



Transform Business Workflows With Generative AI

Course Duration: 1 Day
Exam Reference: AB-730

Course Overview

In this course, learners will discover how to apply generative AI to streamline daily tasks, enhance decision-making, and drive meaningful business outcomes. The course focuses on using Microsoft 365 Copilot and its functionalities through real-world use cases to improve productivity, making it ideal for non-technical users who want to confidently integrate AI into their work.

Prerequisites

Students should have basic functional experience with Microsoft 365 services (no coding required).

Course Objectives

Upon successful completion, students will be able to:

- Apply Foundational Security: Analyze and implement core security principles, including the Zero Trust model, across the Microsoft 365 environment.
- Manage Microsoft Entra Identity: Govern user identity, access, and permissions by implementing core features of Microsoft Entra.
- Administer Core M365 Services: Navigate the Admin Center and perform essential setup and management tasks for Exchange, Teams, and SharePoint.
- Implement Data Governance: Configure foundational Microsoft Purview policies to manage compliance, data classification, and prevent Data Loss (DLP) and oversharing.
- Administer Copilot & Agents: Understand the AI ecosystem and perform fundamental administrative tasks, including managing licenses, access, and the lifecycle of Microsoft 365 Copilot and custom agents.



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Course Outline

Module 1: Explore Microsoft 365 Security Foundations

- Analyze the Zero Trust security model
- Implement Zero Trust in Microsoft 365
- Examine threat protection and intelligence in Microsoft 365
- Explore identity and authentication in Microsoft 365
- Manage access and permissions in Microsoft 365
- Explore identity and access management in Microsoft Entra
- Troubleshoot and monitor identity security

Module 2: Introduction to Microsoft 365 Core Services and Admin Controls

- Explore the Microsoft 365 ecosystem and core service components
- Explore the Microsoft 365 admin center and key admin tools
- Examine Microsoft Exchange, Teams, and SharePoint
- Establish security, identity, and compliance foundations
- Assign admin roles using Role-Based Access Control

Module 3: Protect and Govern Microsoft 365 Data

- Introduction to Microsoft Purview and data governance
- Identify and respond to data risks with Microsoft Purview
- Examine compliance, AI data discovery, and eDiscovery
- Explore oversharing and data access governance in SharePoint
- Explore data protection in Microsoft 365 Copilot



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Module 4: Explore Microsoft 365 Copilot and Agents

- Introduction to Microsoft 365 Copilot
- What are agents?
- Compare Microsoft 365 Copilot and agents
- Compare Microsoft 365 Copilot licensing models
- Plan and deploy Microsoft 365 Copilot and agents
- Explore real-world use cases for Copilot and agents

Module 5: Perform Basic Administrative Tasks for Microsoft 365 Copilot

- Manage Copilot licenses and pay-as-you-go billing
- Monitor and adjust pay-as-you-go Copilot usage
- Monitor Microsoft 365 Copilot usage and adoption
- Manage and govern Microsoft 365 Copilot prompts
- Apply operational best practices for Microsoft 365 Copilot

Module 6: Perform Basic Administrative Tasks for Microsoft 365 Copilot Agents

- Create a Microsoft 365 Copilot Chat agent - Part 1
- Create a Microsoft 365 Copilot Chat agent - Part 2
- Create a SharePoint agent
- Test and edit your agents
- Manage user access and permissions for agents
- Examine agent approval and governance
- Monitor and manage the agent lifecycle