

# 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...

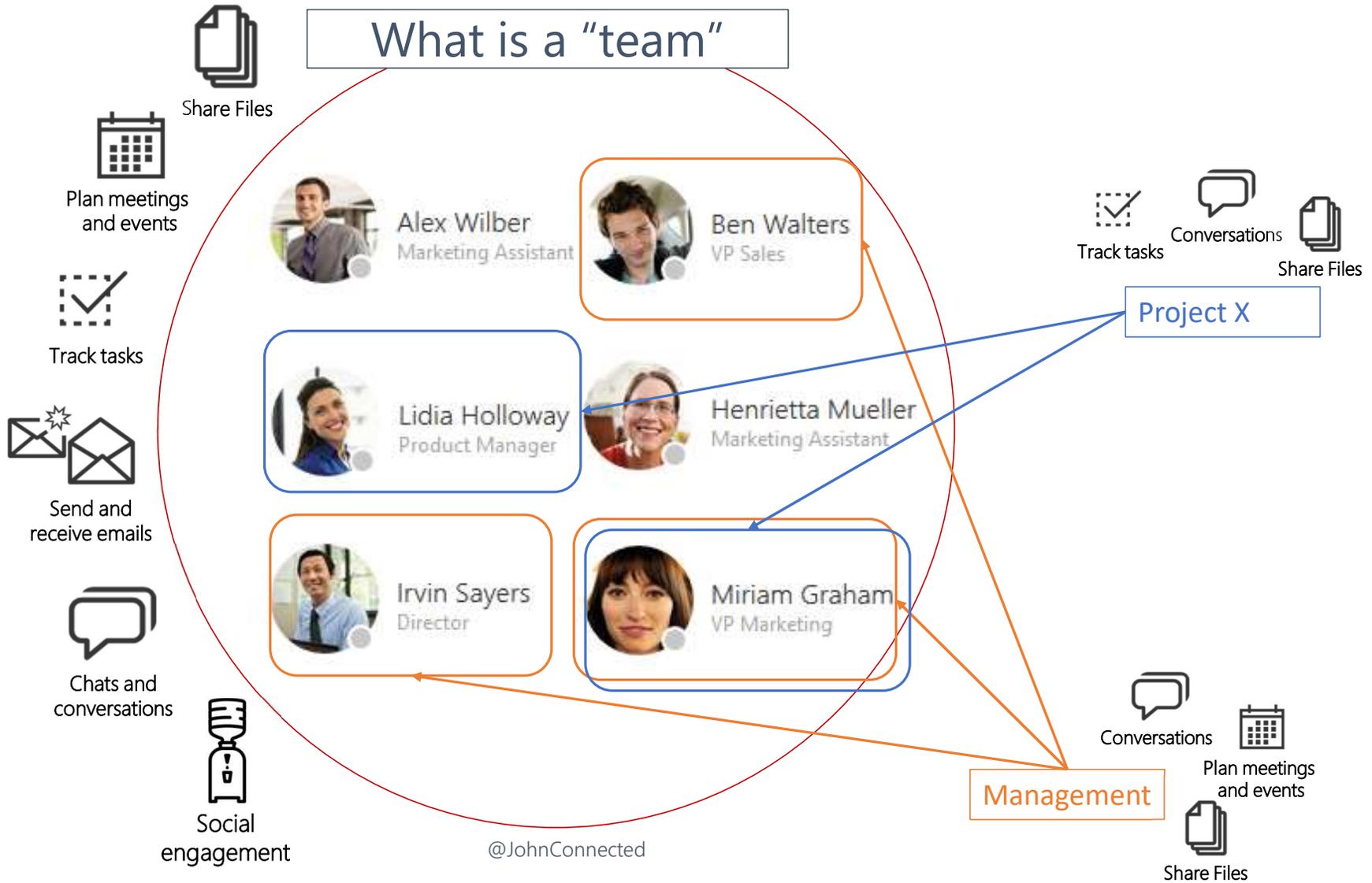
- Teamwork primer
- Microsoft Teams in the wild
- The email vs. Teams thing..



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Let's Back Up a Bit...

# What is a "team"



## Teamwork

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# The landscape has changed

**2x**

### More collaboration

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

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### Internal, external & remote

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

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### Diverse workforce

People have different expectations, preferences, skillsets and abilities

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### 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?



Delays in development and implementation of content and ideas

Unreliable version control



Inefficient co-authoring and file sharing



Difficult to involve outside contributors



010101 Increased IT support workload

Increased onboarding time

Lack of centralized hub for information

Tools used inconsistently across the organization



EVERNOTE



Google Docs

# slack



Difficult to access and share files remotely

Hard to integrate vendors and contractors

Bring Your Own Devices

Need to involve a growing Firstline and remote workforce

Challenging to access conversations and notes across platforms or devices

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# What is a “Team” in Office 365?

Who work together  
as a group or team

With “appropriate”  
transparency

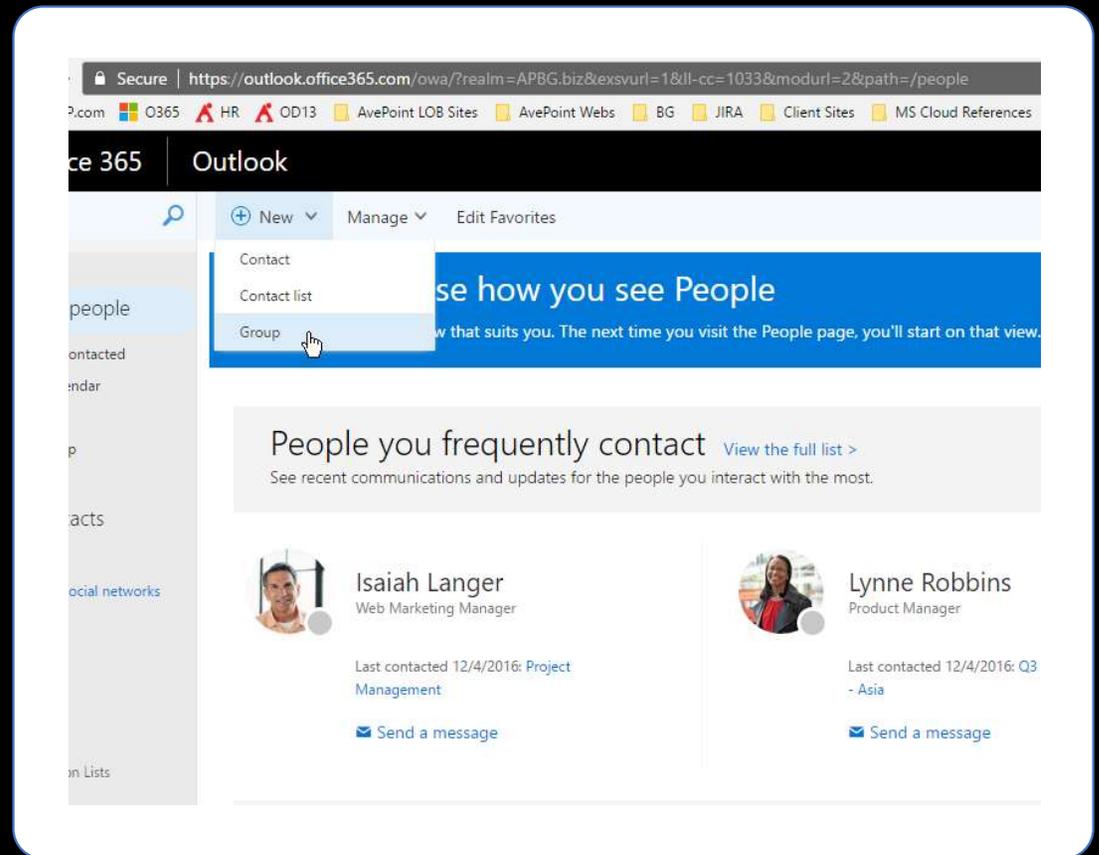
A defined  
collection  
of people

Equipped with tools  
to help them  
collaborate

Internally and  
externally

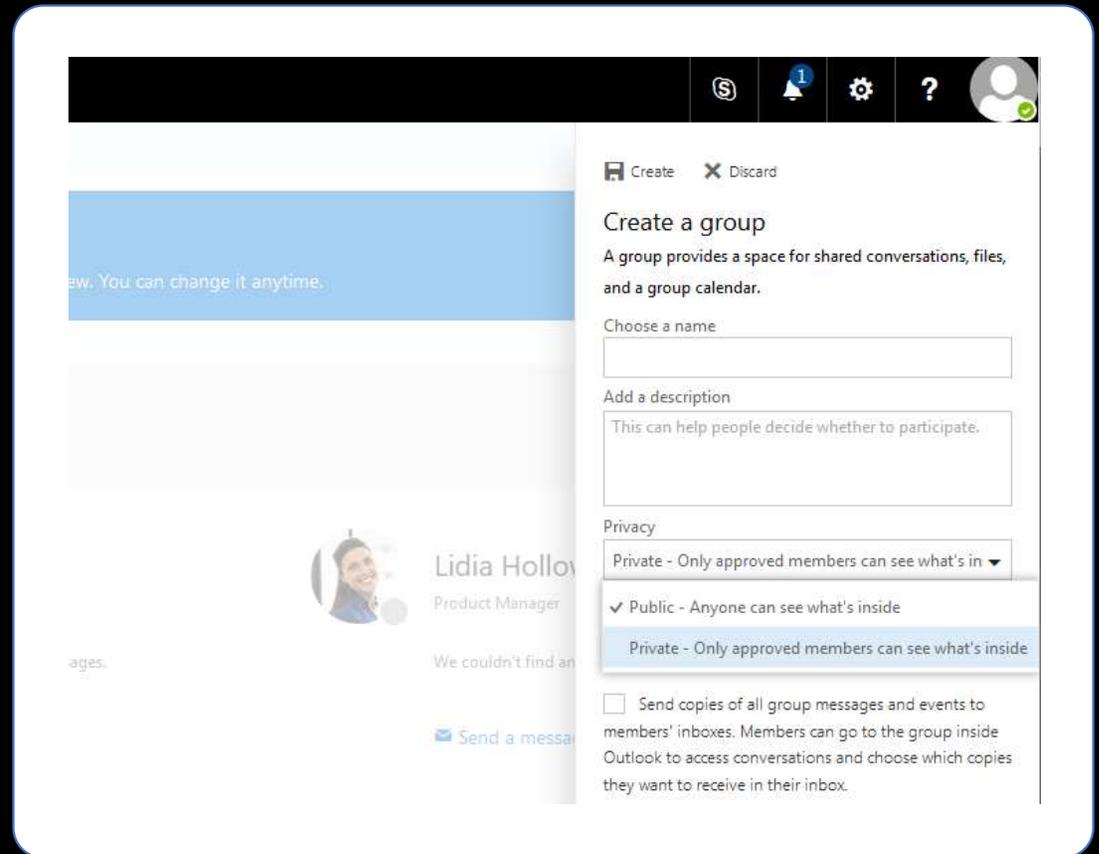
# A “defined group of people” ...

- 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

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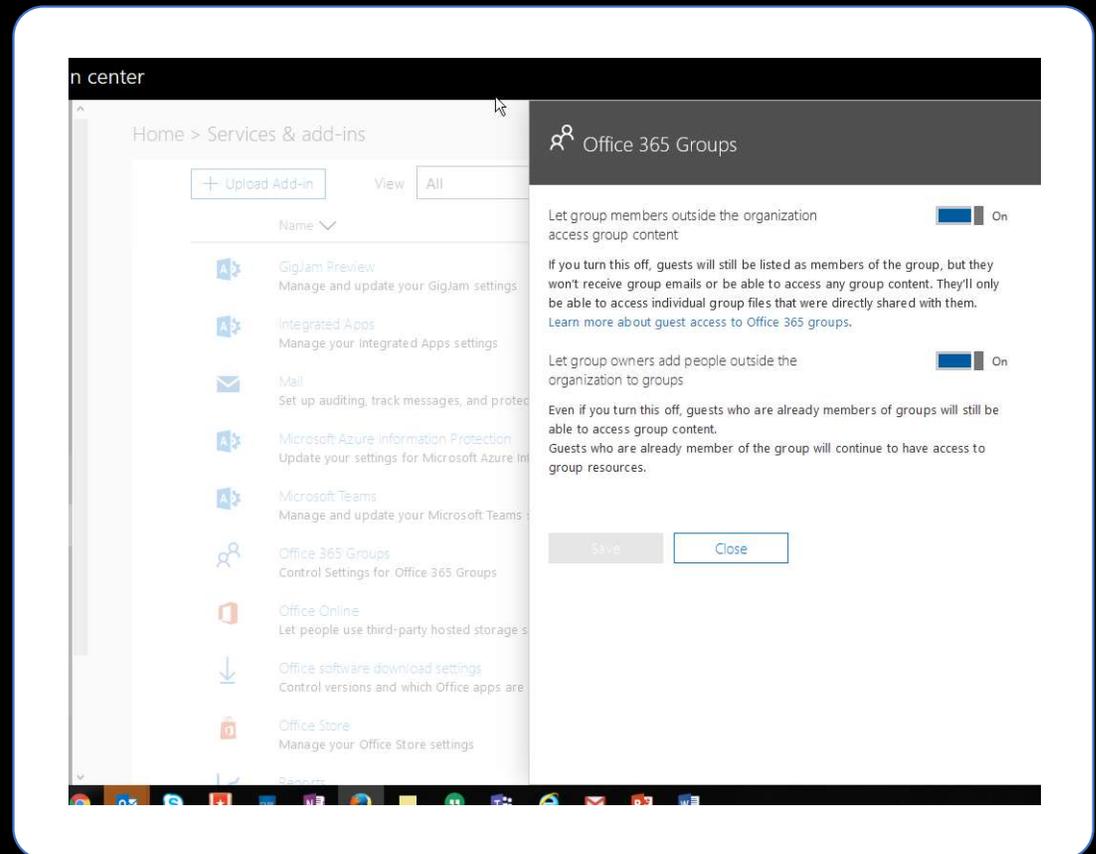
As with SharePoint and OneDrive, organizations can enable external access to Groups

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

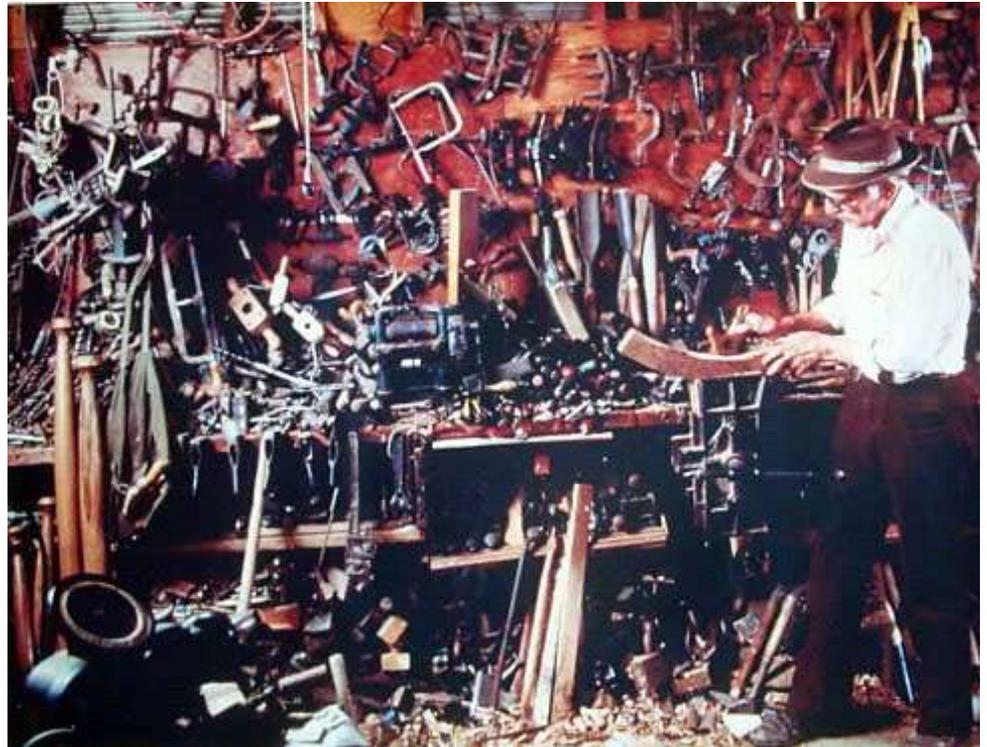
## Collaborating internally and externally

- 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"*



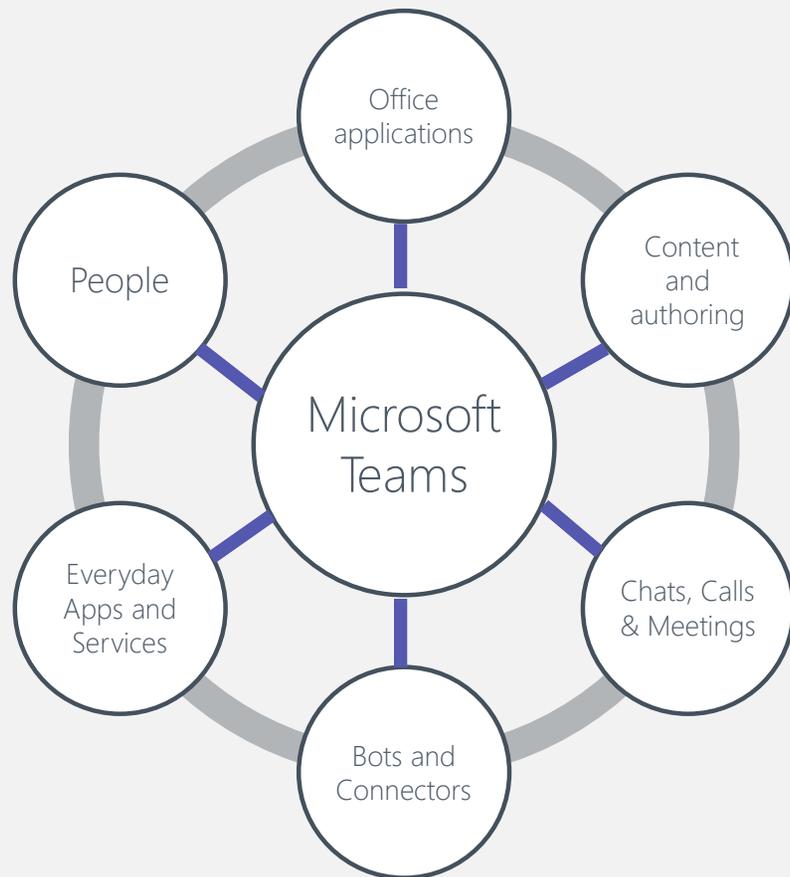
*Conversations  
happen in  
Yammer posts*

*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

# “Conversations” are at the heart of Team collaboration

The screenshot shows a Microsoft Teams channel interface for 'Contoso Health Main Campus'. At the top, there is a search bar with the text 'Search or type a command'. Below the channel name, there are tabs for 'Conversations', 'Files', and 'Huddle Planner'. The main content area displays a list of messages:

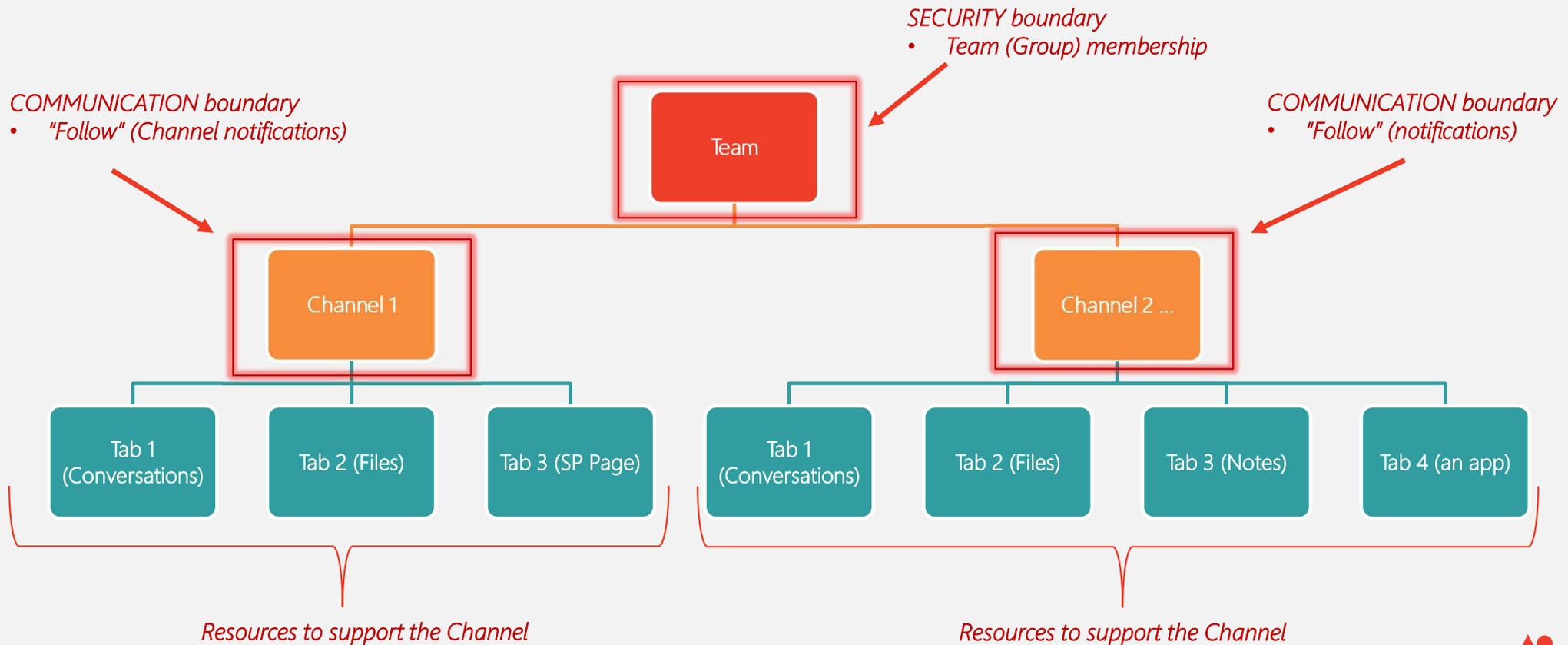
- Patti Fernandez** (8/13 7:34 PM): **IMPORTANT!** The dashboard is showing that the patient infection rates are starting to climb post surgery. Can we meet on this sometime today?
- Lynne Robbins** (8/13 7:34 PM): Yes - We should definitely meet and come up with a plan to get ahead of this. I will be in the office soon.
- Nestor Wilke** (8/13 7:35 PM): I saw this at the Healthcare summit, really great stuff here:  
**Berkeley Lean-Healthcare-Design-Forum-Jan262017-Final.pptx**  
2 replies from Jordan and Nestor
- Lynne Robbins** (8/13 7:35 PM): **Wednesday Construction Notice**  
Wednesday there will be maintenance in the main lobby from 3-4. Plan accordingly.
- Enrico Cattaneo** (8/13 7:35 PM): Thanks for the heads up! 🙌

At the bottom, there is a text input field with the prompt: 'Start a new conversation. Type @ to mention someone.'

- 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*

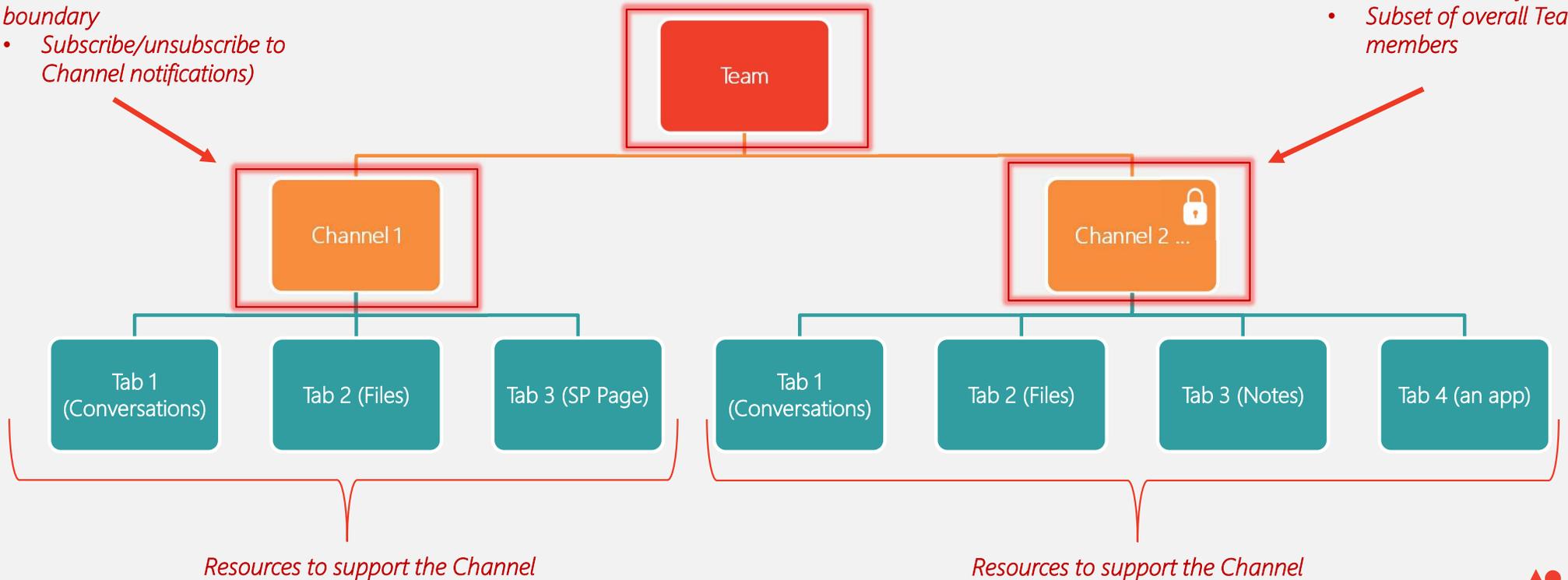
- *Subscribe/unsubscribe to Channel notifications)*

*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, the 'Favorites' list shows the 'US-PubSec' team highlighted with a red box, labeled 'The TEAM'. Below it, the 'Channels' list is shown with a teal box, labeled 'The Team's CHANNELS'. The main area shows the 'US-PubSec > Knowledge Channel' with a star icon and a three-dot menu, labeled 'Channel TABS'. The channel tabs include 'Conversations', 'Files', 'AP Wiki', 'AP University', 'L&L Planner', 'Resources', and '1 more'. A message from 'Taylor' dated '7/26 1:13 PM' is visible, titled 'Following Group Emails in Outlook'. The message content reads: '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 ACAD if you do not already.' Below the message is a screenshot of an Outlook interface showing the 'SLED TEAM' group and a 'Follow the Group' dialog box.

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# Understanding the SharePoint and Teams relationship

The screenshot displays the Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat (with a '2' notification), Teams, Meetings, and Calls. The main area shows a list of channels for the 'BGLeads' group, with 'General' selected. The right pane shows the 'Documents' library for the 'BGLeads' group, listing various folders and their modification dates.

**Channels:**

- BGLeads
- General
- BG Virtual Stand-up
- BG-Dev Workshop 2018
- GTM-Sales
- Product Strategy
- Project Tasks
- SP 2019
- Technical Partnerships
- 2 more channels

**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.



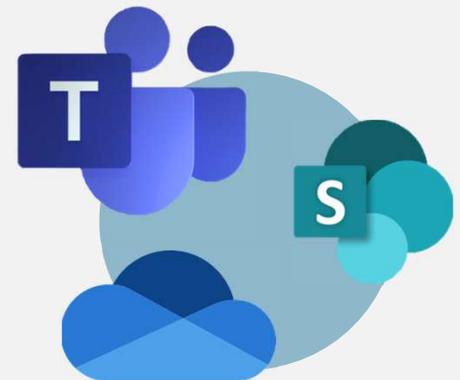
## Human Resources

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



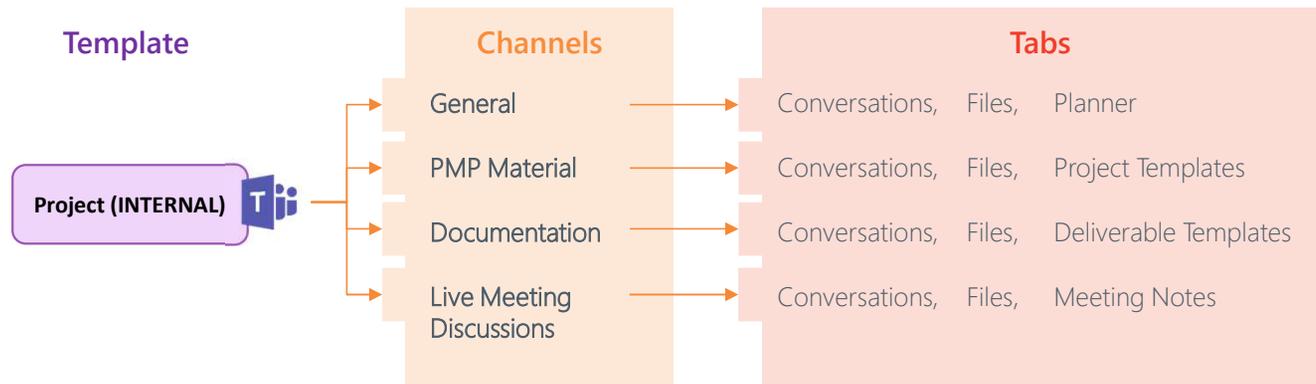
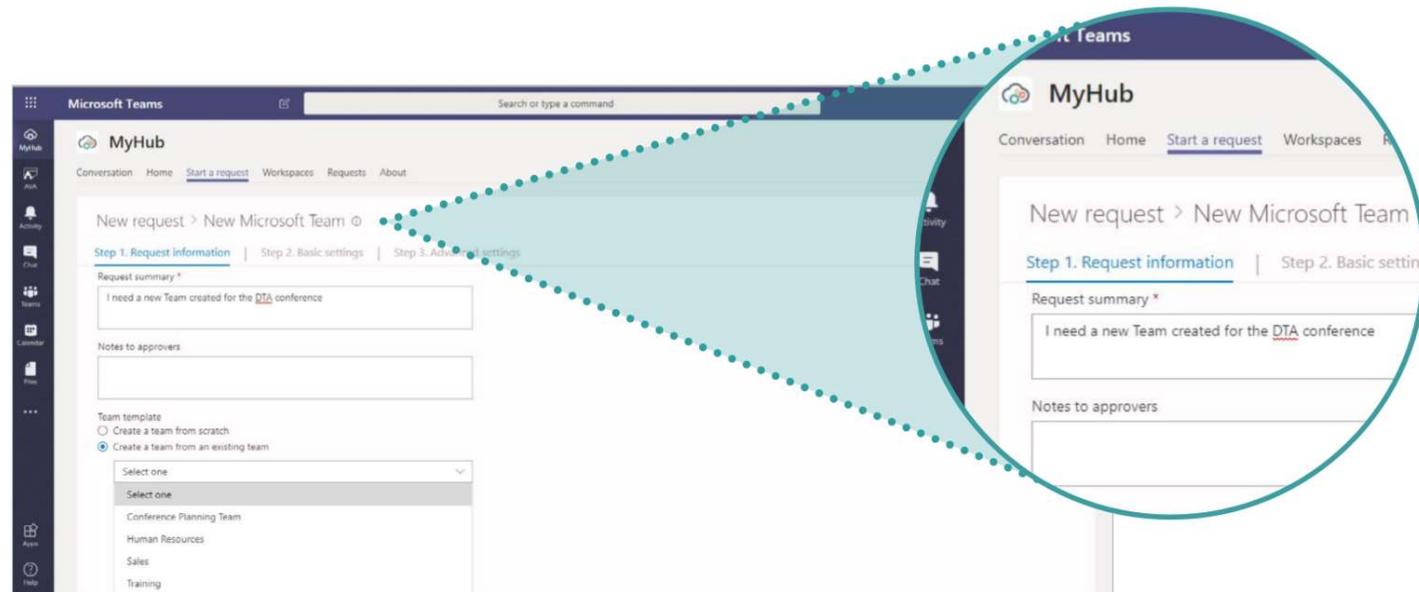
## Legal

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

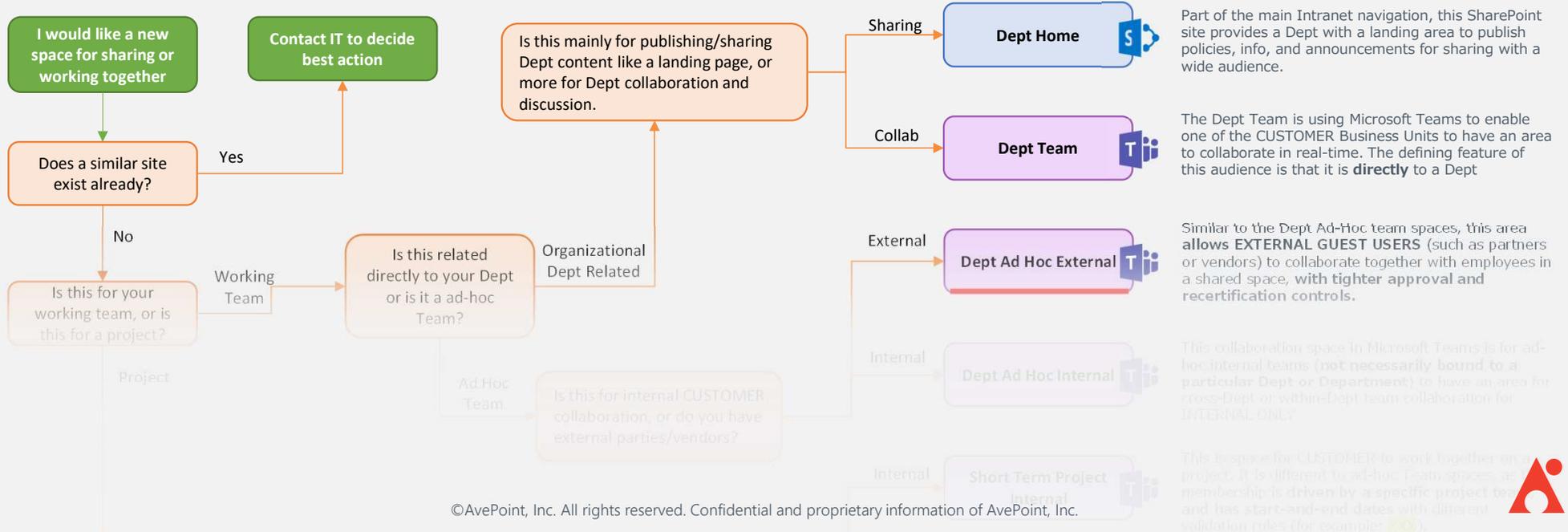
- Users can make self-service requests from available workspace templates that are relevant to them
- Workspaces can come pre-configured with channels, tabs, and bots



# 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

Microsoft Teams

MyHub

Conversation Home Start a request Workspaces Requests About

New request > New Microsoft Team

Step 1. Request information | Step 2. Basic settings | Step 3. Advanced settings

Request summary \*

I need a new Team created for the DTA conference

Notes to approvers

Team template

Create a team from scratch

Create a team from an existing team

Select one

Select one

Conference Planning Team

Human Resources

Sales

Training

Members

- 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 interface. The top ribbon 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. On the right side of the ribbon, the 'Share to Teams' button is highlighted with a red rectangular box. Below the ribbon, the left sidebar shows the 'Favorites' section with 'Inbox' selected, and a list of folders for 'MeganB@MSIgnite2019a.OnMicrosoft.com'. The main pane shows an email from Lee Gu to Megan Bowen, dated Tue 10/29/2019 5:25 AM. The email subject is 'Website updates' and contains two attachments: 'Website Copy v3.docx' (166 KB) and 'Design Guidelines.pptx' (7 MB). The email body text reads: '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!'. The status bar at the bottom indicates 'Items: 34 Unread: 16' and 'Connected to: Microsoft Exchange'.

# Replying to Teams messages in Outlook!

The screenshot displays the Outlook interface with the following elements:

- Navigation Pane (Left):** Shows folders like Favorites, Inbox (40), Sent Items, Deleted Items (30), and various archive folders. The current folder is 'Inbox' with 57 items.
- Message List (Middle):** A list of emails. The selected email is from 'Marissa Salazar in Teams' with the subject 'Marissa mentioned you in Project Tailspin > Design' and a timestamp of 8:28 PM.
- Message Content (Right):**
  - Header:** 'Marissa mentioned you in Project Tailspin > Design' with a Teams icon.
  - From:** Marissa Salazar in Teams <noreply@email.teams.microsoft.com> To: Alex Wilber. Date: Mon 11/4/2019 8:28 PM.
  - Body:**
    - Microsoft Teams:** A purple header with the Teams logo and the text 'Hi, Alex'. Below it, a message: 'Your teammates are trying to reach you in [Microsoft Teams](#)'.
    - Marissa mentioned you in Project Tailspin > Design:** A section header.
    - 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.'
  - Actions:** 'Reply' and 'Go to conversation' buttons.
  - Footer:** 'Install Microsoft Teams now' with links for iOS and Android.

- System Tray (Bottom):** Shows 'Items: 57', 'Unread: 57', 'Reminders: 18', and 'Connected to: Microsoft Exchange'.

# 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

Filters | Clear all

**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
- Windows 10 +

**Platform** +

**Cloud Instance** —

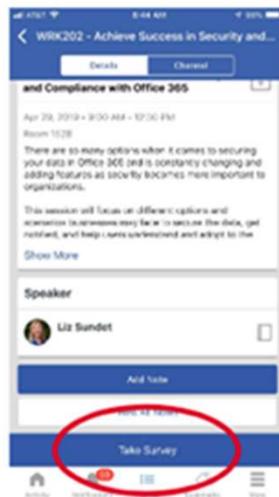
- Education
- GCC
- GCC High
- GCC High/DIAD
- Germany
- Worldwide (Standard Multi-Tenant)
- All environments

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**

# Where next? <https://www.avepoint.com/resources>



Solutions Products Services Resources About

## Resources

Webinars, eBooks, and more...all in one easy-to-access place

### FILTER RESOURCES

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*eBook*

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Register today!

*Webinar - October 31, 11:00AM*

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*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	شكراً	Terima Kasih	Dank u Wel	Děkuji
நன்றி	Köszönöm	ありがとう ございます	ขอบคุณครับ	Dziękuję
谢谢	Tack	Mulțumesc	спасибо	Merci
תודה	多謝晒	дядкую	Ďakujem	