

Lead the conversation Unlock Innovation with Agentic AI in Copilot Studio

Course Overview

This training is designed specifically for solution architects and presales professionals looking to deepen their expertise in Microsoft Copilot Studio. Learn how to effectively position, demonstrate, and guide customers in adopting Copilot-powered agents—across business processes, Microsoft 365 apps, and custom solutions. You will also understand governance, licensing, and cost models to confidently handle objections. Whether you're looking to enhance your deal readiness or lead Copilot solution conversations, this workshop equips you with the strategic and technical knowledge to drive customer success with Copilot Studio.



Level - Intermediate



Duration - 6 Hours

Course Modules

Day 1? - Copilot Agents: Architecture, Design, and Customization

Module 1: Agents in Microsoft 365 ecosystem – ? 45 mins

Copilot and Agents

Empower everyone with Agents

Build your own agents – Agent tooling

Low-code agent building with Copilot Studio Agent Builder

SharePoint Agents

Module 2: Building custom agents – 60 mins

Building custom agents with Copilot Studio

Agent anatomy

Customizing agents – Orchestrator, UI, Knowledge, Actions

Autonomous Agents

Enhance with Azure AI Foundry

Module 3: Agent guidance – 15 mins

Comparing Agent Types

AI Alignment Guidance – Build vs Buy

Customer Stories

Deal Ready Demo Accelerators

Day 2 -? Agent Governance, Costing and Deployment at Scale

Module 4: Agent Governance and Control – 60 mins

Copilot Control System

Existing Security & Governance Capabilities

Agent Security and Governance

Agent Management Controls

Module 5: Drive success with agent adoption and measurement – 20 mins

Driving Copilot Studio and copilot adoption

Agent Measurement and Reporting

Module 6: Copilot Studio Licensing and Pricing – 40 mins

Pay-as-you-go

Agent examples – cost calculation

Message Packs

Dynamics 365 agents – cost calculation

Agents Cost Controls

Day 3

Team Activity Solutioning and Adoption Strategy (Optional)

Hear customer use case and requirements from industry

Respond building a 5-7 mins pitch

Handle objections

See sample response