



Microsoft Teams Phone Summit - Day 3 am

# Exploring AI Innovation in Teams Phone with Copilot and Teams Premium

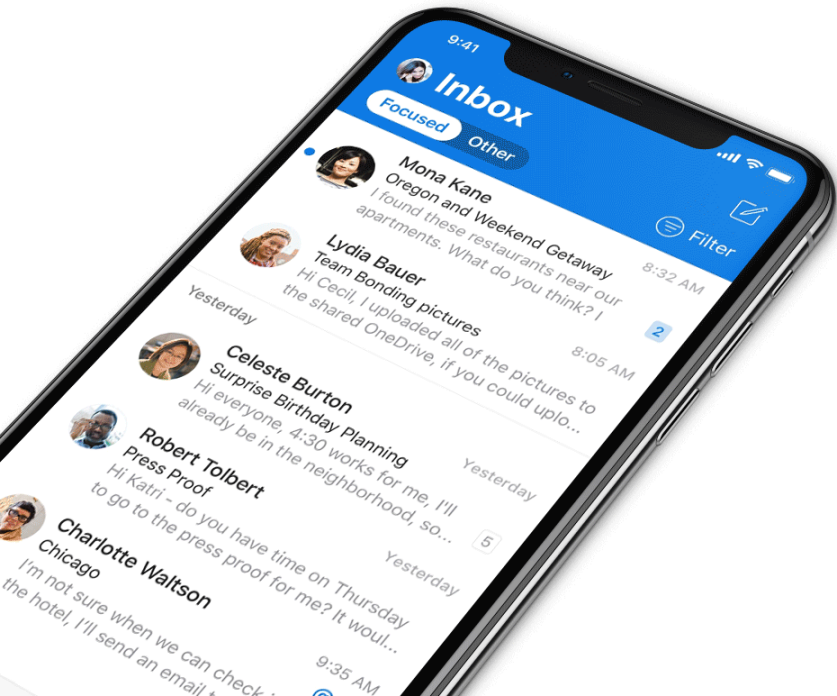
Matt Sims & Lisa Rothenbach

# Digital Event Code of Conduct for Microsoft Webinars:

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We encourage everyone to assist in creating a welcoming and safe environment.





We will mute your microphone for today's session



Ask your questions via chat, we will get to all of them, live or after. Common questions will get addressed out loud.



We will be posting all recordings to the Microsoft CommUnity Connection YouTube channel approximately 2-3 days after the session has finished. Subscribe here to get updates  
<https://www.youtube.com/@TeamsPhoneCommUnity>



# Teams Phone Summit Schedule

<b>Tuesday, March 5th</b>	<b>Wednesday, March 6</b>	<b>Thursday, March 7</b>
<b>10:00am – 11am EST</b> Teams Reporting and Analytics	<b>10:00am – 11am EST</b> Using Intune when Deploying Teams Phone Devices	<b>10:00am – 11am EST</b> Exploring AI Innovation in Teams Phone with Copilot and Teams Premium
<b>1:00pm – 2:00pm EST</b> Adoption Change Management with Teams Phone Deployment	<b>1:00pm – 2:00pm EST</b> Teams Phone Roadmap	<b>1:00pm – 2:00pm EST</b> Teams Phone Devices for your Organization

[aka.ms/TeamsPhoneSummitReg](https://aka.ms/TeamsPhoneSummitReg)



# Teams Phone Roadmap



Matt Sims – Converged  
Communications Customer Success  
Manager



Lisa Rockenbach - Converged  
Communications Customer Success  
Manager

Wednesday March 7<sup>th</sup>, 10 am EST

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# Agenda

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The new era of AI

Copilot for Microsoft 365

Teams Premium and Copilot for Microsoft 365

AI innovation in Teams Phone

Demo

Q & A, recap, and wrap up



# The new era of AI

# Employees are ready to embrace AI

64%

Employees lack time & energy to do their job

3.5X

More likely to struggle with strategic thinking

70%

Employees willing to delegate work to AI

2.5X

Managers are much more likely to augment with AI than replace



# What every employee wants from AI



Finding info  
and answers



Summarizing meetings  
and action items



Creative  
work



Analytical work



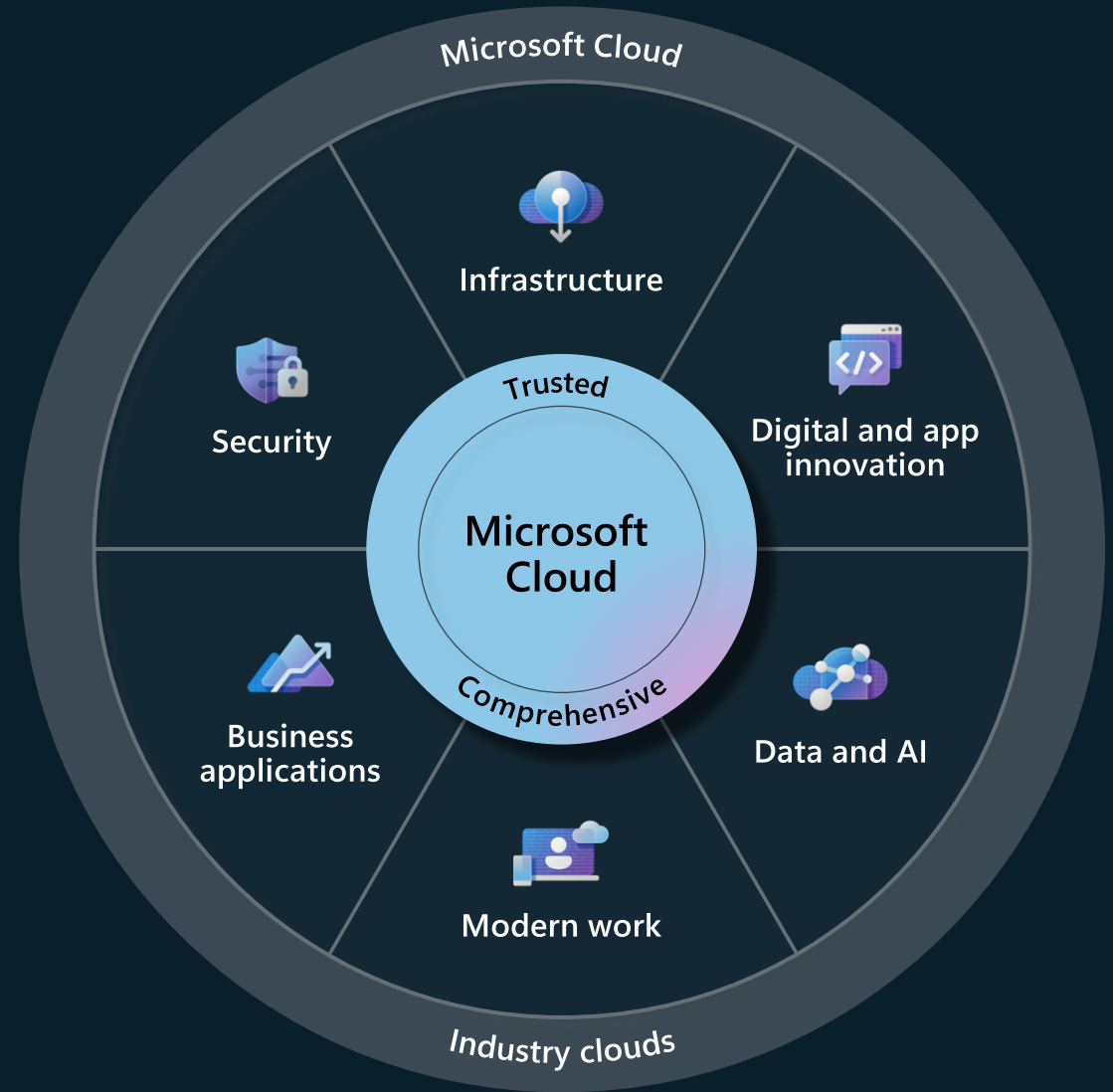
Planning their day



Admin tasks

# Enabling AI transformation

Unlock productivity across your business  
with Microsoft Copilot



# What is a copilot?

An experience using **generative AI** to assist humans with **complex cognitive tasks**.

Chat using natural language (and code)

You determine, guide, and approve the output

Its value increases with complexity



# Copilot for Microsoft 365

# The Copilot System



Microsoft



# Copilot for Microsoft 365

Embedded across Microsoft 365 apps





# Copilot for Microsoft 365

## Natural Language



Large Language  
Models



Microsoft Graph  
- Your Data -



Microsoft 365  
Apps



# Copilot for Microsoft 365

Built on Microsoft's comprehensive approach



Security



Compliance



Privacy



Responsible AI





# Copilot for Microsoft 365

Access to your business content **and** context





# Teams Premium and Copilot for Microsoft 365



### Teams Premium

- Brings together advanced capabilities **across Microsoft Teams** to make collaboration more secure, intelligent and engaging
- Enhance your **teamwork**
- **Built-in** generative AI to get you started



### Copilot for Microsoft 365

- Your AI assistant at work that works alongside you **within the Microsoft 365 apps** and in a **single destination** to help you navigate any task
- Enhance **productivity**
- Generative AI **based on your unique prompts**



## Copilot for Microsoft 365

Unleash creativity and productivity



High usage across different Microsoft 365 apps (Word, Outlook, PowerPoint, etc)

Create, edit, or review content frequently

Pull together information from multiple sources often

Analyze data or identify insights

Often creates or reviews content across Microsoft 365 apps

## Key scenarios

Frequently **attends meetings** or is **often double booked for meetings**

Connects with clients and other employees who **speak different languages**

Communicates frequently with partners or customers **outside the organization**

Facilitates sensitive business meetings virtually

Needs to share **confidential or regulated information in meetings** or appointments

Facilitates and manage **webinars or internal all-hands meetings**

Schedules and runs **virtual appointments**



## Microsoft Teams Premium

Modernize collaboration and communication for the next digital era



# Intelligent meeting recap vs. Copilot



- Built-in and automated
- Standardized
- Video, speaker, and chapter markers
- Available after meeting only

## Intelligent recap

**Product roadmap discussion** Chat Files Details Recap +

Jan 21, 2023 10:00 - 11:00 Open in Stream Copilot

**Product Roadmap Discussion**

2023-05-13 02:12 UTC

Speakers: Mona Kane, Babak Shammass, Daniela Mandera, Amanda Brady, Bruno Zhao

**Meeting notes**

- > **Serena** wants to look at the product roadmap before she and **Danielle** commit to more feature enhancements.
- > **Danielle** explains that they are on track for new product release in December. But they will need to keep an eye on beta testing results. She will follow up on that.
- > **Danielle** explains that they are managing the capacity well. There could be a problem if they get a surge of users. **Babak** will make sure that they have the necessary provisions to handle an influx of users if the need arises.

**Follow-up tasks**

- **Danielle** will follow up on feature enhancement prioritization
- **Jon Shammass** will double check with **Amanda** regarding the ETA for the new product.

## Copilot

**Copilot** Close

Create a table with pros and cons of option 1

Copilot 11:43 AM

Pros and cons of option 1: Drive campaign traffic to generic Sign up page:

Pros	Cons
Wider range of potential leads	Less persuasive
Simpler, faster sign-up process	Difficult to segment audience
Streamlines multiple campaigns	Less engaging

Copy

References

Elaborate on each pro and con.

List more options.

Ask a question about this meeting



- On-demand
- Based on unique prompts
- Conversational interaction, with citations.
- Available real-time (during and after meeting)

# Teams Premium vs. Copilot



## Microsoft Teams Premium

## Copilot for Microsoft 365

### Advanced collaboration capabilities in Microsoft Teams

- Advanced meeting protection** like custom watermarks, end-to-end encryption, and auto-background blur
- Advanced Collaboration Tools** with priority account chat controls and advanced collaboration analytics
- Meetings that are **branded** to you and your organization's style
- Meeting templates**, pre-configured by IT
- Advanced Virtual Appointment capabilities** with SMS reminders, web join, scheduling
- Advanced webinars** with registration, custom communication, and Green room
- Real-time translation** of meeting captions and transcripts
- Intelligent recap** to quickly catch-up on the most relevant information from meetings
- Copilot in Teams** to ask questions to resolve topics, catch up during meetings, organize points

### Advanced AI in Microsoft 365 apps (beyond Teams)

- Microsoft Copilot UX
- AI-powered **web grounding**
- Microsoft 365 **Graph grounding** (content and context)
- Microsoft Copilot** – Solve complex work tasks in one place..
- Copilot Studio** – Customized Copilot workflows experience using your business's data, logic, and actions
- Copilot in the **core Microsoft apps**
  - **Copilot in Word** – Transform writing with efficiency and creativity
  - **Copilot in PowerPoint** – Turn your inspiration into stunning presentations
  - **Copilot in Excel** – Analyze, comprehend and visualize your data with ease
  - **Copilot in Outlook** – Stay on top of your inbox, manage meeting follow-up, and create impactful communication
  - **Copilot in Loop** – Unlock the power of shared thinking.
  - **Copilot in OneNote** – Revolutionize the way you plan, and organize

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\*Intelligent recap will be rolling out to Copilot for Microsoft 365 in December 2023

 = AI features

***All licenses include Commercial Data Protection and Microsoft 365 Security, Privacy, and Compliance.***

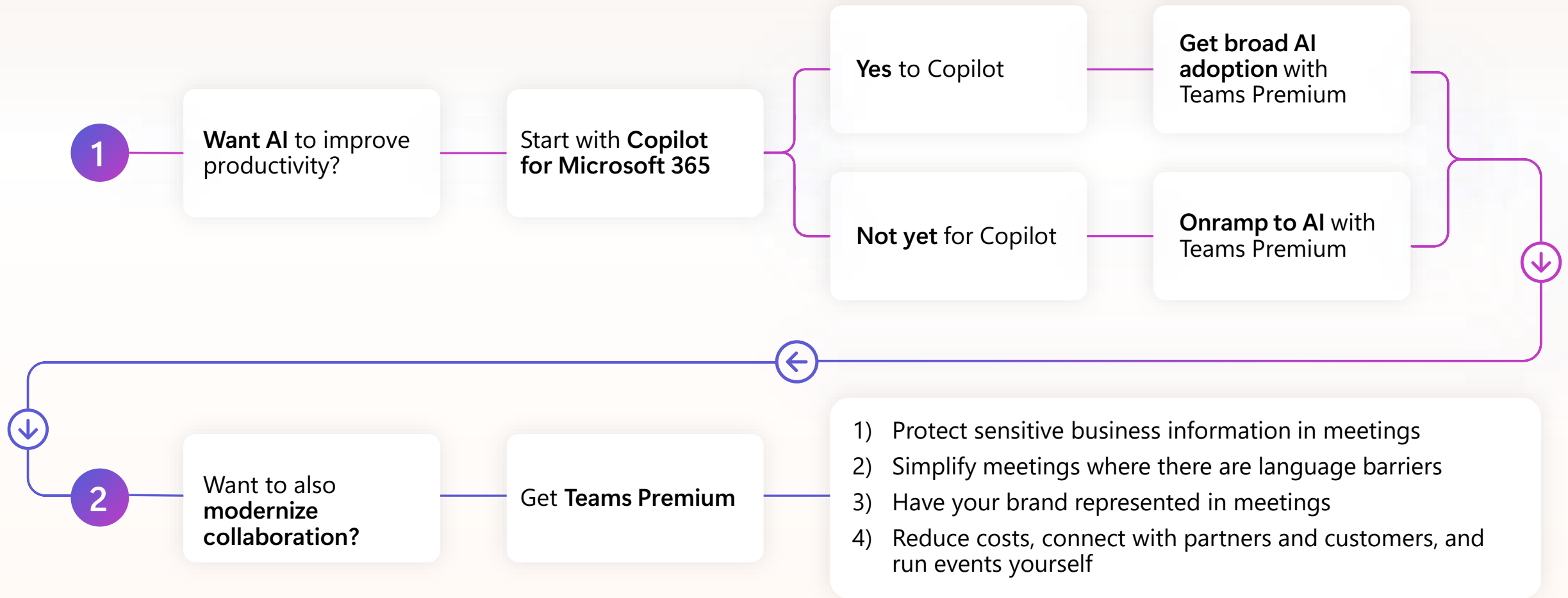
# AI capabilities across licenses

		 <b>Microsoft Teams</b>	 <b>Microsoft Teams Premium</b>	 <b>Copilot for Microsoft 365</b>
<b>AI capabilities deeply embedded in Teams</b>	AI-based noise suppression	✓		
	AI-based video optimization (brightness, backgrounds)	✓		
	Suggested Replies	✓		
	Live meeting captions and transcript	✓		
	Cameo video overlay on screen share and PowerPoint Live	✓		
<b>Meeting Experience</b>	Real-time translation of meeting captions and transcript		✓	
	Intelligent recap (after meeting) – standardized AI-notes and AI-tasks*		✓	✓
	Intelligent recap (after meeting) – video, speaker, and chapter markers		✓	✓
	Ask any question about the meeting (available during and after meeting)			✓
	• “How did the team react to this proposal?”			✓
	• “Does this plan’s timeline have any conflicts?”			✓
	• “Create a table with pros and cons of option 1”			✓
<b>Other capabilities</b>	Microsoft Copilot UX			✓
	AI-powered web grounding and Microsoft 365 Graph grounding			✓
	Microsoft Copilot and Copilot Studio			✓
	Copilot in core Microsoft 365 apps (Word, PowerPoint, Excel, Outlook, Loop, OneNote)			✓

\*Intelligent recap coming soon to Microsoft 365 Copilot license

***All licenses include Commercial Data Protection and Microsoft 365 Security, Privacy, and Compliance.***

# Choose your own adventure







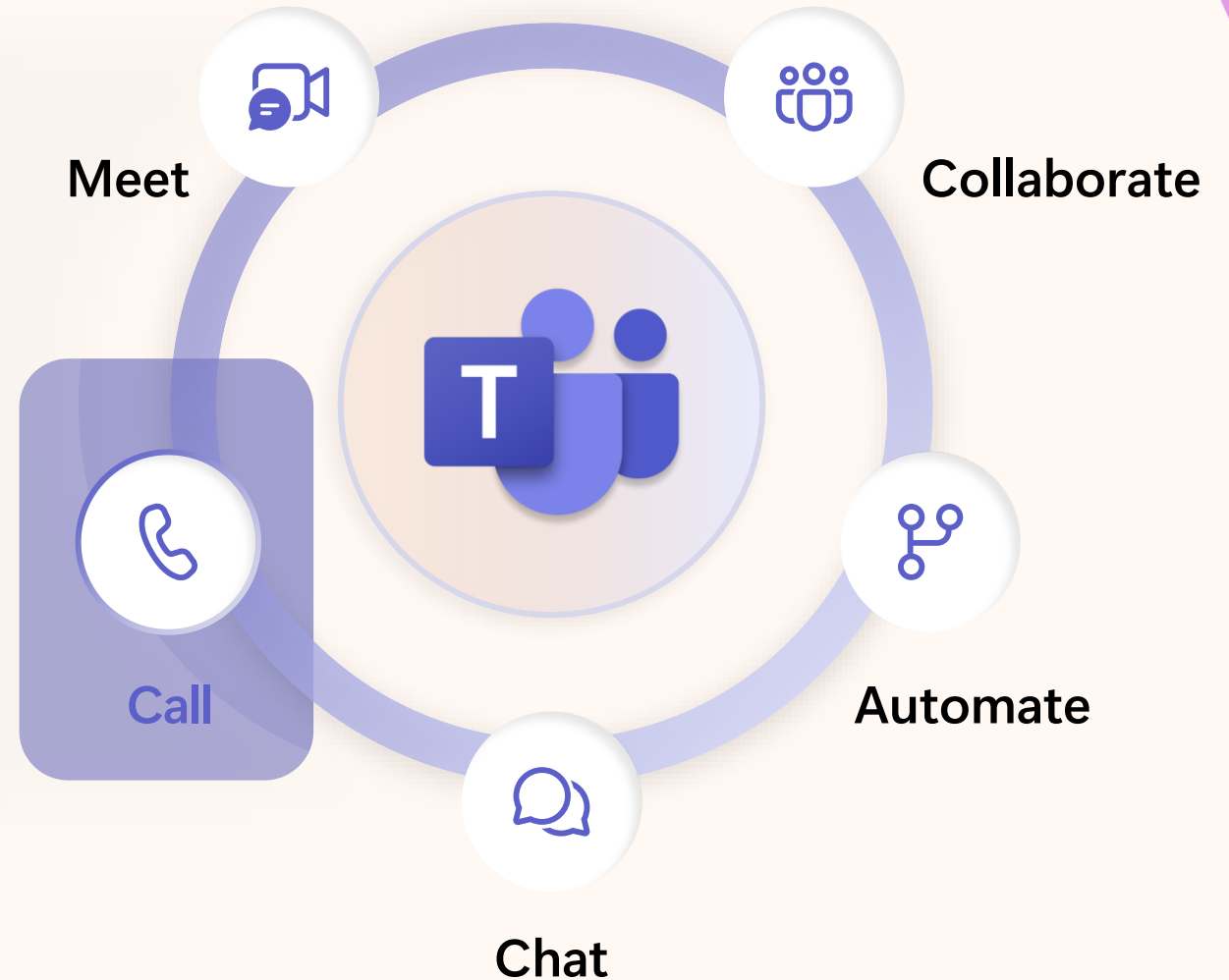
# AI innovation in Teams Phone

# Teams Phone is the smart way to bring calling into the flow of work

Teams uses AI to improve productivity, reliability, and streamline management.

AI-powered capabilities in **Teams Phone** enable calling experiences designed for clarity, focus, and meaningful engagement.

These capabilities reflect Microsoft's commitment to [responsible AI](#) and [data privacy](#).



# Empower your teams with smart calling and seamless collaboration



## Flexible and easy to use

Communicate and collaborate effortlessly from anywhere on any device with intuitive, seamless calling that keeps you in the flow of work



## Intelligent and connected

Create meaningful engagements using intelligent capabilities that connect your business, increase productivity, and save employees' time



## Secure, reliable, and simple to manage

Save time and enjoy peace of mind with a reliable and secure communications solution that is easy to manage

# Teams Built-in AI | Make any space a working space with AI-powered capabilities

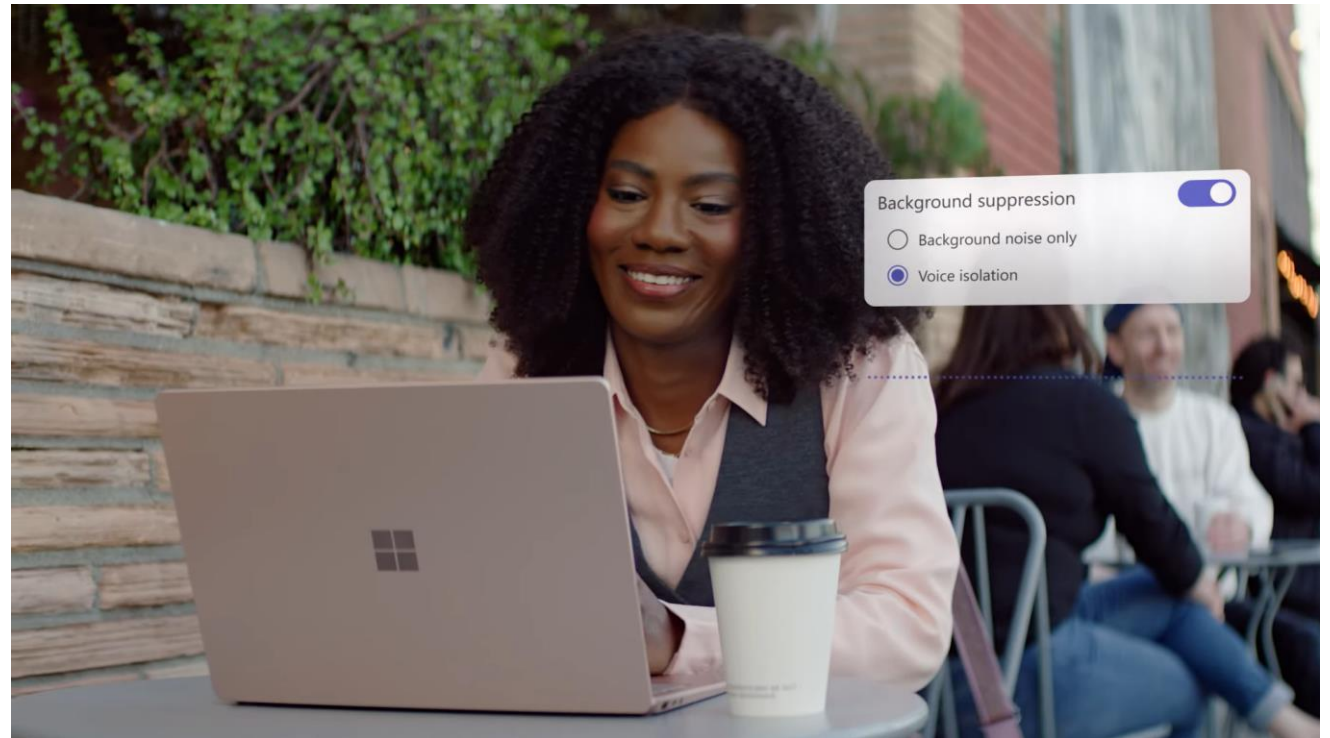


Flexible and easy to use



Stay connected and work from anywhere with AI-based speech enhancements

- Voice isolation suppresses other voices and background noises so you can be heard clearly
- AI-powered and machine learning full duplex sound which can distinguish between the user's voice and the sound from the speaker, and remove any unwanted echo or reverberation



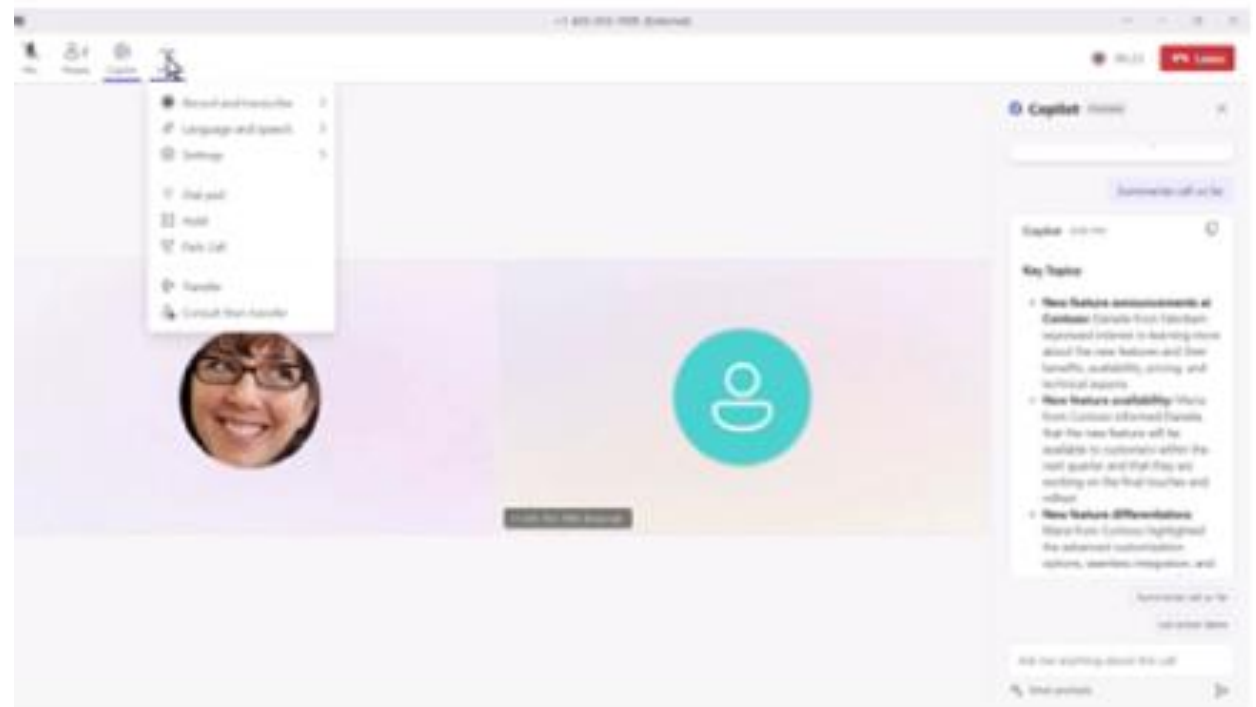


# Copilot in Teams | Experience smart calling right in the flow of work with your AI assistant for work



Create richer engagements during and after call with **Copilot in Teams**<sup>1</sup>.

- Make the most of your calls with real-time insights such as suggested follow up questions and next steps
- Never miss a thing with AI generated call summaries during and after the call
- Query Copilot for call insights and next steps so you can make call transfers to colleagues with full context



<sup>1</sup>Copilot in Teams Phone supports VoIP and PSTN calls and is part of Copilot for Microsoft 365 license.



# Teams Premium & Copilot in Teams | Break down language barriers with AI-powered translations



See call captions and transcript, and ask clarifying questions in your preferred language with **Teams Premium** and **Copilot in Teams**<sup>1</sup>

- AI powered real-time translations from 30+ different languages
- Show both original and translated transcript to make the call more inclusive
- Engage with Copilot in your native language to gain key insights, summaries and recommendations



<sup>1</sup>Copilot in Teams is part of Copilot for Microsoft 365 license

# Benefit from AI optimized reliability and performance



Enhanced reliability with proactive network monitoring and automated system optimization powered by AI

- Minimize downtime with AI-optimized monitoring and traffic re-routing
- Analyze and dynamically distribute user requests across resources to prevent server overload
- Detect issues using predictive failure pattern models
- Smoother communications resulting from AI-driven bandwidth adjustments for network conditions
- Automated routing and resolution of customer tickets using Large Language Models

GigaOM reliability research  
commissioned by Microsoft



- 01
- Teams Phone has competitive SLA targets with generous service credits\*
- 02
- Overall, all three vendors' uptime performance was high at 100% for the test period
- 03
- Microsoft has the highest average score for quality among competitors

	Average score**
 Microsoft	100%
 RingCentral®	93%
 zoom	99%

Read the full report [aka.ms/TeamsPhoneReliability](https://aka.ms/TeamsPhoneReliability)



# Demo





# Copilot in Teams Phone

Access to **real-time summarization** and **insights** on calls





## Copilot in Teams Phone

Copilot in Teams Phone uses the power of AI to empower you to work more flexibly and intelligently, automating important administrative tasks of a call, such as capturing key points, task owners, and next steps, so you can stay focused on the discussion.



Daniela Mandera



Camera



Mic



Share



Chat



People



View



Copilot



Apps



More



05:03



Leave

Copilot

Preview



❖ **Let AI handle the busywork**  
Copilot can generate notes, list tasks, and much more—so you don't have to.

🔍 **Check the facts**  
A response could be inaccurate or incomplete. Share feedback to help Copilot improve.

👁️ **It's just for you**  
Only you can see your conversation with Copilot.

Ask me anything about this call

❖ More prompts



Daniela Mandera



# Copilot Post-call Support

You can access Copilot from the Calls app in Teams to generate summaries, action items or ask any specific questions about the conversation after a call has wrapped up.


The Copilot post-call experience in the Calls app is supported for both VoIP and PSTN calls.






# Copilot Post-call Support

▼ History

All Missed Incoming Voicemail

 Tonys Cell (External)  
📞 Outgoing


1m 27s




1:07 PM

Post-call support is indicated by the Copilot icon. Hover over the call in the Calls app and select "Ask about this call"

▼ History

All Missed Incoming Voicemail

 Tonys Cell (External)  
📞 Outgoing

  Ask about this call  Call

# Q&A







# Event Giveaway

Giving away a prize pack for each session. Fill out a survey to be entered.

We will reach out after the Teams Phone Summit to the winners!

*If you are a government employee, please fill out the survey and indicate you are not eligible to participate.*

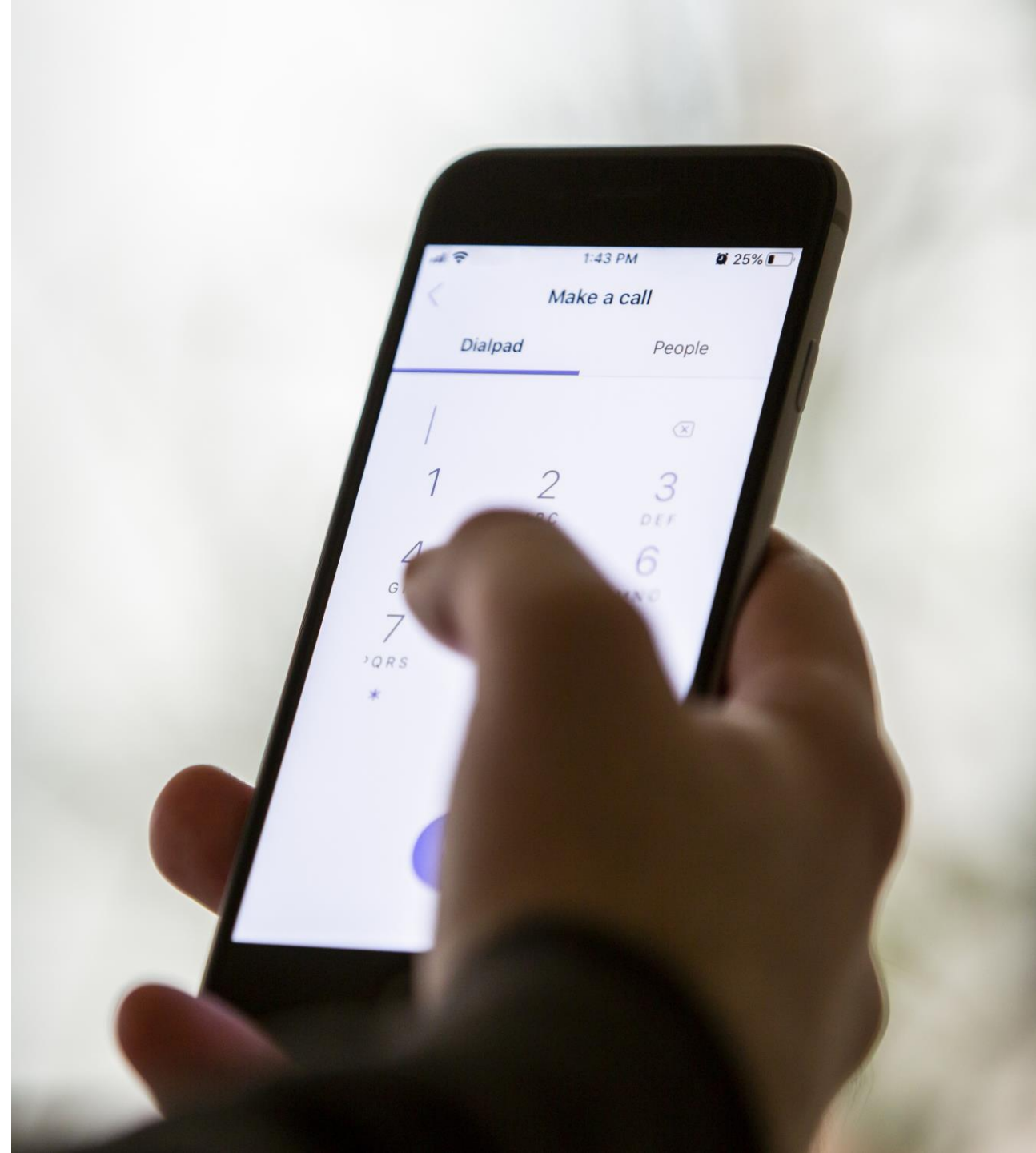






# Call to Action

- Need a more technical conversation on Teams Phone?
  - Set up a meeting with your Microsoft Account Teams or partner
- Teams Phone POC/Pilot
  - Let's talk about how we can help you with a POC and/or Pilot
- Interested in reducing your IT spend, simply administration and support your users
  - Let's talk about how Shared Calling is the right solution for you
- Sign up for Teams CommUnity Connection – <https://aka.ms/MSCommUnityReg>
- Recordings and FAQ's – <https://aka.ms/TeamsPhoneSummitReg>







# We want your Feedback!

- Let us know how we did
- Do you need any help with Teams Phone?
- Register for the giveaway

<https://aka.ms/TPSSurveyDay3PM>





Thank you for attending!!

Exploring AI Innovation in Teams Phone with  
Copilot and Teams Premium