cloudscout.one what's next CW 39

Scope: AI

This report contains items, where the 'check before' dates are in the current month and items with upcoming 'check before' dates for the next two months. This is an update-report containing only new or changed items during CW 39.

What's next to do Major Items

SharePoint: General Availability of SharePoint Syntex   67134

	check before:	**08/31/2020**
Microsoft SharePoint Syntex uses advanced AI and machine teaching to amplify human expertise, automate content processing, and transform content into knowledge. SharePoint Syntex will be available as a user-based add-on for Microsoft 365 plans and will be generally available to Microsoft 365 commercial customers on October 1, 2020.	Status:	**Rolling out**
	Created:	09/22/2020
	Product:	SharePoint
	Platform:	World tenant, Online, Web
	Scope:	AI, User, Licensing, Administration, Security
	Ring:	General Availability
Type:	New feature, Admin impact, User impact	Tenant:

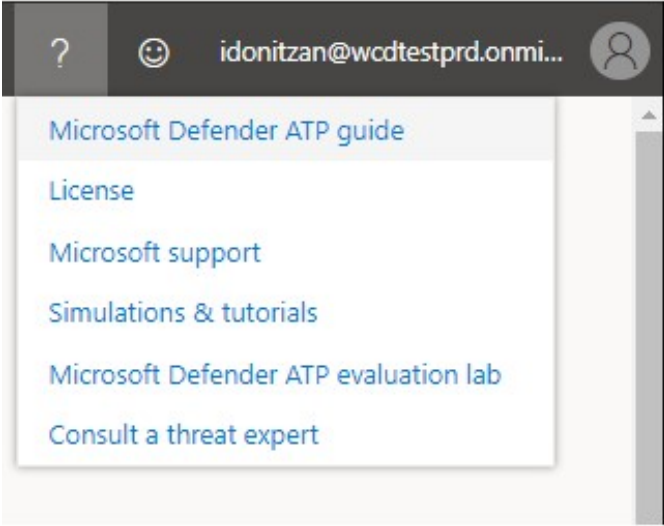|	
Docu to check	Service Description, Automation / Scripts, User Knowledge base, User Trainings, Working instructions for IT Support
More Info URL	https://aka.ms/SharePointSyntex/announce

Microsoft 365 compliance center: Auto-apply retention labels leveraging document understanding

68690

Easily assign a retention label created in the Microsoft 365 compliance center to a document understanding model that you created, leveraging the document classification in Project Cortex for dual purposes— business processes and compliance.

check before:	**09/30/2020**
Status:	**In development**
Created:	09/15/2020
Product:	Microsoft Compliance center, SharePoint
Platform:	World tenant, Online, Web
Scope:	Compliance, AI, Administration, Licensing
Ring:	Preview
Type:	New feature, Admin impact
Tenant:	

additional Info URL https://techcommunity.microsoft.com/t5/microsoft-365-blog/introducing-project-cortex/ba-p/966091

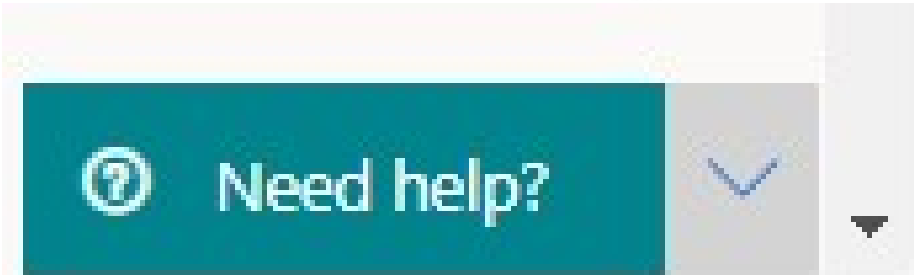**Docu to check** Service Description, Working instructions for IT Support

Reminder: Change in Process to Contact Microsoft Defender ATP Support

MC222822

As originally announced in MC218778 (July '20) the process for opening support cases for Microsoft Defender ATP has changed with the availability of the new support widget. We completed rolling out the change in mid-September. Additionally, we wanted to provide additional guidance on which roles are needed to submit a Support request.

check before:	**10/01/2020**
Status:	
Created:	09/25/2020
Product:	Defender, Office app
Platform:	World tenant, Online, Web
Scope:	Administration, AI, Security
Ring:	
Type:	Admin impact
Tenant:	

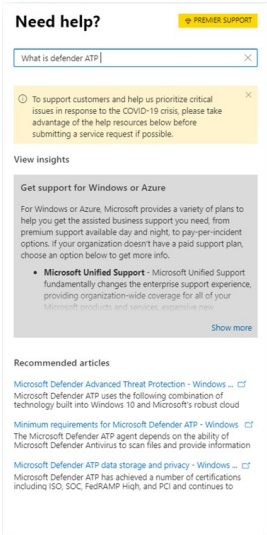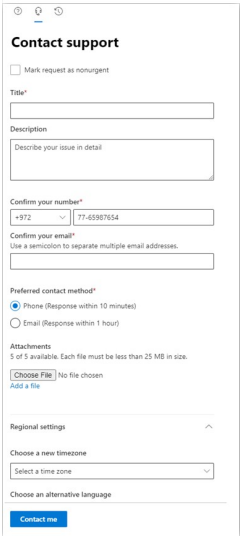|	
Links	MC218778
Pictures in MC	http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4C7AI?ver=7a1f http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4CcKo?ver=ec6a http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4C7AL?ver=ff03 http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4ChUH?ver=7379
Docu to check	Working instructions for IT Support, Service Description
Linked Item Details	MC218778 Title : Microsoft Defender ATP support case submission experience
MS Preperations	You may consider updating your training and documentation as appropriate. For more information on which roles have permission see, "https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/directory-assign-admin-roles#security-administrator-permissions" Security Administrator permissions. Roles that include the action "microsoft.office365.supportTickets/allEntities/allTasks" can submit a case. For general information on admin roles, see "https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/about-admin-roles?view=o365-worldwide" About admin roles.
MS How does it affect me	Administrators can use this widget to: Find solutions to common problems Submit a support case to the Microsoft support team Note: At a minimum, one must have the Service Support Administrator OR Helpdesk Administrator role in order to open a case. Accessing the new support widget can be done in one of two ways: Clicking on the question mark on the top right of the portal and then clicking on "Microsoft support" Clicking on the "Need help?" button in the bottom right of the Microsoft Defender Security Center: In the widget you will be offered two options: Find solutions to common problems Open a service request Find solutions to common problems The "find solutions to common problems" option includes articles that might be related to the question you may ask. Just start typing the question in the search box and articles related to your search will be surfaced. In case the suggested articles are not sufficient, you can open a service request. Open a service request This option is available by clicking the icon that looks like a headset. You will then get the following page to submit your support case On this page, you fill in a title and description for the issue you are facing, as well as a phone number and email address where we may reach you. You may also include up to five attachments that are relevant to the issue in order to provide additional context for the support case. Finally, you select your time zone and an alternative language, if applicable. The request will be sent to Microsoft Support Team. We will respond to your service request shortly.

Image

Microsoft Defender ATP guide

License

Microsoft support

Simulations & tutorials

Microsoft Defender ATP evaluation lab

Consult a threat expert

Image

? Need help?

Image

Need help?   ⊕ PREMIER SUPPORT

What is defender ATP   ✕

ⓘ To support customers and help us prioritize critical   ✕
issues in response to the COVID-19 crisis, please take
advantage of the help resources below before
submitting a service request if possible.

View insights

Get support for Windows or Azure

For Windows or Azure, Microsoft provides a variety of plans to
help you get the assisted business support you need; from
premium support available day and night, to pay-per-incident
options. If your organization doesn't have a paid support plan,
choose an option below to get more info.

• **Microsoft Unified Support** - Microsoft Unified Support
fundamentally changes the enterprise support experience,
providing organization-wide coverage for all of your
Microsoft products and services, expansive new
                                                    Show more

Recommended articles

Microsoft Defender Advanced Threat Protection - Windows ... ☐
Microsoft Defender ATP uses the following combination of
technology built into Windows 10 and Microsoft's robust cloud

Minimum requirements for Microsoft Defender ATP - Windows ☐
The Microsoft Defender ATP agent depends on the ability of
Microsoft Defender Antivirus to scan files and provide information

Microsoft Defender ATP data storage and privacy - Windows ... ☐
Microsoft Defender ATP has achieved a number of certifications
including ISO, SOC, FedRAMP High, and PCI and continues to

Image

ⓘ ⓠ ↺

Contact support

☐ Mark request as nonurgent

Title*

Description

Describe your issue in detail

Confirm your number*

+972   ∨ 77-65987654

Confirm your email*
Use a semicolon to separate multiple email addresses.

Preferred contact method*

◉ Phone (Response within 10 minutes)

◯ Email (Response within 1 hour)

Attachments
5 of 5 available. Each file must be less than 25 MB in size.

Choose File No file chosen
Add a file

Regional settings   ∧

Choose a new timezone

Select a time zone   ∨

Choose an alternative language

Contact me

Microsoft Search: Q&A in Microsoft Word

68802

check before:	**11/30/2020**
Status:	**In development**
Created:	09/22/2020
Product:	Microsoft Search, Office app
Platform:	World tenant, Web, Windows Desktop
Scope:	AI, Compliance, UI, User
Ring:	General Availability

With the recent breakthroughs in deep learning techniques, you can now go beyond the common search term-based queries. The result is answers to your questions based on the document content. This opens a whole new way of finding knowledge. When you're looking at a water quality report, you can answer questions like "where does the city water originate from? How to reduce the amount of lead in water?"

Type:	New feature, User impact, Admin impact	Tenant:	

Docu to check   Working instructions for IT Support, User Knowledge base, User Trainings

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●●●

What's next to do normal Items

Reminder: Change in Process to Contact Microsoft Defender ATP Support

MC222827

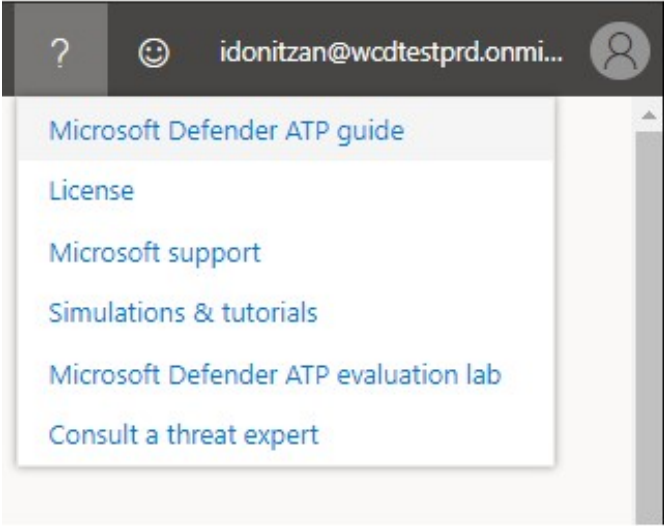|	
check before:	**10/01/2020**
Status:	
Created:	09/25/2020
Product:	Defender, Advanced Threat Protection - Azure (ATP), Advanced Threat Protection - Office 365, Azure Advanced Threat Protection
Platform:	World tenant, Online, Web
Scope:	Administration, AI, Security
Ring:	

As originally announced in MC218778 (July '20) the process for opening support cases for Microsoft Defender ATP has changed with the availability of the new support widget. We completed rolling out the change in mid-September. Additionally, we wanted to provide additional guidance on which roles are needed to submit a Support request.

Type:	Admin impact	Tenant:	

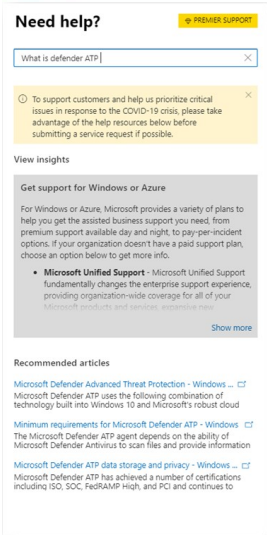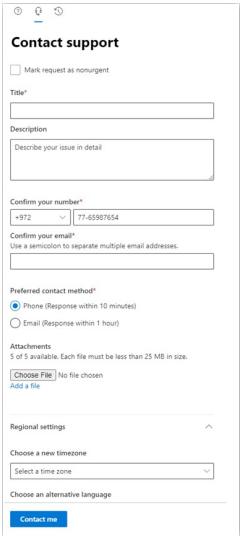|	
Links	MC218778
Pictures in MC	http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4C7AI?ver=7a1f
	http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4CcKo?ver=ec6a
	http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4C7AL?ver=ff03
	http://img-prod-cms-rt-microsoft-com.akamaized.net/cms/api/am/imageFileData/RE4ChUH?ver=7379
Docu to check	Working instructions for IT Support, Service Description
Linked Item Details	MC218778 Title : Microsoft Defender ATP support case submission experience
MS Preperations	You may consider updating your training and documentation as appropriate.
	For more information on which roles have permission see, "https://docs.microsoft.com/en-us/azure/active-directory/users-groups-roles/directory-assign-admin-roles#security-administrator-permissions" Security Administrator permissions. Roles that include the action "microsoft.office365.supportTickets/allEntities/allTasks" can submit a case.
	For general information on admin roles, see "https://docs.microsoft.com/en-us/microsoft-365/admin/add-users/about-admin-roles?view=o365-worldwide" About admin roles.
MS How does it affect me	Administrators can use this widget to:
	Find solutions to common problems
	Submit a support case to the Microsoft support team
	Note: At a minimum, one must have the Service Support Administrator OR Helpdesk Administrator role in order to open a case.
	Accessing the new support widget can be done in one of two ways:
	Clicking on the question mark on the top right of the portal and then clicking on "Microsoft support"
	Clicking on the "Need help?" button in the bottom right of the Microsoft Defender Security Center:
	In the widget you will be offered two options:
	Find solutions to common problems
	Open a service request
	Find solutions to common problems
	The "find solutions to common problems" option includes articles that might be related to the question you may ask. Just start typing the question in the search box and articles related to your search will be surfaced.
	In case the suggested articles are not sufficient, you can open a service request.
	Open a service request
	This option is available by clicking the icon that looks like a headset.
	You will then get the following page to submit your support case
	On this page, you fill in a title and description for the issue you are facing, as well as a phone number and email address where we may reach you. You may also include up to five attachments that are relevant to the issue in order to provide additional context for the support case. Finally, you select your time zone and an alternative language, if applicable. The request will be sent to Microsoft Support Team. We will respond to your service request shortly.

Image

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⊘ Need help?   ⌄   ▼

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Microsoft Defender ATP data storage and privacy - Windows ... ⊡
Microsoft Defender ATP has achieved a number of certifications
including ISO, SOC, FedRAMP High, and PCI and continues to

Image

⊙ ϙ ⟳

Contact support

☐ Mark request as nonurgent

Title*
[   ]

Description
[Describe your issue in detail   ]

Confirm your number*
[+972   ⌄] [77-65987654   ]
Confirm your email*
Use a semicolon to separate multiple email addresses.
[   ]

Preferred contact method*
◉ Phone (Response within 10 minutes)
◯ Email (Response within 1 hour)

Attachments
5 of 5 available. Each file must be less than 25 MB in size.
[Choose File] No file chosen
Add a file

Regional settings   ⌃

Choose a new timezone
[Select a time zone   ⌄]

Choose an alternative language

[Contact me]

Microsoft Teams: Transcription for 1:1 Calls

68774

Transcription captures the text version of your Call and saves it for later use. This can be enabled via the control bar within the Call window.

check before:	**10/31/2020**
Status:	**In development**
Created:	09/22/2020
Product:	Teams
Platform:	World tenant, Online
Scope:	User, AI, Compliance
Ring:	General Availability
Type:	User impact, Admin impact, New feature
Tenant:	

Docu to check   User Knowledge base, User Trainings

Microsoft Teams: Personal productivity insights in Teams

68747

Personal productivity insights - powered by MyAnalytics - are coming to Microsoft Teams. Users will get intelligent reminders to catch up with key people, follow up on to-dos, and protect time to work uninterrupted.

check before:	**11/30/2020**
Status:	**In development**
Created:	09/22/2020
Product:	MyAnalytics, Teams
Platform:	World tenant
Scope:	AI, User, Compliance
Ring:	General Availability
Type:	New feature, User impact
Tenant:	

Docu to check   User Knowledge base, User Trainings

Microsoft Search: Topic Answers for Project Cortex

68797

Project Cortex, powered by Microsoft Search, adds topics to the Microsoft Graph. These topics can be discovered through search where a topic answer card is shown similar to a people answer card. The card features a description of the topic (either AI mined, or administrator provided), people associated with the topic, and resources related to the topic.

check before:	**11/30/2020**
Status:	**In development**
Created:	09/22/2020
Product:	Graph API, Microsoft Search
Platform:	Developer, World tenant, Online
Scope:	Administration, AI, Developer, Licensing, IT-Governance
Ring:	General Availability
Type:	New feature
Tenant:	

Docu to check   Service Description, Automation / Scripts

What's next to do minor Items

Updated feature: Suggested replies in Chinese for Outlook on the web — MC222626

	check before:	**09/29/2020**
Outlook on the web is adding support for suggested replies for conversations in Chinese (People's Republic of China) for customers with mailboxes in the Asia-Pacific (APAC) region.	Status:	**In development**
This message is associated with Microsoft 365 "https://www.microsoft.com/microsoft-365/roadmap?rtc=1filters=searchterms=67126" Roadmap ID 67126.	Created:	09/23/2020
	Product:	Exchange, Outlook
	Platform:	Online, Web, World tenant
	Scope:	AI, User
When this will happen	Ring:	General Availability

We will begin rolling this out to Targeted Release customers in late September.
We will begin rolling this out to Standard Release customers at the end of September.
The rollout will be complete in early October.

Type: Feature update, User impact	Tenant:

Links	67126
Docu to check	User Knowledge base, User Trainings
Linked Item Details	67126 Title : Outlook: Outlook on the web - Suggested replies now available in Chinese (People's Republic of China) 67126 Description: Outlook on the web is adding support for suggested replies for conversations in Chinese (People's Republic of China) for customers with mailboxes in the Asia-Pacific (APAC) region.
MS Preperations	You might consider updating your user documentation and training. "https://support.microsoft.com/office/use-intelligent-technology-in-outlook-on-the-web-and-outlook-com-24b30683-8340-4b69-b8ac-4193ec528a70" Learn about suggested replies "https://support.microsoft.com/office/change-the-time-zone-and-language-settings-in-outlook-on-the-web-65239869-12e7-4a9d-bca1-76b0ad7ce273" Learn how to check or update your language settings in Outlook on the web
MS How does it affect me	Suggested replies are short email responses that "https://support.microsoft.com/office/use-intelligent-technology-in-outlook-on-the-web-and-outlook-com-24b30683-8340-4b69-b8ac-4193ec528a70" appear at the bottom of an email message. When your users receive a message in email that can be answered with a short response, Outlook suggests three responses that they can use to reply with a couple of clicks. Outlook may suggest short responses to email messages when this rolls out to your tenant and (1) a user has a conversation in one of those languages; (2) their language setting in Outlook on the web is set to Chinese (People's Republic of China); and (3) their mailbox is located in the Asia-Pacific (APAC) region.

Outlook: Outlook on the web - Email nudges

67154

Nudges can help you remember to reply to or follow up on messages by bringing them to the top of your message list.

check before:	**09/30/2020**
Status:	**In development**
Created:	09/26/2020
Product:	Exchange, Outlook
Platform:	Education, US Instances, Web, World tenant
Scope:	UI, AI
Ring:	General Availability, Targeted Release
Type:	User impact, New feature
Tenant:	

Docu to check   User Knowledge base, User Trainings

Outlook for Mac: Natural language search

68826

Instead of used advanced search filters, simply type what you are looking for in the search box and get relevant results.

check before:	**10/31/2020**
Status:	**In development**
Created:	09/22/2020
Product:	Outlook
Platform:	Mac, US Instances, World tenant
Scope:	User, AI
Ring:	Monthly Channel (Standard)
Type:	New feature
Tenant:	

Docu to check   User Knowledge base

Outlook for iOS: Text predictions

63375

Outlook will help speed up writing and replying to emails by predicting text to complete sentences. By swiping you can choose to use the suggested text or just keep typing to ignore.

check before:	**10/31/2020**
Status:	**In development**
Created:	09/21/2020
Product:	Outlook
Platform:	Education, iOS, US Instances, World tenant
Scope:	User, AI
Ring:	Monthly Channel (Standard)
Type:	Feature update
Tenant:	

Docu to check   User Knowledge base

Outlook for Android: Text predictions

67028

check before:	**10/31/2020**
Status:	**In development**
Created:	09/21/2020
Product:	Outlook
Platform:	Android, Education, US Instances, World tenant
Scope:	User, AI
Ring:	Monthly Channel (Standard)
Type: Feature update	Tenant:

Outlook will help speed up writing and replying to emails by predicting text to complete sentences. By swiping you can choose to use the suggested text or just keep typing to ignore.

Docu to check   User Knowledge base

Microsoft Teams: Search results page in Teams

66583

check before:	**11/30/2020**
Status:	**In development**
Created:	09/22/2020
Product:	Teams
Platform:	Android, World tenant
Scope:	AI, UI
Ring:	General Availability
Type: Feature update, User impact	Tenant:

A new search experience in Teams will make finding messages, people, answers, and files faster and more intuitive. A redesigned search results page provides better context and faster results, with AI-powered relevance based on the people and content you engage with most in Teams and other Microsoft 365 services.

Docu to check   User Trainings, User Knowledge base

Microsoft Search: Dynamics 365 results

68785

check before:	**11/30/2020**
Status:	**In development**
Created:	09/22/2020
Product:	Microsoft Search
Platform:	World tenant, Online
Scope:	AI, Administration, UI
Ring:	General Availability
Type: New feature	Tenant:

Dynamics 365 results provide a cohesive search experience with Dynamics 365 integration to intelligently help you find, learn, operate, and navigate customer and business relevant information.

Docu to check   Working instructions for IT Support, User Knowledge base

Semantic search in Microsoft Search

With intelligent, natural language search capabilities in Microsoft Search, you will experience improved search accuracy as the search engine can now understand intent and contextualize the meaning of the terms typed – leading to more relevant search results.

check before:	**11/30/2020**
Status:	**In development**
Created:	11/07/2019
Product:	Microsoft Search, SharePoint
Platform:	Online, World tenant
Scope:	AI, User
Ring:	Preview
Type:	Tenant:

Docu to check	User Knowledge base
More Info URL	https://techcommunity.microsoft.com/t5/Microsoft-Search-Blog/Microsoft-Search-bringing-intelligence-to-your-world-of/ba-p/960144