

# Increase revenue in Sales

## Key Processes

## Before AI

### Lead generation

Manual processes can result in broad, untargeted strategies that result in low conversion rates and higher cost per lead.

### Customer engagement

Generic product pitches often miss addressing specific customer needs, resulting in slower sales discovery cycles and lower engagement from key stakeholders.

### Negotiation & closing

Intensive customer meetings and reliance on intuition rather than data-driven strategies can lead to prolonged negotiations and decrease pipeline velocity.

### Post-sale follow up & upsell

Manual follow ups are often delayed or forgotten, leading to missed opportunities to flag service concerns or upsell opportunities.

## Using AI

### Targeted prospecting - Extend

Discover high-quality leads by using Copilot to assist with researching customers and identifying strong prospects.

### Create an unsolicited proposal - Extend

Create better proposals by using Copilot to access customer information and develop targeted content.

### Accelerate customer research and sales prep - Start

#### Make a customized pitch - Buy

#### Make a customized pitch - Extend

Research customer context to generate presentations tailored to the specific interests and needs of each lead.

### Respond to an RFP - Extend

Save time and increase quality of RFP responses by quickly analyzing requirements and enabling the creation of accurate, tailored, high-quality proposals.

### Improve customer meetings - Extend

Be better prepared for customer meetings, focus on key points during meetings, and quickly recap and identify follow-up opportunities afterward.

### Create personalized offers - Buy

Analyze customer interactions across the sales cycle using internal and public data to recommend best next steps for closing deals.

### Quicker customer response and CRM updates - Extend

Coordinate responses across sales, marketing, and product teams using Copilot to research customer context and draft follow-up email.

### Post-sale customer Insights - Extend

Analyze post-sale customer data to uncover upsell and cross-sell opportunities.

