



FY25 November FastTrack Partner Community Call

November 20-21, 2024

Event logistics

- **Captions:** Go to **More** in Teams for live captions and select **Language and speech and then Turn on live captions**. In the bottom right of Teams, select **Settings, Caption language**, then choose preferred language.
- **Materials:** Event content and recording will be made available on the FPC Blog a few days after the event has concluded.
- **Questions:** Please post your questions in the meeting chat. We will be answering questions in the chat throughout the event.

Agenda

Topic	Presenter	Time (minutes)
Welcome	Amy Jarosky	5
Top of Mind: Americas, Asia, EMEA	Lily Cui, Akira Mizusawa, Asier Albisu	5
Advanced Deployment Guides (ADGs)	Ana Fitzpatrick	5
Copilot Partner Skilling	Chris Shirley	15
FastTrack Partner Center Experience (FPX) / Partner Conversation Zone	Christian M., Sakshi G., James P., Wendy H.	15
Voice of FastTrack Partner	Aimee Fulwell, Julie Martin	10

Top of Mind: Americas

Lily Cui, Partner Success Manager

Americas

Big thank you for your contribution and collaboration with us!

Progress and Key Results

- PSM Role Change: **Partner success is PSM success**. Focus of strategic relationships and business development.
- **Partner Success Plans**: Business strategy and driving results.
- Quick to Market (QTM) Motions: Voucher Success

Focus areas and Asks

- **Copilot** initiatives:
 - Copilot became CPOR Claimable
 - **Copilot Jumpstart**: Utilize Copilot data for customer propensity (talk to your PSM). Leverage Copilot Adoption and Accelerator workshops.
- Get to know your **FastTrack Architects** and opportunities to collaborate.
- Fully utilize **LXP framework** working with PSMs
- SMEs will help you! Submit a **SME request** and ask for **training** as needed.

Top of Mind: Asia

Akira Mizusawa, Asia Regional Manager

Asia

Big thank you for your contribution and collaboration with us!

Progress and Key Results

- Partner Success Plans: business strategy and driving results. **Let's keep our dialogue**, updating it!
- PSM Role Change: **Partner success is PSM success**. Focus of strategic relationships and business development.
- **Copilot** related offers, CPOR registration.

Focus areas and Asks

- Get to know your **FastTrack Architects** and opportunities to collaborate.
- Fully utilize **LXP framework** working with PSMs
- Advanced Deployment Guides (ADGs): Utilize ADGs for customers
- SMEs will help you! Submit a **SME request** and ask for **training** as needed.
- Focus on Copilot and Security. Leverage your resources to make momentum, create more opportunities!

Top of Mind: EMEA

Asier Albisu, EMEA Regional Manager

EMEA

Big thank you for your contribution and collaboration with us!

Progress and Key Results

- PSM Role Change: **Partner success is PSM success**. Focus on strategic relationships and business development.
- Partner Success Plans: business strategy and driving results. **Review regularly and update the plan as needed.**
- **Copilot** related offers, CPOR registration

Focus areas and Asks

- Fully utilize **LXP framework** working with PSMs.
- Advanced Deployment Guides (ADGs): Introduce and utilize ADGs for customers.
- SMEs are available to help you! Submit a **SME request for any engagement.**
- Focus on Copilot and Security. Leverage your resources to make momentum, create more opportunities!
- Continue sharing with PSMs product feedback you receive from customers.
- Get to know your **FastTrack Architects** and opportunities to collaborate.

Advanced Deployment Guides

Ana Fitzpatrick, Senior Product Manager

Advanced Deployment Guides

A consistent FastTrack experience to help take customers from foundational to advanced enablement and help them realize the full potential of their investment.

What are they?

- **Simplified** guidance and processes available in the Microsoft 365 admin Center to deploy workloads.
- When these guides are used, **important customer data is captured** that is then used to improve them.
- Accessed by admins in the MAC or through setup.microsoft.com (nonadmins).

Why?

- When used, they **establish a clear deployment roadmap, scope, and expectations** of the FastTrack benefit.
- This repeatable tool **helps to improve the consistency** of the service that the customer experiences.
- **FastTrack services are more easily explained** when a customer can visually see the deployment path.

Updated Core M365 ADGs

Join us for the [M365 Core Workloads Advanced Deployment Guides Office Hours](#) on **December 5, 2024**, where we will cover the updates and provide demos!

What's New?

- **Enhanced User Experience:** Improved navigation and guide flow for a better end-user experience.
- **Optimized Deployment Steps:** Streamlined processes for faster and more efficient deployment.
- **Advanced Troubleshooting Resources:** New tips and resources to quickly resolve common issues.
- **Updated Content and References:** Latest content, compliance guidance, and updated "Learn more" links.
- **Enhanced Guidance Visibility:** Certain parts are now unminimized by default, incorporating feedback for a better customer experience.

Exchange

- [Exchange Mail Setup Guide](#) (released April 2024)
- [Exchange Online Protection \(EOP\) Guide](#) (released September 2024)

Teams

- [Teams Setup Guide](#) (released August 2024)

SharePoint

- [SharePoint Online Setup Guide](#) (planned release - December 2024)

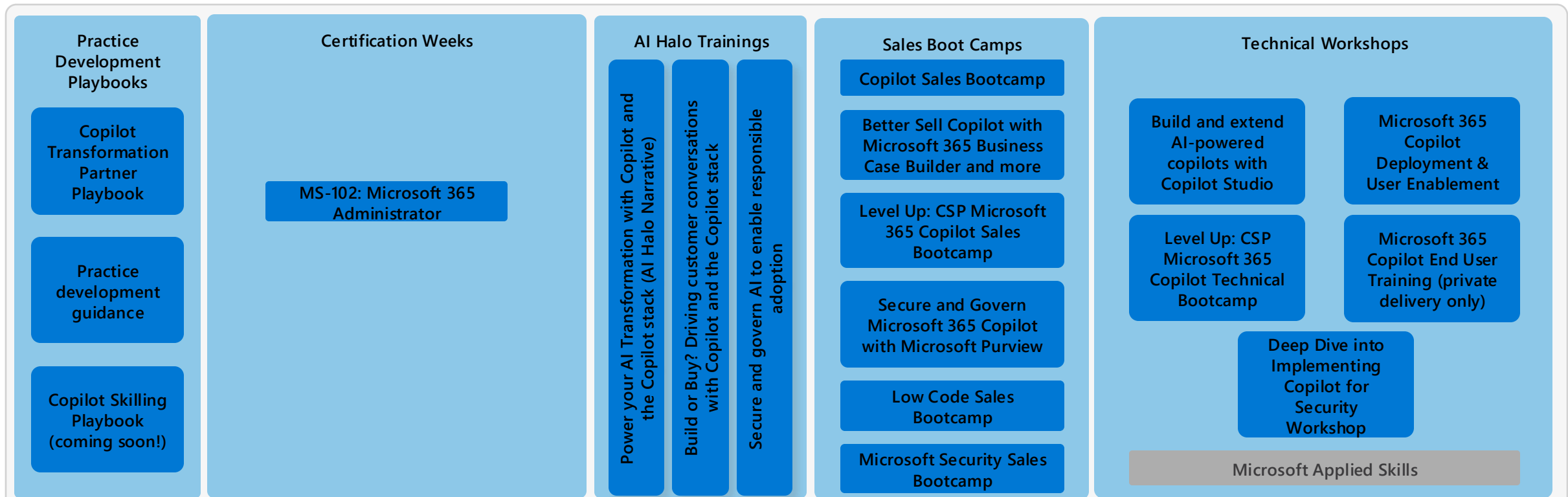
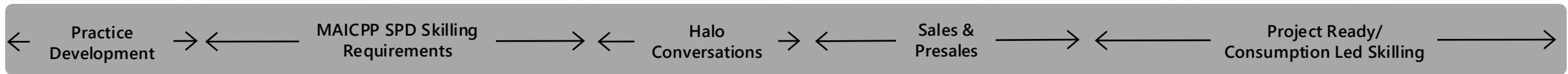
Microsoft 365 Apps

- [M365 Apps Deployment Guide](#) (planned release – January 2025)

Copilot Partner Skilling

Chris Shirley, Partner Skilling Lead – Copilot & Modern Work

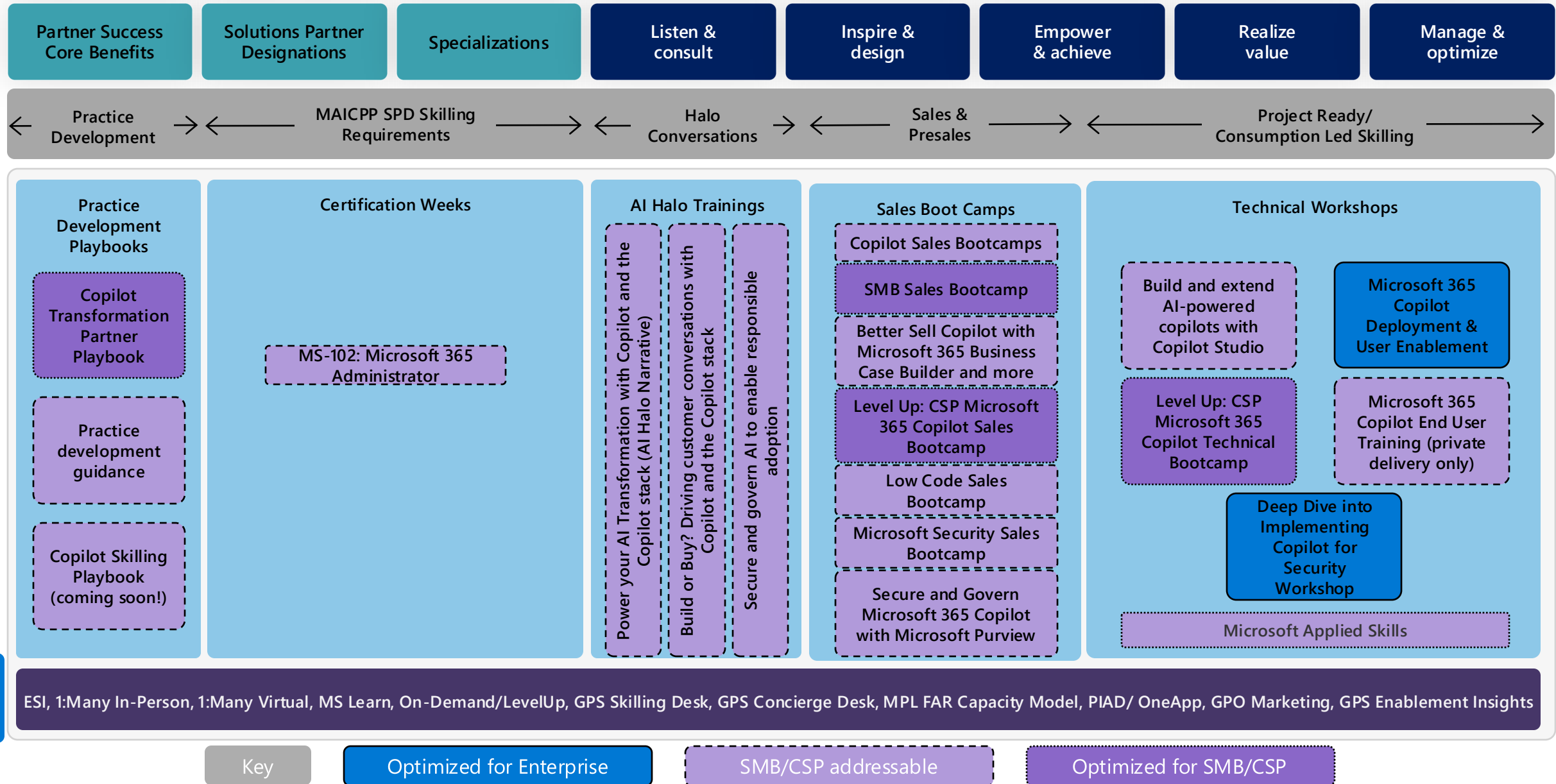
Drive Business Transformation with Microsoft 365 Copilot



Primary Levers

ESI, 1:Many In-Person, 1:Many Virtual, MS Learn, On-Demand/LevelUp, GPS Skilling Desk, GPS Concierge Desk, MPL FAR Capacity Model, PIAD/ OneApp, GPO Marketing, GPS Enablement Insights

Drive Business Transformation with Microsoft 365 Copilot – SMB/CSP Partner Skilling



H1 Partner Skilling: Drive Business Transformation with Copilot (Sales)



Power your AI Transformation with Copilot and the Copilot Stack

On demand: aka.ms/PartnerSkilling



Low Code Sales Bootcamp

February 10-12: aka.ms/PartnerSkilling



Copilot Partner Bootcamp for Sellers

October 29-31: aka.ms/PartnerSkilling



SMB Sales Bootcamp

January 28-30: aka.ms/PartnerSkilling



Copilot Business Value Bootcamp

ESI Jumpstart Bootcamp: aka.ms/DW-100 (also available to GSIs as a private delivery)



Level Up: CSP Microsoft 365 Copilot Sales Bootcamp (formerly CSP Masters)

December 10 (US/EMEA): aka.ms/LevelUpCSPBootcamp



Level Up Microsoft Copilot Sales Champion

On demand: aka.ms/CopilotSalesChampion (access code MOKC-MCJB)

H1 Partner Skilling: Drive Business Transformation with Copilot (Pre-Sales/Project Ready)



(Technical Pre-Sales) Build Governance and Security for Successful AI

On demand: aka.ms/PartnerSkilling



(Technical Pre-Sales) Better Sell Copilot with M365 Business Case Builder and more

November 5: aka.ms/PartnerSkilling



(Project Ready) Microsoft 365 Copilot Deployment & User Enablement

December 3-5: aka.ms/PartnerSkilling



(Technical Pre-Sales) Secure and Govern Microsoft 365 Copilot with Microsoft Purview

November TBA: aka.ms/PartnerSkilling



(Project Ready) Build and extend AI-powered copilots with Copilot Studio

December 3-5: aka.ms/PartnerSkilling



(Project Ready) Build or Buy? Driving customer conversations with Copilot and the Copilot Stack

November 19-21: aka.ms/PartnerSkilling



Level Up: CSP Microsoft 365 Copilot Technical Bootcamp (formerly CSP Masters)

September 11-12 (US/EMEA), September 18-19 (ASEAN), October 16-17 (US/EMEA), October 22-23

(ASEAN), December 11-12 (US/EMEA): <http://aka.ms/LevelUpCSPBootcamp>

Azure AI Trainings:
aka.ms/Partner/AzureVC

H1 Copilot Partner Skilling In Person Events

(Sales, Technical Pre-Sales, and Project Ready) Microsoft AI Partner Training Days

Berlin, November 7; Toronto, December 2; Sydney, December 10

ms-ai-partner-training-day.com

(Project Ready) Regional Copilot Extensibility Technical Workshops - Americas

Vancouver, November 5, [Register Now](#); Irvine, December 10, [Register Now](#)

(Project Ready) Regional Copilot Extensibility Technical Workshops - Asia

Kuala Lumpur, November 26, [Register Now](#); Tokyo, December 19, [Register Now](#)

(Project Ready) Regional Copilot Extensibility Technical Workshops - EMEA

Rome, November 20, Reg link coming soon; Amsterdam, December 5, [Register Now](#); Riyadh, December 12, [Register Now](#)

Copilot Jumpstart Training Requirements

Current

Starting October 2024





Prioritized

To retain Prioritized

Copilot Specialization and any stay updated on refreshed/new trainings

Ready




To graduate to Prioritized

(Sales) Copilot Business Value Bootcamp **DW-100**  aka.ms/DW-100
AND
(Project Ready) Microsoft 365 Copilot Deployment and User Enablement **DW-101**  aka.ms/DW-101
AND
(Project Ready) Build and extend AI-powered copilots with Copilot Studio **DW-102**  aka.ms/DW-102
AND
(Pre-Sales) Secure and Govern M365 Copilot with Microsoft Purview **DW-103**  aka.ms/DW-103

Community



(Project Ready) Copilot for Microsoft 365 Deployment & User Enablement Bootcamp *JS-100*

To graduate to Ready

(Sales) Copilot Business Value Bootcamp **DW-100**  aka.ms/DW-100
AND
(Project Ready) Microsoft 365 Copilot Deployment and User Enablement **DW-101**  aka.ms/DW-101
OR
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Jumpstart tiers

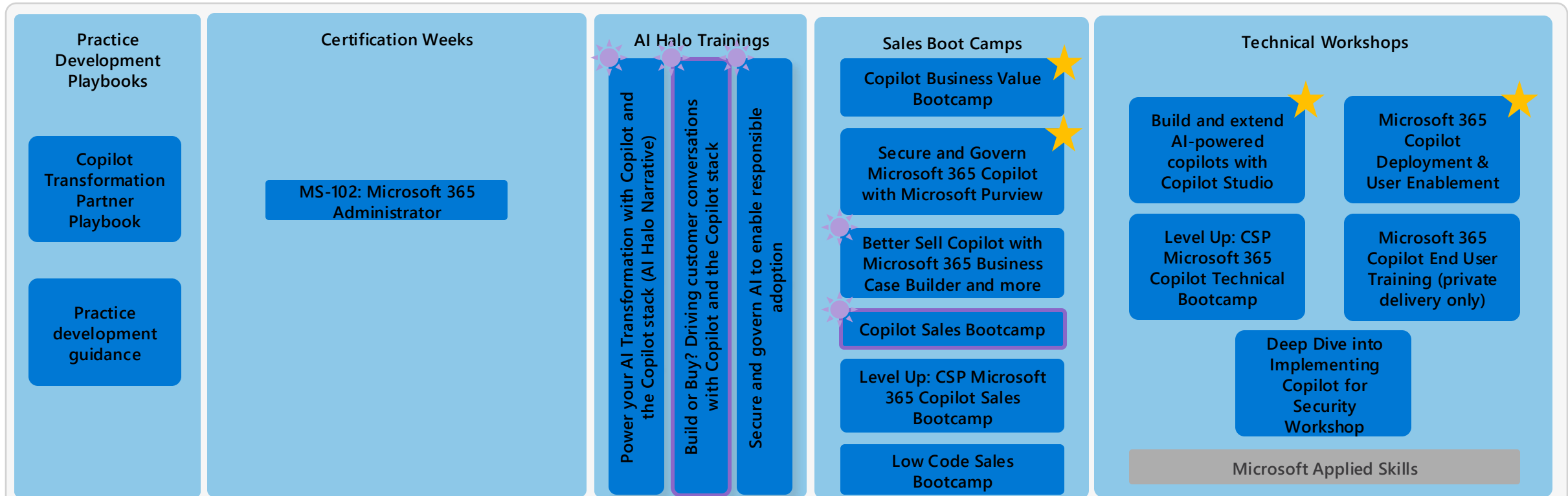
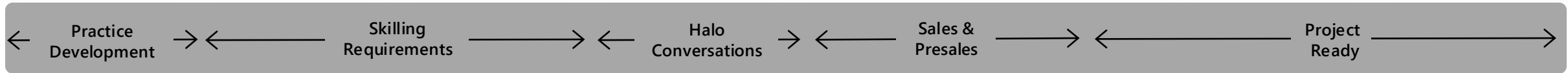
Prioritized	<ul style="list-style-type: none"> Proven track record driving results 	<ul style="list-style-type: none"> Promoted to field for co-selling
Ready	<ul style="list-style-type: none"> MW or Biz Apps Specialization Practice & capability vetted 	<ul style="list-style-type: none"> Access to investments (Copilot Accelerate)
Community	<ul style="list-style-type: none"> Incubation partners 	<ul style="list-style-type: none"> Skilling and readiness

 Registrations are live
 Registrations live in Q2

Learner requirements: Two learners per course per operating market (country level)
aka.ms/JumpstartBootcamps to see all four trainings

Drive Business Transformation with Microsoft 365 Copilot

 Jumpstart required training
 Recommended training



Execution Engines (Demand Generation, Registration & Enrollment, Event Streaming, On-Demand, Reporting)

H1 Partner Skilling: Drive Business Transformation with Copilot (Sales)



Copilot Business Value Bootcamp



Ongoing ESI bootcamp: aka.ms/DW-100



Power your AI Transformation with Copilot and the Copilot Stack



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 Jumpstart required training

 Recommended training

H1 Partner Skilling: Drive Business Transformation with Copilot (Pre-Sales/Project Ready)



New badges coming soon!

(Technical Pre-Sales) Build Governance and Security for Successful AI

On demand: aka.ms/PartnerSkilling



★ Jumpstart required training

☀ Recommended training



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(Project Ready) Microsoft 365 Copilot Deployment & User Enablement

Ongoing ESI bootcamp: aka.ms/DW-101



New badges coming soon!

(Technical Pre-Sales) Secure and Govern Microsoft 365 Copilot with Microsoft Purview

Ongoing ESI bootcamp: aka.ms/DW-103 (registration live in October)



New badges coming soon!

(Project Ready) Build and extend AI-powered copilots with Copilot Studio

Ongoing ESI bootcamp: aka.ms/DW-102 (registration live in October)



(Project Ready) Build or Buy? Driving customer conversations with Copilot and the Copilot Stack

November 19-21: aka.ms/PartnerSkilling



Level Up: CSP Microsoft 365 Copilot Technical Bootcamp (formerly CSP Masters)

December 10 (US/EMEA): <http://aka.ms/LevelUpCSPBootcamp>

FastTrack Partner Center Experience (FPX) / Partner Conversation Zone

Christian Maier, Principal Product Manager

Sakshi Guraba, Senior Product Manager

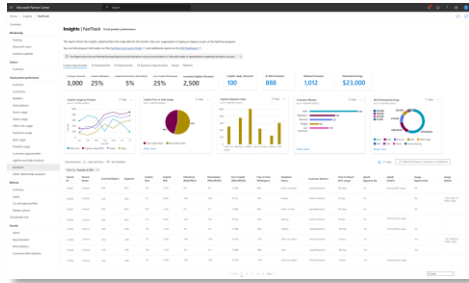
James Pickering, Partner Enablement Manager

Wendy Hartman, Senior Product Manager

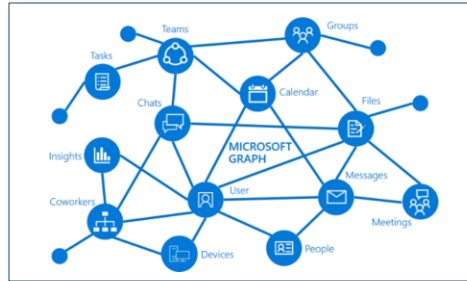


FPX Roadmap - Upcoming months

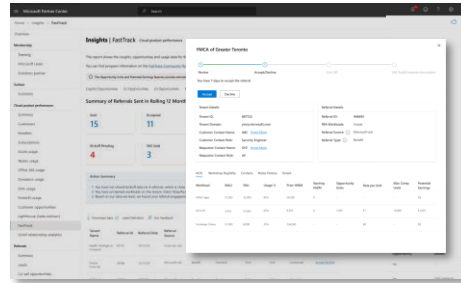
FY25 LXP++



FPX GraphAPI



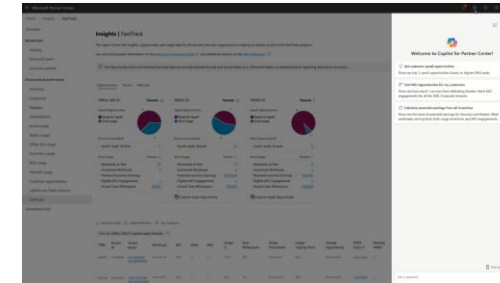
New Referrals UX



Expanding Associations

Association Type	Insights Summary Data	Licensing Data	Usage Data	Propensity Data	Invoice Eligibility Data
1 CPOR Claims	✓	✓	✓	✓	✓
2 MCI Engagement Claims	✓	✓	✓	✓	✓
3 FPX Member (FastTrack)	✓	✓	✓	✓	✓
4 FPX Referral (FastTrack)	✓	✓	✓	✓	✓
5 FPX Referral (FastTrack) Pending Review	Limited (Block Info - No Alerts)	Limited (Low/Medium/High)	Limited (Low/Medium/High)	Limited (Low/Medium/High)	Limited (Yes/No)
6 FPX Referral (FastTrack) Accrual	✓	✓	✓	✓	✓
6 FPOR (EA) COP	✓	✓	✓	✓	✓
7 EAP Engagement	Limited (Engagement duration)	Limited (Engagement duration)	Limited (Engagement duration)	Limited (Engagement duration)	Limited (Engagement duration)
8 No association	Limited (Only for Annual Renewal)	Limited (Low/Medium/High)	Limited (Low/Medium/High)	Limited (Low/Medium/High)	Limited (Yes/No)

Copilot for FPX



01

02

03

04

05

New FY25 models, x3 propensity data, Copilot opportunities, MCI eligibility, licensing, EA renewals and more.

Secure, compliant, and scalable API designed for services integration scenarios (e.g. CRM, D365) Pilot.

Improved referral experience to enhance data and insights, and help partners jointly create value with referrals at scale.

Expand FPX associations beyond CPOR to reach more partners with eligible customer data, insights, and opportunities.

Bringing the power of Copilot to FPX data and insights to help partners to easily find opportunities, while reducing toil and cost in supporting partners.

Referrals Partner Experience Revamp

Sakshi Guraba, Senior Product Manager

Evolution of Partner Referrals in FPX

Goal: Streamline Partner Referrals Experience in FPX to share extensive customer insights, reduce friction to get data points to action a referral, and drive better visibility in partner impact and success.

Key pain points addressed:

1. Information to action a referral for a partner is insufficient and scattered.
2. Feedback loops on a referral quality are very minimal and not actionable today.

Join our Early Adopter Program

Share feedback on:

1. Are we providing enough valuable data and information to you to action a referral?
2. Can you share data/insights to help us understand impact of a referral?

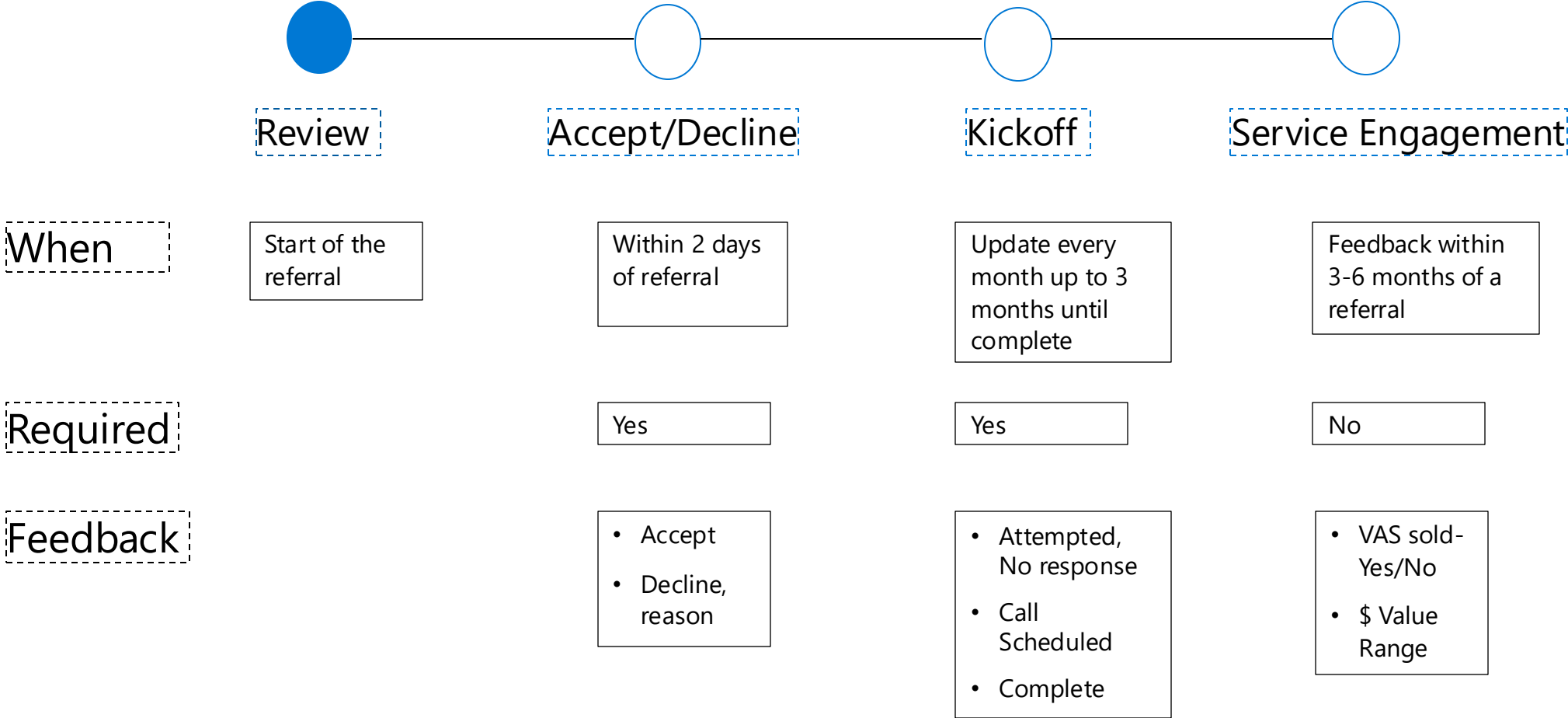
We will reach out to volunteers that have signed up for the Early Adopter Program to gather feedback on the updated referrals partner experience. Sign up via the form shared in the chat to participate in the Early Adopter Program.

Improved data shared to action a referral

Section	Improvements
Referral Source and Referral Type ^{NEW}	Referral Source - Microsoft Led vs Customer/Field Led Referral Type - Benefit vs Non-Benefit
Product Usage & Insights	Usage, licensing, renewals etc., expanding association for data beyond CPOR
Incentive/Program Eligibility ^{NEW}	Tenant MCI, CPOR, etc. eligibility shared where applicable
Contacts	Segregated Customer and Microsoft contacts (Seller, etc.)
Collaboration	Better structured notes (implicit and explicit notes shared)

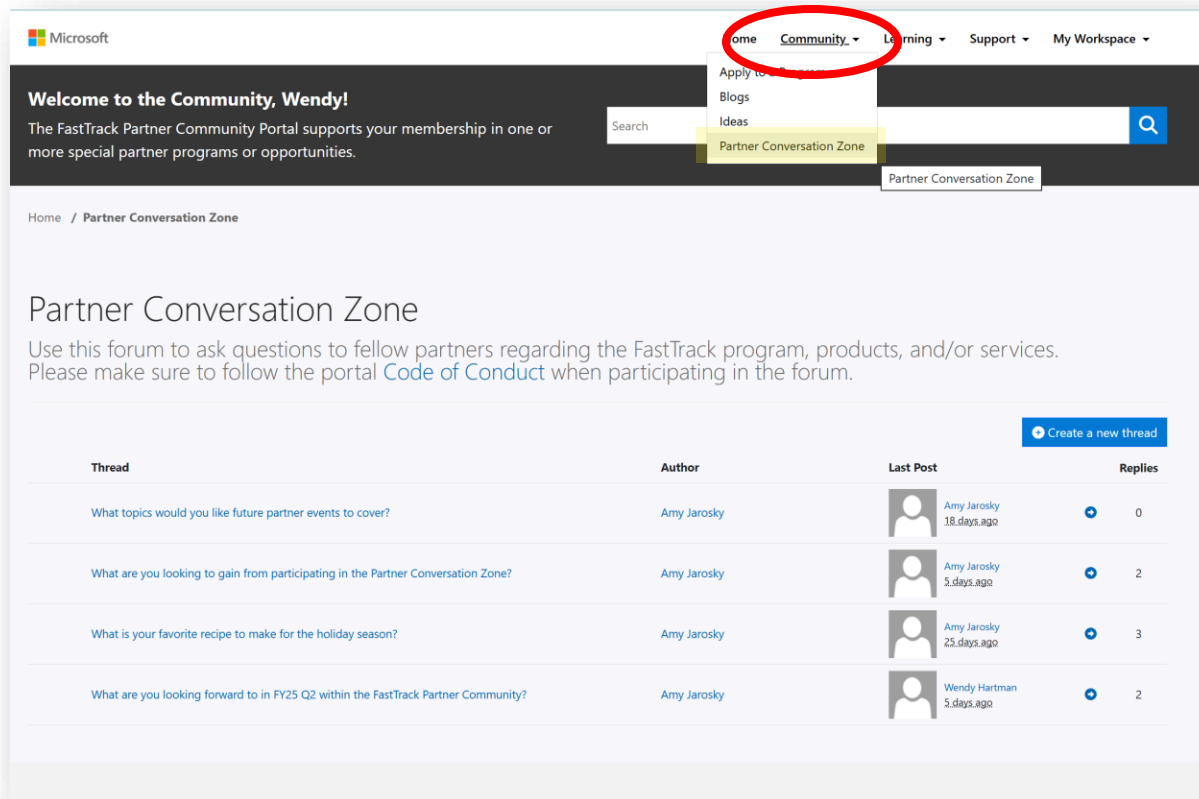
Is there anything else you want to see to action a referral? Add in chat or signup for the Early Adopter Program to share feedback.

Streamlining feedback loops to improve referral quality



FPC Portal: Partner Conversation Zone

Partner Conversation Zone is now available in the [FPC Portal](#)



Microsoft

Home Community Learning Support My Workspace

Apply to
Blogs
Ideas
Partner Conversation Zone

Search





Partner Conversation Zone

Home / Partner Conversation Zone

Partner Conversation Zone

Use this forum to ask questions to fellow partners regarding the FastTrack program, products, and/or services. Please make sure to follow the portal [Code of Conduct](#) when participating in the forum.

[Create a new thread](#)

Thread	Author	Last Post	Replies
What topics would you like future partner events to cover?	Amy Jarosky	 Amy Jarosky 18.days.ago	0
What are you looking to gain from participating in the Partner Conversation Zone?	Amy Jarosky	 Amy Jarosky 5.days.ago	2
What is your favorite recipe to make for the holiday season?	Amy Jarosky	 Amy Jarosky 25.days.ago	3
What are you looking forward to in FY25 Q2 within the FastTrack Partner Community?	Amy Jarosky	 Wendy Hartman 5.days.ago	2

- New **space to collaborate** with community members
- Ability to **subscribe/unsubscribe** to threads of interest

Call to action: Start a thread!

What's next

- Increased awareness around Idea and Partner Conversation Zone activity
- Blog notifications will start to come from the FPC Portal versus Viva Engage

FastTrack Partner Community Qualification

Become a leader in the FastTrack Community

By attaining one or more Microsoft FastTrack Partner Community Qualifications, you're tapping into a treasure chest of knowledge to put you and your organization ahead of the competition. With knowledge, comes confidence allowing you to stand out, gaining the attention of Microsoft customers.*

Get Qualified as a FastTrack Community Partner!

Don't miss your chance to bring more value, more expertise, and more impact to your customers. Get ready to start your journey to FPC Qualifications and set your FastTrack practice up for success. Elevate your business, empower your team, and unlock limitless possibilities!

Credibility

Attaining qualification doesn't just signal your expertise; it shows you're among the very best. With qualification partners hold a mark of trust that shows you have the proven skills, insights, and commitment to drive success.

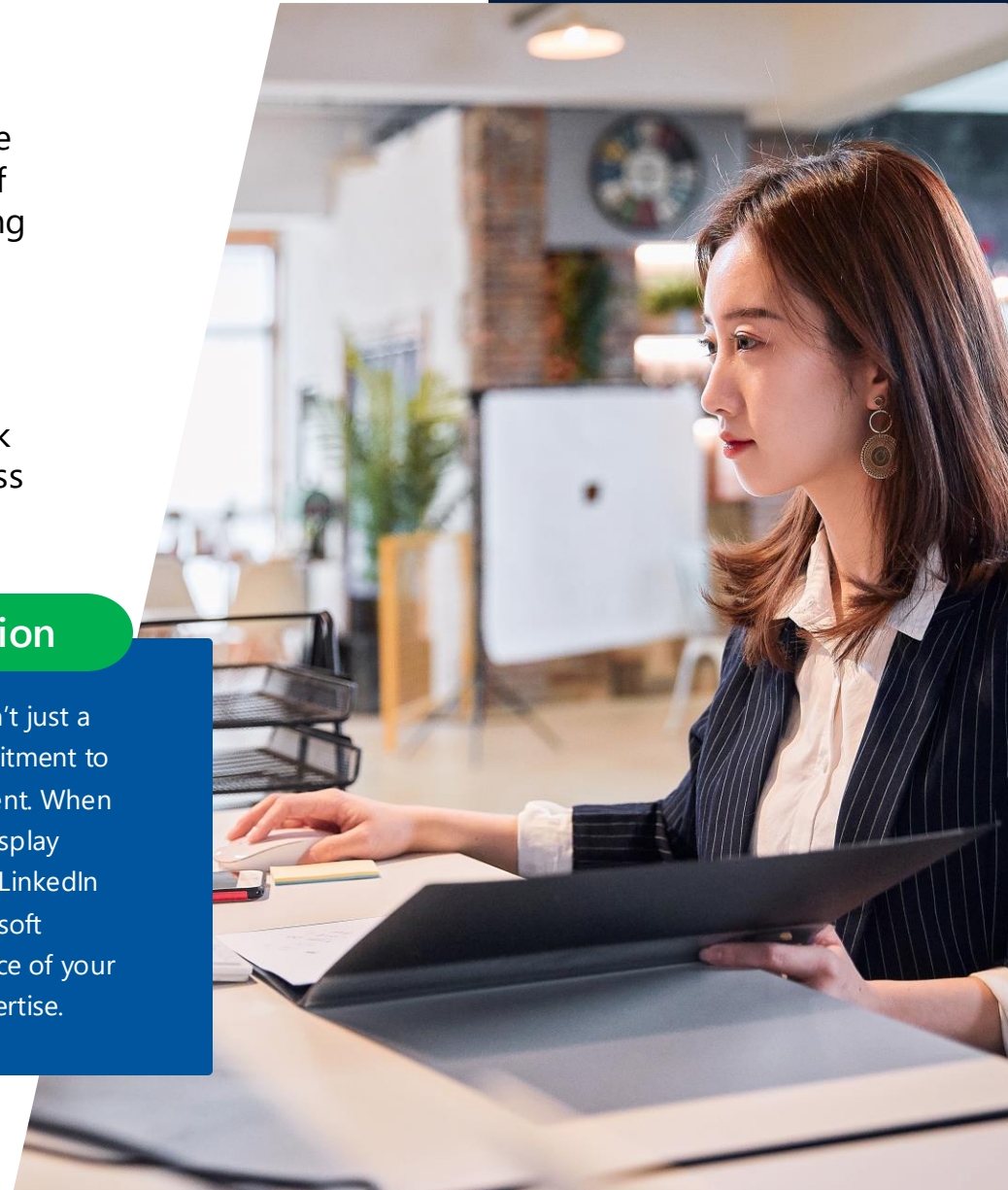
Delighted Customers

Qualification brings knowledge and confidence positioning you and your teams to deliver seamless cloud adoption experiences. This allows you to exceed expectations, creating delighted customers who rely on you for future projects.

Recognition

FPC Qualification isn't just a badge—it's a commitment to ongoing improvement. When qualified partners display attained badges on LinkedIn or a website*, Microsoft customers take notice of your knowledge and expertise.

*Additional information will be provided in the coming weeks.



Voice of FastTrack Partner

Aimee Fulwell, Senior Product Manager
Julie Martin, Program Manager

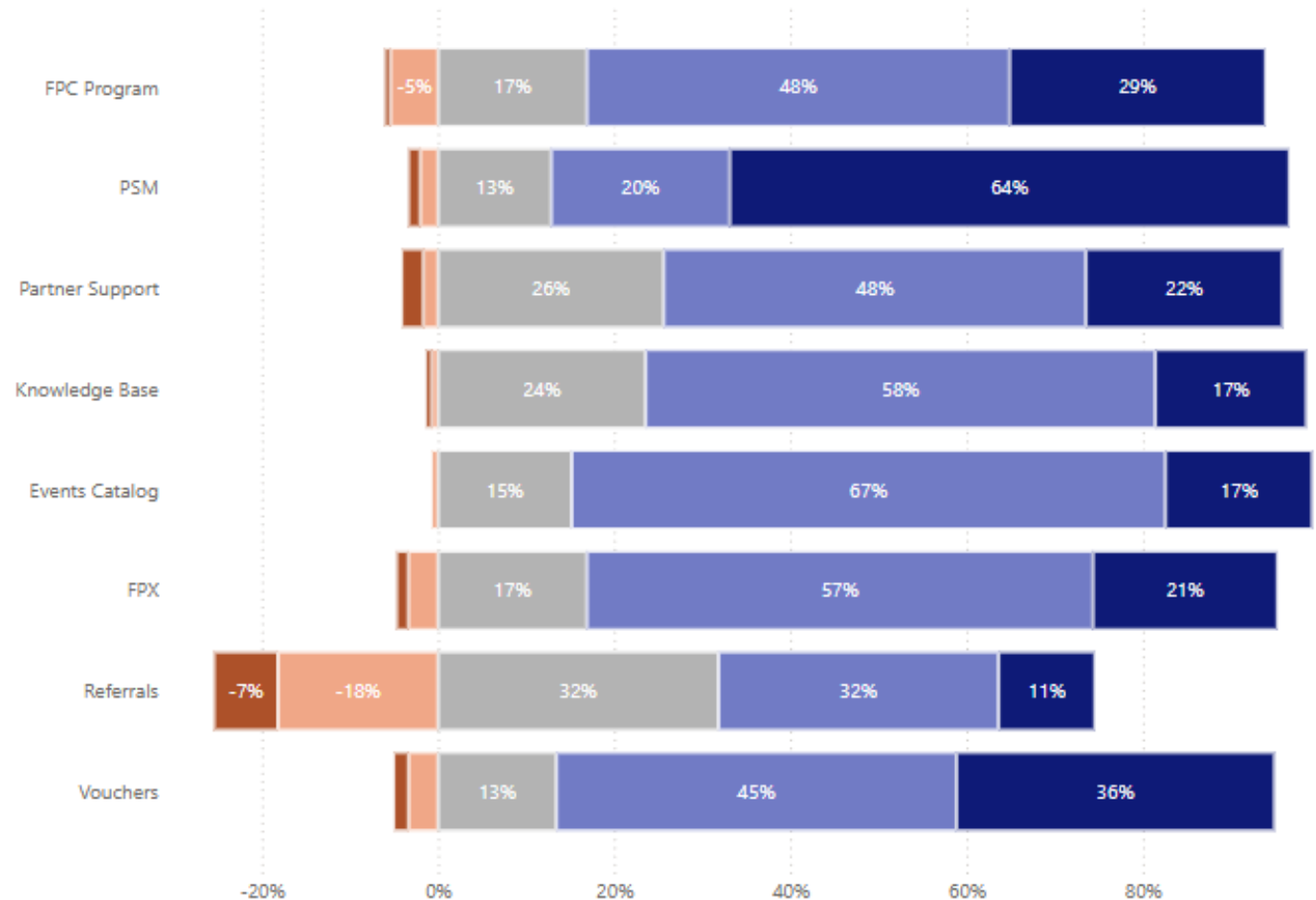
Voice of Partner Survey – H1

- Thank you to all who responded! Next survey in April.
- Will share additional themes and findings in our next call.

Overall Satisfaction	Net Promoter Score	Partner Engagement Score
OSAT	NPS	PES
77	28	2.19
75	33	2.20
FY24 H2	FY24 H2	FY24 H2

FPC Satisfaction

● Dissatisfied ● Very Dissatisfied ● Neutral ● Satisfied ● Very Satisfied



Your feedback in action

Voucher Redemptions

View your current Voucher Redemptions below.

- To submit a new Voucher Redemption, select the 'Create' button.

Program Membership: Voucher Type:

My Program Redemptions -

Voucher ID	Name (Program Membership)	Customer Name	Customer Tenant ID	Type	Voucher Type	Status	Voucher Expiration Date	Submitter	Modified On
001981	Contoso Sample (US) - FRP	Contoso	a89830dd-e8a4-4a8b-9e2f-4cecf79ba3e2	Initial	M365 Deployment	Rejected			11/1/2024 11:41 AM
001981	Contoso Sample (US) - FRP	Contoso	a89830dd-e8a4-4a8b-9e2f-4cecf79ba3e3	Final	M365 Deployment	Rejected			11/1/2024 11:41 AM
001981	Contoso Sample (US) - FRP	Contoso	a89830dd-e8a4-4a8b-9e2f-4cecf79ba3e3	Initial	M365 Deployment	Rejected			11/1/2024 11:41 AM
005304	Contoso Sample (US) - FRP	Contoso	33333333-3333-3333-3333-333333333333	Final	Migration & M365 Deployment	Rejected	10/10/2024	Adam Rosenblatt	11/1/2024 11:21 AM

Voucher Redemption Report – more data added

"The issue we face is that the reporting available for download here doesn't contain customer ID. At the same time, payment statement that we receive monthly for each entity separately don't have the Voucher ID. This makes it **difficult to track the claiming/payment status for vouchers** in one report. The question: is it possible to receive report that would contain both Voucher ID and Customer ID for all the vouchers submitted?"

Can Customer TenantID be added to <https://fpc.microsoft.com/voucher-redemptions-list/>?"

Microsoft | Setup | All guides | Guides by product | Guides by category | Guides by scenario | Discover, try, buy | Resources

Microsoft 365 Copilot: Quickstart

Overview

Get started with Microsoft 365 Copilot

You might need to sign in to the Microsoft 365 admin center at certain points during this guide to use built-in tools, and configure Microsoft 365 settings, at which point you'll have to start over and lose any entries. You can [go to the end](#) to avoid restarting this guide later.

Copilot is a generative AI productivity tool that helps users work more efficiently. It assists users with tasks like writing, editing, summarizing, note taking, creating data visualizations, presentations, searching, managing inboxes, and more.

Microsoft 365 Copilot doesn't need to be installed or enabled on desktops, however prerequisites must be met and users must be licensed for Microsoft 365 Copilot before they can begin using it for work or school. Start using Copilot today with [Copilot on the web](#).

What to expect

This quickstart guide is designed to help you:

- Prepare your users for Copilot.
- Enable Restricted SharePoint Search (optional).
- Assign Copilot licenses to your users.
- Send an email announcing Copilot and its features to your users and provide them with additional resources.

Before you begin

Add or sync your users

Everyone using Microsoft 365 Copilot must have a Microsoft Entra ID account to authenticate. See our [Add or sync users to Microsoft Entra ID](#) guide for more information.

To review the specific requirements for each service Copilot can be integrated with, see [Microsoft 365 Copilot requirements](#).

Advanced Deployment Guide – new tracking features

"The notes should include things like "Submitted to Change Control date", Who is responsible for the task and let it tag that person in chat or in email like a Facebook tag does. Furthermore, all the notes from the tasks like "Start date", "Who is responsible", "Completion date", "Change Control approval status" should all be able to be ported to a PowerBI page so the managers can look at the data and determine where bottlenecks are in each process.

This would make ADG a powerful and appealing management tool and reporting tool for customer's IT managers."

Ideas looking for a vote



[Partner Customer Associations for Growth Opportunities](#)

“For the partner growth opportunity dashboard, it would be great to see the usage data by the customers where a partner is transactional partner. That would open great opportunities for a new service projects and adoption of additional M365 workloads.”



[Allow partners to edit endorsements](#)

“We are currently unable to edit our endorsement profile, which has resulted in us receiving a referral for a workload that we are not specialized in...We are hoping the option to edit the endorsements will become available for partners like us that does not have the required specialist to deliver the service and who will be negatively affected by declining the referral.”

Have an idea or suggestion? Share it in the Ideas Forum on the FPC portal: <http://aka.ms/fpcideas>.

Upcoming changes

Volunteers needed: Customer survey pilot

- Anonymous link for partners to share with customers.
- Consolidated, anonymous feedback will be shared with partner.
- 5 partners
- November – January
- Interested partners email voiceoffpc@microsoft.com to sign up.

Ideas Forum notifications are live

- Submitters receive email notifications upon submission and when status changes.
- Commenters will be subscribed to the idea to receive status updates or new comments.

Event feedback

- Feedback helps us to best serve partners.
- Please take a moment to complete the event survey below.





Thank you