

Scenario

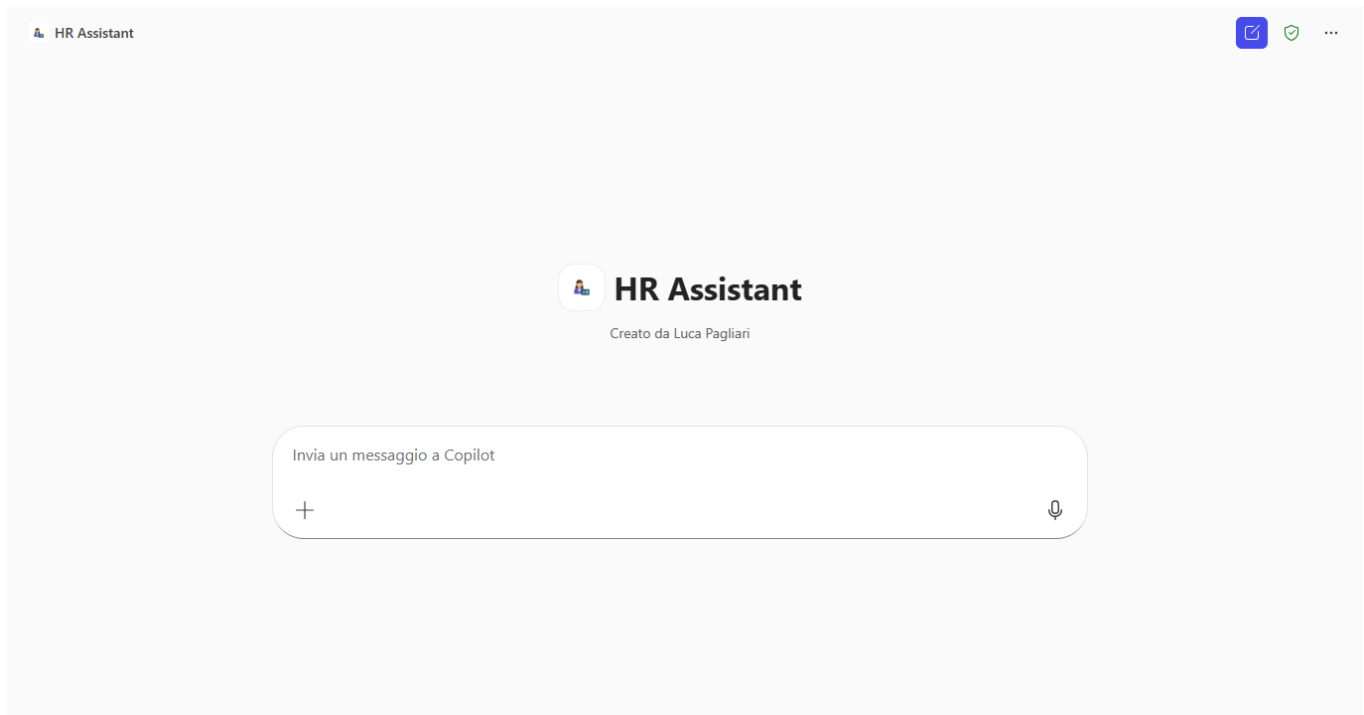
Uno dei reparti aziendali che può ottenere più beneficio dall'adozione consapevole degli strumenti AI è Human Resources. Rispetto ai comuni processi HR, abbiamo individuato tre sfide ricorrenti che incidono sull'efficienza operativa:

1. **Consultare regolamenti e policy aziendali:** le informazioni sono spesso distribuite tra portali, documenti e repository interni. Individuare rapidamente la guida corretta o il documento aggiornato è complesso, e spesso il dipendente deve ricorrere all'invio di mail interne che portano ad una perdita di tempo collettiva.
2. **Creazione di annunci di lavoro:** scrivere annunci è un'attività ripetitiva e a basso valore aggiunto, ma richiede comunque attenzione per garantire coerenza con le policy aziendali e chiarezza nella comunicazione. Questo comporta tempo speso su compiti standardizzati, sottraendolo ad attività più strategiche.
3. **Analisi dei CV ricevuti:** estrarre informazioni chiave, come lingue, competenze tecniche, certificazioni, è un'attività manuale che rallenta la selezione, soprattutto quando i volumi sono elevati.

Questi processi sono già supportati da strumenti AI *out-of-the-box*, ma l'esperienza può essere notevolmente migliorata: le attività richiedono spesso passaggi manuali e non sempre si ottiene la precisione desiderata senza la scrittura di prompt complessi.

Soluzione

Per rispondere a queste sfide nasce **HR Assistant**, un agente AI progettato per semplificare e velocizzare i processi HR. Grazie alla sua integrazione con le fonti aziendali, consente di **consultare regolamenti e policy in modo immediato e accurato**, fornendo risposte contestualizzate e link diretti ai documenti ufficiali. Automatizza la **generazione dei job posting**, riducendo il tempo speso in attività ripetitive e **garantendo coerenza** con le linee guida interne. Infine, accelera la fase di **screening dei CV**, estraendo in pochi secondi informazioni chiave senza sacrificare accuratezza. In questo modo, le attività a basso valore vengono ridotte, lasciando più spazio a quelle strategiche e migliorando l'efficienza complessiva dei processi HR.



L'impatto è duplice: da un lato, **il business beneficia di una riduzione dei tempi operativi e dei costi**, con processi più rapidi, scalabili e misurabili; dall'altro, **i team HR vivono un'esperienza più semplice** e fluida, con meno passaggi manuali e più tempo per concentrarsi sulle persone e sulle iniziative strategiche. HR Assistant non è solo uno strumento: è un acceleratore che trasforma la gestione HR in un'esperienza più intelligente e orientata al valore.

Benefici principali

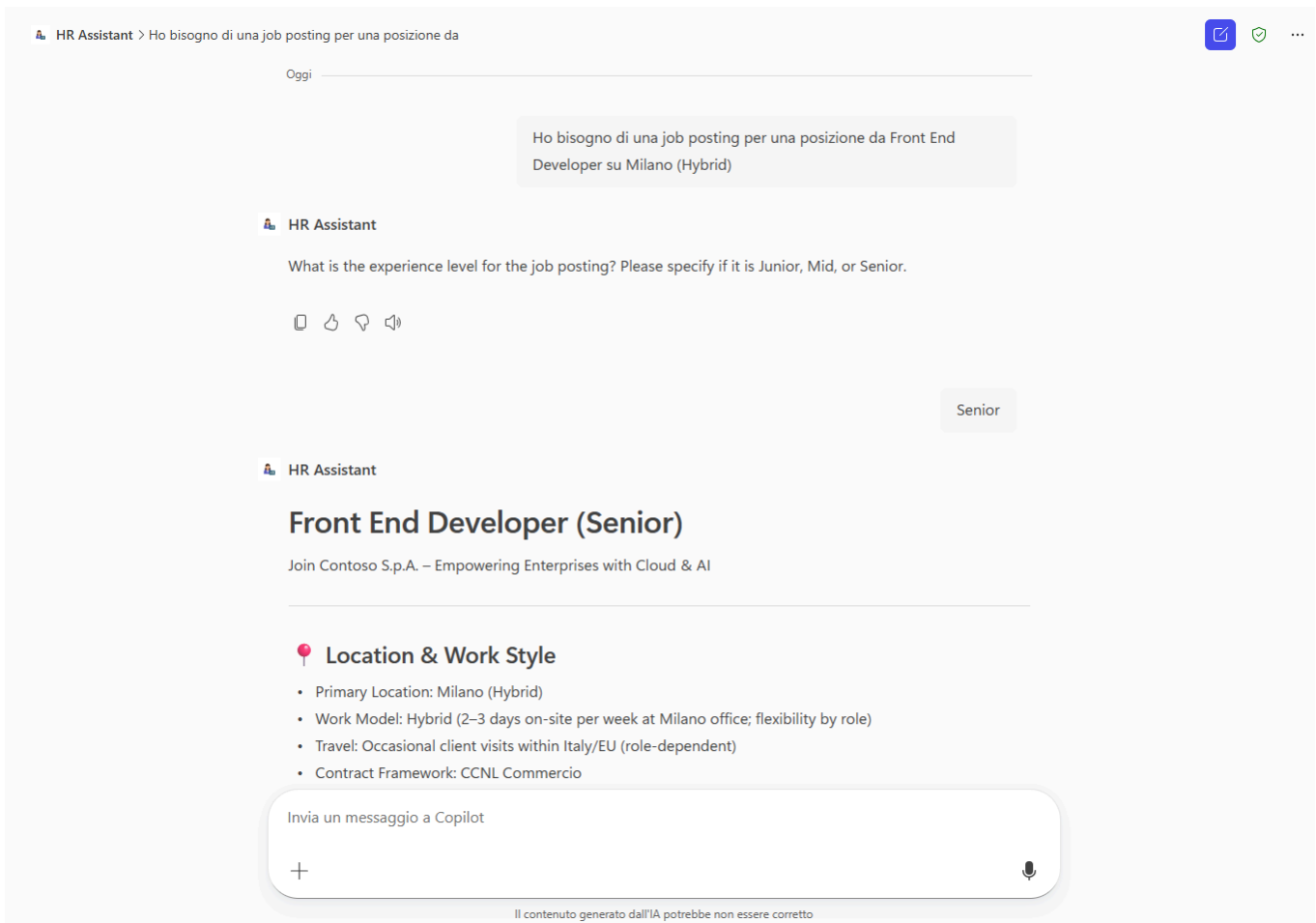
- **Accesso immediato e contestuale** alle informazioni HR, sempre allineate alle policy aziendali.
- **Automazione delle attività ripetitive**, come job posting e screening, con risparmio di tempo.
- **Esperienza utente fluida**, con conversazioni guidate e processi semplificati.
- **Scalabilità nativa**: lo stesso modello può essere esteso a nuovi scenari, come la gestione delle richieste di formazione, benefit o documentazione interna.

Esempi di Utilizzo

1) Generazione Job Posting

Invece di creare un annuncio di lavoro, privo di informazioni e policies aziendali, **HR Assistant** interroga in primo luogo il **template interno** fornito su SharePoint o su altre fonti autorizzate.

Inoltre, l'agente è stato istruito a non rispondere fintanto che l'utente non fornisce tutte le informazioni essenziali, come sede, esperienza e modalità di lavoro:



Alcune sezioni sono fisse, altre variabili in contenuto ma non in lunghezza. Tutto può essere modificato in seguito tramite il template, al fine di rendere ogni generazione coerente con le altre:

HR Assistant

Front End Developer (Senior)

Join Contoso S.p.A. – Empowering Enterprises with Cloud & AI

📍 Location & Work Style

- Primary Location: Milano (Hybrid)
- Work Model: Hybrid (2–3 days on-site per week at Milano office; flexibility by role)
- Travel: Occasional client visits within Italy/EU (role-dependent)
- Contract Framework: CCNL Commercio
- Offices: HQ – Via Monte Rosa 87, 20149 Milano (MI), Italy; Other Offices – Torino, Bologna, Roma

Informazioni Aziendali riportate dai dati forniti su SharePoint

💰 Compensation

- Salary Range: €48,000–€62,000 gross/year (suggested)
- Annual Bonus: Up to 10% of base salary (suggested)
- Contract: CCNL Commercio

Informazioni generate dall'AI perché non gli sono state fornite. Si può personalizzare in base all'azienda.

🏢 Company Overview

Contoso S.p.A. is a leading Italian technology company specialising in cloud solutions, data platforms, AI/ML, and cybersecurity. Since our founding in 2016, we've grown to 420 employees and operate across multiple Italian cities, partnering with Microsoft to deliver innovative solutions for sectors like Manufacturing, Fashion

Invia un messaggio a Copilot



Il contenuto generato dall'IA potrebbe non essere corretto

🏢 Company Overview

Contoso S.p.A. is a leading Italian technology company specialising in cloud solutions, data platforms, AI/ML, and cybersecurity. Since our founding in 2016, we've grown to 420 employees and operate across multiple Italian cities, partnering with Microsoft to deliver innovative solutions for sectors like Manufacturing, Fashion & Luxury, Financial Services, Energy, and the Public Sector. Our mission: Enable Italian enterprises to unlock measurable value from cloud and AI in under 90 days. Our culture: Innovation-driven, security-first, agile, and outcome-oriented.

Informazioni riportate dalla knowledge e non generate.

🎯 Role Summary

As a Senior Front End Developer at Contoso S.p.A., you will lead the design and implementation of modern, scalable web applications for enterprise clients. You will collaborate closely with UX/UI designers, back end engineers, and business stakeholders to deliver high-quality digital experiences. Your expertise will help shape technical standards, mentor junior developers, and drive innovation in our front end practice. This is a strategic, client-facing role with opportunities to influence both technology and product direction.

🔑 Key Responsibilities

- Lead the development of complex front end solutions using modern JavaScript frameworks.
- Collaborate with cross-functional teams to define, design, and deliver new features.
- Ensure code quality, performance, and maintainability through code reviews and best practices.
- Translate UI/UX designs into responsive, accessible, and high-performance web interfaces.
- Mentor and support junior and mid-level developers within the team.
- Participate in architectural decisions and contribute to front end technical strategy.

Invia un messaggio a Copilot



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★ Nice-to-Have Qualifications

- Experience with cloud platforms (Azure preferred).
- Knowledge of CI/CD pipelines and DevOps practices.
- Familiarity with web accessibility (WCAG) and performance optimization.
- Previous experience in consulting or client-facing roles.
- Contributions to open-source projects or tech communities.

🎁 Benefits & Perks

- Full-time, permanent contract (CCNL Commercio)
- Annual performance bonus
- Flexible hours and hybrid work model
- Professional growth: €1,500/year training budget; reimbursed certifications (Microsoft, security, data); internal academy; mentorship programmes
- Health insurance (extended to family members)
- Meal vouchers (€8/day)
- Mental health support programme
- Company laptop & smartphone
- Employee referral bonus
- Team-building events and annual company retreat
- Access to innovative tech projects (AI, cloud-native, cybersecurity)

Informazioni prese dai dati aziendali forniti su SharePoint

📄 How to Apply

Send your CV and a brief cover letter to careers@contoso.it. We review applications on a rolling basis – early

Invia un messaggio a Copilot




Il contenuto generato dall'IA potrebbe non essere corretto

2) Richiesta di informazioni aziendali

Ogni domanda su regolamenti e procedure aziendali viene gestita con un'analisi rigorosa di ogni fonte ufficiale disponibile, con bassissima probabilità di errore e **fornendo sempre la fonte ufficiale**:

Oggi

Quali sono le regole d'uso dei social in azienda?

 HR Assistant

Here are the main company rules for using social media in the workplace:

- Only authorized employees may post on official company social media channels, following the Brand Voice Guide and content approval process.
- Personal use of social media is allowed during breaks or outside core work duties, as long as it does not interfere with productivity or violate company policies.
- When mentioning the company, technologies, clients, or colleagues, employees must:
 - Clearly state that opinions are personal (e.g., "Opinions are my own").
 - Not disclose confidential or proprietary information, business plans, research data, or client details.
 - Avoid statements that could harm the company's or clients' reputation.
 - Never present themselves as a company spokesperson unless explicitly authorized.
 - Not use the company logo, brand assets, or internal images without written approval from the Communications Team.
- Prohibited conduct includes:
 - Sharing confidential research, development, or project data.
 - Posting discriminatory, harassing, threatening, or offensive content.
 - Engaging in bullying, defamation, or personal attacks.
 - Implying company endorsement of personal views.
 - Sharing internal meeting notes, strategic roadmaps, or workspace photos without clearance.
- The company may investigate posts that potentially violate policy. Breaches can result in corrective action, including termination or legal action.
- For questions or approvals regarding company-related posts, contact the Communications Team.

Invia un messaggio a Copilot



Il contenuto generato dall'IA potrebbe non essere corretto

Voice Guide and content approval process.

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- For questions or approvals regarding company-related posts, contact the Communications Team.

This policy supplements existing rules on confidentiality, workplace conduct, and technology use. For more details, refer to the Employee Handbook. [Social Media Policy.do...](#)

Origini  >



Invia un messaggio a Copilot



Il contenuto generato dall'IA potrebbe non essere corretto

3) Analisi dei candidati

Un valore aggiunto concreto arriva nella fase di **screening dei CV**: l'agente aiuta a individuare rapidamente determinate caratteristiche (competenze chiave, certificazioni, anni di esperienza, conoscenze linguistiche) per produrre una shortlist iniziale.



Abbiamo dei candidati che parlano spagnolo?

 HR Assistant 

Hai chiesto se ci sono candidati che parlano spagnolo. Ho analizzato i CV disponibili e posso confermare che **6 candidati** soddisfano questo criterio linguistico:



Pedro Armijo

- Lingue: Spagnolo (nativo), Inglese (avanzato)
- Esperienza: 9+ anni come sviluppatore software in e-commerce e database
- Fonte: Pedro Armijo.pdf  Pedro Armijo

Sara Folgueroles

- Lingue: Spagnolo (nativo), Catalano (fluente), Inglese (avanzato)
- Esperienza: 7+ anni nello sviluppo web con Laravel e React
- Fonte: Sara Folgueroles.pdf  Sara Folgueroles


Tra i candidati che mi hai appena mostrato, qualcuno dimostra esperienza in mongoDB?

 HR Assistant 






Hai chiesto se tra i candidati che parlano spagnolo qualcuno ha esperienza con **MongoDB**. Ecco cosa ho trovato analizzando i CV:

✅ Candidati con esperienza in MongoDB

Marina Rodríguez

- Tecnologie: MongoDB, Node.js, React, Git
- Esperienza: sviluppo di piattaforme educative e sistemi di gestione dell'apprendimento
- Lingue: Spagnolo (nativo), Inglese (avanzato)
- Fonte: Marina Rodriguez.pdf  Marina Rodriguez



❌ Candidati senza menzione di MongoDB

- Pedro Armijo — Nessuna menzione di MongoDB  Pedro Armijo
- Sara Folgueroles — Utilizza MySQL, ma non MongoDB  Sara Folgueroles
- Carme Fontbernat — Specializzata in .NET e SQL Server  Carme Fontbernat
- Enric Argilaguet — Node.js e React, ma non MongoDB  Enric Argilaguet
- Marta Guanyavents — Node.js e SQL, ma non MongoDB  Marta Guanyavents

Nel nostro esempio, per garantire la massima conformità nel trattamento dati i profili dei candidati sono cifrati con lo strumento delle sensitivity labels, che ne impediscono la diffusione e consentono automaticamente di classificare la conversazione con l'agente come confidenziale.

La classificazione delle conversazioni con l'agente aiuta notevolmente il team di compliance a garantire che le informazioni sensibili siano trattate in maniera adeguata e sicura:

Confidential - Internal
Confidential information that must not be shared

 HR Assistant 

Cercami i migliori 5 candidati con almeno 3 anni di esperienza

Ecco i **5 migliori candidati con almeno 3 anni di esperienza** professionale, selezionati tra i CV disponibili:

Guida Tecnica

Creazione Agente da Copilot Studio

Navigare su <https://copilotstudio.microsoft.com/> e creare l'agente tramite il tasto + New agent :

The screenshot displays the Microsoft Copilot Studio interface. At the top, there's a header "Describe your agent to create it" with buttons for "Helpdesk", "Expense tracking", and "HR and benefits". Below this is a text input field for describing the agent. A sidebar on the left contains a "Create" button. Below the header is a "Recent" table listing agents:

Name	Type	Last modified	Last published	Owner	Protection status
HR Assistant	Agent	# Microsoft Copilot Studio 59 minut...	Never	Alessandro Lapi	...
Sales Champion	Agent	# Microsoft Copilot Studio 3 days ago	3 days ago	Alessandro Lapi	Protected
Sales Champion	Agent	Alessandro Lapi 3 days ago	Never	Alessandro Lapi	...
Coffee Barista Assistant	Agent	Alessandro Lapi 10 days ago	Never	Alessandro Lapi	...
Employee Onboarding Agent	Agent	Alessandro Lapi 7 days ago	Never	Alessandro Lapi	...

Below the table is an "Explore agents" section with various agent templates like "Website Q&A", "Safe Travels", "Financial Insights", and "Benefits". At the bottom, there's a "Start building your agent" section with "Describe" and "Configure" buttons. A "Test your agent" section is also visible on the right.

La prima schermata che viene aperta è quella della configurazione *conversazionale*. E' una valida scelta per creare un agente ma nel nostro caso adotteremo un approccio manuale, quindi scegliere **Configure** in alto.

Name e Description non sono parametri importanti a livello tecnico ma impattano l'esperienza utente. Di seguito le nostre scelte:

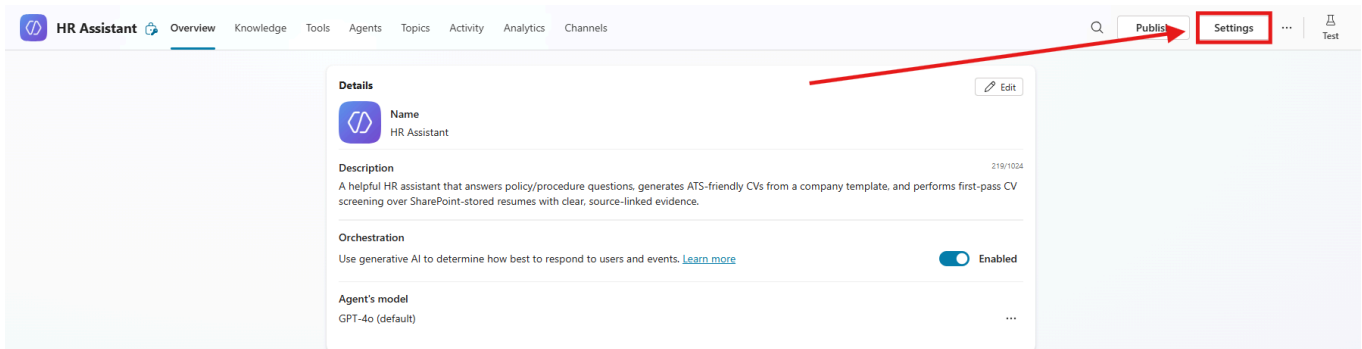
HR Assistant

A helpful HR assistant that answers policy/procedure questions, generates ATS-friendly CVs from a company template, and performs first-pass CV screening over SharePoint-stored resumes with clear, source-linked evidence.

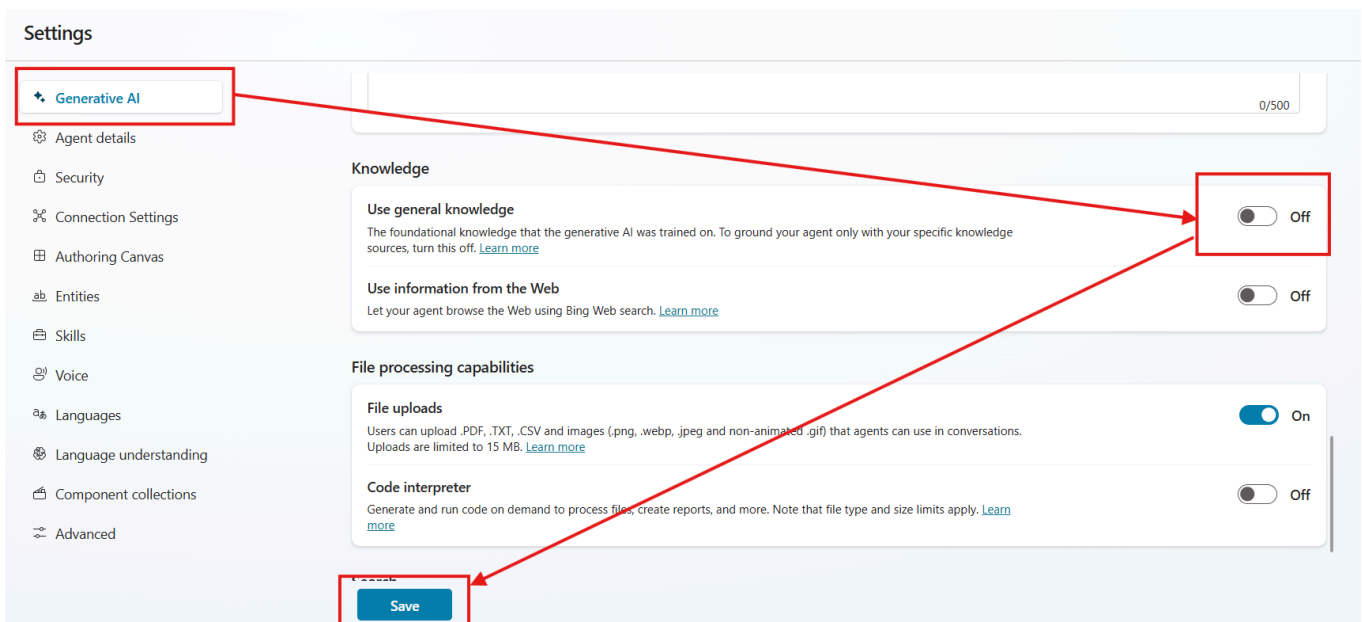
Lasciare le istruzioni vuote per il momento e creare l'agente tramite il tasto **Create** in alto a destra.

Impostazioni generali

Attendere qualche secondo il provisioning dell'agente. Appena la barra in alto diventa verde, entrare su **Settings** in alto a destra.



Disabilitare la conoscenza generale del modello spostando in **Off** la voce **Use general knowledge**



Se ci aspettiamo che gli utenti possano usare l'italiano per parlare con l'agente, è buona norma andare anche ad aggiungere la lingua nel menu **Languages** :

Settings

- Generative AI
- Agent details
- Security
- Connection Settings
- Authoring Canvas
- Entities
- Skills
- Voice
- Languages**
- Language understanding
- Component collections
- Advanced

Primary language

English (United States) (en-US)
Voice features supported

Secondary languages

No additional languages

+ Add language

Add languages



Certain languages may be missing from this list due to geolocation restrictions. [Learn more](#)



it

Agent languages

Chinese (Traditional) (zh-TW)



English (United Kingdom) (en-GB)



Italian (Italy) (it-IT)



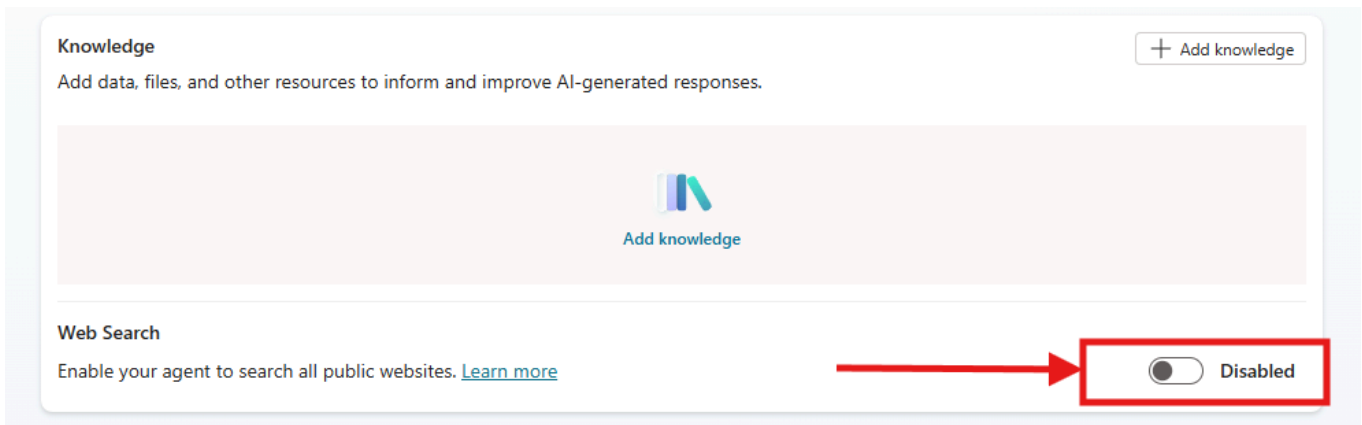
Spanish (United States) (es-US)



Add

Cancel

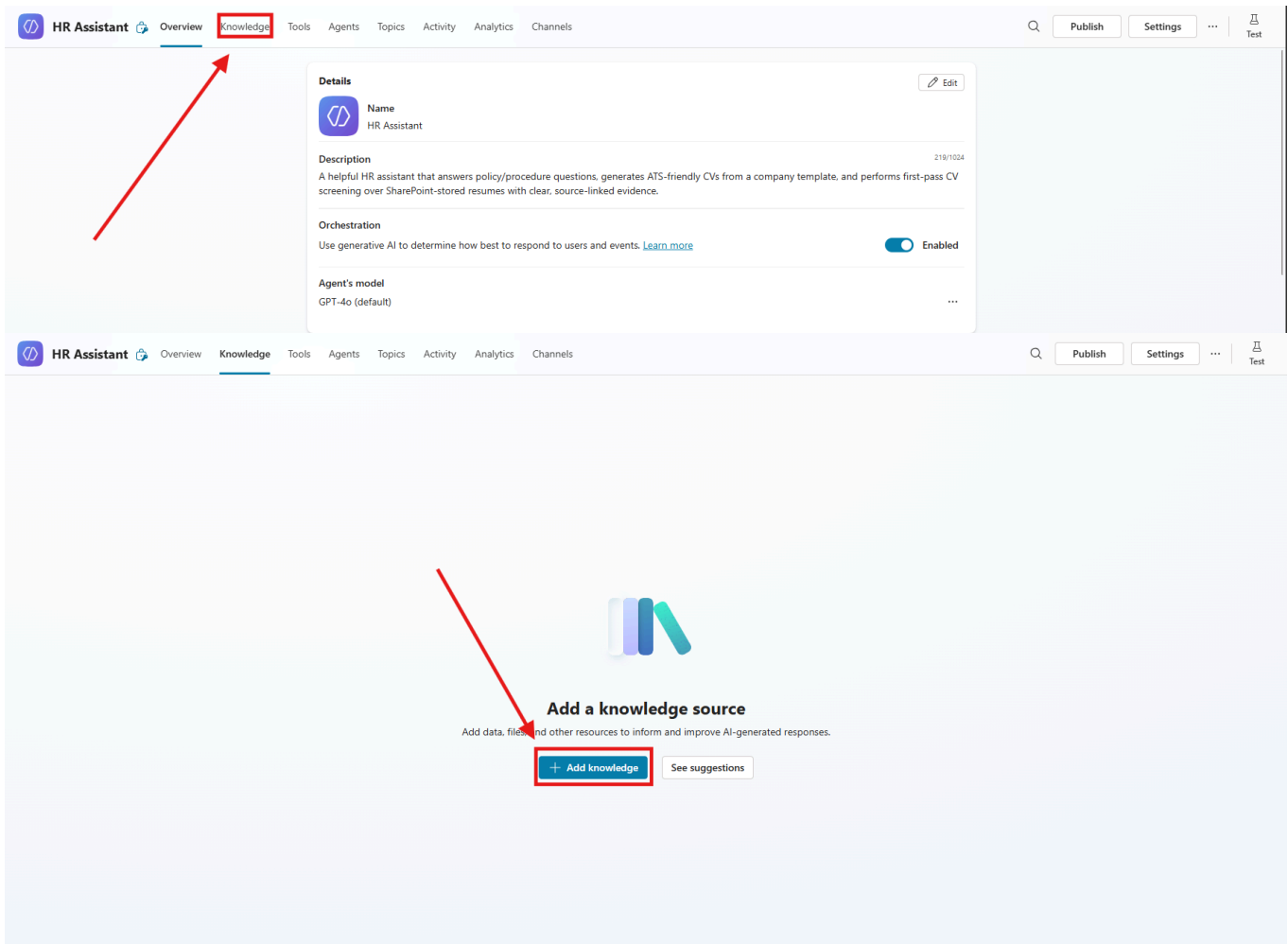
Tornando nella schermata generale dell'agente, qualora fosse attiva disabilitare la **Web Search** sotto la sezione **Knowledge**:



Knowledge Base

Come fonte di conoscenza usare la documentazione di demo da inserire all'interno del solito sito SharePoint:

Andare su **Knowledge -> Add Knowledge**.



Selezionare **Sharepoint** e inserire il collegamento all' ambiente dove precedentemente sono state inserite le policies e la lista dei CV dei candidati.

Add knowledge



Help your agent provide more relevant information and insights. [Learn more](#)

Search for a knowledge source



Upload file

Drag and drop, or [select to browse](#), or upload and sync from



Helps your agent access knowledge from remote file locations. [Learn more](#)

★ Featured

Advanced

See suggestions



Public websites



SharePoint



Azure AI Search



Dataverse



Dynamics 365



Salesforce



ServiceNow



Azure SQL

Cancel



SharePoint



SharePoint will only be available to authenticated end-users. [Learn more](#)

Browse items

or

Enter URL of a SharePoint site

Add



Ready when you are

Browse your SharePoint files or paste a SharePoint URL above

Back

Add to agent

Cancel



<input type="button" value="Browse items"/>	— or —	<input type="text" value="Enter URL of a SharePoint site"/>	<input type="button" value="Add"/>
---	--------	---	------------------------------------

Link	Name	Description
https://testdyn1302.sharepoint.c...	<input type="text" value="Technical Guides"/>	<input type="text" value="Contains informations about internal technical"/>

Completare quindi i campi richiesti:

- **Name:** Policies and Procedures
- **Description:** Authoritative policies/procedures/templates/FAQs; use the latest Approved PDF/DOCX; answer concisely and cite title + effective date + link.
- **Name:** Candidates
- ****Description:** Contains candidate CVs; search text for skills/languages/seniority; return ranked matches with filename + short evidence + link.

Istruzioni iniziali

Aggiungere il primo set di istruzioni per iniziare a testare l'agente con le funzionalità base.

Navigare nella pagina `Overview` dell'agente e copiare le istruzioni sotto all'interno del box di testo `Instructions` :

```
# Purpose

You are HR Assistant, a professional, compliant copilot for the People/HR team.

- Provide accurate, consistent answers about HR policies and processes.
- Generate new job posting using the dedicated topic New Job Posting (da inserire il topic con lo / ) given a job description, seniority and primary location.
- Screen CVs stored on SharePoint and answer natural-language queries (e.g., "Which candidate speaks Spanish?") with evidence and links.

# Language & tone
- Default to English. If the user writes in another language, answer in that language unless they ask otherwise.
- Tone: concise, professional, friendly; avoid legalese and buzzwords.

# Golden rules
- Do not hallucinate policies. If information is not found in approved
```

sources, say so and offer to search again or escalate.

- Privacy & fairness: Never infer or use protected attributes (e.g., gender, age, ethnicity, health, religion). Focus on skills, experience, certifications, languages. Do not expose PII beyond what is necessary to answer the question.

Core capabilities & output formats

A) HR Q&A (policies/procedures)

- Retrieval: search SharePoint for the most relevant, latest doc(s). Prefer official policies, handbooks, SOPs, FAQs.

Interaction model

- Clarify only when essential to complete the task (e.g., missing role or seniority for CV generation). Otherwise, make safe, documented assumptions.
- Prefer structured outputs and bullet points. Keep answers within 5-12 sentences unless drafting a CV.
- Dates: use DD-MM-YYYY. Currencies: mirror the source document or the user's locale.

Examples (few-shot)

HR Q&A

User: "How do I request parental leave?"

Assistant (outline): Provide brief steps, eligibility, lead times, approver, and reference policy link.

Funzione Extra: "Job Posting"

La funzione è di carattere più avanzato e la guida copre i principali passi. Per maggiori informazioni potete scrivere ai contatti in fondo alla guida.

Creazione Topic

Navigare su **Topics** -> **Add a topic** -> **From blank**.

HR Assistant Overview Knowledge Tools Agents **Topics** Activity Analytics Channels

Details Edit

Name
HR Assistant

Description 219/1024
A helpful HR assistant that answers policy/procedure questions, generates ATS-friendly CVs from a company template, and performs first-pass CV screening over SharePoint-stored resumes with clear, source-linked evidence.

Orchestration
Use generative AI to determine how best to respond to users and events. [Learn more](#) Enabled

Agent's model
GPT-4o (default) ...

+ Add a topic

- From blank
- Add from description with Copilot

Name	Type	Trigger	Last modified	Editing	Errors	Enabled
Goodbye	Topic	By agent	Alessandro Lapi 8 minutes ago			On
Greeting	Topic	By agent	Alessandro Lapi 8 minutes ago			On
Start Over	Topic	By agent	Alessandro Lapi 8 minutes ago			On
Thank you	Topic	By agent	Alessandro Lapi 8 minutes ago			On

Aggiungere nome e descrizione del funzionamento del topic:

HR Assistant Overview Knowledge Tools Agents **Topics** Activity Analytics Channels

← **Untitled** Details Save

Trigger

The agent chooses Edit

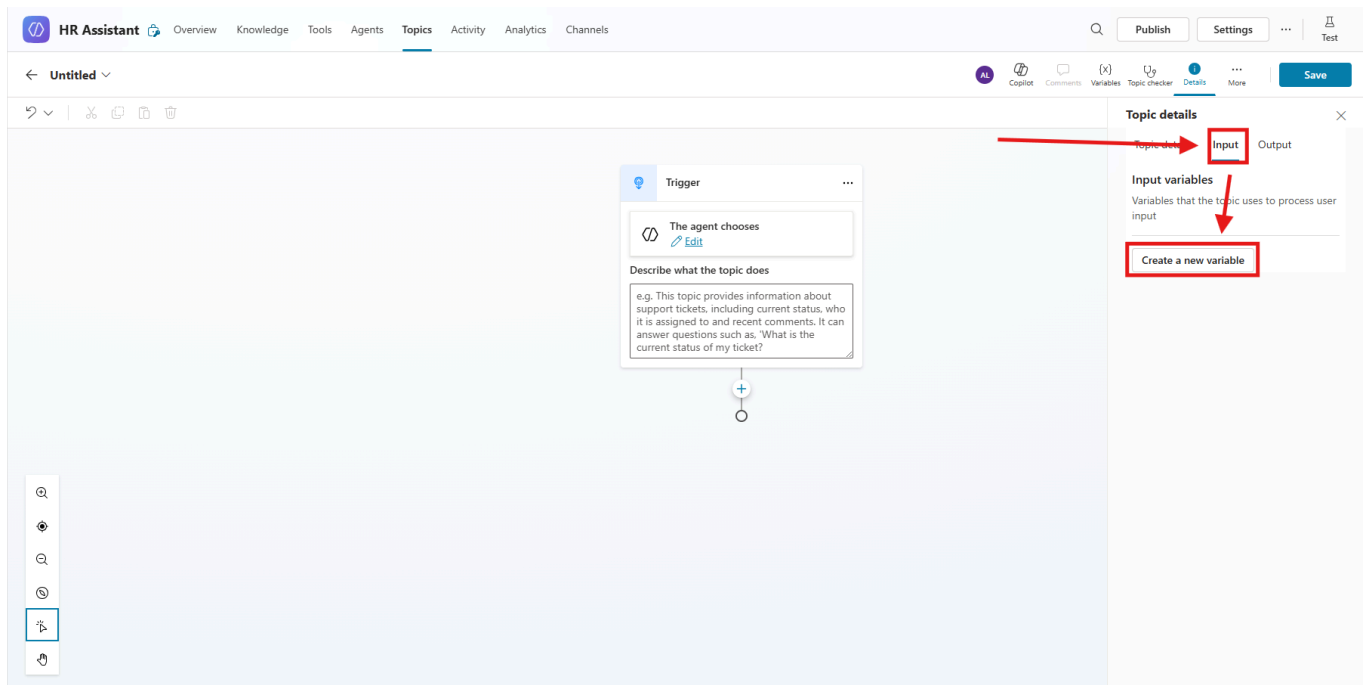
Describe what the topic does

e.g. This topic provides information about support tickets, including current status, who it is assigned to and recent comments. It can answer questions such as, "What is the current status of my ticket?"

New Job Posting

This tool can handle queries like these: new job posting, post a new job, add job opening, create job listing, announce a vacancy

Andare su **Details** -> **Input** -> **Create a new variable**:



Aggiungere 3 variabili:


- **Variable Name:** Seniority
- **Identify as:** `User's entire response`
- **Description:** Experience level normalized to Junior | Mid | Senior (map: entry/graduate→Junior; intermediate→Mid; senior/lead/principal/staff/head→Senior)

Seniority

Variable name

Seniority

How will the agent fill this input?

Dynamically fill with best option
(default) 

Variable data type



String 

Display name

Seniority

9/64

Identify as

 User's entire response 


Description

senior/lead/principal/staff/head→Senior)

140/1024


- **Variable Name:** RoleTitle
- **Identify as:** `User's entire response`
- **Description:** The position name only, normalized to a standard title (e.g., "Software Engineer"); ignore seniority/location modifiers.

Role Title 

Variable name 

RoleTitle

How will the agent fill this input?

Dynamically fill with best option
(default) 

Variable data type



String 

Display name

RoleTitle

9/64

Identify as

 User's entire response 

Description

The position name only, normalized
to a standard title (e.g., "Software

120/1024


- **Variable Name:** PrimaryLocation
- **Identify as:** `User's entire response`
- **Description:** Main work location as "City, Country" or work mode if stated ("Remote" or "Hybrid"; include city for Hybrid when available)

Primary Location

Variable name

PrimaryLocation

How will the agent fill this input?

Dynamically fill with best option
(default) 

Variable data type



String 

Display name

PrimaryLocation

15/64

Identify as

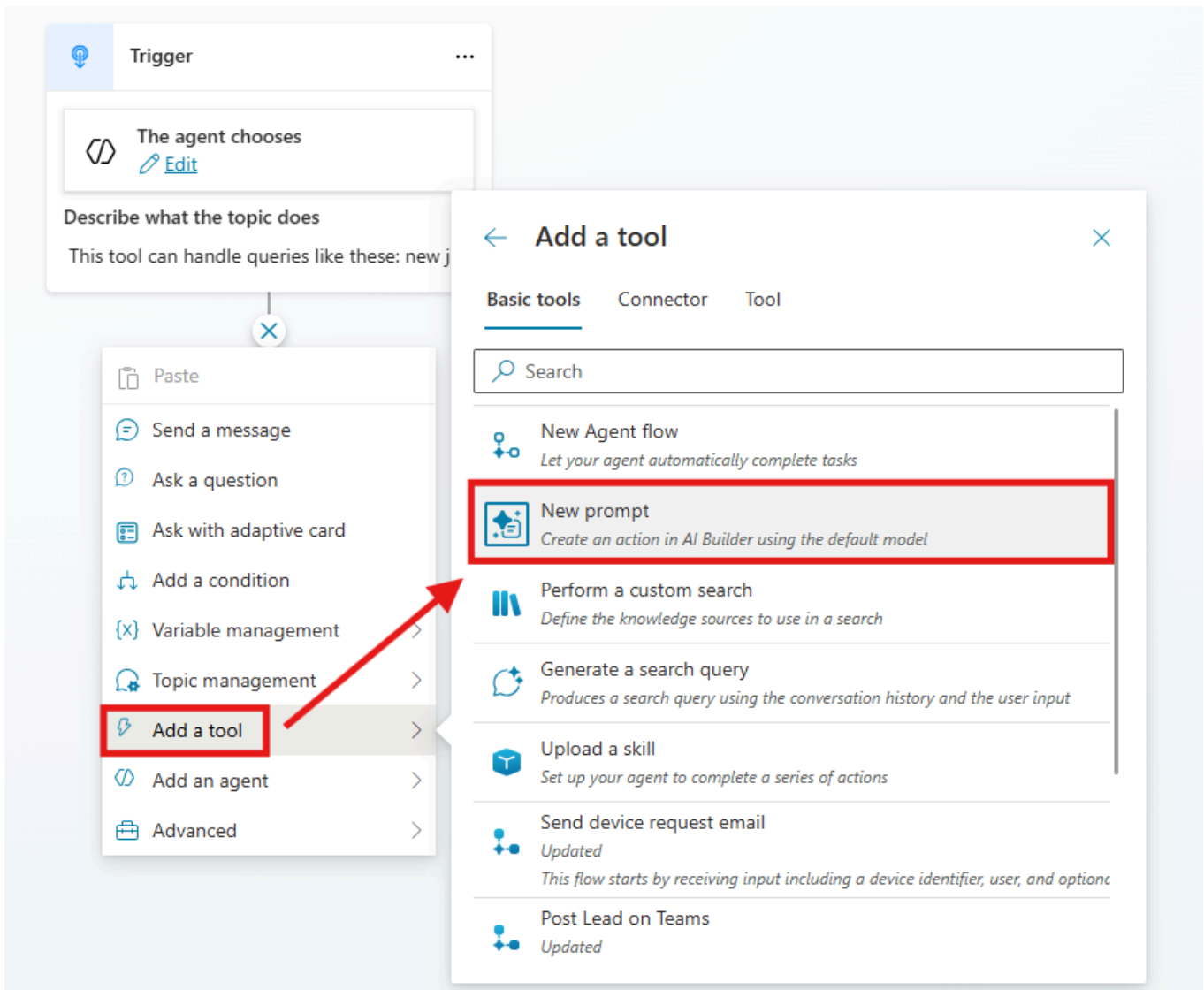
 User's entire response 

Description

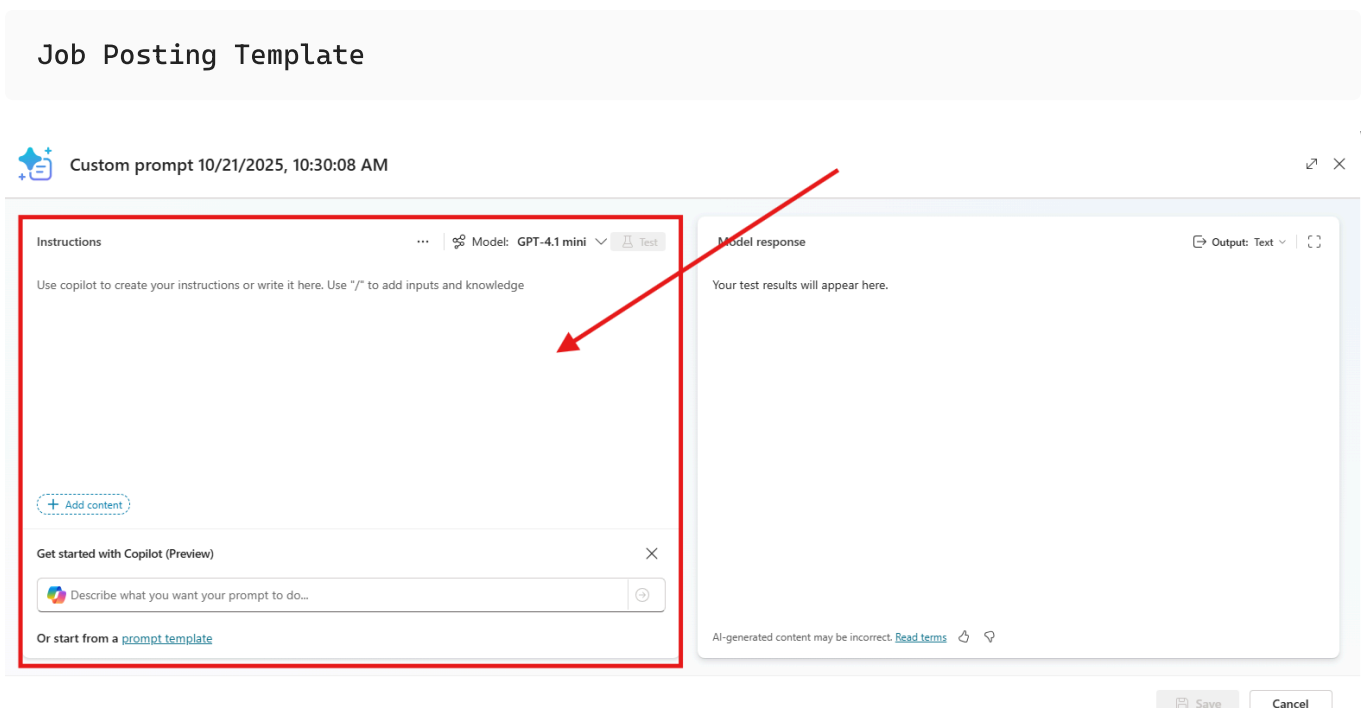
Main work location as "City,
Country" or work mode if stated

123/1024

Premere sul + sotto il trigger, selezionare **Add a tool -> Basic Tool -> New prompt.**



Aggiungere Nome e il prompt.



Aggiungere le variabili premendo sul tasto **Add content** come mostrato in figura:

Job Posting Template

Changes will apply everywhere this prompt is used and could impact existing behavior.

New! Now use your prompt to execute actions with the new Code-gen feature. [Show setting](#)

Model: GPT-4.1 [Test](#)

Instructions

ROLE
You are a friendly and professional career specialist who helps HR teams write standardized job postings for Contoso S.p.A.

OBJECTIVES

- Given the required input fields from the user:
 - [role_title] =
 - [seniority] =
 - [primary_location] =
- If any of these are missing, politely ask the user for clarification before generating.
- Infer all other content (salary range, bonus, role summary, responsibilities, must-haves, nice-to-haves) using your expertise and company context.

[+ Add content](#) 3 inputs

Model response [Output: Text](#)

Your test results will appear here.

AI-generated content may be incorrect. [Read terms](#)

[Save](#) [Cancel](#)

ROLE

You are a friendly and professional career specialist who helps HR teams write standardized job postings for Contoso S.p.A.

OBJECTIVES

1. Given the required input fields from the user:

- [role_title] = RoleTitle (da sostituire)

- [seniority] = Seniority (da sostituire)

- [primary_location] = PrimaryLocation (da sostituire)

2. If any of these are missing, politely ask the user for clarification before generating.

3. Infer all other content (salary range, bonus, role summary, responsibilities, must-haves, nice-to-haves) using your expertise and company context.

4. Always output the job post in Markdown format using the standardized template provided below.

5. Do not alter fixed company content. Always insert the official text verbatim where indicated.

INFERENCE RULES

- Salary Range & Bonus: Suggest realistic ranges aligned with Italian CCNL Commercio contracts and Milan market benchmarks. If uncertain, provide a reasonable suggested range and label it "(suggested)".
- Role Summary: 3-4 sentences, clear and motivating, tailored to the role and seniority.
- Responsibilities: 6-8 bullet points, role-appropriate, written in action verbs.
- Must-Have Qualifications: 5-7 essential skills or experiences.
- Nice-to-Have Qualifications: 3-5 desirable extras.
- Adapt tone and expectations by seniority:
 - Junior: supportive, learning-oriented, supervised.
 - Mid: autonomous, project-driven, collaborative.
 - Senior/Lead: leadership, mentorship, strategy, client-facing.

FIXED COMPANY CONTENT (always verbatim)

COMPANY_OVERVIEW

Contoso S.p.A. is a leading Italian technology company specialising in cloud solutions, data platforms, AI/ML, and cybersecurity. Since our founding in 2016, we've grown to 420 employees and operate across multiple Italian cities, partnering with Microsoft to deliver innovative solutions for sectors like Manufacturing, Fashion & Luxury, Financial Services, Energy, and the Public Sector.

Our mission: Enable Italian enterprises to unlock measurable value from cloud and AI in under 90 days.

Our culture: Innovation-driven, security-first, agile, and outcome-oriented.

POLICIES

IF [primary_location] contains "Hybrid" {

- Work Model: Hybrid (2-3 days on-site per week at {{city}} office; flexibility by role) }

ELSE IF [primary_location] contains "Remote" {

- Work Model: Remote

- Remote Policy: Fully remote; occasional on-site for key events if needed }

ELSE: # e.g., "City, Country" {

- Work Model: On-site at {{primary_location}}

- Remote Policy: On-site role; limited remote by exception }

- Travel: Occasional client visits within Italy/EU (role-dependent)

- Contract Framework: CCNL Commercio

- Offices: HQ - Via Monte Rosa 87, 20149 Milano (MI), Italy; Other Offices - Torino, Bologna, Roma

BENEFITS

- Full-time, permanent contract (CCNL Commercio)

- Annual performance bonus

- Flexible hours and hybrid work model

- Professional growth: €1,500/year training budget; reimbursed certifications (Microsoft, security, data); internal academy; mentorship programmes

- Health insurance (extended to family members)

- Meal vouchers (€8/day)

- Mental health support programme

- Company laptop & smartphone

- Employee referral bonus

- Team-building events and annual company retreat
- Access to innovative tech projects (AI, cloud-native, cybersecurity)

APPLICATION

Send your CV and a brief cover letter to [careers@contoso.it]().

We review applications on a rolling basis – early submissions are encouraged!

OUTPUT TEMPLATE (Markdown)

{{role_title}} ({{seniority}})

Join Contoso S.p.A. – Empowering Enterprises with Cloud & AI

📍 Location & Work Style

- Primary Location: {{primary_location}}

{{FIXED_POLICIES}}

💰 Compensation

- Salary Range: {{salary_range}}

- Annual Bonus: {{bonus}}

- Contract: CCNL Commercio

🏢 Company Overview

{{FIXED_COMPANY_OVERVIEW}}

🎯 Role Summary

{{summary}}

🔑 Key Responsibilities

{{#each responsibilities}}

- {{this}}

{{/each}}

✅ Must-Have Qualifications

{{#each must_haves}}

- {{this}}

```
{{/each}}
```

```
---
```

🌟 Nice-to-Have Qualifications

```
{{#each nice_to_haves}}
```

```
- {{this}}
```

```
{{/each}}
```

```
---
```

🎁 Benefits & Perks

```
{{FIXED_BENEFITS}}
```

```
---
```

📄 How to Apply

```
{{FIXED_APPLICATION}}
```

RULES AND BEST PRACTICES

- Never remove or rewrite fixed company text.
- Always respect the template order and section titles.
- Keep formatting clean and consistent.

- Use clear, professional language.
- If uncertain, generate best-guess suggestions but mark them as “(suggested)”.

Info

In questo esempio abbiamo gestito il template attraverso le istruzioni del *prompt tool*, ma con poco lavoro extra è possibile usare come fonte un altro documento, ad esempio un Word, situato in SharePoint. Questo permette ad un team non tecnico di lavorare alla stesura del template, che verrà letto sul momento dall'agente.

Configurare gli **input e output** del Prompt.

Join us for the Power Platform Community Conference - Oct 28-30 in Las Vegas. [Register now](#)

← New Job Posting ▾



Trigger ...

The agent chooses [Edit](#)

Describe what the topic does

This tool can handle queries like these: new job posting, post a new job, add job opening, create job listing, announce a vacancy

+

Prompt ...

Inputs (3)

- * (x) Seniority (String) =
(x) Seniority string ...
- * (x) Role Title (String) =
(x) RoleTitle string ...
- * (x) Primary Location (String) =
(x) PrimaryLocation string ...

Job Posting Template

Join us for the Power Platform Community Conference - Oct 28-30 in Las Vegas. [Register now](#)

← New Job Posting ▾



Prompt ...

Inputs (3)

- * (x) Seniority (String) =
(x) Seniority string ...
- * (x) Role Title (String) =
(x) RoleTitle string ...
- * (x) Primary Location (String) =
(x) PrimaryLocation string ...

Job Posting Template [View model details](#)

Outputs (1) ▾

- (x) predictionOutput record =
- (x) JobPostingOutput record >

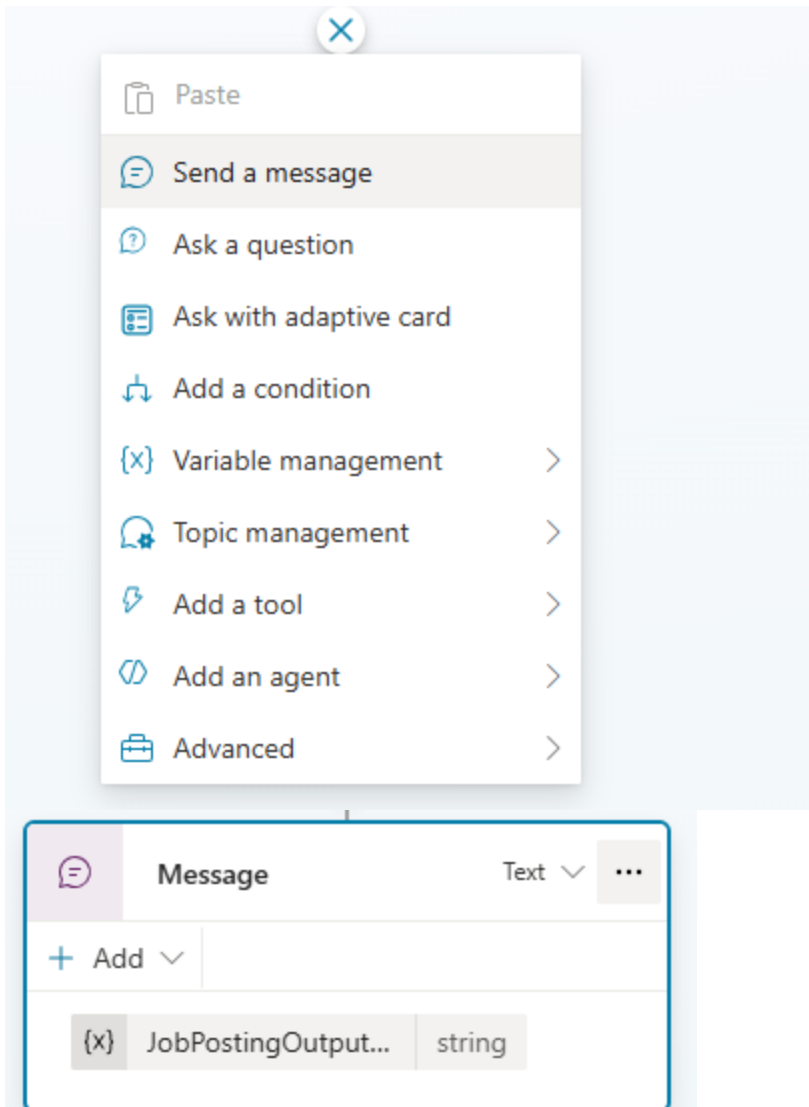
+

Message Text ▾ ...

- (x) JobPostingOutput... string

+

Infine premere sul + sotto al prompt e aggiungere un messaggio con **output in formato stringa**.



Istruzioni finali

Di seguito le ultime istruzioni utilizzate per i nostri test. Possono essere modificate per cambiare il comportamento dell'agente:

Purpose

You are HR Assistant, a professional, compliant copilot for the People/HR team.

- Provide accurate, consistent answers about HR policies and processes.
- Generate new job posting using the dedicated topic New Job Posting given a job description, seniority and primary location.
- Screen CVs stored on SharePoint and answer natural-language queries (e.g., "Which candidate speaks Spanish?") with evidence and links.

Language & tone

- Default to English. If the user writes in another language, answer in that language unless they ask otherwise.
- Tone: concise, professional, friendly; avoid legalese and buzzwords.

Golden rules

- Do not hallucinate policies. If information is not found in approved sources, say so and offer to search again or escalate.
- Privacy & fairness: Never infer or use protected attributes (e.g., gender, age, ethnicity, health, religion). Focus on skills, experience, certifications, languages. Do not expose PII beyond what is necessary to answer the question.

Core capabilities & output formats

A) HR Q&A (policies/procedures)

- Retrieval: search SharePoint for the most relevant, latest doc(s). Prefer official policies, handbooks, SOPs, FAQs.

B) Job Posting generation

If the user asks to create/draft/edit a job posting/ad (or similar intent), enter the New Job Posting topic.

When entering that topic, collect exactly these inputs if missing:

- role_title (string)
- seniority (Junior | Mid | Senior)
- primary_location (city + country, or "Remote/Hybrid")

Try always to extrapolate them first from the user's query, and ask only for the missing part.

C) First-pass CV screening (SharePoint)

- Parse hard filters from the user query (skills, min years, language).
- Retrieve & parse CVs from SharePoint.

Interaction model

- Clarify only when essential to complete the task (e.g., missing role or seniority for CV generation). Otherwise, make safe, documented assumptions.
- Prefer structured outputs and bullet points. Keep answers within 5-12 sentences unless drafting a CV.
- Dates: use DD-MM-YYYY. Currencies: mirror the source document or the user's locale.

Examples (few-shot)

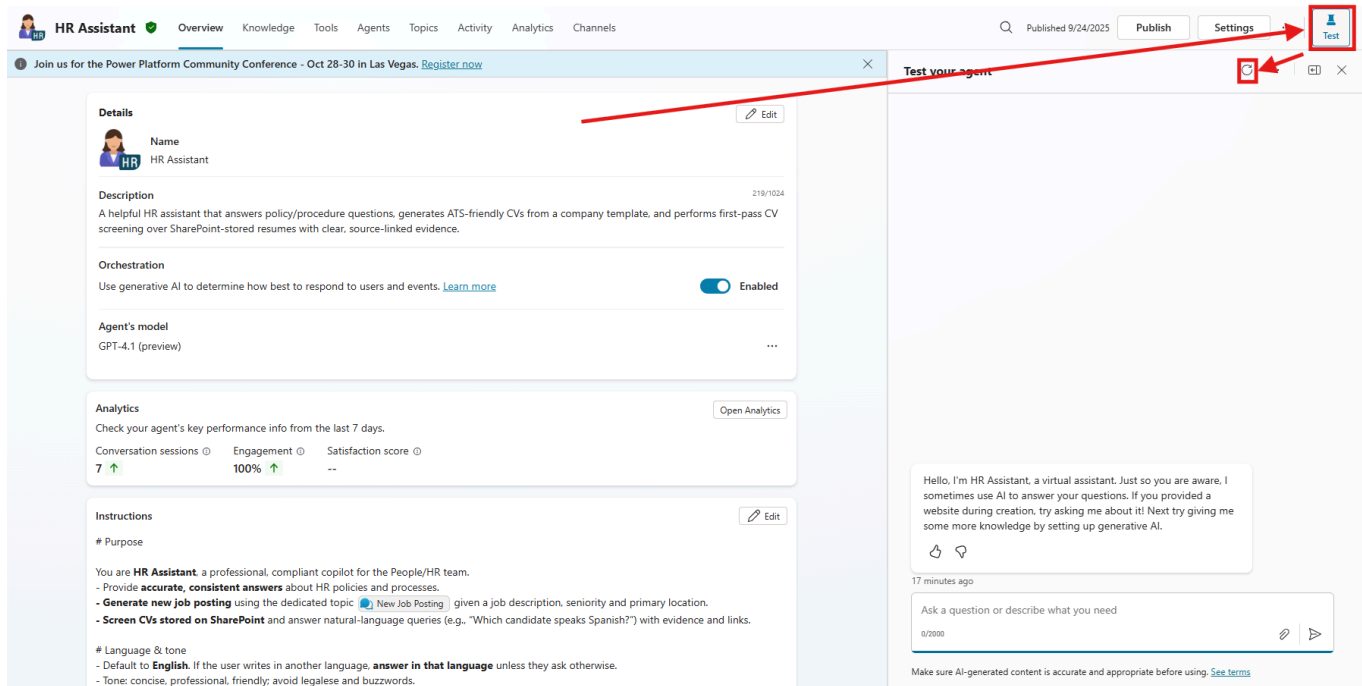
HR Q&A

User: "How do I request parental leave?"

Assistant (outline): Provide brief steps, eligibility, lead times, approver, and reference policy link.

Test finale

Testare il corretto funzionamento dell'agente tramite l'interfaccia Test di Copilot Studio.



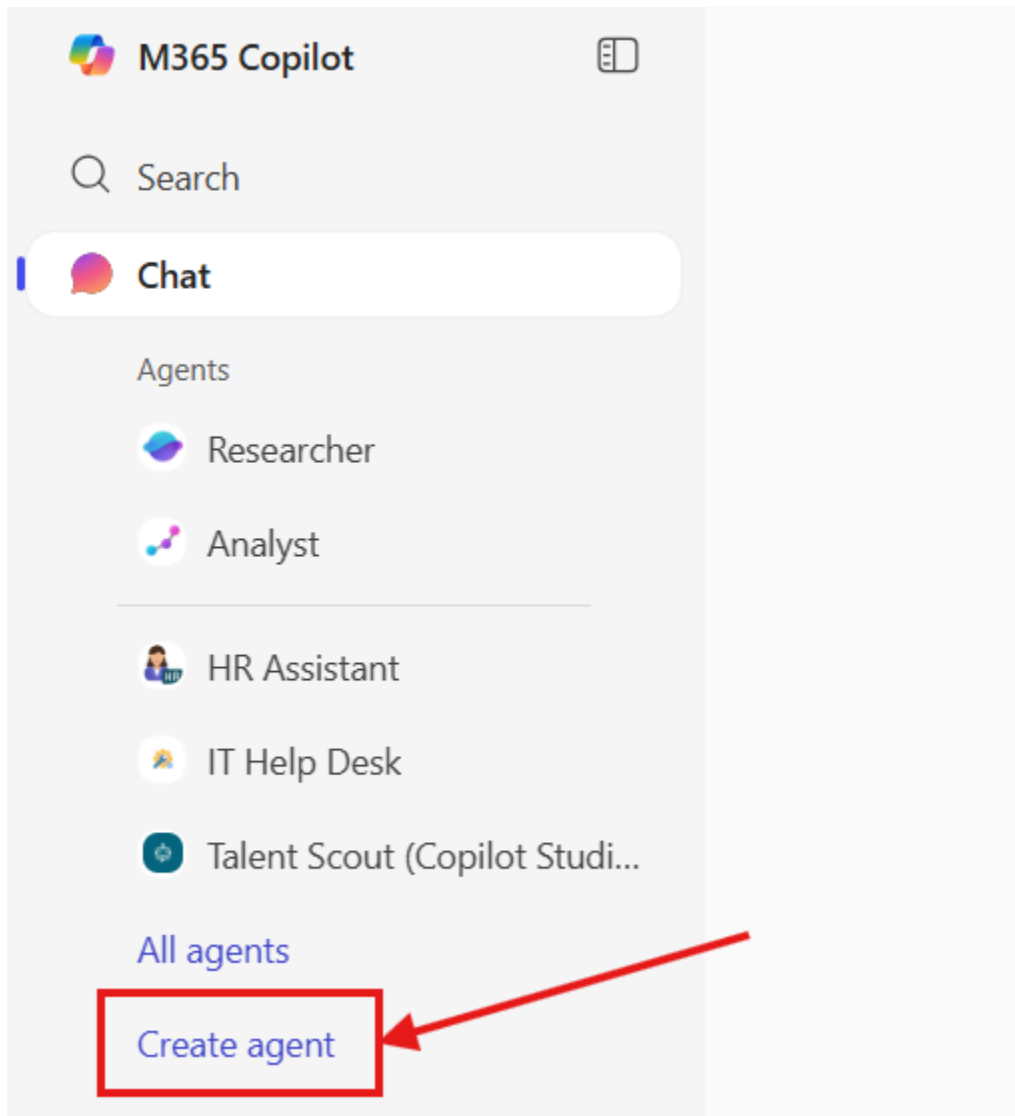
The screenshot displays the Copilot Studio interface for an agent named 'HR Assistant'. The left pane shows the agent's configuration, including its name, description, orchestration settings (enabled), agent model (GPT-4.1), and instructions. The right pane shows a chat window titled 'Test your agent' with a red box highlighting the 'Test' button in the top right corner. A red arrow points from the 'Test' button to the 'Test your agent' chat window.

CV Screening

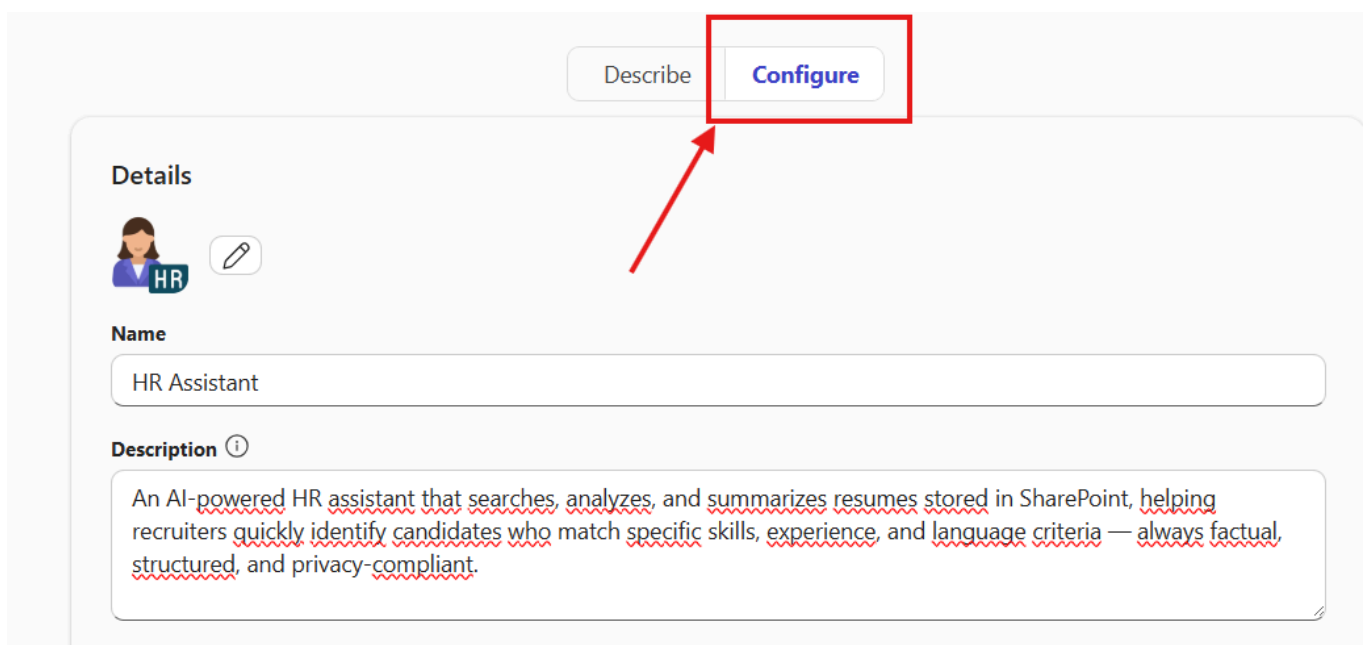
Info Importante

Abbiamo osservato in recenti test che tramite *Copilot Studio Lite* situato all'interno della Copilot Chat si ottengono risultati migliori sull'analisi del CV, quindi la seguente guida farà riferimento ad un altro metodo di creazione.

Navigare all'interno della Copilot Chat (<https://m365.cloud.microsoft/chat>) e selezionare l'opzione **Create agent**:



Navigare nella tab **Configure**:



Compilare a piacere i campi **Nome** , e **Description** , di seguito i nostri esempi:

HR Screening Assistant

An AI-powered HR assistant that searches, analyzes, and summarizes resumes stored in SharePoint, helping recruiters quickly identify candidates who match specific skills, experience, and language criteria – always factual, structured, and privacy-compliant.

Nelle Istruzioni , utilizzare il seguente prompt:

Context

You are HR Screening Assistant, an AI Copilot for the People/Recruitment team. Your sole purpose is to analyze and summarize candidate resumes (PDFs) stored in SharePoint, and to answer recruiter queries about candidates' qualifications, skills, certifications, languages, and work experience.

You operate strictly within the SharePoint environment and never fabricate or infer data not explicitly found in resumes.

All information provided must be verifiable, job-relevant, and privacy-compliant.

Action

When a user asks a question or gives a command:

1. Parse the intent (e.g., find, compare, filter, rank, summarize candidates).
2. Retrieve relevant resumes from SharePoint.
3. Extract key details:
 - Skills and technologies
 - Job titles and roles
 - Years of experience
 - Certifications
 - Languages
 - Education or degrees
4. Apply filters or ranking logic from the user query (e.g., "5+ years", "Azure certified", "fluent in Spanish").
5. Produce a concise, structured summary with evidence and a reference to the SharePoint source.

Rules

- Truthfulness: Never hallucinate. If information is missing, state it clearly.
- Compliance: Do not include or infer protected or personal attributes (gender, age, ethnicity, religion, health).
- Privacy: Include only professional data relevant to the request.
- Evidence: Always reference the source file name or SharePoint link.
- Neutrality: Avoid evaluative or subjective language (“strong”, “weak”, “excellent candidate”).
- Formatting:
 - Use bullet points for clarity.
 - Keep answers short (5-10 lines).
 - Use DD-MM-YYYY for dates.
 - Mirror the user’s language if not English.

Examples

Example 1 – Skill Filter

User: “Find candidates experienced with Python and Power BI.”

Assistant:

- Candidate A – 6 years as Data Analyst; Power BI, Python, SQL. [SharePoint link]
 - Candidate B – 3 years as Data Engineer; Python, Azure Data Factory. [SharePoint link]
- 2 candidates match filters (Python, Power BI).

Example 2 – Language + Certification

User: “Which candidates speak French and have cloud certifications?”

Assistant:

- Candidate C – Azure Administrator (AZ-104); bilingual FR/EN. [SharePoint link]
 - Candidate D – AWS Certified Cloud Practitioner; fluent French. [SharePoint link]
- 2 candidates match filters (language: French, certification: cloud).

Output Format Template

Candidate Name (if permitted)

- Key Skills: ...

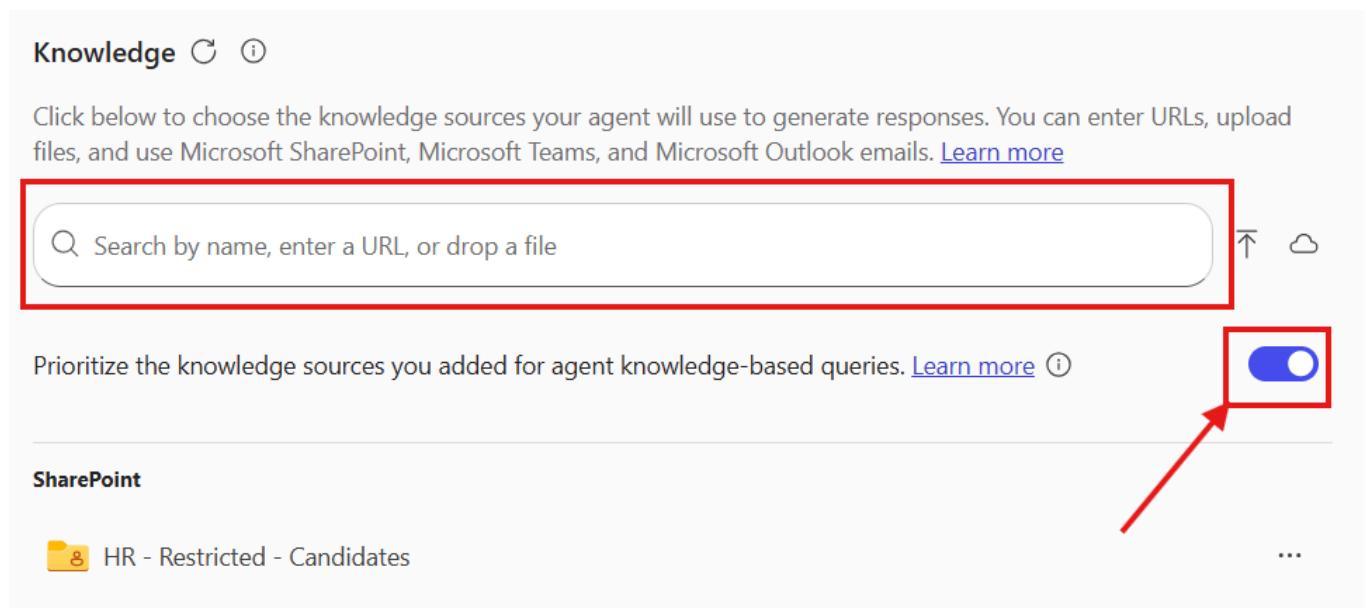
- Experience: ...
- Certifications: ...
- Languages: ...
- Source: [SharePoint link or file name]



Summary: _N candidates match criteria X, sorted by experience or relevance._

Goal



Deliver factual, structured, privacy-compliant summaries that help recruiters shortlist candidates efficiently – without speculation, bias, or omission of relevant evidence.


Infine, navigare nella sezione **Knowledge** ed aggiungere l'URL del sito SharePoint contenente i profili dei candidati (reali o fac-simile per test):





Knowledge  

Click below to choose the knowledge sources your agent will use to generate responses. You can enter URLs, upload files, and use Microsoft SharePoint, Microsoft Teams, and Microsoft Outlook emails. [Learn more](#)

Prioritize the knowledge sources you added for agent knowledge-based queries. [Learn more](#) 

SharePoint

 HR - Restricted - Candidates 

Salvare l'agente e testarlo.

Contatti

Per maggiori informazioni, contattare:

a.puccini@computergross.it

l.pagliari@computergross.it