

Need to Know Microsoft 365 Webinar April 2024

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Technology training

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<https://blog.ciaops.com/2022/07/29/join-my-teams-shared-channel/>

Join my
free
shared
Channel



Agenda

- Microsoft 365 Update
- Microsoft Forms
- Q & A

Microsoft 365 update



News

- Introducing “What’s New” in Microsoft Entra
 - <https://techcommunity.microsoft.com/t5/microsoft-entra-blog/introducing-quot-what-s-new-quot-in-microsoft-entra/ba-p/3796389>
- Exchange Online to introduce External Recipient Rate Limit
 - <https://techcommunity.microsoft.com/t5/exchange-team-blog/exchange-online-to-introduce-external-recipient-rate-limit/ba-p/4114733>
- Efficient Device Troubleshooting with Microsoft Copilot
 - <https://www.youtube.com/watch?v=pMYdjZmChx8>
- Improved task list components in Loop
 - <https://insider.microsoft365.com/en-us/blog/improved-task-list-components-in-loop>
- Realigning global licensing for Microsoft 365
 - <https://www.microsoft.com/en-us/licensing/news/Microsoft365-Teams-WW>
- Microsoft Mesh: A new way to connect
 - <https://insider.microsoft365.com/en-us/blog/microsoft-mesh-a-new-way-to-connect>

Microsoft Teams



Collaboration Universes

Old



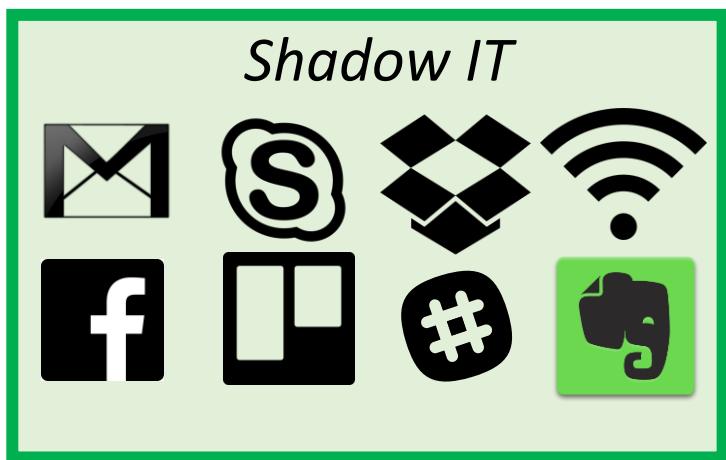
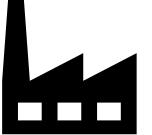
Data



Comms



Work



New



Modern



IT Admin

Control

User

Structured

Data

Ad Hoc

Linear

Access

Parallel

What is Teams?

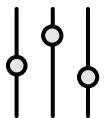
Microsoft Teams, the hub for teamwork in Office 365



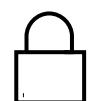
Chat, calls & meetings
for today's teams



Integrated Office 365 apps



Customizable and extensible



Enterprise security,
compliance & manageability

The screenshot displays the Microsoft Teams application interface. On the left, a vertical sidebar shows activity (2 notifications), chat (1 notification), and teams. Below these are sections for Meetings, Events, and Files. The main area is the 'Development' channel of the 'Northwind Traders' team. The channel list on the left includes 'General', 'Development', 'Customer Accounts', 'Marketing', 'Social Media', 'Website', '32 more channels', 'Designers', 'General', 'Fourth Coffee', 'General', 'Fun Stuff', 'Marketing', 'Weekly Specials', and '6 more channels'. The right side shows a conversation thread with messages from users like Kadji Bell, Daphne Knowles, Miguel Silva, Babak Shammash, and Daniels Mandera. A red box highlights the message from Babak Shammash, which includes the word 'IMPORTANT!' and a note about kudos. At the bottom, there's a footer with a 'Feedback' button and a 'Add team' link.

Chat, calls & meetings for today's teams

Communicate in the moment and keep everyone in the know

Chat, calls, meetings within your team and across organizational boundaries

Private chats for 1:1 or small group conversations

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

Have a dedicated phone number with advanced

Available across mobile, desktop and browser; integrated with communications and meeting room devices



Integrated Office 365 apps

Give your team quick access to information they need right in Office 365

Conversations, files and tools live in a team workspace

Co-author and edit with Office and other files right in the app

Integrated with SharePoint, OneNote, Power BI and Planner

Search across people, files and chats with intelligence from Microsoft Graph

Email integration to keep the whole team in the loop



OUR CUSTOMER PROMISE

CUSTOMER-FOCUSED APPROACH

We have a 30-year history of excellence in the consumer electronics space, consistently giving buyers what they want: innovative, high-quality products for competitive prices from companies they trust.

COMMITMENT TO INNOVATION

No one understands the consumer electronics market and its history better than our company. From exciting innovation to remarkable growth, no one in the market consistently navigates these changes like us.

Customizable and extensible

Tailor your workspace to include apps and services for the team and organization

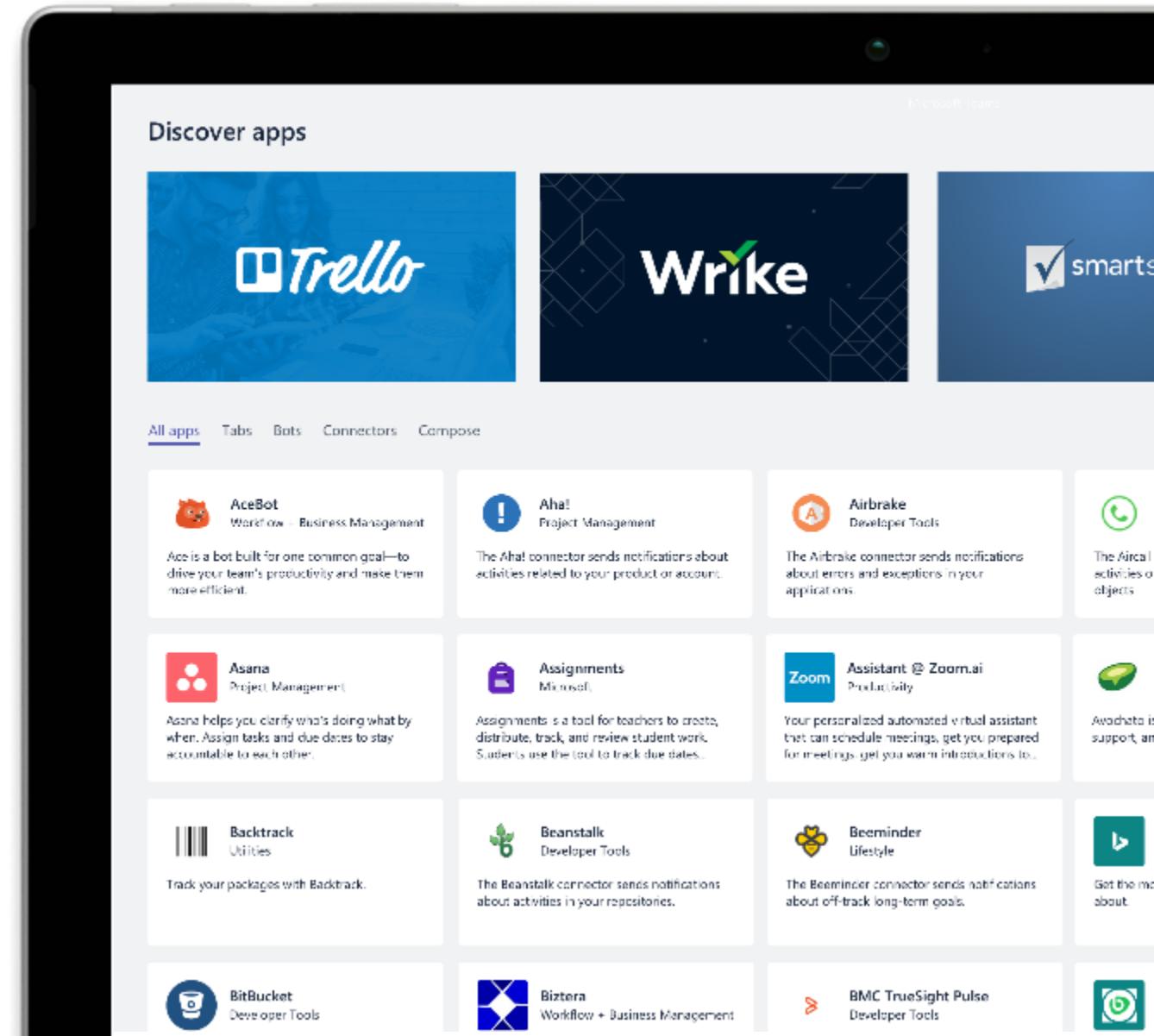
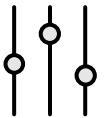
Pin important files for easy reference in the workspace

Add bots that work on a team's behalf

Integrate cloud services, explore data and get updates from the apps your team uses every day

Use the Teams developer platform to build integrations to existing business process

Manage trusted apps for employees and the organization





Trello



sapho



Github

ModuleQ



Wrike



Unlock productivity with

KAYAK

150+ integrations



sage

officevibe

Zoom.ai



hipmunk

meekan

ZENEFITS

papr.ai

nimble

workato



POPin

STATSBOT

asana

Stream

File storage is in SharePoint

The screenshot shows the Microsoft Teams interface for the 'General (Help Desk) | Microsoft Teams' channel. On the left, there's a vertical sidebar with icons for Activity, Chat, Teams, Meetings, and Files. The 'Files' icon is highlighted with a blue background. The main area shows a navigation bar with 'Search', 'Favourites', and a list of channels: 'Patrons', 'NSA', 'Help Desk', 'General', and 'Office 365'. The 'General' channel is selected, indicated by a light purple background. Above the file list, there are tabs for Conversations, Files (which is selected and highlighted with a red box), Polly, Meetings, Wiki, and a plus sign. Below these are buttons for 'New', 'Upload', 'Get link', and 'Open in SharePoint' (which is also highlighted with a red box). A table lists files: 'Email Messages' (Type: folder, Name: Email Messages, Modified: 31/08/2017, Modified by: SharePoint App).

Type	Name	Modified	Modified by
Folder	Email Messages	31/08/2017	SharePoint App

Full SharePoint Site

Office 365 | SharePoint

Search

Test

Help Desk

Public group

Following Group conversations

2 members

Home

Conversations

Documents

New Upload Share Copy link Sync Flow ...

All Documents

Documents > General

Name	Modified	Modified By	+
Email Messages	August 30, 2017	SharePoint App	

Shared with us

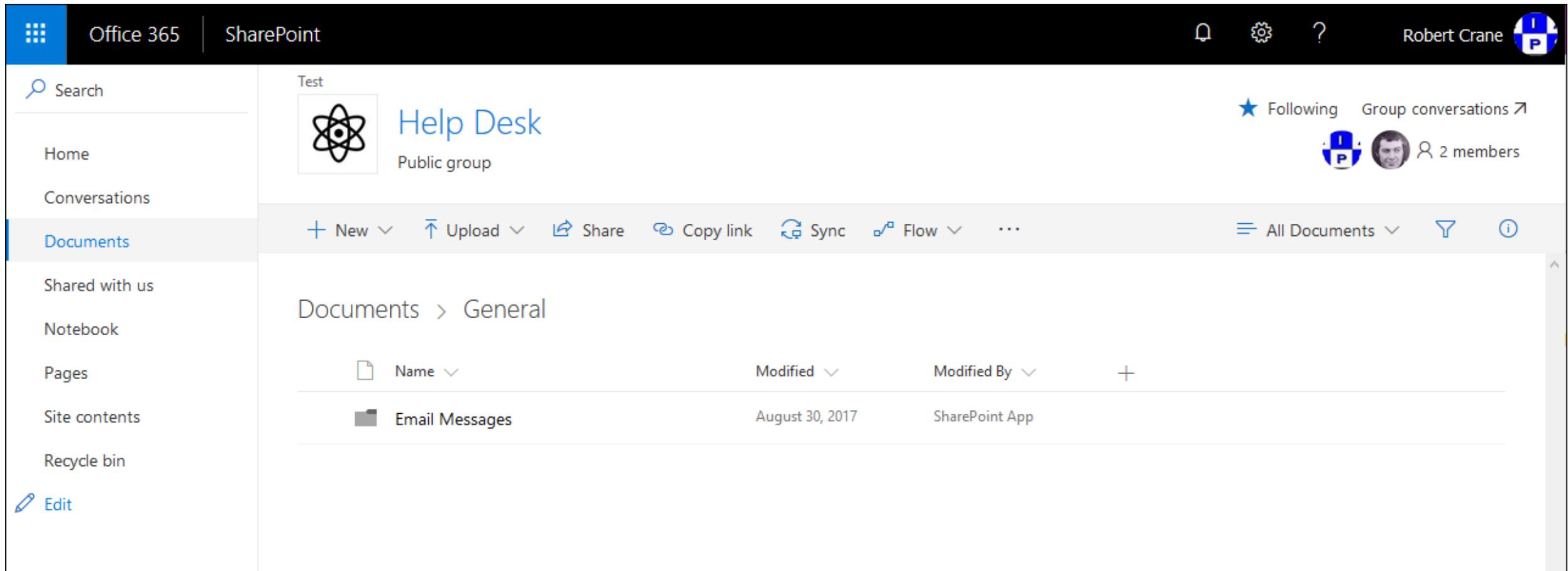
Notebook

Pages

Site contents

Recycle bin

Edit



Automate with Bots

Bots

Bots allow you to get more done by helping you complete tasks in your conversations. Chat with bots one-to-one or add them to a team. [Learn more](#)

Search 

 Adobe Creative Cloud Content creators and collaborators can now find, view, and share Adobe Creativ...	
 Calendar BOT The Approved Contact Bot is used for calendar comparison and scheduling	
 Adobe Sign Keep document-signing workflows moving fast when you add Adobe Sign to Te...	
 SecretaryBot You can hire your secretary from Office Store. Now your secretary help you to ar...	
 Suttna Suttna, your remote team assistant. Suttna will give your team a set of tools to e...	
 Talla Talla allows teams that create and share information to apply the automation, in...	
 ScrumGenius Communicate better with ScrumGenius. Using our service you can remotely inte...	
 Polly Poll your team with Polly! Mention @polly to get started. Analyze results by add...	

Enterprise security, compliance & manageability

Get the enterprise-level security and compliance features you expect from Office 365

Served from our global hyper-scale cloud and local data residency

Compliance leadership with EUMC, HIPAA & more

Built-in information protection with eDiscovery and audit

MDM and MAM with Microsoft Intune

Multi-factor authentication and secure guest access



Microsoft Teams use cases for each department

Customer Support

- Enable continuous knowledge sharing between shifts
- Provide visibility into customer escalations
- Search for solutions across conversations
- Speed up issue resolution with various subject matter experts



Engineering

- Enable continuous discussion across a distributed team
- Discuss ideas and requirements, gather inputs in the open
- Store standard documentation and files
- Integrate with developer tools like Jira



Finance

- Prepare earnings release with cross-functional stakeholders
- Streamline data consolidation and analysis
- Store budgeting documentation and files
- Share economic trends and news



Human Resources

- Drive alignment on job descriptions and streamline interview processes
- Plan and prepare new employee onboarding
- Engage distributed employees in training
- Share department resources and documentation



Marketing

- Coordinate campaigns and event tasks
- Share the latest content drafts for feedback
- Get automated reports from analytics tools
- Prepare marketing launch across multiple stakeholders



Sales

- Get quick answers from PMs and Sales Ops
- Share key customer wins
- Get lead notifications and deal mentions
- Share latest company, product and competitor news



Operations & Project Management

- Streamline project communication and tools
- Provide status updates, get feedback, coordinate tasks
- Share files and collaborate on deliverables
- Get new project members up to speed quickly



Introducing the new Teams

THE NEW TEAMS

Reimagined from the ground up for a faster, simpler, and more flexible experience



Faster

The app will be up to twice as fast while consuming up to 50% fewer resources¹



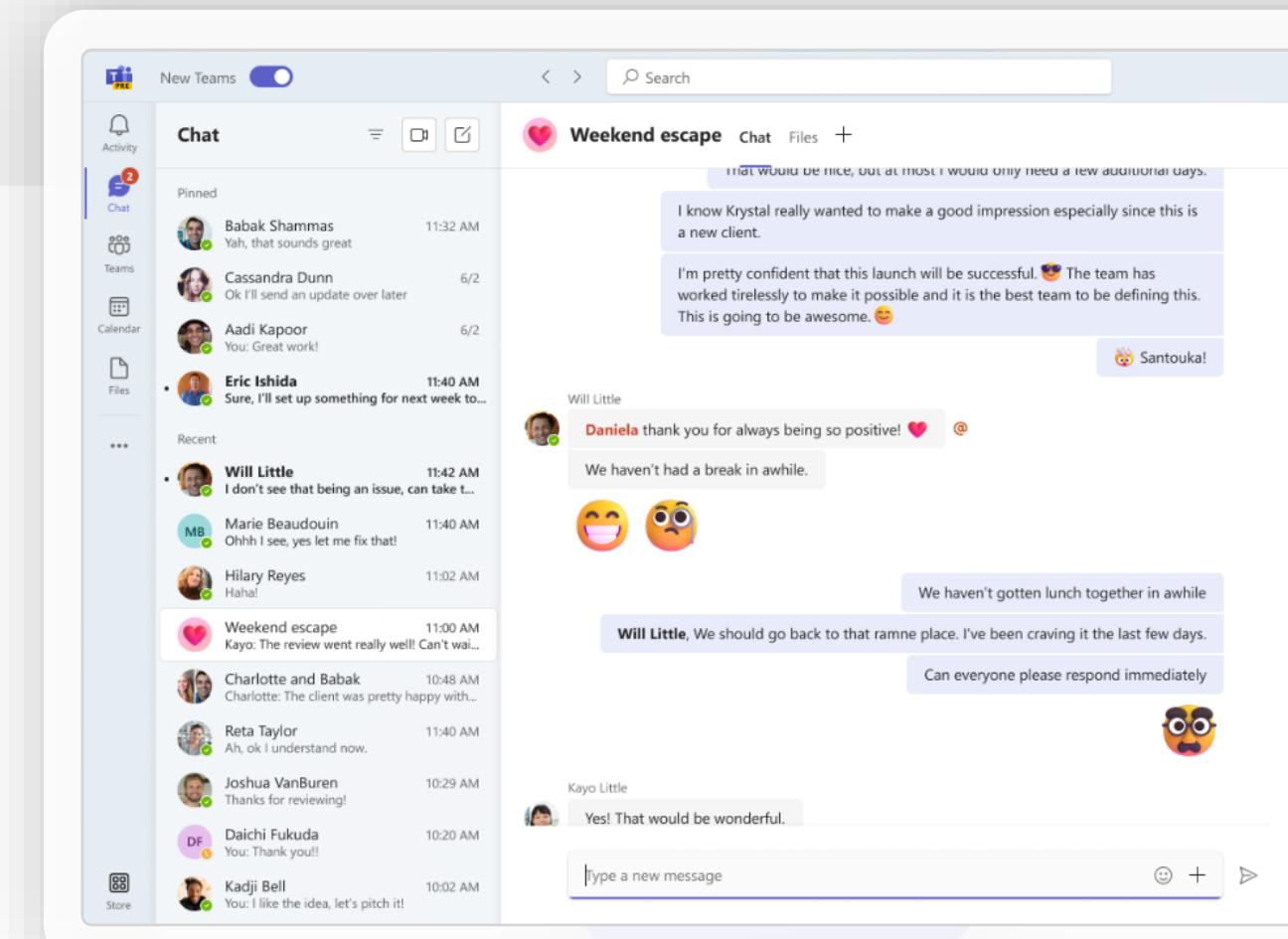
Simpler

A more polished, responsive UX that's easier to navigate and get more done



More flexible

Innovations that streamline multiple tenants or accounts, giving you more extensibility and scale



¹See the [benchmarking slide](#) for additional details.

Collaborate across organizational boundaries

Teams users can easily switch between tenants and accounts to collaborate and communicate across the entire org.



Eliminates silos

Brings users from across organizations and multiple work or accounts in one place



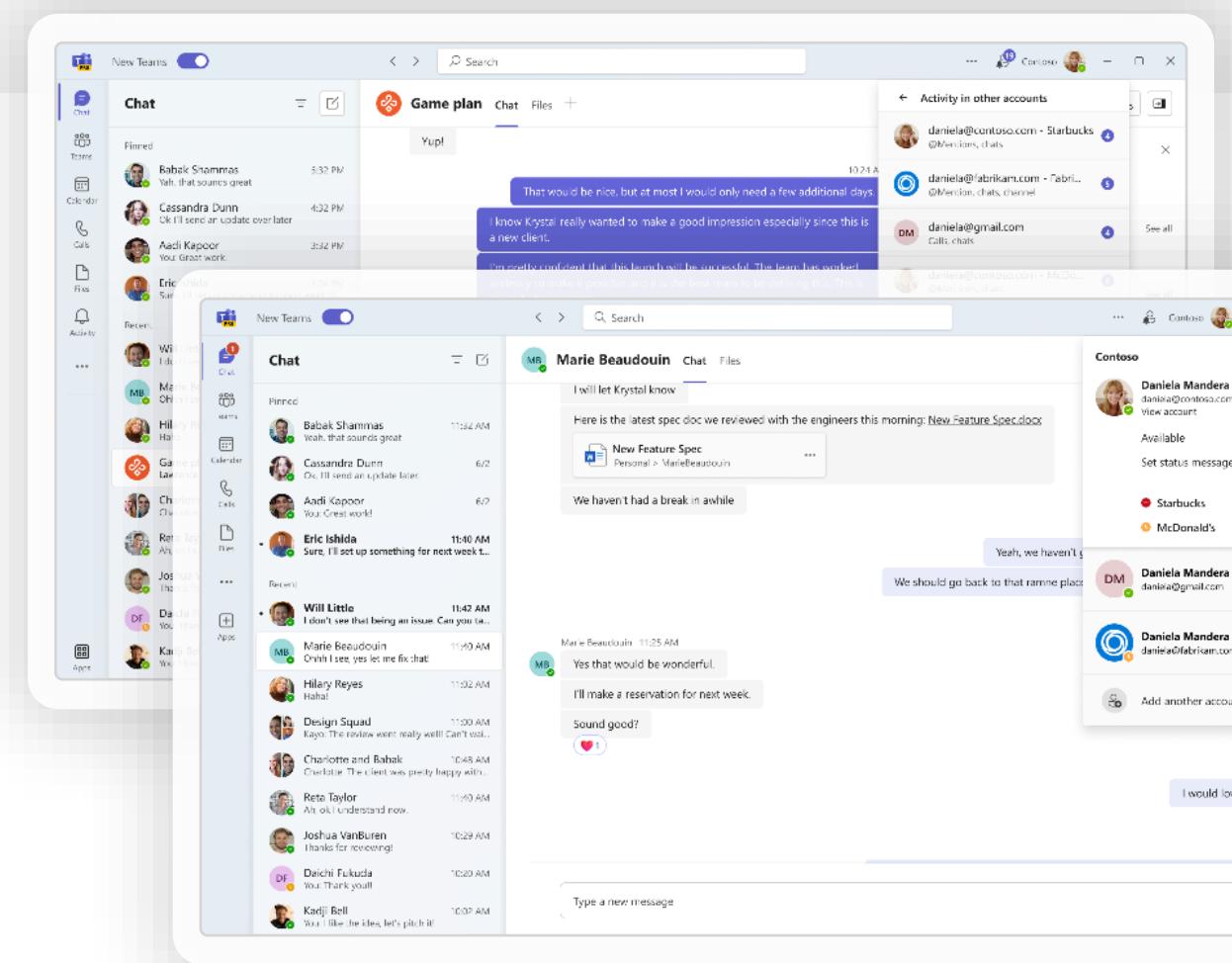
Fosters collaboration

Users stay signed into multiple accounts simultaneously and receive real-time notifications



Increases flexibility

Seamlessly engage across multiple organizations or accounts without disrupting workflows



Multi-tenant (top), multi-account

The new Teams is a big deal, but switching isn't

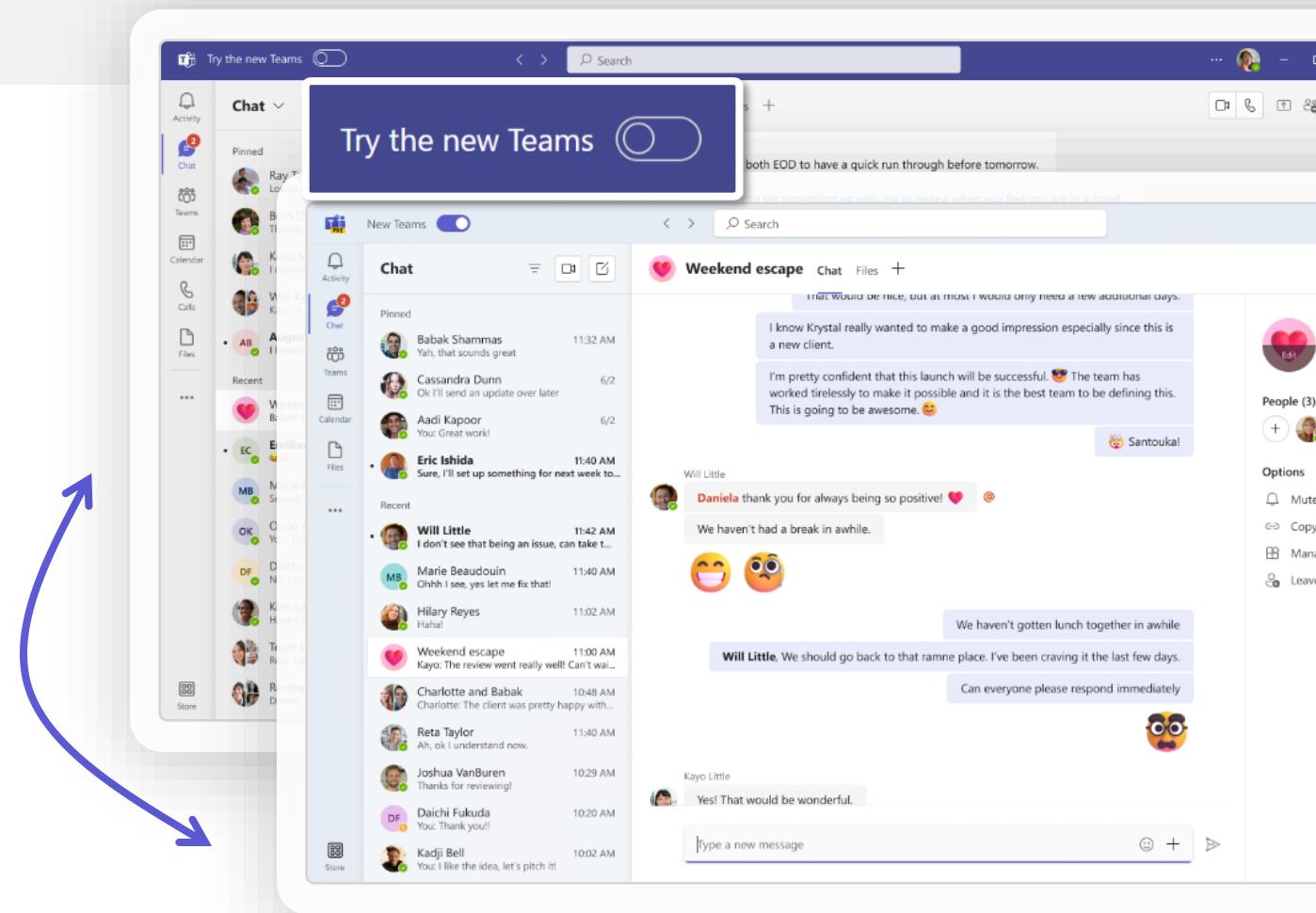
Here's our guidance for BDMs and admins to get fully informed about the new Teams app before switching.

Evaluate | Determine which Windows users would benefit from the new app and help them switch now

Stay informed | Watch for in-product messaging, public updates, and roadmap updates, and regularly connect with your Microsoft account team¹

Share the excitement | Communicate the benefits of the new Teams to your users and create a plan that will support them after they switch

When you're ready, opt-in to the new Teams app and ask users to flip the toggle.² They can always switch back before the app is enabled by default.



¹Review [currently available resources](#). ²The toggle will be turned off by default at public preview.

Manage switching to the new Teams for Adventure Works

Adventure Works can manage testing the new Teams client

Microsoft Controlled | Follow
Microsoft's release schedule for the new Teams Client (default)

Classic/New as default| Select one of
these options to force the use of the classic or new Teams as default

Not enabled | Hide the new Teams
toggle switch

Nestor can manage the roll-out of the new Teams client to the whole organization via the global Teams update policies. For himself, he can create a user-specific policy with different settings

Microsoft Teams admin center

Search

Dashboard

Teams

Manage teams

Teams settings

Teams policies

Team templates

Templates policies

Teams update policies

Teams upgrade settings

Users

Teams devices

Teams apps

Meetings

Messaging

Voice

Locations

Enhanced encrypt...

Teams update policies

Update policies are used to manage Teams and Office preview users that will see pre-release or preview features in the Teams app. You can use the Global (Org-wide default) policy and customize it, or create one or more custom policies for your users. [Learn more](#)

Update policies summary

1 Default policy 0 Custom policies

Manage policies Group policy assignment

+ Add Edit Duplicate Delete Reset Global policy Assign users 1 item

Name ↑	Description	Custom policy	Assigned to users
Global (Org-wide default)	Default policy for users ...	No	

Update policy

Name: Global (Org-wide default)

Description: Default policy for users who aren't to a policy.

Show Teams preview features: On for users in Current Channel (F)

Use new Teams client:

- Microsoft controlled
- Not enabled
- Classic Teams as default
- Microsoft controlled
- New Teams as default

Apply Cancel

¹Review [currently available resources](#). ²The toggle will be turned off by default at public preview.

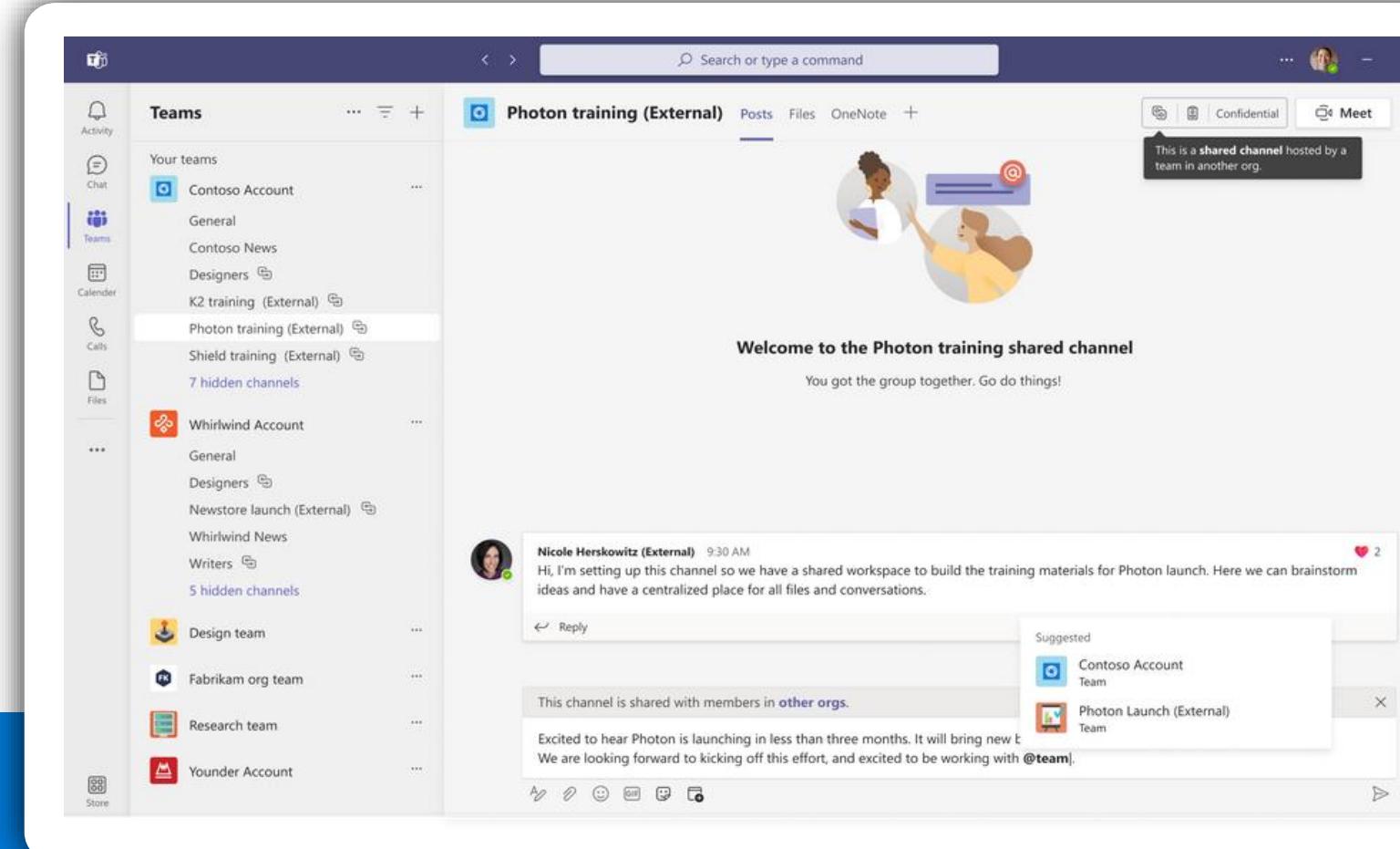
Guest Access

Collaborate outside your organization

Chat, meet, share a channel, collaborate on a file with anyone outside your organization using **Teams Connect**, and collaborate seamlessly and securely without tenant switching.

Add people outside of your organization to a meeting with **anonymous join**.

Invite anyone with a business or consumer email account to participate as a **guest**.





Who are Guests?

Anyone with an Azure Active Directory (AAD) account or a Microsoft Account can be added as a guest in Teams.

Guests

- Can have any email account (Work accounts e.g. Office 365)
- Accounts are added and securely managed within Azure AD through Azure AD B2B Collaboration
- IT admins can quickly and easily view, add, or revoke a guest's access to the host tenant
- Are included as part of your Office 365 subscription at no additional cost
- Are subject to Azure AD & Office 365 service limits

Guest Access Capabilities

Capabilities	Teams User	Guest User
Create channels	X	X
Participate in a private chat	X	X
Participate in a channel conversation	X	X
Post, delete, and edit messages	X	X
Share a channel file	X	X
Share a chat file	X	
Add apps (tabs, bots, connectors)	X	
Create tenant-wide and teams/channels guest access policies	X	
Invite a user outside the Office 365 tenant's domain		X
Create team	X	
Discover and join public teams	X	
View org chart	X	

Note: Office 365 admins control the features available to guests.

How to enable Guest Teams

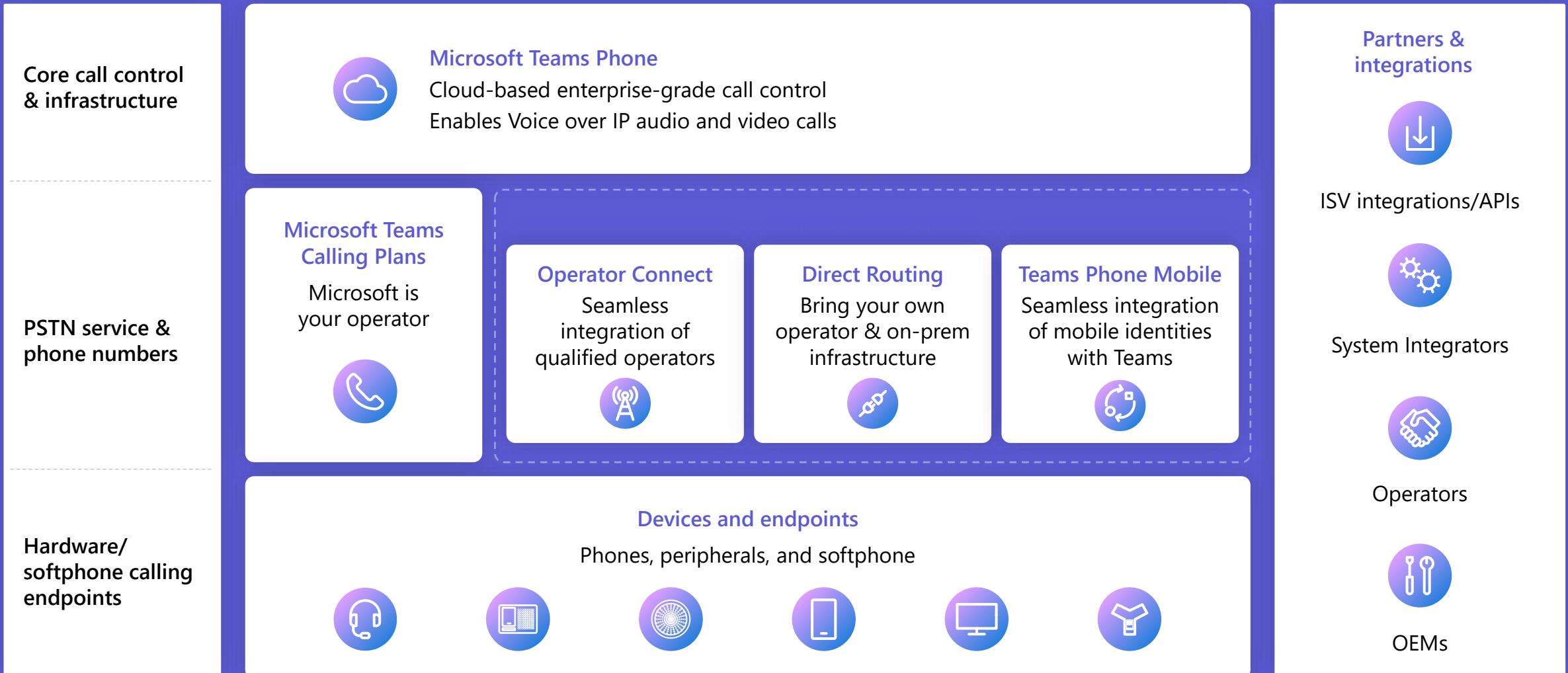
In the Office 365 Admin Center, Settings > Services & add-ins, choose Microsoft Teams.

Select the user/license type you want to configure to Guest

Make sure Turn Microsoft Teams on or off for all users of this type is set to On

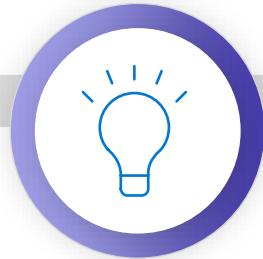
The screenshot shows the Microsoft Office 365 Admin Center interface. The left sidebar lists various administrative categories like Home, Users, Groups, Resources, Billing, Support, and Settings. The 'Settings' section is expanded, and the 'Services & add-ins' option is selected, highlighted with a red dashed box. The main content area is titled 'Services & add-ins' and shows a list of services: Microsoft Teams (highlighted with a red dashed box), Office 365 Groups, Office Online, Office app store download settings, Office Store, Reports, Sites, Skype for Business, StaffHub, Out of office, and To-Do. A note on the right states: 'Note: Users with active Microsoft Teams licenses see the Microsoft Teams app tile even if you turn off Microsoft Teams here.' Below this, a message says: 'Please be aware this control is temporary and will be removed in the future. To manage individual user access to Microsoft Teams, use licenses.' A link to 'View practical guidance on how to successfully plan, deliver, and operate Microsoft Teams.' is provided. On the right, under 'Tenant-wide settings', there are sections for General, Email integration, Apps, and Custom cloud storage. Under 'Settings by user/license type', it says 'Select the user/license type you want to configure' and shows a dropdown menu set to 'Guest'. A large red dashed box highlights the 'Turn Microsoft Teams on or off for all users of this type' switch, which is set to 'On'. Below this, there are sections for Teams and channels, Calls and meetings, and Messaging. At the bottom right are 'Save' and 'Cancel' buttons.

Teams Phone overview



Microsoft Teams Premium

The better way to meet



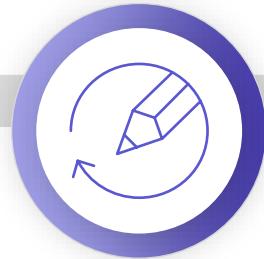
Intelligent productivity

Focus on what matters most with meetings powered by AI, including GPT from OpenAI



Advanced protection

Collaborate more securely with advanced protection and customized Teams management



Richer engagement

Create deeper engagements with personalized experiences that help grow your business and brand

Intelligent Recap

Quickly discover takeaways and action items so your team can focus on what's next

AI generated meeting notes and tasks are delivered automatically based on meeting transcriptions, so key points and action items are not missed—even if you miss the meeting

The screenshot shows a Microsoft Teams meeting interface titled "Product roadmap discussion". The main content area displays a "Product roadmap" timeline from January 2023 to December 2023. The timeline is divided into six phases: Market Research and Customer Feedback, Phase 1 (Month 1-6), Phase 2 + Testing (Month 7-9), Phase 3 (Month 10-11), and Launch (Month 12). Key milestones include "Development" (Month 1-6), "Testing" (Month 7-9), and "Launch" (Month 12). The "Development" phase is highlighted with a blue bar. Below the timeline, there are sections for "Speakers", "Topics", and "Chapters". The "Chapters" section shows five chapters: "Product roadmap review" (39:08), "Agenda" (39:08), "Our vision" (39:08), "New product roadmap" (39:08), and "Product goal" (39:08). To the right of the main content, there is a sidebar titled "Content" with links to "Product Roadmap...", "Marketing budget...", and "Marketing demo...". Below this, there are tabs for "Notes" (selected), "AI notes", "@ Mentions (3)", "Transcript", and "Chat". A section titled "Suggested notes" lists AI-generated insights, such as "Serena wants to look at the product roadmap before she and Danielle commit to more feature enhancements." and "Danielle explains that they are on track for new product release in December. But they will need to keep an eye on beta testing results. She will follow up on that." At the bottom right, there is a link "Are these notes useful?".

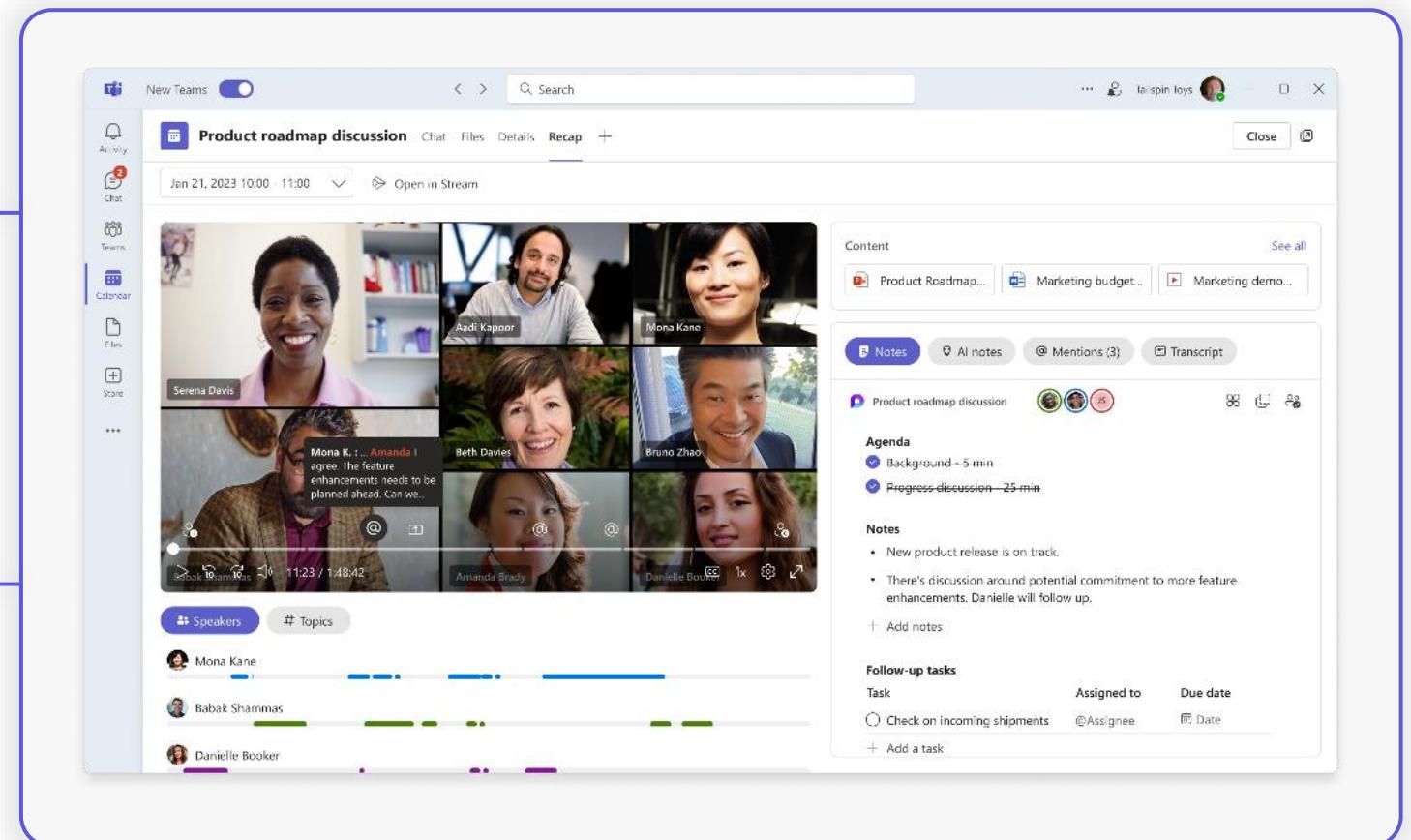
Available now in English

Intelligent Recap

Navigate to the parts of the recording most relevant to you

Personalized timeline markers — only visible to you, highlight when your name was mentioned, a screen was shared, and when you've joined and left a meeting

Speaker timeline markers for all speakers—organized by those you work most closely with



Intelligent Recap

Quickly catch up on the conversation, then skip right to what you need

Automatically generated chapters and topics divide the meeting into sections so it's easy to pick and choose the content you would like to review

The screenshot shows a Microsoft Teams meeting recap for a "Product roadmap discussion" on January 21, 2023, from 10:00 to 11:00. The main content area displays a "Product roadmap" timeline from Month 1 to Month 12. Key milestones include "Market Research and Customer Feedback", "Phase 1", "Launch Preparation", "Development", "Phase 2 - Testing", and "Launch". Below the timeline, there are sections for "Suggested notes" and "Suggested tasks". The "Suggested notes" section contains three bullet points from the meeting transcript, such as "Serena wants to look at the product roadmap before she and Danielle commit to more feature enhancements". The "Suggested tasks" section lists two items, including "Danielle will follow up on feature enhancement prioritization". At the bottom, there are links to "Product roadmap review", "Agenda", "Our vision", "New product roadmap", "Product goal", "Development process", "Monitoring feedback", and "Meet the team".

The screenshot shows a Microsoft Teams meeting recap for the same "Product roadmap discussion" on January 21, 2023. The main content area displays a video call grid with nine participants: Babak Shammam, Aadi Kapoor, Serena Davis, Bruno Zhao, Beth Davies, Amanda Brady, and Danielle Buck. Below the video grid, the transcript shows several mentions from other team members: "Mona Kaur mentioned you - 08:17", "Amanda I agree. The feature enhancements needs to be planned ahead. Can we make sure that this product roadmap gets sign off from all parties? Maybe we can get some feedback on prioritization of feature changes.", "Serena Davis mentioned you - 08:17", "Let's take this offline, Amanda.", and "Bruno Zhao mentioned you - 08:20". The recap also includes a "Content" section with links to "Product Roadmap...", "Marketing budget...", and "Marketing demo...". At the bottom, there are links to "Product roadmap review", "Agenda", "Our vision", "New product roadmap", "Product goal", "Development process", "Monitoring feedback", and "Meet the team".

Coming October 2023

Use intelligent meeting recap to save time and stay focused



Michael, an operations manager, can't attend a big meeting tomorrow due to conflicts in his schedule, but he needs to know what was discussed.



Instead of digging through transcripts and recordings or scheduling another meeting, he uses **intelligent recap** to get **AI-generated notes and tasks** after the meeting ends.



Michael reviews **chapters** within the meeting's recording and **topics** to quickly catch up on the conversation's main subjects.



With **personalized timeline markers**, Michael quickly locates what his manager said during the meeting and when his name was mentioned, and jots down the questions he has for next week.

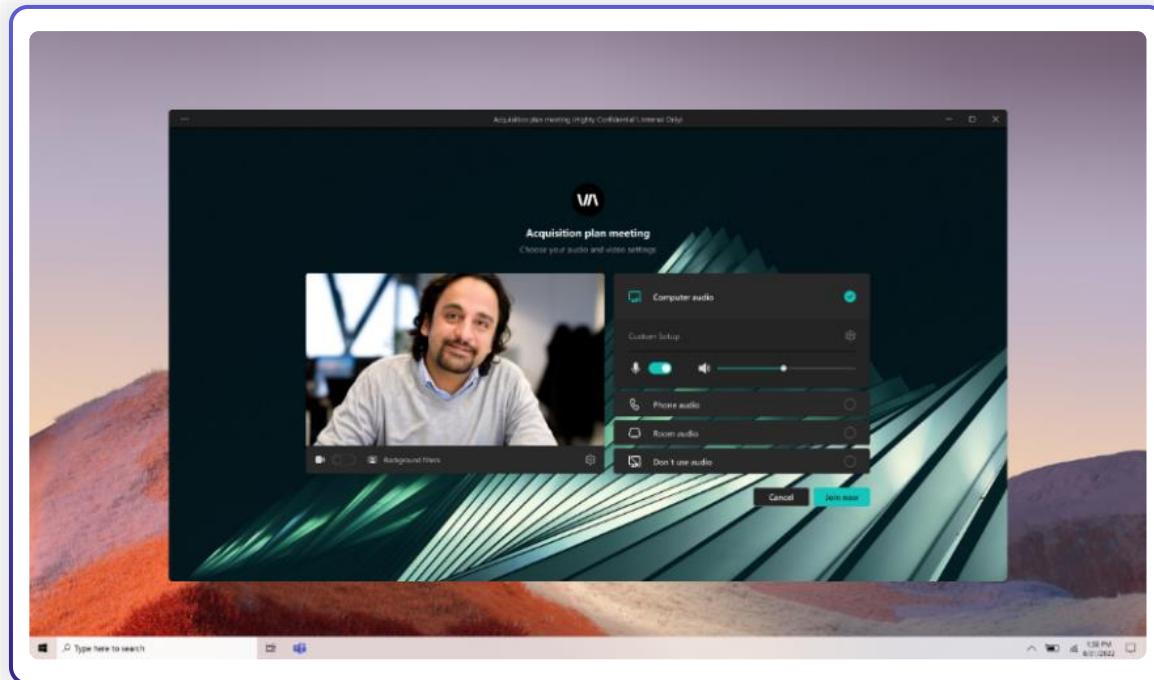


Using **AI-generated tasks**, Michael knows exactly what action items he needs to follow up on without having to watch the entire recording or ask a teammate. He feels connected and productive despite missing the meeting.

Branding and personalization

Build your brand into every interaction

Meeting themes and branding enable organizations to infuse their logo, colors, and other visuals into the Teams meeting experience – starting with the meeting join screen.



Showcase your brand and bring people together with custom organization backgrounds and custom together mode scenes

Meeting backgrounds

Determine which backgrounds and video effects settings are available in meetings. [Learn more about customizing meeting backgrounds](#)

Use background images from my organization [\(i\)](#) On

+ Add | 2 items

Image	Resolution
Background 1.png	3840x2160px
Background 2.png	3840x2160px

Create personalized virtual meetings that embody your brand



Alice, a marketing director at a creative agency, needs to schedule a **virtual meeting** with her client to brainstorm product messaging for an upcoming launch.



Alice wants to ensure her clients have a great experience and feel the same level of engagement as if they were meeting in person.



Using a **meeting template** designed for external audiences, she schedules the appointment, confident the right sharing and security settings are automatically applied.



When Alice's client joins the appointment, they're greeted in a **branded virtual lobby**. As they enter the meeting, **brand colors are infused** into the meeting itself.

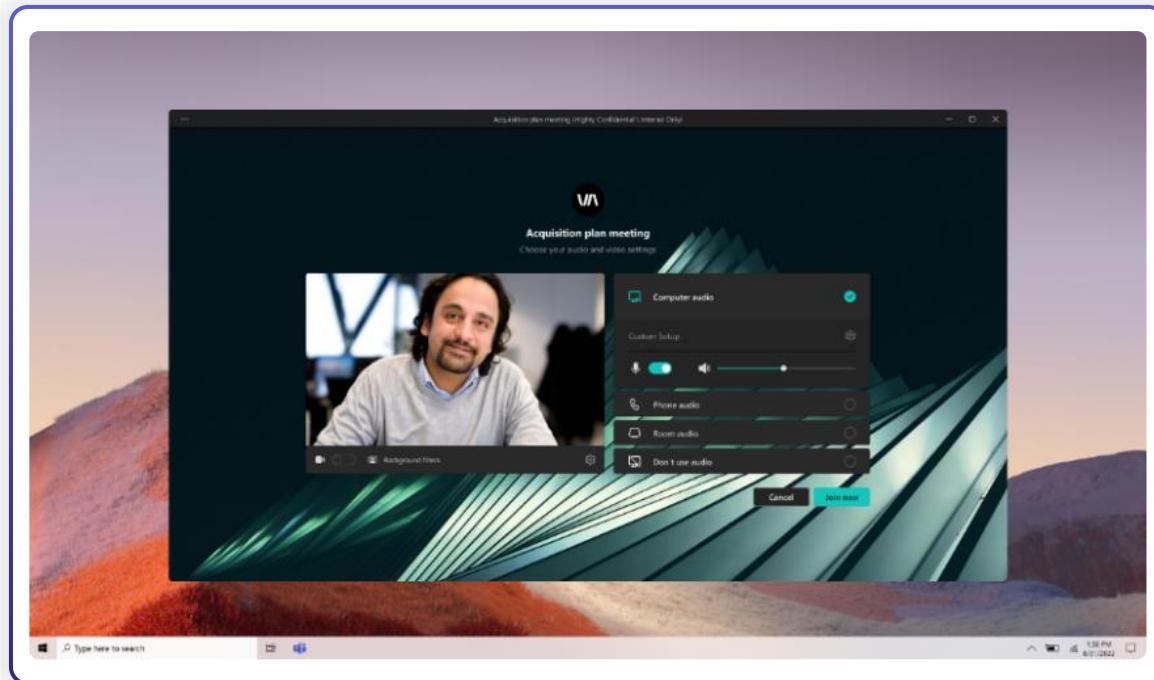


Alice uses an **organizational background** that also display her company's logo to further reinforce a professional and personalized experience for her clients.

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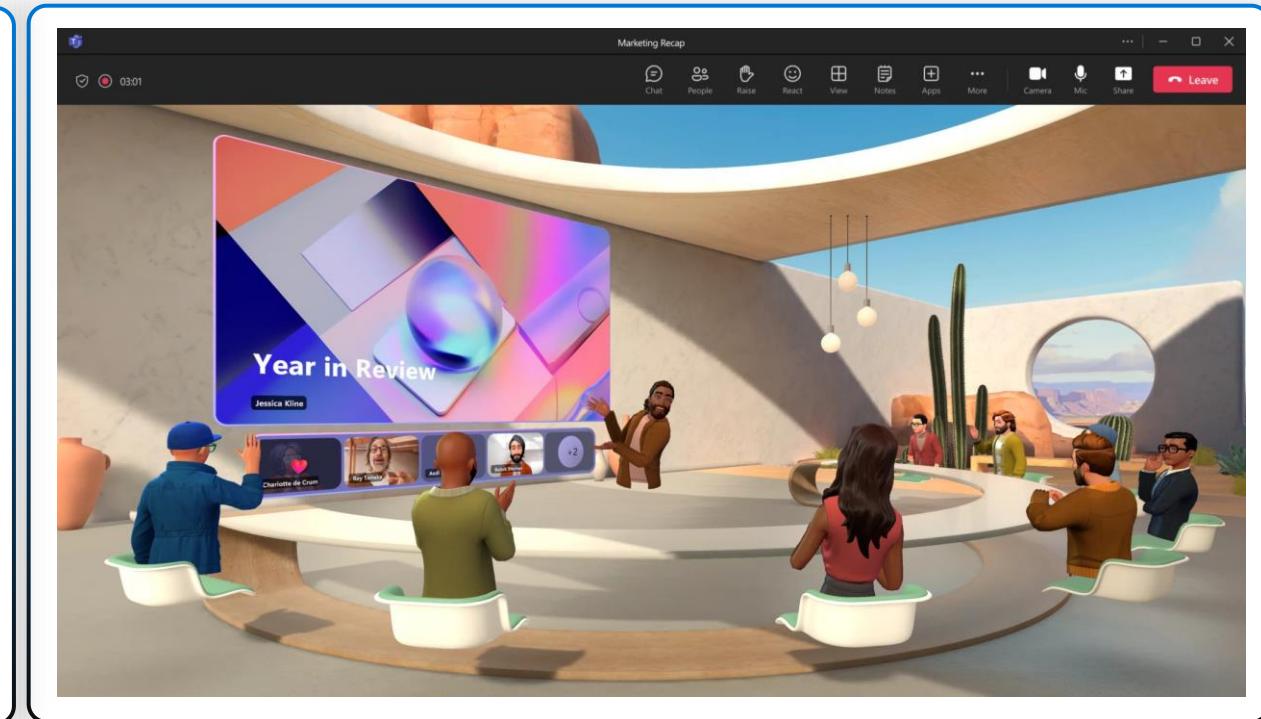
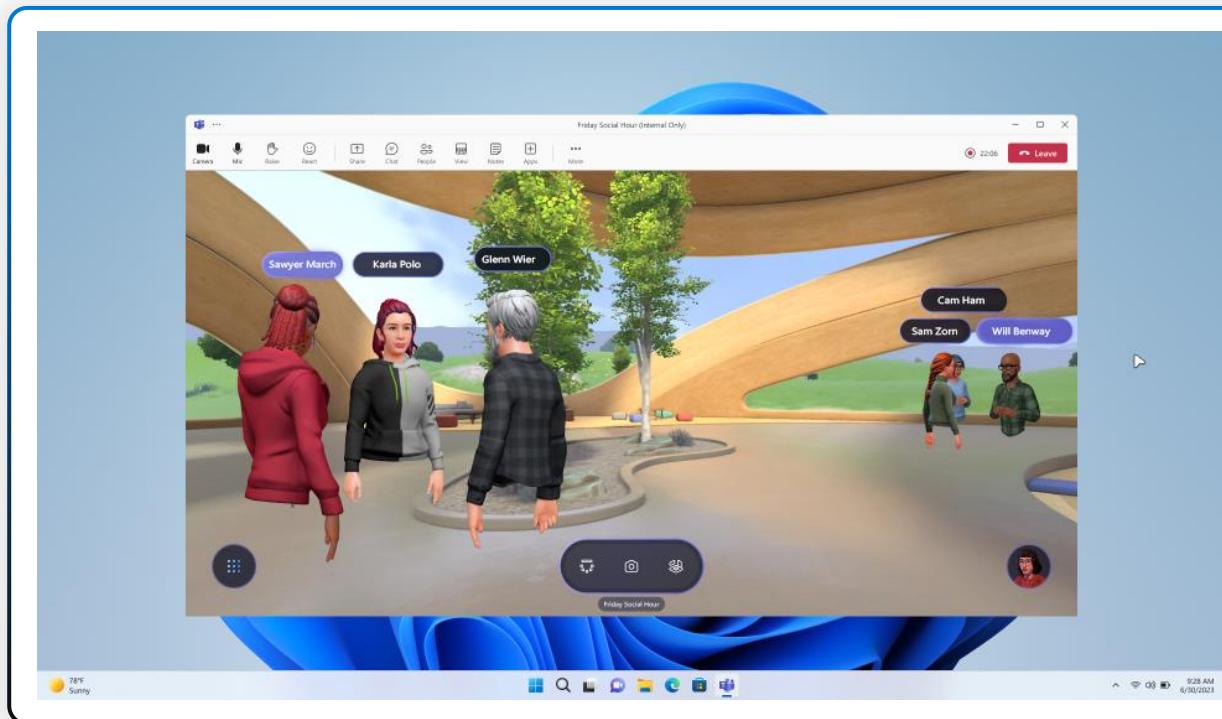
+ Add Delete | 2 items

Image	Resolution
Background 1.png	3840x2160px
Background 2.png	3840x2160px

Microsoft Mesh

Connect your workforce with avatars and immersive 3D spaces.

Immersive spaces in Teams Experience how immersive spaces in Teams foster a feeling of copresence among participants.



Virtual appointment end-to-end experience

With Microsoft 365 and Office 365, you can start using basic capabilities today that make it easy to join and schedule a business-to-customer meeting.

With Teams Premium, your organization gets advanced Virtual Appointment capabilities to drive operational excellence and personalize customer experiences.

Value pillar	Capability or feature	Teams Premium features	Features available in all paid Microsoft 365 and Office 365 licenses
Delight customers	Mobile browser join	✓	✓
	Lobby	✓	✓
	Forms integration	✓	✓
	SMS notifications	✓	
	Custom lobby with branding	✓	
	2-way lobby chat*	✓*	
	Post appointment follow-up*	✓*	
Streamline appointment management	Bookings: scheduling, appointment management and email notifications	✓	✓
	Virtual Appointment meeting type in Teams*	✓*	✓*
	Virtual Appointment APIs	✓*	✓
	On-demand queue	✓	
	Scheduled queue	✓	
Measure rich analytics and reports	Departmental Analytics	✓	
	Organizational Analytics	✓	

*Coming soon

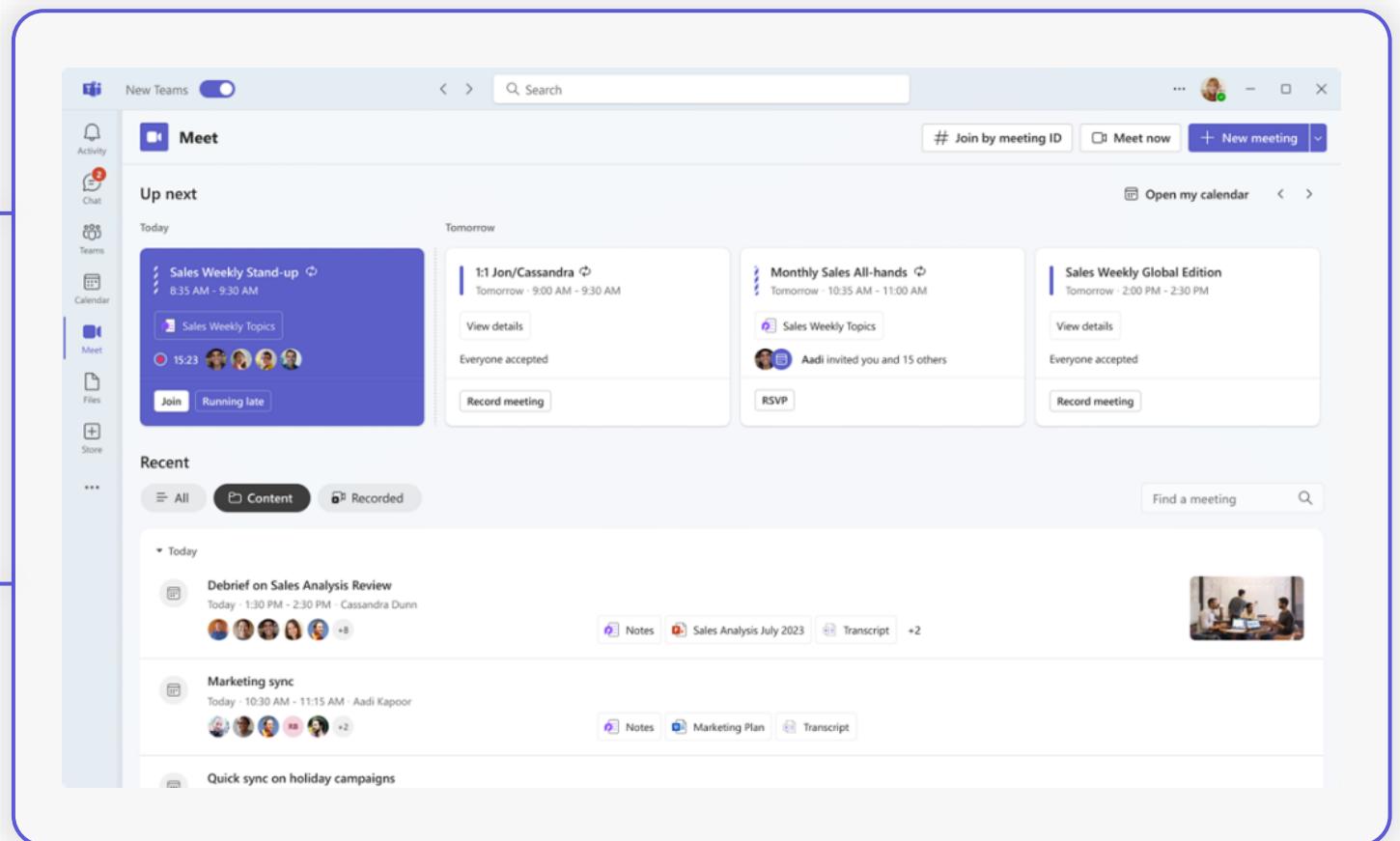
The new Teams “Meet” app

All your recent meeting in one spot

see a list of all your upcoming meetings and a summary of all your recent meetings

Shared content

easily retrieve all content and notes for your recent meetings



Copilot for Microsoft 365



Your AI assistant at work

DEMO

Take aways

- Microsoft Teams is a different way of collaborating
- Microsoft Teams enables the user to create the spaces they need to do work with others
- Microsoft Teams is fast become the cloud operating system
- Microsoft Teams Premium or combined with Copilot for Microsoft 365 provides big productivity benefits
- Can be used outside the organisation from small to large audiences

Resources

- Welcome to Microsoft Teams- https://www.youtube.com/watch?v=jugBQqE_2sM
- Teams Quickstart - <https://support.office.com/en-us/article/Microsoft-Teams-Quick-Start-422bf3aa-9ae8-46f1-83a2-e65720e1a34d>
- Administrator settings for Microsoft Teams - <https://support.office.com/en-us/article/Administrator-settings-for-Microsoft-Teams-3966a3f5-7e0f-4ea9-a402-41888f455ba2>
- Microsoft Teams Premium - <https://www.microsoft.com/en-us/microsoft-teams/premium>
- Microsoft Teams admin documentation - <https://learn.microsoft.com/en-us/MicrosoftTeams/>

CIAOPS Resources



- Blog – <http://blog.ciaops.com>
- Free Office 365, Azure video tutorials – <http://www.youtube.com/directorciaops>
- Free documents, presentations, eBooks – <http://slideshare.net/directorcia>
- Office 365, Azure, Cloud podcast – <http://ciaops.podbean.com>
- Office 365, Azure online training courses – <http://www.ciaopsacademy.com>
- Office 365 and Azure community – <http://www.ciaopspatron.com>
- CIAOPS Github – <https://github.com/directorcia>
- CIAOPS Best Practices Github – <https://github.com/directorcia/bp>

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Questions



That's all folks!

Thanks for attending