

Explore the lesson topics in basic chatbots.

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Note : This older article only applies to classic chatbots created in the Microsoft Copilot Studio application for Microsoft Teams.

The Copilot Studio application for Microsoft Teams includes template themes with each new agent. These templates range from simple to complex scenarios using conditional branching, variables, and custom entities.

These themes work, but they are not designed for use in a production environment.

Sample themes are available.

Each lesson topic is designed to guide you on how to use the editor to create basic and advanced bot conversations.

You should start with **Lesson 1 - A simple topic** - and work your way through the lessons in order.

Lesson 1 - A Simple Topic

This topic answers questions about the store's opening hours.

Lesson 2 - A simple topic with conditions and variables

This topic guides you on how to create a query asking customers which store they are interested in and store the answer in a variable. In this example, **pva_StoreLocation** is the variable that stores the customer's response when you ask about their preferred store location. The condition used to use this variable determines which store's opening hours to return.

Lesson 3 - A topic with pre-built conditions, variables, and entities

This topic asks the customer which state they want their order delivered to. The chatbot uses a built-in **State** entity to identify the name of a US state in the customer's response and stores it in the **pva_State** variable .

One condition uses the variable **pva_State** to determine which message to send to the customer. Another condition uses the customer's answer to the quiz, stored in the variable **pva_Item** , to determine which product to order.

When you use entities in your theme, bots can identify key information from what the user types and automatically store that information in your variables.

For example, if you type "I want to buy a red car," the bot doesn't need to ask what color the car is, because the bot recognizes the **Color** entity in what you typed. The bot will then ignore the question about the color.

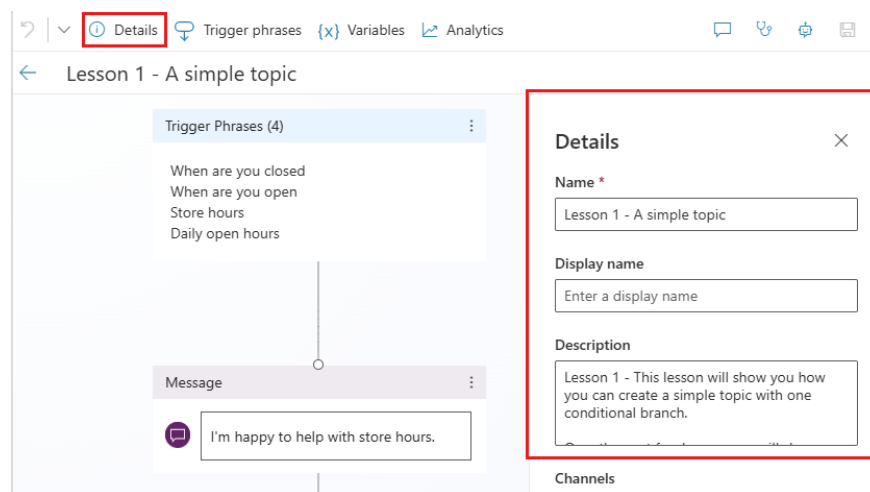
Lesson 4 - Conditional Topics, Variables, and Custom Entities

This theme has a conditional branch, a variable, and a custom entity.

You might see the chatbot skipping the next question. For example, try testing with the phrase "I want a business laptop" in the test box.

Use sample themes to understand how the theme works.

1. Access the **Topics** page for your classic chatbot.
2. Select **Lesson 1 - A simple topic** .
3. Select **Details** and review the title and description that appear in the **Details** panel .



4. Select **Trigger phrases** and review the trigger phrases for this topic.

Trigger phrases (4)

Trigger phrases teach the bot language understanding help: learning, the bot needs 5-10 s

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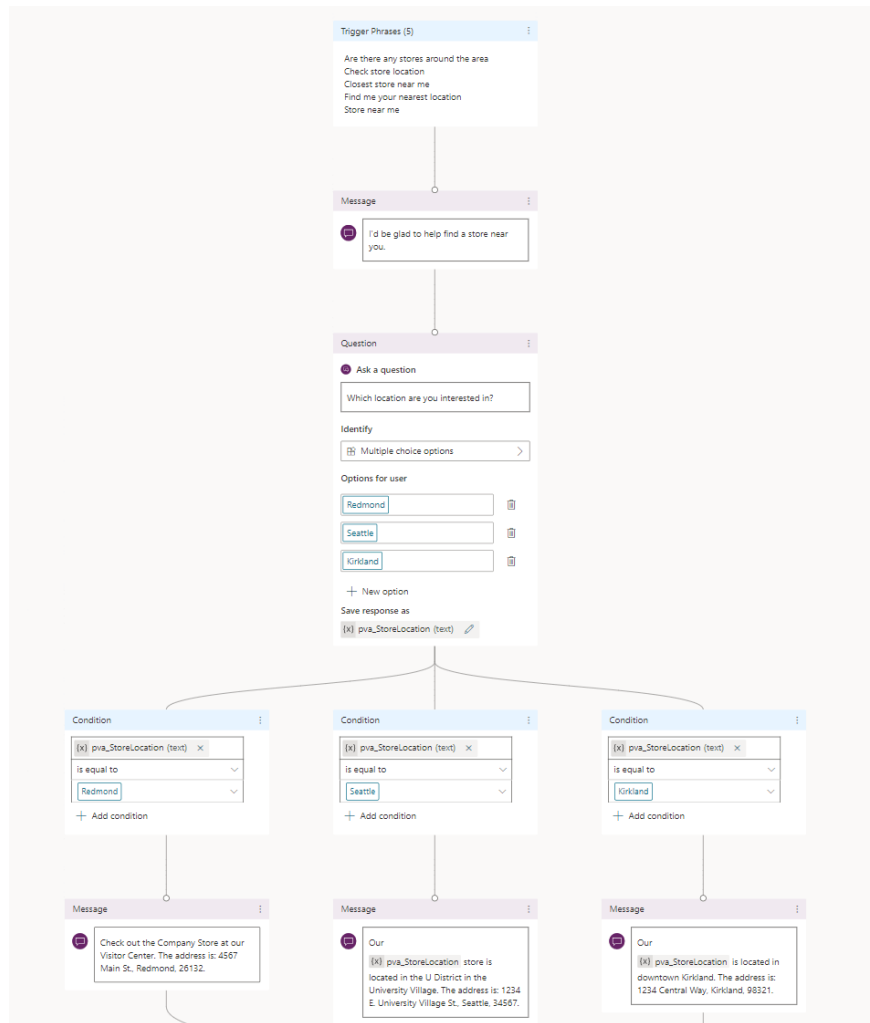
Add phrases

Enter text

To add phrases in bulk, paste in line-separ

- When are you closed
- When are you open
- Store hours
- Daily open hours

5. To review the conversation flow for this classic chatbot, select each topic. The flow includes expected user responses, decision points, and entity references. The following example is from **Lesson 2 - A Simple Conditional Topic and Variables**.



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