

TMS200 - Microsoft Teams for Email Addicts

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

Introductions...



John Peluso

CTO, AvePoint Public Sector
Microsoft Regional Director

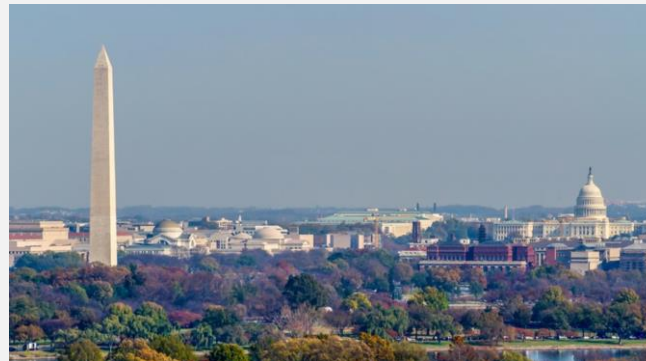
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Where we're going...

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



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Let's Back Up a Bit...

The "job to be done"



Share Files



Plan meetings
and events



Track tasks

*HOW you are
collaborating...*



Alex Wilber
Marketing Assistant



Ben Walters
VP Sales



Lidia Holloway
Product Manager



Henrietta Mueller
Marketing Assistant



Irvin Sayers
Director



Miriam Graham
VP Marketing

*WHO you're collaborating
with...*



Send and
receive emails



Chats and
conversations



Social engagement

Teamwork

The landscape has changed

2x

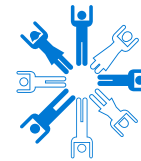
More collaboration

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

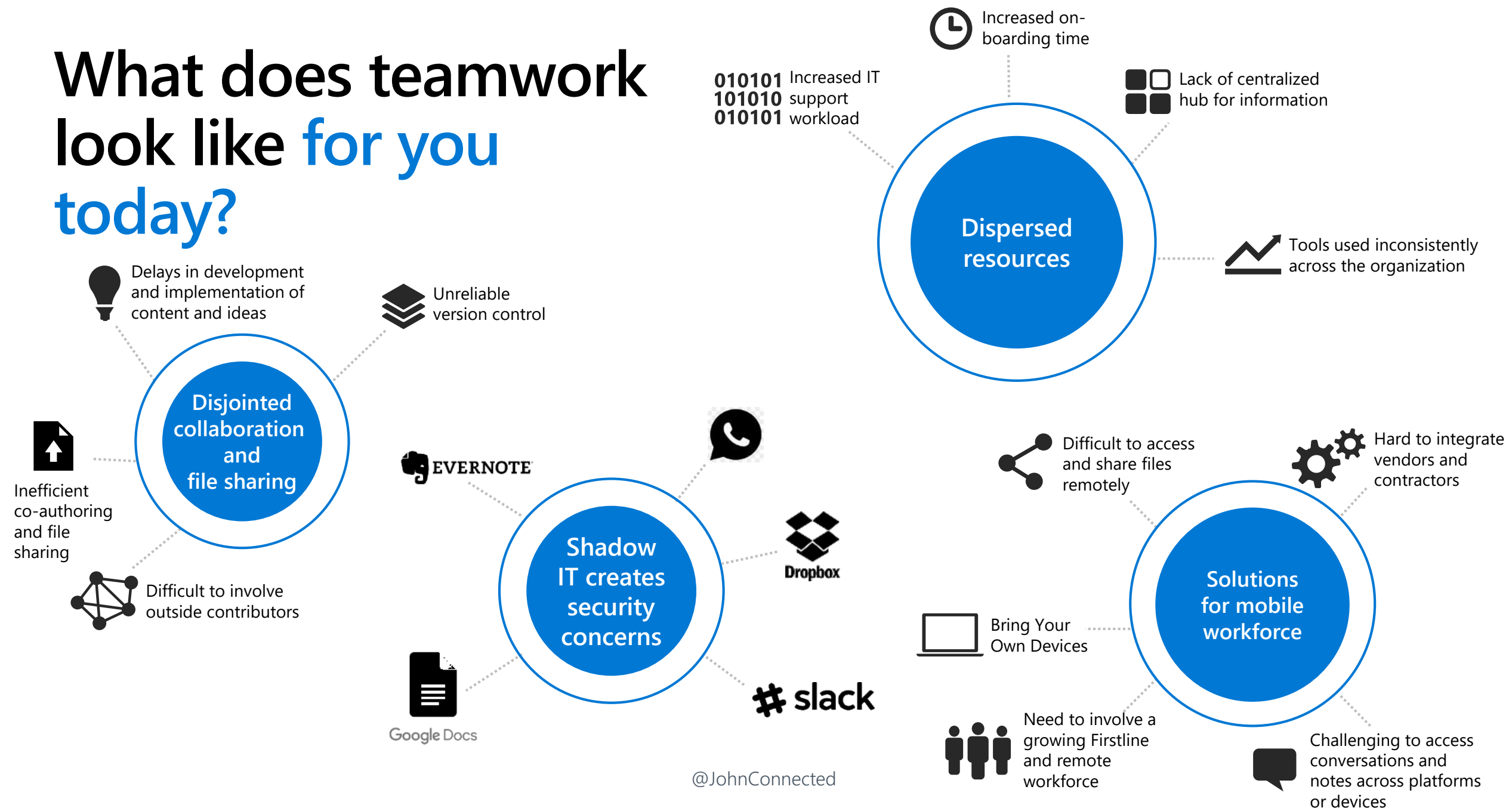
People have different expectations, preferences, skillsets and abilities



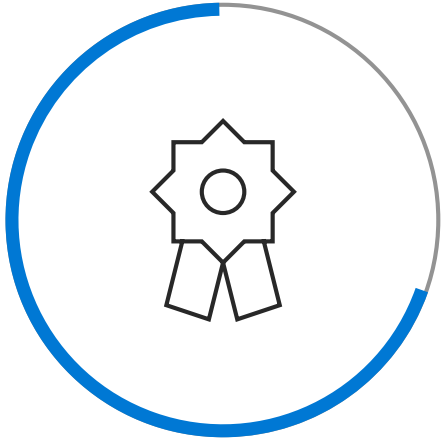
Employee engagement

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?

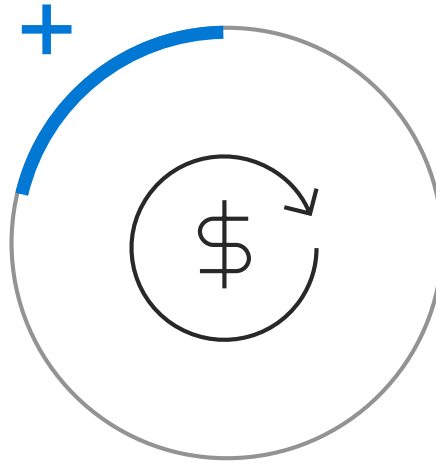


Engaged employees are **crucial to success**



70%

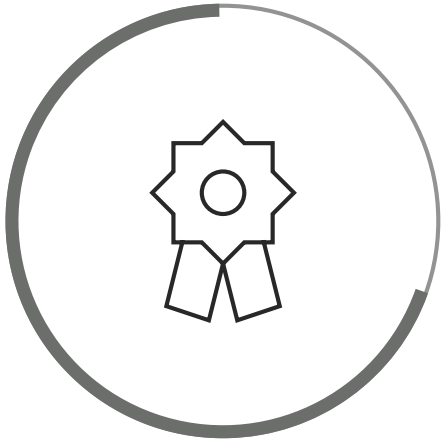
of employees are engaged at
best performing companies



21%

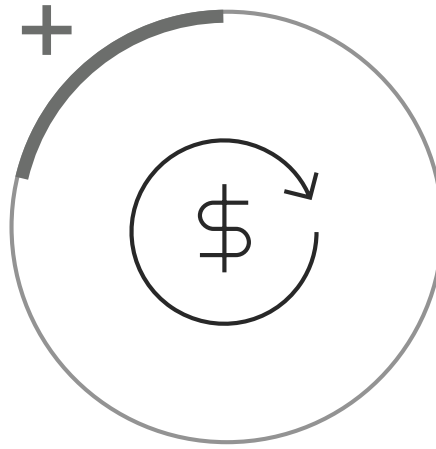
more profit in business units
with most engaged employees

Engaged employees are **crucial to success**



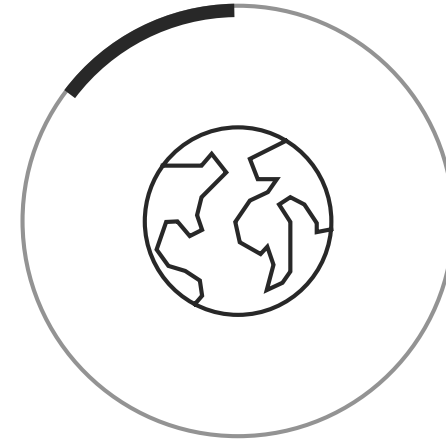
70%

of employees are engaged at
best performing companies



21%

more profit in business units
with most engaged employees



15%

of employees are
engaged worldwide

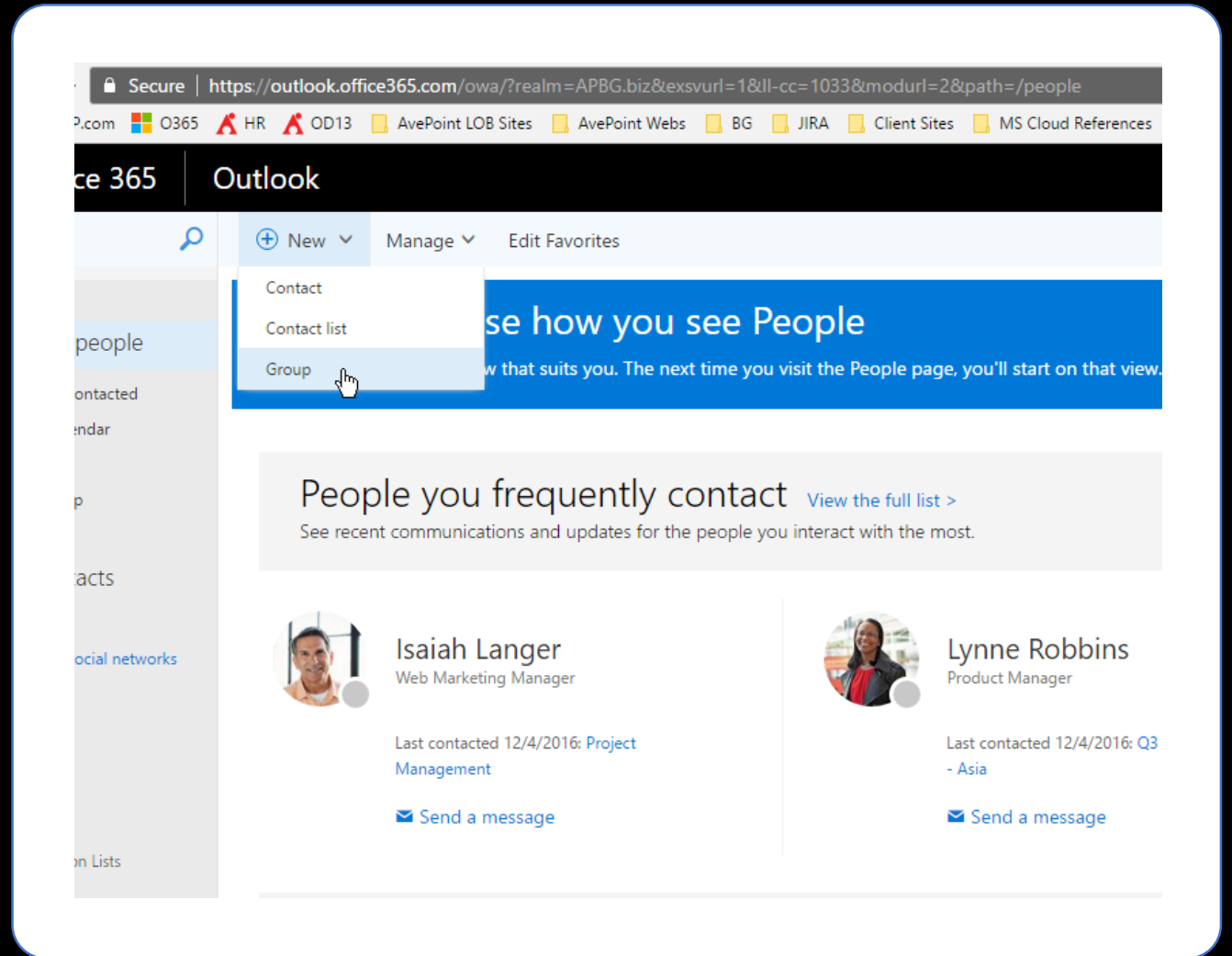
And currently that is uncommon worldwide

What is an Office 365 Group?



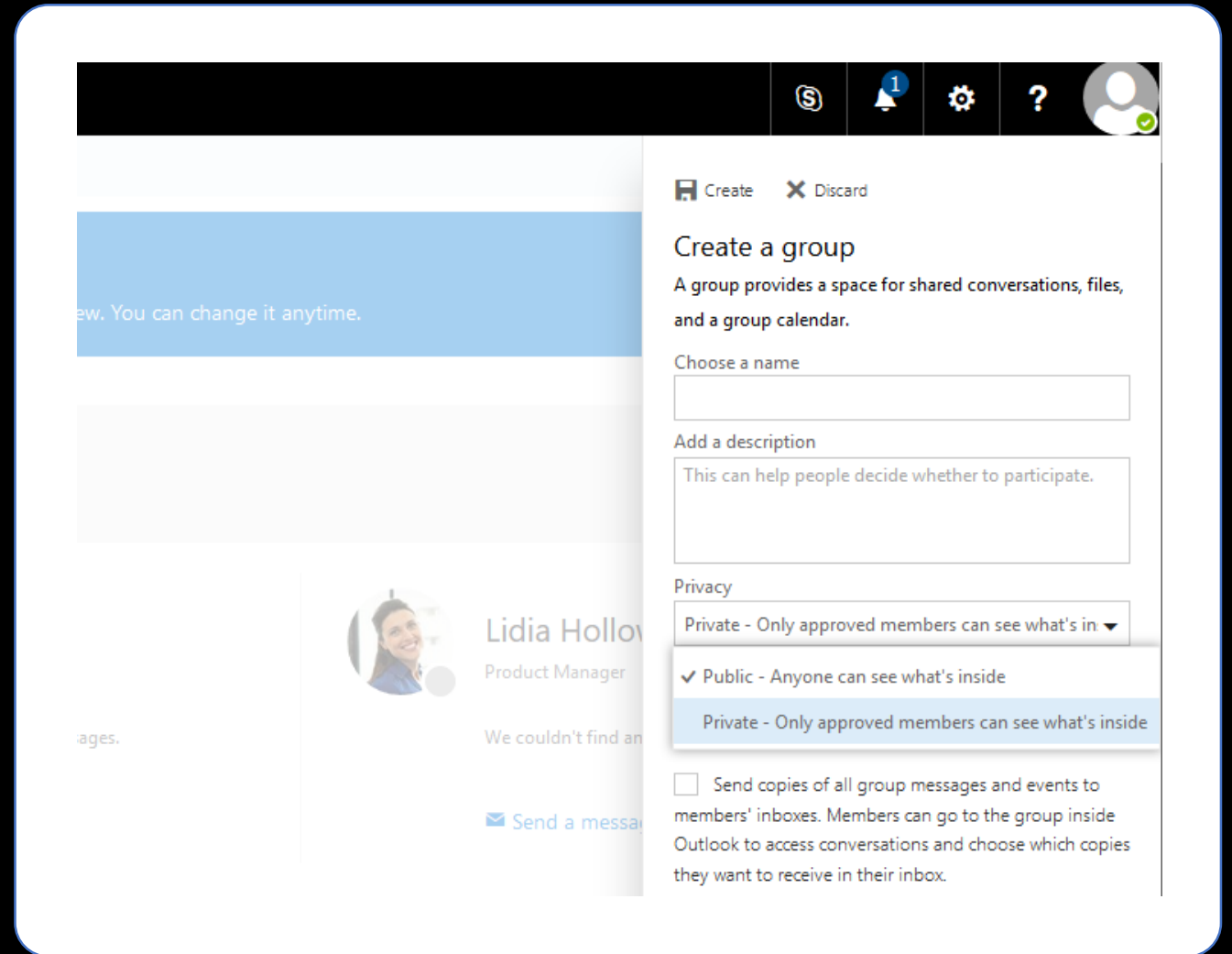
A “defined group of people” ...

- 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



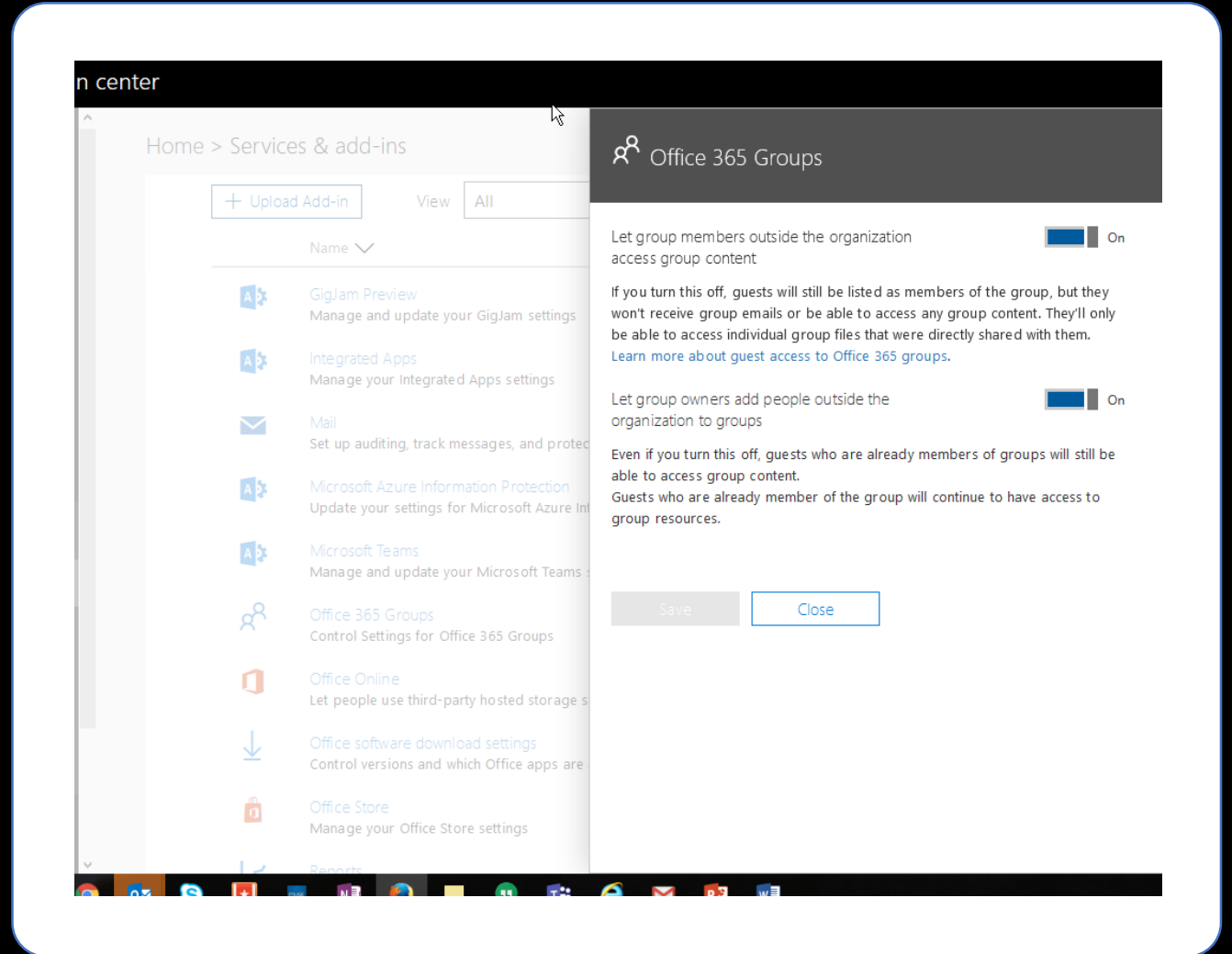
Collaborating
internally and
externally

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

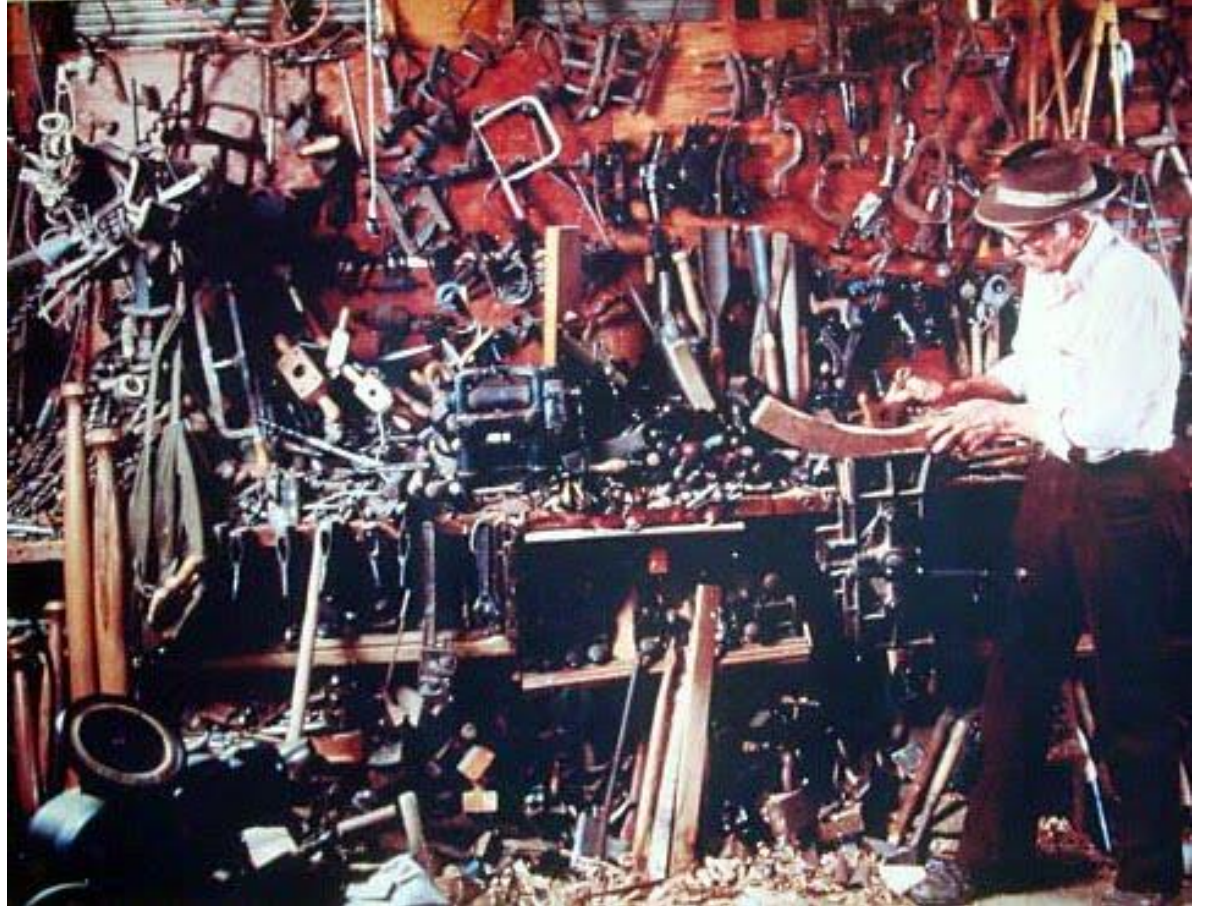
Collaborating internally and externally

- 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...

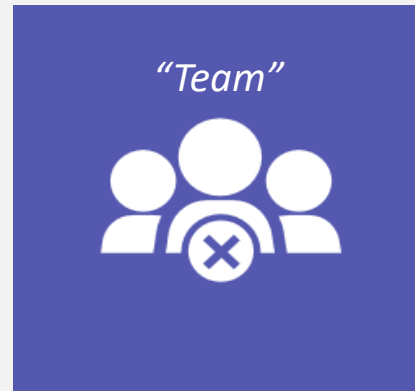
- This is where it gets complicated...



"Flavors" of Office 365 Groups



*Conversations
happen in the
Group Mailbox*



*Conversations
happen in
"Channel
Conversations"*

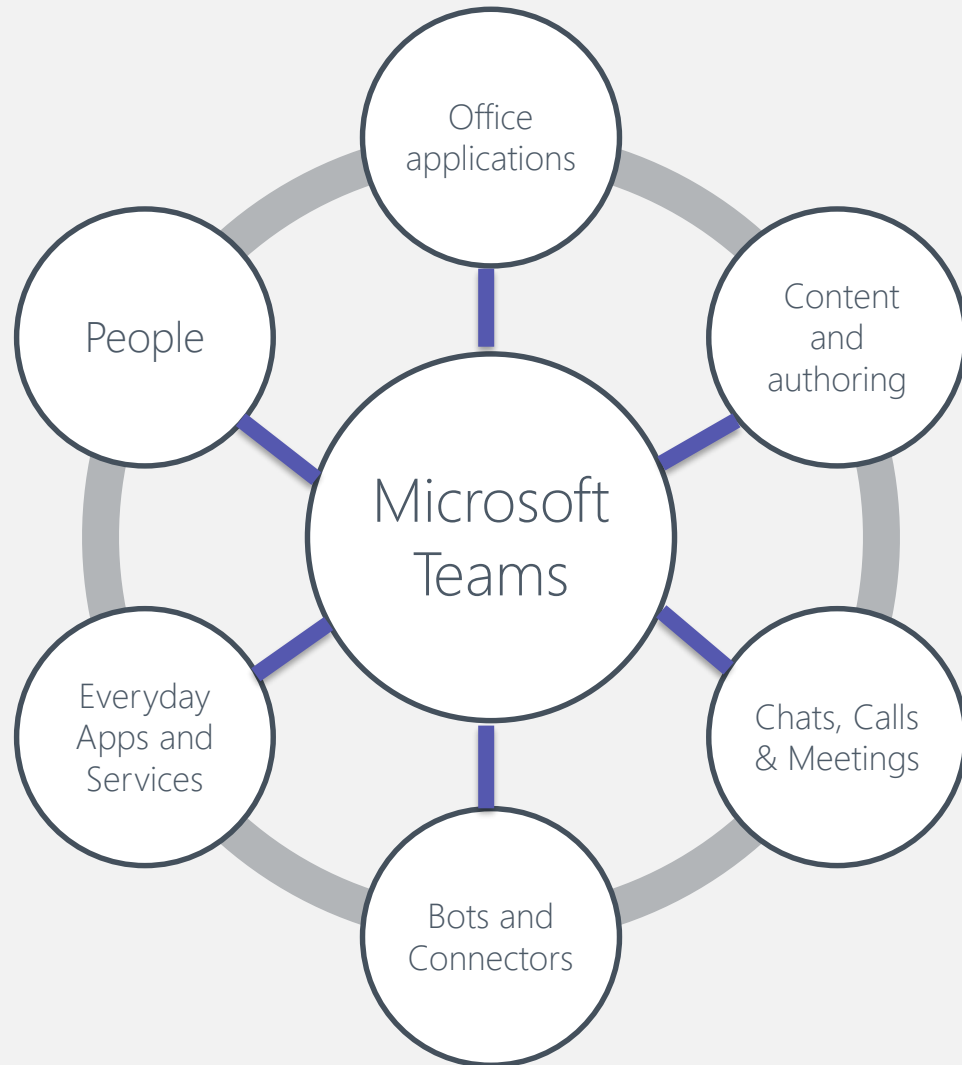


*Conversations
happen in
Yammer posts*

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

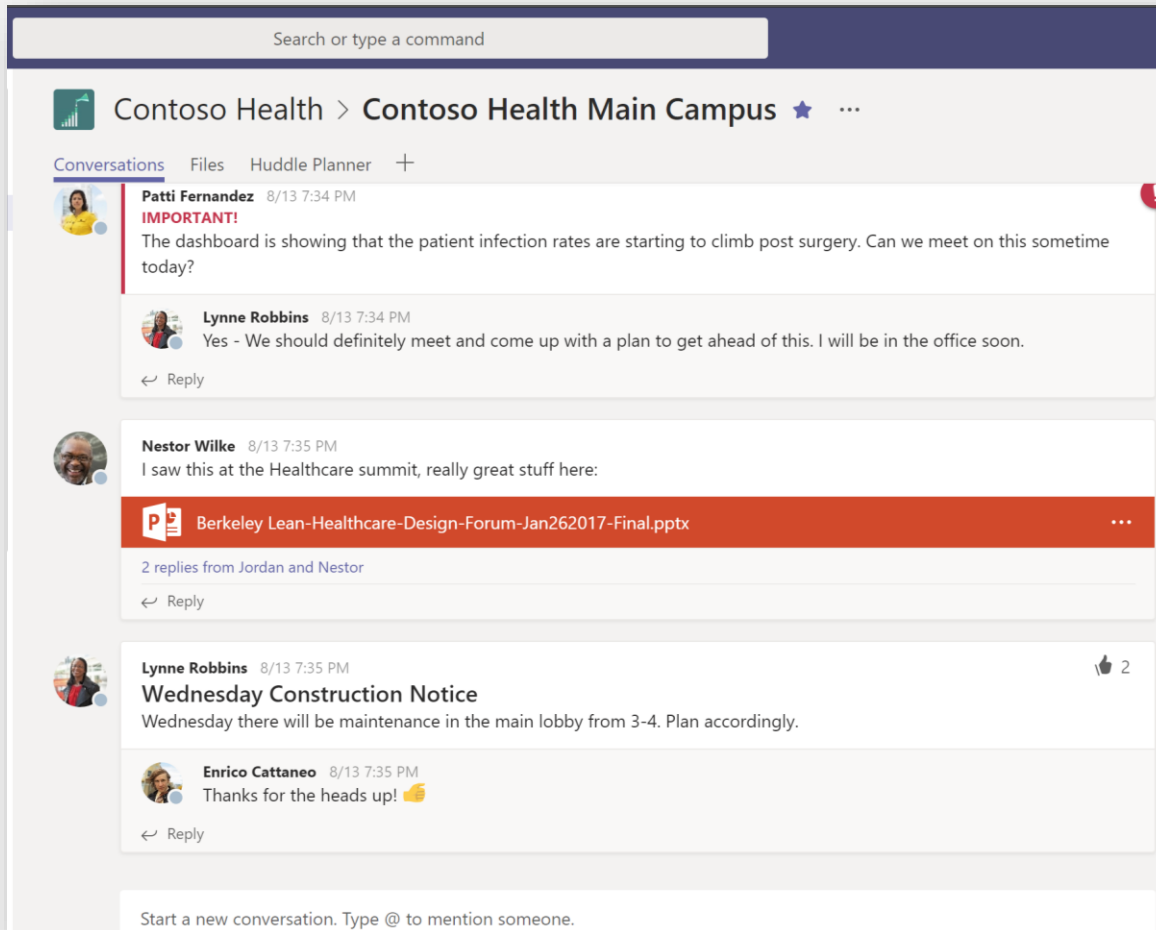


Customize & Extend: 3rd party apps & existing systems



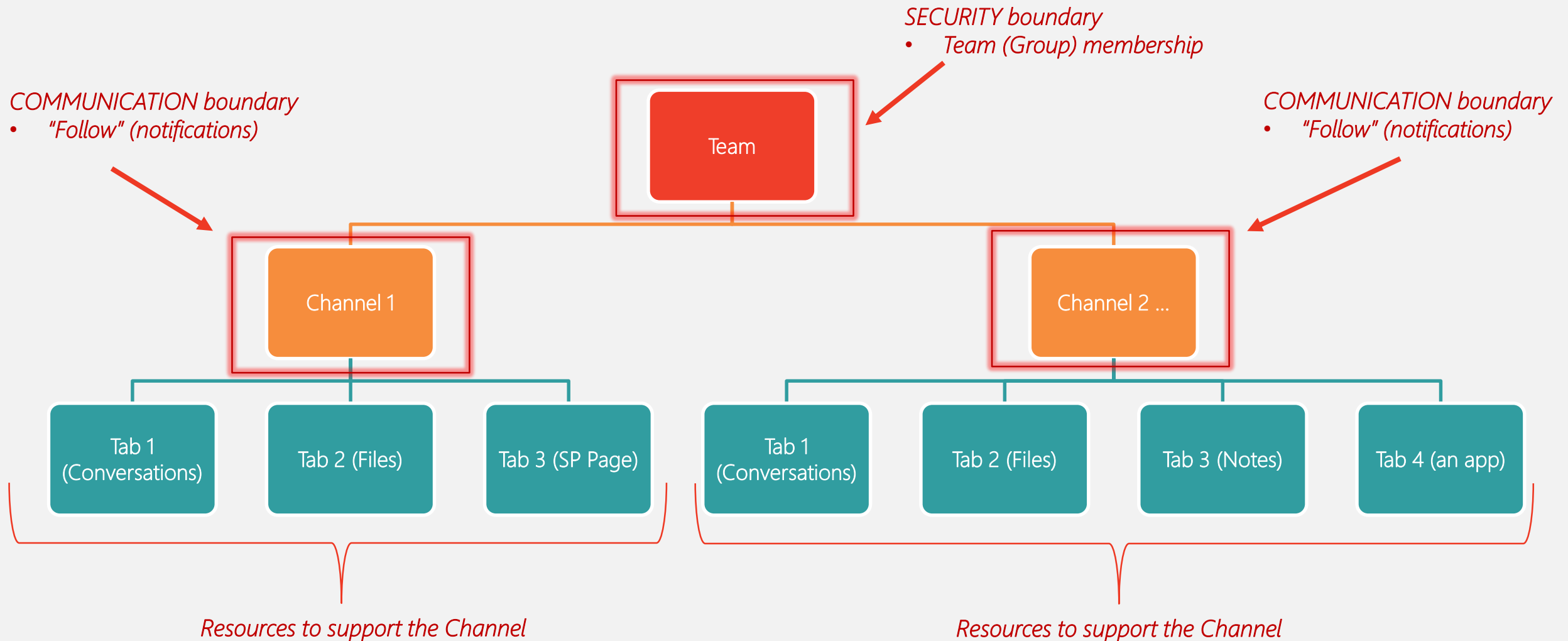
Work w/ Confidence: Enterprise security, compliance & manageability

“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

The basic shape of a Team



The structure of a real-life Team

The screenshot displays the Microsoft Teams interface. On the left, the 'Favorites' list shows the 'US-PubSec' team, which is highlighted with a red box and labeled 'The TEAM' with a red arrow. Below it, the 'Knowledge Channel' is highlighted with a teal box and labeled 'The Team's CHANNELS' with a teal arrow. The right pane shows the 'US-PubSec > Knowledge Channel' view, with the 'Conversations' tab selected and highlighted with an orange box and labeled 'Channel TABS' with an orange arrow. The main content area displays a message from 'Taylor Davenport' dated '7/26 1:13 PM' with the subject 'Following Group Emails in Outlook'. The message includes a quick reminder to follow the 'US-Federal' group in Outlook and a screenshot of the Outlook interface showing the 'SLED TEAM' group. The screenshot of the Outlook interface shows the 'SLED TEAM' group in the 'Groups' pane, with a red box highlighting the 'Follow the Group' button and a tooltip that says '2 - Follow the Group'.

The TEAM

The Team's CHANNELS

Channel TABS

US-PubSec

General

FED Sales

Knowledge Channel

Marketing Events

Partner Program

US-PubSec > Knowledge Channel

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

July 26, 2018

7/26 1:13 PM Edited

Following Group Emails in Outlook

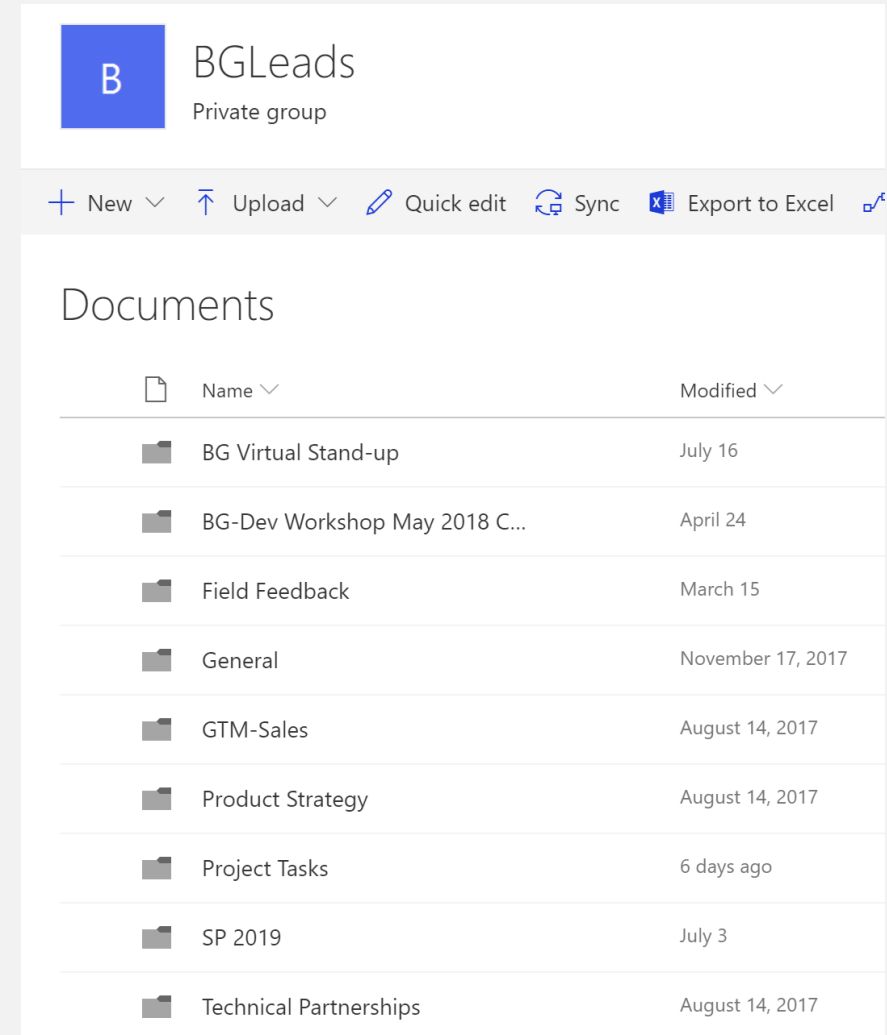
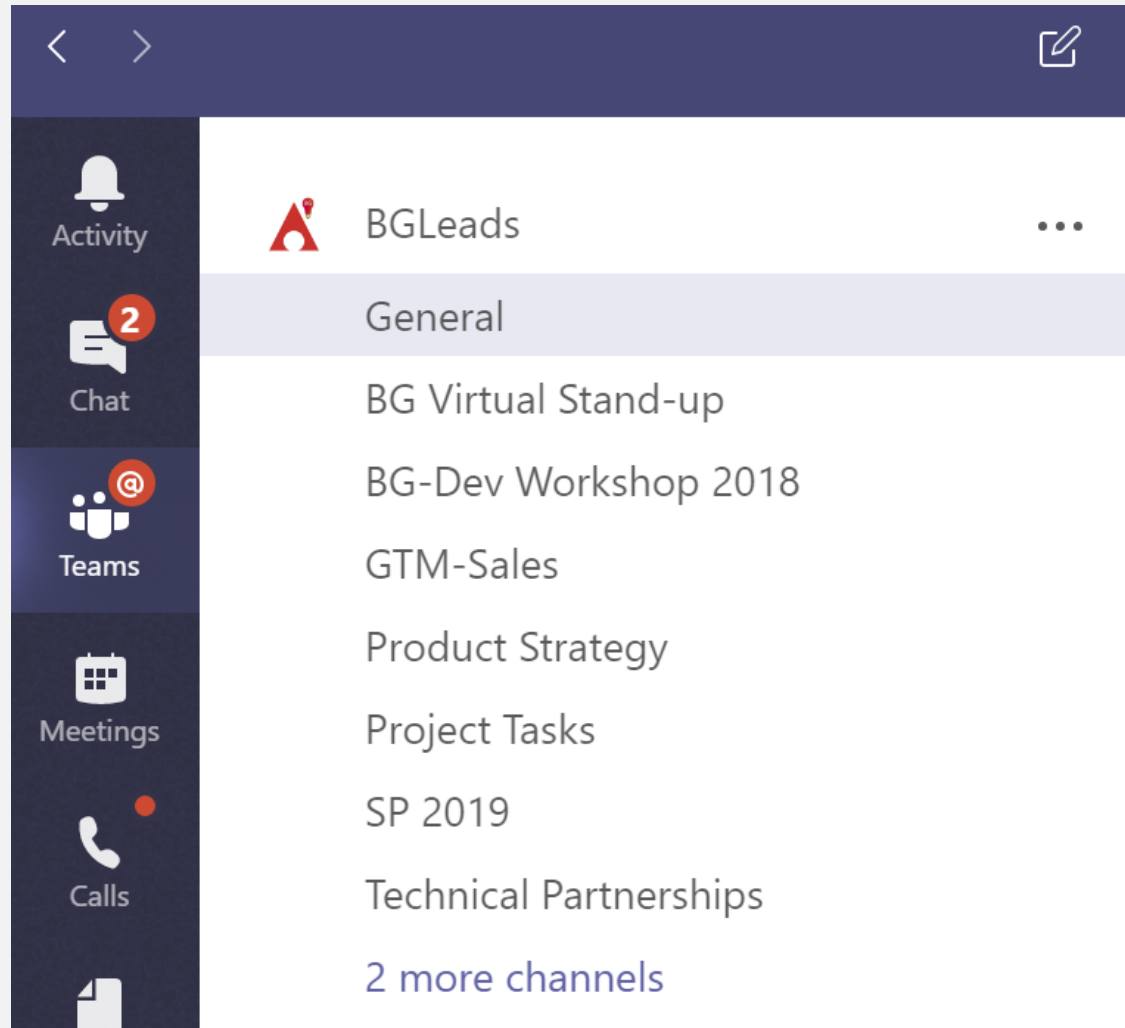
Hey US-Federal,

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, please follow ACAD if you are not already.

See more

Screenshot of Outlook interface showing the SLED TEAM group and the 'Follow the Group' button.

Understanding the SharePoint and Teams relationship



DEMO:

Microsoft Teams in the wild...

That's great but...



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

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!*)

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

[View More](#)

☐ 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>

@JohnConnected

Demo: Email-enable a Channel

Please Don't Forget to Fill Out Your Session Surveys!



1

Click on the 'Agenda' button in the app

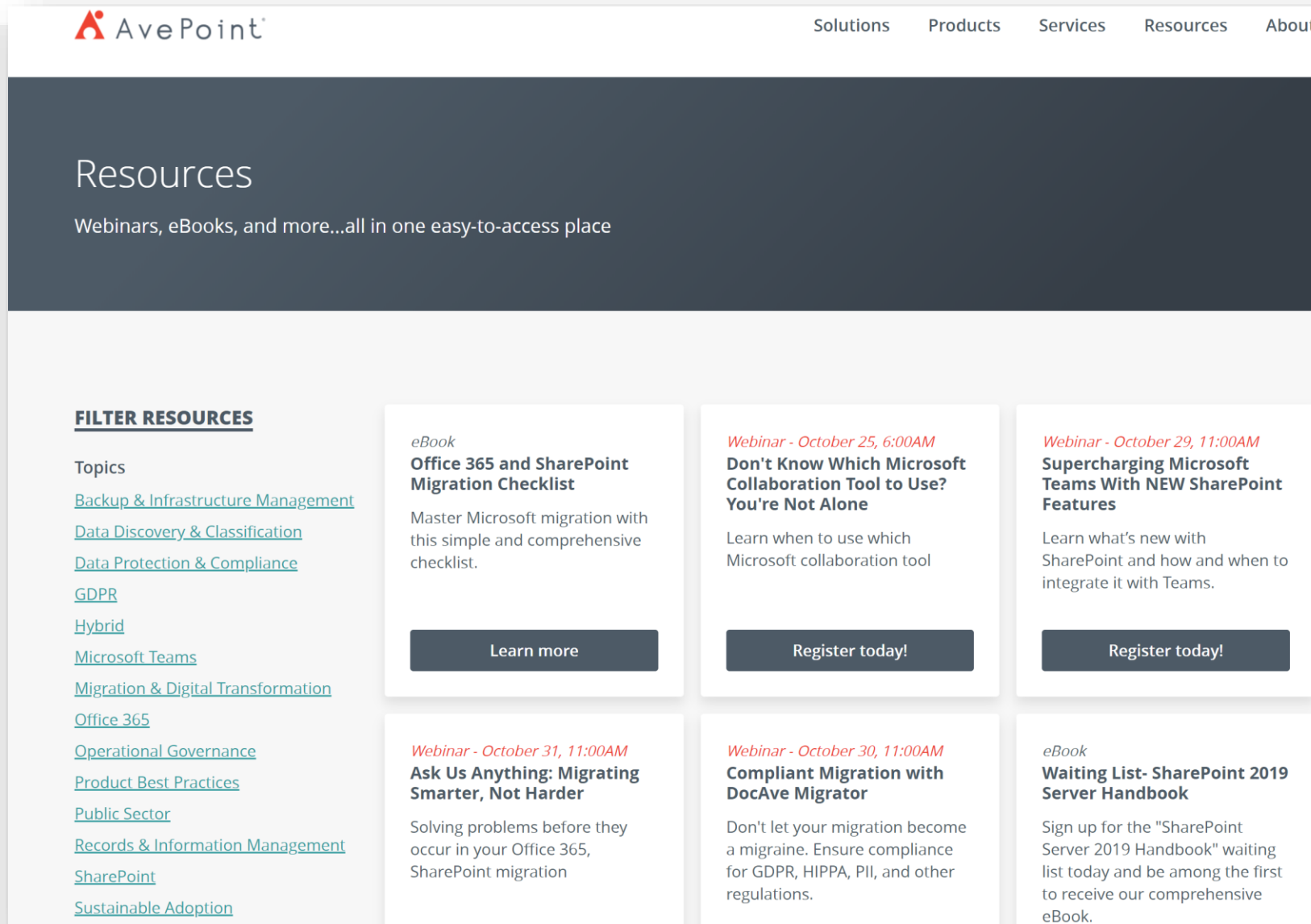
2

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>



The screenshot shows the AvePoint website's Resources page. The header includes the AvePoint logo and navigation links for Solutions, Products, Services, Resources, and About. The main heading is 'Resources' with a subtext 'Webinars, eBooks, and more...all in one easy-to-access place'. A 'FILTER RESOURCES' section on the left lists various topics with links. The main content area features six resource cards arranged in a 2x3 grid, each with a title, description, and a call-to-action button.

AvePoint Solutions Products Services Resources About

Resources

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

FILTER RESOURCES

Topics

- [Backup & Infrastructure Management](#)
- [Data Discovery & Classification](#)
- [Data Protection & Compliance](#)
- [GDPR](#)
- [Hybrid](#)
- [Microsoft Teams](#)
- [Migration & Digital Transformation](#)
- [Office 365](#)
- [Operational Governance](#)
- [Product Best Practices](#)
- [Public Sector](#)
- [Records & Information Management](#)
- [SharePoint](#)
- [Sustainable Adoption](#)

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

[Register today!](#)

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.

[Register today!](#)

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

ໂພນລຸ້ນລຽ້ນ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem