

Modern Work and Copilot Engagement Program



Copilot Calling & Meetings Workshop

Understand how to leverage Copilot capabilities within Microsoft Teams and Teams Phone System.

Recommended starting point



Teams Phone Pilot with NTT DATA Cloud Voice

Understand the real value of Microsoft Teams calling in your existing environment. Gain insights into how to migrate to a Teams or hybrid environment.

- ✓ 25 (up to 50) users enabled with Cloud Calling (Operator Connect) & User Numbers on Client's tenant
- ✓ 2 users enabled with advanced use cases to replace your existing PBX's features & functionalities – access to future features
- ✓ Service numbers set up with Auto Attendant & Call Queues configured
- ✓ Trial calling experiences and understand how to incorporate upcoming Microsoft 365 Copilot capabilities
- ✓ Fully funded by Microsoft for eligible customers
- ✓ Alignment with Microsoft around Copilot enablement steps



Copilot Studio / Sales with NTT DATA Cloud Voice Workshop / Demo

Understand how to work with customers to create innovative solutions leveraging Copilot Studio/Sales, contact centers and CRM functionality.

Outcomes delivered

Streamline cloud migration

Replicate in the cloud your EX and CX use cases found in your on-premise architecture.

Future-proof your EX & CX

Plan for future Microsoft Modern Work evolutions by leveraging our access to core development teams.

Unlock productivity

Integrate key communication methods with the cloud to bring AI productivity gains into customer engagements.

Test features & functionalities

Experience advanced use cases with Teams Call Queues, Auto Attendant and our Service numbers.

Leverage Microsoft 365 Copilot

Understand how to incorporate upcoming Microsoft generative AI capabilities into your Modern Work.

Compliance & feature parity

Our professional services team help you maintain compliance and feature parity with systems of any complexity.

Copilot use cases that drive immediate Client attention

Leverage these use cases as short-term Proof-of-Value to deploying Copilot for M365

Use case 1: EX & CX scenario

Use case 2: EX scenario

Use case 3: EX & CX scenario

Director of a Contact Centre (Insurance/Healthcare Industry)

Call volumes via contact centre are reaching peak after an urgent price increase communicated to customers. Call centre and IT have had little time to prepare as this was a board decision to move quickly.

- Microsoft 365 Copilot
- Copilot for Services
- Copilot Studio
- Copilot for Dynamics 365
- Teams Phone System
- Teams Premium
- Cloud Voice for CX (Service Numbers)
- Operator Connect
- Managed EX Essentials / Premium
- Professional Services

Solutions to position:



Account Executive of a Financial Services Major Account

Receives a client escalation and action needs to be taken for the at-risk client. They have no calendar availability to discuss with the team or delegate action items.

- Microsoft 365 Copilot
- Teams Phone System
- Operator Connect
- Compliance Recording
- Managed EX Essentials / Premium
- Professional Services

Solutions to position:



Office Manager at a Manufacturing Site

A key issue has been identified on the manufacturing floor, requiring the manager to monitor the situation whilst critical staff coordinate a fix to a malfunctioning piece of equipment.

- Microsoft 365 Copilot
- Teams Phone System for Frontline Workers
- Teams Premium
- Operator Connect
- NTT Extend for Microsoft Teams
- Managed EX Premium
- Professional Services

Solutions to position:

