COURSE OVERVIEW

Course name

(MS-4014) Build a foundation to extend Microsoft 365 Copilot

DURATION: 1 Day

Gauteng

3rd Floor, 34 Whiteley Road,
Melrose Arch
Johannesburg 2196

Gauteng

192 on Bram
192 Bram Fischer Drive Ferndale,
Randburg Johannesburg 2160

Cape Town

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COURSE OVERVIEW

This course explores extending Copilot's capabilities with Microsoft Graph connectors and custom engine copilots. You will also learn to manage agents in the Microsoft 365 admin centre

COURSE OBJECTIVES

By the end of this course, you will be able to:

- Understand the Microsoft 365 Copilot design

- Extend Microsoft 365 Copilot with agents, connectors and plugins to orchestrate business processes

- Choose the right approach for extending Microsoft 365 Copilot

- Use Microsoft 365 Graph connectors to enhance search within Microsoft 365 Copilot

- Identify the scenarios where declarative agents are suitable for customising and extending Microsoft 365 Copilot

- Manage your agents using the Microsoft 365 admin centre

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AUDIENCE

This course is designed for Administrators, Functional Consultants, Solution Architects and Technology Managers who need to provide a foundation for extending Microsoft 365 Copilot

PREREQUISITES

Attendees should have basic functional experience with Microsoft 365 services.

CONTENT

Module 1: Examine the Microsoft 365 Copilot design

This module examines the Microsoft 365 Copilot design, how it works, its service and tenant logical architecture, and how it generates searches and responses

- Prerequisites for Microsoft 365 Copilot

- How Microsoft 365 Copilot works

- The Microsoft 365 Copilot service and tenant logical architecture

- How Microsoft Copilot generates searches

- How Microsoft 365 Copilot generates responses

Module 2: Microsoft 365 Copilot extensibility fundamentals

This module explores how extending Microsoft 365 Copilot with agents, connectors, and plugins can help organisations leverage AI to orchestrate business processes more effectively

- How Copilot and agents work together to create a personalised, intelligent assistant with the knowledge and skills unique to your business

- The types of agents and the wide spectrum of capabilities with which they can be customised.

- How to ground your Copilot responses with multiple enterprise data sources for more relevant and reliable responses

Module 3: Choose a Microsoft 365 extensibility development path

This module provides a guide to choosing the right approach for extending Microsoft 365 Copilot, while emphasising the importance of data privacy and security practices

- How Copilot and agents work together to create a personalised, intelligent assistant with the knowledge and skills unique to your business.

- The types of agents and the wide spectrum of capabilities with which they can be customised.

- How to ground your Copilot responses with multiple enterprise data sources for more relevant and reliable responses.

Module 4: Introduction to graph connectors

This module describes how you can use Microsoft Graph connectors to enhance search within Microsoft 365 Copilot

- How to set up and configure connections for Microsoft Graph connectors to enhance search within Microsoft 365 Copilot

- What the semantic index is, and how it relates to Microsoft Graph connectors

- The importance of search schema attributes, refresh intervals, and crawl scheduling for efficient data synchronisation

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Module 5: Introduction to declarative agents for Microsoft 365 Copilot

Determine the scenarios which declarative agents are suitable for customizing and extending Microsoft 365 Copilot. Describe the function of custom knowledge and custom actions

- Evaluate whether a declarative agent is appropriate to extend Microsoft 365 Copilot for your scenario
- How the components of a declarative agent work together to create agents that run on Microsoft 365 Copilot

Module 6: Manage agents for Microsoft 365 Copilot

This module describes how to manage your agents using the Microsoft 365 admin centre, ensuring that you have the knowledge to tailor Copilot, limiting or granting permissions to data based on your organisation's needs

- How to enable or disable Copilot extensibility
- How to manage permissions and control data access to your extensions

DELIVERY METHOD

Our courses offer flexible delivery options:

- In-person classroom training at Impactful facilities in Johannesburg, Durban and Cape Town
- Virtual instructor-led training
- Nationally: On-site at the client

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