

Microsoft Copilot Studio Microsoft Copilot Studio with Voice

Copilot for Microsoft 365

Unlocking Customer Collaboration: Innovate with Copilot Studio

In this session, we will explore innovative strategies to enhance your sales, contact center, and CRM capabilities.

Objectives

- Understand the importance of customer collaboration in solution development.
- Learn how to leverage Copilot Studio to create tailored solutions.
- Discover the integration of Copilot for Sales, Contact Center, and CRM features to streamline processes.

Agenda

Part 1: The Art of Collaboration

- Discussion: The role of customer feedback in product development.
- Activity: Identifying customer needs through interactive scenarios.

Part 2: Copilot Studio in Action

- Demonstration: Live showcase of Copilot Studio's capabilities.
- Hands-On: Participants will create a mock solution using Copilot Studio.

Part 3: Integrating Sales, Contact Center, and CRM

- Case Study: Success stories of businesses transforming with Copilot.
- Group Task: Develop a strategy to integrate Copilot features into your business model.

We will conclude with a Q&A session, ensuring you leave with a comprehensive understanding of how to effectively collaborate with customers and utilize Copilot Studio to its fullest potential.



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