# 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