

KPI – Customer satisfaction score (CSAT)

Copilot Workshop

Request information on the Copilot for
Microsoft 365 online Workshop



Microsoft Copilot can improve customer satisfaction by providing real-time AI assistance for faster issue resolution, generating personalized email responses, analyzing customer feedback, and allowing agents to focus on delivering high-quality service.

How Microsoft Copilot can help CSAT

Incorporate feedback

- Rapidly analyze customer feedback
- Quickly create recommendations
- Swiftly update scripts and processes
- Create communications to socialize the changes

Enhance customer loyalty

- Better understand customers
- Resolve issues on the first call
- Limit the need for escalations
- Anticipate emerging trends



Roles

CSAT can require
input from:

Customer service
manager

Customer service
agent



Microsoft AI solutions

Copilot for Microsoft 365
Copilot for Service

LOOK