

Alternative to Lab 4

Build an agent to answer password reset requests

- Create a blank agent
- Name the agent, Contoso IT Helpdesk
- In Agent settings, add ContosoITHelpDesk for schema name
- Configure the agent to use classic orchestration (Settings)

Add a Topic called Password Reset

- Add a Topic from blank
- Name the Topic **Password Reset**
- In the **Trigger**, in “User says a phrase” add several phrases that represent password reset requests. Examples:
 - I forgot my password
 - Reset my password
 - I’m locked out
 - Can’t login
 - Need a new password
- Add a **Message** node with the text “I can help you reset your password”.
- Add a **Question** node with the question “What is your work email address?”, identify the response as an Email and save it to a variable named **UserProvidedEmail**
- Add a **Message** node with the text “I need to verify your identity before resetting anything. I’m sending a one-time code to your email address, [add the UserProvidedEmail variable here]”
- Save the topic

Add a flow to send a one-time password as a mobile notification

- Clicks **Flows** at the environment level (outside an agent).
- Click **New agent flow**
- For the trigger select **Skills | When an agent calls the flow**
- Add one text input, name it Email and for Description use User’s email. We won’t use it in this flow, but in a production environment you would use the email to send the code to the user.
- Add an Initialize variable step, set the variable name to OTPCode and the type to string
- Set the variable value to a random four-digit number (Search for how to create a random number in Power Automate. You need to convert the number to a string)
- Add a **Send Mobile Notification** step with the text “Here is your one-time code for your password reset request:
- Use the Dynamic content icon to add the OTPCode variable at the end of the message.
- Add an action **Skills | Respond to the agent** with one output of type string.
- For Enter a value to respond with, add the OTPCode variable.
- Click Overview and in Details, change the flow name to **Send OTP Code**
- Switch back to the Designer tab and click **Publish**

Return to the Password reset Topic in the Contoso IT Helpdesk Agent

- After the verify identity Message node, add a node, select **add a tool** and click on the **Send OTP Code** flow
- For the Email input, select the **UserProvidedEmail** variable
- Add a Question node with the question “Please enter the code you received”, use **User’s entire response** for **Identify**
- Rename the variable to **UserOTPCode**
- Add a **Condition** node to compare the code entered by the user with the code returned from the flow
- Add a **Message** node below the condition node, add the text “Verified! Your account has been unlocked and a temporary password sent to your email”.
- Add a Message node below the All other conditions node, add the text “The code you entered is not the code that was sent to your email address”.

Test the Agent

- In the Test your agent pane, type one of the password reset phrases
- Provide an email address
- Check for the generated OTP code in the flow run history in make.powerautomate.com
- Provide the correct OTP
- Redo the test and provide an incorrect OTP

Change to Generative AI Orchestration

- In Settings for the agent, select Yes under **Use generative AI orchestration for your agent’s responses?**
- Close settings (X top right)
- Review how the trigger for the Password Reset topic has changed
- Redo the test using a phrase that isn’t in the description of the topic, such as I can’t login. Confirm that the topic is triggered – no need to complete the OTP test.