Transform business workflows with generative AI

Duration: 1 Day   Course Code: M-AB730   Delivery Method: Virtual Learning

Overview:

Discover how to apply generative AI to streamline daily tasks, enhance decision-making, and drive meaningful business outcomes. Learners will understand how to use Microsoft 365 Copilot and its functionalities to improve their productivity. The course focuses on real-world use cases—no coding required—making it ideal for those who want to confidently integrate AI into their work.

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:

This course is designed for professionals from a wide range of business functions, such as marketing, sales, operations, product management, customer success, human resources, and finance. The course is suitable for those looking to enhance their productivity, streamline workflows, and confidently demonstrate AI skills in a modern workplace.

Objectives:

- By the end of the training, participants will be able to:

- Understand the fundamentals of generative AI:

- Understand the capabilities of generative AI in interactions with Microsoft 365

- Identify responsible practices in AI and data protection

- Manage prompts and conversations using AI

- Create and manage prompts in Microsoft 365 Copilot

- Manage conversations in Copilot

- Create and manage Microsoft 365 Copilot agents

- Write and analyze business content using AI

- Write business documents and communications

- Manage meetings and participation in collaborative projects

Prerequisites:

You should have a basic understanding of Microsoft 365 and should be comfortable navigating core apps, such as Outlook, Word, Microsoft Teams, PowerPoint, and Excel.

You should also be familiar with common business processes, including drafting emails, creating presentations, generating images, and managing documents.

Testing and Certification

- Exam AB-730: AI Business Professional

Content:

Module 1: Transform business workflows with generative AI

- What is generative AI?
- Employ Copilot Chat as your AI assistant
- Draft and refine business content using Microsoft 365 Copilot
- Analyze and visualize data using Microsoft 365 Copilot
- Manage meetings and collaboration using Microsoft 365 Copilot
- Define the role you want Microsoft 365 Copilot to play in your business workflow

Additional Information:

Official course book provided to participants.

Further Information:

For More information, or to book your course, please call us on 0800/84.009

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www.globalknowledge.com/en-be/