

"Deploy a Copilot for Your IT Helpdesk in 3 Days"


Powered by Microsoft Copilot Studio | Enterprise-Ready

Overview

- Business Scenario & Objectives
 - Who This Pack Is For (Roles & Prerequisites)
 - What You Will Build (End-State Architecture Diagram)
 - Tools & Licenses Required
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Day 1 — Design & Foundation

Theme: "Understand the Problem, Design the Bot"

- Module 1.1 — IT Helpdesk Pain Points & Use Case Mapping
 - Module 1.2 — Introduction to Copilot Studio (Interface & Concepts)
 - Module 1.3 — Creating Your First Topic (Password Reset Flow)
 - Module 1.4 — Entities & Slot Filling (Ticket Category, Priority, User Info)
 -  Lab: Build the Core IT Helpdesk Conversation Flow
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Day 2 — Integration & Intelligence

Theme: "Connect It to the Real World"

- Module 2.1 — Connecting to a Knowledge Base (SharePoint/ Document / Website)
 - Module 2.2 — Variables & Conversation State
 - Module 2.3 — Generative AI Answers with Azure OpenAI
 - Module 2.4 — Power Automate Integration (Auto-raise a Ticket)
 -  Lab: Wire up Ticket Creation Flow + Knowledge Base Q&A
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Day 3 — Deploy, Test & Govern

Theme: "Ship It Like an Enterprise"

- Module 3.1 — Fallback Handling & Escalation to Human Agent
- Module 3.2 — Authentication & User Identity
- Module 3.3 — Testing & Conversation Quality Review
- Module 3.4 — Publishing to Microsoft Teams
- Module 3.5 — Governance, Security & DLP Policies
- Module 3.6 — Handover to Client IT Team

 **Final Lab: Full End-to-End Demo — Live IT Helpdesk Copilot**