



PL-7008: Create and extend custom copilots in Microsoft Copilot Studio

Course ID #: 7000-993-ZZ-Z

Hours: 7

Course Content

Course Description:

In this course, you will learn how to create custom copilots with Copilot Studio and will get the opportunity to practice your skills in a guided project.

Prerequisites:

Candidates for this credential should be familiar with data modeling concepts in Microsoft Dataverse and with Copilot Studio.

Topics:

Lesson 1: Build an initial copilot with Microsoft Copilot Studio

- Introduction
- Copilot creation
- Copilot creation using conversational builder
- Generative Answers
- Deploy copilots
- Check your knowledge
- Summary

Lesson 2: Manage topics in Microsoft Copilot Studio

- Introduction
- Work with bot topics
- Branch a topic
- Create topics for existing support content
- Work with system fallback topics
- Manage topics
- Check your knowledge
- Summary

Lesson 3: Work with entities and variables in Microsoft Copilot Studio

- Introduction
- Work with entities
- Custom entities
- Use entities in conversations
- Work with variables
- Reuse variables across topics
- Check your knowledge
- Summary

Lesson 4: Enhance Microsoft Copilot Studio copilots

- Introduction
- Use Power Automate to add actions
- Copilot actions
- Transfer conversations to agents by using Omnichannel for Customer Service
- Create topics for existing support content
- Trigger types
- Analyze copilot performance
- Check your knowledge
- Summary



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Lesson 5: Create a copilot with Microsoft Copilot Studio and Dataverse for Teams

- Introduction
- Create your first copilot
- Create and modify topics
- Add inputs, variables, and conditions
- Call an action to pull in Dataverse for Teams data
- Publish and share your new copilot
- Check your knowledge
- Summary

Lesson 6: Guided Project - Create copilots with Microsoft Copilot Studio

- Introduction
- Prepare
- Exercise - Create custom tables
- Exercise - Build a bot in Microsoft Copilot Studio with the new AI capabilities
- Exercise - Create and manage topics
- Exercise - Set up Generative AI
- Check your knowledge
- Summary

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