

Microsoft Copilot Studio Development

Duration 5 days (42 hours)

Module 1: Get started with Microsoft Copilot Studio

Microsoft Copilot Studio allows organizations to quickly create copilots based on business scenarios their customers and employees can easily interact with as needed. In this module, you're introduced to key concepts for copilots.

- Introduction
- Get started working with environments
- Create bots and work with the Microsoft Copilot Studio interface
- Create topics
- Test bots
- Publish bots and analyze performance
- Exercise - Build your first chatbot

Module 2: Manage topics in Microsoft Copilot Studio

In Microsoft Copilot Studio, topics are used to small conversations related to a specific subject. A Microsoft Copilot Studio bot typically includes many topics. This module you're introduced to the basic principles of topics such as trigger phrases and conversation paths and how to create them.

- Introduction
- Work with bot topics
- Branch a topic
- Create topics for existing support content
- Work with system fallback topics
- Manage topics

Module 3: Work with entities and variables in Microsoft Copilot Studio

Microsoft Copilot Studio allows organizations to quickly create bots based on business scenarios their customers and employees can easily interact with as needed.

- Introduction
- Work with entities
- Custom entities
- Use entities in conversations
- Work with variables
- Reuse variables across topics

Module 4: Enhance Microsoft Copilot Studio bots

This module examines some of the methods that you can use to enhance your Microsoft Copilot Studio bots such as leveraging Power Automate flow to add actions, and transferring conversations from a bot to Omnichannel for Customer Service.

- Introduction
- Use Power Automate to add actions
- Transfer conversations to agents by using Omnichannel for Customer Service
- Create topics for existing support content
- Analyze bot performance

Module 5: Manage Microsoft Copilot Studio

This module examines the components available for managing and administrating copilots.

- Introduction
- Environments in Microsoft Copilot Studio
- Bot topics permissions
- Bot entities and flow permissions
- Monitor and diagnose
- Administer and manage
- Authentication

Module 6: Set up a Microsoft Copilot Studio copilot for voice

This module explores how to set up a Microsoft Copilot Studio copilot to use voice.

- Introduction
- Deploy the necessary extensions
- Set up the handoff to your customer service application
- Set up for voice

Module 7: Use Azure AI Services for Language in a Microsoft Copilot Studio

This module describes the setup that's required to use Azure AI Services for Language to enhance the capabilities of a Microsoft Copilot Studio.

- Introduction
- Azure AI Services for Language
- Define your bot
- Call your service
- Deploy your bot

Module 8: Generative AI Features in Copilot Studio

This module describes the different Generative AI features available in Copilot Studio

- AI-based agent authoring
- Orchestrate agent behavior with generative AI
- Knowledge sources

Module 9: Voice Capabilities, Speech and IVR in Copilot Studio

This module describes the different Voice capabilities, Speech and IVR features available in Copilot Studio

- Voice Capabilities
- Overview of Speech and IVR
- Enhance IVR with Gen AI answers optimized for voice
- Use IVR with Omnichannel for customer service

Module 10: Microsoft 365 Copilot extensibility fundamentals

This module explores how extending Microsoft 365 Copilot with agents, connectors, and plugins can help organizations address the challenges of increasing productivity and reducing costs by leveraging AI to orchestrate business processes more effectively.

- Introduction
- What is Copilot extensibility?
- What are agents?
- What are declarative agents?
- What are custom engine agents?
- Add knowledge with Graph connectors
- Add skills with plugins

Module 11: Copilot in Fabric

- Copilot in Fabric overview
- How Copilot works in Microsoft Fabric
- Copilot glossary and terms
- Enable Copilot in Fabric
- Copilot in Power BI integration
- Use Copilot with semantic models
- Use Copilot with Power BI reports
- Privacy, security, and responsible use

Module 12: Fabric Data Agent**

- What is the Fabric data agent?
- Fabric data agent tenant settings
- How to create a Fabric data agent
- Fabric data agent SDK
- Evaluate a Fabric data agent
- Configure your fabric data agent
 - Data agent configurations
 - Best practices for configuring data agents
 - How to configure a data agent
- How to consume a Fabric data agent
 - Consume a data agent in Azure AI foundry
 - Consume a data agent from Copilot in Power BI

**The Fabric Data Agent is currently in preview. While we will make every reasonable effort to meet the desired objectives, certain limitations may exist due to the evolving nature of the feature. As such, outcomes cannot be fully guaranteed at this stage.