

Streamline Business Workflows with AI Chat

To earn this Microsoft Applied Skills credential, learners demonstrate the ability to streamline business workflows by using AI chat.

Candidates for this credential should have a solid understanding of working with Microsoft 365 Copilot.

They should also be familiar with Microsoft Edge, Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, and Microsoft Excel.

COURSE CODE

Program-aligned

DELIVERY

Virtual, On-site, or Hybrid

DURATION

Applied skill assessment

CERTIFICATION TRACK

Microsoft Applied Skills credential

AUDIENCE PROFILE

Who This Program Is For

Business users and solution teams using AI chat experiences to streamline workflow and productivity scenarios.

PROGRAM SUMMARY

What This Course Covers

Official Microsoft Applied Skills credential focused on streamlining business workflows with AI chat.

Tailored Delivery Available

This outline can be adapted for virtual, on-site, or hybrid delivery, with emphasis adjusted for your team's platform priorities, role mix, and implementation goals.

COMPLETE MODULE SEQUENCE

Module Flow and Topic Coverage



The structure below presents the current delivery flow for this program, including the associated topic areas covered under each module.

1 Optimize business processes with Microsoft 365 Copilot

Learn how to optimize business processes using Microsoft 365 Copilot.

- Unlock productivity and unleash creativity with AI powered chat
- Draft impactful documents using AI
- Build effective presentations with AI
- From inbox to impact: Improve your email workflows with AI
- Uncover new data insights with AI