

## MS-MS4007: MICROSOFT 365 COPILOT USER ENABLEMENT SPECIALIST



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Beginner	Microsoft 365	Instructor-led	NA

### INTRODUCTION

Learn the knowledge and skills to drive the enablement of Microsoft 365 Copilot across your organization. Explore effective strategies, including the Microsoft 365 Copilot user enablement framework to help you create and implement a robust adoption plan.

### AUDIENCE PROFILE

This course is designed for user enablement specialists, business leaders, managers, IT professionals, consultants, or anyone involved in the adoption of Microsoft 365 Copilot within their organization.

### PREREQUISITES

This course is designed for beginners, so no prior knowledge is necessary. However, it is recommended to complete the AI+ Executive or AI+ Prompt Engineer courses.

### COURSE OBJECTIVES

After completion of this course, you will be able to:

- Explore adoption methods and strategies for Microsoft 365 Copilot.
- Envision a successful adoption of Microsoft 365 Copilot.
- Onboard and empower employees to use Microsoft 365 Copilot efficiently.
- Drive value and maximize the impact of Microsoft 365 Copilot within your organization.

### COURSE CONTENT

#### Module 1: Introduction to Microsoft 365 Copilot

This module explores the intricacies of Microsoft 365 Copilot, offering insights into its functionality and Microsoft's dedication to implementing AI responsibly and ethically.

##### Lessons

- Introduction.
- What is Microsoft 365 Copilot?
- Explore how Microsoft 365 Copilot works.
- Explore the core components of Microsoft 365 Copilot.
- Examine how Microsoft is committed to responsible AI.
- Knowledge check.
- Summary

By the end of this module, you'll be able to:

- Describe the purpose and functionalities of Microsoft 365 Copilot.
- Outline the working principles behind Microsoft 365 Copilot.
- Identify the core components integral to Microsoft 365 Copilot.

- Articulate Microsoft's dedication to responsible AI practices.

#### Module 2: Explore the possibilities with Microsoft 365 Copilot

This module explores the practical usage of Microsoft 365 Copilot across Microsoft 365 applications, demonstrating how to streamline workflow and increase productivity.

- Introduction.
- Compose and summarize documents with Microsoft 365 Copilot in Word.
- Summarize and draft emails with Microsoft 365 Copilot in Outlook.
- Design captivating presentations with Microsoft 365 Copilot in PowerPoint.
- Analyse and transform data with Microsoft 365 Copilot in Excel.
- Elevate productivity with Microsoft 365 Copilot in Teams.
- Empower your workflow with Microsoft 365 Business Chat.
- Knowledge check.

- Summary.

By the end of this module, you'll be able to:

- Identify and apply the key features of Microsoft 365 Copilot in each Microsoft 365 application to enhance your productivity and workflow.
- Understand how Microsoft 365 Copilot integrates with Teams to provide a centralized hub for all your work-related information.
- Utilize the AI capabilities of Microsoft 365 Copilot to transform your approach to tasks in Microsoft 365, making them more intuitive and efficient.

#### Module 3: Optimize and extend Microsoft 365 Copilot

This module explores comprehensive best practices for Microsoft 365 Copilot and key extension methods, ensuring you harness the full potential and versatility of Copilot's functionality.

##### Lessons

- Introduction.

- Examine the art and science of working with AI.
  - Review best practices for using Microsoft 365 Copilot.
  - Examine how to build an effective prompt.
  - Review prompting best practices.
  - Extend Microsoft 365 Copilot.
  - Knowledge check.
  - Summary.
- By the end of this module, you'll be able to:
- Describe the best practices for using Microsoft 365 Copilot.
  - Understand how to effectively prompt Microsoft 365 Copilot.
  - Understand Microsoft 365 Copilot extensibility options.

#### Module 4: Explore user enablement strategies for adopting Microsoft 365 Copilot

Learn about the key principles within the people first strategy, the importance of user enablement, the Microsoft 365 Copilot user enablement framework and becoming an AI-powered organization.

Lessons

- Introduction.
- Describe the importance of user enablement.
- Describe the journey to becoming an AI-powered organization.
- Describe the people first strategy.
- Describe the Microsoft 365 Copilot user enablement framework.
- Discover how a global organization empowered its employees by adopting Microsoft 365 Copilot.
- Knowledge check.
- Summary.

By the end of this module, you'll be able to:

- Describe the importance of user enablement.
- Describe the three-part approach to becoming AI-powered with Microsoft 365 Copilot.
- Describe the People First strategy and its three key principles.
- Describe the Microsoft 365 Copilot user enablement framework.
- Discover insights from an organization who adopted Microsoft 365 Copilot to transform their business.

#### Module 5: Envision a successful adoption of Microsoft 365 Copilot

Learn about the first phase, get ready, in the user enablement framework and how to set the

foundation for a transformative adoption process of Microsoft 365 Copilot in your organization.

Lessons

- Introduction.
- Assemble your team.
- Secure sponsors and stakeholders.
- Create an AI council.
- Define a strategy.
- Identify and prioritize scenarios.
- Define success criteria, KPIs and success measurement plan.
- Assess your organization's readiness.
- Knowledge check.
- Summary.

By the end of this module, you'll be able to:

- Understand the key roles needed to assemble the appropriate user enablement team.
- Create an AI council.
- Define a user experience strategy.
- Identify and prioritize scenarios.
- Establish success measures and reporting plans.
- Assess your organization's readiness.

#### Module 6: Onboard and empower your employees to use Microsoft 365 Copilot efficiently

Learn about the second phase, Onboard & engage, in the user enablement framework and how to empower your employees to use Microsoft 365 Copilot effectively and efficiently.

Lessons

- Introduction.
- Establish a Microsoft 365 Copilot Center of Excellence.
- Build your Champions and Early Adopters programs.
- Build your engagement strategy.
- Build your training strategy.
- Knowledge check.
- Summary.

By the end of this module, you'll be able to:

- Establish a Microsoft 365 Copilot Center of Excellence.
- Build a Champion and an Early Adopters Program.
- Build an engagement strategy.
- Build a training strategy.
- Describe rapid enablement training.

#### Module 7: Drive value and maximize the impact of Microsoft

#### 365 Copilot within your organization

Learn about the third phase, deliver impact, in the user enablement framework and how to maximize the value and impact of Microsoft 365 Copilot for your employees and in your organization.

Lessons

- Introduction.
- Collect and analyse feedback
- Review success measures and user survey results
- Measure and report Microsoft 365 Copilot usage.
- Conduct health service reviews.
- Knowledge check.
- Summary.

By the end of this module, you'll be able to:

- Gather feedback from users through listening sessions.
- Track end-user adoption through the distribution of surveys.
- Review and track Copilot usage in the Microsoft Copilot Dashboard in the Microsoft 365 admin center.
- Conduct monthly service health reviews.
- Encourage ongoing engagement of Microsoft 365 Copilot.

#### Module 8: Extend and optimize Microsoft 365 Copilot in your organization

Learn about the fourth phase, Extend & optimize, in the user enablement framework and how to capitalize on the established foundation and expand the capabilities of Microsoft 365 Copilot.

Lessons

- Introduction.
- Describe how to enhance Microsoft 365 Copilot.
- Design scenarios using the Modern Collaboration Architecture framework.
- Deliver business process transformation with Copilot Studio.
- Knowledge check.
- Summary.

By the end of this module, you'll be able to:

- Describe the three-part strategy to enhance Microsoft 365 Copilot.
- Design scenarios using the Modern Collaboration Architecture framework.

- Describe how Copilot Studio helps you customize Microsoft 365 Copilot.

### **ASSOCIATED CERTIFICATIONS & EXAM**

There is no Associated Certification or Exam for this course.