Microsoft 365 Copilot

Agents in Action: Real-World Impact with Microsoft Copilot Studio

Generative AI and agents aren't just emerging technologies, they're game changers. Discover what's possible through real stories from companies who are using agents not only to support their business, but to drive it forward.

80%

of the global workforce say they lack enough time to do their work[1]

53%

of leaders want productivity to increase[1]

82%

of leaders expect to use agents to meet workforce capacity demands[1]

The agentic advantage

By creating agents within Copilot Studio, you'll have the ability to transform how your entire organization operates. Agents enable you to accomplish everything from streamlining operations and automating routine tasks, to monitoring systems in real time and surfacing issues before they escalate.

With deep integration across Microsoft 365 and third-party services and over 1,500 pre-built data connectors, Copilot Studio fits naturally into your existing tech stack. It also supports the rapid creation of agents with natural language understanding, generative AI, process automation and workflow management from a single interface—redefining a new class of conversational, reasoning agents.

Many organizations have already taken the first steps with AI. However, by building and deploying custom agents with Copilot Studio, forward-thinking companies are progressing even further on their AI transformation journeys.
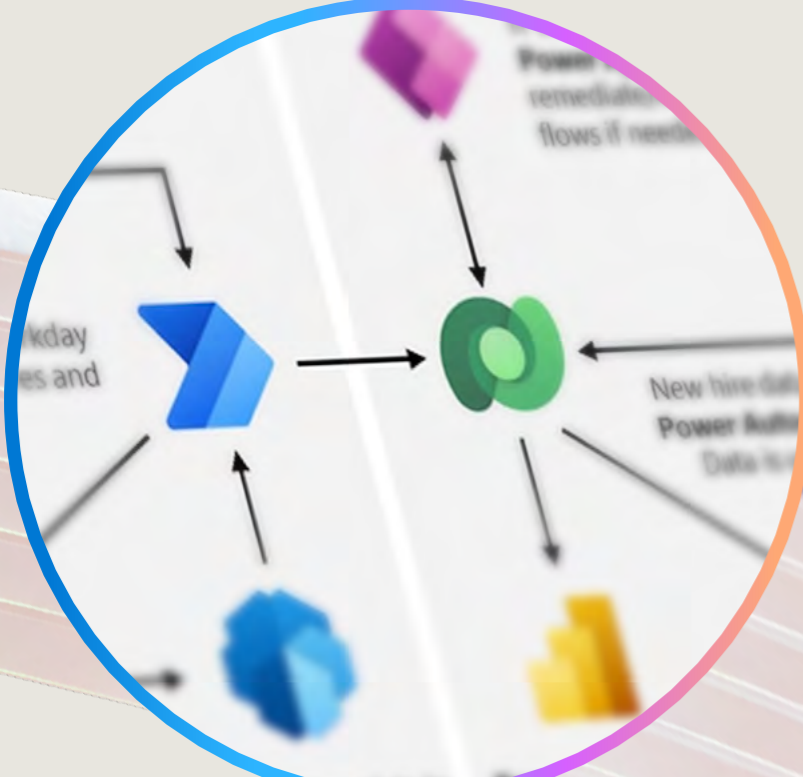
Holland America Line

Creating way more than a chatbot

Holland America Line used Copilot Studio to build Anna, a digital concierge that provides fast, personalized support for guests and travel advisors. Integrated with booking systems and powered by AI, Anna **started by serving 5% of customers, then 50%, and now 100% of all customers visiting the website.**

Eneco

Transforming customer support

To modernize customer service and manage growing demand, Eneco used Copilot Studio to replace its underperforming chatbot with a custom AI agent. Launched in just three months, the new multilingual agent now manages **24,000+ chats monthly, resolves 67% of inquiries without escalation, and achieves over 95% intent recognition accuracy.**

Epiq

Boosting efficiency for customers and the company

Epiq, a global legal services provider, uses Copilot Studio to streamline both client and internal operations. To handle high inquiry volumes, they built AI agents that manage tens of thousands of messages. Internally, Epiq launched "Launchpad," an automated onboarding platform that **saves 2,000 hours monthly and over $500K a year.**

Qatar Charity

Reducing IT costs and increasing productivity

Qatar Charity, a major nonprofit operating in 50+ countries, modernized its call center with Copilot Studio by unifying voice, chat, email, and WhatsApp communication channels. The results: **40% lower IT costs, 30% faster handling times, and a 25% boost in customer satisfaction.**

It's your turn

With low-code tools, seamless integration, and enterprise-ready security, Copilot Studio makes it easy to build intelligent agents, empower innovation and drive business transformation. You don't need to be a developer to get started—just a clear understanding of the processes you want to improve. The organizations in this infographic were once where you are now—looking for the next step in their AI journey.

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