



# Empowering everyone for a new era of work

Tracy Woods  
Director, Azure

# Current State

Employees have embraced flexible work and its benefits.

Meanwhile, many leaders want the office life of 2019.

Add to this the economic headwinds: business leaders must navigate rising inflation, shrinking budgets and a talent marketplace that remains very tight.

**“Thriving Employees are what will give organizations a competitive advantage in today's dynamic economic environment.”**

**—Satya Nadella**

# Intentional Transformation Post-Covid

- How do we achieve what employers *and* employees need?
- How do we operate in the “new normal”?
- How do we deliver the best experiences?
- How do we enable productivity, creativity and innovation?
- How do we manage the bottom line and grow margins?

# Challenges to Innovation

- Workforce shortages
- Skilling
- Technical debt
- Multi-generational workforces
  - Differing expectations
  - Managing culture
  - The employee as a customer
- Hybrid Workplace
- Economic downturn/market risk

# Creating Culture and Employee Experience

Meeting the needs of today's digitally connected, distributed workforce requires a **new approach**

To help, we have curated the 3 critical themes. Meeting the needs of today's digitally connected, distributed workforce requires as for employees to thrive and organizations to gain competitive advantage.

[Work Trend Pulse Report](#)

[Work Trend Index Report](#)

[Customers.Microsoft.com](#)

## Onboarding and Retention

**56%** of employees and **68%** of business decision-makers say the growth opportunities in their organizations are insufficient to keep them there in the long term.

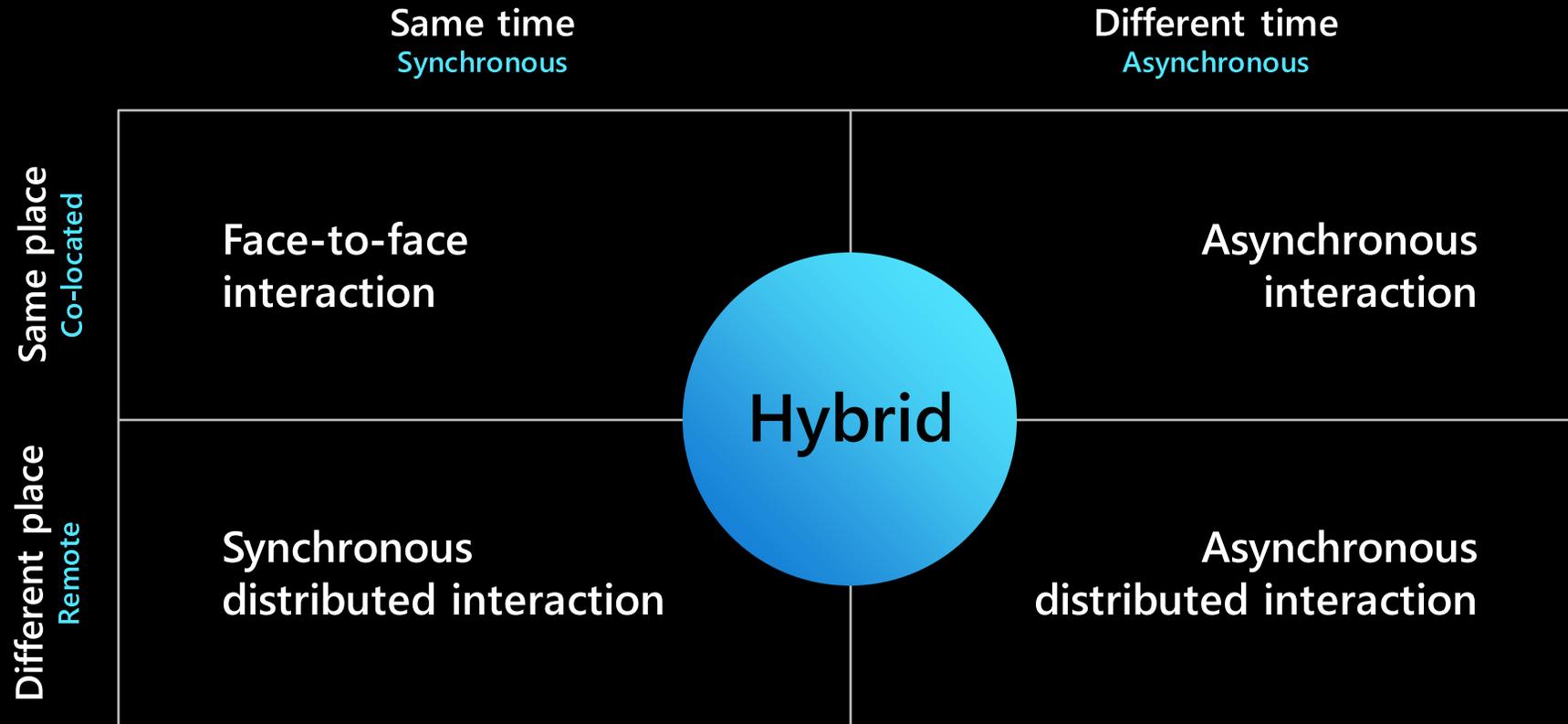
## Engaged and Empowered Employee

**48%** of Employees and **53%** of managers report that they're already burned out at work.

## Bringing the Organization Together

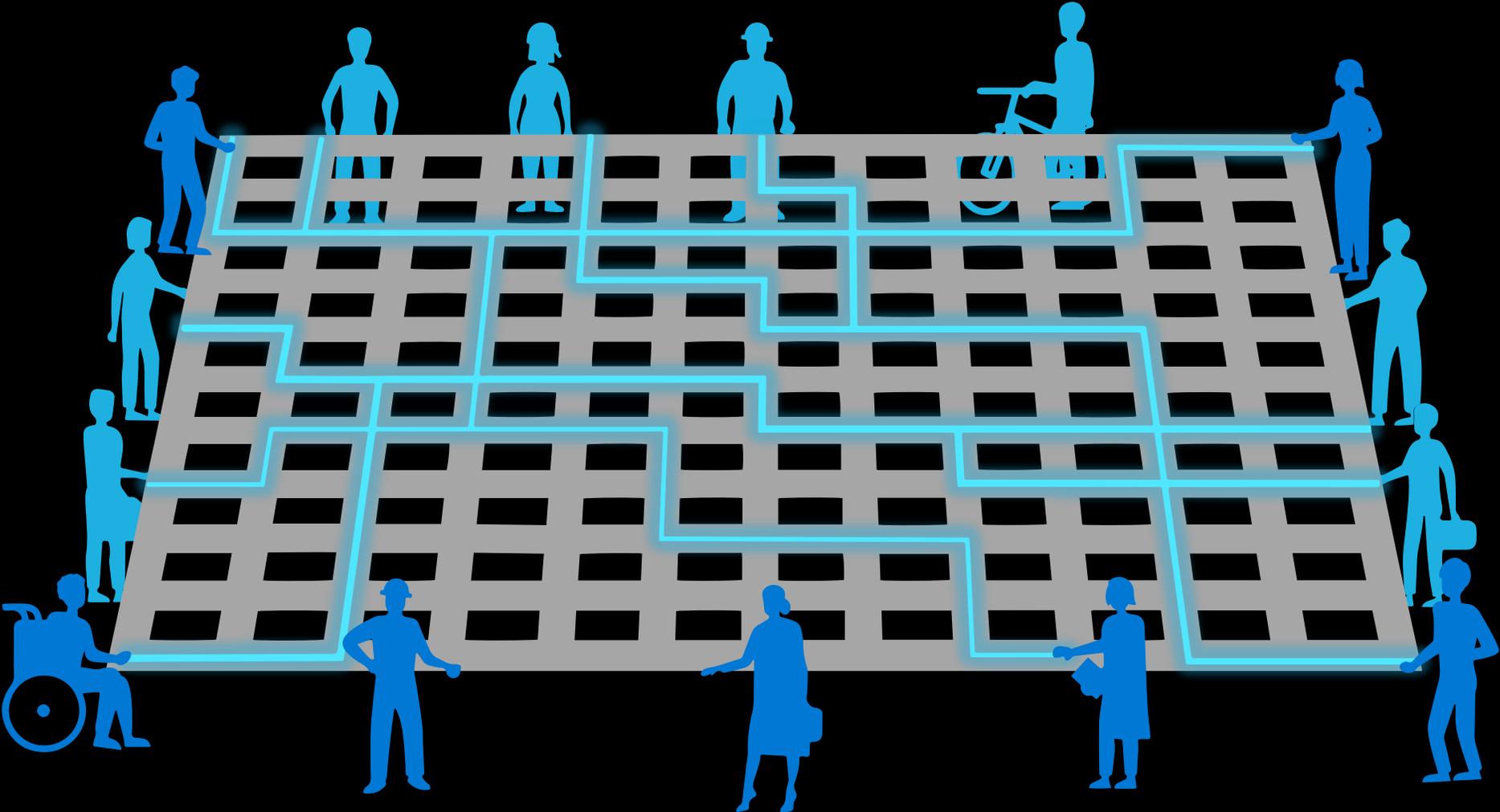
**73%** of employees and **78%** of business decision makers say they need a better reason to go into the office than just company expectations

# Hybrid work matrix



*Groupware quadrants (Johansen, 1988)*

# Digital Fabric



# WorkLab Survey on the Future of Work

- A Microsoft Worklab survey shows “9 out of 10 people want simpler ways to automate daily tasks so they can focus on the work that matters.”
- The survey showed that employees are hungry for better digital tools – 87% of them believe pursuing digital transformation is more important now than ever before. Even more respondents also said their teams would benefit from solutions that allowed them to automate tasks.
- “As people look for better ways to be more collaborative in every aspect of their work, it comes as no surprise that they want to do away with repetitive tasks that disrupt time better spent engaging with others,” the report on the survey results says.
- A good example is an average call at the typical contact center. “At many, many IT service desks or customer service centers, over 50% of their calls are related to password resets,” Maribel Lopez, founder and principal analyst at Lopez Research, says.
- Automating those sorts of mundane interactions can substantially improve both the employee and customer experience.

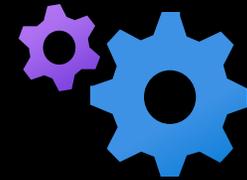
# A new operating model



**People**



**Places**



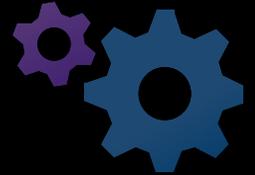
**Processes**



People



Places



Processes

# Empowering every type of worker



Information Workers



Frontline Workers



Flex Staff



Empower employees **to create culture**

# Flexibility is here to stay – you can choose how to work

With Microsoft Teams, unwanted background noise can be reduced, collaboration is uncompromised, and participants can present with confidence



**8AM**

Attend a morning stand-up from home



**10AM**

Present to remote and in-person attendees from the office



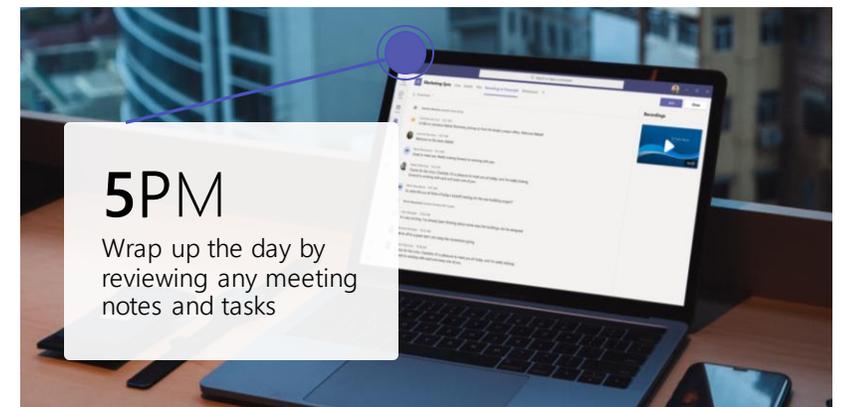
**1PM**

Take your work on the go with meeting chat and collab



**3PM**

Join a meeting from any environment with ease



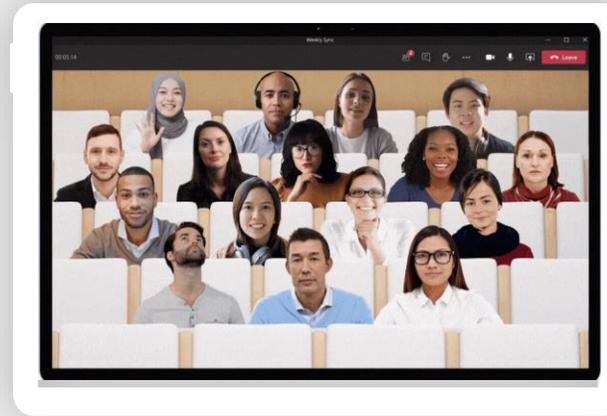
**5PM**

Wrap up the day by reviewing any meeting notes and tasks

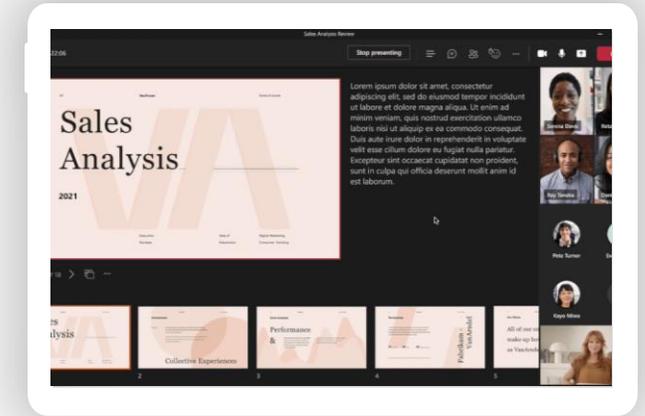
# Create inclusive and engaging meeting experiences

- Feel connected and reduce meeting fatigue with **Together mode**
- Present with confidence using **PowerPoint Live with Microsoft Teams**
- Step up the production level of your presentation with **Presenter mode** or **Cameo**
- Optimize content and audience viewing with **Dynamic view**

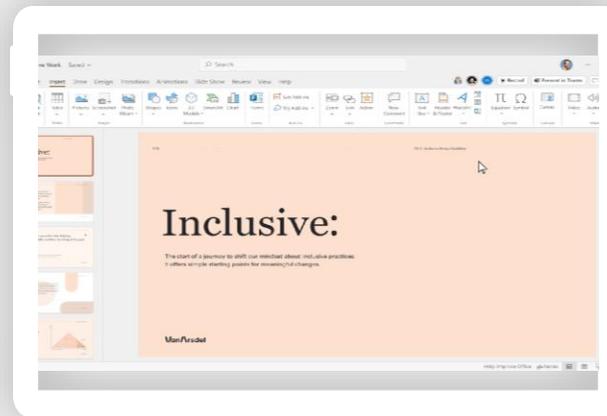
All features are currently available.  
Please check [Microsoft 365 roadmap](#) for latest availability.



See everyone in one place, read non-verbal expressions, and feel more connected using Together mode.



Confidently present with slides, notes, and chat all in one view with PowerPoint Live in Microsoft Teams.



Customize how video feed appears with content—and enhance personal connections—using Presenter mode or Cameo.

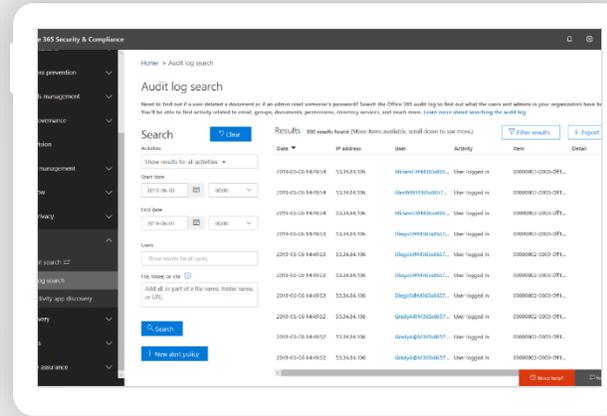


Optimize screen layout that automatically adjusts as attendees join or present using Dynamic view.

# Rely on enterprise-grade security, performance, and management

- Rely on advanced security, compliance, and management capabilities in **Microsoft 365**
- Reduce background sounds with **AI-based noise suppression**
- Enhance audio and video quality with **AI-based, audio-based codecs**
- Actionable IT insights with **Teams Quality Dashboard**

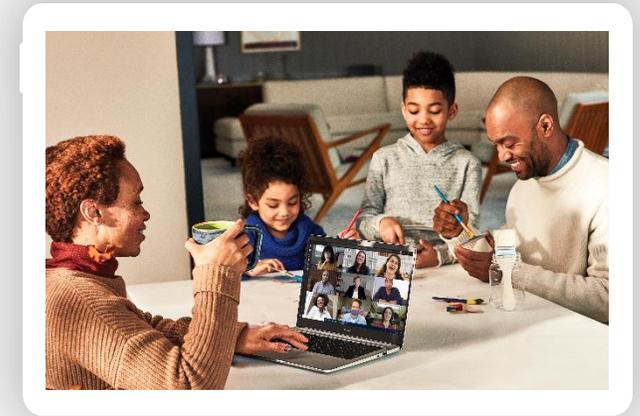
Not all features shown may be immediately available. Please check [Microsoft 365 road map](#) for latest availability.



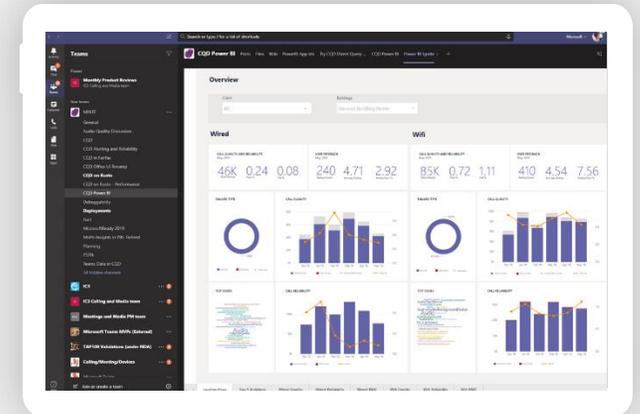
Manage individual and organization-wide security, compliance, and privacy settings all in one place.



AI-based codecs help ensure your message is clear, even through low bitrates and packet loss.



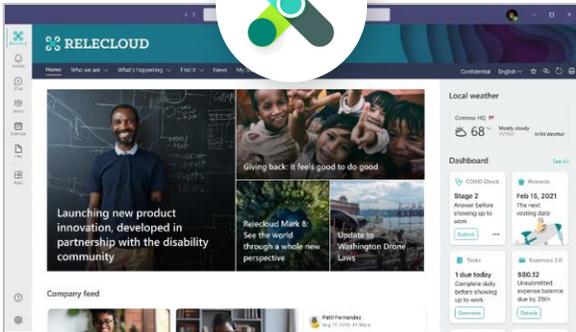
Reduce background noise with AI-based noise suppression in public or shared environments.



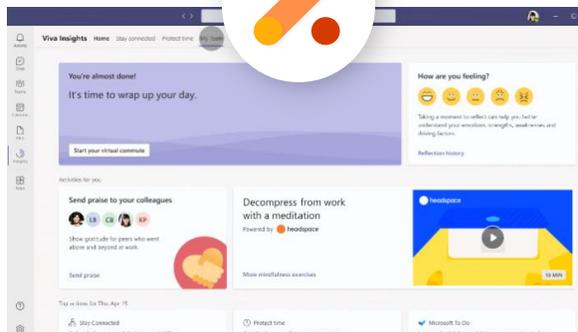
Single page dashboard that provides monthly, daily, and hourly trends and views for meetings and calls.

# Microsoft Viva

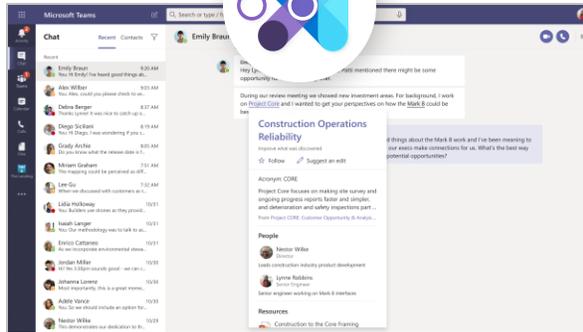
Empower people and teams to be their best



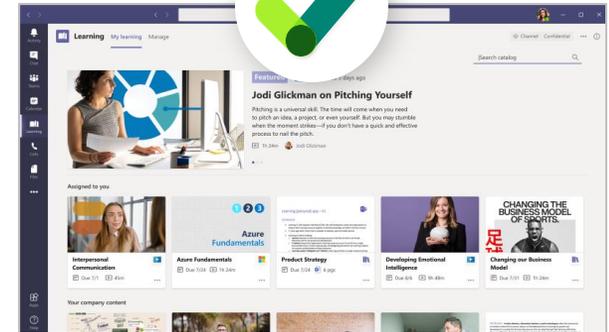
Viva Connections  
Culture and communications



Viva Insights  
Productivity and wellbeing



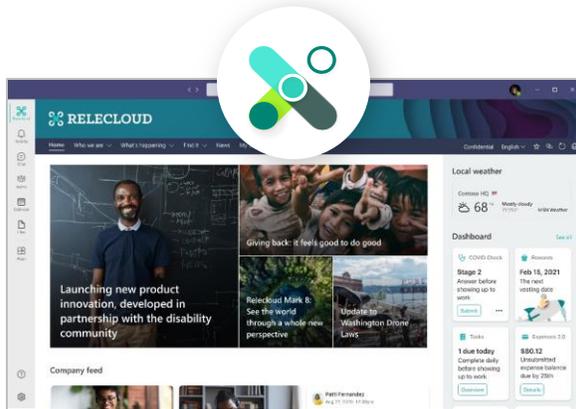
Viva Topics  
Knowledge and expertise



Viva Learning  
Skilling and growth

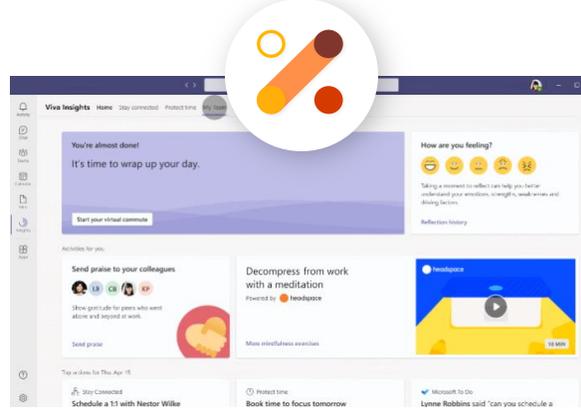
# Microsoft Viva

Empower people and teams to be their best



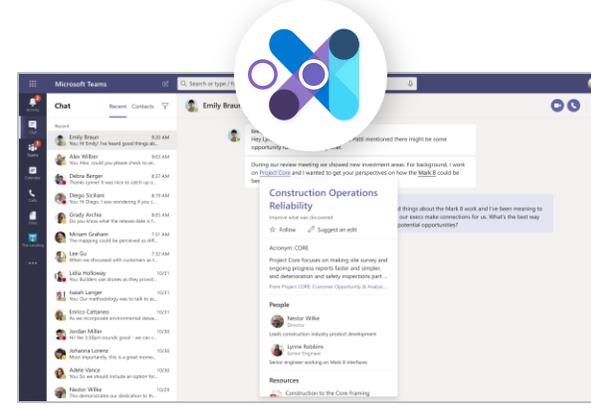
## Viva Connections

Culture and communications



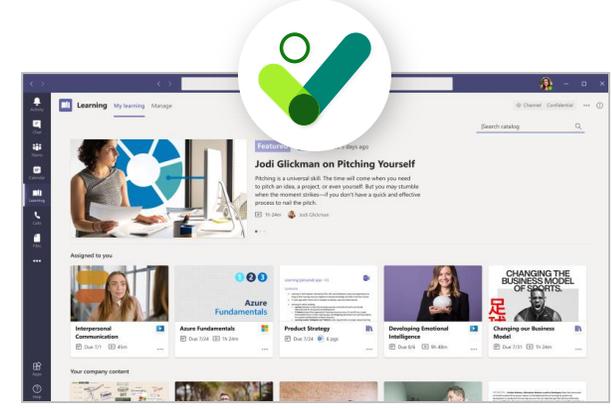
## Viva Insights

Productivity and wellbeing



## Viva Topics

Knowledge and expertise



## Viva Learning

Skilling and growth

Viva Connections

# Culture and Communication

## Keep everyone connected

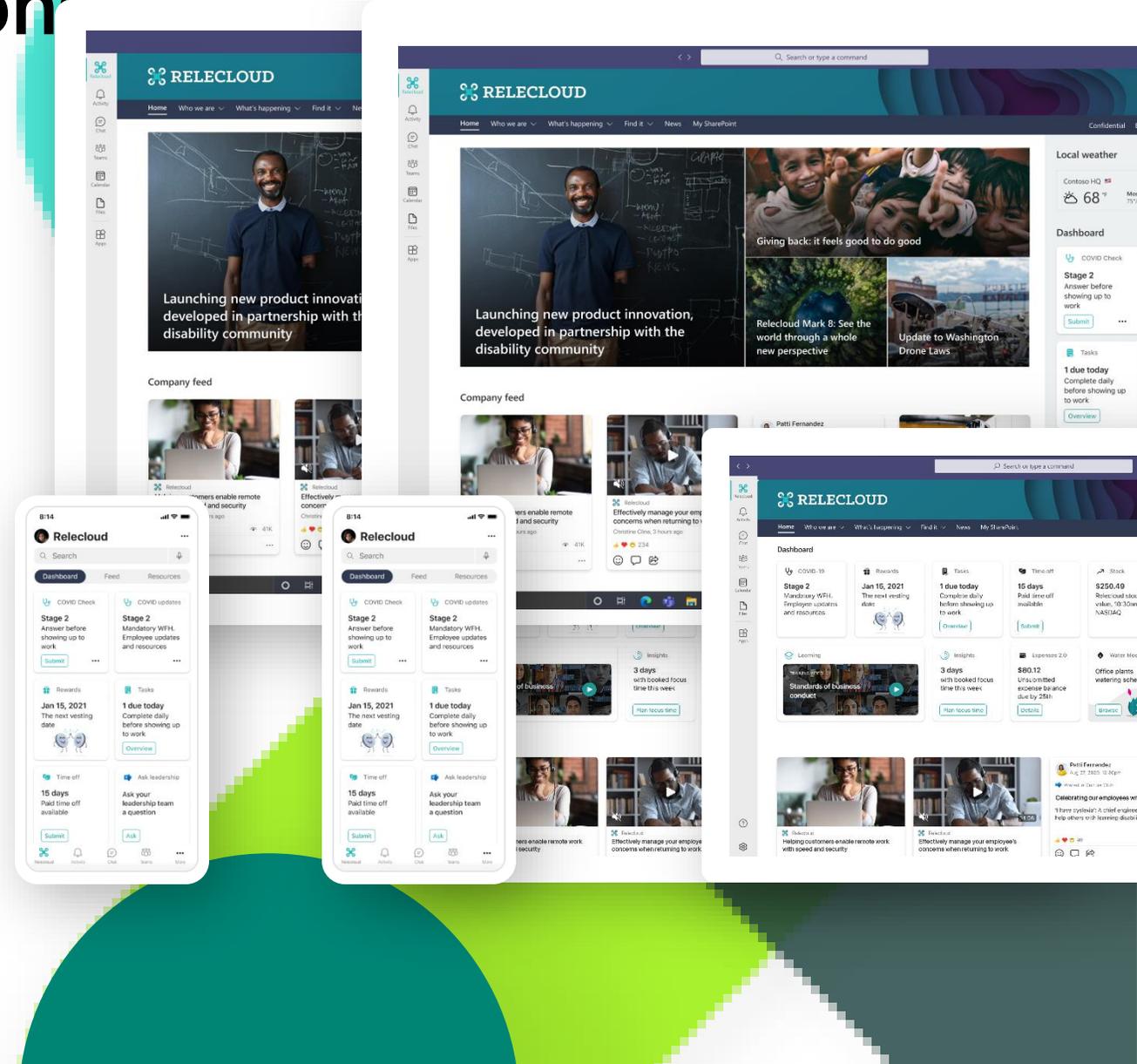
Encourage meaningful connections across the organization by enabling employees to easily discover relevant communications and communities.

## Make it easy for people to contribute

Foster a culture of inclusion by empowering every employee to contribute ideas and share feedback.

## Unite and inspire your organization

Align the entire organization around your vision, mission, and strategic priorities.





**Launching new product innovation, developed in partnership with the disability community**

**Giving back: it feels good to do good**

**Relecloud Mark 8: See the world through a whole new perspective**

**Update to Washington Drone Laws**

### Local weather

Contoso HQ

**68** °F Mostly cloudy  
75°/55° MSN Weather

### Dashboard

[See all](#)

COVID Check

**Stage 2**  
Answer before showing up to work

[Submit](#) ...

Rewards

**Jan 15, 2021**  
The next vesting date

Tasks

**1 due today**  
Complete daily before showing up to work

[Overview](#)

Expenses 2.0

**\$80.12**  
Unsubmitted expense balance due by 25th

[Details](#)

### Company feed



Patti Fernandez  
Aug 27, 2020. 12:30pm

Viva Insights

# Productivity and wellbeing

## Deliver personalized and actionable insights

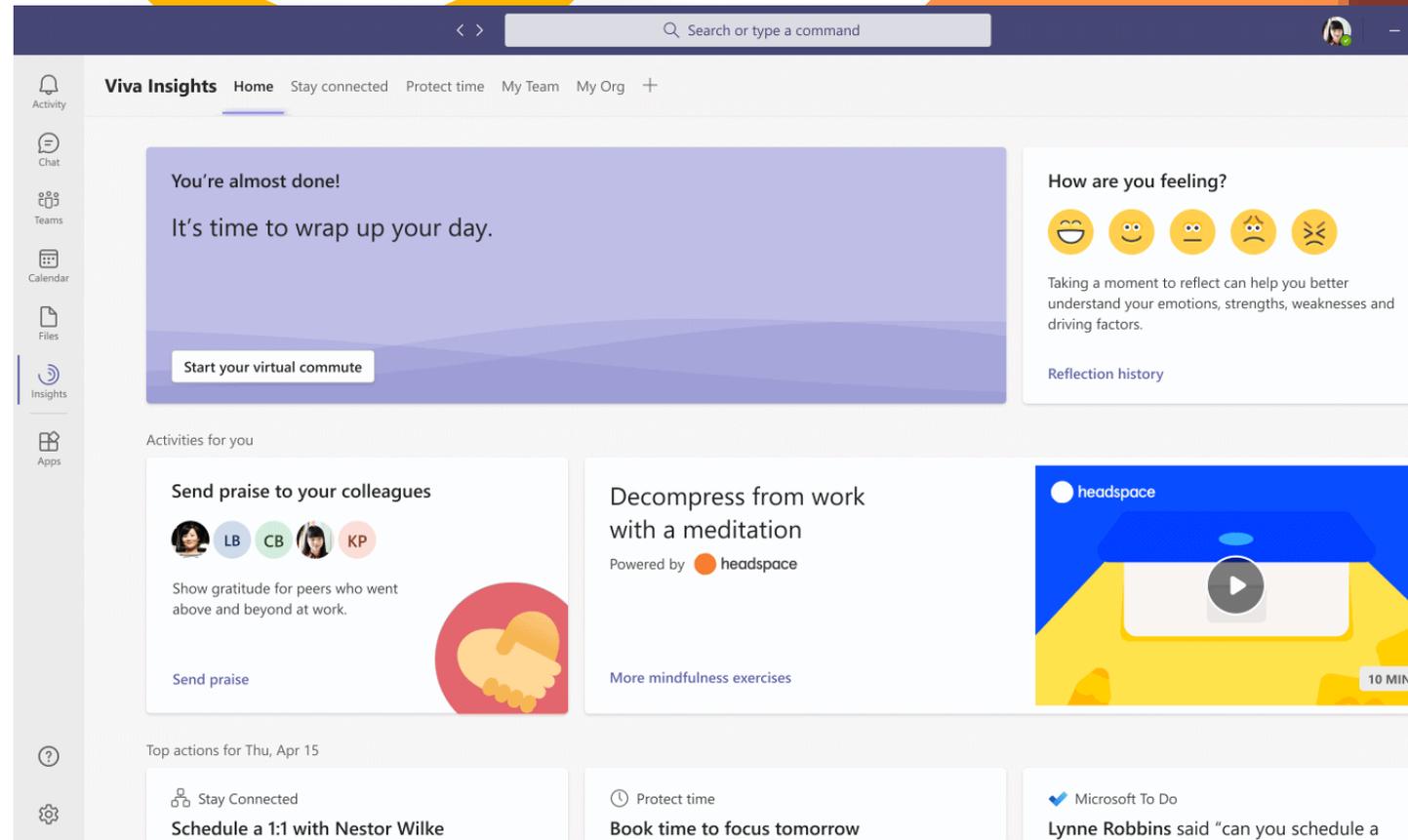
Empower individuals, teams, and orgs to achieve balance, build better work habits, and improve business outcomes with personalized insights and recommended actions.

## Quantify the impact of work on people and business

Gain data-driven, privacy-protected visibility into how work patterns affect wellbeing, productivity, and results.

## Address complex business challenges

Use advanced tools and additional data sources to perform deeper analysis, address challenges important to your business, and respond quickly to change.





# Viva Insights

Home

Stay connected

Protect time



## Happy Monday! Let's make today count.

### Give your mind a break

Just 10 days of Headspace has been shown to **reduce stress by up to 14%**.

Relax your mind anytime during your workday.

Start meditating



### Virtual Commute

Only a few minutes away from ending the day!

- Close out your tasks
- Reflection
- Headspace guided meditation

End your day

### How are you feeling?



Taking a moment to reflect can help you better understand your emotions, strengths, weaknesses and driving factors.

Your reflections are private

### Focus plan

**3** days

with booked focus time this week

We recommend one focus block per day. Great work!

Plan your focus time

### Coaching time

**30** min

of one-to-one time with your manager this month

Help your manager develop a coaching culture within your team by scheduling regular 1:1 time.

Find scheduling options



### People love kudos

**3**

Kudos received in the past 4 weeks

Return the favor and recognize your top collaborators.

Send praise



### Leading remote projects and virtual teams

29m

Book learning time



Viva Learning

# Skilling and growth

## Make learning a natural part of your day

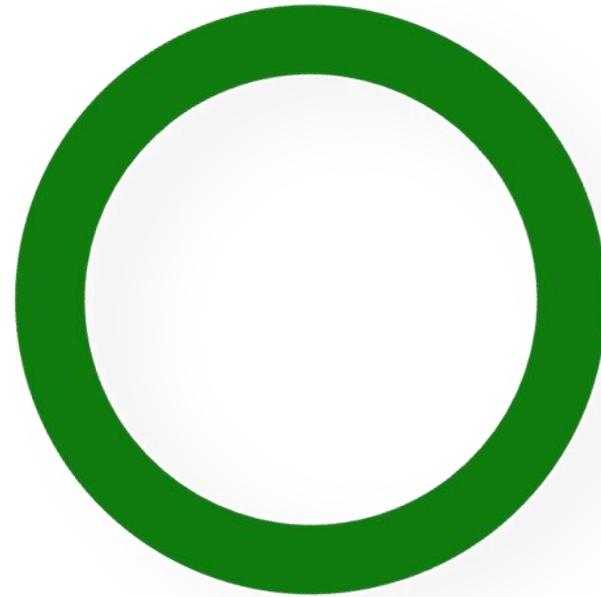
Foster a culture of learning by enabling people to easily discover, share, and engage with access to learning integrated into Microsoft 365.

## Access your learning content from one place

Simplify the learning experience by bringing together world class content from LinkedIn Learning, 3<sup>rd</sup> parties, Microsoft Learn, and your own content.

## Drive results that matter

Empower your leaders and employees to organize, recommend, and track learning aligned with business outcomes.





Viva Learning My learning Manage

Assigned to you

**Leading Remote Projects and Virtual Teams**

Cyndi Snyder Dionisio

2/12 | Course | 29m

819 views | 227 likes

**Project SOAR Overview**

2/22 | Powerpoint

322 views | 114 likes

**Classroom Collaboration**

**Collaboration Tools**

2/25 | Powerpoint

284 views | 101 likes

**Business Case for Diversity with Inclusion**

Betty Ng

3/11 | Video | 3m

742 views | 81 likes

**Self-assessing Your Emotional Intelligence**

Alan Ackmann

3/31 | Video

624 views | 24 likes

Recommended

**Vision for Project SOAR**

Video | 1h 24m

124 views | 12 likes

**INTELLIGENCE**  
Designed to Amplify

**Intelligence by Design**

PDF

708 views | 102 likes

**Select a Cloud Deployment Model**

Module | 9m

556 views | 221 likes

**Resilience**

**Becoming a Resilient Person - The Science of Stress Management**

Course | 8w

891 views | 230 likes

**Foundations of Mindfulness**

Dr. Elizabeth Slator

Course | 16h

544 views | 108 likes

Skillssoft

Skillssoft content preview

Search catalog

See more

See more

See more

Viva Topics

# Knowledge and expertise

## Turn content into usable knowledge

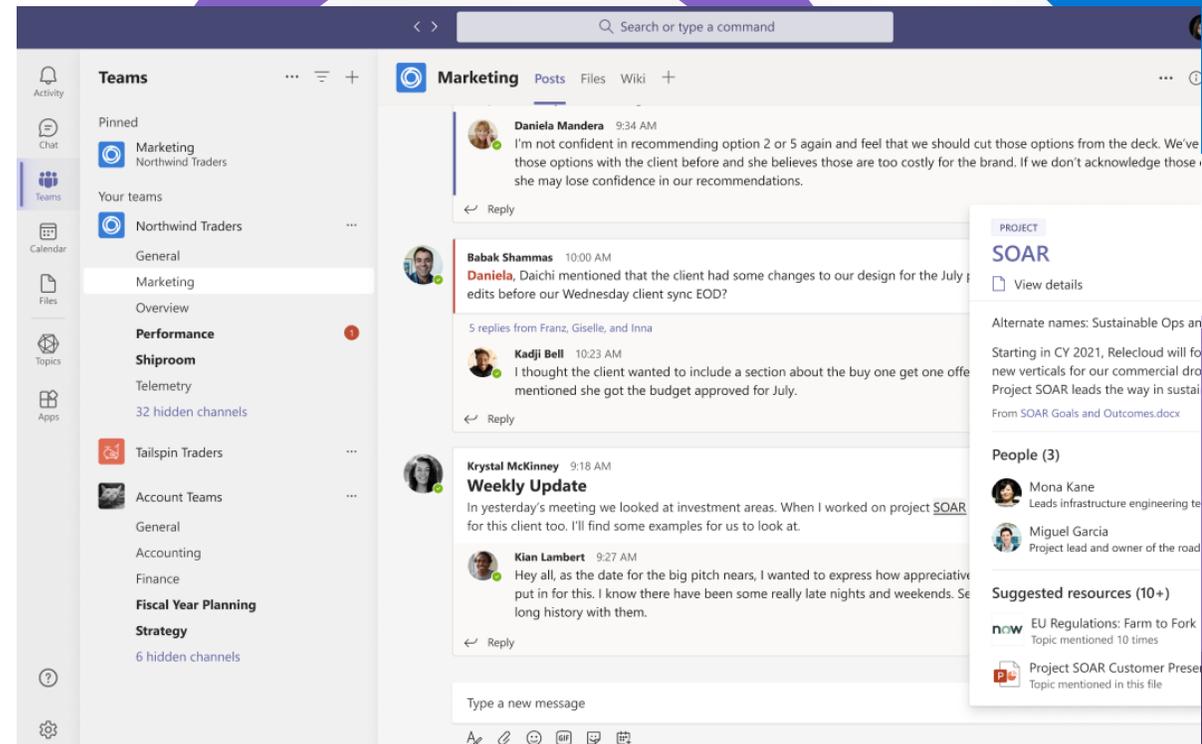
Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge.

## Organize knowledge into topic pages

Enable your organization's experts to share and refine knowledge through curated topic pages, automatically generated and updated by AI.

## Make knowledge easy to discover and use

Deliver relevant topics cards in the apps people use every day.





Teams



Pinned

Marketing Northwind Traders

Your teams

Northwind Traders

General

Marketing

Overview

Performance

Shiproom

Telemetry

32 hidden channels

Tailspin Traders

Account Teams

General

Accounting

Finance

Fiscal Year Planning

Strategy

6 hidden channels



Marketing Posts Files Wiki



Charlotte de Crum 8:30 AM

23

Hey all, let's get all the designers together to make sure we are on the same page for the upcoming client pitch.

4 replies from Maja, Franz, and Miguel

Reply



Krystal McKinney 9:18 AM

Weekly Update

In yesterday's meeting we looked at investment areas. When I worked on project SOAR we used an approach that I think would work well for this client too. I'll find some examples for us to look at.



Kian Lambert 9:27 AM

Hey all, as the date for the big pitch nears, I wanted to express how appreciative I am of all of you and the hours that you all have put in for this. I know there have been some really late nights and weekends. Seeing as this is our largest and we've had such a long history with them.

Reply

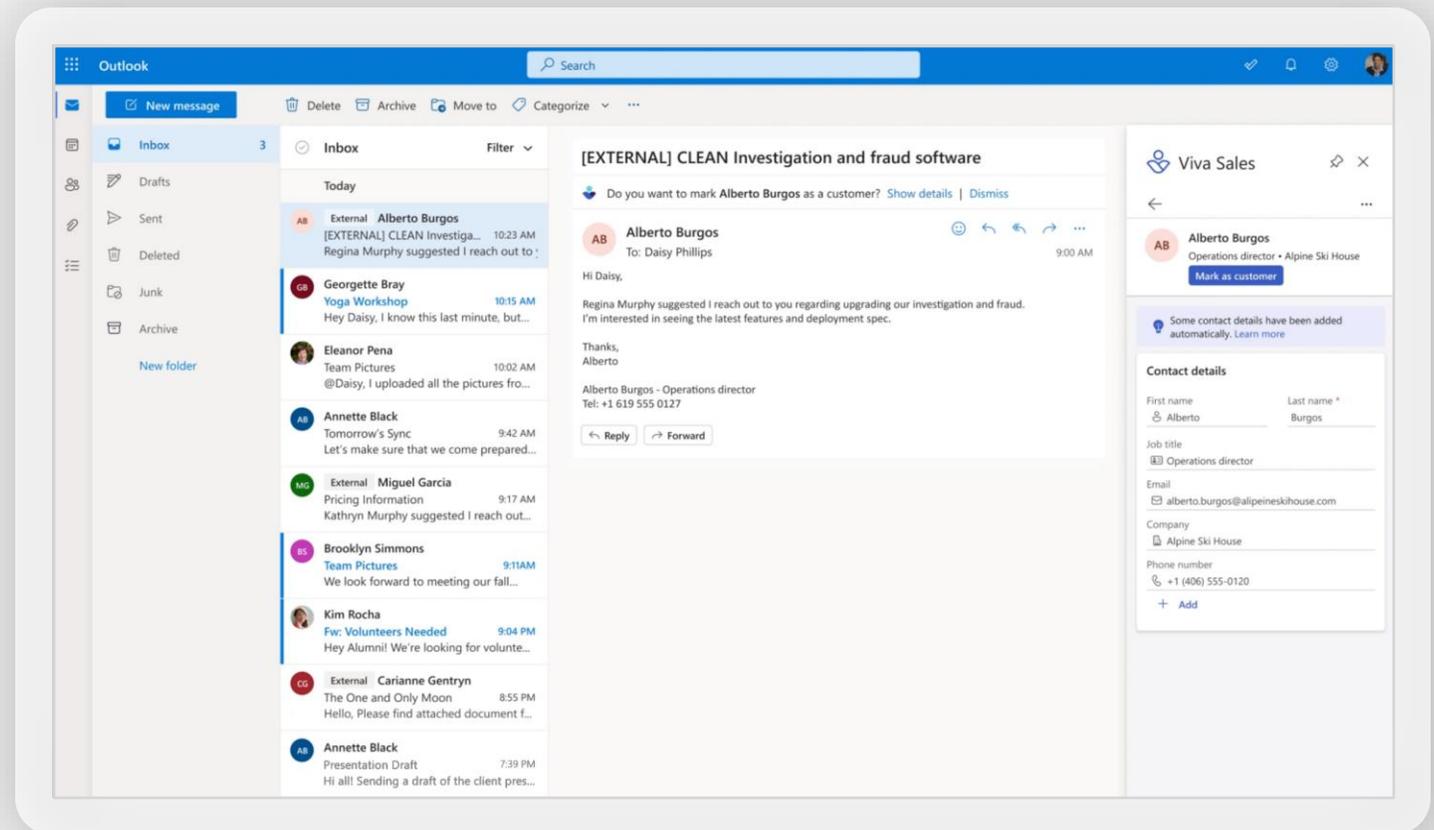
New conversation

# Viva Sales overview

Skip the data entry: Office 365 and Teams applications automatically collect customer data, freeing you to focus on connections

Be more productive with real-time insights to better understand where each customer is in their purchase journey and how to guide the relationship

Get a helping hand from AI-driven recommendations that creates a better seller experience and improve your follow-through to make more sales



**Release timing:** generally available October 3, 2022

# U.S. Bank invests in employee experience with Viva Connections in Microsoft Teams

Helping employees easily find the technology information they need, or bringing them information they didn't know they needed, is one way that U.S. Bank uses Viva Connections to support employees in the realm of hybrid work.

- ✓ US Bank chose Microsoft Viva Connections in Teams as a one-stop shop for employees to learn more about the technology they use every day, including information on new products, best practices, and technology training.
- ✓ In addition to training resources and product information, U.S. Bank's employee technology experience home site features weekly articles, and Viva Connections is helping them reach more people. They've seen a big boost in engagement when compared to previous employee technology help sites.
- ✓ The new home experience in Viva Connections is an ultra-simple digital space that helps people save time. Even something as small as bookmarking a product site and then navigating away from Teams can add up to significant amounts of lost time or interfere with workflows.



“

“We're highly focused on communicating well, prioritizing training, and being open to feedback about how we can make technology easier for everyone. That's why we chose Viva Connections as our employee technology experience home within Teams.”

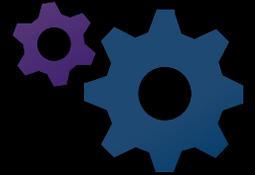
**Sarah Haase**  
Principal Product Manager for Collaboration



People



Places



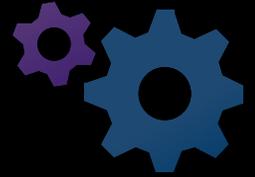
Processes



People



Places



Processes

# Rethinking the role of space





**Design for people not in the room**



The future of meetings





Microsoft Dynamics 365  
Remote Assist

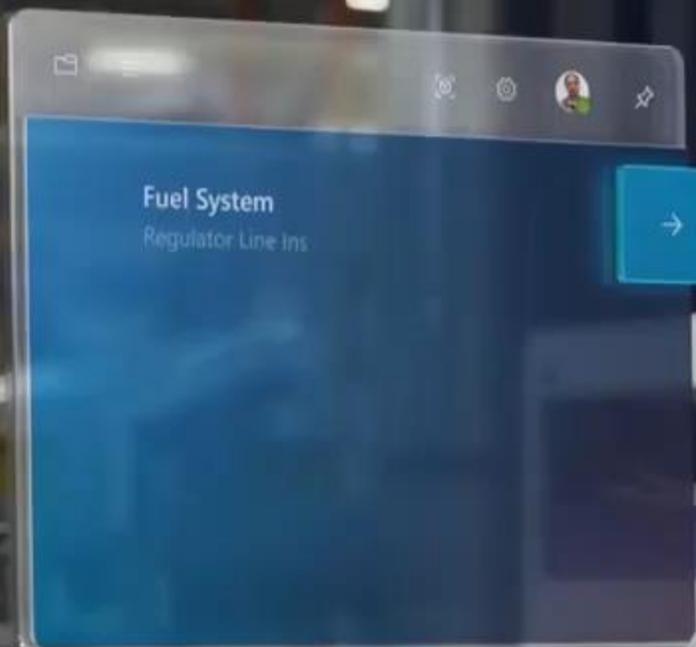
*Real-time problem solving*

*Information in line of sight*

*Be present anywhere*



Dynamics 365  
Guides



*Accelerate processes*

*Reduce errors while ensuring safety*

*Maximize efficiencies with insights*

# Eaton's Vehicle Group uses Dynamics 365 mixed reality to drive savings, efficiencies

Before using mixed reality, plant employees relied on paper checklists and images to complete TPM tasks. The written steps were long, and the still images didn't always provide sufficient detail for new specialists to complete the tasks on their own.

- ✓ The staff at the São José dos Campos (SJC) plant in southeast Brazil, where it manufactures engine valves for passenger cars and commercial vehicles, achieved cost-avoidance and time savings while troubleshooting an Italian-built machine.
- ✓ During the pandemic, the Vehicle Group has been able to complete the audit process remotely. Plant employees use Dynamics 365 Remote Assist on HoloLens 2 to not only walk through the audit checklist with the remote auditor, but to allow auditors to verify whether employees are social distancing and wearing personal protective equipment (PPE).
- ✓ SLP is also using Dynamics 365 Guides and HoloLens 2 to train specialists in a simulated environment so when they step on the shop floor, they've already physically experienced the line work.



“

When you describe a problem, imagine that we are speaking different languages. When you explain it over email or on a call, someone on the other side may not understand precisely what's happening, but when you show it in real time with the HoloLens, people understand.”

**Alexandre M. Moraes**  
SJC Plant Manager

# Microsoft Mesh

Here can be anywhere



Feel presence



Experience together



Connect from anywhere

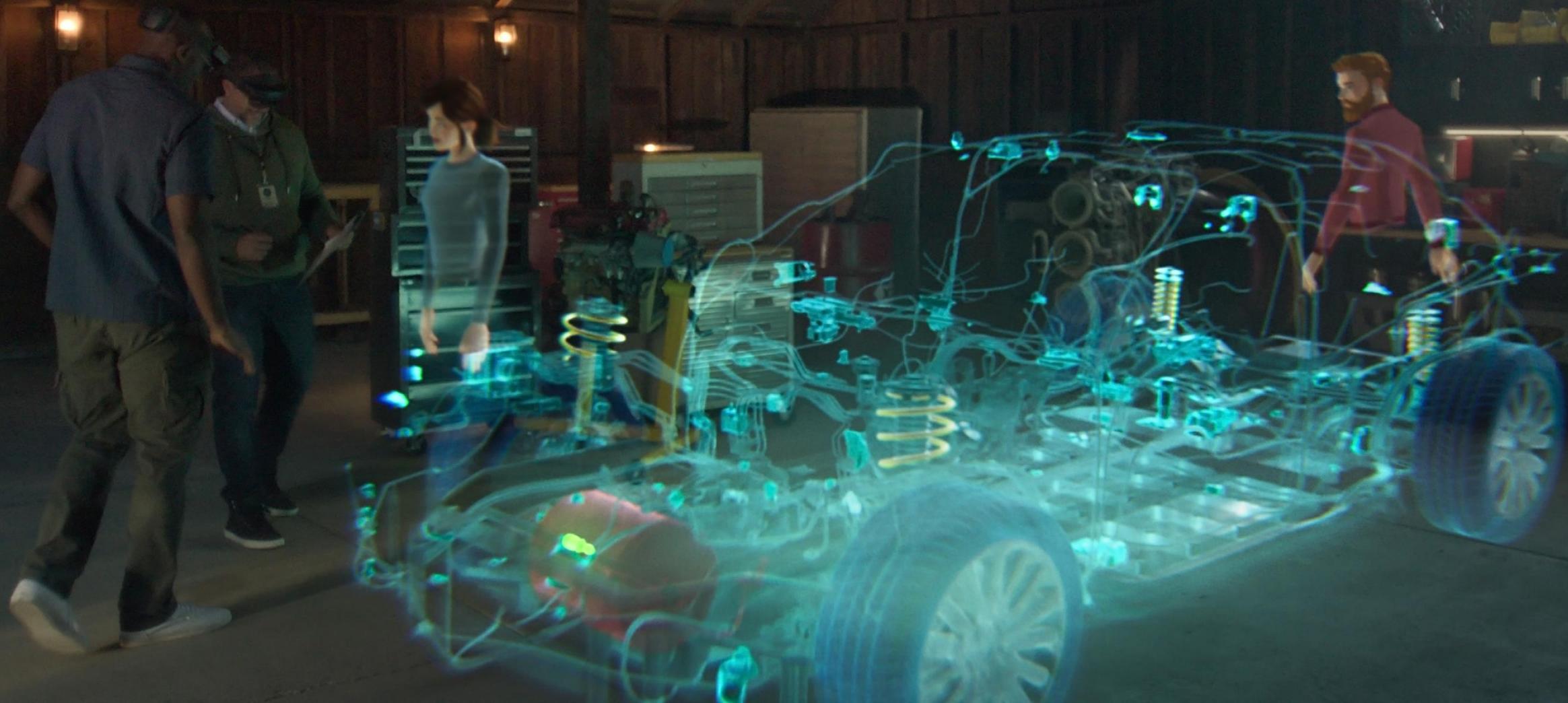
# Feel Presence

Connect with presence using avatars and holoportation



# Experience together

Experience together to create common understanding



# Connect from anywhere

Access Mesh on any device



# Microsoft Mesh Use Cases

Employees

**Immersive Meetings**



Collaboration

**Product Design & Showcase**



Design

**Campuses & Conferences**



Virtual Office

**Live Events**



All Hands

**Social Hubs**



Happy Hour

Customers



Meetups



Virtual Store



Virtual conference



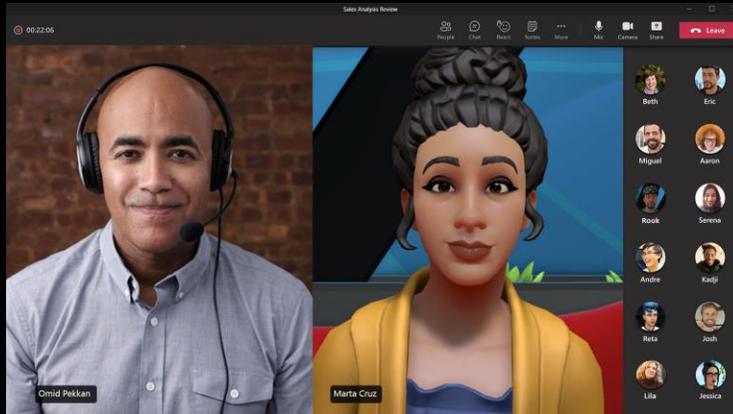
Live Concerts



Fan Social Club

# Mesh for Microsoft Teams

## Expressive avatars



Battle video fatigue

Stay engaged with camera off

## Immersive spaces

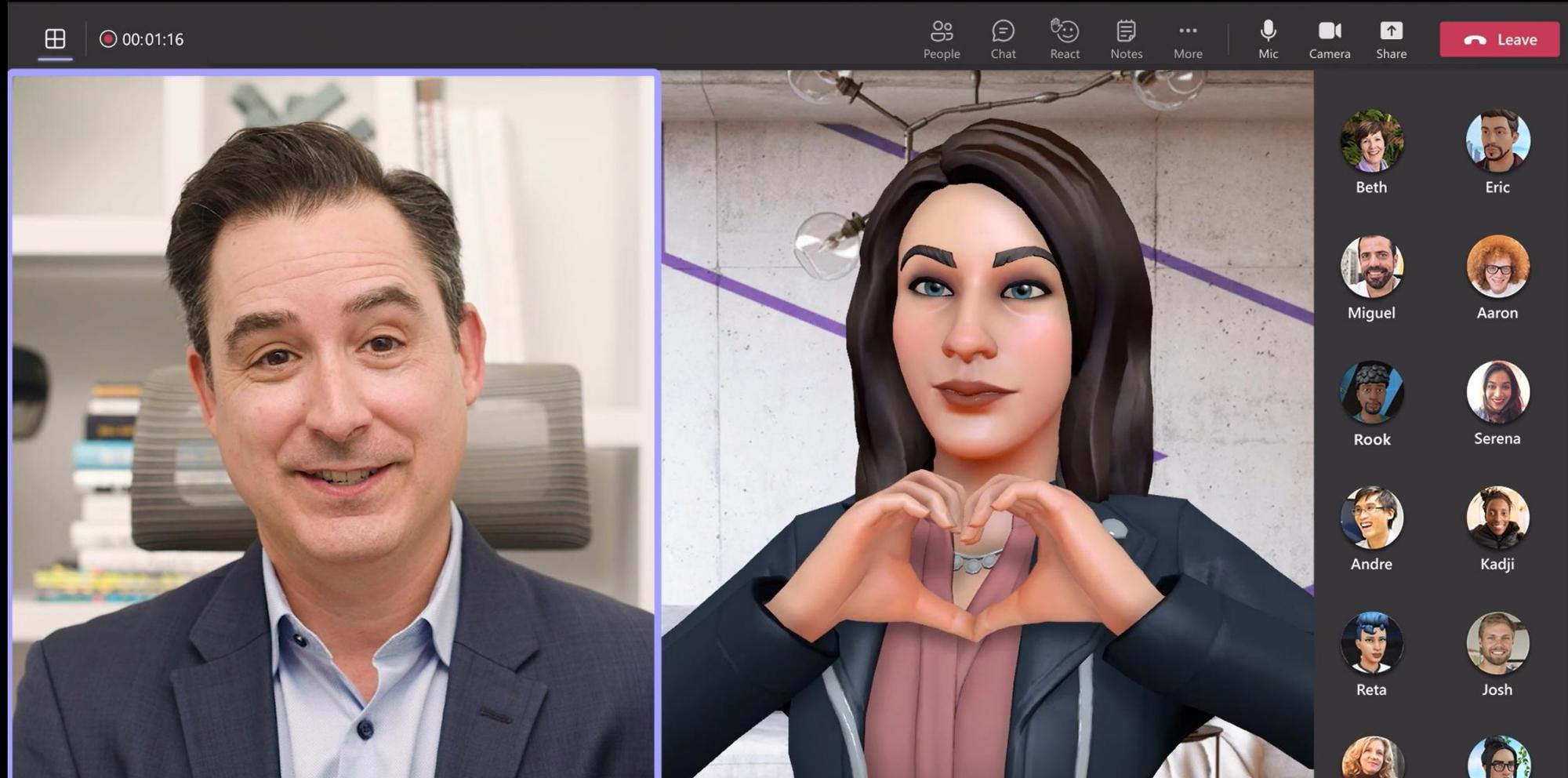


Immersive spaces within a team's channel

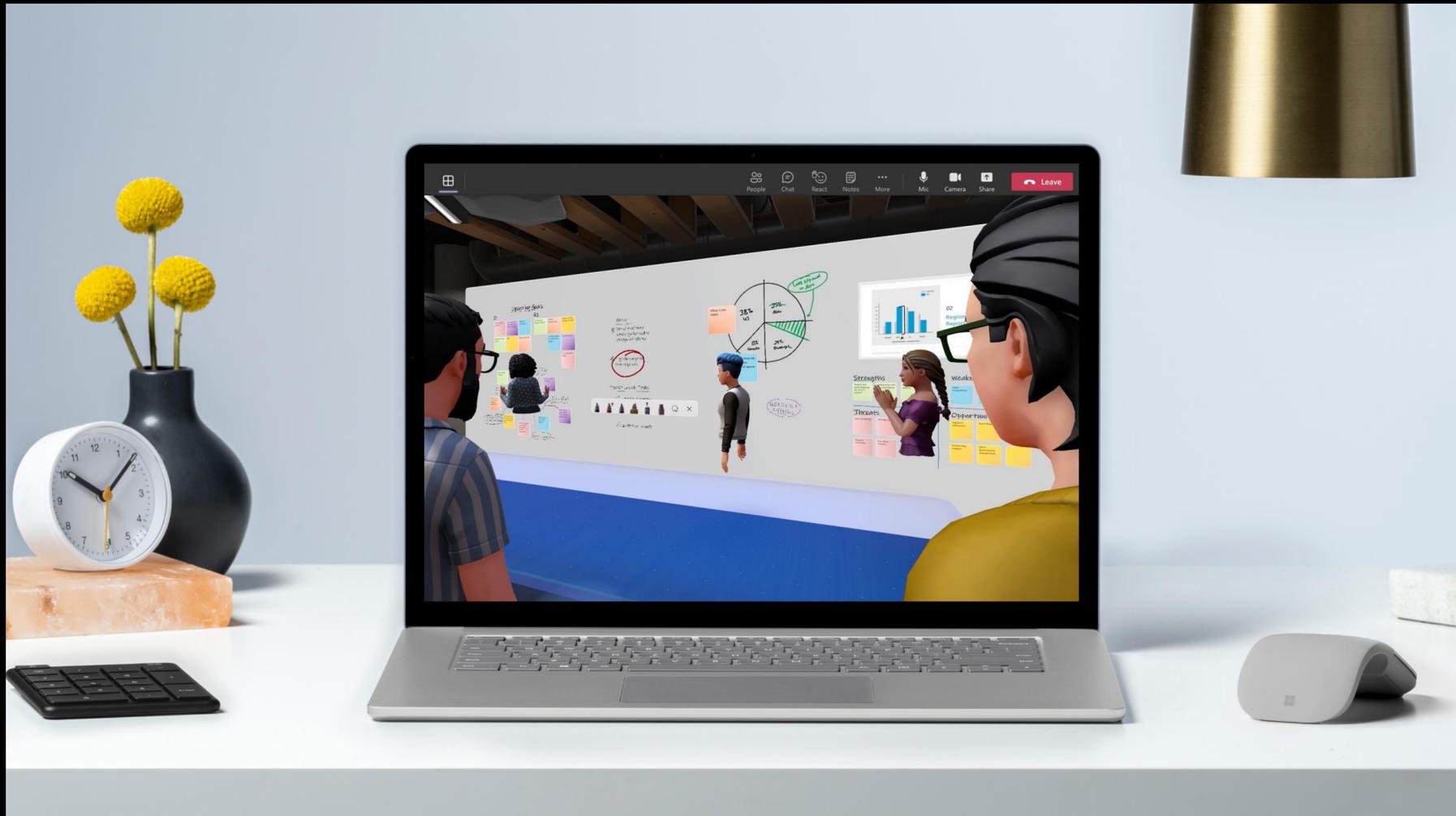
Pre-built spaces from collaborative workspaces to social gatherings

Support for desktop, mobile, and head mounted displays

# Mesh for Microsoft Teams | Avatars



# Mesh for Microsoft Teams | Desktop View

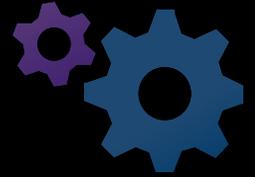




People



**Places**



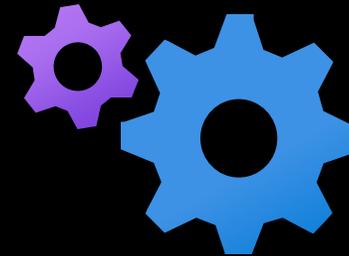
Processes



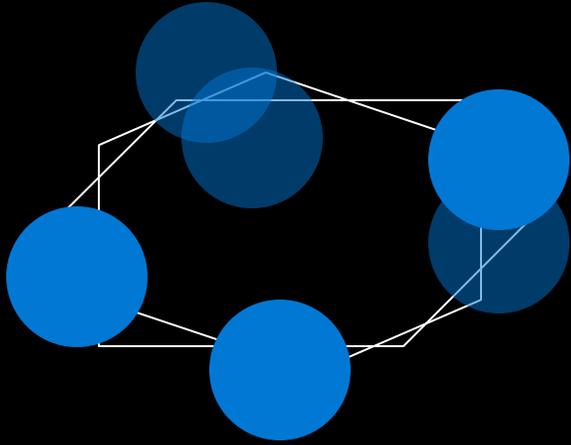
People



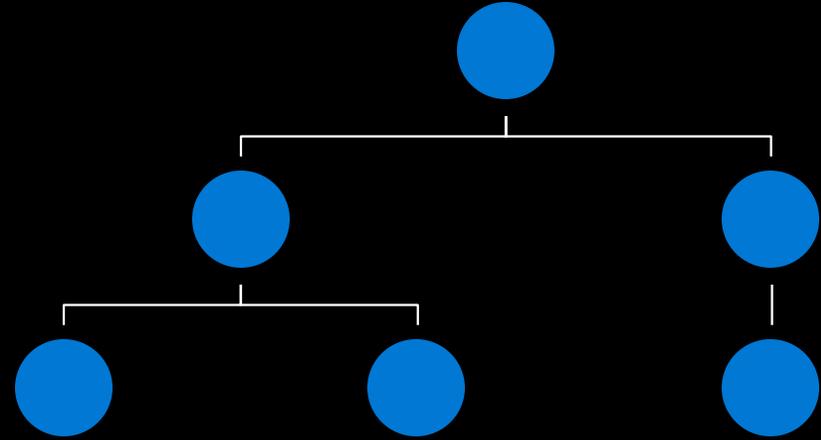
Places



**Processes**



**Ad-hoc**  
Creative processes



**Structured**  
Automatable processes

fx = fx RGBA(255, 255, 255, 1)

Data

Search All

Add data



Create a table to set up your database

Create new table

Inventory

Search

- 900 - Hex chair  
Moulded polypropylene, solid walnut
- 1100 - Lotte coffee table  
Solid eucalyptus, walnut veneer
- 1101 - Nikki coffee table  
Solid walnut
- 1102 - Jelle coffee table  
Marble, iron
- 1103 - Elin coffee table  
Tempered glass, antique brass
- 1104 - Jansen display coffee table  
Solid eucalyptus, cherry veneer
- 1200 - Lotte side table  
Solid eucalyptus, walnut veneer

Van Arsdel Furniture



Description

Hex chair

Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s.

Dimensions

28 x 28 x 40

Details

Condition

New

Log date

02/01/20

Notes

Lorem ipsum

Screen

Properties Advanced

Fill

Image position: No

Background image: None

Loading spinner: None

# Artificial Intelligence

## Machine Learning

### Deep Learning

### Generative AI



## Artificial Intelligence

the field of computer science that seeks to create intelligent machines that can replicate or exceed human intelligence

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## Machine Learning

subset of AI that enables machines to learn from existing data and improve upon that data to make decisions or predictions

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## Deep Learning

a machine learning technique in which layers of neural networks are used to process data and make decisions

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## Generative AI

Create new written, visual, and auditory content given prompts or existing data.

How the tech behind ChatGPT could change the world—an

[How the tech behind ChatGPT could change the world—an updated episode from our archive | The Economist](#)

*Microsoft Bets Big on the Creator of ChatGPT in Race to Dominate A.I.*

[Microsoft Bets Big on the Creator of ChatGPT in Race to Dominate A.I. - The New York Times \(nytimes.com\)](#)

**ChatGPT has given everyone a glimpse at AI's astounding progress**

[OpenAI's ChatGPT is a fascinating glimpse into the scary power of AI - Vox](#)

**OpenAI's new DALL-E model draws anything — but bigger, better and faster than before**

[dall-e | TechCrunch](#)

**GPT-3: We're at the very beginning of a new app ecosystem**

[GPT-3: We're at the very beginning of a new app ecosystem | VentureBeat](#)

*A.I. Can Now Write Its Own Computer Code. That's Good News for Humans.*

[A.I. Can Now Write Its Own Computer Code. That's Good News for Humans. - The New York Times \(nytimes.com\)](#)

# Azure AI

## Applications



Partner Solutions



Business Users

## Application Platform

AI Builder



Power BI



Power Apps



Power Automate



Power Virtual Agents

## Scenario-Based Services

Applied AI Services



Bot Service



Cognitive Search



Form Recognizer



Video Indexer



Metrics Advisor



Immersive Reader

## Customizable AI Models

Cognitive Services



Vision



Speech



Language



Decision



OpenAI Service



Developers & Data Scientists

## ML Platform



Azure Machine Learning

# | Azure OpenAI | Top 4 Capabilities & Use Cases



## Content Generation

Call Center Analytics: Automatically generate responses to customer inquiries

Generate personalised UI for your website



## Summarization

Call Center Analytics: Summary of customer support conversation logs

Subject Matter Expert Document Summarization (e.g. financial reporting, analyst articles)

Social Media Trends Summarization



## Code generation

Convert Natural Language to SQL (or vice versa) for telemetry data

Convert Natural Language to Query Proprietary Data Models

Code Documentation



## Semantic Search

Search reviews for a specific product / service

Information Discovery and Knowledge Mining

## Examples of Multiple Model Use Cases

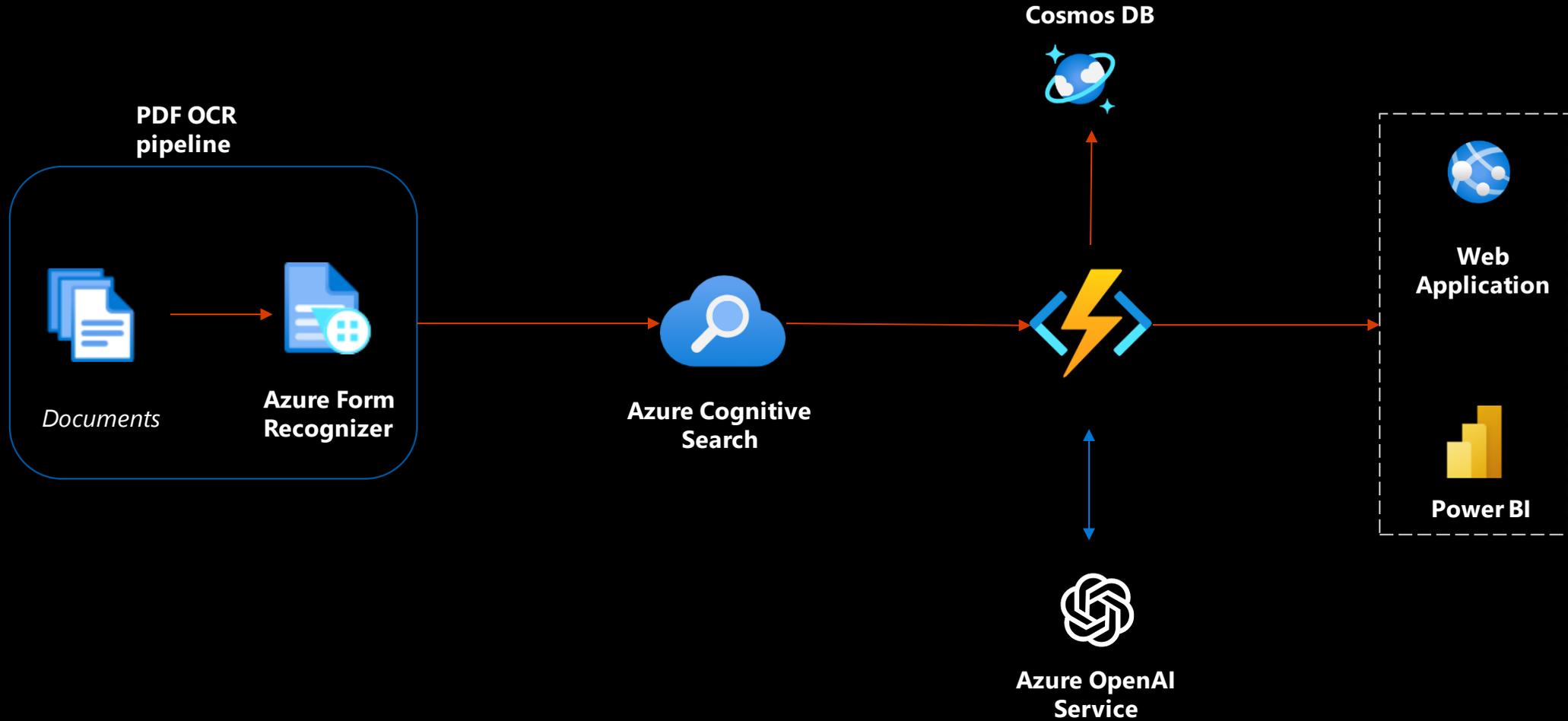
End to End Call Center Analytics: Classification, Sentiment, Entity Extraction, Summarization and Email Generation

Customer 360: Hyper-personalisation using timely Summarization of customer queries & trends, Search, and Content Generation

Business Process Automation: Search through structured & unstructured documentation, Generate Code to query data models, Content Generation

# Document Process Automation

Extract rich insights from documents and summarizing them



# Fujitsu delivers up to 99.9 percent scanning accuracy with Azure AI form and character recognition

To increase the speed and accuracy of the solution while also providing customers with increased capabilities for extracting text and metadata from documents, Fujitsu turned to [Azure Form Recognizer](#), an [Applied AI Service](#).



For Fujitsu customers, the increase in scanning accuracy can have significant real-world impacts. Healthcare providers can also have greater confidence that scanned written prescriptions will be precisely entered into their medical records system.



Enhancing EdgeXperience with Form Recognizer is proving to be an invaluable decision for Fujitsu. According to the company's benchmarks, OCR recognition is 99.9 percent with a combination of their image enhancement technology and Microsoft's OCR technology.



With hand-printed text on forms, the recognition is approximately 96 percent or more. With free form handwriting, with no form background, recognition is approximately 97 percent.



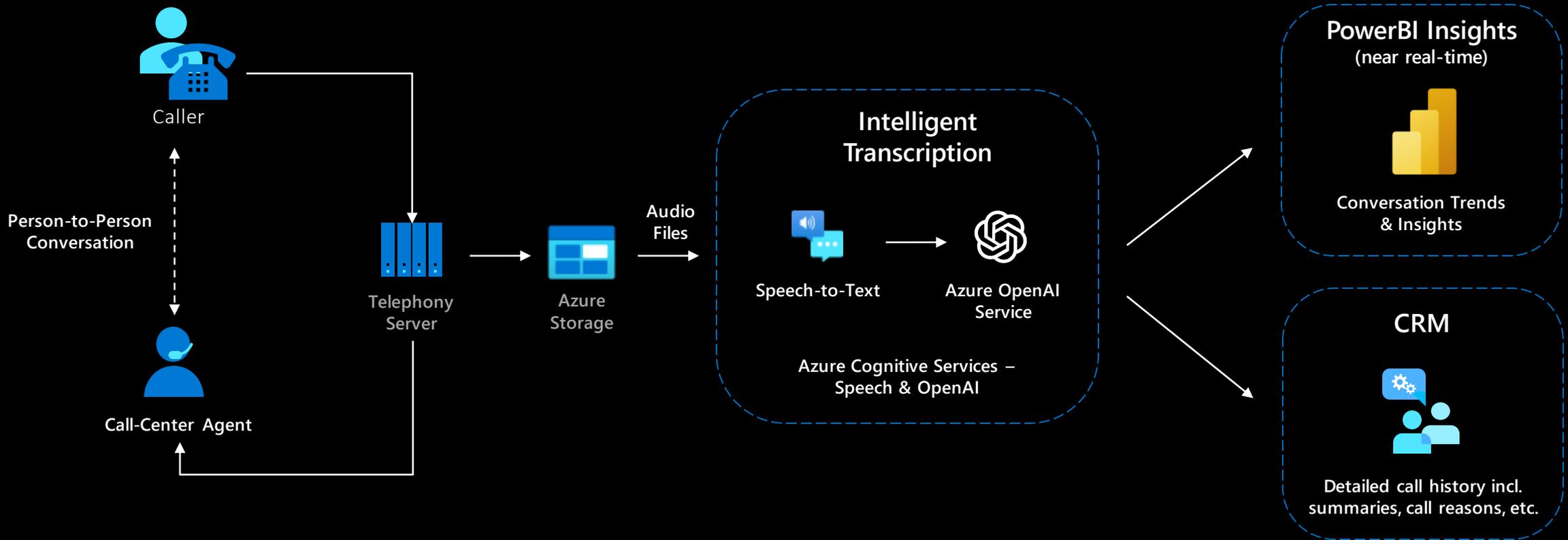
With technologies like Form Recognizer, we're designing intelligent workflows and automation that support information agility and the day-to-day work our customers are doing."

**Bernie Schweiss**

Vice President of Sales and Business Development

# Contact Center Analytics using Speech API & OpenAI

Extract rich insights from call transcripts



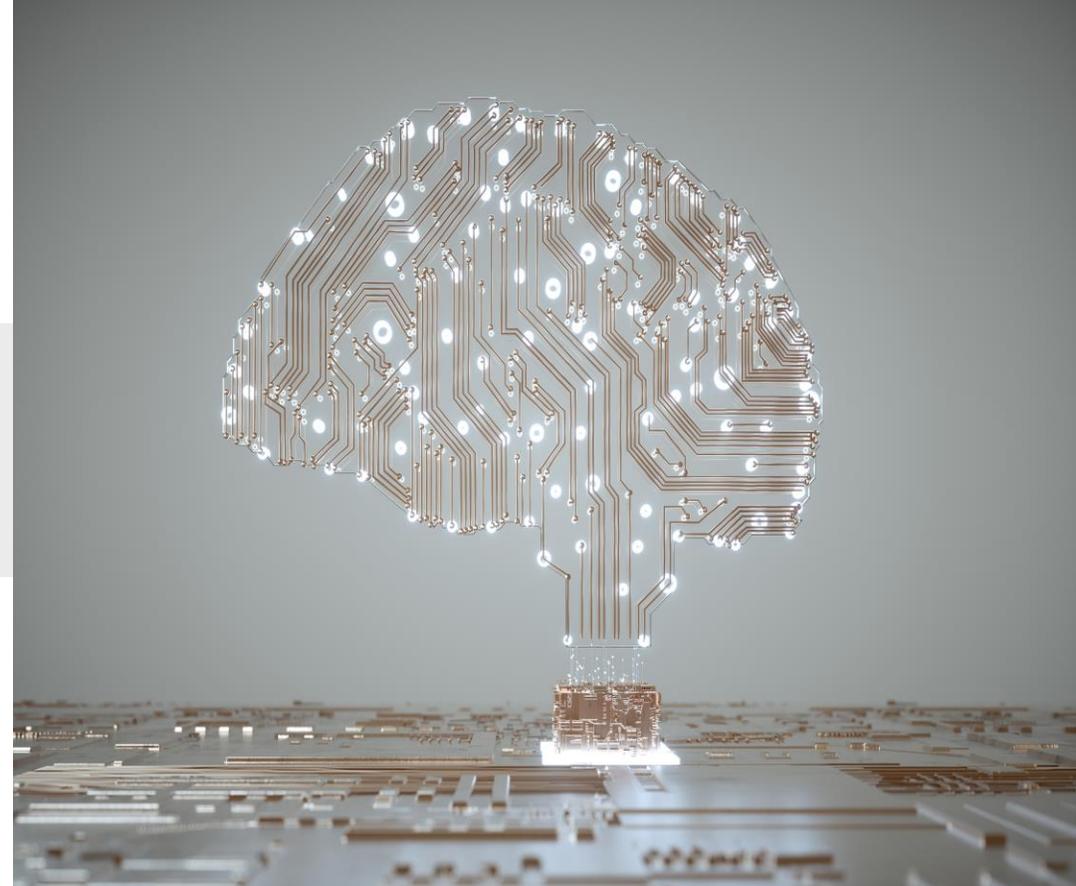
# Johnson & Johnson is transforming its business by embedding Intelligent Automation into the fabric of the organization.

The opportunity to reimagine work is significant and has the potential to empower and equip employees with new skills, capabilities, and the freedom to focus on more fulfilling, engaging and purpose-driven work.

✓ Johnson & Johnson uses chatbots as a key way to transform how the business operates globally, as they offer the ability to improve employee and customer experience, effectiveness, and efficiency by giving more than 130,000 employees access to real-time data while accounting for local data regulations.

✓ Business units across Johnson & Johnson need real-time information to share internally and externally so that employees and customers can get the answers they need to make informed decisions. By using a common chatbot framework along with the [Azure Bot Services](#), employees without technical training or experience can now build their own bots to serve their teams and customers at a fraction of the time and cost it took to develop previous chatbot projects.

✓ Within six months, J&J deployed 10 chatbots into production. An additional 50 chatbots are currently in development for both internal and external use. Departments worldwide now employ chatbots for a wide range of uses such as addressing customer returns, answering product-related questions, and checking the status of change requests and change orders in ERP systems. Employees can access the chatbots to get insights and data while in Microsoft Teams.



“

I strongly believe chatbots are changing the face of how we interact with our customers and partners, both internally and externally,”

**Aravinda Boyapati**  
Intelligent Automation Leader

# Azure OpenAI | Sample Use Cases

## Playground

Deployments

text-davinci-002

Examples

Load an example

Code View

### Customer conversation

Hi there I just had a car accident and wanted to report it. OK, I hope you're alright and in safe place to have this conversation.  
Yes, I'm fine thank you. Can you please describe to me what happened? I was driving on the M23 and I hit another car. Are you OK? Yeah, I'm just a little shaken up. That's understandable. Can you give me your full name? Sure, it's Sarah Standl. Do you know what caused the accident? I think I might have hit a pothole. OK, where did the accident take place? On the M23 near junction 10. Was anyone else injured? I don't think so. But I'm not sure. OK, well we'll need to do an investigation. Can you give me the other drivers information? Sure, his name is John Radley. And your insurance policy number. OK. Give me a minute. OK, it's 546452.  
OK, is there any damage to your car? Yes, Headlights are broken and the airbags went off. Are you going to be able to drive it? I don't think so. I'm going to have to have it towed. Well, we'll need to get it inspected. I'll go ahead and order you a tow van. I'll also start the claim and we'll get everything sorted out. Thank you.

### Azure OpenAI Instruction

- Extract the following from the conversation:
1. Main reason of the conversation
  2. Sentiment of the customer
  4. How did the agent handle the conversation?
  5. what was the Final outcome of the conversation
  6. create a short summary of the conversation

### Output

1. The main reason of the conversation was to report a car accident.
2. The sentiment of the customer was shaken up but OK.
4. The agent handled the conversation well and was empathetic.
5. The final outcome of the conversation was that the agent started a claim and ordered a tow truck.
6. The customer was in a car accident and the agent started a claim and ordered a tow truck. The customer was shaken up but OK.

Example:  
Extract  
information  
from text  
and  
summarize  
it

# Azure OpenAI | Sample Use Cases

## Playground

Deployments

text-davinci-002

Examples

Summarize Text

[Code View](#)

You must extract the following information from the phone conversation below:

1. Call reason (key: reason)
2. Cause of the incident (key: cause)
3. Names of all drivers as an array (key: driver\_names)
4. Insurance number (key: insurance\_number)
5. Accident location (key: location)
6. Car damages as an array (key: damages)
7. A short, yet detailed summary (key: summary)

Make sure fields 1 to 6 are answered very short, e.g. for location just say the location name. Please answer in JSON machine-readable format, using the keys from above. Format the output as JSON object called "results". Pretty print the JSON and make sure that is properly closed at the end.

**Azure OpenAI  
Instruction in English**

Phone conversation:

Hi I just had a car accident and wanted to report it. OK, I hope you're alright, what happened? I was driving on the I-18 and I hit up. That's understandable. Can you give me your full name? Sure, it's Sarah Standl. Do you know what caused the accident? I think I might have hit a pothole. OK, where did the accident take place? On the I-18 freeway. Was anyone else injured? I don't think so. But I'm not sure. OK, well we'll need to do an investigation. Can you give me the other drivers information? Sure, his name is John Radley. And your insurance number. OK. Give me a minute. OK, it's 546452. OK, what type of damages has the car? Headlights are broken and the airbags went off. Are you going to be able to drive it? I don't know. I'm going to have to have it towed. Well, we'll need to get it inspected. I'll go ahead and start the claim and we'll get everything sorted out. Thank you.

**Customer conversation in  
English (or other language)**

```
results = {  
  "reason": "car accident",  
  "cause": "hit a pothole",  
  "driver_names": ["Sarah Standl", "John Radley"],  
  "insurance_number": 546452,  
  "location": "I-18 freeway",  
  "damages": ["headlights broken", "airbags went off"],  
  "summary": "Sarah Standl was driving on the I-18 when she hit another car. She thinks she hit a pothole. John Radley was the other driver. There were no injuries but both cars have damage."  
}
```

**Output as JSON**

**Call Center  
Automation**

**Example:  
OpenAI  
Prompt**

# Azure OpenAI | Sample Use Cases

## Playground

Deployments

text-davinci-002



Examples

Load an example



Code View

Wartungsfenster für den 14. Januar von 14 bis 15 Uhr geplant, erwarten Sie Ausfallzeiten.

**Input - German**

Generate a formal customer communication in English

- offer help at info@operations.com
- be apologetic where possible
- use 0:00 as time format

Please output in a letter format.

**Azure OpenAI  
Instruction - English**

Dear Customer,

We are writing to inform you that we have scheduled maintenance for January 14th from 14:00 to 15:00. We apologize for any inconvenience this may cause and offer help at info@operations.com should you have any questions.

Sincerely,

Your Operations Team

**Output - English**

**Example:  
Generate  
auto text in  
any  
language**

# Zero Trust Architecture

# Microsoft's Zero Trust Architecture



In the office



At home



Device security

---

Over **24 trillion** daily security signals

---

AI powered detections and automated actions

---

Human expertise, investigation & response

---

8,500+  
security  
experts

9B endpoint  
threats  
blocked

31B Identity  
threats  
blocked

32B Email  
threats  
blocked

\$20 billion  
investment  
over next  
5 years

Once-in-a-generation challenge

Once-in-a-generation opportunity

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Q&A

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**Thank you**

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