



PRODUCT CASE STUDY

DESIGN A FEATURE IN MICROSOFT TEAMS TO REDUCE
MEETING FATIGUE

Adithya Narayanan



PROBLEM VALIDATION

Primary Objective

Design a feature in Microsoft Teams to reduce meeting fatigue and improve well-being for remote worker

Context

Many professionals spend several hours daily in back-to-back Teams meetings. Over time, this leads to meeting fatigue, reduced focus, and lower productivity. Despite Teams offering features like Together Mode and Focus Time, users still struggle to stay mentally fresh and engaged

Problem Relevance

- Employees spend 392 hours yearly (10 workweeks) in meetings (Speakwiseapp)
- 7/10 meetings are ineffective as per user interviews
- 80% of users feel drained on heavy meeting days as per interview
- Back-to-back meetings build stress (rising beta brainwaves); 10-minute breaks reset focus and engagement (hptbydts)
- Weekly video calls rose from 21% to 43%; now standard in remote work
- 2.7 Billion minutes-peak meeting minutes in a single day

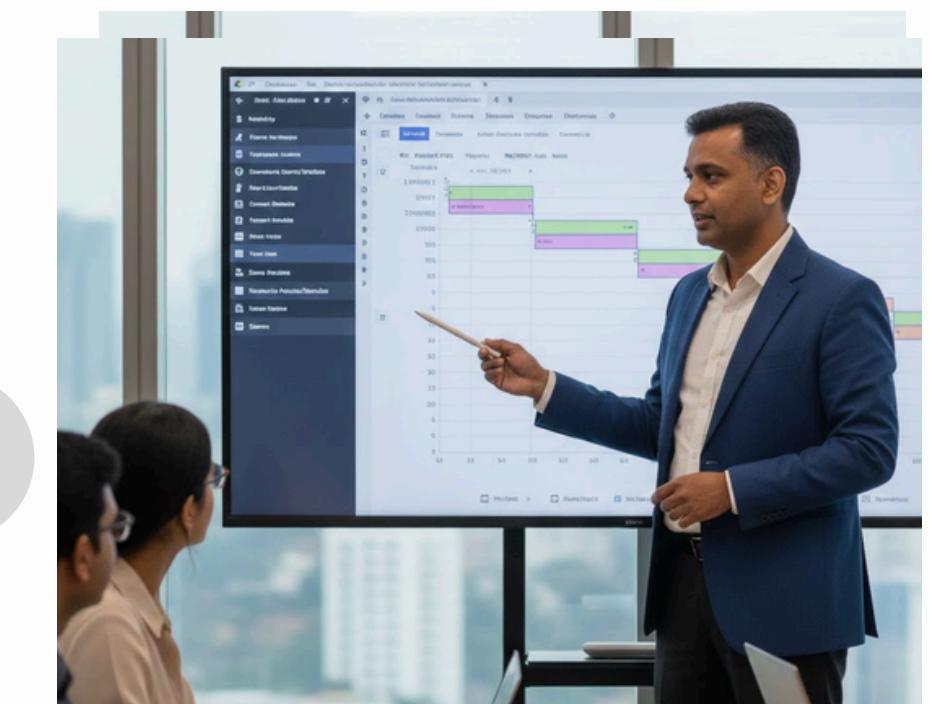
Assumptions

- Target Geography is limited to India
- Focusing mainly on Teams App for easier UX demonstration

USER PERSONA



User Type: Solo Contributor



User Type: Senior Manager

Bio

Ram is a junior software developer. He is young and works remotely. He uses Teams to report on his work to his project manager.

Goals

- Wants to update job tasks to project manager
- Wants to connect with fellow developers for collaboration
- Wants to text teammates
- Knowledge sharing through video

Pain Points

- Lengthy meeting affecting **work productivity**
- **Stress** after long meetings
- Work extending beyond expected

Goals

- Tracking progress of work
- Approving workflows
- Mentoring juniors

Pain Points

- Lack of **clear agenda** leading to unproductive meetings
- Poor **follow up** on tasks leading to more meetings

ROOT CAUSE ANALYSIS

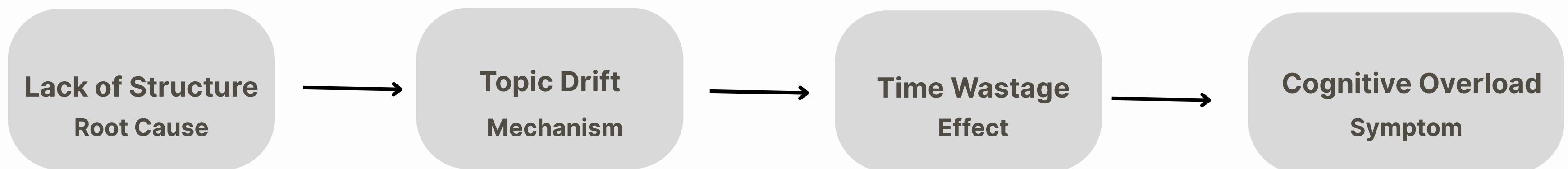


Root cause of pain-
Workflow disruption. Lengthy meetings interrupt his deep work, extending his working hours

Root cause of pain-
Administrative Overload. Mayank lacks the tools to set direction to the meeting and tracking follow ups are tiring



Multi-Persona Causal Chain



SOLUTION



Agenda Guard

What?

Users cannot send or initiate a meeting without an agenda (5-10 words). These are meetings with a duration of **45 minutes** or less

Working

AI monitors the conversation and compares it to the agenda items. If the conversation is not related to the agenda item for 3 minute or more, the host (Mayank) gets a message saying "Deviation Alert"

Additionally, if the team gets idea for a new topic not on the agenda, then can instantly set up a follow up agenda guard meeting by hitting **follow up** button

Guest Lecture | Ms. Sreeja Nair | 13th September 2024

Some people in the chat are:

- MP Personal & Organizational Development (Guest)
- MBA24100 Director
- M MBA24223 Assistant (Guest)
- MP Values that work towards a common goal
- MBA24223 Dhruv Garg (Guest)
- M common values of people working together ✓ 3:45 remaining
- MBA24100 Radhika Dalmia (Guest)
- M values that are common to an organization and its employees
- MBA24223 Agnieszka Fiedkot (Guest)
- MP You also worked with Tata Motors for over 9 years. Do you feel there's significant changes in the su... end Moderator to stay on schedule.
- MBA24223 Agnieszka Fiedkot (Guest)
- M Thank You Ma'amit
- MBA24131 Dhya Mammadi (Guest)
- M Thank you so much

01 13:00 2024 1E:20 Meeting started

Park & Capture 3dh

Type a message

Agenda Pulse

- Chat
- 1. Beliefs propels organization to organization share
- 2. Beliefs propels organization to a common goal
- 3. Common values towards culturing schetter
- 4. Meeting Health: 85%

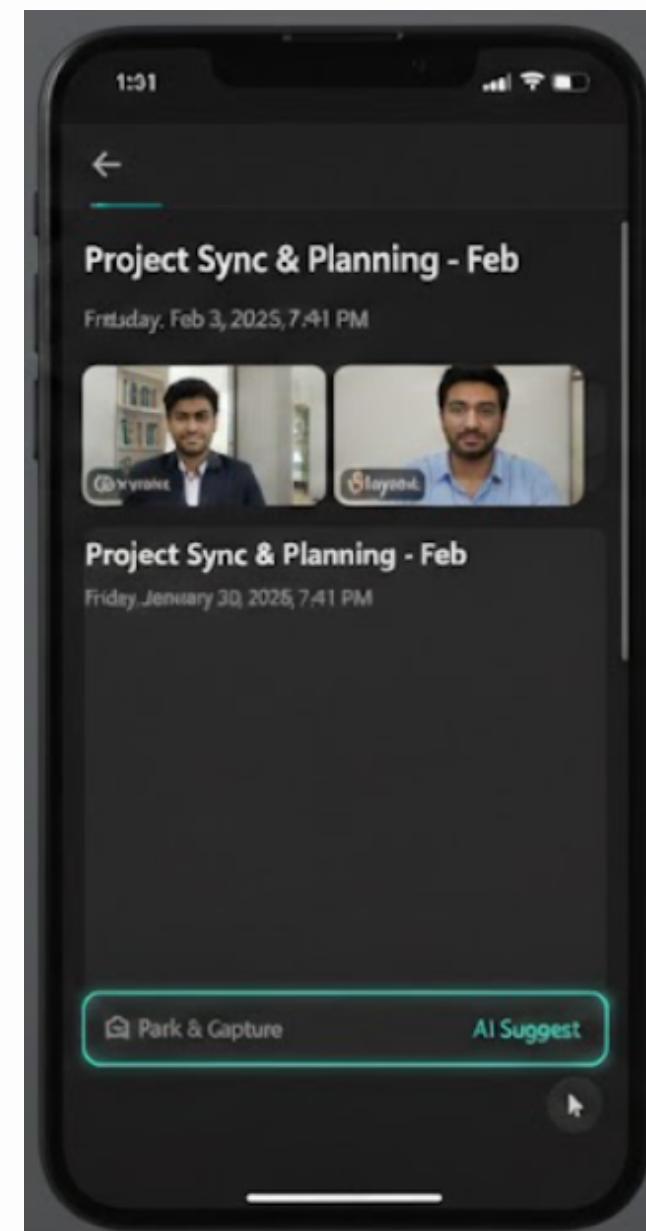
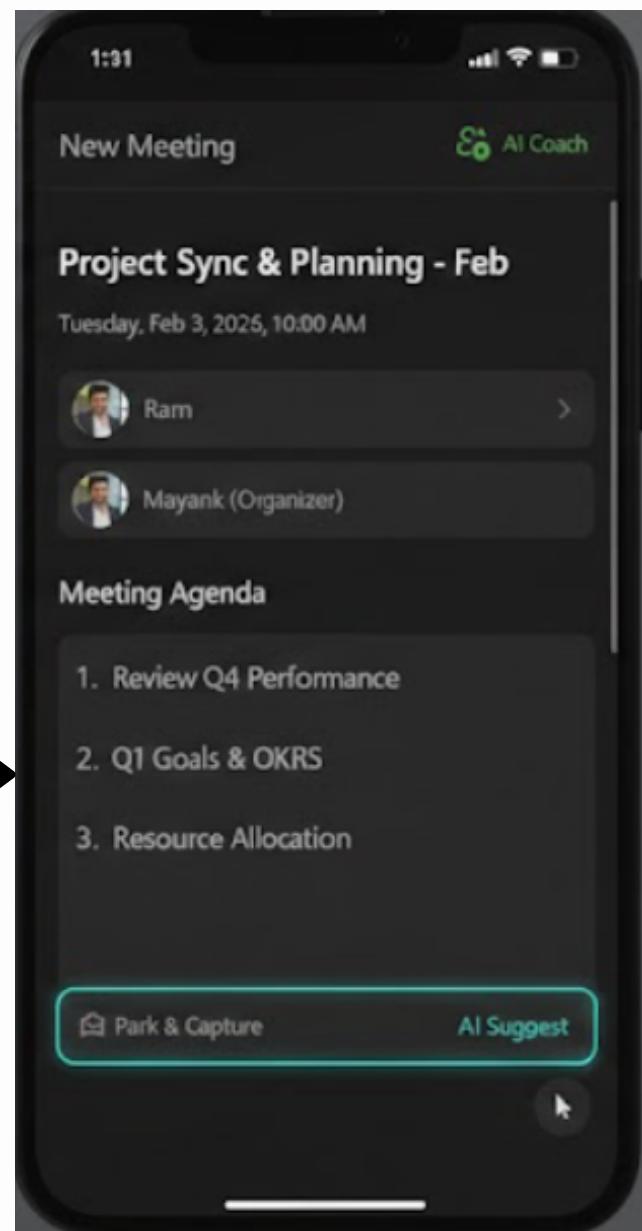
USER FLOW



User Inputs the agenda for the meeting.

The meeting starts

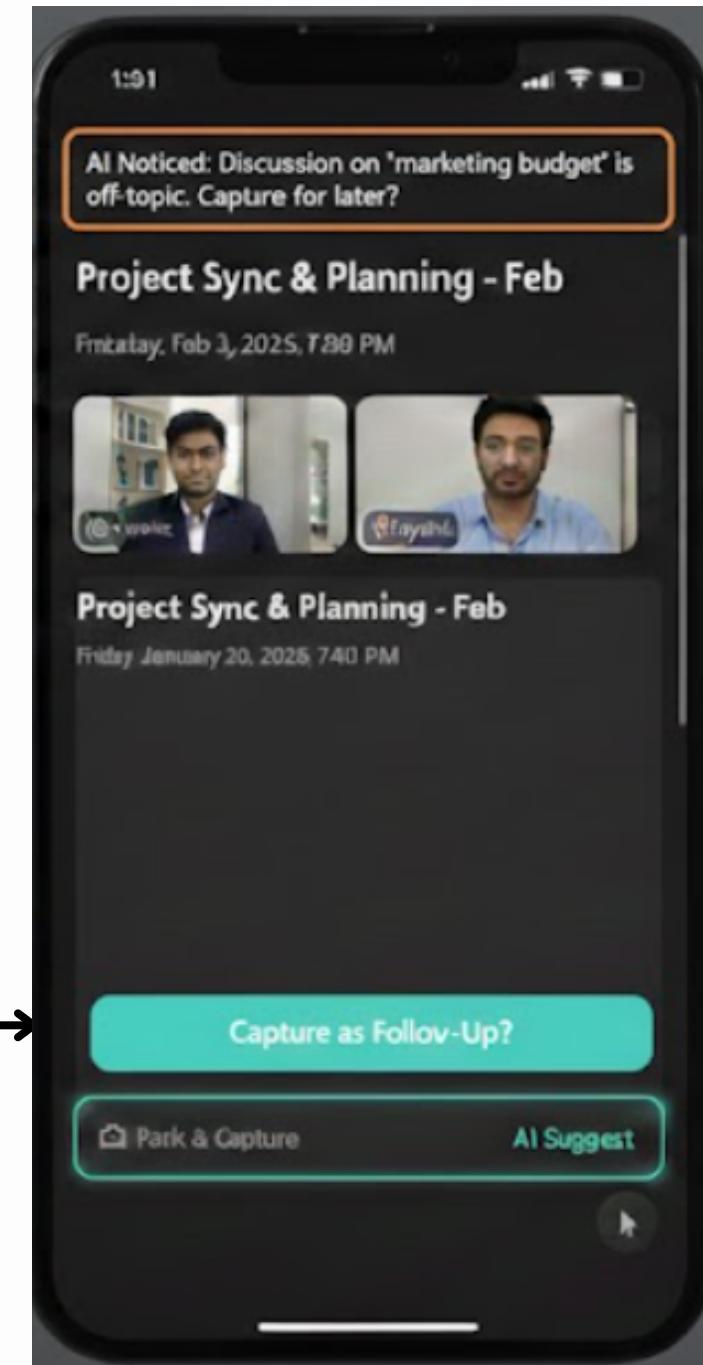
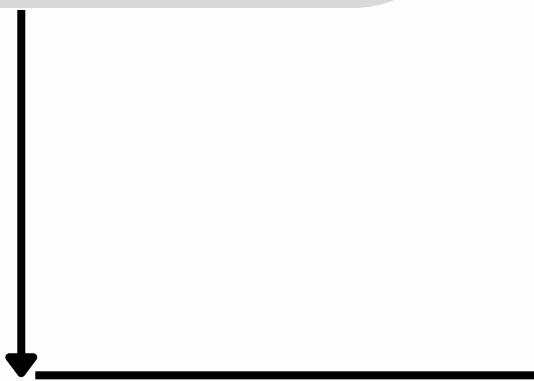
The meeting goes off-track from the set agenda and the host receives conversation off-track message





USER FLOW

The team suddenly drifts into an important topic not part of the agenda and ai immediately suggests a **follow up**-button that sets up a meeting on the same



The meeting is over and in the recap, metrics like meeting health, actionable insights, etc are displayed



M E T R I C S

North-Star

Avg Agenda Adherance Rate per meeting

Context

Many professionals spend several hours daily in back-to-back Teams meetings. Over time, this leads to meeting fatigue, reduced focus, and lower productivity. Despite Teams offering features like Together Mode and Focus Time, users still struggle to stay mentally fresh and engaged

Engagement and Supporting Metrics

- No of follow ups booked through Agenda Guard meetings
- % of Actionable insights converted into tasks
- # of Agenda Guard Meetings/# of Normal Meetings

PITFALLS & MITIGATION



Pitfalls

- Meeting could be in local Indian languages, which might confuse the AI
- AI might not have the full context to flag '**Follow Up**'
- Recording and analyzing every "voice note" in real-time to validate an agenda can raise significant legal and ethical concerns regarding data privacy

Mitigation

- Implement Natural Language Processing (NLP) models specifically trained on Indian dialects and "Hinglish" to accurately track agendas in local contexts.
- Allow organizers to set the primary meeting language manually to improve AI transcription and intent-recognition accuracy
- Instead of automatic flagging, the AI should present "Follow-Up" suggestions to the project manager (Mayank) for one-click confirmation, ensuring the context is correct
- Shift voice-to-text processing to the local device whenever possible to ensure raw audio data is not transmitted or stored on cloud servers