

Create Agents in Microsoft Copilot Studio

PL-7008

Course Name	Create Agents in Microsoft Copilot Studio
Course Code	PL 7008
Course Duration	1 Day
Course Structure	Instructor-Led
Course Overview	PL-7008: Create Agents in Microsoft Copilot Studio provides delegates with the practical capability to design, build, and publish custom agents using Microsoft Copilot Studio. The course covers the foundational concepts of Copilot Studio, working with environments, creating topics and trigger phrases, managing entities and variables, and enhancing agents with generative AI and Power Automate actions. The programme also covers the integration of Copilot Studio with Dataverse for Teams, enabling delegates to deliver intelligent agents that respond to employee needs without requiring high-code solutions. By course completion, learners will be equipped to design conversational experiences, ground agents in business knowledge, and publish agents that deliver tangible business value.
Audience Profile	This course is designed for app makers, business users, and developers responsible for creating custom agents using Microsoft Copilot Studio. It is suitable for professionals seeking to deliver conversational AI experiences that enhance employee and customer engagement.
Course Prerequisites	Delegates should be familiar with Microsoft Copilot Studio and the broader Microsoft Power Platform. Prior experience with low-code application development is beneficial.
Course Outcome	Upon successful completion of this course, delegates will be equipped with the skills and knowledge required to: • Get started with Microsoft Copilot Studio and environments • Create and manage topics within agents • Work with entities and variables to drive conversations • Enhance agents with generative AI and Power Automate actions • Publish, monitor, and analyse agent performance • Build agents that integrate with Dataverse for Teams

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Assessment/Evaluation	This course prepares delegates for the Microsoft Applied Skills credential PL-7008: Create Agents with Microsoft Copilot Studio. Successful completion of the associated assessment will result in attainment of the credential and a Certificate of Attendance issued by IT-IQ Botswana.
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Course Details	
Topic	Topic 1: Get Started with Microsoft Copilot Studio • Copilot Studio overview • Working with environments • Creating agents and key interface elements Topic 2: Manage Topics in Microsoft Copilot Studio • Trigger phrases and conversation paths • Branching and system fallback topics • Importing existing support content Topic 3: Work with Entities and Variables • Built-in and custom entities • Using entities in conversations • Variables and reuse across topics Topic 4: Enhance Microsoft Copilot Studio Agents • Power Automate actions • Generative AI enhancements • Transferring conversations to live agents Topic 5: Create Agents with Copilot Studio and Dataverse for Teams • Authoring agents in Teams • Calling actions to retrieve Dataverse data • Publishing and sharing agents

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