



Copilot scenarios for IT



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Overview and KPIs

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

Use case by role

Copilot can simplify the tasks that IT pros 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 IT pros are using Copilot in their day-to-day.

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 AI assistance into self-service and service desk workflows. With AI-assistance 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](#)

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.



Revenue growth



Cost savings and avoidance



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	Project Manager
Network Engineer	Developers
Incident Response Team	Product Managers
Cloud Architects	



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



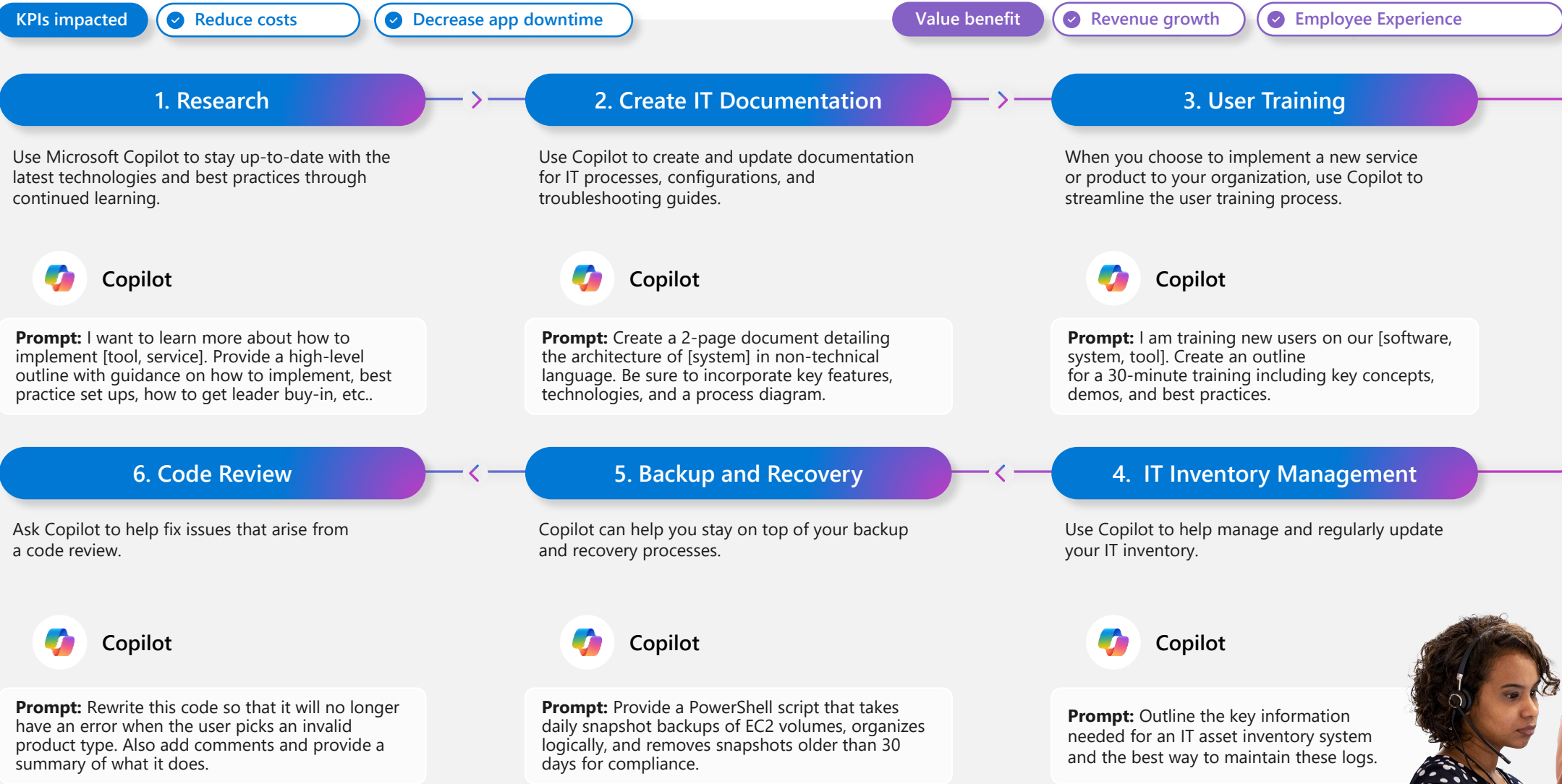
Microsoft AI solutions

Copilot for Microsoft 365
Microsoft Copilot

Information Technology | Streamline service adoption with Copilot¹

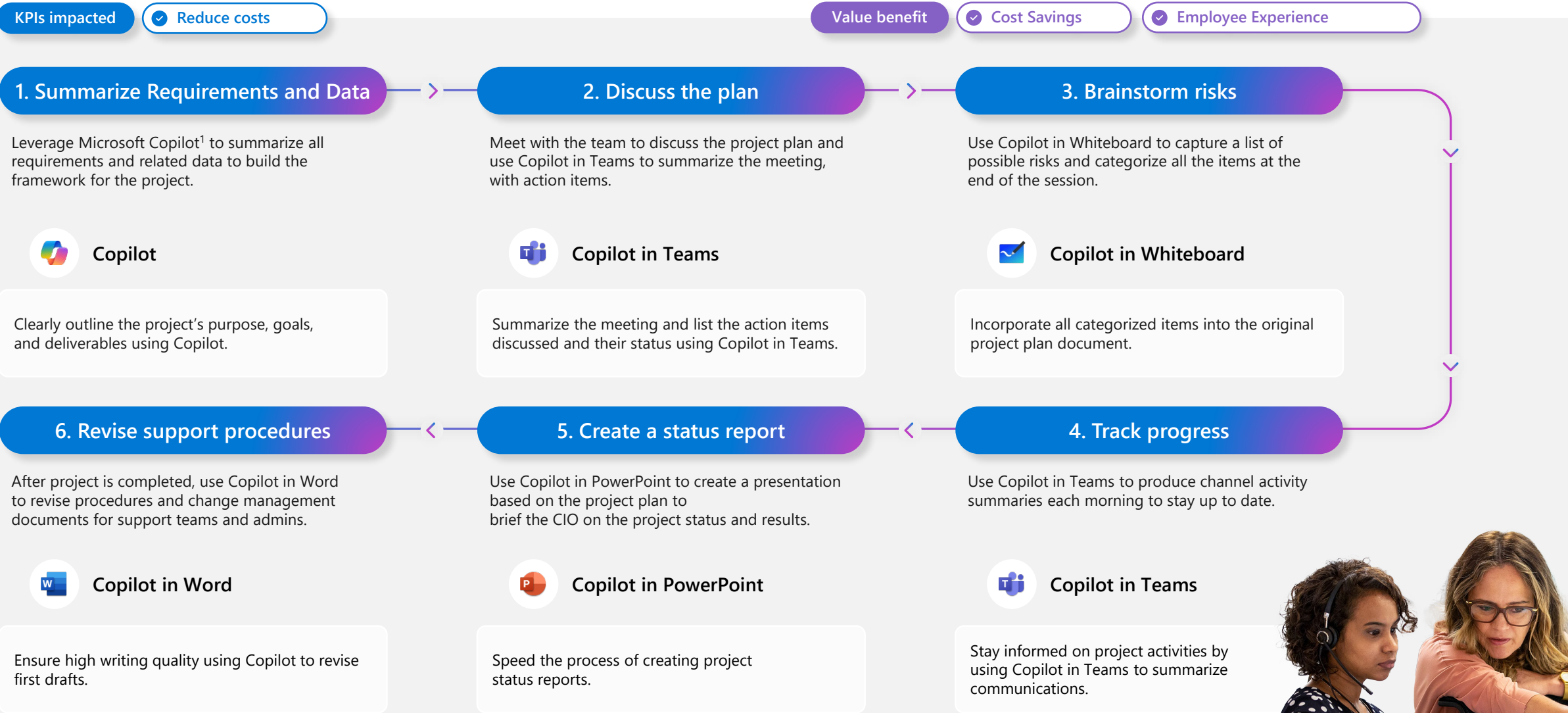
Available with:
Microsoft Copilot

Scenario level: ● ● ●
[Get started](#)



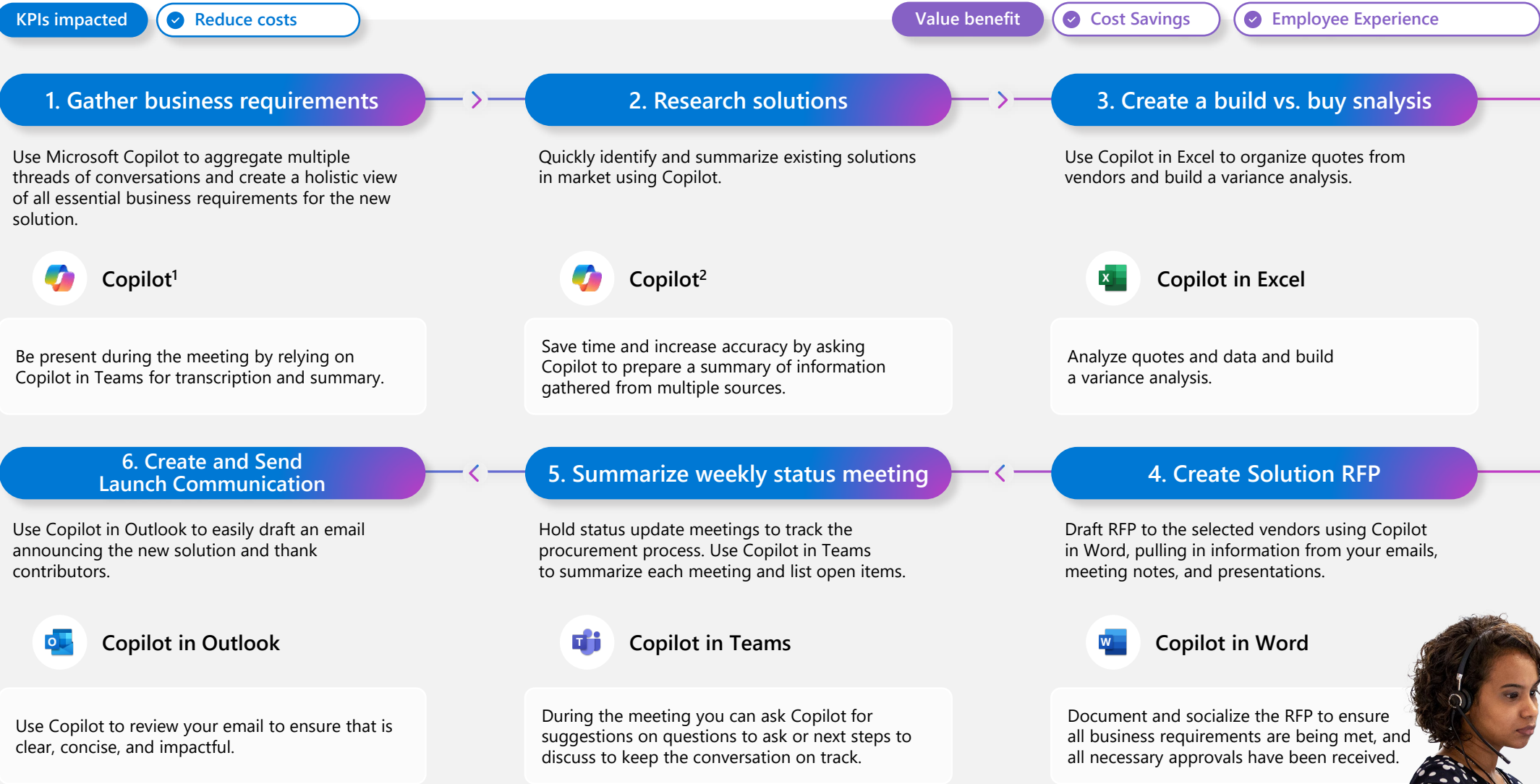
¹Access Copilot at Copilot.Microsoft.com or from the Windows taskbar or Edge browser and set toggle to "Web".





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A day in the life of a Launch Infrastructure Manager

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

Scenario level:   
[Customize](#)

Benefits

⌚ ~4 hours per week

🔄 Areas of investment: Analysis

★ 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 plug-ins built in 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.



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.



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.



Draft PowerPoint deck with content from the excel and whitepaper.

2:00 pm

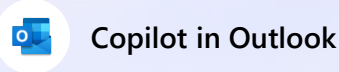
Switching gears, Jeff uses Copilot in Excel review and summarize the list of submitted engineering scenarios that have come in across the organization as the final review is next week.



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.



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

Jeff
a Launch
Infrastructure
Manager



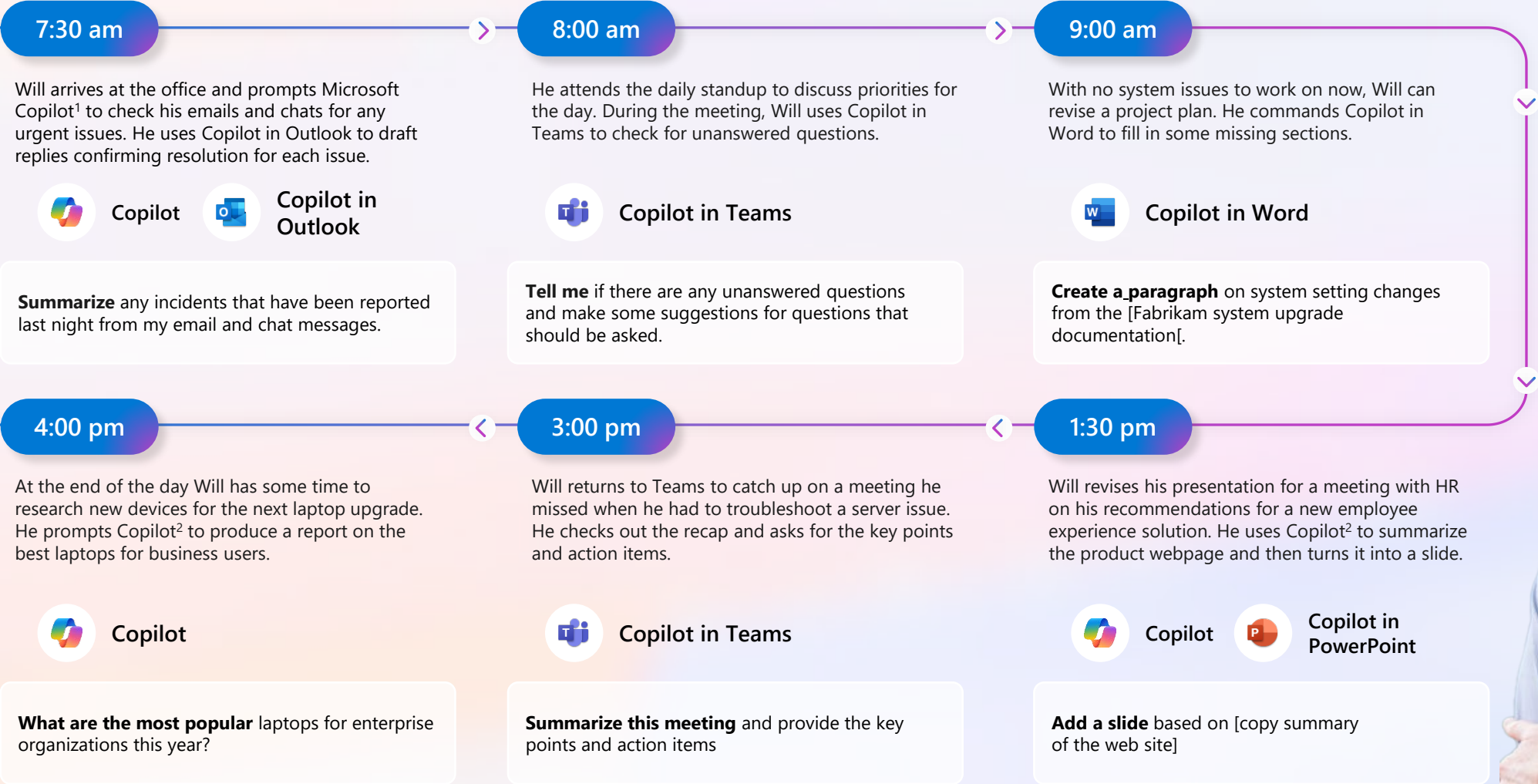
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A day in the life of an IT Administrator

Available with:
Copilot for Microsoft 365

Scenario level:   
[Get started](#)

- Benefits
-  ~6 hours per week
-  Areas of investment: Learning applications
-  Reducing alerts



Will
is an IT
Administrator at
Contoso



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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>

