

TMS105 - Microsoft Teams for Email Addicts

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"Psst! Buddy - you wanna check your email?"

Introductions...



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If all else fails: <http://johnpeluso.me>



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Where we're going...

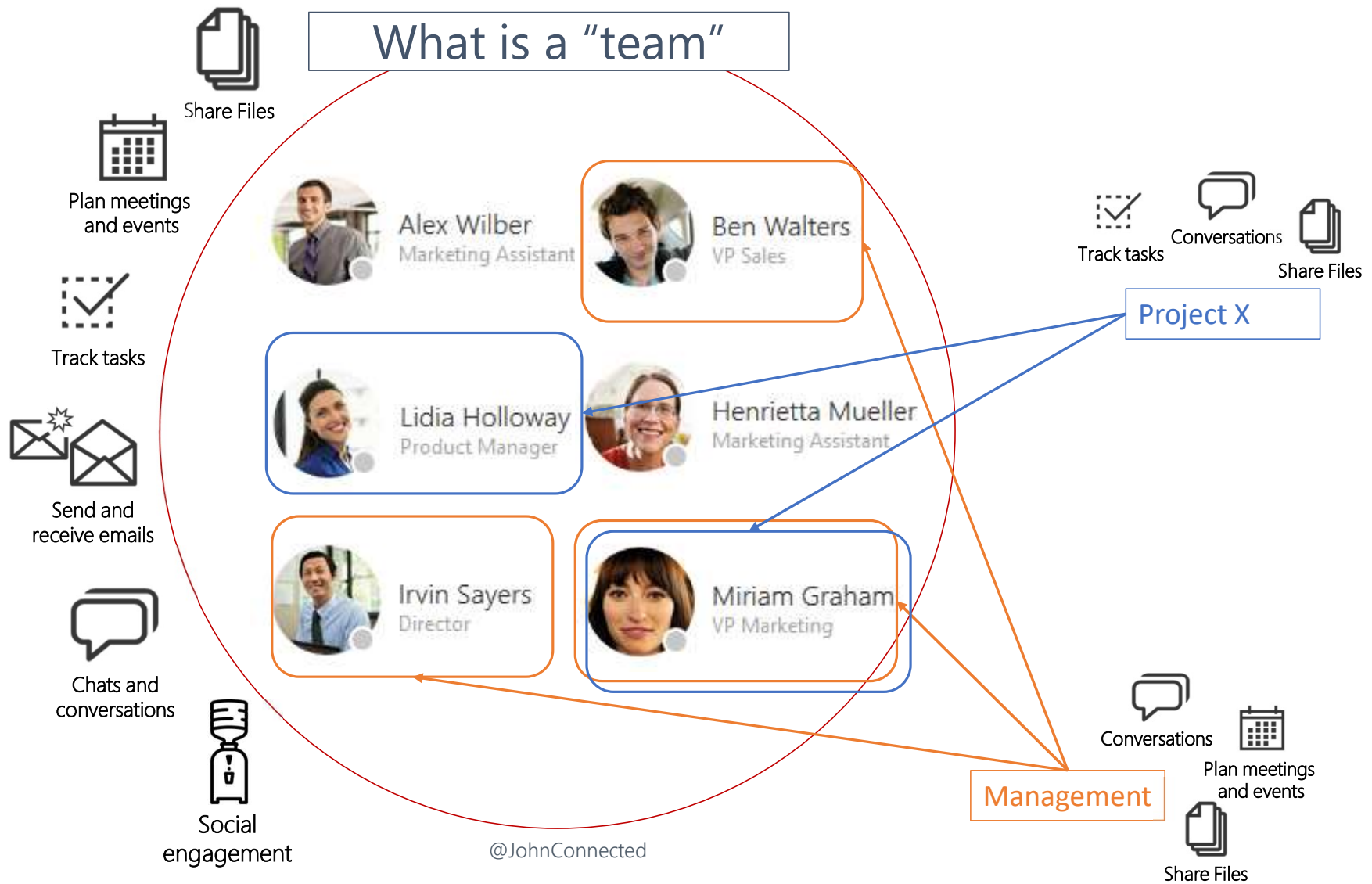
- Teamwork primer
- Microsoft Teams in the wild
- The email vs. Teams thing..



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Let's Back Up a Bit...





Teamwork

The landscape has changed

2x

More collaboration

People work on twice as many teams and spend 50% more time collaborating



Internal, external & remote

People need to connect and communicate across organizations, locations & time zones



Diverse workforce

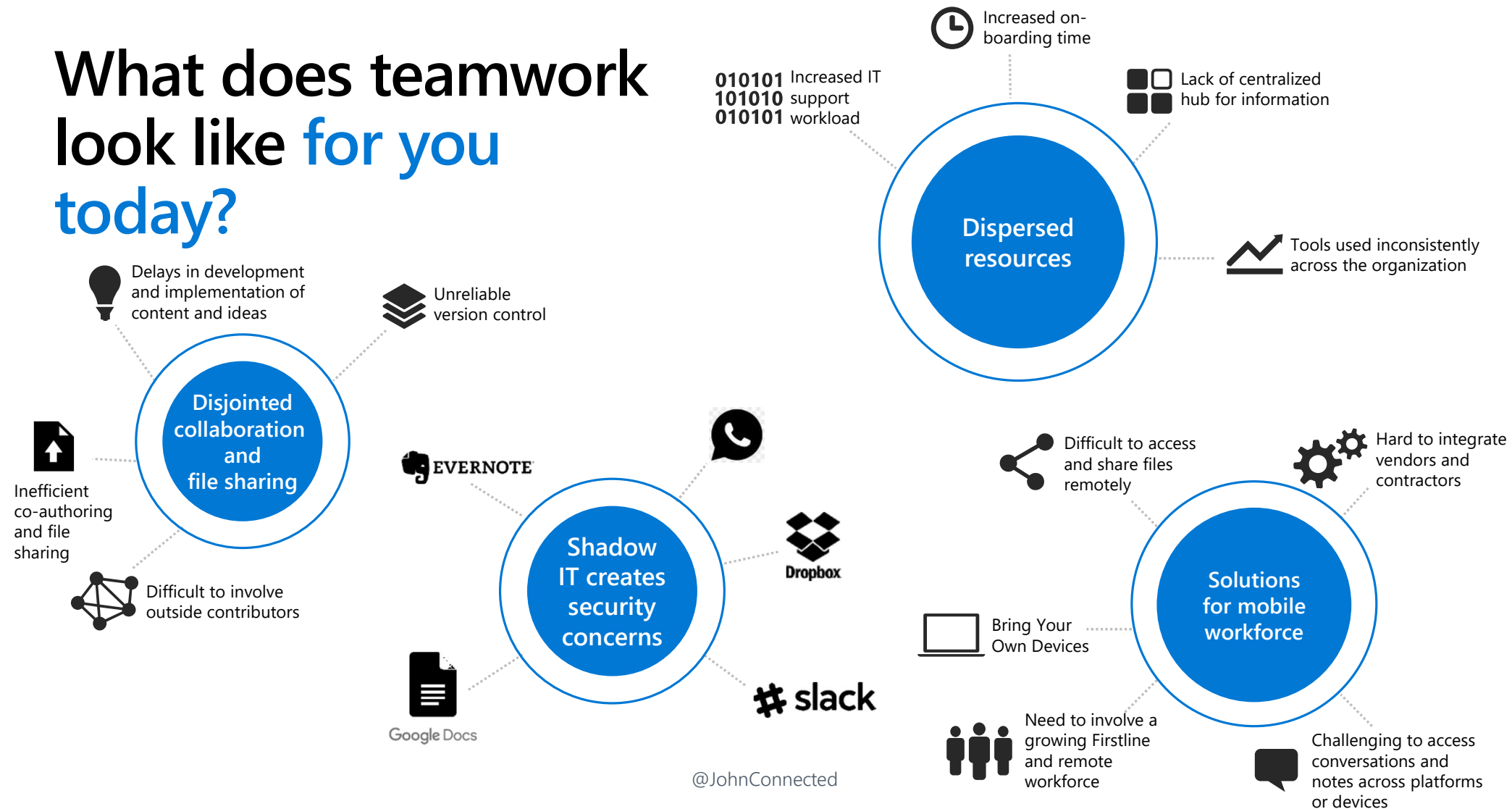
People have different expectations, preferences, skillsets and abilities



Employee engagement

Globally, employee engagement is 15%, but at the best performing companies, 70% of employees are engaged and profits are 21% higher

What does teamwork look like **for you** today?



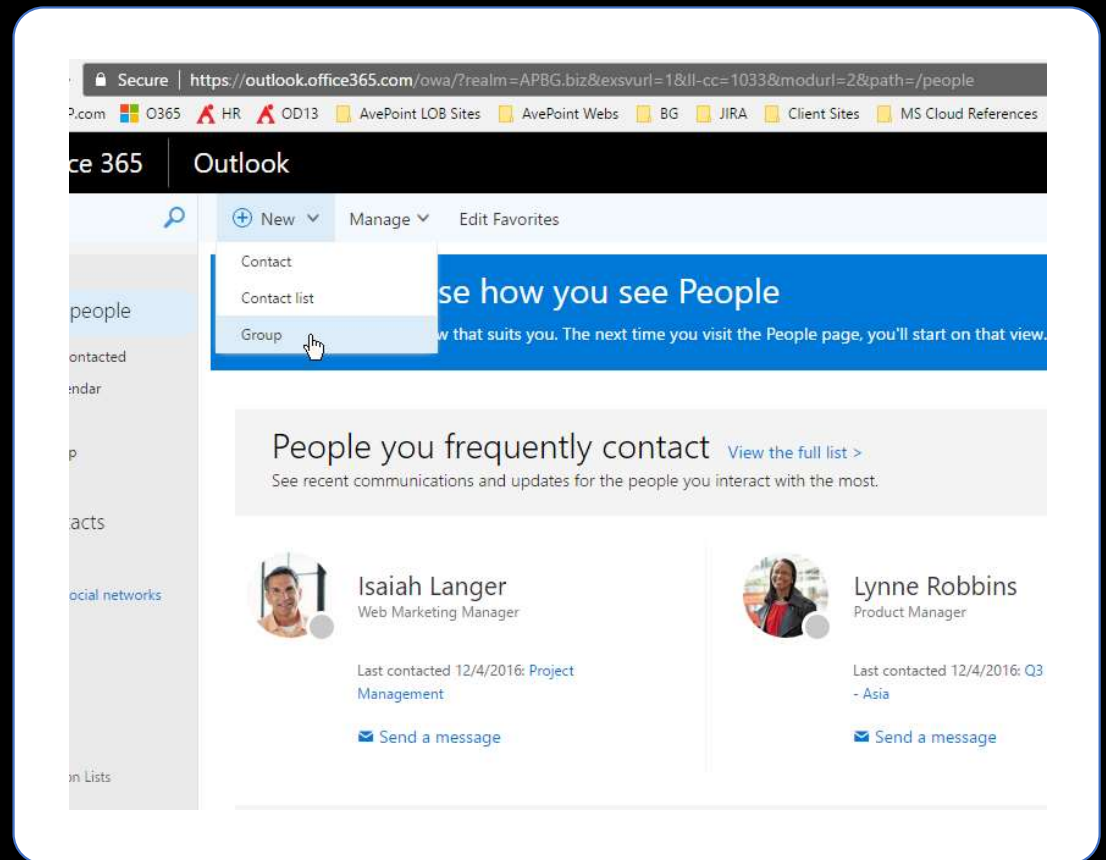
What is a “Team” in Office 365?



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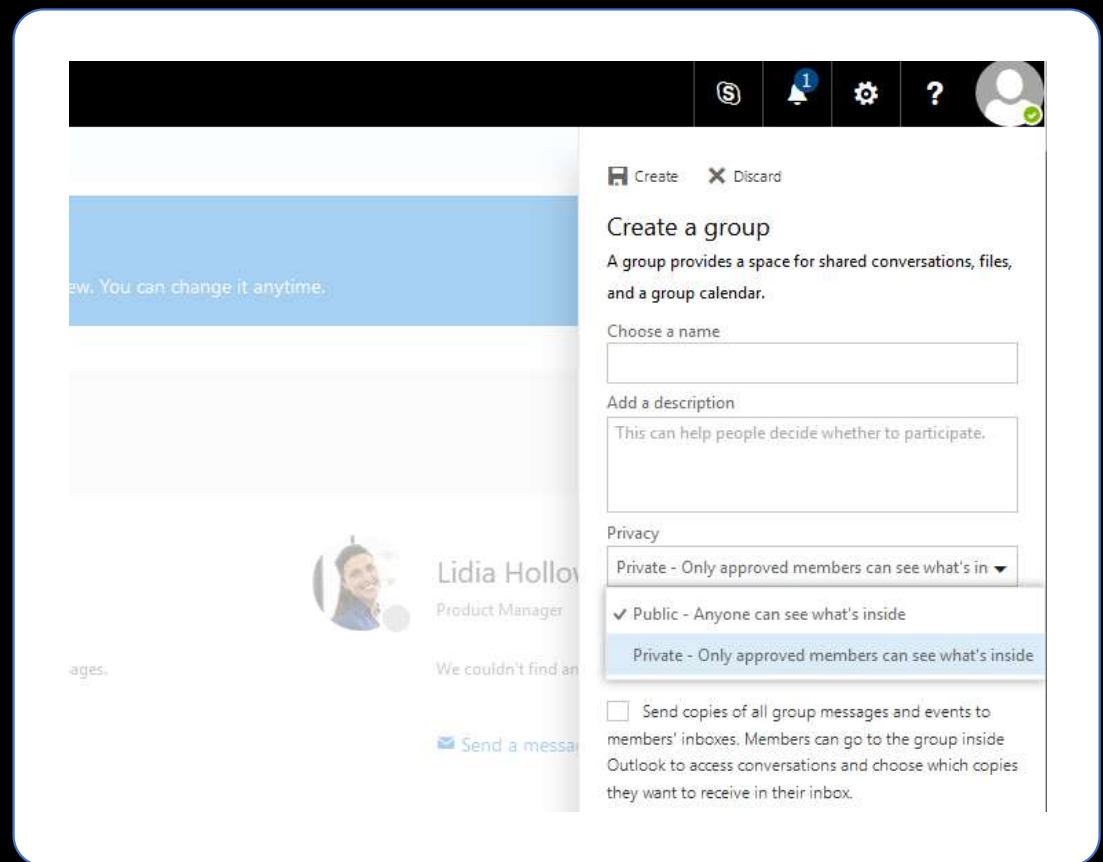
A “defined group of people” ...

- A “Group” object in Azure Active Directory
- Can contain only USERS, not other groups
- Multiple “entry points” to create
- Microsoft’s preference is “self-service”
- Simple roles–
- “Owners” and “Members”



“Appropriate” transparency...

- “Private” Groups allow access and edits only to members and owners
- “Public” Groups allow access and edits to EVERYONE in the organization
- Privacy can be changed later
- Groups can be “unlisted” so even their names are not visible to non-members



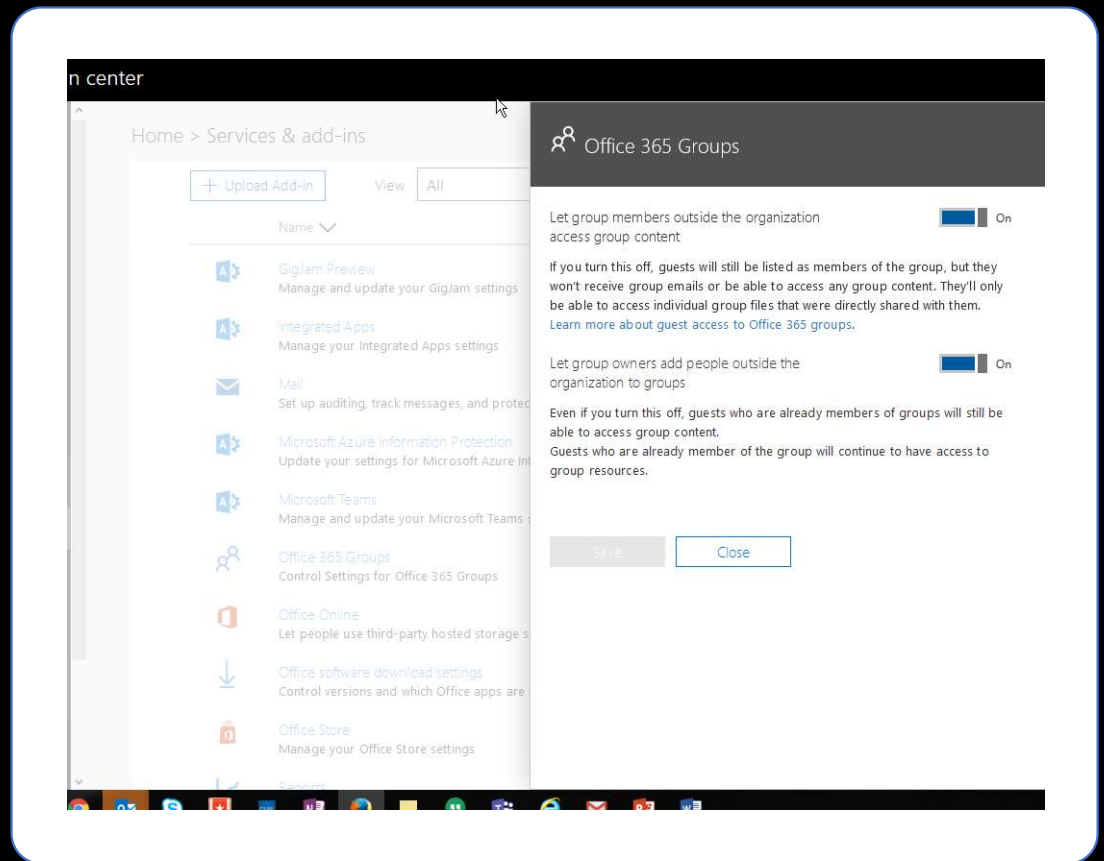
Collaborating
internally and
externally

As with SharePoint and OneDrive, organizations can enable external access to Groups

External user invitations can be centrally managed by admins or available to Group owners

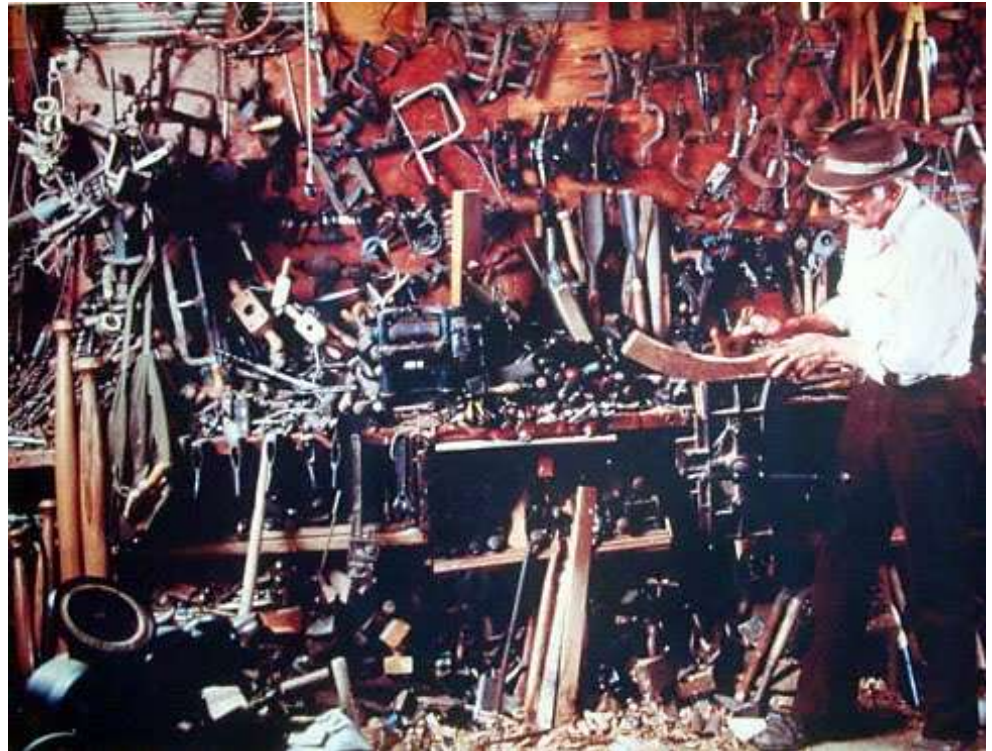
Collaborating internally and externally

- As with SharePoint and OneDrive, organizations can enable external access to Groups
- External user invitations can be centrally managed by admins or available to Group owners



Equipped with
tools...

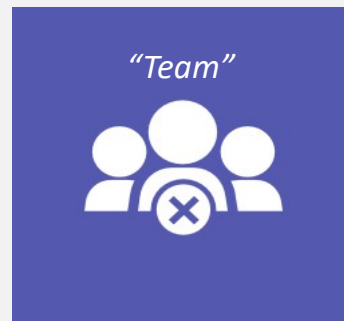
- This is where it gets complicated...



"Flavors" of Office 365 Groups



*Conversations
happen in the
Group Mailbox*



*Conversations
happen in
"Channel
Conversations"*



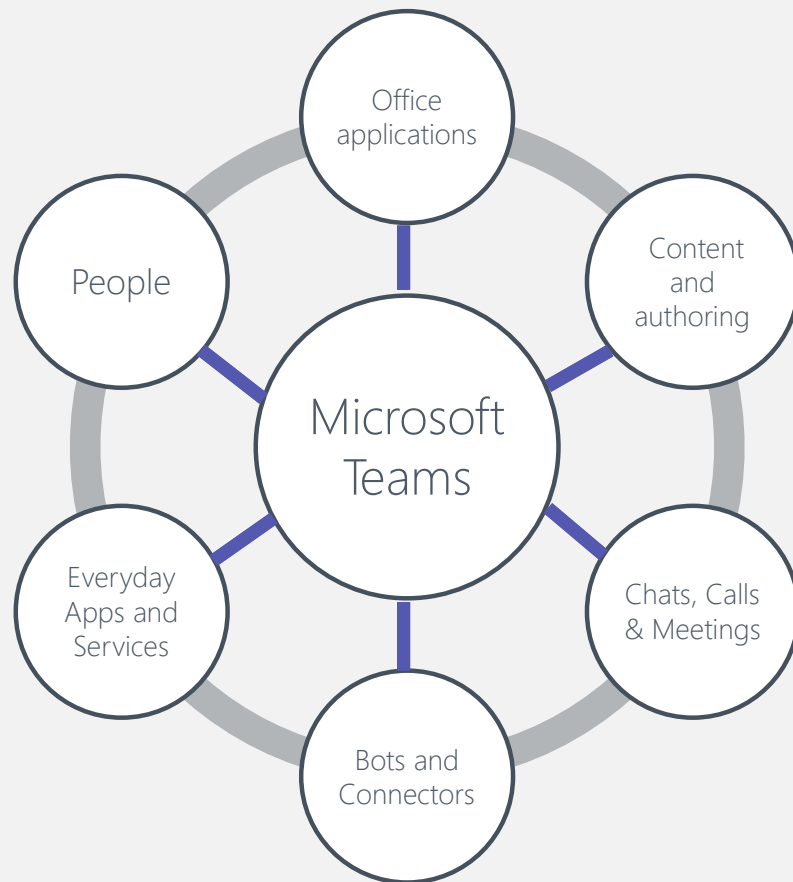
*Conversations
happen in
Yammer posts*

Not currently in GCC environments

Why Microsoft Teams?



Microsoft Teams – The Hub for Teamwork



Communicate: Chat, calls & meetings for today's teams



Collaborate: Deeply integrated Office 365 apps



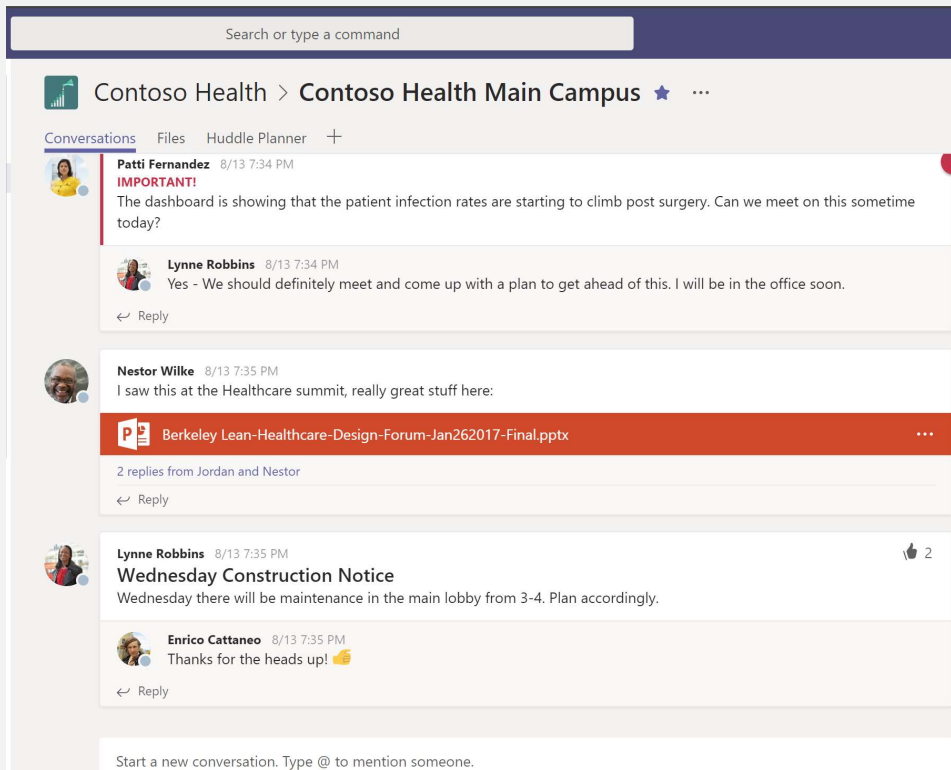
Customize & Extend: 3rd party apps & existing systems



Work w/ Confidence: Enterprise security, compliance & manageability

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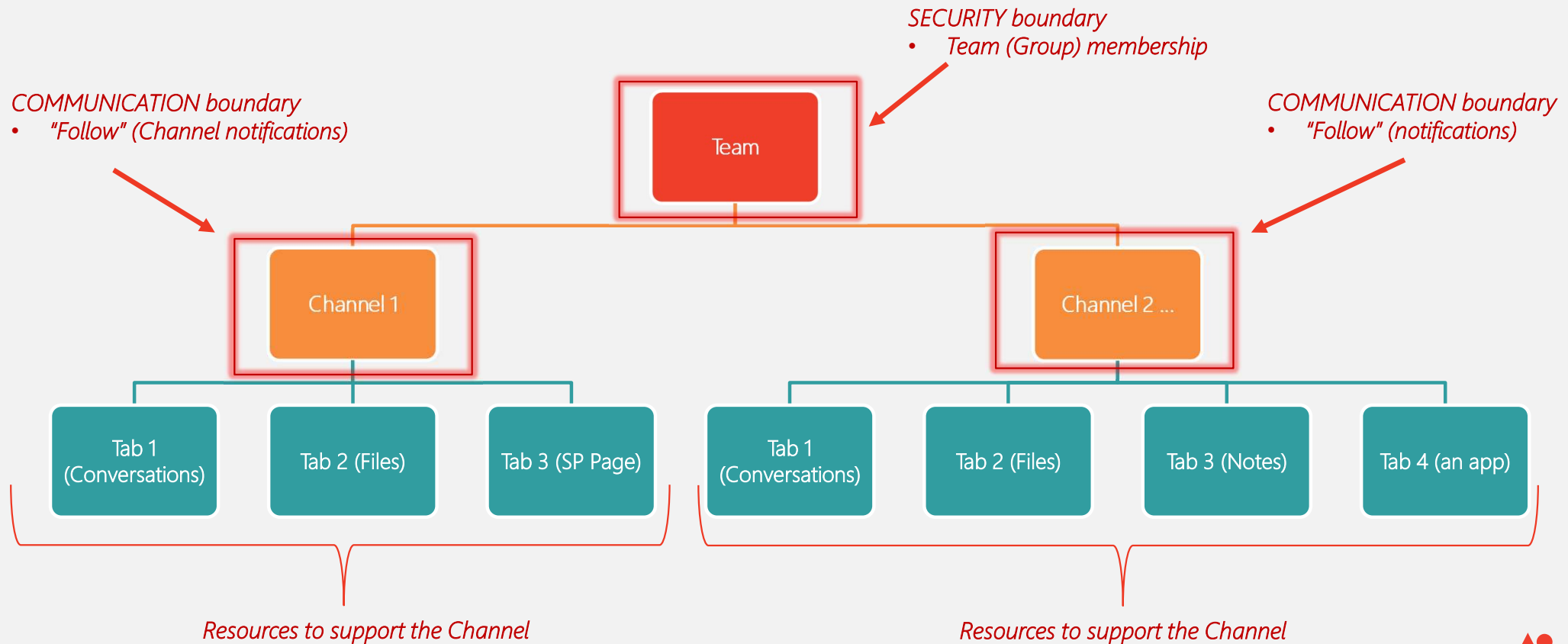
“Conversations” are at the heart of Team collaboration



- Follow/unfollow channel to be notified of all activity
- @Mention people or the Team to alert them to your message regardless of their follow status
- Only users that have favorited a channel get notified if you @Mention the Channel itself

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Teams with “standard” channels...



Teams with “private channels”...

*“Standard Channel”
COMMUNICATION
boundary*

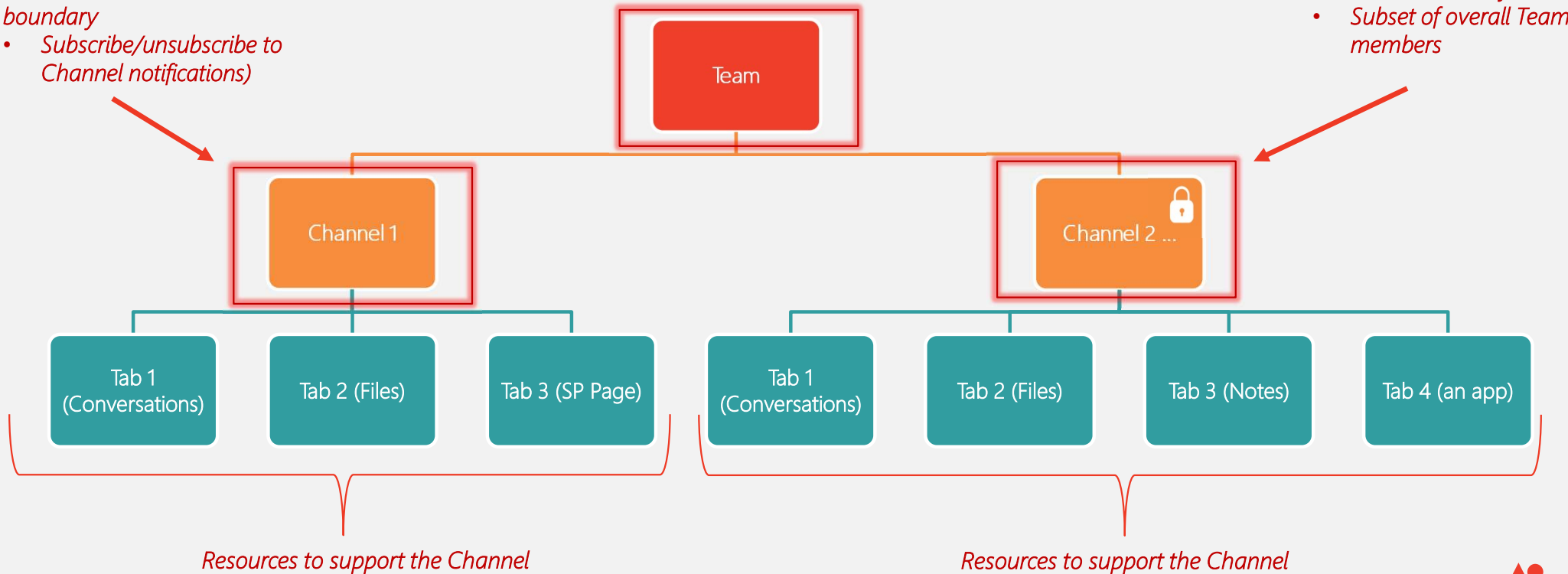
- *Subscribe/unsubscribe to
Channel notifications)*

SECURITY boundary

- *Team (Group) membership*

*“Private Channel”
SECURITY boundary*

- *Subset of overall Team
members*



The “hub” for teamwork...

The screenshot displays the Microsoft Teams interface. On the left sidebar, the 'Favorites' section contains a list of channels. A red box highlights the 'US-PubSec' channel, with a red arrow pointing to it from the text 'The TEAM'. A teal box highlights the 'Knowledge Channel' and its sub-channels, with a teal arrow pointing to it from the text 'The Team's CHANNELS'. The main area shows the 'US-PubSec > Knowledge Channel' page. An orange box highlights the channel tabs (Conversations, Files, AP Wiki, AP University, L&L Planner, Resources, 1 more), with an orange arrow pointing to it from the text 'Channel TABS'. The channel post is dated July 26, 2018, and includes a message about following the group in Outlook, accompanied by a screenshot of an Outlook interface.

The TEAM

The Team's CHANNELS

Channel TABS

US-PubSec

General

FED Sales

Knowledge Channel

Lan Lane (S&AD)

Marketing Events

Partner Program

US-PubSec > Knowledge Channel

Conversations Files AP Wiki AP University L&L Planner Resources 1 more +

July 26, 2018

Following Group Emails in Outlook

Hey US-Federal,

Quick reminder, be sure to "follow" the US-Federal Group in Outlook so you receive emails sent to the distro in your inbox. You can find instructions [HERE](#) or take a look at the screenshot below. Taylor will be sending out important messages via these distros so please follow ASAP if you're not already.

See more

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Understanding the SharePoint and Teams relationship

The screenshot displays the Microsoft Teams interface. On the left is a dark navigation bar with icons for Activity, Chat (with a red '2' badge), Teams (with a red '@' badge), Meetings, and Calls. The main area shows the 'BGLeads' group, which is a 'Private group'. Below the group name is a list of channels: 'General' (selected), 'BG Virtual Stand-up', 'BG-Dev Workshop 2018', 'GTM-Sales', 'Product Strategy', 'Project Tasks', 'SP 2019', 'Technical Partnerships', and '2 more channels'. On the right, the 'Documents' library for the 'BGLeads' group is shown. It includes a toolbar with options: '+ New', 'Upload', 'Quick edit', 'Sync', and 'Export to Excel'. Below the toolbar is a table of documents.

Name	Modified
BG Virtual Stand-up	July 16
BG-Dev Workshop May 2018 C...	April 24
Field Feedback	March 15
General	November 17, 2017
GTM-Sales	August 14, 2017
Product Strategy	August 14, 2017
Project Tasks	6 days ago
SP 2019	July 3
Technical Partnerships	August 14, 2017

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DEMO:
Microsoft Teams in the wild...



That's great but...



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My
Inbox
Today...



Help users understand WIIF THEM

Your email...

- Forces YOU to separate your inbound communication
- Requires YOU to configure complex rules to ensure relevant information is surfaced and noise is reduced
- Notifies you on ALL new messages
- EVERY message goes into a recipient's mailbox

A team...

- AUTOMATICALLY separates your inbound communication into Channels
- Let's you TUNE IN to what you care about and tune out what you don't
- Notifies you only for messages you EXPLICITLY care about
- @mentions allow you to poke recipients only when relevant

And IT organizations benefit as well...

Email-focused approach

- Difficult to get users to store files where they belong
- Storage burden of duplicate attachments
- Data governance and security spread across multiple systems
- Burden of creating and managing distribution lists

Modern collab with Teams

- Files seamlessly routed in normal conversation flow
- File access from threaded conversation, pin important files to channel tabs
- O365 platform retention and security features have you covered
- Self-service approach *can* improve agility and admin efficiency when done right



**What we're
all realizing
about Teams
adoption...**

"Empty" deployments are trouble

May see some early adoption spikes but soon drops off and hard to get users back

Need "gravity" to get sustained active usage

With "Daily Active Usage" as a goal, Teams needs to be hosting real business processes, not general collaboration

Most business processes require APP support

Apps can drive usage by making Teams usage easier, more efficient, and more business process focused

Find those business scenarios Teams can transform!

Project Management

Manage your project team, streamline meeting communications, collaborate on budgets, deliverables, and feedback.



Sales

Get an overview of your Sales team's activities. Collaborate and deliver proposals with input from different stakeholders. Manage sales planning and training.



Marketing

Plan and deliver marketing campaigns and go-to-market activities with participation from internal and external stakeholders. Plan events and manage event communications and logistics.



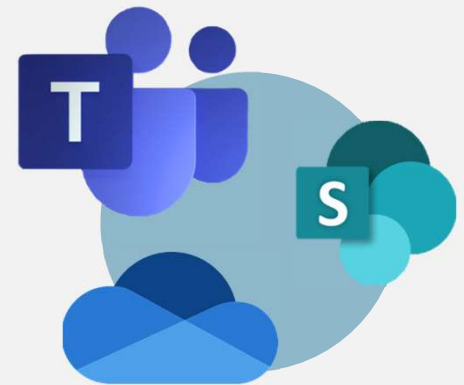
Human Resources

Manage team request, recruitment, performance reviews, and training across departments.



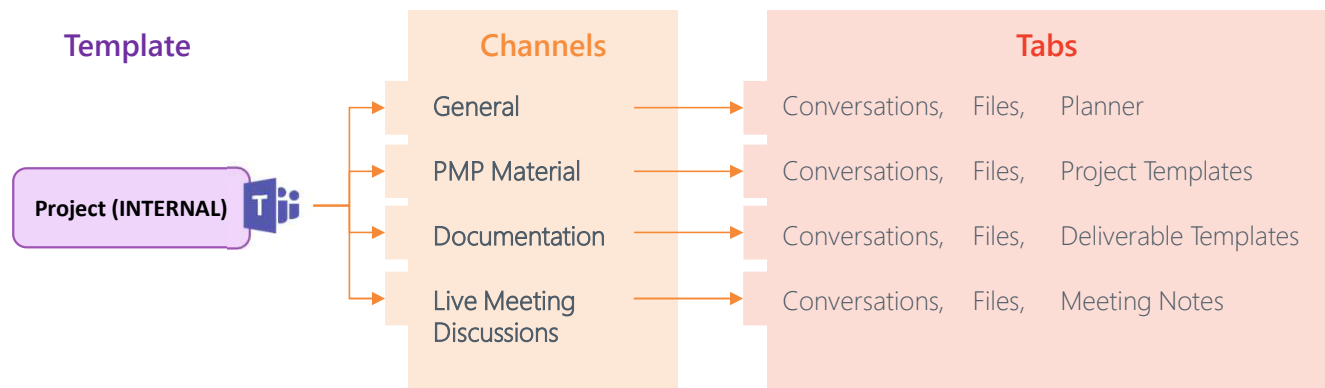
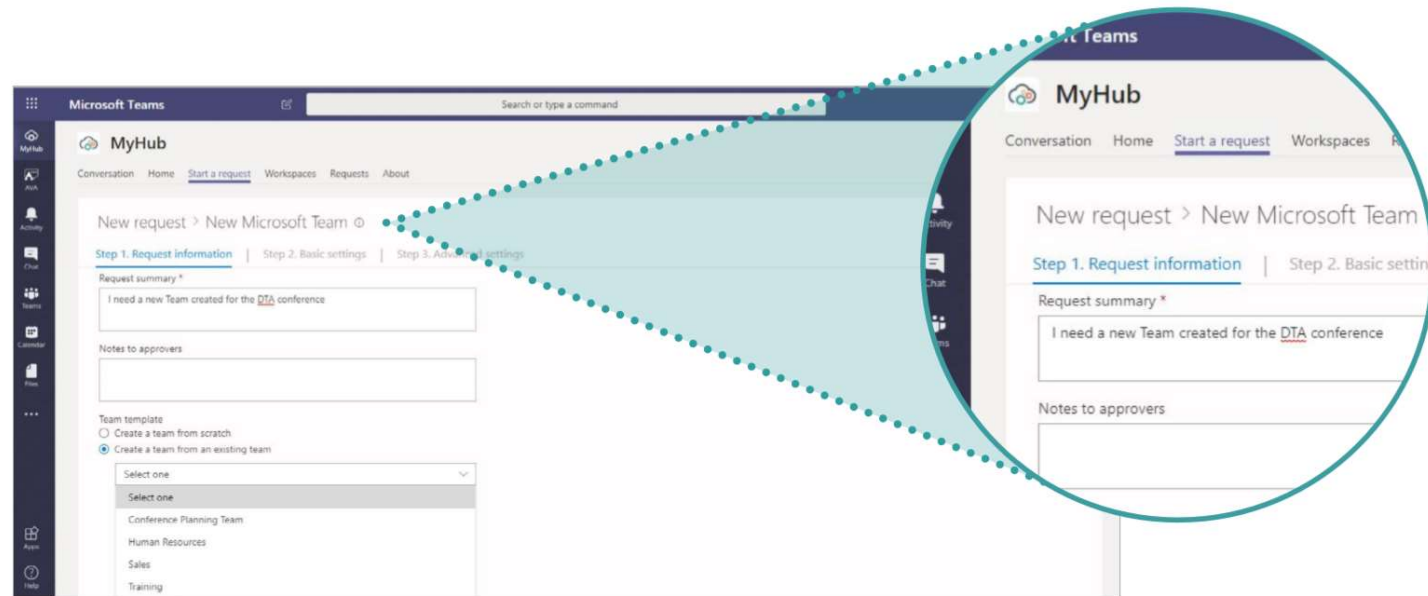
Legal

Have a place for legal team members to raise questions and ask advice, store key documents, manage Legal Matters, and more.

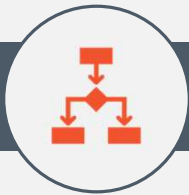


Make it easy to choose the right template

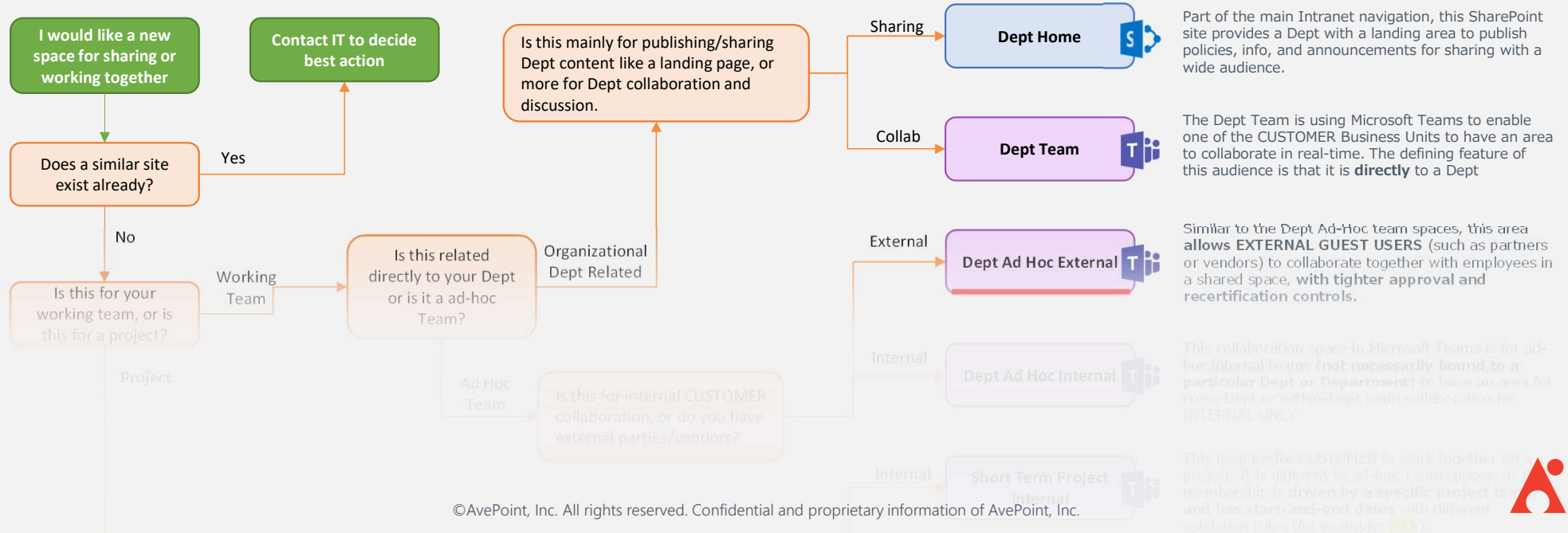
- Users can make self-service requests from available workspace templates that are relevant to them
- Workspaces can come pre-configured with channels, tabs, and bots



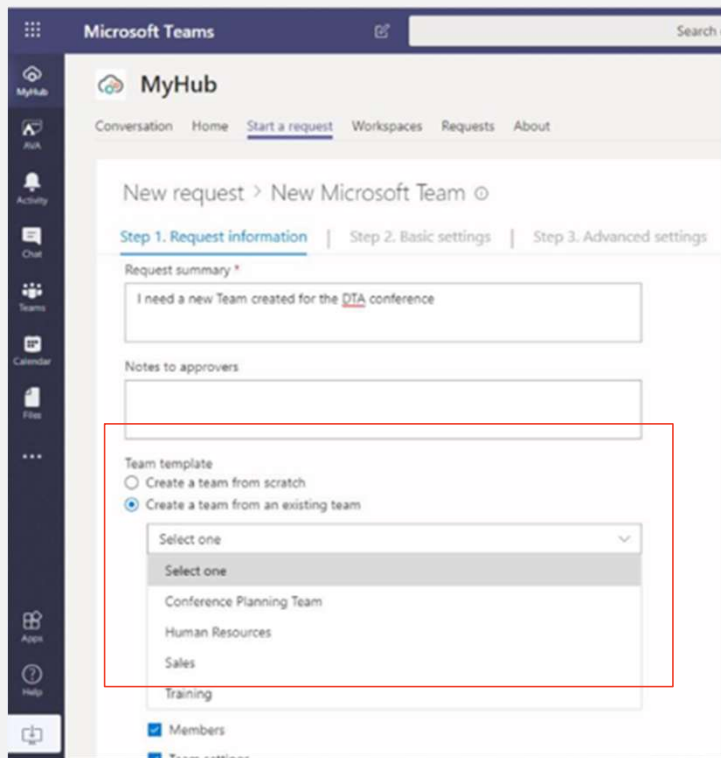
Decision Trees Map the Business to the Templates



Helps with adoption making it easy for users, and helps clarify IT Governance



Example: Request and Track Workspaces



The screenshot shows the Microsoft Teams 'New request' form. The form is titled 'New request > New Microsoft Team'. It has three steps: 'Step 1. Request information', 'Step 2. Basic settings', and 'Step 3. Advanced settings'. The first step is active. The form includes a 'Request summary' field with the text 'I need a new Team created for the DTA conference'. Below this is a 'Notes to approvers' field. The 'Team template' section has two radio buttons: 'Create a team from scratch' and 'Create a team from an existing team'. The second option is selected. Below the radio buttons is a dropdown menu with the text 'Select one' and a list of options: 'Conference Planning Team', 'Human Resources', 'Sales', and 'Training'. The dropdown menu is open, showing the list of options. A red box highlights the 'Create a team from an existing team' radio button and the dropdown menu.

- Harness the power of Microsoft Teams templates to empower employees & improve employee engagement.
- Quickly spin up a new team with the appropriate pre-set channels, bots and integrated apps.
- Maintain operational oversight in Office 365 while still allowing your employees the freedom to collaborate securely.



But...



Teams sucks for non-team member communication

- Email is still the only way to converse *outside* of the Team
- Teams do not show in the GAL by default, so you lose the DL concept
- Internal conversations based on email received tend to stay in the inbox instead of Teams

Making Lemonade...



Mitigating the email to Teams handoff

- Consider Guest Access “external inner loops”
- Enable Teams to show in GAL via PowerShell
`Set-UnifiedGroup -Identity “TeamName” -HiddenFromAddressListsEnabled $false`
- Educate users on the “Email a Channel” feature
(*NOT in GCC!*)

But it's getting better!!!



Coming early 2020...

Sharing from Outlook to Teams!

The screenshot displays the Microsoft Outlook application window. The title bar reads "Inbox - MeganB@MSIgnite2019a.OnMicrosoft.com - Outlook". The ribbon at the top includes tabs for File, Home, Send / Receive, Folder, View, and Help. The "Home" tab is active, showing various email actions like New Email, Delete, Reply, Forward, and Move. A red rectangle highlights the "Share to Teams" button in the ribbon, which is located next to the "Send to OneNote" button. Below the ribbon, the left sidebar shows the "Favorites" section with "Inbox" selected. The main pane displays an email from Lee Gu to Megan Bowen, dated Tuesday, 10/29/2019 5:25 AM. The email subject is "Website updates". The body of the email starts with "Hi Megan," and mentions "Website Copy v3.docx" and "Design Guidelines.pptx". The "Share to Teams" button is highlighted in the ribbon.

File Home Send / Receive Folder View Help Tell me what you want to do

New Email New Items Delete Archive Reply Reply All Forward Move Move to: ? To Manager Team Email Rules Assign Policy Categorize Follow Up New Group Browse Groups Search People Address Book Filter Email Read Aloud Get Add-ins Send to OneNote Share to Teams Insights

Search Current Mailbox Current Mailbox

Focused Other By Date

Today

Lee Gu Website updates Hi Megan, I wanted to touch

Yesterday

There's new activity in ... You have 1 message, 1 mention Social Media Lets use this Mon 8:56 AM

Last Week

Nestor Wilke Sales Team Weekly Meeting Fri 10/25

There's new activity in ... You have 2 mentions Hi Launch Event, here is the Thu 10/24

VC210 Staff Meeting Thu 10/24 Your request was accepted.

Aya Tange in Teams Aya sent a message Awesome - looking forward to Tue 10/22

Marissa Salazar Lunch? Tue 10/22

You have new message... Nestor and Marissa sent 2 m... Tue 10/22 Does anyone have a

Website updates

Lee Gu <LeeG@MSIgnite2019c.OnMicrosoft.com> To Megan Bowen

Website Copy v3.docx 166 KB Design Guidelines.pptx 7 MB

Action Items Get more add-ins

Hi Megan,

I wanted to touch base on the design updates to our website we discussed last week. I've attached our design guidelines, as well as some website copy I've been working on.

Will you speak with your team and let me know if it's something you think you can help us with? Thanks!

Items: 34 Unread: 16 All folders are up to date. Connected to: Microsoft Exchange 100%

Replying to Teams messages in Outlook!

The screenshot displays the Microsoft Outlook interface. The left sidebar shows the 'Inbox' with 57 items. The main pane shows an email from 'Marissa Salazar in Teams' with the subject 'Marissa mentioned you in Project Tailspin > Design'. The email body contains a Teams message from Alex Wilber to Marissa Salazar, dated 1 day ago. The message text is: 'Hi all. I'm working on finalizing the overall event planning docs. Does anyone have a few minutes to review them with me?'. Below the message, there are buttons for 'Reply' and 'Go to conversation'. The right sidebar shows a vertical list of icons for actions like delete, reply, and forward. The bottom status bar indicates 'Items: 57', 'Unread: 57', and 'Reminders: 18'.

Marissa mentioned you in Project Tailspin > Design

MS Marissa Salazar in Teams <noreply@email.teams.microsoft.com>
To: Alex Wilber
Mon 11/4/2019 8:28 PM

If there are problems with how this message is displayed, click here to view it in a web browser.

Microsoft Teams

Hi, Alex

Your teammates are trying to reach you in [Microsoft Teams](#)

Marissa mentioned you in Project Tailspin > Design

Alex 1 day ago
Hi all. I'm working on finalizing the overall event planning docs. Does anyone have a few minutes to review them with me?

Marissa 10 minutes ago
Alex I think we should work a customer co-create session into the morning. I can put something together.

[See More](#)

[Reply](#) [Go to conversation](#)

Install Microsoft Teams now

[iOS](#) [Android](#)

This email was sent from an unmonitored mailbox. Update your email preferences in Teams.

Keep up on what's coming in Teams

Microsoft 365 Roadmap

Get the Latest Updates

Microsoft 365 is a complete, intelligent solution, including Office 365, Windows 10, and Enterprise Mobility + Security, that empowers everyone to be creative and work together, securely.

Search for a product, release or specific update

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Products —

- ☐ Enterprise Mobility + Security +
- ☒ Office 365 —
 - ☐ Microsoft 365 admin center
 - ☐ Microsoft Excel
 - ☐ Microsoft OneDrive for Business
 - ☐ Microsoft Outlook
 - ☐ Microsoft SharePoint
 - ☒ Microsoft Teams
 - ☐ Microsoft Forms
 - ☐ Microsoft Planner
 - ☐ Microsoft StaffHub
 - ☐ Microsoft Sway

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☐ Windows 10 +

Platform +

Cloud Instance —

- ☐ Education
- ☐ GCC
- ☐ GCC High
- ☐ GCC High/DOD
- ☐ Germany
- ☐ Worldwide (Standard Multi-Tenant)
- ☐ All environments

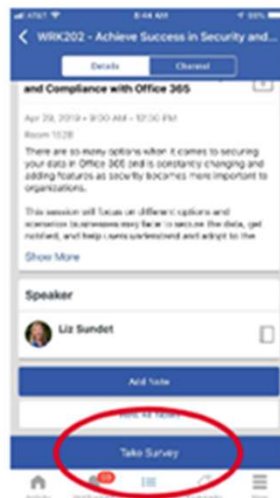
Showing 67 updates: Microsoft Teams

[Download](#) [Share](#) [RSS](#)

	In development 13	Rolling out 3	Launched 51
Description	Status	Products	Release
Microsoft Teams: Team Templates	In development	Microsoft Teams	November CY2018
Chat made accessible with the Immersive Reader	Launched	Microsoft Teams	October CY2018
Convey more with image annotation	Launched	Microsoft Teams	October CY2018
Manage Teams from Admin Center	Launched	Microsoft Teams	October CY2018
Microsoft Teams Admin Roles	Launched	Microsoft Teams	October CY2018
Create an org-wide team (for up to 1,000 users) in Microsoft Teams	Launched	Microsoft Teams	October CY2018
Microsoft Teams - Enable VTC Interop Services	In development	Microsoft Teams	October CY2018

<https://www.microsoft.com/en-us/microsoft-365/roadmap?rtc=1#abc&filters=Microsoft%20Teams>
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Please Don't Forget to Fill Out Your Session Surveys!



1

Click on the 'Agenda' button in the app

2

Select the session you wish to review

3

Click on the 'Take Survey' button at the bottom of the page

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eBook

Office 365 and SharePoint Migration Checklist

Master Microsoft migration with this simple and comprehensive checklist.

[Learn more](#)

Webinar - October 25, 6:00AM

Don't Know Which Microsoft Collaboration Tool to Use? You're Not Alone

Learn when to use which Microsoft collaboration tool

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Webinar - October 29, 11:00AM

Supercharging Microsoft Teams With NEW SharePoint Features

Learn what's new with SharePoint and how and when to integrate it with Teams.

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Webinar - October 31, 11:00AM

Ask Us Anything: Migrating Smarter, Not Harder

Solving problems before they occur in your Office 365, SharePoint migration

Webinar - October 30, 11:00AM

Compliant Migration with DocAve Migrator

Don't let your migration become a migraine. Ensure compliance for GDPR, HIPPA, PII, and other regulations.

eBook

Waiting List- SharePoint 2019 Server Handbook

Sign up for the "SharePoint Server 2019 Handbook" waiting list today and be among the first to receive our comprehensive eBook.

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ขอขอบคุณ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem