KOENIG SOLUTIONS · COURSE OUTLINE

AI for Business Professionals (Microsoft)

Learn to prompt, extend and build agents in Microsoft 365 Copilot for responsible, business-ready AI use.

3 MODULES

12 TOPICS

60 minutes

COURSE OVERVIEW

This course helps learners optimize and extend Microsoft 365 Copilot by building a strong foundation in effective prompting, responsible AI practices, and best-practice Copilot usage. It then shifts focus from individual productivity to business-ready AI by identifying high-impact use cases and applying a clear decision framework to determine when prompts are sufficient versus when reusable agents are needed. Finally, the course provides hands-on guidance for creating Copilot agents using prompts and Microsoft-approved templates, along with best practices for testing, sharing, and responsibly deploying agents across the organization.

WHO THIS COURSE IS FOR

- **Business Professionals**
- **Knowledge Workers**
- **Microsoft 365 Users**
- **Team Leads**
- **Productivity Champions**

LEARNING OBJECTIVES

- Apply best practices to optimize and responsibly use Microsoft 365 Copilot
- Create effective prompts aligned to specific tasks and business goals
- Identify high-impact business use cases for Copilot beyond individual productivity
- Use a clear decision framework to choose between ad-hoc prompts and reusable agents
- Build, test, and share Microsoft 365 Copilot agents safely using prompts and approved templates

COURSE SYLLABUS

3 Modules, 12 Topics

01

Optimize and Extend Microsoft 365 Copilot

TOPICS

- Examine the art and science of working with AI
- Review best practices for using Microsoft 365 Copilot
- Examine how to build an effective prompt
- Review prompting best practices
- Responsible AI in the Microsoft 365 Copilot

02

From Copilot Usage to Business-Ready AI

TOPICS

- Moving Beyond Individual Productivity
- Deciding when a prompt is sufficient and when a custom agent is required

PROMPT VS AGENT DECISION FRAMEWORK

- A simple framework to choose between ad-hoc prompts and reusable agents

03

Creating Agents with Microsoft 365 Copilot

INTRODUCTION TO COPILOT AGENTS

- How agents act as controlled, task-specific extensions of Copilot

BUILD AN AGENT USING A PROMPT

- Create a scoped agent by clearly defining purpose and boundaries

BUILD AN AGENT USING TEMPLATES

- Accelerate safe agent creation using Microsoft-approved templates

TESTING, SHARING, AND USING AGENTS

- Validate accuracy and share agents responsibly within the organization

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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