eGroup | ENABLING TECHNOLOGIES
together we make IT happen

HOW TO BUILD STRUCTURED PROMPTING FOR AGENTS

An eGroup Enabling Technologies Webinar

Today’s Presenters

Kai Andrews
Practice Director – Data/AI/Power Platform
Kandrews@EnablingTechCorp.com | LinkedIn

Cameron Prill
Senior Solutions Architect – Data/AI/Power Platform
Cprill@EnablingTechCorp.com | LinkedIn

Who We Are

Microsoft Advanced Specializations

Modern Work

- ✓ Teamwork Deployment
- ✓ Meetings & Meeting Rooms for Microsoft Teams
- ✓ Calling for Teams
- ✓ Endpoint Management

Security & Compliance

- ✓ Information Protection & Governance
- ✓ Threat Protection
- ✓ Identity & Access Management
- ✓ Cloud Security

Azure Apps & Infrastructure

- ✓ Azure Virtual Desktop
- ✓ Azure VMware Solution
- ✓ Infra and Database Migration to Azure

Member of
Microsoft Intelligent Security Association

Microsoft Security

Microsoft Verified Managed XDR Solution

2022 Microsoft US Partner of the Year: Modern Endpoint Management
2022 Microsoft US Partner of the Year: Meetings, Calling, & Devices for Microsoft Teams
2020 Microsoft US Modern Workplace Partner of the Year: Teams Calling and Meetings
2018 Microsoft US Modern Workplace Partner of the Year: Intelligent Communications
2015 Microsoft Unified Communications Partner of the Year (including 2009, 2010)
2015 Microsoft Global Communications Partner of the Year
2010 Microsoft East Region Overall Partner of the Year: All Competencies
2009 Microsoft Global Unified Communications Partner of the Year
2008 Microsoft US Higher Education Partner of the Year

9x Microsoft

Microsoft Partner of the Year

What We Do

Microsoft 365

- Exchange Online
- OneDrive
- Microsoft Teams Phone, Meetings, Rooms
- Endpoint Management
- SharePoint
- Microsoft 365 Copilot

Microsoft Azure

- Azure Migrations
- Entra ID
- Azure Storage
- Azure VMware Solution
- Nutanix Cloud Clusters on Azure

Modern Datacenter Architecture

- Nutanix
- Cohesity
- Cisco
- VMware
- Pure Storage

Security & Compliance

- Microsoft 365 Security
- Microsoft Intune
- Microsoft Purview
- Azure Security
- Arctic Wolf
- ThreatHunter MXDR

Virtual Desktops

- Azure Virtual Desktop
- Citrix
- Horizon

Data, AI, Apps & Automation

- Azure
- Azure Open AI
- Agents
- Microsoft Power Platform
- Microsoft Fabric

Business Transformation Services

- Organizational Change Management
- Strategic Advisory Services
- Cloud Service Provider
- Licensing Optimization

Cloud Data Protection

- Rubrik
- Cohesity

Disaster Recovery

- Azure Site Recovery
- Nutanix
- Zerto

Networking

- Cisco
- Meraki

Managed Services to Support All Solutions

The Problems We Are Solving

Agents are the latest buzz in the AI world and without understanding their place in the AI ecosystem, you will miss out on effective and relatively low-cost AI benefits.

> ***There's no question that agentic AI is a major and significant trend in 2025 and beyond.***
>
> ***— Gartner, via Forbes***

Outcomes From This Session

Agents, agents, agents! It's time to unravel what an agent is, how they work and how to best integrate them into your workforce and ways of working.

Agents do not have to be difficult to implement, nor do they have to be cost-prohibitive. Let's explore **how to create pragmatic agents** that can quickly improve and scale your existing workforce's abilities.

Seeing is believing so we will shift into demo mode so that you can **see how agents are built, how they function** and get you thinking of agents for your organization.

Intro To Agents

Quick introduction to and overview of Agentic AI.

Agents in the Workforce

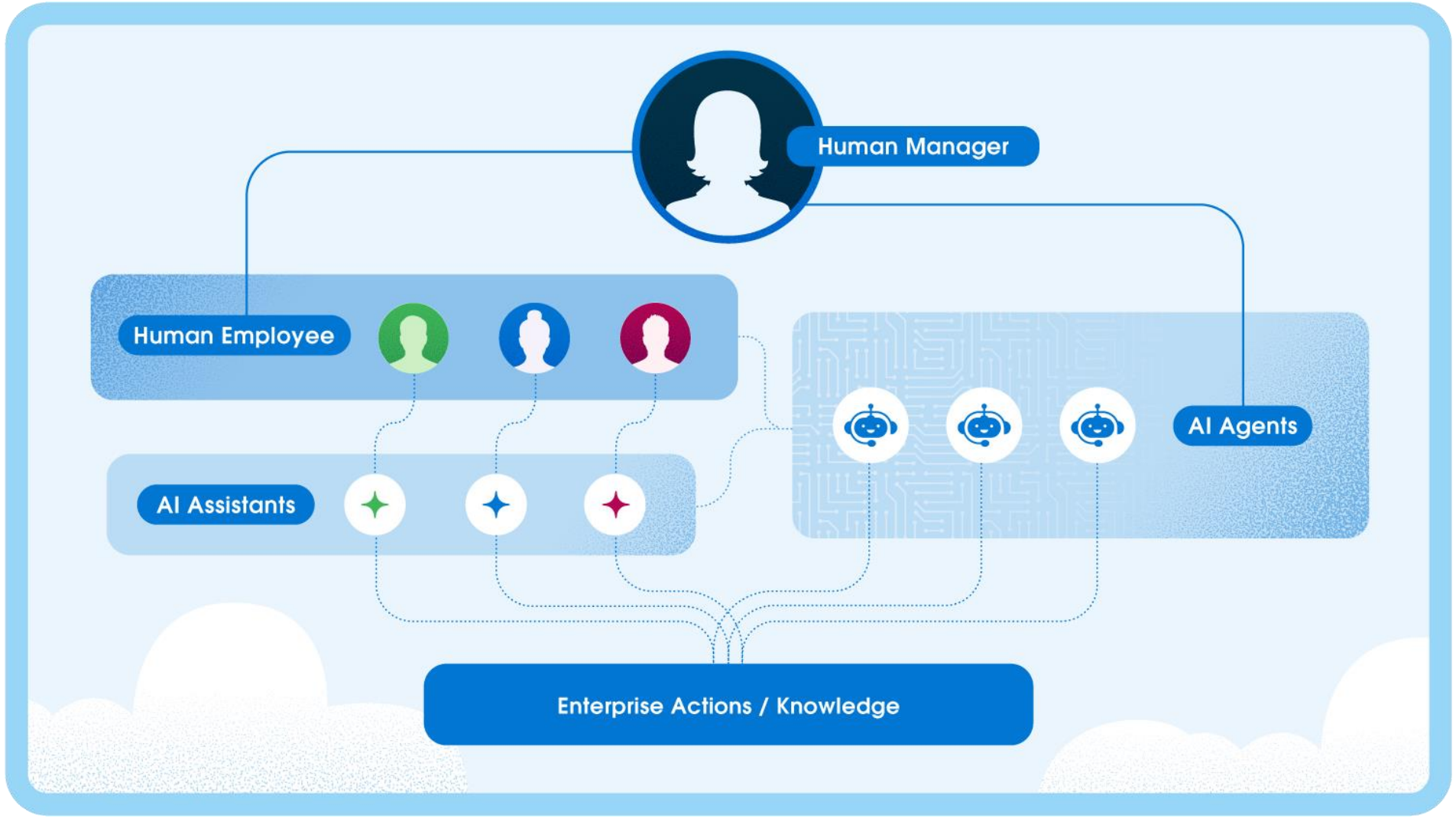


Diagram by Salesforce.com

Introducing Agents

Copilot

Human augmentation

Private, Personal Assistant

Every employee will have a Copilot

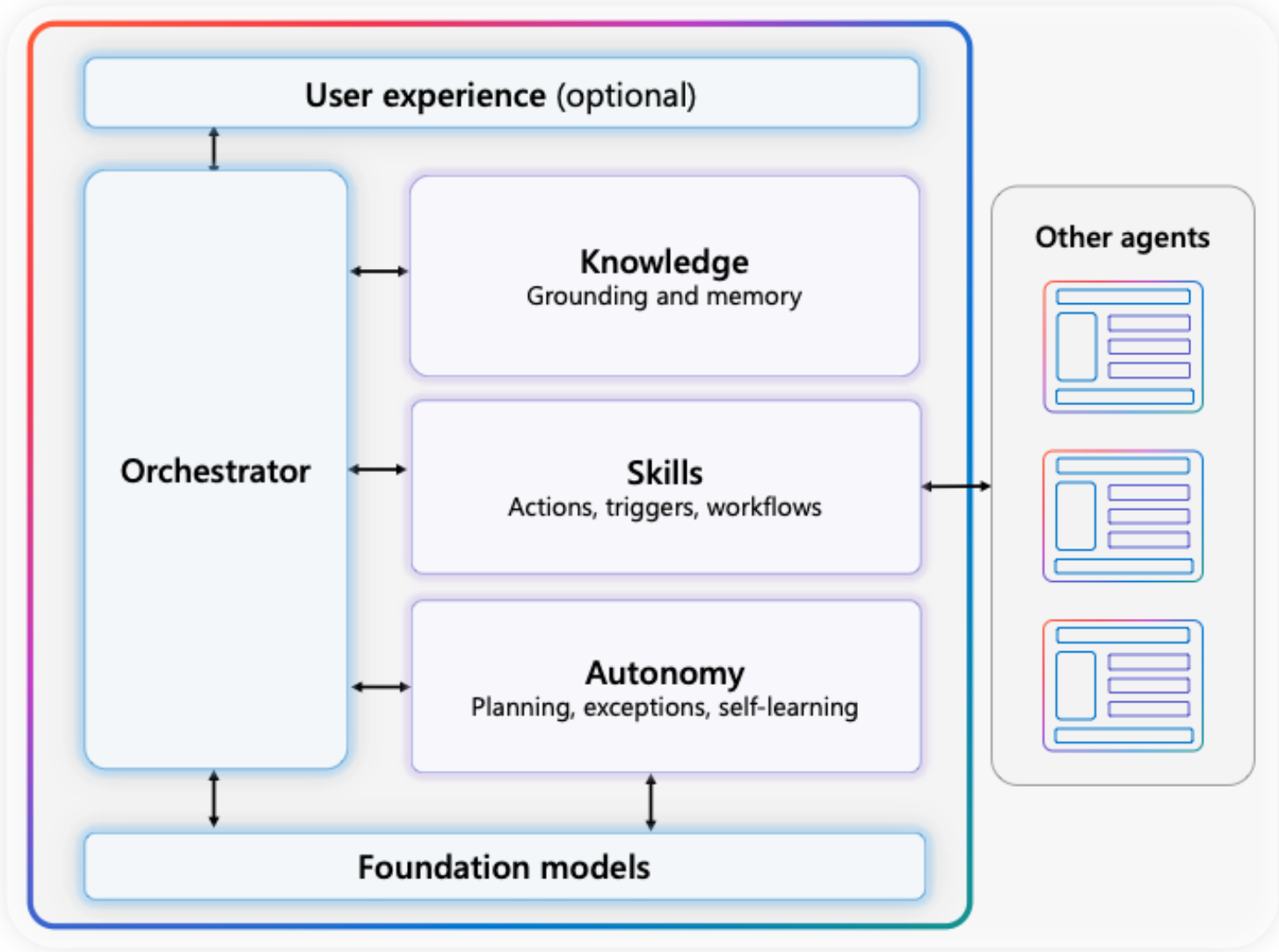
Agents

Connected to Copilot or autonomous

Automates tasks and processes

Every business process will have an agent

What is Inside of an Agent?



Agents Run on a Secure & Trusted Platform

Data Security

Leverage label inheritance and data loss prevention policies

Intelligent grounding respects your permissions and security controls

Comprehensive visibility into user, data, and agent risks

Access & Cost Controls

Control agent availability and access

Control who can create and sharing of agents

Track and manage agent costs and operational insights

Measurement & Reporting

View core usage telemetry and track license utilization

Track improvements in user productivity and compare impact across groups

Analyze Copilot & agents' impact to business outcomes

Agent interactions stay in the Microsoft 365 and Azure Service Boundary and your Microsoft 365 security, governance, compliance, and privacy policies apply

Spectrum of Agent Types

Copilot agents are AI assistants that can help optimize business processes and enhance productivity

Copilot agents vary in level of complexity and capabilities depending on your need

Simple — *Advanced*

Retrieval

Retrieve information from grounding data, reason, summarize, and answer user questions

Copilot Chat agents with Agent Builder or Custom agents with Copilot Studio

Task

Take actions when asked, automate workflows, and replace repetitive tasks for users

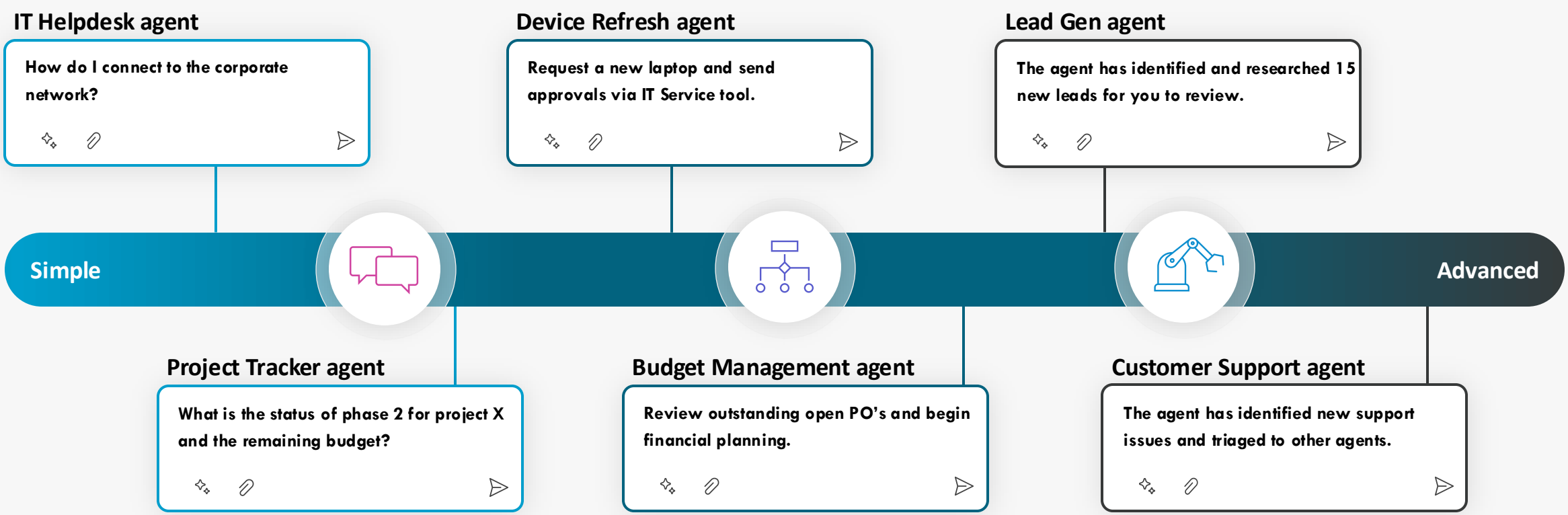
Custom agents with Copilot Studio

Autonomous

Operate independently, dynamically plan, orchestrate other agents, learn and escalate

Custom agents with Copilot Studio

Continuum of Solutions



Agent Creation Tools

Simple — Advanced

	Agent builder	Copilot Studio	Copilot Studio + Azure AI
	For End Users	For Makers	For Developers
	Declarative agents*	Declarative or custom-engine agents*	Custom-engine agents*
Knowledge	← Microsoft Graph & connectors		Custom RAG on any data →
Actions	← Retrieval Only		Task / Autonomous →
Channels	← Microsoft 365 Only		Multiple Internal & External Channels →
	$30/User/Month License	$200/25,000 Transactions/Month OR Pay as You Go (No User Licenses)	Consumption Model Based on Services Used

* Declarative = prompts handled by Microsoft 365 Copilot; Custom-engine = prompts handled by custom AI engine (i.e., orchestrator and foundation models)

Agents Manage Initial Costs

Agent builder

For End Users

Declarative agents*

Copilot Studio

For Makers

Declarative or custom-engine agents*

Knowledge	Microsoft Graph & connectors	Custom RAG on any data
Actions	Retrieval Only	Task / Autonomous
Channels	Microsoft 365 Only	Multiple Internal & External Channels

$30/User/Month License

$200/25,000 Transactions/Month OR Pay as You Go (No User Licenses)

Sample Cost Scenario

1,000-person organization
(20 office workers + 980 frontline workers)

Option 1
- License all for M365 Copilot

$360,000/year

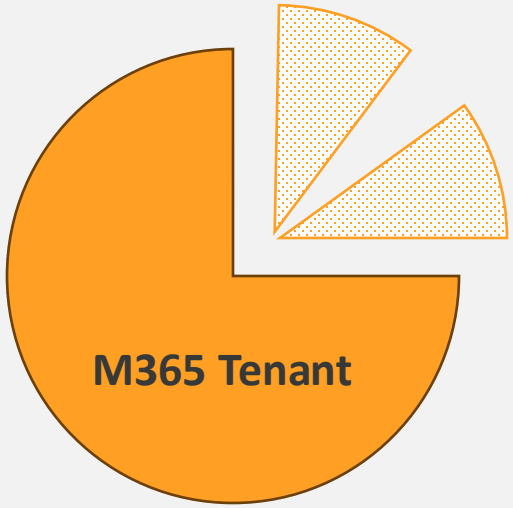
Option 2
- License 20 for Copilot
- License 980 for an HR Policy Agent

$9,600*/year

*Assumes 25,000 agent interactions/month.

Agents Help Secure Your Content

Security Through *EXCLUSION* (Microsoft 365 Copilot)

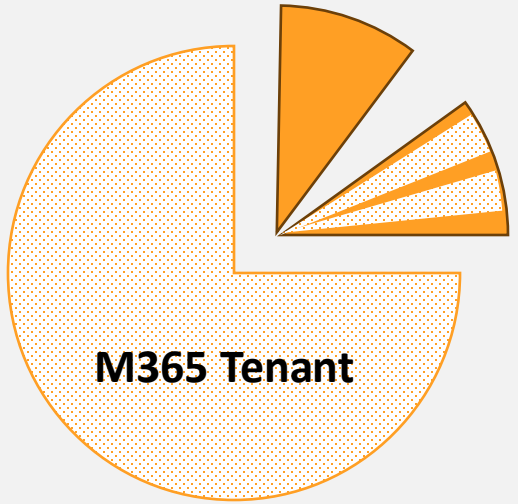


REMOVE select SharePoint sites from the AI knowledge/brain.

PROS	CONS
Quickly remove areas of concern from discovery.	Removes entire SharePoint sites/no fine tuning.
Deploy M365 Copilot while cleaning up content access.	Disables SharePoint search on excluded sites.
	Might still miss content in other sites.

VS

Security Through *INCLUSION* (Agents)



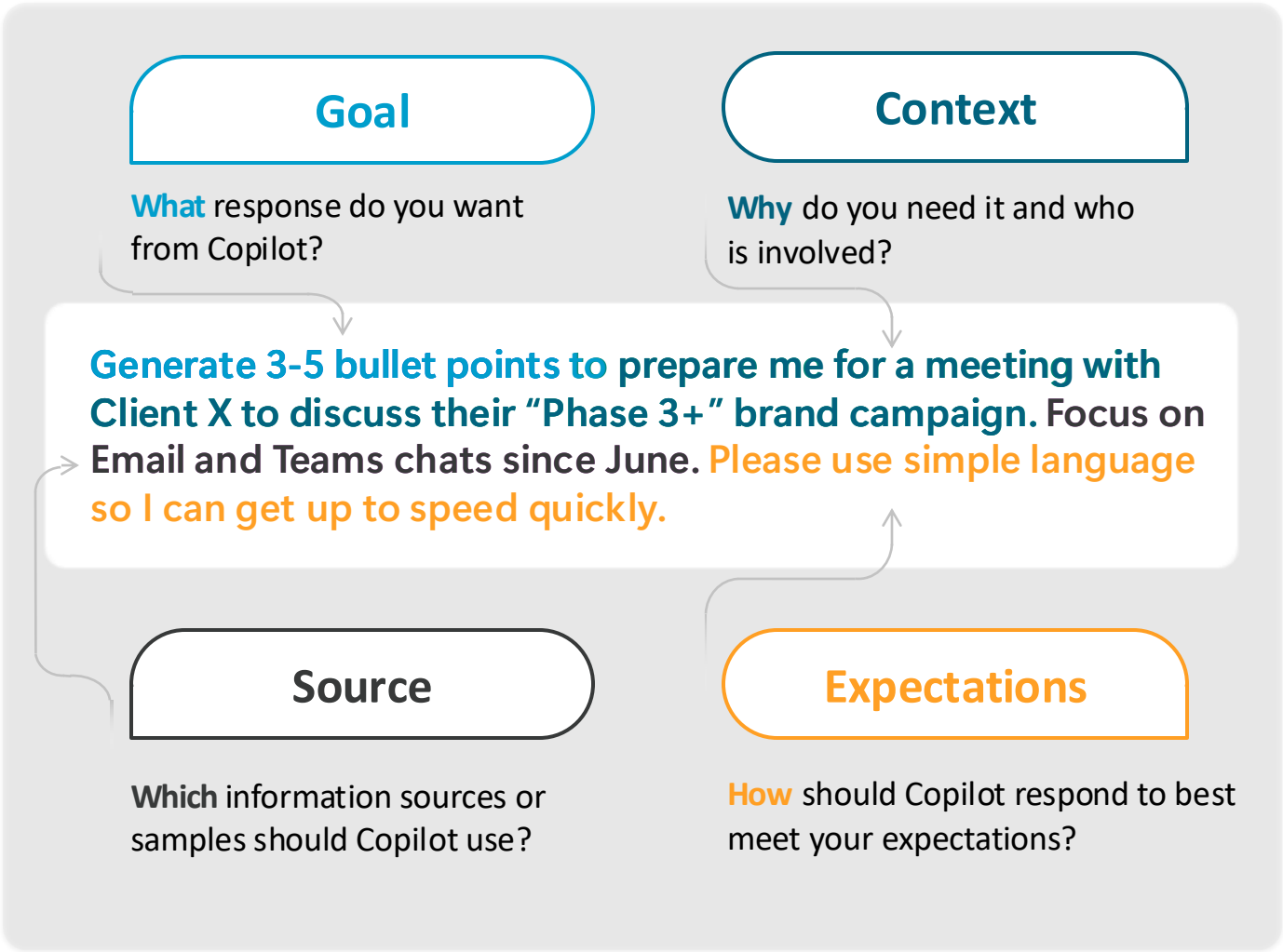
ADD select SharePoint sites and/or documents to the AI knowledge/brain.

PROS	CONS
Takes a surgical approach to including content.	Requires development of a custom agent.
Focus the AI on the content that is relevant to its function and audience.	
Improved accuracy.	

Prompting

Introducing the importance of prompting.

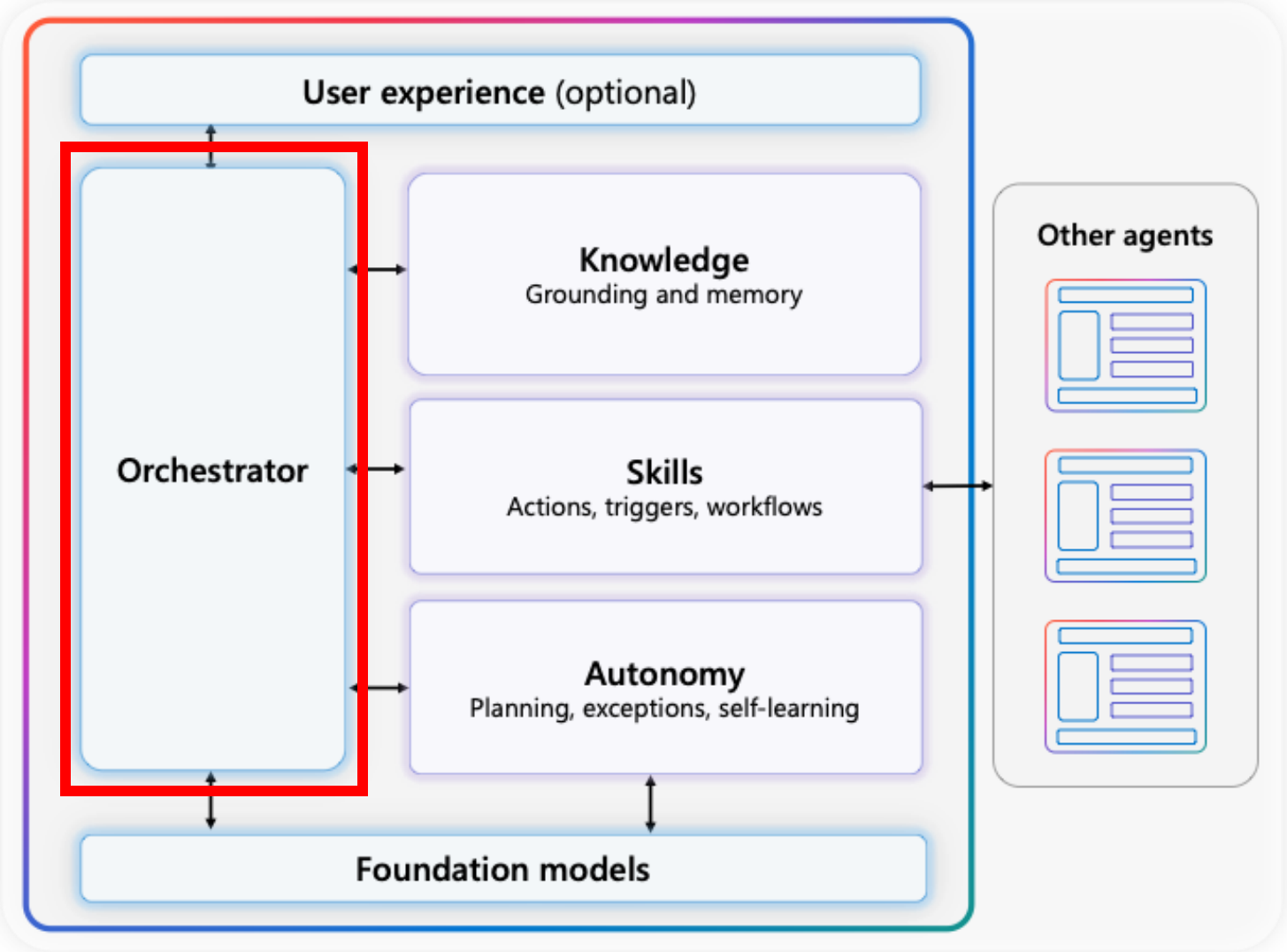
A Different Type of Prompt



Microsoft 365 Copilot prompts are focused on executing specific**, point-in-time** tasks.

Agent prompts are intended to provide a detailed set of instructions that are **repeated** over time.

What Roles do the Agent Prompt Play?



- Prompts are the instruction set that explain to an agent what its purpose is and what it is supposed to do.
- Prompts give an agent its personality.
- Prompts provide guardrails for an agent.
- Prompts structure the output of an agent.
- Prompts prevent hallucinations or unintended outcomes.

Prompt Framework

 # INSTRUCTIONS

1. Clearly define the task or question you want the model to address.
2. Provide any necessary context or background information.
3. Specify any constraints or requirements for the response.
4. Optionally, include examples of desired output.

 # TASK
<task>

</task>

 # CONTEXT
<context>

</context>

 # TEMPLATE
<template>

</template>

 # CONSTRAINTS
<constraints>

</constraints>

 # EXAMPLES
<examples>

</examples>

 # GUIDELINES
<guidelines>

</guidelines>

 # OUTPUT
<output>

</output>

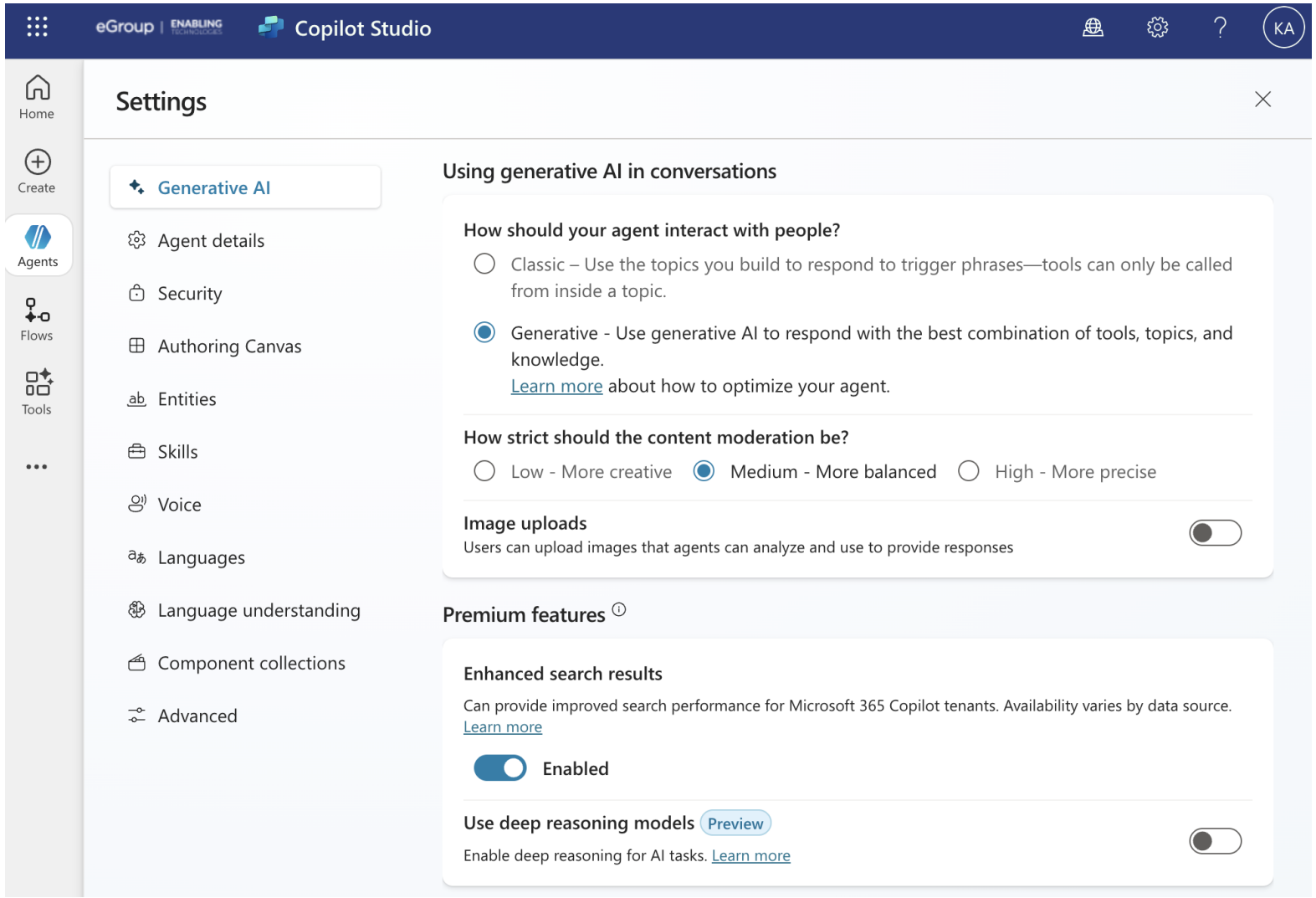
 # SOURCES
<sources>

</sources>

Best Practices

1. Write as if you are explaining the job to a new employee - be specific and detailed…and no acronyms!
2. Don’t skip on the basics.
3. Outline what you want the agent **NOT** to do.
4. Write, test, and troubleshoot your prompt one piece at a time…just like coding!
5. Use the AI to help you troubleshoot your prompt and recommend improvements.
6. Revisit your prompt over time to retest and refine, especially if your content has evolved.
7. Avoid unnecessary punctuation and formatting in your prompts.

Copilot Studio - The Next Level



Use Copilot Studio “Settings” to influence your prompt’s behavior:

- Set the orchestration to “Classic” or “Generative”, the latter giving your agent more “freedom” to interact with users.
- Set moderation to control agent creativity.
- Use deep reasoning models to enhance an agent’s thought process.

Prompt Demo

Let’s build an agent…

Agent In A Box

Build A Custom AI Agent Tailored To Your Business Needs

While out-of-the-box copilots like Microsoft 365 Copilot offer robust functionality, many business challenges require a custom AI agent designed specifically for your workflows. With **Agent in a Box**, you can experience the impact of a tailored AI agent through a rapid, hands-on proof-of-concept engagement.

Custom AI Design

Tailored agent capabilities aligned with your unique business workflows and tasks.

Rapid Proof of Concept

Build and deploy a functional AI agent in just one week, enabling quick evaluation and feedback.

Measurable Impact

Validate the agent's effectiveness through real-world testing and ROI insights.

Day 1: Kickoff & Discovery

- Align on objectives, finalize topics, and initiate design.

Day 2: Design & Build

- Begin building the AI agent based on agreed scope.

Day 3: Build Completion

- Finalize the initial build and review progress.

Day 4: Feedback & Adjustment

- Refine the agent based on feedback.

Day 5: Closeout & Handover

- Deliver the agent, schedule follow-up, and provide access.

THANK YOU