Georgia Institute of Technology

APPLIED AI AT TIYA SERVICES · DAY 3 · ADVANCED AGENTS WITH COPILOT STUDIO

Advanced Agents with Copilot Studio

Triggered, scheduled, and multi-agent

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Today

- 8:00 Login check and Day 2 in review
- 8:30 From agent builder to Copilot Studio
- 10:00 Event-triggered agents
- 12:30 Scheduled agents
- 1:30 Multi-agent orchestration
- 3:00 Operating autonomous agents · 3:45 Closing

Logistics

- Breaks at 9:45, 11:45 (lunch), and 2:45
- Every build is in the Day 3 workbook, copy-ready
- Remote: chat is watched all day
- Turn your triggers off before you leave

EXERCISE

Login check

- Open Copilot Studio and find your training environment
- Create a blank agent; delete it
- Open Outlook and Teams in other tabs

8:10

Day 2 in Review

15 min

The autonomy ladder

1 · Prompt

You ask; it answers

2 · Saved prompt

You reuse what works

3 · Agent

Instructions, knowledge, tools

4 · Triggered

Starts itself on an event or a schedule

5 · Autonomous

Plans and acts, with approvals

What still holds

Mask → Ask → Check

Every input and every output

Tests first

Questions with known answers

Request vs. lock

Instructions ask; permissions enforce

Draft, not decide

People approve what leaves the agent

What's new today

No one is watching

The agent runs when nobody is at the keyboard

Untrusted input

Whoever sends the email writes part of the prompt

Real actions

It can post, write, and send

Real cost

Every run uses capacity

8:30

From Agent Builder to Copilot Studio

Hands-on · 75 min

Two builders, one idea

Agent builder

In Copilot Chat. A person starts every conversation

Copilot Studio

Triggers, tools, connected agents, channels, analytics

Power Automate

Rules-based flows; Copilot Studio uses the same connectors

A tour of Copilot Studio

- Overview: instructions and description
- Knowledge · Tools · Agents · Topics
- Triggers on the Overview page
- Test pane and the activity map
- Publish and channels

LIVE DEMO

Build 1 · SOP Navigator in Copilot Studio

- Same instructions as Day 2
- Knowledge: the sandbox SOP library
- Test pane: watch which source it used

Tools: how an agent acts

- A tool is a connector action the agent may call
- Its name and description tell the agent when to use it
- Every tool you add is something it can do without asking

EXERCISE · 35 MIN

Rebuild, retest, publish

- Port the Navigator; rerun the Day 2 tests
- Publish it, and allow other agents to connect

Debrief

- Did any Day 2 test give a different answer here?
- What did the activity map show you that the chat didn't?

10:00

Event-Triggered Agents

Hands-on · 105 min

Anatomy of a trigger

Event	Condition	Payload	Action	Human check
A new email, a new file, a new list item	Only when… (subject, folder, sender)	The event's content plus your instructions	What the agent does with it	Who approves before anything leaves

Agent instructions vs. payload instructions

Agent instructions

Who it is and how it always behaves

Payload instructions

What to do with this one event

Never

Let them conflict

The email is not your instructions

- The sender writes part of what the agent reads
- Treat the body as data to classify, never as orders
- Say so in the instructions, then test it

LIVE DEMO

Build 2 · Work Order Intake

- Trigger: a new email with [WO-TRAIN] in the subject
- Knowledge: FM-SOP-03 and FM-SOP-07
- Tool: post a triage card to Teams; no send-email tool

EXERCISE · 30 MIN

Send the inbox

- Send yourself the eight sample emails
- Check each triage card against the key

The three hard emails

#4 Override

Hidden orders in the body

#5 Health details

An injury in the report

#6 Duplicate

The agent can't remember #1

Debrief

- Which email did your agent get wrong first?
- Was the fix a request or a lock?
- What would have happened with a send-email tool?

12:30

Scheduled Agents

Hands-on · 60 min

Two ways to run on a schedule

Scheduled prompt

In Copilot Chat. Personal, no build

Recurrence trigger

In Copilot Studio. Shared, can use tools

Let the flow count; let the agent write

- Totals and dates come from data, not from the model
- The agent explains, summarizes, and flags
- Every number in the briefing gets checked

LIVE DEMO

Build 3 · Monday Backlog Briefing

- Recurrence trigger · Excel tool · Teams post
- Test every 5 minutes; then Monday 7:00; then off

EXERCISE · 25 MIN

Check the briefing

- Open, overdue, and the repeat failure
- Against the answer key

Debrief

- Which number was wrong, if any?
- Who reads this every Monday, and what do they do with it?
- How would you know if it silently stopped?

1:30

Multi-Agent Orchestration

Hands-on · 75 min

Why more than one agent

Focus

Each agent does one job well

Reuse

One SOP agent serves many

Ownership

Different teams own different agents

Child or connected?

Child agent

Lives inside the main agent. One owner, not reused

Connected agent

Its own published agent. Own owner, reused by others

The cost of a team

- Every hand-off adds time
- Every agent is another thing to test and govern
- An error in one agent flows into the next

LIVE DEMO

Build 4 · Facilities Desk

- Orchestrator: routes the question
- Connected: your SOP Navigator
- Children: Priority Advisor, Notice Drafter

EXERCISE · 30 MIN

Routing tests

- Six questions, the expected agent for each
- Fix descriptions, not just instructions

EXERCISE · 10 MIN

One agent or many?

- Four TIYA scenarios
- Single, child, connected, or not an agent

3:00

Operating Autonomous Agents

45 min

Five new risks

Injection	Credentials	Silence	Cost	Chains
Input carries orders	It acts with its maker's connections	It fails with no one watching	Every run uses capacity	One agent's error feeds the next

EXERCISE · 15 MIN

Red-team your intake agent

- Three attack emails
- Did it obey the email?

The off switch

- Turn off the trigger
- Disable a child or connected agent
- Unpublish the agent
- Know which one, before you need it

EXERCISE · 15 MIN

Agent runbook

- Owner, trigger, normal, alarm, off switch, re-test

Risk tiers for autonomous agents

Tier 2

Triggered, posts only to its owner or team, a person acts

Tier 3

Anything that sends, writes to a system of record, or reaches outside the team

3 : 45

Closing & Assessment

15 min

EXERCISE · 10 MIN

Knowledge check and exit checklist

- Eight questions
- Show an instructor every trigger turned off

Next step

- One trigger you'd propose at TIYA
- Its runbook, on one page
- The person who would approve it

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Thank you

Evaluation form · certificates at the door

Questions after today: [TIYA contact]