

# Building AI Agents with Microsoft Copilot Studio

## SOA: Technology Application

### Description

This one-day course is designed to introduce participants to AI Agent technology, such as Microsoft Copilot Studio, empowering them to build and deploy intelligent conversational AI agents. Through a blend of theoretical understanding and hands-on exercises, attendees will gain practical skills in leveraging this low-code platform to automate tasks, answer questions, and enhance user interactions.

### Who is this Course For?

Anyone who is interested in implementing an AI-powered "ChatBot" Agent within a business or organisational setting, using a low-code platform to automate processes and search their libraries or database in a protected environment.

### Course Objectives

By the end of this course, learners will be able to:

- Discover the fundamentals of AI Agent.
- Plan AI Agents for your organisation.
- Build and deploy Copilot Studio AI Agent.
- Evaluate risk assessment for implementing AI Agent in an organisation.

### Academic Pre-requisites

- Learners are expected to have at least a lower secondary education
- Proficiency in English at WSQ WPL Level 5 (reading, writing, speaking and listening)
- Proficiency in number manipulation at WSQ WPN Level
- Competence in using a computer, including a keyboard and a mouse, and internet
- Learner must have basic knowledge on Copilot or attended JCI's "Enhancing Productivity with Copilot"

### Course Duration

**8 Hours**

### Course Reference No.

**TGS-2025059655**

### Mode of Training

**Classroom**

### Funding Validity

**Till 07 Oct 2027**

**Full Fee \$600**

(Subject to 9% GST)

| Pricing                                               | Funding | Nett Fee (After GST) |
|-------------------------------------------------------|---------|----------------------|
| SME<br>OR<br>SINGAPOREAN<br>AGE 40 AND<br>ABOVE       | 70%     | \$234                |
| NON-SME<br>OR<br>SINGAPOREAN<br>AGE 21 TO 39<br>OR PR | 50%     | \$354                |
| Subsidies available: SFC, SFEC, PSEA & UTAP           |         |                      |

As pre-requisites may differ by course, we strongly encourage you to review the details and contact us for any clarification.

Visit our Website



# Course Content

## **Learning Unit 1: Adapt AI Agent for an Organisation**

- What are AI Agents?
- Introduction to Copilot Studio

## **Learning Unit 2: Plan Your Organisation's AI Agent**

- Building an AI Agent: The Process
- Copilot Studio and Power Automate
- Pricings and Credits
- Types and Categories of Copilot Agents
- Agentic and Automate Flows

## **Learning Unit 3: Construct an Intelligent AI Agent**

- Building a Data Retrieval Agent, an Action Agent and a Master Agent
- Microsoft App Agent
- Device Request Agent
- IT Master Agent

## **Learning Unit 4: Implement AI Agent at Organisational Level**

- Building Autonomous Agents
- Customer Service Agent
- Parts Order Agent – Accessories Partner

## **Learning Unit 5: Evaluate Risk of Implementation of AI Agent in an Organisation**

- Tools, Triggers and topics
- Sharing and Export Agents
- Risk Assessment in Deploying Agents

