

Copilot Agents: Leveraging Customized AI Assistants in Copilot and Teams Training

COURSE CONTENT

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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

The Copilot Agents: Leveraging Customized AI Assistants in Copilot and Teams training by Multisoft Systems is designed to equip professionals with the skills needed to build, deploy, and manage AI-powered assistants within the Microsoft 365 ecosystem. With the integration of generative AI into business productivity tools, Microsoft Copilot and Copilot Studio now enable users to create intelligent, task-specific assistants—known as Copilot Agents—that seamlessly interact with Microsoft Teams and other 365 apps.

Module 1: Introduction to Microsoft Copilot and Copilot Agents

- ✓ What is Microsoft Copilot?
- ✓ Understanding Copilot Agents and their Role in Microsoft 365
- ✓ Use Cases for AI Assistants in Teams and Microsoft Apps
- ✓ Overview of Copilot Studio and its Capabilities

Module 2: Microsoft 365 Copilot Architecture & AI Integration

- ✓ Core AI Capabilities of Microsoft Copilot
- ✓ Data Security, Governance, and Compliance
- ✓ Microsoft Graph and Its Role
- ✓ Integration with Azure OpenAI and LLMs

Module 3: Getting Started with Copilot Studio

- ✓ Introduction to Copilot Studio (formerly Power Virtual Agents)
- ✓ Navigating the Interface and Bot Setup
- ✓ Understanding Topics, Triggers, and Intents
- ✓ Introduction to Prebuilt Copilot Skills

Module 4: Designing Custom Copilot Agents

- ✓ Creating New Copilot Agents in Studio
- ✓ Defining User Scenarios and Workflows
- ✓ Prompt Engineering for Better Responses
- ✓ Context Handling and Session Management

Module 5: Connecting Copilot Agents with Microsoft Teams

- ✓ Publishing and Deploying Copilot Agents in Teams

- ✓ Enabling Conversations within Channels and Chats
- ✓ Permissions, Roles, and Identity Handling
- ✓ Integrating with Adaptive Cards and Teams Apps

Module 6: Data and App Integrations

- ✓ Using Power Automate for Workflow Triggers
- ✓ Connecting to SharePoint, Excel, and Dataverse
- ✓ Calling APIs and External Services from Copilot Agents
- ✓ Secure Data Access through Microsoft Graph

Module 7: Testing, Monitoring, and Analytics

- ✓ Debugging and Testing Agents
- ✓ Conversation History and Transcript Analysis
- ✓ Analyzing KPIs and User Feedback
- ✓ Optimizing Agent Performance

Module 8: Advanced Features and Customization

- ✓ Extending Capabilities with Code (using Azure Functions or Bot Framework)
- ✓ Managing Custom Code Components
- ✓ Integration with Azure OpenAI for Custom LLM Scenarios
- ✓ Building Industry-Specific Use Cases (e.g., HR, Finance, Support)

Module 9: Governance, Compliance, and Responsible AI

- ✓ Managing Access Control and Policies
- ✓ Data Retention and Security in Copilot Agents
- ✓ Responsible AI Practices in Microsoft 365
- ✓ Admin Center Controls for Copilot Agents