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# Lumen Technologies dives into Microsoft 365 Copilot to help enhance employee efficiency and customer relationships

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Generative AI tool shows early signs of helping Lumen innovate for growth

DENVER, Colo., and REDMOND, Wash. — Aug. 30, 2023 — Lumen Technologies Inc. (NYSE: LUMN), a multinational technology company, is working with Microsoft Corp. (Nasdaq: MSFT) to deploy Microsoft 365 Copilot to empower its approximately 30,000 employees. Lumen is beta-testing Microsoft 365 Copilot as a part of the Early Access Program (EAP). The company has already seen the benefits of equipping some of its teams with Microsoft's large language model (LLM) AI solutions, with plans to deploy the tech more broadly in the future.

"We are thrilled to be leading the early deployment of Microsoft 365 Copilot at Lumen Technologies," said Kate Johnson, president and CEO, Lumen Technologies Inc. "Giving our workforce the digital tools they need to deliver dramatically improved customer experiences with greater ease is an essential part of our company transformation. Our people are seeing immediate productivity improvements with Copilot, allowing them to focus on more value-added activities each day."

Microsoft 365 Copilot can disrupt the telecommunications industry by providing employees with a tool to help enhance creativity, productivity and skills with real-time intelligent assistance. It has the potential to significantly improve employee productivity by automating tedious tasks and providing powerful tools for data analysis and decision-making. With features such as meeting summaries in Microsoft Teams and Copilot enhancements across Outlook, PowerPoint and other Microsoft 365 apps, employees can get back important time to deliver on strategic priorities.

Customer service teams at Lumen are using Copilot to surface relevant policies, summarize tickets or easily access

