

Level Up CSP Pre-and Post-Sales Technical Training (CSP-TECH)

ID CSP-TECH Price -1.— €(excl. tax) Duration 1 day

Who should attend

1-day technical training for IT admins and technical staff

Course Objectives

Learn the technical fundamentals to deploy and manage Microsoft 365, Copilot and agents securely.

Course Content

Introduction?

Introduction and Level Up CSP Program Overview?

From prompt to partner?

- Agentic AI introduction for technical roles?
- Topics covered: Product updates, agents overview, Copilot Studio, Microsoft 365 Copilot and multi-agent systems.

Hands-On Lab 1: Build a virtual agent with Copilot Studio Lite?

- Pre-requisites: Lab Access?
- Copilot Studio UI Introduction?
- Develop a first dedicated Virtual Agent with Copilot Studio Lite for Level Up CSP trainings to help participants for trainings?
- Configure and Monitor Cost Management (Azure Subscriptions, Resource Groups, Users ,etc.)?

Break 10 mins10 min?

Hands-On Lab 2: Build Customer Service Virtual Agent using Copilot Studio?

- Pre-requisites: Environments & CSP Trial?
- Create virtual agent, extending knowledge base, general knowledge & publishing?
- Defining Topics: AI orchestration, single-turn topic, multi-turn, adaptive cards, multi-language support?
- Using Tools: Excel and Dataverse?
- Building tables and solutions using Power Apps

Lunch break 40 mins?

Advanced scenarios for our Customer Service agent?

- Add autonomous AI agent features to our Customer Service agent.?
- Introduction to MCP Servers and multi-agent scenarios to expand the capabilities of our customer service agent.

Break 10 mins?

Secure & Govern the Basics for Microsoft 365 Copilot and Agents?

Understand the foundational security and governance practices required to prepare environments for Copilot and Agent deployments. We'll cover identity protection, access control, and data classification basics, setting the stage for secure adoption.?

Hands-On: Identity Protection and Access Controls?

Configure Conditional Access, MFA, and baseline policies to secure user access. Learn how to apply policy templates to quickly strengthen identity protections in preparation for Copilot and Agent deployments.

Break 10 mins?

Hands-On: Data Classification and Sensitivity Labels?

Set up sensitivity labels and apply baseline data classification policies to protect critical information. See how these policies integrate with Microsoft 365 apps and establish a secure data foundation for Copilot and Agents.

Q&A and Wrap-Up?

Closing Q&A, recap, and next steps

About Fast Lane



Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

Fast Lane Services

- ✓ High End Technology Training
- ✓ Business & Soft Skill Training
- ✓ Consulting Services
- ✓ Managed Training Services
- ✓ Digital Learning Solutions
- ✓ Content Development
- ✓ Remote Labs
- ✓ Talent Programs
- ✓ Event Management Services

Training Methods

- ✓ Classroom Training
- ✓ Instructor-Led Online Training
- ✓ FLEX Classroom – Classroom & Online Hybrid
- ✓ Onsite & Customized Training
- ✓ E-Learning
- ✓ Blended & Hybrid Learning
- ✓ Mobile Learning

Technologies & Solutions

- ✓ Digital Transformation
- ✓ Artificial Intelligence
- ✓ Cloud
- ✓ Networking
- ✓ Cyber Security
- ✓ Wireless & Mobility
- ✓ Modern Workplace
- ✓ Data Center



Worldwide Presence
with high-end training centers
around the globe



Multiple Awards
from vendors such as AWS,
Microsoft, Cisco, Google, NetApp,
VMware



Experienced SMEs
with over 19.000 combined
certifications

Germany

**Fast Lane Institute for Knowledge
Transfer GmbH**
Tel. +49 40 25334610
info@flane.de / www.flane.de

Austria

ITLS GmbH
(Partner of Fast Lane)
Tel. +43 1 6000 8800
info@itls.at / www.itls.at

Switzerland

**Fast Lane Institute for Knowledge
Transfer (Switzerland) AG**
Tel. +41 44 8325080
info@flane.ch / www.flane.ch