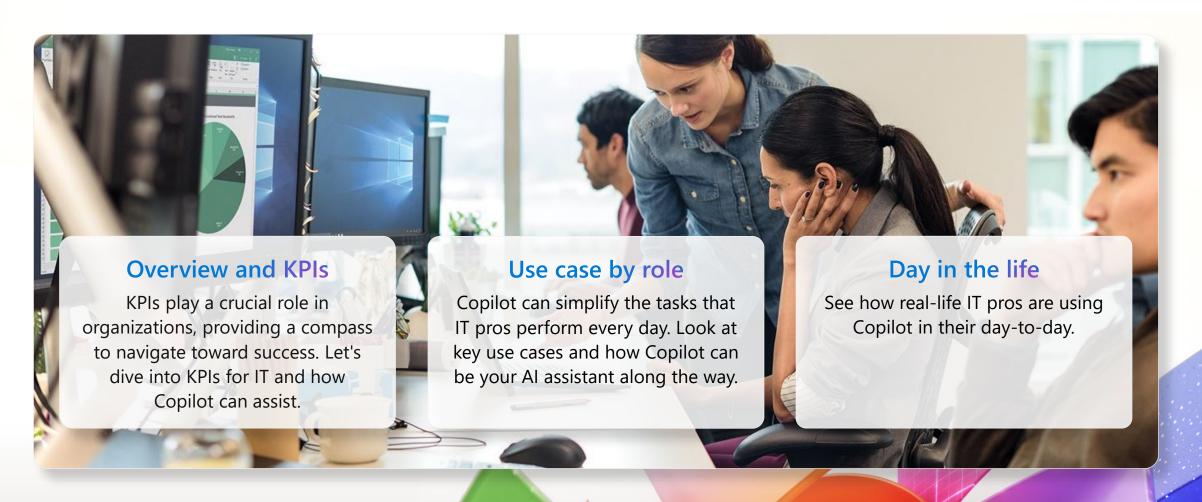


Copilot scenarios for



Copilot scenarios for

T



Using Copilot in IT



Goals and challenges

IT professional's goals include increase digital transformation, optimizing collaboration, and adopting emerging technologies like serverless computing, AI, and the Internet of Things (IoT). However, they also grapple with challenges such as the work force skills gap and reducing spending. Balancing these goals and increasing need for efficiency is essential for IT professionals to thrive in today's fast-paced technological landscape.



Copilot can assist with ...

Copilot can help to reduce the workload on IT and support staff by helping:

- Streamline service adoption with Copilot
- Create a Project Plan
- Procure new IT solution



IT roles



Developer and Analyst



IT Manager



Project Manager



Support Specialist

Transform IT processes



Capacity management



Change management



Service Desk



Security

Service operations

Microsoft Copilot opportunity to impact key departmental KPIs



Reduce outstanding support tickets Microsoft Copilot enhances customer support by integrating Al assistance into self-service and service desk workflows. With Alassistance through bots, documentation and enhanced collaboration, your support team can reduce the number of tickets that need agent attention and handle calls faster.



Decrease app downtime

Microsoft 365 Copilot is your secret weapon against app downtime. Imagine a world where issues are proactively resolved, system health is optimized, and your users experience uninterrupted productivity.

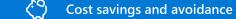


Cost Savings

Revenue growth

Microsoft 365 Copilot offers a trifecta of cost-saving benefits for IT departments. First, by fostering increased collaboration, it streamlines knowledge sharing and problem-solving, reducing the need for redundant efforts. Second, its enhanced communication tools ensure efficient coordination among team members, minimizing delays and costly misunderstandings. Lastly, Copilot's knack for quickly identifying problems reduces resource requirements.







Improve employee experience

KPI – Reduce outstanding support tickets



Imagine a scenario where customer inquiries are addressed swiftly, issues are resolved proactively, and your support team operates like a well-oiled machine. By leveraging Microsoft Copilot's intelligent insights and gained efficiency, you'll be able to enhance customer satisfaction and optimize your team's productivity and resource allocation.

How Microsoft Copilot can help reduce outstanding support tickets

Increase support communications and follow up efficiency

- Have Copilot assist with emails inbound and outbound emails
- Draft comms and announcements with Copilot
- Generate meeting notes and follow up items

Improve quality of support materials

- Improve awareness and educational materials
- Improve quality of emails and chats
- Use Copilot to draft training guides
- Use Copilot to enhance employee handbooks
- Gets answer fast by searching internal sites and documents



Roles

IT Service Desk Analyst Services Desk Managers Knowledge Base

Curators

Project Manager

IT Managers



Microsoft AI solutions

Copilot for Microsoft 365

Microsoft Copilot

Microsoft Copilot Studio

KPI – Decrease app downtime



Imagine a world where your applications remain consistently available, seamlessly serving users without interruptions. Why is this important? Because app downtime can lead to lost revenue, frustrated customers, and damage to your brand reputation. Microsoft Copilot provides your team with increased efficiency and productivity that supports them as they keep the apps running and maximizing user satisfaction.

How Microsoft Copilot can help decrease app downtime

Respond to user complaint or inquiry

- Respond quickly to inbound emails
- Access customer records for improved support
- Gets answer fast by searching internal sites and documents

Speed up internal communications

- Draft emails with Copilot
- Draft email comms and announcements with Copilot

Save time on administrative activities

 Generate meeting notes and follow up items



Roles

Support Specialist

Network Engineer

Incident Response Team

Cloud Architects

Project Manager

Developers

Product Managers



Microsoft AI solutions

Copilot for Microsoft 365

Microsoft Copilot

Microsoft Copilot Studio

KPI – Reduce costs



Whether it's trimming operational expenses, streamlining processes, or maximizing the value of investments, cost reduction directly impacts profitability, competitiveness, and long-term sustainability. By strategically managing costs, businesses can allocate resources more efficiently, enhance financial stability, and remain agile in an ever-evolving market.

How Microsoft Copilot can help reduce costs

Create internal feedback loop to identify cost saving areas

- Draft employee surveys focused on the value of resources utilized and ideas for cost savings
- Analyze surveys to gain valuable insights into what makes employees happy or areas that need improvement within the organization

Improve employee efficiency and productivity

- Have Copilot assist with emails and document drafts
- Save time on administrative activities such as generating meeting notes and follow up items



Roles

Chief Information Officer

IT Managers

Procurement Specialist

IT Operations team



Microsoft AI solutions

Copilot for Microsoft 365 Microsoft Copilot **KPIs** impacted





Value benefit



Employee Experience

1. Research

Use Microsoft Copilot to stay up-to-date with the latest technologies and best practices through continued learning.



Copilot

Prompt: I want to learn more about how to implement [tool, service]. Provide a high-level practice set ups, how to get leader buy-in, etc..

outline with guidance on how to implement, best

6. Code Review

Ask Copilot to help fix issues that arise from a code review.



Copilot

Prompt: Rewrite this code so that it will no longer have an error when the user picks an invalid product type. Also add comments and provide a summary of what it does.

2. Create IT Documentation

Use Copilot to create and update documentation for IT processes, configurations, and troubleshooting guides.



Copilot

Prompt: Create a 2-page document detailing the architecture of [system] in non-technical language. Be sure to incorporate key features, technologies, and a process diagram.

5. Backup and Recovery

Copilot can help you stay on top of your backup and recovery processes.



Copilot

Prompt: Provide a PowerShell script that takes daily snapshot backups of EC2 volumes, organizes logically, and removes snapshots older than 30 days for compliance.

3. User Training

When you choose to implement a new service or product to your organization, use Copilot to streamline the user training process.



Copilot

Prompt: I am training new users on our [software, system, tool]. Create an outline for a 30-minute training including key concepts, demos, and best practices.

4. IT Inventory Management

Use Copilot to help manage and regularly update your IT inventory.



Copilot

Prompt: Outline the key information needed for an IT asset inventory system and the best way to maintain these logs.



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

Copilot for Microsoft 365

KPIs impacted



Value benefit





1. Summarize Requirements and Data

Leverage Microsoft Copilot¹ to summarize all requirements and related data to build the framework for the project.



Copilot

Clearly outline the project's purpose, goals, and deliverables using Copilot.

6. Revise support procedures

After project is completed, use Copilot in Word to revise procedures and change management documents for support teams and admins.



Copilot in Word

Ensure high writing quality using Copilot to revise first drafts.

2. Discuss the plan

Meet with the team to discuss the project plan and use Copilot in Teams to summarize the meeting, with action items.



Copilot in Teams

Summarize the meeting and list the action items discussed and their status using Copilot in Teams.

5. Create a status report

Use Copilot in PowerPoint to create a presentation based on the project plan to brief the CIO on the project status and results.



Copilot in PowerPoint

Speed the process of creating project status reports.

3. Brainstorm risks

Use Copilot in Whiteboard to capture a list of possible risks and categorize all the items at the end of the session.



Copilot in Whiteboard

Incorporate all categorized items into the original project plan document.

4. Track progress

Use Copilot in Teams to produce channel activity summaries each morning to stay up to date.



Copilot in Teams

Stay informed on project activities by using Copilot in Teams to summarize communications.



¹Access Copilot at Copilot.Microsoft.com, from the Windows taskbar or Edge browser, or in the Copilot app in Teams, and set toggle to "Work".

Available with:

Copilot for Microsoft 365

KPIs impacted



Value benefit



Employee Experience

1. Gather business requirements

Use Microsoft Copilot to aggregate multiple threads of conversations and create a holistic view of all essential business requirements for the new solution.



Copilot1

Be present during the meeting by relying on Copilot in Teams for transcription and summary.

6. Create and Send Launch Communication

Use Copilot in Outlook to easily draft an email announcing the new solution and thank contributors.



Copilot in Outlook

Use Copilot to review your email to ensure that is clear, concise, and impactful.

2. Research solutions

Quickly identify and summarize existing solutions in market using Copilot.



Copilot²

Save time and increase accuracy by asking Copilot to prepare a summary of information gathered from multiple sources.

5. Summarize weekly status meeting

Hold status update meetings to track the procurement process. Use Copilot in Teams to summarize each meeting and list open items.



Copilot in Teams

During the meeting you can ask Copilot for suggestions on questions to ask or next steps to discuss to keep the conversation on track.

3. Create a build vs. buy snalysis

Use Copilot in Excel to organize quotes from vendors and build a variance analysis.



Copilot in Excel

Analyze quotes and data and build a variance analysis.

4. Create Solution RFP

Draft RFP to the selected vendors using Copilot in Word, pulling in information from your emails, meeting notes, and presentations.



Copilot in Word

Document and socialize the RFP to ensure all business requirements are being met, and all necessary approvals have been received.



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²Access Copilot at Copilot.Microsoft.com or from the Windows taskbar or Edge browser and set toggle to "Web".

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

Benefits



~4 hours per week





★ Managing additional projects

8:00 am

Jeff begins his day wanting to get caught up on a few meetings. He asks Microsoft Copilot¹ to provide a list of open issues assigned to him from Jira using plugins built in Copilot Studio.



Copilot

+Copilot Studio

Summarize meeting notes and actions from meetings recorded yesterday and call out any specific actions called out.

9:30 am

He later has a regular 1:1 with a business stakeholder and wants to prep for the meeting. He uses Copilot¹ to summarize key topics from email, Teams, and various documents.



Copilot

Summarize the emails, Teams messages, and documents and be sure to list all asks and actions that need to be discussed or closed out.

10:00 am

Jeff is working on a proposal for a launch process. He received a deck on the proposal but wants to share a whitepaper with stakeholders. He uses Copilot in Word to draft the whitepaper from the deck.



Copilot in Word

Generate whitepaper from PowerPoint with the following key headings and be clear on next steps and schedule.

4:00 pm

After completing his review of the engineering scenarios, he utilizes Copilot in PowerPoint to draft a deck to share with key stakeholders the next week.



Copilot in PowerPoint

Draft PowerPoint deck with content from the excel and whitepaper.

2:00 pm

Switching gears, Jeff uses Copilot in Excel review and summarize the list of submitted engineering scenarios that have come in across the organization as the final review is next week.



Copilot in Excel

Summarize engineering scenarios by key initiative, impact category and financial value in a table.

11:00 am

After creating the whitepaper, Jeff wants some help drafting a mail to his stakeholders to get feedback on the whitepaper so utilizes Copilot in Outlook.



Copilot in Outlook

Draft an email to my stakeholders with this content ensuring it is clear and actionable on next steps.

Jeff a Launch Infrastructure Manager





Access Copilot at Copilot. Microsoft.com, from the Windows taskbar or Edge browser, or in the Copilot app in Teams, and set toggle to "Work".

Benefits



Areas of investment: Learning applications

★ Reducing alerts

7:30 am

Will arrives at the office and prompts Microsoft Copilot¹ to check his emails and chats for any urgent issues. He uses Copilot in Outlook to draft replies confirming resolution for each issue.



Copilot



Copilot in Outlook

Summarize any incidents that have been reported last night from my email and chat messages.

8:00 am

He attends the daily standup to discuss priorities for the day. During the meeting, Will uses Copilot in Teams to check for unanswered questions.



Copilot in Teams

Tell me if there are any unanswered questions and make some suggestions for questions that should be asked.

9:00 am

With no system issues to work on now, Will can revise a project plan. He commands Copilot in Word to fill in some missing sections.



Copilot in Word

Create a_paragraph on system setting changes from the [Fabrikam system upgrade documentation[.

4:00 pm

At the end of the day Will has some time to research new devices for the next laptop upgrade. He prompts Copilot² to produce a report on the best laptops for business users.



Copilot

What are the most popular laptops for enterprise organizations this year?

3:00 pm

Will returns to Teams to catch up on a meeting he missed when he had to troubleshoot a server issue. He checks out the recap and asks for the key points and action items.



Copilot in Teams

Summarize this meeting and provide the key points and action items

1:30 pm

Will revises his presentation for a meeting with HR on his recommendations for a new employee experience solution. He uses Copilot² to summarize the product webpage and then turns it into a slide.



Copilot



Copilot in PowerPoint

Add a slide based on [copy summary of the web site]

is an IT
Administrator at
Contoso





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²Access Copilot at Copilot.Microsoft.com or from the Windows taskbar or Edge browser and set toggle to "Web".



To schedule a Copilot workshop contact:

Arnold Dixon
Executive Vice President
LOOK Innovative Agency | Microsoft Partner
1151 Hammond Drive | Suite 240
Atlanta, Georgia 30346
p. (404) 445-4990

e. arnold.dixon@lookinnovative.com

w. https://enterprise.lookinnovative.com

