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| A close up of a logo  Description generated with very high confidence |  | |
| Notify admins that Copilot users are on the semiannual Office update channel | |
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## Overview

When a user has Office desktop apps on the semiannual update channel, Copilot is not available in those apps. We will use the M365 admin center notifications system to notify admins when we detect this issue in their tenant and build a new right pane experience that explains how to resolve it.

## Business Justification

This effort is part of a broad Copilot customer health improvement effort; the business justification and other details are in the master plan doc: [M365 customer health improvement - Copilot health definition and overall plan.docx](https://microsoft-my.sharepoint-df.com/:w:/p/jonorton/EW7ZNuI22jpJpT3N43paR4ABAb9eqt6P4_dRsCZuICXWKA?e=XtxoT9)

## Additional context

Read [Channel readiness - M365 customer health improvement.docx](https://microsoft-my.sharepoint-df.com/:w:/p/jonorton/ESMlq3ebHClDpYxMeIwiac8BP19duSFGegmLsIdj0U7YQw?e=Cdyzqy) to understand this health signal before you read this doc.

## Scenarios

*Note: All of these scenarios pertain only to organizations where our telemetry has detected that one or more Copilot-enabled users have devices with Microsoft 365 apps on the semiannual update channel. Other organizations will not see any of these alerts.*

Scenario #1: **An alert in the admin center notification system is raised for the admin, who views the detail pane**

An admin is using the M365 admin center, and notices a message indicator in the bell in the top nav bar.

[Text of the following images will be updated to reference Office channel]  
A screenshot of a computer

Description automatically generated

The admin clicks the link to see details. A pane appears on the right-hand side of the screen:

A screenshot of a computer

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They study the information and decide to address the issue by using Group Policy or Cloud Policy to change the policy settings.

Note: The side panel should be built so that if we decide to use the service health “Issues for your organization to act on” alerting mechanism instead of M365 admin center notifications, we can embed a direct link to the panel in that notice.

## Requirements

Notification platform: We will use the M365 admin center notification platform for these alerts, unless we run into issues in our first use of that platform (Connected Experiences alerts). The documentation on how to onboard notifications is here: [Creating Notifications in M365 Admin Center | Microsoft 365 Admin Center (eng.ms)](https://nam06.safelinks.protection.outlook.com/?url=https%3A%2F%2Feng.ms%2Fdocs%2Fexperiences-devices%2Fcustomer-success-engineering%2Famplify-engineering%2Foffice365-admin-portal-and-support%2Fm365-admin-center%2Fteam-docs%2Fnotifications%2Fnotifications&data=05%7C02%7Cjonorton%40microsoft.com%7C7fee7539ba454add630a08dcd679659e%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C638621064099159392%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=vn28RDeerHAk49%2BtK9iBo8HgMJSVmZXYzs29zEeDtB8%3D&reserved=0) Anders Svensson is the owning PM.

Note: In Nov/Dec 2024 we are shipping our first notification on the admin center notification platform for Connected Experiences. We’ll do the same thing here, but instead of doing an A/B experiment testing the admin center notifications against the service health “Issues for your org to act on” system, we’ll simply compare notified tenants to non-notified tenants.

Affected tenant list: To get the list of affected tenants, we will use data from device Inventory (if available), falling back to client telemetry (further investigation need). This data will be joined with Copilot licensing data to narrow it down to Copilot-enabled users. We will select all tenants with at least one Copilot-enabled user on the semiannual update channel, as described above. There is no minimum quantity because any user in this situation will be having a broken Copilot experience.

Admin roles: The recommendation should be visible to admins with any of the following admin roles. This list corresponds to the roles able to use the Apps Admin Center (plus the Global Reader Role that can see but not change things in the M365 admin center.

* Global Administrator
* Global Reader
* Office Apps Administrator
* Security Administrator
* AI Administrator

## Measurement

Experimentation: We will roll out this feature as an A/B experiment with the A group receiving notifications and the B group not receiving notifications. Then we will track which tenants took action to see if the notifications triggered action.

## Feedback

We will include a simple feedback button on the detail pane that allows customers to give us feedback on whether the notification and instructions are helpful. See [[Health Improvement] Add feedback prompt to all recommendation detail panes.docx](https://microsoft.sharepoint.com/:w:/t/officerdx/EZw0DEcAyF5Pod_uJNoj54MB_a0uNZFChgNK1MEIS8-UOQ?e=OUupXP)

## Goals

* Proactively let customers know when they have users who are experiencing Copilot problems in Microsoft 365 Apps
* Enable them to resolve these issues through clear communications
* Learn about the relative effectiveness of admin center navbar notifications vs last-mile health communications, for these type of notifications

## Open questions and Issues to Resolve

* How to handle device to user mapping?