A day in the life of an IT Administrator ▶

Benefits | 🕐 ~1 hour per week | 🔄 Areas of investment: Learning applications | ⭐ Reducing alerts

Will is an IT Administrator at Contoso ⬇

7:30 am

Will arrives at the office and prompts Microsoft Copilot to check his emails and chats for any urgent issues. He uses Copilot in Outlook to draft replies confirming resolution for each issue.

Business Chat[2]   **Copilot in Outlook**

Sample Prompt: **Summarize** any incidents that have been reported last night from my email and chat messages.

8:00 am

He attends the daily standup to discuss priorities for the day. During the meeting, Will uses Copilot in Teams to check for unanswered questions.

Copilot in Teams

Sample Prompt: **Tell me** if there are any unanswered questions and make some suggestions for questions that should be asked.

9:00 am

With no system issues to work on now, Will can revise a project plan. He commands Copilot in Word to fill in some missing sections.

Copilot in Word

Sample Prompt: **Create a paragraph** on system setting changes from the [Fabrikam system upgrade documentation[.

4:00 pm

At the end of the day Will has some time to research new devices for the next laptop upgrade. He prompts Copilot to produce a report on the best laptops for business users.

Business Chat[1]

Sample Prompt: **What are the most popular** laptops for enterprise organizations this year?

3:00 pm

Will returns to Teams to catch up on a meeting he missed when he had to troubleshoot a server issue. He checks out the recap and asks for the key points and action items.

Copilot in Teams

Sample Prompt: **Summarize this meeting** and provide the key points and action items

1:30 pm

Will revises his presentation for a meeting with HR on his recommendations for a new employee experience solution. He uses Copilot to summarize the product webpage and then turns it into a slide.

Business Chat[1]   **Copilot in PowerPoint**

Sample Prompt: **Add a slide** based on [copy summary of the web site]