Empower your workforce with Microsoft 365 Copilot Use Cases (MS-4004)

ID MS-4004 **Price** CHF 870.—(excl. VAT) **Duration** 1 days

Who should attend

MS-4004: Empower your workforce with Microsoft 365 Copilot Use Cases is targeted towards business users who want to enhance their Microsoft 365 Copilot skills to solve business-related use case scenarios.

Course Content

Empower your workforce with Microsoft 365 Copilot: Executives Use Case

- Introduction
- Exercise 1: Synthesize communication insights across Microsoft Teams
- Exercise 1, Task 1: Use Copilot Chat in Teams to synthesize communications for a project
- Exercise 1, Task 2: Use Copilot in a Teams chat session to summarize a project discussion
- Exercise 1, Task 3: Use Copilot Chat in Teams to collect cross-project insights
- Exercise 1, Task 4: Use Copilot in Teams to prepare an executive summary
- Exercise 2: Drive business outcomes using Microsoft 365 Copilot
- Exercise 2, Task 1: Use Copilot in Word to create an executive briefing report
- Exercise 2, Task 2: Use Copilot in Excel to perform budget forecast analysis
- Exercise 2, Task 3: Use the AI Project Manager agent in Planner to create a new project plan
- Exercise 2, Task 4: Create a Northwind Business Insights agent
- Exercise 2, Task 5: Use the Northwind Business Insights Agent to answer executive questions
- Module assessment
- Summary

Empower your workforce with Microsoft 365 Copilot: Sales use case

- Introduction
- Exercise 1: Accelerate market growth using Microsoft 365 Copilot
- Exercise 1, Task 1: Use the Researcher agent to analyze your competitors and identify industry trends
- Exercise 1, Task 2: Use Microsoft 365 Copilot Chat to conduct market research
- Exercise 1, Task 3: Use Copilot in Word to create a sales proposal
- Exercise 1, Task 4: Use Copilot in Outlook to personalize your outreach
- Exercise 2: Automate sales proposal responses using Microsoft 365 Copilot
- Exercise 2, Task 1: Use Copilot in Word to generate a standard RFP response template
- Exercise 2, Task 2: Use Copilot in Excel to analyze historical RFP data
- Exercise 2, Task 3: Use Copilot Studio to build an RFP response agent
- Exercise 2, Task 4: Use Copilot in Teams to collaborate on refining the RFP response agent
- Exercise 2, Task 5: Use Copilot Studio to update the instructions for the RFP response agent
- Module assessment
- Summary

Empower your workforce with Microsoft 365 Copilot: IT Use Case

- Introduction
- Exercise 1: Streamline IT project planning with Microsoft 365 Copilot
- Exercise 1, Task 1: Use Copilot Chat to define the project framework
- Exercise 1, Task 2: Use Copilot in Whiteboard to identify potential risks
- Exercise 1, Task 3: Use Copilot in PowerPoint to create an executive presentation
- Exercise 2: Transform feature launches and adoption using Microsoft 365 Copilot
- Exercise 2, Task 1: Use Microsoft 365 Copilot Chat to identify upcoming Microsoft 365 features
- Exercise 2, Task 2: Use Copilot in Viva Engage to draft a post about upcoming features
- Exercise 2, Task 3: Use Microsoft 365 Copilot Chat to create best practice tips
- Exercise 2, Task 4: Use the Surveys agent to create a

feedback survey
- Exercise 2, Task 5: Use the Analyst agent to analyze survey results
- Module assessment
- Summary

Empower your workforce with Microsoft 365 Copilot: Marketing Use Case

- Introduction
- Exercise 1: Transform market research into an actionable campaign using Microsoft 365 Copilot
- Exercise 1, Task 1: Use Copilot Studio to create a Market Research Agent
- Exercise 1, Task 2: Use the Market Research Agent to synthesize market intelligence
- Exercise 1, Task 3: Use Copilot's Analyst agent to generate strategic recommendations
- Exercise 1, Task 4: Use Copilot in Loop to create a launch campaign plan
- Exercise 2: Develop a new marketing campaign using Microsoft 365 Copilot
- Exercise 2, Task 1: Use Copilot in Word to consolidate multiple market reports
- Exercise 2, Task 2: Use Copilot in Excel to analyze a marketing spreadsheet
- Exercise 2, Task 3: Use Copilot's Idea Coach agent to generate creative campaign concepts
- Exercise 2, Task 4: Use Copilot's Writing Coach agent to draft promotional campaign announcements
- Module assessment
- Summary

Empower your workforce with Microsoft 365 Copilot: Finance Use Case

- Introduction
- Exercise 1: Optimize financial reporting and acquisition modeling using Microsoft 365 Copilot
- Exercise 1, Task 1: Use Copilot in Excel to analyze new product line COGS
- Exercise 1, Task 2: Use Copilot in Teams to summarize meeting notes
- Exercise 1, Task 3: Use Copilot Chat to analyze a potential acquisition
- Exercise 1, Task 4: Use Copilot in Excel to model What-If scenarios
- Exercise 2: Streamline contract analysis and negotiation using Microsoft 365 Copilot
- Exercise 2, Task 1: Use Microsoft 365 Copilot Chat to evaluate vendor contracts
- Exercise 2, Task 2: Use Copilot in PowerPoint to create an executive presentation
- Exercise 2, Task 3: Use Copilot in Loop to turn insights into actionable content
- Exercise 2, Task 4: Use Copilot in Outlook to create an email that requests feedback
- Module assessment
- Summary

Empower your workforce with Microsoft 365 Copilot: HR Use Case

- Introduction
- Exercise 1: Deliver manager insights with Microsoft 365 Copilot
- Exercise 1, Task 1: Use Copilot in Excel to identify key manager metrics
- Exercise 1, Task 2: Use Copilot in Excel to generate a Manager Summary report
- Exercise 1, Task 3: Use Copilot in Outlook to communicate findings to HR leadership
- Exercise 1, Task 4: Use Copilot in Loop to facilitate collaborative manager development planning
- Exercise 2: Empower employees with an HR self-service agent
- Exercise 2, Task 1: Create an HR self-service agent for company employees
- Exercise 2, Task 2: Use Viva Engage to announce the new HR self-service agent
- Exercise 2, Task 3: Ask the HR self-service agent questions about HR policies
- Exercise 2, Task 4: Use the Researcher agent to gather employee relocation insights
- Module assessment
- Summary

Empower your workforce with Microsoft 365 Copilot: Operations use case

- Introduction
- Exercise 1: Streamline operational initiatives using Microsoft 365 Copilot
- Exercise 1, Task 1: Use Copilot in Whiteboard to brainstorm project plan ideas
- Exercise 1, Task 2: Use Copilot in Word to compare operational reports
- Exercise 1, Task 3: Use Copilot in PowerPoint to create an executive presentation
- Exercise 1, Task 4: Use Microsoft 365 Copilot Chat to prepare for vendor engagement
- Exercise 2: Manage a facility expansion project with Microsoft 365 Copilot
- Exercise 2, Task 1: Use Copilot in Loop to track construction milestones
- Exercise 2, Task 2: Use Copilot Studio to build a Facility Expansion FAQ agent
- Exercise 2, Task 3: Ask the Facility Expansion FAQ agent

questions about the expansion project
- Exercise 2, Task 4: Use Copilot in OneNote to update safety protocols
- Exercise 2, Task 5: Use Copilot in Outlook to email the safety procedure changes to Operations staff
- Module assessment
- Summary

Empower your workforce with Microsoft 365 Copilot: Communications Use Case

- Introduction
- Exercise 1: Drive engagement with a unified communication strategy using Microsoft 365 Copilot
- Exercise 1, Task 1: Use Copilot in Word to develop a strategic communication brief
- Exercise 1, Task 2: Use Copilot's Researcher agent to identify external trends and proof points
- Exercise 1, Task 3: Use Copilot in Excel to analyze communication metrics
- Exercise 1, Task 4: Use Copilot in PowerPoint to create an executive presentation
- Exercise 2: Develop an employee centered communication experience using Microsoft 365 Copilot
- Exercise 2, Task 1: Use Viva Engage to create a company-wide announcement
- Exercise 2, Task 2: Use Copilot Chat to prepare for a town hall meeting
- Exercise 2, Task 3: Use the Ideas Coach agent to generate campaign ideas and a channel map
- Exercise 2, Task 4: Use Copilot Studio to create an FAQ Assistant agent
- Module assessment
- Summary

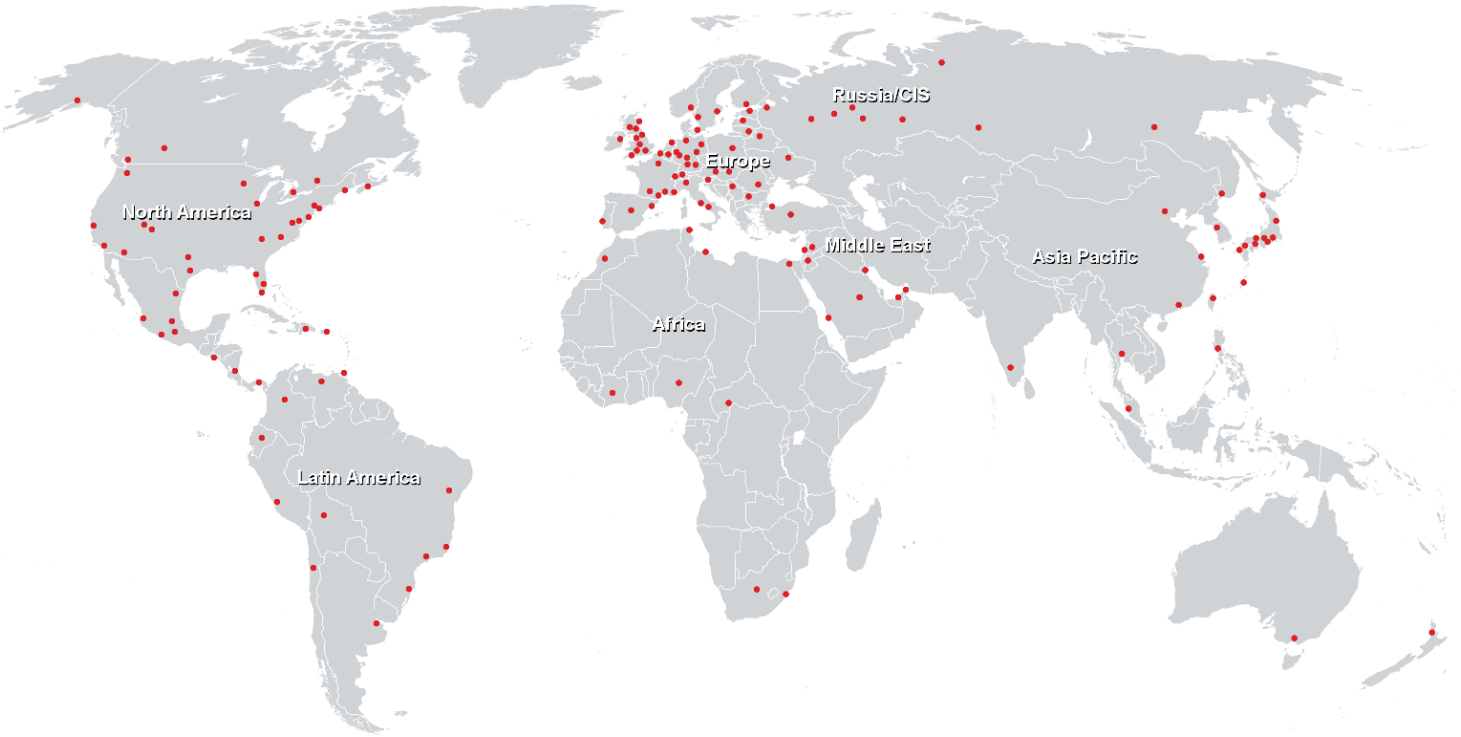
Empower your workforce with Microsoft 365 Copilot: Customer Service Use Case

- Introduction
- Exercise 1: Improve customer service efficiency using Microsoft 365 Copilot
- Exercise 1, Task 1: Use Copilot in Whiteboard to map the ideal customer support journey
- Exercise 1, Task 2: Use Copilot in Teams to prepare for a client support meeting
- Exercise 1, Task 3: Use Copilot in OneNote to create a call summary template
- Exercise 1, Task 4: Use the Copilot Analyst agent to analyze customer support data
- Exercise 2: Enhance the resolution quality of customer service cases using Microsoft 365 Copilot
- Exercise 2, Task 1: Use Copilot in Loop to build a troubleshooting checklist
- Exercise 2, Task 2: Use Copilot in Word and Writing Coach to create a dealer facing response template
- Exercise 2, Task 3: Use Copilot's Ideas Coach agent to create a troubleshooting guide
- Exercise 2, Task 4: Use Copilot Chat and Copilot in Outlook to create a Support Insights email
- Module assessment
- Summary

Empower your workforce with Microsoft 365 Copilot: Legal Use Case

- Introduction
- Exercise 1: Prepare for regulatory response and litigation readiness using Microsoft 365 Copilot
- Exercise 1, Task 1: Use Copilot Chat to create regulatory legal guidance
- Exercise 1, Task 2: Use Copilot in Word to summarize a vendor contract
- Exercise 1, Task 3: Use Copilot Researcher to prepare a regulator facing issue brief
- Exercise 1, Task 4: Use Copilot Studio to create a Regulatory Inquiry Assistant
- Exercise 1, Task 5: Ask the Regulatory Inquiry Assistant questions related to an audit
- Exercise 2: Reform corporate governance and compliance using Microsoft 365 Copilot
- Exercise 2, Task 1: Use Copilot in Loop to collaborate on updating a company policy
- Exercise 2, Task 2: Use Copilot in Excel to visualize cross department risk areas
- Exercise 2, Task 3: Use Copilot in PowerPoint to create a legal presentation
- Exercise 2, Task 4: Use Copilot in OneNote to create a compliance notebook
- Module assessment
- Summary

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