

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

ID M365-PILOT Price CHF 2,490.—(excl. VAT) Duration 4 days

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

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- 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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Training Centres worldwide



Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, <https://www.flane.ch>