

Microsoft Copilot Briefing Workshop



Expanded Content:

1 Introduction to Microsoft Copilot Products

- **Overview of AI in Business:** Discuss the transformative impact of AI technologies on modern businesses. Provide examples of how AI is currently being used across various industries to drive innovation and efficiency.
- **Introduction to Copilot Products:** Detailed introduction to Copilot for M365, Copilot for Sales, and Copilot for Service. Explain how each product integrates with existing systems and the specific benefits they offer.

2 Deep Dive into Copilot for M365

- **Integration with Microsoft 365 Applications:** Detailed walkthrough of how Copilot integrates with core Microsoft 365 applications like Word, Excel, PowerPoint, Outlook, and Teams. Discuss specific use cases and demonstrate how Copilot can automate tasks and provide contextual suggestions.
- **Automation of Routine Tasks:** Show how Copilot can handle repetitive tasks such as data entry, scheduling, and document formatting, freeing up time for more strategic activities.
- **Hands-on Activities:** Participants will engage in hands-on activities to practice using Copilot within their daily workflows, ensuring they gain practical experience and confidence in utilizing the tool.

3 Deep Dive into Copilot for Sales

- **AI-Driven Insights and Automation:** Demonstrate how Copilot for Sales can streamline the sales process by providing AI-driven insights and automating routine tasks. Show how sales teams can focus on high-value activities by leveraging Copilot's capabilities.

Summary:

Unlock the potential of AI with our comprehensive one-day workshop designed to give you a thorough understanding of Microsoft Copilot products. Learn how to leverage Copilot for M365, Copilot for Sales, and Copilot for Service to transform your business operations, enhance productivity, and streamline workflows.

Duration:

1 week

Key Features:

- Introduction to Microsoft Copilot Products
- Deep Dive into Copilot for M365
- Deep Dive into Copilot for Sales
- Deep Dive into Copilot for Service
- Q&A and Interactive Discussion
- Conclusion and Next Steps

- **Proposal Drafting and Conversation Analysis:** Live demonstrations on how Copilot can assist in drafting proposals, analyzing sales conversations, and creating CRM tasks. Highlight real-world scenarios to illustrate the benefits.
- **Practical Exercises:** Participants will engage in practical exercises to understand CRM integration and improve sales performance using Copilot.

4 Deep Dive into Copilot for Service

- **Enhancing Customer Service Operations:** Explain how Copilot for Service enhances customer service operations through AI integration. Discuss the benefits of generating accurate case summaries, drafting personalized responses, and updating CRM records efficiently.
- **Interactive Sessions:** Participants will engage in interactive sessions to apply these insights to their specific contexts. Scenario-based activities will ensure they can see the practical applications of Copilot in their daily tasks.

5 Interactive Discussion and Q&A

- **Open Floor for Questions:** Provide ample opportunities for participants to ask questions and clarify doubts. Foster an interactive environment where participants feel comfortable seeking personalized insights.
- **Discussion on Best Practices:** Share best practices and strategies for implementing Copilot products effectively. Discuss potential challenges and how to overcome them.

6 Conclusion and Next Steps

- **Recap of Key Takeaways:** Summarize the main points covered in the workshop. Reinforce the benefits of adopting Copilot products and the impact they can have on business operations.
- **Guidance on Further Resources:** Provide information on additional resources and support available from Comtrade. Offer follow-up consultations or training sessions if needed.
- **Next Steps for Implementation:** Outline the next steps for participants to begin their Copilot implementation journey. Provide a roadmap for adopting Copilot products and integrating them into their workflows.

Benefits:

- Enhanced understanding of Microsoft Copilot products
- Hands-on experience with Copilot features
- Practical insights into leveraging AI tools for productivity, sales, and service improvement
- Guidance on implementation and next steps

Keywords:

Microsoft Copilot Training, AI Workshop, Copilot Knowledge Transfer