

MS-MS4019: TRANSFORM YOUR EVERYDAY BUSINESS PROCESSES WITH AGENTS



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

INTRODUCTION

This Learning Path examines no-code agents in Microsoft 365 Copilot Chat and SharePoint and explores how Microsoft 365 business users can create, manage, and use them.

AUDIENCE PROFILE

This course is tailored for professionals who aim to enhance their business processes using no-code agents within Microsoft 365 Copilot and SharePoint. The audience includes:

- Business Analysts and Process Improvement Specialists.
- Project Managers, Operational Managers, and IT Professionals.
- System Administrators and Digital Transformation Consultants.
- Entrepreneurs, Small Business Owners, and Marketing Professionals.
- Customer Experience Managers, Educators, and Trainers in IT/Business.

PREREQUISITES

Before attending this course, delegates must have:

- Basic functional experience with Microsoft 365 services.
- A proficient understanding of general IT practices.

COURSE OBJECTIVES

After completing this course, students will be able to:

- Understand the role of no-code agents in Microsoft 365 Copilot and SharePoint.
- Create, test, and manage no-code agents effectively.
- Explore how no-code agents can improve collaboration within teams and organizations.
- Gain insights into IT governance controls for no-code agents.
- Develop skills to share and use no-code agents in SharePoint and Microsoft Teams environments

COURSE CONTENT

Module 1: Get started with agents

This module examines how agents act as AI-powered assistants embedded within SharePoint and Microsoft Copilot Chat, providing real-time support by offering suggestions, automating processes, and helping users navigate through complex tasks.

Lessons

- Introduction
- What are agents?
- Who can create and use agents?
- Explore the benefits of using agents
- Enhance collaboration using agents
- Examine IT governance controls for agents
- Module assessment

- Summary
- After completing this module, students will be able to:
 - Describe the components of SharePoint agents and Microsoft Copilot Chat agents.
 - Identify who can create and use these agents.
 - Describe the benefits of using agents.
 - Explain how agents in SharePoint and Microsoft Copilot Chat can enhance collaboration.
 - Understand IT governance controls for agents.

Module 2: Build and manage an agent

This module guides you through the foundational concepts and practical steps required to create, test, and

manage agents in Microsoft 365 Copilot Chat and SharePoint.

Lessons

- Introduction
- Examine the tools used to create agents
- Explore the components of an agent
- Create an agent in Copilot Chat - Part 1
- Create an agent in Copilot Chat - Part 2
- Create an agent in SharePoint
- Exercise - Create instructions for agent scenarios
- Exercise - Create starter prompts for agent scenarios
- Test and edit your agents
- Manage your agents
- Module assessment
- Summary

After completing this module, students will be able to:

- Identify the differences in the tools used by everyday business users to create agents in SharePoint and Microsoft 365 Copilot Chat.
- Identify the components that make up agents in SharePoint and Microsoft 365 Copilot Chat.
- Create agents in Copilot Chat and SharePoint.
- Create clear, concise, and effective Instructions and Starter Prompts when creating agents.

- Test and edit agents in Copilot Chat and SharePoint.
- Manage agents in Copilot Chat and SharePoint.

Module 3: Share and use agents

This module explores how everyday business users can share and use agents in SharePoint and Microsoft 365 Copilot Chat.

Lessons

- Introduction
- Share an agent with other users
- Share an agent in Microsoft Teams

- Interact with agents
- Module assessment
- Summary

After completing this module, students will be able to:

- Share agents with other users.
- Share agents in Microsoft Teams.
- Select agents in SharePoint and Microsoft 365 Copilot chat, use the agents, and manage chat history.

ASSOCIATED CERTIFICATIONS & EXAM

There is no associated Certification or Exam for this course.