

# Creating Copilot Studio agents

3 day training course



## Course contents

This course will cover the following topics. Those marked with (\*) will be covered if time allows.

### Creating agents

- Internal versus external agents
- Choosing an environment
- Setting instructions
- Assigning an icon

### Knowledge sources

- Supported knowledge sources
- Restricting agents' knowledge
- How generative answers work

### Basic topics

- Understanding topic triggers
- System topics
- Displaying messages
- Commenting topics

### More on topics

- Adding custom topics
- Adding using Copilot
- Linking topics
- Ending topics

### Questions and variables

- Asking questions
- Reprompt settings
- Storing answers in variables
- Setting variables manually

### Conditions

- Adding conditions
- Basic expressions

### Testing your agents

- Testing your agent
- Tracking topics
- Tracking variable values
- Conversational snapshots

### More on variables

- Topic and global variables
- Types of variable
- System variables

### Entities

- Using pre-built entities
- Creating closed list entities
- Synonyms
- Regex entities

### Using entities

- Using within conversations
- Slot filling
- Proactive slot filling

### Error-handling

- Error triggers
- Writing error topics

### Working with agents

- Searching in agents
- Content moderation settings

### Publishing

- Publishing to websites
- Publishing to Teams
- Analysing performance
- Billing overview

### Adaptive cards (\*)

- Designing adaptive cards
- Accepting outputs
- Controlling reprompts

### Power Automate flows

- Setting flow inputs
- Basic flows
- Exporting outputs

### Power Automate tasks

- Sending emails
- Updating SharePoint lists
- Updating Excel tables
- Saving OneDrive files

## Pre-requisites for Creating Copilot Studio agents course

There are no pre-requisites for attending the course, although you'll find it difficult to follow if you're not already a user of AI tools like ChatGPT, Claude or Gemini.

If you already know how to create flows in Power Automate you will find some of the concepts on the course familiar. This will give you a useful head-start, but knowledge of Power Automate isn't a pre-requisite for this course.

## Prices

Venue	Address	Price per place
<a href="#">London</a>	Landmark, 99 Bishopsgate, London EC2M 3XD	£1,995 per person + VAT
<a href="#">Manchester</a>	Holiday Inn, 25 Aytoun Street, Manchester M1 3AE	£1,695 per person + VAT
<a href="#">Online</a>	Your home or office!	£1,350 per person + VAT

## Scheduled Dates

Dates	Venue	Times	Price per place	Booking
Mon/Wed 02-04 March 2026	Online	09:30-16:30	£1,350 + VAT	<a href="#">Book this</a>
Tue/Thu 02-04 June 2026	Online	09:30-16:30	£1,350 + VAT	<a href="#">Book this</a>
Wed/Fri 02-04 September 2026	Online	09:30-16:30	£1,350 + VAT	<a href="#">Book this</a>
Wed/Fri 02-04 December 2026	Online	09:30-16:30	£1,350 + VAT	<a href="#">Book this</a>

If you can't see the dates that you want, ask us about organizing a customized course at your office (we'll provide and set up the computers), or else an online course tailored to your needs.