

How AI is changing the way we work

Fireside Chat

Seth Patton, General Manager, Microsoft Copilot

Gladstone Grant, Director, Microsoft Copilot

What are we learning
about how AI is reshaping
work?



<https://www.menti.com/ala8xmddtnoh>

<https://www.menti.com> Code: 3655 4272

2024 Work Trend Index Annual Report

AI At Work Is Here. Now Comes The Hard Part.

31K

Survey of employees in
31 countries



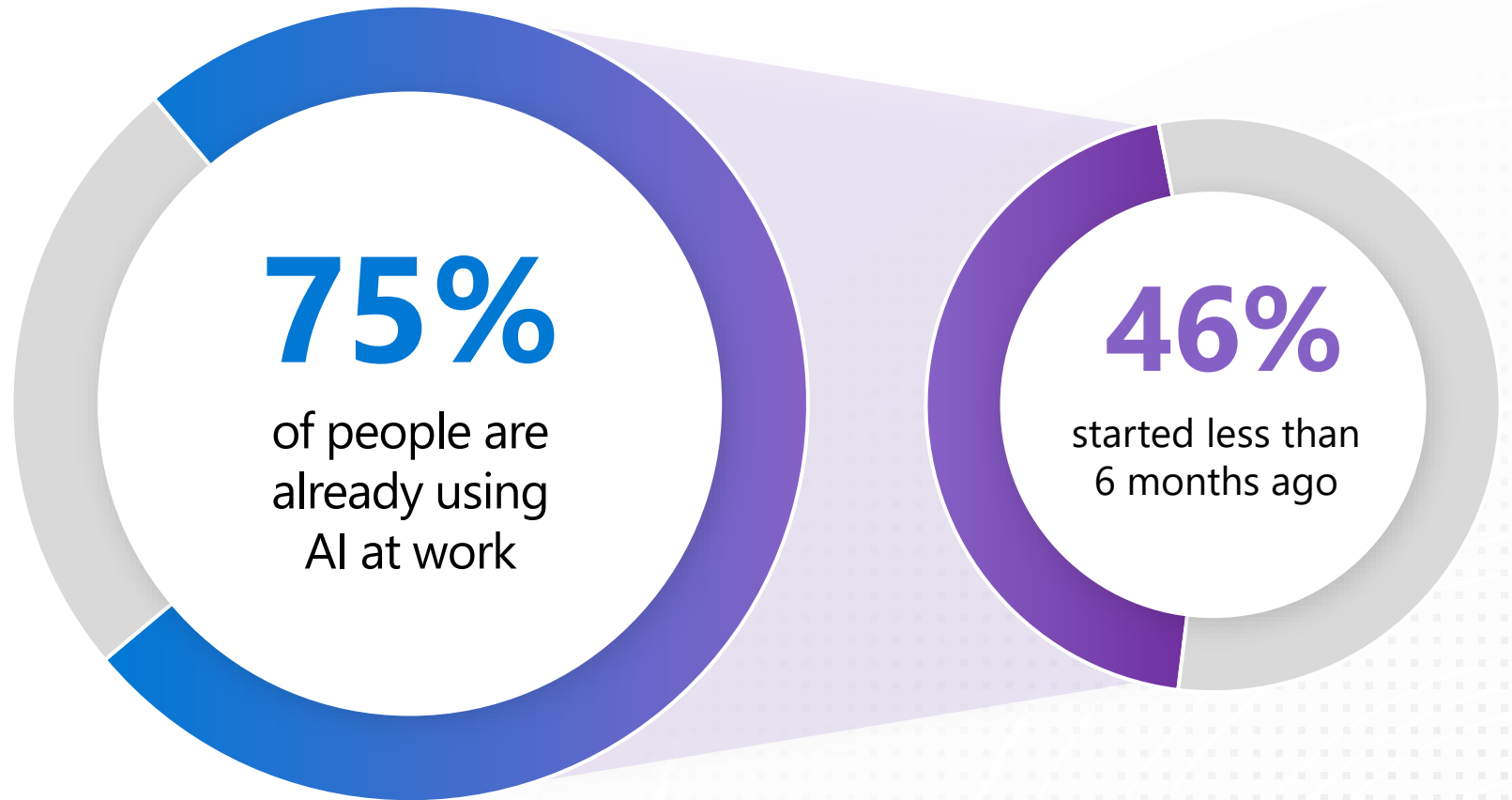
LinkedIn labor and
hiring trends



Microsoft 365
productivity signals

<http://aka.ms/wti24>

Three Out of Four People Use AI at Work



Employee usage is high – but leadership is lagging

79%

of leaders believe AI is a business imperative to stay competitive,...

...a surprising

60%

say their organization lacks a plan and vision to implement it,...

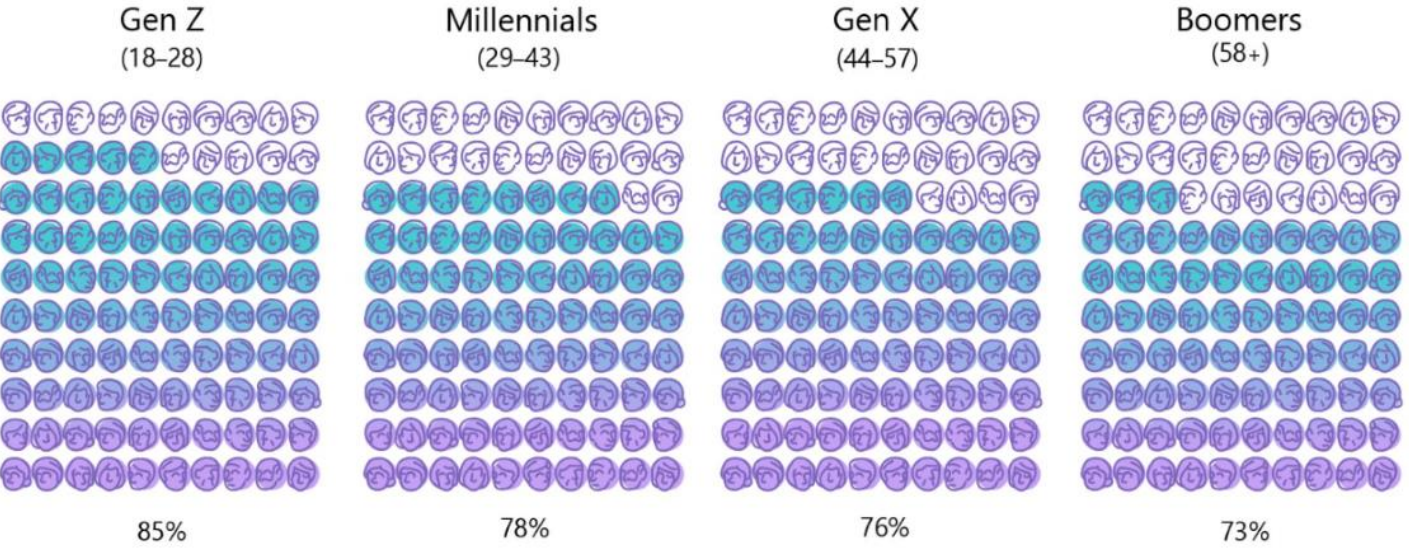
...and

59%

worry about quantifying the productivity gains of AI.

So, employees are bringing their own tools (BYOAI), putting company data at risk

78% of AI users are bringing their own tools to work... and they aren't just Gen Z



Share of survey respondents who have used AI tools at work not provided by their organization



Leaders' #1 concern is **cybersecurity and data privacy**

What are common
AI use cases?



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Microsoft Copilot user survey

75%

Said Copilot made them more productive

68%

Said Copilot improved the quality of their work



30%

Faster at writing documents and creating presentations

4x

Faster at catching up on missed meetings

10+

Hours saved per month for the best Copilot users

Top Microsoft Copilot use cases



Meeting management



Writing & formatting assistance



Finding information



Email & chat management



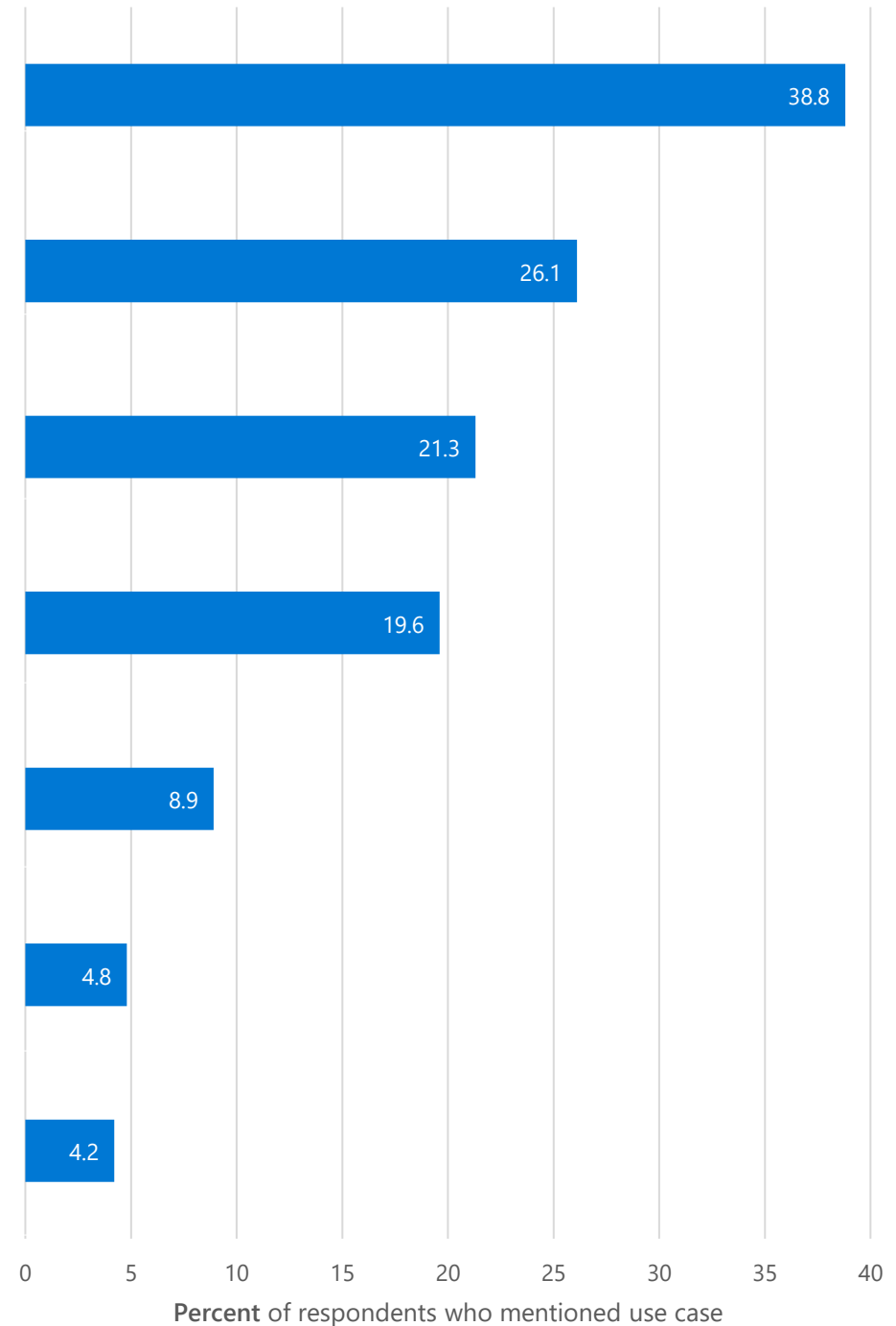
Consuming information



Coding & data analysis



Generating ideas



**How is AI impacting the
job market and skills?**

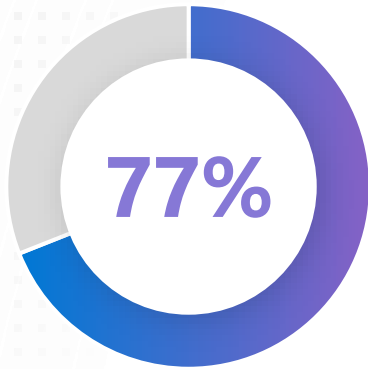


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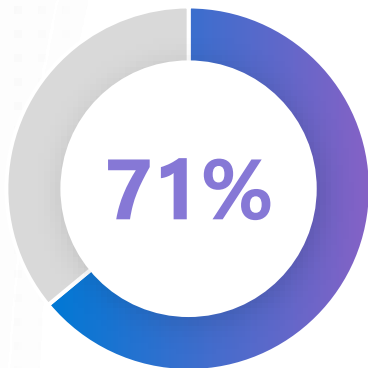
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The New Hiring Imperative

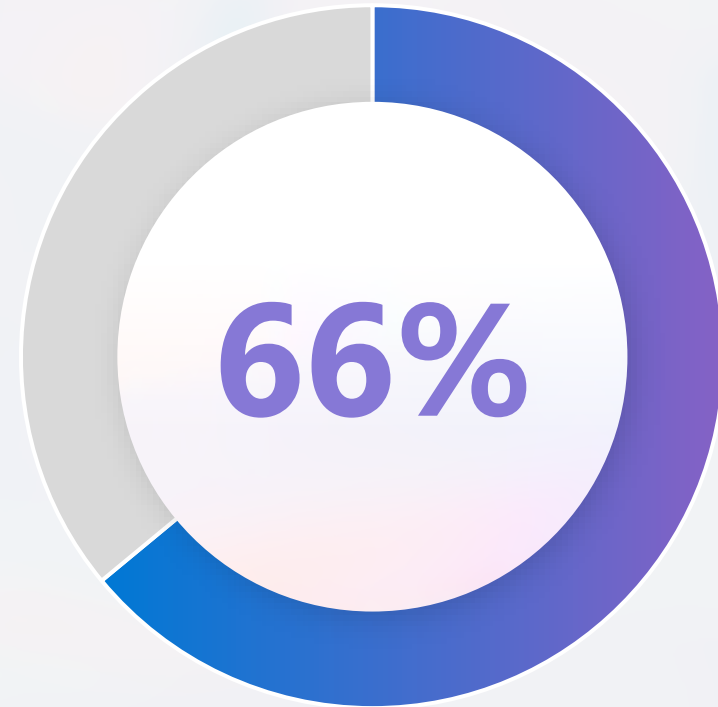
AI aptitude takes center stage



Leaders say early-in-career talent will get greater responsibilities due to AI



Leaders are more likely to hire a less experienced candidate with AI skills than a more experienced one without them



Leaders would not hire someone **without AI skills**

What are we learning
about the profiles of AI
users?



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The rise of the AI power user—and what they reveal about the future



Skeptics

use few times/mth
Save <=10min/day



Novices

use few times/mth
Save <=30min/day



Explorers

use once/week
Save 5- 30min/day



Power users

use several times/week
Save >30min/day

Power users more likely to frequently...

- keep trying if they don't get the perfect response the first time (+30%)
- experiment with different ways of using AI (+68%)
- research and try new prompts (+56%)

Power users bookend their day with AI—using it to start their day (85%) and get ready for the next (85%).

Power users leverage AI across their role

They are more likely to use AI to

- catch up on missed meetings (+56%)
- analyze information (+51%)
- brainstorm or problem-solve (+37%)
- design visual content (+49%)
- interact with customers (+49%)
- redesign business processes and workflows with AI (+66%)

What are examples of customers who are achieving quantifiable business benefits?



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Fundamental priorities shaping the AI transformation



**Faster business growth and
improve the customer experience**

Increase revenue

Optimize costs



**Boost productivity and
improve employee experience**

Time to onboard

Employee retention rate



**Optimize workflows &
business processes**

Cost savings

Operational efficiency

LUMEN[®]



Before Copilot with these third-party data connectors, a seller would have to go out to all of the disparate systems Salesforce, Gainsight, ServiceNow. Copilot connectors help to solve for the fragmentation that customers can feel, which drives customer satisfaction.

— Ashley Haynes-Gaspar, Chief Revenue Officer, Lumen Technologies



Copilot for Microsoft 365

Transforming sales process

Copilot minimizes tasks and saves time to deliver a **40% increase in outbound calls**

Productivity gains

By connecting Copilot to their CRM system, customer response times went **from 4 hours to 15 minutes**

Revenue gains

With sellers saving 4 hours a week, increases in outbound calls, worth **\$50 million in annual revenue**



“ Copilot for Microsoft 365 is a revolution in our industry. It's really changing the way we work. ”

— Alexa Van Den Bempt, Senior Vice President,
Digital Business Platforms and Tech Foundations

Customer service and support team saw a decrease of

-12%

in time spent resolving cases

Consultants using Copilot are experiencing a

50%

cost reduction in case resolution

IT Security experienced an improvement of

+26%

increase in speed across all tasks



Pacific Gas and Electric Company used Copilot Studio to create "Peggy", a custom copilot that now handles a significant portion of their help desk requests, leading to substantial savings in labor costs and improved service levels.

25-40%

of all help desk requests fulfilled by "Peggy"

\$1.1

million labor savings annually with "Peggy" handling the demand

840

hours saved per year from onboarding new employees with "Peggy"

Learn more at: <https://aka.ms/PGE-copilot-customer-story>

What have you learned from
our AI journey at Microsoft?



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3 Essentials for Copilot Success



Leadership

Develop leadership capabilities to leverage AI for business outcomes

- ✓ Executive sponsorship
- ✓ Align AI to business strategy
- ✓ Providing clarity and prioritization
- ✓ **Best practice:** AI Council



Human change

Manage the human transformation with robust user enablement programs

- ✓ User enablement program
- ✓ Communications and community
- ✓ Skilling and training
- ✓ **Best practice:** Copilot Dashboard powered by Microsoft Viva



Technical readiness

Build and iterate technical skills to deliver on business results

- ✓ Secure your data infrastructure
- ✓ Risk management
- ✓ Technical skilling
- ✓ **Best practice:** Center of Excellence

Responsible AI principles

Copilot Success Kit

What's included

Implementation summary guide

The journey to becoming AI powered

Leadership
Develop leadership capabilities to leverage AI for business outcomes

- Foundational learning
- Business strategy
- AI Council creation
- Providing clarity and prioritization

Human change
Manage the human transformation through robust user enablement programs

- Invest in the employee experience
- Improve the culture
- Authentically integrate feedback

Technical skills
Build and iterate technical skills to deliver on business results

- Provide access to training and experts
- Manage and mitigate risk
- Improve service management process

Responsible AI principles

PowerPoint

Copilot adoption guide for business leaders

PHASE 1: Get ready

PHASE 2: Onboard and engage
Accelerating usage and engagement

PHASE 3: Deliver impact

PHASE 4: Extend and optimize

Step 1: Create a Copilot user community
Step 2: Identify Copilot champions and early adopters
Step 3: Make ongoing learning a best practice

eBook

User Enablement Guide

Role based scenario guidance
Utilize our role-based scenario guidance to start the conversation with business users about their pain points, opportunities, and ideas.
aka.ms/AIforAll

Scenarios by persona

Unlock productivity, unleash creativity, create more value

HR Sales Marketing Finance IT

PowerPoint

Technical Readiness Guide

Microsoft

Copilot for Microsoft 365 Technical Readiness Guide
Creating the AI-powered organization

Mar 2024
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PowerPoint

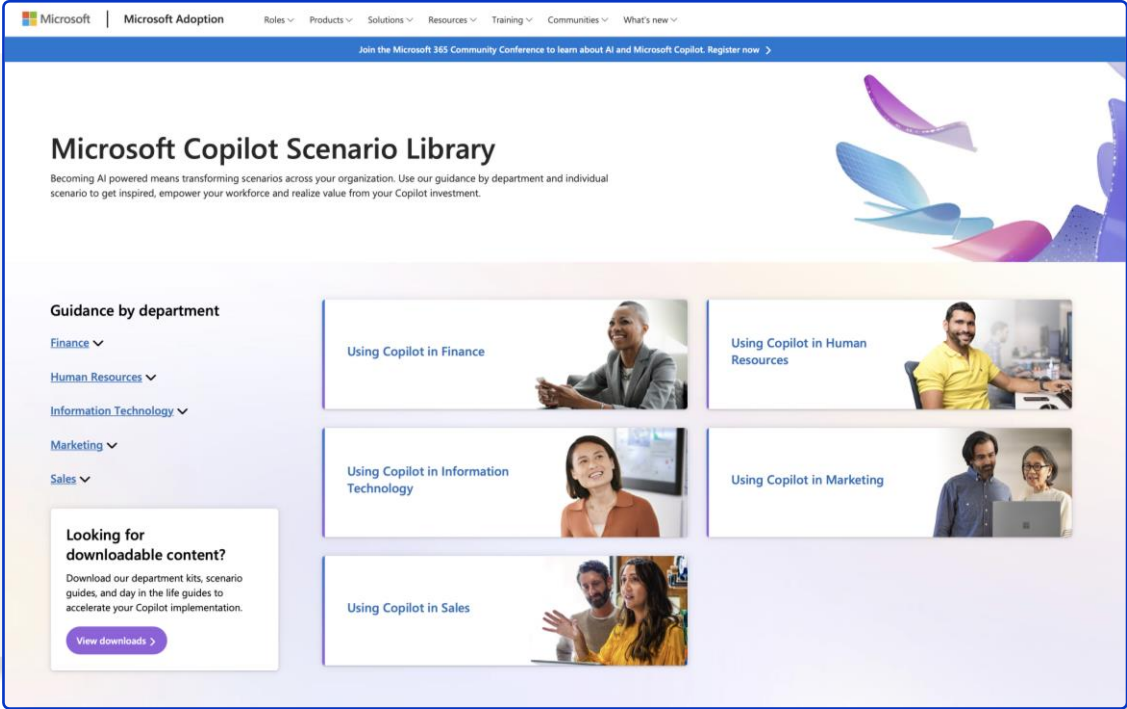
<https://aka.ms/CopilotSuccessKit>

Copilot Scenario Library



Copilot brings AI value across **functions**

Use the [Scenario Library](#) to identify top use cases and key metrics you would like to improve in that functional area.



All roles & execs	HR	Marketing	Operations	IT	Sales	Finance
Improve meetings	Cost per hire	Leads created	Customer retention	Outstanding support tickets	Number of opportunities	Accelerate cash flow
Content creation	Employee turnover	Brand value	Product time to market	Application downtime	Close rate	Spend on ERP system
Manage daily agenda	Compliance risk reduction	Cost per lead	Supply chain efficiencies	Departmental spending	Revenue per sale	Risk reduction

A day in the life of a HR Manager

8:00 am

Omar starts the day at home with an interview for a new teller candidate. He commands Copilot to suggest follow up questions and summarize the key points the candidate made.



Copilot in Teams

What are some good follow up questions to learn more about this person's skills and experience?

9:35 am

At the office Omar summarizes some chat threads that occurred overnight at a subsidiary and can quickly assess the situation and provide guidance to his team to address the issue.



Copilot in Teams

Summarize this thread and include the key issues and suggestions for resolution along with who had the suggestions.

10:00 am

Omar asks Copilot to create a summary of the organization's new compliance handbook to ensure it has the key points. He then commands Copilot to fill in the missing sections.



Copilot in Word

Summarize the [Contoso Compliance Handbook](#) in about four paragraphs for an executive and provide a list of key points.

4:00 pm

Omar has missed a few calls and emails. He commands Copilot to summarize the email threads and then uses the summaries to draft responses.



Copilot in Outlook

Summarize this thread.

2:00 pm

Omar commands Copilot to add a slide to his presentation that can be used to explain the team's initiatives.



Copilot in PowerPoint

Add a slide about potential HR initiatives.

1:00 pm

Omar queries his HR system dashboard using plugins built in Copilot Studio better understand attrition trends.



Copilot Studio in Copilot for Microsoft 365

Add a column that averages the other columns for each month.

Omar
HR Manager



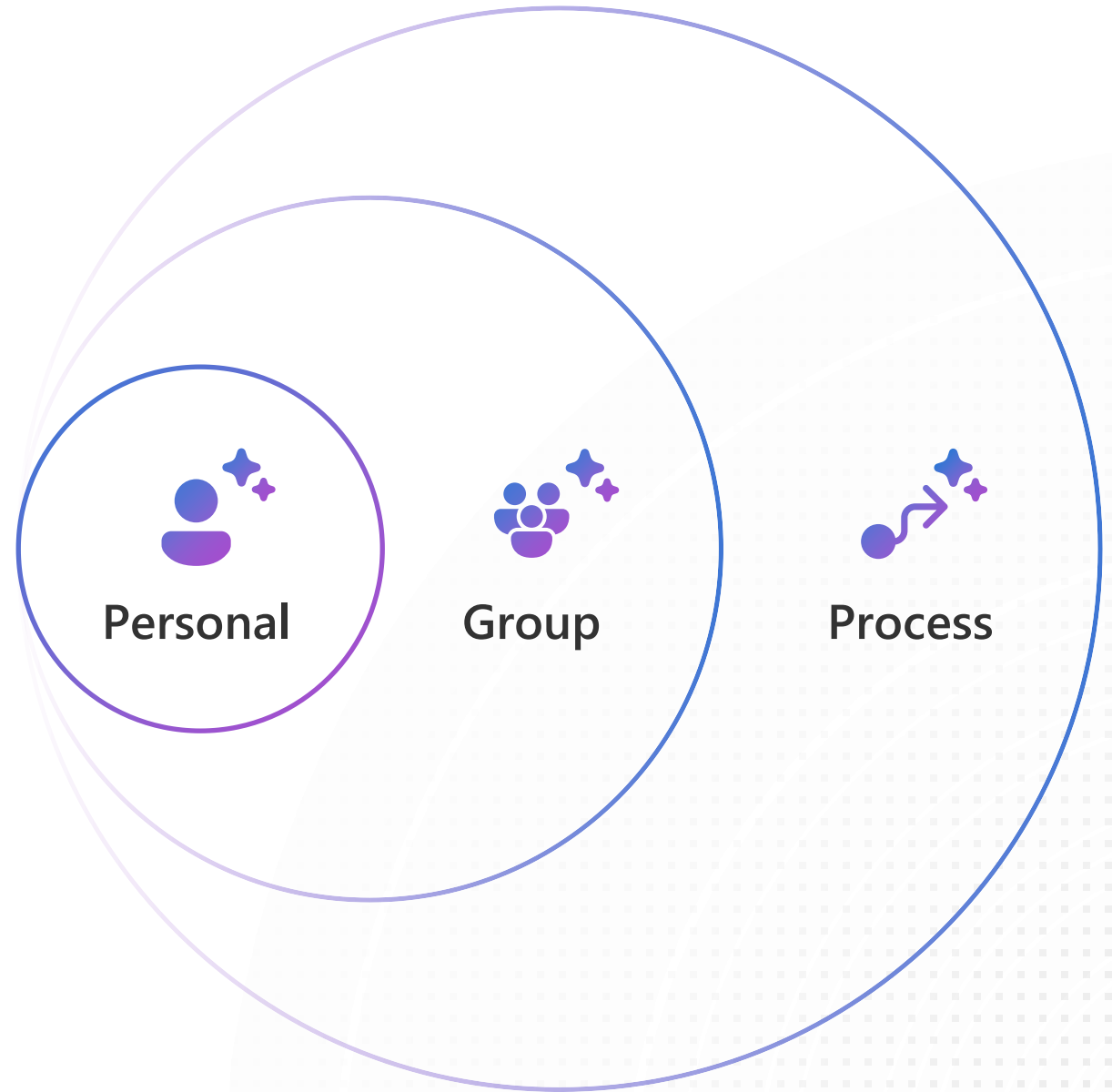
How do you see AI tools like Copilot evolving?



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Copilot Evolution



Where can we go to get more information and resources?



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Resources

Work Trend Index

aka.ms/wti

WorkLab Research

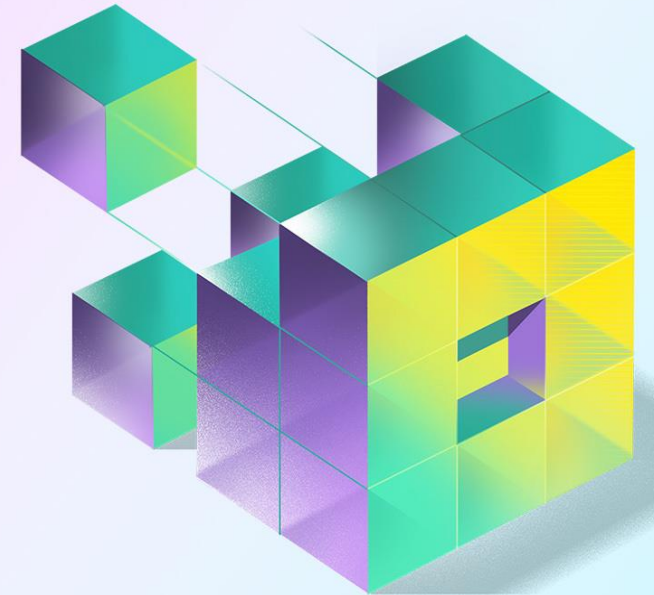
aka.ms/worklab

HR at Microsoft

aka.ms/HrAtMicrosoft

Leaders Guide to AI

aka.ms/AI-Success-Whitepaper



QUESTIONS

from the audience



Thank you