



# Weekly Technical Office Hours for Partners

## *Remote Work in challenging times*

Friday, May 8, 2020

The meeting will start at  
WEST 12:00 - CET 13:00 – EEST 14:00

# Technical Office Hours for WE Microsoft Partners: Remote Work in challenging times



## Agenda

- 1. Introduction**
- 2. Remote work re-imagined using app templates**
- 3. Create Teams-integrated PowerApps**
- 4. Q & A**
- 5. Poll – Proposed topics for next session**
- 6. How to get further help**
  - Support channels and options

# Our Virtual Team



**Toni Willberg**  
Cloud Solution Architect (Azure)



**Jos Verlinde**  
Partner Tech. Architect (Teams)



**Luke Kennedy**  
Partner Tech. Strategist (Teams)



**Giorgio Cifani**  
Partner Tech. Architect (Teams)



**Stefano Ceruti**  
Partner Tech. Architect (Teams)



**Sara Canteiro**  
Partner Tech. Architect (Teams)



**Juha Saarinen**  
Partner Tech. Architect (Teams)



**Philippe Goldstein**  
Partner Tech. Manager

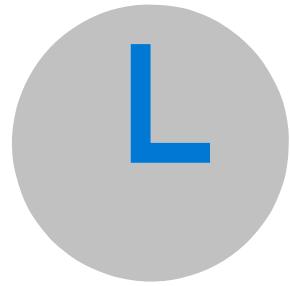


**Olivier van der Kruijf**  
Cloud Solution Architect (Azure)

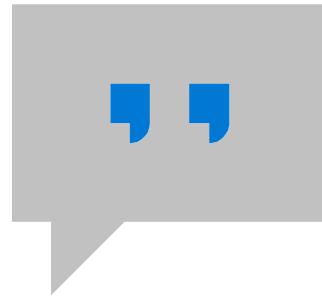


**Jing Liu**  
Cloud Solution Architect (Azure)

# WE Weekly Technical Office Hours – How it works



60 minutes  
40 min, presentation  
20 min, Q&A



Questions via  
chat through

Q&A

The screenshot shows a 'Live event Q&A' window. At the top, there are three icons: a person, a gear, and an information sign. Below that is a header bar with 'Live event Q&A' and a help icon. The main area has tabs for 'Featured' and 'My questions', with 'My questions' currently selected and highlighted in blue. Below the tabs, there are three user profiles with their names and a 'Reply' button next to each. At the bottom right of the main area, there are two emoji buttons: one with sunglasses and another with a smiley face. Below the main area, there's a section titled 'Ask a moderator' with the sub-instruction: 'Questions won't be visible to everyone until a moderator approves them'. There are input fields for 'Your name (optional)' and 'Ask a question', and a checkbox for 'Post as anonymous'.

# (WEEKLY) Technical Office Hours for WE Microsoft Partners:

## Remote Work in challenging times

JOIN  
UPCOMING  
SESSION



Currently we are receiving a lot of questions from our partners and customers with regards to recommendations and help on working remotely.

To address the main technical topics around working remotely, Microsoft's Western Europe OCP Technical Team is setting up a series of Weekly Office Hours for Partners,

- every Friday at **13:00 – 14:00 CET (12:00 – 13:00 WEST)**

All sessions will be held in English.

Fridays



## <https://aka.ms/WE-TechOfficeHours>

Next  
Session  
Details

Upcoming  
Sessions

Materials &  
Recordings

Other  
Resources

Feedback  
Form

Don't miss a session;  
Update your calendar by  
using the invites above.

# Influence the Agenda

Please fill the following survey to influence the agenda and help us delivering session relevant for you.



or <http://aka.ms/WE-TechOfficeHoursAgenda>

# Remote work re-imagined using app templates



Jos Verlinde  
Partner Tech. Architect (Teams)

# App Templates for Custom Company Apps

## Plug n Play Experiences

Community-driven, pre-built Teams apps for common line-of-business scenarios. Minimal configuration needed and no coding required.

## One-Click Deployment

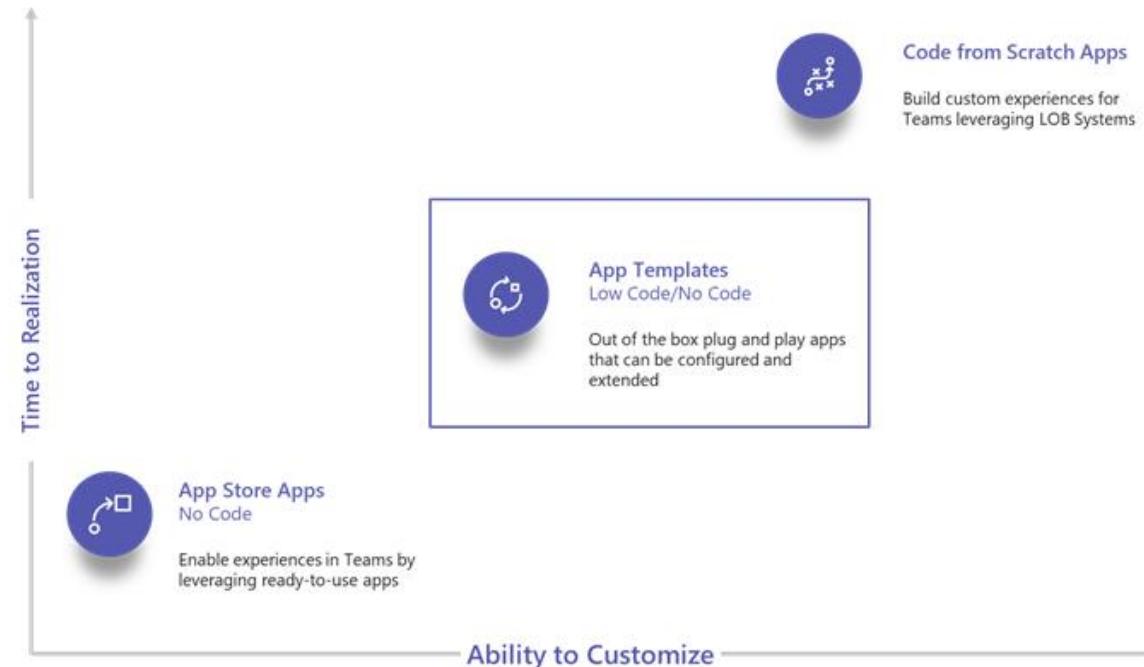
Automated experience to deploy the app to your own instance of Azure. Bring the experience to Teams seamlessly.

## Secure, Configurable & Extensible

Open sourced so you can own, brand, configure and extend to your needs.

Full Catalog:

<https://aka.ms/TeamsAppTemplates>



Available

**List Search**

**Company Communicator FAQ Plus**

**Icebreaker**

**Custom Stickers**

**Celebration Bot**

**Scrum bot**

**HR Support**

**Meeting Room Bot**

1



## Stay connected with your employees

- Communicate effectively during a Crisis
- Keep your diverse workforce well informed (2)
- Ensure emotional wellbeing of your employees

2



## Stay productive & keep your team informed

- Run daily stand ups in an easy and effective way
- Leverage the power of your team and more
- Don't let WFH become Work in Isolation

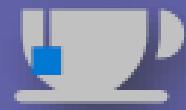
3



## Keep the human interactions alive

- Enable employees to recognize peers
- Promote and incentivize change
- Be inclusive and ensure employee wellbeing
- Bring people together to create communities

4



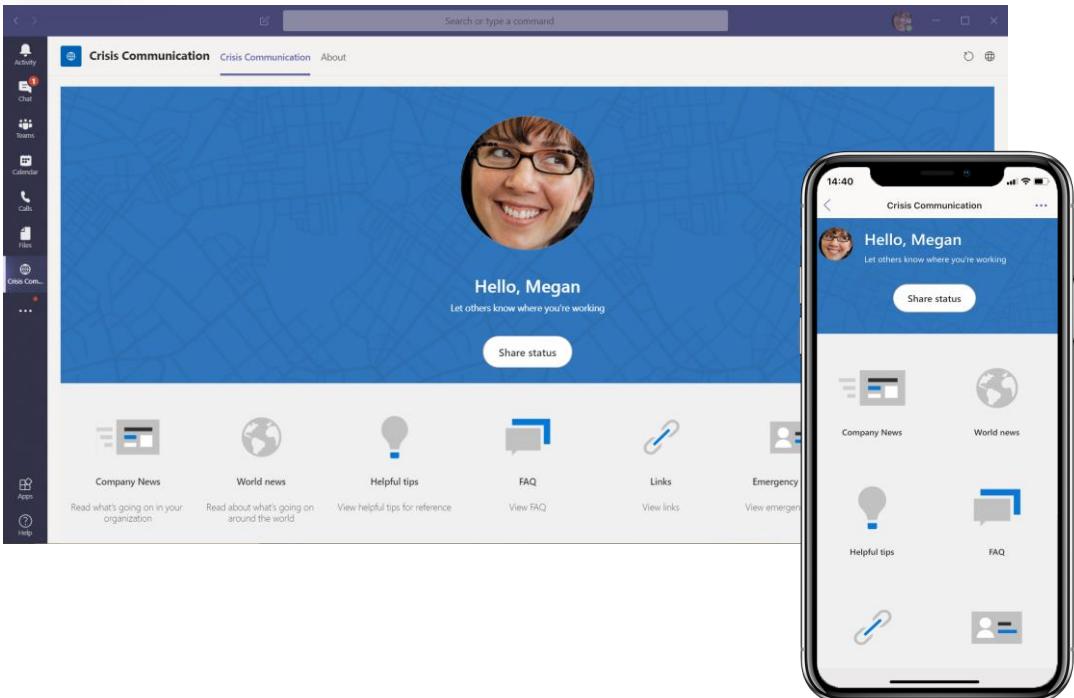
## Don't forget to have fun!

- Celebrate important events and success with your team

# Communicate effectively during a Crisis



Stay updated on news and information from your organization



- ✓ Admins can use the app to push news, updates, provide emergency contacts specific to different locations.
- ✓ Employees can report WFH status and make requests thus helping central response teams track status across an organization.
- ✓ Add feeds of up-to-date information from reputable sources such as WHO, CDC, or a local authority as a tab for employees to view easily

## Custom extension use cases\*:

- ✓ Enable polling employees on their physical and mental wellbeing in the aftermath of a crisis through bot customization
- ✓ Provide option for employees to proactively report changes in their health status – incl. reporting illness, potential exposure, recovered status
- ✓ Integrate with Power BI to provide reports providing actionable insights – employees reached vs. seen vs. acknowledged, WFH breakup, health info that can directly help drive management decisions

### Why Now?

- The overhead of organizing multiple townhall meeting (even virtual) or information trickledown is high as the crisis keeps evolving. An easy, structured, 1:many communication approach is necessary
- Convey consistent updates on policy changes, updates to the entire organization.

### Relevant App Templates

#### Crisis Communication

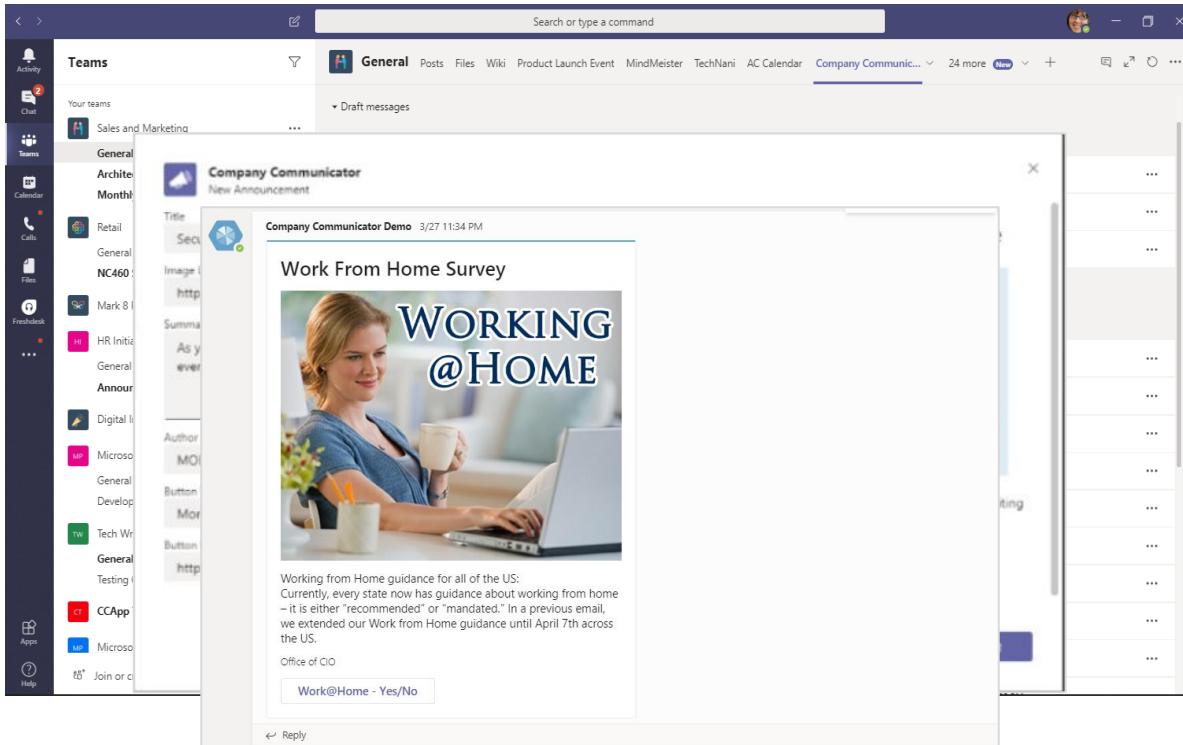
[Download](#)

[Deployment Video](#)

# Keep your diverse workforce well informed (1/2)



## Deliver personalized communications to each Team, or groups of employees in Teams



### Why Now?

- It is important that organizations [increase communication](#) with employees to alleviate fear of uncertainty, support employees in times of distress
- Keep the dialogue flowing between the organization and employees to maintain sense of team intact

- ✓ Create and send messages intended for multiple teams or large number of employees over chat.
- ✓ Easy interface for designated users to create, preview, collaborate and send messages in a targeted manner. (E.g. to teams based in Italy, Spain, China).

### Custom extension use cases\*:

- ✓ Build custom targeted communication capabilities such as custom telemetry on how many users acknowledged or interacted with a message with insights directly tied to management decisions.
- ✓ Extend the communicator messaging capability to broadcast info about live leadership sessions such as AMA, Fireside Chat and allow users to submit questions for the session.

### Relevant App Templates

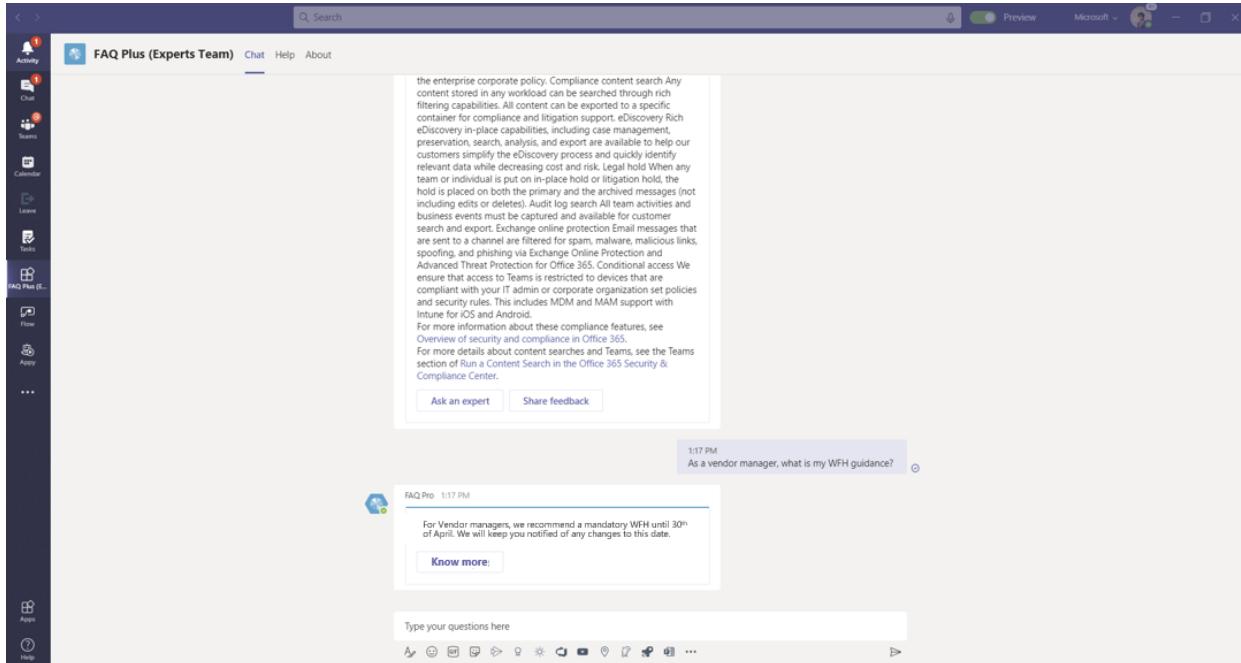
#### Company Communicator

[Download](#)

[Deployment Video](#)

# Keep your diverse workforce well informed (2/2)

## Automate policy change communication and provide quick and accurate information to employees



- ✓ Create a centralized knowledge repository with latest and greatest information regarding WFH policies, healthcare plans, leave policies and other essential information that is evolving frequently during the crisis
- ✓ Automatically provide latest set of answers to FAQs.
- ✓ Systemically track and respond to miscellaneous questions from the entire organization in addition to publishing a list FAQs.

### Custom extension use cases\*:

- ✓ **Personalized answers:** Provide customized and personalized answers based on the profile information of the user posing FAQ bot. E.g. WFH policy will differ by region, role level. Build in personalization to answers
- ✓ Provide support to broadcast changes to existing policies proactively for all users. If already available on Company Communicator, provide deeplink option to create follow-up questions that can be posted to FAQ bot

### Why Now?

- It is important that organizations [increase communication](#) with employees to alleviate fear of uncertainty, support employees in times of distress
- Keep the dialogue flowing between the organization and employees to maintain sense of team intact

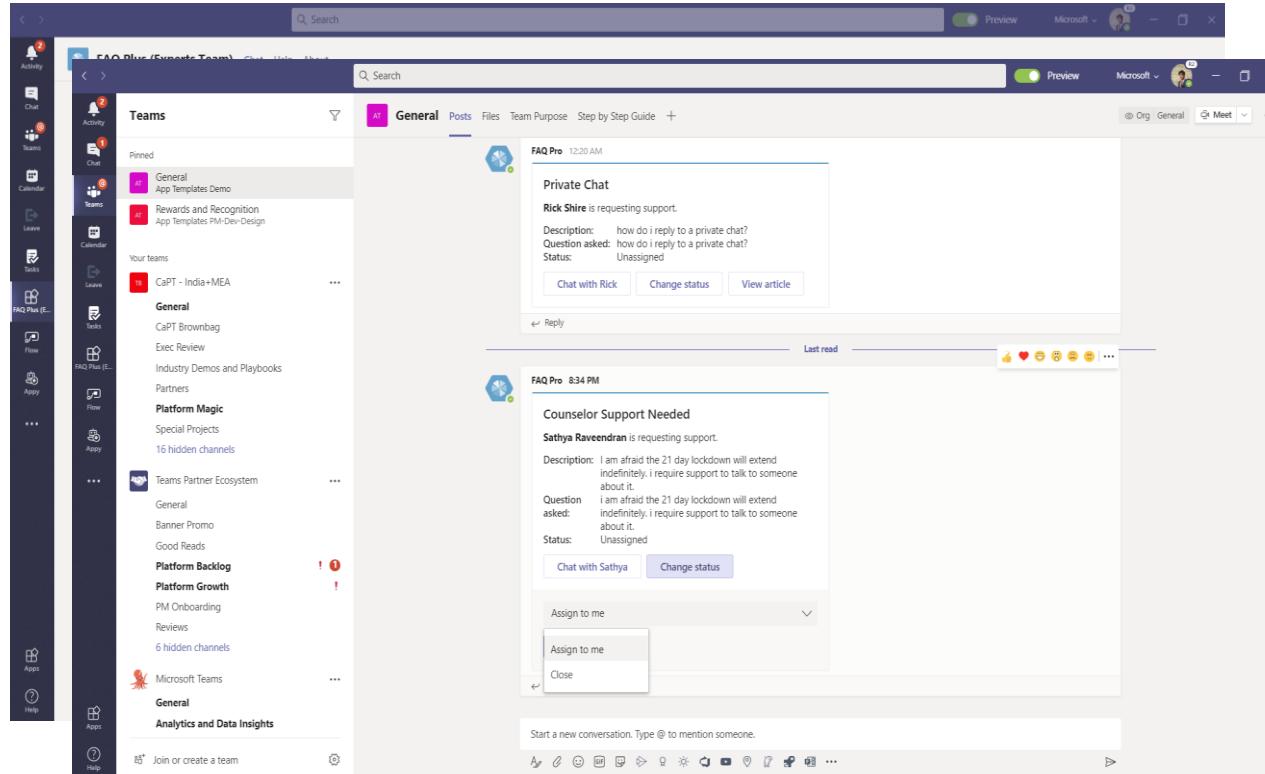
### Relevant App Templates

**FAQ Plus**

**Download**

# Ensure emotional wellbeing of your employees

**Setup a centralized team that offers emotional counselling support to employees coping with the crisis**



- ✓ Create a centralized team of in-house therapists, HR personnel specialized in employee mental wellbeing
- ✓ Provide counselling support to employees who need it. Establish a communication channel for employees to reach out for any sort of mental wellbeing support requests.
- ✓ Systemically track and respond to requests from the entire organization

## Custom extension use cases\*:

- ✓ With the app branded along the lines of 'E-Wellbeing' and not just FAQ, admin can proactively broadcast links to wellbeing articles, tips to brighten the day, tips to reduce stress
- ✓ **Enable Peer to Peer human connect:** Enable users to register as volunteers of 'Talk to a friend' initiative. Through series of questions, the app could deduce mental wellbeing of employees and pair stressed out employees with volunteers as 'Talk to a friend' option

## Why Now?

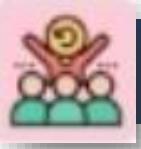
- Companies are increasingly offering counselling services to [offer emotional support](#) to employees. Personal support offered using this app ensures that employee needs are valued
- With lack of water cooler talks, F2F contact, ongoing crisis, employees might have pent up stress with no means to vent / talk it out. [Talking to peers](#) is extremely important in dealing with stress

## Relevant App Templates

**FAQ Plus**

**Download**

# Run daily stand ups in an easy and effective way



**Get your team to share their status, daily summary, team insights and participation**

A screenshot of the Microsoft Teams interface showing a conversation in the 'App Templates Team' channel. The conversation list includes 'Kathy Brown', 'Steve Johnson', 'Joe Miller', and 'Kevin Tran'. Kevin Tran's message card is expanded, showing his status update: 'Last updated on Thu, Nov 21, 2019 11:19 AM' and 'Blocked'. His message details show he finished analyzing scope and ripple effects for User Story #1201 and started putting up a workflow diagram for #1201. There are buttons for 'Update status' and 'End scrum'. A message input field at the bottom says 'Type a new message'.

- ✓ Automate standups and check-ins enabling team members to be more effective by sharing their status updates for all other members to see
- ✓ Recognize who is blocked and help team members progress toward their objectives

#### Custom extension use cases\*:

- ✓ Integrate with planner / task cards to track progress, auto suggest planned activities for the day and upcoming activities
- ✓ Provide option for manager to post tasks which are 'Up for grabs' that can be claimed by team member who has capacity to support
- ✓ Provide option to export summary reports, progress on milestones for weekly / monthly update meetings

#### Why Now?

- Staying productive is difficult in a remote work setting as there are more distractions. It is important to simulate the daily work routine to the extent possible even at home
- Main challenge of remote working is lack of visibility into what teammates are working on. The scrum app provides insight into everyone's day without adding to the long list of meetings

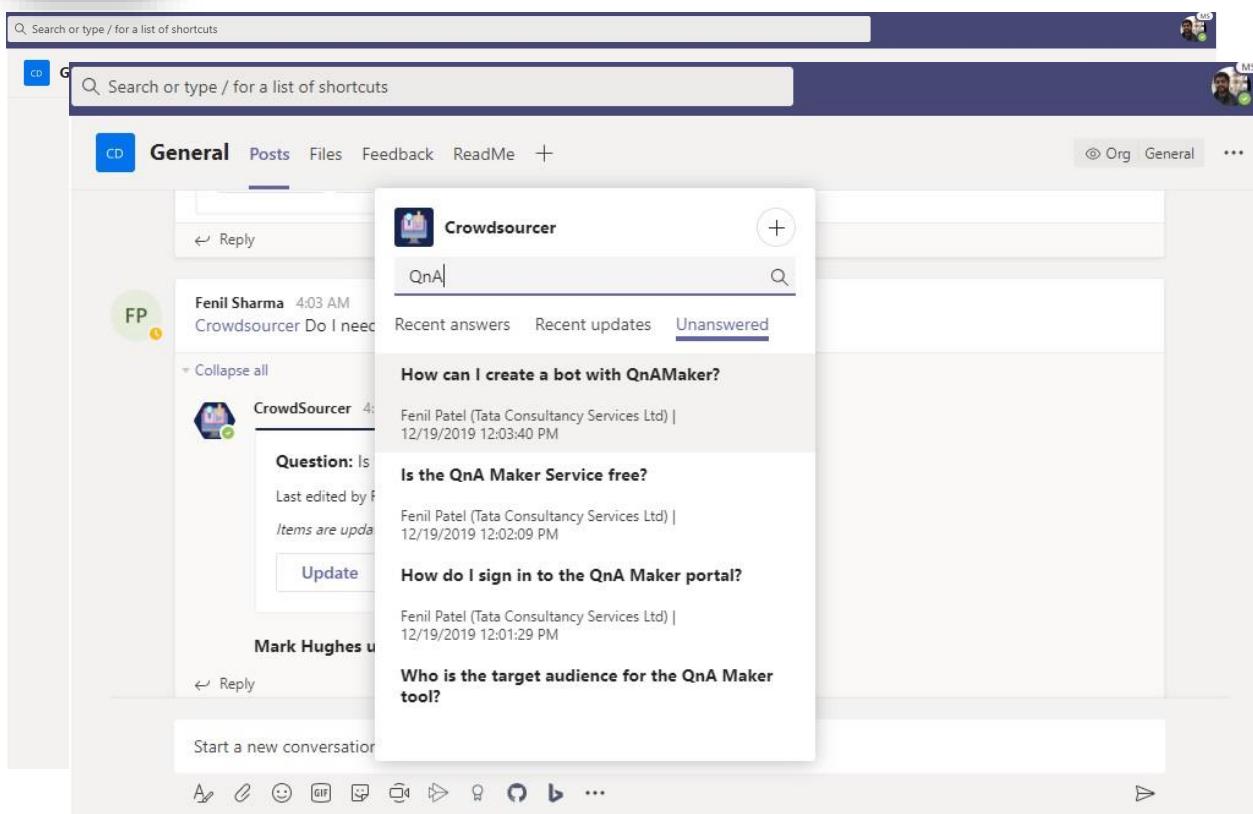
#### Relevant App Templates

##### Scrum Status

[Download](#)

# Leverage the power of your team and more

**Collaborate easily to source ideas from your entire team on issues or roadblocks**



## Why Now?

- Another challenge of remote working is breaking the information walls – It is not possible to just walk over to a colleague's desk and discuss a problem or gather the team to brainstorm a solution
- Employees require tools now that put them in touch with the right people quickly. Such tools are crucial in avoiding communication delays and keeping the employees focused

- ✓ Enable a group of people (team) collaborate to obtain voluntary answers to their queries
- ✓ Tap into crowd intelligence and collective wisdom of the group.

### Custom extension use cases\*:

- ✓ Enable the query poster to mark the question as solved and either select one of the solutions offered by team members as the right solution OR type in the solution that worked giving credit (tagging) users who offered useful advice
- ✓ Enable users to add tags to questions. E.g. the technology, domain, topic area of the question, so that other users can find answers when they are posing similar questions
- ✓ **Incentives:** Provide incentives for answering questions (credit points, virtual coins). Allow users to discover open questions based on said tags / topics. This encourages experts in each domain to proactively offer help and build credibility

### Relevant App Templates

#### Crowdsourcer

[Download](#)

# Don't let WFH become work in isolation



Easily find subject matter experts within your organization to help on projects

## Why Now?

- Another challenge of remote working is breaking the information walls – It is not possible to just walk over to a colleague's desk and discuss a problem or gather the team to brainstorm a solution
- Employees require tools now that put them in touch with the right people quickly. Such tools are crucial in avoiding communication delays and keeping the employees focused

- ✓ Find experts within your company easily at the click of a button to collaborate and get advice on a problem you are trying to solve
- ✓ Search, find and collaborate with specific organization members based on their skills, interests, and education attributes for projects

### Custom extension use cases\*:

- ✓ Quickly spin up war rooms, focus groups with experts and team members to tackle and resolve hi-priority issues
- ✓ Enable periodic polling of users encouraging them to update their skillsets based on update recency / profile completion
- ✓ Allow users to chart their skill growth path, upskilling plan. Link to LMS to surface relevant sessions / webinars or workshops
- ✓ Promote community building by hosting events bringing together experts within a domain

### Relevant App Templates

**Expert Finder**

**Download**

# Enable employees to recognize peers



**Build a culture of peer recognition & enable employees to appreciate their colleagues publicly**

The screenshot shows a Microsoft Teams interface. On the left is the Teams sidebar with sections for Your teams, Overview, Performance, Telemetry, Shiproom, and more. The main window shows the Northwind Traders General channel. A message from Charlotte De Crum asks for options to be sent to a client. Below it, Daniela Manderda responds about cutting options from a deck due to cost. A badge notification for 'Best Mentor' is displayed, showing Daniela Manderda awarded it to Yashraj Kapoor for excellent mentorship. The message concludes with a reply from Daniela Manderda congratulating Yashraj Kapoor.

- ✓ Enable employees to recognize peers and embrace peer relationships
- ✓ Motivate and spur employee morale through digital badges within Teams
- ✓ Persistent badges – awarded badges are recorded in recipient's Badgr profile that can be shared to LinkedIn profiles

## Custom extension use cases\*:

- ✓ Integrate the badges, rewards app with incentives app to allow monetary redemption of award badges
- ✓ Promote friendly competition amidst teams with virtual revolving trophies awarded based on business criteria e.g. Efficient Team badge - most user stories implemented, Quality First badge for least bugs reported etc.

**Why Now?**

- It is imperative to keep the sense of team intact through collaborations outside meetings. Consciously encourage recognizing peers as it might otherwise get lost with lack of F2F interactions
- Words of appreciation, recognition common in workplace, hallways can get lost in a remote work setting. It is important to consciously promote the culture to keep up employee morale

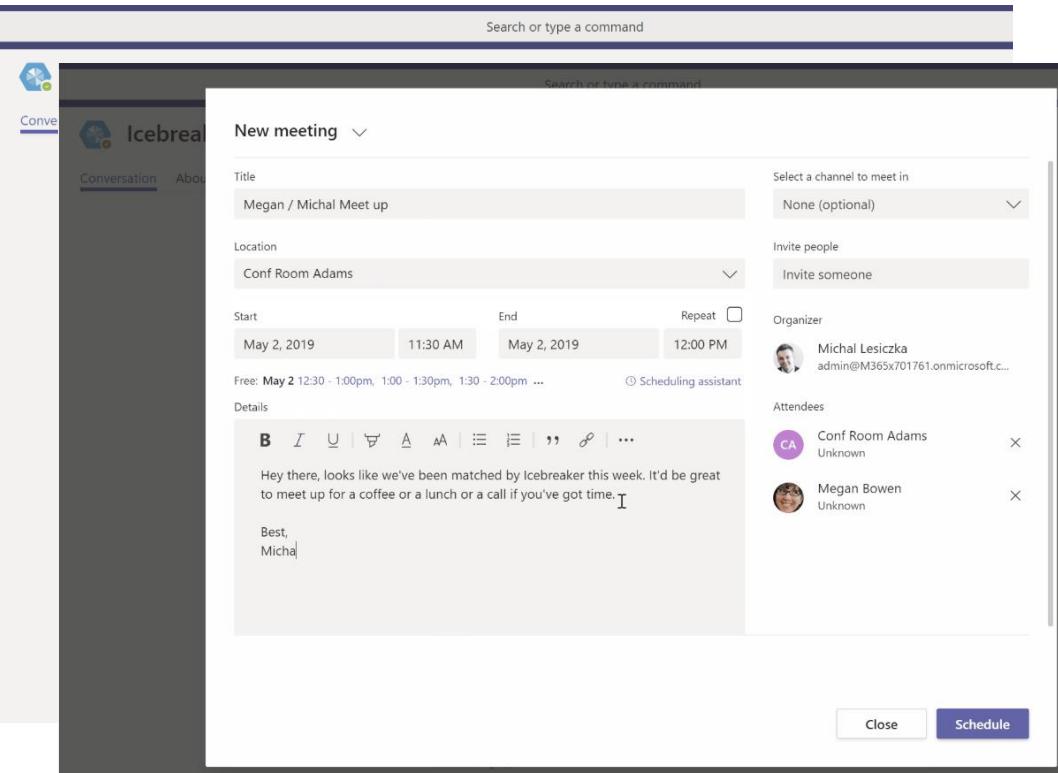
## Relevant App Templates

**Open Badges**

**Download**

# Bring people together to create communities

**Encourage employees to get to know their peers and build cohesive communities to grow their professional interests**



- ✓ Help your team get closer by pairing two random team members up every week to meet
- ✓ Strengthen personal connections and build a tightly knit community with this app
- ✓ Cultivate interest-based communities within your organization

#### Custom extension use cases\*:

- ✓ Allow members to add interest areas to enable matching based on common interests. E.g. DevOps devs, Football enthusiasts
- ✓ Propose common fun activities for the pair to accomplish together to introduce fun element into the process. E.g. selfie with matching T-shirts

#### Why Now?

- Even in physical workplace, employees are often limited in building their network with access to mostly 1<sup>st</sup> or 2<sup>nd</sup> level connections. There are fewer opportunities to build organic connections.
- Icebreaker breaks these imaginary walls of socialization and is all the more important in a remote working setup where human interactions are confined to immediate team members

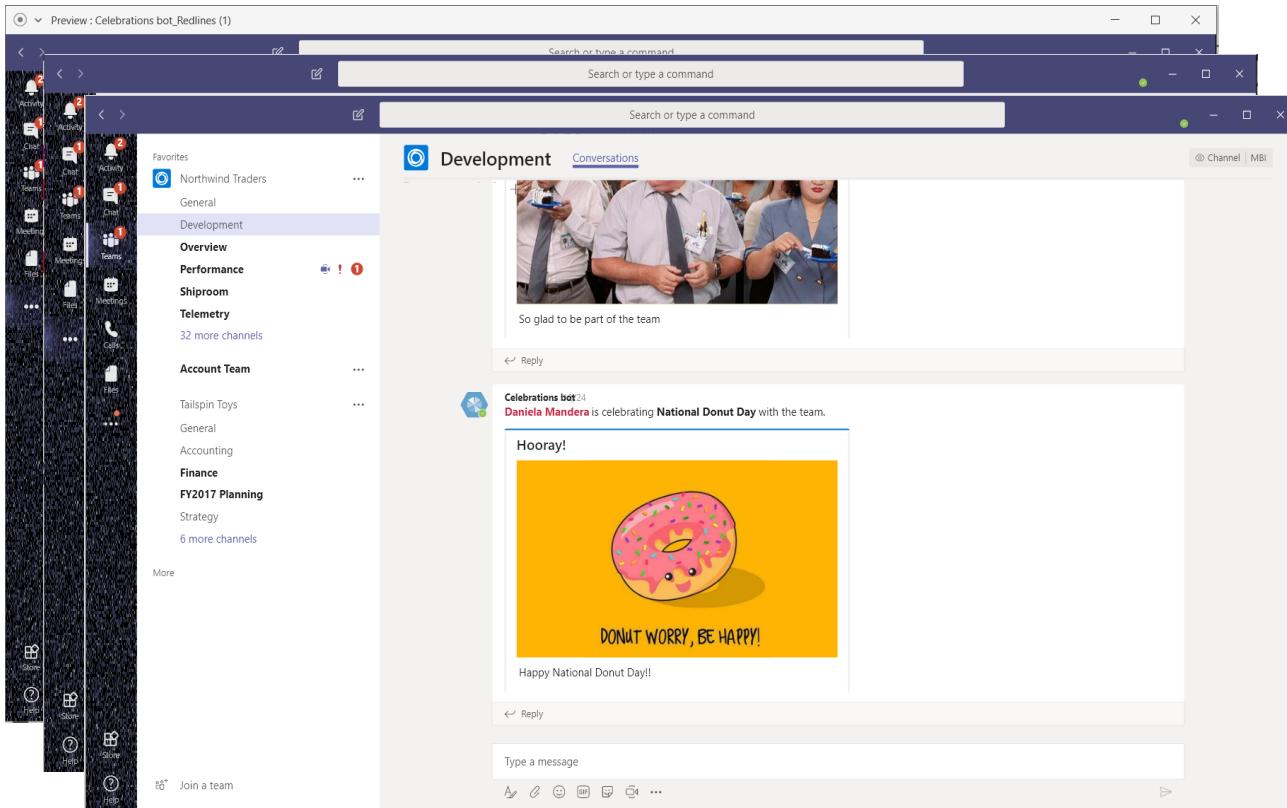
#### Relevant App Templates

**Icebreaker**

**Download**

# Celebrate important events and success with your team

## Celebrate important events and encourage virtual socializing!



### Why Now?

- Employees work better and support each other when there is a sense of team. Without active measures, remote working reduces team camaraderie.
- Routine workplace celebrations should not be stopped due to remote work setup. Maintaining the status quo work routine includes the celebrations that used to happen at workplace too!

✓ Share and celebrate important events, birthdays, anniversaries of team members all within Teams

✓ Keep employee morale up and don't compromise on fun event celebrations on account of remote work conditions

### Custom extension use cases\*:

✓ Celebrate team success, achieving milestones and other team goals over online meetings.

✓ E.g. bot triggers celebration message when a milestone task is marked complete – with option to create meeting based on team members' availability

✓ Allow creation of group / team goals – e.g. Fitness goals with series of custom activities over a time frame. E.g. 15 minutes meditation on Monday, 20 mins Yoga on Wednesday, 30 minutes group catch-up Fridays. Bot sends reminders with option to create Team video call, encouraging Team to do meditation together. Completion of all activities with no misses triggers celebratory msg + incentives

### Relevant App Templates

#### Celebrations

[Download](#)

# Create Teams-integrated PowerApps



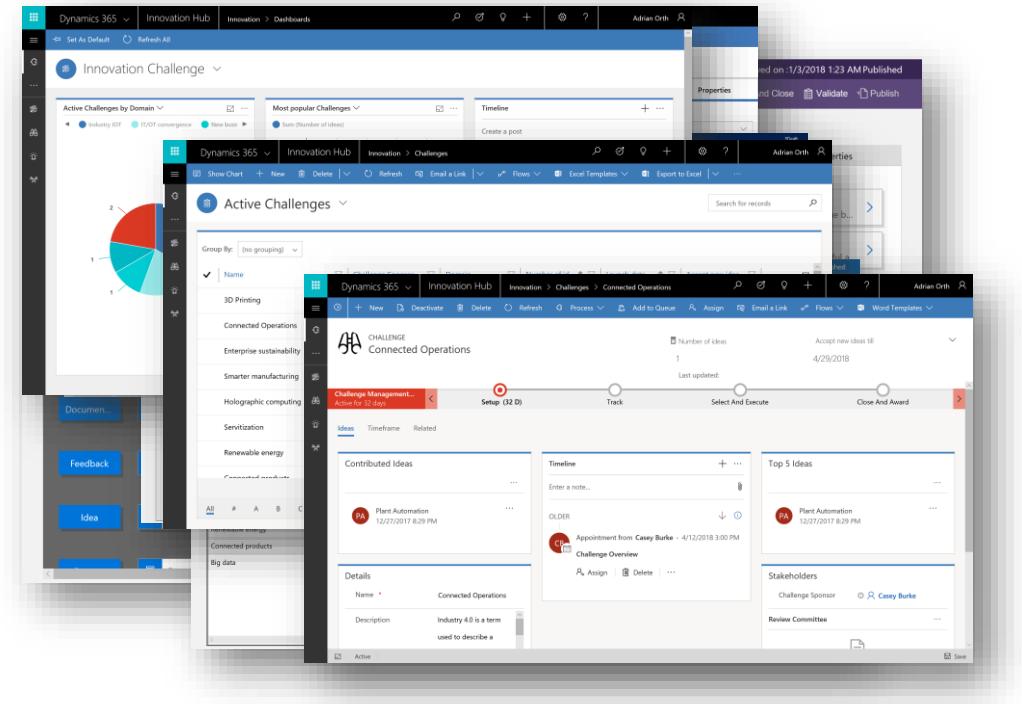
Jos Verlinde  
Partner Tech. Architect (Teams)

# Starting with PowerApps



## Canvas apps

Start with user experience  
WYSIWYG designer  
Task-based & role-based apps  
Mash-up data from 250+ sources

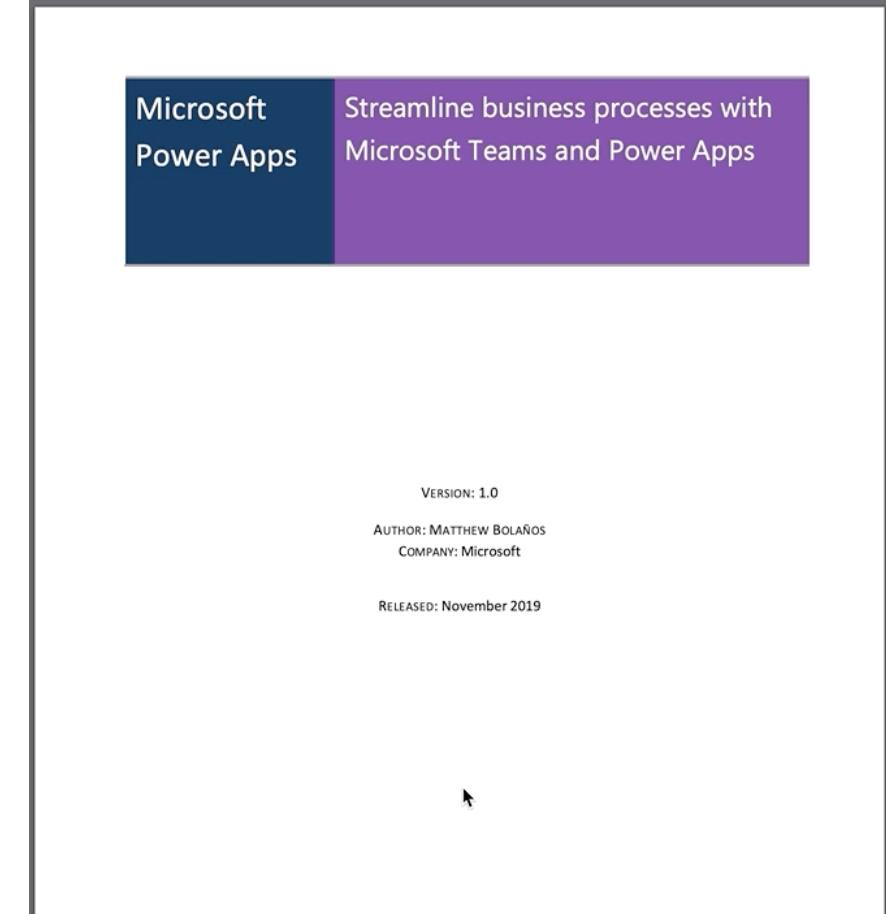


## Model-driven apps

Built on the Common Data Service for Apps  
Start with a data model, relationships, and business processes  
Build End-to-End business applications

# Teams and Power Apps whitepaper

- Apps are embedded as a web page
- Adding a Canvas App as a
  - Teams App / Channel App
  - Personal Tab
  - Chat Tab
- Model-driven apps
  - Enable Microsoft Teams integration in CDS
  - Add an Dynamics app to a Microsoft Teams channel
- Portals
  - Adding a portal as a website tab to Microsoft Teams



# Canvas Apps – Use the Teams Context

To build deeply integrated apps with Teams, you can use Team's context variables with the `Param()` function.

For example, use the following formula in screen's Fill property to change the background of app based on the current user's theme in Teams:

## Use context from Teams

To build deeply integrated apps with Teams, you can use Team's context variables with the `Param()` function. For example, use the following formula in screen's `Fill` property to change the background of app based on user's theme within Teams:

```
Switch(  
    Param("theme"),  
    "dark",  
    RGBA(  
        32,  
        31,  
        31,  
        1  
    ),  
    "contrast",  
    RGBA(  
        0,  
        0,  
        0,  
        1  
    ),  
    RGBA(  
        243,  
        242,  
        241,  
        1  
    )  
)
```

To test the app, publish it and then play it within Teams.

The following context variables from Teams are supported:

- locale
- channelId
- channelType
- chatId
- groupId
- hostClientType
- subEntityId
- teamId
- teamType
- theme
- userTeamRole

### Note

This feature was added in March, 2020. If you embedded your app within Teams before this, you may need to re-add your app to Teams to use this functionality.

# Demo



# So what is this Teams Context

Your tab might require contextual information to display relevant content.

- basic information about the user, team, or company.
- locale and theme information.
- read the entityId or subEntityId that identifies what should be shown on this tab

You can access context information in two ways:

- Insert URL placeholder values
- Use the Microsoft Teams JavaScript client SDK

# Placeholder variables configured by PowerApps

[https://apps.powerapps.com/play/f3fd4734-0e58-4e94-afc3-45c004a97xxx  
?tenantId=f1265e86-ad12-460a-bd6b-e0f9394bcxxx  
&source=teamstab  
&hint=ef111b06-3725-4083-9783-52e32415c3aa  
\*\*&locale={locale}\*\*  
\*\*&channelId={channelId}\*\*  
\*\*&channelType={channelType}\*\*  
\*\*&chatId={chatId}\*\*  
\*\*&groupId={groupId}\*\*  
\*\*&hostClientType={hostClientType}\*\*  
\*\*&isFullScreen={isFullScreen}\*\*  
\*\*&subEntityId={subEntityId}\*\*  
\*\*&teamId={teamId}\*\*  
\*\*&teamType={teamType}\*\*  
\*\*&theme={theme}\*\*  
\*\*&userTeamRole={userTeamRole}\*\*](https://apps.powerapps.com/play/f3fd4734-0e58-4e94-afc3-45c004a97xxx?tenantId=f1265e86-ad12-460a-bd6b-e0f9394bcxxx&source=teamstab&hint=ef111b06-3725-4083-9783-52e32415c3aa&locale={locale}&channelId={channelId}&channelType={channelType}&chatId={chatId}&groupId={groupId}&hostClientType={hostClientType}&isFullScreen={isFullScreen}&subEntityId={subEntityId}&teamId={teamId}&teamType={teamType}&theme={theme}&userTeamRole={userTeamRole})

# Load in App.Onstart

- Information is not dynamically updated
- So just load it once
- Make is robust so app works on the web as well

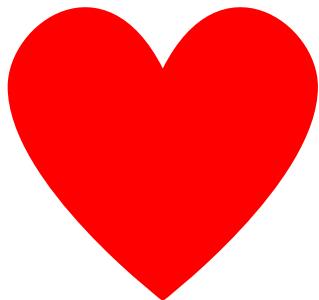
```
// get teams context
Set<TeamsCtx>
{
    source: Coalesce(Param("source"), "source unknown"),
    groupId: Coalesce(Param("groupId"), "00000000-0000-0000-0000-000000000000"),
    teamId: Coalesce(Param("teamId"), "19:[team-id]@thread.skype"),
    channelId: Coalesce( Param("channelId"), "19:[channel-id]@thread.skype"),
    teamName: Coalesce( Param("teamName"), "Team unknown"),
    channelName: Coalesce( Param("channelName"), "Channel unknown"),
    chatId: Coalesce( Param("chatId"), "19:[chat-id]@thread.skype"),
    tabId: Coalesce(Param("tabId"), "00000000-0000-0000-000000000000"),

    theme: Coalesce( Param("theme"), "light"),
    channelType: Coalesce( Param("channelType"), ""),
    teamSiteUrl: Coalesce( Param("teamSiteUrl"), "private"),

    locale: Coalesce( Param("locale"), ""),
    entityId: Coalesce( Param("entityId"), ""),
    subEntityId: Coalesce( Param("subEntityId"), ""),

    isFullScreen: Coalesce( Param("isFullScreen"), ""),
    userLicenseType: Coalesce( Param("userLicenseType"), ""),
    tenantSKU: Coalesce( Param("tenantSKU"), ""),
    tid: Coalesce(Param("tid"), "00000000-0000-0000-000000000000")
}
);
```

# Demo – PowerTab



# Most used Placeholder variables

teamName:	The name of the current team,
channelId:	The channel ID in the format 19:[id]@thread.skype,
channelName:	The name of the current channel,
chatId:	The chat ID in the in the format 19:[id]@thread.skype,
locale:	The current locale of the user formatted as languageId-countryId (for example, en-us),
entityId:	The developer-defined unique ID for the entity this content points to. (the PowerApp ID ),
subEntityId:	The developer-defined unique ID for the sub-entity this content points to,
loginHint:	A value suitable as a login hint for Azure AD. This is usually the login name of the current user, in their home tenant,
userPrincipalName:	The User Principal Name of the current user, in the current tenant,
userObjectId:	The Azure AD object id of the current user, in the current tenant,
tid:	The Azure AD tenant ID of the current user,
groupId:	Guid identifying the current O365 Group ID,
theme:	The current UI theme: default   dark   contrast,
isFullScreen:	Indicates whether the tab is in full-screen mode,
userLicenseType:	Indicates the user licence type in the given SKU (for example, student or teacher),
tenantSKU:	Indicates the SKU category of the tenant (for example, EDU),
channelType:	microsoftTeams.ChannelType.Private   microsoftTeams.ChannelType.Regular

# PowerTab on Github

## PowerTab, (a PowerApp better integrated in a Teams Tab)

Generating a Teams app from a PowerApp is simple, right ?

Unfortunately after adding such a `Teamsified` PowerApp to your Team and Channel, the resulting *Teams Power App* is pretty static, and it is not aware of the Team or Channel (or Chat) it is pinned to. And as such you may need to add additional configuration and navigation, or perhaps even create and maintain multiple copies of your PowerApp.

This can be done a little smarter, by configuring Teams to pass the relevant information as query string parameters to your Power App using [url placeholder values](#).

Note: Additional context parameters are/may be documented as part of the [javascript sdk Teams Context](#).

Then you can add a little logic to the PowerApp to read and make use of this information.

As of march 2020 this is now a standard feature in PowerApps , but not please read on if you want to add addittional context variables in your app manifest.

This can be achieved by using a custom configuration page, that takes the PowerApp Application ID, and performs the relevant configuration so that Teams will pass the relevant information to your PowerApp. This page is only involved during the initial configuration, after this its just Teams and your PowerApp (with some additional information)

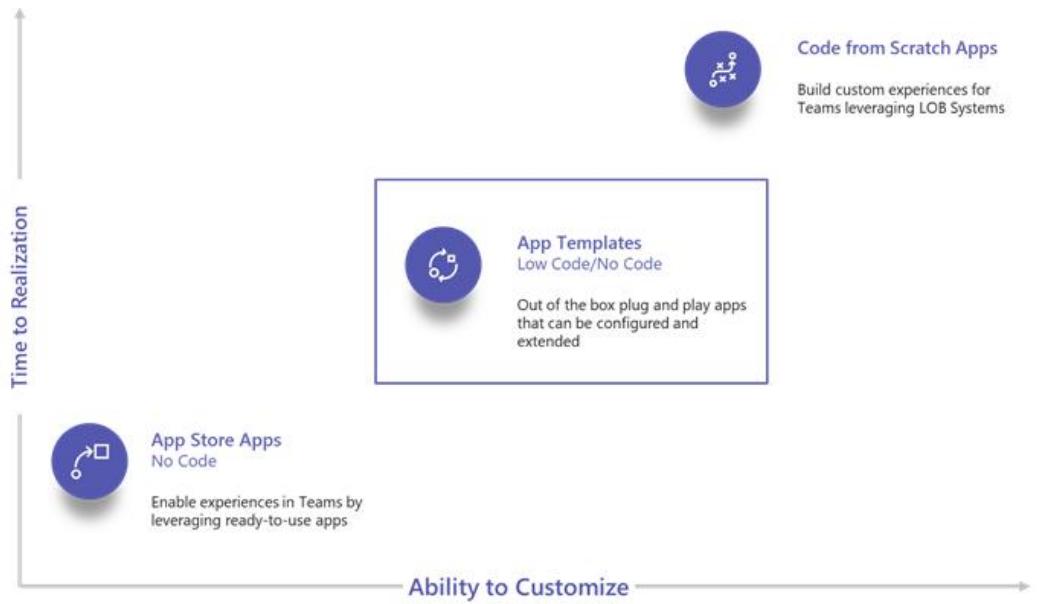
The relevant context information includes this such as :

- The Teams ID and Teams Display Name
- The channel ID and Channel Display Name
- The theme (dark, light, accessible)

## Use cases

- Display the Teams and Channel name
- use the Theme to determine when to render a high contrast UX
- use the Teams ID
- Use the entity ID in a deeplink to show information regarding a specific Mention

<https://github.com/josverl/powertab>



# Open Q & A

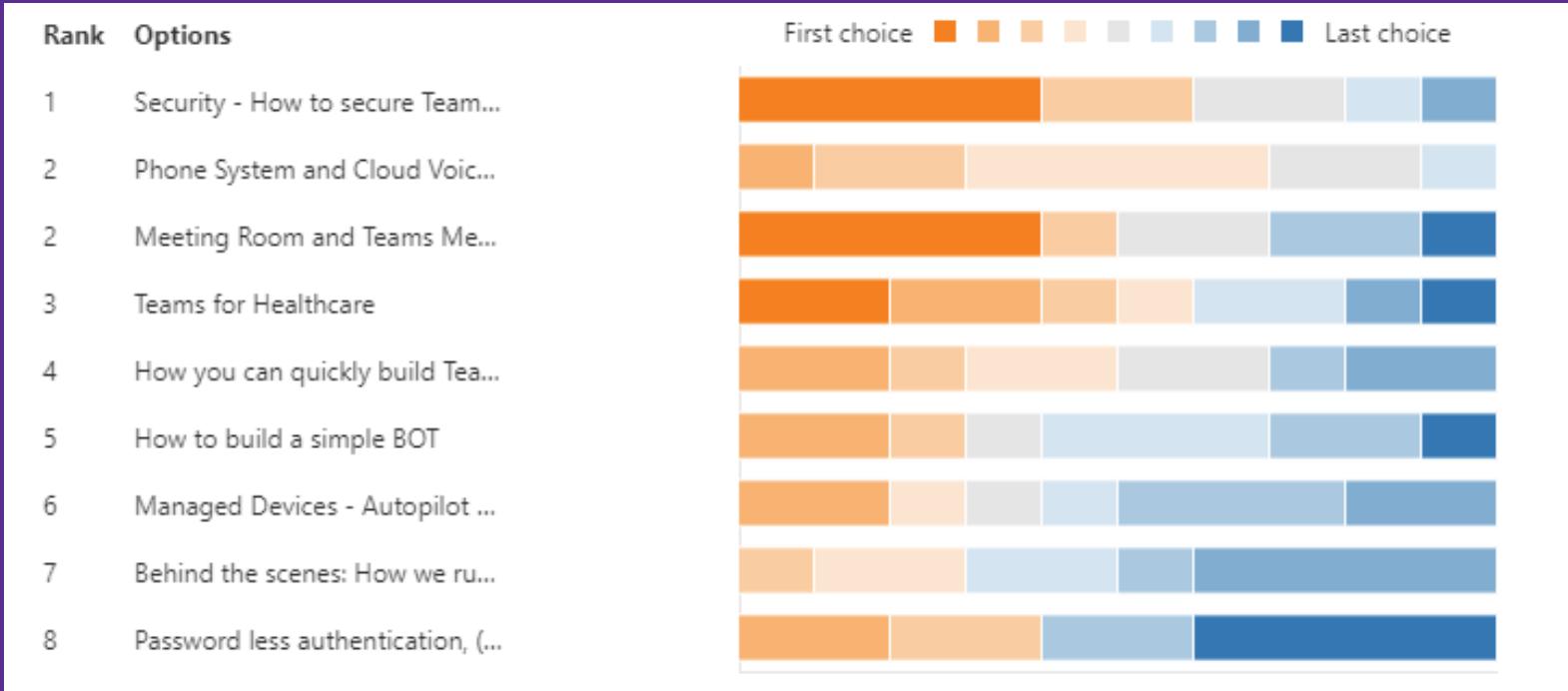
Please ask any question in the Q&A

We will read your questions and answer them in this meeting , or a next meeting.





# <https://aka.ms/WE-TechOfficeHours/Poll>



1. Please order the following topics based on the priority it has for your organization  
Would you like us to cover something else which is not listed above? \*

- Security - How to secure Teams practical example
- Phone System and Cloud Voice: Architecture and flow
- How to build a simple BOT
- Managed Devices - Autopilot and Intune
- How you can quickly build Teams Application using Templates
- Teams for Healthcare
- Meeting Room and Teams Meeting Best Practices
- Behind the scenes: How we run Office Hours on Teams Live Events
- Password less authentication, (FIDO2, Windows Hello, SMS sign-ins...)

# Sessions

Planned Sessions	Main Topics
<b>Friday, May 15, 2020</b>	Teams for Healthcare Solutions Overview Virtual Visits
<b>Friday, May 22, 2020</b>	TBD

# Partner Support Resources

# WE Weekly Technical Office Hours

- **Goal:** address the main technical topics around working remotely and leveraging Microsoft technology (incl. Teams, Security, Power Platform, Windows Virtual Desktop...)
- Weekly Sessions – [aka.ms/WE-TechOfficeHours](https://aka.ms/WE-TechOfficeHours)
  - **Fridays at 13:00 – 14:00 CET** (12:00 – 13:00 WEST, 14:00 – 15:00 EEST)
- Hosted and moderated by **experts** on these topics, from **WE OCP Technical Team, EMEA Partner Tech Services and Corp Engineering Team**

# Get help now

- Check out the [Technical Support Options](#) for Microsoft Partners  
<https://support.microsoft.com/en-us/help/4020188/technical-support-for-microsoft-partners>
- If you have a **dedicated Partner Development Manager / Partner Technology Strategist** – reach out to them [directly](#) with your query
- If you do not have a dedicated Partner Development Manager / Partner Technology Strategist, and you need **guidance on a specific customer scenario** (pre-sales technical or deployment assistance) – make use of your [advisory hours](#) and reach out to [Partner Technical Services](#)

# Other Partner Resources

- **Best practices and discussion for remote work**
  - [Best practices](#), based on Microsoft internal learnings
  - (new) [Microsoft Tech Community](#) forum for discussing / sharing best practices
- **Enabling Microsoft Teams**
  - We recommend that partners lead with the [CSP Trial](#). See details in our [news article](#).
  - For customers who **don't align to the CSP Trial**, partners can get access to the **Office 365 E1 Trial** for them. Go to [Partner Center Support](#) and click on *CSP > Cannot find an offer in the catalog*.
- **Resources for Education Partners**
  - Check out the [EDU Partner Flash on Yammer](#)
  - **[Office 365 A1 – Free](#)** versions to **all educational institutions**: unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user. You also get real-time collaboration with the Office apps for web, including Word, Excel, PowerPoint, and OneNote. No restrictions for # of users.
  - **[Microsoft Teams for Free](#)** (**Individuals** and **IT roll-out** – in Office 365 A1 above): unlimited chat, built-in group and one-on-one audio or video calling, 10 GB of team file storage, and 2 GB of personal file storage per user.
  - **[Minecraft: Education Edition](#)**: We've extended access to Minecraft: Education Edition to all free and paid O365 Education accounts through the end of June 2020 and published a [M:EE remote learning toolkit](#) with links to >100 Minecraft lessons and STEM curriculum.

# Feedback Form

- Feedback on sessions
- Topic suggestions

Please take 1 minute to fill the survey and help us improve!



or <https://aka.ms/WE-TechOfficeHoursSurvey>

# Thank You!

