

# Microsoft Copilot Studio Use Cases

By Industry

# Microsoft Copilot Studio in your industry

## Virtual solutions, real impact

- An **overall ROI** of **261%**
- An **NPV** of **\$1.57 million**
- A **payback period** of less than **6 months**
- **Ability to meet increased demands** without increasing employee headcount, **saving over \$1 million**

*Results are for a composite organization based on customers interviewed for The Total Economic Impact™ Of Microsoft Power Virtual Agents, a commissioned study conducted by Forrester Consulting, September 2021.*

### Government

Simplify public information centers and reduce call volume

Find COVID testing center

Get childcare assistance

Report road hazard

Information and policies

Public programs

Service tickets

### Retail

Optimize order systems for customers and storefronts

Track my order

I want to make an exchange

Request inventory

Shipping

Manage orders

Operations

### Financial Services

Improve customer security and lower wait times

Report lost card

Check auto loan status

Redeem points for miles

Manage accounts

Loans

Rewards programs

### Education

Cut down on administrative costs with automation

When will in-person classes resume?

How to get financial aid

I want to drop a class

Information and policies

Admissions

Class schedules

### Travel and Transport

Improve traveler experiences with a single point of contact

How heavy can my bags be?

Choose your seat

Change my trip dates

Trip information

Upselling

Manage bookings

### Professional Services

Improve customer retention with straightforward service offerings

Upload an image

Meet with an advisor

Get a quote

Virtual field support

Scheduling

Lead generation

### Manufacturing

Streamline operations by enabling independent troubleshooting

I have an issue with my screen

View all inspection logs

What does my warranty cover?

Technical support

Safety and compliance

Policies

### Healthcare

Reduce patient-practitioner contact time and administrative overhead

Tell us about your symptoms

Submit health insurance claim

See available times

Tele-health screening

Claims

Scheduling