



Fast Track to AI Transformation with Microsoft 365 Copilot Chat

E-book



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01

The AI moment: Why now?

AI isn't coming. It's here – and it's becoming part of how work gets done across a growing number of organisations. Instead of treating it as a standalone initiative, forward-looking companies are beginning to embed AI into everyday operations – streamlining processes, supporting faster decisions and enhancing collaboration.¹

As a business leader, you're in the position to help shape this monumental shift. The 2025 Work Trend Index from Microsoft introduces the concept of Frontier Firms: organisations that work fluently alongside AI. They're tapping intelligence on demand, enabling human-AI collaboration and exploring the potential of agent bosses – AI tools that can take on increasingly complex tasks and oversight.²

Some leaders are still exploring their path forward, but many are already taking action. **Forty-six percent** of leaders say their organisation is using agents to fully automate workstreams or business processes.²

Seventy-eight percent are considering hiring for AI-related roles.² And **eighty-two percent** of leaders expect to use digital labour to expand their workforce in the next 12 to 18 months.²

This isn't just a technological shift – it's a reimagining of work itself.

Embracing AI doesn't require a sweeping overhaul. It can start with a single prompt. That's what makes Microsoft 365 Copilot Chat such a powerful tool. It's a secure, intuitive, easy-to-use AI assistant powered by the latest models and grounded in the web. Your Microsoft 365 subscription gives you free access, so simply sign in with your work account to get started. No extra set-up – just click the icon, type a prompt and let Copilot Chat help you drive AI transformation at scale.

This guide will show you how to use Copilot Chat to spark real behaviour change across your organisation – from individual experiments to team collaboration with Copilot Pages and powerful automation through agents. It's not just about trying AI – it's about building an AI habit that sticks.

Let's dive in.



02

Build AI fluency – from curiosity to confidence

That first AI prompt? It's the spark that ignites momentum. Copilot is the UI for AI, and it all starts with Copilot Chat. With suggested prompts to help you get started, every employee can begin building AI fluency from day one – driving productivity and innovation across the organisation, enabling everyone to work smarter, faster and more collaboratively.



Here are some prompts your team can try right now:

Use a file to draft an email

"Create a summary of this document with key takeaways I can email to my team. Add bullets and a recommended next step for each point."



Create an agenda from a document

"Use this document to help me prepare an agenda for our upcoming team meeting."



Upload and analyse files

"Describe the differences between these materials."



Each success builds confidence. Each new use case builds momentum. And when you're ready to go from trying a tool to building a habit, start the [Great Copilot Journey](#) – your organisation's guided path to putting AI into practise, one prompt at a time.

03

Level up with agents using Copilot Studio

Once employees are comfortable with the chat experience, it's time to introduce agents – designed to handle specific tasks by connecting directly to your business data.

With the **Copilot Studio lite version**, you can:

- Manage projects more efficiently
- Perform compliance checks with confidence
- Automate repetitive tasks to free up time for higher-value work

No developers required. Just describe what you want in natural language and connect to your data sources. Start small and scale as needed – no big upfront investment. You can also discover and use pre-built agents from your organisation and Microsoft in the **Agent Store**, making it easy to reuse proven solutions and accelerate adoption. Copilot Studio helps you turn individual productivity wins into sustainable, organisation-wide impact – empowering teams to work smarter with AI.

04

Enable multiplayer collaboration with Copilot Pages

The tipping point comes when teams start to align around AI. Copilot Pages makes AI a team experience. Copilot Pages can turn individual chats into a shared canvas, giving teams the flexibility to collaborate on AI-generated content when and how they choose to share it. Copilot Pages keeps context accessible to all team members – making it simple for everyone to contribute, refine and build on ideas together. This multiplayer extension of Copilot Chat ensures that everyone is on the same page, literally and figuratively.

05

Measure AI habits as they scale

Building AI habits is only the beginning – knowing where they're catching on is how you accelerate real change.

Copilot Analytics within the Copilot Control System helps you track the signals of success:

Track adoption

See how often and where Copilot is used across apps.

Spot impact

Understand how key features affect work behaviours and outcomes.

Compare trends

Use filters to explore usage patterns across teams.

Use this data to scale what's working, close gaps in adoption and guide targeted enablement.

When you know where habits are forming, it's easier to turn momentum into transformation.

06

Spot the signs of AI maturity

As your teams grow more confident with Copilot Chat, certain behaviours signal that they're ready for more advanced use. Look for employees who go beyond basic prompts – those who upload their own files, explore complex scenarios and openly share tips with colleagues. When people start asking how to connect AI to business systems and internal data, that's a clear indicator they're not just using AI – they're thinking strategically about how to scale it.

When you notice that momentum, capitalise on it by providing your power users with best-in-class Microsoft 365 Copilot. This will empower them and your teams to leverage AI for quick, visible wins in areas like customer support, marketing, operations and more. This is how you build momentum and achieve ROI.

07

Everyday work can spark enterprise momentum

Daily interactions help your employees explore AI at their own pace, gaining confidence and forming the kind of habits that can lead to transformation. Additionally, Copilot Chat inherits your existing Microsoft 365 security, privacy and compliance settings, ensuring that every interaction remains protected by the standards you already trust.

As your teams grow more confident with Copilot Chat, it's easier to expand adoption across departments. When your organisation is ready to go further, the full Microsoft 365 Copilot experience helps boost efficiency, accelerate decision-making, and fuel innovation – at scale.

With our best-in-class offering of Microsoft 365 Copilot, employees can access additional AI capabilities and unlock greater value in their daily work:

- Explore new ideas and problem solve across both web and work data in Copilot Chat
- Get personalised, context-aware results with AI-powered search
- Use agents such as Researcher and Analyst to employ advanced reasoning
- Centralise project-related content with targeted AI-assistance in Copilot Notebooks
- Develop AI-powered company-branded assets with Create
- Access Copilot in your favourite Microsoft 365 applications

Momentum checklist: Encouraging enterprise-wide adoption

- ✓ Start with curiosity
 - Action:** Employees try Copilot Chat for the first time
 - Outcome:** Immediate benefits from quick prompts (summarise documents, create visuals, etc.)
- ✓ Build confidence
 - Action:** Increased use across teams for consistent tasks (generate reports, craft content)
 - Outcome:** Employees feel more comfortable and confident with AI tools
- ✓ Share the knowledge
 - Action:** Employees share tips, prompts and results
 - Outcome:** Collective learning begins; AI fluency spreads
- ✓ Scale across teams
 - Action:** Multiplayer AI collaboration with Copilot Pages
 - Outcome:** AI becomes a team tool for workflow improvement
- ✓ Unlock agents
 - Action:** Transition from manual tasks to automation with agents
 - Outcome:** Routine tasks are automated, freeing up time for strategic work
- ✓ Measure momentum
 - Action:** Track success using the Microsoft 365 Copilot Dashboard
 - Outcome:** Recognise high-impact use cases and teams leading the charge

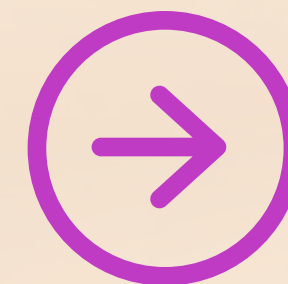
08

Your organisation, accelerated by AI

This isn't just about making tasks easier – it's about transforming how your organisation operates.

With Copilot Chat, your teams make decisions faster, create better content, uncover smarter insights and collaborate effortlessly. As they integrate AI into their everyday tasks, they'll develop stronger AI habits – fuelling faster innovation, improved productivity and more impactful outcomes that push your business forward. This seamless integration leads to more advanced use of Copilot Pages and agents, enabling your teams to leverage sophisticated tools for enhanced project management, data analysis and automated workflows.

This is how real transformation starts. With more impact and unstoppable momentum.



And it all starts with one click. **Try Copilot Chat today.**

The Work Trend Index survey was conducted by an independent research firm among 31,000 full-time employed or self-employed knowledge workers across 31 markets between 6 February 2025 and 24 March 2025. Knowledge workers in this context means those who typically work at a desk (either at home or in an office).

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Source:

¹ "Agents of Change", Microsoft Work Lab, 2025 <https://www.microsoft.com/en-us/worklab/agents-of-change>.

² "2025: The Year the Frontier Firm Is Born", Work Trend Index annual report, 23 April 2025 <https://www.microsoft.com/en-us/worklab/work-trend-index/2025-the-year-the-frontier-firm-is-born>.

Read the 2025 Work Trend Index to learn about the emergence of the Frontier Firm – built on intelligence on demand, human-agent teams and a once-in-a-generation shift in how we work.

2025:
The Year the Frontier
Firm Is Born

