



# Microsoft Copilot Studio

## Lab 05: Invoke AI Builder prompts

Hands-on lab step-by-step

January 2025

UDPP Copilot Studio Workshop

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# Microsoft Copilot Studio

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

## Goals for this lab

<p>After this lab you will be able to:</p> <ul style="list-style-type: none"><li>• Understand the basics of AI Builder prompts</li><li>• Invoke a custom prompt that leverages Copilot Studio variables.</li></ul>	<p>The time to complete this lab is <b>[25]</b> minutes.</p>
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## Prerequisites

Labs have been designed to be completed with only a Microsoft Copilot Studio trial. You can start most labs without having to complete the previous module but note that some exercises may reference previous labs. To fully experience the features and functionality of the product, it is recommended that you make sure to have completed all pre-requisites below before starting this lab.

For this lab you need:

- A computer with internet access.
- Be able to log into the provided Microsoft tenant (some companies enforce users to only connect to their company tenant) or your own enterprise tenant with a Copilot Studio User License (or trial)
- **Generative AI should be set to “classic” (in Settings, Generative AI)**
- **Complete Lab 04**
- **Access to an active ServiceNow instance (URL, login and password) – don’t forget to wake the instance if you use a trial**
- **Authentication must be set to “Authenticate with Microsoft” (in Settings, Security, Authentication)**

## AI Builder prompts

Think of a prompt as a task or a goal you give to the large language model (LLM). With prompt builder, you can build, test, and save your custom prompts. You can also use input variables to provide dynamic context data at runtime. You can share these prompts with others and use them in Power Automate, Power Apps, or Copilot Studio. For instance, you could make a prompt to pick out action items from your company emails and use it in a Power Automate flow to build an email processing automation.

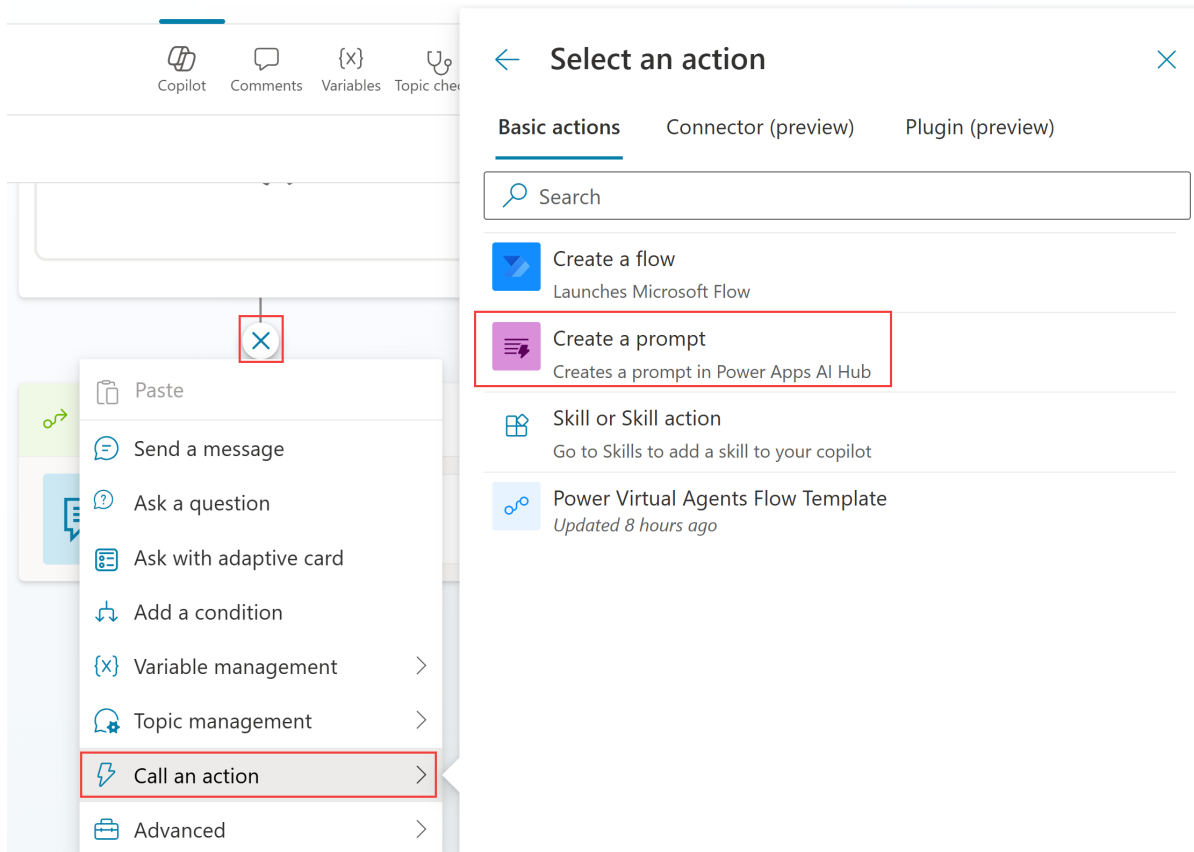
Prompt builder enables makers to devise custom prompts that cater to their specific business needs using natural language. These prompts can be employed for many tasks or business scenarios, such as summarizing content, categorizing data, extracting entities, translating languages, assessing sentiment, or formulating a response to a complaint.

Prompts can be integrated into flows to build intelligent hands-off automation. Makers can also build advanced generative AI capabilities for their applications by describing them as natural language prompts. These prompts can be used to extend a custom copilot, thereby streamlining your daily business operations and boosting efficiency."

Custom prompts give makers the freedom to instruct the GPT model to behave in a certain way or to perform a specific task. By carefully crafting a prompt, you can generate responses that suit your specific business needs. This transforms the GPT model into a flexible tool to accomplish various tasks.

## Task 1: Create a prompt to summarize text

1. Go to **Topics**, and open **Check Ticket Status**.
2. After the **last message** that contained an Adaptive Card, add **another node** with the **(+)** button. Choose **Call an action** and select **Create a prompt**.



3. Give it a name

`Ticket customer communication`

4. Add an **Input**, called

`Ticket Details`

5. In the **Prompt**, **paste** the below instructions

```
Based on the ticket details, write a personalized, apologetic, message  
to the person impacted. You can summarize the issue to show you  
understand it. Show empathy and suggest ways to mitigate the situation  
based on the ticket details. Have a positive attitude and use emojis  
when applicable. Don't include hashtags.  
Don't include signatures.  
The text should be a single paragraph.
```

```
## Ticket details
```

6. **Under** the **## Ticket details** section, use the **Insert** button to select the **Details** input.
7. Under **Settings**, choose **Model GPT4o**
8. **Test** your prompt by pasting the **ServiceNow Sample JSON** Payload below in the input **sample data** and selecting **Test prompt**.

```

{
  "parent": "",
  "made_sla": "true",
  "caused_by": "",
  "watch_list": "",
  "upon_reject": "Cancel all future Tasks",
  "sys_updated_on": "2018-12-12 23:18:55",
  "child_incidents": "0",
  "hold_reason": "",
  "origin_table": "",
  "task_effective_number": "INC0009005",
  "approval_history": "",
  "number": "INC0009005",
  "resolved_by": "",
  "sys_updated_by": "admin",
  "opened_by": "System Administrator",
  "user_input": "",
  "sys_created_on": "2018-08-31 21:35:45",
  "sys_domain": "global",
  "state": "New",
  "route_reason": "",
  "sys_created_by": "admin",
  "knowledge": "false",
  "order": "",
  "calendar_stc": "",
  "closed_at": "",
  "cldb_ci": "",
  "delivery_plan": "",
  "contract": "",
  "impact": "1 - High",
  "active": "true",
  "work_notes_list": "",
  "business_service": "",
  "business_impact": "",
  "priority": "1 - Critical",
  "sys_domain_path": "/",
  "rfc": "",
  "time_worked": "",
  "expected_start": "",
  "opened_at": "2018-08-31 21:35:21",
  "business_duration": "",
  "group_list": "",
  "work_end": "",
  "caller_id": "David Miller",
  "reopened_time": "",
  "resolved_at": "",
  "approval_set": "",
  "subcategory": "Email",
  "work_notes": "2018-12-12 23:18:42 - System Administrator (Work notes)\nupdated the priority to high based on the criticality of the Incident.\n\n",
  "universal_request": "",
  "short_description": "Email server is down.",
  "correlation_display": "",
  "delivery_task": "",
  "work_start": "",
  "assignment_group": "",
  "additional_assignee_list": "",
  "business_stc": "",
  "cause": "",
  "description": "Unable to send or receive emails.",
  "origin_id": "",
  "calendar_duration": "",
  "close_notes": "",
  "notify": "Do Not Notify",
  "service_offering": "",
  "sys_class_name": "Incident",
  "closed_by": "",
  "follow_up": "",
  "parent_incident": "",
  "sys_id": "ed92e8d173d023002728660c4cf6a7bc",
  "reopened_by": "",
  "incident_state": "New",
  "urgency": "1 - High",
  "problem_id": "",
  "company": "",
  "reassignment_count": "0",
  "activity_due": "2018-12-13 01:18:55",
  "assigned_to": "",
  "severity": "3 - Low",
  "comments": "",
  "approval": "Not Yet Requested",
  "sla_due": "UNKNOWN",
  "comments_and_work_notes": "2018-12-12 23:18:42 - System Administrator (Work notes)\nupdated the priority to high based on the criticality of the Incident.\n\n",
  "due_date": "",
  "sys_mod_count": "3",
  "reopen_count": "0",
  "sys_tags": "",
  "escalation": "Normal",
  "upon_approval": "Proceed to Next Task",
  "correlation_id": "",
  "location": "",
  "category": "Software"
}

```

**Ticket customer communication**

Prompt by AI Builder

**Prompt**

Based on the ticket details, write a personalized, apologetic, message to the person impacted. You can summarize the issue to show you understand it. Show empathy and suggest ways to mitigate the situation based on the ticket details. Have a positive attitude and use emojis when applicable. Don't include hashtags. Don't include signatures. The text should be a single paragraph

## Ticket details

Ticket Details

Test prompt

All inputs and data are automatically used to answer. + Insert to fine tune the prompt.

**Prompt response**

Hi David,

I sincerely apologize for the inconvenience caused by the email server outage. I understand how critical email communication is for your daily operations, and I want to assure you that we are treating this issue with the highest priority. Our team is actively working to resolve the problem and restore email functionality as quickly as possible. In the meantime, if you have any urgent communication needs, please consider using alternative methods such as phone calls or messaging apps. We appreciate your patience and understanding during this time. Thank you for bringing this to our attention, and we are committed to resolving it promptly. 😊

AI-generated content may be incorrect. Make sure it's accurate and appropriate before using it. [Read terms](#)

Save custom prompt Cancel

**Input**

Ticket Details

Name

Ticket Details

Sample data

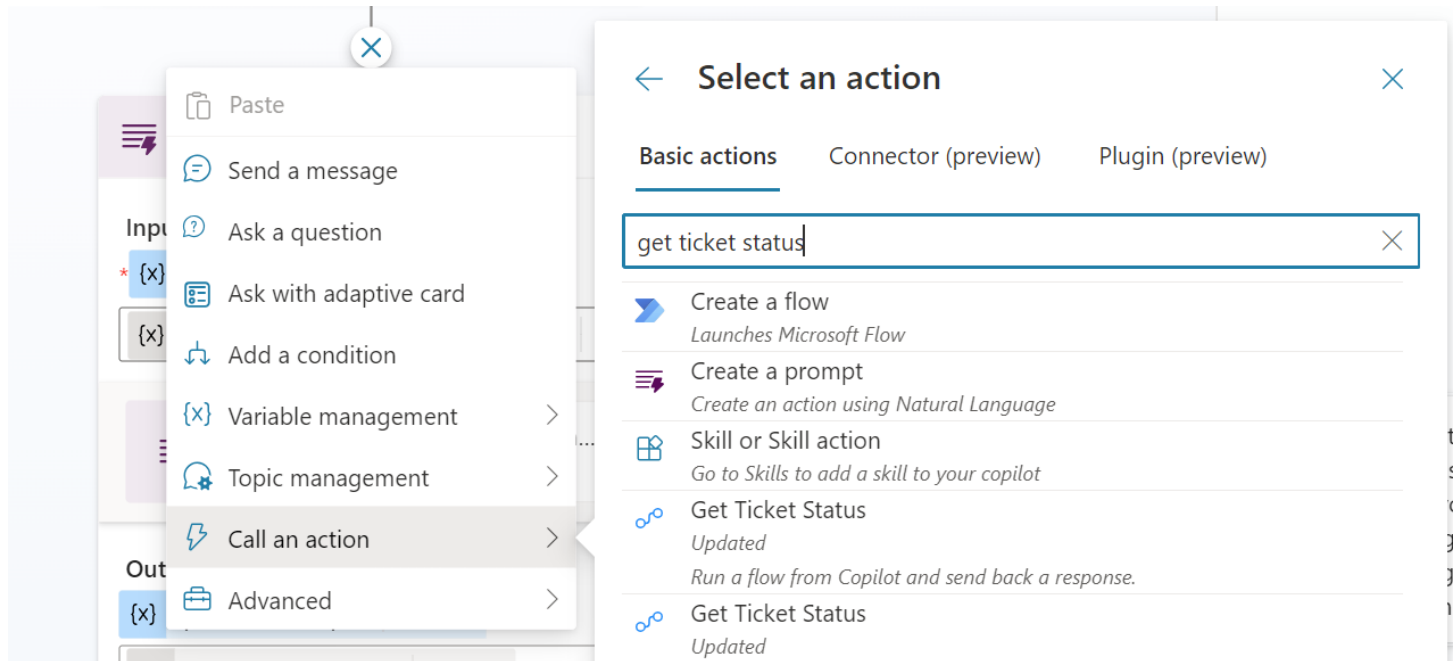
```
{
  "parent": "",
  "made_sla": "true",
  "..."
}
```

+ Add input

9. Select **Save custom prompt**

10. **The prompt should be directly added to your topic once you save it.** If this is not the case need to click on the (+) icon, Call an action and select your newly created prompt.

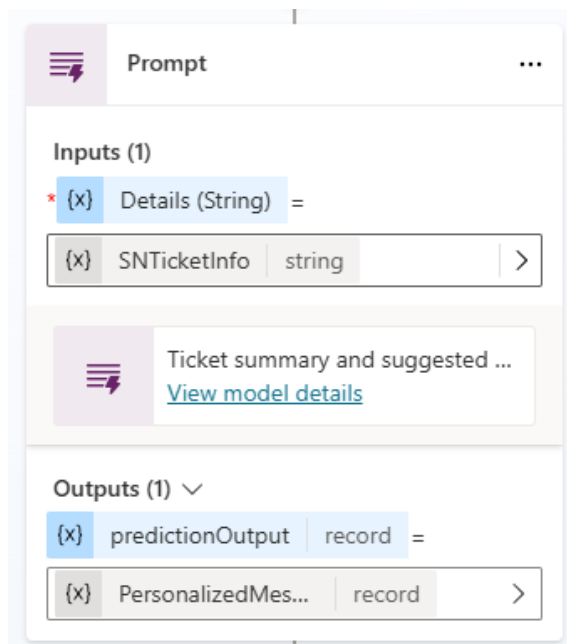




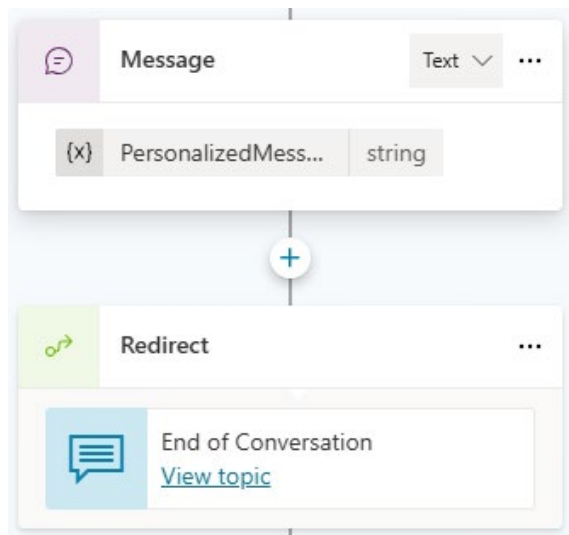
11. Select the **SNTicketInfo** variable for the **Details input**.

12. Create a variable for the generated output:

PersonalizedMessage



13. Add a **Message** node and insert the **PersonalizedMessage.text** variable.



14. **Save**

15. **Test**

What's the latest on ticket INC0007001, please?

Dear David Miller,

I'm truly sorry to hear about the issue you're experiencing with the employee payroll application server. I understand that this is a critical issue as it's preventing you from logging in with valid credentials, and I can imagine how frustrating this must be for you 😞. Rest assured, our team is treating this as a high-priority incident and is actively working on resolving it. In the meantime, if you have any other means of accessing the necessary payroll information, I would suggest using that as a temporary workaround. I appreciate your patience and understanding during this time. We're committed to getting this resolved as quickly as possible for you. 😊

## Summary

Thank you for completing the lab 'Use generative AI orchestration to interact with your connectors. You have successfully:

- Created a custom prompt from Copilot Studio
- Passed inputs and used output as a generated answer for the end-user

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