

Multi-platform Conversational AI Development (Non-Coding, End-User Focus)

Duration: 40 hours

Course Outcomes

- Understand Generative AI concepts and how platforms like Azure OpenAI, Amazon Lex, Microsoft Copilot Studio, Google Agent Studio, and GitHub Copilot empower non-technical users.
- Build and configure conversational agents using no-code/low-code interfaces.
- Explore business use cases across industries.
- Apply monitoring, governance, and responsible AI practices.
- Compare platforms to select the right one for organizational needs.
- Enhance productivity with GitHub Copilot as an end-user tool.

Day 1: Introduction to Generative AI and Azure OpenAI

1. Introduction to Artificial Intelligence and Generative AI
2. Understanding Large Language Models (LLMs)
3. Overview of Azure OpenAI Service
4. Key Azure OpenAI Models and Capabilities
5. Chat-based AI Applications and Use Cases
6. Introduction to Prompt Engineering
7. Writing Effective Prompts for Better Results
8. Responsible AI Fundamentals and Best Practices

Day 2: Amazon Lex (No-Code Focus)

1. Introduction to Amazon Lex and its architecture
2. Core concepts: bots, intents, utterances, slots, prompts
3. Creating a basic bot using Lex console (no coding)
4. Adding voice support and testing utterances
5. Designing conversation flows with branching and error handling
6. Configuring fallback intents
7. Monitoring, logging, and versioning
8. Deploying a bot to a channel (e.g., website, chat)
9. Business scenarios for Lex adoption

Day 3: Microsoft Copilot Studio

1. Introduction to Microsoft Copilot Studio
2. Creating agents, topics, trigger phrases, and conversation nodes
3. Using generative features to create topics and responses
4. Adding entities and variables (no-code setup)
5. Extending agents with Power Automate (workflow focus, not coding)
6. Testing and publishing agents
7. Deploying agents to Teams or web channels
8. Monitoring conversations and usage analytics
9. Governance and security policies for enterprises

Day 4: Google Agent Studio

1. Introduction to Google Agent Studio and Vertex AI Agent Builder
2. Creating a simple agent with conversation flow
3. Adding tools and connectors (no-code integrations)
4. Designing multi-agent workflows
5. Orchestrating agent-to-agent communication
6. Monitoring and evaluating agents
7. Ensuring safety and responsible AI practices
8. Comparative discussion: Lex vs Copilot Studio vs Agent Studio
9. Hands-on lab: build and deploy a multi-agent solution (no coding required)

Day 5: GitHub Copilot for End Users

1. Introduction to GitHub Copilot and its role in productivity
2. Using Copilot for everyday tasks (documentation, summaries, explanations)
3. Prompting strategies for non-coders (clear instructions, context)
4. Applying Copilot for writing, brainstorming, and automation support
5. Governance and responsible use of AI assistants
6. Comparing GitHub Copilot with conversational AI platforms