

Enhance sales, service, and finance with AI built for them





Customer Service Representative

"My tools don't talk to each other. It takes so long to answer my customers' questions."




Account manager

"I spend most of my day managing CRM data, I'm missing opportunities to actually connect with customers."




Financial Analyst


"I'm so bogged down by data entry, review cycles, and pulling reports. I wish I could automate these manual tasks."



Microsoft 365 Copilot service agent increases agent efficiency and customer satisfaction



Microsoft 365 Copilot sales agent helps sellers track and manage their pipeline



Microsoft 365 Copilot Finance agent^{PREVIEW} automates time-intensive financial processes

85%

of agents want digital tools to be more agile, to automate daily tasks, and make information more accessible.¹

Early Microsoft 365 Copilot service agent users are a step ahead²

- **Up 16%** reduction in average handle time for chat cases
- **9% faster**, first responses to customers
- **Up to 8%** reduction in the total number of customer contacts, back and forth
- **6% reduction** in the likelihood of issues escalating to an incident ticket

67%

of sellers report with Microsoft 365 Copilot sales agent they can spend more time engaging customers.³

Early evidence of Microsoft 365 Copilot sales agent success⁴

- **85%** of sellers report faster completion of one or more tasks
- **83%** think AI can help them sell more, faster
- **75%** say Microsoft 365 Copilot sales agent is an improvement on how things were done
- **71%** of sellers say it reduces admin work

80%

of finance professionals face challenges taking on strategic work beyond the operational portion of their role.⁵

Finance professionals agree that AI could⁶

- **73%** simplify financial reporting
- **72%** validate data quality
- **72%** unify disparate sources of data
- **90%** of early Copilot users were more accurate, and **26%** faster across all tasks

1. 2023 Microsoft Business Trends Survey. According to 4,500 business decision makers (BDMs) in the United States, the United Kingdom, and Japan Customer care in 2022 and beyond, McKinsey, 2022

2. Microsoft internal Copilot study Sep 2023

3. Study conducted by Microsoft's Office of the Chief Economist, in partnership with the Dynamics 365 product group

4. Results from survey of 60 current users of Copilot for Sales, captured June 2023

5. Source: Microsoft: Future of Finance Trends Report

6. Microsoft Work Trend Index, November 2023: What Can Copilot's Earliest Users Teach Us About Generative AI at Work?