

KPI – Average resolution time

Copilot Workshop

Request information on the Copilot for
Microsoft 365 online Workshop



Microsoft Copilot can help with lowering resolution times which in turn leads to increased agent productivity and higher customer satisfaction rates.



Roles

Average resolution time
can require input from:

Customer service
manager

Customer service
agent

How Microsoft Copilot can help average resolution times

Boost productivity

- Rapidly research customer interactions
- Create first drafts faster
- Check for similar issues and resolutions
- Quickly send follow-up communications

Reduce churn

- Address more queries in less time
- Personalize solutions
- Improve staff availability based on automated capacity-based scheduling
- Diagnose problems faster



Microsoft AI solutions

Copilot for Microsoft 365
Copilot for Service

LOOK