

KPI – Service quality scores

Copilot Workshop

Request information on the Copilot for
Microsoft 365 online Workshop



AI is elevating service quality in the professional services industry by enabling smarter, more efficient, and customer-centric operations.



Roles

Service quality scores
can require input from:

Customer service
manager

Customer service
agent

How Microsoft Copilot can help service quality scores

Analyze trends

- Rapidly identify themes and trends
- Access data from multiple data sources using single interface
- Recommend actions to address pain points using customer data, past service interactions and knowledge database
- Analyze agent effectiveness

Focus interactions

- Rapidly update scripts and issue logs
- Limit need for escalations
- Completely focus during interactions
- Quickly recap the interaction and action items



Microsoft AI solutions

Copilot for Microsoft 365

Copilot for Service