FY25 November FastTrack Partner Community Call Americas

0:08
All right.

0:08
Welcome, everyone.

0:09
Thank you so much for joining us today for the FY25 November Fast Track Partner Community call.

0:16
As always, we are so excited to have you here today and provide lots of exciting updates for you.

0:22
We have an awesome team here on board.

0:26
As always, feel free to ask any questions you might have along the way in the chat.

0:31
Everybody will be supporting you there as we go along.

0:35
Also note we are recording the call and the recording along with the deck and the transcripts will be available on the FPC blog most likely within the next day or two.

0:47
So if you'd like to re watch the session, you may do so over on the FPC Portal blog.

0:53
If you'd like to turn on live captions, feel free to do so in your team's app by the more button.

1:01
Now we will cover the agenda, jam packed exciting agenda today, starting off with a top of mind for the Americas region, then we will with Lily and then we'll move into the advanced deployment guides with Anna Fitzpatrick.

1:17
Lots of exciting updates there.

1:19
We have Chris Shirley here to cover the Copilot partner upskilling and then we have the Fast Track Partner Center experience with Christian Mayer.

1:29
We have some referral updates also squeezed in there with Sakshi Gourabi.

1:34
And then we will cover our new exciting partner conversation zone with James Pickering.

1:41
And then we'll move into the voice of Fast Track Partner with Amy Fullwell.

1:46
Lots of stuff going on there.

1:49
So let's hop into it and I will turn it over to Lily Kui.

1:58
Hi, Tim.

1:59
I see that there's some chats around unable to hear the audio, so I wanna make sure that everybody is able to actually hear a speak, maybe give us a quick reaction.

2:07
I see some.

2:08
OK.

2:09
Sounds good.

2:09
Thank you for confirming.

2:11
Yeah, if you haven't, if you, if you're not able to hear, just try hopping out and hopping back in again and see if that might help you.

2:18
But let us know.

2:20
Thanks so much, Amy.

2:22
All right, Hi, everybody.

2:23
Yeah, go ahead and kick us off with our America's top of mind.

2:26
So again, my name is Lily and I'm a fellow PSM and it's a pleasure for me to be here with you all to talk about all the new and exciting things that are happening in our community.

2:36
Before we really jump into the content, I just wanted to say big thank you to each and everyone of you as our valued FRPS for your continued collaboration and all of your amazing contributions with us in our program.

2:49
We've had a lot of changes this year.

2:51
For one, our rules change in our partner success manager role.

2:55
And what that entailed for the past few months is that we together have had a more focused effort in our strategic relationships and really helping to develop your business together.

3:07
And as we change in this mindset, mind shift and our roles, really your success as our partners is equivalent to our success as well.

3:16
And that takes us to a big thank you again for the ways that we've been able to put together our partner success plans with each and everyone of you.

3:25
So thank you for letting us in and really helping us understand what your business objectives are so that we can help accelerate you in the right direction.

3:33
Again, we're now trying to be there for you to be able to expand your business and leverage the program as a way for you to get more business and get get connected to the right customers and opportunities faster and better.

3:45
And yeah, even more, even more than what we were doing last year.

3:51

Another amazing progress and key results that we've had recently as well is the amazing participation in our crypto market motions, especially around our redemption of the vouchers.

4:02
So thank you for being so receptive and quick to all the customers that have been reaching out to you in getting those executed in a very timely and efficient manner.

4:11
Moving it down now into some of our focus areas and the asks that we have for you.

4:16
One of the biggest things that you may have may have realized in the transition of where we are, where we are in the economy as well as in our ecosystem is our true focus and Copilot initiatives.

4:27
So as of earlier in the year, Copilot has now become C proclaimable.

4:32
So this is an amazing opportunity for you all to be associated with customers and becoming your partner of choice for them in their ecosystem.

4:41
What that will enable you to do is really unlock that telemetry and data as an ongoing partner of choice for you to be able to assist customers better than ever before and for our select handful of copilot Jumpstart partners as well.

4:56
Thank you for your continued collaboration as we involve in this ecosystem.

5:00
And our focus this time is to really focus on our customer propensity list.

5:05
So if you haven't heard about yet, we really want you to talk to your PSMS.

5:10
We are trying to connect you to a proactive list of customers that you can go ahead and explore and develop and leverage further in our copilot adoption accelerator workshops and even more.

5:23
Moving on to our track year, one of the key focuses in the relationship aspect and your business development aspect that we're trying to trying to highlight this year is around leveraging our Fastrack architects.

5:35
They're going to be such an advocate for you in this ecosystem and you already have access to who they are in your partner center.

5:42
So you're able to do that today by looking into who are the architects associated with your customer accounts.

5:48
And please, we, we implore you to work with the PSMS to look at a strategy and how you can explore and develop those relationships further with our architects so that we can help our customers even better than ever before as well, going into the telemetry and the way that we're working with customers or land and expand motions has been such an incremental improvement than than what we had before.

6:13
And I'm sure the rest of my team will expand on that today as well.

6:17
But the data that we're giving you now, it's such an amazing way for you to develop your business, and it's a really unique value proposition that you can actually set yourself apart from your competitors being in a program.

6:29
So if you haven't really leveraged it yet, we really wanted to work with the PSMS, explore the data that is now available to you to come up with a strategy of how you can actually unlock more business and do more with Fastrack.

6:43
Last but not least, I wanted to highlight as well is the fact that you're able to have such an easy access to SMEs or subject matter experts are here to help you in developing your training needs or for any general questions that you might want an expert to really be there for you and train and upskill your team.

7:00
So don't hesitate if you have any questions at all or anything that you want to be more upskilled on, submit SME request and maybe even ask us as PSMS and how we can support you in those areas.

7:12
So with that, that's the top of mind for America's.

7:14
Thank you everybody for listening and I'll pass it on to the next speaker.

7:19
Thanks so much, Lily.

7:24
Anna Fitzpatrick, you're up.

7:28
Hey everyone.

7:29
So my name is Anna Fitzpatrick.

7:31
I am the Senior Product Manager in Fast Track for the M365 core workloads and those are primarily LED through you, all the partners and our self-serve assets as well.

7:43
So today I do want to talk to you about our advanced deployment guides, which are essentially designed to provide a consistent fast track experience for customers.

7:51
These guides, this slide basically covers that.

7:54
These guides offer simplified guidances, processes that are all are available within the admin center at the itself as well as setup.microsoft.com.

8:03
Using these guides though, we're actually able to capture some important customer data that helps us actually improve the guides continuously and seek further feedback.

8:14
So this slide highlights some updates that actually have happened to our M365 Core Advanced deployment guides.

8:21
You can kind of see that we've made several enhancements over the past months to improve user experience, better navigation and overall guide flow.

8:30
We've also optimized the deployment steps to make the process faster and more efficient.

8:34
And last, we've actually added additional troubleshooting resources to help quickly resolve common issues that we were receiving through support cases.

8:44
You can kind of see that we've updated also the content and references throughout all the guides that are listed and we're trying to make sure that it's the most up to date and the latest guidance and links available.

8:56

One significant improvement is enhancing overall availability, visibility and accessibility of these guides.

9:02
And this all comes as a result of triaging and reading through feedback items that were submitted across the board.

9:11
So you can kind of see on the slide that we've gone through an updated Exchange Teams, SharePoint and 365 apps.

9:17
The last two are going through releases in this during actually this month right now.

9:22
If you do decide to join, we would love to have you actually on the upcoming office hours where our SMEs will walk through each of these guides and demo them one-on-one.

9:32
That's on December 5th of this month or next month.

9:37
Excuse me, a little eager for Christmas, but we are looking forward to that session.

9:42
And in that session, we're happy to get feedback and hear thoughts on if you've used the guide.

9:46
So it's going to be kind of an open dialogue, but our SMEs are really eager and preparing to do those demos of these guides.

9:55
That's it.

9:55
That's it for me.

9:59
Awesome, very exciting.

10:01
Hey, Anna, it says plan released January 2024.

10:03
Is that a typo?

10:04
Should that be January 2025?

10:06
Yes, that should be January 2025.

10:08
Yep.

10:09
So the next release will be SharePoint in this December, sorry next month and then M365 apps in January 2025.

10:17
And actually we're gonna be showing you guys what those releases will look like.

10:21
So this is essentially a a preview for you all before it goes live.

10:29
Thanks for that, Chris.

10:30
We'll be sure to update that.

10:33
So we're they're actually, I'm not the one to notice it folks in the chat.

10:36
So thanks folks in the chat for your attentive detail.

10:40
All right, thank you so much, Anna.

10:43
Chris, you are up.

10:46
I'm stealing control from you.

10:48
Hi, everyone, My name is Chris Shirley.

10:50

I'm the GPS global partner strategy is a global partner skilling lead for modern work and for copilot all up.

10:59
So I'll, I'll walk you through today what we have for training offerings for you both for copilot like M365 modern work copilot, but also so I've included a lot more from across the broader copilot stack.

11:13
Now, as let me go ahead and jump into the first slide here and I'll call out what I have for you are very meaty, very dense slides and a lot of them.

11:23
I'm not expecting you to to absorb all of this and to catch it.

11:26
All right.

11:26
Now what I really want to do is just give you a quick tour of what I've included.

11:30
And these are take home resources.

11:32
And so the slides that I'm going to show you today are clickable and the view we have right now, each of these little blue tiles is clickable and it will take you to where you can register for the trainings or view them on demand.

11:44
And I'm going to run through in two batches.

11:46
The first is general and the second batch is the exact same slides but reworked for Jumpstart partners.

11:52
So you if you are a Jumpstart partner, these first slides are not for you.

11:57
You need to use the later batch because they have specific links just for Jumpstart partners to you so you can get credit for your trainings.

12:03
All right, throat clearing aside, I'll start off by calling out that we have our trainings organized here left to right according to on the left side, the partner life cycle, and then on the right side, our customer life cycle.

12:17
We have practice developer playbooks, a few different options here that are super helpful.

12:21
Go check those out, especially the new Copilot Transformation Partner Playbook.

12:25
We've got certification weeks to help you if you are trying to get a solutions designation or an advanced specialization.

12:33
The one that's relative to Copilot is Ms.

12:35
one or two, but we do have other offerings as well.

12:37
So if you click that tile, you can go check out all of our certification weeks.

12:42
And then in the middle here we have a new branch of training that is AI Halo training, cross solution area, copilot stack trainings.

12:49
These are really exciting.

12:51
Builder buy is actually happening right now this week.

12:53
So you can go check it out and view the on demand version.

12:57
The sales boot camps are going to be boot camps that are are, you know, trainings that focus on classical standard sales enablement stuff, right?

13:06
This is your value prop.

13:08
Here's how you pitch, here's common objections, here's use cases.

13:11
Our technical pre sales gets a little bit more in the weeds with.

13:14
Here's what you need to know to answer, you know, technical RFP.

13:17
And then to the right, we have all of our deeper technical workshops are our depth sessions, as we call them.

13:24
All right.

13:25
As I mentioned, these are all clickable links to see the broad range of what we have to the AKA dot Ms.

13:30
slash partner skilling.

13:32
I'll drop that in the chat when I'm done here today.

13:36
Next, we've got the exact same slide.

13:38
So Chris, why?

13:39
Why are you showing me the same slide with different colors?

13:41
It's a great question.

13:42
And it's because this is a different view on the same content with call outs for what's CSP focused and this will be focused versus what is maybe more enterprise oriented, but has CSP and has SMB elements to it versus what's just really centered around enterprise.

14:00
So you can click through here to go look at these different trainings.

14:03
Again, the link to the same places.

14:05
It's just just a different view if you're more SMB focused now, again, same basic set of information, slightly different view.

14:14

I want, I want to show off the shiny new badges that we have on the left side of the slide until this shows you our AK as as well as the actual dates for some of our key upcoming trainings.

14:24

Definitely check these out.

14:27

The next slide is technical and pre sales.

14:29

Again, same basic breakdown.

14:31

Nothing too crazy there.

14:34

I'll spend a little more time on this slide.

14:37

This is a view of our upcoming in person events and all I've got, what I've got here is through the rest of this calendar year we will be launching these events in H2RH2 calendar year 25 coming up in January.

14:51

So you will see expanded versions of these, but what I'll call it is that the top line here is our large AI partner training day, used to be called the AI Partner Roadshow.

15:02

This is a huge event, 12 cities across the world throughout this fiscal year and we are focusing on different tracks.

15:09

You can come and look at copilot from a sales perspective.

15:12

You can check out copilot for technical audiences.

15:15

You can check out Azure AI for technical audiences.

15:17

We even have a legal track that's dedicated to AI and what's happening legally in the world now with AI and how to sell it and how to talk about it, how to how to protect yourself and your organization.

15:30
We've got a lot of really good feedback.

15:32
It's really good training, a really good set of contents.

15:35
We are refreshing it for H2.

15:36
So check out the the link there.

15:38
MSAI partner training day.

15:40
Go see what cities and H2 are near you.

15:43
Do register spaces limited.

15:45
So the earlier you can register, the better chance you have of of actually going in.

15:49
And then the bottom 3 rows here are our regional copilot extensibility training days.

15:55
These are single days that are focused entirely on extensibility and they are much smaller audiences, usually 50 to 70 people Max per session.

16:04
We don't have the H2 schedule released yet, but keep your eyes and ears open.

16:08
Hopefully I'll be back or one of my counterparts from another solution area, we'll be back.

16:13
I can share that with you.

16:14
Maybe January, February, we have the the full HD schedule up and running.

16:18
But if any of the ones you see now are near you, do go check them out.

16:24
All right, now I promise the same thing from the lens of Jumpstart.

16:28
For those who don't know what Jumpstart is, this probably will be very boring for you.

16:32
For anyone here who is a Jumpstart partner, hopefully you've seen this multiple times.

16:36
Hopefully you've seen my face multiple times.

16:39
In order to graduate to the Ready tier, you must take DW100 and either DW1O1 or DW1O2.

16:48
If you're not a Jumpstart, that doesn't mean anything to you.

16:50
If you are a Jumpstart, you're hopefully so sick and tired of me talking about this.

16:55
What I'll call out here is that I've got the same view yet again, but I've replaced the links for these tiles that have stars on them.

17:02
That will take you straight to our ESI portal where you can go in and register for the trainings.

17:06
We have a lot of deliveries lined up for the rest of the year.

17:09
We will be delivering these again in each two, but you must go through this link here, the ESI portal in order to get credits for having taken these trainings for Jumpstart to graduate to or retain communities here.

17:27
And for those asking, well, what's the, what's the AKA Chris?

17:31
It's AKA dot Ms.

17:32
slash and then the course codes at the top here you can see AKA dot MS/DW100.

17:37
And when we hop over to the next view, you'll see the others DW1O11O21O3.

17:44
I've got registrations live in October.

17:45
This is an old slide.

17:46
I should update it.

17:47
They are all live now.

17:49
Deliveries are up and running.

17:51
Go hop in there and find something in your local time zone.

17:54
All right, I am a little bit ahead of schedule.

17:57
Happy to hand it back over.

17:58
I'll take questions in the chat.

17:59
Thank you so much for joining us today, everyone.

18:05
Thank you, Chris.

18:06
I am just going to re share.

18:11
All right, Next up, we have the fast track partner center experience, FPX and partner conversation zone.

18:19
And I think we are kicking it off with Christian.

18:21
Mehr is Christian on the actually, but I think maybe because of the the that those extreme weather conditions in Seattle earlier that Christian maybe might be having be a bit delayed or having some issues.

18:34
So, OK, can we go to Sakshi maybe first?

18:38
Yep.

18:40
Let's pass it over to Sakshi.

18:42
We'll get back to Christian.

18:43
So are you on the spot?

18:44
I'm afraid, Sorry.

18:49
All right.

18:49
Yeah.

18:51
So let's go into this partner reference experience that we are evolving in the fast track partner experience zone inside the Partner Center.

19:02
So hello, everyone.

19:03
I am the product manager for reference.

19:07
And as part of that, we are looking to update the reference experience in the partner Center.

19:17
I would, I'm catching my friend because it's like I was not prepared for my turn too fast.

19:23
So, so the goal of that is to streamline the experience, partner experience for the data and insights that we shared with you on actioning a referral.

19:36
So we have heard your feedback on different areas like the notes are not structured, the customer contacts are not there all the time and so on.

19:48
So we are we are streamlining that experience to provide the data for you to action a referral and also in return have for us to have better visibility into if a referral has had a good impact or not for partner.

20:06
And in did did it lead to the success it was meant to.

20:10
So we would request some data points back from the partners as well.

20:14
So the key pain points that are addressed as part of this, as part of this update are twofold.

20:23
1 is that the information that is given to action a referral is insufficient and is scattered.

20:30
And the second is that the feedback loops on referral quality are very minimal and they're not actionable today.

20:37
So we do not get lot of data points beyond the partner acceptance.

20:44
So for us to help on improving the quality of a referral, we would need these feedback loops.

20:51
Next slide please.

20:57
Yeah.

20:58
So I would share what are we updating in the in the upcoming slides and we would love to have feedback from you, from the partners on the data points that we are sharing with you.

21:13

Are they valuable enough and is it the valuable data or information you are looking to action a referral?

21:20
And the second is on the data points we want back from the partners for us to understand the impact of a referral.

21:29
Can you share those, is it feasible for you to share those data points?

21:33
We there are, there is a early adopter program that we have where some partners have signed up for it as volunteers and if there are others that want to sign up, please sign up into that and we would reach out to, we would reach out to those in that early adopted program to gather the feedback on this area.

21:57
The form will be shared in the chat.

22:00
Next slide, please.

22:05
Yeah.

22:05
So this is, these are the improvements that we are doing to improve the data that is shared with you to action a referral, referral source and type.

22:17
So now there's a distinction between referral source and types.

22:23
The referral source is like is it a Microsoft LED referral or is it a customer or field LED referral?

22:31
So and the referral type is like is it a benefit referral where fast track benefit is eligible or is it a non benefit referral where there's no fast track benefit to be delivered.

22:43
So we are distinguishing these two for partners to clearly understand like which ones are which reference and accordingly action those.

22:52
The next section is around product usages and insights.

22:56
Today you have active usage percentage data being shared for a referral and that is limiting that.

23:05
You can only see the data where there is C port claim.

23:08
The goal is to expand it beyond C port claim to other association types such as ESAF, other MCI engagements if there are there are with a particular customer Also expand it to like the usage data, licensing and renewals data available for associations beyond C port.

23:31
The the other section is that we are looking to add incentive program eligibility.

23:38
So where applicable if there is tenant MCI or C port eligibility, we would show that in the reference section upfront so that partner has information on tenants MCR or C port eligibility contacts.

23:55
The contact section would be updated where we have the customer contacts for the partner to directly reach out to.

24:03
Those will be highlighted and we would segregate it into customer and Microsoft contacts like the seller contacts inside Microsoft.

24:11
For for the notes we have, we'll we'll be sharing it in a better structured way.

24:17
Also we'll be able to share like what are the implicit notes or the explicit notes which have been shared by a customer or the sellers in in that section.

24:31
Now beyond this to action a referral, are there anything else you want to see?

24:38
If there are other things, please add it, add it to the chat or sign up to the early adopter program to share feedback with us.

24:48
Next slide, please.

24:55
Yeah.

24:55
So this is the, this is the section where I was talking about streamlining the feedback loops to improve the referral quality.

25:06
So today we have data on referral acceptance which does not does not allow us to understand much on the impact a referral delivered for a partner and the customer.

25:22
So these are the other data points.

25:24
In order for us to improve the quality, we would want to understand what impact a referral created.

25:33
So there are 4 stages we have created for a referral which is the first of the review stage, the second acceptance or decline stage, the next kick off and the final would one would be service engagement.

25:47
So feedback across these 4 stages would be very beneficial to understand the quality of a referral and the impact it creates.

25:57
So these 4 stages, the first one, the review stage is the start of a referral when when a partner receives a referral, the next stage is the acceptance or decline.

26:08
Within two days of referral the acceptance or decline has to be made.

26:13
This is a required field and you have, you have an option to either accept or decline and if you decline share the reason of the decline on the next stage, it's the kick off.

26:26
So in order for us to understand if a handshake between a partner or customer has happened, we would we would want to understand the kick off stage of a referral.

26:36
So this this is a again a required data point to be updated every three every month up to three months until it is complete or it has ended.

26:48
So this will again be like an option field where you can choose the kick off has been attempted but no response from a customer.

26:56
The call is scheduled or it is complete.

26:59
The the 4th and the final stage is on service engagement.

27:04
So this would be very useful for us to understand how how the service engagement went for a referral.

27:12
So this feedback can be shared within like three to six months of a referral.

27:16
It's not mandatory, it's optional, but very valuable for us to see if there is any value added services sold and what's the dollar value range at a high level.

27:26
So these are the these are the data points that would be helpful for us to get the feedback loops to improve the referral quality.

27:37
Now my question for you partners is, is it feasible to share these data points?

27:43
Please give us a quick poll.

27:46
So Amy would be launching a poll.

27:49
Please share your response back and for us to understand this better and Co create with you sign up into early adoptive program and we would be reaching out to you for your feedback.

28:02
Thank you.

28:04
We also, I just had two other quick polls that we would like to launch regarding referrals.

28:11
How would you name a referral initiated by a customer seeking deployment or adoption help?

28:17
So we'd really appreciate your feedback there.

28:20
And then one more question for you all.

28:29
How would you name a referral where Microsoft identifies customers needing deployment or adoption support?

28:37
Thank you so much for just taking a minute or two to answer those polls.

28:41
We really appreciate it.

28:45
And now we're going to hit reverse and go back to the Fast Track Partner Center experience with Christian Mayer.

28:56
Hello Adrian, my name is Christian Mayer.

28:58
I'm the PM behind the partners and experiences and the API.

29:03
I see a lot of chats going on asking for questions around where will the data be available that Sakshi presented.

29:12
Let me do one thing, enroll a video to hopefully answer this.

29:18
It is a video that will show you what is coming up.

29:21
This is something that we've been working on for the last couple of months to improve the experiences, to add more data for you guys.

29:28
Let's roll it.

29:29
Then we move to the road map and then we can have a discussion, right?

29:38
We've seen where the gaps are for our partners.

29:41
Insufficient customer insights, a lack of usage data and incentive eligibility information.

29:47
You've been spending too much time and energy finding scattered information and not enough creating effective and data-driven customer propensity lists to drive customer growth as well as your business success.

29:58
And let's not forget the headache of manually distributing that data to service sellers and others.

30:04
We also know you've been eager for high quality leads and referrals to jointly create value with Microsoft.

30:10
So we built a product to solve all that, introducing the Fast Track Partner Center Experience or FPXA Dedicated Partner Center workspace for our fast Track partner community that provides access to customer insights, leads and incentives as well as growth and upsell opportunities.

30:28
Building on the already well established Partner Center, Microsoft has been hard at work creating a premium, secure, compliant and data rich experience to make sure you are partners are set up for success.

30:40
With FPX, you'll have fast and easy access to detailed customer insights and usage data, extensive growth and upsell propensity data to encourage Copilot and Microsoft 365 adoption.

30:53
This data highlights customer adoption blockers with retention details, deep impact analysis and projections, and clear opportunity prioritization.

31:02
Workload utilization and whitespace, licensing profiles and renewals, customer segments and regional distribution, all to make Microsoft 365 E 3 to E5 upsell easier.

31:15
Fast track program and incentive eligibility info so you can quickly discover applicable accelerators and leads.

31:21
Rich data that you can programmatically bring into your own CRM or ERP system to surface to the right seller at the right time, Advanced deployment guides and knowledge articles for targeted guidance whenever you need it, and more.

31:36
By equipping our partners with the right data at the right time, along with recommended calls to action, we can help you scale your business growth by accelerating sales velocity for Microsoft 365 and Copilot.

31:50
By sharing consolidated data points, available Microsoft resources, and key implicit and explicit signals on customer needs through an updated user experience, you'll have everything you need to act on a referral in one place.

32:03
Through the new referrals experience, programmatic access to referrals data and quality and tight feedback loops, we ensure successful joint value creation for you and your customers.

32:14
With a further development and enhancements of FPX, we want to empower you to scale beyond just product LED growth by creating a repeatable blueprint for data-driven propensity, excellence, lead generation and success.

32:28
Thank you for your partnership.

32:30
We're excited about this new release and can't wait to see what you'll achieve with it.

32:35
Stay tuned for more updates.

32:40
Awesome, Hope you all enjoyed the preview of our release.

32:44
We have been hot at work in the last months and to be honest our we are at the midpoint of the development and hope to have it out in an upcoming months given holidays and such expected release to land towards January.

32:58
But as we move forward, as you see from from our preview video, there's a lot more that we're working on.

33:06
We're quite busy on evolving the land and expand base, absolute growth opportunities.

33:11
The underlying data models I see a little bit in a chat say, hey, I see some issues here and there.

33:16
Yes, I want to listen to them.

33:18
We want to acknowledge them, but also we want to fix them.

33:23
So we've been working hard at all this this challenges that we've seen.

33:26
Obviously we had the first release in in June and now we're pulling up with the next one.

33:31
We also want to incorporate the highly requested data like MCI eligibility, a renewals, subscription information and additionally bringing you copilot in such an opportunity as well to get it to the in addition to the modern work and security insights and opportunities also tied with detailed usage data usage profiling.

33:54
Even if it means to look into the usage profiling around free copilot usage in a customer tenant so you can gouge like the the free to paid conversion and opportunities there.

34:07
Additionally, we're also looking into bringing you what you've seen also in in the video, the power of the Microsoft Graph to all the data and make it accessible for your organization to pull it programmatically.

34:21
What does programmatically mean?

34:23
Basically to allow your organization to surface the data that we have on our end to your solution seller, the delivery teams or other stakeholders internally that you have directly in the workspace, whether it's there's your CRM or ERP system to bypass this manual data sharing and files back and forth.

34:41
We're also working hard at the referrals experience and you saw Sakshi a little bit earlier talking about that and we exploring ways on how to leverage other customer associations just be on Seaport to bring you the richness of the data offered in FPX and through the API to your customers.

35:01
And, and for example, that you're working as a CSP with or you have you working on a year on or you have delivered an MCI engagement, have access also the data accordingly.

35:13

Or if you get the new referral, also get the right signals with the referral to be able to act accordingly and, and, and create your strategy on how you approach the customer.

35:25
Obviously, things are gated on compliance and we're still working to that.

35:28
But yes, this, this is not, we're not talking a year ahead.

35:31
We're talking maybe a couple a month or two ahead out.

35:35
And lastly, what we've been also working on is to bring you the power of Copilot in partner center to you.

35:42
So to quickly find the needed data and opportunities and a vast amount of new data that will surfacing in an easy way within FPX where you can have a conversational question.

35:53
So like, hey, show me all customers in this region that are eligible for an MCI engagement and they're below tipping point and not ready for upsell and boom, you get the list immediately.

36:03
So things like that to make your life easier, Yeah.

36:07
So stay tuned for our release announcement.

36:09
And if you're interested in joining the early Adopter program to get early access to the release to help us testing it and give us feedback, Amy and the team will drop the link in the chat on how to join the Early Adopter program, the preview program.

36:24
Think about like a Windows Insider program that's similar to that.

36:29
And then if you have your developers ready to pick up the integration with our API, we'll also send sooner pilot announcement so you can, you can early get access to it and, and, and try it out.

36:41
So that's everything.

36:44
I'm just quickly browsing to the chat to see if there are any questions that I can answer quickly.

36:52
So David, I'll follow up with you offline.

36:54
I'll send you an e-mail.

36:55
And Alice, I definitely want to know the challenges that you've been facing.

36:59
We're here to help you and here to, to address your, your pain points.

37:04
And Christy, you, you've been asking in the chat regarding where to find the product usage in each sites.

37:11
As you seen in the preview video, it will be brought to you in context of your workflow within FPX.

37:18
That's the generic answer.

37:19
So if you look for opportunities, you'll find a user's profiles and of your customers in there.

37:26
If it's copilot opportunity to look, you will see copilot usage, licensing and insights.

37:31
If you look at them through modern work and security, you'll find it there.

37:35
If you get the referral, you'll find it during the referral review process that you have.

37:40
So they'll all be in FPX.

37:43
Or if you decide to integrate with your CRM, you'll find it through the API.

37:48
You can pull this data and surface it to your seller solution seller and others in your CRM.

37:56
OK, thank you folks over to Wendy and chips.

38:03
OK, thank you everyone and apologies as due to the time zone line in my camera will adjust with the lighting effects.

38:10
But yes, I'm James Pickering and I look after readiness, communication, documentation and events for the fast Track partner community.

38:18
And I just wanted to take two minutes of your time to call out a new area within the FPC portal that we launched in October, and also to call out an exciting new development to you that's coming in the next month or so or over the next couple of months.

38:33
So the partner Conversation zone is a space that we launched within the FPC portal in October.

38:40
And this space gives you the ability to subscribe and unsubscribe to threads that are interesting to you, ensuring you're getting updates on the content you want and nothing but that.

38:49
So it's this is a very similar to a forum functionality where partners can engage in conversation and it can be about anything community related.

38:59
The space is going to be likely moderated by our program teams and we'll just be keeping an eye out, listening and chiming in when needed.

39:06
But generally we're looking for you as partners to lead the conversation.

39:09
You can go there now and see some of the threads that have been launched and really a call to action is to go do that, find out where it is on the portal and to start a thread or comment on the existing one.

39:21
Really we want the conversation to be within between partners, you engaging with each other, sharing best practices and things like that.

39:31
And next on coming up with that next, we'll be starting to increase awareness around community activity such as ideas, submissions and changes to their status and related comment threads.

39:45

Also, blog notifications will start to come from the FPC platform versus Viva Engage as we continue our efforts to streamline our experience to to evolve less platforms and centralized 1 area.

39:58
That's kind of, as I say coming down the line.

40:00
So just be aware for communications around that.

40:04
And then if we go to the next slide.

40:08
But also something to be aware about, to keep track of communications and be aware about is our refreshed, renewed and reimagined version of our previous qualifications are Fast Track Partner community qualifications.

40:21
They'll be managed by our new learning management system, reach 360.

40:25
And then it'll allow you to fully understand all that comes with being a member of the Fast Track partner community and how you can get the most out of it, both for yourselves and your customers.

40:34
So just wanted to give you a heads up.

40:36
You'll be seeing more information coming via our different communication channels.

40:41
So keep an eye out on FPC blogs and still Viva Engage at this point to find out more on what's coming.

40:47
But just wanted to give you a brief overview there and communications come out with more specifics about our new qualifications in the next few weeks.

40:56
So please do keep an eye out.

40:59
Thank you.

40:59
Back to you, Amy.

41:01
Thank you so much, James.

41:02
Lots of exciting new stuff in RCDE land.

41:06
All right, Voice of Fast Track Partner Amy Fullwell.

41:12
Thank you, Amy, and welcome everyone.

41:15
As Amy has said, I'm Amy Fullwell.

41:17
I'm a product manager within the Fast Track organization and I'm here representing the Voice of Fast Track Partner team along with Julie.

41:27
So the first thing we wanted to share with you is thank you, thank you, Thank you to everyone who recently responded to our partner survey.

41:34
For the first half of the year, we've gotten a significant number of responses, this half more so than we have in a long time.

41:42
So thank you for your participation and effort.

41:45
While we're not going to be sharing a lot of next steps or results from the survey during this call, we're still tabulating all of that.

41:53
We wanted to share with you some real quick little Nuggets.

41:57
We did notice that there was an increase in satisfaction and that our partner engagement score also improved very, very slightly.

42:04
So a lower number there is better.

42:06
And we also wanted to highlight the success of the PSMS.

42:10
It looks like the PSMS are really working very well for everyone with over 84% satisfaction there.

42:17
So thank you to everyone and like I said, we will dig deeper into this data and share some outcomes and next steps in the following call.

42:25
Go ahead, enemy.

42:29
So we also want to thank you for sharing more feedback and ideas on our FPC Ideas forum.

42:35
We've been able to take some of those ideas and put them in action.

42:39
So our voucher redemption report, previously, it was very difficult for some of our partners to sort through it and identify which vouchers were related to which customers.

42:49
So we were able to simply add in some customer ID information to make it a lot easier for you to filter.

42:55
And then also obviously, when you download it, you're able to have that as well.

42:58
So you can go into your voucher redemption list and now you should be able to see that that's live in production.

43:06
Another thing that was mentioned as a part of the ideas and feedback form was changing up the the advanced deployment guide a little bit to be able to track more information from your perspective.

43:19
So things like start dates, the responsible party completion dates, change control, approval statuses, etcetera, etcetera.

43:26
We actually pushed that through into the product team and they accepted it and have implemented that as well.

43:31
So it wouldn't have been without your feedback that we wouldn't have been able to make these change.

43:38
Go ahead, Amy, we do have a couple of ideas that we would like to get your feedback on.

43:45
They're currently sitting out in our FPC Ideas and Feedback forum.

43:50
You can simply go out there and review any idea and if it's something that interests you and you feel like would be a huge benefit to the community, you can just simply upvote those.

44:00
Upon upvoting, you'll be able to receive notifications if those ideas receive any change of status.

44:06
And so the two that we're looking for feedback on is partner customer association for growth opportunities.

44:12
So this is related to what Christian was talking about earlier, looking for new ways to associate partners and customers outside of just the Seaport claim.

44:22
We also, we're looking for feedback on allowing partners to edit their endorsements.

44:27
We know that a lot of the regional partners will inherit some of their endorsement information from the parent partner and have felt that it would be necessary to change some of their endorsement information.

44:40
And so if if that's something that's important to you to ensure that you're getting the right referrals, go ahead and go into the FPC ideas and feedback form and upvote those ideas.

44:52
Additionally, if you have new ideas, we're always looking to capture those as well.

44:56
So head on over and submit whatever ideas you think would help to make your job easier for this program.

45:04
Next slide, Amy.

45:07
All right, wanted to share some upcoming changes in our Voice of partner program.

45:13
We actually have a pilot that's coming out.

45:17
We've heard from partners that they would like to receive feedback from customers on the job that they're doing.

45:24
And so we've created a pilot that will create a link for each individual partner that is involved that allows you to share that link with your customers and send feedback.

45:35
Once you get at least five pieces of feedback, we would be sharing that feedback with you.

45:41
So we are looking for a few more participants in this pilot.

45:45
So if you're interested in testing this out, it's going to be running from November until January.

45:51
We need a total of five partners.

45:53
And if you're interested, we're going to actually launch a poll right now.

45:58
And if you miss it for whatever reason due to listening to this call after the fact, there's a link in the in the deck here that you can also follow.

46:06
So if you'd like to participate in the customer survey pilot, please respond to the poll that Amy just put up.

46:16
The other thing I'm going to share while you're filling that out is that in the ideas form, as I mentioned earlier, as you add a new idea or feedback item, you're now going to be subscribed to receive e-mail notifications to let you know, hey, we've received your feedback item any time the status changes.

46:34
So one of our product owners said, Yep, that's a great idea, we'd like to move forward with that etcetera or no, this isn't something that fits into our road map.

46:42
You'll get notifications of that and then anyone who comments or or votes on those items will also be subscribed to that idea.

46:50
So and that is live in production already.

46:52
So we just got that set up this last week.

46:57
All right, next slide, Amy, I think that's all you have.

47:01
Oh, perfect.

47:04
There we go.

47:06
Thank you so much, Amy.

47:07
Really appreciate it.

47:08
Thank you everyone.

47:12
And that is our agenda.

47:14
We just had an event survey that we would love to share with you and gather any feedback on how we did today.

47:22
We really value partner feedback and use it for all future events and content.

47:27
So I will post this link in the chat as well and also if any presenters want to chime in, answer any questions that you saw in the chat.

47:38
We have an extra couple of minutes if anything is noteworthy.

47:51
If not, we can give you all a couple minutes back.

48:06
All right, Thank you all for joining us today.

48:12
If you've any questions that come to mind, feel free to post them in the chat.

48:16
Our team will monitor it following the event as well, so we will definitely get back to you if you post anything the rest of the day.

48:30
Thank you to the presenters and I hope you all have a great rest of your day or evening wherever you are located.