

AUTOMATE **Advanced** 50 MIN · UPDATED 2026-09-30

Deploy a customer-support response-drafting agent.

Build a Copilot Studio agent that drafts support responses from your product knowledge base and account history, attaches relevant articles, and routes anything it can't answer to a specialist.

MICROSOFT 365

SharePoint

Outlook

WORKS WITH

Copilot Studio

Business Outcome

Faster first-response times on support tickets without lowering answer quality.

Workflow Steps

Step 1: Ground the agent in your actual KB, not general knowledge

Copilot Studio

In Copilot Studio, scope the agent's sources to your maintained product knowledge base and, where permitted, the customer's account and ticket history — never let it draft a response based on general assumptions about your product.

Step 2: Draft, don't auto-send

Copilot Studio

Configure the agent's output as a draft response with attached KB article links, routed to a human support agent's queue for review before anything goes to the customer.

PROMPT

Draft a response to this customer's ticket about their export failing with a "quota exceeded" error. Reference their current plan tier from the account record, cite the relevant KB article, and suggest the next step to resolve it.

Step 3: Set clear routing rules for specialist handoff

Outlook

Define what the agent should never attempt to draft — billing disputes, anything involving account cancellation, or a ticket where the KB doesn't cover the described issue — and route those straight to a specialist with the ticket context attached.

Step 4: Review draft quality on a sample before wider rollout

Outlook

Pull 15-20 real drafted responses across a range of ticket types and have a support lead rate each against what they'd have written themselves.

Look specifically for topics where the draft is consistently weak, not just an overall pass/fail impression, and fix the KB or agent instructions for that topic before expanding to the full queue.

✓ Check the work

- Confirm every cited KB article actually supports the claim made in the draft.
- Check that account-specific details (plan tier, past issues) in the draft match the real account record.
- Track how often support agents edit vs. send drafts as-is — heavy editing on a topic signals the KB or the agent's prompt needs work.



Expected Outcome

A drafted, source-cited response ready for a support agent to review and send for each qualifying ticket, plus correct routing for the rest.

Want help rolling this out across your team? **Go to Liminals.Tech** ■