



# MICROSOFT AND THE EVOLUTION OF THE SMART WORKPLACE

**How to Create a Better Hybrid Experience for End Users and IT Teams**

# CREATE A SEAMLESS USER EXPERIENCE IN YOUR SMART WORKPLACE

IT leaders must deliver seamless collaboration, intelligent meeting experiences, and flexible workplace coordination. Additionally, your workplace must meet your current needs and be future-ready as your organization evolves.

**This eBook explores how Microsoft solutions work together to:**

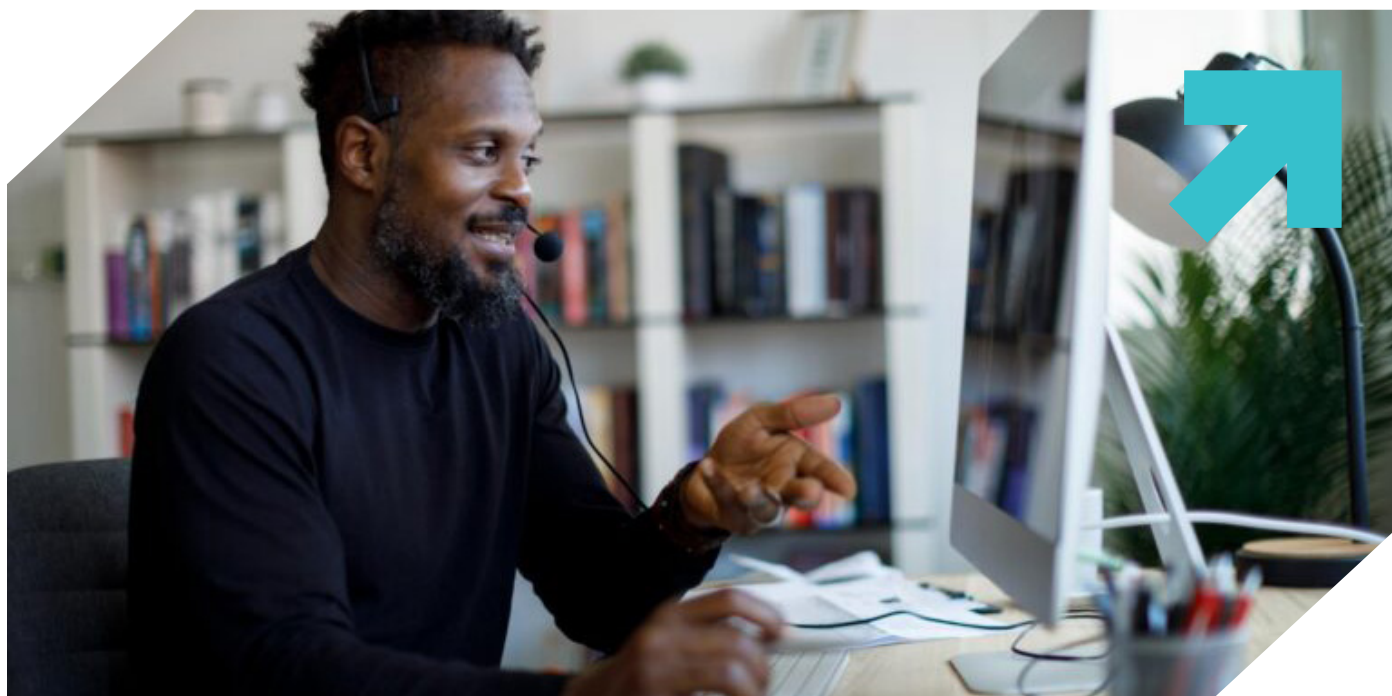
- ➔ Enable seamless communication across locations and devices
- ➔ Support flexible work policies with intelligent scheduling and space management
- ➔ Deliver inclusive, AI-powered meeting experiences
- ➔ Provide actionable insights into space usage and employee behavior
- ➔ Enhance productivity by automating everyday tasks

First up is a review of Microsoft 365 Copilot. Then, we'll dive into how Microsoft 365 Copilot enhances hybrid workplace tools such as Teams Rooms, Teams Phones, and Microsoft Places.

Whether you're upgrading your meeting spaces or modernizing your communications infrastructure, this eBook will show you how Microsoft and AVI-SPL can help you [build a future-ready workplace](#).

## Microsoft 365 Copilot: AI that works for you

This AI-powered assistant is embedded across Microsoft 365 apps like Word, Excel, PowerPoint, Outlook, and Teams. It combines the power of large language models (LLMs) with your organization's data—emails, documents, meetings, and chats—to help you work smarter, faster, and more creatively.



## Microsoft 365 Copilot core values:

**Productivity acceleration:** Automates repetitive tasks like summarizing documents, drafting emails, and generating presentations, freeing up time for higher-value work

**Contextual intelligence:** Leverages Microsoft Graph to understand your work context—surfacing relevant files, emails, and insights tailored to your workflow

**Seamless integration:** Works natively within the Microsoft 365 apps you already use, enhancing familiar tools with powerful AI capabilities without disrupting your workflow

## Microsoft Teams and Microsoft 365 Copilot: smarter collaboration starts here

At the heart of Microsoft's hybrid work ecosystem is Microsoft Teams—a unified platform for chat, meetings, file sharing, and collaboration. But with the addition of Microsoft 365 Copilot, Teams becomes a productivity engine powered by AI.

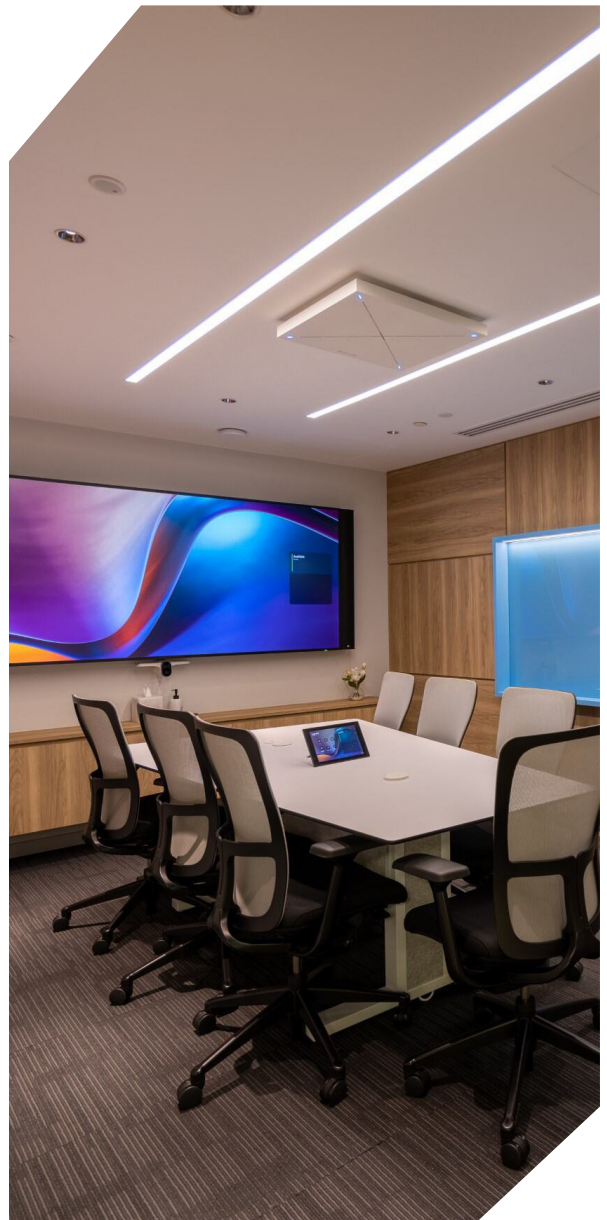
Teams enables employees to connect and collaborate from anywhere. With persistent chat, video meetings, shared files, and integrated apps, it centralizes communication and reduces tool sprawl.

## Enter Microsoft 365 Copilot: AI that works alongside you

Copilot brings generative AI directly into Teams, transforming how employees work. It can:

- ➔ Summarize meetings in real time, even if you join late or miss them
- ➔ Highlight key decisions and action items
- ➔ Draft follow-up messages or emails
- ➔ Suggest next steps based on meeting context
- ➔ Answer questions about past conversations or documents

This means less time spent reviewing notes, writing recaps, or searching for information, and more time focused on high-value work.





## For IT Leaders: more value with less complexity

For IT, Teams simplifies management and enhances security through native Microsoft 365 integration. Copilot further reduces the burden on support teams by helping users help themselves.

It also improves the adoption of Microsoft 365 tools by making them more intuitive and responsive. And because it's built on Microsoft's secure cloud, it meets enterprise-grade compliance and governance standards.

**Together, Teams and Copilot deliver a smarter, faster, and more connected way to work.**

## Teams Rooms create smarter spaces with Microsoft 365 Copilot

Hybrid work requires intelligent, inclusive, and flexible experiences across both physical and digital environments. Microsoft Teams Rooms and Teams Phone deliver just that, and with Microsoft 365 Copilot, they become even more powerful.

## Teams Rooms: smarter, more inclusive meetings

Teams Rooms transforms traditional meeting spaces into intelligent collaboration hubs. With certified hardware and AI-driven features, it ensures that every participant, whether remote or in-person, has an equal voice.

### Microsoft 365 Copilot enhances Teams Rooms by:

- ➔ Generating real-time meeting summaries and action items
- ➔ Offering follow-up suggestions and content highlights
- ➔ Helping users catch up on meetings they missed — instantly

This means fewer manual notes, better meeting outcomes, and more time for strategic work.



## Teams Phone: intelligent calling, anywhere

Teams Phone brings enterprise-grade calling into the Microsoft Teams experience. It supports cloud-based voice with features like call queues, voicemail transcription, and mobile integration.

With Microsoft 365 Copilot, Teams Phone becomes even more efficient:

- ➔ Transcribes and summarizes calls for easy reference
- ➔ Suggests responses or follow-up actions after calls
- ➔ Surfaces relevant documents or contacts during conversations

These AI-powered enhancements reduce administrative overhead and improve responsiveness, especially for customer-facing teams.

## For IT leaders

Microsoft 365 Copilot's integration across Teams Rooms and Teams Phone means fewer support tickets, better user adoption, and more value from your Microsoft 365 investment. It's automation that works where your people do.

**Want to see how Copilot enhances your meeting and calling experiences? [Request an AVI-SPL workshop](#) and explore the future of intelligent collaboration.**

## Microsoft Places and Microsoft 365 Copilot power smarter workplaces and informed decisions

[Microsoft Places](#) brings intelligence to the physical workplace. It helps organizations coordinate where and when employees work, optimize space usage, and enhance the in-office experience. With Microsoft 365 Copilot, Places becomes even more proactive and personalized.

### Microsoft Places: workplace coordination reimaged

Places allows employees to:



**Set their daily work location**



**See when teammates plan to be in the office**



**Book desks and rooms with interactive floor plans**



**Align with team anchor days and hybrid policies**



**WATCH THE  
“DEMYSTIFYING  
MICROSOFT  
PLACES AND  
COPILOT”  
WEBCAST.**

## **Microsoft 365 Copilot enhances Places by:**

**Recommending in-office days** based on collaboration patterns and meeting schedules

**Notifying users of team events or high-attendance days**

**Summarizing workplace trends** for IT and facilities teams

**Providing insights** into actual vs. intended attendance

**Automating location updates** based on Wi-Fi or device activity

These AI-driven features enable employees to make more informed decisions about when to come to the office.

For IT, HR, and facilities teams, Places provides real-time and historical analytics on space utilization, attendance trends, and workplace behavior. This data enables smarter decisions about office design, resource allocation, and hybrid work strategies.

**In short, places reduces manual coordination, improves space efficiency, and supports a more connected hybrid culture.**

## **Build an end-to-end hybrid work ecosystem with Microsoft**

Microsoft’s hybrid work ecosystem provides a seamless, secure, and scalable foundation for the modern workplace. Each component, Teams, Teams Rooms, Teams Phone, Teams Premium, and Microsoft Places, plays a unique role.

Microsoft 365 Copilot acts as the connective tissue across the Microsoft 365 platform. It enhances every experience in:

**Teams:** by summarizing meetings, suggesting next steps, and drafting follow-ups.

**Teams Rooms:** by capturing key moments and action items from in-room and remote participants.

**Teams Phones:** by transcribing calls and recommending responses or follow-ups.

**Places:** by nudging users to come in on high-collaboration days and providing workplace trend summaries.

**For IT leaders, Microsoft 365 Copilot reduces manual overhead, improves user satisfaction, and increases the ROI of your Microsoft 365 investment. It's intelligent assistance that adapts to your workflows and business goals.**



## How AVI-SPL helps you get there

Put AVI-SPL's Microsoft services to work for you with:

**Workshops** to explore Microsoft's hybrid work solutions, including workshops on Teams Rooms, Teams Phone, and Places

**60-day pilot programs** for Teams Rooms, Teams Phone, and Places

**Deployment and integration services** for Teams Phone, Places, and Microsoft 365 Copilot

**Readiness assessments, including assessments and custom consulting for Microsoft 365 Copilot** to ensure data governance, security, and smooth Adoption and Change Management



Specialist  
Adoption and Change  
Management  
Calling for Microsoft Teams  
Meetings and Meeting Rooms  
for Microsoft Teams

**AVI-SPL is a Microsoft Managed Partner, a Microsoft Modern Work Partner, and an official Microsoft Places launch partner.**

**No matter where you are on your journey to plan, deploy, and operate Microsoft solutions, we can guide and support you.**

**For more details, explore our [interactive eBook](#), then click the 'Upgrade Workspace' button to get started.**