

M365 Proactive Copilot Ambassador (English)

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Company: Upwork

Location: india

Category: other-general

One of Upwork's largest clients, an American multinational technology company, is in search of a English Speaking M365 Proactive Copilot Ambassador with strong communication skills and knowledge on M365 Copilot and technologies. The Proactive Copilot Ambassador will utilize their expertise in Microsoft 365 products and services to provide technical support and advise customers by helping them gain the most from their M365 subscriptions. The Ambassador will have excellent English speaking, listening and chat skills in order to communicate with customers and should be available immediately. Deliverables will involve proactively reaching out to customers purchasing a Copilot subscription. This outreach aims to understand the reasons behind the purchase, guide them through Copilot features in M365 products according to their business needs, gather insights on their experience using Copilot, and address any potential concerns or issues they might be facing with Copilot's features. The Ambassador will proactively work closely with customers to understand their usage needs, identify opportunities to increase workload, and provide tailored solutions to enhance their overall experience with Copilot. The initial customer contact is made via email, with the goal of converting this initial interaction into a phone call. All technical and business-related dialogue is conducted during this call, where the Ambassadors engage in a personalized dialogue with customers to identify their business and technical needs and advise them on the best architecture and product-workloads to suit their requirements. Responsibilities: Contacting customers to understand reasons behind purchasing Copilot. Identifying questions the customer might have related to Copilot usage. Educate customers on the use of Copilot in different M365 products and services and provide guidance on best practices for improving

productivity and collaboration. Advise customers on the different subscription plans and features available and help them to choose the plan that best meets their needs and budget. Keep up-to-date with the latest updates and enhancements to Microsoft 365 and Copilot, and communicate these changes to customers as appropriate. Document technical issues and solutions in a knowledge base for future reference. Collaborate with other technical support engineers and cross-functional partners to resolve complex technical issues. Qualifications: Strong command of the English and Swedish languages Superior communication skills including active listening Knowledge on M365 technologies (Exchange, SharePoint, Teams, DNS, PowerShell, etc.) especially Copilot. Experience with O365 web applications and feature sets Excellent problem-solving skills Strong interpersonal skills Persuasion skills are a plus A positive attitude and the ability to build relationships with clients Ability to speak a second language may be advantageous Device Requirements: Computer that is not joined to another company's domain, neither managed by any remote management – inventory systems or tools. Preferred: Dedicated laptop or PC for this project with no additional work or personal software installed OR have a PC with DUAL boot, where in boot1 you can have personal and work partition and in boot2 you can have an environment dedicated to the project OR have an additional USER profile dedicated only for this project, with no other software running Windows 10 Pro (latest updates installed) Minimum of 8 GB Ram (16 is recommended) Core i3 processor (i5 is recommended) Minimum of 256GB Hard disk (256 SSD is recommended) Ethernet connection required For security requirements, freelancers will not connect to the provided systems and tools using WiFi A minimum of 25 Mbps download speed & 10 Mbps upload speed No 3rd-party antivirus software installed Media devices that are Teams compliant Microphone/headset with background noise canceling (not a phone headset) Webcam, preferably compatible with Windows Hello Technology Additional Information If you are selected to move forward you will need to complete the following steps with our onboarding team: Background check and authorization Identity check and location check Live hardware check confirming the technical specifications required for the role Payroll vendor documentation All your information will be kept confidential according to EEO guidelines. The hired candidates will be paid on a fixed pay, for tickets assigned/solved. Please submit a proposal with your desired budget, what your experience is with Microsoft 365 and its applications, along with any other information you'd like us to review in your proposal. Why Choose Us? We value diligence and teamwork Collaborate with subject matter

experts and the team to ensure timely and effective case resolutionBe a part of innovation and customer satisfaction to various large organizations

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