



# Be Connected

hour

S04E05

Venerdì 24/01/2025  
10.00-11.00



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# Nella puntata di oggi....

- BeConnected day CALL FOR SPEAKERS!
- News from M365 and Copilot
- News from Teams e Teams Phone
- News from Exchange, Outlook e MDO



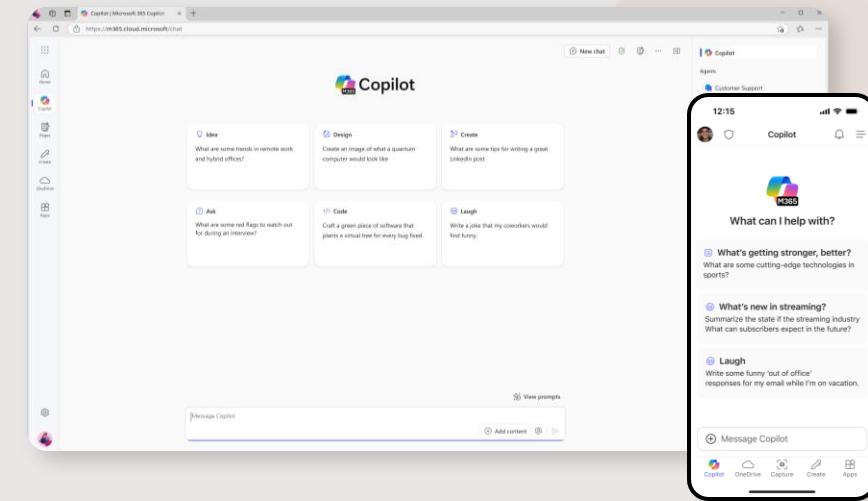


News from M365 and  
Copilot





# Microsoft 365 Copilot Chat



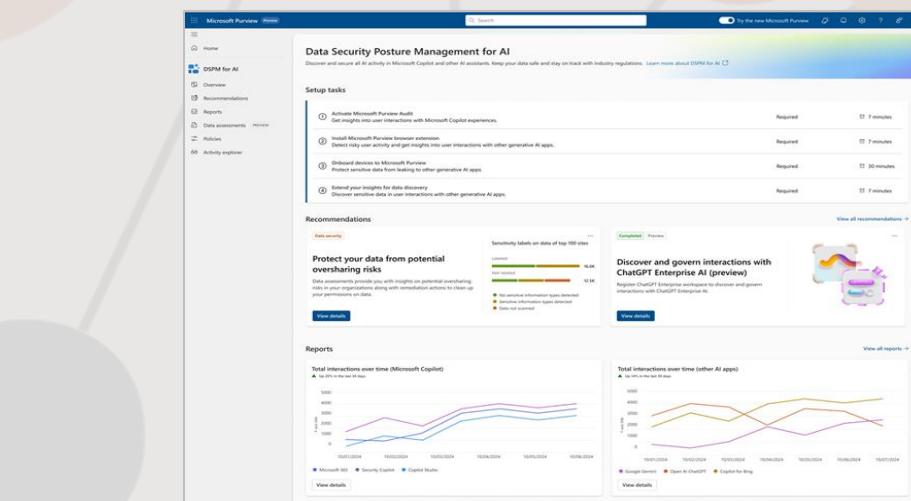
## Chat

Free, secure AI chat –  
powered by GPT-4o and web grounded

+

## Agents

Integrated into the chat experience and  
paid for on a consumption basis



+

## IT Controls

Enterprise Data Protection  
and agent management



# Copilot Chat

Free, secure AI chat



## Chat

Web-grounded

## Agents

## IT controls

# Microsoft 365 Copilot

Your AI assistant for work

\$30



## Copilot Chat

Free, secure AI chat



## Chat

Work-grounded

## Copilot in M365 apps

Teams, Outlook, Word, Excel, PowerPoint

## Agents

## Copilot Control System

## Copilot Analytics



# Activate Copilot Studio subscription to use agents with Microsoft 365 Copilot Chat

## Copilot Studio usage burns “messages”

Agents use different amounts of messages based on their complexity, frequency of use, and the specific features they use

Burn rate parity across message pack and metered offering (Rate card in next slide)

Leverage your existing Azure commitments (MACC)

### Message packs

- ✓ Tenant-wide message packs
- ✓ 25,000 messages/month
- ✓ \$200 per pack/month

### Pay-as-you-go

- ✓ New PAYG meter
- ✓ \$0.01/message
- ✓ Can decrement MACC

New!





		<span style="color: blue;">●</span> Included	<span style="color: orange;">▲</span> Included — Metered	Microsoft 365 Copilot Chat	Microsoft 365 Copilot
		Free + Consumption			\$30 pupm
Chat	Copilot Chat – Web grounded (powered by GPT-4o)	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Copilot Chat – Work grounded (work data in your tenant's Microsoft Graph and 3rd party data via Graph connectors)			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Copilot Pages	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	File upload <sup>1</sup>	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Code Interpreter <sup>1</sup>	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Image generation <sup>1</sup>	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
Agents <sup>2</sup>	Create agents using Copilot Studio <sup>3</sup> , including SharePoint agents	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Discover and pin agents	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Use agents grounded in Web data	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Use agents grounded in work data (work data in your tenant's Microsoft Graph and 3rd party data via Graph connectors)		<span style="color: orange;">▲</span>		<span style="color: blue;">●</span>
	Use agents that act independently using autonomous actions		<span style="color: orange;">▲</span>		<span style="color: orange;">▲</span>
Personal assistant	Copilot reasons over personal work data (e.g. Outlook, OneDrive, Teams meeting transcripts and chats)			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Copilot in Teams (Copilot in Meetings and Meeting Recap, insights from screen-shared content coming soon)			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Copilot in Outlook (Prioritize my inbox, schedule focus time and 1:1 meetings, draft agendas, summarize message threads)			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Copilot in Word (Suggestions for structure, flow, and tone, draft and summarize documents)			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Copilot in Excel (Python, getting started experience, create formulas and visualizations using natural language)			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Copilot in PowerPoint (Narrative builder, presentation translation, generate slides or images aligned to company branding )			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Copilot Actions				In preview
	Pre-built M365 agents (Interpreter, Facilitator, Project Manager, Employee Self-Service)				In preview
Copilot Control System	Enterprise Data Protection (EDP)	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	IT management controls	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Agent management	<span style="color: blue;">●</span>		<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	SharePoint Advanced Management			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Copilot Analytics to measure usage and adoption <sup>4</sup>			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>
	Pre-built reports and advanced analytics to measure ROI			<span style="color: blue;">●</span>	<span style="color: blue;">●</span>

# Important updates to Microsoft Copilot and UI Changes to the Microsoft 365 app

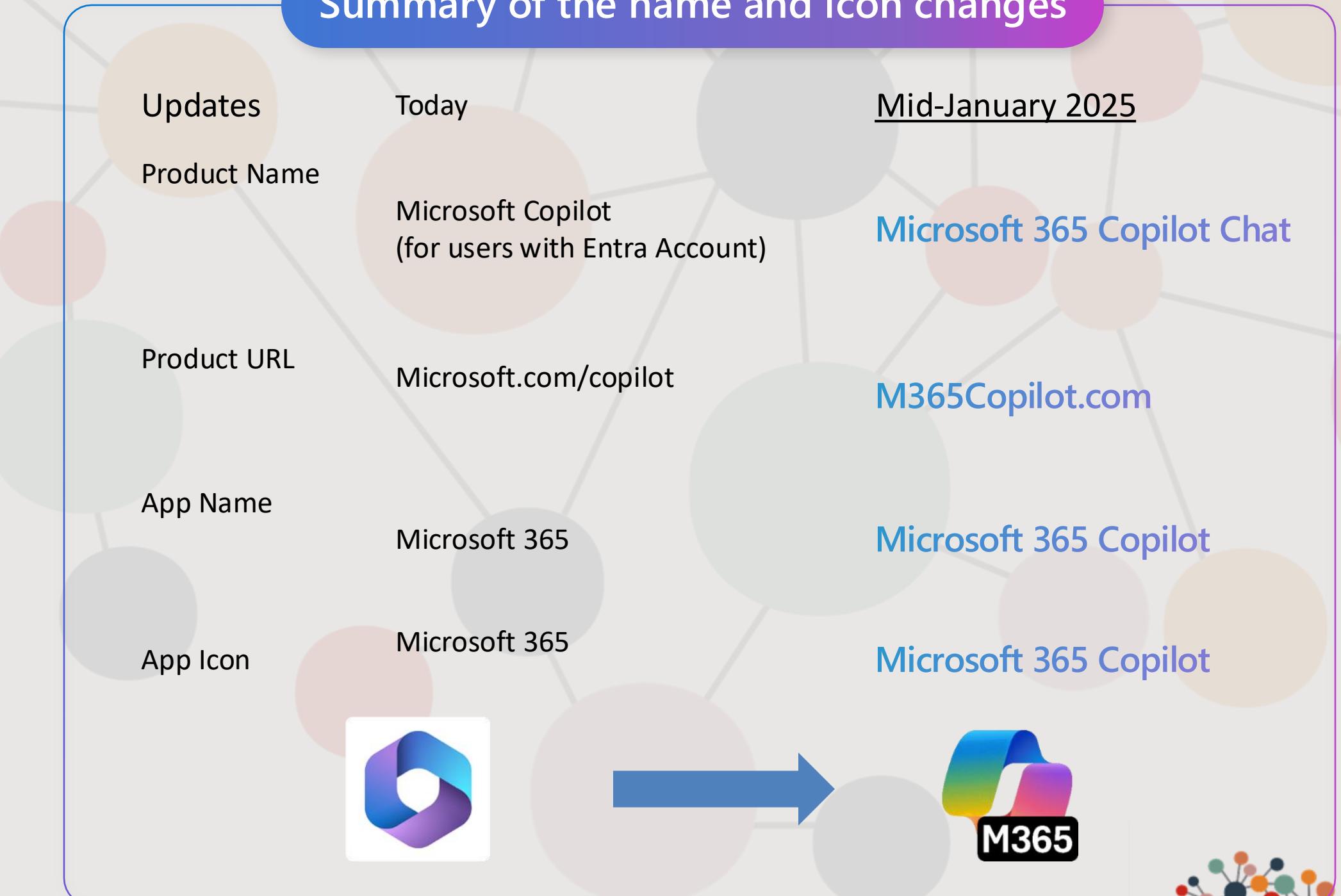
## 1. Microsoft Copilot for Entra account users will be renamed Microsoft 365 Copilot Chat.

The new Microsoft 365 Copilot Chat will allow end users to *discover, create, and use agents*.

The new Microsoft 365 Copilot Chat will be accessible within the new Microsoft 365 Copilot app, with options for admins and end users to control access.

## 2. Additionally, the Microsoft 365 app will be named Microsoft 365 Copilot, and its icon will be updated as announced during the November 2024 Ignite conference.

### Summary of the name and icon changes



# Copilot in Excel with Python

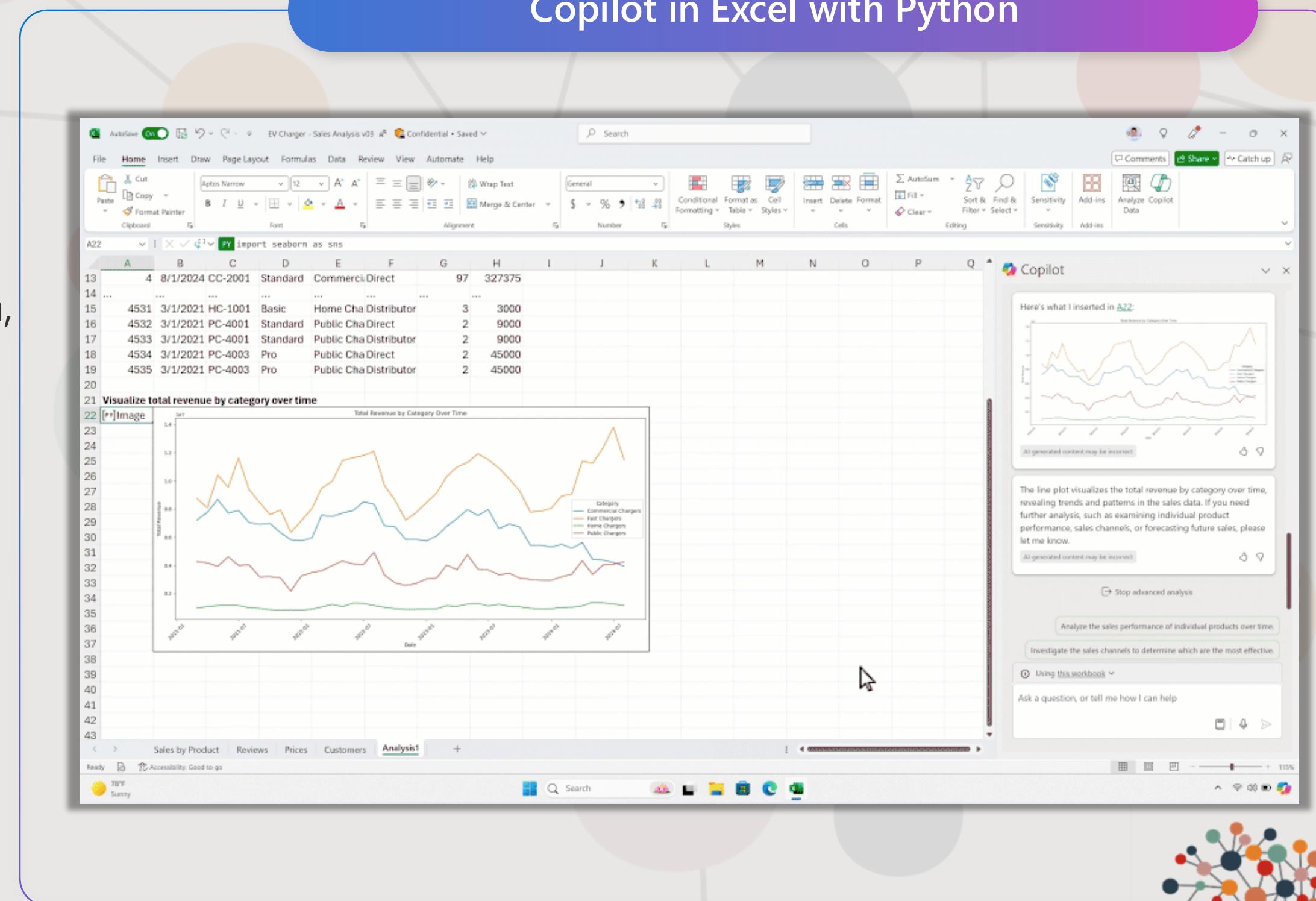
Now using **Copilot in Excel with Python**, you can conduct advanced analysis that was previously out of reach.

You can use natural language to describe the analysis you want to perform, and Copilot will automatically generate, explain, and insert Python code into your Excel spreadsheet.

Copilot in Excel with Python also **renders stunning visuals** that were previously not possible or were difficult to create. Unique visuals like heatmaps, pairplots, multiplots, and violin plots help you understand and communicate your analysis.

[Learn more](#)

Copilot in Excel with Python



# Improve data understanding with Copilot for Excel

With Copilot in Excel, users can now clean data with just one click.

Clean Data detects and offers solutions for text inconsistencies, number format issues, and extra spaces.

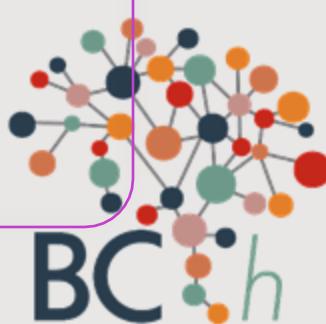
This feature rolled out in December to Copilot in Excel for the web.

Learn more about [Clean Data with Copilot in Excel](#).

## Copilot in Excel – Clean data

The screenshot shows a Microsoft Excel spreadsheet with data in columns A through C. The first column is labeled 'Year', the second 'Category', and the third 'Product'. Row 60 contains the text 'SOcks' in the 'Product' column, which is highlighted with a red background. Row 60 is also selected in the main table area. To the right of the spreadsheet, the 'Clean Data with Copilot' interface is displayed. It includes a sidebar for 'Sheet1' and 'Table1'. Under 'Extra spaces', it asks if the user wants to remove them, with 'Apply' and 'Ignore' buttons. In the 'Inconsistent text' section, it lists variations for 'SOCKS', 'SOcks', and 'Socks', with 'SOCKS' and 'SOcks' checked. A dropdown menu shows 'Socks' as the replacement. At the bottom, there are 'Apply' and 'Ignore' buttons again, along with a note that AI-generated suggestions may be incorrect.

Year	Category	Product
49	2015 Accessories	Pumps
50	2015 Bikes	Road Bikes
51	2017 Bikes	Road Bikes
52	2016 Bikes	Road Bikes
53	2016 Components	Saddles
54	2015 Components	Saddles
55	2017 Components	Saddles
56	2015 Clothing	Shorts
57	2016 Clothing	Shorts
58	2017 Clothing	Shorts
59	2015 Clothing	SOCKS
60	2016 Clothing	SOcks
61	2017 Clothing	Socks
62	2017 Clothing	Tights
63	2015 Clothing	Tights
64	2016 Clothing	Tights
65	2017 Accessories	Tires and Tubes
66	2015 Accessories	Tires and Tubes
67	2016 Accessories	Tires and Tubes
68	2016 Bikes	Touring Bikes
69	2015 Bikes	Touring Bikes
70	2017 Bikes	Touring Bikes
71	2015 Clothing	Vests
72	2017 Clothing	Vests
73	2016 Clothing	Vests
74	2016 Components	Wheels
75	2017 Components	Wheels



# Copilot in Excel can recognize several patterns

Copilot in Excel can recognize several patterns like

- Text transformation,
- Date transformations,
- Simple arithmetic calculations,
- Row numbering, and forward filling, and then suggest a formula for users to apply instead.

This feature is rolling out on Windows Desktop in January.

Copilot in Excel can recognize several patterns

A	B	C	D	E	F	G	H	I	J
1	Item	Quantity	Price	Total Sales					
2	Shoes	10	5 50						
3	Shorts	20	4 80						
4	Bikes	5	6 30						
5	Jeans	10	4 40						
6	Jackets	15	7 105						
7	Coats	5	70 350						
8	T-Shirts	34	15 510						
9	Socks	8	12 96						
10									
11									
12									
13									
14									

 Fill cells with this formula? D2:D9  
Copilot suggests a formula that might be helpful.  
[Show Formula](#)  
[Apply](#) [Ignore](#) Give Feedback  
AI-generated suggestions might be incorrect



# Intelligent recap in Teams for calls from chat and 'Meet now' meetings

Intelligent meeting recap will be available for impromptu calls and meetings, like those started from 'Meet now' and calls started from chat.

You can easily browse the recording by speakers and topics, as well as access AI-generated notes, AI-generated tasks, and name mentions after the ad-hoc meeting ends.

This feature has begun rolling out and will be available in January.

## Intelligent recap in Teams

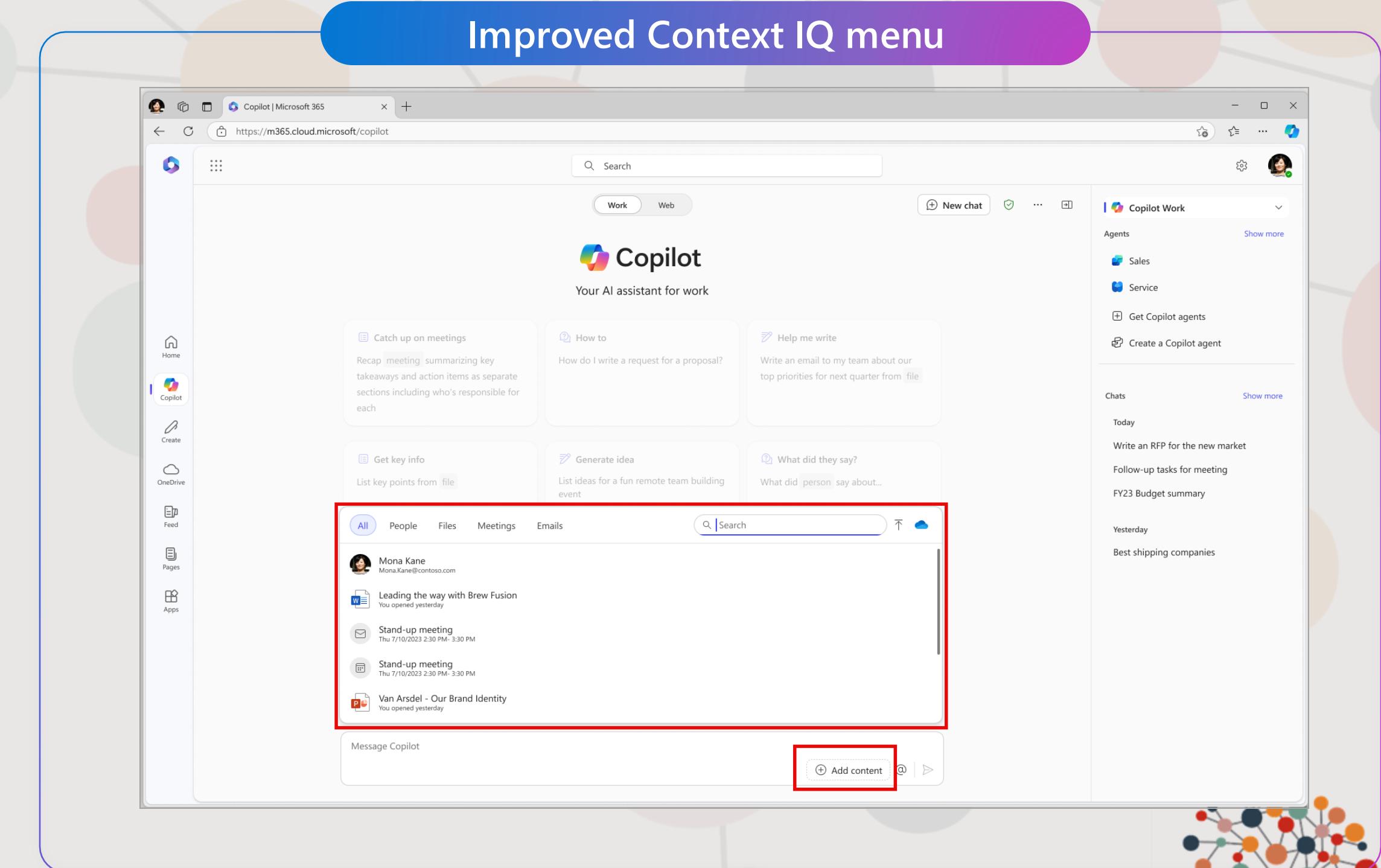
The screenshot shows the Microsoft Teams application window. On the left, there's a sidebar with icons for Activity, Chat (marked with a red notification dot), Teams, Calendar, Calls, Files, and Apps. The main area is titled 'Chat' and shows a list of messages from various users. One message from 'Copilot' is pinned at the top. Below it, messages from Ray Tanaka, Beth Davies, Kayo Miwa, Dream team, August Bergman, Charlotte and Babak, Emiliano Ceballos, Design Squad, Oscar Krogh, Marketing team sync, Kian Lambert, and Team Design Template are listed with their timestamps. To the right of the messages, there's a 'Recap' section for a meeting on Dec 6, 2024, from 10:00 - 11:00. The recap includes a summary card for 'Product goal' with financial values (\$5M, 78%, 324), a transcript, and a list of speakers (Oscar Krogh, Daniella Mandera). Below the recap, there are sections for 'Meeting notes' (with bullet points about feature commitment, beta testing results, and managing capacity) and 'Follow-up tasks' (with a bullet point about multilingual meetings). A decorative graphic of interconnected circles is at the bottom right.



# Microsoft 365 Copilot Business Chat: Improved Context IQ menu for better Copilot results

An upgraded version 2 of the Context IQ menu in the Copilot chat box enhances the user experience with greater reliability, improved search performance, and a more intuitive interaction to significantly increase user satisfaction.

Users will be able to find and attach the data sources they need for their Copilot prompts, without leaving the BizChat experience.



# Copilot agents in SharePoint

Creating a Copilot agent in SharePoint is a simple starting point for users looking to use AI tools tailored for their particular needs.

Copilot agents and agent builder in BizChat will be rolling out in general availability to all customers over the coming weeks.

Copilot agents and agent builder in SharePoint will enter preview in early October.

[Learn more](#)

## Copilot agents in SharePoint

The screenshot shows a SharePoint 'Product Maintenance' site. The ribbon navigation bar has 'Home', 'Documents' (selected), 'Pages', 'Site contents', and 'Edit'. The top right corner shows 'Confidential \ Internal only', 'Not following', and 'English'. The document list shows various files including 'Current Deployments', 'Parts & Inventory', 'Product Failure Reports', 'Service Manuals & Documentation', 'City ordinances checklist.docx', 'PSE regional cost analysis.xlsx', 'RMC 21.40.030 - EV Charging Stations.pdf', 'Rollout announcements.docx', and 'Site deployment process.pptx'. A blue callout bubble points to the 'Create a Copilot agent' button in the toolbar.

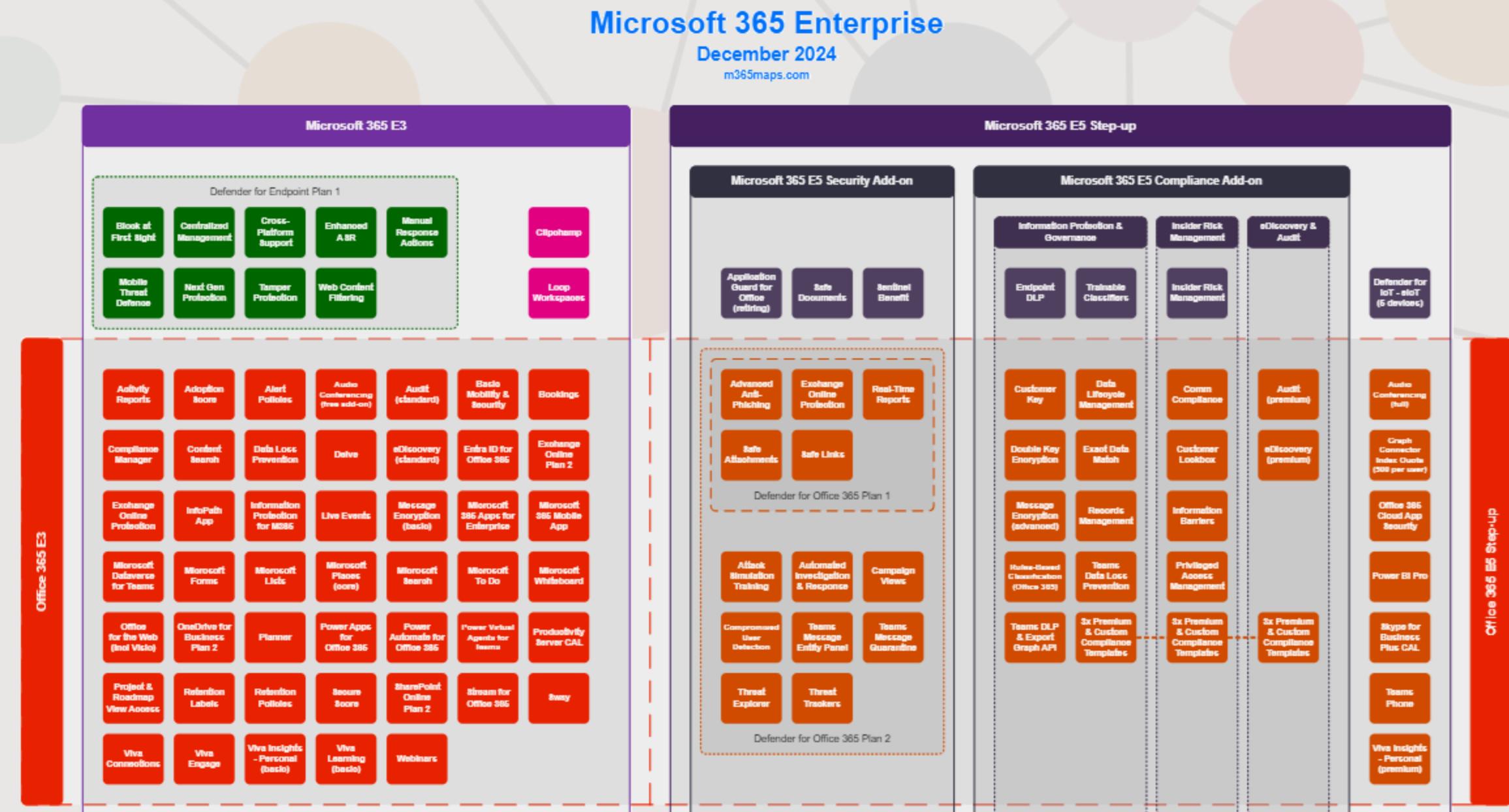
Name	Modified	Modified By
Current Deployments	Monday at 3:31 PM	Mona Kane
Parts & Inventory	Monday at 3:31 PM	Mona Kane
Product Failure Reports	Monday at 4:30 PM	Kat Larson
Service Manuals & Documentation	Wednesday at 8:30 PM	Kat Larson
City ordinances checklist.docx	July 27	Lee Gu
PSE regional cost analysis.xlsx	Yesterday at 1:40 PM	Adele Vance
RMC 21.40.030 - EV Charging Stations.pdf	August 20	Pradeep Gupta
Rollout announcements.docx	Yesterday at 2:10 PM	Lynne Robbins
Site deployment process.pptx	September 3	Megan Bowen



# M365 Maps UPDATE!

<https://m365maps.com/>

Il sito M365 Maps, lo strumento "salvavita" per visualizzare e comprendere il ginepraio delle licenze MS è stato recentemente aggiornato dopo quasi 1 anno e mezzo



# New storage costs and policies for unlicensed OneDrive accounts starting January 2025!

New storage costs and policies for unlicensed OneDrive accounts starting January 2025!

## Summary:

Starting January 2025, the storage cost of unlicensed OneDrive accounts will be charged to the billing information specified in M365 Archive if you opt into billing for unlicensed accounts.

If you don't opt-in, these accounts may be deleted after 180 days of being unlicensed.

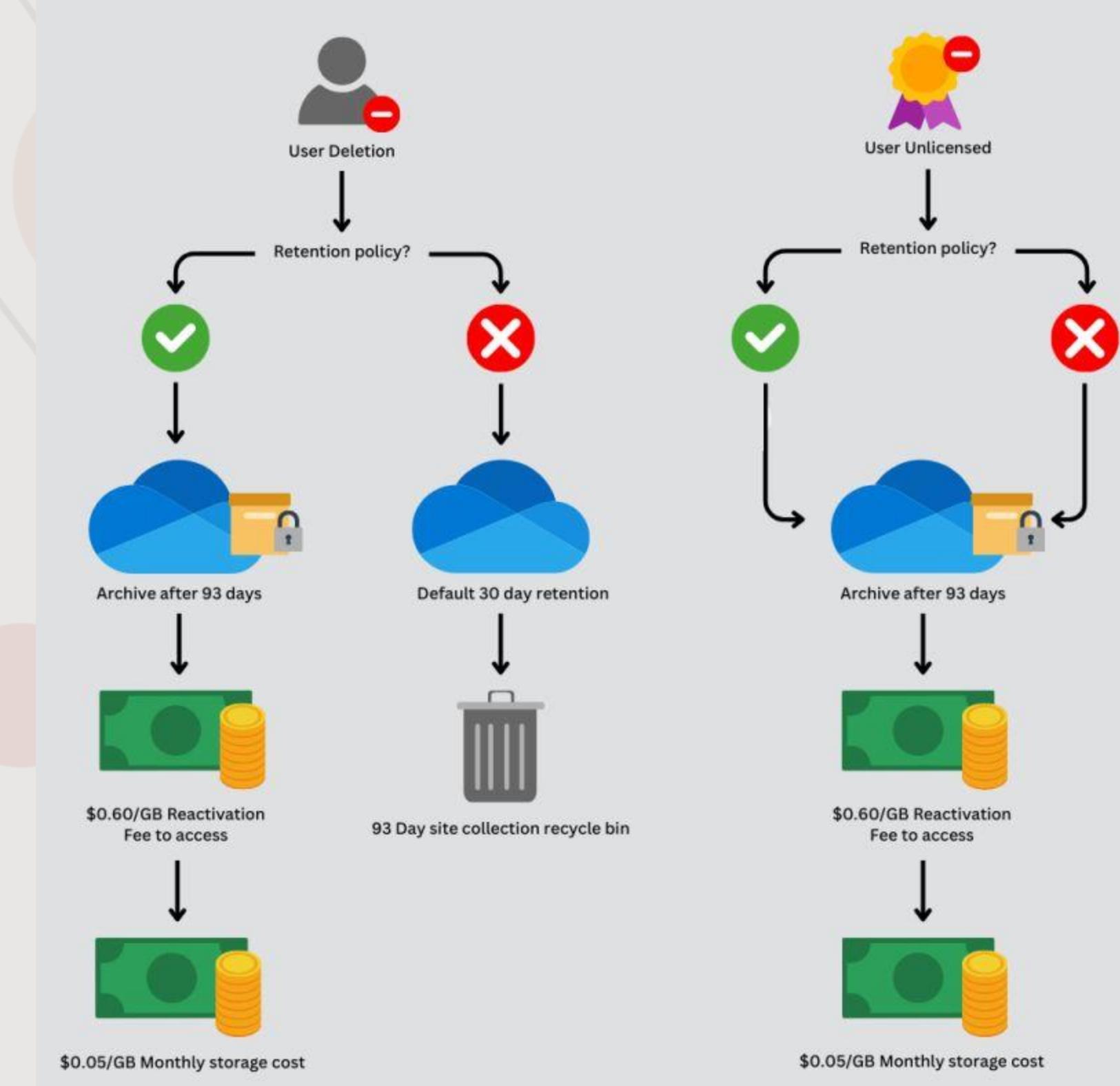
These changes do not apply to EDU, GCC, or DoD customers.

## Charges from archived accounts example:

If an organization has 100 unlicensed OneDrive accounts, each consuming 1 TB for a total of 100 TB, and enforcement occurs between January and March 2025, the 100 unlicensed accounts are automatically archived.

If the organization needs to reactivate a specific account in October 2025 and set up billing, they incur the following costs:

- A one-time reactivation fee of \$0.60/GB for 1TB, totaling \$614.40.
- A monthly storage fee of \$0.05/GB for 100TB, amounting to \$5,120/month starting from October 2025.



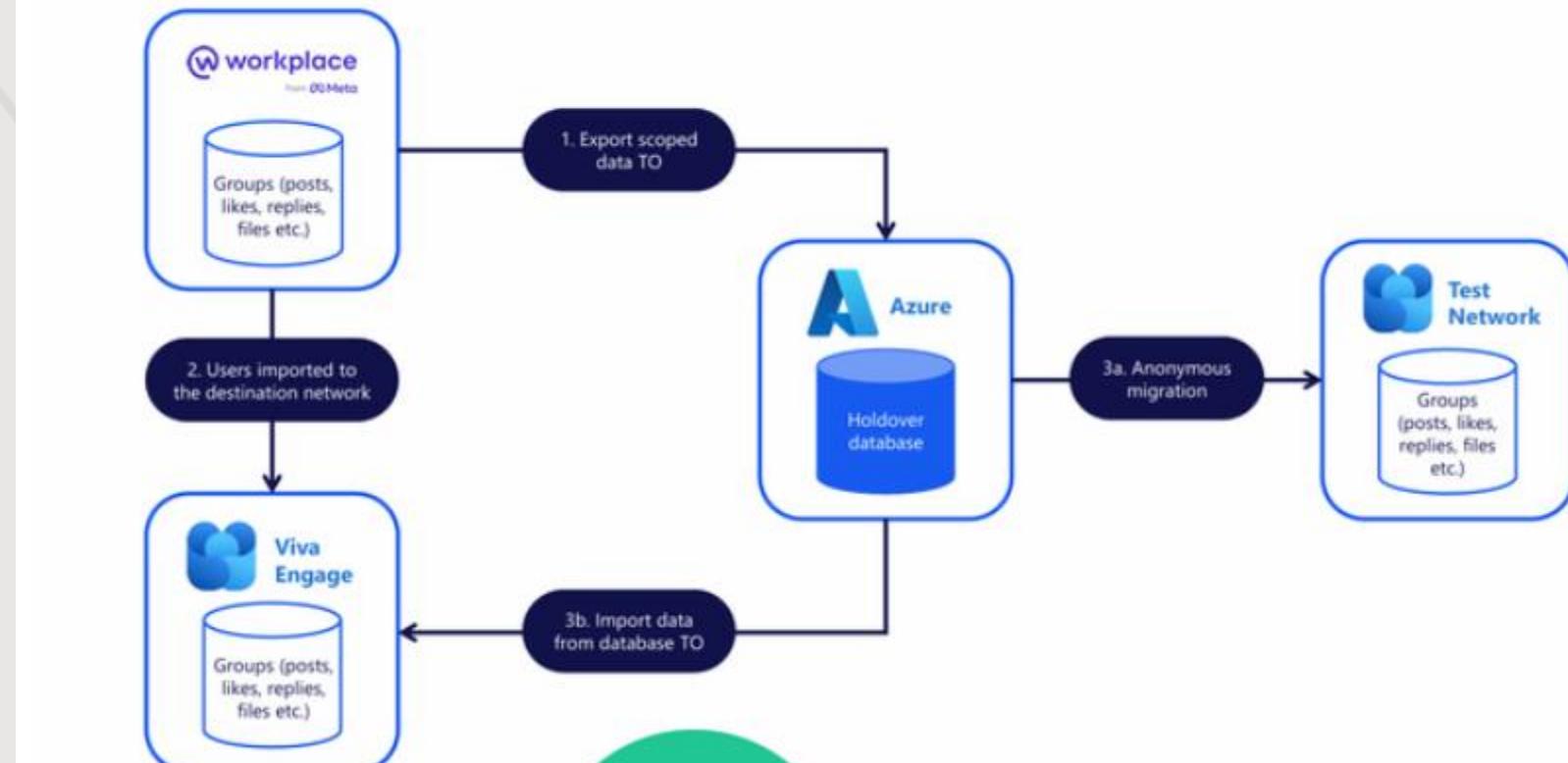
# Migrating from Workplace by Meta to Microsoft 365

Microsoft ha rilasciato un documento sul processo di migrazione da Meta Workplace (in chiusura) verso Microsoft 365

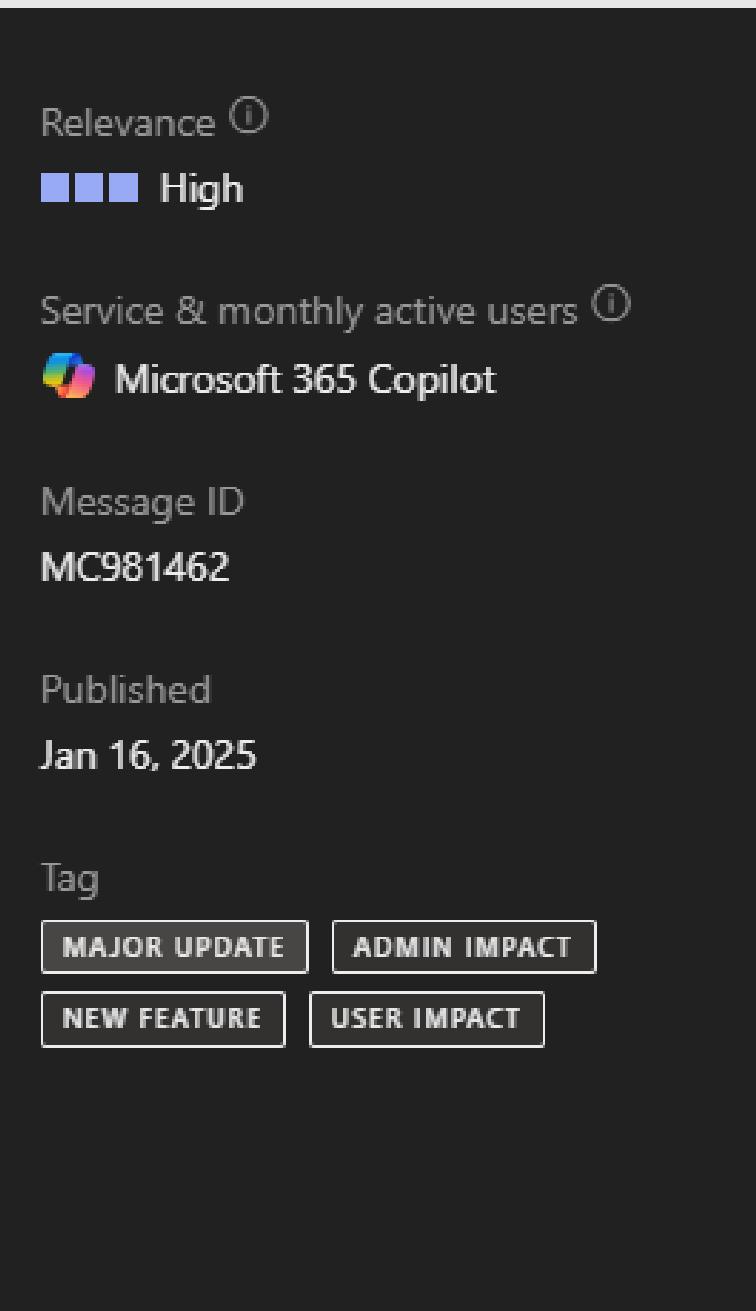


[https://techcommunity.microsoft.com/blog/microsoft\\_365blog/migrating-from-workplace-by-meta-to-microsoft/4364380](https://techcommunity.microsoft.com/blog/microsoft_365blog/migrating-from-workplace-by-meta-to-microsoft/4364380)

## Migration process



# Multiple account access to Copilot in Microsoft 365 desktop and mobile apps



## Summary

Copilot in Microsoft 365 will support multiple account access on desktop and mobile apps starting early March 2025. A Cloud Policy to manage this feature will be available by late January 2025. Organizations can use this policy to restrict access if needed.

## When will this happen

General availability (Worldwide): We will begin rolling out in early March 2025 and expect to complete by late March 2025.

Cloud Policy to manage use will be available by late January 2025.

## How this will affect your organization

As an M365 service, Copilot can be used across signed in accounts in clients that allow you to sign in with multiple accounts. This lets users use their Copilot value on any document to which they have permission. Note that Copilot data protection is always based on the identity used to access the file. This ensures enterprise data protection for files in your organization, regardless of which account grants Copilot access. The setting for web grounding in Copilot is also based on the identity used to access the file. If you disabled web grounding in Copilot, users will not be able to use web grounding even when using Copilot access from another account. This feature will be available starting in March 2025, at which point, users signed into accounts with external Copilot licenses will be able to use Copilot on their work and school documents in Word, Excel, PowerPoint, Outlook and OneNote desktop and mobile apps.

## What you need to do to prepare

If you wish to restrict multiple account access to Copilot, you can use the “Multiple account access to Copilot for work documents” Cloud Policy. This policy setting is expected to be available in Cloud Policy by the end of January 2025



# Restore Microsoft 365 users with a new username using PowerShell

## Restore Microsoft 365 users with a new username using PowerShell



```
Connect-MgGraph -Scopes User.DeleteRestore.All

$params = @{
    newUserPrincipalName = "restoreduser@ourcloudnetwork.com"
}

Restore-MgBetaDirectoryDeletedItem -DirectoryObjectId $objectId
-BodyParameter $params
```

Source [Daniel Bradley](#)

<https://ourcloudnetwork.com/how-to-restore-entra-users-with-a-new-username-using-powershell/>





News from Teams e  
Teams Phone



# General Availability of Direct Routing Phone Number Inventory

Relevance ⓘ  
Medium

Service & monthly active users ⓘ  
Microsoft Teams (1)

Message ID  
MC985472

Published  
Jan 22, 2025

Tag  
**ADMIN IMPACT** **NEW FEATURE**

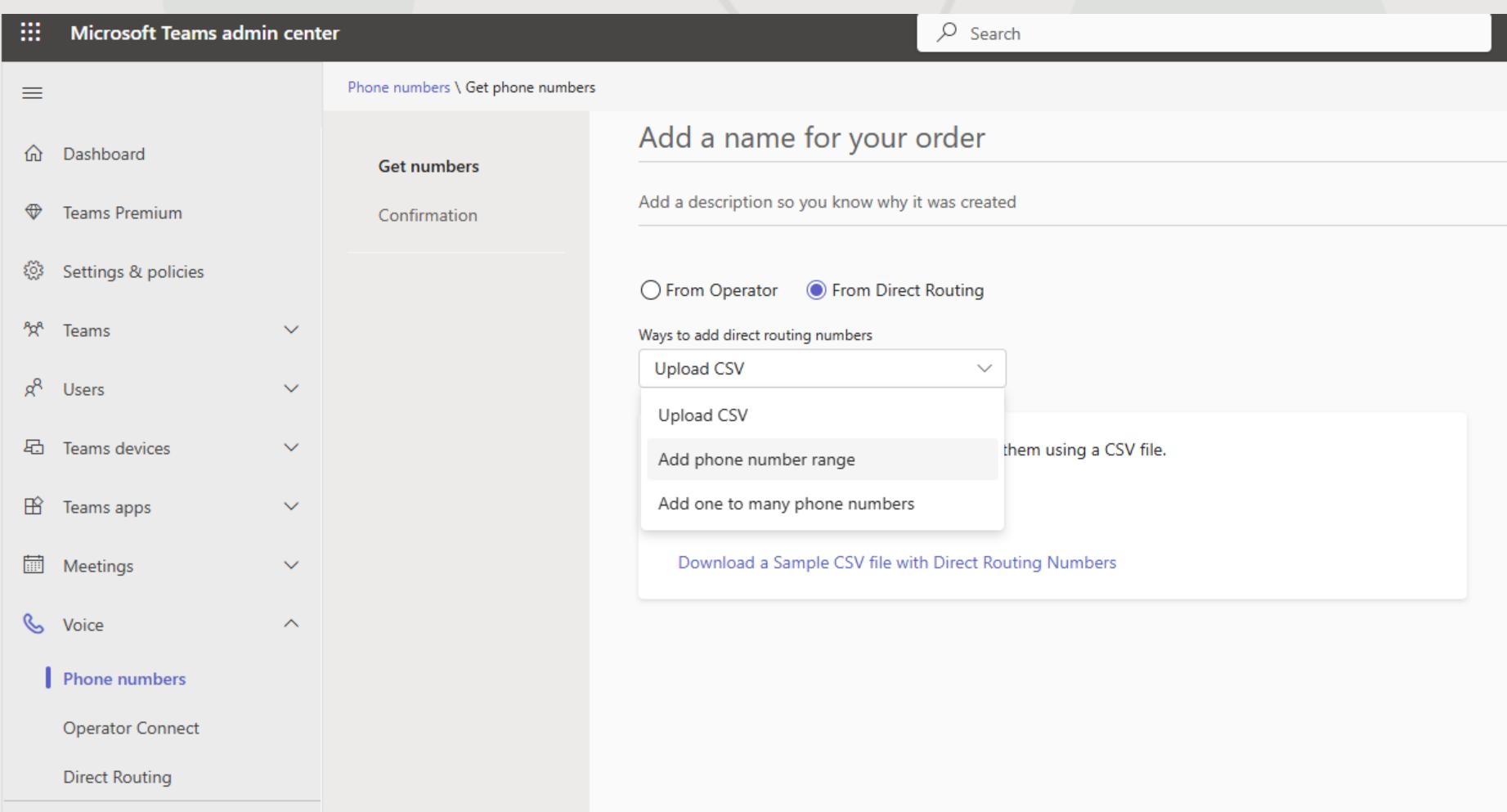
## Summary

Direct Routing Phone Number Inventory is now generally available for Microsoft Teams Phone customers, allowing management of assigned and unassigned numbers within Teams.

Unassigned numbers will not be removed from management storage.

To release them, use the `New-CsOnlinePhoneNumberReleaseOrder` cmdlet. No action is required for preparation.

We are excited to announce the public release of Direct Routing (DR) Inventory for all Microsoft Teams Phone customers. This feature allows you to manage both assigned and unassigned DR phone numbers within Microsoft Teams Phone Number management. It simplifies managing and assigning DR phone numbers via Teams PowerShell cmdlet. The feature is also current in preview in Teams Admin Center and will be released to all customers in mid-February 2025.



# All Microsoft Teams Android devices will have required updates

Relevance ⓘ

■■ Medium

Service & monthly active users ⓘ

 Microsoft Teams (142)

Message ID

MC969451

Published

Dec 31, 2024

Tag

ADMIN IMPACT

FEATURE UPDATE

## Summary

In February 2025, all certified Microsoft Teams Android devices will receive mandatory updates. Admins must download the latest app updates from the Teams admin center. Devices not updated within five months by June 2025 will cease functioning. The rollout will not affect end-user experience. Preparation for updates is advised.

Coming soon: All certified Microsoft Teams Android devices including Teams phone devices, Teams displays, Teams panels, and Teams Rooms on Android will have **required updates** coming to session flows in February 2025. Admins should download the latest app updates from Teams admin center to stay up to date.

**Starting June 2025, the specified devices with updates older than five months will no longer work.**

## When this will happen:

General Availability (Worldwide and GCC): We will begin rolling out early February 2025 and we expect to complete by late February 2025.

## How this will affect your organization:

After Android-based Teams devices are updated to the latest app, end users should not see any difference in their experience.

## What you need to do to prepare:

You should plan on updating your Teams devices in February 2025. We will update this message with latest documentation and minimum required versions closer to the rollout date.



# New Unified Contacts in Microsoft Teams and Outlook

With the new unified Contacts experience, all contacts updates are always synchronized between Teams, Outlook and Microsoft Graph APIs. This means your contact updates reflect in both the apps, thus saving time and effort.

Additionally, user annotations on contacts, such as category labels, seamlessly reflect across Teams and Outlook, ensuring a consistent and user-friendly experience.

All the existing Teams and Outlook contacts will be available in the unified Contacts experience.

Any obvious duplicates between Outlook and Teams contacts will be merged into a single contact in the new unified Contacts experience.

The screenshot shows the Microsoft Teams interface with the 'People' tab selected. The left sidebar includes links for Activity, Chat (with 1 unread message), Teams, Calendar, Calls, Files, and People. The main area displays a 'Favorites' list with five entries:

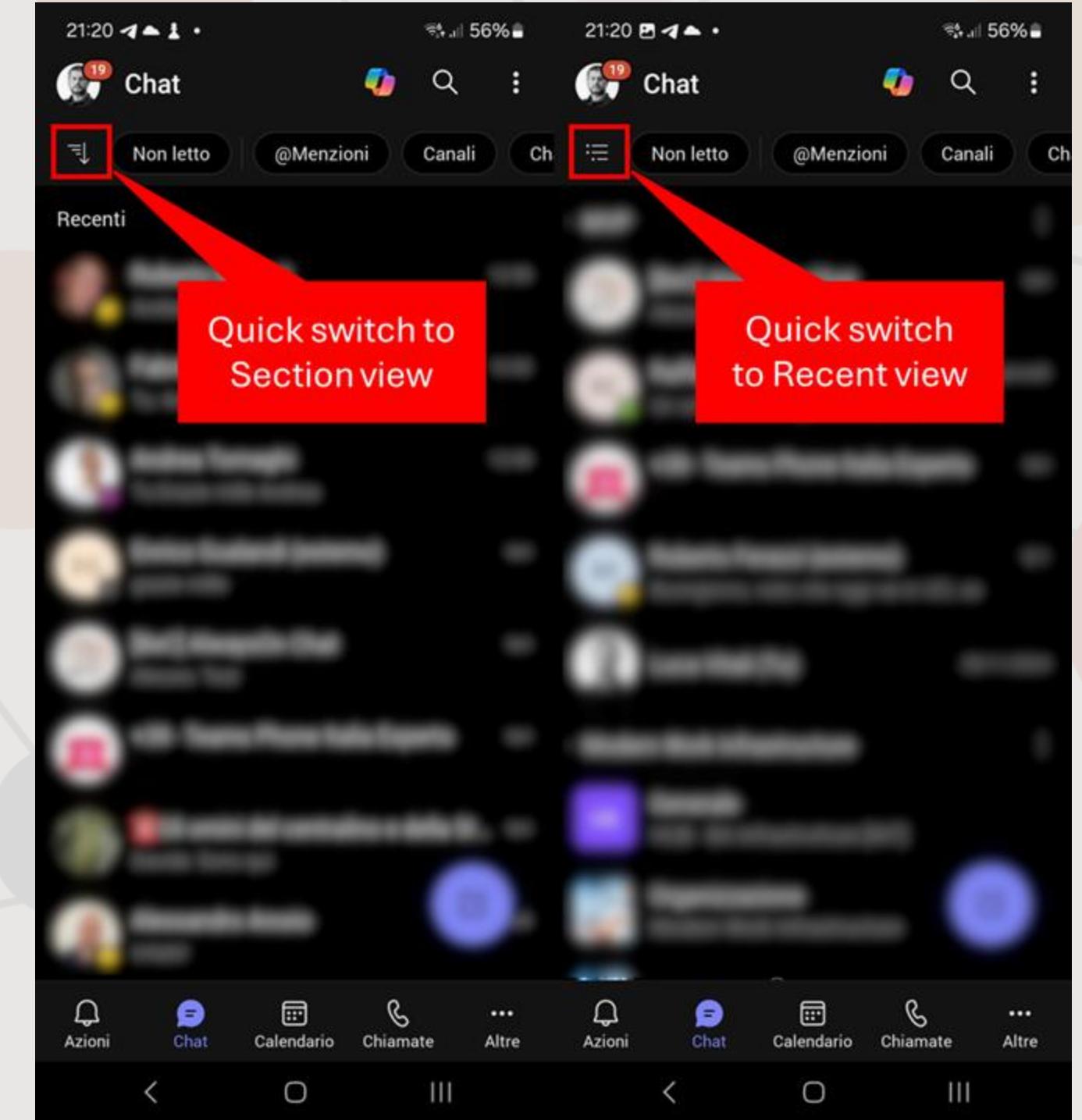
Name	Contact info	Company	Office location
Arlene McCoy CVP, Design	andre.lawson@contoso.com +1 (425) 7233487	MIRPL-BGL	OSLO-EUFEMIA/4105
Aadi Kapoor Software Engineer, Substrate	aadi.kapoor@contoso.com +1 (425) 7233487	Fabrikam Inc	New York
Amanda Brady Product Manager, Substrate	amanda.brady@contoso.com +1 (425) 7233487	MIRPL-BGL	OSLO-EUFEMIA/4105
Babak Shamma Product Manager, Substrate PM	babak.shamma@contoso.com +1 (425) 7233487	MIRPL-BGL	OSLO-EUFEMIA/4105
Beth Davis Architect, Substrate	beth.davis@contoso.com +1 (425) 7233487	MIRPL-BGL	OSLO-EUFEMIA/4105

A callout box titled 'New Unified Contacts' contains the text: 'A coherent set of Contacts across Teams, Outlook and Graph APIs'. It features a diagram with four overlapping circles: 'Graph API' at the top, 'Megan's Contacts' in the center, 'Teams' at the bottom-left, and 'Outlook' at the bottom-right, all interconnected by a network of lines.

# Quick switch "Recent/Section" in Chat

In un recente aggiornamento dell'app Teams Mobile, è apparso un nuovo pulsante nell'app Chat per rendere molto rapido e semplice il passaggio tra la visualizzazione Recenti e quella Sezione

Purtroppo non è disponibile nel client PC 😞



# Microsoft Teams Interpreter agent

Stanno uscendo i primi video dove vengono mostrate le funzionalità di Microsoft Teams Interpreter agent, lo strumento che permetterà di ascoltare la voce dei nostri interlocutori tradotta dalla IA, quasi in tempo reale, mantenendo il tono e il tipo di voce originale



[https://www.linkedin.com/posts/tomarbuthnot\\_microsoftteams-azureai-activity-7285054102709927936-KF36/](https://www.linkedin.com/posts/tomarbuthnot_microsoftteams-azureai-activity-7285054102709927936-KF36/)

# Microsoft Teams website live chat widget

Live chat is a new feature for small businesses to better engage with their customers on their website.

This message applies to Teams for Windows desktop, Teams for Mac desktop, Teams for the web, and Teams for iOS/Android.

General Availability (US only): We will begin rolling out mid-January 2025 and expect to complete by late January 2025.

General Availability (rest of the world): We will begin rolling out early March 2025 and expect to complete by late March 2025.

The screenshot shows the Microsoft Teams Admin center interface. On the left, there's a navigation sidebar with options like Activity, Chat, Teams, Calendar, Calls, Files, and Admin. The 'Live chat' option is highlighted with a red box. The main content area is titled 'Live chat' and contains the sub-section 'Live chat widget'. It includes a heading 'Support your customers with live chat' and a sub-instruction 'Set up a chat widget for your website and bring all your incoming customer me...'. Below this, there are two small illustrations: one showing a computer screen with a live chat window and another showing two people interacting with a mobile device.

The screenshot shows a website for 'Adatum Architects' at the URL <https://www.adatumarchitects.com>. The main page features a modern house at night with the text 'We design modern and sustainable houses' and an 'About us' button. In the bottom right corner, there is a live chat widget. A red box highlights the top of the widget, which displays the Adatum logo and a message: 'This conversation will be monitored to ensure quality. Learn more'. Below this, a message from 'Adatum' says 'Hi, I'm Adatum 🌟 Thanks for reaching out. What do you need help with today?'. A user response follows: 'Hi. Just checking to see how much a kitchen remodel would cost.' At the bottom of the widget is a text input field with the placeholder 'Type a message' and a send button.



# Microsoft Teams website live chat widget

Live chat will be available in all Microsoft 365 **Business** plans (Business Basic, Business Standard and Business Premium).

Global admins and Teams admins will be able to configure the feature through the Teams Admin app (available in the Teams App Store). Other users in the organization will not see this functionality in Teams until you enable it.

## Live chat features include:

- Customer chat integration in Teams: Website visitors can engage on the website and chat with the business team natively in Teams chat and channels
- Tailored for small businesses: Simplified features that address small business needs, including:
  - Collecting website visitor contact information
  - Connecting visitors to an available user in Teams chat by auto-assigning
  - Reassigning or closing conversations right from Teams chat
  - Posting customer requests and associated transcripts in Teams Channel
  - Dashboard with all customer requests for a given timeframe
- Get started easily with a simplified out-of-the-box experience in the Teams Admin app

This feature will be off by default and available for admins to configure.

The screenshot displays two main windows of the Microsoft Teams Admin app. The top window shows a 'Chat' sidebar with a list of recent messages and a detailed view of a message from 'Carianne Gentry' with a red box highlighting the transcript area. The bottom window shows a 'Requests' tab in a 'General' channel with a list of live chat requests, also with a red box highlighting the 'Requests' tab.

**Top Window: Chat View**

- Recent messages:
  - Request #12231: Cari... 11:42 AM
  - Marie Beaudouin 11:40 AM
  - Design Squad 11:00 AM
  - Amanda Brady 11:40 AM
  - Eric Ishida 10:29 AM
  - Will Little 10:20 AM
  - Lilly Georgeson 10:02 AM
  - Kat Larsson 10:02 AM
- Message from Carianne Gentry:

Carianne Gentry reached out via website chat

**Request 123111**

I'm looking for a re-model of my kitchen

Status: Live

Assigned to: Daniela Mandera

Customer: Carianne Gentry  
carianne@contoso.com  
+1 555 812 1411

View transcript | Re-assign | Close request

**Bottom Window: Requests Tab**

- Teams sidebar with 'Live chat requests' highlighted by a red box.
- General channel tab with 'Requests' highlighted by a red box.
- Table of live chat requests:

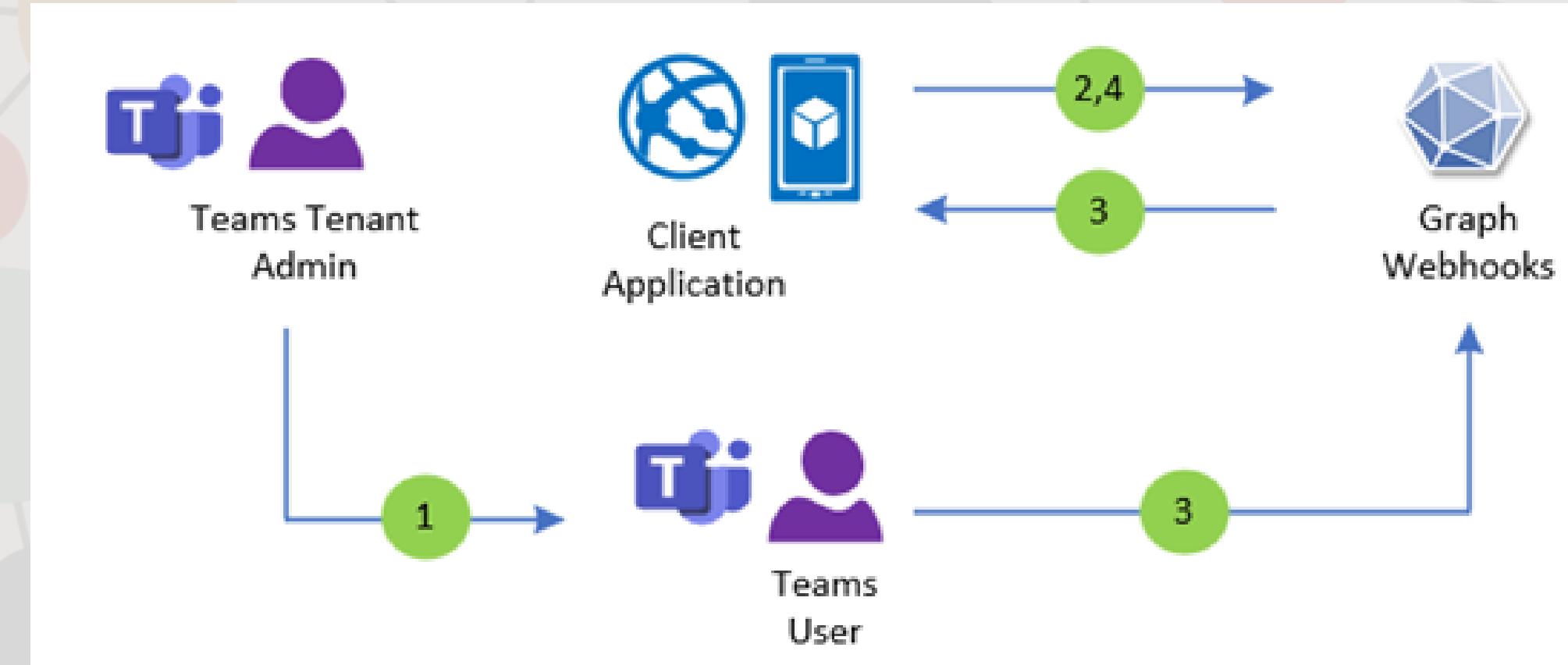
Issue	ID	Status	Customer	Assigned to	Contacted at
Hi. Just checking to see how much...	#1231130	Live	Carianne Gentry	Daniela Mandera	Today, 11:13 AM
I want to make a reservation	#1231131	Follow up	Alberto Burgos		Today, 12:30 PM
I want to place an order	#1231130	Live	Edmee Plant	Aadi Kapoor	Today, 11:13 AM
I want an update on my project	#1231129	Live	Alberto Burgos	Aadi Kapoor	Today, 11:12 AM
I want to speak to a human	#1231128	Live	Babak Shamma	Aadi Kapoor	Today, 11:03 AM
What are your office hours	#1231127	Live	Edmee Plant	Miguel Silva	Today, 10:00 AM
I want a status update	#1231126	Closed	Alberto Burgos	Kayo Miwa	Today, 9:05 AM
Where is your store located?	#1231125	Closed	Edmee Plant	Miguel Silva	Today, 9:00 AM
What are your office hours	#1231124	Closed		Miguel Silva	11:00 AM



# Microsoft Graph's emergency call events notification

Microsoft Teams supports notifications for emergency calls. These notifications can be routed to inform specific security personnel within Teams. Microsoft Graph's emergency call events notification extends this capability to allow emergency call notifications to be received outside of Teams (for example, by custom client applications), as shown in the following diagram.

- 1.The Teams tenant admin configures [emergency calling](#) for the tenant.
- 2.The client application creates a Microsoft Graph emergency call event subscription.
- 3.The emergency call event notification is fired to the client application when a Teams user makes an emergency call (for example, 911) on Teams.
- 4.The client application either [renews](#) the existing subscription before it expires or [creates](#) a new one after it expires to continue to subscribe to emergency call event notifications.



# Microsoft Teams: New policy for voice and face enrollment will default to "On"

Relevance ⓘ
<span style="color: #0072bc;">■</span> Medium
Service & monthly active users ⓘ
<span style="color: #0072bc;">Microsoft Teams</span> (137)
Platform
Desktop, Mac
Message ID
MC912707
Roadmap ID
<a href="#">413708</a>
Published
Oct 17, 2024
Last updated
Dec 20, 2024
Tag
<span style="background-color: #e0e0e0; padding: 2px 5px;">MAJOR UPDATE</span> <span style="background-color: #e0e0e0; padding: 2px 5px;">ADMIN IMPACT</span>
<span style="background-color: #e0e0e0; padding: 2px 5px;">FEATURE UPDATE</span> <span style="background-color: #e0e0e0; padding: 2px 5px;">USER IMPACT</span>

## Summary

The new Microsoft Teams policy, effective mid-February 2025, will enable voice and face enrollment by default, offering enhanced meeting features. Admins should configure settings now using new PowerShell cmdlets and inform users of changes. Microsoft 365 Copilot license is required for full functionality.

A new `csTeamsAIPolicy` policy for Microsoft Teams (available now via Microsoft PowerShell and taking effect in mid-February 2025) will give IT admins more control over voice and face enrollment settings, allowing organizations to manage these features based on their needs. After rollout, voice and face profile enrollment will be enabled by default, and users can benefit from voice isolation, speaker recognition, and attribution in meeting rooms, resulting in smarter meeting recaps and enhanced functionality for Microsoft 365 Copilot in meetings. To access Copilot features, a Microsoft 365 Copilot license is required. This message applies to Teams for Windows desktop and Mac desktop.

NOTE: Microsoft doesn't use the voice and face profiles of users to train any models or for any other purposes other than providing the voice and face enrollment feature in Microsoft Teams.

This message is associated with Microsoft 365 Roadmap ID 413708.



# Microsoft Teams: Brand impersonation protection for Teams Chat

Relevance ⓘ  
Medium

Service & monthly active users ⓘ  
Microsoft Teams (142)

Platform  
Desktop, Mac

Status for your org  
Launched

Message ID  
MC910976

Roadmap ID  
421190

Published  
Oct 14, 2024

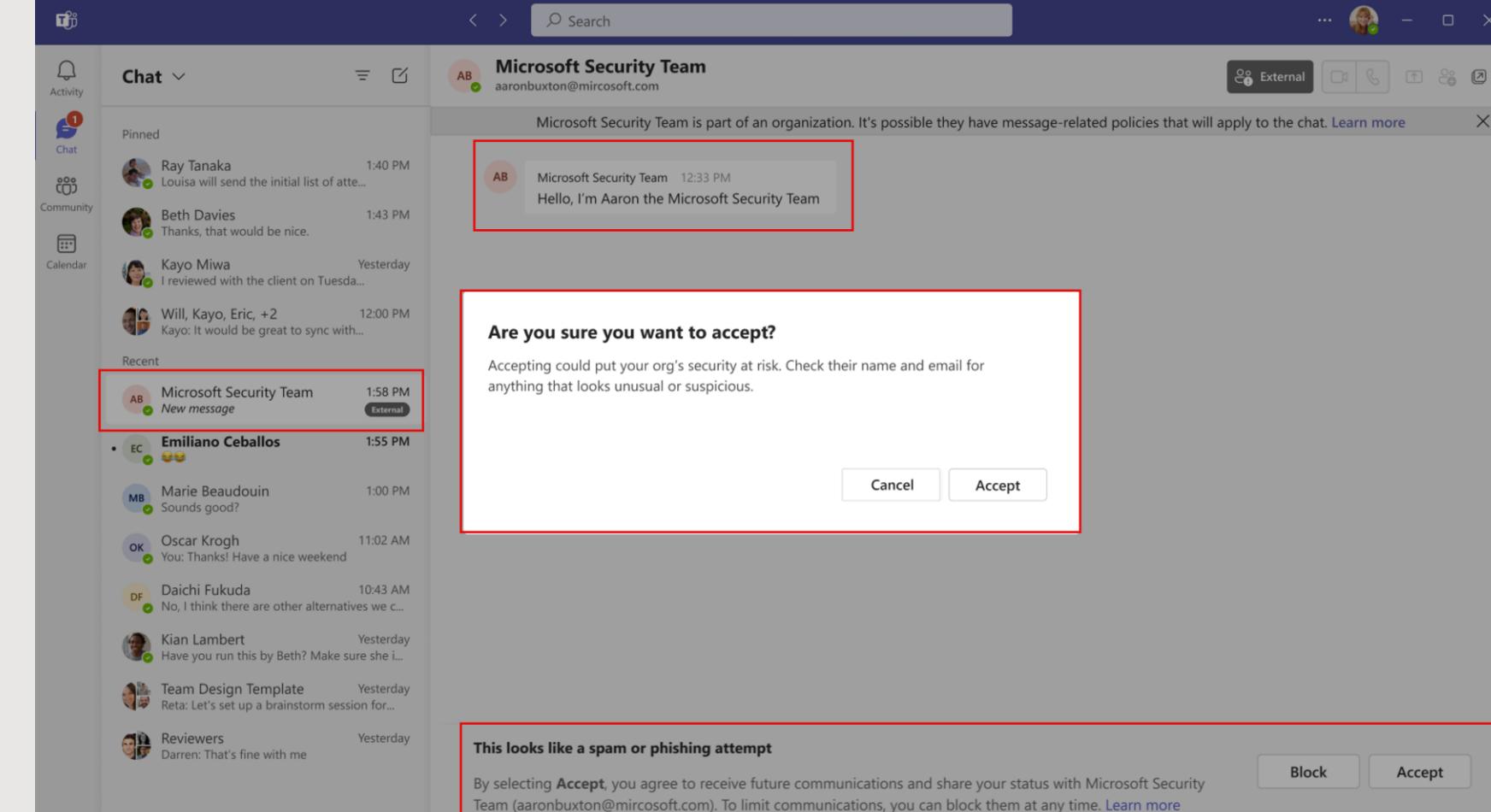
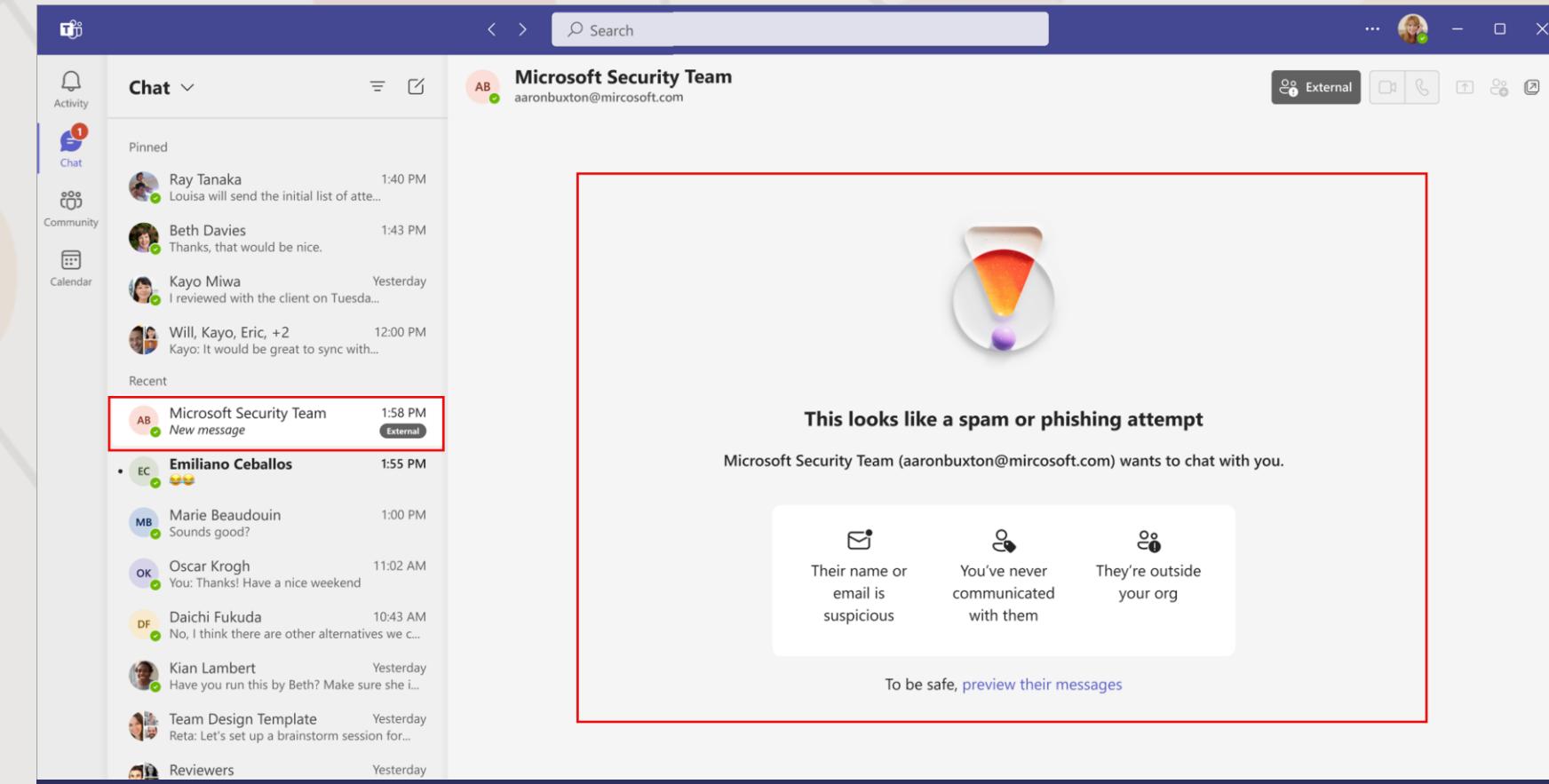
Last updated  
Jan 6, 2025

Tag  
ADMIN IMPACT NEW FEATURE USER IMPACT

## Summary

Microsoft Teams is introducing a new security feature to alert users of potential brand impersonation in Teams Chat, especially during initial contact from external domains. Rollout begins late October 2024 for Targeted Release and mid-November 2024 for General Availability, completing by mid-January 2025. This feature will be enabled by default with no admin configuration needed.

**General Availability (Worldwide):** We will begin rolling out mid-November 2024 and expect to complete by mid-January 2025 (previously mid-December).



# Microsoft Teams: Pop out Chat, Copilot, and Notes panes in meetings

Relevance ⓘ  
Medium

Service & monthly active users ⓘ  
Microsoft Teams (135)

Platform  
Desktop

Status for your org  
Rolling out (Targeted Release)

Message ID  
MC952888

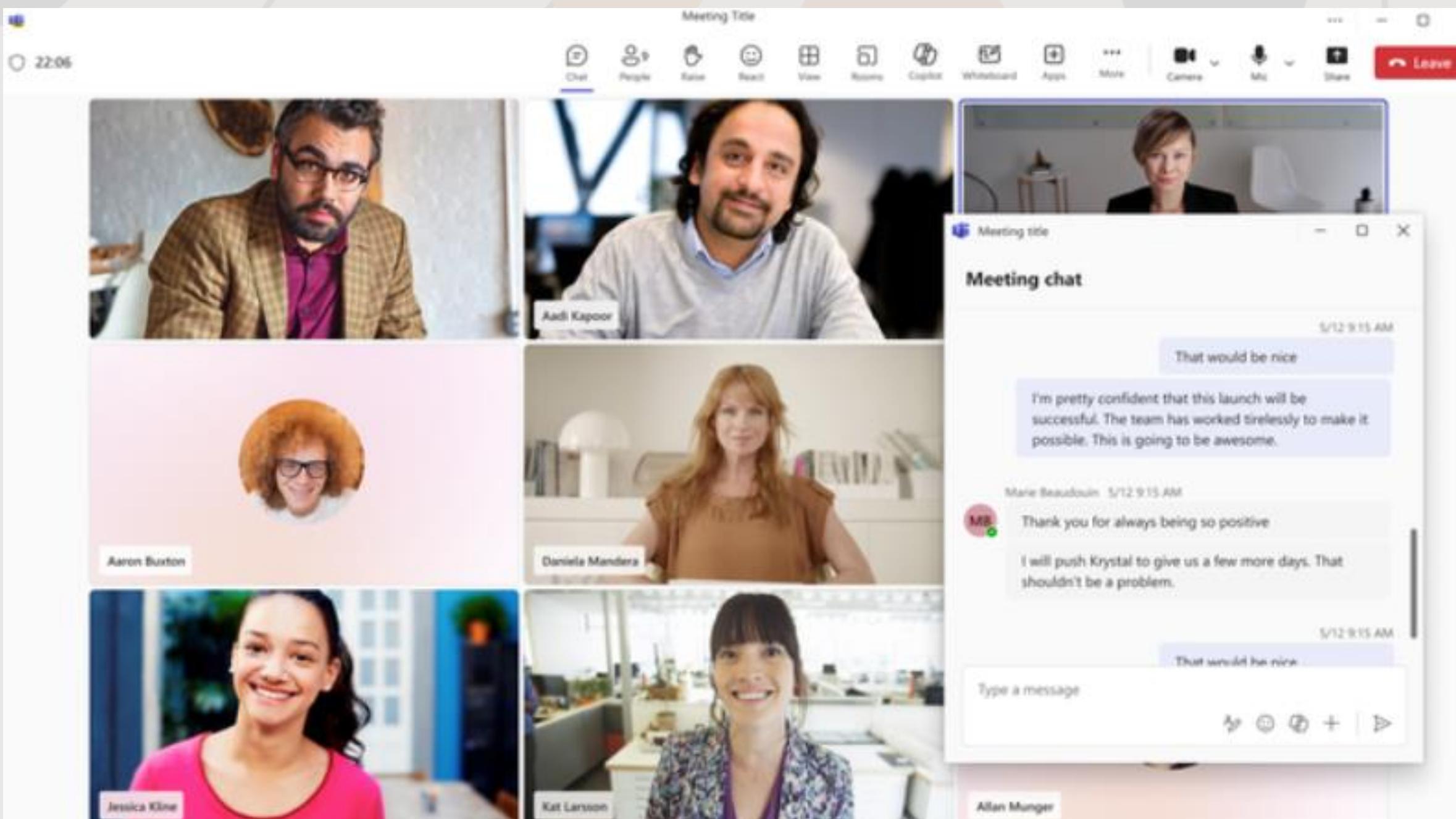
Roadmap ID  
[421607](#)

Published  
Dec 10, 2024

Tag  
[NEW FEATURE](#) [USER IMPACT](#)

## Summary

Microsoft Teams will soon allow users to pop out Notes, Chat, and Copilot panes during meetings. This feature, part of Microsoft 365 Roadmap ID 421607, and will roll out from mid-January to late February 2025. No admin action is required for this update.



# Microsoft Teams: Enable transcription policy by default

Relevance ⓘ
Medium
Service & monthly active users ⓘ
 Microsoft Teams (1)
Platform
Desktop, Mac
Message ID
MC973519
Roadmap ID
468282
Published
Jan 7, 2025
Tag
<span>ADMIN IMPACT</span>
<span>NEW FEATURE</span>
<span>USER IMPACT</span>

## Summary

Microsoft Teams is updating its default policy settings for transcription, which will be enabled by default for new tenants starting early February 2025. Existing tenants without customized policies will also be affected. This change aims to streamline transcription adoption and align with recording policies. No admin action is required before the rollout.

Coming soon for Microsoft Teams: We are updating our default policy settings for transcription for new tenants. Before this rollout, the setting was off by default. After this rollout, the setting will be on by default. This change applies to new global policies created for new tenants. Existing policies in the Teams admin center will not be changed; however, tenants that have not customized any part of their Teams meeting policy will be impacted.

Tenants without customized policies: The new default settings will apply, and these tenants will be impacted by this change.

Tenants with customized policies: Policies for user-level assignments or group-level assignments will remain unchanged and unaffected.

This change is designed to streamline the adoption of transcription and enhance the use of all AI features. This change will align transcription with the default policy for recording, which is also enabled by default in Teams admin center. This message applies to Teams for Windows desktop and Teams for Mac desktop.

This message is associated with Microsoft 365 Roadmap ID 468282.



# Segreteria differenziata

Differenziazione del messaggio della voicemail tra chiamate interne ed esterne

Viene pronunciato il DisplayName solo nelle chiamate interne

Nelle chiamate esterne verrà sostituito "La persona" al posto della pronuncia del DisplayName

## Microsoft Teams: Enhanced confidentiality in voicemail greetings

[Archive](#) [Share](#) [Copy link](#) [Mark as unread](#)

### Summary

Microsoft Teams has increased voicemail greeting privacy, now omitting recipient names for external calls. This feature is available now and requires no admin action post-rollout. Users should be informed of this change, which also affects Skype for Business.

Is this summary helpful? [Like](#) [Unlike](#)

Coming soon for Microsoft Teams: We have enhanced the privacy and security of voicemail greetings for calls.

### When this will happen:

General Availability (Worldwide, GCC, GCC High, DoD): Available now.

### How this will affect your organization:

If a call recipient does not answer, the caller will be forwarded to the recipient's voicemail. The greeting will inform the caller that the user is unavailable and prompt the caller to leave a message after the tone. Also, the recipient's real name will only be announced for internal calls. For external calls, the recipient's name will be replaced with "the person."

Previously, the recipient's real name was announced to all callers.

Relevance ⓘ  
Medium

Service & monthly active users ⓘ  
Microsoft Teams (190)

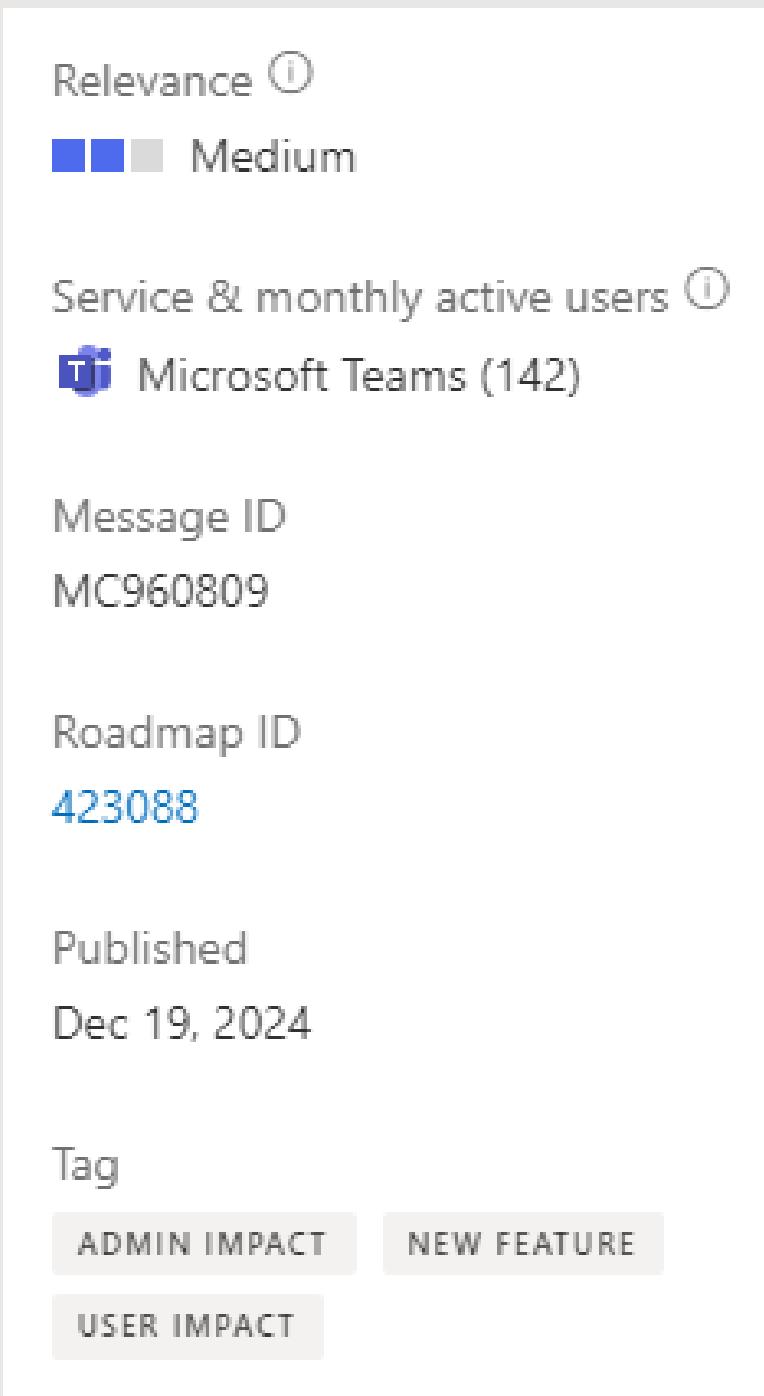
Message ID  
MC974356

Published  
Jan 8, 2025

Tag  
[FEATURE UPDATE](#) [USER IMPACT](#)



# Microsoft Teams: start/stop and view live transcription for MTRoW



## Summary

Microsoft Teams Rooms on Windows will soon allow users to start/stop transcription and view it directly on the device, requiring a Teams Rooms Pro license.

Rollouts begin mid-February 2025, with different dates for GCC, GCC High, and DoD.

Admins can manage transcription permissions and settings.



# Manage Teams Premium in the Teams admin center

Manage licenses: view/assign licenses, monitor use, review user license requests, total count, assigned and unassigned count

(Only Global admins can perform license management tasks)

Manage settings: Single view of all Teams Premium feature settings

Monitor usage: track features use/target adoption efforts

Rolling out now, complete by February 2025.

The screenshot shows the Microsoft Teams admin center interface. On the left, a navigation sidebar lists various administrative sections: Dashboard, Teams Premium (which is selected and highlighted in blue), Settings & policies, Teams, Users, Teams devices, Teams apps, Meetings, Voice, Locations, Frontline deployment, Policy packages, Planning, Analytics & reports, and Notifications & alerts. Below this is a link to 'Show pinned'. The main content area is titled 'Teams Premium' (Preview). It features a large purple banner with the text 'Get Teams Premium—the more intelligent and secure way to collaborate'. Below the banner, there's a section about AI-powered features like meeting notes and transcriptions, followed by 'Buy more' and 'Learn more' buttons. The main dashboard displays several key metrics: 'Total Premium licenses (1)', 'Assignment 100%', '1 Assigned Licenses', '0 Unassigned Licenses', 'License requests 0 Pending requests', 'View license requests', '0/1 Available licenses', 'Buy more licenses', and 'Premium Feature Usage' with a chart showing 'Total usage' over time from Dec 18 to Jan 17. The chart includes categories for Intelligent collaboration, Advanced personalization, and Advanced protection.



# Android 12 - Extending the Life of Logitech Devices

Logitech ha annunciato in un recente articolo che tutti i prodotti basati su Android, attualmente fermi alla versione 10, verranno aggiornati ad Android 12, estendendo di parecchi anni il supporto



# +39 Teams Phone Italian Experts

Chat di Teams con 31 tecnici superspecializzati

- Scambio di opinioni sulle funzionalità della telefonia tradizionale (PSTN) in MS Teams
- Chiarimenti su tecniche di configurazione di SBC, Media Gateway, telefoni nativi e compatibili in MS Teams
- Condivisione di esperienze ed appuntamenti tecnici sulle tematiche specifiche del gruppo

**Link alla form per la richiesta di adesione al gruppo  
No LiveID account, solo M365 Business o Ent. ----->>>>**

**Sconsigliamo l'adesione a chi non lavora quotidianamente sugli argomenti indicati in precedenza**



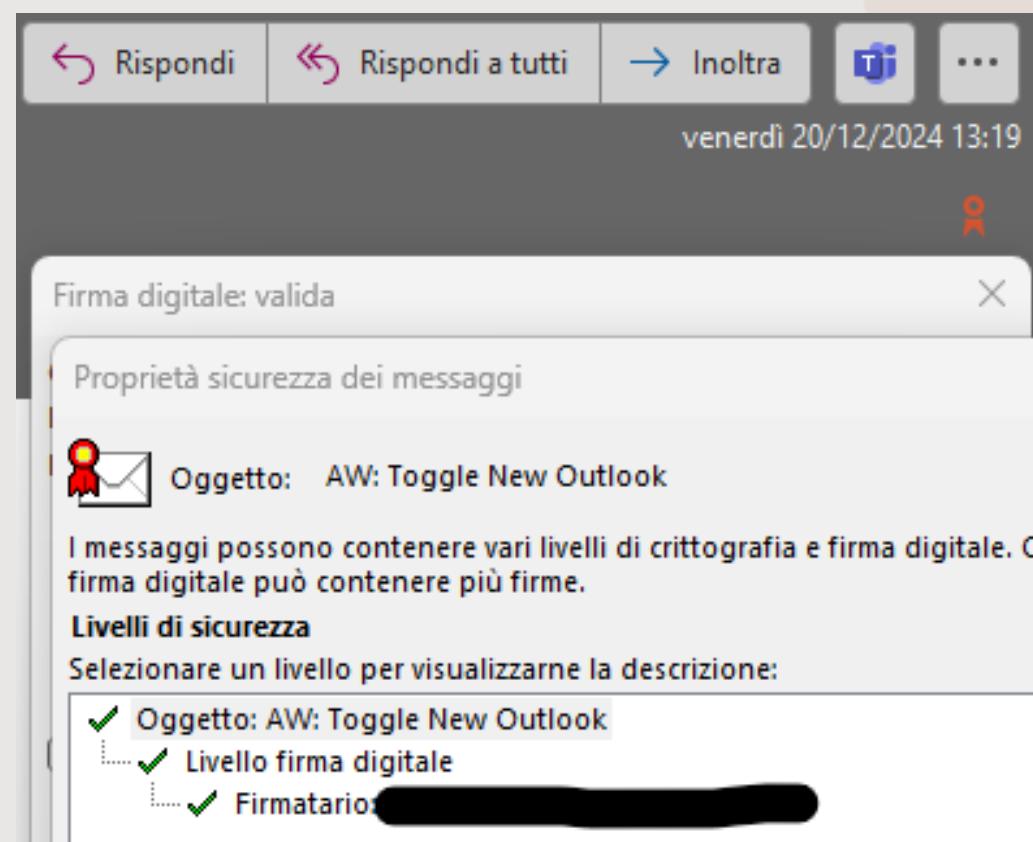


News from Exchange,  
Outlook e MDO



# Supporto S/MIME nel Nuovo Outlook

Permette la cifratura e/o la firma con protocollo standard S/MIME e la propria coppia di chiavi.



Secure/Multipurpose Internet Mail Extensions encryption support in new Outlook for Windows	
<a href="#">Archive</a>	<a href="#">Share</a>
<a href="#">Copy link</a>	<a href="#">Mark as unread</a>
supporting sending and reading signed and encrypted emails.	Roadmap ID <a href="#">397891</a>
In new Microsoft Outlook, this option is available in <i>Options &gt; More Options</i> .	
This message is associated with Microsoft 365 Roadmap ID <a href="#">397891</a> .	Published Jan 8, 2025
When this will happen:	Tag
General Availability (Worldwide): We began rolling out mid-December 2024 and expect to complete by late January 2025.	<a href="#">ADMIN IMPACT</a>
General Availability (GCC): We will begin rolling out early February 2025 and expect to complete by mid-February 2025.	<a href="#">NEW FEATURE</a>
General Availability (GCC High, DoD): We will begin rolling out mid-February 2025 and expect to complete by late February 2025.	<a href="#">USER IMPACT</a>
How this will affect your organization:	
If your organization is not using New Outlook this will not impact you.	
If your organization does not have S/MIME setup for your users, this will not impact you.	
If your organization is currently using S/MIME, you will soon see controls to apply S/MIME encryption when signing into new Outlook. Similarly, you will be able to verify, sign, decrypt, and reply to S/MIME emails.	



# Supporto PST in lettura e scrittura nel Nuovo Outlook

Per ora è in possibile la sola lettura.

Da Marzo 2025 sarà in GA la scrittura di email e cartelle ma con limitazioni che verranno progressivamente "riprogrammate" nel nuovo ambiente.

Sarà abilitato di default ma disabilitabile con policy.

-> Si potranno quindi spostare email dalla mailbox al PST (MC966640)

**New Microsoft Outlook for Windows: Manage email in PST files**

Archive Share Copy link Mark as unread

**Summary**

The new Outlook for Windows will soon support managing emails in PST files, including moving, copying, deleting, and categorizing. Rollouts begin mid-January 2025, with general availability in March 2025. PST support will be default, but can be managed with OutlookDataFile mailbox policy. No admin action is required before rollout.

Is this summary helpful?

Coming soon to new Microsoft Outlook for Windows: Users will be able users will be able to move, copy, delete, flag/unflag, mark as read/unread, and set categories for email in an Outlook Data File (.pst or Personal Storage Table file). Also, users will be able to create, delete, move, and rename folders in .pst files. Future releases of new Outlook will expand the support for .pst file capabilities.

This message is associated with Microsoft 365 Roadmap ID [473995](#).

**When this will happen:**

Targeted Release: We will begin rolling out mid-January 2025 and expect to complete by late February 2025.

General Availability (Worldwide): We will begin rolling out early March 2025 and expect to complete by late March 2025.

General Availability (GCC): We will begin rolling out late March 2025 and expect to complete by late April 2025.

Relevance ⓘ High

Service & monthly active users ⓘ Microsoft 365 Apps

Platform Desktop

Message ID MC966639

Roadmap ID [473995](#)

Published Dec 27, 2024

Tag



# Nuovo Outlook in tutti i Win10

Nei Win10, tra il 28 gennaio e l'11 febbraio, verrà installato il Nuovo Outlook di fianco al classico.

Nessun cambio di configurazione.

Disabilitabile da Policy.

"MS forza la mano per questa adozione ostacolata politicamente dalle grandi aziende."

## New Outlook to be pre-installed on Windows 10 devices

[Archive](#) [Share](#) [Copy link](#) [Mark as unread](#)

### Summary

The new Outlook will be pre-installed on Windows 10 devices with the optional January 28, 2025 release, and the February 11, 2025 security update. It will exist alongside classic Outlook without altering configurations or defaults. Preparation guidance is available for controlling the installation.

Is this summary helpful? [Like](#) [Unlike](#)

New Outlook for Windows will be automatically installed on Windows 10 devices as part of an upcoming monthly security release.

### When this will happen:

Available as part of:

- the *optional* Windows 10 release on January 28, 2025.
- the monthly security update release for Windows 10 on February 11, 2025.

Relevance ⓘ

High

Service & monthly active users ⓘ

 Microsoft 365 Apps

Message ID

MC976059

Published

Jan 10, 2025

Tag

[ADMIN IMPACT](#)

[USER IMPACT](#)



# Ritiro comandi powershell di Audit Log in Exchange Online

A marzo 2025 potrebbero smettere di funzionare i comandi:

Search-MailboxAuditLog

New-MailboxAuditLogSearch

Le nuove ricerche lanciate saranno accessibili fino a Giugno 2025.

Migrare agli audit log unificati col comando powershell della suite Purview:

**Search-UnifiedAuditLog**

Pro:

Log completi di tutto il tenant

Contro:

Rivedere la sintassi e le logiche

Occhio agli elementi visualizzati 100/50k

Problemi aperti

Log max 180gg



## Microsoft Exchange Online: Search-MailboxAuditLog and New-MailboxAuditLogSearch will retire

MC982553 · DREAMAKER - RAFFAC

We will retire the `Search-MailboxAuditLog` and `New-MailboxAuditLogSearch` cmdlets in Microsoft Exchange Online starting March 1, 2025, and completing in late March 2025. After the retirement, new records will be written to `Search-UnifiedAuditLog` and `Search-MailboxAuditLog` will be accessible only as a historical record.

### How this will affect your organization:

After the retirement, admins will be able to access `Search-MailboxAuditLog` and `New-MailboxAuditLogSearch` and make changes and downloads until late June 2025. After late June, `Search-MailboxAuditLog` and `New-MailboxAuditLogSearch` will become a static record only, and admins will no longer be able to make changes and downloads.

### What you need to do to prepare:

This change will happen automatically by the specified dates. Please notify your users about this change, update your relevant documentation, and share the alternate capability `Search-UnifiedAuditLog`.

To use the `Search-UnifiedAuditLog` cmdlet, you must ensure auditing is enabled for your tenant.



# Statistiche di utilizzo del protocollo DMARC

Grazie a <https://dmarcchecker.app/articles/spf-dkim-dmarc-adoption-2024>

