

Designing, Implementing & Maintaining Low-Code Agents using Copilot Studio (M365-PILOT)

ID M365-PILOT Price 2,490.— €(excl. tax) **Duration 4 days**

Course Overview

Embark on a transformative four-day, hands-on journey into low-code agent development with Copilot Studio, designed for Software Engineers, Solution Architects, and Power Platform Makers ready to deliver intelligent automation within Microsoft 365. You'll progress from foundational AI concepts through advanced orchestration and enterprise governance, gaining practical skills to build agents that solve real business challenges.

Your learning adventure begins with the essentials of agents and copilots in the Microsoft 365 ecosystem. You'll explore key components like knowledge and tools while mastering foundational concepts like prompt engineering, semantic indexing, Retrieval Augmented Generation (RAG), and the Model Context Protocol (MCP). Environment configuration and planning ensure you're ready to envision and design agent scenarios that drive business value.

Next, you'll discover the Microsoft Frontier ecosystem and productivity-first approaches to agent development. Copilot Chat, Copilot Tasks, and Microsoft 365 Copilot App Builder provide rapid-development options, while Copilot Workflow, memory management, and Agent Builder (Copilot Studio Light) empower both makers and developers. SharePoint Agents complete the picture, showing how to leverage existing platforms for intelligent automation.

The journey deepens as you master Copilot Studio's core capabilities. You'll create and configure agents, design powerful knowledge systems and starter prompts, and work confidently with topics, entities, and variables. Power Fx logic, conversation design best practices, and Adaptive Cards enable rich, engaging interactions that you'll publish to Teams and other channels, reaching real users immediately.

Building on this foundation, you'll extend agents with powerful tools and integrations that transform them into comprehensive automation engines. Prompt actions, Code Interpreter, and

Dataverse integration provide fine-grained control, while REST API consumption and the Model Context Protocol (MCP) with WorkIQ connect to enterprise data. Computer Use for visual automation, Managed Agents for document processing, and Component Collections for organization complete your toolkit.

Advanced topics unlock sophisticated agent architectures and reasoning capabilities. Autonomous Agents respond to triggers without human initiation, while multi-agent orchestration with focused and connected agents enables complex, distributed workflows. Deep reasoning models solve challenging problems, Agent Flows automate deterministic tasks, voice support adds natural interaction, and pro-code integration handles scenarios demanding custom logic.

You'll then design and implement business processes powered by agents, moving from isolated tools to end-to-end solutions. Scenario definition, capability mapping, conversation flow design, and human-in-the-loop patterns ensure agents serve real workflows. Analytics, Application Insights, and troubleshooting practices help you evaluate agent performance and continuously refine your processes.

Finally, you'll master publishing, maintaining, and governing agents at enterprise scale. The Power Platform Admin Center, environments, and solutions provide organizational foundation, while advanced channels including Teams, web, and WhatsApp ensure broad reach. Application lifecycle management, deployment pipelines, source control integration, and Microsoft Purview compliance complete your governance strategy, preventing agent sprawl and ensuring security.

By course's end, you'll command the full lifecycle of low-code agents from vision through deployment, extension, orchestration, and governance, ready to deliver intelligent automation solutions that drive measurable business value.

Who should attend

- Power Platform Makers
- Software Engineers for Agentic AI
- Solution Architects for Agentic AI

Prerequisites

- GitHub User Account
- Basic Knowledge of the Microsoft 365 Platform

Course Content

Module 1: Introduction to Microsoft Copilot & AI Agents

- Copilot & Agents Overview
- Introduction to Agents and Copilots for Microsoft 365
- The Microsoft 365 platform & Copilot for Microsoft 365 Ecosystem
- Copilot & Copilot Studio Licensing Options (Full vs PAYG)
- What is Agentic AI?
- Key Components of an Agent: Knowledge & Tools
- Prompt Engineering, Semantic Index & RAG
- Tools & Model Context Protocol (MCP)
- Microsoft Copilot Extensibility Fundamentals
- Choose a Copilot Extensibility Development path
- Envisioning Planning & Scenarios
- Tools & Environment Configuration

Module 2: Microsoft Frontier, Copilot Chat & Productivity Agents

- Microsoft Frontier Program Overview
- Introduction to Copilot Chat
- Copilot Tasks
- Build Apps with Microsoft 365 Copilot App Builder
- Implement Workflow using Copilot Workflow
- Memory & Schedules Prompts
- Productivity Agents
- Copilot Studio Light (Agent Builder) for No-Code Agents
- SharePoint Agents

Module 3: Copilot Studio Basics

- Overview Copilot Studio Agents in Copilot Studio
- Creating & Configuring Copilot Studio Agents
- Mastering Knowledge & Starter Prompts
- Topics, Entities and Variables
- Conversation Design Best Practices
- Collecting Information using Adaptive Cards
- Understanding & Using Power Fx
- Publish Agents to Channels (Teams, Charts)

Module 4: Extending Copilot Studio Agents Tools

- Prompt Actions & Prompt Library
- Using Code Interpreter in Prompts
- Integrating Dataverse Tables
- Consuming REST Api's & Enterprise Data
- Model Context Protocol (MCP) & WorkIQ
- Automating Visual Tasks using Computer Use
- Managed Agents: Document Processor
- Organizing tools using Component Collections

Module 5: Advanced Copilot Studio Agents

- Autonomous Agents & Triggers
- Multi-Agent Orchestration: Focused- & Connected Agents
- Implementing Routing Patterns
- Use Deep Reasoning models for complex tasks
- Agent Flows and deterministic Task Automation
- Use AI Builder in Flows
- Testing Agents using evaluations
- Optimize Agent Flows Savings
- Adding Voice Support to Agents
- Integrating Pro-Code Agents

Module 6: Designing & Implementing Business Processes

- Defining Scenarios & Envisioning
- Mapping Scenarios to Capabilities
- Designing Conversation Flows
- Human in the Loop
- Evaluate Agents & Processes
- Analytics And Application Insights
- Troubleshooting and Analyzing Conversations

Module 7: Publishing & Maintaining Copilot Studio Agents

- PowerPlatform Admin Center & Architecture
- Introduction to Power Platform Environments & Solutions
- Publishing and Deploying Copilot Studio Agents
- Using Advanced Channels (Whatsapp, Web, ...)
- Application Lifecycle Management for Copilot Studio Agents
- Exporting & Importing Agents between Environments
- Deployment Pipelines & Source Control integration
- Copilot Studio Compliance & Security
- Introduction to Microsoft Purview
- Preventing Agent Sprawl

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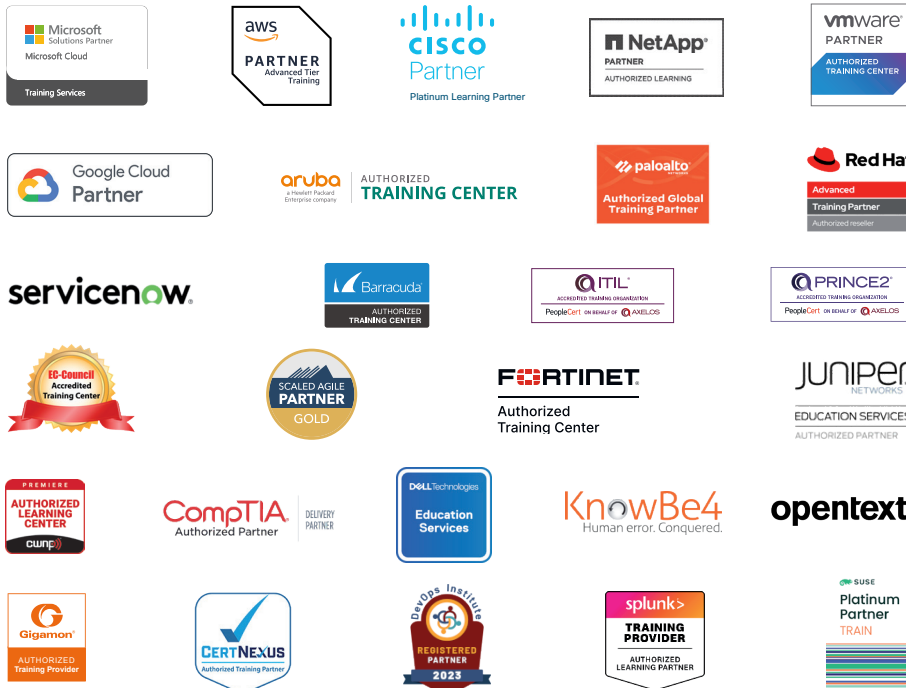
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