Level-Up Playbook

Updated May 8, 2024

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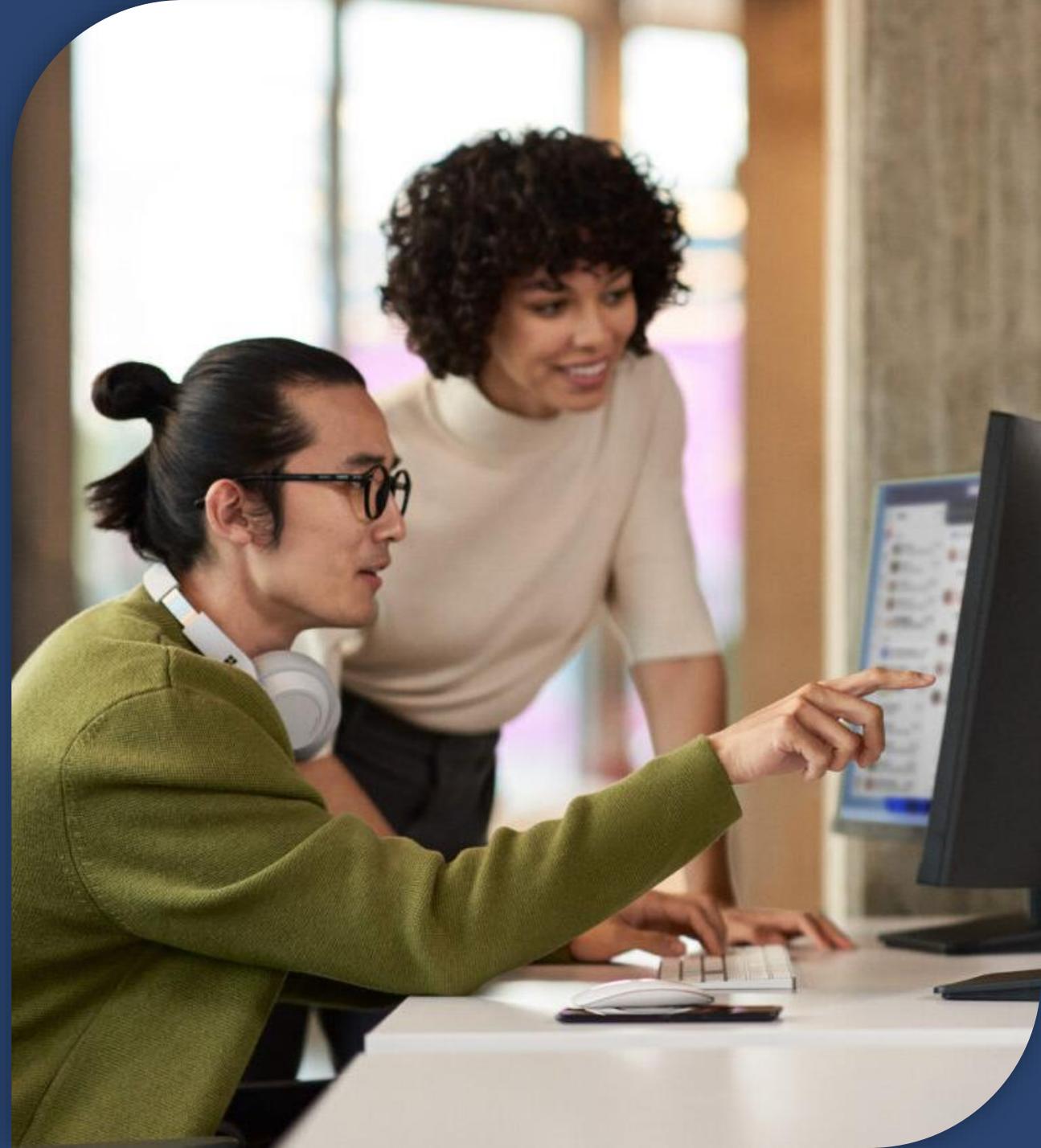
Microsoft Level-Up for Partners

A holistic Partner Enablement offering for partners

<u>Microsoft Level-Up for Partners</u> is an interactive, holistic, on-demand enablement program for partners who need skilling aligned to priority Microsoft solution plays. Learn how to position Microsoft solutions and products across all stages of a customer's life cycle of sales, pre-sales, and technical delivery, build a strong pipeline, and deliver faster results for Microsoft workloads.

Why register?

Microsoft Level-Up provides packaged skilling offerings aligned to mainstream solution plays through an on-demand platform. Courses are embedded with assessments to drive project readiness capability in these areas:

Sales

Drive pipeline

Pre-Sales

Improve POC and RFP capability

Technical

Improve implementation and deployment capability and accelerate attaining a Solutions Partner designation or specialization

Give Level-Up a try and let us know what you think.

Note: Access is on a first-come, first-served basis and must be requested via AskGPSEnablement@microsoft.com. In the subject line, include the words "Level-Up Access Request" and in the body of your email, indicate your name, work email address and which Microsoft partner you work with.
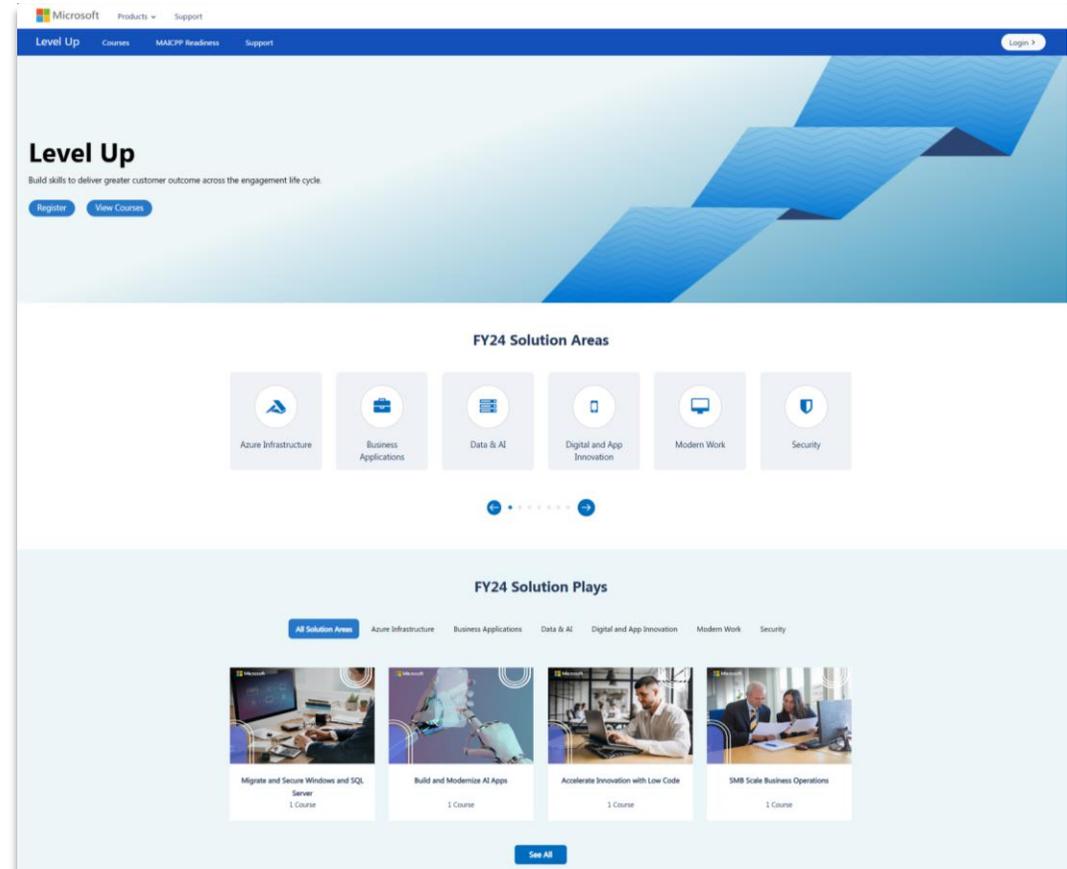
Microsoft Level-Up for Partners

Gain access to Level-Up courses

How it works

Access is granted on a first-come, first-served basis. To request access, write to AskGPSEnablement@microsoft.com. In the subject line, include the words "Level-Up Access Request" and in the body of your email, indicate your name, work email address, which Microsoft partner you work with and which country you are from. Our team will reply to your request with a registration link and access code..

Individuals access course content by registering on the LMS then enrolling in a course, using the course code.

Courses are available for 30 days, then the associated access code will be deactivated.

5

How partners can invite employees to sign up

What Level-Up participants can expect:

A guided learning plan in a convenient format

Access to a vast library of Microsoft training materials and resources

Guidance for participants working toward a Solutions Partner designation or specialization

Built-in SCORM content, on-demand videos, and interactive content

Follow up hands-on lab activity

Troubleshooting guidance

1. Close all browser windows.

2. On your PC, go to **Start** > type "**internet options**" > select and open **Internet options** (control panel) > Go to **Content** tab> click **Clear SSL state**> click **OK**

3. Open the Microsoft Edge browser and try to browse to this URL and proceed with your registration.

The above steps will help you, in case you still encounter an issue, follow these steps.

This may also be a **browser/cache issue**. Taking some of the following steps may also be helpful:

1. Clear the browser cache.

2. Try a different browser or use an **in-private /incognito** browser instance

3. Try connecting from a **different internet connection** (in case your network maybe blocking the URL for some reason).

Level-Up pilot: Content road map
(New skilling content will continue to be added to the Level-Up Program; the below roadmap will change weekly)

S.no.	Segment	Solution Area	Solution Play	Audience	Learning plan title	Planned release	Available
1	SMB/Ent	Business Applications	Accelerate Innovation with Low code	Pre-Sales	Selling Low Code solutions with Microsoft Power Platform	August	Deactivated
2	SMB	Business Applications	SMB Scale Business Operations	Pre-Sales	SMB Scale Business Operations with Dynamics 365 Business Central, and Power Platform • Transform SMB operations with Dynamics 365 • Revolutionize SMB processes with Microsoft Power Platform • Empower your sellers and accelerate your revenue with Microsoft Dynamics 365	October October December	Yes Yes Yes
3	Ent	Business Applications	Accelerate Innovation with Low code	Pre-Sales	Accelerate innovation with low code	October	Yes
4	SMB/Ent	Azure - Infrastructure	Migrate and Secure Windows and SQL Server	Pre-Sales	Migrate and Secure your workloads on Azure	October	Yes
5	SMB/Ent	Modern Work	Secure Productivity / Microsoft 365 Copilot	Pre-Sales	Build a foundation of Secure Productivity to get AI-Ready	October	Yes
6	Ent	Security	Threat protection with XDR and SIEM	Pre-Sales	Threat protection with XDR and SIEM	October	Yes
7	Ent	Azure – Data & AI	Build and modernize AI Apps	Pre-Sales	Build and modernize AI Apps	November	Yes
8	Ent	Security	Modern Sec Ops	Pre-Sales	Modernize your SOC with Microsoft Sentinel	November	Yes
9	Ent	Azure Digital and App Innovation	Migrate Enterprise Apps	Pre-Sales	Unlock cost savings and innovate faster with Azure App Service	November	Yes
10	Ent	Azure Digital and App Innovation	Accelerate Developer Productivity	Pre-Sales	Accelerate Developer Productivity	November	Yes
11	Ent	Security	Data Security	Pre-Sales	Help your customers meet the Data Security challenges with Microsoft Purview	November	Yes
12	Ent	Azure – Data & AI	Power Business Decisions with Cloud Scale Analytics	Pre-Sales	Power Business Decisions with Cloud Scale Analytics using Microsoft Fabric	December	Yes
13	Ent	Business Applications	Accelerate Revenue Generation	Pre-Sales	Accelerate Revenue Generation	December	Yes
14	Ent	Business Applications	Modernize Service	Pre-Sales	Modernize Service with AI to deliver great customer experience	December	Yes
15	Ent	Business Applications	Optimize Finance and Supply Chain	Pre-Sales	Optimize Finance and Supply Chain	December	Yes
16	SMB/Ent	Azure – Infrastructure	Microsoft Azure Virtual Desktop (AVD)	Pre-Sales	Accelerate Remote Desktops deployments with Microsoft Azure Virtual Desktop (AVD)	December	Yes
17	Ent	Security	Microsoft Defender for Cloud	Pre-Sales	Microsoft Defender for Cloud	January	Yes

Level-Up pilot: Content road map
(New skilling content will continue to be added to the Level-Up Program; the below roadmap will change weekly)

S.No.	Segment	Solution Area	Solution Play	Audience	Learning plan title	Planned release	Available
1	SMB/Ent	Azure Infrastructure	Migrate and Secure Windows and SQL Server	Sales	Migrate and Secure Windows and SQL Server to Azure	Late September	Yes
2	Ent	Security	Threat protection with XDR and SIEM	Sales	Threat protection with XDR and SIEM	Late-September	Yes
3	Ent	Azure - Data &AI	Build and modernize AI Apps	Sales	Build and modernize AI Apps	October	Yes
4	Ent	Business Applications	Accelerate Innovation with Low code	Sales	Accelerate innovation with low code	October	Yes
5	SMB	Business Applications	SMB Scale Business Operations	Sales	SMB Scale Business Operations with Dynamics 365 Business Central, Sales and Power Platform • Transform SMB operations with Dynamics 365 Business Central • Simplify Business Processes with Power Platform Low-Code solutions • Empower your sellers and accelerate your revenue with Microsoft Dynamics 365 Sales	October October October	Yes Yes Yes
6	SMB/Ent	Modern Work	Secure Productivity / Microsoft 365 Copilot	Sales	Build a foundation of secure productivity to get AI-ready	October	Yes
7	Ent	Azure Digital and App Innovation	Migrate Enterprise Apps	Sales	Unlock cost savings and innovate faster with Azure App Service	November	Yes
8	Ent	Security	Data Security	Sales	Enable comprehensive Data Security with Microsoft Purview	November	Yes
9	Ent	Security	Modern Sec Ops	Sales	Modernize your SOC with Microsoft Sentinel-Security Operations powered by the cloud and AI	November	Yes
10	Ent	Business Applications	Accelerate Revenue Generation	Sales	Accelerate Revenue Generation	November	Yes
11	Ent	Business Applications	Modernize Service	Sales	Modernize Service	November	Yes
12	Ent	Business Applications	Optimize Finance and Supply Chain	Sales	Optimize Finance and Supply Chain	November	Yes
13	Ent	Azure - Data &AI	Power Business Decisions with Cloud Scale Analytics	Sales	Power Business Decisions with Cloud Scale Analytics	December	Yes
14	Ent	Azure Digital and App Innovation	Accelerate Developer Productivity	Sales	Accelerate Developer Productivity	December	Yes
15	SMB/Ent	Azure – Infrastructure	Microsoft Azure Virtual Desktop (AVD)	Sales	Accelerate Remote Desktops deployments with Microsoft Azure Virtual Desktop (AVD)	December	Yes
16	Ent	Copilot	CSP Masters Sales Training : Copilot for Microsoft 365	Sales	CSP Masters Sales Training : Copilot for Microsoft 365	February	Yes
17	Ent	Copilot	Copilot for Microsoft 365	Sales	Introduction to Copilot for Microsoft 365	Q3	Yes
18	Ent	Copilot	GitHub Copilot	Sales	AI-assisted development with GitHub copilot	Q3	Yes
19	Ent	Copilot	Power Platform Copilot	Sales	Introduction to Copilot in Power Platform	Q3	Yes
20	Ent	Copilot	Security Copilot	Sales	Introduction to Microsoft Copilot for Security	Q3	Yes
21	Ent	Copilot	Dynamics 365 Copilot	Sales	Introduction to Microsoft Copilot for Dynamics 365	Q3	Yes

Level-Up pilot: Content road map

(New skilling content will continue to be added to the Level-Up Program; the below roadmap will change weekly)

S.no.	Segment	Solution Area	Solution Play	Audience	Learning plan title	Planned release	Available
1	Ent	Business Applications	Accelerate Innovation with Low code	Technical	Innovate with AI and Power Platform Low Code tools	September	Yes
2	Ent	Business Applications	Accelerate Innovation with Low code	Technical	Reimagine processes automation with AI and Power Automate	Late September	Yes
3	SMB/Ent	Azure - Infrastructure	Migrate and Secure Windows and SQL Server	Technical	Migrate and Secure Windows and SQL workloads on Azure	August	Yes
4	Ent	Azure – Data & AI	Build and modernize AI Apps	Technical	Build and modernize AI Apps on Azure	September	Yes
5	Ent	Azure – Data & AI	Build and modernize AI Apps	Technical	Azure OpenAI Workshop	August	Yes
6	Ent	Security	Threat protection with XDR and SIEM	Technical	Secure cloud-native application with Microsoft Defender for Cloud and integrated solutions	Mid-September	Yes
7	Ent	Security	Threat protection with XDR and SIEM	Technical	Implementing Microsoft Defender for Endpoint	September	Yes
8	Ent	Security	Modern Sec Ops	Technical	Migration to Microsoft Sentinel	Mid-September	Yes
9	Ent	Business Applications	Accelerate Innovation with Low Code	Technical	Secure and Govern Power Platform at Enterprise Scale	October	Yes
10	Ent	Security	Data Security	Technical	Fortify your data security with Microsoft Purview	October	Yes
11	Ent	Azure – Data & AI	Power Business Decisions with Cloud Scale Analytics	Technical	Microsoft Fabric Workshop	November	Yes
12	Ent	Business Applications	Accelerate Revenue Generation	Technical	Build next generation AI-powered customer experience with Dynamics 365 Customer Insights - Data	November	Yes
13	Ent	Security	Threat Protection with XDR and SIEM	Technical	Threat Protection and Incident Response with Microsoft Sentinel	November	Yes
14	Ent	Modern Work	Converged Communications	Technical	Configuring and administering Teams Premium	December	Yes
15	Ent	Business Applications	Modernize Service	Technical	Transform field operations with AI and Connected Field Service	December	Yes
16	SMB/Ent	Modern Work	Secure Productivity / Microsoft 365 Copilot	Technical	Copilot for Microsoft 365 Pre-sales and Technical workshop	December	Yes
17	Ent	Security	Threat protection with XDR and SIEM	Technical	Microsoft Defender for O365, Identity & CloudApps	January	Yes
18	Ent	Security	Secure Identity and take out Okta and Ping	Technical	Identity and Access Management with Microsoft Entra	January	Yes
19	Ent	Business application	Build next generation AI-powered customer experience with Dynamics 365 Customer Insights – Journey	Technical	Build next generation AI-powered customer experience with Dynamics 365 Customer Insights – Journey	January	Yes
20	Ent	Copilot	CSP Masters Technical Training: Copilot for Microsoft 365	Technical	CSP Masters Technical Training: Copilot for Microsoft 365	Q3	Yes
21	Ent	Copilot	Build and extend AI-powered copilots with Copilot Studio	Technical	Build and extend AI-powered copilots with Copilot Studio	Q3	Coming soon
22	Ent	Security	Implementing Microsoft Defender for Endpoint	Technical	Implementing Microsoft Defender for Endpoint	Q3	Coming soon

Selling low code solutions with Microsoft Power Platform

In this hands-on training for sales professionals, we will discuss the key challenges in tackling rapid digital transformation and automation needs, like costly and challenging application development, longer application build times, and error prone data-collection processes. We will then discuss Microsoft Power Platform and the components that help address these challenges.

We will discuss the key features and capabilities of Microsoft Power Platform, Dataverse, Power Apps, Power Automate, Power Pages, Power BI, and Power Virtual Agents. You will participate in a team based working session using a case study to discuss and propose a solution to the customer based on their requirements and answer their objections. In the end, you will present your drafted solution for the business challenge and understand the gaps by evaluating the preferred solution.

Duration
3 days (1.5 hrs/day)

Level
Beginner

Hands-on labs
No

Target audience
Pre-sales

Suggested supplementary certification
PL-900

Azure, Data & AI

Modernize Enterprise Apps

Day 01

Learn
90 mins

Organizational and industry shifts

Common use cases

Licensing and pricing

Microsoft's low-code platform

Rich integration

Day 02

Hear
90 mins

Hear the customer story

Customer requirements

What's the need

Know the business

Customer objections

Day 03

Respond
90 mins

Work on your proposal

Answer the questionnaires to handle customer objections

Respond to questionnaires to meet customer requirements

Migrate and Secure your workloads on Azure

Business leaders are increasingly looking to fuel innovation with cloud-native services and be AI ready. IDC predicts that 90% of new apps will embed AI by 2025 and most new initiatives will be cloud-native. It's time to capture this golden opportunity to accelerate the move to cloud and showcase the value of Azure as the best cloud platform to migrate Windows and SQL workloads. Attend this workshop to learn how you can discuss the migration strategies with your customers and participate in building your response to a sample customer case study.
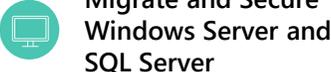
Duration
3 days (1.5hrs/day)

Level
Intermediate

Hands-on labs
No

Target audience
Pre-sales

Course prerequisites

Azure, Infrastructure

Migrate and Secure Windows Server and SQL Server

Day 01

Learn
⏱ 90 mins

- Pitching the case for change
- Evaluating outcomes
- Plan for end of support timelines
- Maximize ROI by optimizing investments
- Unmatched price-performance
- Scalability, resilience and uptime
- Protect everything with zero trust and resiliency
- Be AI-ready and easily use cloud-native solutions
- Unlock access to fully-managed solutions
- Migrating VMWare workloads
- Accelerate migration with unified support
- Azure Migrate PoC guidance

Day 02

Hear
⏱ 90 mins

- Hear the customer story
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond
⏱ 90 mins

- Work on your proposal
- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections

Build a foundation of secure productivity to get AI-ready

Microsoft 365 E3 has several features that enhance organizational security and improve the composite organization's ability to identify, investigate, and remediate threats: including a 35% reduction in likelihood of a data breach. Attend this session to know how you can investigate customer priorities to get them ready for AI and how you can have a technical conversation about Microsoft 365 Copilot with customers and unlock more opportunities for Microsoft 365.

Duration
3 Days (2 hrs/day)

Level
Intermediate

Hands-on labs
No
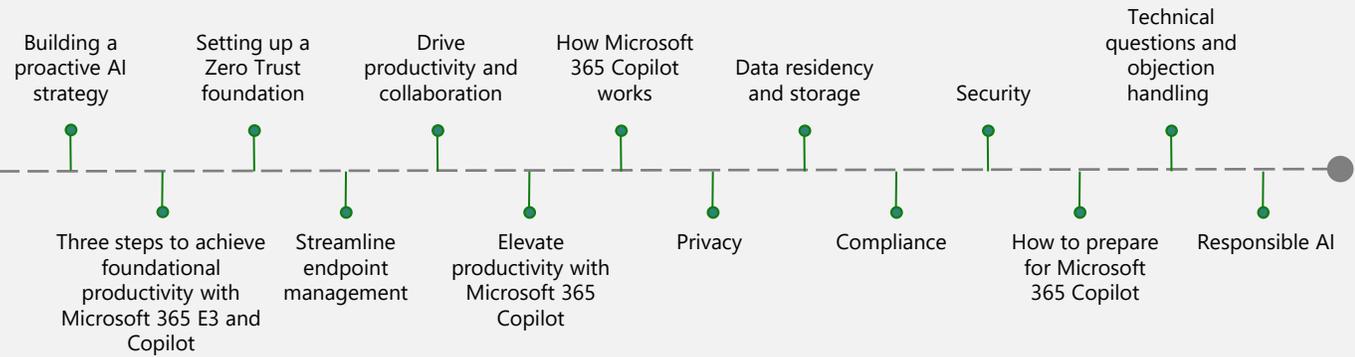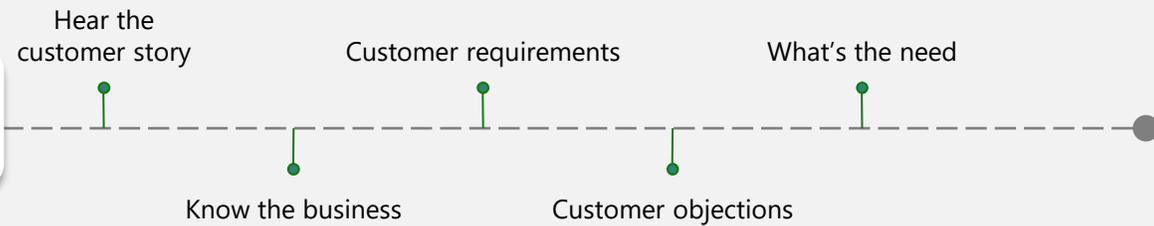
Target audience
Pre-sales
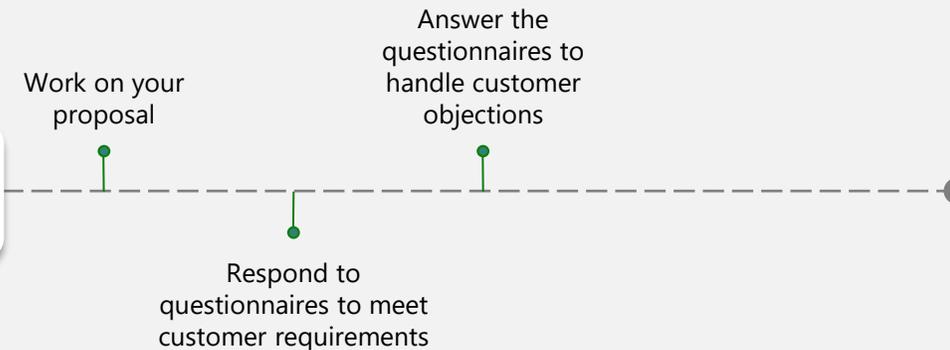
△ Security

🖵 Secure Productivity
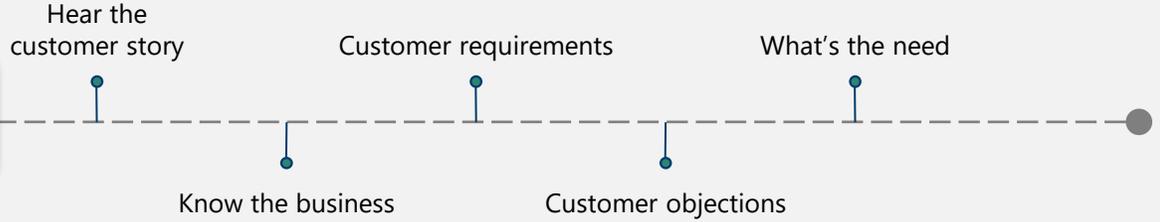
Day 01

Learn
⏱ 90 mins

- Building a proactive AI strategy
- Three steps to achieve foundational productivity with Microsoft 365 E3 and Copilot
- Setting up a Zero Trust foundation
- Streamline endpoint management
- Drive productivity and collaboration
- Elevate productivity with Microsoft 365 Copilot
- How Microsoft 365 Copilot works
- Privacy
- Data residency and storage
- Compliance
- Security
- Technical questions and objection handling
- How to prepare for Microsoft 365 Copilot
- Responsible AI

Day 02

Hear
⏱ 90 mins

- Hear the customer story
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond
⏱ 90 mins

- Work on your proposal
- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections

Threat Protection with XDR and SIEM

Everyone is feeling the effects of cyberattacks becoming more frequent and targeted. Nation-state sponsored attacks are increasing in sophistication with their tooling and services becoming increasingly available for purchase. Customers need an integrated solution to prevent attacks across multi-platform, multi-cloud environment. Attend this workshop to understand how Microsoft enables a unified approach and gives customers the ability to disrupt attacks in near-real time using AI and XDR. During this workshop, you will work on real world customer use case and build your response to their requirements as well as handle objections. This will enable you to help your customers with their security journey by sharing a view of how Microsoft technologies offer protection across the entire attack kill chain.

Duration
3 days (1.5hrs/day

Level
Intermediate
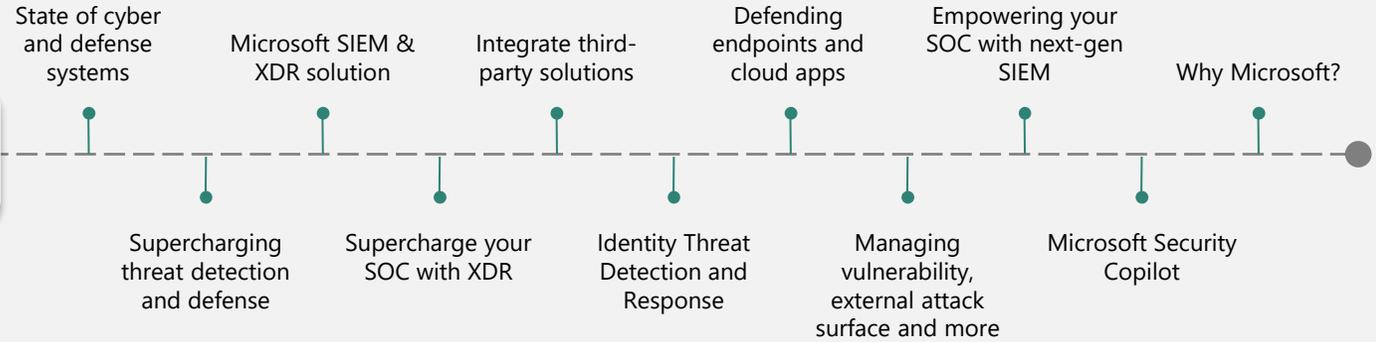
Hands on labs
No

Target audience
Pre-sales

Course prerequisites

Security

Threat Protection
with XDR and SIEM

Day 01

Learn
🕐 90 mins

- State of cyber and defense systems
- Supercharging threat detection and defense
- Microsoft SIEM & XDR solution
- Supercharge your SOC with XDR
- Integrate third-party solutions
- Identity Threat Detection and Response
- Defending endpoints and cloud apps
- Managing vulnerability, external attack surface and more
- Empowering your SOC with next-gen SIEM
- Microsoft Security Copilot
- Why Microsoft?

Day 02

Hear
🕐 90 mins

- Hear the Customer Story
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond
🕐 90 mins

- Work on your proposal
- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections

Accelerate Innovation with Low Code

Low code empowers you to create solutions in a fast, secure, and compliant fashion. Attend this workshop to understand how Low code development with Power Platform can deliver key benefits for your customers. You get best-in-class capabilities in an integrated platform. Know how you can pitch low-code development with Power Platform to your customers. During this presales workshop, you will also work on a real-world customer scenario to understand the customer's business, their requirements, concerns and then you will build a response to those requirements based on the concepts learnt and will handle customer objections.

Duration
3 days (1.5hrs/day

Level
Intermediate

Hands on labs
No

Target audience
Pre-sales

Course prerequisites

Business Applications

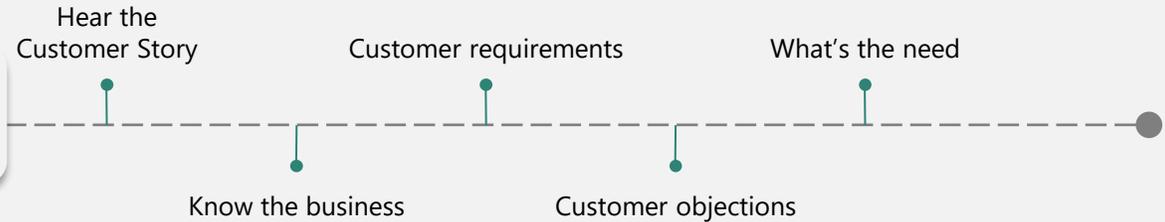Accelerate Innovation with Low Code
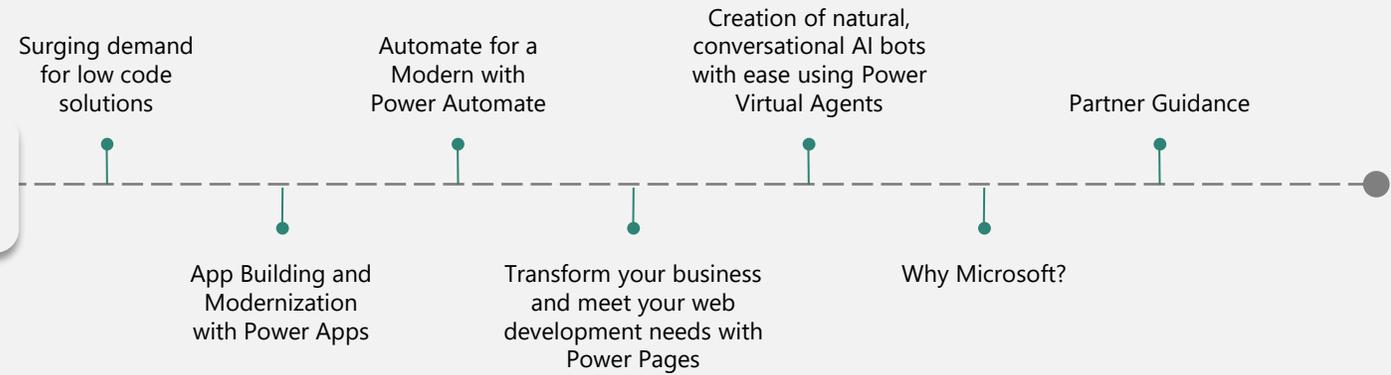
Day 01

Learn
⏱ 90 mins

Surging demand for low code solutions

App Building and Modernization with Power Apps

Automate for a Modern with Power Automate

Transform your business and meet your web development needs with Power Pages

Creation of natural, conversational AI bots with ease using Power Virtual Agents

Why Microsoft?

Partner Guidance

Day 02

Hear
⏱ 90 mins

Hear the Customer Story

Know the business

Customer requirements

Customer objections

What's the need

Day 03

Respond
⏱ 90 mins

Work on your proposal

Respond to questionnaires to meet customer requirements

Answer the questionnaires to handle customer objections

Build and modernize AI apps

In this presales workshop you will learn about the key trends in AI market, Microsoft's vision for how to take a responsible and ethical approach to AI, and how you can help customers in their AI journey, in modernizing and building AI-powered solutions. We will discuss customer use cases across multiple industries. You will get to work on one of the customer use cases in depth and work on building a response to meet their requirements and handle objections.

Duration
3 days (1.5hrs/day

Level
Intermediate

Hands on labs
No

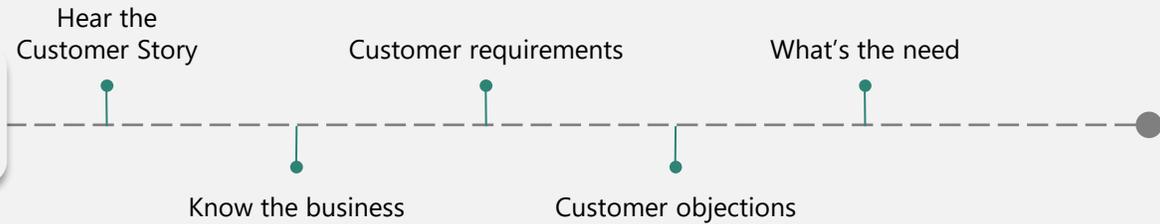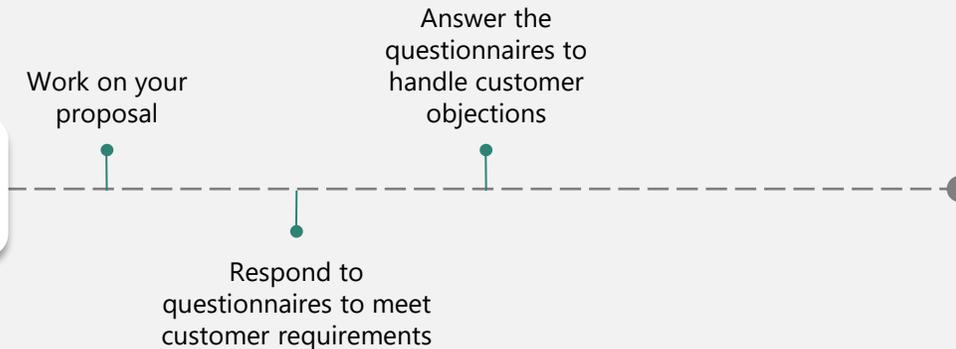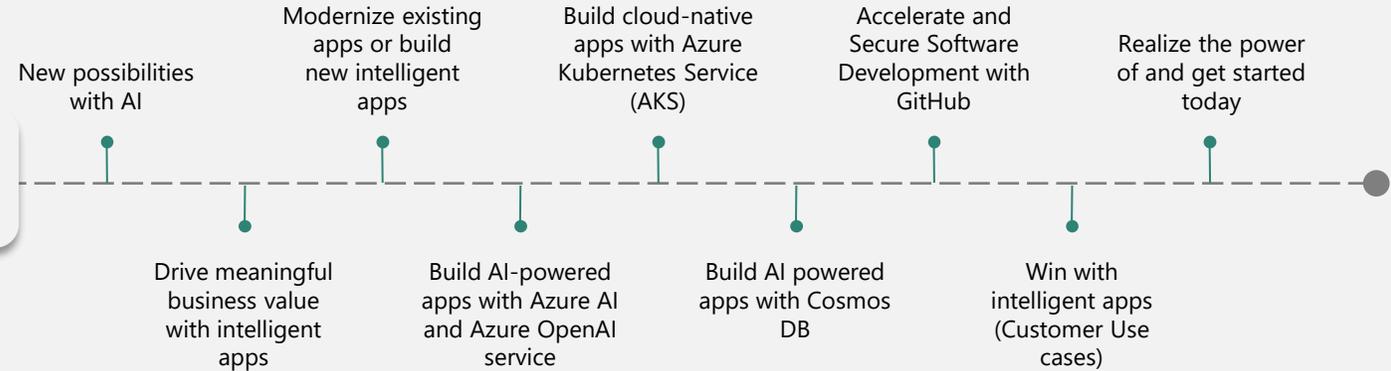**Target audience**
Pre-sales

Course prerequisites

Data and AI
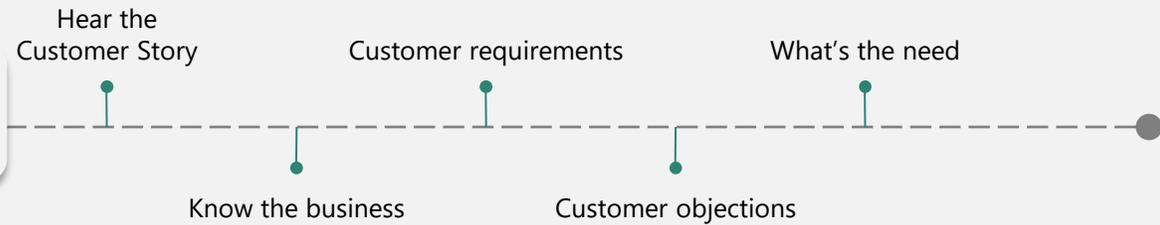
Build and Modernize AI Apps

Day 01

Learn
90 mins

- New possibilities with AI
- Drive meaningful business value with intelligent apps
- Modernize existing apps or build new intelligent apps
- Build AI-powered apps with Azure AI and Azure OpenAI service
- Build cloud-native apps with Azure Kubernetes Service (AKS)
- Build AI powered apps with Cosmos DB
- Accelerate and Secure Software Development with GitHub
- Win with intelligent apps (Customer Use cases)
- Realize the power of and get started today

Day 02

Hear
90 mins

- Hear the Customer Story
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond
90 mins

- Work on your proposal
- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections
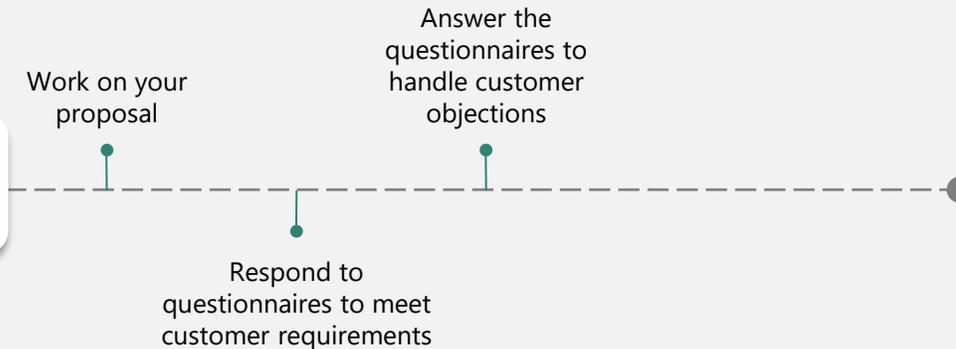
Modernize your SOC with Microsoft Sentinel

Join us and be at the forefront of security transformation! Delve into the heart of modern secops with Microsoft Sentinel. We will begin by understanding the pressing security challenges of today and how Microsoft Sentinel addresses them, from streamlined threat responses to advanced SIEM and XDR protections. During this presales enablement course, you'll familiarize yourself with both the business and technical aspects of this platform, while also discovering the power of integrating AI with Microsoft Sentinel's Security Copilot. We will then shift to a customer-centric approach: listen to a customer case study, discern their requirements, and navigate potential objections, followed by which you work through building a potential response to customer's requirements and handle their objections.

Duration
3 days (1.5hrs/day

Level
Intermediate

Hands on labs
No

Target audience
Pre-sales

Course prerequisites

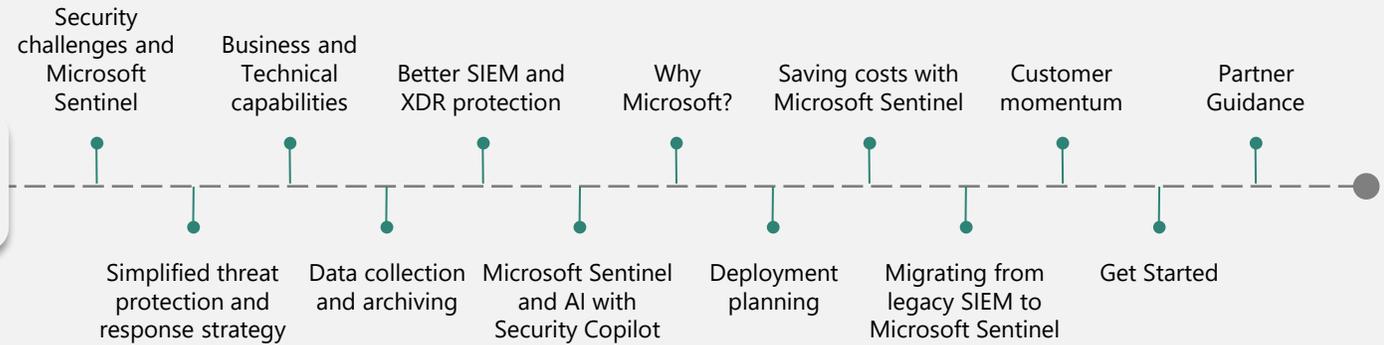**Features Microsoft Sentinel and AI with Security Copilot**

COPILOT

Security

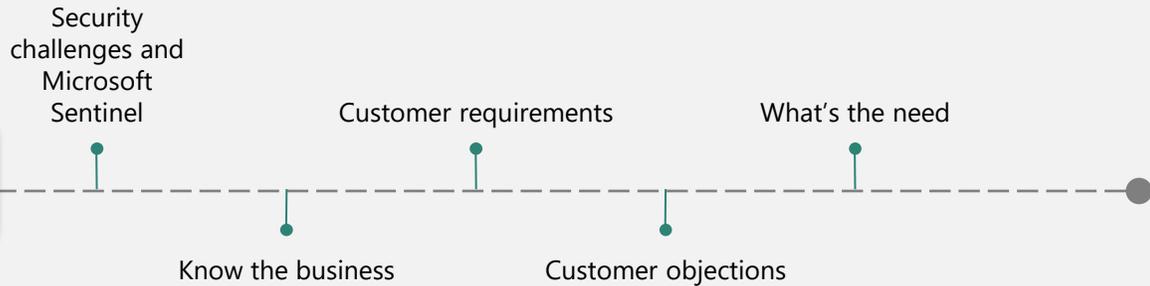Modern Sec Ops

Day 01

Learn 🕐 90 mins

- Security challenges and Microsoft Sentinel
- Simplified threat protection and response strategy
- Business and Technical capabilities
- Data collection and archiving
- Better SIEM and XDR protection
- Microsoft Sentinel and AI with Security Copilot
- Why Microsoft?
- Deployment planning
- Saving costs with Microsoft Sentinel
- Migrating from legacy SIEM to Microsoft Sentinel
- Customer momentum
- Get Started
- Partner Guidance

Day 02

Hear 🕐 90 mins

- Security challenges and Microsoft Sentinel
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond 🕐 90 mins

- Work on your proposal
- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections
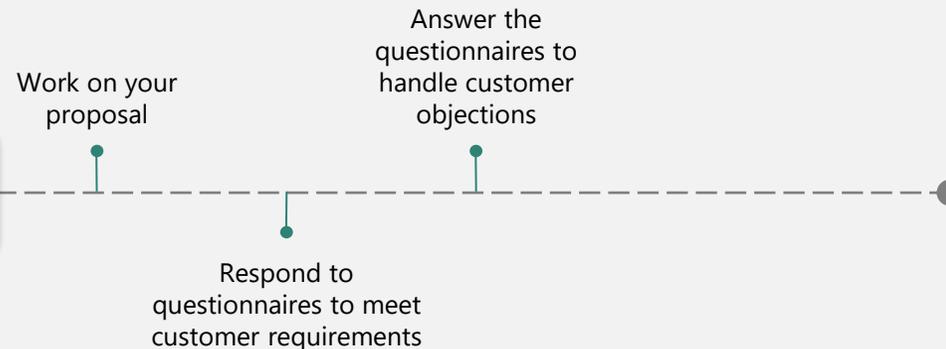
Unlock cost savings and innovate faster with Azure App Service

Learn how you can quickly build, deploy, and scale apps with .NET, .NET Core, Node.js, Java, Python, or PHP in containers, or running on Windows or Linux. Learn how Azure App Service can help you meet rigorous, enterprise-grade performance, and security and compliance requirements with a trusted, fully managed service with built-in infrastructure maintenance, security patching, and scaling.

Duration
3 days (1.5hrs/day

Level
Intermediate

Hands on labs
No

Target audience
Pre-sales

Course prerequisites
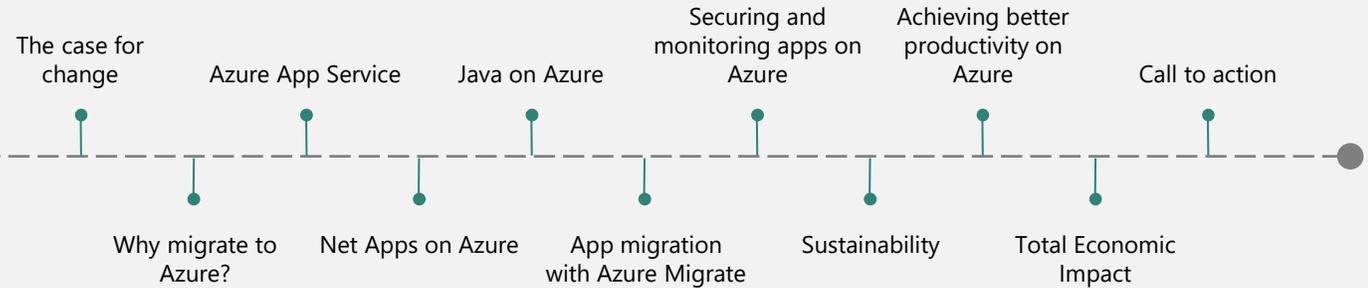
△ **Digital and App Innovation**
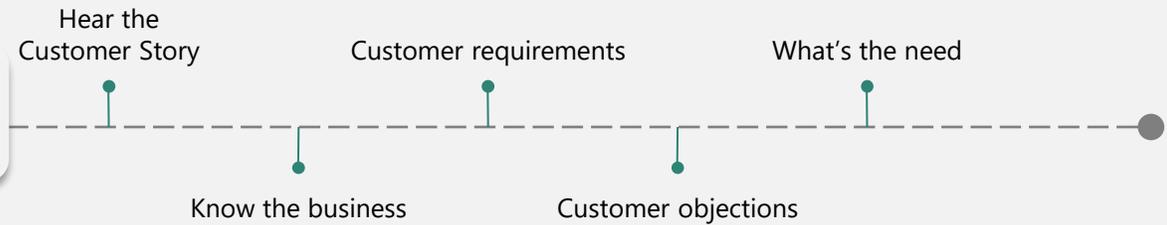
🖥 **Migrate enterprise app**

Day 01

Learn
⏱ 90 mins

- The case for change
- Why migrate to Azure?
- Azure App Service
- Net Apps on Azure
- Java on Azure
- App migration with Azure Migrate
- Securing and monitoring apps on Azure
- Sustainability
- Achieving better productivity on Azure
- Total Economic Impact
- Call to action

Day 02

Hear
⏱ 90 mins

- Hear the Customer Story
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond
⏱ 90 mins

- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections
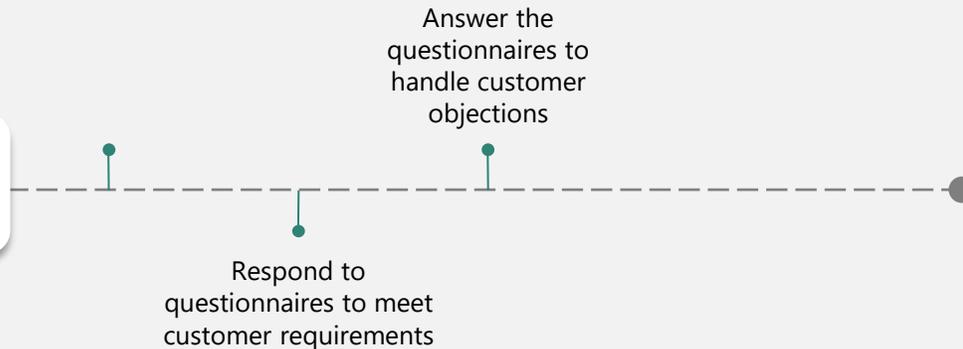
Help your customers meet the Data Security challenges with Microsoft Purview

Attend this presales workshop to know how Microsoft Purview delivers comprehensive data security by integrating information protection, data loss prevention and insider risk together to help you understand and mitigate your data risks. During this workshop, you will also work on a real-world customer scenario to understand the customer's business, their requirements, concerns and then you will build a response to those requirements based on the concepts learnt and will handle customer objections.

Duration
3 days (1.5hrs/day

Level
Intermediate

Hands on labs
No

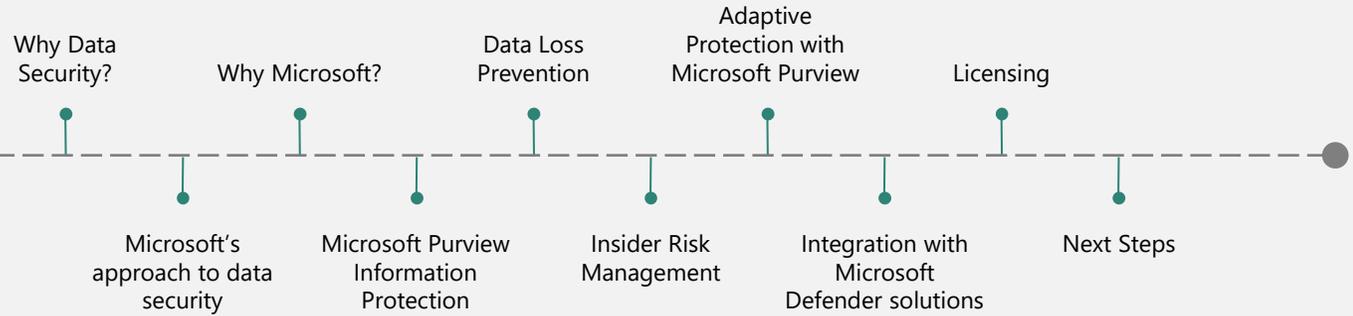**Target audience**
Pre-sales

Course prerequisites

Security

Data Security
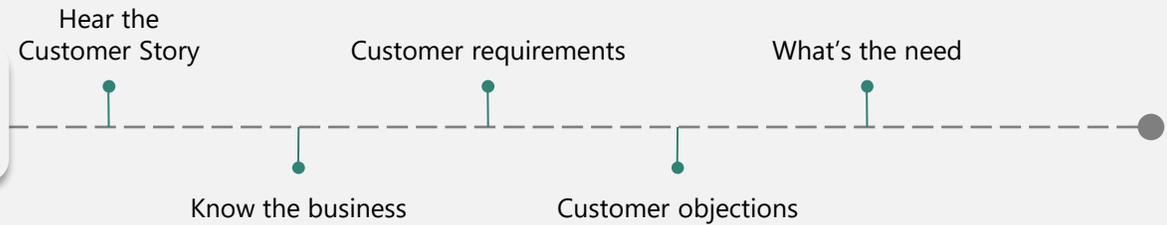
Day 01

Learn
🕐 90 mins

- Why Data Security?
- Microsoft's approach to data security
- Why Microsoft?
- Microsoft Purview Information Protection
- Data Loss Prevention
- Insider Risk Management
- Adaptive Protection with Microsoft Purview
- Integration with Microsoft Defender solutions
- Licensing
- Next Steps

Day 02

Hear
🕐 90 mins

- Hear the Customer Story
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond
🕐 90 mins

- Work on your proposal
- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections
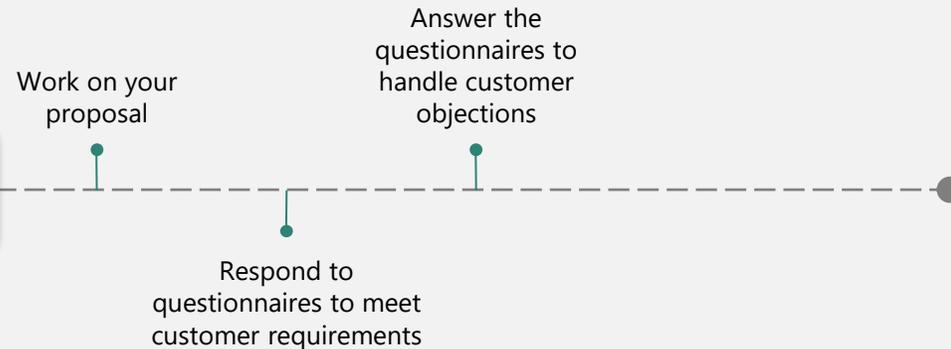
Accelerate Developer Productivity

Organizations are looking for strategy to scale DevOps and increase their developer team productivity, efficiency, and ROI. Learn how Microsoft dev tools can help optimize the developer experience and accelerate developer productivity. Learn how you can leverage AI to accelerate your development and stay competitive
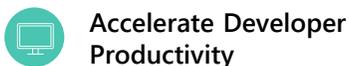
Duration
3 days (1.5hrs/day

Level
Beginner

Hands on labs
No

Target audience
Pre-sales

Course prerequisites

Digital and App Innovation

Accelerate Developer Productivity

Day 01

Learn
🕐 90 mins

- Why developer productivity matters
- Unleash creativity with the power of AI
- Accelerate delivery with automated workflows
- Secure what matters
- Unlock a complete toolchain
- Evolving DevOps to include MLOps
- Solutions and Next Steps

Day 02

Hear
🕐 90 mins

- Hear the Customer Story
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond
🕐 90 mins

- Work on your proposal
- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections

Modernize Service with AI to deliver great customer experience

Learn how Microsoft Dynamics 365 offers next-generation AI capabilities across the customer journey, that can help you to deepen customer relationships and build long-term customer loyalty by enabling seamless and personalized customer experiences. Learn how it quips agents to resolve issues more effectively thus increasing the productivity and quality of customer experience, increasing customer retention and lifetime value of customers.

Duration
3 days (1.5hrs/day

Level
Beginner

Hands on labs
No

Target audience
Pre-sales

Course prerequisites

Business Applications

Modernize Service

Day 01

Learn
🕐 90 mins

- How Microsoft helps customers deliver great experiences
- Customer Journey
- Market Challenges
- AI differentiator in Service
- Personas and use cases
- Capabilities in Dynamics 365 Customer Service
  - Customer capabilities
  - Agent capabilities
  - Supervisor capabilities
  - Service Leader capabilities
- Microsoft Digital Contact Center Platform (DCCP)
- Customer momentum
- Why Microsoft?
- Get Started

Day 02

Hear
🕐 90 mins

- Hear the Customer Story
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond
🕐 90 mins

- Work on your proposal
- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections

Power Business Decisions with Cloud Scale Analytics using Microsoft Fabric

This workshop is intended for presales professionals to understand how their customers and partners can modernize their data and analytics estate, with Microsoft Fabric. During this workshop you will learn about the challenges the customers are facing and how powering business decisions with cloud-scale analytics is the solution. At the end of this workshop, you will be able to explain to your customers. the value and key benefits of modernizing their data and analytics estate. You will also be equipped to provide them a brief overview of Microsoft Fabric and how it offers unique value and outcomes for their business over competitors.

Duration
3 days (1.5hrs/day

Level
Intermediate

Hands on labs
No

Target audience
Pre-sales

Course prerequisites

Data and AI

Power Business Decisions with Cloud Scale Analytics

Day 01

Learn
⏱ 90 mins

- The need to drive analytics modernization
- Modernizing your data and analytics estate
- Microsoft Fabric as your unified analytics solution
- Microsoft Fabric capabilities
- The business value you can expect
- Do more with Microsoft Fabric
- Customer momentum
- Getting Started

Day 02

Hear
⏱ 90 mins

- Hear the Customer Story
- Know the business
- Customer requirements
- Customer objections
- What's the need

Day 03

Respond
⏱ 90 mins

- Work on your proposal
- Respond to questionnaires to meet customer requirements
- Answer the questionnaires to handle customer objections

Microsoft Defender for Cloud

Attend this workshop to learn how Microsoft Defender for Cloud enables you to implement proactive security principles require that you implement security practices that protect your workloads from threats. Learn how Cloud workload protections (CWP) in Defender for Cloud surface workload-specific recommendations that lead you to the right security controls to protect your workloads. You will also learn how Data-aware security in Microsoft Defender for Cloud helps you to reduce risk to data, and respond to data breaches.

Duration
1 days (4hrs/day)

Level
Intermediate

Hands on labs
No

Target audience
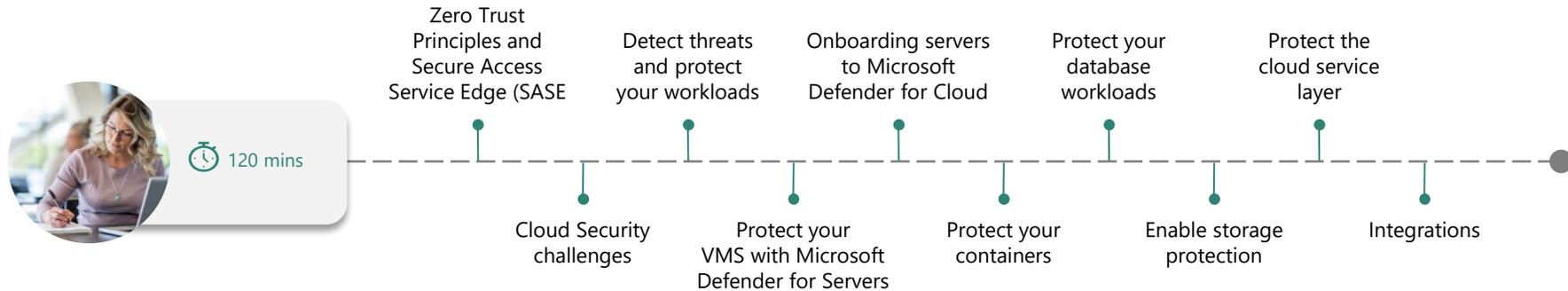Pre-sales

Course prerequisites
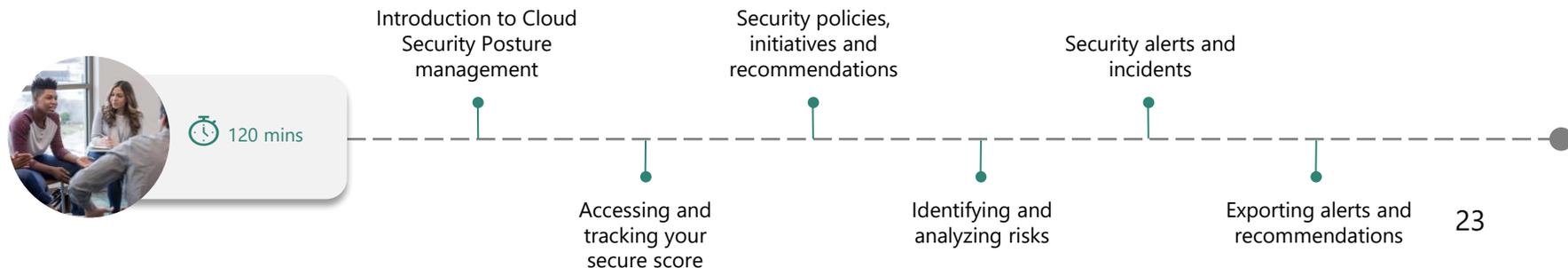
Security

Defender for Cloud

Module 01

Cloud Workload Protection (CWP) with Microsoft Defender for Cloud

120 mins

Zero Trust Principles and Secure Access Service Edge (SASE

Cloud Security challenges

Detect threats and protect your workloads

Protect your VMS with Microsoft Defender for Servers

Onboarding servers to Microsoft Defender for Cloud

Protect your containers

Protect your database workloads

Enable storage protection

Protect the cloud service layer

Integrations

Module 02

Cloud Security Posture management (CWSP) with Microsoft Defender for Cloud

120 mins

Introduction to Cloud Security Posture management

Accessing and tracking your secure score

Security policies, initiatives and recommendations

Identifying and analyzing risks

Security alerts and incidents

Exporting alerts and recommendations

23

Build a foundation of secure productivity to get AI-ready

Three steps to achieve foundational productivity with Microsoft 365 E3 and Copilot

Streamline endpoint management

Elevate productivity with Microsoft 365 Copilot

Eliminate redundant solutions with Microsoft 365 E3

Building a proactive AI strategy

Setting up a Zero Trust foundation

Drive productivity and collaboration

Recent developments and branding updates

Microsoft 365 E3 has several features that enhance organizational security and improve the composite organization's ability to identify, investigate, and remediate threats: including a 35% reduction in likelihood of a data breach. Attend this session to know how you can investigate customer priorities to get them ready for AI and ask questions to lead into Microsoft 365 E3 and vendor consolidation opportunity.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Modern Work

Secure Productivity

SMB Scale Business -Transform SMB operations with Dynamics 365 Business Central

- The SMB Scale business opportunity
- The need for change
- Dynamics 365 Business Central offerings
- Copilot in Dynamics 365 Business Central
- Adapt faster with Business Central
- Empower people to confidently take action with AI-infused processes
- Increase financial visibility and performance
- Licensing and availability
- Extensibility
- Customer momentum

Small and medium-sized businesses (SMBs) account for 90% of businesses and more than 50% of employment worldwide. They include organizations of all kinds. Attend this session to know how you can start a conversation with your customers about Microsoft Dynamics 365 that empowers small and medium-sized businesses (SMBs) with enterprise resource planning (ERP) solutions to streamline workflows, lower operational costs, and improve decision making.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Business Applications

SMB Scale Business

SMB Scale Business Operations – Simplify Business Processes with Power Platform Low-Code Solutions

- The SMB scale business opportunity
  - Digital transformation challenges
- Real-world Power Platform low-code scenarios
  - The Power Platform
- Why Microsoft?
  - Microsoft Power Platform & AI (Copilot)
- Top low code use cases
  - Licensing and availability
- Pricing and licensing
  - Customer momentum

Small and medium-sized businesses (SMBs) account for 90% of businesses and more than 50% of employment worldwide. By leveraging the capabilities of Microsoft Power Platform, SMBs can achieve operational efficiency, increased productivity, and enhanced customer engagement and satisfaction. Learn how you can empower your customers to overcome the traditional challenges of software development and deliver innovative solutions in a timely and cost-effective manner with Power Platform's intuitive low-code tools.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Business Applications

SMB Scale Business

Migrate and Secure Windows Server and SQL Server

- Plan for End of Support timelines
- Why migrate to Azure? Pitching the case for change
- Maximize ROI by optimizing investments
- Unmatched price-performance
- Scalability, resilience and uptime
- Business critical security
- Multicloud protection platform
- Be AI-ready
- Unlock access to fully-managed solutions
- Best platform for SQL
- Migrating VMWare workloads
- Unified operations and management across hybrid and multicloud
- Accelerate migration with Unified Support

Customers are predominantly concerned with things like cost optimization, platform performance, agility, security, resiliency, and compliance of their workloads if they migrate to the cloud. Learn how you can now discuss strategies to achieve them, and how Azure solutions are best positioned to support their needs, so you can win more customers and increase ACR.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Azure, Data & AI

Migrate and Secure Windows Server and SQL Server

Threat Protection with XDR and SIEM

- The state of cybersecurity and defense systems
  - Supercharging threat detection and defense
- A look into attacks
  - Microsoft SIEM & XDR solutions
- Microsoft Security Copilot
  - Identity threat detection and response
- Defending endpoints and cloud apps
  - Managing vulnerability and external attack surface
- Why Microsoft?

While the demand for new applications increases by the day the tech world faces a talent shortage. There are challenges both on the demand and supply sides. Along with a shortfall of qualified developers, most companies are finding it hard to retain and hire technical talent. Join us in this session to understand how low code technology platforms can empower everyone to develop applications and the investments that Microsoft is making in low-code and Power Platform solutions, that will help your customers accelerate automation while reducing costs.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Security

Threat Protection
with XDR and SIEM

Accelerate Innovation with low code

- Market trends and demand for low-code
- Why Microsoft for low code app dev?
- Power Platform and Copilot
- Modernizing applications
- Extending LOB systems
- Power for professional developers
- Enhance employee experiences
- Optimize with hyperautomation
- Controls and governance
- Customer momentum
- Pricing and support

While the demand for new applications increases by the day the tech world faces a talent shortage. There are challenges both on the demand and supply sides. Along with a shortfall of qualified developers, most companies are finding it hard to retain and hire technical talent. Join us in this session to understand how low code technology platforms can empower everyone to develop applications and the investments that Microsoft is making in low-code and Power Platform solutions, that will help your customers accelerate automation while reducing costs.

120 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Business Applications

Accelerate Innovation with Low Code

Build and modernize AI Apps

- Drive meaningful business value with intelligent apps
- Build AI-powered apps with Azure OpenAI service
- Build cloud-native apps with Azure Kubernetes Service (AKS)
- Accelerate and secure software development with GitHub
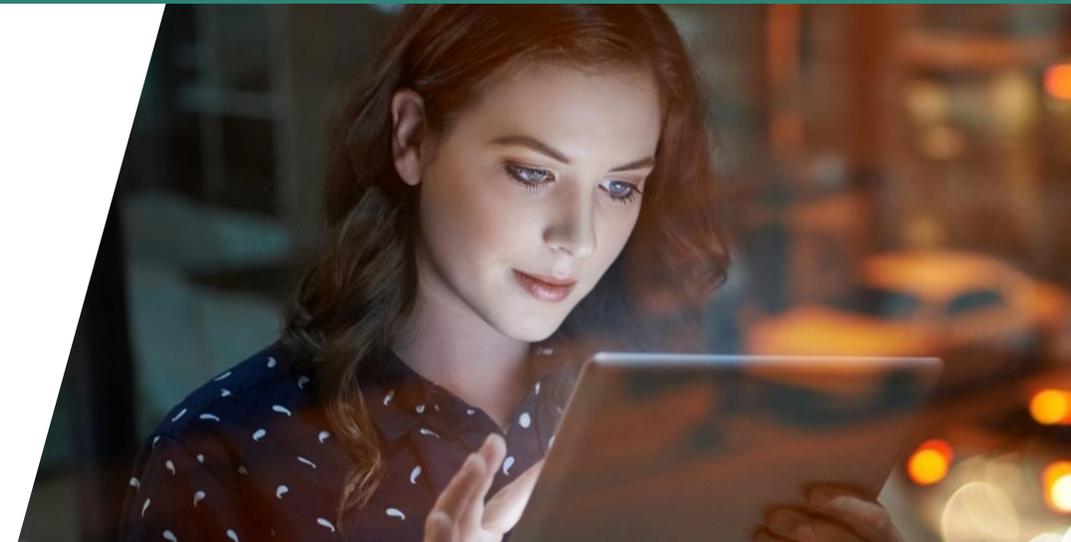- Realize the power of and get started today

- New possibilities with AI
- Modernize existing apps or build new intelligent apps
- Responsible AI
- Build AI powered apps with Cosmos DB
- Win with intelligent apps (customer use cases)

AI is being applied across every industry and use case to solve real-world challenges. Take a deeper look at Microsoft's investments in AI and how you can enable your customers to use tools and services from Microsoft Azure to help them accelerate their journey towards modernizing and building AI-powered apps and solutions, thereby opening a new world of business opportunities for your organization as a Microsoft partner.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Azure, Data & AI

Modernize and Build AI Apps

Enable comprehensive data security with Microsoft Purview

- Data Security challenges
- Microsoft's solution – Microsoft Purview
- Information Protection
- Insider Risk Management
- Data Loss Prevention
- Adaptive Protection
- End to end demo scenario
- Why Microsoft Purview?
- Customer evidence
- Licensing
- Getting started with Data Security

Come and join us on this security sales enablement training as we discuss how Microsoft Purview delivers comprehensive data security for your customers, by integrating information protection, data loss prevention and insider risk together to help you understand and mitigate your data risks. This session will equip you to help your customers with their data security journey by sharing a view of how Microsoft offers a comprehensive data security platform that enables organizations to secure data with a defense-in-depth approach across their digital landscape.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Security

Data Security

SMB Scale Business Operations-empower your sellers and accelerate your revenue with Microsoft Dynamics 365 Sales

- Dynamics 365 Copilot
  - Capabilities
- Personalize Customer Engagement
  - Forecast sales and provide coaching with confidence
- Automate and augment to meet organizational needs
  - Save time
- Customer Momentum
  - Why Microsoft?
- Get Started

Small and medium-sized organizations require secure and scalable business management applications to succeed in today's changing world. Learn how next-generation AI and Dynamics 365 Sales platform, cutting down on tedious tasks for sellers so they can focus on the customer relationship and closing more deals.

120 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Business Applications

SMB Scale Business Operations

Power Business Decisions with Cloud Scale Analytics

- The need to drive analytics modernization
  - Modernizing your data and analytics estate
- Microsoft Fabric as your unified analytics solution
  - Microsoft Fabric capabilities
- The business value you can expect
  - Do more with Microsoft Fabric
- Customer momentum
  - Getting Started

Attend this session to know how your customer organizations can modernize their data and analytics estate and make data-driven decisions, at scale, by using Microsoft Fabric, that provides a unified solution for data integration, data engineering, real-time analytics, data science, and business intelligence without compromising the security of their data and giving a competitive edge to their business.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Azure, Data & AI

Power Business Decision with Cloud Scale Analytics

Accelerate Developer Productivity

Why developer productivity matters

Unleash creativity with the power of AI

Accelerate delivery with automated workflows

Secure what matters

Unlock a complete toolchain

Evolving DevOps to include MLOps

Solutions and Next Steps

Organizations are looking for strategy to scale DevOps and increase their developer team productivity, efficiency, and ROI. Learn how Microsoft dev tools can help optimize the developer experience and accelerate developer productivity. Learn how you can leverage AI to accelerate your development and stay competitive

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Azure, Data & AI

Accelerate Developer Productivity

Migrate and Modernize SAP on the Microsoft Cloud

The case for change

Why SAP on Azure?

Migrate on-prem workloads to the cloud

Secure your environment, both SAP and non-SAP

Gain immediate, intelligent insights for real-time decision making

Enhance Productivity and Accelerate innovation

Extend and innovate on your SAP systems and data

Why Microsoft Azure?

Summary and Next Steps

In this course you will learn how Microsoft Azure provides the best platform to host your SAP solutions. You will learn about the various migration options to move SAP applications to Azure, and how you can extend and innovate by integrating your SAP workloads with Azure AI, analytics and automation solutions.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Azure, Data & AI   Migrating SAP

Accelerate Revenue Generation

- Microsoft Global Demand Center
- Solution and Products
- Why customer experience matters
- AI enabled sales acceleration
- Microsoft Sales Copilot
- Customer insights and journeys
- Copilot in Dynamics 365 Customer Insights
- Why Microsoft?
- How to get started?

Attend this course to understand how Microsoft Dynamics 365 can act as your full-funnel sales solution powered by next-generation AI that can help you deepen customer relationships, empower seller productivity, and accelerate revenue generation.

120 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Business Applications

Accelerate Revenue Generation

Modernize your SOC with Microsoft Sentinel

- Security challenges and Microsoft Sentinel
- Business and Technical capabilities
- Better SIEM and XDR protection
- Why Microsoft?
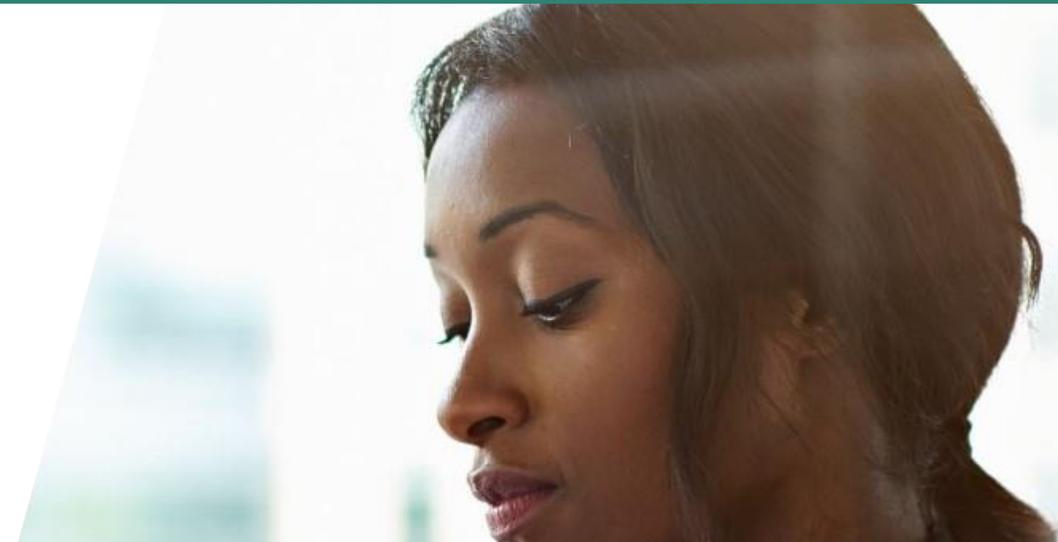- Customer momentum
- Partner Guidance

- Simplified threat protection and response strategy
- Data collection and archiving
- Microsoft Sentinel and AI with Security Copilot
- Saving costs with Microsoft Sentinel
- Get Started

In this session you will learn how Microsoft Sentinel helps detect, investigate and respond to threats efficiently and effectively in a simplified and scalable manner. This training will equip you to help your customers in modernizing their security operations with a cloud-native SIEM powered by the AI to simplify their defense against sophisticated threats.

90 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Security

Modern Sec Ops

Optimize Finance and Supply Chain

- The impact of business applications
- Solutions and Products
- Business Outcomes
- Strategies
- Financial impact and metrics
- Finance and Supply Chain modernization capabilities
- Building a resilient supply chain in manufacturing
- Building a resilient supply chain in retail
- Dynamics 365 and Power Apps
- Why Microsoft?

In this course you will be introduced to Microsoft Dynamics 365 as Microsoft's ERP solution powered by next-generation AI, automation, and analytics that helps to modernize operations, empower productivity, and accelerate business performance for organizations.

120 mins / 1 Day

Hands-on labs
No

Target audience
Sales

Business Applications

Optimize Finance and Supply Chain

Modernize Service

- How Microsoft helps customers deliver great experiences
- Customer Journey
- Market Challenges
- AI differentiator in Service
- Personas and use cases
- Capabilities in Dynamics 365 Customer Service
  - Customer capabilities
  - Agent capabilities
  - Supervisor capabilities
  - Service Leader capabilities
- Microsoft Digital Contact Center Platform (DCCP)
- Customer momentum
- Why Microsoft?
- Get Started

In this course your will be introduced to Dynamics 365 Customer Service as Microsoft's anchor product to provide end-to-end service solutions, powered by next-generation AI that helps to enhance customer service experience, empower agent productivity, and optimize service operations.

120 mins / 1 Day

Hands-on labs
No

Target audience
Sales

CSP Masters Sales Training: Copilot for Microsoft 365

- Introduction and the AI opportunity
- Copilot for Microsoft 365 Value Proposition
- A deep dive into Copilot for Microsoft 365
- Getting customers AI ready
- Building a Copilot services practice
- Microsoft 365 Lighthouse
- Go to market programs
- Next steps

Get ready to put the power of AI to work for your small and medium-sized business (SMB) customers. With Microsoft 365, customers can safely run their businesses from anywhere with a secure, comprehensive, AI-powered cloud solution that makes hybrid work, work.

4 hrs / 1 day

Hands-on labs
No

Target audience
Sales

Introduction to Copilot for Microsoft 365

Copilot for Microsoft 365 overview
- Overview
- The AI-Powered Organization
- Responsible AI
- Microsoft 365 Copilot Overview

Unleash Creativity

Unlock Productivity

Uplevel Skills

Better Together:
Teams Premium & Copilot in Teams

Microsoft 365 Copilot user experience
- Coplot for HR
- Copilot for Sales
- Copilot for Marketing
- Copilot for Finance
- Copilot for IT

Features and Pricing

Get to know about your AI assistant at work. Learn how, with Microsoft 365 Copilot, you can combine powerful large language models with your work content and context to take on any task. See how Microsoft 365 Copilot appears in many of the apps you and your organization use every day.

1 day (1.5 hrs)

Hands-on labs
No

Target audience
Sales

Introduction to Microsoft Copilot for Dynamics 365

AI in Dynamics 365
- Role of AI in modern work
- Customer examples
- Microsoft Copilot for Dynamics 365
- Pricing plans

Customer Experience
- Copilot capabilities
- Persona use case

Service
- Copilot capabilities
- Persona use case

Finance
- Copilot capabilities
- Persona use case

Supply Chain
- Copilot capabilities
- Persona use case

Learn more
- Why Microsoft?
- Pricing
- Resources

Copilot for Microsoft Dynamics 365, the world's first copilot in both CRM and ERP, that brings next-generation AI to every line of business. Attend this session to learn how Copilot for Dynamics 365 lets you provide better experiences to your teams and your customers.

1 day / 2 hrs

Hands-on labs
No

Target audience
Sales

Build low code solutions faster with Power Platform AI Copilot

Introduction to Power Platform Copilot
- Copilot in Power Apps
- Copilot in Power Automate

Microsoft Copilot Studio
- Building your own Copilot

Copilot in Power pages

AI Builder and generative AI
- Microsoft's AI Stack

Learn More
- Why Microsoft
- Resources

Come and learn how Microsoft Power Platform is bringing the power of AI Copilot to both app makers and their end-users. With Copilot you can build an app or a flow, including the data behind it, just by describing what you need through multiple steps of conversation.

1 day (1.5 hrs)

Hands-on labs
No

Target audience
Sales

AI-assisted development with GitHub Copilot

Introduction to DevOps

Develop
- Microsoft Dev Box
- Azure Deployment Environments
- Azure Dev CLI
- Visual Studio
- GitHub Codespaces
- GitHub Copilot

Other Dev Tools
- GitHub Reops
- GitHub Dependabot +Advanced Security

Deliver
- GitHub Actions
- GitHub Packages

Plan
- GitHub Issues and Projects

Collaboration

Test
- Azure Load Testing
- Azure Chaos Studio
- Playwright

Operate
- Microsoft Defender for Cloud
- Microsoft Defender for DevOps
- Azure Monitor

GitHub Copilot is an AI pair programmer that offers autocomplete-style suggestions as you code. GitHub Copilot can help you code by offering autocomplete-style suggestions. In this session you will learn how GitHub Copilot works, and what to consider while using GitHub Copilot.

1 day (1.5 hrs)

Hands-on labs
No

Target audience
Sales

Copilot for Microsoft Security

Benefits of AI for Security

Can generative AI empower attackers?

Are generative AI systems vulnerable?

How Copilot for Security works

Value proposition

Copilot for Security in Unified SOC

Compliance and regional sales availability

Learn how tailored, security-specific capabilities and a specialized language model in Microsoft Security Copilot can help you quickly and efficiently protect your organization.

1 day (1.5 hrs)

Hands-on labs
No

Target audience
Sales

Migrate and Secure Windows and SQL workloads to Azure

In this workshop, you will learn how to design a migration strategy to help your customers migrate their on-premises environments to Azure using the guidance provided by Microsoft Cloud Adoption Framework for Azure. This will include the migration of virtual and physical services as well as databases. You will learn about the different assessment and migration tools available for your use during the migration process. You will also learn how to optimize, secure, and govern the cloud workloads once migrated to Azure. This session will also include hands-on lab practice to gain a better understanding of the migration process.

Duration
4 Days (4 hrs/day)

Level
Intermediate

Hands-on labs
Yes

Course prerequisites
Working experience on Azure IaaS

Target audience
Technical

Suggested Supplementary Certification
AZ-104

Infrastructure

Migrate and Secure Windows Server and SQL Server

Day 01

Accelerating migration
→ Introduction to Microsoft Cloud Adoption Framework for Azure
→ Defining the strategy
→ Plan methodology
  → Strategic Migration Assessment and Readiness Tool (SMART)
  → Build a Business Case / TCO
→ Ready methodology
  → Choosing the best Azure landing zone to support your requirements for cloud operations

Hands-on labs

Access lab environment and deploy on-premises infrastructure
→ Secure methodology
→ Migrate methodology
  → Available assessment tools
  → Migration journey
  → Assessing and discovering servers with Azure Migrate
→ Discover and assess the on-premises environment

Day 02

Migrate virtual machines and database
→ Available migration tools
→ Migrate servers using Azure Migrate
→ Migrate Databases with Azure Database Migration Service
→ Migrating web apps
→ Storage migration
→ Offline data migration using Azure Import/Export and Azure Data Box

Hands-on labs
→ Migrate VMs and database

Day 03

Post-migration optimization, governance, and compliance
→ Governance methodology
→ Azure subscriptions, Azure Blueprints and Azure Policy
→ Management methodology
→ Monitoring and Logging in Azure
→ Introduction to the Well-Architected Framework
→ Reliability pillar in the Well-Architected Framework
  → Implementing Azure Backup and Azure Site Recovery
→ Cost Optimization pillar in the Well-Architected Framework

Hands-on labs
→ Post-migration optimization

Day 04

Securing migrated environments
→ Security pillar in the Well-Architected Framework
→ Implementing Microsoft Defender for Cloud
→ Implementing Microsoft Sentinel
→ Azure Security
  → Identity management and access control
  → Azure RBAC and resource locks
  → Network security
  → Implementing data encryption

Hands-on labs
→ Deploying Microsoft Sentinel and integrating with Microsoft Defender for Cloud

Azure OpenAI Workshop

Azure OpenAI Service provides REST API access to OpenAI's powerful language models including the GPT-3, Codex, and Embeddings model series. In this course you will learn to use these models including GPT-3, GPT-4, which performs a variety of natural language tasks, Codex, which translates natural language to code, and Embeddings, which is an information dense representation of the semantic meaning of a piece of text. Start building with simple API calls and get started with it in a matter of minutes!

Duration
3 days (4 Hours/Day)

Level
Intermediate

Hands-on labs
Yes

Course Prerequisites
None

Target Audience
Technical

Suggested Supplementary Certification
AI-102

🔺 **Data & AI**   🖥 **Innovate with AI**

Day 01

Module 1: Introduction to Azure Open AI Service
→ Introduction to OpenAI
→ Azure OpenAI service
→ Comparing Azure OpenAI and OpenAI
→ Responsible AI
→ Components and key concepts
→ Azure OpenAI Service quotas and limits

Module 2: Using Azure OpenAI service models and key concepts
→ Azure OpenAI Service models and model sets
→ Legacy models
→ ChatGPT models (gpt-35-turbo and GPT-4)
→ GPT-4
→ DALL-E (Preview)
→ Embeddings models
→ AOAI text and code models - capabilities and use cases
→ Finding the right model

Hands-on labs
→ Provisioning Azure OpenAI Service
→ Exploring GPT models using Completions and Chat Playground
→ Creating a chatbot with custom data using Azure OpenAI Service
→ Generating images using DALL-E
→ Using embeddings to perform document search
→ Generating e-mail content using Azure OpenAI service

Day 02

Module 3 : Understanding prompt engineering, content filtering and embeddings
→ Introduction to prompt engineering
→ Prompt engineering techniques
→ Introduction to Abuse monitoring and Content Filtering
→ Understanding embeddings in Azure OpenAI Service
→ Cosine similarity
→ How to generate embeddings with Azure OpenAI
→ Azure OpenAI on your data (preview)

Hands-on labs
→ Utilizing prompt engineering to enhance model responses
→ Implementing Q&A using semantic answering
→ Enabling conversation using Azure Speech service
→ Generating Podcast Synopsis with Azure OpenAI GPT

Day 03

Module 4: Work with text and code completion
→ Generate or manipulate text using Completions endpoint
→ Generating and manipulating code using Codex
→ Customizing the model by preparing dataset
→ Fine-tuning your model

Module 5: Security, high availability, monitoring and responsible AI
→ Configuring Azure OpenAI Service with Managed Identities and Azure Cognitive Services virtual networks
→ Manage quota
→ Using Azure OpenAI with large datasets
→ Azure OpenAI Service encryption of data at rest
→ BCDR considerations with Azure OpenAI Service
→ Monitoring Azure OpenAI Service
→ Planning to manage costs for Azure OpenAI Service
→ Responsible AI

Hands-on labs
→ Building an Azure OpenAI application using Power Apps
→ Enabling advanced data analytics on business database and answering questions using Azure OpenAI Service
→ Performing Q&A chat using LangChain framework
→ Building a Q&A app
→ Calculating embeddings from unsupervised clusters
→ Generating post-call transcription and analysis with Azure OpenAI Service

Innovate with AI and Power Platform Low Code tools

Citizen and professional developers alike can leverage Microsoft Power Platform, which provides comprehensive capabilities that span from application development, automation, chat bots and conversational agents, to secure business websites for modernizing at speed organizations' line-of-business (LOB) solutions. This course is a must for anyone interested in using Microsoft AI-powered low-code features across Power Apps, Power Automate, and Power Pages for reducing time to market, saving costs and increasing business value.

Duration
4 Days (4 Hours/Day)

Level
Advanced

Hands-on labs
Yes

Course prerequisites
NA

Target audience
Technical

Suggested supplementary certification
PL100

Business Applications

Modernize Service

Day 01

Getting started with AI-generated low-code app development with Power Apps
→ Microsoft Power Platform and AI
→ Responsible AI at Microsoft
→ Why low code?
→ Low code with Power Apps
→ Designing and building an app
→ Building global support into canvas apps
→ Testing an app with Test Studio
→ Creating native mobile apps with wrap process
→ AI capabilities
→ Creating a canvas app from express design, a template, or an image
→ Creating apps from Figma
→ Azure OpenAI Service (preview)
→ Creating an app with AI Copilot (preview)
→ Power Apps and Azure work together

Hands-on labs
→ Building an app from conversation using AI Copilot (preview)
→ Creating a canvas app from an image and adding Copilot control (Preview)
→ Creating a canvas app from Figma
→ Creating a canvas app from scratch using Microsoft Dataverse
→ Creating a canvas app with deep link to a specific screen
→ Creating a canvas app with the barcode reader control
→ Building a multi-language app

Day 02

Automating smarter than ever before with AI Builder and Copilot in Power Automate
→ Low-code automation with Power Automate
→ Discover what to automate
→ Process mining
→ Task mining
→ Automate business processes
→ Automate with AI builder
→ Digital process automation (DPA)
→ Robotic process automation (RPA)
→ Orchestrate Automation
→ Extend with Microsoft Power Platform and SAP

Hands-on labs
→ Creating a flow using Copilot
→ Creating a cloud flow from a description (preview)
→ Getting contextual help with flows from the Power Virtual Agents bot
→ Creating a flow from your phone
→ Creating a canvas app that can trigger a Power Automate flow
→ Triggering a cloud flow from any message in Microsoft Teams
→ Getting started with process mining
→ Using the language detection prebuilt model in Power Automate

Day 03

Building next generation AI-powered bots with Power Virtual Agents
→ Introduction to Power Virtual Agents
→ PVA advanced canvas
→ Architecture
→ Generative AI
→ Foundational AI
→ Integration within Power Platform
→ Extend with Azure Services
→ All-in-one Digital Contact Center Platform
→ Employee productivity with MS Teams
→ Extend with Power Platform
→ Security
→ Responsible AI

Hands-on labs
→ Creating and deploying a Power Virtual Agents bot using web app
→ Using PowerFx to set a variable in Power Virtual Agents
→ Deploying the HR support bot scenario using Teams app
→ Creating a boosted bot and adding and editing a topic with Copilot
→ Creating a bot with Azure cognitive language understanding (preview)

Day 04

Quickly creating secure, low-code business websites with Power Pages
→ Introduction to Power Pages
→ Why Power Pages?
→ Working with Power Pages Studio
→ Copilot in Power Pages
→ Power Pages features for pro-code developers
→ Managing data
→ Security and governance

Hands-on labs
→ Creating a site and adding page, list and AI-generated text using Copilot
→ Adding a form, multistep form and AI-generated form using Copilot
→ Setting up page permissions
→ Enabling chatbot in a Power Pages site (preview)
→ Forcing Bing webmaster to index your site (preview)
→ Adding custom styling to your site
→ Integrating Power Automate cloud flow with Power Pages site (preview)

Implementing Microsoft Defender for Endpoint

Microsoft Defender for Endpoint is an enterprise endpoint security platform designed to help enterprise networks prevent, detect, investigate, and respond to advanced threats. In this workshop you will learn how to enable, configure and implement Microsoft Defender for Endpoint for its industry-leading optics and detection capabilities and its capabilities to manage Windows and non-Windows platform endpoints.

Duration
3 days (4 hrs/day)

Level
Intermediate

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification

△ Security   🖥 Data Security

Day 01

Introduction to Microsoft Defender for Endpoint

→ Introduction to Zero Trust
→ Microsoft Defender for Endpoint core capabilities
→ Zero Trust and Microsoft Defender for Endpoint
→ Microsoft endpoint security plans
→ Supported capabilities by platform

Hands on lab

→ Getting started with the lab
→ Preparing the environment for Microsoft Defender for Endpoint - evaluation lab

Day 02

Planning and deploying Microsoft Defender for Endpoint

→ Preparing for your deployment
→ Assigning roles and permissions
→ Identifying architecture
→ Onboarding to Microsoft Defender for Endpoint
→ Example deployments
→ Configuring capabilities
→ Managing Microsoft Defender for Endpoint after initial setup

Hands on lab

→ Microsoft Defender for Endpoint simulations
→ Microsoft simulations
→ SafeBreach simulations

Day 03

Onboarding and configuring devices

→ Onboarding Windows client
→ Onboarding Windows server
→ Onboarding non-Windows devices
→ Integration with Microsoft Defender for Cloud
→ Configuring Microsoft Defender for Endpoint on MacOS
→ Configuring Microsoft Defender for Endpoint on Linux
→ Configuring Mobile Threat Defense and Android features
→ Detecting threats and protecting endpoint
→ Microsoft Defender for Endpoint integration with Microsoft Sentinel

Hands on lab

→ Microsoft Defender for Endpoint reports and incidents
→ Review evaluation lab reports
→ Review the incidents

Migration to Microsoft Sentinel

Security operations center (SOC) teams use centralized SIEM and SOAR solutions to protect their increasingly decentralized digital estate. While legacy SIEMs can maintain good coverage of on-premises assets, on-premises architectures may have insufficient coverage for cloud assets, in different cloud platforms. In contrast, Microsoft Sentinel can ingest data from both on-premises and cloud assets, ensuring coverage over the entire estate. In this course we will discuss the reasons for migrating from a legacy SIEM, and you will learn how to plan out the different phases of your migration.

Duration
2 Days (4hrs/day)

Level
Intermediate

Hands on labs
No

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification

Day 01

Microsoft Sentinel basic concepts
→ Microsoft Cloud fundamentals
→ Log Analytics fundamentals
→ High level architecture design
→ Sizing and cost components
→ Data collection
→ Multi-cloud environment
→ Automation /SOAR with Microsoft Sentinel
→ Threat intelligence
→ MITRE Att&ck
→ Analytical rules
→ Sentinel workbooks
→ DevOps – CI/CD automation

Planning the migration
→ Planning your migration
→ Designing your Microsoft Sentinel workspace architecture
→ Microsoft Sentinel content and solutions
→ Writing queries using Kusto query language
→ Creating threat detection rules

Day 02

Migrating to Microsoft Sentinel from the Legacy SIEMs
→ Migrating detection rules
→ Migrating SOAR automation
→ Migrating historical data
→ Converting dashboards to workbooks
→ Updating SOC processes

Post-migration optimization
→ Permissions in Microsoft Sentinel
→ Integrating threat detection
→ Hunt for threats
→ User Entity Behavior Analytics
→ Creating automation rules
→ Using playbooks for automation
→ Investigating incidents
→ Multi-customer management after migration

Security   Modern Sec Ops

Build and modernize AI Apps on Azure

Learn to leverage the power of Microsoft Azure's Apps, Data and AI solutions to modernize and build intelligent apps focusing on internal business critical applications and external customer facing apps. In this workshop you will learn more about the impactful application of generative AI, which harnesses massive data that will be huge for businesses. You will also learn to make use of Azure Data services and cloud-native app building features provided by Azure Kubernetes Services, Cosmos DB and GitHub.

Duration
4 days (4hrs/day)

Level
Intermediate

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification

⚠️ Data & AI   🖥️ Innovate with AI

Day 01

Module 1: Introduction to AI Apps
→ Azure AI Services
→ Responsible AI
→ Well-Architected Framework
→ DevOps and Security

Module 2: DevOps with GitHub
→ Plan
→ Deliver
→ Test
→ Operate and Secure

Module 3: Building and deploying apps on Azure
→ Azure App Service
→ Azure Kubernetes Service (AKS)
→ Azure Functions

Hands on labs
→ Creating and deploying a web app using Azure App Service
→ Autoscaling the web app by using custom metrics
→ Containerizing and migrating to the Azure Kubernetes Service
→ Creating a function app in Azure

Day 02

Module 4: Azure Data Services
→ Azure SQL Database
→ Azure Database for PostgreSQL

Module 5: Globally distributed databases
→ Introduction to Azure Cosmos DB
→ Choosing the appropriate API
→ Data Modeling
→ Partitioning

Hands on labs
→ Integrating Azure SQL Database into a web app
→ Deploy Azure Cosmos DB service for an app to store and access data

Day 03

Module 6: Azure AI Services
→ Introduction and Use cases
→ Speech services
→ Language services
→ Conversational language understanding
→ Vision
→ Decision: Anomaly Detector
→ Decision: Content Safety

Module 7: Azure OpenAI Service
→ Key concepts and models
→ Prompt Engineering
→ Embeddings and filtering
→ Codex and code generation

Hands on labs
→ Recognizing and translating speech to text using speech translation service
→ Recognizing intents with Conversational Language Understanding (CLU)
→ Generating e-mail content using Azure OpenAI service
→ Utilizing prompt engineering using Chat GPT
→ Moderating text and image content using Azure AI Content Safety Studio

Day 04

Module 8: Well-architected framework
→ Reliability
→ Security
→ Cost optimization
→ Operational Excellence
→ Performance Efficiency

Module 9: Security
→ Azure Key Vault
→ Authentication and authorization with Azure AD

Hands on labs
→ Securing App Service connection to Cognitive Service using Azure Key Vault
→ Configuring your App Service or Azure Functions app to use Entra ID login

Secure cloud-native applications with Microsoft Defender for Cloud and integrated solutions

Microsoft Defender for Cloud is a cloud-native application protection platform (CNAPP) with a set of security measures and practices designed to protect cloud-based applications from various cyber threats and vulnerabilities. Learn how to implement a development security operations (DevSecOps) solution that unifies security management at the code level across multi-cloud and multiple-pipeline environments. Learn how to enable a cloud security posture management (CSPM) solution that surfaces actions that you can take to prevent breaches and a cloud workload protection platform (CWPP) with specific protections for servers, containers, storage, databases, and other workloads.

Duration
3 days (4hrs/day)

Level
Intermediate

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification

△ Security   ▢ Data Security

Day 1

Improving your security posture with Microsoft Defender for Cloud

→ Introduction to Zero Trust
→ Zero Trust Principles and Secure Access Service Edge (SASE)
→ Introduction to Microsoft Defender for Cloud
→ Accessing and tracking your secure score
→ Security policies, initiatives and recommendations
→ Identifying and analyzing risks across your environment
→ Overview of Security alerts and incidents
→ Exporting alerts and recommendations

Hands on lab

→ Enabling Microsoft Defender for Cloud
→ Enabling Microsoft Defender for Storage accounts
→ Enabling Microsoft Defender for SQL
→ Enabling Microsoft Defender for open-source relational databases
→ Managing security policies
→ Managing VM access and enabling JIT access
→ Implementing Agentless Container Posture (Preview)

Day 2

Protecting cloud workloads with Microsoft Defender for Cloud

→ Securing your multi-cloud and on-premises workloads
→ Protecting your containers
→ Connecting your Amazon AWS and Google GCP cloud resources to Microsoft Defender for Cloud
→ Protecting your database workloads
→ Identifying threats to your storage resources
→ Identifying attacks with Microsoft Defender for APIs, App Service, Key Vault, Resource Manager and DNS
→ Defining security governance rules

Hands on labs

→ Improving your regulatory compliance
→ Investigating the health of your resources
→ Using adaptive application controls to reduce machines' attack surfaces
→ Applying Azure security baselines to machines
→ Investigating and remediating attack paths
→ Building a query with the cloud security explorer
→ Assessing, investigating and responding to security alerts

Day 3

Securing cloud applications with Threat Intelligence (MDTI) and External Attack Surface Management (MDEASM)

→ Protecting workloads across multi-pipeline environments with Microsoft Defender for DevOps
→ Threat infrastructure analysis with Microsoft Defender Threat Intelligence (MDTI)
→ Microsoft Defender External Attack Surface Management (MDEASM)
→ Microsoft Defender Integration with Microsoft Sentinel

Hands on labs

→ Connecting your GitHub repositories to Microsoft Defender for Cloud
→ Connecting your Azure DevOps repositories to Microsoft Defender for Cloud
→ Creating a Microsoft Defender EASM Azure resource
→ Discovering your attack surface
→ Gathering Threat Intelligence and infrastructure chaining
→ Gathering vulnerability intelligence
→ Connecting Microsoft Defender for Cloud alerts to Microsoft Sentinel

Reimagine processes automation with AI and Power Automate

Learn to build different types of flows with Microsoft Power Automate, use Copilot feature and use flows with Microsoft Teams and Dataverse. Take a deeper dive on Power Automate Desktop that broadens the existing robotic process automation (RPA) capabilities in Power Automate.

Duration
3 days (4 hrs/day)

Level
Advanced

Hands on labs
Yes

Course prerequisites
PL-200/ PL-400 or equivalent knowledge

Target audience
Technical

Suggested supplementary certification
PL200

Business Applications

Accelerate Innovation with Low Code

Day 01

A Deep dive into Process mining and Task mining
→ Why process mining and task mining?
→ Process mining
→ End-to-end solution
→ Components
→ Templates
→ Process Mining Desktop App
→ Task Mining
→ Administration and Security

Hands on labs
→ Creating and analyzing accounts payable refund process
→ Using task mining capability to analyze the order fulfillment process

Day 02

Introduction to automating business processes with Power Automate
→ Low code and AI with Power Automate
→ Discover overview
→ Automate business processes
→ Automate with AI
→ Digital process automation (DPA)
→ Robotic Process Automation (RPA) overview
→ Orchestrate to securely scale and manage
→ Admin center
→ Data Loss Prevention (DLP)
→ Architecture and managed environments
→ Extend and integrate

Hands on labs
→ Simplifying Task Management with Automated Email Reminders
→ Automating Feed Notifications in Microsoft Teams for Important Unread Emails
→ Automating Leave Application Process
→ Automating Meeting Scheduling in Teams with Cloud Flows
→ Simplifying Expense Tracking through Automated Receipt Processing using AI Builder
→ Document Automation using the AI Builder

Day 03

Robotic Process Automation (RPA) with Power Automate Desktop
→ Automating business process with Desktop flows
→ Getting started with Power Automate Desktop
→ Robotic Process Automation (RPA)
→ Desktop Flows Architecture
→ Creating and Running desktop flows
→ Designing and configuring flows
→ Error handling and troubleshooting
→ Securely scale and manage desktop flows with Hosted RPA
→ Extend by integrating with Dynamics 365

Hands on labs
→ Setting up lab environment for Power Automate Desktop
→ Creating a Desktop flow that helps employees enter invoice information into the desktop management system
→ Setting up and using inputs and outputs in the Desktop flow
→ Creating and managing Work queues (preview)
→ Recording the invoice information into an existing Microsoft Excel file
→ Use the Web Automation to convert the total amount into another currency

Fortify your data security with Microsoft Purview

In this workshop you will understand how Microsoft Purview delivers comprehensive data security by integrating information protection, data loss prevention and insider risk management. You will learn how Microsoft Purview Information Protection helps you discover, identify, classify, and protect sensitive data that is business critical, then manage and protect it across your environment. With Data Loss Prevention, you can automatically protect sensitive information from risky and unauthorized access across apps, services, endpoints, and on-premises files. Insider Risk management features in Microsoft Purview can help you detect, investigate, and take action on critical risks in your organization, including data theft, data leaks, and security policy violations. As a Microsoft partner, you can use this knowledge to help your customers understand and mitigate their data risks.

Duration
3 days (4 hrs/day)

Level
Intermediate

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification

△ Security   🖥 Data Security

Day 01

Identify and protect sensitive data across your hybrid environment using Purview Information protection

→ Why Data security?
→ Microsoft's approach to Data Security
→ Microsoft Purview Information protection
→ Sensitive Information types
→ Trainable Classifiers
→ Content and Activity Explorer
→ Sensitivity Labels and Policy
→ Encryption
→ Double Key Encryption
→ Ecosystem and Extensibility

Hands on Lab

→ Assigning Compliance Roles and exploring Microsoft Purview portal
→ Managing Sensitive Information Types
→ Managing Trainable Classifiers
→ Working with Sensitivity Labels

Day 02

Prevent accidental leakage of sensitive information using Purview Data Loss Prevention (DLP)

→ Challenges with preventing data leakage
→ Microsoft Purview Data Loss Prevention overview
→ Prepare for DLP
→ DLP Policy
→ DLP endpoint policy
→ On-premises DLP
→ Working with Alerts
→ Adaptive Protection

Hands on Lab

→ Deploy Double Key Encryption
→ Creating and Managing DLP Policies
→ Using Endpoint Data Loss Prevention

Day 03

Intelligently detect and mitigate critical risks with Microsoft Purview Insider Risk Management

→ Insider Risk challenges
→ Microsoft Purview Insider Risk Management Solutions Overview
→ DLP vs Insider Risk Management
→ Communication Compliance
→ Insider Risk Management
→ Analytics Setup
→ Information Barriers
→ Privileged Access Management
→ Protect User and device access
→ Customer Lockbox

Hands on Lab

→ Configuring Insider Risk Management
→ Exploring the capabilities of Adaptive Protection
→ Configuring Communication Compliance
→ Configuring Information Barriers

Secure and govern Power Platform at enterprise scale

During this workshop, you will gain an understanding of the architecture of Microsoft Power Platform control that is imperative when designing solutions based on Power Platform. We will get to know about the various design tools and where to put the business logic while designing of your solutions. You will learn how you can help your customers, secure and govern Microsoft Power Platform apps like Power Automate and Power Apps identify best practices for optimizing, securing and governing Microsoft Power Platform environments

Duration
3 days (4 hrs/day)

Level
Advanced

Hands on labs
Yes

Course prerequisites
PL-200 or equivalent knowledge

Target audience
Technical

Suggested supplementary certification
PL200

Business Applications

Accelerate Innovation with Low Code

Day 01

Architecture
→ Power Platform architecture
→ Power Apps architecture
→ Power Automate architecture
→ Explore Power Virtual Agents

Hands on Labs
→ Creating and managing environments in the Power Platform admin center
→ Building a canvas app through conversation (preview)
→ Creating a flow using the cloud flows designer with Copilot (preview)
→ Building a bot with GPT and administer the bot

Day 02

Power Platform Security and Governance
→ Multi-step governance approach
→ Tenant Access & Isolation
→ Environment Access
→ Resource permissions
→ Connector Access & Data Loss Policies
→ Dataverse Data Security
→ On-premises data gateway
→ Microsoft Dataverse teams management

Hands on Labs
→ Implementing Security and Governance
→ Managing a custom connector with a DLP policy

Day 03

Monitor and Manage
→ Set up and view activity logs
→ Monitoring Storage Capacity and Add-on's
→ View Out of the box Analytics for usage and adoption
→ Manage Your Power Platform Deployment
→ Optimizing Your Digital Transformation
→ Optimizing Your Digital Transformation – Next steps

Hands on Labs
→ Exploring Capacity storage model and analytics from the Microsoft Power Platform admin center
→ Managing Dataverse auditing
→ Activity logging
→ Exporting Power Platform inventory and usage data directly into Azure Data Lake Storage (Preview)

Microsoft Fabric Workshop

Microsoft Fabric is an all-in-one analytics solution for enterprises that covers everything from data movement to data science, Real-Time Analytics, and business intelligence. Attend this course to learn more about this comprehensive suite of services, including data lake, data engineering, and data integration, all in one place. Learn how to implement this easy-to-use product that is designed to simplify analytics needs of enterprises.

Duration
4 days (4 hrs/day)

Level
Intermediate

Hands on labs
Yes

Course prerequisites
Prior knowledge of Azure Data platform

Target audience
Technical

Suggested supplementary certification

🔺 **Data & AI**   🖥 **Power Business Decisions with Cloud Scale Analytics**

Day 01

Introduction to Microsoft Fabric
→ Overview of Microsoft Fabric
→ Microsoft Fabric Terminology
→ Self-help with the Fabric contextual Help pane
→ Searching for content
→ Microsoft Fabric settings
→ Working with Workspaces
→ Discovering data in OneLake and data hub
→ Promoting or certifying items
→ Administering Microsoft Fabric

Getting started with Data Integration and Engineering Experiences using Microsoft Fabric
→ Overview of Data Engineering in Microsoft Fabric
→ Lakehouse Overview
→ Ways to create a Lakehouse in Microsoft Fabric
→ Getting data into Fabric Lakehouse
→ Data Factory in Microsoft Fabric
→ Working with Data Pipelines in Microsoft Fabric
→ Ingesting Data with Dataflows Gen2
→ Workspace roles, permissions and sharing
→ Introduction to Spark compute in Microsoft Fabric
→ Spark Administration settings

Day 02

Data Engineering using Apache Spark, Delta Lakes and Notebooks
→ Apache Spark job definition
→ Apache Spark monitoring in Microsoft Fabric
→ Lakehouse and Delta Lake tables
→ How to use Microsoft Fabric notebooks
→ Synapse Visual Studio Code extension
→ Managing a Workspace with git
→ Decision Guide for copy activity, dataflow or Spark
→ Lakehouse end-to-end scenario and architecture

Hands on Labs
→ Creating a Lakehouse, ingesting sample data and building a report
→ Analyzing data with Apache Spark
→ Using delta tables in Apache Spark
→ Ingesting data with a pipeline
→ Creating and using a Dataflow (Gen2) in Microsoft Fabric

Day 03

Data Warehousing, Power BI reporting in Microsoft Fabric
→ Introduction to Data Warehousing
→ Creating a Data Warehouse in Microsoft Fabric
→ Data Warehouse connectivity
→ Decision guide: Data Warehouse or Lakehouse
→ Better together: The Lakehouse and Warehouse
→ Data ingestion options
→ Managing performance
→ Querying and monitoring the Data Warehouse
→ Creating models and building Power BI reports

Hands on Labs
→ Building a Data Warehouse in Microsoft Fabric

Day 04

Implementing Real-time Analytics and Data Science in Microsoft Fabric
→ Overview of Real-time Analytics in Microsoft Fabric
→ Event Streams in Microsoft Fabric
→ Creating a KQL Database
→ Querying data in a KQL Queryset
→ Introduction to Data Science in Microsoft Fabric
→ Using Notebooks
→ Preparing Data
→ Training machine learning models
→ Tracking models, experiments and Autologging
→ Model Scoring
→ Driving alerts and actions from your data with Data Activator

Hands on labs
→ Exploring Synapse Real-Time Analytics in Microsoft Fabric
→ Training and tracking a model in Microsoft Fabric
→ Implementing a Data Science scenario in Microsoft Fabric
→ Training and evaluating a time series forecasting model in Microsoft Fabric
→ Creating, evaluating, and deploying a fraud detection model in Microsoft Fabric
→ Creating alerts with Data Activato

Transform field operations with AI and Connected Field Service

Transform your field operations and increase customer experience with IoT, AI, and machine learning. In this workshop you will learn about Microsoft Dynamics 365 Connected Field Service solution that is powered by next generation AI, IoT and mixed reality to empower frontline technicians and optimize field service operations. You will learn how Dynamics 365 Connected Field Service can help simplify the field processes for customer, dispatcher, frontline technician and field service manager.

Duration
3 days (4 hrs/day)

Level
Advanced

Hands on labs
Yes

Course prerequisites
MB-240 or equivalent knowledge

Target audience
Technical

Suggested supplementary certification
MB240

▲ **Business Applications**   🖥 **Modernize Service**

Day 01

Modernize Services with Dynamics 365 Field Service and AI
→ Market challenges
→ AI differentiator with Dynamics 365 Copilot
→ Dynamics 365 Field Service capabilities-overview
→ Customer capabilities
→ Dispatcher capabilities
→ Technician capabilities
→ Field Service manager capabilities

Hands on Labs
→ Getting Started with Field Service
→ Set up frontline workers in your organization
→ Work orders
→ Scheduling
→ Creating and configuring the Field Service portal

Day 02

Connected Field Service IoT
→ Enhance Field Service with IoT
→ IoT partner integrations
→ Connect IoT devices
→ IoT provider for custom IoT solutions
→ Connected Field Service with IoT Hub – architecture
→ Work with IoT Devices
→ Analyze IoT Data

Hands on Labs
→ Microsoft 365 integrations for Field Service
→ Enable self-scheduling service appointments in Dynamics 365 Field Service
→ Connected Field Service with IoT Hub
→ Working with IoT Devices
→ Analyzing IoT Data

Day 03

Integration with Remote Asist and D365 Guides
→ Collaborate in mixed reality with Field Service, Dynamics 365 Remote Assist, and HoloLens
→ Create and schedule work orders
→ View work orders and trigger Dynamics 365 Remote Assist from the Field Service mobile app
→ Make a Dynamics 365 Remote Assist call
→ Post Dynamics 365 Remote Assist Call to work order
→ Set up and view Field Service bookings on HoloLens
→ Dynamics 365 Guides integration with Field Service

Hands on Labs
→ Collaborating in mixed reality with Field Service, Dynamics 365 Remote Assist, and HoloLens
→ Dynamics 365 Guides integration with Field Service
→ Viewing work orders and triggeringDynamics 365 Remote Assist from the Field Service mobile app
→ Working with Dynamics 365 Remote Assist
→ Using Field Service bookings

Build next generation AI-powered customer experience with Dynamics 365 Customer Insights

Help organizations deliver exceptional customer experiences and realize the value of a truly connected customer journey by unifying and enriching customer data to orchestrate meaningful journeys. In this training you will learn to implement Dynamics 365 Customer Insights, from ingesting and standardizing customer data, to unifying profiles, enabling business users to create segments, unlocking insights and enabling real-time marketing to deliver personalized experiences. Discover the next-generation features that leverage AI innovation to further drive increased productivity, customer engagement and long-term brand loyalty.

Duration
3 days (4 hrs/day)

Level
Advanced

Hands on labs
Yes

Course prerequisites
Basic knowledge of Dynamics 365 Customer Service and Marketing

Target audience
Technical

Suggested supplementary certification
MB230

Business Applications

Accelerate Revenue Generation

Day 01

Introduction to Dynamics 365 Customer Insights and ingesting data
→ The Problem with Customer Data
→ Solving the Problem with Customer Insights
→ Product and Solution Architecture
→ Setting up your environment to get started
→ Ingesting data from different data sources
→ Enrichment for data sources (preview)
→ Real-time data ingestion (preview)
→ Handling ingestion errors

Hands on Labs
→ Setting up the Customer Insights environment
→ Ingesting data into Customer Insights

Day 02

Customer Data Unification, Segments and Measures
→ Data Unification process overview
→ Select source fields for data unification
→ Removing duplicates
→ Using match conditions and including enriched tables (preview)
→ Unifying customer fields and reviewing
→ Review Common Data model, tables and relationships
→ Creating and managing segments
→ Suggested segments (preview)
→ Getting insights on existing segments (preview)
→ Creating and managing measures
→ Business unit data separation

Hands on Labs
→ Unifying customer data
→ Working with Activities, Relationships and Measures
→ Creating and managing Segments

Day 03

Working with Enrichment, Profiles, Activities, Exports and predicting data with AI
→ Data enrichment overview
→ Enrich customer profiles with M365 data (preview)
→ Brands and Interests (preview)
→ Enrich other customer data
→ Viewing customer profiles
→ Define customer activities
→ Using consent management
→ Using Copilot in Customer Insights (preview)
→ Setting up and managing Exports (preview)
→ Teams bot for Dynamics 365 Customer Insights (preview)
→ Connecting to Power Apps, Power Automate and Power BI (preview)
→ Creating and managing predictions
→ Prediction use cases

Hands on Labs
→ Data enrichment with Customer Insights
→ Predicting data with the help of AI
→ Creating a Teams bot for Dynamics 365 Customer Insights (preview)
→ Extending the Solution with Power Platform

Threat protection and incident response with Microsoft Sentinel

Microsoft Sentinel is your bird's-eye view across the enterprise alleviating the stress of increasingly sophisticated attacks, increasing volumes of alerts, and long resolution time frames. In this training you will learn how to deploy and connect this SIEM and SOAR solution to different data sources. You will learn how to use intelligent security analytics and threat intelligence capabilities for attack detection, threat visibility, proactive hunting, and threat response.

Duration
4 days (3 hrs/day)

Level
Advanced

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification

Day 01

Deploying and configuring Microsoft Sentinel

→ Design your Microsoft Sentinel workspace architecture
→ Manage roles and permissions
→ Enable data connectors
→ Deploy a log forwarder to ingest Syslog and CEF logs to Microsoft Sentinel
→ Understand security coverage by the MITRE ATT&CK® framework
→ Connect Microsoft Sentinel to Amazon Web Services to ingest AWS service log data
→ AWS S3 connector – architecture overview

Hands on Labs

→ Setting up the environment
→ Data Connectors

Day 02

Threat Intelligence and Investigation

→ Introduction to Microsoft content hub solutions
→ Introduction to Threat Intelligence in Microsoft Sentinel
→ Connect your threat intelligence platform to Microsoft Sentinel
→ Work with threat indicators
→ Detect Threat and Analyse Data
→ Investigating incidents
→ Using Workbooks to investigate threats

Hands on Labs

→ Analytics Rules
→ Incident Management

Day 03

Identify advanced threats with User and Entity Behavior Analytics (UEBA) in Microsoft Sentinel

→ Introduction to User and Entity Behavior Analytics (UEBA)
→ UEBA analytics architecture
→ Enable User and Entity Behaviour Analytics (UEBA)
→ Anomalies detected by UEBA
→ Querying UEBA
→ Investigating with UEBA

Hands on Labs

→ Hunting
→ Watchlists

Day 04

Automating responses in Microsoft Sentinel and integration with Microsoft Defender Solutions

→ Introduction to SOAR in Microsoft Sentinel
→ Creating and working with Automation Rules
→ Automation with Playbooks
→ Azure Logic Apps
→ Customizing Microsoft Sentinel playbooks from templates
→ Bring Your own Machine Learning platform
→ Integration with Microsoft 365 Defender
→ Integration with Microsoft Defender for Cloud

Hands on Labs

→ Threat Intelligence
→ Explore Microsoft Sentinel solutions

Security

Threat Protection with XDR and SIEM

Configuring and administering Teams Premium

This workshop is for IT Pros and administrators who will be deploying and configuring Teams Premium features. Teams Premium is an add-on license that provides the various enhancements to Teams. In this workshop you will learn how to configure the Teams Premium features.

Duration
2 days (2 hrs/day)

Level
Intermediate

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification

⚠ **Modern Work**   🖥 **Converged Communications**

Day 01

Enabling Advanced Meetings with Microsoft Teams Premium
→ Advanced Meeting features of Teams Premium
→ Teams Deployment Overview
→ Configuring Protected Meetings with additional feature to safeguard meetings
→ Sensitivity Labels and Watermarking
→ End-to-end Encryption
→ Customizing meetings with meetings templates, themes and more
→ Using Teams meeting templates, sensitivity labels and admin policies and restricting recordings
→ AI-powered Teams Premium meeting features

Hands on Labs
→ Signing up for Microsoft Teams Premium Trial
→ Configuring Teams meetings with three tiers of protection (Baseline, Sensitive and Highly sensitive)
→ Configuring Watermarks
→ Enabling End-to-end Encryption for meetings
→ Using Sensitivity Labels to protect calendar items, Teams meetings and chat
→ Managing who can record meetings
→ Creating a Custom Meeting template
→ Setting up and managing meeting themes
→ Setting up Custom Meeting backgrounds
→ Building Custom Together Mode scenes in Teams

Day 02

Enabling Enhanced events and Virtual Appointment experiences with Teams Premium
→ Understanding Webinars, and Live Events in Teams
→ Setting up Webinars and meeting policy for Webinars
→ Configuring settings for Advanced Virtual Appointments
→ Microsoft Teams Virtual Appointments usage reporting and activity reporting

Hands on Labs
→ Setting up Webinars in Microsoft Teams as an admin
→ Managing Webinar registration and what attendees see as a user
→ Setting up meeting policies for Webinars
→ Configuring SMS text notifications
→ Viewing the Virtual Appointments usage report
→ Viewing the Advanced Virtual Appointments activity report

A Deep Dive into Microsoft 365 Copilot

Microsoft 365 Copilot is an AI-powered productivity tool that uses large language models (LLMs) and integrates your data with the Microsoft Graph and Microsoft 365 Apps. In this course your will learn how Copilot provides real-time intelligent assistance, enabling users to enhance their creativity, productivity, and skills. You will learn about technical requirements to access and configure Microsoft 365 Copilot in your organization and how you can extend it using plugins.

Duration
3 days (2 hrs/day)

Level
Intermediate

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification
None

Day 01

What is Microsoft 365 Copilot and how to accelerate its adoption?

→ The AI-powered organization
→ Microsoft 365 Copilot Overview
→ Elevate productivity with Microsoft 365 Copilot
→ Copilot Labs
→ Bing Chat Enterprise
→ Teams Premium and Copilot – better together
→ Semantic Index for Copilot
→ Responsible AI
→ Availability and Licensing
→ End user adoption
→ Art of the Possible and Scenario building
→ Building a Business case with Microsoft value calculator and Advanced Value calculator
→ Customer FAQs

Day 02

Microsoft 365 Copilot architecture, , deployment , security and compliance

→ The Copilot stack
→ How Microsoft 365 Copilot Works – Architecture
→ Security in Microsoft 365 Copilot
→ Data Protection and Privacy with Microsoft 365 Copilot
→ Data residency and storage
→ Regulatory compliance with Copilot
→ Planning for Microsoft 365 Copilot deployment
→ Deploying Microsoft 365 Copilot
→ Monitor usage activity
→ Managing Microsoft 365 Copilot

Day 03

Microsoft 365 Copilot extensibility

→ Microsoft 365 Copilot extensibility overview
→ Extensibility options for Microsoft Copilot for Microsoft 365
→ Plugins
→ Building a plugin
→ Graph connectors
→ Building a Graph Connector
→ Resources

Modern Work   Secure productivity

Microsoft Defender for O365, Identity & CloudApps

In this workshop you will learn how Microsoft 365 Defender helps you elevate your defenses with unified visibility, investigation, and response across the kill chain with an industry-leading extended detection and response (XDR) solution. You will learn how Microsoft 365 Defender for Office 365 helps secure your email and Microsoft Teams with advanced protection against phishing, business email compromise, ransomware, and other threats and how Microsoft Defender for Cloud Apps can help you modernize how you secure your apps, protect your data, and elevate your app posture with software as a service (SaaS) security.

Duration
3 days (4 hrs/day)

Level
Intermediate

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification
None

Day 01

Microsoft 365 Defender and Defender for Office 365

→ Zero Trust with Microsoft 365 Defender
→ Enable rapid response with XDR-prioritized incidents
→ Disrupt advanced attacks at machine speed
→ Unify security and identity access management
→ Integrate third-party solutions
→ Microsoft Defender for Office 365
→ Prevention
→ Detection
→ Investigation & Hunting
→ Response & Remediation
→ Awareness & Training
→ Secure Posture
→ Defender for Office 365 Plans
→ Configure your Microsoft 365 tenant for increased security

Day 02

Securing Access to SaaS apps with Microsoft Defender for Cloud Apps

→ Introduction to the SaaS app landscape
→ What is Microsoft Defender for Cloud Apps?
→ Shadow IT discovery and posture
→ Information protection
→ Continuous threat protection in Microsoft 365 Defender
→ App to app protection using App Governance
→ Secure access
→ Automating security workflows
→ Enterprise integrations
→ Licensing
→ How to get started

Day 03

Protecting hybrid cloud environment with Microsoft Defender for Identity

→ Identity security landscape
→ What is Microsoft Defender for Identity?
→ Architecture
→ Prevention - Attack surface reduction with Posture Assessments
→ Detection - Real-time analytics and data intelligence
→ Investigation - User Investigation Priority
→ Response - Automated security workflows

Security

Threat Protection with XDR and SIEM

Identity & Access Management with Microsoft Entra

In this workshop, we will learn about the concept of Zero Trust security model, as well as the New Microsoft Entra suite of products. We will learn about the features that Microsoft Entra provides for unified identity management and secure collaborative access. We will discuss how to manage access to resources for hybrid identities and external identities. Risks and how they are remediated using Microsoft Entra Identity Protection, we will also learn about Governance areas like Entitlement management, Identity lifecycle management, Internet and Private access. We will also explore the Permissions management features in Microsoft Entra and how to enable and configure permissions management and Workload identities in your organization's tenant.

Duration
4 days (4 hrs/day)

Level
Advanced

Hands on labs
Yes

Course prerequisites
Hybrid Work
Azure Interactive Overview

Target audience
Technical

Suggested supplementary certification
SC-300

△ Security

🖥 Secure Identity and Takeout Okta and Ping

Day 01

Managing identity in Microsoft Entra

→ Unfolding Zero Trust
→ What is Microsoft Entra
→ Unified identity management with Microsoft Entra
→ Types of identities
→ Identity Sync Options
→ Microsoft Entra Connect Sync and Microsoft Entra Cloud Sync
→ Microsoft Entra Connect Health
→ Combined security information registration [MFA + SSPR]
→ Microsoft Entra roles and role-based access control (RBAC)

Hands on labs
→ Setting up your Microsoft Entra tenant
→ Implementing Password Hash Sync
→ Creating groups and assigning licenses from Microsoft Entra Admin center
→ Enabling Microsoft Entra MFA

Day 02

Protecting identities with Microsoft Entra ID Protection

→ Detect Identity risks
→ Investigate Identity risks
→ Remediate Identity risks
→ Roles and License requirements
→ Conditional Access Overview
→ Microsoft Entra ID Protection
→ Plan an Identity Protection deployment
→ Managing External identities

Hands on labs
→ Implementing Microsoft Entra Identity Protection
→ Enabling User risk policy
→ Enabling Sign-in risk policy
→ Configuring Conditional Access
→ Microsoft Entra Identity Protection Reports
→ Configuring Microsoft Entra External ID

Day 03

Managing governance and access with Microsoft Entra

→ Microsoft Entra ID Governance Overview
→ Identity lifecycle management
→ Entitlement management
→ What is Global Secure Access
→ Configuring Microsoft Entra Internet Access Preview
→ Configuring Microsoft Entra Private Access

Hands on labs
→ Sign up for Microsoft Entra ID Governance Step-Up for Microsoft Entra ID P2
→ Configure Identity Governance
→ Activating Global Secure Access
→ Configuring Microsoft Entra Internet Access Preview
→ Configuring Microsoft Entra Private Access

Day 04

Managing permissions and Workload Identity solutions with Microsoft Entra

→ Microsoft Entra Permissions Management
→ Enabling Permissions Management
→ Configure settings for data collection
→ Viewing risk metrics in your authorization system
→ Remediating and monitoring permissions

Overview of Workload Identities

→ Configuring Workload Identities
→ Securing Workload Identities
→ Conditional Access for Workload Identities

Hands on labs
→ Enabling Permissions management
→ Configuring settings for data collection and viewing key statistics
→ Exploring the Analytics and Remediation dashboard
→ Creating a rule in Autopilot dashboard
→ Creating a Conditional Access policy for Workload Identities

Implementing Microsoft Defender for IoT

Analysts predict we'll have billions of IoT devices connected worldwide in a few years, drastically increasing the surface area for attacks. In this session you will learn how the new Azure Defender for IoT incorporates CyberX's agentless technology and IoT/OT-aware behavioral analytics, minimizing those risks by providing IT teams with continuous IoT/OT visibility into their industrial and critical infrastructure networks.
You will also learn how to setup, configure and manage Azure Defender for IoT, as well as work with the sensor information

Duration
3 days (4 hrs/day)

Level
Intermediate

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification
AZ-500

Day 01

Understanding Microsoft Defender for IoT-introduction
→ Overview of OT/IoT Technologies
→ Need for securing IoT/OT devices
→ Operational Technology (OT) security vs. Information Technology (IT) security
→ Zero trust IoT/OT
→ Introduction to Microsoft Defender for IoT
→ Architecture
→ Device inventory
→ Threat alerts
→ Licensing

Hands on labs
→ Preparing the Environment
→ Setting up a trial license and creating an initial OT plan for Microsoft Defender for IoT
→ Creating an IoT Hub and Onboarding Sensors

Day 02

Deploying Defender for IoT for OT monitoring
→ Plan your OT monitoring system
→ Preparing an OT site
→ Site networking setup
→ Deploying OT network sensors
→ Calibrating and fine-tuning OT monitoring
→ Deploying air-gapped OT monitoring
→ Back up and restore OT network sensors
→ Maintaining threat intelligence packages on OT network sensors

Hands on labs
→ Setting up your offline sensor
→ Investigate devices on a device map
→ View and manage alerts on your OT sensor
→ Manage your OT device inventory from a sensor console

Day 03

Securing the IoT landscape with Defender for IoT
→ Managing device inventory in cloud-native environment
→ Managing device inventory in on-prem environment
→ Investigating IoT devices on a device map
→ Managing alerts
→ Analyzing vulnerabilities
→ Enhancing security posture
→ Integration with Microsoft Ecosystem

Hands on labs
→ Track network and sensor activity with the event timeline
→ Create data mining queries
→ Reconfiguring Online Sensor
→ Integrating with Sentinel

Security   Data Security

Build next generation AI-powered customer experience with Dynamics 365 Customer Insights - Journeys

This course will equip you with the knowledge and skills needed to create, manage, and analyze customer journeys using Microsoft Dynamics 365 Customer Insights (Journeys). During this course, you will engage in hands-on labs to practice setting up the Customer Insights environment, configuring journey settings, and crafting personalized communication with AI tools like Copilot. We will cover topics from constructing emails and forms in real-time to creating audience segments and implementing A/B testing. You will also learn how to use event planning, lead generation and how to integrate further with Customer Insights (Data) for deeper insights and analytics.

Duration
3 days (4 hrs/day)

Level
Advanced

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification
None

△ Business Applications

🖥 Accelerate Revenue Generation

Day 01

Getting started with Dynamics 365 Customer Insights – Journeys
→ The AI shift in customer experience
→ Overview of Customer Insights - Journeys
→ Setting up and managing Dynamics 365 Customer Insights - Journeys
→ Styling and perfecting your emails with Copilot
→ Creating Text messages and Push notifications
→ Responsible use of AI

Hands on labs
→ Setting up the Customer Insights -Journey environment
→ Configure Customer Insights – Journey settings
→ Use AI to kickstart email creation
→ Set up an automated text message keyword flow
→ Create push notifications and Custom channels in Customer Insights -Journeys

Day 02

Building journeys with Dynamics 365 Customer Insights – Journeys
→ Working with Custom Channels and Forms
→ Creating journeys with Copilot in Customer Insights - Journeys
→ Creating trigger-based journeys
→ Creating segment-based journeys
→ Journey goals and A/B testing
→ Enhancing your journeys
→ Advanced journey capabilities

Hands on labs
→ Create and host forms in real time journeys
→ Create and Manage segments in real time journeys
→ Create and Manage emails in real-time journeys
→ Create and journeys in real-time journeys
→ AB tests in Dynamics 365 Customer Insights - Journeys

Day 03

Analyzing and extending Customer Insights - Journeys
→ Event planning and management
→ Lead generation and management
→ Customer Insights - Journeys analytics
→ Integrating with Dynamics 365 Customer Insights - Data
→ Extending Customer Insights – Journeys

Hands on labs
→ Set up buildings and speakers for Event planning
→ Create an event and a post-event from Customer Insights journey
→ Analyze insights with Dynamics 365 Customer Insights - Journeys

CSP Masters Technical Training: Copilot for Microsoft 365

In the Microsoft 365 CSP Masters Bootcamps, partners will learn about Copilot for Microsoft 365, Microsoft Copilot and AI powered Collaboration and Security value in Microsoft 365. We will focus on helping partners get started with Copilot for Microsoft 365; how to build a practice, land your first sale and deploy and manage your first Copilot customer.

Duration
2 days (7 hrs/day)

Level
Beginner

Hands on labs
No

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification
None

Copilot

Day 01

AI Fundamentals

→ Introduction
→ CSP Masters – Program overview
→ Copilot Fundamentals, Demos and architecture
  → M365 Copilot Overview
  → Copilot Family - Copilot with Commercial Data Protection
  → Copilot Family - Copilot for Microsoft 365
  → AI Fundamentals - Copilot Architecture
  → Copilot Stack
  → Semantic index for Copilot
→ Security, Data Protection and Privacy with Copilot
→ Copilot Extensibility

Day 02

SMB Partner Readiness

→ Partner Practice Building recap
  → Managed Services
→ Example Customer Scenario
→ Get customers AI Ready
  → Assessment Tool
  → Scenario Discovery
  → Detailed Assessments
→ Sell and Deploy Copilot
  → Deploy – Requirements
  → Deploy – Security
  → Deploy - Adoption Plan
→ Adoption and Services

Build and extend AI-powered copilots with Copilot Studio

Microsoft Copilot Studio lets you create powerful AI-powered copilots for a range of requests— from providing simple answers to common questions to resolving issues requiring complex conversations. Learn how you can build and extend these copilots, boot their capabilities with AI and extend them to perform actions, and provide answers for your copilot users.

Duration
3 days (4 hrs/day)

Level
Advanced

Hands on labs
Yes

Course prerequisites
None

Target audience
Technical

Suggested supplementary certification
None

Copilot

Day 01

Create bots with Microsoft Copilot Studio

→ Microsoft Copilot Studio overview
→ Get started working with environments
→ Create bots and work with the Microsoft Copilot Studio interface
→ Create topics
→ Work with bot topics
→ Branch a topic
→ Create topics for existing support content
→ Create and edit topics by talking to AI
→ Work with system fallback topics
→ Manage topics
→ Use cases
→ Plan for bots
→ Topics
→ Design your bot
→ Build solutions
→ Test bots
→ Publish bots and analyze performance

Hands on Labs

→ Building your first chatbot with Copilot Studio
→ Creating and editing a topic with Copilot
→ Configuring and creating multilingual chatbots (Preview)
→ Create topics from existing online support content
→ Create bot topics from Customer Service Insights

Day 02

Work with entities, variables and Generative AI in Copilot Studio

→ Work with entities
→ Custom entities
→ Use entities and slot filling in conversations
→ Work with variables
→ Reuse variables across topics
→ Boosting a chatbot with expanded natural language understanding (NLU)
→ Generative answers
→ Generative answers with Search and summarize content
→ Search public data or Bing Custom Search for generative answers
→ Use Azure OpenAI on your data for generative answers
→ Use uploaded documents for generative answers (preview)
→ Use a custom data source for generative answers
→ AI models in Microsoft Copilot Studio - background

Hands on Labs

→ Creating and using entities in conversations
→ Create a boosted bot in Copilot Studio
→ Working with generative answers with Search and summarize content to increase your bot's reach
→ Searching public data or using a Bing Custom Search for generative answers
→ Using a connection to Azure OpenAI on your data for generative answers
→ Using uploaded documents for generative answers (preview)

Day 03

Extend and manage Microsoft Copilot Studio copilots

→ Environments in Microsoft Copilot Studio
→ Bot topics permissions
→ Bot entities and flow permissions
→ Use Power Automate to add actions
→ Monitor and diagnose
→ Administer and manage
→ Analyze bot performance
→ Export and import bots
→ Authentication
→ Transfer conversations to agents by using Omnichannel for Customer Service
→ Build a conversational bot
→ Validate and iterate on your design
→ Personal data requests for Power Virtual Agents
→ Extend copilots with plugins
→ Microsoft Copilot Studio plugin architecture
→ Responsible AI for Microsoft Copilot Studio

Hands on Labs

→ Send proactive messages and cards in Microsoft Teams
→ Call a Power Automate flow as an action
→ Return a list of results from Dataverse
→ Export data to respond to requests for copies of personal data in Power Virtual Agents
→ Set up a Microsoft Copilot Studio bot for voice
→ Use Azure AI Services for Language in a Microsoft Copilot Studio bot
→ Create conversational plugins for Microsoft Copilot (preview)
→ Create AI plugins for Microsoft Copilot (preview)
→ Use plugin actions in Microsoft Copilot Studio (preview)
→ Using Generative Actions in Microsoft Copilot Studio (preview)

Global Enablement Resources

1. AskGPSEnablement@microsoft.com

2. AI Enablement 1-Page

3. FY24 Partner Skilling Playbooks

4. Enablement Hub & Global Training Gallery