

THE INSIGHTS

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Welcome to your April update

We know it's difficult to keep up with the number of changes and releases that come from Microsoft.

That's why every month, we highlight the latest updates that are important to your business.



Copilot updates

- New Copilot Adoption Score
- Feature release: Intelligent call recap



365 updates

- Product update: Teams licences are now purchased separately
- Feature release: Queues app in Teams



Security updates

- Feature release: Insider Risk in Conditional Access



Azure updates

- Product launch: Azure Verified Modules

MICROSOFT COPILOT



Copilot AI Adoption Score launches

Microsoft is introducing a new people experiences category in Adoption Score in the Microsoft 365 admin centre.

This AI assistance category helps organisations understand the adoption of Microsoft Copilot features in Microsoft 365, with a 100-point scale to help track the overall adoption.

NB: This score for the AI assistance category will be available in preview and will not impact the overall Adoption Score.

When will this happen?

- Late June 2024 and expect to complete by late July 2024

What does this mean for me?

Monitoring AI adoption is vital in measuring the success of your investment, which is now made easier with Microsoft's new Copilot adoption score. You can use the new tool to drive engagement across your teams and users, as part of your change management plan.



Need help with adoption planning? Speak to one of our Microsoft experts who can help ensure success with Copilot, [book a free consultation with our team today.](#)

Intelligent call recap

The Calls app in Teams will soon have AI-generated notes and action items from your calls, so you can pay attention to your conversations and save time coordinating the next steps.

Intelligent call recap will work for both VoIP and PSTN calls, and summaries will be generated from calls for which transcription was enabled.

When will this happen?

- This feature will be available in the first half of 2024 for both Teams Premium and Copilot for Microsoft 365 users.

What does this mean for me?

Auto-generated action items as well as notes will increase productivity for your employees, helping them to follow up on meetings and calls more easily. Make sure your teams know to enable transcripts for key calls so that no actions go forgotten or deprioritised.

MICROSOFT & OFFICE 365



Teams is now purchased separately

Starting on April 1, 2024, Microsoft is separating Teams from M365 and O365 SKUs to provide commercial customers with the option of purchasing Teams separately.

Existing customers who wish to continue using SKUs to which they have already subscribed can do so (including renewals, license adds, and step-ups). The new lineup does the following:

- Introduce new suites without Teams, which are named the same as the existing suites plus "(no Teams)." The "no Teams" suites will be in the following offers:
- Microsoft 365 E3/E5, Office 365 E1/E3/E5
- Microsoft 365 Business Premium, Business Standard, Business Basic
- Microsoft 365 F1/F3, Office 365 F3
- Introduce a new standalone Teams SKU for Enterprise: Microsoft Teams Enterprise
- End the sale of net-new subscriptions to all existing Enterprise SKUs with Teams (Office 365 E1/E3/E5 and Microsoft 365 E3/E5)
- Continue to offer existing SMB and Frontline suites with Teams (Business Basic/Standard/Premium, MF1, MF3, OF31) alongside the new versions without Teams

When will this happen?

- 1st April 2024

What does this mean for me?

Teams is now optional! So if your organisation uses an alternative like Slack or Zoom, you have options to reduce your licence costs. |



If you're using Teams and are unsure what these changes mean for your renewal, speak to our Microsoft experts to make sure you remain compliant without overpaying. [Book a free consultation with our team today.](#)

Teams 'quick attach' launches

In Microsoft Teams, we are excited to bring you Quick attach, which will display your most recent and contextually relevant files when you select the paperclip to attach a file to a Teams chat or channel post. This new feature will save time when attaching files.

When will this happen?

- Mid-March 2024 and expect to complete by late March 2024.

What does this mean for me?

Yet another productivity enhancement from Microsoft to continuously improve the experience of their apps. This new feature will help employees work quicker and more intuitively.

MICROSOFT & OFFICE 365



Queues (the call-handling app) launches

The all-new call handling application eases collaboration between team members and supervisors to manage call queues. Team members can manage calls while supervisors can manage call queues, access reports, and analyse data. The app can be pinned to the left side of the Teams client for ease of access and use.

Your team members can use the Queues app to handle incoming calls, both PSTN and VOIP, by picking them from the call queue. They can make outgoing calls on behalf of the call queues or auto attendants that they are assigned to. They can also check their call queue performance and work together with their leads or colleagues within the work process.

Authorised users, with permissions from Teams admins, can monitor call queues and auto attendants in real time. They can generate performance reports, configure the call queues and auto attendants, update greetings and other delegated admin functions to improve performance according to business needs.

The Queues app requires a Teams Premium license, learn more about the [Queues app](#).

When will this happen?

- Late March 2024 and expect to complete by late March 2024.

What does this mean for me?

The Queues app can help improve your customer experience and employee satisfaction by giving employees more control over voice communication channels.



Talk to one of our experts about the impact these changes may have on your licences or employee experience, by [requesting a call back here](#).

MICROSOFT SECURITY



Insider Risk in Conditional Access

Protect your organisation from insider threats with Microsoft Entra's Conditional Access and Adaptive Protection in Microsoft Purview.

Automatically block access to critical assets when insider risk levels elevate, ensuring data security and compliance seamlessly. Set up custom policies based on risk levels and enforce strong authentication measures, safeguarding against data breaches. Gain control and visibility over insider activities without manual intervention, empowering proactive security measures.

More Information: [Insider Risk in Conditional Access | Microsoft Entra + Microsoft Purview Adaptive Protection](#)

When will this happen?

- Generally available

What does this mean for me?

This update accelerates the response time to insider risk threats, whether due to employees incorrectly sharing confidential assets, or the result of a compromised account that has not triggered any other security controls.

MICROSOFT AZURE



Launch of Azure Verified Modules

Azure Verified Modules (AVM) is an initiative to consolidate and set the standards for what a good Infrastructure-as-Code module looks like.

Modules will then align to these standards, across languages (Bicep, Terraform, etc) and will then be classified as AVMs and available from their respective language-specific registries.

AVM modules are used to deploy Azure resources and their extensions, as well as reusable architectural patterns consistently. Modules are composable building blocks that encapsulate groups of resources dedicated to one task. AVM improves code quality and provides a unified customer experience.

When will this happen?

- Generally available

What does this mean for me?

The launch of AVM makes it easier for organisations to get started with Infrastructure as Code, ultimately easing the provisioning and management of your cloud environment.



Talk to us about adopting and modernising cloud management with code. [Request a call back from an expert.](#)