

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

Duration: 1 Day **Course Code:** M-MS4004 **Delivery Method:** Virtual Learning

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.

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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 "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

Testing and Certification

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throughout the Use Case exercises.

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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