



**Microsoft 365**  
COMMUNITY CONFERENCE



# Evolving Channels to be the hub for Collaboration in M365

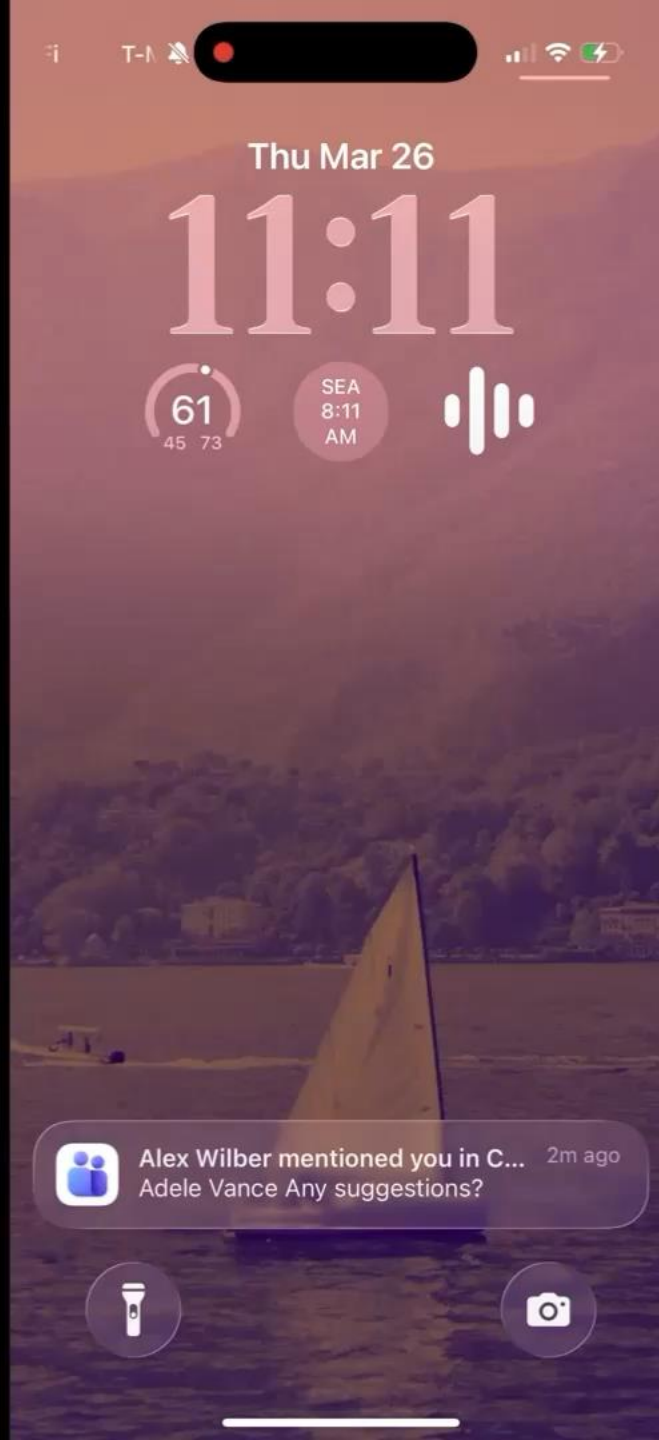
Roshin Lal Ramesan  
Partner Group Product Manager  
Microsoft Teams

**Teams is where  
people and agents  
work together to turn  
intent into outcome.**

**Built on a foundation of trust.**



Adele Vance



**Channels** are *durable collaboration anchors*  
where *context is built* and *work gets done*.

- ① **Conversational UX**
- ② **AI in the flow of work**
- ③ **Agentic platform**

# Conversational UX





***Simple by default***, powerful on demand



### Chat



Unread Channels Chats

Copilot Discover

- @ Mentions
- Followed threads

#### Favorites

- Serena Davis
- Dream team
- Marketing team sync

Marketing

#### Chats

- Charlotte and Babak
- Unicorn invoice
- Babak Shammass
- Marie Beaudouin
- Amanda Brady
- Alexandria team chat

#### Teams and channels

- vNext
- Alexandria Research

## Marketing Conversation Shared Wiki



### Inside the Rollout: Go Live

Van Arsdel · 198 views · an hour ago

Open

11 replies Last reply 11:01 AM



Darren Mouton 10:15 AM

Let's make sure that our marketing material for the upcoming launch is all accounted for! I'm going to be setting up some time with the stakeholders to make sure we're all on the same page, if you could reply with a quick update on your area, that'd be much appreciated.



Erik Nason 10:18 AM

I ran a fresh overlap report in Ads Manager this morning. Looks like our freelancer and creator economy lookalikes are now overlapping by nearly 47%. This wasn't the case 6 weeks ago. Should we consolidate these into a single broader segment and push spend there or is it still worth splitting for creative testing? Curious to get growth + targeting POVs before we tweak budget allocation.

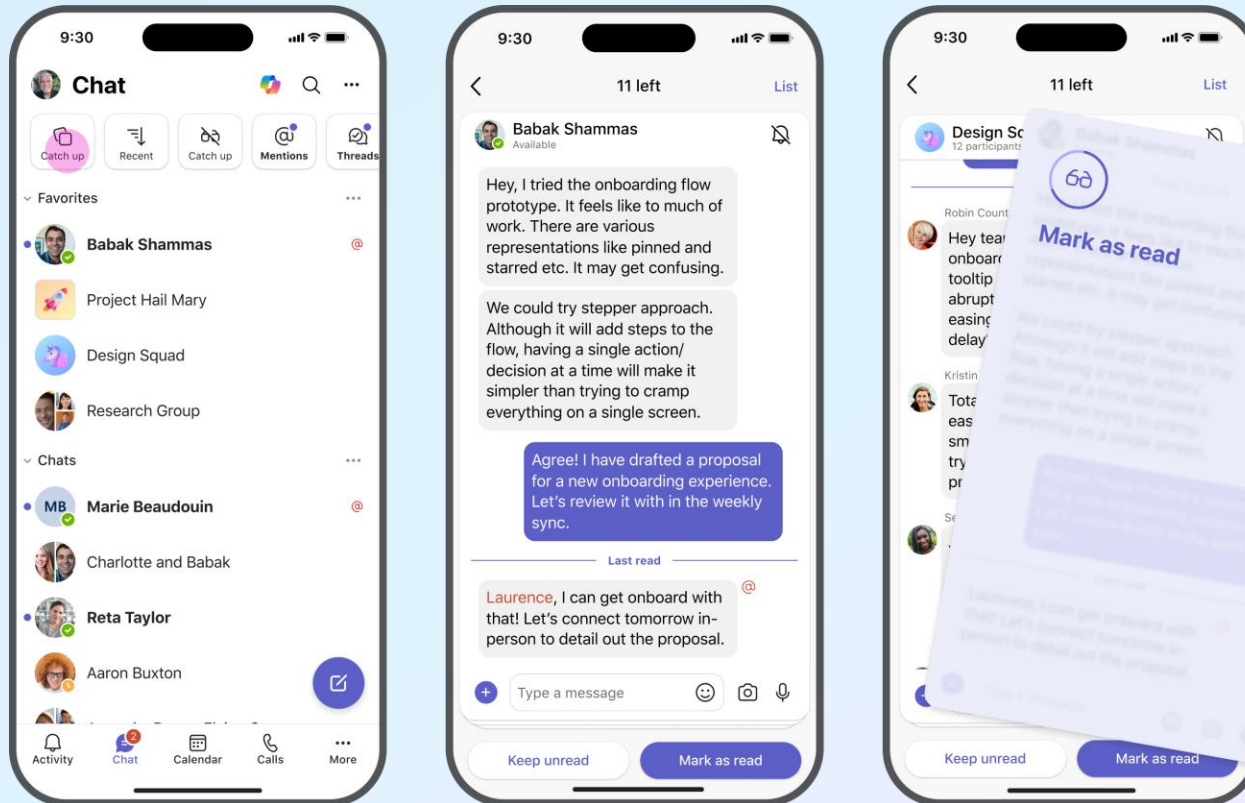


27 replies Last reply 11:39 AM

Type a message



# Catchup on mobile helps triage like a pro



- Swipe gestures for easy triage
- Prioritize unread messages
- Burndown mode for triaging

# Simplified badging for triage

The screenshot displays the Microsoft Teams interface, highlighting the 'Followed threads' section. The interface is divided into three main panels: a left sidebar for navigation, a central 'Followed threads' list, and a right-hand chat window.

- Left Sidebar:** Contains navigation icons and lists 'Chat', 'Mentions' (2), 'Followed threads' (3), 'Drafts', 'Saved', 'Favorites' (Serena Davis, Dream team, Marketing team sync, Marketing), 'Chats' (Charlotte and Babak, Unicorn invoice, Babak Shammass, Marie Beaudouin, Amanda Brady, Alexandria team chat), and 'Teams and channels' (vNext, Alexandria Research).
- Followed threads:** A list of threads with simplified badging. Each thread includes a header with the team name and reply count, followed by a preview of the latest message. The threads shown are: 'Marketing' (19 replies, 12:38 PM), 'Product Feedback' (8 replies, 10:07 AM), 'Team Social' (27 replies, 9:58 AM), 'Design Crit' (11 replies, 9:41 AM), 'Launch Prep HQ' (4 replies, 9:36 AM), and 'Growth Ideas' (15 replies, 9:01 AM).
- Chat Window:** Shows a conversation in the 'Marketing' channel. The chat history is visible, with a 'Last read' marker. The current message is from Kayo Miwa: 'I got a question from a user about exporting invoices. Do we support that yet in the EU version?'. The chat window also shows a 'Summarize thread' button and a 'Send to: thread only' dropdown menu.

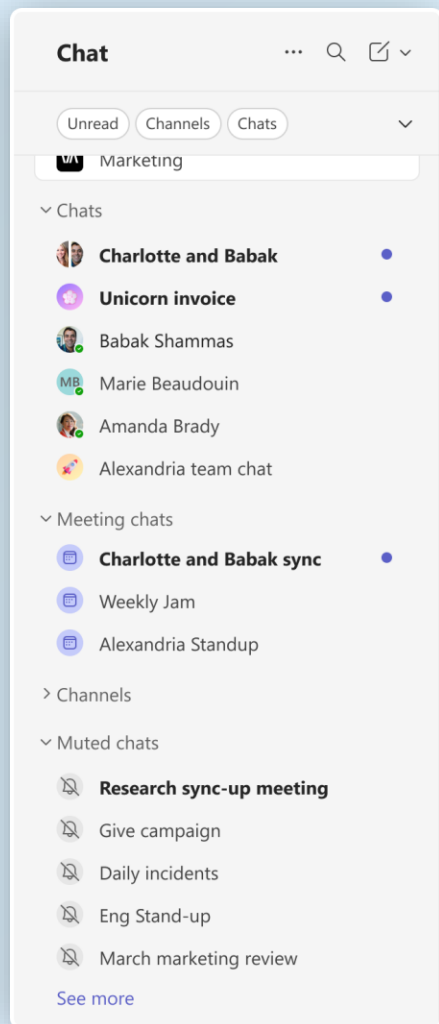
- Easy to scan you chat and channels list and triage what's counting towards app badge

# One place for all your drafts

The screenshot displays the Microsoft Teams interface. On the left is the navigation pane with sections for Chat, Favorites, Chats, and Teams and channels. The 'Drafts' section is highlighted. The main area shows a chat window for 'Dream team'. The 'Drafts' pane lists several draft messages from different chats, including one from 'Dream team' dated 2:31 PM. The chat window shows a conversation where a draft is being reviewed. The draft text is: 'Hey folks, I connected with the research team today, and it seems like Daniela has shared every detail we need for the upcoming project'. The chat history shows a message from 'Henry Brill' and a 'Weekly sync' message. A file named 'September Product Pitch.pptx' is shared in the chat, with a preview image of a 'Blvck Tumbler' cup. A response from 'Kayo Miwa' says 'Oh that's awesome!' and 'I will take a look through the deck'. Another response says 'So glad to hear that the review went well. Can't wait to hear next steps.'

- All drafts across chats, channels and threads in one place

# Muted and meeting chats



Show meeting chats in their own section

Off



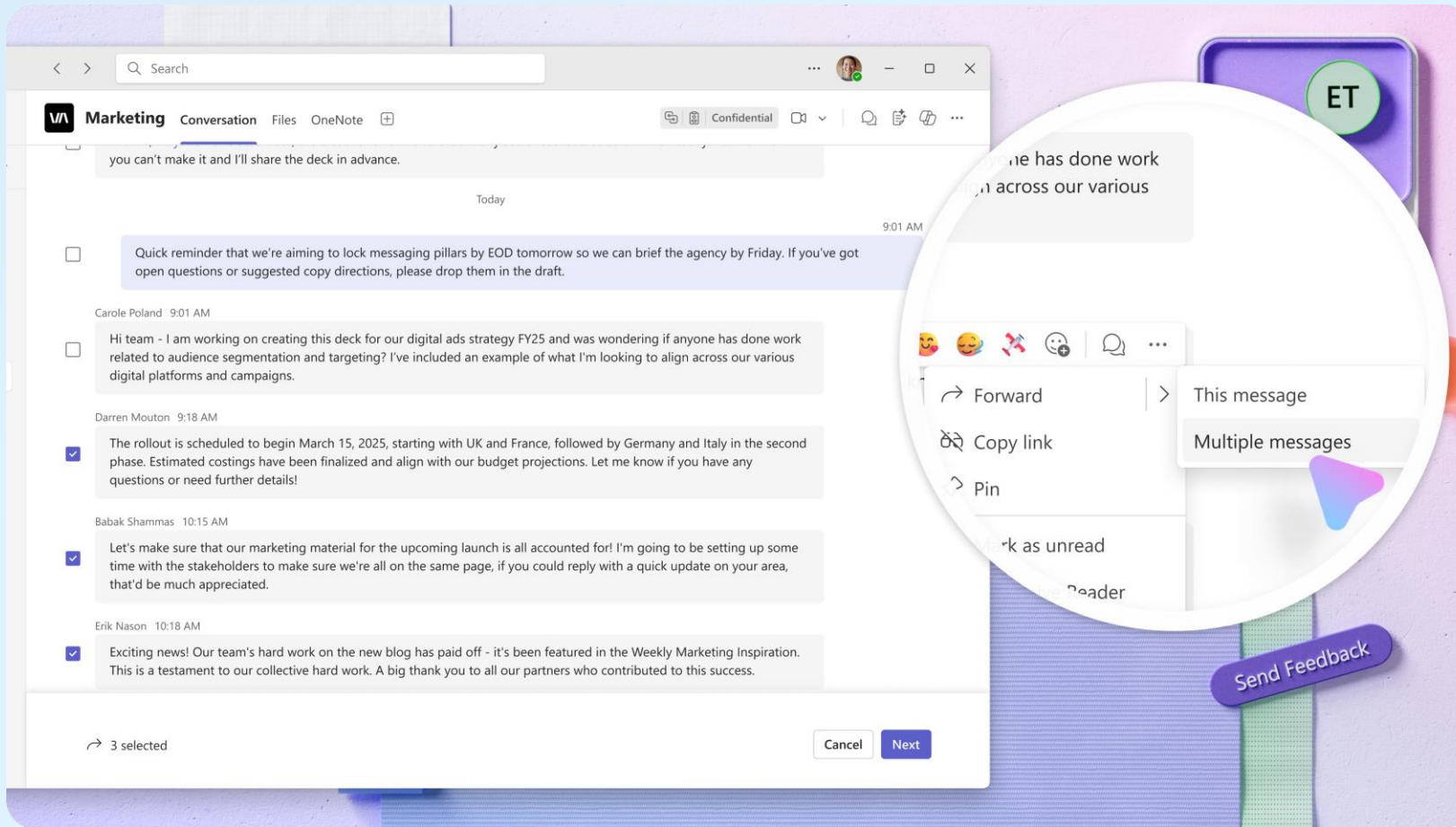
Show muted items in their own section

On



- Muted chats: default section to move muted chats out of main triage.
- Meetings: optional section to group all your meetings automatically.
- Both sections can be enabled or disabled.

# Multi-select forward



- Select and forward up to five messages from a chat or channel

# Pages in channels for organizing information

The screenshot shows a Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat, Calendar, Calls, OneDrive, and Copilot. The main area displays a channel named 'Marketing' with a sub-channel 'Fourth Coffee Project'. The channel page contains a Loop page titled 'Fourth Coffee Project' with the following content:

**Fourth Coffee Project**

Daisy Philips, Dani Please review and update as needed

**Introduction**

- To simulate realistic water pollution levels using synthetic data generation.
- Aid in water quality monitoring and environmental research.

**Report review**

	Work area	Owner	Progress	End date	Tasks
1	New user onboarding Team collaboration	Sarah	Completed	Fri, Oct 21	<input type="radio"/> Content Check
2	Improve lazy loading experience	Aadi Daisy	Off track	Thu, Mar 30	<input checked="" type="radio"/> Design-open <input type="radio"/> Tech feasibility
3	Reduce loading time	Andrew	Not started	Select date	<input type="radio"/> VA Check

+ New

**Step 1: Define Pollution Parameters**

- Identify key pollutants (e.g., nitrates, phosphates, heavy metals)

- Flexible collaborative pages powered by Loop in channels, enabling real-time collaboration, organization of key information and streamlined communication.
- Add more pages- as many as you need. You can also add an existing Loop component or Loop page as its own tab.

Simple by default, *powerful on demand*

# Slash commands

The screenshot shows a Slack channel named "Marketing" with a "Confidential" status. A message from Erik Nason at 10:18 AM is highlighted, titled "Spike in overlap between freelancer and creator segments". The message content reads: "I ran a fresh overlap report in Ads Manager this morning. Looks like our freelancer and creator segments are overlapping by nearly 47%. This wasn't the case 6 weeks ago. Should we consolidate these into a single segment or is it still worth splitting for creative testing? Curious to get growth + targeting POVs from you." The message has 27 replies. A circular callout focuses on the slash command menu for the word "schedule", showing the option "/schedule message" with the subtext "Schedule a message".

- `/window` – open chat, channel or thread in new window.
- `/participants` – list of people in current chat or channel.

## Coming soon

- `/notifications` – manage notification settings.
- `/createnewworkflow` – create a new workflow.
- `/schedulemessage` – compose now and send it later at scheduled time.

# Code blocks

The screenshot shows a Microsoft Teams chat window for a group named "Dream team". The chat history includes several messages from Kayo Miwa, Erika Fuller, and Will Little. A code block is being shared in the chat, titled "JavaScript". The code block is currently empty, and the user is in the process of editing it. The chat interface includes a sidebar with navigation options like "Unread", "Channels", "Chats", "Copilot", "Discover", "Mentions", "Favorites", and "Chats".

- Share and edit code blocks

The image shows two smartphone screens. The left screen displays a chat conversation in a group named "Dream Team". The chat history includes a message from Kayo M. asking for updates, a response from Daniela M. mentioning a great review, and a message from Will L. stating they've tracked down the root cause of an error. A code block is being shared in the chat, titled "JavaScript". The right screen shows the code block in detail, displaying the following JavaScript code:

```
1 const result = () => {
2   const copyfruits =
3   fruits.slice();
4   let highest = [];
5   for (let k = 0; k <
6   copyfruits.length; k++) {
7     if (copyfruits[k].length >
8     highestNumber) {
9       highestNumber =
10      copyfruits[k].length;
11      highest =
12      [copyfruits[k]];
13     } else if
14     (copyfruits[k].length ===
15     highestNumber) {
16       highest.push(copyfruits[k]);
17     }
18   }
19   return highest;
20 }
21 const fruits = ["apple", "banana",
22 "grape", "watermelon", "kiwi",
23 "orange"];
24 const result =
25 findLongestFruits(fruits);
```

# Stay on top of external collab with MTMA Hub

The screenshot shows a Microsoft Teams chat window with a search bar at the top. The chat is titled "Serena Davis" and includes tabs for "Chat" and "Files". The chat history shows several messages:

- Unread only toggle is turned off.
- Serena mentioned you** (4:55 PM): Daniela Mandera Can you check the latest revisions? Chat with Marie
- Marie mentioned you** (4:28 PM): Can you take a look at this latest file? Chat with Marie
- Will posted** (3:08 PM): I've attached the file we discussed... Van Arsdel > Marketing
- Sarah +2 reacted to your message** (3:05 PM): Any cool sights from your trip? Dream Team
- Chris posted an announcement** (1:29 PM): We're going live with our latest pro... Van Arsdel > General
- Darren mentioned Van Arsdel** (10:41 AM): Hi everyone! This months all hands... Van Arsdel > General
- Voicemail from Aadi** (12:1) 489-1902
- Keiko reacted to your message** (9:51 AM): That's me every afternoon Chat with Keiko

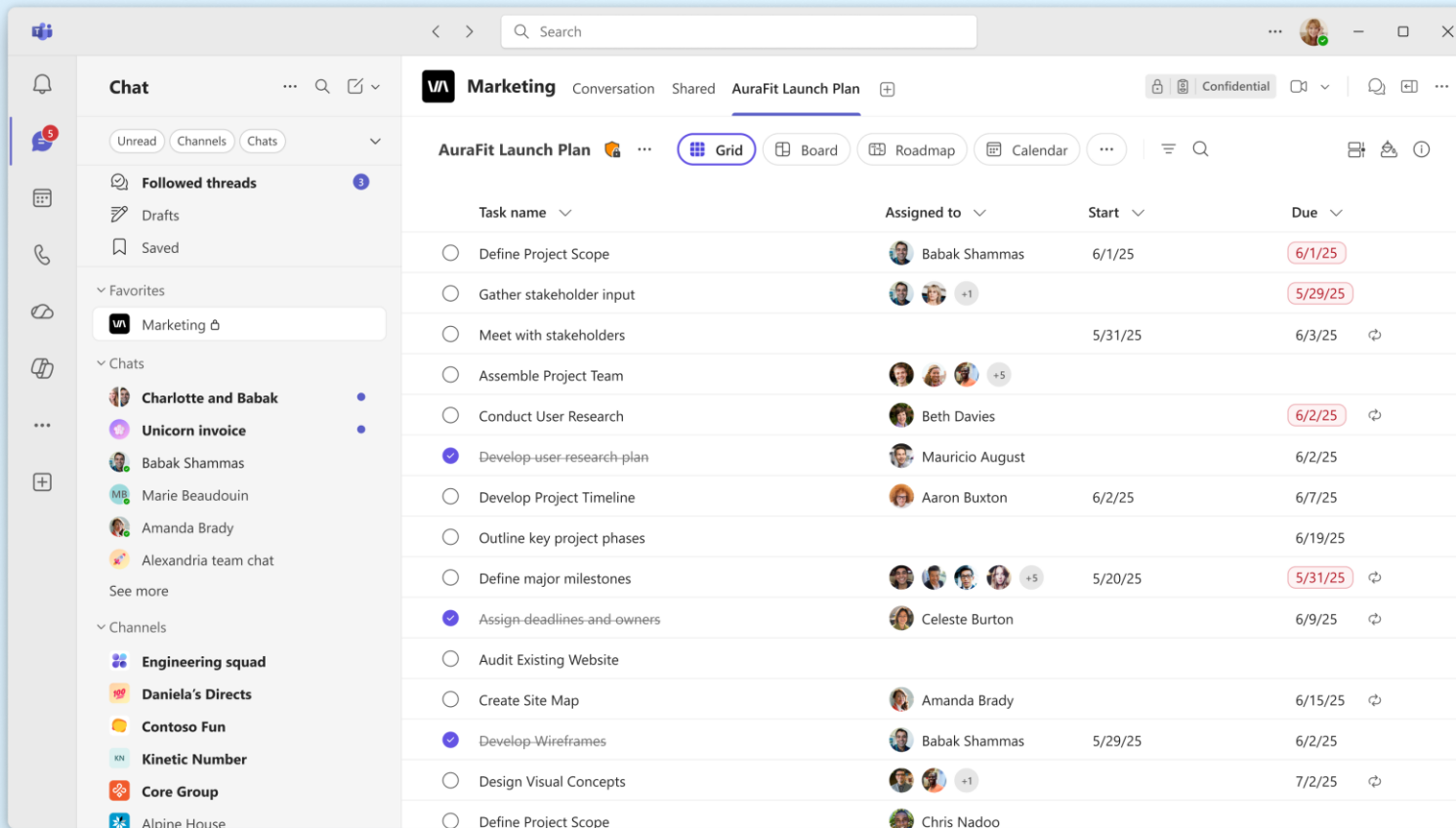
The main chat area shows a conversation with Serena Davis:

- Message: "We haven't had a break in a while"
- Response (11:10 AM): "Yeah, we haven't gotten lunch together in a while either!"
- Response: "We should go back to that ramne place. I've been craving it the last few days"
- Response: "ramen\*"
- Message (11:25 AM): "Yes that would be wonderful. I've been wanting to go too, especially with their new seasonal menu."
- Response: "I'll make a reservation for next week."
- Response: "Sound good?" (with 1 heart reaction)
- Response (11:28 AM): "I would love that!" (with a ramen bowl emoji)
- Response: "Oh btw Marie, I noticed in the document that there's a typo on the second page"
- Message (4:55 PM): **Daniela Mandera** Can you check the latest revisions? @

The chat input field at the bottom says "Type a message" and includes icons for emojis, attachments, and other actions.

- Stay aware of external collaboration

# Planner in Private and Shared channels

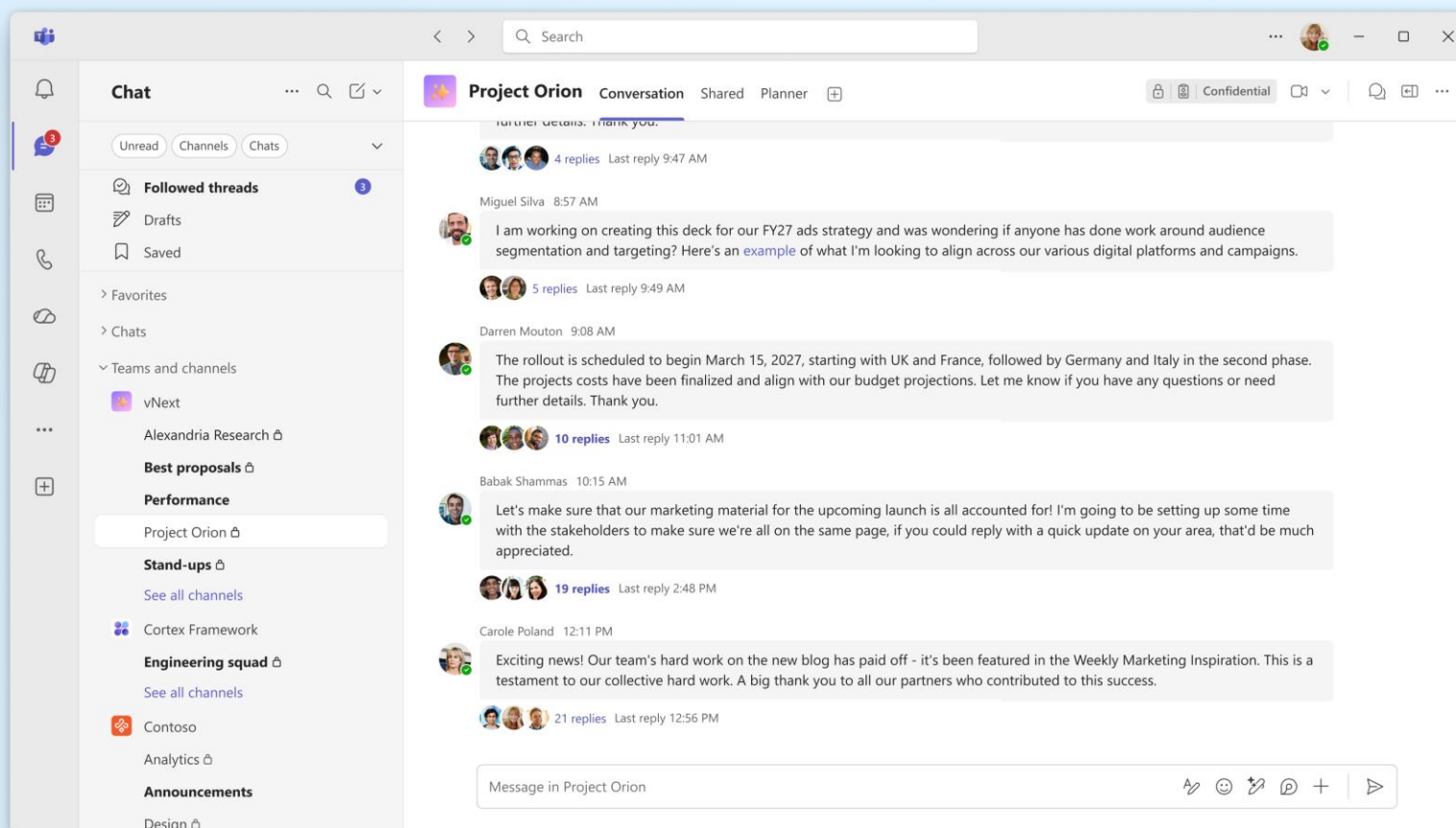


The screenshot shows the Microsoft Teams interface with a Planner tab active in a private channel named "AuraFit Launch Plan". The Planner view is in "Grid" mode and displays a list of tasks with columns for Task name, Assigned to, Start, and Due. The "Grid" tab is highlighted with a red circle.

Task name	Assigned to	Start	Due
Define Project Scope	Babak Shammass	6/1/25	6/1/25
Gather stakeholder input	Babak Shammass, +1		5/29/25
Meet with stakeholders		5/31/25	6/3/25
Assemble Project Team	Babak Shammass, +5		
Conduct User Research	Beth Davies		6/2/25
Develop user research plan	Mauricio August		6/2/25
Develop Project Timeline	Aaron Buxton	6/2/25	6/7/25
Outline key project phases			6/19/25
Define major milestones	Babak Shammass, +5	5/20/25	5/31/25
Assign deadlines and owners	Celeste Burton		6/9/25
Audit Existing Website			
Create Site Map	Amanda Brady		6/15/25
Develop Wireframes	Babak Shammass	5/29/25	6/2/25
Design Visual Concepts	Babak Shammass, +1		7/2/25
Define Project Scope	Chris Nadoo		

- Add Planner tabs to shared and private channels

# Increased private channel limits



- 1000 channels per team
- 5000 members per channel
- Channel meetings
- Simplified group-based (vs user) compliance consistent with other channels

**Channels** help *coalesce collaboration*, create *durable context*, and *work move forward*.

# AI in the flow of work



# Copilot enabled thread summary

The screenshot displays a Microsoft Teams chat window for a 'Marketing' channel. The interface includes a left sidebar with navigation options such as 'Chat', 'Copilot', 'Discover', 'Mentions', and 'Followed threads'. The main chat area shows a long thread of messages and replies. A summary card titled 'The rollout is scheduled...' is visible, providing a concise overview of the discussion. The summary card includes the following text: 'Darren, Babak, and Erik discussed the integration of AI smart cards into various surfaces within their platform. They explored the possibility of creating a reusable component that can be inserted into multiple places, such as left rails and search, and considered the limitations of UI canvases in Teams.' The summary card also includes a 'Send to: thread only' dropdown and a 'Reply in thread' button. The chat area shows messages from users like Babak Shammass, Darren Mouton, and Erik Nason, with their respective replies and timestamps.

- Copilot helps you catch-up on long threads easily

# Rewrite with Copilot

The screenshot shows a Microsoft Teams chat window. The chat is titled "Marketing" and is part of a "Conversation" shared with "Weekly Status Updates". The chat content includes several messages:

- Darren Mouton** (10:15 AM): "Drop status updates on launch marketing assets. Let's make sure that our marketing material for the upcoming launch is all accounted for!"
- Daisy Phillips** (12:18 PM): "Web Updates. Hey Design! As part of the Figma <> Code initiatives, we've updated all Teams 2 Variables that use Fluent tokens so their names now align with the actual Fluent UI code syntax. details listed below: What's Code Syntax Alignment? Instead of only seeing design variable labels, developers can now see the real Fluent UI token names directly in Figma."
  - This makes it easier for engineers to copy/paste and apply the correct Fluent UI tokens in code.
  - For example, spacing tokens like spacingVerticalXXXL and spacing
- Erik Nason** (1:08 PM): "Design topics thread"

A "Rewrite with Copilot" dialog box is open over the message from Erik Nason. The dialog has a text input field with the text "I have some feedback for the New Feature Spec, is it possible to add a few more details for clarity?". Below the input field, there is a "Rewrite" section with the text: "I'd like to offer some feedback on the New Feature Spec; could we consider incorporating additional details to enhance clarity?". A "Replace" button is visible, along with a warning: "AI-generated content may be incorrect".

- Ask Copilot to rewrite your draft before you send — helping you polish tone, clarity, and length without starting over.

# AI workflows to automate routines

The screenshot shows the Microsoft Workflows interface for configuring a workflow. The title is "Help me prepare for my day and send a brief in Teams". Below the title is a description: "Create a tailored brief that highlights your meetings, key responsibilities, and action items—so you can start with clarity and confidence." The configuration section is titled "Parameters" and includes the following fields:

- "Prepare for my \*": A dropdown menu with "day" selected.
- "Send summary to \*": A dropdown menu with "Teams" selected.
- "Send at this time \*": A dropdown menu with "16:48" selected.
- "Send on this day(s) \*": A row of seven circular buttons representing days of the week: S, M, T, W, T, F, S. The buttons for M, T, W, T, and F are highlighted in blue, indicating they are selected.

At the bottom of the configuration section are two buttons: "Back" and "Save".

- AI powered workflows within Teams and SharePoint with new skills and templates.
- Enterprise grade governance built on Power Automate

**Chat** ...

Unread Channels Chats

Copilot Discover Mentions

**Followed threads**

Favorites

- CoreFiber-Launch
- Status report - CoreFiber-Laun...

**Chats**

Teams and channels

- Zava
  - CoreFiber-Launch
  - General Comms
  - Weave Product Chat
  - Zava Lens Chat
  - Zava Product Launch Team
  - See all channels
- Analytics & Data Insights
- Women in Tech
- Engineering Operations
- Cloud and Enterprise Marke...
- Leadership
- Sales and Marketing

See all your teams

**CoreFiber-Launch** Conversation Shared Notes CoreFiber Launch Tasks Status

Hey team, excited to kick off the ZavaCore Fiber launch! Based on the corporate deck, our main focus is the double wall hexagon smart graphene mesh and the customizable features. What's our positioning for B2B vs. B2C?

👍 🗨️

5 replies Last reply 12:46 PM

12:47 PM

Can someone confirm which slides from the presentation we should use for the launch webinar?

👍 🗨️

6 replies Last reply 12:57 PM

Mona Kane 12:49 PM

How are we handling retail partners for ZavaCore Fiber? The deck lists flagship stores in SF, Atlanta, and NYC.

5 replies Last reply 12:52 PM

Carole Poland 12:54 PM

Team, what's the latest on ZavaCore Fiber production? Are we ready for the launch window outlined in the roadmap?

7 replies Last reply 12:58 PM

Edited

Reviewing the product roadmap—are we aligned on next-gen ZavaCore launches for Q4 and Q1?

👍 🗨️

3 replies Last reply 1:00 PM

David Power 1:21 PM

Can we talk about the broader market and how our features compare?

29 replies Last reply 2:13 PM

Message in channel

Can we talk about the broader market and how our features compare?

Last read

CoreFiber-Launch Agent AI generated 2:13 PM

Serena Ribeiro 9/9/2025 2:12 PM

Compare ZavaCore Fiber features to what's in market for smart clothing and produce a concise summary

Here is a concise summary comparing ZavaCore Fiber features to current smart clothing products on the market:

**Similarities:**

- Both ZavaCore Fiber and other smart clothing integrate sensors into the fabric for real-time monitoring (e.g., heart rate, movement, temperature).
- Use of conductive fibers (such as silver, copper, or conductive polymers) for data transmission.
- Designed for washability, with electronics that are either waterproof or removable.
- Common applications include health monitoring, sports tracking, gesture control, and adaptive temperature regulation.

**Differences & Unique Selling Points of ZavaCore Fiber:**

- Advanced Electronic Fiber Technology:** ZavaCore Fiber offers superior durability and flexibility, maintaining function after repeated stretching and washing. Its electronics are seamlessly woven into the fabric, making garments lighter and more comfortable compared to those with clip-on modules or bulky patches.
- Enhanced Data Accuracy:** The design allows for more precise sensor placement, resulting in higher accuracy for metrics like

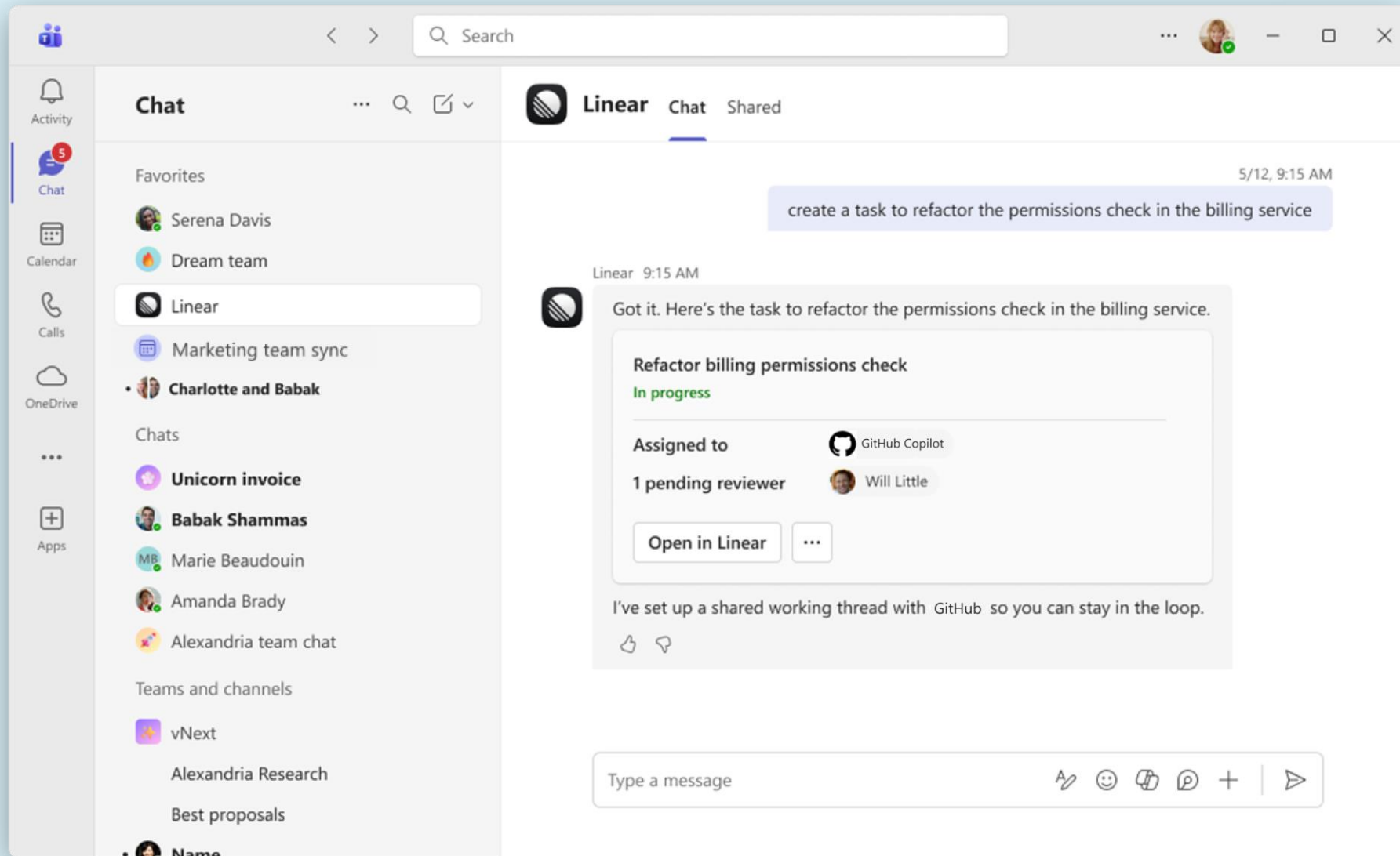
Send to: thread only

Reply in thread

# Agentic platform



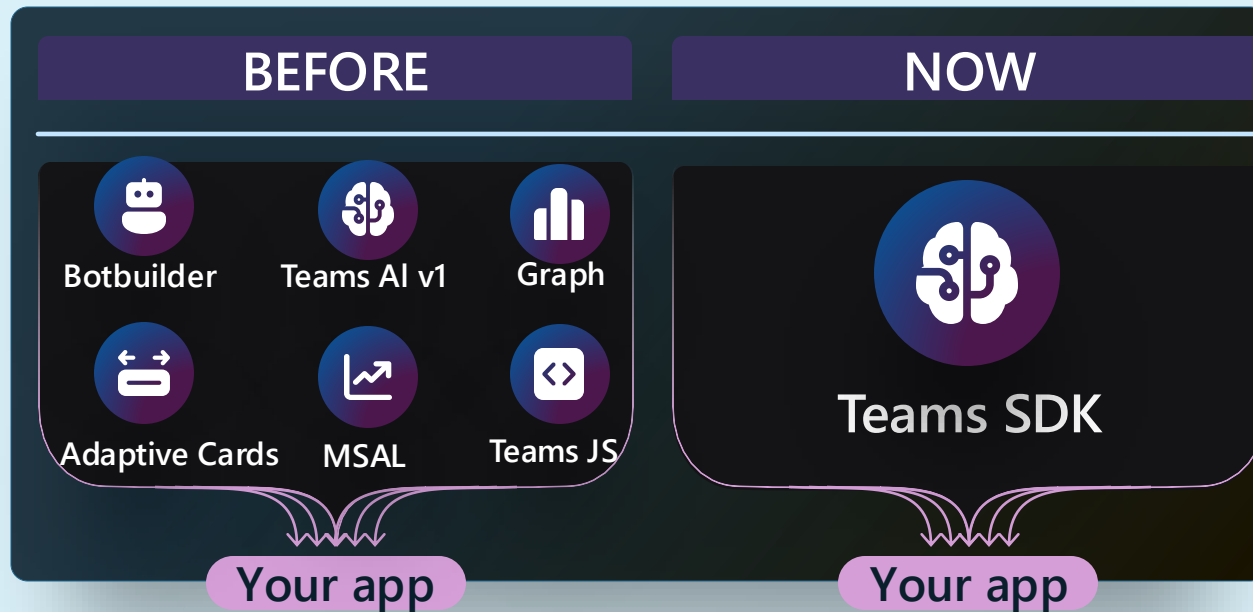
# The premier hub for human agent collaboration



- Group and 1-on-1
- Sync and async
- Short and long-running tasks
- Teams handles conversations with agents and people naturally with existing, familiar UI.

# Streamlined developer experience

## Teams SDK



Streamlined Developer Experience | Effortless Integration | Accelerated Workflows

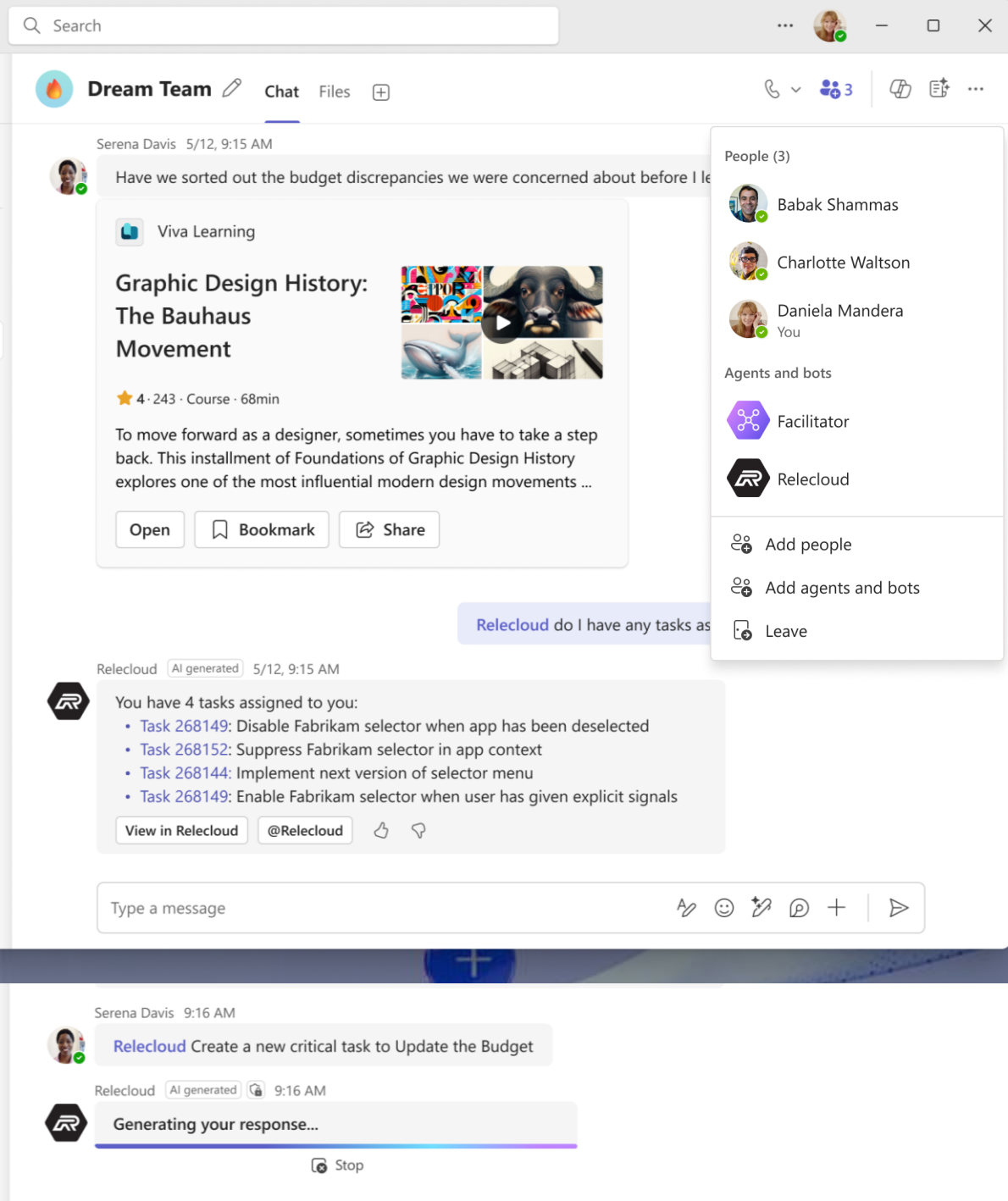
Teams SDK (JS, C#, Python preview)

Teams Agents Templates in Microsoft 365 Agents Toolkit

Agent UX (streaming, feedback loop, follow-up suggestions, citations, starter prompts)

MCP & Agent to Agent support

Developer Migration Guides



# Teams Collaborative Agent UX

UX designed for teamwork between agents and employees

## Teams Agent UX

- Source Citations
- Roster Integration
- AI Labels
- Multi-modal Support
- Feedback Buttons
- Sensitivity Labels
- Response Streaming
- 'Stop Generating'

## Adaptive Cards

- Inline Video
- Ratings
- Card Template Library
- Fluent Icons

# Targeted Messages

Marketing Agent, can you provide an overview of our Q4 performance, including a table detailing gross sales across key regions?

ⓘ Requires attention ▾

Marketing Agent AI generated 🔒 10:15 AM



🔒 Only you can see this message

**Daniela**, to complete this request, I'll need help from the [Jira CreateTask](#) tool <to create a task>. You'll need to allow access.

Always allow ▾

Don't allow

Manage



- Messages visible only to a specific user in a shared conversation preserving the group's focus

# Channel Agent with MCP Connectors

The screenshot displays a Microsoft Teams chat window titled "Marketing". The chat history shows several messages:

- Henry Brill: "Hey Daisy, great timing! Platform just met with the engineering team yesterday. Looks like the focus is on improving Sales/TYP integrations ahead of GA"
- Krystal McKinney: "Can someone provide clarification on whether the customers participating in the feedback funnel were selected based on their request or their usage of AI features?"
- Kayo Miwa: "For anyone interested in the deployment plan for GA week Kindly review this loop component [LT Planning Agenda](#)"
- Daisy Phillips: "It would be helpful if we send out an update early next week to finalize the design handoff, showing P1 and P2 blockers. We should also loop in the PM and content lead. Daniela, can you start pulling together this info and comms?"

A message from the "Marketing Agent" is highlighted: "Marketing Agent, list issues with link for playwright-mcp github repo since yesterday".

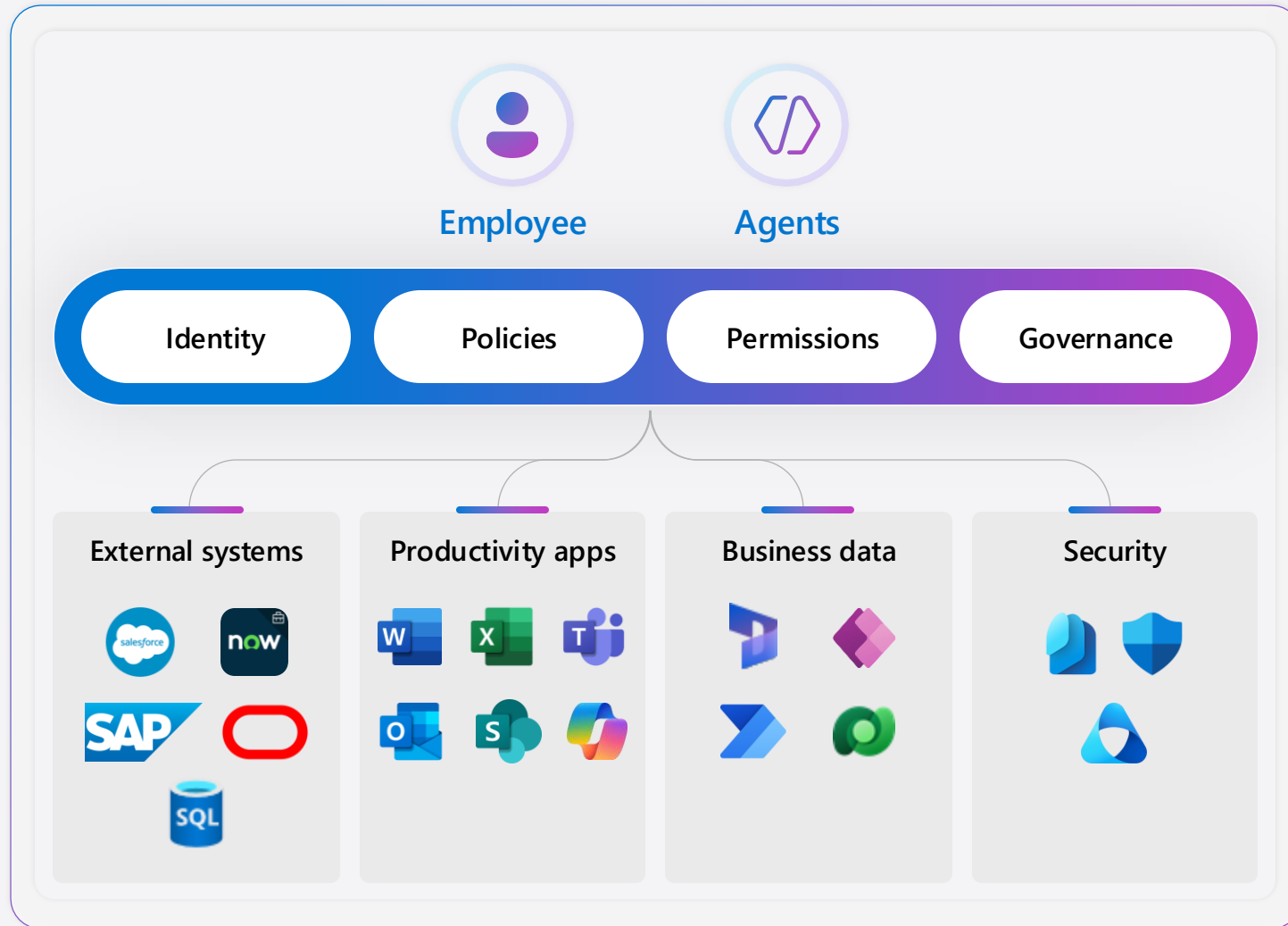
A screenshot of a GitHub repository is shown, titled "Marketing Agent, can you summa...". It displays a message from "Project Updates Agent" at 10:18 AM, asking for access to a GitHub repository. The message includes a dropdown menu for "list issues" and a table of repository details:

Owner:	microsoft
perPage:	50
repo:	playwright-mcp
since:	2025-09-02T00:00:00Z

Below the table are "Allowed" and "Deny" buttons. The screenshot also shows a list of issues created for the repository, with the first issue highlighted: "1. Codex is unable to use playwright mcp extension?". A screenshot of an error message is also included, stating: "Opened by MikeK184 on 2025-09-03 Codex from OpenAI cannot use playwright-mcp to navigate or start its own browser, even though the extension is installed. Error: Extension connection timeout. Screenshot included."

- Channel agent can work with select third-party MCP servers, such as GitHub, Asana and Atlassian (JIRA). This allows collaborative workflows that mirror real human teamwork.
- When a user asks Channel Agent a question, the agent can collaborate with other tools to gather information or complete tasks, transparently showing each step of its reasoning along the way.

# Microsoft 365 for employees, Agent 365 for agents



Unlock agent productivity –  
Extend the tools you already  
use to secure & enable people



## Every agent gets

- An identity
- Access to productivity tools, systems and data



## IT gets

- Total observability and visibility
- Control, security and governance

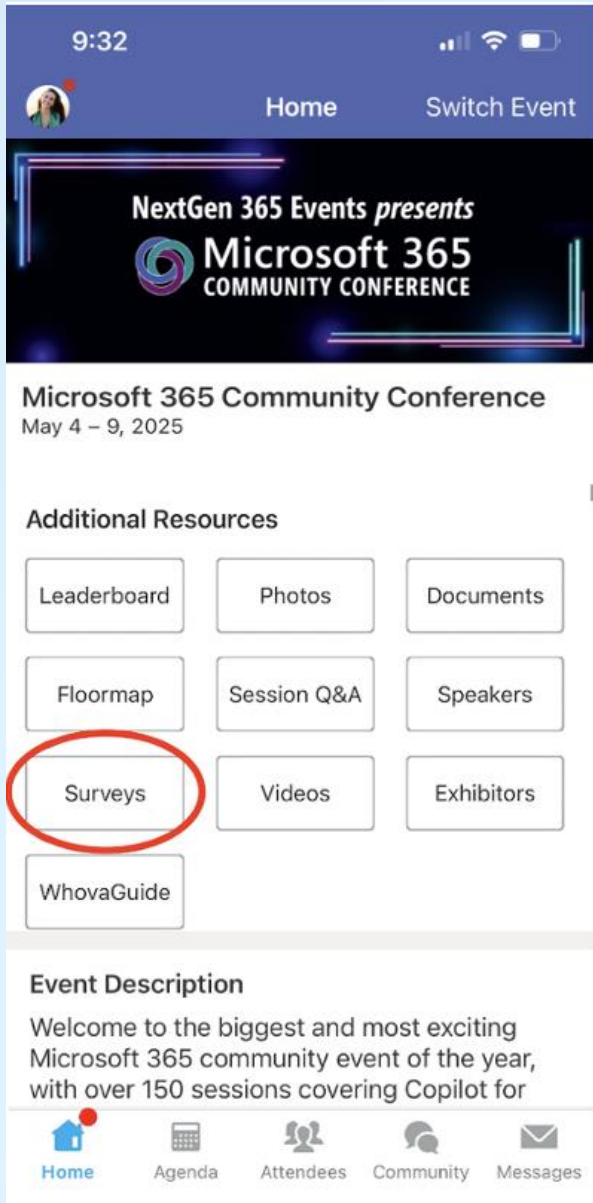
# Channels: the hub where work moves forward

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**Less noise, more momentum**  
**Copilot as personal assistant**  
**Agents as teammates**

**Thank You!**





# Session feedback surveys

We want to hear from YOU!

Share your feedback to make next years conference even better!

Here's how –

- Simply go to the Whova App on your smartphone.
- Scroll down on the M365 Community Conference Homepage to 'Additional Resources' to click "Surveys".
- Click Session Feedback.
- Scroll down to find this session title.
- Complete the session feedback survey.
- Finally, click 'Submit'.

It's just that easy!

# Uhova



The official event app for the  
**Microsoft 365 Community Conference**

**Event invitation code: Orlando2026**

**Join the event app to access:**

- ➔ Event announcements
- ➔ Personalized agenda, session details
- ➔ Speaker & attendee profiles
- ➔ Networking, meet-ups, messages
- ➔ Event documents