Microsoft Copilot Overview for IT Professionals

Duration: 1 Day Course Code: M55616A Delivery Method: Virtual Classroom

Overview:

Microsoft Copilot Overview for IT Professionals (M55616A) is a one-day introductory course designed to help IT professionals, administrators, and technology decision-makers understand the Microsoft Copilot ecosystem and its role in modern workplace productivity. Participants explore the core concepts behind Copilot, including how generative AI, Microsoft Graph, and enterprise data work together to deliver intelligent assistance across Microsoft 365, Windows, Edge, and business applications
Throughout the course, learners gain insight into the various Copilot offerings available across the Microsoft platform, including Microsoft 365 Copilot, Copilot in Windows and Edge, Dynamics 365 Copilot, Security Copilot, GitHub Copilot, and Copilot Studio. The course also covers deployment considerations, licensing, data governance, security, responsible AI practices, and techniques for optimizing Copilot through effective prompting and extensibility options such as plugins and Microsoft Graph connectors. By the end of the course, participants will be equipped to evaluate, plan, and support Copilot adoption within their organizations while understanding the productivity, governance, and operational benefits these AI-powered tools can provide.

Updated July 2026

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 intended for anyone who is looking at deploying Copilot in their organisation and would like to start by gaining a better understanding of what is on offer and the different components available within the Copilot suite.

Objectives:

- By actively participating in this course, you will learn about the following:
- What is Copilot?
- Using Copilot in Microsoft Edge and Windows 11
- Using Copilot in Microsoft 365 Applications
- Using Copilot in Microsoft 365 Dynamics

Prerequisites:

Candidates should have experience using Microsoft 365 applications and a general understanding of Microsoft Copilot concepts.

Testing and Certification

Follow-on-Courses:

None

Content:

Lesson 1: What is Copilot?

- History of AI
- What is Microsoft Copilot?
- How Does Microsoft Copilot Work?
- Vocabulary
- Key components of Microsoft Copilot
- How Does Microsoft 365 Copilot Work?
- Semantic Index
- What Copilots exist?

Lesson 2: Copilot in Microsoft Edge ; Windows 11

- Copilot in Edge
- Manage Bing Chat Enterprise within Copilot in Edge
- Enable Windows Copilot in Windows 11
- Copilot in Windows
- Interact with Copilot in Windows
- Chatting with Copilot in Windows
- How Copilot in Windows can help you be more efficient
- Manage Windows 11 Copilot

Lesson 3: Copilot in Microsoft 365

- The Microsoft 365 Copilot System: Enterprise-ready AI
- Get ready for Microsoft 365 Copilot – Prerequisites
- Prepare your data for Copilot searches
- Data governance considerations
- Microsoft 365 Copilot Licences
- How does Microsoft 365 Copilot help me?
- Microsoft's commitment to responsible and ethical AI

Lesson 4: Copilot in Microsoft 365 Apps for Enterprise

- Copilot in Microsoft 365 Apps for Enterprise
- Compose and summarize documents with Copilot in Word
- Summarize and draft emails with Copilot in Outlook
- Design captivating presentations with Copilot in PowerPoint
- Analyze and transform data with Copilot in Excel
- Elevate productivity with Copilot in Team
- Copilot in Loop
- Expand functionality with Microsoft 365 Chat

Lesson 5: Optimize and Extend Microsoft 365 Copilot

- Review best practices for using Microsoft 365 Copilot
- Prompting Advice
- Understanding Copilot's Limitations
- Extend Microsoft 365 Copilot with plugin
- Explore Microsoft Graph connectors
- Extend Copilot for your scenario

Lesson 6: Copilot for Dynamics 365

- Microsoft Sales Copilot
- Sales Copilot Architecture Overview
- Sales Copilot User Experience
- Copilot for Customer Service

Lesson 7: Other Copilots

- Security Copilot
- Copilot Studio
- Copilot for Power BI
- Github Copilot

Further Information:

For More information, or to book your course, please call us on 00 966 92000 9278

training@globalknowledge.com.sa

www.globalknowledge.com/en-sa/

Global Knowledge - KSA, 393 Al-Uroubah Road, Al Worood, Riyadh 3140, Saudi Arabia