



Microsoft Teams User Group Meeting 2018/08

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Overview changes and features in MS Teams

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This document reflects Microsoft's current expectations; however, dates and individual features may change and should not be relied upon in making purchasing decisions.
¹ Currently available to all customers except Government & Go Local (UK & India) tenants

Messaging roadmap

	Available today
 <p>Enterprise grade</p>	<ul style="list-style-type: none"> ✓ Persistent 1:1 and Group Conversations ✓ Team + Channels for Teams Productivity ✓ Hide/Share/Mute Chat
 <p>Skype for Business interop and federation</p>	<ul style="list-style-type: none"> ✓ Teams-SfB 1:1 Chat Interop ✓ Guest Access for External Users ✓ Contact Groups¹ ✓ Unified Presence¹ ✓ Federated Chat between Teams and Skype for Business¹ ✓ Import Contacts from Skype for Business¹ ✓ Skype for Business Interop with Persistent Chat¹
 <p>Platform and devices</p>	<ul style="list-style-type: none"> ✓ Windows, Mac, Edge, Chrome, iOS, Android, Windows Phone
 <p>IT Pro</p>	<ul style="list-style-type: none"> ✓ Tenant-Level Messaging Policies ✓ eDiscovery/Hold/Archiving of Messages ✓ Messaging Interop IT Policies ✓ Message Retention Policies ✓ Messaging User-Level Policies

Meetings roadmap





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² Scheduling capabilities to arrive over the coming months via the respective product updates

³ Whiteboard feature delivered via third-party solution

⁴ Available via Windows Insider Program; Generally Available in Fall

⁵ Features rolling out via our third-party partners through Fall 2018

	Available today	Delivered Q2 CY2018
 Enterprise grade	<ul style="list-style-type: none"> ✓ Schedule in Outlook & Teams ✓ Private and Channel Meetings ✓ User Facing Diagnostics ✓ 80 users in a meeting ✓ Audio Conferencing (preview) ✓ Participant Management ✓ Improved Device Selection 	<ul style="list-style-type: none"> ✓ Live Events (Broadcast Meetings) [public preview] ✓ Cloud Recording [public preview] ✓ Federated Meetings ✓ Large Meeting Support (~250 users) ✓ Lobby for PSTN callers ✓ PSTN Fallback 🕒 Outlook meeting scheduler for Mac ○ Outlook meeting scheduler for OWA and mobile²
 Collaborative meetings	<ul style="list-style-type: none"> ✓ Enable Meeting Lifecycle with Pre/During/Post ✓ Desktop sharing ✓ Conversations ✓ Immersive Meeting Experiences 	<ul style="list-style-type: none"> ✓ Application Sharing ✓ Give and Take Control in sharing ✓ PowerPoint Load and Share ✓ Whiteboard³ and Meeting Notes
 Platform and devices	<ul style="list-style-type: none"> ✓ Windows, Mac ✓ Mobile: iOS and Android Meetings 	<ul style="list-style-type: none"> ✓ Edge, Chrome Browser Support for meetings ✓ Skype Room Systems Support ✓ Surface Hub Support [preview]⁴ ✓ Trio 1 Touch Teams Meeting Join 🕒 Enable VTC Interop Services⁵
 IT Pro	<ul style="list-style-type: none"> ✓ Call Quality Diagnostic Portal ✓ Tenant Policies 	<ul style="list-style-type: none"> ✓ Enable Call Quality Analytics (Preview) ✓ User-Level Meeting Policy ✓ eDiscovery enhancements

Calling roadmap

This document reflects Microsoft's current expectations; however, dates and individual features may change and should not be relied upon in making purchasing decisions.

⁶ Capability requires devices that implement standard USB-HID control support; [additional info can be found here](#)

	Available today	Delivered Q2 CY2018	Coming in Q4 CY2018 (end of qtr)
 Enterprise grade	<ul style="list-style-type: none"> ✓ Blind Transfer ✓ Call Blocking ✓ Call Forwarding ✓ Caller ID Masking ✓ e911 Support ✓ Enable Existing Calling Plan Support ✓ Extension Dialing ✓ Hold ✓ Multi-call Handling ✓ Safe Transfer ✓ Simultaneous Ringing ✓ Speed Dial ✓ Suggested Contacts ✓ Transfer to PSTN Call ✓ Translate user input to standard phone format ✓ Voicemail ✓ Out of Office Support 	<ul style="list-style-type: none"> ✓ 1:1 to Group Call Escalation with Teams, Skype for Business, and PSTN participants ✓ Boss and Delegate Support ✓ Call Queues (preview) ✓ Consultative Transfer ✓ Distinctive Ring ✓ Do not Disturb breakthrough ✓ Forward to Group ✓ Direct Routing (Hybrid connection to Teams) ✓ Organizational Auto-Attendant 	<p><i>The following Enterprise Voice features were previously found only in Skype for Business Server, and will make their online debut in Microsoft Teams by the end of the calendar year:</i></p> <ul style="list-style-type: none"> • Call Park • Group Call Pickup • Location-Based Routing [preview] • Shared Line Appearance
 Skype for Business Interop	<ul style="list-style-type: none"> ✓ Skype for Business-Teams Calling 		
 Platform and devices	<ul style="list-style-type: none"> ✓ TTY Support ✓ Windows, Mac, Edge, iOS, Android 	<ul style="list-style-type: none"> ✓ Support for existing certified SIP Phones ✓ USB HID control⁶ 	
 IT Pro	<ul style="list-style-type: none"> ✓ Call Quality Diagnostic Portal ✓ SfB-Teams Interop Policies 	<ul style="list-style-type: none"> ✓ eDiscovery Enhancements 	

Microsoft Teams - Shared Line Appearance

Microsoft Teams - Location Based Routing

Microsoft Teams - Group Call Pickup

Microsoft Teams: Team Templates

Microsoft Teams - Enable Call Quality Analytics

Microsoft Teams- eDiscovery Enhancements (calling)

Microsoft Teams in Canada datacenter

Microsoft Teams in Australia datacenter

Microsoft Teams in Japan Datacenter

Microsoft Teams - Boss and Delegate Support

Microsoft Teams - Support for features for USB Devices

Microsoft Teams - Enable VTC Interop Services

Microsoft Teams - Outlook meeting schedule from other platforms (OWA, OLK mobile)

Microsoft Teams - Cloud Recording

Microsoft Teams - Broadcast Meetings

Microsoft Teams - Whiteboard and Meeting notes

Microsoft Teams - Consultative Transfer

Microsoft Teams - 1:1 to group call escalation with Teams, Skype for Business and PSTN participants

Microsoft Teams - Escalate 1:1 Chat/Call to Multiparty (3 or more people)

Microsoft Teams - Hybrid Connection to Teams

Microsoft Teams - Organizational Auto-Attendant

Microsoft Teams - Forward to Group

Microsoft Teams - Do not Disturb breakthrough

Microsoft Teams - Distinctive Ring

Microsoft Teams - Call Queues

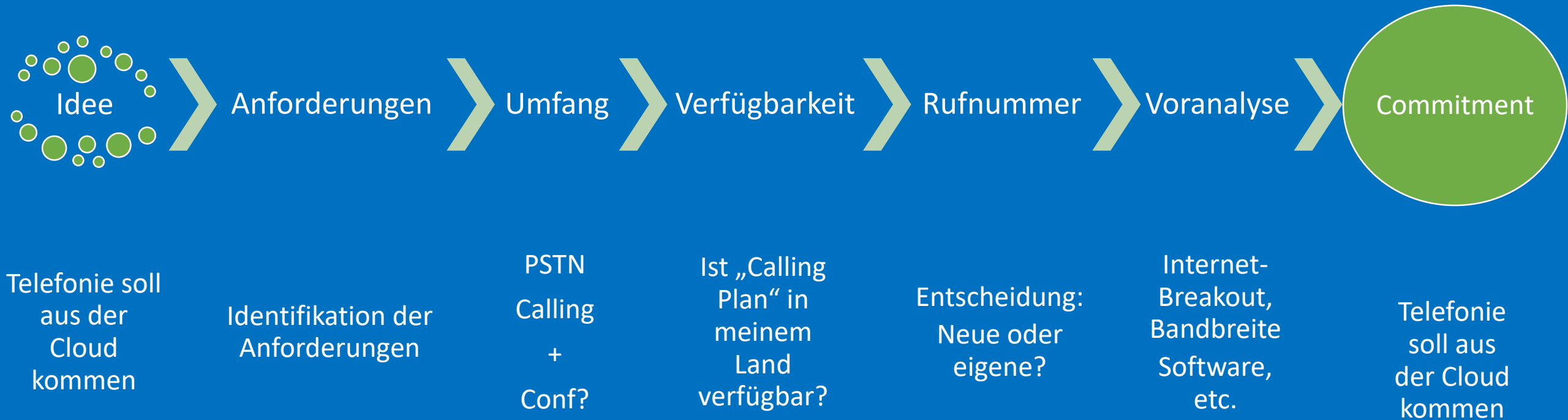
Microsoft Teams - Out of Office Support

Microsoft Teams - Calling Support between Teams and Skype Consumer

Telefonie mit Phone System

Wie komm ich einfach zur Telefonie aus der Cloud?

Voraussetzungen / Entscheidungen



Plan for Phone System (HighLevel)

Umgebung vorbereiten

Netzwerk
(Routing ins Internet, Proxy, etc.)

Client
(Software, Headset, etc.)

Identifizieren der aktuellen Anforderungen

Rufnummeranzahl
(User / Service)

Call flows
(Auto Attendant, Call Queues)

Service Nummern
(z.B. , Conf Bridge, toll-free)

Rufnummernkreis Definition

Neue Rufnummernkreis bei MS beantragen

Portierung des aktuellen Rufnummernkreises starten

Calling Plan Definition

120 (Dom)
240 (Dom)
1200 (Dom + Int)
3000 (Dom + Int)

Lizenzbeschaffung

Phone System (E5)
Calling Plan
Conferencing
Communication Credits

Training

Training und Trainingskonzept planen
Anforderungen definieren

Training für Key User

Schulungskonzept für Massen-Rollout auswählen

How to enable Phone System (HighLevel)

Notruf Standort definieren

Erstellung von Notrufstandorten je physikalischem Standort

Voicemail

Exchange Online

Exchange on-premises

Dialplan

Evaluierung ob notwendig (Beispiel Service Rufnummern)

Erstellung ggf. pro Location

Dialplan Zuweisung an User

Lizenz Zuweisung

Lizenzen in O365 zuweisen

Phone System (E5)
Calling Plan
Conferencing
Communication Credits

User Aktivierung

Rufnummer bei User zuweisen

How to enable Phone System in Teams (1/2)

- User ist für Teams aktiviert
- Phone System und Calling Plans müssen da sein!
- Interop mit Skype for Business definiert Chat und Call handling
 - *-CsTeamsUpgradePolicy and *-CsTeamsInteropPolicy
- Teams interop policy

- Identity : Global
- AllowEndUserClientOverride : False
- CallingDefaultClient : Default
- ChatDefaultClient : Default

How to enable Phone System in Teams (2/2)

- Eingehende Anrufe auf Teams nur mit Policies „CallingDefaultClient“ = Teams

```
Identity : Tag:DisallowOverrideCallingTeamsChatTeams
AllowEndUserClientOverride : False
CallingDefaultClient : Teams
ChatDefaultClient : Teams
```

- Zuweisen der Policy für einen User

```
Grant-CsTeamsInteropPolicy -PolicyName tag:DisallowOverrideCallingTeamsChatTeams
-Identity michael.plettner@in2success.de
```

- Nachteil: Default Calling Client auch für VoIP

⊗ **Warning**

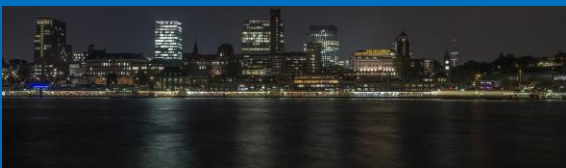
Currently, changing `CallingDefaultClient` to Teams will also affect calls to Skype for Business IP phones. Incoming calls will not be received on the phones and will only ring Teams clients. Please consult the [Skype for Business to Microsoft Teams Capabilities Roadmap](#) for information about support for existing certified SIP phones.

Thank you for your attention

Munich



NRW



Dresden



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