

**Create AI Copilots with Microsoft Copilot Studio**

**Course Number:** AI-144WA  
**Duration:** 1 day

**Overview**

In this Creating AI Copilots course, attendees learn how to build intelligent virtual assistants, called copilots, using Microsoft Copilot Studio. These AI-powered helpers streamline tasks and improve decision-making.

After covering the basics of generative AI and the Microsoft Copilot platform, attendees learn the fundamentals of creating dynamic and interactive bots in Microsoft Copilot Studio, tailored to their organizations’ needs. By the end of this course, attendees master Copilot Studio, empowering them to boost productivity, improve workflows, and deliver exceptional user experiences.

**Prerequisites**

There are no prerequisites for this course on Microsoft Copilot Studio. However, having familiarity with programming concepts like variables, functions, and conditional statements, as well as cloud computing, especially Azure services, is beneficial.

**Materials**

All Generative AI training students receive comprehensive courseware.

**Software Needed on Each Student PC**

The attendees will be provided with a remote lab environment and an account to create agents / bots using Copilot Studio.

**Objectives**

* Use Generative AI and language models to bolster your organization's communication, automate tasks, and deliver value to customers
* Master Microsoft Copilot Studio to create AI assistants that automate workflows, enhance decision-making, and deliver personalized experiences, ultimately increasing productivity and driving business growth
* Drive productivity and enhance customer experiences by seamlessly integrating AI-powered tools into your existing support systems and workflows
* Craft effective prompts and leverage advanced techniques to refine your copilots, ensuring they deliver accurate, relevant, and engaging interactions
* Create Copilots that automate workflows across customer support, lead generation, content creation, and data analysis, while delivering personalized customer interactions and employee onboarding experiences, ultimately increasing productivity and driving business growth.

**Outline**

* Fundamentals of Generative AI
  + Introduction
  + What is generative AI?
  + What are language models?
  + Using language models
  + What are copilots?
  + Microsoft Copilot
  + Considerations for Copilot prompts
  + Extending and developing copilots
  + Explore Microsoft Copilot
* Get Started with Microsoft Copilot Studio
  + Get started working with environments
  + Create copilots and work with the Microsoft Copilot Studio interface
  + Enhancing productivity with Generative AI
  + Create topics
  + Test bots
  + Publish bots and analyze performance
  + Working with Microsoft Copilot Studio
* Manage Topics in Microsoft Copilot Studio
  + Work with bot topics
  + Branch a topic
  + Create topics for existing support content
  + Work with system fallback topics
  + Manage topics
* Work with Entities and Variables in Microsoft Copilot Studio
  + Introduction
  + Work with entities
  + Custom entities
  + Use entities in conversations
  + Work with variables
  + Reuse variables across topics
* Enhance Microsoft Copilot Studio Copilots
  + Use Power Automate to add actions
  + Transfer conversations to agents by using Omnichannel for Customer Service
  + Create topics for existing support content
  + Analyze copilot performance
* Build effective copilots with Microsoft Copilot Studio
  + Use cases
  + Plan for bots
  + Topics
  + Design your bot
  + Build solutions
  + Build a conversational bot
  + Validate and iterate on your design
* Conclusion