



# Microsoft Teams Intelligent Communications for Calling and Meetings

# The changing modern **workplace**



## Mobile and social

**45%** use social tools at work

**4X** as many devices per user



## Diverse and global

**5** generations together in the workforce

**72%** of workers will be working remotely by 2020



## Team-based and collaborative

**2x** as many teams

**80%** of employee time is spent collaborating



# Teams is the **fastest growing business app** in Microsoft history



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**329,000**

Organizations  
use Teams



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**87 Fortune 100**

Companies use  
Teams



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**44 languages**

are supported  
in Teams



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**60 customers**

Have 10,000 or more  
active users

# Microsoft Teams

The hub for teamwork in Office 365



## Communicate

through chat, meetings & calls



## Collaborate

with deeply integrated Office 365 apps



## Customize & extend

with 3rd party apps, processes, and devices



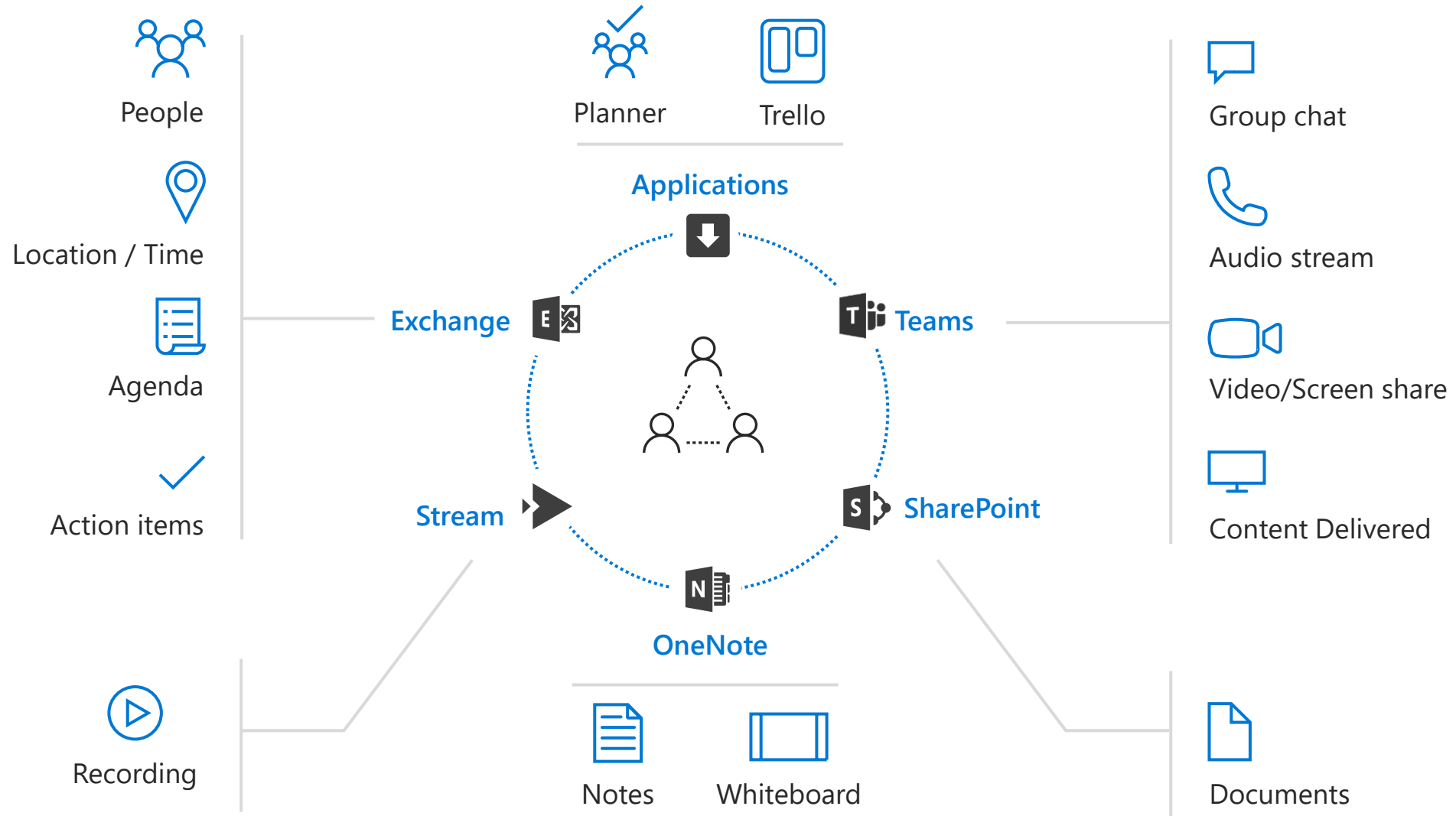
## Work with confidence

enterprise level security, compliance, and manageability





# Meetings, Voice and Collab on the Office365 suite that you know and trust



# Three Pillars of **intelligent communications**

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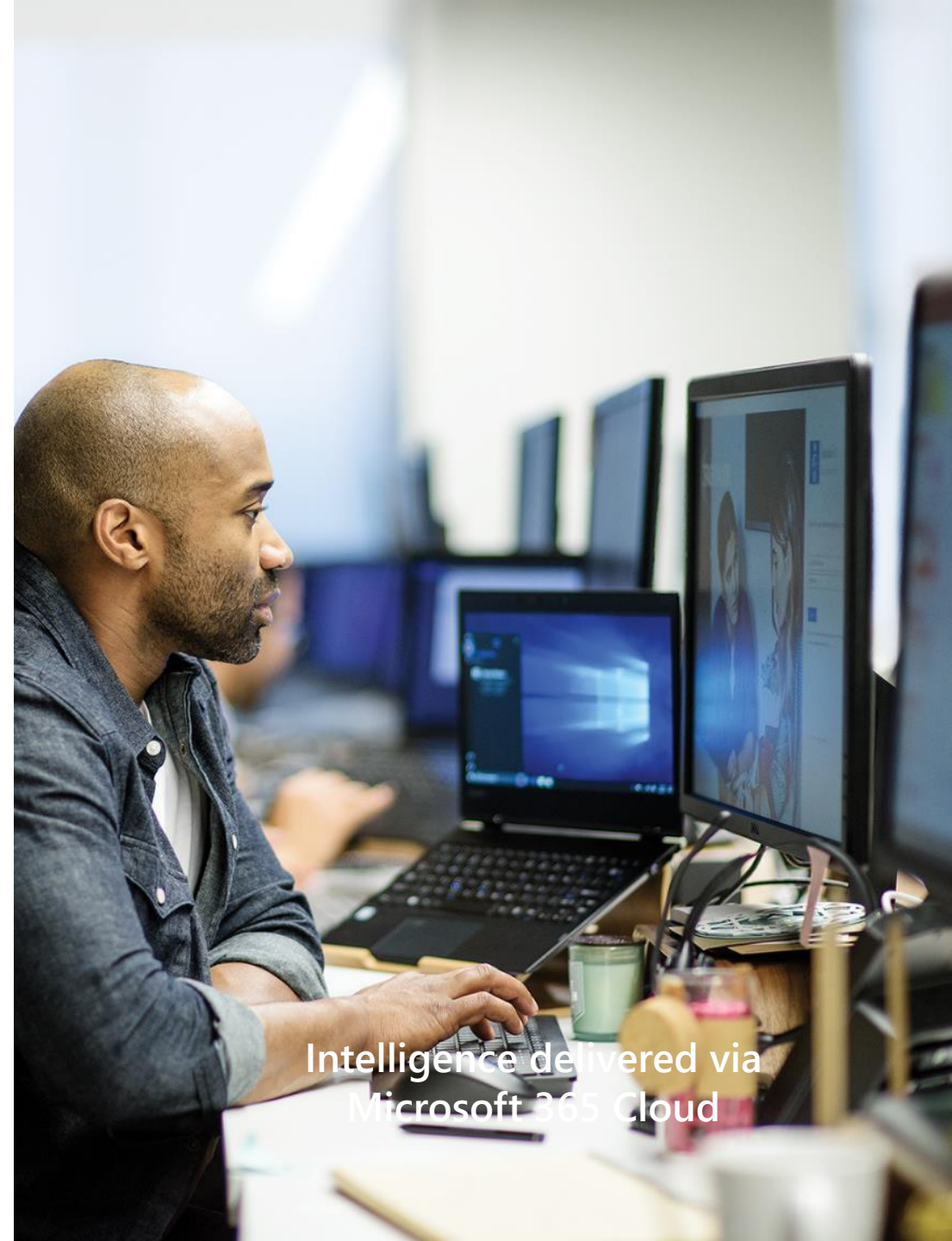
**Microsoft Teams** becomes the core communications client for Microsoft Office 365 customers

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New **Skype back-end infrastructure** supports enterprise-grade voice, video, and meetings

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Microsoft's **Intelligent Cloud** will transform the experience for calls and meetings



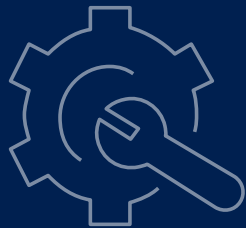
Intelligence delivered via  
Microsoft 365 Cloud

# Innovation improves Teams meetings

A cloud-born, purpose-built  
next generation Skype  
infrastructure

Built on the Microsoft  
Global Media Delivery  
Network

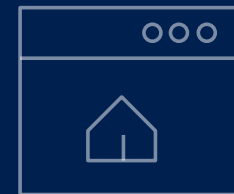
Intelligence delivered via  
Microsoft 365 Cloud



Modern  
Operations



Globally Resilient  
Meeting Performance



Actionable  
Insights

# Meetings





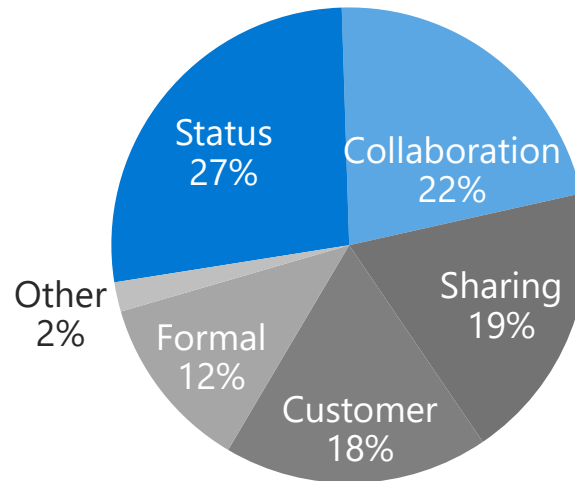
# Challenges we face in meetings today

Satisfaction is at an all time low across all meeting types

60% are unsatisfied with their current meetings

57% find meetings unproductive








~50% of meetings are status or collaborative



Multiple tools needed across meetings types



## Stresses of modern meetings

-  Longer than planned
-  Attendees multi-tasking
-  Attendees unprepared
-  Late attendees
-  Not on time
-  Hard to schedule everyone
-  Too many meetings



# Meetings for everyone



## Meet anywhere

Fluid experiences on the go, at your desk and in-room

Supports all types of spontaneous, scheduled and formal connections: 1:1, team to large groups.

Choices for internal, external and broad communication



## Meet more intelligently

Ongoing, contextual collaboration keeps people connected and gets work done faster

Audio/video innovations and intelligent bandwidth handling improves meeting fidelity

Leverages AI for meeting assistance before, during, and after connections



## Meet confidently

Worldwide infrastructure and global peering points speed meeting join and improves overall quality

Intelligent user facing and IT pro diagnostics minimizes meeting disruptions

Built on the same security, compliance and manageability of Office 365

# Meet anywhere



## Simple & fluid experience across devices

Enjoy familiar, coherent experiences across mobile, desktop, web, room devices and desk phones



## Diverse & inclusive communication

Schedule meetings in Teams or using Outlook integration. Worldwide coverage, including audio conferencing for 90+ countries. Spontaneously meet up 1:1 or start group video calls anytime.

Meet across organizational borders. External partners/customers join over federation or guest web experience (Chrome/Edge)

Communicate broadly with Live Event to 10,000 attendees



## Uncompromised mobile

Join on-to-go with 1-click, companion join and call me back.

Collaborate via mobile using screen share, live camera feed share, PowerPoint navigation, and give/take control



## High-fidelity collaboration

Collaborate and communicate in real time. Co-author, share desktop, applications, whiteboard, present and co-navigate PowerPoint files



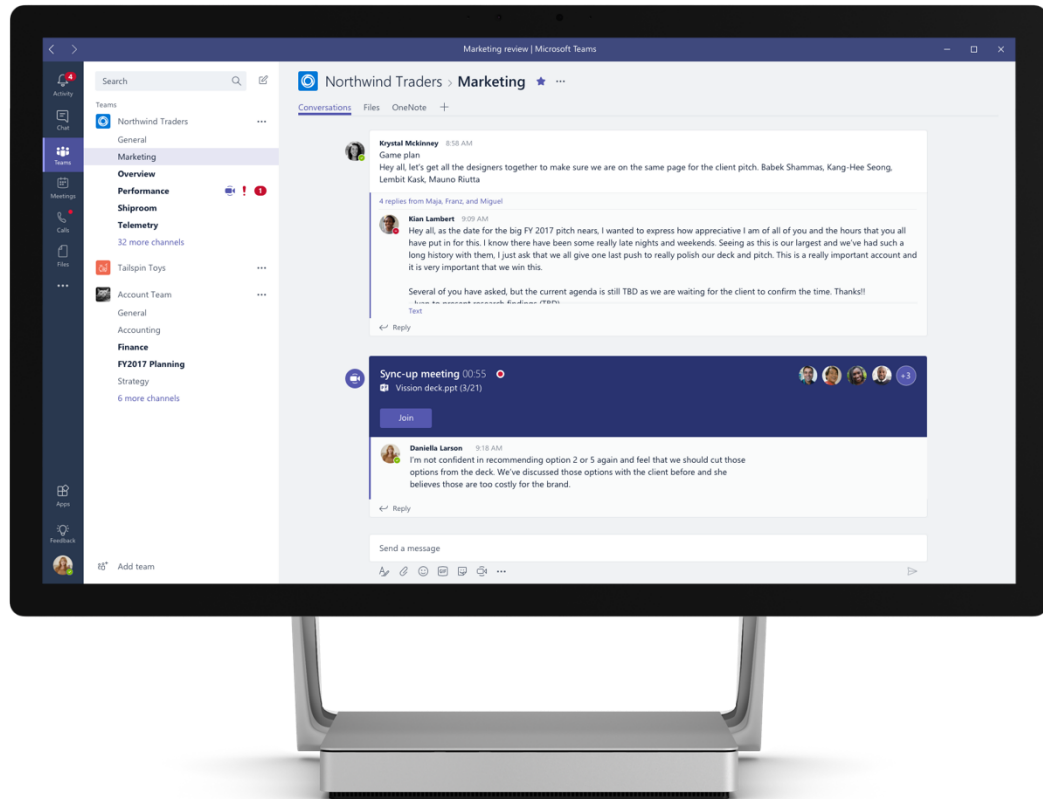
## Range of platform and devices

Choose from a room portfolio covering the spectrum of space types from huddle to boardroom.

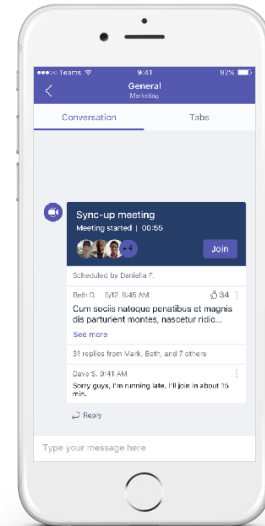
Includes Surface Hub, Skype Room System, and a range of devices for group and personal use.



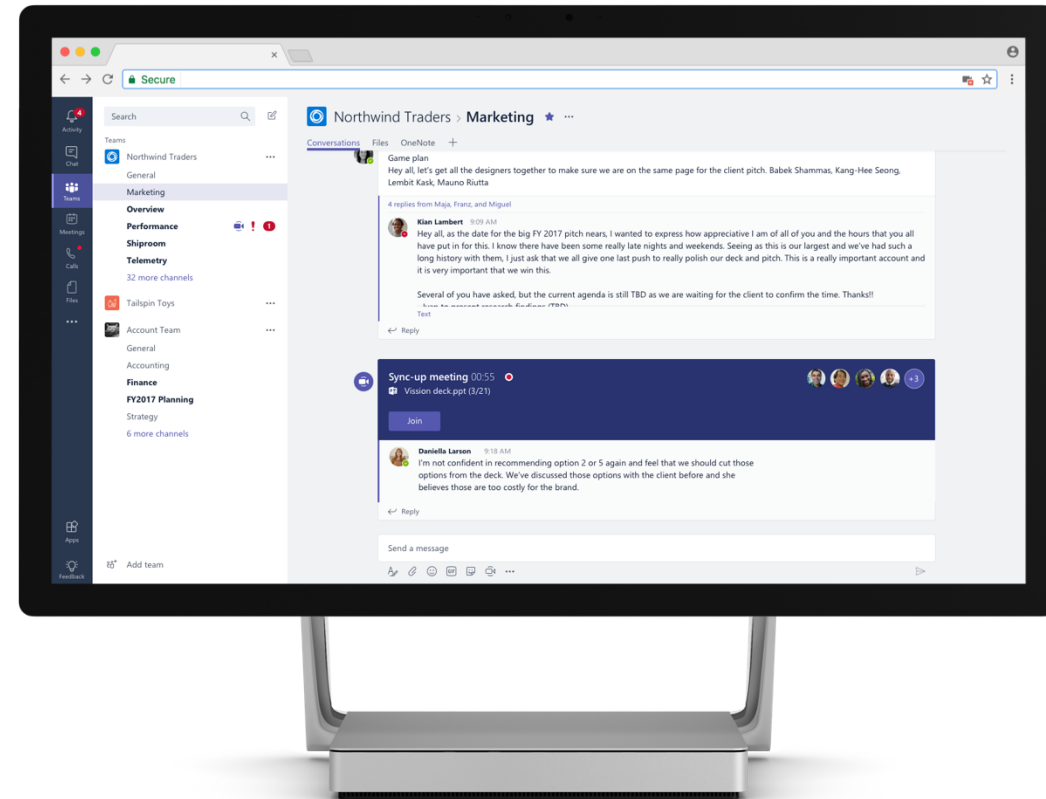
# Meet Anywhere: Native Teams Apps



Desktop



Mobile



Web



# Meet Anywhere: Teams on all your devices

A range of certified devices in every size, for every space and working style paired with services to enable existing video investments



## Personal devices



Teams mobile



Teams PC



Personal peripherals



Desk phone and mobile phone stations



## Shared devices



Conference phones



Room systems



Interactive whiteboards

## Cloud Video Interoperability partners



Existing video teleconferencing solutions

BlueJeans

pexip



# Meet more intelligently



## Continuous collaboration lifecycle

Collaborate via integrated chat and channels, organize files in one place for easy reference and keep everyone on the same page.

**Pre-Meeting** –Review meeting agenda, learn more about other attendees, co-author deliverables, and collaborate in the same persistent chat for the entire meeting lifecycle.

**During the Meeting:** Collaborate via persistent chat. Share desktop, applications, whiteboard, and PowerPoint.

**Post Meeting** – Review meeting notes for action items, next steps.



## Innovative audio and video

Use background blur to help focus on attendees

View people and content in high definition



## Meeting insights and assistance

Record your meeting and view post meeting. Search transcript and jump to point in time

# Meet confidently



## Global footprint

- Over 1.4m miles of fiber across 1.2m CPU cores with 1500+ peering agreements and 50+ network connections
- Available for 90+% of the internet connected population with metrics comparable to the Tier 1 ISPs/Telcos
- Media processors & relays deployed to 100+ Microsoft data centers and edge sites, more being deployed;



## Azure backbone

- Backhaul traffic over the Azure network instead of your network
- Media Relays enable media (A/V/sharing) ingress closest to your users
- Support dynamic regionally hosted meetings



## Office 365 compliance, security, and manageability

- Device manageability/portal
- O365 compliant cloud with go local, GCC
- Modern portal including meetings policies and device manageability



## Optimized ISP experiences

- Leveraged analysis of network statistics of Skype consumer calls all over the world and use the data to identify ISP peering problems & engaged these ISPs to resolve the issues



# Meet confidently



## Designed for mobility

- Better video loss recovery mechanisms
- Adaptive AV experiences over variable bandwidth network (e.g. turn off video, callback via PSTN)
- Seamless fixed to mobile network handoff



## Environmental resiliency

- More robust AV device failure recovery and software codec failover with dynamic device black list
- Support Media over HTTP to better traverse through corporate proxies even when O365 IP ranges are not whitelisted
- Automatic roaming and reconnect support across all end points in case of network switches and transient network glitches



## Intelligent user facing diagnostics

- Speak-while-mute: Let the user know they are muted while speaking;
- Poor network: Suggest turning off video when there is poor network quality
- Echo avoidance: Prompt the user to join muted and avoid the echo chamber experience
- Smart device selection: Automatically pick the right AV device for the user
- Pre-call diagnostics: check your network quality and device readiness before an important meeting



## Actionable insights for IT pros

- Call Analytics: enables call quality issue troubleshooting
- Call Quality Dashboard: Call quality and reliability KPIs with near real-time telemetry
- Tenant-based monitoring and proactive Tenant outreach via messaging center
- Tools and professional guidance available to troubleshoot tenant side local environment issues and improve overall quality of experiences



- Activity
- Chat 2
- Teams
- Meetings
- Calls
- Files
- ...

Monthly sales meeting 35:45

# Blur backgrounds



Daniela Madera



Miguel Silva



Jaxmine Simmons



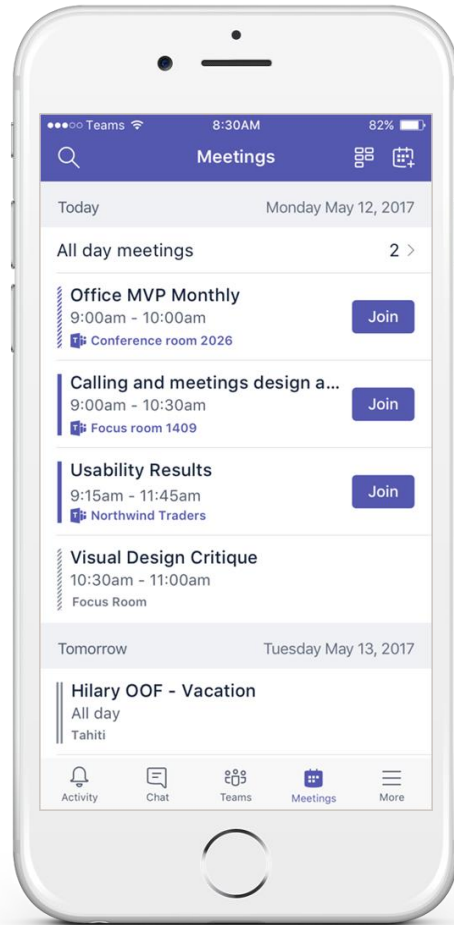
Katherine Winsley

Meeting controls: Video off, Mute on, Screen share off, More options, End call.

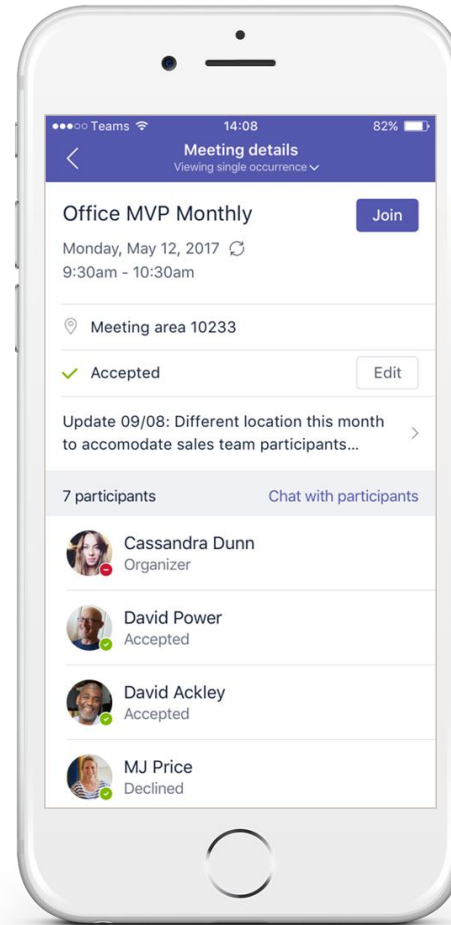


- Store
- Feedback

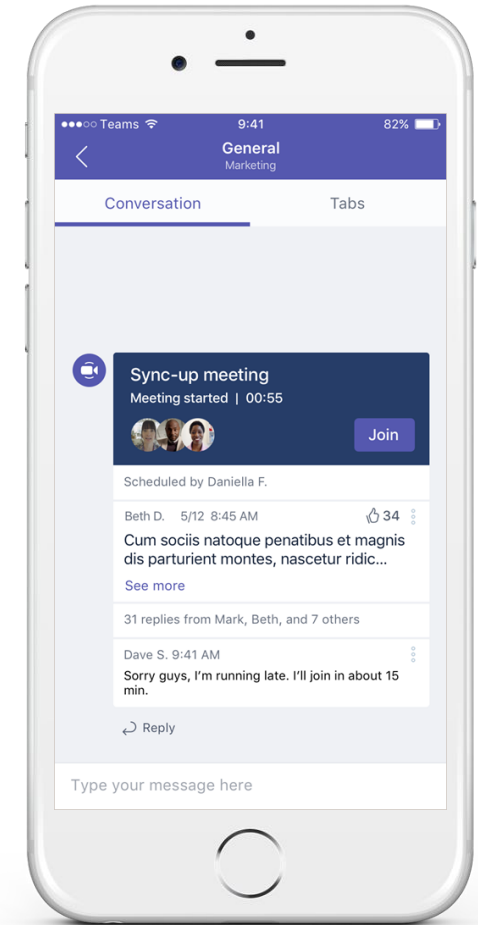
# Mobile meetings Available in iOS and Android



Meetings view



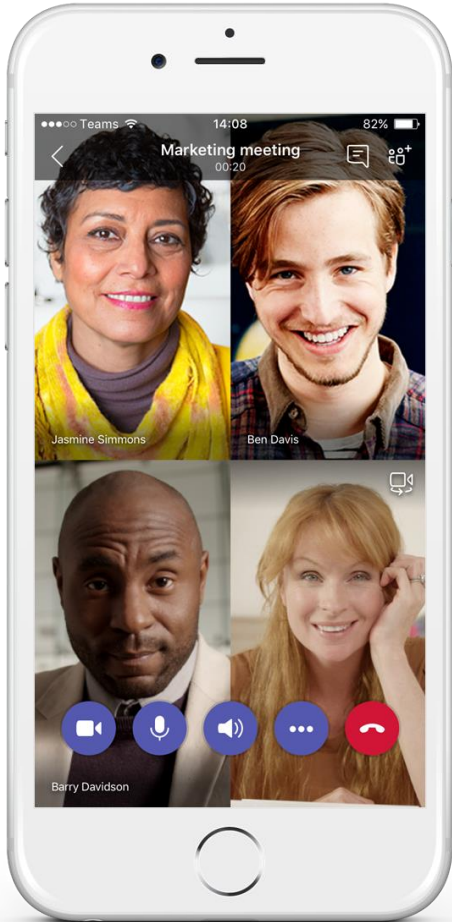
Meeting details



Channel meeting



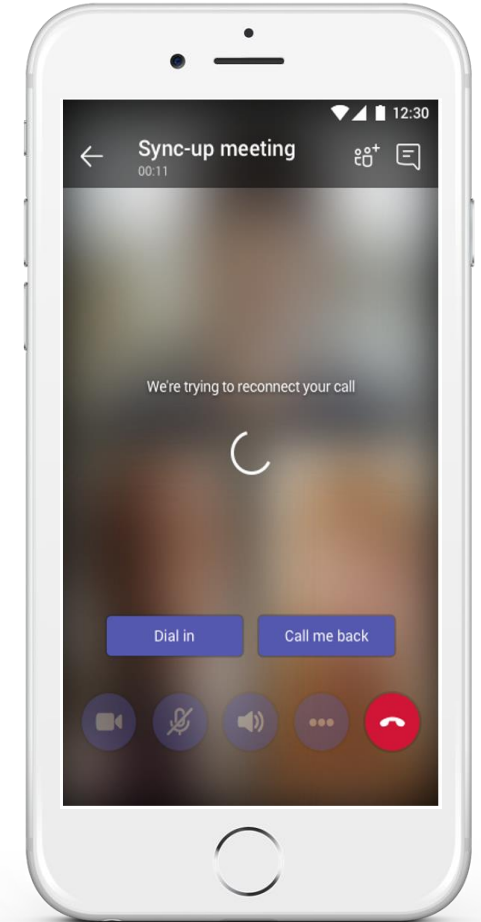
# Mobile meetings content experience



Immersive video

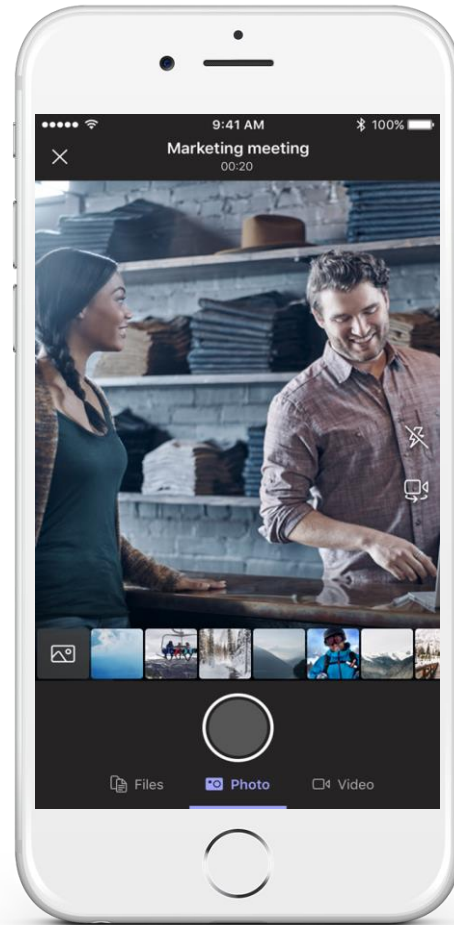


Content view

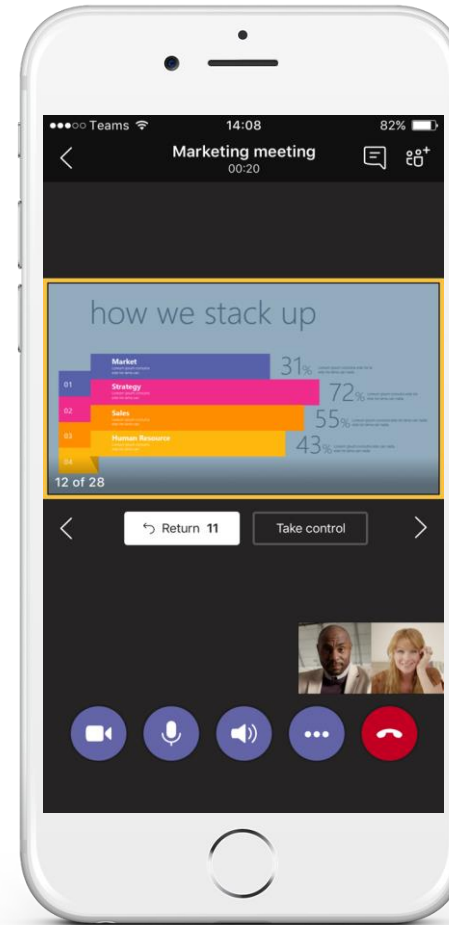


Low bandwidth

# Mobile sharing in meetings



Share photos or live video



Present on mobile



# Cloud recording

The screenshot displays a Microsoft Teams chat window titled "Marketing review | Microsoft Teams". The chat history includes several messages from participants like Ray Tanaka, Beth Davies, Kayo Miwa, MJ Price, Chris Naidoo, Daichi Fukuda, Babak Shammass, Kian Lambert, and Charlotte de Crum. A meeting recording notification is visible, stating "Recording: Marketing review" and "Recorded by: Babak Shammass". The recording duration is shown as 30:45. The chat interface also shows a search bar, a list of favorites, and a recent activity list on the left sidebar.

Marketing review | Microsoft Teams

Marketing review  
Thursday, March 15th, 2017 at 3:00 PM 1hr 4 participants

Conversation Files +

I can help you with the rollout plan for EMEA as i've been working closely this week with the local marketing team to get the timings from the external AD agency and media buying team.

11:12 AM  
That would be a great help, I will call you to discuss at 12.

I've made a start with APAC and LATAM, now i'm just running through the plan for US.

Ivan Averyanov 11:13 AM  
That's great. I will collate all the materials from the media agency for buying locations, footfall verses media costs. I presume the plan is still to look for live locations to bring the campaign to life?

The goal is still for each local marketing team to be able to target audience segments

MJ Price 11:56 AM  
This is great progress, if you both can set something up with me to review when you feel you are in a good place for feedback. I have a free slot tomorrow morning.

11:58 AM  
Great I will send an invite for 9:00

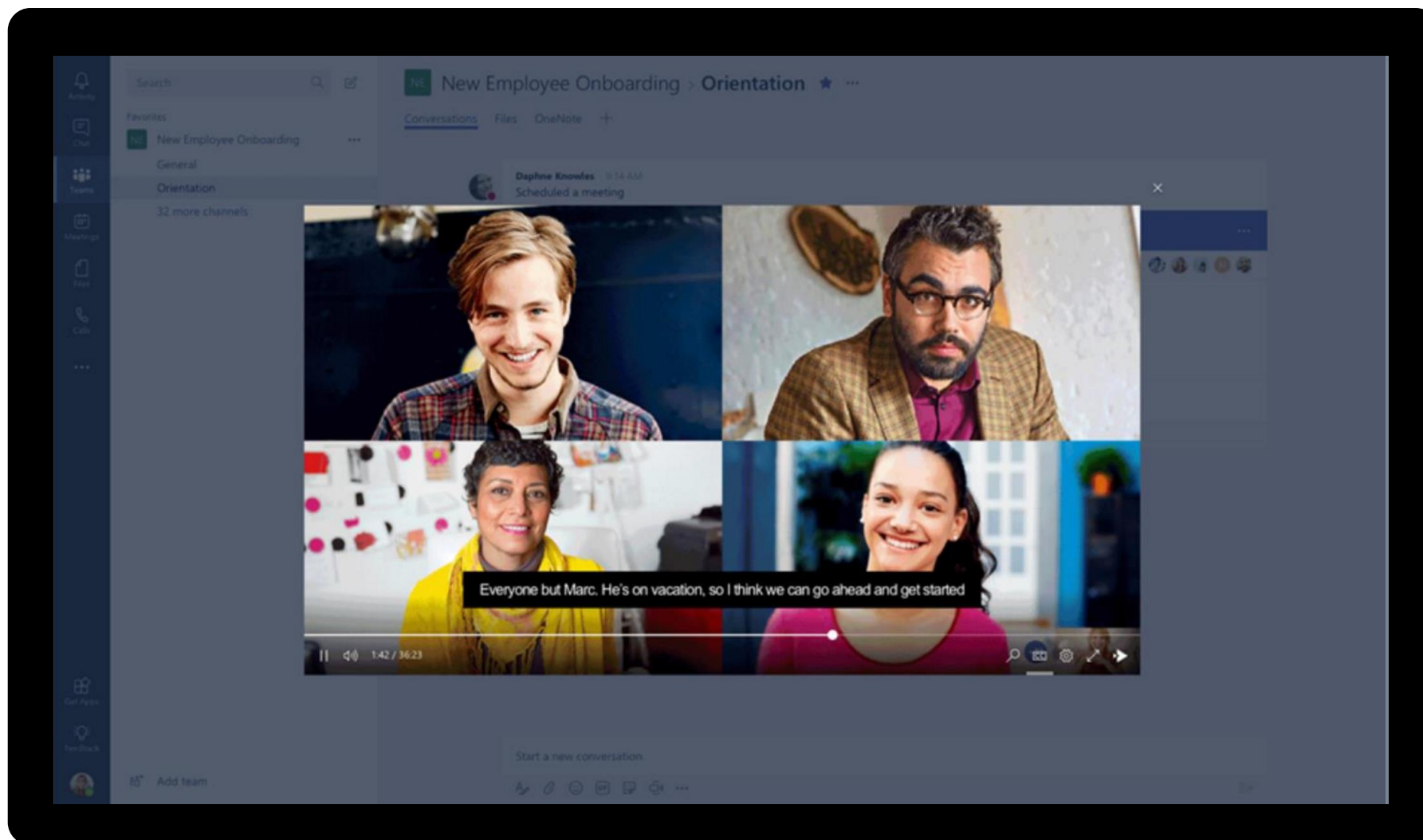
Marketing review Ended: 36m 23s

Recording: Marketing review  
Recorded by: Babak Shammass

30:45

Send a message

# Recording playback



# Live Events in Microsoft Teams

Improved  
producing  
experience

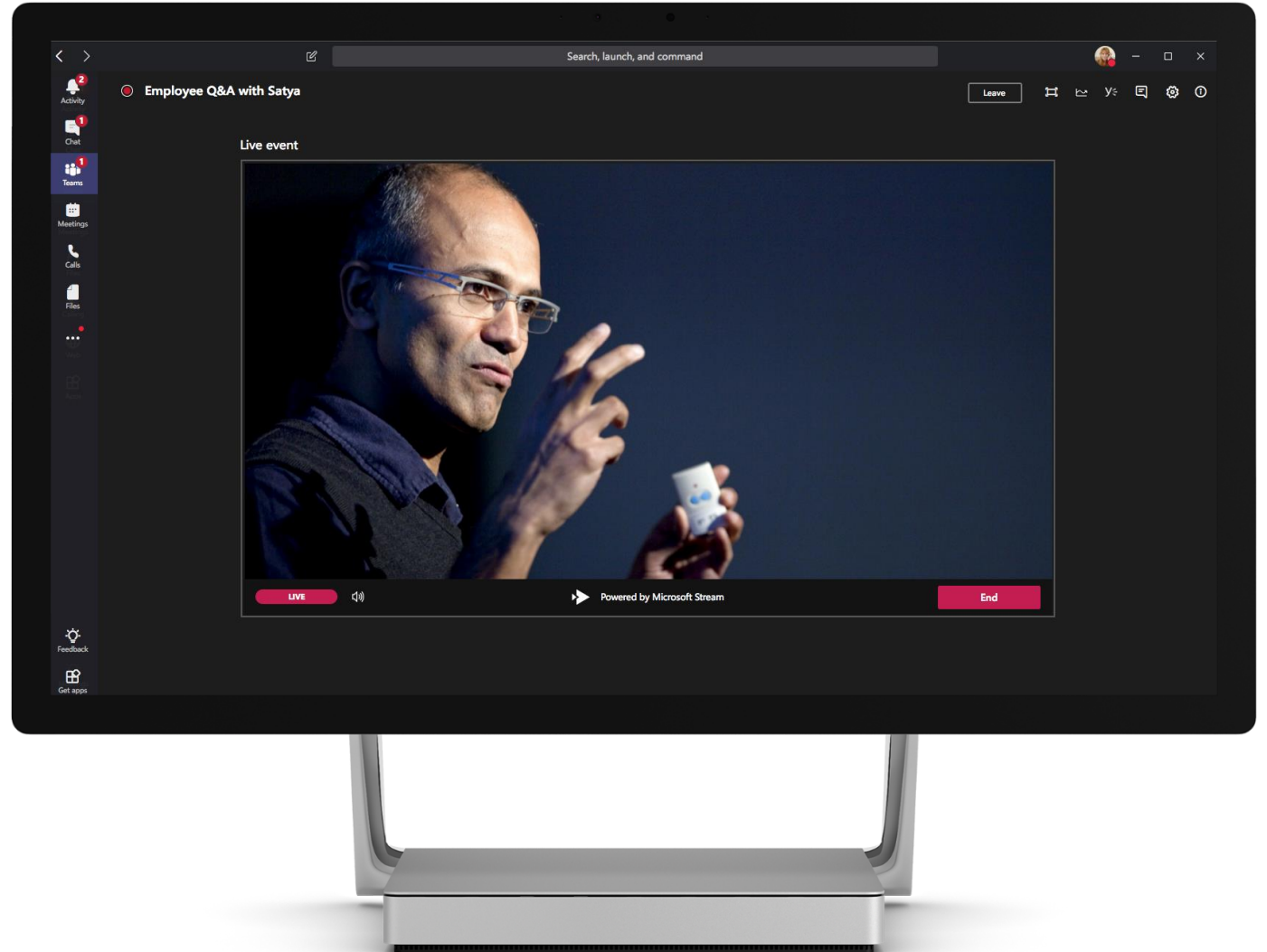
Simplified  
Scheduling

10,000  
viewers

Live or  
recorded

Real time  
Translation

Viewable  
on all  
Devices





# Calling

A woman with long, reddish-brown hair in a braid is sitting in a black office chair in a waiting area. She is wearing a white, textured, long-sleeved sweater and black pants. She is holding a tablet computer in her left hand and a pen in her right hand, writing on a notepad. The background shows large windows with a blurred view of the outside. The word "Calling" is written in large white letters on the left side of the image.



# Phone System

## Replace your traditional PBX with Office 365

### Unify your global phone systems in Office 365

Provide a complete voice solution in the cloud.\* Reduce reliance on traditional PBX systems and on-premises hardware

### Simplify IT

Increase agility and consolidate management with rapid provisioning, reporting, and diagnostics of voice services in Office 365

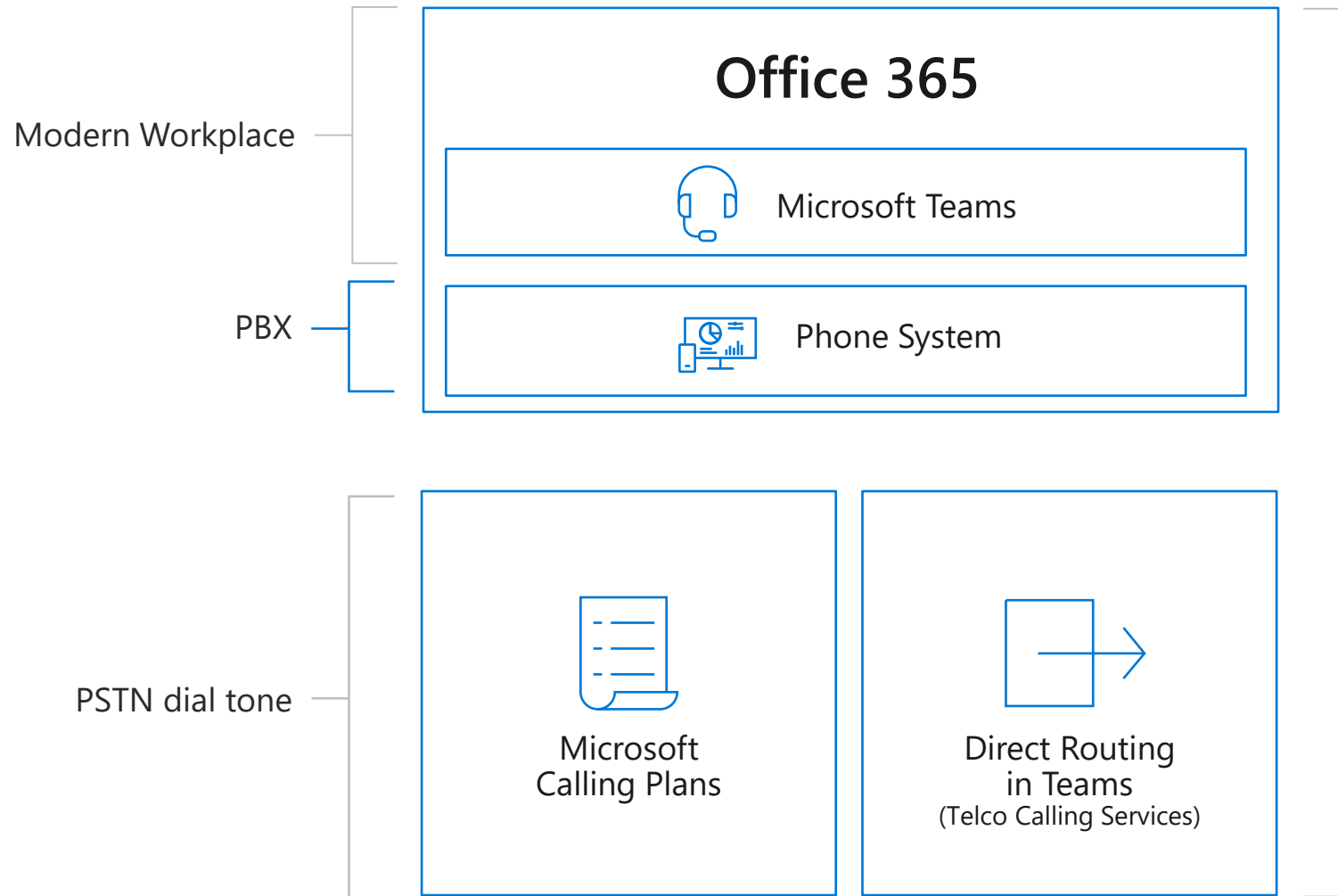
### Scale globally

With phone system, you can harness the Microsoft network and data centers worldwide, and get the power of the Microsoft cloud wherever your business goes



\*A complete voice solution is possible with a combination of Phone System, Calling Plans, and/or Direct Routing

# Calling for the Cloud

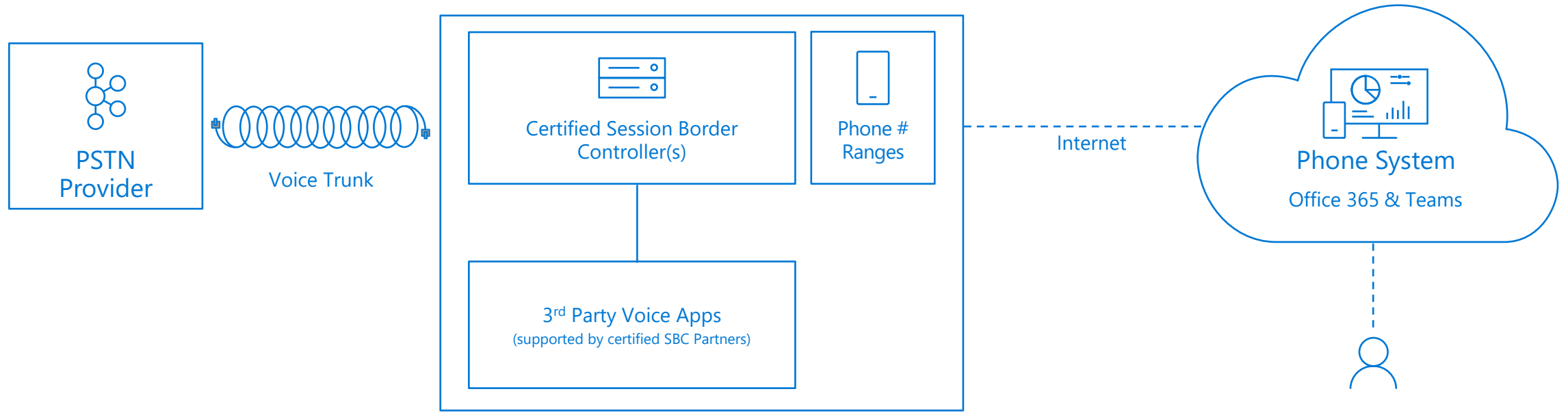


Phone System, when paired with Microsoft Calling Plans and/or Direct Routing, provides a full business calling experience for Office 365 users in Teams on a global scale



# Direct Routing

## Bringing PSTN globally to Office 365



### Directly Route dial tone to Teams Users

**Direct Routing** allows customers to connect their SIP trunks directly to Office 365. Customers can work with their local Telecommunications providers to enable Microsoft Teams users to make and receive telephone calls.

### Interoperability with 3rd party systems

**Direct Routing** allows customers with users in the Microsoft cloud to continue using 3rd party systems such as PBXs, Call Center, and Analog Telephony Adaptors (ATA) helping preserve key investments.

# Direct Routing deployment options

## Customer self-deployed model

Customer or a partner deploys and manages the SBC

An SBC connected only to one tenant

## SBC hosting model

A carrier hosts an SBC in their datacenter

One SBC interconnected to one or many tenants

## Customer self-deployment model

## Hosting model

	Customer self-deployment model	Hosting model
SBC deployed	Customer premises	Hosting datacenter
SBC serves	1:1, Many:1	1:1, Many:1, 1:Many
Certificate per SBC	One	One
Number of IPs per SBC	One	One
High Availability	Yes	Yes

# What's shipped in Calling

Microsoft Teams significantly extends calling to support critical enterprise workflows



## Internal

Teams enables calls to be professionally handled while keeping business moving quickly and efficiently.

- Delegation
- Consultative Transfer
- Distinctive Ringtones
- Transfer to Cell / Landline
- Safe Transfer



## Collaboration

Microsoft Teams makes calling more efficient and productive by blending calling with collaboration.

- Do Not Disturb / Breakthrough
- Add Participants to a 1:1 Call
- Call Commanding



## Advanced Routing

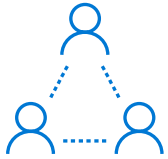
Teams integrates with Microsoft's cloud-based call queues and IVR capabilities to ensure every call is routed to the right recipient.

- Forward Call to Group
- Call Queue Support
- Auto-Attendant (IVR)



# What's Coming

Significantly extending calling to support critical enterprise workflows



## Internal

Teams enables calls to be professionally handled while keeping business moving quickly and efficiently.

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Self-serve number blocking  
Personal Contact Caller ID  
Operator while leaving a voicemail  
**VoIP Calling for Everyone**



## Collaboration

Microsoft Teams makes calling more efficient and productive by blending calling with collaboration.

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**Share Screen from Chat**  
Calling in Chrome



## Advanced Routing

Teams integrates with Microsoft's cloud-based Voice Apps to ensure every call is routed and handled correctly.

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**Call Park (Q4)**  
**LBR (Preview Q4)**  
**Group Call Pickup (Q4)**  
**Shared Line Appearance (Q4)**  
Media Bypass Support  
Expanded SBC Support  
Voice and Video Bot APIs