

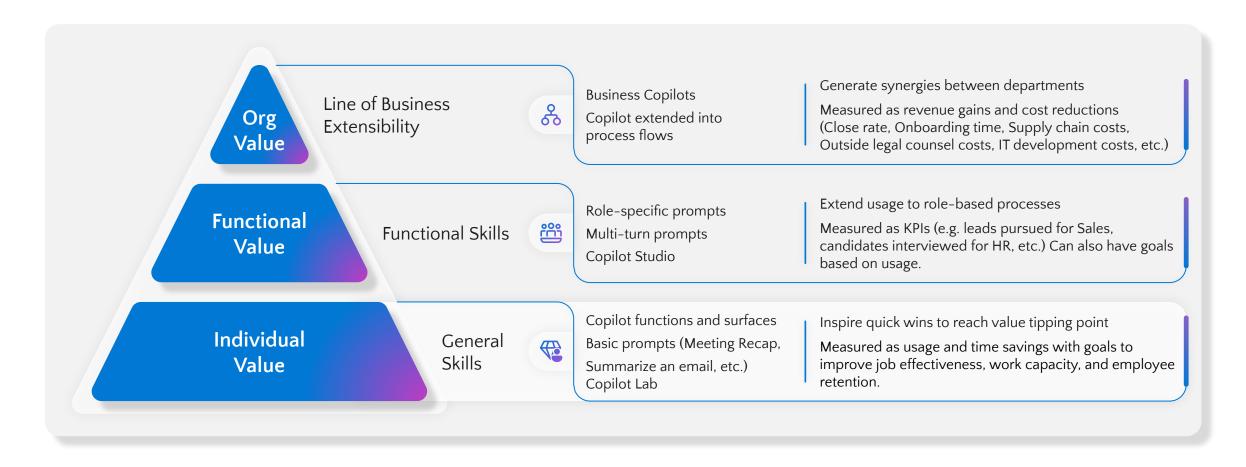
Copilot Scenario Library

Discover industry and role-based scenarios



Copilot value journey

Grow value from a base of solid usage and individual productivity by optimizing functional processes and impacting the metrics that are important to your organization.



Top 10 to "Try First"

with Copilot for Microsoft 365

Foundational skills for new users



Recap a meeting

- let Copilot keep track of key topics and action items so you can stay focused during the meeting and avoid listening to the recording after.
- Draft an email with notes and action items from meeting



Summarize an email thread

- get quickly caught up to a long, complex email thread.
- Click on the Summarize icon



Draft email

- personalize the tone and length.
- Draft an email to [name] that informs them that Project X is delayed two weeks. Make it short and casual in tone.



Summarize a document

- get right down to business by summarizing long documents and focusing on the relevant sections.
- Give me a bulleted list of key points from file



Tell me about a topic/project

- provide insights and analysis from across multiple sources to get up to speed quickly.
- Tell me what's new about topic organized by emails, chats, and files?



Give me some ideas for ...

- boost your creativity with ideas for your work such as agendas, product names, social media posts, etc.
- Suggest 10 compelling taglines based on file



Help me write ...

- jumpstart creativity and write and edit like a pro by getting a first draft in seconds.
- Generate three ways to say [x]



What did they say ...

- when you vaguely remember someone mentioning a topic, have Copilot do the research.
- What did person say about topic



Revise this content

- when you've got a rough draft of an idea, turn it into usable text and then vary the length and tone.
- Rewrite with Copilot



10

Translate a message

- with business becoming increasingly international, it's important to be able to read or write messages in other languages.
- Translate the following text into French:

For more prompts, visit Copilot Lab at: aka.ms/CopilotLab

"Effort" level for each scenario



Start

1

Your first step into generative Al

Microsoft Copilot

Buy

2

Unlock productivity out of the box

- Copilot for Microsoft 365
- Copilot Role-based extensions

Extend

3

Tailor your data, systems and workflows via Copilot extensions

- Actions (plugins)
- Knowledge (via connectors)

Build



Create managed copilots with a guided **low-code experience**

Copilot Studio Custom Copilots Power Automate & Power Apps

Create copilots with custom code and full control with **pro code**

Teams Toolkit in Visual Studio Azure Al Studio

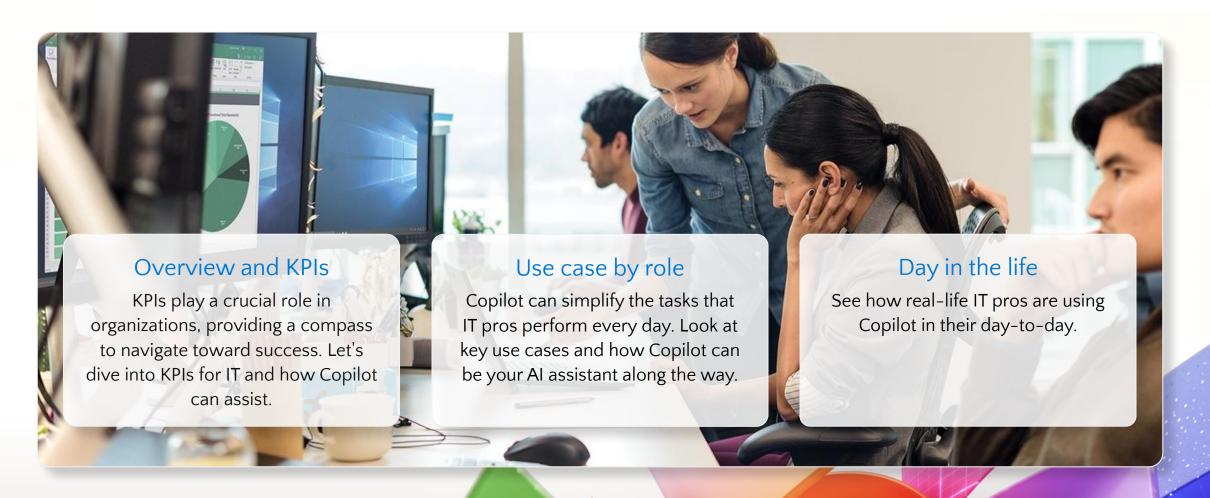


Copilot scenarios for



Copilot scenarios for

T



Using Copilot in IT



Goals and challenges

IT professional's goals include accelerating digital transformation, securing the enterprise, optimizing collaboration, and driving adoption of emerging technologies like generative AI. However, they also grapple with challenges such as the work force skills gap and driving efficiencies that reduce costs. Balancing these goals while driving efficiency is essential for IT professionals to thrive in today's fast-paced world.



Copilot can assist with ...

Copilot can help to reduce the workload on IT and support staff by helping:

- General IT prompts
- Create a project plan
- Evaluate and purchase a new IT solution
- Onboard and train new users
- Tech engagement health
- Draft product strategy document
- Outage user communications
- Guidance on network upgrade script
- IT helpdesk chatbot
- Update technology strategy
- Manage application installations



IT roles



IT Director



Product Manager



Success Specialist



Support Network Specialist Engineer

Transform IT processes



Capacity management



Change management



Service Desk

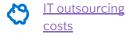


Security



Microsoft Copilot opportunity to impact key functional KPIs

©	Average support ticket resolution time	Microsoft Copilot enhances customer support by integrating AI assistance into self-service and service desk workflows.
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l r

Use the time savings gained from Copilot to bring activities in-house and reduce reliance on external resources.



Real-time AI assistance for faster issue resolution allows agents to focus on delivering high-quality service.



Create great onboarding experiences and collect and analyze feedback to improve user experiences.



<u>IT</u>budget variance Keep your budgets on track by improving employee and process efficiency.







Cost savings and avoidance



Improve employee experience

KPI – Average support ticket resolution time



By leveraging Microsoft Copilot's intelligent insights and gained efficiency, you'll be able to enhance customer satisfaction and optimize your team's productivity and resource allocation.

How Microsoft Copilot can help reduce average support ticket resolution time

Increase support communications and follow up efficiency

- Have Copilot assist with emails inbound and outbound emails
- Draft comms and announcements with Copilot
- Generate meeting notes and follow up items

Improve quality of support materials

- Improve awareness and educational materials
- Improve quality of emails and chats
- Use Copilot to draft training guides
- Use Copilot to enhance employee handbooks
- Gets answer fast by searching internal sites and documents



Roles

IT Service Desk Analyst

Service Desk Manager

Knowledge Base Curator

Project Manager

IT Manager



Microsoft AI solutions

Copilot for Microsoft 365

Microsoft Copilot Studio

Copilot for Service

KPI – Service outage response



During a service outage, seamlessly responding to users while fixing the service is key as the app downtime can lead to lost productivity. Copilot for Microsoft 365 helps your team provide efficient and professional outreach to employees as you work to get your services back up and running and maximizing user satisfaction. Service availability can be measured as (expected availability minus downtime) divided by expected service availability.

How Microsoft Copilot can help optimize service outage response

Respond to user complaint or inquiry

- · Respond quickly to inbound emails
- Access customer records for improved support
- Gets answer fast by searching internal sites and documents

Speed up internal communications

- Draft emails with Copilot
- Draft email comms and announcements with Copilot

Save time on administrative activities

• Generate meeting notes and follow up items



Roles

Support Specialist

Network Engineer

Incident Response Team

Cloud Architect

Project Manager

Developer

Product Manager



Microsoft AI solutions

Copilot for Microsoft 365

Microsoft Copilot

Microsoft Copilot Studio

KPI – IT outsourcing costs



Whether it's trimming operational expenses, streamlining processes, or maximizing the value of investments, cost reduction directly impacts profitability, competitiveness, and long-term sustainability. By strategically managing costs, businesses can allocate resources more efficiently, enhance financial stability, and remain agile in an ever-evolving market.

How Microsoft Copilot can help reduce costs

Create internal feedback loop to identify cost saving areas

- Draft employee surveys focused on the value of resources utilized and ideas for cost savings
- Analyze surveys to gain valuable insights into what makes employees happy or areas that need improvement within the organization

Improve employee efficiency and productivity

- Have Copilot assist with emails and document drafts
- Save time on administrative activities such as generating meeting notes and follow up items



Roles

Chief Information Officer

IT Manager

Procurement Specialist

IT Operations team



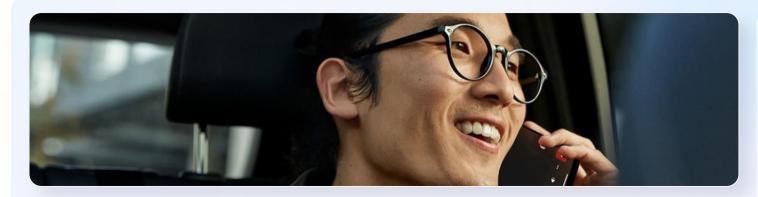
Microsoft AI solutions

Copilot for Microsoft 365

Microsoft Copilot

Copilot Studio

KPI – Customer satisfaction score (NPS)



NPS is a commonly used metric in IT that indicates how satisfied employees are with IT services. Microsoft Copilot can improve customer satisfaction by providing real-time AI assistance for faster issue resolution, generating personalized email responses, analyzing customer feedback, and allowing agents to focus on delivering high-quality service.

How Microsoft Copilot can help improve NPS

Incorporate feedback

- Rapidly analyze customer feedback
- Quickly create recommendations
- Swiftly update scripts and processes
- Create communications to socialize the changes

Enhance customer loyalty

- Better understand customers
- Pasalya issues on the first call



Roles

Service Desk Manager

Customer Service Manager

Customer Service Agent



Microsoft AI solutions

Copilot for Microsoft 365

Copilot Studio

Copilot for Service

KPI – Product adoption rate



Product adoption rate is the percentage of users who have adopted a new app over time. This metric helps you to see if you are meeting employee needs and if your onboarding process is assisting the users in discovering and getting value from your product. This metric can be calculated as new active users/total users over some period.

How Microsoft Copilot can help improve the product adoption rate

Create onboarding materials

- Use Copilot to draft training guides
- Use Copilot to enhance employee handbooks
- Generate news and announcements

Respond to user inquiries

- Respond quickly to emails
- Gets answers fast by searching internal sites and documents
- Custom Support Chatbots (Built with Copilot Studio)



Roles

Product Manager
Support Agent
Success Specialist



Microsoft AI solutions

Copilot for Microsoft 365
Microsoft Copilot
Microsoft Copilot Studio

KPI – Usage rate



Usage rate is a metric used to measure the total number of unique users who interacted with an application over a specific period. It is often calculated for a day, week, or month. A high usage rate indicated high engagement and measure usage over time can be used for to determine user retention. This metric can be calculated as the number of unique users in a given time period.

How Microsoft Copilot can help improve app usage rates

Create onboarding materials

- Use Copilot to draft training guides
- Use Copilot to enhance employee handbooks
- Generate news and announcements

Product feedback and updates

- Draft employee surveys focused on the value of resources utilized and ideas for updates
- Research ideas for product improvements
- Manage update processes



Roles

Product Manager Support Specialist



Microsoft AI solutions

Copilot for Microsoft 365

KPI – IT budget variance



Budget variance refers to the differences between the figures you projected in your budget and your business's actual performance. A favorable variance would mean you spent less than the allocated budget. This metric can be calculated as the actual spend minus the budgeted spend.

How Microsoft Copilot can help improve budget variance

Create internal feedback loop to identify cost saving areas

- Draft employee surveys focused on the value of resources utilized and ideas for cost savings
- Analyze surveys to gain valuable insights into what makes employees happy or areas that need improvement within the organization

Improve employee efficiency and productivity

- Have Copilot assist with emails and document drafts
- Save time on administrative activities such as generating meeting notes and follow up items



Roles

Product Manager

IT Director

CFO

Finance Analyst

Procurement Specialist



Microsoft AI solutions

Copilot for Microsoft 365

Copilot for Finance

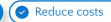


Available with: Microsoft Copilot

Scenario level:

Start

KPIs impacted





Value benefit



Employee experience

1. Research

Use Microsoft Copilot to stay up-to-date with the latest technologies and best practices through continued learning.



Copilot1

Sample Prompt: I want to learn more about how to implement [tool, service]. Provide a high-level outline with guidance on how to implement, best practice set ups, how to get leader buy-in, etc.

2. Create IT documentation

Use Copilot to create and update documentation for IT processes, configurations, and troubleshooting guides.



Copilot¹

Sample Prompt: Create a 2-page document detailing the architecture of [system] in non-technical language. Be sure to incorporate key features, technologies, and a process diagram.

3. User training

When you choose to implement a new service or product to your organization, use Copilot to streamline the user training process.



Copilot1

Sample Prompt: I am training new users on our [software, system, tool]. Create an outline for a 30-minute training including key concepts, demos, and best practices.

6. Code review

Ask Copilot to help fix issues that arise from a code review.



Copilot1

Sample Prompt: **Rewrite this code** so that it will no longer have an error when the user picks an invalid product type. Also add comments and provide a summary of what it does: <code>

5. Backup and recovery

Copilot can help you create scripts to automate backup and recovery processes.



Copilot1

Sample Prompt: Provide an example of a PowerShell script that takes daily snapshot backups of Azure Storage volumes, organizes logically, and removes snapshots older than 30 days for compliance.

4. IT inventory management

Use Copilot to help provide best practices on how manage IT inventory.



Copilot1

Sample Prompt: **Outline the key information** needed for an IT asset inventory system and some suggestions for how to maintain these logs.



¹Access Copilot at copilot.microsoft.com or the Microsoft Copilot mobile app and set toggle to "Web".

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Value benefit





1. Summarize requirements and data

Leverage Microsoft Copilot to summarize all requirements and related data to build the framework for the project.



Copilot²

Sample Prompt: Clearly outline [project name]'s purpose, goals, and deliverables based on documents, chats, and emails that mention it.

2. Discuss the plan

Meet with the team to discuss the project plan and use Copilot in Teams to summarize the meeting, with action items.



Copilot in Teams

Sample Prompt: Summarize the meeting and list the action items discussed and their status.

Try in Copilot Lab: Summarize meetings and videos

3. Brainstorm risks

Use Copilot in Whiteboard to capture a list of possible risks and categorize all the items at the end of the session.



Copilot in Whiteboard

Sample Prompt: Categorize notes in view.

6. Revise support procedures

After the project is completed, use Copilot in Word to revise procedures and change management documents for support teams and admins.



Copilot in Word

Sample Prompt: Revise this draft to sound more professional but easy to comprehend for a wide employee audience.

Try in Copilot Lab: Improve this document

5. Create an executive update

Use Copilot in PowerPoint to create a presentation based on the project plan to brief the CIO on the project status and results.



Copilot in PowerPoint

Sample Prompt: Create an executive presentation from [Project Plan.docx].

Try in Copilot Lab: Create presentations

4. Track progress

Use Copilot in Teams to produce channel activity summaries each morning to stay up to date.



Copilot in Teams

Sample Prompt: Summarize all communication across Teams chats and share the latest project activity.





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Copilot for Microsoft 365

KPIs impacted



Value benefit



Employee experience

1. Gather business requirements

Use Microsoft Copilot to aggregate multiple threads of conversations and create a holistic view of all essential business requirements for the new solution.



Copilot²

Sample Prompt: Summarize my conversations about [project name].

2. Research solutions

Quickly and accurately compare available solutions in market using Copilot.



Copilot¹

Sample Prompt: Prepare a summary of information gathered from [website].

3. Create a build vs. buy analysis

Use Copilot in Excel to organize quotes from vendors and build a variance analysis.



Copilot in Excel

Sample Prompt: Add a column showing the deviation from the lowest number in the total cost column.

Try in Copilot Lab: Get column ideas

6. Create launch communication

Use Copilot in Outlook to easily draft an email announcing the new solution and thank contributors.



Copilot in Outlook

Action: Use Coaching by Copilot to ensure that it is clear, concise, and impactful and provide coaching

5. Create a comparison chart

Use Copilot to create a comparison chart across all the vendor proposals you received.



Copilot²

Sample Prompt: Create a comparison chart with each company's proposal, with the company at the top of each column, and rows that compare cost, services provided, and timeline.

4. Create solution RFP

Draft RFP to the selected vendors using Copilot in Word, pulling in information from your emails, meeting notes, and presentations.



Copilot in Word

Sample Prompt: Draft a "request for proposal" using the attached files as reference: [email], [meeting recap[, [presentation].



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Value benefit





1. Adoption plan

Write a proposal with an adoption plan of a new product for the organization.



Copilot in Word

Sample Prompt: **Write a proposal** to my leadership with a request for them to approve the proposed adoption plan for "Viva Goals."

Try in Copilot Lab: Summarize decision-maker info

6. Training collection

Suggest a list of training materials to users for them to upskill on a new product that is recommended or assigned to users in Viva learning.



Copilot in Viva Learning

Sample Prompt: Create a **learning collection** about "Viva Goals."

2. Sign offs

Request sign-offs from leadership on adoption plan.



Copilot in Outlook

Sample Prompt: Draft an email to request sign-off for the "Viva Goals" Adoption Plan.

5. Readiness assets

Create a FAQ list about a product so users can leverage these learnings.



Copilot in Word

Sample Prompt: Create a set of FAQs about "Viva Goals" that an end user who is new to using "Viva Goals" would find helpful.

Try in Copilot Lab: Create an FAO document

3. Compliance

Consider required compliance tasks when rolling out a new product.



Copilot in Loop

Sample Prompt: **Create a list** of general compliance tasks to do when rolling out a new product.

Try in Copilot Lab: Create a list

4. Scenario library

Help users onboard to a product with a list of suggested hero scenarios, best practices, and prompts.



Copilot1

Sample Prompt: **Create a list** of hero scenarios and suggested prompts for "HR" professionals my organization to use Copilot in "Viva Goals."



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Copilot for Microsoft 365









Value benefit



Employee experience

1. Find upcoming features

Use Copilot to quickly find out the upcoming features for Microsoft 365.



Copilot²

Sample Prompt: Pull a list of **Microsoft 365 features coming** in the next 90 days.

2. Draft a post

Create an awareness communication post for end users on a new feature.



Copilot in Viva Engage

Sample Prompt: Draft a post about the **upcoming feature** [whiteboard customizable templates].

Try in Copilot Lab: Draft a post

3. Share news

Update users on service heath issues or new features with SharePoint News.



Copilot in SharePoint

Sample Prompt: **Format this text** for a SharePoint news post.

6. Themes

Review user feedback for themes when opening the forms results in Excel.



Copilot in Excel

Sample Prompt: Show insights about the data.

Try in Copilot Lab: Find insights

5. Feedback

Capture user feedback to understand their journey and satisfaction with Microsoft 365.



Copilot in Forms

Sample Prompt: **Create a survey** to capture feedback from users in my organization on Microsoft 365 products.

Try in Copilot Lab: Create an employee feedback survey

4. Tips and tricks

Use Copilot to brainstorm tips and tricks to share weekly updates with the organization to drive engaged users.



Copilot²

Sample Prompt: Create "10" **best practice tips** for end users of Microsoft 365 products.



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Value benefit



1. Define the opportunity and impact

Use Copilot to identify major opportunities in the enterprise and leverage market research as inputs to the product strategy.



Copilot1

Sample Prompt: "I am product manager working for a big tech firm in data and analytics. Please find the top opportunities in this area for an Enterprise. Our work encompasses 5 key activities [list]."

6. Create OKRs

Draft Objectives and Key Results (OKRs) based on the updated product strategy using Copilot.



Copilot²

Sample Prompt: Create OKRs (objectives and key results) for a product management team from this product strategy document /strategy.docx.

2. Obtain customer feedback

Synthesize customer insights and feedback to provide insight into user experiences and highlights areas of opportunity.



Copilot²

Sample Prompt: Catch me up on the emails from X customer. Summarize the customer's feedback.

Try in Copilot Lab: What's new

5. Collaborate with team

Solicit input from product leads to finalize the strategy document.



Copilot in Loop

Sample Prompt: **Generate a list of guestions** to ask product managers as they review a product strategy document.

Try in Copilot Lab: Create a list

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3. Gain technical input

Meet with senior engineers to discuss the technical direction of the product as an input to the product strategy document.



Copilot in Teams

Sample Prompt: Summarize this meeting and provide an outline of our product strategy's technical considerations based on this discussion.

Try in Copilot Lab: Summarize meetings and videos

4. Draft a product strategy document

Use Copilot to write a product strategy document that incorporates product vision, customer feedback, existing product documents, and market analysis.



Copilot²

Sample Prompt: I am a Product Manager supporting the information technology organization. Create a persuasive and visionary product strategy document in paragraph form using [doc1.docx] as a template. Reference [file1.pptx] and [doc2.docx].



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Value benefit



1. Summarize an urgent email thread

Your day begins with a high priority email thread about a network outage in your region. You need to quickly get up to speed and send a communication email to users.



Copilot in Outlook

Sample Prompt: **Select "Summarize"** to efficiently review the email for scope of impact and next steps.

6. Post a message in Viva Engage

To ensure users are notified and to support Q&A, create a short message that can be posted in the subsidiary building's Viva Engage community.



Copilot in Word

Sample Prompt: Please summarize this report about a network outage that will be posted as a discussion post in Viva Engage to affected users. Do not exceed 1500 characters

Try in Copilot Lab: Summarize this doc

2. Pinpoint detail from meeting

After a similar network outage, the team debriefed via a case study. Review the meeting summary to locate details associated with the outage that will assist with your email.



Copilot in Teams

Action: In Meeting Recap, review meeting topics to quickly locate the relevant details as you draft your user communications email.

Try in Copilot Lab: Summarize meetings and videos

5. Translate the email into French

The communication email needs to be translated into French for the Canadian subsidiary stakeholders.



Copilot²

Sample Prompt: The attached email is a communication to users about a recent network outage. Please translate the language from English to French. [email.eml].

Try in Copilot Lab: Translate it

3. Source IT support questions

Brainstorm support questions and answers that are relevant to the network outage to be referenced in the user communications email.



Copilot in Loop

Sample Prompt: Create a list of information technology user support frequently asked questions for a network outage [insert supporting details].

Try in Copilot Lab: Create a list

4. Draft email to users in your region

Write an email to users in the affected region and include a link to the FAO.



Copilot in Outlook

Sample Prompt: I am a Field IT Manager sending an email about a network outage to the local leadership team. Based on [insert details + summary in Outlook from Step #1], follow the structure: description / impact, timing of next update, and contact.



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Copilot for Microsoft 365

KPIs impacted



Value benefit





1. Prepare for the day

At the start of the day, catch up on urgent emails and messages. You discover code on a switch needs to be upgraded.



Copilot²

Sample Prompt: Summarize my emails and messages from past 24 hours which are important, categorized by emails and messages and messages where I was mentioned this week.

Try in Copilot Lab: What's new

2. Find the details in your email

You drill into the request details from your stakeholder on the switch upgrade.



Copilot in Outlook

Sample Prompt: **Select "Summarize"** to distill the long email thread for details on the ask.

۹j

Copilot in Teams

Action: In Meeting Recap, review meeting topics to quickly locate the relevant details.

3. Pinpoint detail from meeting

Information Technology Manager in your region, so you

need review the discussion to quickly get up to speed.

The email references a meeting with a Field

Try in Copilot Lab: Summarize meetings and videos

6. Approve the upgrade

Create a change request in the change management system and seek approval so the change can be executed.



Copilot²

Sample Prompt: **Find all messages with change approvals** to locate the correct Teams group chat to send the approval link.

5. Generate script to upgrade switch

You need to now write the Ansible script for upgrading code on the Cisco switch.



Copilot¹

Sample Prompt: I am a network engineer for an information technology organization. **Please provide Ansible script** for upgrading code on a Cisco switch.

4. Inform stakeholders

To prepare for the upgrade, notify stakeholders to minimize unexpected disruption while the network is being upgraded.



Copilot in Outlook

Sample Prompt: In Draft with Copilot – draft an email to stakeholders notifying them of the upcoming upgrade. [Insert your draft communication email]. Tone = Neutral and Length = Short.



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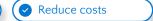
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Build

KPIs impacted











1. Create a chatbot

Create a custom copilot bot by describing what you want it to do, including instructions, including triggers, knowledge to pull answers from including links and support documentation, and actions such as creating a helpdesk ticket.



Copilot Studio

Activity: Create an agent in Copilot Studios by describing what you want it to do, and adding resources and actions for it to take, and triggers for different flows.

6. Reporting

Use Copilot in Word to help draft a report on employee help topics to determine potential improvements.



Copilot in Word

Sample Prompt: **Draft a report** showing trends in employee help topics to help us understand where the most complaints are centered so we can improve these processes or offerings.

2. Add internal policies

Add internal help policies for your Copilot bot to use when answering questions.



Copilot Studio

Activity: Add a link to an internal troubleshooting document Trigger, and add a description "return" answers about troubleshooting connection issues."

5. Update support documentation

Leveraging the feedback collected, use Copilot in Word to update employee resources and knowledge bases.



Copilot in Word

Sample Prompt: Compare this support document with the feedback document and recommend any updates or changes needed to address the feedback collected in the support document.

3. Ticket status

Allow users to check the status on helpdesk tickets they have raised.

Copilot for Microsoft 365 and Copilot Studio



Copilot Studio

Activity: Add a trigger to connect with your helpdesk ticketing tool "return answers on current tickets for this user". Make responses more personalized under Topics in Adaptive Card.

4. Connect to a human

Allow to transfer a conversion to an agent if Copilot cannot solve.



Copilot Studio

Activity: Add "transfer conversation" to an agent in Topics.

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Value benefit





1. Conduct research

Research emerging technology and market trends from the web.



Copilot

Sample Prompt: Create a summary of the latest trends and technology for "collaboration" and the tools that are be used.

2. Define strategy

Create a strategy document for how IT initiatives support business goals.



Copilot in Word

Sample Prompt: From this market research [include step 1 prompt as reference], draft a strategy document for how an IT initiative for "collaboration" can support business goals in my organization.

3. Business alignment

Align stakeholders across the organization on the technology strategy.



Copilot in Outlook

Sample Prompt: Draft a message to ask all stakeholders to review the technology strategy document and leave comments.

6. Plan

Plan projects, work items, and goals to support the key initiatives in the technology strategy document.



Copilot in Loop

Sample Prompt: Set up a page based on [a loop template] and make it for "work items to support technology strategy"

5. Announce

Share the product strategy and OKRs with the organization.



Copilot in Viva Engage

Sample Prompt: Help me write a post to announce the publishing of the technology strategy documentation and OKRs to my organization.

4. OKRs

Draft Objectives and Key Results (OKRs) based on the technology strategy document.



Copilot in Viva Goals

Sample Prompt: Create OKRs from a document [Strategy document.docx]

¹Access Copilot at <u>copilot.microsoft.com</u> or the Microsoft Copilot mobile app and set toggle to "Web".

²Access Copilot at copilot.microsoft.com, the Microsoft Copilot mobile app, or the Copilot app in Teams, and set toggle to "Work".

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Value benefit





1. Summarize escalation emails

You receive a string of messages that an application is failing to install on a device with a particular error code, but the user mentions that other colleagues can run the application with no issue.



Copilot in Outlook

Action: Summarize this email thread.

2. Analyze device information

Launch the "Explore with Copilot" and then launch "Summarize this device" to analyze hardware details, core apps, and group membership information for the device.



Copilot in Intune

Sample Prompt: Launch "Explore with Copilot" in Intune Summarize this device < Device Name>

3. Analyze applications

Copilot for Microsoft 365 and Copilot for Security

Confirm the installation status of applications on this device.



Copilot in Intune

Sample Prompt: Show apps on this device

6. Follow up

Follow up with the Helpdesk team to share the remediation plan and confirm the issue has been fixed.



Copilot in Intune

Sample Prompt: Summarize steps taking for remediation in an email back to the Helpdesk team, confirming that the issue is now fixed.

5. Compare device

Use the compare feature to quickly understand the difference between this device and a healthy device. Copilot finds that there is one less policy targeted towards the healthy device which is linked to the App. The IT Admin targets the policy to the unhealthy device to remediate.



Copilot in Intune

Sample Prompt: Compare this device with another healthy device < Device Name>.

4. Analyze error code

Get a summary of what the Error Code means in this instance.



Copilot in Intune

Sample Prompt: Analyze Error Code < Error Code >.

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Copilot for Microsoft 365 (with Copilot Studio plug-ins)

a Launch

Manager

Infrastructure

Benefits



Areas of investment: Analysis



★ Managing additional projects

8:00 am

Jeff begins his day wanting to get caught up on a few meetings. He asks Microsoft Copilot² to provide a list of open issues assigned to him from Jira using plugins built in Copilot Studio.



Copilot² +Copilot Studio

Sample Prompt: **Summarize meeting** notes and actions from meetings recorded yesterday and call out any specific actions called out.

9:30 am

He later has a regular 1:1 with a business stakeholder and wants to prep for the meeting. He uses Copilot to summarize key topics from email, Teams, and various documents.



Copilot²

Sample Prompt: Summarize the emails, Teams messages, and documents and be sure to list all asks and actions that need to be discussed or closed out.

10:00 am

Jeff is working on a proposal for a launch process. He received a deck on the proposal but wants to share a whitepaper with stakeholders. He uses Copilot in Word to draft the whitepaper from the deck.



Copilot in Word

Sample Prompt: **Generate whitepaper** from PowerPoint with the following key headings and be clear on next steps and schedule.

4:00 pm

After completing his review of the engineering scenarios, he utilizes Copilot in PowerPoint to draft a deck to share with key stakeholders the next week.



Copilot in PowerPoint

Sample Prompt: **Draft PowerPoint deck** with content from the excel and whitepaper.

2:00 pm

Switching gears, Jeff uses Copilot in Excel review and summarize the list of submitted engineering scenarios that have come in across the organization as the final review is next week.



Copilot in Excel

Sample Prompt: Summarize engineering scenarios by key initiative, impact category and financial value in a table.

11:00 am

After creating the whitepaper, Jeff wants some help drafting a mail to his stakeholders to get feedback on the whitepaper so utilizes Copilot in Outlook.



Copilot in Outlook

Sample Prompt: **Draft an email to my stakeholders** with this content ensuring it is clear and actionable on next steps.

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Will

is an IT

Contoso

Administrator at

Benefits

____ -1 hour per week

Areas of investment: Learning applications



★ Reducing alerts

7:30 am

Will arrives at the office and prompts Microsoft Copilot to check his emails and chats for any urgent issues. He uses Copilot in Outlook to draft replies confirming resolution for each issue.



Copilot²



Copilot in Outlook

Sample Prompt: Summarize any incidents that have been reported last night from my email and chat messages.

8:00 am

He attends the daily standup to discuss priorities for the day. During the meeting, Will uses Copilot in Teams to check for unanswered questions.



Copilot in Teams

Sample Prompt: Tell me if there are any unanswered questions and make some suggestions for questions that should be asked.

9:00 am

With no system issues to work on now, Will can revise a project plan. He commands Copilot in Word to fill in some missing sections.



Copilot in Word

Sample Prompt: Create a_paragraph on system setting changes from the [Fabrikam system upgrade documentation[.

4:00 pm

At the end of the day Will has some time to research new devices for the next laptop upgrade. He prompts Copilot to produce a report on the best laptops for business users.



Copilot1

Sample Prompt: What are the most popular laptops for enterprise organizations this year?

3:00 pm

Will returns to Teams to catch up on a meeting he missed when he had to troubleshoot a server issue. He checks out the recap and asks for the key points and action items.



Copilot in Teams

Sample Prompt: Summarize this meeting and provide the key points and action items

1:30 pm

Will revises his presentation for a meeting with HR on his recommendations for a new employee experience solution. He uses Copilot to summarize the product webpage and then turns it into a slide.



Copilot¹



Copilot in **PowerPoint**

Sample Prompt: Add a slide based on [copy summary of the web site]

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