

BUILD & IMPROVE

Build an agent around a real problem

You answer the same questions again and again. Can you build an agent that answers them?

Pick a question your team asks you constantly. Use Agent Builder in Copilot to describe an agent in plain language, give it your documents, and test it on real questions.

- 1 Try it your way**
Open Copilot and create an agent. Pick a problem you really have.

[Try in Copilot →](#)

- 2 Need a cue?**
Start with the outcome you need:

[Purpose](#)
[Knowledge](#)
[Instructions](#)

- 3 Still stuck? Reveal a sample prompt**

Have a go first — the sample prompt is on the next page when you want it.

[Reveal sample prompt ↓](#)

- 4 Did you get something useful?**

- ☐ The agent answers my real questions
- ☐ It uses my documents, not guesses
- ☐ It says when it doesn't know
- ☐ A colleague could use it without help

- 5 Take it one step further**

Ask Copilot: "What should this agent refuse to answer, and how should it say so?"

Your notes — what worked, what you'd change

Need a little help?



[Watch a quick video](#)
(3 mins)



[See a worked example](#)



[Take the learning path on ASN](#)

Top tips

- ✓ Use your own work if you can.
- ✓ Be specific about the output you need.
- ✓ Iterate — your first prompt doesn't have to be perfect.
- ✓ Check the result — would you actually use it?

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Sample prompt

Build an agent around a real problem

“ Create an agent that answers new starters' questions about our team's processes. Use only the attached onboarding guide and FAQ. Keep answers short, link to the source section, and say clearly when the answer isn't in the documents.

Select the text above and copy it into Copilot.

Why this works

- ✓ It defines who the agent serves and what it covers.
- ✓ It limits the agent to your documents, so it won't make things up.
- ✓ It tells the agent how to handle not knowing — the most-missed instruction.

[Try it in Copilot →](#)[← Back to the challenge](#)

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Worked example

Illustrative example — names and details are fictional

The situation

New starters on the Woodgrove finance operations team ask you the same 20 questions in their first month. You have an onboarding guide and an FAQ in SharePoint.

What Copilot returned

 Copilot

Here's how your onboarding agent was set up and how it performed in testing.

AGENT SETUP

- Name: Finance Ops Onboarding Helper.
- Knowledge: onboarding guide and FAQ from SharePoint.

TEST RESULTS

- Answered 17 of 20 common questions correctly, with source links.
- Said 'not covered' for 2 questions, as instructed.

TO FIX

- One answer quoted an outdated expense limit — the FAQ needs updating.
- Add the month-end calendar as a knowledge source.

What to check

- ✓ Test with real questions: use what new starters actually ask, not easy ones.
- ✓ Source check: the wrong answer came from an outdated document, not the agent.
- ✓ Hand-over test: ask a colleague to try it without any explanation from you.

[← Back to the challenge](#)