

# Microsoft 365 Services and Concepts

by [Vlad Catrinescu](#)

With over 250 million monthly active users, Microsoft 365 is one of the most popular productivity cloud solutions in the world. This course will teach you about all of the different services part of Microsoft 365.

## Course Overview

### Course Overview

Hello everyone, my name is like a Vlad Catrinescu, and welcome to my course, Microsoft 365 Services and Concepts. I'm a Microsoft MVP and independent consultant from Montreal, Canada. Microsoft 365 is one of the most popular productivity clouds in the world, and it's used by over 250 million monthly active users from small businesses to organizations in the Fortune 100. Microsoft 365 contains over 15 productivity services that together create what I like to call a Swiss Army knife of collaboration. In this course, you will learn about the different apps in Microsoft 365 and how they can help make you more productive. Some of the major topics that we will cover include Microsoft 365 collaboration solutions, Microsoft 365 productivity solutions, analytics capabilities in Microsoft 365, as well as endpoint modernization options in Microsoft 365. By the end of this course, you will know the different services part of the Microsoft 365 suite, how each one of them helps you in your day-to-day work, and how together they form the best cloud productivity solution out there. This course is a beginner level, so there are no specific prerequisites before listening. I hope you'll join me on this journey to learn about Microsoft 365 with the Microsoft 365 Services and Concepts course at Pluralsight!

## Microsoft 365: Your Productivity Toolkit

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and i'll be your instructor for this course. I'm a Microsoft MVP from Montreal, Canada, and you can find me on Twitter at @valdcatrinescu, or follow my blog at <https://ValdTalksTech.com>. In this module, we'll do a quick introduction to Microsoft 365 and some of the changes we had from on-premises to online. We will first start by doing a quick introduction to Microsoft 365 and really take a look at why do we have so many different apps compared to on-premises deployments? Next up, we will do an overview of the Microsoft 365 user portal, the central entry point for users in Microsoft 365. By the end of this module, we will have a solid foundational knowledge of Microsoft 365 to then learn about all the other apps throughout this course.

## Microsoft Product Name Updates

Hello there, my name is Vlad Catrinescu, and in our goal to keep this course up-to-date, I wanted to share with you a few quick updates that Microsoft did to their product names. First of all, Yammer is now called Microsoft Viva Engage. It still has the same features, purpose, and goal inside Microsoft 365, but instead of only part of Yammer being called Viva Engage, the Yammer branding is going away and all the product will now be called Microsoft Viva Engage. Our next product rename is that Azure Active Directory is now called Microsoft Entra ID. Azure AD has been part of the Microsoft Entra Suite for a while now, and the new name fully confirms the position in the suite. But don't worry, the Admin Center and Settings did not change. The product name changes we just talked about have no impact on the features that you will learn about in this course. The impact is really from a marketing point of view, but the features are the same. Many internal resources that you might consume, such as maybe training, old project documentation, or blog posts that you see on the web might still reference the old product names, but just again so you are sure, the features did not change; Microsoft simply rebranded the products. This is it for this quick course update on the product renames. And I hope you enjoyed the course!

## Introduction to Microsoft 365

Let's start by doing an introduction to Microsoft 365. If we take a step back, Microsoft, as a company, is known for many products. One of the most popular ones might be Windows, the famous operating system that you might be using to watch this course right now. Another very popular product is Microsoft 365 Apps, previously called Microsoft Office, which contains Word, Excel, PowerPoint, and more. If we get more in enterprise-only services, we also have Office 365 and Microsoft Azure, services used by millions of users daily, as well as Microsoft Dynamics, which is Microsoft's customer relationship management solution. Microsoft doesn't only do work stuff. They are also known for some fun products, such as their Xbox console and games. So really, Microsoft is in every market out there for both enterprise and consumer. Now, if we zoom in more on the enterprise, if we take a look at Microsoft's cloud portfolio, Microsoft has four distinct cloud platforms, each with their own goal. Let's take a look at them. The first one is Microsoft Azure, which contains over 200 products to help you build your solutions on top of Azure. Next up, we have Microsoft 365, which is the productivity cloud designed to help you achieve more. The third cloud platform is Dynamics 365, a suite of multiple products for ERP and CRM. And lastly, the fourth cloud platform is the Power Platform, a suite of products that enable users to create powerful apps without writing a single line of code. So really, from a positioning point of view, Microsoft 365 is the cloud offering that focuses on productivity solutions and probably the cloud solution that most information workers will use daily. Since, I mean, can you think of a day where you haven't had to view or edit a document or a day where you did not have a meeting or send an email? This is why Microsoft 365 is, in my opinion, one of the most important cloud offerings as it's central to really every user's day. But collaboration, it's not something that is new to Microsoft. In fact, Microsoft has been creating collaboration solutions for over 20 years, but they were on-premises before. We actually had three servers for collaboration on-premises. We had SharePoint Server, Exchange Server, and finally, Skype for Business Server, who actually went through quite a few renames throughout its lifetime. Some of you might even remember it as OCS, Office Communication Server or Lync Server. With only three servers, it was

quite easy to know when to use what, depending on what you wanted to achieve. Skype for Business Server was there for chat and meetings. We then had Exchange Server for emails and calendars. And finally, SharePoint for really everything else from document storage and collaboration, to managing your project tasks, to building an intranet or extranet, to storing videos, and doing business intelligence and business process automation. So really, as you can see, SharePoint Server was kind of the key to collaboration in the enterprise. And while it was a jack of all trades, many enterprises considered it a master at very few of them and often needed some custom developments to fulfill the full need of companies. With Microsoft 365, we really have specialized apps or services per task, which really aims for each app or service to be specialized in one thing, while keeping them integrated together, so the user doesn't feel like they're working with so many different apps. Services such as SharePoint are still key for things such as documents, pages, lists, your internet, and so on. Videos will now go to Microsoft Stream, which is still back buy SharePoint today, and we'll learn more about it later in this course. Things such as custom forms with info path that we used to do on-premises now actually go in the Power Platform with Power Apps. Social features from SharePoint will now be either in Yammer or Microsoft Teams. Workflows also leave SharePoint completely for the Power Platform in Power Automate. Tasks from SharePoint list can now go in Planner, Microsoft To Do, or Project Online, depending on the scenario. Those are just a few examples on how many collaboration and productivity tools we now have and how the landscape has changed. Throughout this course, we will really cover each Microsoft 365 application so you can understand when to use what and what is the value that each one of them brings to your day.

## The Microsoft 365 User Portal

Now that we have done a quick introduction to Microsoft 365, let's learn about the Microsoft 365 user portal. The Microsoft 365 user portal is the entry point in Microsoft 365 for all users, and you can access it either at [portal.office.com](https://portal.office.com), which will bring you directly to the login page, or simply from

office.com. The Microsoft 365 user portal will give you a quick access to all of the different apps you have access to, as well as quick access to your recent documents and shared documents. On the middle of the page, you will see some recommended documents based on the last time you accessed or added documents. And at the top right, you can quickly install Office on a device in case your IT department doesn't automatically install it for you. On the middle bottom on the page, you have quick access to documents with different tabs from Recently opened to Shared to Favorites. Now from this page, you will notice on the left side navigation, you have a nav showing some of the most popular tools, and you also have a waffle at the top left. When you click on it, you will see all of the different Microsoft 365 apps and even some Power Platform ones that you have access to. The waffle is available across Microsoft 365, so whatever tool you have, you know that you can open up the waffle or the app launcher for the real name of it and go to any other app.

## Demo: The Microsoft 365 User Portal

Now that we have talked about it in the slides, let's head over to the lab and check out the Microsoft 365 user portal in action. We are now in the lab environment. Let me open up the browser over here where I navigated to portal.office.com and logged in with my Microsoft 365 credentials. You will see as soon as I log in, I have a Good morning or Good evening here at the top, as well as some recommended documents based on Microsoft 365 artificial intelligence. Then, underneath in the middle, I have the most recent documents or list of forms that I have edited, so really different artifacts from throughout Microsoft 365. I can see the ones that I recently opened, the ones that I have shared with other people, as well as my favorites if I favorited any documents. Something else that is important from this main page here, I can install Office. This can be very useful if you want to install Office on another device than your main work device, and you're still able to log in with your Microsoft 365 credentials and use that license to be productive from anywhere, of course, if your organization allows it. You also have the app launcher, which for me is the reason that I use the user portal so much. From here, you go to the app launcher, and you will see all of your Microsoft 365

apps you have access to. For example, here I have the Admin center and the Compliance center, but as a user I probably would not have access to those. So really here, you only see the different applications that you're allowed to access. You will not only see Microsoft 365 apps, even if they are the majority, you also have Power Platform applications such as Power Automate, Power Apps, and Power BI. But as you can see, there's quite a few apps here, and the goal of this course is that we will go through each one of them to understand what each one of them does and how it can help us. But this is it for the Microsoft 365 user portal, really your entry place into Microsoft 365. And you can use this to quickly see your latest documents and access all your Microsoft 365 apps. Now that we have seen it, let's go back to the slides, finish off this module so afterwards we can get started looking at all of the amazing apps in Microsoft 365.

## Module Conclusion

Before finishing up this module, let's review what we have learned. In this module, we have first done a quick introduction to Microsoft 365, which is positioned as the productivity cloud in Microsoft's Enterprise Cloud portfolio, and we have explored how we went from 3 on-premises servers for collaboration to over 15 services in Microsoft 365 with each one of them being specialized in a single task, but they still all work together to offer a unified collaboration experience to all users. Next up, we talked about the Microsoft 365 user portal, which is the entry point to Microsoft 365 for users and provides you a quick access to all your apps, as well as recent documents. This is it for this introduction to Microsoft 365 module. In the next modules, we will focus on each Microsoft 365 cloud service, starting with Outlook and Exchange Online.

## E-mail and Calendars with Outlook and Exchange Online

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn about how

Exchange Online and Outlook help us communicate via email and make sure that our calendars are organized. We will start this module by doing an introduction to Exchange Online, which I often call the hidden hero in Microsoft 365, and we'll explain why. Next up, we will talk about Outlook, the famous email client, which gives us emailing, calendars, as well as learn about the differences between the different ways of experiencing Outlook. By the end of this module, you'll be able to describe the business-class email and calendaring solutions in Microsoft 365.

## Introduction to Exchange Online and Outlook

Let's get started introducing Exchange Online, as well as Outlook. Let's start with Exchange Online. Exchange Online is the back-end email service that we really use daily inside Microsoft 365, and it handles email, calendar, contacts, and more. I always like to say that Exchange Online is an invisible hero inside Microsoft 365 as even if IT professionals use it to configure everything related to email, users never really see this in the user interface anywhere as they interact with it via Outlook. Exchange Online is a business class email service that includes multiple advanced features, such as anti-spam and anti-malware built-in, customizable mail flow features for custom routing and secure messaging with trusted partners, as well as advanced reporting and automation capabilities for administrators. Now, let's talk about Outlook. Outlook is the email client for Microsoft 365, and it allows you to send and receive emails, schedule meetings, as well as to organize mail into different folders, or you can even create rules to do it automatically for you. Outlook can also integrate with other Microsoft 365 services such as sending a Teams meeting, creating tasks in To Do, and more. Outlook also includes a powerful calendar solution that allows you to view your meetings and appointments, create new meetings, and even automatically create Teams meetings. Something that is also pretty awesome is that you can even see availability of users from your organization, so when you schedule meetings, you know that everyone will be available. You can also integrate other calendars in Outlook. You can, for example, see calendars from Microsoft 365 Groups you're a member of, as well as calendars from the internet to help you follow all of your events in a single

place. There are three ways that you can use Outlook. You can use the Outlook client on your computer or you can use Outlook on the web. And many people I know actually prefer that as it's not always open. You have to go there and check your emails. So it really helps for focus and productivity. And lastly, Outlook is also available on your Android and iOS mobile devices, so you can really have access to your emails wherever you go.

## Demo: Exchange Online and Outlook

Now that we have seen the theory, let's head over to the lab and check out Exchange Online as an admin, and afterwards, we will check out Outlook in action from an end user point of view. We're now in the live environment, let me open up the browser over here where I'm in the Exchange Online Admin Center. Here is really where you manage email for your organization as an admin. Users do not have access to this. Here's where I go, for example, let's say I want to manage email forwarding, let me find the mailbox of John Smith, and maybe John Smith recently left the company and I want to forward all of the emails for John Smith, I want to forward them to Vanessa, for example, and let's click on Save. I can also do settings such as allowing other users to send on behalf of. We see this often where you might have executive assistants send emails on behalf of the CEO. That is something that you can manage from here. You can check out is there any email that is stuck in quarantine, any domains that are blocked by your organization? So really, all of the back-end email settings are done in Exchange Online. But most users will interact with Outlook. So now I'm in the Microsoft 365 user portal, and let's go to Outlook. Outlook is the email client by Microsoft. I can go here, see all of the latest emails that I have received. I can also send a new email. Let's send an email to Vanessa, for example here, let's add a subject. The subject will be Slides for Presentation next week, and let's actually add an attachment here. Let me add a file from this computer, let's add this slide deck. Remember, we do have an integration with OneDrive for Business in order to do modern attachments. So now, instead of sending that file as an attachment, I can send it simply as a OneDrive for Business link. This way, it's automatically shared with the recipients. So really I have a



lot of modern ways to interact with email, and of course, you also have your calendar functionality. Outlook is not only accessible via the web, but we also have the Outlook Client that we can use, so that is really awesome, that's what I use almost daily really. You can also create powerful rules. For example, I have a rule that moves all of the emails from the Microsoft 365 Message center in a folder dedicated for that. This way I don't get notifications for them every time in my inbox, but I still have access to them really well organized. This is it for this quick demo of Outlook and Exchange Online, the two tools that really enable us to have business class email in Microsoft 365. Now let's head back over to the slides and finish off this module.

## Module Conclusion

To finish off this module, let's review what we have learned. In this module, we have first learned about Exchange Online, which is the email service that we use daily inside Microsoft 365. I often call it an invisible hero inside Microsoft 365, as even if IT professionals use it to configure everything email, users never see it in the user interface anywhere. Next up, we talked about Outlook, which is the email client for Microsoft 365, and you can use it as a desktop app, on the web, on mobile, or all three of them, depending on your preferences. This is it for this module on email and calendar solutions in Microsoft 365 with Exchange and Outlook. Up next, we will learn about files and communications with SharePoint Online.

## Files and Communications with SharePoint Online

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn how SharePoint Online can help us with file management and internal communications in Microsoft 365. In this module, we will really do an introduction to SharePoint Online and focus on two main workloads, its internal communications capabilities, and how it can help us build an amazing internet and second,

it's document management capabilities. By the end of this module, you will be able to describe the features of Microsoft SharePoint Online.

## Introduction to SharePoint Online

Let's get started, and let's talk about SharePoint Online. SharePoint Online is one of the key products inside Microsoft 365, and it's the central location for all company communications. So, think at your intranet, for example, or where you go to find forms, policies, and brand assets. And it's also the central location for team collaboration in regards to documents especially. In SharePoint Online, we create sites for each topic. So your intranet might be one or more sites. You might have a site for each project and for each department. There are two types of sites that you can create in SharePoint Online. First one is a communication site, which is optimized for things such as an intranet or news sharing, and makes it easy to publish targeted content, whether it's news, forums, or events to users. The second one is a team site, which is optimized for teamwork, coworking on documents and tasks, and sharing content about specific workloads. Another reason why SharePoint is really a highly used service inside Microsoft 365 is for its powerful document management capabilities. In each SharePoint site, you can create multiple document libraries in order to organize your content. In addition, SharePoint has advanced metadata capabilities allowing you to add multiple types of metadata to each piece of content to help you with findability or to allow users to create different views and consume content in a way that works for them. When integrated with other Microsoft services, you can also create powerful workflows, such as approvals on your documents, or even use machine learning to extract key information from documents and then act on it. To take it to the next level, I mentioned it a bit before, but if you want to take it to the next level, you can use that metadata to create multiple views on your documents in order to really see the content that is important to you. And you can customize your views with things such as groupings, filters, totals, and quite a few other possibilities. Something else that is easy and great to do with SharePoint is that you have multiple options to securely share content with internal and even external users, which

can either be authenticated external users or even anonymous. You can share as much or as little as you want. You can share a full site with an external user, only a document library, a specific folder, or only a single document. And you can really see, in the screenshot on the right, you can have multiple sharing options to give the permissions that you want to give to your external users.

## Demo: SharePoint Online in Action

Now that we have seen the theory, let's head over to the lab and check out SharePoint Online in action. We are now in the lab environment. Let me open up the browser here where I am on the SharePoint home. From here, I can see the latest news from all of the sites that I'm a member of, as well as frequent sites that I often look at. Remember, in SharePoint, we have multiple sites, and we can create a site for a project, a team, a department, and really any topic that you want to have a SharePoint site for. Let's go and take a look at the landing site. This is a beautiful example of an intranet. We have the top news here at the top with nice display images. I have the local weather and the global time in the different office locations. I can bring in videos, quick links. I can also embed files, for example, if I scroll down a bit lower here. And I can also embed things such as Yammer and Twitter inside SharePoint. We really have so many different web parts that allow us to create the perfect SharePoint site. Let me click on a page over here. Let's go into Functions of customer service. Right now, this is a very basic page, but I can make it look better. I can go in the header, for example, and say, you know what, I'd love to have an image at the top. Let me change the image. Microsoft also provides us with so many different stock images built in, so let me select this one here, for example. Let me insert it. I can even go and change the focal point, for example, just put it like that. I can really customize it the way that I want. I can then add different sections. So I can say, hey, you know what, let's add three columns over here. And then inside each column, I have so many web parts I can choose from in order to create my SharePoint page or my SharePoint news exactly the way that I want. Since it's part of Microsoft 365, really you have all of your different text controls that you're used to. So if you can create a PowerPoint presentation or a Word file,

you're ready to create beautiful content in SharePoint. We also mentioned that SharePoint can handle documents. So let's say I want to embed a file over here. I can embed a file viewer. Let's go to desk Site here, let's go to Demo Docs, and let's insert this PowerPoint document as an example. Because SharePoint can show you content from many places, you can create pages from which, for example, a user could consume this document without even having to quit the SharePoint page. The integration is amazing. Now talking about documents, I can also go, let's take a look at the context of this site, and I can have multiple document libraries. You see right now, I have Demo Docs. I have Documents, JT Design Documents and more. Let me go to Demo Docs over here. You can see by default, this library only has three columns, but I could add more columns in order to capture metadata around SharePoint. So I can say, for example, let me add a Person column, and let's say Document Owner. As an example, I can add a description, person, or group. Yes, I want to see the profile pictures. And I can even say, you know what, this is mandatory. So we need information in this column. Great. Now because SharePoint has so many content management functions, it now says that hey, this document is missing required information. Let me go and add, for example, Vlad in here. So let's go add Vlad in this one. Then let's go add, for example, Vanessa in this one over here. Let's go and add Vanessa. This might be a bit long. We can actually have a great view as well. If you need to actually update metadata for so many different documents, you can simply go in grid view and add metadata, which is kind of cool if you want to make a lot of changes fast. Once you have that, you can even go and, for example, say, you know what, Group by Document Owner. So right now, you see I have only one per person. Let me go in here. Let me add Vlad in another one just so we can show the example here. But what you can do is really create views that help you. You can filter, group, and things like that. Let's say I want to only show Modified by, Filter by and show only the ones by Vlad Catrinescu. This is the only one right now because, well, I'm alone in my test tenant, but you would see all of the different options you have here. You can also say hey, you know what, Filter by, and check this out, depending on the type of column, it will adapt. So I can say show me all the files modified on the 18th of September. This can be a great example of how you can create different views to adapt to your requirements. Lastly, you can share files. So if I click on the

Send link, I can say, okay, anybody with a link, anonymous, only people in my organization with the link, People with Existing Access. This way, I just want to copy the link, send it to somebody who has access, or share it with specific people. Let me go, as an example, to Anyone with the link, but they can only review the documents. So they can suggest changes. They cannot make any. I can also set an expiration date at the end of the week, and if I want to, I can even set a password. So now if I do this, let me copy this link here. Let me open up an incognito window where I'm not logged in Microsoft 365, so let me go open it here like that. You will see I can have access to review this document as an anonymous guest user. But you have so many different capabilities to control external sharing in SharePoint Online and make collaboration easy with everybody from inside or outside the organization. Now this is it for this quick demo of SharePoint Online. We could spend one hour looking at all of its awesome features, but this is it for this demo. Now, let's head back to the slides and finish this module.

## Module Conclusion

To finish off this module, let's review what we have learned. We started this module by covering how SharePoint is a great tool for internal communications and how you can use communication sites to create beautiful news and pages to keep everyone up to date, as well as the many web parts that allow you to roll up content and display useful information to your users. Next up, we learned about SharePoint's document management capabilities and learned about document libraries to store documents and how you can create columns to tag content with metadata, as well as how you can display the information that's important to you with views and even how to share content externally. This is it for this module on Microsoft SharePoint. Up next, we will learn how we can improve our personal productivity with OneDrive for Business.

## Personal Productivity with OneDrive for Business

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn how OneDrive for Business can help you with personal productivity. We will start this module by doing an introduction to OneDrive for Business, and we will talk about its features, such as the OneDrive for Business sync client, the OneDrive for Business backup or known folder move functionality, being able to create file requests, or use the modern attachments functionality. By the end of this module, you'll be able to describe the features of OneDrive for Business.

## Introduction to OneDrive for Business

Let's start learning about OneDrive for Business. OneDrive for Business is the storage space for your personal work documents, a modern take on the personal shared drive that every user has on the network, but now it's stored in Microsoft 365 and made better. Another huge advantage is that part of most Microsoft 365 subscriptions, you have unlimited OneDrive for Business storage space for each user. However, there is a big chance that your admin put a limit on it, usually in the terabyte range, which is still more than enough for most information workers. While the data is stored in the cloud, the OneDrive for Business app allows you to sync files to your desktop so you can work on them without needing to open the browser, with the added benefit that you can work on them even if you're offline. And, because you can access Microsoft 365 from anywhere, you don't need a VPN anymore to get access to your files on the network. Furthermore, the OneDrive for Business app works on all your devices. So you can really be productive everywhere, whether you are working on a Windows machine, a Mac or iOS device, or an Android device; OneDrive works on all of them. Something that is even nicer is that you do not need to sync all the files offline and fill your device. By default, OneDrive will actually sync files as online only, this means that you see the file in File Explorer, but it takes no space on your hard drive. As soon as you click on the file, it will instantly download and open. The official name of the feature is Files On-Demand, just in case you need support for it or have users ask about it, it's important to know the official name as well. Another

thing that is important to remember is that if you need to work on something offline, let's say you go on a flight or on a train ride and you have no internet, make sure to tell OneDrive to keep this file or folder offline. This way, it's fully downloaded on your device and you can work on them. The files will resync back to the cloud once you are online. OneDrive also integrates with other Microsoft 365 apps. For example, in each SharePoint document library, you have a button that allows you to add shortcuts to your favorite SharePoint document libraries to OneDrive for Business. This will make the SharePoint libraries show up in OneDrive for Business, so not only you have easy access, but you can also work on them offline, directly from your device. This is just an example of the many integrations Microsoft 365 apps have with each other. Next up in our list of amazing features is a feature that is either known as folder backup or OneDrive for Business Known Folder Move. This feature allows you to automatically upload files from your known folders, such as your Desktop, your Documents, and your Pictures folder to OneDrive for Business. This for me has come in very useful, sometimes as I work on things and just for a quick save, I put it on my desktop or in the default Documents folder on the comm computer instead of OneDrive for Business, and before, I wouldn't have access to those on another computer. But with OneDrive Known Folder Move, those folders are now automatically in OneDrive for Business, so I really have access to my documents everywhere. Our next great feature is file request, which allows you to create a link where you can request files from others. Users with the link can select files to upload, and the cool thing is that they do not see the files uploaded by others. When you are on the uploader side, you add your name, and that name will get added to the file. This way, the requester can easily see what file came from who in their OneDrive for Business. Next up in our list of features are modern attachments. What this feature enables you to do is instead of attaching a file to an email, replace that by a link to the file which resides in OneDrive for Business. With the integration between Outlook and OneDrive for Business, you can actually configure permissions directly from Outlook to share that file in OneDrive for Business with the recipients of the email. By using modern attachments, you can make sure that everyone has access to the latest version of the document, as well as allow for better collaboration since, if you give permissions of course, recipients could coauthor the document at the same time

instead of everyone working on their own and then having to merge changes later. Last but not least feature before we head into the demo are the built-in restore capabilities. You can restore your OneDrive to a previous state if anything happens, for example, your PC gets infected with ransomware, all your files on the PC are compromised, and then they are synced to the cloud. With OneDrive, you can simply restore it all to yesterday, and then you are good to go. Ransomware might seem like an extreme case, but this is also very useful if, for example, you work from home and when you're not looking, the cat jumps on your keyboard and deletes all your files.

## Demo: OneDrive for Business in Action

Now that we have seen the theory, let's head over to the lab and check out OneDrive for Business in action. We are back in the lab environment. Let me open up the browser over here where I'm in the Microsoft 365 user portal. And let's head over to OneDrive, and we will start from the web experience. So let me go into the app launcher here, let's click on OneDrive, it will open in a new tab. First thing that I want to show you, remember when I said that OneDrive is your personal file storage solution? Well, even in the URL, if you look over here, you can see that in the URL you actually have my username. If you go to OneDrive for Business in your tenant, you will see your username as well because each employee, each user, has their own OneDrive for Business. Here, I will see all of the different files that I stored in OneDrive for Business. And as you can see, I can even have folders to arrange things around, and I can see if any of them are shared. So, you can see that most of them are private; however, this one, for example, here is shared, and then I can click on it to see who this folder is shared with. So really you can keep those files and folders private to you, or if needed, you can share them with other people as well. Other than the online functionality, we also have the OneDrive for Business app. With the OneDrive for Business app it will automatically sync all of the different files and folders to our computer. You will notice that some of them have a green check mark next to them such as the Notebook folder here or this PDF file over here. Some of them only have an empty cloud. This means that those files over here are actually not downloaded on our



computer. It's the Files On-Demand functionality. So if I take a look at this folder here, the Training folder, let's take a look at the Properties, you will see that the size of this folder is 16.5 MB. The size on disk, however, it's 0 bytes because we only have a reference to the file. However, I can go inside, I can, for example, click on this document over here. It will automatically download it and open it. So, it's that easy to use the Files On-Demand functionality. And now, as you can see, it's synced to my computer, it has the green check mark. You can always create files either on the web or from your computer. So for example, let me go into this folder here and let's say I have the Just a Folder! here with a few PowerPoint files inside. I will copy paste it in OneDrive for Business on my computer, and then, it will take only a few seconds; however, if I go in OneDrive for Business online, I didn't even need to refresh, you can see it appeared over here. I can go inside and see all the different PowerPoint documents that were inside that folder. So really, we have the same content, both online and on the computer. Furthermore, remember we have the backup functionality. So, let me just go in here into the Settings for OneDrive for Business. We have the Backup tab. Let's click on Manage backup. You can see by default all of the different files from my Desktop, my Documents, and my Pictures folder from my computer are backed up into OneDrive for Business. So hey, maybe something happened. Let me go into Documents. I forgot a document there. I have all of the different files from the Documents folder automatically saved into OneDrive for Business. So that is pretty awesome. Last thing I want to show you for this demo is the file request functionality. Now, that is not actually enabled for all tenants. In this main tenant that I have, I actually disabled it as a test; however, in this other tenant, which I use for demos here, if I click on the RFP folder, you see I have Request files at the top. Let me click on it. What files are we requesting? Let's put here Portfolio Samples, let's click on Next, and then it will give me a link. Now, I can open up Edge as an incognito. So let me go here, make sure we are not actually signed in. Let's take a look at the experience. It will say Vlad Catrinescu is requesting files for Portfolio Samples. Let's click on Select files. Let's take this Excel file. It doesn't matter. I can even add more files if I want to. And then it will ask me for my first name and last name. Let's do Vlad Catrinescu over here, and let's click on Upload. It should take a few seconds and say, Hey Vlad your upload was successful! And then we'll say, We'll let Vlad, which

of course is my name twice now because I created the file request under my user, know that you uploaded the files. But you can see from an anonymous uploader way, I did not see the other files in that folder, I could only upload mine. If we go back to the user that requested the files here, let's go here into RFP, I have the files that were uploaded with the name of the uploader in front. So, right now it says Vlad Catrinescu, but if John Smith was the name entered, it would have said John Smith and then the name of the file. This is it for this quick demo of OneDrive for Business. Really, your personal storage space in Microsoft 365, which allows you to save files, have access to them everywhere, and have an amazing sync app that makes sure you can work on files offline. And something that I didn't show, let's say you're about to go and work offline and you need a folder, you can just right-click on it, say always keep on this device. This way you fully download all the files and you don't depend on an internet connection. So, you do have that functionality as well if you want to make sure everything is always local on your device. But this is it for this demo of OneDrive for Business. Now let's head back to the slides and finish off this module.

## Module Conclusion

To finish off this module, let's review what we have learned. This module was all about personal productivity with OneDrive for Business in Microsoft 365. We learned how OneDrive for Business is the storage space for your personal work documents. We also learned about the OneDrive for Business sync client, which allows you to sync files from the cloud to your PC, and even work on them offline, and it works whether those files are in OneDrive for Business or SharePoint Online. We also learned about Known Folder Move, which automatically syncs the files from your three default folders, Desktop, Documents, and Pictures, to OneDrive for Business to make sure you still have access to those documents anywhere you work. Next up, we covered File Request, a OneDrive feature that allows you to request files from individuals without them seeing what's already been submitted. We also learned about Modern Attachments, which improved the collaboration experience for files, even when they are being sent via email, as well as OneDrive's built-in restore

capabilities. This is it for this module on OneDrive for Business. Up next, we will learn how Microsoft Lists can help us track and organize information.

# Track and Organize Information with Microsoft Lists

## Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn about Microsoft Lists in Microsoft 365. We will start this module by doing an introduction to Microsoft Lists, and then we will learn about some of its more advanced features, such as the content management features, formatting, offline access, and more. By the end of this module, you will be able to describe the features of Microsoft Lists.

## Introduction to Microsoft Lists

Let's start talking Microsoft Lists. Microsoft Lists is a Microsoft 365 app that enables you to organize work and track information that matters to your organization. You can create and share lists to help you track things such as issues, assets, contracts, and more. You can also create notification rules to make sure that everyone is in sync, and it's a great way to take your Excel sheets and tables to the next level with the easy import function, and really make collaboration easier. Something to remember for those of you that have been using SharePoint, especially in the past, is that Microsoft Lists is basically the evolution of SharePoint lists. So, if you're familiar and have used SharePoint lists in the past, everything you know and love about them still applies. When you create the list, you can choose where you want to create it, and you have two options. The first one is called My lists, which will save it in your OneDrive for Business so it's personal to you, but you can still share it afterwards. The other option is in a SharePoint site where you have the rights to create new lists or libraries. By default, the list will be stored in that SharePoint site and inherit permissions of the site where you created it. Now, similar to SharePoint document libraries, one of the strengths is that lists

can have multiple types of columns to help you track data. So you can have text columns, you can have a People Picker, where you can, for example, assign someone to it from your current users, you can have date columns, calculated columns, and many more. You can also configure conditional formatting, depending on the value in the columns. So, as you can see in the screenshot on the right, for example, Completed is green, Blocked is red, but you can create those kind of formatting rules for any type of column, making your list easier to read and consume. Now if we go one step further, you can also apply list view formatting to Microsoft Lists. So, even if it's a list, not all lists have to look the same. You can make it look like an FAQ, like a contact list, like a Gantt chart. Microsoft provides a ton of examples on how you can make your list stand out and be more useful to you. Also, Microsoft Lists provides a desktop app, which enables users to view and modify lists while offline and then everything will sync back once you're back and connected to the internet. I mentioned notifications and roles a bit before, but what is nice with Microsoft Lists is that you have a rule engine where you can create a notification to alert someone, or even yourself, if a column changes or if a column value changes, or you can also do it when a new item is created and even when an item is deleted. This way you and everyone else remains informed of what's happening in that list.

## Microsoft Lists in Action

Now that we have seen the theory, let's head over to the lab and check out Microsoft Lists in action. I'm now in the lab environment. Let me open up the browser here, and from the Microsoft 365 user portal, let's go in the App launcher and open up Microsoft Lists. Here, I will see all of my lists that I have access to. At the top, I will see all of the different lists that I marked as my favorites. If you want to mark a list as your favorite, simply go over it and then choose the star here, favorite this list. It will show up at the top, and if not, you can remove it, and you can also see where this list comes from. So you can see the first one here comes from a SharePoint site called Project Template. The second one is saved into My lists. The third one comes from a SharePoint site called The Landing,

and the last one is also a personal list. When you create a new list, you can see multiple templates from Microsoft. So we do have quite a few options available, and if your organization has created them, you can also have organizational list templates. And if you're an admin, you can actually create templates for your users. You can also create a blank list and then customize it the way that you want from an Excel table or even from an existing list, if you want. You have created one that you love, you want to duplicate it, you can just copy and paste from an existing list, which is an awesome functionality. Let's select the template. Let's select the Employee onboarding template. And here you will see an example of what you get. So right now, the columns I would get are Work, Description, Complete by, is it Complete or not, Completed On, who's the Mentor, Relevant Link, and Relevant files. When you create a list from a template, let's just do Use template here, you will only get the columns, but not the data. So let me put here Employee onboarding Demo as the title. You should, of course, add a Description. You can select what the background color should be, as well as the icon. Let me put the rocket icon here. You can then also decide, do you want to save it in My lists, which are your personal list inside OneDrive for Business or do you want to save it in any SharePoint site that you have access to? Let me select My list here. Click on Create. It will take only a few seconds and then my list will be ready to add content in it. And remember, even if you create it under My lists, you can always share it with other users either in View or in Edit mode. But now, let's go to some lists that already have some content. Let me go into the Event Agenda with Data. Here I have an event agenda where I can see my session Title, Session codes, the Speakers, what type of session is it, a keynote, breakout, the Description, Start and End Date, the Capacity and Location. This is useful, right? It's useful information. I have my event agenda, but maybe a list like this is not the best way to show it. I can also view a list as a calendar, which, for me, is pretty cool because then I can see all of my sessions on the calendar, for example. So you have multiple ways of seeing your data. You can also view a list as a board view. So this way I can see them depending on the session category, for example. And I can even change, for example, say, like hey, you know what, this is not a Meal, this is a Keynote. I can drag and drop different cards and then this would also change the metadata in the back. And of course, you can choose what column those cards are

based on. Right now, it's based on the session type. So those are just two different ways that you can view items. You can also, for example, change formatting at the column level. So if I go here to Column settings, I can say Format this column. And then I can choose, do I want to have different Background colors? Do I want to have Choice bills? And then I can go Edit style and say okay, what color should each session type be? And you have a ton of different options. If I go to the Capacity column here, let's go to Format this column. I actually have different options because it's a different type of column. So I can go and show it as a Data bar, for example. So the bigger the number, the fuller the bar. You have multiple formatting rules built in, but you can also go fully custom. If I go back to Microsoft Lists, let me show you some example of list view formatting. If I go to the FAQ that I have here, look what it looks like. It doesn't look like a boring list anymore. It actually looks like a nice FAQ. This is still a list in the back. I have a view here called Boring FAQ, which is what the back end looks like. But you can really make it look good like this FAQ here. Another example might be a contact list. Look how cool this contact list looks. Doesn't it look amazing? You can't even have a map integration here. This is, again, a Microsoft list in the back, simply the columns and everything. But because Lists has this nice formatting capability, I can really make it shine and create different views so users get the best experience when consuming data. Remember, you can also have rules. So if I go here, create a rule, I can create a rule to get notified when a column changes, a column value changes, an item is created, or an item is deleted. So I can say, okay, let's go When the Company Changes, send an email to the person that created the contact, so it can also be dynamic. But this is it for this quick demo of Microsoft Lists, a really amazing tool to track and organize information. And you have some amazing functionality built in to format lists and columns the way that you want. You can even format the form here. So you see I have a new nice title at the top and things like that. I can format the way the form looks. So you have a ton of flexibility to make your lists, which usually are boring. You can make them look fun and useful for everyone. This is it for this demo. Now let's head back to the slides and finish this module.

## Module Conclusion

To finish off this module, let's review what we have learned. This module was all about Microsoft Lists, a Microsoft 365 app that enables you to organize work and track information that matters to your organization. Other than the basic feature of a list with columns, we also learn how you can make lists look awesome with formatting and giving it different views to best represent the information you are tracking. We also learned about the list app for offline access, as well as how you can create rules to keep everyone up to date. This is it for this module on Microsoft Lists. Next up, we will learn about Enterprise Social with Yammer.

## Enterprise Social with Yammer

### Enterprise Social with Yammer

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn about Yammer, the enterprise social network inside Microsoft 365. I already gave it away a bit in the title slide, but Yammer is an enterprise social network product that allows users to collaborate with the whole company. Yammer enables you to create many communities, either public or private, in order to collaborate on different topics. Yammer also allows you to create multiple types of conversations with adapted user experience for each. So you can start a new discussion, ask a question, praise a colleague, or start a poll. By using Yammer for all those types of conversations, you preserve company knowledge, even if a user leaves the company, as those questions and answers, for example, will remain in Yammer and searchable whenever other users research the same information. You can access Yammer anywhere you prefer to work, whether that is on the web from your desktop, from a mobile device, or from Microsoft Teams, which is now called the Viva Engage app, and we'll dive deeper into that as we talk about Microsoft Viva later in this course. Yammer also has a feature called Storylines, which allow you to quickly see updates from all your peers, or filter by the colleagues you follow. This is really similar to your favorite social media feed, but in your Yammer enterprise social network. Another cool feature in Yammer are Stories, which again, are

very similar to stories on other social media platforms you might use as a consumer. They are 90-second videos that you can post on your storyline and other users can consume them from your storyline. They will also be featured on the main feed for 30 days. You can generate engagement around your stories, as other users can add reactions, as well as comments on them.

## Demo: Yammer in Action

Now that we have seen the theory, let's head over to the lab and check out Yammer in action. We are in the lab environment. Let me open up the browser here where I just opened up Yammer. And I am on the main feed on my storyline, as we can see, very similar to a social media network, but this one is for the Enterprise. I have my storyline. I can go on other people's storylines. I also have Communities. So if I go on Communities here, I can see all the different communities in my organization. Communities might be public or private, so you can decide how you want to create your community, and inside you can have multiple types of conversations, so from a discussion like this one here by Vanessa Le, or you can also have a praise, for example, such as this one. You can create a poll and get people's opinions, so let's vote on Engineering here or you can also have questions as well, where once you create a question, you can select the best answer and really make sure that the knowledge remains within the organization. During the slides, I have mentioned not only the storyline, but also stories. Now, stories is not yet released. At the time of recording this course, Storyline just went into public preview a few days before me recording this demo. However, stories are not included in the public preview yet. It's something that Microsoft announced, it should be out soon, but that's why I'm not able to show them to you in the lab. But probably by the time you listen to this course, Yammer Stories will be there, and you might be using them in your organization. But this is it for this quick demo of Yammer, the Enterprise Social Networking in Microsoft 365 where you can interact inside different communities and talk with people across the whole organization. Now let's head back to the slides and finish this module.



## Module Conclusion

To finish off this module, let's review what we have learned. This module was all about Yammer, an enterprise social network in Microsoft 365. We have looked at its purpose to connect everyone, from field workers to leaders, from any device. We also looked at the different types of conversations you can create, such as questions or polls, as well as the storyline and stories features that it has. This is it for this module on Yammer. Up next, we will learn about three different tools to help us manage tasks in Microsoft 365 Planner, To-Do, and Project.

## Task Management with Planner, To-do, and Project

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn about the task management solutions in Microsoft 365. And, there are three services that we will be looking at in Microsoft 365. The first one is Microsoft Planner, the second one is Microsoft To-Do, and finally, we will learn about Microsoft Project. You might wonder, why do we have three different solutions to manage tasks in Microsoft 365? Which is a great question. Those three apps have different audiences and goals in Microsoft 365, and by the end of this module, you'll understand how they all work together to help you manage tasks and when you should use each one of them, depending on your goals.

### Microsoft Planner

Let's start talking about Microsoft Planner. Microsoft Planner enables you to create tasks and assign them to members of your team. Planner is really designed as a Kanban style task management tool, meaning that tasks are organized into buckets, or lanes, and you can easily view the tasks for everything or move different things around as cards. You can add different properties to each task,

such as Tags, Due Date, as well as write comments on it to detail the work or maybe talk about progress. One of the nicest features for me is all of the analytics that you get built in with Planner, allowing you to view analytics about each plan, such as the status of different tasks or even status per bucket. But, my favorite analytics view is that you can view a color-coded view for the task assignments for each member. This way, you can quickly view if a member of a team has too many tasks assigned and then reassign them before too many tasks show up in red, which means they're overdue.

## Demo: Microsoft Planner in Action

Now that we have seen the theory, let's head back to the lab and check out Microsoft Planner in action. I am now in the lab environment, let me open up the browser over here, where I opened up Planner and I navigated in one of my plans, which is an Event Plan. As you can see, Planner is a Kanban style tool where I have different lanes, or buckets in Planner terminology. So I have my To-Do bucket, my Presentation bucket, my Press bucket, my Venue bucket, Team Travel bucket, and so on, and then inside each bucket I can add a task. The tasks, let's open up the first one here, I can assign it to multiple people, I can add different tags to it, for example, and you can edit tags for your own plans, you can decide what bucket it's in, you can add notes, comments, you can add attachments, you can even add a checklist inside the task if you want to break it down even more. So that is pretty awesome, and if you want to mark it as complete, you can simply, hey, mark it as complete. Now it shows under Completed tasks. If we go under the Charts over here, for me one of the coolest things with Planner is I can quickly view how my project is doing. Right now you can see we have 11 tasks left, 7 of them are not started, 3 are in progress, and we also have one that is late. I can also see it by bucket here, and its color coded, so I can see in To-Do, I have two that are completed in green, one of them that is not started in gray, and the red one here that is late is in Team Travel. You can also see them by priority if you ever mark the priority on the different tasks, as well as by members, this is one that I absolutely love. I can see that right now, for example, Vanessa

Le has the most tasks assigned and one of them is late and four of them are not started, while I have people like Lynne and Vlad here that have a lot less. So maybe I can rebalance my project to make sure that everything gets delivered on time. You can also go back to the Hub, see all of your recent plans, or go to Assign to me and see all of the different tasks that are assigned to you from across all of the different Planner plans. Lastly, since you can add dates on your tasks, you can also go on the Schedule view and really see all of the different tasks on the calendar view, which is a pretty cool and useful view. But this is it for this quick demo of Planner, a Kanban style solution that integrates with Microsoft Teams and many other tools to really help you manage your team tasks. With this demo done, let's get back to the slides and learn about Microsoft To-Do.

## Microsoft To-do

Now that we have covered Planner, let's also talk about Microsoft To Do, which is a task-management tool, but aimed at a different purpose. Whereas Planner is used for team task management, Microsoft To Do is your personal task list inside Microsoft 365. You can create one or more lists on which you can assign tasks, and a really nice thing about To Do is that it's not a duplicate of tasks, but rather it can aggregate tasks from other services, such as all the tasks assigned to you in Planner or all the emails that you have flagged in Outlook. You also have a My Day view, where each morning you can go build your to-do list by adding tasks from all those different services to the things that you need to do today. This really allows you to stay focused and know what your plan is for the day without having to look at multiple apps. Microsoft To Do is an app that is better seen in action, so let's head over to the lab and check it out. I am now in the live environment. Let me open up the browser here where I opened Microsoft To Do. First of all, let me actually go to the Assigned to me view. Here, I can see some of the Planner tasks that were assigned to me from the Event Plan. So really, it's that recreating to do's that already exist in other systems. It aggregates them for me, which is kind of cool because I don't have to go to Planner I could just go to Microsoft To Do if I'm an individual worker where I can go to Planner if I want to see

the overall view on the project. Also if I go under Flagged email, I can see all of the emails that I flagged in Outlook. By default, I have a task list called My Day. What I love about My Day is that I log in every morning, I have My Day here, you can see the date, and I can see all of the things that I have to do that are either Flagged Emails or from Planner and then I can say, you know what, this I need to do today. So I'm really taking the tasks from all of my systems, and I'm building out My Day agenda. When I'm done, I can mark it as Completed, and this will mark it as completed in Planner, for example, so it will get that done as well. You can always create your own list as well and add different tasks to it. So it can become your personal task list where you create your own lists that are personal to you, but it's also an aggregator from everywhere else in Microsoft 365. And you also have a mobile application for it. This way, you can see everything on the go. This is it for this quick demo of Microsoft To Do. Now let's head back to the slides and talk about Microsoft Project.

## Microsoft Project

Our third task management tool in Microsoft 365 is Microsoft Project. Microsoft Project is really positioned as a complete project management tool for bigger projects that require more advanced planning and statistics. It's really positioned as a tool for medium and large projects in which more people are working on more tasks, and you need more features in order to properly plan your projects. Let's talk about some of those features that really make Project better for bigger projects. One of the most popular ones is the timeline view or Gantt chart, which shows the dependency relationship between activities and current project status. This of course means that we can have subtasks and dependent tasks in Project. Another Project feature is resource management, which basically allows you to, let's say, reserve Vlad for 30 hours of work in a certain week for a task, and then that means another project manager cannot reserve Vlad for another 20 hours that same week because that would mean Vlad doesn't have enough hours for both projects. By implementing resource planning and management, you make sure that resources are locked in, and your project plan takes into account all of the other things that a resource is working on, and therefore, increasing

the on-time performance. Project can also include timesheet functionality, allowing your employees to submit their timesheets, as well as cross-project reports so you can really create reports that tell you the full picture of your enterprise projects. In Microsoft 365, Project offers two different experiences with two different features sets. The first one is called Project for the web, and it's a newer offering inside the portfolio, and it's actually fully built on the Microsoft Power platform, which is quite amazing. The second offering is Project Online, which also includes the Project Online desktop, client, which is the project management solution Microsoft has offered for over a decade, both on-premises and in the cloud, and still today is the option with the most features. Also something that is important to know is that Project requires extra licensing, the cheapest plan currently being \$10 per user per month, all the way up to \$55 per user per month. Those prices might of course change, but you can always check the latest prices at the link at the bottom of the slides. So, when do we use each one? Here's what Microsoft has to say, and this is a direct quote taken from a support page which covers this question. Planner will remain the right starting point for individuals and teams collaborating on tasks. Project for the web offers the perfect "grow-up" tool for individuals and teams using Planner who find that they need things such as a grid view, dependencies, scheduling, and the timeline (Gantt) view. If you want to see the full comparison, Microsoft actually has a nice table that shows the differences between Planner, Project for the web, as well as Project Online, and you can find it at the link in the slides, this way you see the most up-to-date version. And remember, you can download the slides from the exercise files of this tab, this way, you can easily copy/paste the link.

## Module Conclusion

To finish off this module, let's review what we have learned. In this module, we have learned about the task and work management solutions in Microsoft 365, starting with Microsoft Planner, a Kanban style task management tool in Microsoft 365 that allows you to easily create and assign tasks to users, part of your team, and it also provides built-in analytics to keep you up to date on the status of

everything. Next up, we have talked about Microsoft To-Do, which is your personal task list in Microsoft 365, not only it allows you to create your own lists, but you can also aggregate tasks assigned to you from other products such as Planner and your flagged emails in Outlook. Last but not least, we talked about Microsoft Project, which is really the complete project management tool with the most advanced features, but it does require extra licensing, which might be worth it for all of the great features that it has to make sure that your projects are on time and on budget. This is it for this module on task management in Microsoft 365. Up next, we will learn about collecting information with Microsoft Forms.

## Collect Information with Microsoft Forms

### Introduction to Microsoft Forms

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn about Microsoft Forms, a tool that helps us collect information. Microsoft Forms is a tool that allows you to create forms, such as a survey or a quiz, with multiple types of questions. What makes it really easy again is that you have so many types of questions built in, not only text, but also rating, order, multiple choice, so it's easy to create the survey and then publish it. You can also implement more advanced things, such as branching, so you can add logic and only show certain questions depending on the answers that were done previously. Microsoft Forms has a ton of different options to help you customize the experience starting by who can fill out this form. It could be anyone in the world that has the link, or it could be only people from your company, and even then, you can make it anonymous. This way, you can do an anonymous survey inside your organization, so you can say, hey, only people in my organization can answer this, keep it anonymous, but still keep it at maximum one answer per person. This way, we don't have somebody that fills out the form 10 times and skews the results. You also have multiple options for responses, such as setting a start and end date, setting a maximum time duration to answer the form, which is really great for quizzes, as well

as shuffle the questions, which, again, really great for quizzes. This way, you don't have anybody looking at their friend's screen to see what they answered. Well, it's a lot harder to do when the questions are shuffled. What also makes Forms easy to use is that you can view the results as soon as answers are submitted, and Microsoft Forms will really aggregate them using a nice graph so you can have a feel for the results at first glance, and, of course, you can also view the individual results. If you want to have more advanced analytics, you can even export them to Excel and then you can run Power BI on them or even Excel's own Business intelligence tools. This way, you can really get more advanced analytics.

## Demo: Microsoft Forms in Action

Great, now that we have seen the theory, let's head over to the lab and check out Microsoft Forms in action. We are now in the lab environment, let me open up the browser here where I'm in Microsoft Forms and I just navigated here from the app launcher. From the top left, I can either create a new form or if I take a look at the options, I can also create a new quiz. Let me go and create a new form over here. First thing it will ask me is the name. So let me enter a name here. We will create an Event Satisfaction Survey. Something you'll notice as I enter the title, Microsoft Forms will use its machine learning to actually suggest me some questions, which is kind of cool. I can simply add all of them and then already have a form set up. And while I'm not really a fan of the order in which it added them, I can simply go in and just drag and drop them like this. Of course, depending on the form you create, you might not have all the questions that you want, so, you can simply go in, let's add new here, and let's take a look at the type of questions you have. We have a Choice, so like this one here. We have a Text as well. We can say it's a long answer or a short answer, is it required or not. We also have a Rating type of question, so I can say okay, how much did you enjoy the event? Do you want 5, 10, 7 stars, how many do you want to have? Do you want a star? Do you want to have thumbs up? Do you want to have smiley face or hearts? Again, you really have a ton of options in order to make it beautiful and easy, which is what I really love about Microsoft Forms. I can also

add more advanced things. For example, let me add a question here, what was your most favorite part of the event? And here let's put option one will be The food of course, option two will be The speakers, and option three will be The location. I can always preview it and if I want to know what my option, what my question was, how it looks like for the user, you can see here how users can rank it and really put it which one was their favorite in order. I can also have the preview on a mobile device if I want to. So really, really easy to create them. Then after that, if I go into the Settings, I can decide who can fill out this form. I can make it that anyone can respond, only people in my organization, and then do I want to record a name or not? So, do I want to make it anonymous? Let's say we will do Anyone can respond. After that, I can set do I want this form to accept responses? Yes, I do right now. Do I want a start date and an end date? No, let's just leave it open. I can also set a time duration, so what is the maximum amount of time I give to a user. To answer this, would I want to shuffle the questions, for example, and then if I do that, do I want to lock some of them? For example, maybe your name and email address will always be at the top, but shuffle the rest. So, I can do that as well. Do I want to show the progress bar? But this only works if I have multiple pages, which you can do as well with Forms, and do you want to customize the thank you message? Great. Now if we go click on Collect responses, I can simply copy/paste the URL. Okay, so we have copied it. I can also shorten it if I want to, this way it's a bit shorter, let's actually go try it out and answer it. We said everybody can answer, so we can put it incognito and you see I'm not logged into 365, but I still have access to it. Let's start answering what did you like least about the event. I put here There should have been more desserts, which is always a valid complaint. How likely are you to recommend this event to a friend or colleague? Let's put five. Do you have any suggestions for us to improve future events? Let me type in something, Have more desserts, always a good idea to improve the event. What did you like most about the event? The speakers and content. How satisfied were you? Let's put Extremely satisfied. How friendly was the staff? Let's put Very friendly. Was this your first time to attend one of our events? No. Prior to the event, how much of the information that you needed did you get? Let's do All of the information. Again, we added all of the questions that Microsoft Forms suggested. Some of them look like copies and that's why you should



maybe look more before you send the link to your colleagues to make sure they're in the right order and you don't have any duplicates like we have now. The machine learning and artificial intelligence can really help us, but also needs a bit of manual work in the end, let's put Somewhat satisfied here. The speakers, the food, the location, that will be the order. Now let me click on Submit, and of course, right now the message is Your response was submitted. Well we could have customized that as well. Now if I close this and I go to the answers here, you can see right now I only have one answer, the one that I did. It took 1 minute and 49 seconds to complete. And, as more people fill out this form, one of the cool things with Forms is that it will update live, and there we go, another answer just came in, you see my average time to complete went up. And directly from here I really have a nice overview of what happened. So, what did you least like about the event? There should have been more desserts, there was no Q and A. How likely are you to recommend this event to a friend or colleague? You see this was an NPS type of question, a net promoter score. Right now I have one promoter, zero passives, and one detractor, so, we're at 0. Let's take a look at another one here. How satisfied were you to the event? One extremely satisfied, one very satisfied. How friendly was the staff? Was this your first time to attend one of our events? Everybody said no. So you really have some nice graphs and analytics to allow you to quickly view the answers, but you can always go to View results, and then see one by one what did everybody answer. This is it for Microsoft Forms, a tool that makes it easy for us to collect information or create quizzes. Now that we've seen it in action, let's head back to the slides and finish off this module.

## Module Conclusion

To finish off this module, let's review what we have learned. This module was all about Microsoft Forms, a tool to collect information inside Microsoft 365, which is very useful to create forms, surveys, or quizzes for a variety of use cases. Microsoft Forms has multiple settings on who can submit answers to allow to select the right audience, as well as multiple features to adapt your form to your needs. For example, setting a start date and end date to only capture data during a

campaign or setting a time limit and shuffling questions for a quiz. Microsoft Forms also has some amazingly easy to use live analytics to help you easily consume data with the possibility of exporting them to Excel if you ever want to do advanced analytics or even put the data in another system. This is it for this module on Microsoft Forms. Up next, we will talk about a tool that lets us create stories and share information called Microsoft Sway.

## Tell Your Story with Microsoft Sway

### Introduction to Microsoft Sway

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn about Microsoft Sway, a tool that allows you to create visually striking newsletters, presentations, and documentation in minutes. Microsoft Sway is a web-based tool to create presentations or newsletters. You can have multiple sections, and for each section, you can add text, images, imbed documents, or Power BI reports. You can also have creative animations and more. It's really easy to use, and it's a great alternative to PowerPoint when you want to present content. Something else that is pretty cool is you can even start a Sway from existing content. You have two options. You can simply type in a topic and then Sway will go on Wikipedia, take the highlights, and create that Sway for you. Or you can start from an existing document. Microsoft also gives you quite a few templates, so you can get started on a Sway starting from a template created by Microsoft. And you only add your content, and then it will already look beautiful.

### Demo: Microsoft Sway in Action

We talked about the theory, but Microsoft Sway is a tool that is best seen in action, so let's head over to the lab and check it out. I'm now in the lab environment. Let me open up the browser where I'm back in the Microsoft 365 user portal. Let me go to my Apps here, and let's open up Microsoft Sway. By default, it will still leave you in office.com, but from here, you will be able to start a blank

Sway, start from a document, or from one of the many templates. You can go click on more templates, and then you can see a bunch of different templates that Microsoft provides, as well as all your recent Sways and your favorites. If you scroll at the bottom, you will see all of the different featured Sways that Microsoft gives as an example. So let's click on Contoso Sales Training for an example, and we can browse this Sway here using either our keyboard or our mouse. So as you can see, it's really a presentation tool that is different from PowerPoint. You have a nice timeline view as well. Another way to interact with Sway, if we go to All Sways here, it will bring us to [sway.office.com](https://sway.office.com). So this is really we are in the Sway application. What I will do now is I will start from a topic, and remember, this is actually powered by Wikipedia, and what I will do is and let me zoom in a tiny bit here, I'll say, hey Sway, create me a presentation on George Washington, which is the first president of the United States. Let's click on Create outline and watch the magic happen. It will take a few seconds, and let's see if Sway did a good job for me, and believe me, I wish this was something that I had available to me in school. It would have saved me quite a bit of time. Now, let's go click on Play. Let's see what it created, and again, I did not change anything. It created us a nice title slide with an image in the back. Let's go and go to the next part. Let's see, if we scroll down here, we have some information about the early life. Awesome. Again, all of it comes from Wikipedia, about the military career, we even have some pictures that we can then click on in order to maximize. So, as you can see, it really created a presentation for me based on Wikipedia, with all of the different categories from Wikipedia, and this can be a really great way for you to try out Sway and create a presentation based on an existing topic. This is it for Microsoft Sway, a presentation tool that can be a great alternative to PowerPoint for an internal newsletter, for a how-to, and it also allows you to really embed multiple types of content. So if I click on + here, I can add headings, I can add media such as an image or a video, I can decide how my animations are done and things like that. This is it for Sway. Now let's head back to the slides and finish off this module.

## Module Conclusion

To finish off this module, let's review what we have learned. This module was about Microsoft Sway, a web-based tool to create presentations or newsletters and easily share them with others. It enables you to embed multiple types of content from you creating your own text, to tweets, and Power BI reports. Microsoft also offers multiple templates to get you started, but you can even start from existing content, whether that is a document or simply a topic on the internet. This is it for this module. Up next, we will learn about one of the most loved products in the Microsoft 365 suite, which is Microsoft Teams.

## Chat, Meetings, and Voice with Microsoft Teams

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn about one of the most-loved tools in Microsoft 365, Microsoft Teams. In this module, we will talk about the features of Microsoft Teams, and we will focus on the three aspects that Microsoft Teams can help us with our productivity and communications. Those are the Microsoft Teams collaboration features, the different meeting features, as well as the voice functionality in Microsoft Teams. By the end of this module, you'll be able to describe the collaboration workloads of Microsoft Teams and the value they provide.

### Introduction to Microsoft Teams

So let's start introducing Microsoft Teams. Microsoft Teams is the hub for teamwork inside Microsoft 365, whether that is synchronous or asynchronous communication and collaboration. In Microsoft Teams, you can create multiple teams, and each team has different types of channels. And of course you can create multiple channels to help you organize conversations and files. You can chat inside the different types of channels, as well as create 1:1 or 1 to many chats inside teams. You're not limited to text chat, either. You can send images, gifs, and memes, as well as files. Talking about

files, Microsoft Teams enables you to work on files directly from Teams. In fact, each Microsoft Teams team is backed by a SharePoint site for storage and you can view the files directly from Teams, enabling you to work on documents without ever quitting Microsoft Teams.

Furthermore, Teams also gives you access to OneDrive for Business documents so you can view them and work on them. And the best part of Microsoft Teams is that it's customizable for each team. Each team can have its own channels for the topics that matter, different tabs and apps for pertinent information for that team, as well as connectors and integrations. This flexibility really empowers each team to do their best work in a solution that is adapted to their needs. Now let's talk about meetings and events. With Microsoft Teams, you can create live video meetings where everyone can see each other talk and collaborate, but that's not the only type of meeting that you can do. Another type of meeting can be webinars, where you create a nice registration page and then only have the presenters that are able to share their screen in one, and you can even have a moderated Q & A. Finally, we have live events, which are perfect for town halls inside organizations, which can even support up to 100,000 attendees. With live events, you can integrate professional cameras, overlays, and really have a dedicated production crew to make sure that your content looks awesome. We also have many different calling functionalities in Microsoft Teams, from simply talking with voiceover IP on your device to even being connected via PSTN. Microsoft Teams even offers multiple calling plans from domestic to international to pay-as-you-go, so you can call phone numbers directly from Microsoft Teams on your device or from one of the many certified Microsoft Teams devices that have native integration with Teams. We also have Microsoft Teams rooms, a meeting room solution that can facilitate hybrid work by having dedicated Microsoft Teams certified devices to transform any room into a collaborative environment for everyone, whether they are in the room or remote.

## Demo: Microsoft Teams in Action

Now that we have seen the theory, let's head over to the lab and check out Microsoft Teams in action. We are now in the lab environment. Let me open up the user portal over here, and let's go to Microsoft Teams. Microsoft Teams is the hub for teamwork in Microsoft 365, and we're actually going to get started by covering the asynchronous communication part. One of the cool things with Microsoft Teams is I can have different teams. So as we can see right now, I'm part of the Digital Initiative Public Relations Team, the US Sales Team, the Mark 8 Project Team, the Sales and Marketing Team, and so on. Each team can have its own channels. Some of them might only have one channel, the General channel, some of them might have more channels, so each team is customizable to fit the needs of whatever you're working on. Inside each channel, we can create conversations, so here we see that Megan has posted, Just confirmed that the prototype outdoor test went perfectly. We can expect to begin production sometime in Q2. As we can see, we can have reactions, and we have quite a few reactions we can do. Let me love the message, for example. I can then also reply. I can reply in text by saying, Yay, that's awesome! Or, I can be a bit more fun and go reply by a GIF. Let's search for awesome here, and let's take this one here that just says AWESOME! So we can have some fun inside Microsoft Teams as well. Beautiful thing is that those chats are asynchronous, so once somebody creates a message, it's a persistent chat that remains there. So even if I go away for a week, I can always come back and see what happened. So that is pretty cool. We also talked about being able to work on documents. You can see that Vanessa here has actually uploaded a Word document and an Excel document. I can click on the Word document. I can see it directly in the browser, or I can also edit it, so I can go in and fully edit the document. If I want to, I can also check out the conversation that is happening. This way, I have the document on the side, and then I see all of the different things that have been said in the conversation. So we really have a super-tight integration between files and Microsoft Teams. We don't even need to quit Microsoft Teams to work on files. We can also integrate many other apps and services from Microsoft 365 directly in Teams. For example, if I go here to the Mark 8 Project Plan, I can see the Planner plan in here. And if I want, I can even start a conversation and ask some questions around this plan. But I can have access to Planner plans, I can also see a Power BI report, for example, that

my team has created. So even if this report is made in the Power Platform in a completely different service, we can customize our team to bring data from really everywhere from our tenant or even third-party services. This way, Teams can be the central hub where I work because all of the data can be consumed from here. Also I can go and check out all the Files, for example, because behind every Microsoft Teams team, there is a SharePoint site, and as we can see, I have all the files stored in here. I can always, if I want to, just go and open it in SharePoint. If I want to work on those files from SharePoint, I could also add the shortcut to OneDrive. Maybe, I will go for a trip, I need to work on those files offline during the flight, so I can really see the files from this Teams channel in my OneDrive for Business. That's the beauty of Microsoft Teams, it's so well integrated with the rest of Microsoft 365. Microsoft Teams also have an extensive app store with a lot of different tools by Microsoft, so being able to bring, for example, Power BI, being able to bring Power Automate, Forms, Viva modules, that we will talk about soon, and a ton of different third-party products in here as well. There are hundreds of apps in Microsoft Teams. Okay, so other than chat and Apps, what do we got? We also have the Chat. So I can create a chat with, for example, only Vanessa Le, or I can add other people here, like, say, I will add Debra as well and have a quick chat. So I can say, for example, hey, I am looking for your feedback on some locations we should rent to announce the Mark 8 project publicly! Let's keep the initial research between us for now! So, right now, this chat is only with me, Debra, and Vanessa. So you can have chats outside of the created teams, so really one to one, like me and Vanessa over here, or one to many. You can, of course, share files as well in the Chat, so you're not limited to only doing that in the team, you can do that in the Chat as well. So we talked about Teams, we talked about Chats, we also have full integration with our Outlook Calendar. If I want to, I can even join a meeting directly from here. That's awesome. Talking about meetings, I can create meetings. We talked about three types of meetings in the slides. A meeting, like the normal ones you have with your colleagues on projects. A webinar, let's say we have a webinar on the Mark 8 Project Preview here, and I can even go and customize the registration form and add speakers, for example, upload an image, and really decide what fields somebody needs to submit before they're able to register for the event. So really, Microsoft Teams has that full

registration page and functionality for public webinars. And again, I can also create, let me close this, we will discard this webinar, I can also create a live event. Maybe I want to have a town hall with all of my employees and then I can have this live event. So lots of different meeting functionalities. And we can join via phone, or we can also join via the browser, via mobile phones, or any app that really has an internet connection. Let's discard changes. Last thing I want to show you is the calling functionality. Depending on what plan you have, you might be limited to only calling your colleagues or other Teams users from other companies via Microsoft Teams and Voice-over IP. However, if your company has a Domestic and International Call Plan, you can even call phone numbers. So if you want to call a client or you want to call anybody, just put in their phone number, and you're able to call them from Microsoft Teams. This is it for this quick demo of Microsoft Teams, which is a really awesome tool in Microsoft 365, and it's designed to be the hub for teamwork because you have access to bring so many different apps for Microsoft 365, embed them inside your teams and channels. This way, a user doesn't even need to quit Teams in order to get all their work done and access all of the information they need. Now let's head back to the slides and finish off this module.

## Module Conclusion

To finish off this module, let's review what we have learned. This module was all about Microsoft Teams, which is really positioned as the hub for teamwork inside Microsoft 365. We have talked about the different Microsoft Teams collaboration features, such as chatting inside a channel part of a team, as well as one-to-one or one-to-many chats. We have also talked about the different types of meetings you can organize with Microsoft Teams, ranging from a normal collaborative meeting where everyone can share, to webinars, where you can create a good-looking registration page and have a moderated Q and A. And we also talked about live events, which are great for town halls where you can keep up to 100,000 attendees in the loop. Finally, we talked about the voice features for Microsoft Teams and how you can use your device and Voice over IP to call somebody, to having a Microsoft Teams calling plan to call domestic or international phone numbers. And we even talked



about Microsoft Teams Rooms, which allows you to turn any room into a collaboration workspace for both on-premises and remote workers. This is it for this module on Microsoft Teams, but we're not done seeing Teams yet, as up next, we will learn about the suite of products that actually runs on top of Microsoft Teams, which is called Microsoft Viva.

## Improve Your Employee Experience with Microsoft Viva

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn about Microsoft's employee experience suite, Microsoft Viva. We will start this module by taking a look at what Microsoft Viva is as a platform and then dive deeper into each one of the six modules to learn exactly how it can help us in our day-to-day life. By the end of this module, you will understand the role of Microsoft Viva inside the Microsoft 365 stack.

### Introduction to Microsoft Viva

Let's start by doing an introduction to Microsoft Viva, and let me start with a definition from Microsoft. Microsoft Viva is an employee experience platform that brings together communications, knowledge, learning, resources, and insights in the flow of work. Powered by Microsoft 365 and experienced through Microsoft Teams, Viva fosters a culture that empowers people and teams to be their best from anywhere. Now the first question you might have as soon as you read this is, Vlad, what exactly is an employee experience platform? While there are many definitions and everyone has a different way of explaining it, I have to say I really love this article by Josh Bersin in which he describes it as, Employee Experience is a company-wide initiative to help employees stay productive, healthy, engaged, and on track. At its core, employee experience is all about delivering an easy-to-use platform of tools that makes work productive. I added the link to the article here, and if you want to learn more about the evolution of the digital workplace to employees experience, I

really encourage you to go read that article. Okay, now let's get back to Microsoft Viva. Microsoft Viva is a suite of six different modules that make up the product, Viva Insights, Viva Topics, Viva Connections, Viva Learning, Viva Goals, and Viva Engage. While they are in the same suite, they are different products that are separate from one another. Before we go into all the different modules, I did want to point out that most Microsoft Viva modules do require extra licensing. You see some of the licensing in the screenshot here on the right; however, as we will focus on the products and not the price, I highly encourage you to go check out the latest information on pricing at the link in the slides.

## Viva Insights

Now that we have done an overview of Viva as a whole, let's dive deeper into each one of the modules and learn what they do, and we'll start with Viva Insights. Viva Insights is a collection of features and tools that provides you with the insights about your workplace, with the main goal of using those data-driven insights to improve productivity, employee wellbeing, as well as financial decisions. There are three types of dashboards, all giving different information to different audiences. The first one is Personal Insights, which every user has access to and this provides insights around your own productivity and wellbeing. This is really personal to you. Only you can see it, and it's meant to give you a better employee experience. You might also have initiatives, such as inviting you to book focus time, learning time, or even meditation sessions with the Headspace integration. Next up, we have the Manager Insights, which are insights for people who manage teams. You will see different dashboards and programs, such as making sure you have frequent one-on-ones with your team members, ideas such as setting up a shared no-meeting day with your team, as well as anonymized statistics on your team's productivity. Lastly, we have Organizational Insights, which are for enterprise leaders who can have high-level insights array around organizational resilience, employee engagement, organizational agility, and more. Now that we have seen the theory, let's head over in the lab and check out Viva Insights in action. I'm now in the lab

environment. Let me open up the browser here where I am in Microsoft Teams, and let's go to Viva Insights. By default, it will open up on the Home tab, which is really a bit of everything, depending on your permissions. Because remember, not everyone will have access to the Teamwork work habits and Organization trends. Teamwork habits are only if you're a manager, and organization trends, you need specific permissions given by your admin. But if you have them at the home page, you will really see kind of a bit of everything. Let's take a look at Stay connected, first of all, from a tab. Here, you will see all of the different things that you might have asked people or people have asked of you, and then you haven't answered. For example, I know that I asked Lukas here for something about a direct email, but I never got a reply. That's maybe something I should follow up on. This has come in super useful for me as sometimes I forget to answer something to other people. It will show up in here as, hey, Vlad, somebody asked you a question three days ago; you haven't answered yet. And it will automatically connect to Outlook and see that I haven't answered. I can also send praises to my colleagues in Microsoft Teams. Maybe somebody helped me on a project, or they did an amazing job on a sales presentation, I can send them praise to recognize them in front of everybody. I also have the Protect time. Here is where I can book time in my calendar, for focus, for example. This allows me to really free book time in my calendar based on my already there meeting. So if I have a meeting, it will not overlap it, but it allows me to book some time in my calendar to get work done. This makes sure that for the next week, or for the next two weeks, I still have some time to work and I'm not in meetings all day long. You can also configure it to book learning time, things like that. Then if we go to the Teamwork habits, as a manager, as you see here, this page will show me insights for your 14 team members. First of all, I can see the one-on-one time. As you know, one-on-one time with your manager is super important. So I can see when was the last 1:1 and the next one-on-one with all of my team members. And as you can see right now, I don't have the next one scheduled with most of my team, so I should probably do a better job. Then, I see information about my no-meeting day. As you can see, me and my team have a no-meeting day every two weeks on Friday. I can create a plan to do it maybe every month, or every week if I want to. Then I have the Team meeting habits. You organized or were invited to 27 meetings with team members.

Then I can see different habits. I also have information about the quiet hours impact. Over the past 4 weeks, you sent email or chat messages to 6 out of 14 team members during their non-work hours. See, this is something that I can probably improve on as a manager because it's not good to contact your team members outside of their working hours; they might feel obligated to work. So it really gives insights into what I'm doing as a manager and helping me be a better manager in the end.

Then I have the Organization trends. In the Organization trends here, I see information about the whole company. So I can see that, for example, for meeting effectiveness, 42% of employees spend most of their meeting time in long or large meetings. I also have information on employee wellbeing. Twelve percent of employees are collaborating after hours for more than 3 hours each week. I can click on some of them and really get more details. And also, I can also see best practices provided by Microsoft. So really, Viva Insights is a tool that gives you the data into your organization and also gives you best practices on how to do a better job, but it's really important to remember that ultimately it's really up to you as a manager or organizational leader to use this data to create better practices. Other useful features of Viva Insights are the Inspiration library where I can have articles from Harvard Business Review, from Microsoft, and from other really known sites about employee wellbeing. That is pretty awesome. If I scroll down here, I can also have meditation, so if you want to, you can actually have access to meditation by Headspace, and you have quite a few different options and exercises. Finally, there is also an email part of it. Let me go to Outlook over here, and there are two kinds of emails that you will get from Viva Insights. First of all, you will get your daily briefing, in which, again, you have the opportunity to book time directly from email for focus time, catch up on messages, take a break, and learning. You can see this time I booked 2 hours of learning on Thursday. Every week you get this, and basically it will say, hey, looks like you haven't scheduled learning time for next week. You have 2 hours free on Thursday; do you want to book that time? You simply click Book, and then it's done without quitting email. You also have a digest email where you have, again, information about work habits. Same information as in the Teams app, but really summarized in an email. This is it for Viva Insights. Now that we have seen this, let's go back to the slides and learn about Viva Learning.

## Viva Learning

Next up on our list of Viva modules is Viva Learning, a tool that makes it easy for users to discover and consume training resources directly in Microsoft Teams. Viva Learning is a centralized location directly in Microsoft Teams where users can go to consume learning content. The content is aggregated from multiple learning providers such as Microsoft Learn, Pluralsight, and even different learning management systems such as Cornerstone OnDemand, or SAP SuccessFactors. You can even add custom training from SharePoint, for example, and many more. This allows users to consume training from multiple sources directly in Microsoft Teams. Viva Learning can also serve as a light learning management system for your organization. Managers can recommend courses to employees, as well as track completion of those courses. It's not automatic as it would be with a real learning management system, but as the completion really only depends on the user marking it as complete, but if a company doesn't have anything, this can be very useful. Viva Learning can also be deployed inside a Teams channel for in-context recommendations. Let's say, somebody asks a question into a channel. Well, you can directly recommend courses in that conversation. Now that we have talked about the theory, let's head over to the lab and check out Viva Learning in action. We're now in the lab environment. Let me open up the browser here, and let's go to Viva Learning directly in Microsoft Teams. By default, you can have certain saved interests. So here, as you can see on this user, my interests are cloud computing, Microsoft 365, Microsoft Teams, and OneNote. On the homepage of Viva Learning, Viva will show me all of the different recent courses based on my interests. So you can see here, I have Microsoft 365 Cloud Concepts from Pluralsight, which is one of the providers that has been configured for my organization. I can also see courses based on my interests. So you can see here, I have Cloud Computing, Microsoft 365, Microsoft Teams, and OneNote, but I can also go and see all the courses by providers, for example. Let's take a look at what we have configured in this tenant. I have Saba, I have Go1, I have Coursera, I have eDX, Infosec, the Josh Bersin Academy, Pluralsight, of course, which I might be a bit biased, but it's the best. We also have LinkedIn Learning, as well as Microsoft 365 Training and Microsoft Learn from

Microsoft. So as you can see, we have so many different providers, and you can even have more. If I take a look at what you can configure as an admin, some of the ones that are not configured here are Cornerstone OnDemand, EdCast. We also have OpenSesame as an example, and you can see they have all been configured, but we also have Skillsoft, Udacity, Udemy, and again, you can always have content on SharePoint to have your own custom training content on there. We have mentioned it being a learning management system as well. I can go on this course and, for example, go on Recommend and then recommend it to Dale over here and say, hey, you know what, this is due by the end of the month, and let's say, this is an amazing course that will help you with the MS-900 exam, and then recommend it. I can see all of the different recommendations I did and see if they actually completed it. And under My Learning, something that is cool is that for some learning providers, you can even listen to the courses directly without quitting Teams, but for some of them, you will still be able to go directly to that course page in the different learning provider. So for example, if I go here and search for Microsoft 365, as an example, I can then go filter by provider to, for example, if I want to see all of the different ones from Pluralsight, as an example. But you really aggregate content from all the different training sources directly in Microsoft Teams. The other part, which I wanted to show you is you can go on any conversation, let's go into Viva Learning, and then you can add the course. So let's search for Teams, for example. Somebody asked a question. I can select a course and then propose this course to the person saying, hey, here's the answer, but here's also a course that I recommend you watch in order for you to learn more about Microsoft Teams. This is it for Viva Learning, really a light learning management system and an aggregator of training content inside Microsoft Teams. Now let's head back to the slides and learn more about Viva topics.

## Viva Topics

Our next Viva module is Viva Topics, a product which aims to make it easier for companies to organize their knowledge by using the power of artificial intelligence and the Microsoft Graph. Viva

Topics uses artificial intelligence to analyze documents and content inside your organization's tenant in order to discover topics. Topics can be things such as projects, products, initiatives, and more. After it discovers those topics, it will create topic pages, which are a page that gathers all of the relevant people, documents, pages, and news on that topic, so you can really fully understand what that topic is. Topics are generated automatically, however, knowledge managers inside your company can curate them in order to increase the quality of the topics. Topics will also be highlighted in context as you can see on the image on the left. You will see this on SharePoint pages and news Outlook emails, Teams messages, and Microsoft is working on bringing this across Microsoft 365. This enables users to better understand the context and learn more about the specific topic that is mentioned directly in the flow of work without even needing to quit the app they're on and go in to search for something in the knowledge base. Now that we have seen the theory, let's go to the lab and check out Viva Topics in action. We are now in the lab environment. Let me open up the browser here where I'm in the Viva Topics Topics Center. As a knowledge manager, here I will be able to manage all of the different topics in my organization. You can see that some of them are published, so this was a topic that was discovered by Viva Topics or created by a user, manually curated, and published. But there are also quite a few of them that Viva Topics discovered on its own. Let's take a look at an example here. Let's go and take a look at U765. If we look at it, this is a suggested topic. So this is something that Viva Topics discovered on its own by looking at all the content in 365. We can see that the description it got, the U765, is a commercial cell phone that will help Teams impact profitability while reducing the workforce. Let's actually select it here, and let's confirm. This is an actual project that we're doing. This is a real topic as a knowledge manager. I want to confirm it, but let me go review and publish it before it's final. Okay, let me close this here. When you work on a topic, it's like any other SharePoint page. So you have quite a few extensibility options. First thing, you might want to add Alternate names. Is there another way that we call this project? Let's all just put U765 like this. So this might be a separate way of calling the same project. I can also update the Short description. You can see that right now, this description was automatically extracted from this document. I can either manually update it and say for example, This project will

be released in 2024, and now you can see it says that hey, this is now manually curated. It's not something that's automatically taken from a document anymore. I then have different people that contributed to resources for this topic. I can then pin some of them. This way, I basically confirm that they are indeed working on this project. So let's confirm Megan and Patti here, and I can even add a description if I want to, for example. And I can say Megan is the lead on the U765 project. So I can really confirm and validate that those people are actually working on this project. Same thing for files. You can see it actually managed to look through the files and find all of the files related to this topic. I can then pin some of them, for example, the Executive Summary, the Elevator Pitch, and let's also do the Datasheet here. Now when users will look at this topic, they will see those three files as the authoritative files for this topic. They have been confirmed by a knowledge manager. If I scroll down, I can do the same thing with the Sites. And I can also see related topics as well. And I can decide if I want to have comments on or off. Let's publish this. Now we have published our topic here, and this is how it would look like to users. Now, it might take a few hours to maybe a day, but from now on, whenever U765 is mentioned in news, Outlook messages, users will be able to go and it will automatically be highlighted like the CS-275 here, which is a topic mentioned in the news. And as a user, I can simply hover over it. I can view the details about it without ever quitting the page, which is awesome. And if I ever want to, I can always go and navigate to that topic page. But for me, the thing that really adds the more value is that I'm able to learn about it without ever quitting the context that I'm working on. I'm able to learn more about that topic. This is it for this demo of Viva Topics, really a tool that is able to use machine learning artificial intelligence to go through all of your digital estate, find topics, aggregate all of the required information, and then showcase it in the context of work to make your users more productive. Now, let's head back to the slides, and next up, we will learn about Viva Connections.

## Viva Connections



Our next Viva module is Viva Connections, a gateway to a modern employee experience designed to keep everyone engaged and informed. Viva Connections is, first of all, an app that allows you to bring your SharePoint-based intranet inside Microsoft Teams, making it easier for your employees to access your intranet and engage with all the content that is posted on your intranet. Furthermore, Viva Connections allows you to create the dashboard that's adapted to mobile interfaces. You can create cards that enable the user to consume information at a glance, as well as even interact with data such as requesting a day off. Microsoft Viva Connections comes with built-in cards, as well as an extensibility platform, allowing you to create your own integrations with line of business systems or even third-party systems, making Viva Connections the go-to place for employees. Now that we have seen the theory, let's head back to the lab and check out Viva Connections in action. We are now back in the lab environment. Let me open up the browser over here where I'm logged in Microsoft Teams. Let me go and open the Viva Connections app. Right now, in this demo environment, the app name is Viva Connections and it has the Viva Connections logo; however, you can actually customize it with your brand logo and the name of your intranet. So, it's something that is customizable, so it really fits your brand and communication strategy. Once in Viva Connections, I really have access to my SharePoint intranet. I have the navigation here at the top. And actually, if I click on the app name again, I have access to the SharePoint app bar or your global navigation. So you have access to that as well, which is really, really cool. On the right side here, I have my Viva Connections Dashboard. If I would have logged in on a mobile device, the dashboard would have been my initial experience. And as you can see here, my Infinite Manager has created different cards for me where I can quickly consume information. You can see right now I currently have 11 days of time off, I can request some more, I have some links about the latest news, and I have integrations from third-party system such as the inventory update. So really, you can create cards that pull information from everywhere to keep everyone informed. And the best thing is that you can consume it from the Teams mobile app, from the Teams desktop app, or you can also go and see the same intranet directly in SharePoint because this is the SharePoint-based intranet after all. This is it for this quick demo of Viva Connections, an app that allows you to bring your intranet inside

Teams and extend it by making it easy to create the card-based dashboard to make it easier for employees to consume and interact with their most popular information. Now let's head back to the slides and learn about Viva Goals.

## Viva Goals

Our fifth viva module is Viva Goals, a goal setting and management solution that aligns teams to your organization's strategic priorities, driving results, and a thriving business. Viva Goals is an employee experience module that helps organizations manage deliverables and achieve their goals by using the OKR, or Objectives and Key Results framework. Now, what are OKRs? Objectives and Key Results are a goal-setting framework for creating alignment and focus and building a highly productive and engaged work culture to drive your business outcomes. The first thing we have are, of course, objectives. Objectives are simply what you and your team want to accomplish. What is your definition of success? Key results describe how you will measure your success in accomplishing those goals. Now, where this becomes more fun and transparent is that key results at one level become objectives at the next level. We really have a hierarchy to go from objective to key result, and then we have the project or initiatives that will help us achieve that key result. Viva Engage will really come in as an app that will help you manage OKRs in your organization in an easy and transparent way, but of course all the Enterprise features that you expect from Microsoft. Now that we know the theory behind Viva Goals, let's head over to the lab and check out Viva Goals in action. We are now in the lab environment. Let me open up the browser here where I'm in Microsoft Teams, and let's go in the Viva Goals app. By default, the first tab you will be on are My OKRs, which are your objectives and key results. At the top, you'll see all of your OKRs for the teams, like you see here at the top I have my marketing OKRs, and you can see that my key result here is the click-through rate on pre-sale campaign is 12.2%, and right now I am on track to hit that. However, I have two more down here that are not necessarily on track, and by default, those will be all of the objectives and key results that are owned by you. So we know this is an objective, and this

is a key result. I can also, for example, scroll down on this objective and then see the key results underneath and see who is responsible of each one. Are they on track? How close are we to being complete? I can also have individual OKRs as well, and of course, by default I'll see if I'm behind, on schedule, or if they are hopefully complete. You can dive deeper into each one of them and really have the full view of what's happening. If I go to the top, what I really love about this is the Organization OKR. We talked about transparency, about understanding how does the work we do align to the company objectives. I can take a look at an example on the last company objective here. Publicly launch Mark 8 to establish an industry leadership. Then we can go drill down and see the key objectives. We can see the first one here, achieve 10,000 pre-orders by general availability. Then if we go lower, we can really drill through and see even what the lowest key results are, how overall they actually contribute to the bigger company objective, and by understanding how your goals align to the company's success, it's a great motivating factor to have that transparency built in. We also have a Chat tab over here where you have a Viva Goals chatbot you can interact with. And finally, one of the last features that I wanted to show you, which I really like, you also have a chart view here where you can see what are my Q3 2022 objectives, and, of course, I can quickly view the details, check in in order to provide an update, and see overall where I stand on the work that I need to do. This is it for Viva Goals, an employee experience app inside Microsoft Teams that help organizations that work with the OKR framework better manage their objectives and key results and provide transparency and ease of use to users. Now let's head back to the slides and talk about Viva Engage.

## Viva Engage

Our next module is Viva Engage. Viva Engage will be pretty easy to tell you about since we already covered Yammer, and Viva Engage is simply bringing the power of Yammer inside Microsoft Teams so users can interact with their enterprise social network from Microsoft Teams. Since we know most of the functionality already, let's go straight to the lab and check out Viva Engage in action. We are

back in the lab environment. Let me open up the browser here. I'm in Microsoft Teams, and let's go to Viva Engage. Here is where you will see Yammer, but embedded in Microsoft Teams. So I can see the latest conversation. I have access to my different communities, for example, the CEO Connection community; I can take a look at what's happening. I also have quick access to all the communities here on the right, and as some of the features that we talked about in the slides, but haven't been delivered yet, such as stories and the storyline become available, you will be able to consume them directly from Microsoft Teams. So this is it for Viva Engage. It's really since we have already covered Yammer, Viva Engage allows you to bridge the gap between Yammer and Microsoft Teams. So this is it for this demo. Let's head back to the slides and talk more about Microsoft Viva.

## Module Conclusion

Before finishing up this module, let's review what we have learned. We have started this module by introducing Microsoft Viva, an employee experience platform that is built on top of Microsoft 365 and experienced through Microsoft Teams. Microsoft Viva is currently made of six different modules, which are Viva Insights, Viva Topics, Viva Learning, Viva Connections, Viva Goals, as well as Viva Engage, and we have looked at each different module in action. Remember that most Microsoft Viva modules do require extra licensing and we have shared some resources where you can check the latest pricing. This is it for this module on Microsoft Viva. In the next module, we will learn about Microsoft 365 Apps, which many of you might know as Microsoft Office.

# Get Things Done with Microsoft 365 Apps

## Introduction to Microsoft 365 Apps

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will talk about a suite of apps that I use every day, and you might as well, and it's Microsoft 365 Apps. Microsoft 365 Apps is a set of applications that enable every user to create a variety of content from documents and resumes, to

presentations such as this one, in fact, to calculations and visualizations. Many of us, including myself, often still call it by its old name Microsoft Office, which was the name for over 20 years, but now it got rebranded to Microsoft 365 Apps. There are many apps included with Microsoft 365 Apps. Some of the most popular ones are PowerPoint, which allows you to create engaging presentations. We also have Word, which allows you to create and format documents, as well as Excel, which enables you to create spreadsheets, calculations, and visualizations for your data. Next up, we have OneNote, a product that is a bit less known, but it's a very powerful digital notebook that helps you organize your notes, tasks, either only for you or for your team. The Microsoft 365 Apps suite also includes Publisher, which allows you to create polished professional layouts and content, as well as Microsoft Access, which allows you to create databases for your apps and consume them easily. There are three other apps that are installed with Microsoft 365 Apps, which are Outlook, OneDrive for Business, and Microsoft Teams, but they are for specific Microsoft 365 services, and we have actually already covered all those three. One of the great things with Microsoft 365 Apps is that you can view and edit content, no matter what device you are on. You can use them in the browser, on your computer, whether that's a Windows or a Mac, as well as on mobile devices such as an Android and iOS. There is, however, a little limitation with Access and Publisher, as they can only be used on a Windows PC. You can install Microsoft 365 Apps from the Microsoft 365 User Portal. When you log in, you will have an Install Office button on the top right, and yes, that button still uses the Office naming, at least at the time of recording this course. There is a big chance that your IT team has pre-installed Microsoft 365 Apps on your main work device; however, you can use Microsoft 365 Apps on multiple devices for the same license. According to Microsoft licensing, an E3 license, which is one of the most common, with that you can use Microsoft 365 Apps on up to five desktop devices, so PCs or Macs, plus five tablets, plus five mobile devices for the same account, so that is quite awesome and enables you to work and be productive from anywhere.

**Demo: Microsoft 365 Apps**

Now that we have seen the theory, let's head over to the lab and check out Microsoft 365 Apps in action. We are now in the lab environment, and as you have probably used Microsoft 365 Apps already, I wanted to show you some of the cooler things that we can do now that we are in Microsoft 365. One of them is when you open up a client app, for example, PowerPoint over here, when you take a look at the Recent documents, one of the things I like is that since you're signed in with your Microsoft 365 account, you actually can see all of the latest documents that you have worked on, even if they're stored in SharePoint or OneDrive for Business. So, as you can see, for example, this PowerPoint file is stored in SharePoint in the PowerAutomateDemos site in the Shared Document library. I also have some documents that are stored in my OneDrive for Business, so you really have access to your documents wherever they are. Also, you don't only have the client apps. If I go back to my user portal, you will first of all notice the button here, Install Office. If you want to install Office really quickly, just select Office 365 Apps. This will download an OfficeSetup file here. Sometimes you miss it, like you see I clicked it a few times before I realized where it went because that's where downloads show up now. You just open it, and it will get the good version depending on whatever Windows version you're running on, so it will automatically detect what operating system you're running and download the good one for you. Also, on the left navigation, you have a Create button. From here, you can create different Office documents. So the really cool thing with Microsoft 365 Apps is that you can use them in the browser. So let me go here, for example, start a PowerPoint presentation, and then I have PowerPoint in the browser. I can add new slides, I have the Designer functionality, I can save it in SharePoint or OneDrive for Business. So that's the cool thing for me is that most of the time, especially when I work in SharePoint or OneDrive, you click on a document, it will open it up in the browser, it will be super fast, and then I might decide I need it offline. And it'll use OneDrive for Business to sync or just open it with the client app maybe, but you have the full fidelity app in online. Also, you can even have company templates. So you can see here, for example, I have two PowerPoint templates here, the Globomantics PowerPoint Template and an Infographic template. As an organization, you can have all of your Office templates, whether it's for Word, PowerPoint, Excel, things like that, and you're able to consume them either from the client

application that's installed or from the web, and you're able to start a document from the latest company template. This is it for this quick demo of Microsoft 365 Apps. Now let's head back to the slides and finish this module.

## Module Conclusion

To finish off this module, let's review what we have learned. This module was all about Microsoft 365 apps, a set of applications that enable users to create a variety of content from documents and resumes to presentations, such as this one, to calculations and visualizations. In this module, we have learned the different apps inside, such as PowerPoint, Word, Excel, OneNote, Publisher, and Access, as well as talked about some of the apps that are purpose-made for a Microsoft 365 service such as Outlook for email, OneDrive for Business for file synchronization, and Microsoft Teams for chats and collaboration. We also learned how you can instal Microsoft 365 apps on multiple devices. This way you can be productive wherever you work. This is it for this module on Microsoft 365 apps, but we are not done covering Microsoft 365 services yet as in the next module, we will talk about some of the smaller, but still mighty, Microsoft 365 services.

## Other Microsoft 365 Services

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. Throughout this course, we have already looked at a dozen of the main Microsoft 365 services in the suite, but there are many smaller ones which are left, and we will cover them in this module. There are six products we will look at in this module, Microsoft Stream, Microsoft Whiteboard, Microsoft Bookings, Microsoft Loop, Delve, and last, but not least, Microsoft 365 Search. By the end of this module, we will have done a tour of the different Microsoft 365 services that a user can find in Microsoft 365.

## Microsoft Stream

Let's start by talking about Microsoft Stream. Microsoft Stream is an Enterprise video service where people in your organization can upload, view, and share videos securely. You can share recordings of classes, meetings, presentations, training sessions, or other videos that aid your team's collaboration. At the time of recording this course, in September 2022, Microsoft Stream is on a journey of transformation. It was a dedicated app in Microsoft 365, but now it will actually be integrated with SharePoint and OneDrive for Business. The dedicated app is now referred to as Stream (Classic), while the new Stream is referred to as Stream (built on SharePoint). As your organization might be currently using both, we'll talk a bit about both of them. First, Stream (Classic) was really a dedicated video portal, allowing you to create groups and channels to organize your videos. Users could like and comment on your videos. It was really similar to a YouTube, but for Enterprise in Microsoft 365. Now, Microsoft did not announce any plans yet to retire the classic version of Stream, but it will happen in the future. The new Microsoft Stream, or Microsoft Stream (built on SharePoint), means that Microsoft will integrate all of the great functionality from Stream, but videos will be directly in SharePoint, and users will be able to play them directly in SharePoint, and it will make SharePoint that single location to manage all of your content because, after all, video is still content. Now that we have seen the theory, let's head over to the lab and check out Microsoft Stream in action. I'm currently in the lab environment. Let me open up the browser here where I'm in my beautiful SharePoint-based internet. If I scroll down a bit, you'll see I have a web part here with the trending videos. So really I can see all of the latest videos or the trending videos, I can roll them up on SharePoint, and they live on SharePoint, or in OneDrive for Business, as any other document. Let's click on one of them here. Let me pick this one, SharePoint 101. Let's click on it. As you can see in the URL, and I'll just pause the video for now, I am still inside SharePoint. However, if we take a look at the name at the top left, it's Microsoft Stream. So, while the videos are hosted in SharePoint, Stream becomes kind of the player, and all of the video functionality is bundled as Stream. I can have a description, a title, I can even decide, okay, do I have a thumbnail?



I can customize it. Do I want to have an about the video or not? Do you want to have a transcript? You can actually automatically generate the transcript from the video in multiple languages, so that is pretty awesome. And you can actually have it done automatically for Teams meetings. That's something that I always use. Let's say you'd have a Teams meeting. The video, the recording gets saved in SharePoint by default, and then Stream will automatically process the transcript. If I missed the meeting, and let's say I'm only interested about a few things, I would just go in the transcript here and I would search for what I'm interested in, Let's say here that I want to go in at, hey, this part is interesting for me. I can click on it. It will bring me to that part in the video, which for me is kind of cool. You can also have chapters in your videos. This is similar to the YouTube sections I'm sure you have seen in the past, and of course, you also have commenting, so you can comment as well. This is it for this quick demo of Microsoft Stream running on SharePoint, which is kind of the new Stream. Now let's head back to the slides and talk about Microsoft Whiteboard.

## Microsoft Whiteboard

Our next Microsoft 365 service is Microsoft Whiteboard. Whiteboard, as the name gives it away a bit, is a digital whiteboard app inside Microsoft 365. Whiteboard can be used either during Microsoft Teams meetings, but also as a standalone whiteboard. You can also invite others to collaborate, and everyone can see everything in real time, and you can easily add information as notes or reactions, you can embed documents and really make collaboration and brainstorming more fun and lively, even if you're working remotely. Now that we know what it is, let's head over to the lab and check out Whiteboard in action. We are now in the lab environment. Let me open up the browser here where I navigated to Whiteboard. Let me first of all click on here, let's create a new whiteboard, and you can either just draw something, for example, let me do a HEY! here. I'm really bad at this, that's why they never let me type on the whiteboard. And you can, of course, also erase if you make any mistakes like I did over here. Let's go, this looks a bit better. But what is also pretty cool is you can add notes, for example. So let me add an orange note grid over here. You don't have to draw everything by

hand, you can add reactions, for example. Let's add a thumbs up over here, let's add a clap over here, things like that. So it's not only about text and drawing. You have quite a few things you can add, and you also have some templates. For example, let's do here under Project planning, I have a Daily stand-up template. Let me add it over here. I can then zoom in on it. And with the template done, the team can fill in with text, for example, what's going in there. What happened yesterday? What's happening today? What are the blockers? So really, you have a whiteboard, but it's also more intelligent. It allows you to be more structured, even without having to do everything from scratch. So this is the standalone experience, but as we mentioned before, you can also share it inside a Microsoft Teams meeting and then everyone that is in the meeting has access to collaborate on that whiteboard. This is it for this quick demo of Microsoft Whiteboard, a digital whiteboard app that makes collaboration more fun for everybody that's in the room or remotely. Now let's head back to the slides and learn about Microsoft Bookings.

## Microsoft Bookings

Next up in our list of Microsoft 365 services, we have Microsoft Bookings. Microsoft Bookings is a service whose goal is to simplify the meeting or service booking process. You can create a calendar, add different services that you offer, you can even add a price. After that, you add the staff that can do that service, and then share the link with your clients. Once a client goes to the page, they will select the service, and then they will see the availability which is automatically dependent on that staff's Outlook calendar. This way there's never any double bookings. Personally, I also find it's a great way to schedule meetings. I have one for myself whenever I'm meeting with somebody, I have a calendar set up with either 30- or 60-minute options, and then I send them the link. They book it there, and the Team's invite is sent. You can even automatically configure a buffer time in between meetings so things aren't scheduled back-to-back. Now that we've talked about it, let's head over to the lab and check out Microsoft Bookings in action. We're now in the lab environment. Let me open up the browser here where I navigated to Microsoft Bookings. Let's go into the Microsoft 365 AMA

With IT calendar, but of course, you can have multiple calendars inside your tenant. Here, you can see, for example, the booking page where you can get the link, as well as customized time zone and branding. If we take a look at the staff, you can decide what are the staff, who are the employees that can do this service. You can add staff or remove staff. Afterwards, you have the services. Right now we have one service, a Microsoft 365 Ask Me Anything, and as you can see, it's a Teams meeting. I have the Teams meeting icon over there. But I can add a new service, I can add the name, I can say how long it is, is it 50 minutes, 1 hour, is it a Teams meeting or not? Do I want to add some buffer time, maybe, hey, 15 minutes before and 15 minutes after, for example. I can also set up a price. This way customers will know how much that service will cost. So really you can create your service booking schedule and customize it. After that, from a customer point of view, once you go to the URL, it will look something like this. Of course, you can brand it to look a bit different as well, but at the top, you'll see the different services. I only have one right now, and then I can select who do I want to book it with? Anybody? Or I can select, hey, I want to book it with Vlad. You see, because Vlad is busy on the 15th, there is no available time. It's automatically configured with Vlad's Outlook calendar. However, if I say do John Smith here, I'm able to select September 15th. I can then also add my details. Of course, as a company, you can decide what information you request before the service is booked, and after that, the calendar invites will be sent, and everything will be done for you. So, this is Microsoft Bookings, a way to simplify and automate the service booking process in Microsoft 365. Now let's head back over to the slides and learn about Microsoft Loop.

## Microsoft Loop

Next up in our list of tools is Microsoft Loop. Microsoft Loop is a flexible canvas that makes collaboration easy. You can create new content or embed existing content from across Microsoft 365 and work with multiple people at once. In the Loop app, you can organize everything in workspaces. You can also embed Loop components in other Microsoft 365 Apps such as Microsoft Teams. Loop

components include lists, tables, and notes. Now that we have seen the theory, let's head over to the lab and check out Microsoft Loop in action. We're back in the lab environment. Let me open up the browser here, and if you go to Microsoft Teams right now, open up a chat with anybody, you will see the Loop components at the bottom. For me right now, it's the fourth option. If I click on it, I can add a component here. It can be a bulleted list, a checklist, a numbered list, a paragraph, a table, or a task list. Of course, right now, I'm kind of alone in this chat so it doesn't look like fun. Let's add a bulleted list as an example, and then I have the flexible canvas that I can create. So, for example, I just added a few bullets over here, and then specific people with the link can edit, and by default, it will share it with Vanessa who can then work on it at the same time as me. A beautiful thing with Loop, even if I sent this message, I can go in and just add something over here, as you can see. So, even if the message has been sent, it's a flexible canvas that can evolve afterwards. So everybody that has access to it can contribute. The same thing for this task list, for example. I sent it a while ago, I can still go and update it, for example, to add Vanessa here as the Assigned to. You can always copy the link, and for that Loop component, just work on it natively without being in Microsoft Teams. You can see right now, it says that Vlad Catrinescu is over here because that's where I was in Microsoft Teams, but that can be a good example of co-authoring a Loop component. This is it for this quick demo of Loop, really a collaborative canvas that you can use in Microsoft Teams, as well as in other places in Microsoft 365. Now let's let's back to the slides and learn about Delve.

## Delve

Our next Microsoft 365 service is Delve. Delve is where you go to manage your Microsoft 365 profile, such as contact information, skills, and more. It's also where you go if you click on somebody's name in Microsoft 365. Delve is basically their profile card. It also gives you quick access to your most recent documents that you edited inside Microsoft 365, whether that's in SharePoint, OneDrive, or email attachments. You can also discover documents that the Microsoft AI thinks are relevant for you. Delve also contains an organizational chart, which is automatically

built-in based on the information in the user profile, and you can also click on users directly in the org chart to go check out their profile and then see the people above or under them in the org chart. Now that we have seen the theory, let's head over to the lab and check out Delve in action. We're back in the lab. Let me open up the browser here where I navigated to Delve. You will see Delve either in here in the App Launcher, or if you click on your picture from anywhere in 365 and you click on My Office profile, it will bring you to Delve. From here, you can update parts of your profile, such as your picture, for example, your birthday, your cell phone number, and other properties, depending how your admin has configured it. Also, you can see some of the things we have worked on, for example, the demos that we worked on previously, the Loop task list, the bullets, the Whiteboard, things like that. I modified them not that long ago, so I see them here. Also, I can see people that I've worked with recently, Vanessa Le, John Smith, as well as the organizational chart. You see here Vanessa is my boss, then it's Vlad, and then three people are reporting to Vlad Catrinescu. I can click on John, for example, here as an example. I can see a recent document that John Smith worked on, which I have access to, so permissions are not broken, but this is a document that John worked on that I have access to. And then, again, I see where John is in the organizational chart. This is it for this quick demo of Delve, really your profile in Microsoft 365. Now now let's head back to the slides and talk about Microsoft 365 Search.

## Microsoft 365 Search

Next up in our list of Microsoft 365 services is Microsoft 365 Search. Microsoft Search is the enterprise search experience that works across all Microsoft 365, and you can also use connectors to bring data from external systems in your search results, such as file shares or third-party systems such as Box, Atlassian, Google Drive, and more. You can consume Microsoft Search from any Microsoft 365 app. Something that's really interesting is that you can even get search results from your enterprise data in Bing, but only when logged in with your work account. So don't worry, nothing is public, but Bing can show your internal data at the same time, which can be very useful because

sometimes we search for things, but the knowledge might already be there inside the company. You can also customize your search experience with things such as acronyms, Bookmarks, Floor Plans, company Locations, Q&A, and more. Great. Now that we have covered the theory, let's head over to the lab and check out Microsoft 365 Search in action. We are now in the lab environment. Let me open up the browser. And first of all, Microsoft 365 Search can be accessed from any app. So you will notice at the top bar of Microsoft 365, you have a Search bar. I can, for example, search for a PowerPoint presentation, it will show it to me, and all of the search experience in Microsoft 365 is powered by Microsoft 365 Search. Also we talked about the Bing experience. I'm in Bing right now, and you can see I'm logged in with my work account. If I search for some slides, remember the PowerPoint file that I saw here? Well, take a look, I actually see it here in Bing. You can see I see the title last modified by Vlad Catrinescu. And I see it as a work result, so I can search for it and can open it directly from Bing. I can also search for people, so let me search for Vanessa Le as an example. And at the top, I have the work results here, where I can see the profile Overview, the Organization chart, Recent files, Groups, things like that. I can also always go to the WORK tab in Bing, and here I can search for example, Power Automate. And even if I'm in Bing, I'm in the WORK tab, where you need to be signed in in order to have access to your work results, but I have the full search experience that I can find content inside Bing, that is in Microsoft 365 because of the integration. This is it for this quick demo of Microsoft Search, the enterprise search engine in Microsoft 365. Now that we have seen it, let's head back to the slides and finish off this module.

## Module Conclusion

To finish off this module, let's review what we have learned. This module was focused on many smaller, but still mighty Microsoft 365 services. We first talked about Microsoft Stream, which is an enterprise video service inside Microsoft 365 and runs on SharePoint. Next up, we talked about Microsoft Whiteboard, the digital whiteboard app inside Microsoft 365. We also talked about Microsoft Bookings, an app that lets you create calendars to simplify the service booking process by

users and automatically offer availability based on your calendar. We also talked about Microsoft Loop, a flexible canvas that makes collaboration easy. We then introduced Delve, which is the main location to manage your Microsoft 365 profile. And last but not least, Microsoft 365 Search, the enterprise search service that works across all Microsoft 365 to help you find the content you need. This is it for this module. Up next, we will learn about the Microsoft 365 Admin center.

## Microsoft 365 Admin Center Overview

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will learn about the Microsoft 365 admin center. This module will be all about the Microsoft 365 admin center, and we will cover what is the purpose of this admin center, as well as some of the features that it provides to administrators. We will also talk about some of the other admin centers in Microsoft 365, as, yes, there is more than one. By the end of this module, you will be able to describe the capabilities of the Microsoft 365 admin center.

### The Microsoft 365 Admin Center

Let's start talking about the Microsoft 365 admin center. The Microsoft 365 admin center is the central location for managing Microsoft 365 for administrators, and you can access it via the web at [admin.microsoft.com](https://admin.microsoft.com). The Microsoft 365 admin center allows administrators to manage multiple parts of the service, such as user and roles, groups, licensing, open and manage support tickets, as well as view the tenant health. The admin center is also customizable. You can add different cards on the main view to see the information that is important for you. The left navigation is also customizable where you can only show your favorite categories by default. The Microsoft 365 admin center also acts as a gateway to all the other admin centers, as you can access all of them from here. While the Microsoft 365 admin center is the main one, there are many service-specific admin

centers for features such as Azure Active Directory, Power Platform, Exchange Online, SharePoint Online, Microsoft Teams, Microsoft 365 Search, and even more. Another useful feature of the Microsoft 365 admin center are the different reports you have to understand the usage of Microsoft 365 services inside your organization. You have two types of reports: first of all, usage reports, which really show you the statistics about the different Microsoft 365 services, as well as the Adoption Score, which reflects people and technology experience measurements and can be compared to benchmarks from organizations similar to yours. There is another type of analytics called Experience insights for Microsoft 365, but it's currently in preview at the time of recording this course in September 2022, and only for organizations with over 20,000 users. What this new Experience allows you to see is the feedback your users provide in-product to Microsoft, as well as the Net Promoter Score from in-product feedback. While my test tenant is far from the 20,000 users, and we won't be able to see it live, you can learn more about it at the link in the slides.

## Demo: The Microsoft 365 Admin Center in Action

Now that we have seen the theory, let's head over to the lab and check out the Microsoft 365 admin center in action. I'm now in the lab environment. Let me open up the browser over here, where I already navigated to the admin center. Remember that if you have the rights to the admin center, you can go to the user portal, and then from the app launcher, you will have the Admin icon here. If you do not, it means that you do not have the rights required to see the admin center, so the admin center is of course only for admins. So what can we do in the admin center? First of all, we can manage users. For example, here let me pick Alex Smith, which is the first one here. I can manage their username, email, I can manage their contact information, for example, such as the display name, job title, phone number, things like that. I can also go in and manage the licenses and apps, and really everything about the user. I can also manage Microsoft 365 groups and teams from here, have a quick view at all of them. I can also manage the different role assignments. We talked about having the rights to access the admin center. This is one of the locations where we can give them



from. Also, we talked about reports. In the Microsoft 365 admin center, we have the usage reports. So I can see the number of active users inside my tenant. Of course, this is a demo tenant, so the maximum we see over here is 2 or 3 active users. I can see how many active users I have, for example, on all the Microsoft 365 services from Exchange to OneDrive to SharePoint to Teams and Yammer. I can take a look after that per service, so I can see in the email activity we have 67 activities and let's see what the time is in the past 30 days. We can see in Teams we have 27 activities. I can see the number of files stored in OneDrive for Business, SharePoint, and more. So we really have quite a few details and reports on, is Microsoft 365 being used in our organization. We also have the Adoption Score. Right now you can see my organization's Adoption Score is 37%, which is not too good, but not too bad for a demo environment. We can see that right now my score is 221, but the peer benchmark is 379. I can then take a look at a breakdown of my score history, and where do I score the highest. What are all the different things I need to improve. We can take a look right now, in the Communication, 5% of people in my organization use two or more modes to communicate. If I click on it, I will get a breakdown on how to improve this, and I can even click on See the evidence, where I have a Microsoft study that explains to me how they calculate the score and how the recommendations they give me are backed up by science and by studies. Last thing for the admin center, we have mentioned that it's a gateway to all the other admin centers. Now, I'm a global admin of my tenant, so I have access to everything, and as you can see here, there are quite a few admin centers here from Yammer, Teams, Stream, SharePoint, Security, Search, Power Platform, Dynamics 365, Compliance, Azure AD, and more. So, really, the Microsoft 365 admin center is your go-to location to manage Microsoft 365 as a whole, as well as a gateway to all of the other, more specialized admin centers. This is it for this demo of the Microsoft 365 admin center. Now, let's head back to the slides and finish off this module.

## Module Conclusion

Before we finish this module, let's review what we have learned. This module was all about the Microsoft 365 admin center, the central location to manage many aspects of Microsoft 365 such as users and roles, groups, licensing, opening and managing support tickets, as well as viewing the tenant health. The Microsoft 365 admin center also includes usage reports to help you understand how your users are using Microsoft 365, as well as quick links to all the other admin centers that are dedicated for other services. This is it for this module on the Microsoft 365 admin center. Up next, we will learn about endpoint modernization and management in Microsoft 365.

## Endpoint Modernization and Management in Microsoft 365

### Module Introduction

Hello, and welcome to this Microsoft 365 Services and Concepts course. My name is Vlad Catrinescu, and I'll be your instructor for this course. In this module, we will talk about the endpoint modernization and management options in Microsoft 365. We will start by introducing the concept of Windows as a service and what Microsoft means by it. Next up, we will talk about two virtual desktop infrastructure solutions, Windows 365 and Azure Virtual Desktop. And finally, we will talk about Microsoft Endpoint Manager, a modern management tool to help you manage and secure your devices. By the end of this module, you'll be able to describe the endpoint modernization and management capabilities of Microsoft 365.

### Windows as a Service

Let's start by talking about the concept of Windows as a service. The objective of Windows as a service is designed to make life simpler for both users and IT professionals, and it's also designed to ensure a better and more stable user experience. So really, everybody wins. The first way to do this is that Microsoft has three service channels for Windows. Service channels are the first way to separate users into deployment groups for features and quality updates. The first service channel is the Windows Insider Program. The Windows Insider Program provides organizations with the

opportunity to test and provide feedback on features that will be shipped in the next feature update. So it's really recommended that a few users from maybe the IT department have their devices in the Windows Insider Program, this way they can gain experience with the features before they get delivered to the majority of users, which will be in the General Availability Channel. In this channel, you will get the feature updates yearly or as defined by Microsoft. Lastly, the Long-Term Servicing Channel is designed for specialist devices that don't run Office apps. For example, medical equipment or ATMs. This channel receives new features every two or three years. Another tool we have in our toolbelt are deployment rings. Deployment rings are a deployment method used to separate devices into a deployment timeline. With deployment rings, you can, for example, separate the General Availability Channel updates in three rings, the Preview ring in which you deploy this update to maybe the full IT department. You can then have the Limited ring where you deploy this to power users throughout the organization, preferably with different devices, for example. This way you get more feedback on how that update works on different kinds of devices. And finally, the Broad ring where you deploy it to the rest of the organization.

## Windows 365 and Azure Virtual Desktop

Next up, let's start talking about Windows 365 and Azure Virtual Desktop. I have mentioned before that they are both a virtual desktop infrastructure solution, but what exactly is that? Let's start with a quick definition. Virtual Desktop Infrastructure, or VDI, refers to the process of running a user desktop inside a virtual machine that lives on a server in the data center. It's a powerful form of desktop virtualization because it enables fully personalized desktops for each user with all the security and simplicity of centralized management. It's important to note that this definition uses the word data center, which in fact is flexible, as this data center could be both in the private cloud or in the public cloud like the two solutions we will talk about today. So what's the goal of desktop virtualization? The idea is that instead of shipping a company computer to each one of your users, especially now with remote work, your users can use any laptop computer or even tablet to connect

to their work computer in the cloud. You can select the specifications of the virtual desktop to be very powerful or very basic. And really the big benefit is that the computing device used by the client to connect to the virtual desktop doesn't need to be very powerful at all. It just needs to be able to be connected to the internet, have a video output for a monitor, and be able to run Remote Desktop, because all the processing power will be done on the virtual desktop in the cloud. So let's start talking about our solutions. First of all, Windows 365 is a cloud-based service that automatically creates a new type of Windows virtual machine known as a Cloud PC for your end users. This is like a Windows PC in the cloud with the full Windows experience that you can connect to by using any personal or corporate device. Windows 365 Cloud PC is dedicated to a single user, so it's really your own PC in the cloud, and the user that this PC is assigned to is the only one that can use it. Since it's a Windows PC, you have native integration with all your Microsoft 365 apps and services. From a licensing point of view, it's priced at a per-user-per-month price, which makes it very predictable. Windows 365 is available in two subscription offerings. The first One is Windows 365 Business, which is made for smaller organizations, up to 300 users maximum, and it's really positioned as a straightforward and easy-to-use solution with simple management options. The second option is Windows 365 Enterprise, which is made for organizations who want unlimited seats for creating Cloud PCs and want more management tools. With Windows 365 Enterprise, you can, for example, create custom Cloud PCs based on device images that an organization might create, and you also have a full integration with Microsoft Endpoint Manager, and we'll talk more about Endpoint Manager a bit later in this module. Here is an example of Windows 365 Enterprise Cloud pricing. As remember, it's a fixed price per-user-per-month, you simply select the number of virtual CPUs, the amount of RAM, and the storage space, and you have a fixed price per month. Next up, we have Azure Virtual Desktop. Azure Virtual Desktop is a desktop and app virtualization solution that runs on Azure. Azure Virtual Desktop is the only solution that delivers multi-session on Windows, meaning that your cloud desktops can either be for one or multiple users. The other difference with Azure Virtual Desktop is that it runs on consumption-based pricing, so if the office is closed for a month and nobody uses their virtual desktop, well, you will not pay for them. Also, with Azure Virtual Desktop,

you can run more customized configurations. For example, you can run a Window 7 virtual desktop in Azure Virtual Desktop.

## Demo: Windows 365 Cloud PC

Now that we have seen the theory, let's check out Windows 365 Cloud PC in action. We're now back in the demo environment. Let me first of all open up the browser, and I want to show you something. Remember when we said Windows 365 is really priced per user, per month, which makes licensing really easy. You actually have a really nice licensing calculator directly on the Microsoft site. As you can see, the base pricing is \$28 per user, per month, where you have a PC with 2 virtual CPUs, 4GB of RAM, and 64GB of storage. You can really build out your virtual PC directly from here. So I can say, you know what, I need 4 vCPUs, here I only have the 16GB of RAM option, but I want 256GB of RAM. Then I know my Cloud PC will cost \$75 per user, per month, and it will always be the same price, regardless if that user will use it eight hours every day, or if that user is on vacation for three weeks and it will only use that PC for five days during the a month. It's really like a Software as a Service with the per user, per month subscription. So now that we have seen this, let's take a look at it in action. I acquired the license, assigned it to my user, so then I went to [windows365.microsoft.com](https://windows365.microsoft.com), and as you can see here, I have one Cloud PC over here; it runs on Windows 11, of course. I didn't even choose the operating system. It always gave me the latest and greatest, 2 virtual CPUs, 8GB of RAM, and 120GB of storage. I can either open it in the browser, let me open it in the browser while I show you something else here, or I can go under the Remote Desktop Apps, and remember when I said you can access it from any device. You can download the Microsoft Remote Desktop app for Windows, for Mac, for iOS, or from Android. So you can truly access your Cloud PC from anywhere on any device. Let's take a look if it has loaded in the browser here. Yes, let's go and connect. It will take a few seconds. It asked me to sign in. Let me enter the password here. Let's click on Sign In, and it's logging me in my Windows PC. Great! And by default, it even has, let's give it a few seconds to load, and there we go, I was actually able to access my

Cloud PC from the browser. I have access to Microsoft Teams, it's already installed, as well as the other Microsoft 365 Apps such as PowerPoint, Excel, Word, and it automatically configured my Cloud PC for business with my Microsoft 365 account. Usually, I don't sign in from the browser. I actually prefer to sign in from the Remote Desktop app, the ones that I showed you earlier that you can install. I prefer to connect this way, as it's a bit faster, and you really have the full screen experience. You can even have dual screens if you want to, but really from wherever I am, I have access to my Cloud PC in the cloud and from a licensing perspective, per user, per month licensing. This is it for this quick demo on Windows 365 Cloud PC, a virtual desktop infrastructure solution as a service with simple licensing, enabling your users to have a Windows PC in the cloud, and access it from anywhere in the world. Now, let's head back to the slides and talk about Microsoft Endpoint Manager.

## Microsoft Endpoint Manager

Next up in our list of endpoint management tools is Microsoft Endpoint Manager. Microsoft Endpoint Manager is a suite of cloud and on-premises products whose goal is to help you manage all of the devices in your organization, whether it's a Windows device, macOS, Android, or iOS. Microsoft Endpoint Manager also has tight integrations with other Microsoft solutions, such as Azure Active Directory and Microsoft Defender for Endpoint. Microsoft Endpoint Manager includes five main products. First of all, Microsoft Intune. Intune is a cloud-based mobile device management and mobile application management solution for your apps and devices. We then have Configuration Manager, which some of you might even remember as System Center Configuration Manager. Configuration Manager is an on-premises management solution to manage desktops, servers, and laptops that are on your network or those that are internet based. You can use Configuration Manager to deploy apps, software updates, operating systems, to monitor compliance, to act on clients in real time, and more. Up next, we have co-management. Co-management combines your existing on-premises Configuration Manager investment with the cloud by using Intune and other

Microsoft 365 cloud services. Our fourth solution is Desktop Analytics. Desktop Analytics is a cloud-based service that integrates with Configuration Manager, and it provides insights and intelligence for you to make more informed decisions about the update readiness of your Windows clients. Last, but not least, we have Windows Autopilot. Windows Autopilot sets up and pre-configures new devices, getting them ready for use. It's designed to simplify the lifecycle of Windows devices, for both IT and end users, from initial deployment through end of life. You can use Autopilot to pre-configure devices and automatically enroll devices in Intune. So what are some concrete things that we can do with Endpoint Manager? First of all, you can use it to automatically enroll devices in Intune and deploy Microsoft 365 apps. You can use it for device inventory and tracking in order to make sure that you have an inventory of all the devices with corporate data or access to corporate systems on them. You can also use it to deploy any other app and software updates, whether they are Microsoft apps or third-party apps. You can also enable things such as password enforcement and mobile devices, which means making sure that all mobile devices are locked by a pin or a password and setting the minimum requirements. Finally, you can even do things such as remote wiping if necessary. When, for example, a device gets lost, remote wiping would make sure that no one would ever have access to the data on it.

## Module Conclusion

Before we finish off this module, let's review what we have learned. This module was all about the endpoint modernization and management solutions in Microsoft 365. We first learned about the concept of Windows as a Service and how it can help IT admins better manage updates with the three service channels it includes, which are the Windows Insider Program, the General Availability Channel, and the Long-Term Servicing Channel. You can also use deployment rings to control the timeline of update deployment. Next up, we learned about Windows 365 and Azure Virtual Desktop, two cloud-based virtual desktop infrastructure solutions. And remember that Windows 365 is easier to deploy, as it's really more of a Software as a Service solution with a per-user-per-month licensing,

while Azure Virtual Desktop is a more flexible and customizable solution and it has a consumption-based pricing model. Lastly, we have looked at Microsoft Endpoint Manager, a suite of cloud and on-premises products to help you manage your devices. This is it for this module, which is almost the last module of this course. But before we're done, we have a small course conclusion module, where we will recap everything that we have learned in this course and share more resources to really learn more about Microsoft 365.

## Course Conclusion

### Course Conclusion

Hello, and welcome to the final module of this Microsoft 365 Services and Concepts course. In this course conclusion module, we will do a quick review of everything that we have learned and share other courses, which might be interesting for you to learn more about Microsoft 365. This course was all about Microsoft 365, the Microsoft cloud solution focused around productivity that most information workers will use daily. We first started this course by covering the Microsoft 365 user portal, the entry point in Microsoft 365 for all users and where you will find quick access to all your apps and recent documents. After talking about the user portal, we really started talking about all the different apps starting with Exchange Online, which is the back end email service that we really use daily inside Microsoft 365. Exchange Online is one of the most important services in Microsoft 365, but also one that most users will never see in Microsoft 365 because they don't interact with it directly. Instead, users interact with Outlook, the email client for Microsoft 365 that is used to send and receive emails, schedule meetings, and it can be used on the web, the desktop, or on mobile. We have then talked about SharePoint Online. SharePoint is one of the key products inside Microsoft 365, and it's the central location for all company communications. So think at your intranet, for example, or where you go find forms, policies, and brand assets, as well as the central location for team collaboration in regard to documents, especially. Talking about documents, we also talked about OneDrive for Business, your personal storage space for documents inside Microsoft 365. And



we also talked about the OneDrive for Business app, which allows you to sync documents and work on them, even offline, from any device. Next up, we talked about Microsoft Lists, which is really the evolution of SharePoint lists, and it's an app that enables you to organize work and track information that matters to your organization. We talked about the different types of lists you can create, as well as more advanced features such as notification rules and formatting. We also talked about Yammer, the enterprise social network in Microsoft 365 that really allows users to collaborate with the whole company. We then switched over to Task Management, and we talked about not only one, but three different tools: Microsoft Planner, Microsoft To-Do, and Microsoft Project, and we have learned the use cases for each one of them and when you would use them. Up next, we talked about Microsoft Forms, a tool that allows you to create forms such as a survey or a quiz with multiple types of questions. We also looked at more advanced functions such as who is allowed to answer, branching, and its built-in analytics functionality. Afterwards, we have looked at Microsoft Sway, an easy and flexible web-based tool to create presentations, which can be a great alternative to PowerPoint for certain presentations. After Sway, we have looked at Microsoft Teams, one of the most loved tools inside Microsoft 365 and the hub for teamwork inside Microsoft 365. Whether that is for synchronous or asynchronous communication and collaboration, Microsoft Teams enables you to chat with a team or with a single person or group of persons. Microsoft Teams also enables you to organize meetings and webinars with both internal and external resources, and Microsoft Teams can also enable you to call devices across the globe by using Teams Phone. We then talked about Microsoft Viva, an employee experience platform that runs on top of Microsoft Teams, and it's currently made of six different modules: Viva Insights, Viva Topics, Viva Connections, Viva Learning, Viva Goals, and Viva Engage. While they are in the same suite, they are different products that are separate from one another, and we have really looked at each one of them in detail. Next up, we talked about Microsoft 365 Apps, previously called Microsoft Office and the apps inside that help us create and consume content daily. But there are even more apps in Microsoft 365, and we have done a module that looked exclusively at some of the smaller, but still mighty apps in Microsoft 365, such as Microsoft Stream for videos. Microsoft Whiteboard, which is our digital whiteboard solution,

Microsoft Bookings, which allows us to simplify the service booking process, Microsoft Loop, which is a dynamic canvas for collaboration, Delve, which is your profile in Microsoft 365, and Microsoft 365 Search, which allows you to find content in all of Microsoft 365. With the end user apps and services covered, we switched gears and went to talk a bit more about the admin side of things, and we started talking about the Microsoft 365 admin center, the central location for managing Microsoft 365 for administrators, as well as a gateway to other admin centers. We then started talking endpoints and devices and first learned about Windows as a Service, a methodology designed to make life simpler for both users and IT professionals. And we have learned about the three service channels, as well as the deployment rings functionality to make updates smoother. We then talked about two virtual desktop infrastructure solutions in the cloud, which are Windows 365 Cloud PC and Azure Virtual Desktop, two different solutions that you can choose from for virtual desktop infrastructure in the cloud, depending on the licensing model you prefer and how many customizations you need in order to implement this in the enterprise. Lastly, we have looked at Microsoft Endpoint Manager, a suite of cloud and on-premises products whose goal is to help you manage all the devices in your organization, whether it's Windows devices, macOS, or Android OS, and we have looked at five of the main products in the suite, which are Microsoft Intune, Configuration Manager, Co-management, Desktop Analytics, and Windows Autopilot. With the overview done, what's next? If Microsoft 365 is your passion, you can work towards a Microsoft 365 certification. The first one that I would recommend is the Microsoft 365 Certified Fundamentals certification. It's a fundamental-level certification where you can prove that you understand the options available in Microsoft 365 and the benefits of adopting cloud services, the Software as a Service cloud model, and implementing Microsoft 365. The exam number is MS-900, and you can find more about the exam on the Microsoft Learn site at the link in the slides, and there's also a certification path on Pluralsight dedicated to this certification. This is it for this course. Before we're done, I would also like to introduce you to a really nice feature in Pluralsight. You can now follow authors on Pluralsight, so if you have enjoyed this course and want to get a notification when I create new courses, please go to my profile and click on Follow. On the last note, I just want to say a

huge thank-you for listening to this course. I really hope you have enjoyed listening to it as much as I enjoyed creating it. You have my social media here on the screen. Please follow me on Twitter. I do my best to share interesting stuff, connect with me on LinkedIn, and if you ever see me speak at a conference you're attending, please don't hesitate and come say hi. Thank you very much again for listening to this course.