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General Questions

1. What is the AI-Powered Workplace?

The AI-Powered Workplace is a new category of technology solutions, designed to transform the world of flexible work and bridge the physical and digital divides between in-office and remote work.

In the AI-Powered Workplace, employees are empowered to use technology to coordinate where work happens more productively and experience a more modern workplace environment, where it's easy to collaborate seamlessly and more inclusively. Similarly, AI solutions enable IT administrators and facilities teams to optimize their investments in space and equipment more intelligently.

We're pleased to bring together a suite of solutions that make this new, AI-powered workplace a reality, across Microsoft 365 Copilot, Microsoft Teams and Teams Rooms, Microsoft Mesh and Microsoft Places. Together, these solutions enable our customers to reimagine flexible work in a way that empowers every employee to achieve their best outcomes.

2. What is Microsoft Places?

Microsoft Places is a new AI-powered workplace app that reimagines flexible work and has features integrated across Teams and Outlook.

Features and functionalities of Microsoft Places help employees to:

- **Coordinate** their work locations with co-workers, by choosing where and when to be in the office, booking the right meeting rooms and desks at the right time, using suggested information to prioritize moments that matter with frequent collaborators and new connections.
- **Modernize** their connections within the workplace by accessing information on what's happening in the building and who else is in the office through location awareness, navigating the floor with interactive map capabilities and exploring the available building amenities.

Places creates additional value for IT admins and facilities teams, too, enabling them to:

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- **Optimize** their workspace to reduce costs, to maximize space effectiveness with data and usage/trends analysis and to improve sustainability across the portfolio.

3. Who is Microsoft Places designed for?

Places unlocks value for 3 key groups:

- **End users:** Places not only makes it easy to plan and coordinate high-quality in-person interactions with colleagues (including booking the right spaces for the right engagements), but it also facilitates a more modern workplace experience where it's easier to connect with colleagues spontaneously and ad hoc.
- **Org leaders:** Places makes it easy for leaders to give their teams guidance on when to come into the office and facilitates better communication around in-office events
- **IT admins & real estate leaders:** Admins unlock more sophisticated space inventory management capabilities with richer data and analytics output, which can be supplemented with Copilot's advanced intelligence to provide insights and recommendations.

4. Where can I find the key features available in Microsoft Places today?

You can find the Places GA Features [here](#).

IT Admins and RE&F teams get rich intent and actual occupancy and utilization data when they have both Microsoft Teams Rooms & Devices as well as Places. This comprehensive data allows admins to optimize their workplace and devices.

5. Where can I find the key features coming soon on the public roadmap?

You can find the Places Roadmap features on the [Microsoft 365 Roadmap](#).

6. What is the role of AI in Microsoft Places?

AI-powered features such as recommended in-office days, intelligent booking, and advanced space analytics help users make informed decisions about their work locations and meeting spaces.

7. What customer pain point(s) does Microsoft Places solve for?

Places solves for common challenges related to flexible work:

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- Determining when it makes sense to come into the office
- Making in-office booking easier—whether conference rooms, huddle rooms, or desks
- Weakened ties with co-workers and feelings of disconnection
- Inconsistent experiences for co-workers in different locations (remote vs. office)
- Enhancing workplace experience
- Improving workplace management and drain on OPEX
- Better understanding of how much space is needed and what types of space are useful

Security, Privacy, and Compliance Questions

8. How does Microsoft Places ensure data privacy?

Microsoft Places does not track real-time location and it does not provide additional location granularity outside of the office. Microsoft Places stores, uses, and accesses customer data in accordance with the Microsoft Product Terms and the Data Protection Addendum. Microsoft Places also offers admin and user controls to allow customers to use Places in compliance with applicable laws and regulations and customer policies. Please review [Data protection and privacy](#) for more information on Microsoft's data privacy practices.

9. Where can I find the product terms?

Places is covered under Teams Premium product terms, which are available [here](#).

10. Is Places SOC2/ISO compliant?

Places is part of M365 and meets security and compliance requirements. Please refer to the M365 section of [Azure, Dynamics 365, and Microsoft 365 compliance offerings](#).

11. I need to ensure there is appropriate oversight for user onboarding and management. What permissions do I need to add and manage users?

Setting up and managing Microsoft Places requires admins to have specific Exchange administrator roles. See [Management prerequisites](#) for details.

12. Where is Places data stored?

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- We process Resource information in Entra, M365 Directory and metadata for Places stored in the Places directory.
- We process calendar data in the **user's mailbox** so that we can give conference room suggestions when the user is scheduling a meeting.
- We process meeting invites on **resource mailboxes** to Accept/Tentative/Decline events based on policies set by the tenant.
- We process calendar data on **resource mailboxes** to calculate analytics.

The above data is stored in Microsoft Exchange and thereby has encryption supported by M365.

13. Can I have a data warehouse connection to enable direct query or extract data?

Places directory data can be exported by using PowerShell cmdlets.

14. Is Places available 24x7? What is the availability SLA?

Yes. The SLA is 99.999%.

15. Microsoft is customer 0. When will this be rolled out internally at Microsoft?

Microsoft has successfully onboarded over 460 buildings and more than 11,000 rooms to the Places Directory. The Customer Zero program aims to collaborate with key stakeholders, including the Microsoft Places product team, Microsoft Digital, Marketing & Operations, and Global Workplace Services to roll out Microsoft Places internally. The goal is to share insights gained through this process to drive product improvement and accelerate launch readiness. In FY25, we are seeing 345% usage growth and 98% increased engagement from our employees. Please see the published article [here](#).

Deployment Questions

16. How can I configure floor plans for Microsoft Places? How do I set up a map?

Detailed steps for configuring floor plans are available on the Microsoft Learn platform at [Configure buildings and floors](#). Instructions to set up a map are available here: [Configure](#)

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[floorplans \(maps\)](#). You can also watch [Microsoft Places: Creating a new building](#) to learn how to configure buildings and [Setting up bookable resources](#) to learn how to configure floor plans.

The correlation process can be done manually or with the help of external partners. For more information, go to [Microsoft Places Data-Mapping Process](#).

17. What is IMDF?

IMDF stands for Indoor Mapping Data File, a format used for mapping indoor spaces.

18. Is there a way to visualize IMDF files to map feature IDs to actual rooms?

Third party directory and floorplan conversion tools can help with mapping and correlating IMDF files. For a full list of Integration partners, go to [Microsoft Places integration partners](#).

19. How can desk pools be made visible in the new desk booking experience?

Desk pools need to be parented to a section. You can use PowerShell to re-parent existing desk pools to sections. For more information, go to [Configure desk booking](#).

20. How much effort is required from an IT admin to deploy Microsoft Places?

The amount of effort depends on what features you use. Adding buildings is relatively simple, and there are different stages for enabling intelligent booking and floor plans. Customers can [download a deployment playbook](#). We provide a free PowerShell script to associate desk booking devices at [Add peripherals to inventory](#). As an approximation, deployment should take approximately half a day for a small office.

21. How do I enable the Places app in new Outlook?

The Places app must be enabled in the settings. For more information, go to [Add the Places app to Outlook and Teams](#).

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22. How do I find out which license is required?

Go to [Microsoft Places overview - License requirements](#).

23. What kinds of partners does Microsoft Places have?

Places has two kinds of partners: services partners and integration partners.

Service partners help customers onboard, manage, and sustain deployments of Places. Service partners provide unique industry expertise and value to customers across a range of professional services offerings, helping them navigate the complexity of the ecosystem. They assist in driving a solution, managing through implementation, and continuing support through the product lifecycle.

You can find the list of service partners in the [Microsoft Places Partner Directory](#).

Integration partners deliver solutions directly to customers across a range of sub-categories to address various needs, stakeholders, and experiences in the workplace. ISV partners add to customer experience by providing access to data sources that help enhance the existing Places experiences and analytics, by connecting partner systems and information to our underlying Places directory back-end, and by integrating partner applications with Places.

- Directory and Floorplan conversion partners can convert and import floorplans and spatial data to support the onboarding and ongoing management of Places.
- Data integration partners can use existing signals from sensors to enrich Places analytics.
- Application hosting partners enable services and amenities unique to each workplace location by engaging with partners from the Microsoft Teams apps marketplace and other sources. Example applications can include visitor management, signage, IT ticketing, facilities ticketing, food service, and so on.

For the complete list of integration partners, go to [Microsoft Places Integration Partners](#).

Be sure to check monthly as new partners will be added as the partner ecosystem grows and expands with Places capabilities.

24. Does Microsoft Places support third-party sensor integration?

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Yes, Places supports integration via our Graph APIs to further enrich the workplace experience. Places APIs are part of Graph APIs. To learn more, visit [Connecting building occupancy signals](#).

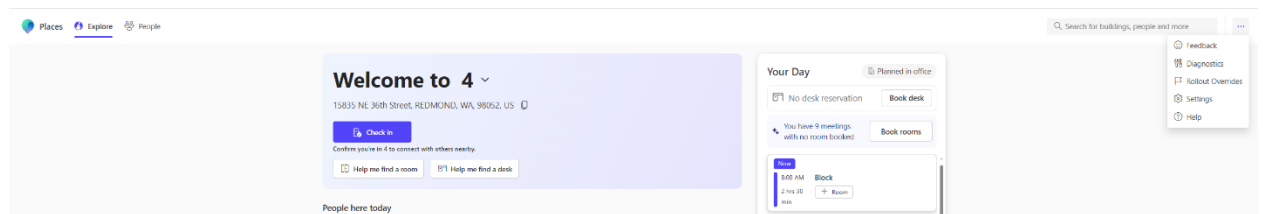
Product Questions

25. How do I block Places for specific users in the production tenant?

You can block specific users using PowerShell. For more information, go to [Set up tenant restrictions v2](#).

26. Where can I report a bug?

Please report in the product via the feedback in the top right corner



27. Can I indicate a half-day in the office and half-day remote?

Yes, you can set whether you work remotely or in the office for partial days. For more information, go to [Set your work hours and location in Outlook](#).

28. Can Location in Outlook be scheduled as a recurring event? For example, if I'm mostly at home can I then change my location from home to office for each day as needed?

Yes. You can create a recurring work plan through Outlook "work hours and location" settings or through clicking the location icon (house or building) in your new calendar experience to open the Places card and selecting the gear icon. Day by day you can update your location through the Places card as well.

29. Can I set manually who I work with?

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Places pre-populates a list of your co-workers based on a list of factors, but you can always manually update that list by adding additional co-workers.

30. For team guidance, can I set up a one-time event for the group vs recurring?

You could make a one-time Team Guidance event by listing the “Repeats Weekly Until” date as the same date for the event so that it will not repeat. The purpose of Team Guidance, however, is to create a recurring rhythm.

31. What is the difference between inferred and sensor-based utilization in Places?

Inferred utilization is derived from software check-ins for buildings, rooms, and desks, while sensor-based utilization uses hardware sensors to provide more accurate data. Customers can work with sensor partners to gather actual utilization data. Both methods can complement each other for a comprehensive understanding of space utilization. To find out more information about sensors, go to [Connecting building occupancy signals](#).

Customers can also set up bookable desks, which can provide actual utilization data (utilization, reservation, occupancy, and more) based on plug-ins to peripherals on the desk, such as a monitor.

32. Can you provide a list of compatible Sensors and vendors?

For information on sensors and vendors, go to:

- [Connecting building occupancy signals](#)
- [Building analytics](#)

Additional Information

33. Monthly Demo Days

You can attend our **monthly demo days** on the third Tuesday of every month at 8:30 A.M. PT at <https://aka.ms/PlacesLiveDemoAM>

Past recordings:

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- Places 101: [Microsoft Places February Demo Day recording](#)
- Team Guidance and Workplace presence: [Microsoft Places Team Guidance and Workplace Presence demo video](#)
- Space Analytics: [Microsoft Places demo - Space Analytics](#)
- Copilot: [Microsoft Places January Demo Day featuring Copilot scenarios](#)
- Roadmap: [Microsoft Places Demo Day recording - April / Roadmap](#)

34. Weekly Customer Office Hours

You can attend our **Weekly Places Customer Office Hours** every Thursday from 9–10 A.M. Pacific Time at [Microsoft Customer Weekly Office Hours](#).

There is also a Teams Rooms office hours every Wednesday from 9–10 A.M. Pacific Time. <https://portal.rooms.microsoft.com/>

35. Learn Pages

On the Microsoft Learn site, there is a large set of [Microsoft Places documentation](#) that is frequently updated.

36. Support

You can open a ticket with Microsoft support. Microsoft 365 customer service is trained on the latest features of Microsoft Places. For **customer support requests**, go to [Get support for Microsoft 365 for business](#).

37. End User Customer Adoption Materials

- [Deployment Guide](#)
- [Setting up Bookable Desks in Microsoft Teams](#)
- [Microsoft Places Customer Quick Start Guide](#)
- [First things to know about bookable desks in Microsoft Teams](#)
- [Video: Microsoft Places: Creating a new building](#)
- [Video: Setting up bookable resources](#)

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- [Video: Configuring floor plans](#)
- [Video: Microsoft Places: Collaborate with coworkers, book desks, and rooms](#)