

## Outlook-AI-Assistant - Quick Overview...

**Your AI assistant right inside Outlook — no switching tabs, no copy-paste, no wasted time.**

You know the drill: a customer inquiry in another language, a long email full of details, a meeting suggestion buried somewhere in the text — and you sit there working through it. Every day. Over and over.

The **Outlook-AI Assistant** puts an end to that. It sits as a slim sidebar right next to your emails and works with you, not next to you:

- **Write replies** — professional, in the right tone, in the sender's language
- **Translate emails** — the complete HTML email, formatting preserved, one click
- **Summarize** — long thread, short summary, instantly
- **Extract action items** — what needs doing, by when, how urgent
- **Archive invoices** — all PDFs automatically filed into monthly folders
- **Create appointments** — turns a meeting suggestion from an email directly into a calendar entry
- **Optional EU data processing** — on request, AI processing runs through a dedicated EU region (Frankfurt) instead of the standard route, for companies with specific data-residency requirements (GDPR)

All without ever leaving your email client. All at the push of a button.

**WORKS WITH ANY EMAIL ACCOUNT IN OUTLOOK (not just Microsoft 365 or Gmail online accounts)**

**EC GDPR-COMPLIANT: On request, AI processing can run entirely through a dedicated EU region (Frankfurt) instead of USA — selectable at registration.**

For individuals who want to work more efficiently. For teams processing hundreds of emails every day. For companies that want to give their employees real relief.

## Once you've worked with it, you'll never want to go back...

### Quick comparison: Outlook-AI Assistant vs. Microsoft Copilot for Outlook

Both bring AI directly into Outlook — the difference: Outlook-AI Assistant is a standalone, affordable specialist solution for any email account, while Copilot is an add-on license tightly bound to Microsoft 365.

| Criterion                     | Outlook-AI Assistant                                                                                          | Copilot for Outlook                                                                                                                                                                                                                                                                                                  |
|-------------------------------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Email accounts                | Any account in Outlook (IMAP, Exchange, Gmail, etc.)                                                          | Microsoft 365/Outlook.com accounts only                                                                                                                                                                                                                                                                              |
| Setup                         | Installer, ready to use immediately, no IT admin required                                                     | IT admin must assign and activate the license                                                                                                                                                                                                                                                                        |
| Extract invoices from emails  | ✓ One click, automatically filed into monthly folders                                                         | Not available as a dedicated feature                                                                                                                                                                                                                                                                                 |
| Create appointment from email | ✓ One click, straight into your calendar                                                                      | Only via the general meeting-suggestion feature                                                                                                                                                                                                                                                                      |
| GDPR / EU data processing     | Simple opt-in at registration — AI processing then runs entirely via the EU region (Frankfurt), no exceptions | Only with "EU Data Boundary" enabled (requires tenant-level configuration). Since 25 Mar 2026, "Flex Routing" is additionally on by default: during peak load, processing may temporarily occur outside the EU (US, Canada, Australia) unless an admin actively disables it (source: Microsoft Learn, as of 06/2026) |

Pricing/feature set for Copilot based on publicly available information, as of July 2026 — subject to change.

## All Websites & Links at a Glance

This overview shows all addresses related to Outlook-AI Assistant and what each one is for.

| Page            | Address                                                                                                                       | What it's for                                                                                                                                                                                                |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Home            | <a href="https://api.global-desk-ai.com/?lang=en">https://api.global-desk-ai.com/?lang=en</a>                                 | Overview and entry page with links to registration, customer portal login, and quick guide (switchable between German and English).                                                                          |
| Registration    | <a href="https://api.global-desk-ai.com/register?lang=en">https://api.global-desk-ai.com/register?lang=en</a>                 | Sign up here as a new customer: enter your company details, choose a plan (Starter/Business/Enterprise), and complete payment by credit card. Your account is activated automatically once payment succeeds. |
| Customer Portal | <a href="https://api.global-desk-ai.com/portal/dashboard?lang=en">https://api.global-desk-ai.com/portal/dashboard?lang=en</a> | Log in with email and password. Shows your token usage, lets you purchase additional tokens, and lists your past invoices.                                                                                   |
| Plugin Download | <a href="api.global-desk-ai.com/download/plugin">api.global-desk-ai.com/download/plugin</a>                                   | Always downloads the latest version of the Outlook-AI plugin automatically — no need to search for the right file.                                                                                           |

*Registration, customer portal login, password page, and dashboard can be switched between German and English anytime using the DE/ GB flag icons in the top right.*

# Outlook-AI-Assistant — Quick Guide

The AI Email Assistant appears as a sidebar on the right in Outlook. First select an email, then click the function you want.

## Settings & Token Display

At the top of the panel you'll see your current monthly quota, e.g. **"52,813 Tokens (52%)"**.

The display turns orange at 90% and red at 100% of your limit.

Use the ⚙ gear icon to open settings:

- **License key** — enter once when first using the plugin
- **Font size / plugin width** — adjust as needed
- **Language** — choose Automatic / German / English; affects menu texts, status messages, and some function results

Use the ≡ icon (next to the gear) to choose which function buttons are shown and in what order — fully customizable to your needs.

## Features at a Glance

| Button                           | What it does                                                                                                                                                                                                                      |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ↩ Write reply                    | Automatically drafts a reply in the language of the original email                                                                                                                                                                |
| ⚡ Quick replies                  | 3 ready-made reply options to choose from (friendly / direct / formal)                                                                                                                                                            |
| ✉ Write new email                | Enter a subject and a few bullet points — the assistant writes the complete email                                                                                                                                                 |
| Create meeting invitation        | Reads meeting suggestions from an email and creates a calendar entry directly                                                                                                                                                     |
| ➡ Forward Email                  | Only asks for the recipient's name (not an email address), writes a short personal summary addressed to that name, and opens a normal Forward window with the original quoted below. Attachments are carried along automatically. |
| ⚡ Rate importance                | Rates the email's priority (High/Normal/Low) with a brief reason, and also sets Outlook's own importance flag on the email                                                                                                        |
| 🗣 Tone                           | Rewrites the current text in the chosen tone (Formal, Friendly, Direct, ...)                                                                                                                                                      |
| 🎓 Coaching feedback for my email | Gives feedback on tone, clarity, and impact of the current draft (e.g. where something might sound unfriendly or unclear) — the draft itself stays unchanged                                                                      |
| ✎ Improve selected text          | Highlight a section of text directly in an already-open email window (e.g. a reply or new email) — replaces ONLY that section, the rest of the email stays untouched                                                              |
| ✂ Shorten email / text           | Trims the selected email or current text down to the essentials                                                                                                                                                                   |
| ≡ Summarize email                | Summarizes the email in a few sentences — in the language of the original email                                                                                                                                                   |
| Summarize thread                 | Summarizes the entire email conversation chronologically, from oldest to newest                                                                                                                                                   |

|                                                                                             |                                                                                                                                              |
|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Read attachment                                                                             | Reads PDF/Word/text attachments and summarizes their content                                                                                 |
| <input checked="" type="checkbox"/> Action items                                            | Extracts to-dos and deadlines from an email                                                                                                  |
| Search & analyze emails/calendar                                                            | Searches your mailbox and/or calendar by keyword or time range and answers your question about it                                            |
| Extract invoices                                                                            | Finds invoice emails within the selected time range, saves PDFs into monthly folders (YYYY-MM), and opens the destination folder in Explorer |
|  Translate | Translates the selected email into your chosen target language (preserving HTML formatting)                                                  |
| ↑ Insert into Outlook                                                                       | Inserts the result into a new email or reply window (automatic for most features)                                                            |

## Tips

- In the “Instructions (optional)” field, you can add extra guidance (e.g. “short and formal”)
- Replies, summaries, and translations are automatically written in the language of the original email — regardless of the plugin's display language setting
- Internal notes like action items or the invoice export report, on the other hand, follow the plugin's display language setting (gear icon), since they're meant for you and aren't sent to the original sender
- With “Extract invoices”, PDFs are automatically filed into monthly folders — Explorer opens by itself afterward
- The token display at the top updates automatically after every action and turns orange or red when usage is high
- The plugin automatically checks in the background (at least every 4 hours) whether a newer version is available, and if so shows a yellow banner at the top of the panel — clicking it opens the download link
- Use the ☰ icon at the top of the panel to customize which function buttons are shown and in what order — changes take effect immediately, no Outlook restart needed
- The last-selected tone (Formal/Friendly/Direct/...) stays saved — even after closing and restarting Outlook
- In “Search & analyze emails/calendar”, you can narrow the search to a single account, all accounts, or just the currently open folder; the date range filter now applies to emails as well as the calendar.
- The “Include email body” option controls whether the full email text is read while searching (more accurate, but takes much longer) or just sender/subject/date (faster) — off by default.

## Registration – New Access for Your Company

A new company can register independently at the address from the link overview above, with no need to contact Global-Desk beforehand.

### Registration Process

- **Choose a plan - Starter, Business, or Enterprise, each with its own monthly token quota. For Starter and Business this quota applies per user; for Enterprise it's a single shared quota for the entire company.**
- Choose a data region (optional) — standard route or a dedicated EU region (Frankfurt) for companies with specific GDPR data-residency requirements
- **Enter company details** — company name, contact person, contact email
- **Company or individual** — for companies, a VAT ID can optionally be provided
- **Address** — enter your billing address
- **Set up portal access** — email address and a password of your choice for later customer portal login
- **Complete payment** — you'll be redirected to a secure payment page; your account is activated automatically once payment succeeds

Right after activation, you'll receive a confirmation email with your personal license key, plus links to the customer portal and the plugin download.

Note on Enterprise: unlike Starter and Business, the Enterprise plan's monthly token limit is not tracked per Windows user but as a single shared pool for the whole company - all employees share this one quota.

Note on the EU region: if the EU region is selected during registration, all AI processing runs verifiably within the EU (Frankfurt) instead of via the standard route — useful for companies that need EU data residency for GDPR reasons. The region can be changed later via Global-Desk if needed.

## Customer Portal

The customer portal gives you an overview of your monthly token usage and usage broken down by Windows user and email account. It's accessible from any browser — no Outlook needed, from anywhere.

### Access

|             |                                                                                                                                             |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Login       | Email address + password (chosen during registration, or provided by Global-Desk)                                                           |
| First login | For manually created accounts, a temporary password must be changed at first login (min. 8 characters, upper/lower case, special character) |

### What You See in the Portal

- **Tokens this month** — how many tokens have been used so far and what percentage of your limit that represents
- **Monthly trend** — token usage over the last 12 months
- **Usage by Windows user - which employee used how many tokens, and with which email account (for Enterprise: shown for visibility only - the limit applies company-wide, not per person)**
- **Purchased add-on tokens** — how many additionally purchased tokens are still available
- **Purchase history** — all past top-up purchases with date and a direct link to the corresponding invoice



## Purchasing Additional Tokens

If a user's monthly quota isn't enough, an additional token quota for that user can be purchased directly in the customer portal. Clicking "Buy more tokens" leads to a secure payment page; once completed, the additional quota is available immediately and is used automatically once the regular monthly limit is used up. Purchased add-on tokens never expire.

## Invoices

Every payment — both the monthly subscription fee and any top-up purchase — automatically generates an invoice that's sent by email. All invoices can also be viewed anytime in the customer portal and downloaded there as a PDF.

## Plugin Download

You can download the latest version of the Outlook-AI plugin anytime via the link from the overview on page 2. The link always automatically delivers the newest available version — no manual version check needed.

## Security

- After 3 failed attempts, the account is locked for 15 minutes
- The session is valid for 8 hours and then expires automatically
- The portal is secured via HTTPS — the connection is always encrypted

*For questions or issues, contact Global-Desk GmbH — [office@global-desk.com](mailto:office@global-desk.com)*