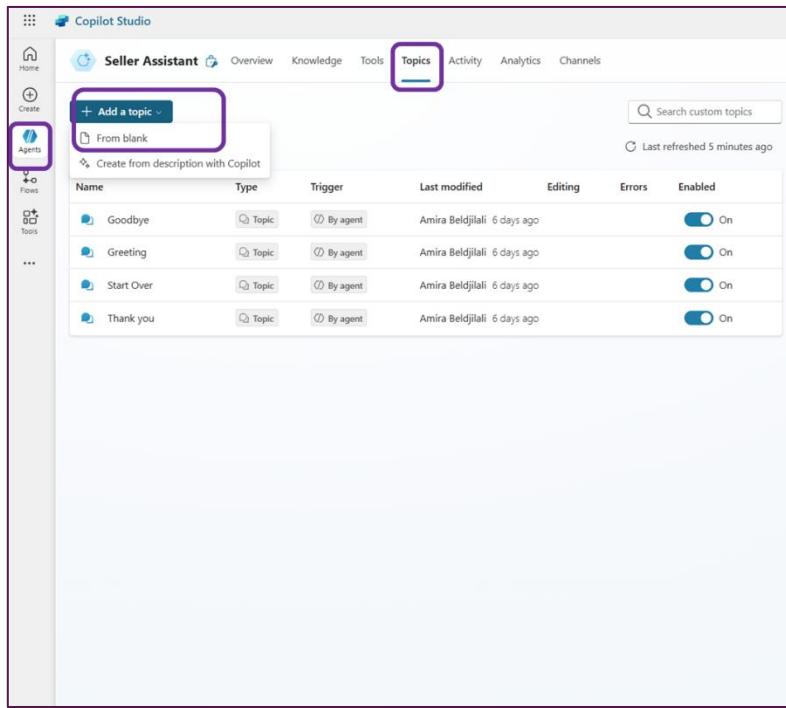


## 6. Click on **Save**



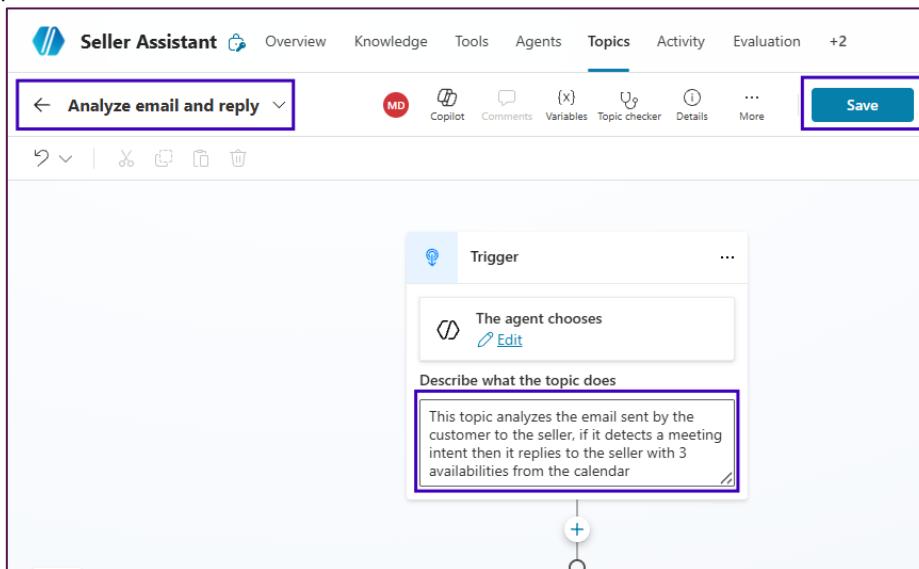
## Task 7: Create a Topic

1. Select the tab **Topics**, then **Add a Topic>From blank**

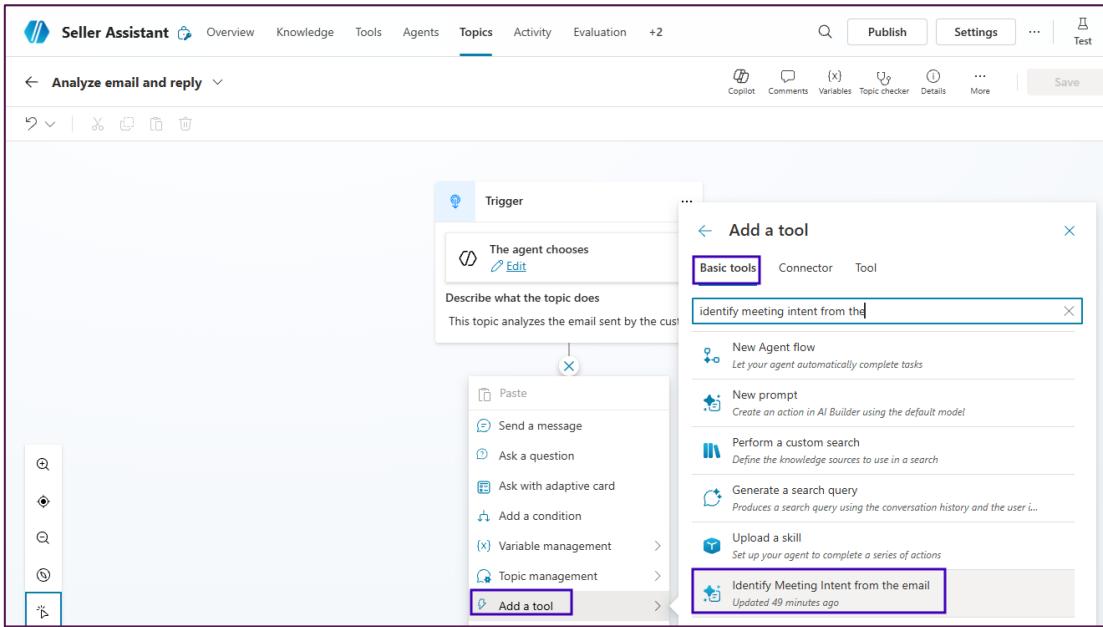


1. Add a **name** and a **description** to the topic, then click on **Save**.

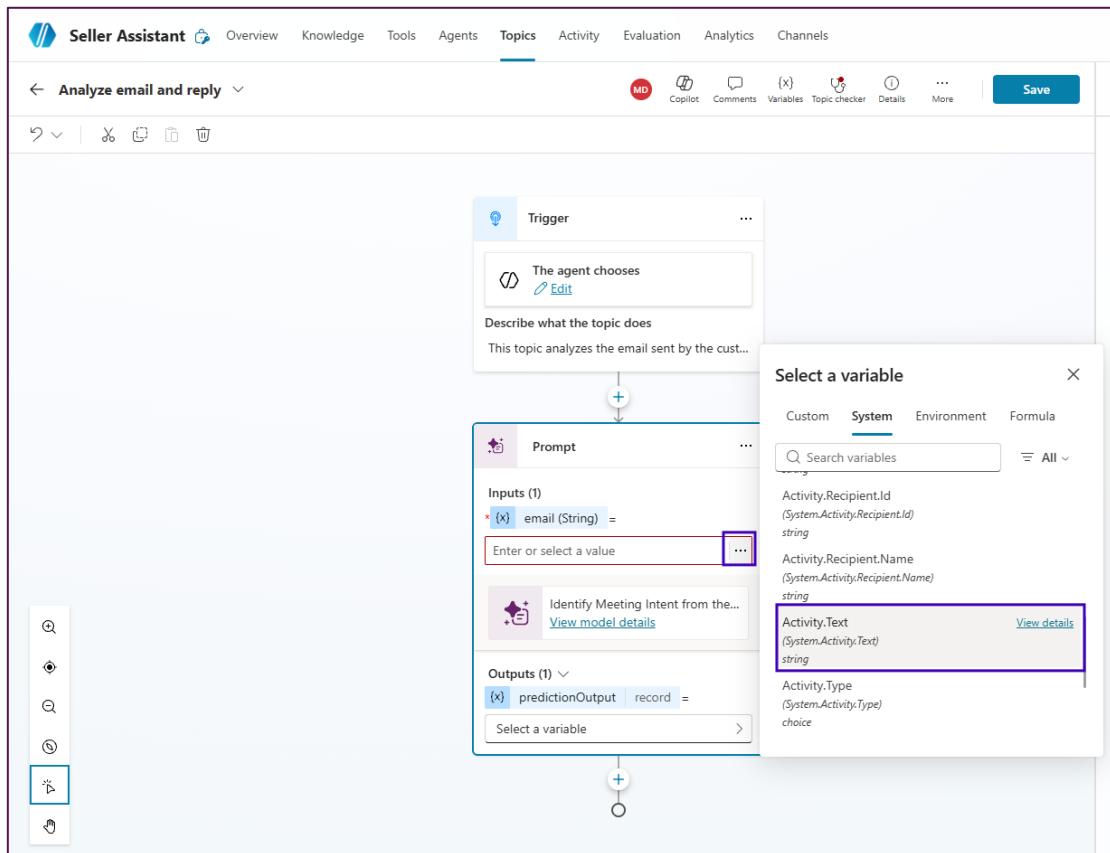
- Name: Analyze email and reply
- Description: This topic analyzes the email sent by the customer to the seller, if it detects a meeting intent then it replies to the seller with 3 availabilities from the calendar



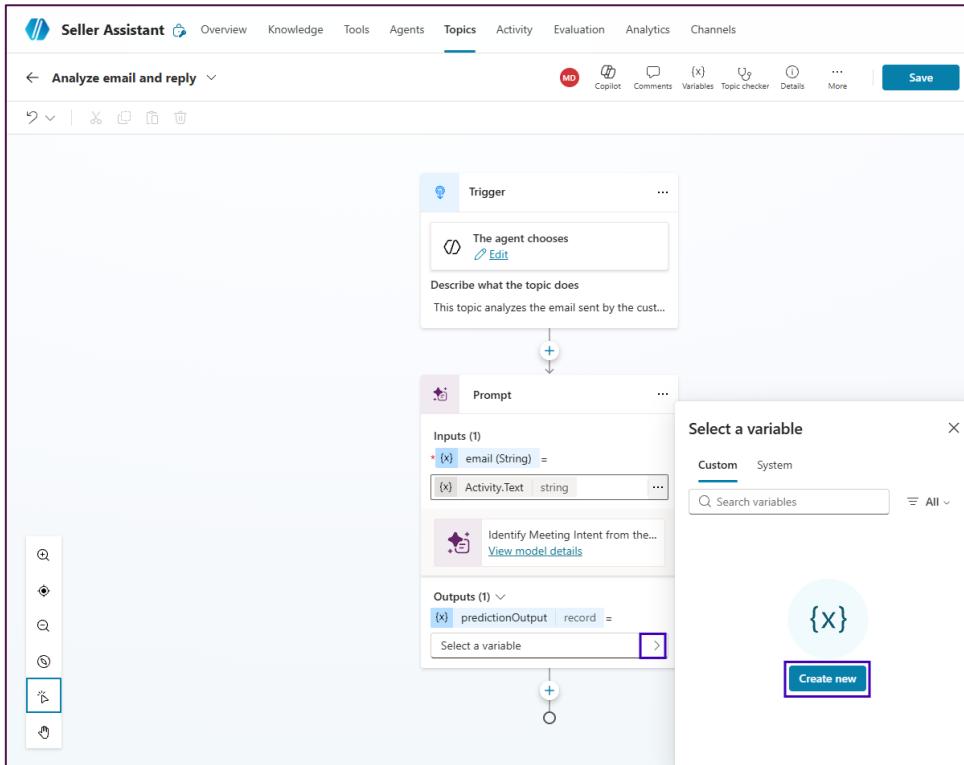
2. Click on the + button, then **Add a tool**, Select the prompt created earlier in this lab, Identify Meeting Intent from email



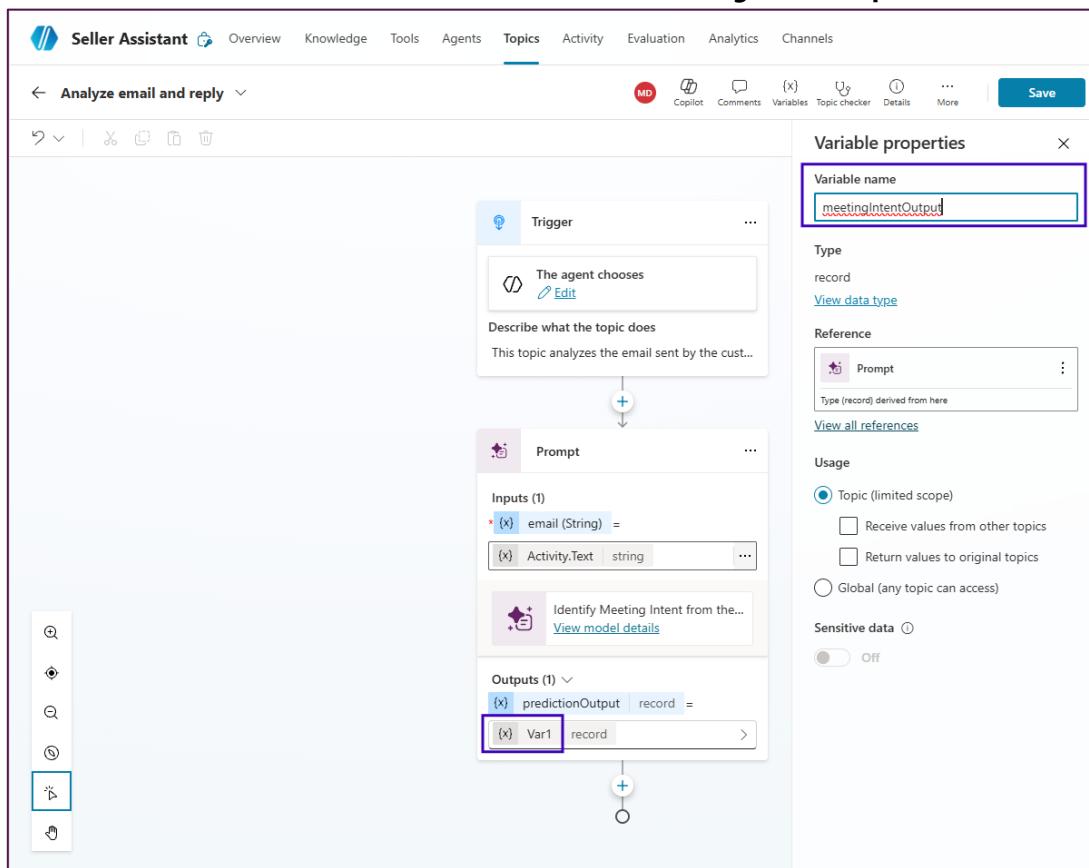
- In Input section, click on the ... , select **System** then click on **Activity.Text**



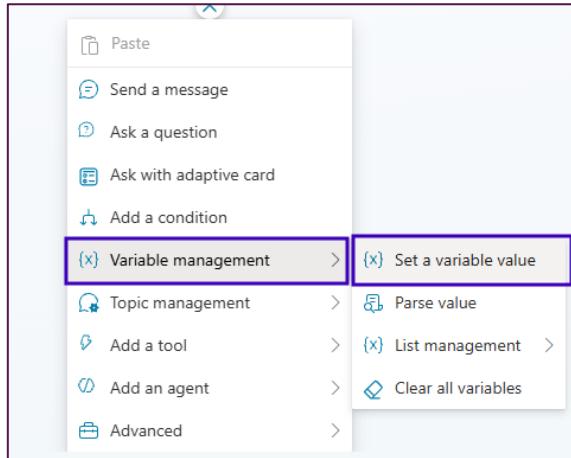
- Under Output, click on > to set variable then in **Custom** tab, click on **Create new**



5. Click on the name of the variable **Var1** to rename it to **meetingIntentOutput** and click **x**

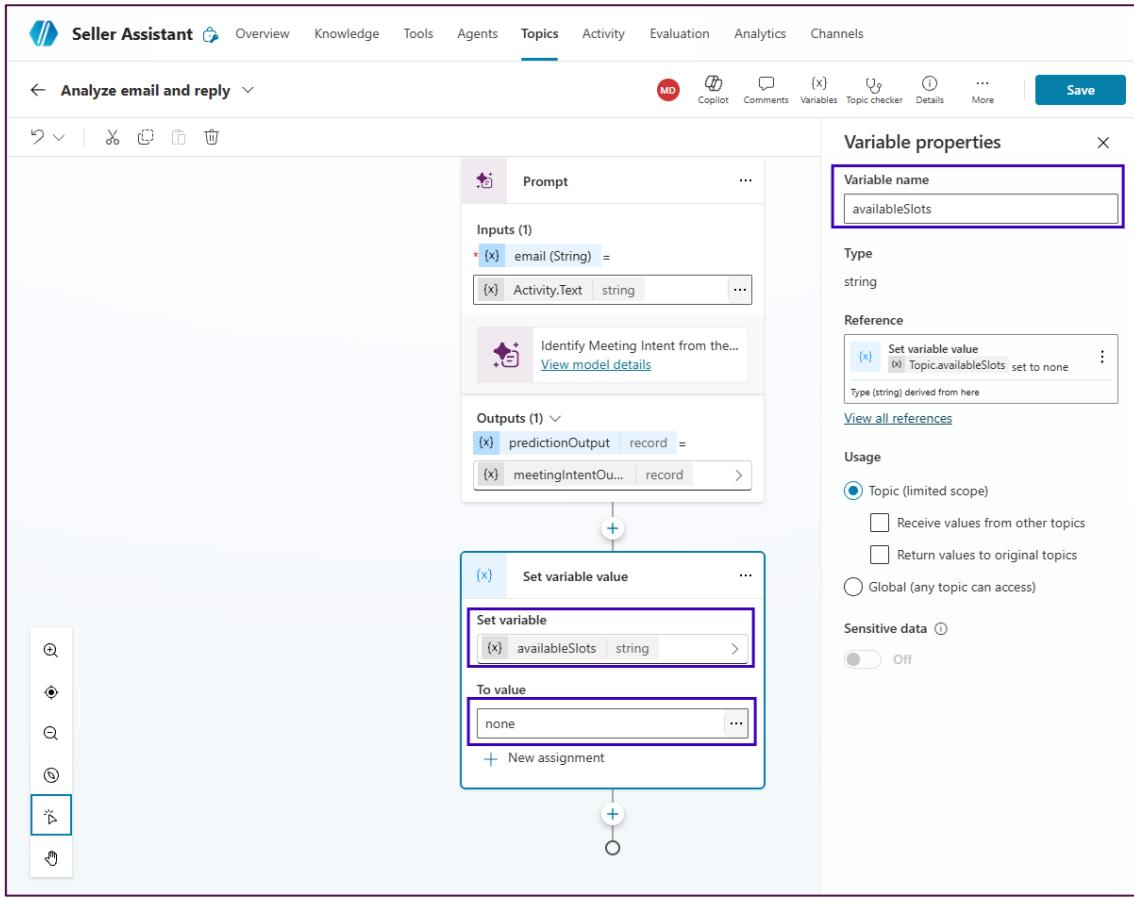


6. Click on + to initialize a variable with the meeting slots, click on **Variable management**, then **Set a variable value**. Click on the > and then **Create new Variable**

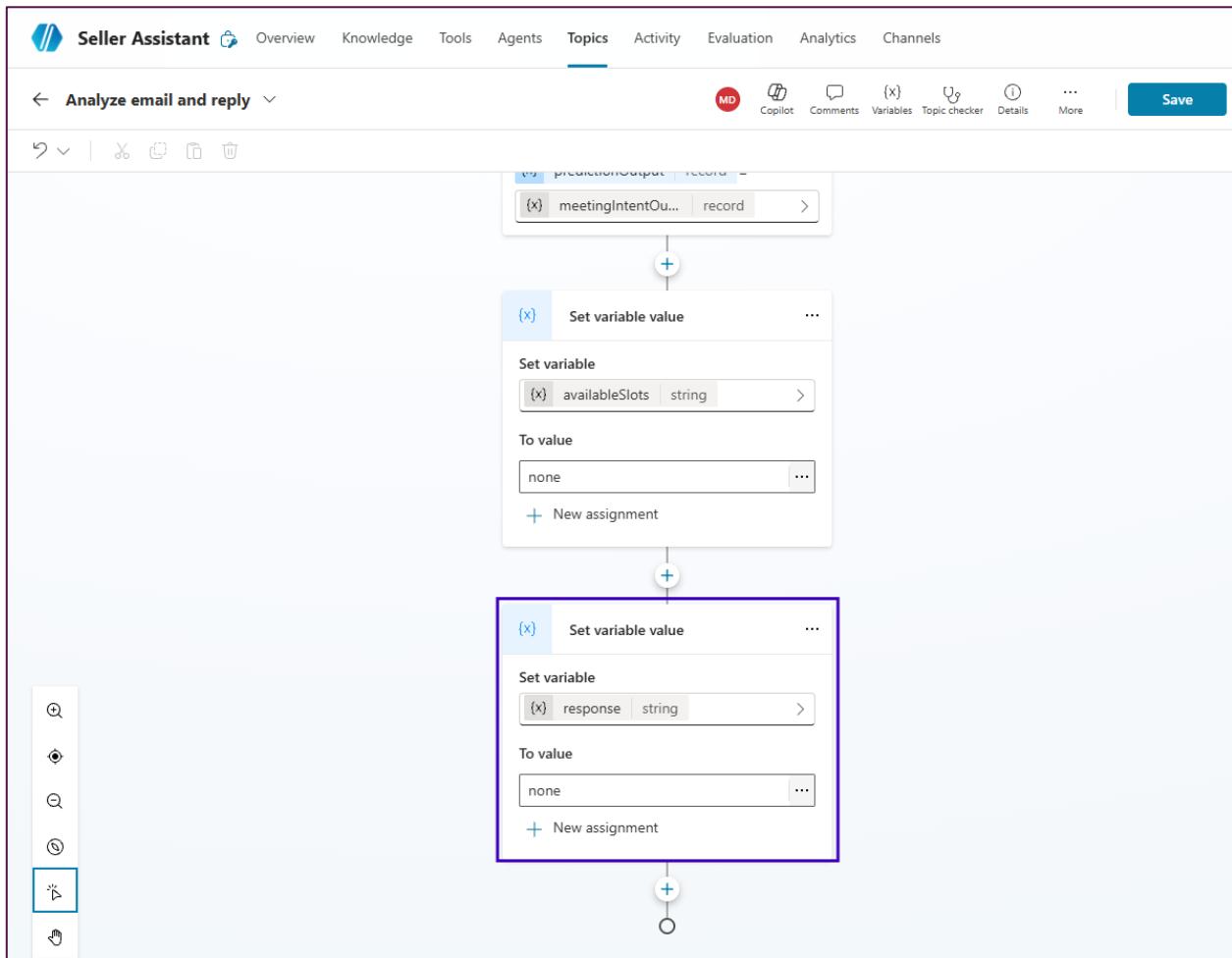


A screenshot of the Seller Assistant interface. In the center, there's a 'Prompt' card with 'Inputs (1)' and 'Outputs (1)'. Below it, a 'Set variable value' dialog is open. To the right, a 'Select a variable' modal is displayed, showing a list of variables under the 'Custom' tab, with 'Create a new variable' highlighted.

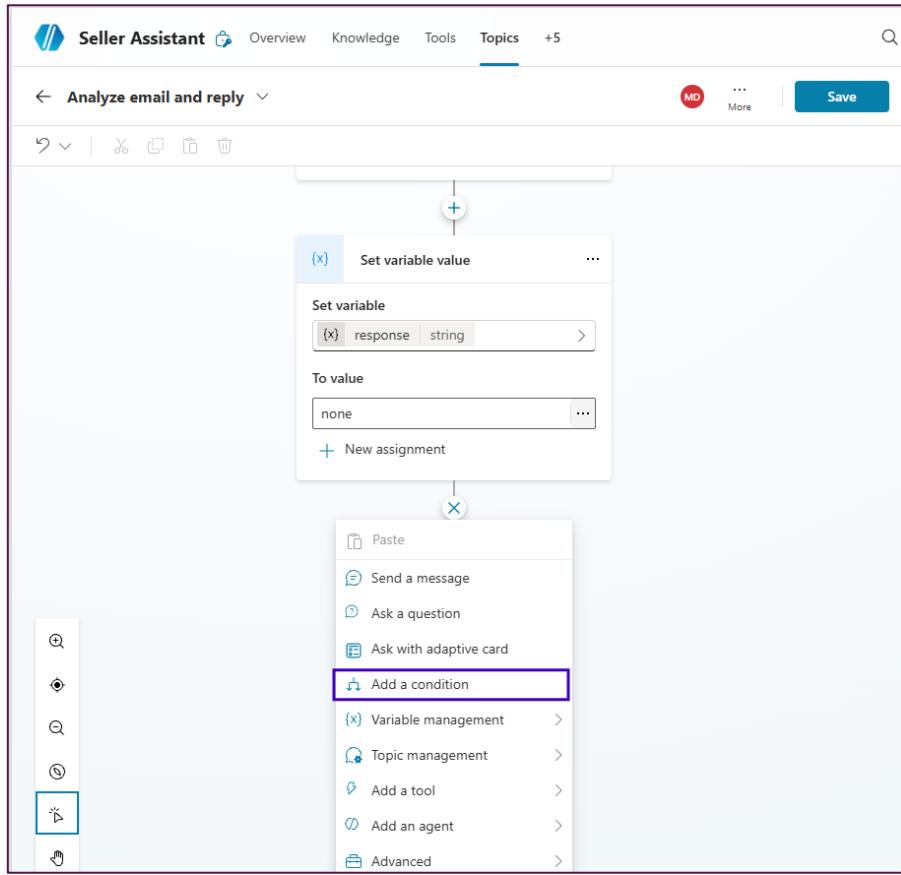
7. Rename the variable to **availableSlots** and initialize it with the value **none**



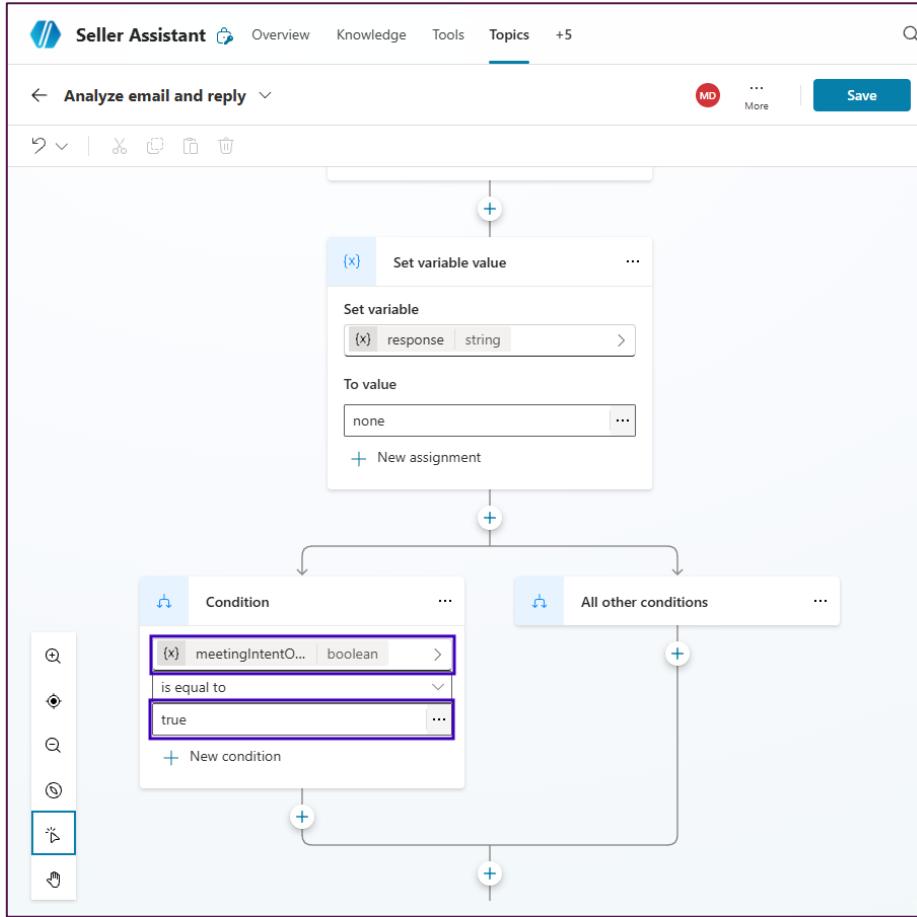
8. Perform the steps 7 and 8 to add a new variable **responses** and initialize it with the value **none**



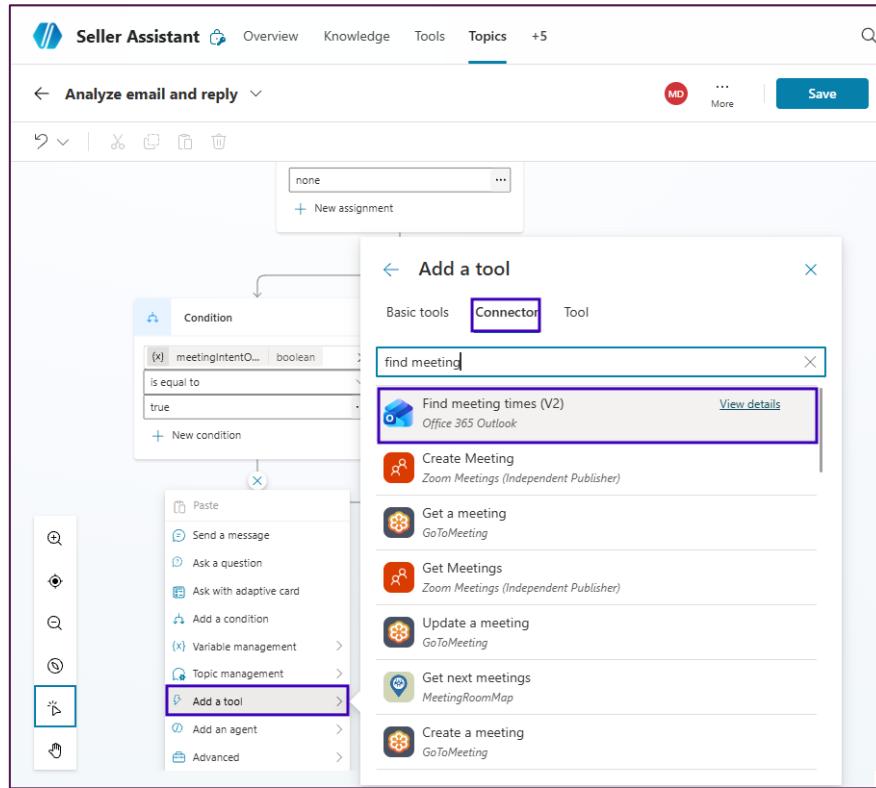
9. Click on **Add a condition**



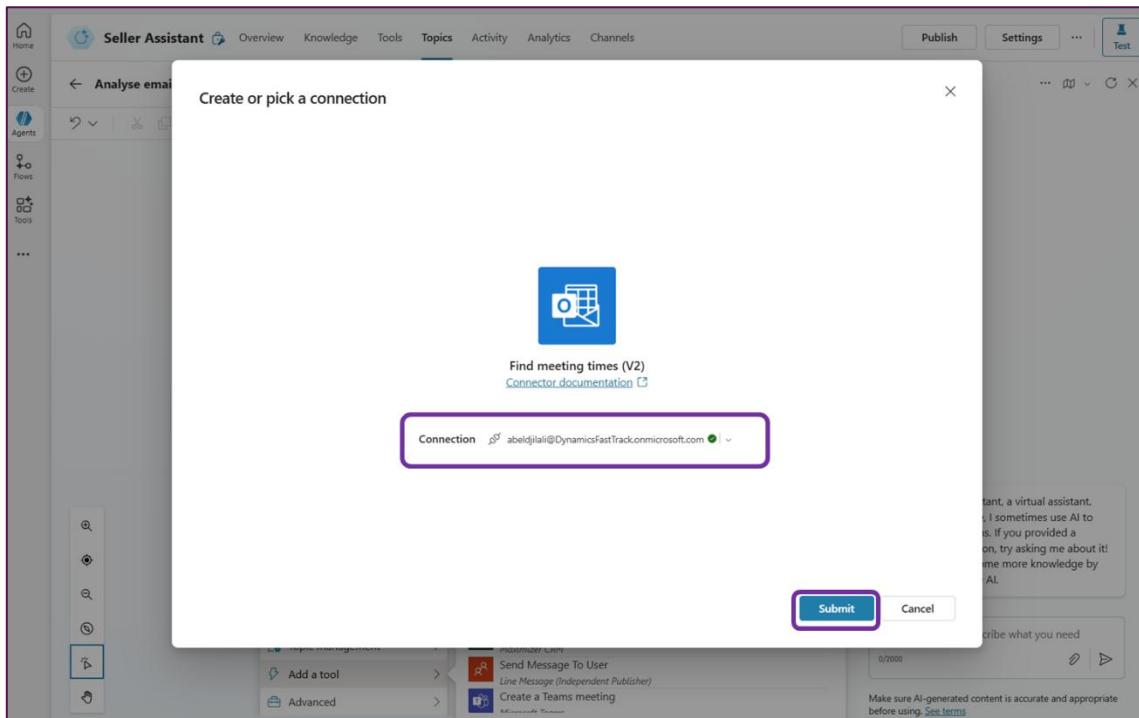
10. Click on > and then click on **meetingIntentOutput.structuredOutput.meeting\_intent** and set the value to **true**



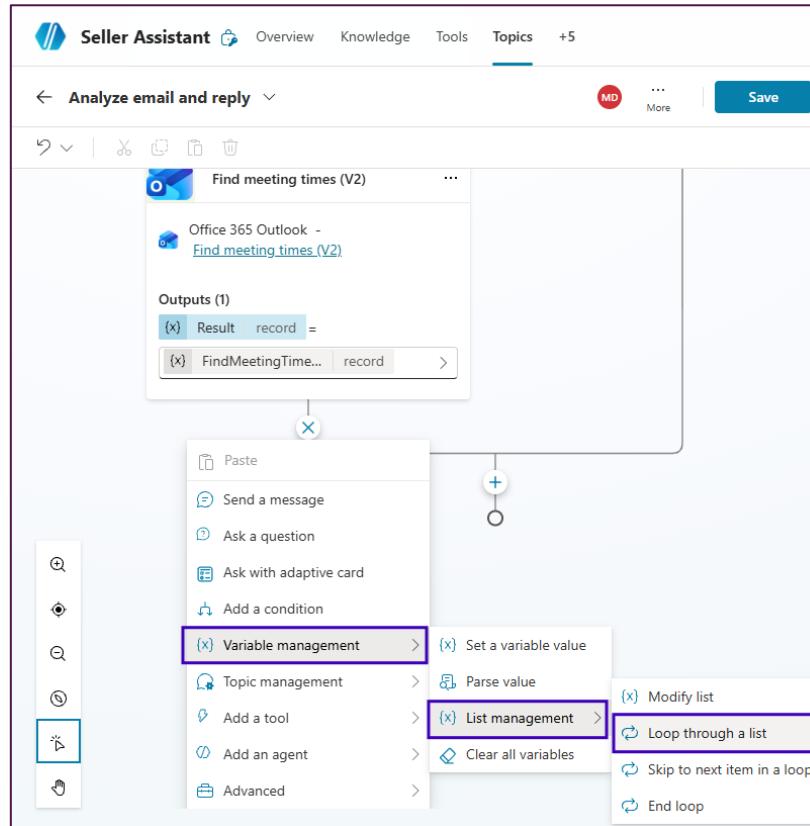
11. Click on + to add a tool, in the **Connector tab**, select **Find meeting times (V2)**



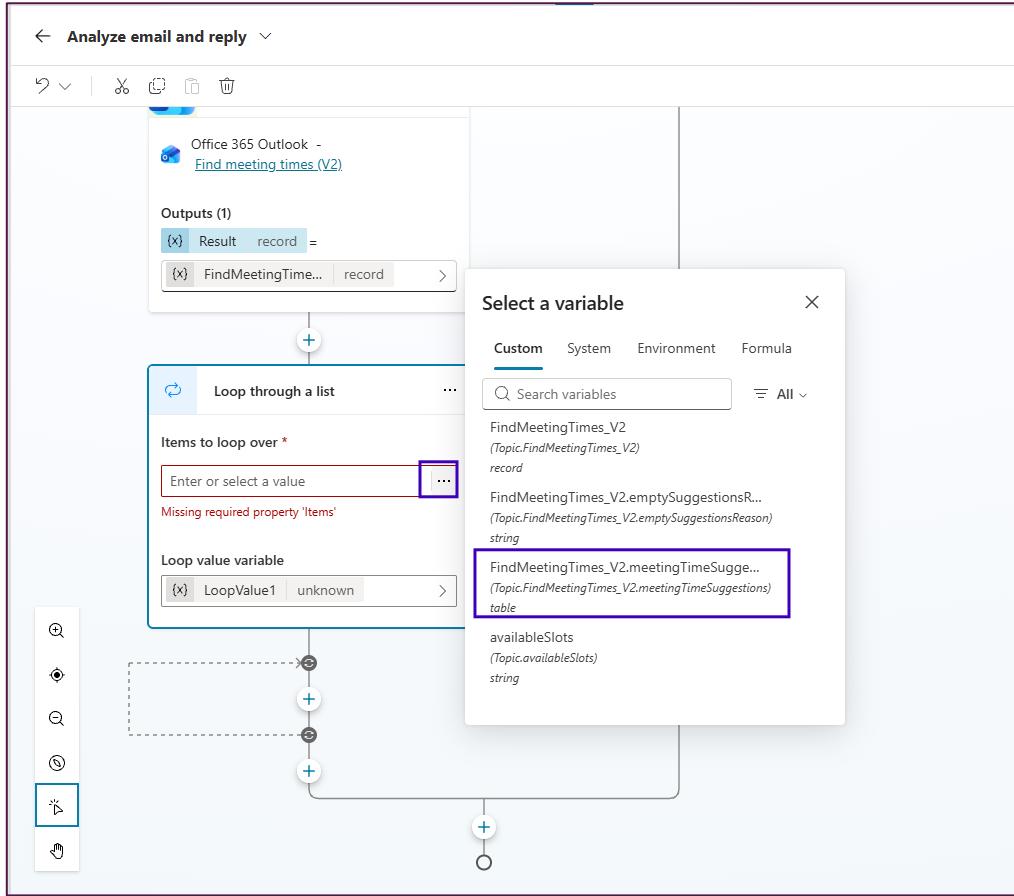
12. Create or pick a connection then click on **Submit**



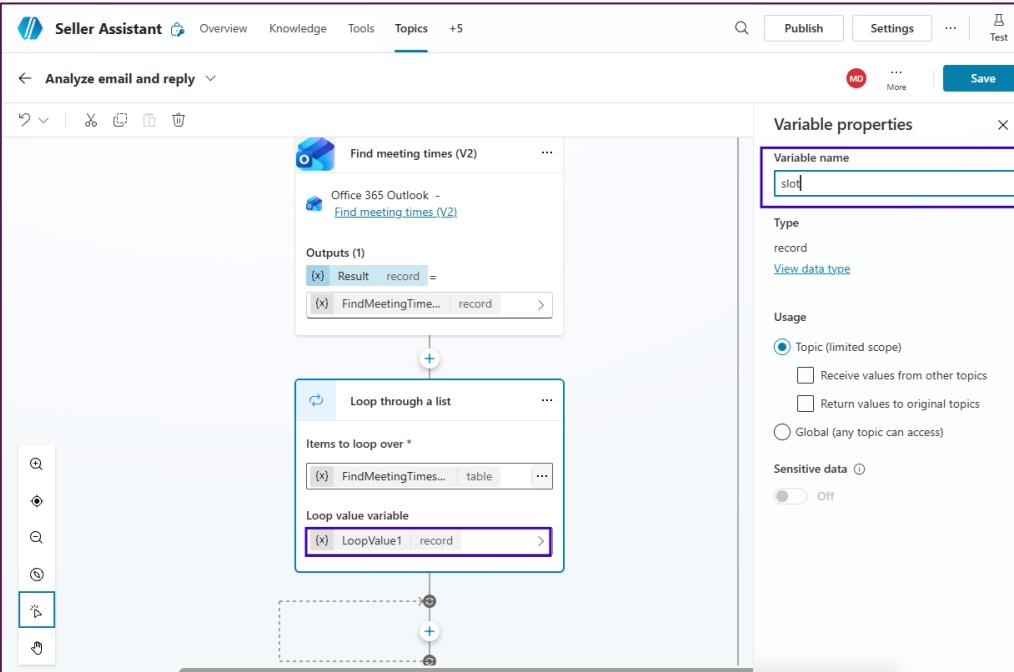
13. Click on + and select **Variable management**, **List management** and then **Loop through a list**



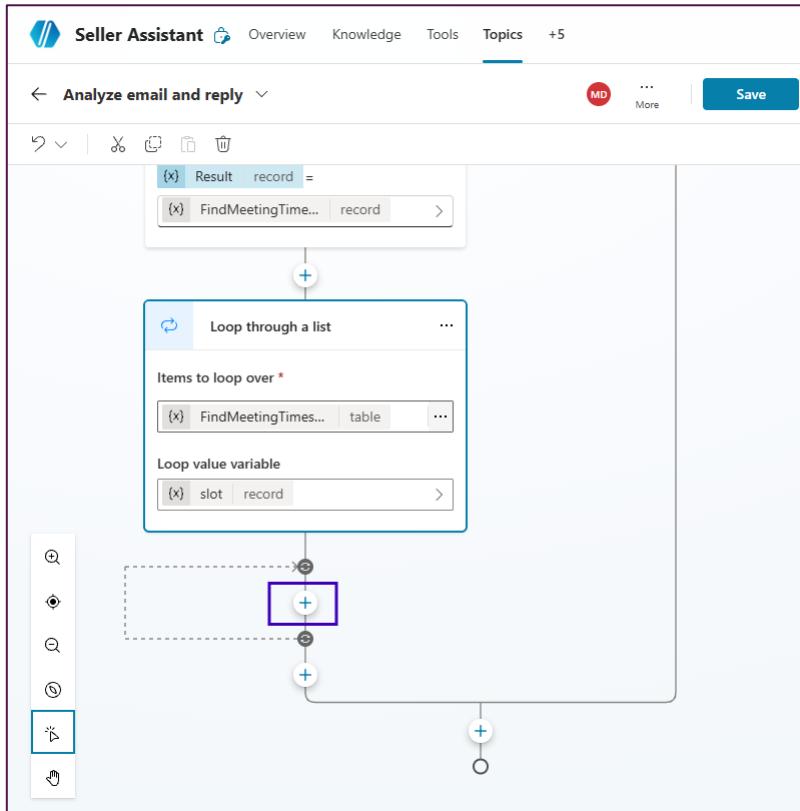
14. Click on the ... then select **FindMeetingTimes\_V2.meetingTimeSuggestions**



### 15. Rename the **LoopValue1** to **slot**

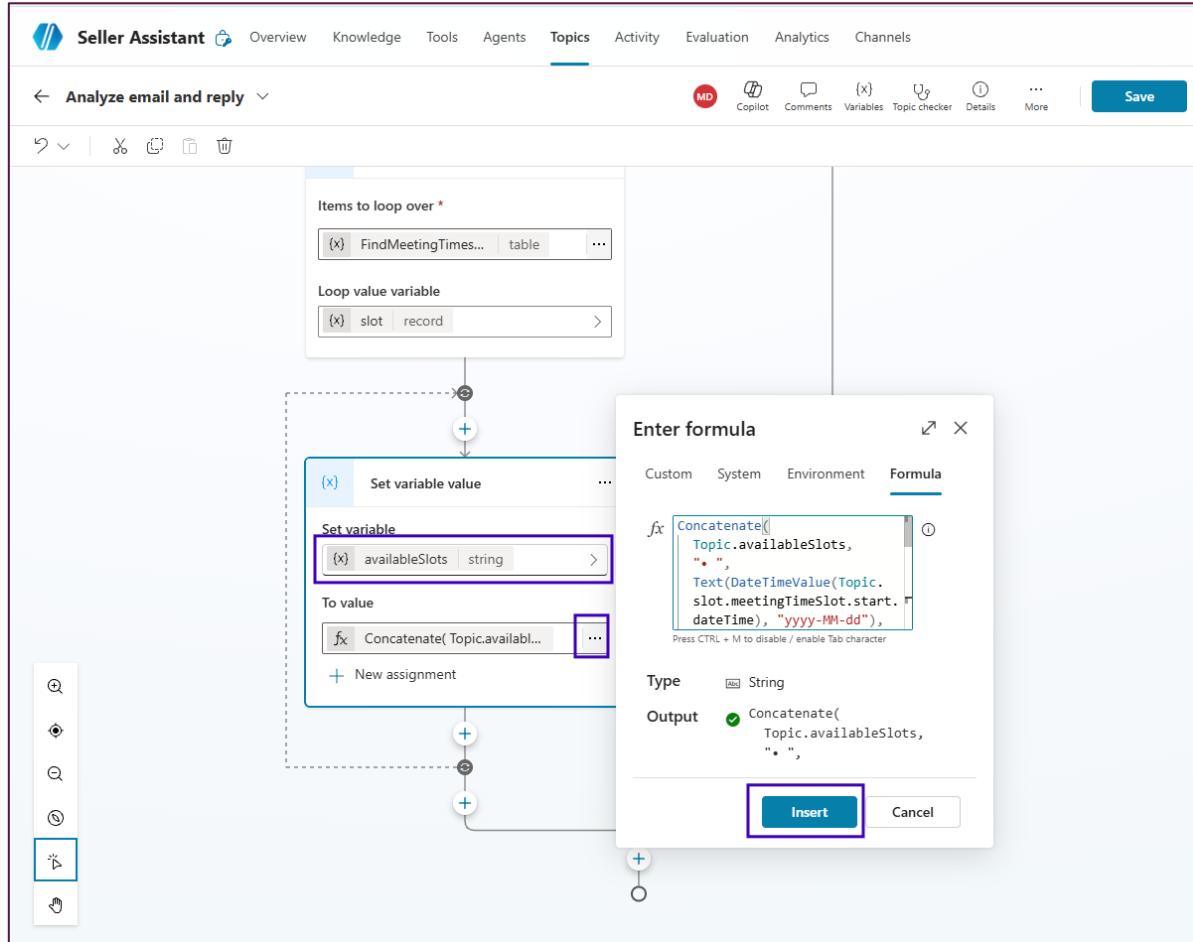


### 16. In the loop click on + to add a node

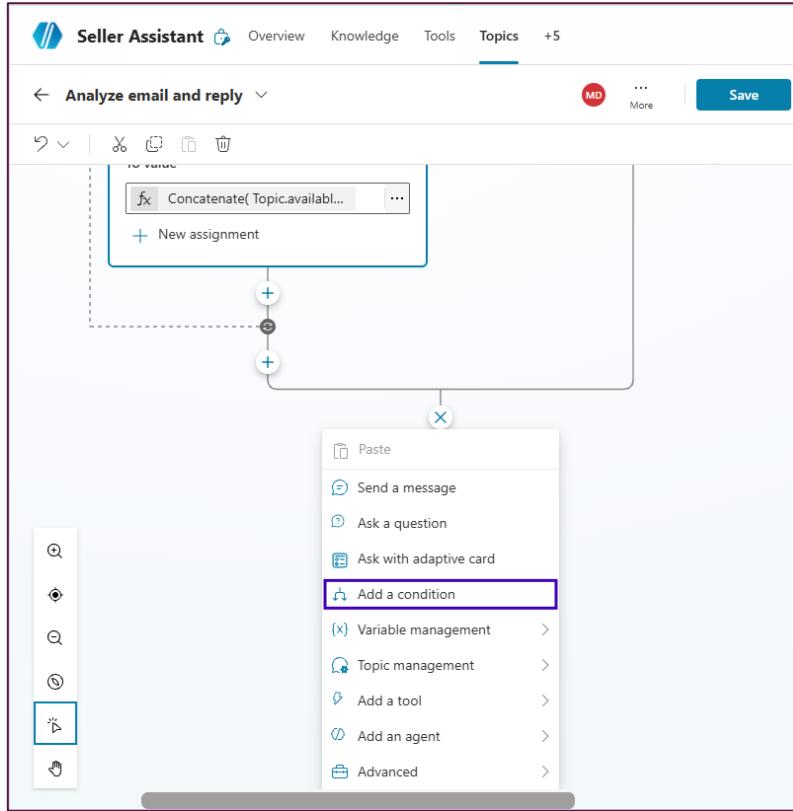


17. Click on **Variable management** then **Set a Variable value**, select **availableSlots** in Set variable and in To value add the **formula** below

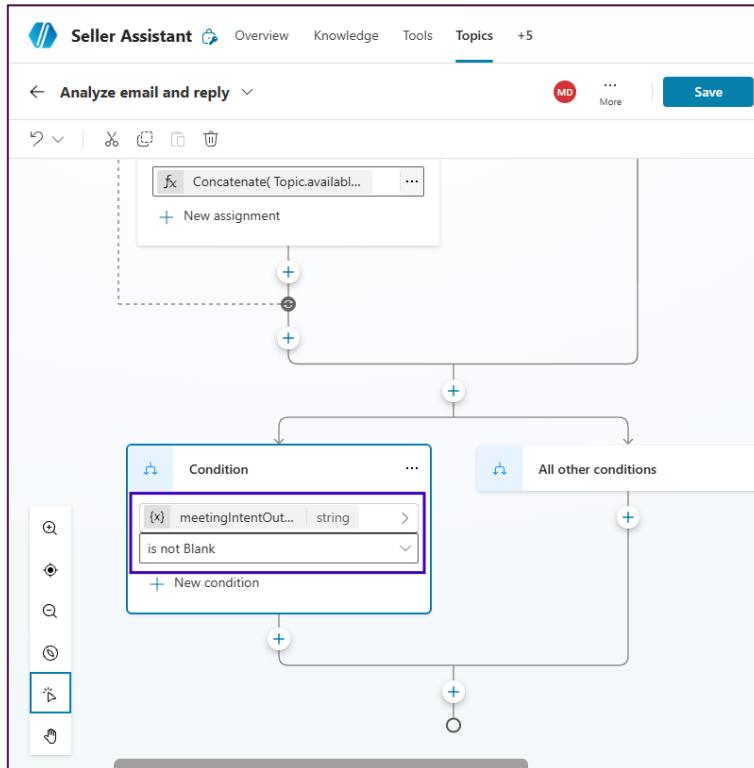
```
Concatenate(  
    Topic.availableSlots,  
    "• ",  
    Text(DateTimeValue(Topic.slot.meetingTimeSlot.start.dateTime), "yyyy-MM-dd"),  
    ", ",  
    Text(DateTimeValue(Topic.slot.meetingTimeSlot.start.dateTime), "HH:mm"),  
    " – ",  
    Text(DateTimeValue(Topic.slot.meetingTimeSlot.end.dateTime), "HH:mm"),  
    " UTC",  
    "\n")
```



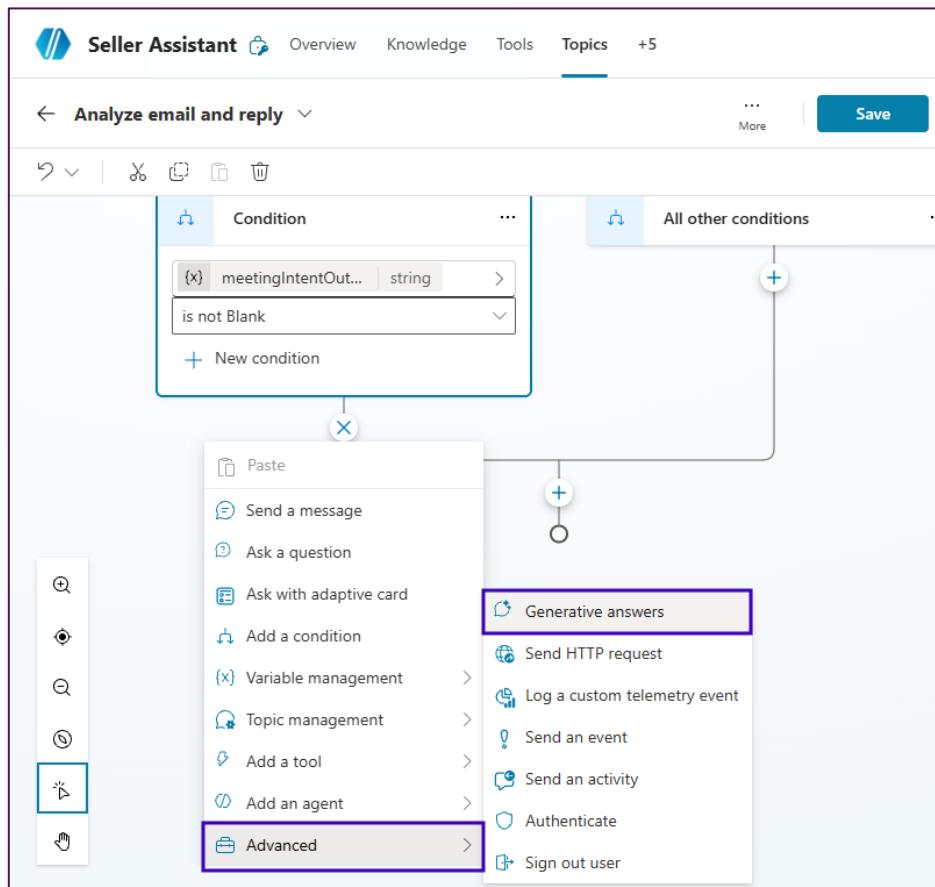
18. Click on + and select Add a condition



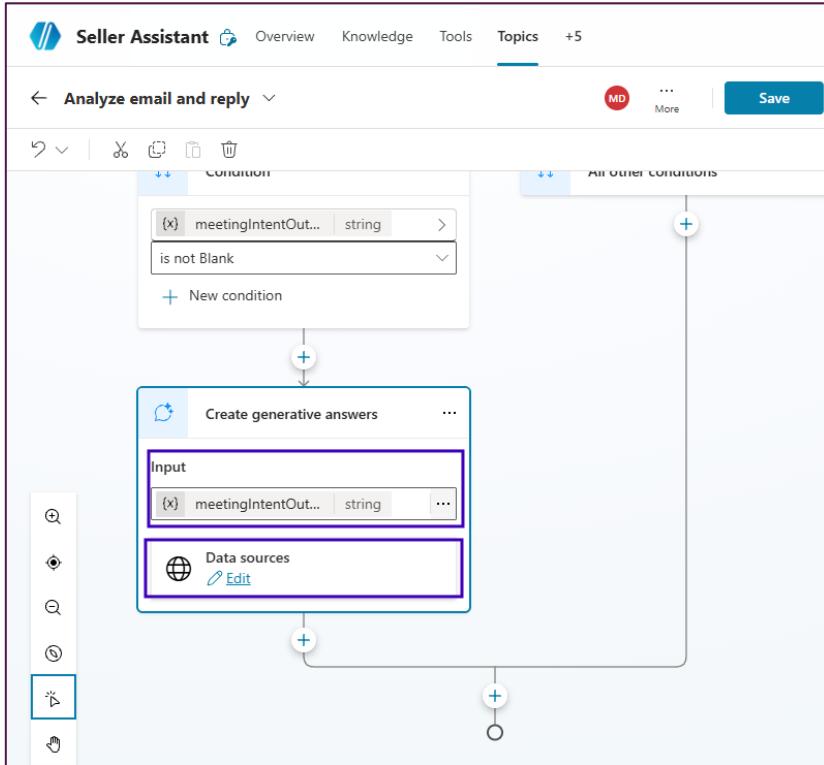
19. Select in the condition **meetingIntentOutput.structuredOutput.questions** and **is not Blank**



20. Click on + and select **Advanced** then **Generative answers**.



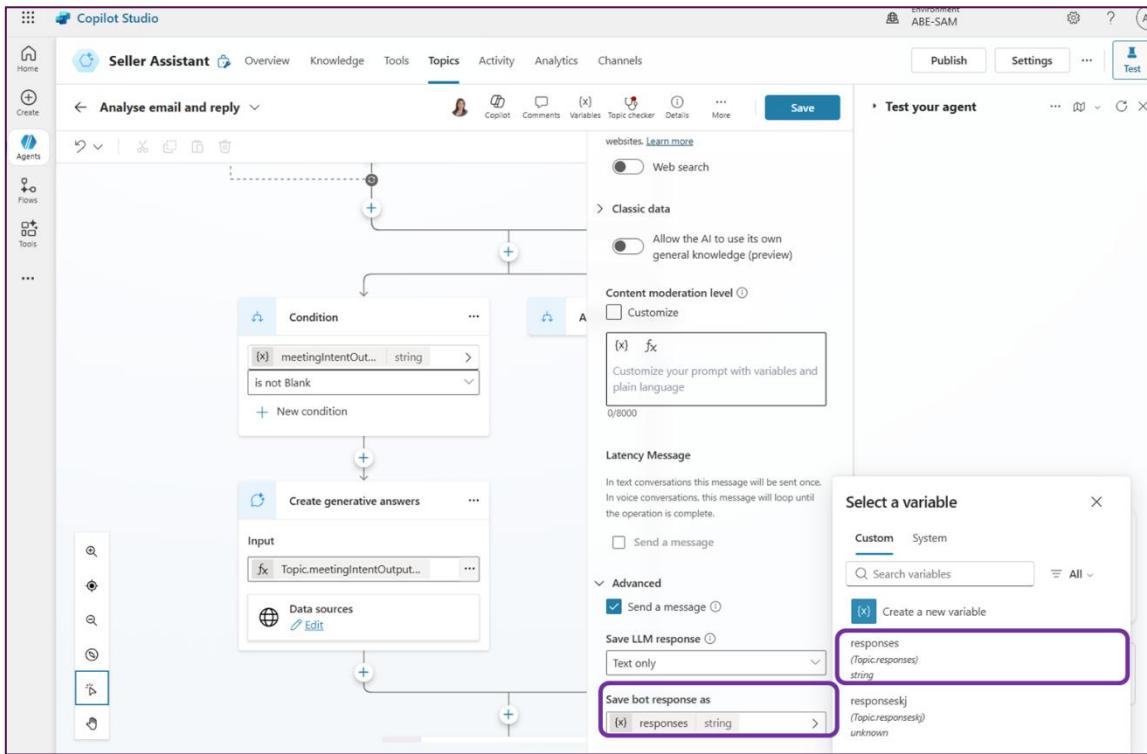
21. Select **meetingIntentOutput.structuredOutput.questions** in Input then click on **Edit**



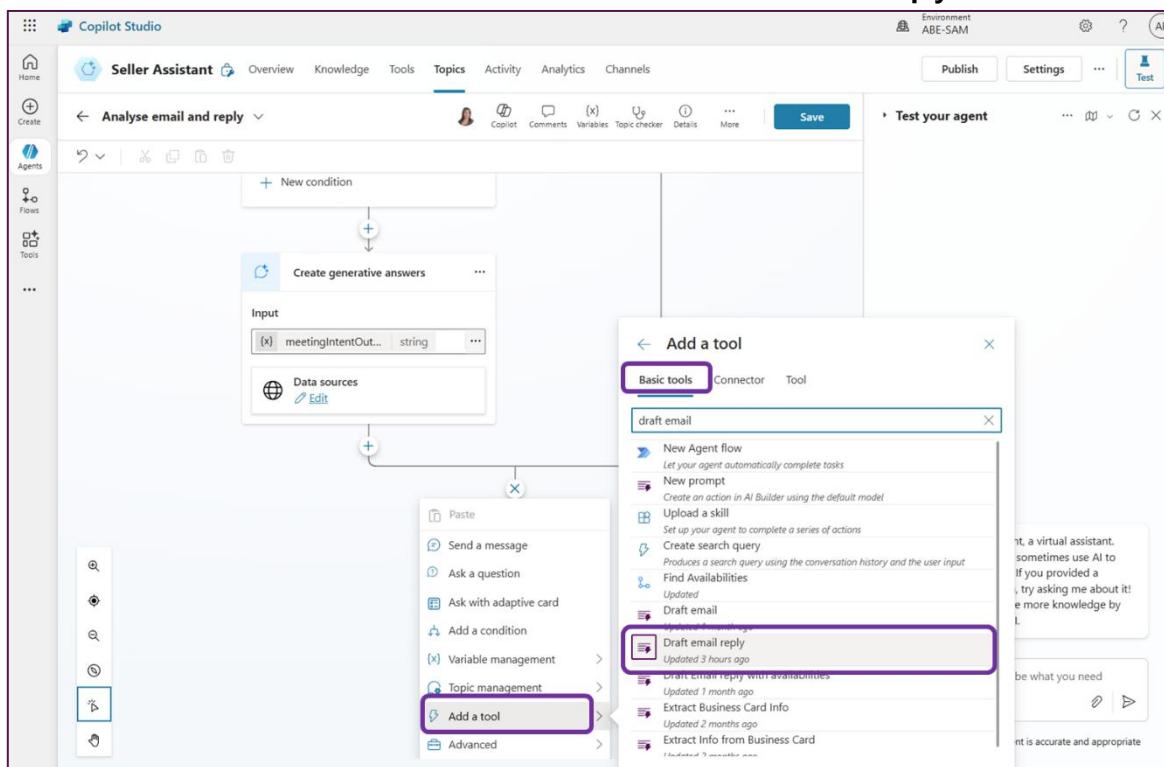
22. In **knowledge sources**, turn On **Search only selected sources**, then select the knowledge source created earlier in this lab.

The screenshot shows the Seller Assistant interface with the 'Create generative answers' step expanded. The 'Knowledge sources' section is open, showing a toggle switch for 'Search only selected sources' which is turned on, and two checked checkboxes for 'Name' and 'Order Policies Coffee Machine'. Other sections like 'Web search' and 'Classic data' are also visible.

23. In the **Advanced** section, In **Save bot response** as, select the variable **responses**



24. Click on + to add a node and select **Add a tool** then **Draft email reply** created earlier in this lab.



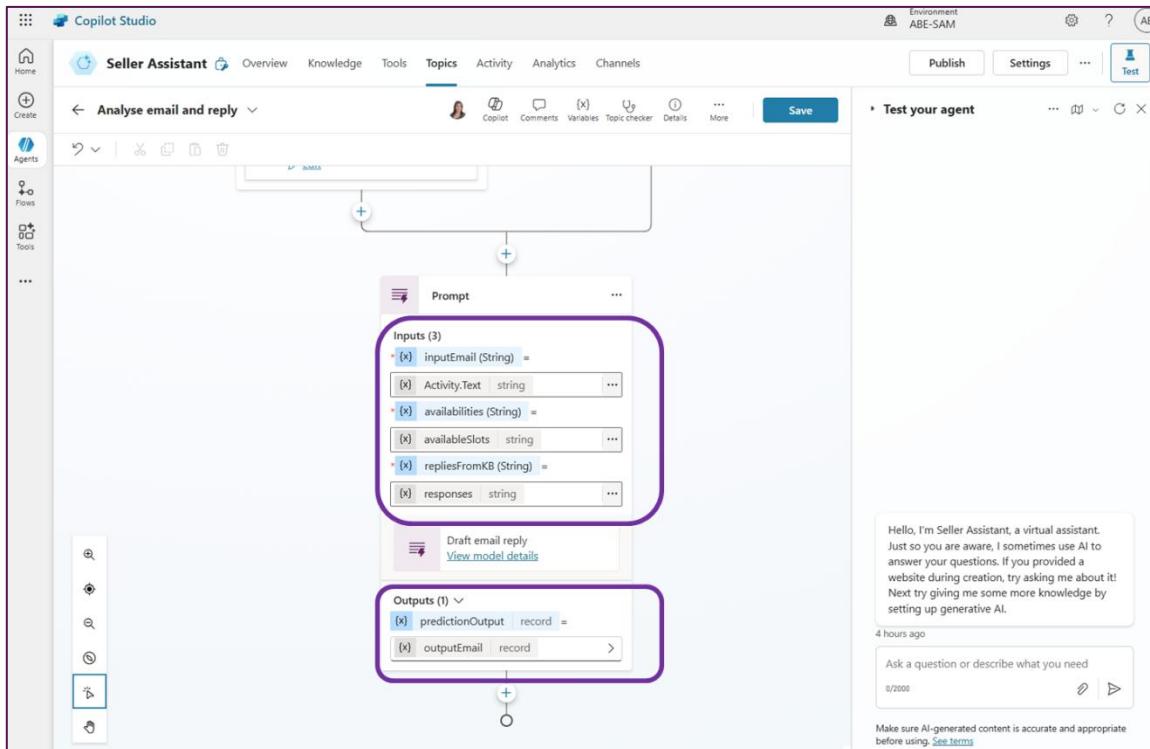
25. Add the **input** and **output** variables:

**Inputs:** Click on ... on each input to select the value. For reference:

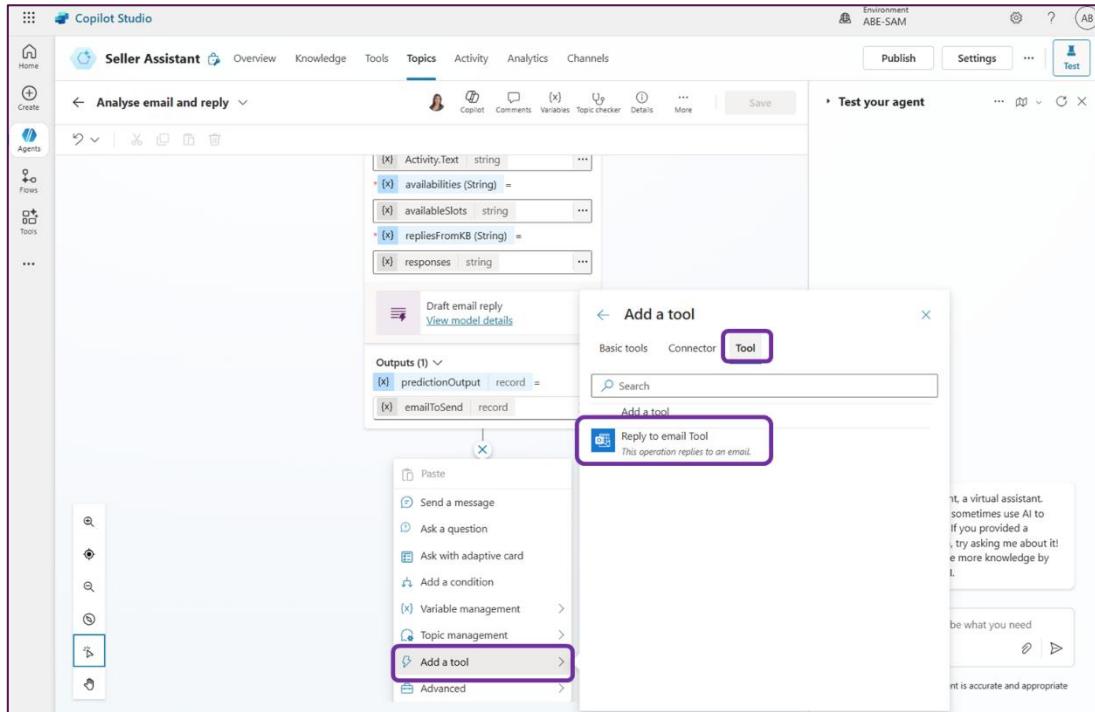
- ... >System>Activity.Text
- ... >Custom>availableSlots
- ... >Custom>response

**Outputs:**

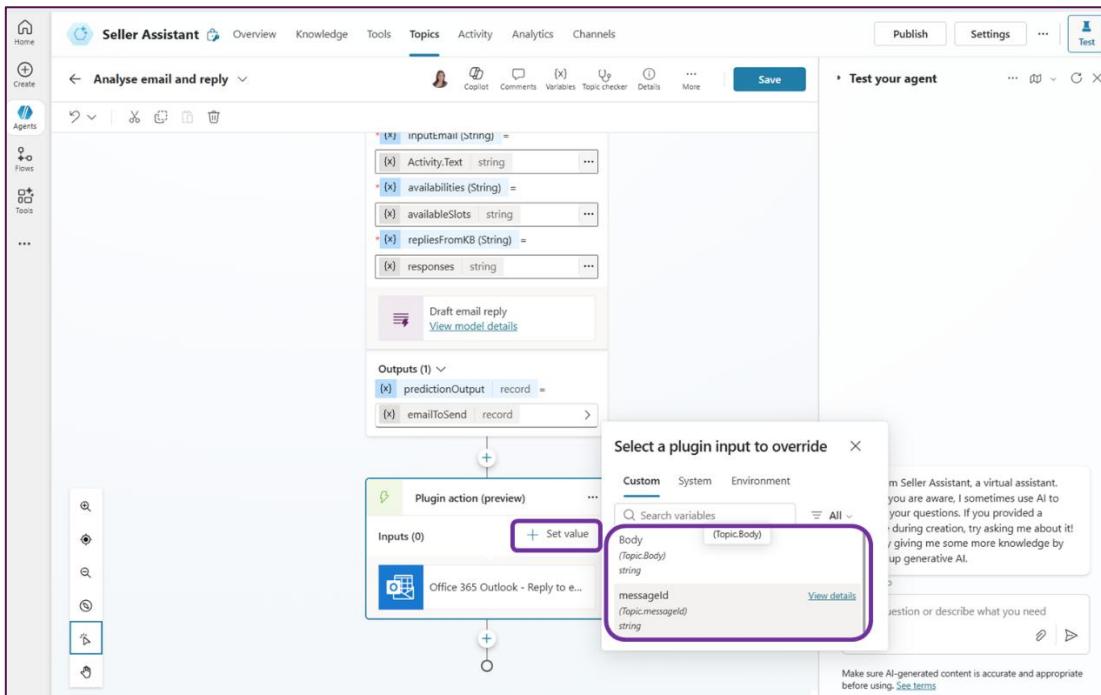
Click on Select a variable>Create a new variable>set the name as **outputEmail**



26. Click on + then click on **Add a tool**, **Tool tab** and select **Reply to email Tool** created earlier in this lab

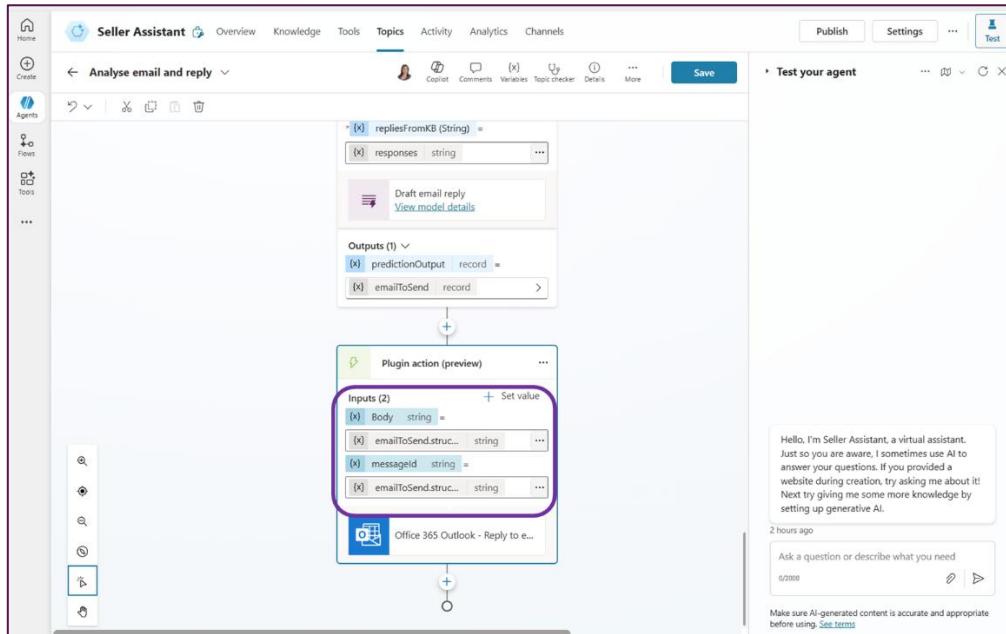


27. Click on **Set value**, add **Body** and **messageld**



28. **Set the variables** by adding below value **formula (Fx)**

- Body : `Topic.outputEmail.structuredOutput.email`
- messageId: `Topic.outputEmail.structuredOutput.emailId`

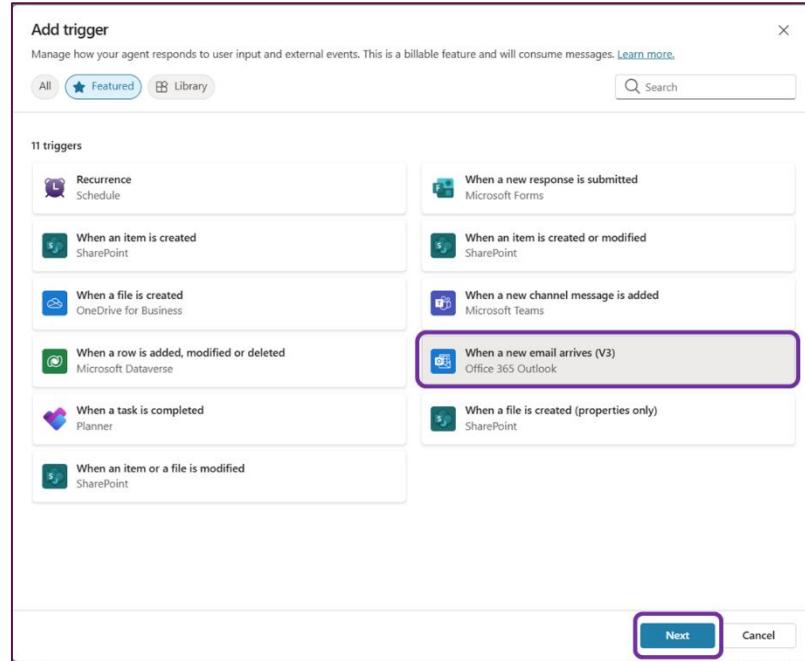


29. Click **Save**

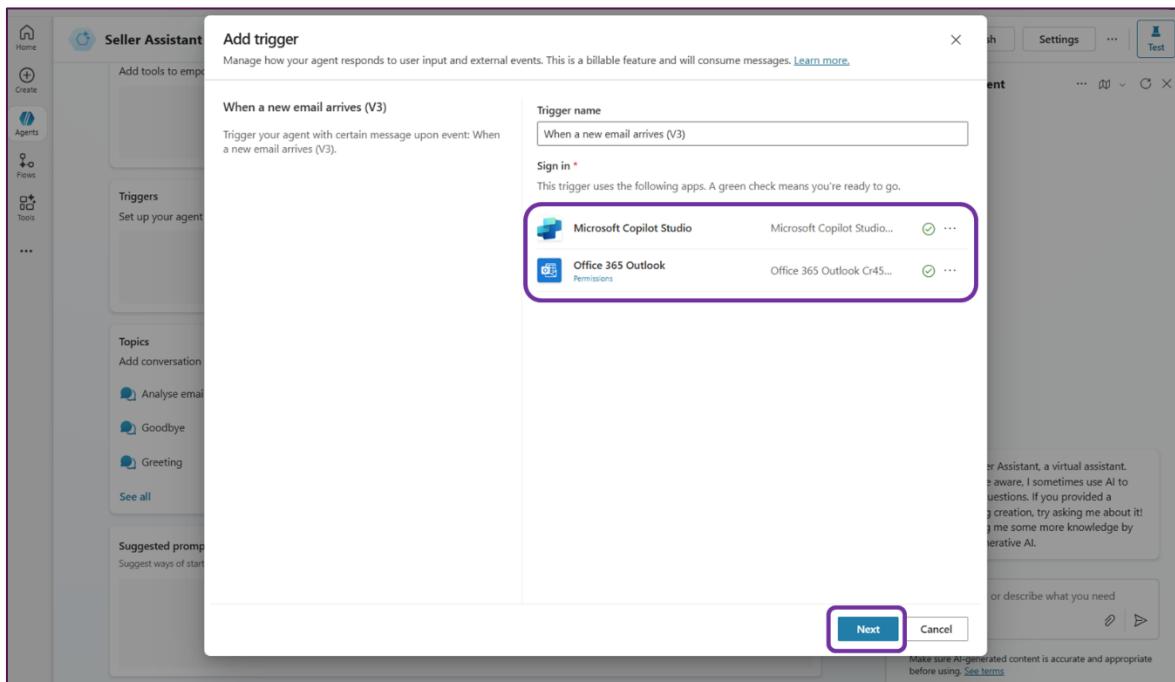
## Task 8: Create a Trigger

- Once the Agent is opened in MCS, click on **Add trigger** in the **Overview** tab.

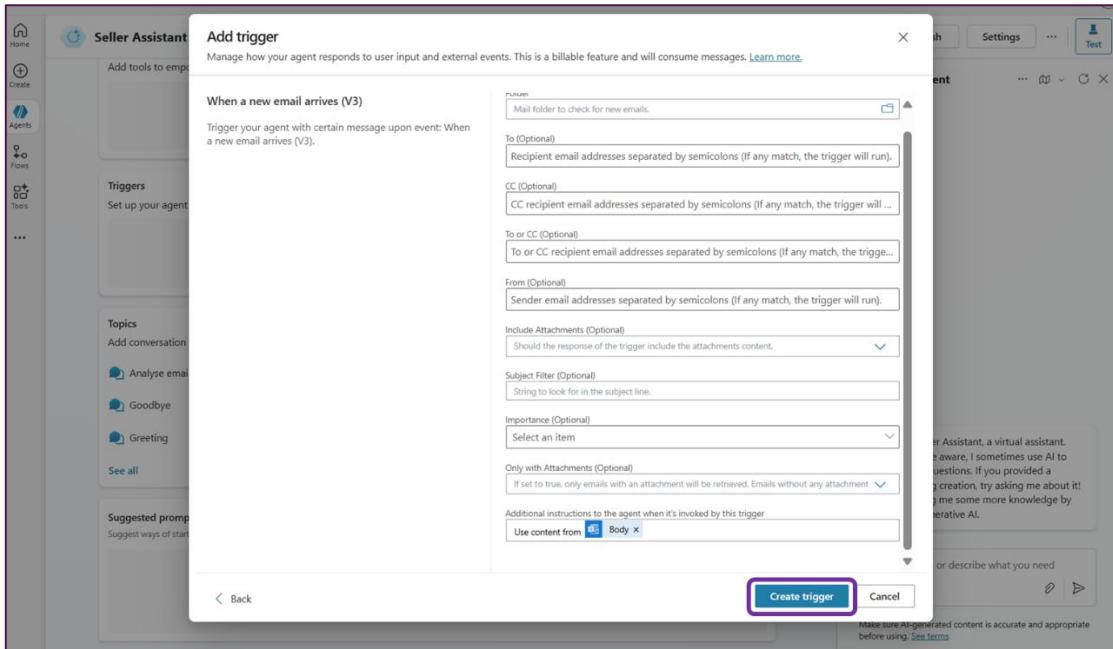
- Select **When a new email arrives (V3)** then click on **Next**.



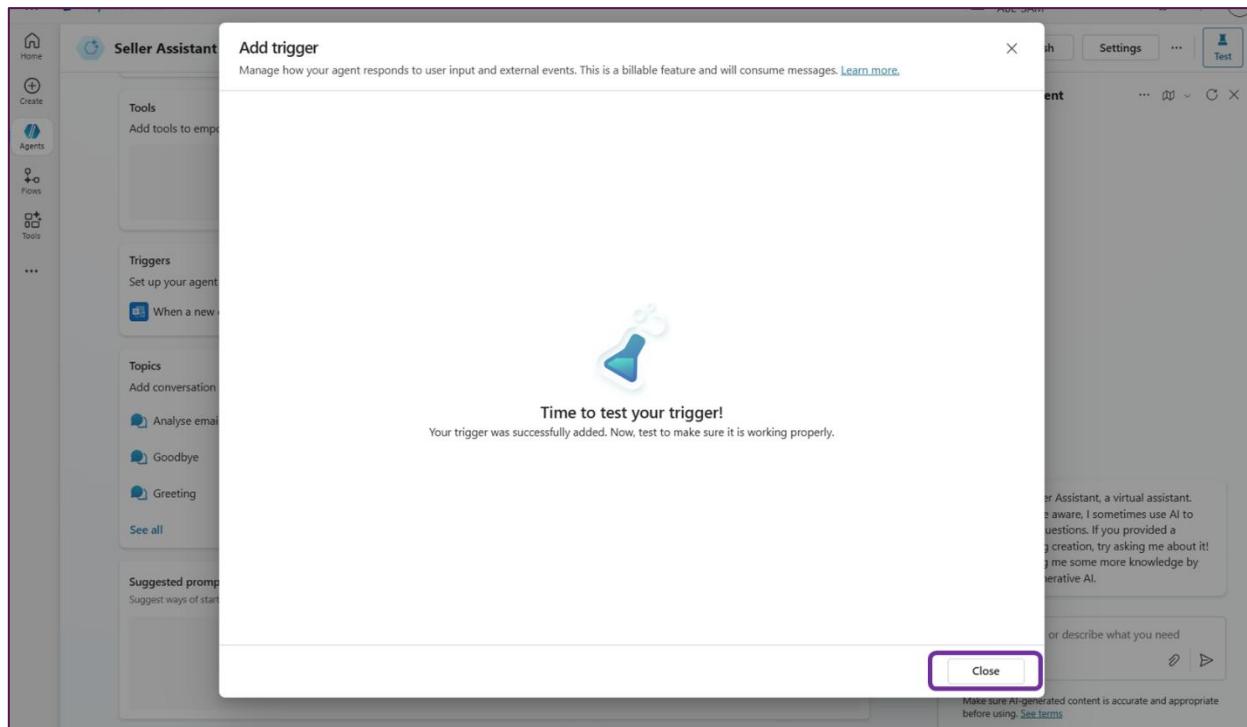
3. Connect to **Microsoft Copilot Studio connector** and **Office 365 Outlook**, then click on **Next**.



4. Click on **Create trigger**



5. Click on **Close**.



6. Verify that the **trigger** you just created is **visible** in the list.

The screenshot shows the Seller Assistant Overview tab. In the Triggers section, there is a trigger named "When a new email arrives (V3)" highlighted with a purple rounded rectangle.

## Task 9: Update Instruction

1. Go to agent **Overview** tab

The screenshot shows the Agent 2 Overview tab. In the Details section, the name is set to "Seller Assistant". In the Instructions section, the text "Analyze email and reply" is displayed next to an icon.

2. In Instruction section, click **Edit** to set below instructions:

Instructions: Analyze the email to identify intent by invoking

 Analyze email and reply

Do not invoke any other tools.

3. Set the above instruction value in instruction box and add / to select topic **Analyze email and reply**:

Select your agent's model  
Your agent will primarily use the model for reasoning and responding. Experimental models are subject to [preview terms](#). [Learn more](#)

GPT-4.1 (Default)

Instructions

Analyze the email to identify intent by invoking /  
Do not invoke any other tools

Preview  
Suggestions

Analyze email and reply  
Topic

Drafts email reply  
Tool

Goodbye  
Topic

Identify Meeting Intent from the...  
Tool

Reply to email tool  
Tool

Insert

Tools

Add tools to empower the AI to complete specific

4. Click **Save**

Instructions

Analyze the email to identify intent by invoking / Analyze email and reply Use / to add tools, topics, and more  
Do not invoke any other tools

Cancel Save

104/8000

## Task 10: Test the agent

**Note:** Before your testing, send a test email. If it appears in Spam/Junk due to your inbox security, move it to your Inbox for testing.

1. Click on the **test icon** in the trigger created in this lab.

The screenshot shows the Seller Assistant interface with the 'Triggers' section selected. The 'When a new email arrives (V3)' trigger is highlighted with a purple box. Other triggers listed include 'Analyse email and reply', 'Goodbye', and 'Greeting'. There are also sections for Knowledge, Tools, Topics, and Suggested prompts.

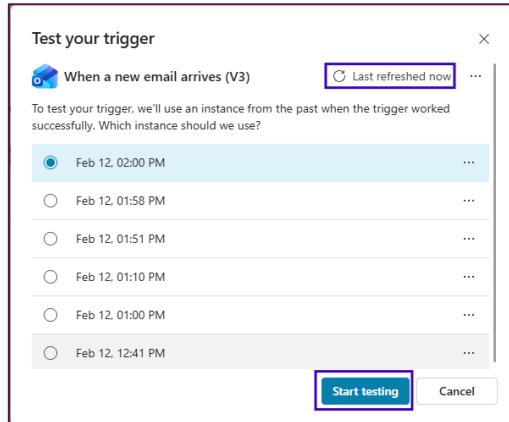
2. The list of triggers to test appears in the pop-up

The screenshot shows the Seller Assistant interface with a pop-up window titled 'Test your trigger' for the 'When a new email arrives (V3)' trigger. The window contains instructions to perform the triggering event at least once and includes 'Start testing' and 'Cancel' buttons. The background shows the Seller Assistant dashboard with various sections like Tools, Triggers, Topics, and Suggested prompts.

3. **Send an email** to the email address used to test the agent

From	Use your personal or business email address
To	Use your test email address (for example, <a href="mailto:example@sampleorg.onmicrosoft.com">example@sampleorg.onmicrosoft.com</a> )
Subject	Urgent Coffee Order Request - Immediate Attention Needed
Email	<p>Hello there,</p> <p>I hope this message finds you well.</p> <p>I am reaching out with an urgent request regarding our upcoming coffee order. As you know, our team depends heavily on a consistent supply of coffee to stay energized and maintain productivity throughout the day.</p> <p>Unfortunately, we've recently run out of our favorite blend, and it's quickly becoming a bit of a crisis in the office.</p> <p>Would it be possible to schedule a quick call to discuss the details of this order?</p> <p>In the meantime, could you kindly arrange for a fresh batch of coffee to be delivered as soon as possible? We would need both ground coffee and whole beans to accommodate everyone's preferences. Ideally, we'd like to have this resolved by the end of the day to avoid any further disruption to our workflow.</p> <p>Your prompt attention to this matter is greatly appreciated, and we're looking forward to the arrival of our much-needed coffee supply.</p> <p>Thank you very much for your support.</p> <p>Warm regards,</p>

4. **Refresh** the test pop-up information then click in **Start testing**



5. Check the mailbox for the response

Hello Manjusha Deshmukh, Thank you for reaching out regarding your urgent coffee order request. We can certainly schedule a quick call to discuss the details of your order. Based on the available time slots, we can arrange the call at any of the following times: • 2026-02-12, 07:30–08:00 UTC • 2026-02-12, 08:00–08:30 UTC • 2026-02-12, 08:30–09:00 UTC • 2026-02-12, 09:00–09:30 UTC • 2026-02-12, 09:30–10:00 UTC Please confirm which time works best for you. Regarding your request for a fresh batch of coffee, including both ground coffee and whole beans, we recommend contacting our support team directly for assistance with coffee orders and delivery. You can reach them via email at support@coffeemachineco.com or call our hotline at +1-800-555-1234. Please let us know if you need any additional information or support regarding your order or coffee delivery. Best regards, Sourav D

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