

# Microsoft Copilot Studio Use Cases

By Department

# Microsoft Copilot Studio in your department

## Results worth chatting about

- An **overall ROI** of **261%**
- **80% reduced effort** needed to build and maintain a bot
- **Reduced manual ticket support** for internal employees and customers **by 66% and 55%**, respectively

*Results are for a composite organization based on customers interviewed for The Total Economic Impact™ Of Microsoft Power Virtual Agents, a commissioned study conducted by Forrester Consulting, September 2021.*

### Customer Service

Reduce call volume for quick resolutions

Where are you located?


Request a refund

Describe your issue

Centralized FAQs

Support tickets

Pre-screening



### Finance

Save time by automating budget and expense approvals

Check payment status


Update tax information

Submit expenses for approval

Invoices

Payroll

Budget requests



### HR

Improve employee satisfaction and retention

Sign up for healthcare plan


Book time off

Report office issue

Benefits

Leave and absence

Incident reporting



### IT

Optimize employee troubleshooting

Reset my password


How do I reconnect to the VPN?

Refresh my laptop

Support services

Technical FAQs

Equipment requests



### Operations

Improve efficiency by digitizing paper processes

Find case file


Report equipment malfunction

Check order delivery times

Find documents

Employee safety

Manage inventory



### Sales and Marketing

Increase up-sell and conversion opportunities

You're eligible for a free upgrade!

Update your email preferences

Purchase an in-flight meal

Promotions

Email

Upselling

