



MICROSOFT TRAINING

Create Copilots Microsoft Copilot Studio Course

Master Microsoft Copilot Studio to build custom AI copilots. Empower your organization with intelligent conversational agents.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

-
- Globally Recognized Certification
 - Expert-Led Hands-On Training
 - Flexible Scheduling

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COURSE OVERVIEW

Unlock the power of conversational AI with the "Create Copilots Microsoft Copilot Studio Course," an intermediate-level program designed for IT professionals and business analysts keen on building intelligent virtual agents. This comprehensive course delves deep into Microsoft Copilot Studio, a robust low-code platform that empowers you to design, develop, and deploy AI-driven copilots without extensive coding knowledge. You will master the art of crafting engaging conversational flows, integrating with diverse data sources, and leveraging the full spectrum of Microsoft Power Platform capabilities to create sophisticated and highly functional virtual assistants. The core technologies covered include Microsoft Copilot Studio, Power Automate for backend integrations, and Dataverse for structured data management, all within the intuitive Microsoft ecosystem.

Upon completion, participants will possess the skills to transform business processes, enhance customer service, and streamline internal operations through automated conversational experiences. This course not only provides hands-on expertise in creating impactful copilots but also emphasizes best practices for deployment, monitoring, and continuous improvement. By gaining proficiency in Copilot Studio, you'll be well-equipped to drive digital transformation initiatives within your organization, fostering greater efficiency and delivering exceptional user experiences through intelligent automation.

Duration	2 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to Microsoft Copilot Studio

- Understanding Copilot Studio's role in the Power Platform
- Navigating the Copilot Studio Interface
- Key Components: Topics, Entities, Variables, and Actions
- Overview of AI-powered conversational experiences
- Setting up your first Copilot and understanding its purpose

02 Module 2: Designing Conversational Topics and Flows

- Creating and managing custom topics
- Designing effective trigger phrases and their variations
- Building engaging dialogue flows with message nodes
- Implementing questions, conditional logic, and variables
- Leveraging entities for information extraction and slot filling

03 Module 3: Integrating Data and Actions with Power Automate

- Connecting Copilot Studio to external systems using Power Automate Flows
- Sending and receiving data between Copilot Studio and Power Automate
- Working with built-in and custom connectors
- Utilizing Dataverse for data storage and retrieval within flows
- Implementing authentication for secure data access in actions

04 Module 4: Publishing, Monitoring, and Optimizing Copilots

- Deploying Copilots to various channels: Websites, Microsoft Teams, Facebook, etc.

- Monitoring Copilot performance and usage analytics
- Analyzing conversation transcripts to identify improvement areas
- Implementing fallback topics and error handling
- Strategies for continuous improvement and feedback loops

05 Module 5: Advanced Copilot Studio Features and Best Practices

- Utilizing Generative AI capabilities for enhanced conversations
- Implementing multi-turn conversations and disambiguation
- Advanced topic management and reuse across copilots
- Security, governance, and compliance considerations for enterprise copilots
- Performance tuning and scalability best practices

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Power Platform Developer specializing in AI Solutions**
- > **AI Chatbot Developer / Conversational AI Designer**
- > **Business Process Automation Specialist**

FREQUENTLY ASKED QUESTIONS

Q: What technical background or prerequisites are recommended before enrolling in the 'Create Copilots Microsoft Copilot Studio Course'?

This intermediate-level course assumes a basic familiarity with the Microsoft Power Platform ecosystem (e.g., Power Apps or Power Automate) and a general understanding of cloud services. While no prior coding experience is required, an analytical mindset and a comfort with logical problem-solving will be highly beneficial for designing effective conversational flows and integrations.

Q: How will mastering Microsoft Copilot Studio specifically enhance my ability to drive digital transformation initiatives within my organization?

Mastering Copilot Studio empowers you to build intelligent automation solutions that directly impact digital transformation. You'll be able to deploy virtual agents for customer support, internal HR queries, sales engagement, and operational workflows, significantly reducing manual tasks, improving response times, and providing scalable self-service options. This directly contributes to greater operational efficiency, enhanced user experiences, and a more agile business environment.

Q: Beyond simple question-and-answer bots, what advanced AI functionalities will I be able to implement using Copilot Studio after completing this course?

Upon completing this course, you will be able to implement advanced AI functionalities such as multi-turn conversations for complex scenarios, proactive information gathering using entities, dynamic data retrieval and updates via Power Automate integrations, and the use of Generative AI to provide more natural and contextually relevant responses. You'll move beyond basic Q&A to build sophisticated virtual assistants capable of completing tasks, retrieving personalized information, and guiding users through complex processes.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

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READY TO ENROL?

Take the next step in your technology career.

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