Copilot scenarios for
Finance

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Overview and KPIs

KPIs play a crucial role in organizations, providing a compass to navigate toward success. Let's dive into KPIs for Finance and how Copilot can assist.

Use Case by Role

Copilot can simplify the tasks that execs perform every day. Look at key use cases and how Copilot can be your AI assistant along the way.

Day in the Life

See how real-life Finance employees are using Copilot in their day to day.

Using Copilot in Finance

Goals and challenges

AI is transforming crucial tasks in Finance such as budgeting, forecasting, financial analysis, and corporate performance management. AI guided experiences can provide the ability to analyze vast amounts of data, utilize process-based data models to uncover valuable insights, and enhance the accuracy of financial projections.

Copilot can assist with ...

- Build a business case
- Improved collections processes

Finance roles

- Accountant
- Auditor
- Analyst
- Operations
- Procurement

Microsoft Copilot opportunity to impact key Industry KPIs

Days sales outstanding
Improve billing and collections processes by enhancing communications with customers and vendors. Improve the analysis of discounted payment options. Speed decision-making on new products, pricing, and promotion with improved business case processes.

Reduce spend on financial systems and tooling
Copilot can be extended into ERP systems and other processes to bring data together and speed decision-making without performing expensive updates to financial systems.

Reduce departmental spending
Automate simple tasks that may currently be outsourced or performed by low-level employees.

Accelerate growth   Cost savings and avoidance   Employee retention

KPI – Days sales outstanding/improve cash flow

Collections play a crucial role in any business. Timely and efficient collections ensures steady cash flow, decreases bad debt, and boosts profitability.

How Copilot can help reduce the days of an outstanding Sales

Improve collections process

- Use Copilot to organize information from past interactions
- Draft communications with Copilot clearly outlining the collection process
- Analyze different payment methods and its effectiveness

Improve customer meetings

- Prepare for the meeting
- Focus during the meeting
- Generate follow up communications regarding outstanding balance or payment plan

Roles

- Collection Managers

Microsoft AI solutions

- Copilot for Microsoft 365
- Microsoft Copilot

KPI – Reduce spend on financial systems and tooling

Copilot can be extended into processes to bring data together and speed decision-making without performing expensive updates to financial systems.

How Copilot can help reduce spending on systems and tooling:

Inform your decisions:
- Draft budgets and spreadsheets
- Search for cost variances across different options

Improve your data:
- Use Copilot Studio for secure data retrieval from existing systems

Roles

- Financial Analysts
- Executive Leadership

Microsoft AI solutions

- Copilot for Microsoft 365
- Microsoft Copilot

KPI – Reduce departmental spending

As a cost center, Finance teams face the challenge of constantly achieving more with fewer resources. By assisting with everyday tasks, Copilot can help increase time for additional analysis, proactive audits, collections processes, and financial reporting.

How Copilot can reduce finance department spending

Keep communication lines open

- Draft communications such as approval requests, status emails, and supplier communications
- Summarize stakeholder meetings around budget status and approvals
- Create sourcing strategy decks

Reduce outsourcing requirements

- Assist with manual tasks allowing processes to be done internally

Avoid spend on finance system updates

- Extend financial systems with Copilot
- Extrapolate the risk and degree of impact by accessing customer data and distribution records to identify patterns for corrective change

Roles

- Budget Analyst
- Financial Planner
- Treasury Manager
- Risk Manager
- Controller
- Data Managers
- Strategic Planners

Microsoft AI solutions

- Copilot for Microsoft 365
- Microsoft Copilot + Viva

Finance | Build a Business Case

Reduce Spend   Access data more efficiently across systems

1. Define opportunity for investment

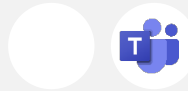Ask copilot to create a project brief from emails and other company documents.

Copilot

Support efficient review and understanding of the issues that need to be addressed with the investment.

2. Gather project information

Meet with the production team to learn about the various options available and gather financial information for the business case.

Copilot in Teams

Help ensure a productive meeting by using Copilot to suggest questions and clarify what people said. Use the recap for a summary and action items.

3. Gather financial data

Pull data from the financial system using a plug in built with Copilot Studio to estimate past cost of sales and revenues by year.

**Copilot in Excel
Copilot Studio in Copilot for Microsoft 365**

Reduce the effort required to pull information from financial systems.

6. Stress test the business case

Use Copilot to test some options for the business case and identify the largest variances.

Copilot in Excel

Speed analysis by using Copilot to add formulas columns and create charts.

5. Produce summary report

Once the case flow analysis is complete use Copilot to turn the project brief into a set of slides for the executive presentation. Then add in the financial information.

Copilot in PowerPoint

Improve the quality of your presentations by using Copilot to revise content and organize the slides using Excel data.

4. Meet with chief economists

Get the latest economic forecast from the economist team to estimate future pricing and cost of materials. Organize the information in a table in Excel and use Copilot to produce charts showing trends in the data.

**Copilot in Excel
Copilot in Teams**

Collaborate effectively across teams / functions (e.g., legal, transportation) in a secure way. Use data for decision making in meetings and discussion.

Finance | Collections Coordination

Potential benefits　　Cash flow acceleration　　Speed decision making
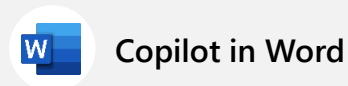
1. Surface outstanding invoices

Ask Copilot to identify customers who have outstanding invoices using plugins built with Copilot Studio.

Copilot Copilot Studio

Speed analysis by connecting Copilot to your data in CRM and finance systems.
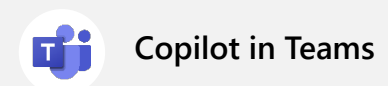
2. Build call script

Use Copilot to refine the call script used to communicate the unpaid invoices to customers.

Copilot in Word

Build conversation script, suggesting the most effective and policy compliant approach to remind of the balance and negotiate payment terms.
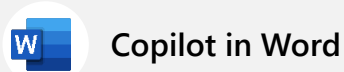
3. Call customers

Call customers who have outstanding balances to provide guidance on creating a payment plan.

Copilot in Teams

Simplify capture of customer intent and production of call notes.
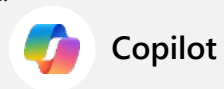
6. Update legal team

Draft a summary of the collections cycle for the legal team. Draft the message with Copilot in Word, including references to associated documents and emails.

Copilot in Word

Quickly find and summarize documents related to a customer.

5. Update financial data

Use Copilot to help find notes from meetings,, emails, and chat for crafting updates document the payment plan in the finance system.

Copilot

Simplify the process of updating customer records by collecting information from various sources.

4. Send payment reminders

Use Copilot in Outlook to draft a follow up email beginning with the recap of the phone call.

Copilot Outlook

Automate drafting of emails and use Copilot to revise the tone based on the customer situation.

A day in the life of an Income Tax Compliance Manager

8:00 am

Emma has several new emails from 3rd parties in relation to tax returns. Instead of reading through each email, she uses Copilot to summarize the long email threads.

Copilot in Outlook

Summarize this email thread and list any action items.

8:30 am

Emma reviews the final tax analysis in Excel using Copilot to check for any inconsistent formulas.

Copilot in Excel

Explain the formula used to calculate deprecation for Contoso.

9:00 am

Emma requests Copilot to create a list of all the emails and Teams messages related to the Contoso tax return to ensure there are no follow up items. She replies to the email thread to the tax preparation team that the documents are ready for Contoso and requests Copilot to coach her message to ensure it is clear.

Copilot

Summarize all the conversations about the Contoso return in my emails and Teams messages.

Emma
works in
Tax & Customs

4:00 pm

Emma uses SharePoint copilot to get answers about previous tax returns without having to open the large pdf files.

Copilot in SharePoint

What was the opening cash balance on the US income tax return for Contoso?

2:00 pm

Emma uses Excel copilot to highlight any differences between the financial analysis and tax return. She asks Copilot to highlight the variances and then adds the table to an email.

Copilot in Excel

Highlight any variances in 'Section D: Total Assets' between the financial analysis and tax return data.

11:00 am

Emma receives an email to say the Tax Returns are ready for her review. Emma verifies the accuracy of tax return data using an OCR model she built in AI builder (Power Automate) instead of manually reviewing it.

Copilot in Power Automate

Extract the information from a structured document.

A day in the life of an Audit, Risk and Compliance (ARC) Data Solution Manager

8:00 am

Shali starts her day using Copilot to catch up on action items from the previous day. She also asks Copilot to help her prepare for her meetings today.

Copilot

Help me prep for my upcoming meetings I have today; including action items from the meeting. Draft follow up meeting agenda from meeting.

9:30 am

Shali later starts drafting solution proposals for senior leadership review using the Meeting Recap and relevant files. She asks Copilot to revise the draft to me more concise.

Copilot in Word

Write a project proposal using meeting notes in concise tone. List the pros and cons of solution from meeting notes. Visualize as a table.

10:00 am

Shali start developing reporting for stakeholders. She asks Copilot to create an Intro tab and additional insights tab for her to explore other ideas.

Copilot in Power BI

Create a page to monitor the project scheduled hours, resource availability, and identify any gaps or overloads. Create DAX measure in Suggestions with Copilot.

Shali
is an ARC Data Solution Manager

4:00 pm

Shali uses Copilot to summarize new emails and draft the project status updates or follow up emails to the stakeholders.

Copilot in Outlook

Summarize the email and reply to confirm action items. Coaching with Copilot.

2:00 pm

Shali start another project on building Power App to collect insights from various sources either text input or uploaded files. She asks Copilot to first suggest relevant fields then create an app based on the ask.

Copilot in Power Apps

Create an app to collect insights from files or text input box. Add a screen to display all insights with dropdown boxes on submitter.

11:00 am

After reviewing the reporting, Shali wants to set up automated alerts to notify users on the potential overloads. She asks Copilot to create a Power Automate flow to automate the process, she also uses Copilot to analyze the automation activities.

Copilot in Power Automate

Write a SQL query to list all the audit projects in FY24.Create an automate flow that send alerts to users about Power BI reporting. Ask Copilot about which flow had the most run failures today?

A day in the life of a Vendor Engagement Manager in Finance

8:00 am

Kim has several new emails from vendor companies and internal teams. Instead of reading through each email, he uses Copilot to summarize the long email threads.

Copilot in Outlook

Summarize this thread.

9:30 am

Kim opens Excel to analyze a vendor's compliance data. He uses Copilot to generate a new formula column. He also uses Copilot to visualize the data.

Copilot in Excel

Suggest formulas for this column.
Show insights in charts.

10:00 am

A meeting with a vendor. During the meeting, Kim uses Teams and use Copilot to keep track of the discussion. After the meeting, he uses Copilot to identify next steps

Copilot in Teams

Summarize key discussion points. Identify agreed-upon next steps.

4:00 pm

Kim uses Copilot Chat to manage his tasks. He create a meeting agenda based on this chat history to prepare for his meetings. He also uses Copilot to schedule follow-up meetings.

Copilot

Create a meeting agenda based on this chat history.

2:00 pm

Kim uses Word to draft a report. He prompts Copilot to bring in specific information from other documents. He also uses Copilot to improve the clarity of his report.

Copilot in Word

Draft content from these documents.
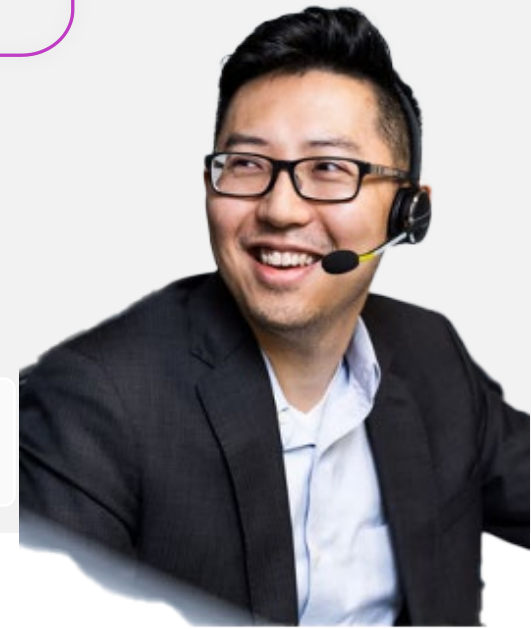Suggest ways to rewrite this content.

11:00 am

Kim needs to create a presentation for a potential vendor. He creates a new presentation from this Word file. He also uses Copilot to improve the layout of his slides

Copilot in PowerPoint

Create a new presentation from this Word file.
Change the layout of this slide.

Kim
is a Vendor Engagement Manager in Finance

A day in the life of a Financial Analyst

8:00 am

Hillary begins her day in Excel looking at the latest COGS estimates for a new product. She uses Copilot to filter the data to get the view she wants.

Copilot in Excel

Sort the data by product feature and then filter out the Priority 2 features.

9:30 am

She later meets with her manager and IT to discuss reporting requirements updates from the sales organization. She asks Copilot to summarize the requirements.

Copilot in Teams

Summarize the meeting and be sure to list all he reporting requirements that were mentioned.

10:00 am

Hillary finally gets to her main project for the day and reviews the due diligence information on a potential acquisition target. She asks Copilot to create a summary.

Copilot

Summarize the information in Fabrikam financial data, Fabrikam operations analysis, Fabrikam integration plan.

4:00 pm

Hillary heads back into Excel to update the acquisition numbers with the latest what-if scenarios and create some charts to go into the business planning presentation.

Copilot in Excel

What is the impact of doubling the IT integration budget on the revenue per month?

2:00 pm

Hillary needs to catch up on a chat she started in the morning. She asks Copilot to summarize the thread.

Copilot in Teams

Summarize this thread calling out where my name was mentioned and any action items for me.

11:00 am

After creating an overview of the acquisition in Word, she asks Copilot to turn the document into a presentation for the business development team.

Copilot in PowerPoint

Create a presentation from [Word document link to Fabrikam acquisition overview.docx]

Hillary
is a Financial Analyst at Contoso