

MS-4014: Build a foundation to build AI agents and extend Microsoft 365 Copilot

Course Outline

1) Introduction to developing AI agents

- Define AI agents
- Explain the business value of AI agents
- Identify common use cases for AI agents
- Define the core components of AI agents

2) Introduction to Microsoft AI agent solutions

- Identify core use cases for the out-of-the-box capabilities of Microsoft 365 Copilot, Copilot Chat, and first-party agents
- Describe options for customizing and extending Microsoft 365 Copilot
- Identify scenarios where building fully custom AI agents or generative AI applications is appropriate
- Identify the key Microsoft development tools available for designing, building, extending, and deploying AI agents
- Evaluate which Microsoft AI agent path best fits a given scenario

3) Choose the best Microsoft 365 Copilot extensibility path for your scenario

- Identify the different extensibility options available for Microsoft 365 Copilot
- Compare the strengths and limitations of Copilot connectors, declarative agents, and custom agents
- Evaluate which extensibility approach best fits a given business scenario
- Understand the technical and organizational requirements for extending Microsoft 365 Copilot

4) Choose a custom AI agent development path

- Identify the core Microsoft tools and services available for building custom AI agents and generative AI applications
- Compare the capabilities, strengths, and trade-offs of the available custom agent solutions
- Evaluate which development approach aligns best with specific business, technical, and user experience requirements