

Empower your workforce with Copilot for Microsoft 365 Use Cases (MS-4004)

Duration: 1 Day Course Code: M-MS4004

Overview:

In the course "Empower your workforce with Microsoft 365 Copilot Use Cases", students perform a series of hands-on exercises involving ten Use Cases - Executives, Sales, Marketing, Finance, IT, HR, Operations, Communications, Customer Service, and Legal. These exercises focus on using Copilot in various Microsoft 365 apps (such as OneNote, Word, PowerPoint, Outlook, and so on) to complete a series of common business-related tasks pertaining to each Use Case.

NB: To complete the Use Case exercises in this course, each student must have access to a Microsoft 365 subscription (BYOS) in which they're licensed to use Microsoft 365 Copilot.

Each student must also have a Microsoft OneDrive account, since Copilot requires OneDrive to complete the file sharing tasks used throughout the Use Case exercises.

This course has been created by Microsoft as a "Bring Your Own Environment" course, allowing individuals to use their personal devices and settings. If a student wants to complete the hands-on activities, the individual must bring their own CoPilot environment. Otherwise, demonstrations and lectures will be conducted by the instructor.

Updated March 2026

Target Audience:

This course "Empower your workforce with Microsoft 365 Copilot Use Cases" is targeted towards business users who want to enhance their Microsoft 365 Copilot skills to solve business-related use case scenarios.

Objectives:

- Students will learn to:
- Work with various Microsoft 365 Copilot Use Cases
- Apply Microsoft 365 Copilot to perform tasks and solve problems across a panel of business roles, including sales, finance, IT, and HR.
- Use Copilot within Microsoft 365 applications like OneNote, Word, Excel, PowerPoint, Outlook, and Teams to enhance productivity and streamline workflows.
- Analyze data, generate reports, create presentations, and develop strategic plans with the assistance of Copilot.
- Build and refine custom Copilot agents to address specific business needs, such as creating self-service tools and automating information retrieval.

Prerequisites:

IMPORTANT: Before attending this course, you should be familiar with how Microsoft 365 Copilot works across M365 applications, including Copilot Chat and Copilot Agents.

- Students should have basic functional experience with Microsoft 365 services.
- Students should have a basic understanding of Copilot.
- Students must have a proficient understanding of general IT practices.
- Students must have access to a Microsoft 365 subscription (BYOS) in which they're licensed to use Microsoft 365 Copilot.
- Students must also have a Microsoft OneDrive account, since Copilot requires OneDrive to complete the file sharing tasks used throughout the Use Case exercises.

Testing and Certification

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Follow-on-Courses:

No specific recommendation

Content:

Empower your workforce with Microsoft 365 Copilot Use Cases

Executives Use Case

- Exercise 1: Synthesize communication insights across Microsoft Teams
- Exercise 2: Drive business outcomes using Microsoft 365 Copilot

Sales use case

- Exercise 1: Accelerate market growth using Microsoft 365 Copilot
- Exercise 2: Automate sales proposal responses using Microsoft 365 Copilot

IT Use Case

- Exercise 1: Streamline IT project planning with Microsoft 365 Copilot
- Exercise 2: Transform feature launches and adoption using Microsoft 365 Copilot

Marketing Use Case

- Exercise 1: Transform market research into an actionable campaign using Microsoft 365 Copilot
- Exercise 2: Develop a new marketing campaign using Microsoft 365 Copilot

Finance Use Case

- Exercise 1: Optimize financial reporting and acquisition modeling using Microsoft 365 Copilot
- Exercise 2: Streamline contract analysis and negotiation using Microsoft 365 Copilot

HR Use Case

- Exercise 1: Deliver manager insights with Microsoft 365 Copilot
- Exercise 2: Empower employees with an HR self-service agent

Operations use case

- Exercise 1: Streamline operational initiatives using Microsoft 365 Copilot
- Exercise 2: Manage a facility expansion project with Microsoft 365 Copilot

Communications Use Case

- Exercise 1: Drive engagement with a unified communication strategy using Microsoft 365 Copilot
- Exercise 2: Develop an employee centered communication experience using Microsoft 365 Copilot

Customer Service Use Case

- Exercise 1: Improve customer service efficiency using Microsoft 365 Copilot
- Exercise 2: Enhance the resolution quality of customer service cases using Microsoft 365 Copilot

Legal Use Case

- Exercise 1: Prepare for regulatory response and litigation readiness using Microsoft 365 Copilot
- Exercise 2: Reform corporate governance and compliance using Microsoft 365 Copilot

Additional Information:

Official course book provided to participants.

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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