



Boosting Team Efficiency with Teams Meetings and Calls

Your AI assistant for US public sector employees

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We're at the forefront of integrating AI to not just work faster, but to work smarter. It's our responsibility as organizational leaders to ensure that this technology elevates our teams' creativity and aligns with our ethical values."

Karim R. Lakhani

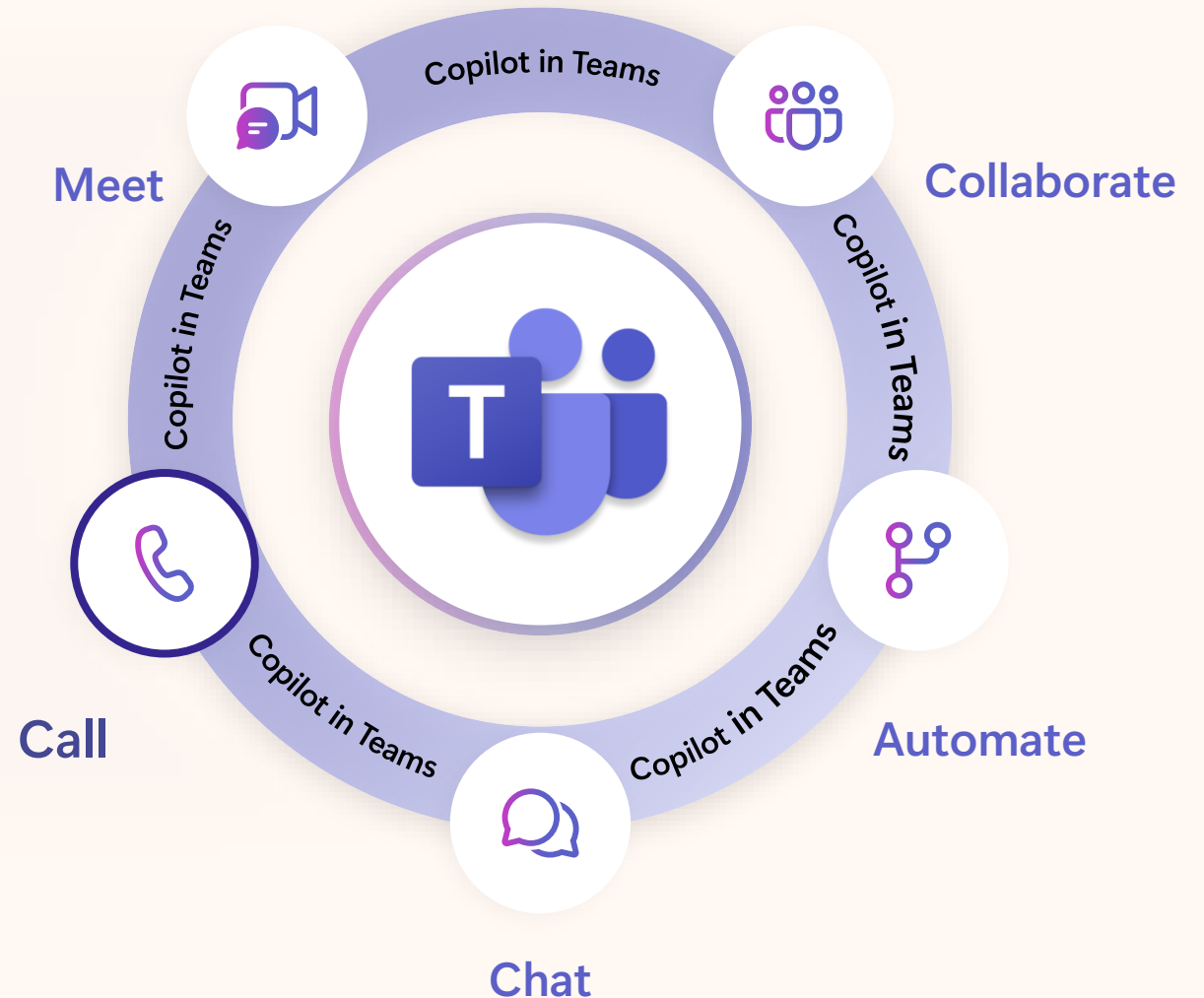
Chair, Digital Data Design Institute at Harvard and
Dorothy & Michael Hintze Professor of Business Administration at Harvard Business School

Microsoft Work Trend Index, 2024

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

AI investments across Teams Phone are driving productivity through **improved clarity, reduced interruptions**, and a **smoother calling experience**.

Copilot in Teams Phone delivers additional intelligent capabilities, empowering you to **be present and focused**, leading to **more effective** and **actionable calls**.



Customer Needs



More productive
meetings

#1

Disruptor of productivity is
inefficient meetings



New digital engagement
opportunities

3X

More Teams meetings
& calls a week

SINCE FEB 2020



Growing security
threats

#1

Concern of leaders is
cybersecurity and data
privacy



[Microsoft Work Trend Index: Annual Report, 2024](#)

[Microsoft Work Trend Index: Annual Report, 2023](#)

[New insights on cybersecurity in the age of hybrid work, 2021](#)



Microsoft Teams Premium

The smart place to work



Intelligent Collaboration

Use AI to focus
on what matters most
in every meeting and call



Rich Engagements

Reimagine flexible work
and create personalized
engagements that
grow your business



Advanced Protection & Management

Collaborate more securely
with advanced protection and
customized Teams
management





Teams Premium

Intelligent Collaboration

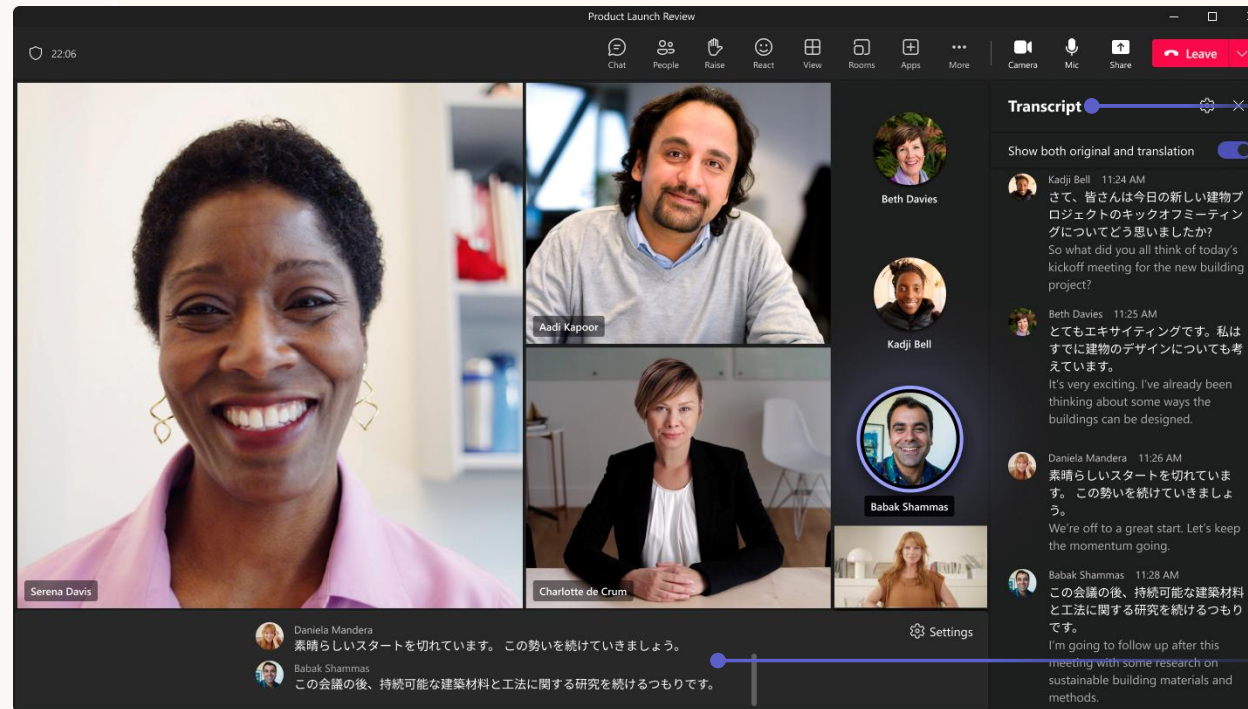


Microsoft Teams Premium

INTELLIGENT COLLABORATION

Language translation

Leverage AI to break down language barriers and support global teamwork



Live translation of transcript

AI powered translation supports over 40 languages

Live translation of captions

Empower all participants to engage in the discussion

Intelligent Recap

Make the meetings and calls you attend (and miss) more productive and impactful with AI



The screenshot displays the Microsoft Teams interface during a meeting recap. The main window shows a 'Product roadmap' slide with a timeline from Month 1 to Month 12. The timeline is divided into phases: Phase 1 (Months 1-3), Phase 2 (Months 4-6), and Phase 3 (Months 7-9). The 'Launch' phase is highlighted in red. The 'Content' section on the right lists 'Product Roadmap...', 'Marketing budget...', and 'Marketing demo...'. Below this, the 'Notes & tasks' section shows 'AI-powered notes and tasks, created for you.' and a 'Suggested notes' section with three items: 'Serena wants to look at the product roadmap before she and Danielle commit to more feature enhancements.', 'Danielle plans to review the feature enhancement prioritization with her team in order to assess how best to deploy the changes.', and '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.' The 'Chapters & topics' section at the bottom shows a list of topics: 'Product roadmap review', 'Agenda', 'Our vision', 'New product roadmap', and 'Product goal'.

Notes & tasks

Save time capturing takeaways and action items

Timeline markers

Personalized to the recording events most relevant to you

Chapters & topics

Help you quickly navigate to the information you want to review

Note: AI generated notes and tasks are created for transcribed calls and for meetings that are recorded or transcribed. Other intelligent recap features may require the meeting to be recorded and are not supported for calls.

Teams Premium includes **built-in summaries** with intelligent recap. Microsoft 365 Copilot license will also include intelligent recap but expands on it with the ability to **ask any question** about the meeting or call

Intelligent recap

Product roadmap discussion

Jan 21, 2023 10:00 - 11:00

Open in Stream

Copilot

Content

Product Roadmap... Marketing budget... Marketing demo f...

Notes AI notes Mentions (3) Transcript

Generated by AI. Be sure to check for accuracy.

Copy all

Meeting notes

Feature commitment: Serena wants to look at the product roadmap before she and Danielle commit to more feature enhancements.

Beta testing results: 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.

Managing capacity: 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.

Are these notes useful?

Follow-up tasks

Multilingual meetings:

Draft a matrix of user scenarios and gaps for multilingual meetings

Microsoft 365 Copilot

Join

Close

Copilot

Copilot improve.

It's just for you

Only you can see your conversation with Copilot.

Create a table with production timelines.

Copilot 10:35 a.m.

Here is a table that lists production timelines:

Vendor Name	Timeline
Acronymn	30 days
Tooling, Inc.	15 days
Bio-Packaging	10 days

AI-generated content may be incorrect

1 reference

View prompts

Ask me anything about this meeting

Built-in and automated

Standardized

Video, speaker, and chapter markers

Available after meeting only

On-demand

Based on unique prompts

Conversational interaction, with citations.

Available real-time (during and after meeting)

Amanda uses intelligent recap to understand the **key highlights** of a missed meeting, then uses Copilot to **progress her next steps**

Intelligent recap

Copilot

Product roadmap discussion

Chat Files Details Recap +

Jan 21, 2023 10:00 - 11:00

Open in Stream

Copilot

She uses name mentions and speaker markers to hear about the task directly. And reviews the content shared using screenshare markers and Chapters.

2023-05-13 02:12 UTC

Mona Kane

Kat Larsson

11:23 / 1:48:42

1x

3

Speakers

Topics

Chapters

Mona Kane

Babak Shammass

Daniela Mandera

Amanda Brady

Bruno Zhao

Show all 8 speakers

Is this info useful?

Content

See all

Notes

AI notes

Mentions (3)

Transcript

Generated by AI. Be sure to check for accuracy.

Copy all

1

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.

> Dan prob need

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

2

She notices a task was assigned to her

In order to start making progress on her task, she asks Copilot to **organize the options discussed into a pros and cons table**

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

4

The table helps Amanda identify her preferred route, but she is curious how the rest of the team feels about that option. She asks Copilot **how did the team react to option 2** to get a better sense of their sentiments during the meeting.

Ask a question about this meeting

5

How your organization benefits from M365 Copilot and Teams Premium

Key scenarios



Microsoft 365 Copilot

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

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

Works hybrid across
in-office and remote locations

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

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

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

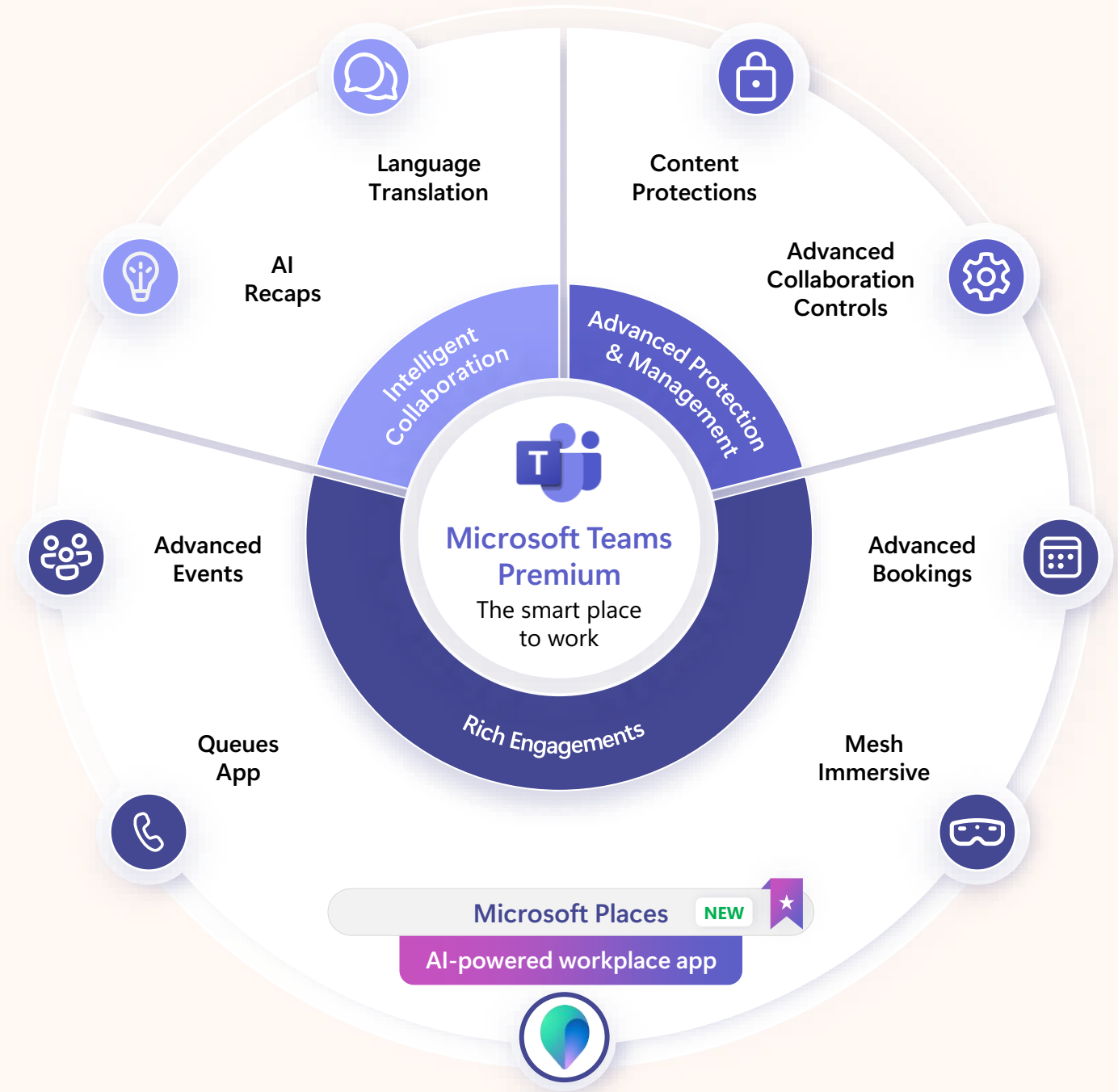


Teams Premium

Rich Engagements



**Teams Premium
reimagines flexible
work with Microsoft
Places—now
generally available!**



Places in Teams Premium

RICH ENGAGEMENTS

Guidance and purpose

Understand leadership and team guidance about when and why to come into the office



Contoso Marketing

Today < > September 6 - 10, 2024 All buildings

Mon 6	Tue 7	Wed 8	Thu 9	Fri 10
+ Guidance	+ Guidance	+ Guidance	Team day In Building 4 Align location	+ Guidance
2 of 4 in office	1 of 4 in office	1 of 4 in office	3 of 4 in office	1 of 4 in office
Building 4	Redmond 67	Redmond 67	Building 4	Building 4
Redmond 67	Redmond 67	Office	Redmond 67	Redmond 67
Building 4	Building 4	Building 4	Building 4	Building 4

Your Day

- Deskpool T+P Accepted [Cancel reservation](#)
- in 12 min
10:00 AM Contoso plan review FY23
30 min Conf Rm 4/J
+ Room
Building 4 MK LM MV OK +3
- 10:00 AM Team Sync
30 min Conf Rm 4/J
Building 4 MK LM MV OK +3
- 1:00 PM Working Session with a very lon...
1 hr Microsoft Teams Meeting
- 10:00 AM Contoso plan review FY23
30 min + Room
Building 4 MK LM MV OK +3
- 1:00 PM Working Session with a very lon...
1 hr Microsoft Teams Meeting
- 10:00 AM Contoso plan review FY23
30 min Conf Rm 4/J
Building 4 MK LM MV OK +3

Guidance created

RICH ENGAGEMENTS


Room and desk booking

Using Places Finder, make room and desk booking decisions with additional data: images of the space, floorplans, information about technology available.




Find a desk


Building 32 ▼ Until 1:00pm ▼ Floor 1 ▼ Capacity ▼ Features ▼




Neighborhood D 13/24
Building 32 · Floor 2
13 seats available
+6
[Book](#)




Neighborhood A 7/10
Building 32 · Floor 2
7 seats available
Previously booked



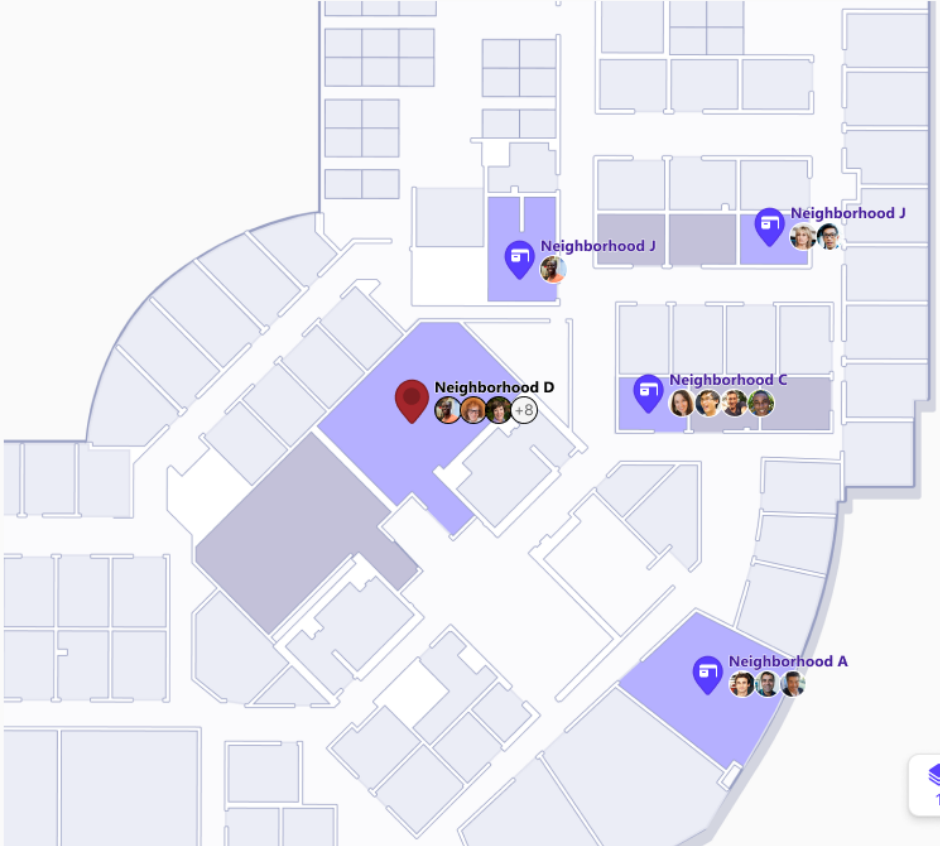
Neighborhood C 6/10
Building 32 · Floor 2
6 seats available



Neighborhood J 8/10
Building 32 · Floor 2
8 seats available



Neighborhood E 1/10
Building 32 · Floor 2
9 seats available



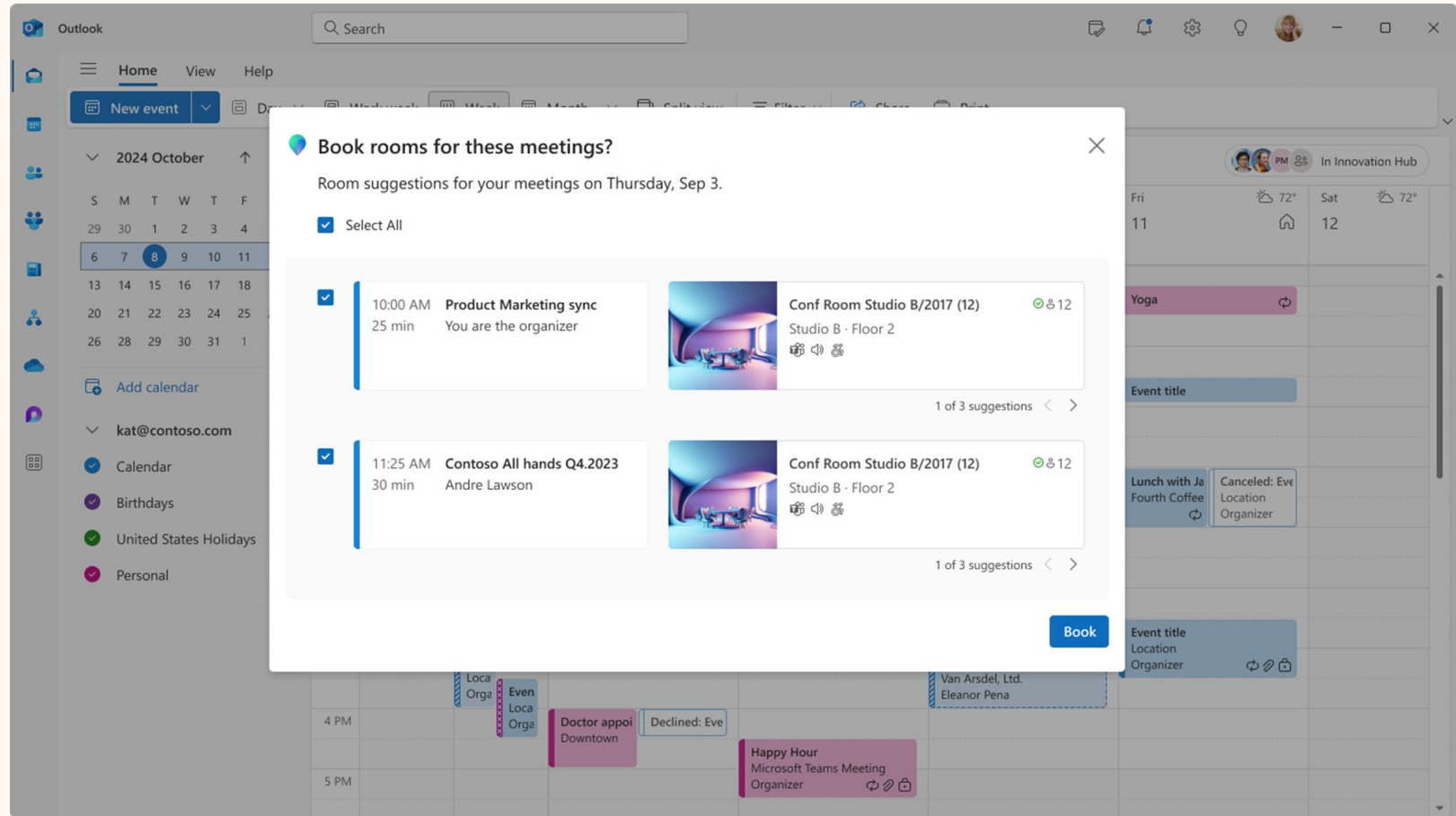
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Places in Teams Premium

RICH ENGAGEMENTS

Intelligent booking

Get recommendations
on available rooms for
all your meetings for the
day– and quickly book
them all at once

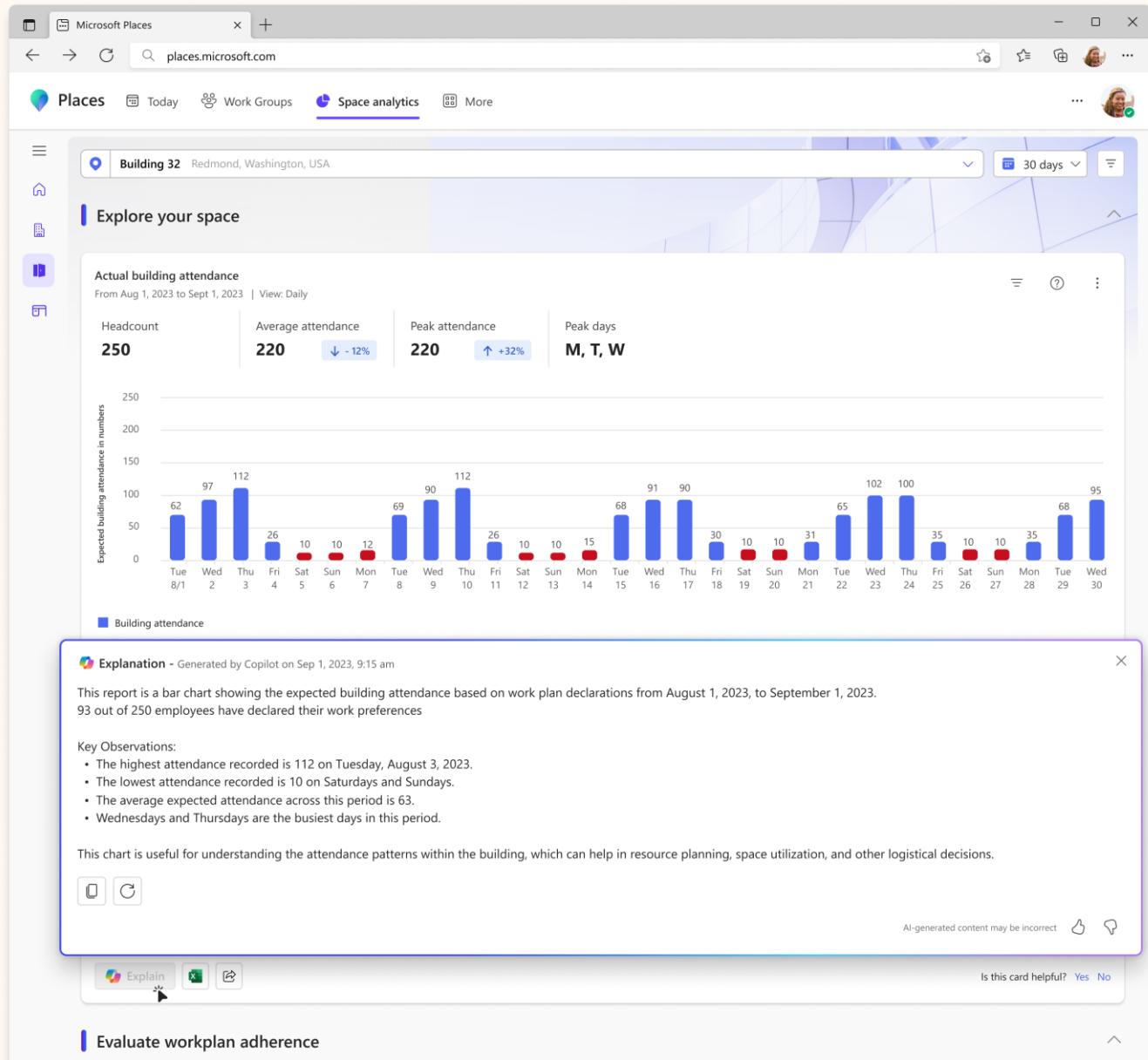


RICH ENGAGEMENTS

Copilot space analytics explanations*

Receive actionable insights and explanations of data with Copilot to make better facility decisions

* - Requires an M365 Copilot license

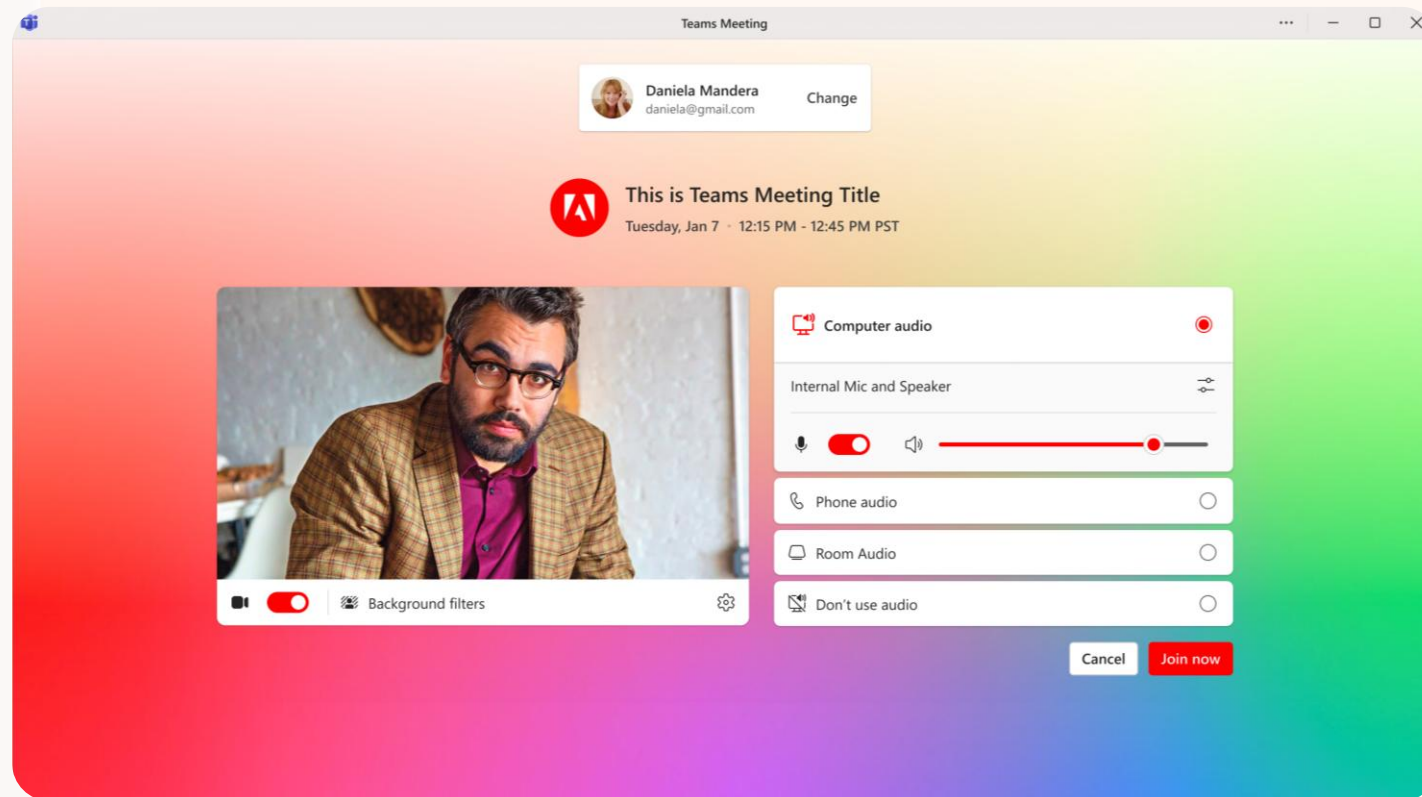


Microsoft Teams Premium

RICH ENGAGEMENTS

Custom Branding

Build your brand into every interaction



Branded join lobby

See the logo and colors of your company when attendees join.

Org backgrounds

Ensure a professional look-and-feel through brand-approved backgrounds

Custom together modes

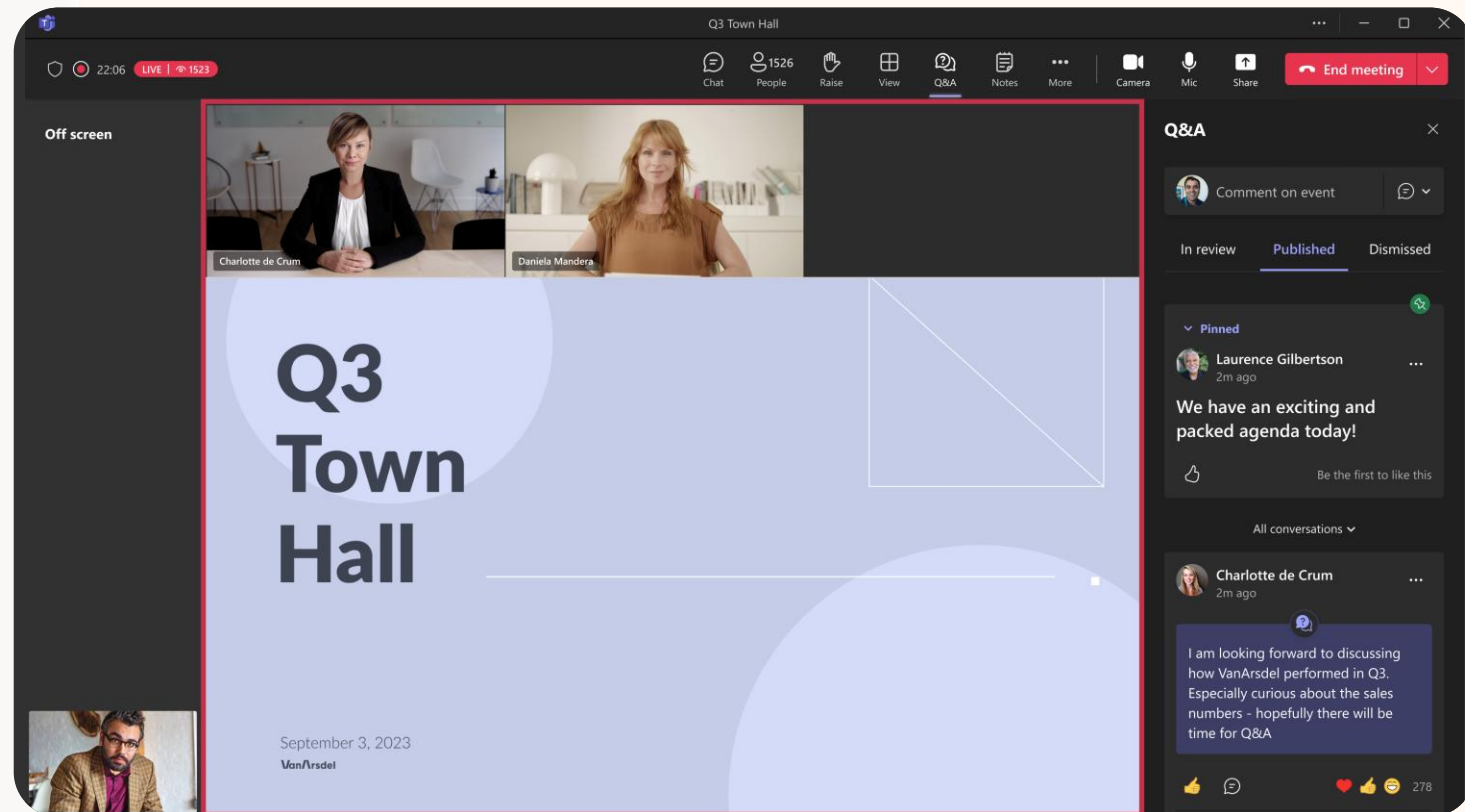
Incorporate your brand into more fun and personalized ways to meet

Microsoft Teams Premium

RICH ENGAGEMENTS

Advanced Town Halls

Host and deliver large-scale, professionally produced employee events to drive meaningful connections across your organization



High capacity
Invite and host up to 20K attendees

Custom emails
Entice your audience to attend and personalize the post-event recording email

Real-time insights
Monitor the performance to ensure a seamless experience

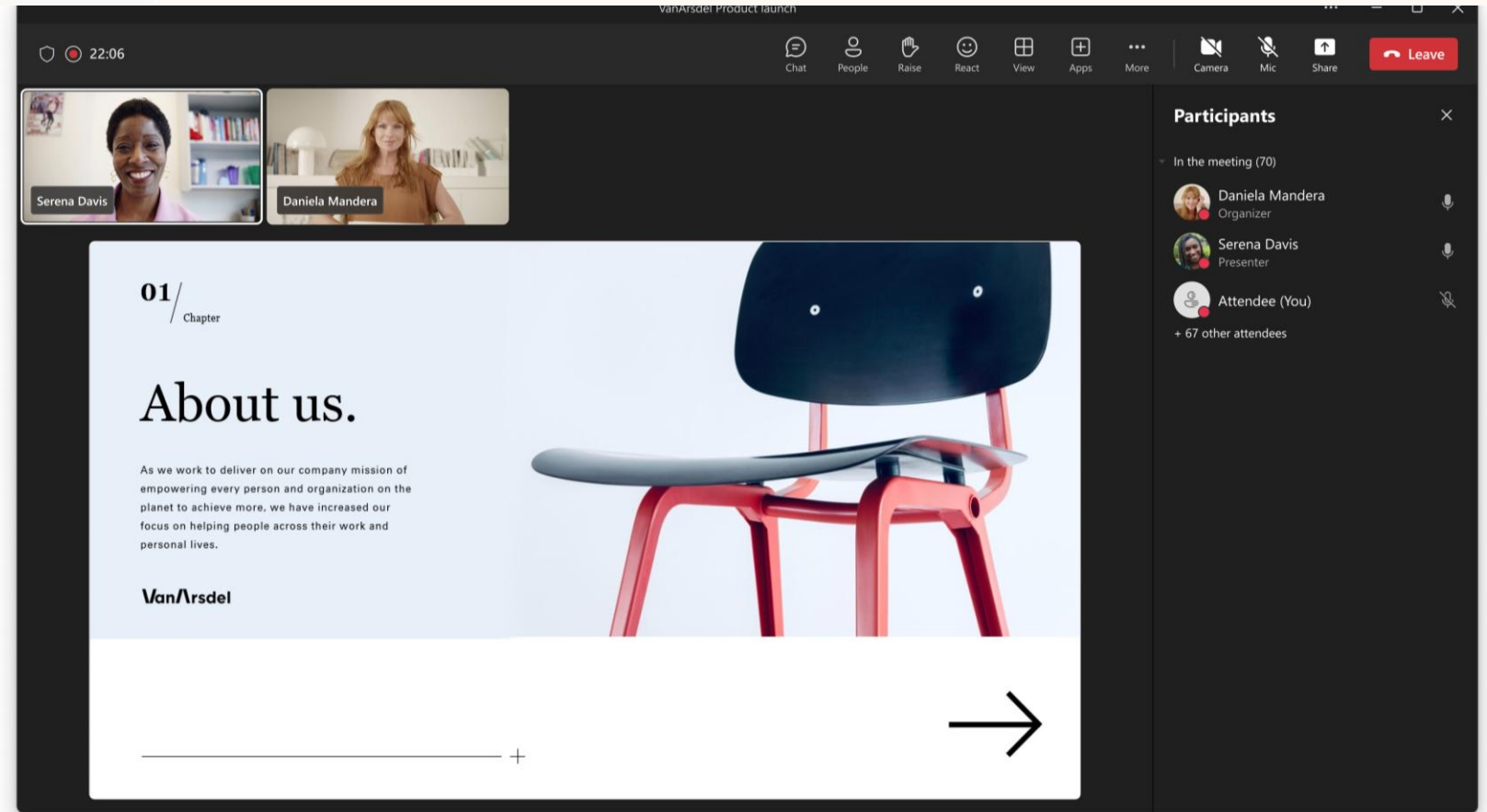
Microsoft eCDN
Ensure high-quality video connectivity

Microsoft Teams Premium

RICH ENGAGEMENTS

Advanced Webinars

Host high-quality webinars using advanced functionality to drive deeper engagement and generate new leads



Registration

Manage demand with waitlist and manual approvals

Hide attendees

Enhance privacy by hiding attendee names

RTMP-in

Delivery dynamic content by streaming different media types

Measure engagement

Assess how content performed with engagement analytics reports

Microsoft Teams Premium

RICH ENGAGEMENTS

Advanced Bookings

Facilitate personalized business-to-customer interactions across the full appointment experience



The screenshot shows the Microsoft Bookings web interface. On the left is a sidebar with navigation options: Calendar, Booking page, Customers, Staff, Services, Queue (highlighted with a blue icon), Business information, and Integrations. The main area displays a table of appointments for 'Legal Heroes' on 'July 18, 2024'. The table has columns for Appt. time, Duration, Appt. type, Customer name, Staff, Status, and Join appt. The appointments listed are:

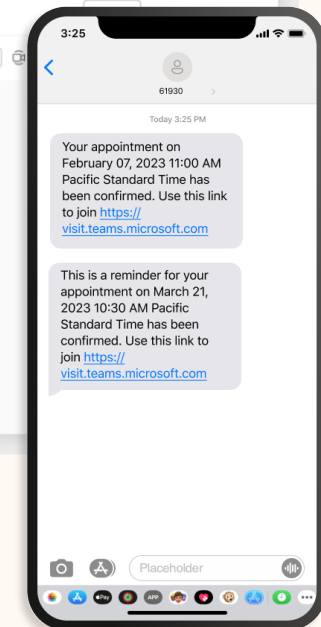
Appt. time	Duration	Appt. type	Customer name	Staff	Status	Join appt.
08:30 AM	15 min	Civil Litigation	Corin Zoran	Johanna Lorenz	Waiting 3 mins	Join
09:00 AM	30 min	Criminal Defence	Erin P.	Serena Williamson +2	Not started	Join
09:15 AM	30 min	Mergers and Acquisitions	Arlene B.	Serena Williamson	Started	Join 15:16
10:00 AM	45 min	Patents	Debra F.	David Oscarwild	No show	Join
10:30 AM	20 min	Property Transactions	Branda W.	Assign Staff	Not started	In person
11:15 AM	30 min	Labor Relations	Dacian S.	Babak Shammass	Late	
08:15 AM	15 min	Wills and Trusts	Dacian S.	Babak Shammass	Completed	

Appointment management

Enable one queue view of scheduled appointments

SMS reminders

Reduce no-shows with option to send out mobile reminders*



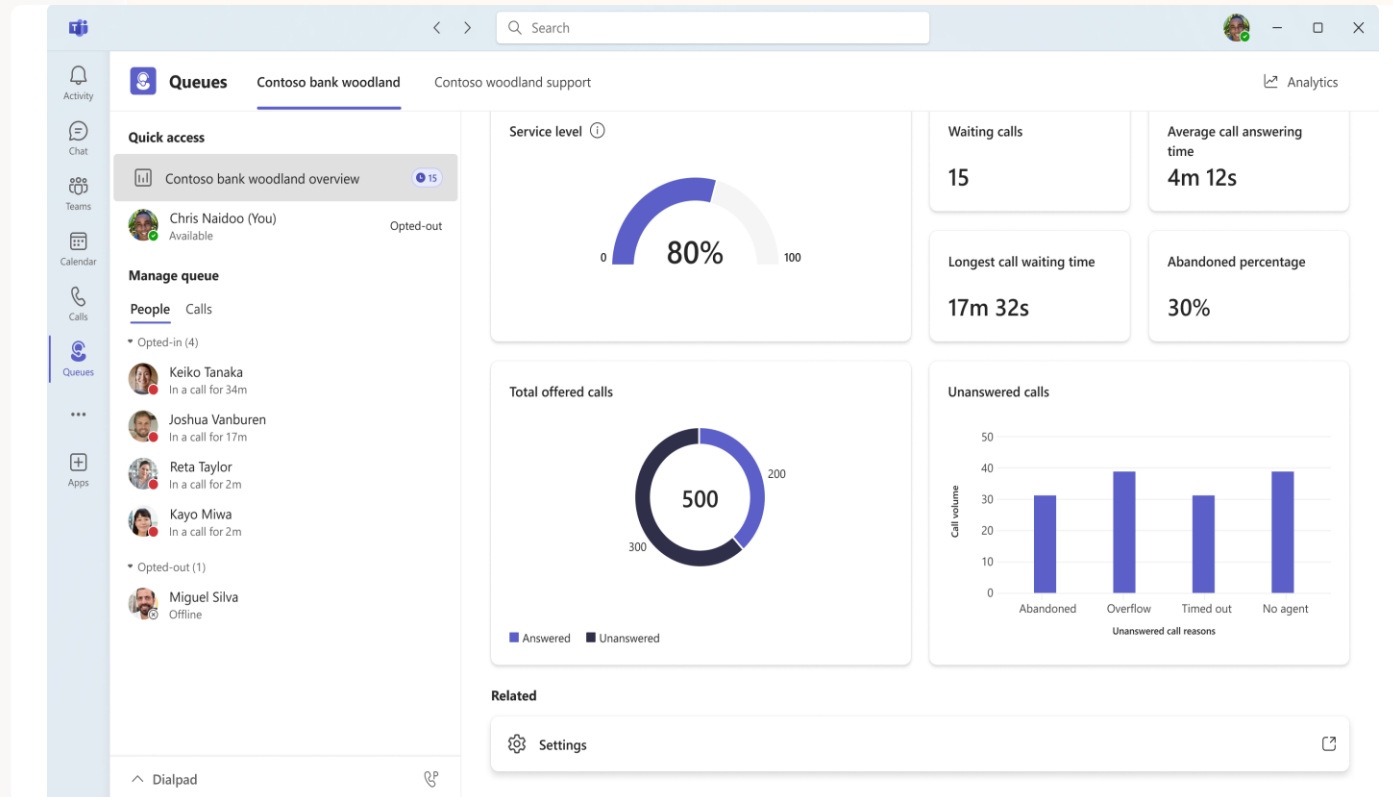
*SMS notifications are supported in select geographies

Microsoft Teams Premium

RICH ENGAGEMENTS

Queues App (Public Preview)

Enhanced customer communications with advanced call queue handling



Collaborative routing

Reduce wait times with efficient call handling

No app switching

Employees make and receive customer calls in the flow of work

Manager tools

Improve team and queue performance with delegated administration

Analytics

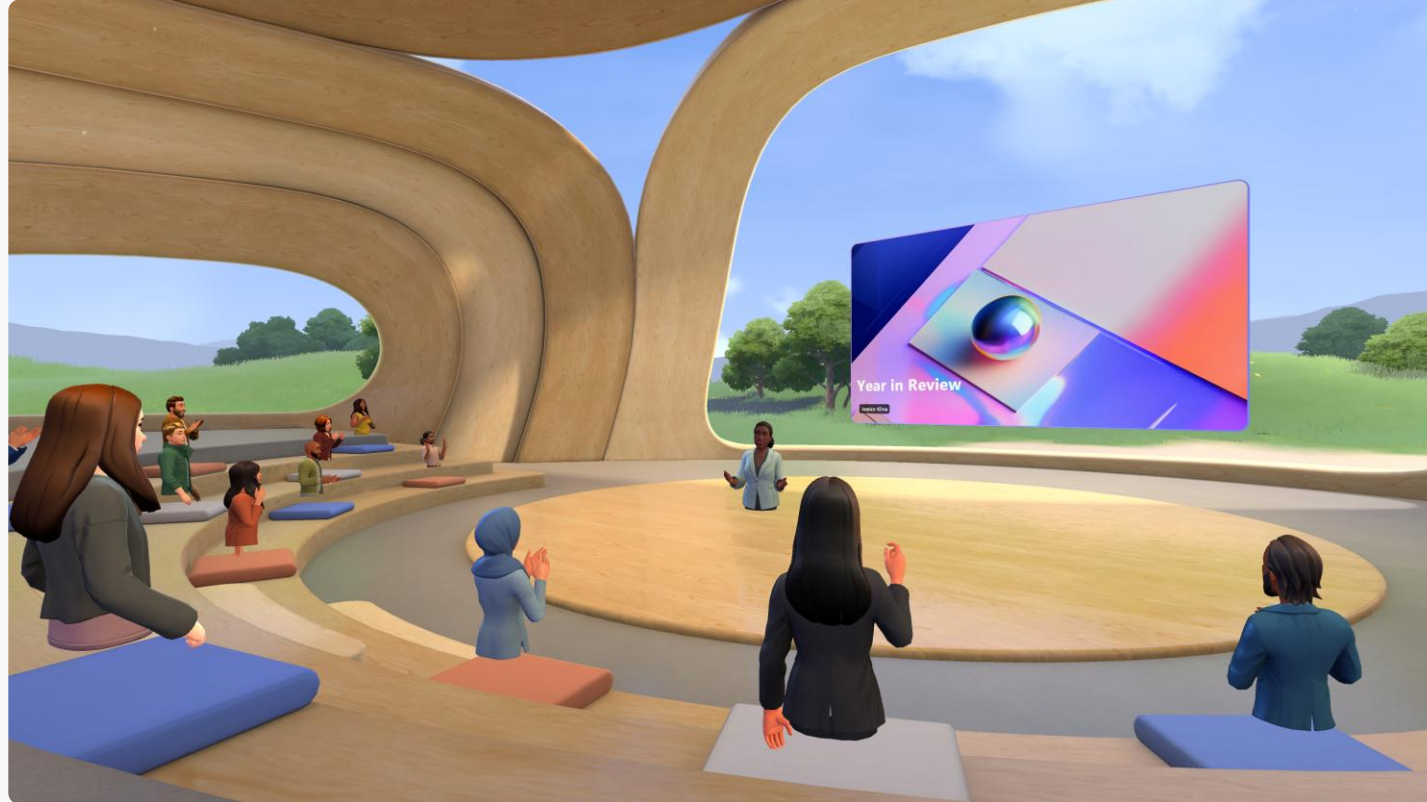
Identify service improvement opportunities

Microsoft Teams Premium

RICH ENGAGEMENTS

Microsoft Mesh

Create your own custom immersive experiences and solutions.



Higher capacity

Invite and host up to 200 attendees

Customization

Tailor a preset environment or build a new experience

Event host tools

Orchestrate unique, dynamic experiences with event production capabilities.



Teams Premium

Advanced Protection & Management





PROTECTION & MANAGEMENT

Sensitive Meeting Protections

Safeguard confidential information exchanged in meetings

The screenshot shows the 'New meeting' interface in Microsoft Teams. The top bar includes 'New meeting', 'Details', and 'Scheduling Assistant'. Below this, there are tabs for 'Show as: Busy', 'Category: None', 'Time zone: (UTC-08:00) Pacific Time (US & Canada)', 'Response options', and 'Sensitivity: None'. A 'Save' button is in the top right. The main form has fields for 'Add title', 'Add required attendees', 'Date and time' (5/19/2023, 10:00 AM to 10:30 AM, 30m), 'Does not repeat', 'Add channel', 'Add location', and 'Online meeting' (toggle on). A rich text editor is at the bottom. A callout box on the right, titled 'Options', contains several settings: 'Who can bypass the lobby?' (Only me and co-organizers), 'Always let callers bypass the lobby' (toggle off), 'Record automatically' (toggle off), 'Allow reactions' (toggle on), 'Enable Q&A' (toggle on), 'Who can record' (Organizer and co-organizers), 'Apply a watermark to shared content' (toggle on), and 'Apply a watermark to everyone's video feed' (toggle on). A 'More options' link is at the bottom of the callout box.

Sensitivity labels

Automate setup of meeting protection options**

Limit who can record

Prevent unauthorized meeting recordings and transcriptions

Watermarking

Deter leaks of shared content

End-to-end encryption

Enable additional privacy protections*

*Teams protects your data with encryption in transit and at rest for all meetings

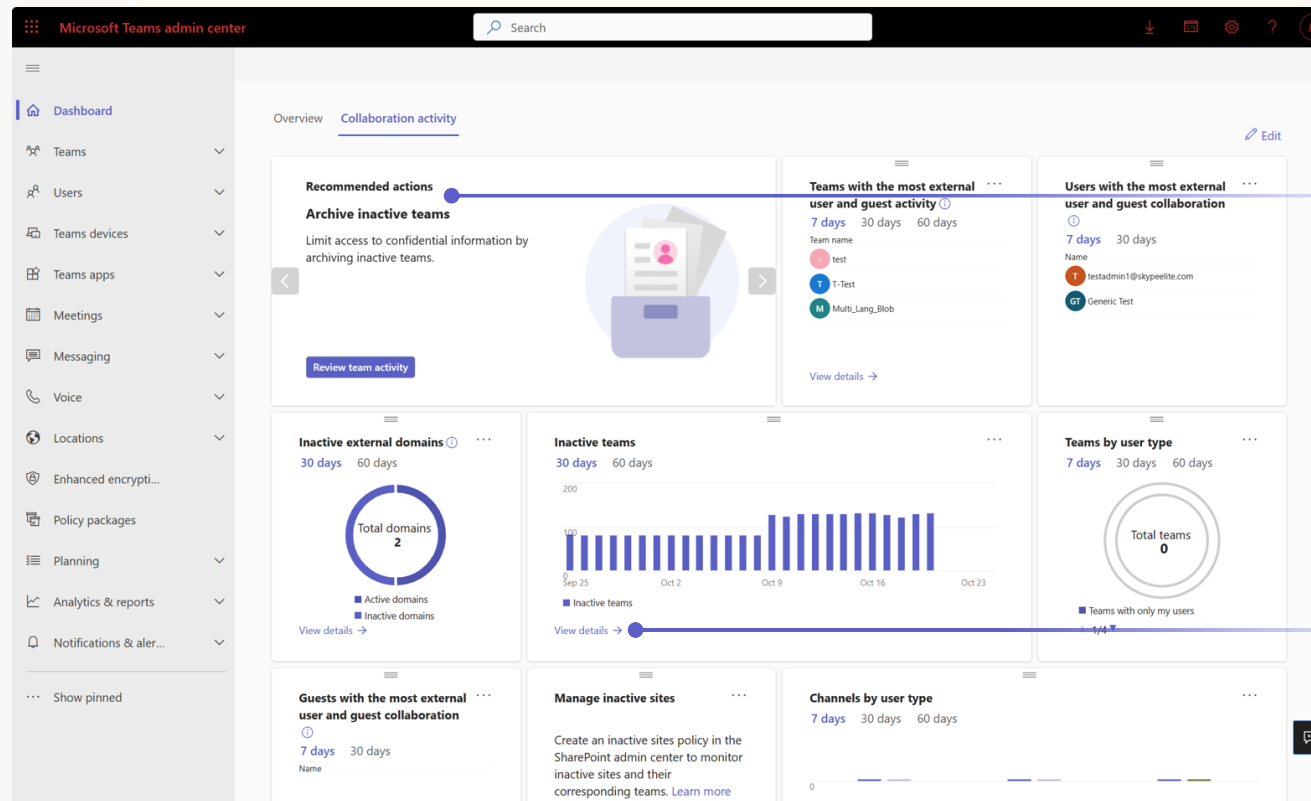
**Customers with an E5 license or E5 compliance

Microsoft Teams Premium

PROTECTION & MANAGEMENT

Advanced Collaboration Tools

Empower administrators with refined control and in-depth insights



Pinpoint inactivity

Reduce sprawl and mitigate risks of information leakage

Collaboration analytics

Drill into detailed views and track trends over time

Microsoft Teams Premium

PROTECTION & MANAGEMENT

Real-time meeting quality telemetry

Ensure quality
experiences with
real-time meeting
performance insights
and advanced reporting



Microsoft Teams admin center

Search

Dashboard

Teams

Users

Teams devices

Teams apps

Voice

Analytics & reports

Notifications & alerts

Rules

Edit and configure alert rules to monitor key metrics and get notified if they meet a threshold that you set. [Learn more](#)




5 items

Name	Rule type	Frequency	Description	Actions
App submissions	App submis...	Real-time	Alerts when the apps are submitted for approval.	--
Device state rule	Device man...	Real-time	Alerts when the device health status is detected as offlin...	--
Audio quality for in-progress meetings Premium	In-progress ...	Real-time	Notifies admins when selected users experience poor au...	--
Video quality for in-progress meetings Premium	In-progress ...	Real-time	Notifies admins when selected users experience poor vi...	--
Application sharing (VBSS) quality for in-progress meetings Premium	In-progress ...	Real-time	Notifies admins when selected users experience poor ap...	--

Intelligent monitoring

Proactively monitor meeting quality to identify and address audio, video and app-sharing related issues while the meeting is in progress.

AI capabilities across licenses

		 Microsoft Teams	 Microsoft Teams Premium	 Microsoft 365 Copilot
AI capabilities deeply embedded in Teams	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	✓		
Meeting Experience	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?”			✓
Other capabilities	• “Create a table with pros and cons of option 1”			✓
	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)			✓

Not an exhaustive list of AI capabilities.
Note: AI generated notes and tasks are created for transcribed calls and for meetings that are recorded or transcribed. Other intelligent recap features may require the meeting to be recorded and are not supported for calls.

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

DEMO



NC DIT Innovation Summit Follow- Up

