

TMS105 - Microsoft Teams for Email Addicts

John Peluso, CTO AvePoint Public Sector
@JohnConnected
<http://johnpeluso.me>

© MARK ANDERSON

WWW.ANDERSTOONS.COM



"Psst! Buddy - you wanna check your email?"

Introductions...



John Peluso

CTO, AvePoint Public Sector
Microsoft Regional Director

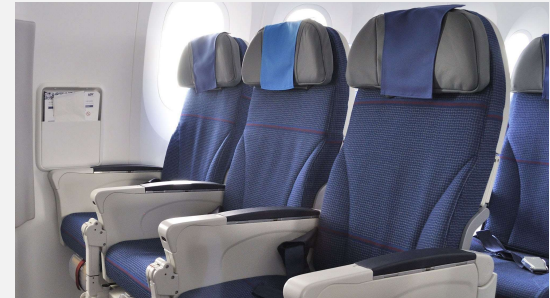
Email: John.Peluso@AvePoint.com

Twitter: [www.twitter.com/johnconnected](https://twitter.com/johnconnected)

LinkedIn: <https://www.linkedin.com/in/johnpeluso>

Blog: <https://www.avepoint.com/blog/author/john-pelusoavepoint-com/>

If all else fails: <http://johnpeluso.me>



@JohnConnected

Where we're going...

- Teamwork primer
- Microsoft Teams in the wild
- The email vs. Teams thing..



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)

Let's Back Up a Bit...



The "job to be done"



Share Files



Plan meetings
and events



Track tasks

*HOW you are
collaborating...*



Alex Wilber
Marketing Assistant



Ben Walters
VP Sales



Lidia Holloway
Product Manager



Henrietta Mueller
Marketing Assistant



Irvin Sayers
Director



Miriam Graham
VP Marketing

*WHO you're collaborating
with...*



Send and
receive emails



Chats and
conversations



Social engagement

@JohnConnected

Teamwork

The landscape has changed

2x

More collaboration

People work on twice as many teams and spend 50% more time collaborating



Internal, external & remote

People need to connect and communicate across organizations, locations & time zones



Diverse workforce

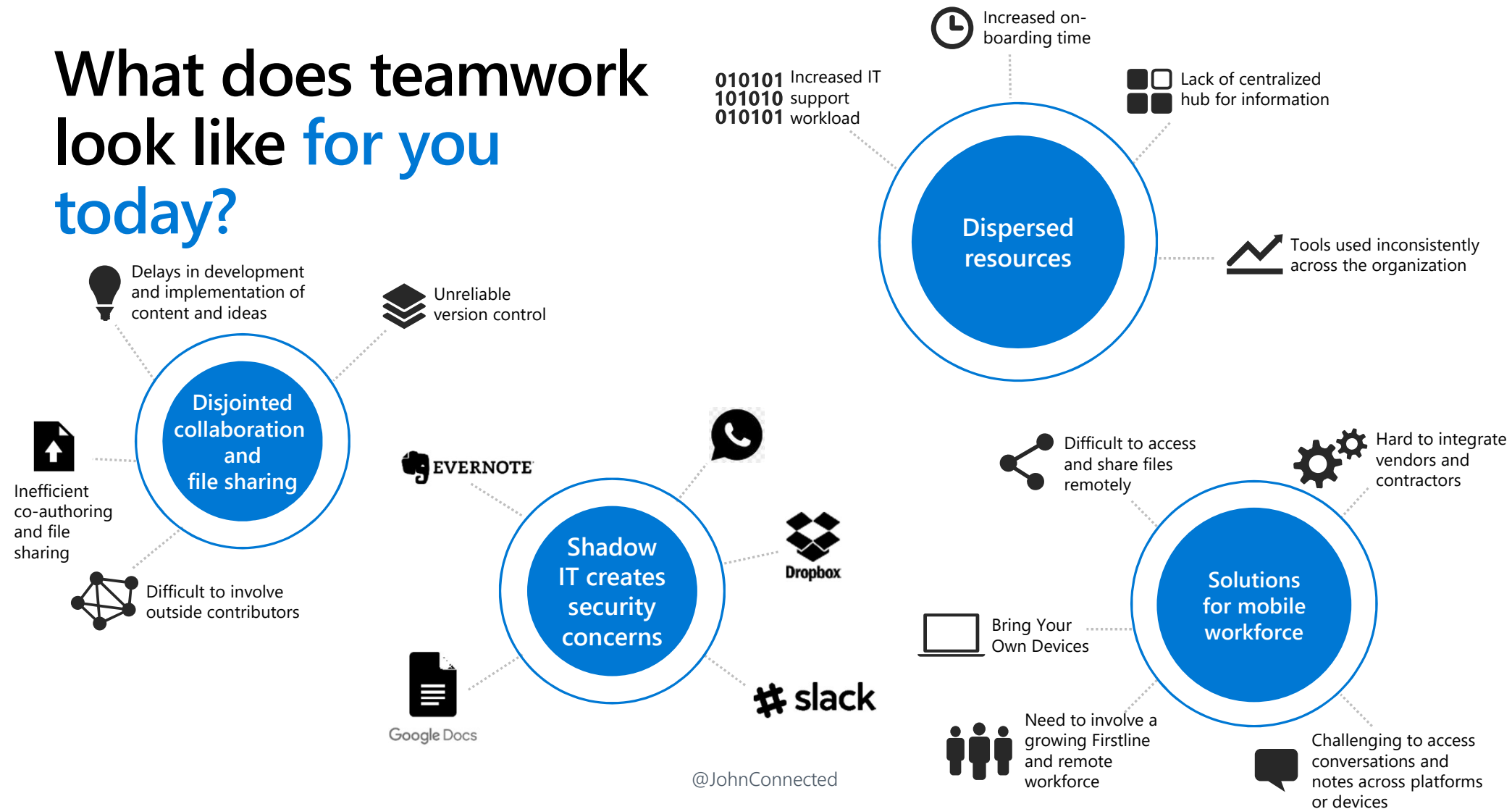
People have different expectations, preferences, skillsets and abilities



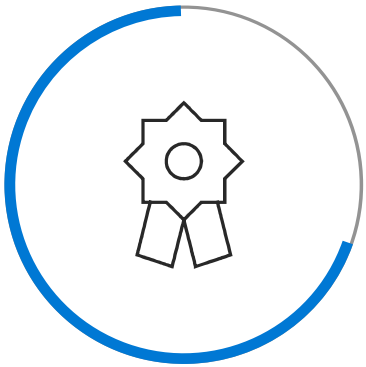
Employee engagement

Globally, employee engagement is 15%, but at the best performing companies, 70% of employees are engaged and profits are 21% higher

What does teamwork look like **for you** today?

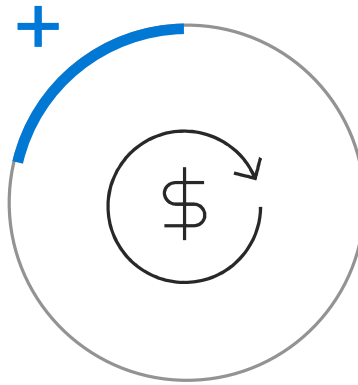


Engaged employees are **crucial to success**



70%

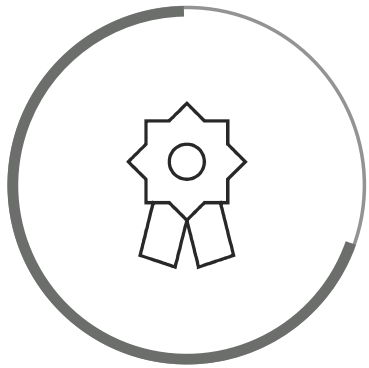
of employees are engaged at
best performing companies



21%

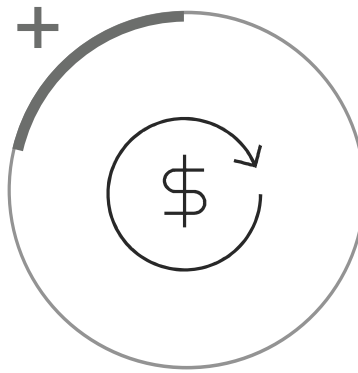
more profit in business units
with most engaged employees

Engaged employees are **crucial to success**



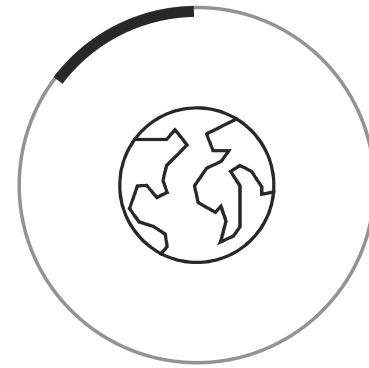
70%

of employees are engaged at
best performing companies



21%

more profit in business units
with most engaged employees



15%

of employees are
engaged worldwide

And currently that is uncommon worldwide

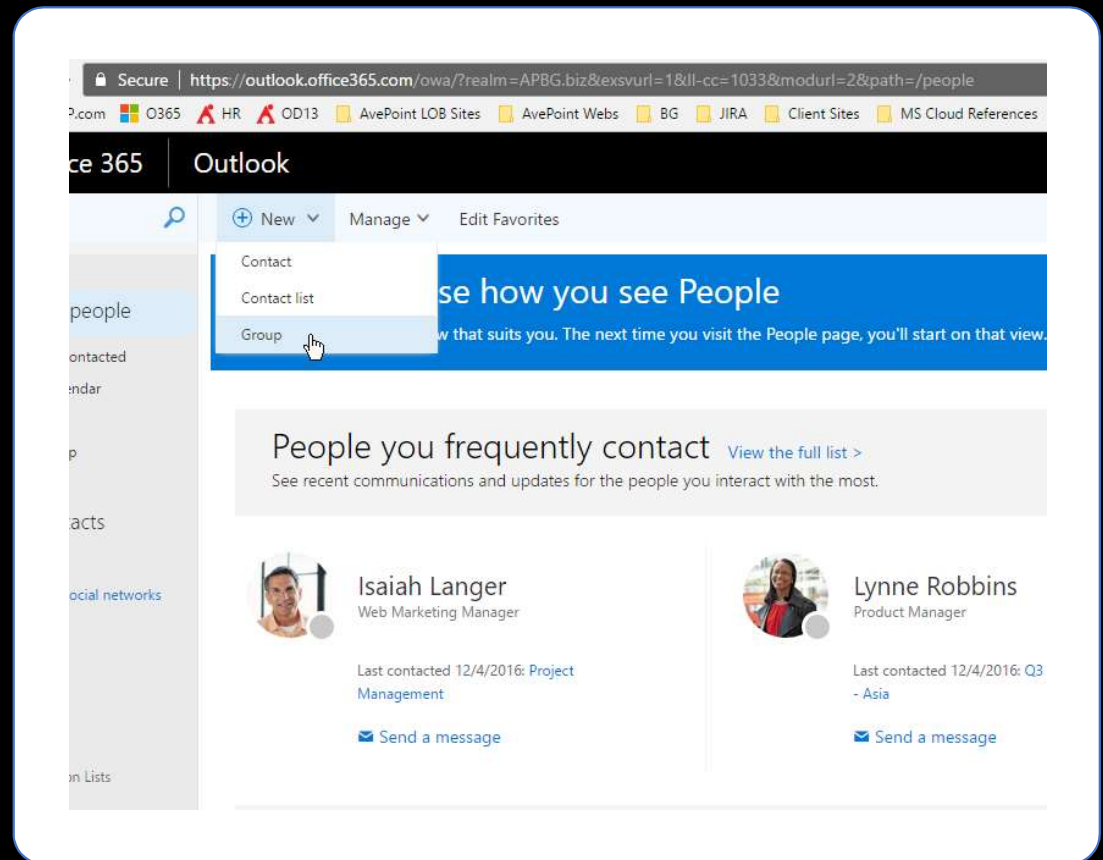
What is an Office 365 Group?



@JohnConnected

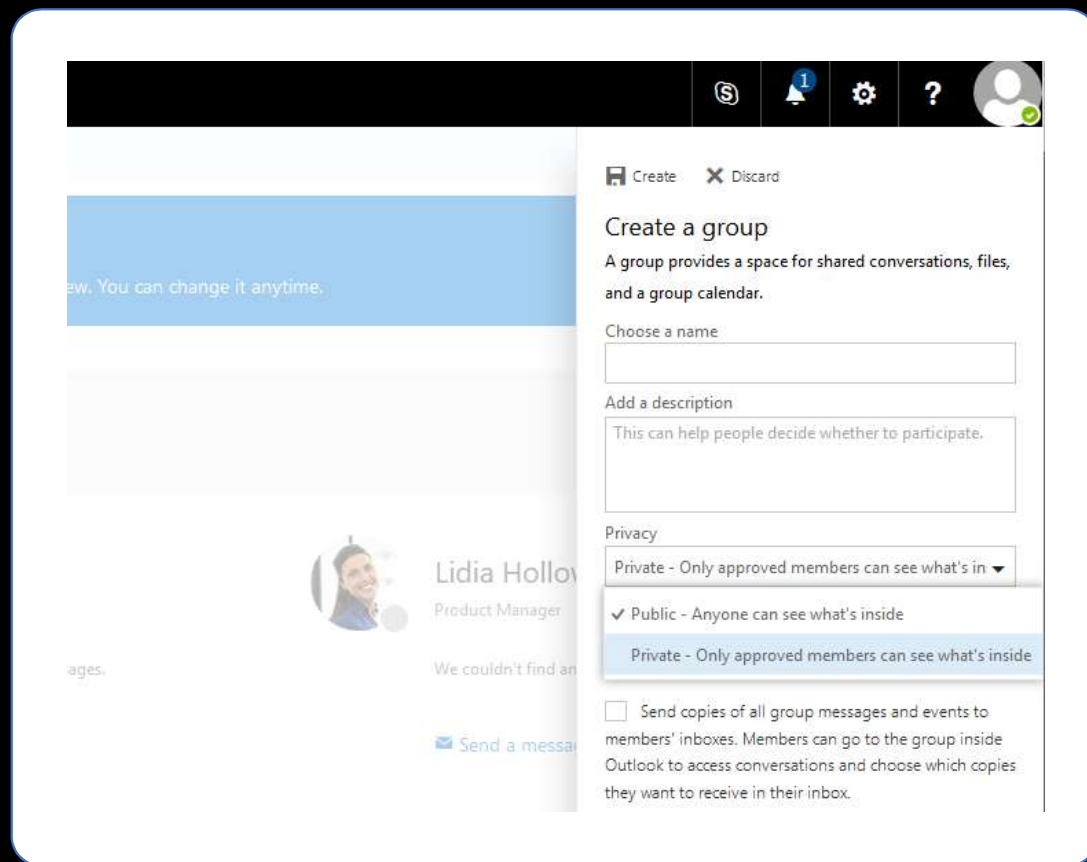
A “defined group of people” ...

- A “Group” object in Azure Active Directory
- Can contain only USERS, not other groups
- Multiple “entry points” to create
- Microsoft’s preference is “self-service”
- Simple roles—
- “Owners” and “Members”



“Appropriate” transparency...

- “Private” Groups allow access and edits only to members and owners
- “Public” Groups allow access and edits to EVERYONE in the organization
- Privacy can be changed later
- Groups can be “unlisted” so even their names are not visible to non-members



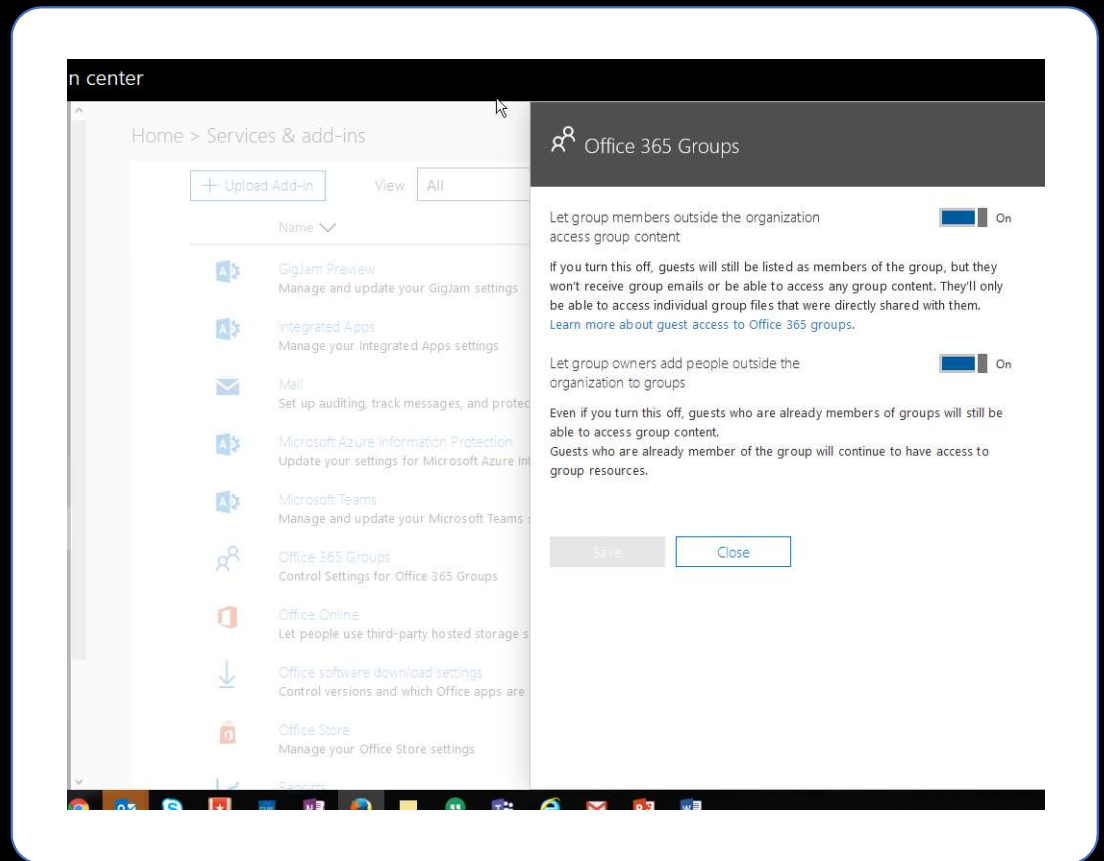
Collaborating
internally and
externally

As with SharePoint and OneDrive, organizations can enable external access to Groups

External user invitations can be centrally managed by admins or available to Group owners

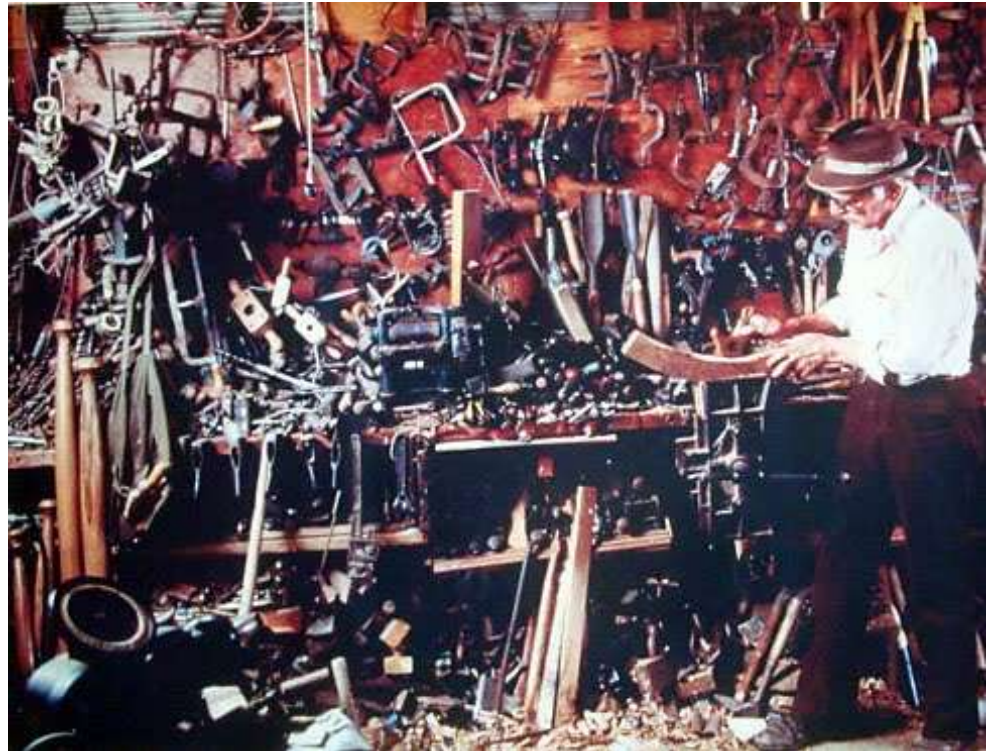
Collaborating internally and externally

- As with SharePoint and OneDrive, organizations can enable external access to Groups
- External user invitations can be centrally managed by admins or available to Group owners

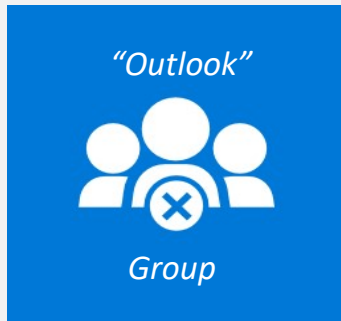


Equipped with
tools...

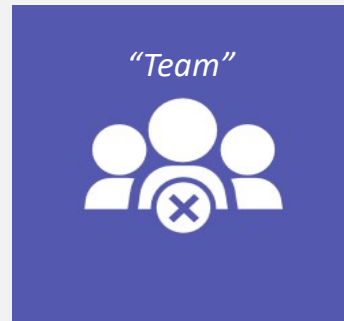
- This is where it gets complicated...



"Flavors" of Office 365 Groups



*Conversations
happen in the
Group Mailbox*



*Conversations
happen in
"Channel
Conversations"*



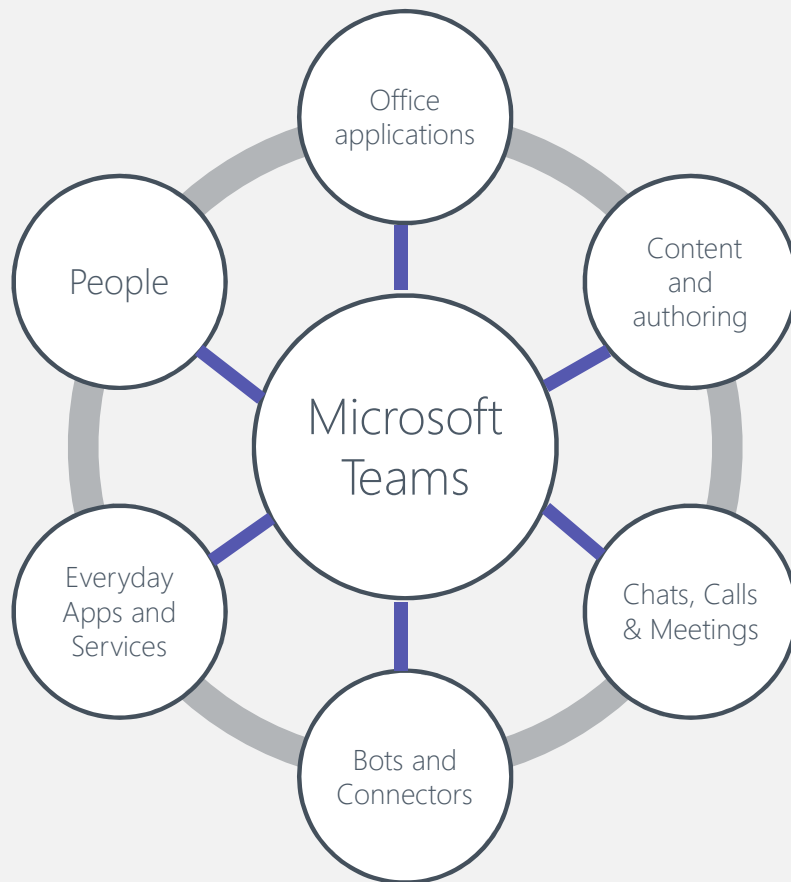
*Conversations
happen in
Yammer posts*

Not currently in GCC environments

Why Microsoft Teams?



Microsoft Teams – The Hub for Teamwork



Communicate: Chat, calls & meetings for today's teams



Collaborate: Deeply integrated Office 365 apps



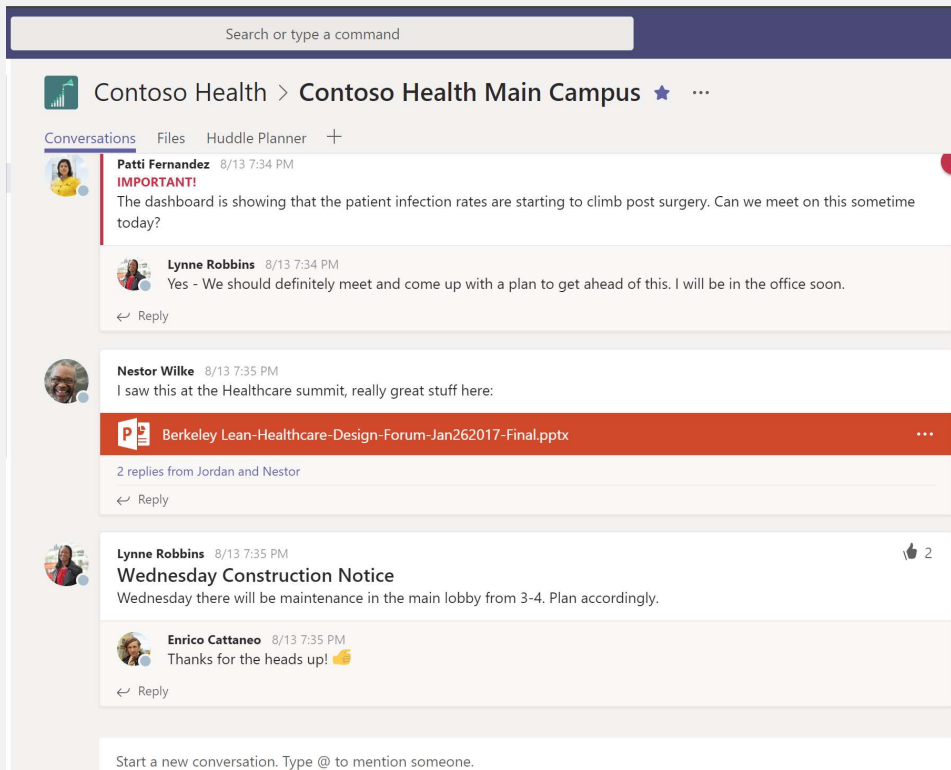
Customize & Extend: 3rd party apps & existing systems



Work w/ Confidence: Enterprise security, compliance & manageability

@JohnConnected

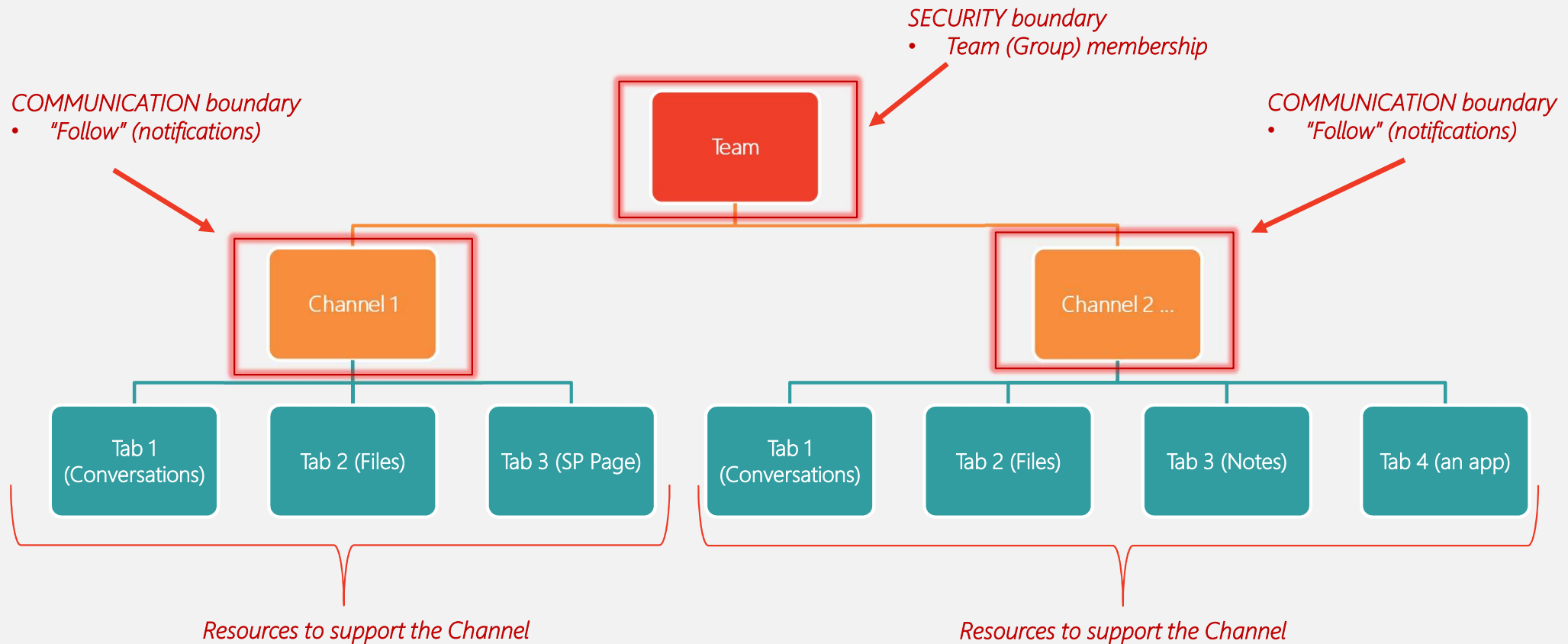
“Conversations” are at the heart of Team collaboration



- Follow/unfollow channel to be notified of all activity
- @Mention people or the Team to alert them to your message regardless of their follow status
- Only users that have favorited a channel get notified if you @Mention the Channel itself

@JohnConnected

The basic shape of a Team



The structure of a real-life Team

The screenshot illustrates the structure of a real-life Team in Microsoft Teams. The interface is divided into several sections:

- Left Navigation Pane:** Contains icons for Activity, Chat, Teams, Meetings, Calls, and Files. The **Teams** icon is selected, showing a list of teams.
- Team List:** A list of teams is displayed, including "US-PubSec", "General", "FED Sales", "Knowledge Channel", "Lan Lane (SAD)", "Marketing Events", and "Partner Program". The "US-PubSec" team is highlighted with a red box, and the "Knowledge Channel" is highlighted with a blue box.
- Team Header:** The header for the "US-PubSec" team is shown, including the team name, a star icon, and a "Private" status indicator.
- Channel Tabs:** A row of tabs is visible below the header, including "Conversations", "Files", "AP Wiki", "AP University", "L&L Planner", "Resources", and "1 more". The "Conversations" tab is selected.
- Channel Content:** The main content area shows a message from "Taylor" dated "7/26 1:13 PM". The message is titled "Following Group Emails in Outlook" and contains text about following the "US-Federal" group in Outlook. Below the message is a screenshot of an Outlook interface showing the "SLED TEAM" group.

Annotations on the image include:

- The TEAM:** A red arrow pointing to the "US-PubSec" team in the left navigation pane.
- The Team's CHANNELS:** A blue arrow pointing to the "Knowledge Channel" in the team list.
- Channel TABS:** An orange box highlighting the row of tabs below the team header.

@JohnConnected

Understanding the SharePoint and Teams relationship

The screenshot displays the Microsoft Teams interface. On the left is a dark navigation bar with icons for Activity, Chat (with a red badge showing '2'), Teams, Meetings, and Calls. The main area shows the 'BGLeads' group, which is a 'Private group'. Below the group name is a list of channels: 'General' (selected), 'BG Virtual Stand-up', 'BG-Dev Workshop 2018', 'GTM-Sales', 'Product Strategy', 'Project Tasks', 'SP 2019', 'Technical Partnerships', and a link for '2 more channels'. On the right, the 'Documents' library is shown, featuring a table of files and folders.

Name	Modified
BG Virtual Stand-up	July 16
BG-Dev Workshop May 2018 C...	April 24
Field Feedback	March 15
General	November 17, 2017
GTM-Sales	August 14, 2017
Product Strategy	August 14, 2017
Project Tasks	6 days ago
SP 2019	July 3
Technical Partnerships	August 14, 2017

@JohnConnected

DEMO:
Microsoft Teams in the wild...

That's great but...



@JohnConnected

My
Inbox
Today...



Help users understand WIIF THEM

Your email...

- Forces YOU to separate your inbound communication
- Requires YOU to configure complex rules to ensure relevant information is surfaced and noise is reduced
- Notifies you on ALL new messages
- EVERY message goes into a recipient's mailbox

A team...

- AUTOMATICALLY separates your inbound communication into Channels
- Let's you TUNE IN to what you care about and tune out what you don't
- Notifies you only for messages you EXPLICITLY care about
- @mentions allow you to poke recipients only when relevant

And IT organizations benefit as well...

Email-focused approach

- Difficult to get users to store files where they belong
- Storage burden of duplicate attachments
- Data governance and security spread across multiple systems
- Burden of creating and managing distribution lists

Modern collab with Teams

- Files seamlessly routed in normal conversation flow
- File access from threaded conversation, pin important files to channel tabs
- O365 platform retention and security features have you covered
- Self-service approach *can* improve agility and admin efficiency when done right

But...



Teams sucks for non-team member communication

- Email is still the only way to converse *outside* of the Team
- Teams do not show in the GAL by default, so you lose the DL concept
- Internal conversations based on email received tend to stay in the inbox instead of Teams

Making Lemonade...



Mitigating the email to Teams handoff

- Consider Guest Access “external inner loops”
- Enable Teams to show in GAL via PowerShell
`Set-UnifiedGroup -Identity “TeamName” -HiddenFromAddressListsEnabled $false`
- Educate users on the “Email a Channel” feature
(*NOT in GCC!*)

Keep up on what's coming in Teams

Microsoft 365 Roadmap

Get the Latest Updates

Microsoft 365 is a complete, intelligent solution, including Office 365, Windows 10, and Enterprise Mobility + Security, that empowers everyone to be creative and work together, securely.

Search for a product, release or specific update

Filters | Clear all

Products —

- ☐ Enterprise Mobility + Security +
- ☒ Office 365 —
 - ☐ Microsoft 365 admin center
 - ☐ Microsoft Excel
 - ☐ Microsoft OneDrive for Business
 - ☐ Microsoft Outlook
 - ☐ Microsoft SharePoint
 - ☒ Microsoft Teams
 - ☐ Microsoft Forms
 - ☐ Microsoft Planner
 - ☐ Microsoft StaffHub
 - ☐ Microsoft Sway

[View More](#)

☐ Windows 10 +

Platform +

Cloud Instance —

- ☐ Education
- ☐ GCC
- ☐ GCC High
- ☐ GCC High/DOD
- ☐ Germany
- ☐ Worldwide (Standard Multi-Tenant)
- ☐ All environments

Showing 67 updates: Microsoft Teams

[Download](#) [Share](#) [RSS](#)

	In development 13	Rolling out 3	Launched 51
Description	Status	Products	Release
Microsoft Teams: Team Templates	In development	Microsoft Teams	November CY2018
Chat made accessible with the Immersive Reader	Launched	Microsoft Teams	October CY2018
Convey more with image annotation	Launched	Microsoft Teams	October CY2018
Manage Teams from Admin Center	Launched	Microsoft Teams	October CY2018
Microsoft Teams Admin Roles	Launched	Microsoft Teams	October CY2018
Create an org-wide team (for up to 1,000 users) in Microsoft Teams	Launched	Microsoft Teams	October CY2018
Microsoft Teams - Enable VTC Interop Services	In development	Microsoft Teams	October CY2018

<https://www.microsoft.com/en-us/microsoft-365/roadmap?rtc=1#abc&filters=Microsoft%20Teams>
@JohnConnected

Demo: Email-enable a Channel



Where next? <https://www.avepoint.com/resources>



[Solutions](#) [Products](#) [Services](#) [Resources](#) [About](#)

Resources

Webinars, eBooks, and more...all in one easy-to-access place

FILTER RESOURCES

Topics

[Backup & Infrastructure Management](#)
[Data Discovery & Classification](#)
[Data Protection & Compliance](#)
[GDPR](#)
[Hybrid](#)
[Microsoft Teams](#)
[Migration & Digital Transformation](#)
[Office 365](#)
[Operational Governance](#)
[Product Best Practices](#)
[Public Sector](#)
[Records & Information Management](#)
[SharePoint](#)
[Sustainable Adoption](#)

eBook

Office 365 and SharePoint Migration Checklist

Master Microsoft migration with this simple and comprehensive checklist.

[Learn more](#)

Webinar - October 25, 6:00AM

Don't Know Which Microsoft Collaboration Tool to Use? You're Not Alone

Learn when to use which Microsoft collaboration tool

[Register today!](#)

Webinar - October 29, 11:00AM

Supercharging Microsoft Teams With NEW SharePoint Features

Learn what's new with SharePoint and how and when to integrate it with Teams.

[Register today!](#)

Webinar - October 31, 11:00AM

Ask Us Anything: Migrating Smarter, Not Harder

Solving problems before they occur in your Office 365, SharePoint migration

Webinar - October 30, 11:00AM

Compliant Migration with DocAve Migrator

Don't let your migration become a migraine. Ensure compliance for GDPR, HIPPA, PII, and other regulations.

eBook

Waiting List- SharePoint 2019 Server Handbook

Sign up for the "SharePoint Server 2019 Handbook" waiting list today and be among the first to receive our comprehensive eBook.

thank you

Gracias

ευχαριστώ

Danke

Grazie

благодаря

Hvala

Obrigado

Kiitos

شكراً

Tak

Ahsante

Teşekkürler

متشكراً

Salamat Po

감사합니다

Cám ơn

شكريه

Terima Kasih

Dank u Wel

Děkuji

நன்றி

Köszönöm

ありがとう
ございます

ขอขอบคุณ

Dziękuję

谢谢

Tack

Mulțumesc

спасибо

Merci

תודה

多謝晒

дядкую

Ďakujem