

# WorkshopPLUS – Power Platform – Copilot Studio



## WorkshopPLUS

**Duration:** 1 - 2 Days [ 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 Copilots using Copilot Studio. During the training, attendees will get a complete understanding of different features of Copilot Studio and how they can use them to create customer Copilots and utilize the benefits of Generative AI.

### Objectives

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

### Scope

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

### Agenda

#### Day 1

- Introduction and overview of the Copilot
- Creating a Copilot, AI & Topics
- Building Topics (Nodes, flows, and More)

#### Day 2

- Surfacing a Copilot
- Evaluating the Copilot & Solutions
- Extending Copilots and continued learning

# Delivery outline

## Requirements

### Participants

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

### Skill Requirements

- Participants should have a basic understanding of Office 365 and Power Platform services

### Time Commitment

- This is a one or two full-day engagement with relevant roles

### Delivery Requirements

- Microsoft/Windows Live ID to connect to the virtual environment
- Supported version of Windows
- Modern browser, such as Microsoft Edge (or equivalent)
- Microsoft Teams for remote deliveries

## Education

### Day 1

Introduction and overview of Copilot Studio	<ul style="list-style-type: none"> <li>• Copilot for every Experience</li> <li>• Copilot Studio - Product vs. Tool</li> <li>• Copilot Studio Platform</li> <li>• Why Generative AI?</li> <li>• Generative AI in Copilot Studio</li> <li>• License Summary</li> </ul>
Creating Copilot, AI & Topics	<ul style="list-style-type: none"> <li>• Building blocks of Copilot</li> <li>• Different types of Topics</li> <li>• Topic Components</li> </ul>
Building Topics(Nodes, flows & More)	<ul style="list-style-type: none"> <li>• All about Nodes</li> <li>• Calling and Using Flow Actions</li> <li>• Productivity &amp; Pro Code Options</li> <li>• Variables</li> <li>• Entities</li> </ul>

### Day 2

Surfacing a Copilot	<ul style="list-style-type: none"> <li>• Publish your first Bot</li> <li>• Channel Configuration</li> <li>• Integrate and Hand Off Conversations</li> <li>• Authentication</li> <li>• Sharing your Copilot</li> </ul>
Evaluating the Copilot & Solutions	<ul style="list-style-type: none"> <li>• OOB Analytics for Copilot</li> <li>• Copilot Performance and usage</li> <li>• Work with conversation transcripts</li> <li>• Copilot with Solutions</li> </ul>
Extending Copilot's and Continued Learning	<ul style="list-style-type: none"> <li>• Extend M365 Copilot</li> <li>• Working with AI Plugins</li> <li>• Extensibility Options coming soon</li> </ul>

***If you are interested in this engagement for your organization, contact your Microsoft Account Representative.***