
Create agents in Microsoft Copilot Studio

Duration: 1 Day **Course Code: M-PL7008** **Delivery Method: Virtual Learning**

Overview:

Learn how to create custom copilots with Copilot Studio

In this course, you will learn how to create custom copilots with Copilot Studio and will get the opportunity to practice your skills in a guided project.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

Students willing to learn how to create custom copilots with Copilot Studio.

Objectives:

- Students will learn to,
 - Get started with Microsoft Copilot Studio
 - Manage topics in Microsoft Copilot Studio
 - Work with entities and variables in Microsoft Copilot Studio
 - Enhance Microsoft Copilot Studio agents
 - Create an agent with Microsoft Copilot Studio and Dataverse for Teams
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Prerequisites:

- Familiarity with Microsoft Copilot Studio.
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Content:

Module 1: Get started with Microsoft Copilot Studio

- Get started working with environments
- Create agents and work with the Microsoft Copilot Studio interface
- Create topics
- Enhancing productivity with Generative AI
- Test your agents
- Publish agents and analyze performance
- Exercise - Create an agent with Microsoft Copilot Studio

Module 2: Manage topics in Microsoft Copilot Studio

- Work with agent topics
- Bot Framework Skills
- 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

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

Module 4: Enhance Microsoft Copilot Studio agents

- Use Power Automate to add actions
- Agent actions
- Transfer conversations to agents by using Omnichannel for Customer Service
- Create topics for existing support content
- Trigger types
- Analyze agent performance

Module 5: Create an agent with Microsoft Copilot Studio and Dataverse for Teams

- Create your first agent
- Create and modify topics
- Add inputs, variables, and conditions
- Call an action to pull in Dataverse for Teams data
- Publish and share your new agent

Further Information:

For More information, or to book your course, please call us on 00 971 4 446 4987

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