



Microsoft Copilot Chat: Top use cases

(no additional licensing required)

Microsoft Copilot

Hello! 🖐️ 4:24

Microsoft Copilot

Hey there! I am Copilot, your AI companion. I'm here to answer questions, give advice, and much more. ✨

4:24

Not ready to roll out full Copilot licenses just yet?

Start with Copilot Chat—it's included in Microsoft 365, here to stay, and far more capable than most users expect.

Here are 7 practical use cases to help your teams save time and deliver better work.

1. Accelerated content creation

- Draft emails, documents, and summaries based on user-provided input.
- Rewrite or improve clarity, tone, or formatting of text.
- Generate outlines, proposals, blog ideas, or summaries from pasted content.



Jasmine, a Customer Success Manager, uses Copilot Chat to draft tailored follow-up emails after client calls by summarizing her meeting notes and generating polished responses in seconds.

2. Information summarization and understanding

- Summarize long text blocks (emails, meeting notes, articles) with a quick prompt.
- Extract action items or key points from pasted content.
- Translate or rephrase content for different audiences.



Lena, a Marketing Specialist, pastes in a lengthy client feedback email and asks Copilot Chat to summarize key themes. In seconds, she receives a concise summary that she can forward to the product team with action-ready insights.

3. Lightweight data support

- Brainstorm formulas, analyze pasted tables, or clean up raw data.
- Generate ideas for Excel charts or pivot tables based on described needs.
- Text Box Assist in writing formulas or scripts (e.g., Excel, PowerShell) with examples.



Reggie, a Finance Coordinator, pastes monthly expense data into Copilot Chat and asks for a quick breakdown of category trends. Copilot highlights unusual spikes and suggests a few ways to visualize findings in Excel for his next stakeholder report.

4. Knowledge and research assistant

- Ask general questions or get structured answers based on current public web data.
- Brainstorm ideas, explore business scenarios, or draft strategic talking points.
- Summarize articles, analyze pasted research, or assist with policy drafts.



Theo, a Strategic Planner, uses Copilot Chat to quickly summarize a market trends article and draft key takeaways for a team presentation, saving hours of manual synthesis.

5. IT and developer enablement

- Draft and troubleshoot small scripts or commands.
- Write how-to explanations or basic documentation.
- Brainstorm app ideas, naming conventions, or automation flows.



Rina, a Systems Administrator, uses Copilot Chat to generate a PowerShell script that bulk updates user permissions—saving her from digging through documentation or resuing outdated scripts.

6. Creative thinking & personal productivity

- Draft agendas, brainstorm project names or campaign ideas.
- Organize thoughts with to-do lists, summaries, or bullet points.
- Draft announcements, change management blurbs, or internal comms.



Kathrine, an Internal Communications Lead, uses Copilot Chat to brainstorm subject lines and structure a company-wide announcement about a new wellness initiative. She quickly turns raw ideas into polished, engaging content for her email draft.

7. Smarter search & information retrieval

- Ask questions to clarify roles, org structure, or who owns a topic
- Prompt Copilot Chat to summarize shared content, locate referenced materials, or help understand a conversation's context.
- Assist in locating or extracting key info from pasted documents, chats, or summaries.



Andy, an Executive Assistant, uses Copilot Chat to track down who owns a project mentioned in an email thread, find related materials, and get a quick recap of a meeting they missed based on the shared transcript. (based on public or user-provided context).

The benefits of Copilot Chat

Enhanced ROI on Microsoft 365 investment

- Copilot Chat is included in Microsoft 365—no added cost for eligible users.
- Drives early AI adoption without requiring the full \$30 Copilot license.

Increased employee productivity

- Reduce time spent on repetitive writing or formatting tasks.
- Empower employees to complete everyday tasks with less friction.

Improved decision-making

- Help users synthesize large volumes of text into key takeaways.
- Provide fast, structured responses to workplace questions.

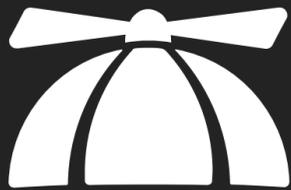
The benefits of Copilot Chat

Enterprise-grade security and compliance

- Prompts and responses are protected by Microsoft's enterprise-grade data handling.
- Copilot Chat respects Microsoft 365 user identity and boundaries.
- Prompts and responses are not used to train the model.

Boosted organizational agility

- Provide AI-powered assistance without introducing shadow IT. Give employees a secure, compliant alternative to public AI tools.
- Jumpstart AI-readiness while evaluating broader Copilot use.



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