

TMS200 - Microsoft Teams for Email Addicts

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

Introductions...



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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

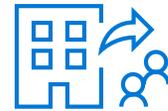
Teamwork

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

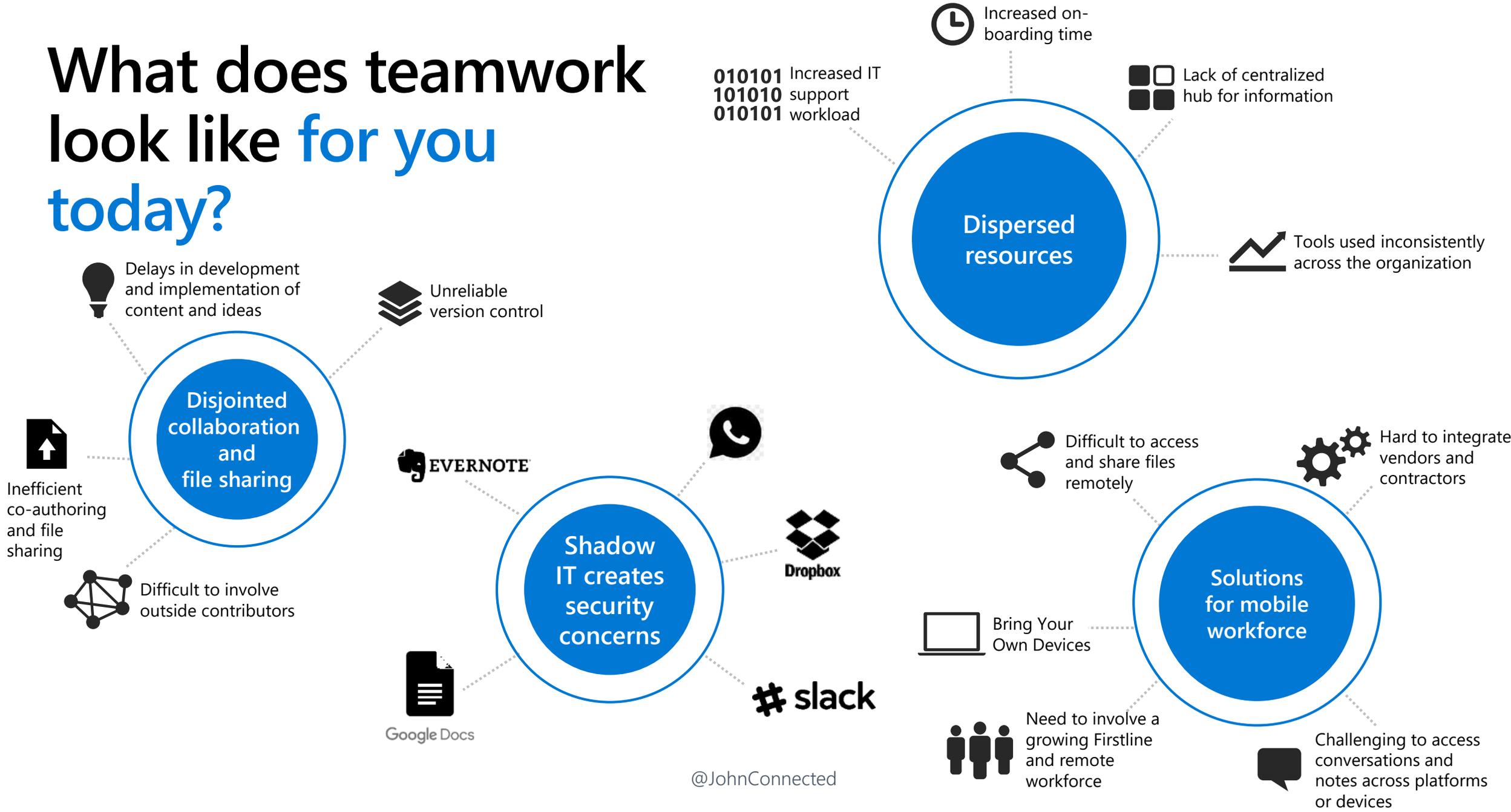
People have different expectations, preferences, skillsets and abilities



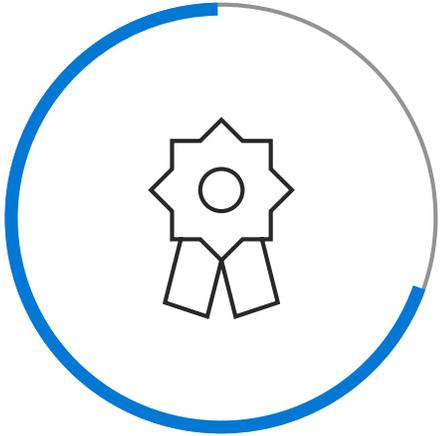
Employee engagement

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?

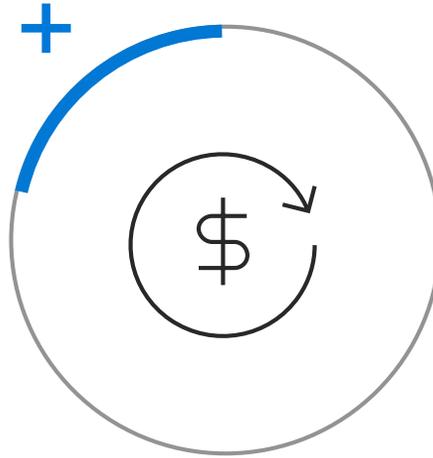


Engaged employees are **crucial to success**



70%

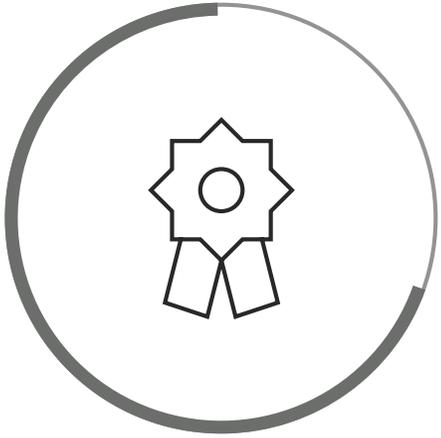
of employees are engaged at best performing companies



21%

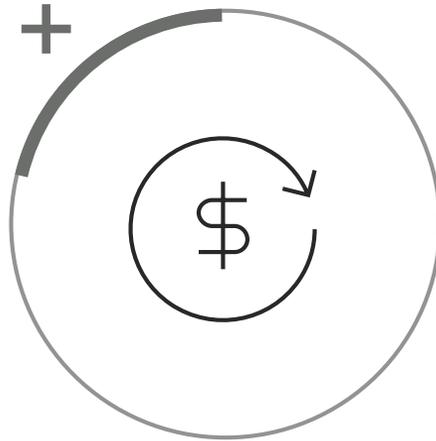
more profit in business units with most engaged employees

Engaged employees are **crucial to success**



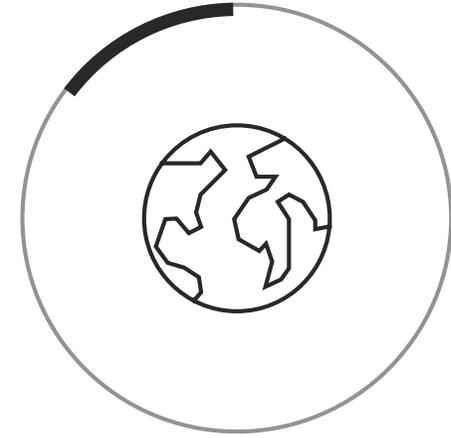
70%

of employees are engaged at best performing companies



21%

more profit in business units with most engaged employees



15%

of employees are engaged worldwide

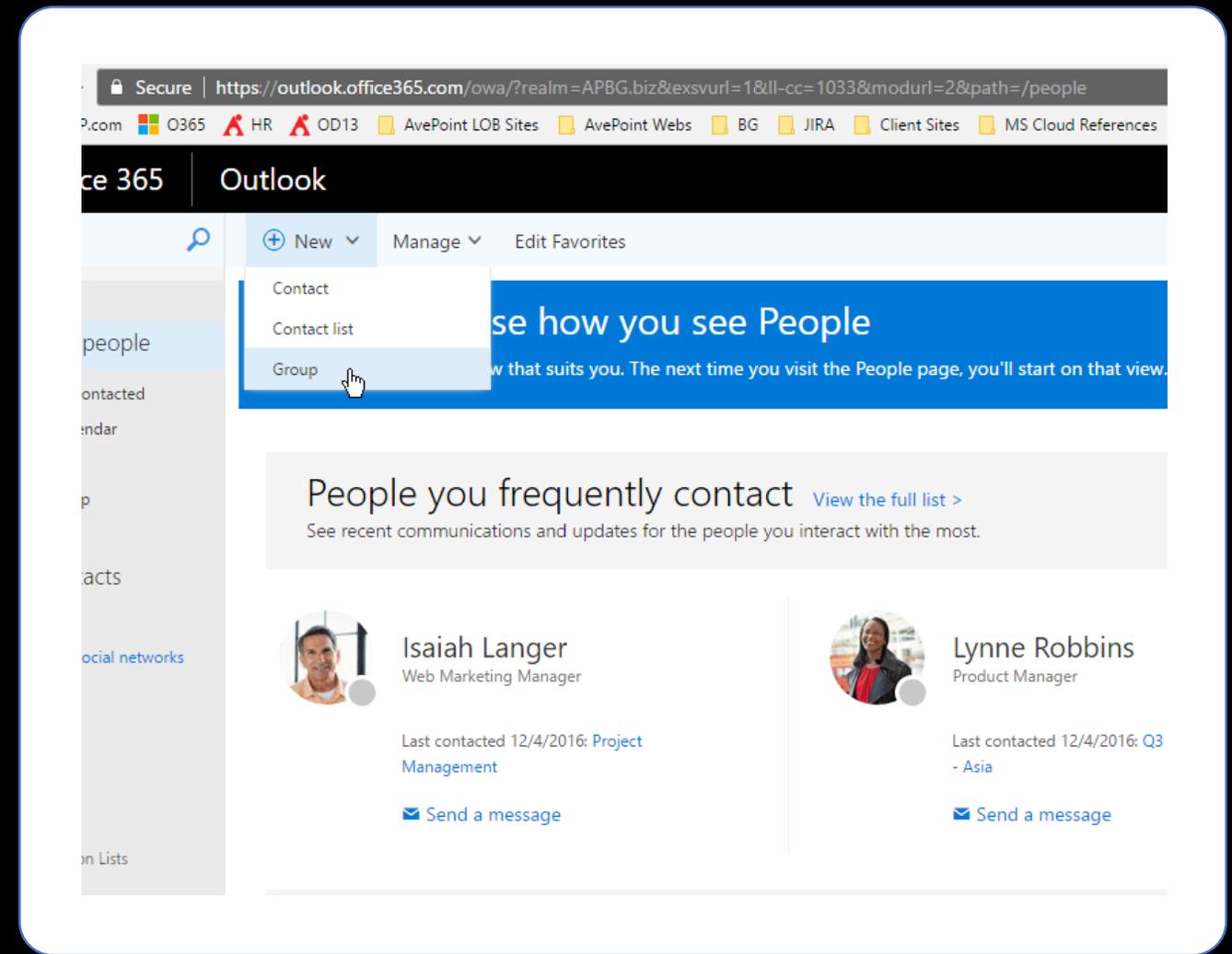
And currently that is uncommon worldwide

What is an Office 365 Group?



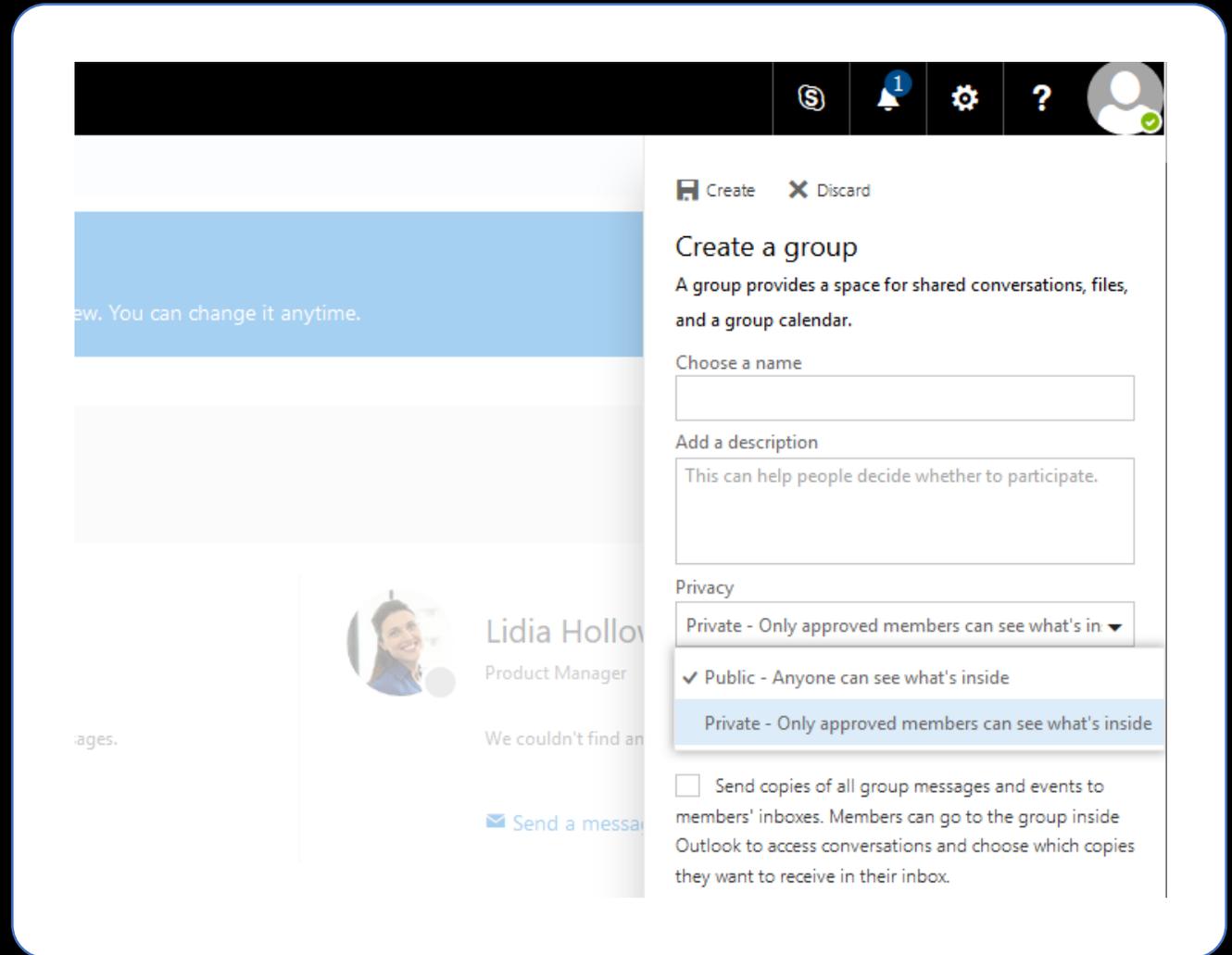
A “defined group of people” ...

- 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



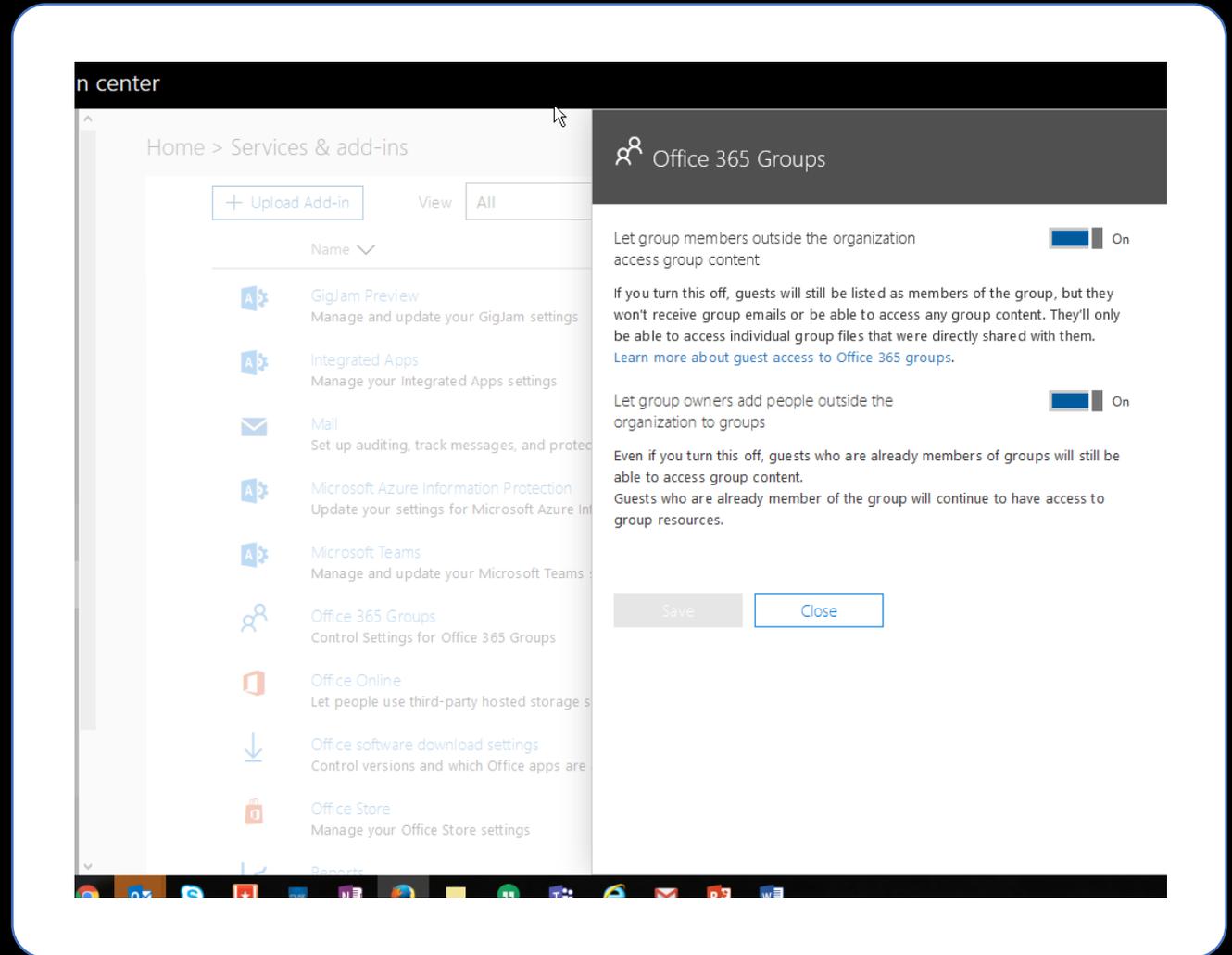
Collaborating
internally and
externally

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

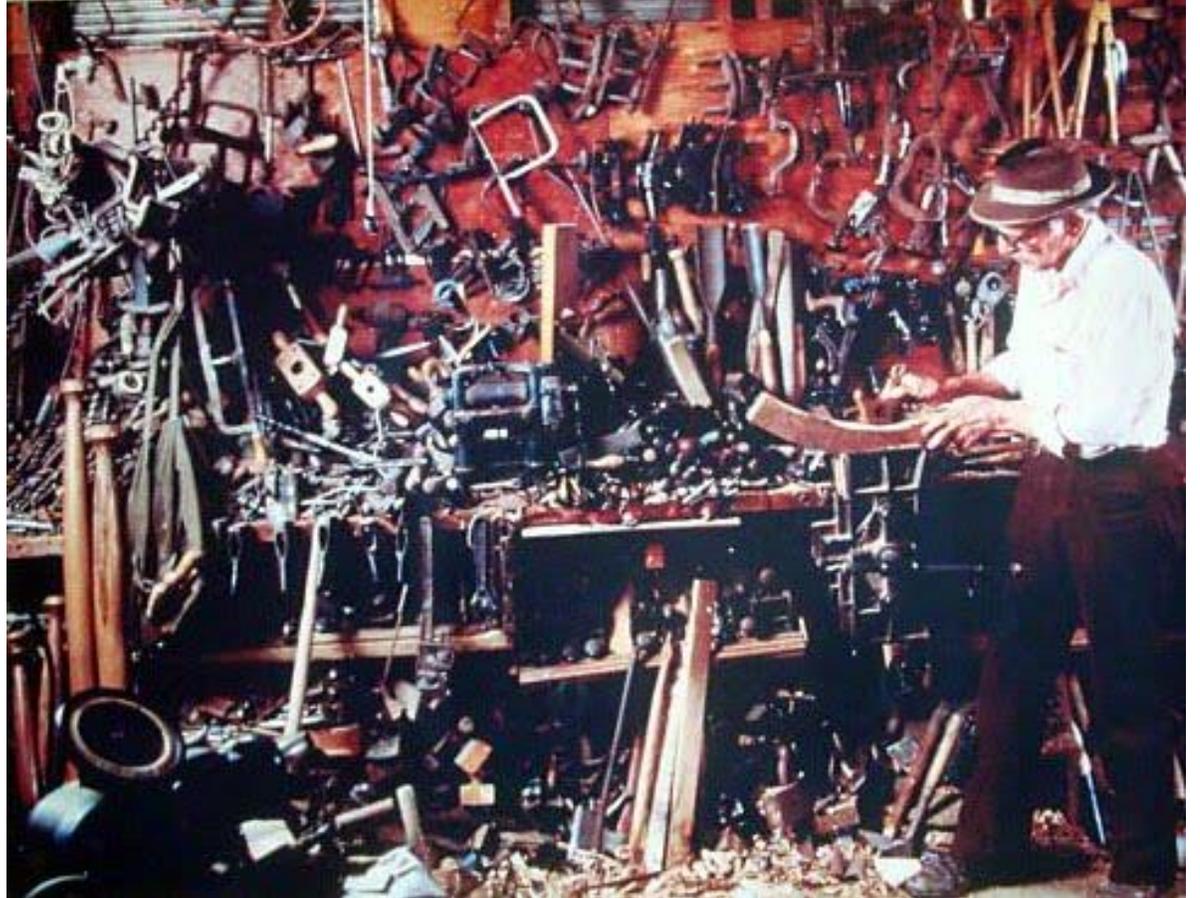
Collaborating internally and externally

- 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"*

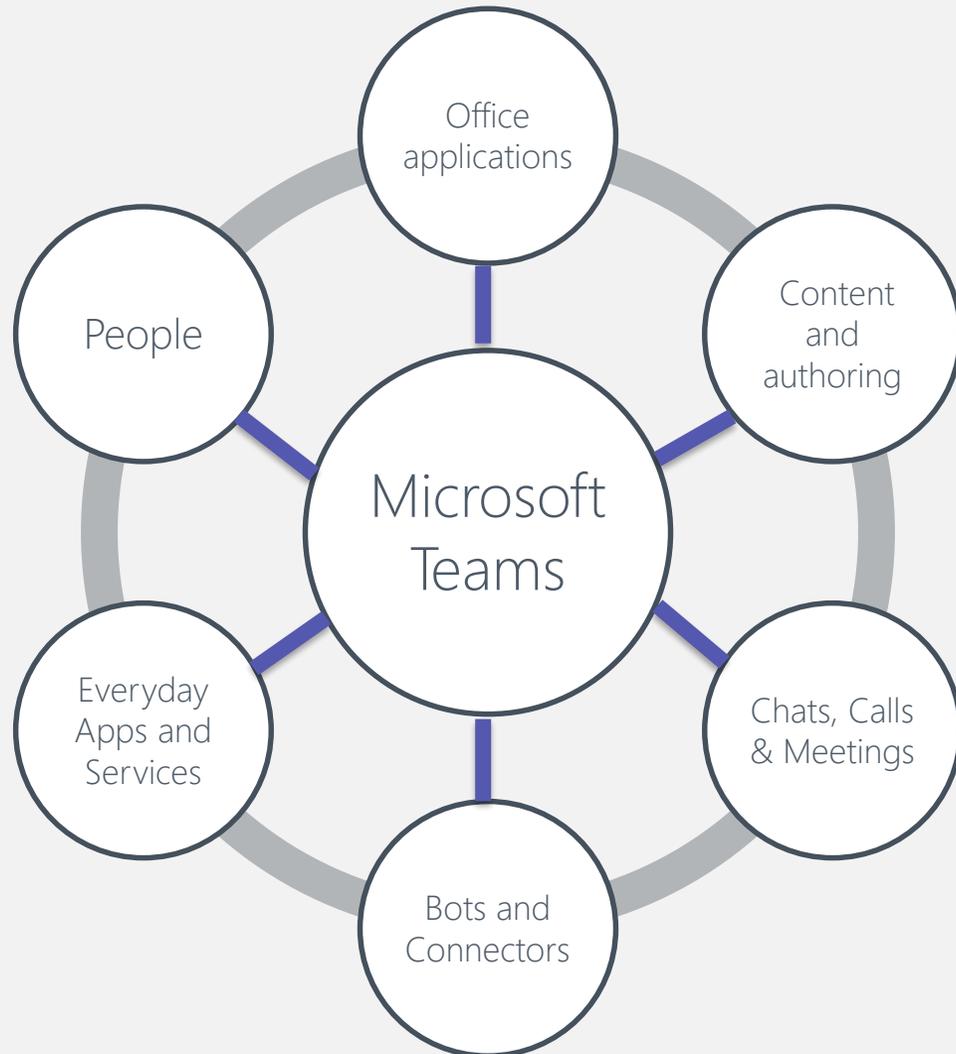


*Conversations
happen in
Yammer posts*

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

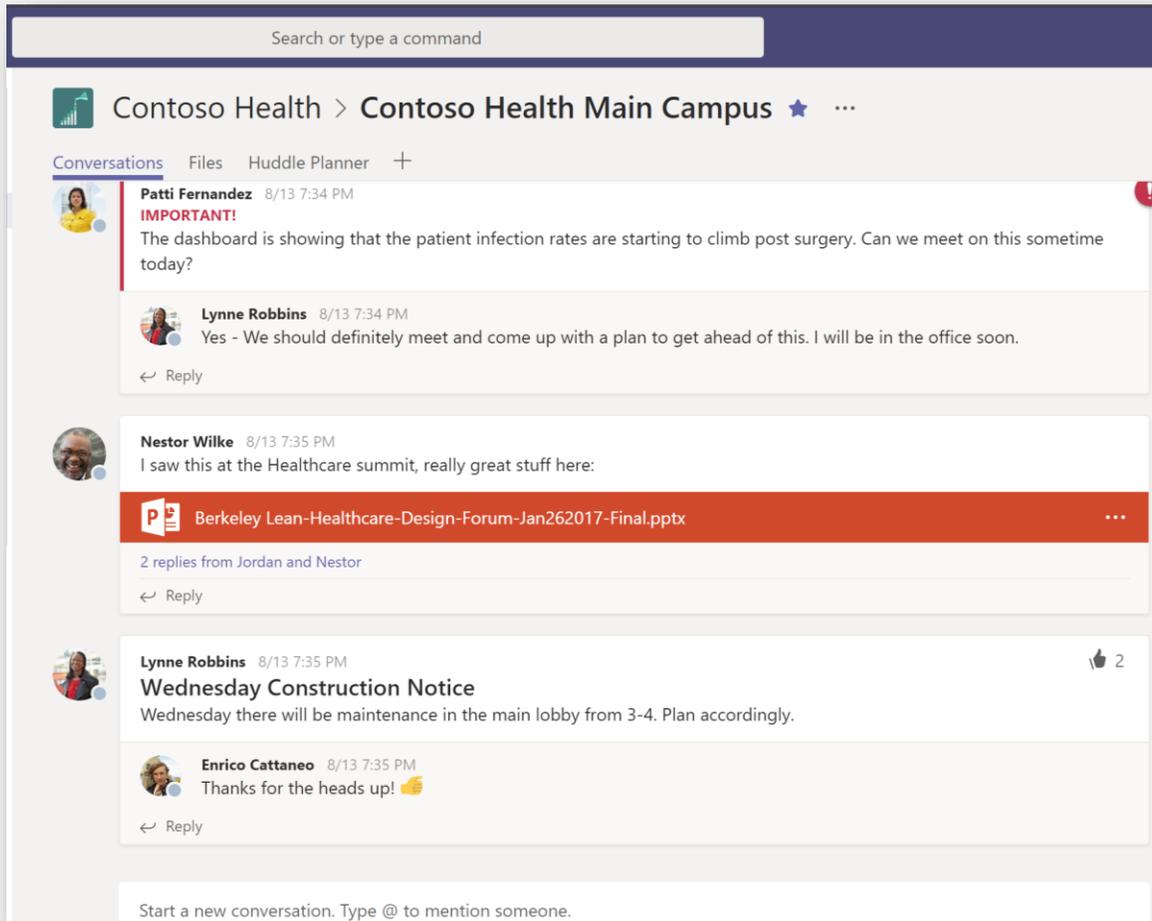


Customize & Extend: 3rd party apps & existing systems



Work w/ Confidence: Enterprise security, compliance & manageability

“Conversations” are at the heart of Team collaboration



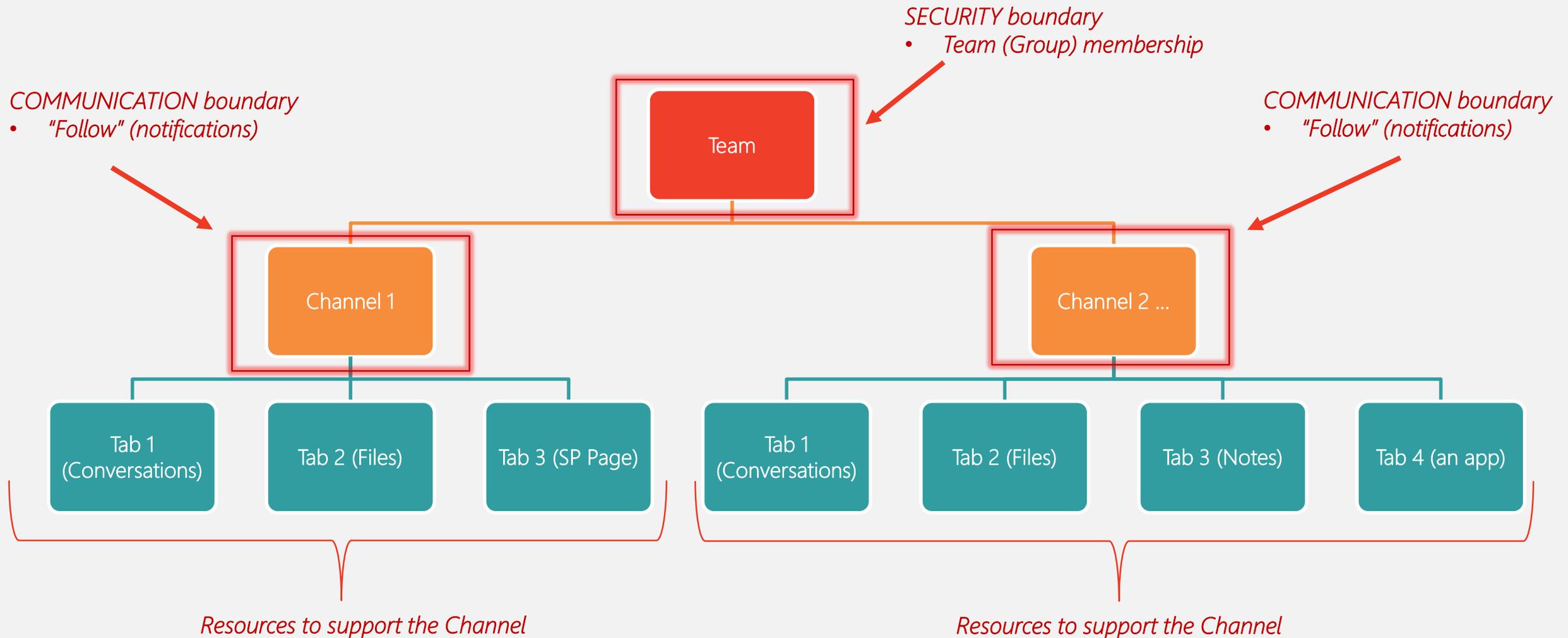
The screenshot shows a Microsoft Teams channel interface for 'Contoso Health Main Campus'. At the top, there is a search bar with the text 'Search or type a command'. Below the channel name, there are tabs for 'Conversations', 'Files', and 'Huddle Planner'. The conversation history includes:

- 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:
A file named 'Berkeley Lean-Healthcare-Design-Forum-Jan262017-Final.pptx' is attached. Below it, it says '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 placeholder text: '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

The basic shape of a Team



The structure of a real-life Team

The image shows a screenshot of the Microsoft Teams interface. On the left is a dark sidebar with navigation icons for Activity, Chat (with a '2' notification), Teams, Meetings, Calls, and Files. The main area is split into two parts. The left part shows the 'Favorites' list with 'US-PubSec' highlighted in a red box. Below it, the 'General' channel is selected and highlighted in a teal box. The right part shows the 'US-PubSec > Knowledge Channel' view. At the top, the channel name is followed by a star and a three-dot menu. Below this is a horizontal bar with tabs: 'Conversations' (underlined), 'Files', 'AP Wiki', 'AP University', 'L&L Planner', 'Resources', and '1 more'. An orange box highlights this tab bar. Below the tabs, a message from 'Taylor Davoport' is visible, dated '7/26 1:13 PM Edited'. The message text reads: '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'. Below the message is a screenshot of an Outlook inbox showing an email from 'SLED TEAM' with a subject line '2 - Follow the Group'. A red box highlights the '2 - Follow the Group' subject line in the Outlook screenshot. Three arrows point to specific elements: a red arrow labeled 'The TEAM' points to the 'US-PubSec' team name; a teal arrow labeled 'The Team's CHANNELS' points to the 'General' channel; and an orange arrow labeled 'Channel TABS' points to the 'Conversations' tab.

Understanding the SharePoint and Teams relationship

The screenshot shows the Microsoft Teams interface. On the left is a dark blue navigation pane with icons for Activity, Chat (with a red badge showing '2'), Teams (with a red badge showing '@'), Meetings, and Calls. The main area displays the 'BGLeads' group, which is a private group. Below the group name is a list of channels: General (highlighted), BG Virtual Stand-up, BG-Dev Workshop 2018, GTM-Sales, Product Strategy, Project Tasks, SP 2019, Technical Partnerships, and a link for '2 more channels'.

The screenshot shows the 'Documents' view for the 'BGLeads' group. At the top, there is a header for the group name 'BGLeads' and 'Private group'. Below this is a toolbar with options: '+ New', 'Upload', 'Quick edit', 'Sync', and 'Export to Excel'. The main content is a table of documents, which in this case are folders, with columns for 'Name' and 'Modified'.

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

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 —
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 - 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

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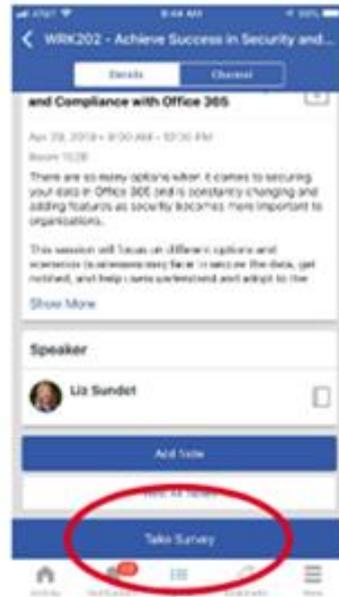
	In development <input type="checkbox"/>	Rolling out <input type="checkbox"/>	Launched <input type="checkbox"/>
	13	3	51
Description	Status	Products	Release
Microsoft Teams: Team Templates	In development	Microsoft Teams	November CY2018
Chat made accessible with the Immersive Reader	Launched	Microsoft 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>

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Learn when to use which Microsoft collaboration tool

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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

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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

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Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

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Ďakujem