

WXP FY25Q3 QSR

Agenda

0 WXP Team goals FY25Q3

1 Building for the future

2 Just in-time Employee Experiences

3 Inclusive AI in the Workplace

4 WXP Empathy Foundation

5 Keeping our foundations strong

Our team



Jeni Huang
Design



Praveen Aripirala
Design



Toby Fitch
Design



Joel Hoke
Design



Rui Shi
Design



Kevin Toy
Research



Seong Ro
Content Design



Christian Richard
Design manager

00

Christian

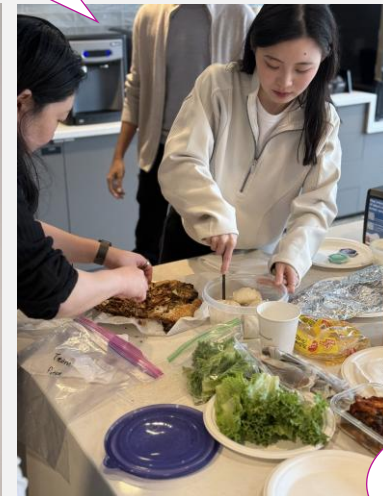
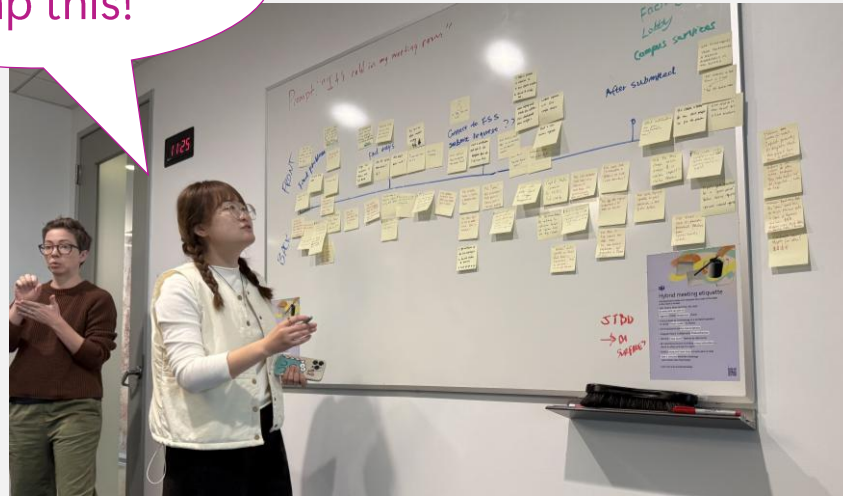
- Q3 recap
- Mission for AI
- Optimizing workplaces with AI



Let's journey
map this!

Potluck!

Let's bowl!



It's like
Cricket!



AI UX: A framework for tomorrow



Contextual awareness

Our UX vision is to create experiences that are contextually aware, seamlessly integrating with the user's environment and current task to provide relevant information and tools.



Anticipatory Design

We aim for an anticipatory UX that predicts user needs and offers solutions proactively, reducing friction and enhancing the user journey.



Personalized interactions

By leveraging data and AI, we strive to craft personalized UX journeys that resonate with individual preferences, behaviors, and past interactions, making each experience uniquely tailored.

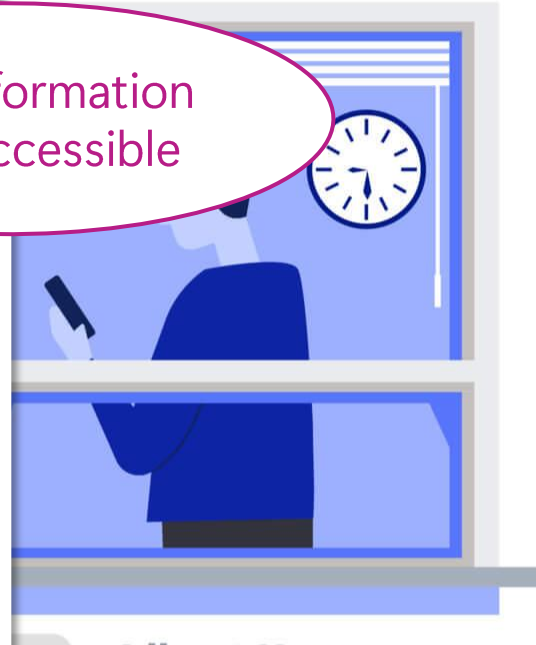
Employee experience



The Role of AI and Machine Learning in Crafting Personalized UX Journeys

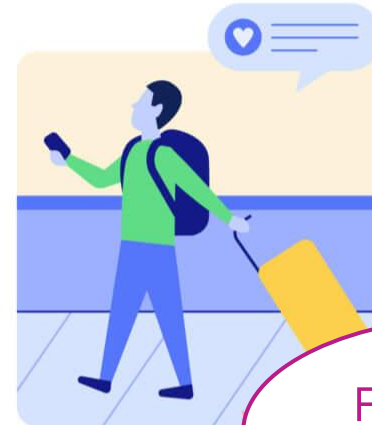
Make information easily accessible

Reduce the friction of the day



Idle at Home on a Sunday

Traveler
frequently travels abroad



Social Life
visits bars and entertainment places

Facilitate my workflow!



Full time work
working hours 8:00

Help me get the info I need!

Online
usually searches on courses

Operations experience

Reduce costs

Connected infrastructure

Optimized workflows

Real time data and utilization

The Role of AI can deliver reduction in operational costs and improve utilization of employee services

~400K
Work Orders

Facility Services

~57M
BACnet Traffic

Bldg Mgmt Systems

+200K
Spaces

IoT/SmartBuilding

+60K
Utility Bills

Space Management

+45K
Sensors

Financials / Leases

+2M
Visitors

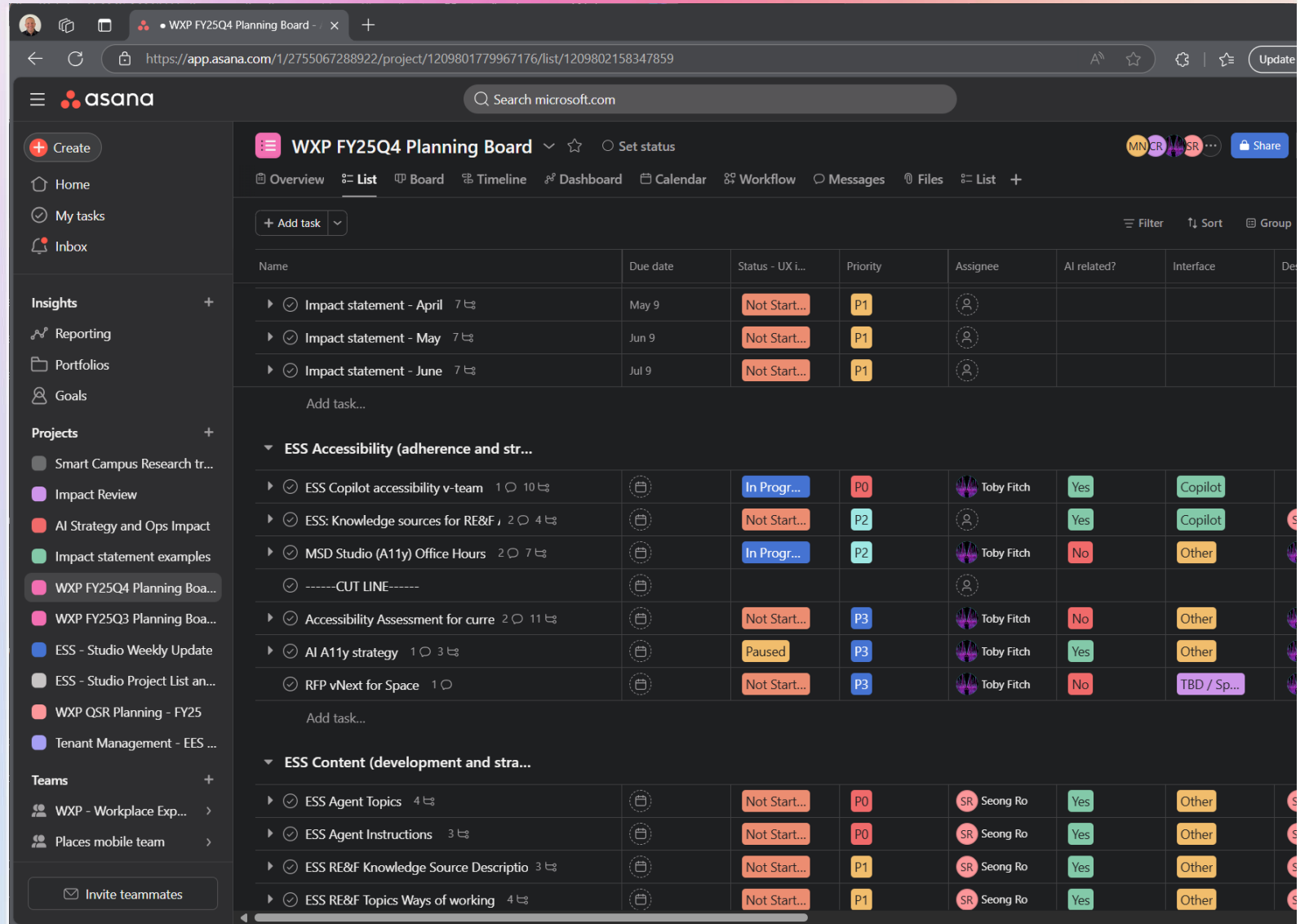
Security

+1M
Commute Boardings

Employee Services

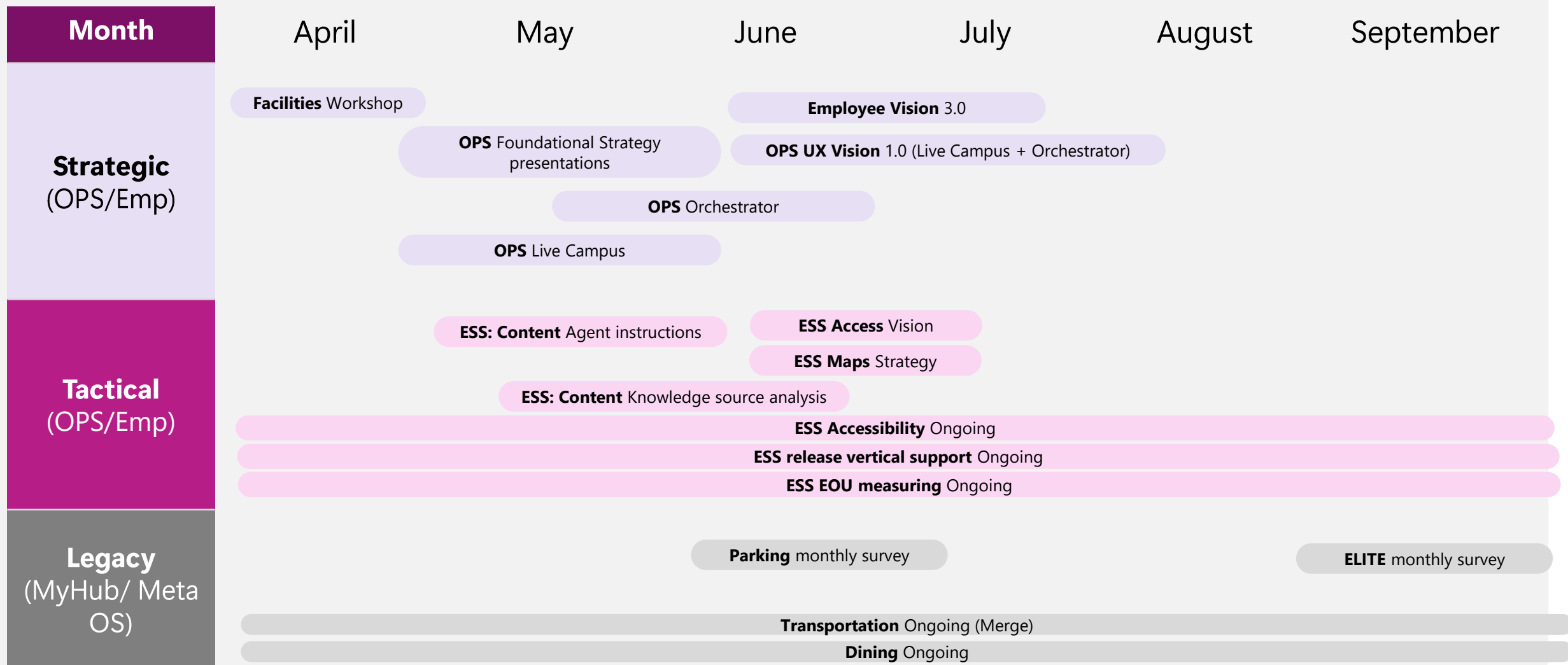
Program planning: tracking our work

[WXP FY25Q4 Planning Board - Asana](https://app.asana.com/1/2755067288922/project/1209801779967176/list/1209802158347859)



Name	Due date	Status - UX i...	Priority	Assignee	AI related?	Interface	De
▶ Impact statement - April 7 🗓	May 9	Not Start...	P1				
▶ Impact statement - May 7 🗓	Jun 9	Not Start...	P1				
▶ Impact statement - June 7 🗓	Jul 9	Not Start...	P1				
Add task...							
▼ ESS Accessibility (adherence and str...							
▶ ESS Copilot accessibility v-team 1 🗓 10 🗓		In Progr...	P0	Toby Fitch	Yes	Copilot	
▶ ESS: Knowledge sources for RE&F 2 🗓 4 🗓		Not Start...	P2		Yes	Copilot	
▶ MSD Studio (A11y) Office Hours 2 🗓 7 🗓		In Progr...	P2	Toby Fitch	No	Other	
✓ -----CUT LINE-----							
▶ Accessibility Assessment for curre 2 🗓 11 🗓		Not Start...	P3	Toby Fitch	No	Other	
▶ AI A11y strategy 1 🗓 3 🗓		Paused	P3	Toby Fitch	Yes	Other	
✓ RFP vNext for Space 1 🗓		Not Start...	P3	Toby Fitch	No	TBD / Sp...	
Add task...							
▼ ESS Content (development and stra...							
▶ ESS Agent Topics 4 🗓		Not Start...	P0	SR Seong Ro	Yes	Other	
▶ ESS Agent Instructions 3 🗓		Not Start...	P0	SR Seong Ro	Yes	Other	
▶ ESS RE&F Knowledge Source Descriptio 3 🗓		Not Start...	P1	SR Seong Ro	Yes	Other	
▶ ESS RE&F Topics Ways of working 4 🗓		Not Start...	P1	SR Seong Ro	Yes	Other	

Roadmap and priorities



*Monthly rotating topics

01

Building for the future

- Ops
- Campus vision
- Live campus
- Next steps

Ramping up in Ops

Learning, key opportunities & relationship building

Since last QSR...



Where we were

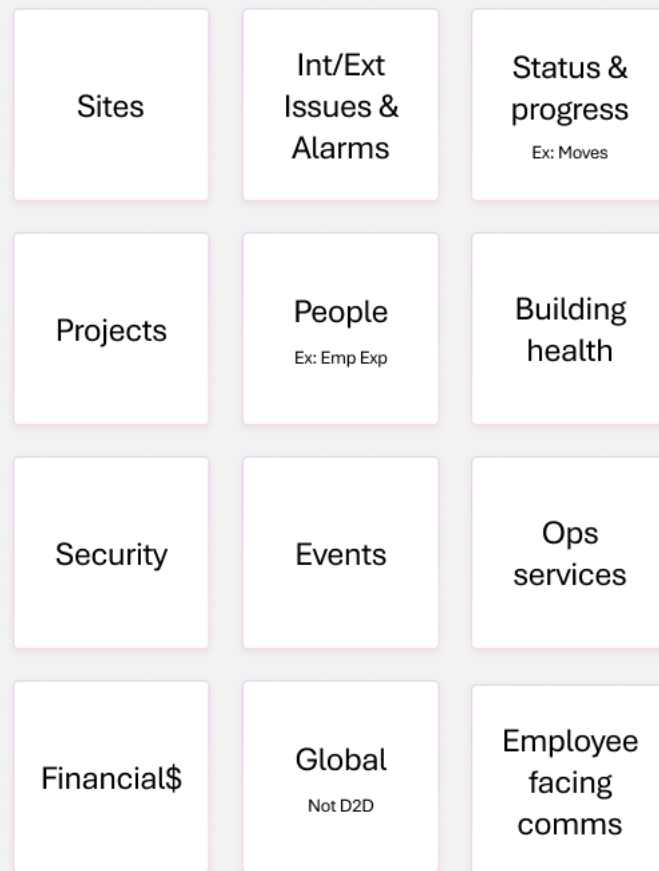
- New team, work stream and partners
- Desk research
- Overwhelmed



Where we are

- Building partnership, projects gaining traction
- Workshops & ideation sessions
- Whelmed

Facility Portfolio Manager needs in a tool



Views

Different roles will be focusing on different information, which will likely require different views/layouts to support their specific needs

Critical data

Clearly highlighting the data that matters most in critical decision making is paramount.

Surfaces

Different roles will also be interacting with this data across different surfaces—including TV displays, desktop and mobile

Multi-issue

Real-time data will give important insights to multi-issue intersections, assisting in prioritization

Intersecting issues

Multiple issues can occur across business areas.

Ex: Ops, services, events, projects all overlapping on a given day

Root cause analysis

Each business vertical's needs must have their root cause addressed, such as identifying why an issue occurred and resolving it at the source

Horizontal decision making

Maintaining functional verticals while gaining insights across them is vital for facility portfolio managers and support staff to make effective decisions

Campus problems

How might we build an personalized, intelligent experience that helps drives down costs, improves productivity with tactical precision in real time without increasing workload of FM ops?

How might we build the facility management platform that empowers the facility manager to better prioritize the issues and avoid **overload**?

How might we build an experience that allows a facility portfolio manager to make **real time decisions** based on unexpected changes and plan for the future based on historical trends?

How might we create a dashboard that {facility portfolio manager} can use to make performance decision to help drive down operation **costs** + improve employee **productivity**

How might we operate with ambiguity into **tactical precision**

explanation: Funnel, funnel, funnels!
Toby

How might we combine all the existing tools and design a **personalized, intelligent** and smart tool to help admins to better manage data + alerts?

How might we build a view that gives a glimpse of what is relevant based on time, date, regions, roles

How might we create a single pane of glass with out **increasing workload of FM Ops**?

How might we get a clear understanding of all the personas and save the right problems for managers?

Ops deep dive

What do Microsoft's operations workflows look like today?

Deep dive goals



Today's challenges

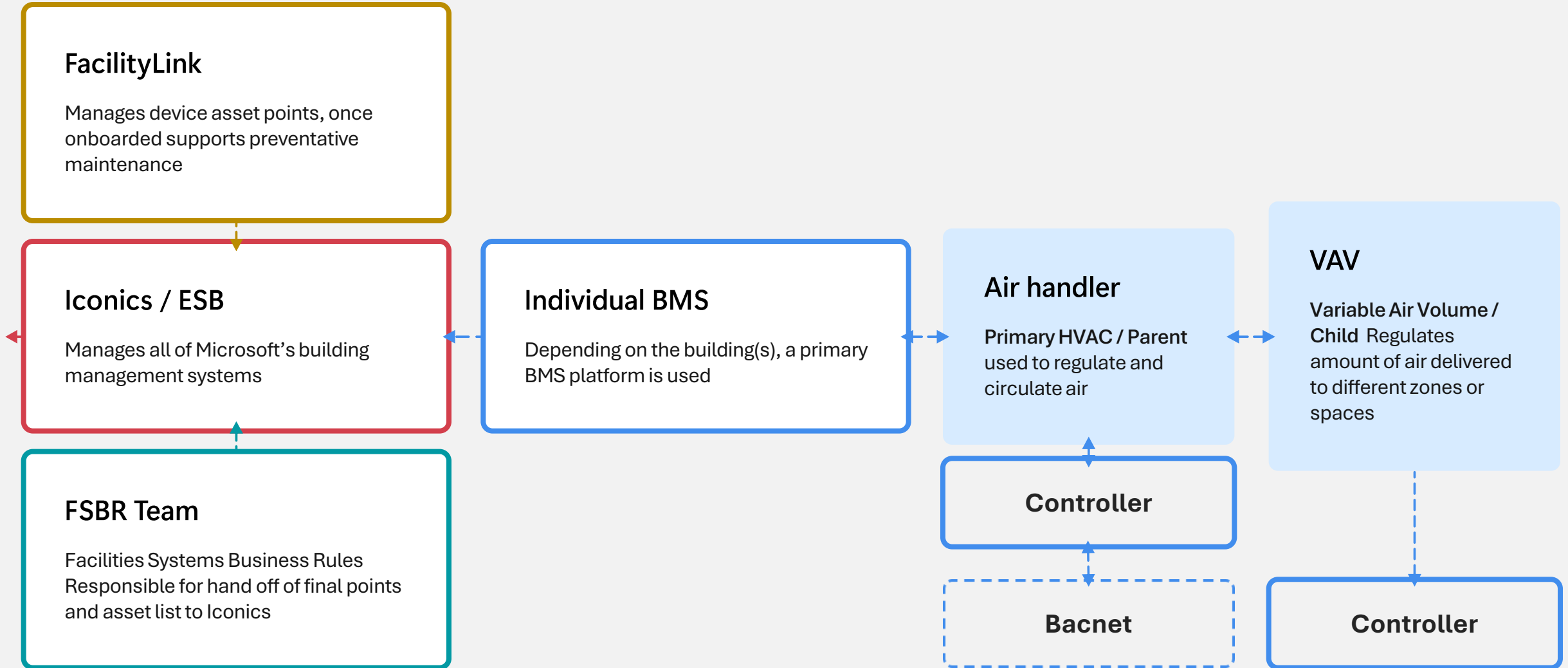
Understand today's challenges and learn how we might integrate and optimize our portfolio's BMS solutions to reduce costs.



Building management

Identify touch points that enhances operational efficiency while improving employee comfort and safety

Building management today



Microsoft's unique opportunity

Honeywell
ALERTON
SIEMENS

Platform ownership

Deep data and platform ownership make our business partners much better positioned to solve for the problems we're investigating.



Data ownership

We have visibility across multiple platforms that gives us a unique opportunity to solve horizontal problems and potentially extend to other enterprises of similar size.

Scenario development

How might AI help to better support operational excellence?

Ideation session goals



Validate our assumptions

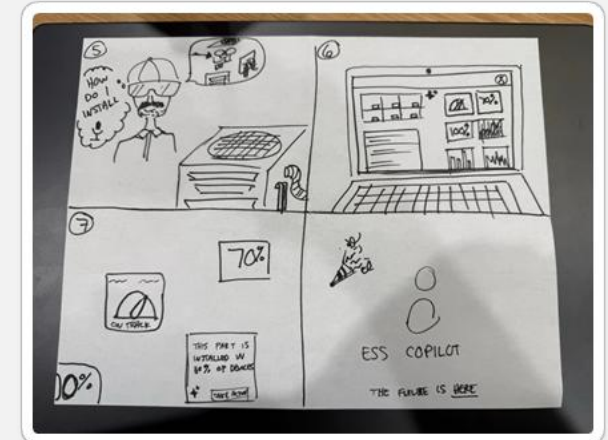
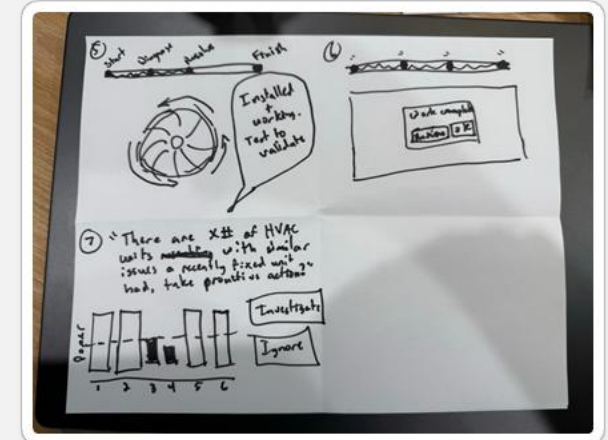
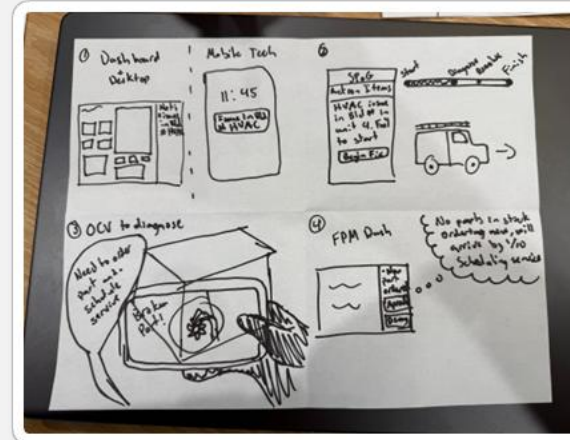
We made a lot of best guesses when building out our facilities scenario. Did we miss any opportunities?



Deeper scenario development

Operations covers more than just facilities, let's explore an AI-assisted scenario where there are overlapping issues.

Following our workshop with PM partners, design spent time thinking about the combined vision and user story of what an interconnected front- and back-end story might look like. The back end team took some time to explore a facilities journey, while the front end team explored how those back end actions impact, often invisibly, the employee experience journey.



Fire, Flood, Fear Scenario

System
Orchestrator

Tier 1
Partners

Staff
Technicians

GWS Ops
Planning

Experience
Ops

LT SLT

Key actions & opportunities during this scenario

- **Issue Alert:** Prioritizes multiple alerts, supports T1 team response, notifies teams, and flags priority items in real-time.
- **Issue Diagnosis:** Identifies maintenance concerns, diagnoses issues, synthesizes data, tests equipment, reduces team overhead, and determines if manual intervention is needed.
- **Planning & Prep:** Ensures real-time communication, tracks coordination, scheduling, parts ordering, and work order status.
- **Fix:** Documents new parts and work, adjusts schedules, coordinates team efforts, and provides data insights for decision-making.
- **Resolution & Monitoring:** Tentatively closes work orders and circulates data for future insights and proactive issue identification.

Fire, Flood, Fear Scenario

System
Orchestrator

Tier 1
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GWS Ops
Planning

Experience
Ops

LT SLT

Key actions & opportunities during this scenario

- **Issue Alert:** Prepares, approves, and sends campus notifications, checks dashboard for high priority issues, supports responding teams in decision-making, informs about substantial outages, and maintains awareness of impact breadth and depth.
- **Issue Diagnosis:** Monitors status and supports responding teams.
- **Planning & Prep:** Maintains awareness of plans via communications and dashboard data, responds to inquiries from next level LT, and escalates key building and facility needs.
- **Fix:** Maintains general awareness of fix statuses and expected resolution timelines.
- **Resolution & Monitoring:** Confirms all parties were notified and issues resolved, tracks additional work orders or issues, and performs After Action Reports (AAR) or Root Cause Analysis (RCA) for severe events.

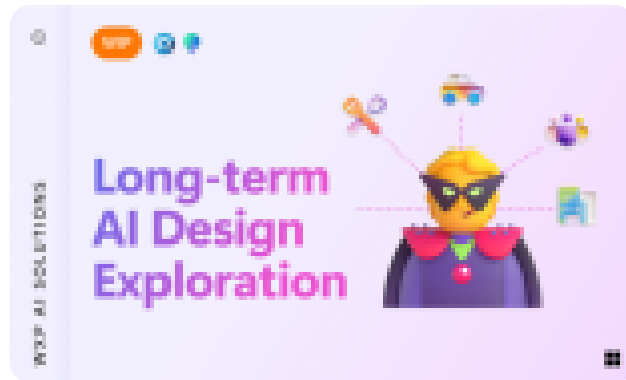
Campus vision

Connect front + back-end



Ready to connect front + back-end with **AI Solutions?**

This time, dive deep into both **front-end** campus experience and **back-end** space management. Drive down costs, improves productivity and create more intelligent & personalized experience.



Campus video v1

This video is mobile based and ideated based on MyHub app, mainly focus on voice interaction with AI. The video includes front-end campus story only.

 MSD studio + GWS+ PM + Dev



Campus video v2

The second video shows a day on campus, includes commute, productivity, dining and part of the workplace back-end. It's more conversational based.

 Extend to Shawn, Monika + **idea adopted!**



ESS facilities: user input with image!!!



V3??????

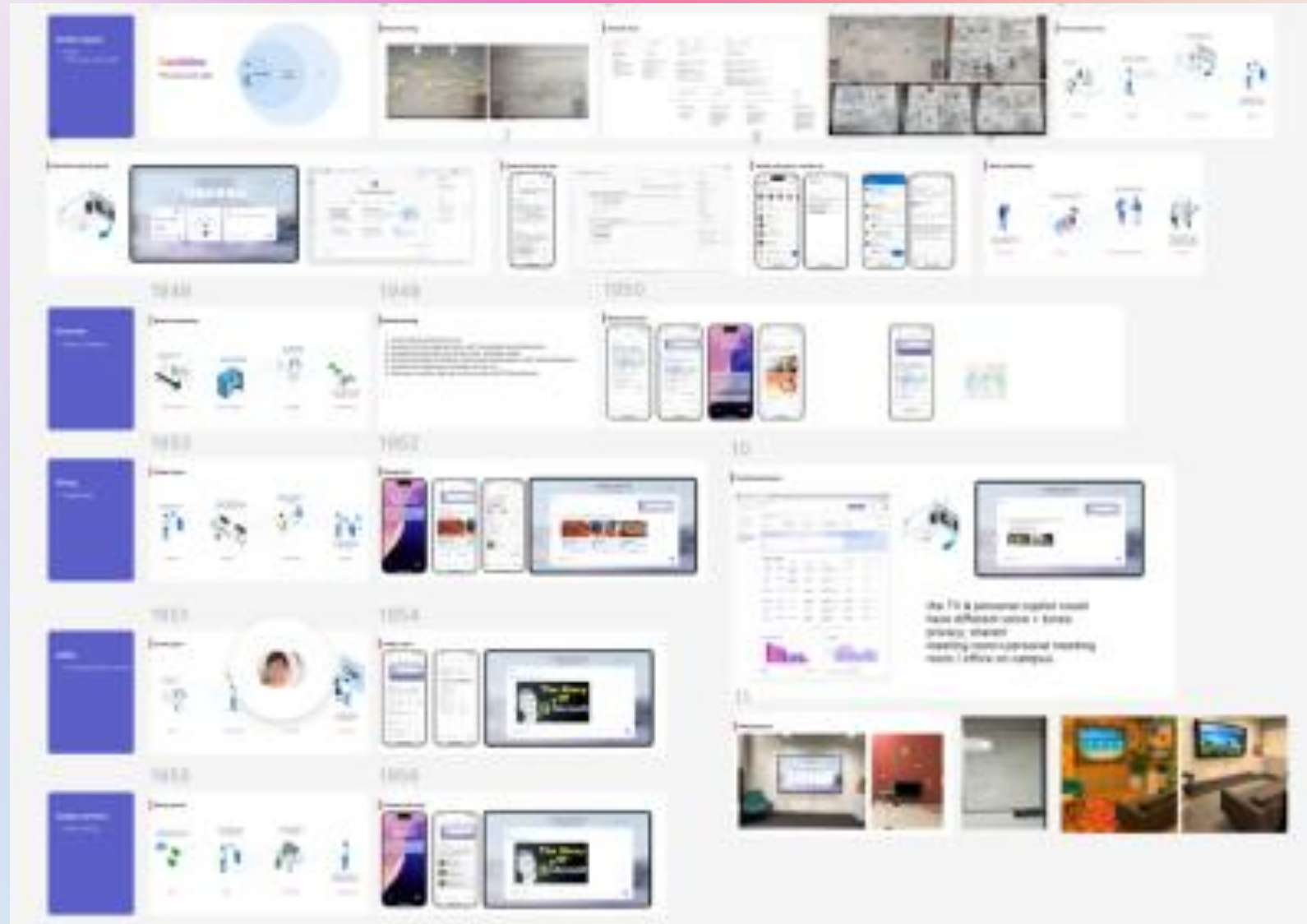
Wow, we will have campus video v3 later, excited?! This time, I will dig more into both front & back-end story, dive deep into facilities, work broader with multiple team.

 LT, Copilot studio.....+ more

Overview

- ✓ **Front-end:** commute, dining, access, productivity, facilities; close collaborate with PM & Dev, bring the ideas to ESS discussion.
- ✓ **Back-end:** live campus, Ops, close collaborate with Joel, PM & Dev. We will connect with both front+back team and connect the story together, could eventually become external products.
- ✓ **4 workshop:** In-person workshop with Alberto, Harris, Mo and our amazing WXP team!

EXCITED!



4 Workshops



Ops workshop

During the workshop, we invited Mo, Alberto and Harris to ideate together on the Ops work.



Front-end story

Dive deep on the HVAC issues, ideate what users will do and how AI can help submit the ticket and quickly find room



Back-end story

On the back-end, how will portfolio managers manage these tickets with AI solutions, how to reduce cost?



Live campus dashboard

Joel and Rui work on Live campus dashboard ideation, 2 main direction: map and dashboard; Using AI to help portfolio managers be efficient.

Value & goals



Front-end

- Personalized
- Contextual
- Actionable



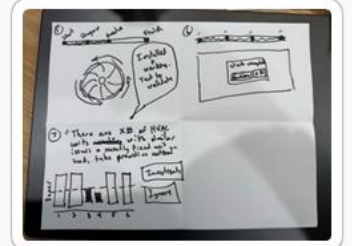
Back-end

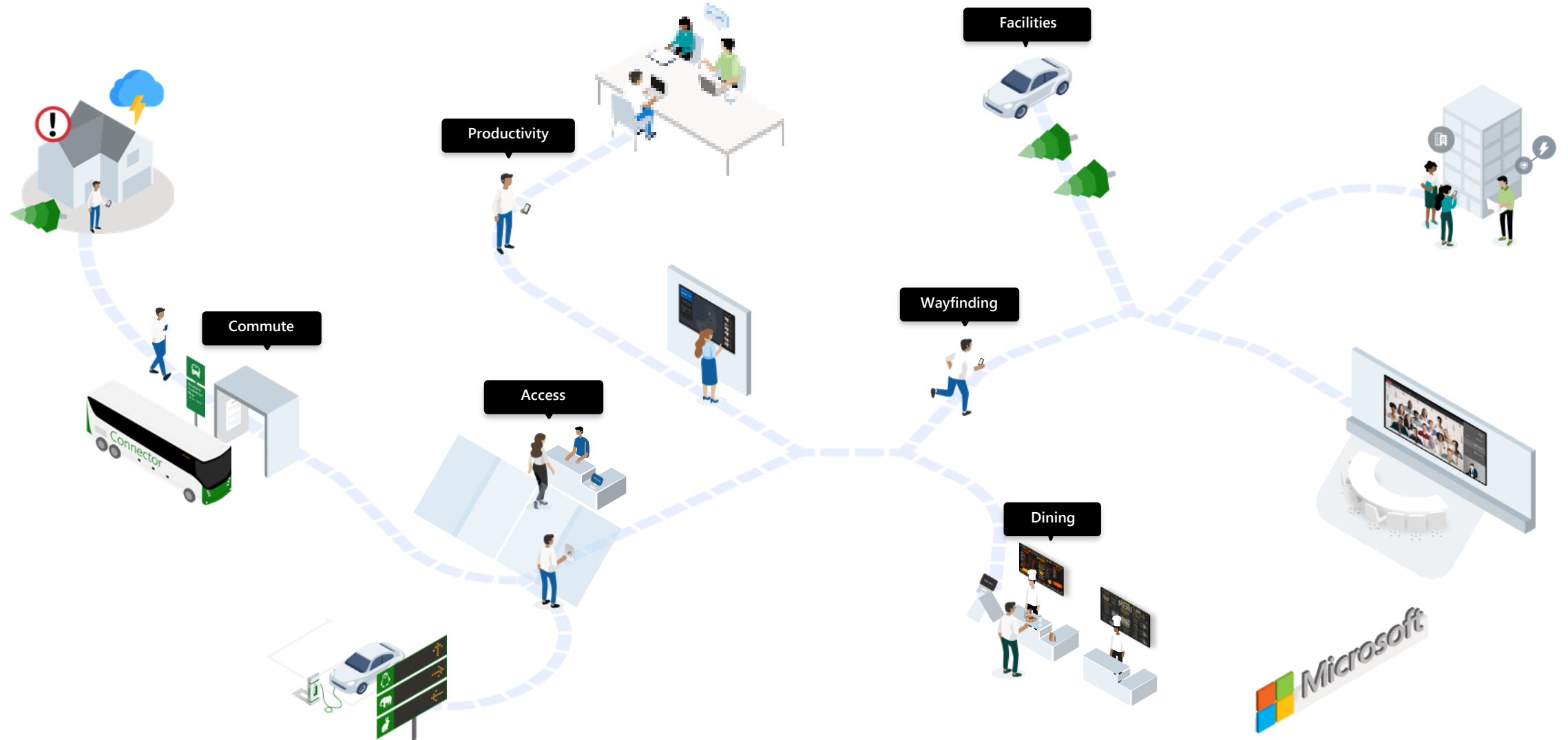
- Proactive
- Optimized
- Cost-saving

Storyboard

- ✔ Use the severe weather as the story beginning
- ✔ Dive deep into the facility request process, what's happening from employee side and from the portfolio manager side.
- ✔ Highlight the value of AI, how it can help improve efficiency, accuracy, reduce cost and save Tier 1 support.

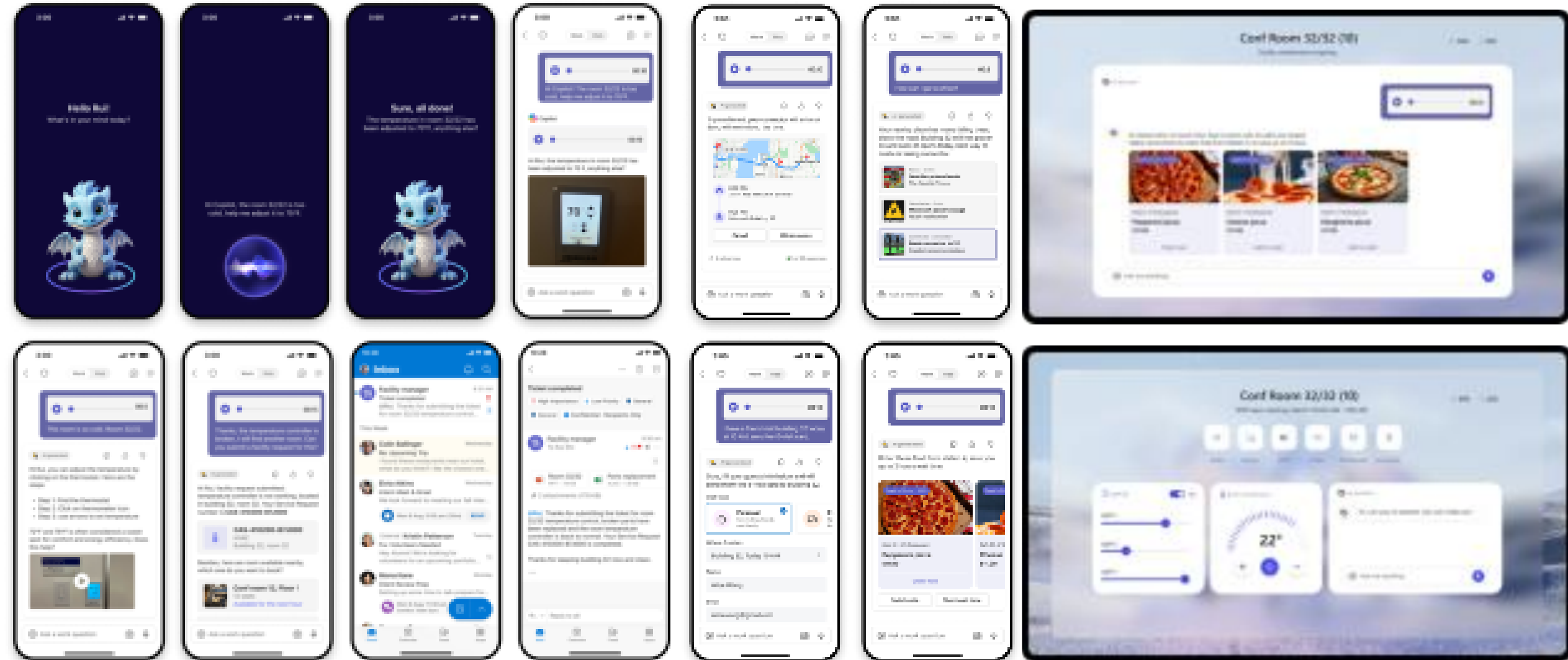
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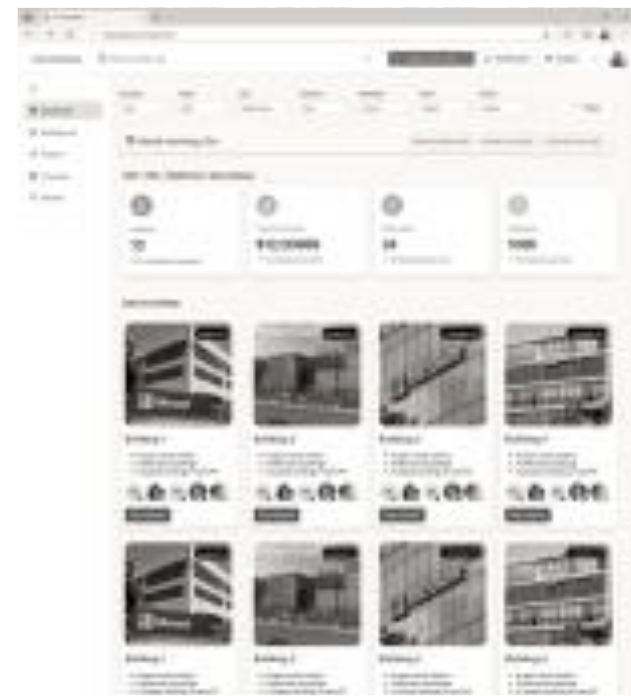
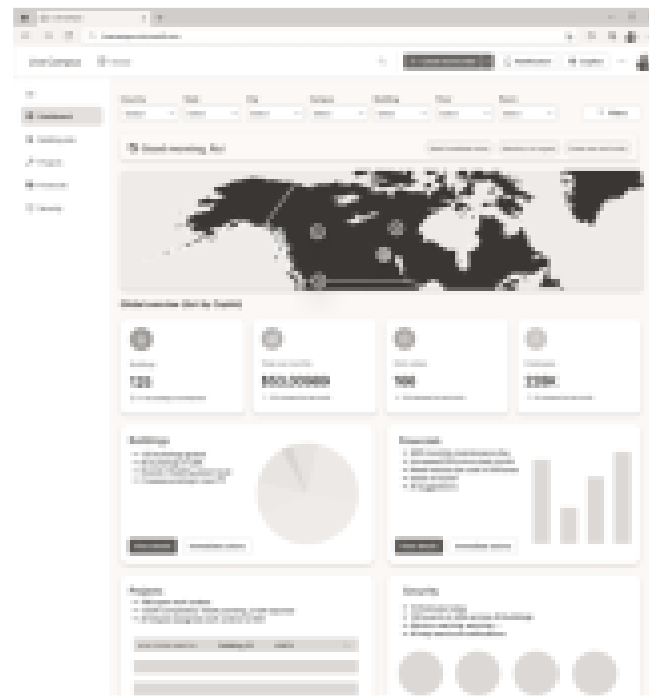
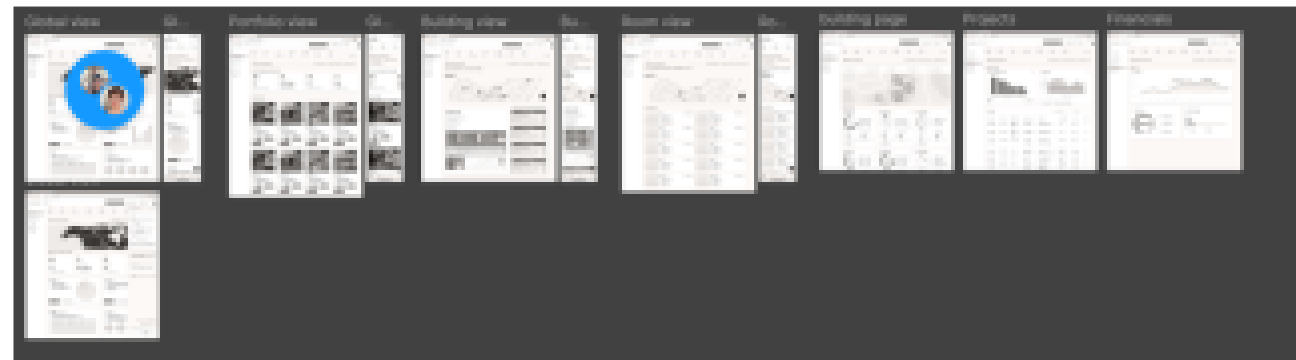
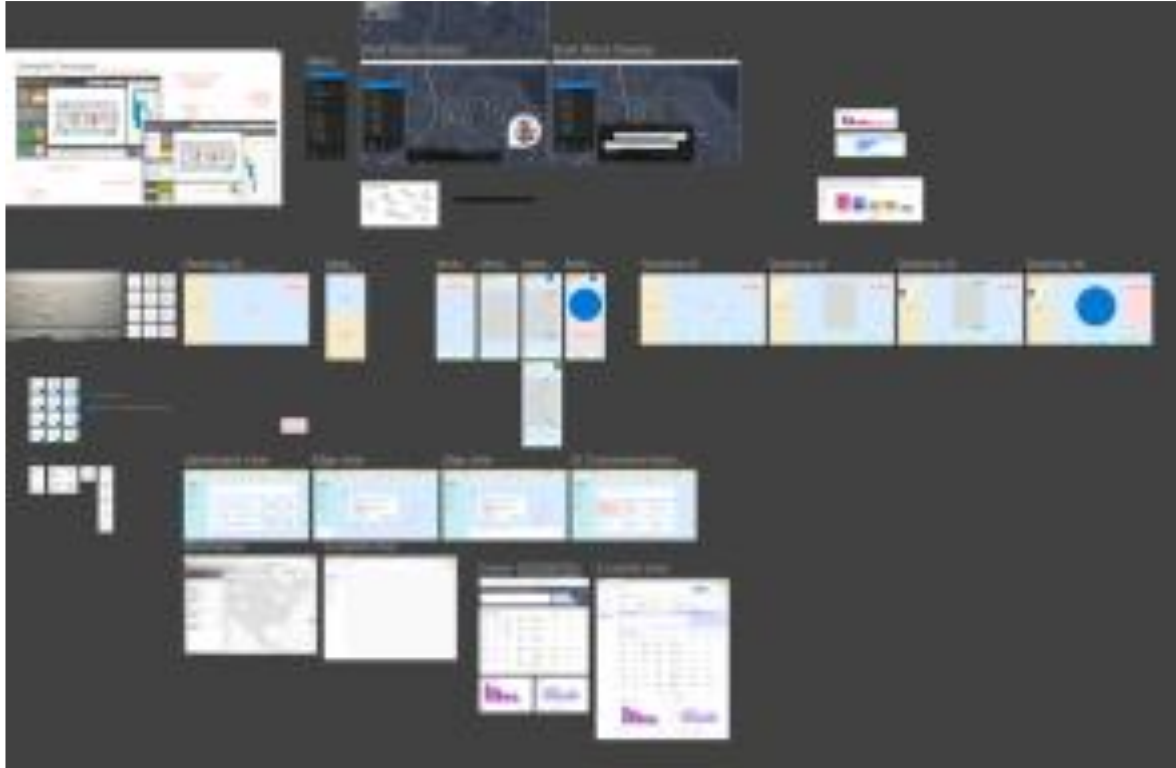






Microsoft Digital Exploration





Next steps

1. Keep exploring the ideas on campus experience, bring these to stakeholders and bring impact to the ESS roadmap
2. Work with Joel on Live campus dashboard
3. Front+ back-end workshop with PM, Dev, Dsn
4. United front+back-end together into 1 video
5. Bring the video / prototype to LT, Copilot studio and incorporate some of the ideas into backlog.
6. SUS survey + research support

Business partnership

Leaning in and working with our partners

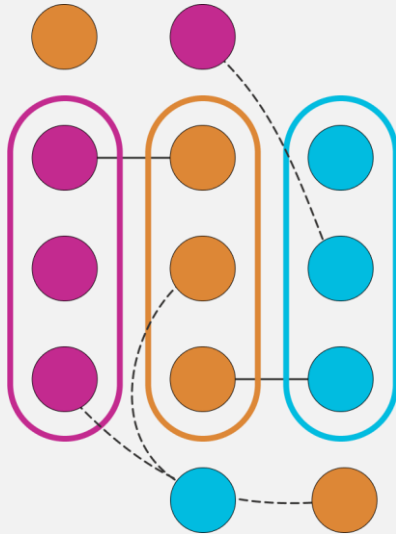


Strategic influence

By leaning into the space and working closely with our partners, the early vision work we've done has already impacted the direction our PM partners are taking their work.

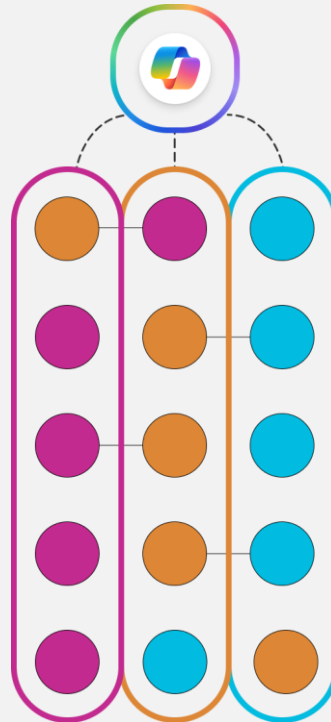
Today

Multiple tools, different platforms, disconnected data, manual work, heavy communications and less overview.



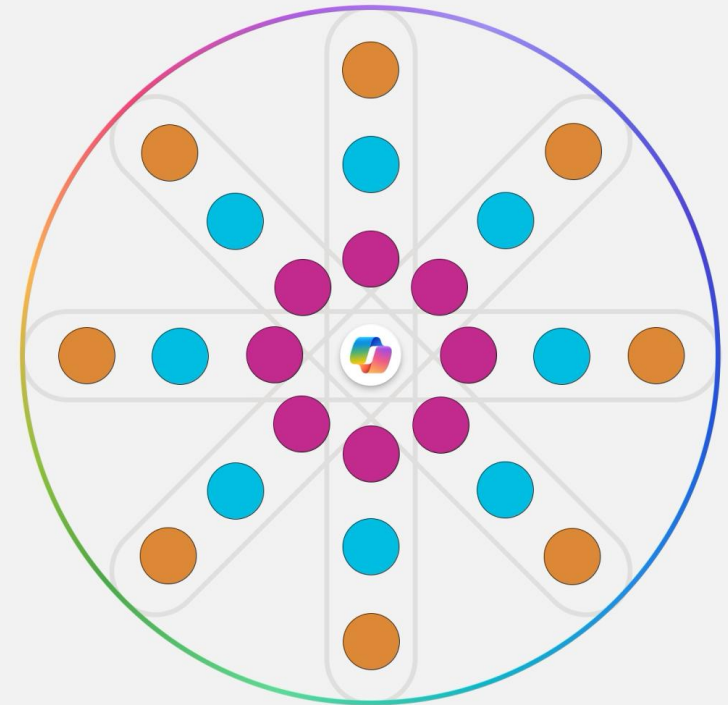
Tomorrow

An efficient, AI intelligent & connected experience to support operational excellence.



Future

An interconnected system that supports functional silos and horizontal alignment.



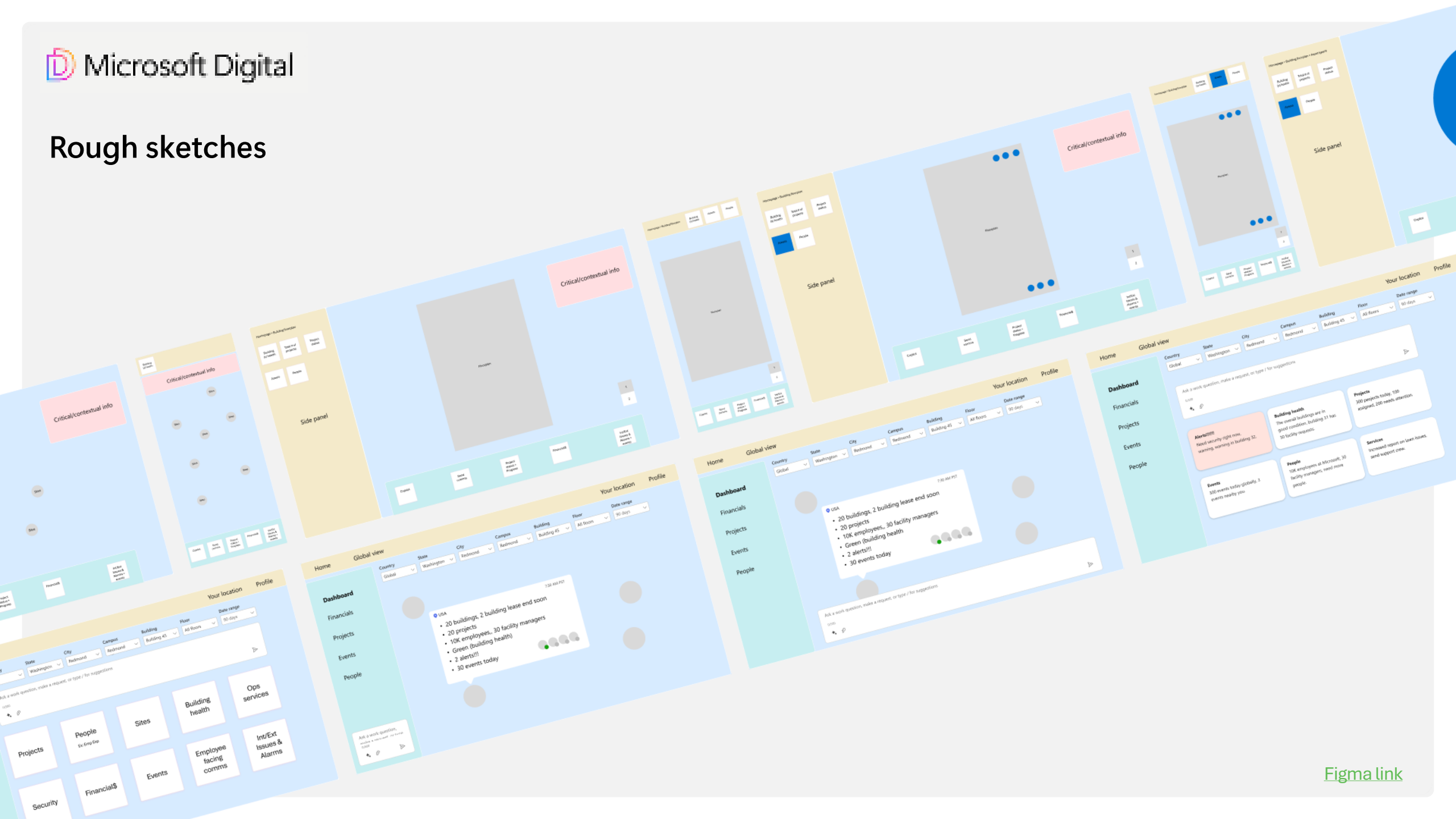
Live campus

What does a tool that spans multiple business verticals look like?

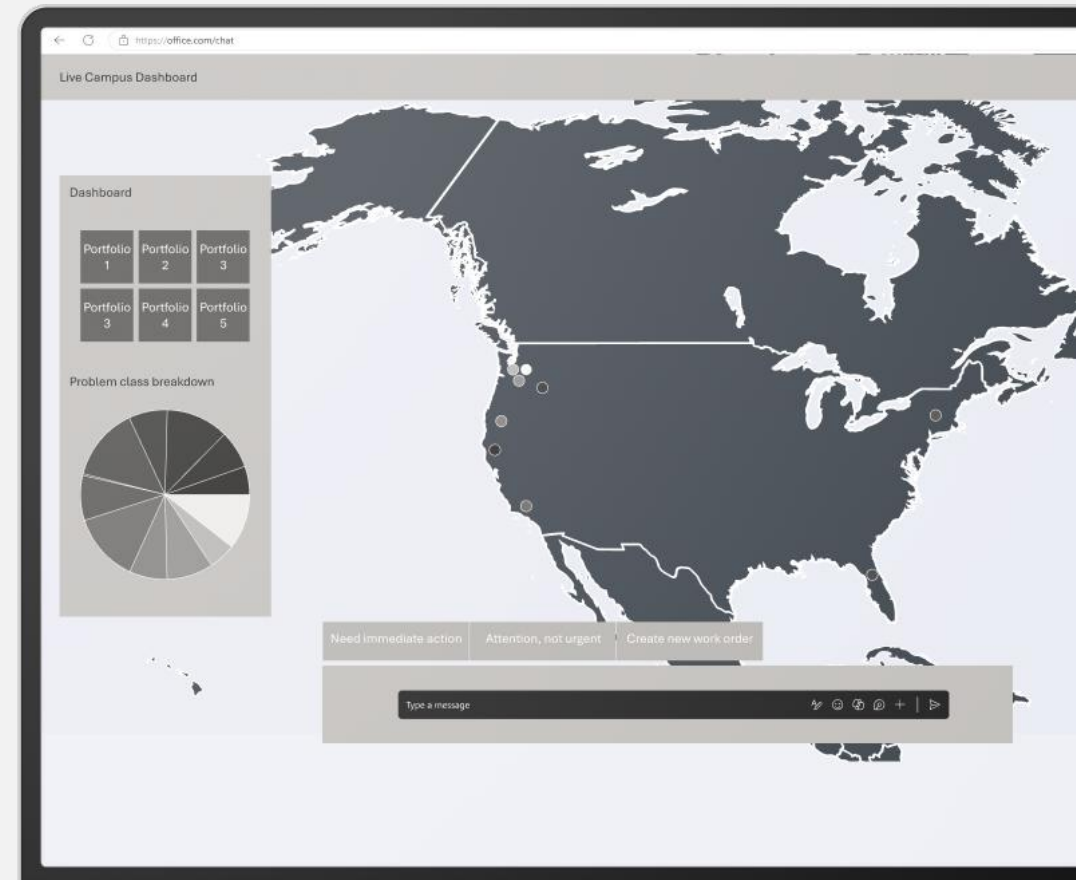
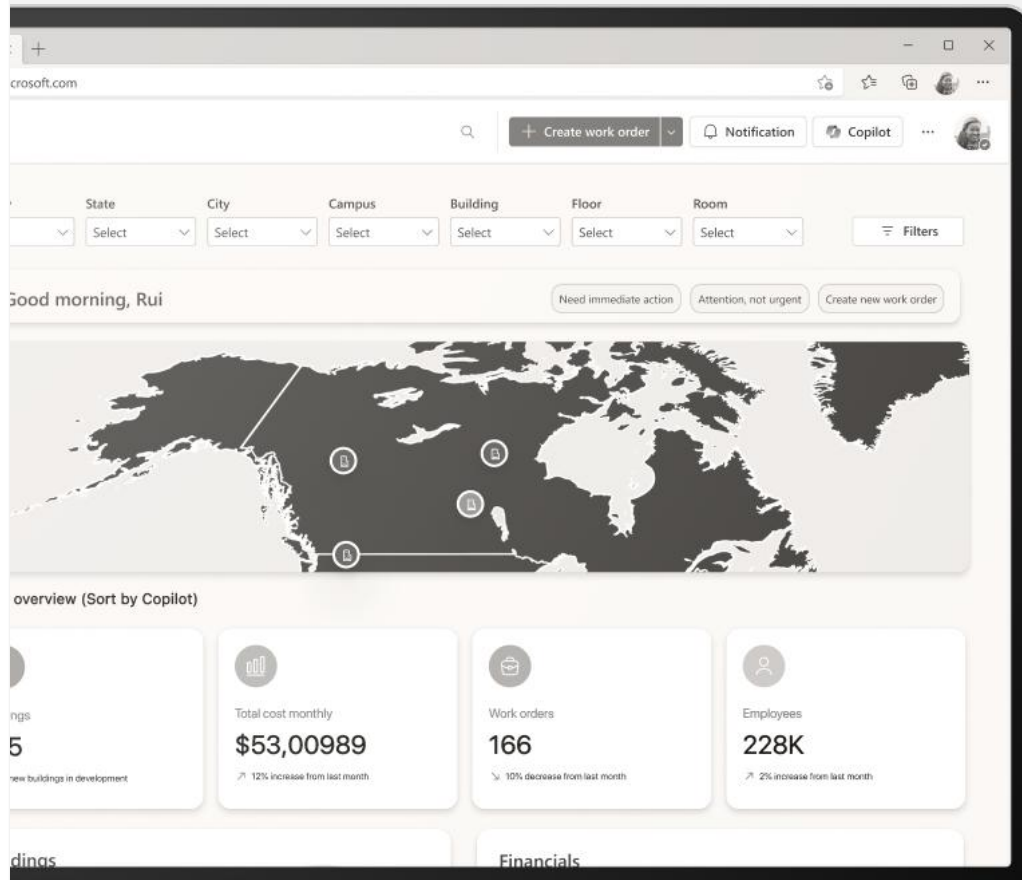
Levels of investigation

Global/portfolio → Building → Floors → Neighborhoods → Rooms → Assets → Devices → Controllers

Rough sketches



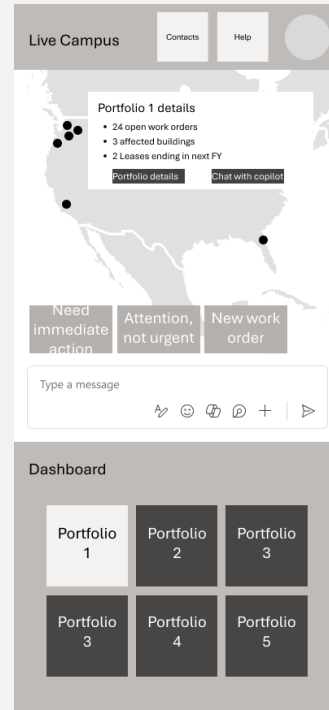
Exploring our options



Map-based design

Contextual interactions

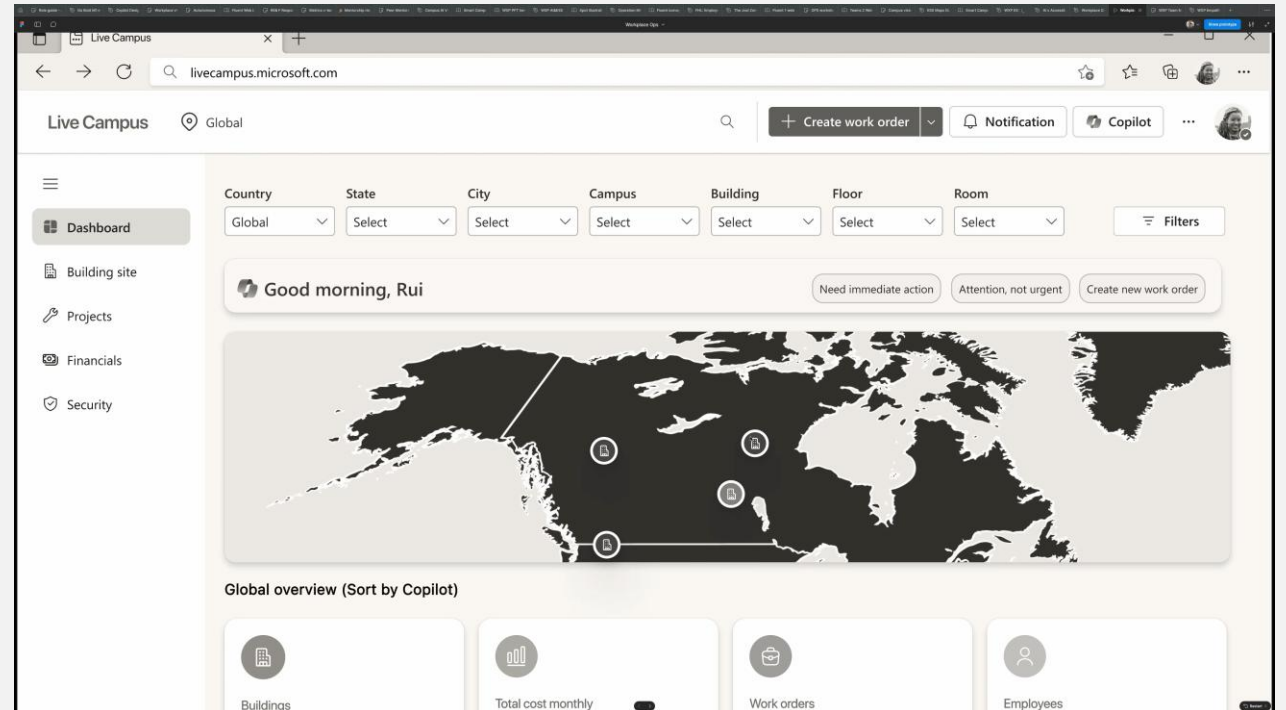
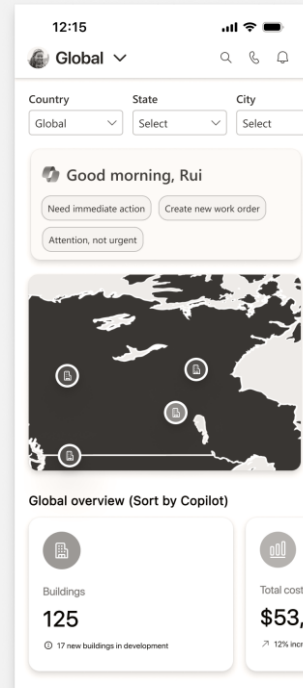
We explored a map-based direction that let's the user get different levels of information based on the view/level they are within the experience.



Dashboard design

A traditional approach

Having an idea of the tools our users are spending their time in today, we explored what a more traditional dashboard experience may be like.



Next steps

1. Ecosystem exploration
2. Further development of the Live Campus experience
 - a) Higher fidelity
 - b) Scenario prototyping
3. Research planning
 - a) User process mapping
 - b) Concept testing
4. Additional tool & deck support
 - a) Orchestrator
 - b) Space vNext
 - c) Long term vision

02

Just in time employee experiences

- The problems we're trying to solve
- Overview
- Alignment work
- Research
- Facilities portal + ESS facilities
- MeetUp + ESS access
- Commute AI Survey + ESS commute
- Map + ESS ILS
- Adaptive cards

With AI, we're taking care of you on campus your way, so you can take care of work

Conversational design in ESS

*Amplifying employee **thriving** with thoughtful, authoritative reasoning and engaging, trustworthy responses.*

AI driven UI in existing products

*Optimizing employee **productivity** with personalized, more intelligent UI interactions*

Designing for learning across the spectrum of fluency



User

key words

full sentence

some requirements

all requirements

Need, room,
book

I need a
room

I need a
room for
my meeting

I need a room for 4
people at 3PM in B32

predictive

Accurately guesses
missing requirements
based on personalization/
context

Shows awareness that it
is missing context, and
proactively attempts
resolution

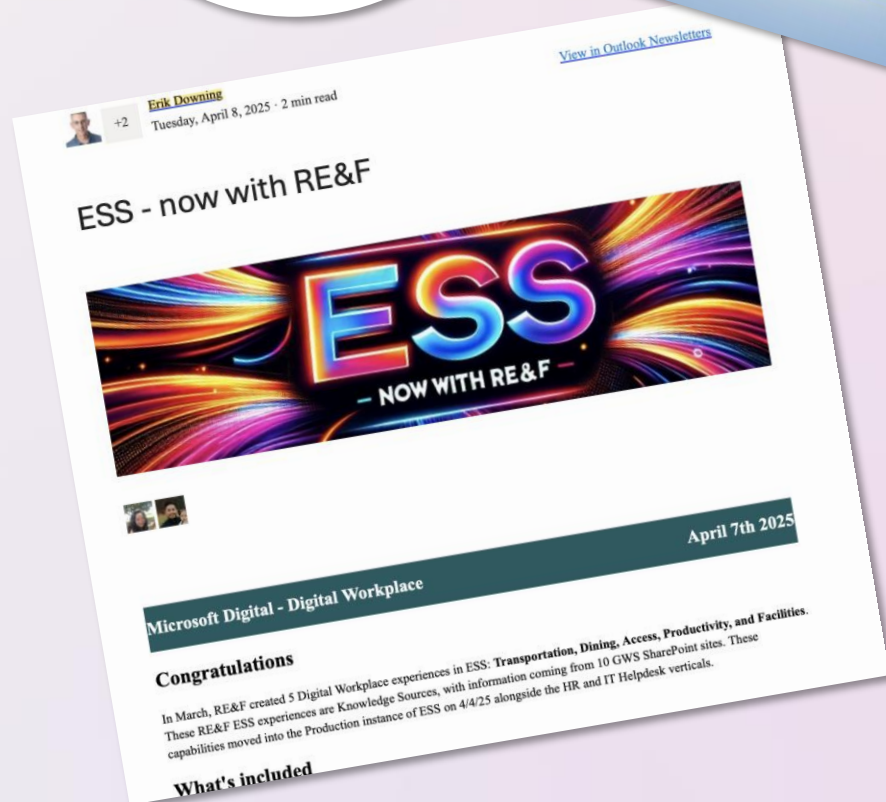
Needs all
requirements
explicitly stated



Machine



ESS & RE&F



First Quarter Report Card

Daily learning

ESS learned about campus services like commute, facilities, dining, access, spaces, ILS, parking

2503 Information discovery with knowledge sources

Growth mindset

Took some tentative first steps with actions, like making connector recommendations and getting a list of guests.

2504 dynamic information discovery with topic instructions

Playing with others

ESS is learning how to have conversations with human friends and agent friends. They are practicing sharing keywords with agent friends and listening before interrupting with human friends.

2506 and beyond – taking action and improving response quality

How we're improving response quality



Information discovery and synthesis

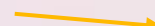
Static content with
natural language
queries

*Knowledge source descriptions &
agent instructions*



Dynamic content with
natural language
queries

Topic instructions



Dynamic content with
natural language
queries and
disambiguation

*Topic instructions, agent
instructions, Orchestrator*

Empowering agentic action

Scripted verbatims to
gather requirements

Topic instructions



Predictable
requirement
gathering with gen
responses

Topic instructions



Reliable voice and tone
that uses reasoning to
adapt to user tone and
scenario

*Agent instructions &
orchestrator datasets*

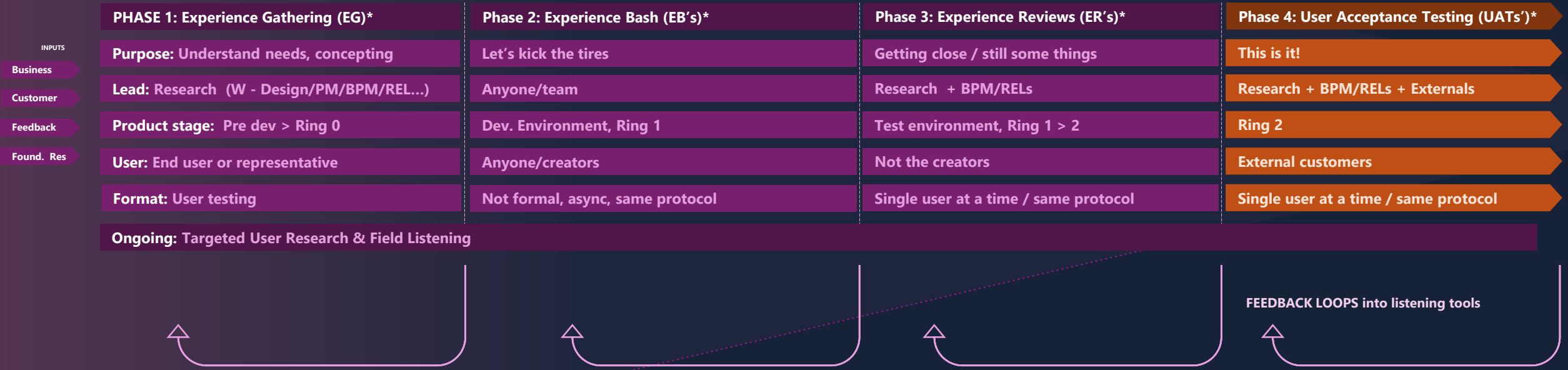


Real time reasoning
streaming with
reliable voice and tone

TBD



Product testing overview



* Output of each phase can be utilized by all disciplines during the product development process.

ESS RE&F Research

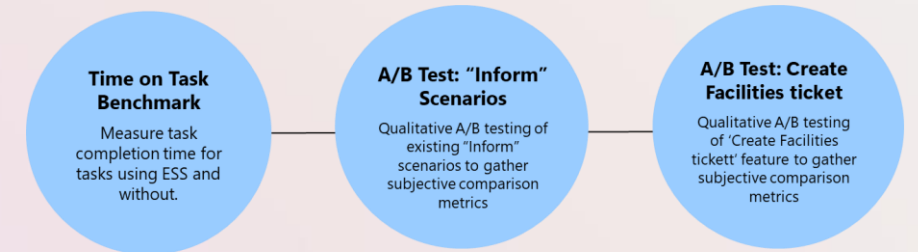
Experience Bashes

[illegible]

Experience Review

Tasks	Scenario 1	Scenario 2	Scenario 3	Scenario 4	Scenario 5	Scenario 6
Get guidance on what to do if you lose your badge.	What the Your Notes I took a walk to generate the response. The response is likely to be generic, but I can offer more detail if the person is asking for it. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	Scenario 1 - Jason McWhorter I am not required to respond and will continue the manager - not negative versus current responses. Feedback	Scenario 5 - Tolly Hedges This is incorrect, but I will continue the manager's response and thank you for the right thing. Feedback	Scenario 6 - Tolly Hedges I am not required to respond and will continue the manager's response and thank you for the right thing. Feedback
Find out how to request visitor access to the Redmond Campus.	What the Your Notes The answer is not to the visitor access, but to the visitor access. I will continue the manager's response and thank you for the right thing. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	Scenario 1 - Jason McWhorter I am not required to respond and will continue the manager - not negative versus current responses. Feedback	Scenario 5 - Tolly Hedges This is incorrect, but I will continue the manager's response and thank you for the right thing. Feedback	Scenario 6 - Tolly Hedges I am not required to respond and will continue the manager's response and thank you for the right thing. Feedback
Find out if you can charge your EV at the office.	What the Your Notes The answer looks good, but I will continue the manager's response and thank you for the right thing. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	Scenario 1 - Jason McWhorter I am not required to respond and will continue the manager - not negative versus current responses. Feedback	Scenario 5 - Tolly Hedges This is incorrect, but I will continue the manager's response and thank you for the right thing. Feedback	Scenario 6 - Tolly Hedges I am not required to respond and will continue the manager's response and thank you for the right thing. Feedback
Learn about commute options offered in Puget Sound.	What the Your Notes I took a walk to generate the response. The response is likely to be generic, but I can offer more detail if the person is asking for it. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	Scenario 1 - Jason McWhorter I am not required to respond and will continue the manager - not negative versus current responses. Feedback	Scenario 5 - Tolly Hedges This is incorrect, but I will continue the manager's response and thank you for the right thing. Feedback	Scenario 6 - Tolly Hedges I am not required to respond and will continue the manager's response and thank you for the right thing. Feedback
Learn about dining options on campus.	What the Your Notes I took a walk to generate the response. The response is likely to be generic, but I can offer more detail if the person is asking for it. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	Scenario 1 - Jason McWhorter I am not required to respond and will continue the manager - not negative versus current responses. Feedback	Scenario 5 - Tolly Hedges This is incorrect, but I will continue the manager's response and thank you for the right thing. Feedback	Scenario 6 - Tolly Hedges I am not required to respond and will continue the manager's response and thank you for the right thing. Feedback
Learn about events catering on campus.	What the Your Notes I took a walk to generate the response. The response is likely to be generic, but I can offer more detail if the person is asking for it. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	What the Your Notes I presented the course information in a clear and concise manner. I also provided a link to the course information. Feedback	Scenario 1 - Jason McWhorter I am not required to respond and will continue the manager - not negative versus current responses. Feedback	Scenario 5 - Tolly Hedges This is incorrect, but I will continue the manager's response and thank you for the right thing. Feedback	Scenario 6 - Tolly Hedges I am not required to respond and will continue the manager's response and thank you for the right thing. Feedback

A/B Testing – 3 Phases



Facilities

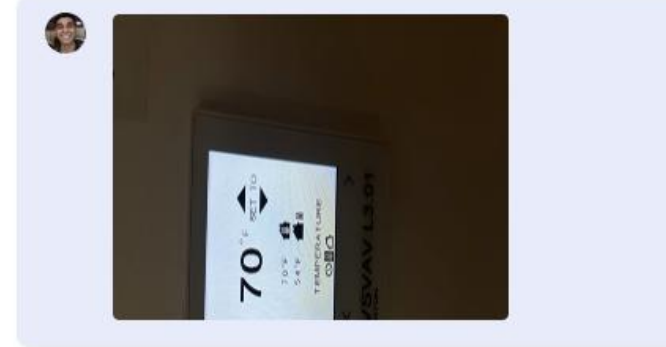
Get stuff fixed on campus

Employee Thriving

Describe the issue as you see it. Or just share a picture. ESS interprets your human speak into logistics speak for effortless facilities requests.

Core Functions Optimizing

Simplifying the ticket submission process and use AI to auto capture the problem class and problem type



Hi, there! Do you need to report an issue with the temperature?



Yes, the temperature controller doesn't work.



Let's get this addressed. Looks like you're in Bu where you want to report your temperature is



Yes



Tell me a little more about the issue



The room is cold, I tried to adjust the temperature, seems broken, doesn't work.





Rui



Jeni



Toby

Facility portal

- ✓ The facility portal hasn't been updated for **15 years!!!**
- ✓ Yearly Work Order **~275K**
- ✓ 2 design proposals with AI
- ✓ Workshop & content audit & SUS

Pain points:

- 👉 Misclassified Facilities Requests
- 👉 Non-Actionable Facilities Requests
- 👉 Portal is a bad experience for Facilities Staff
- 👉 Experience is "Click Heavy" and Not Intuitive
- 👉 Portal is not "mobile friendly"

RE&F
Global Facilities Service Center

Rui Shi
English (Display language)

Building

I Need To

Create a New Request → My Request Status →

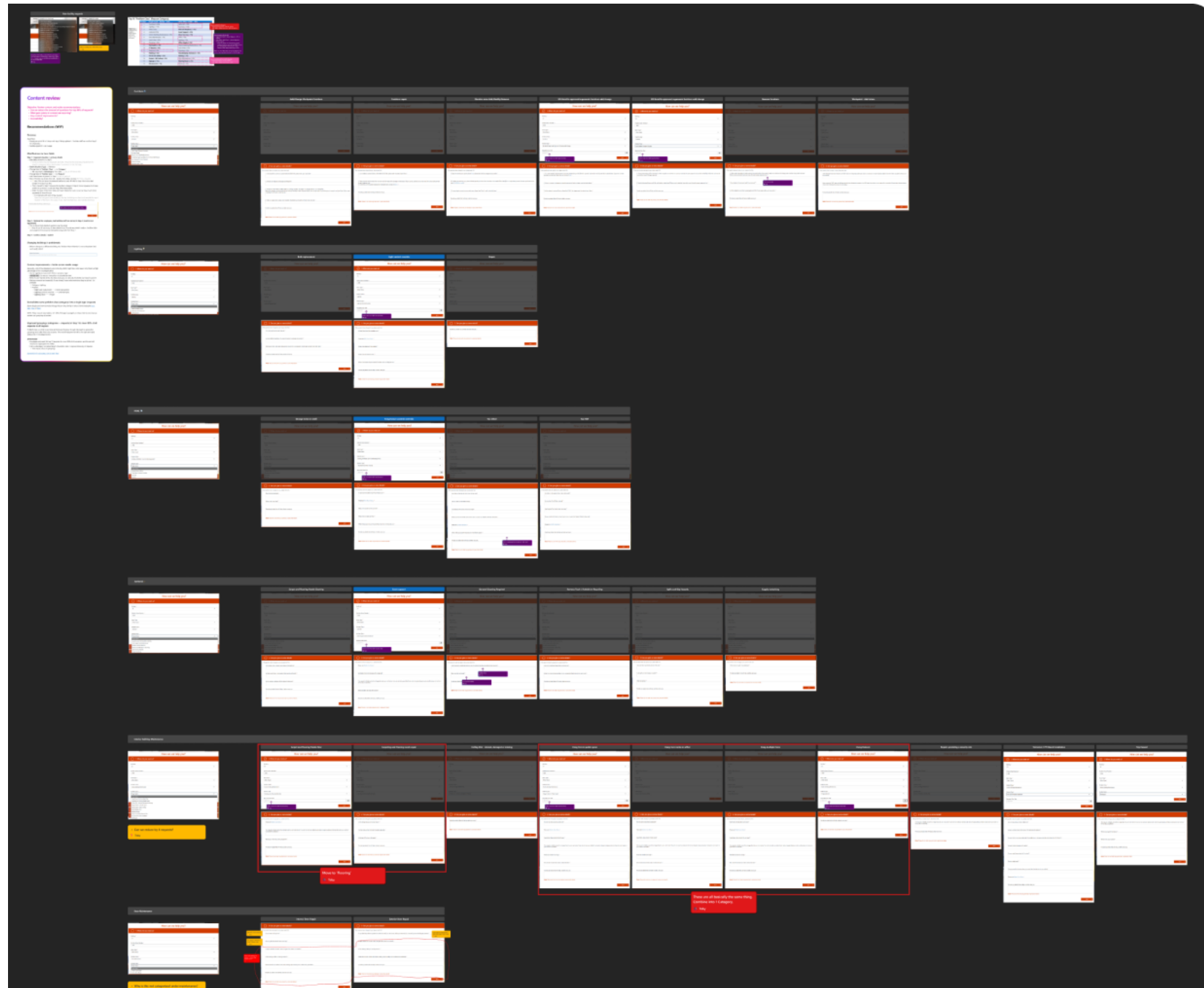
How can we help you?

1. Where do you need us?
 - Building *
 - Problem Room Number *
 - Room Type *
 - Problem Class *
 - Problem Type *
 -
2. Can you give us some details?
3. Who should we contact for questions?
4. Submit Request

Our process

Dissected site IA and content to identify UX problem areas of existing facilities portal

- ✓ **Data-Driven:** SUS measured before / after UX proposals to drive design decisions
- ✓ **Inclusive lens:** Breaking down UX problems with different personas. Consider meeting where users are, accessibility, and known user behaviors
- ✓ **Content guidance:** Proposed content improvements with improved category groupings covers 80% of all requests



Final Solution: All-in-One

- ✓ **All-in-One:** Streamlines the process from **5 steps to just 2**, integrating basic information gathering into the homepage.
- ✓ **AI-Powered:** Automatically analyze problem categories and types, enhancing both **efficiency** and **accuracy** in submissions.
-  **Backed by data:** 71% of users preferred this option in testing!



Global Facilities Service Center

Committed to Fostering Excellence in Service and Collaboration

From office temperature changes to furniture needs, facilities repairs, janitorial clean up, and more we are here to help. Select from below to start the request process.

Building 32

Select Room*

✨ Sparkle Icon: Indicates AI

✓ Guiding users through examples

Hi Kishore, what can we help you with today?

Type your request and AI can generate a smart request for you :)
(Examples: Two incandescent light bulbs need to be replaced in this meeting room, as there isn't enough lighting to maintain a suitable working environment.)

Upload a file

Generate with AI

Non-facility request

Asset Reuse Portal

IT Support

Mail & Dispatch

Global Security

Badge ID

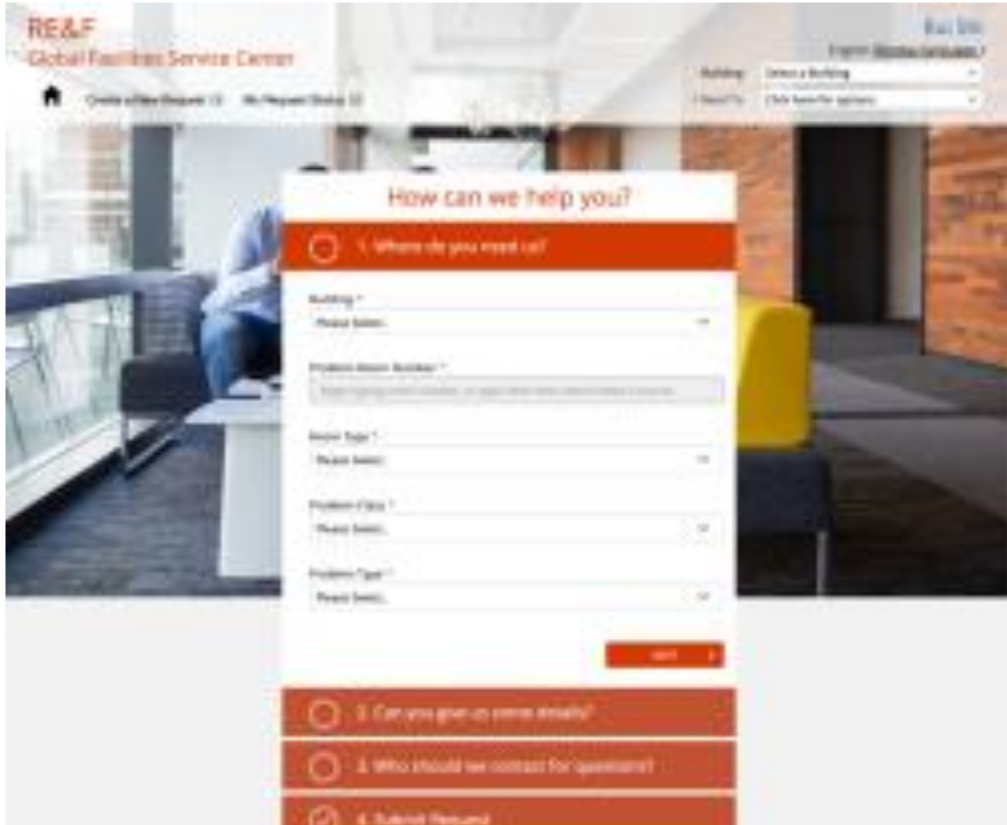
Link 3

Chat with us

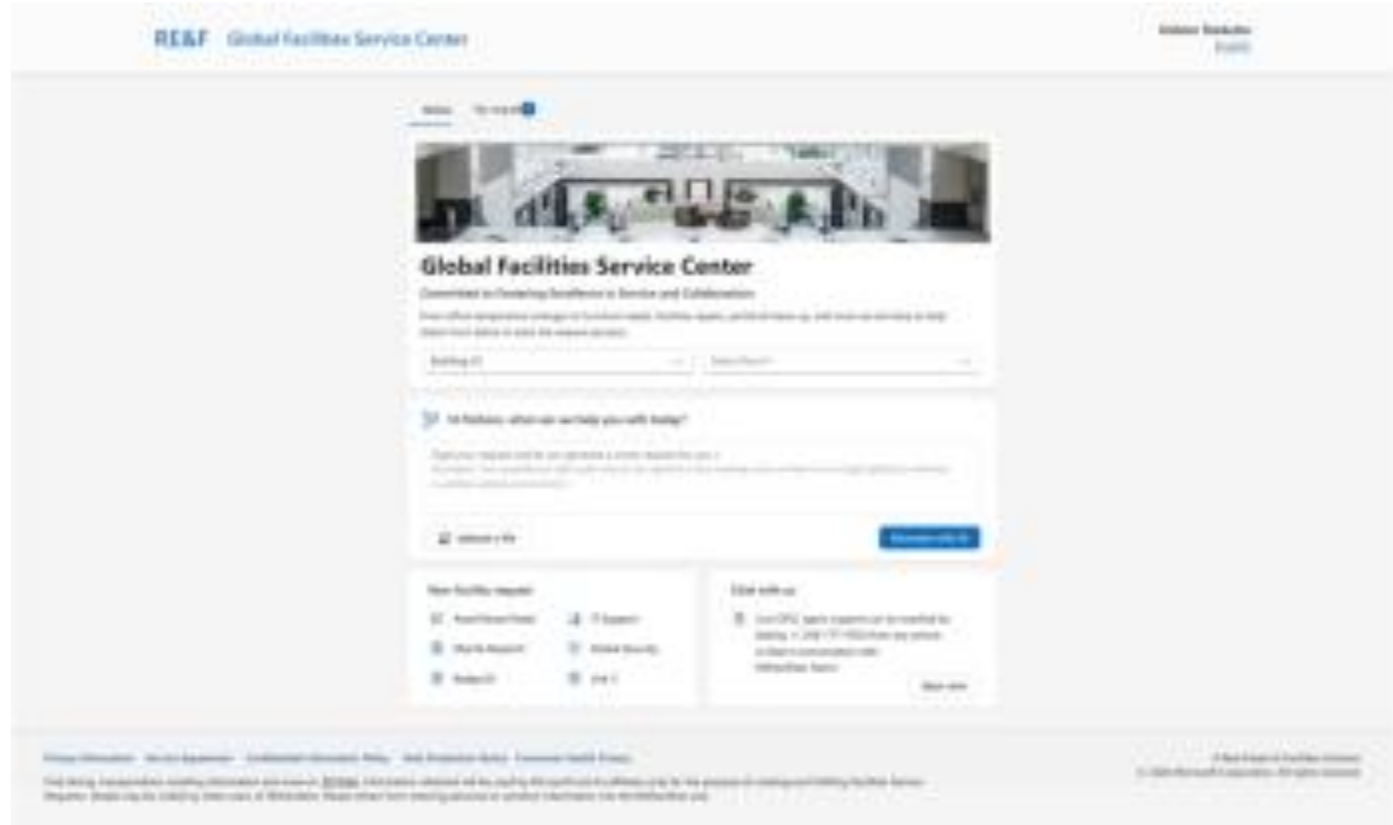
Live GFSC agent support can be reached by dialing +1 206-777-4702 from any phone. or Start a conversation with MSFacilities Team!

Start chat

Step 1: Gathering b



Expectation: reduces 50% clicks, 25% submission errors due to misclassified and misrouted requests, saving facility staff thousands of hours in rework.



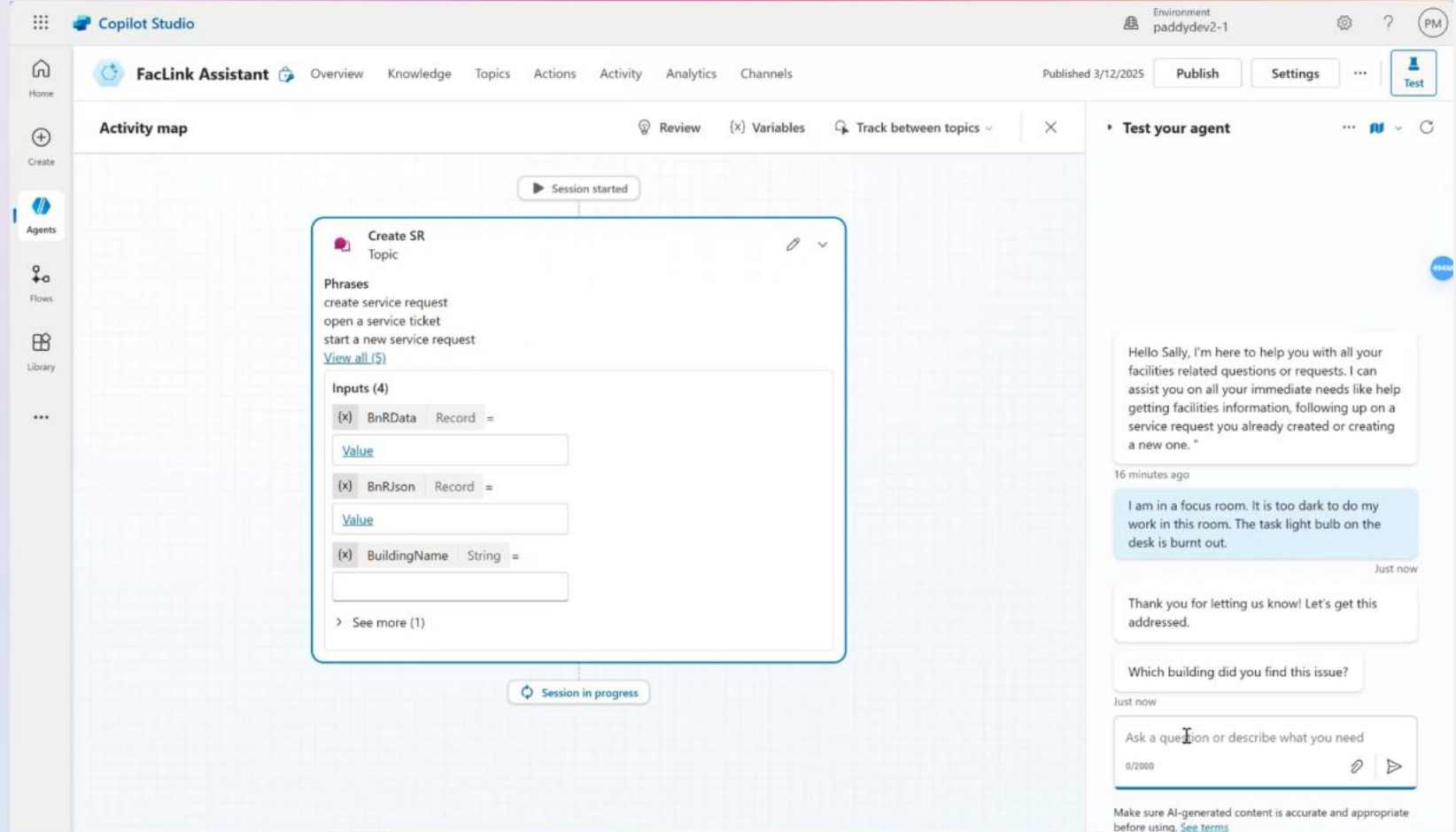
Research: SUS survey + user interviews



ESS facilities

AI Automated facility request from user input (text, image)

- **Boosts Convenience & Efficiency**
 - Enables employees to submit requests directly via a Copilot Agent expanding access beyond the portal.
- **Improves Product & Drives Revenue** – Enhances the ESS product through real-world feedback, supporting broader adoption and increasing Microsoft sales.



The screenshot displays the Copilot Studio interface for the 'FacLink Assistant'. The top navigation bar includes 'Home', 'Create', 'Agents', 'Flows', and 'Library'. The main area shows an 'Activity map' for the 'FacLink Assistant' agent, which is currently in a 'Session in progress' state. The activity map details the 'Create SR' topic, listing phrases like 'create service request', 'open a service ticket', and 'start a new service request'. It also shows inputs for 'BnRData', 'BnRJson', and 'BuildingName'. On the right, a chat window titled 'Test your agent' shows a conversation where the assistant greets the user and offers help with facility requests. The user's input is visible in the chat box.

Environment: paddydev2-1
Published: 3/12/2025
Buttons: Publish, Settings, Test

Activity map: Review, Variables, Track between topics

Session started

Create SR Topic

Phrases: create service request, open a service ticket, start a new service request, View all (5)

Inputs (4):
(X) BnRData Record = Value
(X) BnRJson Record = Value
(X) BuildingName String =
> See more (1)

Session in progress

Test your agent

Hello Sally, I'm here to help you with all your facilities related questions or requests. I can assist you on all your immediate needs like help getting facilities information, following up on a service request you already created or creating a new one. *

16 minutes ago

I am in a focus room. It is too dark to do my work in this room. The task light bulb on the desk is burnt out. Just now

Thank you for letting us know! Let's get this addressed.

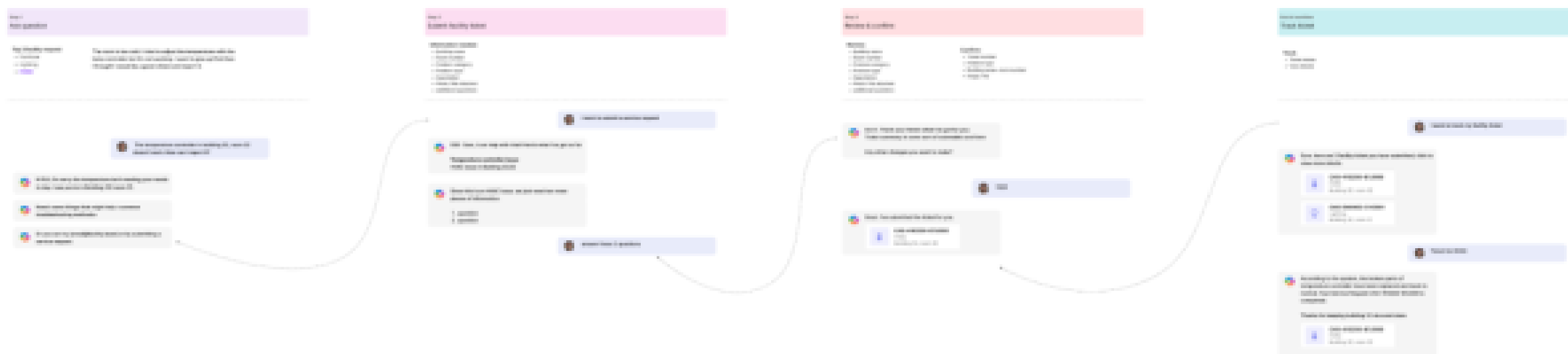
Which building did you find this issue? Just now

Ask a question or describe what you need 0/2000

Make sure AI-generated content is accurate and appropriate before using. See terms



User input text



The temperature controller in building 32, room 22 doesn't work.
How can I report it?



Hi RUI, I'm sorry the temperature isn't meeting your needs to day. I needs to day. I see you're in Building 32/ room 22.



Here's some things that might help <common troubleshooting troubleshooting methods>



Or you can try (email@facility.team) or by submitting a service service request.



I want to submit a service request



ESS: Sure, I can help with that! Here's what I've got so far

Temperature controller issue
HVAC issue in Bulding 32/22



Since this is an HVAC issue, we just need two more pieces of information.

1. question
2. question



Got it. Thank you! Here's what I've got for you:
Ticket summary in some sort of scannable card form

Any other changes you want to make?



nope



Great. I've submitted the ticket for you.



CAS-410200-B7J000
HVAC
Building 32, room 32

Microsoft Digital User input image



Hi, there! Do you need to report an issue with the temperature?



Yes, the temperature controller doesn't work.



Let's get this addressed. Looks like you're in Building 32/ 2N. Is that 2N. Is that where you want to report your temperature issue?



Yes



Tell me a little more about the issue



The room is cold, I tried to adjust the temperature, but the controller seems broken, doesn't work.



Since this is an HVAC issue, we just need to confirm the service ticket details.

Location

32 / 2N

Problem class

HVAC

Problem type

Temperature

Describe the details*

The room is cold, I tried to adjust the temperature, but the controller seems broken, doesn't work.



Upload a file

Submit Request



Looks good, confirm



Great. I've submitted the ticket for you.



CAS-410200-B7J000
HVAC
Building 32, room 32



I want to track all my facility tickets from March to April this year.



Sure, you submitted 2 facility ticket from March to April, click to view click to view more details.



CAS-410200-B7J000
HVAC
Building 32, room 32



CAS-546902-C1G901
Lighting
Building 32, room 12



Track ticket CAS-546902-C1G901 for Lig hting



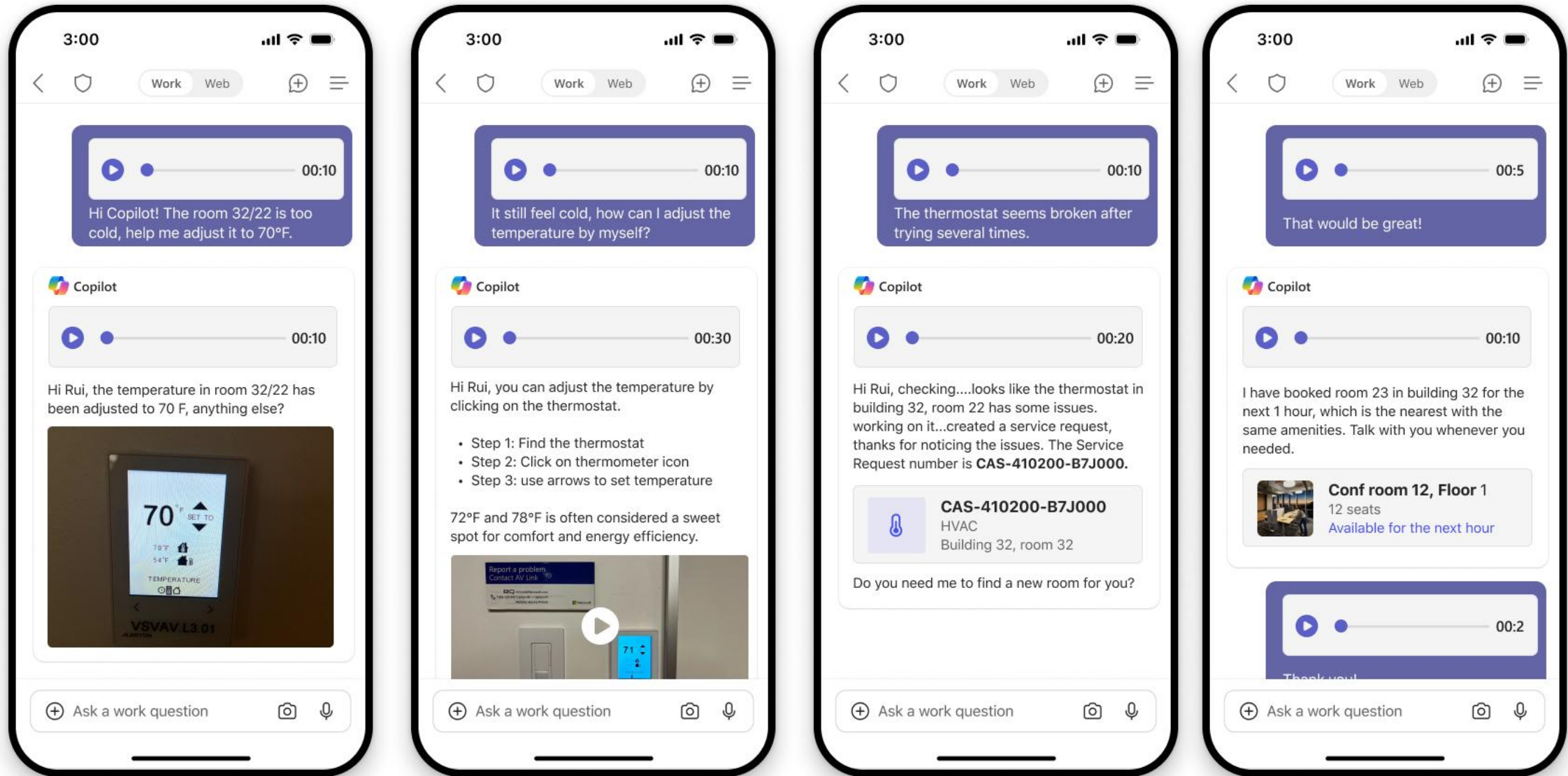
According to the system, you submitted a ticket to replace the light bulb in building 32, room 12. The part has been replaced and lighting back to normal. Service Request CAS-546902-C1G901 is .

Thanks for keeping building 32 nice and clean.



CAS-546902-C1G901
Lighting
Building 32, room 12

Microsoft Digital Voice interaction exploration



03

Meetup

- Web
- Bulk and secondary host
- ESS

Access

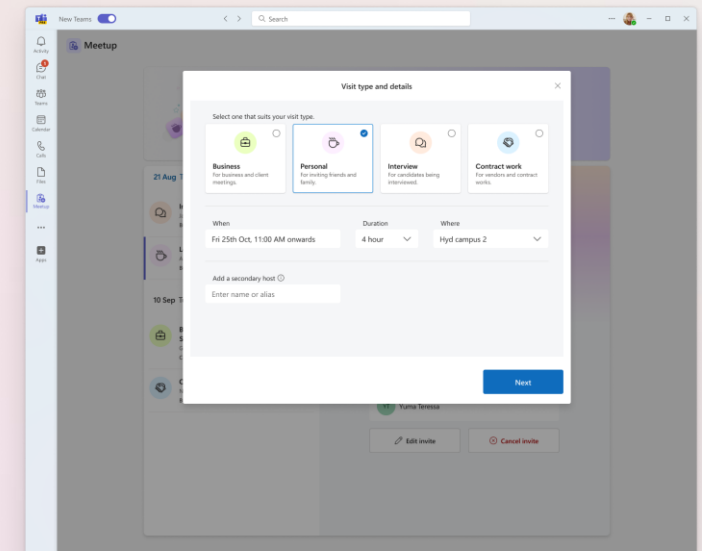
Invite people on site, easily and securely

Employee Thriving

Tell ESS you're planning a visit to have it send invites, and access instructions register your guests, and save your planned visits for future reference.

Core Functions Optimizing

Delightful guest experiences increases security by making it easier for people to be compliant when they bring people on site.

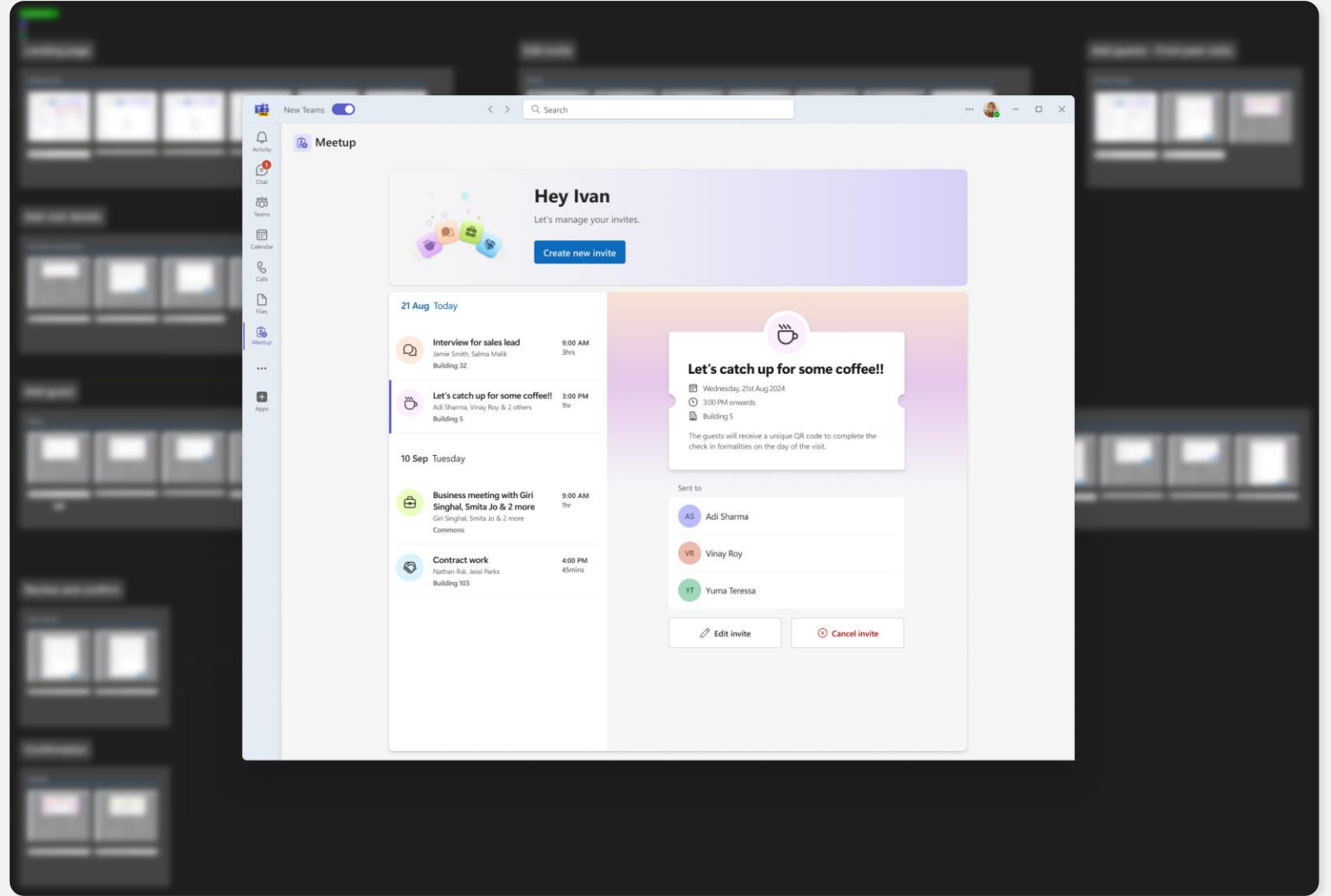


Meetup Web

Create guest invite through the Teams desktop and web canvas.

- Consistency with mobile experience.
- Take advantage of the additional real estate through split views, thereby reducing clicks.
- Experience that feels native to the canvas.
- Same controls, UI elements so a common library can be built for both mobile and web views.
- Finalization of requirements, flows and designs.
- Tech feasibility, walkthroughs, clickable prototypes, handoff.

[Figma link](#)



Bulk and secondary host feature

Helps employees create **large group invites** using an excel template for **faster and quicker** group invite creation process and create secondary host for **handling contingencies** and delegation.

Why did we invest in this feature?



- **Efficiency**

Reduces the time it takes to create large group invites.

- **Current behavior**

Supports current behavior of how large events are created.

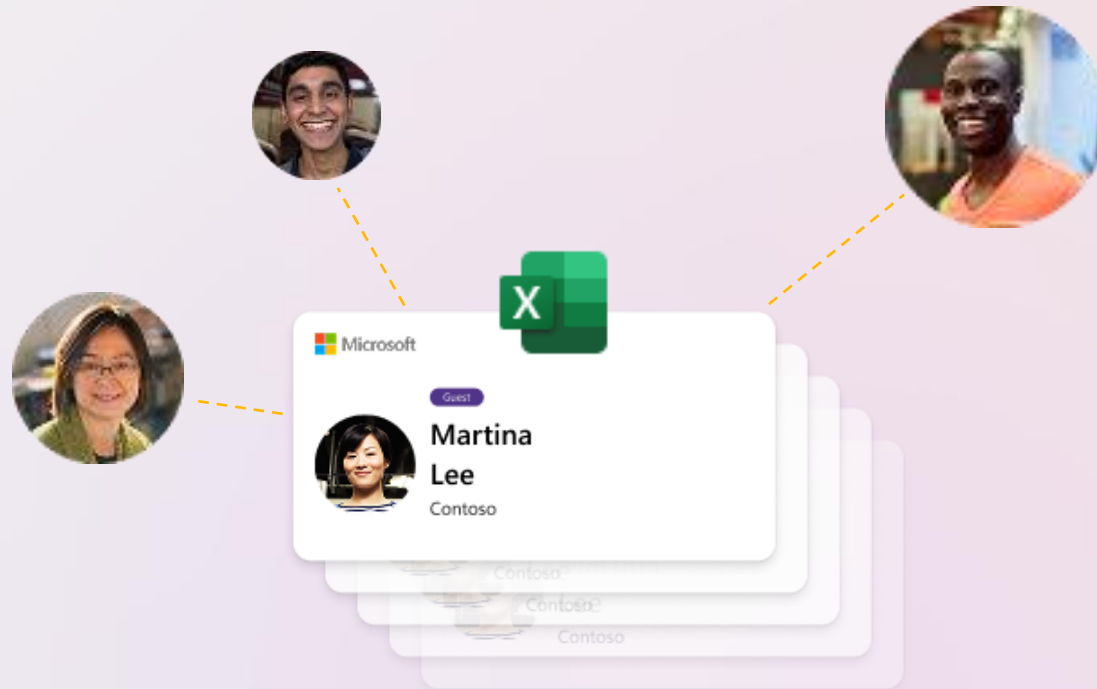
- **ESS scope**

Future roadmap of ESS can have bulk creation capabilities.

- **Business priority**

One of the most important business requirement.

...and what is the benefit!



- **50% reduction**
of dependency on lobby hosts.
- **5x faster**
compared to the current process.
- **Secured**
equipped for contingencies.
- **20% reduction**
in rescheduling due to no-shows.

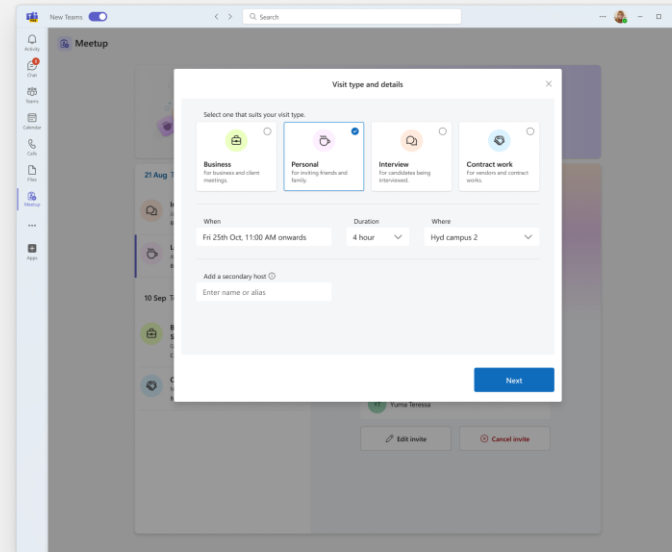
Bulk upload

Excel powered group invite creation support.

- Bulk upload let's employees create invites for larger gatherings by inputting the data into an excel and uploading the excel into the Meetup web app.
- The system will run a validation to check for errors and prompt the employee.
- Employee can directly make edits to guest records in the UI.

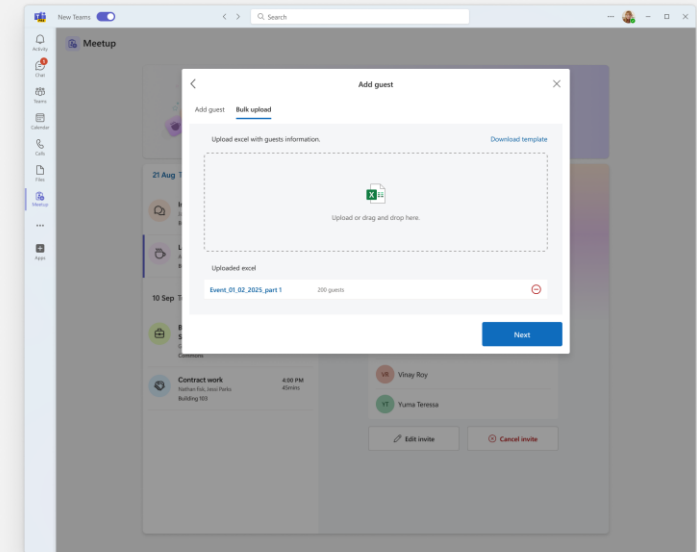
[Figma link](#)

Bulk upload tab



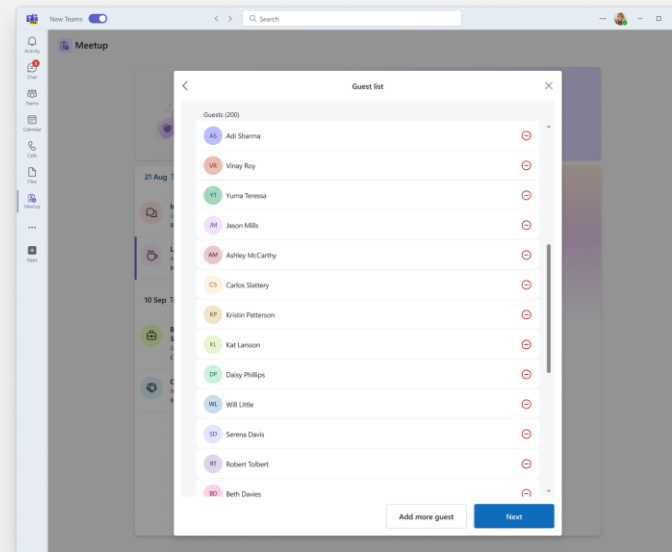
The screenshot shows the 'Bulk upload tab' in the Meetup web app. A modal window titled 'Visit type and details' is open, allowing users to select a visit type (Business, Personal, Interview, or Contract work) and specify details like 'When' (date and time), 'Duration' (4 hours), and 'Where' (Hyd campus 2). There is also a field to 'Add a secondary host' and a 'Next' button at the bottom right.

Excel uploaded



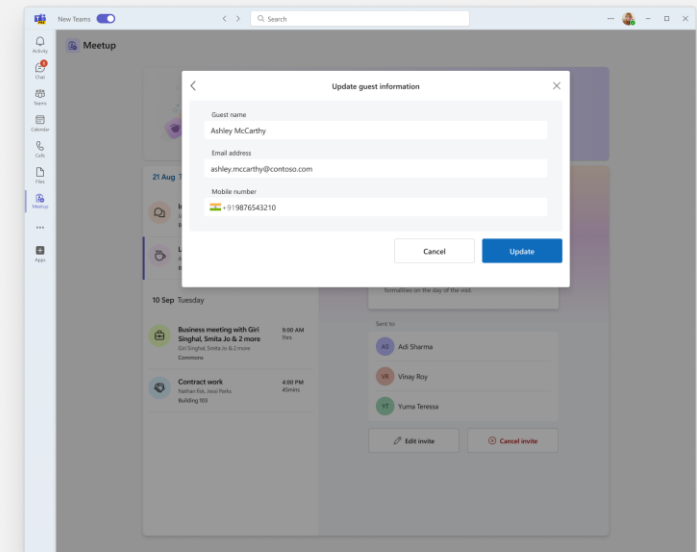
The screenshot shows the 'Excel uploaded' screen in the Meetup web app. A modal window titled 'Add guest' is open, displaying 'Upload excel with guest information.' and a 'Download template' link. Below this, there is a dashed box for uploading the excel file. At the bottom, it shows 'Uploaded excel' with a file named 'Event_01_02_2023_part 1' and '200 guests'. A 'Next' button is located at the bottom right.

Guest list



The screenshot shows the 'Guest list' screen in the Meetup web app. A modal window titled 'Guest list' is open, displaying a list of guests (200) with their names and profile pictures. The list includes names like Ash Sharma, Vinay Roy, Yuma Teressa, Jason Mills, Ashley McCarthy, Carlos Slattery, Kirstin Patterson, Karl Larsson, Daisy Phillips, WB Little, Serena Davis, Robert Tolbert, and Beth Davies. At the bottom, there are buttons for 'Add more guest' and 'Next'.

Update guest details



The screenshot shows the 'Update guest details' screen in the Meetup web app. A modal window titled 'Update guest information' is open, allowing users to update a guest's details. The form includes fields for 'Guest name' (Ashley McCarthy), 'Email address' (ashley.mccarthy@contoso.com), and 'Mobile number' (+91 9876543210). At the bottom, there are 'Cancel' and 'Update' buttons.

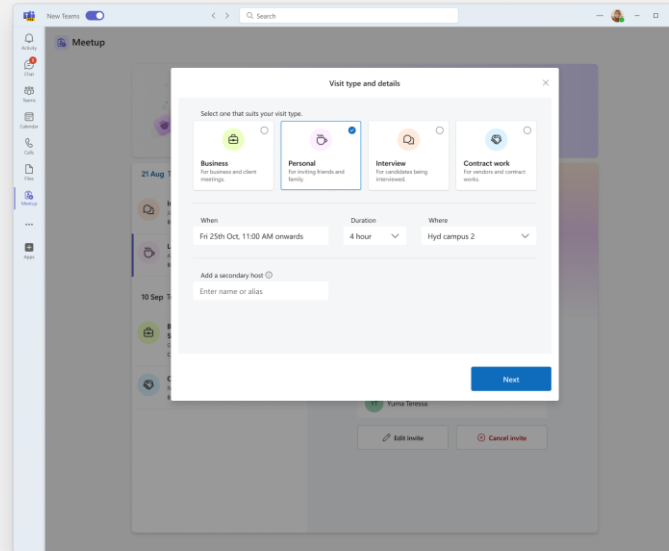
Secondary host

Secondary host for support and contingencies planning.

- An employee can add a secondary host to the invite.
- The delegate will be looped into all the specific invite updates.
- Secondary host can support the guest visit in the absence of the primary host.

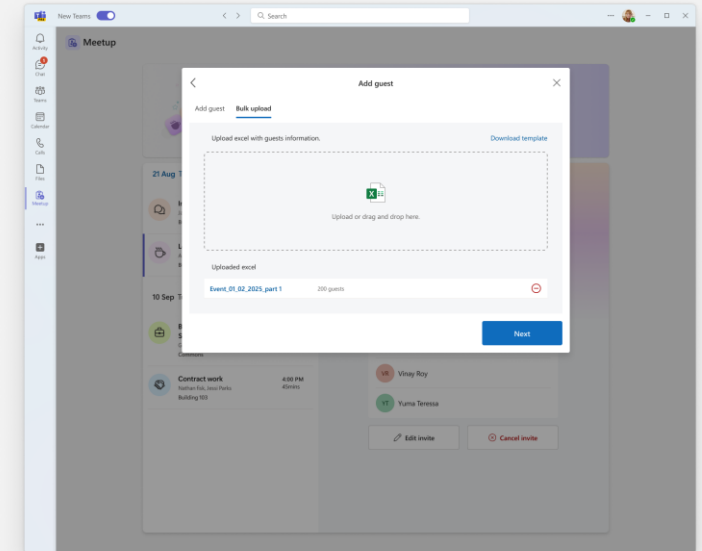
[Figma link](#)

Bulk upload tab



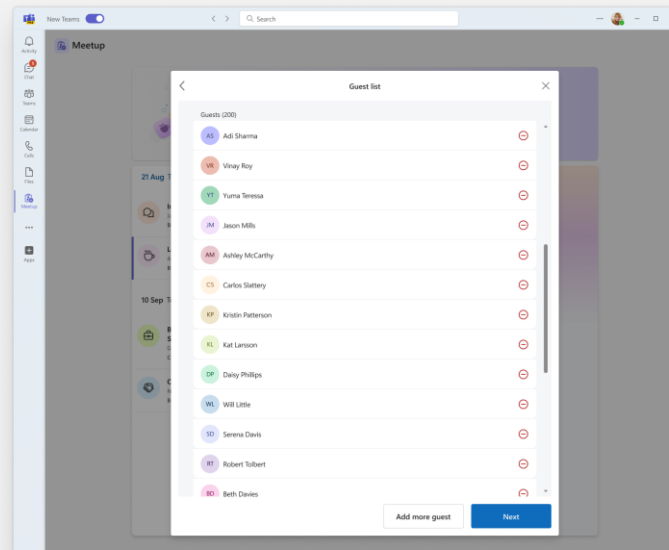
A screenshot of the 'Bulk upload tab' in the Meetup application. The 'Visit type and details' dialog is open, showing options for 'Business', 'Personal', 'Interview', and 'Contract work'. The 'Personal' option is selected. Below, there are fields for 'When' (Fri 25th Oct, 11:00 AM onwards), 'Duration' (4 hour), and 'Where' (Hyd campus 2). There is a section for 'Add a secondary host' with a text input field and a 'Next' button.

Excel uploaded



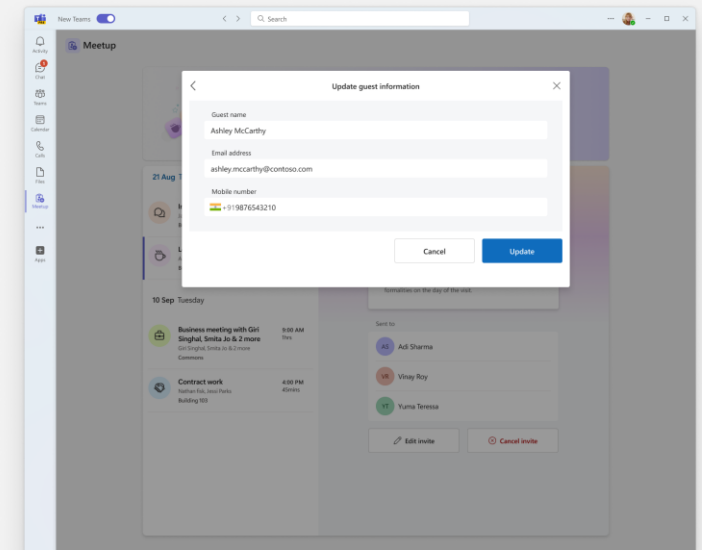
A screenshot of the 'Excel uploaded' dialog in the Meetup application. The 'Add guest' dialog is open, showing the 'Bulk upload' tab. It displays a message 'Upload excel with guests information.' and a 'Download template' link. Below, there is a dashed box for 'Upload or drag and drop here.' and a section for 'Uploaded excel' showing 'Event_01_02_2023_part 1' with '200 guests'. There is a 'Next' button.

Guest list



A screenshot of the 'Guest list' dialog in the Meetup application. It shows a list of guests with their names and status icons. The list includes: Ash Sharma, Vinay Roy, Yuma Teressa, Jason Mills, Ashley McCarthy, Carlos Slatery, Kirstin Patterson, Kat Lennson, Daisy Phillips, Wb Little, Serena Davis, Robert Tolbert, and Beth Davies. There is an 'Add more guest' button and a 'Next' button.

Update guest details



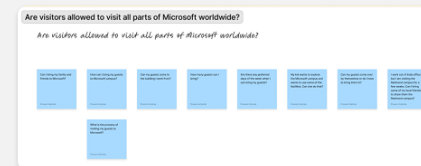
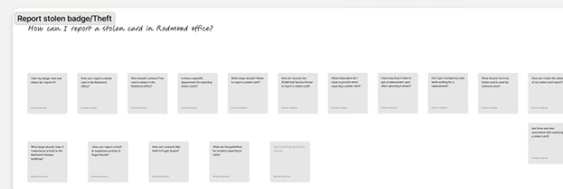
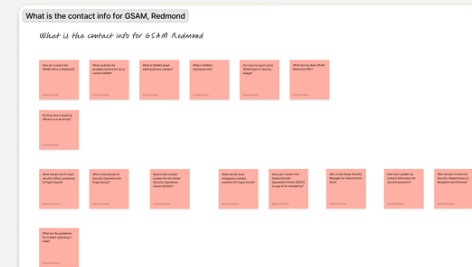
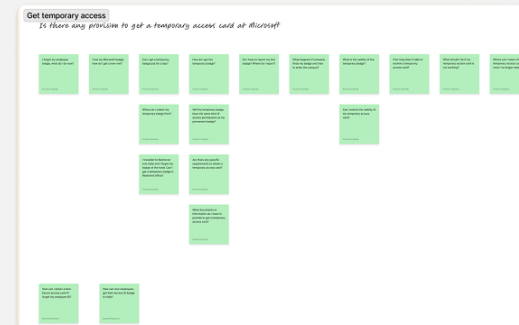
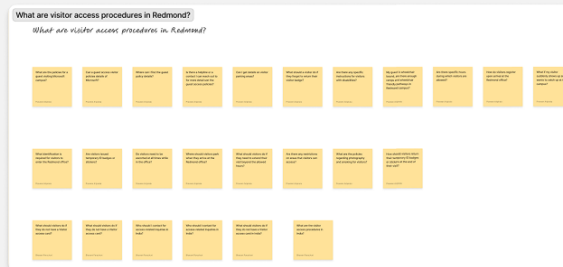
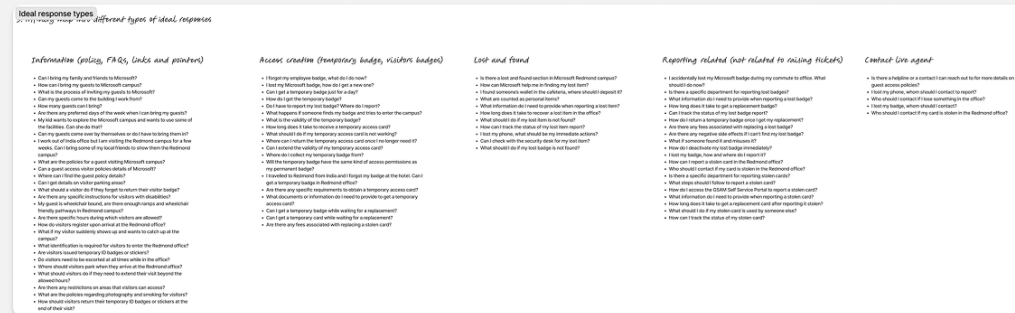
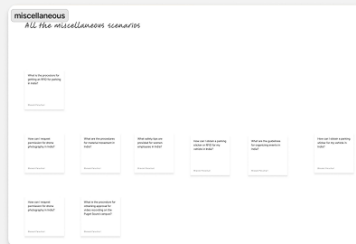
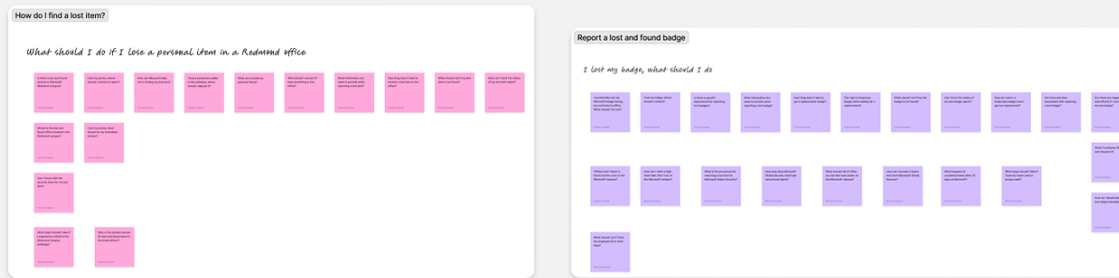
A screenshot of the 'Update guest details' dialog in the Meetup application. The 'Update guest information' dialog is open, showing fields for 'Guest name' (Ashley McCarthy), 'Email address' (ashley.mccarthy@contoso.com), and 'Mobile number' (+91 9876543210). There are 'Cancel' and 'Update' buttons.

Meetup - ESS

Invite people on site, easily and securely by onboard **Meetup onto ESS** so employees can create new invites and manage existing invites through a **conversational experience**.

Meetu ESS: Response type

- Did a workshop with the PM and content partners to define the various types of prompts a user might use for each of the identified golden scenario.
- Objective of the workshop was to identify and understand the natural language prompts and real world scenarios.
- Ideated more than 90 prompts, defined 5 themes.



Prompt categorization

- Objective of this exercise was to try out the current version and use different prompts to capture the response.
- Document all the responses in an excel.
- Compare them to expected response vs. ESS response.
- This exercise will fuel the work in Q4 and FY 26.

[Excel link](#)

Question	Expected Response(s)	Response from ESS copilot (INT) on 25-Feb-25
I lost my badge, what should I do?	If you have lost your badge, you should follow the Lost Badge Request procedure. Here are the steps you need to take: Go to the GSAM Self Service Portal. Select the "Lost Badge Request" option. Follow the instructions provided to submit your request1. If you have any further questions or need assistance, feel free to ask! Reference: https://microsoft.sharepoint.com/sites/globalsecurity/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2Fglobalsecurity%2FShared%20Documents%2FCardholder%20%2D%20GSAM%20Self%20Service%20Portal%2Epdl&parent=%2Fsites%2Fglobalsecurity%2FShared%20Documents	If you have lost your badge at Microsoft, follow these steps: 1. Report the lost badge immediately to your Microsoft supervisor. 2. Request a replacement badge via the GSAM Self Service Portal [1](https://microsoft.sharepoint.com/sites/globalsecurity/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2Fglobalsecurity%2FShared%20Documents%2FCardholder%20%2D%20GSAM%20Self%20Service%20Portal%2Epdl&parent=%2Fsites%2Fglobalsecurity%2FShared%20Documents) 3. You may be issued a temporary access card for the day by obtaining a temporary pass [1](https://microsoft.sharepoint.com/sites/globalsecurity/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2Fglobalsecurity%2FShared%20Documents%2FCardholder%20%2D%20GSAM%20Self%20Service%20Portal%2Epdl&parent=%2Fsites%2Fglobalsecurity%2FShared%20Documents) 4. Ensure that the temporary access card is returned at the close of business unless an exception is made [1](https://microsoft.sharepoint.com/sites/globalsecurity/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2Fglobalsecurity%2FShared%20Documents%2FCardholder%20%2D%20GSAM%20Self%20Service%20Portal%2Epdl&parent=%2Fsites%2Fglobalsecurity%2FShared%20Documents) For further assistance, you can contact the Virtual Security Operations Center (VSOC) [1](https://microsoft.sharepoint.com/sites/globalsecurity/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2Fglobalsecurity%2FShared%20Documents%2FCardholder%20%2D%20GSAM%20Self%20Service%20Portal%2Epdl&parent=%2Fsites%2Fglobalsecurity%2FShared%20Documents) [1](https://microsoft.sharepoint.com/sites/globalsecurity/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2Fglobalsecurity%2FShared%20Documents%2FCardholder%20%2D%20GSAM%20Self%20Service%20Portal%2Epdl&parent=%2Fsites%2Fglobalsecurity%2FShared%20Documents)
Is there any provision to get temporary access card at Microsoft?	Yes, there is a provision to get a temporary access card at Microsoft. Temporary access cards are designed to allow short-term access to Microsoft-occupied buildings. These cards are not assigned to a specific individual and are managed through the GSAM Self Service Portal. They should be returned daily and must not be checked out to the same individual for more than five consecutive days1. If you need a temporary access card, you can submit a request through the GSAM Self Service Portal. If you need further assistance or have any questions, feel free to ask! Reference: https://microsoft.sharepoint.com/sites/globalsecurity/SitePages/Temporary-access-cards.aspx?web=1	Yes, there is a provision to get a temporary access card at Microsoft. Temporary access cards are designed to allow short-term access to Microsoft-occupied buildings. These cards are not assigned to a specific individual and are managed through the GSAM Self Service Portal. They should be returned daily and must not be checked out to the same individual for more than five consecutive days1. If you need a temporary access card, you can submit a request through the GSAM Self Service Portal. If you need further assistance or have any questions, feel free to ask! Reference: https://microsoft.sharepoint.com/sites/globalsecurity/SitePages/Temporary-access-cards.aspx?web=1 To request a temporary access card, follow these steps: 1. Access the GSAM Self Service Portal. 2. Click the New Requests tile and then select Temporary Access Card Request. 3. Choose the building where the cards will be issued. 4. Specify the department or purpose for the temporary cards. 5. Indicate the number of cards needed. 6. Define the access levels required for the temporary cards. 7. Provide the FTE Owner details, who will take responsibility for the cards. 8. List the Custodian(s) who will manage the day-to-day issuance of the cards. 9. Obtain approval from the Regional Security Advisor/Regional Security Manager. 10. Provide a business justification for the request. 11. Select the GSAM/DIO location closest to the cardholder. 12. Choose the delivery method for the temporary cards.

		determine if an External Staff access card is needed [2](https://microsoft.sharepoint.com/sites/globalsecurity/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2Fglobalsecurity%2FShared%20Documents%2FCardholder%20%2D%20GSAM%20Self%20Service%20Portal%2Epdl&parent=%2Fsites%2Fglobalsecurity%2FShared%20Documents)
What is the contact information of GSAM Redmond?	The contact information for GSAM Redmond is as follows: Address: One Microsoft Way, 92/1192 - Redmond, WA 98052 Walk-in Services: Available between 8am to 5pm, Monday through Friday. Outside of these hours, onsite support is available by appointment only when an issue cannot be resolved remotely1. If you need further assistance or have any questions, feel free to ask! Reference: https://microsoft.sharepoint.com/sites/globalsecurity/SitePages/Services-GSAM-Contacts.aspx?web=1	The contact information for GSAM in Redmond is as follows: **Address:** One Microsoft Way, 92/1192 - Redmond, WA 98052 **Walk-in Services:** Available between 8am to 5pm, Monday through Friday. Outside of these hours, onsite support is available by appointment only when an issue cannot be resolved remotely1.
What should I do if I lose a personal item in the Redmond office?	If you lose a personal item in the Redmond office, you should report it to the security operations team. All lost and found items are required to be reported by email or phone call to security operations, who will collect and keep them in safe custody. If the local security operations team identifies the rightful owner, they will attempt to contact the employee via email or office extension to arrange for the return of the item	If you lose a personal item in the Redmond office, please contact the Global Security Operations team [1](https://microsoft.sharepoint.com/sites/globalsecurity/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2Fglobalsecurity%2FShared%20Documents%2FCardholder%20%2D%20GSAM%20Self%20Service%20Portal%2Epdl&parent=%2Fsites%2Fglobalsecurity%2FShared%20Documents)
What are visitor access procedures in Redmond?	The visitor access procedures in Redmond are designed to ensure the safety and security of Microsoft employees, visitors, and assets. Here are the key points: All visitors must be met by an actively employed Microsoft employee or vendor at the main reception area or main lobby1. Visitors must present valid picture identification for sign/check-in1. Visitors should receive and display a visitor pass, which should clearly show the expiration date and authorized areas1. Visitors must be escorted at all times while in secured areas1. The visitor pass must be returned, and the visitor should sign/check out1. After-hours and weekend visitors should be approved by the host's manager1. Visitor passes may only be issued for up to five consecutive days to the same person1. If you have any further questions or need assistance, feel free to ask! Reference: https://microsoft.sharepoint.com/sites/globalsecurity/SitePages/Visitor-Access-Procedures.aspx?web=1	Visitor access procedures at the Redmond office include the following steps: 1. All visitors must be met by an actively employed Microsoft employee or vendor at the main reception area or main lobby1. 2. At some locations, visitors must present valid picture identification for sign/check-in1. 3. Visitors should receive and display a visitor pass, which should clearly show the expiration date and authorized areas1. 4. Visitors must be escorted at all times while in secured areas. 5. The visitor pass must be returned, and the visitor should sign/check out. 6. After-hours and weekend visitors should be approved by the host's manager. 7. Visitor passes may only be issued for up to five consecutive days to the same person1. 8. "No Escort" visitor passes may be issued to employees who have forgotten their access card1. Visitors include personal guests, class attendees, survey/test group subjects, conferer [1](https://microsoft.sharepoint.com/sites/globalsecurity/SitePages/Visitor-Access-Procedures.aspx?web=1)

Commute

Find a ride to work

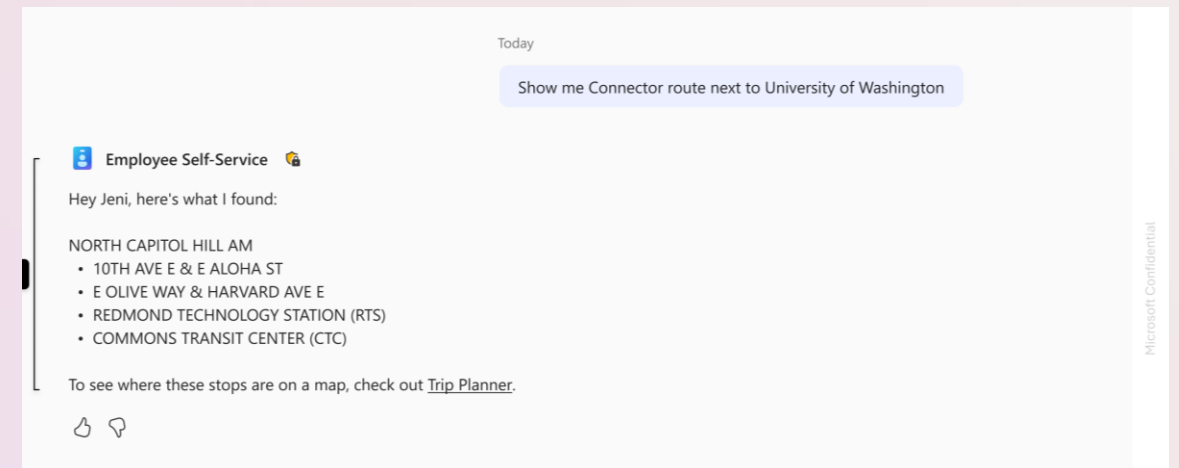
Employee Thriving

ESS knows cap hill means Capitol Hill. Use your own words to find the best commute options to and from work.

For power users, embedded personalized recommendations make routes a single click to book in the app they already use.

Core Functions Optimizing

Natural language inputs provide better feedback about desirable routes, helping to optimize route design.





Commute AI Survey

The goal of the survey is to understand user expectations for AI-powered commute scenarios and evaluate their experiences with existing tools.

The survey has garnered 287 responses in total, providing valuable insights to develop more effective and user-centric AI commute solutions.

287 🥰

Total responses

Feedback on Connector & Shuttle Digital Experience - Saved ▾

Style Settings Preview Collect responses View

Ask Copilot for Suggestions | Ask Copilot to refine your form →

Highly Confidential

Feedback on Connector & Shuttle Digital Experience 🔗

We are designing features for our company's commute digital tools (MERGE and MyHub). Please provide your feedback on how we can design these tools to better support your needs in the future.

Section 1 ...

1. This survey is in compliance with the Microsoft Data Privacy Policy. *

This notice can be visited at: <https://privacy.microsoft.com/en-US/data-privacy-notice>

☐ Got it! I'm ready to go.

2. Are you a Full Time Employee (FTE) or Intern with a blue badge? *

Per Microsoft's Privacy Policy we are only able to collect survey responses from FTEs.

☐ Yes

Microsoft Confidential



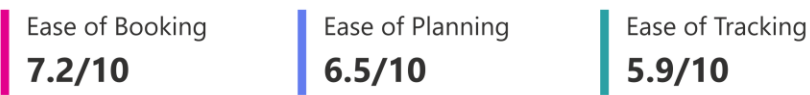
Quantitative Data

According to users’ feedback on the ease of use of current commute tools, tracking is the most challenging task (5.9/10), highlighting a key pain point. Booking is rated the easiest (7.2/10), though users still seek enhancements such as bulk booking.

For AI-powered scenarios, “Book a Connector” and “Real-time tracking” are top user priorities. Taken together with the low ease-of-use score for tracking, this highlights a strong **opportunity for AI to drive meaningful improvements in the tracking experience.**

User Feedback on Current Commute Tools

We use the question “On a scale from Very Challenging (0) to Very Easy (10), how would you rate the ease of [booking/planning/tracking] your commute to the office using MERGE or MyHub?”



User Expectations for AI-Powered Commute Scenarios

We use the question “If Copilot could offer the following features, please rank how important each one would be to you, with 1 being the most important and 5 being the least important.”





Qualitative Data

These qualitative insights are drawn from **285 additional feedback** entries and **87 responses** on the AI recommendation feature.

Key themes include booking efficiency, tracking improvements, and requests for features like trip planning to new destinations.

While most users find the AI recommendations helpful, they also suggest enhancements such as bulk booking, saving favorite routes, and MyHub integration.



Booking Efficiency

Many respondents mentioned that booking connectors requires too many clicks and suggested features like saving favorite routes or enabling one-click rebooking.



Smart & Intuitive Planning

Users seek a more intelligent planning experience with automated route and stop recommendations, map integration, flexible location input (e.g., landmarks/buildings), and real-time notifications - especially to simplify non-routine trips and support new users.



Tracking Improvements

Suggestions include showing connector locations on a map, live tracking, and notifications for delays or cancellations due to weather.



AI Rec on Merge

Users value the Connector AI recommendations for their convenience, but some report issues with accuracy, flexibility, and lack of multi-day booking. Suggestions include bulk booking, saving favorite routes, and MyHub integration.



Major Insights



Boost Booking Efficiency

Users find booking connectors inefficient due to **too many clicks** and lack of smart features. There's strong demand for **bulk booking**, saving favorite routes, and **one-click rebooking** to simplify repetitive tasks.



Enhance Real-Time Tracking

Tracking remains a key pain point with low ease-of-use scores. Users expect **live maps, real-time updates**, and **proactive notifications** (e.g., delays, cancellations due to weather) to improve visibility and reduce uncertainty.



Enable Smart Planning

Users want intelligent, **map-based planning** with auto **route and stop recommendations**, flexible location input (landmarks/buildings), and better support for non-routine trips - especially for new or irregular commuters.



Refine AI Rec Flexibility

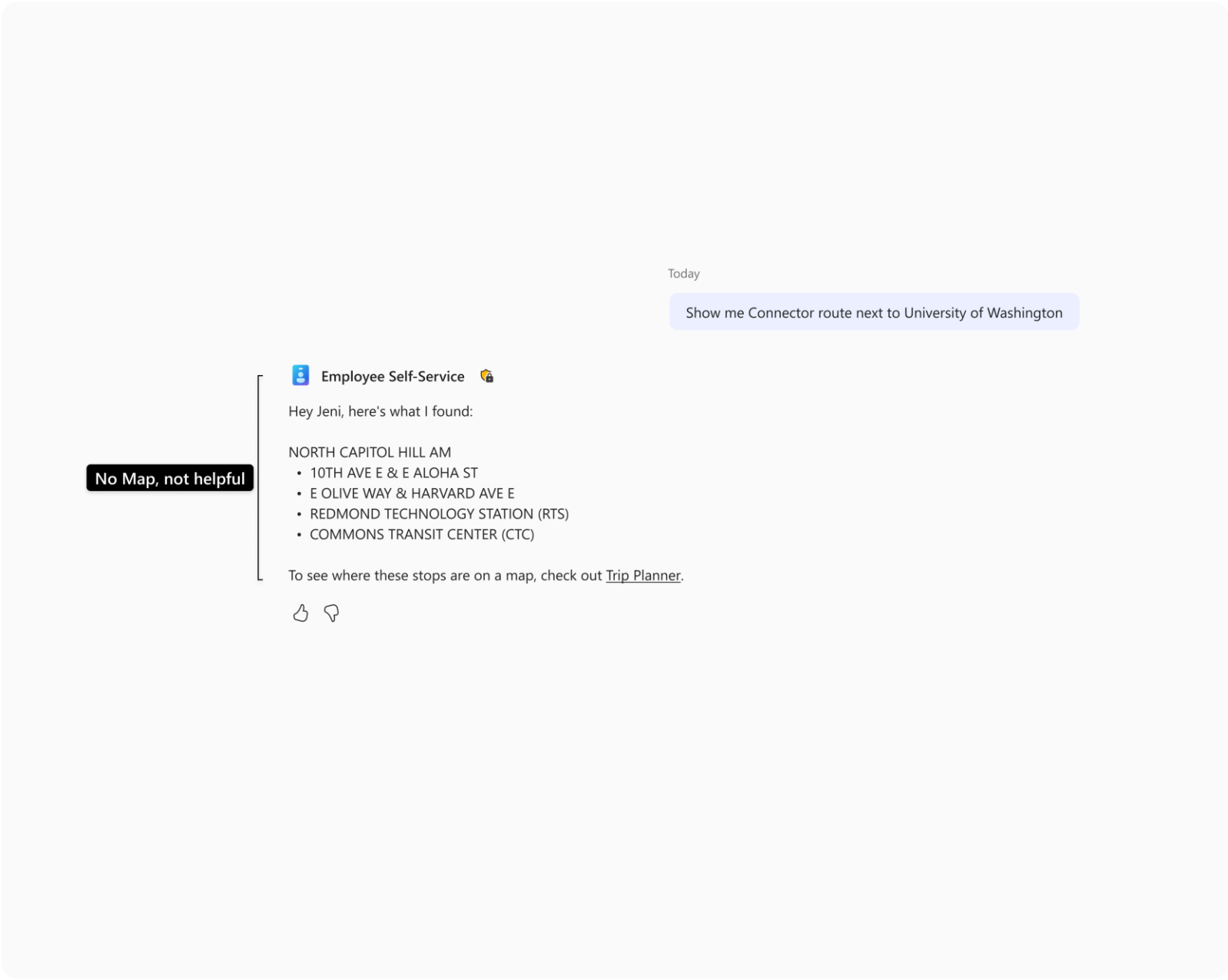
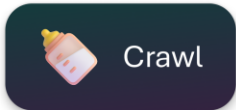
While users appreciate AI recommendations, they highlight issues with **accuracy, flexibility, and lack of multi-day planning**. There's also a need for tighter MyHub integration and more personalized, adaptable suggestions.



Turning Feedback into Action: Route/Stop Search

Take the Route/Stop Search scenario as an example - identified through user feedback on Smart & Intuitive Planning, and prioritized as a feature for the ESS 2506 release. Due to time constraints, we launched with a basic function - simply listing all available routes and stops. While minimal, it still delivers value by providing essential information.

To ensure continuous improvement, I applied the Crawl, Walk, Run approach - starting small, but with a clear path toward smarter, user-centered experiences.



Home

Search

Copilot

Catch up

Employee Self-Service

Agents

Chats

Pages

Notebooks

Create

Actions

Apps



Yesterday

Show me Connector route next to University of Washington, 13201 NE 20th St, Seattle

Employee Self-Service

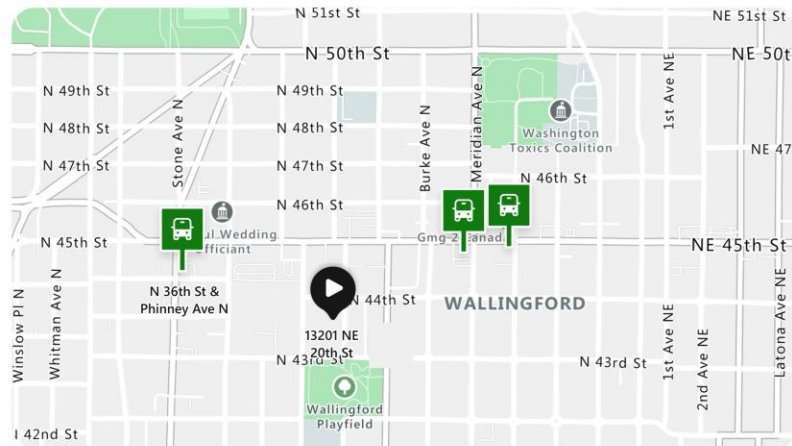
Hey Jeni, you might want to take the **FREMONT WALLINGFORD AM** route. Here are some stops that are closer to your location:

- **Stone Way N & N 45th St**, 0.3 mile
- **N 36th St & Phinney Ave N**, 0.4 mile
- **Wallingford Ave N & N 34th St**, 0.4 mile

Distance to Stops

Do you want me to show you the time schedule for this route?

Follow-Up Question



Map integration



Show me full schedules



Ask a work question or use / to reference people, files, and more



Your privacy is important to us. Please see the [Microsoft Data Privacy Notice](#) for more information.



Walk

Kat Larsson



Home

Search

Copilot

Catch up

Employee Self-Service

Agents

Chats

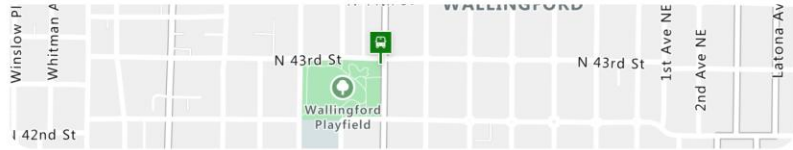
Pages

Notebooks

Create

Actions

Apps



Show me full schedules

Employee Self-Service ⓘ

Jeni, here are the full schedules for the route **FREMONT WALLINGFORD AM**
Let me know if you want to book any of it 😊

Stops/Trips	1	2	3	4	5	6
N 36th St & Phinney Ave N	7:31 AM	7:56 AM	8:15 AM	8:31 AM	9:08 AM	9:16 AM
N 35th St & Woodland Park	7:35 AM	8:00 AM	8:19 AM	8:35 AM	9:12 AM	9:20 AM
Wallingford Ave N & N 34th St	7:35 AM	8:00 AM	8:19 AM	8:35 AM	9:12 AM	9:20 AM
Stone Way N & N 45th St	7:43 AM	8:00 AM	8:19 AM	8:35 AM	9:12 AM	9:20 AM
Redmond Technology Sta..	7:47 AM	8:00 AM	8:19 AM	8:35 AM	9:12 AM	9:20 AM
Commons Transit Center (CTC)	7:35 AM	8:00 AM	8:19 AM	8:35 AM	9:12 AM	9:20 AM

1 🔄 Device Refresh Program 2 📄 Lorem ipsum



Ask a work question or use / to reference people, files, and more



Your privacy is important to us. Please see the [Microsoft Data Privacy Notice](#) for more information.

Progressive Disclosure



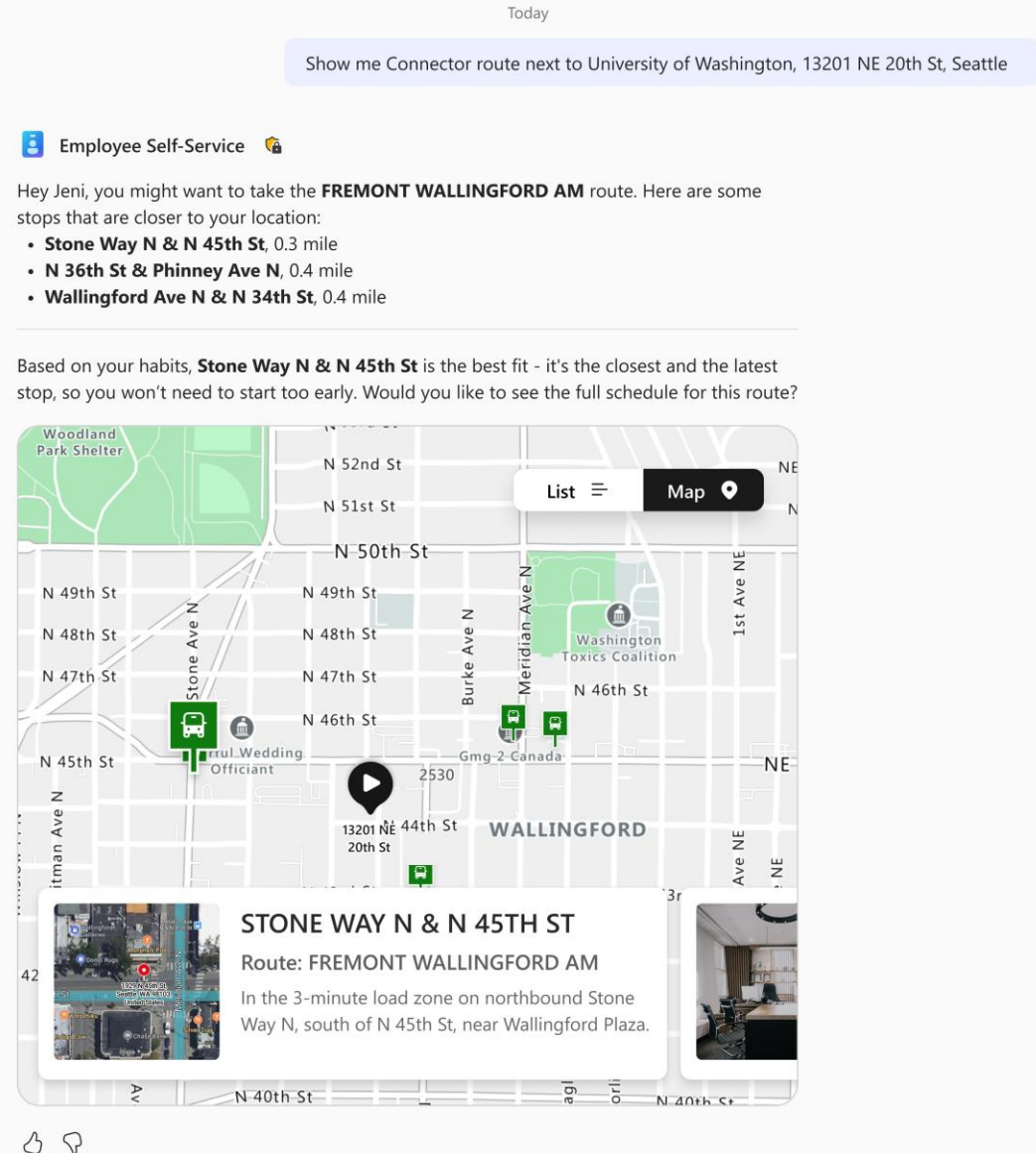
Walk

Kat Larsson





- **AI-powered stop recommendation**
Based on user habits - helping users make faster, easier decisions.
- **Interactive map integration** for clear, visual exploration - allowing users to engage directly with routes and stops, reducing cognitive load.
- **Context-aware follow-up** that guides users step by step, simplifying complex schedules through progressive disclosure.



Maps and ILS

Get around campus

Employee Thriving

Get directions to what you need, even if you don't know what it's called, right in the context of your last conversation.

Core Functions Optimizing

SBS and Pointr collaboration coming soon.

Map UX workstreams



Map Design Toolkit (System)

One design language built on top of Fluent and align visual assets for maps across different verticals



UX framework / extensibility

Modular framework and infrastructure that is versatile and consistent across multiple different surfaces.



Adaptive Cards

Utilization and standardization of cards with initial focus on ESS



Accessibility

Map accessibility is already complex, but how can we also make it easily accessible in ESS with static images and step by step instructions?



with current limitations

Spectrum of fluency: full requirements

Scenario

User explicitly asks for directions with all requirements.

Response guidance

- **Natural language** contains step by step instructions
- **Handoff link** for users to use interactive maps
- **Map image** to contextualize instructions

Get me to 3S00 from 3H00 in Building 32

 Employee Self-Service

Got it! Follow these steps:

1. Start from **3H00**, and **go right** in the hallway.
2. **Go straight** until you reach a three-way intersection. (20 feet)
3. **Turn left**, and travel straight across the building.
4. **Turn right** at the three-way intersection.
5. **Go straight**, and you will pass **3R00** on the left and Conference Room 316 on the right.
6. Your destination, **3S00**, will be **on the left**.

You can also get full directions with our [interactive maps](#).





Get directions over multiple floors

with current limitations

Spectrum of fluency: some requirements missing (starting point)

Scenario

User explicitly asks for directions over multiple floors, but does not say where the starting point is.

- We could assume user location based on machine knowledge (eg: IP/device address, user home building, etc)

Response guidance

- **Natural language** contains step by step instructions *with disambiguation*
 - Multiple floors = splitting instructions to not overwhelm
- **Suggestive prompts** help guide users to command Copilot and allows for future natural conversation interactions
- **Handoff link** for users to view interactive map

How do I get to Conference Room 3442 in Building 122?

Employee Self-Service

I can help with that, but which room are you coming from?

Alternatively, you can get more detailed directions with our [interactive maps](#).



My desk

Employee Self-Service

Got it! Follow these steps to go from the first floor to the third floor:

1. Start from **1558**, and **go left** in the hallway.
2. **Go straight** until you reach a three-way intersection. (140 feet)
3. **Turn right**, and travel 50 feet. The elevators are on the right.
4. Take the elevators to the **third floor**.

When you're ready, I'll give you the next set of directions when you say "Next" or select "Next steps"



Next steps

Employee Self-Service

1. Exit the elevators, and turn left.
2. Go through the doors into the hallway.
3. **Turn right**, and travel straight across the building. (140 feet)
4. **Turn right** at the three-way intersection.
5. **Go straight**, and you will pass 3R00 on the left and Conference Room 316 on the right.
6. Your destination, **3500**, will be **on the left**.

To interact with the map, use our [interactive web app](#)



Quick adaptive card update

How we're solving that problem

- What the limitation
- how we contributed to identifying the problem

Updates on Adaptive Card in ESS 🥳

- ❌ Cards cannot refresh themselves or feed into Copilot memory
- ❌ Adaptive Cards SDK has functional gaps between platforms (Teams vs Copilot)
- ❌ Limited set of controls, width of cards, and image size (600x600)



✅ Through cross-team/org partnerships with Viva Design, UEE, and M365 Core Experience teams, we **drove PG to prioritize our critical feature requests and address key limitations.**

#	Partner / Customer	Agent type	Requirements with status	Comments
1.	ESS	CEA → DA	- AC refresh – prioritized for P0 - People picker – prioritized for P0 - Dependent dropdowns – prioritized for P0 - Inline editability – P2 (not yet supported in Teams)	Ac refresh, dependent dropdown ETA dependent on <u>Action.execute support</u>

Summary

The document discusses the enhancements needed for Adaptive Cards (AC) in Copilot to align with the capabilities offered in Teams. It highlights existing gaps, confusion, and limited use-cases that hinder effective...

[View more](#)

Draft (In review)

AC enhancements in Copilot

PM: Namrata Khubchandani, UX: Yashodha Deshpande, EM: Pankaj Mittal

Context:

Currently, Adaptive cards are supported with Actions / Agents in Copilot but there's a gap between the features and functionalities supported for Adaptive cards react SDK in Teams compared to that supported for Adaptive cards in Copilot. For e.g., Adaptive cards support refresh capability, dependent dropdowns and multiple visualization elements (charting, icons, badging etc.) in Teams but these are not yet supported for cards in Copilot, leading to several gaps:

- Developer confusion on what Adaptive card elements is supported across different surfaces and missing capabilities when they upgrade existing apps to Copilot Agents.
- Limited use-cases and user-flows that developers can offer in their Agents today (e.g., ESS is not able to offer people picker controls in their cards) alongside hindered look and feel of the cards (e.g., missing visualization controls like charting, star rating as well as layout controls for AC in Copilot - raised by KYC/Ideas)
- Limited value to end-users in terms of using ACs to complete their business workflows in Copilot (e.g., card state is stale even after user has completed an action, examples include TR, Templaty, ESS)

- **Opportunities for solving that problem better in the future**

- **(and how we contributed to identifying the problem)**

03

ESS Accessibility v-team

Accessibility v-team for RE&F ESS Copilot



Toby Fitch

Studio A11y lead +
WxP A11y Champ



Ankur Garg

MSD A11y Champ



Swathi Surampudi

Commute



Lihan Zhu

Dining



Andre Jenkins

Productivity



Simplicio DeLeon

Location Services



**Pratishtha
Choudhary**

Access



Tushar Singhal

Parking



**Timothy
Ikehara-Martin**

Facilities



Garima Gaurav

PM



FUTURE ENG

HR Copilot



FUTURE ENG

IT Copilot

What do we need to do have good scores?



Training

via MS Digital partnership with E+D Accessibility team

Support accessibility training within our verticals for upskilling on a11y knowledge. This helps us to **shift left** to reduce engineering debt

- [Product Inclusion Academy](#) (by E+D)



Integrate accessibility into design

via MSD Studio's support with the 4D's

- Discover, Design, Develop, Deliver
- **MSD Studio Office Hours** (Design Review)
research, design, accessibility, content, ux strategy
- Studio Experience Reviews and UAT testing
- Monitor feedback, fix design bugs, and update product roadmap as needed



Be A11y champs for our verticals

Center point of gravity of ESS Copilot accessibility for easier collaboration, support and sharing of resources

- Team members collaborate and execute Accessibility plans instead of operating in vertical siloes.
- Consolidated efforts on A11y assessments, remediation plans, training and support, compliance, engaging with stakeholders, and regular reporting + documentation.
 - Bug logging + triage. Capture shared 1P blockers, etc
 - Shorter ramp and support new verticals as they onboard

ESS Copilot A11y Grades + Status

TBD

Non-compliant

RE&F Copilot

In progress

 [Compiled PowerBi report](#)

TBD bugs

- **0** Core bugs
- **16** 1st party bugs

D+

Non-compliant

HR Copilot – AskHR / Case Creation

Private preview

 [PowerBi report](#)

30 bugs

- **12** Core bugs (Sev 3)
- **18** 1st party bugs
 - **2** Sev 2
 - **16** Sev 3

C

Compliant

IT Copilot

Private Preview

 [PowerBi report](#)

15 bugs

- **9** Core bugs (Sev 3)
- **6** 1st party bugs
 - **2** Sev 2
 - **4** Sev 3

C?

Compliant

ESS Copilot

Ultimate goal!





Microsoft Digital Deliverables + Milestones

PHASE 1: INITIALIZATION			2: REFINE + STABLIZE			3: HARDENING	4: DELIVERY
MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT
Objective Spin up v-team to get gears moving and start formal accessibility control process	Objective Evaluate and onboard new verticals as we work towards honing our experiences. Get the team started in learning and practicing accessibility as we start defining requirements for accessibility process.	Objective Define and resolve major accessibility issues prior to accessibility grade submission for public preview MILESTONES - April status report sent out - Single service for RE&F 2506 release	Objective Reset expectations based on learnings from previous quarter. Mitigate and plan for hitting Grade C in July MILESTONE Grade D for RE&F only	Objective Refine experiences and remediate designs based on inclusive research MILESTONE Alignment of ESS teams to submit A11y as single service	Objective Whittle down our accessibility backlog as we work MILESTONE ESS Copilot Grade C for all verticals	Objective Harden the project and work towards MSIT release MILESTONE Grade B for ESS Copilot	Objective Market ESS Copilot as an MSD accessibility champion
ACTIVITIES & DELIVERABLES							
Activities - Kick off v-team - Accessibility experience review signoff - Establish MSD Studio Office Hours for A11y support Deliverables Mar 10 HR and GWS knowledge source A11y assessment for 2504 Mid Mar Submit all RE&F A11y testing for 2504 End Mar Action items agreed upon by v-team	Activities - Experience reviews - Submit assessment for 2506 Deliverables End of Apr v-team completes required A11y 101 design training on Viva Learning Apr 28 2506 A11y assessment submitted End of Apr v-team completes required A11y 101 design training on Viva Learning	Activities - Stabilize + fix bugs - Learning workshop and/or training (101) - Compile accessibility related sources for RE&F ESS Deliverables May 2 Bugs logged May 7 Accessibility bugs fixed and assigned to PG May 14 Core bugs fixed, PG accepted 1st party bugs May 21 2506 A11y assessment complete Mid May Harden AI A11y strategy	Activities - FY26 Planning - Experience reviews Deliverables TBD 2507 A11y assessment - Establish action items agreed upon by v-team - AI A11y strategy complete	Activities - Inclusive studies - Second round of trainings - Experience reviews - Learning workshop and/or training (201) Deliverables Early Jul Org wide bug bashes Mid Jul Fast follow bug fixes to achieve Grade C prior to Aug End of Jul P3 bug fixes for completed with minimum of 25% remaining on backlog	Activities - Inclusive Research readouts and remediation - Experience reviews Deliverables - Submit final round of grading for Grade B	Activities - V-team planning - Research planning, reviews, set-up Deliverables End of Sept All P3 accessibility bugs fixed with min of <5% on backlog	Activities - Market and publicize ESS Copilot on accessibility Deliverables - Publish a internal blog for accessibility
NOTES + EXPECTATIONS							
- Assess and organize as we try to get our accessibility rhythm going - Accessibility spec review to be done during MSD Studio Office Hours (new!) - Experience review signoff is a standard process	- Get into ROB with weekly / biweekly calls - Onboards new eng verticals into v-team - Release first status report newsletter	- Focuses on optimization + fixing designs/bugs based on research learnings, A11y bugs, etc. - Assumes we resolve <i>all</i> accessibility bugs before June - Intro to accessibility training required for Studio designers	- Expectation is that all product makers has <i>foundational</i> knowledge for accessibility best practices - Design expected to <i>always</i> deliver A11y specs	- At this point we should have a good feedback system and a good idea of how to prioritize our issues - Burn down P3 bugs	Expectation is entire org should have <i>intermediate</i> knowledge of accessibility best practices		

Next steps



Monthly status report

Deployed to stakeholders

Regular report to go out end of month with v-team updates, wins, blockers, training schedules, and more



Alignment with more ESS teams

In collaboration with MSD Accessibility

Consolidate all ESS accessibility engineering efforts into a single workstream



Compile knowledge sources

In collaboration with RE&F accessibility

Currently, we have accessibility resources scattered across SharePoint, pdfs, RE&F web and etc. We aim to utilize this compiled resource and feed it into ESS Copilot to benefit users.

04

WXP empathy foundation



WXP Empathy Foundation

❌ **Problem:** We're designing without a clear, centralized foundation - key elements like personas, user needs, and pain points are scattered or missing, making cross-workstream alignment challenging in ESS.

✅ **Our Approach:** A single source of truth that consolidates personas, user needs, pain points, key scenarios, and JTBDs across 7 workplace experience areas.

WIP

[Figma link](#)

Commute Persona

Commute Persona

Core AI-related JTBDs

Discovery (Plan & Track)

- Find the best Connector route, stop, or shuttle (e.g., closest stop, which route to take, next available connector, global options)
- Know when to leave to be on time (e.g., start time for next meeting, will I be on time, reminders to plan commute)
- Track commute/shuttle status (e.g., connector tracking, delays, bus size, distance from home to stop)
- Get recommendations & insights (e.g., suggestions when waitlisted, booking tips, route optimizations)

Action (Book & Manage Trips)

- Book the recurring trips easily (e.g., book same trip as yesterday, next available connector, shuttle for meeting)
- Receive smart prompts (e.g., leave now notifications, cancel trips when OOF, personalized recommendations)

Wanda Howard
Reggie Connector

Mona Kane
Nova Connector

GOALS

- Personalization so that Wanda can rely on experience for her needs and preferences
- Intelligent profile so that Wanda doesn't have to always tell us her needs that we can only infer with her smart recommendations
- Dynamic UI to indicate changes in a precise or updated information
- Integration with other apps so that leaving this is accessible through other apps in context of other information (e.g. Outlook)
- Real time information and notifications so that she can stay up to date with the transportation and make changes if necessary

FRUSTRATIONS

- Inaccurate timing information
- Waiting for longer than expected
- Lack of connector eligibility
- Fragmented experience across products

JOBS TO BE DONE

- Book Connector
- Book Shuttle
- Track and manage bookings
- Plan and learn a new route whenever necessary

USER NEEDS

- Help desk so Wanda has someone to ask questions or receive guidance from when she's lost or needs help
- More detailed information such as address, reflections, sign on the buses where to go and how to connect around
- Integration with other apps so that leaving this is accessible through other apps in context of other information (e.g. Outlook)

FRUSTRATIONS

- No guidance for novices
- Inaccurate timing information
- Waiting for longer than expected

JOBS TO BE DONE

- Learn a new transportation system
- Plan the experience and choose an optimal route
- Book transportation if necessary
- Track and manage bookings

Parking Persona

Parking Persona

Core AI-related JTBDs

Discovery (Find, Check & Know)

- Check Parking Availability & Types
- Find parking by building, nearest spots, or predicted availability, including EV stations, visitor, carpool, and overnight spaces.
- Access Policies & Registration Info
- Vehicle registration details and policy mandates
- Display parking facilities and garage layout maps
- Explore Additional Options
- Show available carpool user groups
- Display parking rules and registration requirements

Action (Park, Navigate & Manage)

- Quickly Find & Navigate to Parking
- Locate parking spaces and navigate (including voice-guided directions)
- View detailed garage maps
- Personal Parking Management
- Register vehicle
- Find my car
- View parking history

Cameron Evans
Microsoft ETO

GOALS

- Efficient Vehicle Retrieval: Quickly and easily find their vehicle without any guidance or support
- Get directions: Turn by turn directions, including alternate paths
- Vehicle Registration: Ensure all employees register their vehicles as part of mandatory security compliance
- Guest parking: Give information to the guest on specific guest parking zones
- Preference: Get parking recommendations based on the type of vehicle and special needs
- Availability: Show available parking spaces
- Reduce Operational Costs: Minimize manual intervention and support tickets related to parking

FRUSTRATIONS

- Difficulty Finding Vehicles: Having to search for their vehicle without any guidance or support
- Setting out: Parking spaces can be overwhelming and difficult to get spatial sense, leading to cognitive load
- Lack of immediate help: Parking spaces typically do not have any assistance or support
- Unlimited Parking Options: Lack of availability parking, spaces that meet their specific preferences, such as EV charging or large vehicle spaces
- Manual tasks: Taking photos of the sign number or remembering the sign number

MOTIVATIONS

- Convenience: Ease of finding their vehicle and available parking space
- Efficiency: Reducing the time and effort required to locate parking
- Personalization: Ability to choose parking spaces that suit their own assistance or support
- Support: Reducing the workload of parking management staff
- Innovation: Built for seamless experience

Access Persona

Access Persona

Core AI-related JTBDs

1. Guest Management (Action)

- Invite guests to the campus
- Generate guest pass for a guest
- Edit or reschedule guest visits

2. Visibility & Tracking (Discovery)

- View my guests and upcoming engagements for the day
- Check-in status for employee events
- Know policies on bringing guests or contractors

3. Smart Office Suggestions

- Arrive Smart: Should I go to the office today / When to start
- Get building access suggestions based on calendar meetings

Celeste Burton
Microsoft ETO

GOALS

- Efficient Guest Management: Streamline the process of inviting guests to Microsoft, ensuring it is quick and hassle-free
- Self-Attendance: Empower employees to invite guests without relying on the reception desk
- Security Compliance: Ensure that all guest visits adhere to security protocols, preventing unauthorized access to the campus
- Recommendation Outlook: Provide clear and concise suggestions for the reception desk and maximize the need for support tickets

FRUSTRATIONS

- Complexity of Current System: The current process is cumbersome and time-consuming
- Dependency on Reception Desk: Need to rely on the reception desk for creating guest invites, slowing down the process
- Security Concerns: Worries about unauthorized guests entering the campus
- Adaptive Resilience: Some employees preferring to click with familiar methods

MOTIVATIONS

- Convenience: Ease of use and the ability to quickly create invites from their phones
- Efficiency: Reducing the time and effort to manage invites, allowing to focus on core responsibilities
- Accessibility: Ensure accessibility compliance and support (DL)
- Security: Ensuring that the campus remains secure by controlling and monitoring guest access
- Innovation: Empower process and enhance productivity
- Perception: Elevating Microsoft's brand by giving best experience to guests

JOBS TO BE DONE

- Create Guest Invites: Create invites for personnel, the personal, business, meetings, and contractual work
- Manage Invites: View, track, manage, make edits and cancel their invites
- Ensure Compliance: Ensure that all invites comply with security protocols and company policies
- Ready Queue: Send notifications to guests, providing them with all necessary information for their visit
- Create Entry Invites: Create invites to large groups through bulk upload on a tool sheet
- View Post-Visit: Access to all past visits and archive with a single click
- Multi-Platform Access: Accessible on both Teams mobile and desktop lanes

Facility Request Persona

Facility Request Persona

Core AI-related JTBDs

Discovery (Understand & Clarify)

- Track Service Info: Understand timelines, how to add details, and stay informed on facility requests.
- Copy to Follow-Up for Request Details: Enable Copilot to ask follow-up questions (e.g., location, issue type, urgency, contact info, availability, photos) to clarify and complete service requests.

Action (Request, Manage & Feedback)

- Report & Manage Facility Requests: Report issues, adjust timing, withdraw requests, and ensure clear communication.
- Plan & Provide Feedback: Prepare for upcoming maintenance and offer evaluations or suggestions on completed services.
- Communicate Preferences: Specify personal needs or preferences related to requests.

Jenny
Microsoft ETO

Blaise
Microsoft ETO

GOALS

- Efficient Request Submission: Streamline the process of submitting facility requests, ensuring it is quick and easy to use
- Self-Service: Empower employees to submit requests without relying on support
- Security Compliance: Ensure that all requests adhere to security protocols, preventing unauthorized access to the campus
- Recommendation Outlook: Provide clear and concise suggestions for the reception desk and maximize the need for support tickets

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05

Keep our foundation strong

- WXP AI&ESS Hub
- Dining webapp
- WXP design office hour



Rui

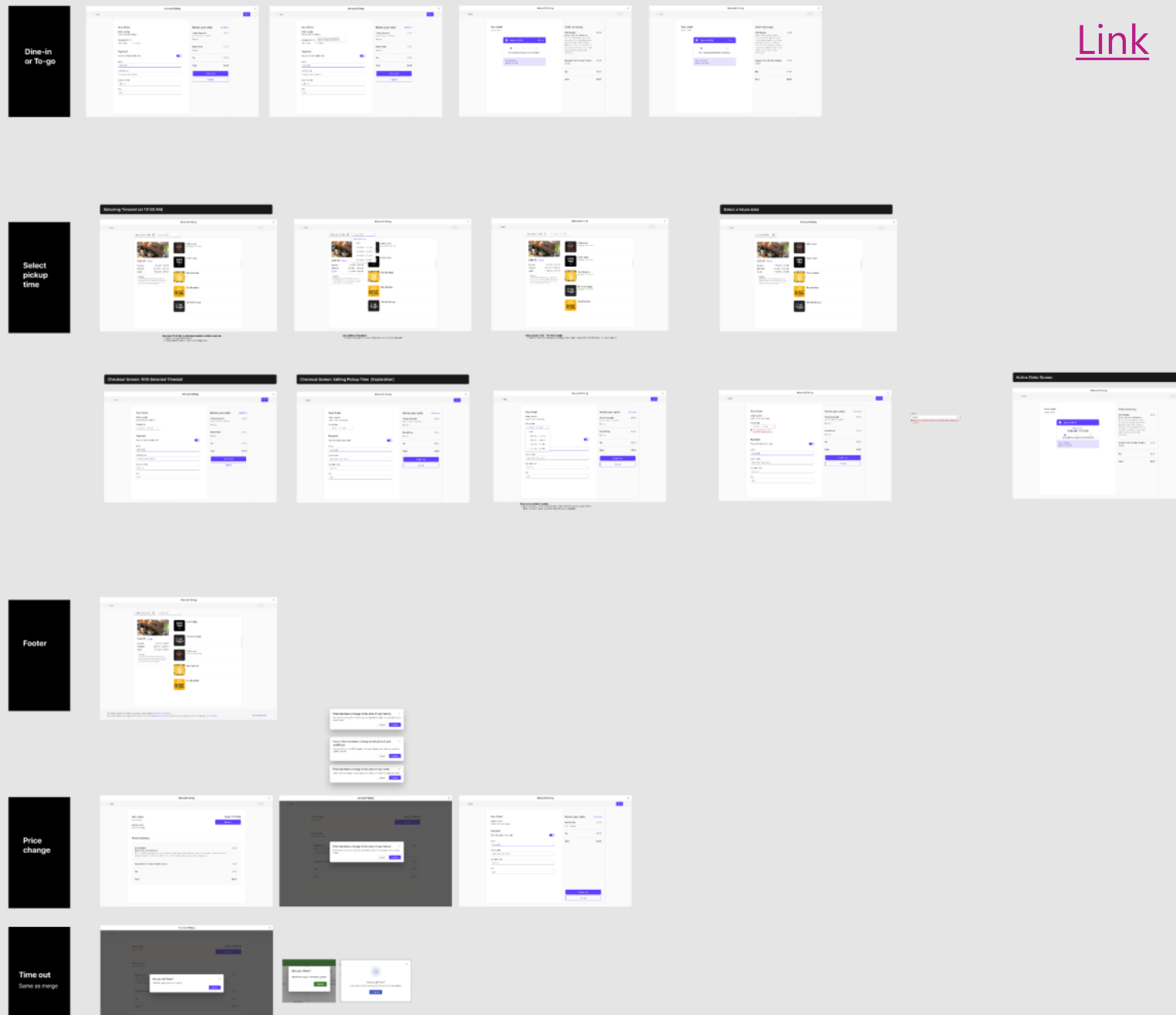


Jeni

Dining webapp

- ✓ 6 new flows, 20+ screens
- ✓ Order dine in or to-go
- ✓ Select pickup time
- ✓ Footer design
- ✓ Reorder flow + edge cases
- ✓ Order history screens
- ✓ Time-out scenario

[Link](#)



WXP design office hour

- 1 stop shop for **WXP non-ESS/Ops** UX design, accessibility, content, research
- Sign up topic in **Loop**, include urgency + priority and support needed
- Sign up MSD office hour for other projects.

Mon+Thu

2X weekly basis

9-10am

PST time

Support for

MyHub, Merge, Dining web app, MS facilities, MeetUp, Access, Parking, Indoor location service...

Finish the design/content/accessibility/research support within office hours.





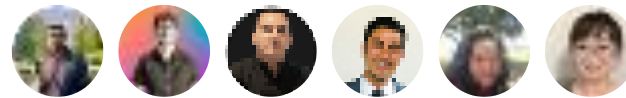
WXP design office hour

- Only for **WXP Non-ESS/Ops** projects
- WXP team designers (7) provide help **only during office hours.**
- 2X weekly, every Mon + Thu 9-10AM



MSD office hour

- Any MSD projects (**AI, ESS, anything**)
- MSD studio designers (6) from multiple teams, provide help **during & after office hour.**
- Weekly, every Tue 8-9AM





Thank you

Final Solution: All-in-One

✓ **All-in-One:** Streamlines the process from **5 steps to just 2**, integrating basic information gathering into the homepage.

✓ **AI-Powered:** Automatically analyze problem categories and types, enhancing both **efficiency** and **accuracy** of submissions.

🎉 **Data wins!** **10** out of **14** preferred this solution, which helped stakeholder decision with making larger investment in the portal with forward thinking planning

👤 “...it allows me to input the type of request I have or need using natural language. It automatically detects and categorizes the request, **reducing the need for additional screens and clicks** during the issue definition process. This approach feels **more expedient and efficient**” — User 4



Global Facilities Service Center

Committed to Fostering Excellence in Service and Collaboration

From office temperature changes to furniture needs, facilities repairs, janitorial clean up, and more we are here to help. Select from below to start the request process.

Building 32

Select Room*

AI

Building request through examples

Hi Kishore, what can we help you with today?

Type your request and AI can generate a smart request for you :)
(Examples: Two incandescent light bulbs need to be replaced in this meeting room, as there isn't enough lighting to maintain a suitable working environment.)

Upload a file

Generate with AI

Non-facility request

Asset Reuse Portal

IT Support

Mail & Dispatch

Global Security

Badge ID

Link 3

Chat with us

Live GFSC agent support can be reached by dialing +1 206-777-4702 from any phone, or Start a conversation with MSFacilities Team!

Start chat

Step 1: Gathering b

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