

# MS-4007: Microsoft 365 Copilot User Enablement Specialist

**Course Duration: 8 Hours**

**Course code: MS-4007**

## 1. Course Overview

The **Microsoft 365 Copilot User Enablement Specialist** course equips participants with the skills and knowledge needed to effectively enable, adopt, and support Microsoft 365 Copilot within their organization. This course covers how to guide end-users in leveraging AI-powered features, streamline workflows, enhance productivity, and ensure compliance with organizational policies. Through hands-on learning and practical scenarios, participants will gain confidence in driving successful Copilot adoption across various Microsoft 365 applications.

## 2. What You'll Learn?

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

- Understand Microsoft 365 Copilot capabilities and integration points.
- Assist users in maximizing productivity with AI-powered assistance.
- Configure and customize Copilot settings to meet business needs.
- Develop and deliver effective Copilot training and support plans.
- Implement best practices for adoption and change management.
- Monitor Copilot usage, performance, and user feedback.

## 3. Target Audience

This course is designed for:

- Microsoft 365 administrators and adoption specialists.
- IT support professionals and helpdesk staff.

- Trainers and change management practitioners.
- Business productivity specialists.
- Team leads or managers responsible for digital transformation.

## 4. Pre-Requisites

Participants should have:

- Basic knowledge of Microsoft 365 services and apps.
- Familiarity with productivity tools such as Word, Excel, PowerPoint, and Teams.
- Understanding of organizational policies for data security and compliance.

## 5. Course Content

### **Module 1: Introduction to Microsoft 365 Copilot**

- Overview of Copilot capabilities and AI-driven assistance
- Integration across Microsoft 365 apps
- Licensing and availability considerations

### **Module 2: Copilot Setup and Configuration**

- Enabling Copilot features for users
- Managing permissions and policies
- Configuring settings for specific use cases

### **Module 3: End-User Enablement and Training**

- Designing user onboarding programs
- Creating training materials and resources
- Delivering hands-on demonstrations

## **Module 4: Driving Adoption and Change Management**

- Adoption planning strategies
- Overcoming user resistance
- Communicating benefits and success stories

## **Module 5: Monitoring, Support, and Optimization**

- Tracking usage and adoption metrics
- Gathering user feedback
- Continuous improvement and feature updates

## **Module 6: Security, Compliance, and Governance**

- Understanding AI and data privacy considerations
- Applying organizational compliance policies
- Managing data retention and security risks