

Transform Your Everyday Business Processes with Agents

MS 4019

Course Name	Transform Your Everyday Business Processes with Agents
Course Code	MS 4019
Course Duration	1 Day
Course Structure	Instructor-Led
Course Overview	MS-4019: Transform Your Everyday Business Processes with Agents examines Microsoft prebuilt agents and agents designed for the everyday business user within Microsoft 365 Copilot. The course introduces delegates to the concepts, capabilities, and authoring experiences for agents, with hands-on lab exercises that reinforce the creation of agents in both Microsoft 365 Copilot Chat and SharePoint. The programme is purpose-built to empower business users without programming experience to design, build, and operate agents that automate routine work, enhance decision-making, and surface organisational knowledge. By the end of the course, learners will be confident creating practical, business-aligned agents that integrate seamlessly with Microsoft 365.
Audience Profile	This course is targeted at everyday Microsoft 365 business users who wish to leverage agents to enhance personal and team productivity. No programming experience is required to create Microsoft 365 Copilot Chat agents and SharePoint agents.
Course Prerequisites	Delegates should be familiar with Microsoft 365 applications and possess basic computer literacy. Prior exposure to Microsoft 365 Copilot is beneficial but not required.
Course Outcome	Upon successful completion of this course, delegates will be equipped with the skills and knowledge required to: • Describe the capabilities of Microsoft prebuilt and custom agents • Create agents in Microsoft 365 Copilot Chat • Create and publish SharePoint agents grounded in business content • Apply agents to automate everyday business processes • Share and govern agents within a business team • Identify high-value agent use cases for the modern workplace

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Assessment/Evaluation	This course concludes with hands-on lab exercises and knowledge checks. Successful completion will result in a Certificate of Attendance issued by IT-IQ Botswana.
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Course Details	
Topic	Topic 1: Introduction to Microsoft 365 Copilot Agents • Agents in Microsoft 365 Copilot • Prebuilt agents overview • Use cases for everyday business users Topic 2: Create Agents in Microsoft 365 Copilot Chat • Authoring agents in Copilot Chat • Configuring instructions and grounding • Testing and refining agent behaviour Topic 3: Create and Publish SharePoint Agents • Designing SharePoint agents • Grounding in SharePoint content • Publishing and sharing Topic 4: Operate and Govern Agents • Sharing agents with teams • Monitoring usage • Responsible use and governance