



VELOSIO CASE STUDY:

## Navigating with Copilot

# Copilot: A Smart Assistant for Microsoft Tools

One of the challenges that many organizations face today is how to manage their time and tasks effectively using various Microsoft tools such as Outlook, Word, Excel, PowerPoint, OneNote, and Teams. With so many emails, documents, spreadsheets, presentations, notes, and chats to handle, it can become difficult to keep track of everything and stay on top of deadlines.

That's why an agribusiness organization decided to try Copilot, a smart assistant that integrates with Microsoft tools and helps users create, edit, and manage their content faster and easier. Copilot uses natural language processing and machine learning to understand the user's intent and context and provide relevant suggestions, corrections, and insights.

Since deploying Copilot, the organization has seen significant improvements in their productivity and efficiency. Here are some of the benefits they have experienced:

**Copilot for Outlook** helps users write clear and concise emails, schedule meetings, follow up on tasks, and organize their inbox. Copilot can also

generate summaries, action items, and highlights from email conversations and attachments. The organization estimates that Copilot has saved them an average of 15 minutes per day per user (effectively paying for itself) on email-related tasks.

**Copilot for Word, Excel, and PowerPoint** helps users create and edit documents, spreadsheets, and presentations with ease. Copilot can suggest formatting, layout, design, charts, tables, images, and citations based on the user's content and purpose. Copilot can also check for grammar, spelling, and style errors and offer alternatives and explanations. The organization estimates that Copilot has improved their document quality by 25% and reduced their editing time by 30%.

**Copilot for OneNote and Teams** helps users take notes, collaborate, and communicate with their colleagues using OneNote and Teams. Copilot can transcribe audio and video recordings, extract key points and questions, and generate summaries and to-do lists. Copilot can also help users find and share relevant information, files, and links from their Microsoft tools and other sources. The organization estimates that Copilot has enhanced their collaboration and communication by 40% and increased their knowledge sharing by 50%.

**Copilot for Chat** helps users chat with their colleagues and customers using natural language. Copilot can understand the user's queries and requests and provide accurate and timely responses. Copilot can also handle multiple conversations, escalate issues, and transfer chats to human agents when needed. The organization estimates that Copilot has improved their customer satisfaction by 35% and reduced their chat handling time by 45%.

The agribusiness organization is very happy with the results of using Copilot and plans to expand its use to more users and tools. They believe that Copilot is a valuable asset that helps them work smarter and faster with Microsoft tools.

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