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Sign up

Copilot Studio training: state-of-the-art conversational AI

2 days (14 hours)

Presentation

Immerse yourself in the world of next-generation conversational artificial intelligence with our Microsoft Copilot Studio training. This program will enable you to create sophisticated conversational bots without the need for coding skills. Using Copilot Studio has many benefits, including :

- Advanced, context-sensitive automation of your responses
- Increased availability and responsiveness to improve customer satisfaction
- Monitoring and improving performance with analytical tools
- Powerful integration with various data sources

Our Microsoft Copilot Studio training course will guide you through all the tool's key features. You'll learn how to build interactive dialogs, integrate external data, and customize your Copilot AI to best suit your organization's needs.

Objectives

- Creating operational intelligent chatbots with Copilot Studio
- Monitor and analyze bot performance
- Integrating bots into websites and web applications

Target audience

All company employees.

Prerequisites

Knowledge of chatbots and AI is preferable.

Hardware requirements

- Internet access
- Microsoft account

Recommendations for pre- and post-course reading

- Microsoft's [official documentation](#) will give you an excellent starting point for familiarizing yourself with the tool
- The [Microsoft Copilot Studio blog](#) will enable you to ask questions and exchange ideas with experienced users

Further information

Microsoft Copilot Studio training program

Microsoft Copilot studio overview

- Tool presentation
- Copilot Studio vs Power Virtual Agent
- Key concepts and AI-driven communication
- Differences from traditional chatbots
- Account creation and configuration

Basics of copilot construction

- Interface
- Basic principle of conversational AI in Copilote
- Create a new project
- Entities and variables
- Creating dialogues and responses
- Integrate pre-defined data sources
- Use of pre-drive generative transformers
- Testing and deployment

Advanced functions

- Complex conversations
- Advanced variables
- Personalized answers

- Implementing other languages
- Debugging and troubleshooting

Integration and expansion

- Integration with websites and social networks
- Using plugins
- Customize copilot for specific roles
- Import and export configurations
- Connectors for extended functionality

Safety and compliance

- Access control and permissions
- Best practices
- Data confidentiality standards
- User data and privacy

Analysis and Optimization

- Copilot analysis tool
- Key KPIs (engagement, sessions...)
- Using KPIs to improve your bot

Companies concerned

This course is aimed at both individuals and companies, large or small, wishing to train their teams in a new advanced computer technology, or to acquire specific business knowledge or modern methods.

Positioning on entry to training

Positioning at the start of training complies with Qualiopi quality criteria. As soon as registration is finalized, the learner receives a self-assessment questionnaire enabling us to assess his or her estimated level of proficiency in different types of technology, as well as his or her expectations and personal objectives with regard to the training to come, within the limits imposed by the selected format. This questionnaire also enables us to anticipate any connection or security difficulties within the company (intra-company or virtual classroom) which could be problematic for the follow-up and smooth running of the training session.

Teaching methods

Practical training: 60% Practical, 40% Theory. Training material distributed in

to all participants.

Organization

The course alternates theoretical input from the trainer, supported by examples, with brainstorming sessions and group work.

Validation

At the end of the session, a multiple-choice questionnaire verifies the correct acquisition of skills.

Sanction

A certificate will be issued to each trainee who completes the course.