

15 ACS, Speech, Copilot

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Pro tips

? Call Automation is a server-side call: answer, play, recognize, transfer, hang up.

Recognize can be DTMF or speech.

? Copilot Studio can sit in the recognize step. A transfer to a person is part of the design.

? Foundry is where you evaluate a model. It is not a second phone system.

Interview traps

? Shipping a bot with no human escape and calling it a contact center.

? Assuming speech recognition sees media on a path you never forked.

Cheat sheet

Answer -> Play -> Recognize -> Transfer or Hang up

Recognize DTMF or speech

Escape a queue or a person, on every flow

ACS events are the call

Teams policy is not the bot runtime

Facts in the long lessons were checked 14 October 2026. This sheet is a memory aid.

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