# Create agents in Microsoft Copilot Studio - Applied Skills Workshop Training

Duration: **1 Day**

BİLGİNÇ
IT Academy
info@bilginc.com
+44 20 3807 0925
+90 212 282 7700

## Overview

This **1-day applied skills workshop** teaches you how to create intelligent **AI agents** using **Microsoft Copilot Studio**. You'll practice hands-on by building your own agent and exploring advanced integrations with **Power Automate** and **Dataverse for Teams**.

## Prerequisites

Participants should be familiar with **Microsoft Copilot Studio** and have basic knowledge of **Microsoft 365 and Power Platform** environments.

## What You Will Learn

By completing this course, participants will:

- Learn how to create and deploy agents using Microsoft Copilot Studio.
- Manage topics — create, branch, and handle fallback topics effectively.
- Work with entities and variables to build dynamic conversational flows.
- Enhance agent functionality through Power Automate integration and analytics.
- Develop and publish intelligent agents using **Dataverse for Teams**.

# Create agents in Microsoft Copilot Studio - Applied Skills Workshop Training

Duration: **1 Day**

BİLGİNÇ IT Academy
info@bilginc.com
+44 20 3807 0925
+90 212 282 7700

## Outline

**Build an Initial Agent with Microsoft Copilot Studio**

- Introduction to agent creation
- Conversational builder and Generative Answers
- Deployment and testing process

**Manage Topics in Copilot Studio**

- Trigger phrases, branching, and fallback topics
- Creating topics for support and customer scenarios

**Work with Entities and Variables**

- Define and use custom entities
- Reuse variables across topics
- Create adaptive conversation flows

**Enhance Agents with Power Automate and Omnichannel**

- Add automated actions via Power Automate
- Transfer conversations to Omnichannel for Customer Service
- Analyze agent performance metrics

**Create Agents with Dataverse for Teams**

- Build and connect to Dataverse data
- Add inputs, conditions, and variables
- Publish and share your intelligent agent

**Guided Project – AI Agent Creation in Practice**

- Hands-on GPT-3-based topic and response generation
- Conversation Booster setup
- Real-world implementation exercises