

RESEARCH

Beginner

15 MIN

· UPDATED 2026-10-01

Resolve service desk tickets faster with Copilot Chat.

Use Copilot Chat to stay current on fixes and best practices instead of researching each unfamiliar ticket from scratch.

MICROSOFT 365

Teams

WORKS WITH

Copilot

Business Outcome

Faster first-contact resolution on tickets outside a technician's immediate expertise.

Workflow Steps

Step 1: Describe the ticket's symptoms precisely

Copilot

Give the exact error, affected system, and what's already been tried – vague symptom descriptions produce generic, unhelpful suggestions.

Step 2: Ask Copilot Chat for current best-practice fixes

Copilot

Ask for fixes specific to this exact symptom and system version, and request more than one approach if available – ask it to rank them by how commonly they resolve this issue, so you're not just getting the first plausible answer when a more reliable one exists.

Step 3: Validate a suggested fix in a safe environment first

Copilot

Test on a non-production device or account where possible, rather than applying an unfamiliar fix directly to the affected user's system.

Step 4: Document what worked for the next technician

Copilot

Add the confirmed fix to your team's own knowledge base so the next person with this exact issue doesn't have to research it again.

✓ Check the work

- The fix was validated in a safe environment before being applied to the affected system.
- The ticket is actually resolved, not just technically closed.
- The confirmed fix was documented for the team, not just used once and forgotten.

Expected Outcome

A faster path to a correct fix for an unfamiliar ticket, with the technician's own judgment still applied before closing it.

Want help rolling this out across your team? [Go to Liminals.Tech](#) ■