

Microsoft Copilot Studio: Topics & Power Automate

Learn to build, manage and extend copilots in Microsoft Copilot Studio using topics, entities, variables and Power Automate flows.

3 Days

24 HOURS

13

MODULES

79

TOPICS

6

HANDS-ON EXERCISES

COURSE OVERVIEW

This course covers building copilots in Microsoft Copilot Studio, starting with environments, bots, topics and the AI authoring experience alongside AI Builder. It then addresses managing topics, working with entities and variables, and enhancing bots with Power Automate actions and Omnichannel for Customer Service handoff. Further modules cover design principles for effective copilots, administration and permissions, setting up voice, and integrating Azure AI Services for Language. The course concludes with planning and creating a first copilot, authoring in Unified Authoring, and building Power Automate flows for copilots.

WHO THIS COURSE IS FOR

Bot Developers

Power Platform Developers

Solution Architects

AI Builder Users

Copilot Administrators

LEARNING OBJECTIVES

- Create bots and topics in Microsoft Copilot Studio
- Describe the AI authoring experience and AI Builder
- Manage topics including branching and fallback topics
- Work with entities and variables across topics
- Enhance bots using Power Automate and Omnichannel handoff
- Apply design principles to build effective copilots
- Administer and manage Copilot Studio environments and permissions
- Configure a copilot for voice and Azure AI Services for Language

13 Modules, 79 Topics

01

Exercise

Get Started with Microsoft Copilot Studio

Microsoft Copilot Studio allows organizations to quickly create copilots based on business scenarios their customers and employees can easily interact with as needed. In this module, you're introduced to key concepts for copilots.

TOPICS

- Introduction
- Get started working with environments
- Create bots and work with the Microsoft Copilot Studio interface
- Create topics
- Test bots
- Publish bots and analyze performance

02

Describe the AI Authoring Experience in Power Platform

Learn about Microsoft Copilot Studio, a low-code solution for customizing Copilot experiences and building generative AI tools. AI Builder, in turn, allows you to build and use AI models that optimize your business processes.

TOPICS

- Introduction
- Explore Copilot Studio
- Describe the components of Copilot Studio
- Create a basic copilot
- Describe use cases for Generative AI bots
- Describe AI Builder
- Describe the lifecycle to create an AI Builder model

03

Manage Topics in Microsoft Copilot Studio

In Microsoft Copilot Studio, topics are used to small conversations related to a specific subject. A Microsoft Copilot Studio bot typically includes many topics. This module you're introduced to the basic principles of topics such as trigger phrases and conversation paths and how to create them.

TOPICS

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

04

Work with Entities and Variables in Microsoft Copilot Studio

Microsoft Copilot Studio allows organizations to quickly create bots based on business scenarios their customers and employees can easily interact with as needed.

TOPICS

Introduction · Work with entities · Custom entities · Use entities in conversations · Work with variables · Reuse variables across topics

05

Enhance Microsoft Copilot Studio Bots

This module examines some of the methods that you can use to enhance your Microsoft Copilot Studio bots such as leveraging Power Automate flow to add actions, and transferring conversations from a bot to Omnichannel for Customer Service.

TOPICS

- Introduction
- Use Power Automate to add actions
- Transfer conversations to agents by using Omnichannel for Customer Service
- Create topics for existing support content
- Analyze bot performance

06

Build Effective Copilots with Microsoft Copilot Studio

In this module, you'll learn about some design principles and best practices that you can use when designing copilots with Microsoft Copilot Studio.

TOPICS

- Introduction
- Use cases
- Plan for bots
- Topics
- Design your bot
- Build solutions
- Build a conversational bot
- Validate and iterate on your design
- Extend and manage Microsoft Copilot Studio copilots

07

Manage Microsoft Copilot Studio

This module examines the components available for managing and administering copilots.

TOPICS

Introduction · Environments in Microsoft Copilot Studio · Bot topics permissions · Bot entities and flow permissions · Monitor and diagnose · Administer and manage · Export and import bots · Authentication

08

Set Up a Microsoft Copilot Studio Copilot for Voice

This module explores how to set up a Microsoft Copilot Studio copilot to use voice.

TOPICS

- Introduction
- Deploy the necessary extensions
- Set up the handoff to your customer service application
- Set up for voice

09

Use Azure AI Services for Language in a Microsoft Copilot Studio

This module describes the setup that's required to use Azure AI Services for Language to enhance the capabilities of a Microsoft Copilot Studio.

TOPICS

Introduction · Azure AI Services for Language · Define your bot · Call your service · Deploy your bot

10

Plan Your First Copilot

In this module, you begin building your Microsoft Power Platform solution, starting with a basic copilot.

TOPICS

- Introduction
- Scenarios and prerequisites
- Get started with Generative AI - Copilot creation
- Get started with Generative AI - Generative Answers
- Fundamental knowledge - Natural Language Understanding with Microsoft Copilot Studio
- Ideation
- Requirements gathering and topic planning
- Practice

11

4 Exercises

Create Your First Copilot in Microsoft Copilot Studio

Learn how to create your first copilot in Microsoft Copilot Studio.

TOPICS

Introduction

12

Authoring 101: Writing in Unified Authoring

Learn the fundamentals of message and question nodes, become familiar with the system topics, and learn how to use variables.

TOPICS

- Introduction
- Setup
- Entities in Microsoft Copilot Studio
- Variables
- Use variables in conditions
- Use topic nodes
- Question node behavior
- Rich text options for message and question nodes
- Message variations
- Productivity features
- Speech authoring
- Code view and Power Fx

13

Exercise

Build Power Automate Flows for Your Copilot

Microsoft Copilot Studio connects with Power Automate, and it can pass the variables from user's responses and retrieve data from several different data sources, perform complex operations on that data, and then return to Microsoft Copilot Studio to share that data with the user.

TOPICS

Introduction · Fundamental knowledge - Power Automate

Practise What You Learn

#	MODULE	ACTIVITY
01	Get Started with Microsoft Copilot Studio	Build your first chatbot
11	Create Your First Copilot in Microsoft Copilot Studio	■ Build your first copilot ■ Try out a conversation in the Test copilot pane ■ Create your first topic ■ Publish your copilot to the demo site for testing
13	Build Power Automate Flows for Your Copilot	Build a basic Power Automate flow in Microsoft Copilot Studio

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

[Visit koenig-solutions.com](https://www.koenig-solutions.com)
[✉ info@koenig-solutions.com](mailto:info@koenig-solutions.com)