

MS-4004: Empower Your Workforce with Microsoft 365 Copilot Use Cases

Duration: 1 Day

Target Audience:

This course is targeted toward business users who want to enhance their Microsoft 365 Copilot skills to solve business-related use case scenarios.

Prerequisites:

Students should:

- Have basic functional experience with Microsoft 365 services
- Possess a proficient understanding of general IT practices
- Have access to a Microsoft 365 subscription (BYOS) licensed for Microsoft 365 Copilot
- Have a Microsoft OneDrive account, since Copilot requires OneDrive to complete the file-sharing tasks used throughout the exercises

Course Outlines:

Module 1: Empower Your Workforce with Microsoft 365 Copilot - Executives Use Case

Description

This module enables students to perform a series of use case exercises that build their Microsoft 365 Copilot skills in executive-related business scenarios.

Learning Objectives

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

- Use Business Chat in Teams to synthesize emails and chats from the past week involving a specific topic.
- Use Microsoft 365 Copilot in Teams to generate key points made by participants involved in chats and emails on a specific topic over the past 30 days.
- Use Microsoft 365 Copilot in Word to create a speech for company shareholders based on an annual income statement.
- Use Microsoft 365 Copilot in PowerPoint to create a presentation for a shareholder speech regarding the annual income statement.

Learning Path Exercises

- Exercise: Synthesize your communication insights using Business Chat
- Exercise: Summarize chat and channel threads using Microsoft 365 Copilot in Teams
- Exercise: Create a speech using Microsoft 365 Copilot in Word
- Exercise: Create a slide presentation using Microsoft 365 Copilot in PowerPoint

Module 2: Empower Your Workforce with Microsoft 365 Copilot - Sales Use Case

This module enables students to perform a series of use case exercises that build their Microsoft 365 Copilot skills in sales-related business scenarios.

Learning Objectives

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

- Use Microsoft 365 Copilot in Loop to create and update a market research report for a potential new sales market.
- Use Microsoft 365 Copilot in PowerPoint to create and customize a sales presentation based on a market trend report for a new beverage product.

- Use Business Chat in Teams to summarize emails, meetings, and chats for a specific project over the past 30 days, then generate action items and action items involving a specific person or topic.
- Use Microsoft 365 Copilot in Word to compare three supplier agreements, identify differences, and provide recommended actions.

Learning Path Exercises

- Exercise: Create a market research report using Microsoft 365 Copilot in Loop
- Exercise: Create a sales presentation using Microsoft 365 Copilot in PowerPoint
- Exercise: Prepare your meeting notes from emails using Business Chat
- Exercise: Compare supplier agreements using Microsoft 365 Copilot in Word

Module 3: Empower Your Workforce with Microsoft 365 Copilot - IT Use Case

This module enables students to perform a series of use case exercises that build their Microsoft 365 Copilot skills in IT-related business scenarios.

Learning Objectives

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

- Use Business Chat to summarize a product specification document for a network security product and create a project plan for implementation.
- Use Microsoft 365 Copilot in PowerPoint to create and customize a business presentation based on the product plan.
- Use Microsoft 365 Copilot in Word to modify a technical implementation report for a customer planning to install the network security product.
- Use Microsoft 365 Copilot in Outlook to draft an email that highlights information from the implementation report.

Learning Path Exercises

- Exercise: Create a project plan using Business Chat
- Exercise: Create a project plan presentation using Microsoft 365 Copilot in PowerPoint
- Exercise: Update a technical report using Microsoft 365 Copilot in Word
- Exercise: Draft an email based on a technical report using Microsoft 365 Copilot in Outlook

Module 4: Empower Your Workforce with Microsoft 365 Copilot - Marketing Use Case

This module enables students to perform a series of use case exercises that build their Microsoft 365 Copilot skills in marketing-related business scenarios.

Learning Objectives

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

- Use Business Chat to analyze market trends in the U.S. toy market, provide sales forecasts, and identify sales opportunities.
- Use Microsoft 365 Copilot in Loop to generate marketing campaign ideas for a new outdoor toy product line.
- Use Microsoft 365 Copilot in Word to consolidate three product marketing reports into a single market analysis report and make further customizations.
- Use Microsoft 365 Copilot in Excel to analyze market trend data for a new beverage product.

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COURSE OUTLINE

Learning Path Exercises

- Exercise: Conduct market analysis using Business Chat
- Exercise: Brainstorm marketing campaign ideas using Microsoft 365 Copilot in Loop
- Exercise: Consolidate multiple marketing reports using Microsoft 365 Copilot in Word
- Exercise: Analyze a market trend spreadsheet using Microsoft 365 Copilot in Excel

Module 5: Empower Your Workforce with Microsoft 365 Copilot - Finance Use Case

This module enables students to perform a series of use case exercises that build their Microsoft 365 Copilot skills in finance-related business scenarios.

Learning Objectives

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

- Use Microsoft 365 Copilot in Outlook to draft an email requesting a meeting with an insurance company regarding increased medical insurance premiums.
- Use Microsoft 365 Copilot in Excel to analyze a spreadsheet containing projected revenue and user engagement for Q1 marketing campaigns and create calculations and charts.
- Use Microsoft 365 Copilot in Word to create a marketing campaign report based on Q1 marketing campaign financial results.
- Use Microsoft 365 Copilot in Word to summarize financial statement results from the past five years, including trends, growth patterns, profitability analysis, and areas of concern.

Learning Path Exercises

- Exercise: Draft an email to your insurance company using Microsoft 365 Copilot in Outlook
- Exercise: Analyze a financial spreadsheet using Microsoft 365 Copilot in Excel
- Exercise: Create a financial analysis report using Microsoft 365 Copilot in Word
- Exercise: Summarize financial results using Microsoft 365 Copilot in Word

Module 6: Empower Your Workforce with Microsoft 365 Copilot - HR Use Case

This module enables students to perform a series of use case exercises that build their Microsoft 365 Copilot skills in HR-related business scenarios.

Learning Objectives

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

- Use Microsoft 365 Copilot in Word to create a job description based on an HR responsibilities document.
- Use Microsoft 365 Copilot in Word to analyze multiple resumes, compare candidate strengths and weaknesses, and make a recommendation.
- Use Microsoft 365 Copilot in Loop to create interview questions for a new role.
- Use Microsoft 365 Copilot in Outlook to compose an offer letter email for a job candidate.

Learning Path Exercises

- Exercise: Create a job description using Microsoft 365 Copilot in Word
- Exercise: Analyze resumes and make a recommendation using Microsoft 365 Copilot in Word
- Exercise: Create interview questions using Microsoft 365 Copilot in Loop
- Exercise: Compose an email offer letter using Microsoft 365 Copilot in Outlook

Module 7: Empower Your Workforce with Microsoft 365 Copilot - Operations Use Case

This module enables students to perform a series of use case exercises that build their Microsoft 365 Copilot skills in operations-related business scenarios.

Learning Objectives

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

- Use Microsoft 365 Copilot in Whiteboard to brainstorm and categorize project plan ideas for installing a new network security product.
- Use Microsoft 365 Copilot in Outlook to locate, summarize, and respond to an email thread.
- Use Microsoft 365 Copilot in Word to locate troubleshooting information for production equipment and identify how to reset the processor.
- Use Microsoft 365 Copilot in Loop to create questions for a customer discovery session regarding VPN implementation.

Learning Path Exercises

- Exercise: Brainstorm project plan ideas using Microsoft 365 Copilot in Whiteboard
- Exercise: Draft a meeting reply using Microsoft 365 Copilot in Outlook
- Exercise: Compare reporting results using Microsoft 365 Copilot in Word
- Exercise: Create a presentation comparing heating systems using Microsoft 365 Copilot in PowerPoint

Module 8: Empower Your Workforce with Microsoft 365 Copilot - Challenge Use Case

This module challenges learners to use Microsoft 365 Copilot to address various business scenarios without step-by-step instructions.

Learning Objectives

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

- Use Microsoft 365 Copilot in Loop, Word, and Business Chat to create HR interview questions and compare the results generated by each Copilot experience.
- Use Microsoft 365 Copilot in Word and Excel to enhance a company's social media marketing presence.
- Use Microsoft 365 Copilot in Whiteboard and Word to create project planning documentation and visualize timelines, milestones, and dependencies.
- Use Microsoft 365 Copilot in Word to create a marketing report and brainstorm campaign ideas and use Copilot in PowerPoint to create a marketing presentation.

Learning Path Exercises

- Exercise: Create interview questions using different Copilots
- Exercise: Enhance your social media marketing efforts
- Exercise: Enhance your project management collaboration skills
- Exercise: Enhance content creation and collaboration skills

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