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2018  
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## ARGOMENTO

# Skype for Business vs Teams

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# Alessandro Appiani - about me



- 30+ years experience in IT Technologies and Solutions
- Computer Science Master's Degree (full marks with honors) in 1989
- Founder of Italian Association for Artificial Intelligence in 1988
- Microsoft Certified since 1995
- Microsoft TechNet speaker & Train-the-trainer since 1996
- MVP, MCT, MCITP Windows+Exchange+Lync+Office365
  - Microsoft Most Valuable Professional Skype for Business (Office Servers)
  - Microsoft Windows Expert since version NT 3.51 (1995)
  - Microsoft Exchange Expert since first product release (Exchange 4.0 - 1996)
  - Microsoft Lync/Skype Expert since first product release (LCS 2003)
  - Microsoft Office 365 Expert since first Cloud version (BPOS - 2009)
- Pulsar IT Founder & CTO
  - advisory, architectures, technologies, digital transformation, ...
- Twitter: @AlexAppiani



Skype for Business  
Office Servers





**Microsoft Excellence  
since 1995**

[www.pulsarit.net](http://www.pulsarit.net)

**Microsoft  
Partner**



Gold Communications  
Gold Messaging  
Gold Datacenter  
Gold Cloud Productivity  
Gold Windows and Devices  
Silver Cloud Platform  
Silver Collaboration and Content  
Silver Application Development

# Design, Deploy, and Support Microsoft Solutions

## Enterprise Collaboration

Teams, OneDrive, SharePoint,  
Skype, Exchange, Office 365 Apps

## Telephony & Enterprise Voice

Skype for Business Telephony,  
Microsoft's Phone System / Cloud PBX

## Smart Working & Devices

Trusted environment for Smart Productivity

## Modern & Hybrid DataCenter

Azure, Windows Server, Hyper-V, System Center

## Enterprise Mobility + Security

PC e Device Management, Mobile Application Management,  
(Hybrid) Identity-based Security



# Agenda



- From Unified Communications to Intelligent Communications
- Microsoft Teams a hub for teamwork
- Behind the scenes of Microsoft Communications
- The new (online) Skype/Teams platform
- On-premises and Hybrid
- Skype for Business to Microsoft Teams - Roadmap

# Session goals and takeaways



- Understand what's happening in Microsoft Communications
- See the differences between Skype for Business & Teams
- Learn about Skype & Teams future
- Understand new Skype & Teams Architecture, Features, Roadmap
- Get my vision on Microsoft Communications, Collaboration, Telephony ☺
- Know how to drive investments in Microsoft Communications
  - financial, strategic directions, tech efforts, ...

# Disclaimer



- I'm working on Microsoft VoIP since 2006 (Exchange UM, OCS 2007 Beta) ...  
but I'm not a Microsoft employee!
  - My first PBX & PSTN integration with OCS was implemented on Spring 2007 ... more than 10 years experience 😊
- Thinkings, strategic info, and opinions expressed here are mine 😊
- No warranty about future...take with care!





# FROM UNIFIED COMMUNICATIONS TO INTELLIGENT COMMUNICATIONS

# Unified Communications



- A set of communications technology integrated to optimize business processes and increase user productivity (Wikipedia)
- Unified Communications (UC) Technologies
  - Chat / Presence
  - Conferencing
  - Voice/Video
  - Telephony
  - Voicemail
  - Email
  - Content sharing and collaboration

# Skype for Business



- Skype for Business is the real-time UC platform
- Evolution of on-premises servers and components
  - Exchange 2000 Conferencing Server
  - Live Communications Server 2003 (LCS 2003)
  - Office Live Communications Server 2005 (LCS 2005)
  - Office Communications Server 2007 / 2007 R2 (OCS 2007)
  - Lync Server 2010/2013
  - Skype for Business Server 2015
- Tools and User Experienced focused on **Communications**



# Recent announcements



- A new vision for intelligent communications
  - → **Collaboration** is core for UC
- **Microsoft Teams** becomes the core communications client for Office 365
  - Teams is a **Collaboration-focused** tool
- New Skype back-end infrastructure for enterprise grade voice, video & meetings
- New release of Skype for Business Server and Client (2019)



## Announcements

New Skype back-end infrastructure for enterprise grade voice, video & meetings

Microsoft Teams becomes the core communications client for Office 365 customers

Skype for Business Server vNext

Continuing commitment to on-premises and hybrid customer needs

Refreshed Mainstream Support  
Quality, Security and Performance Fixes  
Refreshed Skype for Business Clients

IT Pro and Voice Centric release  
Cloud Connected Analytics and Voice Apps  
Improved Teams Interop

Targeting 2018 Q4



# MICROSOFT TEAMS

## A HUB FOR TEAMWORK

A premiere **Collaboration & Communication** tool

# 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 application interface. At the top is a navigation bar with icons for back, forward, search, and command. Below the navigation bar is a sidebar with the following sections:

- Chat**: Shows a list of channels: Northwind Traders, General, Marketing, Overview, Performance (with a red notification dot), Shiproom, Telemetry, and 32 more channels.
- Meetings**: Shows a list of teams: Tailspin Toys, Account Team, General, Accounting, Finance, FY2017 Planning, Strategy, and 6 more channels.
- Calling**: Shows a list of teams: Tailspin Toys, Account Team, General, Accounting, Finance, FY2017 Planning, Strategy, and 6 more channels.
- Store**: A button labeled "Create and join teams".

The main area displays a conversation in the "Marketing" channel of the "Northwind Traders" team. The conversation includes messages from Kian Lambert, Charlotte de Crum, Maja Majewska, Franz Hofman, Miguel Silva, and Daniela Mandera. It also shows attachments for "JulyPromotion.xlsx" and "JulyStrategyPitch.pdf". A "Send a message" input field and various emoji and file icons are at the bottom.

At the very bottom of the screen, a banner reads "Microsoft Teams & Skype for Business Admin Center".

# Microsoft Teams

A hub for teamwork in Office 365



Chat, calls, and meetings  
for today's teams

- Threaded, persistent chat
- Open group or private 1:1 conversations
- Scheduled or ad-hoc voice and video meetings
- Mobile voice with video calling
- Email integration
- Guest access



A hub for teamwork

- Word, Excel, PowerPoint, and OneNote built-in
- Integrated with SharePoint, Power BI, and Planner
- Intelligence through the Microsoft Graph
- Search across people, files, and chats
- Integration with Microsoft Flow and Microsoft Stream



Customizable  
for each team

- Tailored channels and custom memes
- Integrated common cloud services with Tabs
- Notifications via shared Connector model
- Bots work on team's behalf doing key tasks
- Partner integrations from SAP and Trello



Security  
teams trust

- Served from our global hyper-scale cloud
- Compliance leadership with EUMC, HIPAA, and more
- Multi-factor authentication for secure access
- Built-in information protection
- Intune integration

# Glossary



- **Teams** are collections of people, content, and tools focused on specific projects or jobs\*
- In each team, **channels** keep conversations organized in whatever way works best for that team, such as by topic, project, or discipline\*

\* The Microsoft Teams developer platform

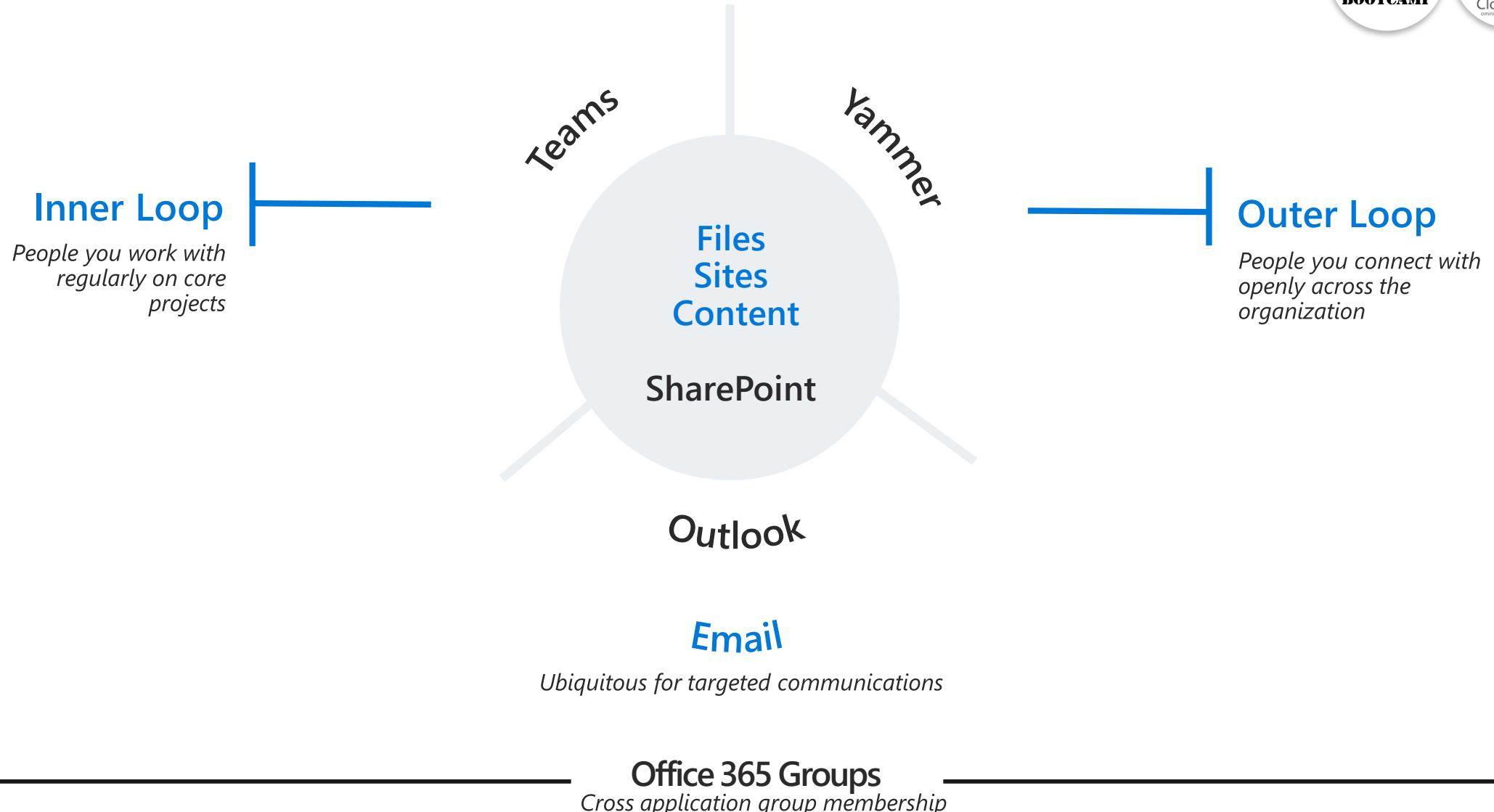
<https://docs.microsoft.com/en-us/microsoftteams/platform/overview>



# Demo

- Skype & Teams side-by-side
- Teams quick overview
  - Teams / Channel
  - Chat / Contact

# Microsoft 365 Teamwork: Where to Start a Conversation





# BEHIND THE SCENES OF MICROSOFT COMMUNICATIONS

What's happened in last months / years

# Point #1 - new Communications Platform



- In last years Microsoft worked hard to build a new modern communication infrastructure for his customers (consumer and business)
- Development was made by Microsoft Skype Team starting from Consumer Cloud-based experience
  - Skype consumer client evolved to leverage new architecture (ongoing)
- Some new features were “injected” both in Skype and in Skype4B (see my WPC 2016 session ☺)
  - Cloud PBX, Broadcast meeting, PSTN Calling, ...

# Point #2 - new cloud-born client App



- In 2015 Microsoft started a project to develop a completely new tool for Chat-based Team Collaboration[1]
  - addressing the world of WhatsApp, Slack, Hipchat, ... used by people (and growing!)
  - with Audio/Video capabilities
- Chat + Video → Skype! 😊
  - the development was in charge to Skype team
  - the internal name of the product was Skype Teams finally changed to Teams [2]
    - many Teams entry-point reflect this (ie: Teams URLs, Teams Service API:  
<https://api.teams.skype.com> ) [3]

[1] How Microsoft built its Slack competitor

<https://www.theverge.com/2017/3/14/14920892/microsoft-teams-interview-behind-the-scenes-slack-competition>

[2] Microsoft working on Skype Teams, its own Slack competitor

<https://mspoweruser.com/microsoft-working-slack-competitor-skype/>

Microsoft said to be readying its Slack competitor for a November beta test (by Mary Jo Foley)

<http://www.zdnet.com/article/microsoft-said-to-be-readying-its-slack-competitor-for-a-november-beta-test/>

[3] Microsoft Teams FQDNs

[https://support.office.com/en-us/article/Office-365-URLs-and-IP-address-ranges-8548a211-3fe7-47cb-abb1-355ea5aa88a2?ui=en-US&rs=en-US&ad=US#bkmk\\_teams](https://support.office.com/en-us/article/Office-365-URLs-and-IP-address-ranges-8548a211-3fe7-47cb-abb1-355ea5aa88a2?ui=en-US&rs=en-US&ad=US#bkmk_teams)

# Point #3 - Skype for Business Online Platform is retiring



- Skype for Business Online platform is going to be replaced by the new Skype/Teams Platform (2-3 years?)
- Modern workplace needs a totally new Cloud-born platform
- Microsoft SfB Online Tenants will gradually migrate to the new Platform
- Interoperability in-place to support migration

# Point #4 - Skype for Business Online Client is retiring



- Microsoft Teams is the only Office 365 client (Apps, Web) developed for the new Skype Platform
  - Legacy SfB clients work on legacy SfB Platform (with integration)
- Microsoft Teams client will replace Skype for Business client for Office 365
  - the new client is fresh-new software
  - existing Skype for Business Client features will be rewritten in the new Teams App

# Point #5 - Skype for Business On-premises



- Skype for Business on-premises investments will be protected
- Skype for Business on-premises server will be maintained and evolved
  - new Skype for Business Server 2019 announced!
- Skype for Business client App will be maintained for On-premises and Hybrid Cloud Users
- Integration with new platforms and online services will be enhanced
- New features will arrive on new platforms (Teams, SfB 2019)

# Point #6 – Voice and Telephony



- Retiring SfB Online platform has important impact
- No upgrade for SBS and SBA, they will stay on 2015 codebase
- Integration with “legacy” online platform will not be developed including Voice / Telephone architecture
  - CCE not developed but will be supported and can coexist with Skype for Business Server 2019
- The new Skype/Teams Online platform will not support CCE Architecture
  - CCE VMs is designed for the legacy online platform ☹
  - the connection will be greatly simplified thru a direct connection\* between standard SBC media gateway and the cloud (remember Skype Connect ? ☺)

\* **Direct Routing** enables new enterprise voice options in Microsoft Teams

<https://techcommunity.microsoft.com/t5/Microsoft-Teams-Blog/Direct-Routing-enables-new-enterprise-voice-options-in-Microsoft/ba-p/170450>

A screenshot of the WPC 2016 website. The main heading is "MILANO WPC/2016 29-30 aprile 2016". Below it is a section titled "Skype Connect?". It contains a question "Vi ricordate Skype Connect?", a brief description about saving costs by integrating Skype with a SIP phone system, and a link to "Vedere analogie?". To the right, there's a sidebar with "Reviews", "Compatible phone systems", and a photo of a woman using a phone. At the bottom, there's a "Get Skype Manager" button and footer information.



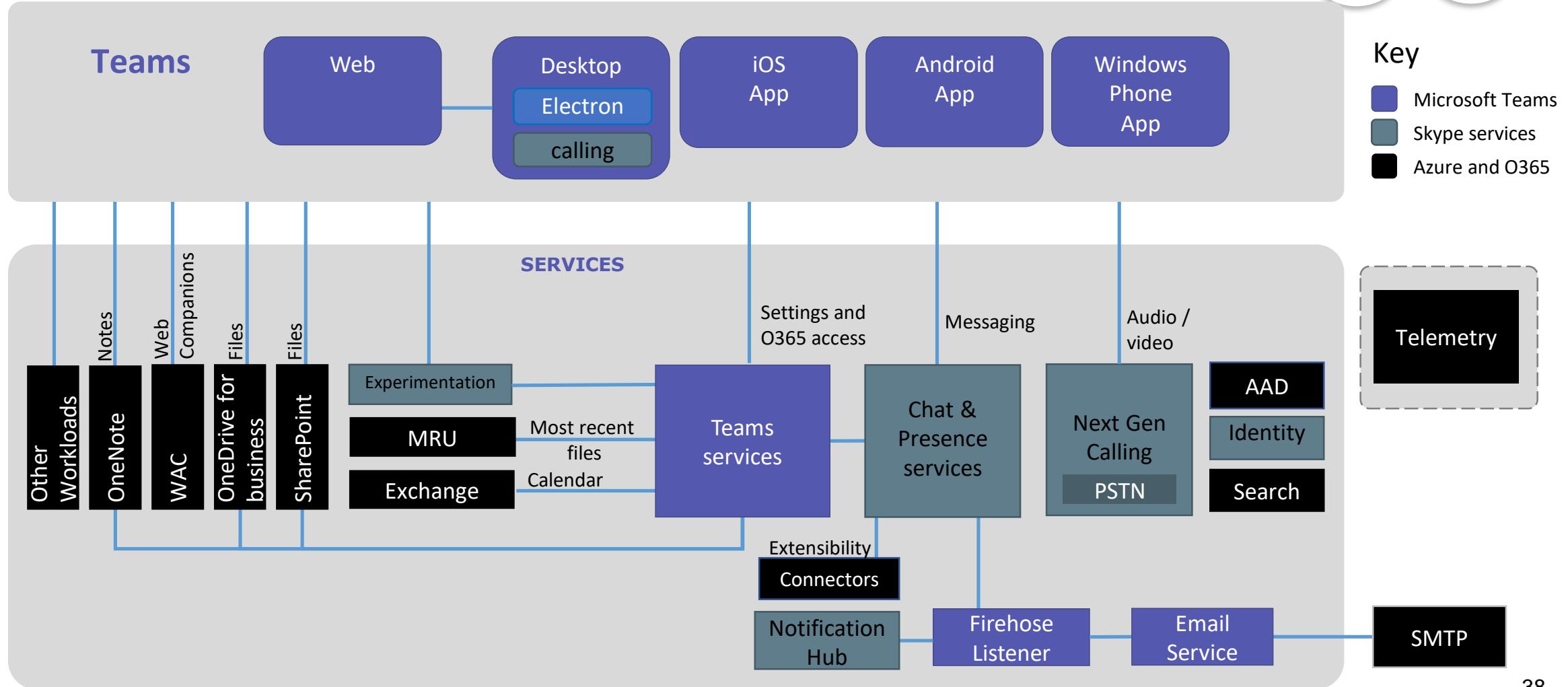
# THE NEW (ONLINE) SKYPE/TEAMS PLATFORM

# It's all new...well sort of!

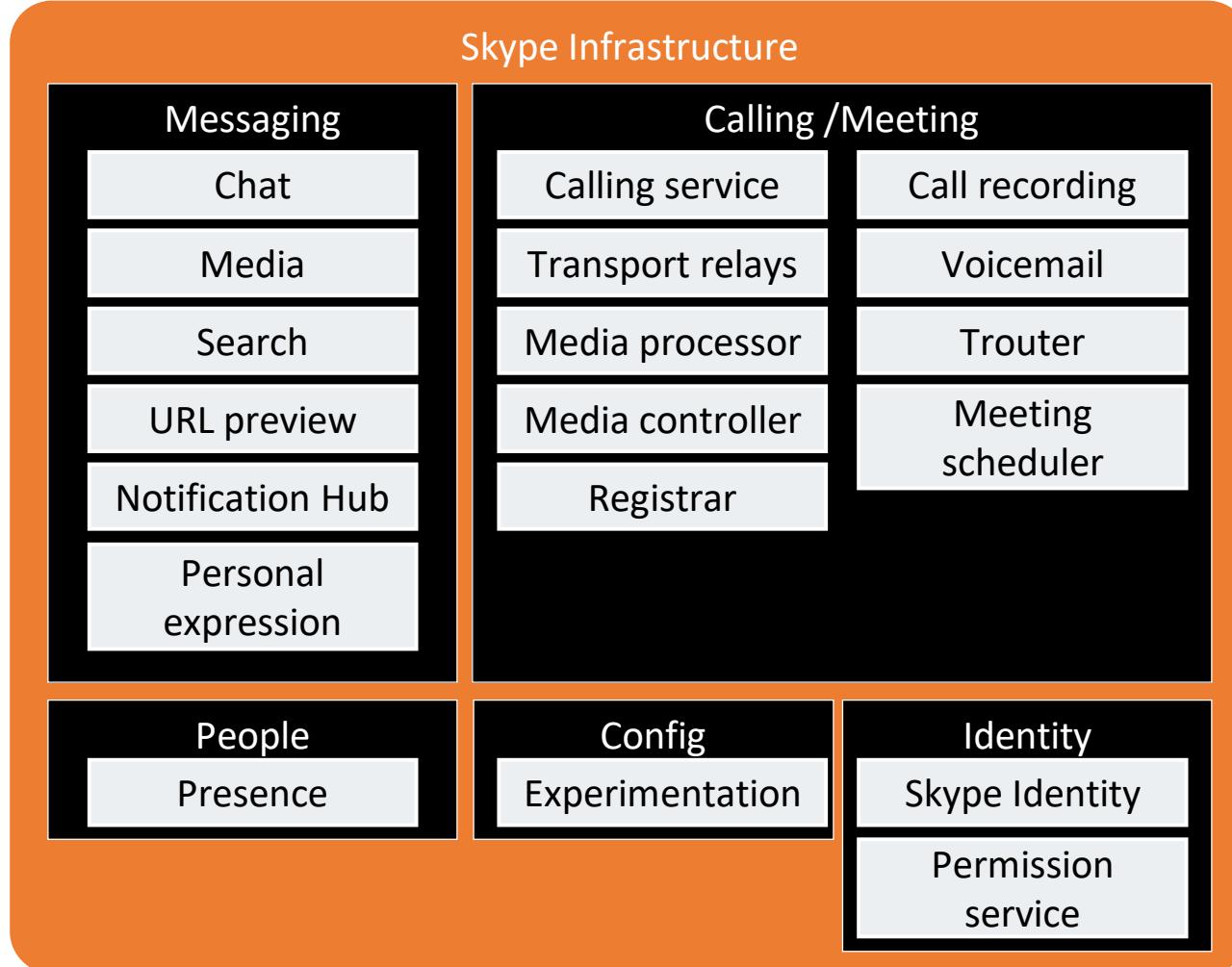


	<b>Skype for Business Online</b>	<b>Teams</b>
<b>Architecture</b>	<ul style="list-style-type: none"><li>Pools</li><li>SIP URI (UPN matching is key)</li></ul>	<ul style="list-style-type: none"><li>UPN sign-in</li><li>Microservices architecture</li></ul>
<b>Client</b>	<ul style="list-style-type: none"><li>Same core concepts since LCS</li><li>MSI/C2R</li><li>SCCM Updates</li></ul>	<ul style="list-style-type: none"><li>New UI...new concepts</li><li>Electron &amp; Chromium</li><li>Self-updating</li></ul>
<b>Protocols</b>	<ul style="list-style-type: none"><li>SIP</li><li>PSOM</li><li>EWS</li></ul>	<ul style="list-style-type: none"><li>HTTPS (REST API)</li></ul>
<b>Diagnostics and Reporting</b>	<ul style="list-style-type: none"><li>Skype Admin Center</li><li>CQD</li><li>User Feedback Diagnostics (UFD)</li></ul>	<ul style="list-style-type: none"><li>Skype Admin Center</li><li>CQD (New!)</li><li>More UFD!</li></ul>
<b>Media</b>	<ul style="list-style-type: none"><li>STUN/ICE/TURN</li></ul>	<ul style="list-style-type: none"><li>STUN/ICE/TURN</li></ul>

# High Level Architecture

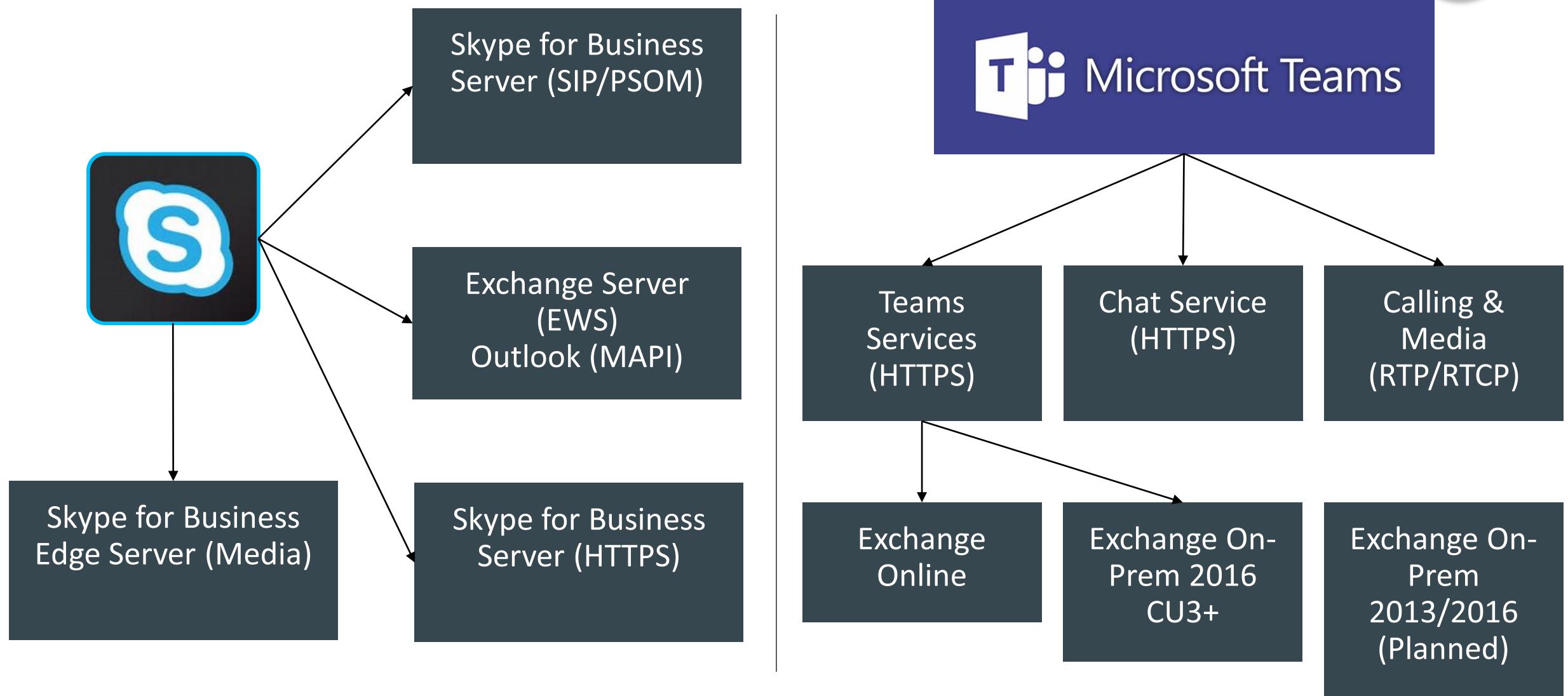


# Teams and Skype

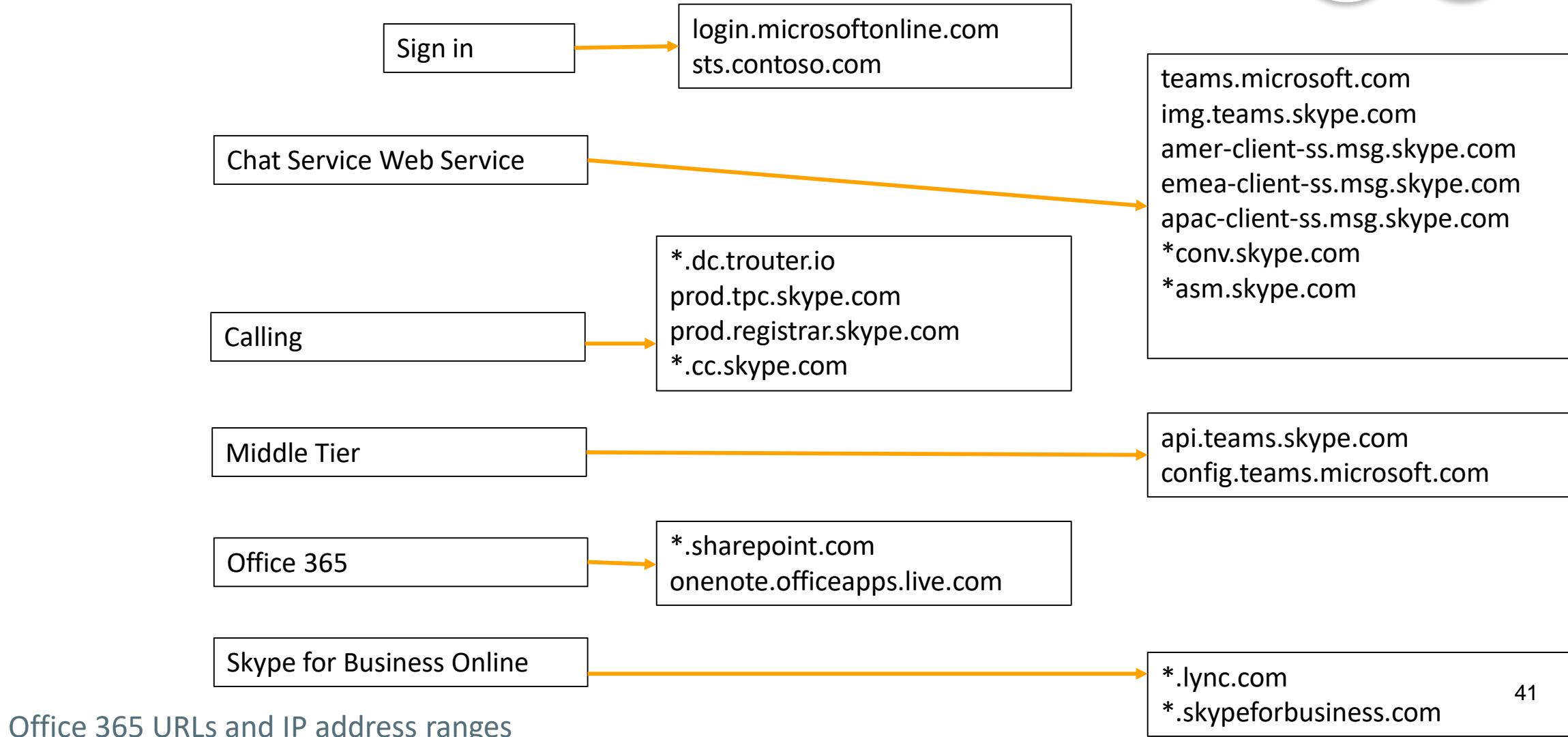


- Leverage the next generation compliant skype services for messaging and VOIP calling
- PSTN calling and conferencing leverages the Skype for Business Online stack
- Presence to leverage the new unified presence services

# Connectivity in Skype for Business vs. Teams



# Services entry point (Skype/Teams)

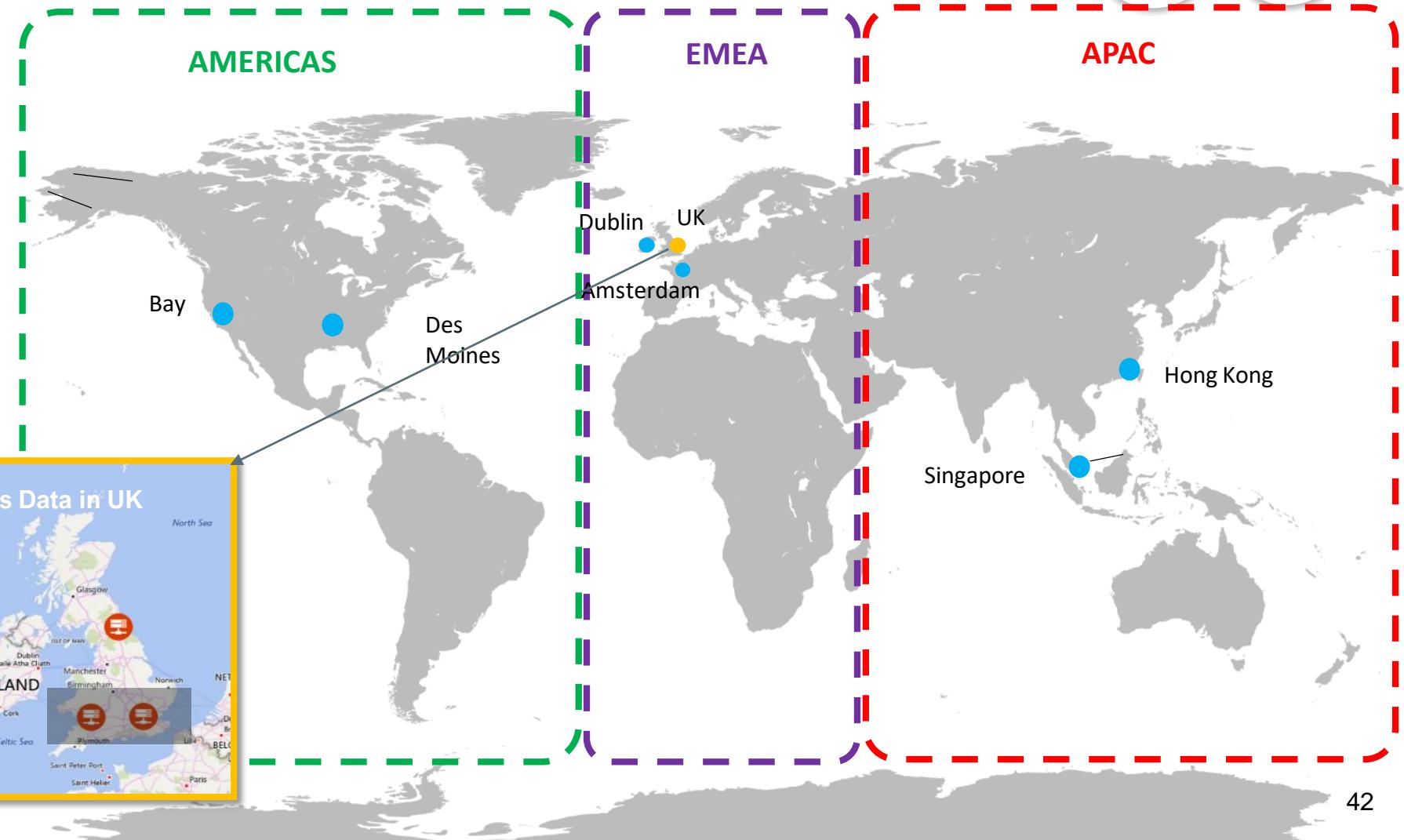
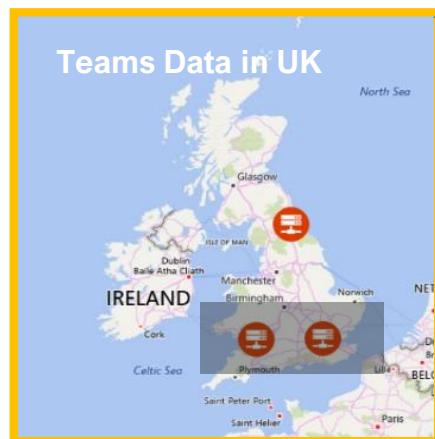


# Regions for Teams Chat/Media

181 countries | 25 languages



Chat data stored 'In Region' based on tenant affinity  
If tenant in Australia, Canada, India, Japan, the United Kingdom, or the United States Files are stored 'In Country' (SPO)  
Teams honors EU model clauses  
Teams has now added UK as an datacenter location: Cardiff + London



# Two types of relay



## Media Relay

Build for on-premises

Static in one datacenter

Same UDP ports for all workloads

Used by Skype for Business

## Transport Relay

Cloud born service

Dynamic discovery via  
Anycast IP

Different UDP ports per workload

In progress for Skype  
for Business

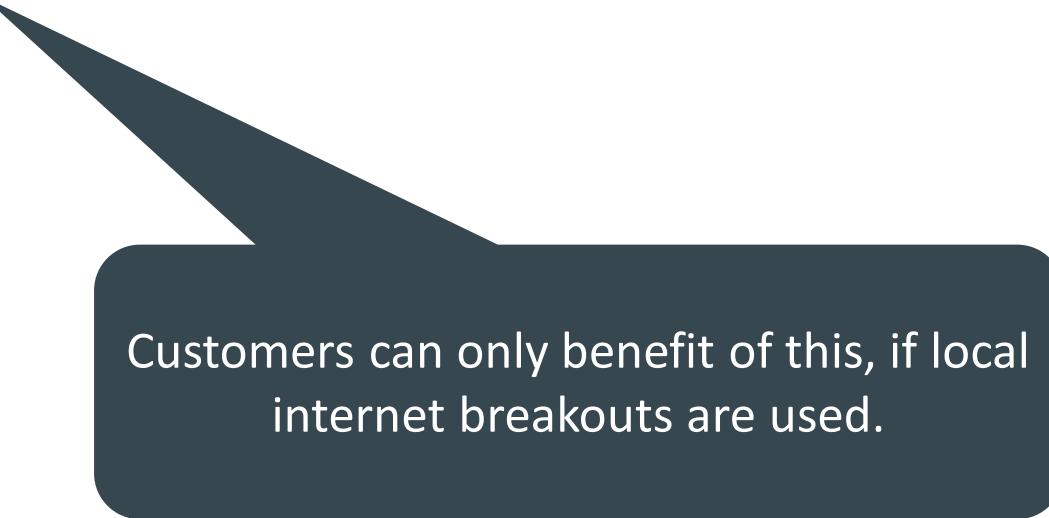
Used by  
Teams

Customers can only benefit of this, if local internet breakouts are used.

# Transport Relay

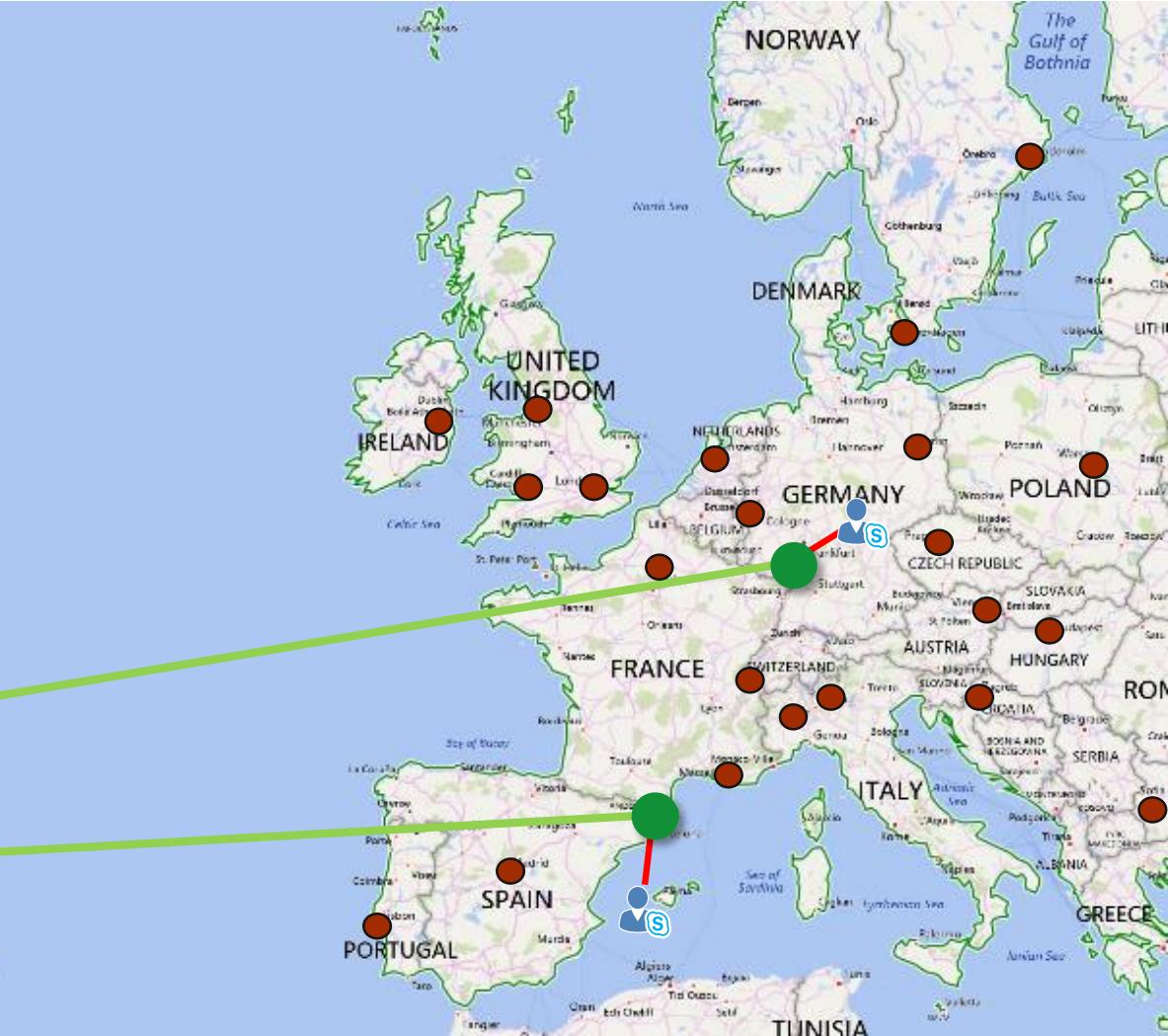
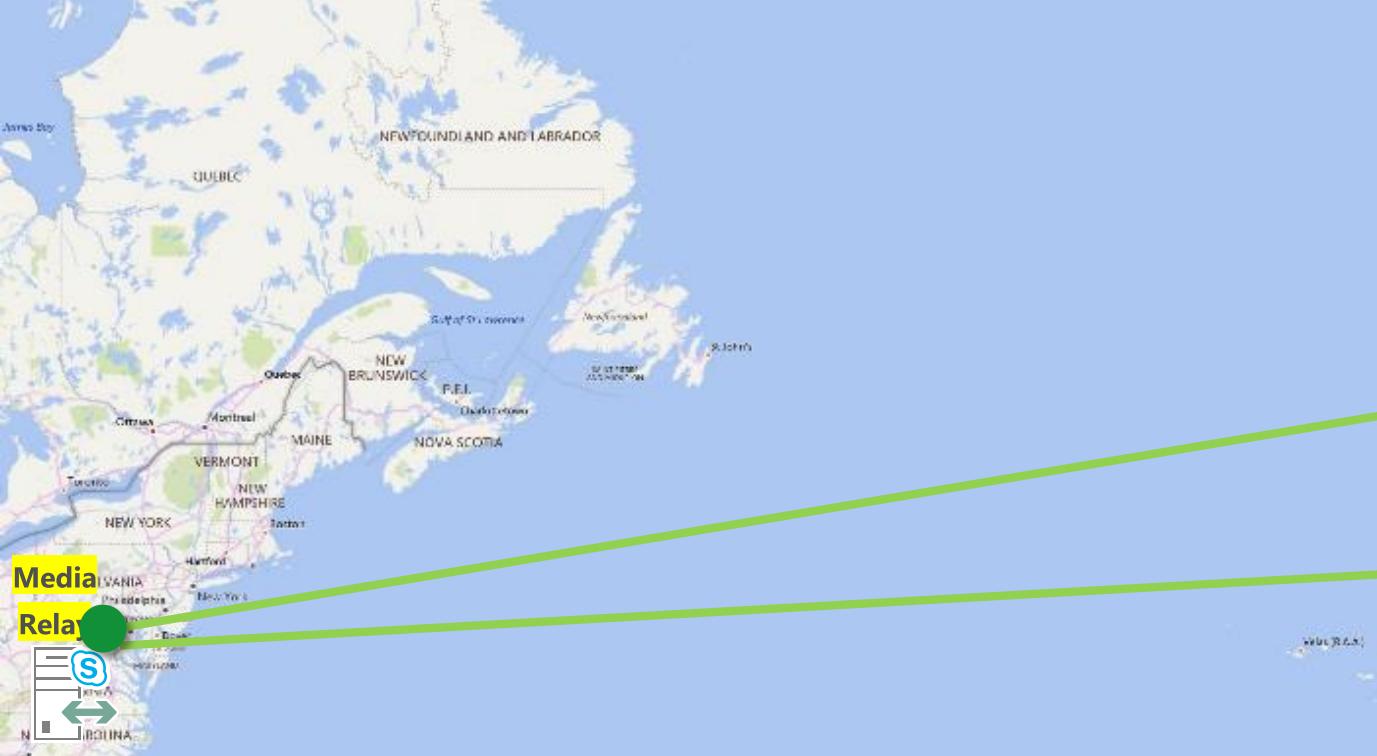
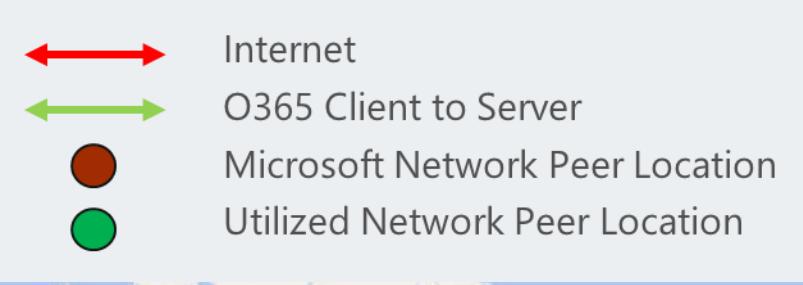


- Skype's world wide Anycast IP - 13.107.8.2 ([global.tr.skype.com](http://global.tr.skype.com))
  - Same IP assigned to geographical dispersed servers
  - IP routing ensures to always use the “closes” instance
- “Closest” available Transport Relay will receive traffic
  - Based on actual endpoint location
  - And based on privacy boundaries
    - Sovereign tenants users use local infrastructure
    - EU tenants use Transport Relay in EU and US
    - Other tenants use Transport Relays world wide

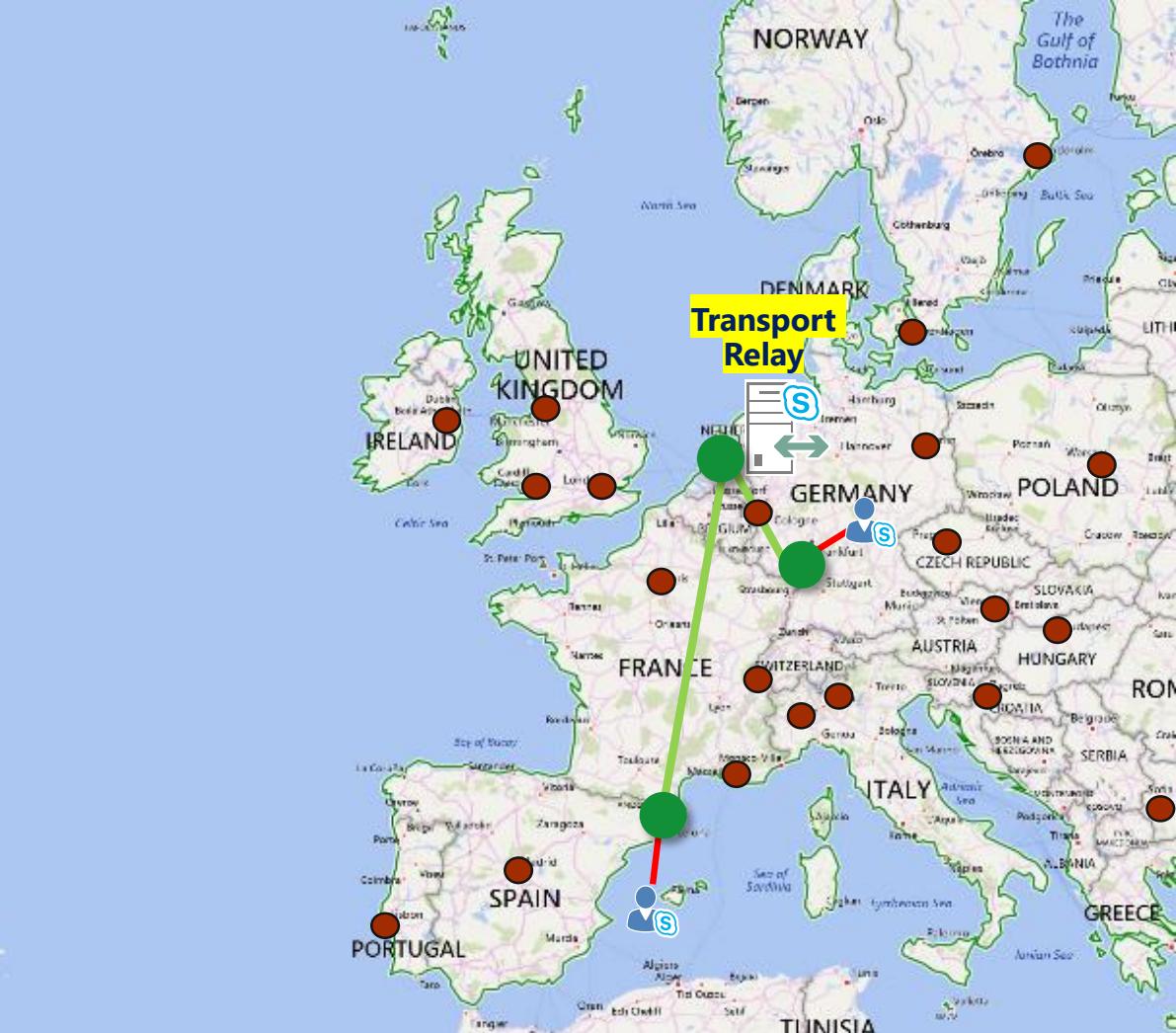
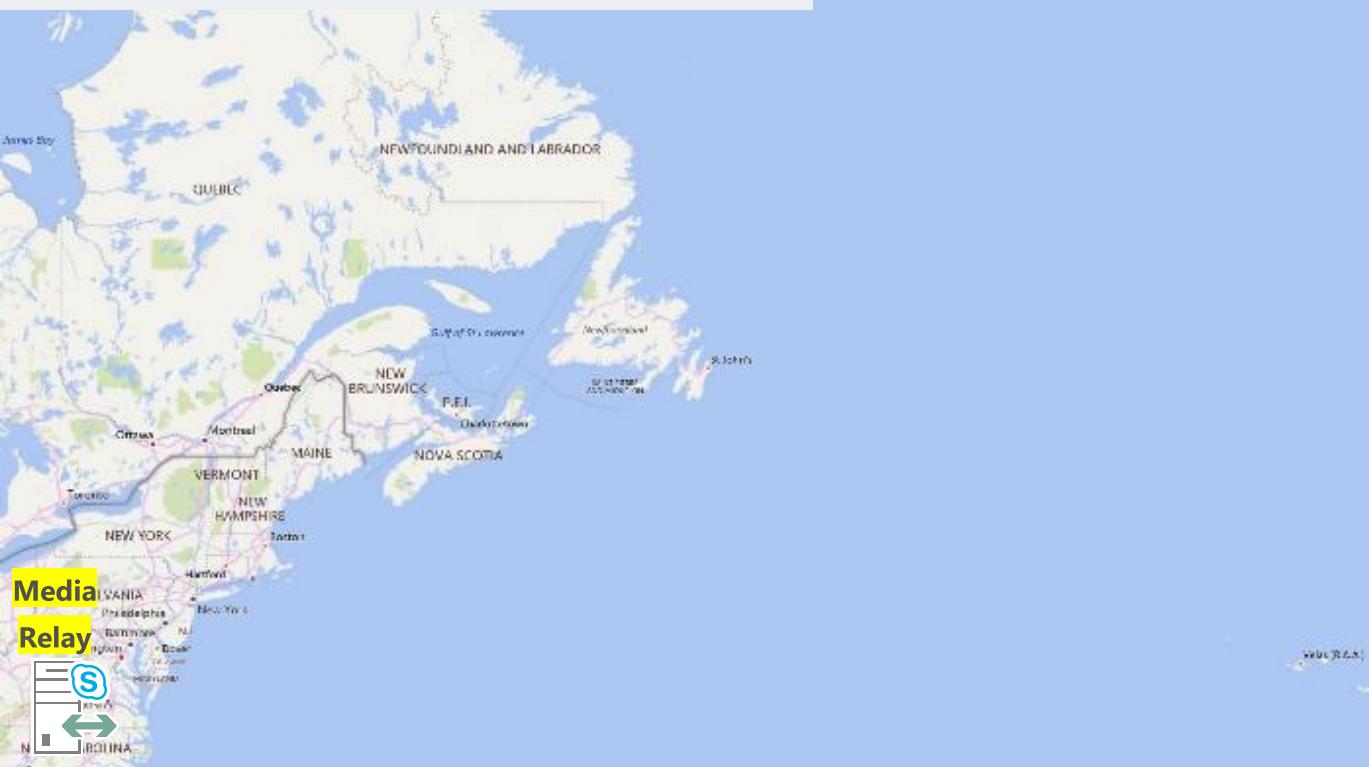
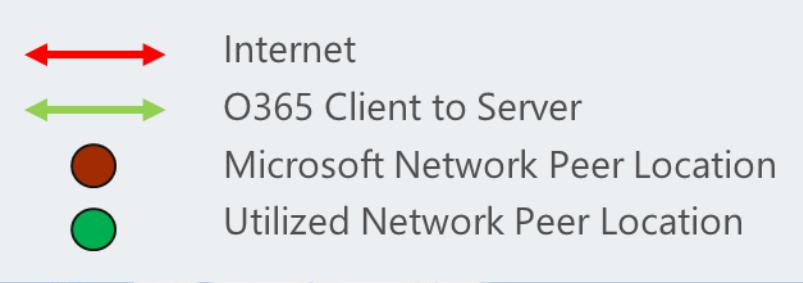


Customers can only benefit of this, if local internet breakouts are used.

# Current Skype Peer to Peer calls on different networks (NAM Tenant)



# Future Skype Peer to Peer calls on different networks (NAM Tenant)



# Teams Audio / Video Communications: Skype is the backbone



- Audio / Video Communication is online only
  - Skype for Business on-premises not used and not required
- Teams & Skype for Business loosely coupled
  - “Federated” integration
  - Presence is independent (integration / unification in roadmap)
  - Chat & Calls enabled from-to Teams users and Skype for Business Users
- Teams and Skype Consumer interop not available (in roadmap)

# Teams meeting (powered by Skype)



- Meetings are video-based
- Network guidelines similar to SfB apply (firewalling/ports, bandwidth, ...) with some differences<sup>[1]</sup>
- Each participant can receive up to four video streams
- When more than four participants (max 80 <sup>[2]</sup>), the most recent four speakers will be shown
- A/V protocols are the ones of Skype (SILK, H.264, Opus, ...) not SfB ☺

[1] Prepare your organization's network for Microsoft Teams

<https://docs.microsoft.com/en-us/microsoftteams/prepare-network>

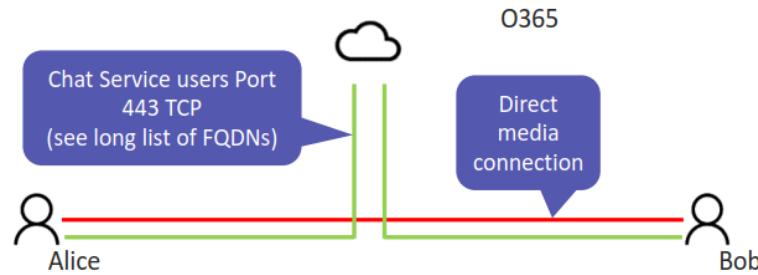
[2] Known issues for Microsoft Teams

<https://docs.microsoft.com/en-us/microsoftteams/known-issues>

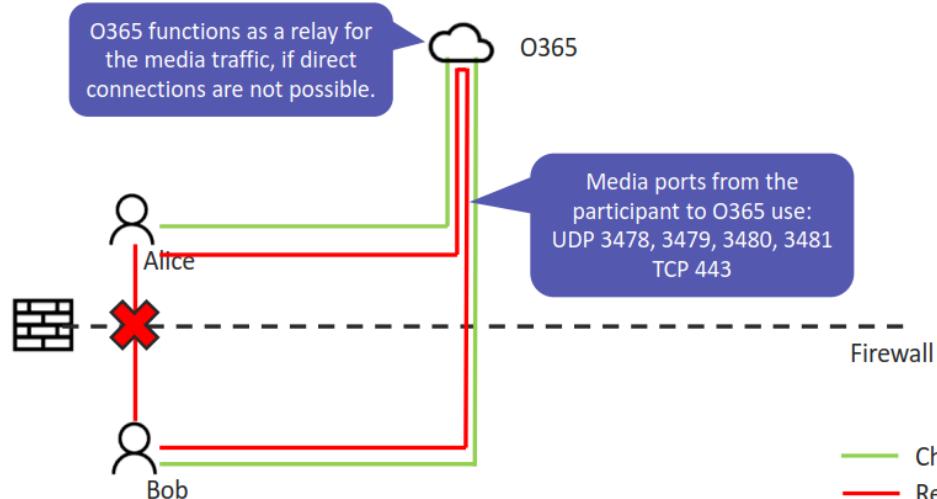
# Basic call flows principle --- same as Skype4B



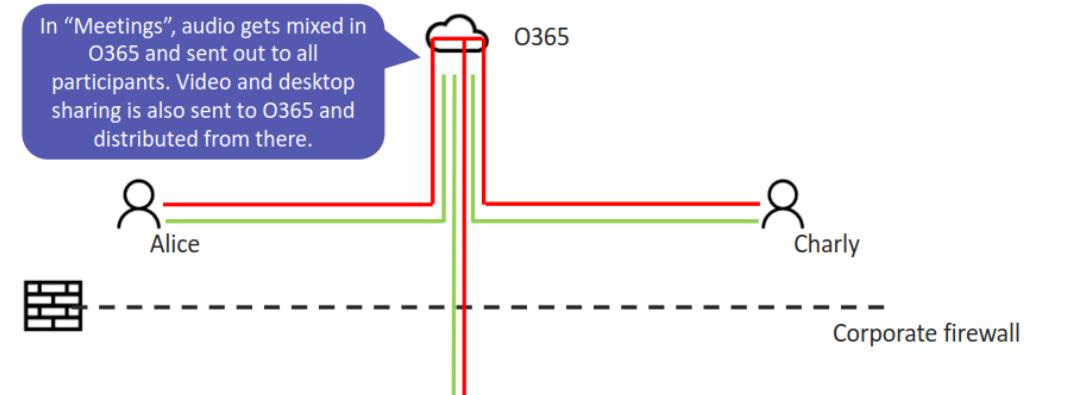
## Call Flows – 1:1 Call Direct



## Call Flows – 1:1 Call Firewalled



## Call Flows – Multi-Party



— Chat Service  
— Real-Time Media



# Demo

- Teams
  - Meeting
  - Calls

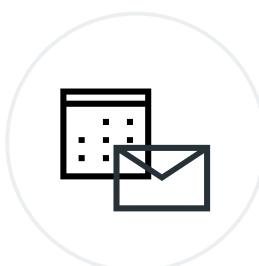


# ON-PREMISES AND HYBRID

# Office 2019 Server



Office 2019  
(Clients)



Exchange Server  
2019



SharePoint Server  
2019



Skype for Business  
Server 2019

Preview Mid 2018 | Release Late 2018

# Skype for Business Server 2019



Continuing commitment to –  
on-premise and hybrid  
customer needs

Refreshed Mainstream Support  
Quality, Security and Performance Fixes  
Refreshed Skype for Business Clients

---

IT Pro and Voice Centric release  
Cloud Connected Analytics and Voice Apps  
Improved Teams Interop

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Targeting Late 2018

# Migrating from Earlier Releases



- Supported paths from Lync Server 2013 and 2015 Skype for Business Server

Server 2013 → Server 2019

---

Server 2015 → Server 2019

---

Minimum of:  
Windows 2016 & SQL 2016

# Hybrid Aware Office 365 Portal for Server 2019



## Teams

Call Analytics and Retention in  
**one** portal for all users

A screenshot of the Microsoft Teams &amp; Skype for Business Admin Center. The top section shows a summary of users (25,330), devices (512), and direct routing (8). Below this, there's a table for 'Users' with columns for Name, Email, Phone number, Location, Discipline, Meeting policy, and Team. The bottom section shows a 'Call history' table for Ben Canning, listing calls from September 16, 2017, to September 18, 2017, detailing start time, duration, and audio quality.

## Server 2019

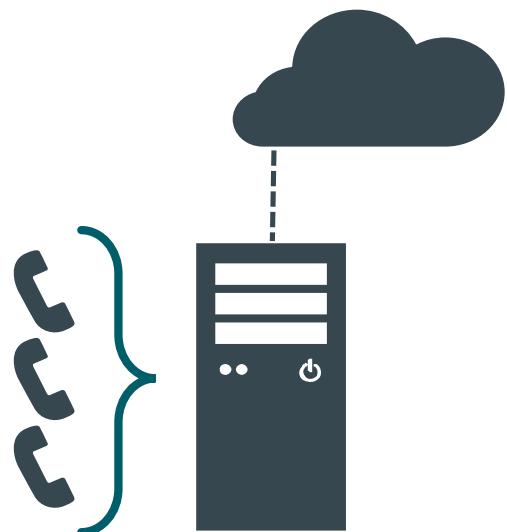
## Skype for Business Online

# Cloud Backed Voice Services for Server 2019



## Voicemail Service

**One** Experience for all users



## Auto Attendant

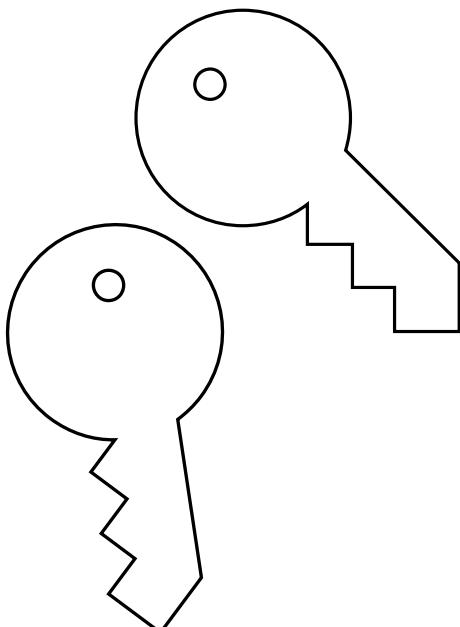
## Call Queues

# Hybrid Modern Authentication



**One** Authentication

Experience for all users



Best in class authentication

---

Improved experience for split workload users

---

Available now for SfB Server

# Hybrid Protects Investments



Hybrid will ensure interoperability between Skype for Business Online and Teams with migration paths to move to Teams.

With hybrid, Server 2019 connects to the online portal to provide consistency in administration tools, for call analytics and meeting management.

**Microsoft vision is that the investments customers have made in Skype for Business voice services are durable as they make the transition to Teams.**

# Admin Portal (Teams & Skype) is here!



A screenshot of the Microsoft Teams &amp; Skype for Business Admin Center dashboard. The dashboard features several cards: Organization Information (Contoso, MAR 25, 2014, Active Directory Synchronization Off, 23,330 Users in Cloud), Teams Usage Trend (7 days, 30 days, 60 days), Users on Default Plan (91% of users), Org Call Quality (87%), Teams Call Volume (7 days, 30 days, 60 days), Teams User Stats (7 days, 30 days, 60 days), Phone Numbers Capacity (120 Available, 25,210 Assigned Numbers, 25,330 Total Numbers), and a world map showing Users per Location. The left sidebar lists various administrative categories like Groups, Locations, Devices, Users, Messaging, Voice, Dial Plans, Call Queue, Virtual Receptionist, Meetings, Conference Bridges, Meeting Policies, Extensibility, Apps, Bots, Tabs, Analytics &amp; Reports, Settings, Notifications &amp; Alerts, and Roles &amp; Permissions.

A screenshot of the "Chat policy (default)" settings page in the Microsoft Teams &amp; Skype for Business Admin Center. The page shows a list of settings with toggle switches: Allow private chatting (On), Edit chat messages (On), Delete chat messages (On), Channel owner can't delete all messages (On), Send read receipts (On), Set read receipts (On), Use Memes (On), Use Stickers (On), and Use Giphys (Disable). A note at the bottom says "Want to learn more about these chat policy settings?". At the bottom right are "Save" and "Cancel" buttons, and a link to "Manage users (25,330)". The left sidebar is identical to the one in the first screenshot.

Announcing the new Microsoft Teams & Skype for Business Admin Center (Apr-4 2018)

<https://techcommunity.microsoft.com/t5/Microsoft-Teams-Blog/Announcing-the-new-Microsoft-Teams-and-Skype-for-Business-Admin/ba-p/179534>



# Demo

- new Admin Portal



# SKYPE FOR BUSINESS TO MICROSOFT TEAMS - ROADMAP

Capabilities Roadmap

# New vision for Intelligent Communications



- September 25, 2017 - A new vision for intelligent communications in Office 365

<https://blogs.office.com/en-us/2017/09/25/a-new-vision-for-intelligent-communications-in-office-365/>

- October 24, 2017 - Roadmap for Skype for Business capabilities coming to Microsoft Teams now available

<https://techcommunity.microsoft.com/t5/Microsoft-Teams-Blog/Roadmap-for-Skype-for-Business-capabilities-coming-to-Microsoft/ba-p/119636>

- February 5, 2018 - Roadmap updated for bringing Skype for Business capabilities to Microsoft Teams

<https://techcommunity.microsoft.com/t5/Microsoft-Teams-Blog/Roadmap-updated-for-bringing-Skype-for-Business-capabilities-to/ba-p/152266>

# Skype to Teams Roadmap (as April 2018)



## 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"> <li>✓ Person</li> <li>✓ Team</li> <li>✓ Hide</li> </ul>	

## 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)
Skype for Business interop and federation	<ul style="list-style-type: none"> <li>✓ Team</li> <li>✓ Guest</li> </ul>	

## 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"> <li>✓ Blind Transfer</li> <li>✓ Multi-call Handling</li> <li>✓ Call Blocking</li> <li>✓ Safe Transfer</li> <li>✓ Call Forwarding</li> <li>✓ Simultaneous Ringing</li> <li>✓ Caller ID Masking</li> <li>✓ Speed Dial</li> <li>✓ e911 Support</li> <li>✓ Suggested Contacts</li> <li>✓ Enable Existing Calling Plan Support</li> <li>✓ Transfer to PSTN Call</li> <li>✓ Translate user input to standard phone format</li> <li>✓ Extension Dialing</li> <li>✓ Voicemail</li> <li>✓ Hold</li> </ul>	<ul style="list-style-type: none"> <li>• 1:1 to Group Call Escalation with Teams, Skype for Business, and PSTN participants</li> <li>• Boss and Delegate Support</li> <li>• Call Queues</li> <li>• Consultative Transfer</li> <li>• Organizational Auto-Attendant</li> <li>• Do not Disturb breakthrough</li> <li>• Distinctive Ring</li> <li>• Forward to Group</li> <li>• Hybrid connection to Teams</li> <li>• Out of Office Support</li> </ul>	<ul style="list-style-type: none"> <li>• Call Park</li> <li>• Group Call Pickup</li> <li>• Location-Based Routing</li> <li>• Shared Line Appearance</li> </ul>
Collaborative meetings	<ul style="list-style-type: none"> <li>✓ Enable Meeting Life Pre/During/Post</li> <li>✓ Desktop sharing</li> <li>✓ Conversations</li> <li>✓ Immersive Meeting</li> </ul>		
Platform and devices	<ul style="list-style-type: none"> <li>✓ Windows, Mac</li> <li>✓ Mobile: iOS and Android</li> <li>✓ Meetings</li> </ul>		
IT Pro	<ul style="list-style-type: none"> <li>✓ Call Quality Diagnostic</li> <li>✓ Tenant Policies</li> </ul>	<ul style="list-style-type: none"> <li>✓ SfB-Teams Calling</li> </ul>	<ul style="list-style-type: none"> <li>• Call Support between Teams &amp; Skype Consumer</li> </ul>
Skype for Business interop & fed			
Platform and devices	<ul style="list-style-type: none"> <li>✓ TTY Support</li> <li>✓ Windows, Mac, Edge, iOS, Android</li> </ul>	<ul style="list-style-type: none"> <li>• Support for existing certified SIP Phones*</li> <li>• USB HID</li> </ul>	
IT Pro	<ul style="list-style-type: none"> <li>✓ Call Quality Diagnostic Portal</li> <li>✓ SfB-Teams Interop Policies</li> </ul>	<ul style="list-style-type: none"> <li>• eDiscovery Enhancements</li> </ul>	

# Public FAQ give VERY useful info too 😊



- FAQ - Journey from Skype for Business to Microsoft Teams

<https://docs.microsoft.com/en-us/microsoftteams/faq-journey>

**When will the Skype for Business clients be retired? Will on-premises customers need to switch to the Teams client?**

We plan to continue to support the Skype for Business clients to access on-premises server and online services.

**When will hybrid customers be able to move to Teams?**

We are planning to simplify how customers connect trunks or 3<sup>rd</sup> party telephony systems to Office 365 based on customer feedback. The new approach is currently targeted in H2 CY18. This date is subject to change - customers should refer to the latest roadmap information for Teams. Customers using hybrid voice or with needs for hybrid voice today can continue to use Skype for Business Online.

**What is the guidance for customers already deployed on Cloud PBX in Skype for Business Online?**

Customers should evaluate the Teams roadmap to determine when capabilities will meet their business needs. We encourage all Office 365 customers to start using Teams, independently or in parallel with Skype for Business.

**Can customers use existing devices (such as IP phones) that currently work with Skype for Business in Office 365 with Teams?**

Yes, we will enable customers to leverage existing investments in USB & IP phone hardware with Teams.

**Will you continue to invest in improving Skype for Business in Office 365?**

Our vision for bringing together Intelligent Communications and collaboration is focused on Microsoft Teams. We plan to continue to support Skype for Business in Office 365.

# Roadmap & Transition notes



- Microsoft have to implement in Teams huge of features available today for Hybrid and Online Users
- Roadmap schedule is strong, but quite hard to maintain considering usual Microsoft estimates vs reality ☺
  - maybe summer 2019 (or later) will be reasonable time for Teams – Skype for Business feature parity
- Online-only users will be surfing on SfB-Teams changes for a while ... on-prem/hybrid architecture probably will be more stable and with a smooth migration
  - Ongoing projects and investments should evaluate Hybrid scenarios (no reason to stop innovation!)
- Coexistence & migration will be a hard job to deliver! ☺

# Summary



- Teams will replace Skype for Business for Online Users
  - on-premises users may run Skype for Business and Teams side by side
  - Teams include new Skype cloud-born architecture
  - Skype for Business Online will be retired and Tenants migrated to Teams/Skype (it will take years? 2/3/4?)
- Skype for Business on-premises will be maintained and evolved
  - new Skype for Business Server 2019
- Voice architecture to new Skype/Teams platform is changing
- Hybrid will protect investments (in voice / telephony too)

**Hybrid infrastructures it's my best choice since Lync 2013 ...  
... now enforced!!!! ☺**

# Resources



- General:
  - Start using Microsoft Teams: [teams.microsoft.com/start](https://teams.microsoft.com/start)
  - User community forums: [aka.ms/teamscommunity](https://aka.ms/teamscommunity)
  - Product feedback: [aka.ms/teamspublicfeedback](https://aka.ms/teamspublicfeedback)
  - Help videos: [aka.ms/teamshelpvideos](https://aka.ms/teamshelpvideos)
- For IT admins:
  - How to successfully plan, deliver, and operate: [aka.ms/myadvisor](https://aka.ms/myadvisor)
  - Intelligent communications: <https://aka.ms/skypeandteams>
  - Detailed training videos: [aka.ms/microsoft-teams-readiness](https://aka.ms/microsoft-teams-readiness)
  - Service endpoint whitelisting: [aka.ms/teamsurls](https://aka.ms/teamsurls)
  - IT help: [aka.ms/teamsadminhelp](https://aka.ms/teamsadminhelp), [aka.ms/teamsadminfaq](https://aka.ms/teamsadminfaq)
- For developers: [dev.office.com/microsoft-teams](https://dev.office.com/microsoft-teams)
  - SDKs and sample code for tabs, connectors, and bots

Resources	Link
Teams Roadmap	<a href="https://aka.ms/OfficeRoadmap">https://aka.ms/OfficeRoadmap</a>
Product Help	<a href="https://aka.ms/TeamsSupport">https://aka.ms/TeamsSupport</a> <a href="https://aka.ms/TeamsKnownIssues">https://aka.ms/TeamsKnownIssues</a>
Product Ideas?	<a href="https://teams.uservoice.com">https://teams.uservoice.com</a>
Team Dev Hub	<a href="https://TeamsDeveloper">https://TeamsDeveloper</a>
Community	<a href="https://aka.ms/msteamscommunity">https://aka.ms/msteamscommunity</a>

<https://aka.ms/SuccessWithTeams>

Your hub for all things Microsoft Teams including vision, practical onboarding guidance, success stories, and support.

The screenshot shows the Microsoft Teams Documentation homepage. At the top, there's a navigation bar with links for Home, Microsoft 365, Microsoft Office, Microsoft Teams, and Help. Below the navigation, the title "Microsoft Teams Documentation" is displayed. The page features several cards with icons and titles:

- Get started**: Get started with Microsoft Teams and learn how to make the most of your organization.
- Plan your deployment**: Get ready for early preview and learn how to plan your deployment.
- Resolve common issues**: Troubleshoot common issues and challenges.
- Cloud migration**: Set up your Microsoft 365 environment for the Microsoft Teams migration.
- Partners**: Get Microsoft Teams - for you, for your users.
- Learn from Microsoft Business to Teams**: Find the right solution to migrate your business to Teams.



# Grazie

Domande?



@AlexAppiani

