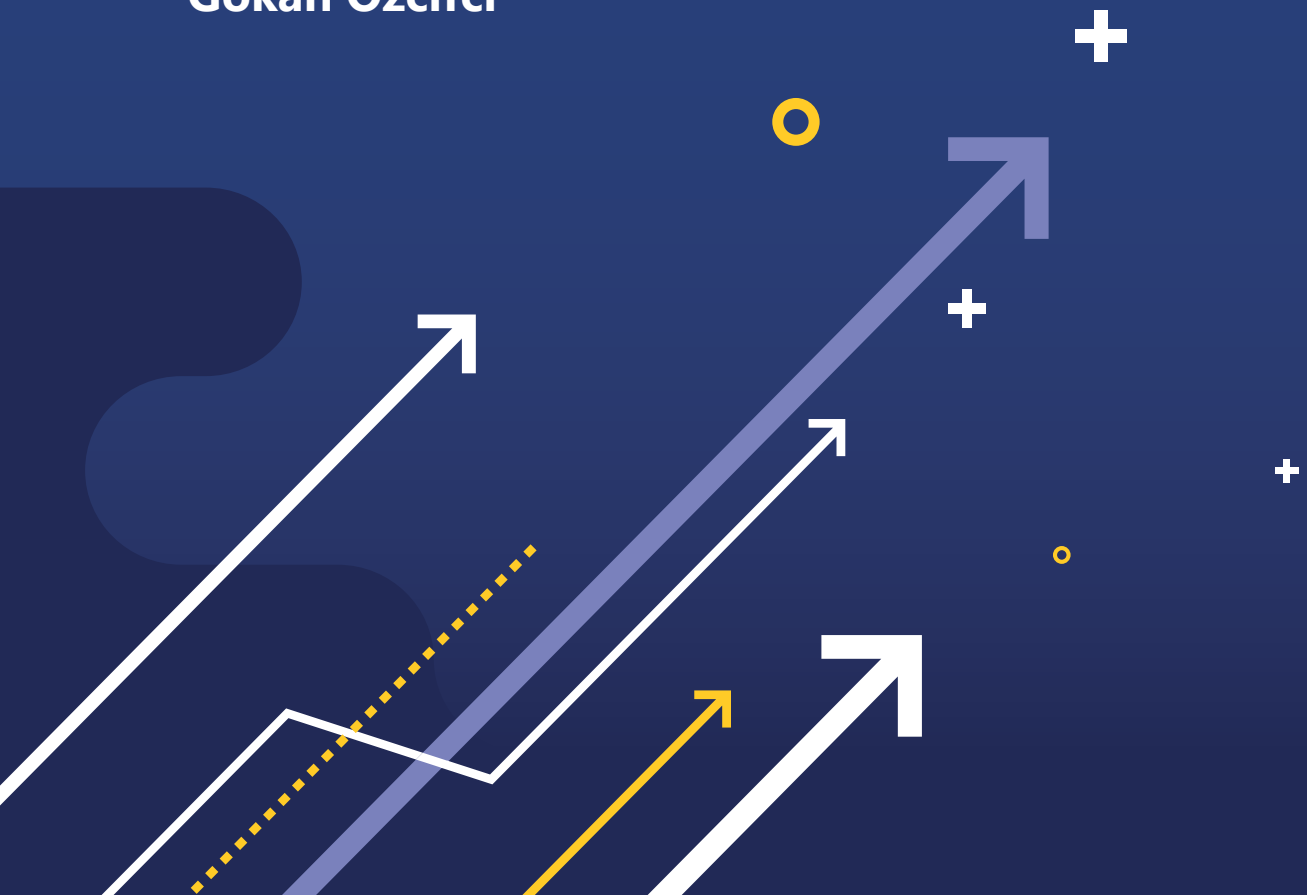




# How to become a Microsoft Teams Rockstar

Gokan Ozcifci





## Gokan Ozcifci

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## About the Author

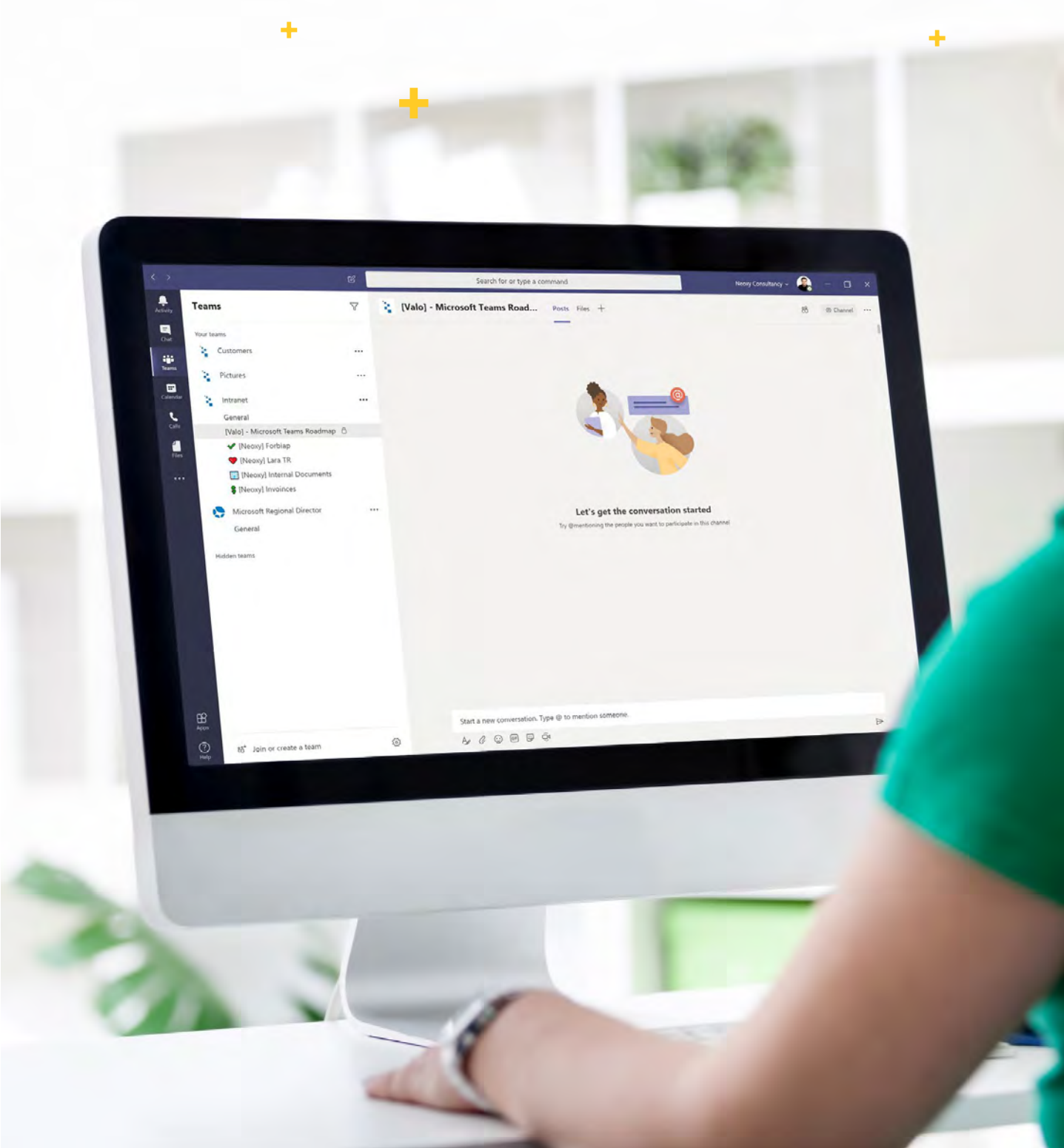


Gokan is a real community warrior: he is a proud author of books that reached half a million downloads and a founder of several communities. Due to his active contributions in these domains, he has been honored with the "Microsoft Regional Director" and "Microsoft's Most Valuable Professional (MVP)" awards. Additionally, he is an active Microsoft Certified Trainer (MCT) and a Microsoft Regional Lead for all MCTs in Belgium.

Creativity, automation and perspectives is what he loves the most when using the Microsoft cloud, so every customer can be more agile, responsive and competitive. Gokan is a frequent and a funny conference speaker. He has presented at numerous national and international conferences - and is actively involved in the European and American conferences, such as Microsoft Techdays, Microsoft Experiences, European SharePoint Conferences, SharePoint Days and SharePoint Fest.

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## Chapter 1

# Introduction to Microsoft Teams

Microsoft Teams has evolved tremendously into the Microsoft Ecosystem. With more than 20 million active users every day, no doubt, it's the rising star of the collaboration stack within the Microsoft 365 era. It has been adapted by 500,000+ organizations, and 91 of the Fortune 100 companies now use it.

Microsoft Teams features have clearly made it a big success story, but what makes it so successful? Before understanding the whole concept and how it integrates with SharePoint, we'll take a look at what Microsoft Teams really is: To resume it in a few sentences only - Microsoft Teams is the chat-based collaboration solution in Microsoft 365. It is built on top Office 365 groups and the Microsoft Graph, which is the single end point for developers to extend those capabilities. It has the same management, compliance, security and extendibility-model as all other stacks of Microsoft 365 (think of SharePoint and OneDrive for example) for a smooth administration experience. In addition, Microsoft Teams identities are stored in Azure Active Directory. Needless to say that it uses the same mechanics and engines as any other tool to authenticate, authorize and storing identities. Microsoft Teams is a combination of many tools and serves as a HUB for modern co-workers.

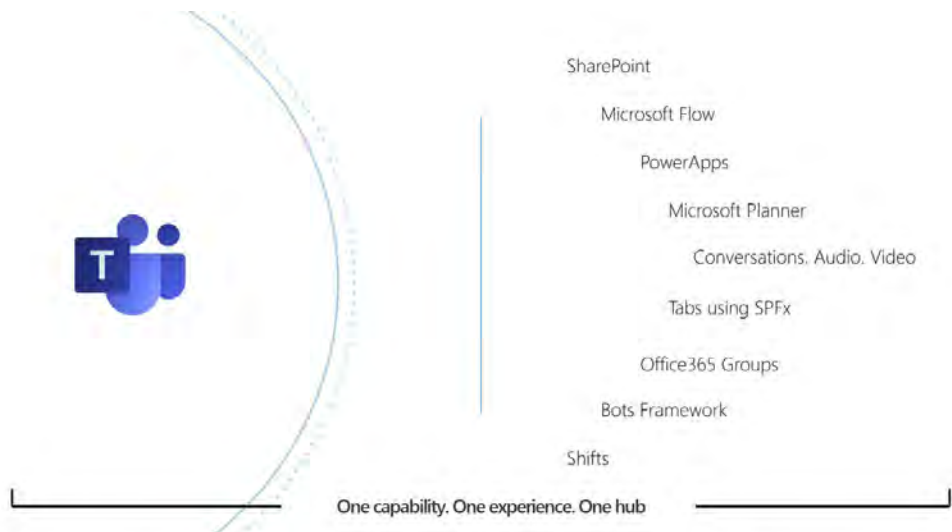
# Chapter 1: Introduction to Microsoft Teams

Microsoft Teams is a combination of many tools and serves as a HUB for modern co-workers. It's a people-unified, data-centric and very simple to-use app that will empower every modern co-worker in the organization to use, adopt and extend any of the business processes. Technically, whenever you create a "Team" in Microsoft Teams, the provisioning engine will create the following stacks for you:

- + A new Office 365 group (security)
- + A SharePoint Site (files)
- + A shared mailbox and calendar (email)
- + A Notebook (notes)
- + Planner Plan (plans)

The following image illustrates that Microsoft Teams is as mentioned above, one simple capability for connecting different stacks. It provides one single experience, one single hub for all new and existing experiences in Microsoft 365.

While both SharePoint and Microsoft Teams facilitate enterprise collaboration with a very solid extension model, they've very different artifacts with different goals and purposes. With **SharePoint** already being almost 20 years old and a major part of any organization (Intranet, Extranet, Public Facing Websites, WCM...) – and Microsoft Teams being the new, next-gen collaboration HUB – many organizations are wondering how both platforms will fit it in their culture. At the end of the day it's always a story around the co-workers.



Before getting into the SharePoint vs. Teams comparison, I'd like to talk about the key components of Microsoft Teams:

## + Channels

Are you a member of multiple projects ongoing at the same time in your organization? Are you worried that your General channel will be cluttered with projects you're not involved in?

Well then you must create different channels to keep conversations and files organized for different topics. The good thing with Channels in Microsoft Teams is that now you can choose the channel to follow, favorite or even to pin to focus on getting things done. You can even send email to channels. Every channel has an email address with a Microsoft domain name. Please note that the email address will only be created whenever you literally hit on the "get email address". Unfortunately, that email address is unique and cannot be modified.

As each channel is also part of SharePoint, it will create a folder into SharePoint's Shared Document Library.

## + Tabs

This feature, also called the "navigation feature", brings the artifacts that your team is using under the same umbrella. The "navigation feature" aka 'tabs' provides easy and secure access to everything that your team is using. A tab can contain anything from a Power App to an external website to SharePoint pages, as well as Microsoft tools, such as Planner or OneNote.

## + Bots

Microsoft Teams also benefits from the intelligent bot framework and contains automated intelligence that responds to questions and gives updates. What I've seen at many organizations that the classic FAQ built-on SharePoint Pages or classic HTML files are being replaced by Bots (underlying Cognitive Services).

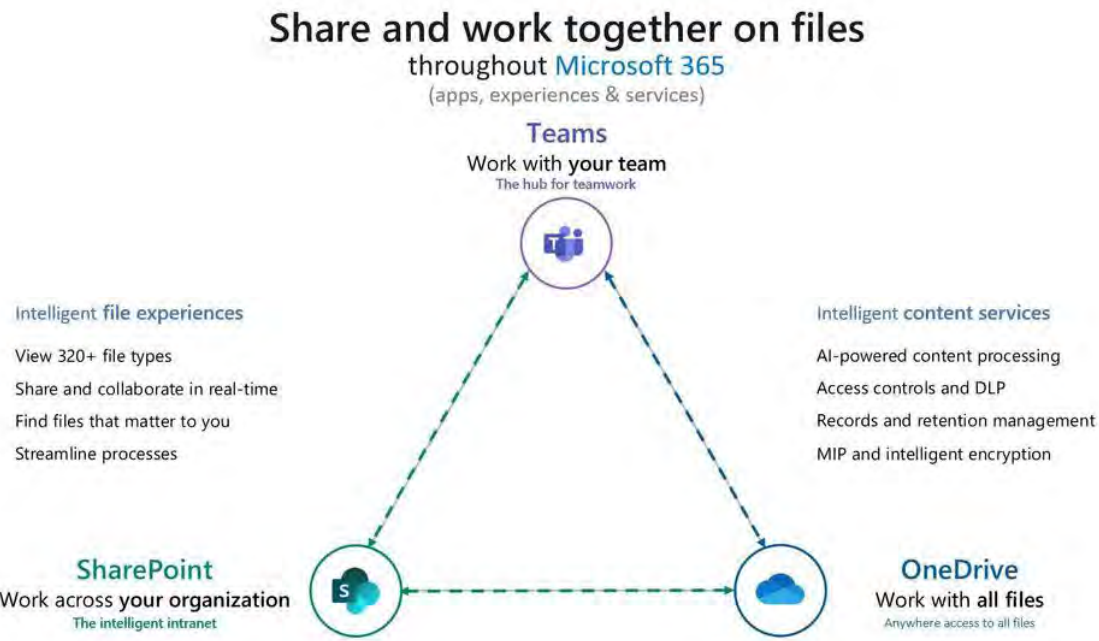
## + Connectors

Any application that is connected in your Channel, like PowerPoint or Excel, allows users to quickly and easily access the information they need with connectors.

To conclude the first chapter - **Microsoft Teams** is the hub for teamwork, and as mentioned earlier, is the place where you and your team can collaborate on files, communicate, and streamline processes.

**SharePoint** is the intelligent intranet with sites that let you communicate broadly and manage content across the organization. SharePoint also serves as the **content service** for all of Microsoft 365.

**OneDrive** is the intelligent files app for Microsoft 365 – where you can work with all your files – your individual work files and the files shared with you across Microsoft 365 – on any device. You work seamlessly across applications and devices with coherent and powerful files experiences, turbocharged by AI.



This guide will focus on the **SharePoint** and **Microsoft Teams** integration as beyond the (files) tabs, which uses SharePoint as well, brings portals, sites, pages, news, lists, apps. Teams adds chat, meetings and calls, plus 1st and 3rd party app integration. And to finish it all, Microsoft Search completes the offering and brings intelligent discovery with industry-leading security, compliance, and manageability.

Are you ready for more?  
Let's go!



## Chapter 2

# SharePoint vs. Teams: Not a Competition

Will Microsoft Teams replace anything soon? The answer is – I think – very clear since day one – NO! SharePoint, Planner, Outlook and all those services in the Microsoft 365 ecosystem are the foundation of Microsoft Teams. Without the SharePoint Experience, as an example, you can't have the "files" tab in Microsoft Teams and the storage of your data would be somewhere else – and you wouldn't benefit from the whole SharePoint Experience such as versioning, metadata, check-ins/outs and so on.

Only a few years ago, businesses in any organizations used SharePoint for document knowledge, websites. Skype For Business for communication, and Outlook for messaging and Microsoft Project for Planning. Now, all those experiences are combined into the same HUB.

# Chapter 2: SharePoint vs. Teams: Not a Competition

In today's world, Microsoft Teams is designed and built from almost "scratch" to consolidate and concentrate every artifact of collaboration within the digital workplace era. With Microsoft Teams, as another example, co-workers can see instant messages, documents, calendars, plans, and way more from one single experience. Which tells us that collaboration is more than only SharePoint. So, the answer is clear – NO, Microsoft Teams is not going to replace Microsoft SharePoint – far from it. For me, and for any other Microsoft minded modern co-worker, it simply means that Microsoft Teams works **better** with the SharePoint experience integration. Microsoft Teams has specifically been designed to leverage existing Microsoft collaboration tools and is, therefore, able to provide more value with the following additional solutions in place:

- + Being able to link Documents to conversations to benefit from the real power of collaboration in the cloud.
- + Being able to access all the files from one single experience
- + Being able to sync all the files from one single experience
- + Corporate/Business processes that can be shown in a tab, extension through Power Automate and Power Apps
- + Document co-authoring
- + Archiving
- + Protecting and securing files per regulations
- + Files are discoverable in Delve and SharePoint search
- + Important documents that can be placed into a tab directly to review, modify and/or work on them or even pinned into a Document Library
- + The OneDrive NGSC sync client that works on Windows or Mac
- + SharePoint provides previews for more than 320 file types which can be displayed directly in the Microsoft Teams team tab

- + SharePoint has data governance and compliance features, so Microsoft Teams documents are protected as well. These include:

- Automatic classification and labelling
- Data loss prevention
- Document retention policies
- eDiscovery and legal holds.

Both Microsoft Teams and SharePoint team sites are often organized by topic, organization, project, or some other focal points. Hence, in any organization, Teams and channels will follow a similar structure as in a SharePoint team or project sites. In fact, this is inherent in the design. Every Microsoft Team automatically has a modern group-connected SharePoint team site associated with it; and that's where channel documents are stored. Each channel is associated with a folder in the SharePoint site's document library. In addition, files sent between users outside of a Teams channel are stored in the sender's OneDrive Business folder.

Moreover, let's have a closer look into the files tab of the SharePoint Integration and how it leverages a better experience in the Document Management.

The **Files** tab in Microsoft Teams closely resembles the SharePoint documents view. On the **Files** tab, users can:

- + See additional options in the **New** file menu
- + Sync files to their local drive
- + Switch from **List** view to **Compact list** to Tiles view on the **All Documents** menu
- + Identify files that need attention or have malware
- + Immediately see whether a file is read-only or checked out
- + Check out and check in files
- + Pin, unpin, and change the sort order of files.
- + Identify which files need metadata
- + Choose from many more filter options
- + Group files based on column headings
- + Modify column settings (move left or right, hide) and column width.

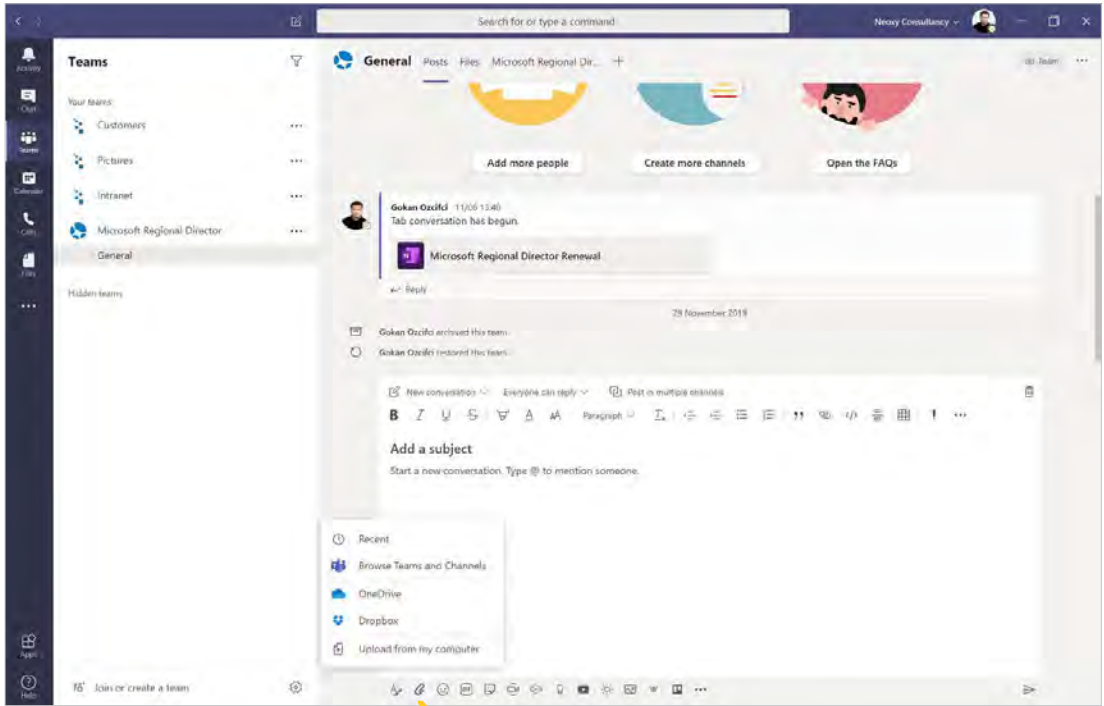
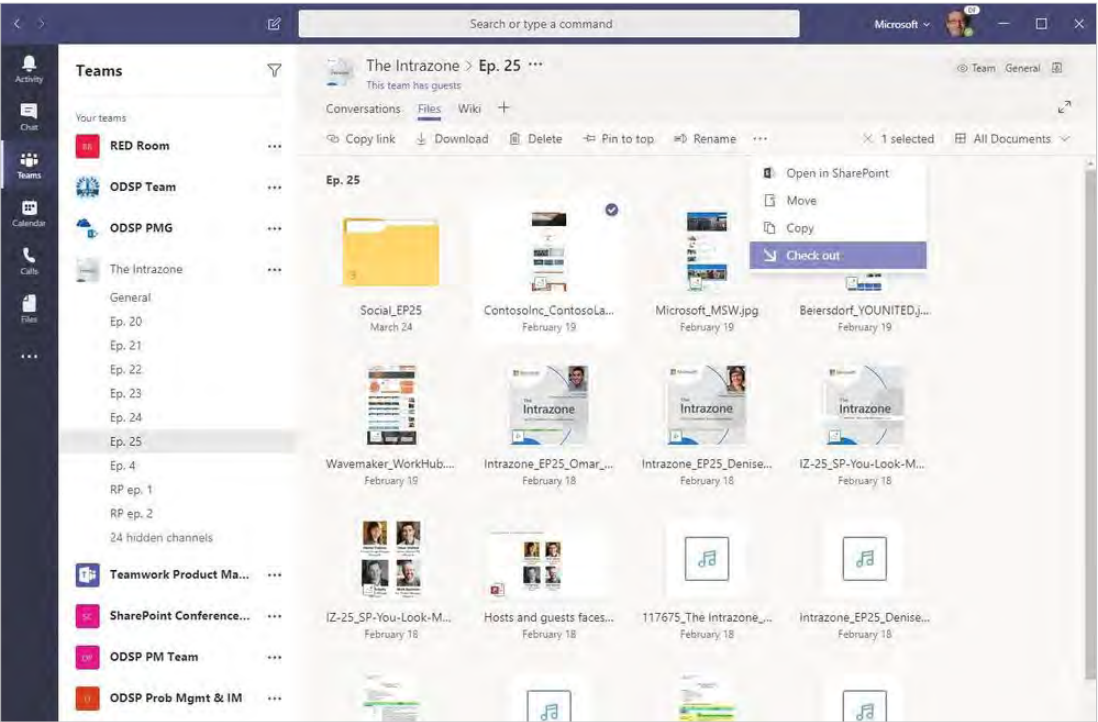


Microsoft recently announced the new file experiences and sharing updates for Microsoft Teams. Soon, the full power of SharePoint will be into Microsoft Teams. News, pages, lists, a new files experience ribbon in the File tab of a channel. This includes the ability to sync files to your computer (PC or Mac), see rich previews across 320+ file types, create views and work with meta-data, see document life-cycle signals, review on-hover file cards, pin files to the top, take actions like check in and check out, and much more.

There is also news around sharing in Microsoft Teams. The new file sharing experience in Teams adheres to set policies and gives people the flexibility to share the way they want to share. When typing in a chat or conversation, simply click the paperclip **Attach** icon, select from **Recent**, **Browse Teams and Channels** or **OneDrive**, choose the file you want to share, and click the **Share a link** button. It is as simple as that.

The initial sharing settings adhere to the default of where you're sharing from, and you can change the sharing settings by clicking the arrow next to the file that now appears in your message. This brings up the Link settings card – the same, consistent sharing experience you use throughout

Office 365. And after you've shared a file, automatic sharing reminders are sent after seven days to help you and your colleagues stay on top of things even if you missed the original notification. Here are the new file experiences across Microsoft Teams, SharePoint, OneDrive, and Outlook:





# Conclusion

As a conclusion for the second chapter – for **YOUR** digital workplace – Microsoft 365 is the best place to put your files as it delivers the intelligent files experiences across apps, including SharePoint, Teams, Yammer and Office – on the web, desktop, and mobile apps.

As part of Microsoft 365, all files – no matter which app they're accessed through – are protected from accidental loss and malicious attacks – backed by enterprise-level security, compliance, and manageability.





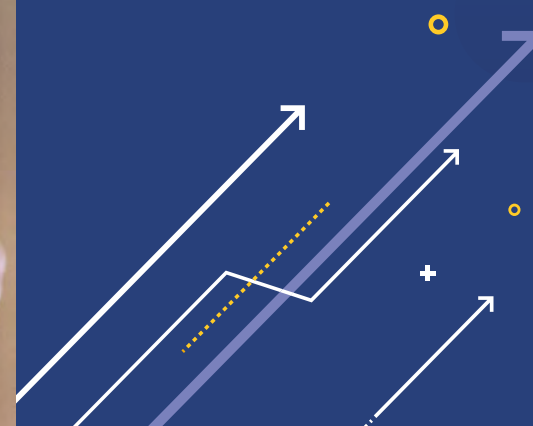


## Chapter 3

# Features of SharePoint with Microsoft Teams

In this chapter, let's focus on what you can achieve with SharePoint in Microsoft Teams. In fact, Microsoft is heavily working new and experiences including improvements to how files and sharing are handled across services.

Microsoft explains that the new capabilities will bring the power of SharePoint into Teams. Which makes a lot of sense as from a modern co-worker perspective all what we want is the same UX no matter in which artifact we are using. In addition to the OOTB Files we also have news, pages and lists that we can use in Microsoft Teams. Those experiences will allow people to sync files across devices, create and use folder specific views, rich previews, create, pin files on top and perform way more other actions. Let's deep dive now into those capabilities!



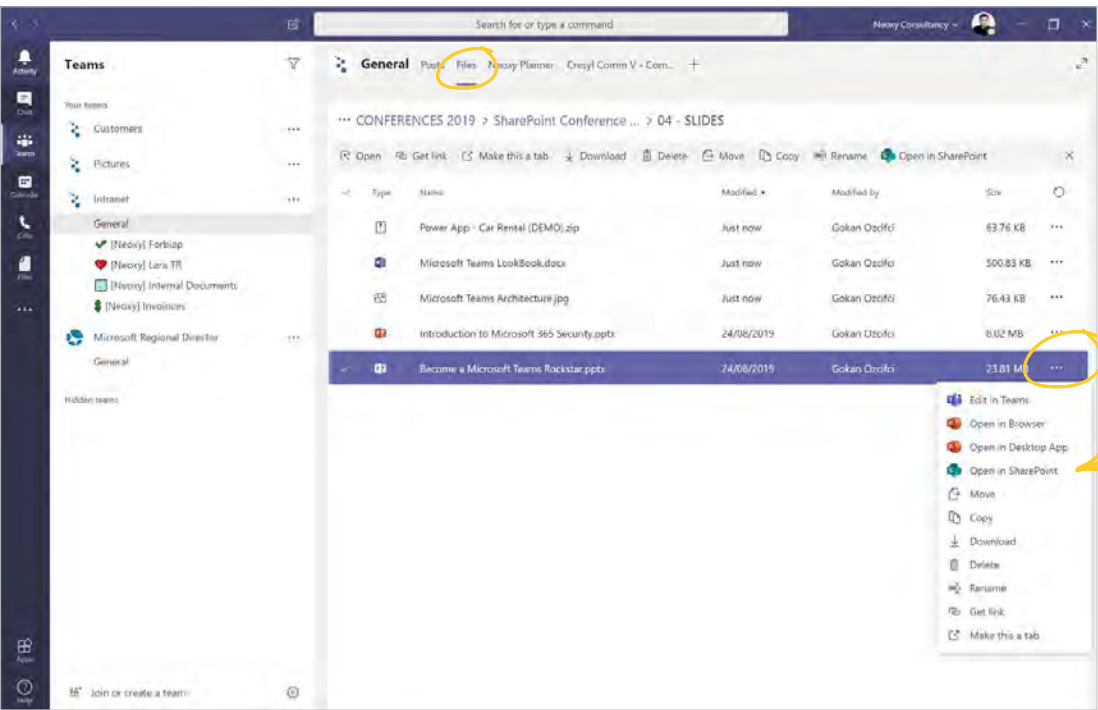


# Chapter 3: Feature set of Share-Point with Microsoft Teams

## Documents

Using Microsoft Teams and SharePoint comes with several advantages for the modern co-worker. The first feature that I want to highlight is that whenever storing your document into the Files tab experience in Microsoft Teams, your modern co-workers

don't have to leave Microsoft Teams to access their documents. They even can add more SharePoint-connected tabs and access any document stored in it. If you, like me, still want to use the full SharePoint experience, there's an "Open in SharePoint" option that brings you to the SharePoint experience in an Edge browser.



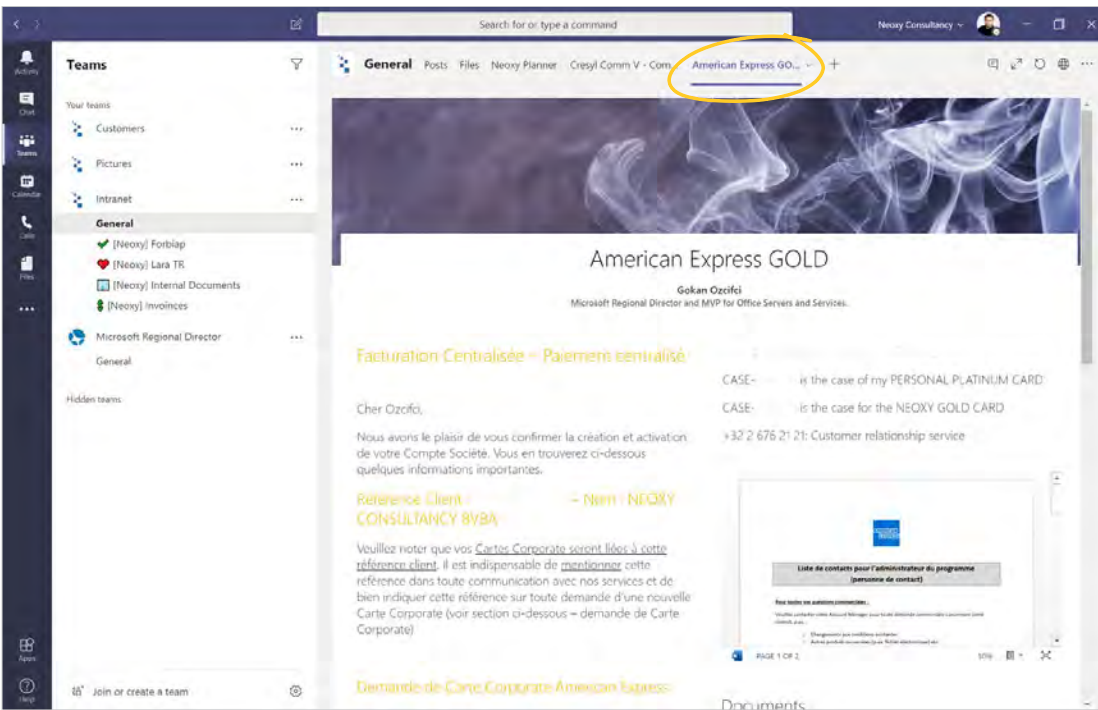
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## Pages

Microsoft is heavily investing in SharePoint. Modern Web parts, Modern and ready-to-go websites and way more! If you want, you can use the full immersive modern experiences in SharePoint and build beautiful pages. And as mentioned earlier it's perfectly possible to

add SharePoint pages as tabs in Microsoft Teams. You'll get the full SharePoint experience, such as the data, modern web parts, documents, modern lists on a specific tab. This is the perfect example of how SharePoint can integrate Microsoft teams without losing any of the full capabilities.



Sharing

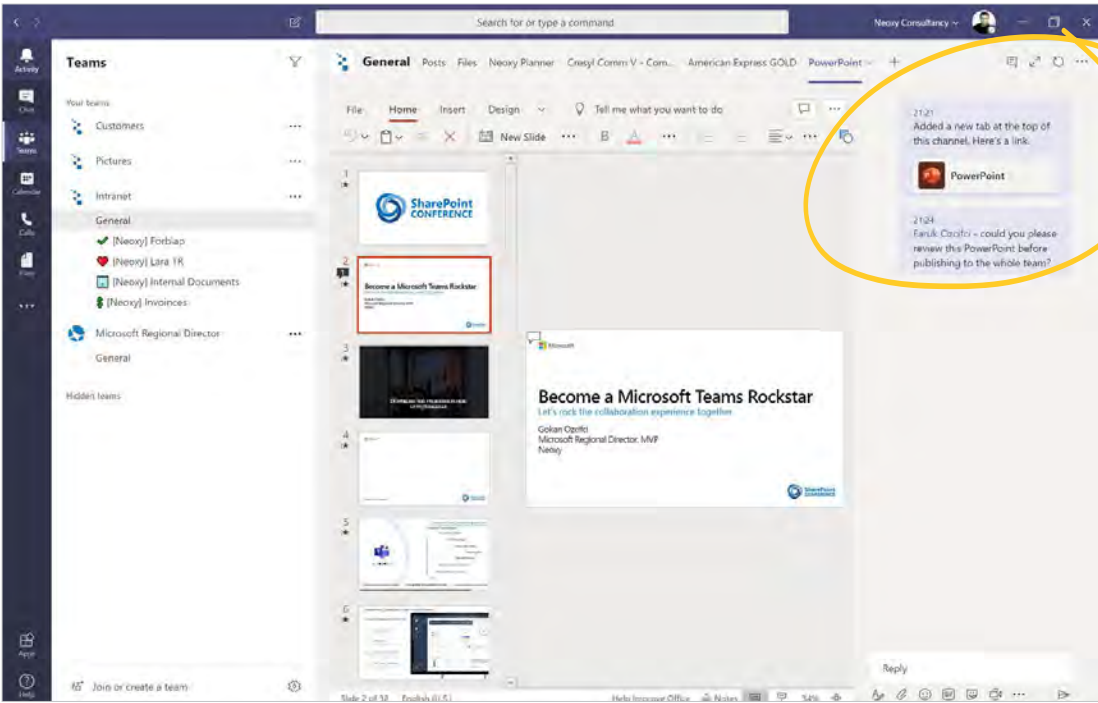
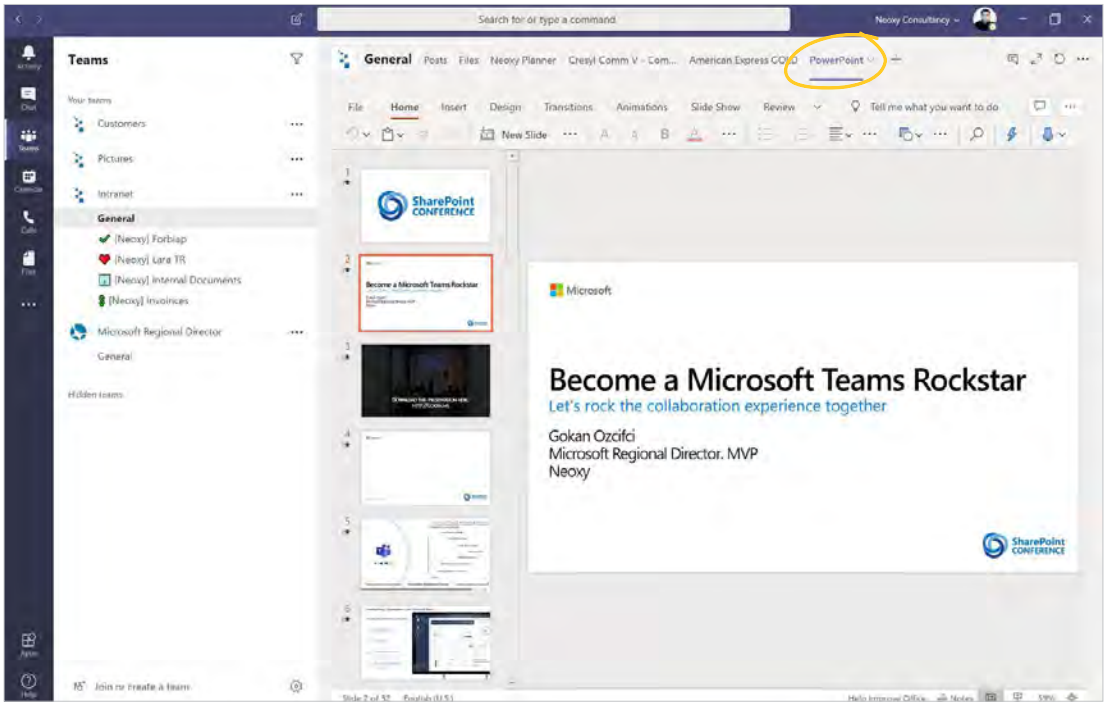
As a Team owner or a business lead, maybe you want to bring attention to some important documents, slides or event in an Excel sheet that's stored into a SharePoint Site.

It's possible to put a whole document in a Tab. This is very useful, as it can be easily accessed by the whole team and the collaboration can be done widely without any restriction. Everybody within the team can access and edit the document in a very fluid way!

Comments

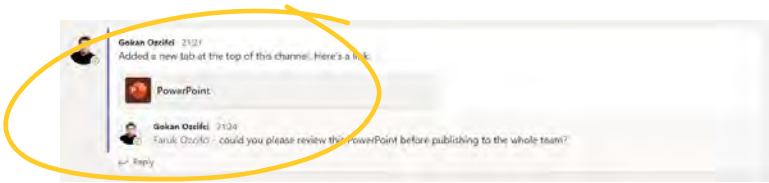
It's not a hidden gem anymore – and I think that Microsoft is very clear about the subject: "It's all about people"! The real power of Microsoft Teams when you understand that the tools are people-centric and not technology-centric. Microsoft Teams puts the conversations (from the modern co-worker,

bots, etc.) in the center of anything! While working with multiple modern co-workers (co-authoring) on the same document you have on the right pane a content place holder where you can comment. In fact, the same conversation is shown in the channel along with a link to the document, so no modern co-worker will miss what has been discussed and/or written.



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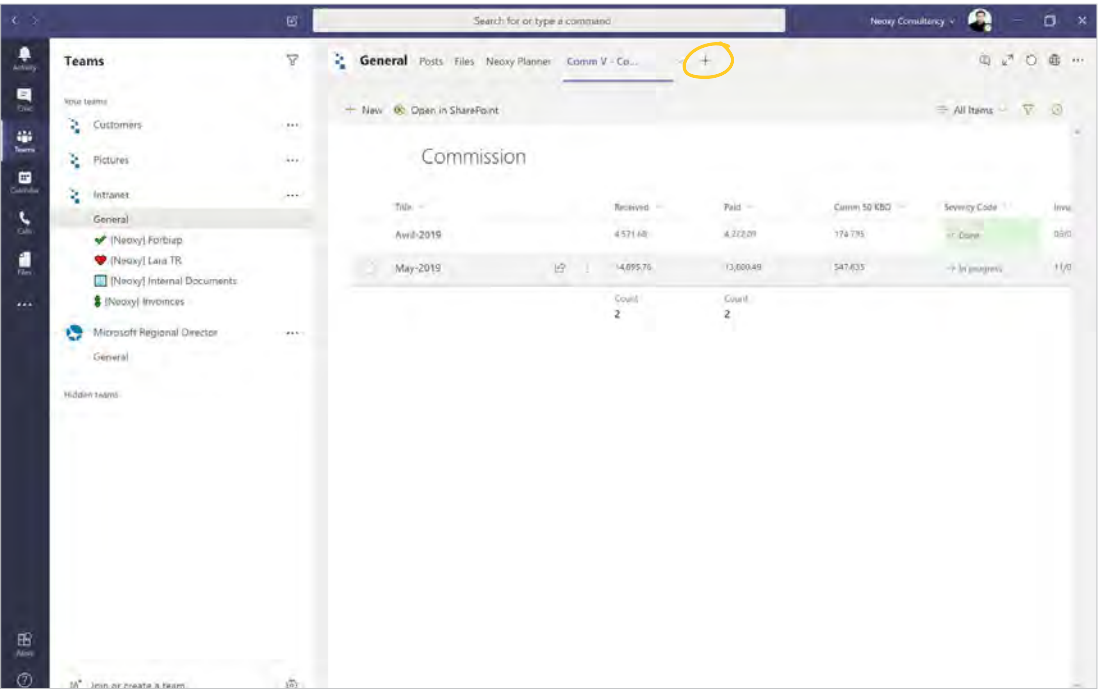


Document Libraries

If like any other organization that uses SharePoint for Collaboration, well you aren't that different from us. Yes, you as well, have been using Document Libraries a LONG time before Microsoft Teams. As mentioned earlier, Microsoft Teams creates a unique SharePoint site for each Team you create, but what do you do about the SharePoint Document Libraries that your organization already has and uses?

With Microsoft Teams, you can easily integrate SharePoint resources – in this case Document Libraries – for an easy and secure access:

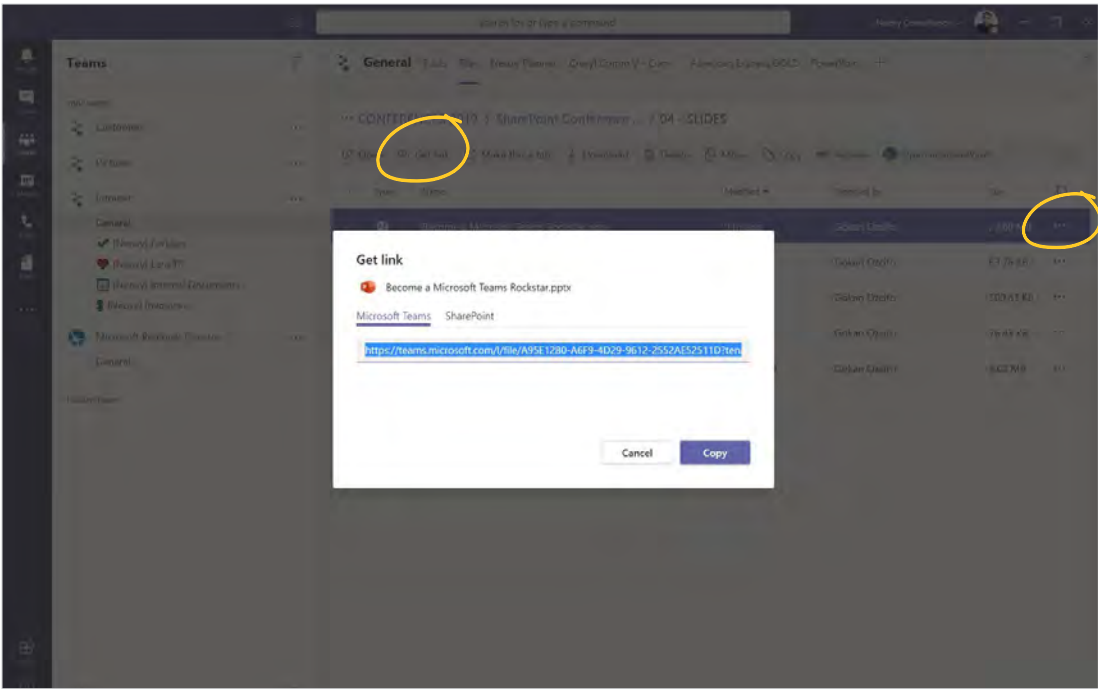
- 1. To add your existing SharePoint Document Library into the Microsoft Teams Experience, click the **Plus** button on the left of the **Tab** bar to add a new tab.



- 2. Then, from the **Add a Tab** flyout window, select the **Document Library** tile. If you select the **SharePoint** tile, you will only be able to connect to pages from that specific team's SharePoint. Give your new tab a name. I suggest including SharePoint in the title, so your colleagues know what they can find in the tab. When you're satisfied, choose **Save**.

Links

Whenever the modern co-worker edits a Microsoft Teams or SharePoint document, from the UI, he'll have the option to share links to it from SharePoint or from Microsoft Teams. Select any file to get a link directly to that file or don't select any files to get a link to the folder. With your desired item selected (or not), choose the **Get Link** option from the top.



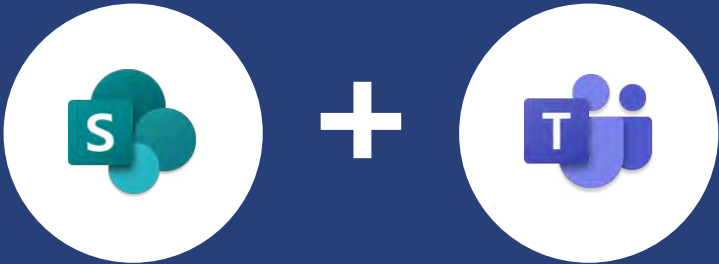




# Conclusion

With Microsoft Teams being the “one single hub, one single experience” for the communication and collaboration platform I hope that you now can clearly see how important SharePoint is. With this integration you can manage all your documents and keep your files organized. From any team you can access files and documents that were created even before the release of Microsoft Teams – and with Microsoft focusing on that integration there will be NO difference in using SharePoint or Teams!

But in any case, if it’s still unclear, let me add that even, if any Modern SharePoint site may have all the necessary new experiences that you may need, unfortunately, a fully integrated chat capability was always missing. The Yin Yang will be completed by Microsoft Teams as it provides you the missing pieces of enterprise collaboration by adding communication on top of the collaboration layer!





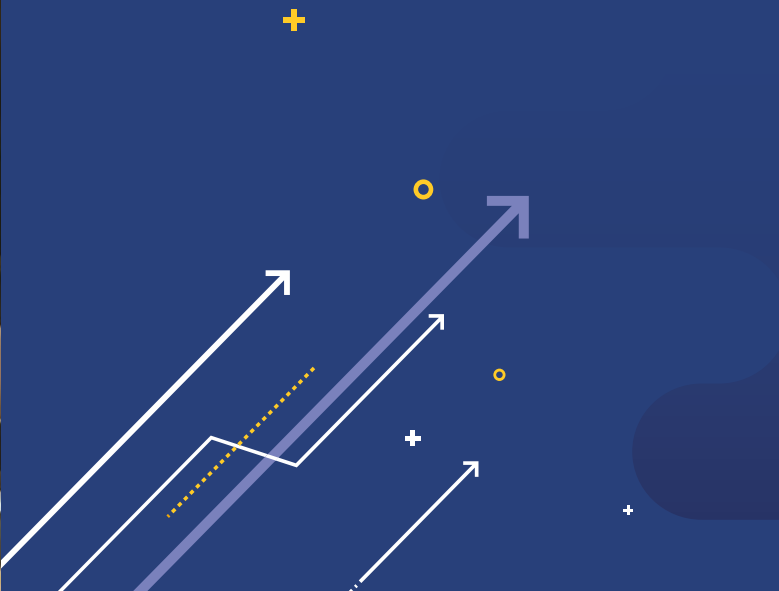


## Chapter 4

# Private Channels

This is a special chapter as it will cover everything you need to know about private channels – as they are also using SharePoint in the backend.

The reference architecture for private channels is different from standard channels. Well, completely different and in my humble opinion the best approach that they could do.



# Chapter 4: Private Channels

Microsoft couldn't add the Site Collection to the existing Office 365 Group as the owner of the group could then potentially read the data – and that is what we typically want to avoid, right! So, each **private channel** has its own SharePoint site collection that's separate from the parent team site.

For example, in any organization, a private channel is useful in the following scenarios:

- + A group of modern co-workers that want a focused space to collaborate within an existing team
- + A subset of co-workers in a team that want a private space to discuss sensitive data: such as budgets, resourcing, strategic positioning, and so on.
- + A group of Business Leads or Directors that want a private space for a specific project
- + Projects where the steering group wants to have their own closed channel and file location to discuss the progress of the project, share meeting notes and make decisions for the project

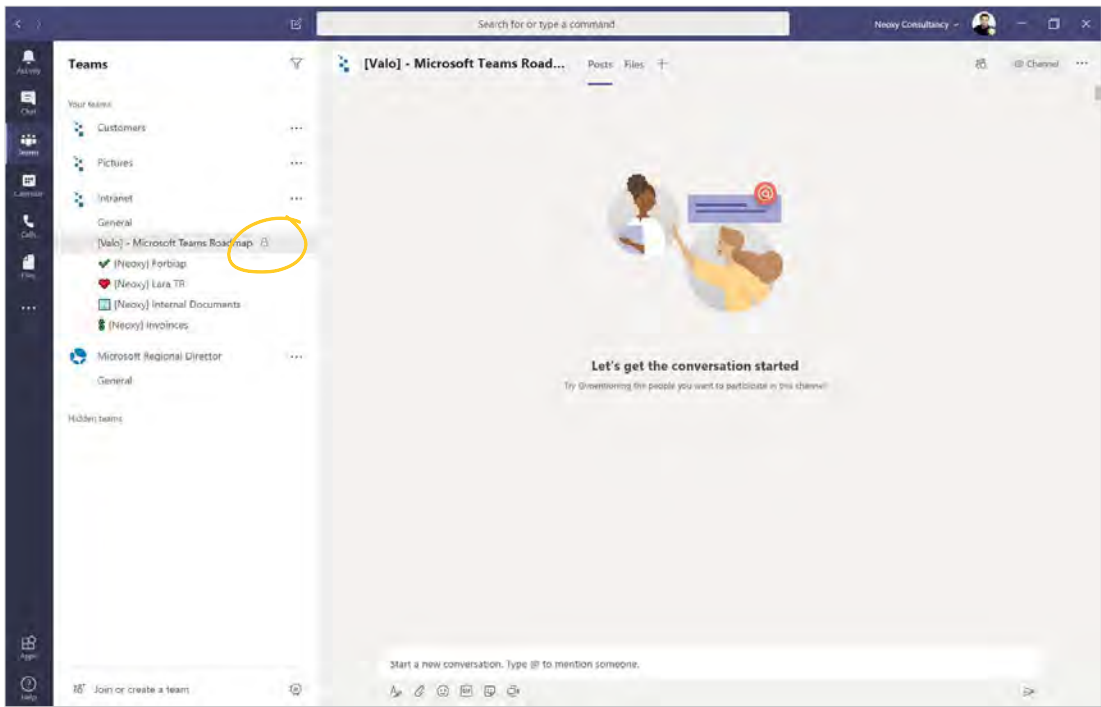


- + Sales department wanting to store signed contracts that only a subset of modern co-workers have access to.

Here are a few considerations about Microsoft Teams Private Channels:

- + This Site Collection is not available from the SharePoint Admin Center, but only through PowerShell
- + Private chat files are stored in the sender's OneDrive for Business folder and permissions are automatically granted to all participants as part of the file sharing process
- + By storing the files in the SharePoint Online document library and OneDrive for Business, all compliance rules configured at the tenant level will be followed
- + Anyone, including guests, can be added as a member of a private channel if they are already members of the team.

From a visual perspective, and to make it very clear for any modern co-worker a "lock" icon indicates that a channel is private. Only owners and members of the private channel can see the content and take actions if necessary. Again, just to make it sure that you understand it correctly, the Teams or Office365 owner cannot see the content if he is not a member/owner of the private channel!



Each team can have a maximum of **30 private channels** and each private channel can have a maximum of **250 members**. The 30 private channel limit is in addition to the 200 standard channel limit per team. Those are the limits today and Microsoft is continually improving those limits and capabilities.

This book has been written in **December 2019**, so by time you read this book maybe those limits will be raised by Microsoft! So, it's always best to check Microsoft's website for the most up-to-date information regarding apps, channel meetings, and scaling private channels for large teams.

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Before getting into when you should create a Private Channel that Microsoft has released, I'd like to showcase some considerations before the planning and releasing of any Private Channels in your organization.

The considerations are that whenever:

- + When a private channel is created, it's linked to the parent team. The private channel cannot be moved to a different team.
- + By default, any team owner or team member can create a private channel but Guests can't create them.
- + Private channels can't be converted to standard channels and vice versa.
- + The modern co-worker who creates a private channel is the private channel owner. Only the private channel owner can directly add or remove people from it.
- + If a modern co-worker leaves or is removed from a team, that user will also leave or be removed from all private channels in the team. If the modern co-worker is added back to the team, they must be added back to the private channels in the team.

- + Team owners can see the names of all private channels in their team and can also delete any private channel in the team.
- + A deleted private channel can be restored within 30 days after it's deleted
- + Team owners can't see the files, conversations and a members list of a private channel unless they are members of that private channel.

The one-million-dollar question is then when you should create a Private Channel? To determine whether a private channel is appropriate, Microsoft released a few considerations and recommendations that can be found on their website.



Is there already a team that has those modern co-workers as team members?	Does this work need to be kept private?	Are there multiple distinct topics to discuss?	Microsoft's recommendation
Yes	Yes	Yes	Create a private channel in the existing team.
Yes	Yes	No	Create a private channel in the existing team.
Yes	No	No	Create a channel in the existing team.
No	No	No	Consider creating a new team.
No	No	Yes	Consider creating a new team and then consider creating separate standard - private channels per topic.
No	Yes	No	Create a new team or create a new private channel.

I do recommend you always check the official documentation of Microsoft to see any changes in this table. These are recommendations and not best practices – so please take this with a pinch of salt. From an operational excellence perspective also, something to remember is that:

- + Each private channel has its own settings, including the ability to add and remove members, add tabs, and @mentioning for the entire channel

- + Those settings are independent of the parent team settings
- + When a private channel is created, it inherits settings from the parent team. Those settings can be changed independently of the parent team settings.

One of the most discussed topics with the era of Private Channels is – “who can see what”? Here is another table that will easily explain to your modern co-workers what the Team owner compared to the Team member can see:

Items & Actions	What the Team owner can see	What the Team members can see
Name & Description	All private channels in the team	Only the private channels that they are added to
Posts & Tabs	Only when added to the private channel	Only when added to the private channel
Files & Content	Only when added to the private channel	Only when added to the private channel
Private channel owner	All private channels in the team	Only when added to the private channel

As you can see, to really see the content you need to be a member of the Private Channel, it's not because you're the Microsoft Teams Team owner that you can see everything. For those whom are more interested into the Private Channels here are my latest take-aways before closing this chapter:

- + Each Site Collection is created through the Private Channel Provisioning Engine residing in the same geographic region as the site collection of the parent team
- + These Private Channels have a custom template ID, "TEAMCHANNEL#0". Management of these is through PowerShell and Graph API
- + Microsoft increased the limit from 500,000 to 2,000,000 to accommodate a greater number of site collections per tenant. Always also check the object limit in your Azure AD as in many common scenarios there is a soft boundary of 1,000,000 items (can be easily extended by the support of Microsoft)
- + Team owners can turn off or turn on the ability for members to create private channels in the team settings
- + The Graph API request for getting your Private Channels is the following:

```
GET https://graph.microsoft.com/beta/teams/<group_id>/channels?$filter=membershipType eq 'private'
```

- + The lightweight site collection has the following restrictions or capabilities:
  - It comes with a document library for channel files
  - It doesn't have a home page, or lists
  - The lifecycle of the private channel site is tied to the team (deletion/archival/restoration)
- + Any changes to the membership of Owner or Member groups in SharePoint will automatically be reverted to private channel membership within four hours. So please don't make any dramatic changes into SharePoint, as Teams will always erase your modifications
- + If the site collection is deleted outside of Teams, a background job restores the site within four hours if the private channel is still active. If the site is deleted and hard deleted, a new site collection is provisioned for the private channel.

Well, this is and was maybe the longest chapter and really hope that with all that information, recommendations and best practices for the deployment and management of Private Channels.

Let's jump to the final chapter!



## Chapter 5

# Top 10 under-used or undiscovered MS Teams features

The last chapter will be Microsoft Teams specific and not really to do with Microsoft SharePoint. As a modern co-worker you have a lot of Teams features that are capital for your Digital Workplace. Those Microsoft Teams features are essential and unfortunately the less known ones, so, I thought that bringing them to the fore could help YOU and YOUR organization get the most out of it.

I'm confident that you can add more features to bring collaboration to another level in Microsoft 365. Those are however, as explained, features that not SharePoint-centric, but very important to use as well in Microsoft Teams. You can add them into your governance or road-map to fulfill your intelligent intranet.



Feature 1

# Org-wide teams for small & medium organizations

After the Private and Public teams, we now have the Org-wide teams. They provide an automatic way for everyone to be a part of a single team for collaboration. So, whenever you create an Org-wide team, all global admins are added. And team owners as well as all active users are added as team members

too. Team members can't leave an org-wide team. However, as a team owner, you can manually add or remove users if needed. In my humble opinion, **for small and medium-sized organizations**, the outer loop, which Microsoft defines as Yammer, can also be replaced by the org-wide teams.

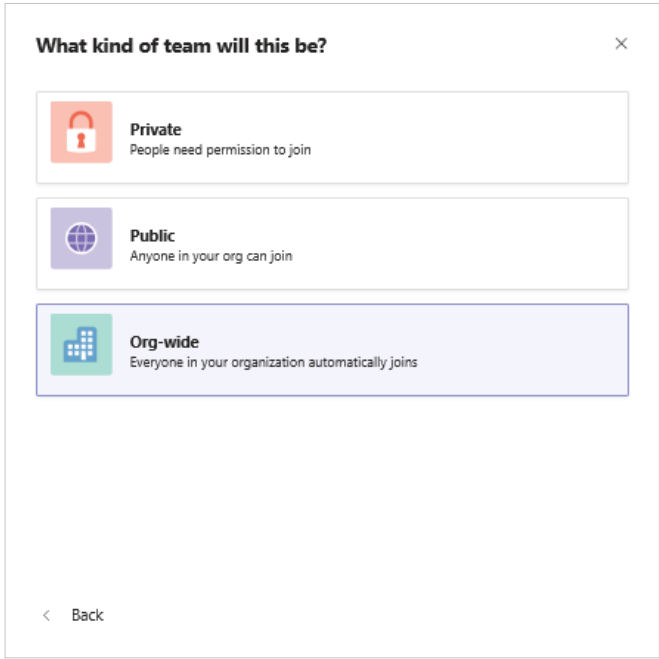


Here are also some recommendations released by Microsoft for managing Org-wide teams in Microsoft Teams.

- + Allow only team owners to post to the General channel
- + Turn off @team and @[team name] mentions
- + Automatically favorite important channels
- + Remove accounts that might not belong

These types of accounts won't be added to your org-wide team:

- + Accounts that are blocked from sign in
- + Guest users
- + Service accounts
- + Room or equipment accounts
- + Accounts backed by a shared mailbox.

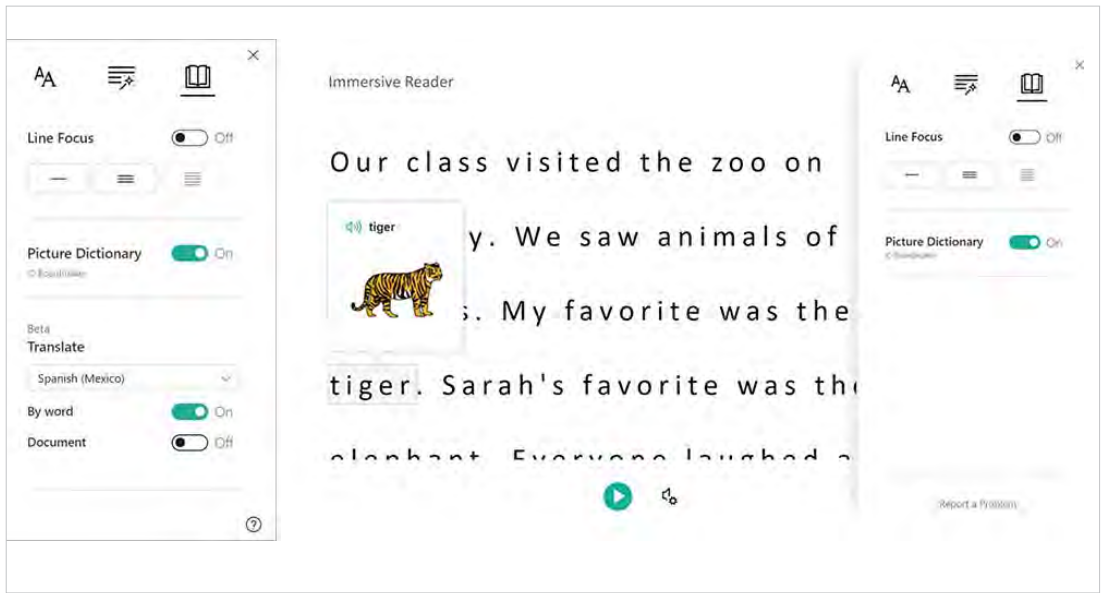


Feature 2

Immersive reader

With the immersive reader in Microsoft Teams, students, and disabled persons can now easily view, translate, hear individual messages. It will enlarge the text to fill the entire window. And you can also use the screen reader to have the computer read the message in a synthesized voice in any language you want.

Whenever you enable the picture dictionary, the feature will translate every single word to a text. This makes it easier for you, students or disabled persons to clearly understand the text in the conversation. This unfortunately only works with English texts today. But hopefully more languages will be added soon.



Feature 3

Built-in translator

In a mobile-first, cloud-first world, more and more organizations are opting for big and geographically distributed teams. This helps to break down barriers and improve productivity. Today, having a core content team working on SharePoint or Microsoft Teams from different countries is the new normal. Microsoft Teams has a built-in feature that can translate any conversation for you. Below is an example of how it works. Here you can see that Jim and I have had a conversation in Dutch about contracts and Microsoft Teams has perfectly translated the

conversation from Dutch to English. If you can't see the translation from the menu, you may ask to your Teams Administrator to enable the feature for you.

This experience will break so many silos within any organization that sentences like "I couldn't understand what he was saying" or "my English is too bad" will soon disappear from our dictionary. Being able to understand any language, from any person and being able to respond to that has no price!



Feature 4

Meeting whiteboards

Any meeting in Microsoft Teams has a dedicated whiteboard where participants have space to sketch together. The main difference with “sharing your screen” and “Whiteboard sketching” is that when you share your screen attendees can only watch what you show. On the other hand, with ‘Whiteboard’, there is the opportunity for real collaboration. Attendees can sketch and actively participate in the meeting.

With Microsoft Whiteboard, you can collaborate with meeting participants in the Teams app or the Whiteboard app. In both, you’ll be able to draw, erase, and share content that everyone else will see in real-time. You still can access the whiteboard from the Whiteboard tab before or after a meeting.

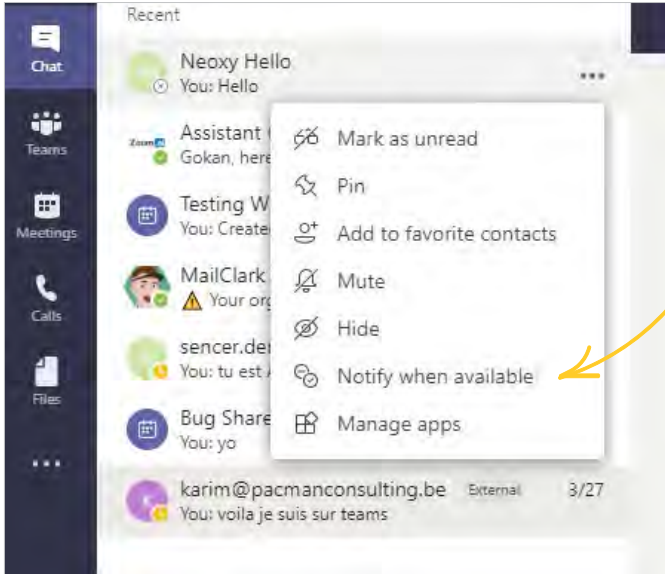


Feature 5

Notify when available

One of the top-used features from Skype For Business – “**Notify when available**” – feature is now available in Microsoft Teams. Whenever a user becomes available in Microsoft Teams, Teams will send you a notification to inform you.

Try to use this feature as much as possible instead of asking your contacts “do you have one minute for me?”. This is the most unproductive sentence ever – as you will never remember where you stopped helping your co-worker.



+

+



Feature 6

Blurred background

Working with Microsoft Teams with a geographically distributed team has a lot of benefits. But what if you have sensitive information in your environment – or simply remote working from home? If you don't want to show sensitive information/private stuff to your attendees/co-workers use

the 'blur my background option'. This will hide non-relevant information during the meeting, and will prevent strange moments happening such as when Professor Robert Kelly's BBC interview was gatecrashed by his children in 2017.

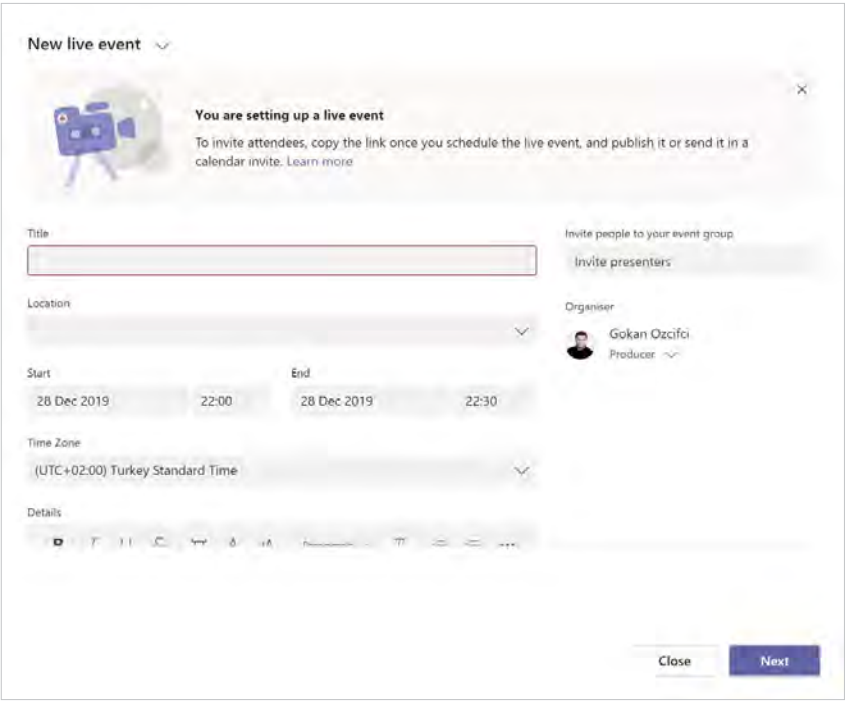


Feature 7

Microsoft Live Events

With Microsoft Teams live events, meetings, webinars or live announcements in your organization can be broadcasted to large online audiences. Something that the outer-Loop users are aware of as this was one of the core capabilities of Yammer. These are meant for one-to-many communications, (while meetings are many-to-many) where the host of the event is leading the interactions and audience participation is primarily to view the content shared by the host.

The attendees can watch them live or watch the recorded event in Yammer, Teams and/or Microsoft Stream. Microsoft Teams live events are the next-gen of Skype Meeting Broadcast and will eventually replace the capabilities provided in Skype Meeting Broadcast.



Feature 8

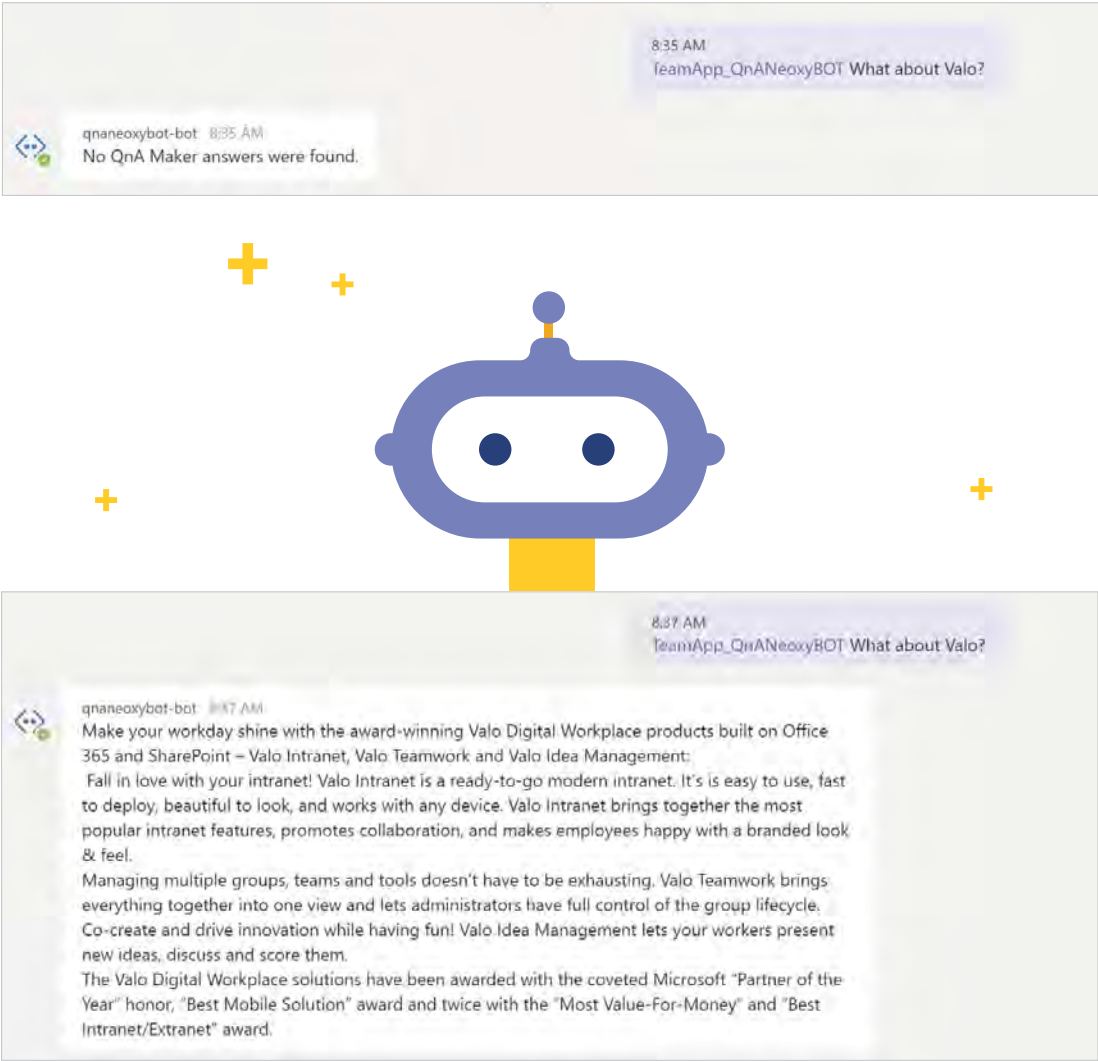
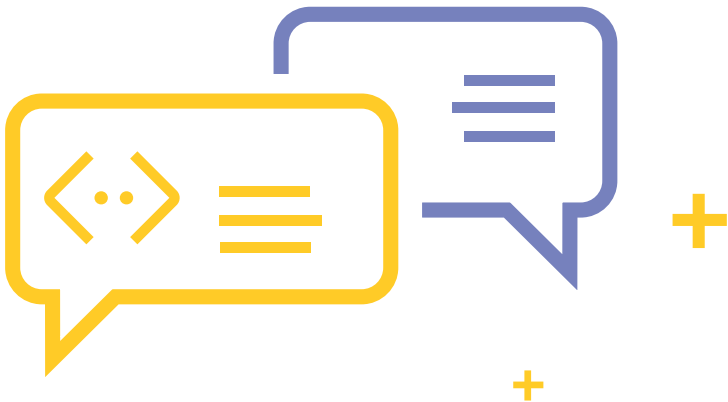
Intelligent BOT Framework

Within the Microsoft Teams ecosystem, all bots are created using the Microsoft Bot Framework. Teams App Studio is a free-to-use, super simple tool that can help create your bot. With Teams App Studio you can deploy, download or even submit your bot to the Microsoft Teams Team to review and add it to the store. It also contains a React control library and configurable samples for cards.

I recommend getting rid of the classic, HTML-based FAQ and replacing them with Bot's in Microsoft Teams. Therefore, you must use Cognitive Services AKA QnAMaker. With QnAMaker.ai you can build, train and publish a sophisticated bot using FAQ pages, support websites, product manuals,

SharePoint documents or editorial content through an easy-to-use UI or via REST APIs. You can even create a NO CODE bot in Teams, or elsewhere without writing a single line of code. You can also add personality to your bot using pre-built chit-chat datasets.

In the example on the right, there is no answer to the question ("No QnA Maker answers were found."), the answer hasn't been added to the Cognitive Services. Once the question and the answer have been added, the bot knows how to answer the question "What about Valo?".



Feature 9

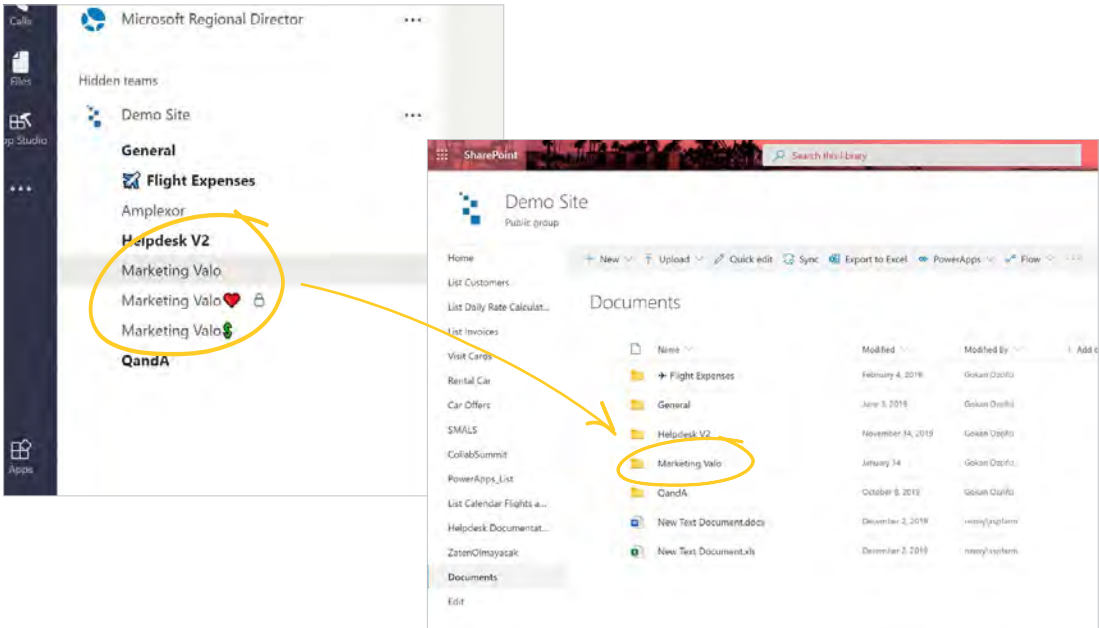
Renaming Channels & limiting  
Emoji usage

One of the biggest enhancements within Office 365 is that you can use emojis everywhere. You can use any of the Windows emoji characters in Office 365 labels, classification labels or even as Channel names. But there is a little bug within the SharePoint provisioning engine.

If you have two channels with the same name (i.e. "conference") and you add an emoji to one of them. It will work in Teams

perfectly but not in SharePoint. This is quite annoying because you see the same files in both channels.

Renaming a Channel doesn't change the folder name in SharePoint, unfortunately. So, please be careful when creating Channels and not to use "non-professional" names such as "Channel for Dummies" as in the backend, SharePoint will still have this as a folder name.

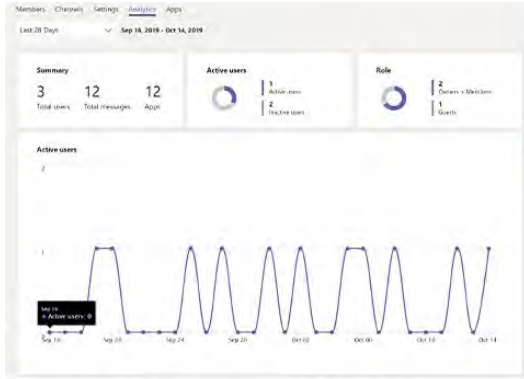


Feature 10

Get most of the out-of-the-box analytics

If you investigate reports in the Teams Admin Center, the per-team and cross-team analytics won't be that much different. Even so, some inconsistencies can be seen if you compare the data reported in one against another. For the moment, you can see some inconsistency between reports.

They will unfortunately give you different results. In some reports I've seen differences of up to three days. But in any case, the reports are essential to see who is collaborating in your team. And more importantly, for the team owners, it shows those who are inactive or who use Team(s) less within your organization!



Per-Team Analytics

The screenshot shows the 'Cross-team Analytics' page in the Teams Admin Center. It displays a table with columns: Name, Active users, People, Guests, Messages, and Type. The table lists various teams and their activity over the last 28 days (from Sep 16, 2019, to Oct 14, 2019).

Name	Active users	People	Guests	Messages	Type
Customers	1	155	1	0	Channel
Demo Site	1	155	3	1	Channel
ESPC15	1	155	1	0	Channel
External Contractors	1	155	2	1	Channel
Internet	2	155	2	0	Channel
Microsoft Regional Director	1	155	1	0	Channel
Pictures	1	155	1	0	Channel

Cross-team Analytics







# Conclusion

I hope this book will help you understand how important SharePoint is for Microsoft Teams. I tried to cover as much as I could, but many more chapters could be written detailing everything from A to Z! With this book you should be able to work and extend the SharePoint experience without any issues anymore! I really hope it will convince you that Teams is a day-to-day, modern co-worker tool that you can rely on, on the web, desktop, and mobile apps. As part of Microsoft 365 and aside SharePoint within Microsoft Teams; you can chat with colleagues, view your agenda, and hold meetings and extend your business processes with the Power Platform which we rarely talked about.

To conclude this book, Microsoft Teams brings together all the benefits of the Modern Workplace in one Experience – in a secure way. Every single artifact in Office365 is developed to be compatible with Microsoft Teams – that’s at least how I see the roadmap of features in the Office Team. So, Learn, Acknowledge and share within any organization and raise the adoption and usage of Microsoft Teams!

Learn | Acknowledge | Share



# Valo for Microsoft Teams

Valo turns Teams into a full-blown corporate communications tool

The vision of the Valo product family has always been to improve our customers' internal communication and collaboration - by complementing the Microsoft innovation, not by replacing it. This is how we help our customers make the most out of their investments.

Valo makes Microsoft Teams a full-blown corporate communications platform, providing many of our "traditional" intranet features such as **corporate news** (with content targeting and social interaction), **event calendar**, **enterprise search**, and **People Directory** - natively inside Teams.

**Valo Teamwork** for Teams, includes a quick access to your favorite Teams (with metadata filters) and the managed provisioning and lifecycle of Teams. **Valo Ideas** is an attractive innovation tool, again built natively into Microsoft Teams.

**Stay tuned**  
for more information on  
**Valo for Microsoft Teams!**

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