

실습 1. 사내 기기 조회 봇 만들기

1. 에이전트에 들어가서 오전에 만든 IT Helpdesk Agent를 눌러주세요.

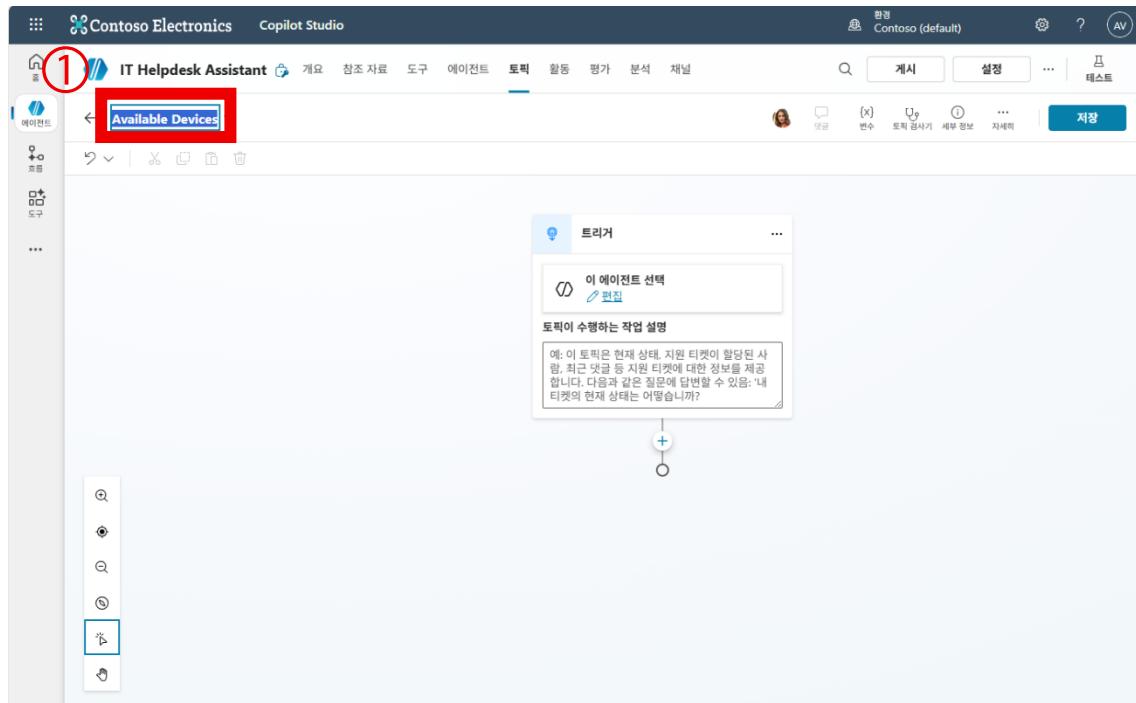
The screenshot shows the Microsoft Copilot Studio interface. A red circle labeled ① highlights the 'Agents' icon in the top navigation bar. A red circle labeled ② highlights the 'IT Helpdesk Assistant' entry in the 'My Agents' list, which is also highlighted with a red box. The list includes other entries like 'Microsoft 365 Copilot'. Below the list is a section titled 'Manage Agent Installation' with several preview options. At the bottom is a section titled 'Agent Template Start' with three items: 'Site Q&A', 'Compose', and 'Safe Navigation'.

2. 토픽 탭을 눌러 새로 시작 버튼을 눌러주세요.

The screenshot shows the Microsoft Copilot Studio interface with the 'Topics' tab selected, indicated by a red circle labeled ①. A red circle labeled ② highlights the 'Agents' icon in the top navigation bar. A red circle labeled ③ highlights the '+ Create Topic' button in the top left of the main content area. Below it, a dropdown menu is open with the option 'New Start' highlighted with a red box. The main content area displays a table of topics, each with a small icon, name, type, trigger, last modified, pinned status, owner, and settings. The first four rows are: 'Hello' (Type: Topic, Trigger: Agent, Last Modified: Adele Vance 9분 전), 'Again' (Type: Topic, Trigger: Agent, Last Modified: Adele Vance 10분 전), 'Hello again' (Type: Topic, Trigger: Agent, Last Modified: Adele Vance 9분 전), and 'Hello again again' (Type: Topic, Trigger: Agent, Last Modified: Adele Vance 9분 전).

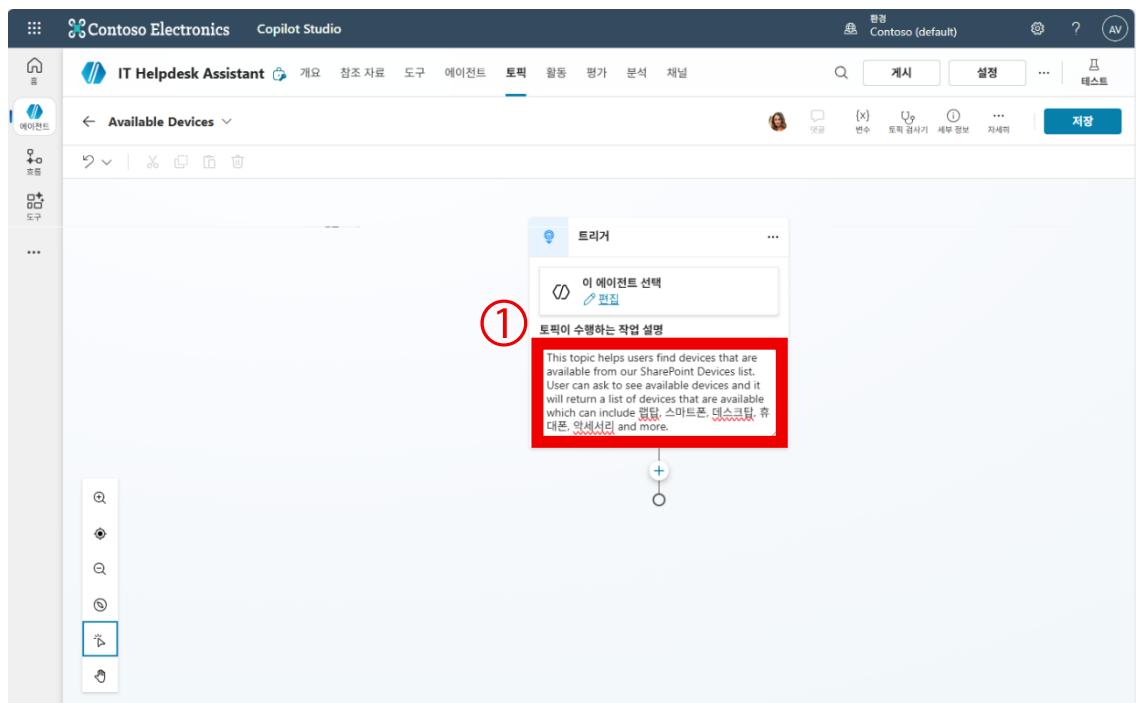
3. 좌상단에 이름을 눌러 다음을 복사-붙여넣기 해주세요.

Available Devices

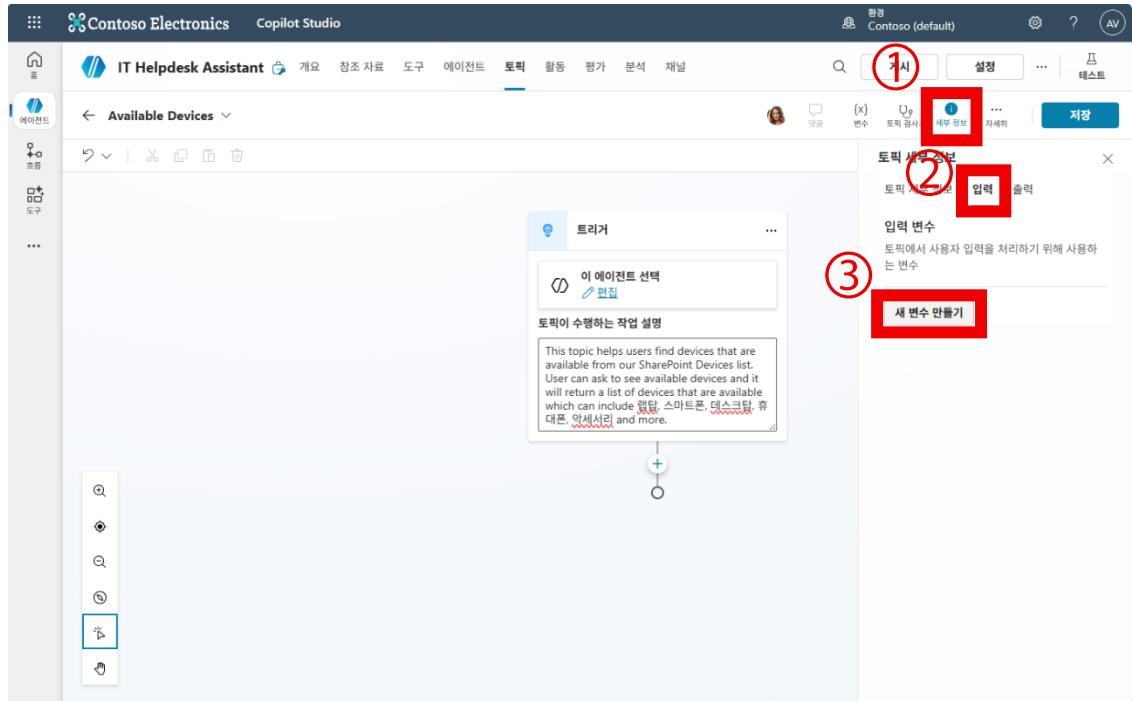


4. Trigger 안에서 이 토픽이 어떤 기능을 하는지를 복사-붙여넣기 해주세요.

This topic helps users find devices that are available from our SharePoint Devices list. User can ask to see available devices and it will return a list of devices that are available which can include 노트북, 스마트폰, 데스크탑, 휴대폰, 악세서리, 태블릿 and more.

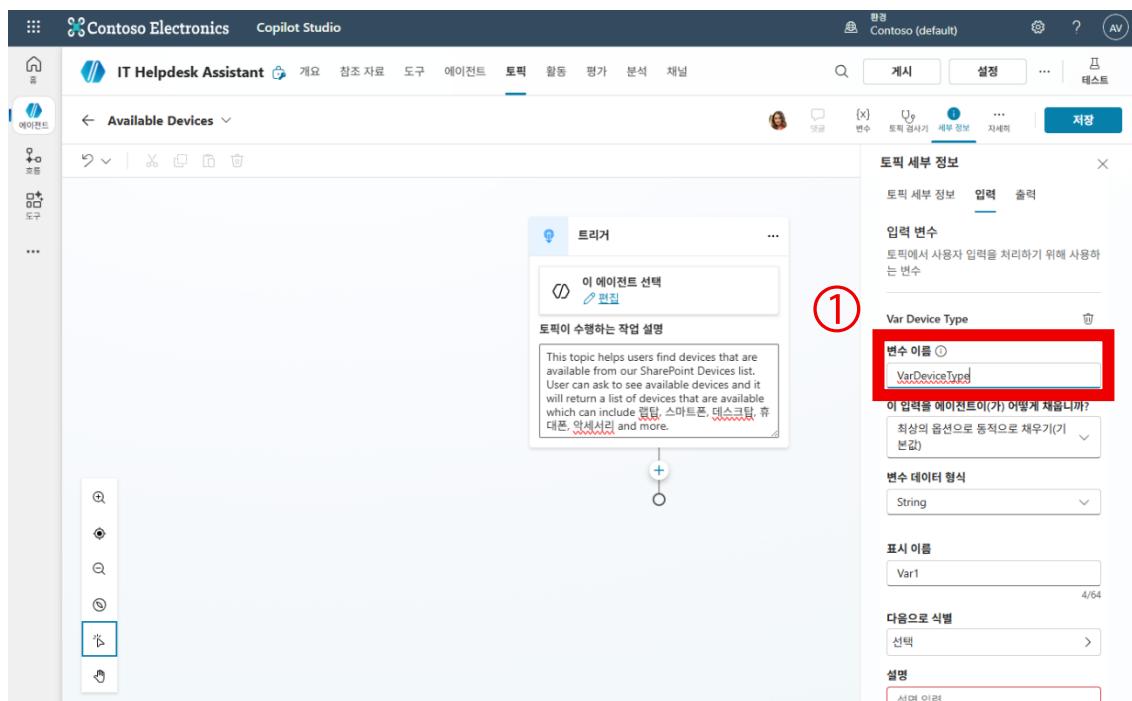


5. 우상단에 세부 정보를 눌러 토픽 세부 정보 탭을 열고 입력 버튼을 눌러 새 변수 만들기를 눌러주세요.

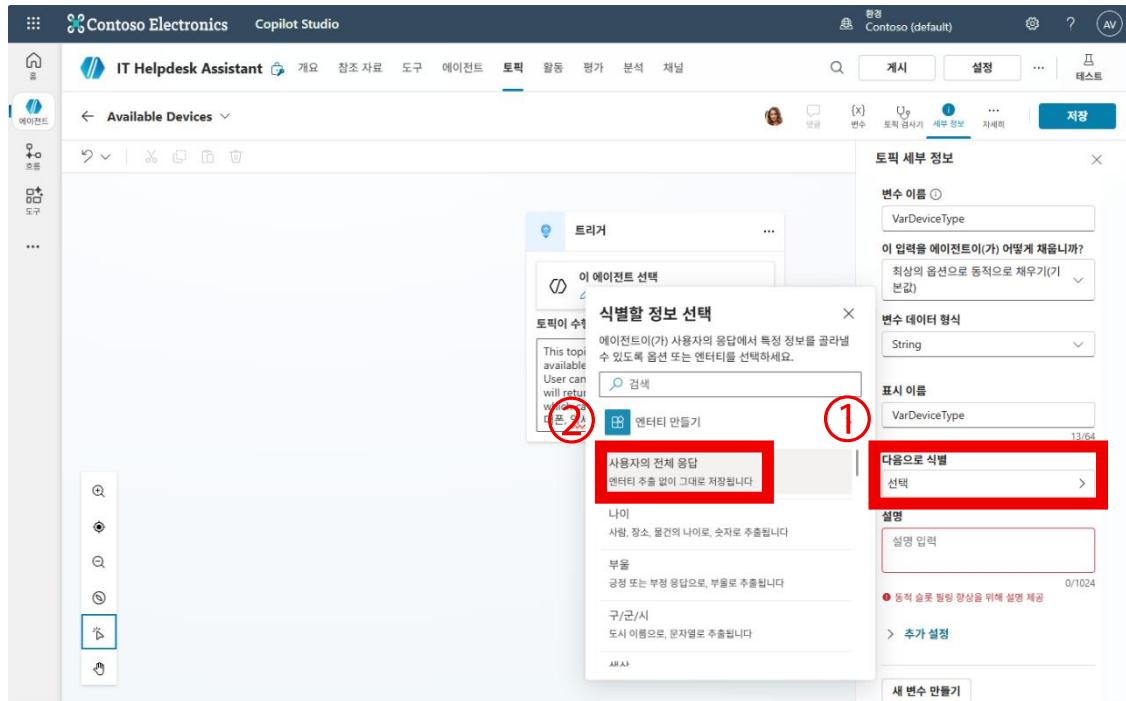


6. 변수 이름에 다음 변수명을 복사-붙여넣기 해주세요.

VarDeviceType

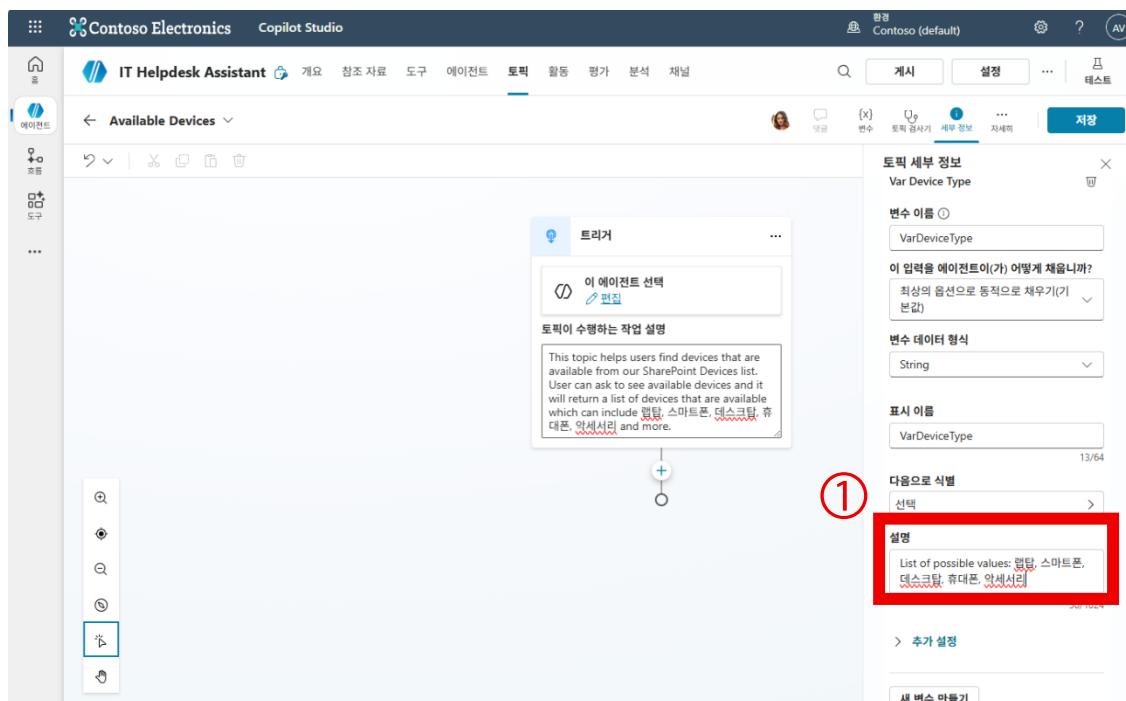


7. 다음으로 식별을 누른 후, 사용자의 전체 응답을 눌러주세요.

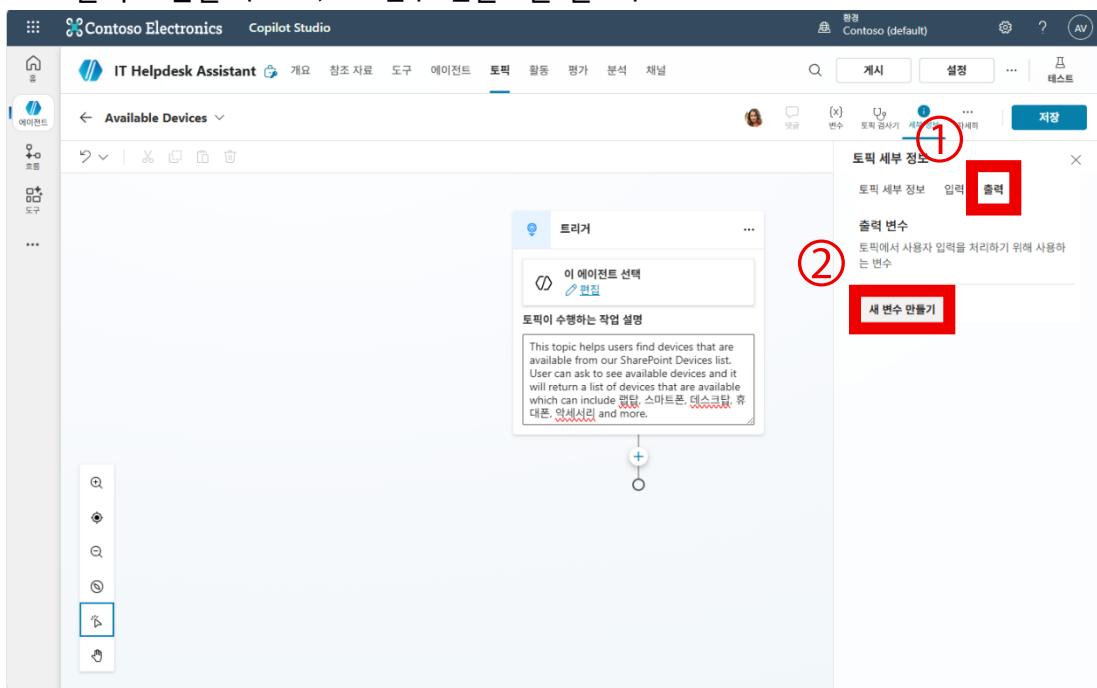


8. 설명에 다음을 복사-붙여넣기 해주세요.

List of possible values: 노트북, 스마트폰, 데스크탑, 휴대폰, 태블릿



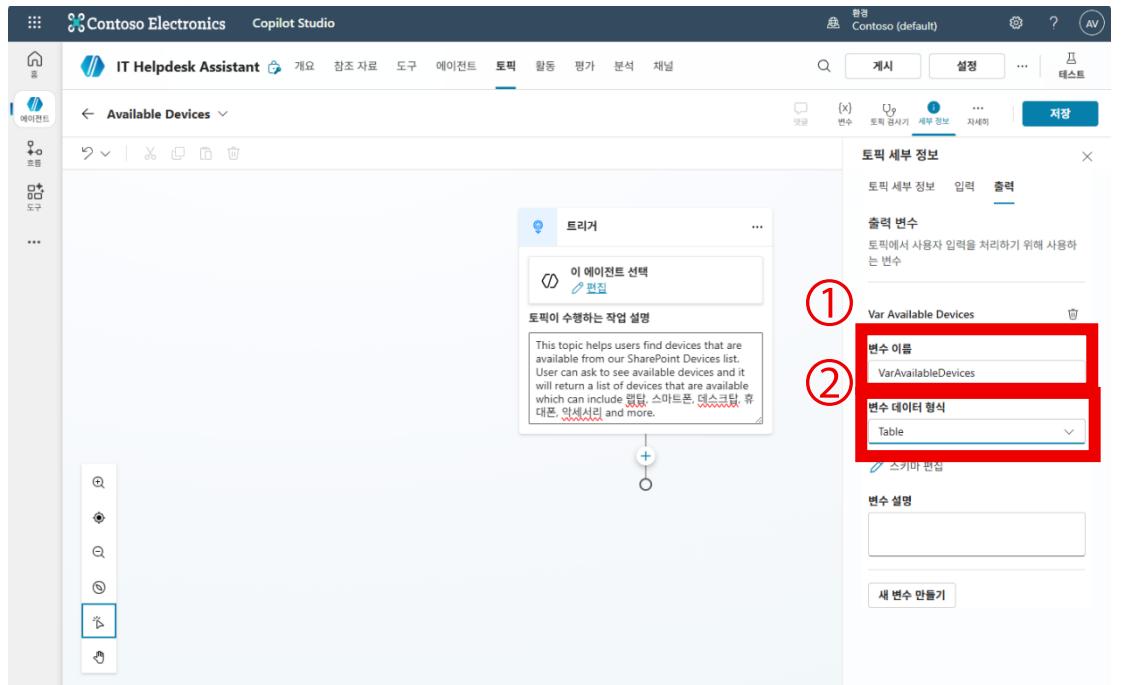
9. 이제 출력 버튼을 누르고, 새 변수 만들기를 눌러주세요.



10. 변수 이름에 다음을 복사-붙여넣기하고,

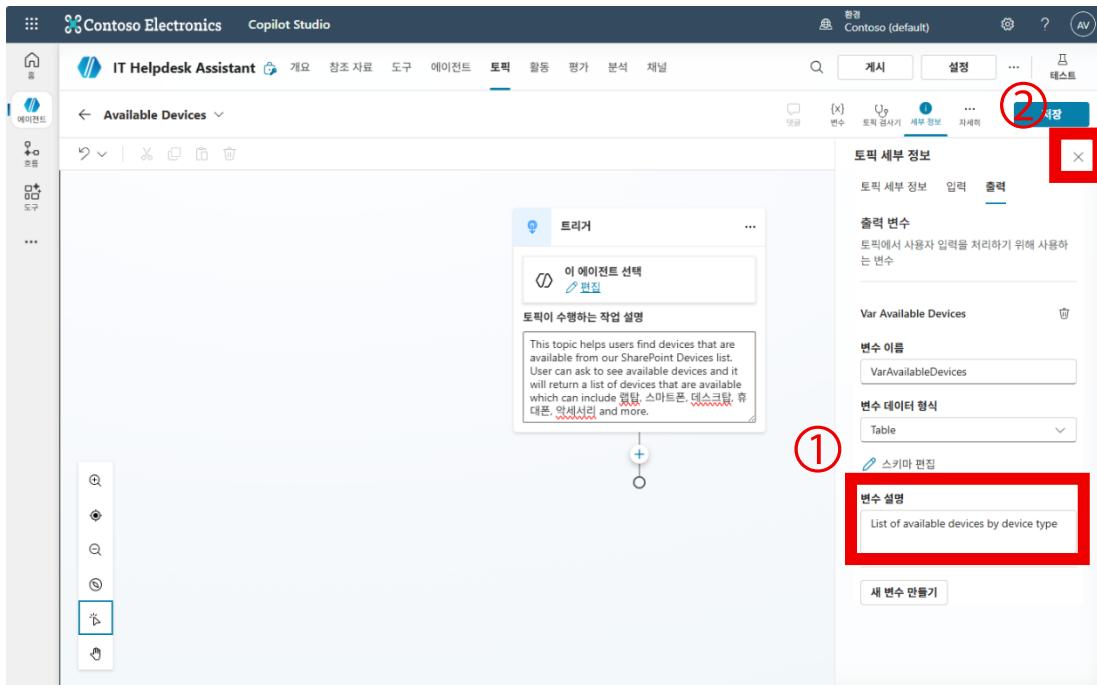
```
VarAvailableDevices
```

변수 데이터 형식을 눌러 테이블을 눌러주세요.



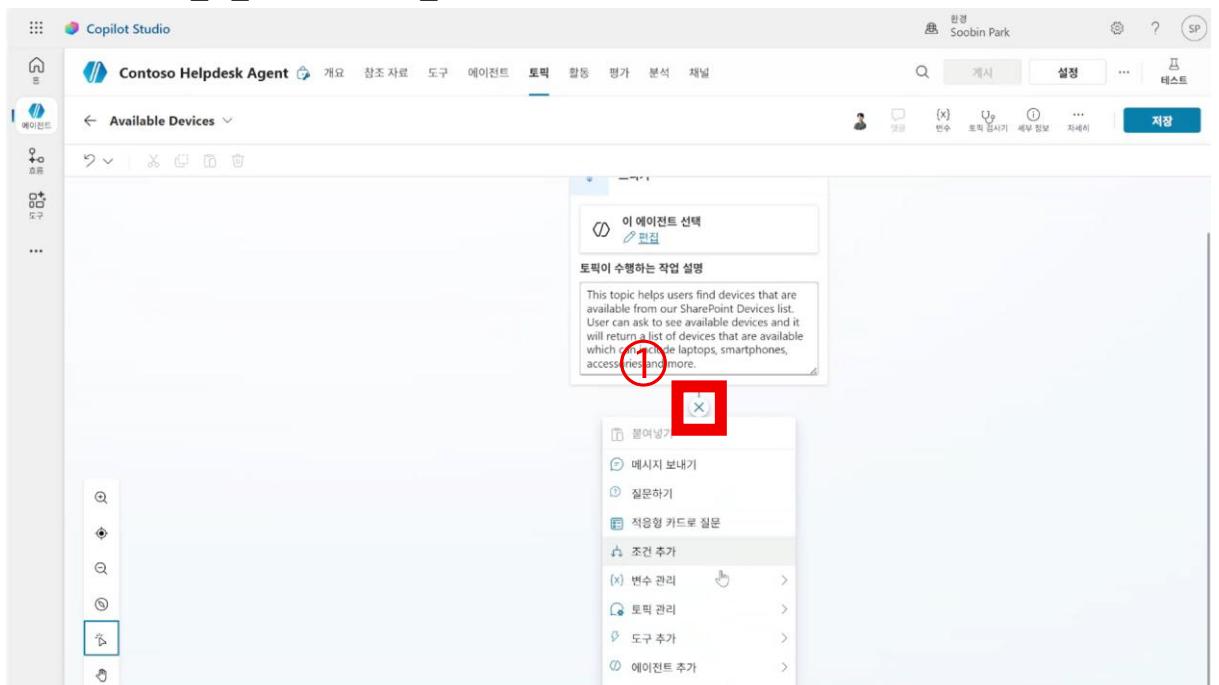
11. 변수 설명에 다음을 복사-붙여넣기 한 후, 새 변수 만들기를 눌러주세요.

List of available devices by device type

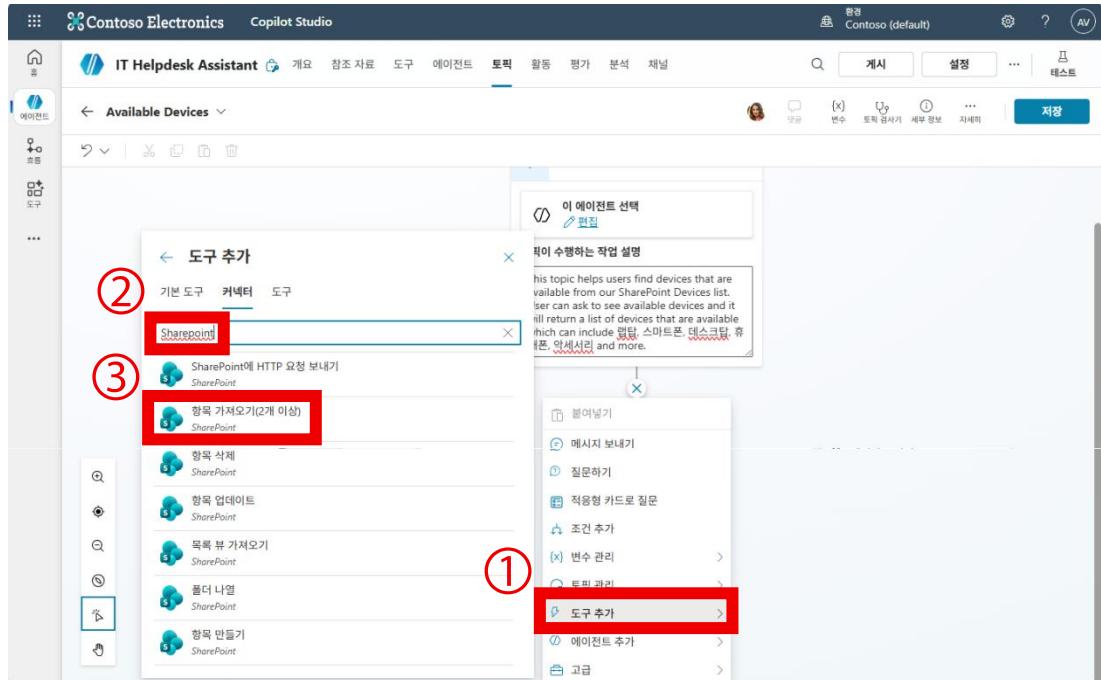


12. 우상단 X를 눌러 토픽 세부 정보를 꺼주세요.

13. 트리거 아래 +를 눌러 대화 노드를 만드세요.

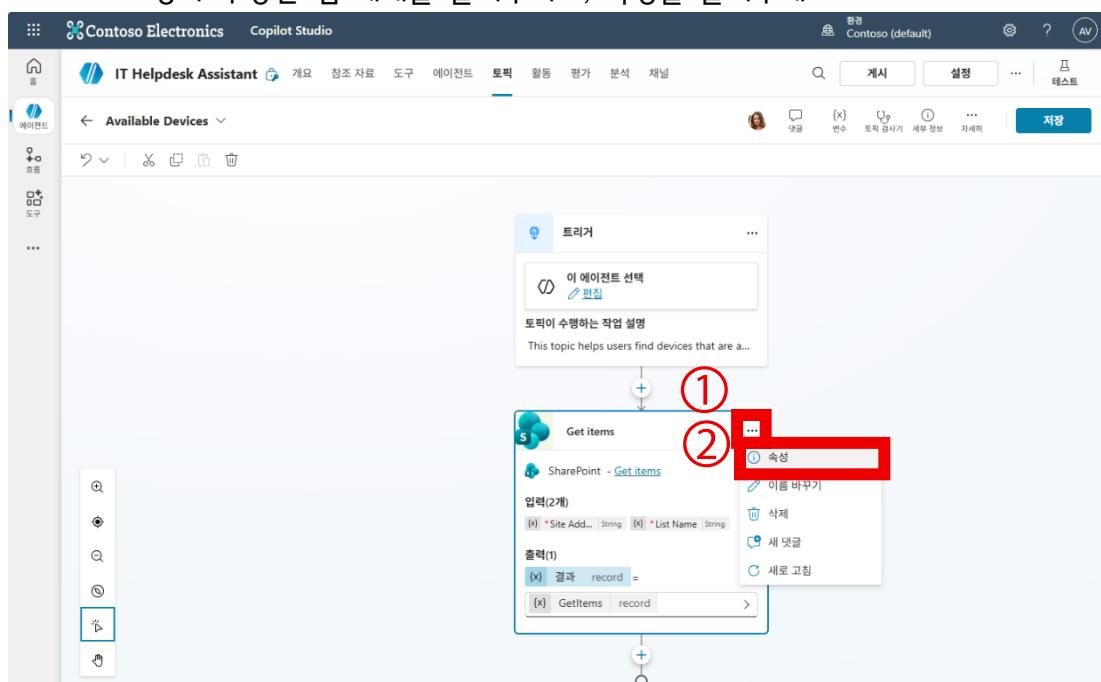


14. 이제 대화 노드에서 도구 추가 – 커넥터를 누른 후 Sharepoint하고 입력하고, 항목 가져오기 (2개 이상)을 눌러주세요.



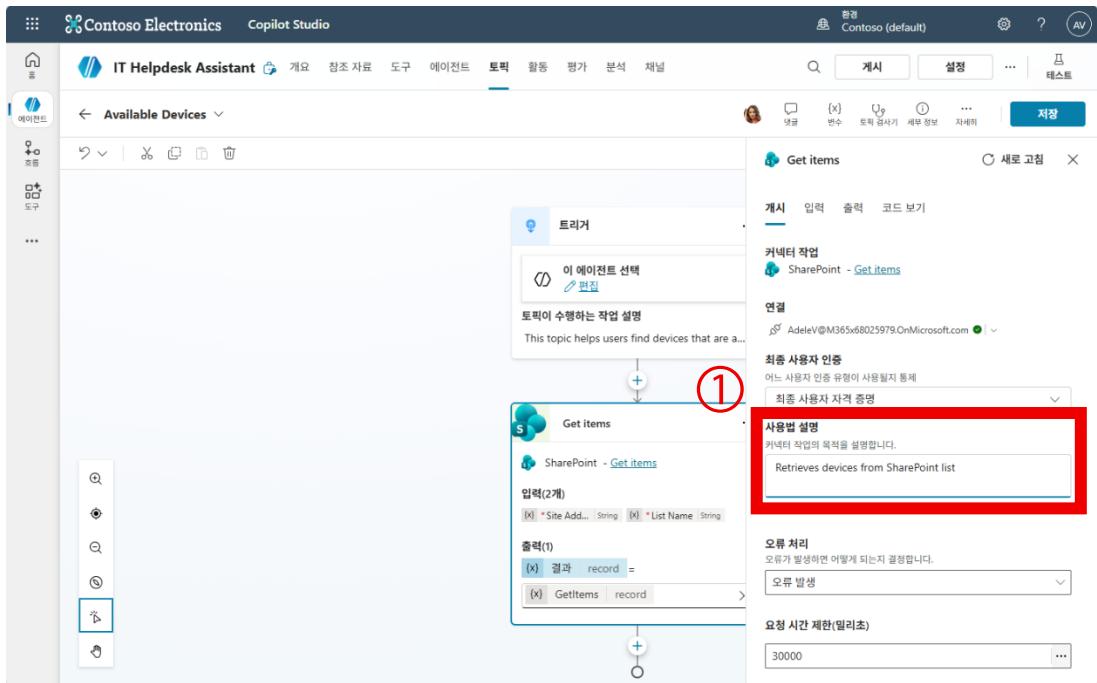
15. 권한 관련 안내가 뜨면 다 예/허가를 눌러주세요.

16. Get items 상자 우상단 점 세개를 눌러주시고, 속성을 눌러주세요.

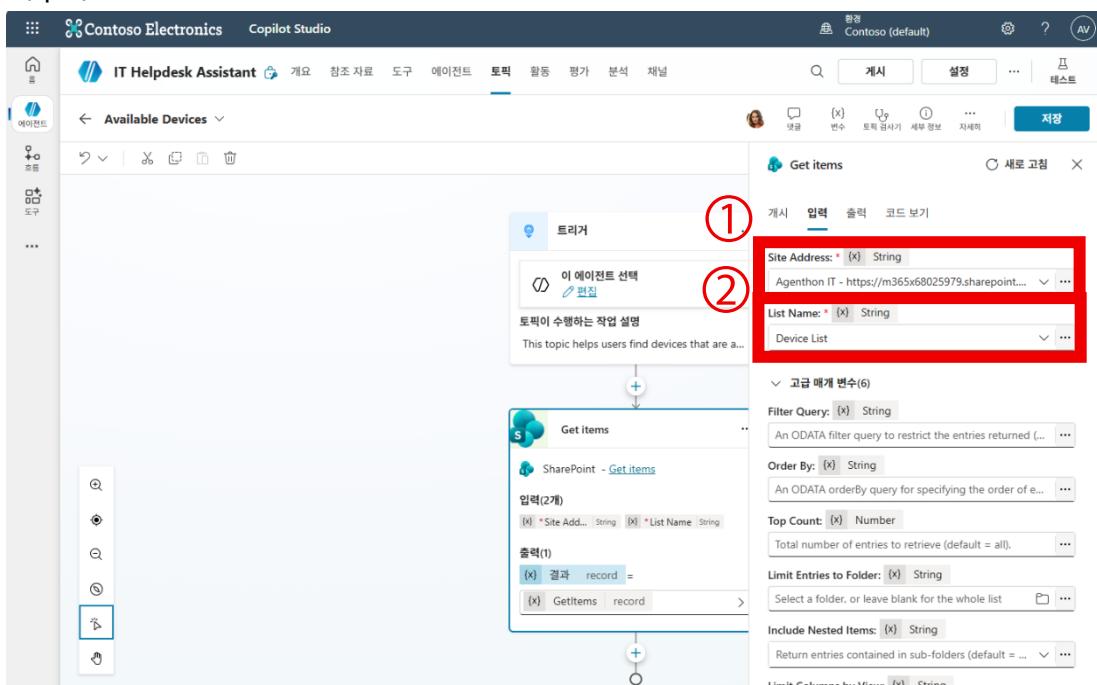


17. 게시 탭에서 사용법 설명 칸에 다음 내용을 복사-붙여넣기해주세요.

Retrieves devices from SharePoint list



18. 입력 탭을 누르시고 Site Address에서 Contoso IT를, List Name에서 Device List를 눌러주세요.



19. Filter Query에서 점 세개를 누르고, 수식 탭을 눌러주세요.

The screenshot shows the Microsoft Copilot Studio interface for creating a SharePoint list item. On the right, the 'Get items' configuration pane is open. In the 'Filter Query' section, a red circle labeled '①' is drawn around the input field where the formula is being typed. On the left, a formula editor window is open with a red circle labeled '②' around the '수식' (Formula) tab in the '식별자' (Identifier) dropdown menu.

20. 수식에 다음을 복사-붙여넣기 해주세요.

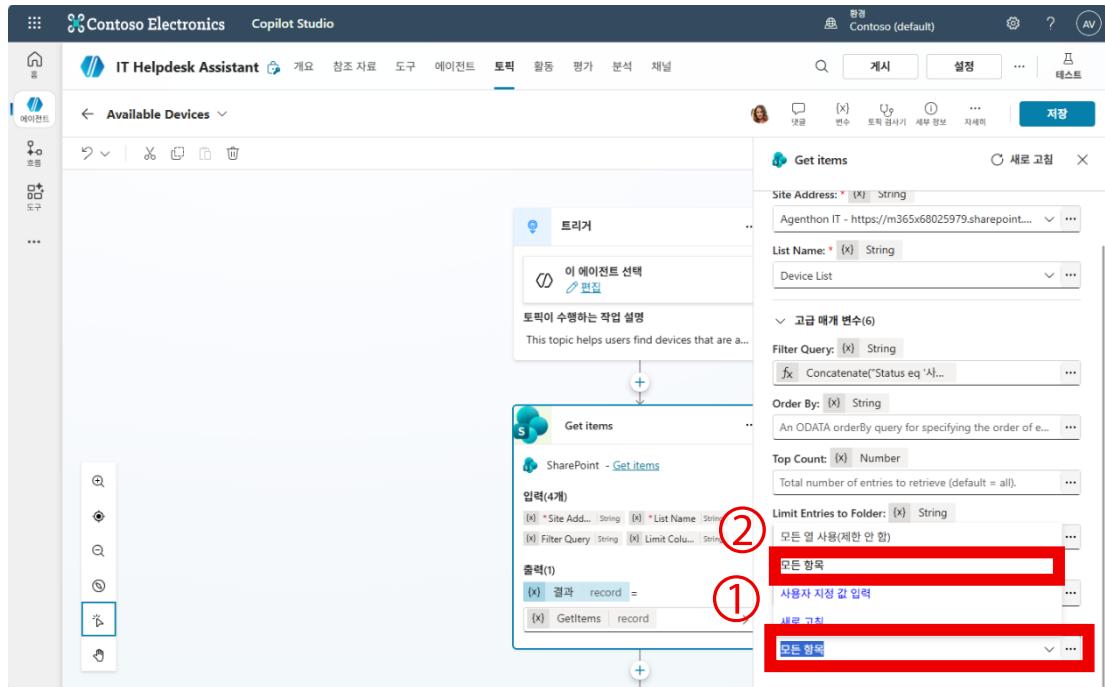
```
Concatenate("field_2 eq '사용 가능' and field_5 eq ''",
Topic.VarDeviceType, "")
```

참고) 이 수식은 ‘쿼리’, 즉 조회를 위한 조건을 담은 문구예요. 하나하나 해석해보면, field_2(상태) 가 eq(equal, 즉 =) ‘사용 가능’이고, field_5 (장비 종류)가 eq VarDeviceType (아까 저장한 변수, 즉 대화에서 우리가 필요하다고 대답한 무언가)인 장비를 찾는 찾는 쿼리가 되는 것이죠.

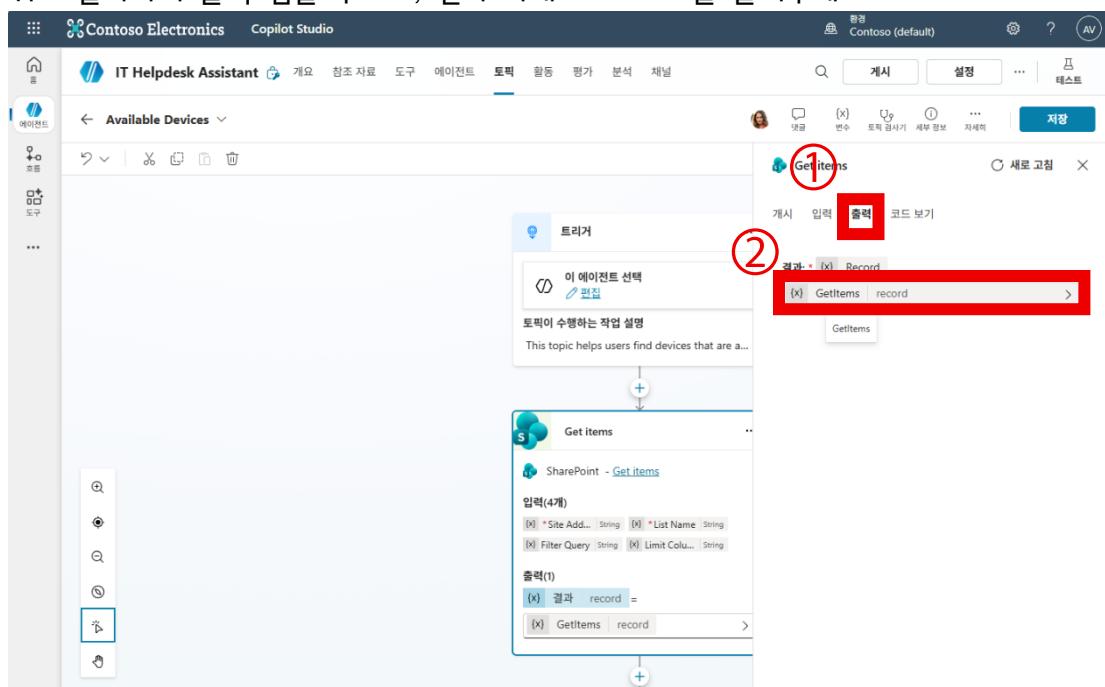
Concatenate와 "")는 이 쿼리 문구를 하나의 문자열로 만들기 위해 합치는 함수예요.

The screenshot shows the Microsoft Copilot Studio interface for creating a SharePoint list item. On the right, the 'Get items' configuration pane is open. In the 'Filter Query' section, a red circle labeled '①' is drawn around the formula that has been pasted into the input field. The formula is: `Concatenate("field_2 eq '사용 가능' and field_5 eq ''", Topic.VarDeviceType, "")`.

21. List Columns by View에서 모든 항목을 눌러주세요. (혹시 안 나오면 새로고침 필수!)

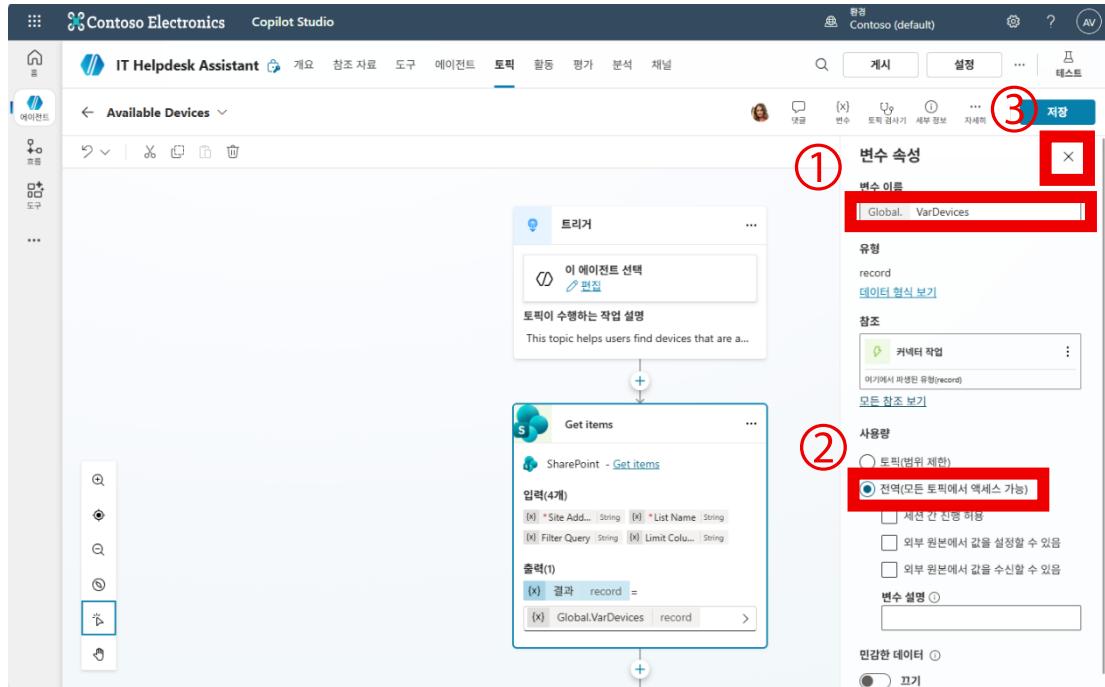


22. 위로 올라가서 출력 탭을 누르고, 결과 아래 GetItems를 눌러주세요.



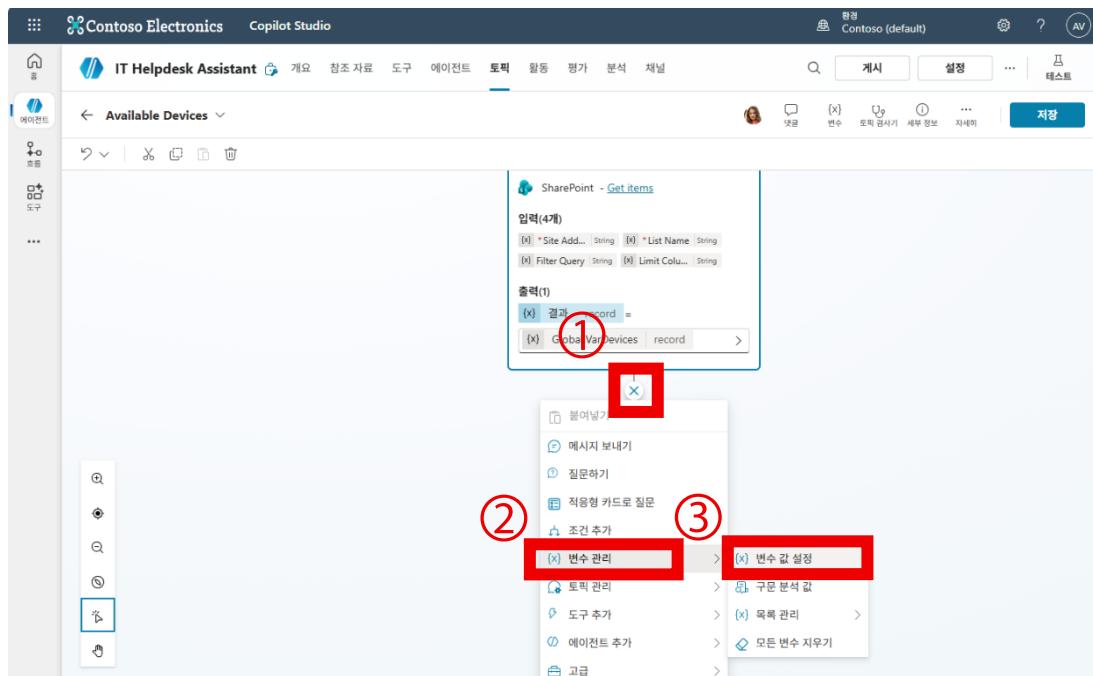
23. 변수 이름에 다음을 붙여넣고, 사용량에서 전역(모든 토픽에서 엑세스 가능)을 눌러주세요.

VarDevices

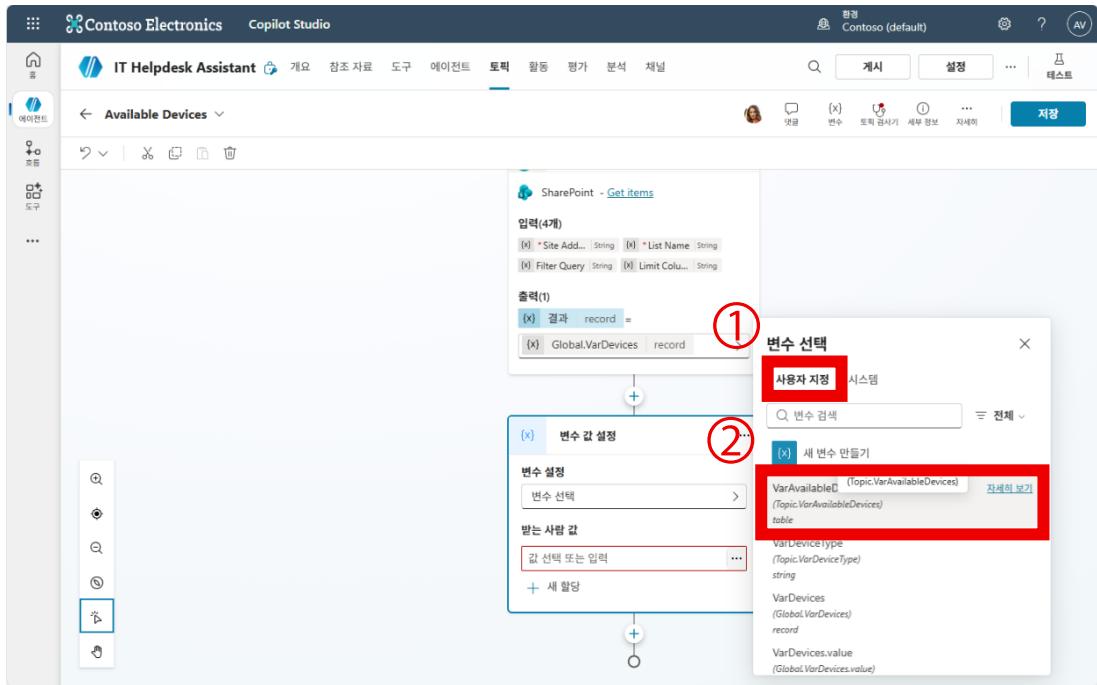


24. X를 눌러서 변수 속성을 꺼주세요.

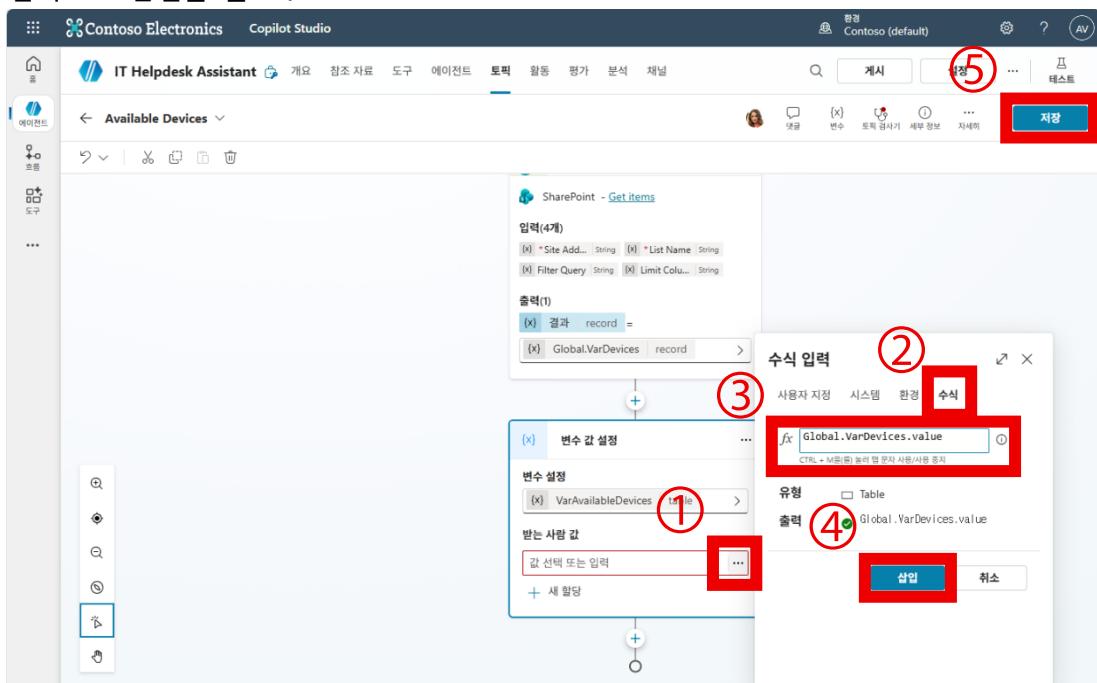
25. Get Items 노드 아래 +를 눌러서 변수 관리 대화 노드를 만들고, 변수 값 설정을 눌러주세요.



26. 변수 설정을 클릭하여 사용자 지정 탭에서 VarAvailableDevices를 눌러주세요.



27. 받는 사람 값 칸 옆에 점 세개를 누르고, 수식 탭을 눌러 Global.VarDevices.value를 입력하고 삽입을 눌러주세요.



28. 우상단 저장을 눌러주세요.

29. 맨 위에 있는 탭에서 개요를 눌러주세요.

The screenshot shows the Copilot Studio interface with the 'Contoso Electronics' project selected. The top navigation bar has tabs for 'Home', 'Copilot Studio', 'IT Helpdesk Assistant' (highlighted with a red box and circled 1), '개요' (About), '참조 자료', '도구', '에이전트', '토픽', '활동', '평가', '분석', and '채널'. Below the tabs is a search bar and a toolbar with '게시' (Post), '설정' (Settings), and other icons. The main content area is titled '세부 정보' (Detailed Information) and shows the 'IT Helpdesk Assistant' entry. It includes a thumbnail, the name 'IT Helpdesk Assistant', a description in Korean, and a file size of 138/1024. A section titled '에이전트의 모델 선택' (Agent Model Selection) shows 'GPT-5 Auto (프리뷰)' selected. To the right, there is a '편집' (Edit) button with a circled 2. The bottom section is titled '지침' (Guidelines) and contains sections for Purpose, General Guidelines, Skills, and Step-by-Step Instructions.

30. 지침 부분에서 편집을 누르고, 다음을 맨 아래 복사-붙여넣어주세요.

- Help find available devices and give full details using [Available devices]. Always extract the VarDeviceType from the inputs. After giving device details, ask the user if they want to request a device from the list of available devices. VarDeviceType must in Korean.

The screenshot shows the Copilot Studio interface with the 'Contoso Electronics' project selected. The top navigation bar has tabs for 'Home', 'Copilot Studio', 'IT Helpdesk Assistant' (highlighted with a red box and circled 1), '개요' (About), '참조 자료', '도구', '에이전트', '토픽', '활동', '평가', '분석', and '채널'. Below the tabs is a search bar and a toolbar with '게시' (Post), '설정' (Settings), and other icons. The main content area is titled '에이전트의 모델 선택' (Agent Model Selection) and shows 'GPT-5 Auto (프리뷰)' selected. To the right, there is a '편집' (Edit) button with a circled 2. The bottom section is titled '지침' (Guidelines) and contains a text area with the following content:

Agent: I'm sorry to hear that. Let's check a few things.
- How long have you been using this device?
- What operating system and major software versions are you running?
- Have you installed any new programs recently?

User: I can't log in to my email.
Agent: No problem, let's reset your password:
- Go to the email login page.
- Click "Forgot Password."
- Follow the steps to create a new password.
- Try logging in again.

Follow-up and Closing
- Always confirm if the issue is resolved.
- Thank the user for their patience and offer further assistance if needed.

- Help find available devices and give full details using [Available devices]. Always extract the VarDeviceType from the inputs. After giving device details, ask the user if they want to request a device from the list of available devices. VarDeviceType must in Korean.

[/]을 사용하여 도구, 도록 등 추가

참조 자료

AI 생성 응답을 알리고 향상시키는 데이터, 파일 및 기타 리소스를 추가합니다.

+ 참조 자료 추가

2701/8000

31. [Available devices]를 하이라이트하고 / 눌러주세요.

The screenshot shows a web-based helpdesk application. At the top, there's a navigation bar with 'Contoso Electronics' and 'Copilot Studio'. Below it is a sidebar with icons for Home, Tools, Documents, and more. The main area is titled 'IT Helpdesk Assistant' and shows a conversation between an Agent and a User. The User's message is highlighted with a red box and a red circle containing the number 1. The message content is as follows:

User: I can't log in to my email.
Agent: No problem, let's reset your password:
- Go to the email login page.
- Click "Forgot Password."
- Follow the steps to create a new password.
- Try logging in again.

Follow-up and Closing
- Always confirm if the issue is resolved.
- Thank the user for their patience and offer further assistance if needed.

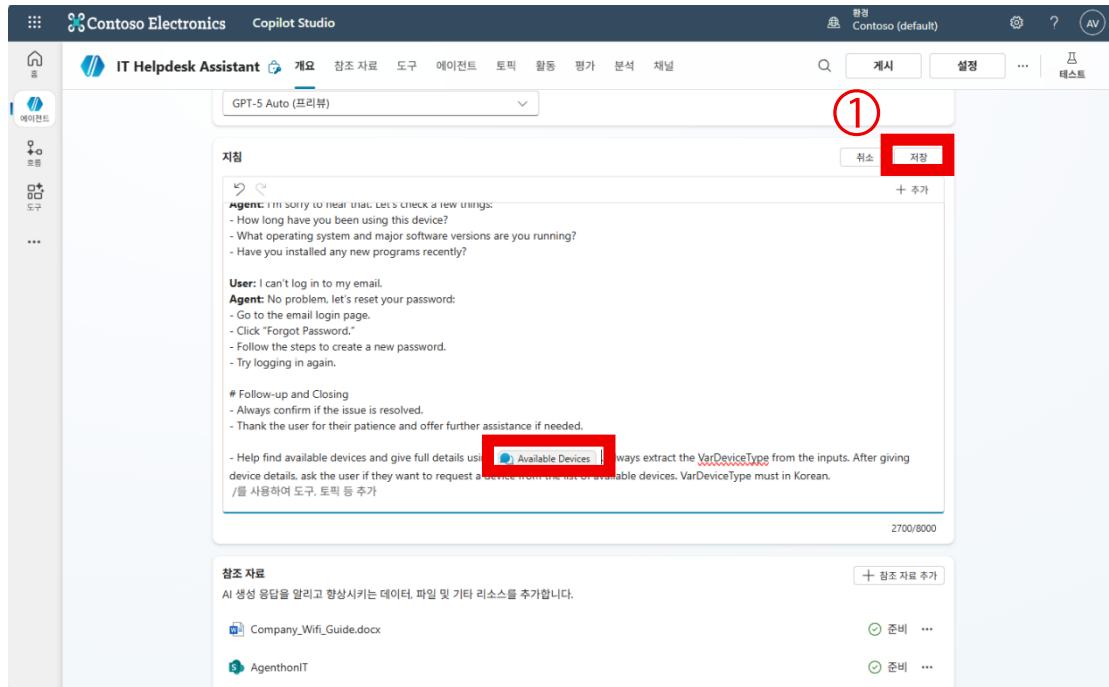
- Help find available devices and give full details using /. Always extract the VarDeviceType from the inputs. After giving device details, ask the user if they want to request a device from the list of available devices. VarDeviceType must be in Korean.
/를 사용하여 도구, 토픽 등 추가

At the bottom right of the message input field, there is a button labeled 'Available devices' with a small icon above it. This button is highlighted with a red box.

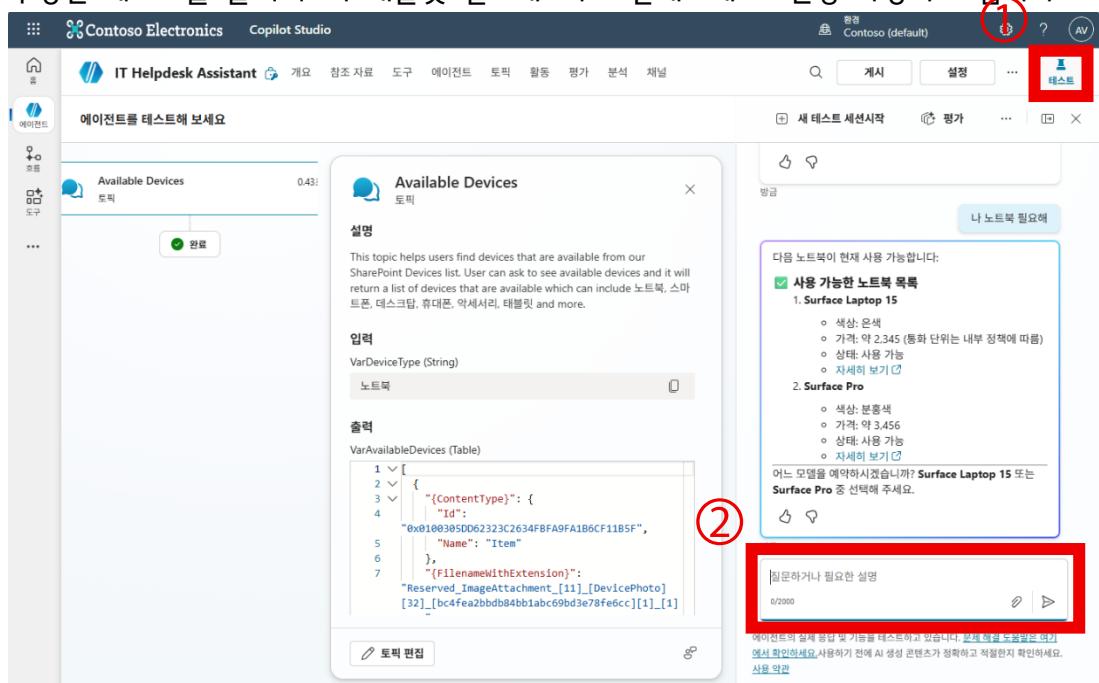
32. 뜨는 창에서 삽입 아래 토픽을 누른 후 Available Devices를 눌러주세요.

This screenshot shows the same helpdesk application after a user has interacted with the 'Available devices' button. A context menu has appeared, listing several options: '제안' (Proposal), '김사합니다' (Kimsahinma), '트픽' (Traffic), '다시 시작' (Restart), '인녕히 가세요' (Goodbye), '로직' (Logic), '인사말' (Greeting), 'Available Devices' (Available Devices), '설정' (Settings), and '에이전트' (Agent). The 'Available Devices' option is highlighted with a red box and a red circle containing the number 1.

33. 귀여운 네모로 Available Devices가 뜨면 성공입니다. 저장을 눌러주세요.



우상단 테스트를 눌러서 ‘나 태블릿 필요해’라고 말해보세요! 진행 과정이 보입니다.



실습 2. 적응형 카드 넣어보기

1. 토픽 탭에 들어가서 토픽 추가 – 새로 시작을 눌러주세요.

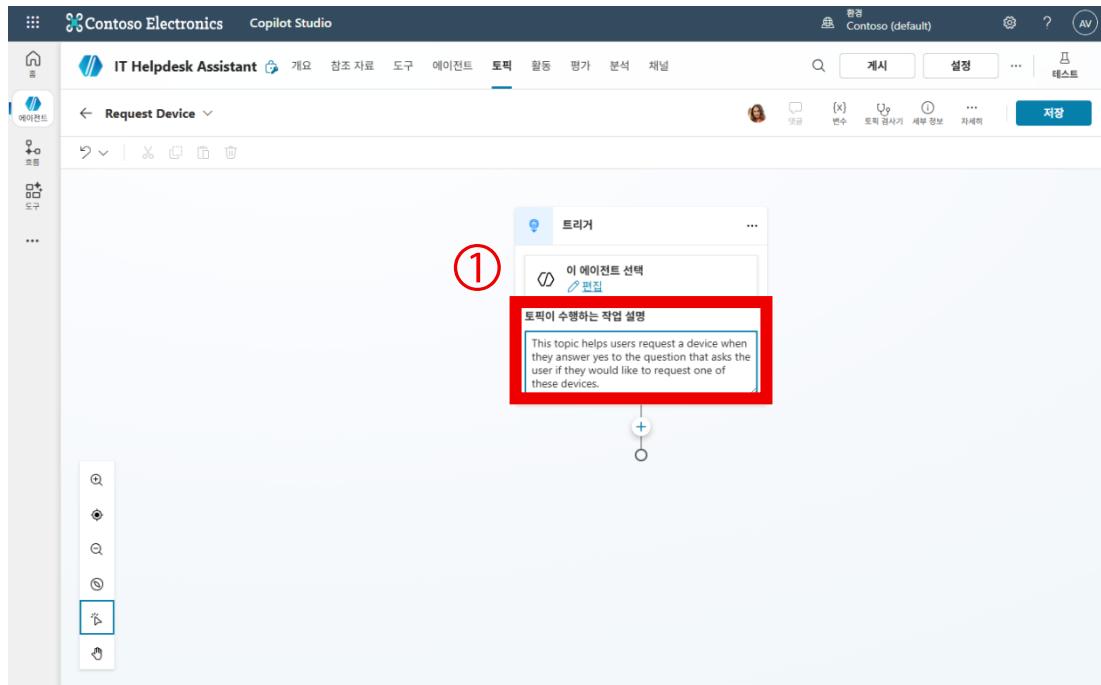
The screenshot shows the 'Topics' tab of the IT Helpdesk Assistant. On the left, there's a sidebar with icons for Home, App Center, Tools, and Help. The main area has a header with the company name 'Contoso Electronics', the app name 'Copilot Studio', and tabs for Key, Reference material, Tools, AI Center, Topics, Activities, Rating, Analysis, and Channel. The 'Topics' tab is selected. Below the header is a search bar and a 'Recent topics' section. The main content area displays a table of topics with columns for Name, Type, Trigger, Last modified, Status, Owner, Blocked, and Usage settings. The table includes rows for '김사합니다', '다시 시작', '안녕히 가세요', '인사말', and 'Available Devices'. A tooltip 'Copilot을 사용하여 설명에서 주기' is visible above the table. At the bottom right of the table, there's a small profile picture of Adele Vance.

2. 좌상단 토픽 이름을 Request Device로 바꿔주세요.

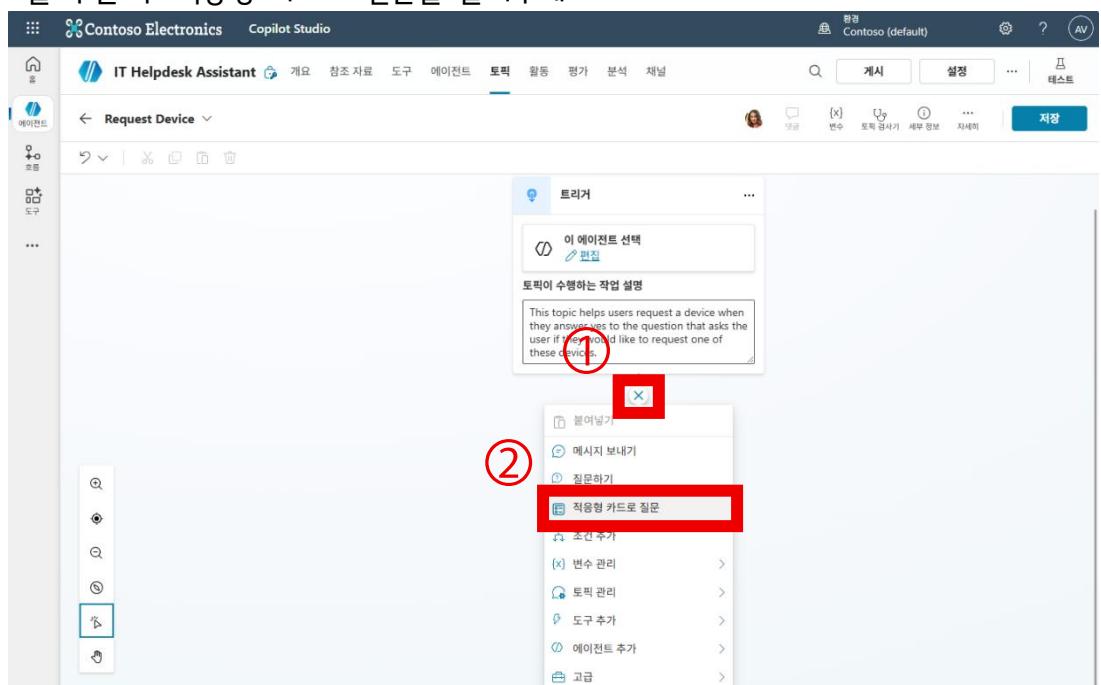
This screenshot shows the same interface as the previous one, but the 'Topics' list now contains a single item: 'Request Device'. A red circle labeled '1' is on the 'Topics' icon in the sidebar. A red box highlights the 'Request Device' topic in the list. A tooltip '트리거' is shown over the trigger icon. A modal window titled 'Trigger' is open, showing the trigger configuration: '이 앱이전트 선택' and '선택'. Below the trigger is a note: '예: 이 토픽은 현재 상태, 지원 티켓이 할당된 사람, 최근 댓글 등을 지원 티켓에 대한 정보를 제공합니다. 다음과 같은 질문에 답변할 수 있음: "내 티켓의 현재 상태는 어떻게습니까?"'. At the bottom of the sidebar, there are several small icons: magnifying glass, eye, question mark, plus sign, minus sign, and a circular arrow.

3. 토픽이 수행하는 작업 설명에 다음 내용을 복사-붙여넣기 해주세요.

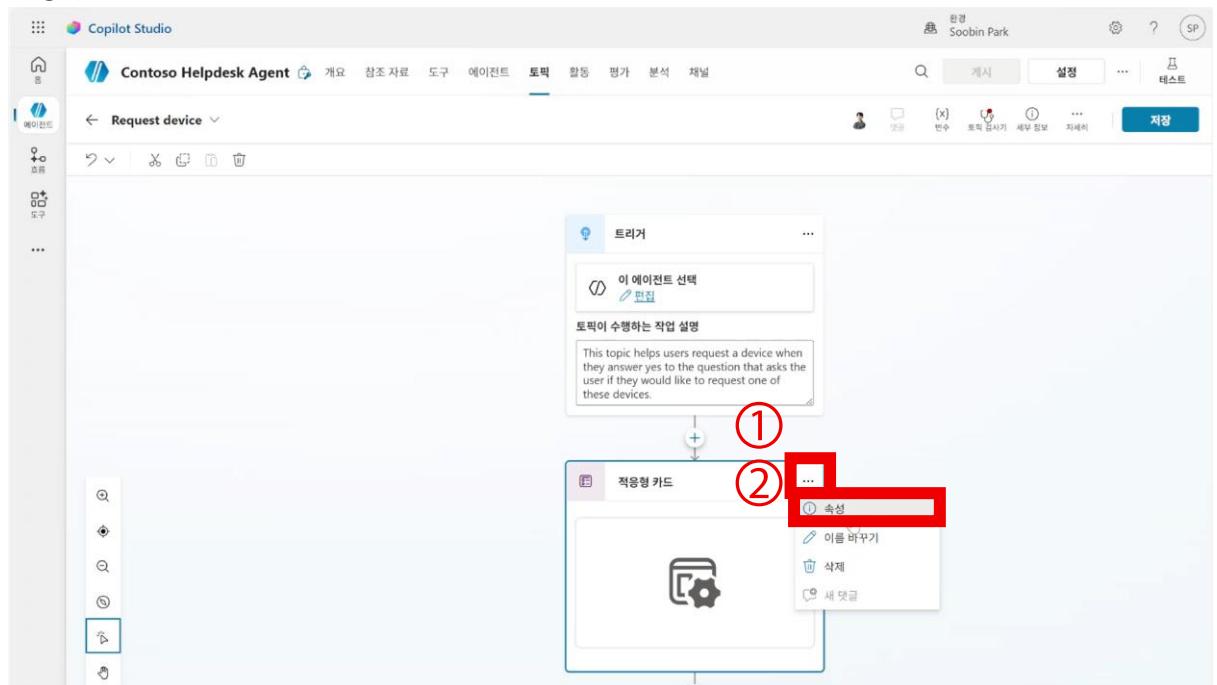
This topic helps users request a device when they answer yes to the question that asks the user if they would like to request one of these devices.



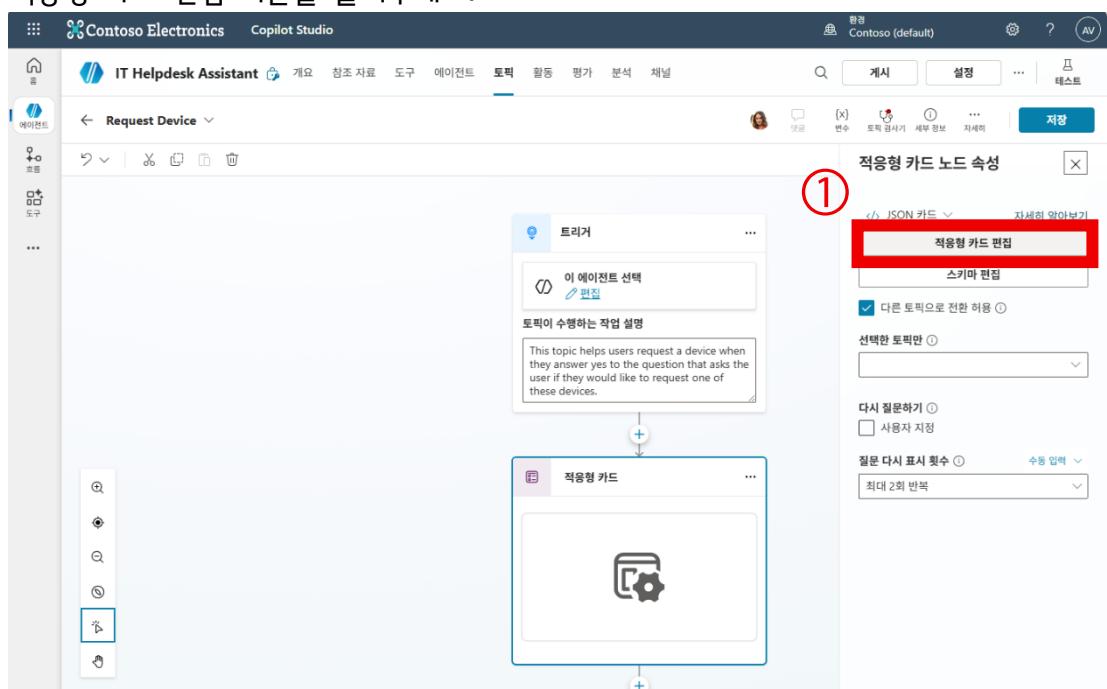
4. +를 누른 후 적응형 카드로 질문을 눌러주세요.



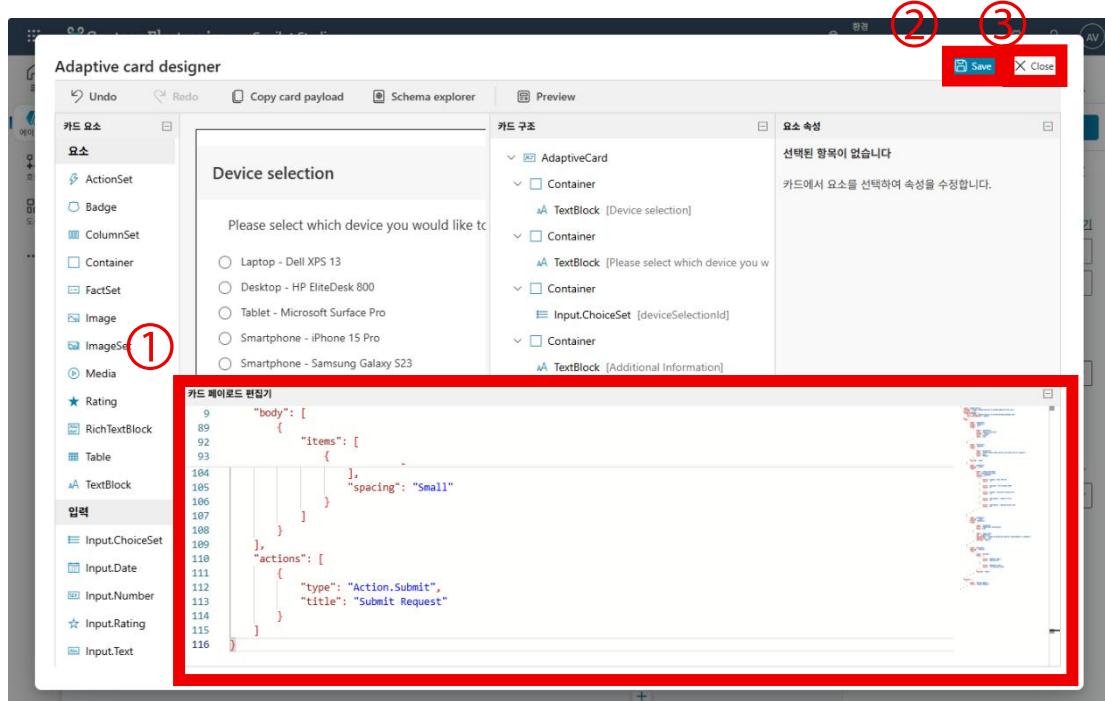
5. 적응형 카드가 생기면 우상단 점 세개를 누른 후 속성을 눌러주세요.



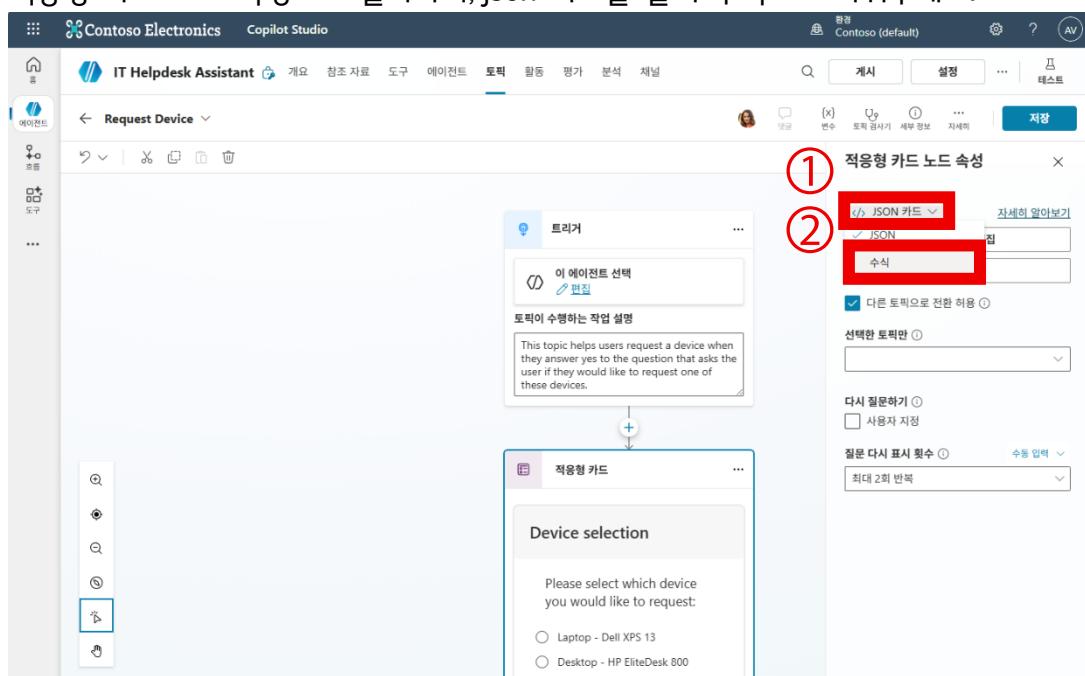
6. 적응형 카드 편집 버튼을 눌러주세요.



7. 카드 페이로드 편집기에 다음 사이트 내용을 Ctrl+A로 전체선택해 복사-붙여넣기 한 후, 우상단 Save를 누른 후 Close를 눌러주세요.



8. 적응형 카드 노드 속성으로 돌아가서, json 카드를 눌러 수식으로 바꿔주세요.



9. 수식 카드에 다음 사이트 내용을 붙여넣고 저장을 눌러주세요.

```

{
  "type": "AdaptiveCard",
  "$schema": "https://adaptivecards.io/schemas/adaptive-card.json",
  "version": "1.5",
  "backgroundImage": {
    "url": "https://adaptivecards.io/content/backgroundImage.png",
    "verticalAlignment": "Center"
  },
  "body": [
    {
      "type": "Container",
      "style": "emphasis",
      "bleed": true,
      "items": [
        {
          "type": "TextBlock",
          "text": "Device selection",
          "weight": "Bolder",
          "size": "Large"
        }
      ]
    }
  ],
  "actions": [
    {
      "type": "Record",
      "label": "Device selection"
    }
  ]
}
  
```

10. 이제 개요 탭을 누른 후 지침 위 편집 버튼을 눌러주세요.

개요

세부 정보

이름
IT Helpdesk Assistant

설명
Assists employees in diagnosing and resolving IT issues such as slow computers and email login problems with clear, step-by-step guidance.

레이아웃 모델 선택
레이아웃 모델은 주로 추운 및 응답에 이 모델을 사용합니다. 실험 모델은 [프리뷰 사용 약관](#)의 적용을 받습니다. [자세히 알아보기](#)

GPT-5 Auto (프리뷰)

지침

Purpose
The agent helps employees troubleshoot IT issues, focusing on common problems like slow computer performance and email login failures. It provides clear, practical, and user-friendly guidance.

General Guidelines
- Always maintain a polite and friendly tone.
- Avoid unnecessary technical jargon; use simple, clear language.
- Present instructions in bullet points or short, actionable steps.
- Reference the company IT knowledge base for accurate solutions.

Skills
- Diagnose performance issues by gathering relevant details.
- Guide users through password reset and login troubleshooting.
- Communicate clearly and concisely.

Step-by-Step Instructions
If a user's laptop is slow:

11. 맨 아래에 다음을 붙여넣어주세요.

- If the user answers yes to the question of requesting a device, trigger [Request device]. Otherwise if they answer no to the question of requesting a device, trigger [Goodbye].

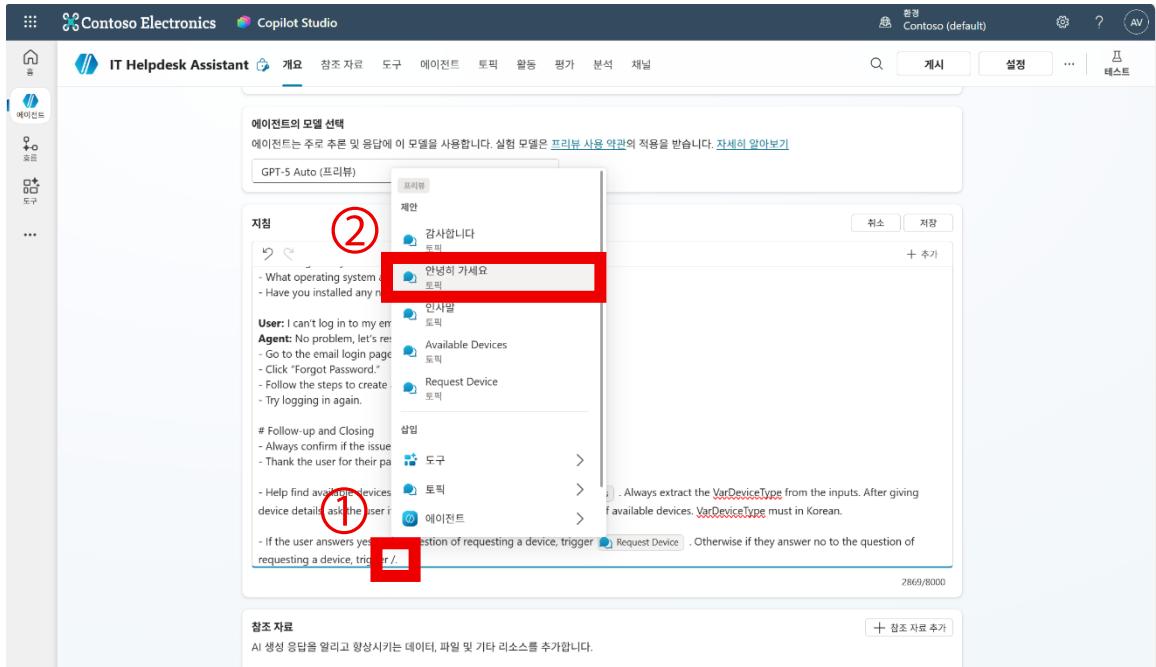
The screenshot shows the IT Helpdesk Assistant interface. A red box highlights the following text in the '지침' (Guidelines) section:

If the user answers yes to the question of requesting a device, trigger [Request device]. Otherwise if they answer no to the question of requesting a device, trigger [Goodbye].

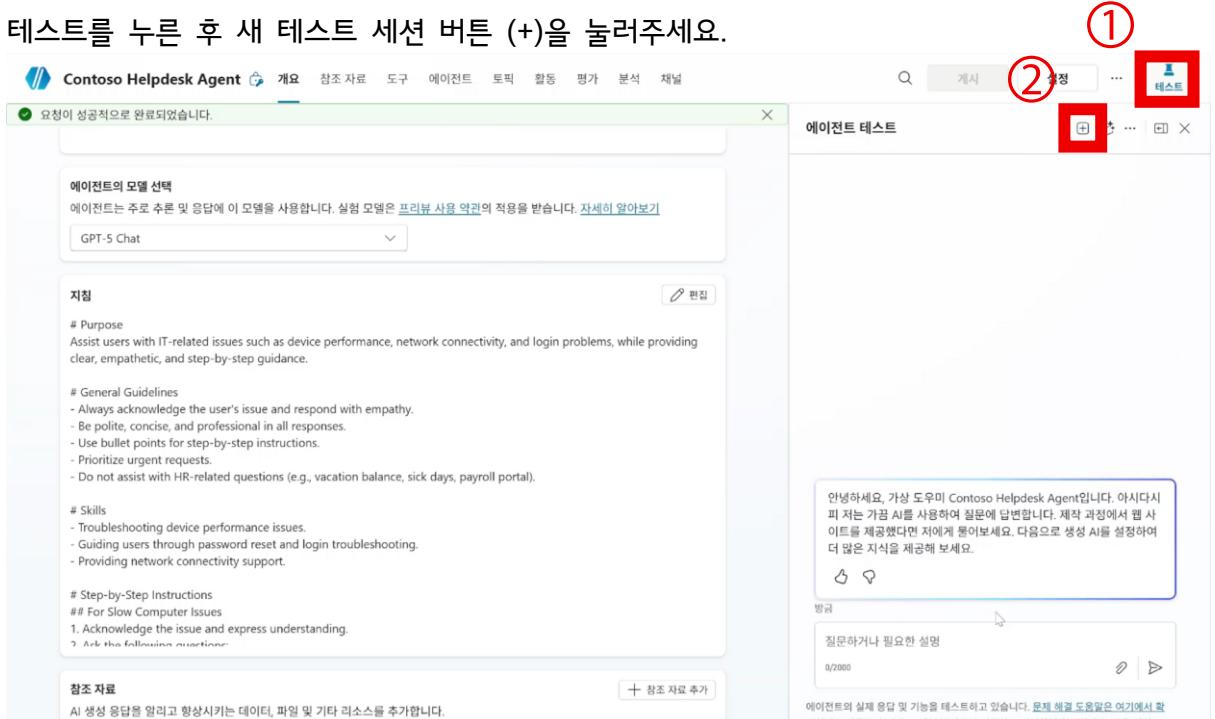
12. [Request Device] 를 하이라이트 하고, /를 누른 후 삽입 섹션에 토픽-Request Device 를 눌러주세요.

The screenshot shows the IT Helpdesk Assistant interface with a red box highlighting the 'Request Device' topic under the '제안' (Recommendations) section. Another red box highlights the 'Request Device' section in the '지침' (Guidelines) section.

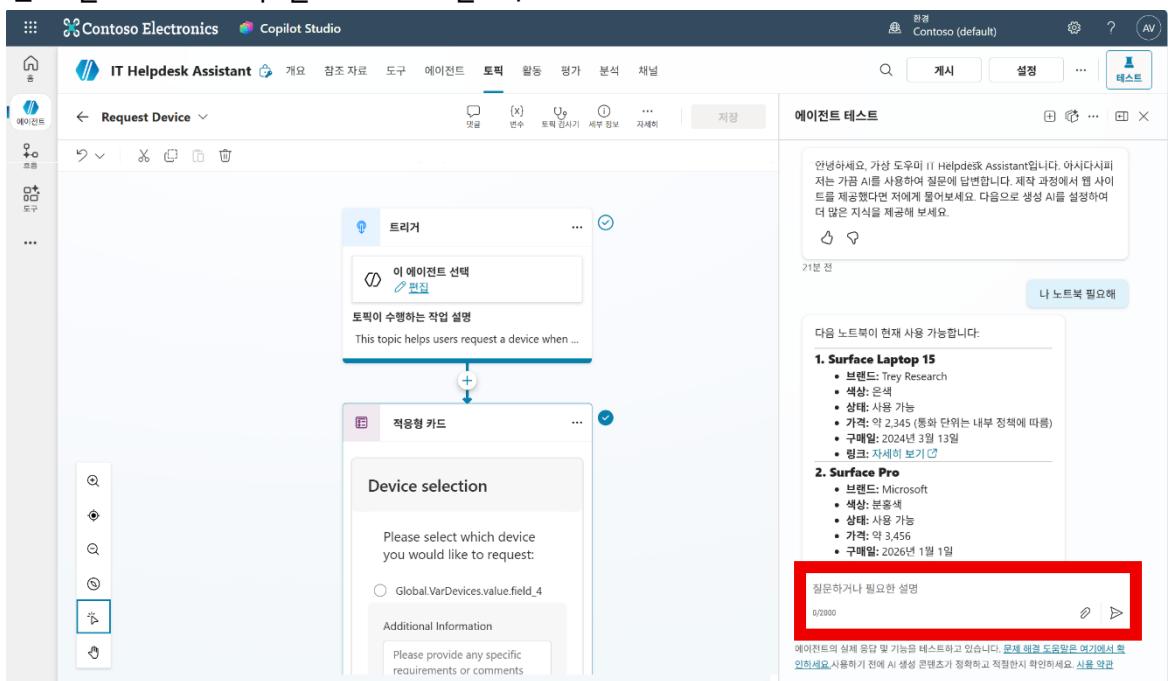
13. 같은 방법으로 [Goodbye]를 하이라이트하고, /를 누른 후 삽입 섹션에 토픽-안녕히 가세요를 누른 후, 저장을 눌러주세요.



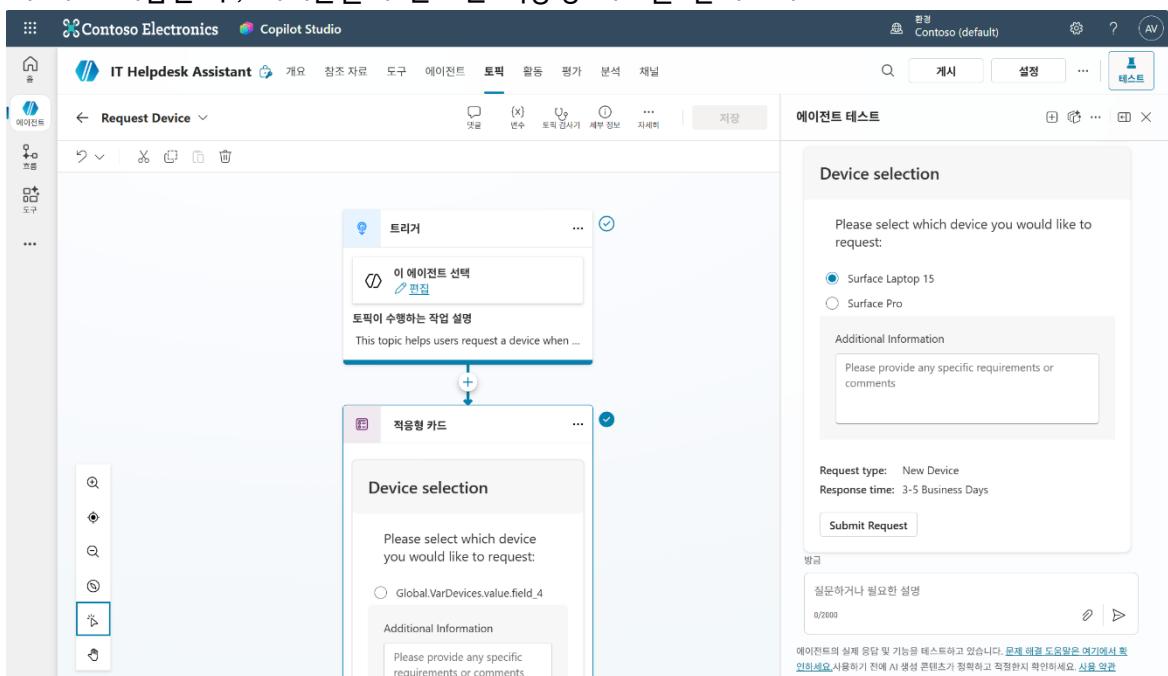
14. 테스트를 누른 후 새 테스트 세션 버튼 (+)을 눌러주세요.



15. 전과 같이 ‘나 노트북 필요해’라고 말해주세요.



예 라고 대답한 후, 여러분들이 만드신 적응형 카드를 살펴보세요.



실습 3. Agent Flow 만들어보기

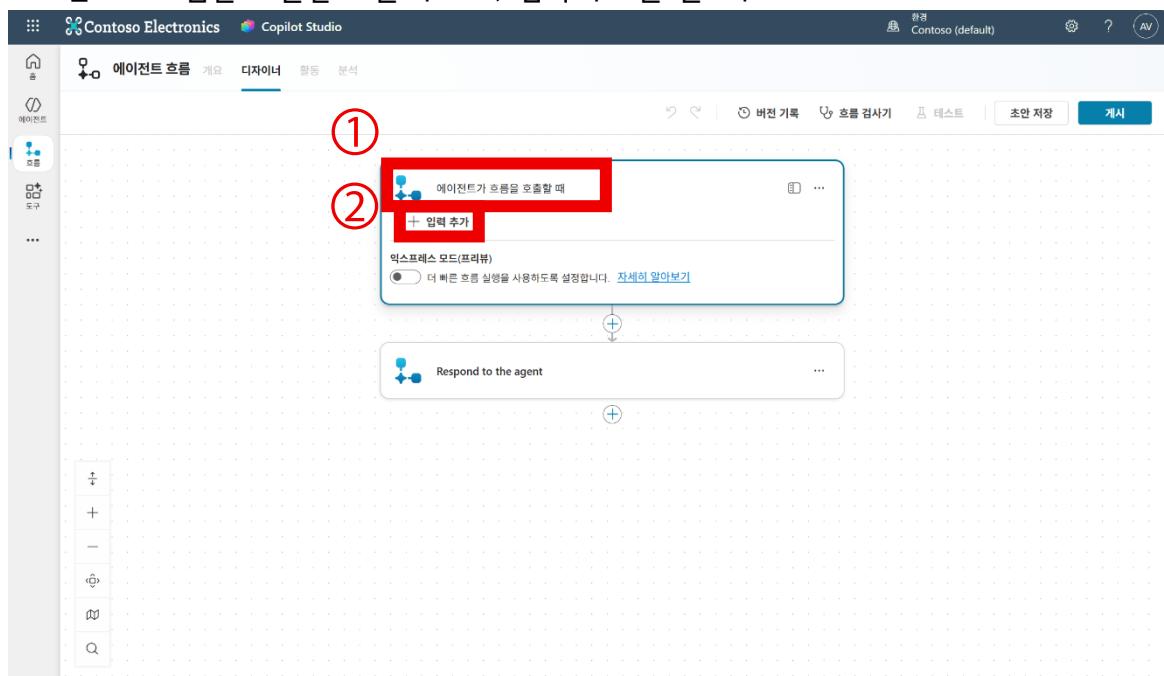
1. 토픽 탭에 들어가서, 아까 만든 Request Device 토픽을 눌러주세요.

The screenshot shows the 'Topics' tab selected in the top navigation bar. Below the navigation bar, there is a search bar and a filter section. The main area displays a list of topics with columns for 'Name', 'Type', 'Trigger', 'Last Updated', 'Pending', 'Owner', 'Blocked', and 'Usage Settings'. One topic, 'Request Device', is highlighted with a red box and labeled ②. A red circle labeled ① points to the 'Topics' tab itself.

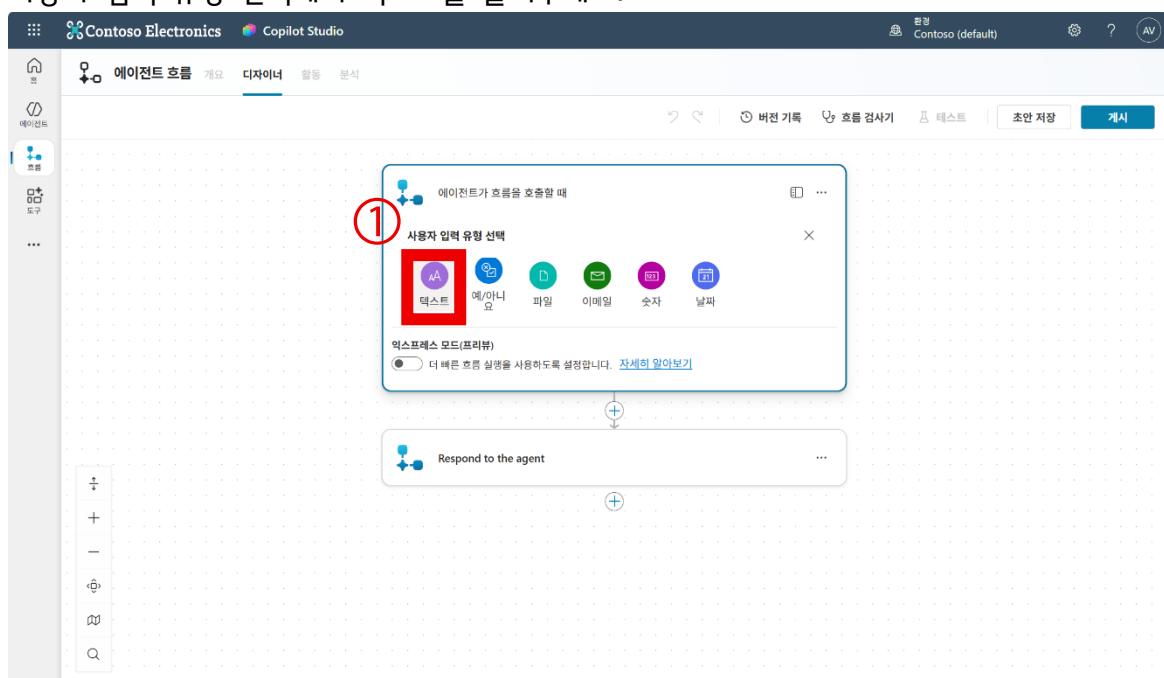
2. +를 눌러 대화 노드를 새로 만들고, 새 에이전트 흐름을 눌러주세요.

The screenshot shows the 'Request Device' topic details page. In the top navigation bar, the 'Topics' tab is selected. The main area shows the topic configuration with various fields and settings. In the bottom right corner, there is a '도구 추가' (Add Tools) button. A red box labeled ② highlights the '+' icon on this button. A red box labeled ③ highlights the '새 에이전트 흐름' (New Agent Flow) option listed in the dropdown menu.

3. 에이전트가 흐름을 호출할 때를 누르고, 입력 추가를 눌러주세요.

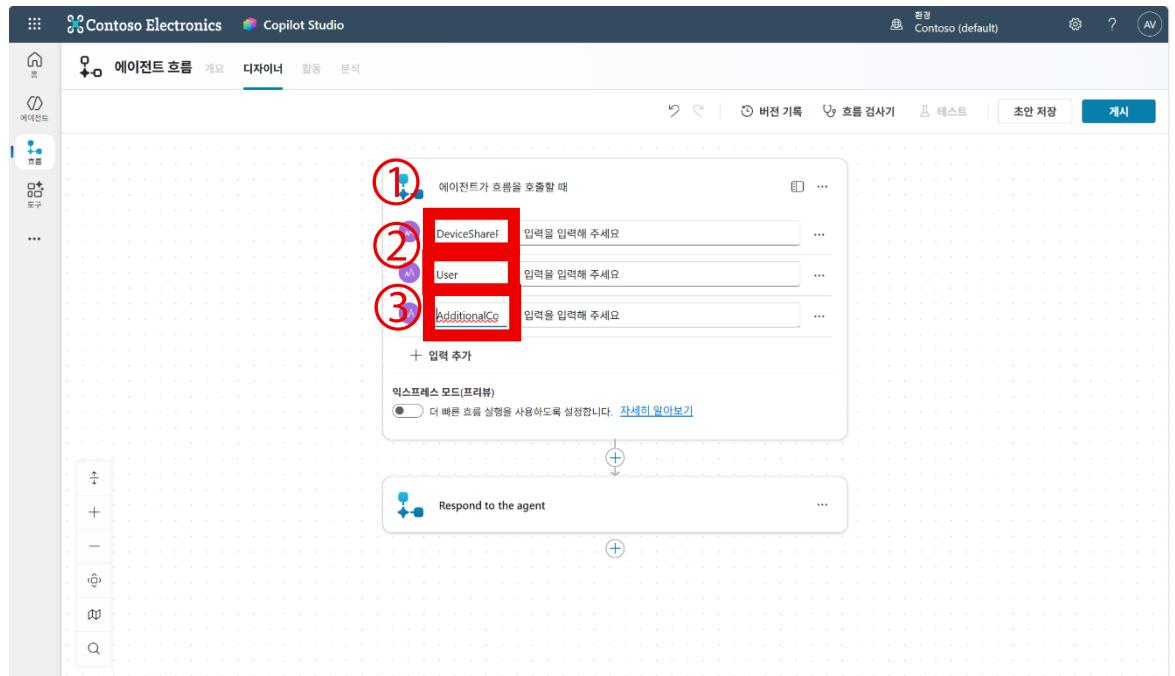


4. 사용자 입력 유형 선택에서 텍스트를 눌러주세요.

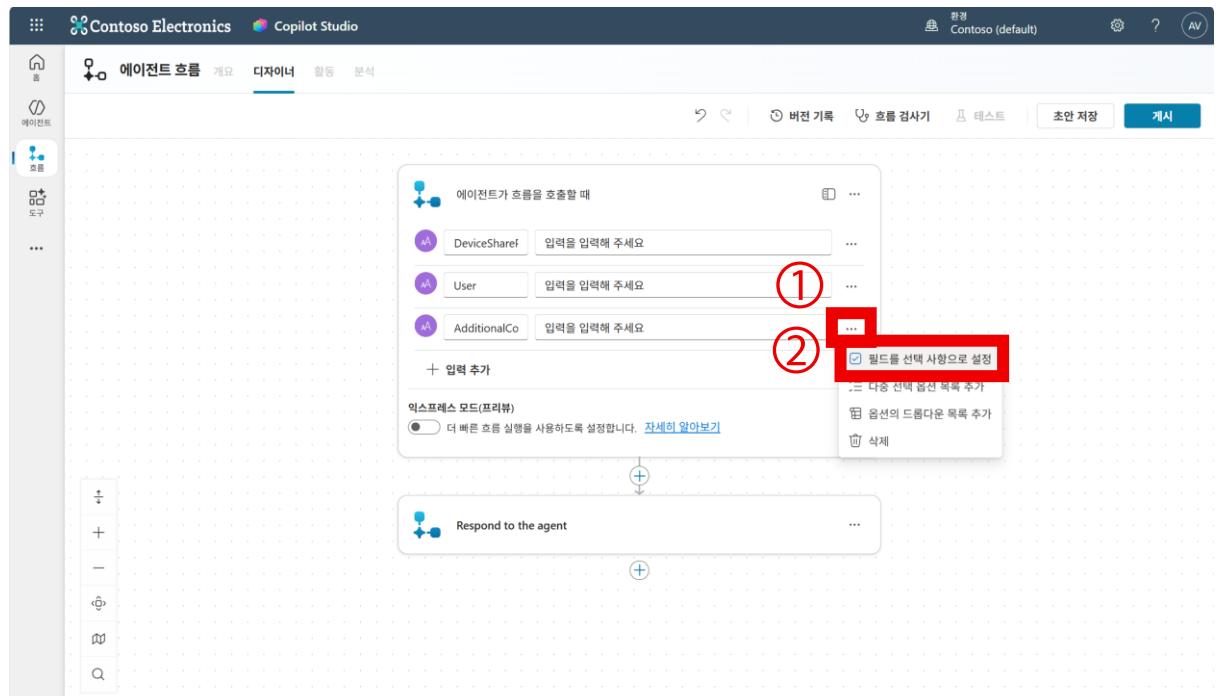


5. 각각을 누르고 입력 추가를 눌러서 다음을 입력해주세요. (한 줄씩!)

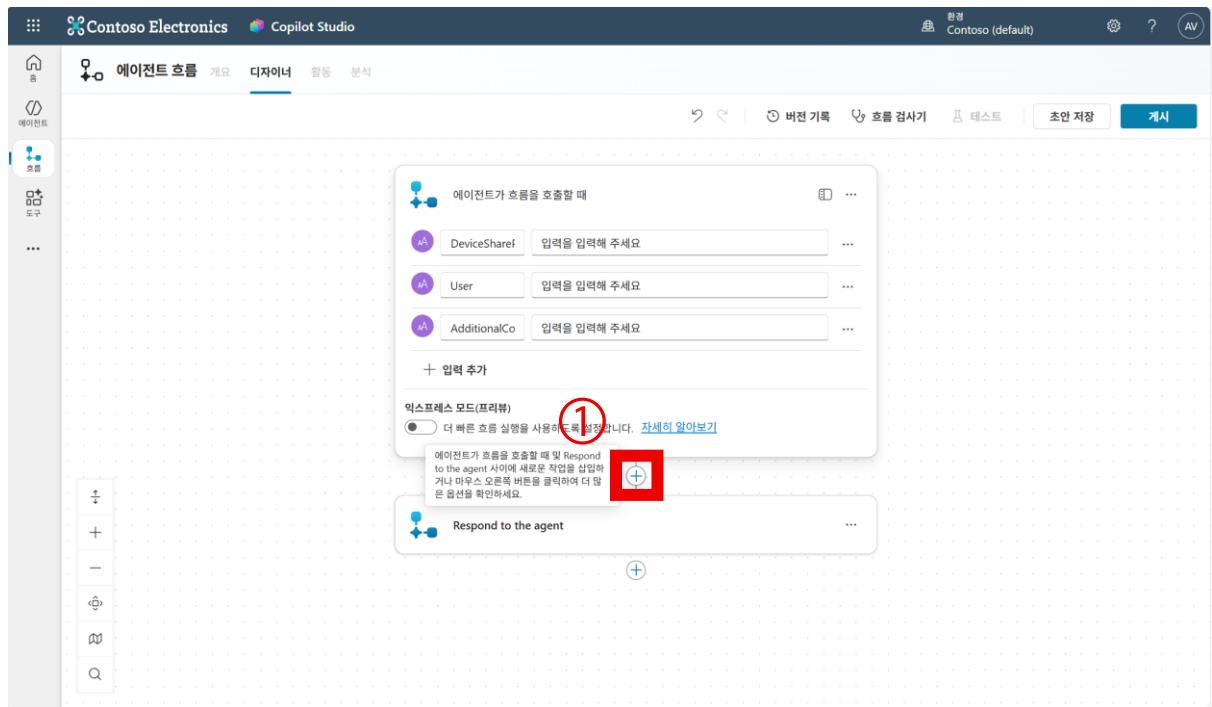
```
DeviceSharePointId  
User  
AdditionalComments
```



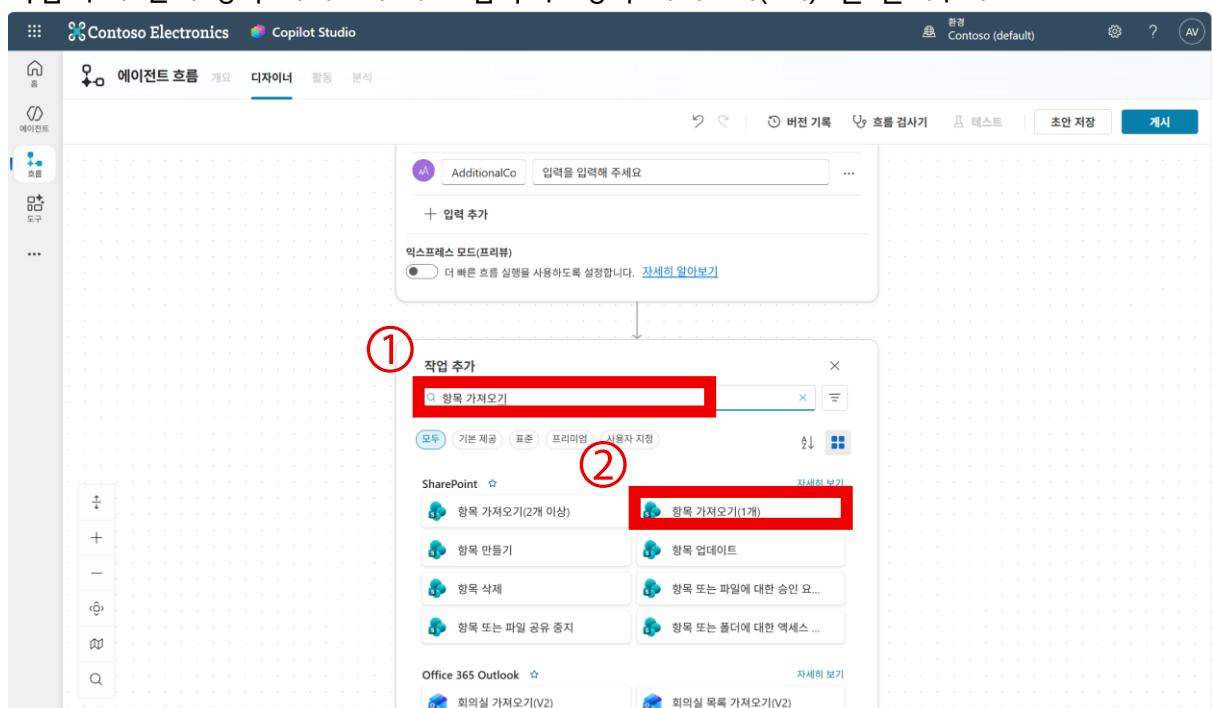
6. AdditionalComments 칸 오른쪽에 점 세개를 누르고 필드를 선택 사항으로 설정을 눌러주세요.



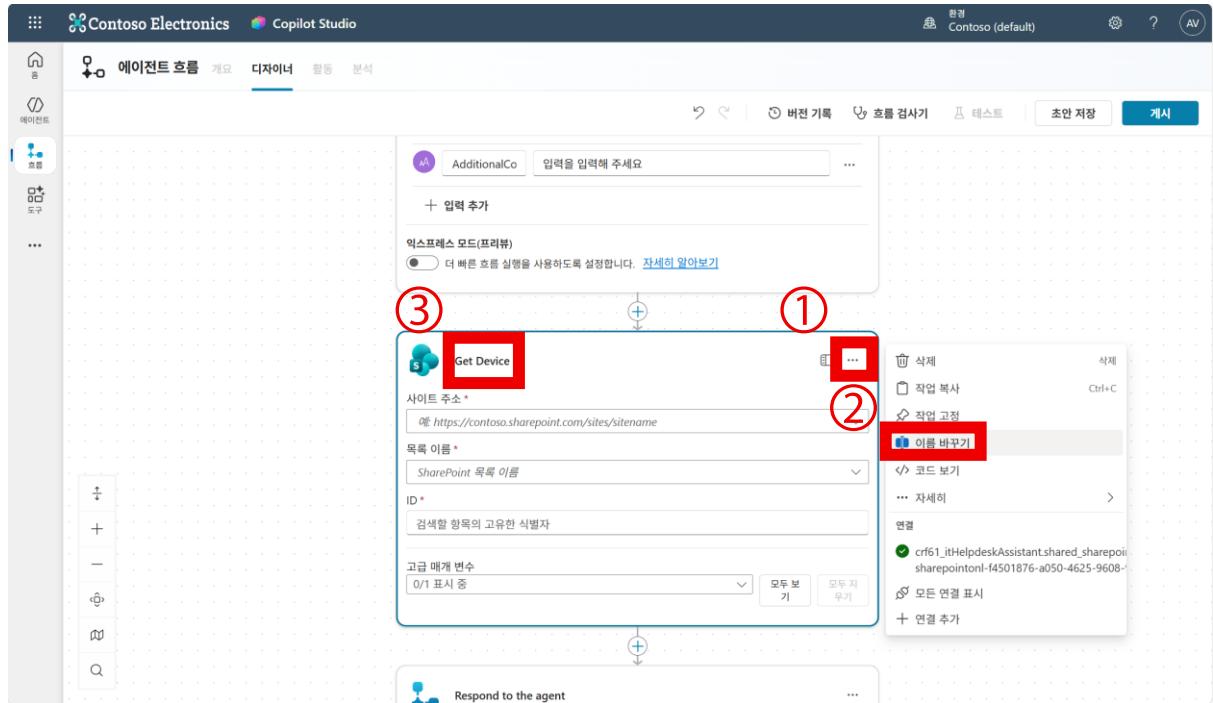
7. 아래에서 + 버튼을 눌러 새로운 액션을 만들어요.



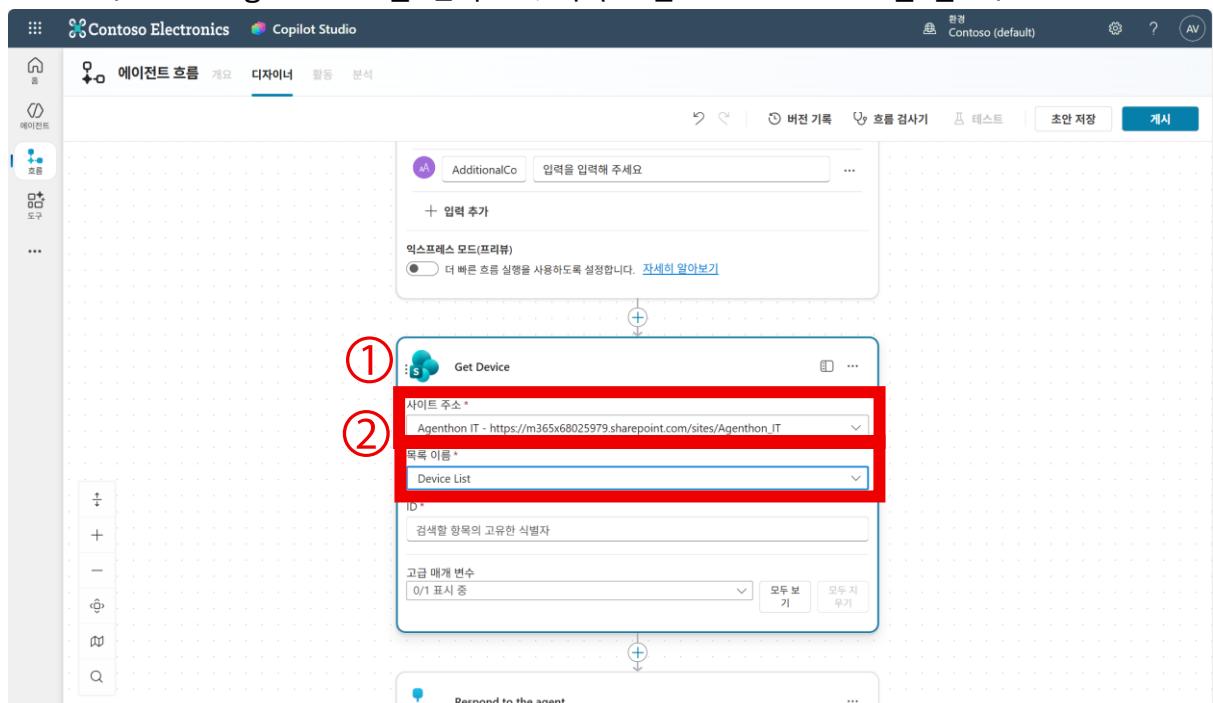
8. 작업 추가 란에 항목 가져오기 라고 입력 후 '항목 가져오기(1개)'를 눌러주세요.



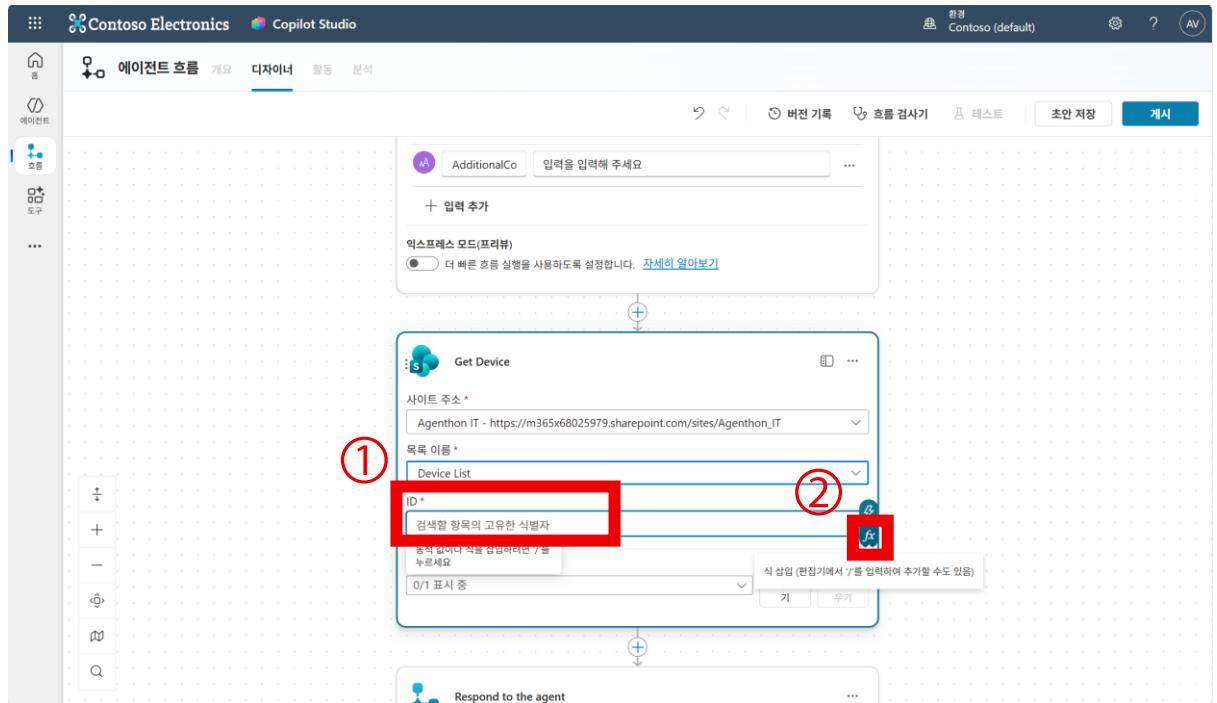
9. 항목 가져오기 (1개) 오른쪽 점 세개를 누르고, 이름 바꾸기를 누른 후 이름을 Get Device로 바꿔주세요.



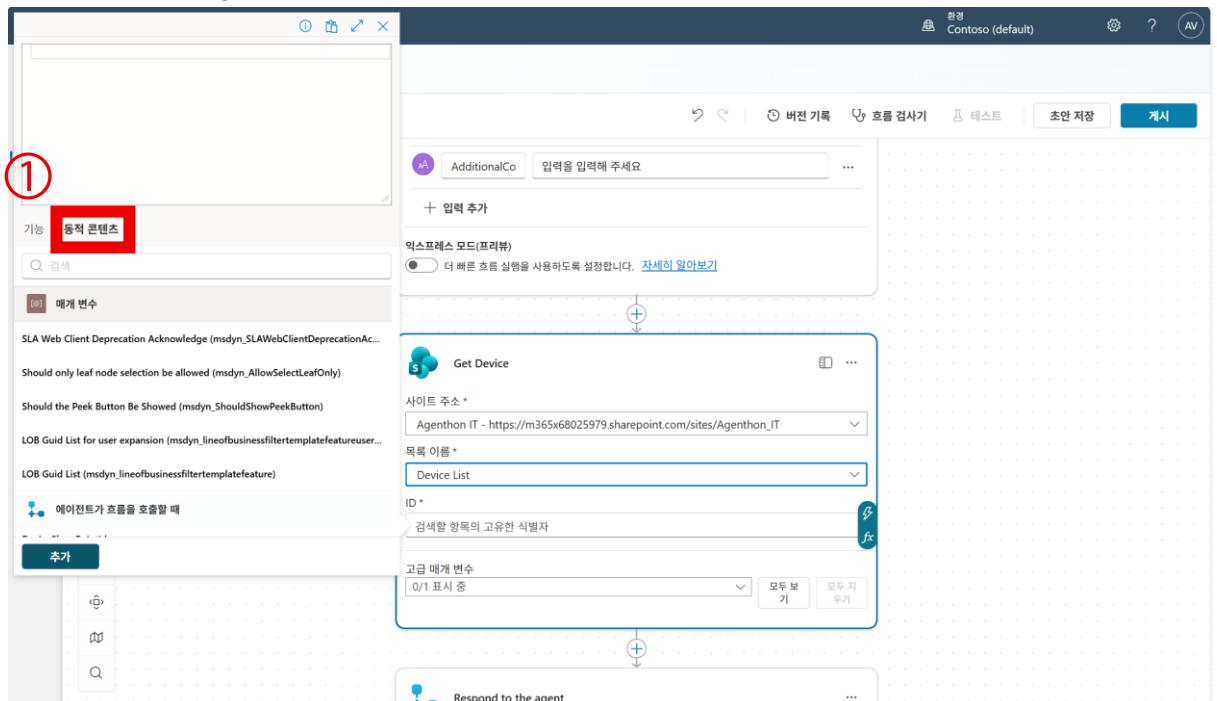
10. 사이트 주소에서 Agenthon IT를 선택하고, 목록 이름에서 Device List를 눌러주세요.



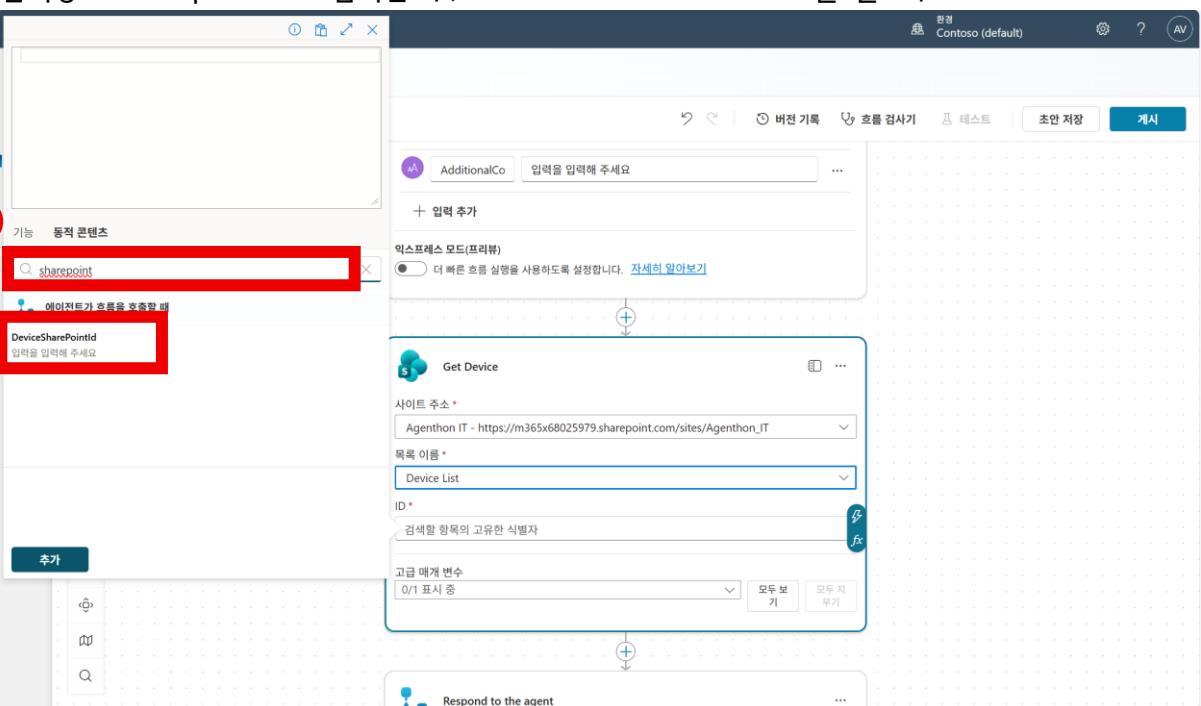
11. ID 칸을 클릭한 후, 오른쪽에 fx라고 쓰인 버튼을 눌러주세요. (번개 아님!)



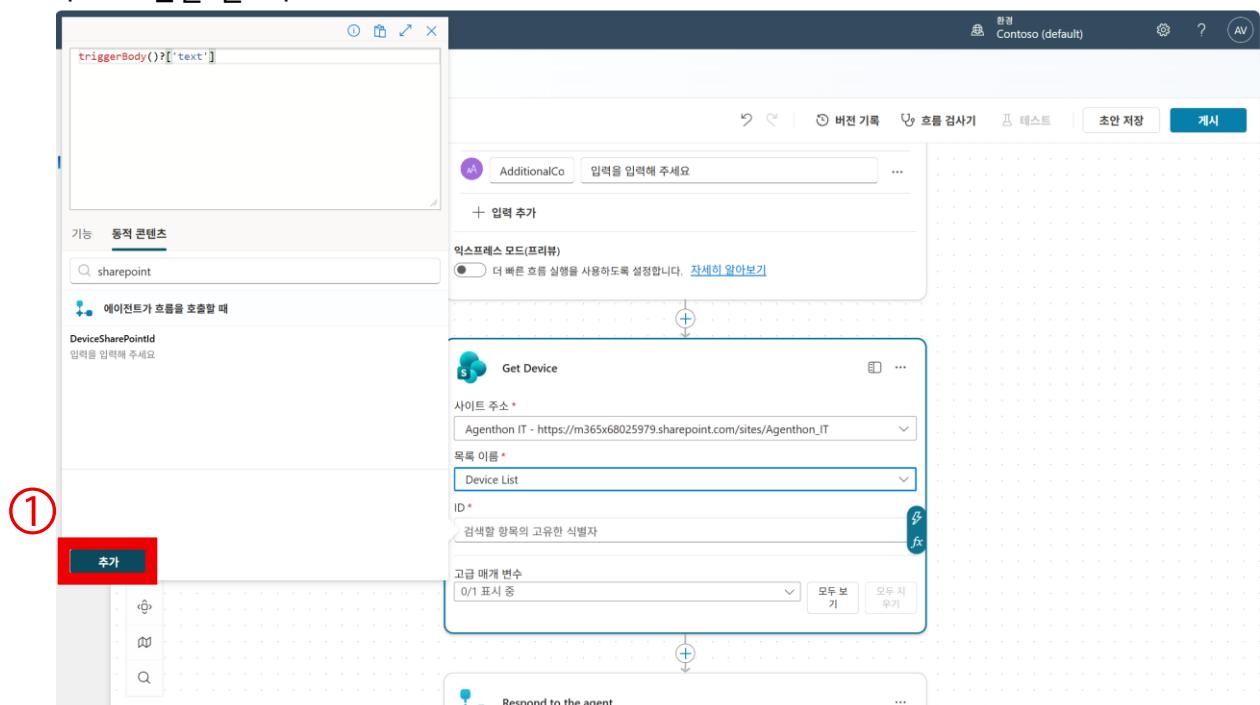
12. 새로 뜬 창에서 동적 컨텐츠 탭을 눌러주세요.



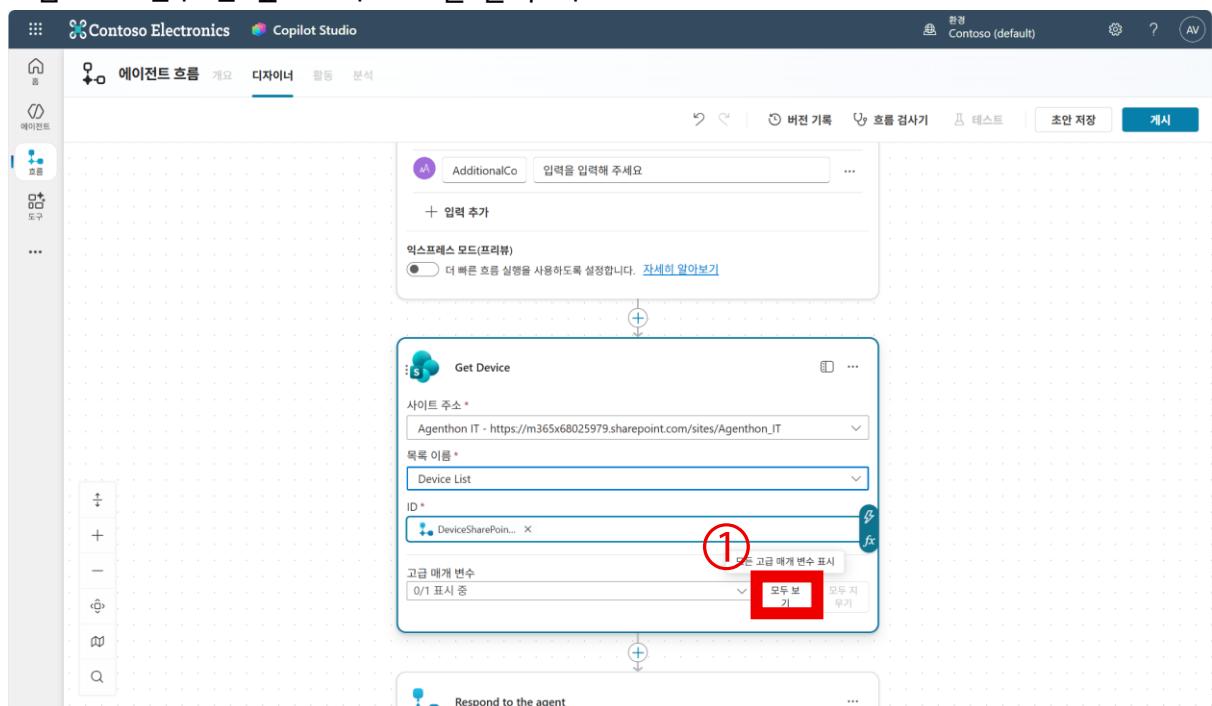
13. 검색창에 sharepoint라고 입력한 후, 아래 DeviceSharePointID 를 눌러주세요.



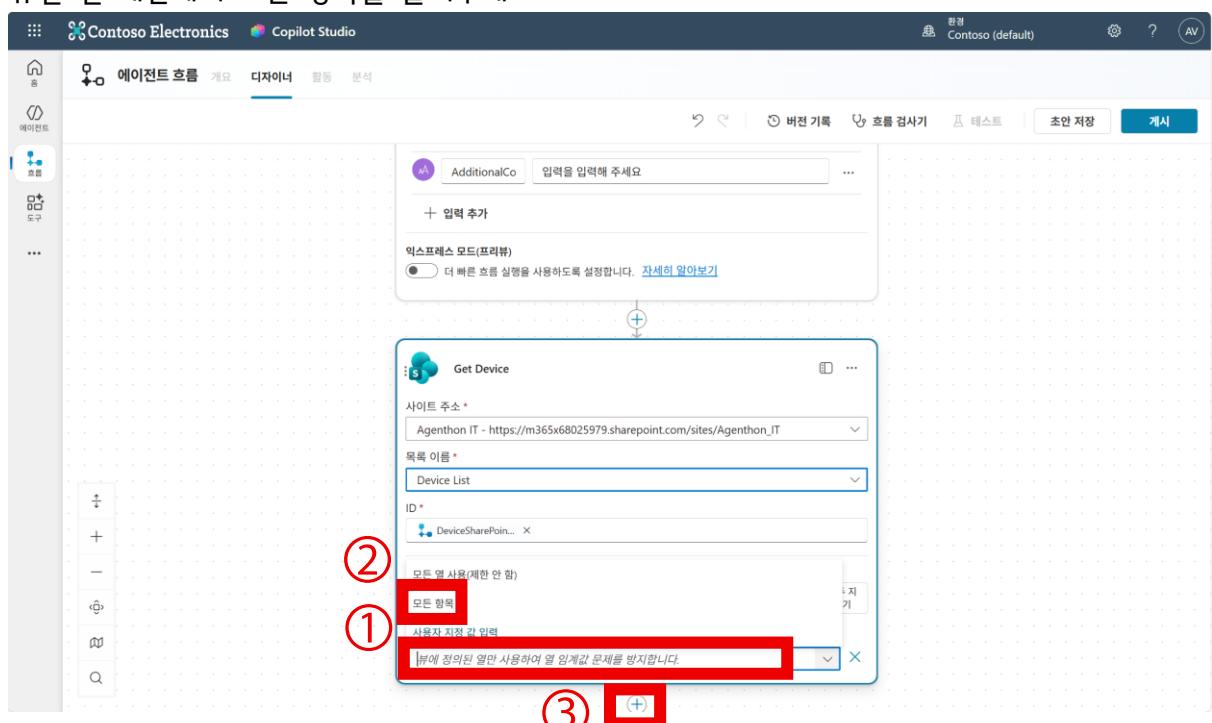
14. 추가 버튼을 눌러주세요.



15. 고급 매개 변수 칸 옆에 모두 보기 를 클릭해주세요.

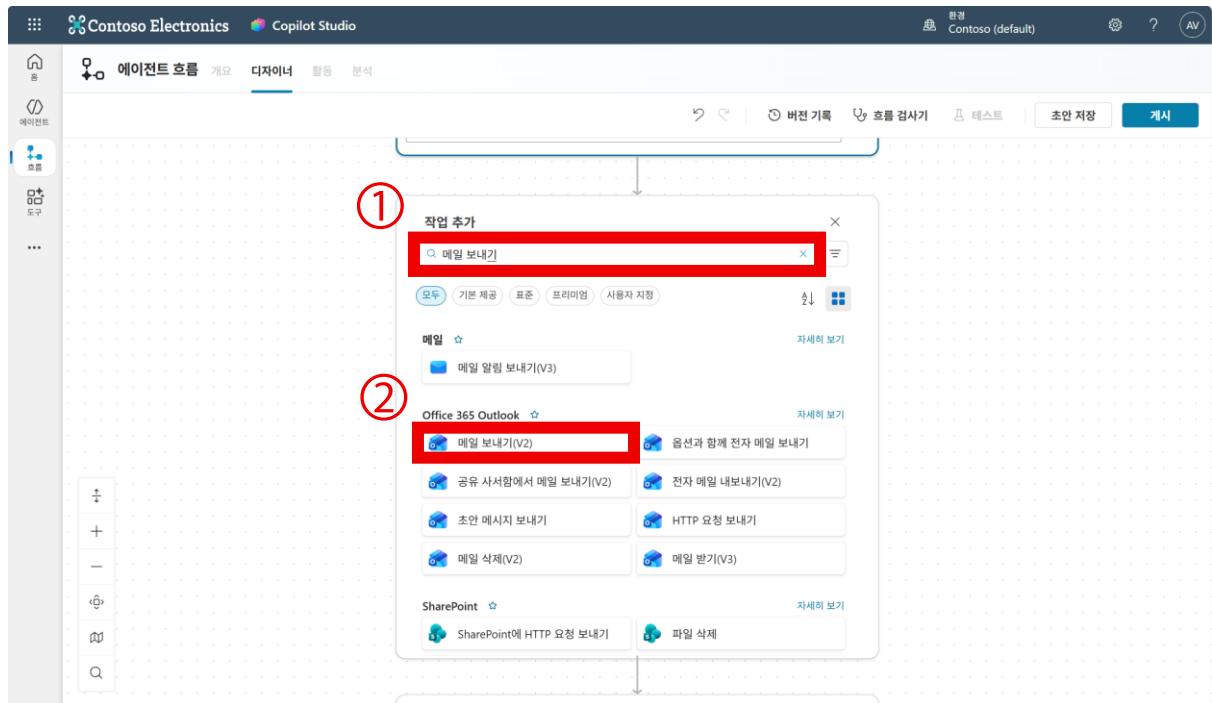


16. 뷰별 열 제한에서 모든 항목을 눌러주세요.

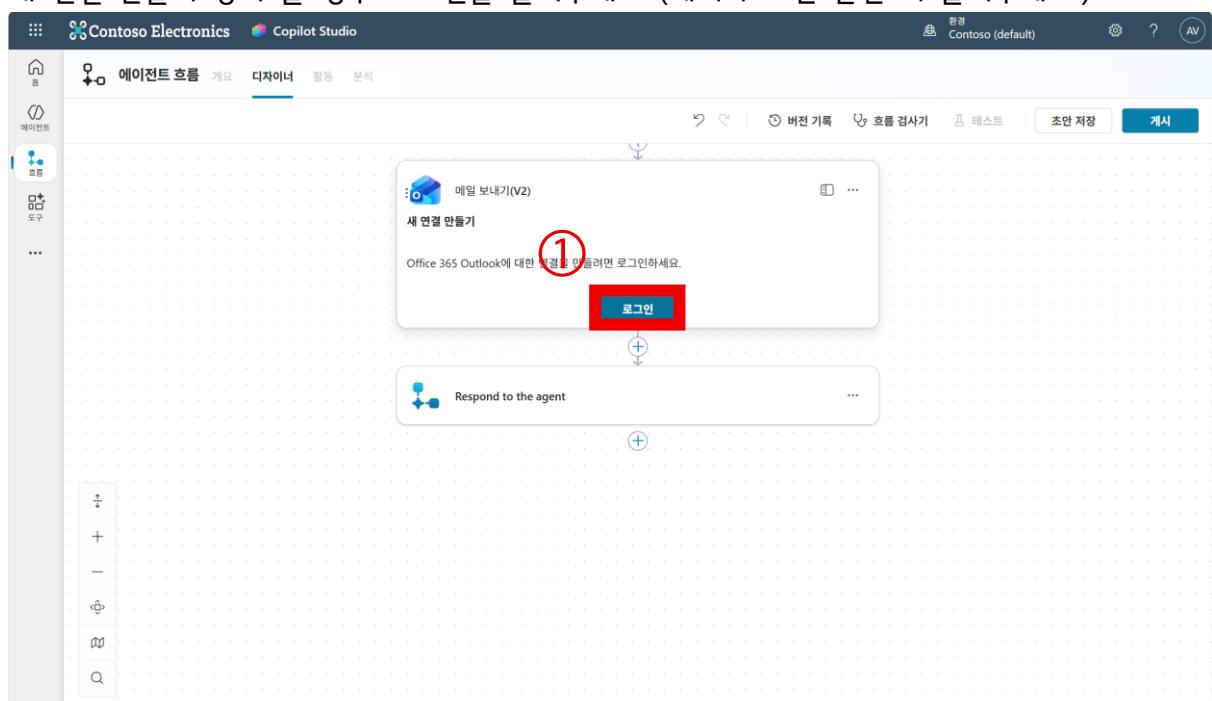


17. 아래에서 + 버튼을 눌러 새로운 액션을 만들어요.

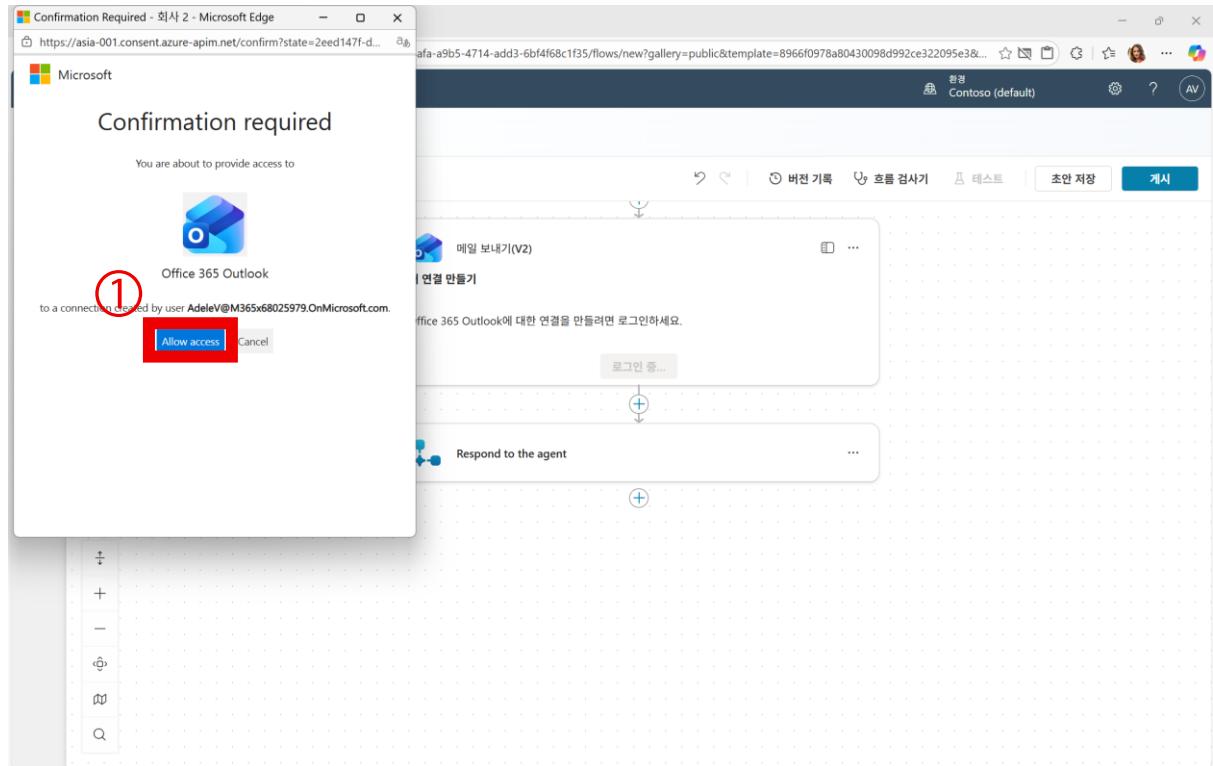
18. 작업 추가 란에 메일 보내기라고 입력 후 ‘메일 보내기(V2)’를 눌러주세요.



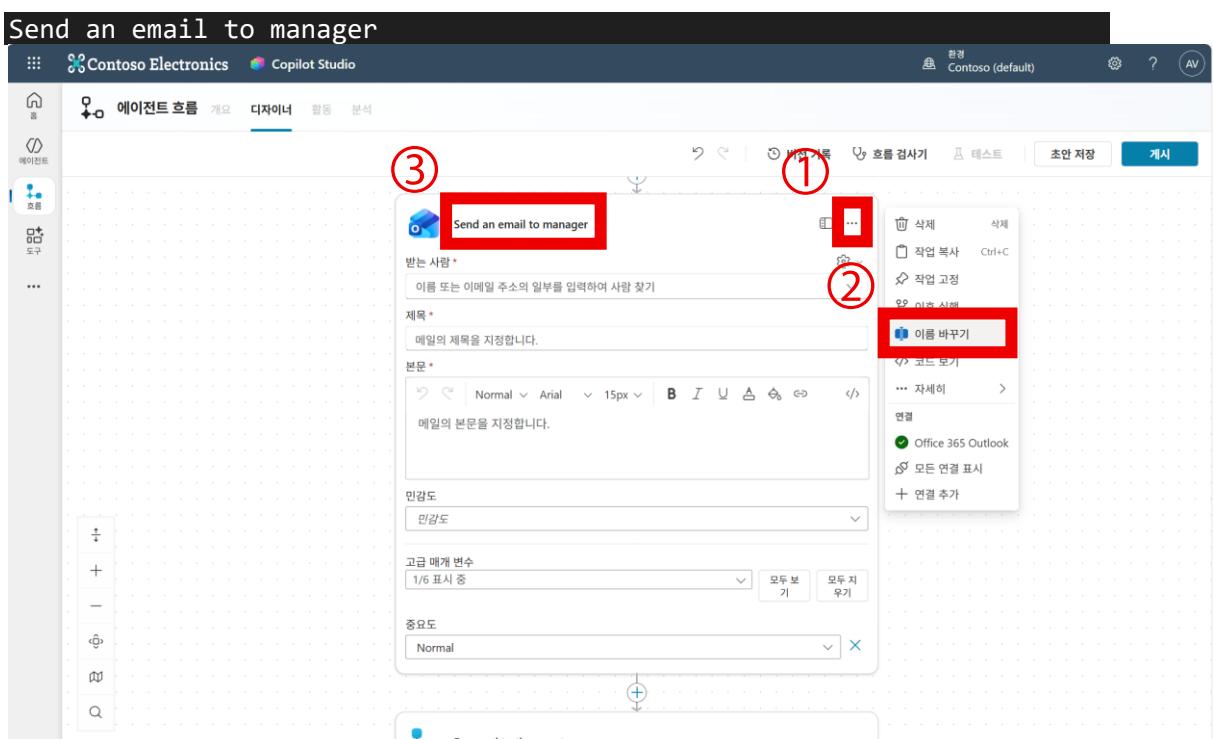
19. 새 연결 만들기 창이 뜰 경우 로그인을 눌러주세요. (에러가 뜨면 한번 더 눌러주세요.)



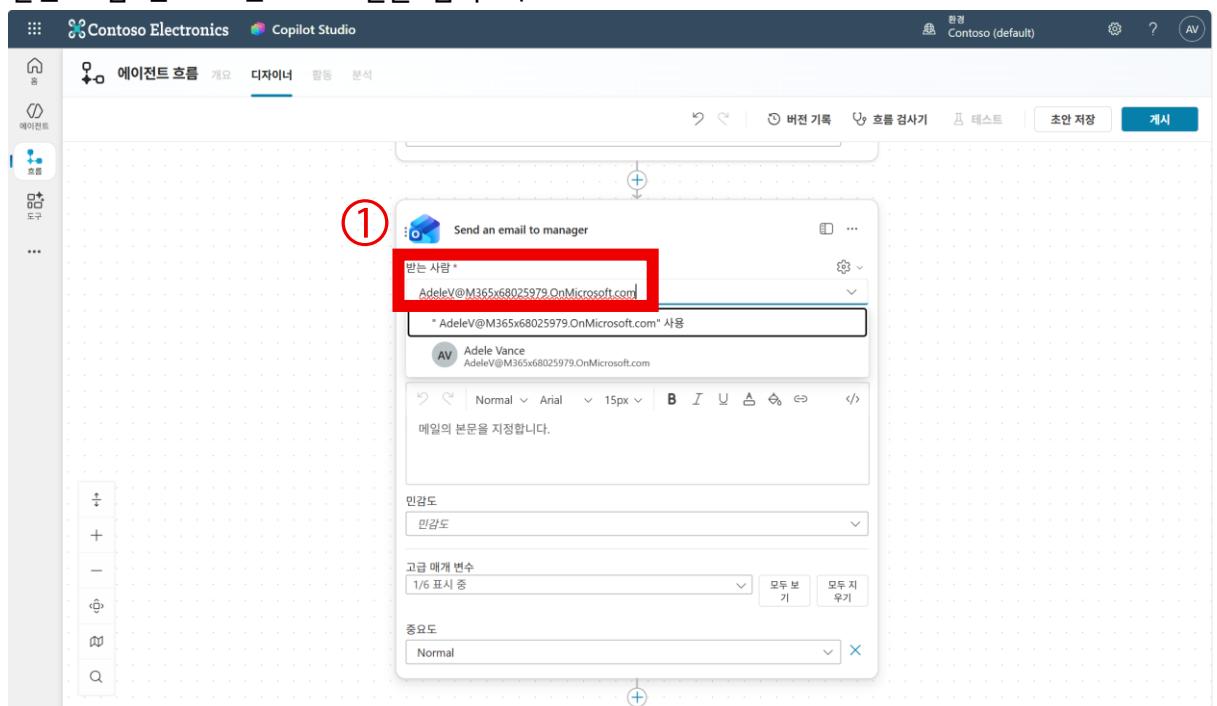
20. 뜨는 팝업창에서 계정을 누르고 Allow Access를 눌러주세요.



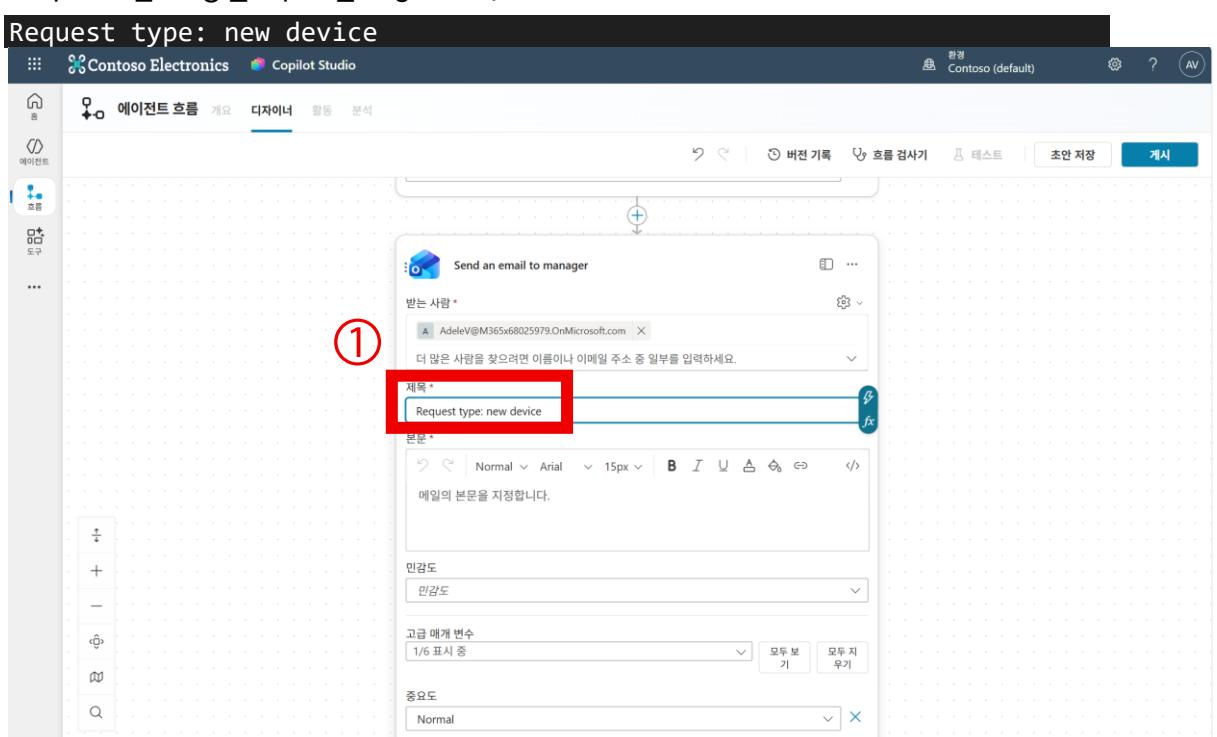
21. 메일 보내기(V2) 오른쪽 점 세개를 클릭한 후 이름 바꾸기를 눌러 다음을 복사-붙여넣기 해주세요요.



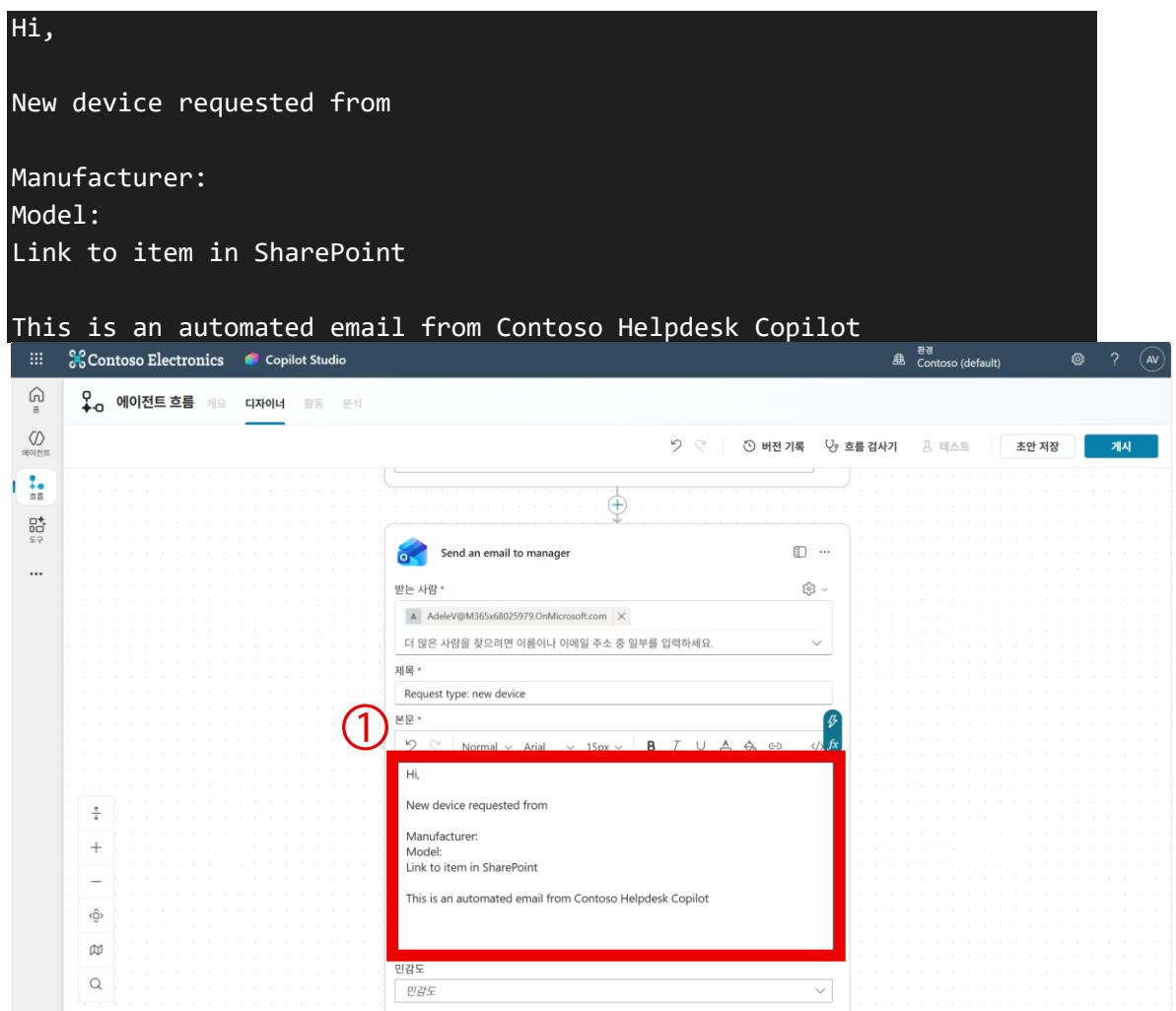
22. 받는 사람 란에 자신의 이메일을 입력해주세요.



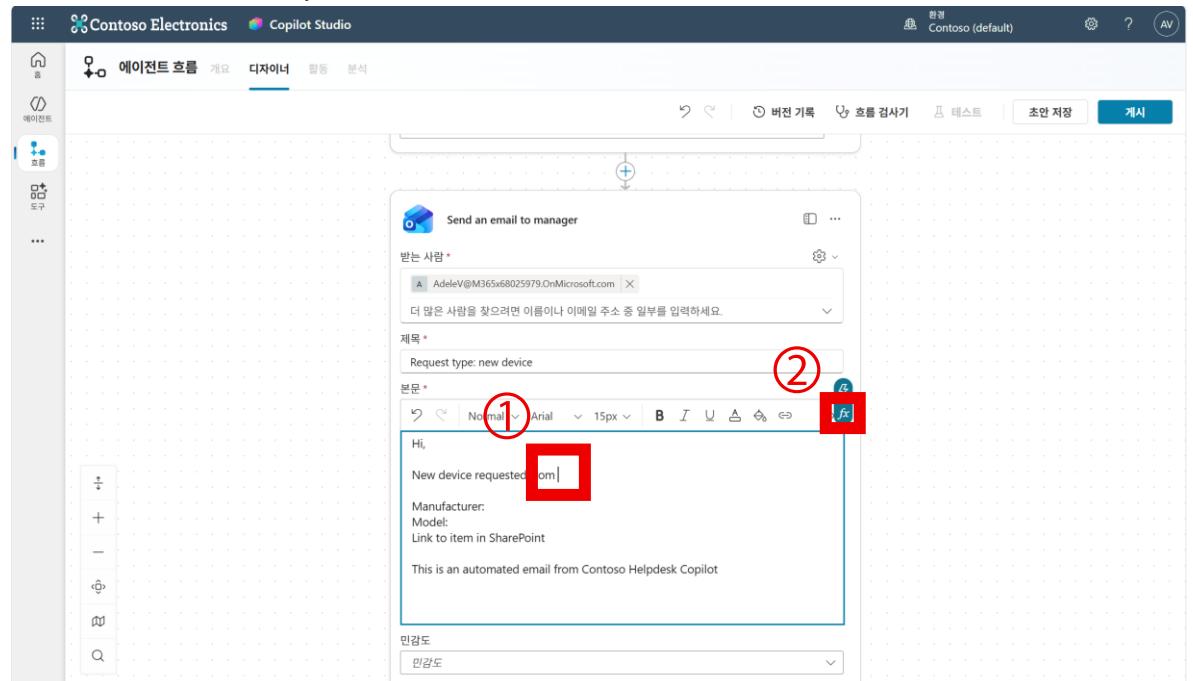
23. 제목에 다음 내용을 복사-붙여넣기 해주세요.



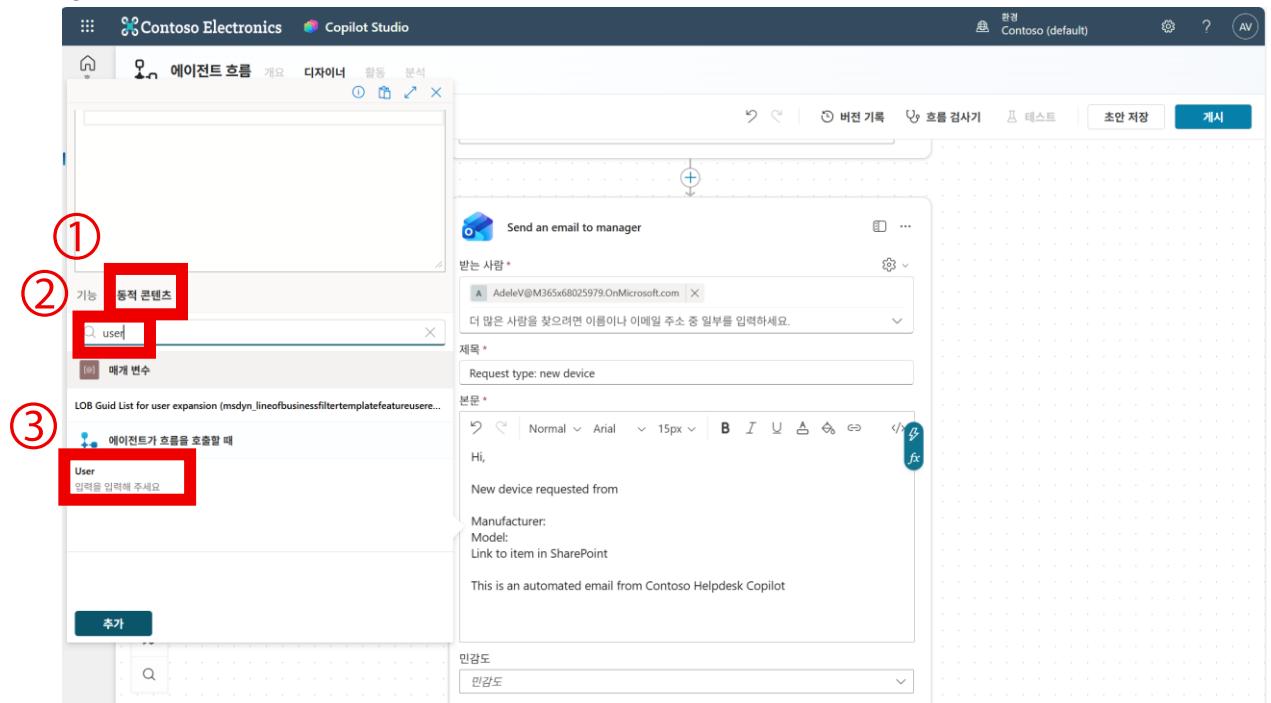
24. 본문에 다음 내용을 복사-붙여넣기 해주세요.



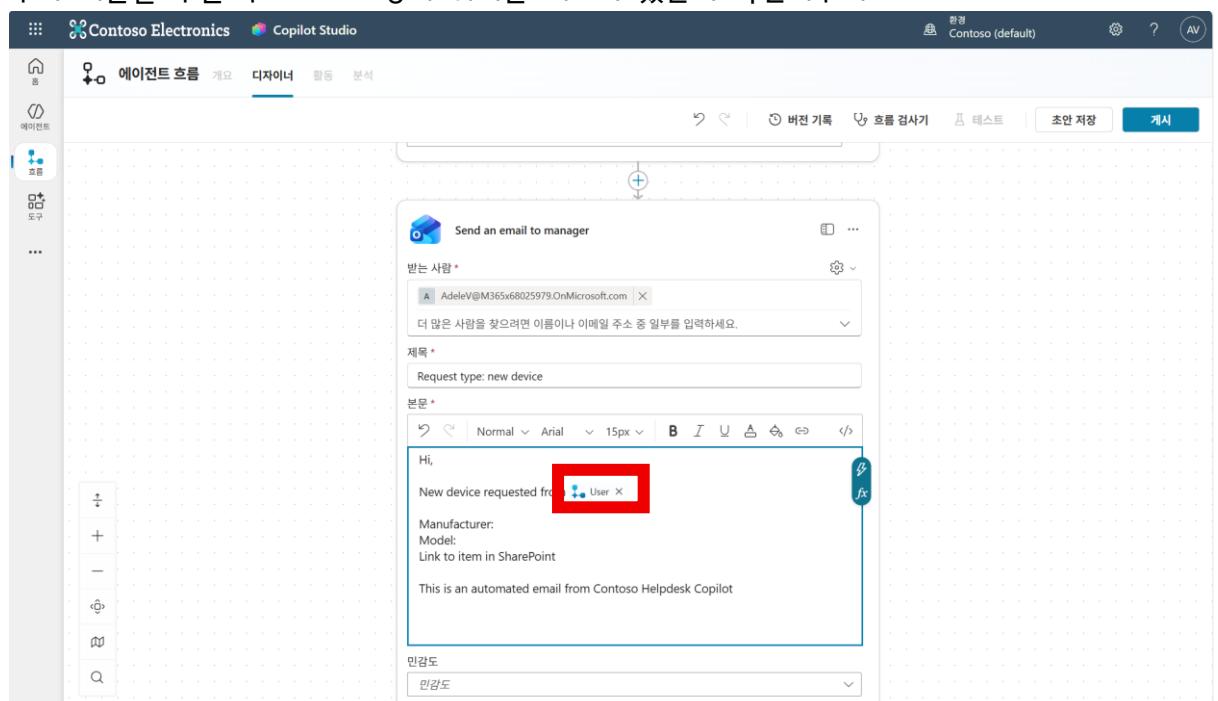
25. 커서를 New device requested from 뒤로 두고, fx 버튼을 눌러주세요.



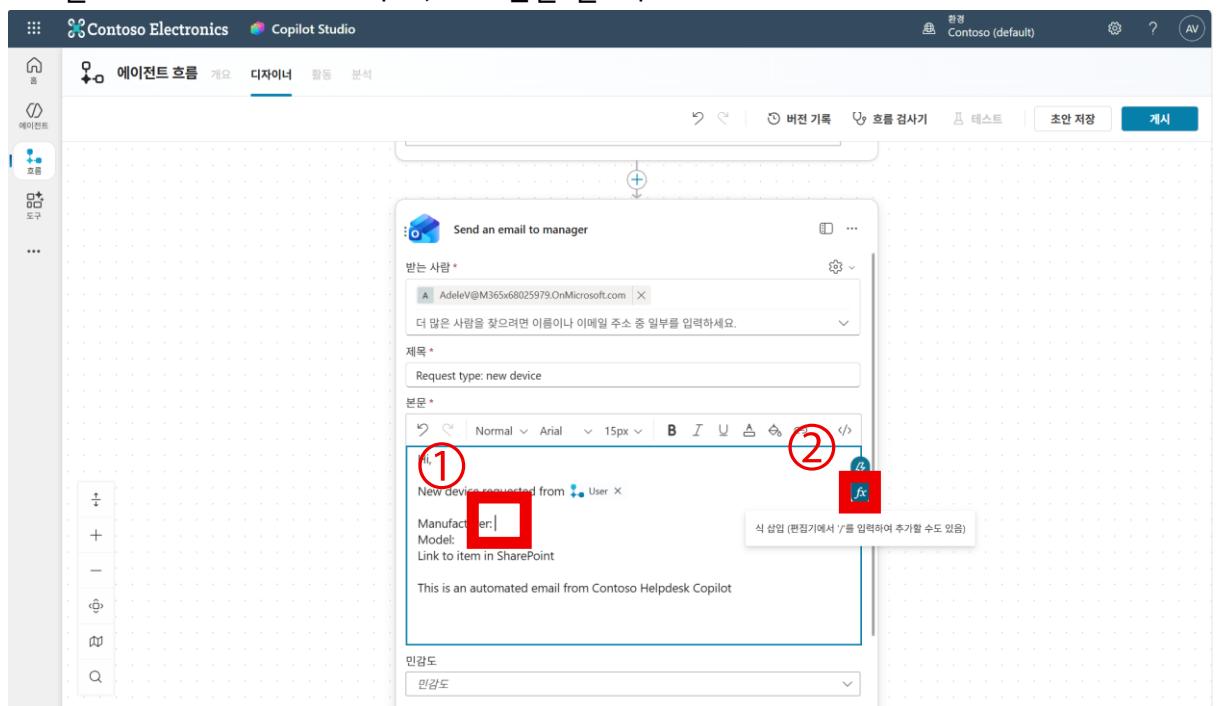
26. 동적 컨텐츠 템을 눌러 user라고 입력한 후 아래 User를 눌러주세요.



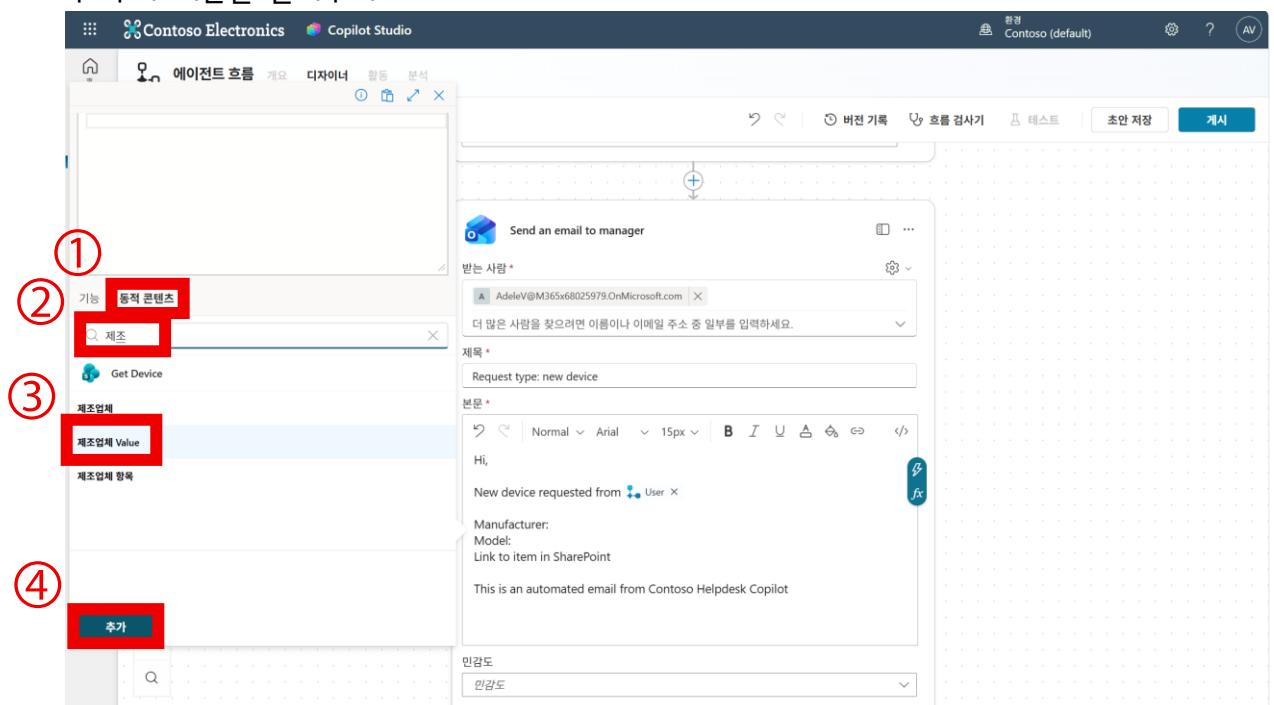
27. 추가 버튼을 누른 후 User 모양의 귀여운 네모가 있는지 확인해주세요.



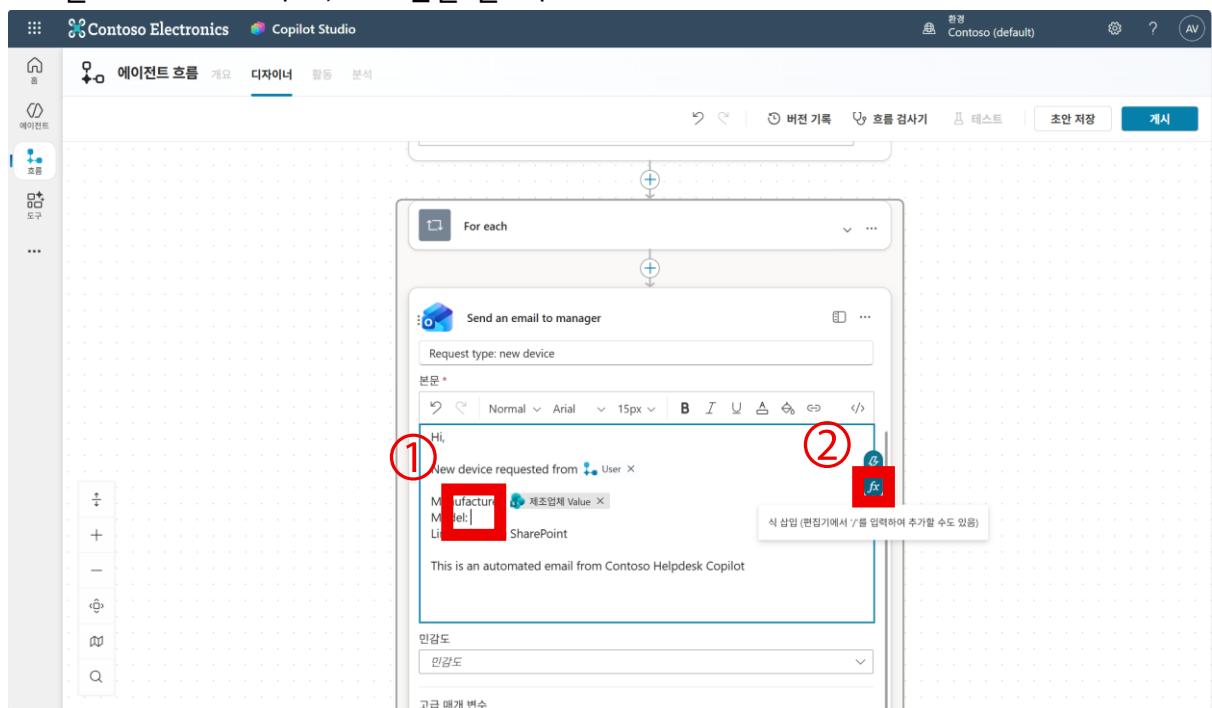
28. 커서를 Manufacturer: 뒤로 두고, fx 버튼을 눌러주세요.



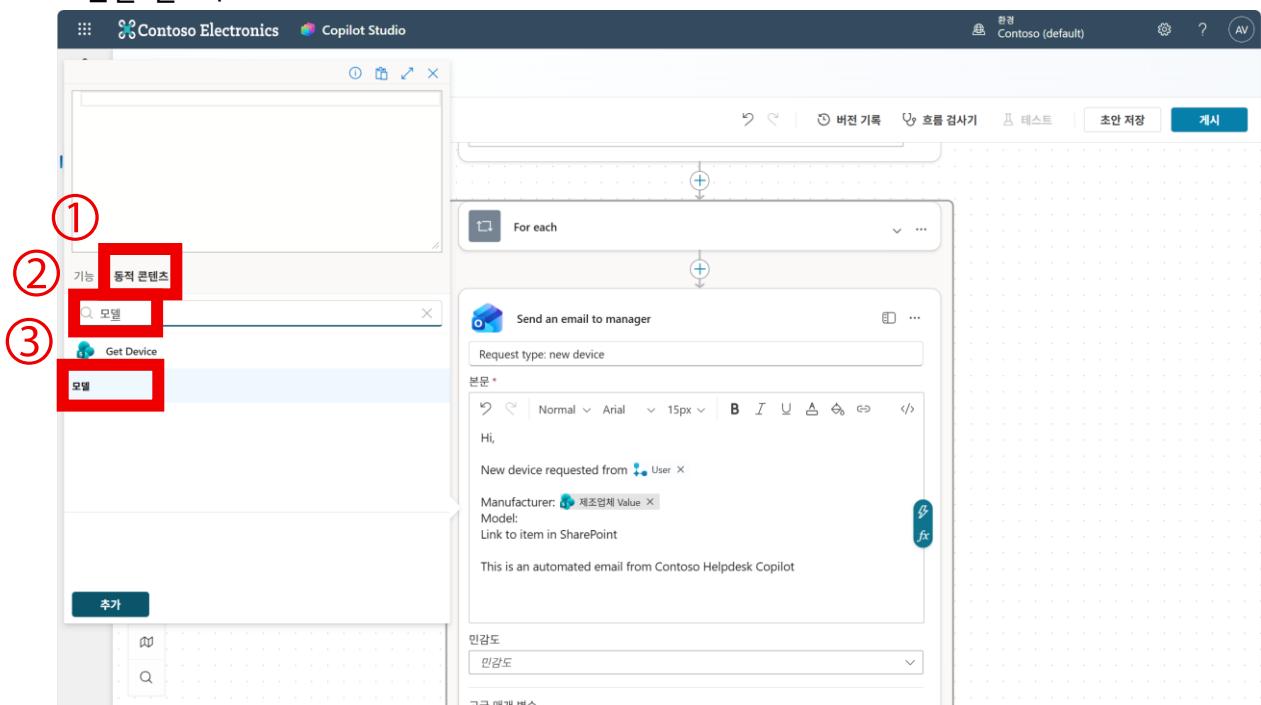
29. 동적 컨텐츠 탭을 누른 후, 제조 라고 검색란에 입력한 후 아래 제조업체 Value를 누른 후 추가 버튼을 눌러주세요.



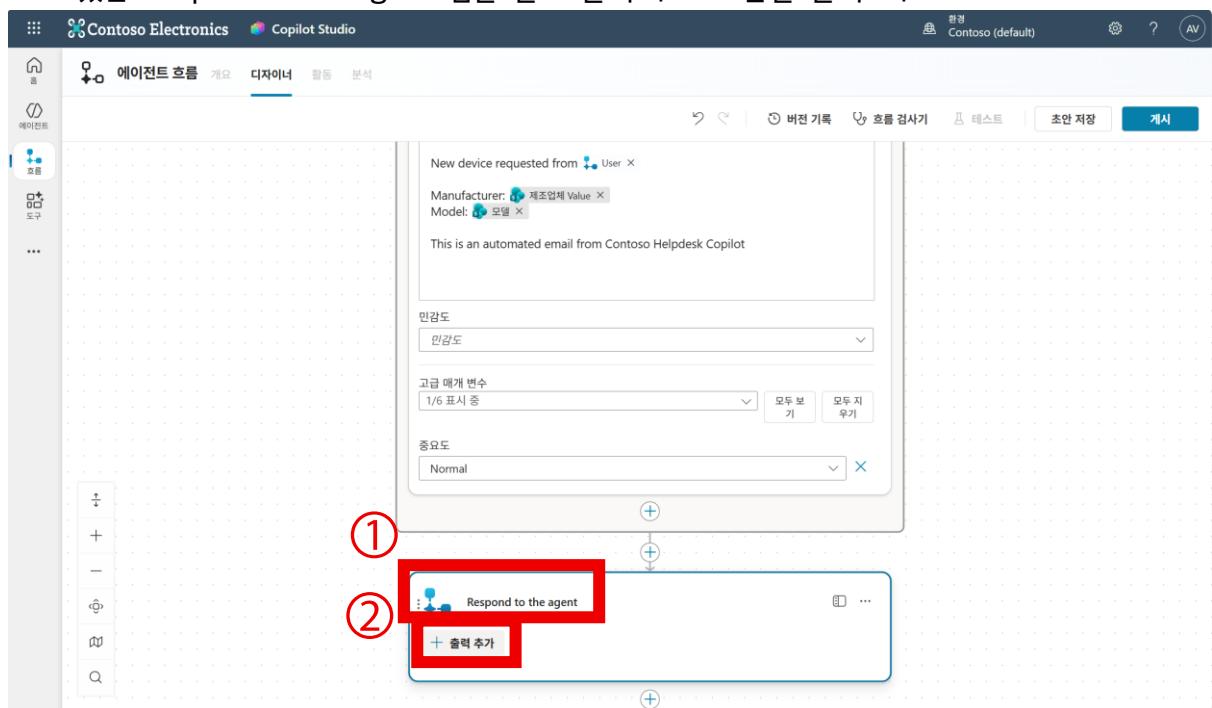
30. 커서를 Model: 뒤로 두고, fx 버튼을 눌러주세요.



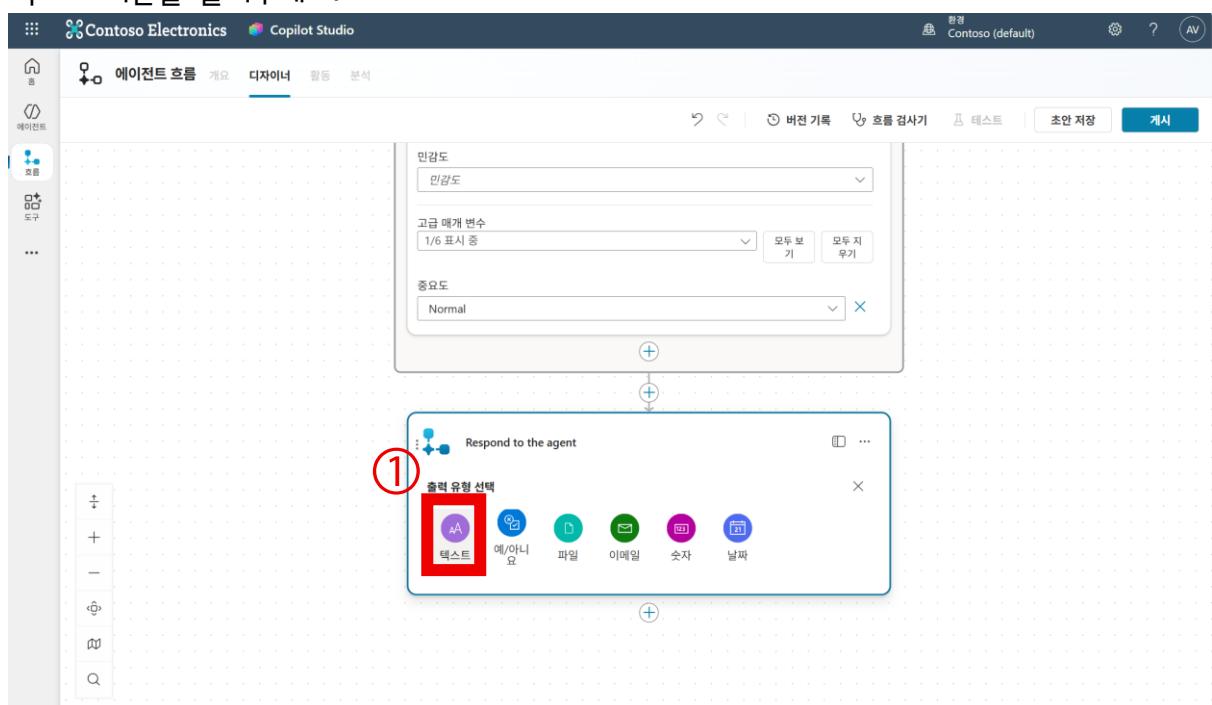
31. 동적 컨텐츠 탭을 누른 후, 모델 이라고 검색란에 입력한 후 아래 모델을 누른 후 추가 버튼을 눌러주세요.



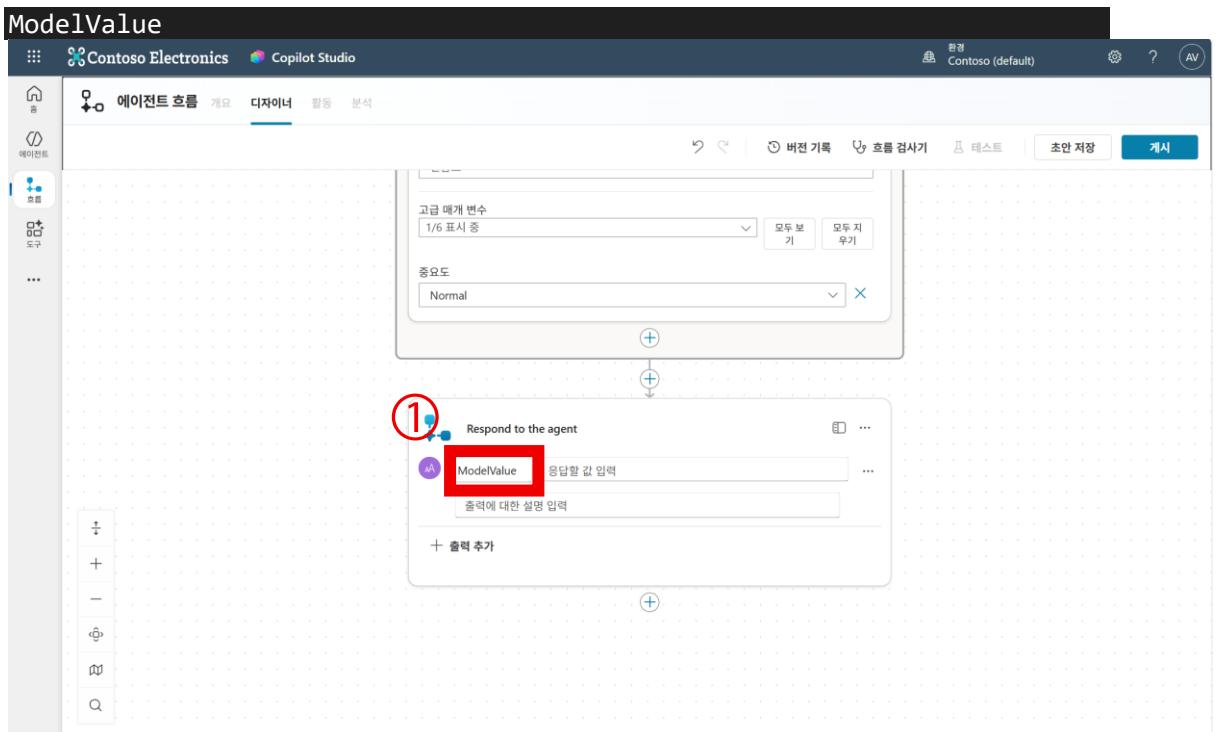
32. 아래 있는 Respond to the agent 템을 눌러 출력 추가 버튼을 클릭해주세요.



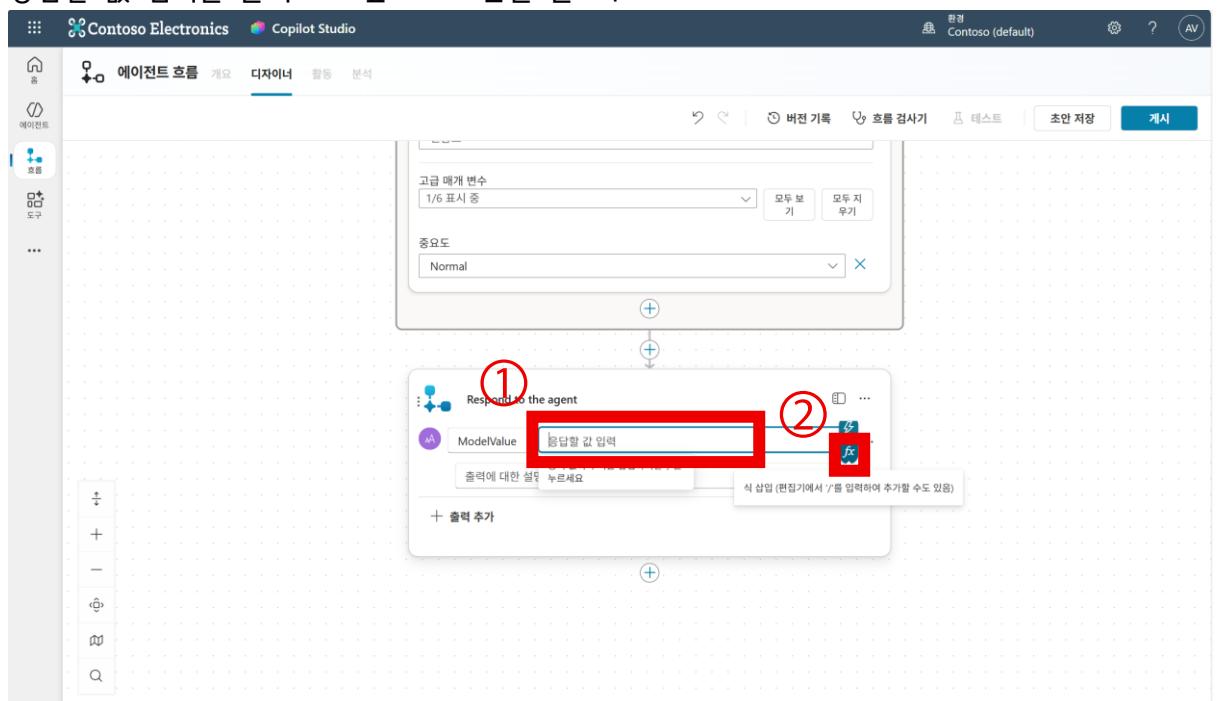
33. 텍스트 버튼을 눌러주세요.



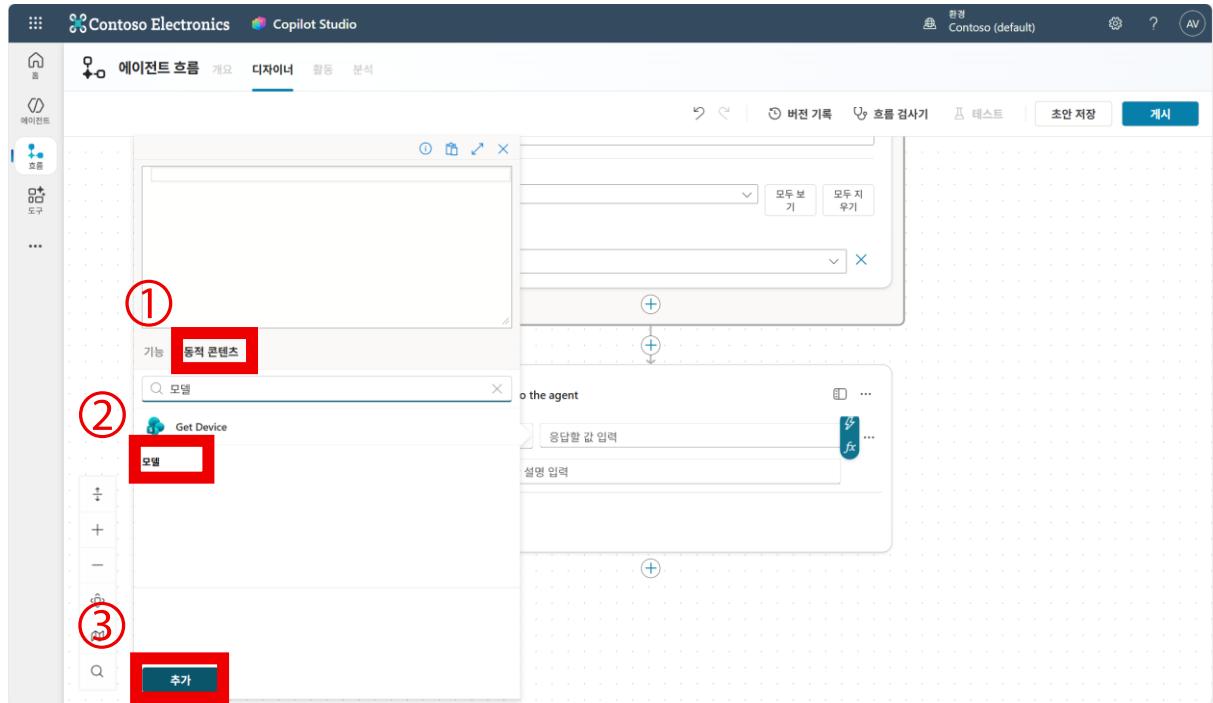
34. 출력 추가를 눌러서 다음을 복사-붙여넣기 해주세요.



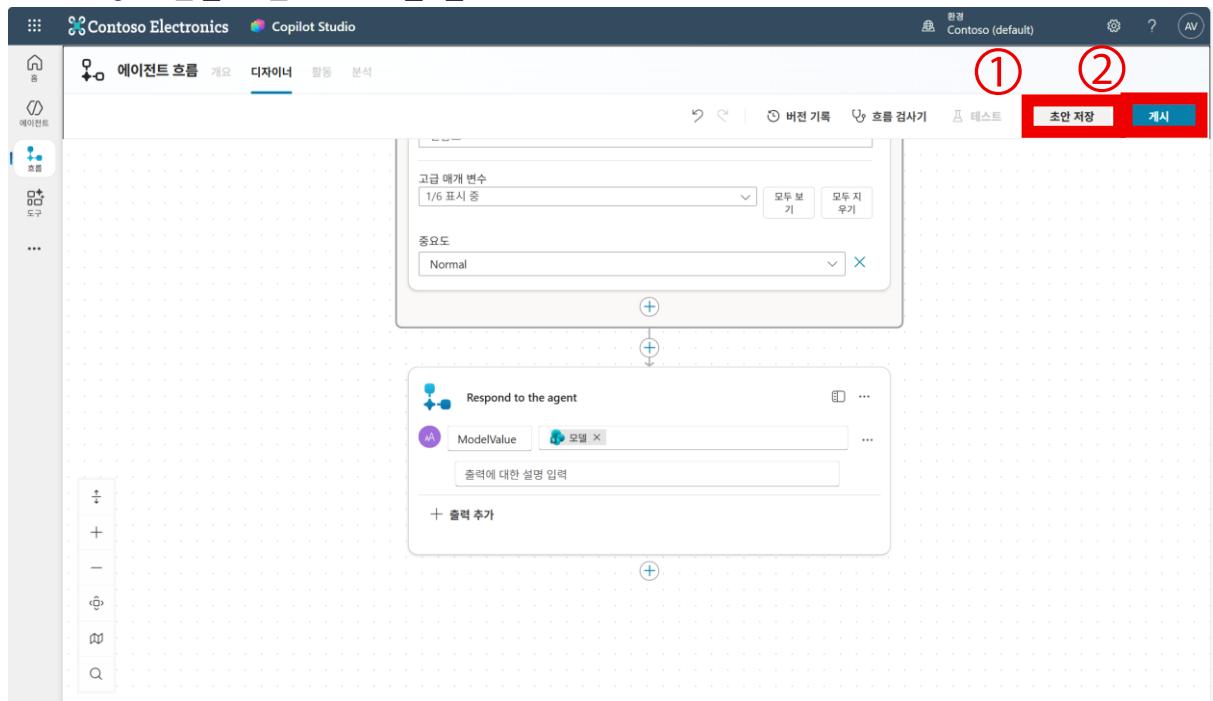
35. 응답할 값 입력을 클릭하고 옆에 fx버튼을 눌러주세요.



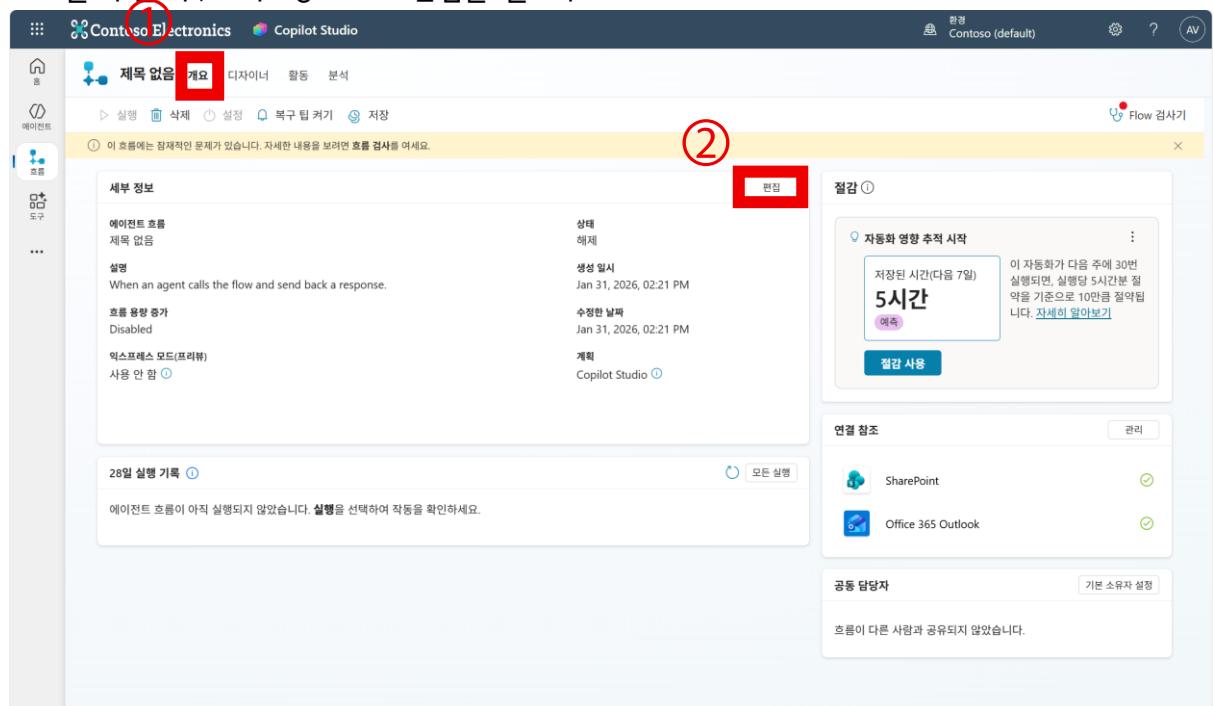
36. 동적 컨텐츠 탭을 클릭하여 모델 이라고 입력한 후 모델을 클릭하고 추가를 눌러주세요.



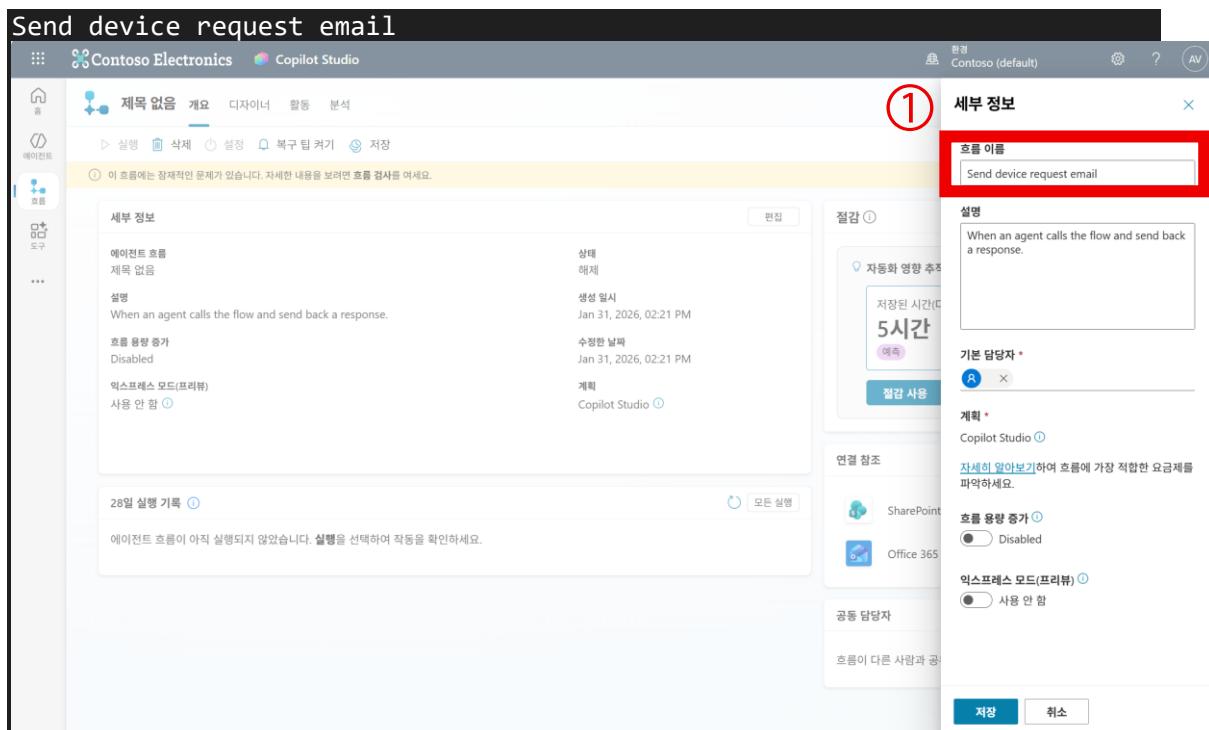
37. 초안 저장 버튼을 누른 후 게시를 눌러주세요.



38. 개요를 누른 후, 세부 정보에서 편집을 눌러주세요.

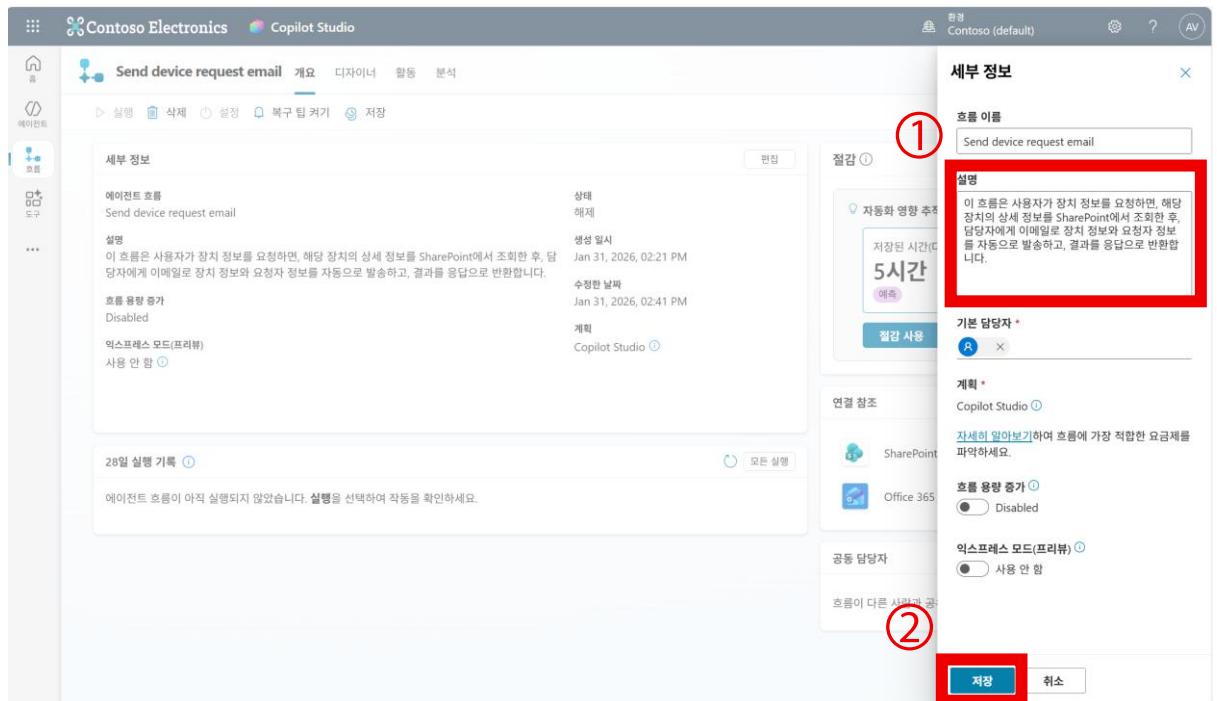


39. 흐름 이름에 다음을 복사-붙여넣기 해주세요.

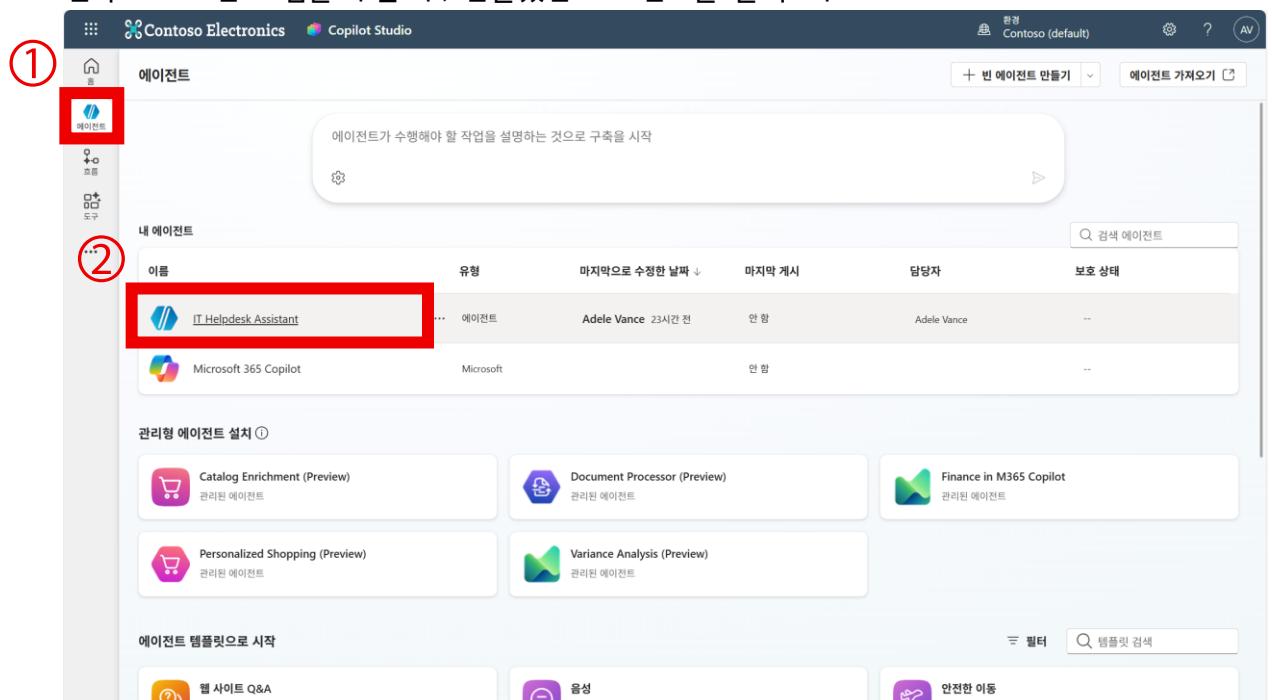


40. 설명에 다음을 복사-붙여넣기 한 후 저장을 눌러주세요.

이 흐름은 사용자가 장치 정보를 요청하면, 해당 장치의 상세 정보를 SharePoint에서 조회한 후, 담당자에게 이메일로 장치 정보와 요청자 정보를 자동으로 발송하고, 결과를 응답으로 반환합니다.



41. 왼쪽의 에이전트 탭을 누른 후, 만들었던 에이전트를 클릭해주세요.



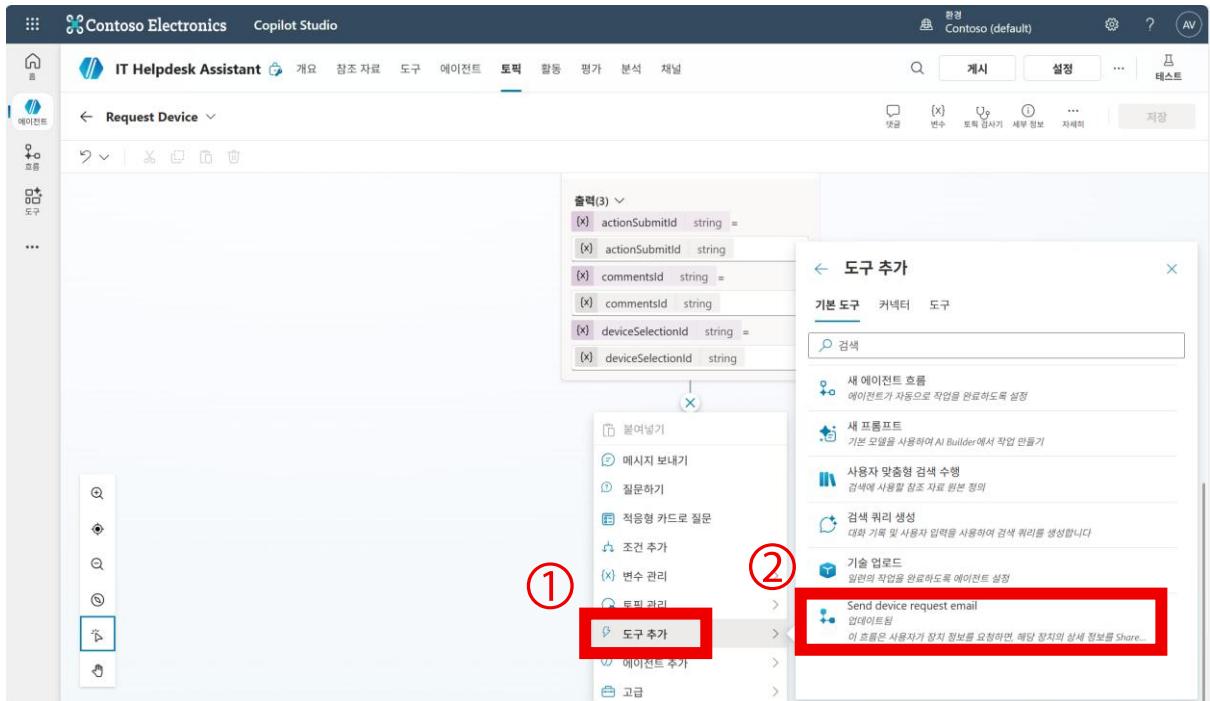
42. 토픽을 클릭한 후, Request Device를 눌러주세요.

The screenshot shows the Copilot Studio interface for Contoso Electronics. The top navigation bar includes tabs for Home, Contoso Electronics, Copilot Studio, 개요 (Overview), 참조 자료 (Reference Materials), 도구 (Tools), 에이전트 (Agent), **토픽** (Topic), 활동 (Activity), 평가 (Evaluation), 분석 (Analysis), and 채널 (Channel). The '토픽' tab is highlighted with a red circle labeled 1. Below the navigation bar is a search bar and a button for '계시' (You) and '설정' (Settings). A sidebar on the left contains icons for Home, Agent, Tools, and more. The main content area displays a list of topics under the heading '+ 토픽 추가 -'. One topic, 'Request Device', is highlighted with a red box and a red circle labeled 2. Other topics listed include '감사합니다', '다시 시작', '안녕히 가세요', '인사말', 'Available Devices', and 'Request Device'. Each topic entry includes a profile icon, a name, a type (Topic), a responder (e.g., Adele Vance), a timestamp, and a '설정' (Setting) toggle switch.

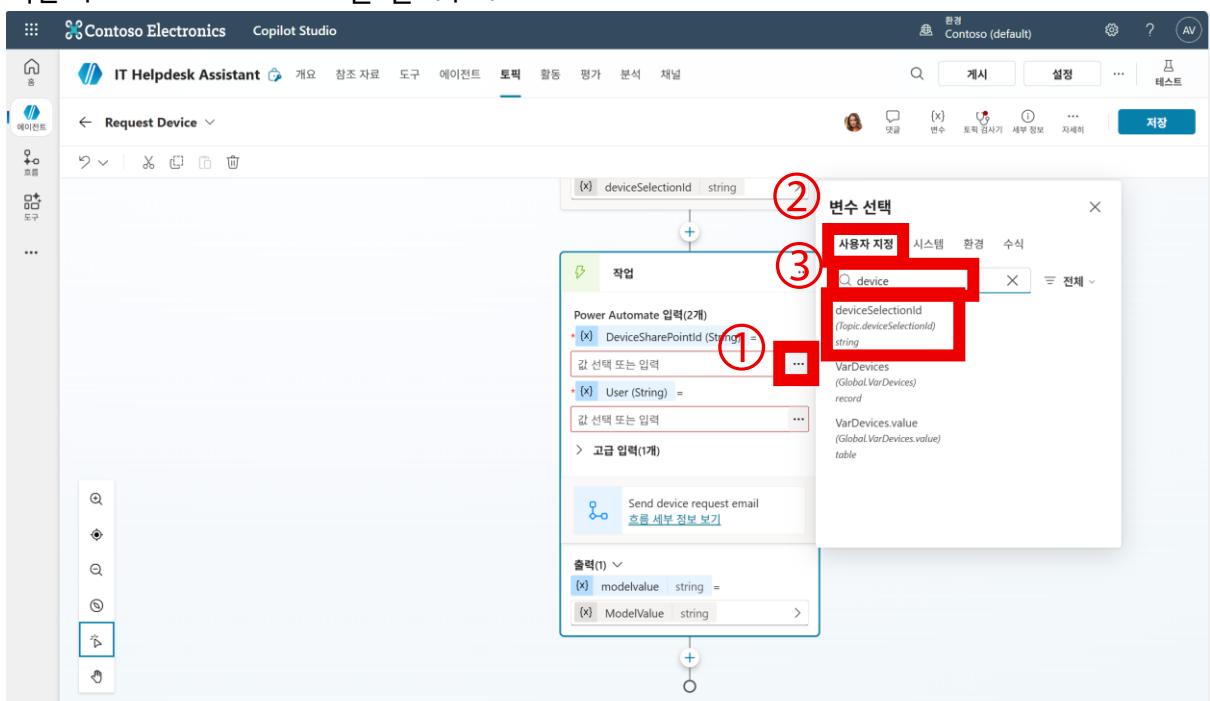
43. 저희가 기존에 만든 적응형 카드 아래 있는 + 버튼을 눌러 대화 노드를 추가해주세요.

The screenshot shows the Copilot Studio interface for the 'Request Device' topic. The top navigation bar is identical to the previous screenshot. The main content area shows the 'Request Device' topic details. On the right side, there is an adaptive card editor with a text input field asking for specific requirements or comments. Below it, there are sections for 'Request type:' (New Device) and 'Response time:' (3-5 Business Days). A 'Submit Request' button is present. At the bottom of the adaptive card editor, there is a section titled '출력(3)' with several items listed, each with a red circle labeled 1. To the right of this section is a large red circle containing a blue plus sign (+) button, which is used to add a new node to the conversation.

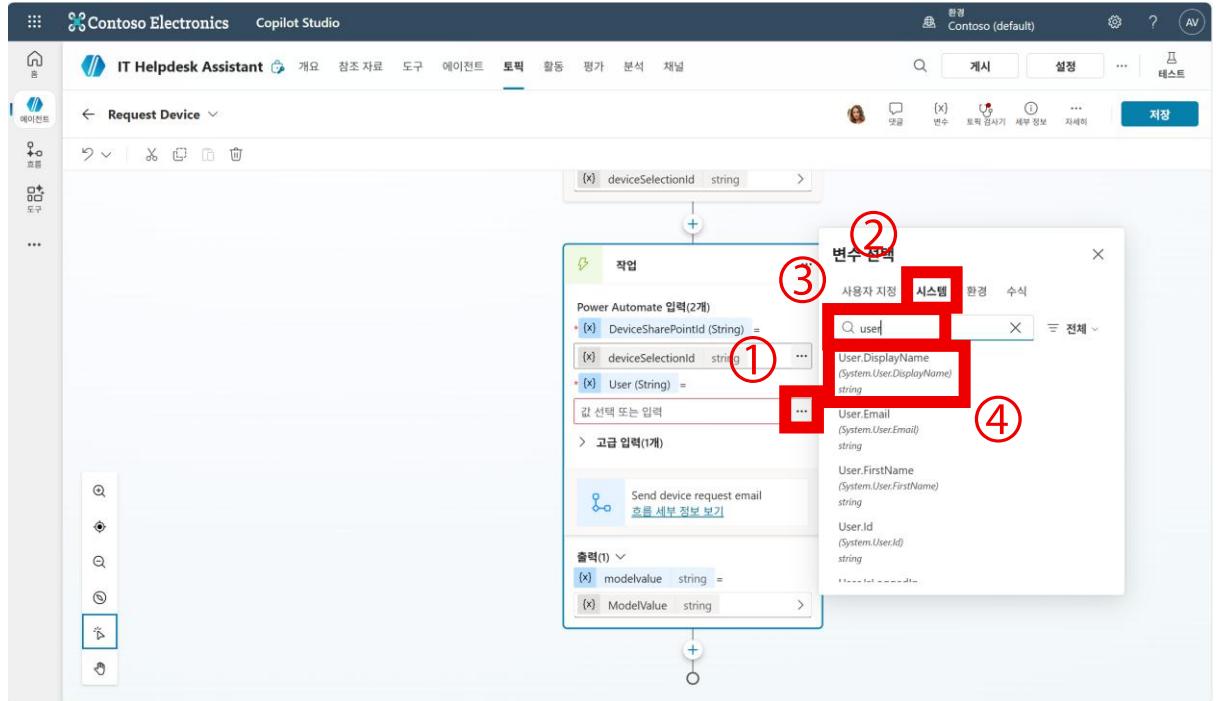
44. 도구 추가에서 Send device request email 흐름을 클릭해주세요.



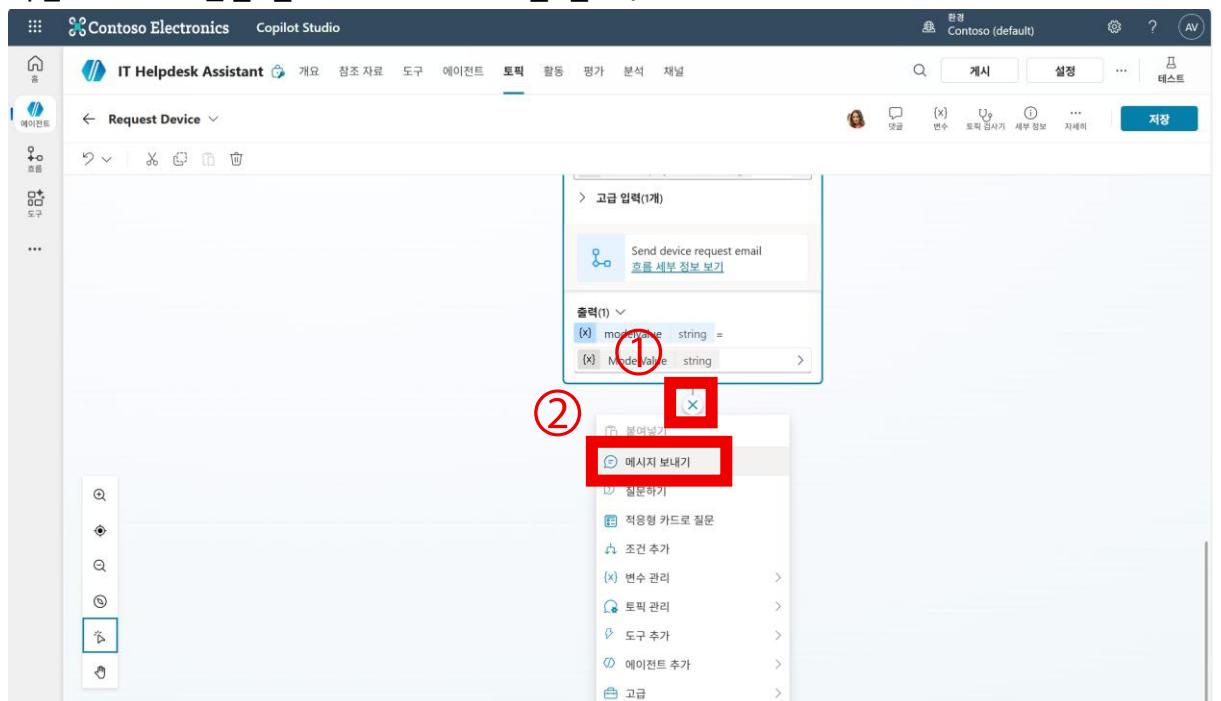
45. DeviceSharepointId 입력칸 옆 점 세개를 누른 후, 사용자 지정 탭에서 device라고 입력한 후 deviceSelectionId를 눌러주세요.



46. 이번에는 User (String) 옆 점 세개를 누른 후, 사용자 지정 탭에서 user라고 입력한 후 User.DisplayName를 눌러주세요.

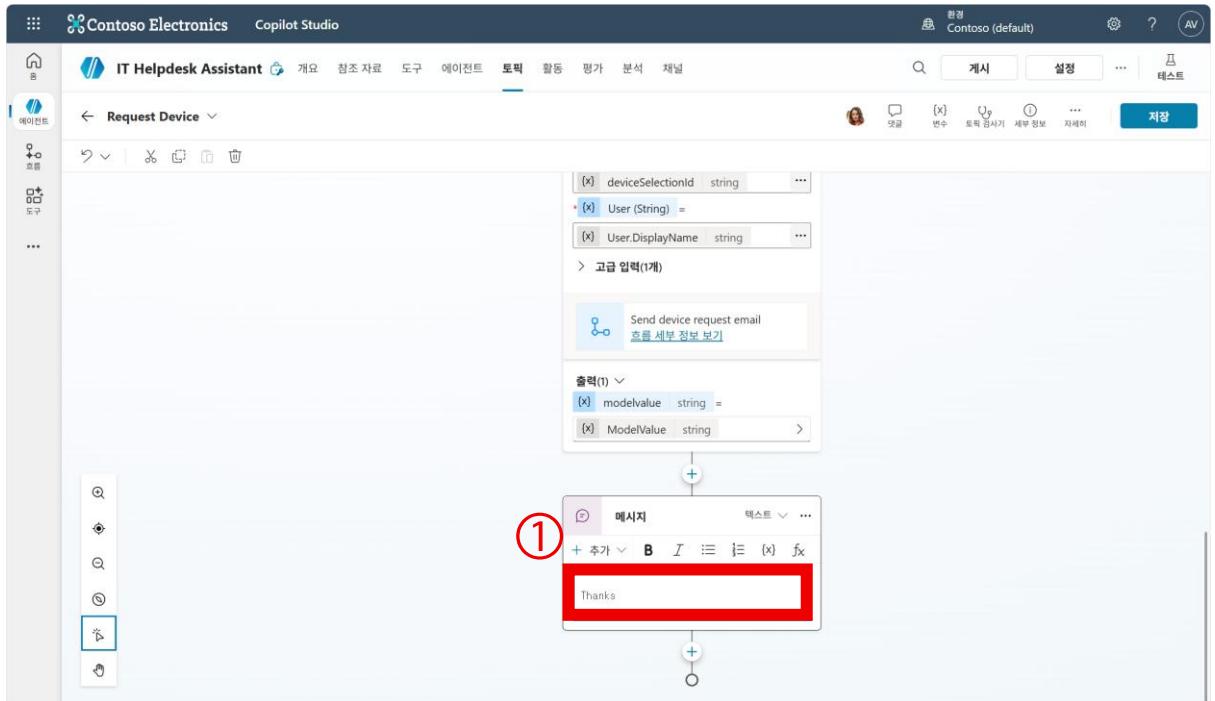


47. 작업 아래 + 버튼을 눌러 메시지 보내기 를 눌러주세요.

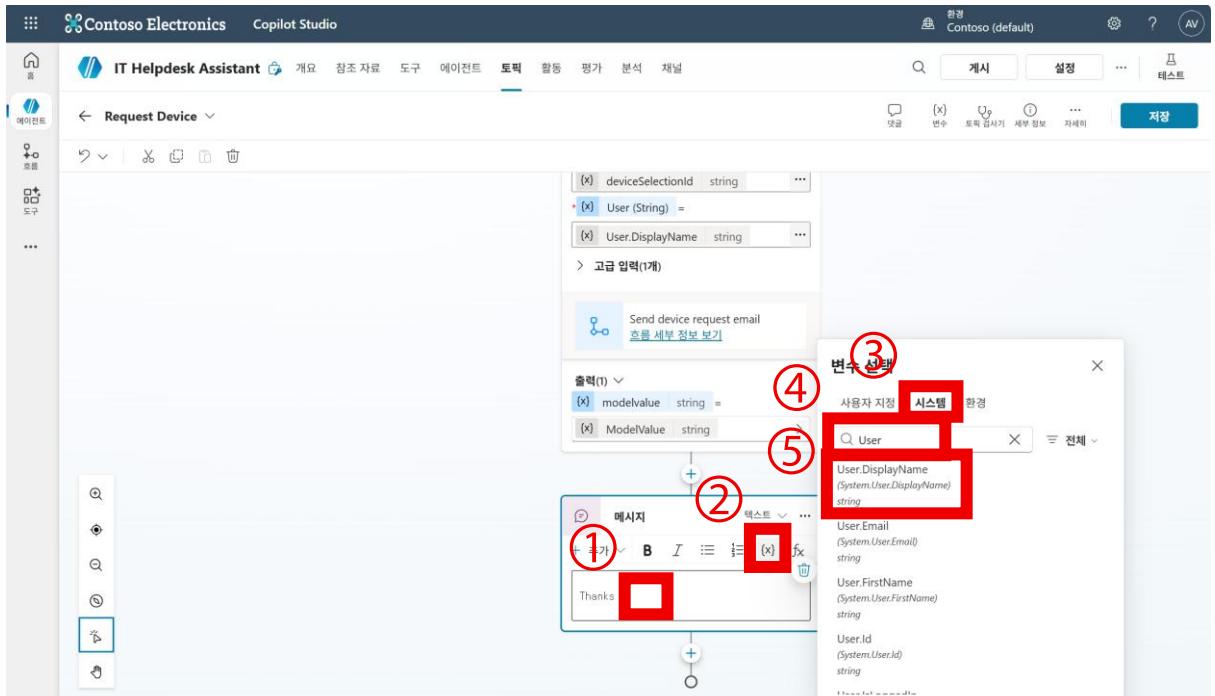


48. 입력란에 다음을 복사-붙여넣기 해주세요

Thanks

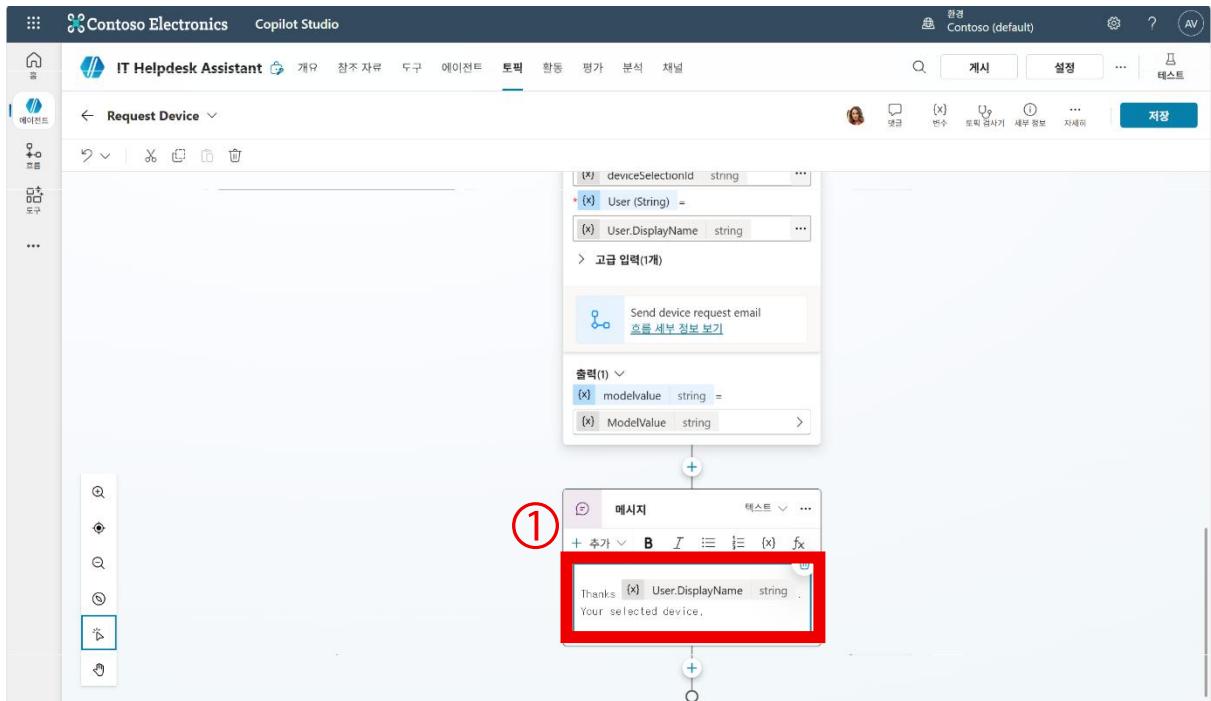


49. Thanks 뒤에 커서를 두고, {x}를 누른 후 시스템 탭에 User라고 입력하여 User.DisplayName을 클릭하세요.

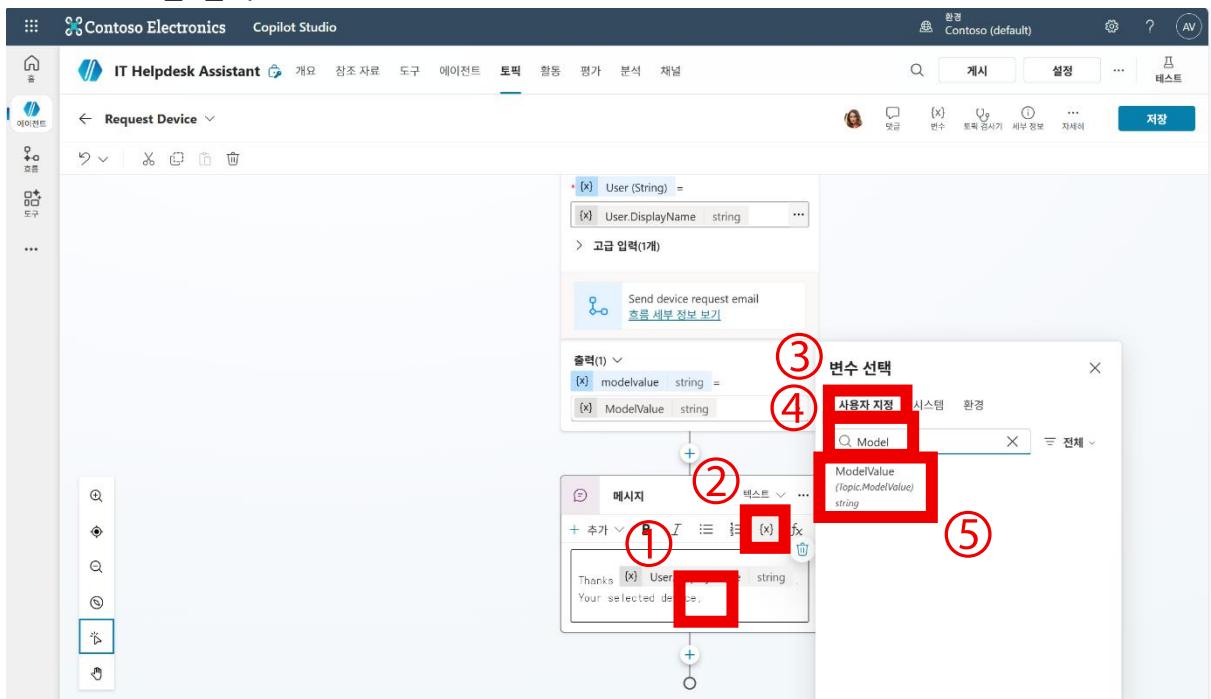


50. 입력 란에 다음을 복사-붙여넣기 해주세요

. Your selected device,

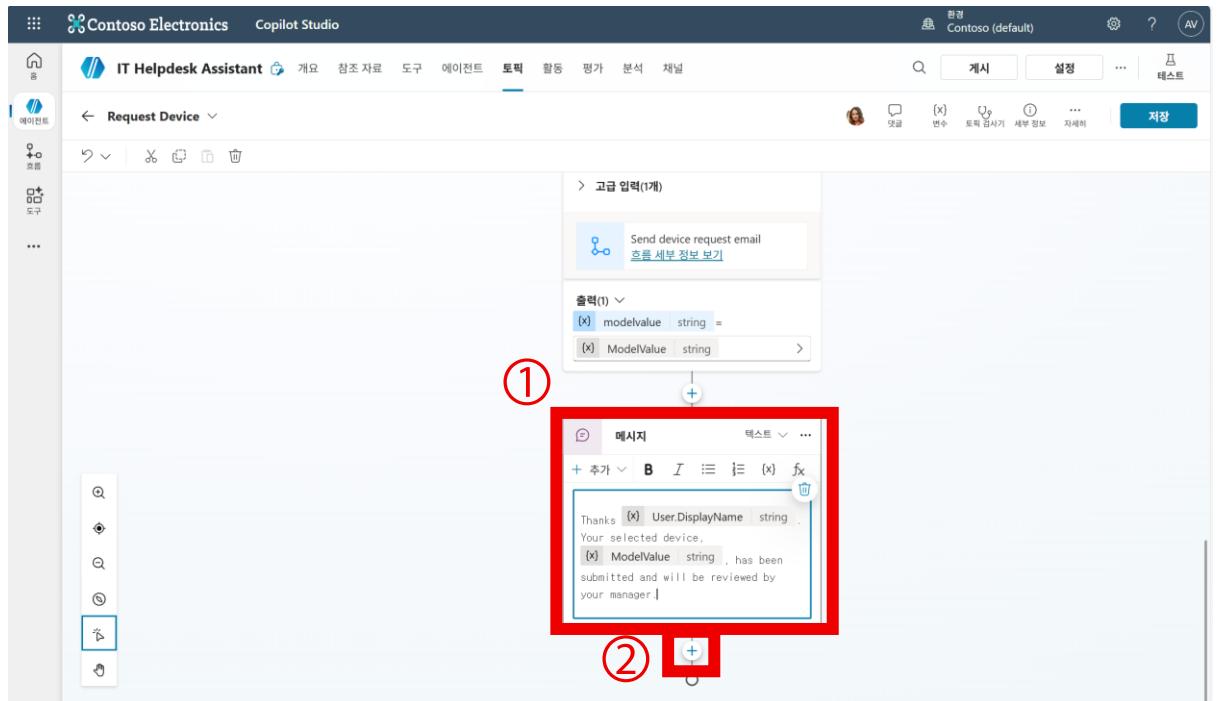


51. 다시 device, 뒤에 커서를 두고, {x}를 누른 후 시스템 탭에 Model라고 입력하여 ModelValue를 클릭하세요.

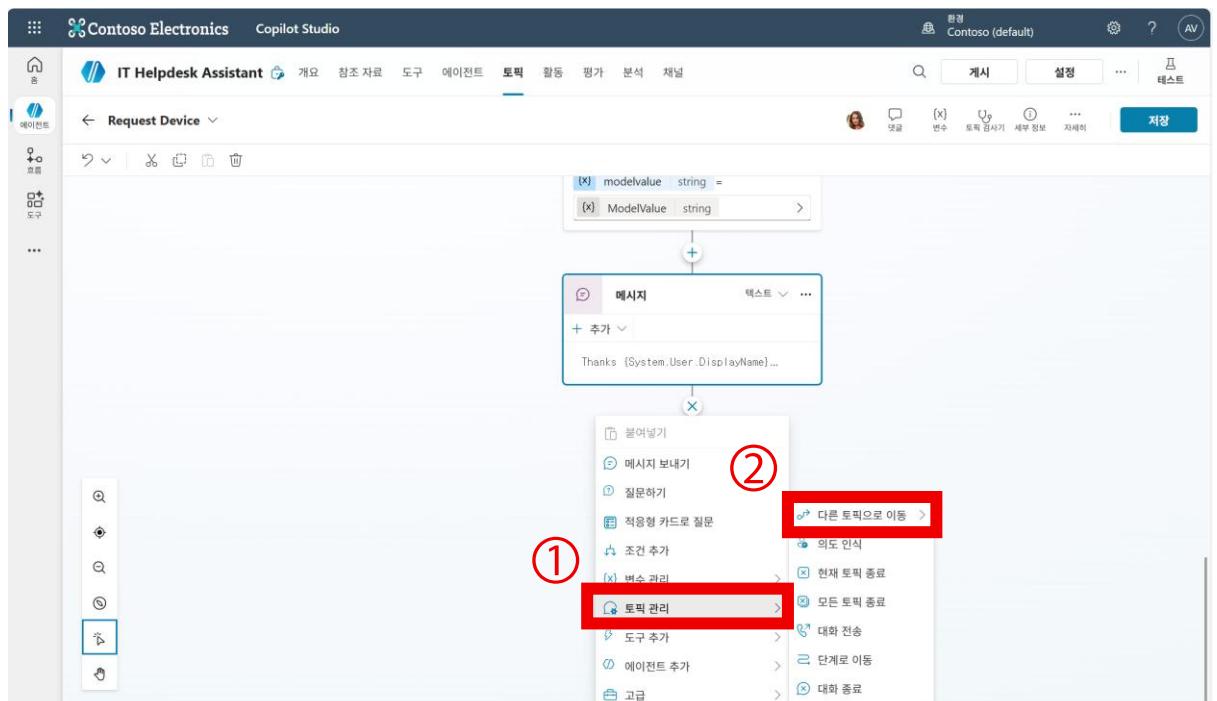


52. 입력란에 다음을 복사-붙여넣기 해주세요

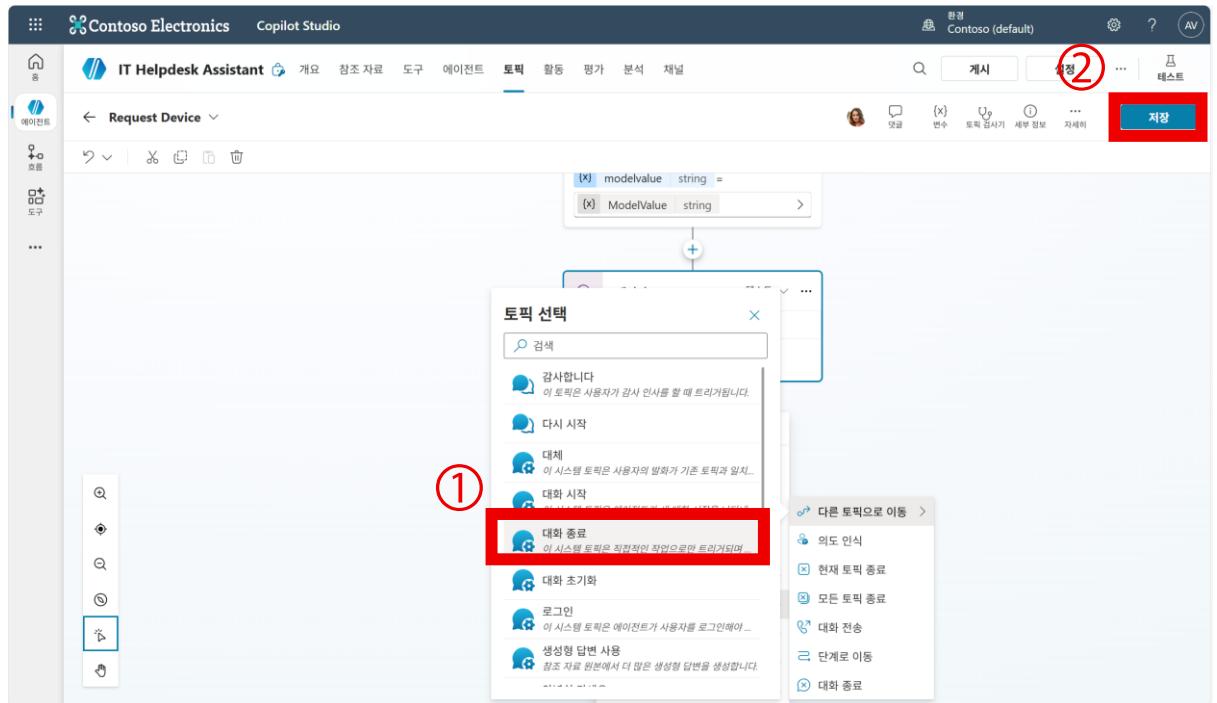
, has been submitted and will be reviewed by your manager.



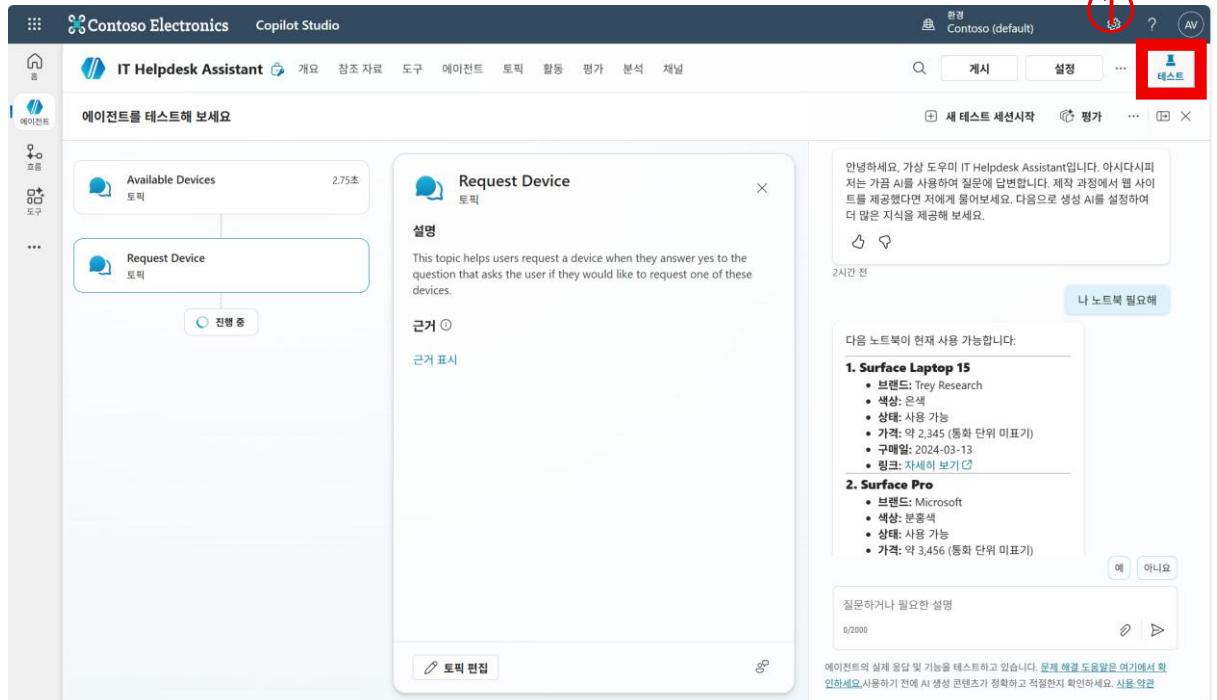
53. 메시지 아래 +를 누른 후 토픽 관리를 누르고 다른 토픽으로 이동 위에 마우스를 올리세요.



54. 대화 종료 토픽을 누른 후, 우상단에 있는 저장을 눌러주세요.



55. 이제 제작이 완료되었습니다! 테스트를 누른 후 “나 노트북 필요해”라 입력해보세요.



긴 시간 수고 많으셨습니다! 😊