



“When a call reaches me, the customer needs reassurance and understanding from me immediately. I need to absorb a lot of information quickly, and Copilot lets me grasp the details right away.”

—Mayte Cubino Gonzalez, Director of Engineering Support

**Customer:**  
Microsoft

**Industry:**  
Other

**Size:**  
10,000+ employees

**Country:**  
USA

**Products and services:**  
Copilot in Dynamics 365 Customer Service  
Microsoft Copilot for Microsoft 365  
Microsoft Copilot for Dynamics 365

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#### Situation:

Microsoft’s customer service and support agents work in a high-speed environment solving customer issues, which can involve numerous administrative tasks to deliver the best possible support now and in the future.

#### Solution:

In April, the support team was given access to Copilot for Dynamics 365 Customer Service, a generative AI tool with a wide range of potential uses.

#### Impact:

The agents have learned to use Copilot to reduce administrative overhead, speed up summaries, and improve communication with customers both during and after the call itself.

