Design and build integrated AI agent solutions in Copilot Studio Training

Duration: **3 Day**

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Overview

The **Design and Build Integrated AI Agent Solutions in Copilot Studio Training** course provides practical experience in creating, integrating, and managing AI agents that support enterprise business processes using Microsoft Copilot Studio.

Through this training, participants will:

- Learn to design and configure **AI agents using Microsoft Copilot Studio and the GitHub Copilot harness** to meet business requirements.
- Extend agent functionality through **workflows, knowledge sources, tools, and reusable skills**.
- Develop integrations with **enterprise systems, Dataverse, Microsoft 365 connectors, and MCP servers**.
- Gain experience designing and managing **multi-agent solutions** in which multiple agents collaborate on business tasks.
- Build practical skills in **testing, evaluating, publishing, monitoring, and securely managing AI agents**.

This **three-day training course** provides a detailed introduction to designing, developing, integrating, and managing **AI agent solutions with Microsoft Copilot Studio**, with a particular focus on the **GitHub Copilot harness**.

Participants will gain hands-on experience creating and configuring agents through **natural-language instructions, knowledge sources, tools, and reusable agent skills**.

The course examines how agent capabilities can be expanded through **workflows and connections to enterprise systems**, enabling agents to automate business processes and collaborate with other agents to complete more complex tasks.

It also covers **testing and evaluating agent behaviour, publishing agents, monitoring performance, and managing operational requirements**. Important considerations relating to **security, governance, lifecycle management, and consumption** when deploying AI agents within an organisation are also explored.

Throughout the programme, **hands-on exercises** allow participants to configure, connect, and test agents using the **low-code development environment in Copilot Studio**, applying the concepts to practical business scenarios.

Prerequisites

Participants should have foundational knowledge and practical experience in the following areas:

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- Hands-on experience **creating, configuring, and testing agents in Microsoft Copilot Studio**.
- A basic understanding of **generative AI** and how AI agents operate using instructions, knowledge sources, and tools.
- Familiarity with **Microsoft Power Platform**, including environments, solutions, and connectors.
- Basic knowledge of **workflow automation**, such as Power Automate or Copilot Studio workflows.
- Confidence using **Microsoft 365 applications** and navigating cloud-based configuration interfaces.
- An understanding of **authentication, APIs, and structured data** is helpful but not mandatory.

Programming experience is not required.

Who Should Attend

This course is suitable for professionals who want to develop more advanced and integrated AI agent solutions using Copilot Studio.

- **Power Platform Makers:** Professionals looking to expand their development skills into integrated AI agent solutions.
- **Copilot Studio Makers:** Individuals with existing agent development experience who want to explore advanced capabilities.
- **Functional Consultants and Technical Business Analysts:** Professionals responsible for designing and implementing AI-assisted business processes.
- **Solution Designers and Technical Specialists:** Individuals interested in multi-agent architectures, agent integration, and operational management.

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What You Will Learn

By the end of this course, participants will be able to:

- Explain the **different agent harnesses available in Copilot Studio** and select appropriate development approaches for specific business scenarios.
- Design and configure **instruction-driven AI agents using the GitHub Copilot harness**.
- Extend agent capabilities through **knowledge sources, tools, and reusable skills**.
- Create and integrate **workflows that automate business processes** while supporting human decision-making.
- Select suitable integration methods for connecting agents to **enterprise systems, connectors, and MCP servers**.
- Design **multi-agent solutions** and configure delegation and collaboration between connected agents.
- Test and evaluate agent behaviour, including **knowledge grounding, tool selection, and task delegation**.
- Publish agents to **supported Microsoft channels** and validate their operation within organisational environments.
- Monitor **agent performance** and identify areas for ongoing improvement.
- Explain the **security, governance, lifecycle management, and consumption considerations** involved in deploying AI agent solutions within an organisation.

Outline

Module 1 – Design and Configure AI Agents

This module introduces **agent architectures**, the GitHub Copilot harness, and the configuration of agents to meet specific business requirements.

Key Topics:

- Understanding agent architecture and the **GitHub Copilot harness**
- Configuring **agent instructions and behaviour** to align with business requirements
- Working with **environments and solutions** in Copilot Studio
- Configuring **identity, memory, and safety settings** for agents
- Creating and using **reusable agent skills** to simplify development

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Module 2 – Extend Agents with Workflows

Explore how **Copilot Studio workflows** can automate business processes and enable agents to perform more advanced tasks.

Key Topics:

- Understanding **workflows in Copilot Studio** and their role in automation
- Creating workflows to automate business tasks and processes
- Integrating **Dataverse data and Microsoft 365 connectors**
- Incorporating **approval processes and human interaction** into workflows
- Testing and troubleshooting workflows to improve reliability

Module 3 – Integrate Knowledge and Tools

Learn how to connect agents to enterprise information, external services, and tools to expand their capabilities and support business operations.

Key Topics:

- Configuring **enterprise knowledge sources** for agent access
- Connecting agents to **Dataverse and external services** to extend functionality
- Exploring **Model Context Protocol (MCP) servers** and integration approaches
- Configuring **tools and connector actions** to enable agent capabilities
- Testing **knowledge retrieval and tool selection** to validate agent performance

Module 4 – Build Multi-Agent Solutions

Examine **multi-agent architectures and collaboration mechanisms** that allow multiple AI agents to coordinate and complete shared business tasks.

Key Topics:

- Understanding **multi-agent architectures** and their practical applications
- Creating **specialist agents** for specific business tasks and processes
- Configuring **agent delegation and collaboration** to support task completion
- Integrating workflows with specialist agents for complex business scenarios
- Testing **end-to-end multi-agent scenarios** to verify effective collaboration

Module 5 – Evaluate, Publish, and Manage Agents

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Learn how to assess agent quality, deploy agents to organisational channels, and manage their ongoing operation.

Key Topics:

- Evaluating **agent responses and behaviour** for quality assurance
- Testing **knowledge grounding and tool execution** to verify accuracy
- Publishing agents to **Microsoft Teams and Microsoft 365 channels**
- Monitoring **agent activity and performance** to support continuous improvement
- Understanding **security, governance, and consumption considerations** for agent deployment