

A day in the life of an Internal Communications Manager at Microsoft

Available with:
Microsoft 365 Copilot

Scenario level: ● ● ●
Buy

Benefits

🕒 ~ 1 – 2 hours daily

🔄 Strategic planning

★ Simplified, efficient communication

9:00 am

Josh manages the comms community at his organization and needs to share an awareness post for a new internal tool. He summarizes an email he received about the tool using Copilot in Outlook.

 Copilot in Outlook

Sample prompt: **Summarize** the announcement email and extract the most important bullet points to understand the value-add of the new tool.

9:30 am

Josh asks Copilot to research more about this tool and surface similar announcements to ensure his post is aligned with organization messaging.

 Business Chat²

Sample prompt: **Search** for announcements of new tools and review their tone and sentiment.

10:00 am

Leveraging the research, Josh prompts Copilot to generate a first draft of the awareness post, pulling data from relevant emails about the tool.

 Business Chat²

Sample prompt: **Draft** an awareness post about the new internal tool based on emails about the tool from the past few weeks.

2:00 pm

Josh uses Copilot in Word to help him draft the intro and outro of his awareness post.

 Copilot in Word

Sample prompt: Based on the content of the awareness post, **draft a fun and engaging intro and outro** for the comm that will get communicators excited about the new tool

1:00 pm

Josh then asks Copilot to review the post and look for any gaps or sections that may be difficult for his audience to understand. He's then able to refine the post to make it as clear and concise as possible.

 Business Chat²

Sample prompt: **Review** this awareness post and look for gaps or sections that may be confusing for my audience. Then suggest updated copy.

11:00 am

Josh asks Copilot in Word to compare the announcement email and the first draft of the awareness post against previous post made by him to match his writing style and format.

 Copilot in Word

Sample prompt: **Rewrite** this awareness post using one of my previous communications to match tone, writing style, and format.

Josh is an
Internal
Communications
Manager



¹Access Copilot at copilot.microsoft.com or the Microsoft Copilot mobile app and set toggle to "Web".

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

³Copilot 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 AI principles.