

What Can Copilot's Earliest Users Teach Us About Generative AI at Work?

Research findings from early Copilot users

70%

said they were more productive

29%

faster overall in a series of tasks (searching, writing, and summarizing)

Nearly 4x

faster catching up on a missed meeting

77%

said they didn't want to give it up

Key findings: We conducted research using a combination of surveys and experiments to deeply understand how Copilot is transforming work.

1. Perceived productivity gains:

- 71% said they saved time on mundane tasks.
- 68% said Copilot improved the quality of their work.
- 86% said Copilot made it easier to catch up on what they missed.

2. Impact on meetings, email, and writing:

- Copilot users were 29% faster doing a series of three tasks.
- A blind panel rated emails written with Copilot 18% more clear and 19% more concise.
- Copilot users were 27% faster when pulling together information from multiple sources.

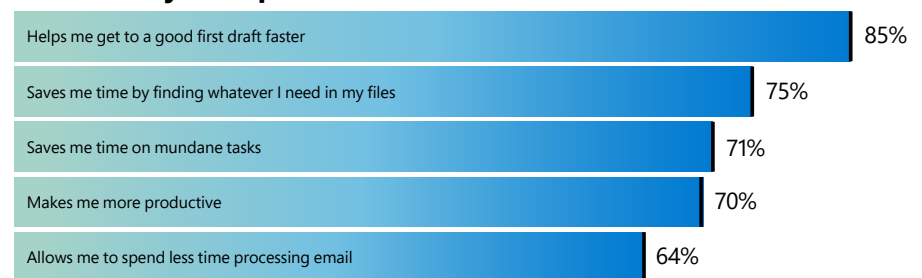
3. Role-specific pain points and opportunities:

- On average, Copilot for Sales users reported saving 90 minutes a week.
- Agents with Copilot had a 12% reduction in time spent resolving a case with Copilot in Dynamics 365 Customer Service.

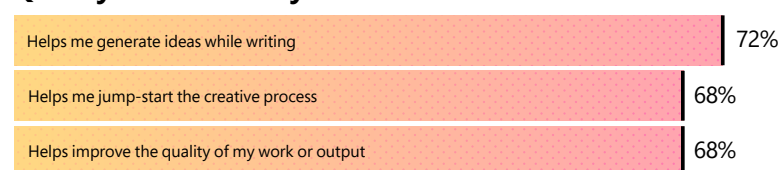
Copilot makes people more productive and creative, and saves time

Survey questions: 'Please indicate your level of agreement with the following statements. Using Copilot...,' 'To what extent do you agree with the following statements about your experience using Copilot in Word/Outlook/M365 Chat specifically? Using Copilot ...'

Productivity and speed:



Quality and creativity:



Focus time:

