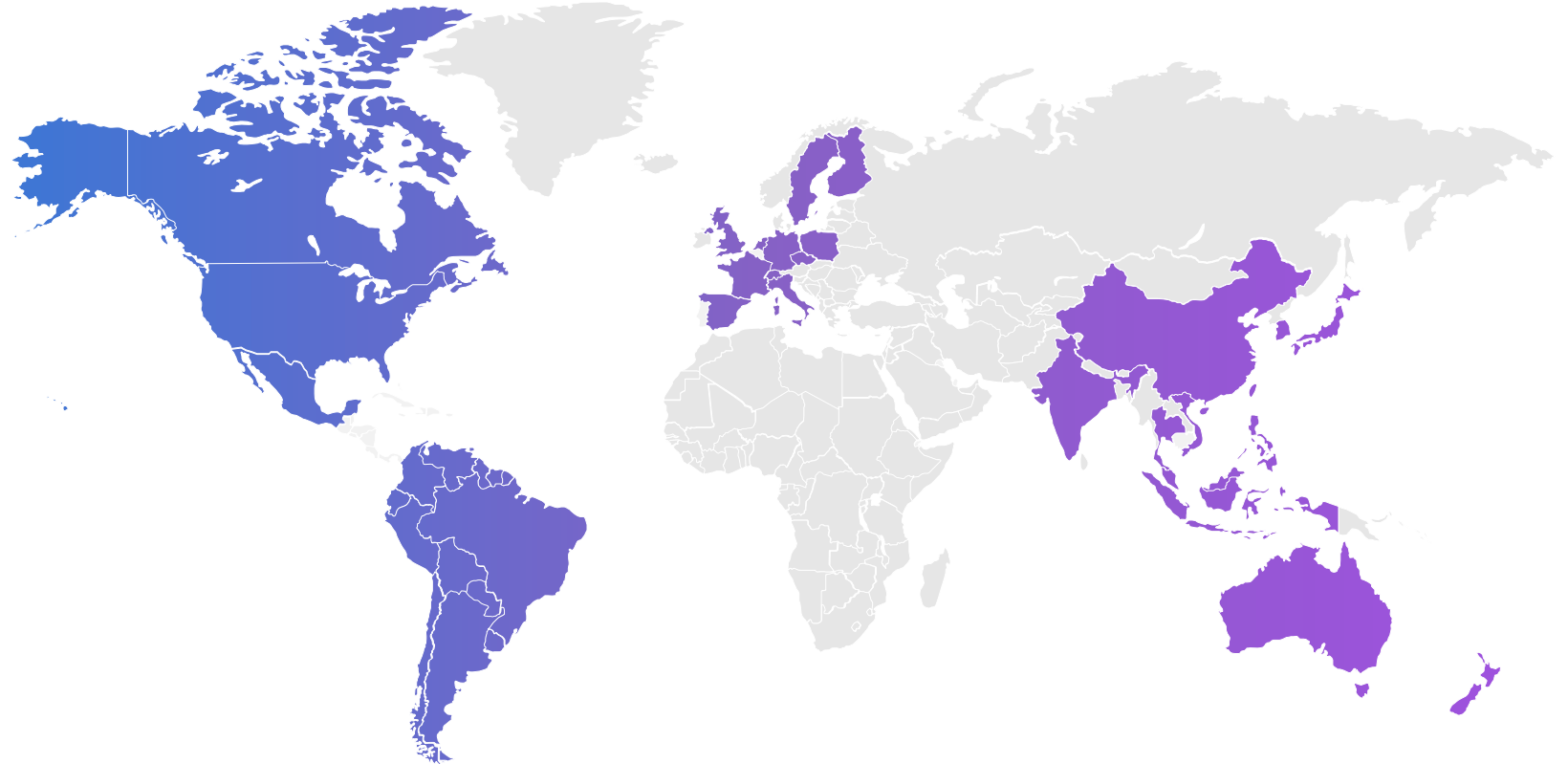


Transforming work with AI

Microsoft Work Trend Index 2023

To ready leaders and businesses for the age of AI, we surveyed **31,000 people** in **31 countries** and analyzed **trillions of Microsoft 365 productivity signals**, along with labor trends from the **LinkedIn Economic Graph**.

<http://aka.ms/wti>



Three findings



**Digital debt is
costing us
innovation**



**There's a new
AI-employee alliance**



**Every employee
needs AI aptitude**

Digital debt is costing us innovation



64%

of employees don't
have enough time or
energy to do their job



3.5X

more likely to struggle
with innovation/
strategic thinking



60%

of leaders say lack
of innovation is
a concern

New AI-Employee Alliance

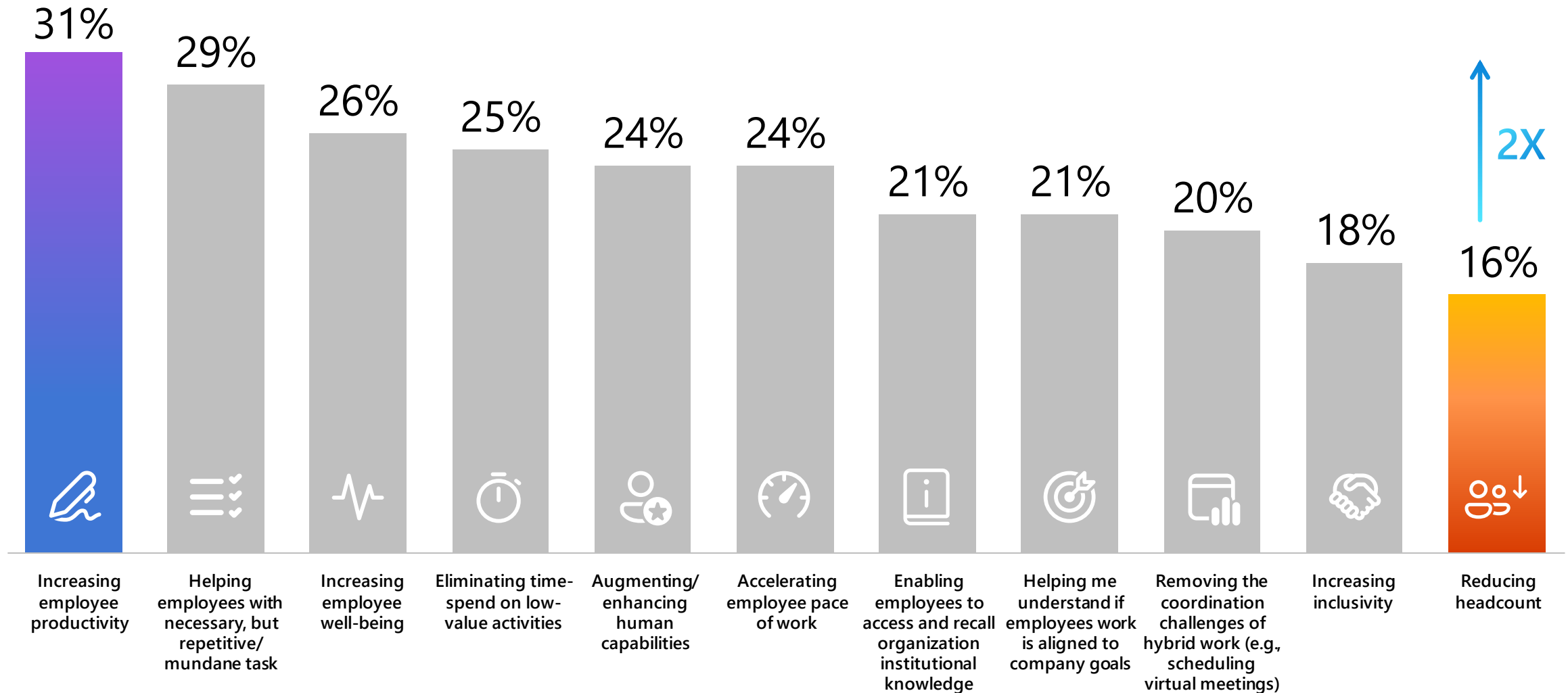


of people say they're worried
AI will replace their jobs



would delegate as much work as
possible to AI to lessen their
workloads

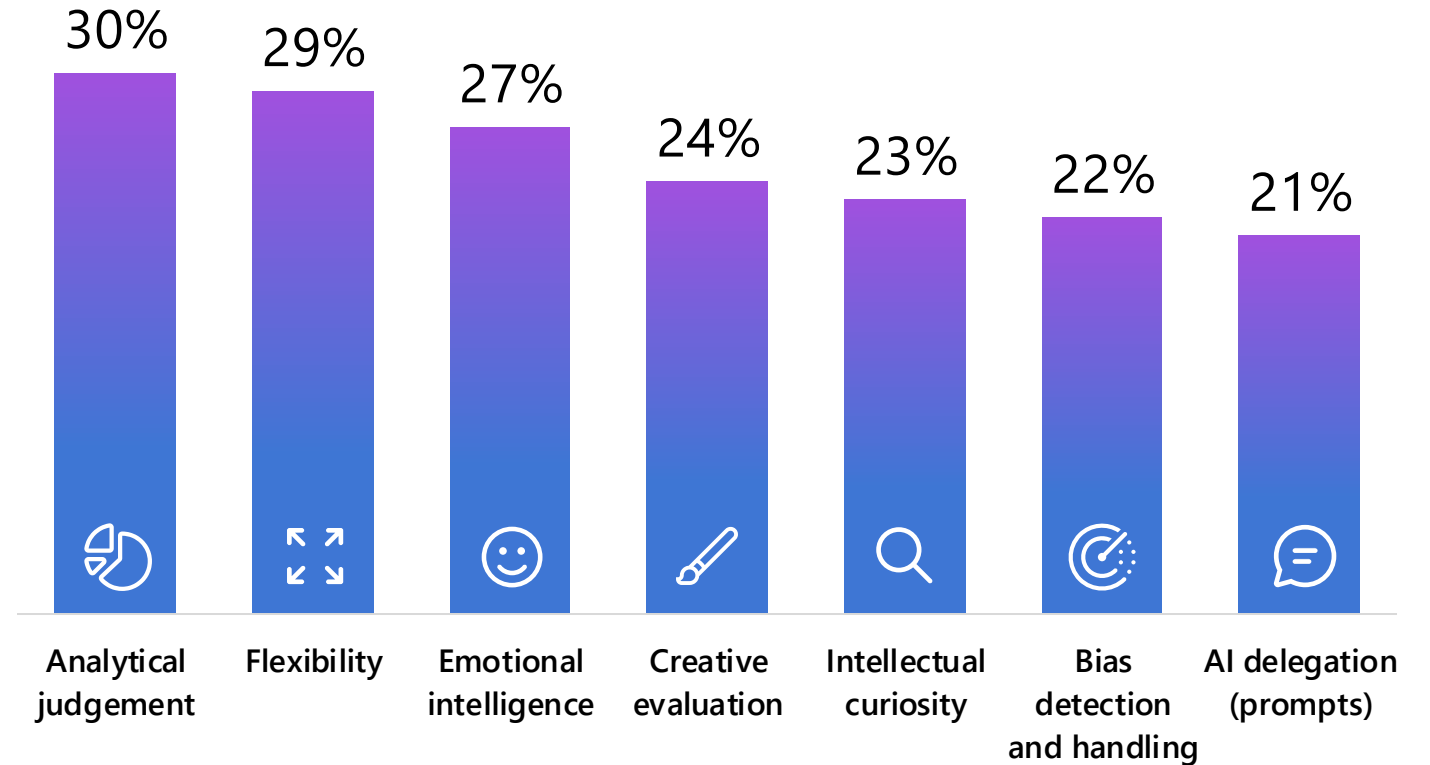
What leaders want from AI



Employees Need AI Aptitude



of leaders say employees
will need new skills to
prepare for AI



Introducing



Microsoft 365 Copilot

Copilot Boosts Productivity



88%

are more
productive

74%

can focus on more
satisfying work

77%

spend less time searching
for information or examples



Microsoft 365 Copilot

Natural Language



Large Language
Models

+



Microsoft Graph
- Your Data -

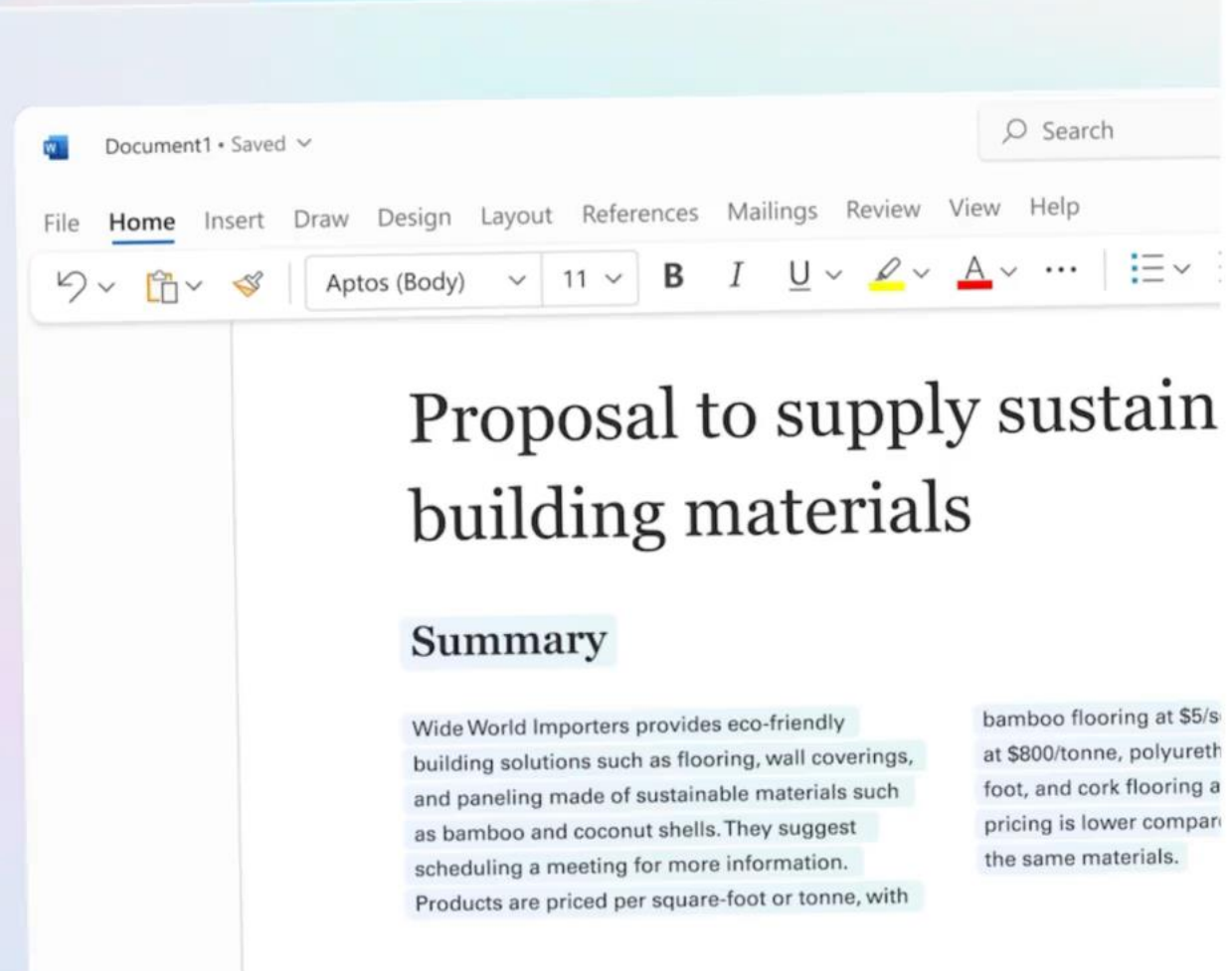
+



Microsoft 365
Apps

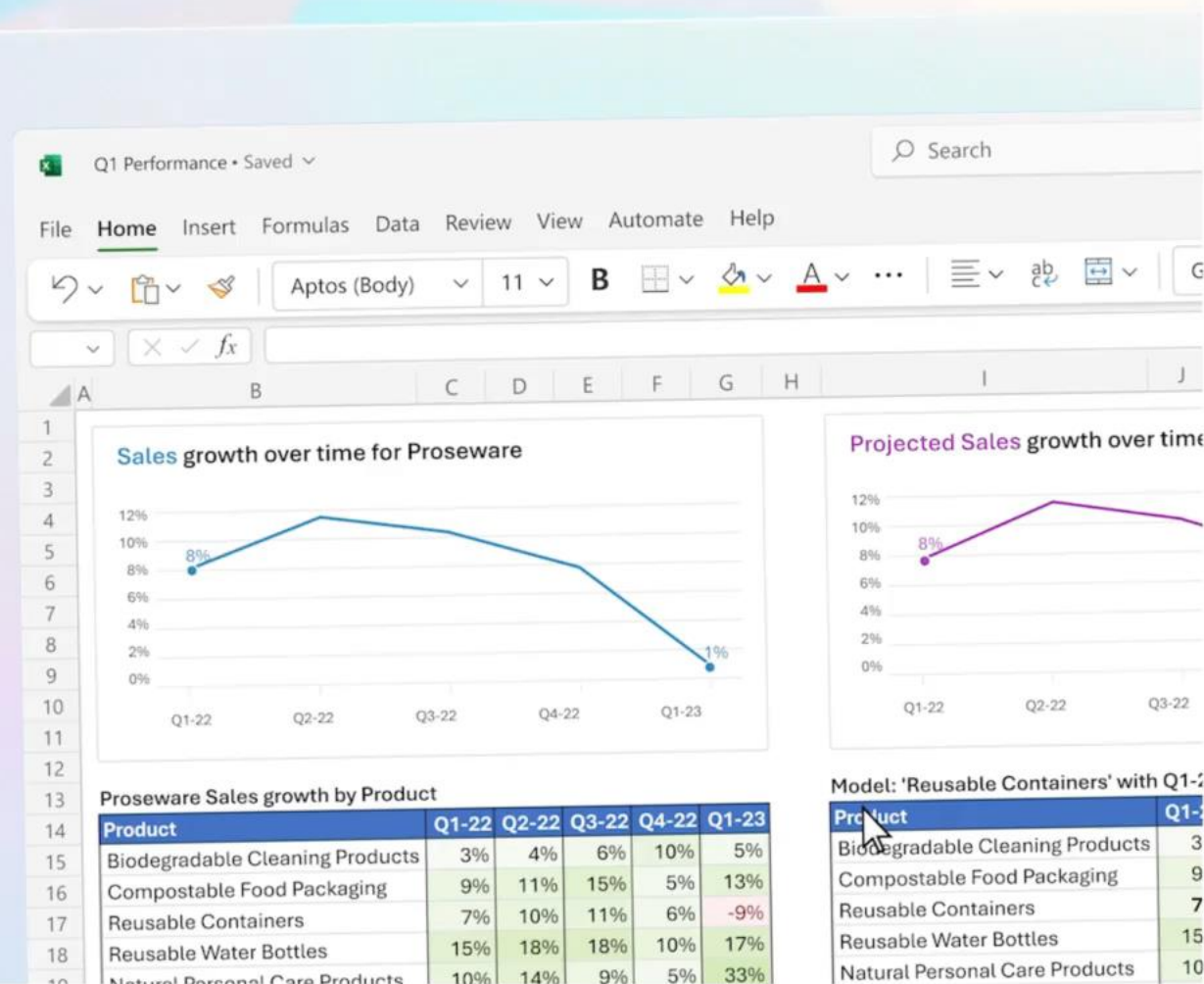
MICROSOFT 365

Copilot in Word



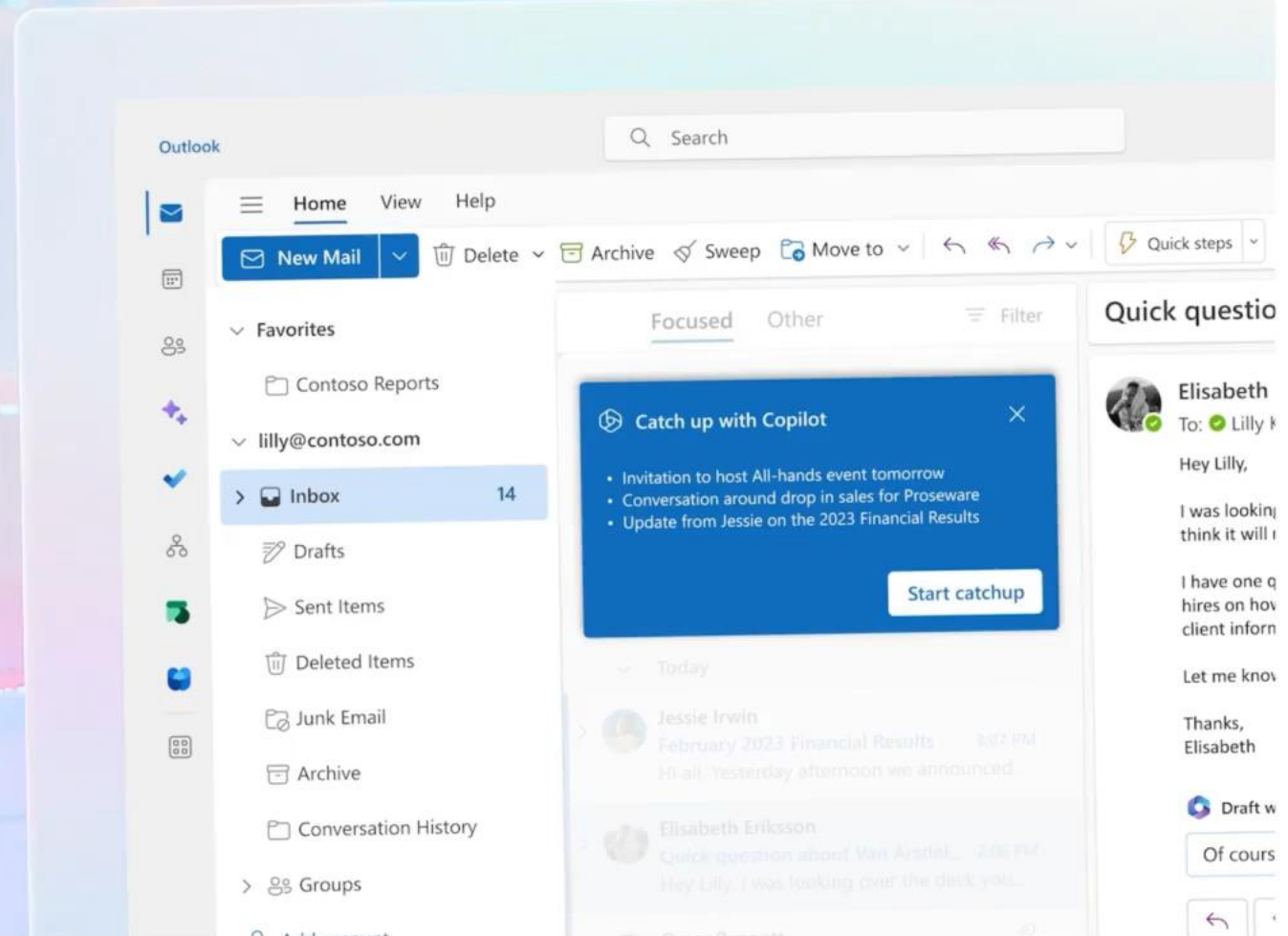
MICROSOFT 365

Copilot in Excel



MICROSOFT 365

Copilot in Outlook



MICROSOFT 365

Copilot in Teams Meetings

The screenshot displays a Microsoft Teams meeting interface. On the left is a navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main area shows a meeting titled "Core accounts business review" with tabs for Chat, Details, Files, and Recap. The meeting date and time are "Mar 16, 10:00 AM". Below this, there's a "Shared content" section showing a file named "Proseware Proposal.pptx". A video player shows a hand pointing at a screen with a play button and a duration of "48m 42s". Below the video are tabs for "Speakers" and "Topics". The "Topics" tab is active, showing a list of topics: "Proseware negotiation strategy" and "Core accounts round table". On the right side, there are tabs for "Notes", "@ Mentions", and "Transcript". The "Notes" tab is active, showing a summary of the meeting by "Core accounts.loop".

Core accounts business review Chat Details Files Recap +

Mar 16, 10:00 AM Open in Stream

Shared content

Proseware Proposal.pptx

48m 42s

Speakers Topics

Proseware negotiation strategy

Core accounts round table

Notes @ Mentions Transcript

Core accounts.loop

Quarterly results and forecasts for Core Account

Summary

Based on what attendees said in the meeting

- \$230K revenue shortfall in this quarter
- Inventory 15% surplus (renewable products and recycled n
- Account leads to propose discounting scenarios to lower i
- Proseware was discussed as a leading opportunity

Notes

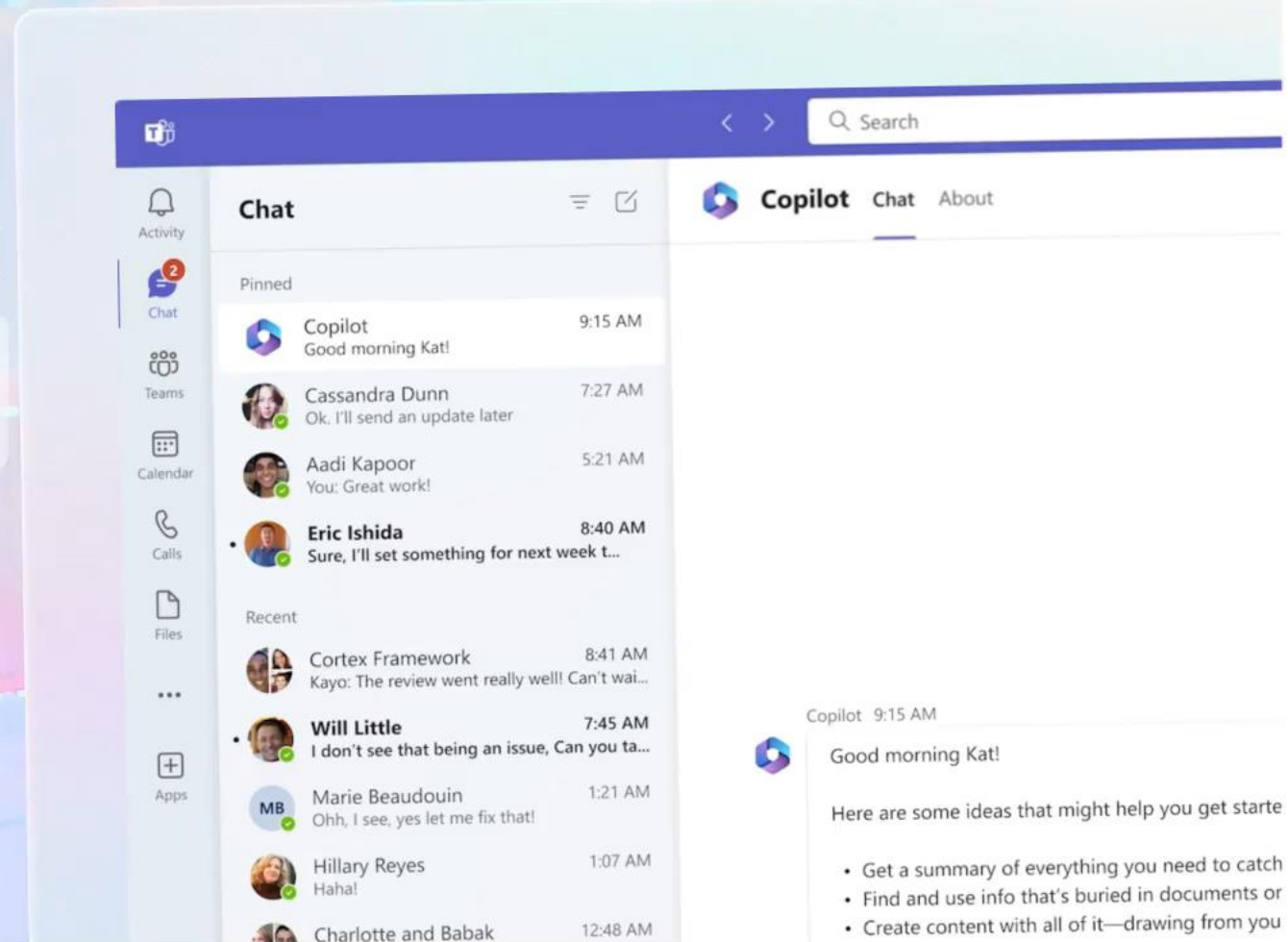
- Beth emphasized importance of Proseware negotiation st with offers - this is a must win deal.
- The team identified a new opportunity with Proseware th



- The Copilot System

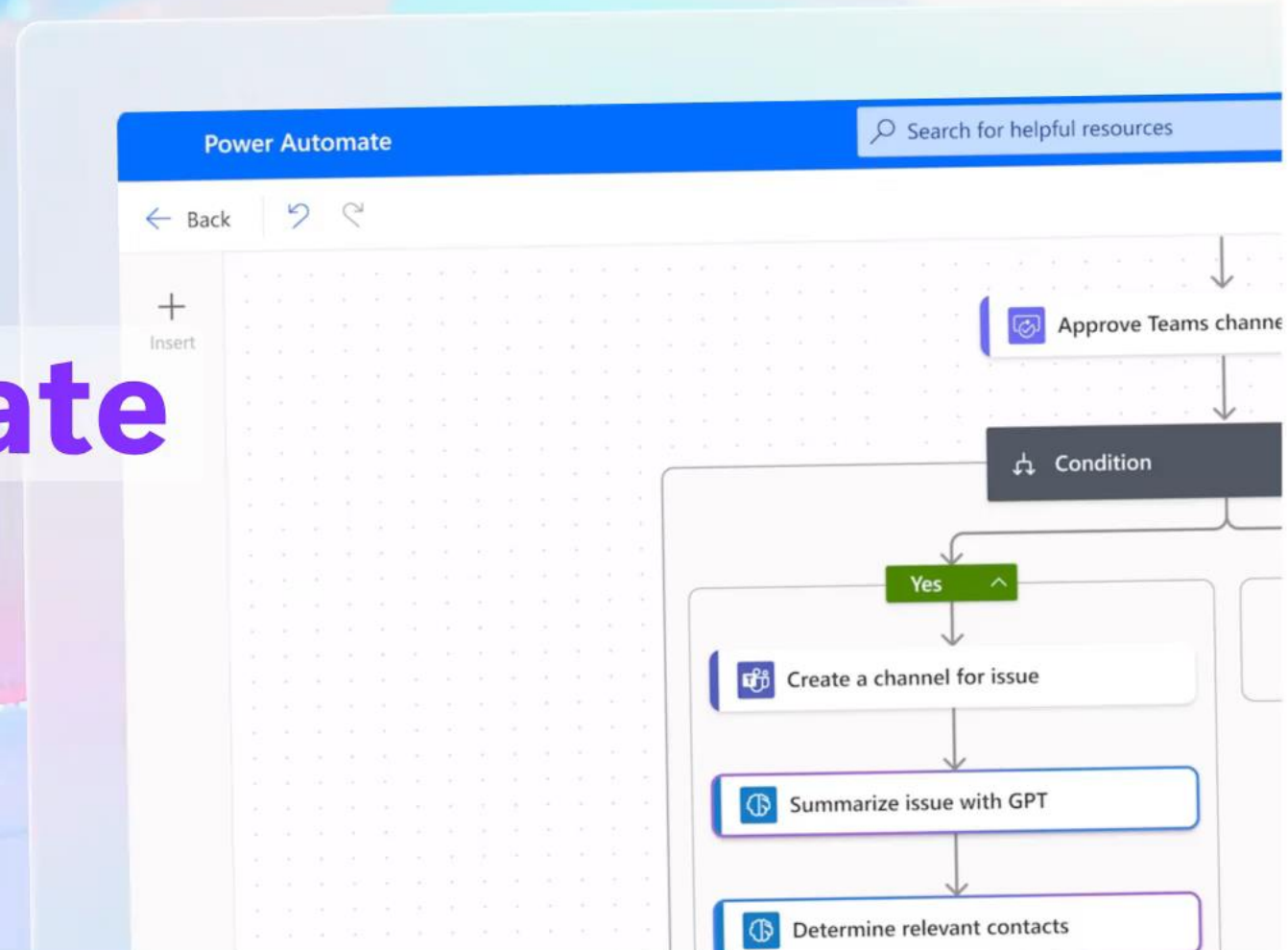
MICROSOFT 365

Client Meeting in Business Chat



MICROSOFT 365

Copilot in Power Automate



MICROSOFT 365

Copilot in Viva Sales

The screenshot displays the Microsoft Outlook web interface. At the top, there's a search bar and navigation tabs for Home, View, and Help. Below this is a toolbar with buttons for New Mail, Delete, Archive, Sweep, and Move to. The main area shows an email conversation titled "[EXTERNAL] RE: XL Recycled bottles". The conversation is organized into sections: Today and Yesterday. The "Today" section includes an email from Maya Robinson and a response from Alberto Burgos, Kevin Smith.. The "Yesterday" section includes an email from Wanda Howard and a response from Kristin Patterson (2). On the right side, there's a "Conversation summary" section generated by Copilot, which provides a concise overview of the discussion. A button labeled "Close as won" is visible below the summary. The bottom of the interface shows the start of a new email draft to Samantha Cantrell.

Outlook

Search

Home View Help

New Mail Delete Archive Sweep Move to

Focused Other

Today

MR Maya Robinson
[External] Re: XL Recycled bottles 12:55 PM
Hi, Thanks for your time, this is a great su...

AB Alberto Burgos, Kevin Smith..
[External] Pricing Information 9:00 AM
Hi all, according to our discussion yesterday

Yesterday

Wanda Howard
[External] Urgent: Open cases are... 4:22 PM
Can you share a link to the marketing do

Kristin Patterson (2)
[External] Fw: Help with concerns... 3:07 PM
+1 - This should be ASAP

[EXTERNAL] RE: XL Recycled bottles

Conversation summary

- Maya approved the deal
- Maya is looking for pricing for the XL product
- She requested pricing for 5000 and 10,000 Un 10 countries.
- The launch date for their new product is Marc

Close as won

3 references

MR Maya Robinson
To: Samantha Cantrell
Hi,
Thanks for your time, this is a great summary of

MICROSOFT 365

Customer Service Dynamics 365

The screenshot displays the 'D365 Customer Service Workspace' interface. The top navigation bar includes a search bar and tabs for 'Home', 'Inbox', and 'Diane Plank'. The main chat area shows a conversation with 'Diane Plank' (05:44, Positive status). The chat history includes a message from the user about a Visual Studio login issue, a response from the support bot to transfer the chat, and a confirmation from the support engineer 'Ivan'.

Customer Details (Diane Plank):

- Account: 657-DER-3564
- Phone: +1-629-456-9876
- Email: Diane@outlook.com
- Address: 3764 Hollywood Dr. Pasadena, California 94568

Recent cases:

- Azure subscription question (2/9/22, Closed)

Products used:

- Microsoft Azure Software (#785347683425)
- Microsoft PowerBI

Timeline:

- Created: 2/10/2022 10:00 AM
- From: Diane Plank
- Subject: Issues with Visual Studio not working properly
- Image: image.png
- Case: Visual studio access is
- Autopost: 1/12/2023 12:30 PM
- Appointment created by Albi
- Created: 12/26/2022 09:00 AM
- From: Ivan Lewis
- Summary: Reviewed device
- Transcript



Microsoft 365 Copilot

Early Access Program

Resources for leaders

WorkLab

[editorial, podcasts, thought leadership]

Work Trend Index

[annual survey, research, reports]

How to Hybrid Guides

[playbook for leaders]

microsoft.com/worklab

