training code: MS Copilot Studio_level 1_St.Harness / ENG DL 2d / EN

Building Process-Driven Agents in Microsoft Copilot Studio (Standard Harness)

This course teaches you how to build agents whose behavior is designed by the maker. In the standard harness, the maker decides what the agent asks, in what order, which conditions it checks, and which action it performs – using topics, trigger phrases, conversation nodes, variables, and entities. The greatest value of this approach is predictability and explicit control over every conversation path.

Participants follow the complete “from idea to deployment” journey: from the difference between a chatbot, an assistant, and an agent, through grounding the agent in enterprise knowledge from SharePoint, files, and public websites (grounding / RAG), interactive forms with Adaptive Cards and Power Fx, and agent flows, to an autonomous agent that responds to event triggers, and finally publishing to Microsoft Teams and Microsoft 365 Copilot. This is a proprietary course – each module ends with a step-by-step lab, so from day one participants develop a working help desk agent.

Choose this course when the agent’s path can be drawn as a diagram in advance: a first FAQ or help desk deployment, forms and validation, a strictly defined order of questions, audit and maximum-predictability requirements, and the further development of existing topic-based agents. It is an ideal starting point for IT teams, low-code developers, consultants, and business analysts – with no coding required, but with an understanding of the solution’s architecture, security, and cost.

Training recipients

This course is intended for:

- Power Platform developers and low-code makers, who want to design and deploy AI agents integrated with enterprise data and systems.
- IT professionals and Microsoft 365 administrators, responsible for sharing, securing, and managing agents across the organization.
- Business analysts and process owners, who want to automate repetitive tasks and improve the quality of service for internal users and customers.
- Solution consultants and architects, who design Copilot Studio implementations aligned with governance best practices and ALM.
- People getting started with AI agents, who want a structured introduction to the Copilot Studio platform and its capabilities.

Benefits

After completing this course, participants will gain the following benefits:

1. A complete “from idea to deployment” workshop – independently building, testing, and publishing a working agent.
2. An agent grounded in enterprise knowledge – grounding responses in data from SharePoint, files, and public websites (grounding / RAG) while respecting user permissions.
3. Business process automation – interactive forms (Adaptive Cards) and agent flows integrating SharePoint and email.
4. Autonomous agents – responding to events (event triggers) and performing actions without user involvement, within safe boundaries.
5. Secure publishing and distribution – making the agent available in Microsoft Teams and Microsoft 365 Copilot in line with governance and DLP policies.
6. Cost and licensing control – understanding the Copilot Credits model (pay-as-you-go / capacity packs) and estimating costs before scaling.
7. Governance and application lifecycle management (ALM) – packaging the agent in solutions, publishers, security roles, and promotion DEV → TEST → PROD.

In practice, this means that you will leave the course with a ready-to-use, working agent and the knowledge of how to apply this pattern to real processes in your organization – faster, cheaper, and more securely than building a solution from scratch.

Training program

Module 1 – Introduction to Agents and Copilot Studio

- Chatbot vs. AI assistant vs. agent – key differences and business value
  - The LLM as the agent's "brain", RAG (grounding), and generative vs. classic orchestration
  - Copilot Studio within the Microsoft AI platform; choosing a harness: GitHub Copilot, standard, Copilot Chat
- Standard harness: new vs. classic authoring experience
  - Agent building blocks: Knowledge, Tools, Topics, Instructions; environments and the model

Module 2 – Power Platform Solutions

- Solutions as containers that package the agent and its components (ALM)
  - Managed vs. unmanaged solutions – when to use each
- Publishers and prefixes; security roles (Environment Maker, System Customizer, System Administrator)
  - Solution lifecycle DEV → TEST → PROD; solution explorer in Copilot Studio
  - Lab: creating a publisher and a custom unmanaged solution for the agent

Module 3 – Building Agents on the Standard Harness

- Creating an agent from a natural language description; defining instructions
  - Grounding the agent: SharePoint, uploaded files, public websites; controlling general knowledge
- Topics, trigger phrases, and conversation nodes; variables and entities
  - Testing in the Test your agent pane and iteratively improving response quality
  - Labs: building an agent through conversation and adding a custom topic with a trigger and nodes

Module 4 – Designing Interactive and Automated Experiences

- Adaptive Cards – interactive forms built in JSON and dynamically with Power Fx
  - Agent flows – deterministic automation that the agent calls as a tool
  - Integration with SharePoint and email; Power Fx filters and expressions
  - Labs: a device selection card and a flow that handles the request and sends an email notification

Module 5 – Building Autonomous Agents

- Conversational vs. autonomous agents; the components of an autonomous agent
  - Event triggers – responding to events in SharePoint, Teams, and Outlook; payload anatomy
  - Authentication, security, and human-in-the-loop (guardrails, least privilege)
- Effective agent instructions: role, scope, context, tone, error handling, and escalation
  - Lab: automatically responding to a new SharePoint request with an email confirmation

Module 6 – Testing, Publishing, and Distributing Agents

- Testing before publishing; the difference between testing and publishing (and republishing)
  - Distribution channels: Microsoft Teams and Microsoft 365 Copilot; governance, DLP, and approval in the Teams admin center
  - Licensing and costs: Copilot Credits, pay-as-you-go and capacity packs; estimating consumption
  - Lab: publishing the agent to Teams and Microsoft 365 Copilot and sharing it across the organization

Expected preparation of the participant

- Basic knowledge of Microsoft 365 services (Teams, SharePoint, Outlook) at user level.
- General understanding of cloud services and of artificial intelligence and large language model (LLM) concepts – an advantage, not a requirement.
- No programming experience is required – the course follows a low-code / no-code approach.
- Prior familiarity with Microsoft Power Platform (environments, solutions) is recommended and makes getting started easier.

Training Includes

- manual in electronic form available on the platform: https://www.altkomakademia.pl/
- access to Altkom Akademia's student portal

Training method:

- Lecture: 30%
- Workshops: 30%
- Labs:40%

Duration

2 days / 14 hours

Language

- Training: English
- Materials: English