

DW-102: Simplify agent development with Copilot Studio

Total 12 hrs (4 hrs format)

Day 1 (240 mins)

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
- Define the logic for agents with Topics
- Work with variables, entities and triggers
- Test and publish agents
- Design voice agents
- Ground agents with knowledge

Hands on Labs

- Create a gardening assistant agent using Copilot Studio Agent Builder
- Configure the Dynamics 365 Customer Service
- Create a Safe travels agent from agent template
- Integrate an agent with the Dynamics 365 Customer Service app and implement automated case escalation to the live agent

Day 2 (240 mins)

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

Hands on Labs

- Enhance the Safe Travels agent and implement Multi agent orchestration
- Create a Knowledge Assistant agent for HR in Copilot Studio that leverages Azure AI Search

Day 3 (240 mins)

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

Hands on Labs

- Develop a Personalized Shopping Assistant autonomous agent