### Research findings from early Copilot users

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Description</th>
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<tbody>
<tr>
<td>70%</td>
<td>Said they were more productive</td>
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<tr>
<td>29%</td>
<td>Faster overall in a series of tasks (searching, writing, and summarizing)</td>
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<td>Nearly 4x</td>
<td>Faster catching up on a missed meeting</td>
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<tr>
<td>77%</td>
<td>Said they didn’t want to give it up</td>
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### 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.

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**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:

- Helps me get to a good first draft faster: 85%
- Saves me time by finding whatever I need in my files: 75%
- Saves me time on mundane tasks: 71%
- Makes me more productive: 70%
- Allows me to spend less time processing email: 64%

### Quality and creativity:

- Helps me generate ideas while writing: 72%
- Helps me jump-start the creative process: 68%
- Helps improve the quality of my work or output: 68%

### Focus time:

- Saves me time so I can focus on more important work: 67%