

A vision for intelligent communications

Nuno Árias Silva
Office Servers and Services MVP



Nuno Árias Silva

MVP Office Servers and Services

I advise my clients to be proactive in adopting new Microsoft technologies that help them to reach business needs and to accomplish their goals.

Has more than 20 years working on IT, with Master in Information Technologies, last projects have more focus in Office 365, Infrastructures and Security within Microsoft Infrastructure Products.



Blog: www.nuno-silva.net
Email : email@nuno-silva.net
Twitter : NunoAriasSilva
Facebook : nunoarias
LinkedIn : nunoarias



Manager - Infrastructure Services
nuno.a.silva@gfi.pt

Agenda

- ➡ Overview
- ➡ Microsoft Teams
- ➡ Intelligent Communications
- ➡ Setup Microsoft Teams
- ➡ Demo
- ➡ Resources & Lab

1

Overview



The foundation of unified communications at Microsoft



3 billion

minutes of voice and video per day on the Skype ecosystem

1 billion

meetings per year on the Skype ecosystem

2X

commercial growth year over year for Microsoft Skype for Business

90+

countries with audio conferencing available

100 million

Microsoft Office 365 monthly active users

12 years

as a leader in the Gartner Unified Communications Magic Quadrant

A changing modern workplace

Mobile and social

45% use social tools at work

4X as many devices per user

Diverse and global

5 generations together in the workforce

72% of workers will be working remotely by 2020

Team-based and collaborative

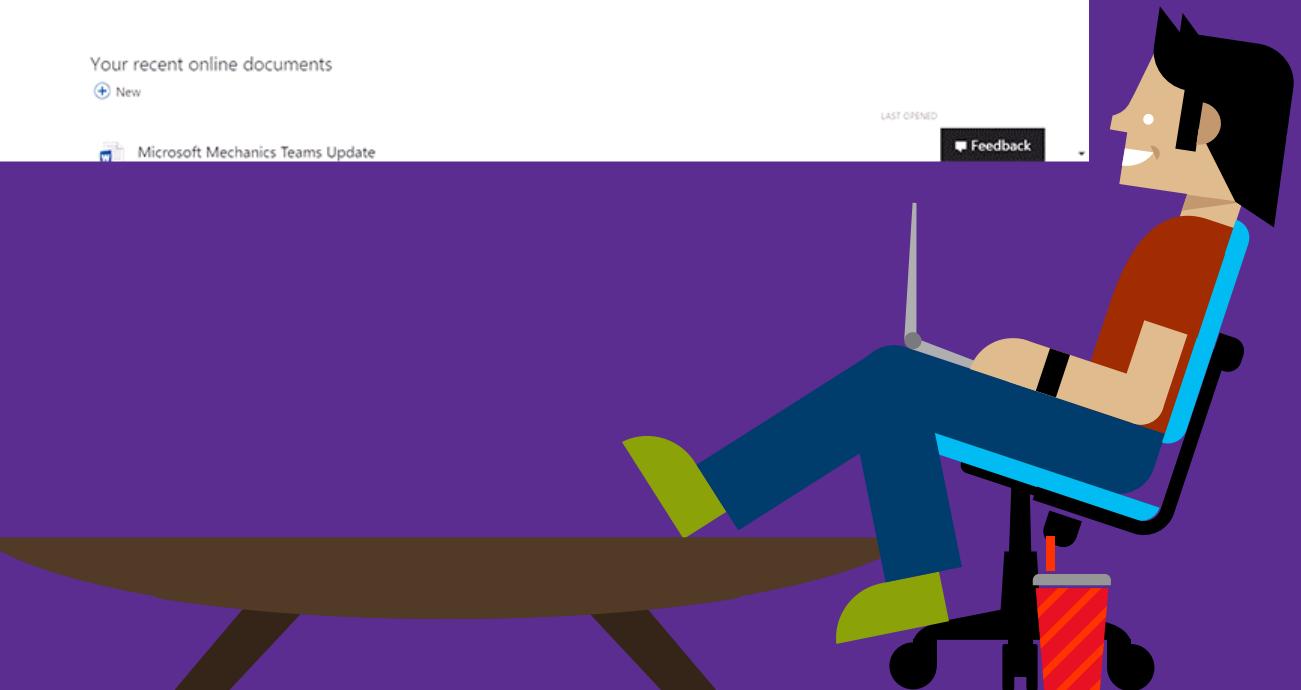
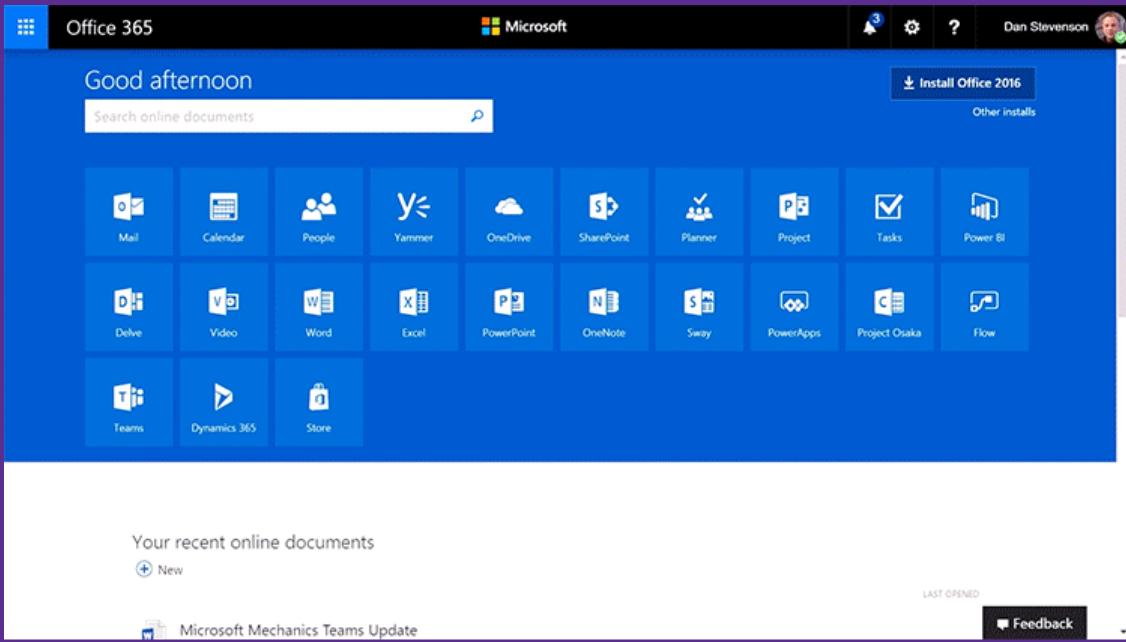
2x as many teams

80% of employee time is spent collaborating



2

Microsoft Teams



Microsoft Teams

The hub for teamwork in Office 365



Communicate
through chat, meetings & calls



Collaborate
with deeply integrated Office 365 apps



Customize & extend
with 3rd party apps, processes, and devices



Work with confidence
enterprise level security, compliance,
and manageability

The screenshot shows the Microsoft Teams & Skype for Business Admin Center dashboard. At the top, a banner reads "Microsoft Teams & Skype for Business Admin Center". The dashboard is divided into several sections:

- ADMIN SEARCH:** A search bar with placeholder "Search" and a "Show all →" button.
- MICROSOFT TEAMS UPGRADE STATUS:** Displays "17,224 Microsoft Teams users" and "8,106 Skype for Business users" with a "Upgrade more" button.
- CALL VOLUME:** A line chart comparing "Skype for Business" (light blue) and "Microsoft Teams" (dark blue) call volumes over 7, 30, and 60 days. The chart shows a general upward trend for Microsoft Teams.
- PHONE NUMBER TYPES:** A bar chart showing the count of different phone number types: "High capacity numbers" (25,330), "Toll free numbers" (36), and "User phone numbers" (22).
- USERS PER LOCATION:** A world map showing user counts by location, with a callout for "25,345" in North America.
- USER TYPES:** A horizontal bar chart comparing user types: Hosted users (6,529), Hybrid users (16,161), PSTN users (981), and Golden loops users (2,320).

Microsoft's vision for intelligent communications

- Microsoft Teams becomes the core communications client for Microsoft Office 365 customers

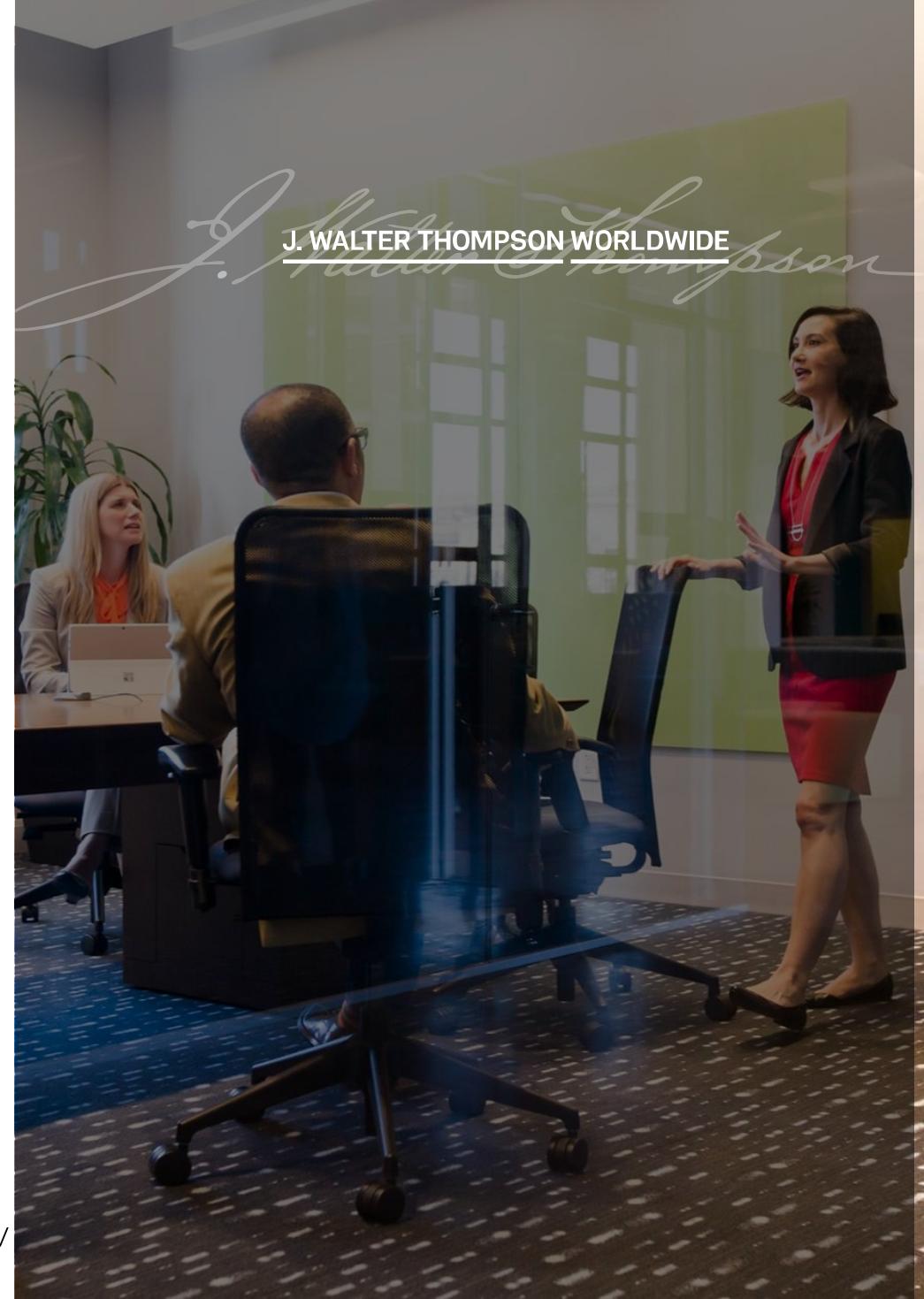
New Skype back-end infrastructure supports enterprise-grade voice, video, and meetings

Artificial intelligence will transform the experience for calls and meetings



“ We gain huge benefit by improving collaboration and amplifying the value of our creative talent.”

Experience (Video)





New Skype back-end infrastructure

Built for enterprise-grade voice, video, and meetings

More efficient bandwidth consumption

More robust telemetry

Maintenance and upgrades with minimal disruption

Faster meeting join times for users and a better browser experience



3

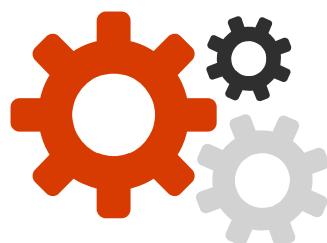
Intelligent Communications





Intelligent communications

Harnessing the **power of intelligence** to transform calls and meetings



Cognitive services



Machine learning



Microsoft Graph

Intelligent communications for calls and meetings



Before

Insights, history,
and deeper context

During

Everyone connected

After

Notes and action items
automatically captured

Communicate through meetings

More effective, real-time conversations

Join online meetings with HD video, VoIP, and dial-in audio conferencing options

Mobile, desktop, browser and certified devices

One-touch join with Skype Room Systems

Support for Surface Hub and existing rooms

Intelligent meetings

Recommendations based on attendee availability

Related files and chat history at your fingertips

Cloud recording of meetings with transcription and translation, indexed for searching



Communicate through calling

Connect with anyone through Phone System and Calling Plans

Have a dedicated phone number for domestic and international calls

Advanced features including voicemail, transfer and emergency calling (e911)

Advanced call management including call routing, auto attendant and reporting

Future support for hybrid voice using on-premises PSTN connectivity



Future unified communications portfolio in the cloud and on-premises



Commercial cloud (Office 365)

Microsoft Teams

Online voice, video, and meetings

Teams client



Commercial on-premises

Skype for Business

On-premises server for voice, video, and meetings

Skype for Business client

Single client experience in the cloud with Microsoft Teams

Skype-branded voice and video experiences

Continued support for Skype for Business Server for on-premises environments

Continued support for Skype for Business Online until Teams meets your business needs

Transition to Teams

Enable with transparency and communication

Upgrade when Teams meets your organization's needs

Empower IT to control and manage process

Ease user transition with in-product features

Support through partner and device ecosystem



Skype for Business and Teams Interoperability

As customer transition, interoperability is critical

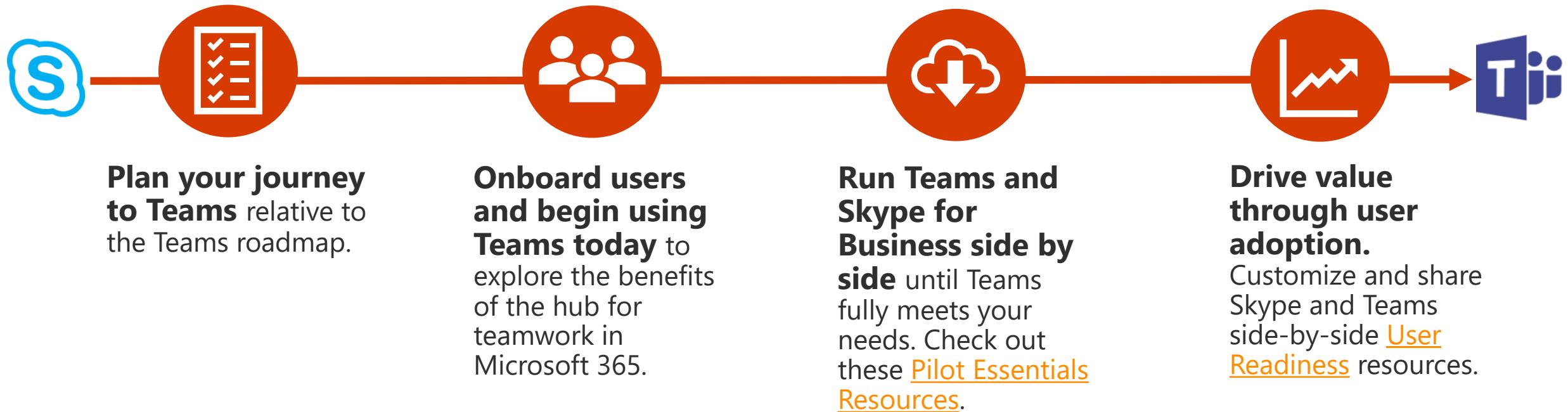
Teams has the ability for users to communicate with one another **regardless of what app they use**

Skype for Business and Teams users can **call or chat** across apps to each other

Advanced calling options like transfer or call forwarding just work – ensuring workflows continue



What you should you do today



Messaging roadmap

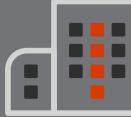
This document reflects Microsoft's current expectations; however, dates and individual features may change and should not be relied upon in making purchasing decisions.

	Available today	Coming in 1Q CY2018 (end of qtr)
 Enterprise grade	<ul style="list-style-type: none">✓ Persistent 1:1 and Group Conversations✓ Team + Channels for Teams Productivity✓ Hide Chat	<ul style="list-style-type: none">• Share/Mute Chat
 Skype for Business interop and federation	<ul style="list-style-type: none">✓ Teams-SfB 1:1 Chat Interop✓ Guest Access for External Users	<ul style="list-style-type: none">• Contact Groups• Unified Presence• Federated Chat between Teams and Skype for Business• Import Contacts from Skype for Business• Skype for Business Interop with Persistent Chat
 Platform and devices	<ul style="list-style-type: none">✓ Windows, Mac, Edge, ChromeiOS, Android, Windows Phone	
 IT Pro	<ul style="list-style-type: none">✓ Tenant Level Messaging Policies✓ eDiscovery/Hold/Archiving of Messages✓ Messaging Interop IT Policies	<ul style="list-style-type: none">• Messaging User-Level Policies• Message Retention Policies

Meetings roadmap

This document reflects Microsoft's current expectations; however, dates and individual features may change and should not be relied upon in making purchasing decisions.

* Capability has third party dependencies

	Available today	Coming in 2Q CY2018 (end of qtr)
 Enterprise grade	<ul style="list-style-type: none">✓ Schedule in Outlook & Teams✓ Private and Channel Meetings✓ User Facing Diagnostics✓ 80 users in a meeting✓ Audio Conferencing (preview)✓ Participant Management✓ Improved Device Selection	<ul style="list-style-type: none">✓ Audio Conferencing in over 90 countries✓ Anonymous Join✓ Interactive Troubleshooting✓ Lobby Support✓ Mute Other Participants
 Collaborative meetings	<ul style="list-style-type: none">✓ Enable Meeting Lifecycle with Pre/During/Post✓ Desktop sharing✓ Conversations✓ Immersive Meeting Experiences	<ul style="list-style-type: none">✓ Application Sharing✓ Give and Take Control in sharing
 Platform and devices	<ul style="list-style-type: none">✓ Windows, Mac✓ Mobile: iOS and Android Meetings	<ul style="list-style-type: none">✓ Edge, Chrome Browser Support for meetings
 IT Pro	<ul style="list-style-type: none">✓ Call Quality Diagnostic Portal✓ Tenant Policies	<ul style="list-style-type: none">✓ Enable Call Quality Analytics
		<ul style="list-style-type: none">• Broadcast Meetings• Cloud Recording• Federated Meetings• Large Meeting Support (~250)• Lobby for PSTN callers• Outlook meeting schedule from other platforms (OWA, OLK, mobile)• PSTN Fallback
		<ul style="list-style-type: none">• PowerPoint Load and Share• Whiteboard and Meeting Notes
		<ul style="list-style-type: none">• Enable VTC Interop Services*• Skype Room Systems Support*• Surface Hub Support• Trio 1 Touch Teams Meeting Join*
		<ul style="list-style-type: none">• User-Level Meeting Policy• eDiscovery enhancements

Calling roadmap

This document reflects Microsoft's current expectations; however, dates and individual features may change and should not be relied upon in making purchasing decisions.

* Capability has third party dependencies

	Available today	Coming in 2Q CY2018 (end of qtr)	Coming in 4Q CY2018 (end of qtr)
	Enterprise grade <ul style="list-style-type: none"> ✓ Blind Transfer ✓ Call Blocking ✓ Call Forwarding ✓ Caller ID Masking ✓ e911 Support ✓ Enable Existing Calling Plan Support ✓ Extension Dialing ✓ Hold ✓ Multi-call Handling ✓ Safe Transfer ✓ Simultaneous Ringing ✓ Speed Dial ✓ Suggested Contacts ✓ Transfer to PSTN Call ✓ Translate user input to standard phone format ✓ Voicemail 	<ul style="list-style-type: none"> • 1:1 to Group Call Escalation with Teams, Skype for Business, and PSTN participants • Boss and Delegate Support • Call Queues • Consultative Transfer • Organizational Auto-Attendant • Do not Disturb breakthrough • Distinctive Ring • Forward to Group • Hybrid connection to Teams • Out of Office Support 	<ul style="list-style-type: none"> • Call Park • Group Call Pickup • Location-Based Routing • Shared Line Appearance
	Skype for Business interop & fed <ul style="list-style-type: none"> ✓ SfB-Teams Calling 	<ul style="list-style-type: none"> • Call Support between Teams & Skype Consumer 	
	Platform and devices <ul style="list-style-type: none"> ✓ TTY Support ✓ Windows, Mac, Edge, iOS, Android 	<ul style="list-style-type: none"> • Support for existing certified SIP Phones* • USB HID 	
	IT Pro <ul style="list-style-type: none"> ✓ Call Quality Diagnostic Portal ✓ SfB-Teams Interop Policies 	<ul style="list-style-type: none"> • eDiscovery Enhancements 	

Customer resources

For Customers **New** to Teams

Success with Teams

www.successwithteams.com

- Practical guidance
- Plan / deliver / operate framework
- Checklists, prerequisites, adoption guides, tools



For **Existing** Customers

Skype + Teams

aka.ms/skypeandteams

[Office 365 roadmap](#)

- Best practices
- Tools and resources

Get started on your Microsoft Teams Journey

As a valued Skype for Business customer, Microsoft is here to support you on your journey to Teams. From envisioning your strategy to onboarding users and driving value with business outcomes, the below guidance helps enable your organization to maximize value with Microsoft Teams.

Click [Envision](#) to get started.

Not a Skype for Business Customer?
Visit our [Success With Teams](#) site to learn more.

Envision **Onboard** **Drive Value**

Support for **All** Customers

FastTrack

Fasttrack.microsoft.com

- Hands-on support for deployment
- Best practices, tools, resources, experts
- Updated resources for Microsoft Teams
- Practical guidance for cloud voice deployments (formerly Skype Operations Framework)
- MyAdvisor to help you easily find what you need

Drive Value

Help new teams get up to speed

Plan for an efficient first week



External Access to Meetings

- External users have access to Meetings
- Teams Guest Access, granted by admin
- Anonymous join and lobby functionality for anonymous users to join meetings
- Federation

Global availability for meetings, voice and chat

Meetings		Telephony	Data Residency
Online Meetings	Worldwide*	Cloud PBX Worldwide*	<ul style="list-style-type: none">• 181 countries/ 29 languages• Chat data stored 'In Region' based on tenant affinity• If tenant is in Australia, Canada, India, Japan, the UK, or the United States, files are stored 'In Country' (SPO)
Broadcast	Worldwide*	Microsoft PSTN Calling <ul style="list-style-type: none">US, UK, Puerto Rico, France, Spain• <i>Netherlands, Ireland in Preview</i>• <i>Additional previews targeted for Belgium, Denmark, Germany, Italy, Sweden, Switzerland and Canada</i>	Americas Bay Area, California Des Moines, Iowa
PSTN Conf	<ul style="list-style-type: none">• Local dial-in numbers in 90+ countries• Optional toll-free dialing• Additional dial-in cities	Telco-delivered PSTN Calling Worldwide using cloud connectivity (CCE)	EMEA UK (Cardiff and London) Dublin Amsterdam APAC Teams honors EU model clauses Hong Kong Singapore



Notes: *Microsoft Online Services are unavailable in Cuba, Iran, DPRK, Sudan, and Syria

Communicate through chat

Communicate without effort and keep everyone in the know

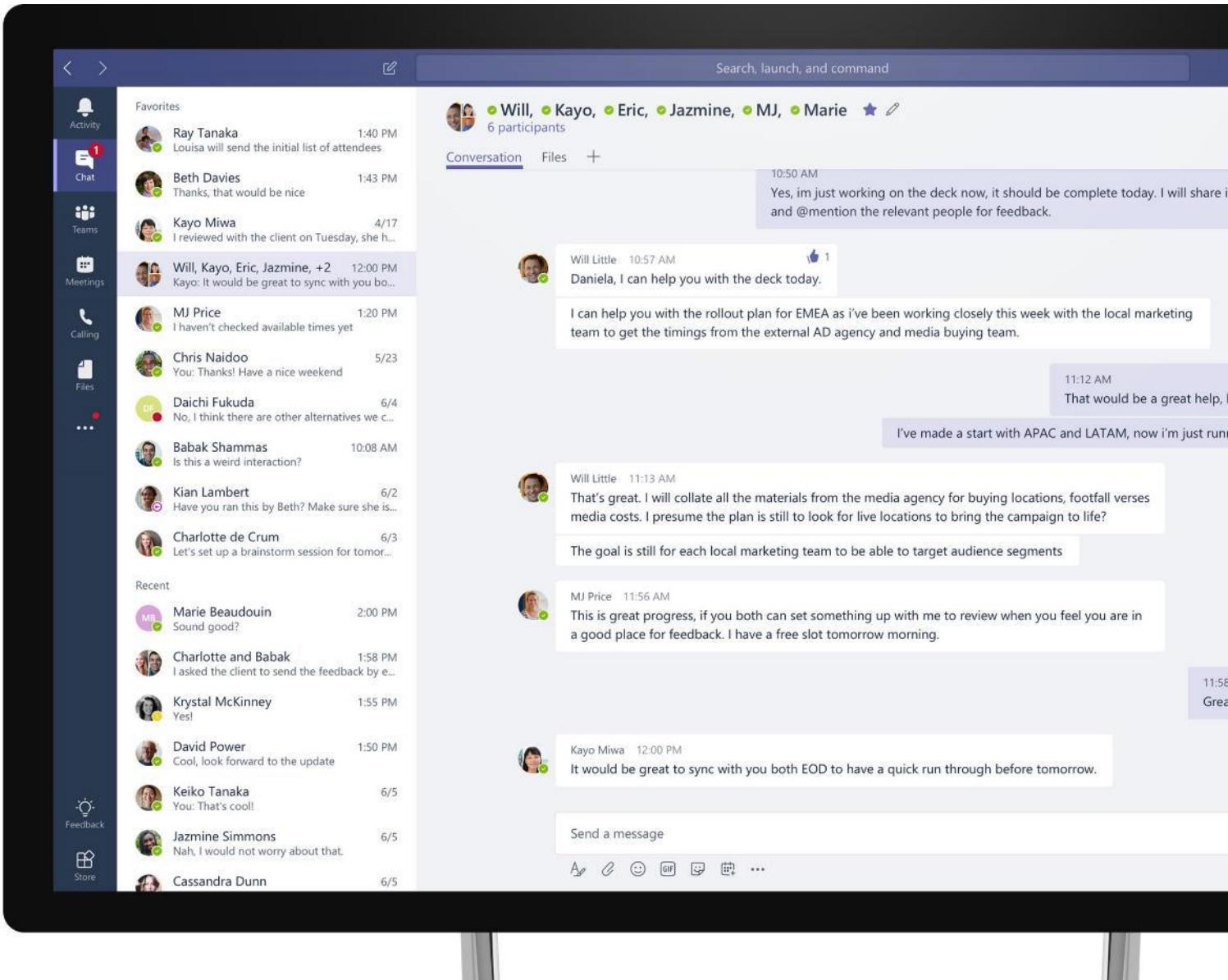
Threaded, persistent and contextual chat

Private chats for 1:1 or group conversations

Share information in an open and transparent way

Communicate across organizations & geographies

Humanize the workplace – with gifs, stickers, emojis



Collaborate with integrated Office 365 apps

Quick access to the apps you love and are familiar with

Conversations, files and tools in a team workspace

Share, and co-author Office and other files in the app

SharePoint, OneNote, Power BI and Planner integration

Search across people, files and chats

Email integration to keep the whole team in the loop



The screenshot displays the Microsoft Teams application interface. On the left, a sidebar lists various teams and channels: Northwind Traders (with 2 notifications), General, Marketing (selected), Overview, Performance, Shiproom, Telemetry, 32 more channels, Tailspin Toys, Account Team, General, Accounting, Finance, FY2017 Planning, Strategy, and 6 more channels. The main area shows a conversation in the 'Marketing' channel. A message from Kian Lambert at 9:09 AM reads: "Hey all, as the date for the big FY 2017 pitch nears, I wanted to express how appreciative I am of all of you have put in for this. I know there have been some really late nights and weekends. Seeing as this is our long history with them, I just ask that we all give one last push to really polish our deck and pitch. This is a very important that we win this." Below it, a message from Charlotte de Crum at 9:14 AM says: "I'm not confident in recommending option 2 or 5 again and feel that we should cut those options from the deck." A message from Maja Majewska at 9:15 AM includes a file attachment: "JulyPromotion.xlsx". Franz Hofman at 9:15 AM asks: "Did we make the updates to slide 4-6 we talked about in our meeting earlier? I thought we were removing recommending option 2 and 5." Miguel Silva at 9:16 AM responds: "The client asked us to remove options 2 and 5. Franz, are you sure you want to push for those again?" Daniela Mandera at 9:18 AM adds: "I'm not confident in recommending option 2 or 5 again and feel that we should cut those options from the deck. Those options with the client before and she believes those are too costly for the brand. If we don't acknowledge those options with the client before and she believes those are too costly for the brand. If we don't acknowledge may lose confidence in our recommendations." At the bottom, there's a message input field with placeholder "Send a message" and various emoji and file attachment icons.

Customize and extend

Tailor your workspace to include the apps and services you need

Pin important files for easy reference in the workspace

Add bots that work on a team's behalf

Integrate 3rd party services your team uses every day

Build integrations to existing business processes

Manage trusted apps for employees and the organization



The screenshot shows the Microsoft Teams App Store interface. On the left, there's a sidebar with icons for Activity, Chat, Teams, Meetings, Calling, Files, and a three-dot menu. The main area is titled "Store" with a search bar. It features a section titled "Pin content at the top of a channel" with the sub-instruction "Keep the tools and services your team cares about front and center." Below this, there are several cards for different apps:

- Aha!** Project Management: The Aha! connector sends notifications about activities related to your product or account.
- Airbrake** Project Management: Trello lets your team work more collaboratively and get more done. Trello's boards, lists, and cards enable you to organize...
- Asana** Productivity: Asana helps you clarify who's doing what by when. Assign tasks and due dates to stay accountable to each other.
- Bitbucket** Productivity: Bitbucket Cloud is the Git solution for professional teams. Distributed version control system that makes it easy for you to collaborate...
- Beeminder** Project Management: Help your team perform their best, across the hall or across the globe. No matter the workflow, Wrike enhances communication...
- Dribbble** Project Management: Help your team perform their best, across the hall or across the globe. No matter the workflow, Wrike enhances communication...
- LinkedIn** Education: A networking tool to find connections to recommended job candidates, industry experts and business partners.
- Polly** Utilities: Poll your team with Polly! Mention @polly to get started. Analyze results by adding the Polly tab to your channels.
- Sapho** Project Management: Sapho's micro apps deliver important, relevant, business events directly to employees. One-click task completion triples...
- StubHub** Social and fun: Finding tickets to sports, concerts and theater as easy as chatting with your friends.
- Survey Monkey** Utilities: Share, collect, and collaborate on surveys all in Microsoft Teams. Update everyone by setting notifications for new survey responses or...
- Trello** Project Management: Trello lets your team work more collaboratively and get more done. Trello's boards, lists, and cards enable you to organize and prioritize...

Work with confidence

Get built-in security, compliance and manageability from Office 365

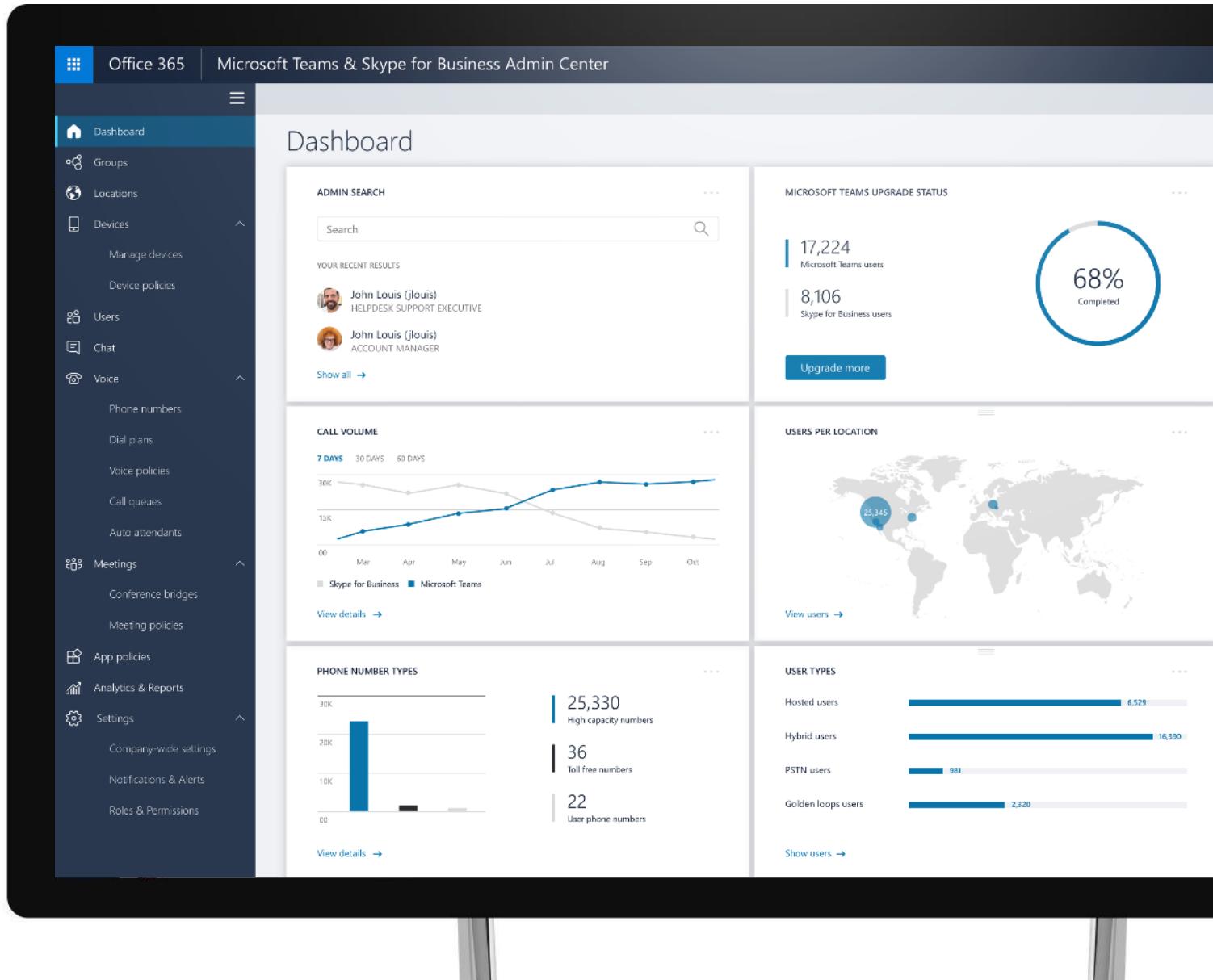
Global hyper-scale cloud, incl. ability for local data residency

Compliance leadership with EUMC, HIPAA & more

Built-in information protection with eDiscovery and audit

Multi-factor authentication and secure guest access

Manage all aspects in a single coherent admin experience



Intelligent meetings lifecycle

A moment of synchronous communication within the context of a rich, ongoing dialog



Pre Meeting

Ongoing conversation

Prepare and discuss content

Scheduling from Teams

Scheduling from Outlook

During a Meeting

Join the meeting from any device

View immersive video and content

Share desktop, apps & content

Follow or share from your phone

Record and Playback

Post Meeting

Continue Group Chat

Follow up on action items

Share notes

Share recording

Schedule follow up meeting with context

What's changing

Fewer apps, richer experiences

Higher quality voice, video and meetings

Rapid innovation of UC capabilities

Skype brand surfaces in Teams voice and video

More intuitive communication services names

What's not changing

Commitment to Skype for Business Server

Commitment to cloud voice and video

Commitment to compliance standards

Premium value in E5 and comms services

Support for 3rd party devices and solutions

Skype for Business Server v.Next

Skype for Business Server 2019 lets you **modernize your infrastructure** with the cloud **at your pace** with **improved migration capabilities** to Teams, modern cloud Meetings, **great reporting capabilities**, and **Auto Attendant**



Easily harness the cloud

Improved Teams Migrations Capabilities
Modern meeting
Cloud Auto Attendant
Cloud Call Data Collector



Modern IT pro value

Refreshed mainstream support
Quality, security, and performance fixes
Refreshed Clients

Skype for Business Server 2019 targeting Q4 CY2018

Teams developer opportunity

Microsoft Teams provides a powerful and extensible platform

Build apps with a rich set of capabilities to each your users through chat, channels, notifications and personal workspace.

Integrate with new or existing business processes and services

Learn more:

<https://developer.Microsoft.com/Microsoft-Teams>



Tabs

Surface rich content within Teams



Bots

Help users get tasks done in conversations



Compose Extensions*

Allow users to query and share rich cards in conversations



Connectors

Post rich updates to channels



Actionable Messaging*

Add rich interaction to your connector cards



Activity Feed*

Engage users via feed notifications

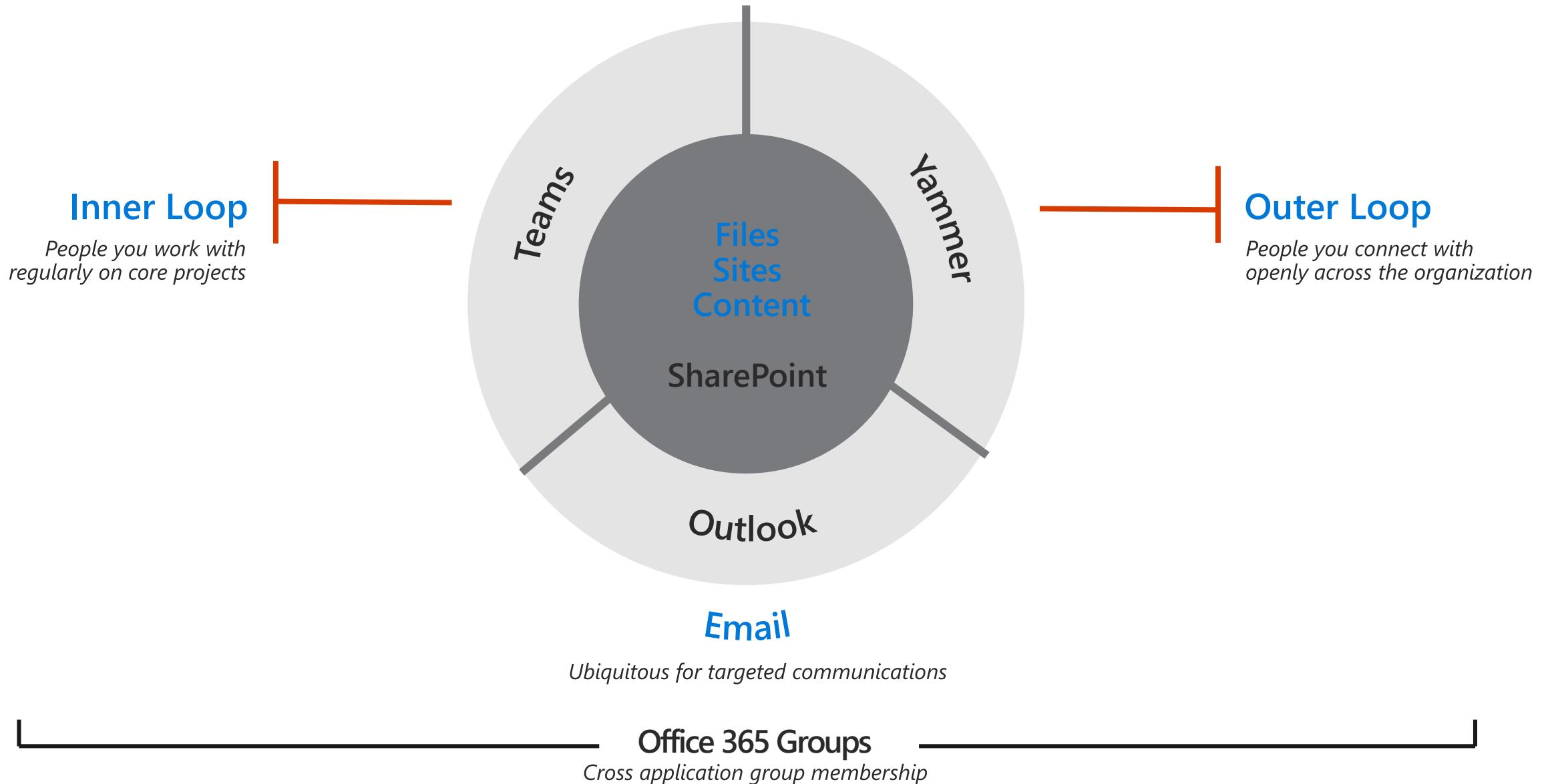


Microsoft Graph**

Build in intelligence and connect to data that drives productivity

*Feature in Developer Preview, **APIs in beta

Where to Start a Conversation



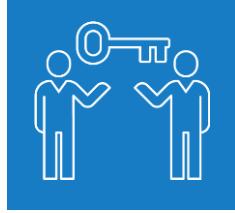
Evolution of Skype Operations Framework



Skype Operations
Framework



Practical Guidance for Cloud Voice
[BRK2036](#)



SOF content



FastTrack Cloud Voice Page
aka.ms/cloudvoice (MyAdvisor)



Skype for Business
& Teams guidance



Extending practical guidance across
the Microsoft 365 workloads over time



SWT



Extended with cloud voice guidance
moved to docs aka.ms/swt

4

Setup Microsoft Teams



Setup



Office 365 Service - Business Essentials, Business Premium, and Enterprise E1, E3, and E5 plans.

Turn it on - Admin portal > Services & add-ins

On or off for entire organization

Setup



Office 365 Admin center

Home > Services & add-ins

+ Upload Add-in View All Search Search

Name	Host Apps	Status
Dynamics 365	Manage your organization's settings for Dynamics 365	
GigJam Preview	Manage and update your GigJam settings	
Integrated Apps	Manage your Integrated Apps settings	
Mail	Set up auditing, track messages, and protect email from spam and malware	
Microsoft Azure Information Protection	Update your settings for Microsoft Azure Information Protection	
Microsoft Teams	Manage and update your Microsoft Teams settings	
Office 365 Groups	Control Settings for Office 365 Groups	
Office Notification Hub		

Microsoft Teams

Turn Microsoft Teams on or off for your entire organization On

Save Close

Microsoft Teams

Turn Microsoft Teams on or off for your entire organization On

General

Show organization chart in personal profile On

Allow email notifications On

Send your diagnostic data to Microsoft and help improve Microsoft Teams Off

Teams & Channel

Calls & Meetings

Messaging

Tabs

Bots

Save Close

Microsoft Teams

Turn Microsoft Teams on or off for your entire organization On

General

Teams & Channel

Go to Groups control panel to manage Team creation, owner and member assignments

Calls & Meetings

Messaging

Tabs

Bots

Save Close

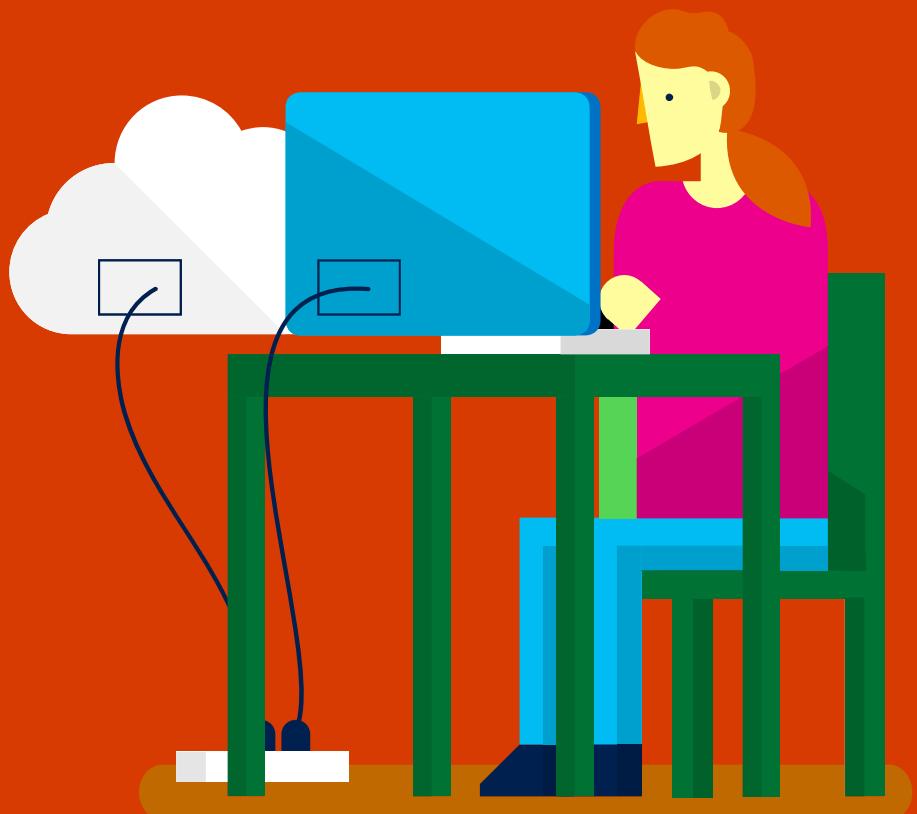
Next Steps

- 1 Turn on Microsoft Teams for your company
- 2 Identify a team to begin pilot
- 3 Plan company roll out



5

Demo – Microsoft Teams



6

Resources & Labs



<http://dev.office.com/>

Resources



Code Samples

<https://developer.microsoft.com/en-us/microsoft-teams/gallery/?filterBy=Samples,Microsoft%20Teams>



Official Documentation

<http://aka.ms/TeamsDocs>



YouTube Teams Channel

<http://aka.ms/TeamsVideos>

Lab 1

10
min

Setup for Microsoft Teams

<https://github.com/OfficeDev/TrainingContent/>

In this exercise, you will setup for Microsoft Teams to do the Labs

Follow the instructions in this link

<https://docs.microsoft.com/en-us/microsoftteams/platform/get-started/get-started-tenant>

Prerequisites

To complete the step-by-step instructions in this lab, you will need:

- Office 365 Tenant

Lab 2

5 min

Setup for Microsoft Teams

<https://github.com/OfficeDev/TrainingContent/blob/master/Teams/01%20Tabs/Lab.md>

In this exercise, you will Download Microsoft Teams Client

Download it at this link

[https://teams.microsoft.com/downloads.](https://teams.microsoft.com/downloads)

Prerequisites

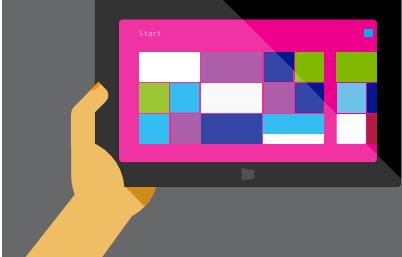
To complete the step-by-step instructions in this lab, you will need:

- Office 365 Tenant

Engage

Microsoft Tech Community

<https://techcommunity.microsoft.com>



Twitter
[@OfficeDev](https://twitter.com/OfficeDev)

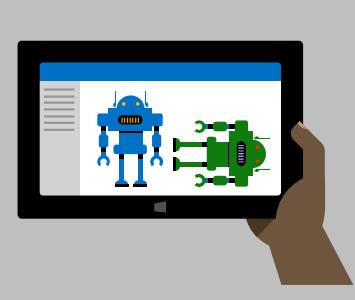


Stack overflow
[sharepoint]



Channel 9
Dev Show

<http://aka.ms/O365DevShow>



Podcasts

<http://dev.office.com/podcasts>



SharePoint Patterns and Practices
<http://aka.ms/sppnp>



PnP

UserVoice



<http://sharepoint.uservoice.com/>

Thank You!

