Outlook Zen: How Microsoft AI can read, route and auto-reply to emails

12:00PM - 13:00PM | 11/12/2025 | Online event

Book now →



Discover how Microsoft AI in Outlook can handle your emails effortlessly, saving you time and reducing stress!
Every business has that overflowing inbox full of customer enquiries, invoices, support and booking requests and “urgent” messages that never seem to stop.

In this 45-minute hands-on session, you’ll see how Microsoft AI and Power Automate can bring order to the chaos.

We’ll show you practical examples of how to keep your inbox organised, save hours of repetitive admin, and improve response times without adding more staff.

You’ll also get a behind-the-scenes look at how Rubis Channel Islands are using AI and automation to streamline customer service, automatically categorising messages, identifying

customer sentiment, responding and routing requests to the right team across their Jersey and Guernsey offices.

From simple automations you can build yourself to more advanced systems that manage shared inboxes, you'll learn how AI can handle the low-value work, so your team can focus on what matters most.

What you'll learn

- How Microsoft Power Automate and AI can manage incoming emails intelligently
- Real-world example: Rubis Channel Islands' automated customer service inbox
- Step-by-step ideas for setting up your own "smart inbox" in Microsoft 365
- The path from personal automations to company-wide enquiry handling
- How Blue Llama can help you design or implement these systems in your organisation

Format: 45 minutes + live demo and Q&A