



AI in teams

**Next-level
communication**

Intelligent Workplace-experten



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**Microsoft Teams
consultant**



Tom Vanderstraeten

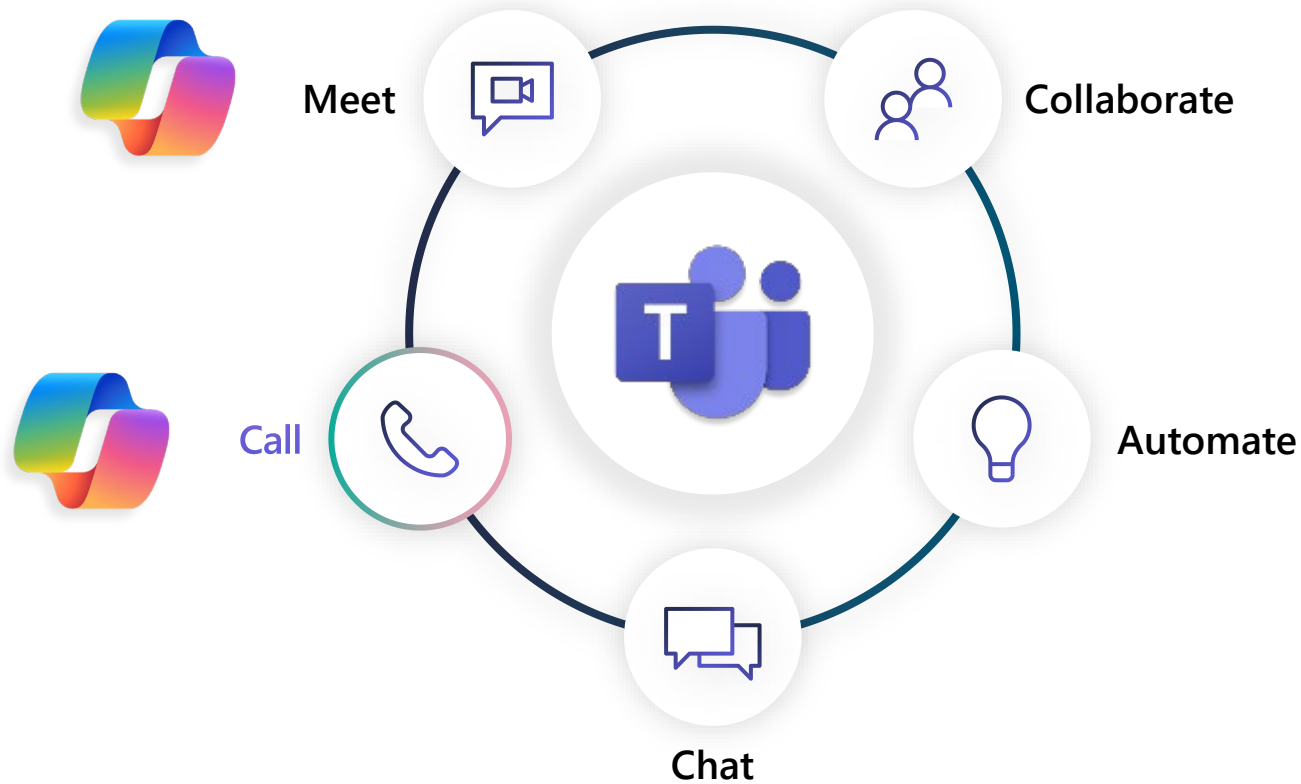


**Technology Expert
Modern workplace**

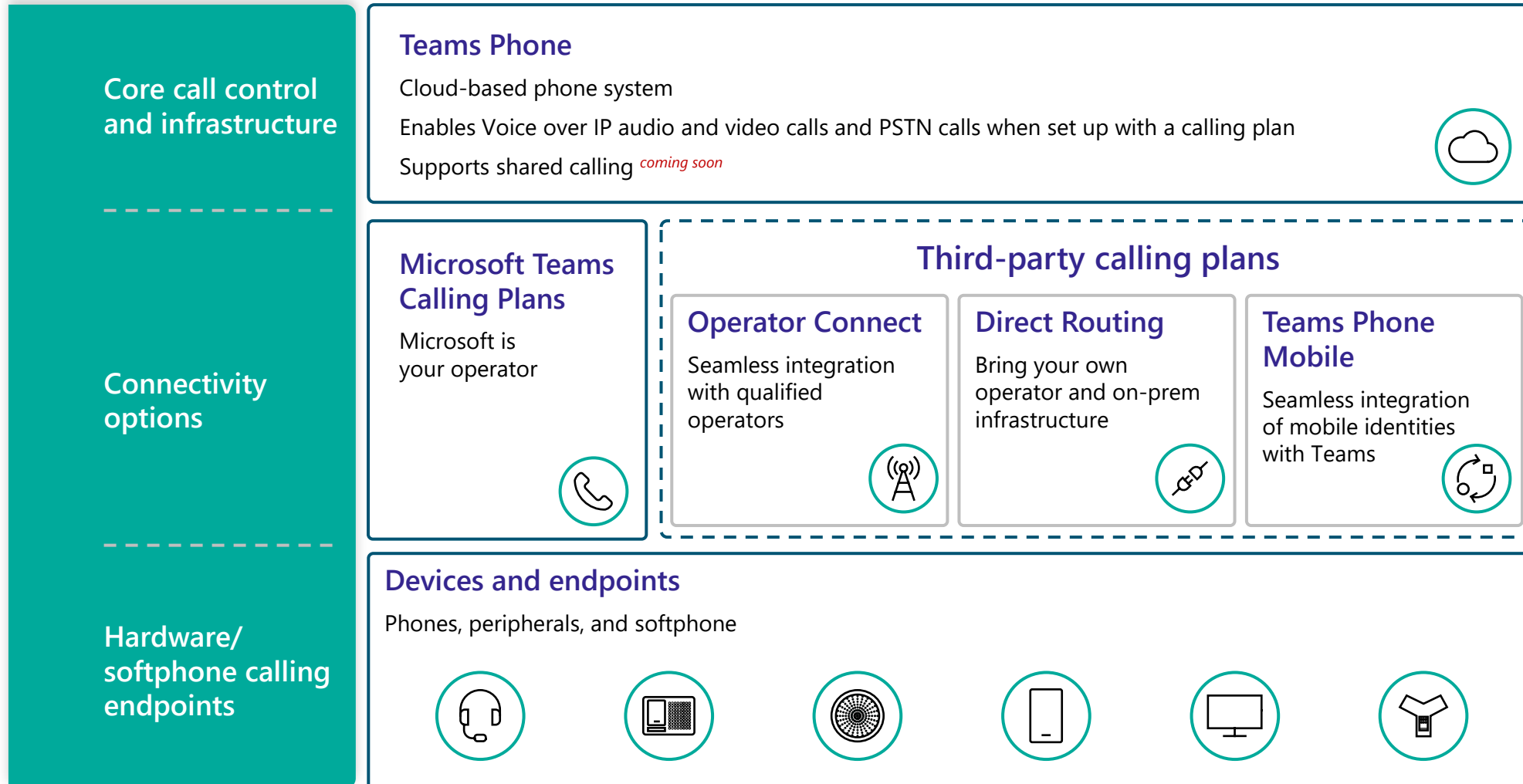


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Tom.vanderstraeten@inetum-realdolmen.world

Bring *Next Level* Communications into the flow of work

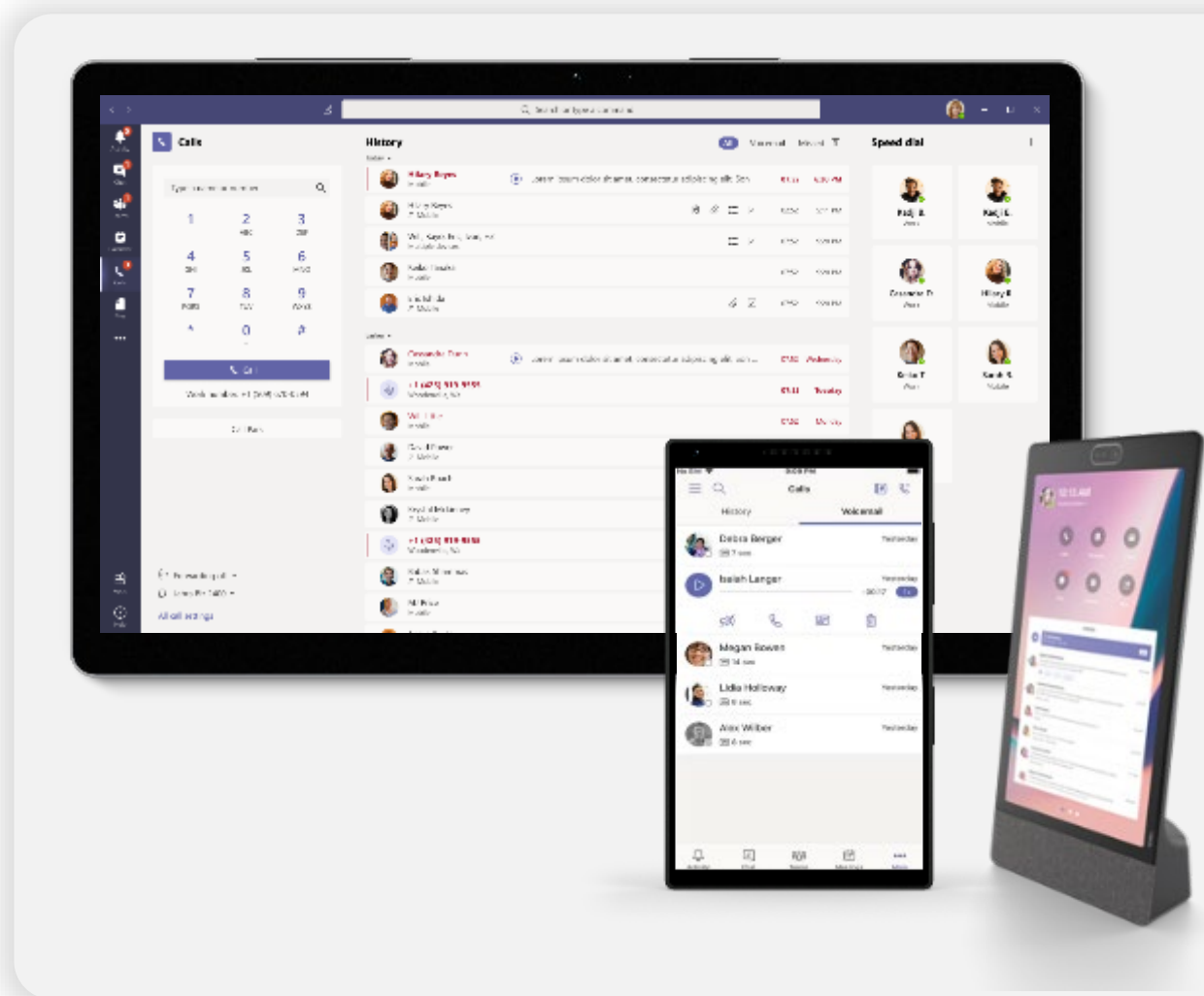


Teams Phone overview

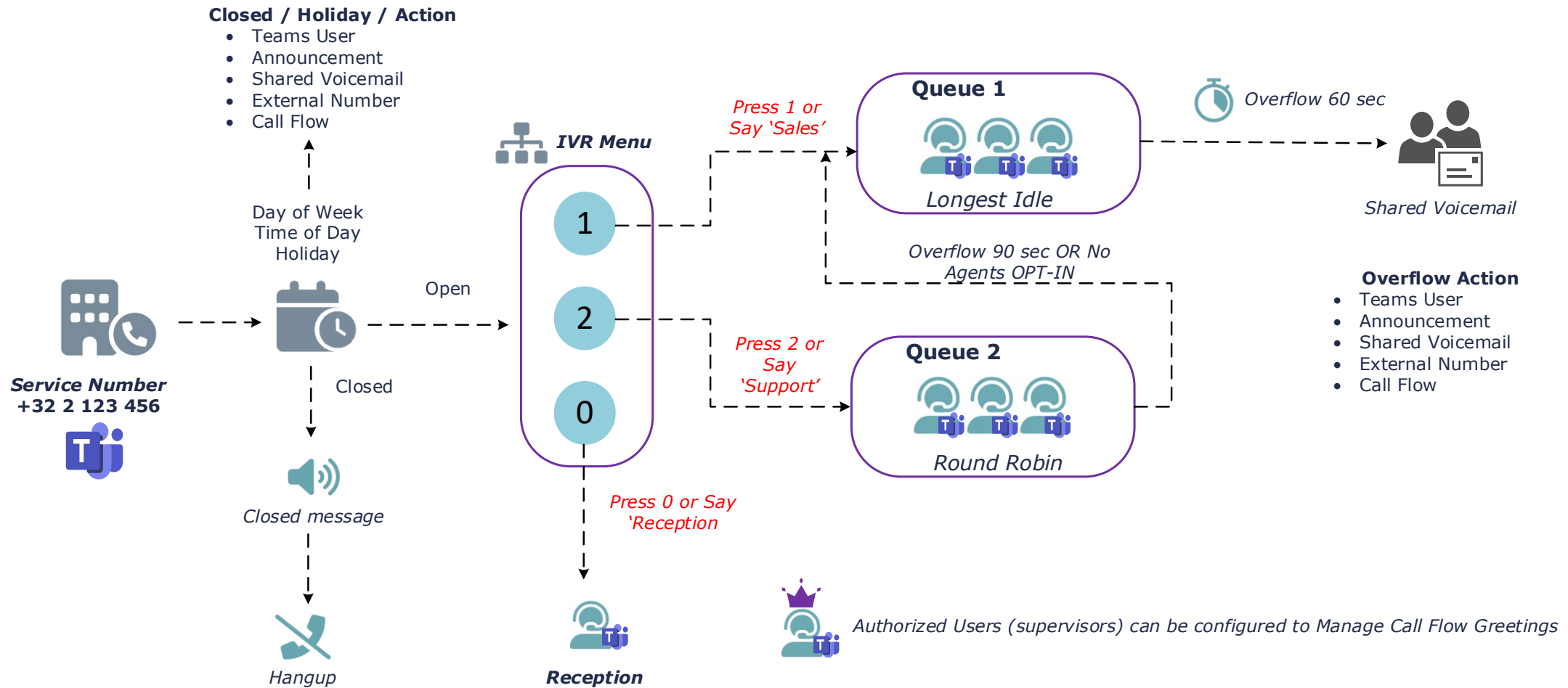


Enjoy consistent calling experiences across devices

- Choose from **Teams-certified device options** to suit varying needs and budgets
- Get a **familiar calling experience**, no matter what device you're using
- Easily start a call from any available workspace with **Teams Displays**
- Enable your front line to make and receive calls with **common area phones** in shared spaces

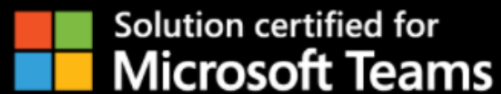
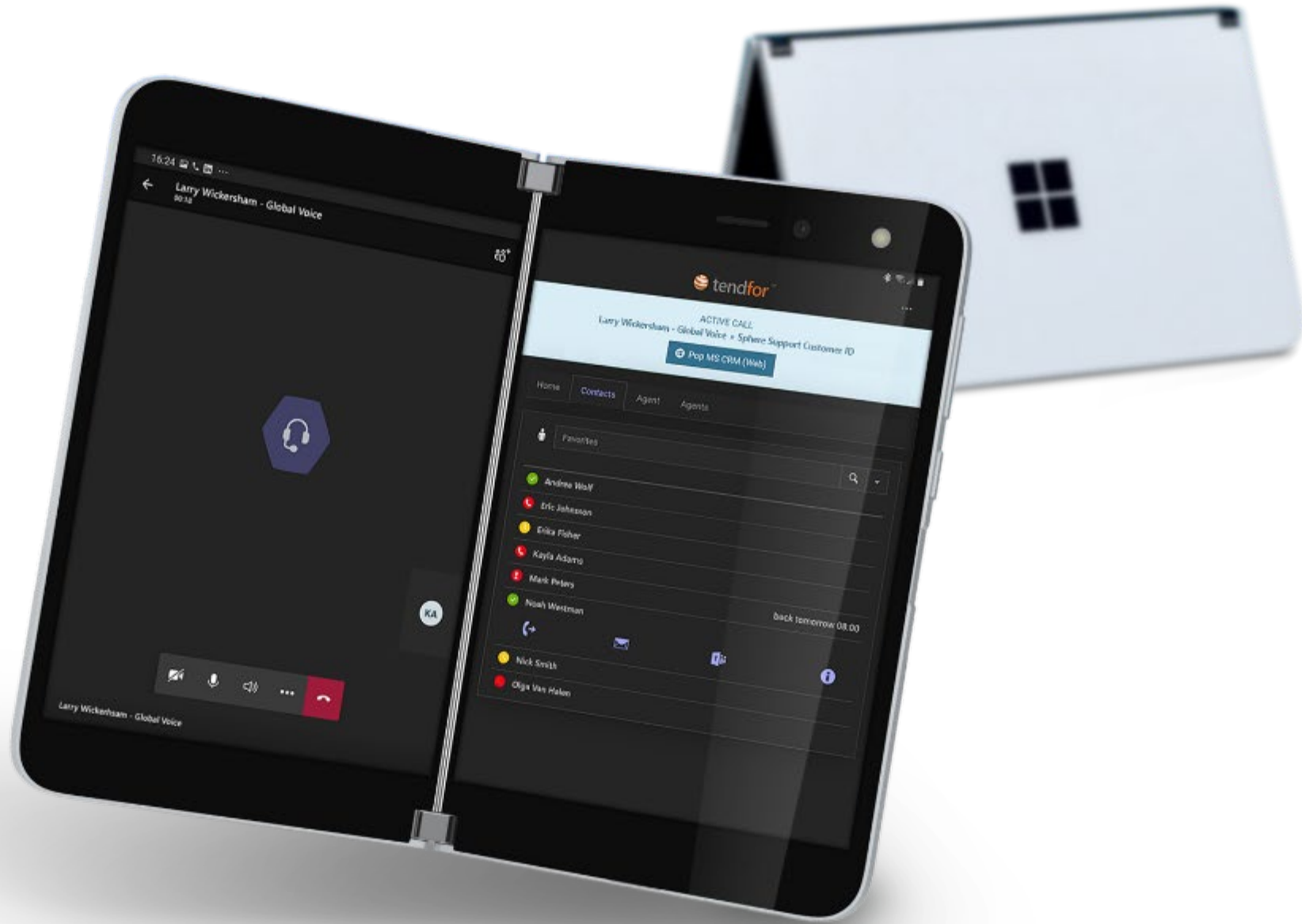


Teams Advanced Call Flows



Tendfor

Voice of the future



Tendfor natively api integrated



Native API
integration in Azure



Microsoft
Calling Plans

Operator connect

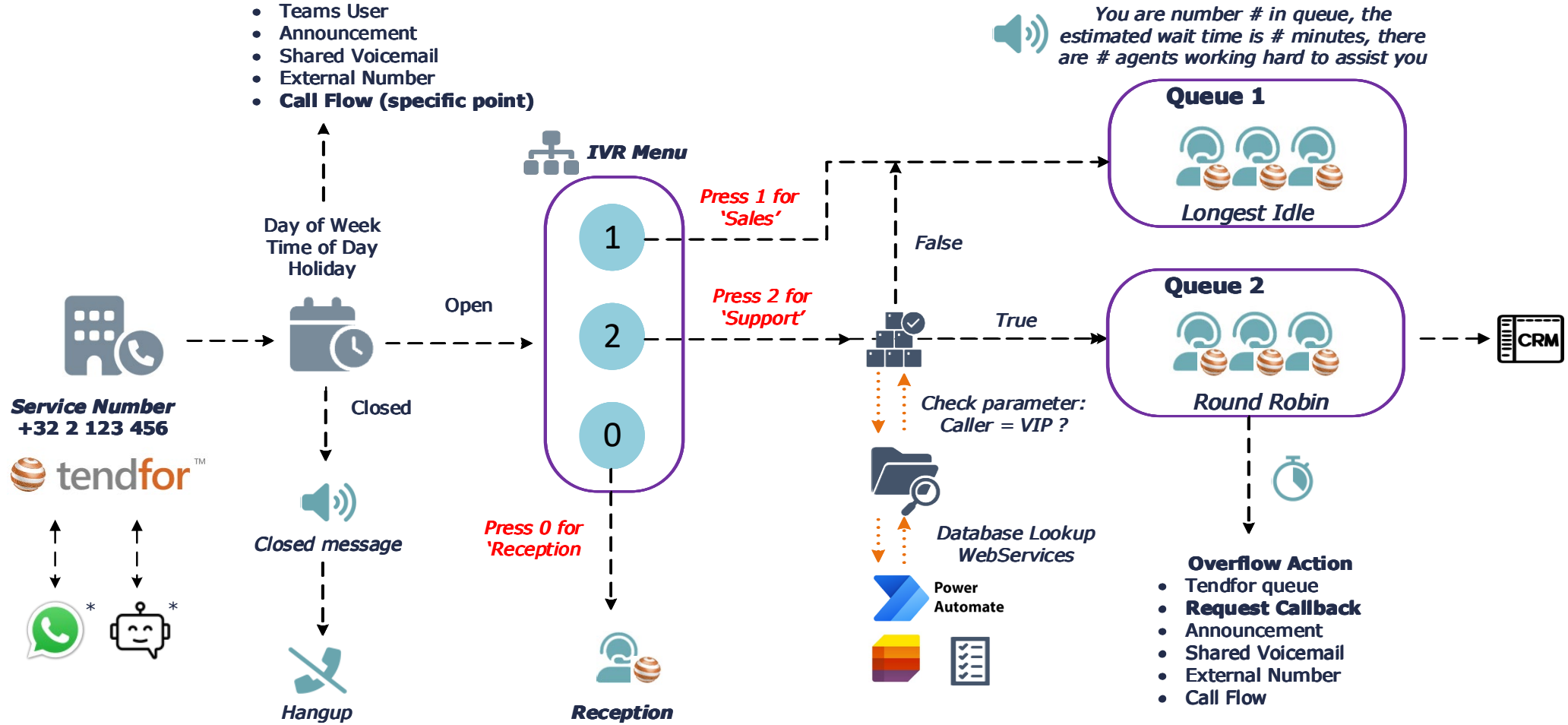


Service Provider
Direct Routing!

Tendfor Advanced Call Flows

Closed / Holiday / Action

- Teams User
- Announcement
- Shared Voicemail
- External Number
- **Call Flow (specific point)**

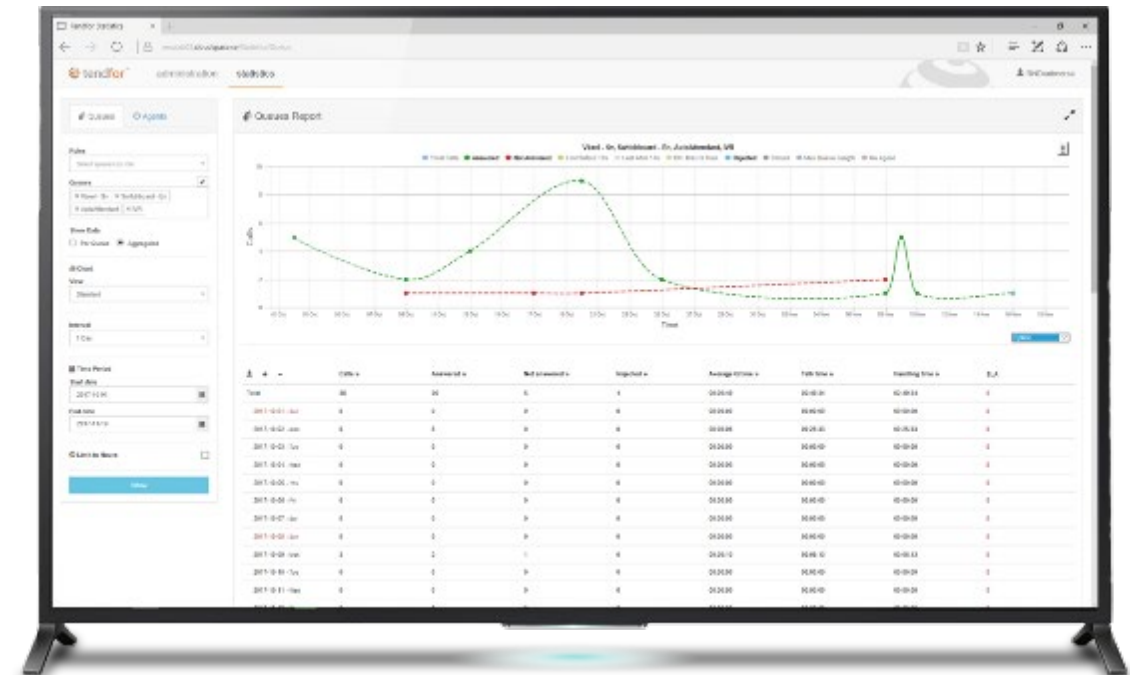


* Planned for 2024-2025



supervisors can open/close queues, **whisper**, **monitor**, **barge in**, sign in/out agents, **view reports**, ...

Easy Admin, Reporting and more...



The screenshot shows the 'admin' settings page with a sidebar menu and a main settings area.

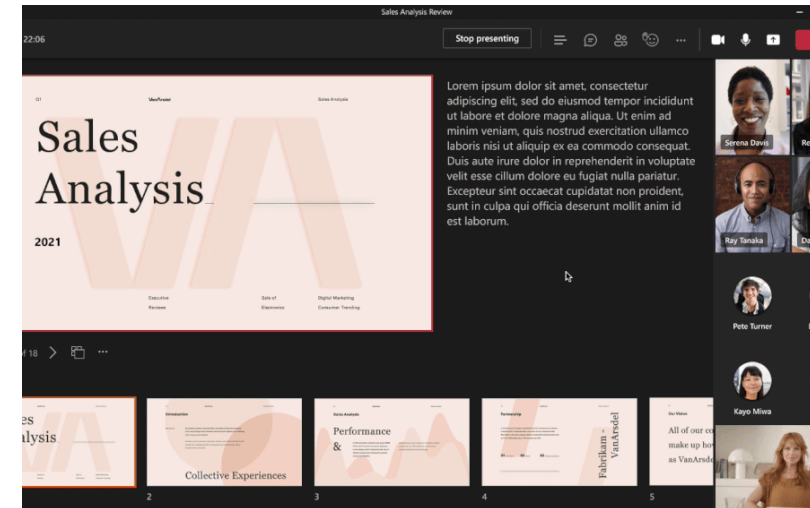
- Sidebar Menu:**
 - System
 - Settings
 - Batch Jobs
 - Absence Codes
 - Access Control
 - Contact Center
 - Bots
 - Endpoints
 - Visitor Flows
 - Interaction Queues
 - SLA Profiles
 - Event Handlers
 - Escalation Groups
 - Roles
 - Agents
 - Schedules
 - Wallboards
- Main Settings Area:**
 - GENERAL SETTINGS**
 - Credentials
 - Client Profiles
 - Import Rules
 - Integrations**
 - Configure
 - Enable System for Cross-domain Identity Management (SCIM)
 - CALL RECORDING**
 - Enable
 - Storage: Tendfor Recording
 - Queues: Default Off
 - Agents: Default Off
 - Tendfor Agent**
 - Enable automatic update of Tendfor Agent

Teams As Meeting Platform



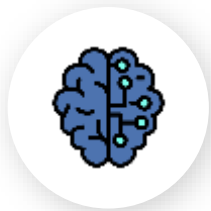
Dynamic View

Powerpoint Live



Together Mode

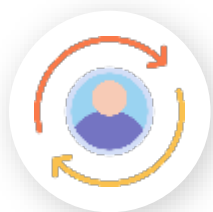
Microsoft Teams Premium



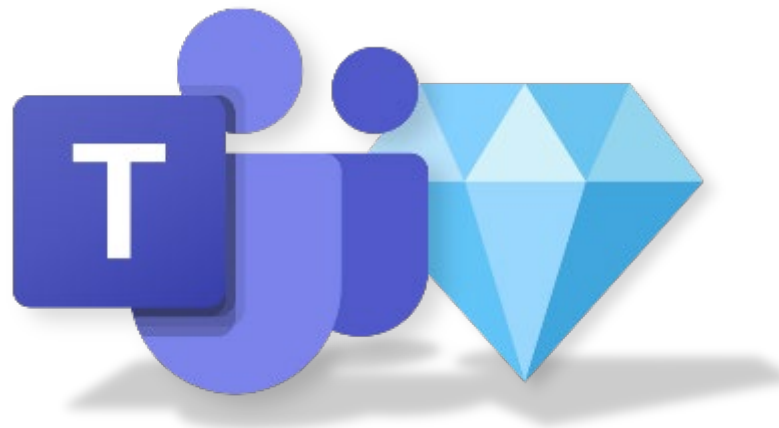
Meetings powered by AI



Advanced Meeting Protection



Personalized meeting experience

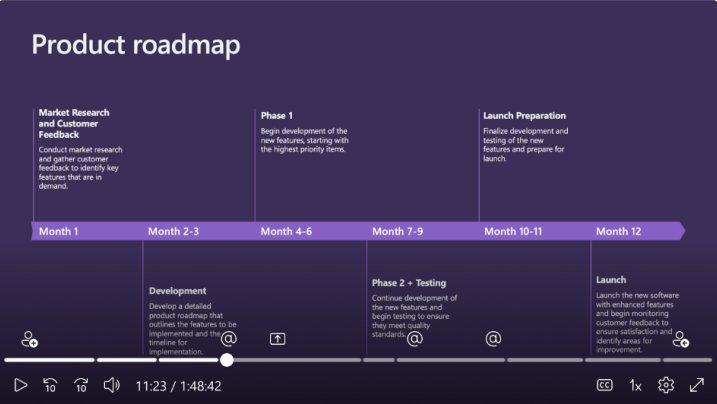


Enhanced Teams meeting features

Intelligent Recap

Product roadmap discussion Chat Files Details Recap + Close

Jan 21, 2023 10:00 - 11:00 Open in Stream



Product roadmap

Market Research and Customer Feedback
Conduct market research and gather customer feedback to identify key features that are in demand.

Phase 1
Begin development of the new features, starting with the highest priority items.

Launch Preparation
Finalize development and testing of the new features and prepare for launch.

Month 1 **Month 2-3** **Month 4-6** **Month 7-9** **Month 10-11** **Month 12**

Development
Develop a detailed product roadmap that outlines the features to be implemented and the timeline for implementation.

Phase 2 + Testing
Continue development of the new features and begin testing to ensure they meet quality standards.

Launch
Launch the new software with enhanced features and begin monitoring customer feedback to ensure satisfaction and identify areas for improvement.

Speakers Topics Chapters

We created chapters based on meeting data. [Learn more.](#)

Product roadmap review 39:08 Agenda 39:08 Our vision 39:08 New product roadmap 39:08 Product goal 39:08

Content See all

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

Notes AI notes Mentions (3) Transcript Chat

AI-powered notes and tasks, created for you. Copy all

Suggested 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.
- > **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 if the need arises.

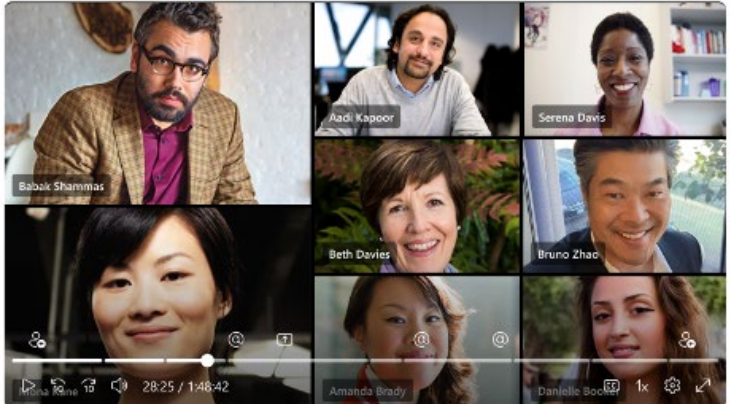
Are these notes useful?

Suggested tasks

- **Danielle** will follow up on feature enhancement prioritization
- **Jon Shammas** will double check with **Amanda** regarding the ETA for the new product.

Product roadmap discussion Chat Files Details Recap + Close

Jan 21, 2023 10:00 - 11:00 Open in Stream



Content

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

Notes AI notes Mentions (3) Transcript Chat

Mona Kane mentioned you - 08:17
Amanda I agree. The feature enhancements needs to be planned ahead of time to make sure that this product roadmap gets sign off from all parties? We need to get some feedback on prioritization of feature changes.

Serena Davis mentioned you - 08:17
Lets take this offline, **Amanda**.

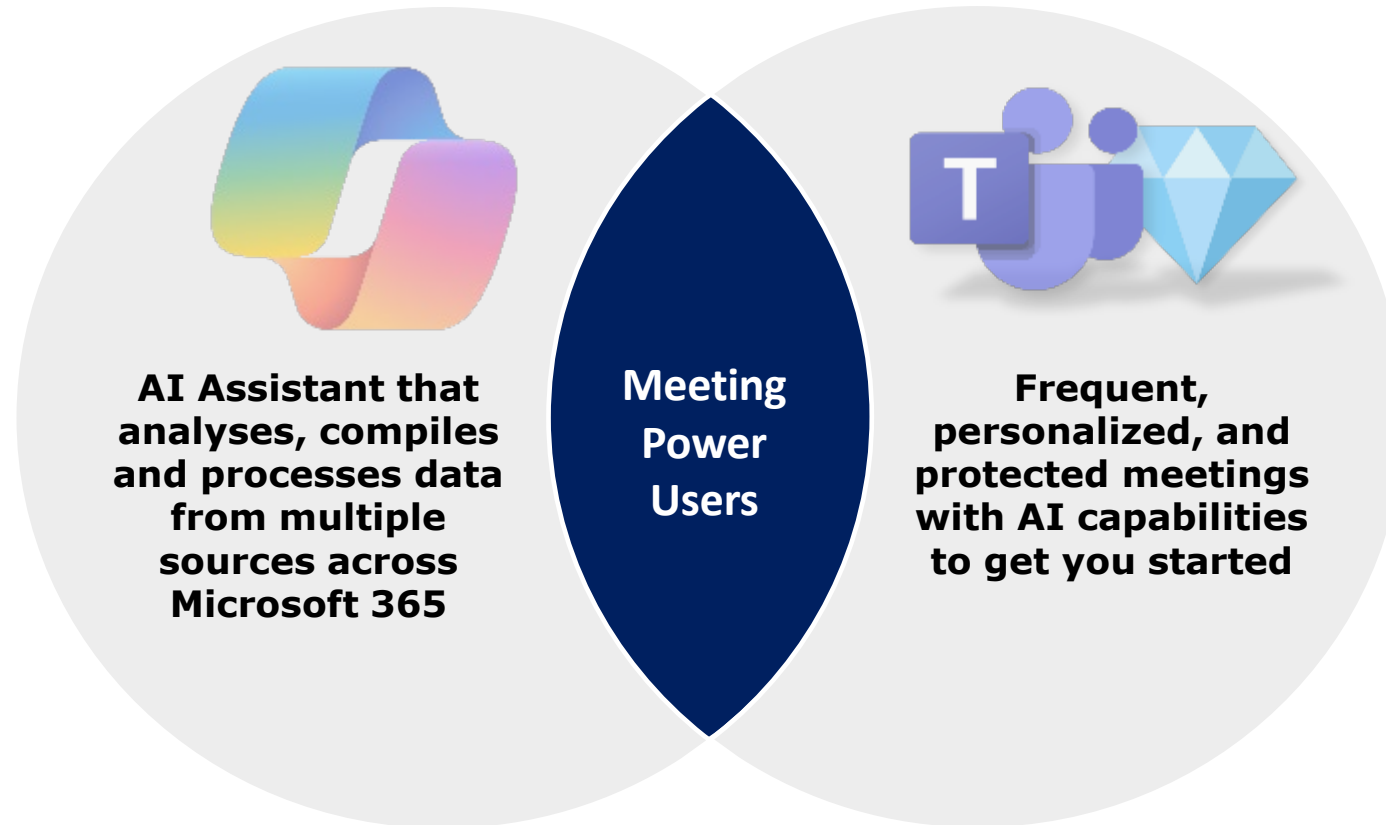
Bruno Zhao mentioned you - 08:20
We read through the research from **Amanda**, we also read through the research that came from the other product team.

Speakers Topics Chapters

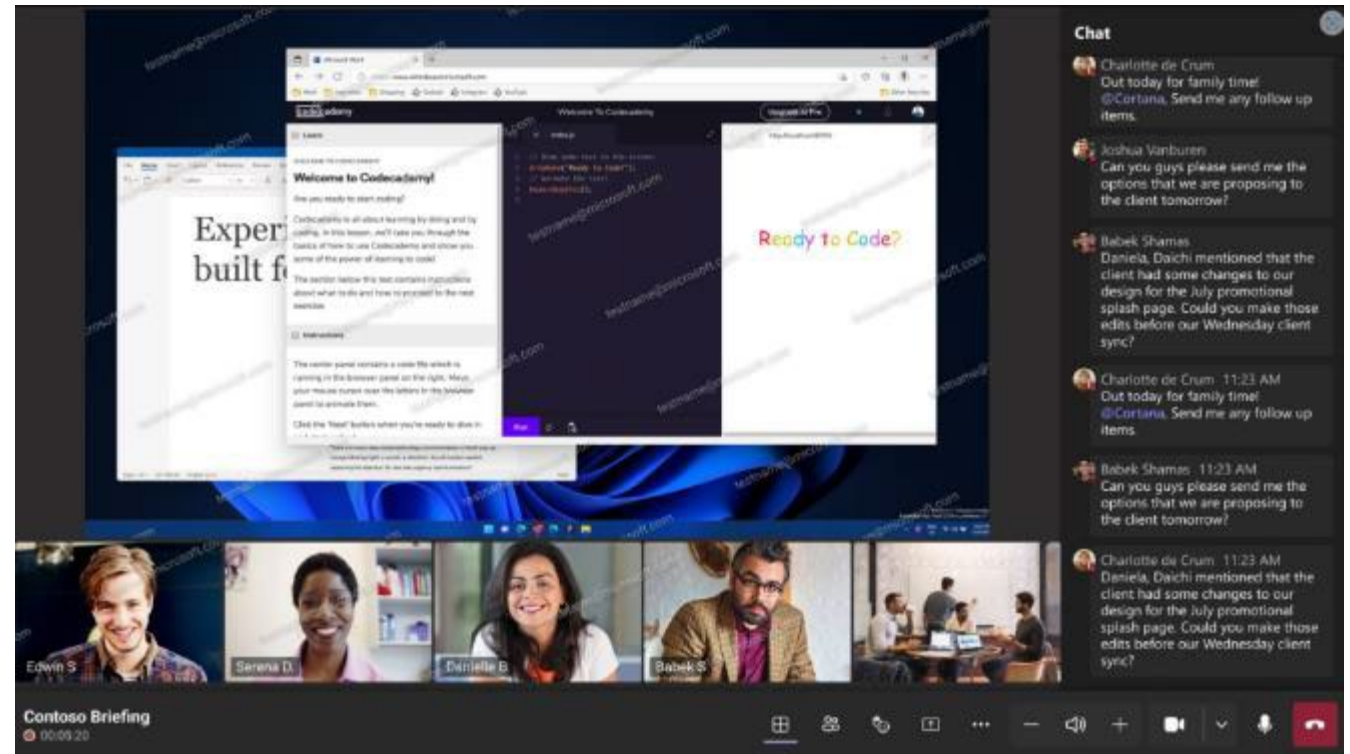
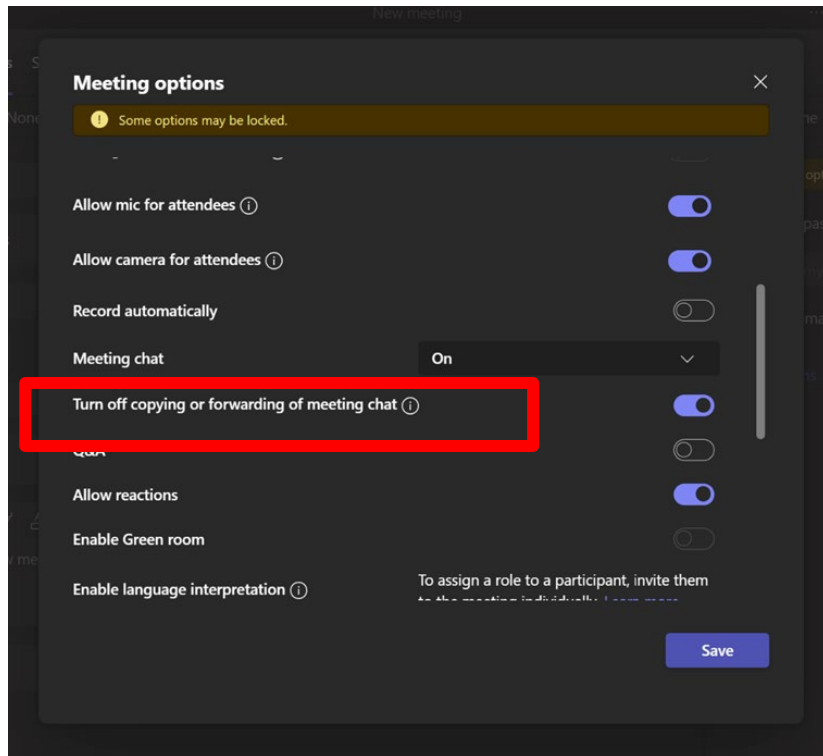
Product roadmap review Agenda Our vision New product roadmap Product goal

Development process Monitoring feedback Meet the team

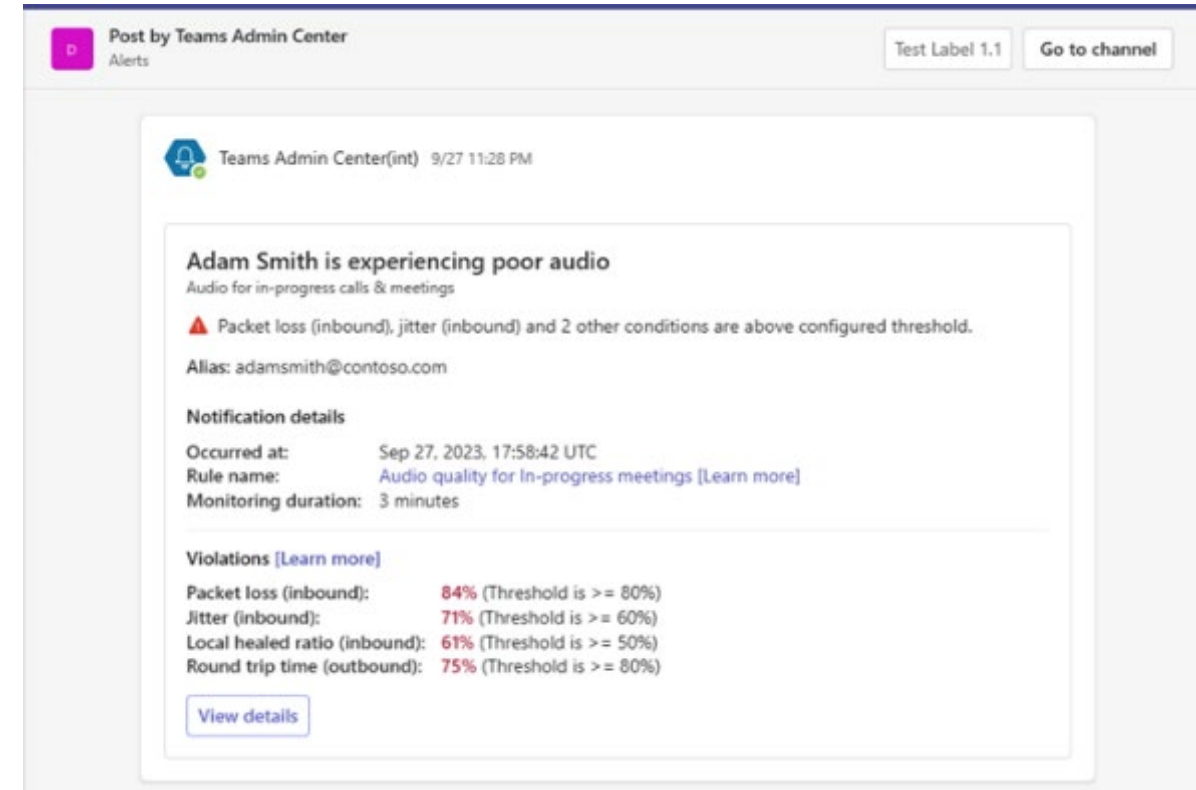
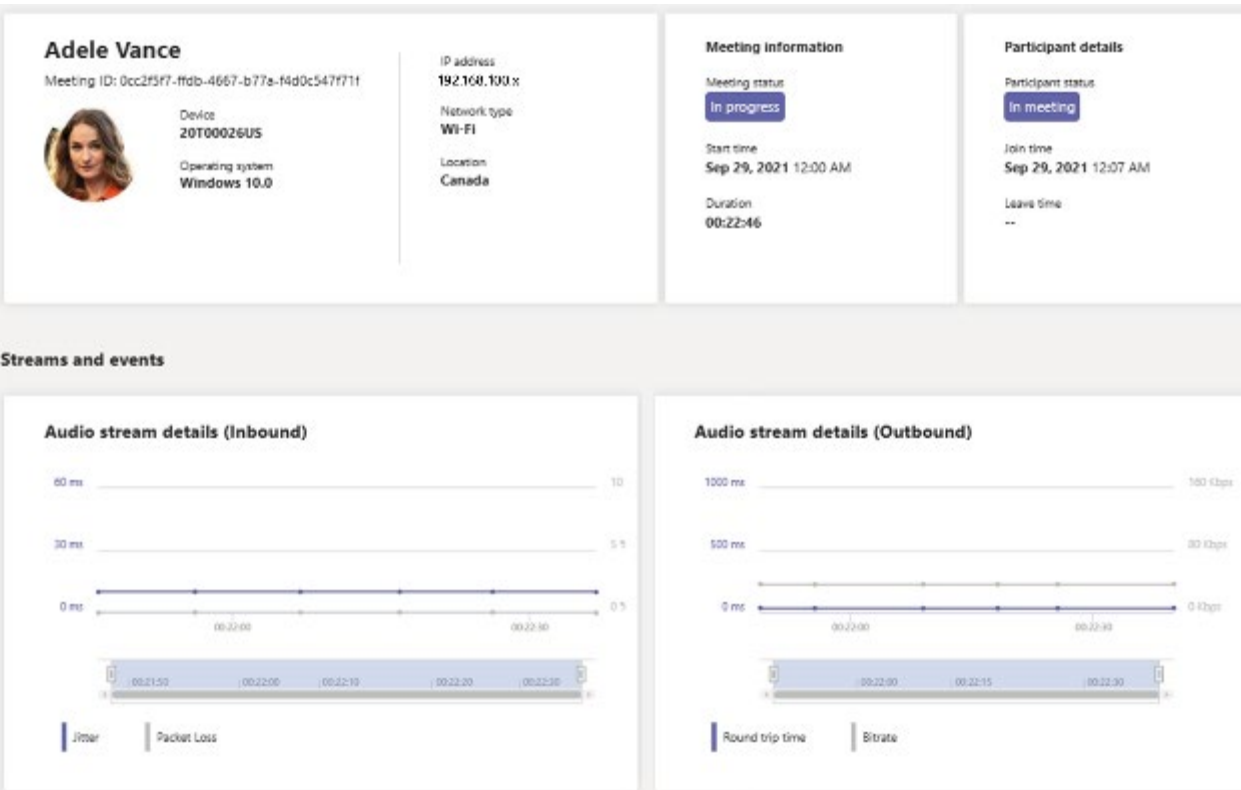
Copilot and/or Teams Premium ?



Meeting Protection



Real Time Meeting Quality Telemetry

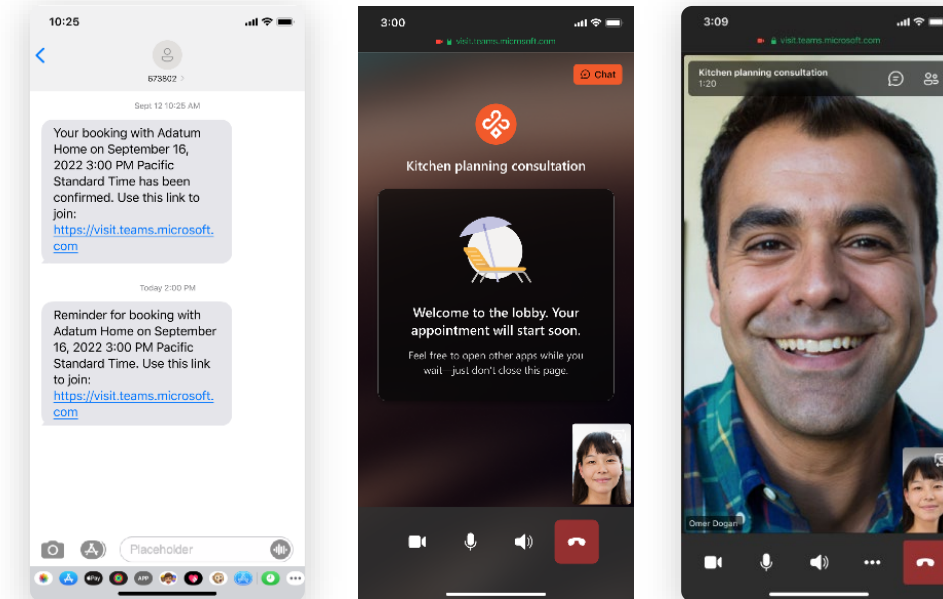


Enhanced capabilities



Personalized meeting experience

- Customized meeting templates
- Organization branding in lobbies



Advanced Virtual Appointments

- Custom branded lobby for the appointment
- SMS notifications

Hybrid meetings through Teams Rooms



Poly | HP Solutions



Poly Studio R30



The one place for every space.



*Poly Studio X52
+ Poly TC 10*



Poly G7500



*with the
Poly Studio E360.
Center-of-table companion.*

Poly Spaces

Small

3 - 5 people 10ft x 15ft / 3.1m x 4.6m



[View solution](#)

[Download](#)

[X30 w TC8](#)

[Teams](#)

[Zoom](#)

[Poly](#)

[Google Meet](#)

[Windows](#)

[Android](#)

Medium

6 - 11 people 15ft x 20ft / 4.6m x 6.1m



[View solution](#)

[Download](#)

[X52 w TC10](#)

[Studio USB w GC8](#)

[Teams](#)

[Zoom](#)

[Poly](#)

[Google Meet](#)

[Windows](#)

[Android](#)

Large

11 - 15 people 18ft x 28ft / 5.5m x 8.5m



[View solution](#)

[Download](#)

[E70 w PC and GC8](#)

[Teams](#)

[Zoom](#)

[Windows](#)

[Android](#)



Poly Studio X52 Videobar with TC10 Controller

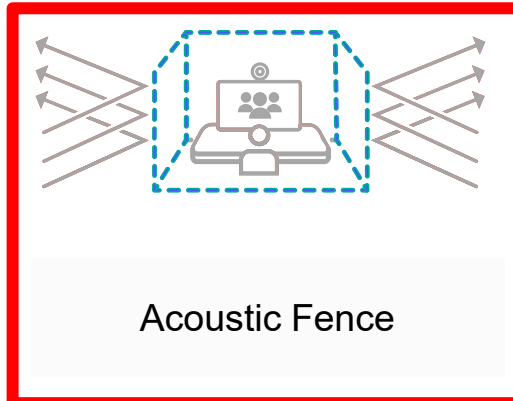
Poly Studio X52 Videobar is a Teams certified solution with Poly DirectorAI smart camera technology, group and speaker framing, 5X digital zoom, 20MP 4K UHD camera, and NoiseBlockAI and Acoustic Fence technology paired with a Poly TC10 controller.

[Download](#)

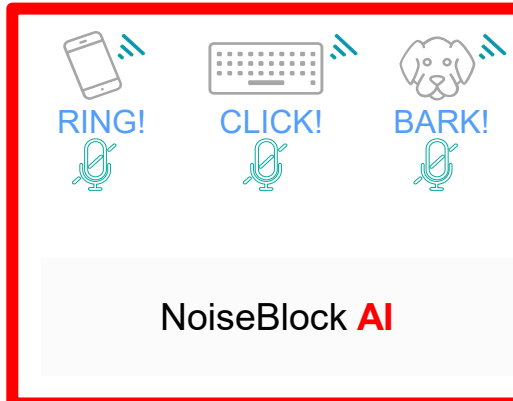
Poly unique Audio & Video Innovations



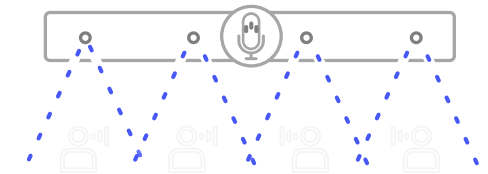
Active Noise Cancellation & Noise Canceling Microphones



Acoustic Fence



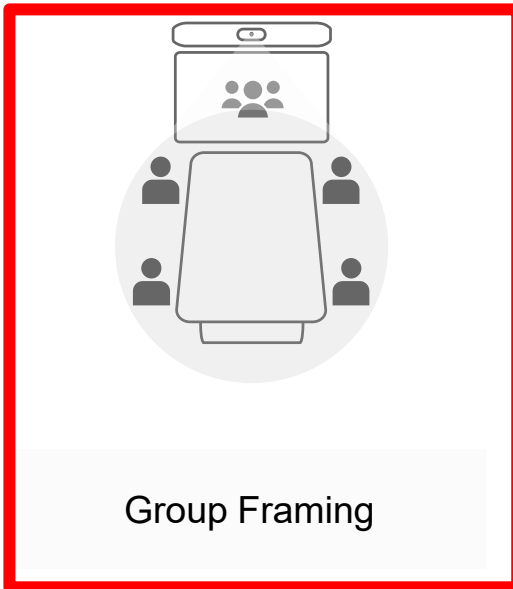
NoiseBlock AI



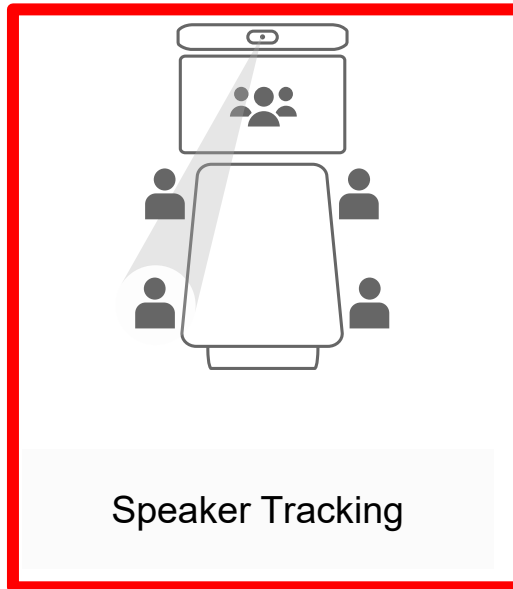
Next-generation Beamforming Microphone Array



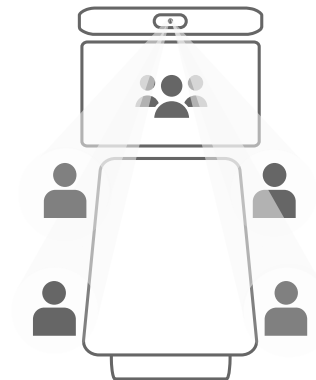
Personal Field of View



Group Framing



Speaker Tracking



People framing



Q&A