



MFE-IT

Reference: MS-4019

Microsoft Business Agents MS-4019 Training Course

Automate and Optimise Daily Processes with Microsoft Copilot
Studio

Duration: 1 Day | Hours: 6 h

Remote · Sessions guaranteed from 1 registrant · 60% hands-on practice

DESCRIPTION

This training course teaches you to create and deploy intelligent business agents using Microsoft Copilot Studio. You will learn to design autonomous agents capable of automating repetitive tasks, connecting to corporate data sources and managing complex workflows — without writing code.

The programme follows the official Microsoft MS-4019 curriculum and prepares participants for the corresponding Microsoft certification.

LEARNING OBJECTIVES

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

- Create and configure agents in Microsoft Copilot Studio
- Connect agents to corporate data sources (SharePoint, Dataverse)
- Design multi-step automated workflows
- Integrate agents with Microsoft 365 applications
- Test, deploy and monitor business agents
- Apply governance and security best practices

PREREQUISITES

- Familiarity with Microsoft 365 tools
- Basic understanding of Power Platform (Power Automate recommended)
- No programming skills required

Because each participant is unique, a personalised interview is systematically organised in advance with our expert to design a training programme perfectly aligned with their objectives, level and professional challenges.

TARGET AUDIENCE

- Business analysts and process managers
- Power Platform developers
- IT professionals deploying Microsoft 365 solutions
- Profiles preparing for MS-4019 certification

DETAILED PROGRAMME

The training alternates between theoretical input and hands-on practice (approximately 60% of the time). Modules are built around practical exercises based on real-world business use cases.

Module 1 – Introduction to Business Agents

- What is a business agent?
- Use cases: HR assistance, IT automation, customer support, automated reporting
- Comparing agents with classic automation

Module 2 – Choosing the Right Solution

- Comparison: Copilot, Azure AI Agents, Power Virtual Agents
- Choosing the right option based on business needs
- Decision criteria: data, security, skills, ROI

Module 3 – Automation with Power Automate

- Introduction to Power Automate Desktop and Cloud
- Creating agents that automate administrative and repetitive tasks
- Connectors and triggers for daily processes

Module 4 – Agents in Microsoft 365 Applications

- Agents in Teams: bots and automations
- Agents interacting with Outlook, SharePoint and OneDrive
- Real-world collaboration scenarios

Module 5 – AI and NLP-Based Agents

- Developing agents based on natural language understanding
- Integrating LLMs for text analysis and context comprehension
- Grounding agents in enterprise content

Module 6 – Security, Governance and Performance

- Data access permissions and security
- Agent governance: roles, logs, monitoring
- Operational efficiency KPIs and continuous optimisation

Module 7 – Advanced Orchestration and Hands-on Workshop

- Multi-agent scenarios and intelligent escalation
- Workflow orchestration patterns
- Practical workshop: building an agent for ticket support, automated reporting or Teams/Outlook assistance

TEACHING METHODS

Format and Delivery

The training is delivered remotely via an interactive virtual classroom. It can also be delivered on-site, with content customised to match the needs of your professional project. The theory/practice split is approximately 40%/60%.

MFE-IT Ultra-Personalised Format

Each session accommodates between 1 and 3 participants, ensuring highly individualised support. A preliminary interview allows us to tailor the content to each participant's profile. Inter-company sessions are guaranteed from just 1 registrant (except in cases of force majeure).

Skills Assessment

Throughout the training, the trainer assesses participant progress through multiple-choice questions, role-playing exercises and hands-on work. At the end, a certificate of achievement is issued to each participant.

Post-Training Support

For one month following the training, each participant can contact MFE-IT trainers with questions about implementing acquired knowledge. A response is provided by email or telephone within 48 working hours.

Accessibility

MFE-IT is committed to welcoming people with disabilities. Contact: contact@mfe-it.com.

PRACTICAL INFORMATION

Trainer Resources

- Structured demonstrations aligned with the detailed programme
- Exercise briefs and solutions throughout the training
- A ready-to-use technical environment for practical workshops
- Trainer validation of acquired knowledge at the end of each workshop
- Digital reference documents

Certification and Validation

At the end of the training, a certificate is sent by email specifying the objectives, nature, duration and assessment results. A completion certificate can also be provided on request.

Benefits for Participants

- Train from your workplace or home, with no travel required
- Benefit from an expert trainer-consultant on the subject
- Enjoy an ultra-personalised format (1 to 3 participants)
- Continue training even in the event of unforeseen circumstances

Benefits for the Organisation

- Optimise the training budget by reducing travel and accommodation costs
- Offer quality training to all employees, regardless of location
- Reduce absence time linked to travel
- Support team upskilling in all contexts