

Microsoft AI & Voice

Microsoft | Ribbon

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ribbon
INSIGHTS

AGENDA

1

The new era of modern work

AI and Copilot are transforming how users work in the M365 space.

3

Messaging: What does chat and collaboration look like now?

Copilot revolutionizes how we work together.

5

Teams Calling: Its easy once you get there.

Teams calling can sometime be the last thing you adopt, but once you have it and use Copilot with it, you will wonder how you ever lived without it.

2

Is your tenant ready?

Your data is too valuable not to classify and protect from inadvertent discovery.

4

Meetings: Do I need to attend all of them?

Copilot allows for you to summarize meetings that you could not attend

6

Business Value and “go do’s”

What to consider and how to move forward

The world
is **changing**
has changed

Industries ~~are transforming~~ rapidly

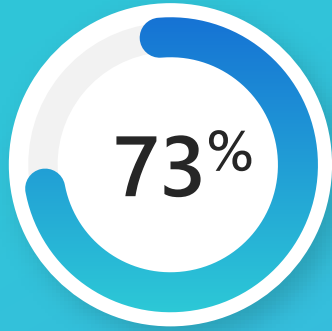
have transformed

The drivers for economic growth ~~are evolving~~

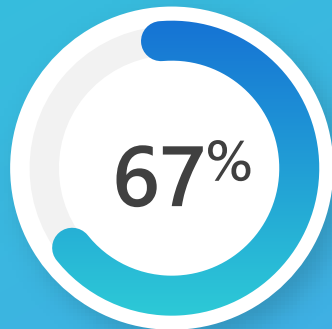
have evolved

Technology is at an inflection point.....and this
is our new normal.

How and Where We Work Has Changed



of workers say they want flexible remote work options



of employees want more in-person collaboration

2.3

days of work week not spent in the office

153%

Increase in number of meetings per week

42%

Of meeting participants are multi-tasking during call

AI

**Machine Learning
and Generative
(chat, pictures, docs
Video, music)**

Copilot

**Github, Sales, Security
Modern Work, Windows,
Viva, Service(BizApps) and
Web (BING)**

Microsoft's AI Principles



Fairness



Reliability
& Safety



Privacy &
Security



Inclusiveness



Transparency



Accountability

Microsoft Cloud — AI you can trust

Your data is **your** data.

Your data is **not** used to train the OpenAI foundation models without permission.

Your data is **protected** by the most comprehensive enterprise compliance and security controls.

Microsoft Responsible AI Standard V2

Policy



Policy

Protecting the public from abusive AI-generated content

[> Learn how](#)

Research

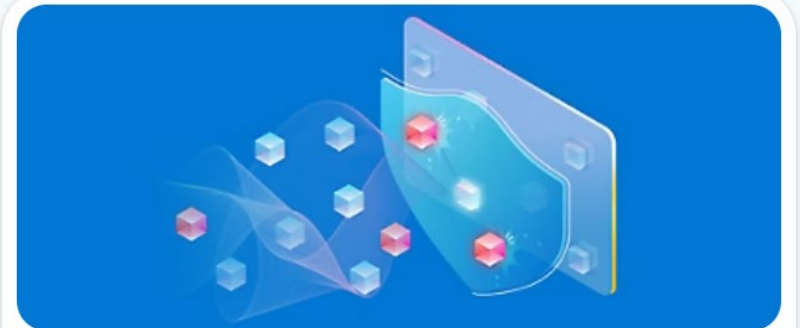


Research

Advancing human-centered AI:
Updates on responsible AI research

[> Read now](#)

Engineering



Engineering

Support responsible innovation with
new tools in Azure AI

[> Learn how](#)

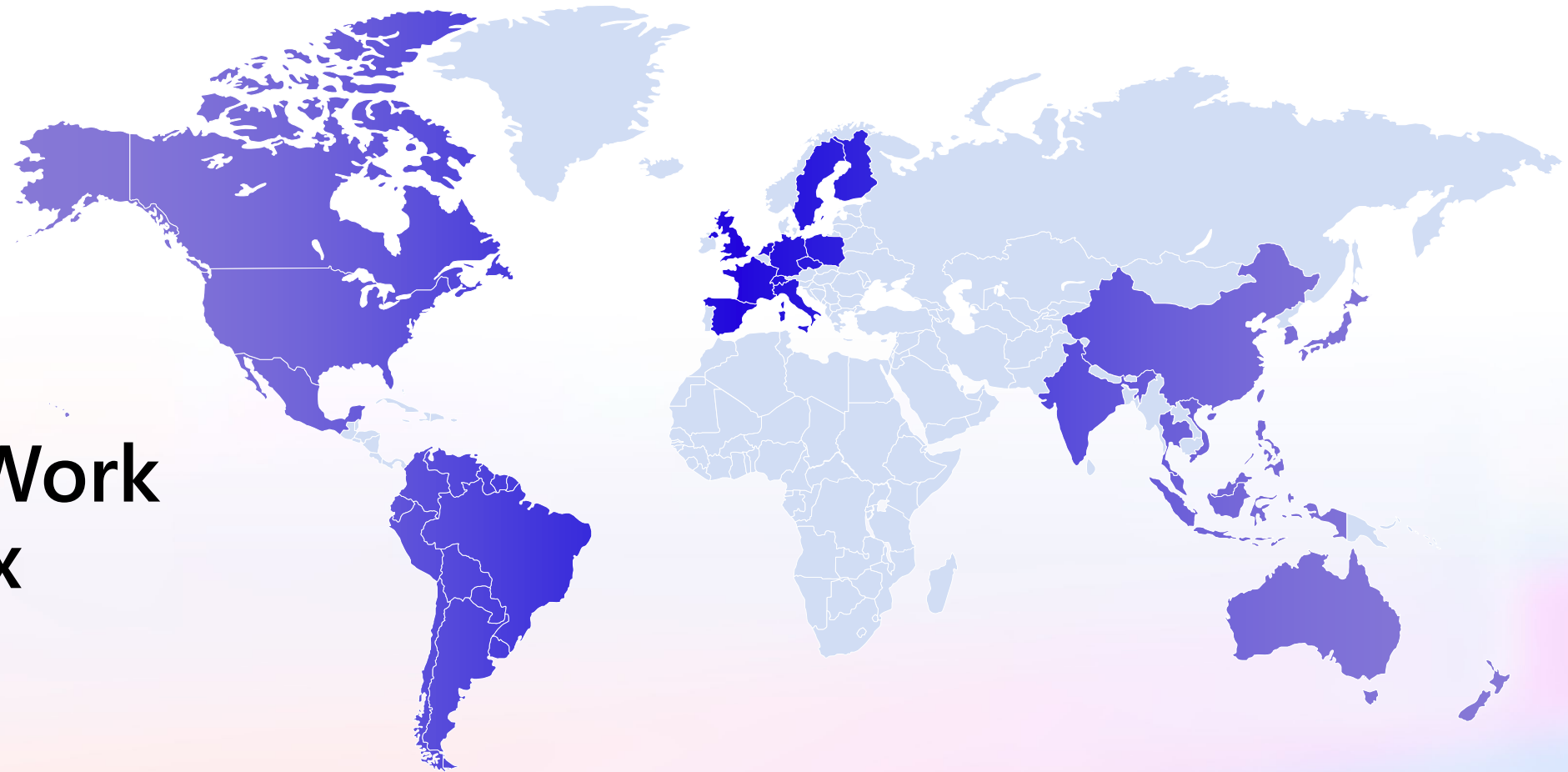
Microsoft Work Trend Index

<http://aka.ms/wti>

 **31,000** people

 **31** countries

 Microsoft 365, LinkedIn,
Glint People Science + academic research



77%

of early Copilot users
don't want to give it up



said they were more
productive with
Copilot



said Copilot
improved the quality
of their work

64%

Spent less time
processing email

75%

Spent less time searching
for information in their files

71%

Saved time on mundane tasks

3.8x faster

getting caught up on
a missed meeting

29% faster

in a series of tasks (searching,
writing, and summarizing)

IS YOUR TENANT READY

Your data is too valuable not to classify and protect from inadvertent discovery

Preparing for the Era of AI

"is your tenant ready?"



What are your organization's **goals** for using AI?



What are your organization's **pain points** that AI can address?



What are your organization's **current capabilities** in terms of AI?



Does your organization have a **data strategy** in place?



Does your organization have the necessary **infrastructure and resources** to support AI initiatives?



Does your organization have a plan to **measure AI impact and upskill** its workforce in AI?

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"is your tenant ready?"



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MESSAGING: WHAT DOES CHAT AND COLLABORATION LOOK LIKE NOW?

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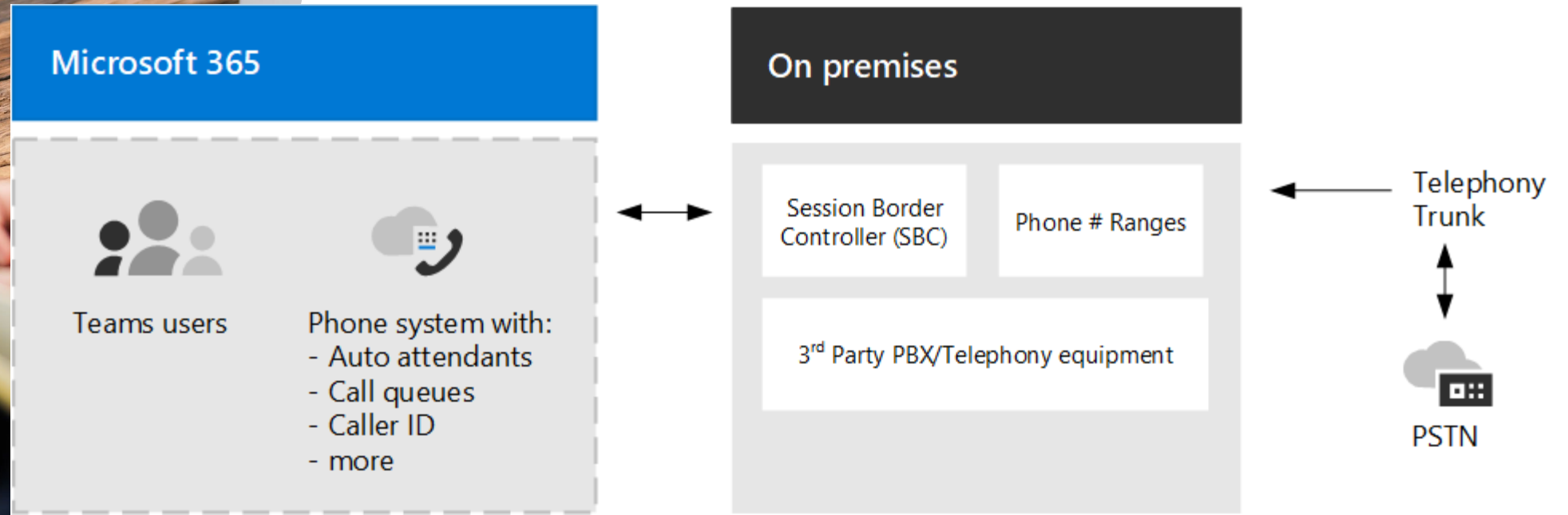
TEAMS CALLING: ITS EASY ONCE YOU GET THERE

Usually, the last feature to get implemented.



Microsoft Teams Voice For Enterprise

Direct Routing Ribbon



Addressing MS Teams Deployments



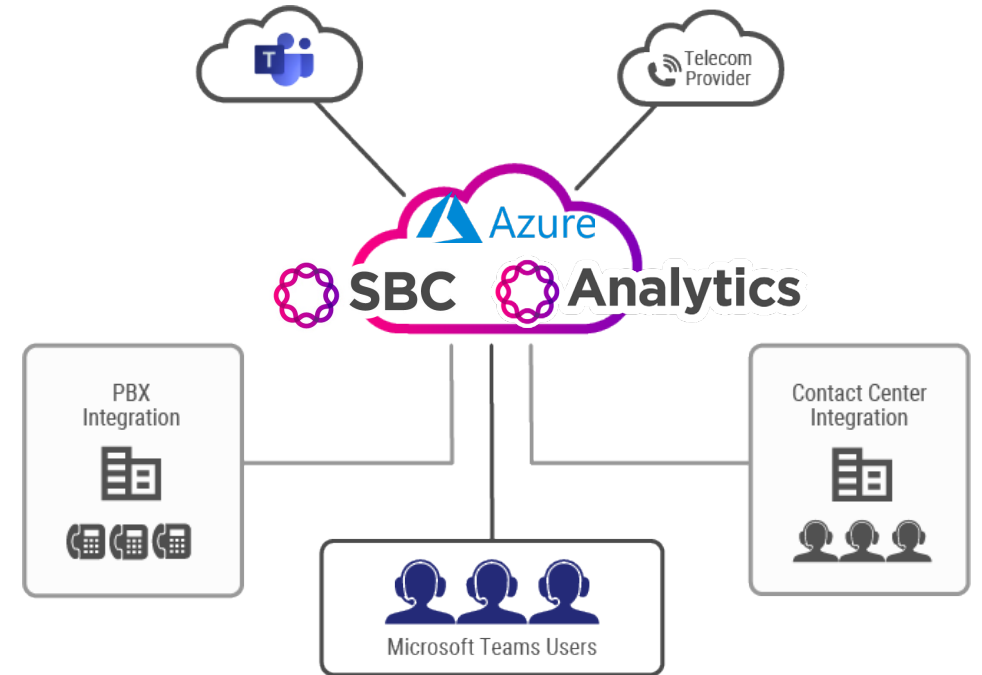
**Transforming Raw KPIs
into Actionable Insights**



**Visualizing RTC Service
Quality Characteristics**

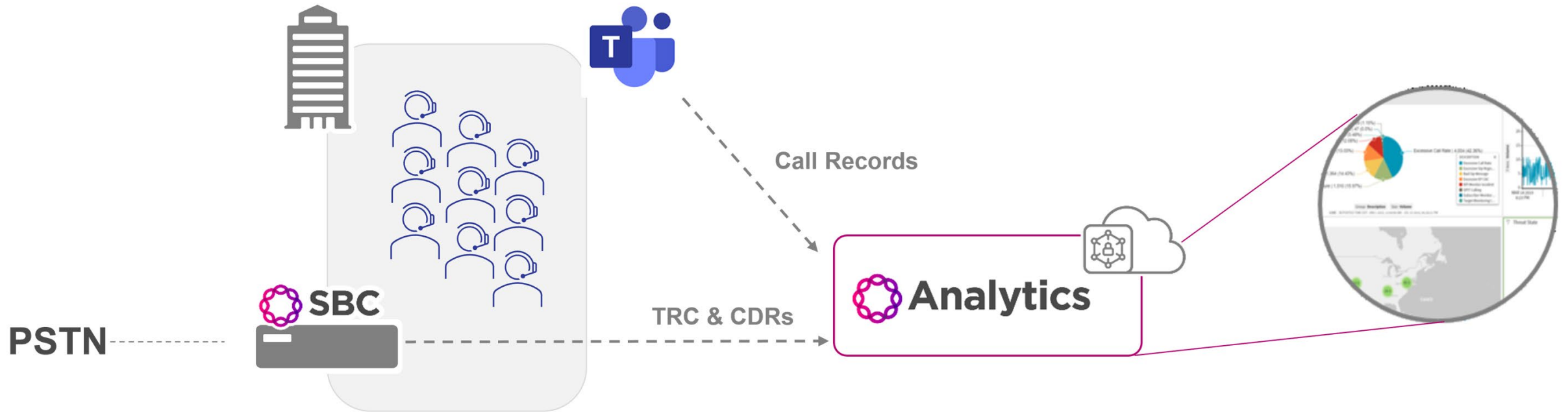


**Detecting Potential Issues
Before They Impact End-Users**



**Gain end-to-end visibility and Intelligence into your
communications networks, devices, and users**

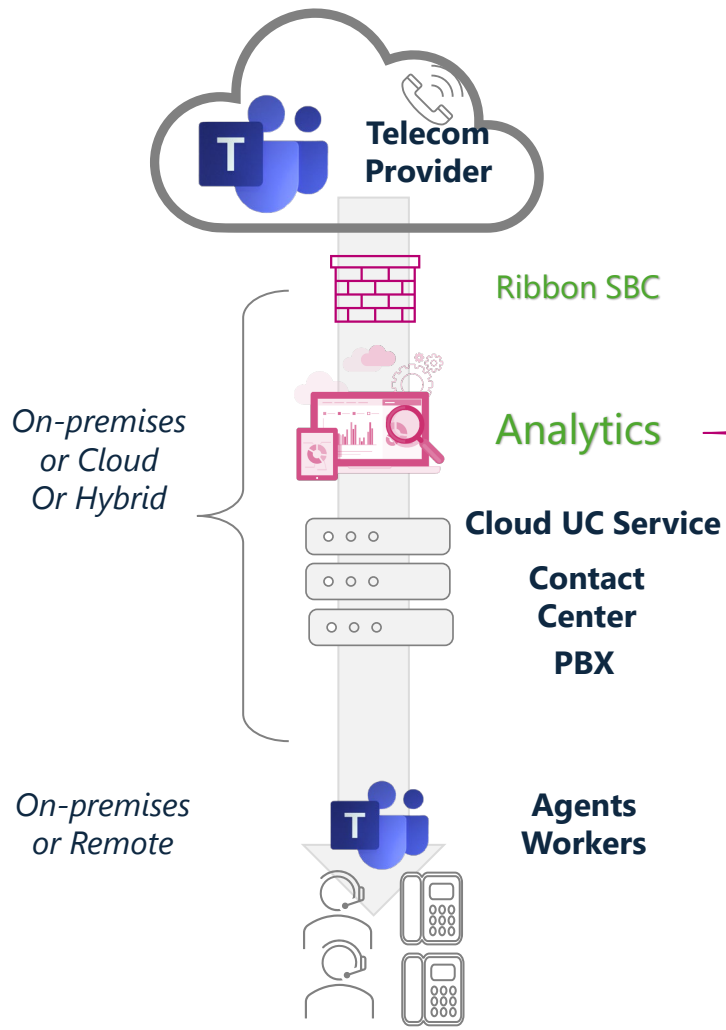
Managing MS Teams Environment



Provides **visibility** into Teams to Teams calls and Teams to PSTN calls

Advanced Troubleshooting and Quality Assurance

Monitoring for Teams



Dashboards

- Summarize network or service analysis

KPIs to understand network behavior

- Correlation of collected data points

Rules & incident detection

- Visibility into network performance and quality issues to pinpoint abnormalities

Alerts and policies

- Based on trigger settings

BUSINESS VALUE

Some more big numbers to impress you.....

Microsoft 365 Business Value

Eliminate redundant solutions

60%

Cut licensing costs

Simplify IT management

40%

Reduced IT management cost

Protect the digital worker

50%

Reduced data breach risk

KEY TAKE AWAYS

01

Work re-imagined

A whole new way to get things done

02

Enhanced productivity

Using the tools to work smarter, not harder

03

Cost savings

Reduction in the amount of time it takes to get things done, which translates into costs savings

04

Ribbon Analytics

Let Ribbon show how to protect your voice infrastructure

05

Automation

Let AI handle repeatable and mundane tasks to free up your employees to get more meaningful work done.



CALL TO ACTION

Now that you have seen it, I know you want it.....

Thank You

ribbon[®]
INSIGHTS

