

KOENIG SOLUTIONS • COURSE OUTLINE

DW-102 - Build enterprise - ready agents with Copilot Studio

Learn to build, customise, secure and govern enterprise agents in Microsoft Copilot Studio, from Topics and generative AI to analytics and Responsible AI.

3 Days

12 HOURS

3

MODULES

25

TOPICS

7

HANDS-ON ACTIVITIES

COURSE OVERVIEW

This course covers building and customising agents in Microsoft Copilot Studio, including working with Topics, variables, entities, triggers, voice agents and grounding agents with knowledge. It then addresses designing agents with generative AI, agent tools such as Model Context Protocol and deep reasoning models, agent flows, connectors, integration with Azure AI Foundry and pro-code development. Finally, it covers managing agents, interpreting analytics, and securing and governing agents using Microsoft Entra Agent ID, Purview integration and Responsible AI principles.

WHO THIS COURSE IS FOR

Agent Developers

Copilot Studio Developers

AI Solution Architects

IT Administrators

Security and Governance Officers

Automation Specialists

LEARNING OBJECTIVES

- Build and customise agents using Microsoft Copilot Studio
- Define agent logic with Topics, variables, entities and triggers
- Design voice agents and ground agents with knowledge
- Apply generative AI to orchestrate agent behaviour
- Configure agent tools such as Model Context Protocol
- Implement agent flows, connectors and pro-code development
- Analyse agent performance using Copilot Studio analytics
- Evaluate agent security using Microsoft Entra Agent ID and Purview

3 Modules, 25 Topics

DAY 1

240 minutes

01**4 Activities**

Build and Customize Agents with Microsoft Copilot Studio

TOPICS

- Revisit Microsoft 365 Copilot
- Understand copilots and agents
- Microsoft Copilot Studio overview
- Create agents in Copilot Studio
- Define the logic for agents with Topics
- Work with variables, entities and triggers
- Test and publish agents
- Design voice agents
- Ground agents with knowledge

DAY 2

240 minutes

02**2 Activities**

Design Agents with Generative AI, Tools and Pro-code Development in Microsoft Copilot Studio

TOPICS

- Generative AI in Copilot Studio
- Orchestrate agent behavior with generative AI
- Anatomy of an agent

INTRODUCTION TO AGENT TOOLS

- Model Context Protocol (MCP) (preview)
- Use deep reasoning models
- Enhance automation with agent flows and connectors
- Understand Create search query action
- Copilot Studio Agents & Azure AI Foundry - better together
- Pro-code development in Microsoft Copilot Studio

03

Activity

Agent Analytics, Security and Governance in Microsoft Copilot Studio

TOPICS

- Manage agents in Copilot Studio
- Understand the analytics in Copilot Studio
- Secure and manage your AI agents using Microsoft Entra Agent ID
- Agent controls and governance
- Microsoft Copilot Studio Security and Governance
- Purview integration with Copilot Studio
- Responsible AI for Microsoft Copilot Studio

HANDS-ON ACTIVITIES

Practise What You Learn

#	MODULE	ACTIVITY
01	Build and Customize Agents with Microsoft Copilot Studio	■ Create a gardening assistant agent using Copilot Studio Agent Builder ■ Configure the Dynamics 365 Customer Service ■ Create a Safe travels agent from agent template ■ Integrate an agent with the Dynamics 365 Customer Service app and implement automated case escalation to the live agent
02	Design Agents with Generative AI, Tools and Pro-code Development in Microsoft Copilot Studio	■ Enhance the Safe Travels agent and implement Multi agent orchestration ■ Create a Knowledge Assistant agent for HR in Copilot Studio that leverages Azure AI Search
03	Agent Analytics, Security and Governance in Microsoft Copilot Studio	Develop a Personalized Shopping Assistant autonomous agent

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

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Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

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