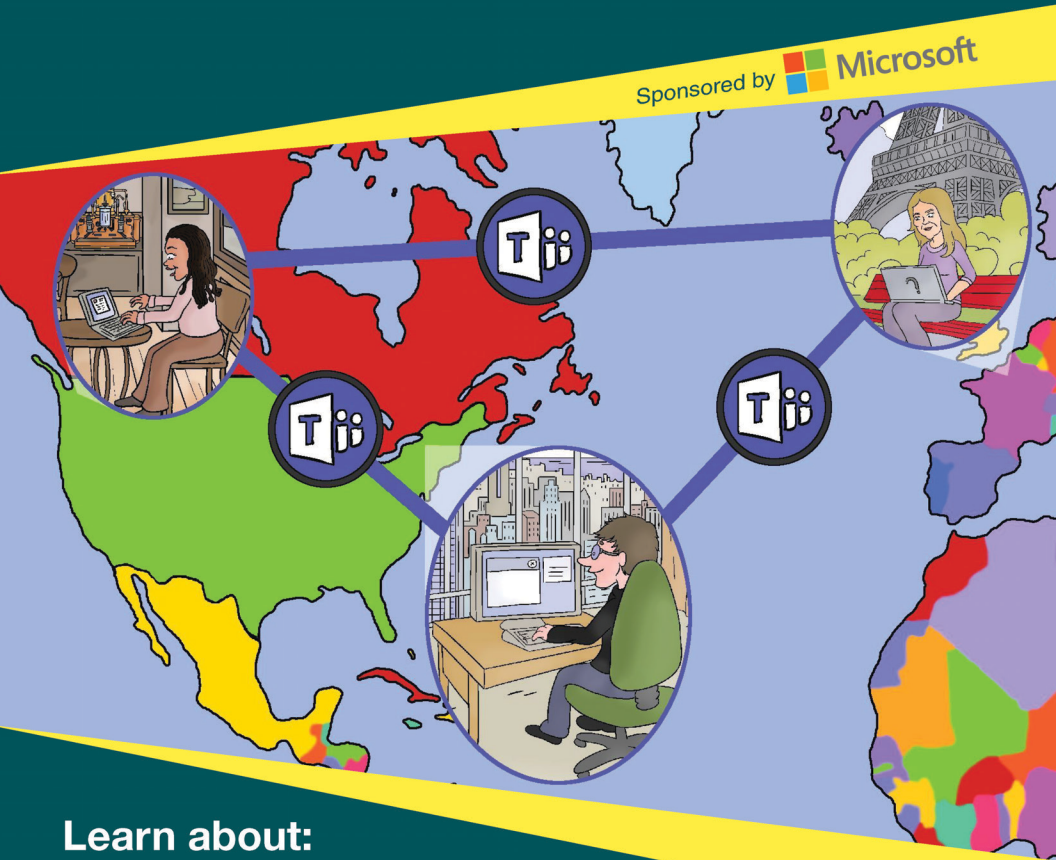


Conversational Microsoft Teams

 A ConversationalGeek
Book

Sponsored by  Microsoft



Learn about:

- Create team and channel workspaces
- Collaborating on content and connecting in online meetings
- Modern project management with Planner, SharePoint, Flow and PowerBI

By **Heather Severino** (Microsoft MVP – Office Apps and Services, Microsoft Certified Trainer)
with **Karuana Gatimu** (Director, Customer Advocacy Group, Microsoft Teams Engineering)

Sponsored by Microsoft Teams

Microsoft Teams brings together people, conversations and content, along with the tools that teams need. It's integrated with familiar Office applications and is built from the ground up on Office 365 and Microsoft's global, secured cloud. Microsoft Teams is built on four core promises:

- **Chat for today's teams.** Microsoft Teams provides a modern conversations experience, with threaded, persistent chat to keep everyone engaged. Team conversations can be either private or visible to the entire team, and users can access multiple teams, making it easy to switch between projects.
- **A hub for teamwork.** The Office applications and services that teams use every day — Word, Excel, PowerPoint, SharePoint, and OneNote and Power BI— are all built-in, so people have the information and tools they need.
- **Customization for every team.** Microsoft Teams offers the ability to customize work spaces with tabs, connectors and bots from third-party partners as well as familiar Microsoft tools like Microsoft Planner and Visual Studio Team Services. More than 150 integrations are available or coming soon, with companies like SAP, Trello, Hipmunk, Growbot and ModuleQ building on the platform.
- **Security teams trust.** Microsoft Teams is built on the hyper-scale, enterprise-grade Office 365 cloud, delivering the advanced security and compliance capabilities that customers expect. Teams supports global standards including SOC 1, SOC 2, EU Model Clauses, ISO27001 and HIPAA.

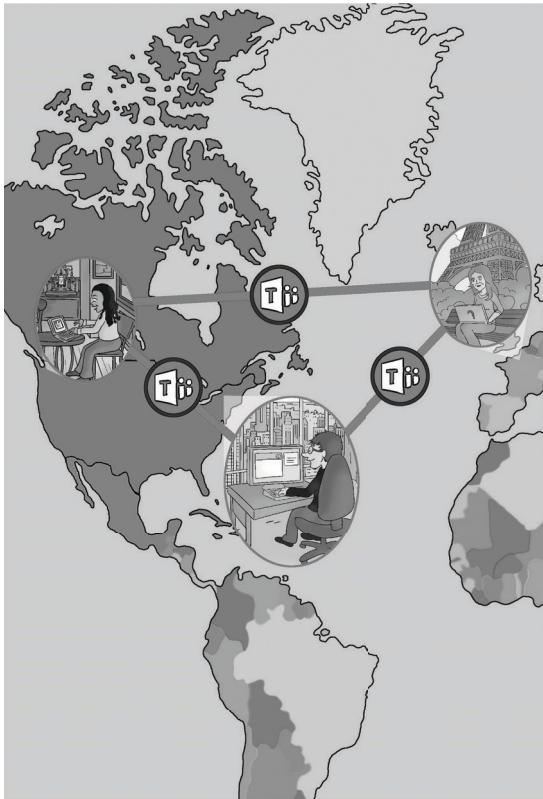


<https://teams.microsoft.com/start>

Conversational Microsoft Teams

Heather Severino and Karuana Gatimu

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Conversational Microsoft Teams

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Notes from the Authors

This book explores how personal and group productivity collaboration tools can transform the way you and others work together, transform ideas together and create global engagement together.

Microsoft Teams brings all the familiar Office apps (and more) together in one workspace.

Personally, I am more productive working from one app, that's Teams, to glance at my calendar, start meetings, edit OneDrive files, and chat with colleagues.

As part of a group working on a project, Teams helps me quickly find information, ask the necessary questions, edit SharePoint files, analyze data to make decisions and track project task progress. Not everything needs to be an email, right?

After reading this book, I hope you find you are more productive and organized, too. Welcome to Microsoft Teams!

Heather Severino
Microsoft Office Apps and Services MVP



Microsoft Teams is a transformational product that brings together the powerful collaboration tools across the Microsoft ecosystem. But that alone is not why I'm passionate about this product.

Our mission statement at Microsoft talks about “empowering every person and organization on the planet to achieve more”. This is not just another company mission statement. There are thousands of people at our company, myself included, who believe this is possible. For us, this is a mission and why we are committed to making a meaningful product that enables people to make their own personal and professional goals a reality.

The commitment to making a positive impact fuels our product truth, our partnerships and our engagements with our vast user community. On behalf of all of us at Microsoft we hope this book helps you join us on that journey.

Karuna Gatimu
Director, Customer Advocacy Group,
Microsoft Teams Engineering



The “Conversational” Method

We have two objectives when we create a “Conversational” book: First, to make sure it’s written in a conversational tone so that it’s fun and easy to read. Second, to make sure you, the reader, can immediately take what you read and include it into your own conversations (personal or business-focused) with confidence.

These books are meant to increase your understanding of the subject. Terminology, conceptual ideas, trends in the market, and even fringe subject matter are brought together to ensure you can engage your customer, team, co-worker, friend and even the know-it-all Best Buy geek on a level playing field.

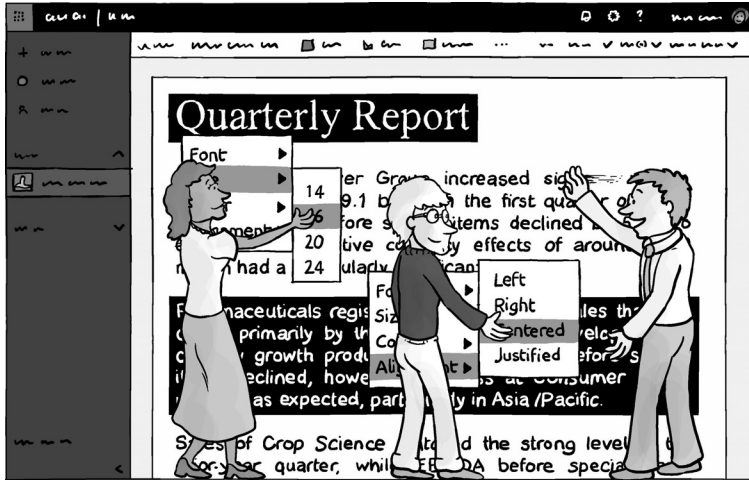
“Geek in the Mirror” Boxes

We infuse humor into our books through both cartoons and light banter from the author. When you see one of these boxes it’s the author stepping outside the dialog to speak directly to you. It might be an anecdote, it might be a personal experience or gut reaction and analysis, it might just be a sarcastic quip, but these “geek in the mirror” boxes are not to be skipped.



Within these boxes we can share just about anything on the subject at hand. Read 'em!

Microsoft Teams: Creating Workspaces



Microsoft Teams is one of the new collaboration tools in Office and it is getting a lot of attention. As the fastest growing business application in the history of Microsoft, we can see why!

It is dubbed the “hub for teamwork” by Microsoft and that description is fitting. Teams is a workspace which combines group chat, online meetings, calling, web conferencing, document collaboration, task planning and more with other Office 365 apps and apps by other publishers.

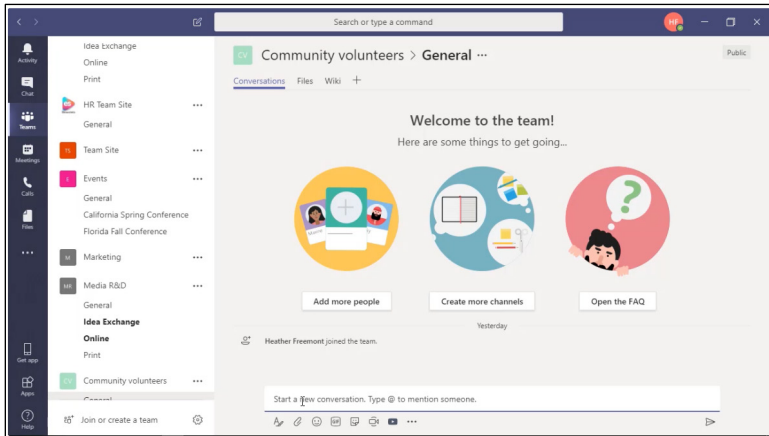
As with any tool, your IT department may have Teams configured differently in your environment. The guidance in this book is based on a standard implementation of Teams.

So, let’s kick the tires and take it for a spin!

Getting Started in Teams

At this point you might have a ton of questions. Let’s start with installing the Teams app. Well, there are a variety of different ways to access it: in your browser through the app launcher (as

mentioned above) or through the Teams app that can be installed on your desktop, or through the mobile Teams application.



Microsoft Teams Desktop UI

Here are the answers to other commonly asked questions:

- The maximum number of teams which can be created in an Office 365 tenant is currently 500,000.
- A team can have up to 10 owners.
- A team can have up to 2,500 members with larger teams to be available soon.
- A user can create 250 teams through the user experience.
- Your IT department can setup naming conventions, expiration policies and other governance controls as needed.
- The Teams mobile app is available for iOS and Android devices.

- Downloadable 32-bit and 64-bit installers for Windows are available for centralized IT installation. A .dmg installation file is also available for Mac computers.

Each newly created team comes with one pre-built channel labeled General. This channel is considered a spoke to the Team hub. It is listed below the team name and indented to the right. The default name of this channel cannot be changed.

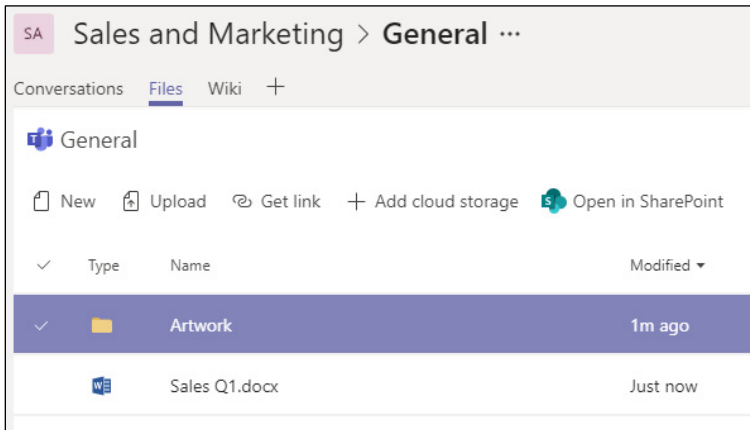
The General channel has three tabbed workspace areas to get the workspace started; Conversations, Files, and Wiki.

- **Conversations** – a place within a channel for an entire team to have persistent chats. Messages you post here can be edited or deleted during the first 24 hours after they were posted. When documents are added, meetings are launched, and polls are created, notifications for these will also appear in the Conversations area. The “persistent” nature of these conversations means it’s easy for anyone to catch up when they are new to the team.



People tend to worry that they will “miss” something in Microsoft Teams. Teams is a social collaboration tool, so you aren’t supposed to read everything! Encourage your teammates to adopt @mentioning your name as a best practice to bring your attention to something in particular. You can look in your Activity Feed for items where people are @mentioning you, where they’ve responded to your post or posted in a channel you follow. @Mention and channel follow are essential to managing the experience in Teams.

- **Files** – A folder in the SharePoint Document Library associated with the related SharePoint Site. Each library has 1 TB of storage and each document can have a maximum size of 10GB. Each channel or spoke in the team has a folder of the same name to simplify file storage in the SharePoint site that is associated by default with the team.



Folder and File Collaboration

- **Wiki** -- A freeform rich text page which works great for repeated steps or tasks for new hire onboarding, new members to the team and for frequently asked questions. You can also add a OneNote notebook as a tab within a channel. It's great for taking meeting notes and organizing like content.

Additional channels with custom names (up to a maximum of 200 per team) can be added. Consider organizing channels by topic, location, project, or discipline. People can configure channel notifications for channels that are their favorites.

External guests like clients, contractors, consultants, and vendors can be added to a team. Team owners, members and guests can view and contribute to all the team channels. Your

IT department can manage this setting and audit who has access to information.

Private channels keep sensitive/confidential information out of view from all members. Only members given access and channel owners can see private channels and their content. The members of private channels must be members of the parent team. These channels are great for managers, budgets, staffing and other sensitive topics that relate to the broader team but aren't for everyone to see. Using private channels keeps you from needing separate teams for these topics.

Streamlining with Teams

Meet Emma! Emma works remotely managing many projects for her global company. Currently, she manages some projects in Office 365 Groups, while other projects, personal tasks and collaboration happen in Outlook, SharePoint, OneDrive for Business, and OneNote. Let's see how she can streamline all work in Microsoft Teams.

During a recent meeting, her colleague Peter mentions that the Office 365 Groups and SharePoint Sites they currently work in can be enhanced with the Teams functions. He explains that the hub-and-spoke approach to the team and channels may help with organizing long-term and more complex projects into easier workspaces to navigate and work within.

Peter also explains that once the team is created, Emma can customize it with Tabs. Tabs are a simple way to navigate content that is relevant to the people working in the channel. Tabs can be documents, forms, other SharePoint lists or libraries or any webpage (that starts with an "https" secure link) to name a few. Tabs are essential to streamlining the experience of getting work done.

Let's help Emma understand how she can go about setting up teams and then later, learn more about channels.



When Microsoft Teams became available in 2016, many speculated that Office 365 Groups was going away (being replaced by Teams). This is not the case and in fact, Office 365 Groups now connect more information, apps and services in the places you like to work best: Planner, SharePoint Team Sites, and Teams. Office 365 Groups is the membership service that helps you manage access to the information in these services.

Peter explains to Emma that an existing Office 365 Group or SharePoint Team site can be turned into a Team with the same given name.

When a team is created from scratch, an associated Office 365 group and a SharePoint Site are also setup at the same time. The Office 365 Group is the central membership roster that works for Microsoft's modern collaboration



People are always asking me "which tool do I use?" and respectfully, I think that's the wrong questions. "What are you trying to get done?" is much more relevant. Most of the time I can help you do that in Microsoft Teams with the other Office 365 services. This is why we talk about #BetterTogether so frequently. We want people to think more about their outcomes and not about hopping between individual applications.

While setting up the team, there is an option to make it private or public. Public teams will surface in a list of available teams to join. Private teams will not surface in this area. If an existing team member invites a colleague to a private team, a team owner must approve this request.

An existing Team can be used as a template to duplicate the structure - channels, tabs, settings, apps and members.

It's a good idea to have more than one team owner to manage membership and workspace areas (when other owners may be unavailable for such tasks).

When a team is no longer active, but it needs to be kept for reference or to reactive in the future it can be archived. Conversations and files in the team become read-only. You can keep it as a favorite and search for stuff. To prevent members from editing content in the associated SharePoint site and Wiki tabs, the SharePoint site will need to be set to read-only for team members.

Emma and Peter are on their way to a great start with Teams. They know how to connect their existing SharePoint sites and Office 365 groups to teams, create teams from scratch and how to start organizing channels. For more guidance on how to structure teams and channels visit the video of the same name on the Coffee in the Cloud YouTube channel from Microsoft (<https://aka.ms/CoffeeintheCloud>).



Whenever I meet someone that works with Teams, I ask, what is the perfect number of tabs within a channel for the way you and others like to work? The answer I hear most goes something like this “depends on what the team is working on, typically the number is 5.” Then followed by “...and I have learned to keep the tab names on the short side. If they are too long or there are too many of them you end up with an arrow drop-down menu to display the rest. The arrow is not obvious to a new team member.”

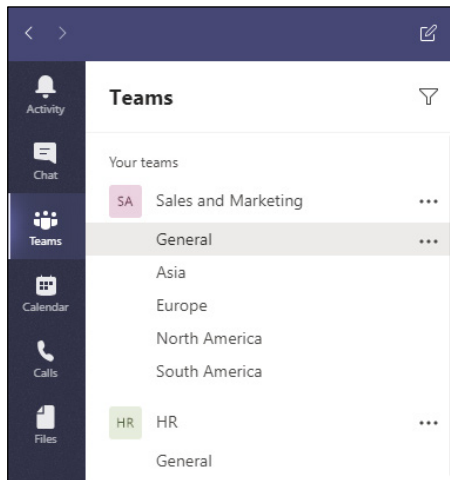
Microsoft Teams: Collaboration

With the team and channel structure in place, let's see how we can help Emma's peer, Sharon, gather insights and be more productive while working as a group and personally.

Today Sharon works on twice the number of team projects as she did 5 years ago. She spends her work days switching from app-to-app to send communications, attends online meetings, chats with her coworkers and update project tasks.

Sharon is currently working on many projects, let's see how they may translate to a Team and Channels workspace. She's been invited to three different Teams: Product Development, Sales and Marketing, and Onboarding.

Within the Sales and Marketing team, she navigates to the various channels by region: North America, South America, Europe and Asia and catches up on recent conversations with geographically located colleagues. She can also view a Power BI dashboard pinned as a tab, add information to a OneNote notebook and creates a poll with the Polly bot which is one of the applications available in Teams.



Channels

With another couple of clicks she quickly navigates to the Product Development team and starts a meeting within the Phase 2 Channel automatically including all the Product Development team members.

In the Onboarding team she checks the action items assigned to her in the Planner tab. She quickly marks some as completed and enters comments for other tasks so her teammates can easily see her progress.

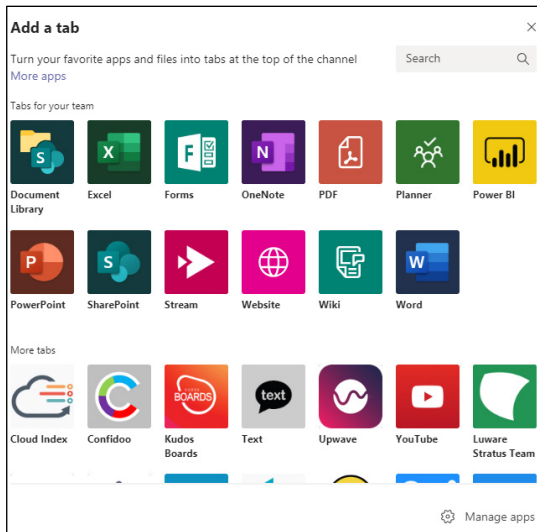
She's discovering that the experience in the Teams is comfortable; all the familiar Office apps are integrated in one workspace and in a way that she likes to work.

Private messaging is a cozy place for one-to-one or group conversations that don't need to take place in a channel conversation for all to read. Sometimes conversations that don't apply to an entire team or around a specific topic become noise. She can also share a file from her OneDrive in a private chat and everyone will automatically have the rights to view & edit that document.

Unscheduled meetings and conversations are less formal and more like a coworker stopping by your desk to chat.

While Sharon's finding her way around Teams, let's point out some of the key areas.

- **Tabs** – Office 365 apps like Planner, OneNote, PowerPoint and more can be added to the Channel space to make it a more collaborative space for group work. Just click the + sign off the channel navigation.



Tabs

Note: In addition to Office 365 apps, you can make tabs with a variety of other apps as well. There are quite a number in the line-up. To see all the available Apps, select the Apps icon in the application. This list may be longer or shorter depending on what your IT department has enabled.

- **Emojis, Stickers and Memes** – These are great ways for Sharon to respond to group conversations visually; giving praise, office drama (never happens, right?) and adding some daily humor with custom messages.

Visual messages catch more attention than text sentences, are quicker to comprehend and can be more impactful for a call to action.



- **Collaborating on Documents** – Teams uses SharePoint and OneDrive as its content management system. The

file experience in Teams is simplified to enhance the collaboration experience. For people who are used to doing more complex tasks with SharePoint, like workflows or assigning extra information to their documents (metadata), you can simply navigate out to SharePoint from the Files menu and complete these tasks. More of these native content management features will be available within Teams soon.

When a document is opened in the Teams app by a member, it can be viewed and edited with this app, the online app associated with the filetype or the desktop app associated with the filetype (if installed on the device). If more than one member is editing, everyone there can see the changes happening in real time, can ask questions around these changes within the side-by-side chat area, and all changes are automatically saved as versions. For advanced SharePoint functionality like reviewing version history, members will need to navigate to the SharePoint document library within the SharePoint site to manage this.

Other document libraries like Dropbox, Box and Google can be connected to a Team channel.



If you have an idea for how to make Teams an even more collaborative workspace, check out <https://microsoftteams.uservoice.com>.

A shortcut for this site is Feedback Lightbulb icon in the lower-left corner of the Teams app.



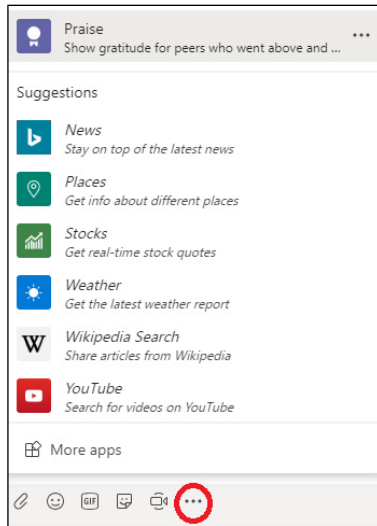
Search to see if your idea has been suggested. If it has, upvote it. If not, add it for others to upvote. The Teams engineering group reviews these suggestions and your idea might become reality!

Speeding up your Collaboration – Bots, Apps and Connectors

Bots, apps and connectors must be enabled in the area they will work in – private chats, teams or specific channels. These helper tools usually need to collect information, so they will ask you to trust them, so they can do their job. You will only be able to use the bots, apps or connectors that your IT department has enabled.

As mentioned earlier, apps can be added into tabs for easy access. There are other app types that can be included into a channel. When in the Conversations tab you can select the three dot ellipses to see apps like Praise (to show gratitude for peers who went above and beyond), News, Places, YouTube and more.

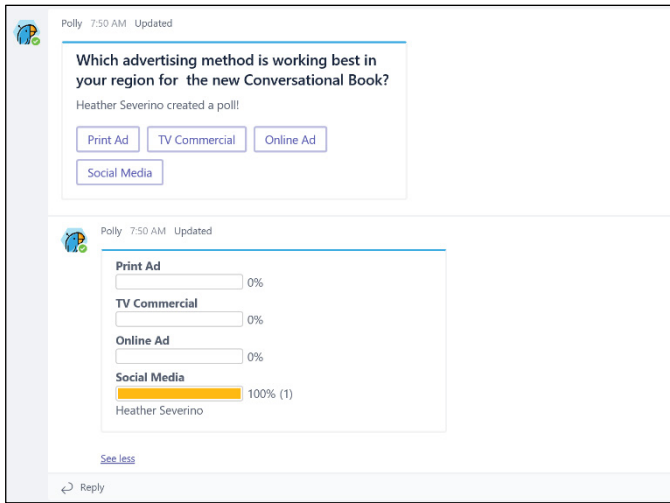
Some examples of helpful bots include Polly, Forms, and Survey Monkey for creating polls, Personal Secretary for scheduling meetings, and Hipmunk for gathering budget-friendly travel fares. Apps can include Adobe Creative Cloud, Jira, SmartSheet, Asana and many other popular productivity tools including other components of Office 365.



Apps

Integrating these tools into the conversation area of Teams bring in information from these services to the context of the conversation you are having. Reducing context switching is one of the many goals of Microsoft Teams. Context switching – hopping between applications or subjects – is known to break the focus of employees who are trying to get work done.

Bots, Apps and Connectors can be setup for specific channels by accessing them within the Store. In the Teams online and desktop apps, the Store can be accessed from the left navigation bar. Here is an example of Polly in action:



Polly

Microsoft Teams: Meetings

Sharon is only a click away from meeting with people on her projects. She has a few options:

- **Meet Now:** Sharon might be chatting with someone and decide to talk with them instead. An unscheduled meeting, known as Meet Now, can be started in the channel conversation area or from within a private chat. She can turn on her video for better communication or share content from her computer.
- **Private/Scheduled Meetings:** Sharon can also setup a meeting with a few key people. The calendar/meeting area pulls availability directly from Exchange Online and meetings scheduled here will appear on attendees' personal Outlook calendar.
- **Channel Meetings:** These meetings are available to anyone who has access to the channel that they are scheduled in. They are perfect for broad project meetings or stand ups.

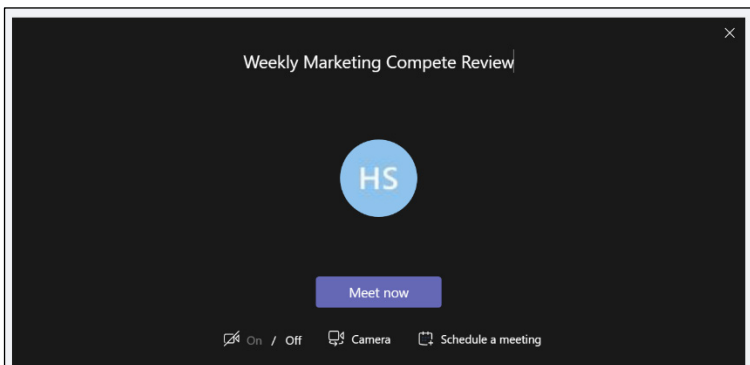
Currently, the maximum number of people in a meeting is 250. In the case of private or channel meetings Sharon can chat with attendees right within the context of the appointment. That save her all the emails back and forth about agenda and what's being presented.



A note about large scale meetings:

Sometimes you may anticipate more than 250 people attending your meeting or presentation. For an executive presentation, an all hands or a wide scale training. Office 365 includes the Live Events capability that can be viewed within Microsoft Teams, on Yammer or on the web. You can learn more about these easy to produce meetings at <https://aka.ms/LiveEvents>

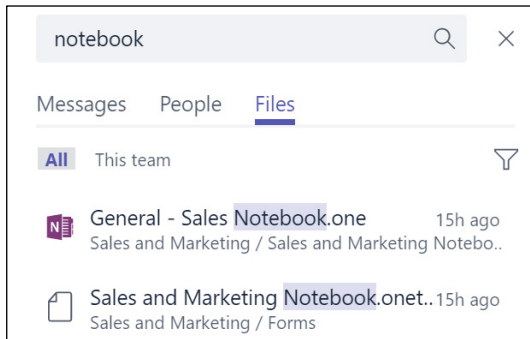
During the meeting she can take meeting notes and meetings can be recorded and then shared with others. Bob wasn't able to attend the meeting so he can now view the notes, conversation and listen to the recording right from within Teams to stay up to speed.



Start a Meeting

More Collaboration Features

- **Private Messages** – Outside of the open group conversations, this is where private chats with one or several other colleagues can take place (outside of the Channel conversation). There can be 20 members in a private chat including the person who created the chat. You can give a chat a name to make it easy to find later.
- **Search** – As the team grows and the channels fill with information: conversations, documents and other types of content, it may seem challenging to find what you are looking for. Search can surface needed information by looking for a key word/phrase in a message, for the name of a person, or for a file.



Search



Tip: Click in the Search bar and then type / or @ for a list of commands and shortcuts. You can change your presence status, send a quick message or see a list of keyboard shortcuts.

- **Activity Feed** – This is the best way to stay up to date on the action in Microsoft Teams. Your activity feed can be filtered by unread messages, messages where you were @mention'ed, messages in channels you follow, replies to your messages and other measures. You can pop over and scan these different feeds (especially @mention and follow) to stay up to date on the most important items in Teams.
- **Notifications** – This works differently than the email subscriptions for Office 365 Groups. There are many ways to be notified: by banner, email and more and what you want to be notified about, like @mentions, updates and more.

Speaking of @ mentions, there are three types: team mentions, channel mentions and individual member mentions. Use each kind to draw the attention of the people you need to see what you are posting.



The Teams app is available as an Office 365 online app (browser based), as a desktop app and a mobile app. Get the most from Microsoft Teams by using the mobile app to stay up to date on the go. Enable it for all of your firstline workers so they have access to important information from any location.

Back to Sharon. She is what you might call a road warrior; attending meetings from the airport/hotel/car, capturing notes during site visits, and revising documents with coworkers from her phone and tablet. She quickly discovers the Teams mobile app is essential for her to attend meetings and update the team from anywhere.

Note: You can download the mobile app for Teams from your IOS App Store or Google Play Store.

Sharon also notices from all three apps; online, desktop and mobile, that she can be productive with personal work. Accessing her Outlook calendar for an at-a-glance view of meetings coming up and editing files saved in her OneDrive document library.

Microsoft Teams: Modern Project Management



“These tasks have been assigned to you, Peter!”

Now that teams are set up and collaboration has started, let’s explore the project management apps and services Teams has to offer.

Krunal manages several projects and wants to consolidate his efforts from many siloed applications to team channels.

Planner, a Microsoft Office 365 app, can help Krunal visually organize grouped tasks with his team on a board that is pinned to a team channel. Each task is assigned a due date, assigned to team members, can include a checklist, attachments and be categorized. As the project manager, Krunal can see what is due soon, is late, not assigned to a resource, and what resources have capacity to take on more work. As the project progresses, the tasks can be moved from one bucket to another such as planned, in progress, on hold and deferred. Planner is excellent for use as a Kanban board. If you are not familiar with this term, it’s a scheduling system for Agile, lean and just-in-time (JIT) production.

Even when Krunal or other team members navigate directly to Office 365 Planner app (online or mobile), they notice there is a planning board with the same name as what is in the team channel and they can access the same board there. This is how Office 365 connected apps and services bring it all together.

Krunal has built Power BI dashboards and reports that show real-time visuals for current project production. He wants to share this with the team.



Many of my clients want to reuse existing Planner boards as templates for future recurring project cycles. Good news is this is a new feature of Planner. Microsoft is working to integrate all its task management data into a unified experience. I'm sure we'll hear more about this soon as Microsoft To-do can already show tasks from Planner, flagged emails and Planner plans.

Since he created the dashboards and reports in the associated Power BI Online group workspace, he adds a Power BI tab to the team channel and displays live reports. This keeps the team up-to-date and a way for the team to also have a conversation around these analyses all in one place.

Files, lists and news needed for one project are often needed for another project. This is the case for Krunal and the teams he works in.

A channel automatically has one document library labeled Files. Krunal needs to add a document library from another team/SharePoint site. He accomplishes this by adding a SharePoint library tab and pointing it to the other document library.

As news articles are posted in a SharePoint site, he wants to post these in the associated team. By adding the SharePoint News tab, the same news flowing into the SharePoint site is also flowing into the team channel where the SharePoint News tab was setup. Krunal uses this feature to write his project reports so that they are easily discoverable to new team member and stakeholders. These are posted to the team but can also be emails and are available in the SharePoint News app.

Krunal needs to keep the entire team up-to-date on the latest industry news. By setting up connectors within a channel, Bing News will post articles in the channel conversation that match keywords. Connectors can also be setup to deliver interactive content for sales, HR, Project Management, and other industries. A few to mention are Yammer, Aha!, Twitter, Salesforce, Zendesk, Mailchimp, GitHub, UserVoice and Trello.

The team also needs access to specific data from a back end system that tracks company data. He works with the IT team and in-house developers to create an app that displays this information inside the Team. Members now have access to that company data without having to leave Microsoft Teams.

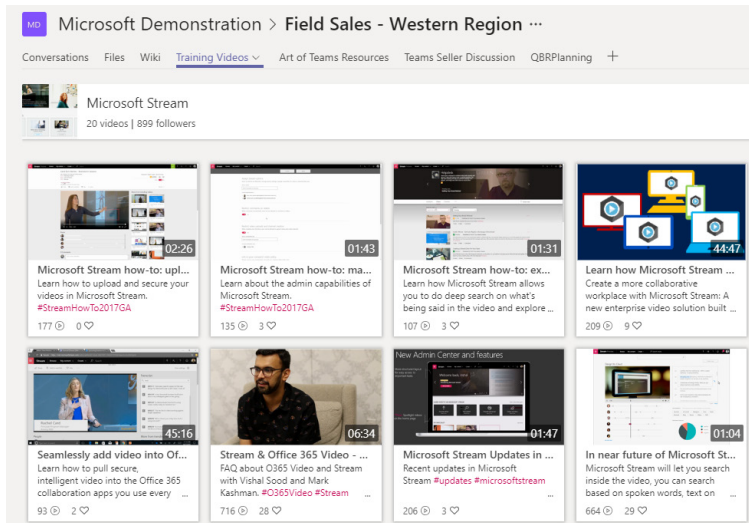
Krunal also needs a way to automate task entry to a SharePoint list from people who are not in his physical location.

This can be accomplished by creating a Microsoft Forms fillable survey, then using Microsoft Flow, to automate the process of taking the responses and adding the information to a SharePoint list. Notifications can also be setup as part of the automated process to alert Krunal as each one is added or when the status changes. For advanced SharePoint functionality like applying a workflow navigate to the SharePoint site to manage this.



Microsoft Forms and Flow are both part of the PowerPlatform tools in Office 365. They allow productivity workers to create and automate workflows across multiple applications and services without the need for a developer. Automated workflows are called flows.

Krunal uses a Teams meeting to share information about his setup of Microsoft Teams with all of his team members. He has notes in the OneNote for easy reference and a channel for questions that he monitors regularly. He also trains people who need to fill out the Form he has created and the business process associated with its completion. He records all of these meetings in Microsoft Teams and publishes them to the Microsoft Stream video channel that is associated with his team. He can pin that inside of his training channel so new team members can quickly get up to speed.



Microsoft Stream video channel



Microsoft Stream is an enterprise video portal which is another service of Office 365. You can broadcast, publish and share videos across your organization. This is great for project read outs, training and modern communications. Stream channels can be pinned inside of Microsoft Teams for easy access.

Krunal is using Teams to bring everyone together in a modern collaboration experience. Working together is easier and more fun because people are not spending time hunting for information. New team members onboard more quickly because they can see the project history easily and project stakeholders are kept up to date.

The Big Takeaways

In a world where people can (and do) work from anywhere, Microsoft Teams is a feature-rich collaboration solution that helps your people to work better together. Through a variety of different tools (desktop, online or mobile) you can interact with your team through group chats, impromptu or scheduled online meetings, calls, document collaboration, task planning and more.

Channels help you keep your teams organized and by adding in new tabs and apps you can utilize a variety of different Office 365 services and apps within teams as well. Automated programs called 'bots' can be used in private chats and channels to respond to queries and interact with cloud services. Connectors to solutions like Twitter, Trello, Wunderlist, GitHub and Azure DevOps Services can also pull in content and updates.

Teams is your one-stop-shop for communication and collaboration!



Many, including myself and Karuana, are embracing this new all-in-one workspace. As Microsoft adds additional apps, services and capabilities, my crystal ball (or is it the Magic 8 ball?) says in the future the Teams app may be the only app you need to get work done individually and as a team!

Through our scenarios we've seen Emma, Peter, Sharon and Krunal have discovered ways to work better together. They have more efficient ways to organize and collaborate within the Teams channel workspaces.

They can access the tribal knowledge being shared in the conversations area and respond to it, get help from bots/apps

and connectors, take better notes with OneNote, coauthor shared documents, analyze Power BI reports, and automate tasks with Forms, Flow and SharePoint lists. Their meeting experience is improved with collaboration built into the before, during and post-meeting experience, high quality video including on mobile devices and they never have to worry about missing the context of a meeting with meeting recordings and Planner tasks built in.

We know that Microsoft will continue to build more connective tissue between all of the services in Office 365 and beyond as they encourage people to shift their center of gravity to Teams as their hub for teamwork. We're excited to see what comes next. We want to hear about your work in Teams. Tell us about your experience online or get your questions answered in the Microsoft Technical Community at:

<https://aka.ms/TeamsCommunity>

Use these Microsoft resources to start or enhance your journey with Microsoft Teams:

- Get started with the Teams Adoption Guide:
<https://aka.ms/TeamsToolkit>
- Plan your journey with deeper guidance at
<https://aka.ms/TeamsAdoption>
- Train your end users with
<https://aka.ms/TeamsLiveTraining>
- Get more adoption tools for Teams and other Office 365 services at **<https://aka.ms/MicrosoftAdoption>**
- Help your IT department manage Microsoft Teams with our product guidance at
<https://aka.ms/SuccessWithTeams>

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Easily “converse” about Microsoft Teams in any setting

Microsoft Teams is a platform that enhances communication and collaboration through workplace or team chat, meetings, notes, attachments and more. Learn how Microsoft Teams works to be that digital hub for your organization.



About Heather Severino

Heather Severino is a Microsoft MVP, Microsoft Certified Trainer (MCT) and owner of TeachUTech, specializing in Microsoft Office, presentation and instructional skills training, instructional design, and authored training videos.



About Karuana Gatimu

Karuana Gatimu is a business architect with a passion for technology, communications and people. Follow her on Twitter @Karuana.



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