



The Real M365 Backup Scenarios You Need To Cover

Backup Stories from REAL customers and Practitioners

Microsoft
Partner



Gold Application Development
Gold Cloud Platform
Gold Cloud Productivity
Gold Collaboration and Content

Accessible content is available upon request.

What we're covering today:

Discussing the how and why behind data protection in M365 and challenges/questions asked by our customers:

What are we protecting against?

What does my policy cover?

What do we need to worry about?

When should we reach out for help?





About the Presenters



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Product Marketing Manager

President, Richmond SharePoint User Group

Migrate. Manage. Protect.



12 Global Cloud Instances

99.5% Availability Backed by Azure

24/7 World-Class Support

40PB+ Managed Customer Data

ISO Certification



17K Customers

7M Cloud Users

88 Countries

7 Continents

AvePoint® is headquartered and maintains its principal operational center in Jersey City, NJ, with approximately 1,500 employees across five continents.

AOS-USG (FedRAMP Moderate In Process)

Our cloud services are **officially "In-Process"** and will be fully authorized as a FedRAMP accredited SaaS solution at the Moderate impact level pending completion of our agency sponsored authority to operate (ATO) expected in early 2021.

Microsoft Partner



- 2020 Partner of the Year Winner Singapore
- 2017 Partner of the Year Winner Public Sector: Microsoft CityNext Award
- 2016 Partner of the Year Winner Technology for Good Citizenship Award
- 2015 Partner of the Year Winner Collaboration and Content
- 2014 Partner of the Year Winner Public Sector: Public Safety and National Security



What are we protecting against?

Exploring Common Data Loss Events:



User-Driven Errors

- "I've misplaced a document... the URL I have doesn't work anymore!"
- "The document version I have is corrupted, all my changes are missing!"
- "I accidentally deleted a planner task, I can't find the history anymore!"

Admin-Driven Errors

- "I've updated the apps on my site, but I need to roll back some changes."
- "I've broken the inheritance on my site, people can't see my files anymore!"
- "A user left the company 6 months ago, but we forgot their retention policy!"



"We accidentally..."

...deleted 90,000 Teams Chats.
(Large Private Firm)

...ran a PowerShell script that broke inheritance. All of it. For 60,000 users.
(Pub Sec)

...removed a few user accounts before we were supposed to.
(Small Private Company)



What does my policy cover?

Data Loss Events Caused By Users:



User-Driven Errors

- "I've misplaced a document... the URL I have doesn't work anymore!"
- "The document version I have is corrupted, all my changes are missing!"
- "I accidentally deleted a planner task, I can't find the history anymore!"

Office 365 Solutions:

- Native versioning control in-client
- Native recycle bin settings in-browser
- Native "Files Restore" in Teams / OneDrive



Example: Files Versioning / Recycle Bin

The screenshot displays the OneDrive Recycle Bin interface. The top navigation bar is blue with the OneDrive logo and a search bar. Below the navigation bar, there are icons for 'Delete' and 'Restore'. The main content area is titled 'Recycle bin' and contains a table of deleted files. The table has columns for Name, Date deleted, Deleted by, Created by, and Original location. One file, 'Contoso Purchasing Permissions...', is selected with a blue checkmark. Below the table, there is a link to the 'Second-stage recycle bin'. At the bottom of the screen, there is a footer with copyright information and the AvePoint logo.

OneDrive

Search everything Delete Restore 1 selected

Megan Bowen

- Files
- Recent
- Shared
- Recycle bin

Shared libraries

- HR
- Project Web App
- Mark 8 Project Team

Recycle bin

Name	Date deleted	Deleted by	Created by	Original location
<input checked="" type="checkbox"/> Contoso Purchasing Permissions...	5/6/2019 9:32 PM	Megan Bowen	Megan Bowen	personal/meganb_m365x884154_onmicrosoft_com/Documents
CR-227 Product Overview.docx	5/6/2019 9:32 PM	Megan Bowen	Megan Bowen	personal/meganb_m365x884154_onmicrosoft_com/Documents

Can't find what you're looking for? Check the [Second-stage recycle bin](#)

Contoso Patent Template.docx	March 16	Megan Bowen	83.6 KB	Private
Contoso Purchasing Data - Q1 ...	March 16	Megan Bowen	21.5 KB	Private



Exa

Change how long permanently deleted items are kept for an Exchange Online mailbox

03/04/2019 • 3 minutes to read • Contributors 

If you've *permanently* deleted an item in Microsoft Outlook or Outlook on the web (formerly known as Outlook Web App), the item is moved to a folder (**Recoverable Items** > **Deletions**) and kept there for 14 days, by default. You can change how long items are kept, up to a maximum of 30 days.

ⓘ Note

You must use Exchange Online PowerShell to make the change. Unfortunately, you can't currently do this directly in the Outlook or Outlook on the web.

lists, or libraries. If you need to recover a specific item, find it in the Recycle Bin, right-click it, and choose Restore.

<https://>

6d7-

4670-9a0a-021090620140#1D0EAAEAAA=Online

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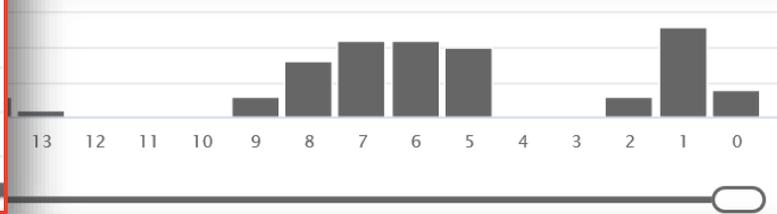
Restore your OneDrive

If something went wrong, you can restore your OneDrive to a previous time. Select a date preset or use the slider to find a date with unusual activity in the chart. Then select the changes that you want to undo.

Select a date

- Custom date and time
- Yesterday
- One week ago
- Three weeks ago
- Custom date and time

All changes after 3/20/2018 4:25:54 PM will be rolled back



- Deleted by John Hodges 6:44:23 PM | Microsoft ADG Update March 2018.mp4
- 14 days ago - 3/6/2018 (3)
- Added by John Hodges 3:48:17 AM | Value of Server Products.pptx

Limitations and troubleshooting

- Files Restore uses version history and the recycle bin to restore OneDrive, so it's subject to the same restrictions as those features. When version history is turned off, Files Restore won't be able to restore files to a previous version. For information about versioning settings, see [Enable and configure versioning for a list or library.](#)

Settings

Search all settings

Site settings
Go to site settings for this site.

Theme
Jelly Fish

Start page
People

Notifications
Off

Password
Change your password.

OneDrive
Restore your OneDrive

Example Restore X1050 Launch Team - Documents



X1050 Launch Team
Public group

- Search
- Home
- Conversations
- Documents**
- Shared with us
- Notebook
- Pages
- Site contents
- Recycle bin
- Edit

+ New Upload Sync Export to Excel Flow

Documents

Name	Modified
Design	March 16
Digital Assets Web	March 16
General	March 16
Go to Market Plan	March 16
Launch Event	March 16
Legal and Compliance	March 16
Web and Social Trends	March 16
Fabrikam3DPrinterBrochure.pptx	March 16
Product Launch.pptx	March 16



Microsoft Teams

Your teams

- X1050 Launch Team
 - General
 - Design
 - Digital Assets Web**
 - Go to Market Plan**
 - Launch Event
 - Legal and Compliance**
 - Web and Social Trends
- Contoso Sales
 - General

Updated by Megan Bowen 1:01:40 AM

Usability Testing Priorities.docx





Customers:

Teams, Planner and Advanced Workloads



Example: I've deleted a planner task...

No safety net for some user content:

The screenshot displays the Microsoft Planner application interface. The main view is a Kanban board for an "Event Plan" project. The board is divided into four columns: "To Do", "Presentation", "Press", and "Venue". Each column contains several task cards. A context menu is open over a task in the "Press" column, listing actions: "Label", "Assign", "Copy task", "Copy link to task", and "Delete". A red arrow points to the "Delete" option, which is highlighted with a red border. The interface includes a left sidebar with navigation options like "New plan", "Planner hub", and "My tasks". The top right corner shows user avatars and settings icons.



Data Loss Events Caused By Admins:

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back some changes."

"I've broken the inheritance on my site, people can't see my files anymore!"

"A user left the company 6 months ago, but we forgot their retention policy!"



Office 365 Solutions:

- Native second-level recycle bins
- Native restore requests
- Native soft-delete policies



Exchange admin center

dashboard mailboxes groups resources contacts shared migration

recipients

- permissions
- compliance management
- organization
- protection
- advanced threats
- mail flow
- mobile
- public folders
- unified messaging
- hybrid



GROUPS

IN OUTLOOK

More than a DL - even new members get all prior conversations and attachments.

[Create a group](#)



UPGRADE

DISTRIBUTION LISTS

You have some distribution lists that are eligible for upgrade.

[Get started](#)

[+ New Office 365 group](#)

DISPLAY NAME	GROUP TYPE	STATUS	EMAIL ADDRESS
All Employees	Distribution list	Active	Employees@M365x884154.onmicro...
Business Development	Office 365	Active	BusinessDevelopment@M365x8841...
Commercial Lending	Office 365	Active	CommercialLending@M365x884154...
Contoso #02	Office 365	Active	Contoso02@M365x884154.onmicro...
Contoso #02	Office 365	Active	StaffHubfeacb@M365x884154.onmi...
Contoso Finance	Office 365	Active	ContosoFinance@M365x884154.on...
Contoso IT	Office 365	Active	ContosoIT@M365x884154.onmicros...
Contoso Sales	Office 365	Active	ContosoSales@M365x884154.onmi...
DG-2000 Feedback	Office 365	Active	dg-2000feedback@M365x884154.o...
DG-2000 Product Team	Office 365	Active	DG-2000ProductTeam@M365x8841...
Electronic Events	Office 365	Deleted today	ElectronicEvents@M365x884154.on...
Employee Advocacy	Office 365	Active	employeeadvocacy@M365x884154...
Engineering	Office 365	Active	Engineering@M365x884154.onmicr...
Executives	Distribution list	Active	Executives@M365x884154.onmicros...
Finance	Office 365	Active	finance@M365x884154.onmicrosoft...
Finance Team	Distribution list	Active	FinanceTeam@M365x884154.onmic...
HR	Office 365	Active	hr@M365x884154.onmicrosoft.com
HR - Onboarding Exp VTeam	Office 365	Active	HR-OnboardingExpVTeam@M365x...

Electronic Events

Office 365 group
ElectronicEvents@M365x884154.onmicrosoft.com

Status

This group was deleted on 5/7/2019 4:28:49 AM
[Click here to restore](#)

Description

Electronic Events

Owners

Megan Bowen
MOD Administrator
Nestor Wilke

Privacy

Public - Anyone can see content



Example: Project Cleanup Activities

Project

Project Intake

- Ideas
- New Proposal

My Activities

- Calendar
- Tasks
- Manage Timesheets
- Issues & Risks
- Timesheet
- Approvals (Tasks)
- Approvals (Workflow)

Dashboards

- Project Center
- Resource Center
- Report Center
- Power BI
- Strategy

Delete Enterprise Objects

What do you want to delete from Project Web App?

- Projects
- Resources and Users
- Status Report Responses
- Timesheets

Delete the selected projects

- Delete draft and published projects
- Delete only published projects
- Delete archived projects
- Delete the connected SharePoint sites

You can't delete Projects that are currently checked out to other users. To force check-in projects, go to [Force Check-in Enterprise Objects](#)

<input type="checkbox"/>	Project Name	Project Manager	Version	Type	Last Updated	Checked Out	Job State
<input checked="" type="checkbox"/>	AdventureWorks Cycles Building Maintenance	Lidia Holloway	Published	Project	3/29/2019 5:12:47 PM	No	
<input checked="" type="checkbox"/>	Agile	MOD Administrator	Working	Template	3/29/2019 5:18:11 PM	Yes	
<input checked="" type="checkbox"/>	APAC Network Expansion	Lidia Holloway	Published	Project	3/29/2019 5:22:35 PM	No	
<input type="checkbox"/>	Bay Plaza	Lidia Holloway	Published	Project	3/29/2019 5:26:08 PM	No	
<input type="checkbox"/>	Bell Linguistics Analysis Tool	Adele Vance	Published	Project	3/29/2019 5:24:05 PM	No	
<input type="checkbox"/>	Benjamin Map and GPS Software R100	Lidia Holloway	Published	Project	3/29/2019 5:07:58 PM	No	



What do we need to worry about?

Who has you covered?



[↑ Share](#)

FOR INFRASTRUCTURE & OPERATIONS PROFESSIONALS

Back Up Your SaaS Data — Because Most SaaS Providers Don't

Cloud-To-Cloud Backup Is The Only Practical Option For SaaS Data Protection

December 29, 2017



By **Naveen Chhabra**
with Glenn O'Donnell,
Will McKeon-White,
Bill Nagel

Why Read This Report

Software-as-a-service (SaaS) is a popular element of a sound technology strategy. While almost all SaaS vendors explicitly state that protecting data is the customer's responsibility, infrastructure and operations (I&O) leaders usually send critical data to those providers without any plan for ensuring data resiliency. Back up SaaS data or risk losing customers, partners, and employees. Stop leaving the door open to data loss, and start proactively protecting cloud data before it's too late. This report helps I&O leaders navigate the landscape of SaaS services and data recovery. This is an update of a previously published report; Forrester reviews and updates it periodically for continued relevance and accuracy.

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Few Firms Protect Their Cloud Data From Obliteration

You Can — And Must — Mitigate The Risk Of Losing SaaS Data

Recommendations

Don't Make Assumptions: Grill Your SaaS Provider About Backup

Your responsibility for backup

- Microsoft Protection
 - ✓ Loss of service due to hardware or infrastructure failure
 - ✓ Loss of service due to natural disaster or data center outage
 - ✓ Short-term user-error with recycle bin / version history (including new OneDrive "Files Restore")
 - ✓ Short-term administrative error with soft-delete for Groups, Mailboxes or services-lead rollback
- Customer Responsibility
 - Loss of data due to departing employees and deactivated accounts
 - Loss of data due to malicious insiders / hacktivists deleting content
 - Loss of data due to malware / ransomware
 - Recovery from prolonged outages
 - Long-term accidental deletion coverage with selective rollback



Customers: Security and Ransomware



Walls Construction Protects Critical Data From Ransomware Attack With AvePoint Cloud Backup

Following their roll out of Office 365 and SharePoint Online, Walls experienced an incident with one of their members of staff being hit with a malicious ransomware attack. The staff member's OneDrive was replicated and then deleted, resulting in the complete loss of that user's data.

"With the amount of control that Office 365 brings to end users, it is not realistic for a company to completely monitor every deletion. So we had to have a way to very quickly and easily recover from something like this, and began evaluating Office 365 backup products..."

<https://www.avepoint.com/case-studies/walls-construction>





Search this site

- Home
- Conversations
- Documents
- Notebook
- Pages
- Site contents
- Recycle bin
- Edit



Marketing

Public group

☆ Not following

10 members

+ New Send by email Promote

Published 7/13/2018

Edit

Real-world scenario: One of our MVPs at AvePoint indicated that in his first administrative job in SharePoint on-prem, he managed to erase the permissions to all users to their intranet portal. This demo is in tribute to him – but actually fairly common. Permissions are relatively easy to screw up: whether allowing members to invite new team members, accidentally “inheriting permissions” on a sub-site, or simply malicious changes can be difficult to restore!



Like Comment

Feedback

Outages can happen!

Microsoft suffers global outage

Microsoft Azure outage map



Services Outage Hits

Services went down this week after Microsoft's datacenters in

datacenter temporarily outages that have affected Office 365 services, as services. Power to the but Microsoft still listed servers in that region,

WRITTEN BY
Keumars Afifi-Sabet

Disruption hours after knocked a c

Microsoft Azure is a cloud computing platform operated by Microsoft. Azure offers both 'platform as a service' (PaaS) and 'Infrastructure as a service' cloud solutions.

Microsoft Azure

<http://www.cloudpro.co.uk/it-infrastructure/7658/microsoft-suffers-global-outage-to-azure-and-office-365-services>

<https://rcpmag.com/articles/2018/09/04/microsoft-cloud-outage-datacenter.aspx>

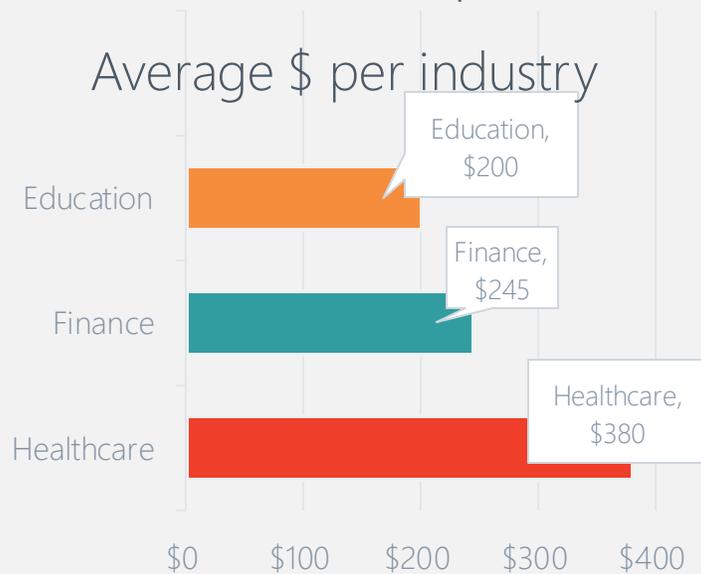


Big picture: the cost of an outage



Data loss can happen anytime—and it's usually when you least expect it

Think you've got your data covered? Think again. It's not just cybercriminals...there are other causes of loss too, including: hardware or system malfunctions, human error, software corruption, computer viruses, and natural disasters too! It all adds up...



■ **\$200** per lost or stolen record in **Education***

■ **\$245** per lost or stolen record in **Finance***

■ **\$380** per lost or stolen record in **Healthcare***

- 60% of small businesses that lose data will shut down within six months**
- Only 13% of organizations are prepared to handle data loss and ransomware attacks**
- 50,000 compromised records results in a data breach of \$6.3 million*

*Ponemon Institute's 2017 Cost of Data Breach Study **Carbonite Research 2017

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When should I reach out for help?

- ✓ Before I have a problem!

When to review your insurance policy...

1. You're actively using Project or Planner

-Mistakes here can be difficult to recover from! Project sites, Planner tasks, etc.

2. You're rolling out SharePoint / Teams / Groups with end-users as "Owners"

-Helpful files restore can potentially impact all user's content, open to all owners

-Permissions can be a slippery slope to manage for end-users!

3. You're dealing with turn-over / clean-up but *do not* actively place all employees on legal hold!

-Restore requests typically come AFTER soft-delete window has passed!



Native tools and coverage

Low Impact

Out-of-the-box tools

- Version Control (minimum 100)
- Recycle Bin (93 days total)
- Deleted E-mail (14 days default – 30 max)

High Impact

- Soft-delete Sites / Groups / Teams (30 days)
- Retention settings (legal holds)
- “Files Restore” – OneDrive / Sites / Teams
- Restore from Microsoft Backup (14 days)

Scenario

- User Error, document corruption
- User Error, document deletion
- User Error, e-mail deletion

- Owner / Admin error, deletion
- Legal Retention Only
- Ransomware
- Corruption / Ransomware



Microsoft helps, but can't cover everything...



User-Driven Errors

"I've misplaced a document... the URL I have doesn't work anymore!"

"The document version I have is corrupted, all my changes are missing!"

~~"I accidentally deleted a planner task, I can't find the history anymore!"~~

Admin-Driven Errors

"I've updated the apps on my site, but I need to roll back ~~some~~ ^{ALL} changes."

~~"I've broken the inheritance on my site, people can't see my files anymore!"~~

~~"A user left the company 6 months ago, but we forgot the retention policy!"~~



AvePoint Cloud Backup



Unlimited, automated backup for your Microsoft Cloud assets

Automatic backups, up to 4X per day, for Dynamics 365, Office 365 - SharePoint Online, OneDrive for Business, Exchange Online, Project Online, and Groups. Unlimited options give you flexibility to protect content as your organizational needs dictate.



Granular restore, in or out of place

Search for and filter content for restore based on properties—including content type, owner, date created, file size, parent list name, parent folder name, email subject, date sent, and more. Restore granular content in place or out of place – even to your file system or export as a PST!



Visibility and control over protected content

Simple dashboard display gives immediate insight into what services are covered – and where you may be exposed. Whether you bring your own storage – or use AvePoint's Azure storage – you retain full control over your protected content!

Automated backup across Office 365 workloads

The screenshot displays the AvePoint Cloud Backup dashboard. The left sidebar contains navigation options: Home, Office 365 Backup (with sub-options: Restore, Data Subject Access Requests, Job Monitor, Reporting, Settings), and Dynamics 365 Backup. The main content area shows three workload cards: Office 365 Groups (Next backup: Apr 15, 2019 2:33 PM), Teams (Next backup: Apr 15, 2019 4:17 PM), and Project Online (No backup now). A detailed view for Teams is open, showing a 'PROTECTED' status with a green shield icon and 'Last Successful Backup: Apr 15, 2019 10:49 AM'. Below this, there are tabs for 'Backup Details' and 'Restore Details'. The 'Backup Details' tab shows a 'Job Summary' with a donut chart indicating 78 total items, consisting of 56 successful, 22 skipped, and 0 failed. A list of backup jobs is shown on the left, with the most recent one completed on Apr 15, 2019 10:49 AM. The next backup is scheduled for Apr 15, 2019 4:17 PM.

Office 365 Backup Status:

- Office 365 Groups: Next backup will be on **Apr 15, 2019 2:33 PM**
- Teams: Next backup will be on **Apr 15, 2019 4:17 PM**
- Project Online: This object has no backup now.

Teams Backup Details:

PROTECTED
Last Successful Backup: Apr 15, 2019 10:49 AM

Job Summary:

- Total: 78
- Successful: 56
- Skipped: 22
- Failed: 0

Backup History:

- Finished: Apr 15, 2019 10:49 AM
- Finished: Apr 15, 2019 5:00 AM
- Finished: Apr 14, 2019 11:06 PM
- Finished: [Previous]

Next backup will be on: Apr 15, 2019 4:17 PM

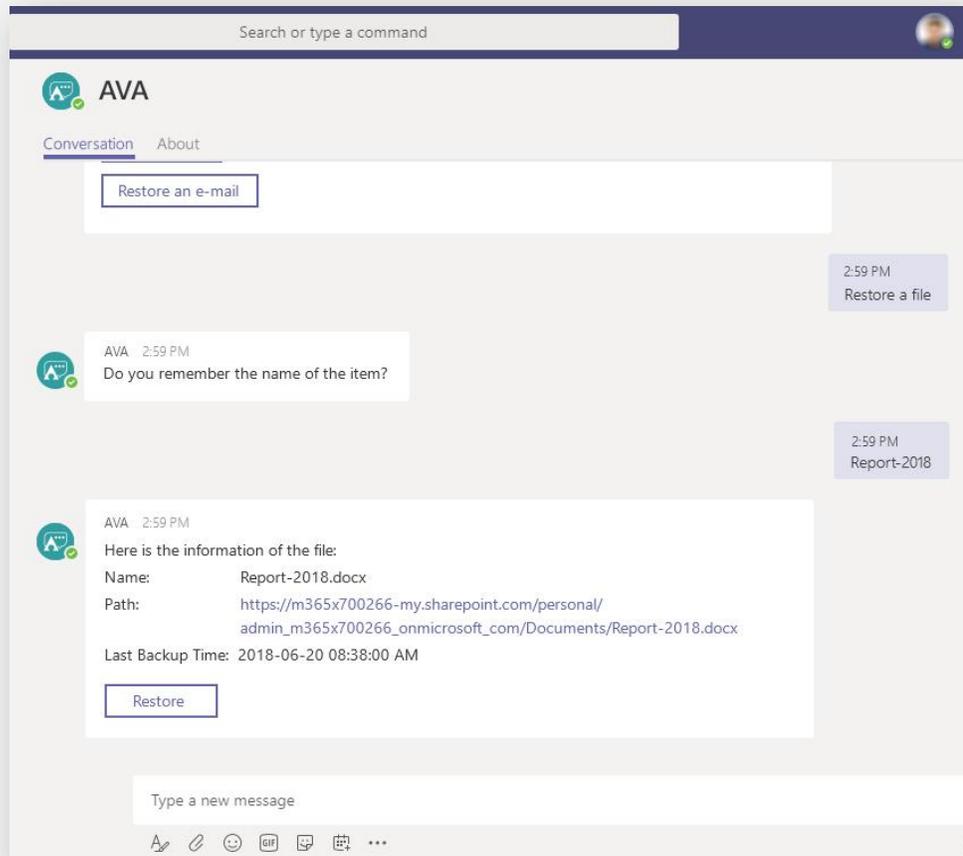




Customers: Reducing WorkLoads



AVA: AvePoint's Virtual Assistant



Give users a place to look for lost content:

- Filenames that can't be found
- Documents modified recently
- Broken URLs to documents and files
- Lost e-mails that can't be searched in Exchange / Outlook

Highlight quick-wins to limit support calls:

- Identify version history, first and second level recycle bins, soft-deleted content
- Identify recent data in AvePoint's backup data sets
- Fully security-trimmed to each user



Delegated controls to empower users

Work with security teams

- One backup SLA, but many ways to restore
- Divide by country, department, title, division, etc.

Identify service administrators

- Give Exchange teams access to e-mail
- Give SharePoint teams access to Groups / Teams

Delegate help-desk calls

- OneDrive and Mailbox request can go to lower-level help-desk administrators

Create Security Group ⓘ

Name: *

Security - Switzerland

Description:

Dedicated users for our Swiss branch - help desk users

Invite Users:

John@AvePoint ×

Example: name@example.com;name2@example.com

Grant Permissions:

<input type="checkbox"/>	Service	Permission Scope	Action
<input checked="" type="checkbox"/>	Exchange Online	Default Mailbox Container;app;custom	Select Scope
<input checked="" type="checkbox"/>	OneDrive for Business	Default OneDrive for Business Container;app;custom	
<input type="checkbox"/>	SharePoint Online		
<input type="checkbox"/>	Office 365 Groups		
<input type="checkbox"/>	Teams		

Save Cancel



Your benefits



Comprehensive Protection

Backup your Office 365 & Dynamics 365 content from a single service. No need to rely on multiple backup vendors, or locate data across multiple cloud services for restore.

Backup Data Ownership

Store backup data with the storage provider of your choice – including AvePoint! Bring your own storage, or take advantage of AvePoint's unlimited offering to avoid storage limitations

SLAs on Your Own Terms

Quick, on-demand recovery ensures you have access to data when you need it most. Backup up to 4X per day helps you meet aggressive RPOs. Restore offline even if the cloud service is down or corrupt!



Your benefits



In or out of place granular restores.

Restore documents, emails, tasks, lists, and SharePoint information in or out of place.

Restore one or more documents, libraries, lists, sites, Teams or Mailboxes at once with ease.

Choose your own retention up to unlimited.

Choose up to a two year retention or retain all your data for the length of your license.

Comprehensive support for Office 365 information.

Backup Teams Chats, Documents, SharePoint Lists, List Items, Metadata, Settings, SPO Workflow information and more!



AvePoint Cloud's Return on Investment

Legacy Backup

- Cost of compute / VMs
- Cost of network traffic
- Cost of storage
- Cost of maintenance / up-time
- Customer-owned security
- Cost of software license

Cloud-to-Cloud Backup

- Dynamic resource availability
- Azure datacenter networks
- Unlimited Storage
- Automated patching and updates
- ISO 27001:2013 certified
- *Fixed subscription pricing*



Don't just take our word for it...



Check out the evidence for yourself!

"We wanted the ability to back up files to multiple cloud platforms, and AvePoint was the only one who had the capability to do that."

Kevin Tsuei
Technology Practice Director



"[AOS] ensures there is no potential to lose any of our SharePoint Online data in the future."

James Dickinson
Chief Information Officer

"[AvePoint Online Services] gives us assurance that if documents go missing or we run into problems within our Office 365 environment, we have a full backup available in the cloud along with granular content restoration abilities to minimise business disruption."

John Baddiley
Senior Business Manager



<https://www.avepoint.com/resources/customer-review/>

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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

ໜ້ອບຄຸນຄຳຮັບ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

תודה

多謝晒

дядкую

Ďakujem