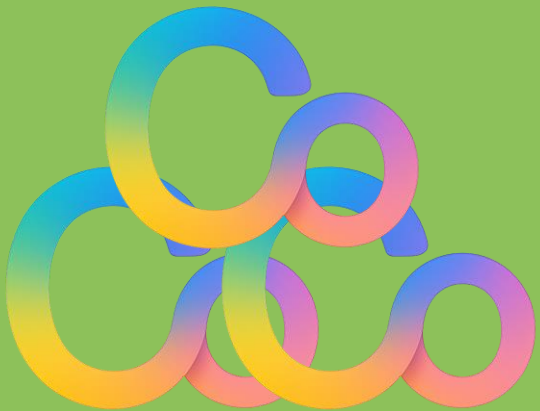


Auf dem Weg zum ultimativen KI-Assistenten im Kundenservice



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**Copilot
Community
Conference**



Agent-Track

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Speaker | Author | Blogger
Managing Consultant @ CONET



#ModernWorkplace #AI #MicrosoftTeams #BizApps
#MicrosoftAzure #PowerPlatform #MicrosoftCopilot
#CollaborativeApps #MixedReality





The Challenge

Why do we need AI in customer service?

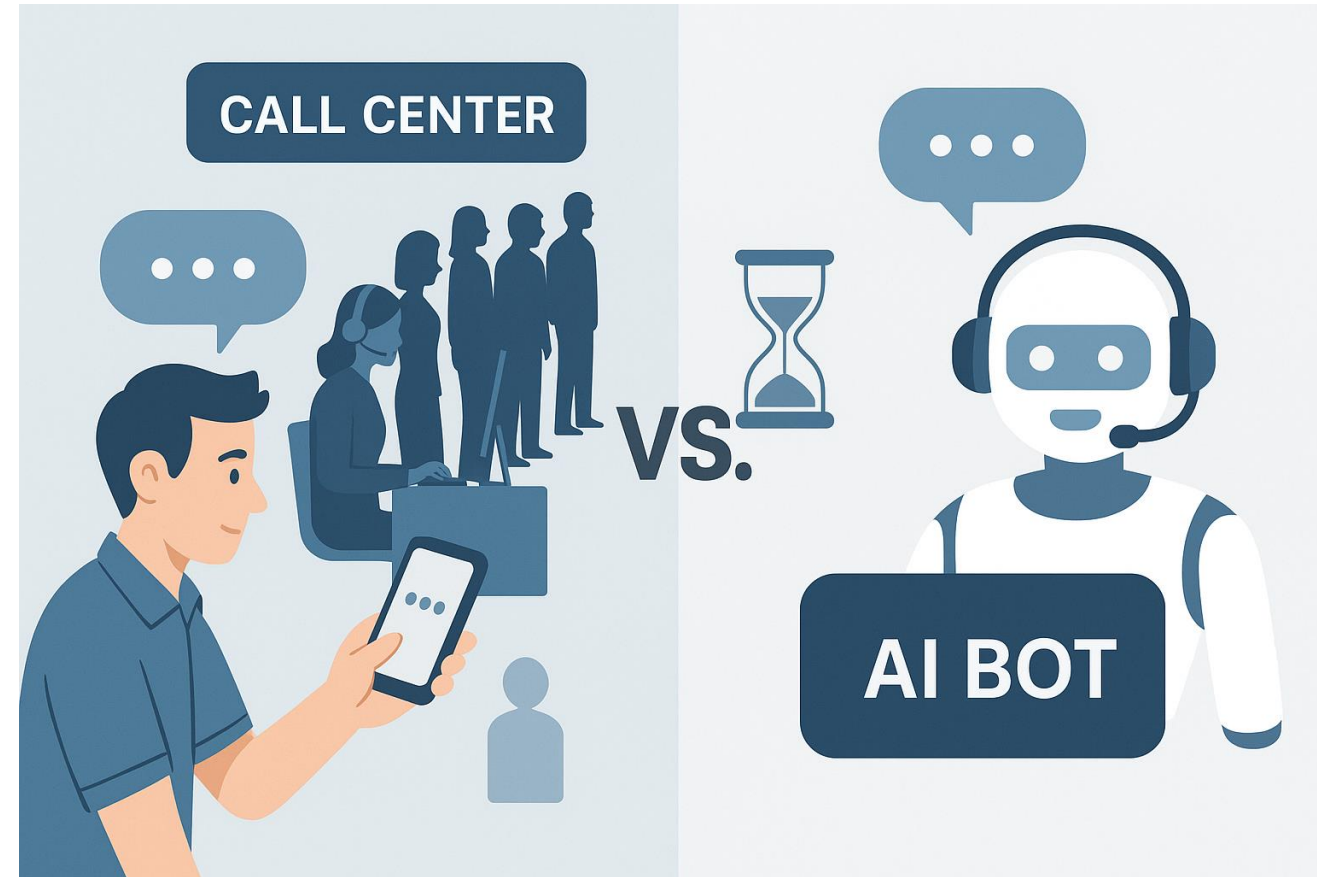
- Rising expectations for fast and accurate answers
- 24/7 availability is the new standard
- High costs and workload for human agents
- Fragmented tools and platforms reduce efficiency



Vision: The AI-Powered Assistant

Goals

- Scale customer service & reduce costs
- Empower and support human agents
- Deliver seamless experiences across channels
- AI as a partner, not a replacement



Microsoft Ecosystem

The building blocks for your AI Assistant

- Microsoft Copilot – personal assistant inside M365 & Teams
- Copilot Studio – customization & orchestration
- Azure AI Foundry – foundation for RAG, AI models & integration



Solution Architecture

Two worlds, one assistant

- Website chatbot (customer inquiries)
- Teams assistant (internal support for employees)
- Optional Backend: Azure AI Foundry with AI Search, Storage, RAG, automation



How To Choose the Right Tools

Selection criteria

- Integration with existing systems
- Data protection & compliance (e.g., EU Data Boundary)
- Customizability & extensibility
- Licensing & operational costs
- Ease of use for developers and business users



Best Practices

Tips from real-world projects

- Start with a clear use case
- Ensure Human-in-the-Loop for quality control
- Maintain an up-to-date knowledge base (AI Search / SharePoint / CRM)
- Track KPIs: response time, customer satisfaction, ticket reduction
- Iterate & optimize continuously with feedback



Real-World Example

Case Study

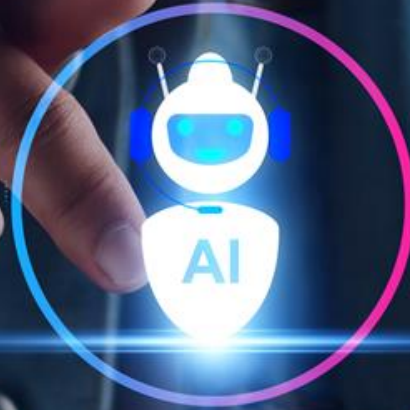
- Challenge: overloaded hotline, outdated FAQ
- Solution: AI bot on website + Copilot in Teams for agents
- Results: 40% fewer tickets, +25% customer satisfaction



The Future of Customer Service

Next level with AI

- Proactive support (predictive analytics)
- Multimodal experiences (voice, images, documents)
- Self-service & automation balanced with human empathy



Call to Action

Your journey starts now

- Analyze your service processes
- Start small – scale smart
- Leverage Microsoft Copilot, Copilot Studio & Azure AI Foundry as your foundation

