GSD. Teams - Fresenius Teams account for external user

General Information:

Possible symptoms/errors:

External user requests to have Fresenius Teams account activated for his ext.fresenius.com account.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

Due to Fresenius internal regulations, MS Teams access for external Fresenius accounts cannot be activatedIn case the user requires Fresenius MS Teams Guest Access but they do not have Internal Fresenius Employee contact, ticket may be assigned to Ext_WW_OCC-User-Administration_SLS_Capgemini team

Solution:

Steps to follow:

Inform user about Fresenius regulation.Inform user about possibility to interact with Fresenius MS Teams as a guest with his own external Microsoft Email (non-Fresenius) accountMS Teams collaboration with externals can be initiated by asking a Fresenius Teams team owner to invite user, using his external (non-Fresenius) Microsoft Email Account.

External user will be shown as guest (example below) and can interact with the team and also initiate 1:1 chats with all team members of the MS Team.User needs to get in contact with his Fresenius representative to get this initiated.

Fallback:

If user insist that there is a special regulation allowing him this activation, proceed with the following steps:

Ask for Fresenius contact name / Fresenius representative to validate this special allowance.Forward Ticket to Collaboration SLS for validation.

Assignment Group:

Int_WW_Collaboration_WPaaS_SLS_FDTExt_WW_OCC-User-Administration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A