

Copilot for Customer Service: Quicker Resolutions, Happier Customers

Your customer service team is under constant pressure to respond faster, resolve cases quicker, and still deliver a personalized experience. This workshop shows how Copilot in Dynamics 365 Customer Service helps your agents do exactly that—without burning out or getting bogged down in repetitive tasks.

From auto-summarizing complex case histories to suggesting context-aware email replies, Copilot reduces time spent on administrative work so your team can focus on building relationships and solving real problems. We'll also cover how Copilot integrates with your knowledge base and uses sentiment analysis to help prioritize work effectively. Ideal for support teams, service managers, and CRM admins looking to streamline operations and improve the customer experience.

Real World Examples

- **Case Summarization:** Copilot condenses long ticket threads into clear summaries, helping new agents get up to speed fast.
- **Suggested Replies:** Drafts email responses based on case content, previous interactions, and tone of the conversation.
- **Sentiment Detection:** Identifies frustrated customers based on message tone and flags them for priority escalation.
- **Knowledge Article Suggestions:** While working a case, Copilot recommends relevant help articles your agents can send to customers.
- **Agent Productivity:** Helps with categorizing and routing cases more intelligently—e.g., “Assign this case to the billing team based on keywords.”
- **Multilingual Support:** Copilot can translate incoming messages and help draft replies in multiple languages for global support teams.

Skills You'll Gain

- How to reduce manual effort and response time using AI-powered case summarization and email drafting
- The ability to coach service agents on reviewing and refining Copilot-generated content
- Understanding how Copilot can be used to elevate case management workflows and maintain quality at scale
- Techniques to use sentiment analysis and Copilot recommendations to prioritize high-risk or urgent cases
- Insights into how AI can improve first-contact resolution and reduce agent onboarding time

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