



hour Be Connected



S04E03

Mercoledì 27/11/2024

16.00-17.00



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Nella puntata di oggi....

- News from M365 and Copilot
- News from Teams e Teams Phone
- News from MTR
- News from MS Places
- News from Exchange e MDO

News from M365 and Copilot



New AI administrator role added to M365 roadmap

New AI administrator role in M365 admin center removes the requirement for Global admin permissions to manage AI and Copilot.

Microsoft 365 admin center: AI administrator role

Rollout Start:
November 2024

We are introducing a new admin role for AI and Microsoft Copilot administration. Admin users assigned with the AI Administrator role can efficiently manage Microsoft Copilot without the vast privileges of Global admin permissions.

Feature ID: 421360

Added to roadmap: 10/10/2024

Last modified: 10/10/2024

Product(s): Microsoft 365 Admin Center, Microsoft Entra

Cloud instance(s): Worldwide (Standard Multi-Tenant)

Platform(s): Web

Release phase(s): General Availability



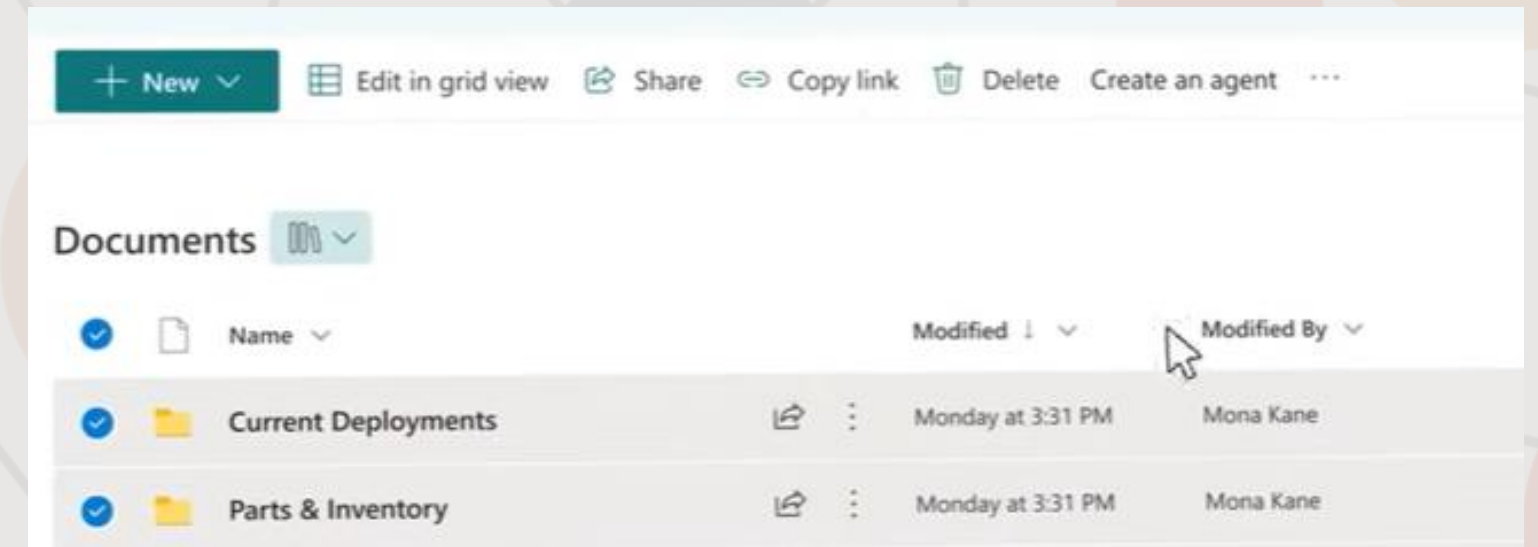
Microsoft unveiled AI agents for Microsoft 365 Copilot

- The goal is to automate simple and complex business processes.
- Introducing Agents in Microsoft 365 (<https://www.youtube.com/watch?v=EVEcjH90YXo&t=101s>)
- Five Out-of-the-box agents, pre-configured and ready for use, without requiring customization and setup.



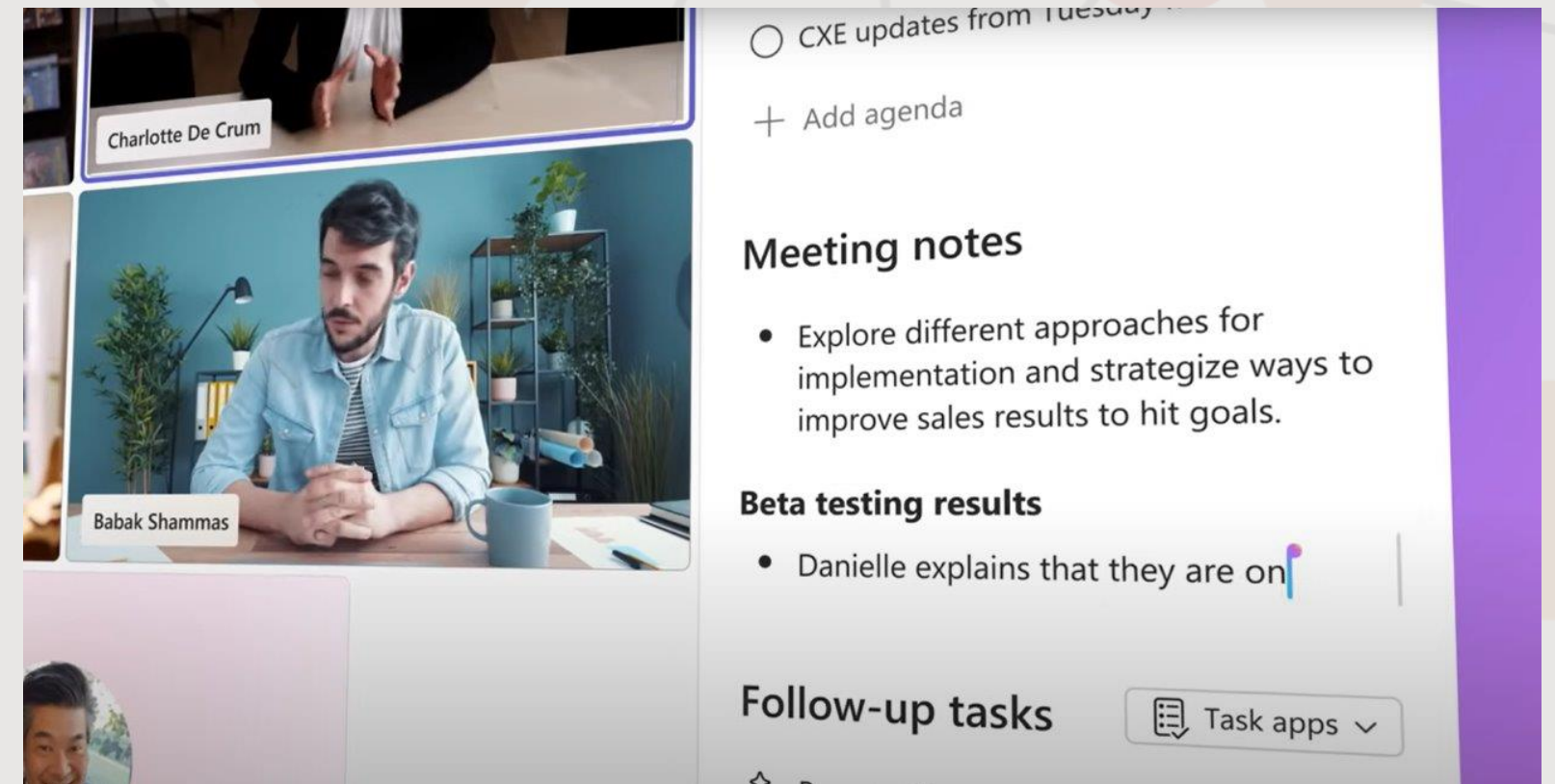
"Out of the box" Agents

- SharePoint agents: These are agents designed to use the data stored in your SharePoint to increase productivity and enhance decision-making.
- Interpreter agent: The interpreter agent is a real-time translation tool, also for Teams meetings.
- Employee self-service agents: interactive internal support that can respond to frequently asked and easier questions posed by staff.
- Project management agents: Help with reminders and notifications, status reporting, task assignments, and progress tracking.
- Facilitator agent



Facilitator agent (Teams)

- A meeting assistant that is designed to add value to Teams meetings and chats.
- In Microsoft Teams chats, Facilitator maintains an up-to-date summary of important information as the conversation happens, including key decisions, action items, and open questions to resolve.
- In Microsoft Teams meetings, Facilitator generates real-time AI notes during your meetings, allowing everyone to co-author and collaborate seamlessly.
- The Facilitator agent can't be customized. Admins can choose if Facilitator is allowed in their organization by managing the Facilitator app in the Microsoft Teams Admin Center.



Microsoft 365 Copilot

- AI-enabled automation, collaboration, and organizational improvements made possible with Microsoft 365 Copilot.
- Copilot actions: "smart scripting" with AI. You can automate (Microsoft calls this "delegate") repetitive tasks.
- Scrape screen-shared content in Teams: Copilot will be able to analyze anything presented on screen and provide insights and summaries.
- Summarize files shared in Teams: if someone shares a file in Teams, Copilot will be able to summarize the contents.
- New Excel start experience: by the end of the year, Excel users will be able to use a Copilot prompt to ask Excel to craft a spreadsheet for them.
- Better Outlook meeting management Outlook will offer a smart meeting scheduler using Copilot to coordinate schedules among participants.



Microsoft 365 Copilot in Microsoft 365 Administration Centers

Microsoft 365 Copilot in **Microsoft** 365 Administration Centers (Copilot in MAC): This Copilot tool is provided to admins to help them manage Microsoft 365, summarize updates, highlight trends, and troubleshoot problems.

Copilot in Microsoft 365 admin centers | Microsoft Learn (<https://learn.microsoft.com/en-us/copilot/microsoft-365/copilot-for-microsoft-365-admin>)

- Search users and groups
- Mailbox search
- Navigate admin center
- Get support
- Discover products
- Identity management
- Device management
- Service health
- Copilot guidance
- Onboard users
- Admin recap

Which admin roles can use Copilot in Microsoft 365 admin centers?

It will be available to all admins, and respect role-based access controls (RBAC) within the admin center, only surfacing information and controls that the particular admin has access to. Copilot doesn't make any configuration changes on behalf of an admin, keeping security integrity intact.

Does Copilot in Microsoft 365 admin centers support audit logging?

Copilot in Microsoft 365 admin centers is aligned with our commitment to providing enterprise-grade compliance capabilities for all Copilot products. These capabilities include auditing, eDiscovery & legal hold, data retention controls, and more.





News from Teams e
Teams Phone

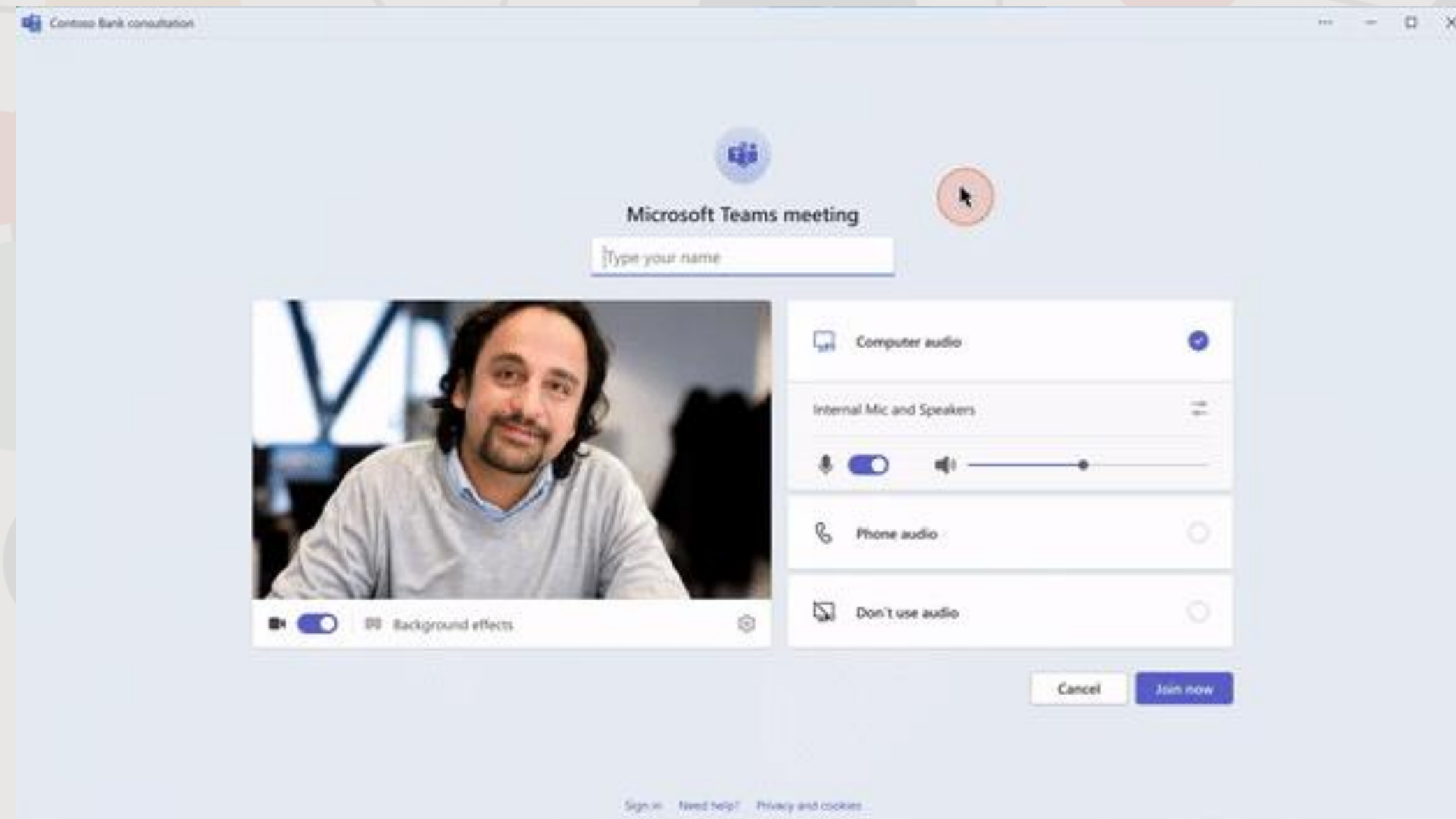
Enhance meeting security with Teams Premium's email verification for external meeting participants (Q1 2025)

Microsoft Teams now enhances the security and trustworthiness of your meetings with a new feature: email verification for external participants.

This allows meeting organizers with a Teams Premium license to require external participants to verify their email addresses with a one-time passcode (OTP) before joining the meeting.

Once verified, participants will appear in the meeting with an 'email-verified' label, offering a more reliable way for organizers to manage external participants.

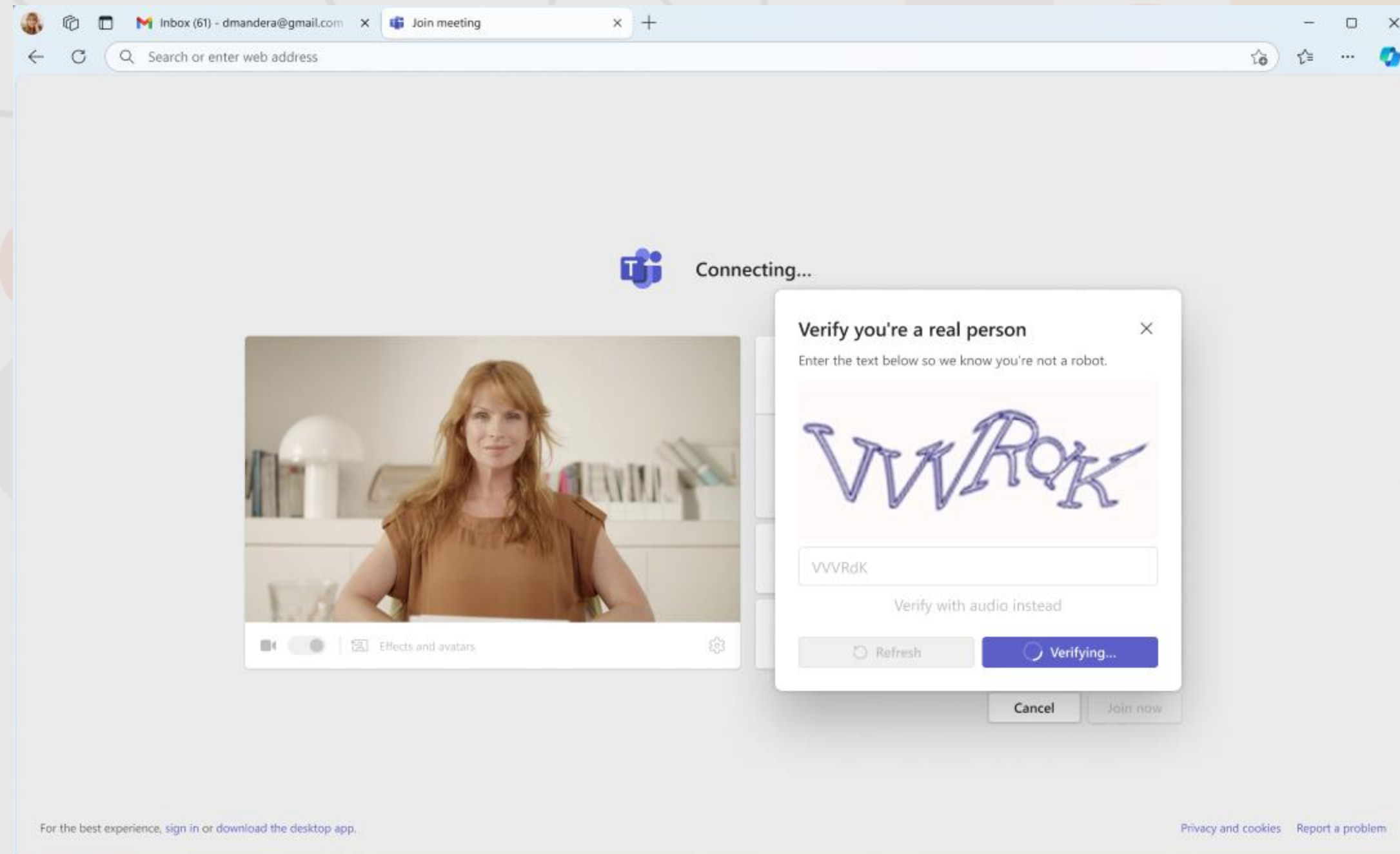
If an email-verified user joins the meeting with the email address to which the meeting invite was sent, they will bypass the lobby and be directly placed into the meeting, honoring the lobby bypass settings for invited participants. The external participant will show up in the meeting, roster, and chat with an 'email verified' tag, and their profile card will display the verified email address, ensuring organizers have participant information for follow-ups.



Require verification checks to join Teams meetings and webinars in your org

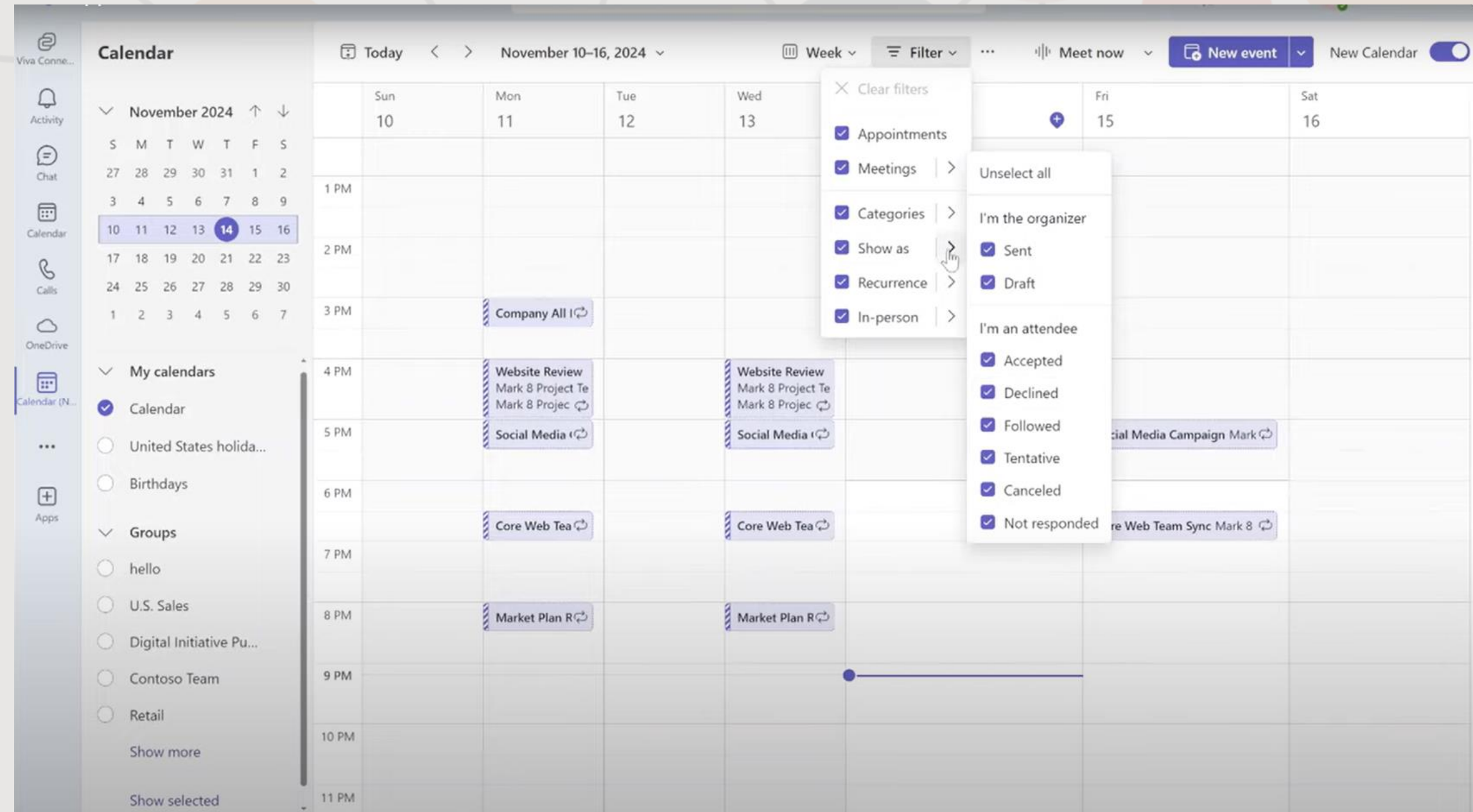
If your organizers allow anonymous users to bypass the lobby, web bots might join and disrupt their meetings and webinars. As an admin, you can require human verification checks for anonymous users to join meetings in your org.

Requiring a CAPTCHA challenge can prevent unwanted web-based bots from joining, recording, and causing disturbances in meetings and webinars.



New calendar experience in Microsoft Teams: Generally available now

The calendar in Teams has been redesigned for reliability and familiarity—you can now enjoy the same calendar experience across Teams and Outlook, with integration of both Copilot and Places to help infuse intelligence into your time management.



Nested AA and CQ that don't directly answer phone calls no longer require a Resource Account and associated licensing

Dal 5 di Novembre:

Nested Auto attendants and Call queues, or auto attendants and call queues that don't directly answer phone calls, no longer require a Resource Account and associated licensing.

Existing configurations that use Resource Accounts will continue to function and remain fully supported. A combination of both methods can be used at the same time.

When call queue Exception handling occurs, the Voice app destination for Overflow, Timeout, and No Agents can refer to an auto attendant or call queue directly instead of the Resource Account for that auto attendant or call queue.

<https://learn.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue?tabs=general-info#nested-auto-attendants-and-call-queues>



AA&CQ: Hiding authorized users

Hidden authorized users are authorized users who shouldn't appear on the list of supervisors for the agents who are members of a particular call queue.


Hidden authorized users aren't visible to Queues app users.

Hiding authorized users

Hidden authorized users are authorized users who shouldn't appear on the list of supervisors for the agents who are members of a particular call queue.

Hidden authorized users aren't visible to Queues app users.

For more information, see:

 Expand table

New-CsCallQueue (For new call queues)	Set-CsCallQueue (For existing call queues)
-HideAuthorizedUsers	-HideAuthorizedUsers

<https://learn.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue?tabs=general-info#hiding-authorized-users>



Up to 50000 simultaneous Teams Town hall attendees (Premium)

Up to 50,000 simultaneous Microsoft Teams Town hall attendees (Teams Premium), coming December.

For events with more than 20,000 concurrent attendees, some interactivity features are disabled for all attendees.

Organizations can get support for audiences up to 50,000 concurrent attendees by reaching out to the Microsoft 365 Live Event Assistance Program (LEAP).

Microsoft Teams: Town hall concurrent attendee increase to 50,000	Rollout Start:
<input checked="" type="checkbox"/>	December 2024
<p>Organizers of town hall instances can now reach wider audiences in a single event with an expansion to a maximum of 50,000 simultaneous attendees. This increase serves as a significant jump from the previous attendee cap of 20,000 for organizers with a Teams Premium license. The quality and stability of town halls up to this new limit will remain constant, providing high-quality and reliable content to participants. For events with more than 20,000 concurrent attendees, some interactivity features are disabled for all attendees. Organizations can get support for audiences up to 50,000 concurrent attendees by reaching out to the Microsoft 365 Live Event Assistance Program (LEAP) for assistance (Microsoft 365 Live Event Assistance Program – Microsoft Adoption). This feature is available for town hall organizers that have an active Teams Premium license.</p>	



Microsoft è Leader Gartner UCaaS ma...

Valutazioni negative:

- Ci sono tante e troppe opzioni di connessione, licenze e costi, i clienti faticano a valutarle e a fonderle tra loro.
- Le aziende con ambienti di telefonia molto specializzati e complessi non adottano la soluzione MS perchè non è flessibile (No: SMS, CRM integration, Attendant Console e Call Recording)
- Non ci sono funzioni di Contact Center nonostante il recente lancio della Queues App. Ci sono ancora da implementare molti dettagli che hanno i più comuni centralini.



Aumento dei prezzi delle licenze Teams Phone

Aumento secco di tutte le licenze di telefonia Teams del 25% dal 1 aprile 2025

In presenza di EA rimane tutto invariato fino a scadenza

Licenza Teams Phone for FrontLine Workers costa la metà (abbinabile alle F1 e F3)

Aumento del 5% dei costi per le licenze pagate mensilmente anche se con impegno annuale.

3. Which Teams Phone products will have updated pricing?

Starting on April 1, 2025, the annual billing pricing for Teams Phone annual term subscriptions will be updated to reflect the continuous innovations delivered since the launch of Teams Phone.

Products in scope include:

- Teams Phone Standard: \$10 per user, per month (\$120 per user/year)**
- Teams Phone Standard for Frontline Workers: \$5 per user, per month (\$60 per user/year)**
- Teams Phone with pay-as-you-go calling (*for users in UK/CAN*): \$12 per user, per month (\$144 per user/year)**
- Teams Phone with pay-as-you-go calling (*for users in US & all other service markets*): \$13 per user, per month (\$156 per user/year)**
- Teams Phone with Calling Plan (*for customers in US/UK/CAN*): \$17 per user, per month (\$204 per user/year)**
- Teams Phone with Calling Plan (*for customers outside US/UK/CAN*): \$22 per user, per month (\$264 per user/year)**
- Teams Phone with domestic and international calling: \$34 per user, per month (\$408 per user/year)**

The monthly billing plans for these annual term subscriptions will include a 5%* price update on top of the new annual pricing. This change ensures consistency and transparency across all platforms.



Voice-enabled Channel di Teams ritirati a Giugno 2025

MC932491

Impact

After voice-enabled channels retire, users can continue to opt in or out of call queues and view call queue membership through call settings and channel membership. The Queues app will be the only way to view the opt in/out status of call queue members.

- Migrare alla Queues app per vedere lo stato degli utenti
- Necessaria la licenza Teams Premium per il manager che gestisce i membri della coda.

Microsoft Teams Phone: Voice-enabled channels will retire in June 2025

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

Summary

Voice-enabled channels in Microsoft Teams Phone will be retired on June 30, 2025, due to the availability of the Queues app, which offers more capabilities and requires a Teams Premium license. Users are advised to evaluate the Queues app to manage call queues effectively.

Is this summary helpful? [👍](#) [👎](#)

Effective June 30, 2025, we will retire voice-enabled channels for Microsoft Teams Phone, which enable agent collaboration in the channel while taking calls in the queue.

Why is this needed?

Due to customer usage patterns and with the availability of the [Queues app for Microsoft Teams](#), which will enable a richer set of capabilities, the voice-enabled channels feature for handling call queues in Teams will no longer be supported. The Queues app requires a license for Teams Premium and Teams Phone.

Impact

After voice-enabled channels retire, users can continue to opt in or out of call queues and view call queue membership through call settings and channel membership. The Queues app will be the only way to view the opt in/out status of call queue members.

Relevance ⓘ

■ ■ ■ Medium

Service & monthly active users ⓘ

📱 Microsoft Teams (5,524)

Message ID

MC932491

Published

Nov 13, 2024

Tag

MAJOR UPDATE

ADMIN IMPACT

RETIREMENT

USER IMPACT



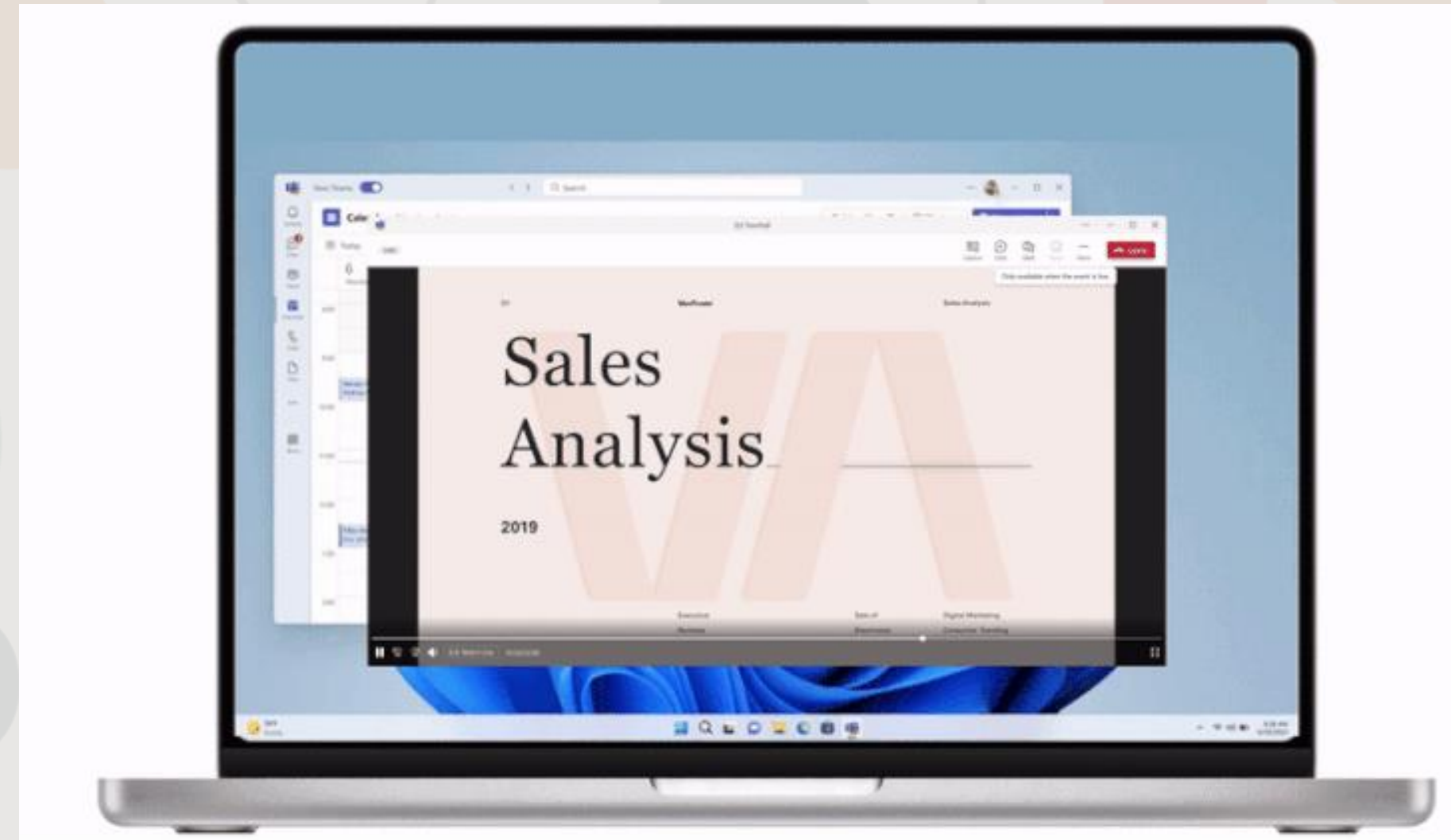
DVR capabilities for Town Hall on desktop and web

Public preview in December 2024

Digital Video Recording (DVR) functionality in town halls now enables event attendees to interact with an instance of a live streaming town hall in the same way they would a recorded piece of content, when viewing via desktop or web.

This makes it easier to digest the content being presented, giving viewers the ability to pause and move forward or back within a town hall, navigate to any previously-streamed timestamp, and interact in other ways that make viewing a town hall more convenient.

This feature is available for all town halls regardless of license assigned to the organizers.



Out of the box eCDN experience: Generally available now

Microsoft eCDN now offers an out-of-the-box experience, providing a true zero-configuration eCDN solution. This saves IT admins and network engineers time by eliminating the need to upload and update subnet data.

The feature prevents potential errors and offers advanced site and VPN detection, delivering near-zero cross-site traffic and traffic over VPN.

This translates to improved peering efficiency and reduced rebuffering.



Survivable Branch Appliance (SBA) can now support outages for up to 7 days

Survivable Branch Appliance enables users to continue placing and receiving PSTN calls in the event of a network outage.

SBA relies on authentication tokens that are renewed daily. With this upcoming update, SBA will be able to use expired authentication tokens for up to 7 days.

This will allow users to maintain connectivity for an extended period of time in the event of an outage.

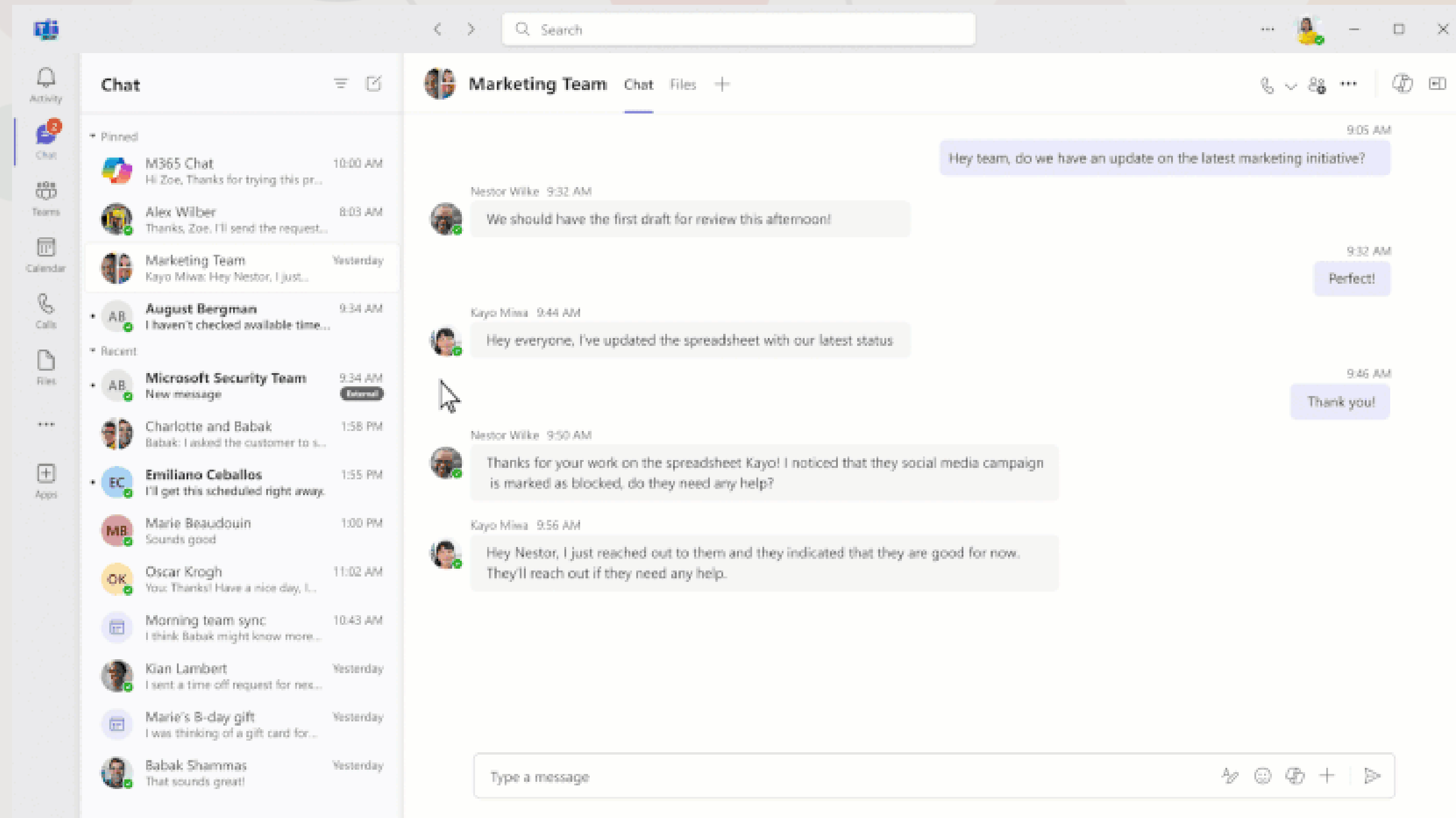
Availability timing for this update will vary depending on your Session Border Controller vendor.



Brand impersonation phishing protection: Available now in public preview, generally available in November 2024

This feature helps IT admins identify if an external user is targeting their enterprise users by impersonating a brand commonly targeted by phishing attacks.

It monitors initial contacts in chat with individual users, and notifies the user that the message may be spam or a phishing attempt.



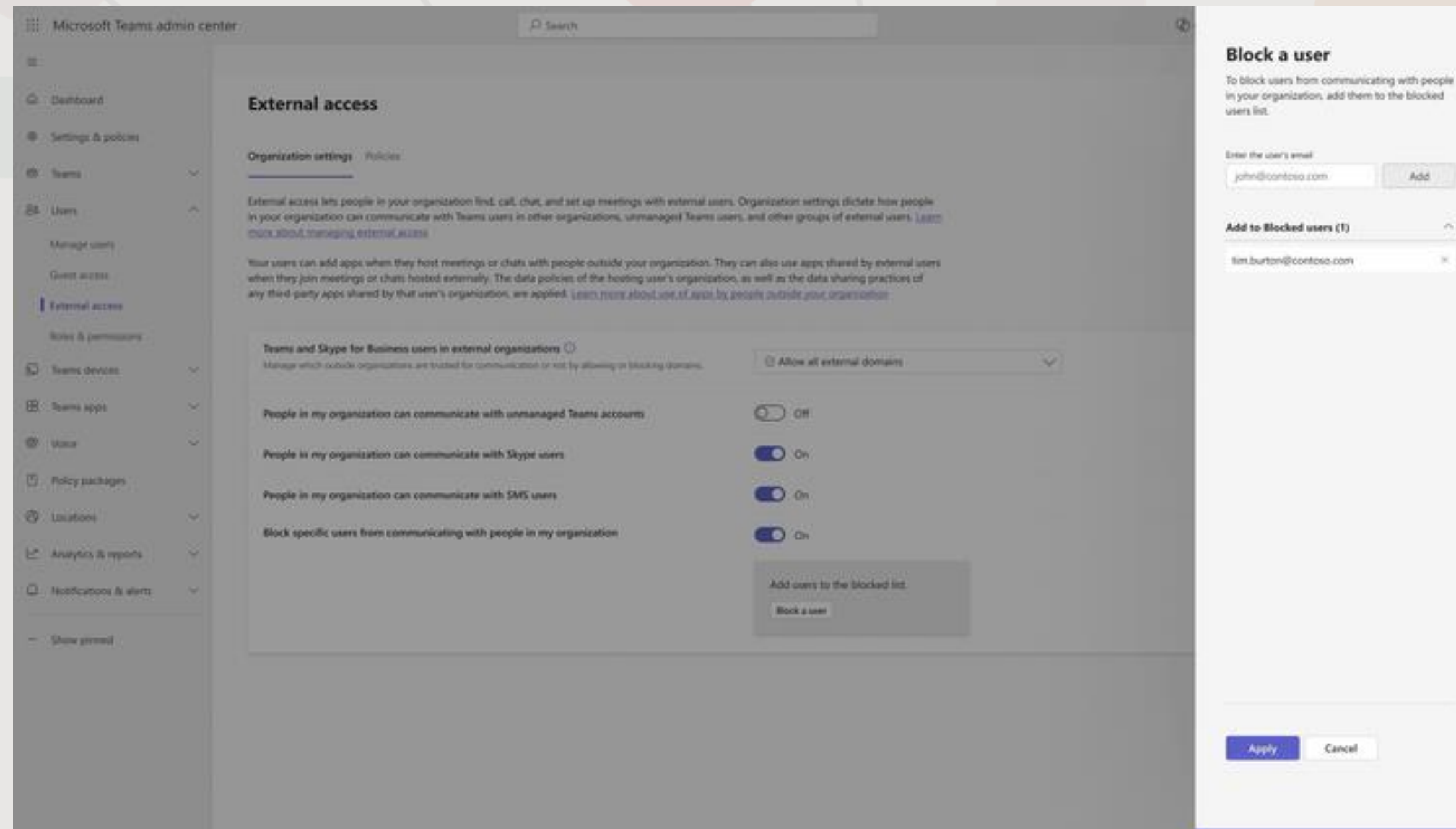
Block malicious users from your organization

Available now in private preview, generally available in December 2024

With this feature in Teams, you can prevent users in your organization from collaborating with specific people outside the organization.

Admins can now set up a list of users that are blocked from collaborating with their organization.

If a user is added to the block list, people in your organization will not be able to have 1:1 and group chats with these users. If chats already exist before a user is added to the block list, the blocked user will be removed from the chat.



Improved performance for anonymous users joining Teams meetings on web: Generally available now

We've been listening to your feedback and have redesigned the meeting join experience for anonymous users on the web—delivering a 5x reduction in time for the webapp to load, and nearly 3x improvement in time to transition the user to the meeting stage screen.

We've also streamlined the user experience so that it is simpler to use and easier to navigate.

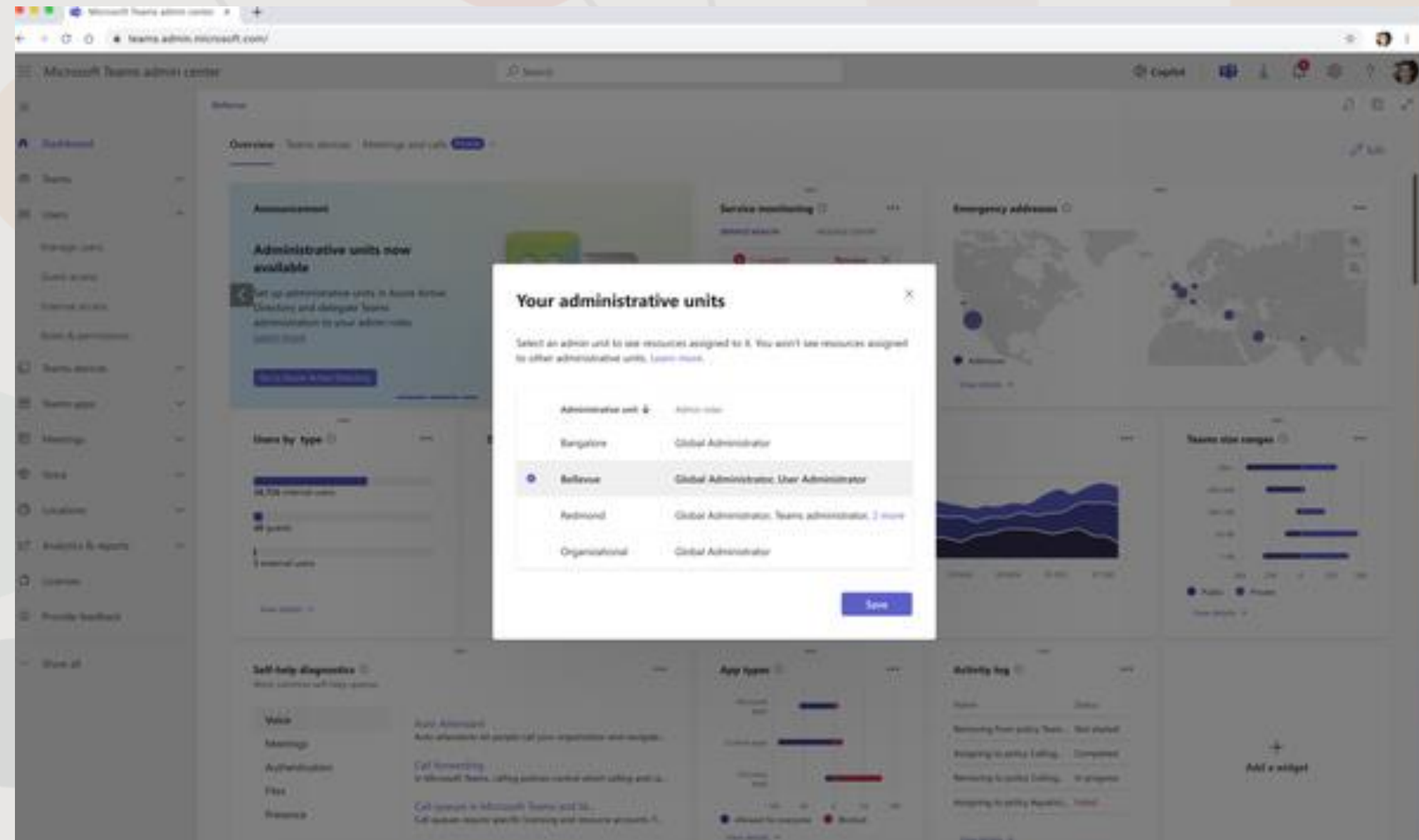
These enhancements help make external collaboration easier and smoother, and are available now for meetings on Safari, Firefox, Chrome and Edge browsers.



Teams manageability at scale through Admin Units: Generally available now

Introducing Administrative units (AUs) in Teams, a feature that allows organizations to delegate specific administrative roles to manage subsets of users or groups based on attributes such as department, location, or business unit.

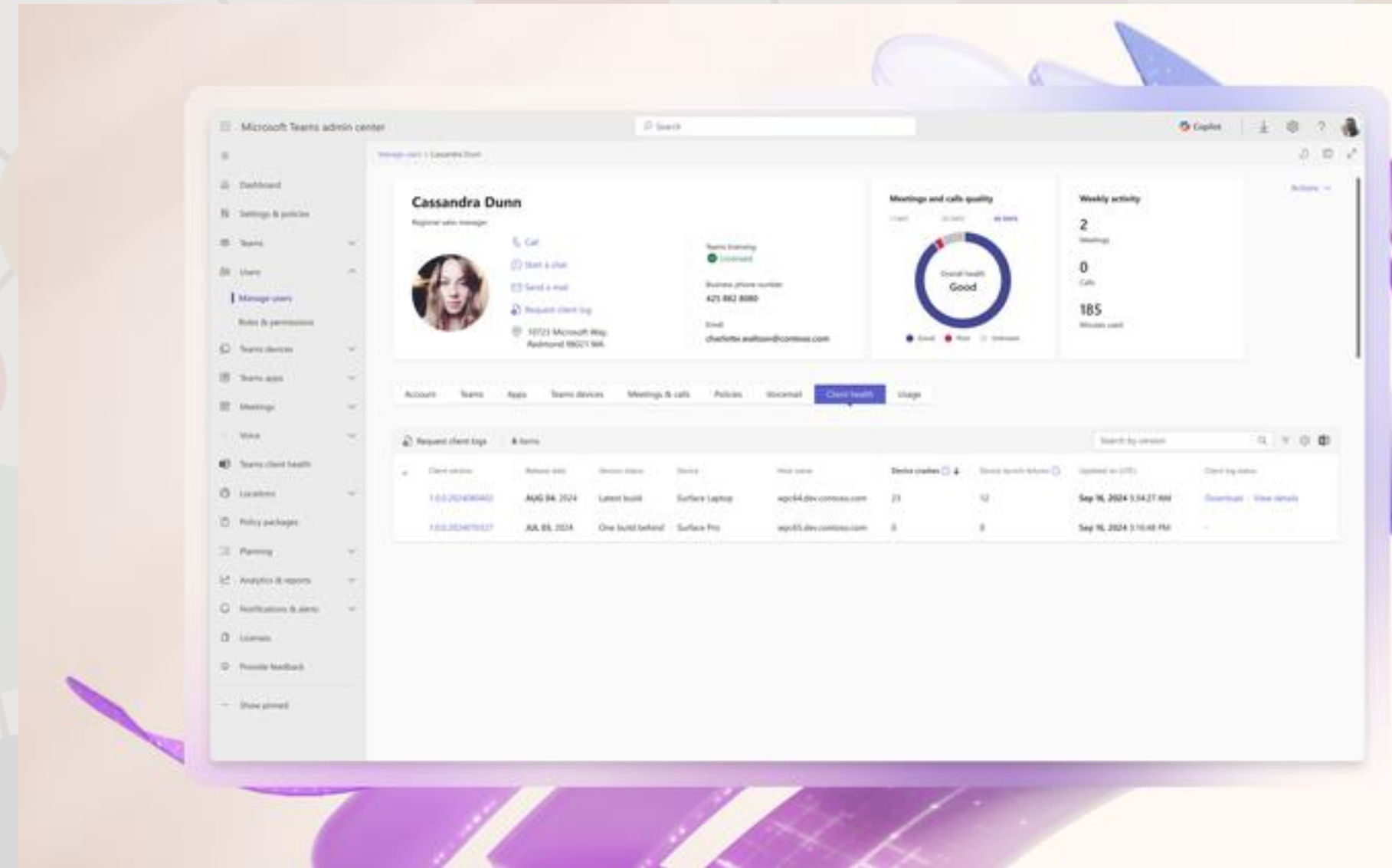
For example, local admins can be enabled to assign Teams Phone policies for their specific geographic region instead of relying upon central Admin to manage them. This capability enhances scalability and efficiency in Teams management by enabling more targeted and effective administration.



Remote log collection in Teams admin center: Private and public previews in early 2025

This feature simplifies the process of collecting Teams client logs by automating the task, eliminating the need for any action from end users.

It ensures that logs are gathered efficiently and seamlessly, aiding in quicker troubleshooting and issue resolution.



+39 Teams Phone Italian Experts

Chat di Teams con 25 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

----->>>>>

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



News from MS Places

PRE

MS Places in GA da fine anno

- Due tagli di licenza
 - Core per tutti
 - Premium con add-on Teams Premium
- Dettagli in arrivo

(Updated) Microsoft Places will be generally available in Q4 CY24

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

Summary

Microsoft Places, an AI-powered app for flexible work, will be available in Q4 CY24 with core and premium service plans. Existing Office 365 customers will get the core plan, which includes basic features for workplace coordination. Teams Premium users will get enhanced features. Service plans will roll out in late November.

Is this summary helpful? [👍](#) [👎](#)

Updated October 23, 2024: We have updated the rollout timeline below. Thank you for your patience.

Microsoft Places, an AI-powered workplace app for flexible work, will be generally available in Q4 CY24. Places reimagines flexible work with AI by intelligently coordinating your hybrid team to make the most of in-office days, modernizing how employees connect, and optimizing space management with occupancy and utilization data.


There will be two new service plans for core and premium features:

- Places core (PLACES_CORE)
- Places enhanced (Microsoft Places premium) (PLACES_ENHANCED)

Relevance ⓘ

■■■ High

Service & monthly active users ⓘ

 Exchange Online (229)

 Microsoft Teams (191)

Message ID

MC901823

Published

Sep 30, 2024

Last updated

Oct 23, 2024

Tag

ADMIN IMPACT

USER IMPACT



MS Places abilitato di default

Microsoft Places app ON by default

 Archive  Share  Copy link  Mark as unread

Summary

The Microsoft Places app will be enabled by default, facilitating users to coordinate in-office days with colleagues. It's accessible via web, Teams, Outlook, and Microsoft 365 app, with additional features for Teams Premium users. Rollout starts early December 2024. Admins should set up policies and configure access.

Is this summary helpful?  

Relevance ⓘ

■■■ High

Service & monthly active users ⓘ

 Microsoft 365 Apps

Message ID

MC922620

Published

Oct 31, 2024

Tag

- MAJOR UPDATE
- ADMIN IMPACT
- NEW FEATURE
- USER IMPACT

We're making it easier for users to access the Microsoft Places app. This app is accessible [on the web](#), or as an app inside Teams, Outlook and the Microsoft 365 app.

The Microsoft Places app helps users coordinate their in-office days with colleagues. When work location is shared from OWA or the new Outlook Calendar, users will see others' work locations and can decide the best days to be in the office for in-person collaboration.

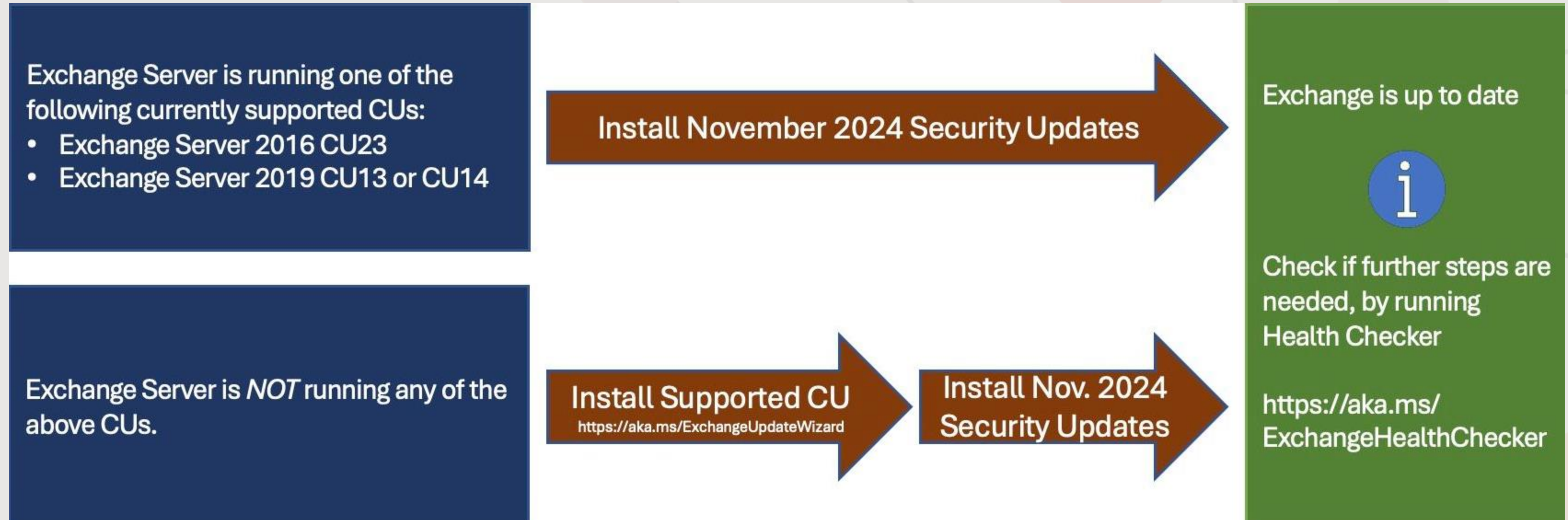
Microsoft 365 Admin Center > Settings > Microsoft 365 Apps > Microsoft Places



News from
Exchange e MDO



Exchange Security Update di novembre 2024 (SOSPESA)



Nuove funzionalità:

- Improvements in Exchange Server Antimalware Scan Interface (AMSI) integration,
- Non-compliant RFC 5322 P2 FROM header detection, anti CVE-2024-49040
- ECC (Elliptic Curve Cryptography) certificate support improvements



NAA - Vecchi token Exchange (e non solo) deprecati

- Usati anche da altre applicazioni Office
- Progetti GitHub per sviluppatori
- Roadmap:
 - Febbraio 2025 disattivati di default ma riattivabili
 - Giugno 2025 disattivati e riattivabili solo da Microsoft
 - Ottobre 2025 disattivati su tutti i tenant senza eccezioni

<https://learn.microsoft.com/en-us/office/dev/add-ins/outlook/faq-nested-app-auth-outlook-legacy-tokens>

Nested app authentication and Outlook legacy tokens deprecation FAQ

Article • 10/30/2024 • 2 contributors

 Feedback

In this article

[General FAQ](#)

[Outlook add-in migration FAQ](#)

[Developer troubleshooting questions](#)

[Related content](#)

Exchange [user identity tokens](#) and [callback tokens](#) are deprecated and will be turned off starting in February 2025. We recommend moving Outlook add-ins that use legacy Exchange tokens to nested app authentication.

How do I know if my Outlook add-in relies on legacy tokens?

We'll provide tooling for administrators that reports the app ID of any add-in that used legacy Exchange online tokens in the last 28 days. We'll provide more information when the tooling is ready in this FAQ. See [Can I turn legacy tokens back on?](#) for more information.

To find out whether your add-in uses legacy Exchange user identity tokens and callback tokens, search your code for calls to the following APIs.

- `makeEwsRequestAsync`
- `getUserIdentityTokenAsync`
- `getCallbackTokenAsync`

If your add-in calls any of these APIs, you should adopt NAA and migrate to using Entra ID tokens to access Microsoft Graph instead.



I PST nel nuovo Outlook (Monarch), per ora in Real-Only

MC931404

Roadmap: 399467


- PST = Personal Storage Tables, chi lo sapeva?
- Distribuito in Target Release entro Dic24, in GA entro Gen25
- Richiede la licenza M365
- Abilitato di default
- Gestibile con Set-OwaMailboxPolicy, opzione -OutlookDataFile

New Microsoft Outlook for Windows: Read-only support for .pst files

 Archive  Share  Copy link  Mark as unread

Summary

The new Microsoft Outlook for Windows will offer read-only support for .pst files, allowing users to open, read, and search emails in .pst files. Calendar, Contacts, and Tasks data in .pst files will not be accessible in this phase. Rollout begins late November 2024 for Targeted Release and mid-January 2025 for General Availability. Outlook Data File support is enabled by default but can be managed with the OutlookDataFile mailbox policy.

Is this summary helpful?  

Relevance ⓘ

■■■ High

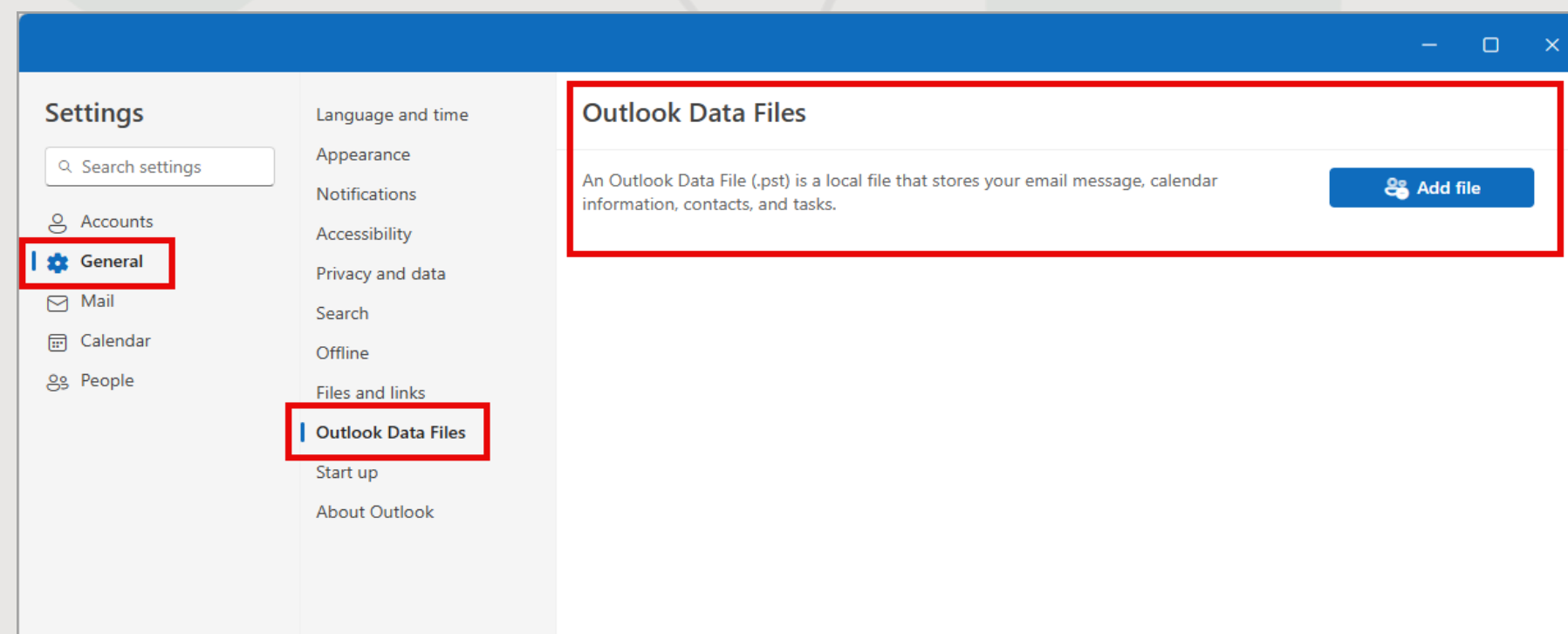
Service & monthly active users ⓘ

 Microsoft 365 Apps


Platform

Desktop

Message ID



Il nuovo Outlook di default con le licenze Business

 **Toggle to new Outlook**
Please find the details about your message below

^ Overview

Tracking ID : MC926895

Tags (3) : Feature update, User impact, Admin impact

Services (2) : Exchange Online, Microsoft 365 apps

Major updates only : No

Act By Date : -

Last Updated Time : 2024-11-06 4:43 PM

Alert : -

Message summary

Impacted tenants

We're making some changes to the migration from classic Outlook to new Outlook for Windows.

Starting January 6, 2025, and over the following months users with Microsoft 365 for Business Standard and Premium licenses will be toggled from classic Outlook for Windows to new Outlook for Windows. Users will be toggled into new Outlook only once with this roll-out, with potential to be toggled again in the future. Users will maintain the ability to go back to and use classic Outlook.

Our goal with this change is to give users an opportunity to try new Outlook as millions of users already have. New Outlook gives users the most modern experience with Copilot features, theming, and a wave of valuable time-saving features like Pinning and Snoozing mails. Users are also welcome to give us feedback on new Outlook using Feedback in the Help ribbon, so we can tailor the best email and calendar experience.

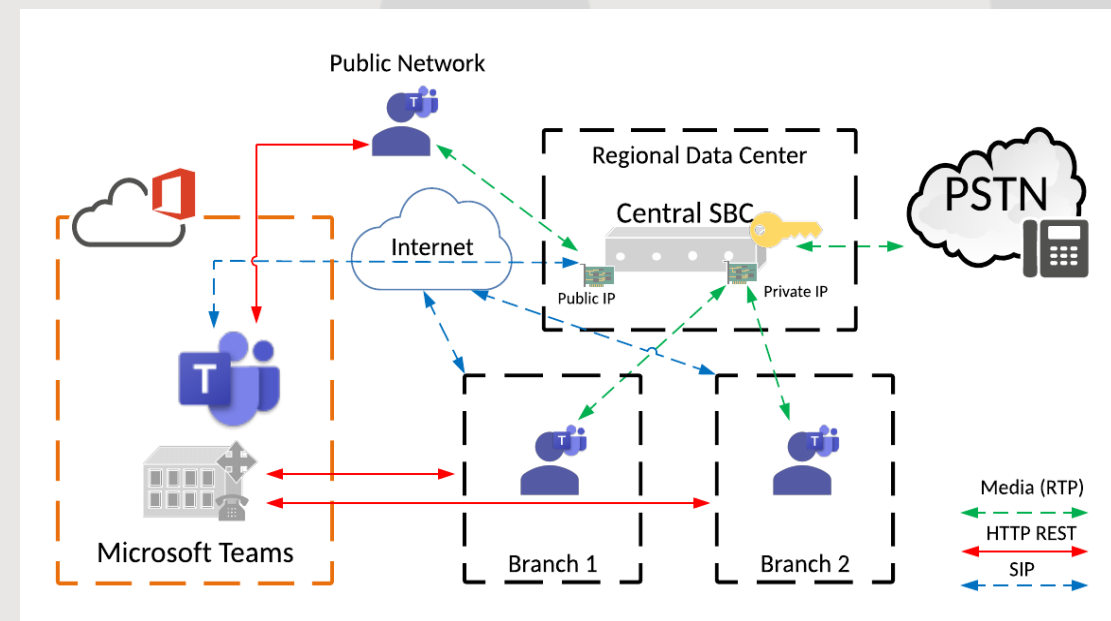
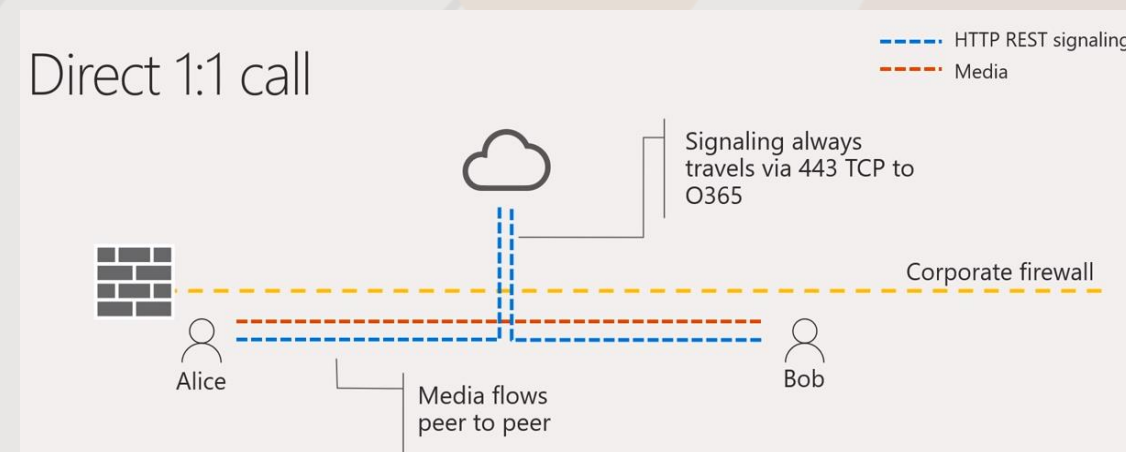
When this will happen

General Availability (Worldwide): We will begin rolling out January 6, 2025.



Vi aspettiamo domani al WPC (11:30 – 12:30)

Ottimizzare la rete per tutte le comunicazioni Audio/Video con MS Teams



Vi aspettiamo domani al WPC (ore 14-14:50)

Combinare Azure DNS ed Exchange Online per migliorare la sicurezza della posta e dei domini

