



Copilot scenarios for HR



Copilot scenarios for HR

Overview and KPIs

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

Use case by role

Copilot can simplify the tasks that HR employees 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 HR employees are using Copilot in their day-to-day.

Using Copilot in HR



Goals and challenges

With changing worker expectations, multi-generational workforces, and hybrid workplaces it's becoming harder to keep talented people. Copilot can help to simplify access to data, improve quality and increase creativity, resulting in improvements to essential key performance indicators.



Copilot can assist with ...

Copilot helps you improve HR processes and access to information.

- [Streamline your recruiting process Copilot](#)
- [Managing internal job transitions](#)
- [Improving organizational health metrics](#)
- [Deliver insights to managers](#)
- [Resolving employee issues](#)
- [Update policy document](#)
- [Improve onboarding processes](#)
- [Analyze hiring practices](#)
- [Candidate Search](#)
- [Streamline benefits and compensation](#)



HR roles



Employee Development



HR Compliance



Planning and Business Alignment



Talent Acquisition

Transform HR processes



Compensation & benefits



Employee engagement



Learning & development

Microsoft Copilot opportunity to impact key departmental KPIs



Cost per hire

Organizations can improve the hiring process by using Copilot to help write job descriptions, summarize interviews, avoid bias when identifying top candidates, improve candidate communications, and improve onboarding processes.



Employee turnover rate

Copilot can help all employees get more satisfaction in their job by assisting with challenging tasks and instead working on higher value activities. It also makes many tasks faster, which can reduce overtime requirements.



Reduce onboarding time

Speed time to value of new employees by simplifying access to information and training.



Revenue growth



Cost savings and avoidance



Improve employee experience

KPI – Cost per hire



Copilot can help HR streamline the hiring process by assisting with writing job descriptions, conducting interviews and drafting communications to candidates.

How Microsoft Copilot can help with hiring

Improve quality of recruitment experience and materials

- Improve job descriptions
- Prepare for interviews
- Improve quality of emails and chats with candidates

Improve employee meetings

- Organize information from past interactions
- Completely focus during the meeting

Inform market research

- Draft candidate and new employee surveys
- Analyze surveys to gain valuable insights into what makes employees happy or areas that need improvement within the organization



Roles

Human Resource Managers

Department Hiring Managers



Microsoft AI solutions

Copilot for Microsoft 365

Microsoft Copilot

Microsoft Copilot Studio

KPI – Employee turnover rate



Reducing the stress of everyday tasks by using Microsoft Copilot to reduce complexity and save time can help to improve employee satisfaction, which has been shown to improve retention.

How Microsoft Copilot can help employee turnover rates

Save time

- Simplify processes and reduce mundane tasks
- Reduce stress by creating a first draft for difficult emails and documents
- Keep work organized
- Reduce overtime requirements

Foster a productive culture

- Draft and analyze employee surveys
- Improve benefit discoverability and usage
- Make internal announcements more impactful



Roles

Human Resource
Managers

Department Hiring
Managers



Microsoft AI solutions

Copilot for Microsoft 365
Microsoft Copilot

KPI – Reduce onboarding time



Reducing ramp up time is beneficial for everyone. It boosts employee confidence and engagement. It helps shorten the learning curve allowing employees to make an impact sooner.

How Microsoft Copilot can help reduce onboarding time

Create onboarding materials

- Use Copilot to draft training guides
- Use Copilot to enhance employee handbooks

Improve onboarding process

- Generate onboarding documents and contracts
- Integrate relevant company policies and resources into the onboarding materials
- Draft check in emails to new hires to send during first 60 days on the job



Roles

Human Resource
Managers

Department
Managers



Microsoft AI solutions

Copilot for Microsoft 365
Microsoft Copilot

KPI – Increase benefit usage



Create improved interfaces for employees to learn about their benefits and improve registration processes.

How Copilot can help increase benefit usage

Create HR benefit campaign

- Generate news and announcements from your HR team or department
- Communicate policies and procedures for HR-related matters, such as benefits, payroll, performance, and compliance

Improve the quality of benefit materials

- Create forms and workflows for HR-related requests, such as leave, expense, feedback, and recognition
- Surface learning opportunities and resources for employees.

Improve benefits information sessions

- Use meeting recap
- Generate follow up communications



Roles

Human Resource
Managers

Benefit
Managers



Microsoft AI solutions

Copilot for Microsoft 365
Microsoft Copilot + Viva

KPI – Improve eNPS



Employee Net Promoter Score (eNPS) is a valuable metric for assessing employee engagement. It measures how likely your employees are to recommend your organization as a great place to work to their friends or family. Microsoft Copilot plays a pivotal role in enhancing employee Net Promoter Scores (eNPS) by fostering a positive work environment and empowering employees.

How Copilot can help improve eNPS scores

Create internal feedback loop

- Draft employee surveys
- Analyze surveys to gain valuable insights employee sentiment

Automate repetitive tasks

- Get to first draft faster by leveraging Copilot and Copilot in Word; reclaim time for creative/strategic projects

Improve All Hands and Team meetings

- Prepare for the meeting
- Focus during the meeting with Teams recap and transcription
- Generate follow up communications



Roles

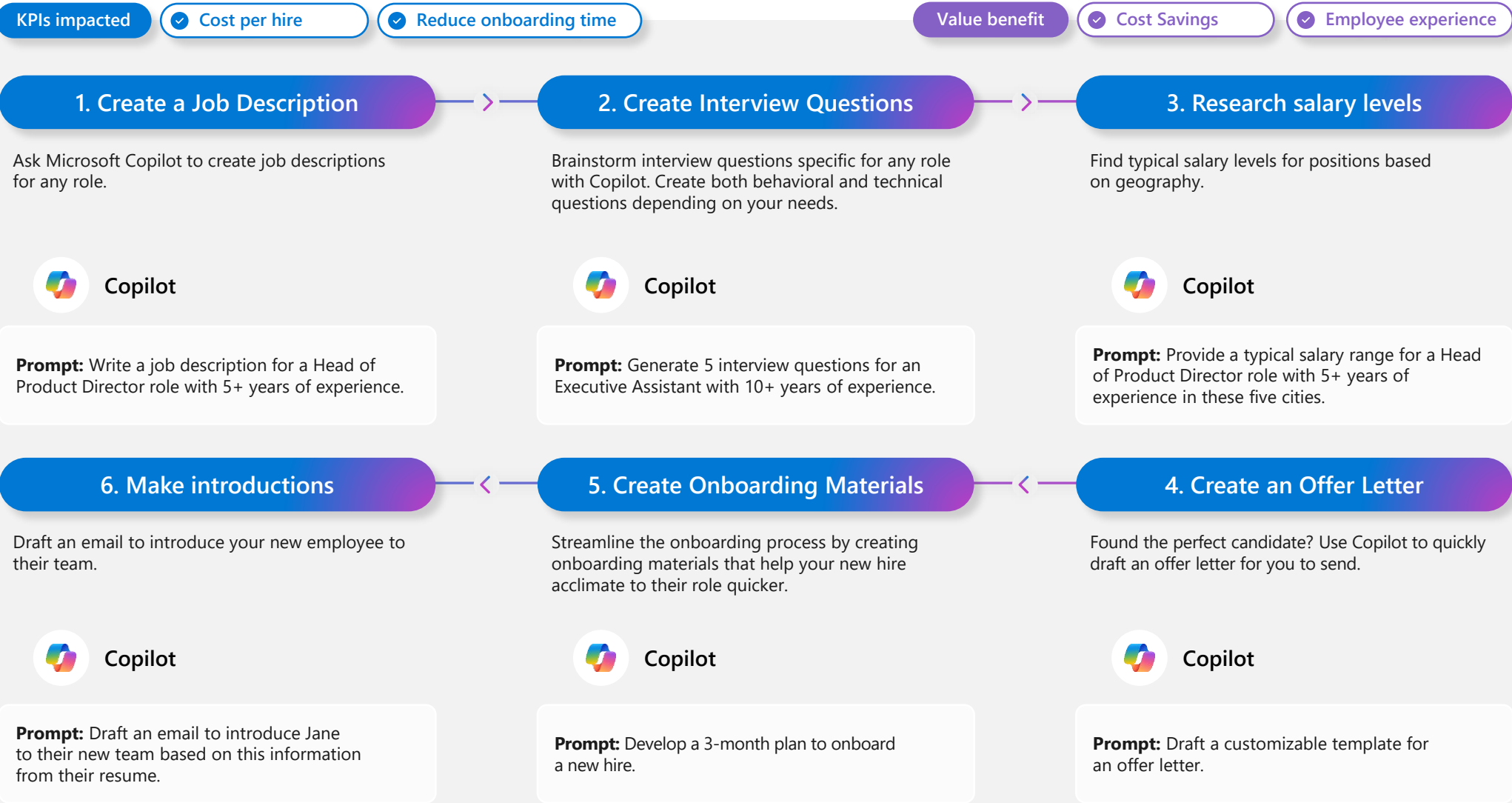
Human Resource
Managers

Benefit
Managers



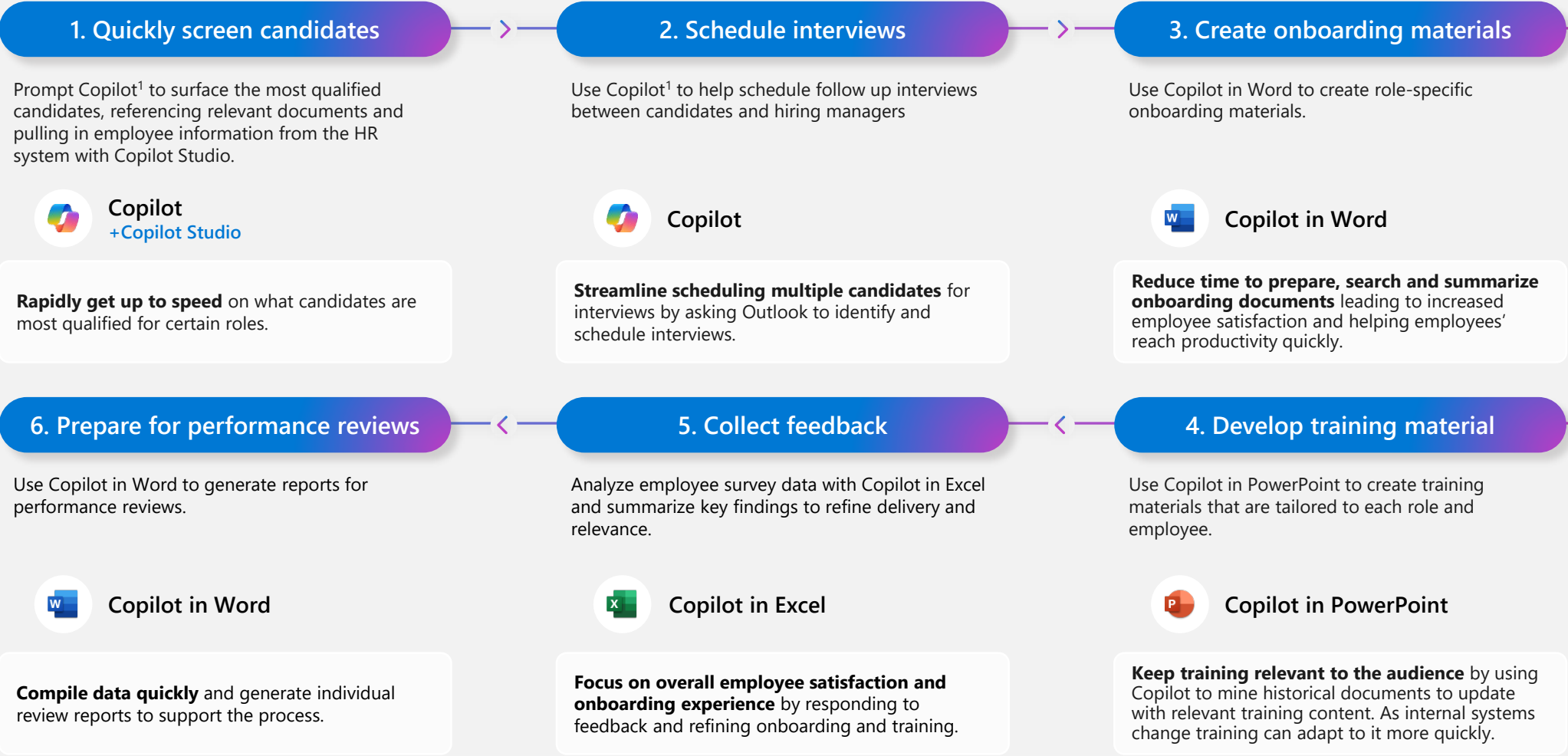
Microsoft AI solutions

Copilot for Microsoft 365
Microsoft Copilot



¹Access Copilot at Copilot.Microsoft.com or from the Windows taskbar or Edge browser and set toggle to "Web".

- KPIs impacted
- ✓ Cost per hire
- ✓ Reduce onboarding time
- ✓ Improve eNPS
- Value benefit
- ✓ Cost Savings
- ✓ Employee experience



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KPIs impacted

 Increase benefit usage

Value benefit

 Employee experience

1. Conduct market research

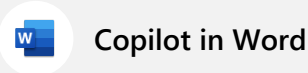
Prompt Microsoft Copilot¹ to research the latest industry trends and data regarding competitive compensation rates and benefits.



Quickly generate tables of average salaries by market for different roles.

2. Draft Executive Summary

Use Copilot in Word to draft a plan for talent planning to share with your executive staff for next fiscal year.



Turn a few thoughts on the data collected into a detailed planning document.

3. Update financial model

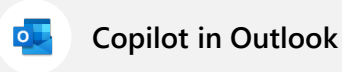
Use Copilot in Excel to rapidly update the financial model.



Make rapid updates to the financial model with Copilot.

6. Communicate changes

Use Copilot in Outlook to draft an email communicating changes to the compensation policy to department managers.



Draft an email to a group of department managers that provides detail and timelines regarding employee annual reviews and changes to the overall compensation and benefits.

5. Revise policy document

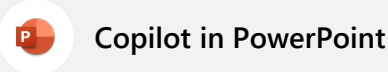
Use Copilot in Word to revise relevant sections of the compensation policy document.



Turn the bullet points from the executive presentation into text for the policy document.

4. Present updates

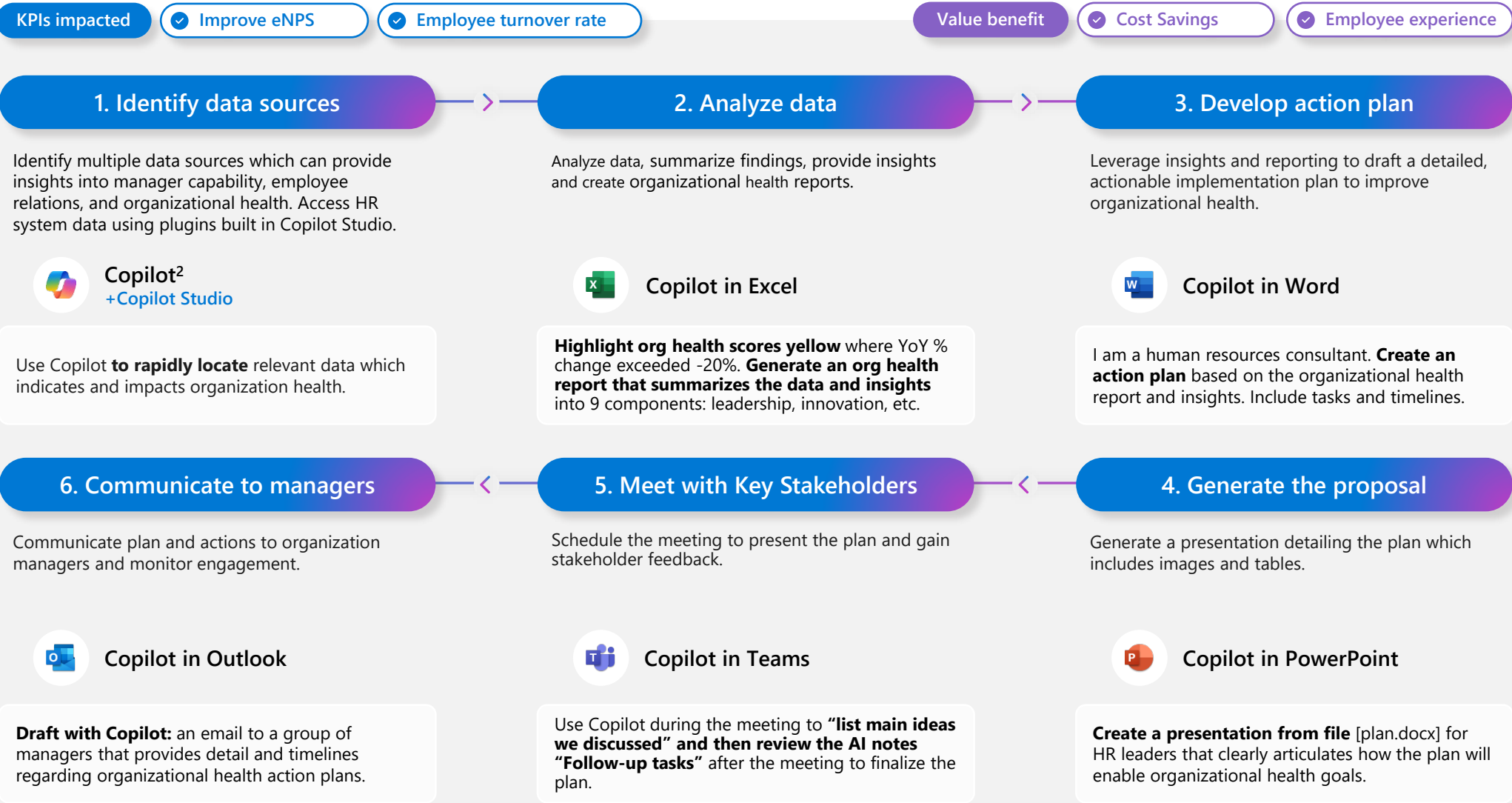
Use Copilot in PowerPoint to generate an executive presentation detailing the new compensation strategy.



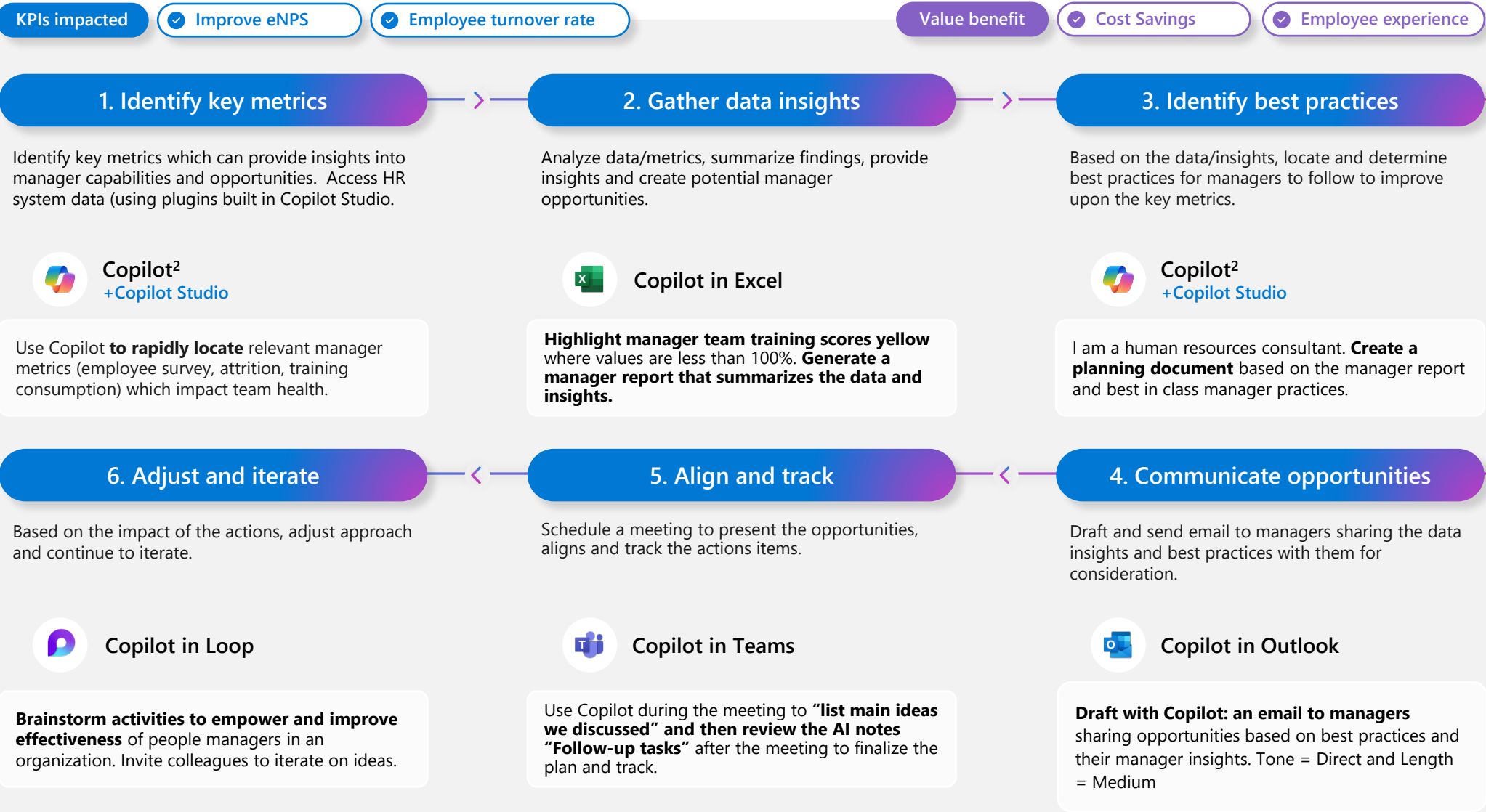
Create a set of slides from the meeting notes to document the strategy and then copy in the Excel charts.



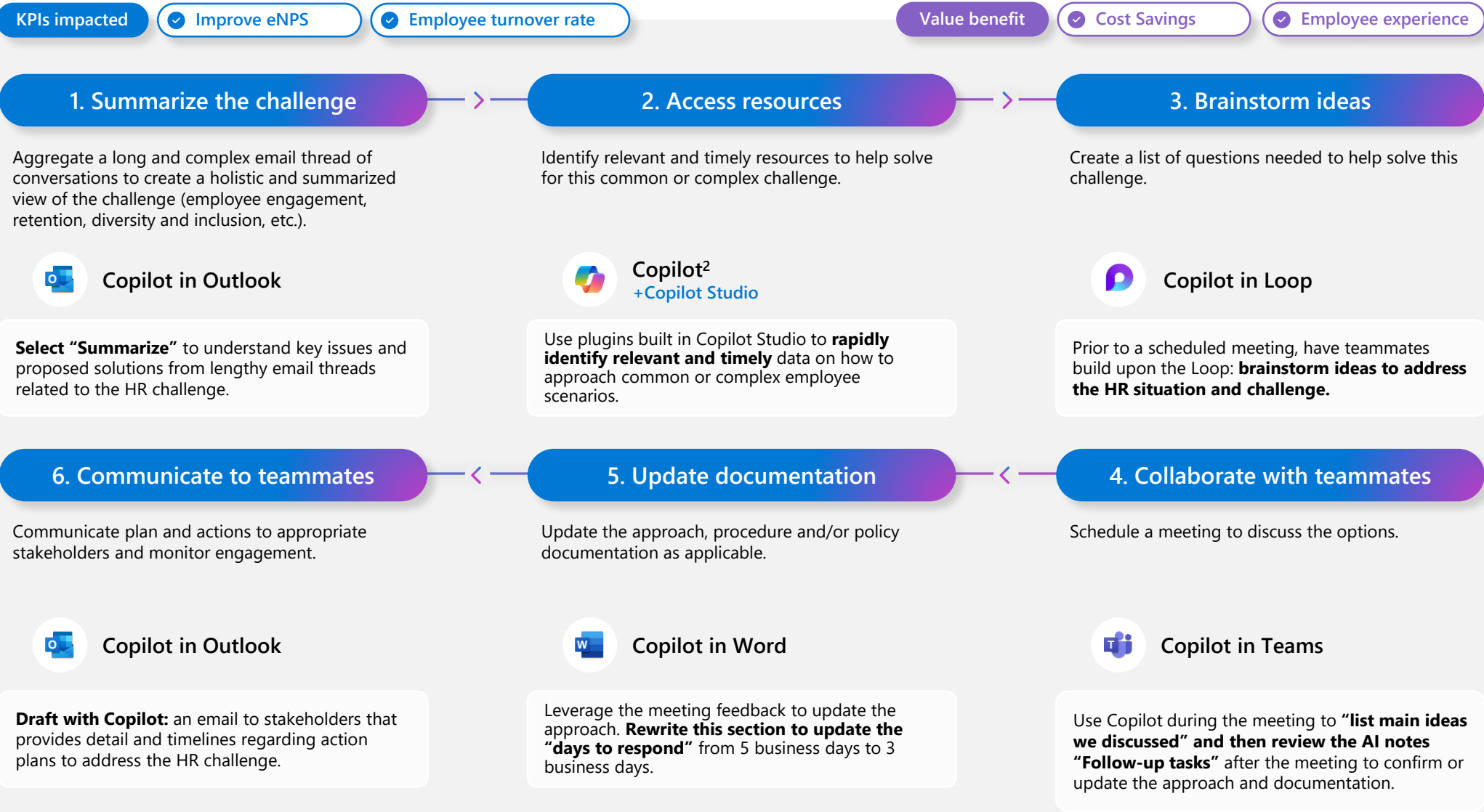
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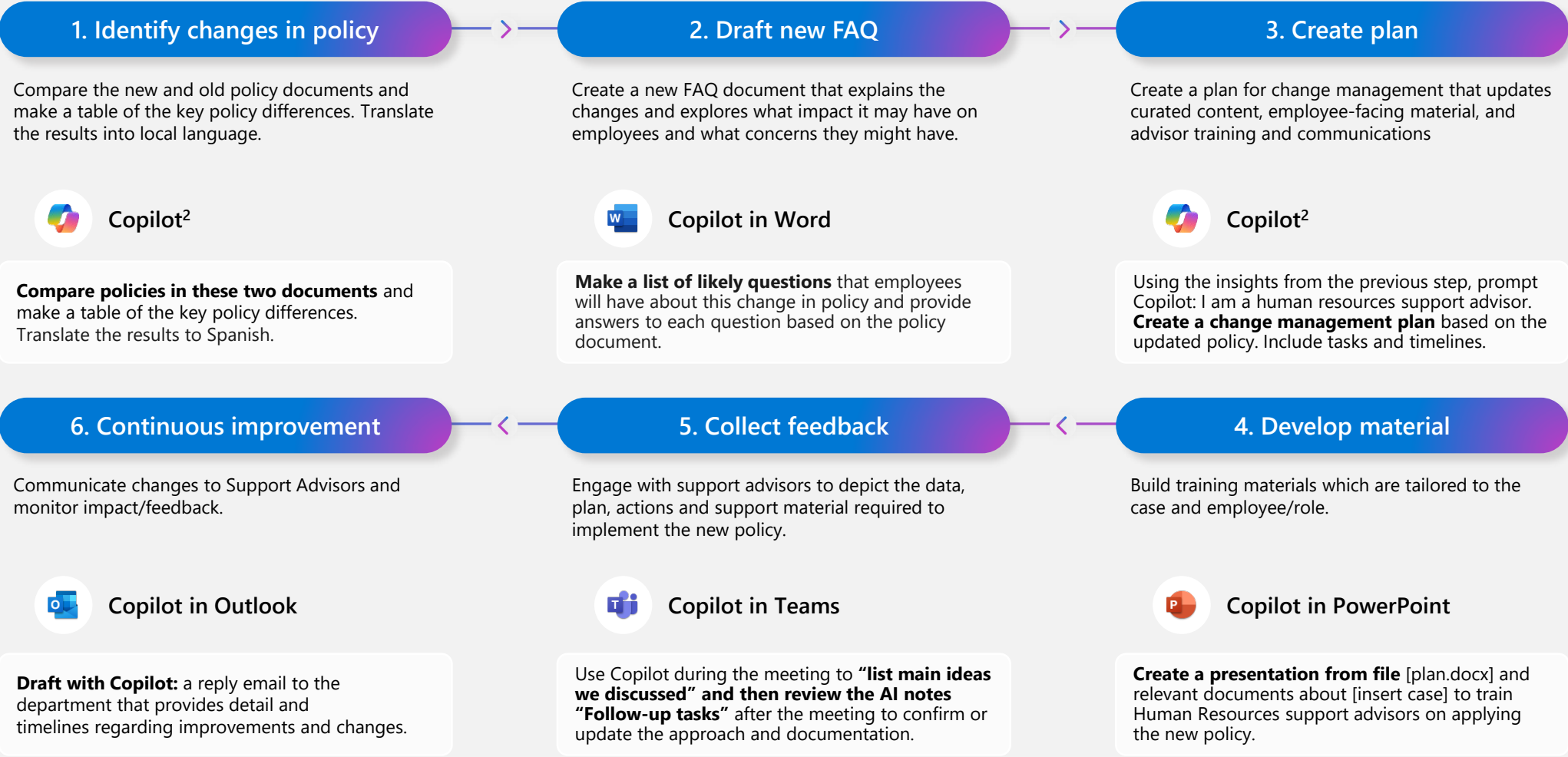


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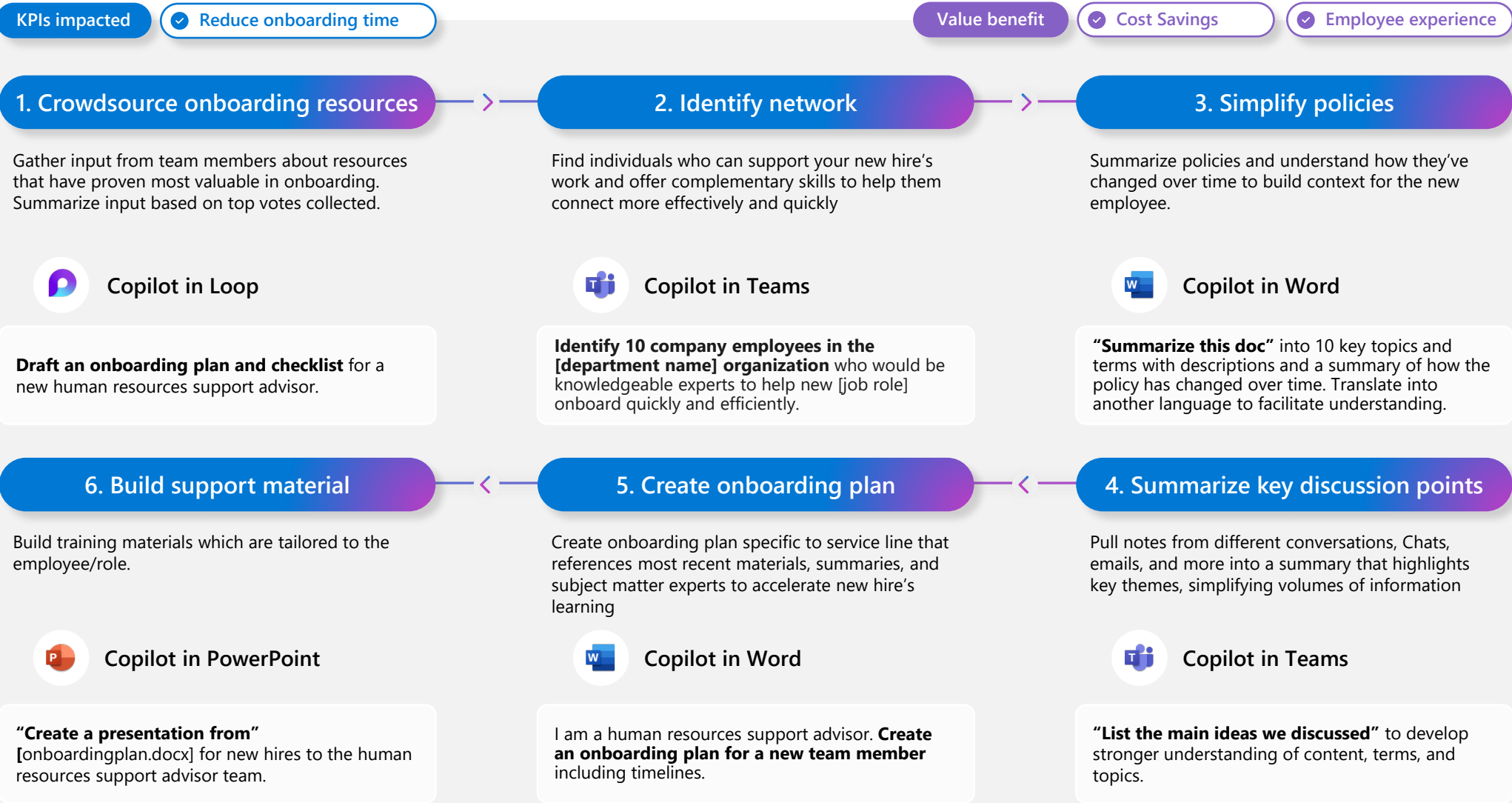


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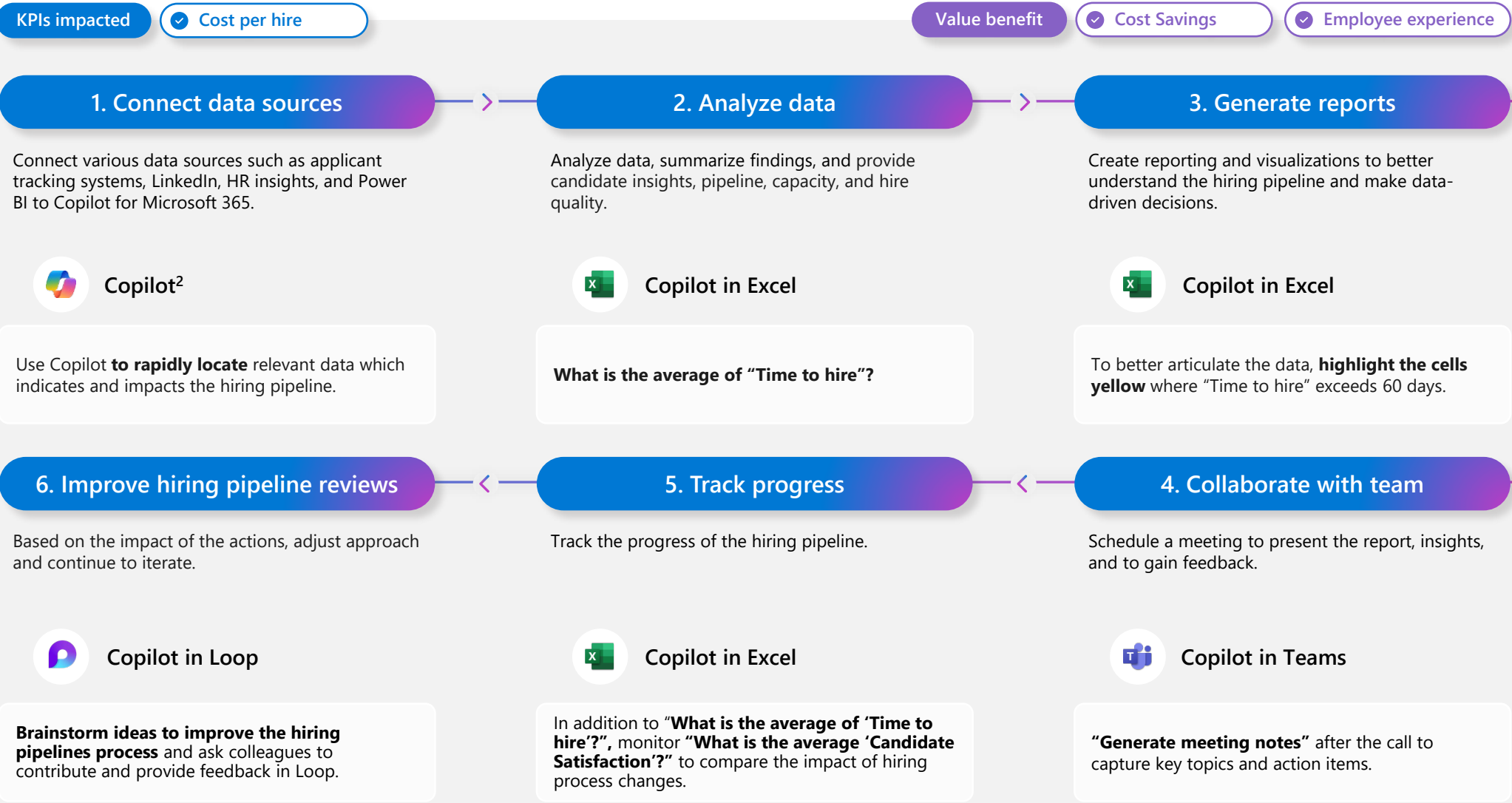
- KPIs impacted
- ✓ Improve eNPS
- ✓ Employee turnover rate
- ✓ Increase benefit usage
- Value benefit
- ✓ Cost Savings
- ✓ Employee experience



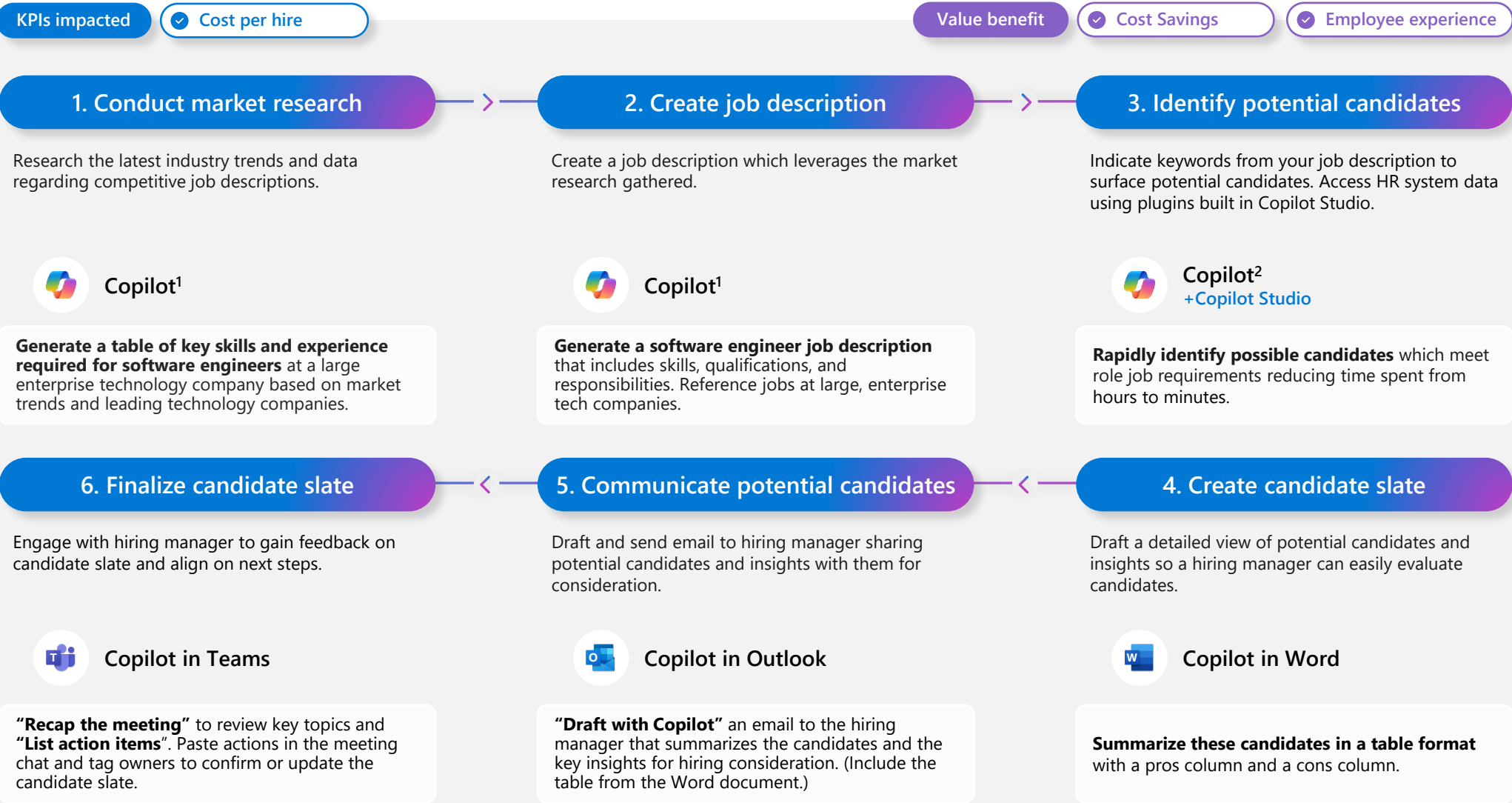
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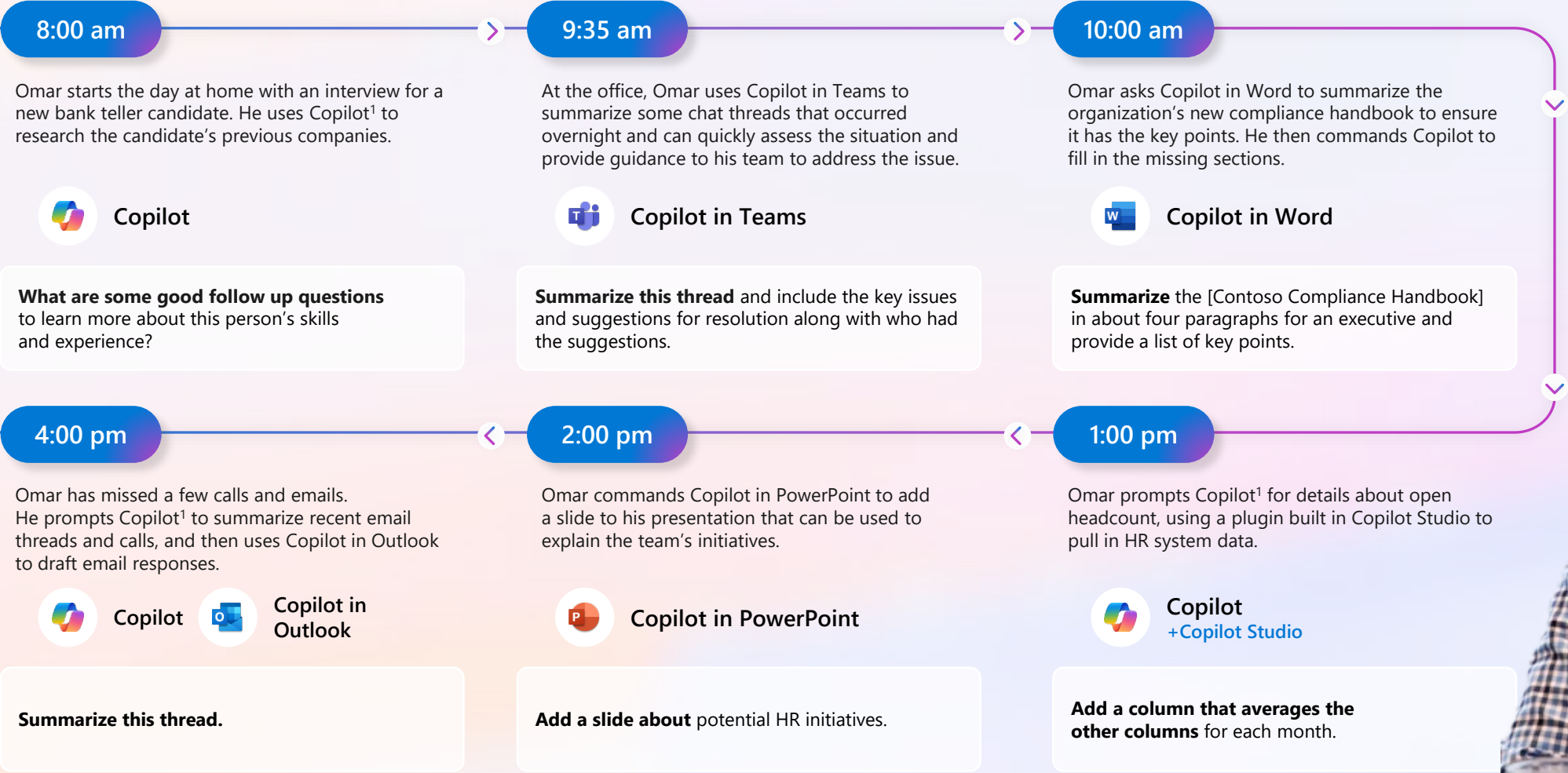
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A day in the life of a HR Manager

- Benefits
-  ~1 hour per week
-  Areas of investment: Creative solutions
-  Job satisfaction and output



Omar
leads HR for a
regional bank



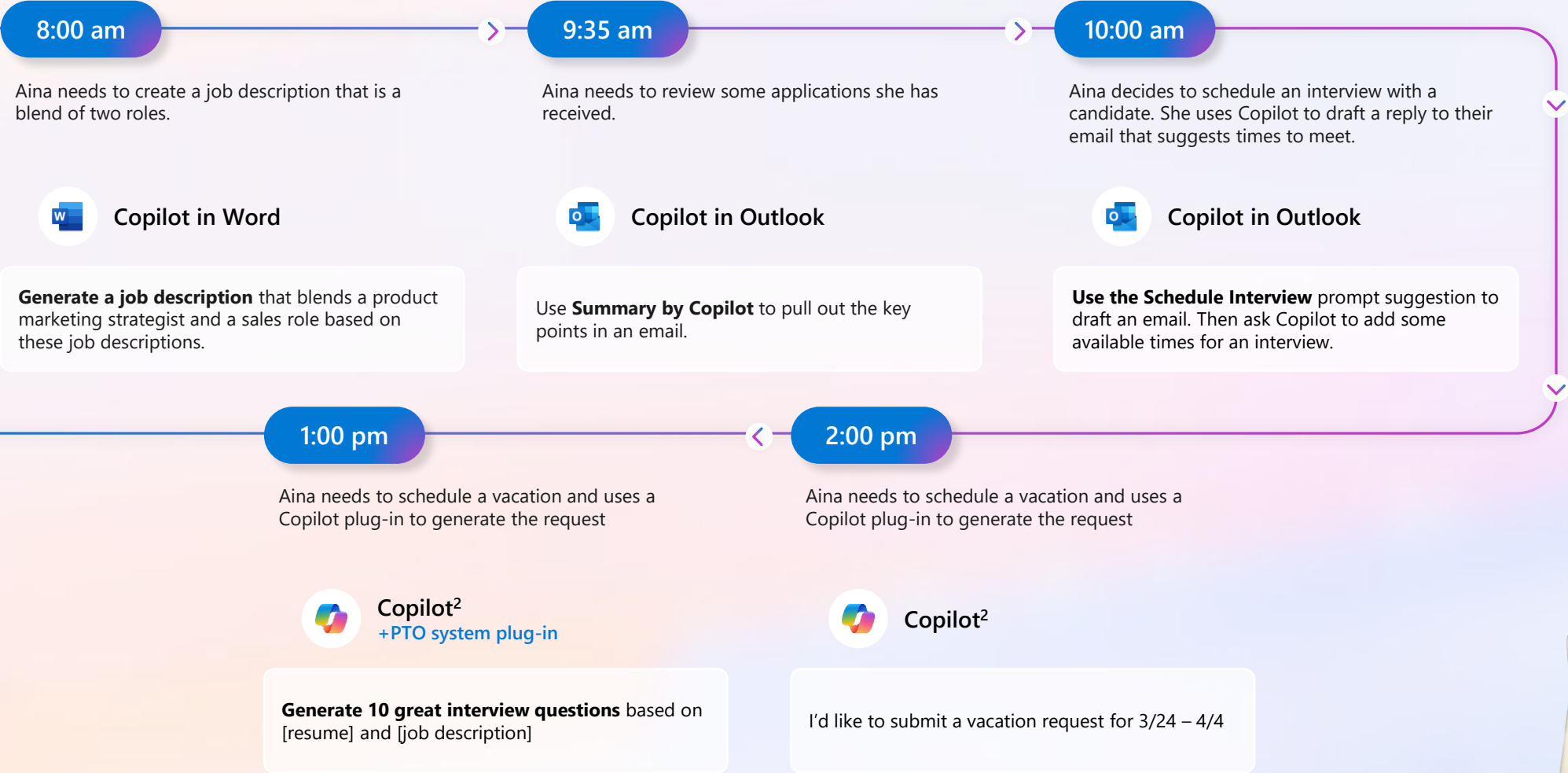
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A day in the life of a HR Manager

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

Scenario level: 
[Customize](#)

- Benefits
-  ~1 hour per week
-  Areas of investment: Teamwork
-  New initiatives



Aina
leads HR for a
technology
company



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