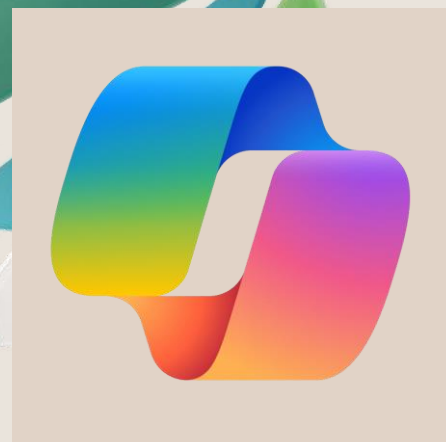
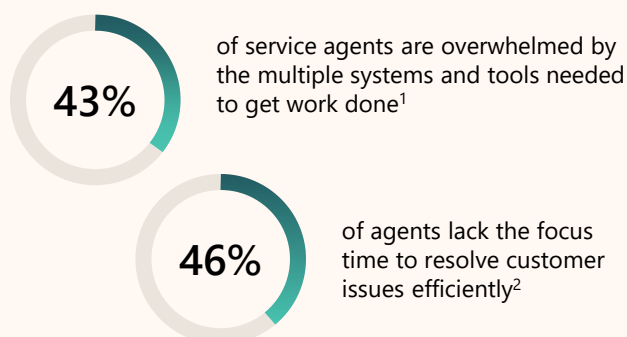


# Modernize your contact center with a Copilot designed for service

Transform service with the AI-powered virtual assistant that helps agents resolve customer issues more efficiently



## The service agent role is more demanding than ever



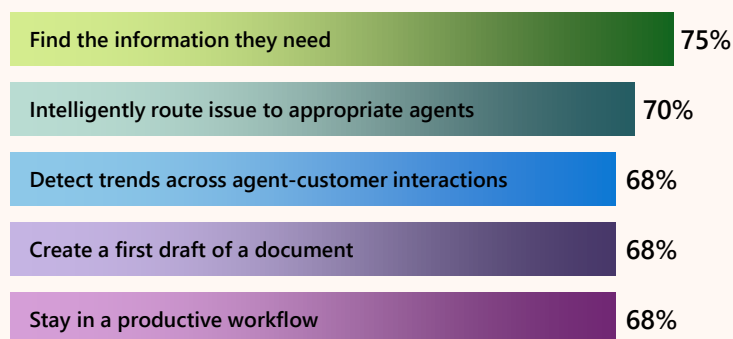
### Top challenges

- ① Increased workload and customer demands
- ② Disparate tools and knowledge sources
- ③ Systems and tech modernization hurdles

## What do agents want from AI?

Agents are more likely to adopt and use tools that solve their most critical challenges. Surveyed customer service professionals said that AI tools and technologies would have a positive impact on their performance, reducing time and effort to complete common workday tasks.

### Share of respondents who agree AI would help them...



## Maximize agent productivity in the flow of work

Copilot brings your customers and contact center together with next-generation Microsoft integration with your CRM, knowledge base and productivity applications—including Microsoft 365 and popular customer service platforms, such as Dynamics 365, Salesforce, ServiceNow and Zendesk.



### Stay in the flow of work

Enable agents to access Copilot in Outlook and Copilot in Teams to summarize cases, update CRM records, and draft emails.



### Get answers in moments

Empower agents to respond to customers with generative AI-powered answers from knowledge base articles, documentation, agent handbooks, and other sources.

# Copilot can transform agent productivity

We surveyed 6,500 Microsoft service agents who used Copilot in Dynamics 365 and a control group of 5,000 who did not use Copilot<sup>1</sup>. The findings were impressive.

**12-16%**

reduction in time spent resolving a case

**13%**

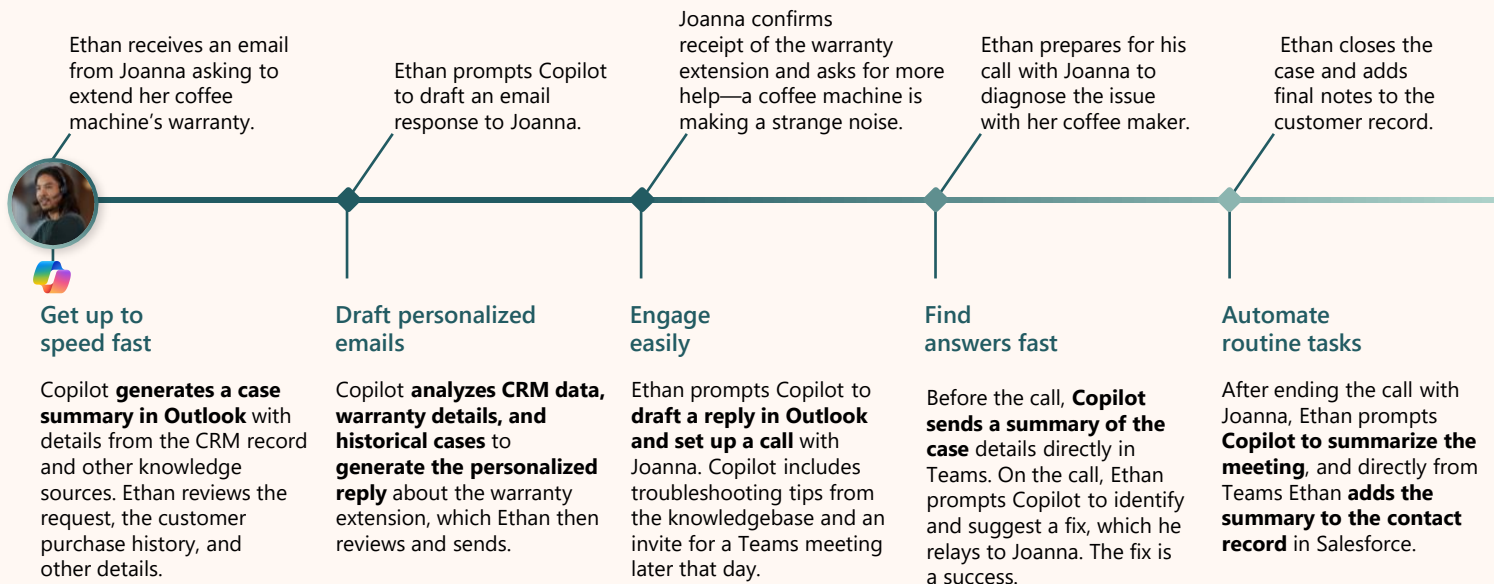
decrease in the need for peer assistance

**9-12%**

increase in managed cases and chats

## An agent's day-in-the-life with Copilot

**Ethan**, a service agent at coffee machine supplier Fourth Coffee, is contacted by a retail store owner, Joanna, about extending the warranty on a coffee machine. Copilot provides guidance at every step, helping Ethan to understand the need, access information and expertise to resolve the issue, and effectively communicate with the customer with exceptional service.



As Customer Zero for our solutions, we've been using Dynamics 365 Copilot in our own customer support organization—**11,500+ Microsoft service agents participated in evaluation of Copilot in Customer Service.**



What Copilot helps me do is get through the administrative tasks faster so I can move on to the next call. Now the whole process is taking 15 minutes or less, where it used to take 30 or 40."

Michael Simons

Support Escalation Engineer, Microsoft

## Copilot in Dynamics 365 Customer Service

Empower agents with generative AI and automation to provide better customer experiences using [Microsoft Dynamics 365 Customer Service](#).

## Microsoft Copilot for Service

[Copilot for Service](#) includes Copilot for Microsoft 365 and extends your existing contact center with generative AI to enhance service experiences and boost agent productivity.



Take the first step with guidance and resources at the [Microsoft AI website](#).

<sup>1</sup> Study conducted by Microsoft's Office of the Chief Economist, in partnership with the Dynamics 365 product group. The initial results shared here reflect those of 11.5K agents, with 6.5K agents who used Copilot and the control group of 5K agents who did not use Copilot. <sup>2</sup> [What Can Copilot's Earliest Users Teach Us About Generative AI at Work? \(microsoft.com\)](#)