

A day in the life of a customer service agent

Michelle works at the call center and is first point of contact for customers. From answering calls and responding to emails, to using the customer management system to document interactions, she's responsible for handling enquiries, resolving issues, and providing top-notch service.

Find out how AI is helping her to eliminate tedious tasks so that she can concentrate on ensuring every interaction leaves a positive impression for customers.

Meet Michelle. She is a customer service agent.



8:00 AM

Prepping for the day

Michelle asks Copilot in Outlook to summarize the messages she received in her inbox and highlight any urgent ones that she might need to attend to. Copilot informs her that there are slight tweaks to the process for escalating issues.



9:00 AM

Enquiries start coming in

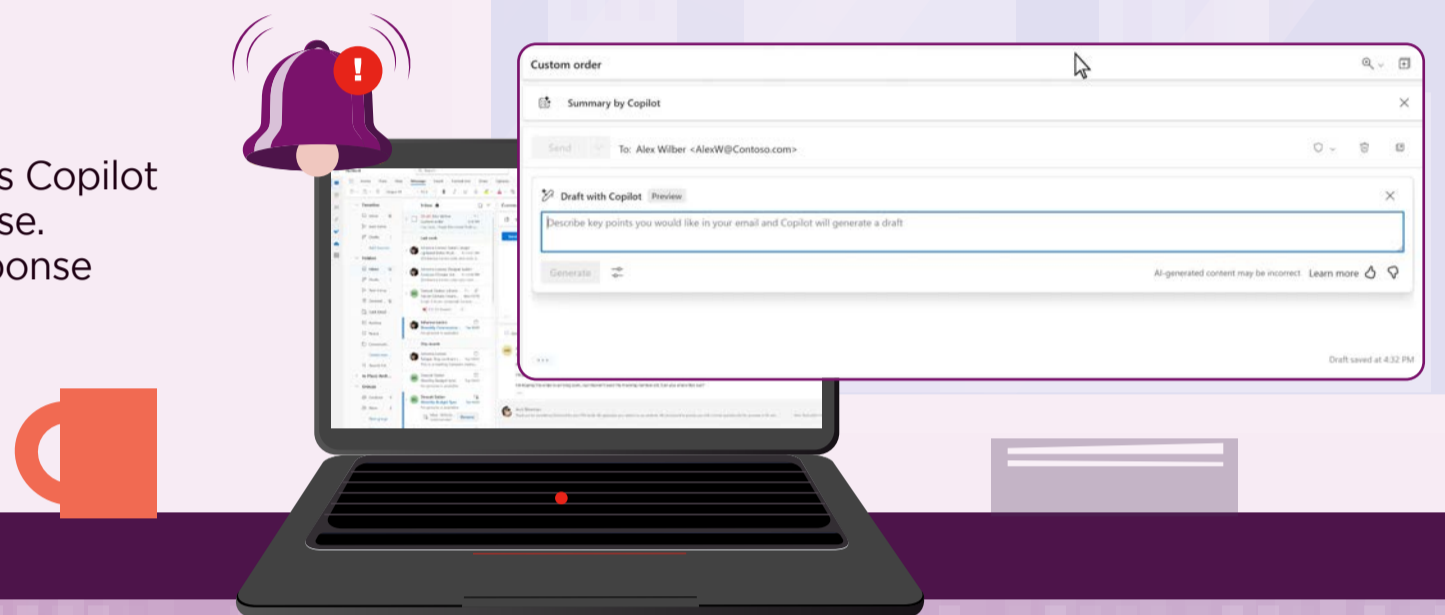
As Michelle attends to customer enquiries, Copilot in Customer Service provides her with real-time assistance. It offers answers by drawing from knowledge sources her organization has made available.



10:15 AM

A follow-up enquiry from customer

Michelle receives an urgent case via email. She prompts Copilot in Outlook to help her understand the history of the case. Based on the summary, she asks Copilot to draft a response and offer the best resolution for the customer.



11:00 AM

Escalating the issue

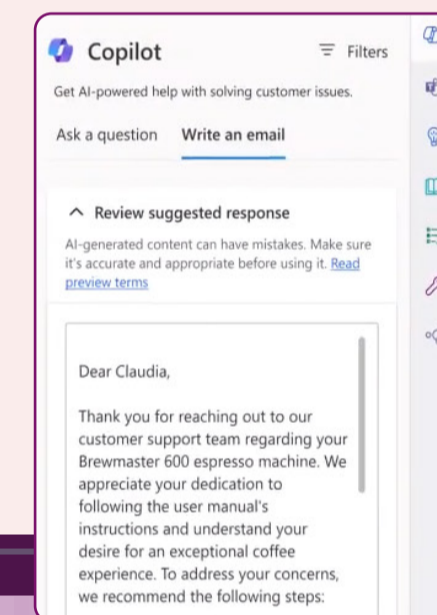
Michelle decides to escalate the case to another team. She asks Copilot in Outlook to summarize the case history and attach any relevant data that the other team might require to take over the issue.



1:00 PM

Attending to enquiries on the chatbot

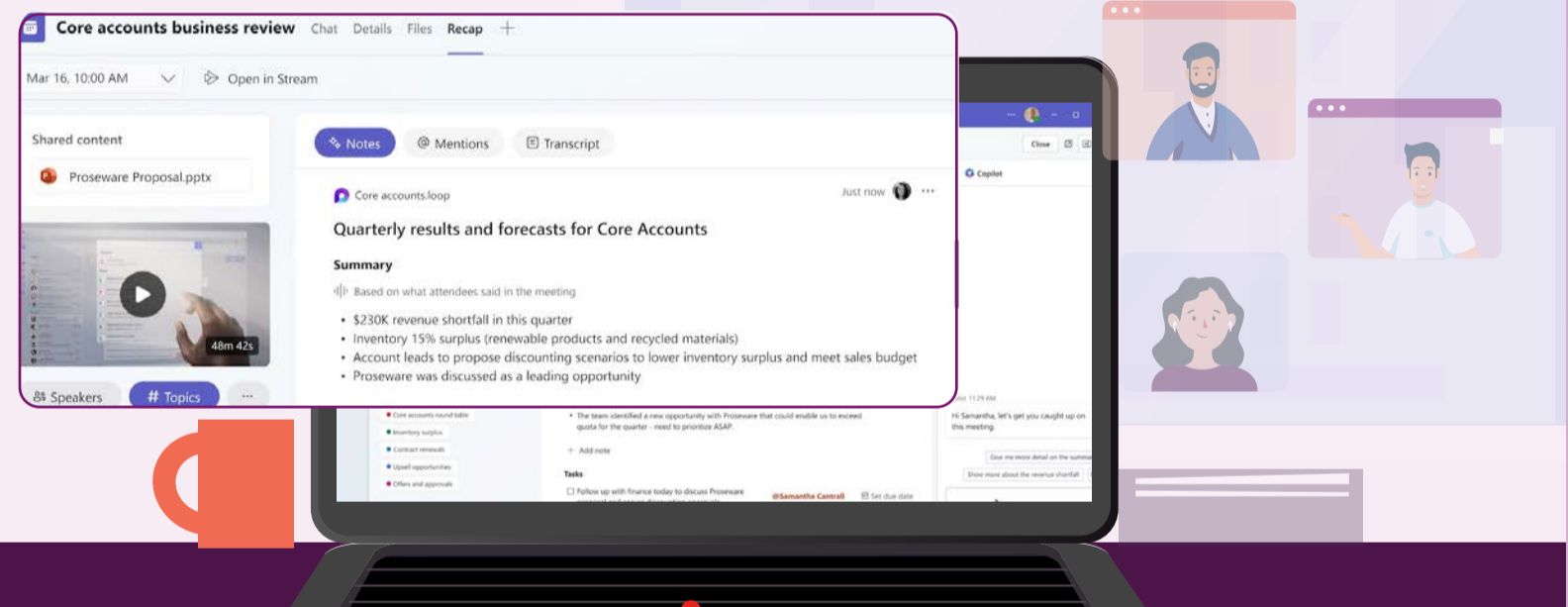
Michelle receives some customer enquiries about new products. Copilot in Customer Service helps Michelle to generate live conversation responses. This enables her to handle more cases in less time.



3:00 PM

Meeting with the team

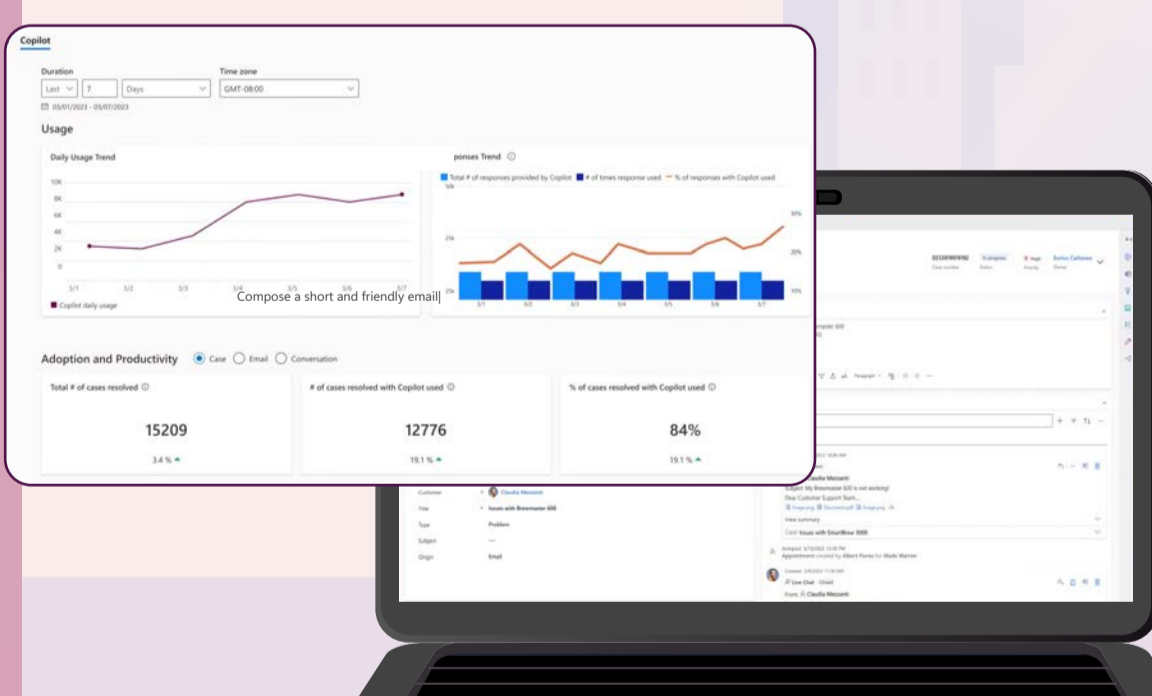
In this weekly catchup, Michelle and her teammates discuss and exchange insights on unique customer cases they encountered. Copilot in Teams summarizes the discussions in real-time and sends a brief report to all attendees after the meeting.



4:00 PM

Analyzing performance data

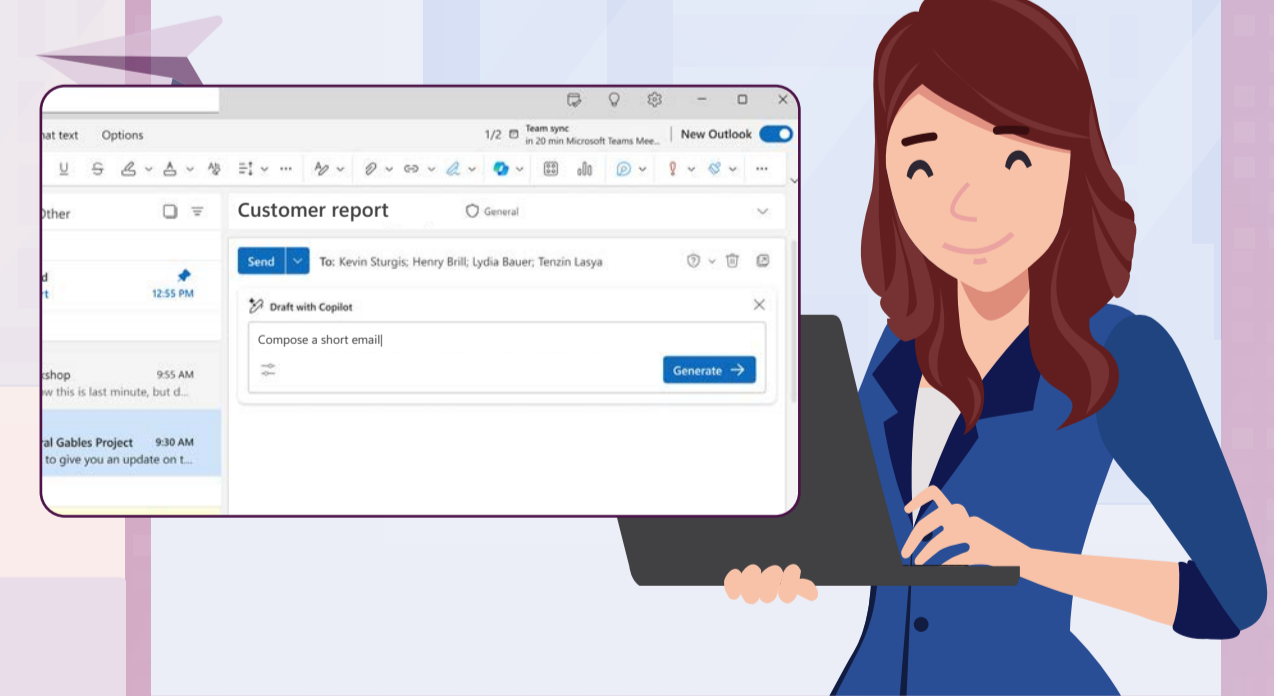
Nearing the end of the workday, Michelle uses Copilot report in Customer Service to retrieve a summary of how junior agents are handling customer enquiries on the new products. She also scans through her team's feedback on Copilot's suggestions.



5:00 PM

Post-shift report

Before she heads off, Michelle asks Copilot report in Customer Service to put together custom metrics of the day's work. Then, she asks Copilot in Outlook to draft a simple email and sends the report to her manager as an attachment.



12%

less time spent by agents who use Copilot in Dynamics 365 Customer Service to resolve a case¹

Find out how Michelle handled cases efficiently and resolved issues faster with Copilot for Microsoft 365 from Lenovo

[Learn more >](#)

¹What can Copilot's earliest users teach us about Generative AI at work?