



Work Unplugged

The Power of People



Meeting Employees
where they already
are



Cam Smith

Sr. Product Marketing
Manager

Teamwork Portfolio
Microsoft Canada




BELL WILL DONATE 5¢ TO MENTAL HEALTH INITIATIVES FOR EVERY:

-  **TEXT MESSAGE**
-  **LOCAL OR LONG DISTANCE CALL**
-  **#BellLetsTalk USE ON TWITTER**
-  **#BellLetsTalk USE ON TIKTOK**
-  **USE OF THE BELL LET'S TALK FACEBOOK FRAME**
-  **USE OF THE BELL LET'S TALK SNAPCHAT FILTER**
-  **OFFICIAL BELL LET'S TALK DAY VIDEO**

BY A BELL, BELL MTS OR BELL ALIANT CUSTOMER

It's Bell Lets talk day

First. How are you?

 Start presenting to display the poll results on this slide.



An organizations greatest asset

is their people



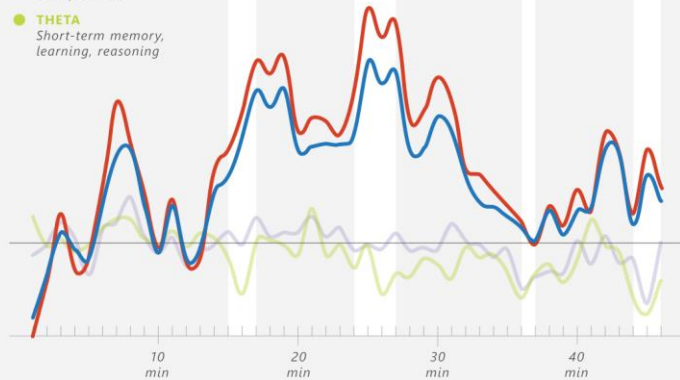
Its greatest resource
is their time.



Active, Flexible, Empathetic

Brainwaves reveal sustained concentration in video meetings leads to fatigue

- GAMMA**
Integrating multiple senses & information
- BETA**
Concentration, anxiety
- ALPHA**
Calm, relaxed
- THETA**
Short-term memory, learning, reasoning

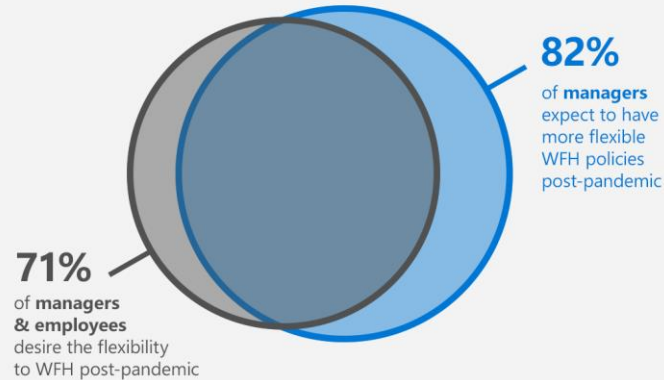


Microsoft 365

Source: Study conducted by Microsoft which monitored the brain activity of 12 people using physiological signal monitoring (EEG & heart rate) April 4 - May 1, 2020.

Work from home opportunities post-pandemic

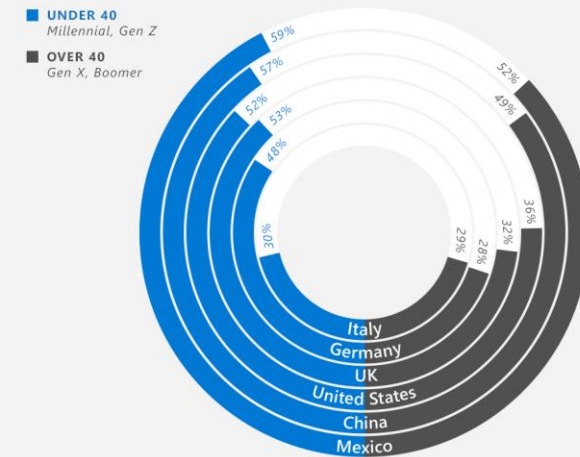
Managers and employees agree: working from home must be an option long-term



Microsoft 365

Source: Harris Poll survey commissioned by Microsoft on May 26-30, 2020, among 2,285 total adults ages 18+ who are currently working remotely across the US, UK, Germany, Italy, Mexico and China.

By generation, percentage that agree it's difficult to balance personal responsibilities while working from home



As work and life blend, Gen Z and millennials are struggling more than older generations to find balance

Microsoft 365

Source: Harris Poll survey commissioned by Microsoft on May 26-30, 2020, among 2,285 total adults ages 18+ who are currently working remotely across the US, UK, Germany, Italy, Mexico and China.

aka.ms/worktrendindex





So is how we work

Distractions

4x

as many devices
per user

45%

of workers use social tools
at work

Working Styles

5

generations together
in the workforce

72%

of global knowledge
workers now remote

Information Overload

2x

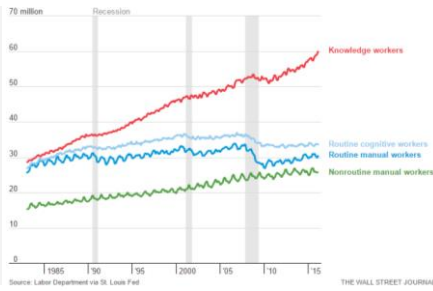
as many
teams

80%

of employee time is
spent collaborating



Skilling for the future



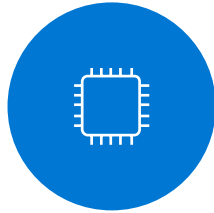
Human Capital



Talent shortage

66%

of CIOs said they believe there's a **scarcity of talent** and it's approaching **"crisis"** proportions²



Rise of AI and automated work

65%

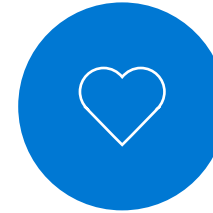
of **children** entering primary school will end up **working** in **completely new jobs** that **don't exist** yet³



Diversity and inclusion is existential

15%

greater likelihood for gender-diverse companies to outperform financially; 35% for ethnically-diverse⁶



Purpose and culture as currency

62%

of Millennials said **they want** a career with **social impact** and purpose⁷



Fluid and flexible


37%

of technology professionals will take a **10% pay cut** to work **from home**⁸

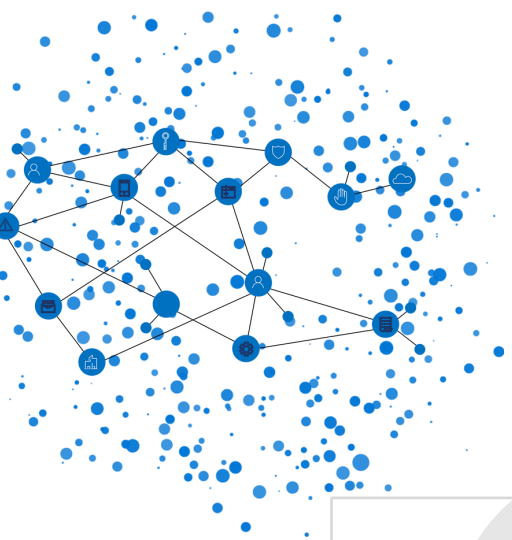




Where do these sit in your priority as a manager?

 Start presenting to display the poll results on this slide.

Where they already are?



20%

Percentage of time avg
knowledge worker
spends, each day, tracking
down information*

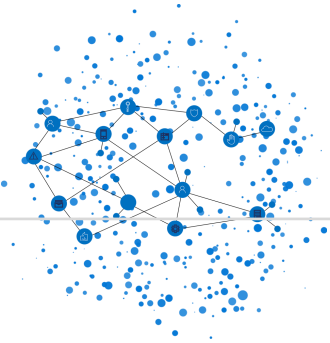
28%

Average percentage
of each day a
knowledge worker
spends managing email*

59%

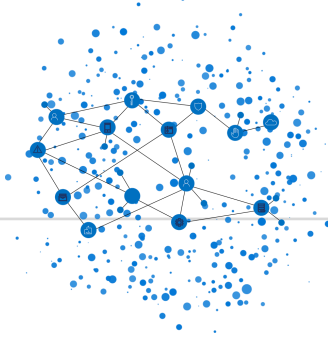
Percentage of managers who
say they are missing important
information, daily, due to
information overload*

The 3 C's



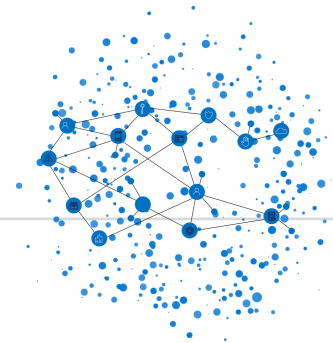
Communication

Leadership information,
employee updates, safety
policies and procedures



Collaboration

Working with each
other, sharing
information, analyzingg
data to generate
insights and action



Consultation

Finding company policies,
documents, getting advice or
help professionally and
personally, new employee
onboarding, employee training



Where do they go?

Traditionally

Communication



E-mail

Collaboration

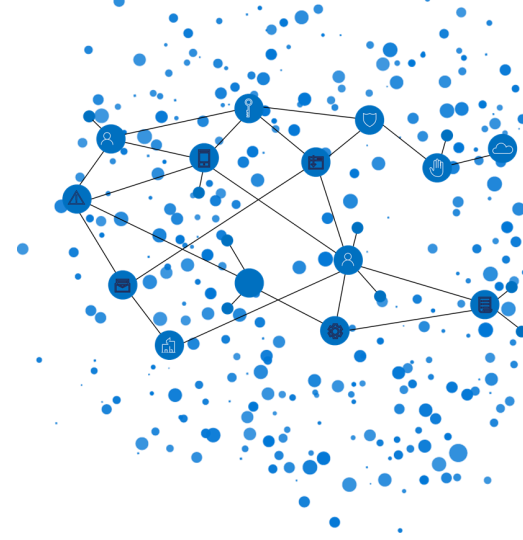


Meeting

Consultation



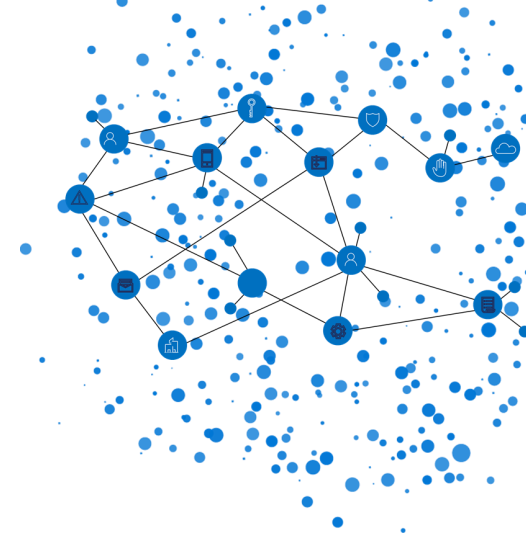
Internal website



Why is that bad?

Context Switching Kills Productivity

(sometimes up to 80%)



Times we're unwilling to context switch

"The optimal number of threads in any system is one thread."
Scott Hanselman | Microsoft



It's actually incredibly bad

Productivity

Diminishing returns

- Focusing on one task at a time = 100% of your productive time available
- Juggling two tasks at a time = 40% of your productive time for each and **20% lost to context switching**
- Juggling three tasks at a time = 20% of your productive time for each and **40% lost to context switching**

(Source blog.rescuetime.com)

Focus does not = ignoring everything else

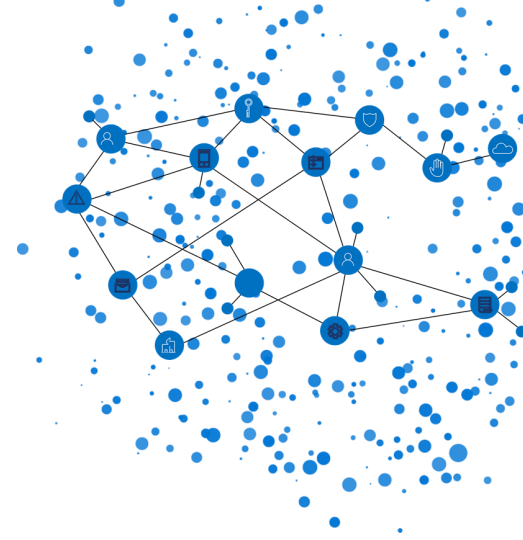
It means incorporating some of it

Mental Health

Thinking about how to schedule a break

Thinking about where you need to go start searching for that information you need

Thinking about when your deadlines need to be and how you'll get back to someone on something



An example of reduced context switching



Common scenarios we're hearing from customers



Empower employees

Self service

Pulse surveys

Enterprise search

Employee engagement

Learning and development

Onboarding and scheduling



Engage customers

Customer support

Sales associate productivity

Digital marketing

Social engagement

Agent productivity

Feedback loops



Optimize operations

Business processes

Supply chain management

Care coordination

Delivery management

Operational effectiveness

Live tracking



Transform products

Project management

Service Incidents

Engineering workflows

Defects management

Ideation tools

Design collaboration



Work Unplugged

The Power of People

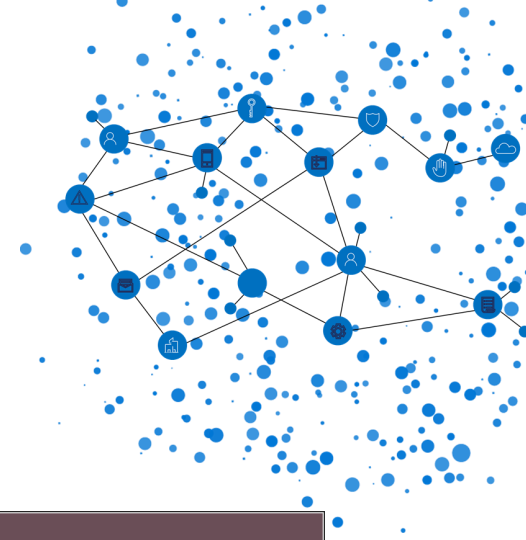


How can Microsoft Products Help?

Lets start small



Cortana Daily Briefing



Hi Emily Braun,
Welcome to your new daily Briefing email
from Cortana.



You are receiving this email because Briefing emails are currently on within your organization. You can unsubscribe [here](#).

You'll receive a Briefing email whenever you have upcoming meetings to prepare for and recent tasks you may have missed so that you can make the most of each day. You can learn more [here](#).

Personal and private to you

Only you can see this email. It only contains a summary of emails, meetings, and documents you can already access. Learn more about [Microsoft's Privacy Statement](#).

Prep for meetings

You'll see any related tasks or relevant documents for upcoming meetings.

Manage tasks

You'll also see task reminders from your email that may be pending.

Your daily briefing



Cortana
To: Cam Smith (HE/HIM)



Fri 01-22

If there are problems with how this message is displayed, click here to view it in a web browser.



Focus time

✓ Booked

5 of 5 days booked.



Catch up on messages

✓ Booked

2 of 5 days booked.



Take a break

✓ Booked

1 of 5 days booked.



Learning

✓ Booked

1 hour booked on Tuesday.

Hi Cam Smith (HE/HIM),
Make today count!



Commitments and follow-ups

✗ Deleted



Dayo Ogunwomoju (IFG-International Financial Gr)



RE: [Teamwork Sales Enablement Session](#)

Yesterday you said, "I am working away at this and will have first draft tomorrow EOD."

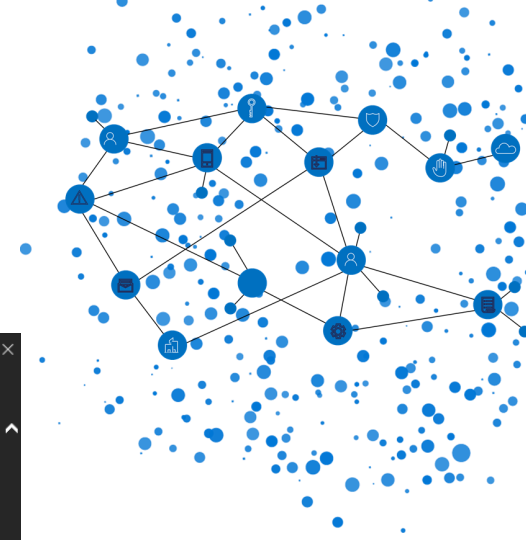
Done

More actions





Get a little bigger



Insights

Plan your time away

Update your calendar and notify collaborators of upcoming time away from work.

Follow up on your requests

Here are a few things you asked others to do.

View outstanding tasks

Check in on 5 suggested tasks from your email.

Prepare for your meetings

Make sure you are ready for your upcoming meetings

Add important people

Get reminded of tasks and unread emails for your important people.

Jason Brommet (HE/HIM) + 1 other

Julie Jeffries + 2 others

6 today
12 tomorrow
34 following five days

Laura Brick + 7 others

Insights

Catch up on documents

Here are 14 documents you haven't read yet.

Set lunch hours

Personalize your recommendations. Default lunch hours are set from 12:00 PM - 1:00 PM.
☒ Add a recurring calendar event to protect this time.

See who you're meeting

Check who you're spending the most time with next week.

Track email open rates

Check how many people opened your recent sent emails.

Check quiet hours impact

1 person responded to emails sent during your quiet hours.

Louise Kissane (AFFIRMA) + 9 others

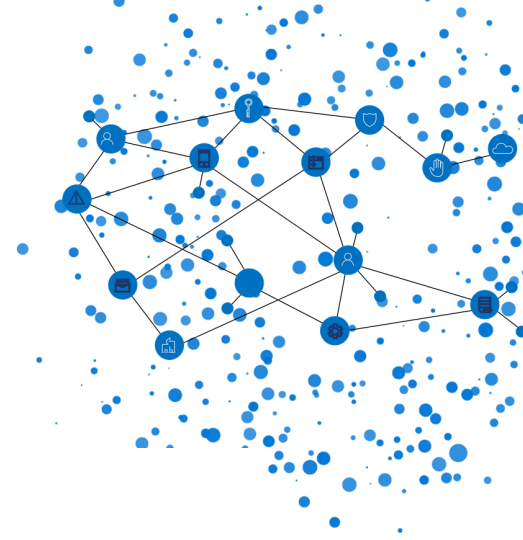
ME EB Microsoft Canada Events + 9 others

RE: SSC Teams Live Event Town Hall...
RE: SSC Teams Live Event Town Hall...
+ 9 others

Mike Murnhy



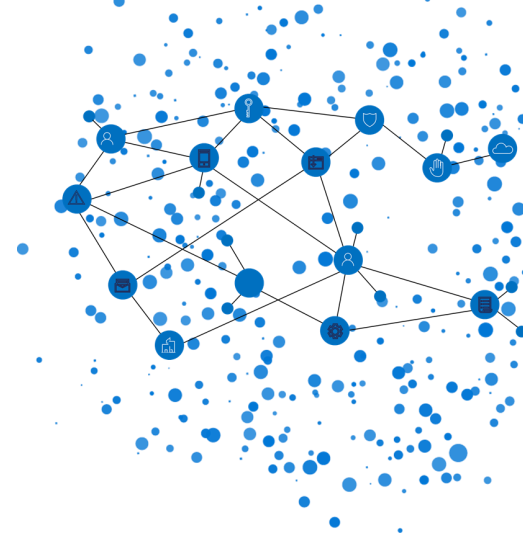
Now we're working with others



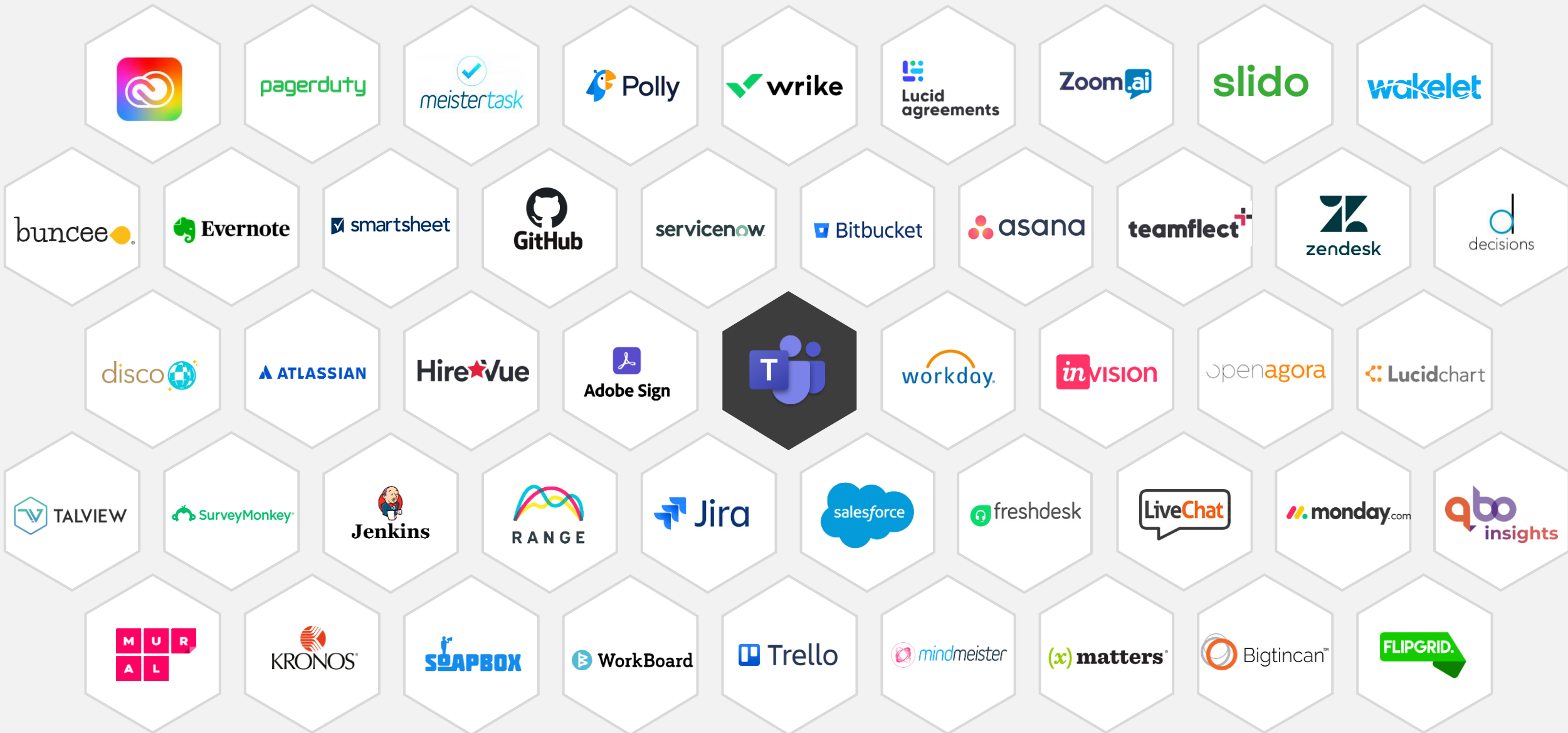
Microsoft | headspace



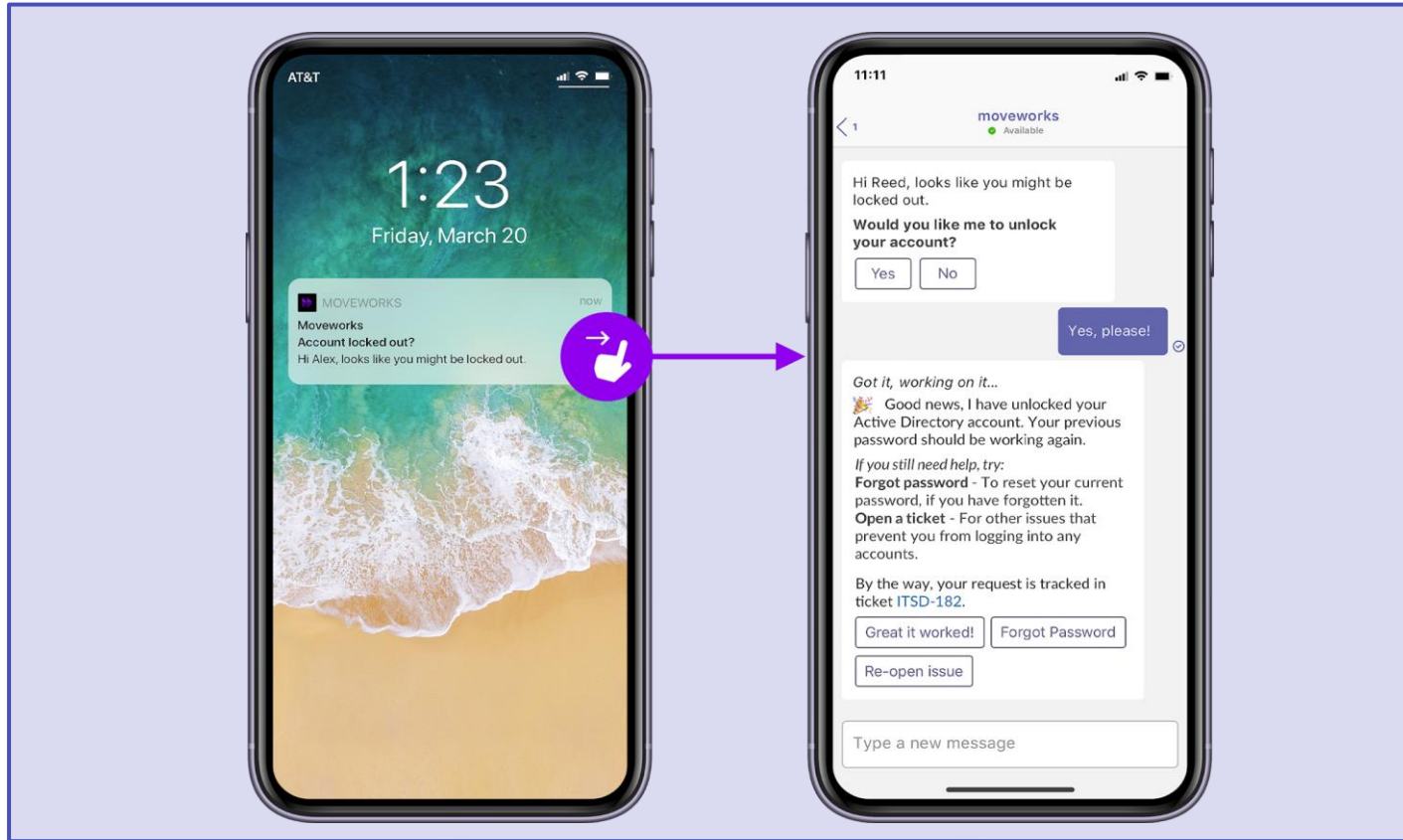
Working with other systems



Meet your people where they already are



Customer Story: Equinix



Business outcomes

- Automated routing decision for 65% of incoming support tickets
- 96% success rate on correct routing decisions
- 32% reduction in average IT ticket lifespan

TEAMS PLATFORM 3RD PARTY SOLUTION

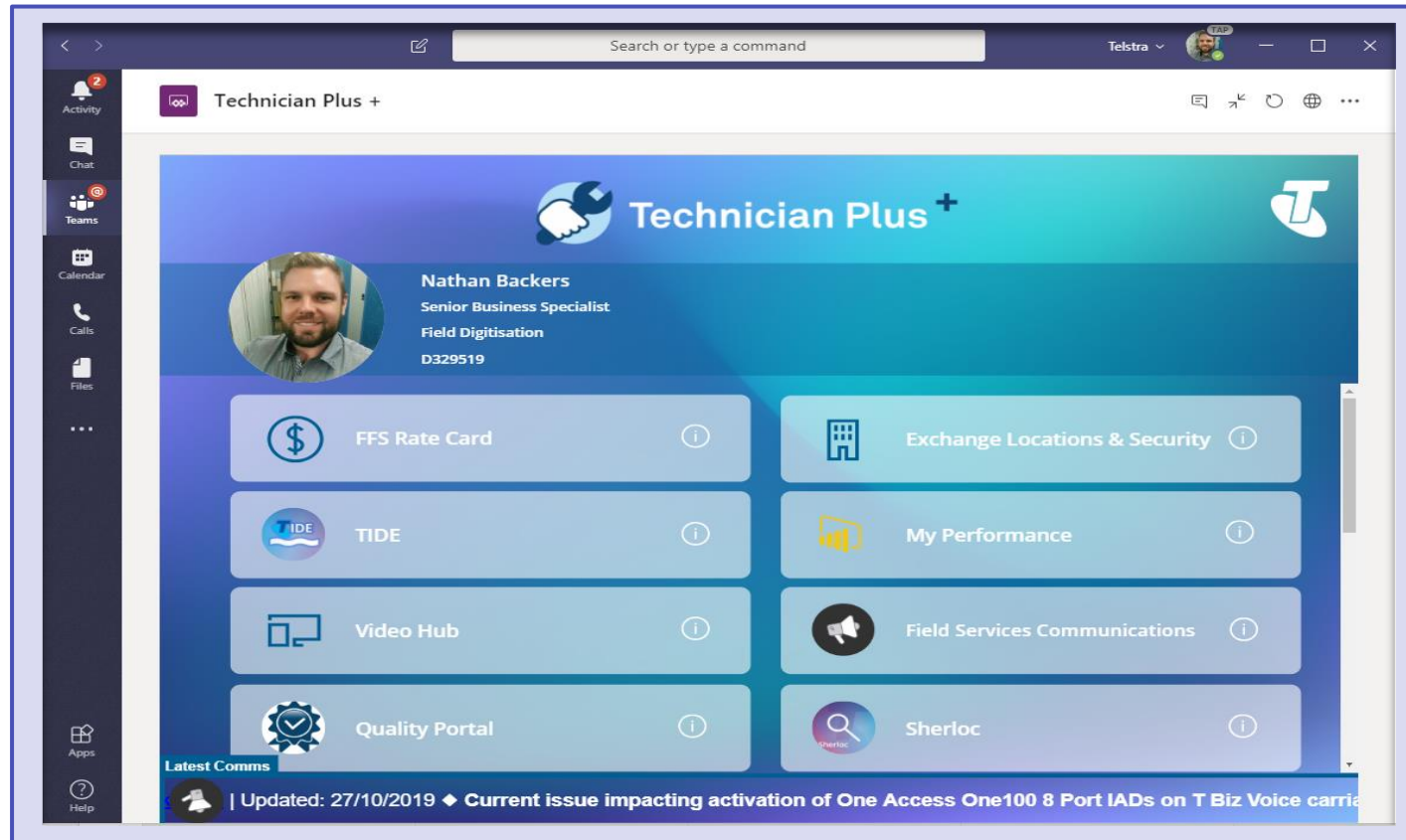
Transforming employees' IT support experience at Equinix with Microsoft Teams and Moveworks



Top integrations leveraged



Customer Story: Telstra



Business outcomes

- 10 million minutes in time savings returned to the business
- Reduction of silos through automation of repeatable business processes

TEAMS PLATFORM CUSTOM SOLUTION

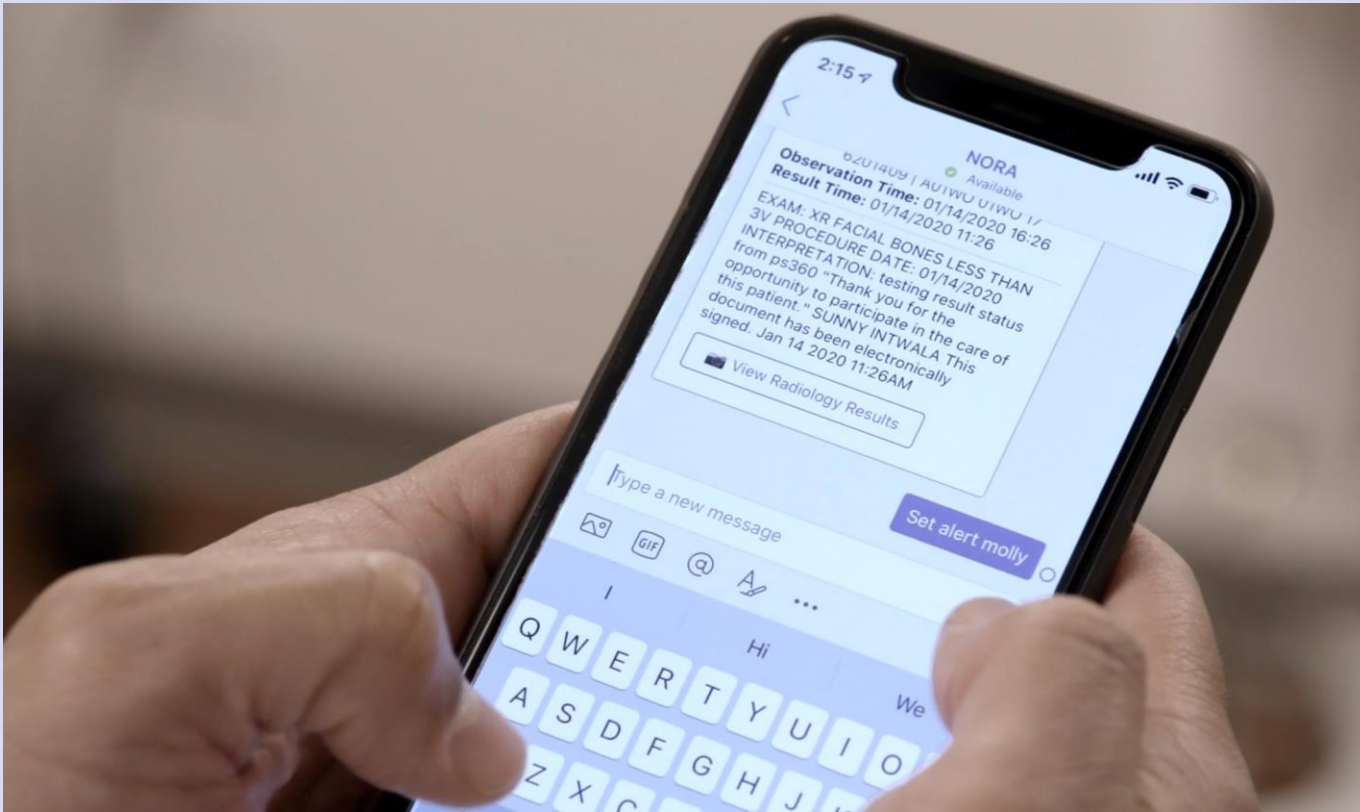
Automating operations and improving customer experience at Telstra with Microsoft Teams



Top integrations leveraged



Customer Story: Northwell Health



Business outcomes

- Real-time access to electronic medical records from mobile
- Increased patient satisfaction
- Increased collaboration between clinicians and staff

TEAMS PLATFORM CUSTOM SOLUTION

Simplifying access to patient information with a clinician chatbot at Northwell Health



Top integrations leveraged



Cosmos DB



Bot
Services



Cognitive
Services



Logic
Apps

3 easy ways to get started.



Company Communicator App

Tired of sending leadership updates through e-mail scattered across multiple sources? Use this app to have important information appear directly as a chat inside a users Teams interface.



FAQ Plus

Important information getting lost in the sea of company information? Use an easy to deploy chat bot for providing information like benefits, policies and company procedures



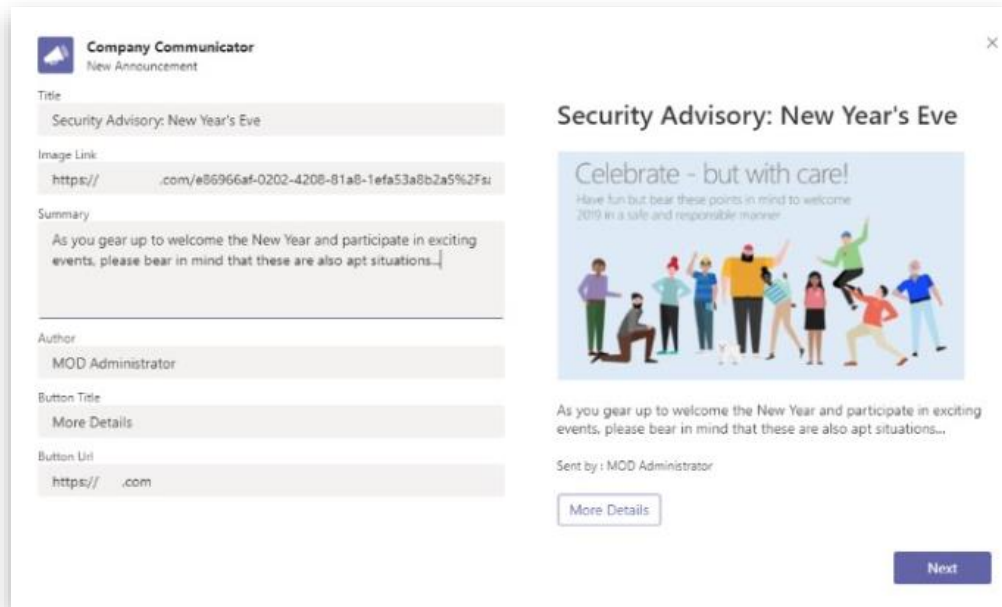
Pinned SharePoint

Do you have a single source of truth intranet for your company? Pin it directly into the navigation bar on Teams so employees more regularly interact with it to find the information they need most.



Company Communicator

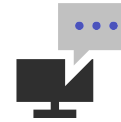
Enables organizations to create and send messages that are intended for multiple teams or large number of employees over chat.



The screenshot displays the 'Company Communicator' interface for creating a new announcement. On the left, a form contains the following fields:

- Title:** Security Advisory: New Year's Eve
- Image Link:** <https://.com/e86966af-0202-4208-81a8-1efa53a8b2a5%2Fsi>
- Summary:** As you gear up to welcome the New Year and participate in exciting events, please bear in mind that these are also apt situations...
- Author:** MOD Administrator
- Button Title:** More Details
- Button Url:** <https://.com>

On the right, a preview of the announcement is shown with the title 'Security Advisory: New Year's Eve'. It features a blue header with the text 'Celebrate - but with care!' and 'Have fun but bear these points in mind to welcome 2019 in a safe and responsible manner'. Below this is an illustration of a diverse group of people celebrating. The main body of the preview repeats the summary text: 'As you gear up to welcome the New Year and participate in exciting events, please bear in mind that these are also apt situations...'. At the bottom of the preview, it says 'Sent by : MOD Administrator' and includes a 'More Details' button. A 'Next' button is located at the bottom right of the interface.



Announcements

Share new initiative announcements and organization-wide broadcasts.



Employee Enablement

Support employee onboarding and modern learning and development.



Customizable

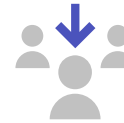
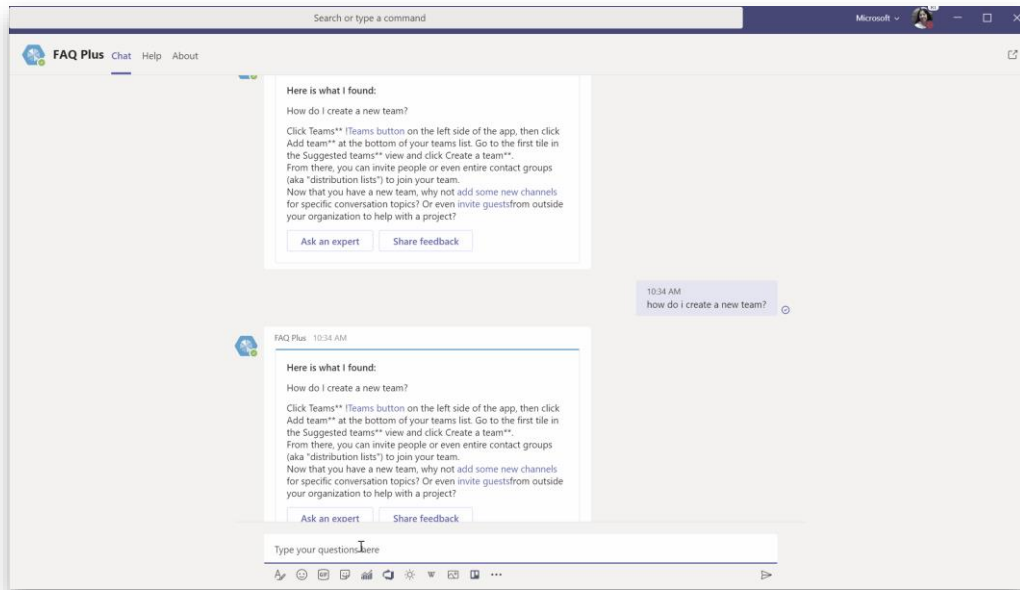
Provides foundation for custom capabilities, such as knowing how many users interacted with a message.

Click below to get it on GitHub.

Go now ▶

FAQ Plus

A conversational Q&A bot that incorporates human support. Users can ask the bot a question and the bot will respond with an answer if it is contained in the knowledge base. If not, the bot allows a pre-configured team to intervene and provide the necessary support.



Employee Onboarding

Ensure new employees have access to the right information to help them ramp up faster.



Always-On Support

Provide an always-on support system to fill knowledge gaps or provide technical support for all users.



Sentiment Monitoring

Monitor employee questions to understand current sentiment and needs across the organization.

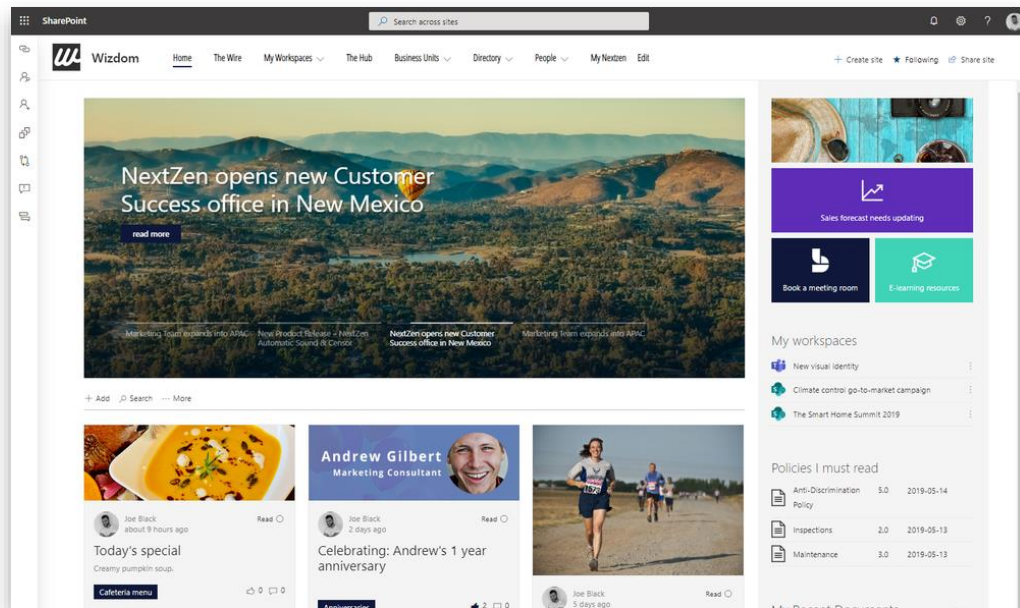
Click below to get it on GitHub.

Go now



SharePoint Intranet

Using the Microsoft Teams personal app model, SharePoint pages can be pinned to the left navigation of Microsoft Teams. This provides a great opportunity to embed intranet landing pages directly within Teams to serve internal communication needs.



Internal News

Enable easy discovery of news and content to ensure employees can stay up to date on important developments.



Call Attention to Topics

Design single page communications on important topics for greater emphasis and attention.



Learning Pathways

Add the [Learning Pathways](#) solution to Teams to embed Microsoft 365 learning paths for your users.

Click below for step-by-step instructions.

Go now

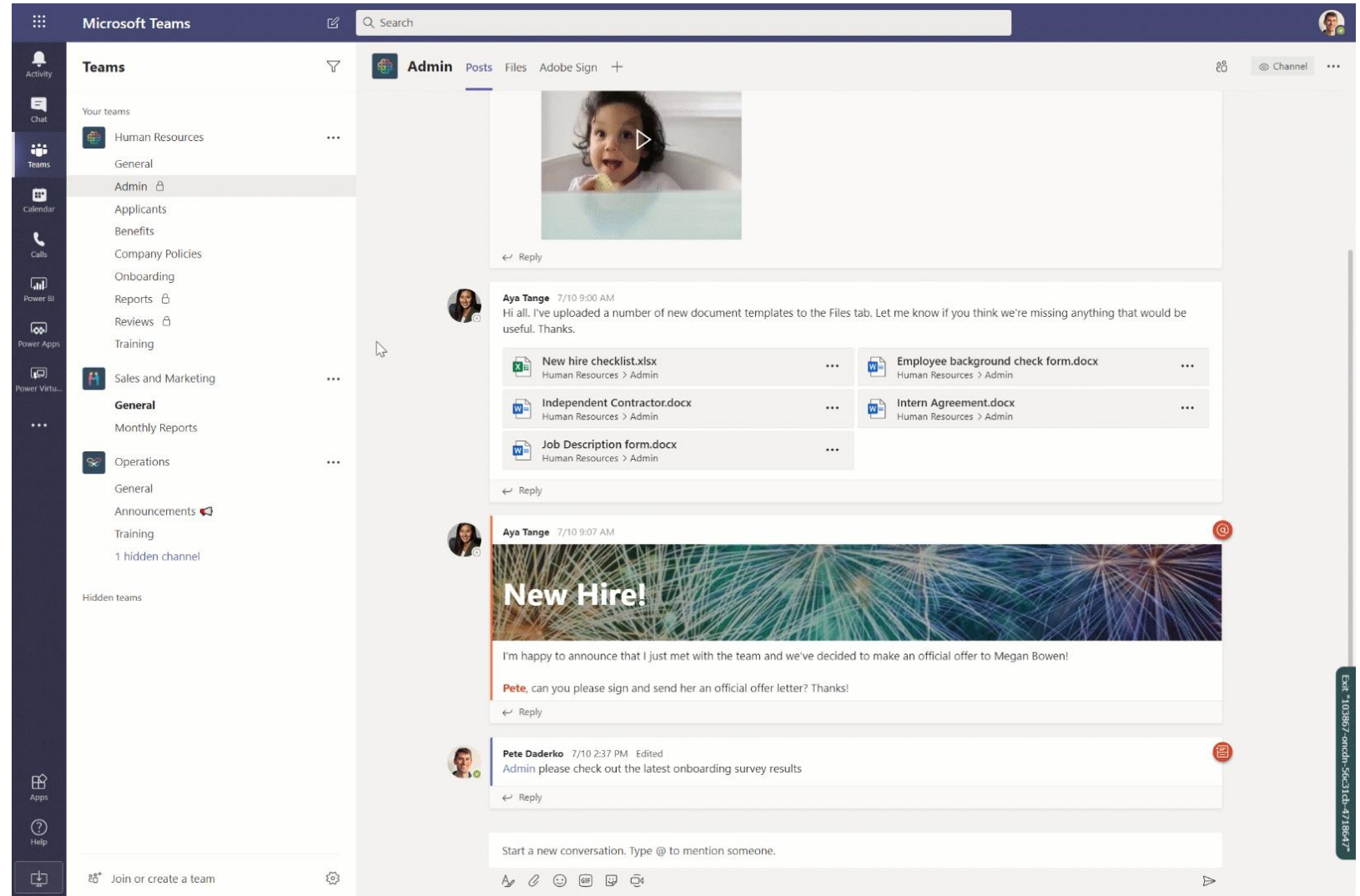


Rocket Science? Costs a fortune? No.

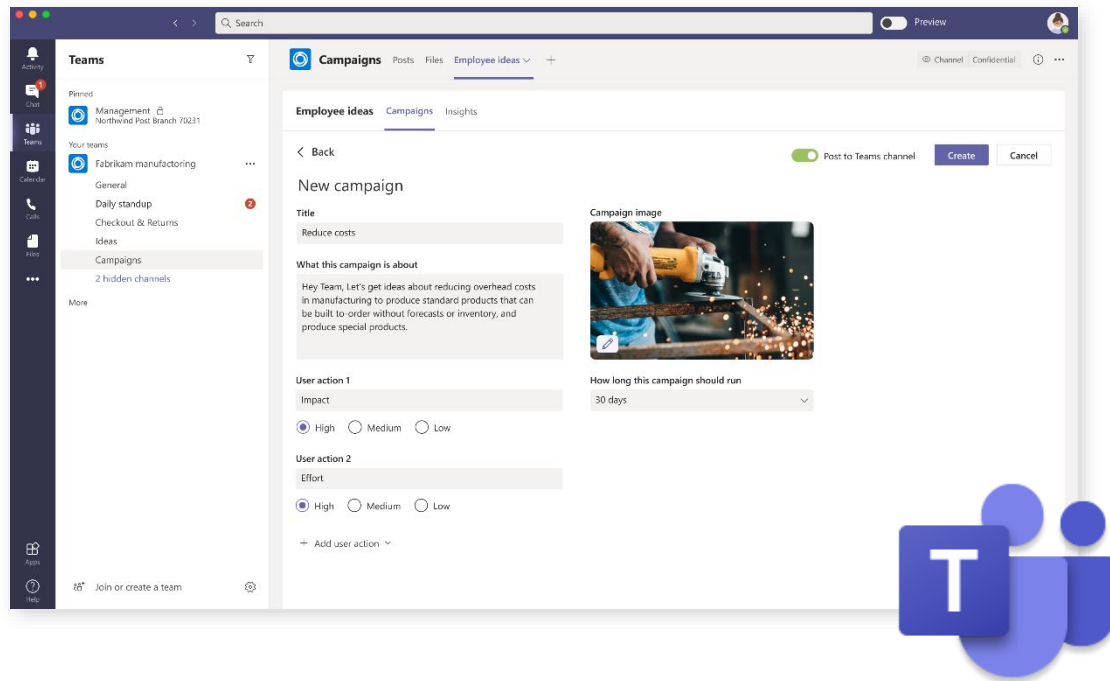
Teams Dataverse

We're making Teams integration better by

- Fully embedded bot building experience in Teams
- Configuration-free way to authenticate Teams users
- Seamless discovery to make bot available to end user



Solutions for Teams *pre-built* on top of the Power Platform



Asset inspection



Floor walk



Employee ideas

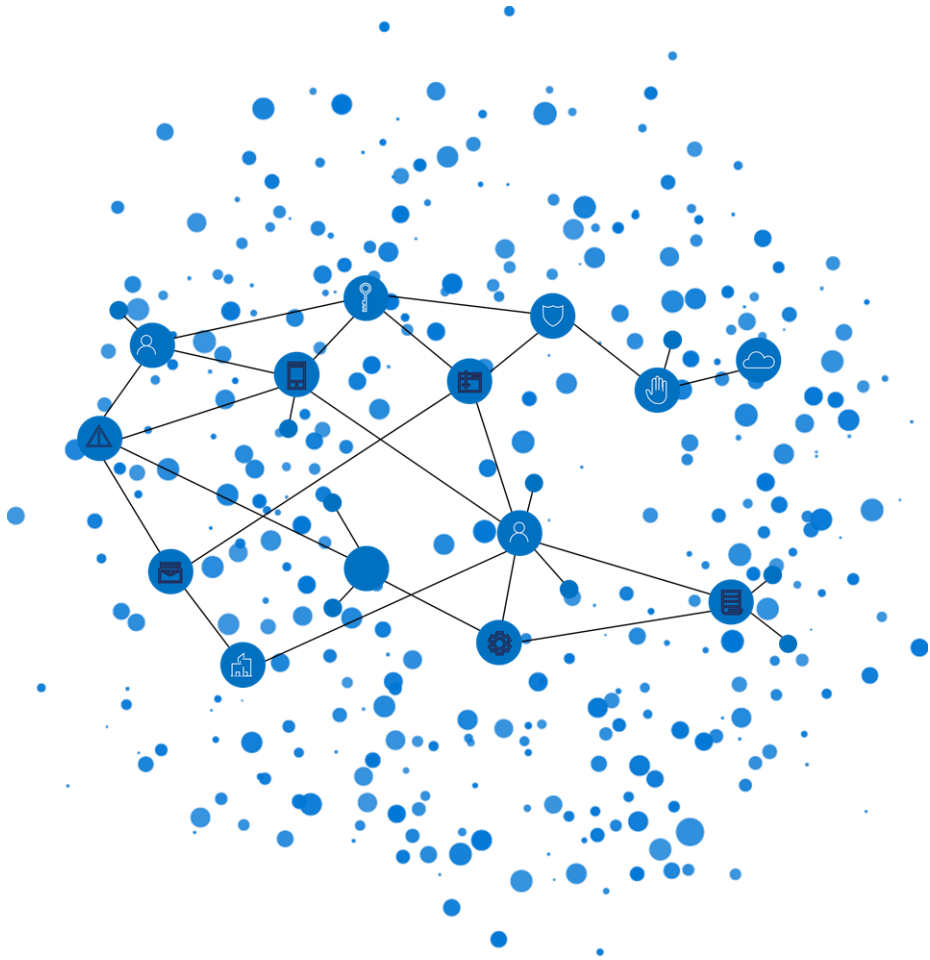


Issue reporting

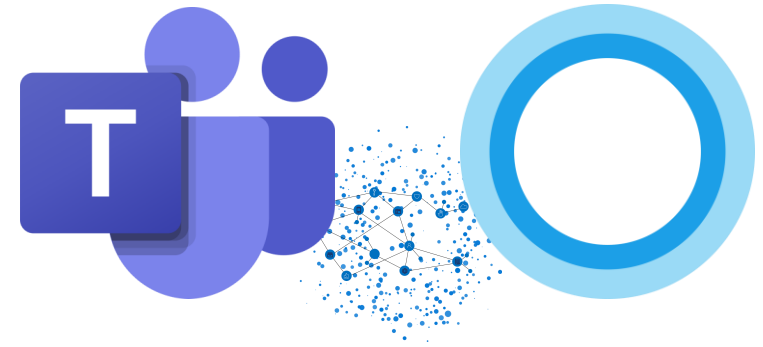


Asset check-out

Old World



New World



Start Small Focus on well being

E-mail Communication

Cortana Daily Briefing

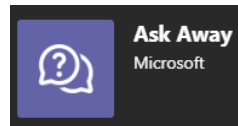
Outlook Insights



Employee ideas



Karma App



Ask Away

Think Big Focus on Productivity

Org wide consideration

Workplace Analytics

3rd party app integrations

Communication and
resource finding through
company communicator, SP
Pin and FAQ+





Work Unplugged

The Power of People



[Aka.ms/WorkUnpluggedCAMA](https://aka.ms/WorkUnpluggedCAMA)



Audience Q&A Session

 Start presenting to display the audience questions on this slide.