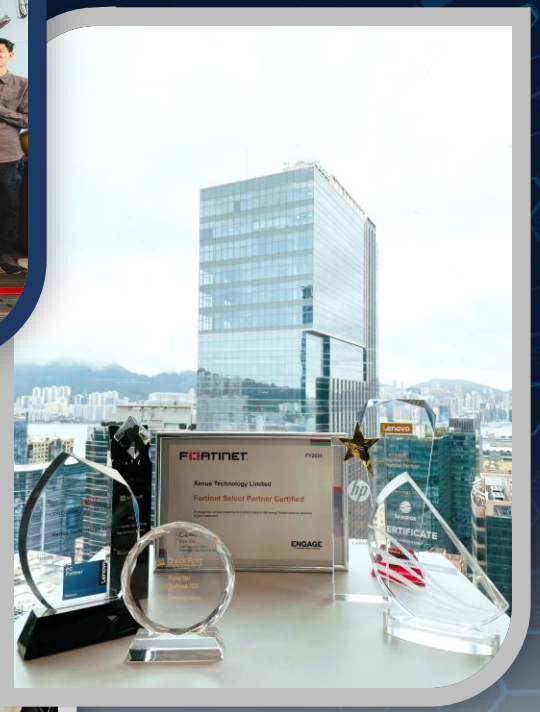

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Meet the new way of work – Copilot for Microsoft 365

Kit Tsang – Business Development Manager

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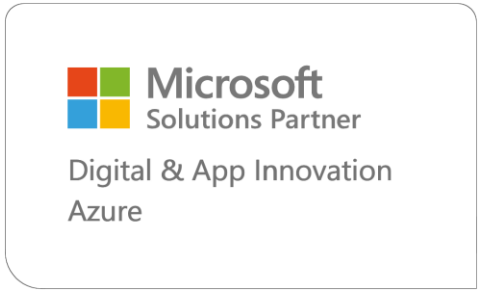
Xenus x Microsoft Partnership

Microsoft AI Cloud Partner Program



Microsoft Direct CSP Partner

Achieved in Early Mar, 2024

Microsoft Copilot JumpStart Partner

Achieved in May, 2024

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Copilot for Microsoft 365 is transforming work

60%

of leaders say a lack of innovation or breakthrough ideas is a concern

64%

of people have struggled with finding time and energy to get their work done

70%

of people indicated they would delegate as much as possible to AI to lessen their workloads

68%

said Copilot improved the quality of their work

70%

said Copilot made them more productive

77%

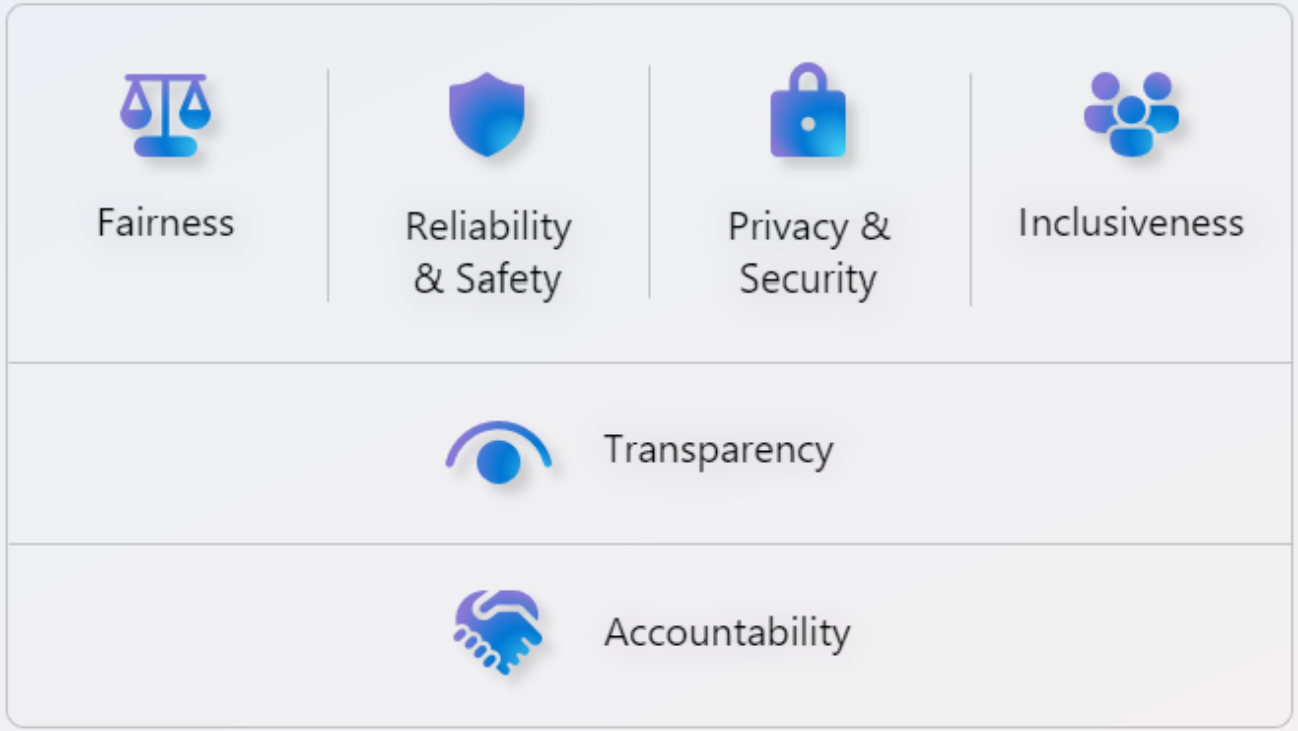
said they didn't want to give Copilot up

Work trend Index Annual Report: Will AI Fix Work? Microsoft. 9 May 2023 | Microsoft Work Trend Index: What can Copilot's Earliest Users Teach Us About Generative AI at Work?: Microsoft. 15 November 2023

What's the difference between Copilot and ChatGPT?

	ChatGPT	Copilot	Copilot with CDP	Copilot for Microsoft 365
	Personal	Personal	Work	Work
GPT Large Language Model	✓	✓	✓	✓
AI-Powered Web Search, Answers & Content Generation		✓	✓	✓
Commercial Data Protection			✓	✓
Enterprise Security, Privacy & Compliance				✓
Microsoft 365 Graph (content & context)				✓
Microsoft 365 Apps				✓
Licensing	Public & Free	Public & Free	Available with eligible Microsoft 365 license	Additional $30/user/month

Microsoft's AI principles



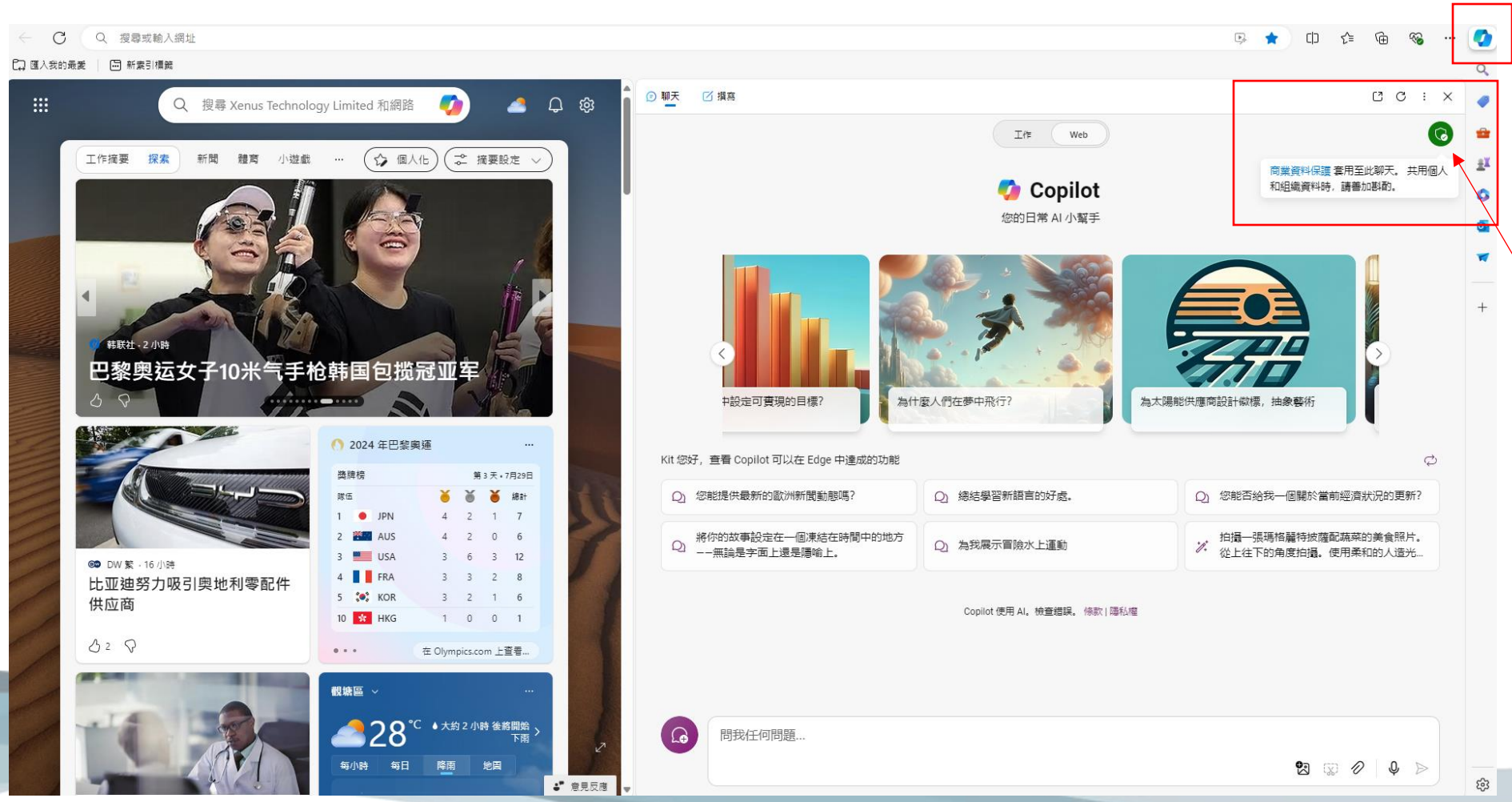
Microsoft Cloud — AI you can trust

Your data is **your** data.

Your data is **not** used to train the OpenAI foundation models without permission.

Your data is **protected** by the most comprehensive enterprise compliance and security controls.

Copilot (Bing Chat)



Copilot

Commercial Data Protection

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Copilot for Microsoft 365

Your AI assistant at work

Copilot for Microsoft 365

Brings AI to your fingertips

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Copilot for Microsoft 365

Natural Language

Large Language Models

Microsoft Graph - Your Data -

The Internet

Microsoft 365 Apps

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Copilot for Microsoft 365

Application-based feature

Copilot in …

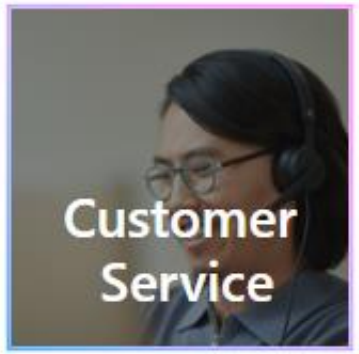
Context-based feature

Microsoft 365 Chat

Microsoft Copilot empowers every end user

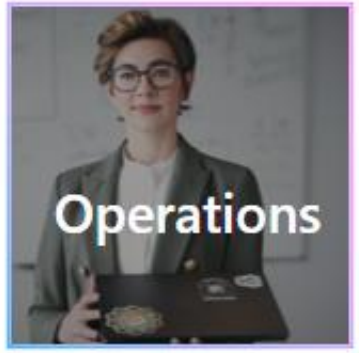
Jumpstart the creative process and generate ideas while writing

Stay focused on closing deals with an AI assistant for email



Stay coordinated as a team to resolve more customer issues

Quickly search across all your data to solve your most complex problems



Simplify quality reporting and data validation

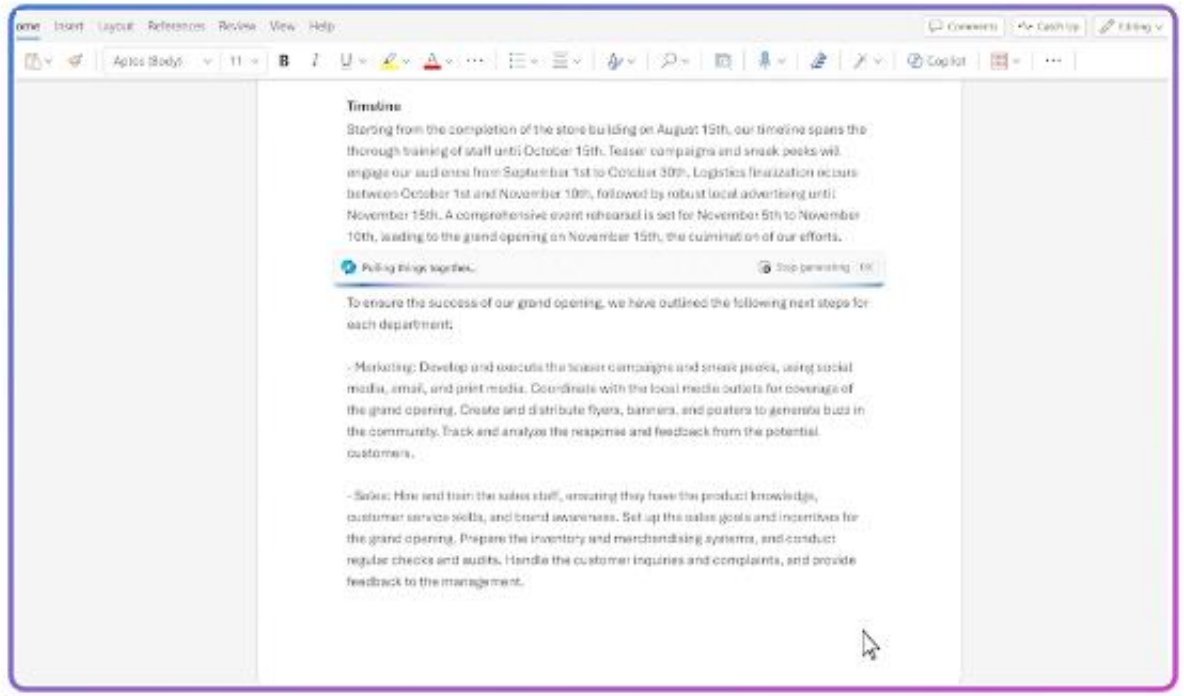
Effectively manage shared projects and track progress

Store, access, and prioritize notes in a fraction of the time

Jumpstart the creative process and generate ideas while writing

With Copilot in Word, transform writing with efficiency and creativity.

- Create first draft by referencing up to three documents
- Rewrite sections or an entire document, or change the tone to refine existing documents
- Receive suggestions to strengthen arguments, smooth inconsistencies
- Save time and summarize text in lengthy documents
- Discover information—for example, ask if there is a call to action

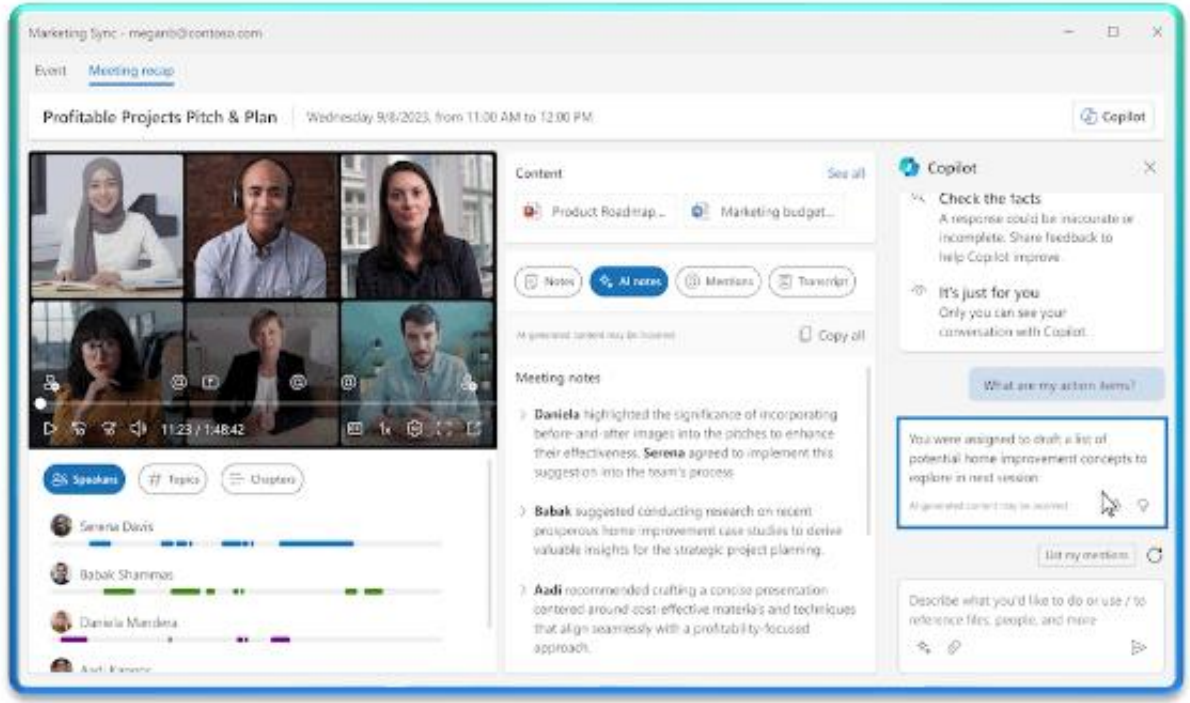


Copilot in Word

Stay focused on closing deals with an AI assistant for email

With Copilot in Outlook, stay on top of your inbox, manage meeting follow-ups, and create impactful communication in a fraction of the time.

- Customize an email prompt with options for length and tone
- Include people's viewpoints in conversation summaries
- Summarize email threads to catch up quickly



Copilot in Outlook

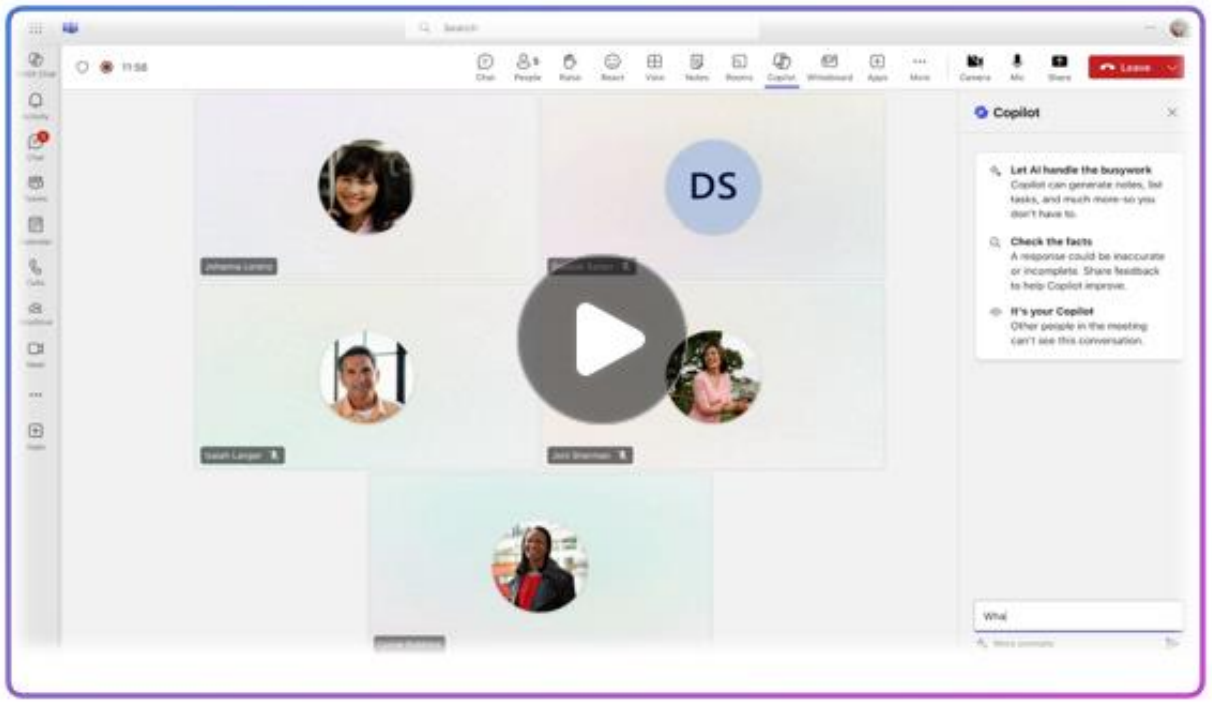
Copilot for Sales

+ Enhance Copilot for Microsoft 365 with CRM platform connectivity to provide sales-specific insights and recommendations, sales content generation, and CRM record updates in the flow of work.

Stay coordinated as a team to resolve more customer issues

With Copilot in Teams, stay organized and on top of all your chats, meetings, and calls.

- Create new messages, meeting notes, table of ideas
- Build agendas based on chat history transcripts from other meetings or calls
- Discover answers to specific questions—such as what decisions were made—from chats or meetings



Copilot in Teams

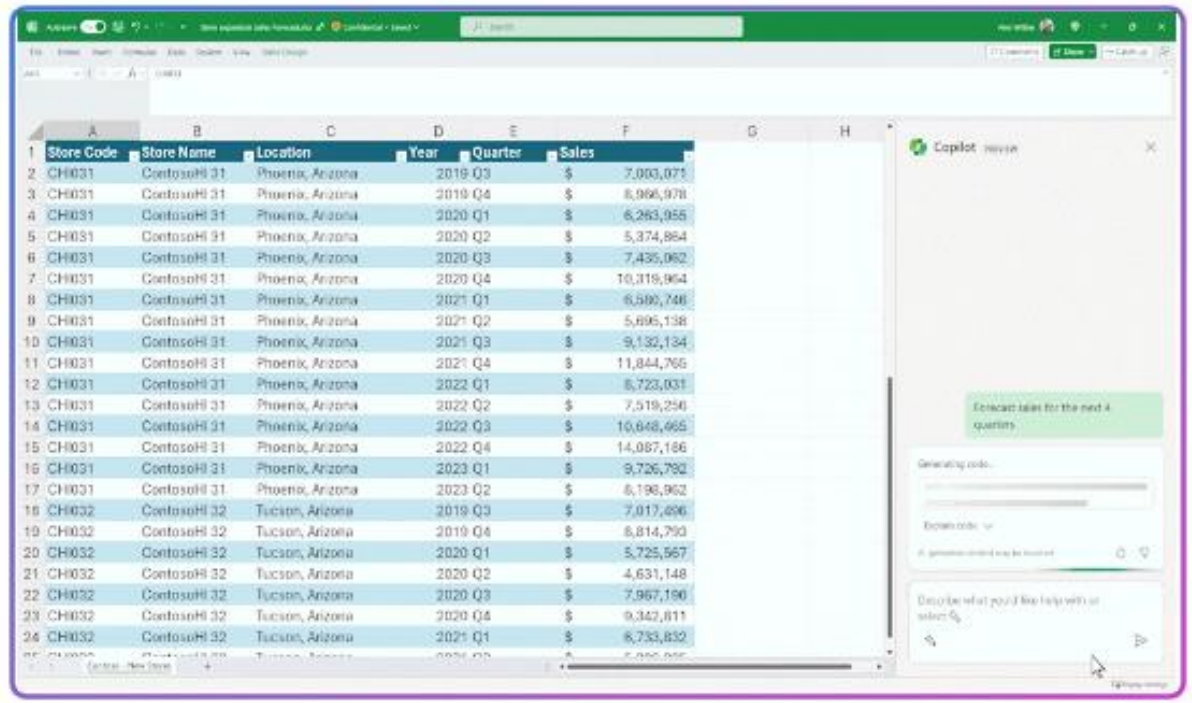
Copilot for Service

+ Enhance Copilot for Microsoft 365 with CRM and knowledge source connectivity to provide case and conversation summaries, draft personalized emails and chats, and CRM record updates in the flow of work—including agent desktops.

Simplify quality reporting and data validation

With Copilot in Excel, analyze, comprehend, and visualize data with ease.

- Create new formula columns or insert charts
- Insert pivot tables into new a sheet
- Refine data by providing simple commands
- Identify trends, create visualizations, or ask for recommendations with natural language queries



Copilot in Excel

Top 10 to try first with Copilot for Microsoft 365

Foundational skills for new users

1 Recap a meeting

– let Copilot keep track of key topics and action items so you can stay focused during the meeting and avoid listening to the recording after.

- Draft an email with notes and action items from meeting

2 Summarize an email thread

– get quickly caught up to a long, complex email thread.

- Click on the Summarize icon

3 Draft email

– personalize the tone and length.

- Draft an email to [name] that informs them that Project X is delayed two weeks. Make it short and casual in tone.

4 Summarize a document

– get right down to business by summarizing long documents and focusing on the relevant sections.

- Give me a bulleted list of key points from file

5 Tell me about a topic/project

– provide insights and analysis from across multiple sources to get up to speed quickly.

- Tell me what's new about topic organized by emails, chats, and files?

6 Give me some ideas for ...

– boost your creativity with ideas for your work such as agendas, product names, social media posts, etc.

- Suggest 10 compelling taglines based on file

7 Help me write ...

– jumpstart creativity and write and edit like a pro by getting a first draft in seconds.

- Generate three ways to say [x]

8 What did they say ...

– when you vaguely remember someone mentioning a topic, have Copilot do the research.

- What did person say about topic

9 Revise this content

– when you've got a rough draft of an idea, turn it into usable text and then vary the length and tone.

- Rewrite with Copilot

10 Translate a message

– with business becoming increasingly international, it's important to be able to read or write messages in other languages.

- Translate the following text into French:

For more prompts, visit Copilot Lab at: aka.ms/CopilotLab

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Microsoft 365 Copilot:
Prompting do's and don'ts

Get the most out of Copilot and avoid common pitfalls by learning **what to do** and **what not to do** when writing prompts.

Do's

Be clear and specific.
Provide specific instructions to Copilot, such as topic, purpose, tone, and required length.

Keep it conversational.
Give feedback to Copilot based on the quality of its responses to help the AI learn and match your preferences.

Give examples.
Use clear and specific keywords or phrases when asking Copilot to write a piece of text for you. This helps it generate more relevant and creative copy.

Ask for feedback.
Requesting feedback from Copilot helps it to understand your needs and preferences, and to provide you with more relevant, helpful responses.

Write legibly.
Use correct punctuation, capitalization, and grammar when writing prompts, as this will help the AI produce better quality text and responses.

Check for accuracy.
Occasionally, Copilot may make mistakes. Always check Copilot's responses for accuracy, grammar, and style, and watch out for irrelevant or inappropriate content.

Provide details.
Provide Copilot with contextual details to help it generate more accurate, consistent responses. For example, the genre, characters, and plot to a story.

Be polite.
Using kind and respectful language when chatting with Copilot helps foster collaboration and improves the AI's responsiveness and performance.

Don'ts

Be vague.
When prompting Copilot, avoid using vague language, and be as clear as possible to receive better-quality responses.

Request inappropriate or unethical content.
Copilot is not responsible for the content or the consequences of your writing. You should respect local laws, rules, and the rights of others.

Use slang, jargon, or informal language.
This may cause Copilot to give low-quality, inappropriate or unprofessional responses.

Give conflicting instructions.
Prompting Copilot to perform a task that includes multiple or conflicting pieces of information in the same request can confuse the AI and result in lower quality responses.

Interrupt or change topics abruptly.
This could disrupt Copilot's writing process. Always close or finish a task before starting a new one. When starting a new task, write "New task."

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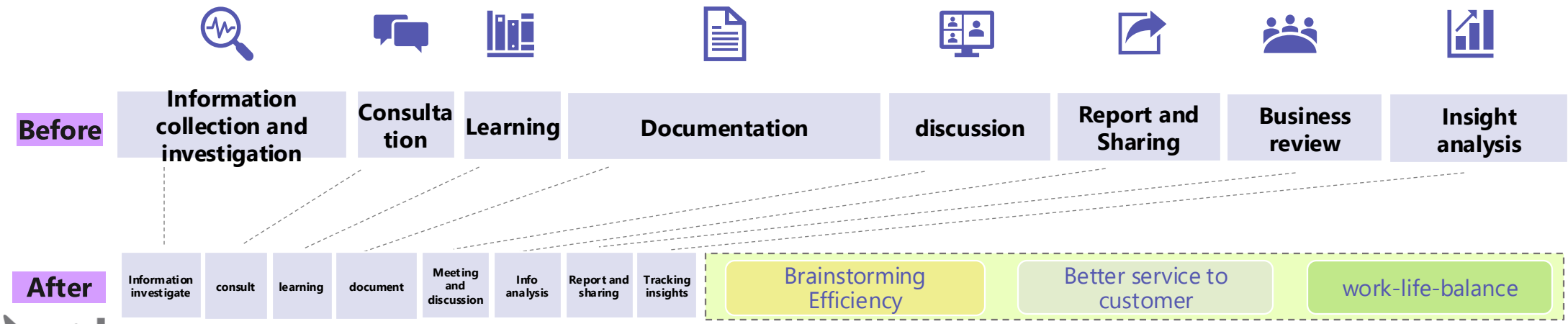
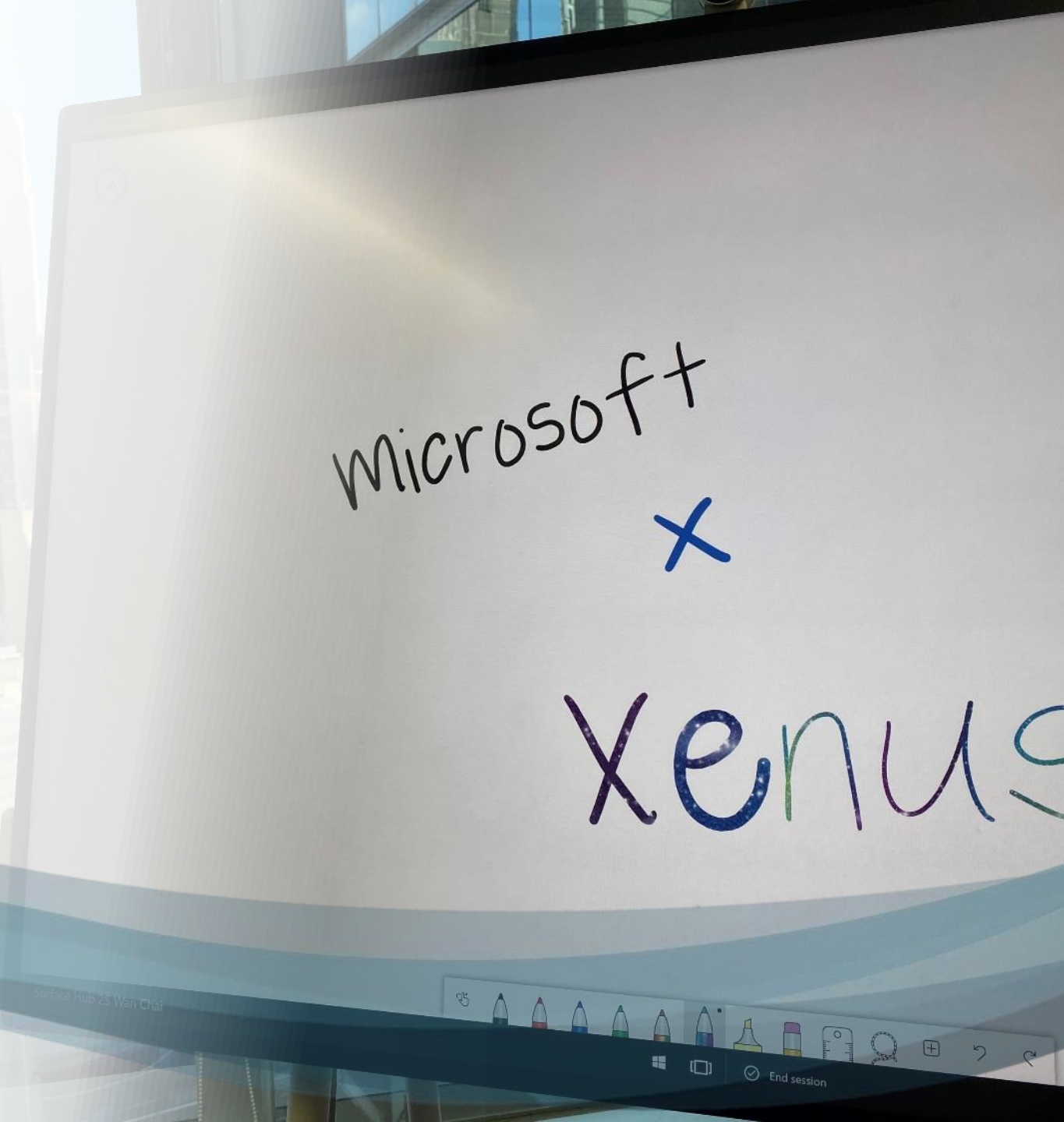
Do more with Less with Copilot for Microsoft 365

- **Work Trend Index Report for Copilot** shows each user saves at least 14 minutes per day on average.
- 14 mins/day * 20 working days per month = at least 280 minutes ≈ **4.7 hours/month**
- The average hourly wage for Hong Kong worker is estimated to be $128 HKD/hour
- $128 HKD/hour * 4.7 hours/month = **Saving $601.6 HKD/month**
- Copilot for Microsoft 365 subscription fee $30 USD ≈ $234 HKD/month
- ROI = (601.6-234) / 234 * 100% = **187.8%**



THANK YOU!



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