WorkshopPLUS – Power Platform – Copilot Studio

WorkshopPLUS

Duration: 1 Day [Remote/Onsite]
Difficulty Level: 200 - Intermediate

Description

Microsoft Copilot Studio lets you create powerful AI-powered Copilots for a range of requests, from providing simple answers to common questions to resolving issues requiring complex conversations. Engage with customers and employees in multiple languages across websites, mobile apps, Facebook, Microsoft Teams, and more channels. In this WorkshopPLUS training, attendees will learn how to build and configure custom Copilot's using Copilot Studio. During the training, attendees will get the complete understanding of different features of Copilot Studio and how they can use them to create customer Copilot's and utilize the benefits of Generative AI.

Objectives

After completing this training, students will be able to:

- Create and use custom Copilot's with AI capabilities
- Learn how to use all components of the Copilot Studio product
- Learn how to surface a Copilot on different channels
- Apply concept of Generative AI in Copilot Studio

Outcomes

- Attendees can expect to learn how to build a basic Copilot in Copilot studio.
- Attendees can expect to learn how to create and deploy using Copilot studio.
- Attendees should not expect to learn in-depth about extending first party Copilots with plugins.

Methodology

Learn by example:
Participate in group discussions and learn from presentations and demonstrations.

Hands-on:
Use a ready environment for a hands-on experience.

Access to resources and labs for up to six months after the workshop.

Key Takeaways

Course material

- Lab instructions to build out a Copilot for your use and learning.
- PDF document of the presentation.

Scope

This scope will cover the development aspects of Copilot Studio, focusing on its features, usability, integration, and best practices.

Agenda

Day 1

- Module 1: Introduction and overview of Copilot.
- Module 2: Creating Copilot, AI & Topics
- Module 3: Building Topics (Nodes, flows & More)
- Module 4: Surfacing a Copilot
- Module 5: Evaluating the Copilot & Solutions
- Module 6: Extending Copilot's and Continued Learning

Plan for one full day. Early departure on any day is not recommended.

Participants

- Lead Developer
- UI/UX Designer
- Business Analyst
- Project Manager
- Quality Assurance Specialist

Skill Requirements

A basic understanding of Office 365 and Power Platform services.

Time Commitment

One full-day engagement with relevant roles.

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Delivery Outline

Skill Requirements	Have a basic understanding of Office 365 and Power Platform services
Role requirements	Power Platform Admin
System requirements	• Microsoft/Windows Live ID to connect to the virtual environment. • Supported version of Windows and Office • Internet access.
Module 1 Introduction and overview of Copilot Studio	• Copilot for every Experience • Copilot Studio – Product v/s Tool • Copilot Studio Platform • Why Generative AI? • Generative AI in Copilot Studio • License Summary
Module 2: Creating Copilot, AI & Topics	• LAB – 1 Generative Answers in Copilot Studio • Building blocks of Copilot • Different types of Topics • Topic Components
Module 3: Building Topics(Nodes, flows & More)	• LAB – 2 Generative Actions in Copilot Studio • All about Nodes • Calling and Using Flow Actions • Productivity & Pro Code Options • Variables • Entities
Module 4: Surfacing a Copilot	• LAB – 3 Building Nodes • Publish your first Bot • Channel Configuration • Integrate and Hand Off Conversations • Authentication • Sharing your Copilot
Module 5: Evaluating the Copilot & Solutions	• Lab – 4 Surfacing a Copilot in Teams • OOB Analytics for Copilot • Copilot Performance and usage • Work with conversation transcripts
Module 6: Extending Copilot's and Continued Learning	• Copilot with Solutions • Extend M365 Copilot • Working with AI Plugins • Extensibility Options coming soon.

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