

# Copilot Integration Workshop with Facebook

## Workshop Overview

This workshop is designed for organizations looking to integrate Microsoft Copilot with Facebook pages to revolutionize social media interactions. By leveraging tools like Meta AI for Developers, Power Automate, Azure OpenAI, and knowledge integration, participants will enhance user engagement, automate workflows, and facilitate seamless transitions to human moderators. Gain the expertise to design, implement, and optimize Copilot for Facebook, ensuring efficient and personalized social media experiences.

## What Will Be Covered?

### Static Approach (Days 1–2)

- **Introduction to Copilot for Facebook Interactions:**  
Explore static conversational paths and structured, predictable user interactions.
- **Designing Topics and Flows:**  
Set up topics in Copilot Studio, map queries to predefined responses, and personalize interactions with variables.
- **Meta AI Integration:**  
Connect Facebook pages with Meta AI to automate responses and process queries efficiently.
- **Power Automate Integration:**  
Streamline backend workflows and integrate Facebook interactions with other systems.
- **Testing and Optimization:**  
Debug and enhance conversation flows for improved performance.
- **Moderator Handoff:**  
Configure workflows to enable smooth transitions to live moderators when needed.

### Dynamic Approach (Days 3–4)

- **Introduction to Generative AI and Dynamic Responses:**  
Understand flexible, knowledge-based conversations and their applications.

- **Knowledge Integration:**  
Learn to integrate diverse sources like Word, Excel, PDFs, databases, and Custom Bing Search with Azure OpenAI and Meta AI.
- **Advanced Power Automate Integration:**  
Automate complex workflows using dynamic data.
- **Sensitive Data Handling:**  
Ensure secure handling of sensitive information with access control and compliance strategies.
- **Moderator Handoff with Dynamic Context:**  
Facilitate seamless transitions with complete context carried forward.

## **Workshop Agenda**

### **Day 1: Static Approach – Introduction and Setup**

- Understanding Copilot for Facebook Page Interactions
- Designing Topics and Structured Conversation Flows
- Meta AI and Power Automate Integration

### **Day 2: Static Approach – Testing and Optimization**

- Refining Static Copilot Setups
- Advanced Variable Management and Data Handling
- Configuring Moderator Handoff Workflows

### **Day 3: Dynamic Approach – Generative AI and Knowledge Integration**

- Overview of Dynamic Conversational Approaches
- Integrating Knowledge Sources with Meta AI and Azure OpenAI
- Data Handling and Power Automate in Dynamic Scenarios

### **Day 4: Dynamic Approach – Security and Transitions**

- Managing Sensitive Data in Copilot Conversations
- Leveraging Generative AI, Knowledge Sources, and Custom Bing Search
- Implementing Moderator Handoff with Full Context

## Outputs and Deliverables

Participants will receive:

1. **Topic Design and Flow Document:** Detailed mapping of conversation designs.
2. **Meta AI Integration Guide:** Steps for connecting Facebook pages to Meta AI.
3. **Power Automate Workflow Blueprint:** Customized workflows for Facebook interactions.
4. **Knowledge Integration Guide:** Instructions for incorporating knowledge sources.
5. **Data Security Plan:** Best practices for managing sensitive data.
6. **Moderator Handoff Plan:** Workflow designs for smooth transitions to human moderators.

## Pricing and Customization

Workshop pricing depends on:

- Scope of integration
- Knowledge sources needed
- Workflow complexity
- Customization requirements

Additional services, including advanced AI model training and expanded knowledge base creation, are available upon request.