Building AI Agents with Microsoft Copilot Studio Training

Duration: **2 Day**

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Overview

Building AI Agents with Microsoft Copilot Studio Training is designed for professionals who want to create **AI agents** tailored to enterprise business processes. The course introduces the capabilities of **Microsoft Copilot Studio**, approaches to enterprise agent development, and the creation of solutions for different organizational use cases.

Throughout the program, participants explore the differences between **Copilot App**, **Agent Builder**, and **Copilot Studio**. They become familiar with key platform components, including **Overview, Knowledge, Topics, Triggers, Actions, and Tools**, and learn how these capabilities support the development of more advanced AI agent projects.

The training also focuses on the **Skills** and **Workflow** features, which enable reusable capabilities and multi-step automated workflows. Through practical business scenarios, participants develop the knowledge needed to build customizable, secure, and enterprise-oriented **AI agent solutions**.

Prerequisites

Participants must have completed **Building Agents with Copilot (Beginner–Intermediate Level)** training or possess equivalent knowledge and experience.

Who Should Attend

- Professionals interested in developing **AI-powered enterprise solutions**
- **Microsoft 365 Administrators**
- **Enterprise Application Developers**
- **IT Architects**
- **Business Analysts**

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What You Will Learn

Upon completing this training, you will be able to:

- Explain the differences between **Copilot App, Agent Builder, and Copilot Studio**.
- Select the appropriate **agent development platform** for enterprise requirements.
- Use **Overview, Knowledge, Topics, Triggers, Actions, and Tools** within Copilot Studio.
- Develop more advanced **AI agent projects** for real-world business needs.
- Create reusable capability modules with **Skills**.
- Design multi-step automated processes using **Workflow**.
- Evaluate **security, compliance, and data governance** requirements in enterprise agent development.

Outline

1. Differences Between Copilot Studio and Copilot App

- Understanding **Copilot App**, ready-made agents, and the capabilities of **Agent Builder**
- Introducing **Copilot Studio** as an enterprise agent development platform
- Comparing architectural differences in hosting, data access, and customization
- Selecting the appropriate platform for different use cases using a decision-tree approach
- Comparing licensing and capacity requirements for **Microsoft 365 Copilot** and **Copilot Studio Capacity Units**
- Exploring the additional development capabilities offered by Copilot Studio compared with Agent Builder
- Evaluating enterprise security, compliance, and data governance considerations
- **Hands-on Exercise:** Choosing between Agent Builder and Copilot Studio for a real business scenario

2. Copilot Studio Interface and Core Components

Exploring the **Copilot Studio** development environment and its main components:

- **Overview:** Agent overview and management
- **Knowledge:** Information sources used by the agent

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- **Topics:** Conversation topics and dialogue flows
- **Triggers:** Events that initiate agent behavior
- **Actions:** Operations performed by the agent
- **Tools:** Tools and capabilities available to the agent

3. Advanced Agent Projects with Copilot Studio

Exploring **AI agent development** through practical enterprise use cases:

- **Investment Advisor Chatbot** scenario
- **Automated Email Response Agent** scenario
- **Document Error Detection Agent** scenario

4. New Capabilities: Skills and Workflow

- Creating reusable capability modules using **Skills**
- Designing multi-step autonomous business processes with **Workflow**
- Exploring how Skills and Workflow can be applied to enterprise agent development scenarios