

KOENIG SOLUTIONS • COURSE OUTLINE

Intelligent Power Platform

Learn to build, manage and enhance intelligent bots and AI models using Microsoft Copilot Studio, AI Builder and Azure AI Services.

8 Days

64 HOURS

13

MODULES

97

TOPICS

COURSE OVERVIEW

This course covers building bots in Microsoft Copilot Studio, from environments, topics and testing through to publishing and performance analysis. It then addresses working with entities, variables, and enhancements such as Power Automate actions, Omnichannel handoff, voice setup and Azure AI Services for Language, along with administration and permissions. It continues into generative AI features, prebuilt and custom AI models in AI Builder, and their use within Power Automate and Power Apps. It closes with prebuilt AI prompts and responsible AI principles.

WHO THIS COURSE IS FOR

Bot Developers

Power Platform Developers

AI Builder Users

Automation Specialists

Solution Administrators

LEARNING OBJECTIVES

- Create and publish bots using Microsoft Copilot Studio
- Manage topics, entities and variables within a bot
- Enhance bots with Power Automate actions and Omnichannel handoff
- Configure a Copilot Studio bot for voice interactions
- Integrate Azure AI Services for Language into a bot
- Apply prebuilt and custom AI models with AI Builder
- Use AI Builder models within Power Automate and Power Apps
- Explain responsible AI principles

13 Modules, 97 Topics

01

Get Started with Microsoft Copilot Studio

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

Introduction to AI Builder

TOPICS

Overview of AI Builder · Overview of licensing

03

Manage Topics in Microsoft Copilot Studio

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

TOPICS

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

05

Enhance Microsoft Copilot Studio Bots

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

Manage Microsoft Copilot Studio

TOPICS

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

07

Set Up a Microsoft Copilot Studio Copilot for Voice

TOPICS

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

08

Use Azure AI Services for Language in a Microsoft Copilot Studio

TOPICS

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

09

Generative AI Features in Copilot Studio

TOPICS

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

AI Models

TOPICS

- AI models and business scenarios

PREBUILT AI MODELS

- Overview
- Documents
- Invoice processing
- Text recognition
- Receipt processing
- Identity document reader
- Business card reader
- Health insurance card processing (preview)
- Contract processing (preview)
- Text
- Sentiment analysis
- Category classification
- Entity extraction
- Key phrase extraction
- Language detection
- Text translation
- Images
- Image Description (preview)

CUSTOM AI MODELS

- Overview
- Document Processing AI Model
- Prediction AI Model
- Object Detection AI Model
- Category Classification AI Model
- Entity extraction AI Model
- Azure Machine Learning Models

BUILD CUSTOM AI MODELS

- Build a model
- Train your model
- Manage your model
- Publish your model
- Use your model
- Share your model
- Distribute your model using a solution

Use AI Builder in Power Automate and Power Apps

TOPICS

- Overview
- Prerequisites
- Use a Custom AI Builder Model in Power Automate and Power Apps
- Use a Prebuilt AI Builder Model in Power Automate and Power Apps
- Predict Action in Power Automate

12

Prebuilt AI Prompts

TOPICS

- Overview
- Create a prompt
- Get started with prompt library
- Add inputs to your prompt
- Add knowledge to your prompt
- Change the output of your prompt
- Share your prompt
- Distribute your prompt using a solution
- Change the model version and settings
- Bring your own model for your prompts
- Batch testing for prompts (preview)
- Use your prompt
- Prebuilt prompts
- Human review for automation with a prompt

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Responsible AI

TOPICS

Responsible AI Principles

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.

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