



Microsoft 365
Copilot

Copilot for Microsoft 365

Wragby Copilot Offering

Including Copilot Studio, Copilot for Sales,
and Copilot for Service

The age of AI

AI will break the world out of its stagnant productivity cycle – and set the stage for **a new era of innovation.**

The new forces in work



Flexible work



AI

The world is changing

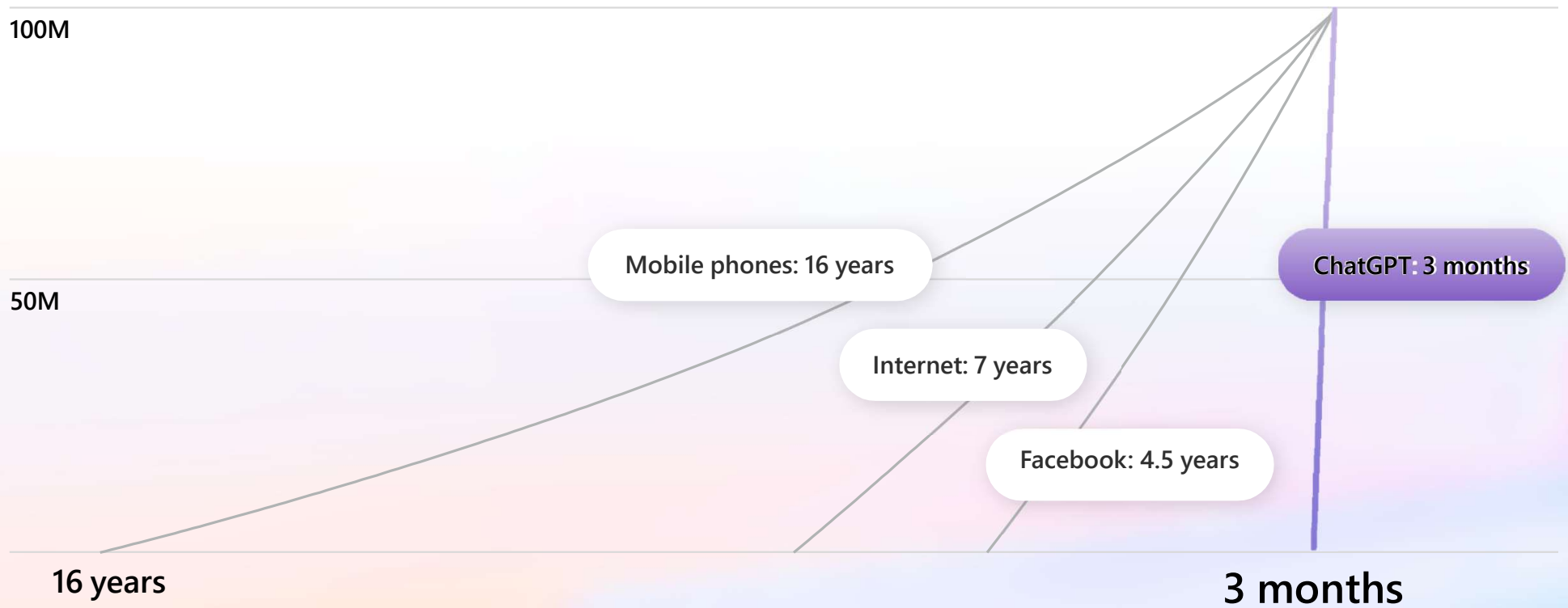
Industries are transforming rapidly.

The drivers for economic growth are evolving.

Technology is at an inflection point.

Generative AI technology is here

Time to reach 100M users



83%

**of enterprise decision makers plan to
increase AI spend this year**

The AI-Powered Organization

1



**Foundational
productivity**

2



**AI &
Automation**

3

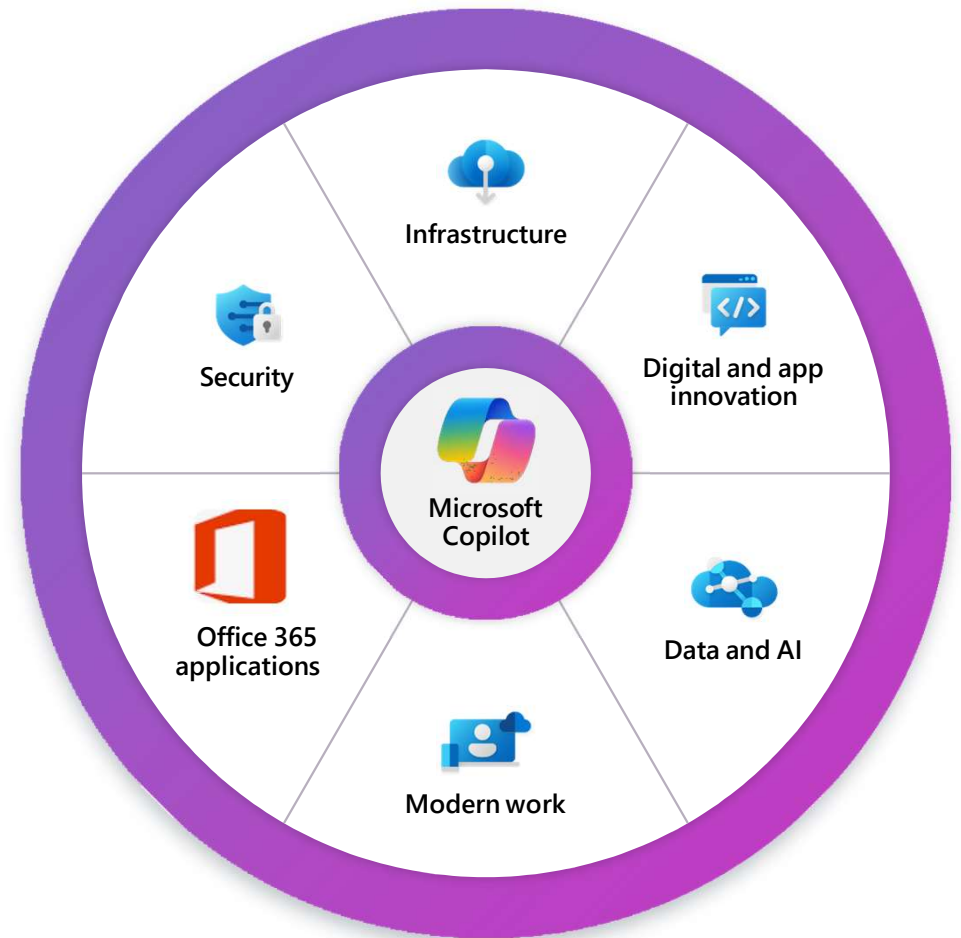


**High-performance
organization**

The age of Copilots has arrived

Microsoft Copilot

The same persistent AI
unifying your data, apps,
and services





Copilot for Microsoft 365

Microsoft Copilot for Sales

Close more deals with
the AI assistant
designed for sellers

Microsoft Copilot for Service

Modernize your contact
center with a Copilot
designed for service

Copilot Studio

Customize and build Copilots to meet your business needs



Microsoft Copilot for Microsoft 365

Your everyday AI **company** assistant at work

Natural Language


Large Language
Models (LLMs)


Web
grounding

+



Microsoft Graph
grounding

+



Microsoft 365
Apps

+



Enterprise-grade
data protection

+



Copilot
Studio


Commercial data
protection


The
Internet

Public Preview



Copilot Studio

in Copilot for Microsoft 365

Make Copilot work for you

Connect Copilot
to your data
everywhere

Customize copilot to
your business needs
and workflows

Control & manage
customizations
centrally



Microsoft Copilot for Sales

Your everyday AI assistant to work

Natural Language



Large Language Models (LLMs)



Web grounding



Microsoft Graph grounding



Enterprise-grade data protection



CRM platform

Salesforce Sales Cloud
Microsoft Dynamics 365 Sales
Sales insights, content, and recommendations



Commercial data protection



The Internet



Microsoft 365 Apps



Copilot Studio



Microsoft Copilot for Service

Your everyday AI assistant for service teams

Natural Language



Large Language Models (LLMs)



Web grounding



Microsoft Graph grounding



Enterprise-grade data protection



Contact center systems

Surface knowledge, summarize cases and conversations, draft contextual responses, and more



Commercial data protection



The Internet



Microsoft 365 Apps



Copilot Studio

Microsoft Copilot

	Copilot	Copilot for Microsoft 365	Copilot for Sales	Copilot for Service
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Free

\$30

\$50

\$50

Foundational Capabilities



Web Grounding



Commercial Data Protection



Enterprise-Grade Data Protection



Graph Grounding



Microsoft 365 Apps



Copilot Studio



Role Specific Capabilities



Microsoft Work Trend Index

AI Productivity Research



**Copilot Early Access
Program users**



**18,000+ people
across 12 markets**



**7 observational
studies**

SPEED

QUALITY

EFFORT

SPEED

73%

complete tasks faster

QUALITY

68%

improved the quality of their work

EFFORT

72%

spent less effort on mundane tasks

Source: [Work Trend Index Special Report: What Can Copilot's Earliest Users Teach Us About Generative AI at Work? November 2023](#)

Emerging work patterns

Meetings

84%

easier to take action after a meeting

3.8x

faster to get caught up, identify decisions, and draft an email

Emails

64%

reduces time spent processing email

18%

more clear and more concise vs. control group

Find info

75%

saves time by finding whatever they need

27%

faster to find + analyze info from files, emails, calendar

Writing

85%

helps them get to a good first draft faster

68%

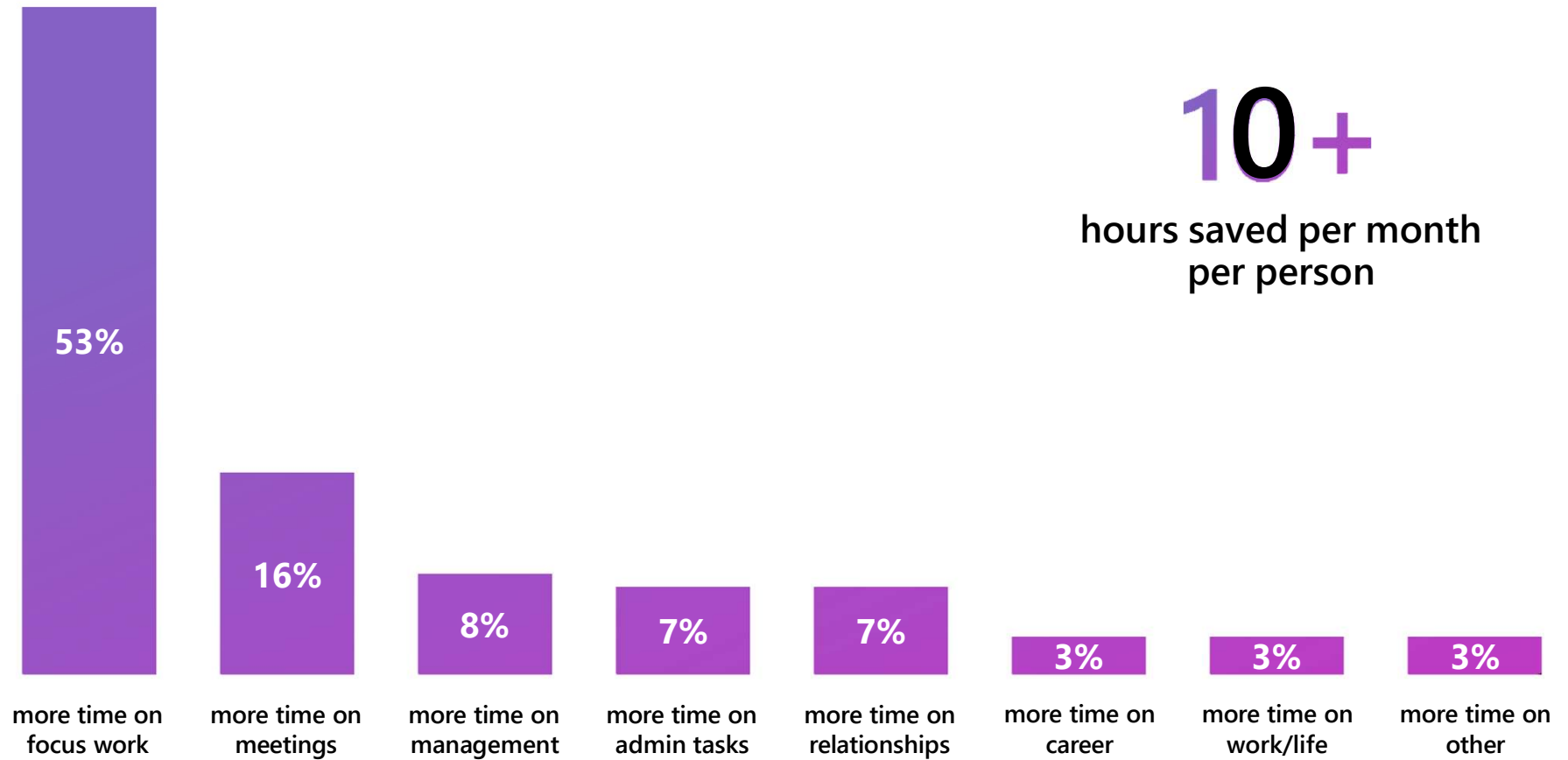
less time to get to a first draft with equal quality

Qualitative source: Survey of Copilot for Microsoft 365 Early Access Program users, October 2023.

Quantitative source: Microsoft Office of the Chief Economist, October 2023, "A Day in the Life Study." Microsoft Internal Research Team, October 2023, "The Missed Meeting: Evaluating Copilot's Effectiveness in Teams." Microsoft Office of the Chief Economist, October 2023, "The Strain of Searching Study."

10+

hours saved per month
per person



Preparing you for the era of AI



What are your organization's **goals** for using AI?



What are your organization's **pain points** that AI can address?



What are your organization's **current capabilities** in terms of AI?



Does your organization have a **data strategy** in place?



Does your organization have the necessary **infrastructure and resources** to support AI initiatives?



Does your organization have a plan to **measure AI impact and upskill** its workforce in AI?