

Mini Hack Challenge:

Build an Autonomous Agent: *Sales Buddy – Auto*

Context

Your sales team now has a deterministic **Sales Buddy Agent** that supports multiple sales workflows. It's efficient, integrated, and performs well when sales reps initiate the conversation.

So far, the agent can:

- Answer questions about customers, contacts, activities, and upcoming events
- Record new leads into the system
- Register customers for events via conversational flow
- Analyze customer contracts stored in Azure Blob Storage
- Summarize call transcripts to provide next-best actions
- Integrate with Microsoft Teams for quick access and collaboration

Throughout the lab series, you've progressively enhanced this agent—expanding its capabilities from simple data retrieval to insights, automation, and collaboration.

Now it's time to go Autonomous!

Real-World Gap

Many customers register for events by simply sending an email. These requests:

- Often get lost in busy inboxes
 - Require manual review and follow-ups
 - Lead to delays or missed registrations
-

Your Challenge

Design and build a new, **autonomous version** of the Sales Buddy agent, called ***Sales Buddy – Auto***, using **Copilot Studio's Orchestration** features.

This agent should:

- Automatically **detect new email registration requests** coming into your inbox
- Use **Generative AI** to extract event and attendee info from email
- Call appropriate actions to **register the attendee to an event in Excel**
- Send a **confirmation email** with event details
- All without any chat or manual input


What's Different in This Challenge when it comes to event registration process?









	Lab 2: Task Agent	Hack: <i>Sales Buddy – Auto</i>
Interaction	Human initiates via chat	Autonomous – triggered by incoming email
Flow Logic	Built using Topics	Built using Instructions + Orchestration + Actions
Behavior	Step-by-step, user-led	Fully automated workflow, no human prompt
Actions	Used within Topics	Central to the agent's function
Intelligence	Limited – relies on fixed dialog	Uses Generative AI to parse, reason, act

What to Submit




- A working Sales Buddy – Auto demo
- A quick walkthrough (2–3 min live or recorded)


A working autonomous Agent Overview:

 Copilot Studio

 **Event Registration Agent**  Overview  Knowledge  Topics  Actions  Activity  Analytics  Channels

Your agent is ready! Here's what's next:


-  Add actions so your agent can do things for you
-  Add trigger so your agent can be activated by an event
-  Publish your agent so others can use it



Details Cancel Save

Name *

Event Registration Agent

 Change icon
Used to represent the agent. Icon should be in PNG format and less than 30 KB in size.

Description ⓘ

Event Registration Agent triggers when a new email arrives from a customer/lead requesting to register for an upcoming event

Instructions ⓘ

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Event Registration Agent triggers when a new email arrives from a customer/lead requesting to register for an upcoming event.

Step1 - Capture **EventID** (requested Event ID in email) and **Attendee** (from address of the email)

Step2 - Trigger "**List Events**" action to check and capture event details of the given **EventID**

Step3 - Trigger "**Register Attendee**" action to register attendee - **Attendee** and for the event - **EventID**

Step4 - Trigger "**Send Registration email**" action to send event details to **Attendee**

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Orchestration

Use generative AI to determine how best to respond to users and events. [Learn more](#)

☒ Enabled

Knowledge

Add data, files, and other resources to inform and improve AI-generated responses.

[+ Add knowledge](#)

Allow the AI to use its own general knowledge. [Learn more](#)

☐ Disabled[Add knowledge](#)

Actions

Add actions to empower the AI to complete specific tasks for improved engagement.

[+ Add action](#)

List events

...



Register Attendee

...



Send Registration email

...

Triggers

Set up your agent to activate when certain events happen. [Learn more](#)

[+ Add trigger](#)When registration email arrives → Use content from **triggerBody** to check if this is event registration request email

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