



MICROSOFT TRAINING

Create Extend Custom Copilots Microsoft Copilot Studio

Learn to build and extend custom Microsoft Copilots using Copilot Studio. Master advanced features for intelligent conversational AI solutions.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

This intermediate-level course, 'Create Extend Custom Copilots Microsoft Copilot Studio', is meticulously designed to empower IT professionals, developers, and business analysts with the skills to design, build, and deploy sophisticated conversational AI experiences using Microsoft Copilot Studio. Over two intensive hours, you will dive deep into the platform's intuitive low-code interface, learning how to construct intelligent chatbots that can automate common queries, streamline workflows, and enhance user engagement across various business scenarios. We'll cover everything from initial setup and topic creation to advanced entity management and integrating with external data sources.

Participants will gain practical expertise in extending the capabilities of their copilots through Power Automate flows, connecting to Microsoft 365 services, and leveraging custom connectors to interact with third-party applications. This course emphasizes hands-on learning, providing you with the tools to transform complex business processes into seamless, automated conversations. By mastering Microsoft Copilot Studio, you'll be at the forefront of AI-driven digital transformation, capable of delivering measurable efficiency gains and superior user experiences for your organization.

The professional benefits of this course are immense. You will emerge with a valuable, in-demand skill set that directly addresses the growing need for intelligent automation and conversational AI solutions. This certification will significantly boost your profile in the rapidly expanding ecosystem of Microsoft Power Platform specialists, enabling you to contribute to innovative projects that leverage AI to solve real-world business challenges and drive digital innovation.

Duration	2 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Introduction to Microsoft Copilot Studio

- Understanding Conversational AI and Copilot Studio's Role
- Navigating the Copilot Studio Interface
- Key Components: Topics, Entities, and Variables
- Designing Your First Copilot: Setup and Basic Configuration

02 Module 2: Building Core Copilot Functionality

- Creating and Managing Topics (User and System Topics)
- Defining and Utilizing Entities for Information Extraction
- Working with Variables to Store and Reuse Data
- Crafting Effective Trigger Phrases and Conversation Flows

03 Module 3: Extending Copilots with Power Platform

- Integrating with Power Automate Flows for Advanced Actions
- Calling HTTP Requests and External APIs
- Connecting to Data Sources (e.g., Dataverse, SharePoint, SQL)
- Implementing Conditional Logic and Branching Conversations

04 Module 4: Advanced Customization and Deployment

- Leveraging Custom Connectors for Third-Party Integrations
- Enhancing User Experience with Adaptive Cards

- Publishing Your Copilot to Various Channels (e.g., Website, Teams, Facebook)
- Monitoring Performance and Analytics

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **AI Chatbot Developer (Power Platform)**
- > **Business Process Automation Specialist**
- > **Power Platform Solution Architect**

FREQUENTLY ASKED QUESTIONS

Q: What prior experience or knowledge is recommended before taking this 'Create Extend Custom Copilots Microsoft Copilot Studio' course?

While this course is designed for an intermediate level, a basic understanding of Microsoft Power Platform components (like Power Automate or Power Apps) or general familiarity with logic flows and data integration concepts will be highly beneficial. No prior AI development experience is strictly required, as the course focuses on Copilot Studio's low-code approach.

Q: How will this course enable me to solve specific business challenges using conversational AI?

This course will equip you with the practical skills to identify business problems solvable by AI copilots, such as automating HR inquiries, streamlining IT support, or enhancing customer service. You'll learn to design, build, and deploy custom copilots that can gather information, provide instant answers, escalate issues, and execute actions by integrating with existing enterprise systems, directly addressing efficiency and user satisfaction challenges.

Q: Beyond basic chatbot creation, what advanced integration capabilities will I master to truly 'extend' copilots?

You will master critical advanced integration techniques, including leveraging Power Automate to connect your copilot to over 1000 services (e.g., sending emails, updating CRM records). Furthermore, you'll learn to use custom connectors to integrate with bespoke APIs and third-party systems, enabling your copilots to perform complex actions and retrieve specific data points that go far beyond standard conversational responses.

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+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke