

KPI – Average ticket resolution time

Copilot Workshop

Request information on the Copilot for Microsoft 365 online Workshop



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 resolution time

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

LOOK