

Microsoft Teams: End User

WorkshopPLUS

Focus Area: Microsoft Teams End User

Duration: 1 day

Difficulty: 200 - Intermediate

Overview

In this WorkshopPLUS, we will walk through everything you need to know about using Microsoft Teams: starting with an introduction to Teams, using Desktop and web clients, manage teams, messages and meetings, and the use of Teams on mobile devices.

Objectives

After completing this training, students will be able to:

- Create and manage teams, channels, and members in Microsoft Teams.
- Manage messages in Microsoft Teams.
- Use chats, Share files, and schedule meetings.
- Understand Teams Meetings and Calling features.
- Utilize Tabs and Connectors.
- Understand Guest access in Microsoft teams
- Walk through Microsoft Teams mobile experience.

Key Takeaways

Course Material

- PowerPoint slides providing key concepts and detailed notes on all major course topics

Hands-on Labs

- Hands-On Lab guides providing step-by-step instructions on carrying out many of the actions as described in the presentation material
- Access to lab environments for exploration and validation for up to 180 days

Agenda

Day 1

- Introduction to Microsoft Teams
- Teams Components
- Teams Meetings
- Teams Calling
- Introduction to Teams Extensions
- Searching in Microsoft Teams
- Teams Shifts
- Structure a Team in Microsoft Teams
- Teams Guest Access
- SharePoint Online and OneDrive for Business integration
- Teams Governance and Compliance
- Teams Mobile

Plan for a full day. Early departure on any day is not recommended.

Course Details

Module 1: Office 365 Fundamentals

- Overview of the service

Module 2: Introduction to Microsoft Teams

- What is Microsoft Teams?
- Location and Privacy
- Licensing

Module 3: Microsoft Teams Client Types

- Clients for Microsoft Teams
- Cross platform presence
- Teams Web Client & Mobile Client
- Lab: Getting started

Module 4: Microsoft Teams Features

- Side Bar Introduction
- Chat, Channels, and Conversations
- Calendar, Meetings, Live Events, and Calls
- Lab: Productivity

Module 5: Microsoft Teams Advanced Calling Features

- Phone System and Calling Plan Features Overview
- Voicemail, Call Transfer, and Call Forwarding
- Delegates and Call groups

Module 6: Apps and Services

- Tabs, Connectors, and Bots
- Power Virtual Agents

Module 7: Shifts

- Overview and Example Scenarios
- Create a schedule and a shift

Module 8: Searching in Microsoft Teams

- Finding and filtering content
- Using Commands and Searching for a Team
- Lab: Apps and Search

Module 9: Structure a team

- Structure a Team Best Practices
- Teams structuring Examples

Module 10: Microsoft Teams Guest Access

- Overview and Demo
- Secure Collaboration In Microsoft Teams

Module 11: SharePoint, OneDrive and Teams

- File Storage in Teams
- Teams with SharePoint Services and OneDrive
- Lab

Module 12: Governance and Compliance in Teams

- Classification and privacy
- Preservation and deletion of content

Module 13: Microsoft Teams Mobile

- Teams Mobile Clients and features

Recommended Qualifications

The training is targeted to end users and power users that want to understand the capabilities of Microsoft Teams. This should include anyone that will work with Microsoft teams as End user, power user or administrator. There are no prerequisites. Although, familiarity with Office 365 and Microsoft Teams will be beneficial.

For more information

Contact your Microsoft Account Representative for further details.

Hardware Requirements

- Microsoft/Windows Live ID to connect to the virtual environment
- 4 GB RAM
- 128 GB HDD
- Windows 7 SP1 or later
- Internet access with at least 1 Mbps bandwidth per student.