



## Create agents in Microsoft Copilot Studio (PL-7008)

ID PL-7008 Price 517.50 € (excl. tax) Duration 1 day

### Course Overview

In this learning path, you will learn how to create custom copilots with Copilot Studio and will get the opportunity to practice your skills in a guided project.

### Prerequisites

Candidates for this credential should be familiar with data modeling concepts in Microsoft Dataverse and with Copilot Studio.

### Course Content

- Build an initial copilot with Microsoft Copilot Studio
- Manage topics in Microsoft Copilot Studio
- Work with entities and variables in Microsoft Copilot Studio
- Enhance Microsoft Copilot Studio copilots
- Create a copilot with Microsoft Copilot Studio and Dataverse for Teams
- Guided Project - Create copilots with Microsoft Copilot Studio

### Detailed Course Outline

#### Build an initial agent with Microsoft Copilot Studio

This module describes how to create agents by using Microsoft Copilot Studio.

- Introduction
- Agent creation
- Agent creation using conversational builder
- Generative Answers
- Deploy agents
- Check your knowledge

#### Manage topics in Microsoft Copilot Studio

Microsoft Copilot Studio uses topics, which are like small conversations related to a specific subject. A Microsoft Copilot Studio agent typically includes many topics. This module introduces you to the basic principles of topics such as trigger

phrases and conversation paths and how to create them.

- Introduction
- Work with agent topics
- Branch a topic
- Create topics for existing support content
- Work with system fallback topics
- Manage topics
- Check your knowledge

#### Work with entities and variables in Microsoft Copilot Studio

Microsoft Copilot Studio allows organizations to quickly create agents based on business scenarios their customers and employees can easily interact with as needed. Items like topics can be easily created by subject matter experts with no coding required, to create intelligent conversation paths to help guide individuals down as they interact with the agents. The agent authoring functionality provided by Microsoft Copilot Studio provides a great starting point for organizations to build intelligent agents.

- Introduction
- Work with entities
- Custom entities
- Use entities in conversations
- Work with variables
- Reuse variables across topics
- Check your knowledge

#### Enhance Microsoft Copilot Studio agents

Many times, you might need to leverage or integrate other technologies for your agent to provide the experience you want. This module examines some of the methods that you can use to enhance your Microsoft Copilot Studio agents such as leveraging Power Automate flow to add actions, and transferring conversations from an agent to Omnichannel for Customer Service.

- Introduction
- Use Power Automate to add actions
- Agent actions
- Transfer conversations to agents by using Omnichannel for



## Customer Service

- Create topics for existing support content
- Trigger types
- Analyze agent performance
- Check your knowledge

## **Create an agent with Microsoft Copilot Studio and Dataverse for Teams**

Employees who have quick access to information make better decisions, reduce errors, and save money. Agents create a personalized experience that simplifies how employees get information. Microsoft Copilot Studio and Dataverse for Teams create intelligent agents to quickly respond to employee needs without building high-code solutions.

- Introduction
- Create your first agent
- Create and modify topics
- Add inputs, variables, and conditions
- Call an action to pull in Dataverse for Teams data
- Publish and share your new agent
- Check your knowledge

## **Guided Project - Create agents with Microsoft Copilot Studio**

This module describes how to create agents by using Microsoft Copilot Studio. Microsoft Copilot Studio is a new feature that you can use to create agents by using natural language. It uses the power of GPT-3 to generate topics, trigger phrases, and responses for your agent. This module also briefly covers how to use the Conversation Booster feature to improve your agent responses.

- Introduction
- Prepare
- Exercise - Create custom tables
- Exercise - Build an agent in Microsoft Copilot Studio with the new AI capabilities
- Exercise - Create and manage topics
- Exercise - Set up Generative AI
- Check your knowledge

# 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

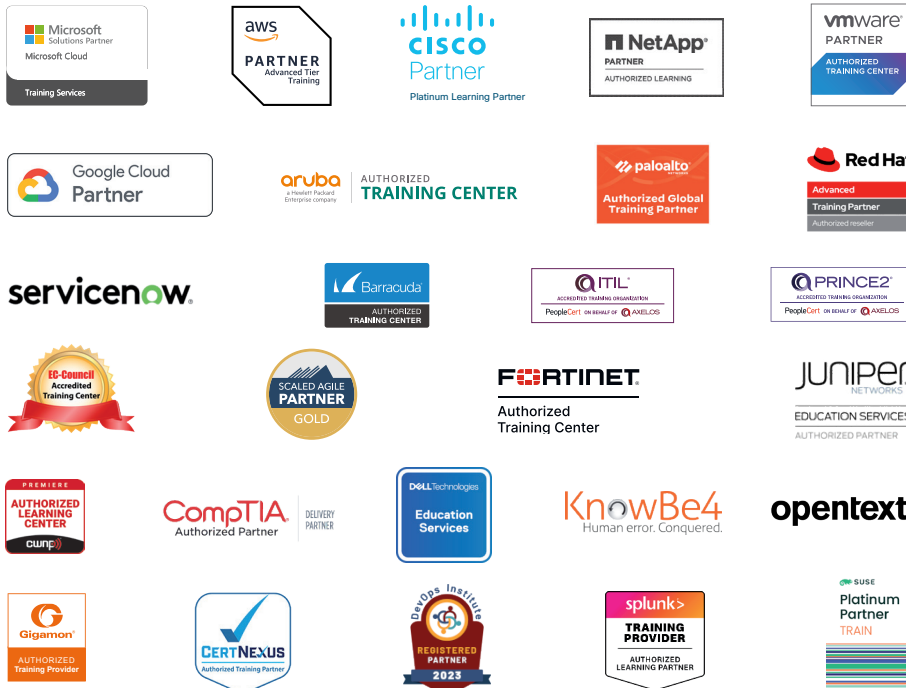
- ✓ High End Technology Training
- ✓ Business & Soft Skill Training
- ✓ Consulting Services
- ✓ Managed Training Services
- ✓ Digital Learning Solutions
- ✓ Content Development
- ✓ Remote Labs
- ✓ Talent Programs
- ✓ Event Management Services

## 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