Operations | Simplify tasks for operations employees (Microsoft Copilot only)

KPIs impacted · ✓ Improve efficiency · ✓ Employee satisfaction

Value benefit · ✓ Cost savings · ✓ Employee experience

1. Draft a shift summary

Provide a few brief details of what happened on the shift and ask Copilot to turn it into a shift report.

Copilot Chat[1]

Benefit: **Save time** on shift turnovers to focus on higher-value tasks

2. Simplify documentation

Documentation provided for a new procedure isn't written very clearly. Ask Copilot to create a draft with simpler writing.

Copilot Chat[1]

Benefit: Ensure that everyone on the team has **clear, understandable procedures**.

3. Find service manual information

The manual for a piece of equipment has gone missing.

Copilot Chat[1]

Benefit: Ask Copilot to **find the required maintenance procedure**.

5. Draft an email

When bringing up a sensitive topic with a manager in an email ask Copilot to write the first draft.

Copilot Chat[1]

Benefit: **Get a first draft faster** with Copilot by providing a few details and letting Copilot figure out the best way to say it.

4. Create an incident report

When producing documentation of a safety incident use Copilot to ensure clarity and completeness.

Copilot Chat[1]

Benefit: Use Copilot to ensure that the **report is well-written**.

[1]Access Copilot at copilot.microsoft.com or the Microsoft Copilot mobile app and set toggle to "Web".
[2]Access Business Chat at copilot.microsoft.com, the Microsoft Copilot mobile app, or the Copilot app in Teams, and set toggle to "Work".
[3]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 AI principles.