



March 10-12, 2026
Caesars Forum, Las Vegas

The Potential of Teams & Copilot

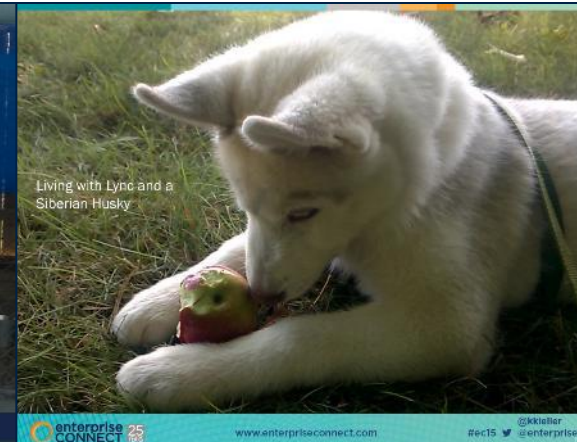
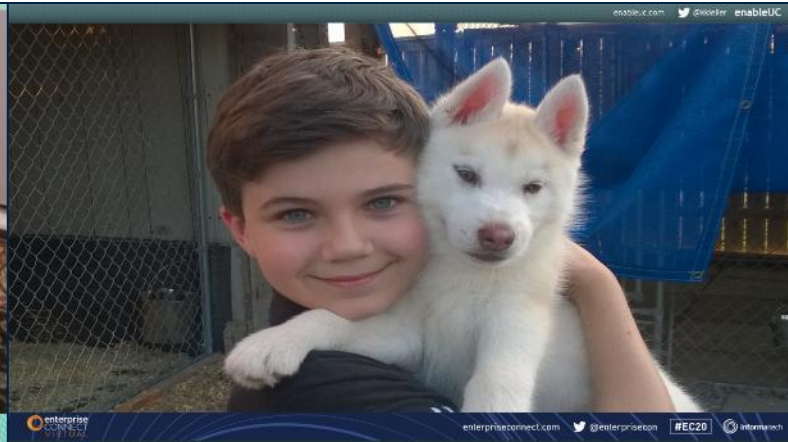
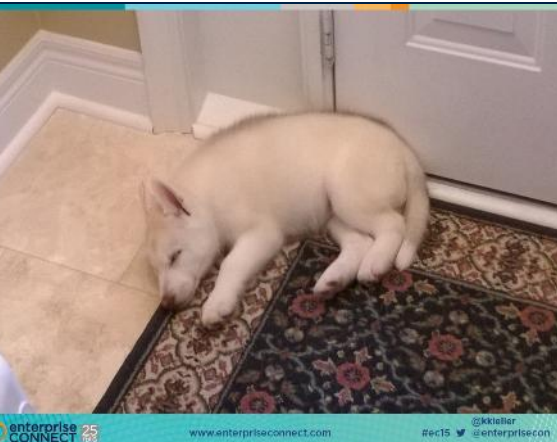
What You're Missing Out On

Kevin Kieller

kkieller@enableuc.com



Dogs, Teams, and Copilot



- Training is important for huskies and Teams users (& for the IT Pros that support Teams)

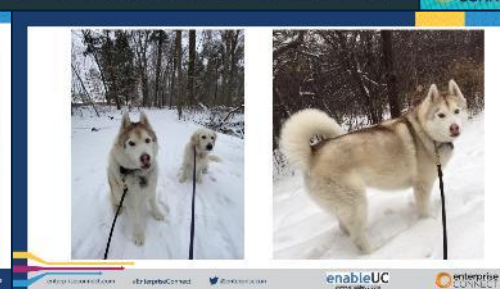
Kai carefully waiting and not baring the teeth placed on his paws. Working on delayed gratification.



The "Teeth" of Enterprise Voice

- You make get bitten if you don't approach Teams (or a husky) with respect for its power and complexity

It's - Oh would never actually bite anyone. I think a picture as he was chewing on some grass and happiness to find the shot right.



The Power of Teams

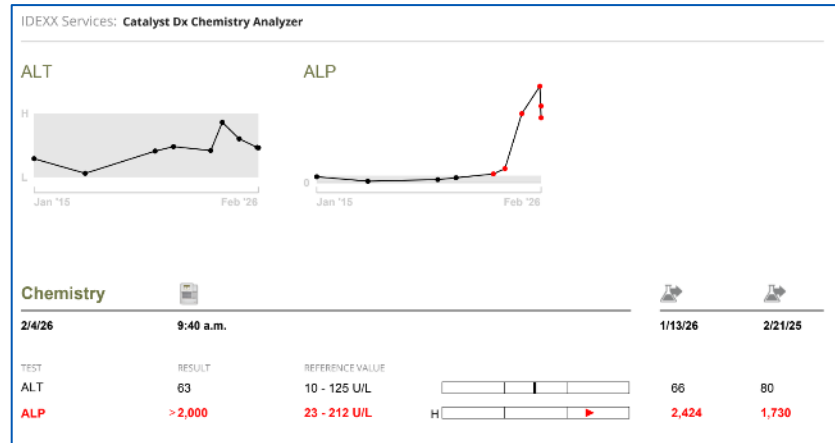
- Part of the Office 365 bundle
 - A chat tool
 - A collaboration tool
 - A knowledge repository
 - An online meeting tool
 - A videoconferencing solution
 - A new phone system (PBX)
 - A workflow automation platform
 - A social engagement tool



Elevated Levels

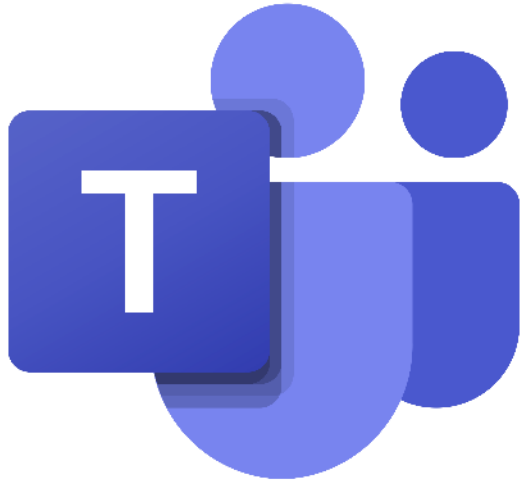
Kai

- 11-year old Siberian Husky
- K + **AI**
- Elevated liver enzyme (ALP)



Elevated Levels

Teams



- 9-years old
 - Announced March 14, 2017
 - 2019 - Surpassed Slack DAU 2019
 - 2020 - Pandemic explosion in users (115M MAU)
 - 2021 - Microsoft tries personal Teams and fails
 - 2022 – Teams Premium
 - 2023 – Copilot arrives in Teams + Teams 2.0
 - 2024 – Copilot agents in Teams
- Increased pricing (M365 / O365 suites)
- Increased complexity



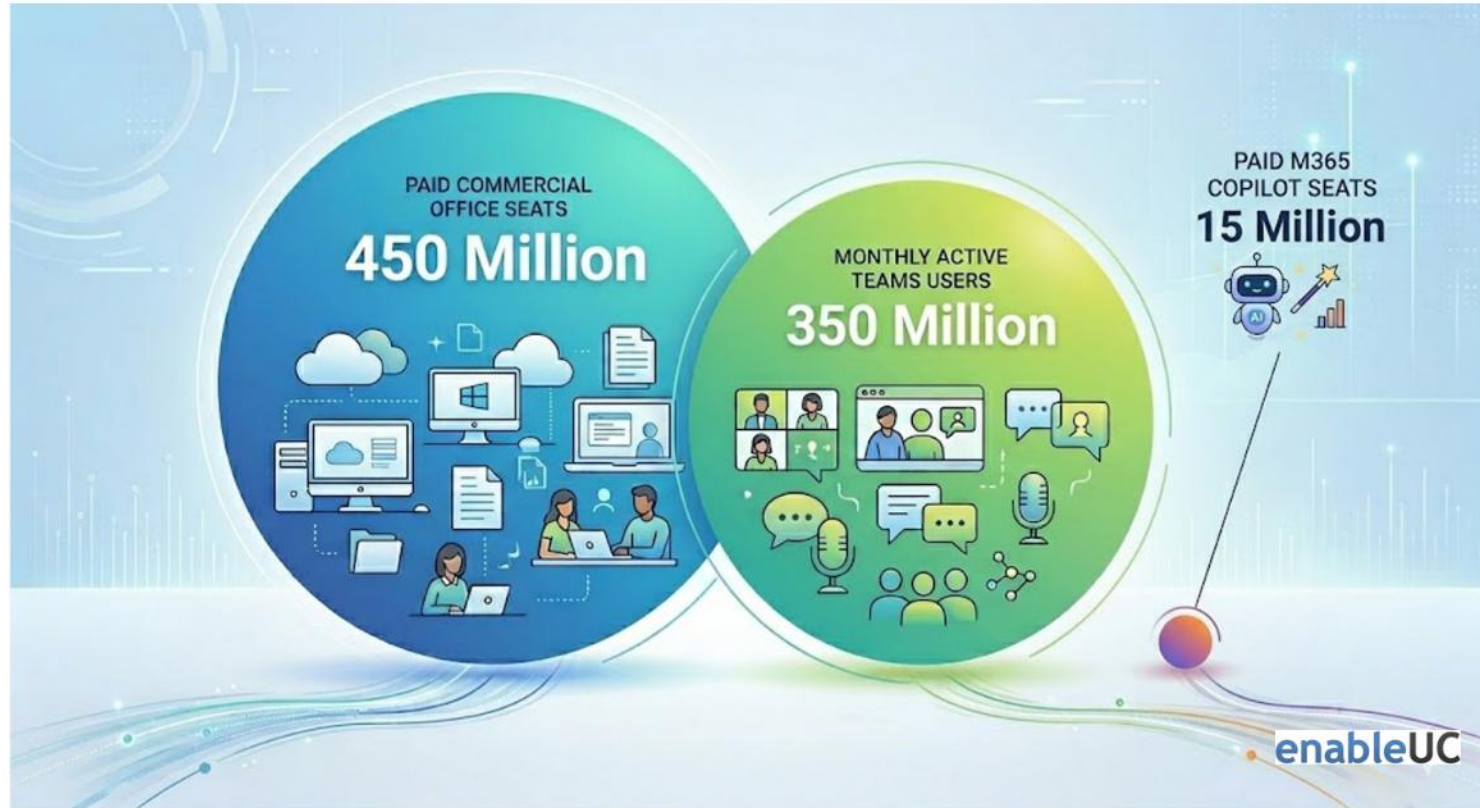
Microsoft 365 Copilot

Elevated Levels

Copilot

- 3-year old AI Assistant (AI Agent)
 - Mar 2023 – Copilot M365 announced
 - Sep 2023 – Copilot generally available
 - Jan 2025 – M365 Copilot Chat (free)
 - 2025 – Agent focus
 - 2026 – Agentic AI / Frontier Firm / Agent Boss
- Strong hype / expectations
- “Copilot confusion”
- Pressure to deliver on Copilot investments
 - Only 15M paid M365 Copilot users
- **Elevated capabilities and opportunities**

Elevated Pressure



Getting the most from Teams

How?



2025 is so last year ...

Useful and meaningful

- The new Teams client
- Chat and channels UI
- Greatly improved Teams calendar
- Slash commands

Fun

- Recording video clips (with on-screen teleprompter)
- New skin tones for emoji
- Recording name pronunciation on profile card

Phone

- Number management for Direct Routing numbers
- Queues app on phone devices
- Updated session border controller (SBA) software

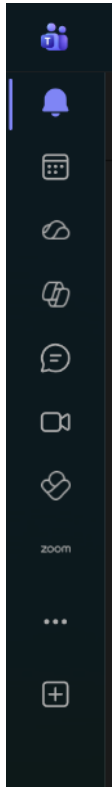
Teams 2025 – 2026: Lots of little things

- Threaded conversations
- Teams Town Hall (replacing Live Events)
- Multiple emoji reactions per message
- Malicious URL protection in chat and channels
- Resizable meeting gallery panes
- Saved messages (back again)
- SQL-like search commands

I intentionally focused on non-AI updates



Power User Shortcuts



← Ctrl + 1

← Ctrl + 2

← Ctrl + 3

...

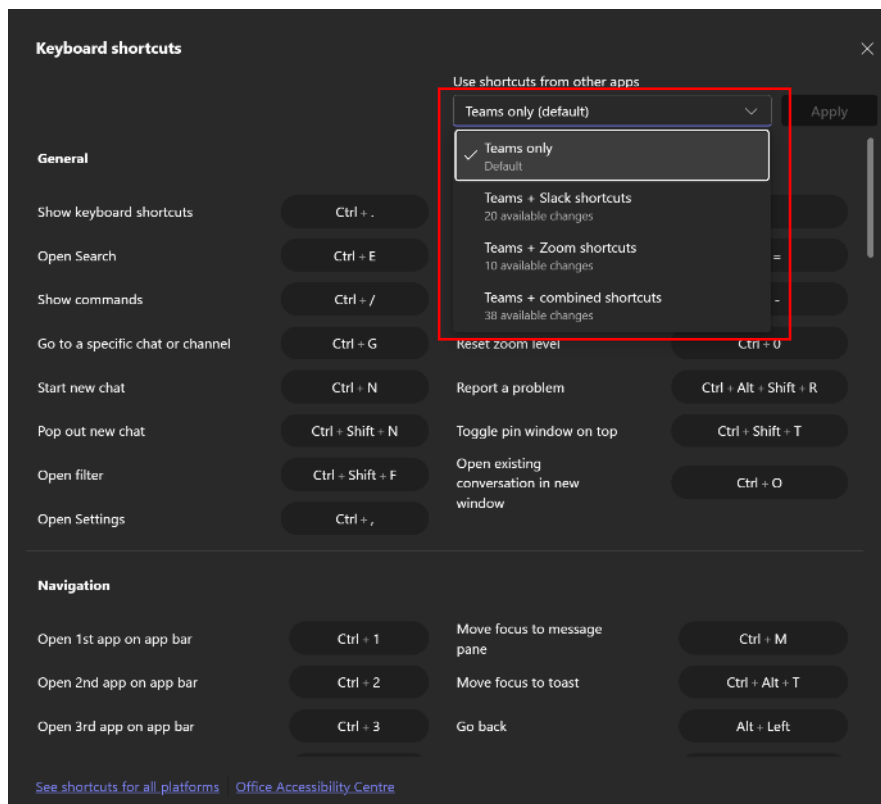
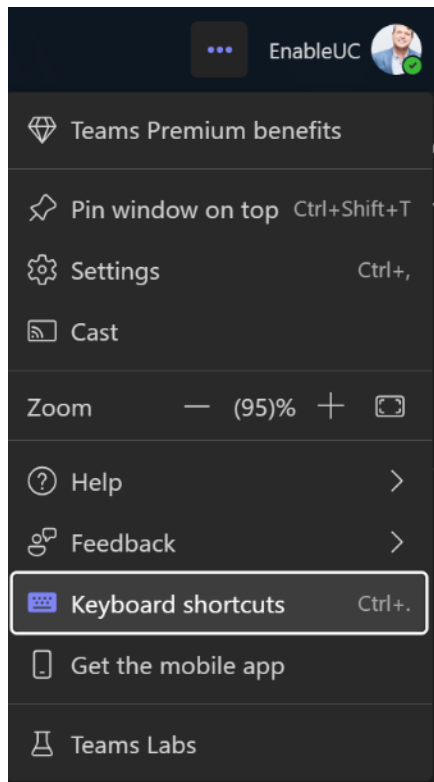
Ctrl + Shift + T
“God Mode”
Teams window on top

“Old School” Slash Commands

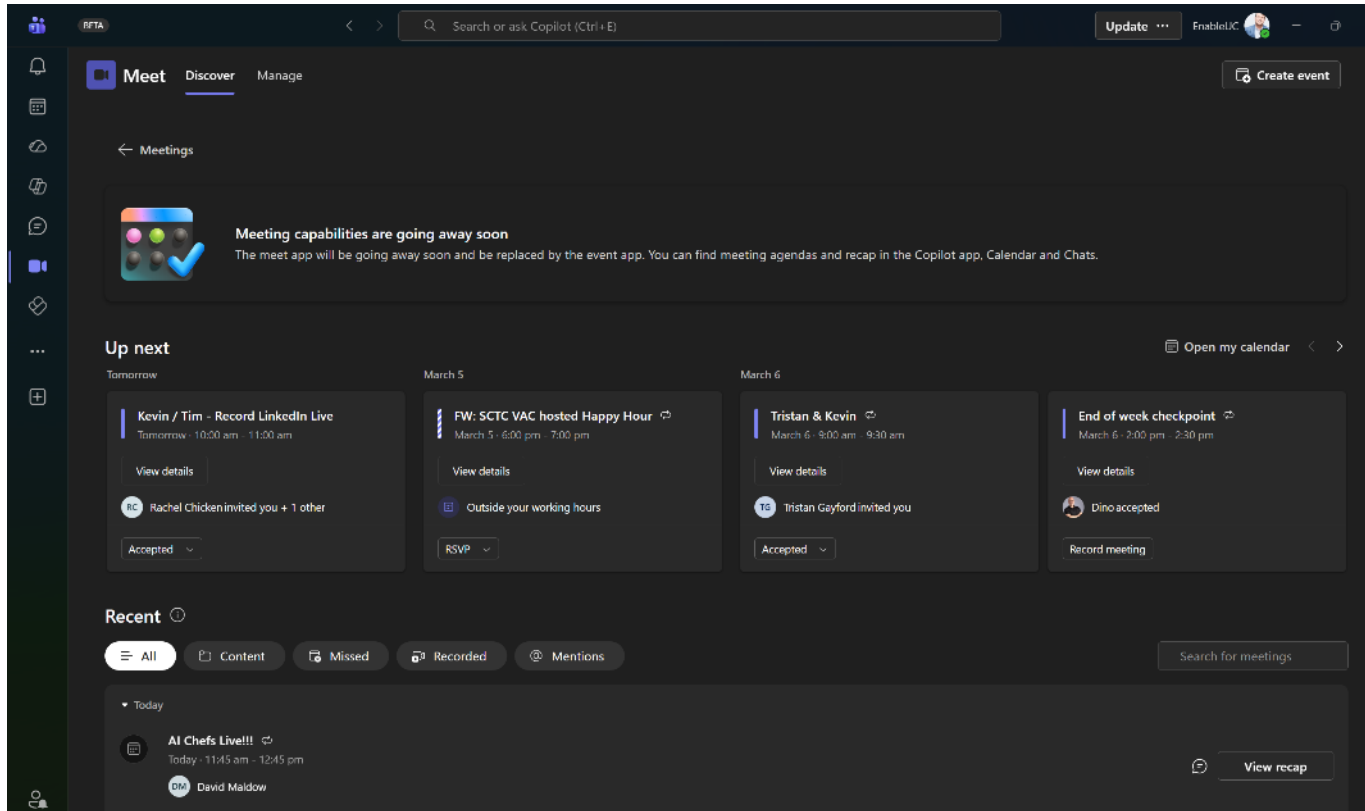
Ctrl + G = Goto

`/goto` Type a chat or channel

All the keyboard shortcuts...



Meet app



- Upcoming meetings
- Prior meeting recordings, transcripts, tasks
- Continuous chat
- Being replaced by “Events” app

Shared channels



no jitter

NEWSLETTER SIGN-UP

AI & Automation ▾ Infrastructure ▾ Digital Workplace ▾ Data Management ▾ Contact Centers ▾ More ▾

2022: The Year Microsoft Teams Becomes Hyperconnected

Sometime in 2022, Microsoft will get shared channels right, and in doing so, will spur much wider and deeper ongoing collaboration.

Kevin Kieller
January 12, 2022

4 Min Read

zoomahead
99.999% uptime.
100% modern cloud calling.
Zoom Phone. The reliable and trusted phone system.
Explore Zoom Phone

Editor's Spotlight
CCAAS
How Air Canada Tapped Amazon Connect to Modernize Its Contact Center...
DEC 16, 2024

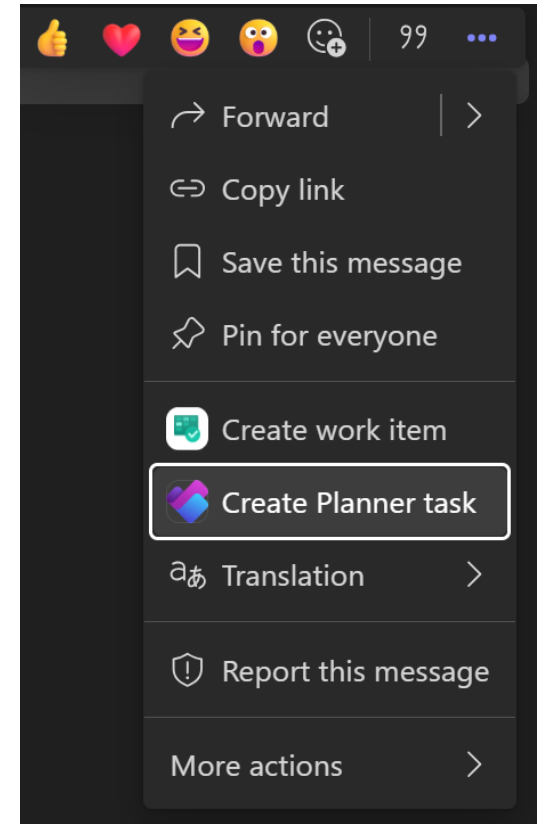
IMAGE: DANIEL CONSTANTIN - ALAMY STOCK PHOTO

- External people invited to a shared channel do not become a member of the team and do not have guest accounts.
- Shared channels allow you to collaborate more efficiently with partners, stakeholders, suppliers, and customers.
- **Sadly, the setup complexity prevents most orgs from using**

Source: <https://www.nojitter.com/ai-collaboration/2022-the-year-microsoft-teams-becomes-hyperconnected>

Create a Planner task

- Works for internal chats and channels
- Click the three dots (...) on any message
- Has been around since 2021 but still useful



Teams ROI

Return on investment

- Maximize the value ...
 - Drive adoption of Teams – adoption.microsoft.com
 - Provide on going training as new capabilities become available
 - ... or when Microsoft (arbitrarily?) changes existing UI
 - [Changepilot.cloud](https://changepilot.cloud)
- Right-size investment
 - Consider Teams Phone as legacy PBX replacement
 - Don't pay for PSTN services you don't need (audit)



Teams Improvements are Focused on Copilot



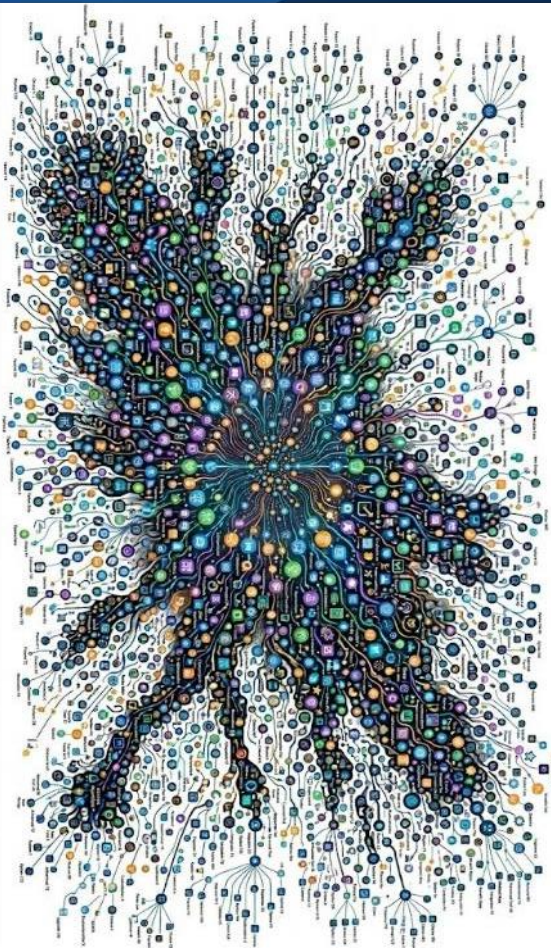


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Getting the most from Copilot

How?

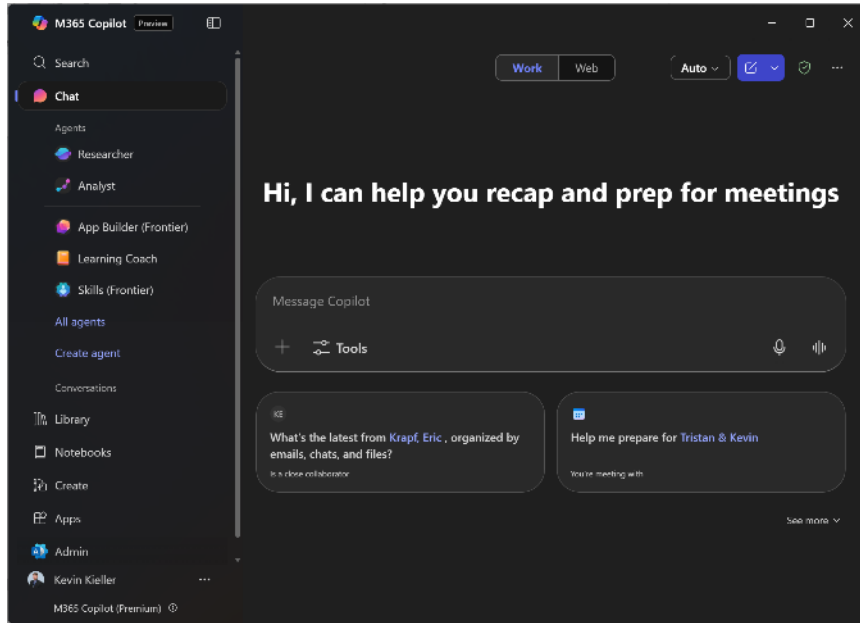




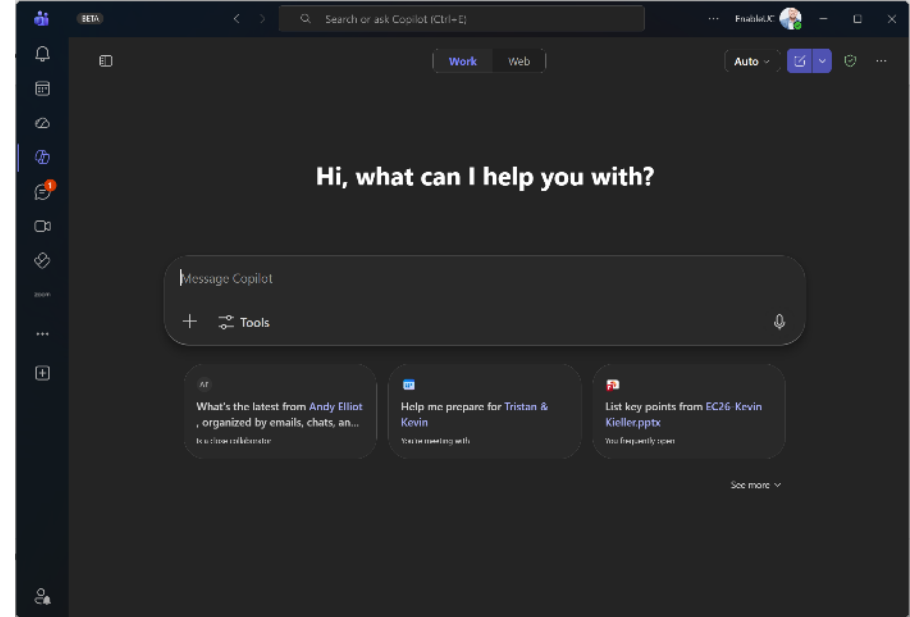
What's New with Copilot

- M365 Copilot App
- Facilitator
- Interpreter
- Researcher and Analyst agents
- Learning Coach
- Notebooks
- Agent mode
- Much better context (much more consistent)
- Talk to Copilot on mobile and in M365 app

M365 Copilot App + Teams

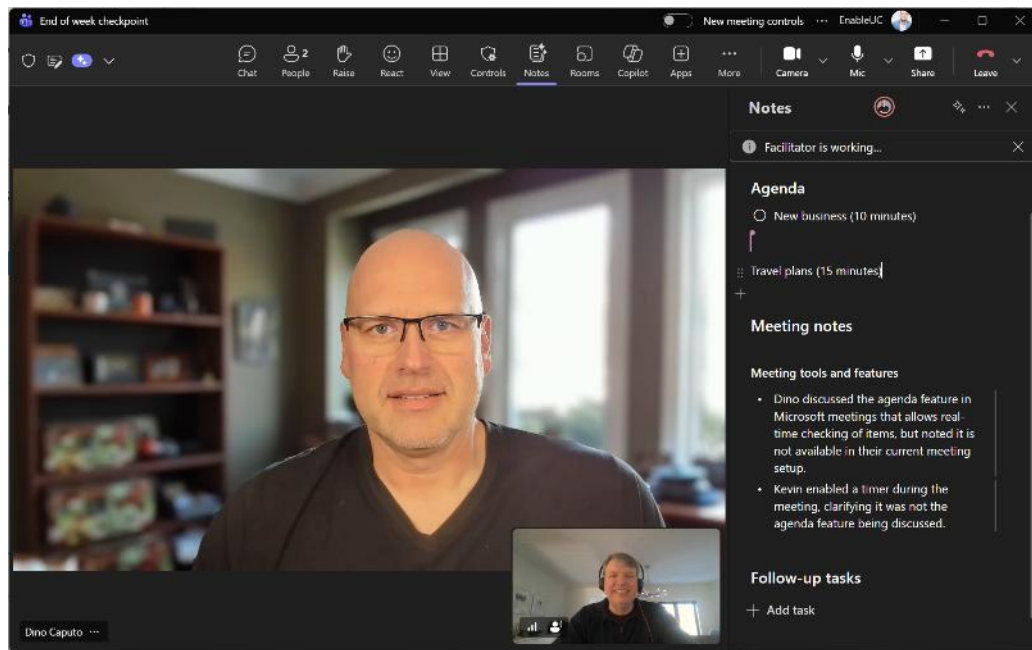


M365 Copilot: Your Productivity “home”

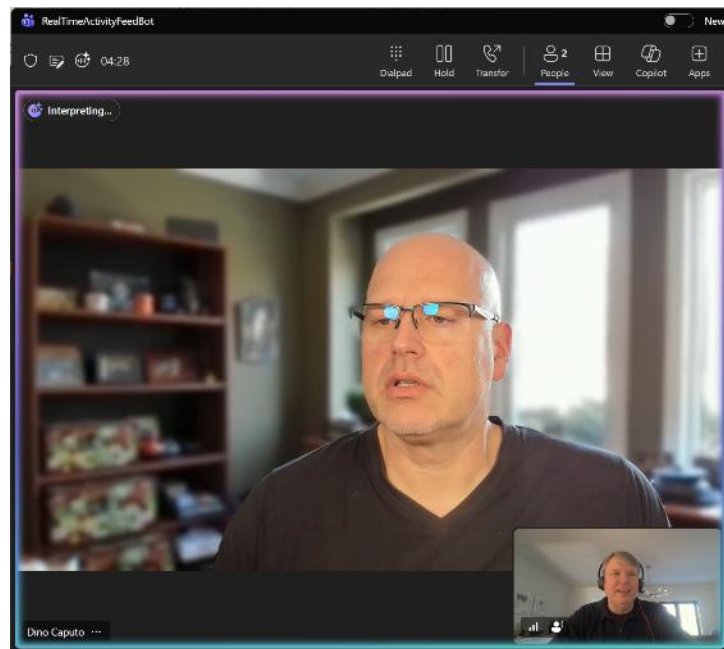


Teams: Your Collaboration “hub”

Facilitator and Interpreter

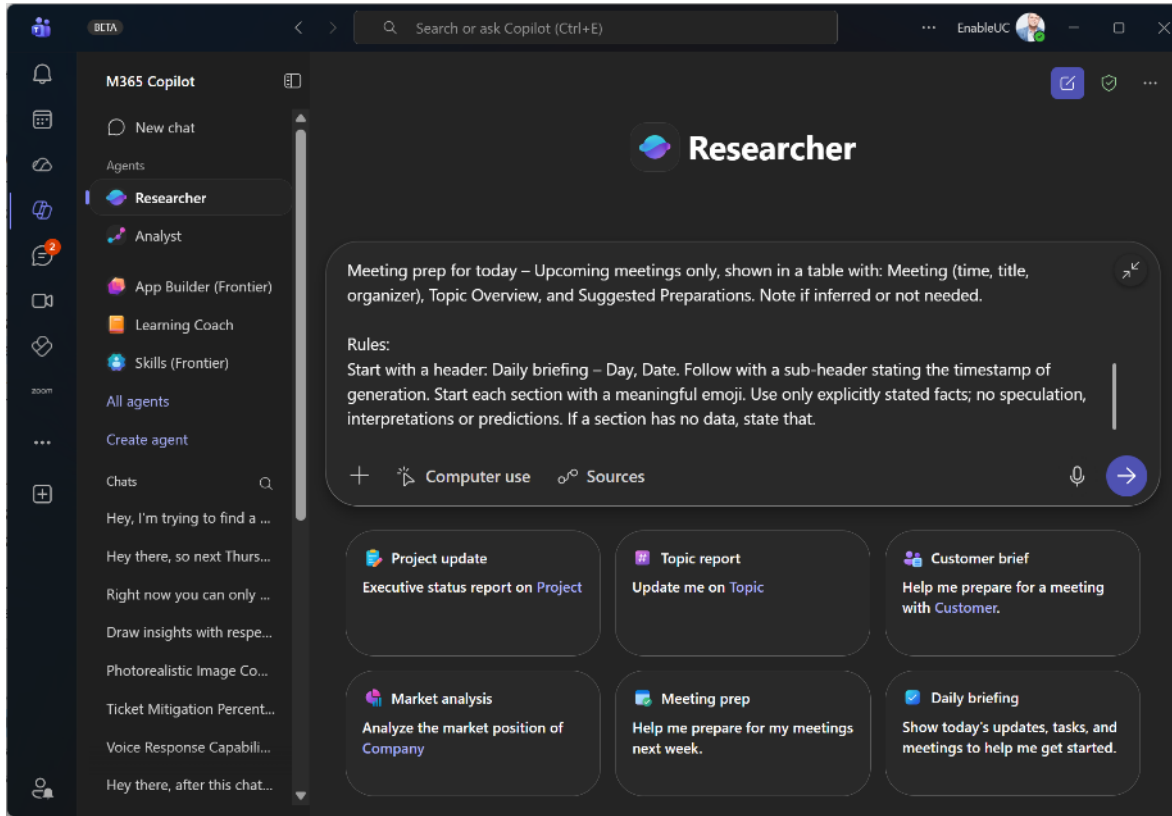


Facilitator – acts like an admin taking notes during a meeting. Reminds you of agenda timing



Interpreter – hear attendees in your language (and their voice) regardless of language they are speaking

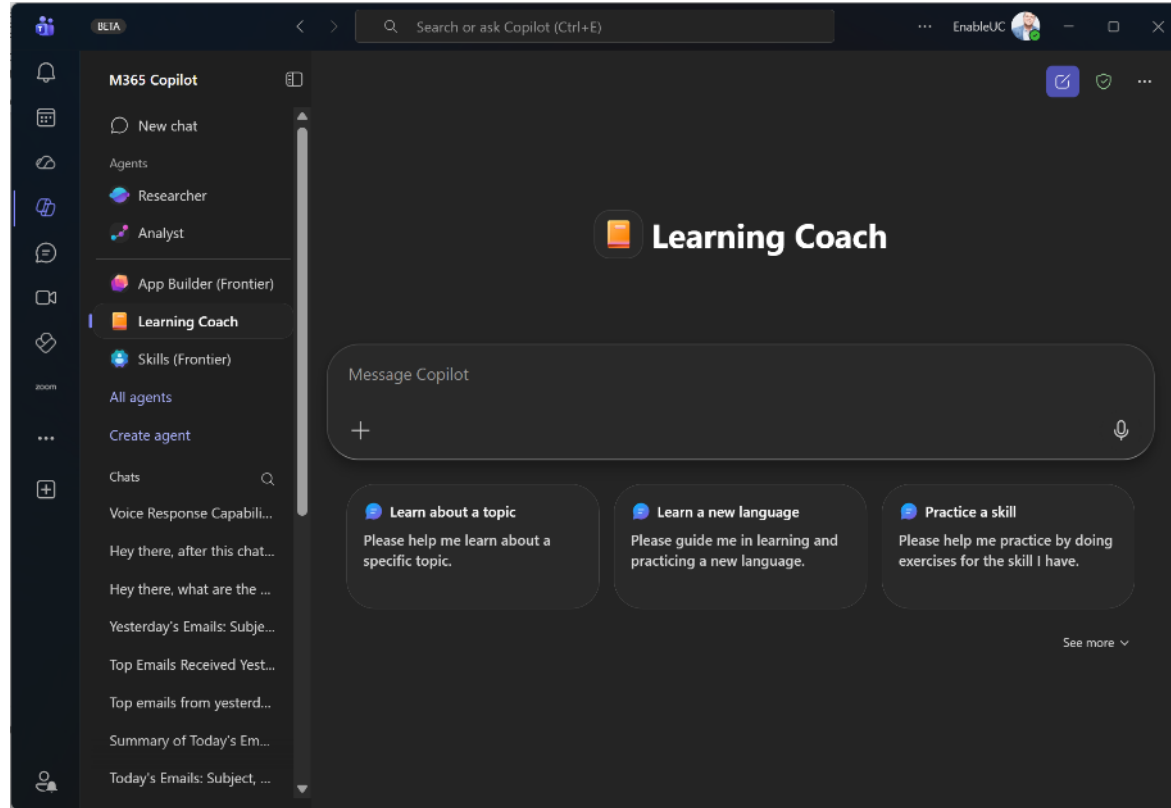
Researcher and Analyst Agents



- **Researcher** - An agent focused on discovering, validating, and synthesizing information from multiple sources to build a well-grounded understanding of a topic.
- **Analyst** – an agent focused on interpreting information, identifying patterns and implications, and turning data or research into structured insights and recommendations.

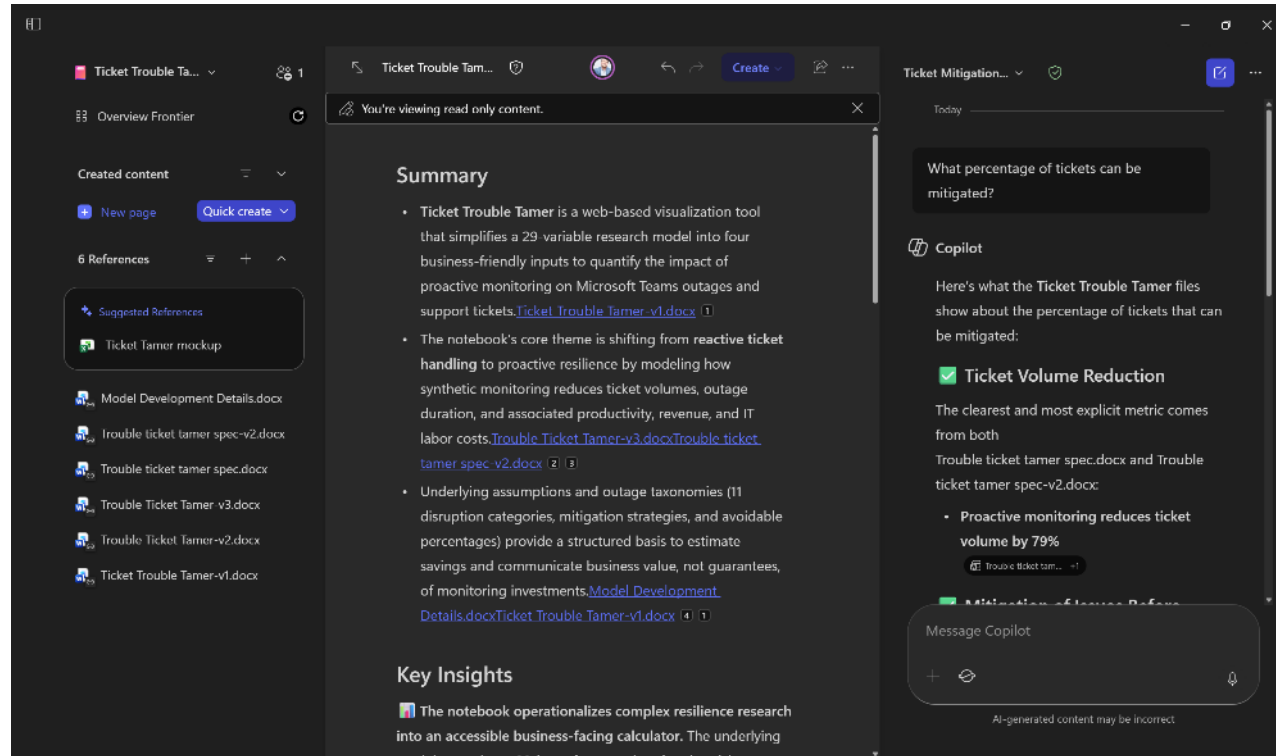
Learning Coach

- A new agent in Teams and M365 app
- Creates learning plans
- Helps with exam prep
- Provides practice exercises



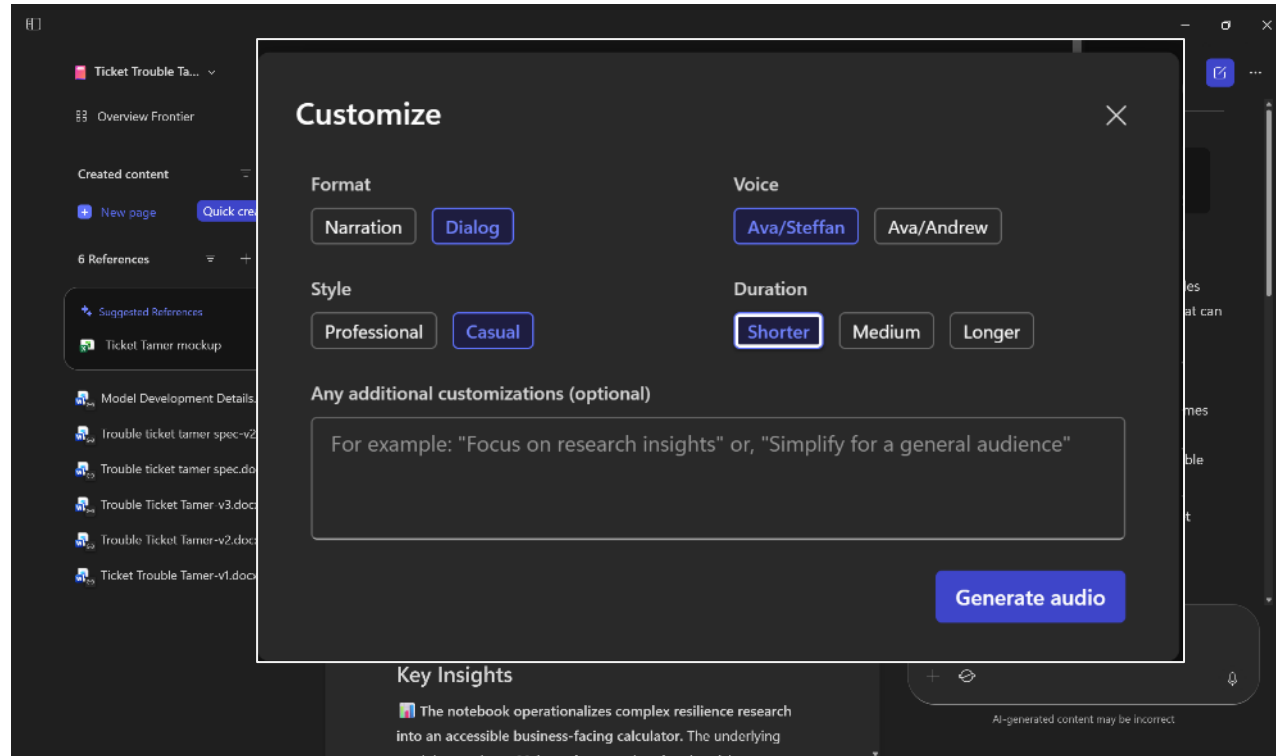
Copilot Notebooks

- A collection of source documents
- Overview and answers grounded in these documents
- Audio overviews (think podcast)
- Can be shared



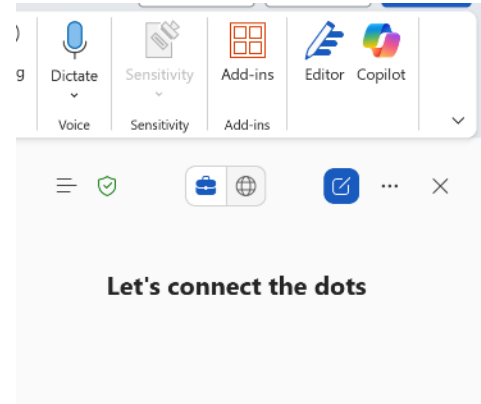
Copilot Notebooks

- A collection of source documents
- Overview and answers grounded in these documents
- Audio overviews (think podcast)
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Agent mode

- Regular Copilot answers questions; Agent Mode carries out work.
- Lots more details [here](#)



Real-world reports show:

-  **Excel:** Agent Mode visible and functional
-  **Word:** Agent Mode visible and functional
-  **PowerPoint (web):** Agent Mode missing for many tenants
-  **PowerPoint (desktop):** UI may appear, but backend capability isn't fully lit, causing loading or no output

Copilot: Improved context





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AI & Automation ▾ Infrastructure ▾ Digital Workplace ▾ Data Management ▾ Contact Centers ▾ More ▾

Integration Is Copilot's Real Power, Not LLM Model

Access to a user's body of contextual data will be what makes Microsoft Copilot a powerful productivity boost because users need an assistant that can connect the dots.



Kevin Kieller
September 5, 2025

🕒 8 Min Read





Editor's Spotlight



CCAAS
How Air Canada
Tapped Amazon
Connect to Modernize
Its Contact Center...
DEC 16, 2024

Source: <https://www.nojitter.com/digital-workplace/integration-is-copilot-s-real-power-not-llm-model>

Copilot: Improved context

Before: Different contexts in different apps

Summarize the emails I received today using a single sentence for each



Copilot

AI-generated content may be incorrect

It seems that there are no emails received today. If you have any other questions or need assistance with something else, feel free to let me know!

Create a list of the emails I received today with subject, sender, and a one line summary in separate columns



Copilot

AI-generated content may be incorrect

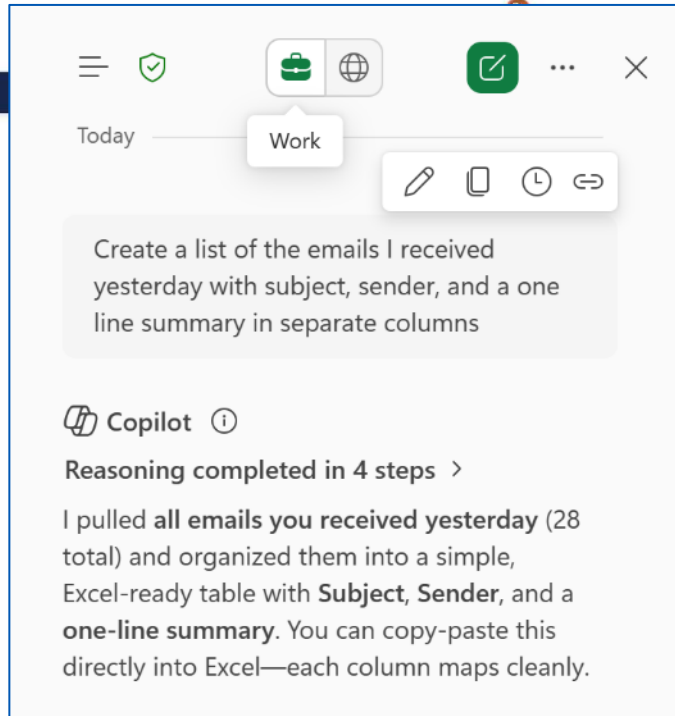
I don't see any email data in your worksheet yet. Please paste your email data into Sheet1 with columns for Subject, Date/Time, Sender, and Content, starting at cell A1. Once you do, I can help you extract today's emails with the requested columns.

DEC 16, 2024

Source: <https://www.nojitter.com/digital-workplace/integration-is-copilot-s-real-power-not-llm-model>

Copilot: Improved context

Now: Same contexts in different apps



Want me to go one step further?

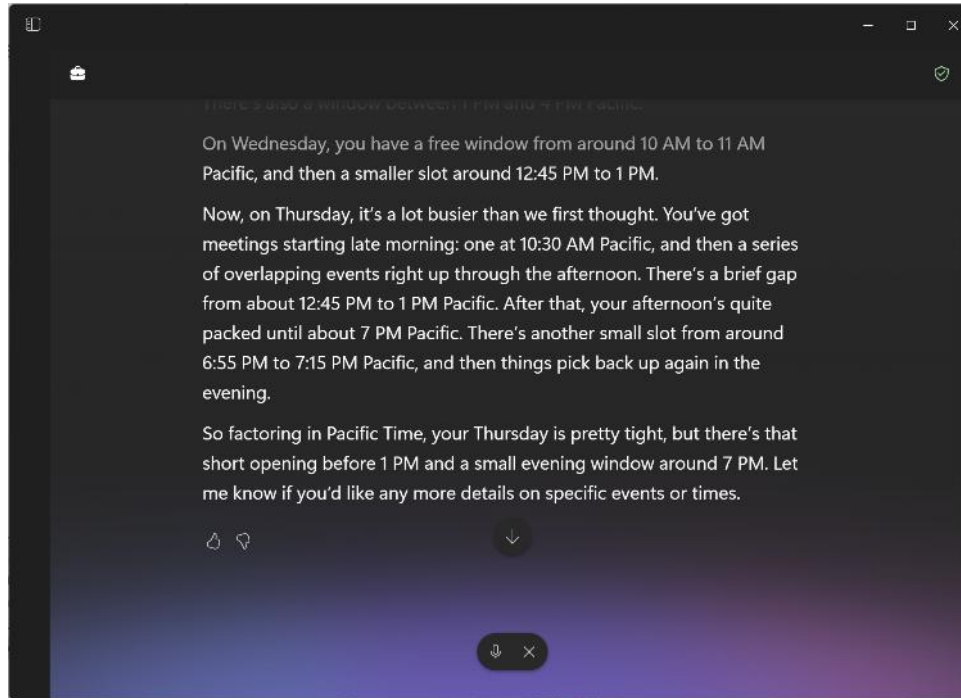
I can:

- ☒ Add a "Follow-up required (Yes/No)" column to *Email test.xlsx*
- ☒ Flag only the follow-up emails in Outlook
- ☒ Prioritize follow-ups (e.g., EC-critical vs optional)

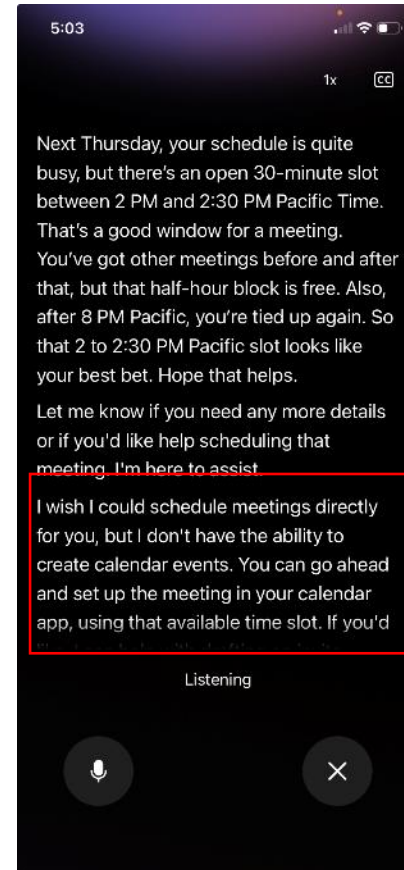
Just say which you want, and I'll do it immediately.

Source: <https://www.nojitter.com/digital-workplace/integration-is-copilot-s-real-power-not-llm-model>

Talking to Copilot is Cool!



But it is still AI – verify and then trust!



**However, can
action less with
voice (at least
for now)**



Monitoring levels

Knowing how things are going

Continued testing



Endocrinology



2/13/26 (Order Received)

2/13/26 12:20 p.m. (Last Updated)

TEST	RESULT	REFERENCE VALUE	
Cortisol - Resting	^a 155	28 - 120 nmol/L	H
Cortisol - 4 hr Post Dex	<28	nmol/L	
Cortisol - 8 hr Post Dex	<28	nmol/L	

Copilot Control System

The screenshot shows the Microsoft 365 admin center interface. The top navigation bar includes the Microsoft 365 admin center logo, a search bar, and various icons for Copilot, navigation, notifications, settings, and help. The left sidebar lists navigation options: All tenants, Home, Copilot (expanded), Overview (selected), Connectors, Search, Billing & usage, Settings, Agents, Users, Teams & groups, Marketplace, Billing, Settings, Setup, and Health. The main content area is titled 'Copilot Control System' and includes tabs for Overview, Security, Health, and Discover. Under the Overview tab, there are two recommendation cards: 'Share the latest Copilot newsletter' and 'Encourage people to try Teams meeting recap'. Below these is a section titled 'Keys to success with Microsoft 365 Copilot' with a sub-header 'Select one of these fundamentals to start driving Copilot adoption and usage.' This section contains four cards: 'Optimize Copilot license assignment' showing an active user rate of 66.7%, 'Encourage users to make Copilot a daily habit' showing an AI adoption score of 58/100, 'Highlight Copilot's business impact' showing Copilot assisted hours, and 'Leverage user feedback to increase delight' showing promoters. A small chat icon is visible in the bottom right corner of the dashboard.

Microsoft 365 admin center

Search

Copilot

Home > Overview

Enable Dark mode

Copilot Control System

Overview Security Health Discover

Recommendations [Show more](#)

Share the latest Copilot newsletter
Help your users understand how Microsoft 365 Copilot can help them work more efficiently.

Encourage people to try Teams meeting recap
Organizations like yours save time by letting Copilot generate concise meeting notes and action items.

Keys to success with Microsoft 365 Copilot

Select one of these fundamentals to start driving Copilot adoption and usage.

Optimize Copilot license assignment
Assigning licenses based on usage should help increase the percentage of active users across your organization.
Active user rate
66.7%

Encourage users to make Copilot a daily habit
The more consistently people use Copilot features in their daily workflows, the higher the score.
AI adoption score
58/100

Highlight Copilot's business impact
Help organizational leaders assess how Copilot saves users time and impacts key business outcomes.
Copilot assisted hours
--

Leverage user feedback to increase delight
Review insights, comments, and article views to determine how users can get more out of Copilot.
Promoters
--

Source: <https://admin.cloud.microsoft/>

Copilot Control System

- Security & Governance
 - Data security
 - AI Security
 - Compliance and Privacy
- Management Controls
 - Licensing and metering
 - Manage connectors
 - Control agent sharing
- Measurement & Reporting
 - Readiness and adoption
 - Productivity Impact
 - Business value and ROI



Source: <https://learn.microsoft.com/en-us/copilot/microsoft-365/copilot-control-system/overview>

MICROSOFT 365 COPILOT BLOG 11 MIN READ

What's New in Microsoft 365 Copilot | February 2026



Seth_Patton  MICROSOFT

Feb 27, 2026

What's New in Copilot
Your monthly blog for all things Microsoft 365 Copilot



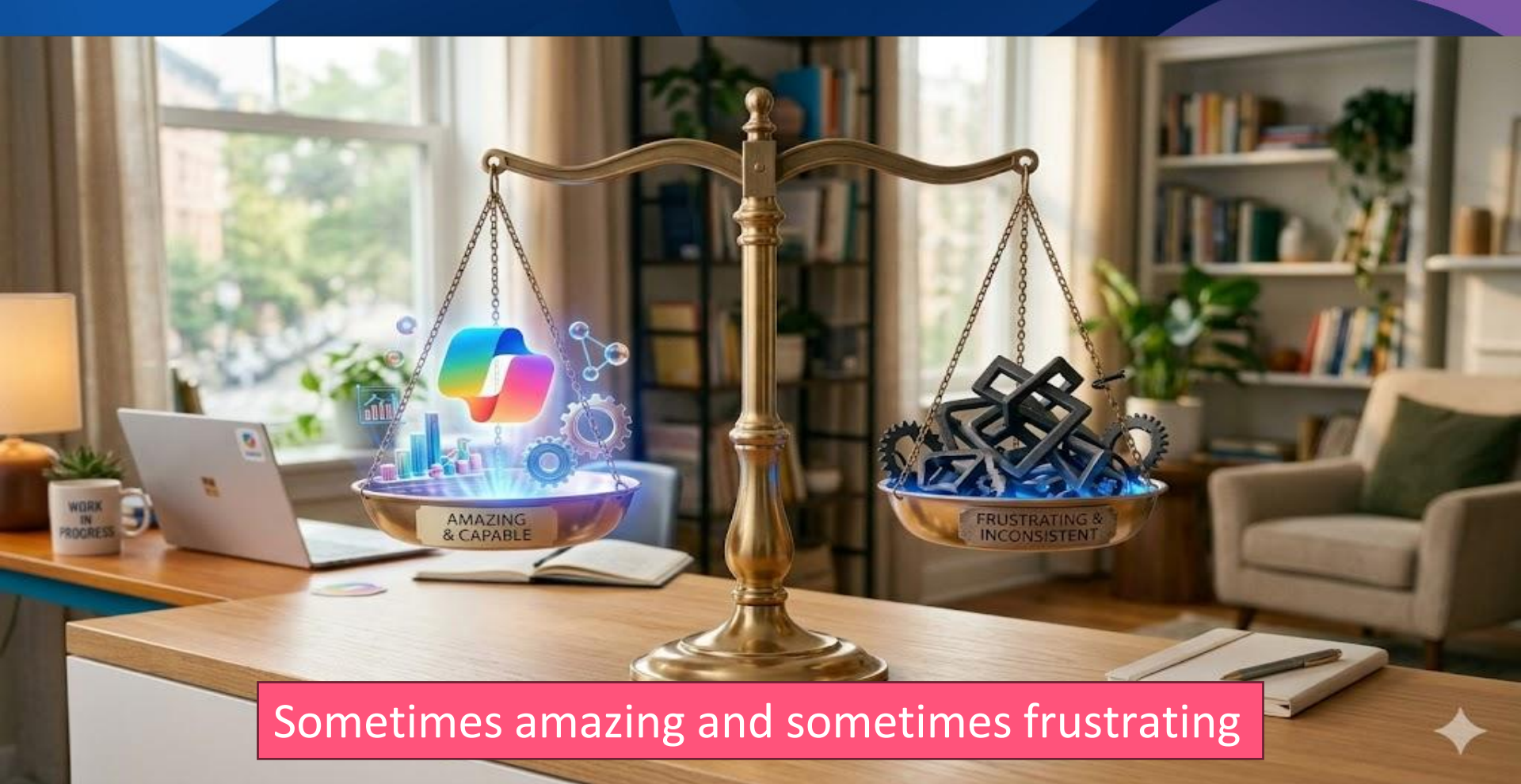
Welcome to the February 2026 edition of What's New in Microsoft 365 Copilot! Every month, we highlight new features and enhancements to keep Microsoft 365 admins up to date with Copilot features that help your users be more productive and efficient in the apps they use every day.



Getting the most from Teams and Copilot

Final thoughts



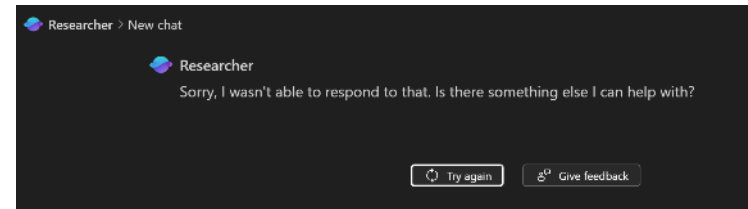
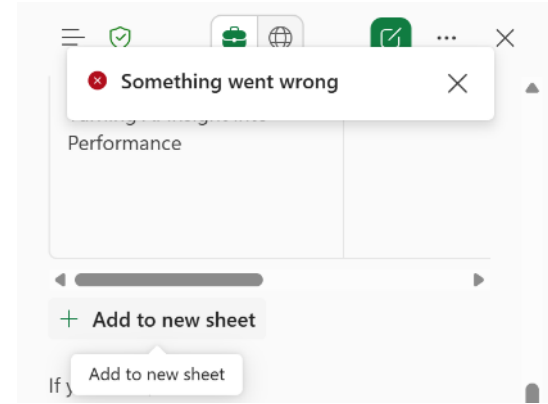


Sometimes amazing and sometimes frustrating

Copilot: Many Opportunities / Significant Challenges

- “Copilot Confusion”
- Speed of change
- Reliability
- Cost
- Unclear benefits
- Data security/privacy concerns

However ...

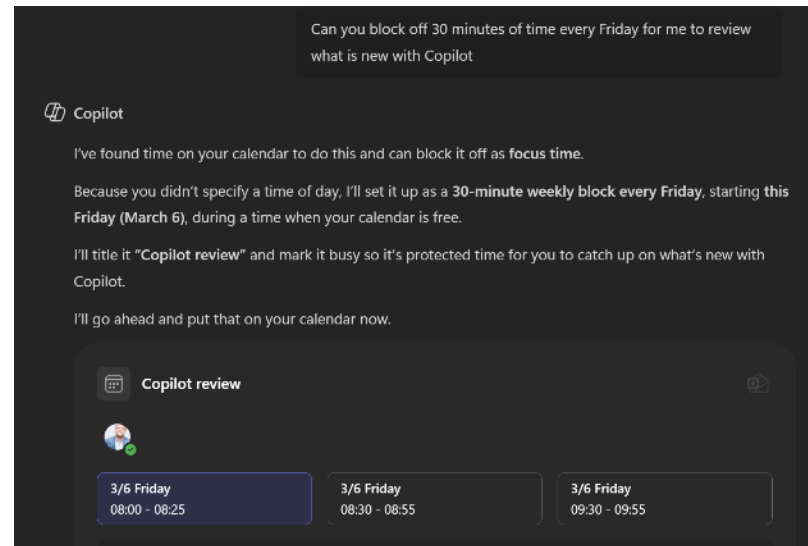


Be in the moment...



Be in the moment with AI ...

- If something didn't work last month, try it again this month, and then again next month
- Allocate time to review what is new with Copilot
- Experiment with AI and Agents
- AI **is** going to fundamentally change work over the next several years
- Those who understand AI will fare better



Kevin Kieller – let me know how I can help



- kkieller@enableuc.com – consulting and analyst services
enableUC
- BCStrategies.com – an elite group of independent experts
 **Business Communications Strategies**
Expert analysis, insights, and opinions
- AIChefsShow.com – AI tips and tricks to succeed in business





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The Potential of Teams & Copilot

Thank you!

Kevin Kieller
kkieller@enableuc.com

