

Implement with impact Simplify agent development with Copilot Studio

Course Overview

Copilot Studio offers graphical development environment to build copilots using generative AI, sophisticated dialog creation, plugin capabilities, process automation, and built-in analytics that work with Microsoft conversational AI tools. Attend this workshop to learn how to build and run your own copilots across websites and other channels to serve employees and customers.



Level - Intermediate



Duration - 12 Hours

Course Modules

Day 1

Module 1: Build and customize agents with Microsoft Copilot Studio

Revisit Microsoft 365 Copilot

Understand copilots and agents

Microsoft Copilot Studio overview

Create agents in Copilot Studio Full experience

Define the logic for agents with Topics

Work with variables, entities and triggers

Test and publish agents

Design voice agents

Ground agents with knowledge

Interactive Simulated Labs

Lab 1 - Create a gardening assistant agent using Copilot

Studio lite experience

Lab 2 - Configure the Dynamics 365 Customer Service

Lab 3 - Create a Safe travels agent from agent template

Lab 4 - Integrate an agent with Dynamics 365 Customer Service app and implement automated case escalation to the live agent

Day 2

Module 2: Design agents with Generative AI, tools and pro-code development in Microsoft Copilot Studio

Generative AI in Copilot Studio

Orchestrate agent behavior with generative AI

Anatomy of an agent

Introduction to Agent Tools: Model Context Protocol (MCP) (preview), Use deep reasoning models

Enhance automation with agent flows and connectors

Understand Create search query action

Copilot Studio Agents & Azure AI Foundry- better together

Pro-code development in Microsoft Copilot Studio

Interactive Simulated Labs

Lab 5 - Enhance the Safe Travels agent and implement Multi agent orchestration

Lab 6 - Create a Knowledge Assistant agent for HR in Copilot Studio that leverages Azure AI Search

Day 3

Module 3: Agent analytics, security and governance in Microsoft Copilot Studio

Manage agents in Copilot Studio

Understand the analytics in Copilot Studio

Secure and manage your AI agents using Microsoft Entra

Agent ID

Agent controls and governance

Microsoft Copilot Studio Security and Governance

Purview integration with Copilot Studio

Responsible AI for Microsoft Copilot Studio

Interactive Simulated Labs

Lab 7 - Develop a Personalized Shopping Assistant autonomous agent