

Customer Service: 1/2 Day Workshop on Copilot in Customer Service

Overview:

The Copilot in Customer Service Workshop is designed to help customer service teams integrate Microsoft Copilot, an AI-powered assistant, directly into their workflows. With 43% of customer service agents overwhelmed by the complexity of tools and systems, this workshop proves how Copilot simplifies processes, enhances collaboration, and improves customer outcomes.

Using Microsoft Copilot's cutting-edge AI capabilities, this workshop equips participants with practical strategies to transform customer service processes, including issue diagnosis, problem resolution, and support assignment. Participants will explore how Copilot can streamline operations, enable self-service options, reduce issue resolution time, and elevate service quality through actionable insights and automation.

Benefits:

- **Streamline Operations with Self-Service Options:** Reduce call volumes by implementing Copilot-powered natural language search on websites, automated call systems, and self-service chatbots. Create knowledge databases and improve documentation for better customer self-service experiences.
- **Enhance Customer Satisfaction (CSAT):** Leverage real-time AI assistance for faster issue resolution and personalized email responses. Use feedback analysis to update scripts, improve processes, and anticipate customer needs, fostering loyalty and reducing escalations.
- **Improve Service Quality Scores:** Access AI-driven insights to identify trends, analyze agent performance, and recommend actions to address pain points. Simplify issue logging and focus interactions for a seamless, customer-centric experience.
- **Reduce Issue Resolution Time:** Accelerate problem-solving with AI-powered tools that research customer interactions, provide draft responses, and identify similar cases. Automate capacity-based scheduling to improve staff availability and address more queries in less time.
- **Boost First Call Resolution (FCR):** Diagnose issues accurately using integrated customer data and knowledge bases. Deliver faster, more effective solutions

through automated analysis, historical data insights, and proactive follow-ups, resulting in higher customer satisfaction and agent efficiency.