

Using Copilot in IT



Goals and challenges

IT professional's goals include accelerating digital transformation, securing the enterprise, optimizing collaboration, and driving adoption of emerging technologies like generative AI. However, they also grapple with challenges such as the work force skills gap and driving efficiencies that reduce costs. Balancing these goals while driving efficiency is essential for IT professionals to thrive in today's fast-paced world.

Microsoft Copilot opportunity to impact key functional KPIs



Ticket resolution time

Microsoft Copilot enhances support by integrating AI assistance into self-service and service desk workflows.



Application downtime

Copilot helps you work to get your services back up and running and maximize user satisfaction.



IT outsourcing costs

Use the time savings gained from Copilot to bring activities in-house and reduce reliance on external resources.



Net user Satisfaction (NSAT)

Real-time AI assistance for faster issue resolution allows agents to focus on delivering high-quality service.



Product adoption and usage

Create great onboarding experiences and collect and analyze feedback to improve user experiences.



IT management costs

Keep your budgets on track by improving employee and process efficiency.



Revenue growth



Cost savings and avoidance



Improve employee experience



HR roles



Security Analyst



Product Manager



Success Specialist



Support Specialist



Network Engineer



Copilot can assist with...

Copilot can help to reduce the workload on IT and support staff by helping:

- [General IT prompts](#)
- [Create a project plan](#)
- [Evaluate and purchase a new IT solution](#)
- [Onboard and train new users](#)
- [Tech engagement health](#)
- [Draft product strategy document](#)
- [Outage user communications](#)
- [Guidance on network upgrade script](#)
- [IT helpdesk chatbot](#)
- [Update technology strategy](#)
- [Manage application installations](#)
- [Build analytics within Fabric](#)
- [Assisted device acquisition](#)
- [Perform a security incident investigation](#)
- [Conduct a security script analysis](#)
- [Conduct a vulnerability assessment](#)
- [Conduct a multi-cloud vulnerability assessment](#)
- [Manage device health](#)
- [License allocation and usage](#)