



TECHCON 365 | CHICAGO 2026

Turn AI potential into high-impact business cases and measurable ROI

A practical framework for translating AI opportunities into prioritized use cases with quantifiable returns leaders can defend

Carrie White and April Delsing

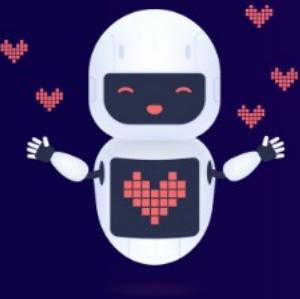
Senior Customer Success Account Manager and AI Solutions Senior Architect, Field and Partner COE

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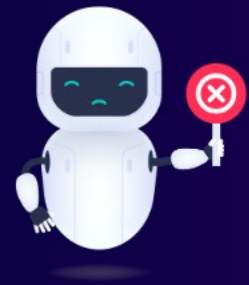
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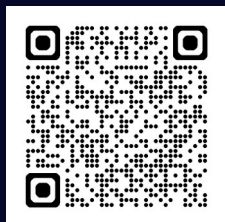
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About us



Carrie White
Senior Customer
Success Account
Manager - Microsoft

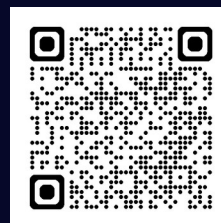
[Carrie White | LinkedIn](#)



April Delsing

AI Solutions Senior Architect,
Field and Partner COE

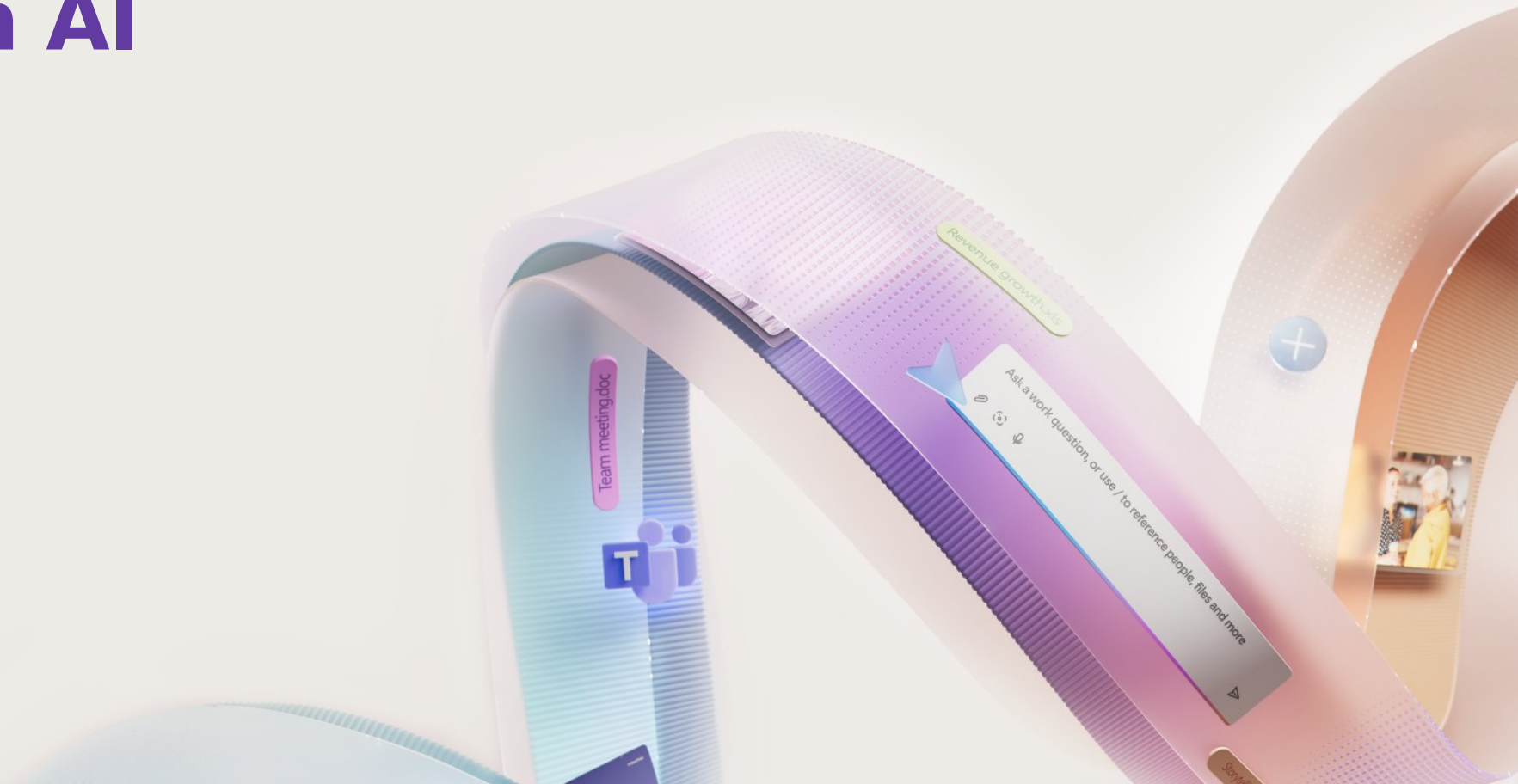
[April Delsing | LinkedIn](#)



Agenda

- 01 Build an AI Value Framework
- 02 Create a High Impact AI Business Case
- 03 Frame ROI Key Metrics
- 04 Closing

Current customer challenges in AI adoption



Technology is everywhere, value is not

The power of AI is clear, now
what are you going to use it
for?

And how will you measure
success?



Customers
struggle to define
a clear, concise
and actionable AI
business case



Abstract value propositions



Disconnected from real customer needs



Stalled momentum and
disengagement from senior
leaders

Why business cases stall: the people side goes unmanaged

Prosci Principle 2 — Organizational change requires individual change

1

Technical delivery isn't value

A solution that ships still returns nothing until people actually work differently. Go-live is the start of value, not the proof of it.

2

Sponsors disengage without a clear “why”

When the business outcome isn't explicit and visible, senior leaders lose interest — exactly the stalled momentum customers describe.

3

Adoption is assumed, not managed

Teams expect usage to just happen. Without a deliberate people plan, even the best AI strategy quietly fails to land.

The case stalls on the people side — not the math. Change management is the fix.

3 steps to turn AI potential into business value



Build an AI
value
framework

Create a high-
impact AI
business case

Frame ROI
key metrics
for AI value

01

Build an AI value framework

Build AI Value

Shift from technology-first mindset to an **outcome-first approach**

Team meeting.doc

T

1

Deconstruct business processes

2

Identify AI augmentation opportunities

3

Focus on outcomes, not features

Develop a robust AI Value Framework

Build out your decision criteria

Where do you start?

Should we build a business case around this business process?

Team meeting.doc

T

1

Does it solve one of the top pain points for the business?

2

How often will it be used?

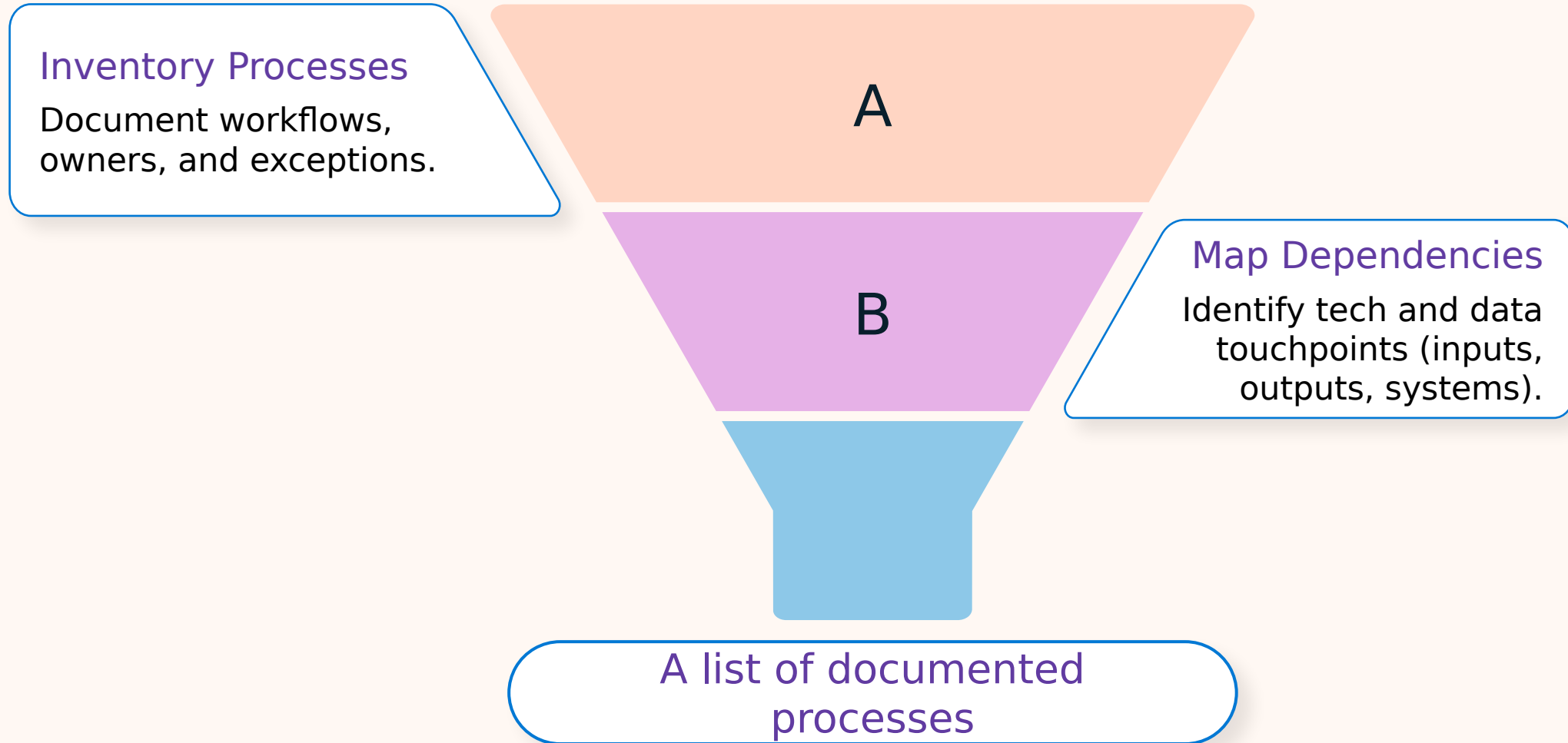
3

How many people will the solution help?

4

What value does it provide for the organization?

1 Deconstruct business processes



A. Inventory Process

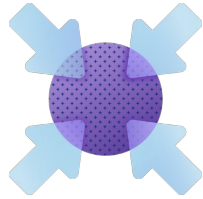
Identify the top 3 business processes

Why identifying these processes are important?



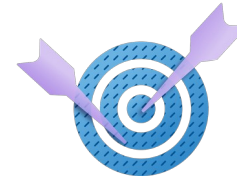
Relevance

Tailoring the ROI conversation to address the specific needs and challenges of the customer ensures that the dialogue is relevant and resonates with the audience.



Impact

Concentrating on the essential processes enables the conversation to emphasize the primary advantages and value of the solution, creating a more meaningful impression on the customer.



Efficiency

By concentrating on the top processes, the dialogue can be more concise and focused, saving time and ensuring that the most important points are effectively communicated.



Customization

A customized ROI conversation that addresses the unique requirements of the customer demonstrates a deep understanding of their business and builds trust and credibility.

Example | Defining demo requirements



Sales Scenario

- Contoso's sales representatives need to automate and streamline the tasks associated to the sales process when informing their customers about a new product and gauge their interest.
- Users express frustration with the manual efforts of creating new Leads and summarizing the opportunity, as well as the time it takes to build personalized emails, and prepare for customer meetings leveraging CRM data.

Sales scenario could include Sales, Customer Insights (Marketing) and/or Customer Insights (Data).

Stakeholders

Sponsor - Chief Sales Officer (CSO)

Persona (User/Actor)

Sales Representative

Sales Operations
Leader/Management

Integrations

Point-of-Sale

Marketing Automation/Social
Media

Telephony Systems

Service CRM

Value

Educate customers and increase sales context

Score leads and prioritize

Collaborate with peers to engage effectively with customers

Personalize conversations with customers

Reduce lost sales

Increased productivity with automation

Example | Defining demo requirements

Example



Marketing Scenario

- Contoso aims to engage current customers with a cross/up-sell opportunity by targeting those who have purchased similar products, while also expanding their reach to new audience segments through a strategic marketing campaign.
- Users express frustration with the difficulty in understanding their customer data platform and designing personalized and engaging content based on profile attributes such as their click through behaviors.

Stakeholders

Sponsor - Chief Marketing Officer (CMO)

Persona (User/Actor)

Marketing Manager

Agency

Digital Transformation & Customer Experience Leads

Integrations

Adobe/MarTech/Hootsuite

Sales CRM

Value

Generate marketing qualified leads

Cross/Up-Sell more products

Capture customer attributes during their interactions to build their profile

Leverage their enhanced profile to create targeted campaigns

Deliver new product related information to segmented audiences

Sales scenario could include Sales, Customer Insights (Marketing) and/or Customer Insights (Data).

Scope & Plan

Defining your requirements



Scenario

[ENTER YOUR SCENARIO SUMMARY AND INCLUDE YOUR DEMO OUTPUT]

Stakeholders

[ENTER YOUR STAKEHOLDERS]

- Sponsor:
- Business owner:
- IT owner:
- Business SME:

Personas (Users/Actors)

[ENTER PERSONAS INTERACTING IN THIS SCENARIO]

- Employees:
- Departments:
- Functions:
- Third-party:

Integrations

[ENTER INTEGRATIONS INTERACTING IN THIS SCENARIO]

- CRM

Value

[DEFINE THE VALUE TO PROVE WITH THIS SCENARIO]

- Reduce A
- Help with B
- Increase C
- Create D

Document the Business Process Flow and detail the benefits and opportunities you expect to gain from the demonstration.

 Scenario

Define the business process flow advantages/opportunities:

- Compliance
- Enhanced Visibility in Sales Cycle
- Reduce in Time
- Customer Satisfaction
- Cost Savings
- Employee Productivity
- Adoption Rate
- Return on Investment (ROI)

Business Process Flow(s)



Output example of Business Process

Example



Define value proposition(s) discussed for each stage in the business process per persona

- Client request a specific job - Jobs can come via APIs', Portals, Manual entries & bulk uploads.	- Reviews job request - SLA requirements and priority levels are assessed. E.g., High-priority jobs	- Assigns operational variables to the job - Reviews available resources	Job details: - Job category, SLA requirements Asset details: - Equipment and materials required for the job	- Real-time updates on adjusted activities - Submit evidence via photos & notes in the D365 mobile app	Review & Approval: - Receive real-time updates, Review job details and updates to ensure completion (e.g., evidence submission) Reporting: - Track SLA, Generate reports, Close job tasks, communicate job completion
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Sales Persona – Key Account Manager | Defining requirements

Example

- ✓ For each persona duplicate this slide. *e.g. Examples of personas: sales representatives, relationship manager, sales manager, marketing manager, agency, digital transformation leads, employees.*

Key activities

Take care and win corporate customers as well as take care of vendors in corporate sales matters. Often in meetings with customers and vendors and their locations. Mostly works with Microsoft Outlook to communicate with his customers and vendor contacts via e-mail and Microsoft Teams and sets up meetings. In the current CRM system, she keeps the information about her customers up-to date and sets up contracts with the agreed discounts for them.

Tools they like to use

Outlook, Teams, Excel, Power Point, CRM.

Pain points

- Creation of reports for his managers takes too long and includes the manual combination of information from several systems
- Paper based meeting notes have to be manually transferred to the system after

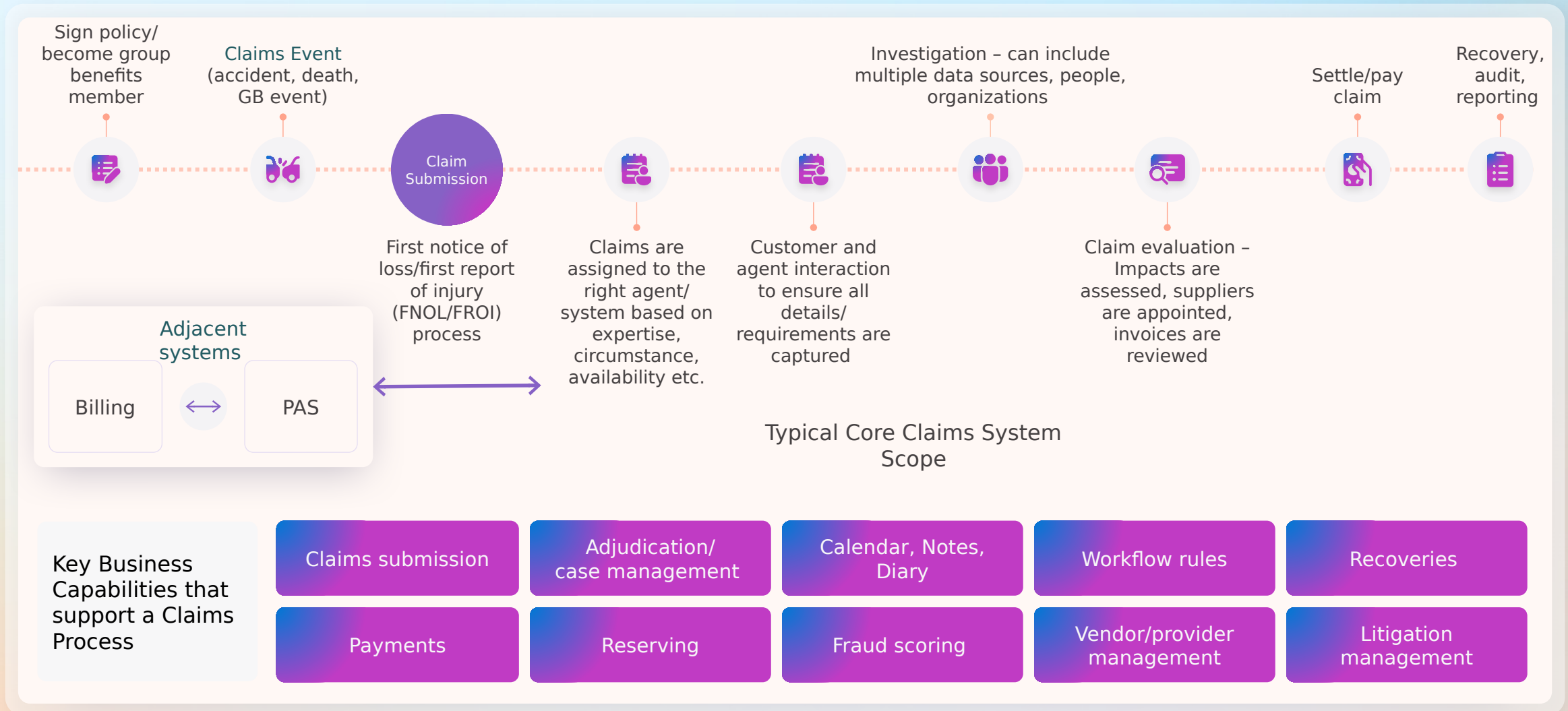
Challenges

- Many customers or vendors to take care of (time)
- No quick and up-to-date overview of a customer

Wishes from the new system

- Direct data entry from tablet
- New tools should be easy to understand
- Standardized fact sheets for customers and vendors out of the system

What does a Claims process look like?

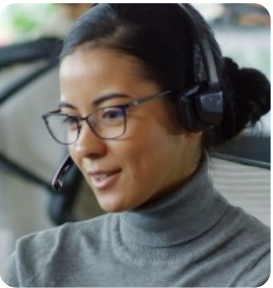


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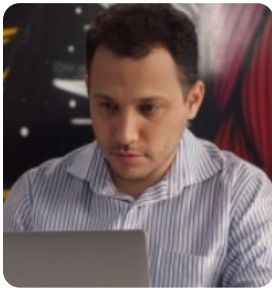
Identify opportunities to augment or automate work with AI



Every employee
Universal tasks



Customer
Service



Sales



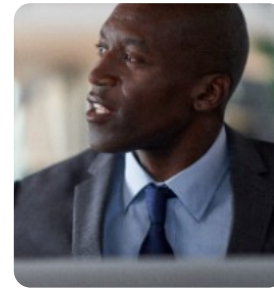
Finance



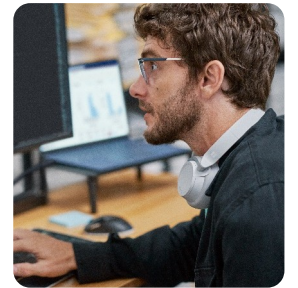
Marketing



HR



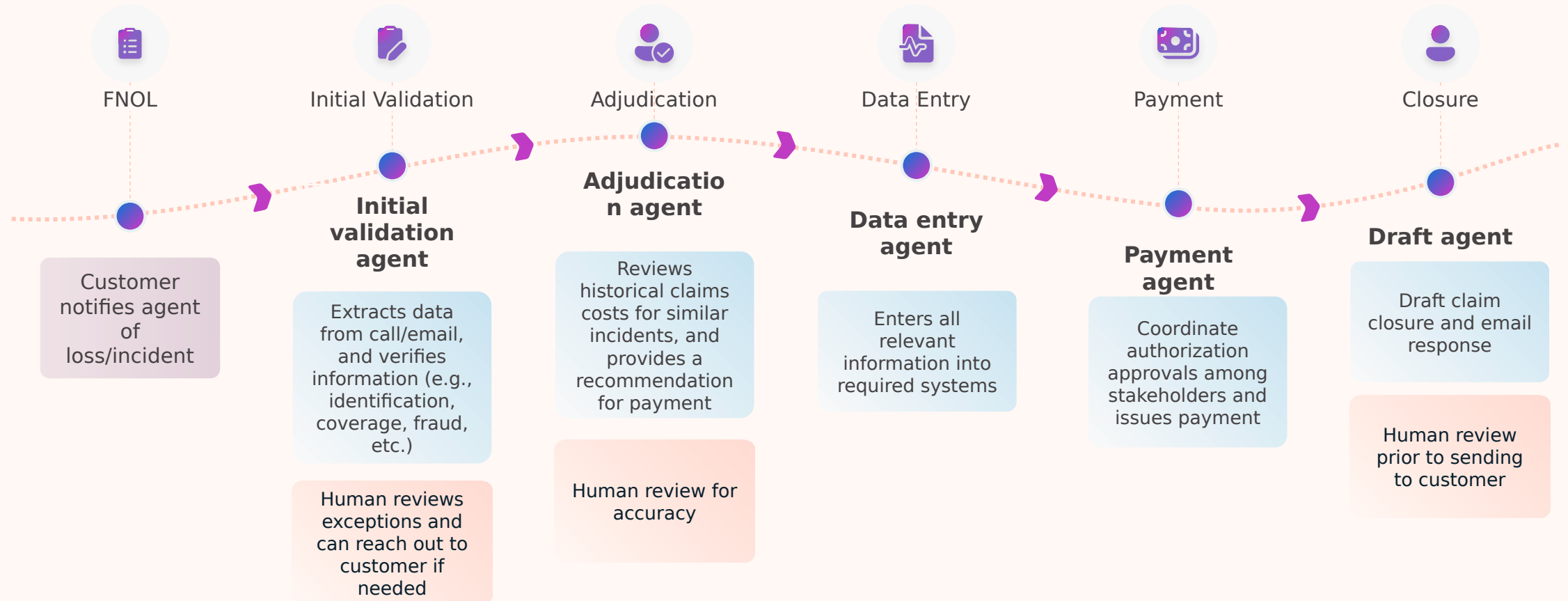
Legal



IT

Function-specific tasks

Reimagining the claims process (agentic view)



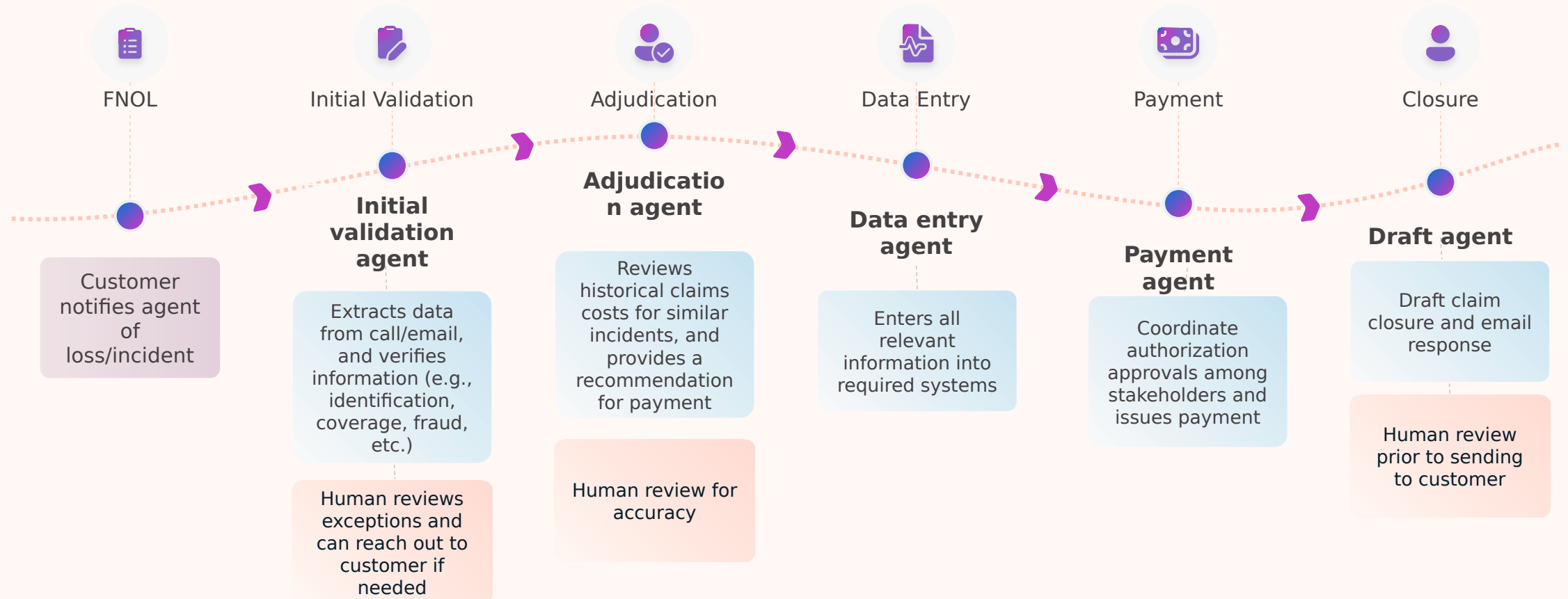
3 Focus on outcomes, not features

If AI is applied,
will it?

- 1 Reduce **time** to complete a task
- 2 Improve **accuracy**
- 3 Increase **output volume**
- 4 Enhance **customer satisfaction**
- 5 Optimize **cost** and **increase revenue**

Change management lens: Prosci Principle 3 — Outcomes are the collective result of individual change: these five levers only move if people adopt and use it well.

Reimagining the claims process (agentic view)



Business Impact:

- Less back and forth
- Higher NPS / CSAT
- Lower Expense Ratio
- Higher productivity
- Higher data accuracy
- Less fraud

02

Create a high impact AI business case

Key characteristics of a high-impact AI business case...

1

Simplicity

2

Actionability

3

Customer-Enabled

4

Scalability

Team



...n, or use / to reference people, files and more



Key characteristics of a high-impact AI business case...

1

Simplicity

Clear problem statement

Targeted Processes and KPIs

Proposed AI Solution

2

Actionability

Expected Impact (ROI)

3

Customer-Enabled

Alignment and support

4

Scalability

Scalability and next steps

Simplicity



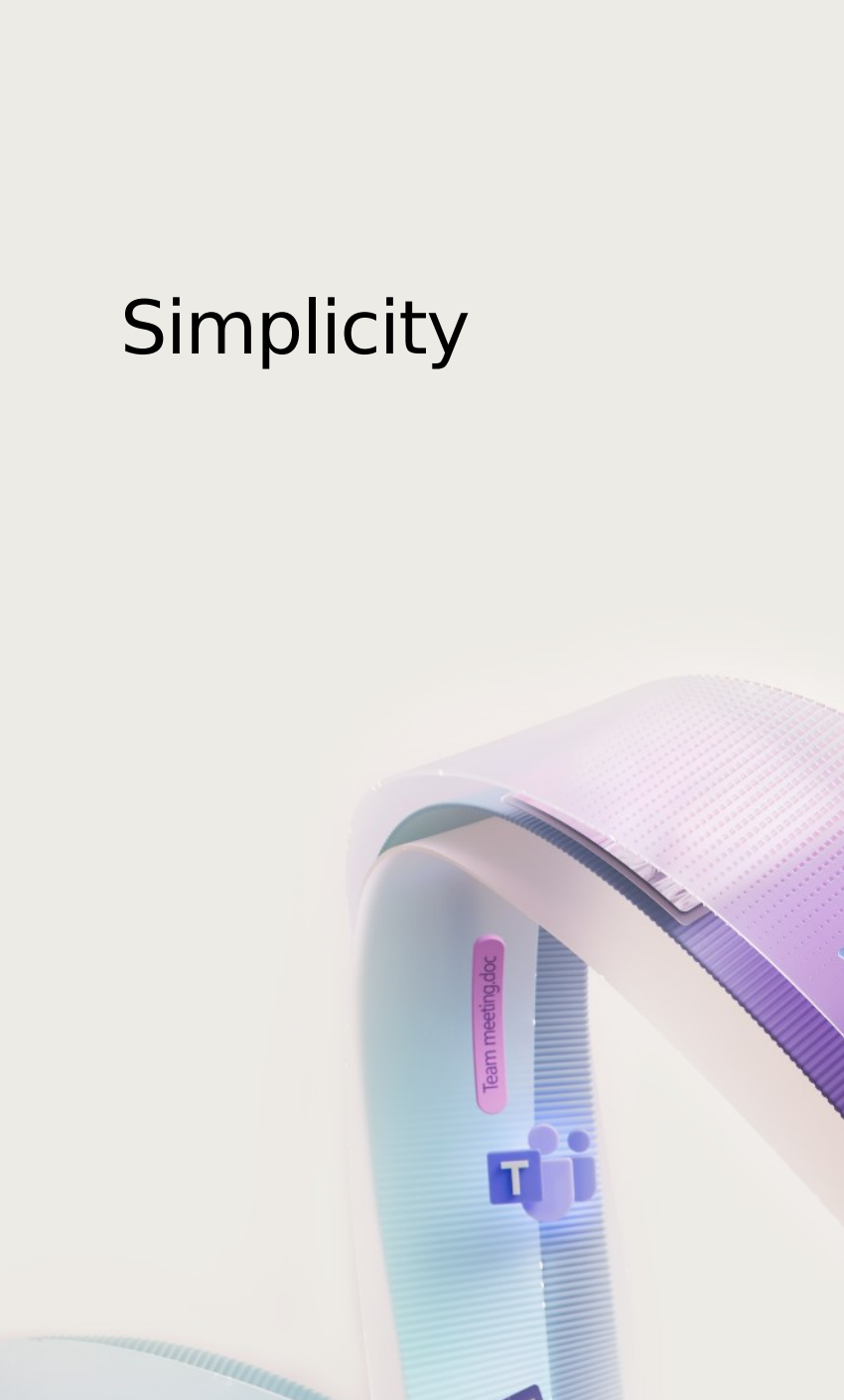
Clear Problem Statement



Targeted Processes & KPIs



Proposed AI Solution



2

Actionability

Quantify
business
outcomes

- 1 Project time savings (hours/person)

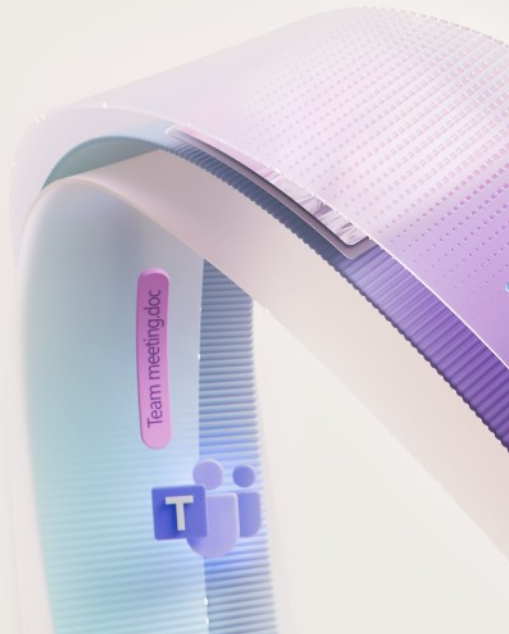
- 2 Error reduction (%)

- 3 Throughput gains (volume/time)

- 4 Financial impact (revenue or cost savings)

- 5 Use conservative estimates for credibility

Customer-Enabled



Executive Sponsorship



Alignment with Customer Priorities



Change Readiness & Support

Change management lens: This is change management. Map these to Prosci's PCT model — sponsorship, project, change — and have leadership visibly sponsor the “why.”

How change happens: the ADKAR adoption journey

Prosci ADKAR — the individual journey behind every organizational outcome



Awareness

Understand why the change is needed.



Desire

Choose to support and participate in the change.



Knowledge

Know how to change — the skills and the process.



Ability

Apply the new skills in the real flow of work.



Reinforcement

Sustain the change so it sticks and value compounds.

Change is sequential and cumulative — skip Desire and training won't stick; skip Reinforcement and the ROI erodes.

Scalability

Start small, prove value, then scale

1

Phase 1: Prove

2

Phase 2: Expand

3

Phase 3: Scale

Every phase produces ***sustained*** results that justify the next

Change management lens: Reinforce ADKAR at every phase: don't scale until adoption is sustained. Each phase must lock in behavior before the next.

03

Frame ROI key metrics for AI value

What are the core elements of a good ROI calculation?

1

Clear
definition of
benefits

2

Accurate
cost
attribution

3

Standard
financial
metrics

4

Scenario
based
modeling

5

Use of
benchmarks
and
historical
data

6

Sensitivity
and risk
analysis

7

Intangible
value
recognition



What are the core elements of a good ROI calculation?

1

Clear
definition of
benefits

Tangible
Intangible

2

Accurate
cost
attribution

Must include
fully loaded cost

3

Standard
financial
metrics

ROI (%)
Net Present
Value (NPV)
Internal Rate of
Return (IRR)
Payback Period

4

Scenario
based
modeling

Focus on
functional
scenarios

5

Use of
benchmarks
and
historical
data

Historical
performance
data

Industry
benchmarks

Expert
estimates

External
databases

6

Sensitivity
and risk
analysis

Understand how
ROI changes
with different
assumptions
(e.g., adoption
rates, cost
fluctuations) is
key.

7

Intangible
value
recognition

Improved
morale
Reduced stress
Better
collaboration

Other AI solutions can come with additional cost

Agent Lifecycle Management



The cost of maintaining an AI agent throughout its life – from initial setup to updates, monitoring, and eventual retirement. It includes ongoing improvements and troubleshooting.

Data Integration



Expenses for connecting the AI agent to company data sources (databases, APIs, files) so it can access and use relevant information securely and efficiently.

Agent Creation & Configuration



The cost of designing and building the AI agent, plus setting up its rules, workflows, and custom features to meet business needs.

Management & Reporting



Costs for tools and processes that track agent performance, usage, and outcomes. This includes dashboards, analytics, and compliance reporting.

Security



Expenses for protecting the agent and its data from unauthorized access or breaches. Includes encryption, identity management, and compliance with security standards.

License



The fee for using the GenAI platform or software. This is typically a subscription or per-user/per-agent cost charged by the vendor.

**We need to
evolve our
financial
analysis so we
can properly
evaluate our
return on Digital
Agents**

recognizing Digital Agents as a distinct investment outside of traditional IT. This highlights its unique value and transformative impact.

Income Statement (abbreviated)	
Net Sales	
Cost of Goods Sold	
	Direct labor costs
	Vendor Outsourcing Fees
	Digital Agents COGS
	Infrastructure Costs
Gross Margin	
Operating Expenses	
	Selling and Operating Expenses
	Digital Agents Expenses
	General and Administrative Expenses
Total Operating Expenses	

Framing ROI: Key metrics for AI Value



Top-line
growth

An AI sales recommendation engine boosts conversion rates, leading to an estimated \$2M increase in annual sales (new revenue)



Time
saved

An AI Copilot automates report generation, saving a marketing analyst 5 hours per week. Cumulatively, this frees up dozens of work-hours for higher-value activities.



Increased
throughput

A customer service AI agent allows each support rep to resolve 20% more tickets per day, or a manufacturing AI system enables 15% more units to be produced in a shift.



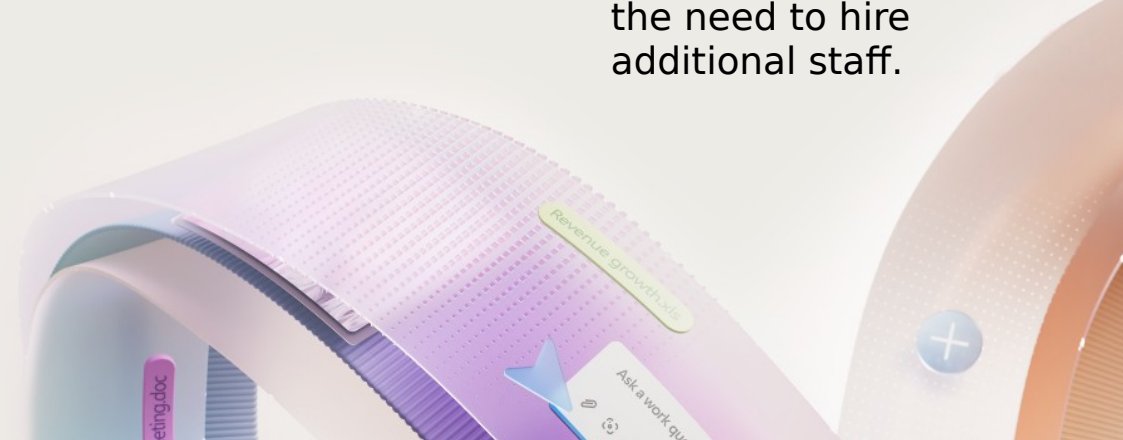
Error
reduction

An AI-powered data entry tool minimizes manual mistakes, cutting error rates from 5% to 1%, which reduces rework and improves quality.



Cost
avoidance

AI-driven predictive maintenance prevents machine downtime, avoiding ~\$500K in annual equipment repair and downtime costs. Also, automating routine tasks might defer the need to hire additional staff.



The value of productivity is realized in outcomes not time savings

Time Savings

Calculating the number of **hours saved** by employees and valuing it by calculating **how much those employees are paid**



- Easy to envision
- Easy to track
- Easy to calculate



- **Does not impact the organization bottom line**
- **Does not show long-term transformation**

KPI Modeling



Valuing Copilot's impact with **functional KPIs** to show what the employees **did with the time saved**

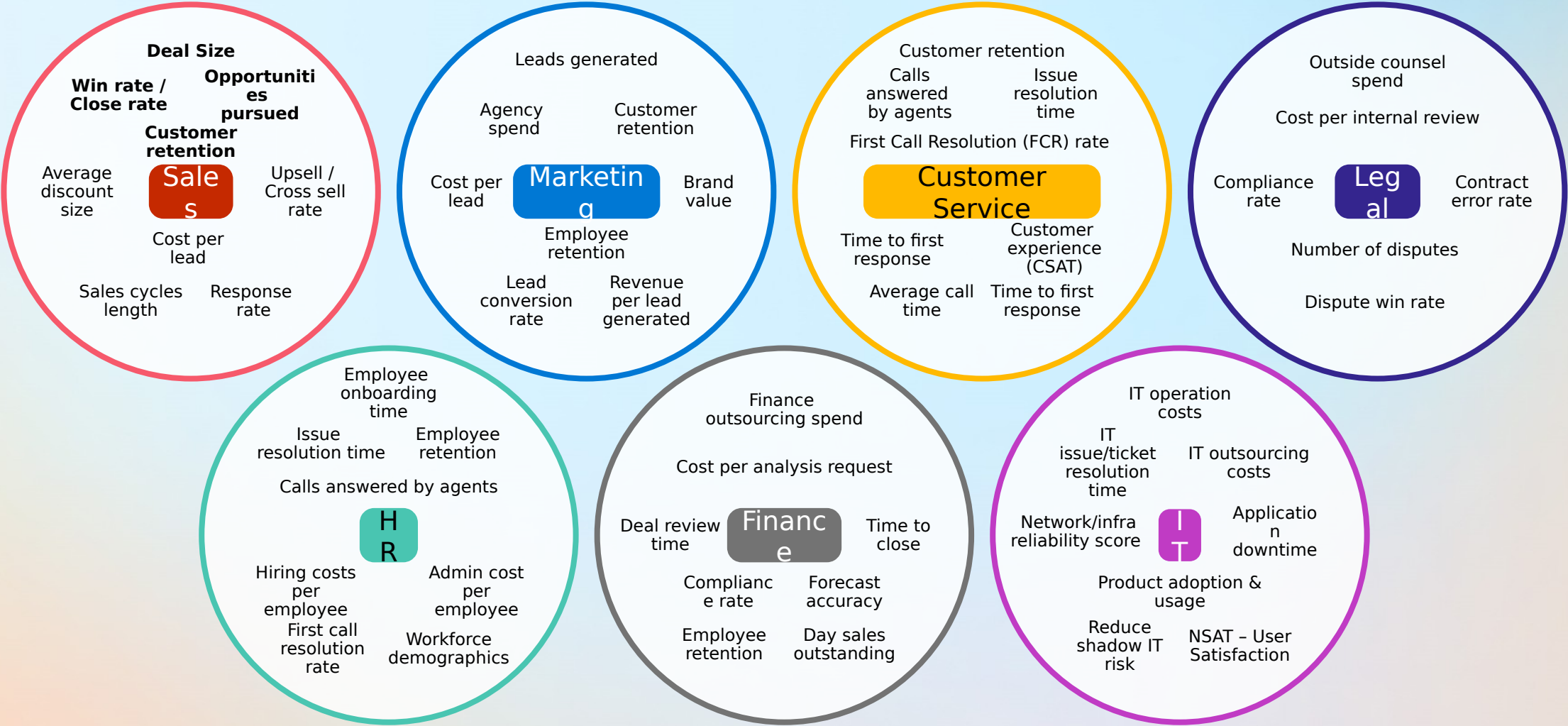


- There could be multiple reasons a KPI improves
- Requires customer input



- **Represents impact to revenues and costs**
- **Can measure both near-term and long-term impact**

Key process and KPIs by function



Key processes and KPIs by industry

Healthcare

- Patient throughput
- Readmission rate
- HIPAA compliance
- Care quality scores

Financial Services

- Loan origination
- KYC / AML compliance
- Net interest margin
- AUM growth

Retail

- Inventory turnover
- Same-store sales
- Avg. basket size
- Stockout rate

Technology

- Release velocity
- ARR growth
- Churn rate
- R&D investment

Manufacturing

- OEE rate
- Defect rate (PPM)
- On-time delivery
- Cycle time

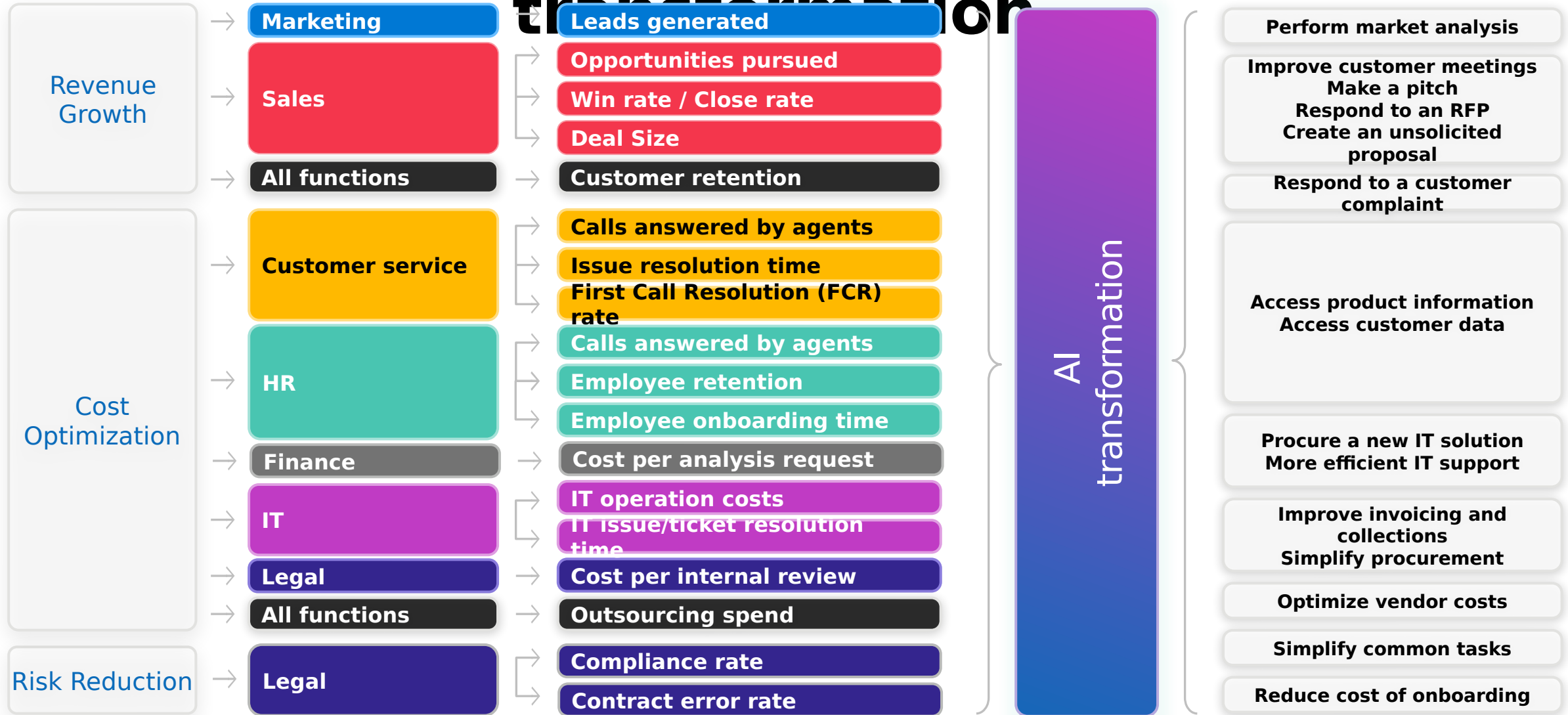
Energy & Utilities

- Grid uptime
- Cost per MWh
- Emissions intensity
- Capacity factor

Hospitality

- Occupancy rate
- RevPAR
- Guest NPS
- Avg. daily rate

Measuring the effectiveness of AI transformation



Customers report already seeing positive impact to target KPIs

Background

"To better understand the benefits, costs, and risks associated with this M365 Copilot, Forrester interviewed 16 decision-makers across 12 organizations and surveyed 367 respondents with experience using Microsoft 365 Copilot.

For the purposes of this study, Forrester aggregated the experiences of the interviewees and survey respondents and combined the results into a single composite organization, a global entity that generates \$6.25 billion in annual revenue and employs 25,000 people."

[Read the M365 Copilot TEI here](#)

Impact to Functional KPIs

as calculated by Forrester based on results from survey participants

Sales

2.5%*

Better deal win rate

Marketing

2.7%*

More qualified leads generated

Human resources

25%*

Faster employee onboarding

Customer service

1%*

Better customer retention

*Based on the study, Total Economic Impact™ of Microsoft 365 Copilot, a commissioned study conducted by Forrester Consulting, 2025. Forrester constructed a projected financial model representative of data collected from 16 customer interviews and survey responses from 367 organizations using M365 Copilot and applied the financial model to a composite organization.

Users will engage with various types of Agents

1

First-Party AI Agents



M365
Copilot



Studio



D365

AI Agents built by Microsoft with varying levels of customization

2

Custom-Built Studio Agents



Lead
Prediction



Automat
ed
Contract
Review



Agent
Templates

AI Agents built by users and makers in Copilot Studio

3

Third-Party AI Agents



Jira
Cloud



Asana



Service
Now

Built by others and connected to Copilot

4

Custom-Built Foundry Agents



Models



Tools

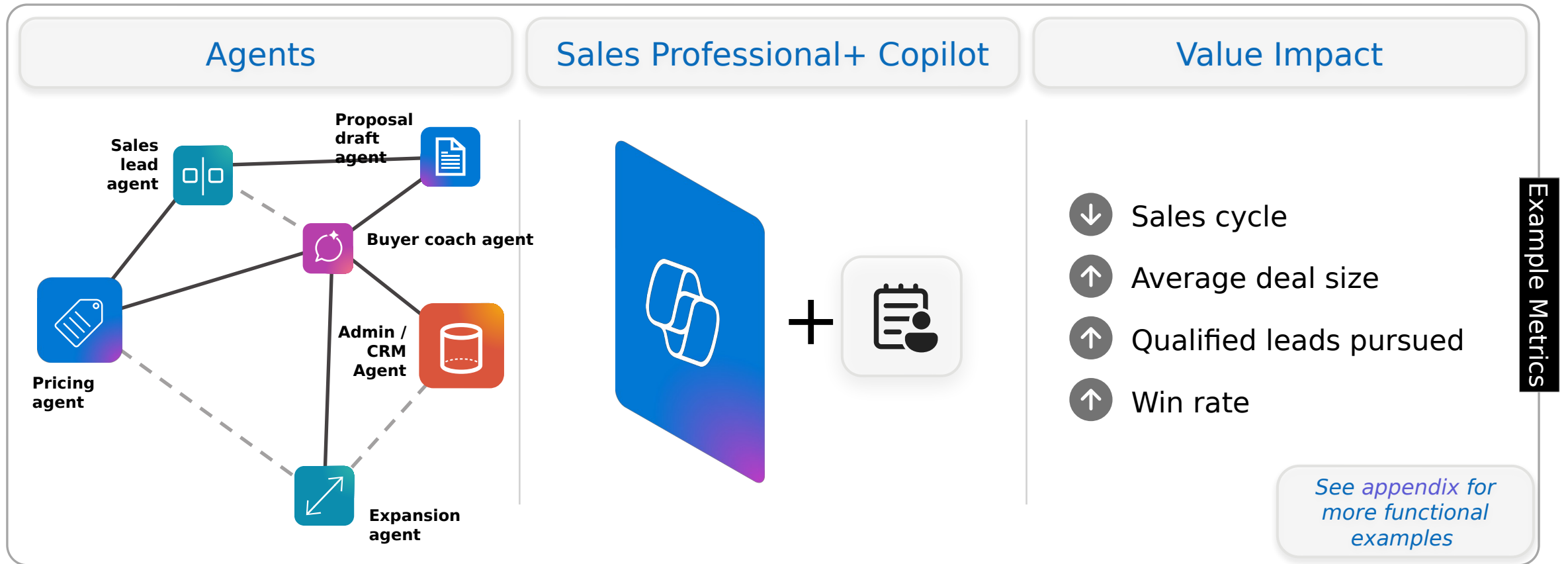


IQ

Agents built for an organization's specific use-case using Microsoft Azure Foundry

And users will interact with multiple agents

Consider how a [Frontier Sales Professional](#) might leverage multiple different agents



Like M365 Copilot, customers using Agentic AI also report seeing positive impact to target KPIs

Background

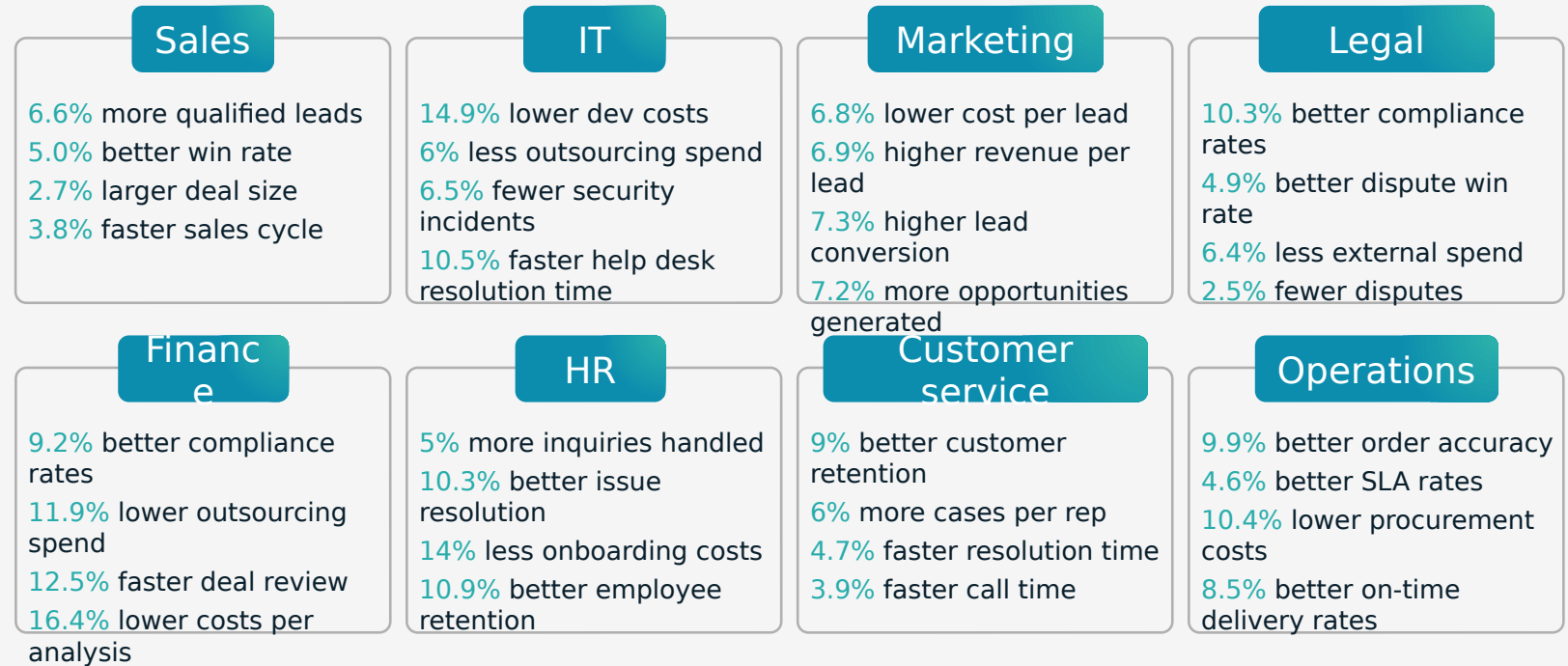
"To better understand the benefits, costs, and risks associated with this investment, Forrester interviewed eight representatives across six organizations and surveyed 420 respondents with experience using Microsoft's agentic AI solutions, including Azure Open AI, Copilot Studio, Agent Builder, and Microsoft Foundry.

For the purposes of this study, Forrester aggregated the experiences of the interviewees and survey respondents and combined the results into a single composite organization, which is a B2B

organization with 10,000 employees and \$2.5 billion in annual revenues."

Impact to Functional KPIs

as calculated by Forrester based on results from survey participants



*Based on the study, [Total Economic Impact™ of Microsoft's Agentic AI Solutions](#), a commissioned study conducted by Forrester Consulting, January 2026. Forrester constructed a projected financial model representative of data collected from 8 customer interviews and survey responses from 420 organizations using Microsoft Agentic AI Solutions and applied the financial model to a composite organization.



A Day in the Life of Carrie White

Sr Customer Success Account Manager, Microsoft

7:30 am

Review Workflows: Carrie scheduled AI workflows for email summarization, Azure All in One analysis, and scheduled prompts.

Workflows (Frontier)

Review the auto generated summaries for, "Prepare me for the day", "Proactive Insights" and a summarized list of emails from the previous 24hrs.

8:00 am

Inbox & Case Triage (Zero Context Switching): Carrie uses the Support Case Tracker Agent and Copilot in Outlook to focus on high impact support issues and do proactive escalations without manual inbox digg

Support Case Tracker Agent

Summarize all overnight emails and open support cases for my customers. Highlight sentiment, risk, and recommended CSAM actions. Draft a customer-ready response where needed.

10:00 am

Customer Health (Frontier Cup): Carrie is preparing for the Customer Health Scoping Event for Contoso using the Researcher

Researcher

Based on my customer *Contoso* (TPID), analyze their Azure and M365 environment over the last 9 months. Recommend whether an ESA, Azure Solution Health Event, or both best align. Include business value talking points, top risks, and next CSAM action.

3:00 pm

ACR Job 2 (Frontier Cup): Carrie is looking for ways to close the ACR gap for Contoso using the Sales Agent

Sales

Act as a Principal CSAM and analyze *Contoso* (TPID) for Azure growth opportunities. Identify top 3 areas, how they're used today, what they connect to, and 3 open-ended customer questions."

1:00 pm

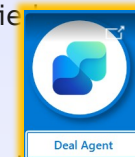
Value Realization & CSDR Storytelling (Frontier Cup): Contoso is focused on their MDE deployment review and Carrie will use the Analyst Agent to tell the VBD story.

Analyst

Recap the value *Contoso* achieved from the recent Solution Optimization Defender for Endpoint. Translate outcomes into executive talking points for my CSDR.

11:00 am

Renewal Expansion (Frontier Cup): Carrie will use the Deal Agent, embedded within the Sales Agent to identify expansion opportunities in preparation for an early EA / Unified



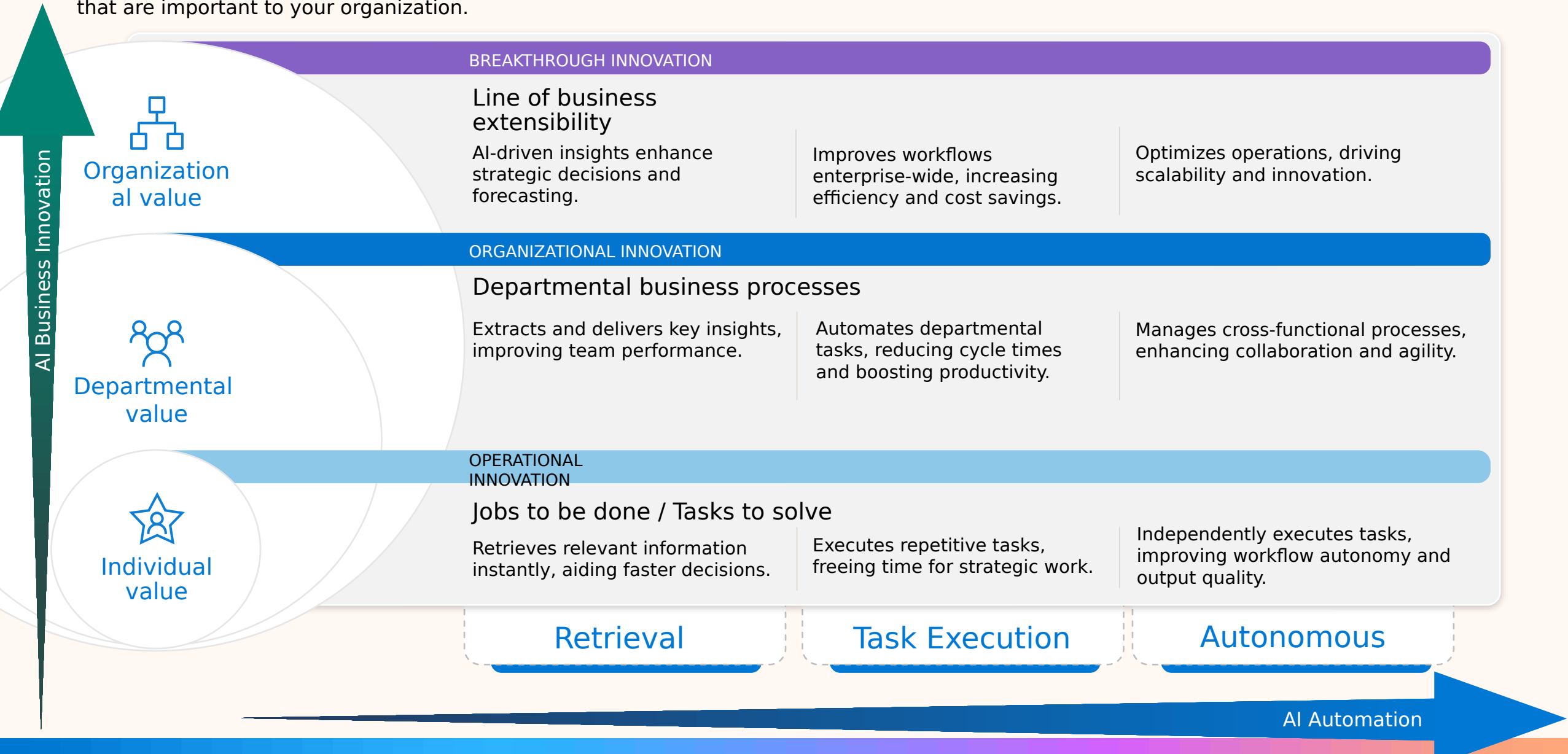
Review all interactions and engagements with *Contoso*. Summarize Unified value delivered and recommend next-year priorities that drive renewal confidence and ACR.

Carrie is
a
Sr. CSAM



Move beyond time savings to reach full AI innovative company

Grow value from a base of solid usage and individual capacity gains by optimizing departmental processes and impacting the metrics that are important to your organization.



The landscape ahead

AI and Agents are unlocking the next wave of value for organizations – helping customers become Frontier Firms and transform every workflow through agent-led automation, human-in-the-loop intelligence, and measurable business impact.

\$2.6-4.4T

Potential value unlock from AI/agent technologies on top of traditional analytical AI¹

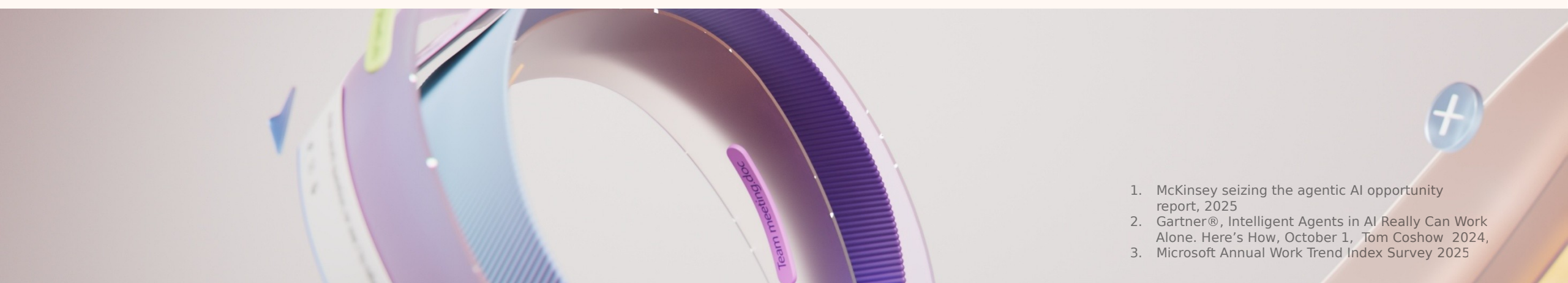
>15%

Day-to-day work decisions will be made autonomously through agentic AI by 2030²

82%

Leaders expect to use agents to expand workforce capacity in the next 12-18 months³

IDC Projects **1.3 billion** AI agents by 2028*

- 
1. McKinsey seizing the agentic AI opportunity report, 2025
 2. Gartner®, Intelligent Agents in AI Really Can Work Alone. Here's How, October 1, Tom Coshov 2024,
 3. Microsoft Annual Work Trend Index Survey 2025

ROI is realized through adoption, not deployment

Prosci Principle 5 — Apply change management to realize benefits and outcomes

1

Change success = adoption + behavior change

Value comes from sustained new ways of working, not from the install.

2

Sponsors own the “why”

Visible, active leadership is the number-one driver of adoption.

3

Adopt, don't just deploy

Track adoption and usage as leading indicators of ROI — don't wait for lagging financials.

4

Structure beats hope

A managed approach reduces resistance and accelerates time-to-value. Your CSAM is your change partner.

Implementation ≠ success. The ROI you modeled is realized through people.

Resources

- ✓ Visit Microsoft 365 Copilot Adoption site aka.ms/copilotadoption
- ✓ Learn about new scenarios in the Scenario Library aka.ms/copilotscenario library
- ✓ Understand agent readiness framework aka.ms/AgentReadinessFramework
- ✓ Begin your agent readiness journey by completing the assessment to understand your agent maturity and unlock insights aka.ms/AgentReadiness
- ✓ Microsoft Learn for Organizations [Upskill Your Workforce with Microsoft Training | Microsoft Learn](#)
- ✓ AI Skills Navigator [AI Skills Navigator](#)

What organizations are saying



Caroline Basyn

Chief Digital and Information Officer, The Adecco Group

"AI is reshaping industries, and we're helping our employees and clients stay ahead. Every customer we meet asks how we're using AI internally and how we can help them do the same. Equipping our teams with AI skills ensures we can have those conversations with confidence."

[Read Caroline's story](#)



Ed Falconer

Chief Data Officer, Bupa APAC

"Our vision is to use AI to support our customers in the pursuit of our purpose, which is helping them live longer, healthier, and happier lives. It's about how we use the data that we have on our customers to fulfill that promise."

[Read Ed's story](#)



Jane Adams

Domain Lead HR Business Partnering Learning and Skilling, CommBank

"Skilling is really important for us because people are at the heart of our organization. We need to enable our people to engage with AI, use new tools, and embrace new ways of working."

[Read Jane's story](#)

Additional learning resources for your team

Explore a variety of tailored training hubs, events, and resources designed to help your team build in-demand skills, from AI and cybersecurity to Microsoft Copilot and beyond.



Copilot learning hub

Find curated resources on Microsoft Copilot for technical professionals.



AI learning hub

Start your AI learning journey, and build practical AI skills to use right away.



Security hub

Find resources and training offerings for building foundational and advanced cybersecurity skills.



Microsoft Virtual Training Days

Free training events designed to build your skills and prepare you for certifications.



Business leaders: From strategy to success

Access expert resources, insights, and guidance to help drive successful implementation.



More Copilot training

Browse all courses, learning paths, and modules related to Microsoft Copilot.



Tech community for small and medium businesses

Get the latest news and best practices on Microsoft's offerings for SMB customers.



Microsoft AI Tour

Join experts, industry leaders, and technical practitioners to explore the ways AI can drive growth and create lasting value at this free, one-day event.



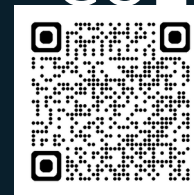
Carrie White

Senior Customer Success
Account Manager



April Delsing

AI Solutions Senior
Architect, Field and Partner
COE



Expertise and tools for your journey



Technical expertise
via our FastTrack
partners

[aka.ms/Microsoft/
FastTrack](https://aka.ms/Microsoft/FastTrack)



**Tools, resources &
training** on our
Adoption Hub

[adoption.microsoft.co
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Events and real-world
knowledge in our
community

aka.ms/TechCommunity

News & community content



Microsoft Community Learning
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Start your week with live news and
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blog.

Home / Microsoft 365 Copilot

Microsoft 365 Copilot

Deliver value and employee satisfaction with our tools for Microsoft 365 Copilot deployment and adoption. This powerful technology combines the power of large language models (LLMs) with your organization's data – all in the flow of work – to turn your words into one of the most powerful productivity tools on the planet.

Microsoft 365 Copilot Chat and in-app experiences provide real-time intelligent assistance, enabling users to enhance their creativity, productivity, and skills.

[Looking for Copilot resources for Small and Medium Businesses? >](#)

Copilot Success Kit

Our Success Kit empowers you to achieve rapid value with Copilot while enabling your progressive skilling journey with AI tools.

[Download here >](#)

Copilot Chat and agent starter kit

This new kit includes guidance on IT controls, setup, and resources to help prepare your tenant and enable your users to create and use agents.

[Explore the kit >](#)

Join the Copilot community

The Microsoft 365 Copilot community is your hub for the official blog, latest news, and discussions.

[Join now >](#)

Microsoft 365 Copilot

Welcome to the Microsoft 365 Copilot community. Your hub for the latest news, live events, and discussions on Microsoft 365 Copilot. For help & learning (how-to articles and training resources), please visit [Microsoft 365 Copilot Adoption hub](#).

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[#M365Con](#)

Microsoft 365 COMMUNITY CONFERENCE May 6-8 Las Vegas

Your front-row seat to the future of work

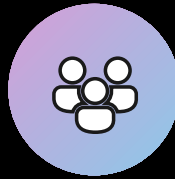
The ultimate Microsoft 365 community event

Learn directly from the experts and redefine what's possible at work —join us at the Microsoft 365 Community Conference.

[Learn more!](#)

Stay Connected!

Engage with the
best community
in tech...
There's
something for
everyone!



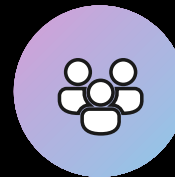
Microsoft Tech Community

The community platform for Microsoft 365
– forums, blogs, and events



CommunityDays.org

Find or host a local event in your
area
or to match your interests www.communitydays.org



Microsoft Community on LinkedIn

News, announcements and training
delivered to your news feed <https://aka.ms/microsoftcommunitylinkedin>



The one stop shop for Microsoft ecosystem community events

The screenshot displays the Community Days website interface. At the top, the 'Community Days' logo is on the left, and 'Home', 'Events', and 'Calls' links are on the right. A large banner reads 'Discover Community Events happening across the world.' Below this is a search bar and filters. The 'WHERE' filter is set to 'Global'. The 'WHEN' filter is set to 'Upcoming Events'. The 'VIEW AS' filter is set to 'Tiles'. The 'FILTERS' section includes checkboxes for 'Registration Open', 'Call for Speakers', 'Call for Sponsors', 'Hide Paid', and 'Hide Others' (which is checked). The main content area shows a grid of event tiles. Each tile includes a date indicator (e.g., '0-4 LIVE', 'TODAY', 'TOMORROW'), an event title, a date range, a location, and a status (e.g., 'Hybrid', 'Virtual', 'Paid', 'Free').

Community Days
Supporting the Microsoft Community

Home Events Calls

Discover **Community Events** happening across the world.

Search Events... **Q** WHEN Upcoming Events VIEW AS Tiles

WHERE ☒ Global ☐ Country ☐ Region ☐ Sub Region FILTERS ☐ Registration Open ☐ Call for Speakers ☐ Call for Sponsors ☐ Hide Paid ☒ Hide Others

0-4 LIVE
FABRIC DATA DAYS
Nov 4 - Dec 11, 2025
Your city, Your country
United States
Hybrid Free

TODAY
SMARTCLOUD 365 - 2025
November 25, 2025
Germany
Virtual Free

TOMORROW
DYNUG AUTUMN CONFERENCE 2025
November 25 - 26, 2025
Oslo, Gardermoen
Norway
Paid

TOMORROW
SHIFT ENTER SUMMIT 2025
November 26, 2025
Budapest
Hungary
Paid

2 DAYS
AI COMMUNITY CONFER
November 28, 2025
Seoul, Jongno District Seoul
Korea, Republic of

3 DAYS
AI COMMUNITY CONFERENCE - TORONTO 2025
November 28, 2025
Toronto, Ontario
Canada
Free

3 DAYS
SEASON OF AI - MCP
November 29, 2025
Gurgaon, Haryana
India
Hybrid Free

6 DAYS
ESPC25
December 1 - 4, 2025
Dublin, Dublin 1
Ireland
Paid

7 DAYS
MSREBUILD 2025
December 2, 2025
Nantes, Pays de la Loire
France
Free

7 DAYS
TECHBAYANIHAN 2025
December 3 - 4, 2025
Makati City, National Capital Region
Philippines

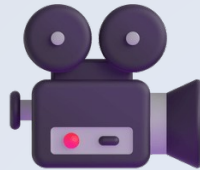
www.communitydays.org



SharePoint at 25 film: *More than Code*

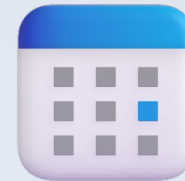
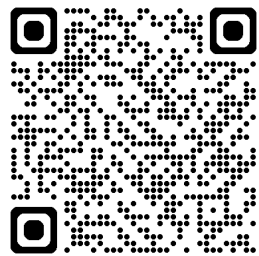
In honor of SharePoint's 25th birthday, *More Than Code* is a short film that explores the people, passion, and innovation behind one of the most transformative platforms in modern work. This film captures the stories of builders, leaders, and community champions who helped shape SharePoint into the knowledge backbone for collaboration, Copilot, and the next generation of agents.

SharePoint is more than code—it's 25 years of connection, innovation and impact.



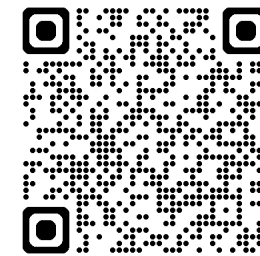
Watch the digital premiere

Stream the documentary online globally in late April and celebrate SharePoint's 25-year journey from anywhere.



Watch the SharePoint at 25 digital event

Prepare for the film with a special digital event featuring insights, stories, and what's next for SharePoint in the era of AI.



The Microsoft Global Community Initiative (MGCI) - Empowering global Microsoft communities with the tools, training, and resources to create impactful events and amplify diverse voices.

Learn, Share, Grow.

Event producers unite!

Join MGCI today!

<https://aka.ms/MGCI>



Thank you to our
Microsoft
Most Valuable
Professionals (MVP)
and Regional
Directors!

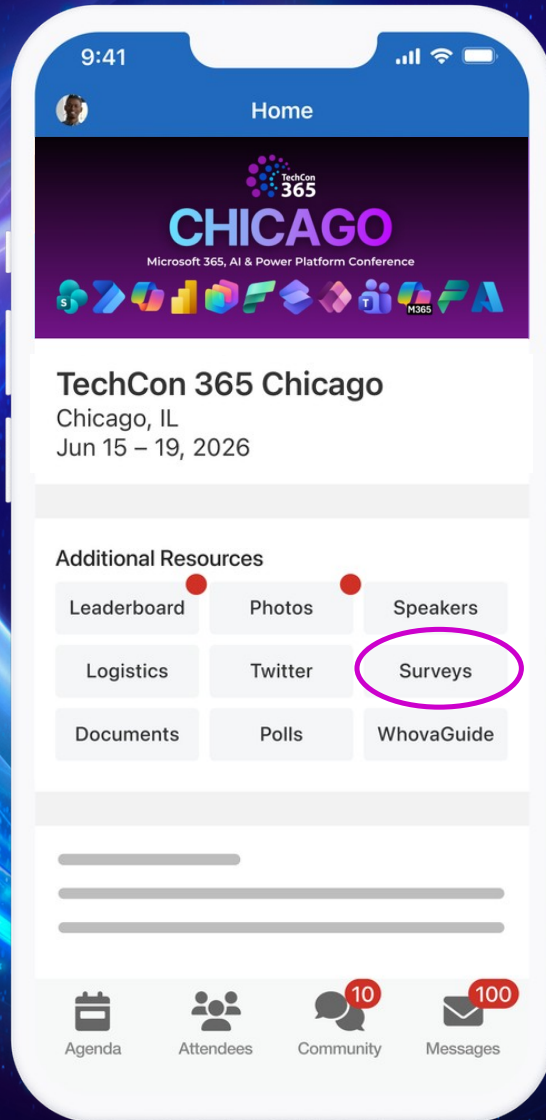


How was the session?

Search for *Whova* in the
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Thank you

Questions?

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