

Microsoft 365

User Adoption Digest

A review of 4 Microsoft 365 Copilot and Teams changes published to the Message Center in September 2026, with deployment dates from 31 Jul 2026 through 31 Oct 2026.

Review admin and user impacts and act where required before each deployment date.

4

Total Changes Tracked

0

High User Impact

4

Medium User Impact

Copilot

2 Copilot changes worth a closer look this month — sorted by deployment date.

[MC1462472](#)

Draft Outlook emails directly in Copilot Chat on mobile

Deploy: 15 Aug 2026 – 15 Sep 2026

Admin: Low

User: Medium

DESCRIPTION

Microsoft 365 Copilot Chat on mobile will let users draft Outlook emails directly inside Copilot when an email-writing intent is detected. The draft can be reviewed in Copilot Chat and then opened in Outlook Mobile for final editing and sending. The feature is enabled by default for eligible users and requires no admin configuration. IT teams should inform users and the helpdesk about the new mobile drafting flow. Affected services include Microsoft 365 Copilot mobile app, Outlook Mobile, Teams Mobile, and Exchange Online.

ADMIN & USER IMPACT

Admin: No configuration is required — this ships on by default; just make sure users and helpdesk know the new mobile drafting flow exists.

User: When you ask Copilot Chat on mobile to draft an email, you'll see the draft embedded right in the chat, which you can then open in Outlook Mobile to finish editing and send.

RISK OF NOT ACTING

Since the feature turns on automatically with no admin control, users who aren't told about it may be confused seeing AI-drafted email content appear inside Copilot Chat, or may not realize the embedded draft still needs review before it's sent from Outlook Mobile.

[MC1311978](#)

Classic Outlook for Windows: User-initiated insights with Copilot

Deploy: 1 Oct 2026 – 31 Oct 2026

Admin: Low

User: Medium

DESCRIPTION

User Initiated Insights in Copilot for classic Outlook allows users to highlight text in emails and get contextual insights from Copilot. The feature is integrated into Outlook and is enabled by default for eligible users. Organizations can restrict this feature by managing Copilot capabilities if desired. Existing Microsoft 365 security and compliance policies remain applicable. Users need to be informed about how to use the new functionality to benefit from it.

ADMIN & USER IMPACT

Admin: This ships on by default for eligible users — if you don't want it available, restrict it by managing Copilot capabilities; otherwise no configuration is needed, since existing security and compliance policies still apply.

User: Highlight any text in an email in classic Outlook for Windows and an "Explain This" button appears, letting you ask Copilot for contextual insights on that content without leaving your inbox.

RISK OF NOT ACTING

Because this is on by default with no announcement built in, users get a new Copilot entry point inside their inbox that they may never discover or, conversely, may trigger without realizing text is being sent to Copilot for analysis — either way, the rollout benefits from users being told it's there and how it works.

Teams

2 Teams changes worth a closer look this month — sorted by deployment date.

[MC1402306](#)

Use multiple phone lines on Teams mobile

Deploy: 31 Jul 2026 – 31 Aug 2026

Admin: Low

User: Medium

DESCRIPTION

Microsoft Teams Phone is extending multi-line calling to the Teams mobile app, allowing users with multiple assigned numbers to choose the correct line when calling or returning calls. Affected users are those already assigned multiple phone numbers in Teams Phone; this is primarily a Teams mobile (iOS/Android) experience change. Users will see a unified call history with filtering by phone line and can place calls from the dial pad using a selected line. No immediate admin action is required, but admins may want to review multi-number assignments, emergency address configuration, and regional telecom compliance. The feature extends existing Teams Phone multi-line functionality to mobile devices and is enabled for users already configured with multiple numbers.

ADMIN & USER IMPACT

Admin: No immediate action is required, but it's worth reviewing which users have multiple assigned numbers, confirming each has a valid emergency address, and checking regional telecom compliance now that mobile exposes line selection directly.

User: If you have more than one phone number assigned in Teams Phone, you can now pick which line to call from directly in the Teams mobile dial pad, and filter your unified call history by line.

RISK OF NOT ACTING

Users with multiple assigned numbers will start seeing line-selection prompts on mobile with no warning, and any number missing a valid emergency address or falling outside regional telecom compliance stays a latent gap that this rollout makes newly visible on the device users carry everywhere.

[MC1462921](#)

Calls popout into a new window on the browser to support multi-tasking and collaboration during a meeting

Deploy: 1 Oct 2026 – 31 Oct 2026

Admin: Low

User: Medium

DESCRIPTION

Microsoft Teams for Web is adding a new Call Monitor Picture-in-Picture experience for meetings. When a user leaves the active meeting tab, meeting controls can appear in a separate browser window to support multitasking. The change applies to users joining Teams meetings in supported web browsers. No admin configuration or workflow changes are required, but helpdesk and end-user communications should be updated. Users should be on supported browser versions for the feature to work as intended.

ADMIN & USER IMPACT

Admin: No configuration is required — just make sure helpdesk and support materials reflect the new Picture-in-Picture call controls, and confirm users are on supported browser versions.

User: When you navigate away from an active meeting tab in Teams for Web, meeting controls can now pop out into a separate Picture-in-Picture window so you can keep an eye on the call while working elsewhere in your browser.

RISK OF NOT ACTING

Because this is a purely client-side UI change with no admin toggle, the only real risk is user confusion — without a heads-up, users may not realize the new Picture-in-Picture window is expected behavior and could raise it as a bug with helpdesk.



Full Feature Summary

MCID	Feature	Deploy	Admin	User
MC1402306 https://portal.change-pilot.cloud/MC1402306	Use multiple phone lines on Teams mobile	31 Jul 2026 – 31 Aug 2026	Low	Medium
MC1462472 https://portal.change-pilot.cloud/MC1462472	Draft Outlook emails directly in Copilot Chat on mobile	15 Aug 2026 – 15 Sep 2026	Low	Medium
MC1462921 https://portal.change-pilot.cloud/MC1462921	Calls popout into a new window on the browser to support multi-tasking and collaboration during a meeting	1 Oct 2026 – 31 Oct 2026	Low	Medium
MC1311978 https://portal.change-pilot.cloud/MC1311978	Classic Outlook for Windows: User-initiated insights with Copilot	1 Oct 2026 – 31 Oct 2026	Low	Medium