

KPI – First call resolution

Copilot Workshop

Request information on the Copilot for
Microsoft 365 online Workshop



In customer service, First Call Resolution (FCR) is a game changer because it improves customer satisfaction, enhances agent efficiency, and fosters long-term customer loyalty.

How Microsoft Copilot can help FCR

Improve customer satisfaction

- Diagnose a problem quickly using external and internal databases
- Automated analysis using customer data and knowledge base
- Quicker and more accurate draft responses based on historical resolution data
- Proactive and personalized follow-up communications

Enhance agent efficiency

- Address more queries
- Research customer information
- Organize information from past interactions
- Completely focus during the interaction



Roles

FCR can require
input from:

Customer service
manager

Customer service
agent



Microsoft AI solutions

Copilot for Microsoft 365

Copilot for Service

LOOK