

# KPI – Cost per analysis request

## Copilot Workshop

Request information on the Copilot for Microsoft 365 online Workshop



Microsoft Copilot can help with lowering resolution times which in turn leads to increased agent productivity and higher customer satisfaction rates.

### How Microsoft Copilot can help average request times

#### Boost productivity

- Rapidly find information
- Diagnose problems faster
- Check for similar issues and resolutions
- Quickly send follow-up communications

#### Speed data analysis and reporting

- Quickly analyze trends
- Generate informative charts
- Create strategy presentations

**LOOK**



### Roles

Average resolution time can require input from:

Analyst



### Microsoft AI solutions

Copilot for Microsoft 365

Copilot for Service