Microsoft Copilot FAQs

Here are some commonly asked Microsoft Copilot FAQs that you can share with employees, leadership teams, or end users.

1. What is Microsoft Copilot
   Microsoft Copilot is an AI-powered assistant that helps users create content, analyze data, summarize information, automate tasks, and improve productivity across Microsoft 365 applications such as Word, Excel, PowerPoint, Outlook, Teams, and more depending on the license type.

   Always use your Guest Services credentials when signing into Microsoft Copilot. This ensures that your searches and the data submitted remains within Guest Services and are not shared with the public.

2. How does Copilot work?
   Copilot uses large language models (LLMs) combined with Microsoft technologies to understand natural language prompts and generate responses, content, insights, and recommendations. Depending on the license, it can use public web information and organizational data that users already have permission to access.

3. What can Copilot help me do?
   Common tasks include:
   - Drafting emails and documents
   - Summarizing meetings and chats
   - Creating presentations
   - Analyzing Excel data
   - Generating reports
   - Brainstorming ideas
   - Answering questions using company information
   - Automating routine work

4. Is Copilot replacing team members?
   No. Copilot is designed to assist team members, not replace them. It helps reduce repetitive work so people can focus on higher-value activities, decision-making, and collaboration.

5. Is the information generated by Copilot always accurate?
   No. Copilot can occasionally produce incorrect, incomplete, or outdated responses, sometimes referred to as "hallucinations." Users should review and validate important information before using it.

6. Can Copilot access confidential Company information?
   Copilot follows existing Microsoft 365 security and permission models. Users can only access information they already have permission to view. Copilot does not bypass

organizational security controls. If the user has access to confidential Company information, then Copilot will be able to access that same confidential Company information.

7. Is Company data used to train Microsoft's public AI models?
   No. Guest Services' data in Microsoft 365 Copilot is not used to train foundation models. Enterprise data remains within the Company's security and compliance boundaries.

8. What applications include Copilot?
   Copilot capabilities are available across:
   - Word
   - Excel
   - PowerPoint
   - Outlook
   - Teams
   - OneNote
   - OneDrive
   - SharePoint
   - Microsoft 365 Chat/Copilot Chat

9. What is the difference between Copilot Chat and Microsoft 365 Copilot?
   - Copilot Chat is primarily grounded in web data and provides AI chat capabilities.
   - Microsoft 365 Copilot can also use organizational data through Microsoft Graph, providing personalized assistance based on emails, files, meetings, chats, and documents the user can access.

10. How do I write effective prompts?
    Good prompts are:
    - Specific
    - Clear about the desired outcome
    - Context-rich
    - Action-oriented
    - Verify important outputs.
    - Use specific prompts.
    - Provide context.
    - Protect sensitive information.
    - Review content before sharing externally.
    - Treat Copilot as a collaborator, not a final authority.

    Examples.of.good.prompts¿
    Instead of: "Create a presentation"
    Use: "Create a 10-slide executive presentation summarizing our FY26 IT modernization strategy, including risks, milestones, and expected business outcomes."
    or
    "Draft a professional email announcing a planned system maintenance window."

or
"Summarize this Teams meeting and list key decisions and action items."
or
"Analyze this spreadsheet and identify trends, risks, and outliers."

11. Can Copilot summarize meetings?
    Yes. Copilot can summarize Teams meetings, identify action items, capture decisions, and help generate follow-up communications when appropriate permissions and licensing are available to that user.

12. Can Copilot create PowerPoint presentations?
    Yes. Copilot can generate presentations from prompts, Word documents, or other content sources and help refine slides, speaker notes, and design elements.

13. How can managers benefit from Copilot?
    Managers can use Copilot to:
    - Draft communications
    - Summarize team updates
    - Analyze project status
    - Create presentations
    - Generate meeting recaps
    - Identify action items faster

14. What are the risks of using Copilot?
    Potential risks include:
    - Inaccurate responses
    - Over-reliance on AI-generated content
    - Sharing sensitive information improperly
    - Misinterpreting generated recommendations

15. What if I want to use a different AI application?
    For approval to use an AI application different from Microsoft Copilot/Chat, submit a request in Workday using the Software Approval Form.

    To locate and complete the Software Approval form:
    a. Log into Workday
    b. At the Search bar, type "Create Request"
    c. Select the Create Request task
    d. In the "Request Type" box, search for and select "Software Approval Form"
    e. Complete the required fields and Submit.

Team members should familiarize themselves with IT Policy 111 – Artificial Intelligence (AI). For more information, contact the Information Technology Department at ithelp@guestservices.com.