

PL-7008: Create custom agents in Microsoft Copilot Studio Course

Course Duration: 8 Hours

Course code: PL-7008

1. Course Overview

In this course, learners will master the art of building custom agents using Microsoft Copilot Studio. From understanding foundational concepts to deploying intelligent assistants that streamline workflows, this course offers a hands-on journey through configuring prompts, leveraging AI-powered scenarios, fine-tuning responses, and securely integrating with data sources and services.

2. What you'll learn?

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

- Fundamentals of Microsoft Copilot Studio and its capabilities
- How to define and structure custom agent prompts
- Techniques for crafting conversational flows and dialog management
- Methods for enhancing agents with context-awareness and memory
- Strategies for embedding agents into applications and services
- Best practices for testing, debugging, and iterating on custom agents
- Securing prompts, maintaining policies, and ensuring data governance\

3. Target Audience

This course is ideal for:

- Developers and engineers exploring AI-driven conversational experiences
- AI and solution architects designing intelligent automation tools
- Tech-savvy professionals who want to enhance productivity with custom agents

- Teams and stakeholders planning to integrate generative AI capabilities into enterprise systems

4. Pre-Requisites

Learners should have:

- Basic understanding of AI, natural language processing (NLP), or large language models (LLMs)
- Familiarity with Microsoft 365 ecosystem and core cloud services
- Prior experience with conversational bots or Power Platform (PVA, Power Automate) is a plus
- Willingness to engage in hands-on experimentation

5. Course content

Module 1: Introduction to Microsoft Copilot Studio

- Overview of the interface, features, and architectural principles.

Module 2: Designing Effective Prompts and Scenarios

- Crafting initial prompts, defining objectives, and simulating user intents.

Module 3: Building Conversational and Context-Aware Agents

- Creating dialog flows, incorporating memory, and enabling dynamic responses.

Module 4: Integrating Copilot Agents with Services and Data

- Connecting to APIs, SharePoint, Microsoft Graph, and other data sources.

Module 5: Testing, Debugging, and Iteration Strategies

- Validating behaviors, logging outcomes, and tuning performance.

Module 6: Security, Governance, and Compliance

- Implementing policies, prompt safeguarding, and managing privacy.

Module 7: Deployment and Monitoring

- Publishing agents, setting up usage insights, and optimizing via feedback loops.

