



# AI Agents Co-pilot Studio

Build & Deploy Enterprise Conversational AI Agents

Design, train and deploy intelligent conversational AI agents for real enterprise workflows using Microsoft Copilot Studio. From topic and entity design to connecting agents with live business systems, this programme is built for professionals who want practical, deployable AI skills — not just theory.

|               |                   |          |                 |                |
|---------------|-------------------|----------|-----------------|----------------|
| <b>45-60</b>  | <b>30+</b>        | <b>7</b> | <b>3+</b>       | <b>1:1</b>     |
| Days Duration | Hrs Live Training | Modules  | Deployed Agents | Mentor Support |

## Programme Fee

### Contact for Fee Details

#### Flexible EMI options available

Batch materials, lab access, and practice exercises included.  
Limited seats per batch — talk to us to know pricing & offers.

## Who Should Attend

- IT professionals exploring applied AI
- Business analysts & process owners
- Customer support/operations teams
- Freshers targeting AI/automation roles

## Curriculum Outline

### Module 1: Conversational AI & Copilot Studio Fundamentals

- How enterprise AI agents/chatbots work
- Copilot Studio environment setup and licensing overview
- Agent design principles: intents, topics, entities

### Module 2: Building Topics & Conversation Flows

- Creating and structuring topics
- Trigger phrases and conversation branching
- Variables, conditions and slot filling

### Module 3: Generative AI & Knowledge Sources

- Connecting generative answers to documents/websites
- Grounding responses with enterprise knowledge sources
- Prompt design basics for agent responses

### Module 4: Actions, Connectors & Power Automate Integration

- Calling Power Automate flows from an agent
- Connecting to enterprise systems (CRM, ticketing, email)
- Working with custom and prebuilt connectors

### Module 5: Entities, Adaptive Cards & Rich Responses

- Custom entities and slot-filling patterns
- Adaptive Cards for structured, interactive responses
- Multi-turn dialogue design best practices



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## Module 6: Testing, Analytics & Governance

- Test chat and conversation debugging
- Copilot Analytics: usage, resolution and escalation rates
- Governance, data security and responsible AI basics

## Module 7: Deployment & Capstone Project

- Publishing agents to Teams, web chat and other channels
- Capstone: build and deploy an end-to-end business agent
- Project review and demo with mentor

## Tools & Technologies

- Microsoft Copilot Studio
- Power Automate
- Power Platform connectors
- Adaptive Cards
- Teams/Web Chat channels

## Learning Outcomes

- Design multi-turn conversational flows for real use cases
- Ground agents in enterprise knowledge sources securely
- Connect agents to business systems via Power Automate
- Publish, monitor and govern a production AI agent

## Certification & Format

Includes an in-house project-based certificate of completion from Raphlasa. Delivered as instructor-led live online or in-person batches (Guntur), with weekday and weekend slots available.

Ready to enroll? Call/WhatsApp **+91 96667 72399** or email **info@raphlasa.com** to confirm your seat.