

Boost innovation with Copilot in Dynamics 365 and Power Platform

Course Overview

Duration - 12 Hours | Level - Advanced

In this course, you will learn how to use Copilot for Dynamics 365 and Copilot in Power Platform, that provide interactive, AI-powered assistance across various business domains, such as sales, marketing, customer service, operations, and supply chain. You will discover how Copilot can help you optimize your business performance by providing you with insights, suggestions, and actions based on natural language processing and generative AI.

Course Modules

Day 1

Driving organization-wide innovation with Copilot in Power Platform

Introduction to Microsoft Power Platform Copilot
Transform low-code development with Power Apps Copilot
Human-agent collaboration with agent feed
Automate smarter than ever before with Power Automate Copilot
Build Next-generation agents with Microsoft Copilot Studio
Build websites faster with Copilot in Power Pages
Move from data to insights faster with Copilot in Power BI
Responsible use of AI

Hands on Labs

Setting up lab environment
Building a canvas app for a real estate solution with Copilot in Power Apps
Automating the approval process for a real estate showing using Copilot
Building an agent in Microsoft Copilot Studio with the new AI capabilities
Process ingestion and process analytics with Copilot in Process Mining (preview)
Creating an AI-generated site, webpage using Copilot and adding other components to pages

Day 2

Accelerating Sales and Customer Service with Microsoft Copilot

Introduction to Microsoft Dynamics 365 Copilot

Modernize customer support with Copilot in Dynamics 365 Customer Service

Deliver exceptional service with Copilot in Dynamics 365 Field Service

Introduction to Microsoft 365 Copilot for Service

Introduction to Microsoft 365 Copilot for Sales

Improve sales productivity with Copilot in Dynamics 365 Sales

Hands on Labs

Solving customer issues faster with Copilot in Dynamics 365 Customer Service

Creating, scheduling, and viewing work orders in Outlook using Copilot in Field Service

Creating and deploying a custom agent with Microsoft 365 Copilot for Service

Composing emails, viewing email summary and opportunity summary in Outlook using Copilot for Sales

Using Microsoft 365 Copilot for Sales app in Microsoft Teams and using conversation intelligence dashboard (preview)

Day 3

Transforming Employee and Customer Experiences with Dynamics 365 Copilot

Deliver personalized customer experiences with Copilot in Dynamics 365 Customer Insights

Improve productivity with Copilot in Dynamics 365 Supply Chain Management

Introduce Copilot capabilities in Dynamics 365 Finance and Project Operations

Introduction to Finance agents (preview)

Produce AI-generated product descriptions with Copilot in Dynamics 365 Business Central

Hands on Labs

Creating segments with Copilot for Customer Insights - Data (preview)

Designing and styling emails with AI-assisted themes using Copilot in Customer Insights - Journeys

Creating AI-Assisted customer journey with Copilot in Customer Insights - Journeys

Configuring and using Copilot in Dynamics 365 Business Central

Using Finance agents in Microsoft 365 Outlook (Preview)