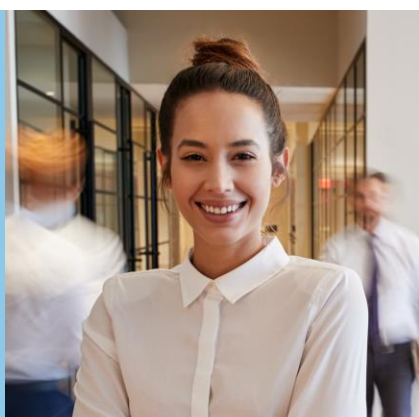




# A day in the life of a customer service representative

 Microsoft 365

Discover how your customer service team can use agents in **Copilot Chat and Microsoft 365 Copilot** to find answers and collaborate easily, providing faster, more personalized experiences. **Accelerate Copilot adoption with your customer service team by conducting employee training sessions on how to get the most from agents in Copilot as your business grows.**



**Hilary is one of three customer service representatives for a local coffee company.** As the company is looking to expand to new regions, it is imperative that Hilary responds to new cases and inquiries efficiently so the company establishes a positive reputation with new potential customers. Since there are often more inquiries than representatives, she relies on agents in Copilot to deliver high-quality, timely responses to customers.

**8:00 AM**

**Hilary receives an email from a customer reporting an issue with a coffee machine they bought.** She uses an agent in Copilot Chat to find the right product documentation and to draft a step-by-step guide on how to solve the issue.

I received error code E-1023 on my coffee maker. Can you help me **find the right documentation and solve the issue?**



**9:00 AM**

The customer asks to have a call to walk through the instructions Hilary sent. She prepares for the call by asking the agent in Copilot Chat to summarize any communication, related documents, and past cases with this customer that are available in the company's CRM.

**Help me prepare for my meeting** by summarizing emails, chats, and related documents for this customer.



**2:00 PM**

Hilary meets with the customer and uses Copilot in Microsoft Teams to suggest questions and solutions. After ending the call, she uses Copilot again to write a meeting summary that can be added automatically to the customer's contact record so she can use that time to answer any inquiries she missed while on the call.

**Identify and suggest a fix** that can be communicated to the customer with links to additional resources.



**4:00 PM**

**Before Hilary signs off for the day, she receives a live chat inquiry from another customer about a product promotion.** She asks an agent in Copilot to develop a concise summary of the promotion and craft a response in Microsoft Teams.

**Write a response** to this customer inquiry using the product promotion plan document sent over from the marketing team.



Copilot Chat, agents, and Microsoft 365 Copilot integrate with the tools your customer service representatives use every day to automate processes and grow your business. Contact us to learn more about how we can help you take advantage of agents to streamline manual tasks and focus on impact-driving tasks.

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Interested in seeing more ways Microsoft 365 Copilot can assist with everyday tasks across your business? Check out the [Microsoft Copilot Scenario Library](#).

