

# Empower your workforce with Copilot for Microsoft 365 Use Cases

## MS:4004



<b>Course Name</b>	<b>Empower your workforce with Copilot for Microsoft 365 Use Cases</b>
<b>Course Code</b>	<b>MS:4004</b>
<b>Course Duration</b>	1 Day
<b>Course Structure</b>	Instructor-Led
<b>Course Overview</b>	<p>This one-day course is composed of two parts - Getting started with Copilot for Microsoft 365 and Empower your workforce with Copilot for Microsoft 365 Use Cases. The first part of the course introduces you to Copilot for Microsoft 365, examines how you can use Copilot throughout the various Microsoft 365 apps, explores best practices for using Copilot and building effective prompts, and examines how you can extend Copilot with plugins and Graph connectors. The second part of this training content is really the heart of this course. Students perform a series of hands-on exercises involving seven Use Cases - Executives, Sales, Marketing, Finance, IT, HR, and Operations. These exercises focus on using Copilot in various Microsoft 365 apps (such as Word, PowerPoint, Outlook, and so on) to complete a series of common business-related tasks pertaining to each Use Case. To complete the Use Case exercises in this course, each student must have access to a Microsoft 365 subscription (BYOS) in which they're licensed to use Copilot for Microsoft 365. Each student must also have a Microsoft OneDrive account, since Copilot requires OneDrive to complete the file sharing tasks used throughout the Use Case exercises.</p>
<b>Audience Profile</b>	This course is targeted towards business users who want to enhance their Copilot for Microsoft 365 skills to solve business-related use case scenarios.
<b>Course Prerequisites</b>	None
<b>Course Outcome</b>	<p>After completing this course, students will be able to:</p> <ul style="list-style-type: none"> <li>• Explores the intricacies of Copilot for Microsoft 365, offering insights into its functionality and Microsoft's dedication to implementing AI responsibly and ethically.</li> <li>• Understand Microsoft Graph connectors and how they can be used to integrate data from external sources into Copilot for Microsoft 365.</li> </ul>

# Empower your workforce with Copilot for Microsoft 365 Use Cases

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	<ul style="list-style-type: none"> <li>Perform a series of Use Case exercises that build their Copilot for Microsoft 365 skills in Executive-related, IT-related, HR-related, Sales, Marketing, Operations and Finance-related scenarios.</li> </ul>
<b>Assessment/Evaluation</b>	<p>This course will prepare delegates to take the MS:4004: Empower your workforce with Copilot for Microsoft 365 Use Cases Exam.</p> <p>Successfully passing this exam will result in the attainment of the Empower your workforce with Copilot for Microsoft 365 Use Cases Certification and Certificate of Attendance issued by IT-IQ Botswana</p>

<b>Course Details</b>	
<b>Topic</b>	<p><b>TOPIC 1: Introduction to Copilot for Microsoft 365</b>            This module explores the intricacies of Copilot for Microsoft 365, offering insights into its functionality and Microsoft's dedication to implementing AI responsibly and ethically.</p> <p><b>Learning objectives</b>            By the end of this module, you should be able to:</p> <ul style="list-style-type: none"> <li>Describe the purpose and functionalities of Copilot for Microsoft 365.</li> <li>Outline the working principles behind Copilot for Microsoft 365.</li> <li>Identify the core components integral to Copilot for Microsoft 365.</li> <li>Articulate Microsoft's dedication to responsible AI practices.</li> </ul> <p><b>TOPIC 2: Explore the possibilities with Copilot for Microsoft 365</b>            This module explores the practical usage of Copilot for Microsoft 365 across Microsoft 365 applications, demonstrating how to streamline workflow and increase productivity.</p> <p><b>Learning objectives</b>            By the end of this module, you should be able to:</p> <ul style="list-style-type: none"> <li>Identify and apply the key features of Copilot for Microsoft 365 in each Microsoft 365 application to enhance your productivity and workflow.</li> </ul>

- Understand how Copilot for Microsoft 365 integrates with Teams to provide a centralized hub for all your work-related information.
- Utilize the AI capabilities of Copilot for Microsoft 365 to transform your approach to tasks in Microsoft 365, making them more intuitive and efficient.

**TOPIC 3: Optimize and extend Copilot for Microsoft 365**

This module explores comprehensive best practices for Copilot for Microsoft 365 and key extension methods, ensuring you harness the full potential and versatility of Copilot's functionality.

**Learning objectives**

By the end of this module, you should be able to:

- Describe the best practices for using Copilot for Microsoft 365.
- Understand how to effectively prompt Copilot for Microsoft 365.
- Describe the capabilities of plugins within Copilot for Microsoft 365.
- Understand Microsoft Graph connectors and how they can be used to integrate data from external sources into Copilot for Microsoft 365.

**TOPIC 4: Empower your workforce with Copilot for Microsoft 365: Executives Use Case**

This module enables students to perform a series of Use Case exercises that build their Copilot for Microsoft 365 skills in Executive-related business scenarios.

**Learning objectives**

By the end of this module, you should be able to:

- Use Microsoft Copilot to synthesize your emails and chats from the past week involving a specific topic.
- Use Copilot in Teams to generate a list of key points made by participants involved in chats and emails involving a specific topic over the past 30 days.
- Use Copilot in Word to create a speech you plan to deliver to company shareholders based on your company's annual income statement.
- Use Copilot in PowerPoint to create a PowerPoint presentation for your speech to company shareholders regarding your annual income statement.

	<p><b>TOPIC 5: Empower your workforce with Copilot for Microsoft 365: Sales use case</b> This module enables students to perform a series of Use Case exercises that build their Copilot for Microsoft 365 skills in Sales-related business scenarios.</p> <p><b>Learning objectives</b> By the end of this module, you should be able to:</p> <ul style="list-style-type: none"><li>• Use Copilot in Loop to create and update a market research report for a potential new sales market.</li><li>• Use Copilot in PowerPoint to create and customize a sales presentation based on a market trend report for a new beverage product.</li><li>• Use Microsoft Copilot to summarize your emails, meetings, and chats for a specific project over the past 30 days, and then generate a list of action items, and action items involving a specific - person or topic.</li><li>• Use Copilot in Word to compare three supplier agreements, identify the differences, and provide recommended actions.</li></ul> <p><b>TOPIC 6: Empower your workforce with Copilot for Microsoft 365: IT Use Case</b> This module enables students to perform a series of Use Case exercises that build their Copilot for Microsoft 365 skills in IT-related business scenarios.</p> <p><b>Learning objectives</b> By the end of this module, you should be able to:</p> <ul style="list-style-type: none"><li>• Use Microsoft Copilot to summarize the information in a product spec document for a network security product and create a project plan to implement the product.</li><li>• Use Copilot in PowerPoint to create and customize a business presentation based on the product plan that you created for the new network security product.</li><li>• Use Copilot in Word to modify a technical implementation report for a customer who is planning to install your new network security product.</li><li>• Use Copilot in Outlook to draft an email that provides highlights from the technical implementation report that you created for the customer who is installing your new network security product.</li></ul>
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	<p><b>TOPIC 7: Empower your workforce with Copilot for Microsoft 365: Marketing Use Case</b> This module enables students to perform a series of Use Case exercises that build their Copilot for Microsoft 365 skills in Marketing-related business scenarios.</p> <p><b>Learning objectives</b> By the end of this module, you should be able to:</p> <ul style="list-style-type: none"><li>• Use Microsoft Copilot to analyze market trends in the U.S. toy market, provide sales forecasts, and identify new sales opportunities.</li><li>• Use Copilot in Loop to generate marketing campaign ideas for your new product line of outdoor toys.</li><li>• Use Copilot in Word to consolidate three product marketing reports into a single Market Analysis report and then make further customizations.</li><li>• Use Copilot in Excel to analyze the market trends that are captured in a spreadsheet for a new beverage product.</li></ul> <p><b>TOPIC 8: Empower your workforce with Copilot for Microsoft 365: Finance Use Case</b> This module enables students to perform a series of Use Case exercises that build their Copilot for Microsoft 365 skills in Finance-related business scenarios.</p> <p><b>Learning objectives</b> By the end of this module, you should be able to:</p> <ul style="list-style-type: none"><li>• Use Copilot in Outlook to draft an email to your insurance company that requests a meeting to discuss the increases in your company's medical insurance premiums.</li><li>• Use Copilot in Excel to analyze a spreadsheet containing projected revenue and user engagements for your company's Q1 marketing campaigns, then add new calculations and charts to visualize the data.</li><li>• Use Copilot in Word to create a marketing campaign report based on the financial results from your company's Q1 marketing campaigns.</li><li>• Use Copilot in Word to summarize your company's financial statement results for the past five years, including trends, growth patterns, profitability analysis, and areas of concern.</li></ul>
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	<p><b>TOPIC 9: Empower your workforce with Copilot for Microsoft 365: HR Use Case</b> This module enables students to perform a series of Use Case exercises that build their Copilot for Microsoft 365 skills in HR-related business scenarios.</p> <p><b>Learning objectives</b> By the end of this module, you should be able to:</p> <ul style="list-style-type: none"><li>• Use Copilot in Word to create a job description based on an HR job responsibility document.</li><li>• Use Microsoft Copilot to analyze multiple resumes for a job role, create a report comparing the strengths and weaknesses of each candidate, and make a final recommendation.</li><li>• Use Copilot in Loop to create a set of interview questions for a new job role.</li><li>• Use Copilot in Word to compose an email offer letter to a candidate for a new job role.</li></ul> <p><b>TOPIC 10: Empower your workforce with Copilot for Microsoft 365: Operations use case.</b> This module enables students to perform a series of Use Case exercises that build their Copilot for Microsoft 365 skills in Operations-related business scenarios.</p> <p><b>Learning objectives</b> By the end of this module, you should be able to:</p> <ul style="list-style-type: none"><li>• Use Copilot in Whiteboard to brainstorm project plan ideas for installing a new network security product, and then categorize the ideas.</li><li>• Use Copilot in Outlook to locate an actual email thread, summarize the thread, and then generate a reply.</li><li>• Use Copilot in Word to locate information on troubleshooting current production equipment and identify how to reset the processor.</li><li>• Use Copilot in Loop to create a set of questions for a customer discovery session with the consulting firm who will be installing a VPN in your corporate network.</li></ul>
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	<p><b>TOPIC 11: Empower your workforce with Copilot for Microsoft 365: Challenge Use Case.</b></p> <p>This module challenges learners by having them use Copilot for Microsoft 365 to address various business scenarios without the aid of step-by-step instructions.</p> <p><b>Learning objectives</b></p> <p>By the end of this module, you should be able to:</p> <ul style="list-style-type: none"><li>• Use Copilot in Loop, Word, and Bing to create HR interview questions for a new role, and then compare the results generated by each Copilot.</li><li>• Use Copilot in Word and Excel to enhance a company's social media marketing presence.</li><li>• Use Copilot in Whiteboard and Word to create project planning documentation and visualize project timelines, milestones, and dependencies.</li><li>• Use Copilot in Word to create a marketing report and brainstorm marketing campaign ideas, and Copilot in PowerPoint to create a marketing presentation.</li></ul>
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