

THE INSIGHTS

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Welcome to your February 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.



News

- Podcast: securing your modern workplace with Microsoft



Copilot updates

- Targeted search function



365 updates

- Live chat feature in Teams



Security updates

- New threat classification details for email attacks



MICROSOFT NEWS

Podcast: Securing your modern workplace with Microsoft

Joe Ashley, Cloud & Cyber Services Director at the Focus Group and Deborah Sweeney, Microsoft Modern Workplace Business Manager from TD SYNEX talk to Tim Hearn about Securing the Modern Workplace.

A high-level security-based discussion, Joe describes our approach in working with customers to plan and implement a secure environment for the modern workplace using Microsoft Sentinel and the Defender Suite.

[Listen now >](#)

Webinar: Unlocking Business Potential with Microsoft 365 Business Premium

This is a big time of year for Microsoft licencing renewals and understanding what you have, what you use and what you need is essential to powering your workplace.

With the introduction of AI and ongoing hybrid working enhancements, your licence requirements have most likely changed, especially if you're on a Business Standard licence.

In our latest webinar our Microsoft experts talk through the use cases and benefits for moving to Microsoft Business Premium.

[Watch on-demand >](#)

The roots of sustainability: Microsoft builds its first datacentres with wood

To help guide organisations on their AI transformation journey, Microsoft recently commissioned a new study through IDC, The Business Opportunity of AI. IDC's findings show that when organisations truly commit to and invest in AI, the return on investment (ROI) potential grows significantly.

The top three findings from the report were:

↑75% Generative AI usage jumped from 55% in 2023 to 75% in 2024

92% 92% of AI users are using AI for productivity.

78% 78% of AI users are bringing their own AI tools to work

No matter where you are in your AI journey, this report can help give you insights into AI adoption rates and help build the business case for adoption throughout your business.

[Read the full report >](#)



MICROSOFT COPILOT

Take notes in Microsoft OneNote directly in the workflow from the canvas

If you're a frequent OneNote user, you may spend time manually preparing meeting agendas, capturing notes, or gathering relevant information about projects. This can all be time consuming and frustrating to collate.

With the new take notes with Copilot feature, users can now use a natural language prompt editor directly on the canvas to pull relevant information from their Microsoft 365 documents, messages, and emails into their notes.

Use Copilot search more efficiently with SharePoint & OneDrive updates
When writing Copilot prompts in the chat box, users will be able to use Context IQ (CIQ) to search for and select from storage sites like SharePoint, OneDrive, emails, etc.



MICROSOFT 365

Live chat now available in Teams for enhanced omnichannel customer experience

Does your website's live chat experience need a boost? Microsoft's live chat function will be available soon to help you answer web enquiries faster and easier. It will be available in all Microsoft 365 Business plans (Business Basic, Business Standard and Business Premium). Live chat features include:

- Customer chat integration in Teams: Website visitors can engage on the website and chat with the business team natively in Teams chat and channels
- Tailored for small businesses: Simplified features that address small business needs, including:
 - Collecting website visitor contact information
 - Connecting visitors to an available user in Teams chat by auto-assigning
 - Reassigning or closing conversations right from Teams chat
 - Posting customer requests and associated transcripts in Teams Channel
 - Dashboard with all customer requests for a given timeframe

Global admins and Teams admins will be able to configure the feature through the [Teams Admin app \(available in the Teams App Store\)](#). Other users in the organisation will not see this functionality in Teams until you enable it.

More predictable meeting recording experience

Microsoft has updated meeting details to include the owner of the meeting recording so that it's easier for meeting participants to reach out to the right person for notes, actions and follow up.

Allow presenters to moderate Q&A

Organisers of town halls and webinars will be able to select and assign presenters to also moderate the Q&A, allowing them to manage and publish questions asked during the event.

Organisers and presenters can now end the session with this new “End Event” button for town halls, webinars, and structured meetings. After selecting this button, attendees will see a message on stage stating that the session has concluded, and presenters will return to the Green Room.

Admin update: Manage Teams Premium from a single place in the Teams admin centre

You can now Manage Microsoft Teams Premium on a single page in the Teams admin centre (TAC). Before this rollout, admins had to navigate to multiple portals to manage licenses, view usage reports and manage settings. After this rollout, admins can now:

- Track which features are being used through the Teams Premium utilisation report and identify opportunities to drive further adoption.
- Feature Advisor provides admins a single view of all settings along with the status on configuring and deploying Teams Premium features. It highlights any pending actions needed to fully utilise the premium features.
- See detailed information on Teams Premium licenses, such as the total count, assigned count, unassigned count, and license requests. It also allows administrators to assign licenses that have already been purchased from the Microsoft 365 Admin centre.

Admin update: Separate retention policies for Copilot and AI apps in Microsoft Purview

This new feature provides the capability for admins to configure separate retention policies for various Microsoft 365 Copilot and AI apps. As a result, admins will have the option to configure policies that can delete Copilot and Generative AI interactions faster.



MICROSOFT SECURITY

Admin update: New Identity Secure Score recommendations in General Availability

New Identity secure score recommendations are available which could positively or negatively impact your score. The latest recommendations are:

- Require MFA for all administrative roles
- Ensure all users can complete MFA
- Enable policy block legacy authentication
- Do not expire passwords
- Protect all users with a risk user policy
- Protect all users with a sign-in risk policy
- Enable password hash sync if hybrid
- Do not allow users to grant consent to unreliable applications
- Use least privileged administrative roles
- Designate more than one global admin
- Enable self-service password reset

[Read the full announcement >](#)

Admin update: Microsoft Defender for Office: Introducing “threat classification” for email

Microsoft are introducing threat classification details to enhance your ability to understand the intent behind email attacks.

This update will allow you to integrate threat classification information across key experiences for better detection, analysis and response. The threat classification system utilises large language models (LLMs), machine learning (ML) models, and other advanced techniques to understand the intent behind threats, providing a more accurate classification. As the system evolves, you can expect new threat classifications to be added to keep pace with emerging attack methods.

NB: This update requires Microsoft Defender for Office 365 P2 licence.

[Click here to get more technology insights across Microsoft and more on our website](#)