

CAREER PROGRAMME | MICROSOFT COPILOT AND AGENTS

Become a Copilot Forward Deployed Engineer.

An 80-hour, instructor-led programme for professionals who want to move into one of the fastest-growing roles in enterprise AI: the engineer who sits with the customer, builds Copilot agents that solve real business problems and puts them into production.

80 hrs

10 instructor-led days of 8 hours, including a simulated client engagement

12

modules across four stages of a real FDE engagement

3

portfolio pieces, including a capstone agent defended to a panel

AB-100

aligned to the Agentic AI Business Solutions Architect exam

The programme in one page

Copilot is now deployed across thousands of organisations. What they lack is people who can turn it into working agents that move a business number. This programme trains you to be that person, using the same engagement method Microsoft and its partners use with enterprise customers.

10 days

8 hours a day, 80 hours of instructor-led training

60%

of time spent hands-on in labs and engagement work

2 lanes

low-code Copilot Studio or pro-code Agents Toolkit and Foundry

1:1

mentor reviews on your capstone and portfolio

YOU WILL LEARN TO

- Run a discovery session and turn a vague request into a measurable outcome
- Choose the right Copilot agent architecture and defend the choice
- Build agents in Copilot Studio and, on the pro-code lane, with code
- Ground agents safely in enterprise knowledge and connect them to business systems
- Test, secure and release an agent like a production system
- Measure adoption, cost and business value, and present it to a sponsor

YOU WILL LEAVE WITH

- **A Koenig credential:** Certified Copilot Forward Deployed Engineer
- **A portfolio:** two lab agents and one capstone agent, each with its evidence pack
- **A field toolkit:** the templates FDEs use on real engagements
- **Exam readiness:** AB-100 practice tests and a readiness session
- **Interview readiness:** a mock FDE interview with feedback

How the programme is built

Stage	Modules	Days	Hours
1. Embed	The FDE role, discovery, data readiness and trust	Days 1 to 2	12
2. Architect	Agent architecture, grounding and context, actions and integration	Days 2 to 3	12
3. Build	Low-code engineering, pro-code engineering, evaluation and quality	Days 4 to 6	20
4. Ship and run	Governance and ALM, operating and proving value, field craft	Days 6 to 7	12
Capstone	Simulated client engagement, panel defence	Days 8 to 10	24
Total		10 days	80

The role employers are hiring for

A forward deployed engineer works inside the customer's organisation, owns a business problem from discovery to a running system, and is judged on the customer's result. In July 2026 Microsoft committed \$2.5 billion and around 6,000 engineering and industry experts to this model. Partners and enterprises are now building their own FDE teams, and they need people to fill them.

Role	Primary output	Measured on	Where they work
Trainer	Skilled people	Learner capability	Classroom or virtual session
Consultant	Recommendations	Quality of advice	Workshops and reports
Solution architect	Designs	Fit of the design	Design authority
Forward deployed engineer	A running system in production	The customer's business KPI	Inside the customer's team and tenant

What employers ask for

Recurring requirements in 2026 job adverts for Copilot-focused FDE roles, and where this programme covers them.

Requirement	Covered in
Build custom Copilot Studio agents, not just configure templates	Modules 7, 9
Microsoft 365 security and authentication: Entra ID, Teams, Graph	Modules 3, 10
Governance, guardrails and intake standards for Copilot and Power Platform	Modules 3, 10
RAG, prompt design and multi-agent patterns	Modules 5, 7, 8
Integration with SharePoint, Teams, Power Platform and third-party systems	Modules 6, 8
Working directly with business stakeholders and end users	Modules 2, 12

A week in the role

- **Monday.** Shadow the claims team to see where hours are lost
- **Tuesday.** Agree the KPI with the operations director
- **Wednesday.** Build and test the first agent loop with three users
- **Thursday.** Security review with IT; fix a permissions gap
- **Friday.** Demo progress to the sponsor; update the value case

Roles this programme prepares you for

Copilot Forward Deployed Engineer

Copilot Studio Agent Engineer

AI Solutions Consultant

Microsoft 365 AI Specialist

Agentic AI Architect, with experience

Your starting point, your lane

FDEs come from many backgrounds. What they share is comfort with Microsoft 365, curiosity about how businesses work, and the confidence to build in front of a customer. Find your profile below to see where you start and which build lane suits you.

If you are now a	You bring	Suggested lane	You will focus on
Microsoft 365 or Copilot administrator	Tenant, identity and security knowledge	Low-code	Discovery, agent building, value
Power Platform maker or CoE member	Flows, connectors and Dataverse	Low-code	Architecture, grounding, field craft
Software or integration developer	APIs, code, source control	Pro-code	Discovery, Microsoft 365 context, governance
Business analyst or consultant	Process mapping and stakeholder skills	Low-code	Agent engineering, testing, ALM
Technical trainer or MCT	Product depth and presenting	Low-code	Production engineering and value
Support or service desk engineer	Troubleshooting and user empathy	Low-code	Architecture, building, stakeholders

Entry requirements

- At least two years in an IT, digital or business-systems role
- Working knowledge of Microsoft 365 and Microsoft 365 Copilot
- Low-code lane: has built a Power Automate flow or a simple Copilot Studio agent
- Pro-code lane: comfortable with VS Code, JSON and calling a REST API in TypeScript or Python

Where it can take you

01

Agent engineer

Builds and tunes agents in an FDE or CoE team.

02

Forward deployed engineer

Owns customer outcomes from discovery to production.

03

Lead FDE

Leads engagements and a small team of engineers.

04

Agentic AI architect

Sets architecture and standards across many agents, AB-100 certified.

Taught from Microsoft's own playbooks

You will not learn a made-up methodology. Every module is built on guidance Microsoft publishes for its field teams, partners and customers, so what you learn is what employers and Microsoft engineers already use.

Microsoft source	What it gives you	Where you use it
Cloud Adoption Framework: AI agents	The four-step adoption process: plan, govern and secure, build, manage	The structure of the four programme stages
Copilot Studio guidance hub	Best practice from the team that works with enterprise customers	Modules 4, 7, 9, 10, 11
Copilot Studio implementation guide	A 360-degree project review of architecture, security, ALM and analytics	Module 4 readiness review and capstone
ROI and agentic AI maturity guidance	How to measure agent value and adoption maturity	Modules 2 and 11
Agents for Microsoft 365 Copilot	When to build a declarative or a custom engine agent	Module 4
Copilot Agent Kit	Test automation, review and compliance tooling	Modules 9 and 11
Agent Academy	Open curriculum for Copilot Studio agents up to multi-agent and MCP	Low-code lane labs
Copilot Developer Camp	Pro-code labs for declarative agents, MCP, connectors, Foundry and Agent 365	Pro-code lane labs
Exam AB-100	Plan, design and deploy skills for agentic AI business solutions	Certification alignment

The stack you will work with

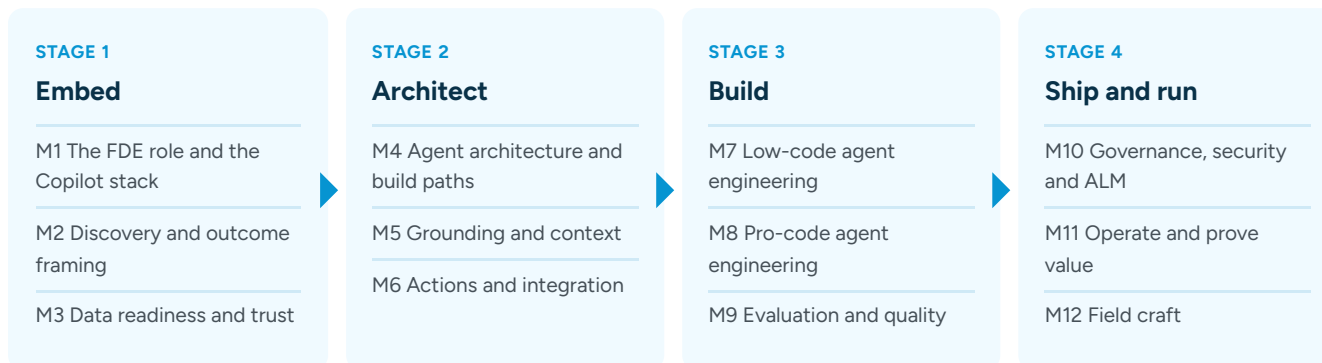
Microsoft 365 Copilot Copilot Studio Agents Toolkit
 Microsoft Foundry
 Work IQ Fabric IQ Foundry IQ
 Copilot connectors MCP Power Automate
 Dataverse Entra ID Purview Agent 365

A note on independence

This is a Koenig Solutions programme aligned to Microsoft's publicly available guidance. It is not a Microsoft course and is not endorsed by Microsoft. The Koenig credential is not a Microsoft Certification. Microsoft, Copilot, Copilot Studio, Microsoft 365 and related names are trademarks of the Microsoft group of companies.

Four stages that mirror a real engagement

The programme runs over ten instructor-led days of eight hours and follows the life of an FDE engagement. From day one you work on a single scenario at a fictional mirror company, so each module moves your engagement forward rather than teaching tools in isolation.



Day by day

Day	Modules	Hours	You finish the day with
1	M1 The FDE role and the Copilot stack, M2 Discovery and outcome framing	4 + 4	Lab tenant ready, outcome scorecard
2	M3 Data readiness and trust, M4 Agent architecture and build paths	4 + 4	Readiness findings, architecture decision record
3	M5 Grounding and context, M6 Actions and integration	4 + 4	A grounded agent that can take an action
4	M7 Low-code agent engineering	8	Portfolio piece 1: process agent
5	M8 Pro-code agent engineering	8	Portfolio piece 2: extended agent
6	M9 Evaluation and quality, M10 Governance, security and ALM	4 + 4	Evaluation report, go-live pack
7	M11 Operate and prove value, M12 Field craft	4 + 4	Value report, client meeting practice
8	Capstone: client brief, discovery and design	8	Scorecard and architecture for the capstone
9	Capstone: build, user testing and evaluation	8	Working capstone agent with test results
10	Capstone: evidence pack, panel defence, AB-100 readiness	8	Portfolio piece 3 and panel result

Embed, then architect

Module 1. The FDE role and the Copilot stack

Day 1 | 4 hrs

Explain how an FDE creates value and map the Microsoft Copilot and agent stack.

- Outputs versus outcomes; how FDE teams are organised and measured
- Copilot Chat, Microsoft 365 Copilot, Copilot Studio, Foundry and Agent 365
- Work IQ, Fabric IQ and Foundry IQ as the context layer for agents
- Licensing, Copilot Credits and the cost conversation

LAB

Map the mirror company

- Set up your lab tenant and environments
- Tour the stack with a working sample agent
- Draft the client's current AI landscape

Module 2. Discovery and outcome framing

Day 1 | 4 hrs

Run discovery with a sponsor and users, and produce a signed outcome scorecard.

- Sponsor interviews, process walk-throughs and pain-point mapping
- Turning a request into a KPI with a baseline and a measurement method
- Scoring use cases on value, feasibility, risk and data readiness
- Writing the discovery canvas

LAB

First client discovery

- Role-play interview with the client sponsor
- Score eight candidate use cases
- Present the outcome scorecard

Module 3. Data readiness and trust

Day 2 | 4 hrs

Assess whether a tenant's data is safe to ground an agent on, and fix the gaps.

- Permissions, oversharing and how agents respect access
- Purview sensitivity labels and DLP for agent knowledge
- Entra ID authentication basics for agents and users
- Responsible AI principles applied to agent design

LAB

Readiness assessment

- Find oversharing on a SharePoint site
- Apply labels and a DLP policy
- Write the readiness findings

Module 4. Agent architecture and build paths

Day 2 | 4 hrs

Choose and justify an agent type and build lane for a given use case.

- Declarative, Copilot Studio and custom engine agents compared
- Conversational versus autonomous; single versus multi-agent
- Environment strategy, rate limits and cost modelling
- Readiness review with the Copilot Studio implementation guide

LAB

Architecture decision record

- Choose the lane for your top use case
- Draw the solution and data flow
- Pass a peer readiness review

Ground it, connect it, build it

Module 5. Grounding and context

Day 3 | 4 hrs

Design the knowledge an agent uses so its answers are accurate and cited.

- Retrieval-augmented generation and its failure modes
- Knowledge sources: SharePoint, Teams, files, websites, Dataverse
- Choosing Work IQ, Fabric IQ or Foundry IQ for a use case
- Copilot connectors for external content

LAB

Ground the client agent

- Add and structure knowledge sources
- Compare answers before and after tuning
- Document grounding decisions

Module 6. Actions and integration

Day 3 | 4 hrs

Connect an agent to business systems so it can take actions, not just answer.

- Tools, connectors and agent flows
- API plugins from an OpenAPI description
- Model Context Protocol: what MCP servers are and when to use them
- Human approval steps for consequential actions

LAB

Make it act

- Add a connector action with approval
- Call a sample line-of-business API
- Connect a ready-made MCP server

Module 7. Low-code agent engineering

Day 4 | 8 hrs

Build a production-grade agent in Copilot Studio, beyond templates.

- Instructions, generative orchestration and topics where they still help
- Adaptive Cards, variables and error handling
- Autonomous agents with triggers and schedules
- Multi-agent patterns: child and connected agents
- Publishing to Teams and Microsoft 365 Copilot

LAB | PORTFOLIO PIECE 1

Process agent

- Build a full approval agent end to end
- Add an autonomous trigger
- Publish and test with a partner

Module 8. Pro-code agent engineering

Day 5 | 8 hrs

Extend Copilot with code where low-code is not enough. Low-code learners cover the concepts; pro-code learners build.

- Declarative agents as code in Microsoft 365 Agents Toolkit
- Building an MCP server in TypeScript or Python
- Custom engine agents with Microsoft Foundry and the Agents SDK
- Source control, environments and local testing

LAB | PORTFOLIO PIECE 2

Extend the agent

- Pro-code: ship an MCP server and agent
- Low-code: call a provided custom API
- Record a two-minute walkthrough

Prove it, ship it, run it

Module 9. Evaluation and quality

Day 6 | 4 hrs

Prove an agent is good enough to ship, using evidence a sponsor will trust.

- Writing test sets from real user questions
- Graders and thresholds for retrieval, response quality and tool behaviour
- Automated testing with the Copilot Agent Kit
- Load and rate-limit testing

LAB

Evaluation report

- Build a 20-question test set
- Fix the three weakest answers
- Write the evaluation report

Module 10. Governance, security and ALM

Day 6 | 4 hrs

Release an agent through environments with the controls security teams expect.

- Connector data policies, sharing and publishing rules
- Agent inventory and oversight with Agent 365 and the admin centre
- Solutions and pipelines from development to production
- Release notes, approvals and staged rollout

LAB

Go-live pack

- Complete the governance checklist
- Promote the agent with a pipeline
- Write the release plan

Module 11. Operate and prove value

Day 7 | 4 hrs

Monitor an agent in production and report the business value it creates.

- Analytics, transcript review and feedback loops
- Tuning cycles and the improvement backlog
- Consumption and cost per outcome
- Measuring ROI and writing the value report

LAB

Value report

- Analyse a month of sample analytics
- Calculate cost per resolved task
- Draft the sponsor report

Module 12. Field craft

Day 7 | 4 hrs

Handle the human side of an engagement with confidence.

- Demo storytelling that wins sponsor decisions
- Managing scope, pushback and difficult stakeholders
- Champions, rollout communications and adoption
- Writing the operations runbook and handing over

LAB

Difficult client meeting

- Role-play a scope-change conversation
- Deliver a five-minute value demo
- Peer and instructor feedback

Run a client engagement, start to finish

Over the final three days you run a complete engagement for a new client brief at the mirror company. Instructors play the sponsor, users and IT security. You finish by defending your agent and your evidence to a panel, the way FDEs do at a go-live decision.

Day 8

Brief

Receive a client brief and interview the sponsor.

Day 8

Design

Score use cases, choose a lane, pass the readiness review.

Day 9

Build and test

Build the agent, test with users, run the evaluation.

Day 10

Defend

Present the agent, evidence and value case to the panel.

Assessment

Criterion	Weight	The panel looks for
Outcome framing	20%	Clear KPI, credible baseline
Architecture	20%	Right lane and agent type, justified trade-offs
Working agent	25%	Completes the client task reliably, live
Evidence	20%	Test results, governance checklist, release path
Value and stakeholders	15%	Realistic value case and confident delivery

Pass mark 70%. One resubmission is allowed within 30 days.

Your portfolio

You leave with three pieces of work you can show employers, each with a short case study and evidence pack.

Piece	What it shows
Process agent	Copilot Studio engineering with actions and an autonomous trigger
Extension	Integration through an API or MCP server
Capstone	A full engagement: discovery, architecture, build, evidence and value

SCENARIO-BASED

No live client data

All work uses a fictional mirror company with realistic processes, data and stakeholders.

REALISTIC PRESSURE

Changing requirements

The client changes a requirement mid-engagement, as real clients do.

FEEDBACK

Written panel report

Each learner gets written feedback against every criterion.

Everything you need to make the move

The programme is built for career change, not just knowledge. Alongside 80 hours of instructor-led training you get the environment, tools and support to show employers what you can do.

01

Live instruction

Taught by Microsoft Certified Trainers with Copilot and Copilot Studio delivery experience. Small batches so every learner gets build feedback.

02

Personal lab environment

A Microsoft 365 tenant with Copilot, Copilot Studio and Power Platform, loaded with the mirror-company scenario. Pro-code lane adds Azure and Foundry.

03

FDE field toolkit

Outcome scorecard, discovery canvas, use-case scoring sheet, architecture decision record, evaluation plan, governance checklist, value report and runbook templates.

04

Mentor support

Mentors on hand during every lab, plus one-to-one reviews of your capstone on days 8 and 9.

05

Recordings and materials

Lab guides, reference sheets and, for virtual batches, session recordings, available for six months.

06

AB-100 exam preparation

Practice questions at the end of each stage and an exam-readiness session on day 10.

07

Mock FDE interview

A technical and client-scenario interview with written feedback.

08

Koenig credential

Certified Copilot Forward Deployed Engineer, with a verifiable digital badge.

Course facts

Item	Detail
Duration	10 days, 8 hours a day, 80 hours in total
Delivery	Instructor-led, live virtual or in person
Hands-on time	About 60%, in labs and the capstone engagement
Lanes	Low-code (Copilot Studio) or pro-code (Agents Toolkit and Foundry)
Assessment	Module labs and a capstone panel on day 10, pass mark 70%
Credential	Certified Copilot Forward Deployed Engineer (Koenig Solutions)
Certification alignment	Exam AB-100: Agentic AI Business Solutions Architect

A credential, and a path to AB-100

You earn the Koenig credential by showing you can do the job: completing the labs and passing the capstone panel. The programme also prepares you for Microsoft's expert-level architect exam.

KOENIG CREDENTIAL

Certified Copilot Forward Deployed Engineer

Issued by Koenig Solutions with a verifiable digital badge you can add to LinkedIn.

- At least 80% attendance at live sessions
- All module labs submitted
- Capstone passed at 70% or above

MICROSOFT CERTIFICATION

Exam AB-100: Agentic AI Business Solutions Architect

The programme covers the AB-100 skills outline. The exam is booked separately with Microsoft.

The Microsoft Certified: Agentic AI Business Solutions Architect credential also requires an approved prerequisite certification. Check current requirements on Microsoft Learn before booking.

How the programme maps to AB-100

AB-100 skill area	Exam weight	Programme coverage
Plan AI-powered business solutions	25-30%	Stage 1 (Modules 1 to 3) and Module 4
Design AI-powered business solutions	25-30%	Stage 2 (Modules 4 to 6) and Module 7
Deploy AI-powered business solutions	40-45%	Stages 3 and 4 (Modules 8 to 12) and the capstone

Related Microsoft certifications by lane

Low-code lane

Power Platform and Copilot Studio role-based certifications strengthen your profile and can serve as an AB-100 prerequisite. Check the current list on Microsoft Learn.

Pro-code lane

Azure AI and developer role-based certifications complement the pro-code skills taught here. Koenig can advise on the best next exam for your background.

Your first 90 days after the programme

DAYS 1 TO 30

Show your work

Publish your portfolio case studies, add your badge to LinkedIn and update your CV around the FDE role.

DAYS 31 TO 60

Certify

Use the practice tests and readiness session, then book AB-100 or the related exam for your lane.

DAYS 61 TO 90

Build in the open

Apply the method to a real problem at work or for a community project, and add it to your portfolio.

Choose how you learn

Every batch is the same 80-hour course: ten days of eight hours, the same curriculum, capstone and credential. Choose the schedule that suits you, or bring a team.

10 DAYS | WEEKDAYS

Weekday batch

Two working weeks, back to back, for learners who can step away from work.

SCHEDULE

Ten consecutive working days, 8 hours a day

FORMAT

Live virtual or in person

BEST FOR

Fast career moves and employer-sponsored learners

10 DAYS | WEEKENDS

Weekend batch

Saturdays and Sundays over five weekends, so you can keep your current role.

SCHEDULE

Ten weekend days, 8 hours a day

FORMAT

Live virtual

BEST FOR

Working professionals changing career

10 DAYS | PRIVATE

Team batch

For organisations building their own internal FDE or Copilot CoE team.

SCHEDULE

Ten days of 8 hours, dates agreed with you

FORMAT

On site or live virtual

BEST FOR

Teams who can replace the scenario with an approved internal use case

How to join

1

Apply

Tell us about your background and goals.

2

Choose your lane

Low-code or pro-code, based on your background.

3

Prepare

Pre-reading and lab access before day one.

4

Start

Meet your batch and receive your first client brief.

COPILOT FORWARD DEPLOYED ENGINEER

Build agents. Prove value. Step forward into the role.

10 days, 80 hours, 12 modules, one capstone, a portfolio and a credential.

KOENIG
step forward