COURSE OUTLINE

PROGRAMME TITLE	MICROSOFT 365 AI & WORKFLOW AUTOMATION
OVERVIEW (brief introduction of the topic)	Enable participants to automate business processes and boost productivity using Microsoft 365 AI tools like Copilot, Power Automate, Power Apps, and AI Builder.
LEARNING OUTCOME	After completing the course, participants will be able to: a. Explain how AI is integrated into Microsoft 365 apps (Word, Excel, Outlook, Teams) b. Use Microsoft Copilot to automate document generation, email writing, and content planning c. Create automated workflows using Power Automate d. Design simple data-driven apps using Power Apps e. Implement AI models using AI Builder for tasks like data extraction and prediction
DURATION (days)	Two (2) Days – Face to Face
DELIVERY MODE	50% Theory + 50% Practical (Hands-on Labs)
TARGET PARTICIPANTS (sector/position/level)	Business users, IT professionals, automation champions, digital transformation teams
COURSE CONTENT (with subModuls)	Day 1: Microsoft 365 AI & Power Automate Basics Module 1: Introduction to Microsoft 365 AI (Theory) • Overview of AI tools in Microsoft 365 • Introduction to Microsoft Copilot • Real-world use cases • Lab: Use Copilot in Word and Outlook to summarize text and draft an email Module 2: Module 2: Power Automate Basics (Theory + Lab) • Flow types: Automated, Instant, Scheduled • Popular connectors: Outlook, SharePoint, Teams • Lab: Create an automated flow to post email content to Teams Module 3: Workflow Automation Scenarios (Theory + Lab) • Approval flows, notifications, task automation • Variables and conditions in flows • Lab: Build a leave approval process with condition and email alert Module 4: Managing & Testing Flows • Flow history, error handling, versions • Lab: Modify and debug a faulty flow

	Day 2 – Power Apps & AI-Driven Automation Module 5: Getting Started with Power Apps (Theory + Lab) • Canvas vs Model-driven apps • Connecting to Excel/SharePoint • Lab: Build a simple expense submission form connected to SharePoint Module 6: App + Automation Integration • Connecting Power Apps to Power Automate • Lab: Trigger an approval workflow directly from your app Module 7: AI Builder Overview (Theory + Lab) • Prebuilt models: Form Processing, Sentiment, Prediction • Lab: Use AI Builder to extract data from an invoice (form processing) • Q&A
LEARNING METHODOLOGIES	Interactive Lectures, Hands-On Labs & Demos, Group Activities & Collaboration, Real-World Scenarios & Use Cases, Capstone Project