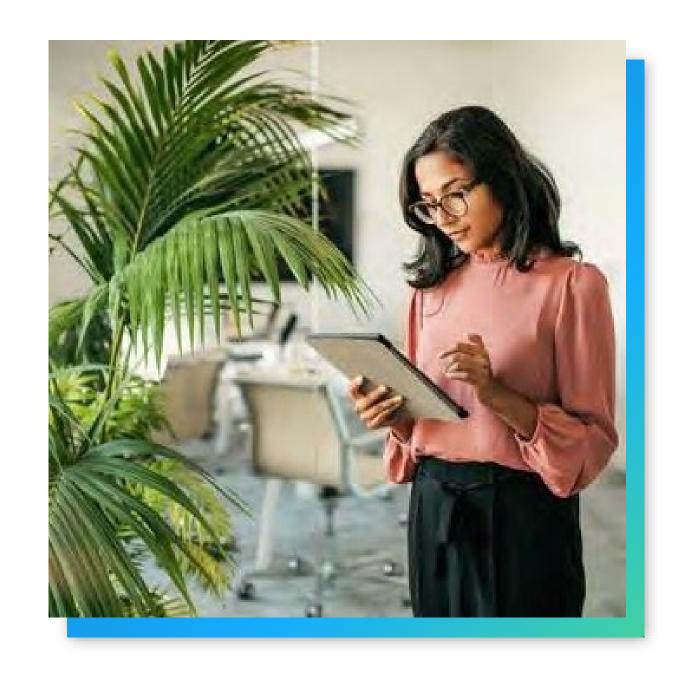


### Microsoft Copilot

Vision overview

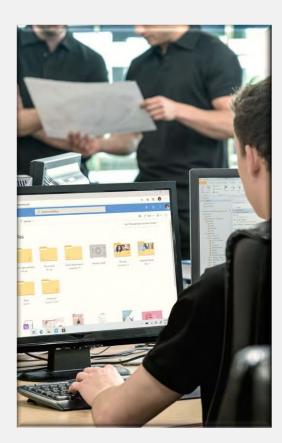
Mike Ehrenberg

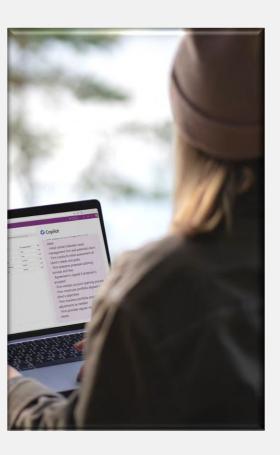


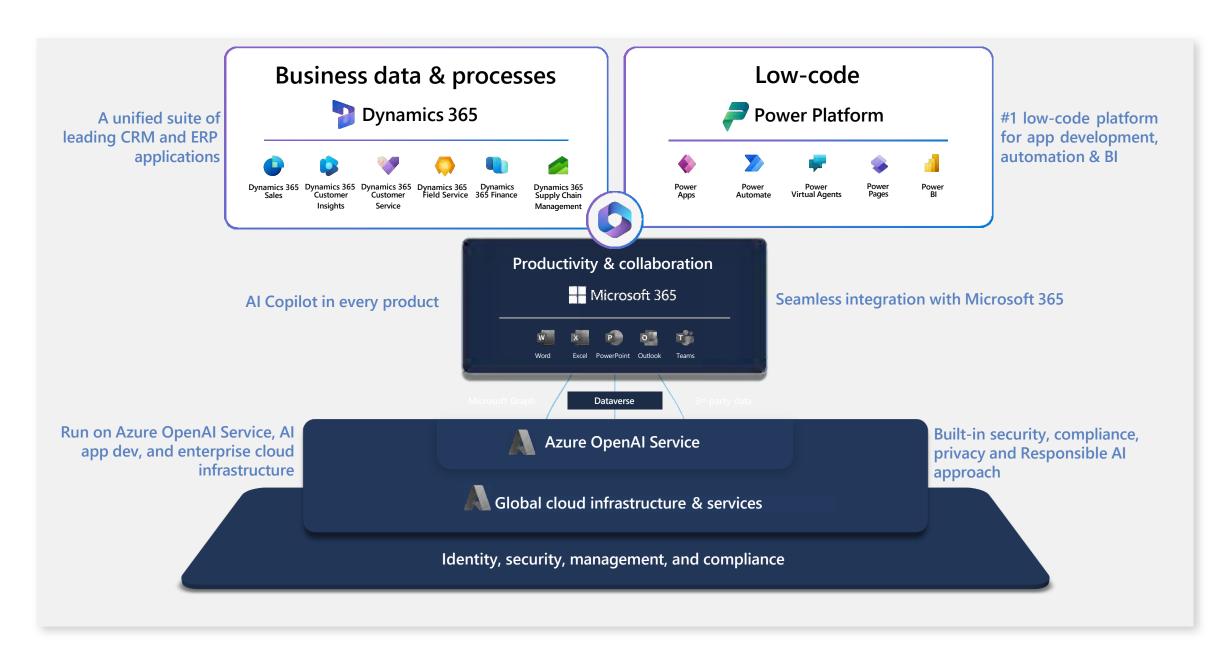
### Business applications are being reimagined at their core



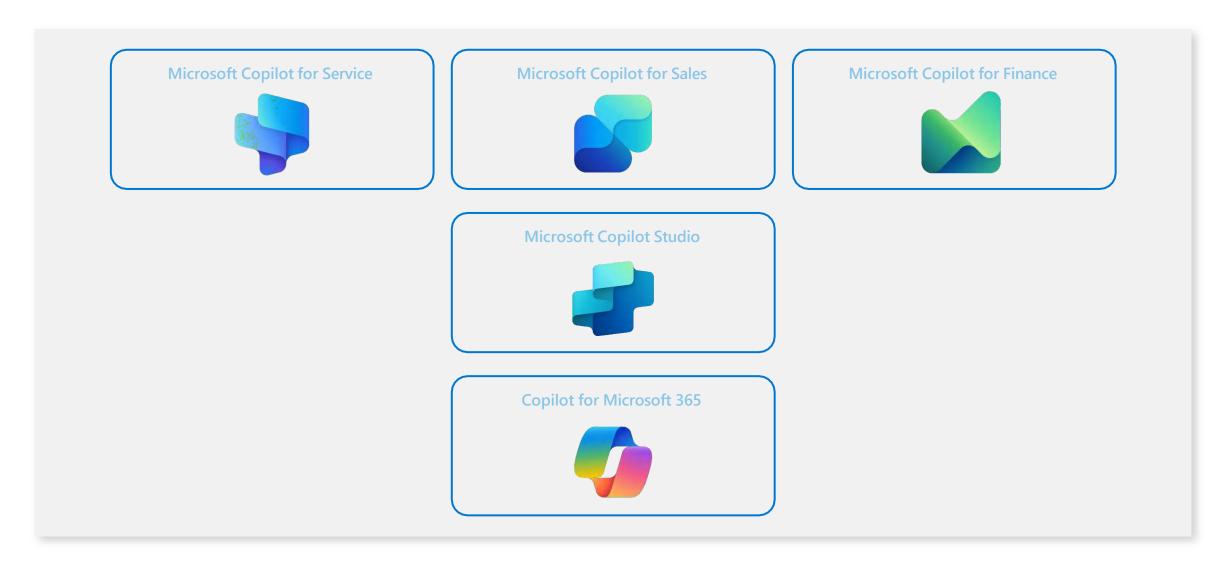








### **Microsoft Copilot for Business Users**



### Retrieval Augmented Generation (RAG)

A technique for enhancing the accuracy and reliability of generative AI models by grounding them with facts retrieved from only authoritative data sources.



### Microsoft Copilot for Microsoft 365

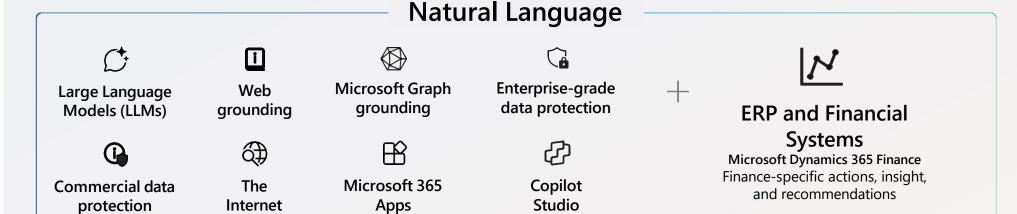
Your everyday AI companiesistant at work





### **Microsoft Copilot for Finance**

Your everyday Al assistantiat weer professionals





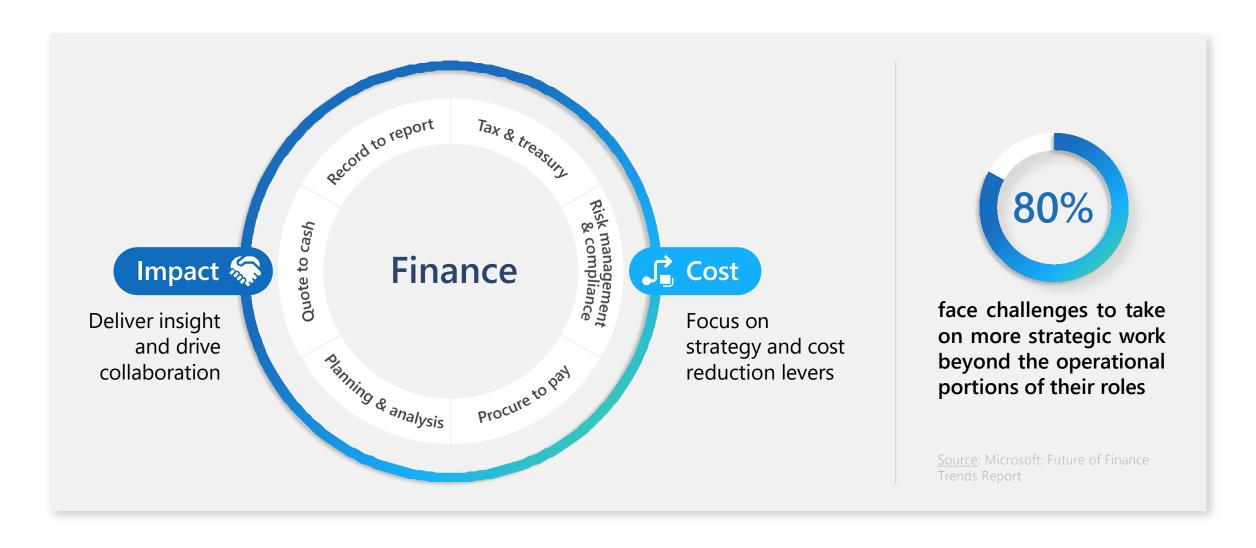


### **Microsoft Copilot** for Finance

Wayne Wilson



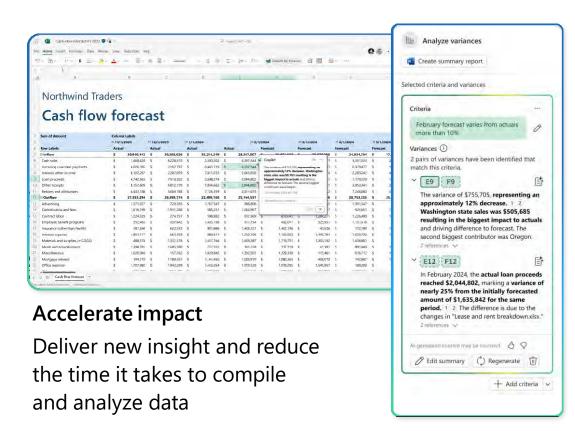
### The role of Finance is complex and evolving

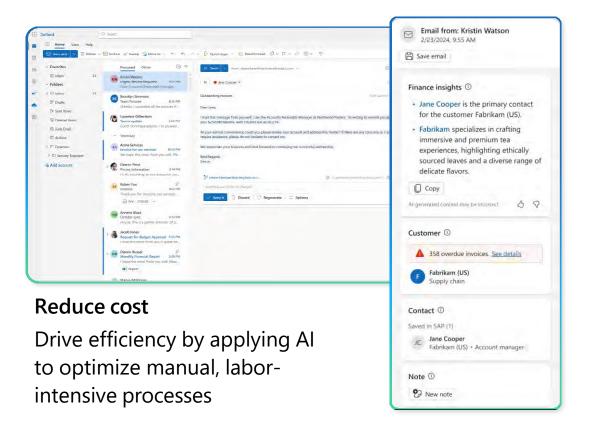


### Microsoft Copilot for Finance

Accelerate business impact and reduce cost with a copilot in the flow of work.

Copilot for Finance is experienced in Microsoft 365 and connects to your financial systems







### **Microsoft**



· Microsoft

#### Industry:

· Software

#### Country:

· United States

#### **Products and services:**

· Microsoft Copilot for Finance



"Based on pilot usage, the data reconciliation capabilities in Microsoft Copilot for Finance saves an average of 20 minutes/account, or a 22% costs savings in average handling time. It's a huge timesaver for an organization as complex as Microsoft."

— Anita Mehra, Corporate Vice President, Global Treasury & Financial Services

#### Situation:

At Microsoft, there are teams spending, on average, 1-2 hours per week reconciling data, across hundreds of accounts in a month.

#### Solution:

A group from the Treasury and Financial Planning and Analysis teams at Microsoft piloted Copilot for Finance to automate and simplify the data reconciliation process and improve productivity.

#### Impact:

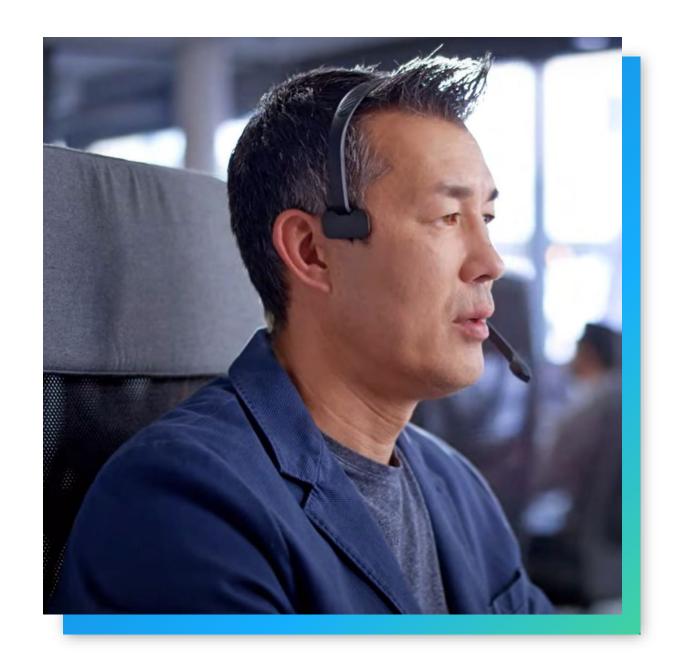
- Reconciliation helps reduce manual plotting of invoices and saves an average of 20 mins/account
- 1-2 hours spent reconciling data is now done in 10 minutes

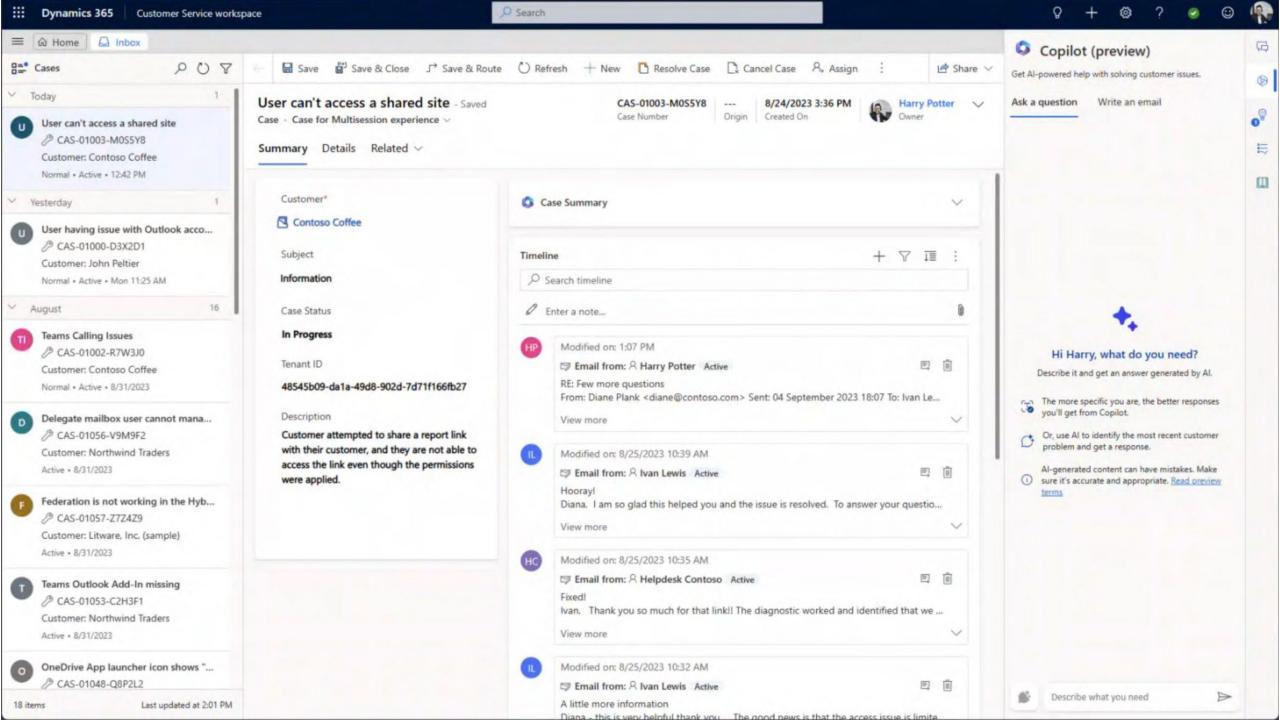


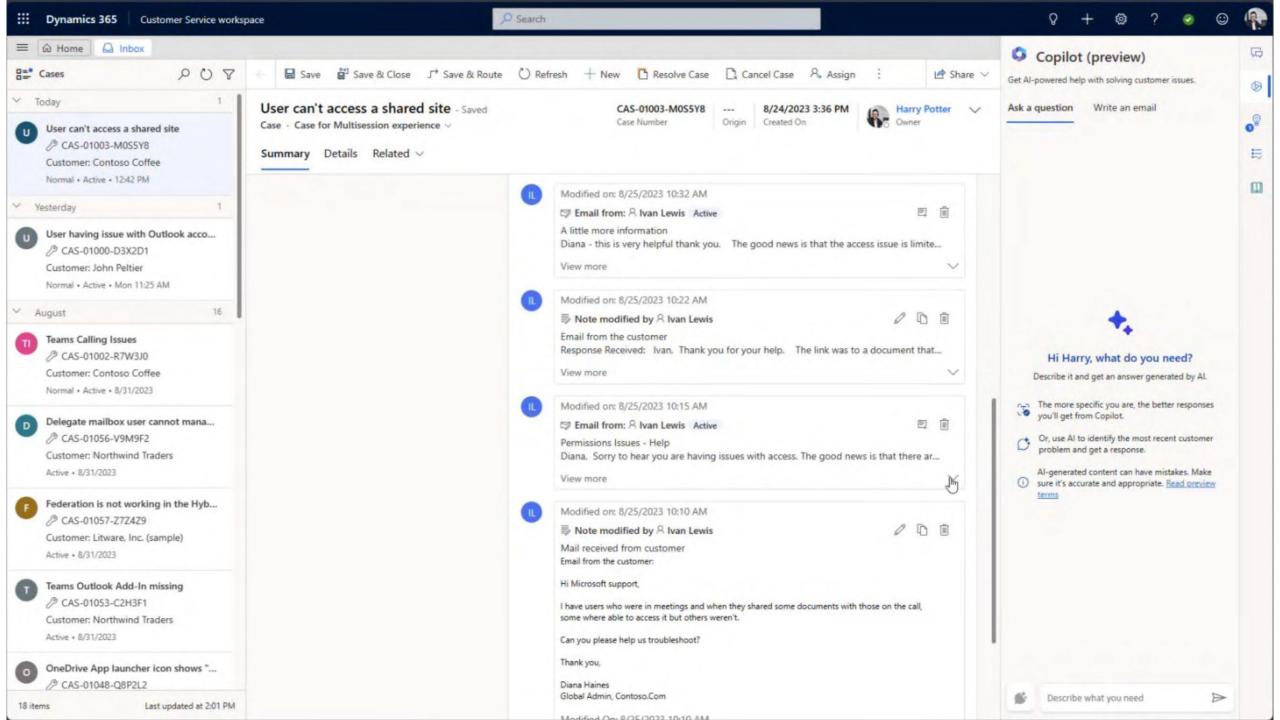


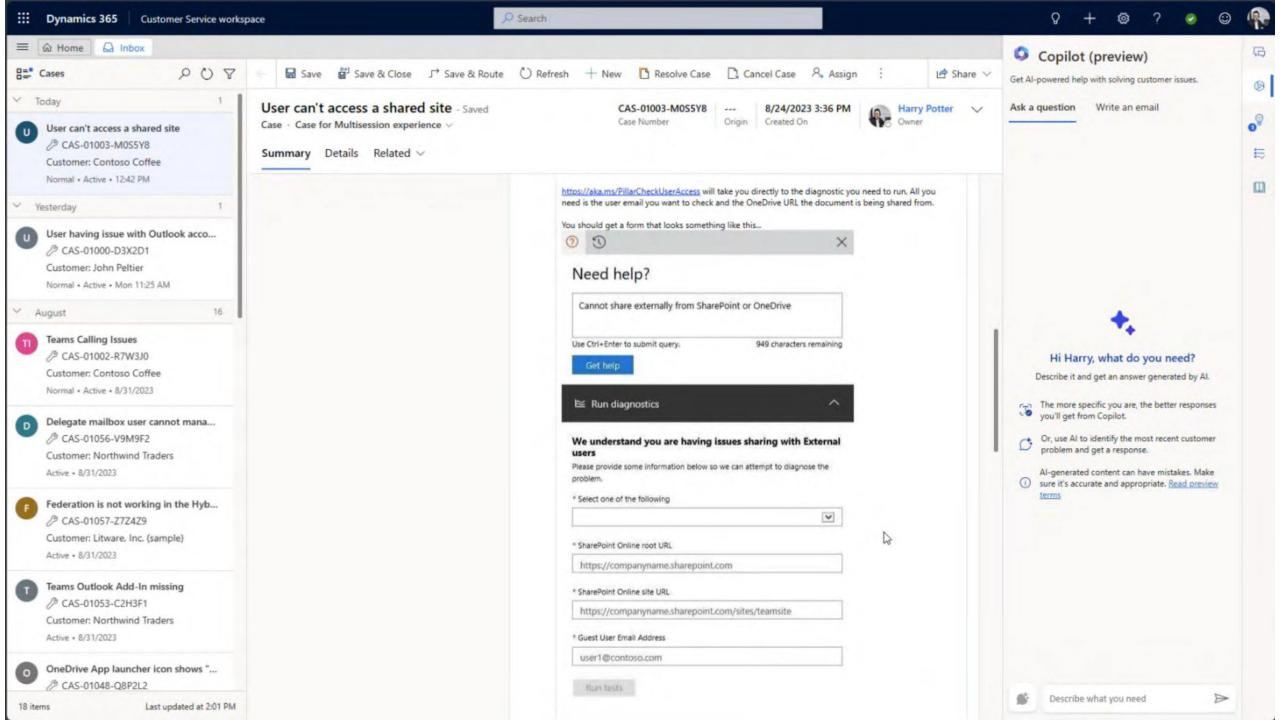
# **Dynamics 365 Customer Service**

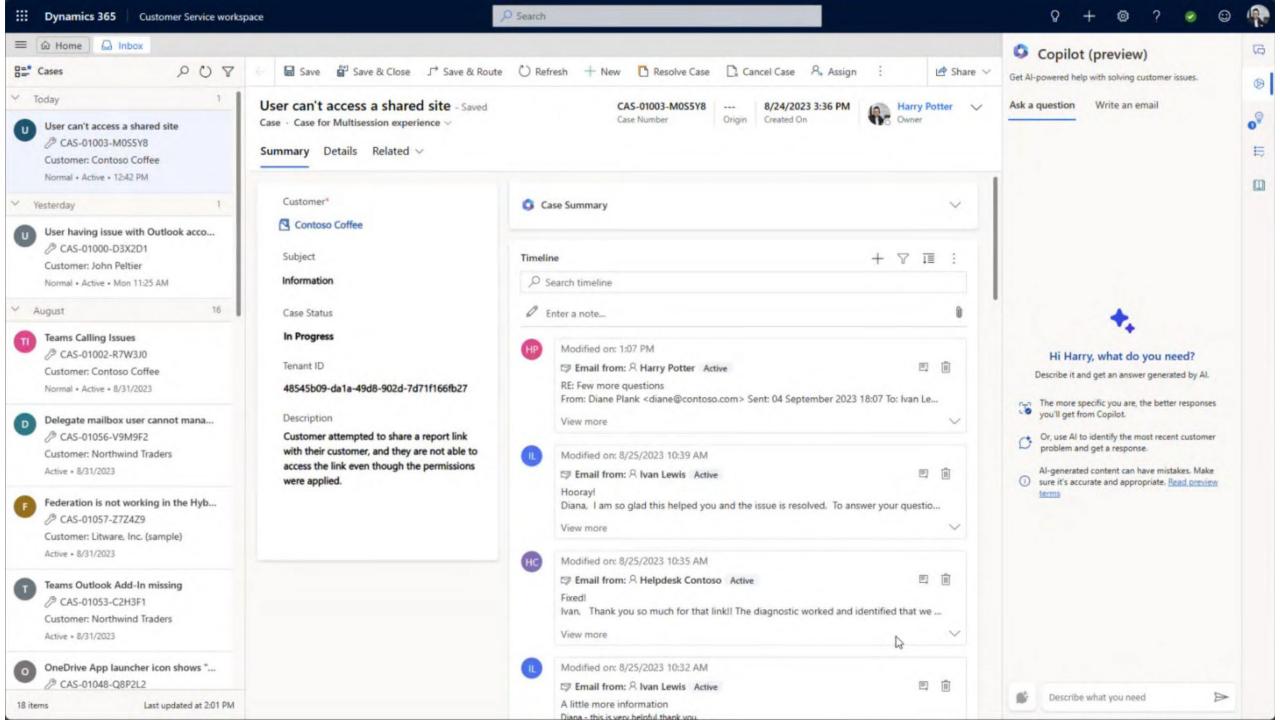
Mike Ehrenberg

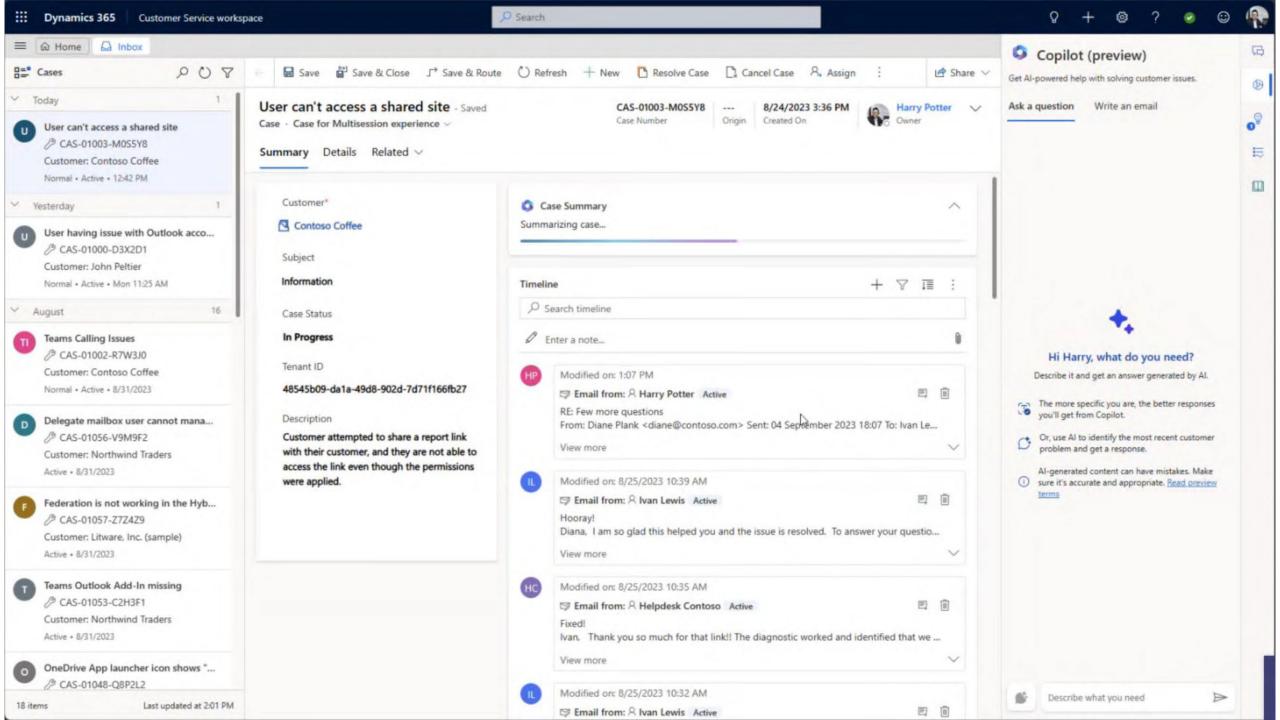


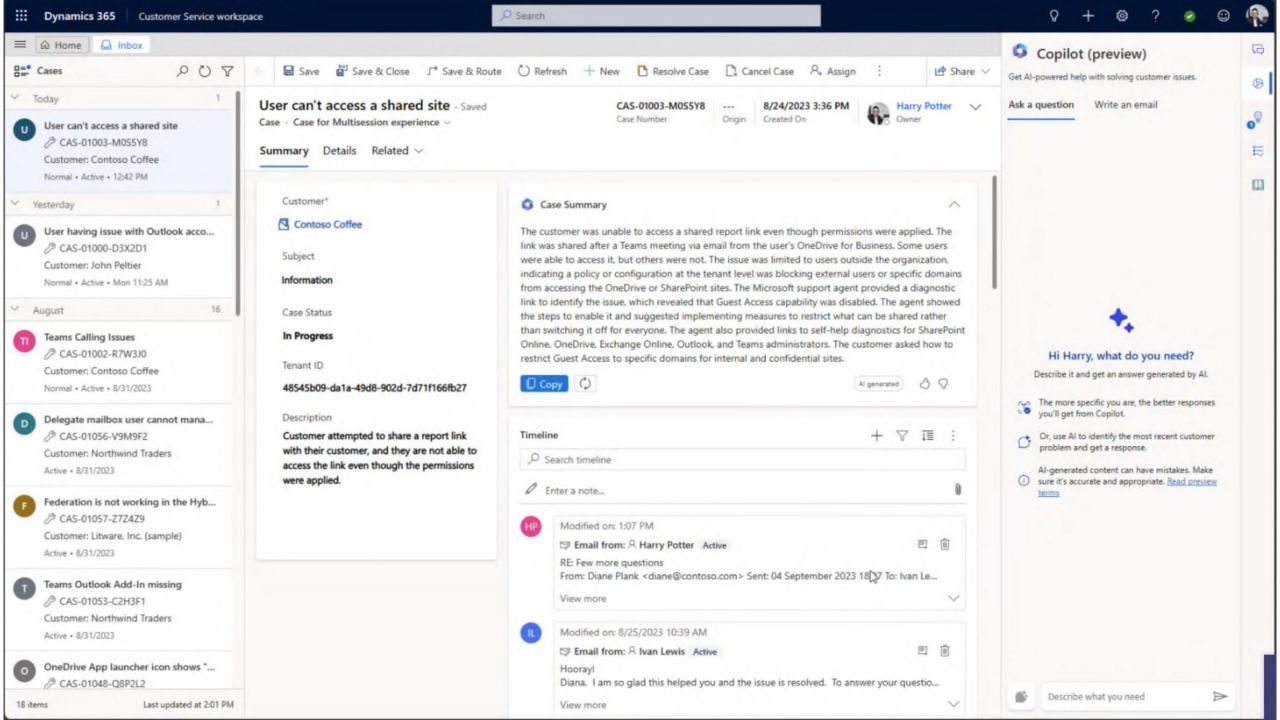


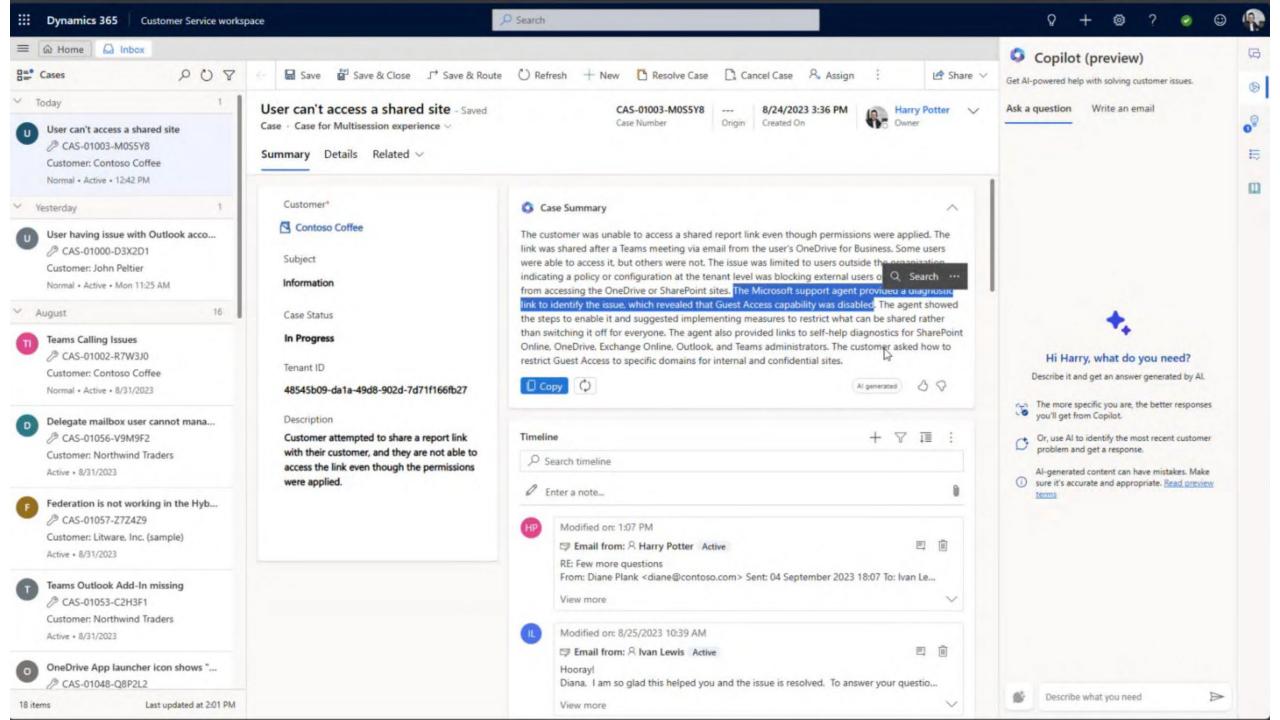


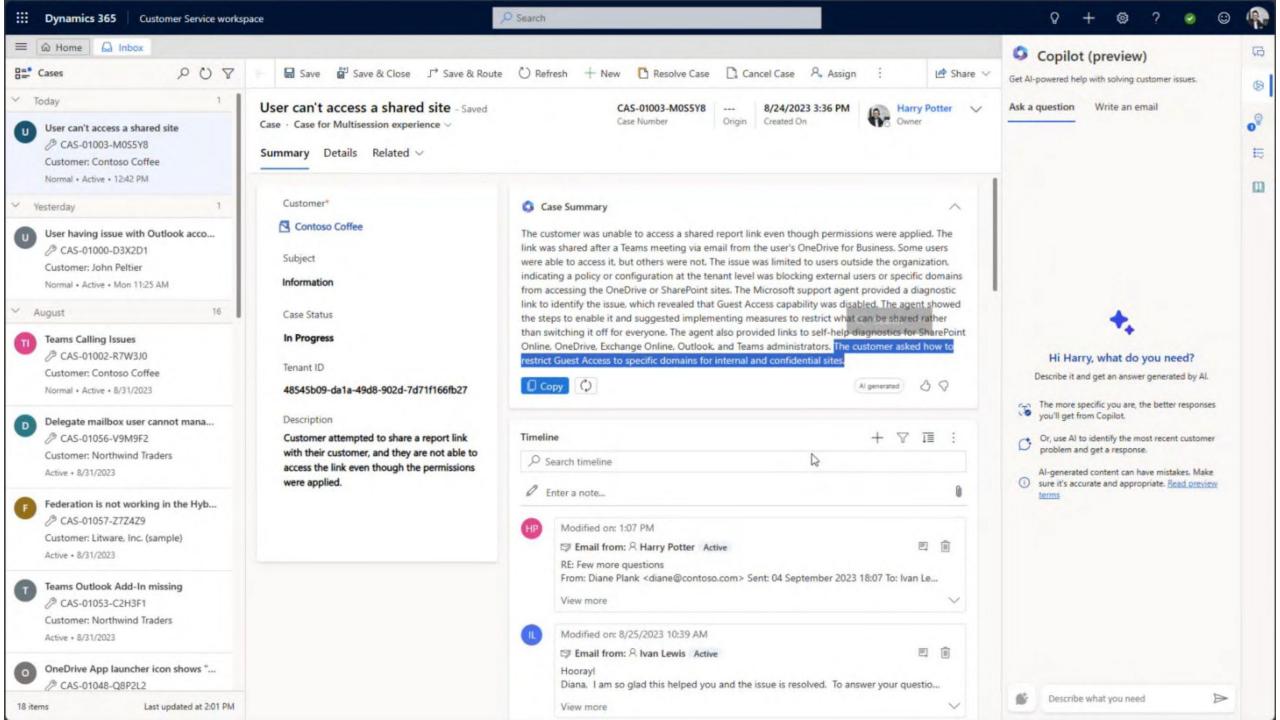


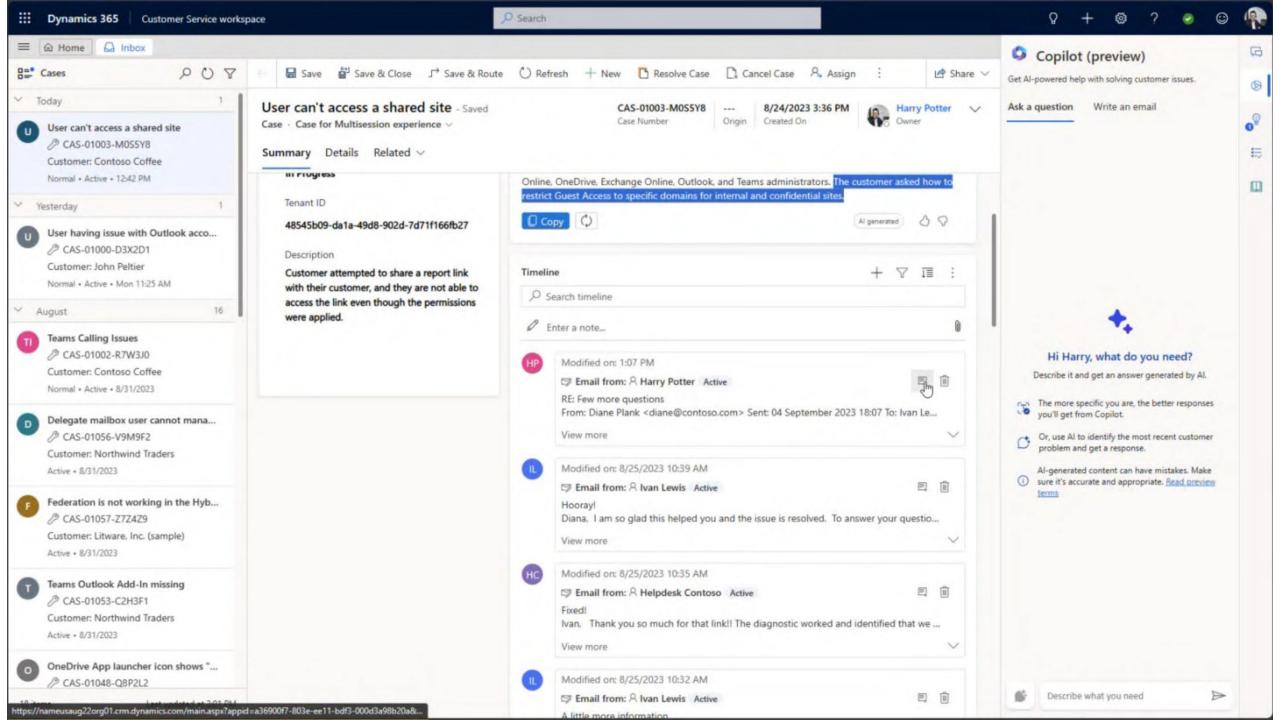


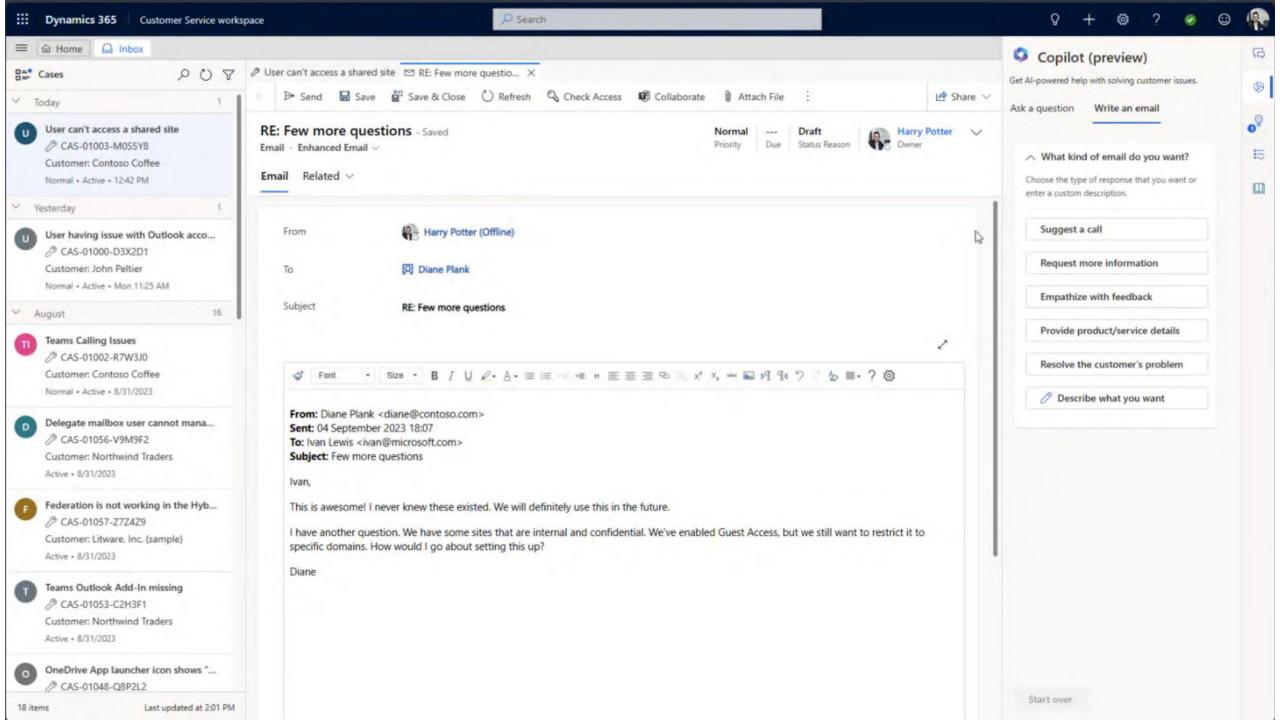


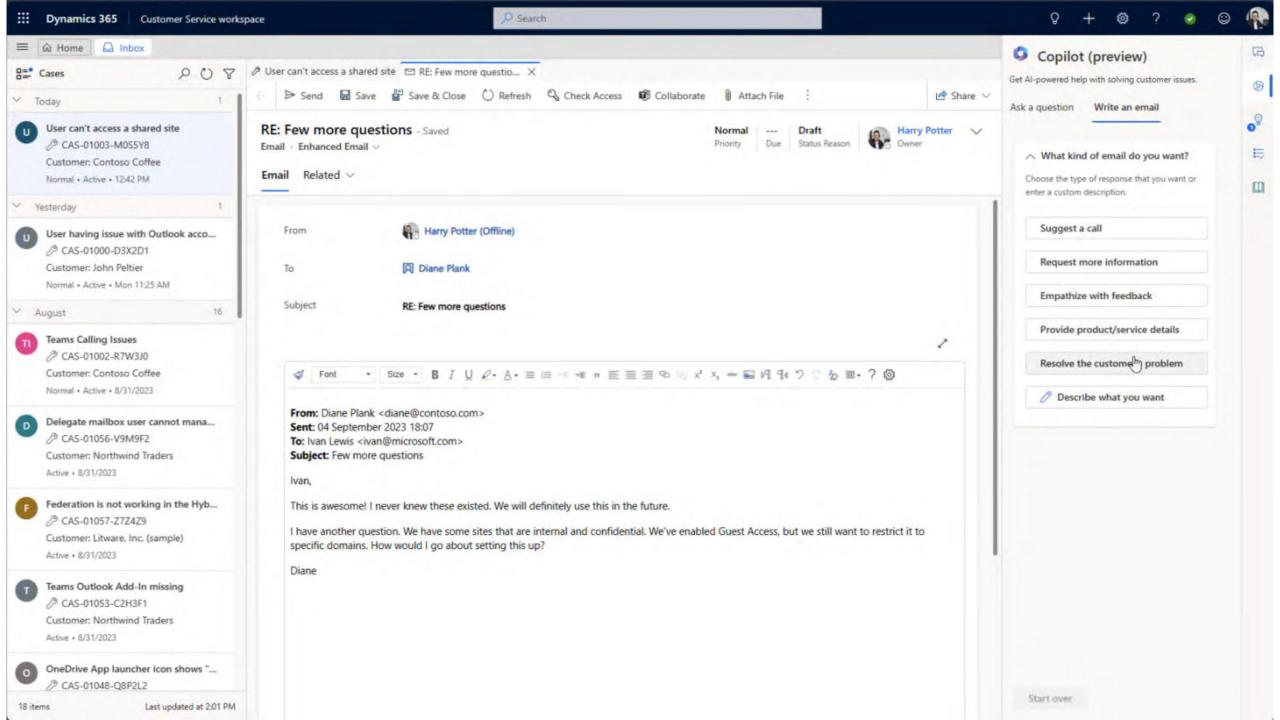


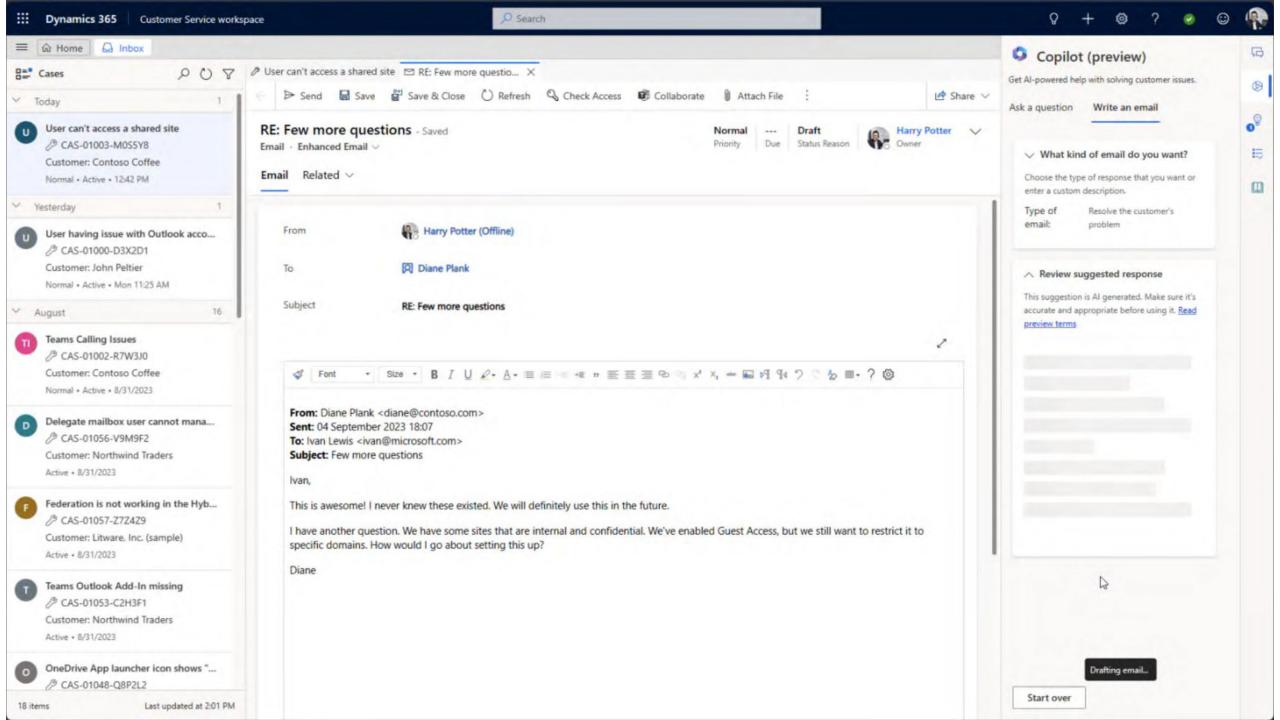


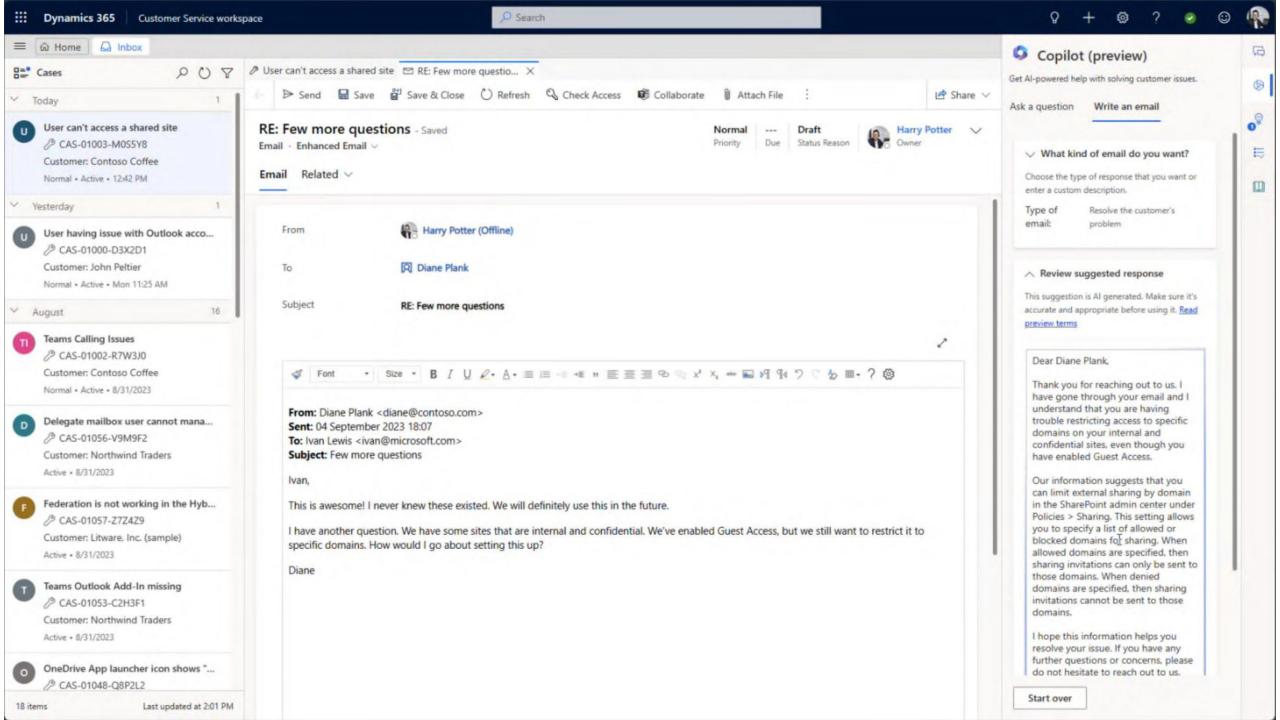


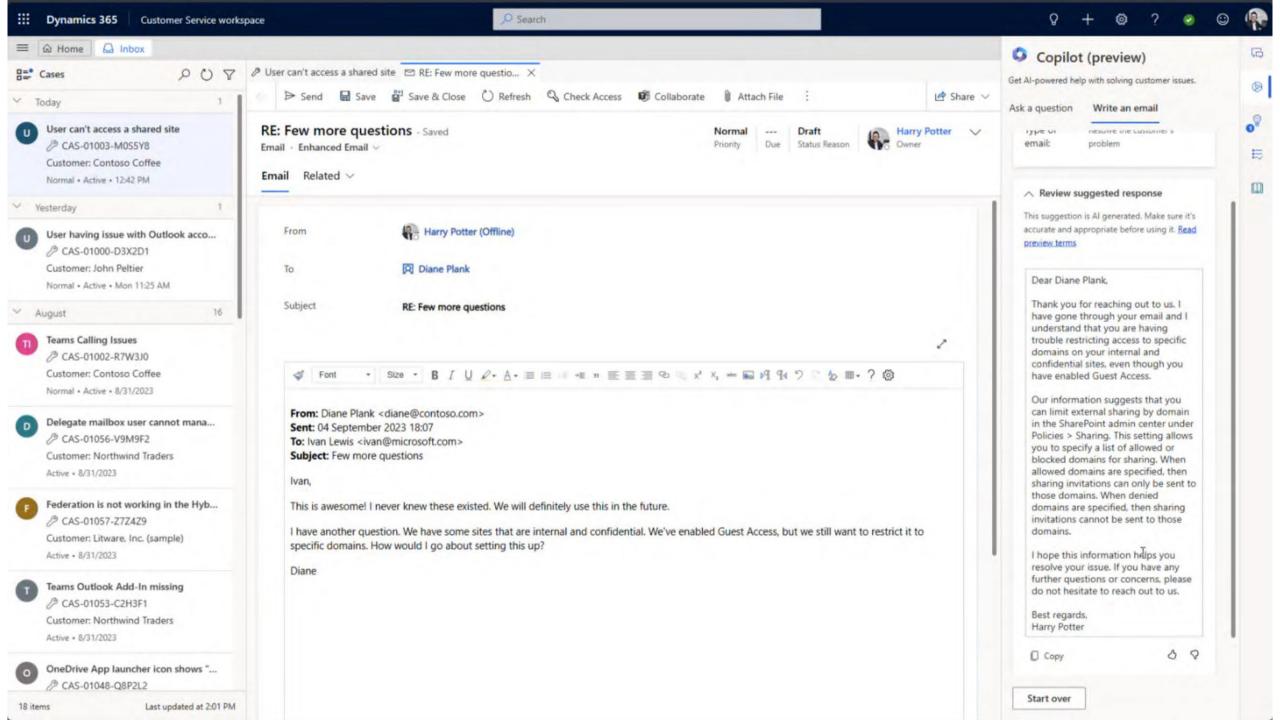


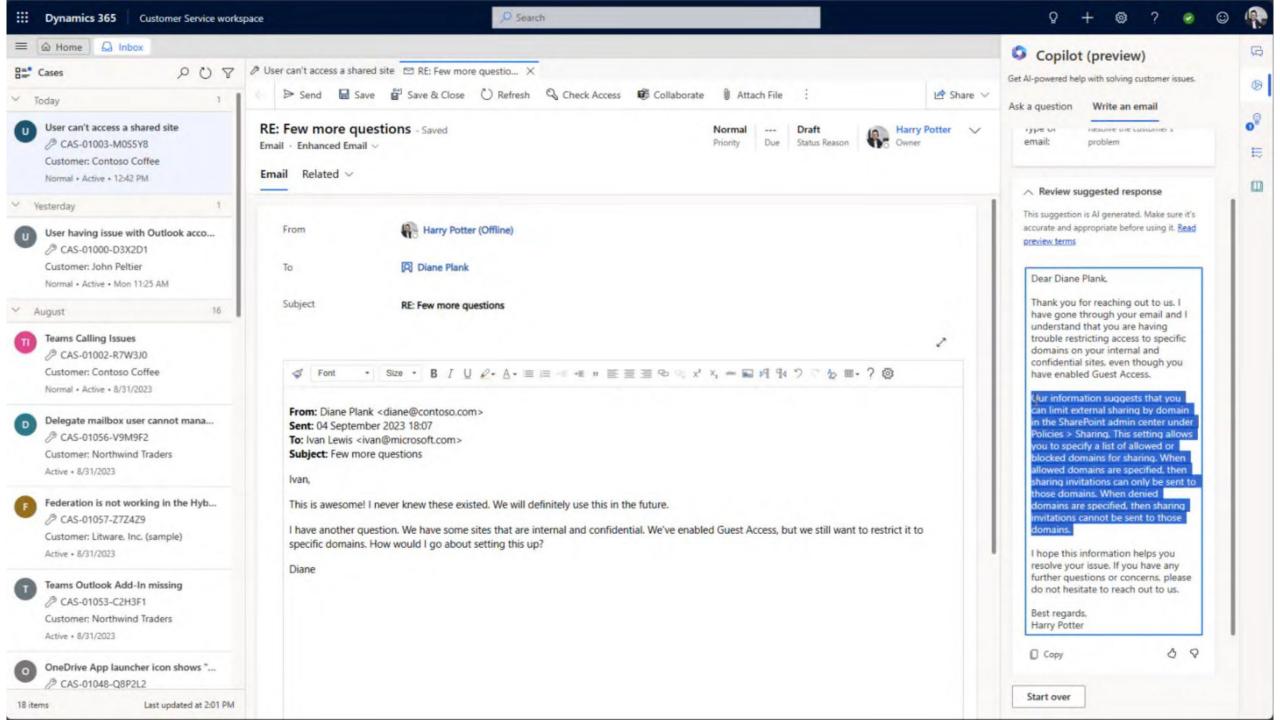


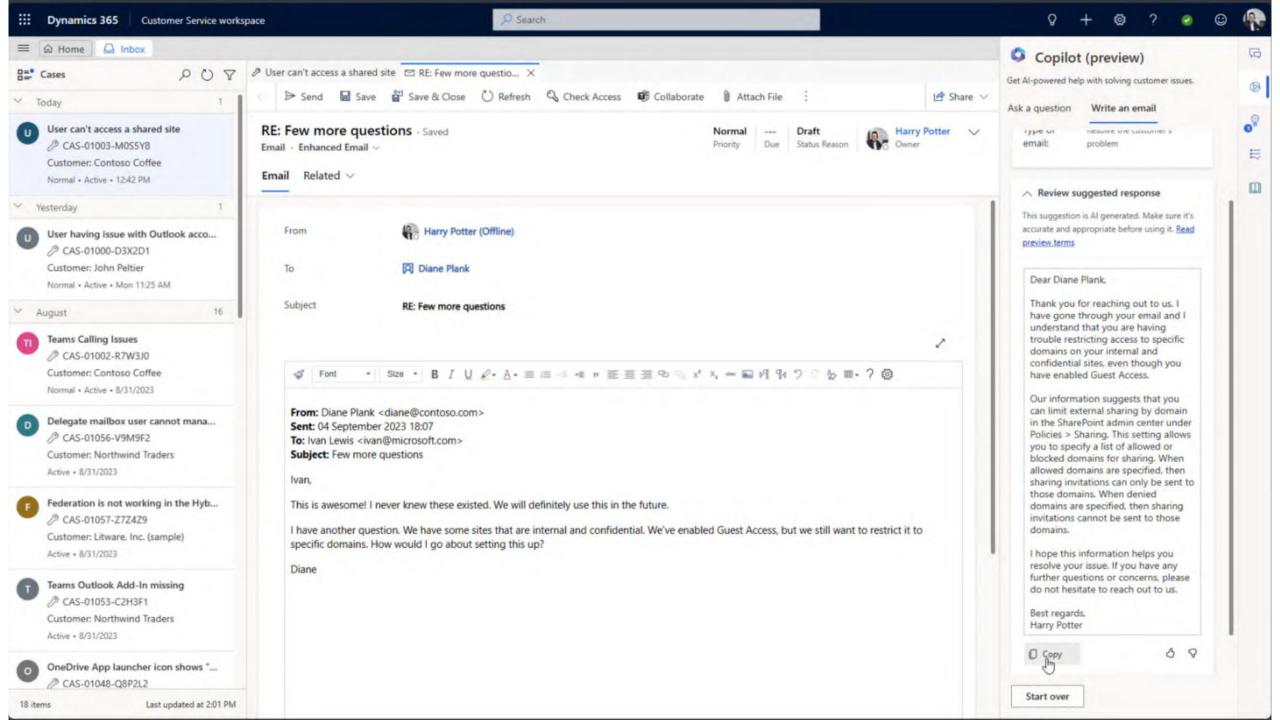


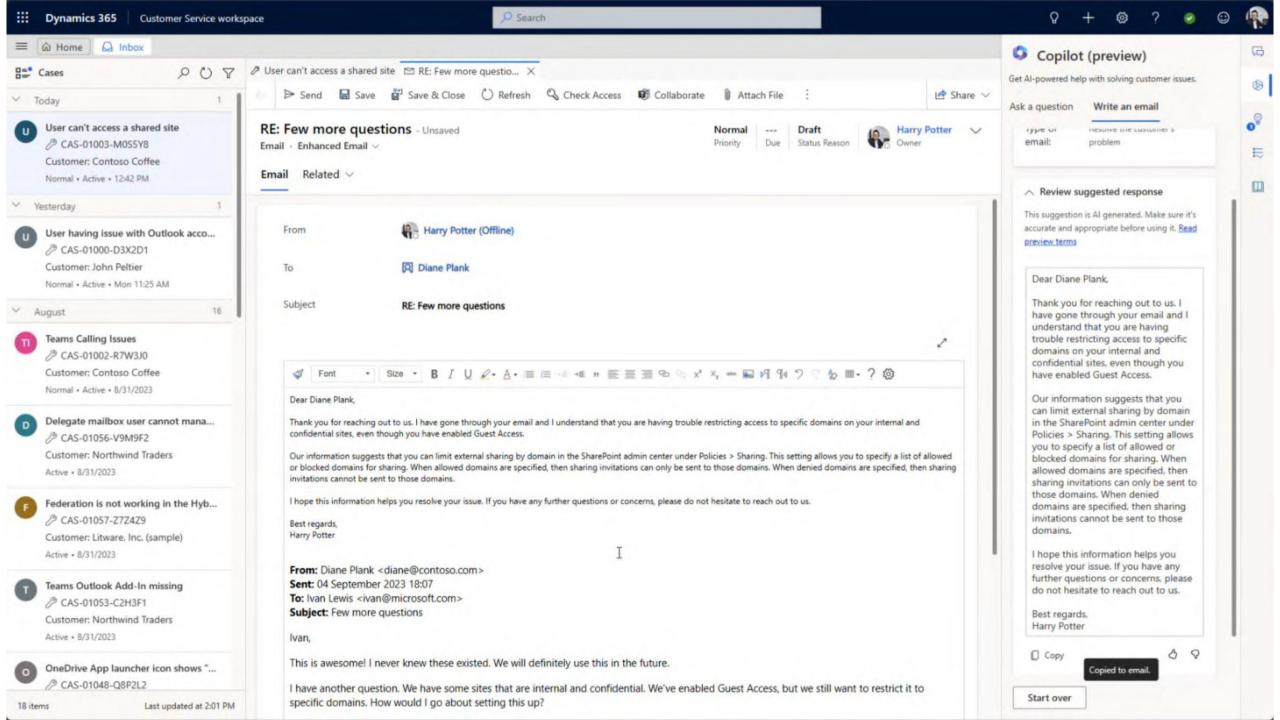


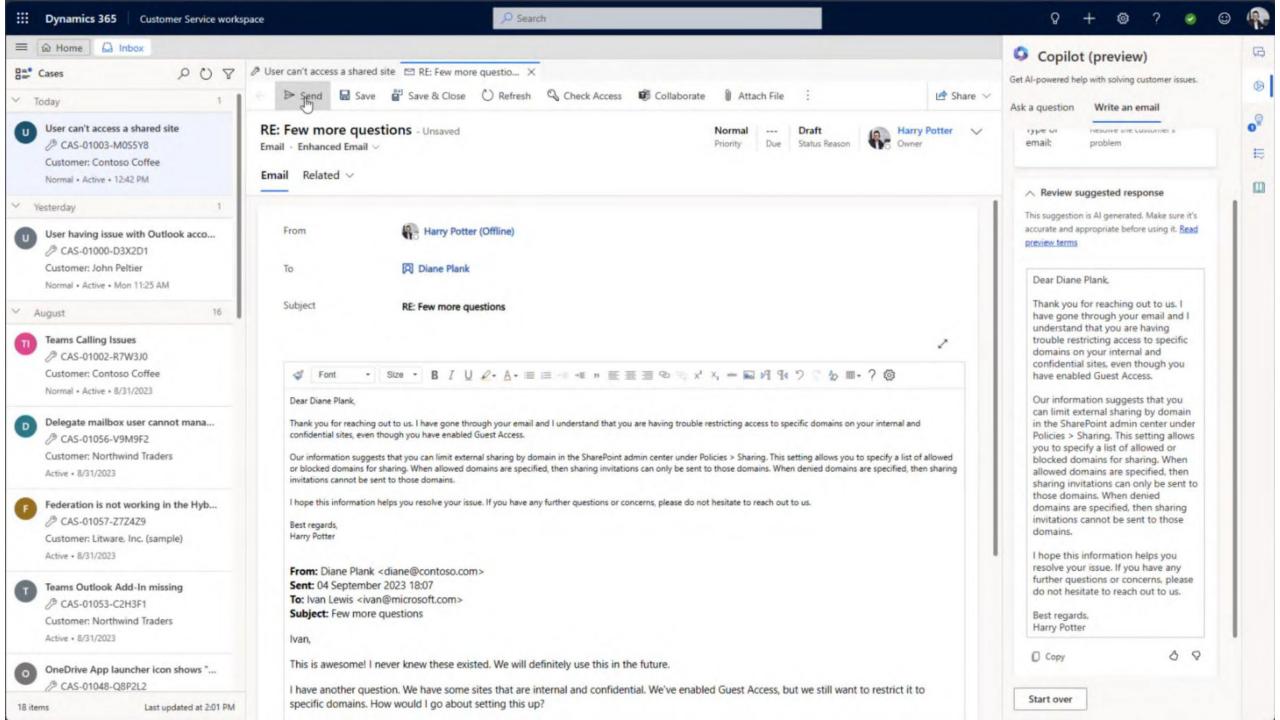












### Copilot delivers material wins for Microsoft Support



In one business, Copilot increased number of cases and chats managed by support agents by 9%-12%

#### **KEY TAKEAWAY**

Serve more customers with the help of Copilot



Several businesses observed Copilot to decrease AHT for agents handling chat cases by 12% - 16%

#### **KEY TAKEAWAY**

Serve customers faster with the help of Copilot



Across all groups, Copilot decreased the need for expert help to resolve a case by 13%

#### **KEY TAKEAWAY**

Jr. agents become Super agents with the help of Copilot

<sup>\*</sup> These results are statistically significant at the 95th percent confidence interval

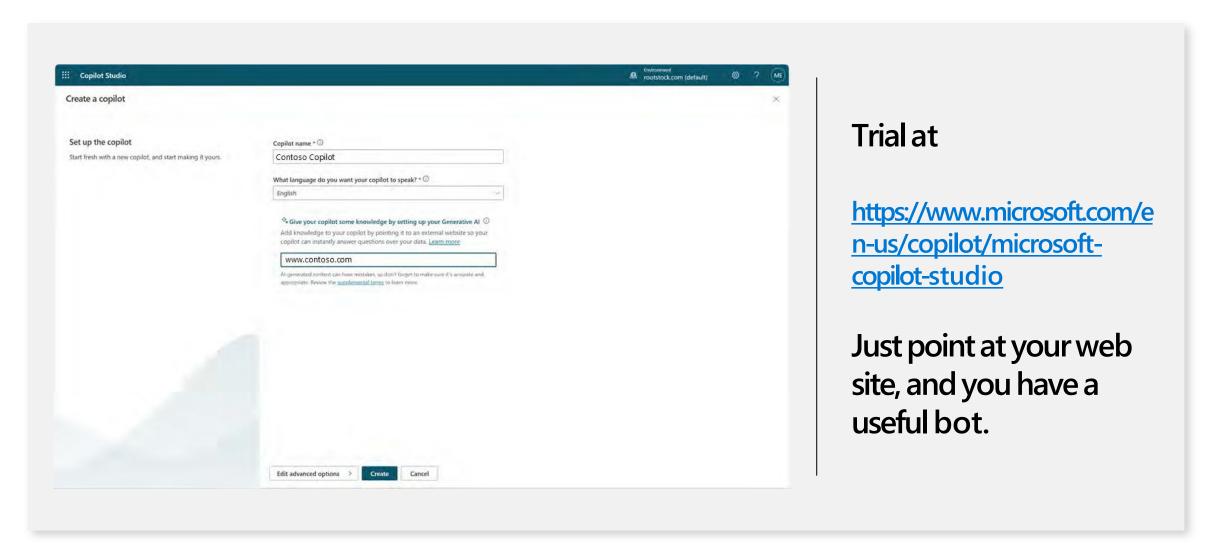


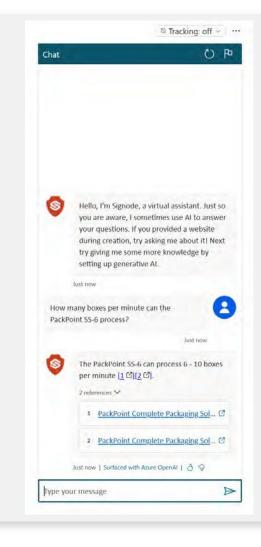


### **Microsoft Copilot** Microso Studio

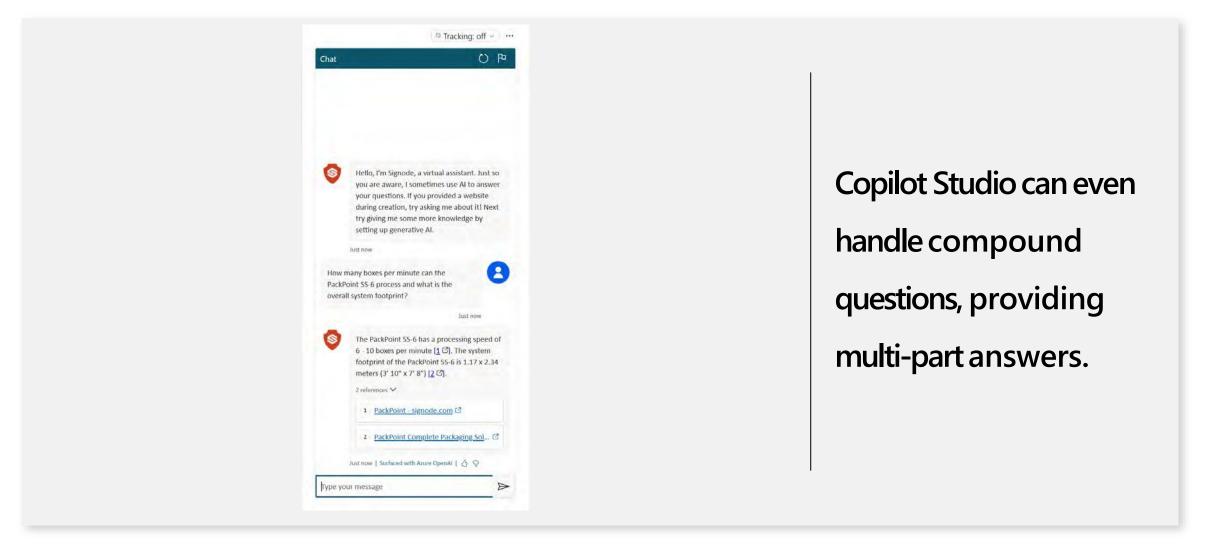
Mike Ehrenberg

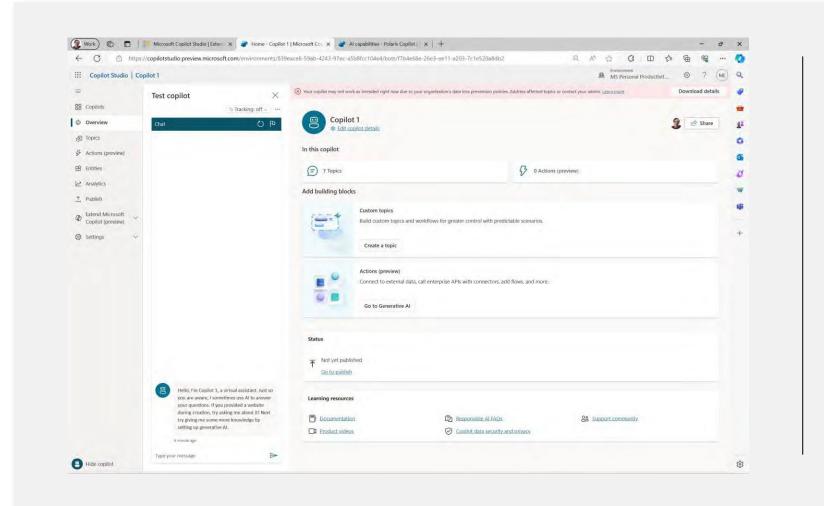




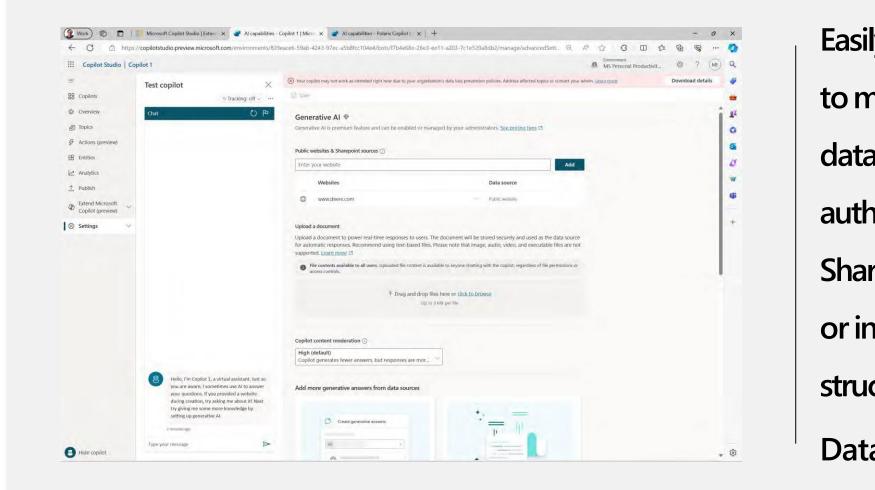


Copilot Studio
immediately provides a
useful Bot able to answer
questions from the web
site content and show
citations.

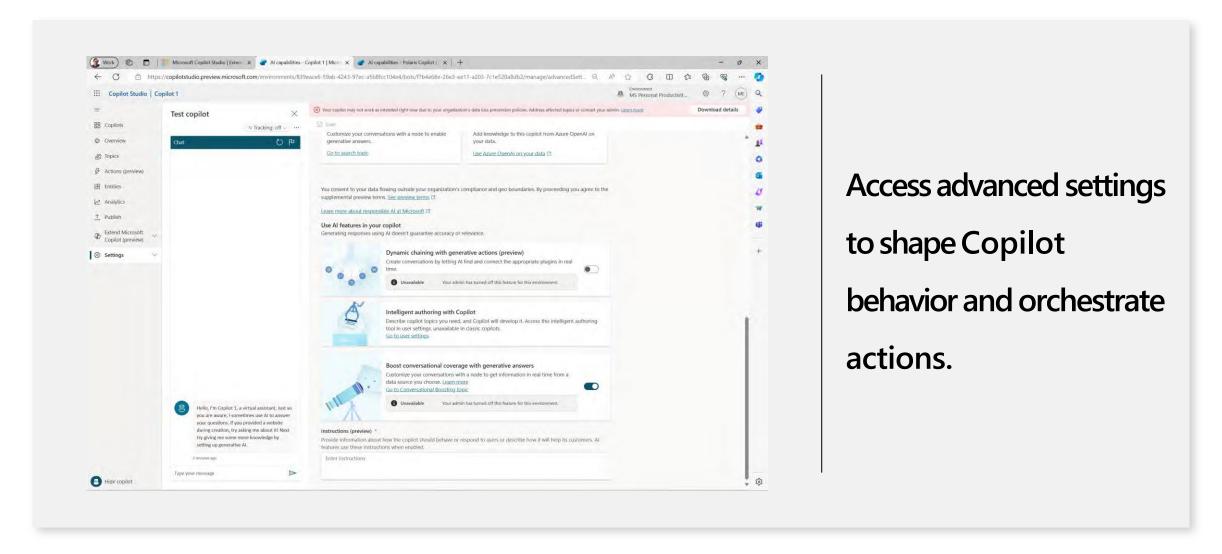




You can still script
specific high-value chat
topics (Custom topics) or
register additional
documents or actions
with Copilot (Actions).



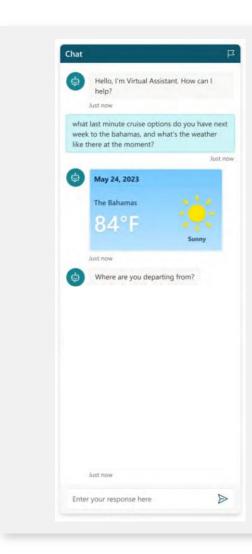
**Easily give Copilot access** to more unstructured data such as authoritative web sites, **SharePoint repositories** or individual files, or even structured data (e.g. Dataverse).





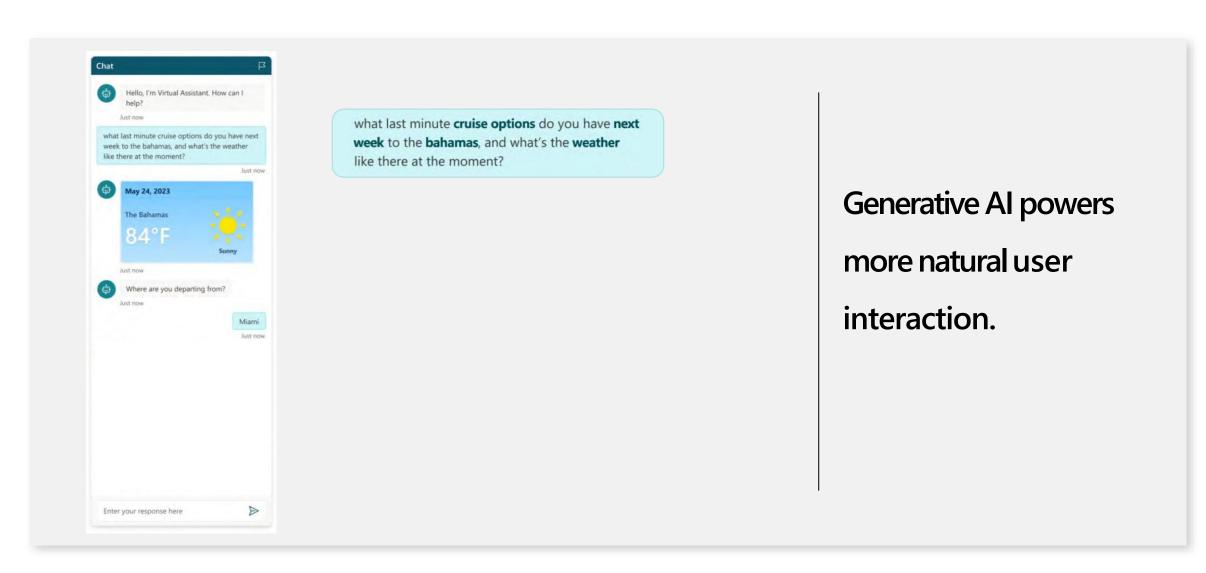


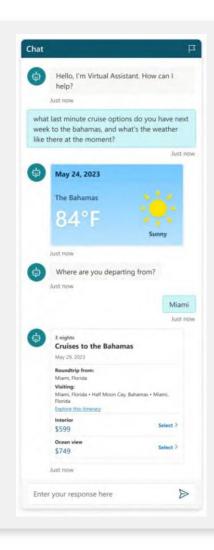




what last minute **cruise options** do you have **next** week to the **bahamas**, and what's the weather like there at the moment?

Generative AI powers more natural user interaction.





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Generative AI powers more natural user interaction.

## 

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