

AI+ Microsoft 365 Copilot Retail Specialty

OEM: AI CERTs • Duration: 1 Day (8 hrs) • Code: AP-0930

COURSE MODULES & TOPICS

Module 1: Foundations of AI & Microsoft 365 Copilot in Retail

- 1.1 The Rise of AI in Retail
- 1.2 Meet Microsoft 365 Copilot for Retail
- 1.3 Copilot & Microsoft Graph: Retail Data Integration
- 1.4 Data Security & Responsible Use in Retail AI
- 1.5 Case Study: Fictional “Style Mart”

Module 2: Core Copilot Skills for Retail

- 2.1 Introduction to Microsoft 365 Copilot
- 2.2 Creating Store Layout Plans
- 2.3 Designing Seasonal Campaigns
- 2.4 AI-Driven Sales Boost Strategies
- 2.5 Case Study: Fictional “Urban Style”

Module 3: Advanced Copilot Applications in Retail

- 3.1 Predicting Stock Shortages
- 3.2 Creating Cross-Store Reports
- 3.3 Case Study: Fictional “Fresh Find”

Module 4: Copilot Studio Agent for Retail

- 4.1 Introduction to Copilot Studio for Retail
- 4.2 Building In-Store Query Assistants
- 4.3 Automating Store Location & Availability Queries

Module 5: Optimizing Copilot in Retail

- 5.1 Prompt Refinement for Engagement Scripts
- 5.2 Supply Chain Tool Integration
- 5.3 Case Study: Fictional “Quick Mart”

Module 6: Responsible AI with Copilot — Policy, Safety & Trust

- 6.1 Principles in Practice
- 6.2 Data Protection & Compliance
- 6.3 Bias, Hallucination & Human Oversight
- 6.4 Operationalizing Responsible AI

Module 7: Capstone Project — End-to-End Retail with Copilot

- 7.1 Project Overview and Objectives
- 7.2 Step-by-Step Guide
- 7.3 Key Takeaways and Outcomes
- 7.4 Conclusion
- 7.5 Open-Ended Projects (Optional)