Create agents in Microsoft Copilot Studio - Applied Skills Workshop Training

Duration: **1 Day**

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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**.

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Training 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