



ALL AROUND AI

AI FOR CHARITIES • LIVE EVENT

While everyone gets settled...

Scan the QR code and complete our quick AI survey.



Introduction to Qlic IT

Over 20 years as a Managed Service Provider - top-tier IT services and consultancy at competitive prices.

We understand the hurdles charities and education face: stretched budgets, small teams and sensitive data.

So, we build bespoke solutions around the individual needs of your organisation.

Flexible, personalised packages that optimise your IT environment as you grow.

We're more than just 'the IT guy' - we're your partners.

Today's Speakers and Topics



Chris Lines

Microsoft Elevate

1. The AI Landscape



Chris Lines & Pavan Sawhney

Microsoft Elevate & Qlic IT

3. Copilot Live Demonstration



Mike Horton

Qlic IT

5. Responsible AI



Charity Guests with Adam Graham

Jess from Voluntary Action Arun & Chichester
Dominic from Battersea Arts Centre

2. Real Charity Experiences



Neel Mavji

Qlic IT

4. AI in Telephony



Adam Graham

Qlic IT

6. Closing Thoughts

SPEAKER INTRODUCTION

The AI Landscape for Charities



Chris Lines · Microsoft Elevate
25 minutes





Shaping an inclusive AI economy, together

Microsoft Elevate

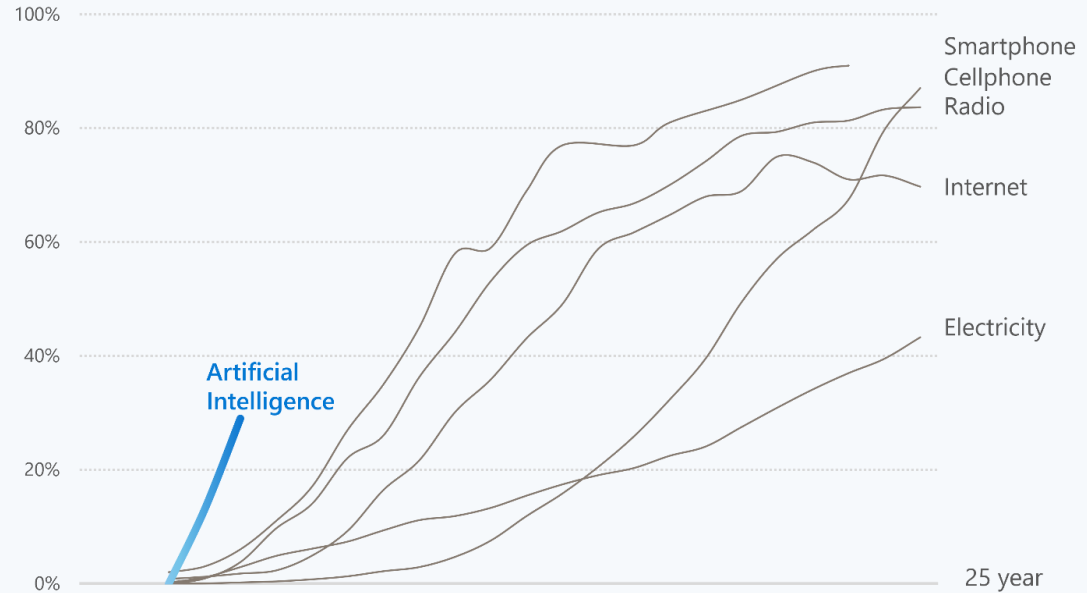
Chris Lines
Sr. AIWF Partner Solution Sales Manager



AI is the defining technology of our time

More people are engaging with AI faster than with any prior technology shift.

Developing economies have less exposure and less access to unlock opportunity.



What is an inclusive AI Economy?



**AI does not build a more
inclusive world by default.
People do.**



Microsoft Elevate

Our mission

Widening the circle of opportunity by strengthening education, workforce, and social impact systems to help people thrive in the AI economy.

Our commitment to strengthening the systems that help people learn, adapt, and access opportunity



Education
systems



Workforce
systems



Nonprofits and
civil society

Supporting ~1 million nonprofits and IGOs around the world



Amplify human capacity

By increasing support for every nonprofit worker and volunteer, so they can focus on what matters most



Engage supporters and funders

By enabling data-driven insights to support more reliable fundraising and deeper donor relationships



Transform operations

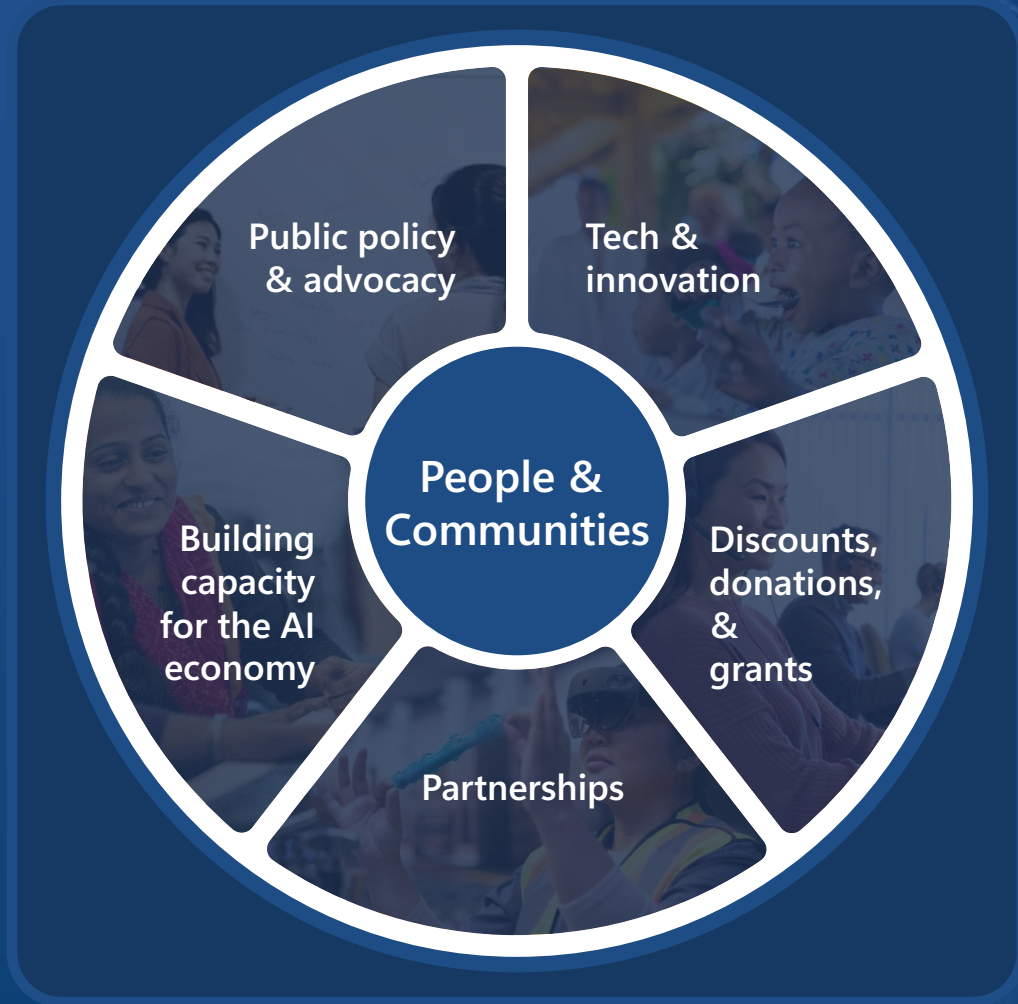
By simplifying workflows and reducing manual processes with secure, integrated technology and AI capabilities



Deliver impactful programs

By streamlining program delivery and modernizing the constituent experience

Microsoft Elevate



Skills for the AI economy are changing fast

70%

of skills used in most jobs
will change by 2030¹

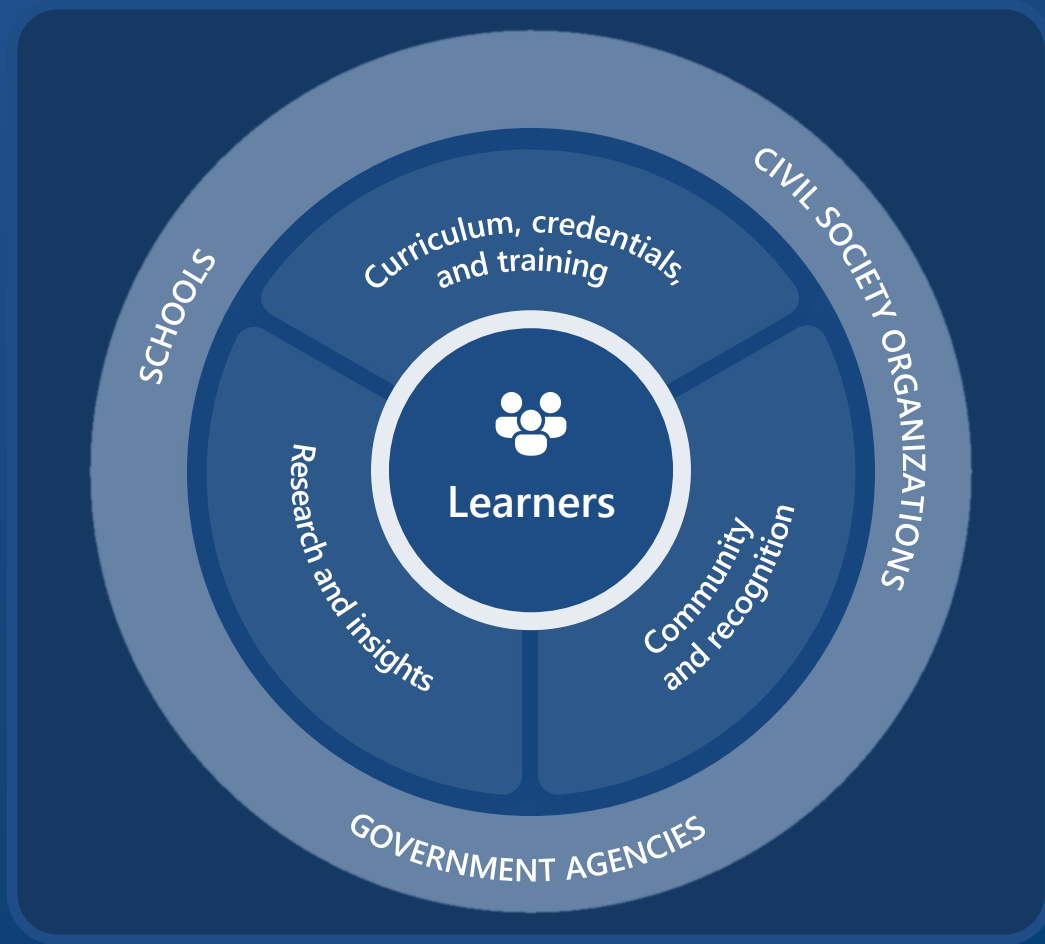
75%

of youth don't have the skills they
need for the AI economy²

**AI has already added 1.3M new jobs,
including 600K data-center roles.³**

Our capacity building approach

Building the AI skills and capacity of teachers, nonprofit leaders, and workforce decision-makers through programs and partnerships.



How we support nonprofits: Microsoft Elevate for Changemakers

A program that helps nonprofit leaders build skills, apply AI, and accelerate mission impact



AI for Nonprofits



Changemaker Fellowship



Live and on-demand training

Credential

Earn a professional certificate from Microsoft, LinkedIn, and NetHope to help you build AI expertise through role-based learning grounded in responsible, effective AI application.

Community

Apply to join a global cohort of AI champions focused on moving from ideas to impact with peer learning, dedicated implementation support from AI experts, and recognition for your leadership.

Capacity building

Develop practical skills through training using real-world nonprofit scenarios, expert insights, and clear guidance that simplifies your workflows and helps you do more with ease.

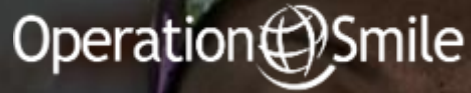
aka.ms/MicrosoftElevateforChangemakers





Nonprofit Frontier Transformation

Advancing nonprofit missions

The logo for Operation Smile, featuring the organization's name in a white serif font with a stylized globe icon between the words. The background is a close-up of a child's face wearing a surgical mask and a headband with a heart and leaf design.

Operation Smile

Reduced translation
errors by

90%



Accelerated treatment by
reducing audit time by

50%



Increased aid by boosting
container shipments

20%

Nonprofit AI Trends



95% of nonprofit leaders report burnout, with nearly 3 in 4 facing persistent staff vacancies

Nonprofits are operating under chronic capacity constraints that force fundamental changes in how work gets done and how services are sustained. ¹



Only 9% of nonprofits consider themselves highly data-driven

Fragmented data and delayed insights make it difficult for leaders to respond quickly to changing demand, funding pressure, and accountability requirements. ²



41% of nonprofits cite lack of automation as a major operational barrier

Manual, disconnected processes are limiting scale and resilience. ³



71% of nonprofits cite data privacy and security concerns as a top constraint

Governance, compliance, and trust expectations are rising across funders, boards, and regulators, making confidence and control essential for operational continuity. ⁴



Nearly 60% of nonprofits say they need more education before expanding advanced technology use

Organizations want to move faster but lack the skills, clarity, and structured pathways needed to scale new capabilities responsibly. ⁵

^{1,2,3} Sage, *Nonprofit Technology Impact Report, 2025*

^{4,5} IDC, *AI and Agentic AI Use Cases in the Non-Profit Sector, 2026*

The opportunity goes beyond AI adoption. It's realizing AI's potential

48%

of AI users in Nonprofit
say they're producing
work they couldn't have
created a year ago¹

66%

of AI users say AI has
allowed them to spend
more time on high-value
work¹

↗ 80%

of Frontier Professionals have
unlocked entirely new
capabilities via AI¹

Nonprofit Frontier Transformation



Disruptions are absorbed without degrading services or trust
Operate with resilience under constant change.



Demonstrate impact, compliance, and stewardship in near-real time
Make accountability a built-in capability, not a periodic exercise.



Workforce strain is resolved while human-centered service delivery is protected
Protect human capacity by redesigning how work gets done.



Information is accessible, accurate, and actionable across every service channel
Ensure clarity, consistency, and trust at the point of service.



Governance, security, and confidence are embedded from the start
Build trust that scales with operations.



2,000 hours a month of routine work streamlined

Problem

Staff time was consumed by manual, repetitive work, limiting how much time teams could spend supporting children and families.

What changed

Children International embedded AI support into everyday work, helping staff streamline routine tasks, access information faster, and reduce time spent on low-value administrative work.

Impact

- ✓ Increased available time to work directly with children
- ✓ Reduced development time from three months to two days
- ✓ On track to increase direct child interventions by 25% in four years without budget increases

[Read the full story here](#)

Microsoft runs on trust



Fairness



Reliability
& safety



Privacy
& security



Inclusiveness



Transparency



Accountability

What leading organizations do differently with AI



**Build organizational
capacity through learning**

Build confidence, not just skills



**Create space for
experimentation**

Knowing some will fail



**Adopt across
multiple processes**

Learn how they compound



Re-engineer workflows

Not just automate
old ones



Thank **you**

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CHARITY SPOTLIGHT

AI in Action

An open conversation about what's working, what's not, and what's next.



Adam Graham • Qlic IT

Jess from Voluntary Action Arun & Chichester

Dominic from Battersea Arts Centre

15 minutes

In Conversation: AI in Practice

A relaxed conversation about the real experience of adopting AI - the wins, the wobbles and the lessons.



01

Where It Started

When did you first begin exploring AI, and what were you hoping it would solve?

In Conversation: AI in Practice

A relaxed conversation about the real experience of adopting AI - the wins, the wobbles and the lessons.



02

What You Use Today

Which tools are in use, and how are different teams actually using them?



In Conversation: AI in Practice

A relaxed conversation about the real experience of adopting AI - the wins, the wobbles and the lessons.



03

The Biggest Win

What has saved the most time or had the greatest impact on your mission?



In Conversation: AI in Practice

A relaxed conversation about the real experience of adopting AI - the wins, the wobbles and the lessons.



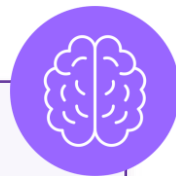
04

How People Reacted

How did staff respond, and were there concerns or resistance along the way?

In Conversation: AI in Practice

A relaxed conversation about the real experience of adopting AI - the wins, the wobbles and the lessons.



05

Lessons and Advice

What would you tell another charity starting out, and how do you manage risk and data?



BREAK TIME

20 Minute Break

Grab a refreshment, stretch your legs and chat with the people around you!



Audience Poll Results

1 · HOW WOULD YOU DESCRIBE YOUR CURRENT USE OF AI?

Don't use AI
5%

Tried a few times
5%

Use occasionally
19%

Use regularly
43%

Part of daily work
28%

4 · HOW CONFIDENT DO YOU FEEL USING AI?

Very confident
10%

Fairly confident
24%

Somewhat confident
52%

Not very / never used
14%

2 · BIGGEST CHALLENGE

- Lack of confidence
- Accuracy & reliability
- Quality results
- Security
- Concerns from leadership
- Knowing what can be achieved

3 · MOST USEFUL USE CASE

- Data & research
- Meeting minutes
- Strategy development
- Proofreading work
- Summarising
- Creating policies



DEMONSTRATION

Copilot in Practice

Real scenarios, real tools, real outcomes



Pavan Sawhney · Qlic IT

25 minutes

The Everyday Challenge for Charities



Copilot can reduce everyday admin, giving teams more time for high-impact work.

Small teams managing growing workloads

Teams are expected to deliver more with limited capacity.

Repetitive administrative tasks

Emails, reports and meeting notes take up valuable time.

Content needed for different audiences

Content must be adapted for staff, trustees, funders and supporters.

Limited time and resources

Tight budgets leave little time for planning and improvements.

Information spread across different places

Key information is scattered across emails, meetings and documents.

Less time for high-impact work

Administration takes time away from services and communities.



What Is Microsoft Copilot?

Microsoft Copilot is an AI assistant built into Microsoft 365. It helps you work more efficiently using the apps and information your organisation already uses.

You provide the knowledge, context and judgement. Copilot provides a starting point that you can review, refine and approve.

CREATE

Create first drafts of emails, reports and documents
Generate ideas and starting points

CLARIFY

Summarise meetings, conversations and lengthy information
Rewrite content to improve its clarity and tone
Find key details more quickly

PREPARE

Organise information into a clear structure
Prepare for meetings and everyday tasks



Better Prompts, Better Results

A useful prompt can include:

Goal

What do you want Copilot to do?

Context

Why do you need it?

Expectations

What should the result look like?

Source

What information should it use?

Basic prompt

“Write a volunteer update.”

Improved prompt

“Draft a friendly email update for our volunteers using these meeting notes. Keep it under 200 words, avoid technical language and finish with three clear actions.”

The Journey We're Going On Today

One meeting transcript. Five apps. One finished piece of work.

Where It All Starts...

 **Speaker 1** 0:34

Welcome everyone. Today we're reviewing the Hope Community Food Project and our performance during the last quarter. Demand for our food support services has increased significantly. We supported 1,250 beneficiaries this quarter, compared to 980 in the previous quarter. This represents an increase of approximately 28%.

While demand has increased, volunteer capacity has not grown at the same rate. We currently have 42 active [volunteers](#) and several Saturday sessions have been running below our target staffing levels. Feedback from our volunteers has highlighted 2 reoccurring themes.

Firstly, rotor communication needs improvement. Secondly... Volunteers would like more opportunities for training and induction before starting regular shifts. From A fundraising perspective, we secured 2 new grant awards worth a combined 45,000 pounds. This funding will allow us to continue expanding services during the next 12 months. A key

Risk, remains volunteer recruitment. We need to attract at least 10 additional volunteers before the winter period. Actions agreed today are create a trustee update summarising service growth and key risks, develop a volunteer recruitment campaign, review rota management process,

Create a beneficiary feedback service, prepare a presentation for trustees showing service growth, volunteer capacity and future priorities. Thank you everybody.

 **Pavan Sawhney** stopped transcription

01 It starts with a Teams meeting

We take the transcript from a real team meeting.

03 Outlook sends it

Copilot drafts the email that puts the report in front of the board.

05 Excel evidences it

A spreadsheet showing the numbers behind what the report claims.

02 Word writes the report

Copilot turns that transcript into a report for trustees.

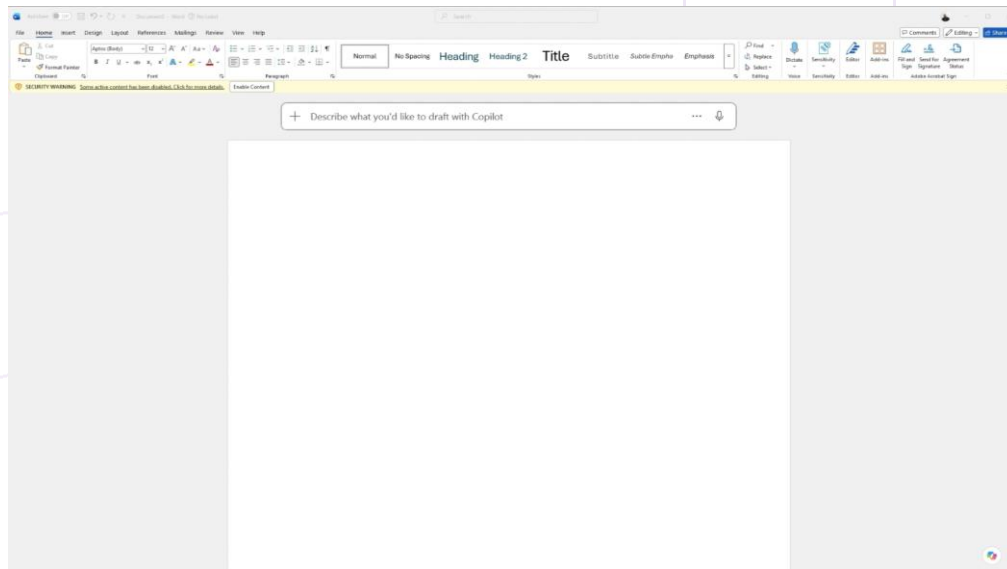
04 PowerPoint presents it

The same report becomes a deck to present the findings.

06 Forms closes the loop

A feedback form on what evidence was missing or could be better.

Copilot in Word



FIRST PROMPT

"Find the transcript and meeting notes from my most recent Hope Community Food Project review meeting. Create a detailed trustee report using information from the meeting."

SECOND PROMPT

Improve this report.
Make it more visually engaging.
Add charts where appropriate.
Add professional imagery.
Use callout boxes for key statistics.
Make the report suitable for trustees, funders and publication on our website.
Where appropriate, add current context about food insecurity and community food support in the UK using authoritative external sources and include citations.



Microsoft Word
Document

Copilot in Outlook

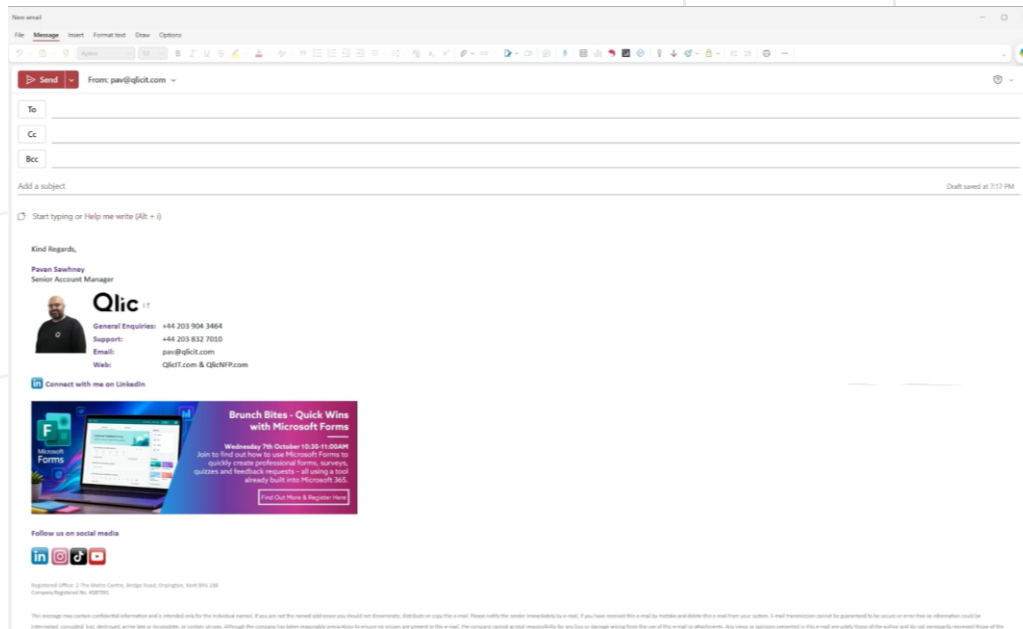


FIRST PROMPT

"Locate the Hope Community Food Project trustee impact report that was recently created. Using the report as your source, draft an email to trustees. Keep it concise and professional. Summarise service growth, funding secured, volunteer capacity challenges, key risks and immediate priorities. Keep the email under three hundred words and include a short executive summary."

SECOND PROMPT

"Improve this email. Make it easier for trustees to read. Use short sections. Highlight the most important information first. Add a stronger call to action and suggest three subject lines."



E-mail Message





"Locate the most recent Hope Community Food Project document. Create a professional board-level presentation based on the report. The audience is trustees, funders and senior stakeholders. Use visual storytelling rather than text-heavy slides. Include an executive summary, service growth and community impact, volunteer capacity, funding and sustainability, risks, strategic priorities and recommended trustee actions. Use charts and relevant imagery. Create speaker notes for every slide."

Copilot in Excel



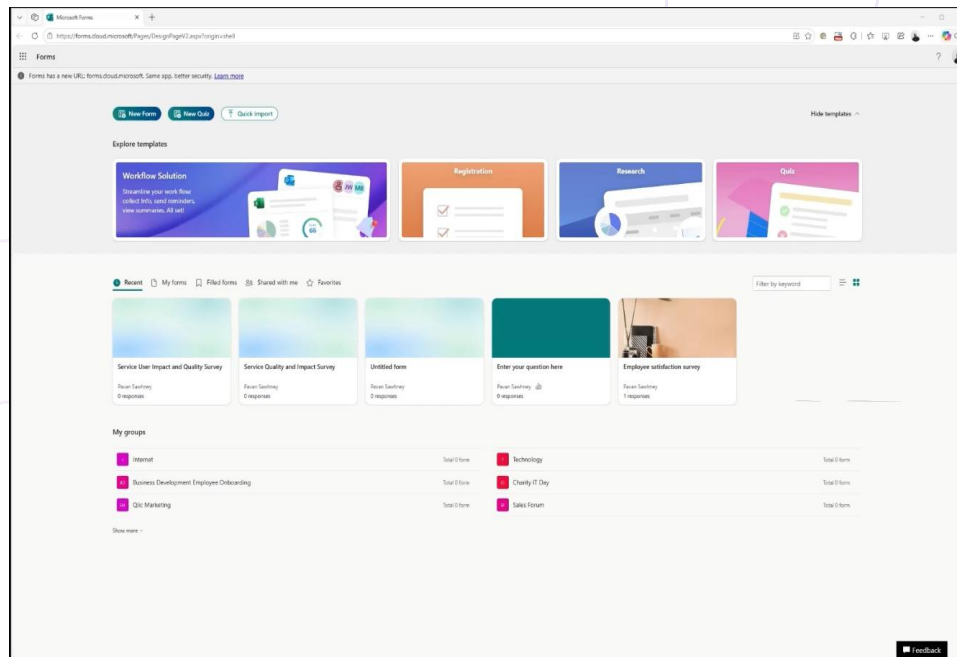
Quarter	Beneficiaries	Volunteers	Grant Funding
Q1 2026	820	38	15000
Q2 2026	980	40	25000
Q3 2026	1250	42	45000
Q4 2026	1450	42	45000
Forecast			

THE PROMPT

"Analyse this data as if you were preparing information for charity trustees. Identify trends, risks and opportunities. Create charts that best communicate the story. Calculate quarter-on-quarter growth. Assess whether volunteer capacity is keeping pace with service demand. Provide recommendations that trustees should consider."



Copilot in Forms



FIRST PROMPT

"Create a beneficiary feedback survey for the Hope Community Food Project. The purpose is to understand overall satisfaction, how easy the service was to access, the quality of support received and how helpful our volunteers were."

SECOND PROMPT

"Improve this survey. Ensure the questions align with Charity Commission expectations for measuring impact and service quality. Suggest one or two outcome-focused questions that would help demonstrate the difference the service makes."



Service Quality and
Impact Survey

5 Practical Copilot Wins



1. Summarize an email chain

Identify decisions, questions and actions.

2. Draft a stakeholder update

Turn rough notes into a clear first draft.

3. Create actions from a meeting

Organise tasks, owners and deadlines.

4. Simplify a long document

Create a short briefing for trustees or colleagues.

5. Build a presentation outline

Turn an existing report into a clear slide structure.

SPEAKER INTRODUCTION

AI in Telephony

“Smarter conversations, better caller experiences and far less admin.”



Neel Mavji • Qlic IT

15 minutes

AI Features in Action



Voicemail Transcription

Save Time
Scan and prioritise
Easy to reference
Less admin



Searchable Conversations

Find what was said, across any call or caller.



Call Recap

Every call recapped without manual note-taking.



Follow-Up Actions

Next steps captured and assigned automatically.



Call Recap

Call history

All Hunt group missed calls Personal missed calls **Call recordings & recaps**

Reload

	Jack Portland	08:45 PM	◆
	Max Harrison, Maya Kensington	Oct 21, 06:17 PM	
	Jack Portland, PALO ALTO CA	Oct 17, 09:52 AM	
	Maya Kensington	Oct 17, 08:45 PM	
	Andrea Morrison, Jack Portland, Max Harrison, Sophie Carter, Samantha Lee, 16502224444	Oct 16, 10:45 PM	
	UNKNOWN	Oct 16, 10:45 PM	

Oct 21, 2025, 06:17 PM

 Emily Johnson
1234

>

 Jack Portland
4532

AI Recap

Overall sentiment ⊖ Negative

Summary 

⊖ Chest pain ⊕ Shortness of breath ⊖ Cardiac issues

Alan Carter called the Cardiology Department reporting new, intermittent chest pains and is expressing concern about potential cardiac issues. He mentioned experiencing these pains over the past two days, particularly after physical exertion.



00:40





[View transcription](#) 

Searchable Conversations And Follow Up Actions

Q

LC

Interaction search

Keywords

Date ▾

Participants ▾

Type ▾

Sentiment Negative ▾ ×

...

☐	Title	Participants	Properties	Date ↓	
☐	Incoming call Sarah Thompson, Hello, this is Sarah. I'm calling about a donation I made last week. I just wanted to check it went throu...		2m 18s	1/10/2026 16:51	...
☐	Incoming call Mark Williams, Hi, Mark here. I'm interested in setting up a regular monthly donation. Can you tell me the best way...		6m 35s	1/10/2026 14:22	...
☒	Phone call Emily Carter, Hi, it's Emily. I'm calling about a fundraising event I'm organising and just need some help with regist...		8m 12s	1/10/2026 11:41	...
☐	Incoming call John Patel, Good morning. I'm calling to find out more about volunteering opportunities. I'm very interested in ...		5m 27s	1/10/2026 10:18	...
☐	Incoming call Susan Green, Hi, I'm calling to speak to someone about support services. I'm a carer for my mum and just wanted...		12m 48s	30/09/2026 17:04	...
☐	Phone call Daniel Roberts, Hi, this is Daniel. I'm just following up on a grant application and wanted to check the status. Thank...		3m 9s	30/09/2026 15:36	...
☐	Incoming call Rachel Adams, Hello, I'm calling to make a bereavement support referral. Could you please advise on the process?		7m 16s	30/09/2026 14:11	...
☐	Phone call Peter Hughes, Hi, this is Peter. I'm calling about our workplace fundraising and would like some information on ho...		4m 33s	30/09/2026 13:26	...
☐	Phone call Laura Hill, 2. Corporate Partner, Hi Laura, thanks for your time earlier. I'm just calling to confirm the details for next week's charity p...	+1	9m 22s	30/09/2026 11:03	...
☐	Incoming call Ahmed Khan, Hello, I'm calling about a beneficiary referral. Can you put me through to the support team please?		6m 41s	30/09/2026 09:58	...

105 results

Rows per page 100 ▾

1 2 < >

Phone call

1/10/2026, 11:41

2 participants

Emily Carter > DJ David Jacques

Direction

Date

Duration

Inbound 1 Oct 2026, 11:41 8m 12s

AI Recap [David Jacques](#)

Overall sentiment Negative

Summary

Login Issue Password Reset

The caller is experiencing difficulty registering for an upcoming charity fundraising event. They have been trying to complete the online form but keep receiving an error message. The caller is frustrated as they need to register several colleagues from their workplace and the event is next week. They are concerned they may miss the deadline and would like someone to check the system and manually register them if needed. The agent agreed to investigate the issue and follow up by email with confirmation once the registrations have been completed.

Show less

0:00 | 8:12

Intelligent Receptionist



24/7 Reception

Always available

Common enquiries

Answered without a queue

Improved call routing

Calls routed without a queue

Meet Marie

Try Hope Community Support's
AI Receptionist

CALL NOW AND ASK SOME QUESTIONS

020 3821 9317

Questions to Try:

What does Hope
Community Support do?

How can I get help?

How can I volunteer?

Or ask her something
completely different.

*Can you catch Marie
out?*



Charity Telephony Use Cases

HELPLINES

SERVICE ENQUIRIES

VOLUNTEER SUPPORT

DONATIONS

Rising demand, same team

A better caller experience

● Helplines

Callers reach the right support faster, with context captured.

● Enquiries

Routine service questions answered without long holding times.

● Volunteers

Rota, availability and guidance calls handled simply.

● Donations

Giving enquiries answered promptly, day or night.

SPEAKER INTRODUCTION

Responsible AI, Governance and Security

With Mike Horton · Qlic IT



10 minutes



AI: What Can Go Wrong?



SHARING

The wrong data

Data is shared without checking the AI tool is appropriate.



TRUSTING

The wrong answer

AI gives a confident answer that is inaccurate or invented.



CHOOSING

The wrong tool

Staff use whichever free AI tool they find, with no oversight.

Most AI risks start with perfectly normal people trying to get their job done.



Your First Line of Defence: An AI Policy



Approved Tools

Be clear about which AI tools staff can use. For MS365 orgs, Copilot is a good example of an enterprise-protected option.



Data & Privacy

Set rules for what information can be shared with each approved AI tool.



Human Review

Make it clear to staff that AI-generated work must be checked.



Responsibility

AI can assist, but a person remains accountable.



What Could Copilot Find in Your Microsoft 365?



MS365 PERMISSIONS



MICROSOFT COPILOT



EASIER DISCOVERY

THE ACCESS ALREADY EXISTS

An employee has access to a SharePoint site they may not even know is there.

THE INFORMATION IS EASIER TO FIND



Microsoft Copilot

"Find me information on Project Horizon."



Is Your Organisation Ready for Copilot?

COPILOT READINESS ASSESSMENT

Understand your Microsoft 365 environment before you roll out Copilot.



Microsoft 365 Usage

How your organisation currently uses Microsoft 365.



Data & Sharing

Where information is stored, shared and potentially overshared.



Governance & Security

Controls around access, data and safe AI adoption.



Recommendations

A detailed report with findings and practical next steps.

£1,500 READINESS ASSESSMENT

FREE

with 10+ annual Microsoft 365 Copilot licences purchased through Qlic



Scan to learn more

CLOSING THOUGHTS

Bringing It All Together

Five practical actions to take away



Adam Graham · Qlic IT

5 minutes

5 Actions to Take Away

01

Start Small

Pick one team or one repeatable task.

03

Choose Use Cases

Prioritise where the effort is heaviest today.

05

Review Governance

Agree approved tools and acceptable use.

02

Focus on Outcomes

Measure time saved and impact delivered.

04

Train Your People

Confidence matters more than licence counts.



AND ONE MORE THING

You are not alone

Our team is on hand to help you take the first step safely.

Q&A

Any
Questions?

Thank You for Joining Us!

Stay for networking - we would love to keep the conversation going!



GET IN TOUCH

Speak to Qlic IT

T: 020 3904 3464

qlicnfp.com



Book a free consultation with us



Sign up to our newsletter



10 Copilot licences: free readiness pack