

Transcript

June 26, 2024, 3:01PM

Amy Jarosky (AG Consulting Partners Inc) started transcription

Amy Jarosky (AG Consulting Partners Inc) 0:11

Welcome everyone.

Thank you so much for joining us today for the partner growth Opportunities Release Office hours.

We are so excited for the release of this new product.

We have lots of exciting information to share with you. We are recording this call and the recording will be available on the FPC blog on the FPC portal within the next few days.

So if you'd like to rewatch the session, you may head on over to the blog and view it again.

If you'd like to turn on live captions for this session, you may do so in your teams app by the more button.

And as always, if you have any questions along the way, feel free to post them in the chat with an awesome team here on board ready to support you and you may also unmute yourself during the Q&A if you'd like to ask your question in that way.

But we are definitely here to provide whatever answers to your questions you may need.

Again, thank you so much for joining us and I will now turn it over to Christian Mayor.

Christian Maier 1:25

Thank you, Amy.

Thanks for having me.

Hello everyone thanks for for joining.

I'm super excited to present to you a very new release that went live actually last Monday.

So and we wanted to have a office hours dedicated for you.

So we can go in depth through the release, but also give you opportunities to ask questions and interact with us.

So.

So let's get started.

So my name is Christian me and I'm a I'm a product manager with a party experiences team that worked on the participant experiences specific to the fast track program that Microsoft has.

And here we're talking about the new release that we call growth opportunities for partners.

So let's quickly look into what we do just for a quick slide before we drill into the release.

So what are we doing here and what's all value proposition for you?

Faster partners.

We have three unique values that we are striving towards.

The first one is to help you with the right data.

The right customer insights and so you can drive success with your business.

You can develop your your, your business as well as ensure that that within the partner that within the the faster program you also help achieve the common goals that we both have.

The second, the second value prop is to also help with the unified and streamlined experiences here, where we bring everything around the fast track program program in one experience to you.

Examples here could be the referrals or other examples will be around any program interactions that you need to ingest the data you need to provide updates to that we want to bring that all in a unified experience.

One place you go to get everything you need to know and the third value proposition here is we also want to make it available to you in a programmatic way through an API.

So if you want to bring this data and insights and the workloads into your organizational organization, CRM to your personas like your sellers who delivery managers, the experience program managers and others, you can do it through an API so you can access the data that we presented like experiences also to an API.

So these are in a nutshell, the three areas will provide value here to you, our fastrack partners.

At any point of time, if you have a question, please raise your hand and I'll I'll stop my my talk and and like you can you can ask a question.

So now with the new release, so just to quick before we get into doing a quick demo

video and and going through the experiences here.

So that's just to scroll back a little bit in time.

I'll Microsoft Sellers used for quite some time a growth propensity model that is very commonly known as the land and expand model.

You can search for it.

It's a very well established sales model that basically is a unified approach that leverage usage to drive upsell.

Along the customer lifecycle.

So meaning that once the customer reaches the specific tipping point and usage, he's more likely the propensity increases for sellers to go in and say, hey, let me have an upset conversation.

So that's in a nutshell.

The simple definition of this model.

However, there is there is a little more finicky around it because it needs to ensure that it targeted the right opportunities within a customer the right time.

So it's not like uh, it just look at usage.

And then yeah, I'll just go and have a chat now there is, there is a little bit of sign science behind it.

There is a little bit of math behind it.

The model also involves based on what workload and type of product the customer using.

So the tipping point for, for example, teams is different from the tipping point from Intune, so there is a little bit of.

A complexity behind it, but ultimately this is a model that evolved at Microsoft and ourselves have been using it successfully with with our large customers and we thought like, hey, if our sellers are successful, why not bring it into our partners?

So that's the whole release that we're Speaking of here where we put together the whole data for your customers that you're working on.

We're using the CPOR association and then we we looked at the various workloads that are within these specifically in this first release for the the enterprise case, the the Office 365, E 3, E 5 and then we give you insight into the whole data that the customer has on the workload usage across this 3 SKUs.

And then we give you the tipping point.

We give you the usage and then once the usage is above a tipping point, then we give you the recommendations and say hey, there's an upsell.

Uh, go, go engage with this customer.

If the user just below a tipping point, we give it opportunities that might be also related to that and here is where we expand it just beyond just hey go drive usage we we also bring in additional data like claims data incentives data and in future other things like the workshop eligibility for a customer where you could benefit from from our programs and our incentives to actually help you drive your customer above this tipping point to turn you to upsell conversation.

Umm.

And and we go across the different skews as you see here like they put the cross, the different skews we give it this information and obviously the ideal move is obviously from Office 365 to E5.

So this is the the growth propensity model that is fundamental and is behind this release.

We also have a great documentation in partner center so if you want to quickly. Access this documentation and I have the same graphic here.

Don't have to take a screenshot.

It's all on the partner center docs pages with the pool explanation that I provided and actually more detail into that.

So you can always take a look and and read up on it.

Any questions so far?

It's still a little bit abstract, yes.

Alright, so with that being said, Bello, what about you?

Quickly, you're all a release video that we quickly put together to illustrate a new release.

You can take over the presentation below for the mind.

Let's see.

Have your handy.

Yeah, awesome.

Gondji Bello (KFORCE INC) 8:54

In the new partner center experience for the fast track partner Community partners can now easily find customers with upsell opportunities.

Let's take a look.

In this scenario example, the partner is planning to run an E3 upsell campaign.

This is how we can help them with meaningful actual data for impact.

Now by clicking on the 90 here for drive license upsell, we'll see the results.

Partners can then filter those results.

For example, by Intune to find great selling points for the value provided and find the usage details to communicate with their teams, creating an understanding of growth opportunities in just a few clicks while exporting the details.

In this scenario example, you can see 22 tenants with growth opportunities with a half million in potential earnings that can be claimed.

This is fantastic.

The partner can then quickly find the customers and the corresponding workflows to send over to their delivery team to quickly spin off a campaign driving usage and claim incentives.

Here's the full list.

Looks like a lot of the workloads are not claimed.

What a great opportunity and the partner shouldn't waste that.

Wow.

Looks like our partner already has some claims on these workloads.

It's time to send some friendly reminders to accelerate here.

Great.

And the list can be exported to share offline.

Christian Maier 10:40

Awesome.

We have a really great person here that help us with the video.

Alright. Thanks.

Thanks, Bello.

Appreciate it.

Alright, so let's quickly switch to the slide thing back and again that that was with our demo data.

So policies have things were a little bit hunky there and we had to blur out a little bit and sure that we don't disclose any customer customer data given the but we want to the privacy and compliance is key for us, alright.

So now I have the entire experiences here in in a screenshot without data, so we can go a little bit through the UI and then just get to know a bit the the experience here and how to interact with the data as you seen in the video, it is quite powerful once you understand how to use the various various features within the the UI here it's

pretty powerful to quickly get to the data and that was one of the goals that we had with this design.

We didn't want you to just here is the data.

Here's the table with lots of data.

Go have fun with it, alright?

We wanted to ensure that, hey, let's give you a little bit more help here to make your life a little bit easier.

We know that you're really busy and time is of essence here.

So how can we help achieve that?

So the first thing that we did, we said like yes, based on the model, but I presented before we put two, we call it boxes together, we could come up with a better name, but it defines the different skews.

So Office 365, E three and five.

And within that, we want to ensure that we show you what are the tenants that have an upsell opportunity and what are the tenants that have have a drive usage opportunity very clear.

You can see in one view exactly the opportunity here across these different skews.

Yeah.

If a customer has predominantly 3 skills and they're more than four work 4 workloads with an upsell opportunity, we put them here.

If a customer has a predominantly more E5 SKUs and they are have a higher propensity for upsell, we put them, put the customer in the E5 SKU and I've mented that in the partner center docs page.

I can go later on and do a quick demo on that too, and they moved in that.

Once you've got the feels like, hey, this is how my opportunities look like.

Then the next thing is OK let me see the data one not to take action.

I want to make money here and and and also grab the incentives.

So the 1st and this is a deep link.

Actually it's a filter for the table.

Once you click in the number here of the tenants that are upsell ready below table it gets filtered out umm to the corresponding customers as well as the corresponding workloads.

So you can you can immediately go ahead and say ohh OK export them or you can start using the filters here to the slice and dice and use the column headers to sort so you can do even the entire operations within the UI.

And we want to give you at the workload level, we didn't want to just show you, hey, there's a tenant called ABC and they have an obstacle opportunity.

We wanted to give you the whole picture of all the workloads.

Some might be below the tipping point, or some might be above the tipping point.

Doesn't matter.

We want to show you all the data as well as also give you the claims as this tenant claimed by me already.

Where am I within the cycle of getting the INCENTIVE?

How much is left there in terms of potential earnings that I can get in or maybe the the workload is not claimed and and it might have also earnings might be incentivized, might not be incentivized, it's up to you to decide the next steps here.

But we give you the data.

We also give you the data if the tenant is claimed by another partner.

We don't provide the partner name but provide the workload there, so you can take a look and see.

Elwyn Pryce (FPM) 15:00

Hmm.

Christian Maier 15:01

Hey, I don't want, OK?

I'm not going to have a conversation on Intune because there are already part of doing, most likely some security talks with this it's customer, but hey, looks like there's nobody working on on teams.

Let me go and get the claim.

Let me go and drive usage there or and and get incentives there.

So we want to give you full picture.

So you can you can go in with the clear strategy to your sellers to take the right actions and then within the usage if if a A workloads and tenants are below the usage tipping points, we give you the breakdown into which workloads do we think that at the risk that you might and why we call it the risk or that might have a propensity of you might lose the customer in the next renewal because the usage is pretty low, uh and maybe that might be a risk just be aware.

Also, if you want to really quickly get to the unclaimed workloads, we can just click there and just get the filtered list of the workloads that are available to be claimed.

Just don't have to filter click there.

Also, we give you a number of the potential earnings that summarize across all the claimable or claimed workloads.

It gives it total.

What is left for you?

So you can easily get get the number that you could use with your.

If you're the sales directors and others say, hey, guys, we have half a million here on claim incentives, I think we should do something about it.

Obviously you can go in and and filter it, export it to excel and do the same, but we thought like, hey, what?

Why making your life more complicated?

Let's let's give you this data quickly.

The data point quickly for you here and then obviously the another one that and and again we'll revolving we're we're building more and more into this one data point that we thought this would important for you too is what is my Growth white space for my customers.

So the first iteration of of this we said, hey, let's give you Paul minus now.

So to give you like this is the paid units current usage.

Where am I there?

What is the delta here?

What's my Growth white space here?

To give you a little bit of a I should say a magnitude of the opportunity that is here for you, but you can use as another data point in terms of putting a strategy together, putting a pitch very good directors, your your leadership together on driving actually effective, you know getting incentives, getting the sellers behind, rallying everyone together to make to make progress.

Elwyn Pryce (FPM) 17:43

When this?

Christian Maier 17:45

Yeah.

Umm, Elwyn, I think you had a question.

OK, that might have been a noise, OK.

This is the first iteration of the the clouds here, and we're actively working on on

obviously fine tuning these if you have any feedback, let us know.

I'll provide at the end.

Maybe.

Maybe you can already interject the two links that I shared with you one on giving us feedback and one getting help if you need any help.

Thank you, Amy.

Give us feedback.

There is a link here, very simple form.

You can basically rape her experience.

You can let us know.

Hey, what you like?

What you we should improve further.

Feel free.

Be direct.

Let us know and if you want us to contact you regarding the feedback you can you can leave your email address there.

Else this is anonymous, so No Fear.

I'm not coming.

We're not coming up to you, but give us feedback if you think like, hey, this calculation is great, but hey, let's improve it this way or it would be great if you give us another data point that we commonly used with our sales team, calculate this or or simplified this or give us more data on this one ask that we already are very well aware is from the previous session that we have previous office hours where preview this data is the eligibility, the customer eligibility for workshops.

So this is currently being worked on and cross fingers were lucky.

We should have it out pretty soon so that will build on top of this and you'll have another column here where you see hey, within this columns you'll see.

Also, hey, this customer is eligible for a security workshop or not a workshop there and we will do the math behind saying is this customer eligible and are you eligible for this workshop.

So we're not throwing some data that actually it's not right.

So we're fine tuning this right now and then we'll expose it here.

So you'll have another line item here, eligible of workshops number off and then boom, you click on that and you get this.

Alright.

Any questions so far so.

Umm yes, the session is recorded and you'll have it available.

No.

OK.

And apologist, I don't have any data.

We were not able to be rushed so much to get the release out.

We couldn't just demo data here so and I cannot share obviously customer data.

Uh.

So like that please, that's the one challenge we had.

We couldn't release this spot.

The demo data pot, but OK I think I went over the summaries here.

Umm.

And again, we'll make this available to you, and you'll also have it in the partner center documentation, extensively documented.

So I want to get here.

We went through these two now a little bit.

Now it gets a little bit theoretical.

Unfortunately no, it's just see here these are all the workloads that the customer has and the new fields here that are related to the growth propensity model are these three columns here one is usage, tipping point and opportunity.

The user just we thought is a is basically Ohtomo bits that flips once the workload is above the usage tipping point.

So for example, 80% is a usage tipping point here.

So if the usage of the customer is above, then it flips to Yep, the thread.

It's above the threshold and indicates to you and then the opportunity shows up here, which is specific to the workload.

So now let's take a look at how to read this.

How to read these opportunities so that gets a little bit complex and apologized for this, but we thought it's important for you to understand us like ah, I don't know why is that?

And again, this is the part that sent the docs.

So with the clear definition everything is there.

So you don't have to.

I remember everything, so the first thing that we look at is a workload.

If the workload has a a paid units that are below 150 or they don't have any paid

units, then we immediately show you the upsell opportunity here.

Why is that?

Obviously because the customer doesn't have enough licenses here and we need licenses in order to also benefit from incentives and other things that come down the line.

So the upsell opportunity comes here for this workload immediately, meaning hey, sell additional licenses, it could be the same skew and what sales terminology refers to expansion or upsell into higher skills.

So that's the first one.

If Pau is higher than 150 and the workload is not claimed, then obviously we tell you drive clean, get the clean.

And then once it's claimed, then with differentiate between is it is incentivized, it is not incentivized if it's incentivized and the user just above tipping point.

Obviously, we give you the opportunity because that's the more immediate one.

Dr incentives.

There's money you leave on the table, so don't leave the money on the table.

And then if it's above the tipping point.

Uh, sorry if it's below the tipping point.

Obviously drives the usage so you can claim that sensitives.

The next factor here Will or gate is.

If it's not incentivized, there are workloads that are not incentivized by fiscal year.

We tend to change that.

Depends on where the strategy or product strategy goes, and and so on and so forth.

You can still, but you could still face the same scenarios where tipping point is above uh or below for the usage.

So if it's below, if even if it's not incentivized, we still give you the opportunity of drive usage and the reason why we do it because it would create opportunity for absence even if it's not incentivized obviously no another one here is if the usage is above the tipping point, you will see in the data in it actually we're still working on refining this.

It isn't in a because there are no opportunities available for the workloads because there is no incentives behind it.

You cannot claim.

However, enable doesn't mean that you cannot go in and have absolute conversation

if more than one workload is above this tipping point that is not incentivized, you can still have that.

This is something we still work on fine tuning.

I think in the next direction we will change this to most likely upsell or another terminology to indicate that yes, it's above the tipping point.

It's not incentive files, but you can still have absolute opportunity.

So we're fine tuning this, but this is going to be how it will show up in the data.

Now this is at workload level.

The next level will be a tenant level.

So what we do to show you the opportunities and I'm going back here to show them in here.

So if we look at the one customer and we have four or more workloads that are above the tipping point, we will put them here, say this customer is upset already because we think based on a propensity model based on what workloads are above the tipping point that this customer, yes, you, we think our sellers would think and would have upset conversation if it will be there, get that.

OK, I'm pausing here.

There's a lot of theory here.

I hope it was not trying to let me quickly peek at the chat.

Uh, why is Outlook Mobile showing as potential earnings?

Umm, I need to get back to you on this.

Uh, I don't have an answer.

I need to dig deep on that.

Amy, let's take this question from David and we'll get back to the to the folks here with an answer.

The number one is this applicable to education tenants?

OK, so in this iteration of the release here, we just look at enterprise and SMC tenants.

So we don't show any.

Umm Edu.

SMB tenants here or any Gov tenants here.

So this is purely focused on enterprise and SMC.

Umm, that's the reason why is behind that?

Because the the the growth propensity data directly, we only have the available for for this type of tenants.

Umm, but there's something that definitely we can look into into the future to enable.

Yes, absolutely.

David, umm.

And I'll go in and also share quickly the quickly see what going through the slides like be quickly share my screen to get through the documentation.

All right.

It should come any.

Come up anytime, alright.

Like it's working alright?

Umm.

So if you look at the partner center documentation, uh, it's basically what I've just provided here, plus a very, very crisp definition of all the all the time that we used.

So there is no no secrets anymore.

What do I mean with TP Ed?

What do I mean with Paul?

Umm, everything is defined here and the easy way to remember how to get here.

You don't have to write down the URL is once you go to our release.

Here you click on label definitions.

You have the key definitions here and at the bottom there is a.

Learn more link just if you hit that, it just gets you to partner center here that the docs pages so it's very easy to access these.

You don't even have to remember that URL and then here, as you've seen, I have the growth propensity model and I I give an example here below and also have the chart here the the flow diagram.

So you can you can be either then I we also define the cases with when things happen and how how the things are displayed in the UI so that you have the whole information here at your fingertips.

Umm.

And obviously the other temps that we have to, but I think that that's a good place for you to just quickly read outs like ohh, what was this again and I need to explain to someone else in the company.

OK, so here it's easy and feel free to use the the features like the filters are very very powerful to quickly get to the data.

If you just want to drive upsell campaign, you just go filter by me 5 you want to drive

an upsell campaign for let's say teams phone and I think it's still INCENTIVE wised so you can just quickly click on this.

You can just target the the workloads that are below the one that are not claimed that I can claim.

Or maybe you claim that you could just quickly filter stuff out, and then you can download it to excel, which then basically you can take it from there, or you just don't apply any filters and you can down the whole data in Excel.

You can even customize the call and say hey, I I don't care about.

I don't know what that might be, potential earnings or or portunity units or anything like that.

So you can you can even do that.

So it's pretty, pretty powerful.

And then if you have any suggestions you can click on go go, got feedback, you can post it in all forums so we can discuss it going forward.

Cool.

Another thing that is pretty powerful and I'm just going here quickly to just fill that. It's also the resources that we provide in for each workload.

This is seen if you're targeting a specific workload.

We provide you a link to a docs pages that define a lot.

For example, the entra ID link will give you OK, these are the different queues, the different capabilities.

These are how how we recommend you to drive an absurd conversation.

There are some assets here for you to use code.

Take them and across each workload.

So instead of having you OK, now I want to drive an absolute campaign here.

OK, where do what was again and tried what?

What? What?

Uh, what was this again?

So then you go to search.

If you try to go through our docs pages and no, we put, we created the curated list for you.

Here we can quickly access and get everything you need to just just be effective.

It's an all another powerful feature here, just to call out.

Uh, I do not see the resources on my screen.

Gondji Bello (KFORCE INC) 31:34

You might have to is it me?

Christian Maier 31:35

Umm, it might be because of the screen resolution.

There's a scroll bar.

You might need to scroll to the right using the scroll bar.

Yes, it's a lot of data.

We we try to keep it simple, but we also didn't want to take too much away from you.

We just wanted to ensure because one of the key feedback that you guys had is like give me the data I want.

I need data to to be more effective.

Don't hold back data.

So we want to, I do not have a scroll bar so that we might need to take a look at that, if you don't mind filing a bug with us, we'll investigate this and put the screenshot there and you call uh, there is the link.

There might be a bug depending on the browser you use or the browser version.

That might be very well about here and with the scroll bar doesn't show up for you.

Umm.

Though you can download the data and then you have everything in the download, so the resources will be also LinkedIn the download.

Yeah.

Apologize for that.

That we can we can take, we can get back to you then and and have one of the developers quickly check with you the browser version and others other things.

So many things these days that can impact the experience in a browser from a deeds like the NHS blockers and all of these companies usually tend to filter certain things also.

I don't want to do that here with everyone on the call.

Awesome.

I thank you, David.

Good job separating out drive usage for the drive usage and incentives.

Love.

Love to hear that, that's.

Umm, so the timers at adding other other skues you refer to business pro and and others or do you refer to other segments?

I think you referred to skews for sure.

Umm.

So right now we're we're sticking with this three skews since we have the data and it was well hearthed with also our field team and and we trust the data.

Definitely is something that we look to explore right now.

I don't have a timeline to add other skills.

I know that there was a big ask on business premium SKUs Pro plus and all of these.

I'm so since a lot of your customer might be in the stage of they buy first discuss before they go and upgrade to the to the larger enterprise cues.

Definitely it's on the list, but I don't have a timeline for that.

Awesome.

Thanks for for confirming David.

Yes, that might be a browser specific challenge that Nicole had there.

So we can we can debug it.

We passed with a major or latest browser versions, but it could be that we missed one.

So you know our testing.

We tried to bring this as soon as possible to you guys.

We promised it for quite some time, so.

Mom's awesome.

Uh is the opportunity to drive upsell, going to show up in a FastTrack dashboard as well?

No, we tried to move more and more of all the data points that you need in this unified experience here within partner center.

Partners and is highly secured.

It follows the best practice from compliance and and accessibility and and all of these beautiful things that Microsoft come.

We want this to bring it in within this experience and then bring more and more data here too.

OK, he quickly look at the chance.

Feel free to unmute if you have any questions.

Uh, I want to get it more interactive with you guys.

Umm, it's not.

Not too prescriptive, alright.

I don't see any new questions here it me see.

And please take the time to just quickly give us the feedback now that you have access, take the time, take a look at the experience.

Take a look at the data and just give us feedback.

If you love it, awesome.

I love to share that with with our developers.

If you think we should improve more, let us know where we're we're here to help you be successful.

That's our mission.

And if you don't know, we cannot help.

So please, please let them know.

Let us know.

Give us feedback and if you need support like we had it the scenario here we can call just just file a bug with us through a simple form here too and we'll get back to you.

We'll just ask a basic questions.

For example, what browser you've been using?

What version it is and we'll go and try to replay it and then if there's something that's on our end, we'll fix it.

Then boom, it will work for you.

Thank you, David.

Thanks for the kudos.

I'll share it with the team.

So there's a one question I see from Jonathan.

Thank you for breaking down the dashboard.

What does the workloads at risk mean?

So workload at risk and I'm going back actually here and it's also in the partner center documentation.

It's #5 here.

It's basically the count of workloads that are below a tipping point across a special across all the tenants to just give you an indication of hey, you might have your risk of this customer not using the product that they purchased.

You might might lose them in the next annual cycle.

That's the very, very simplistic, though.

The thing you're behind us?

It's a data point for you.

You can think it.

Use it or just ignore it.

It's up to you.

Umm.

Then there is another question.

Ohh, the workloads at risk.

Yes.

So that is below the tipping point.

Keep in mind that each workload and this is again this is demo data.

Things don't add up here, so don't put that much interpretation to it.

So each workload, as you see in for example entra ID P2 is 9.

The tipping point is 90 versus Entra CA.

80 versus Intune is 40, so they have different tipping points here and we just look at

umm, it's exactly what, what history a defined here is once below this tipping point.

Then we show it's it.

It's at risk so this Intune would be one at risk.

Yeah.

And if you see that, hey, this data, I'm just being very direct.

If the data point doesn't, it's not useful for me.

Let us know why and then we can take a look and then improve it.

We will find tune the data more and more you'll see the data being proved based on feedback.

So right now this is the current approach of showing what classes at risk.

Cool.

All right.

Alright, I'm just scrolling through the through the chats to see if I missed anything.

Any please let me know if I missed any questions.

I want to ensure that I answer everything that I can.

Uh.

Amy Jarosky (AG Consulting Partners Inc) 39:39

Yeah, I think we're pretty up to date.

Gondji Bello (KFORCE INC) 39:40

Yeah.

Christian Maier 39:42

Awesome.

We have the one that David had on Outlook Mobile.

We didn't.

I need to dig in.

Uh, I'm not overseeing the incentives program, so I need to talk to the owner of the incentive program.

Gondji Bello (KFORCE INC) 39:49

Yeah.

Christian Maier 39:55

If anyone in the call knows the answer to why Outlook Mobile showing as potential earnings, yeah, let us know.

Gondji Bello (KFORCE INC) 39:58

Yeah.

Christian Maier 40:07

Alright, yeah.

Andrew David 40:07

A Christian this matter here?

Just enough for everybody's information in a side chat, which allows our data guy he, he confirmed.

That's probably a bug, so we'll look into it and fix because yeah, he said in previous version it was not showing something changed where it's not showing.

Christian Maier 40:16

Ohh, OK. OK.

Gondji Bello (KFORCE INC) 40:17

Yeah, yeah.

Christian Maier 40:18

Thank you, Andrew.

Andrew David 40:24

Thanks for the catch.

You didn't know you guys were test case too, but thank you.

Christian Maier 40:26

Yeah.

But awesome.

Yeah.

If you see any discrepancies in the data specific for you, use this link and let us know. Umm, so we can debug it with you so partner support will provide direct help to you when you triage this weekly.

It's just with triage weekly, so we'll get to you pretty quickly.

So any generic feedback improvements what you like, you don't like, just let us know. Have this feedback here and this is like land and expand.

That's what we call it.

Internity the code work.

Cool, alright folks, was great up.

There's lots of providing an optional call regarding reason behind.

Uh, that's a good feedback.

A reason behind anything was not paid that actually this David is the great great a feature.

Ask let me take this.

Let me take this.

So first of all I need to investigate where you have the data and then secondly of this from a compliance perspective we could show but absolutely if this is something that uh caused a lot of friction for you, you have to go back and forth and to figure out the reasoning.

If you can provide it programmatically to you, either to the UI API and the salps you

absolutely we will look into this.

I need to check I need to get get back to you on on this, but I'll take it as a P feature, ask for for future release.

Speaker 1 42:12

Thank you very much.

I cannot stress enough how important it is for us to understand why something was not like why we didn't qualify or what metric we missed or anything like that.

Christian Maier 42:20

Yeah.

Speaker 1 42:24

I have a ticket open for all of my education and government clients where we haven't been paid for pretty over six months now and I can't.

Christian Maier 42:34

Oh wow.

Speaker 1 42:35

I I'm so frustrated because the answers that I'm getting just make zero sense.

Answers like ohh.

They're they're not incentivized.

I'm like, what do you mean, they're not incentivized?

And I pull up the the TS&C's and send screenshots and I starting to pull my hair out.

So like if there was a column there that says, hey, here's the reason why with I mean that that would be great to start with the link of here's the documentation why this isn't supported then that the I think that would help alleviate a lot of frustration for me.

Christian Maier 42:54

Mm-hmm.

Speaker 1 43:07

Specifically, I don't wanna speak for all the other partners out there, but there's so

many kind of gates and hoops we have to jump through that it's sometimes just challenging.

Christian Maier 43:08

Umm.

Speaker 1 43:17

Like we just want to focus on driving them to get the active usage, but then at the end of the day at the incentives is what helps pay our salaries.

Christian Maier 43:21

Mm-hmm.

Speaker 1 43:25

So we kind of have to make certain that that's cupboard at some point.

Christian Maier 43:25

Umm.

Speaker 1 43:30

So umm yeah.

Christian Maier 43:31

Absolutely.

If you don't mind, do you have a ticket ID that you're chasing this down with?

With us, there might be some some trail, so I can I can take this and and quickly go and check what's going on.

There doesn't solve the right.

Speaker 1 43:47

Do you, umm.

Do you want me to email you the ticket ID?

Christian Maier 43:50

Yeah, yeah.

Email. Yes please.

Speaker 1 43:53

All right, I will and.

Christian Maier 43:54

So we can check because ultimately I want to check in.

I understand the scenario internally, so also the pursue the actually for the features like do we have the data on and actually we could do is capture and the reasoning and can we also then then show it so and then could be that something that's stuck somewhere.

So I might be able to uncover it.

Speaker 1 44:13

And I I do believe that, yeah, I do believe it's a toggle somewhere on the back end, but I don't have access to the back end.

Christian Maier 44:19

Yeah.

Of course.

But but we do.

Speaker 1 44:24

Yeah, exactly.

Yeah.

So yeah, and it's and it's it's glaring.

Christian Maier 44:26

Yeah.

Speaker 1 44:28

You know, it's like, OK, we're getting, we're receiving our incentives for all of our corporate clients, but none of our education and none of our government clients.

Christian Maier 44:34

Yeah.

Ah, OK, so here.

Speaker 1 44:40

So it it sticks out like a sore thumb.

Christian Maier 44:42

Yeah, just the drop me an email.

I just paste it in a chat and I'll I'll take a look.

Speaker 1 44:46

Will do.

Christian Maier 44:49

Obviously this is a one off instance because I want to understand the scenario why? Why certain things happen and then once I understand the scenarios, this was a just kind of like a Guinea pig.

Sorry, but to also see hey, is this something we could do and show it to you?

And then chase down the data.

No promises though, David, that I'll be able to bring the data in, but I'll definitely pursue it as one of the feature, ask for our backlog.

Speaker 1 45:20

No, I'm gonna hold you to it.

I heard you say you definitely you will have this in tomorrow.

I'm just kidding. Of course.

Thank you.

Anything you can do is very helpful.

Christian Maier 45:26

Yeah.

Yesterday, David yesterday would be the right one night.

You committed yesterday to deliver it.

Wise not there.

Ohh that's but yeah.

Speaker 1 45:36

Yeah.

No, we all I know we we always ask you know for timelines and stuff, but it's just so that we know like hey, when should we be following up of like you know when should we be expecting to see it so but we appreciate everything you guys are doing this is great.

Christian Maier 45:39

Ohtomo.

Of course, of course, of course.

Awesome.

Thank you.

And we want to get more predictability into this.

Speaking of which, such a broad this up, we want at least once monthly to have this type of office hour.

So we talk about things that are in works when we work on and it is not should say like huge Microsoft to the entire world kind of release.

It's just through the fast track partner community.

We're we're closer.

We we're, we're we're type, you know, community here.

So we can be a little more relaxed in the communications obviously with the caveat that, hey, things can change, but we can give you a little more insights.

Hey, as I mentioned before, Workshop eligibility is another gold nugget that we should give you.

So definitely we're working on that.

Another one that we're working on is like, hey, what about opportunity around copilot that you have in terms of, hey, this customer might have opportunities for you to add value, add services around the you know, readiness, security readiness, whatever it might be around copilot, right.

So we we're we're we're working towards understanding these and then we'll bring things that you think are are great and in work early to you.

So you give us feedback as we of work on the features and finalize them.

So ultimately to deliver the things that you actually need and actually provides value to you rather than, hey, we thought something, take a look and then we look at this like, yeah, it's great.

I don't know what to do with it, right?

We don't want to be in that that boat.

It's just not good time for you and for us to spend the resources on.

So we want to be as close to you to ensure that we get the value that you need as fast as possible.

Sometimes fast is a relative definition in US like predictability.

Right.

All we want to know when when things are coming, it's also tough for us to say because there's so many moving pieces internally that we need to pull together and tie together and and get ready.

Sometimes we don't know.

We don't know when our dependent team will dependencies on another team that we wait for to make this release happening when when they get the be able to deliver it and they run into issues too.

So it's very tough to predict and that's usually why we're a little bit nebulous around that not set the expectations too high.

But definitely you will let you know we're working on these things and this is the type of the priorities that we're working on.

So you kind of know what you're focusing on and you can say, hey, that probably might not be right.

I need this the reasoning behind an incentives not being paid higher on the priority list.

I'm just just waiting this example so we can change this to where we want to be flexible to react to this.

Awesome.

So yeah, so expect every month at least one office hours like this, a little bit more relaxed where we walk you through.

Here are the things we currently work on.

So definitely we'll find a forum.

Or maybe it's a one off.

This was one off because of the release being so so large we might cloudfit the existing office hours or maybe spend a separate one, but definitely hear from us,

maybe through the holidays by 11, though the July and August with people being on and off.

And also we are taking off and vacation so.

But definitely, we aspire to bring bring the transparency to you guys, but we also need to hear back from you.

So let us know so we know that we're on the right track even if, like. Yeah, that's great.

That's good.

That's also good.

Good signal that we should continue the momentum.

All right.

I don't see any questions in the chat.

Any last minute questions also we give you 9 minutes back.

I.

Thanks for sharing the two links again, Amy, and over to you.

Amy Jarosky (AG Consulting Partners Inc) 49:52

Sure.

Thanks everyone for joining.

We really appreciate it.

We would love any feedback that you'd like to provide, good or bad.

All of it is appreciated and we will definitely keep in touch with you.

Enjoy your holidays and we will be in touch soon.

Look forward to some more events and communications coming in the next few weeks and months.

Christian Maier 50:14

Thanks.

Awesome.

Thank you everybody.

Thanks Amy.

Amy Jarosky (AG Consulting Partners Inc) stopped transcription