

KOENIG SOLUTIONS • COURSE OUTLINE

Microsoft Copilot Studio Development with Fabric Copilot and Voice Integration

Learn to build, enhance, manage and voice-enable Copilot Studio bots, extend Microsoft 365 Copilot, and use Copilot and data agents in Fabric.

4 Days

32 HOURS

12

MODULES

71

TOPICS

1

HANDS-ON EXERCISE

COURSE OVERVIEW

This course covers building bots in Microsoft Copilot Studio, including environments, topics, entities and variables, and testing and publishing. It then addresses enhancing bots with Power Automate actions and Omnichannel handoff, managing and administering copilots, and setting up voice capabilities using Azure AI Services for Language, speech and IVR. Later modules cover generative AI features and knowledge sources in Copilot Studio, extending Microsoft 365 Copilot with agents, connectors and plugins, and using Copilot in Fabric together with the Fabric data agent for configuration and consumption.

WHO THIS COURSE IS FOR

Bot Developers

Conversational AI Developers

Power Platform Developers

Solution Architects

Data Analysts

AI Engineers

LEARNING OBJECTIVES

- Build bots and topics in Microsoft Copilot Studio
- Configure entities and variables for use in conversations
- Enhance bots with Power Automate actions and Omnichannel handoff
- Manage and administer copilot environments and permissions
- Configure voice capabilities including speech and IVR
- Apply generative AI features and knowledge sources in bots
- Explain Microsoft 365 Copilot extensibility with agents and plugins
- Configure and consume a Fabric data agent

12 Modules, 71 Topics

01

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

EXERCISE

- Build your first chatbot

02

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

03

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

04

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

05

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 · Authentication

06

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

07

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

08

Generative AI Features in Copilot Studio

This module describes the different Generative AI features available in Copilot Studio

TOPICS

AI-based agent authoring · Orchestrate agent behavior with generative AI · Knowledge sources

09

Voice Capabilities, Speech and IVR in Copilot Studio

This module describes the different Voice capabilities, Speech and IVR features available in Copilot Studio

TOPICS

- Voice Capabilities
- Overview of Speech and IVR
- Enhance IVR with Gen AI answers optimized for voice
- Use IVR with Omnichannel for customer service

10

Microsoft 365 Copilot Extensibility Fundamentals

This module explores how extending Microsoft 365 Copilot with agents, connectors, and plugins can help organizations address the challenges of increasing productivity and reducing costs by leveraging AI to orchestrate business processes more effectively.

TOPICS

Introduction · What is Copilot extensibility? · What are agents? · What are declarative agents? · What are custom engine agents? · Add knowledge with Graph connectors · Add skills with plugins

11

Copilot in Fabric

TOPICS

- Copilot in Fabric overview
- How Copilot works in Microsoft Fabric
- Copilot glossary and terms
- Enable Copilot in Fabric
- Copilot in Power BI integration
- Use Copilot with semantic models
- Use Copilot with Power BI reports
- Privacy, security, and responsible use

Fabric Data Agent

TOPICS

What is the Fabric data agent? · Fabric data agent tenant settings · How to create a Fabric data agent · Fabric data agent SDK · Evaluate a Fabric data agent

CONFIGURE YOUR FABRIC DATA AGENT

Data agent configurations · Best practices for configuring data agents · How to configure a data agent

HOW TO CONSUME A FABRIC DATA AGENT

Consume a data agent in Azure AI foundry · Consume a data agent from Copilot in Power BI

NOTES

- The Fabric Data Agent is currently in preview. While we will make every reasonable effort to meet the desired objectives, certain limitations may exist due to the evolving nature of the feature. As such, outcomes cannot be fully guaranteed at this stage.

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.

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