

# KPI – Application downtime

## Copilot Workshop

Request information on the Copilot for Microsoft 365 online Workshop



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

**LOOK**