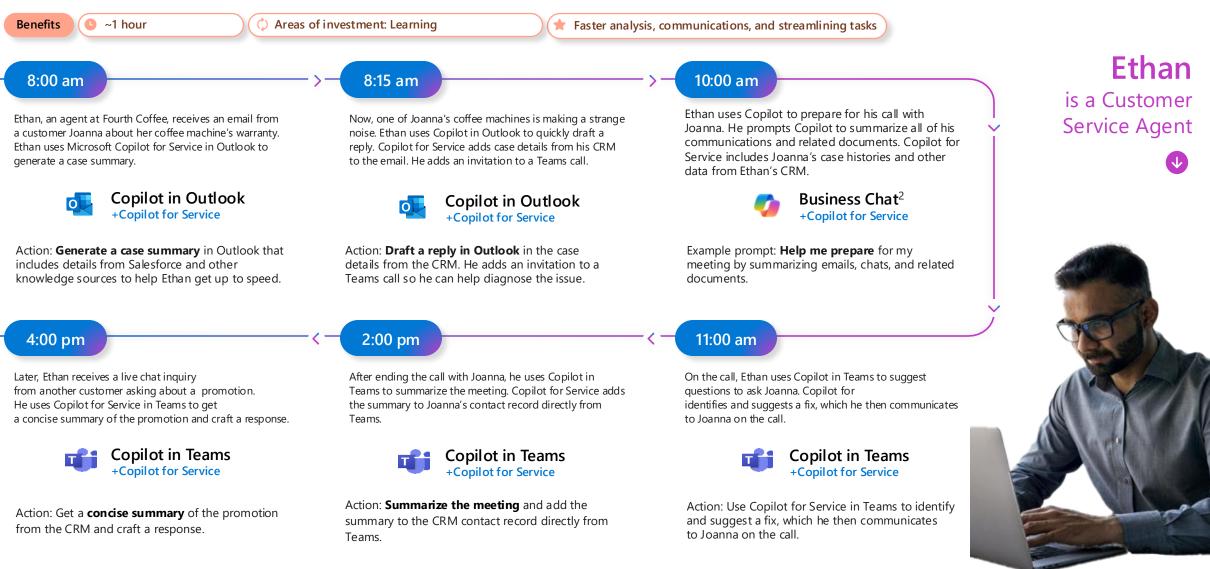
## A day in the life of a Service agent



<sup>1</sup>Access Copilot at <u>copilot.microsoft.com</u> or the Microsoft Copilot mobile app and set toggle to "Web".

<sup>2</sup>Access Business Chat at <u>copilot microsoft com</u>, the Microsoft Copilot mobile app, or the Copilot app in Teams, and set toggle to "Work".

<sup>3</sup>Copilot agents allow Microsoft 365 Copilot to access your organization-specific apps. In the past this would have required an API call to get data from a system of record.

The content in this example scenario is for demonstration purposes only. You should evaluate how Copilot aligns with your organization's business processes, regulatory requirements, and responsible Al principles.