

# TMS105 - Microsoft Teams for Email Addicts

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<http://johnpeluso.me>

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

# Introductions...



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# Where we're going...

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



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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

## Teamwork

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# The landscape has changed

**2x**

### More collaboration

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

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### Internal, external & remote

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

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### 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?



Delays in development and implementation of content and ideas

Unreliable version control



Inefficient co-authoring and file sharing



Difficult to involve outside contributors



010101 Increased IT support workload  
101010  
010101

Increased onboarding time

Lack of centralized hub for information

Tools used inconsistently across the organization



EVERNOTE



Google Docs

# slack



Difficult to access and share files remotely

Hard to integrate vendors and contractors

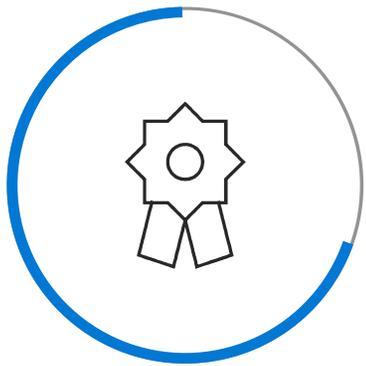
Bring Your Own Devices

Need to involve a growing Firstline and remote workforce

Challenging to access conversations and notes across platforms or devices

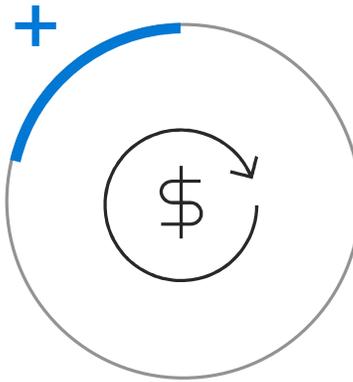
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# Engaged employees are **crucial to success**



**70%**

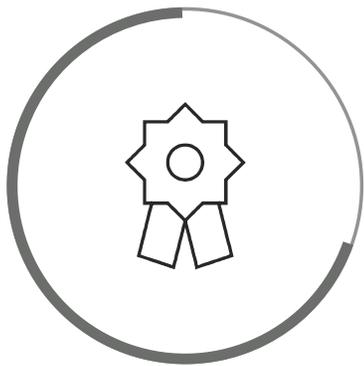
of employees are engaged at best performing companies



**21%**

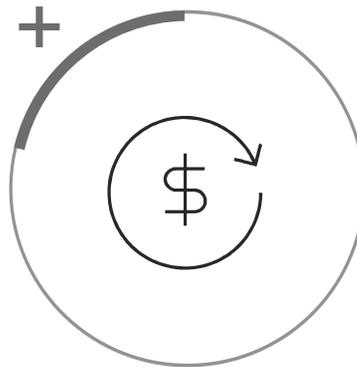
more profit in business units with most engaged employees

# Engaged employees are **crucial to success**



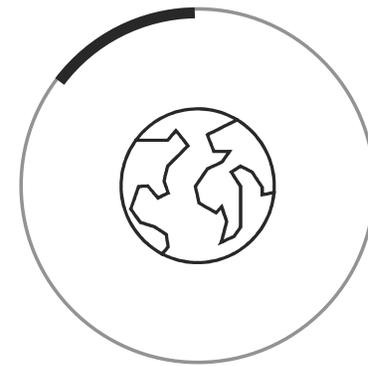
**70%**

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?



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## 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”

Secure | <https://outlook.office365.com/owa/?realm=APBG.biz&exsvurl=1&ll-cc=1033&modurl=2&path=/people>

Office 365 | Outlook

New Manage Edit Favorites

Contact  
Contact list  
Group

Choose how you see People  
Choose how you see People. The next time you visit the People page, you'll start on that view.

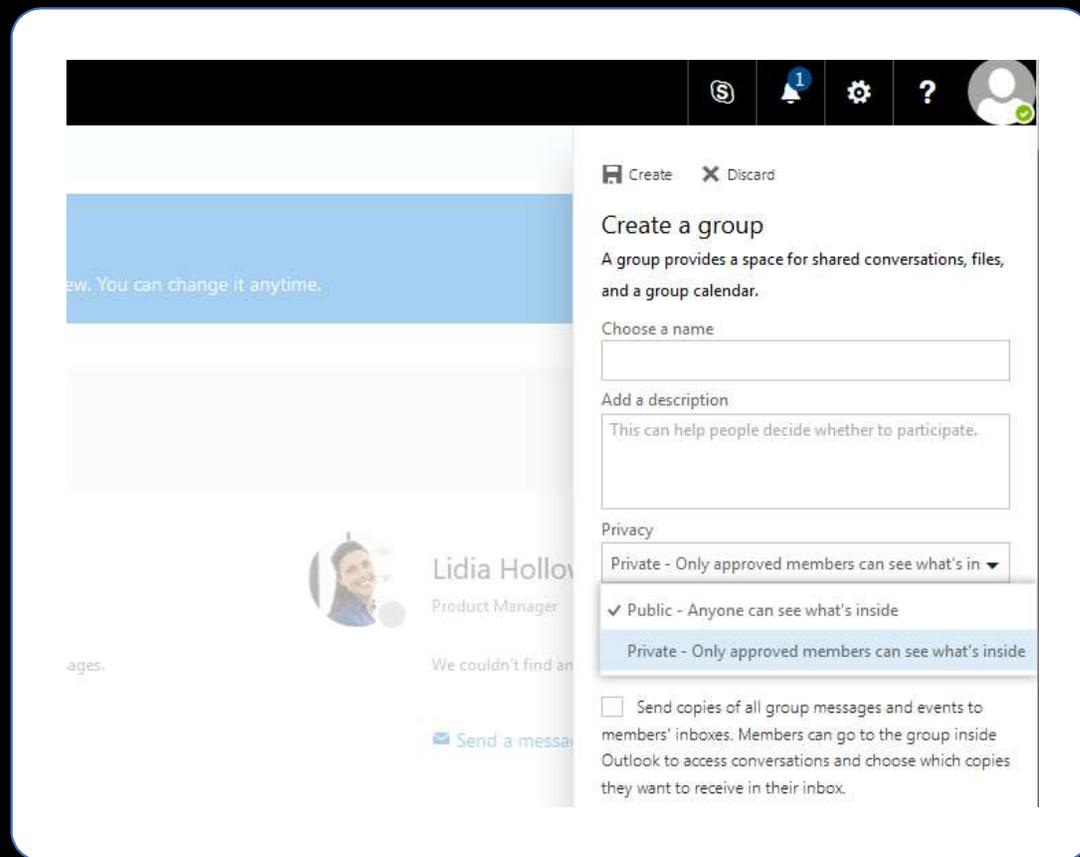
People you frequently contact [View the full list >](#)  
See recent communications and updates for the people you interact with the most.

 **Isaiah Langer**  
Web Marketing Manager  
Last contacted 12/4/2016: Project Management  
[Send a message](#)

 **Lynne Robbins**  
Product Manager  
Last contacted 12/4/2016: Q3 - Asia  
[Send a message](#)

## “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

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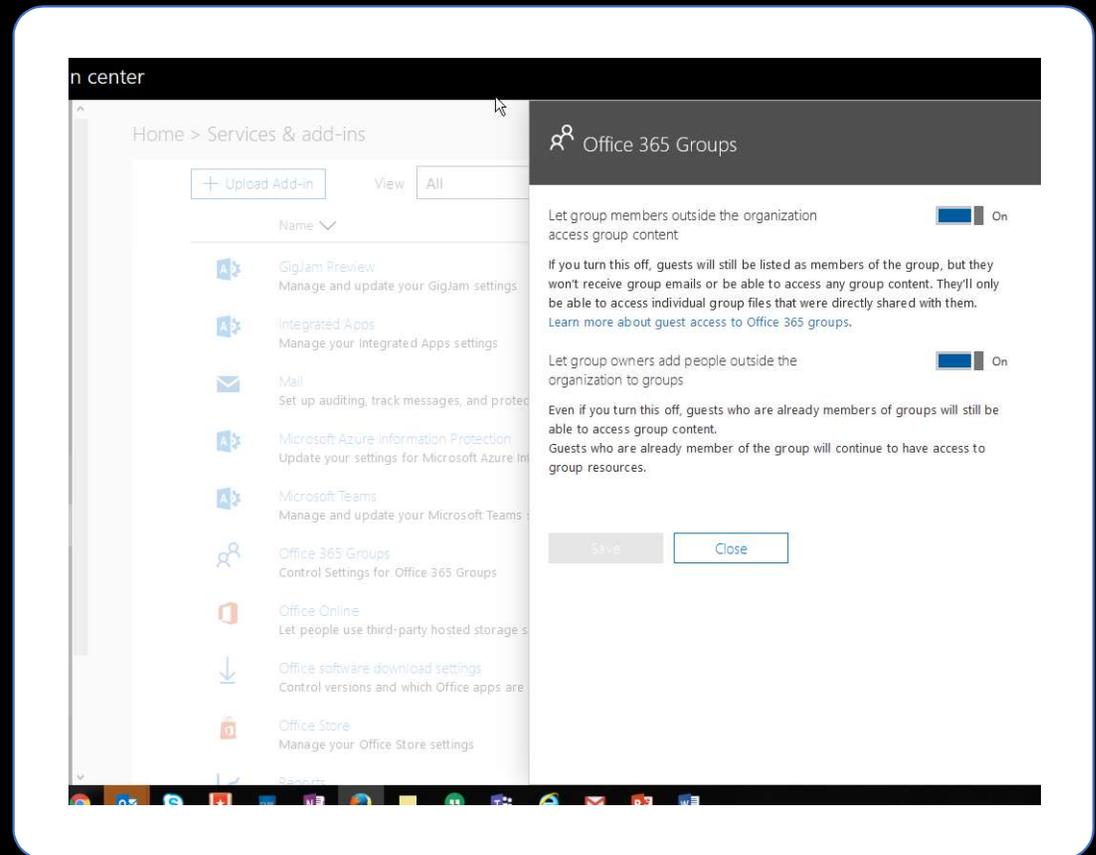
As with SharePoint and OneDrive, organizations can enable external access to Groups

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

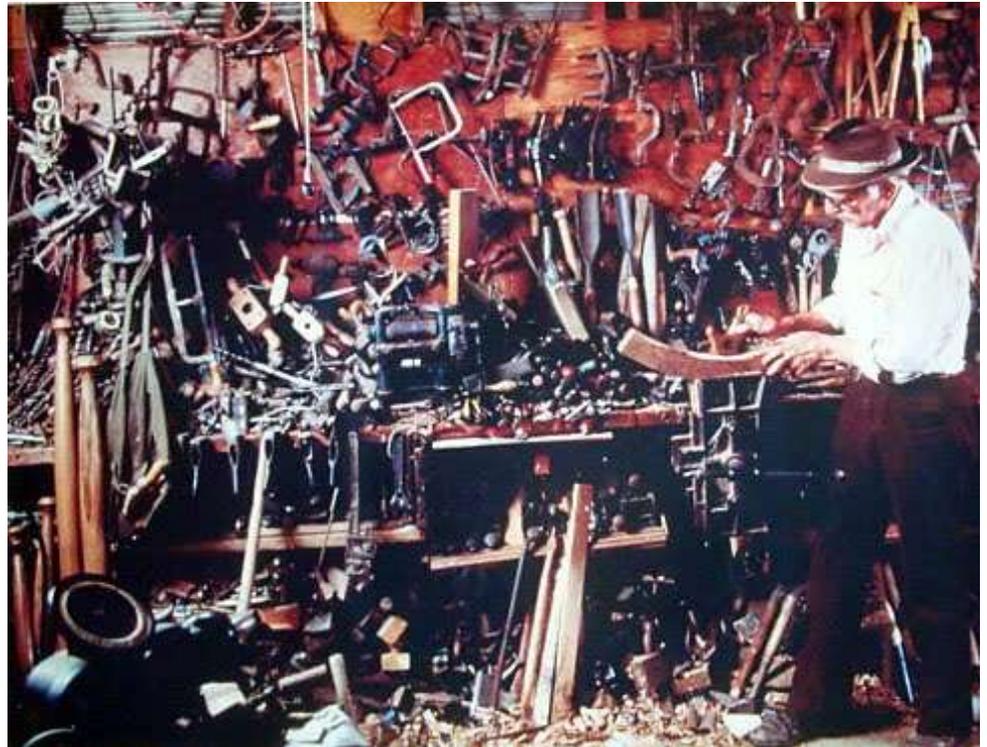
## Collaborating internally and externally

- 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"*



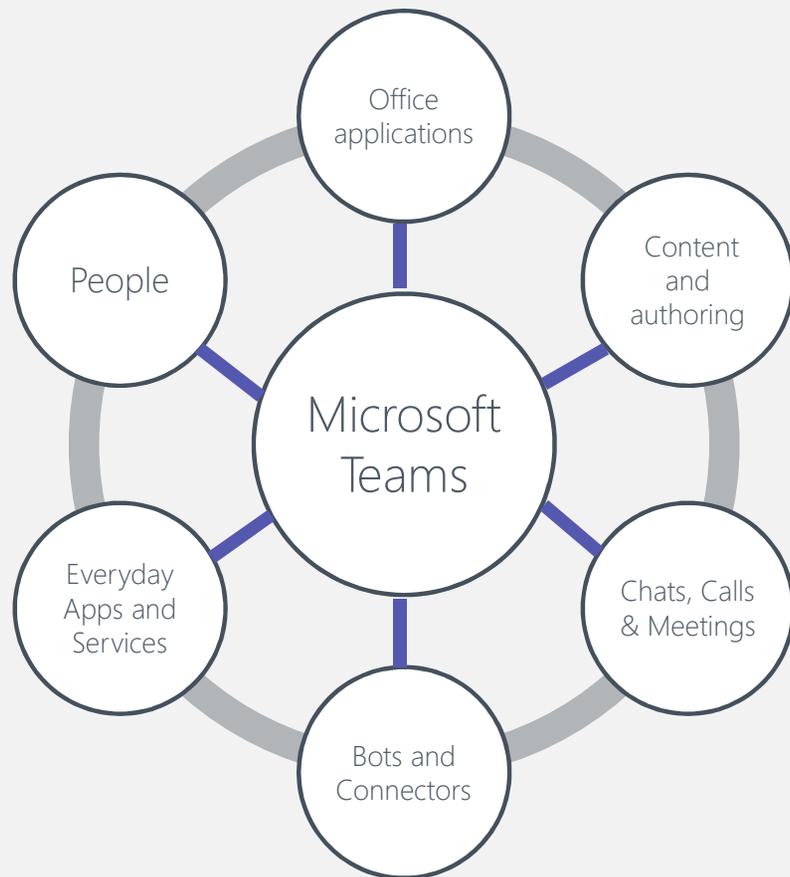
*Conversations  
happen in  
Yammer posts*

*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



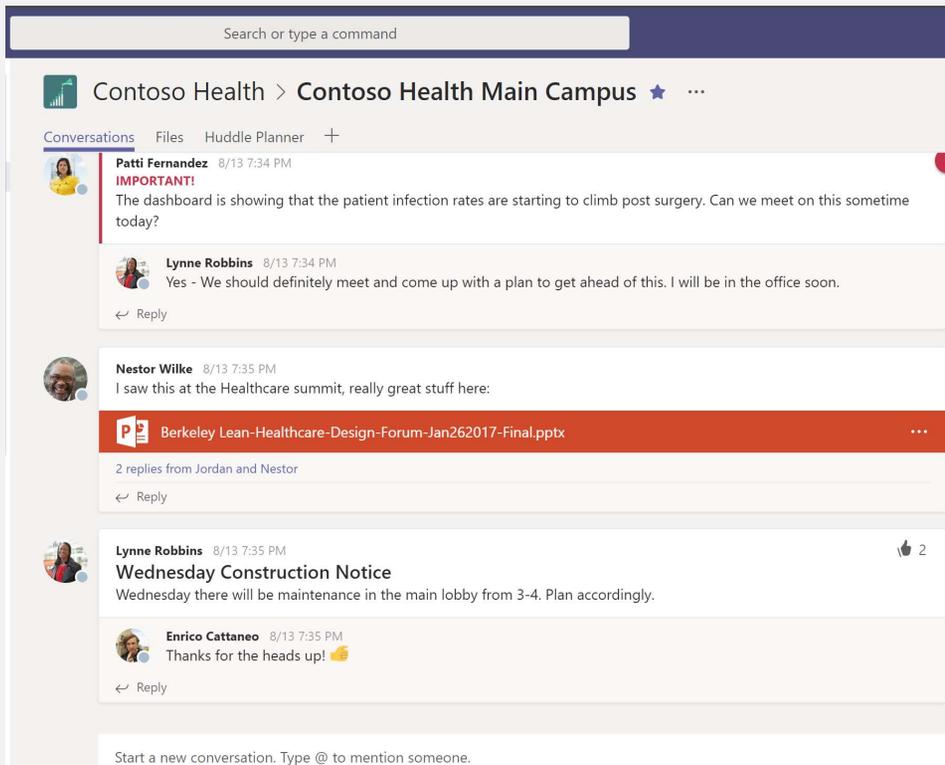
**Customize & Extend:** 3rd party apps & existing systems



**Work w/ Confidence:** Enterprise security, compliance & manageability

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# “Conversations” are at the heart of Team collaboration



The screenshot shows a Microsoft Teams channel named "Contoso Health Main Campus". At the top, there is a search bar with the text "Search or type a command". Below the channel name, there are tabs for "Conversations", "Files", and "Huddle Planner". The conversation history includes:

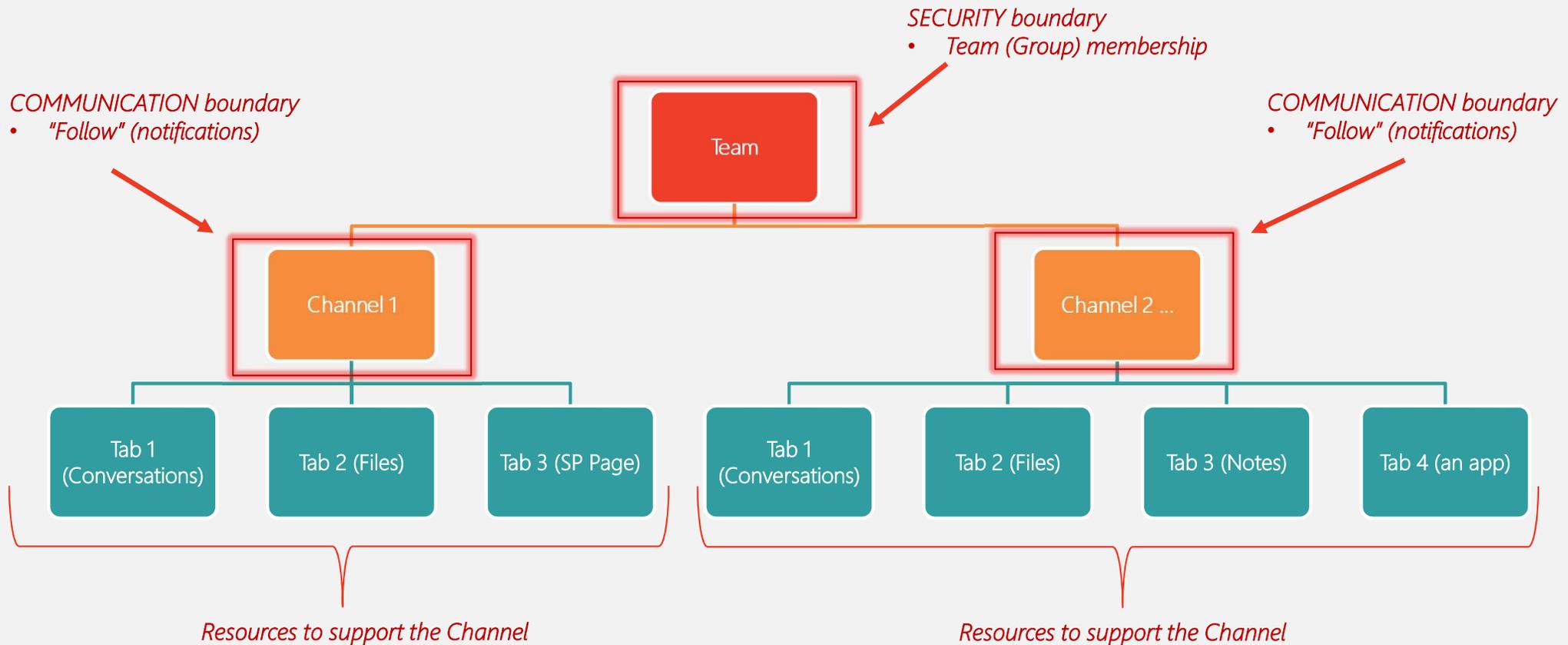
- Patti Fernandez** (8/13 7:34 PM): **IMPORTANT!** The dashboard is showing that the patient infection rates are starting to climb post surgery. Can we meet on this sometime today?
- Lynne Robbins** (8/13 7:34 PM): Yes - We should definitely meet and come up with a plan to get ahead of this. I will be in the office soon.
- Nestor Wilke** (8/13 7:35 PM): I saw this at the Healthcare summit, really great stuff here:  
**Berkeley Lean-Healthcare-Design-Forum-Jan262017-Final.pptx**  
2 replies from Jordan and Nestor
- Lynne Robbins** (8/13 7:35 PM): **Wednesday Construction Notice**  
Wednesday there will be maintenance in the main lobby from 3-4. Plan accordingly.
- Enrico Cattaneo** (8/13 7:35 PM): Thanks for the heads up! 🙌

At the bottom, there is a text input field with the placeholder text: "Start a new conversation. Type @ to mention someone."

- 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

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# 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. It is divided into three main sections:

- The TEAM:** Indicated by a red arrow, this section refers to the team itself, represented by the "US-PubSec" team name in the left-hand navigation pane.
- The Team's CHANNELS:** Indicated by a teal arrow, this section refers to the various channels within the team, such as "General", "FED Sales", "Knowledge Channel", "Marketing Events", and "Partner Program".
- Channel TABS:** Indicated by an orange arrow, this section refers to the tabs within a channel, such as "Conversations", "Files", "AP Wiki", "AP University", "L&L Planner", and "Resources".

The main content area shows a message from "Taylor Claverton" dated 7/26 1:13 PM, titled "Following Group Emails in Outlook". The message includes a quick reminder to follow the US-Federal Group in Outlook and a screenshot of the Outlook interface showing the "Follow the Group" button.

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# Understanding the SharePoint and Teams relationship

The screenshot displays the Microsoft Teams interface. On the left, a navigation pane includes 'Activity', 'Chat' (with 2 messages), 'Teams', 'Meetings', and 'Calls'. The main area shows the 'BGLeads' team with a 'General' channel selected. Below the channel name, a list of documents is visible:

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

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DEMO:

*Microsoft Teams in the wild...*

That's great but...



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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
- Windows 10 +

**Platform** +

**Cloud Instance** —

- Education
- GCC
- GCC High
- GCC High/DIAD
- 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>  
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# Demo: Email-enable a Channel



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



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## Resources

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*eBook*  
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# thank you

Gracias	ευχαριστώ	Danke	Grazie	благодаря
Hvala	Obrigado	Kiitos	شكراً	Tak
Ahsante	Teşekkürler	متشكراً	Salamat Po	감사합니다
Cám ơn	شكراً	Terima Kasih	Dank u Wel	Děkuji
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תודה	多謝晒	дядкую	Ďakujem	