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 enviornment
- Setting instructons
- 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