



# Intelligent search for the modern workplace

Microsoft Search in Microsoft 365



# Increasing productivity requires a better search

The modern workplace looks quite different than it did ten years ago. More people are working outside of the office, and using myriad devices and tools to get their work done. No matter where people work or what kind of device they use, they need the ability to quickly and easily find the information that will help them be more productive.

When you need to find something to get work done, what do you do? If you're like many people, you look through your personal files or company intranet to find what you need. If you don't know or remember enough about the document you need, your search experience can be difficult and time consuming. The time you put into searching could instead be used to complete your current task.

Search shouldn't hold you back, but rather propel you forward to do more in less time. The good news is that the need for a more intelligent search experience has been recognized by many solution providers. Now, it's up to you to find which solution will work best for you. The ideal solution will make your search experience ubiquitous across the applications you use, keep you in your workflow, and leverage the knowledge that already exists within your organization.





# Challenges with the current search model

The way searches are conducted today is based largely on the consumer search experience. We've been trained to align the success of a query with how well the results match the words used to search. Such matches can get you closer to the information you need, but you'll still have some work to do.

By 2025, it's expected that the amount of data that exists in the world will reach 175 zettabytes.<sup>1</sup> For reference, a zettabyte is one trillion gigabytes. The biggest contributors to that number are businesses. As the amount of data grows within your enterprise, it can become difficult to find what you need.

If you're relying on a consumer search experience to find information, then you might have experienced the following:

- Results void of personalization or context
- Interruptions to your workflow
- Information searching by individual applications
- Intent of your search not recognized
- Additional filtering and sorting of results

<sup>1</sup>Data Age 2025: The Digitization of the World From Edge to Core, IDC, 2018.



# How you can benefit from intelligent search



## **Work faster, smarter, and better**

Intelligent search gets you to the information you need quickly. It understands what you are trying to accomplish, not just the words you type. With an intelligent search experience, you don't have to remember exact names of people, places, or files. Intelligent search will pick up on your intent, and surface results based on files you've used recently and the work you do.



## **Increase your productivity**

With intelligent search, you can get the information you need without all the manual sorting of results. An intelligent search experience will understand the context of your work, company role, people you work with, and files you work on to deliver results that help you achieve your tasks.



## **Learn more, faster**

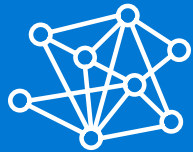
An intelligent search experience can streamline the learning process for you. Predictive functionality suggests queries that are relevant to your search, and provides related suggestions to get started. Such an experience can also help you find the right people to contact for expertise, rather than ask around or send numerous emails.



## **Use organizational knowledge**

Having an intelligent search function within your company helps you to leverage what others already know. There's no need to conduct research because you can take advantage of information that already exists. Intelligent search can help you uncover the work done by others that can aid and point you in the right direction of someone with the knowledge you need.

# Enabling technology behind intelligent search



## Artificial Intelligence (AI)

By infusing artificial intelligence (AI) into familiar search experiences, search and discovery are becoming part of your everyday work, rather than a separate destination. Routine tasks, such as finding the right version of a document, getting back to a presentation you were editing, or learning about a new topic by locating experts and content, are now simpler and faster. AI harnesses your organization's collective knowledge by fully leveraging who you know and what they know to improve decision making and unlock creativity.



## Machine Learning

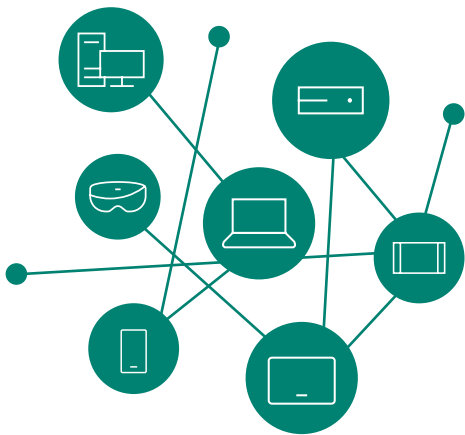
Developments in machine learning are targeting the intent of your query and not just the search terms. Within this framework, search tools are able to pool the best results from across your organization and apps you use. As you continue to explore, the search functions build upon things they have learned about you and the work you do. This layer of context is applied to your search results and delivers more relevant files you can use immediately.



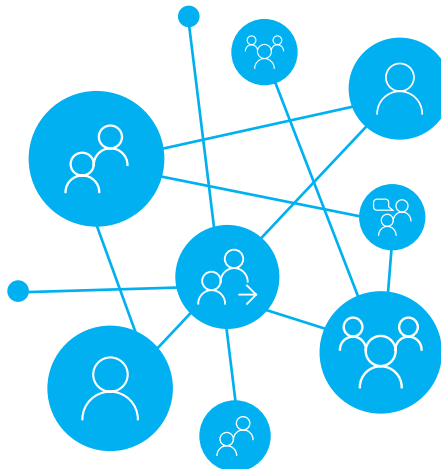
## Natural language processing

Natural language processing is bridging the gap to solve what people search for in everyday work. The latest developments in natural language processing help computers and apps understand you and what you are saying, just like you understand your long-time friend. Even things that aren't searched for in complete terms, such as organizational acronyms, can also be understood. By referencing available data and gaining contextual awareness, search tools can now derive more information from a query to return more personally.

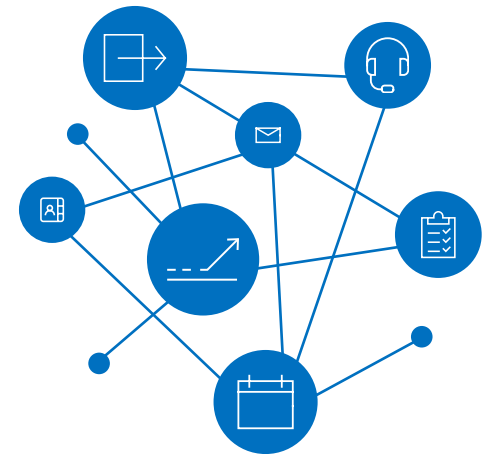
# Microsoft Graph



**World knowledge**



**Work knowledge**



**People knowledge**

Use technologies like AI, Machine learning, and natural language processing, Microsoft Graph enables intelligent search for the modern workplace. Microsoft Graph keeps track of your work with files, people, applications, and much more to learn about you and how to provide you with better search results. By maintaining an ongoing collection of your activity and interactions, Microsoft Graph allows you to search in a way that is more effective and relevant to you.



# Introduction to Microsoft Search

Microsoft Search increases your productivity and saves time finding information you need. Microsoft Search allows you to search across all your enterprise content across Microsoft 365 and more through a consistent experience across all Microsoft entry points so you can search wherever you are working. Built on Microsoft Graph and Bing technology, Microsoft Search delivers more relevant, personalized results; secure for the enterprise.

Microsoft Search was introduced to address issues such as:

- Finding the right information amidst the explosion of internet and intranet content
- Modernizing the enterprise search experience which hasn't changed in the past 10 years – i.e. still serving many blue links but lacking tools to differentiate between them
- Increasing the utility and functional value of search, which wasn't really helping users accomplish tasks – just navigate through links

Microsoft Search offers the following benefits:

- Better results
- Richer, more organized user experience
- Ability to accomplish key tasks



# Microsoft Search helps you find, connect, and discover

Microsoft Search is also keeping track of your collaboration on documents and with people to gain a better understanding of the way you work. Your activity in meetings are noted in Microsoft Search; this can be particularly helpful in scheduling meetings based off recent information. Tracking meeting information can also help you remember attendees you want to speak to again. Your collaborations over content creation are also kept track of in Microsoft Search.

This can be useful when you only have part of the information you need to get back to work, whether you can't recall the person you were working with or the name of the document. Microsoft Search uses what you know and search for and intuitively connects you with the document or person you need.

Microsoft Search is great for discovering insight about all the documents and people within your organization. With the collective knowledge obtained by Microsoft Search, new information is surfaced to you that you wouldn't have seen otherwise. Microsoft Search can uncover many new and existing relationships that are useful to you. Examples of these relationships could include finding experts in the organization for your new project, or knowing who is viewing and revising your documents.

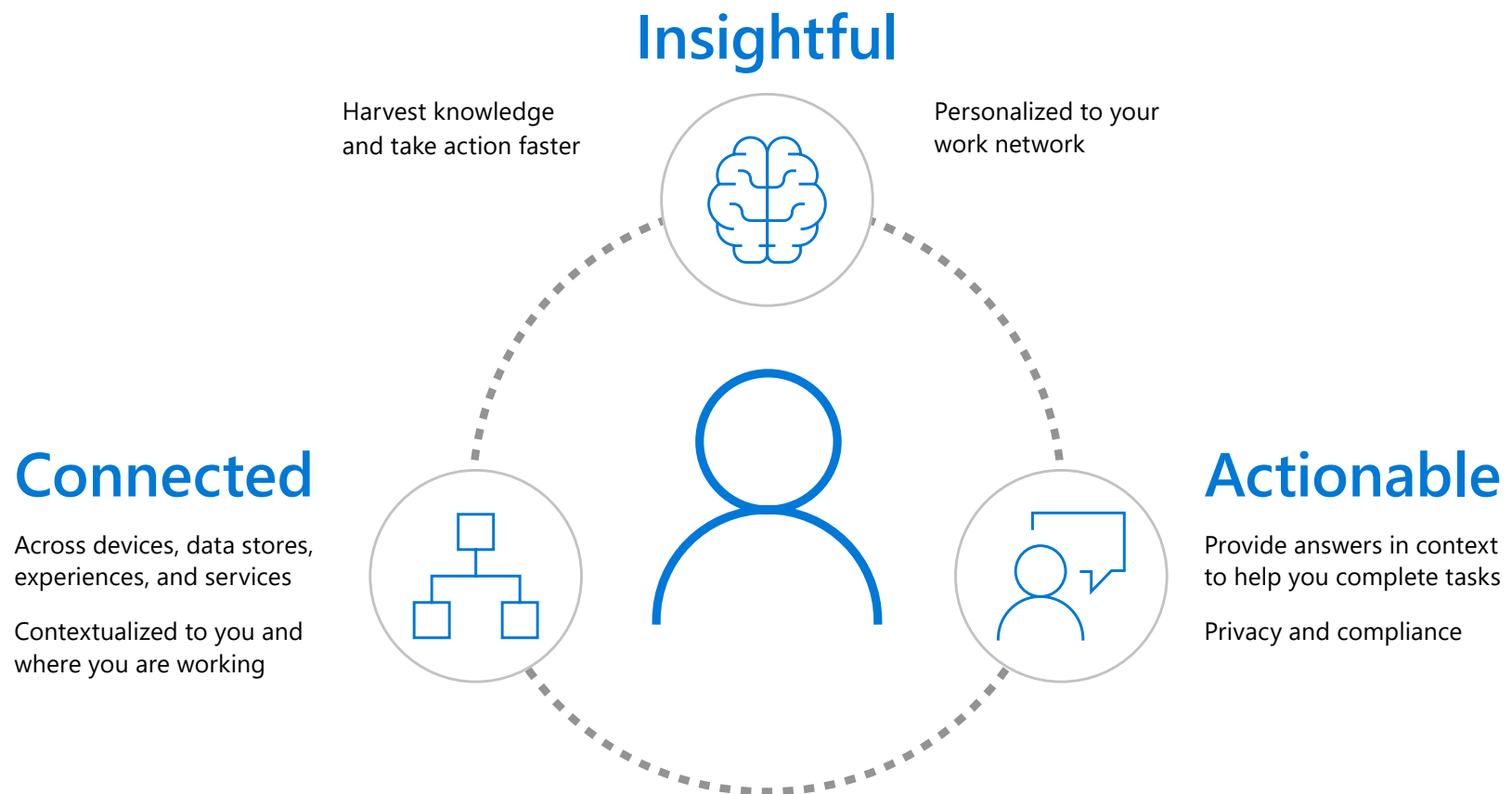




# Intelligent search for the modern workplace

With the improvements in organizational search, it's all about you. You are at the heart of search. The projects you work on, the people you communicate with, the tools you use – these interactions inform the search and how it works for you.

Microsoft Search is insightful, connected, and actionable.



# Search is insightful

Microsoft Search is a new cohesive search capability in Microsoft 365 enabling you to find, command, navigate and discover items across your organization's network of data, transforming your search bar into a resource for collective knowledge.

An AI-powered insight engine connects content across Windows, Office apps, Office.com, SharePoint, OneDrive, and third-party ecosystems to surface relevant, personalized results, whether it's a recent chat, people card or a document a coworker shared. This allows you to securely and safely get the information you need.

With Microsoft Search, we can extend our vision for insightful technology to make it simple to ask natural language questions and get real answers, without manual intervention.

## Microsoft Search in action

Intelligent search enables you to quickly and securely find internal content and people you're looking for from any device and any browser. Microsoft Search helps you find the right item faster with top relevant results, quick result suggestions, and proactive recommendations.

You can also search common questions, see personalized results, search history, and frequent searches with guided suggestions and better intent understanding such as spelling correction and implied filtering to help you make a more informed decision.

Microsoft Search provides insightful results, empowering you to get the right information at the right time, even on the go.



# Search is connected

Organizational search that is connected taps into all the collective knowledge across your organization and beyond. When you search, relationships are kept in mind to return useful results. The interactions you have with coworkers, documents, apps, and sites are used to find the information you need.

This framework allows you to mine various kinds of content, from the projects you are working on, to meeting notes, to the in-house expert who can help you learn something new. Being connected is also a reference to the experiences you can have with Microsoft Search.

## Microsoft Search in action

Microsoft Search enables improved organizational search experiences due to its connected functionality. Not only are you able to search for your own files wherever they may live, you can tap into the work of others stored across the various Microsoft tools, apps, and sites. To go a step further, Microsoft Search gives you the ability to reach across your entire organization to find the information you need.

With multi-geo discovery capabilities, you can search all your organization's files created around the world in different offices. The ability to reference files you and all members of the organization create across different markets creates a connected organizational search experience.





# Search is actionable

Microsoft Search is enabling enterprise search that is actionable by recalling the kinds of work you do and the information you use. Search not only returns results, but provides answers in context to your questions.

Your IT department creates and publishes bookmarks to internal and external resources, tools, pages, and more to help you find the information you need.

With enterprise-grade security, Microsoft Search always keeps you and your organization's data protected. Since work-related searches can be sensitive, Microsoft Search comes with a set of trust measures for how these are handled by the public web results part of Bing. Microsoft Search also reflects the GDPR compliance commitment to all Volume License customers as part of the agreement.

## Microsoft Search in action

Functionality within Microsoft Search tracks your behavior and relationships to files and people, enabling predictive searches that surface documents relevant to you. You can ask a question and Microsoft Search will respond with the right document or policy.

You cannot see or access all the Word documents, PowerPoint presentations, or other resources through Office 365. You can only see your own files and files that have been shared with you by the author in SharePoint.

If you already authenticated through single sign-on with your work or school account in another service, such as Outlook or SharePoint, you'll be automatically signed in to Microsoft Search when you go to Bing in the same browser.



# Microsoft 365 is the complete, intelligent, secure solution to empower employees

Maximizing organizational productivity and agility means being able to build on the work and expertise of others. Microsoft 365 helps you find the information and people you need by providing a common search and discovery experience that combines AI with company-wide data to discover relevant information, subject matter experts, and trending topics.

You can search using natural language, just as you do on the web. Store files in OneDrive and SharePoint and they can identify text in images, so it's easy for you to find whiteboards, screenshots, and receipts with intelligent search.

Microsoft 365 is a complete, intelligent, secure solution to empower people to be creative and work together to achieve more.



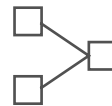
**Unlocks  
creativity**



**Built for  
teamwork**



**Intelligent  
security**



**Integrated for  
simplicity**

**Microsoft 365 = Office 365 + Windows 10 + Enterprise Mobility + Security**





# Your everyday experiences in Microsoft Search

Built with Microsoft Graph and Bing technology, Microsoft Search can now be experienced across the apps you work with everyday. Intelligent search and discovery is built into your familiar experiences, helping you work faster, find what you need, when you need it, wherever work takes you.

Capitalize on Microsoft Search's intelligent search and discovery. Search from within the Microsoft products you use every day:



**Microsoft Search  
in Bing**



**SharePoint**



**Windows**



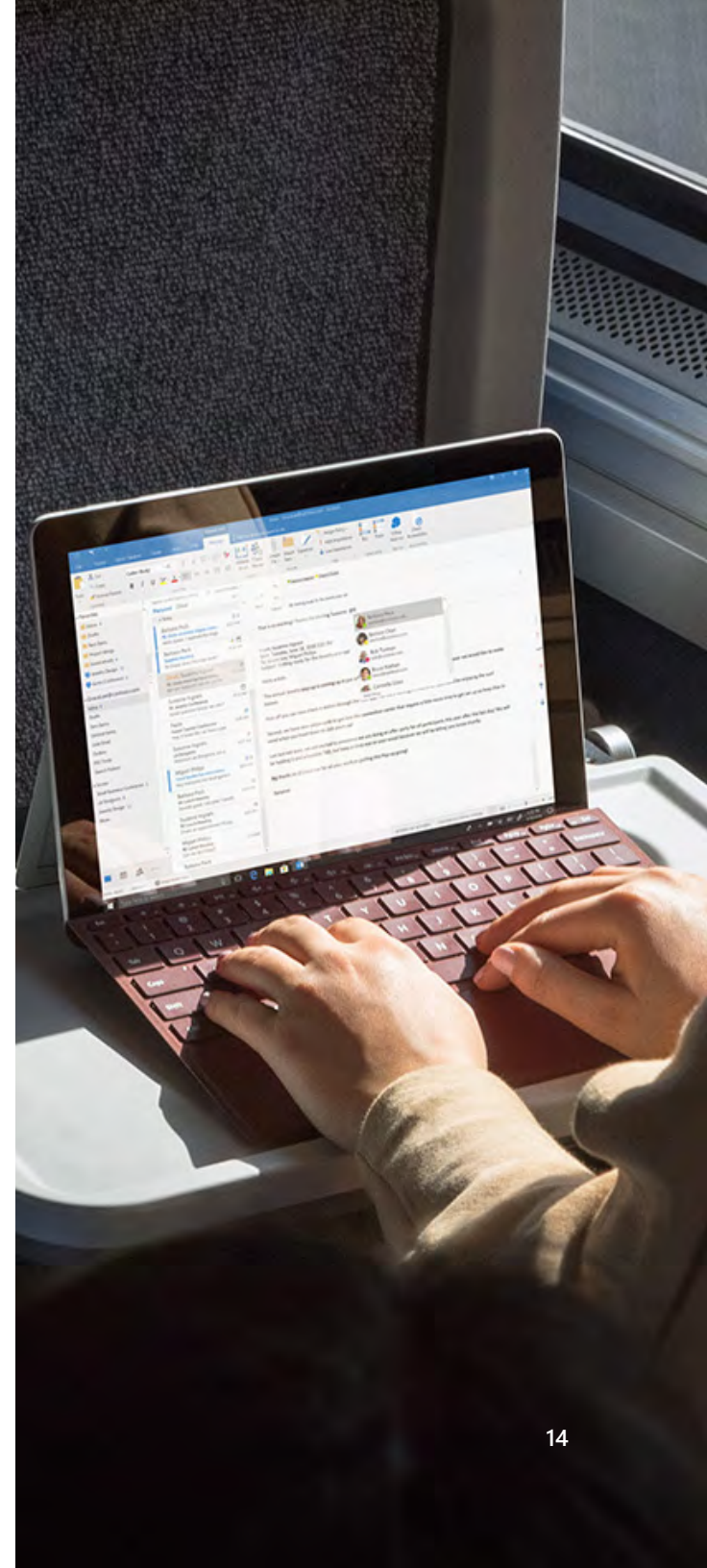
**Outlook**



**Office apps**

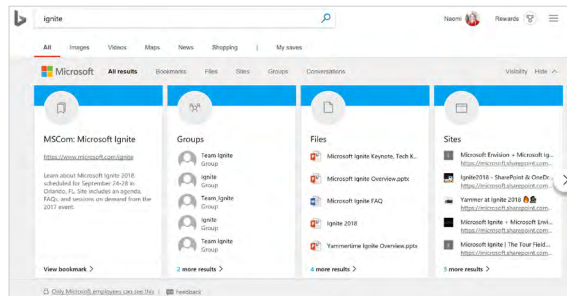


**Office.com**





# Products you use every day powered by Microsoft Search

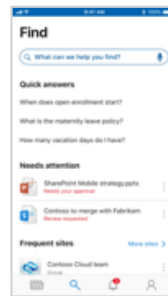


## Microsoft Search in Bing

When searching for useful information, Microsoft Search in Bing is the best of both worlds – work and the web. Microsoft Search in Bing securely retrieves information from all your organization and SharePoint resources, such as company data, people, documents, sites, and locations.

Paired with all this data, you will also have public web results displayed, all in one experience. Microsoft Search in Bing can be used with a browser on any device, transforming the way employees search for information at work. While surfacing public web results, Microsoft Search in Bing shields your query from the internet. Searches across your organization are anonymized and separated from public search traffic.

Beginning your search with Bing, you will quickly discover if the information you need has been created by your organization or if you need to explore the web results. Using Microsoft Search in Bing is streamlined and allows you to get started on your work immediately.

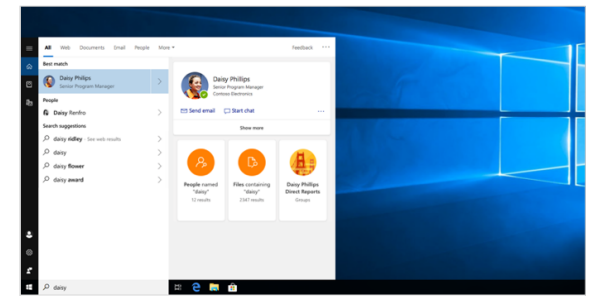


## SharePoint

SharePoint puts you at the center of search, powered by Microsoft Search. Deploying smarter and faster search and discovery functionality, SharePoint is providing you with more relevant results. From the minute you click into the search box, you'll see suggestions and documents you recently used. People are also featured prominently, with the ability to search for skills, interests, and projects.

You'll see people matches and rich previews from over 270+ different file types as well as live site preview directly in the search results page, making it easy to identify exactly the content you want.

In the SharePoint experience, Microsoft Search uses insights from documents, sites, and people you work with to rank results to suit your need. You can even see results from lists and news items across sites, giving you more relevant results immediately.

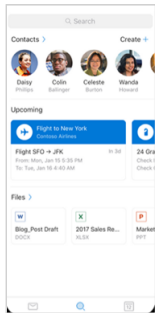


## Windows

Microsoft Search gives you a quick way to search right from your Windows desktop. This search functionality is personalized and delivers results from your organization and your device. Using Windows search, you can find documents locally, in Office 365, and even query content within documents.

You can also search for a person in your organization with smart suggestions based on the people you work with most, and quickly access their contact details to help you connect faster.

# Products you use every day powered by Microsoft Search

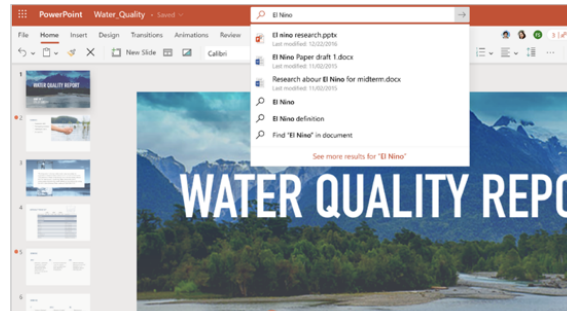


## Outlook

Outlook helps you find the right item faster with top relevant results, quick result suggestions, and proactive recommendations.

You can increase search success with guided suggestions and better intent understanding, such as spelling correction, implied filtering, etc.

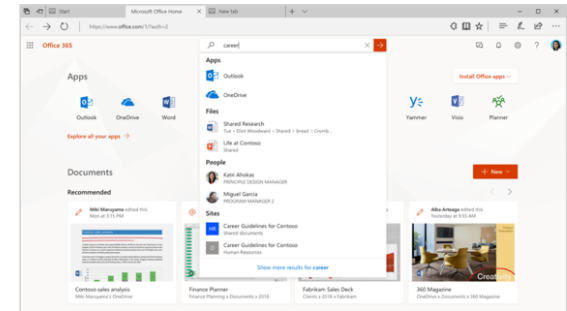
Search with confidence beyond email across your calendar, people, attachments, and links.



## Office apps

Search and discovery is being intelligently incorporated into your productivity apps. Microsoft Search delivers relevant results across all of Office, including Word, Excel, and PowerPoint. You now have the ability to easily find and reuse actions, services, and content to help you complete.

Microsoft Search enables you to filter through the files you and others within your team use frequently and have the rights to access without having to switch apps.



## Office.com

Search and discovery in Office.com is a great way to get started across Office 365. Office.com shows you search results from SharePoint, OneDrive, and more. It shows search suggestions as soon as you start typing in the search box and lets you see recent documents you worked on, as well as those documents shared with you, all powered by Microsoft Search.

This personalized experience can also help you explore new tools and apps in Office 365 and also offers a discovery section within the search results, suggesting files that are relevant to you that your colleagues are using.



# Take the next step

Microsoft is transforming the way you search your organization with Microsoft Search. Our new search and discovery capabilities are used across many of your Microsoft 365 experiences, with the list growing every day.

If you want a smarter, faster search experience for your organization:

Try the new Microsoft Search at [www.office.com](http://www.office.com).

Keep up to date with the latest at [aka.ms/M365Search](https://aka.ms/M365Search).

