Hitachi Solutions

Microsoft Copilot for Service PoC

2-Week Proof of Concept

CONTACT US today to get started!

PoC Overview

In today's demanding customer service landscape, support teams need innovative tools to boost productivity and improve case management. **Microsoft Copilot for Service**, seamlessly integrated with Microsoft 365 and capable of connecting to your CRM system of choice—whether it be Dynamics 365, Salesforce, or ServiceNow—**offers an AI-driven solution to enhance your customer service team's efficiency.**

Our two-week Proof of Concept (PoC) engagement showcases Copilot for Service's powerful capabilities, tailored to your business needs and extending Microsoft 365 Copilot. We handle the initial setup and configuration, provide comprehensive training, and identify key use cases through a Business Value Discovery Workshop, ensuring your team fully benefits from generative AI.

Why Take Action?

Customer service organizations often encounter challenges such as inefficiencies in service processes, difficulties in managing customer interactions, and the need for real-time data insights for informed decision-making.

Copilot for Service addresses these issues by automating routine tasks and streamlining workflows, **allowing customer service teams to focus on high-value activities.**

It optimizes CRM utilization using AI to enhance systems like Dynamics 365, Salesforce, or ServiceNow, ensuring better data management and customer insights. Additionally, real-time analytics and insights aid data-driven decision-making, **improving customer service outcomes**.

Outcomes

Copilot for Service offers numerous advantages aimed at **enhancing the efficiency and effectiveness of customer service teams.**

How Our POC Will Help:

- Executive advisory sessions that identify business metrics and determine configuration requirements.
- Assign licenses and roles, configure users and administrators, review end-user experience, and review privacy settings.
- Demonstrate Copilot functionality with use cases identified during the Executive Advisory phase.
- Evaluate the pilot's effectiveness from the users involved, assess the capabilities of the solution, and consider any challenges or improvements needed.