

**Empower Your Workforce with Copilot for Microsoft 365 Use Cases (MS-4004)**

**Course Number:** MOC-MS-4004  
**Duration:** 1 day

**Overview**

This official Copilot for Microsoft 365 training course (MS-4004) teaches attendees to leverage Copilot for Microsoft 365 use cases through a series of hands-on exercises for various departments, including Executives, Sales, Marketing, Finance, IT, HR, and Operations.

To complete the exercises in this course, each student must have access to a Microsoft 365 subscription (BYOS) licensed to use Copilot for Microsoft 365. 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.

**Prerequisites**

This course targets business users who want to enhance their Copilot for Microsoft 365 skills to solve business-related use case scenarios.

**Materials**

All Microsoft 365 training students receive Microsoft official courseware. An exam voucher is included for each participant for all Microsoft Official Courses taught in their entirety that have a corresponding certification exam.

**Software Needed on Each Student PC**

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 Copilot for Microsoft 365. 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.

**Objectives**

* Get familiar with Copilot for Microsoft 365
* Use Copilot throughout Microsoft 365 apps
* Explore best practices for using Copilot and building effective prompts
* Extend Copilot with plugins and Graph connectors
* Get hands-on practice using Copilot in various Microsoft 365 apps (Word, PowerPoint, Outlook, etc.) to complete common business-related tasks about each Use Case.

**Outline**

* Introduction to Copilot for Microsoft 365
  + What is Copilot for Microsoft 365?
  + Explore how Copilot for Microsoft 365 works
  + Explore the core components of Copilot for Microsoft 365
  + Examine how Microsoft is committed to responsible AI
* Explore the possibilities with Copilot for Microsoft 365
  + 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 Teams
  + Empower employees through Microsoft Copilot with Graph-grounded chat
* Optimize and extend Copilot for Microsoft 365
  + Examine the art and science of working with AI
  + Review best practices for using Copilot for Microsoft 365
  + Examine how to build an effective prompt
  + Review prompting best practices
  + Extend Copilot for Microsoft 365 with plugins
  + Explore Microsoft Graph connectors
* Empower your workforce with Copilot for Microsoft 365: Executives Use Case
  + Synthesize your emails and chats from the past week involving a specific topic
  + Use Copilot in Teams to generate a list of key points from participants involved in chats and emails
  + Use Copilot in Word to create a speech you plan to deliver to company shareholders
  + Use Copilot in PowerPoint to create a PowerPoint presentation
* Empower your workforce with Copilot for Microsoft 365: Sales use case
  + Use Copilot in Loop to create and update a market research report
  + Use Copilot in PowerPoint to create and customize a sales presentation
  + Use Microsoft Copilot to summarize your emails, meetings, and chats and generate a list of action items
  + Use Copilot in Word to compare three supplier agreements
* Empower your workforce with Copilot for Microsoft 365: IT Use Case
  + Use Microsoft Copilot to summarize the information in a product spec document
  + Use Copilot in PowerPoint to create and customize a business presentation
  + Use Copilot in Word to modify a technical implementation report for a customer
  + Use Copilot in Outlook to draft an email that provides highlights from the technical implementation report
* Empower your workforce with Copilot for Microsoft 365: Marketing Use Case
  + Use Microsoft Copilot to analyze market trends in the U.S. toy market
  + Use Copilot in Loop to generate marketing campaign ideas
  + Use Copilot in Word to consolidate three product marketing reports
  + Use Copilot in Excel to analyze the market trends
* Empower your workforce with Copilot for Microsoft 365: Finance Use Case
  + Use Copilot in Outlook to draft an email to your insurance company
  + Use Copilot in Excel to analyze a spreadsheet
  + Use Copilot in Word to create a marketing campaign report based on the financial results
  + Use Copilot in Word to summarize your company's financial statement results
* Empower your workforce with Copilot for Microsoft 365: HR Use Case
  + Use Copilot in Word to create a job description
  + Use Microsoft Copilot to analyze multiple resumes for a job role
  + Use Copilot in Loop to create a set of interview questions
  + Use Copilot in Word to compose an email offer letter
* Empower your workforce with Copilot for Microsoft 365: Operations use case
  + Use Copilot in Whiteboard to brainstorm project plan ideas for installing a new network security product
  + Use Copilot in Outlook to locate an actual email thread, summarize the thread, and then generate a reply
  + Use Copilot in Word to locate information on troubleshooting current production equipment
  + Use Copilot in Loop to create a set of questions for a customer discovery session
* Empower your workforce with Copilot for Microsoft 365: Challenge Use Case
  + Use Copilot in Loop, Word, and Bing to create HR interview questions for a new role
  + Use Copilot in Word and Excel to enhance a company's social media marketing presence
  + Use Copilot in Whiteboard and Word to create project planning documentation
  + Use Copilot in Word to create a marketing report and brainstorm marketing campaign ideas
* Conclusion