

# Implement with impact Boost innovation with Copilot in Dynamics 365 and Power Platform

## Course Overview

In this course, you will learn how to use Copilot for Dynamics 365 and Copilot in Power Platform, that provide interactive, AI-powered assistance across various business domains, such as sales, marketing, customer service, operations, and supply chain. You will discover how Copilot can help you optimize your business performance by providing you with insights, suggestions, and actions based on natural language processing and generative AI.



**Level - Advanced**



**Duration - 12 Hours**

## Course Modules

### Day 1

#### **Driving organization-wide innovation with Copilot in Power Platform**

Introduction to Microsoft Power Platform Copilot

Transform low-code development with Power Apps Copilot

Human-agent collaboration with agent feed

Automate smarter than ever before with Power Automate Copilot

Build Next-generation agents with Microsoft Copilot Studio

Build websites faster with Copilot in Power Pages

Move from data to insights faster with Copilot in Power BI

Responsible use of AI

## **Hands on Labs**

Setting up lab environment

Building a canvas app for a real estate solution with Copilot in Power Apps

Automating the approval process for a real estate showing using Copilot

Building an agent in Microsoft Copilot Studio with the new AI capabilities

Process ingestion and process analytics with Copilot in Process Mining (preview)

Creating an AI-generated site, webpage using Copilot and adding other components to pages

## **Day 2**

### **Accelerating Sales and Customer Service with Microsoft Copilot**

Introduction to Microsoft Dynamics 365 Copilot

Modernize customer support with Copilot in Dynamics 365 Customer Service

Deliver exceptional service with Copilot in Dynamics 365 Field Service

Introduction to Microsoft 365 Copilot for Service

Introduction to Microsoft 365 Copilot for Sales

Improve sales productivity with Copilot in Dynamics 365 Sales

## **Hands on Labs**

Solving customer issues faster with Copilot in Dynamics 365 Customer Service

Creating, scheduling, and viewing work orders in Outlook using Copilot in Field Service

Creating and deploying a custom agent with Microsoft 365 Copilot for Service

Composing emails, viewing email summary and opportunity summary in Outlook using Copilot for Sales

Using Microsoft 365 Copilot for Sales app in Microsoft Teams and using conversation intelligence dashboard (preview)

## **Day 3**

## **Transforming Employee and Customer Experiences with Dynamics 365 Copilot**

Deliver personalized customer experiences with Copilot in Dynamics 365 Customer Insights

Improve productivity with Copilot in Dynamics 365 Supply Chain Management

Introduce Copilot capabilities in Dynamics 365 Finance and Project Operations

Introduction to Finance agents (preview)

Produce AI-generated product descriptions with Copilot in Dynamics 365 Business Central

## **Hands on Labs**

Creating segments with Copilot for Customer Insights - Data (preview)

Designing and styling emails with AI-assisted themes using Copilot in Customer Insights - Journeys

Creating AI-Assisted customer journey with Copilot in Customer Insights - Journeys

Configuring and using Copilot in Dynamics 365 Business Central

Using Finance agents in Microsoft 365 Outlook (Preview)