

Microsoft Copilot Studio Use Cases

By Industry

Microsoft Copilot Studio in your industry

Virtual solutions, real impact

- An **overall ROI** of **261%**
- An **NPV** of **\$1.57 million**
- A **payback period** of less than **6 months**
- **Ability to meet increased demands** without increasing employee headcount, **saving over \$1 million**

Results are for a composite organization based on customers interviewed for The Total Economic Impact™ Of Microsoft Power Virtual Agents, a commissioned study conducted by Forrester Consulting, September 2021.

Government

Simplify public information centers and reduce call volume

Find COVID testing center

Get childcare assistance

Report road hazard

Information and policies

Public programs

Service tickets

Retail

Optimize order systems for customers and storefronts

Track my order

I want to make an exchange

Request inventory

Shipping

Manage orders

Operations

Financial Services

Improve customer security and lower wait times

Report lost card

Check auto loan status

Redeem points for miles

Manage accounts

Loans

Rewards programs

Education

Cut down on administrative costs with automation

When will in-person classes resume?

How to get financial aid

I want to drop a class

Information and policies

Admissions

Class schedules

Travel and Transport

Improve traveler experiences with a single point of contact

How heavy can my bags be?

Choose your seat

Change my trip dates

Trip information

Upselling

Manage bookings

Professional Services

Improve customer retention with straightforward service offerings

Upload an image

Meet with an advisor

Get a quote

Virtual field support

Scheduling

Lead generation

Manufacturing

Streamline operations by enabling independent troubleshooting

I have an issue with my screen

View all inspection logs

What does my warranty cover?

Technical support

Safety and compliance

Policies

Healthcare

Reduce patient-practitioner contact time and administrative overhead

Tell us about your symptoms

Submit health insurance claim

See available times

Tele-health screening

Claims

Scheduling