

**Your grade: 100%**Your latest: **100%** • Your highest: **100%** • To pass you need at least 80%. We keep your highest score.[Next item →](#)

1. Select all the ways in which Microsoft 365 Copilot can help to improve an organization's customer service process. (Select all that apply.)

1 / 1 point

☒ Streamlined access to relevant information for customer service and sales teams.

✔ **Correct**

Correct. Copilot can be implemented to gather all the relevant information quickly, which streamlines the customer service processes and enhances the effectiveness of the sales team. This directly addressed the challenge of accessing necessary information efficiently.

☐ Directly increases the physical production of hardware components.

☒ Enhanced efficiency in data analysis and report generation.

✔ **Correct**

Spot on. A key solution to the implementation and utilization of Copilot is its automation features, which streamline the process of data analysis and report generation. This, in turn, can free up employee time for more strategic tasks, thereby enhancing efficiency.

☒ Personalization of customer communications to improve engagement.

✔ **Correct**

Yes, that's correct. By leveraging Copilot an organization can personalize their communications with customers, which significantly improves engagement and relationship building because personalized communication is crucial for customer retention and satisfaction.

2. What is essential for ensuring the accuracy of Microsoft Copilot's calculations and recommendations in data analytics?

1 / 1 point

☐ Relying entirely on Copilot for final data analysis without manual review.

☒ Understanding your data and how Copilot interprets it.

☐ Using Copilot exclusively for data visualization without assessing the underlying data.

☐ Ignoring the need for a fundamental understanding of DAX (Data Analysis Expressions).

✔ **Correct**

Yes, that's correct. For Copilot to be most effective, users must understand their data and how Copilot interprets this data. This understanding is key to assessing the accuracy of Copilot-generated formulas and ensuring that the recommendations align with the desired outcomes.