**Practice Prompts – Go To Market: Sales & Customer Success**

**Customer Success & Relationship Management**

**Copilot in Outlook:**

* Summarize the latest customer feedback emails
* Draft a response to a customer complaint about service issues
* Schedule a follow-up meeting with the customer success team
* Generate a report on customer satisfaction survey results
* Create a welcome email template for new customers

**Copilot in Teams:**

* Share the latest customer success metrics with the team
* Set up a channel for discussing customer feedback
* Post a reminder about the upcoming customer success training session
* Create a poll to gather team input on improving customer engagement
* Summarize the key points from the last customer success meeting

**Sales & Sales Enablement**

**Copilot in Outlook:**

* Draft an email to a potential client introducing our services
* Schedule a demo with a prospect
* Generate a sales performance report for the last quarter
* Create a follow-up email template for leads
* Summarize the latest sales pipeline updates

**Copilot in Teams:**

* Share the latest sales targets with the team
* Set up a channel for discussing sales strategies
* Post a reminder about the upcoming sales training session
* Create a poll to gather team input on sales tactics
* Summarize the key points from the last sales meeting

**Portfolio Management**

**Copilot in Outlook:**

* Draft an email to stakeholders with the latest portfolio updates
* Schedule a review meeting for the project portfolio
* Generate a report on portfolio performance metrics
* Create a follow-up email template for project managers
* Summarize the latest project status updates

**Copilot in Teams:**

* Share the latest portfolio performance metrics with the team
* Set up a channel for discussing portfolio management strategies
* Post a reminder about the upcoming portfolio review session
* Create a poll to gather team input on portfolio priorities
* Summarize the key points from the last portfolio management meeting