



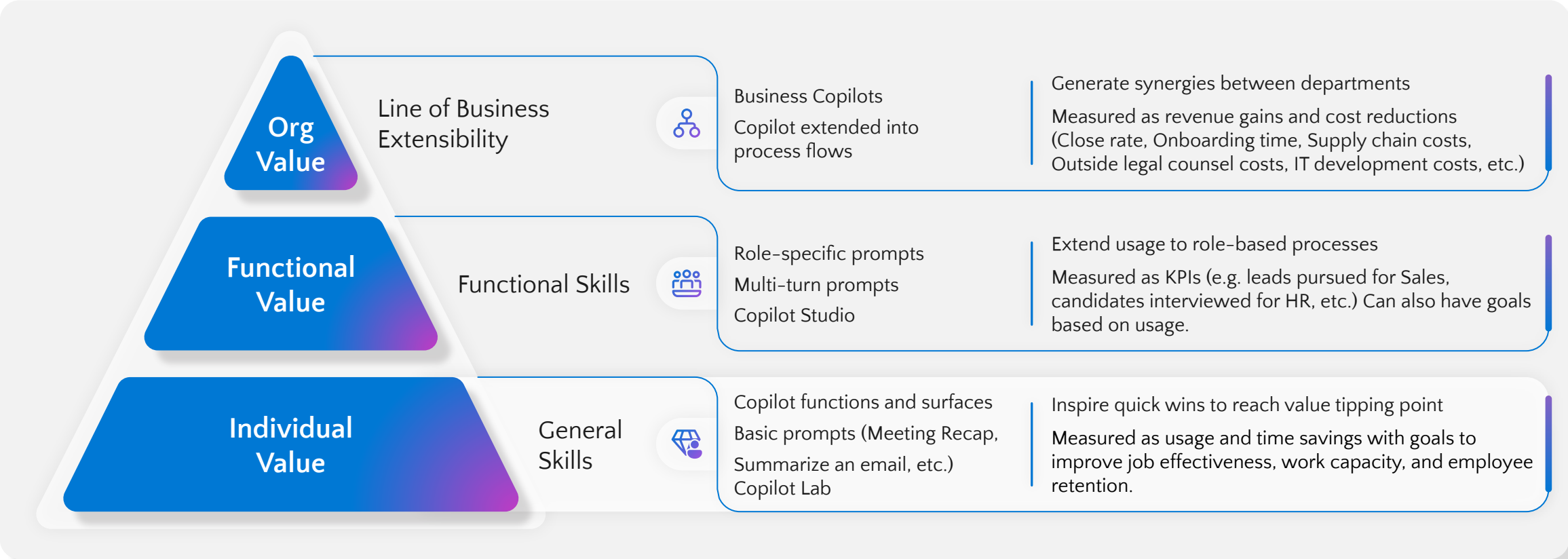
Copilot Scenario Library

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



1

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



2

Summarize an email thread

– get quickly caught up to a long, complex email thread.

→ Click on the Summarize icon



3

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.



4

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



5

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?



6

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



7

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]



8

What did they say ...

– when you vaguely remember someone mentioning a topic, have Copilot do the research.

→ What did person say about topic



9

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 AI

- 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

4

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 AI Studio



Copilot scenarios for IT



Copilot scenarios for IT

Overview and KPIs

KPIs play a crucial role in organizations, providing a compass to navigate toward success. Let's dive into KPIs for IT and how Copilot can assist.

Use case by role

Copilot can simplify the tasks that IT pros perform every day. Look at key use cases and how Copilot can be your AI assistant along the way.

Day in the life

See how real-life IT pros are using Copilot in their day-to-day.

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 Specialist



Network Engineer

Transform IT processes



Capacity management



Change management



Service Desk



Security



Service operations

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.



Service outage response

Copilot helps you work to get your services back up and running and maximize user satisfaction.



IT outsourcing costs

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



Customer Satisfaction

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



Product adoption and usage

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



IT budget variance

Keep your budgets on track by improving employee and process efficiency.



Revenue growth



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
- Resolve 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

Information Technology | General IT prompts (Microsoft Copilot only)



Available with:
Microsoft Copilot

Scenario level: ● ● ●
Start

- KPIs impacted
- ✓ Reduce costs
- ✓ Outage response

- Value benefit
- ✓ Revenue growth
- ✓ Employee experience

1. Research

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



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.



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.



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.



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.



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.



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".

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

The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.

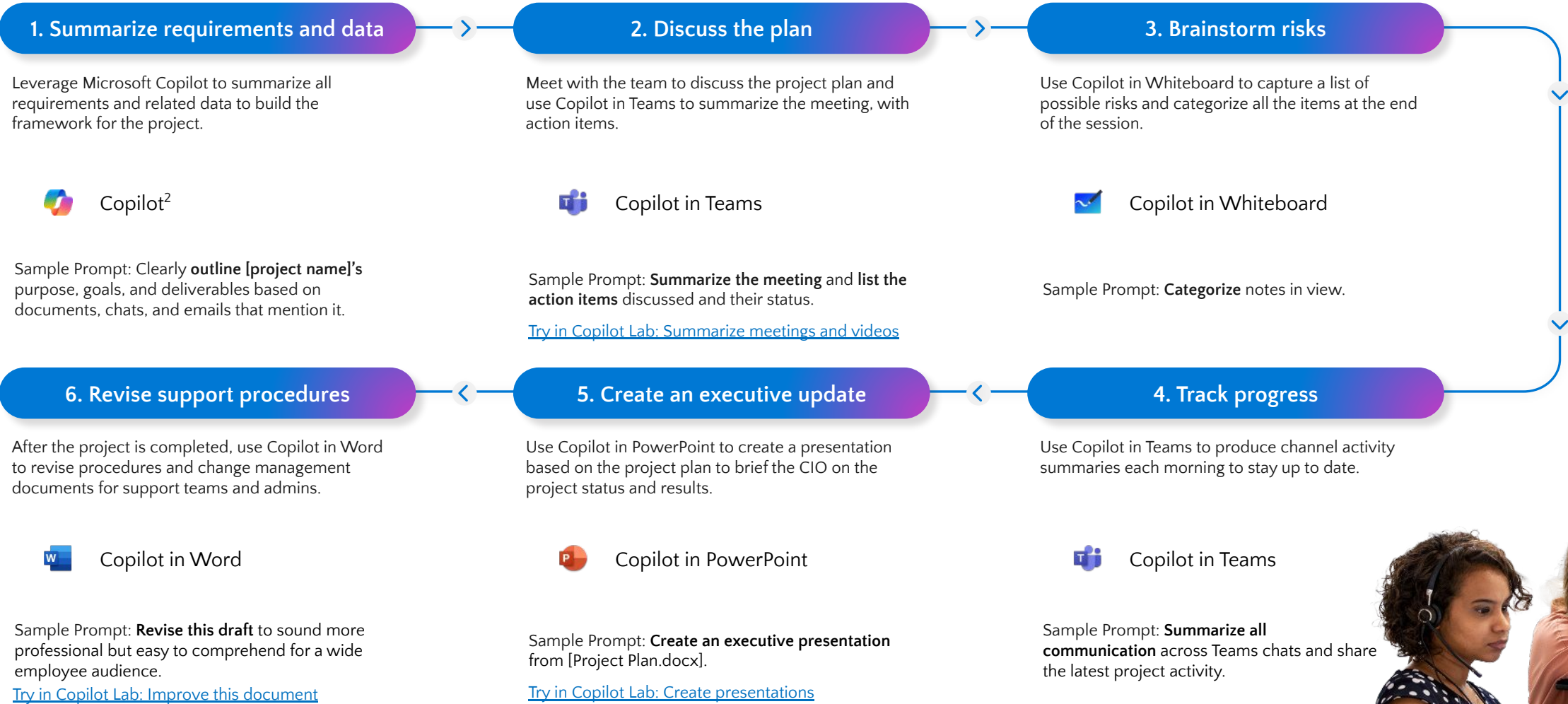
KPIs impacted

✓ Reduce costs

Value benefit

✓ Cost savings

✓ Employee experience



¹Access Copilot at copilot.microsoft.com 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".

The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.





KPIs impacted

✓ Reduce costs

Value benefit

✓ Cost savings

✓ 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.

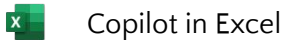


Copilot¹

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 tips.

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

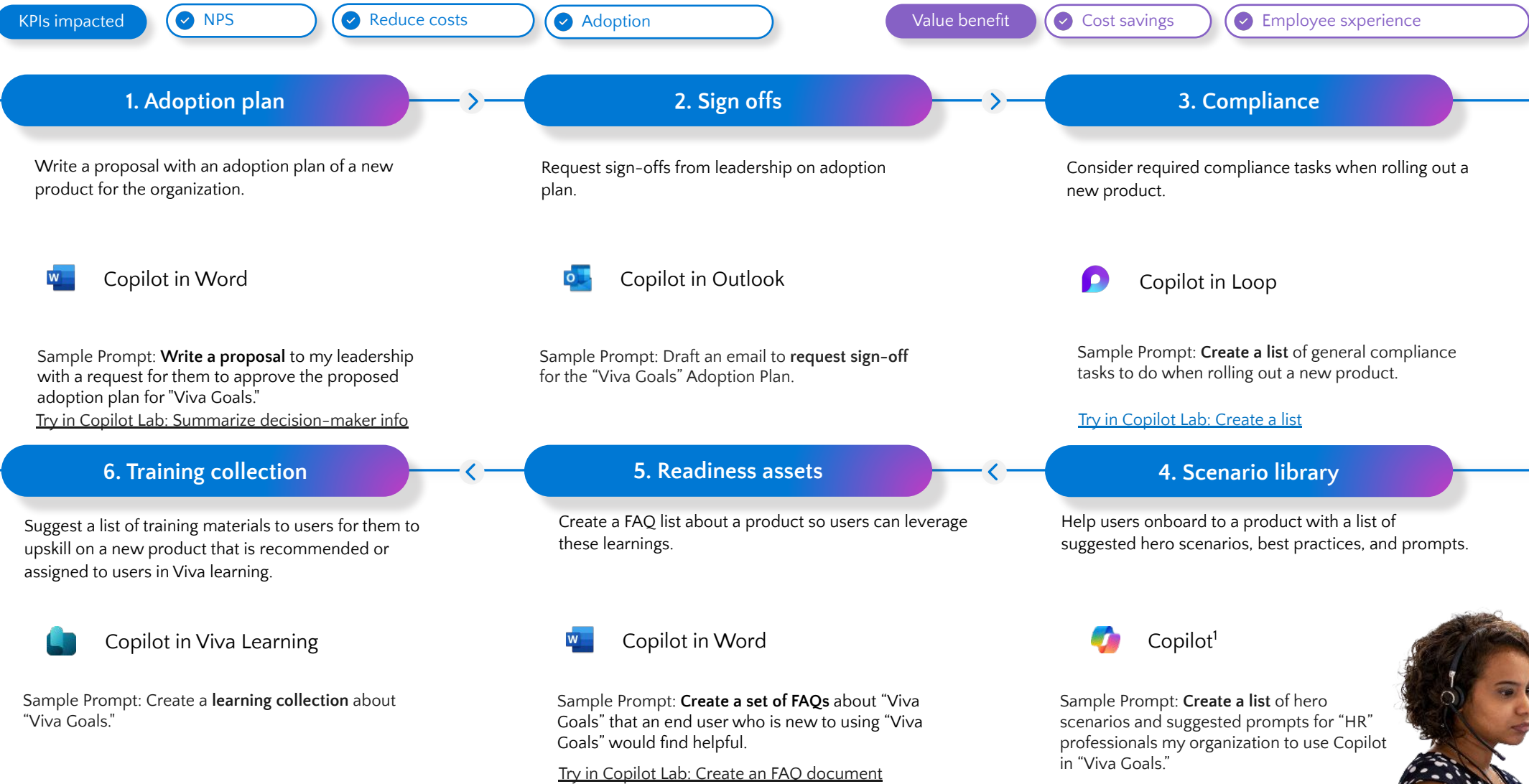
Sample Prompt: **Draft** a "request for proposal" using the attached files as reference: [email], [meeting recap], [presentation].



¹Access Copilot at copilot.microsoft.com 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".

The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.



KPIs impacted

✓

NPS

✓

Reduce costs

✓

Usage

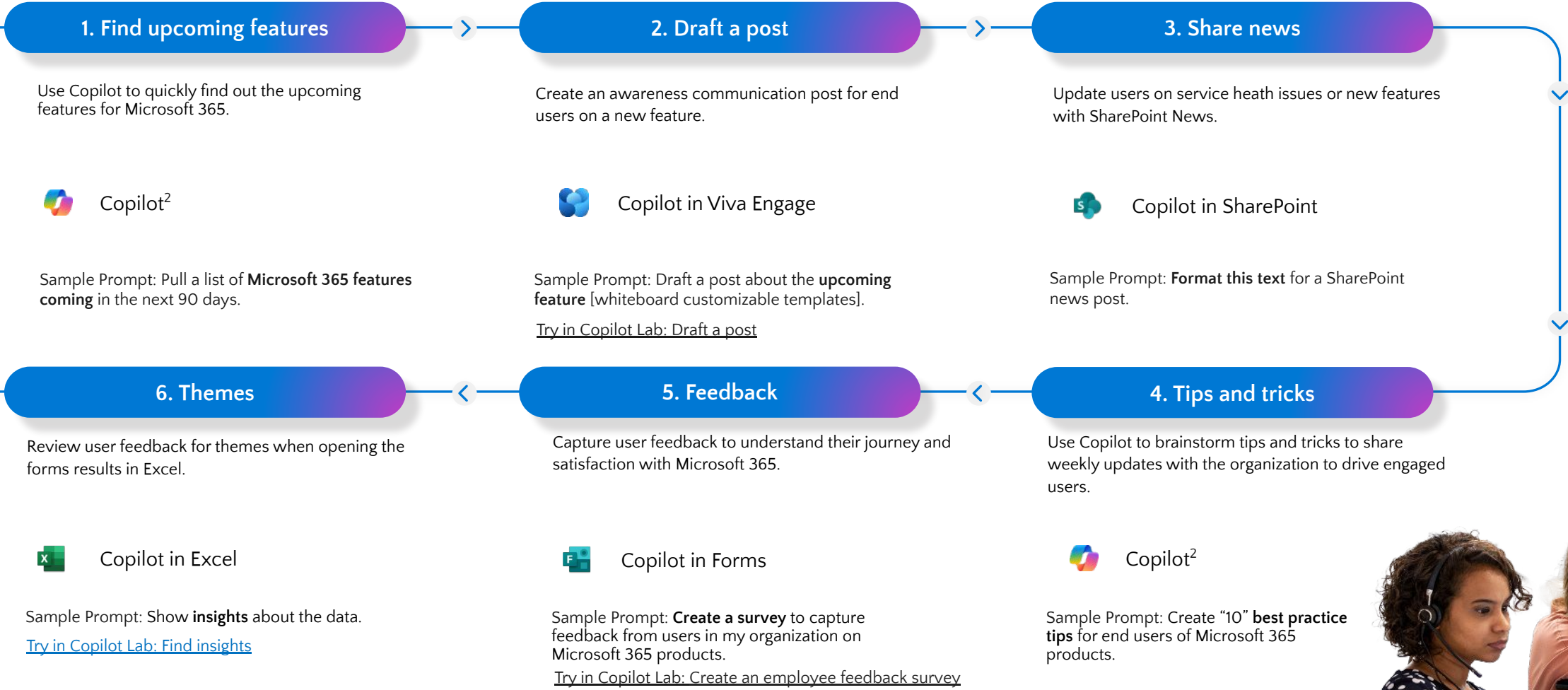
Value benefit

✓

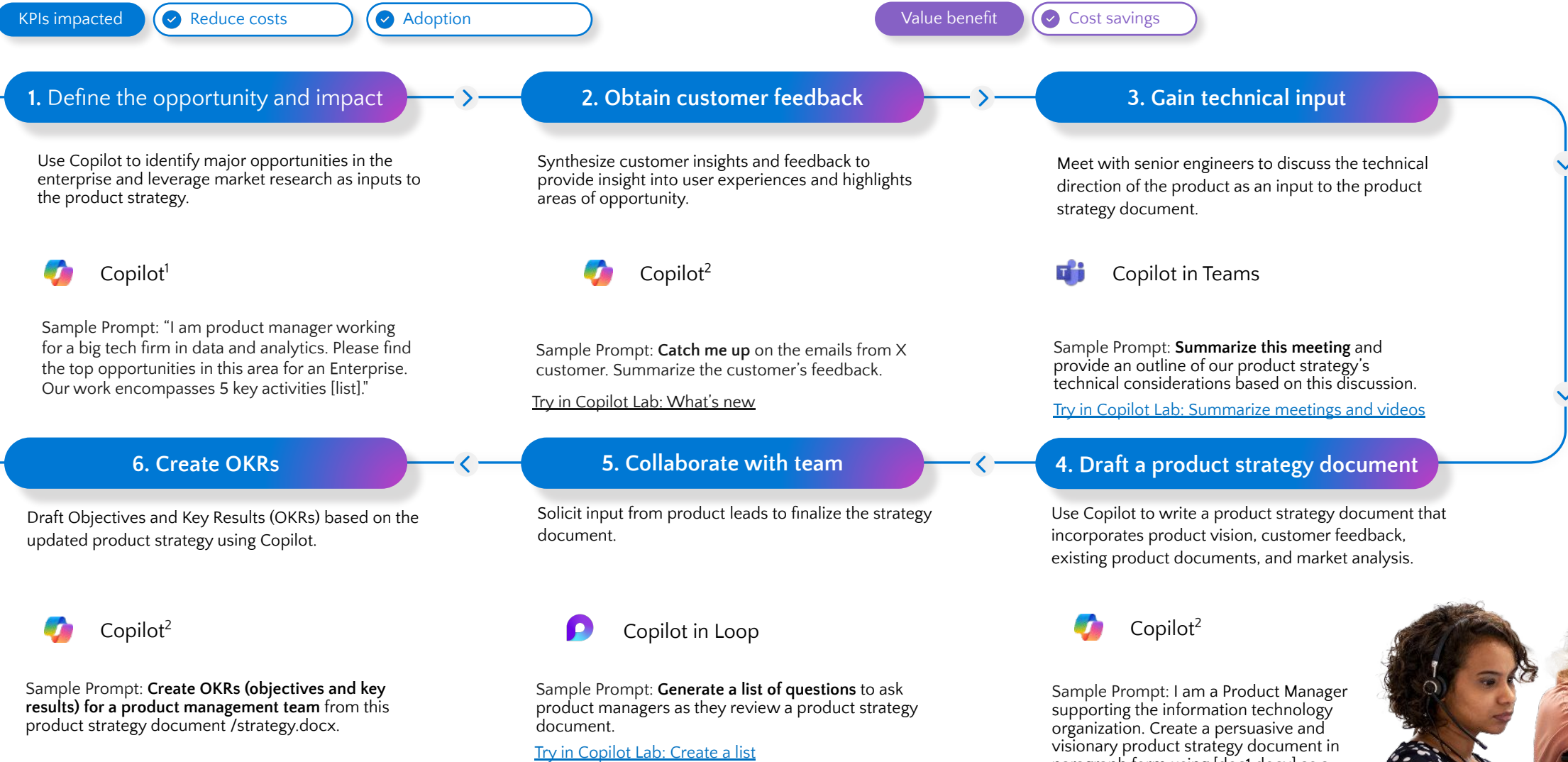
Cost savings

✓

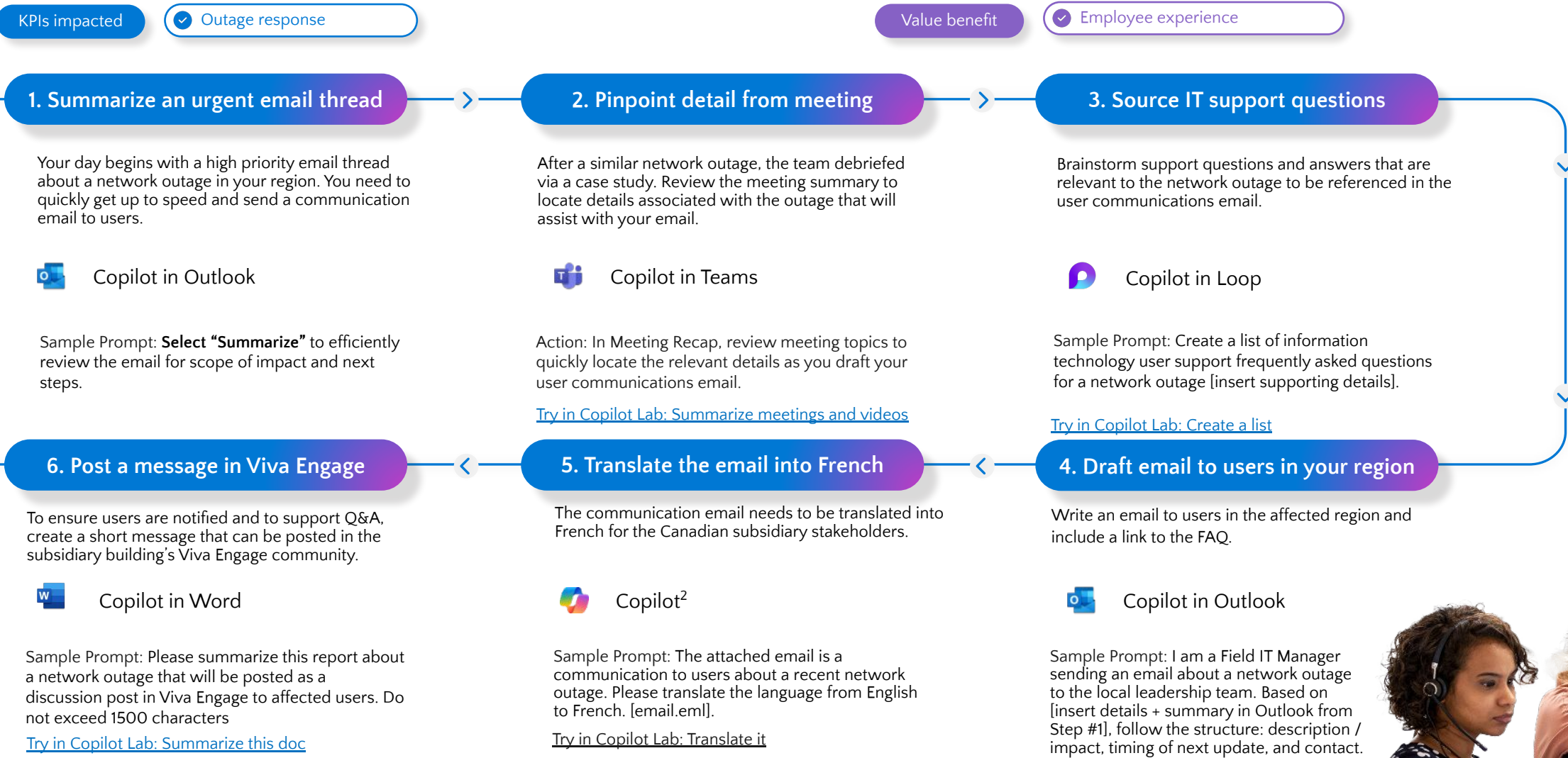
Employee experience



¹Access Copilot at copilot.microsoft.com 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”.
The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization’s business processes, regulatory requirements, and responsible AI principles.



¹Access Copilot at copilot.microsoft.com 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".
The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.



¹Access Copilot at copilot.microsoft.com 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”.
The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization’s business processes, regulatory requirements, and responsible AI principles.

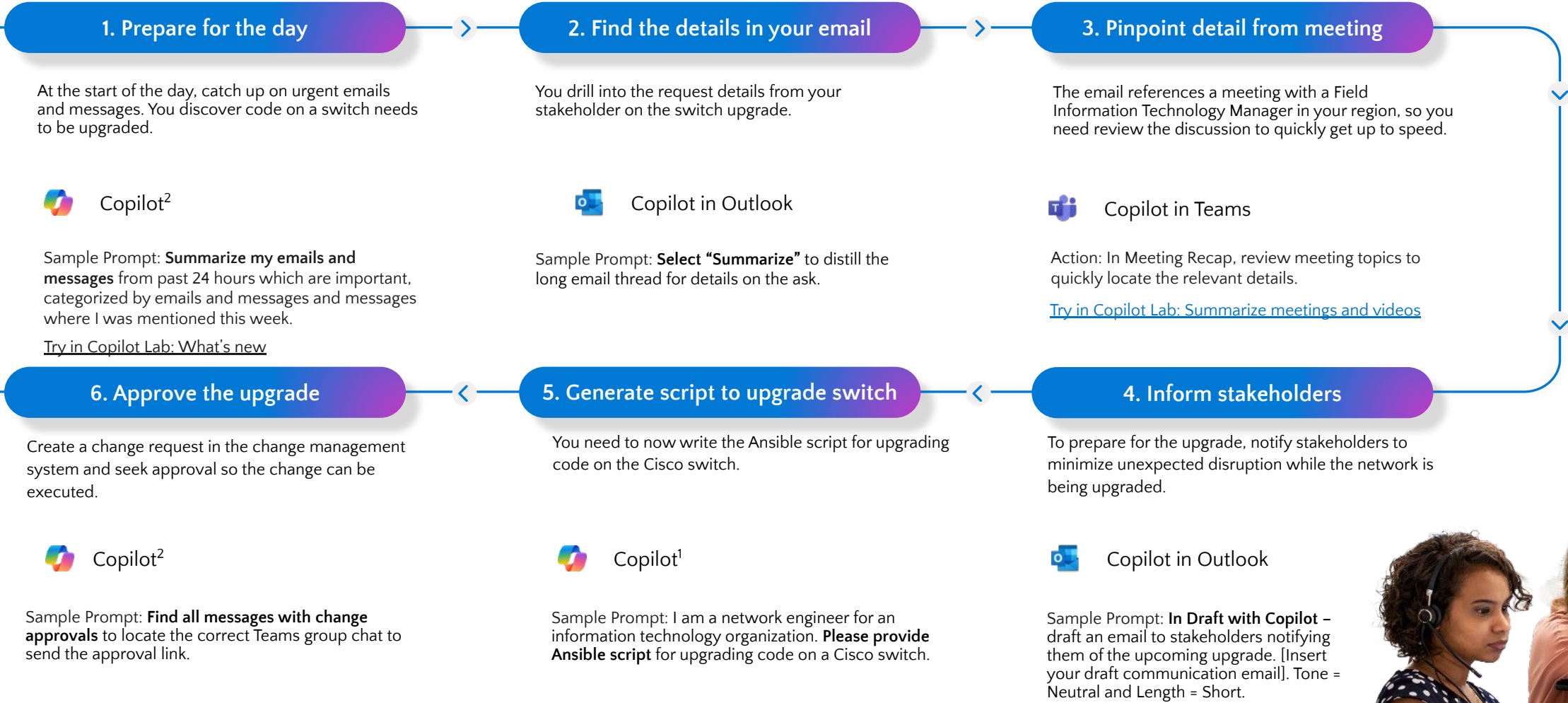
KPIs impacted

✓ Reduce costs

Value benefit

✓ Cost savings

✓ Employee experience



¹Access Copilot at copilot.microsoft.com 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".
The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.

KPIs impacted

✓

NPS

✓

Reduce costs

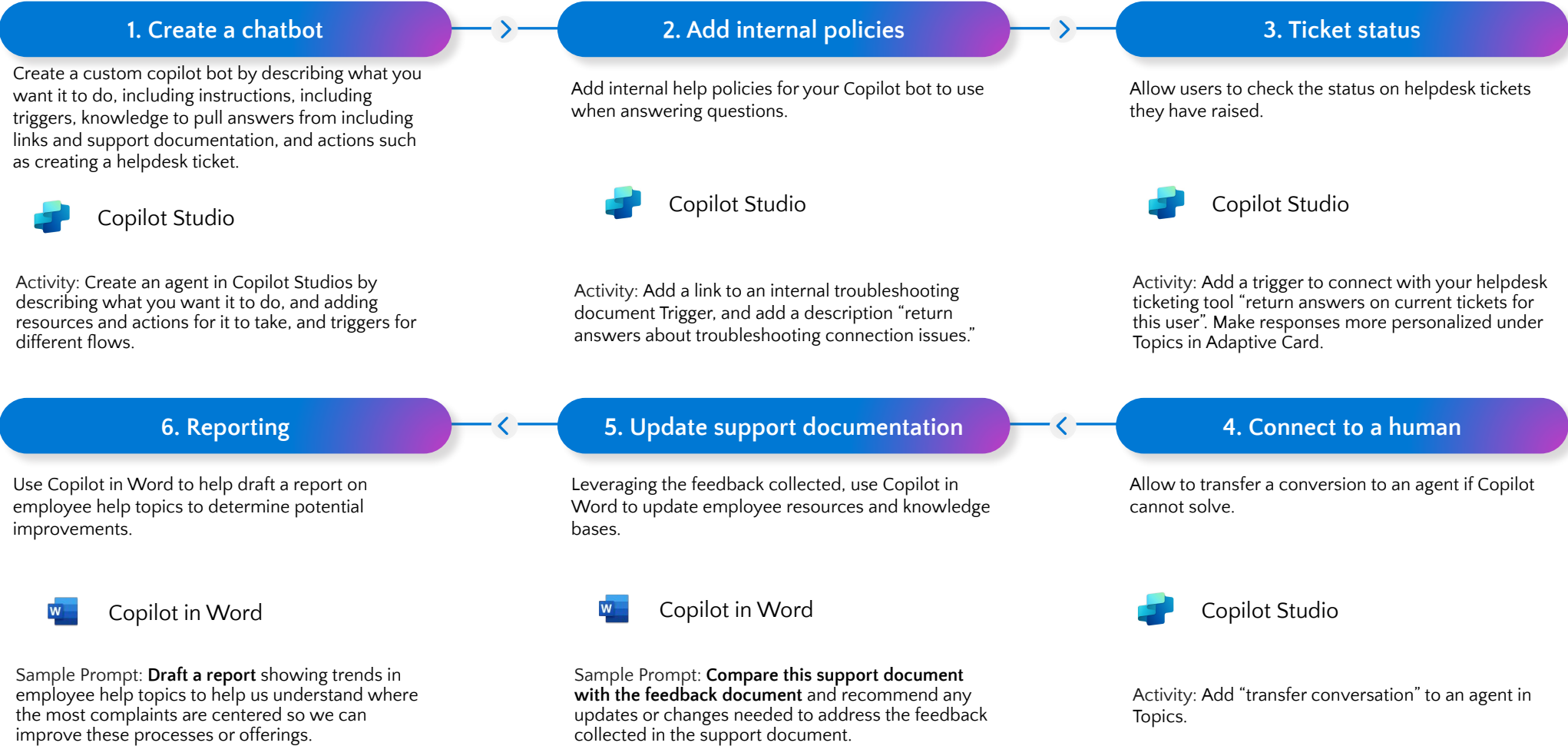
Value benefit

✓

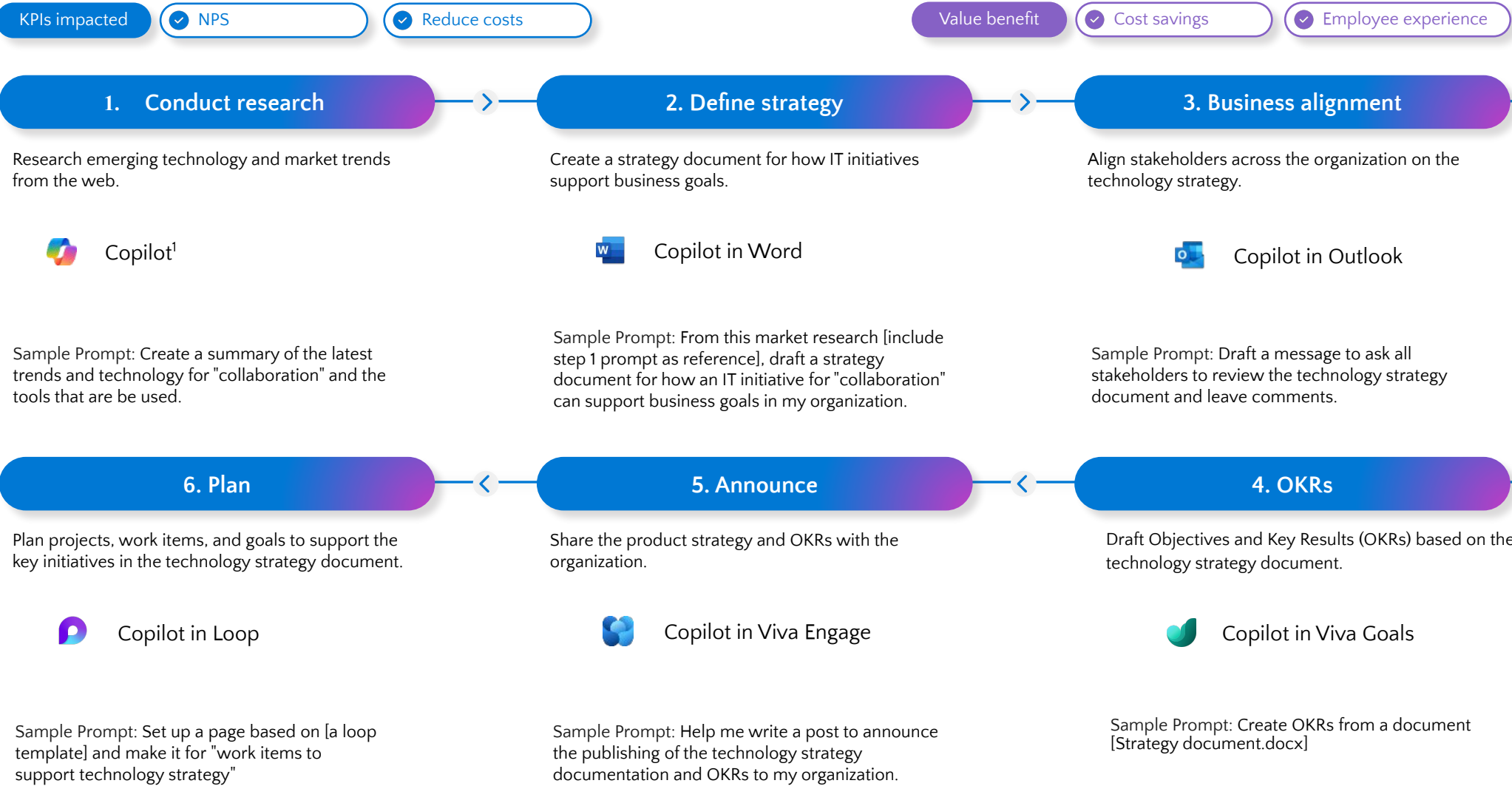
Cost savings

✓

Employee experience



¹Access Copilot at copilot.microsoft.com 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”.
The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization’s business processes, regulatory requirements, and responsible AI principles.



¹Access Copilot at copilot.microsoft.com 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".
The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.

KPIs impacted

✓

 NPS

✓

 Reduce costs

✓

 Adoption

Value benefit

✓

 Cost savings

✓

 Employee experience



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.

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.

3. Analyze applications

Confirm the installation status of applications on this device.

Copilot in Outlook

Action: **Summarize** this email thread.

Copilot in Intune

Sample Prompt: *Launch “Explore with Copilot” in Intune. Summarize this device* <Device Name>

Copilot in Intune

Sample Prompt: **Show apps on this device**



4. Analyze error code

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

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.

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.

Copilot in Intune

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

Copilot in Intune

Sample Prompt: **Analyze Error Code** <Error Code>.



¹Access Copilot at copilot.microsoft.com 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”.
The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization’s business processes, regulatory requirements, and responsible AI principles.

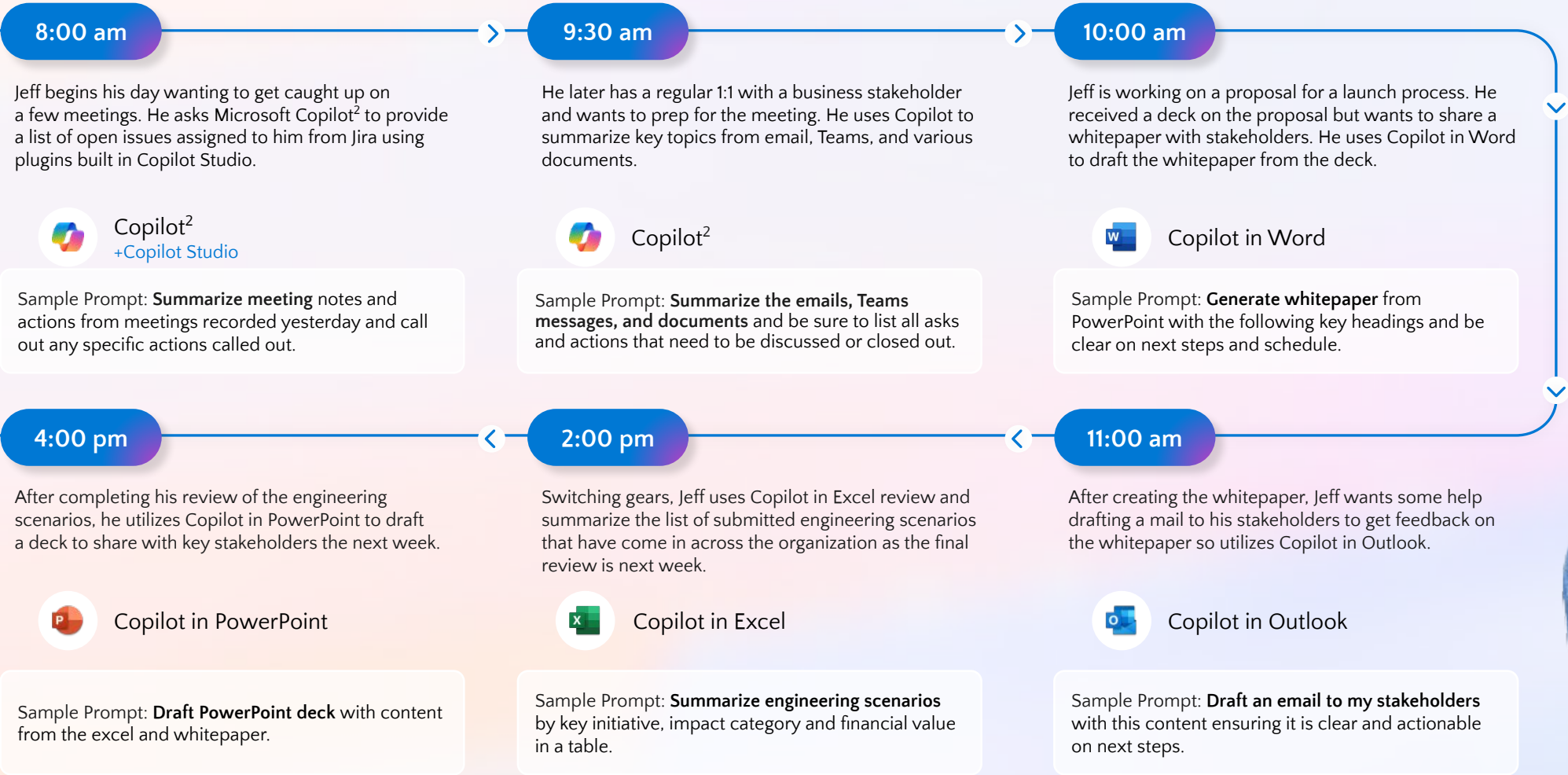
A day in the life of a Launch Infrastructure Manager



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

Scenario level: ● ● ●
Extend

- Benefits
- 1 hour per week
- Areas of investment: Analysis
- Managing additional projects



Jeff
a Launch
Infrastructure
Manager



¹Access Copilot at copilot.microsoft.com 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".
The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.

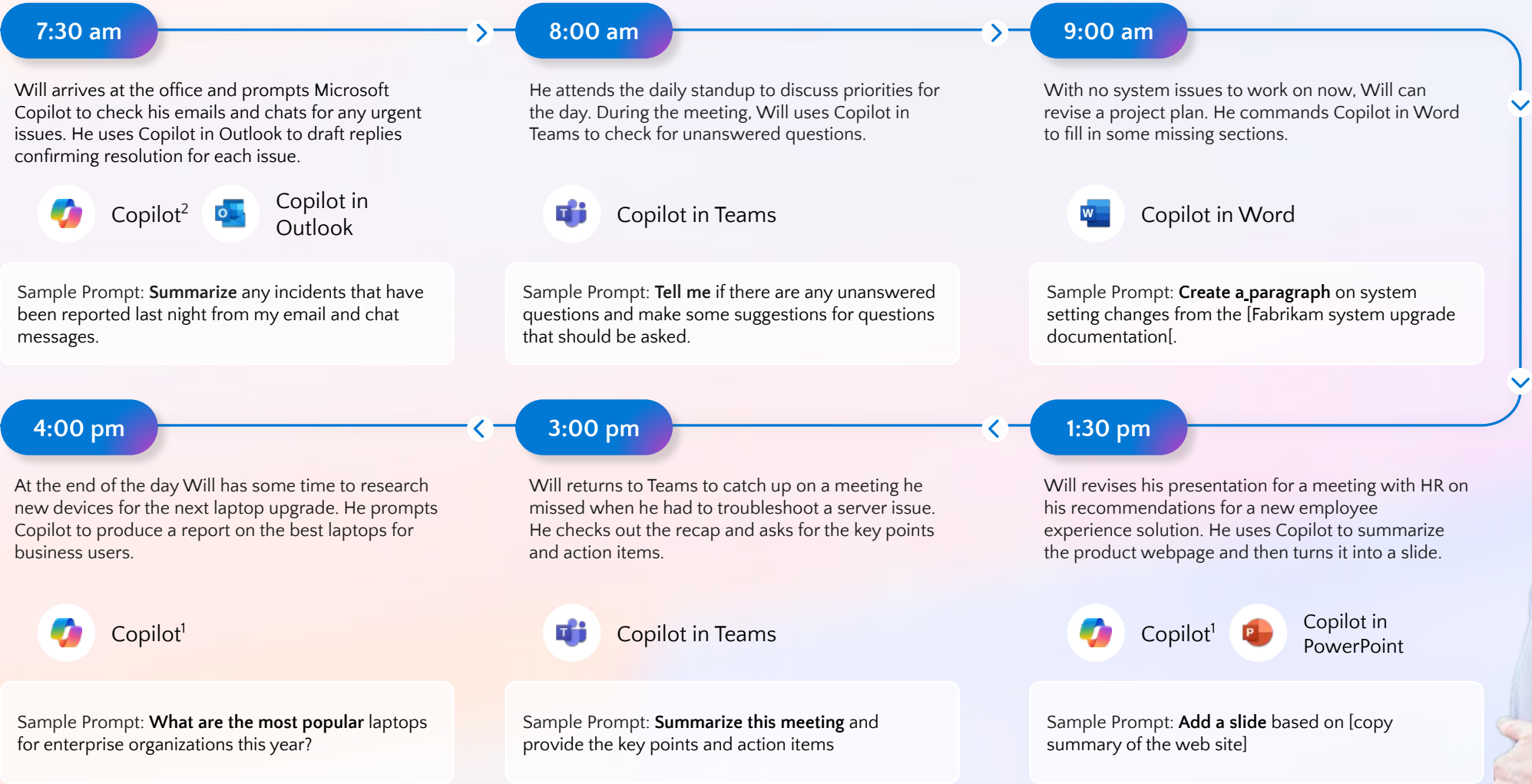
A day in the life of an IT Administrator



Available with:
Copilot for Microsoft 365

Scenario level: ● ● ●
[Buy](#)

- Benefits
- 1 hour per week
- Areas of investment: Learning applications
- Reducing alerts



Will
is an IT
Administrator at
Contoso



¹Access Copilot at copilot.microsoft.com 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".
The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible AI principles.