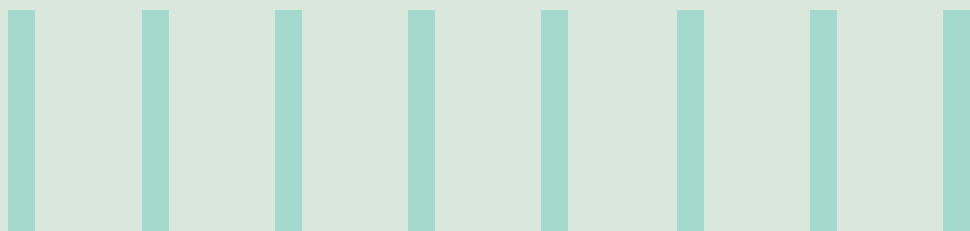




REIMAGINING MICROSOFT 365 DASHBOARDS: UNLOCKING PROACTIVE INTELLIGENCE WITH AI-POWERED CONVERSATIONAL EXPERIENCES



In today's data-driven Microsoft 365 environments, dashboards serve as indispensable tools for monitoring, device management, license consumption, compliance, and decision-making.

However, traditional visual dashboards often hinder productivity by requiring manual navigation, interpretation, and filtering. As organizations scale and complexity increases, users-especially non-technical stakeholders, struggle to extract timely and actionable insights.

This White Paper proposes a transformative approach: shifting from visual dashboards to a conversational, AI-powered user experience. By leveraging natural language interfaces, real-time analytics, and persona-aware recommendations, organizations can dramatically improve usability, reduce operational overhead, and unlock proactive insights across Microsoft 365 workloads such as license management, device compliance, security, and collaboration tools.

The Dashboard Dilemma

Dashboards have become the backbone of enterprise monitoring, especially in the context of M365 workloads such as Teams, SharePoint, security compliance, and license consumption. Despite their utility, traditional dashboards are often rigid and unintuitive for non-technical users, and they require manual intervention for filtering, comparison, and analysis.

As user expectations shift toward instant, conversational, and context-aware interactions, there's a growing need to evolve from visual dashboards to intelligent, conversational experiences.

Challenges with Traditional Dashboards

Despite offering valuable data, visual dashboards present several critical usability and operational challenges:

a. Time-Consuming Data Discovery



Scenario: An IT administrator needs to identify corporate devices missing the latest Windows patch update.

- **Current Experience:** Navigate to device management, apply filters (OS version, update status, date range), then analyze.
- **Challenge:** Repetitive and inefficient for recurring queries.

b. Fragmented Insights Across Dashboards



Scenario: A compliance officer must review non-compliant Teams or SharePoint sites.

- **Current Experience:** Correlate insights manually from multiple dashboards (Teams, SharePoint, Data Governance).
- **Challenge:** High cognitive load, risk of missed insights.

c. Low Accessibility for Non-Technical Stakeholders



Scenario: A department head wants to track M365 license usage and identify inactive users.

- **Current Experience:** Limited familiarity with admin tools; reliance on IT support.
- **Challenge:** Poor self-service capabilities for business users.

d. Missed Opportunities for Proactive Action



Scenario: Unused M365 licenses and inactive SharePoint sites remain unaddressed.

- **Current Experience:** Requires active searching within dashboards.
- **Challenge:** No automated insights or prompts for corrective action.

e. Repetitive Manual Reporting Tasks



Scenario: Monthly audit reports on antivirus compliance and device enrollment.

- **Current Experience:** Data extraction and report creation done manually.
- **Challenge:** Time-intensive and prone to inconsistency.

Use Case Scenarios

The following examples illustrate how conversational AI simplifies complex, routine, or multi-step dashboard tasks in a M365 workplace environment:

 User Query	 Outcome
Are there any users who haven't logged in to Teams, Outlook, or SharePoint in the last 30 days?	Correlating multi-service usage data in one query highlights inactivity risks
Which SharePoint documents are due for review or deletion this month based on retention policies?	Pulls retention metadata + timelines and suggests cleanup actions
Which users have an E5 license but have not used any advanced features in the last 90 days?	Uses feature-level analytics to suggest cost-saving license downgrades
Auto-disable accounts are inactive for 90 days and notify the manager	Identify inactive accounts and perform corrective actions
Send weekly compliance status every Monday	Automates reporting schedule
Summarize security score improvement opportunities for M365	Generates a prioritized action plan

The Solution: Conversational AI-Powered Dashboards

Conversational AI can revolutionize how users interact with enterprise dashboards by enabling a natural language interface layered over existing data and analytics platforms.

Key Capabilities



Implementation Considerations

To enable conversational AI in the M365 environment, organizations can leverage Microsoft's Azure AI stack, Power Platform (Power Virtual Agents, Power Automate), and Graph APIs. Integration with Microsoft Teams, Outlook, or mobile apps ensures seamless access across user workflows.

Key architectural components include:

- Conversational Bot Framework/MS Copilot Studio
- M365 Data Connectors (Graph API, Defender etc.)
- Role-Based Access Control (RBAC)
- Alerting and Automation Engine
- Analytics and Insights Layer (Power BI, Fabric, or Synapse)

Benefits and Impact

Adopting conversational AI interfaces in the Microsoft 365 workspace brings measurable value across multiple dimensions:

Benefit	Description
Time Efficiency	Drastically reduces time spent navigating and filtering dashboards
Operational Automation	Automates repetitive queries and routine reporting
Improved Accessibility	Empowers non-technical users with natural language capabilities
Actionable Intelligence	Surfaces hidden insights with proactive alerts and recommendations
Enhanced Engagement	Conversational UX fosters intuitive and faster decision-making

Conclusion

The evolution from static, visual dashboards to dynamic, conversational interfaces marks a new era in workplace intelligence. By integrating conversational AI into the Microsoft 365 ecosystem, organizations can transcend the limitations of traditional dashboards, unlocking unprecedented levels of accessibility, efficiency, and actionable intelligence.

This shift empowers users—regardless of technical expertise—to interact with data naturally, uncover hidden insights, and take proactive actions with ease. IT administrators can automate routine tasks, compliance officers can mitigate risks faster, and business leaders can make informed decisions without relying on technical intermediaries. The result is a more agile, efficient, and empowered workforce.

Organizations that adopt conversational AI interfaces will not only streamline operations and reduce administrative overhead but also position themselves as leaders in leveraging technology to drive innovation. This is not just an upgrade in tools—it’s a reimagining of how work gets done, setting the stage for a smarter, more proactive, and user-centric future.

About the Author



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Hariprasad Rajagopalapillai is a Senior Technology Architect at the Infosys Microsoft Practice, bringing over 19 years of global experience in shaping digital workplace strategies. A trusted advisor to leading enterprises, he blends deep technical expertise with a visionary approach to AI-first employee experiences, cloud transformation, and modern work solutions. Hariprasad’s passion for innovation and delivery excellence has made him a driving force behind impactful workplace transformations across industries.

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