PL-7008: Create and extend custom copilots in Microsoft Copilot Studio

Overview

Course Duration: 1 Days

About This Course

Create and Extend Custom Copilots in Microsoft Copilot Studio, you'll learn to create advanced conversational agents using Microsoft Copilot Studio. The Microsoft PL-7008 course covers setting up copilots, managing conversation topics, and integrating generative AI with tools like Power Automate and Dataverse for Teams. Practical labs and guided projects help you gain experience in creating custom AI-powered bots and optimizing conversational flows, making it ideal for professionals seeking to enhance their expertise in conversational AI.

Course Outline

Module 1: Build an initial agent with Microsoft Copilot Studio

This module describes how to create agents by using Microsoft Copilot Studio..

 Lesson

- Microsoft Copilot Studio
- Generative AI features
- How to build an agent by using Microsoft Copilot Studio
- Deploy an agent

Module 2: Manage topics in Microsoft Copilot Studio

Microsoft Copilot Studio uses topics, which are like small conversations related to a specific subject. A Microsoft Copilot Studio agent typically includes many topics. This module introduces you to the basic principles of topics such as trigger phrases and conversation paths and how to create them.

Lesson

- Use topics to create and manage conversation paths in an agent.
- Work with topic triggers and conversation nodes.
- Add branching to a topic.
- Use system topics and create topics from content.
- Set up fall-back topics to handle unrecognized user input.

Module 3: Work with entities and variables in Microsoft Copilot Studio

Microsoft Copilot Studio allows organizations to quickly create agents based on business scenarios their customers and employees can easily interact with as needed. Items like topics can be easily created by subject matter experts with no coding required, to create intelligent conversation paths to help guide individuals down as they interact with the agents. The agent authoring functionality provided by Microsoft Copilot Studio provides a great starting point for organizations to build intelligent agents.

Lesson

- Understand entities and custom entities.
- Learn about variables across topics.

Module 4: Enhance Microsoft Copilot Studio agents

Many times, you might need to leverage or integrate other technologies for your agent to provide the experience you want. This module examines some of the methods that you can use to enhance your Microsoft Copilot Studio agents such as leveraging Power Automate flow to add actions, and transferring conversations from an agent to Omnichannel for Customer Service.

Lesson
- Initiate Power Automate flows directly from topics in your agent.
- Configure agent to pass conversations to applications such as Omnichannel for Customer Service.
- Extract content from support pages and configure it into agent topics that you can use in conversations.

Module 5: Create an agent with Microsoft Copilot Studio and Dataverse for Teams
Employees who have quick access to information make better decisions, reduce errors, and save money. Agents create a personalized experience that simplifies how employees get information. Microsoft Copilot Studio and Dataverse for Teams create intelligent agents to quickly respond to employee needs without building high-code solutions.
Lesson
- Learn how to create an agent.
- Discover how the agent can call Microsoft Copilot Studio to retrieve data from Dataverse for Teams.
- Publish the agent to your team or the whole company.

Module 6: Guided Project - Create agents with Microsoft Copilot Studio
This module describes how to create agents by using Microsoft Copilot Studio. Microsoft Copilot Studio allows you to create agents by using natural language. It uses the power of Microsoft 365 Copilot to generate topics, trigger phrases, and responses for your agent. This module also briefly covers how to use the Generative Answers feature to improve your agent responses.
Lesson
- Microsoft Copilot Studio and Conversation Booster features
- How to build an agent by using Microsoft Copilot Studio to generate topics, trigger phrases, and responses.

Prerequisites
Before attending this course, students should have:

- Familiarity with Microsoft Copilot for Microsoft 365.