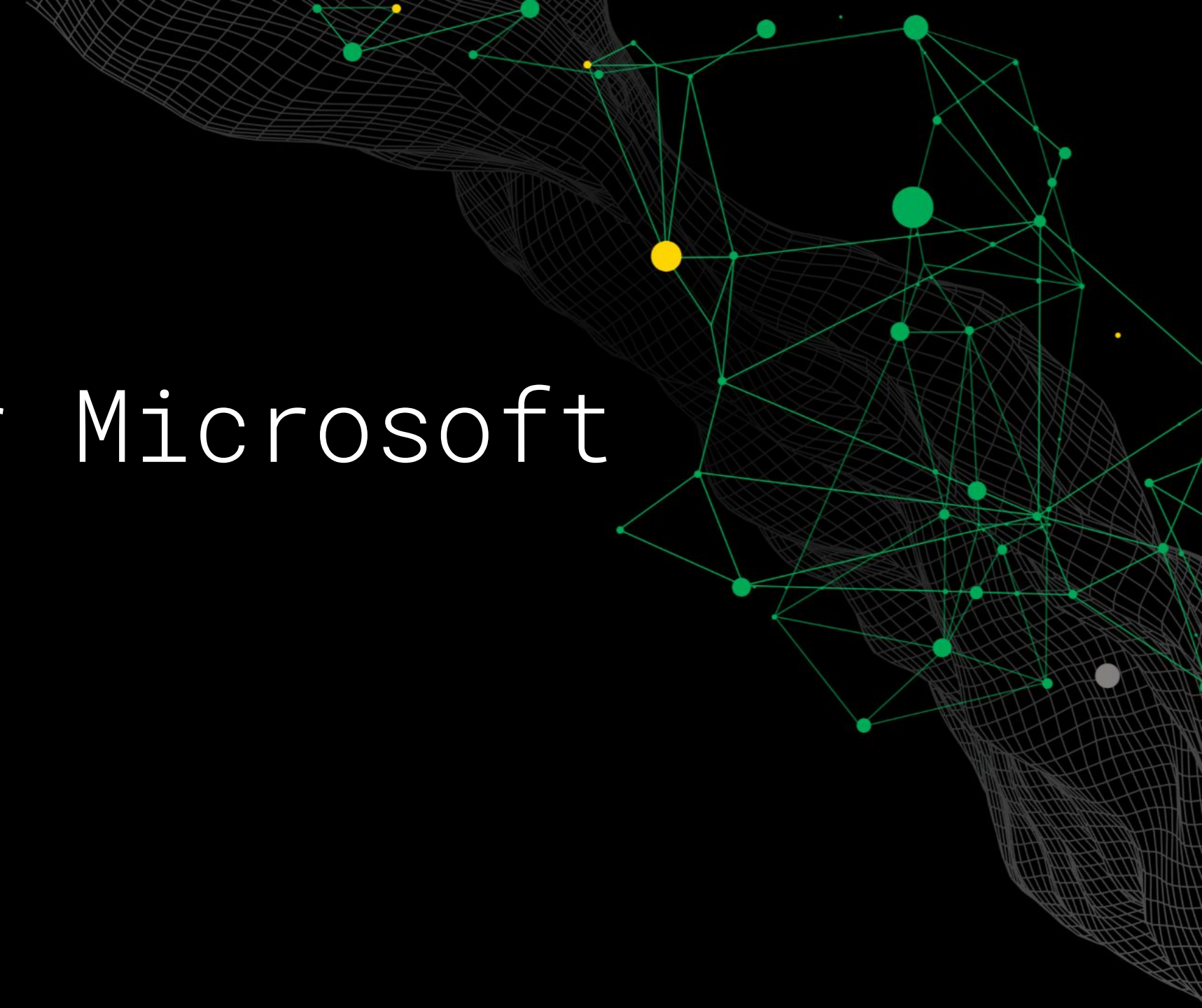


Discover Microsoft Teams



What is



Discover Microsoft Teams

(and some VERY cool related stuff)

David Groth
Technical Solutions Specialist and Modern Workplace
Lead

Session overview



- MS Teams Overview
- Related Applications
- Features/Applications Demo
- Copilot for Teams and the Future





Teams Overview



What is Teams?



- Chat
- Meetings
- Collaboration
- Mobile integration
- File management
- Telephony
- Application Integration



Chat



- Conversational stream of text interactions (faster and more informal than email)
- 1:1 or 1:Many instant communication
- Intra-company or Inter-company
- Chats can be named
- Files can be shared in chats



Meetings



- 1:1 or 1:Many
- Include Screen sharing, file sharing, shared applications
- Also can be configured for Town Halls, Webinars with data gathering
- Recording and transcription
- End-to-End Encryption
- Watermarks (Premium only)
- Summaries (Premium only)



Collaboration



- Essentially “working together” within different pieces of Teams
- Co-editing documents
- Whiteboarding
- Schedule sharing with calendar management



Mobile Integration



- Android & iOS clients
- Includes Tablet, Phone, other mobile devices
- Phone Operator Connect Mobile



Files



- Every team channel has a files tab
- Files are automatically shared with everyone within that channel
- Rights to files are semi-automatic, but can be changed
- Integrates with OneDrive, other online services (Dropbox, etc)



Application Integration



- Teams has apps that allow integrations with thousands of cloud-based apps
- If a native integration doesn't exist – Teams also has RSS to post and E-mail to post basic level integrations





Included Applications



Included Applications



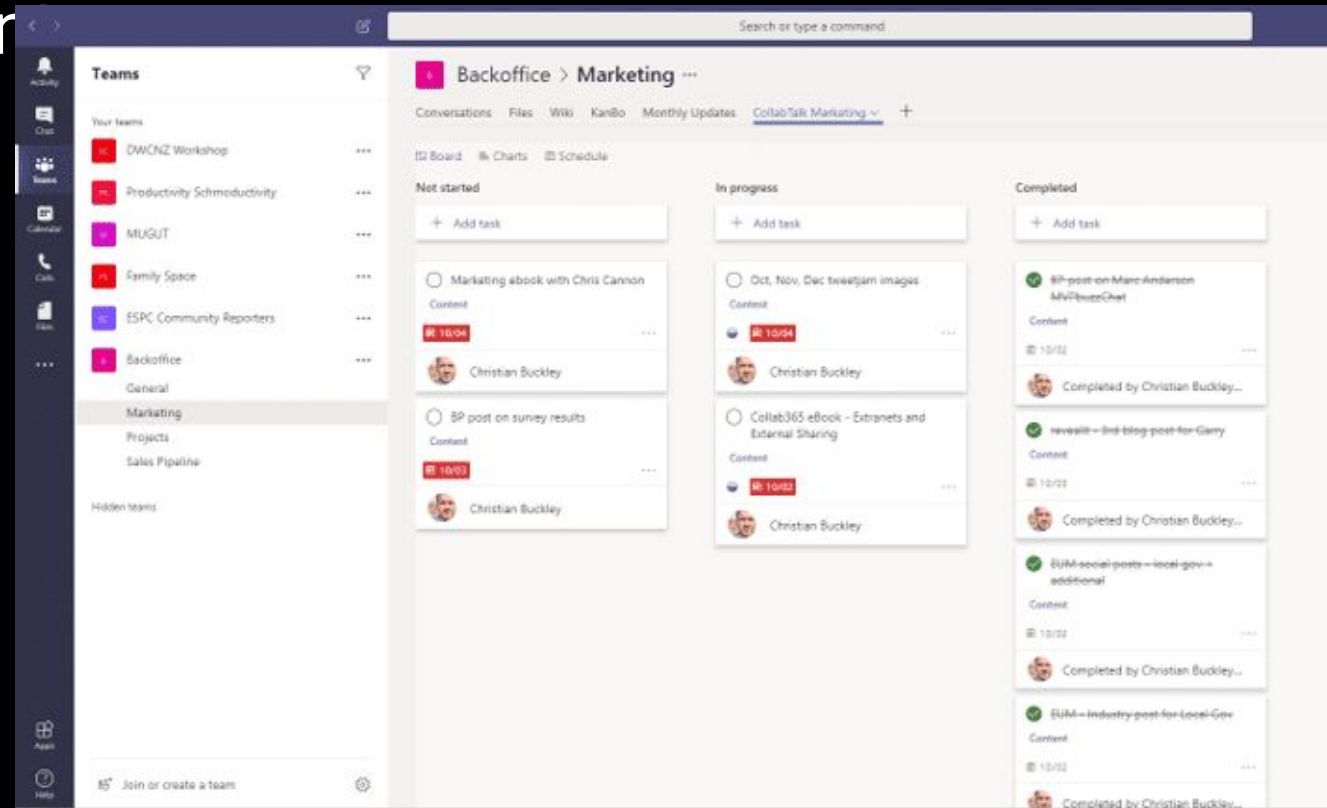
- Tasks by Planner
- Approvals
- Bookings
- Virtual Appointments
- Shifts



Tasks by Planner



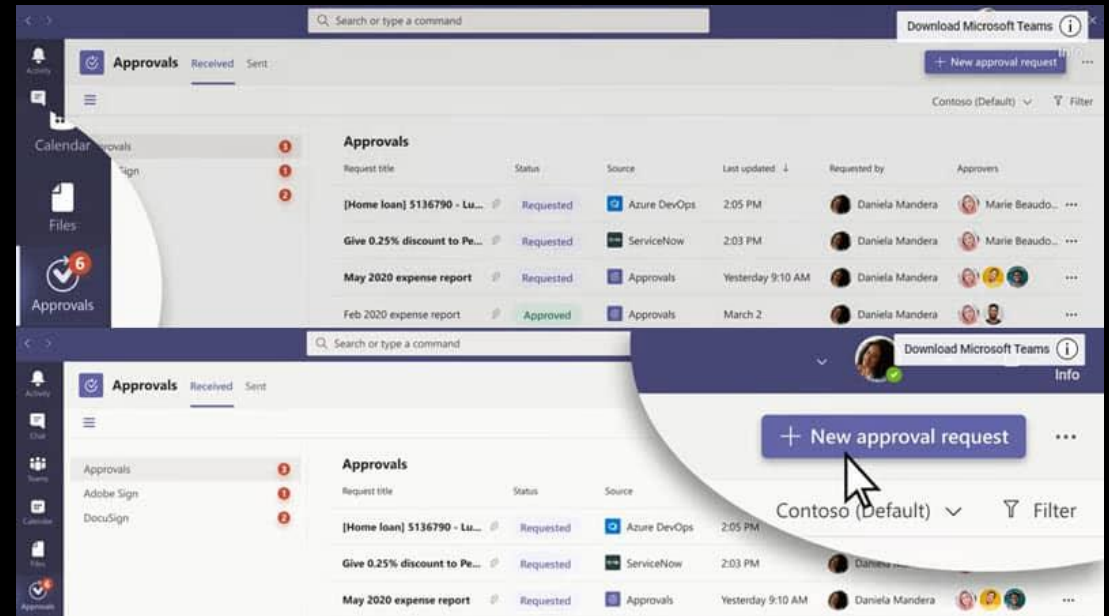
- NOT true project management
- Allows assignment of tasks by team and to individuals
- View tasks in “buckets” as well as different views
- Simple but powerful tool



Approvals



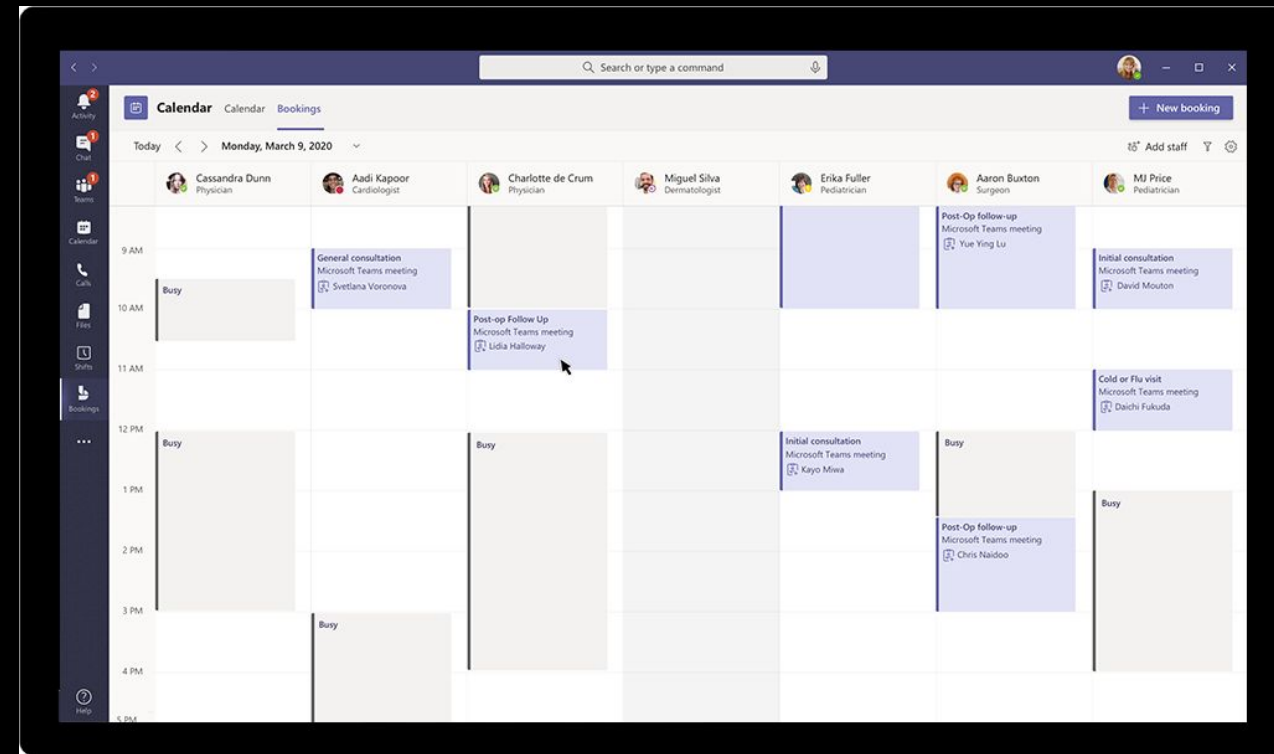
- Built in approval workflow
- Can replace internal routed approval documents (expense reports, PTO requests, etc)



Bookings



- Allows customers to book time on individual users (or a group of users') calendars easily
- Can manage multiple users' calendars at once for a type of booking
- Great for appointment-based businesses



Virtual Appointments



- Schedule, view, and manage virtual B2C appointments
- Dedicated client-facing web page for appointment selection and data gathering
- Ideal for consultations, medical, or other
- SMS Reminders (Teams Premium)
- Appointment analytics (Teams Premium)
- EHR Connectors available

The screenshot displays the Microsoft Teams Virtual Appointments interface. The top navigation bar includes 'Home', 'Schedule', 'Queue', 'Analytics', and 'Manage'. The main content area shows a list of appointments for 'Friday, September 16, 2022' at 'Adatum Home'. The interface is divided into 'On-demand' and 'Scheduled' sections.

Requested time	Reason for visit	Customer name	Customer status	Sales associate	Join appt.
8:25 AM	Initial consultation	Juan Morgan	Appt. started 7m	William Beringer	Join
8:32 AM	Bathroom consult	Kendall Collins	Waiting 1m	-	Join

Appt. time	Duration	Appt. type	Customer name	Customer status	Sales associate	Join appt.
8:15 AM	15m	Bathroom consult	Ellis Turner	Completed 18m	Amarí Rivera	-
8:15 AM	15m	Kitchen planning consulta...	Pisha Leelapun	Waiting 3m	Omer Dogan	Join
8:15 AM	15m	Materials overview	Olivia Wilson	Appt. started 15m	Michael Peltier	Join
8:15 AM	15m	Initial consultation	Sydney Mattos	Waiting 2m	Nathan Rigby	Join
8:15 AM	15m	Kitchen planning consulta...	Avery Howard	No show	Markus Long	-
8:30 AM	15m	In person Bathroom consult	Maria Sullivan	Late	Morgan Connors	-
8:30 AM	15m	Materials overview	Oscar Ward	Not started	Michael Peltier	Join
9:00 AM	15m	Materials overview	Tiara Hidayah	Not started	Omer Dogan	Join

Shifts



- Facilitate shifts & schedule management
- Assign shifts, add shifts, manage schedules
- Employees can view schedule and request to swap shifts as well as clock in/out
- Mobile integration is EXCELLENT
- Frontline worker license (F1, F3, etc)
- Has 3rd party WFM connectors (Blue Yonder, UKG Pro, Reflexis, etc)

The screenshot displays the Microsoft Dynamics 365 Shifts application interface for Contoso East. The interface shows a weekly schedule grid for May 7-13, 2017, with columns for each day and rows for employees. The 'Cashiers' section includes employees Ray Tanaka, Babak Sha..., and Hilary Reye... with their assigned shifts (e.g., 7 AM - 1 PM, 1 PM - 9 PM) and status (Open, Please submit your time...). The 'Floor Leaders' section includes Kian Lamb..., Hilary Reye..., and Kayo Miwa with their assigned shifts and status. The interface also shows a search bar, navigation tabs (Schedule, Requests), and a 'Share with team' button.





Demo





Copilot for Teams





The next
revolution in
computing

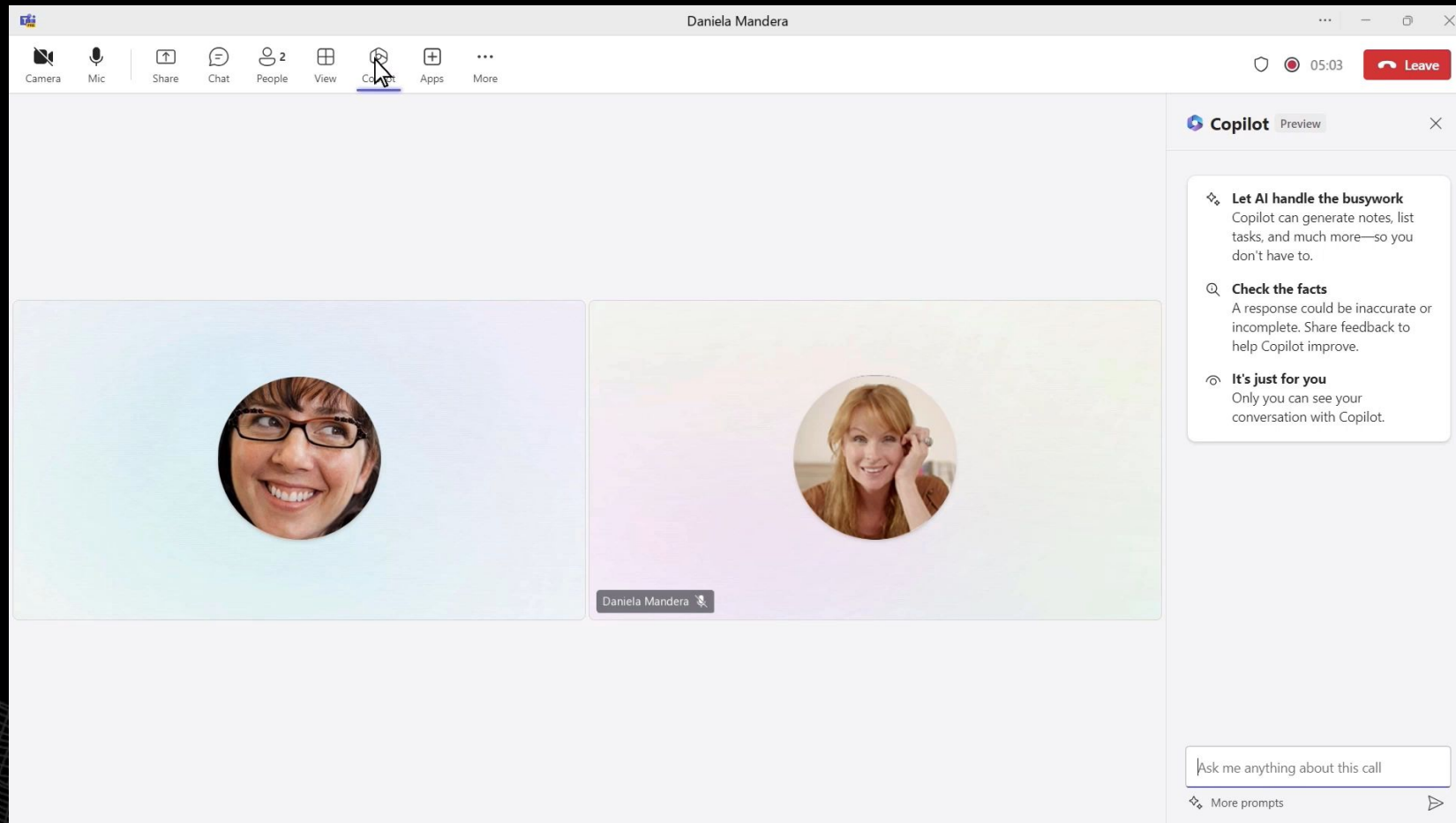
Copilot for Teams



- Generative AI
- Natural language queries
- Uses connected data as sources for response data
- Takes security and data compliance into account

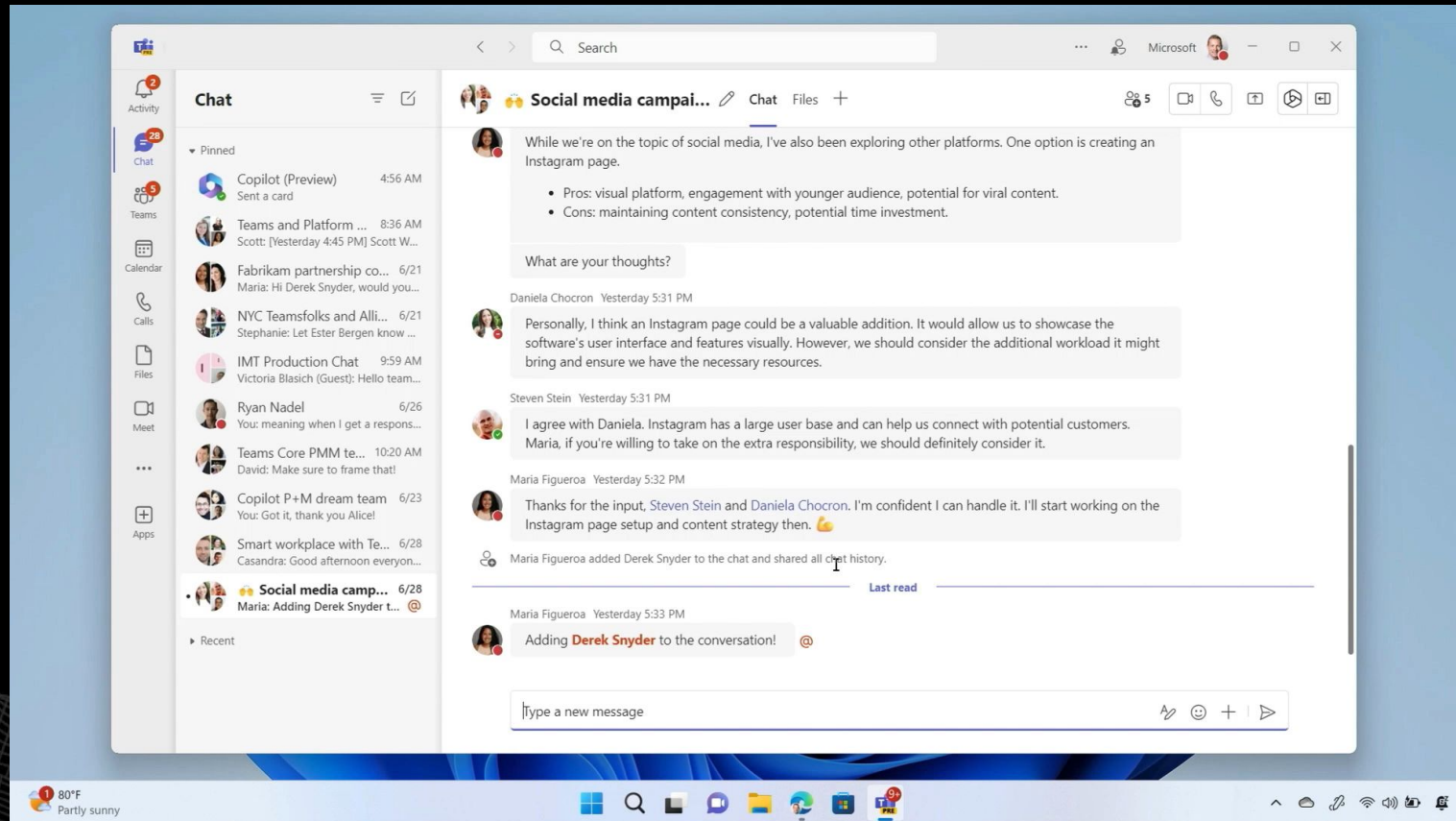


Copilot in Teams phone



- Real time summarization of calls
- Highlight key points (names, dates, action items) using natural language
- Inquiries using natural language queries

Copilot in Teams Chat



- Create summaries quickly and easily
- Query data from within a chat history using natural language searches
- Flag action items



Q & A





THANK YOU!

david.groth@netcenter.net (email and Teams)

OR – Come by the NCI Booth!

