Microsoft Teams

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Introduction

Microsoft Teams is the default communications platform in Office 365, bringing together people, conversations and content into a single hub.

With Microsoft Teams you can communicate via text, audio, video or conferencing.

Microsoft Teams offers customised integrations, such as with Trello or Dynamics, and works across multiple devices, helping to improve employee productivity and collaboration.

Insight's Next Level IT Guide is designed to help you get the most out of your Microsoft Teams, offering advice on how to get started through to top tips for utilising the application.

Microsoft Teams

Top Five Benefits

1
Greater collaboration
Microsoft Teams enables groups within an organisation of any size to be more collaborative through the creation of 'Teams', giving each member access to the people, content, conversations and tools they need to complete a task. These groups might be for a specific business unit or project team and can be as small as one person or as large as a few thousand.

2
Enables more productive conversations
The most revolutionary feature is the chat function. It redefines the way organisations communicate, both internally and externally, with a move away from high volumes of email communication, which often slows down productivity. Teams can create multiple 'channels' of conversation, complete with text shortcuts and rich media content such as emojis.

3
Fully integrated Skype for Business functionality
Microsoft Teams is now the main communication tool within Microsoft Office 365 thanks to integration with Skype for Business. This means the voice and video call features valued by businesses are combined with the collaboration and productivity elements of Microsoft Teams, ensuring there is a smooth migration path for Skype for Business users.

4
Empowers automation
Microsoft Teams is integrated with Microsoft Graph. This assists with information discovery and sharing by learning how a user behaves, making recommendations based on these insights. Automatic translation features and planned Cortana integration allows users to make calls, and join or add people to meetings using natural, spoken language. Full support for the Microsoft Bot Framework helps organisations to automate various functions.

5
Integrates with your other applications
Deep integration with Office 365 applications (e.g. Word, Excel, PowerPoint) and collaboration tools (e.g. SharePoint and Yammer) ensures that employees always have access to right information and tools within Microsoft Teams. There are also hundreds of possible integrations with third party applications as well as a Teams App Store, minimising friction and potential silos within an IT environment.

Tips for Administrators

1 **Start up Microsoft Teams**

Microsoft Teams is included in all commercial Office 365 subscriptions, so it's easy to get started. Administrators simply log into the Office 365 admin centre and switch it on via the 'Services & add-ins' section.

Once this is done, all you need to do is access the Teams application via the web or download the client onto your device.

2 **Set up groups and channels**

You can set up a group (referred to as a 'team') on the platform within a few clicks - all you need is a title and a description to get started. Consider whether employees are permitted to create groups independently or whether they are assigned by management.

Organisations can create Teams using existing Microsoft Office 365 Groups which allow you to choose who you wish to collaborate with. To do this, Group Owners should create a new Team and select the option to add Microsoft Teams to their Group.

3 **Test the platform and tailor to your needs**

For successful platform adoption, ensure you test, review and tailor an approach that works for your organisation.

Start out by setting up a few groups to assess how employees are using the platform. You may even want to consider running a pilot group to discuss and gather feedback from a subset of users before rolling out Microsoft Teams more broadly across the business.

4 **Launch, monitor and secure**

Once you have rolled out Microsoft Teams, ensure you monitor usage using the dashboard feature and adjust accordingly.

To view these reports, you must be a global admin in Office 365, Teams service admin, or Skype for Business administrator rights. Go to the Microsoft Teams & Skype for Business Admin Center, in the left navigation, select 'Analytics & reports', and then under 'Report', choose the report you want to run.
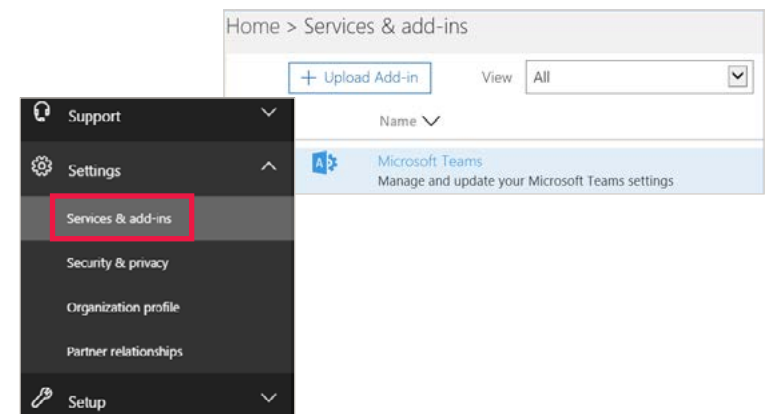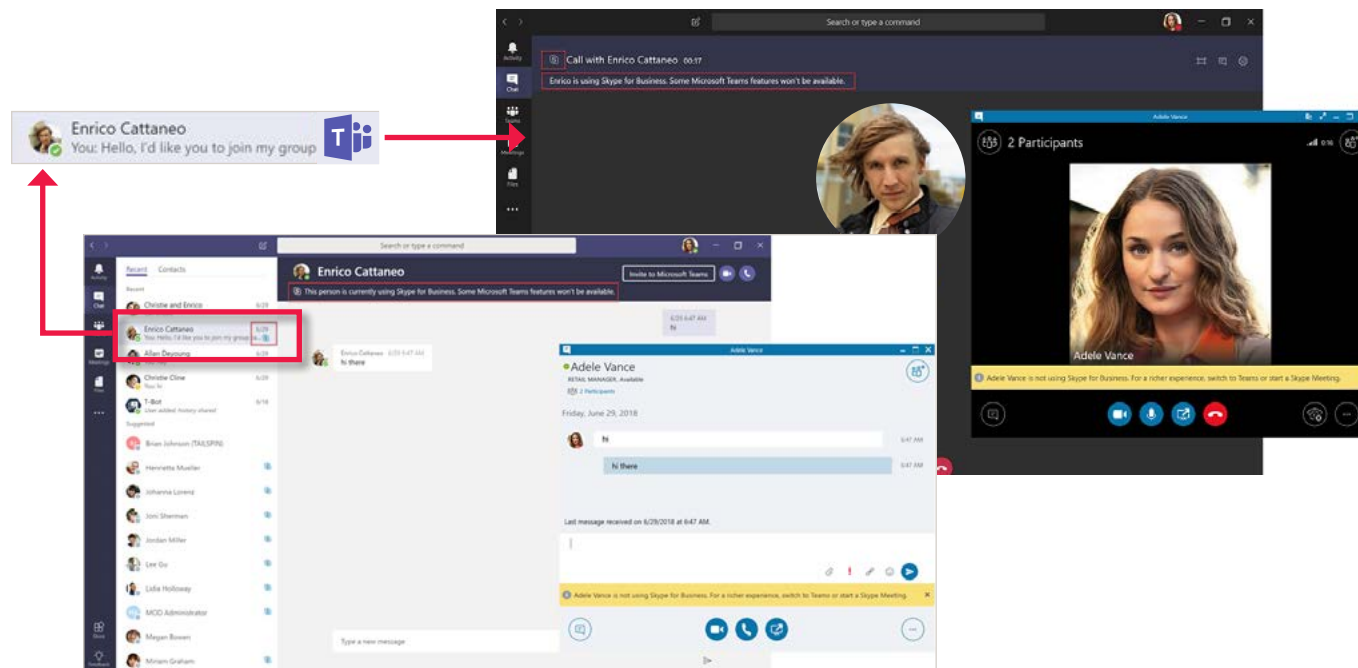
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Top Tips for Users

1 Making Teams calls

Microsoft Teams now includes voice, video and conferencing options.

You can either make VoIP calls or use your organisation's existing Public Switched Telephone Network system (if it's been enabled). Calls can be initiated via the command bar, via the chat tab or just by selecting a content and clicking the call icon.

2 Search and archive content

The command bar at the top of the Microsoft Teams is used to find messages, people and files within a group. You can search for messages by date, subject, author etc, making it easy to find content that has been shared.

It's also possible to archive a group, meaning nothing new can be added, but users can still access content and conversations after the group has been made inactive.
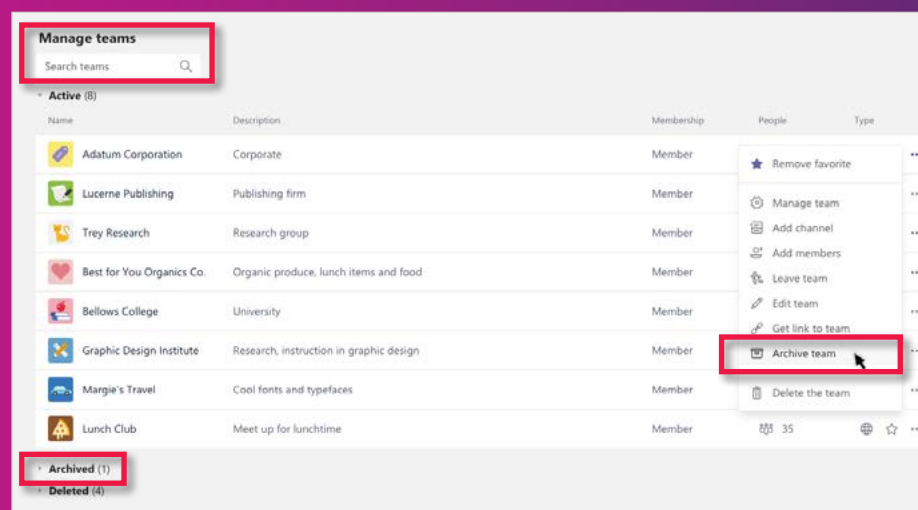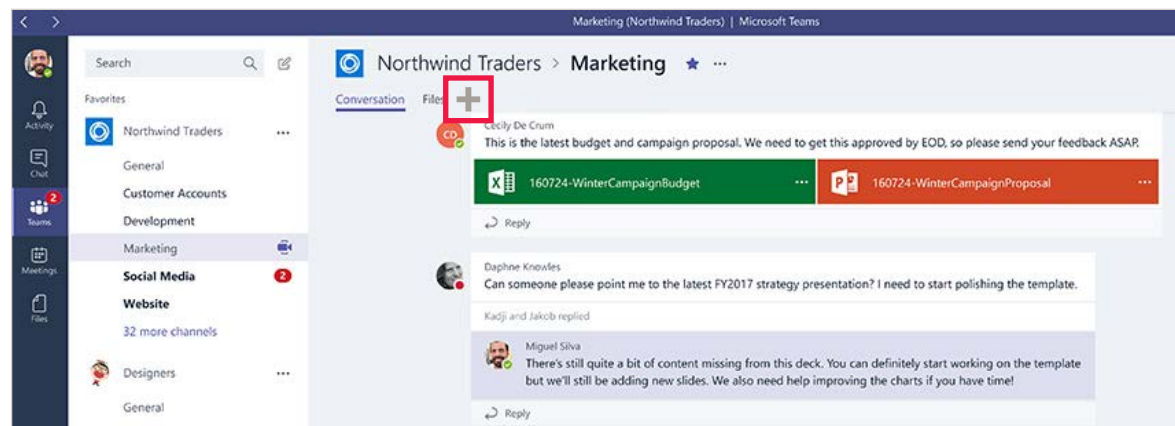
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Top Tips for Users

③ Adding Tabs in Teams

Each channel within Microsoft Teams can have different tabs – these might be Office 365 services or third-party services like Trello or Hootsuite that have been integrated into the platform.

Adding a tab gives members of a team access to the most relevant services to their particular use case, and is done by clicking **'+'** at the top of the channel or chat.
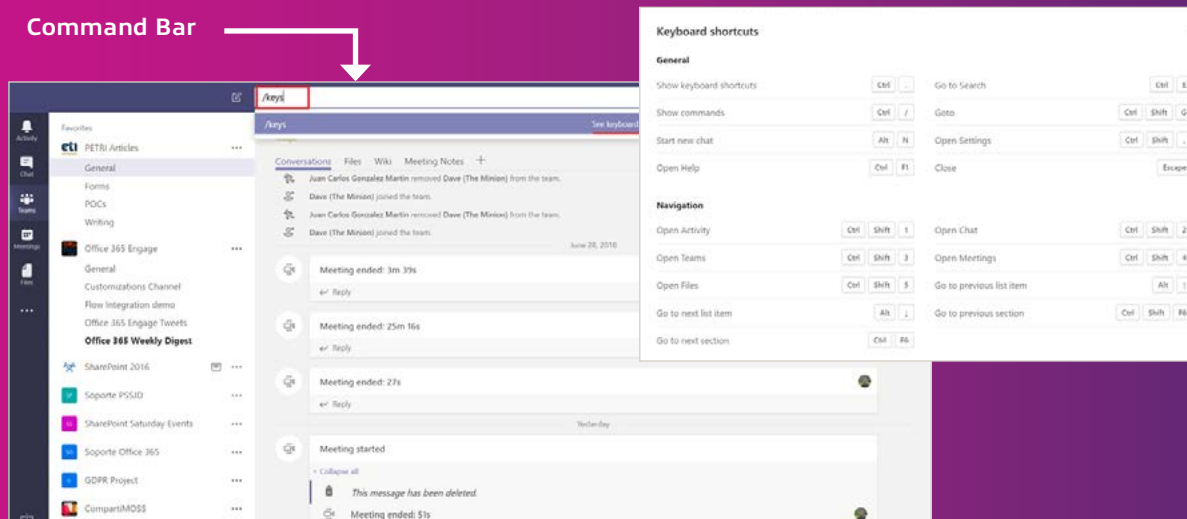
④ Using shortcuts

Microsoft Teams includes several shortcuts that execute actions or speed up certain tasks.

• Initiate a voice conversation by typing **'/call'** in the command bar

• Find other members of a group using **'@'** followed by a colleague's name

• Ease navigation and access functions through **Command bar shortcuts** by typing **'Alt+/'**

Command Bar

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Top Tips for Users

5 ### Record your meetings

Teams allows users to record meetings by clicking **'More options'** and then **'Start recording'.** The recording is stored on the cloud with automatic transcriptions, allowing users to replay the video or audio, read captions and search the transcription.

Future updates will add facial recognition so you can see what speakers have said.
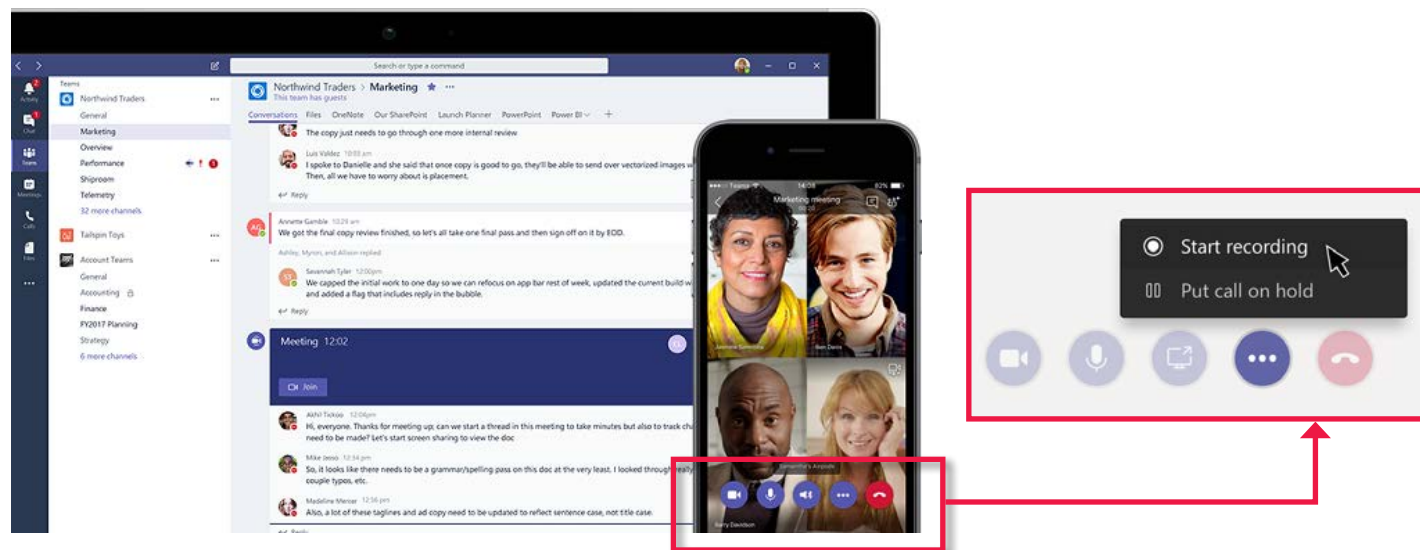
6 ### Speak to T-Bot

T-Bot is Microsoft Teams' native chatbot that lets users ask questions about the application.

For example, if a user asks T-Bot how to add a new Teams member, it will provide the answer in conversational language or offer a link to the relevant resource. Interaction and engagement with it helps the chatbot learn common requests and commands, helping to increase efficiency and usage.
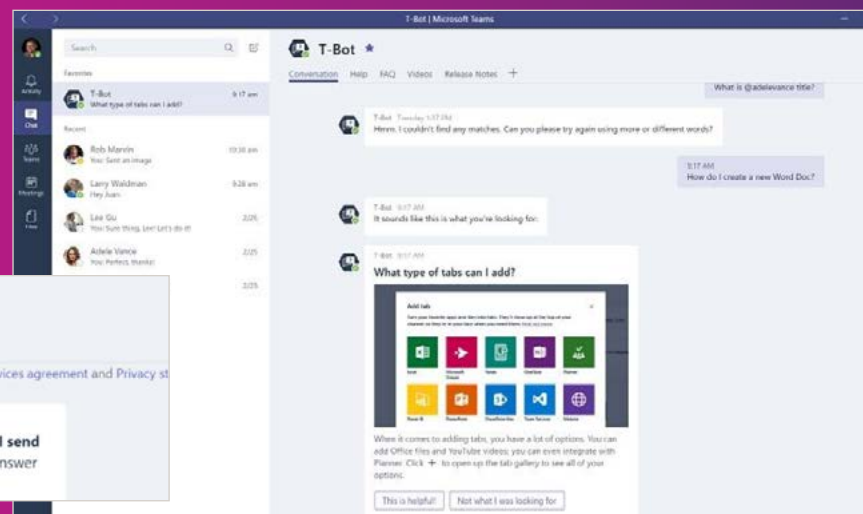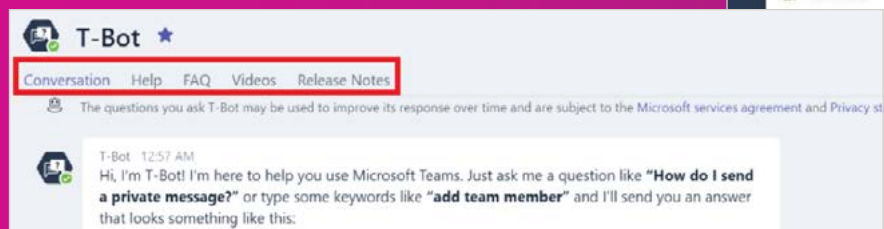
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What's Next?

With new features being added to Microsoft Teams continuously, it can be difficult to keep up with all the updates.

Our Insight team can help you stay updated on the latest Office 365 roadmap[2], ensuring you are aware of all updates[3] and enhancements to the suite.

Learn more about getting the most out of your Office 365 by visiting: au.insight.com

or get in touch with your Insight Account Manager today.

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1. https://www.microsoft.com/en-us/microsoft-365/blog/2018/09/24/10-new-ways-for-everyone-to-achieve-more-in-the-modern-workplace/
2. https://www.microsoft.com/en-us/microsoft-365/roadmap?rtc=1&filters=Microsoft%20Teams
3. https://support.office.com/en-us/article/what-s-new-in-microsoft-teams-d7092a6d-c896-424c-b362-a472d5f105de?ui=en-US&rs=en-US&ad=US

FAQ - Upgrading from Skype for Business to Microsoft Teams