



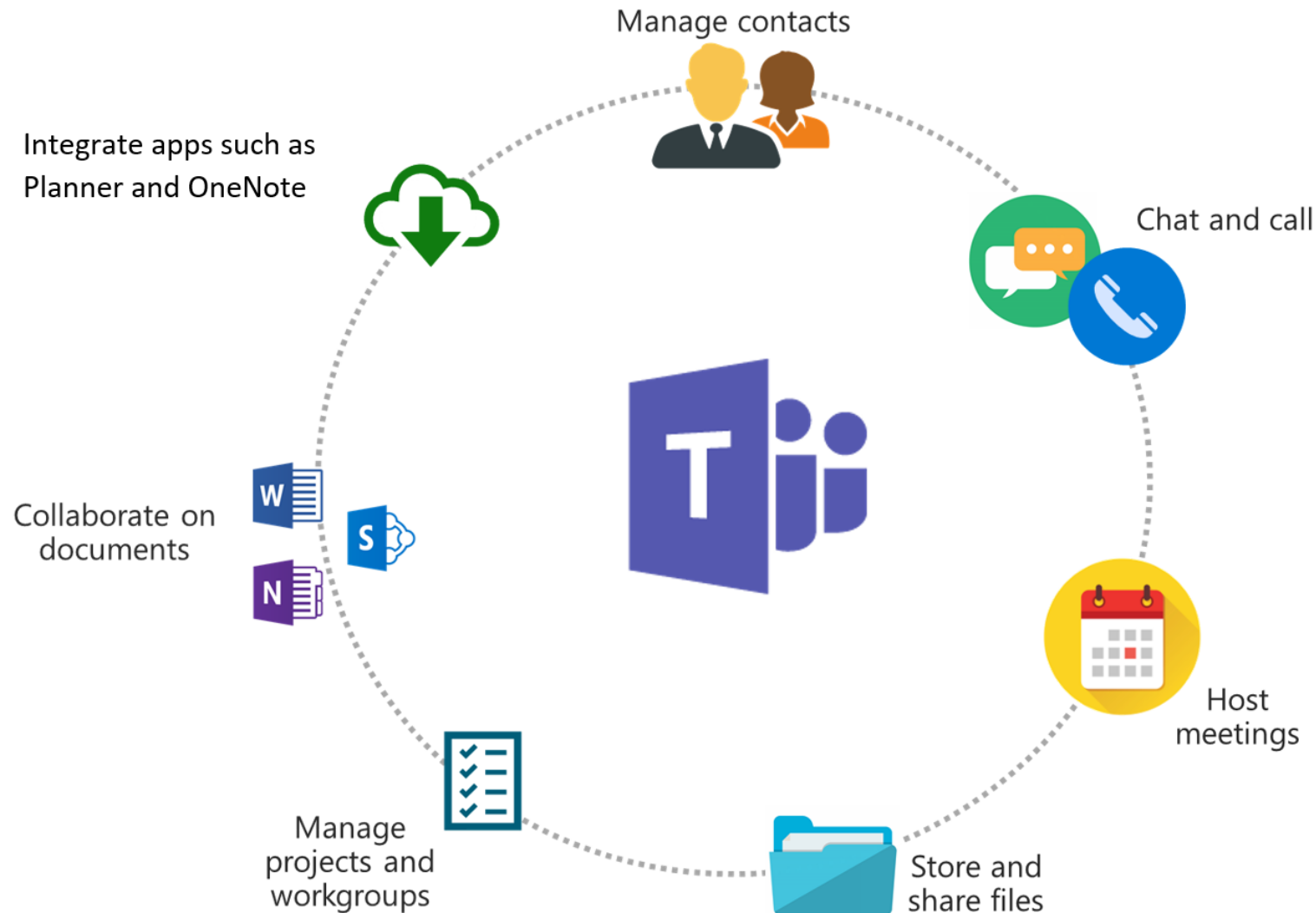
COMMONWEALTH OF MASSACHUSETTS

SKYPE FOR BUSINESS TO
TEAMS UPGRADE:
KEY FEATURES AND BENEFITS

Objectives

- What is Microsoft Teams?
- Use Teams to communicate through chat
- Communicate through calling using Teams
- Meet through chat

What is Microsoft Teams?



Microsoft Teams creates a hub for teamwork:

Transform the way you get things done by streamlining the way you work

Connect, communicate and collaborate from anywhere within a single interface

Work with confidence with enterprise level security, compliance, and manageability

Rather than opening multiple tools, Teams brings Office 365 (and more) to you



Retrieve **SharePoint** and **OneDrive** files



Open, review and edit **Office** apps



Send **Outlook** emails to a Teams channel



Integrate apps such as **PowerBI** and **Planner**



Watch recordings from **Stream**



Plus, **Teams** is accessible across devices



Transitioning from Skype for Business to Microsoft Teams

The hub for teamwork in Microsoft 365



Persistent 1:1 & Group Chat

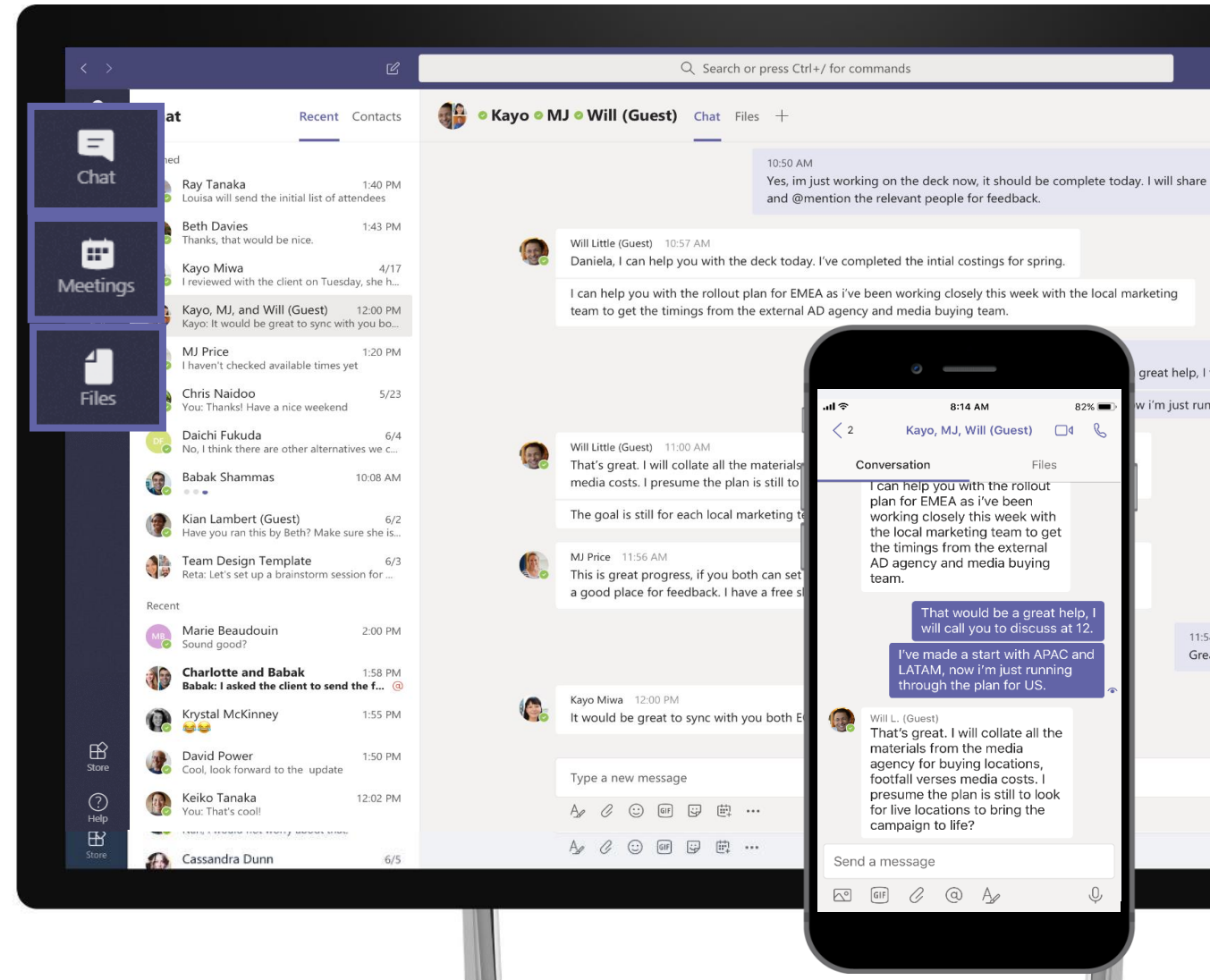


Powerful Online Meetings



Built-in Office 365 Apps

To support employees during the transition from Skype for Business to Teams, we will focus on driving simple communications with chat and using Teams for virtual meetings. As Teams is used, collaboration should follow.





Communicate through chat

Just like instant messaging (IM) in Skype for Business, chatting in Teams helps you initiate and participate in one-to-one and one-to-many conversations to quickly share ideas and drive collaboration.

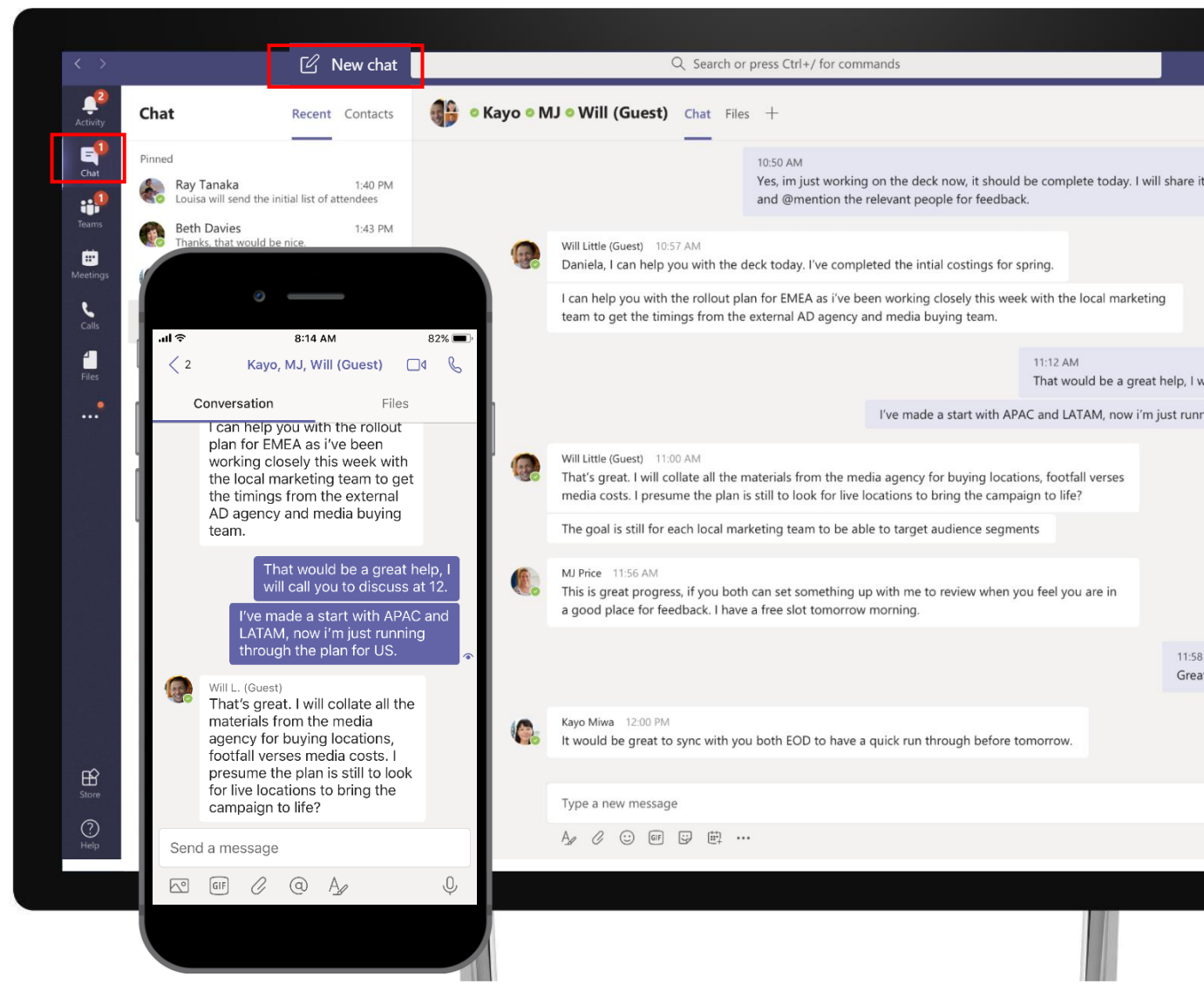
Share information in an open and transparent way with **threaded, persistent channel discussions**

Stay in sync with **1:1 or group chats**

Communicate across agencies and organizations with **guest access and federation**

Add some fun to your conversations with **gifs, memes, stickers & emojis** **Per CoM HR approval**



Available across **mobile, desktop, browser**, and a wide range of devices





Communicate through calling

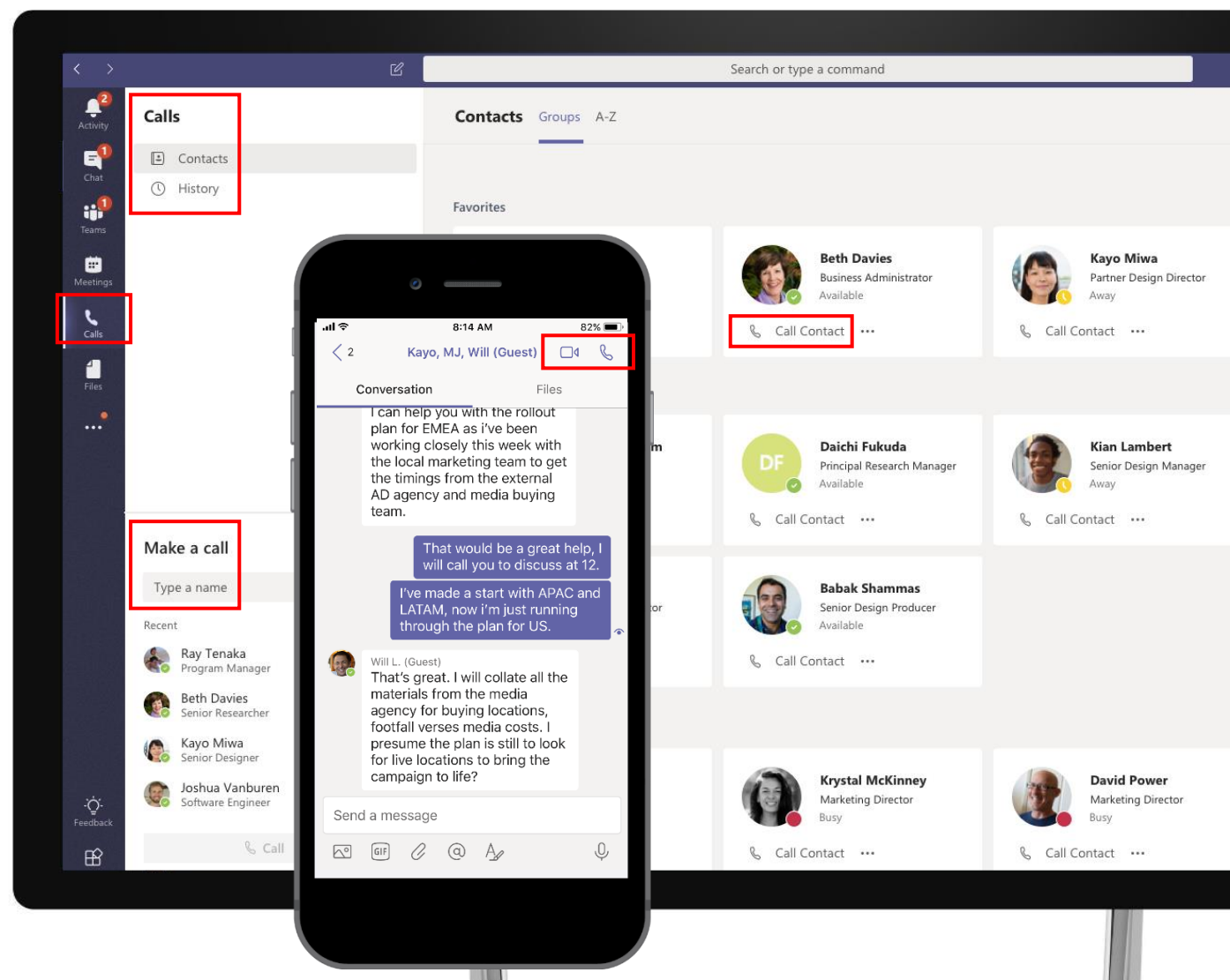
Call and receive call from any number any time

Meet now by clicking the **Video** call  or **Audio** call  icon in the upper right corner to start a call with everyone in the chat

Continue to place calls to and receive calls from **Skype for Business users** during this transition


Click the **Calls** icon on the left menu option to access **Contacts** for people you work with often and **History** for people you've talked to recently.


Note: If the **Calls** icon is not be visible, you can still call other employees by selecting **Call Contact** on a contact card or selecting the telephone icon for **Audio call** to your colleague's contact information in Team.



Meet through chat

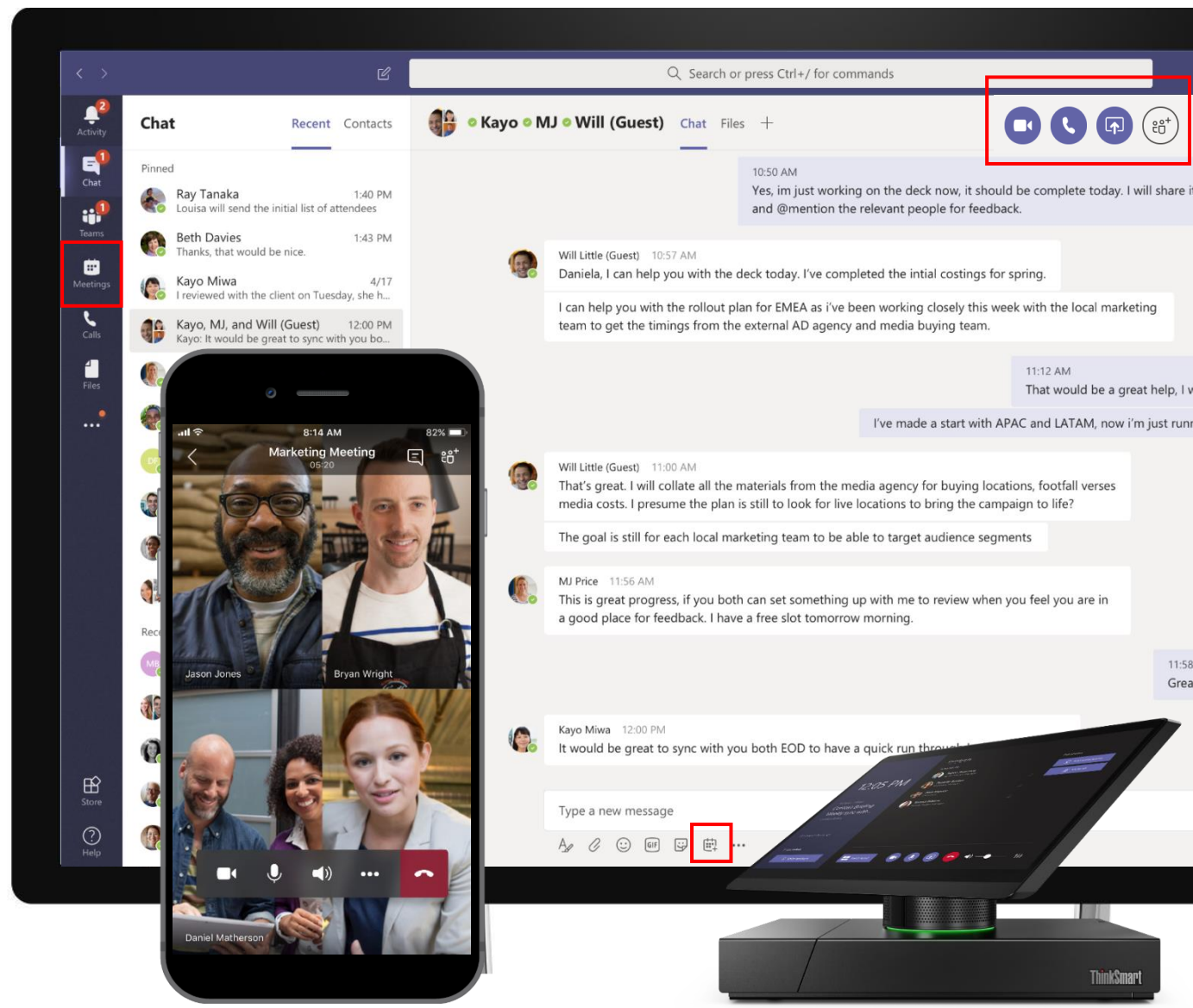
When messages become hard to follow, or someone has a great idea, you can quickly jump on a video call to work through the details together.

Want to add more colleagues to a call? Join up to **50** people on the same video call by clicking the **Add people**  icon in the upper right corner

Need more time than a quick chat? Schedule a meeting right from the chat by clicking **Schedule a meeting**  beneath the compose box. Everyone in the chat will be listed as invitee.

Make meetings more effective by having meeting history and **relevant content at your fingertips**

Join a meeting from a **range of platforms and devices**, including desktop, browser, mobile, and meeting room devices



Additional benefits of chat features

Simplify communication by using a centralized contact list and persistent chat tracking for quick access to your conversations

Decrease the number of Emails you send and receive

When you work in chat, you can keep your conversations and files in one place, and visible to only those in the chat

Customize notifications so you don't miss important activity and information

Team chat gives you built-in access to popular tools like SharePoint, OneNote, and Skype for Business, which can turn a quick chat into an instant face-to-face conversation.

Chat, call, and meet across devices, including mobile

Rich text capable – edit or delete a chat, mark something important, have fun with emojis or gifs

Send a message to any contact, even when the contact is offline

Capture and share an image quickly for simplified sharing of visuals

Call your colleague from a chat or schedule a meeting

Discuss and coauthor documents in chat. Name the chat to find it later

Use additional mobile features such as send a voice message, quiet hours and share your location with precision

Additional calling features

Multiple call handling - Accept and switch among several active calls. You can use the call switcher in an active call to move to another call quickly and easily while automatically putting your current call on hold.

Hold and resume - Easily place calls on hold and resume them when you're ready

Incoming call setting - Use the **Incoming calls** settings to choose to receive calls in either Skype for Business or Teams.

Voicemail – Use the **Calling** app to view a list of voicemail messages, listen to the recorded messages with playback controls, and easily return calls from one location in Teams. Select a message to see a text transcription.

Call history – Review your call history to find a contact you talked to in the past or review who was on a call, the date and time of the call, and its duration.

Call forward settings - Send calls directly to voicemail.
