Generative AI for Customer Service with Microsoft 365 Copilot Professional Training

COURSE CONTENT

About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

The Generative AI for Customer Service with Microsoft 365 Copilot – Professional Training by Multisoft Systems is designed to equip professionals with the skills to transform customer support using the power of AI. This hands-on program introduces learners to Microsoft 365 Copilot and its integration into key applications like Outlook, Teams, Word, Excel, and PowerPoint to enhance service operations, automate workflows, and personalize customer engagement.

Module 1: Introduction to Generative AI in Customer Service

- ✓ What is Generative AI?
- ✓ Evolution of AI in customer support
- ✓ Benefits and challenges of using AI for customer service
- ✓ Overview of Microsoft 365 Copilot and its capabilities
- ✓ Understanding Microsoft Copilot architecture

Module 2: Microsoft 365 Copilot Overview

- ✓ Components of Microsoft 365 Copilot (Word, Excel, Outlook, Teams, PowerPoint)
- ✓ Integration of Copilot in daily business workflows
- ✓ Security, compliance, and responsible AI principles
- ✓ Licensing and access requirements for Copilot

Module 3: Enhancing Customer Service with Copilot

- ✓ Using Copilot in Outlook for faster customer responses
- ✓ Automating common inquiries using Word templates
- ✓ Leveraging Excel Copilot for data-driven customer insights
- ✓ Creating personalized PowerPoint presentations for clients
- ✓ Streamlining team collaboration and updates using Teams Copilot

Module 4: Building Prompt Engineering Skills

- ✓ Basics of writing effective prompts for customer service tasks
- ✓ Creating intelligent auto-responses and summaries
- ✓ Real-time suggestions and guided replies in Teams and Outlook
- ✓ Prompt customization for brand tone and voice

Module 5: Use Cases and Hands-On Scenarios

- ✓ Case Study 1: Reducing average response time using Copilot
- ✓ Case Study 2: Enhancing escalation workflow with AI triggers

✓ Case Study 3: Automating ticket summaries and reporting

✓ Case Study 4: Real-time feedback analysis and AI-driven decision-making

Module 6: Integrating Generative AI into Customer Service Strategy

✓ Identifying the right use cases for AI automation

✓ Best practices for implementation and training support teams

✓ Change management and user adoption strategies

✓ KPIs to measure AI impact on service performance

Module 7: Ethical AI and Responsible Use

✓ Understanding bias, transparency, and accountability in AI

✓ Microsoft's Responsible AI framework

✓ Data privacy and user consent in customer service scenarios