AB 900 Microsoft 365 and AI Administration Training

COURSE CONTENT

About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

AB 900 Microsoft 365 and AI Administration training by Multisoft Systems is designed to equip IT professionals with the skills needed to manage, secure, and optimize the modern digital workplace. As organizations increasingly adopt cloud-based productivity platforms and AI-powered tools, administrators must understand how to configure, monitor, and enhance Microsoft 365 environments while leveraging artificial intelligence to drive efficiency and automation.

Module 1: Explore Microsoft 365 Security Foundations

- ✓ Understanding Microsoft 365 security architecture
- ✓ Core pillars of Zero Trust security model
- ✓ Integrated Microsoft 365 security tools and dashboards
- ✓ Identity and access protection essentials
- ✓ Threat detection, intelligence, and response capabilities
- ✓ Layered protection strategies for cloud environments
- ✓ Best practices for securing Microsoft 365 tenants

Module 2: Introduction to Microsoft 365 Core Services and Admin Controls

- ✓ Overview of Microsoft 365 environment
- ✓ Navigating the Microsoft 365 Admin Center
- ✓ Setting up basic tenant configurations
- ✓ Introduction to Teams, SharePoint, and Exchange Online
- ✓ Managing users, groups, and roles
- ✓ Understanding service health and monitoring
- ✓ Core compliance and policy settings

Module 3: Protect and Govern Microsoft 365 Data

- ✓ Introduction to Microsoft Purview data governance
- ✓ Information protection and data classification
- ✓ Managing sensitive information and DLP policies
- ✓ Compliance and regulatory alignment in Microsoft 365
- ✓ Insider risk management
- ✓ Data lifecycle, retention, and secure collaboration
- ✓ Audit, monitoring, and reporting for governance

Module 4: Explore Microsoft 365 Copilot and AI Agents

- ✓ Introduction to Microsoft 365 Copilot
- ✓ Copilot architecture, data flow & security model
- ✓ AI capabilities across Word, Excel, Teams, Outlook, etc.
- ✓ Licensing requirements and versions
- ✓ Copilot deployment models and readiness steps
- ✓ Practical use cases across departments
- ✓ Understanding Copilot agents & their AI-driven functions

Module 5: Perform Basic Administrative Tasks for Microsoft 365 Copilot

- ✓ Copilot admin roles and responsibilities
- ✓ Managing Copilot user access and licensing
- ✓ Billing, usage analytics, and monitoring
- ✓ Prompt management and governance best practices
- ✓ Policy configuration for AI usage
- ✓ Driving Copilot adoption with structured rollout strategies
- ✓ Troubleshooting issues and optimizing performance

Module 6: Perform Basic Administrative Tasks for Microsoft 365 Copilot Agents

- ✓ Understanding Copilot agents within the Microsoft ecosystem
- ✓ Configuring user permissions and environment setups
- ✓ Creating, editing, and customizing Copilot agents
- ✓ Testing, validating, and publishing agents
- ✓ Approvals, lifecycle management, and governance
- ✓ Monitoring agent performance and user activity
- ✓ Using Power Platform tools for agent development & automation