



K2's Taking A Fresh Look At Teams



Learning Objectives



List examples of core functionality in Teams

Identify new opportunities to improve Teams-based communications

Specify how to integrate other services into Teams

Name options for collaborating with internal and external Teams users

List some of Teams most significant competitors

Major Topics



How Teams got to where it is today



Major components in Teams



Collaboration options



Extending Teams functionality



LET'S GET STARTED!



Teams Origins

- Arguably, we can trace the origins of Teams back to Microsoft's acquisition of Skype for \$8.5 billion in 2011
 - At the time, Skype's annual revenues were \$860 million
- The Skype acquisition helped Microsoft to enable voice, video, and chat communications
- Later, in November 2016 and after integrating its communications capabilities with more traditional Office applications and Cloud-based storage capabilities, the company bundled the assets together and introduced them as **Teams**

Teams Origins



- Teams helped fill a void in voice, video, and communications technology for organizations of all sizes
- Further, the integration of communications capabilities with traditional applications provided Teams with an end-to-end platform that many of its competitors did not and still do not have
 - Arguably, **Google**, **Salesforce (Slack)**, and **Zoho** are Teams biggest competitors in terms of overall functionality
- Today, Teams boasts over 320 million daily active users, compared to 38.8 million for Slack

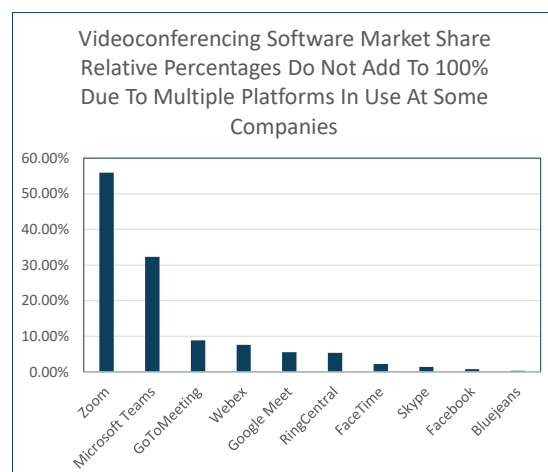
Source: <https://www.demandsage.com/>

Teams Origins



- Also, as shown in the chart, Teams holds 32.29% of the video conferencing market
- However, Zoom leads the way in this sector with approximately 56% of the market share

Source: <https://www.demandsage.com/>



Teams Major Features Today



1. Chat and communications
2. Meetings and conferencing
3. Collaboration tools
4. Customization options
5. File storage options
6. Microsoft Office integration
7. Security and compliance
8. Organize users based on membership status and channels
9. Incorporated telephony
10. Workflow management

Paid Versus A Free Subscription



- Microsoft makes a free version of Teams available for use by individuals to communicate with friends and family members
- Features include group calling for up to 60-minute conversations, unlimited chats with friends and family
- 5 GB of cloud-based storage
- Data encryption for meetings, chats, calls, and files
- Additionally, you can acquire personal subscriptions for \$99.99 to \$129.99 per year with additional features, including access to Office applications

Teams For Business Use



- If you have a Microsoft 365/Office 365 subscription, you probably already have access to the full version of Teams through your current subscription
- If not, business plans start at \$4 per user, per month
- From a practical perspective, most users won't need separate Teams subscriptions because of the service's inclusion in Microsoft 365/Office 365 subscriptions

Should I Use An App Or Browser?



- You can run teams from desktop apps in **Windows**, **Mac**, and even **Linux** environments
- You can also run Teams on mobile apps for **iOS** (*two* most recent versions supported) and **Android** (with the most recent *four* versions supported)
- Further, you can run Teams from virtually all major browsers
- Importantly, there is *very little difference in functionality, no matter how you choose to run Teams*
 - However, when choosing between browser or app, you will typically get the *best performance by running from an app*



	Windows Desktop	Mac Desktop	Web	Android and iOS	Linux Desktop
Create a team	✓	✓	✓	✓	✓
Invite a guest from outside your org	✓	✓	✓	✓	✓
Find and join a public team	✓	✓	✓	✓	✓
Create a channel	✓	✓	✓	✓	✓
Private channels	✓	✓	✓	✓	✓
Pin a channel	✓	✓	✓	✓	✓
Create a new post	✓	✓	✓	✓	✓
Post a message to a channel	✓	✓	✓	✓	✓
Add moderation for channel posts	✓	✓	✓	-	✓

Access Options For Teams



	Windows Desktop	Mac Desktop	Web	Android and iOS	Linux Desktop
Edit or delete a sent message	✓	✓	✓	✓	✓
Translate messages	✓	✓	✓	iOS Only	✓
Create and use tags	✓	✓	✓	✓	✓
Share a link to a team or channel	✓	✓	✓	✓	✓
Share a file in a channel	✓	✓	✓	✓	✓
Add apps	✓	✓	✓	-	✓
Use OneDrive for Business	✓	✓	✓	✓	✓
Switch between Teams organizations where you use the same sign in	✓	✓	✓	✓	✓

Access Options For Teams

Creating And Managing A Team



- In the context of Teams, a **team represents a collection of people who work together on a project, event, or other activity**
- Members can work for the same organization, or they can be a combination of internal and external users
- Of note, a single user can belong to multiple teams
 - For example, a CFO might belong to an *Audit team*, a *Budget team*, and a *Financial Statement team*

Carefully Consider Two Points...



1. **How is the organization going to use Teams**
2. **Which Teams are necessary to improve communication and collaboration within the organization**

Failing to address these points can lead to sub-optimal results manifested by an exceedingly large number of teams in use (“Teams Creep”), often with duplicitous information in them or users becoming disenchanted with the environment and returning to legacy workflows

Subdividing Teams Into Channels

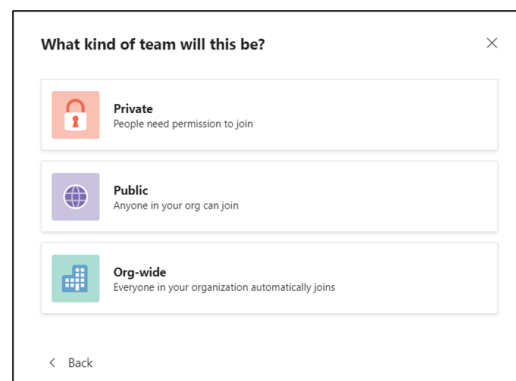


- Once you create a Team, you can subdivide it into multiple **Channels**
- **Channels are sections within a team** to help keep information organized, on-topic, and secure
- For example, you might have an Accounting team, with separate channels for *Accounts Payable*, *Accounts Receivable*, *Payroll*, and *Financial Statements and Reporting*
- In this environment, you can control which members of the team can access the channels, helping to keep sensitive information secure

Three Options For Your Team



- **Private**
 - People need permission to join a Private team
- **Public**
 - Public teams are open to anyone in the organization
- **Org-wide**
 - All team members join an org-wide team automatically



Adding Apps Into Teams



- An often-overlooked feature associated with Teams is the ability to add other apps and services – including those provided by vendors other than Microsoft – into team members everyday working environment
- This feature's availability means that you can transform teams into the single “hub” for you and your team members to perform the preponderance of your work
- Taking advantage of this feature can yield significant improvements in performance and productivity!

Guest And External Users



- You can add **Guest** and **External** users (such as clients, customers, trading partners, etc.) to Teams
- **Guest** users can be conferred rights very similar to those of “ordinary” Teams users: participate in Chats, attend Meetings, collaborate on Documents, etc.
- **External** users are generally restricted to using your organization's Teams-based communication tools such as Chat and Calls
- An admin user should set up these options



***LET'S GO INTO DEMO MODE TO CREATE
OUR FIRST TEAM...***



COMMUNICATION OPTIONS IN TEAMS

Communication Options In Teams



CHAT



AUDIO CALLS



VIDEO CALLS



MEETINGS (WITH
OR WITHOUT
VIDEO)



EMAIL

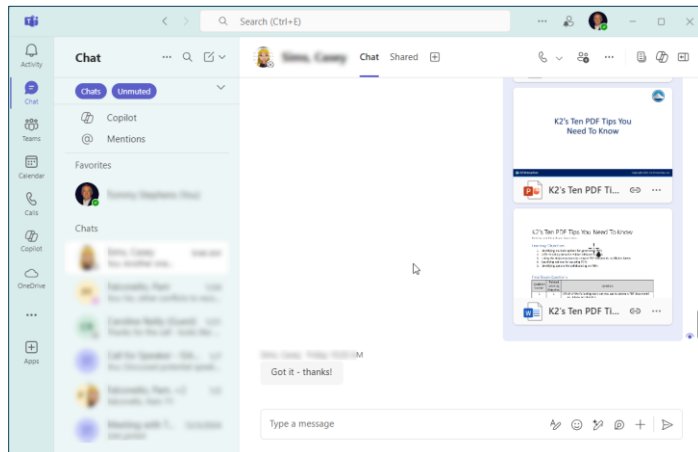


***LET'S GO INTO DEMO MODE LEARN ABOUT
COMMUNICATION OPTIONS...***

Teams' Chat Capabilities



- Chat will likely be the most popular communication option in Teams, particularly given that Teams does not support email
- Teams will arrange your chats along the left side of the Chat panel



Teams Chat Capabilities



- To create a new Chat, click the **Chat** icon  near the top of the Chat pane
- Alternatively, you can use a **CTRL + N** keyboard shortcut
- Be careful not to use **Enter** as a carriage return! Instead, clicking **Enter** acts as a “send” function unless you are in Format mode
- Teams arranges your chats along the left side of the Chat panel with the most recent messages at the top
- You can right-click and “pin” a Chat to the top of the list

Miscellaneous Chat Options



- Rich text formatting, including bullet points, charts, and hyperlinks to other locations
- Marking a message as important
- Attaching files to messages
- Gifs, emojis, and stickers
- You can also “tag” someone by using the “@” sign followed by their name...this sends a special notification to them, helping to ensure they don’t overlook the correspondence

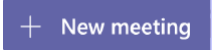
Audio Calls In Teams



- Although Teams is built largely around its Chat feature, you can easily communicate via voice using the audio calling features available in Teams
- To start a call, click **Calls** and select the name(s) of the contact you wish to call...this action will originate the call
- Alternatively, if you’re in **Chat**, select the name of the person(s) you wish to speak with and click the “phone” icon near the upper right corner of the window to initiate the call

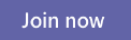
Scheduling Meetings



- You can create a new meeting by clicking 
- You can also create a new meeting by double-clicking on a date/time in your calendar Outlook or Teams calendar
- Either way, you can then add details about the meeting, including agendas and other documents deemed necessary
- Note the privacy and security features associated with meetings
- The capacity of a live event in Teams can be quite large; in fact, a Teams meeting can accommodate up to 10,000 participants

Joining Meetings



- From your calendar, select the meeting you want to join and then click 
- Next, in the screen that appears, enter the requested information, including audio preferences, and click 
- To share your screen, click  and then choose whether to share a window or a screen and which window or screen you want to share
 - If you're sharing a clip with audio, also enable sound sharing
- Once you've completed your share, click 



COLLABORATING IN TEAMS



Teams Options For Collaborating

- Co-authoring
- Working with Guests and External team members
- Synching to local drives
- Security and compliance in Teams

Let's explore some of these options!

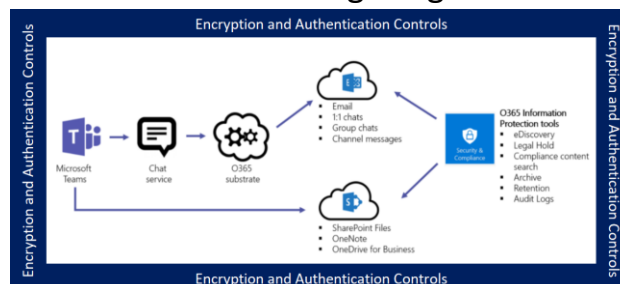


LET'S GO INTO DEMO MODE LEARN ABOUT COLLABORATION OPTIONS...

Teams And Out-Of-The Box Security



- Two primary security measures are **encryption** and **authentication**
 - All data is encrypted at rest and during transmission
 - Multi-factor authentication and single-sign on



Additional Security Features



- Threat protection with **Defender for Office 365**, **Safe Links**, and **Safe Attachments**
- Information Governance using **Data Loss Prevention** and retention policies
- Privacy controls
 - Communication compliance controls to monitor content
 - End-User Privacy Controls exist to block users and to manage contact availability

Meeting Security Features



- Lobby and participant settings to keep unwanted, uninvited participants from participating
- Meeting options are available to administrators to determine who can join a meeting, present during a meeting, share content, record sessions, etc.

Meeting Privacy Concerns



- You can record meetings – audio only or audio/video – in Teams
- Recording can be a great way to allow those who were unable to attend to catch up later, and, also to cement exactly what was said in the meeting, including delegating action items
- However, be aware of potential privacy issues in some jurisdictions related to all parties in the meeting not being aware that the meeting is being recorded
- Better safe than sorry...***announce on multiple occasions that the meeting is being recorded!***

Copilot And Teams



- If you have a Copilot subscription, you can use the AI platform to provide some post-meeting follow-ups
- Specifically, Copilot can generate a transcript of the meeting and Copilot can generate "to-do" lists of action items and to whom each item was assigned during the meeting
- Learn more at: <https://tinyurl.com/CopilotAndTeams>

Audit And Reporting Controls



- Audit logs can provide detailed reports of “who,” did “what,” and “when” did they do it
 - This feature helps to maintain accountability and to track usage and changes made from within the platform
- **Secure Score** is a Microsoft feature you can use to assign a grade to the overall security level of your 365 implementation, and to provide recommendations for improvement



TAKING ADVANTAGE OF COMMANDS IN TEAMS

Commands In Teams

Command	Action
/activity	See someone’s activity
/available	Set your status to available.
/away	Set your status to away.
/busy	Set your status to busy.
/call	Call a phone number or Teams contact.
/dnd	Set your status to do not disturb.
/files	See your recent files.
/goto	Go right to a team or channel.
/help	Get help with Teams.
/join	Join a team.
/keys	See keyboard shortcuts.
/mentions	See all your @mentions.
/org	See someone’s org chart.
/saved	See your saved messages.
/testcall	Check your call quality.
/unread	See all your unread activity.
/whatsnew	See what’s new in Teams.
/who	Ask Who a question about someone.
/wiki	Add a quick note.



Keyboard Shortcuts

To do this	In the Desktop app, press	In the Web app, press
Show keyboard shortcuts	Ctrl+Period (.)	Ctrl+Period (.)
Go to Search	Ctrl+E	Ctrl+E
Show commands	Ctrl+Slash (/)	Ctrl+Slash (/)
Goto	Ctrl+G	Ctrl+Shift+G
Start a new chat	Ctrl+N	Left Alt+N
Open Settings	Ctrl+Comma (,)	Ctrl+Comma (,)
Open Help	F1	Ctrl+F1
Close	Esc	Esc
Zoom in	Ctrl+Equals sign (=)	No shortcut
Zoom out	Ctrl+Minus sign (-)	No shortcut
Open the History menu	Ctrl+Shift+H	No shortcut



Summary



- Even after a decade, Teams continues to mature and gain in popularity, as the numbers clearly indicate
- The ways we can use Teams continues to grow, with new options for integrations and collaborations appearing seemingly each day
- This type of innovation drives more users to use Teams more often, and there appears to be no end in sight to that trend
- Therefore, focus on how you can put Teams to its best use in your organization to maximize personal and organizational success!

Thanks for joining us today!



THANKS FOR PARTICIPATING TODAY!