

# New FastTrack Partner Center Experience (FPX) Release Deep Dive and Q&A [Asia]-20250624\_190051-Meeting Recording

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● **Rene Munoz (AG Consulting Partners Inc)** started transcription



**Rene Munoz (AG Consulting Partners Inc)** 0:11

Alright, Hello and welcome everyone. Thank you so much for joining us today for our new fast track partners center experience really? Steve diving Q and a session. We have a lot of great information.

For you and are going to be answering your questions just, you know, we are recording this call and IT will be available on the FPC blog within the next day or so. If you do have a question throughout this call, please feel free to go on and click on the Q and a tab at the very top of teams and into your question there. That's where

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There will be answering questions.

Drop the call.

If you would like to turn on my captions, Sir, in this call, please click the on the more with the at the top of teams with the ellipsis button and with that I will turn IT over to Christian mayor.



**Christian Maier** 1:06

Thank you. Any Hello everyone. Good morning, good evening at the afternoon. My name is Christian mayor. I'm a principal product manager responsible for the faster partners. That's experiences here out the Fred month and we are part of the Office in during team.

And today I'll want to walk through the new releases that we have in partness center specific for you or faster partners and also answer any questions that you might have, so feel free to drop any questions you have. I will try to monitor.

The chat and then rain IT please Keep me also honest. If I miss anything awesome but I'd being said, let's quickly move into you so I wanted to first start grounding everyone in why we do this and what we doing here and what's our mission so

specifically here on an.

During side, our mission is to help you help arm you with the right data and the insights in a scalable and complain matter. I also for social secure to help you drive growth with your customers and be successful and our approach you that for taking us to army with data and then experience.

Games where you can self serve everything you need around the data with a specific need for a specific problem to drive usage and upset with your customers.

When we're looking at the challenges we're trying to address here and this is obviously a good system evolution. We're not stopping here, we we. We try to solve the challenges that we have in terms of access to the right data and the insights, but not only the access to the data is important but also bringing the data together.

So, IT makes sense, so you don't have to go in your organization, download a data in one place and then try to merg IT with another data set from another place that Microsoft is offering you. And then you find out IT stuff to match because one data set is ATPPID level versus the other.

A data is at ten and eighty level.

So we're trying to help with us, but also we want to help you with targeting the right opportunities in and the vast amount of data that the authoring. What is the most important data? What is the most important customer opportunity? Which customer should I target? Which customer should I take a look?

So we're trying also to help with the targeting the right customers with the right opportunities. Obviously that's an evolution we have first iteration out there and we'll consistently evolve on that. And the last the third piece here is all around. Helping you reduce the toil the the effort that IT takes for you to process the data to analyze the data, to share IT with your teams, and then helping not only to a easy, accessible experience, but also to a programmatic way to access the data.

And then Lastly, obviously you have to to to to see revenue growth for your company, so we want to ensure that we are online with what we're sharing here and this comes back to the incentives that are available for you to use as you engage with the customers and provide a great all of you.

Over these, so you're not missing on any potential a revenue coming from these.

Okay, so now how would we try to achieve IT? So when we look at data data as a speak, so what type of data we're trying to leverage here and Surface to you? The

first one is to give you a profile of your customers.

To get a good insights to understand what your customers are using in terms of products on three, sixty, five secure productivity as well as Copilot and then bring you also the propensity in the propensity and I'll get in a bit there to tell you which customer more likely to.

To be open for absol conversation, which customers you need to work more to have them get more usage so they can see the value to unlock additional opportunities. Some upset expansion of existing licenses and more. And then the next piece that we're bringing in is how can Microsoft help you along the way ?

What are the incentives that are a material eligible as part of this opportunity here specifically to get God, ultimately you want you to to to a few confident to take the ride actions with your customers based on the data we tried to provide as much data as possible.

And explain what the reasoning behind the data behind the propensity so have a good understanding if you're confident to take the right action that you believe are of the right ones with your custom. Our focus here is specifically on the modern work and the security workloads as well as Copilot and here what we also look.

Looking into is, how can we bring IT to you to the various associations that you have with your customer ? IT could be that you work on a support engagement with your customer. Then you get the day Tina inside, IT could be that you are the a part networks on AAA with a customer.

Or, you could be that you're the CSP partner that works with a customer, so we want to give you access based on your Association to this data and the insights, so you have a full profile three, sixty v of your customers and take the right action.

Now The One thing that I want to quickly pose in this, this growth epsilon propensity so II want to take a little bit since this is a deep time and explain as much as I can. The the data models behind the propensity data that preserving to you so you have.

Good understanding where it's coming and why we do it and how you could leverage IT best. There is gardening produce in two thousand nineteen, what they call the revenue operations framework, and this framework is some methodology on a lining internally, the right organizational.

Teams to unlock the customer success and they look at marketing, sales and customer success and try to bring them together with one data set on one language

that they speak to ensure that they identify which customer to engage and how to engage them by leveraging each.

Team strength today extend the drive impact now when Microsoft back then we took this framework, I was very named that we call IT a Landon expand or a short lxp and we designed IT and launched IT first with our field sellers.

That engage with our larger SI found that customers and originally we started IT with modern work with just a few workloads and then expanded along the way to secure productivity, and now it's also available for Copilot so.

We saw success with our field sellers. They lock unlock upsil and growth there and in the growth scenarios, obviously our CSCU unit came in. Thirty worlds also brought into the picture and IT seemed to work very well. So without like, hey, why not bring the same data ?

For your customers, it's the same models and the same propensity, so to empower you as well to have the same success as our field and our customer success units. So that's the motivation behind IT and.

The reasoning behind now when we look at the the methodology on how IT works is there is no secret here, but you might recognize IT, so IT is all getting the customers from on Prem to Office three, sixty, five and up to E five.

And along the way, there's opportunities to to make revenue and positioning professional services get get get also revenue from IT from from incentives and and license selling. All of these things come.

And you might have seen this since you worked a lot with customers on Prem moving up to Office three, sixty five in previous years. Now the focus move, move more and more towards the five space and the workloads within and this is a focus of our field team in next fiscal year as well.

Now In addition to that, along this gold and path is obviously Copilot, which is also an important motion. Now when we look at how we design and position the data within our experiences, we follow this model and.

And within the data we indicate based on the House of a tenant which you need to engage, for example, if the customer is or the tenant is ready for upset, we definitely will tell you here on the workloads. This is where the Stand these are. The workloads that perform really well and This is why we believe the discussion.

Miss ready for upset, so in this case, your sales organization, your sellers needs to go in and start acting on this opportunity versus a customer in the same data set that

might not be ready for upset. What a usage is below certain tipping points. That our data model consider being the ideal usage thresholds for having this observe conversation and in this case, that's where the customer success organizations come into focus. Employment of adoption on leveraging IT sent to accelerate with MCI workshops and others.

That's basically behind the scene. It's just it's a framework to positions the opportunities to you and you'll see IT in a bit in experience as I describe IT here, and I'll go a bit in a demo as well. How we approach this is that we.

Started to show see if I can do some magic. IT doesn't work. I try to use the magnifier. Oh yeah, there you go. So when you look here on the top, we took the three buckets of opportunity to see three, five upset and five expansion. Later the own experience with the data for you and in this you can find all the information needed from a customer insights perspective from a usage and licensing, and then we bring the growth and upset opportunities with data sets and we'll take a look in a bit.

And then we married this together with incentive soligibility and earning so you have a good picture of OK now I know which MCS I'm eligible for. What is the overall potential earning the I can get from these ?

And we do a lot of this computation on the fly. We be look at the eligibility of U as a partner to deliver MCIS in the region that you operate, and as well as the customers that you have also as well as their legible and then we meet.

Well, we merge the SATA, and then we'll indicate to you get your eligible, so you don't have to wait and find IT out and guess work. If you're eligible, we tell you. And if you're not eligible, we don't show you that and you can drill into the date. I understand more what's happened, so let's take a look now.

At all demo tenant where I have this experiences here ready for you ? IT should come up in a bit.

Right ? Let's see. I'm just.

It's a little bit too much. I've been increased of you here, so here is some logged in. This is obviously a demo tenant with the customer called fabricam and contoso, so it's not a very a customer, but here, for example, you can go in and say, okay, let's take a look, what do I have here in terms of five ?

Opportunities, OK ? I'm clicking only five opportunities I can see here. I have two hundred forty, three tenants, customers that have a some sort of opportunity you

can see here. Some high level utilization numbers across these IT looks like they tend to be in the higher range.

Of utilization so they used the E five licenses. Okay, not great but good. I can see also the white space in terms of seats that what a customer has licenses \*\*\* \*\*\*\* have not.

So where we have not seen any use IT, so it's quite a large opportunity here for for for in this demo data and then we separate as per modeled IT II presented before in terms of which customer we believe their absolutely which customer believed their unhealthy.

And within the unhealthy customers, which one do we believe that are most likely at risk for losing at the next renewal? So we divide this and we make the data action.

All you can click into this, and then we also show you how many of this this penance have incentives eligible incentives. IT could be MCI.

End or C poor and then the overall potential earnings that are coming from these.

So everything easy here, so now let S interact with the data. Let S let S take a look and see which are the unhealthy tenants, so I can quickly click into unhealthy. The data and the charts are updating.

Quickly, and then you can see from this fifty two tenants. We can clearly see the majority of them a lacking here in the intune teams meeting map usage category, which is pretty low. You could also click in and see OK, show me. The customers were intune or DLM.

You can click in and out and the data updates, for example DLM. You have fourteen workloads, forty four tenants that actually they're not doing very well so you can click on them and then you can see the usage. You can see that out. OK, that there there is a lot of power.

Some might not have enough mouse, so something you can take a look quickly.

You also can can bisect IT by saying, OK, which one of these are actually at risk?

So you can quickly click on them and then you you can find the workloads that.

All at risk, for example, here this customer contoso with an interesting number here has thousand nine hundred eighty two ow but has zero mow that's not good.

They most likely whether in your comes they will ask themselves why do I need two thousand?

Licenses Maybe I don't need a the good. You says that if you look at the workloads as DLM, let's see eligibility. Obama looks like I'm eligible for a data security

workshop. Maybe I can take this and Run IT. Which potential learning up to thousand five hundred Maybe I can Run this.

See if I can get the customer to adopt more or themselves or whatever IT might, so that's the the just behind the data on how to act with the data to find within this different categories opportunities in this demo tenant we have that not plugged in, \*\*\* \*\*\*\* could be also the like the information here like here radius.

Maybe this customer is up for a renewal in a year or a couple of months. Also, an interesting data point to consider as you engage with a customer. And now, if you want to know a little bit more about a entire licensing profile of this controls of customer here, so you can definitely click into.

Clicking with a tenant and as the data loads, let's always see all demo tenant. There you go. You can now see how is the licensing profile? Yes, that thousand 9OK thousand nine and another eighty 2E3 licenses.

Correct. That's why the customers in the E five upsill opportunity with cold as unhealthy and at risk because they don't use the three licenses, \*\*\* \*\*\*\* also have other licenses that might be interesting to take a look at list like teams, phone project and absor enterprise.

Something to consider as well as you can take a look at. When are the licenses about expire? So IT looks like they're coming up for renewal very soon. Maybe that's that's something to consider discuss somebody not renew in this case as well as you can go in and look, hey, let's take a look at all the tenants.

Upclerating OK great now let S let S dissecting to OKI want to see, for example, which one have I want to Run an intune campaign because that might be a good one so I can click on this to find all the potential customers with incentives around that.

Easy to find like like this year and then you find OK they are ready for ACSP deployment. Accelerate a great, Maybe I can \*\*\* IT and and and so on support so you can dissect IT. You can \*\*\* the charge to find things very easy.

For example, these here users accelerators, they all have some sort of accelerator. If you click on this chart, for example, IT shows you which one are eligible for incentives, which one might be also legible like this customer here.

Is eligible also for support engagement, but looks like it's not incentivized, \*\*\* \*\*\*\* guy for intune you can claim the support and you can Run up to thousand and seventy eight dollars.

So that might be an interesting one. So again, we provided the data, but you

need to read through the data and see, like, OK, what does IT mean for me? What is the strategy that we should apply here and that's how you can slice and dice through this and find.

But obviously you can look at seed opportunity so looks like DLM as the biggest seed opportunity here in terms of the wide space, a lot of power but very, very, very, very little mouse. So definitely something also to look into.

Yeah, so that's in a nutshell, and then obviously you can go to the expansional opportunity and a different pipeline. Is there where we look more at customers that have five licenses where the usage is high so you can go in and potentially sell more licenses.

Forty three opportunities the same. This is where customers might be on Office three, sixty, five and they might be ready for upset or Maybe not ready and unhealthy. So so this is how how the data has presented here in this experience. Um.

And yeah.

I'm thinking taking a quick peak at the QNA to see if there are any questions, IT looks like they're none so far, so feel free to drop any questions that you might have.

Alright, where I move on. Awesome, so.

Going back to my slide deck, that's not The One that I wanted to going, so we just previewed this experience here and looked at the various data points and eligibility.

This is a current release that went all the couple of weeks back and.

We're iterating every fiscal year, we're renewing the propensity models and the data behind and we improved and add more data. For example, there is another data point that this ask is like, hey, I want to see the customer customer.

Industry was like, yeah, that's a good one. Currently I forgot to demo also, the filters are very powerful to filter. For example, you can go in and cook your filter to the data to find OKI just want to see all my SNC customers.

Or, I want to see all my customers in, for example, Germany, so you can \*\*\*\* apply this field this quickly and the same not to ask that we will add. And this coming summer is the industry so I can say, hey, I want to see all my customers in

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Healthcare and take a look at their opportunities. There's more data that we have, which is not by default enabled in the table. For example, the tenant segment

customer segment domain, so there's a lot of data that you can activate also to start the high water mark information for.

People we just excluded IT from the default to you to just not make the table too, too big and difficult to dissect, but you can Add all of these columns here and you can go in and say, hey, let me download this. I want to process IT offline, so that's another opportunity working.

Download quickly the data, IT opens an Excel and you can process IT from there. I have IT unfortunately open on not a screen, so let me move IT here so you have absolutely the same data and it's available as well. Here. The way on how the filters operate the download operates is what you. If you go in and put some pivots and filters on.

If you click on, download IT downloads with the filters and a paper that you put on, so it's just something to Keep in mind.

Additionally, what we also have is obviously documentation of all the the fields, the columns, but we also have a very deep page. Your documentation in partner center document Microsoft of learn, which goes through exactly what I presented. And goes through each tab and explains to the in depth on how the calculations are. For example, any three upset. We only look at specific workloads that we we consider being important to have.

Good usage for an upsil conversation and we have a logic that looks at for a more to be in a healthy space, so there's a lot of data science also behind when we we suggest a certain activity a certain recommendations there. So take a look at this. And we provide a lot of information explanation. Also, we talk about the associations that we use here, that I mentioned like support and CSP so you can you. You have a full understanding and then obviously a very detailed data dictionary. Of to understand, hey, what's going on here? Also, the recommendations and tipping points where each workload, so it's highly sophisticated, so you get spent a lot of time. But again, if you have a data and a list in your organization that process the data, that's the place to send them.

The AK and I'll have IT in a PowerPoint slide in a bit. It's very simple as FPX stocks, I'll flash \*\* in a bit. Also, what was a highly asked question was all around the data refresh when I was refreshing the data, so we also provided.

A clarity around these, for example, the simple claims and CSP Association on for example, refresh daily of the maximum lag behind you claiming a new customers in

showing up IT could be up to three days so you can account for also this data like and。

Since we're pulling data from a lot of different data sources, the legs might be different. That's why I see the the the legs the different days here. But yeah, so subscription data is daily. If the customer biased new licenses for this later, they will be reflected and。

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Something to consider, so it's very powerful way to to get to know, all right, let me go back to my presentation。

Right going back presentation mode. Yeah, so coming back。

That's everything here I have and just quickly browsing to see mark, thank you so much. I'll take this this feedback and I can bring IT to our team. Thank you. Yes, we tried. We put a lot of emphasis in the user experience and。

Yes。

We have a lot more to do, so we have dedicated designers of actually work with us designing. We don't want to throw data at you and then you're just like struggle to just process IT. It's just could if you make IT easy to access。

One thing that we also emphasizing is the ability. Yes, so the views from F top, which is a good question mark. I think you refer to the FRP dashboard, so yes, we're planning to being the remaining views from my FRP dashboard in here。

This will take a bit over the summer. We're planning to bring these together and then enhance IT with a report around the MCI performance so you can take a look, hey, I delivered this MCI。

What happened after that, right? With this customer, so you have a easy way to track MCI performance, it's super performance, IT all you do with the high water marks at all of this thing and and if our beaters, but it's mostly on on the Super side so yes, so we we we have that on on the radar。

We, we actually started to work on IT. I think it's the MCI has higher priority because that's something where there's a lot of investment. Also an explicitly for you guys in terms of incentives, so we try to emphasize that first。

And sure that we get IT out. Yeah, it's. It's a lot of work, but again, you'll have very similar experienced the same way to operate the charts, the same piece of art。 It's just quoting mark。

I tried to bring IT, but yeah, that's. That's the plan。

It's a lot more than that, so now I want to get to the next, what else? Um, so when I go to get back, um.

The same experience and currently is in a week from now. We'll start this in preview. Unfortunately, we hit the couple of delays, we spend a lot of time analyzing and showing that the data is right, so we found a couple of data gaps here and we have to work with our.

Data engineers and the the scientists behind these, but we're launching what we call the Copilot opportunities, which is absolutely the same for the East excuse, but for Copilot where you can go in and say, hey, how many Copilot opportunities do I have here? So you have.

For example, here thousand three under tenants that have either they are ready to expand, meaning the usage is picking up and IT starts looking good. They might not have a lot of licenses, but hey, Maybe I can sell more. Let's go into that or they have good usage. What we call adoption ready that have a good usage of.

The existing core products like teams Outlook and they have good chat usage as you see here and I should. I should move actually into actually highlighting this. So here, for example, the Copilot mouse like OK great F thousand eight hundred ninety two but.

But what does IT mean, right? It's oh, oh. It's distributed to the call across teams Outlook, word, Excel, license and UN license usage. Oh wait, one second, they have UN license usage, which means is the edge that everyone has, right?

So that's a good point data point for me as a partner so I can go in and driver free to paid conversion and then obviously they might have here. You see, in this demo I get that is a pointer.

They might also be eligible for MCI engagements create I can deliver MCI engagements a Copilot value proposition or whatever they are to even accelerate that fantastic right? So that's the idea behind IT and then we want to separate also between which customers we believe their adoption rate.

And then give you the propensity, meaning and indications. Try low, medium should you talk, consider or not, obviously up to you to design what to do, but if it's a high propensity, we also want to tell you why would believe IT? And there there will be also data here in another information panel that will tell you.

Well looks like they they use a lot of file sharing. They use a lot of email. We see that much usage in email and file sharing in this. I think there's a high propensity for

them to go in and have a couple of conversations. In addition to delivering the MCI.

So these are kind of the data points that are coming, which is specific for Copilot then as well \*\* showing over time and how the customer do so, you can go back and say, oh okay, then doing well. No, they look like the dropping. Maybe I should revisit. That's the idea behind IT and if they're stuck on something. Can tell you here an adoptive status where so like IT looks like the by licenses they don't stop. Looks like they stuck on two license uses, so most like IT is still testing IT, right? Let's take a look. Or Maybe they stuck on compliance from us passing, you know, nodes and support tickets and whatever we identify that IT looks like this customer in the stage.

They're already because they stuck on compliance, security. Fantastic for Someone Like You that have a security and a practice to go in and have a chat, especially because it's a customer associated to see poor or CSP so.

Perfect, so that's kind of the other release a idea behind IT that is coming. So definitely in a week from now and you'll you'll get a for 3OPSM you might get to know we'll start early adopter programs, so you get to preview this and give a sweet back. And then.

What's saying two, three weeks from now visual land in production so you can. You can start consuming to say that.

Okay, so all right, all the the very son. So now let's take a look and where we what we did this year and where we going beyond that, so kind of a preview in our physical year that was two thousand twenty three to two thousand twenty four we mainly focus on on the.

The fast directly for all some basic insights and mainly support and that's where the FRP dash model so came to life now as we moved in FI twenty five, we double down on the data site. You see had a lot of questions like here I want to know which customers are ready for you in your.

Well, I want to know once happening for my csps, I want to have to full licensing profile. I want to understand, okay, which customers should I prioritize and focus on mcritability? All these beautiful things so we deliver that and obviously behind a scene we did a lot more. We also did a lot of.

Performance improvements as you see the initial load of the dashboard take some time, especially if you're large partner, but once it's loaded, it's very quick to as

you see in my demo to just select and work with the data chart and filters is pretty responsive. So that was another investment that we didn't.

We had a scenes as well as a bunch of security initiatives to solidify and ensure that we stay compliant. We follow EDB norms, but all this this beautiful things that are out there, so we did a lot behind a scenes that should be that secure and and we're compliant with all the.

You know government regulations IT feeds in a. We also started this early adopt a programmer we preview our features before we launch IT with you guys. So if you're interested in joining that, ping your PSM say, hey, I've heard on this call that there's AAP program I want to join and try and things before they release. And they can. They can sign up, so don't hesitate the Copilot experience. This is one that we wanted to deliver in our fiscalia twenty five that ends end of June. Pardon, Fortunately.

It's sleeping into July. We found a couple officials, so we did. We was like, not not ready, we don't you or not to to expose this to you yet, so we're still working on hatching this out. We're very close, we'll take another week and then we should be ready to preview IT.

Very excited about the data here. I think IT will be very valuable and the last one is if we talked about reducing the manual toward one thing that we want to enable you to do is to access this data for your customers authenticated with organization. Programmatic, this means that you could build on your end basically the same reported. We just showed you it's the same data. We use the same API to build experiences you can beat us. You can build the art that mark said.

On your M and or you can bring IT in your CRM systems you. You can say hey II want to Surface in my CRM system to my sellers or to I want to, you know, report to my account executives.

For my customers, you could build that you could pull the data through the API, so currently we are finalizing the last piece that that once Copilot is out, IT will be completely behind the API so you can.

On board, that's very, very quick. There is obviously this is developer work. You'll have a developer to to authenticate to to register your FID and went to white listed so there's a.

On boarding step there to ensure that everything is secure, but after that you get to go. You can pull all the information about them. CI legibility, everything you need

directly from our API so you can scale with IT. So another thing that we deliver so we're waiting for Copilot to that's it's orange because just Copilot.

But IT is missing here, so I want to be clear here that is not done done, but yeah, you can start now. You have everything else that you see here in the data is available in the API.

Right, so where are we taking IT from there? So there's a lot more coming. And I had to put this and more here on the slide because I didn't want to big this this the small and I could fit more items here but.

I just the first half of this physical year will focus a lot on propensity models. Also, \*\* alignment with GPS to ensure that what the PDM'S consume and share also with you, this all aligned.

We're working very close with the spark team to ensure that the prepensible it's same, so it's full alignment. Basically, we also working on the MCI called IT performance such but so you can take a look and hey, how I'm doing with MCI is how my customers doing after I've delivered this this Copilot value.

Problem, you know, MCI engagement then what's happening after that? So you can. You can take a look at this which will be critical for you and then we work on refreshing the models. Every year we refresh all models, so the next refresh is kind

Coming in in July, so you won't see a lot. You just see that Maybe some account positions might change basic customers by move from different. You know, propensity recommendations because of tipping points, my change or the customer my we refined the models for upcellent and.

Growth, so Yep, that will happen BI and a scene. We also are very excited to announce if we're bringing the CSI eligibility as well that will also come in in the July time frame. If things go well, very excited about that of the a bunch of ux improvements.

And and we are completely evamping the referrals, the ground up from the ingestion and then the volume of the referral. There's a lot of effort, don't put the Microsoft. We heard your feedbacks, they hate the volume as well and IT more so definitely. And then the obstequality but attached to the new refer.

Also linked the beautiful data that we had before all of the data that will that so you have a even better understanding where we customer on that we think we refer to US pay to need some help for this. We will attach also the data behind what are the

licenses where we think there's opportunity and sorts of.

Or to make IT really, really easy for you in your company to engage on this referral

。 We also work on AI assistant。 Actually I could have demo that I didn't do this。

So IT will come in。 I don't know if I should do the demo because it's still in development, but ultimately you have all the data here and then you can go in and say how many customers are elid ?

Oh 4MCIS in where is IT Latvia ? You can ask this question and this AIA system is grounded in the data and and will return will return you the information that you're looking for。 So if you for example to know what ?

Dipping points are, you can ask the question, for example, great one hundred twenty nine customers eligible who are the customers ? Or you can ask K which customer eligible for a Copilot MCI engagement ?

Book, this thing is sensing the question looks like, yeah, there are only five looks like the data is trunky。 Yeah, the data here is in the demo。 Ten is not very cousher。 But yeah, so that's。

That's the I assistant that we also working on, so absolutely we're excited to bring that also to you。 But again, we're taking our time to ensure that is well done and it's IT provides the value。 Yeah, so these are just a couple of。

The things that we're working on and next fiscal year we will focus more and more and showing with data that you can track how your customers do across time from and you can correlate with your engagements。

So you have a better view more and more reviews into your customer data and understand truly okay one, do I need to do ? It's usually good, it's going down。 I need to act on IT。 What did I do well with my engagement ? Is the use IT going up is the revenue going up so trying to get you more and more information around that and make IT also。

Available programmatic。 So that's it's all coming。

All right, let's take a look, all right, as I mentioned stain touch a couple of things that I called out is I love a case, so we create a bunch of a case, so it's very easy to access this so you access directly。

Experience partners and by using the first link here, our documentation, the second link that I've showed you if you have any feedback, any ideas ? Please go go to our FPC form and post idea。 We have folks monitoring these twenty five, Seven, twenty fourth, now not every day。

At least five days this this days, and they they create the feedback items in our engineering systems and then we'll review IT and we'll let everyone know what where IT lands is IT on a road ? But not so definitely use that. We're listening.

And then if you need any help, drop us a support ticket. You don't have to Wait For You. PSM open a support ticket IT. We have a support him that immediately raises to us and we're. We're for example, my data that look right. I don't think these are the right opportunities here. Crazy to ask, give us the information about ten and ideas.

Near pain ID and we'll do a data investigation, so we'll find find these things, then get to the bottom if you need. Also help with onboarding. You can obviously ask APSM or you just file a support. Tickets say, hey, I want to on button the FPXAPI and they will take care. These are the same team that that helps with on boarding so very.

In straightforward.



**Rene Munoz (AG Consulting Partners Inc)** 42:23

Hey, Christian, we have a couple of questions in the Q and a if you want to take a quick look.



**Christian Maier** 42:23

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Alright, yeah OKI should have refreshed IT. Thanks so this see that's exactly whether I mentioned before. Please Keep me honest. Alright so.

Let me go from top down. Is there ability to export an include customer contact info ? Oh yeah, so customer contact info is currently available on the here. This is a demo and I don't think we loaded in customer data.

But no, you cannot export IT yet, so if this is something that you need to export, definitely we can. We can provide a download option here. Just just let us know it's Simon you can you can. You can file a feature ask on that so you can definitely. Yeah yeah so.

Near rush Kumar that the Copilot opportunity that I showed in a previous deck and they're here in this tab, we're getting them ready, so we're almost done with a development. Then we'll start in a week from now with a preview and then fast all over the.

So my God, feeling IT should be something that you will get out. I will get out by my mid mid of July.

Okay.

Mark, we all know Microsoft is IT a trillion of acronyms ? Yeah, that's true. Try to become an FT. You'll have a miserable day for stays trying to figure out all of them . But hey, good news, we have Copilot and Copilot.

IT works really good with that. This work, a version of Copilot and basically IT, Sometimes IT doesn't better chop. It's asking someone it's really good at IT. Yeah , so definitely that that's top and all is to make sure that the abrovations and all of these.

We made IT first year to the label definition, so try to quickly explain these and then obviously if you go to the to the documentation here, there's a whole dictionary exactly for this reason that explains, and there's so many constraints are like. Details on IT like up so ready, what does IT mean ? How do we define the different tipping point ? So it's all here, so IT also the recommendation on how why we recommended for for risk and what does IT mean ? So all here, including the tipping point so.

Um.

Yeah, so the link is AK dot Ms forward slash FBX stocks.

Alright, what is the following workload, DLMP1 and P2P1 and P two are the the licensing so definitely you have. IT will be a good question for hey, I have an idea .

It's used. Let's see what is DLM right so and DLDR. Let's see how how well this thing does vice test. Thanks go on for the question unfortunately.

Takes a little bit here, our environment is is not the fastest year. The demo environment runs in our test environment is not the production. So while this loads here because I'm really curious if this works, Simon over.

To your question, will there be a way to tag customers thinking allowed if we build an audience around the campaign ? Yes, so.

You're starting to ask features of ACRM system, so currently there is not an ability which doesn't mean that we cannot do it to say, hey, I just want to tag certain customers. There is no feature that we've been working on.

Which will appear here on the top right corner that will never call custom views. Will you click on the custom view ? You can create the view for the data that you care for

the customers you care. So for example is say hey, I care about this five ten and ID

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There, it's just similar to this filter, you save that view and then the entire data here filters out for justice five tenants, so then you won't have, you know, twenty forty three tenants you will have just five.

And then if they have any absolutely unhealthy and all of these opportunities, IT would just show IT for this similar. You could say, hey, I don't care about all the countries in the world, I just care about Malaysia so you can set the filter, the custom view for Malaysia and you can say on the care about Malaysia and all the customers.

I don't know with security workloads that are eligible for incentives, so whatever that filter might be, and then they type you the charge, the KPI touch everything you will filter accordingly. They might be away and how to achieve that and you can save the view, say, hey, I'm tagging just despite customers. You can \*\*\*\* use one of course, and IT.

Dates as well so that that's another way similar on how you can go in here and say contoso, and this thing is just filtering out all the tenants that the name is contoso. Alright, so I think I didn't answer the question. Let's see Copilot answers data, life cycle management and then P one is the licensing P1P1 and P two and and you're asking I don't see the workloads in the table, yes.

Um, they are. It's a good questions so they are in here. They should show up here

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I need to double check. In some cases, the mapping. Sometimes the devs miss updating the filters here, \*\*\* \*\*\*\* should map to the table, so if they don't shop here in the workloads and they shop in the filters and definitely that's a bug. And if you find these type of miss.

Discrepances please file a bug. Just let us know.

OK.

That's now there are new posts, excellent mark. I see a question, are there any plans to bring similar expense like the ones in the Copilot to other product like Viva teams of defender?

OK, IT would be great to see kind of insights extended so right now the propensity models are all around the secure productivity workloads that there are twenty.

And thank you teams, but here is the deal with teams, teams only shows and that's

also explained here in this model here. That's why this is pretty cool to take a look at. We only look at teams propensity.

In the, I mean do it bigger here in the E three up cell category so you will see teams exchange, SharePoint and others in the E three up cell tab because in order to absolutely three we want to show that the core workloads.

In Office three sixty five with licensing. They are healthy and then we recommend three up so once there only three, we look at the identity, security and compliance workloads and we want to ensure they do well and then once they are only three for the.

Five sorry forty five expansion we look at the more advanced compliance workloads so that S the reasoning behind IT. That S why you might not see IT, but we have no plans to bring.

You know, dedicated views for just Viva, for just teams, for just defender. We tried to show these within, so here, for example, we have all the workloads in a row here. We don't show you the propensity and tell you, hey, discuss me is ready for upset, but we don't tell you.

Within this customer tenant from all the twenty one workloads, where are they? So that's why we bring IT in line here in the table.

So that's that's that's the way.

OK.

Questions IT will take a while. We also plan to have more Office hours. That's that's not asking with with with us or engineering team and I have APM team that that can definitely help also dress someone to question so plan to.

See on how Timing works Maybe Maybe monthly. I'm so you can come back and say, hey, I have a question, hey, what's happening? Definitely you should use or existing mechanisms here. We're listening to them every week we have a ship Roman.

Where we treat our issues about support ticket, so everything that you put either in feedback or through FPX support where we have like, hey, I have an issue, hey, this does worry. I'm not clear on that we should we we get to know about.

So we we can \*\*\*\* answer through these mechanisms besides the Office hours, Office hours. IT will be challenging because it's tough to get time on your calendars is where we don't want to randomize too much, but we know it's. It's something that has been asked, so we'll work on that.

Awesome and you had a questions trying to refresh.

Um the QNAI gotta press a button. That's what I've learned, so.

Right, thats I think everything I was just looking at any other slides enough. That's everything I had for today to thank you for taking a time. Thanks for investing in all product and.

We interested in leveraging the data we really want to hear back from you on what you find and how you draw success. Please work with your PSM. He he is very familiar with the product and they're in touch with us and letting know.

And or her no, so we're here to help. Oh, there is another you post. Oh.

So mark, you're, you're asking if I'm connected with API team behind the wheel, just curious, so depends on what API team you're referred to.

Let me see.

Here I unmuteed you if you want to come off mute, we are building the API behind this data, so that's our team, that's my engineering team, but I'm not sure which other API team you reported.

 **Marc Saab** 53:51

Their fasttrack API, IT will be more a specific.

 **Christian Maier** 53:54

Yes, so that's. That's us ?

 **Marc Saab** 54:00

What's enough ?

 **Christian Maier** 54:01

Yeah, so we're building the Pi actually should have to text somewhere we built the fasttrack IP at IT you can see on the usage we have extended. IT actually should don't have to take, but ultimately, yeah, that's. That's The One.

You refer to. We're changing the name of the end point to align with M three sixty five, but IT was fast like tooling API or something like that was the name, so we we're renaming. We're not done yet, but.

You know, it's so IT has all the data points here. The Blue ones are released their behind API, which is need to update our documentations so you know which end

points to use and then propensities coming with a release in a couple of weeks. But yeah, so that's us. It's my team as well.

Right, if you have any questions, just please order having challenges. There is a support. Actually I can flash that as well. Maybe I should have put IT on the slide but is the again partner support will help you on board so if I like a support tickets say hey I want to on board.

To the API or I have issues with API or I have questions with the API file is put to get . We have a team that just wait, start to answer the questions and then we have \*\* \*\*\*\*\* for on boarding, so that's something that you definitely can can \*\*\* as well if you on board IT.

Wood could, Texas.

All right.

Coming up, just refreshing to see if there any other questions.

Not and I give you four minutes back and thank you for joining and investing our product and the interest and see you next time. Thank you.

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