



Create & Extend Customer CoPilots in Microsoft CoPilot Studio (PL-7008)

COURSE OVERVIEW

In this learning path, you will learn how to create custom copilots with Copilot Studio and will get the opportunity to practice your skills in a guided project.

PREREQUISITES

Candidates for this credential should be familiar with data modeling concepts in Microsoft Dataverse and with Copilot Studio.

COURSE OBJECTIVES

Student will learn:

- Build an Initial CoPilot with Microsoft CoPilot Studio
- Manage Topics in Microsoft CoPilot Studio
- Work with Entities and Variables in Microsoft CoPilot Studio
- Enhance Microsoft CoPilot Studio CoPilots
- Create a CoPilot with Microsoft CoPilot Studio & Dataverse for Teams
- Guided Project - Create CoPilots with Microsoft CoPilot Studio

COURSE OUTLINE

Build an Initial CoPilot with Microsoft CoPilot Studio:

- Copilot creation
- Copilot creation using conversational builder
- Generative Answers
- Deploy copilots

Manage Topics in Microsoft CoPilot Studio:

- Work with bot topics
- Branch a topic
- Create topics for existing support content
- Work with system fallback topics
- Manage topics

Work with Entities and Variables in Microsoft CoPilot Studio:

- Work with entities
- Custom entities
- Use entities in conversations
- Work with variables
- Reuse variables across topics



Enhance Microsoft CoPilot Studio CoPilots:

- Use Power Automate to add actions
- Copilot actions
- Transfer conversations to agents by using Omnichannel for Customer Service
- Create topics for existing support content
- Trigger types
- Analyze copilot performance

Create a CoPilot with Microsoft CoPilot Studio & Dataverse for Teams:

- Create your first copilot
- Create and modify topics
- Add inputs, variables, and conditions
- Call an action to pull in Dataverse for Teams data
- Publish and share your new copilot

Guided Project - Create CoPilots with Microsoft CoPilot Studio:

- Exercise - Create custom tables
- Exercise - Build a bot in Microsoft Copilot Studio with the new AI capabilities
- Exercise - Create and manage topics
- Exercise - Set up Generative AI

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Enhanced Learning Experience

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- An enthusiastic student services team is available to answer any questions and ensure a quality training experience

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