



Maximise customer service efficiency with an AI assistant

Discover how **Copilot for Microsoft 365** can streamline the day of a Customer Service Agent and help them deliver value to customers. As a Microsoft Partner, we can help you **accelerate Copilot adoption by conducting employee training sessions.**



A day in the life of a Customer Service Agent

8:00 AM

Cassandra needs to prepare for her big meeting with Contoso, so she summarises their annual report to learn more about their goals, risks, and financials.

Microsoft Copilot



Summarise the Contoso annual report including goals, risks, and financial metrics.

8:15 AM

Cassandra commands Copilot to create a message to confirm the meeting.

Copilot in Outlook



Draft an email to confirm the meeting this afternoon. Highlight how excited we are to present the latest product updates and new pricing. Use a formal tone and keep the email concise.

11:00 AM

Cassandra puts the final touches on the customer success presentation by adding a slide based on the summary of the annual report she had Copilot draft.

Copilot in PowerPoint



Add a slide based on a summary of Contoso's annual report. **Add a slide** showcasing the data insights from the latest Excel report.

2:00 PM

It's time for the customer meeting. Cassandra can focus on her presentation knowing Copilot is taking notes. She commands Copilot to list the questions asked so she can be sure everything gets answered during the call.

Copilot in Teams



What questions were asked during the meeting that have not been answered?

There are so many opportunities to integrate Copilot with the Microsoft 365 tools you use every day. **Contact us** to learn more about how **we can help you leverage Copilot to streamline the sales process.**

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