Getting Productive – Teams, Channels and Chats

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Chat – 1:1 or 1:few private conversation space. Invite specific people. Add more and select their view of the conversation history. Chat's can be named with a specific subject.

Microsoft Teams use cases for every scenario

Customer Support

- Enable continuous knowledge sharing between shifts
- Provide visibility into customer escalations
- Search for solutions across conversations
- Speed up issue resolution with various subject matter experts

Engineering

- Enable continuous discussion across a distributed team
- Discuss ideas and requirements, gather inputs in the open
- Store standard documentation and files
- Integrate with developer tools like Jira

Finance

- Prepare earnings release with cross-functional stakeholders
- Streamline data consolidation and analysis
- Store budgeting documentation and files
- Share economic trends and news

Human Resources

- Drive alignment on job descriptions and streamline interview processes
- Plan and prepare new employee onboarding
- Engage distributed employees in training
- Share department resources and documentation

Marketing

- Coordinate campaigns and event tasks
- Share the latest content drafts for feedback
- Get automated reports from analytics tools
- Prepare marketing launch across multiple stakeholders

Sales

- Get quick answers from PMs and Sales Ops
- Share key customer wins
- Get lead notifications and deal mentions
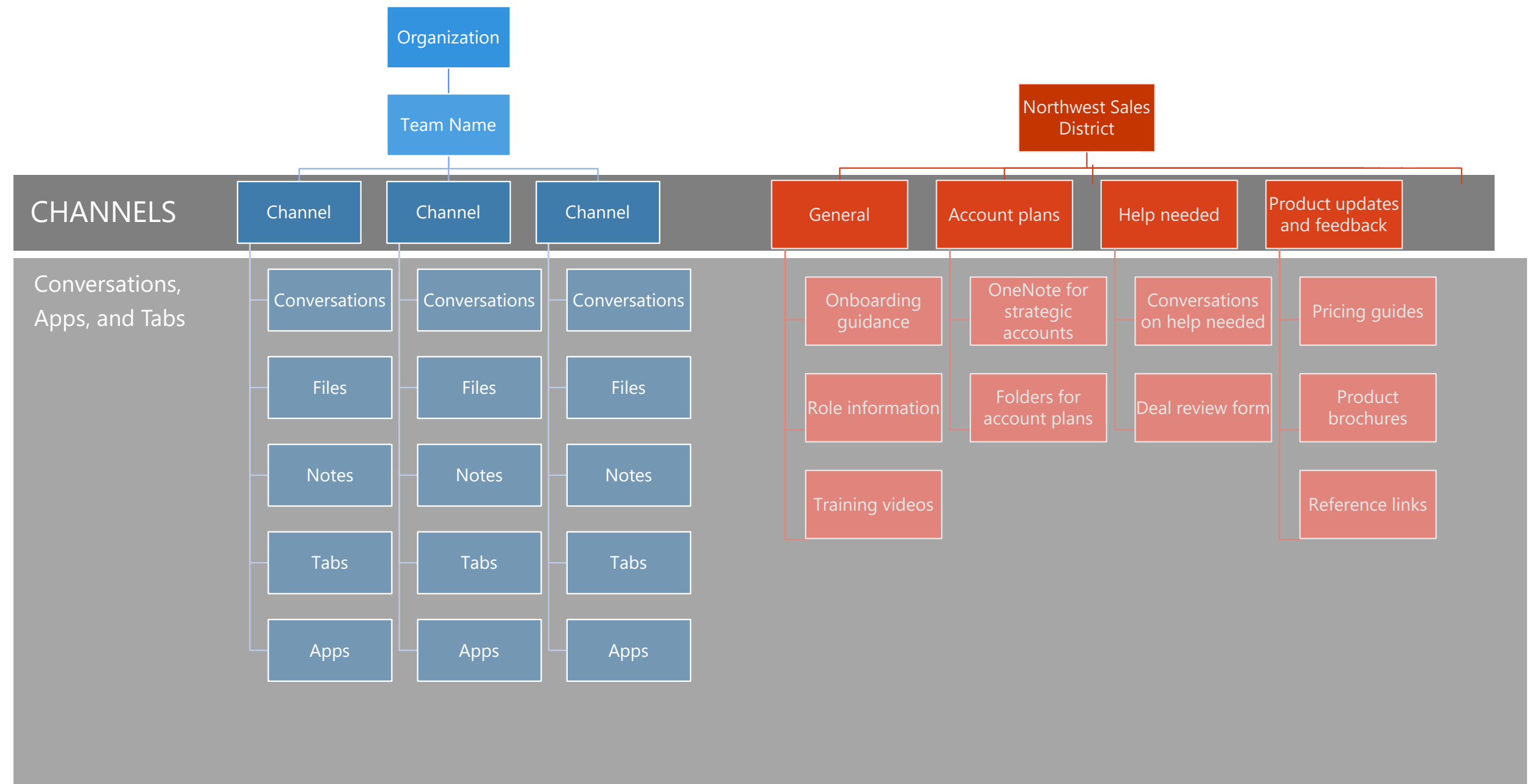- Share latest company, product and competitor news

Operations & Project Management

- Streamline project communication and tools
- Provide status updates, get feedback, coordinate tasks
- Share files and collaborate on deliverables
- Get new project members up to speed quickly

Get guidance on these and other scenarios in the FastTrack Productivity Library

Organizational vs Project approach

```
                    ┌──────────────┐
                    │ Organization │
                    └──────┬───────┘
                           │
                    ┌──────┴───────┐                              ┌──────────────┐
                    │  Team Name   │                              │ Northwest Sales │
                    └──────────────┘                              │    District    │
                                                                  └──────────────┘
```

| CHANNELS | Channel | Channel | Channel | | General | Account plans | Help needed | Product updates and feedback |

Conversations, Apps, and Tabs								
	Conversations	Conversations	Conversations		Onboarding guidance	OneNote for strategic accounts	Conversations on help needed	Pricing guides
	Files	Files	Files		Role information	Folders for account plans	Deal review form	Product brochures
	Notes	Notes	Notes		Training videos			Reference links
	Tabs	Tabs	Tabs					
	Apps	Apps	Apps					

Example Teams & Channels

Alpine Product Launch ...

General

Design

Documentation

Engineering

Go to Market

Production

Research

Strategy and Timeline

Support and Feedback

Marketing at DTX ...

General

Alpine Go to Market Campaign

Communications Planning

Market Research

Release Tools

Social Engagement

Strategy and Planning

IT Collaboration Services ...

General

Adoption and Communications

Feedback

Problem Incident and Change

Reporting

Security and Compliance

Strategy and Planning

Contoso HR ...

General

Events

Recruitment

Reviews

Training

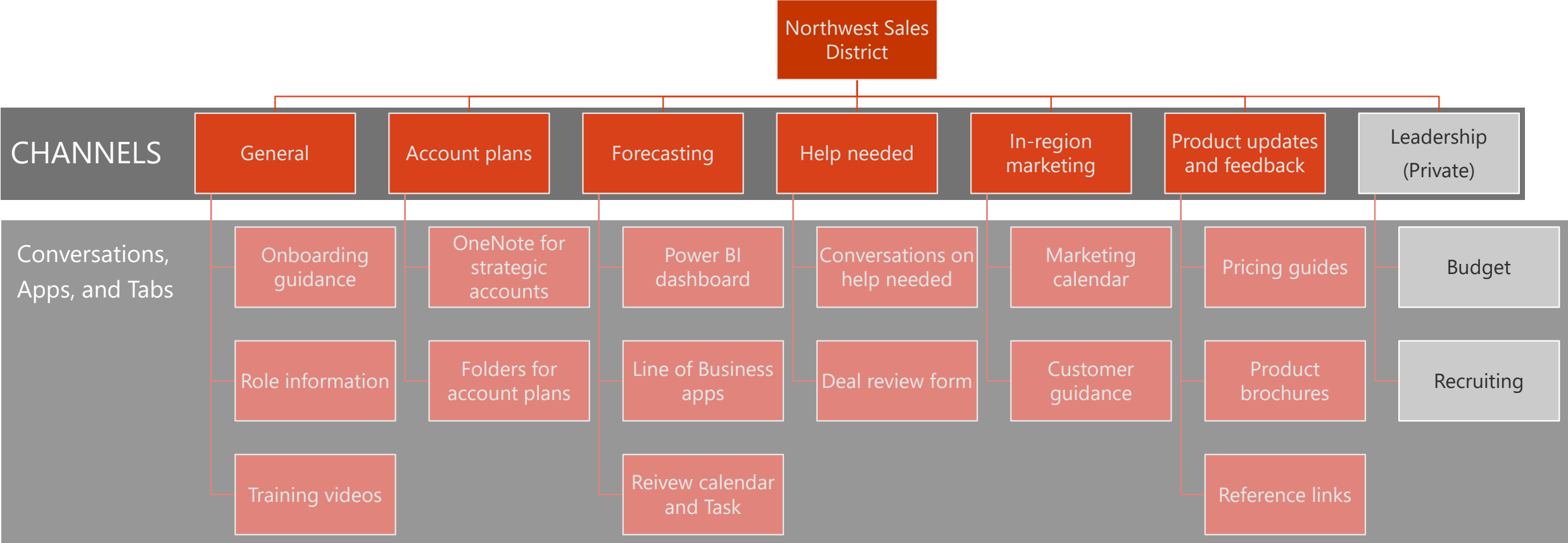## Modern Project Management ...

General

Build Out

Design Reviews

Move Logistics

Plans and Reports

Research and Reference

Vendor Selection

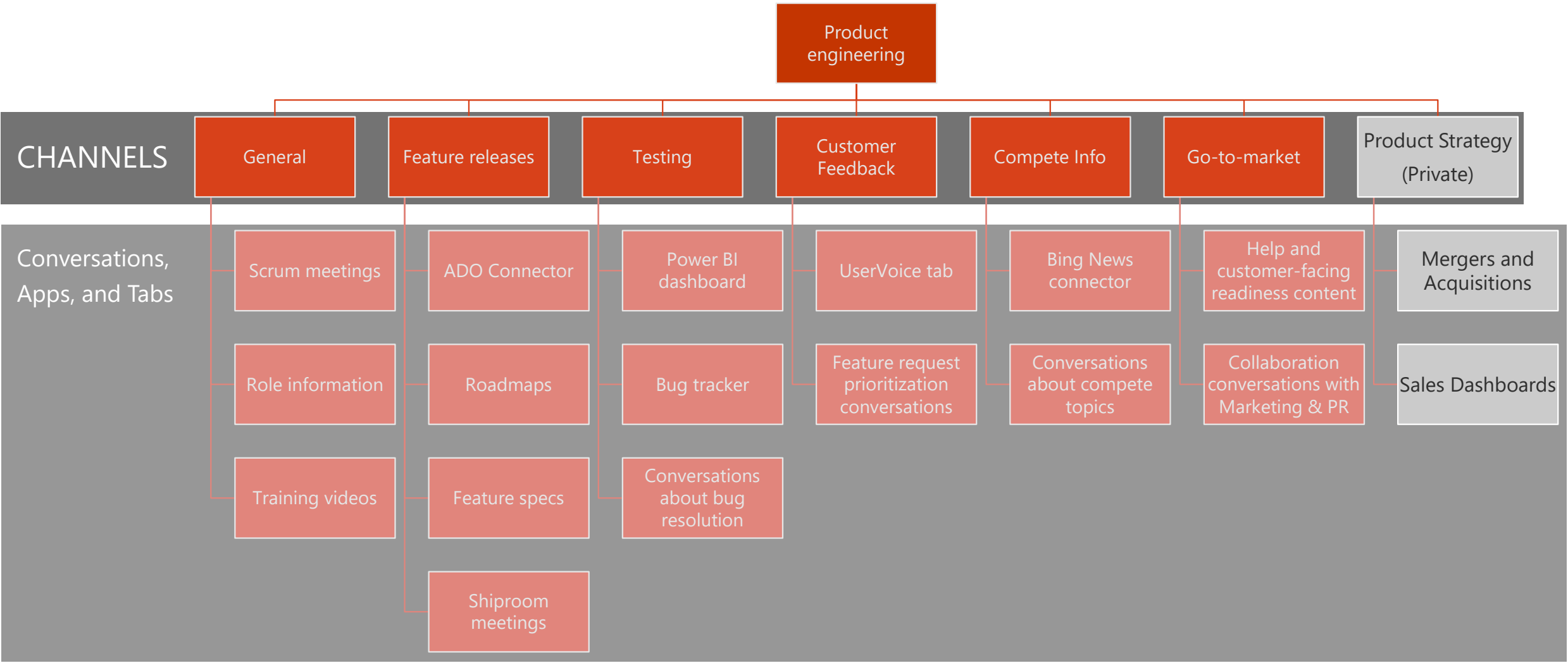## IT Service Incidents ...

General

Communications - Email

Communications - Voice

Desktop and Hardware
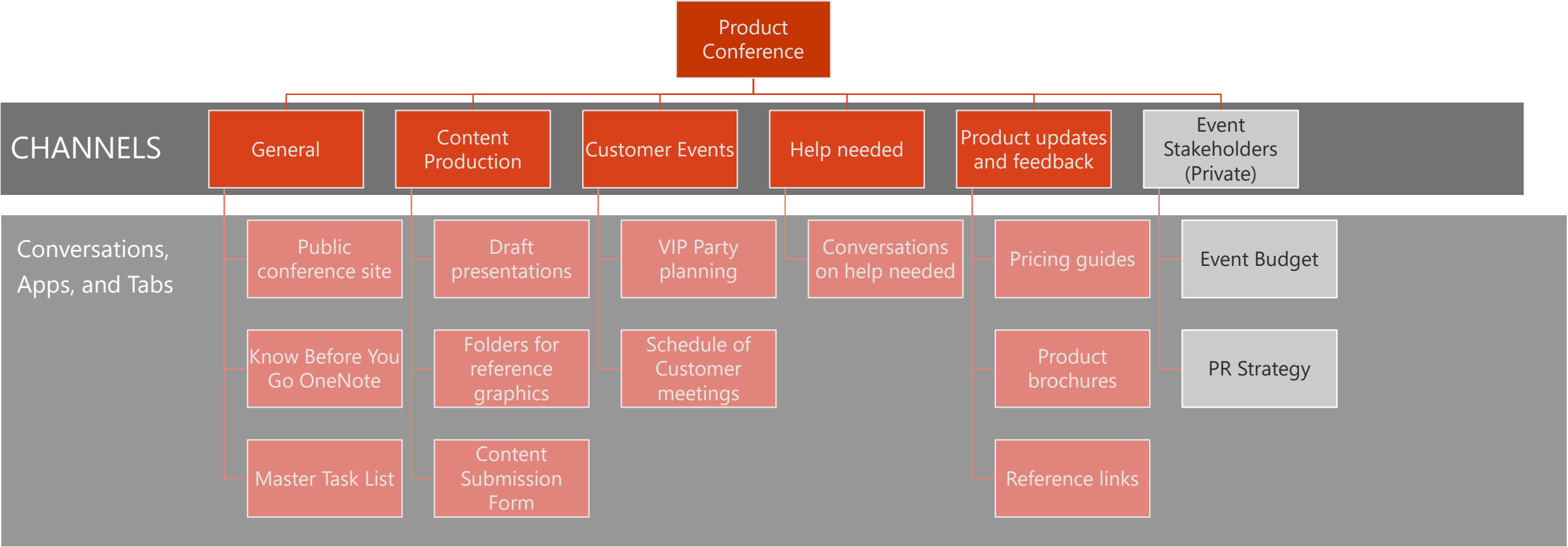
Finance Systems

Identity

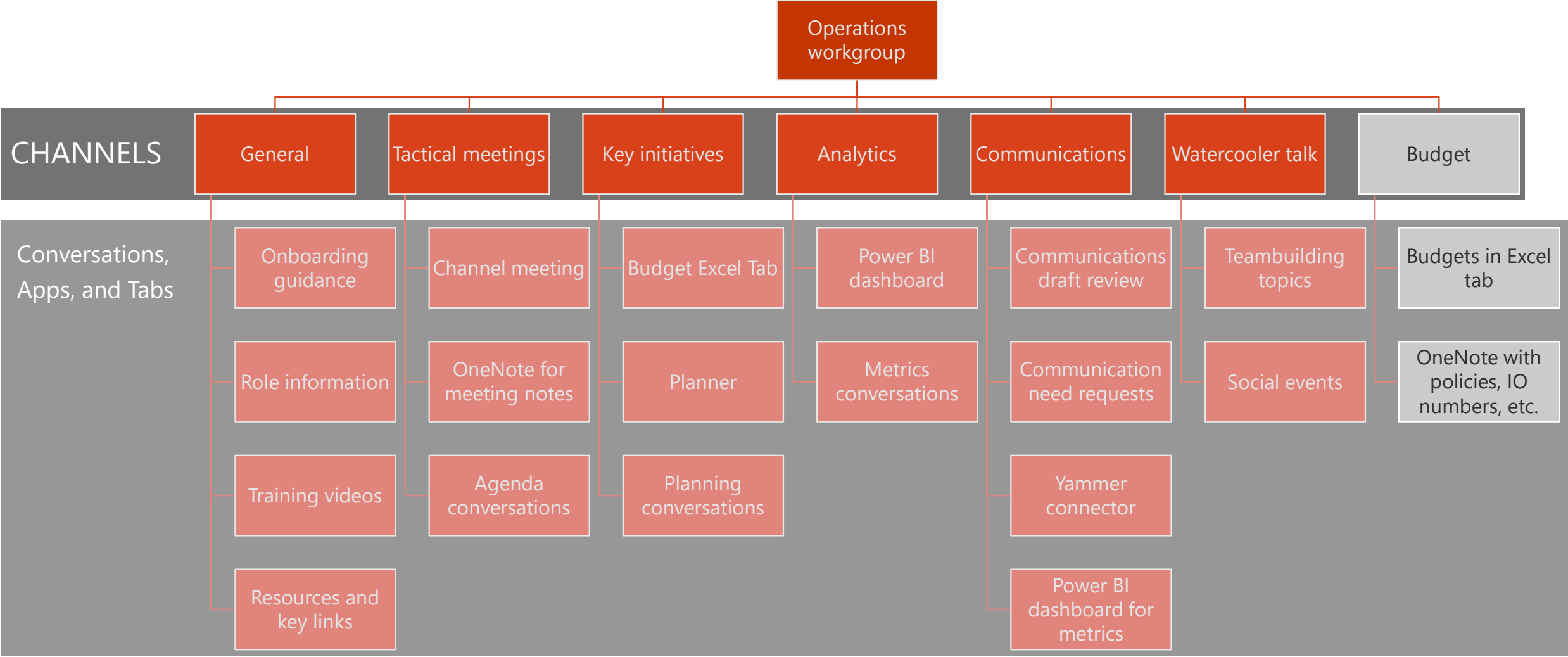Major Incident Management

Cross-organizational Team: Sales

Northwest Sales District

CHANNELS

General	Account plans	Forecasting	Help needed	In-region marketing	Product updates and feedback	Leadership (Private)

Conversations, Apps, and Tabs

Onboarding guidance	OneNote for strategic accounts	Power BI dashboard	Conversations on help needed	Marketing calendar	Pricing guides	Budget
Role information	Folders for account plans	Line of Business apps	Deal review form	Customer guidance	Product brochures	Recruiting
Training videos		Reivew calendar and Task			Reference links	

Cross-organizational Team: Engineering

```
                              ┌─────────────────┐
                              │    Product      │
                              │   engineering   │
                              └─────────────────┘
```

CHANNELS	General	Feature releases	Testing	Customer Feedback	Compete Info	Go-to-market	Product Strategy (Private)

Conversations, Apps, and Tabs

General	Feature releases	Testing	Customer Feedback	Compete Info	Go-to-market	Product Strategy (Private)
Scrum meetings	ADO Connector	Power BI dashboard	UserVoice tab	Bing News connector	Help and customer-facing readiness content	Mergers and Acquisitions
Role information	Roadmaps	Bug tracker	Feature request prioritization conversations	Conversations about compete topics	Collaboration conversations with Marketing & PR	Sales Dashboards
Training videos	Feature specs	Conversations about bug resolution				
	Shiproom meetings					

Cross-organizational Team: Event Management

```
                          ┌─────────────┐
                          │   Product   │
                          │ Conference  │
                          └─────────────┘
```

CHANNELS	General	Content Production	Customer Events	Help needed	Product updates and feedback	Event Stakeholders (Private)
Conversations, Apps, and Tabs	Public conference site	Draft presentations	VIP Party planning	Conversations on help needed	Pricing guides	Event Budget
	Know Before You Go OneNote	Folders for reference graphics	Schedule of Customer meetings		Product brochures	PR Strategy
	Master Task List	Content Submission Form			Reference links	

Cross-organizational Team: Operations

Organizational approach

Private channels
Focused private collaboration within a team

Teams

Standard Channel	Private Channel
↑	↑
Open collaboration within the team Inherits full membership list from the team	**Focused private collaboration within the team** Managed subset of members from team

Creation

· Admins can control via policies who can create private channels in tenant

· Team owners can control via setting if members can create private channels

· Limited to 30 private channels per team at launch (in addition to 200 standard channels)

Membership

· Private channel owners can add members and guests to a private channel

· Only existing members and guests in the team can be added to a private channel

· Only members of the private channel can view private channel content

· Limited to 250 members per private channel at launch

Channel owners and settings

· Private channels owners manage the membership and life cycle of private channels
  · Last owner of a private channel cannot be removed from the team
  · If a private channel becomes ownerless (user leaves company), an existing non-guest member is auto-promoted to owner
· Private channels inherit settings from the team on create
  · Settings can be changed at channel level

Team owners and private channels

- Team owners can control if members can create private channels
- Team owners can see names, last activity time and owners of all private channels in a team
- Team owners can delete team or individual private channels without being a member
- Removing a member from the team removes them from all private channels*

*Blocked from removing anyone who is the last owner of a private channel

| Private channel information	Team owner can see	Team members can see
Name and description	All private channels in the team	Only when added to the private channel
Conversations and tabs	Only when added to the private channel	Only when added to the private channel
Files and content	Only when added to the private channel	Only when added to the private channel

Apps in private channels

- Tabs and connectors supported
- Apps must be installed in the team before they can be used in a private channel

- Bots and message extension support coming later
- Support for certain Office 365 group connected apps like Planner coming later
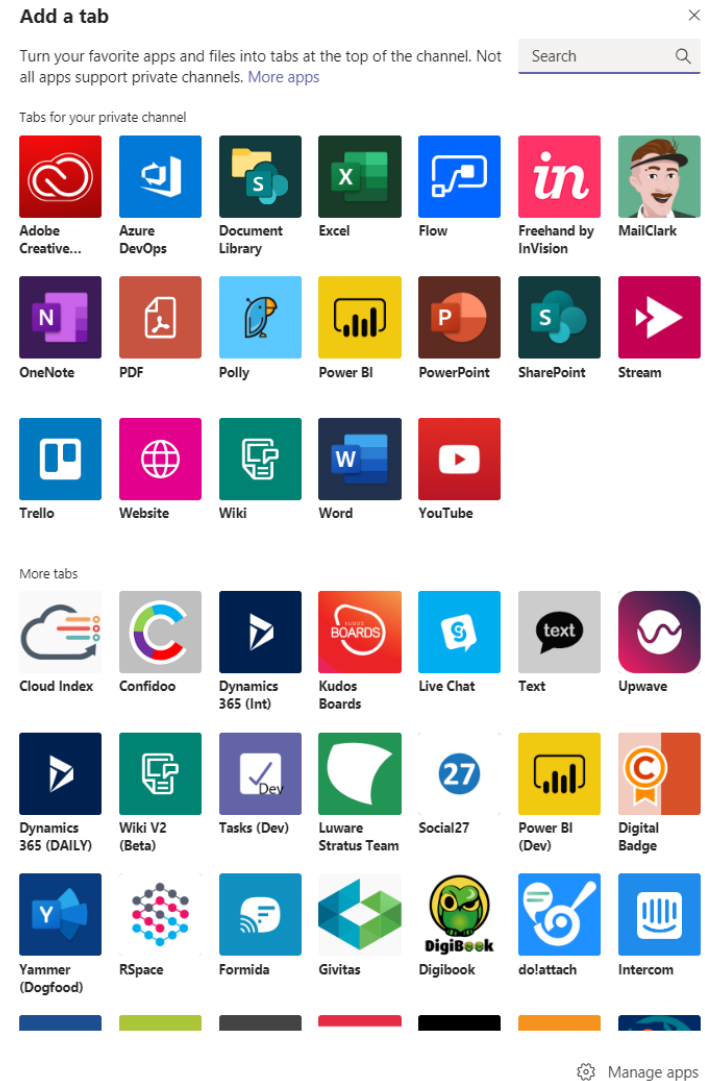
Teams & Channels
Create, collaborate & communicate
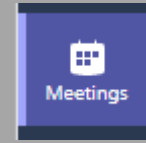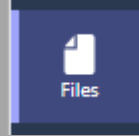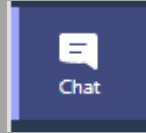
Create a Team	**Start Chatting**	**Share Documents**	**Have Productive Meetings**	**Be Productive Teams**
Create a team for your project	Private chat with people 1:1 or 1:few	Share OneDrive documents in private chats	On demand or scheduled meetings	Easily share reference information with your team
Create channels by topic or sub-team	Chat in a channel with your team & @mention	Co-author documents with your teams in channels	Chat, video, screen sharing and files in context	Onboard new team members quickly
Pin tabs and other O365 apps into your channels	Before, during and post meeting conversation	Reduce email attachments	Track actions with Planner or other tools	Stop hunting for information!

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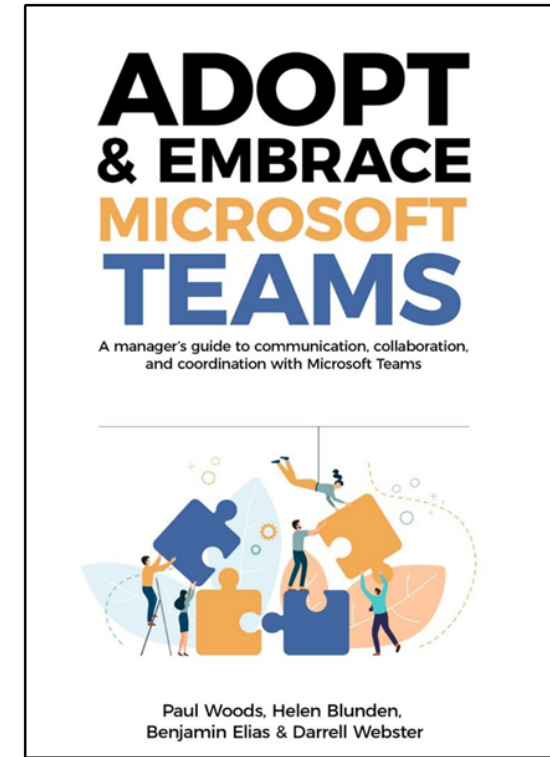YAMMER ADOPTION GUIDE ›

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Managers Guide to Microsoft Teams

https://teamsbook.info

Training Tools for Microsoft Teams

Learn more

1 Meet the engineering leader for Private Channels, Roshin Ramesan in our CiCTV Interview at https://youtu.be/XejrBo_MPIc

2 Watch our Private Channel technical session at https://aka.ms/MicrosoftIgnite2019/THR1080