Enhancing Microsoft Teams Experience

Agenda

- MS Team The Future of Work.
- Scenarios of Modern Meeting and Voice.

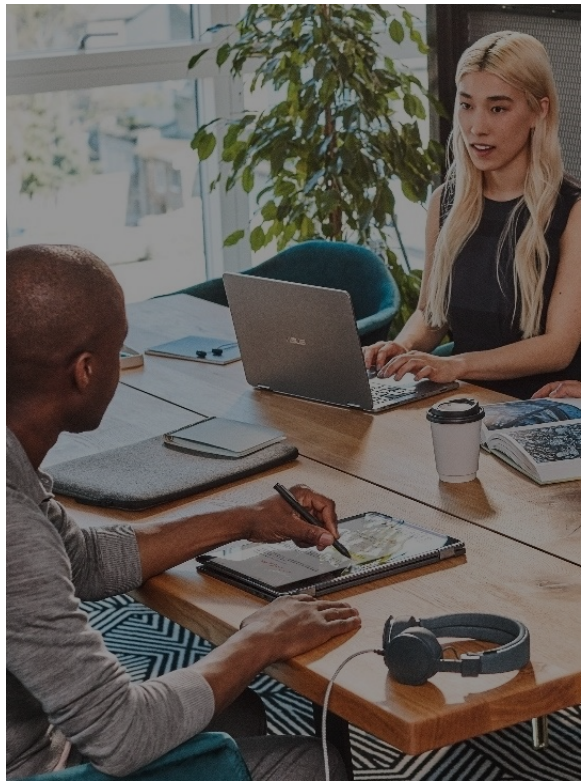
Teams is the fastest growing business app in Microsoft history

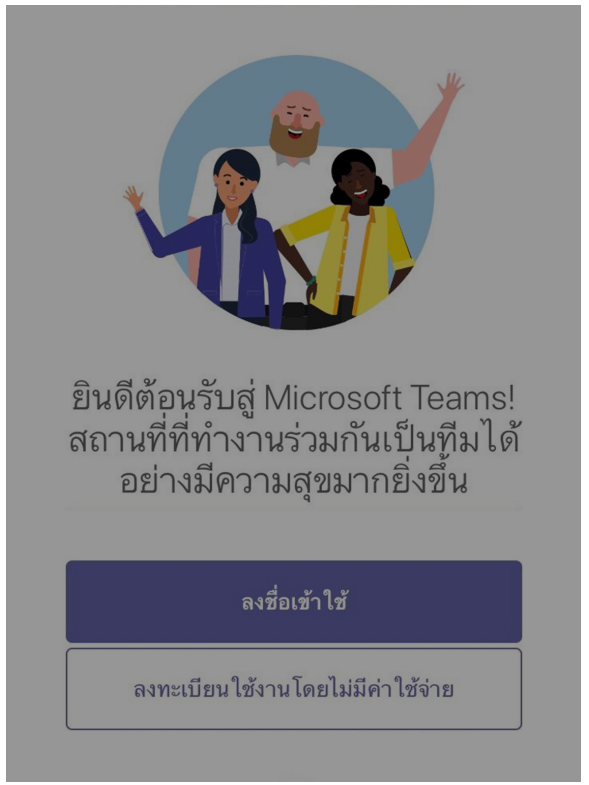
500,000+
organizations use Teams

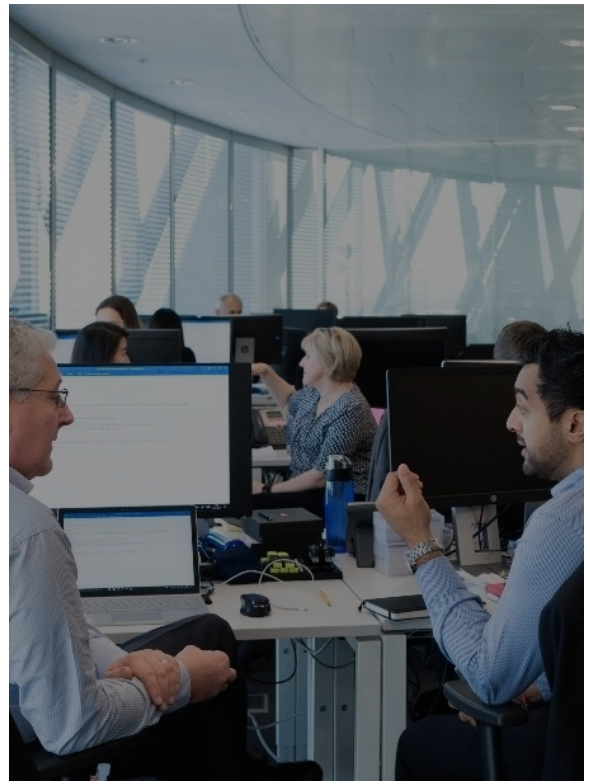
93
Fortune 100 companies use Teams

53
languages are supported in Teams

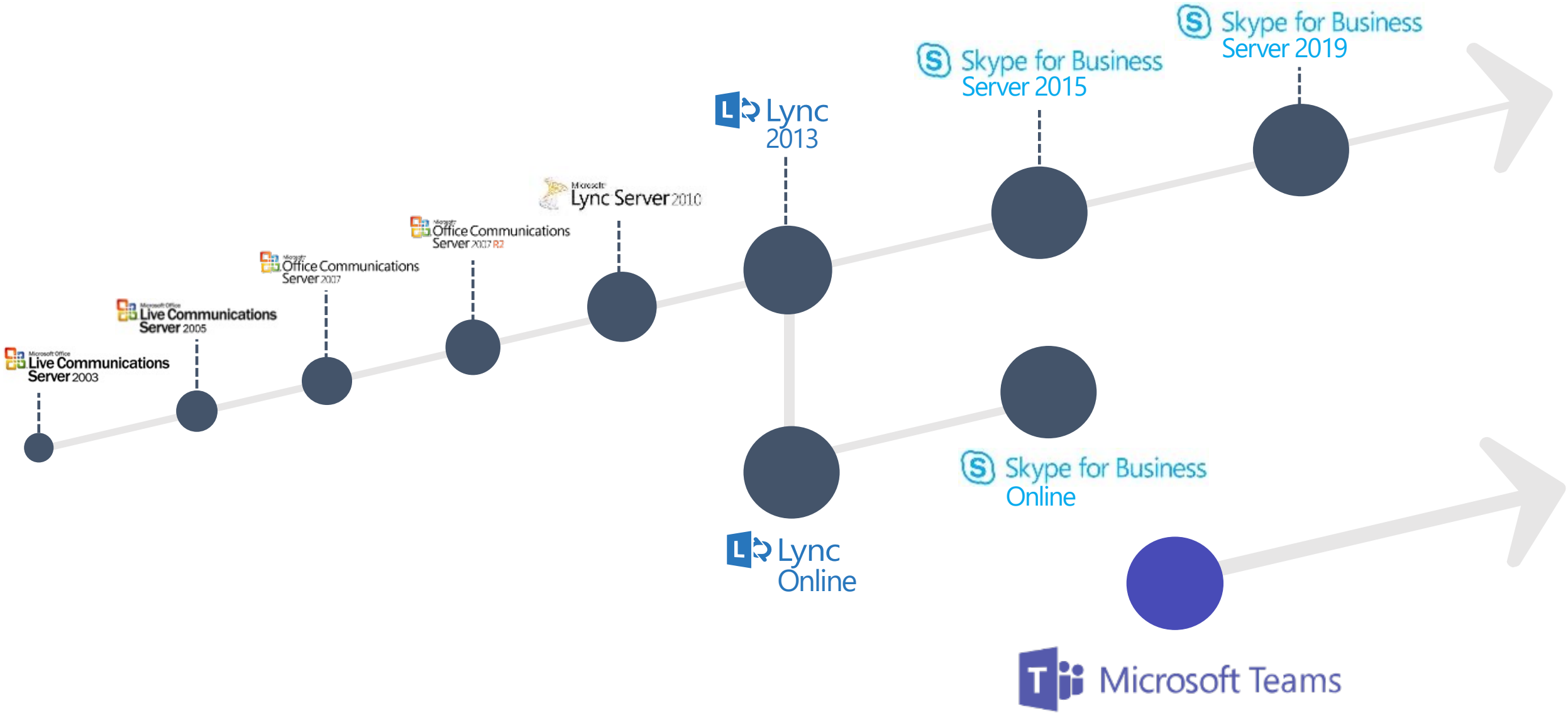
83,000,000+
people use Teams daily







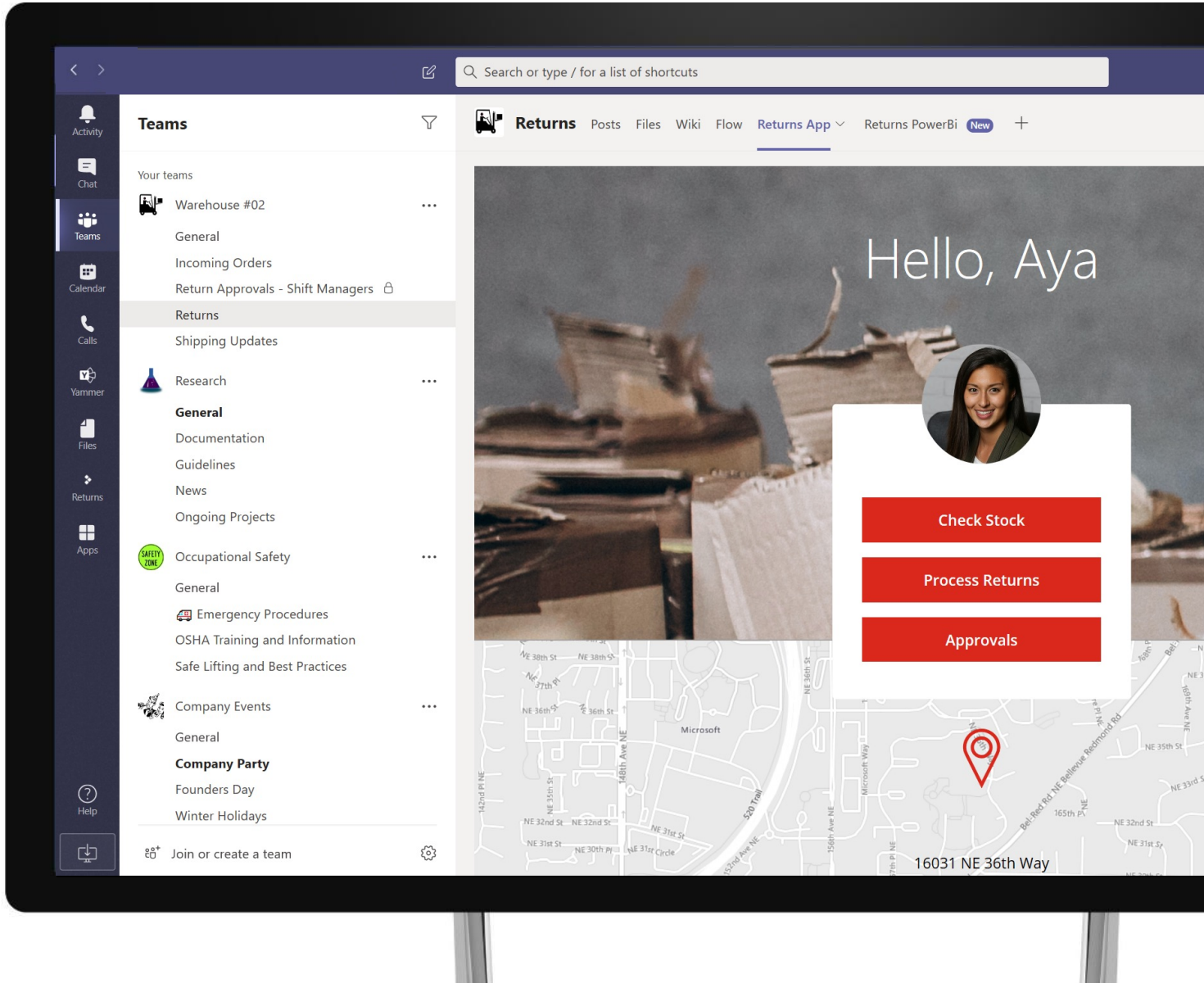
Microsoft Intelligent Communications Trajectory



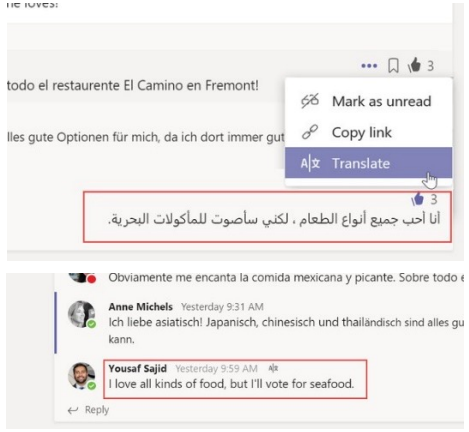
Microsoft Teams

is the hub for teamwork in Microsoft 365

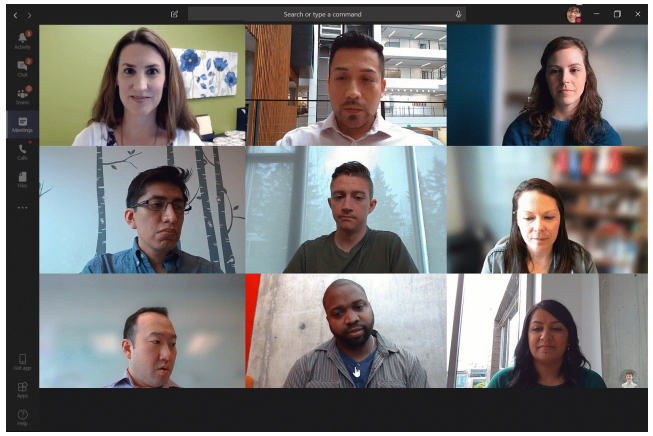
- Chats
- Meetings
- Calls
- Files
- Apps and workflows



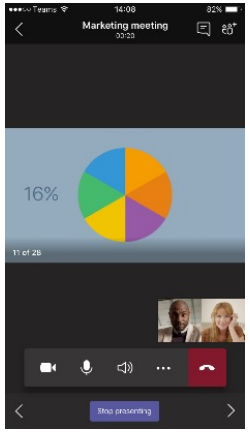
AI in Teams — available today!



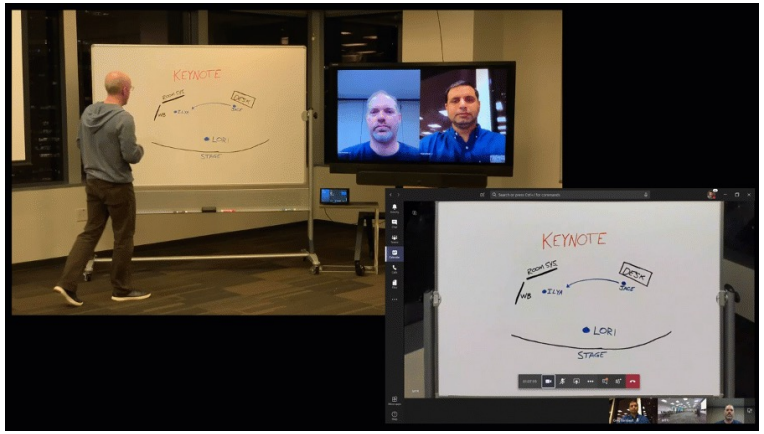
Inline Message Translation



Live captions and subtitles



Mobile Companion Mode



Content cameras and Intelligent Capture

Teams is a platform for your apps and workflows

Microsoft Teams

Productivity apps

Low-code dev and automation

Processes and custom apps

Departmental tools

Employee resources

Processes and workflow

Support and info

Integrated apps, processes automation, and business intelligence

Low-code dev & automation: Teams + Power Platform

Power BI

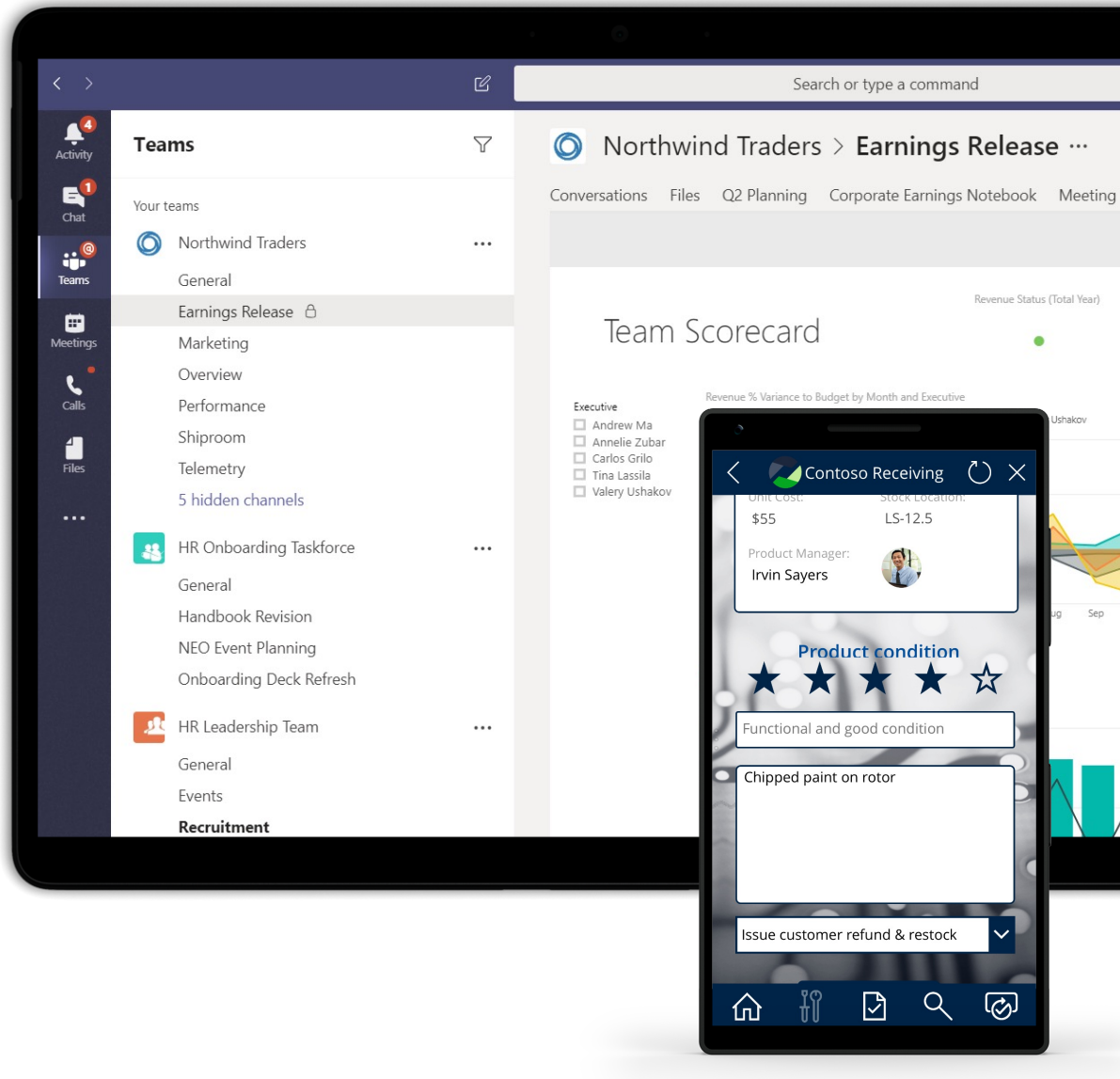
Seamlessly connect and transform data into accessible visualizations, to make decisions quickly and confidently

Power Apps

Easily create custom apps to modernize processes to meet your needs with your data, enhancing efficiency and collaboration

Power Automate

Quickly automate intelligent, data-powered workflows, from simple tasks to radical transformations, improving agility and productivity



Admins can manage and customize their Teams + Power Platform experience

Manage apps available to your organization (or individual users)

Highlight the tools that your organization should use

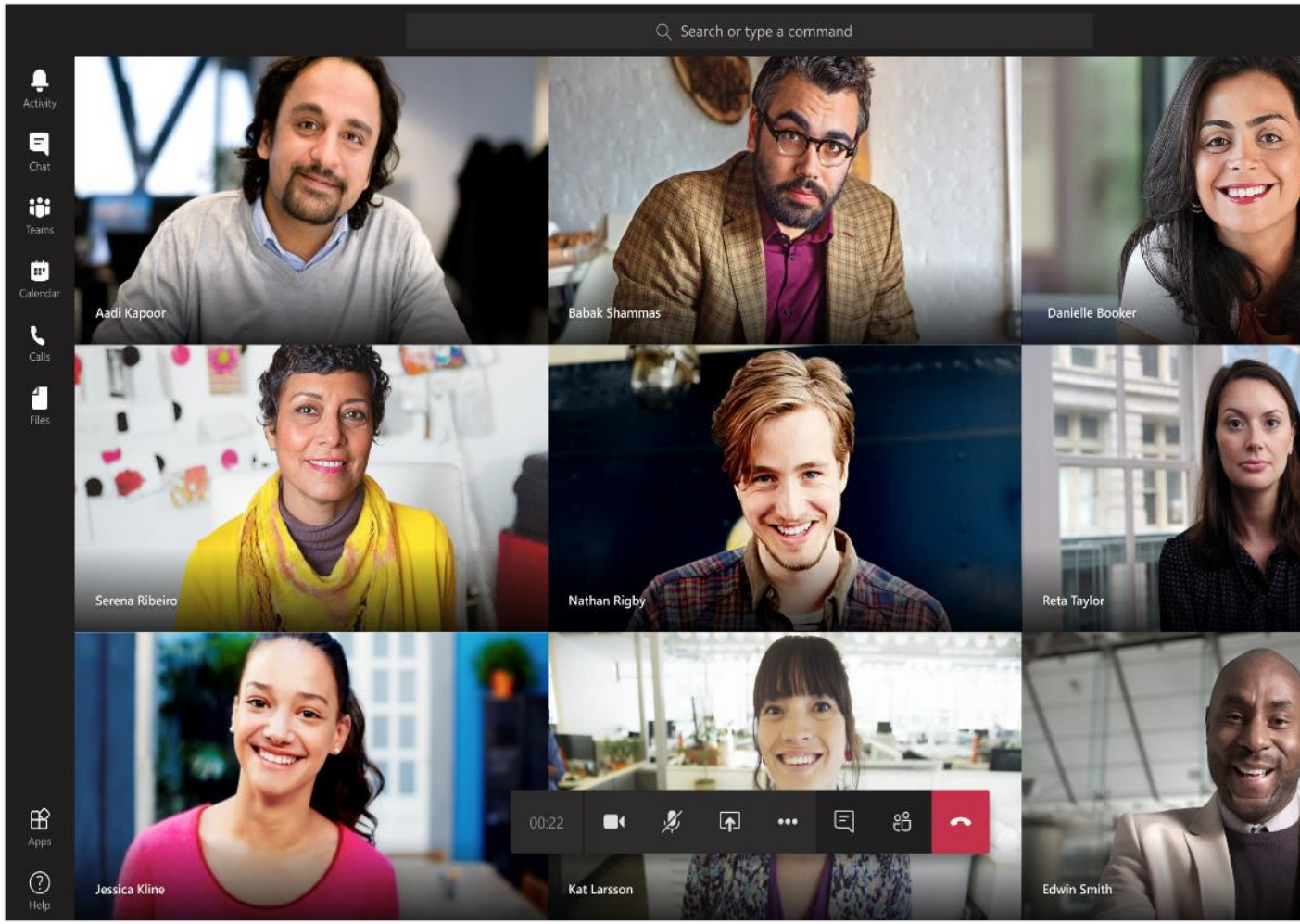
Benefit from security and compliance features of Microsoft 365*

* Requires a Microsoft 365 license or separate security licenses, features vary by license type

Microsoft Teams

Meet smarter. Stay focused. Achieve More.

Microsoft Teams has smart features that help people stay focused before, during and after meetings, so your teams save time and accomplish more together.



Meetings and Calling made simple

Consistent experiences everywhere

Intelligent and inclusive

Easy and secure to join and use

Meetings and Calling made simple

Consistent experiences everywhere

On the go, at your desk, or in a conference room, bring together both internal and external audiences of all sizes via scheduled and ad-hoc meetings and calling

Intelligent and inclusive

Share content across devices and keep people in the loop throughout the meeting lifecycle, including those who may have missed the meeting

Easy and secure to join and use

Stay confident knowing that Office 365 is powering your meetings and calling with enterprise-grade AV experiences, security, and compliance

Keep everyone engaged with interactive experiences

Intelligence and interactive

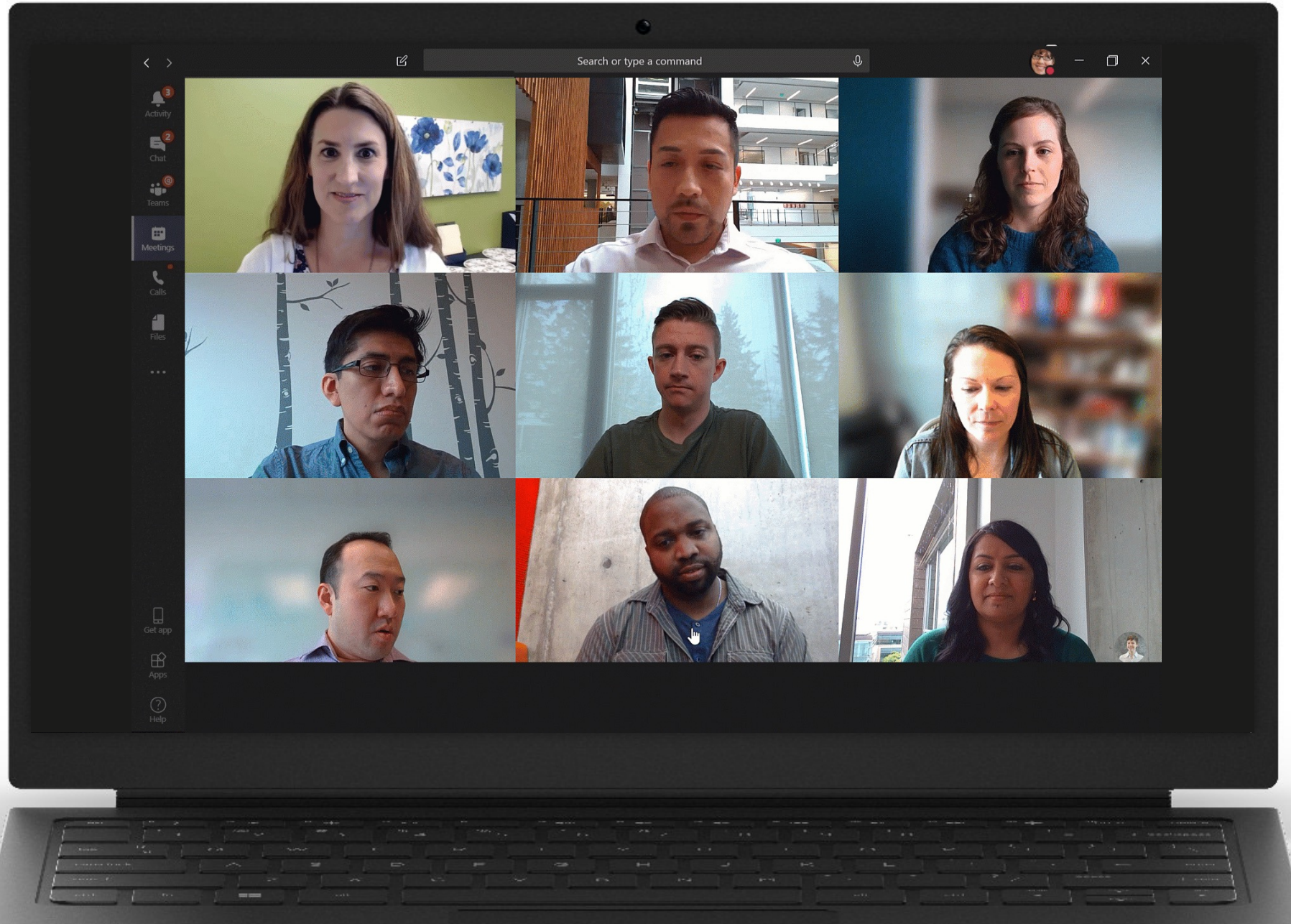
Follow along in real-time with **live captions** and **subtitles**

Cloud recordings and **transcripts*** saved as a part of the meeting lifecycle

Search cloud recorded meeting transcripts for names or keywords

Subtitles and translated **meeting transcripts** available in over 60 languages**

Remove distractions and personalize your video experiences with **custom backgrounds**



* Transcripts coming soon
** Subtitles and meeting transcripts coming in 2020

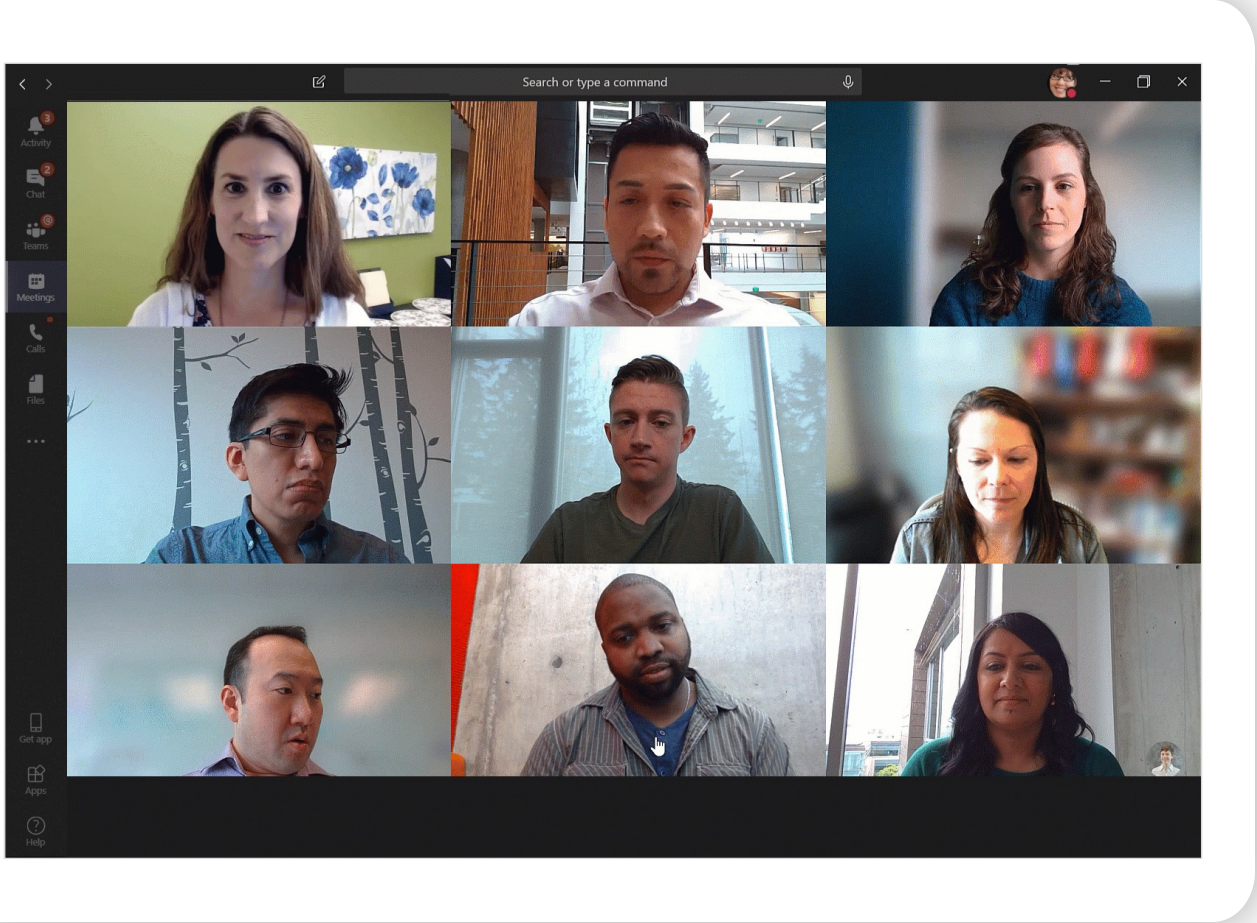
Scaling your video to meet the needs of your users

3x3 is Standard and moving to a 7x7 view

Cloud recordings saved as a part of the meeting lifecycle

Captioning to ensure context and clarity of message

Search cloud recorded meeting transcripts for names or keywords



Personalize your space with custom backgrounds

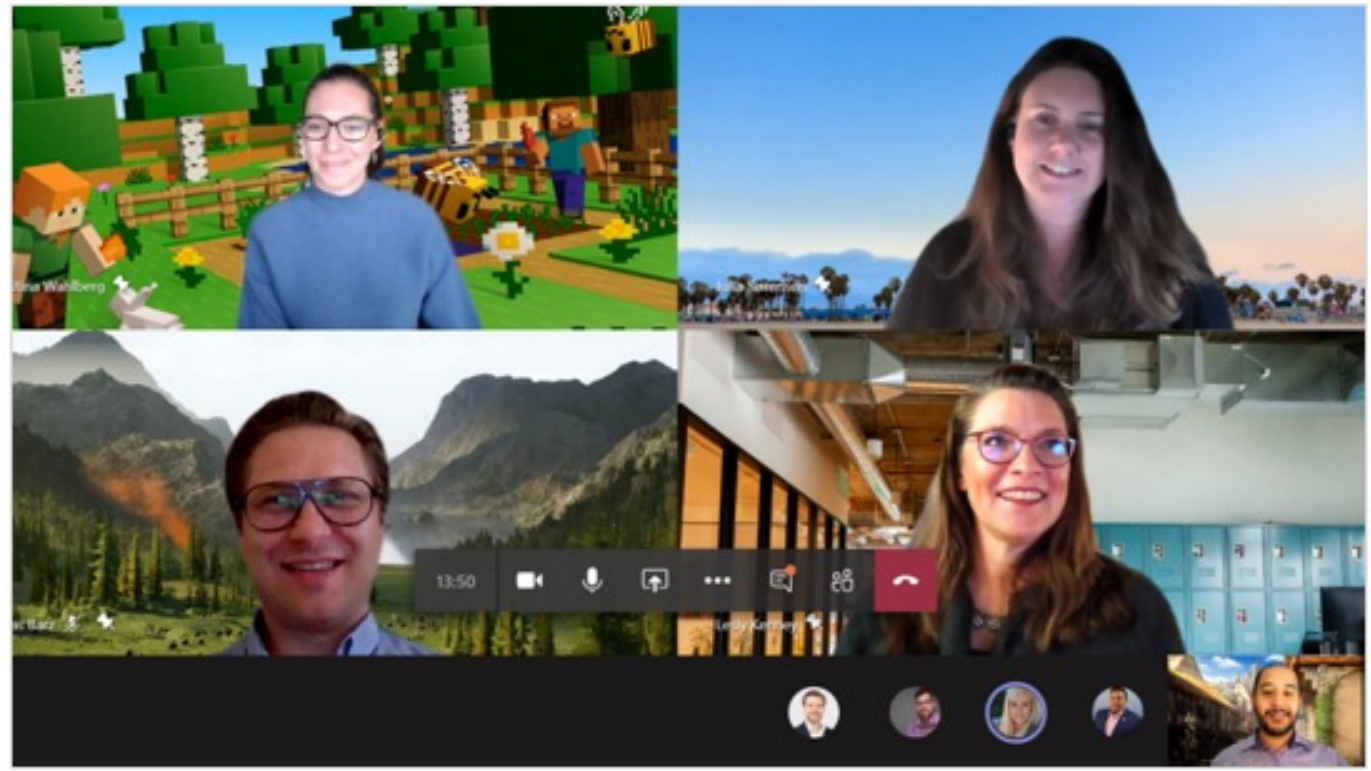
Create a sense of personality to liven up video calls

Remove distractions from video calls in areas that are not Ideal

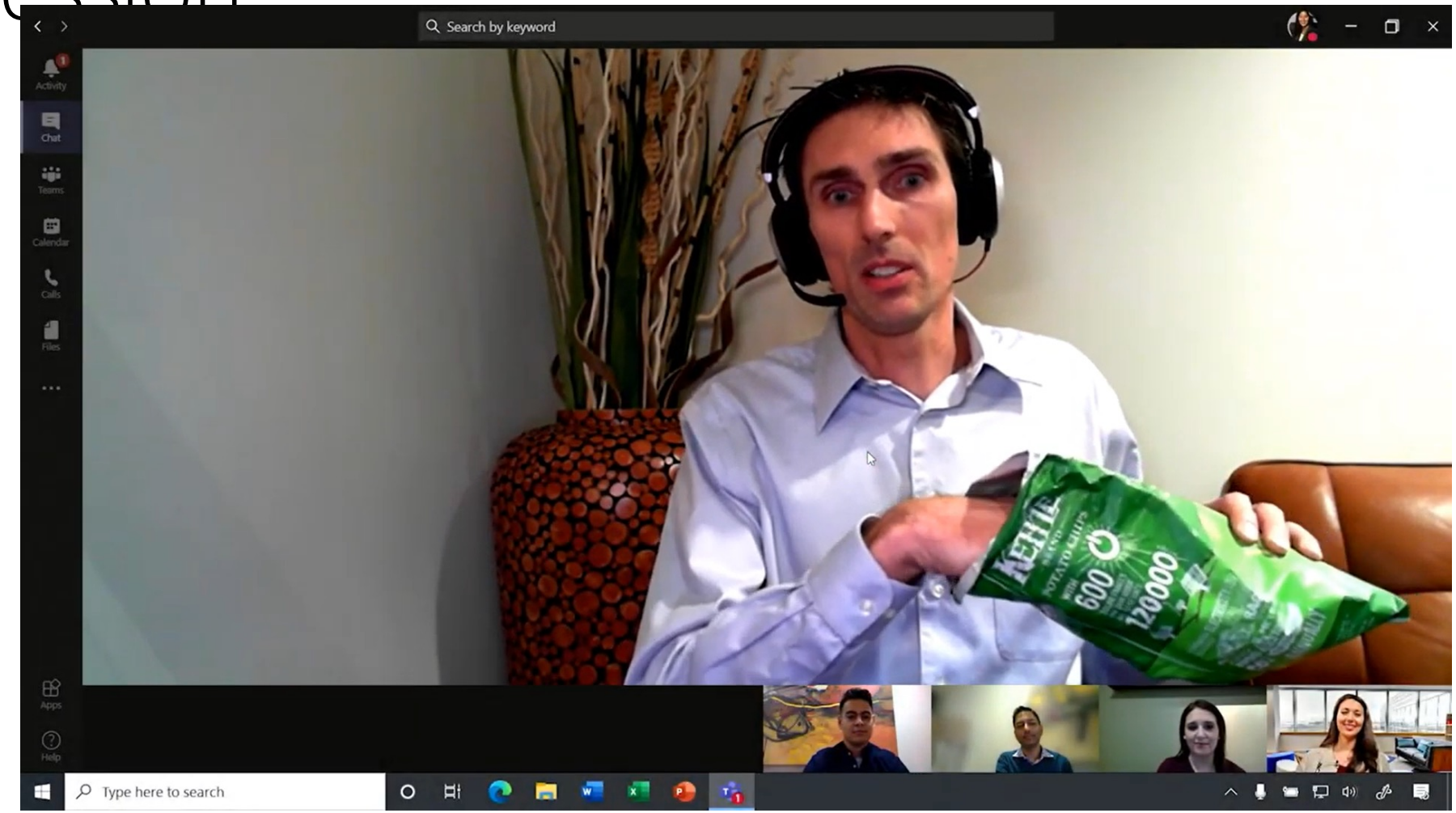
Currently they are predefined

Custom Background coming

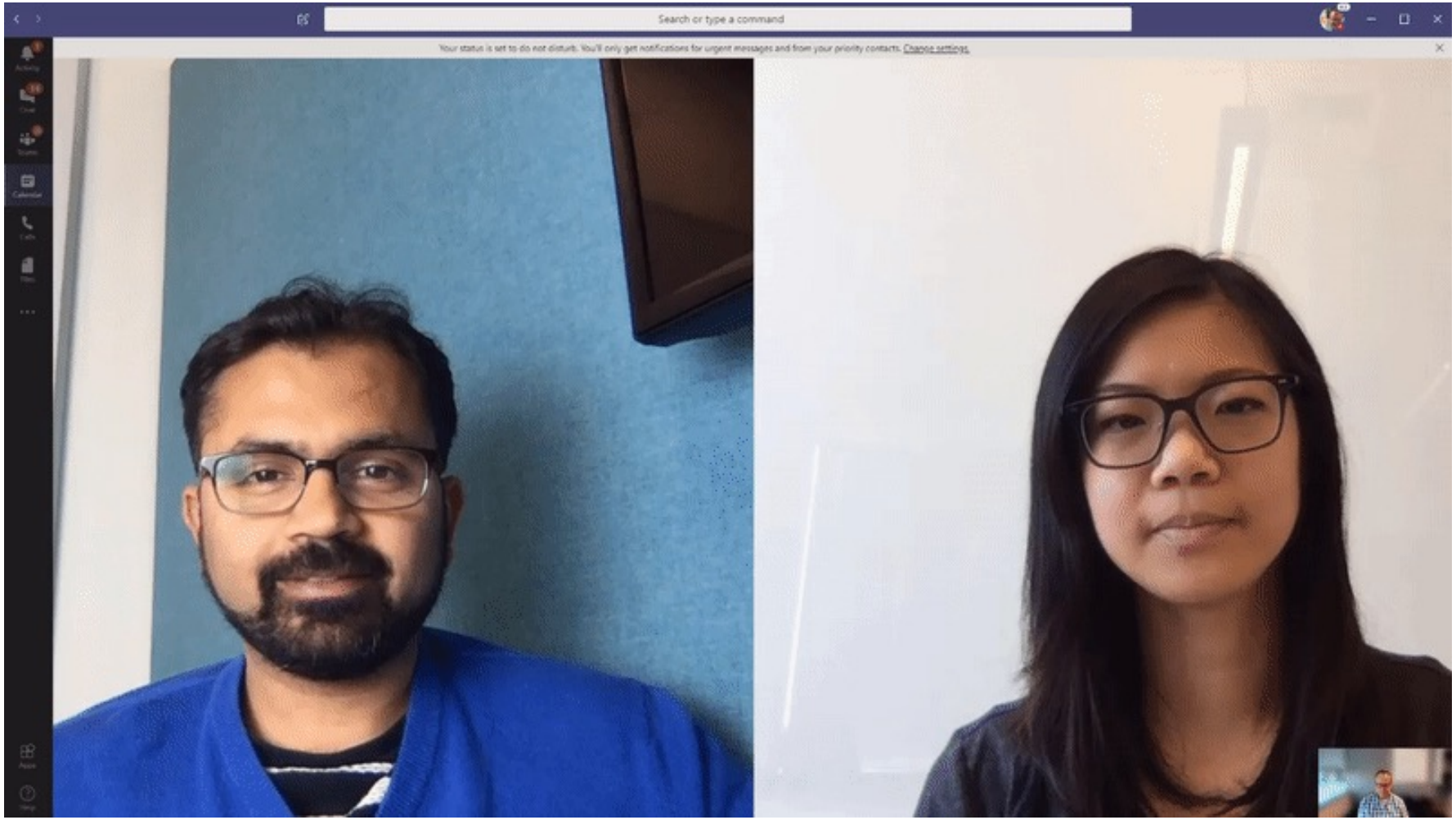
Next level on Background blur



Reduce background noise with noise suppression



Live captions



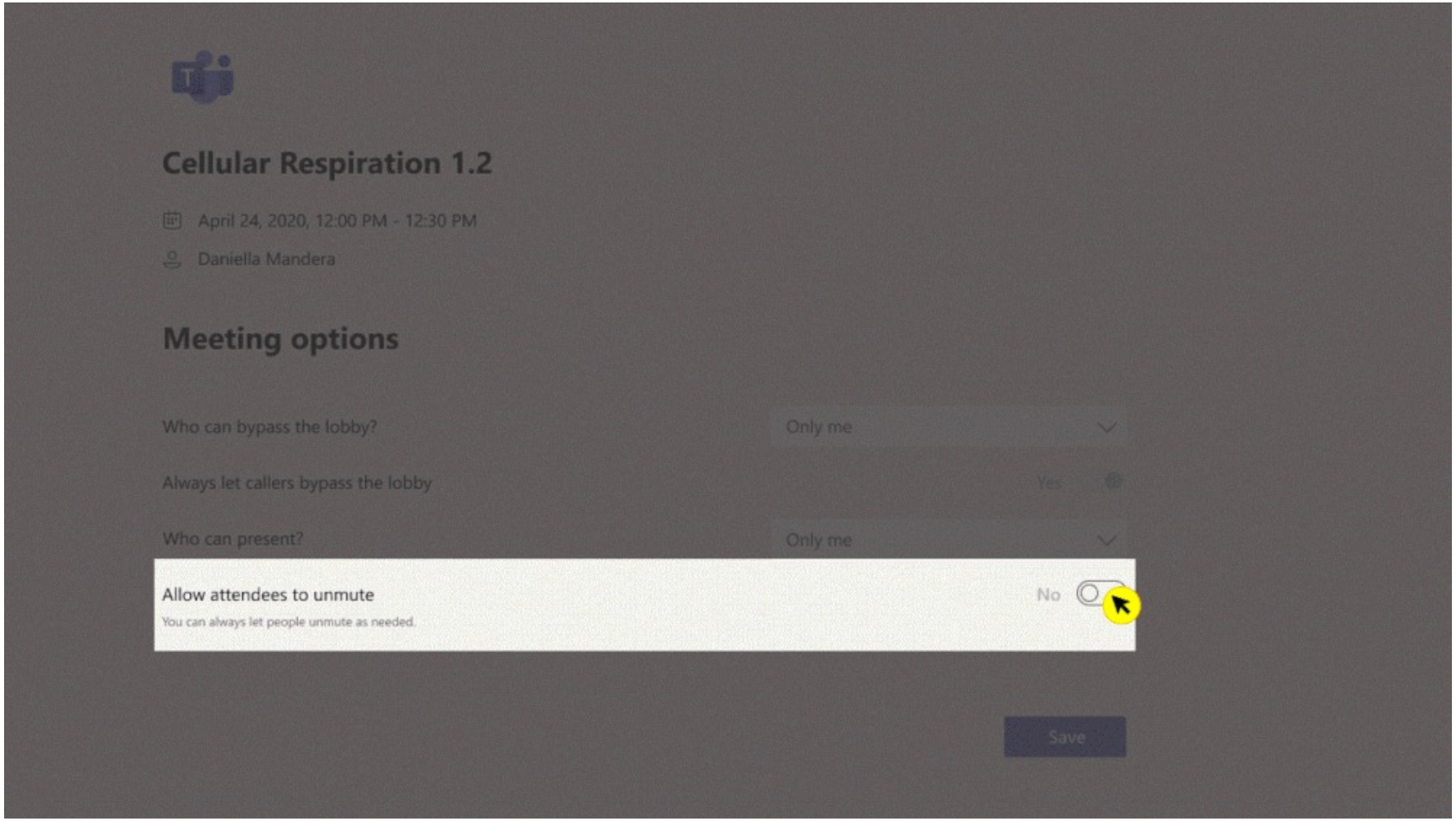
Live Captions with speaker attribution

Live transcription with speaker attribution

Raise hands

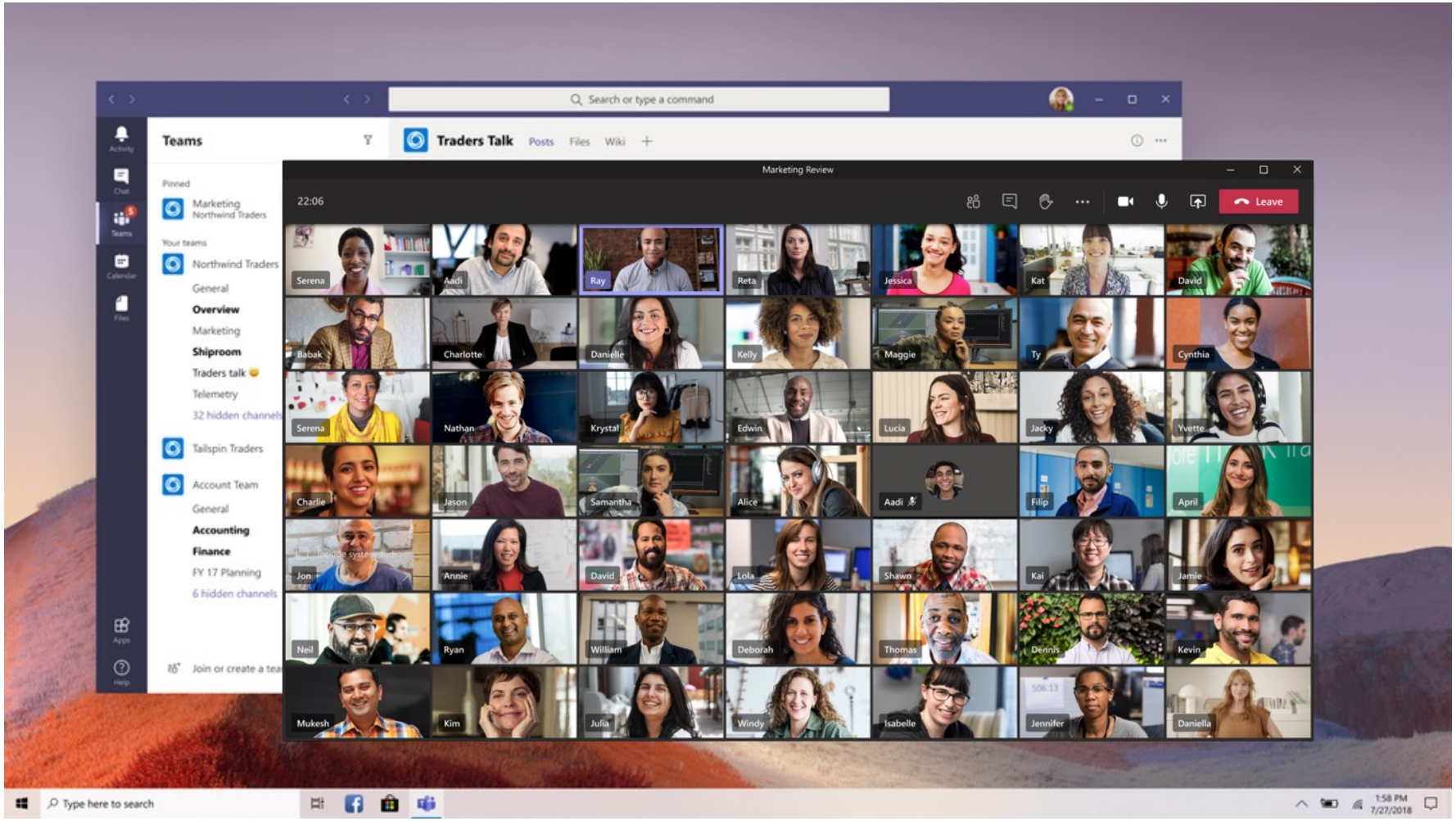
Search by keyword
Megan Bowen
Robert Aichner
Grady Archie
Allan Deyoung
06:01:03
Type here to search

Hard Audio Mute – Expected in September

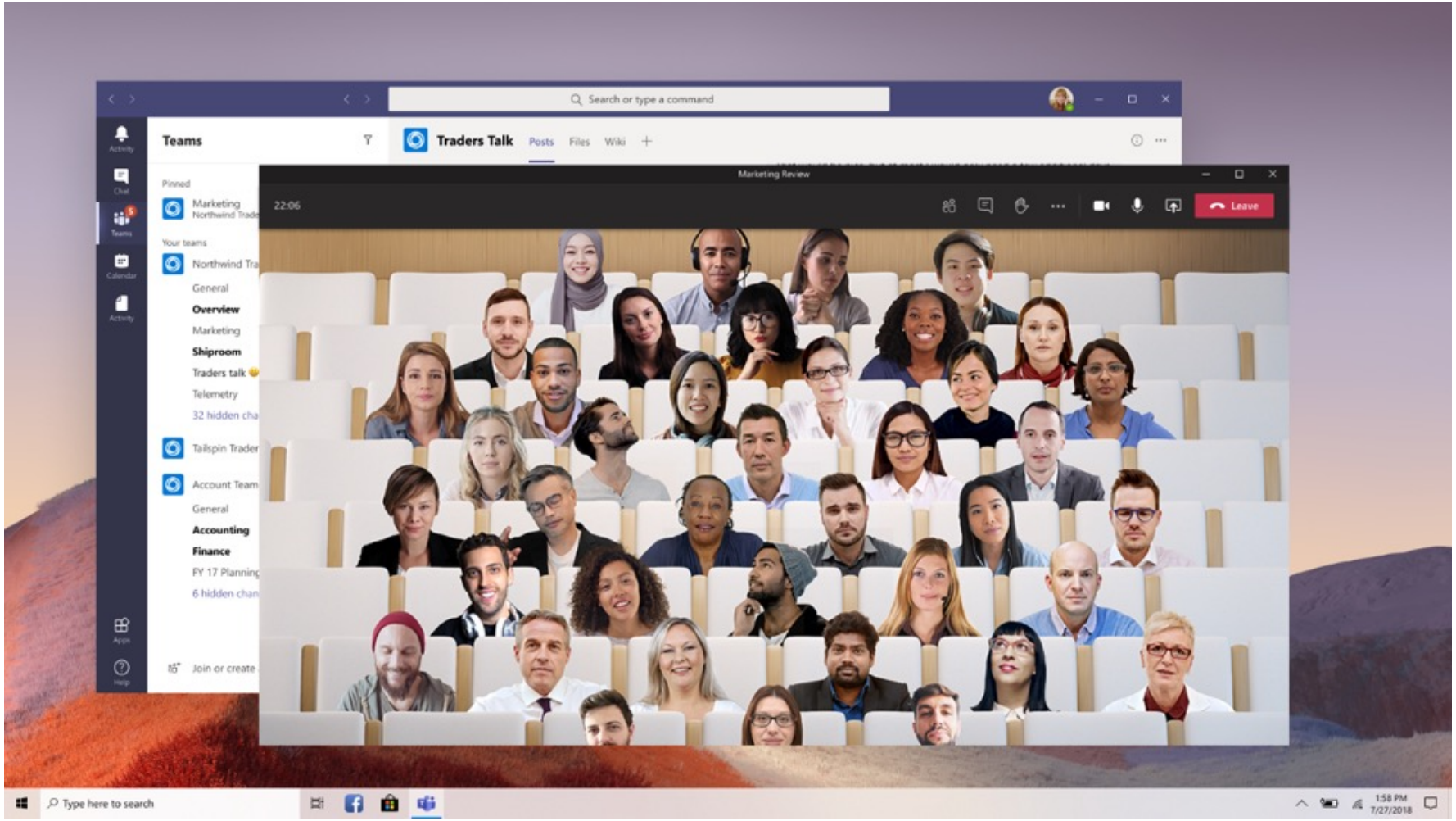


Multi-window meetings – Rolling Out

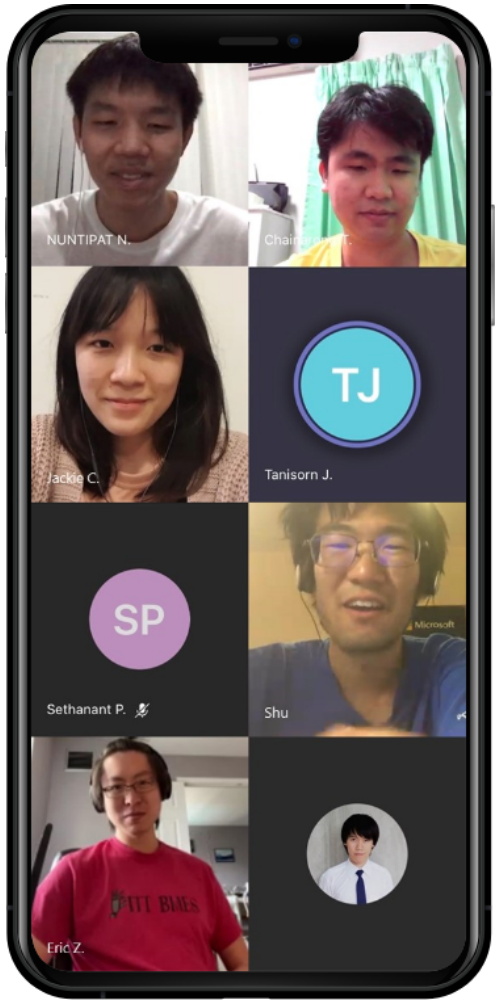
Large Gallery view – Rolling Out



Together mode – Rolling Out



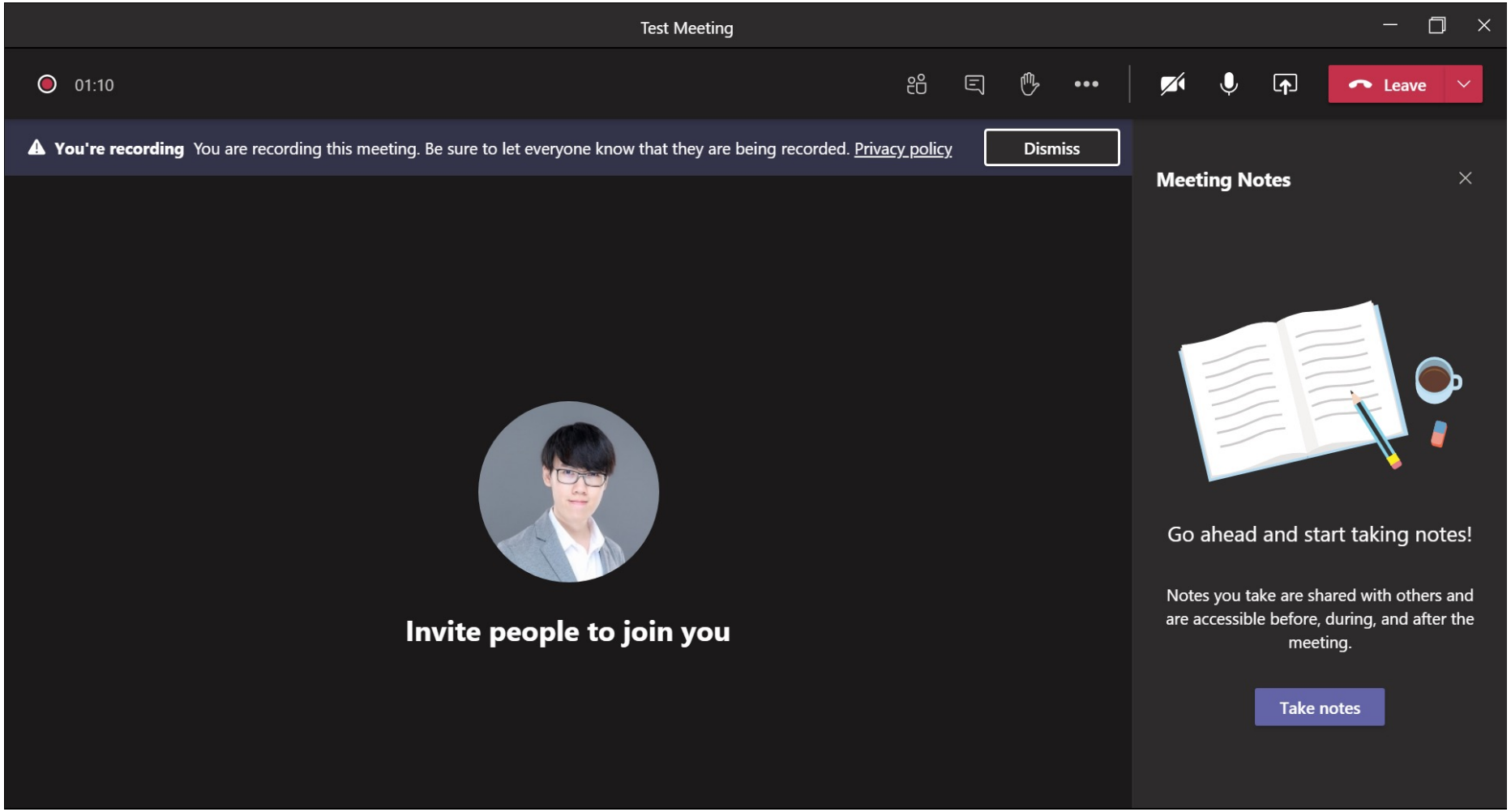
See more videos on iOS or Android devices – Expected in August



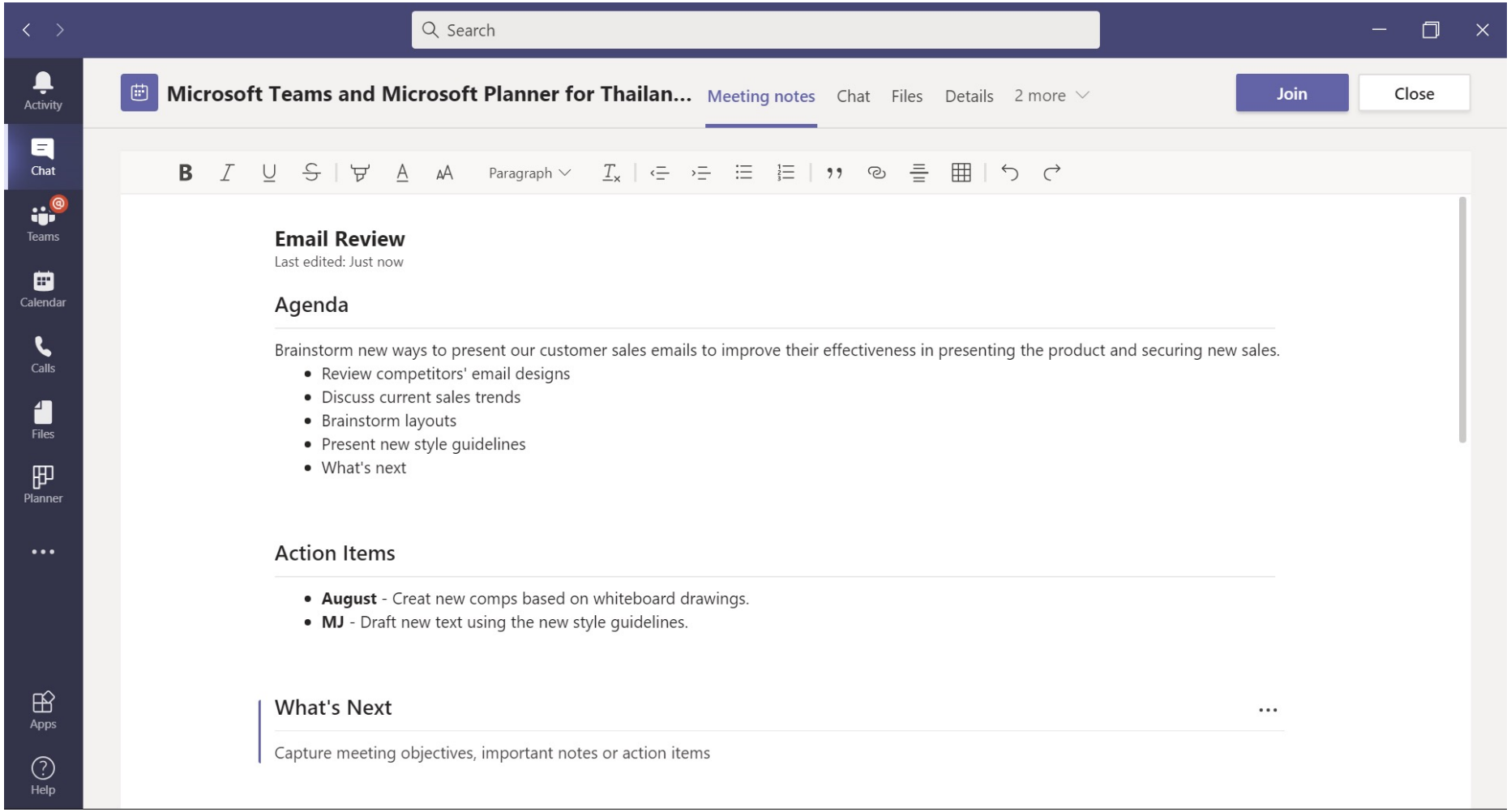
Dynamic view

Live reactions – Q4 2020

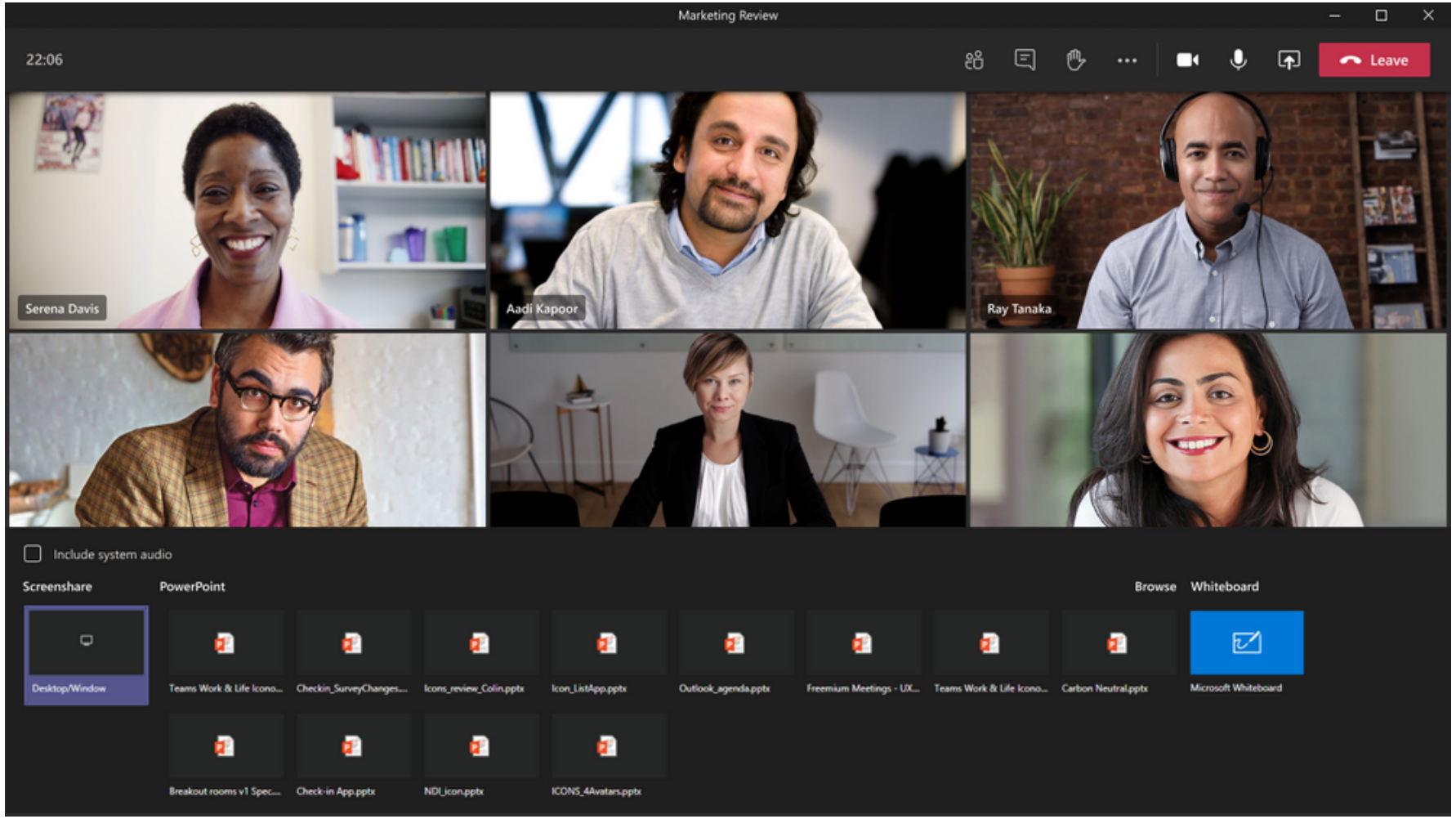
Record the meeting



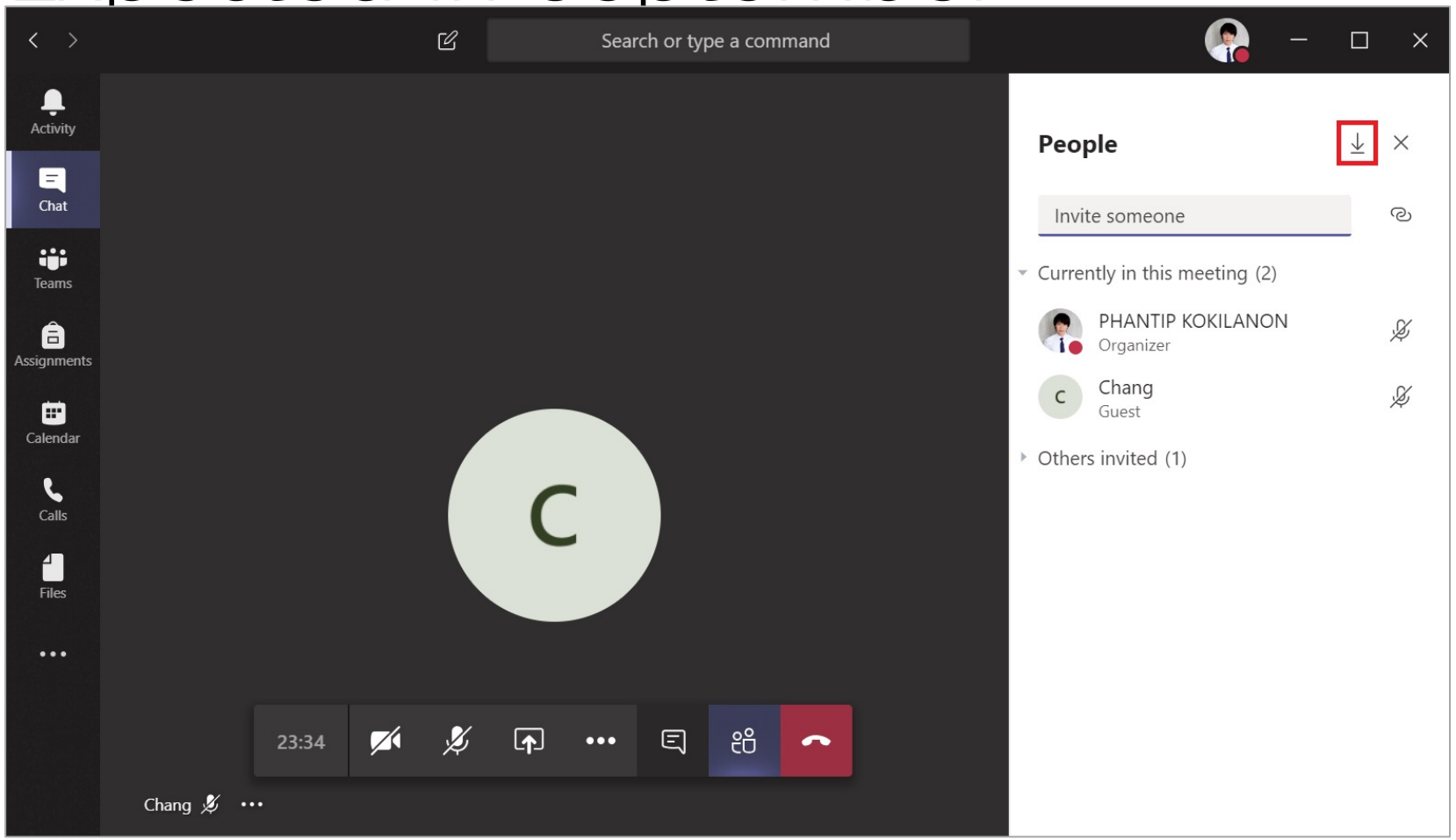
Take notes

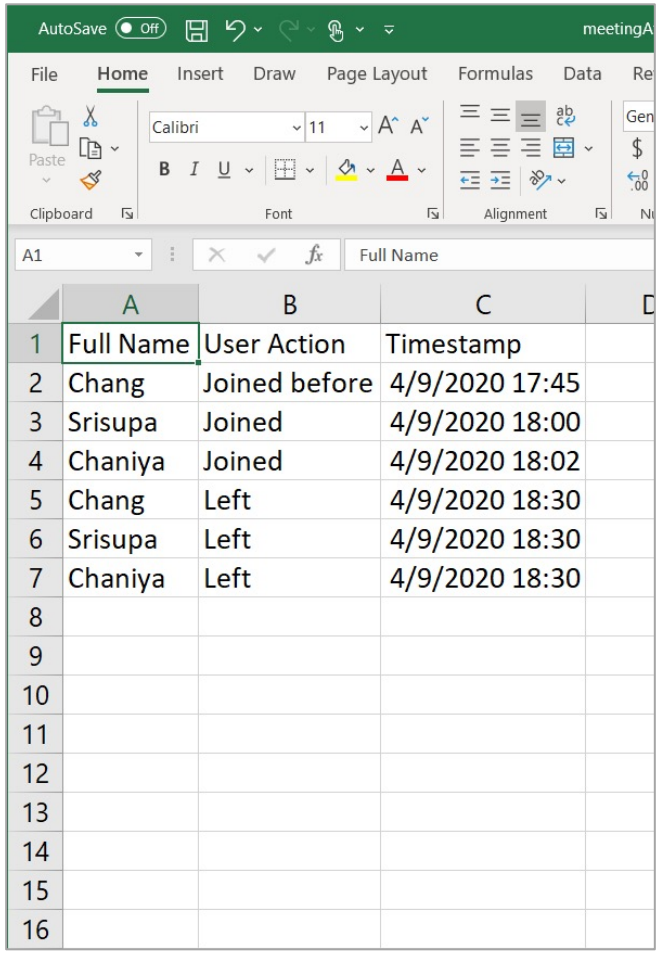

Search
Activity
Chat
Teams
Calendar
Calls
Files
Planner
Apps
Help
Microsoft Teams and Microsoft Planner for Thailan...
Meeting notes
Chat
Files
Details
2 more
Join
Close
Paragraph
Email Review
Last edited: Just now
Agenda
Brainstorm new ways to present our customer sales emails to improve their effectiveness in presenting the product and securing new sales.
Review competitors' email designs
Discuss current sales trends
Brainstorm layouts
Present new style guidelines
What's next
Action Items
August - Creat new comps based on whiteboard drawings.
MJ - Draft new text using the new style guidelines.
What's Next
Capture meeting objectives, important notes or action items

Share your screen, PowerPoint, or Whiteboard



Attendance Report post-meeting download – Expected in September

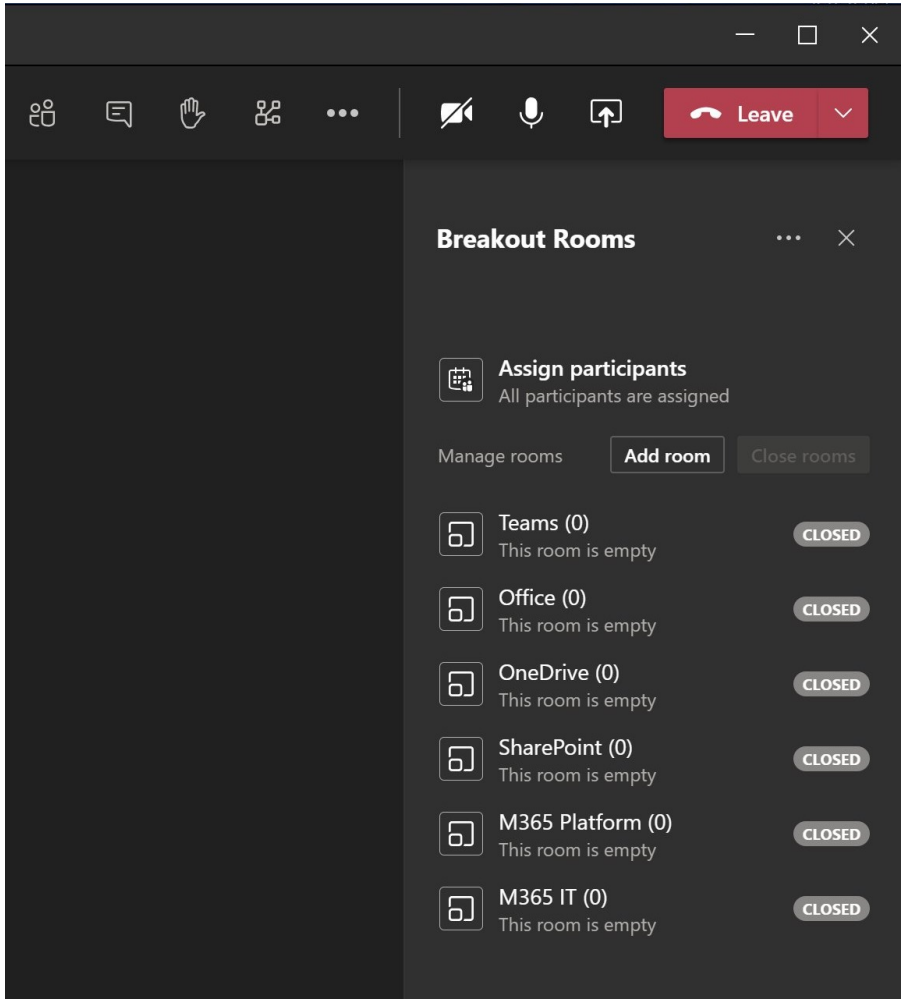




	A	B	C
1	Full Name	User Action	Timestamp
2	Chang	Joined before	4/9/2020 17:45
3	Srisupa	Joined	4/9/2020 18:00
4	Chaniya	Joined	4/9/2020 18:02
5	Chang	Left	4/9/2020 18:30
6	Srisupa	Left	4/9/2020 18:30
7	Chaniya	Left	4/9/2020 18:30
8			
9			
10			
11			
12			
13			
14			
15			
16			

Virtual Breakout rooms – Expected in Q4 2020

- Meeting hosts can create **breakout rooms** to be used by meeting participants for smaller group discussion.
- Pick the number of breakout rooms they' d like
- Either randomly or manually assign participants to a room
- Move participants from one room to the other
- Send announcements to each breakout group
- Call them back to the larger group when the breakout is complete
- Breakout rooms will be **available in non-channel meetings** like scheduled meetings or meet-now.



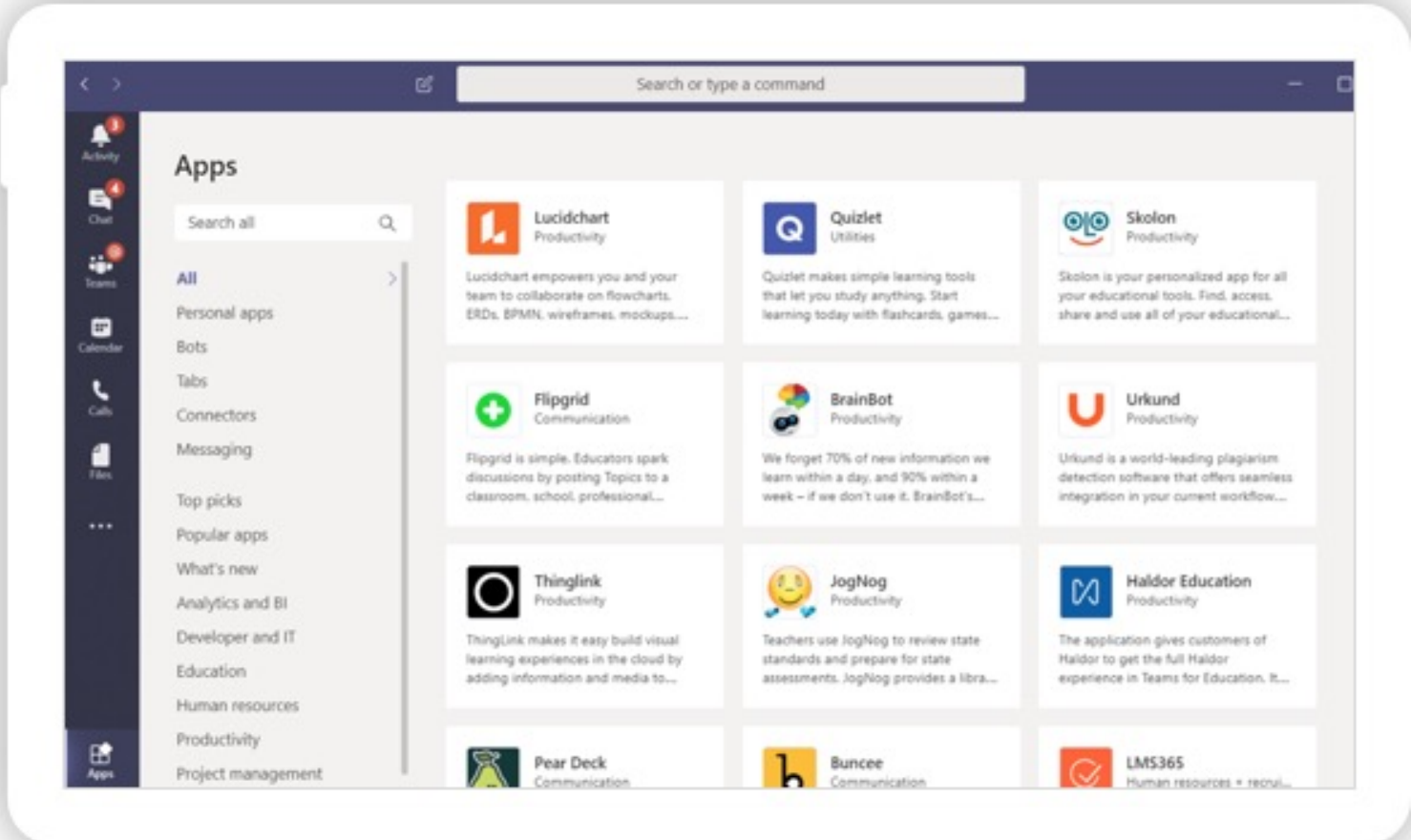
Easily add third-party apps for polls, quizzes, brainstorming and other experiences

Customize your channels by pinning important files, apps, or dashboard for easy reference

Use Microsoft's 1st party apps like Planner to accelerate additional use cases for task management

Add 3rd-party solutions so the team can quickly access information when needed

Simplify management of these app & services with new App Policies in the Modern Portal



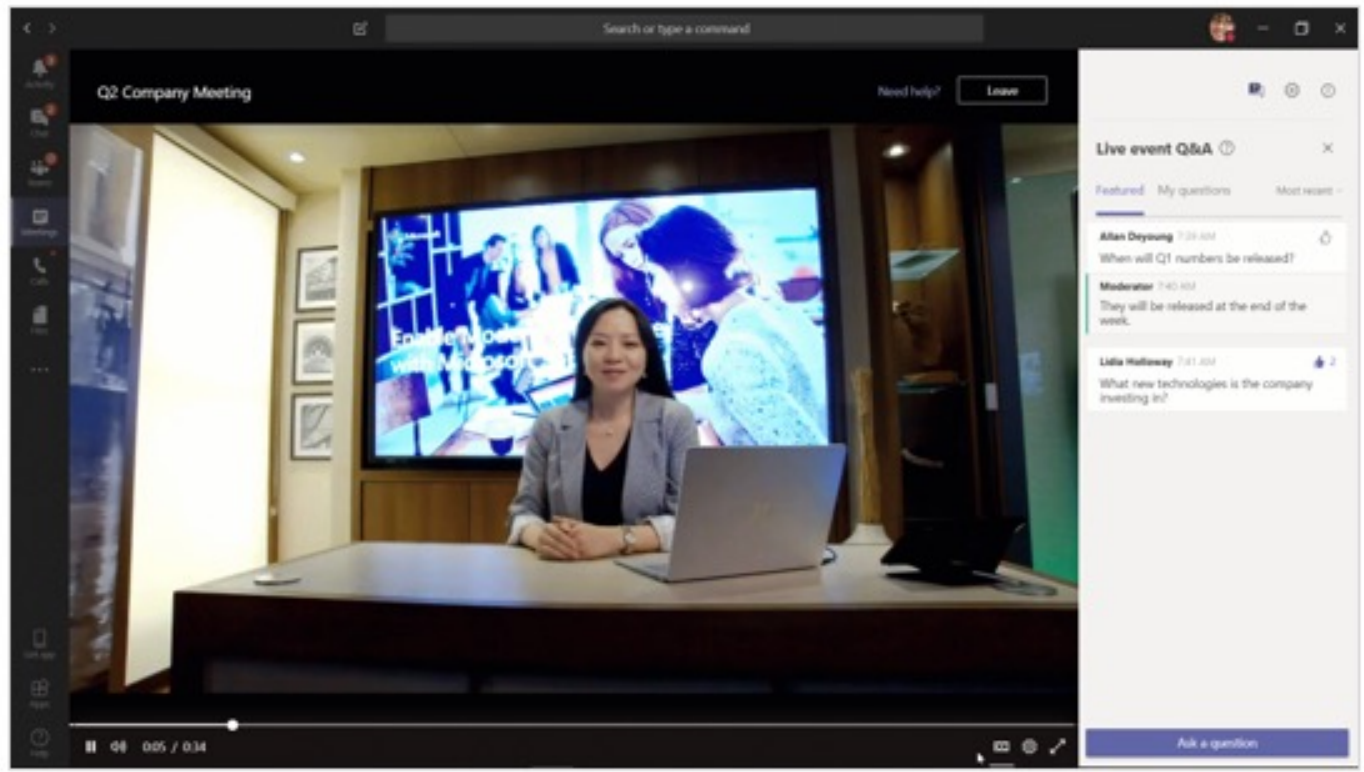
Hold town halls and large gatherings with Teams live events

Schedule, produce and broadcast meetings up to 10K attendees

Attendees watch the event live or on-demand via desktop, web, and mobile

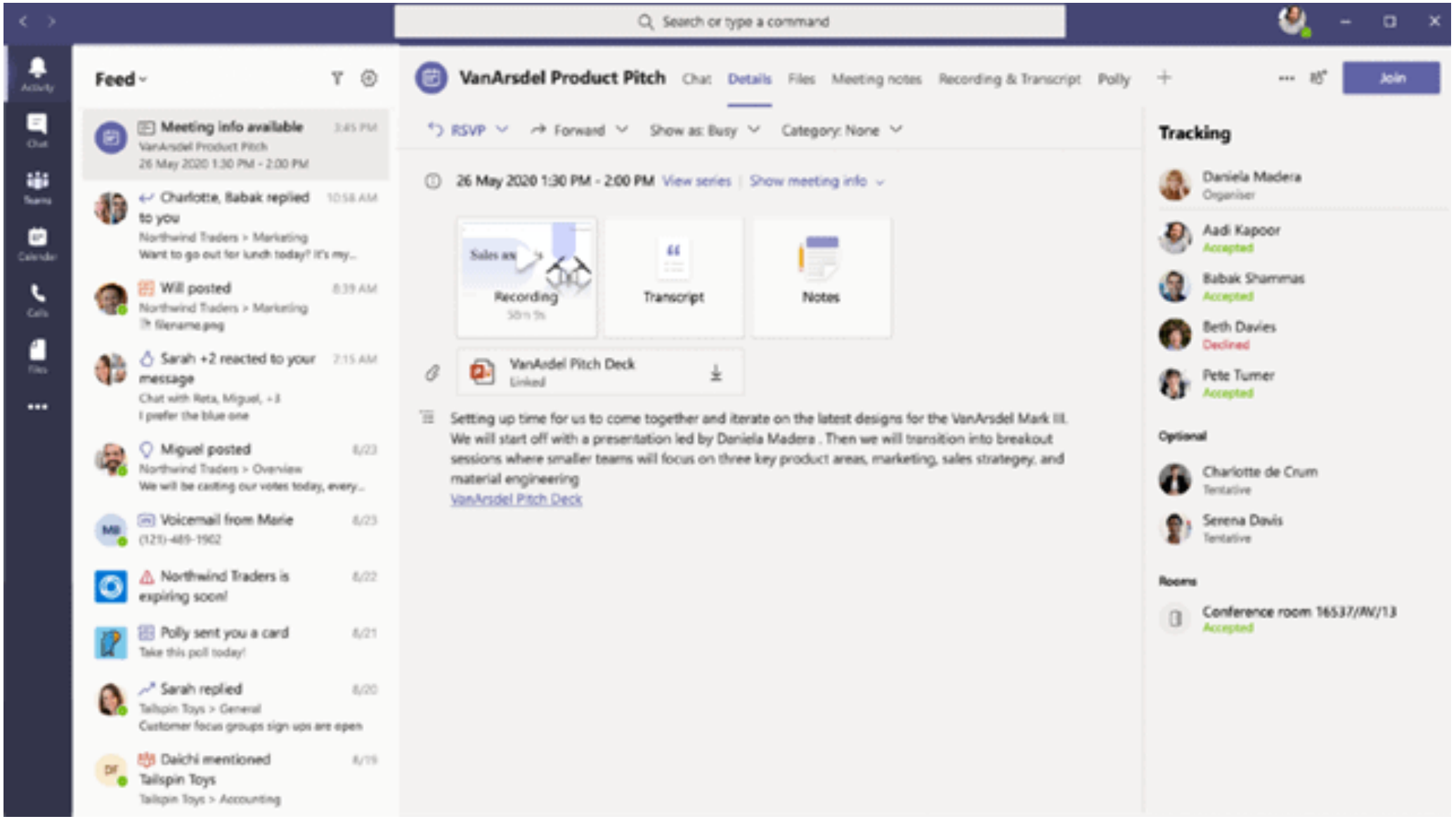
Q&A manager and attendance reporting directly in Teams

Supports hardware-based encoders for advanced events

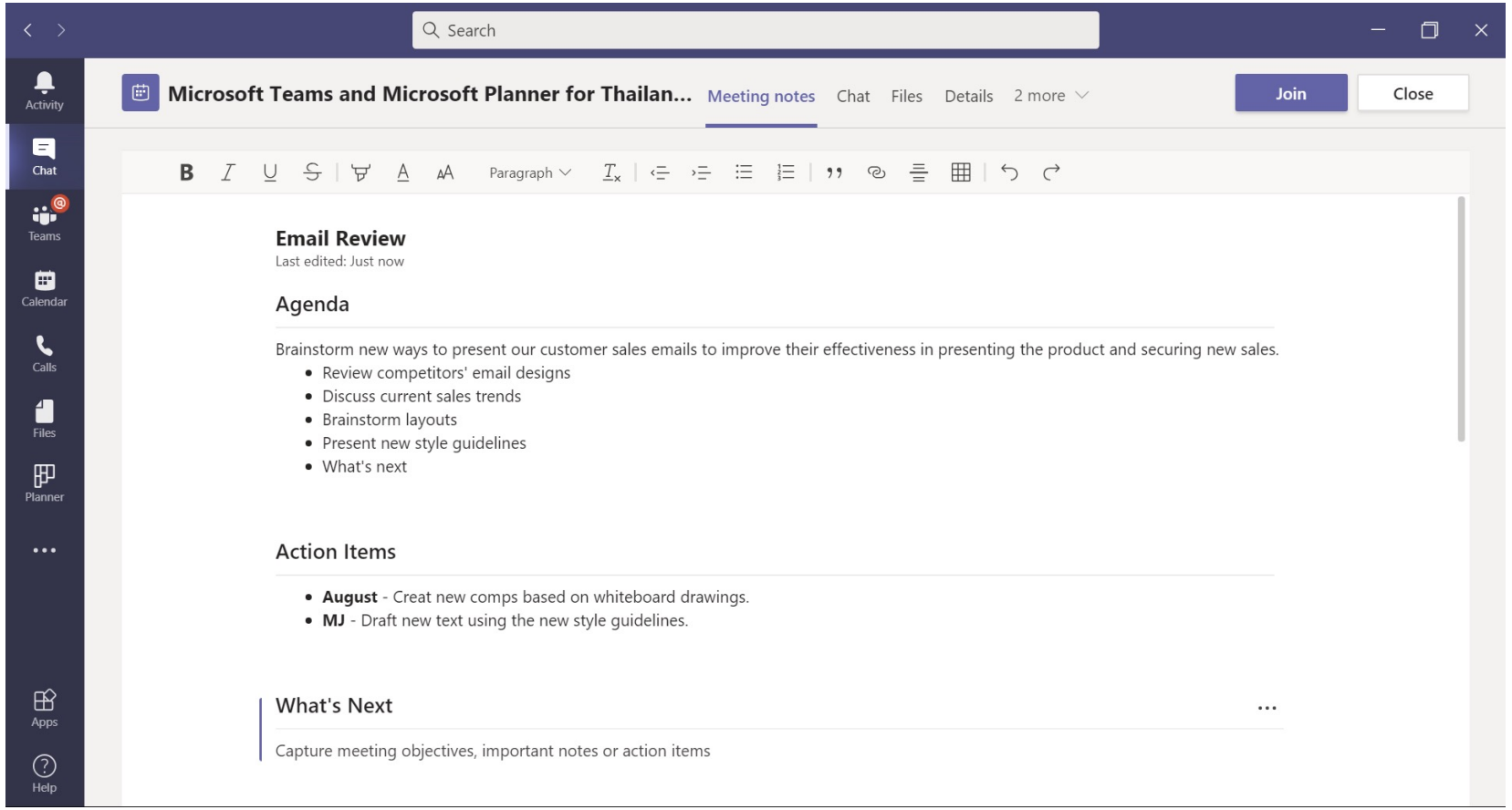


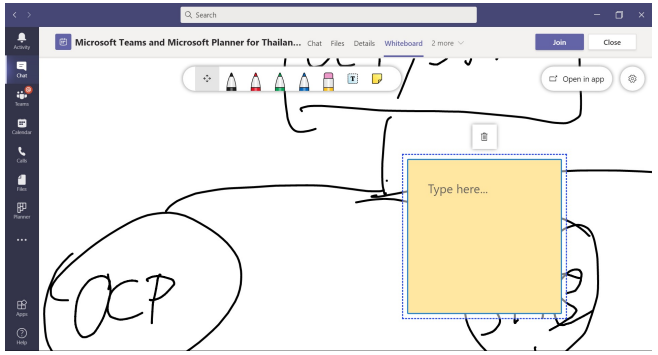
After the Meeting

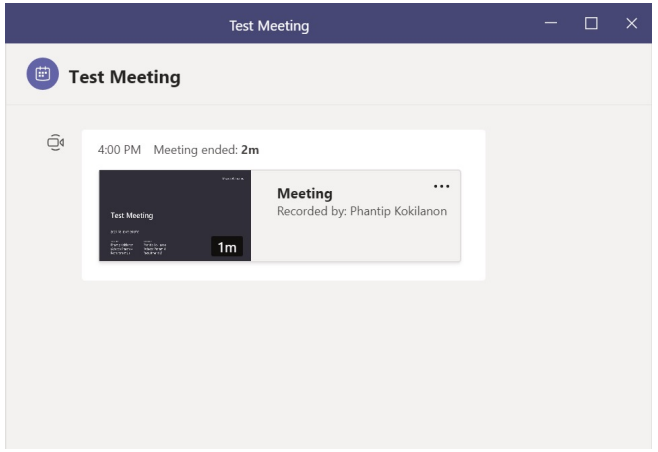
Microsoft Teams Meeting recaps



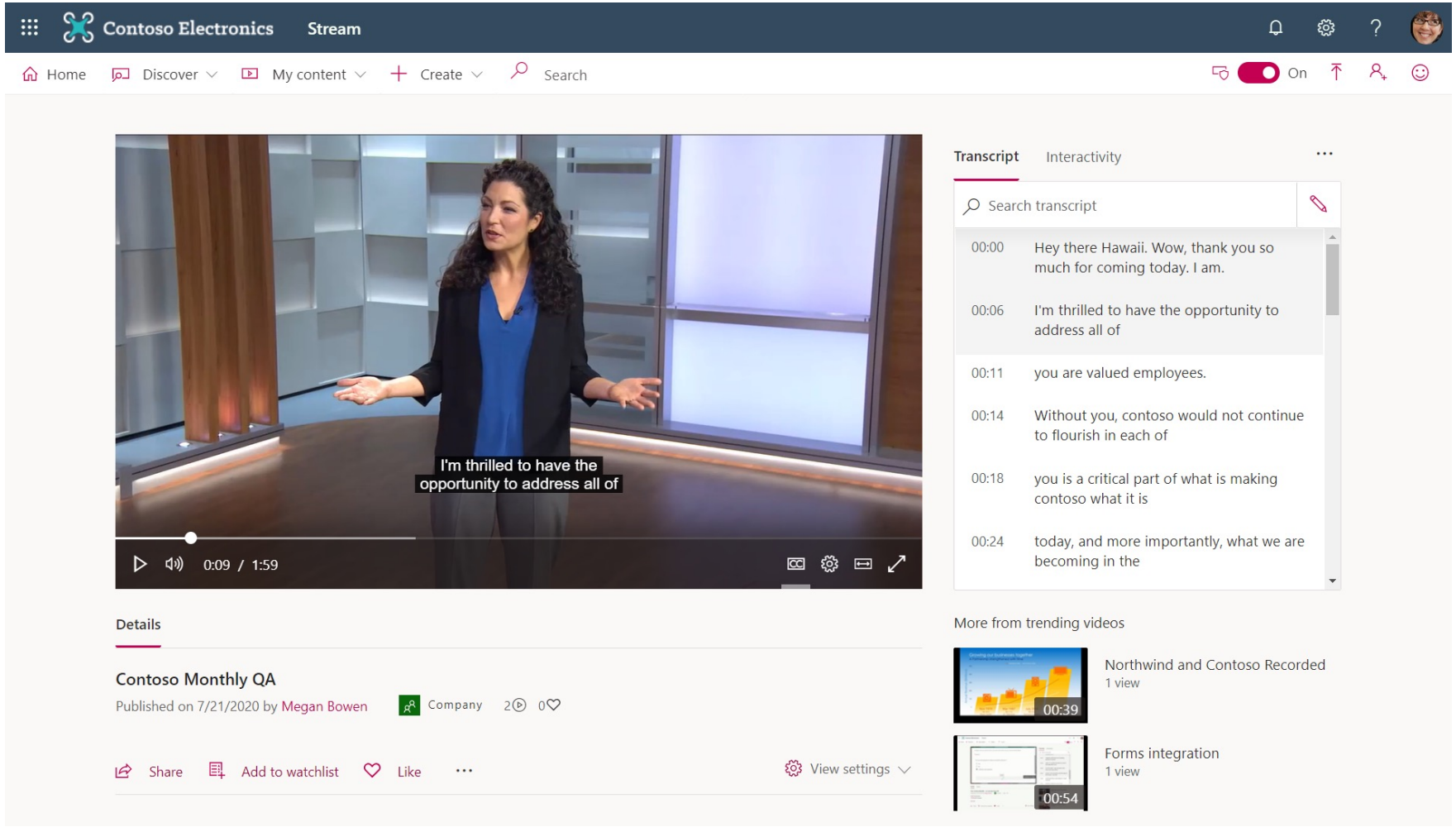
Access notes, whiteboard, and recording in the same meeting thread

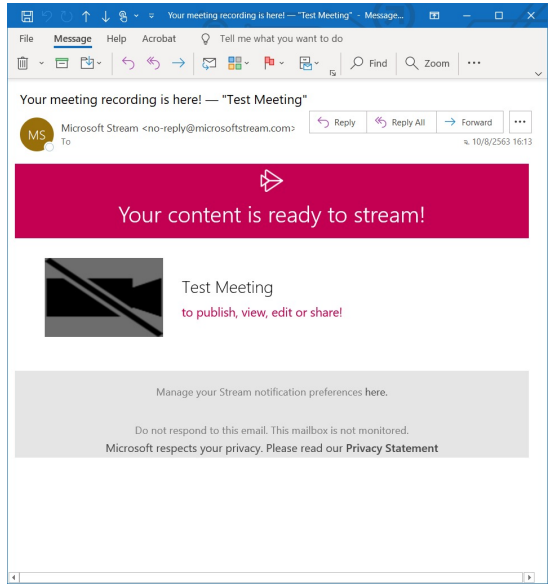


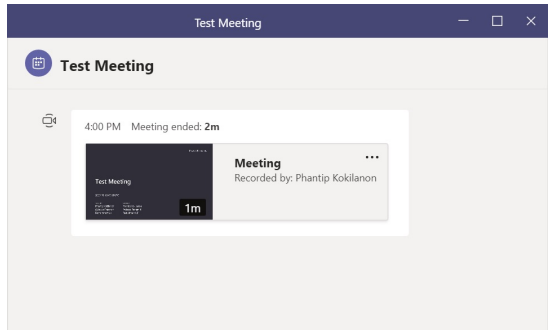




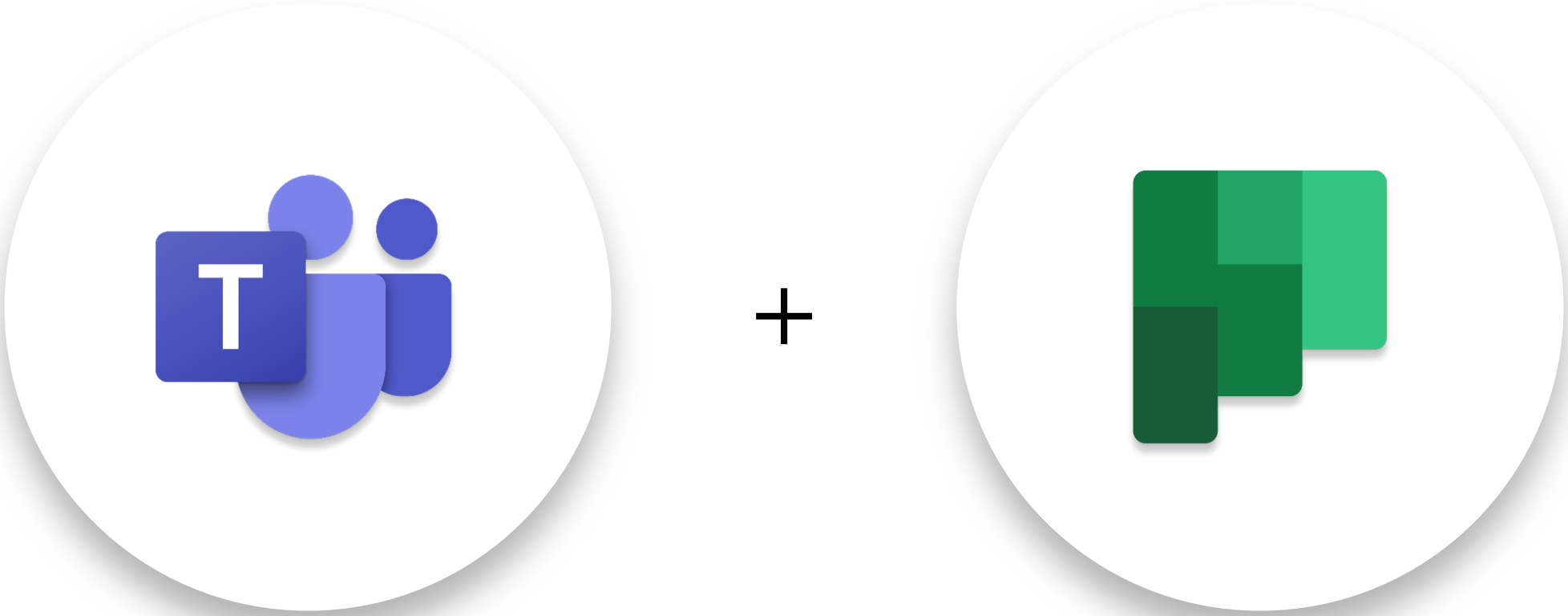
Watch the recording in Teams or Microsoft Stream



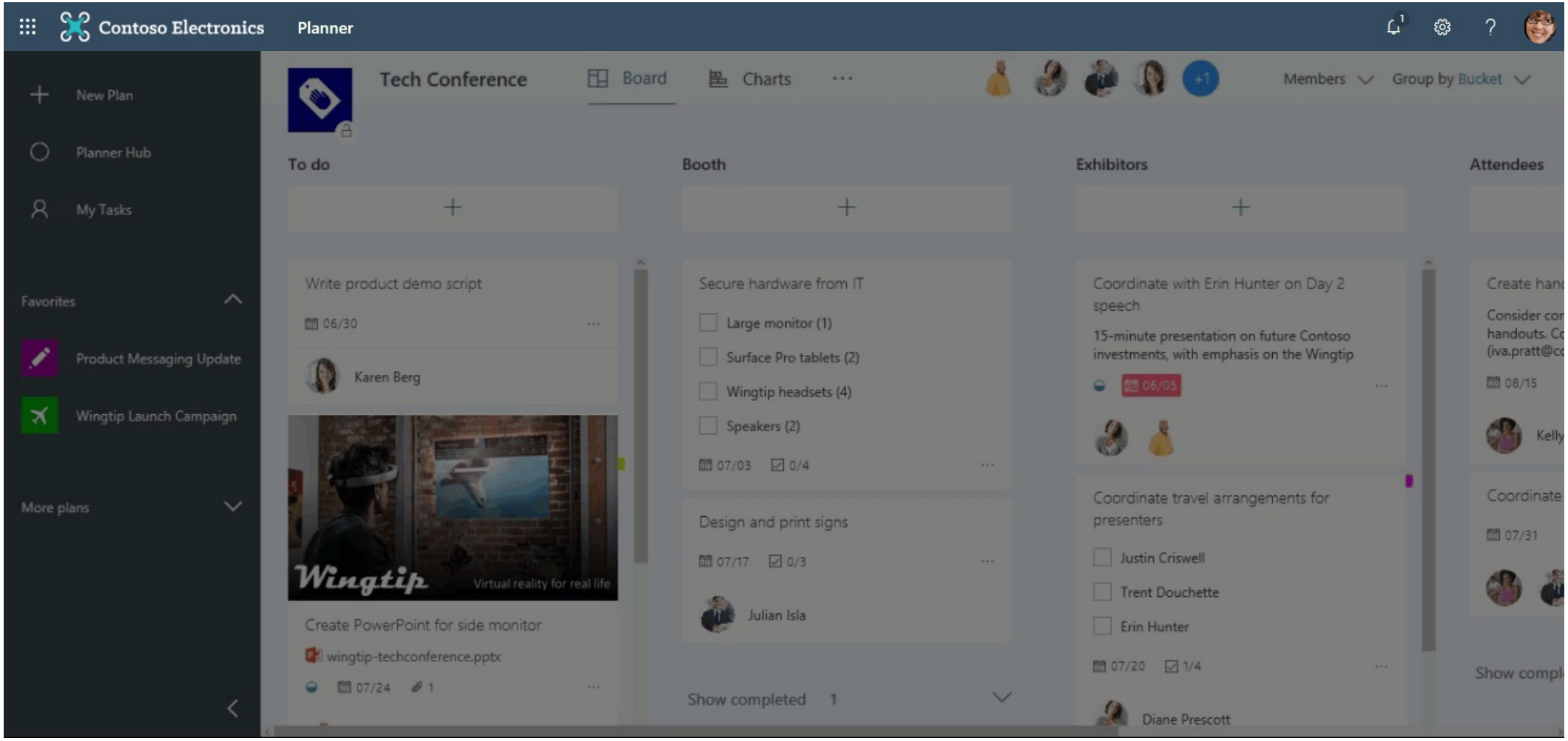




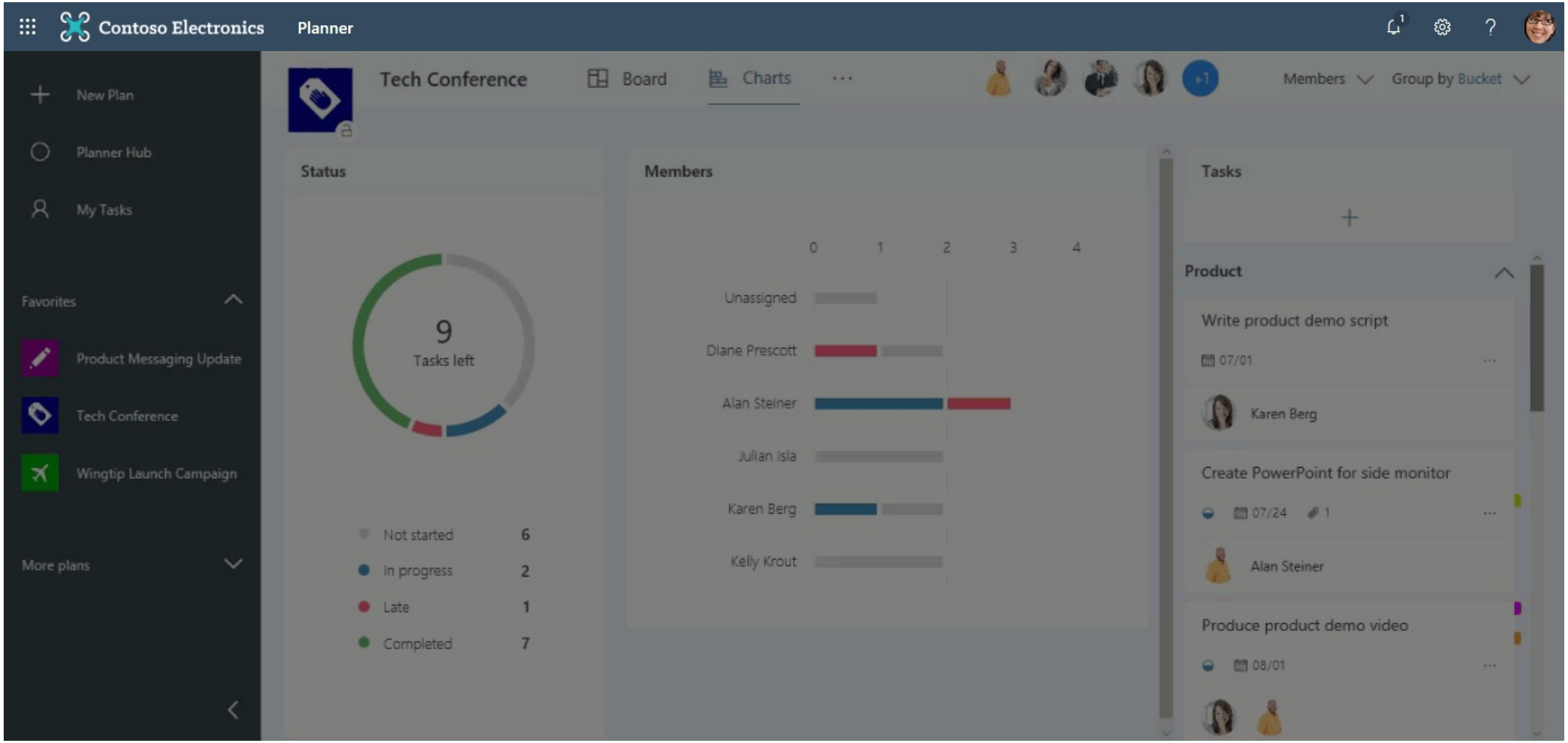
Manage tasks with Planner in Teams



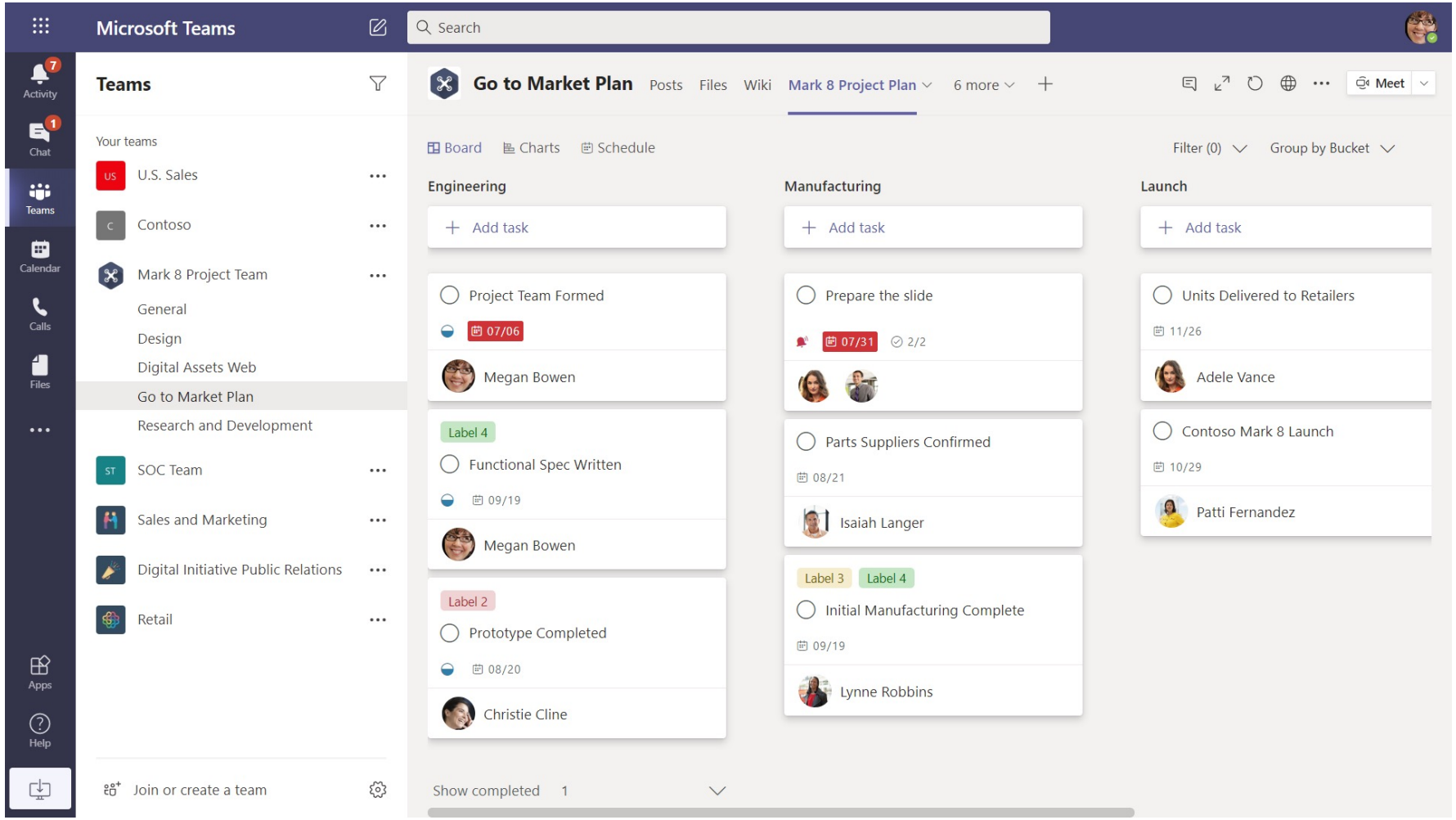
Organize tasks into different views to find the right information

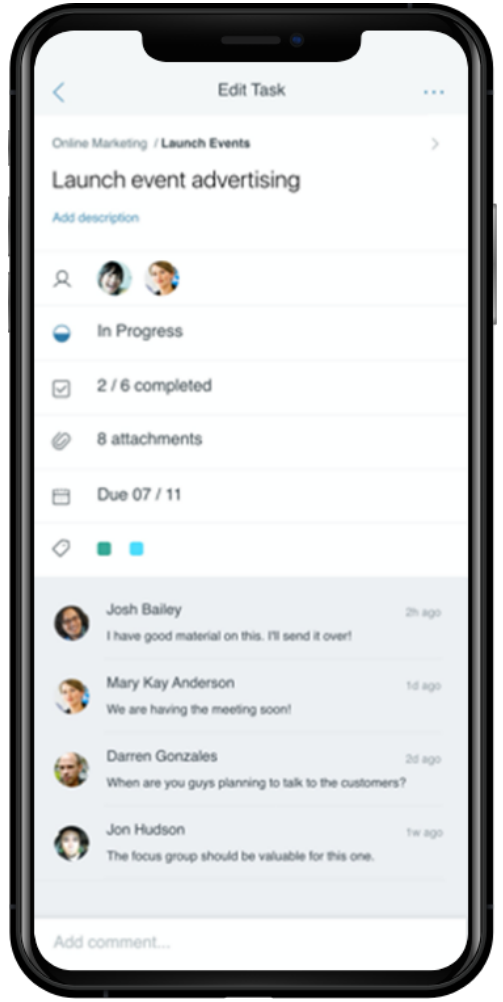


Drill into task metrics

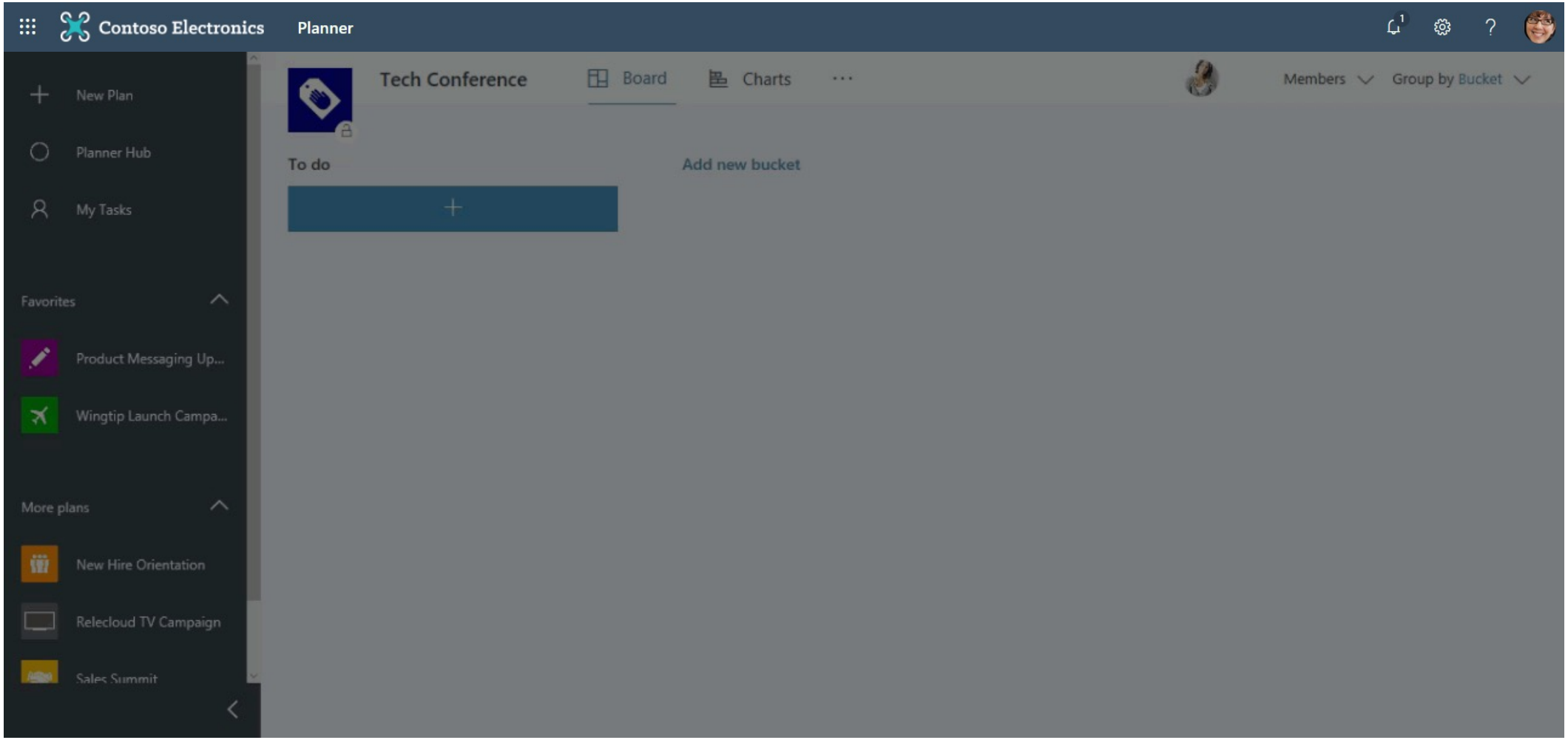


Access Planner anywhere

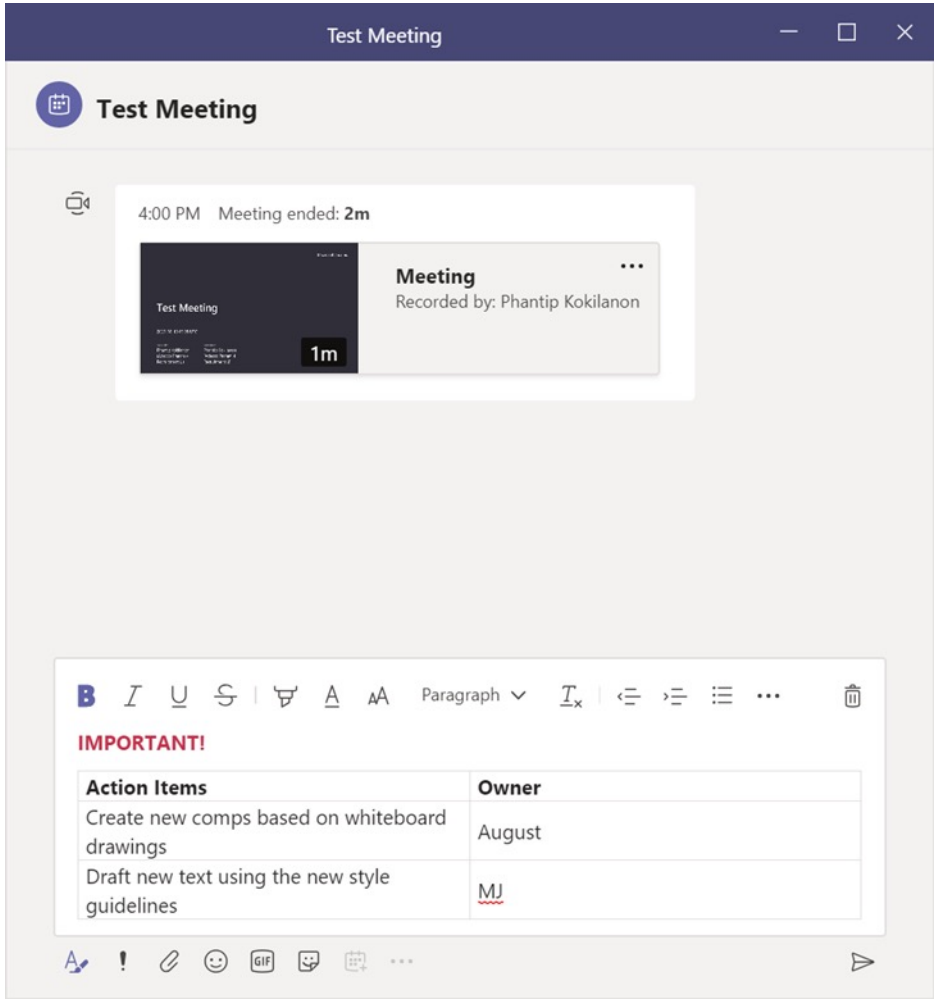


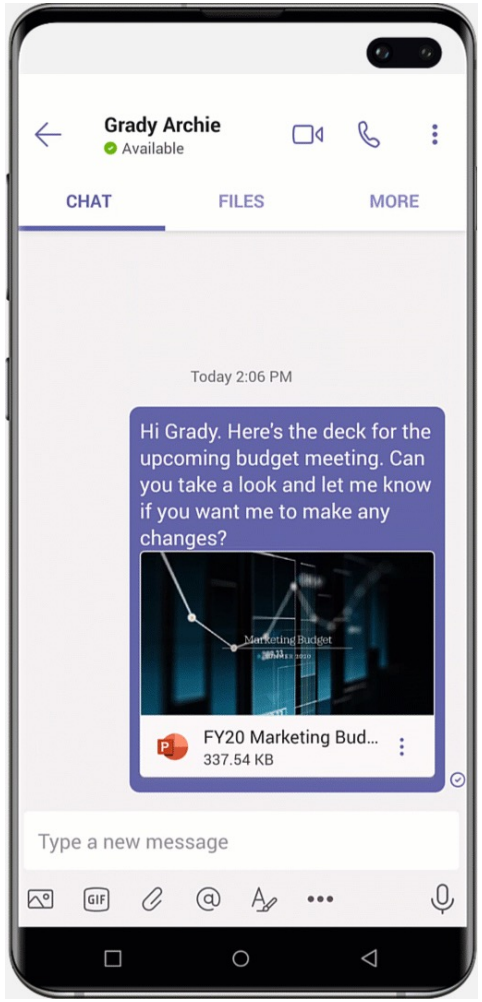


Add tasks to get started on new plans fast in Planner



Follow up in chat with suggested replies





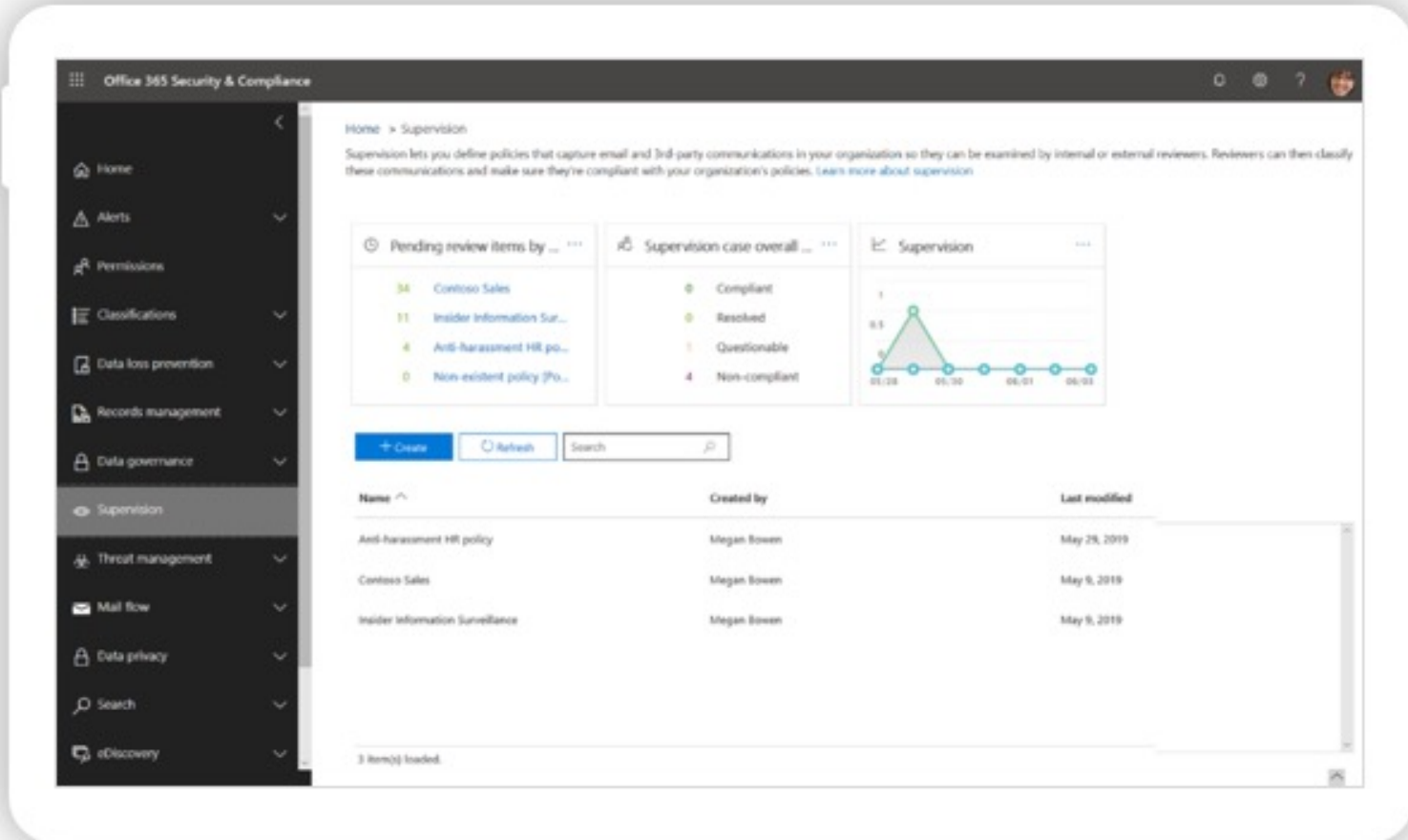
Count on enterprise-grade security, quality and privacy

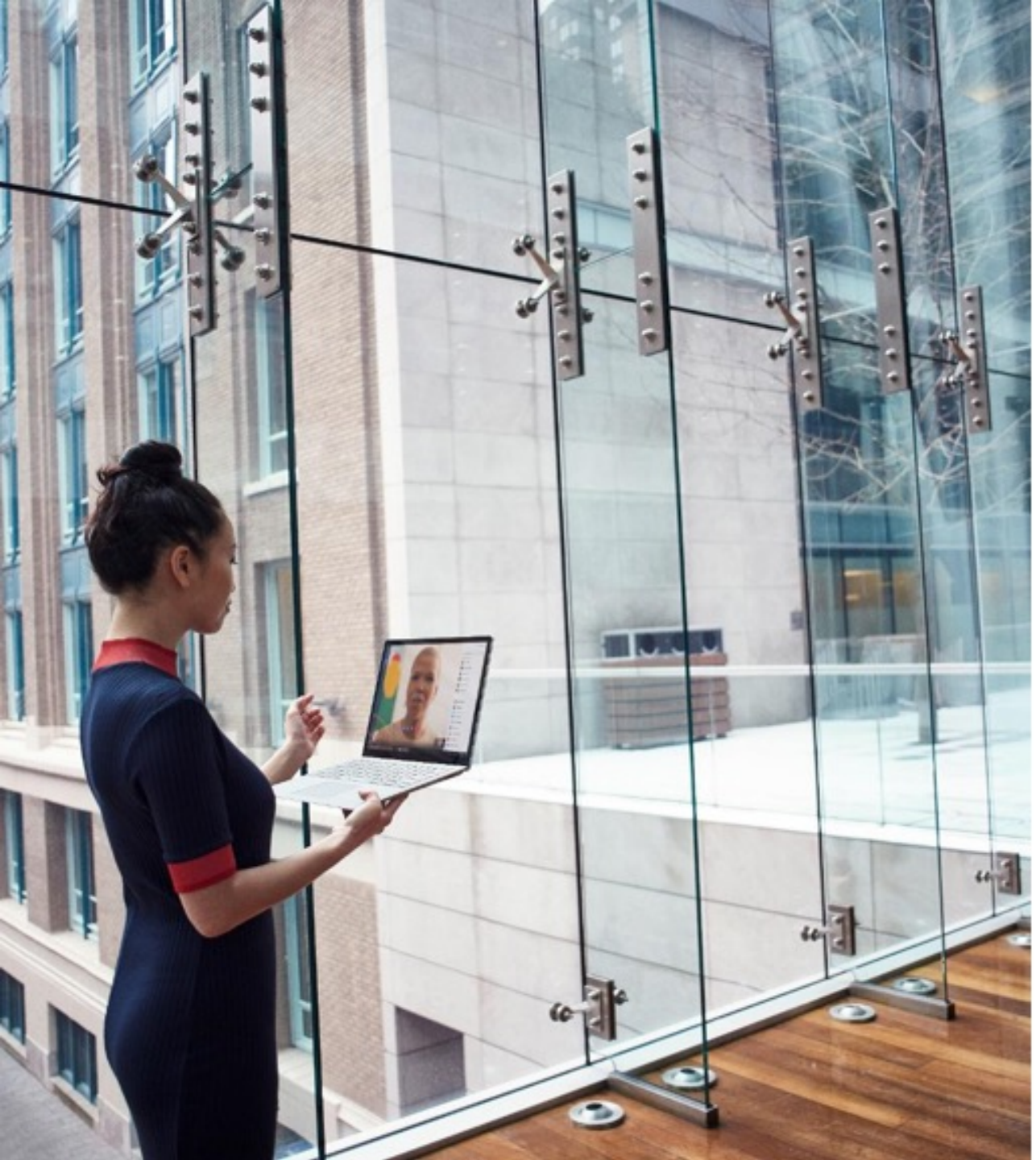
Rely on advanced security, compliance and management capabilities in Office 365

Retention and deletion policies for chats and channels

Identify and prevent data leakage with Data Loss Prevention with support for over 80 sensitivity types

Information barriers enable ethical walls to prevent communications





Secure and frictionless external user join

Invite external users - Teams guest, federated user or anonymous users via email

External user can join on easily join on Chrome or Edge browser (w/o download)

External user can download Teams desktop or Teams mobile and join as well

Lobby ensures that entry to “sensitive” meetings can be protected (gate)

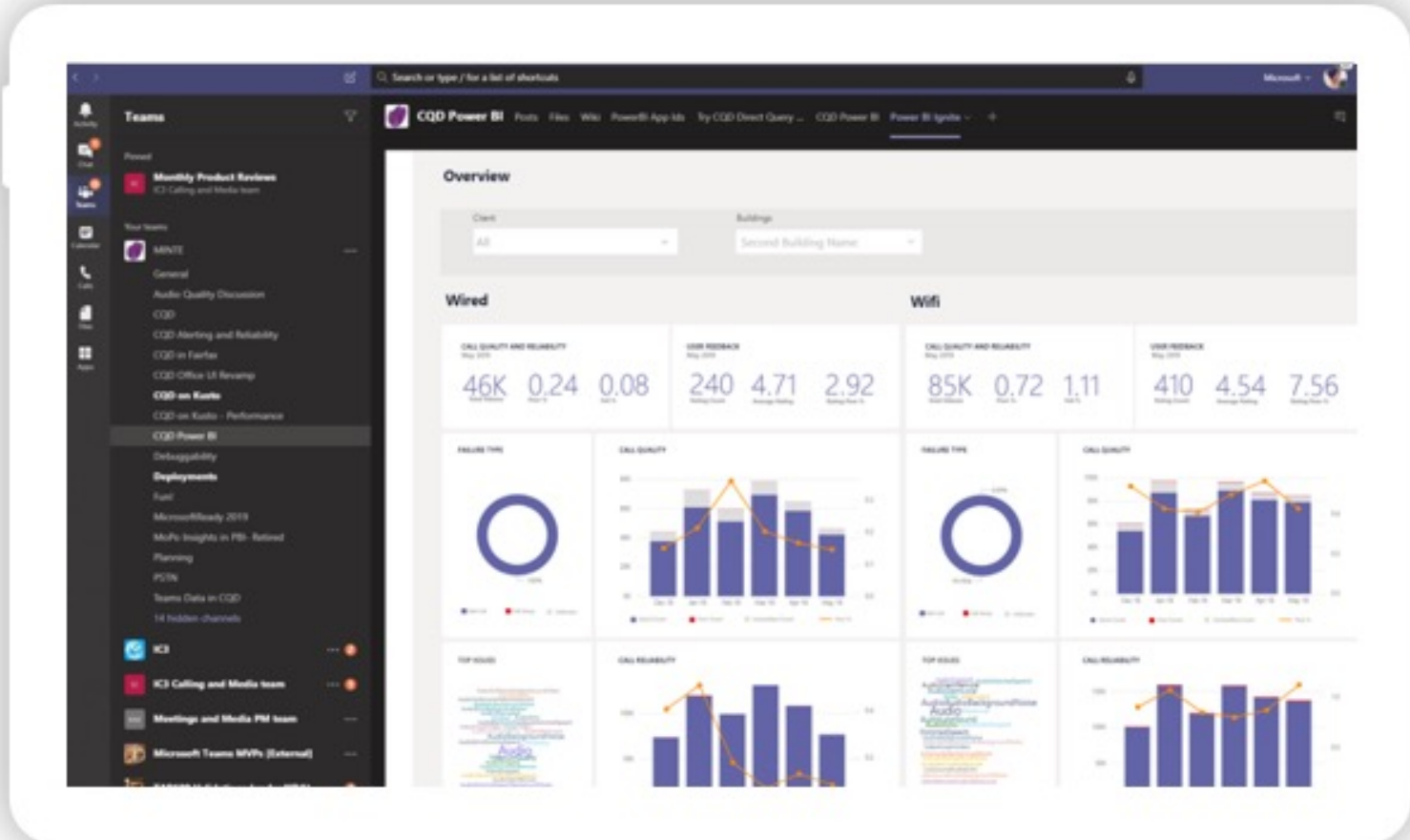
IT admin configured lobby policy and per user meeting options for lobby config

Monitor and resolve performance issues with the Teams Quality Dashboards

Single page dashboard that provides at-a-glance view of monthly, daily, and hourly trends for all types of meeting and calls

Integrates tenant-uploaded building data and user-identifiable data to expedite analysis to identify ‘where’ the issue is & ‘who’ is impacted

Fast custom report building, great visualization & flexibility through integration with Power BI and Direct Query capabilities



Enable dial-in Audio Conferencing, available in 90+ countries

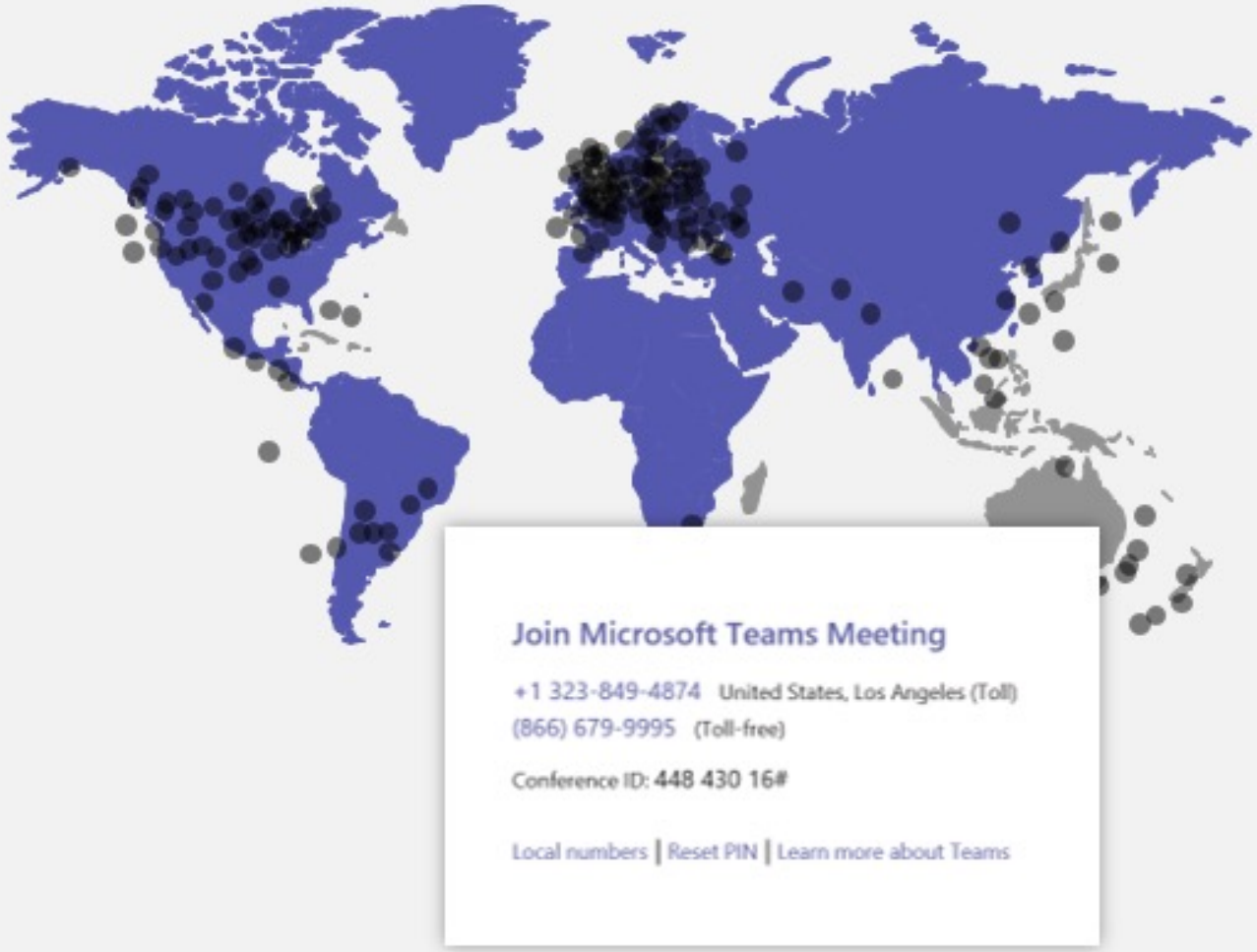
Commercially available in 72 countries

Dial-in numbers for 90 countries and 400 cities

Dial-out support to 190+ countries

Interactive Voice Response (IVR) in 44 languages and dialects

For current list of available dial-in and dial-out countries, please visit our countries list



Audio Conferencing

Audio Conferencing Service from Office 365

- Join a Microsoft Teams meeting via telephone dial in
- Flat fee license per host – included in O365 E5 or M365 M5 or via add-on to existing licensing
- No meeting charges for toll call dial in
- Toll free and domestic/international dial out available (additional fees apply)
- Internal and External participants
- Fully integrated into a Teams Meeting
- One-Touch dial from Mobile

Global Reach

- Dial in from over 90 countries and 400+ cities
- Dial out to 190 countries
- Consumption billing for value added services such as toll free

Included in all O365 E5 and M365 E5 Licenses or as add-on of $4 per user per month

Audio Conferencing: SERVICE PLAN OVERVIEW

Included in E5 and Audio Conference service plan

Tolled Dial-in

60 mins Domestic Dial-out

Usage billed per minute

Toll Free Dial-in

Domestic Dial-out over 60 mins International Dial-out

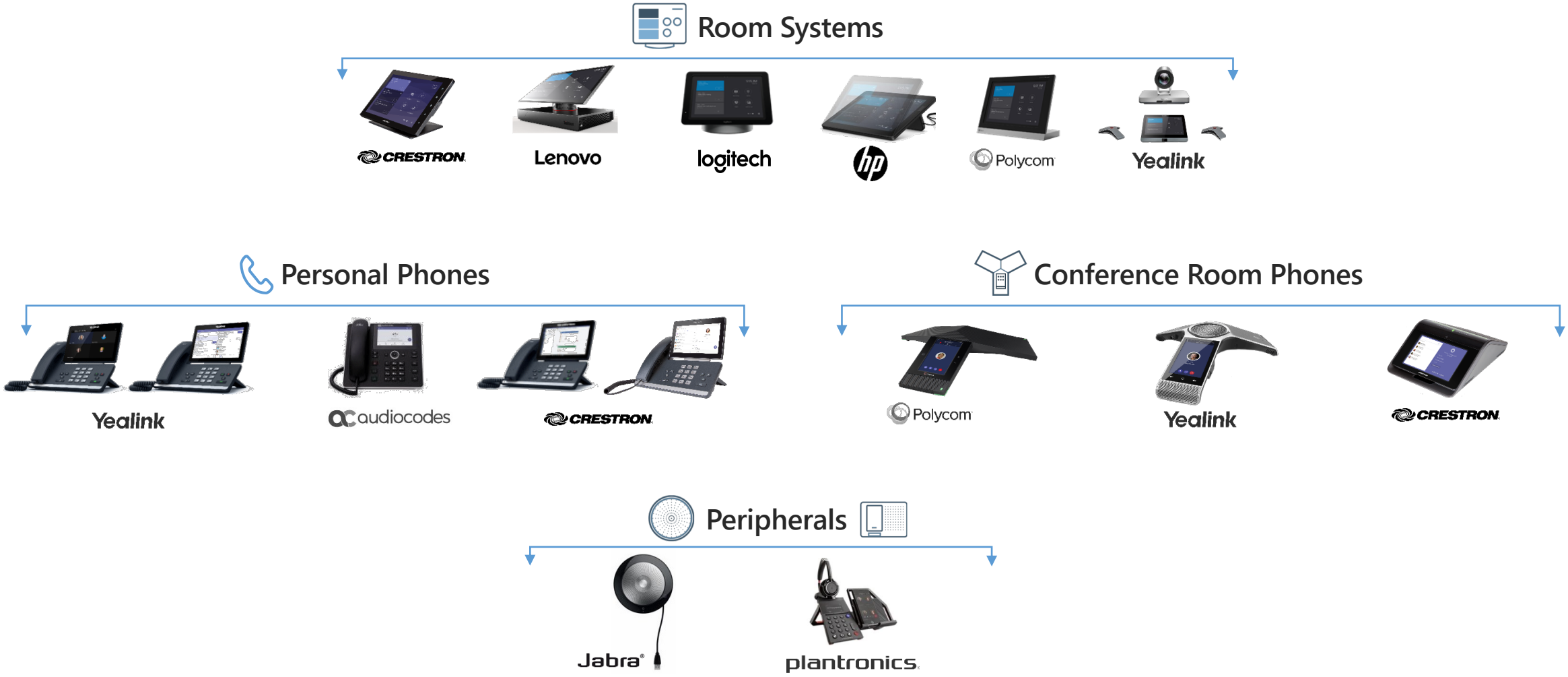
Pay per Minute Audio Conferencing

There are usage limits on Dial- n Aud o Conferenc ng des gned to m t abuse and or fraud and ma nta n ser ce performance

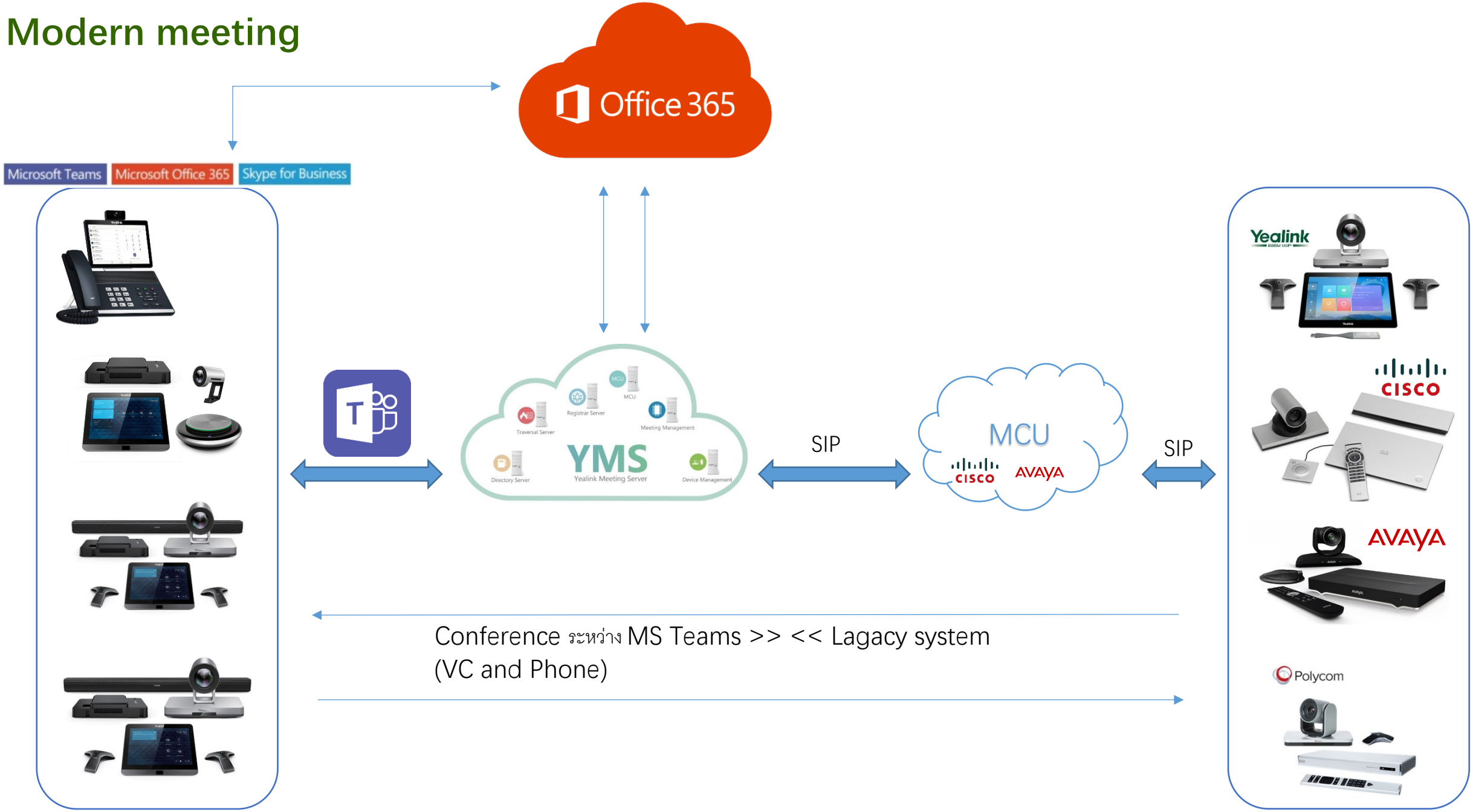
Increasing Microsoft Teams Limits

Feature	Current Limit	Future Limit	Release
# of members in a team	5,000	10,000	Available Now
# of people in a group chat	100	250	Available Now
# of people in an interactive meeting	250	300	Available Now
	300	1,000	Expected in Q4 2020
# of people in the view-only meeting experience	-	20,000	Expected in Q4 2020
# of simultaneous videos in a meeting	9	49	Available Now

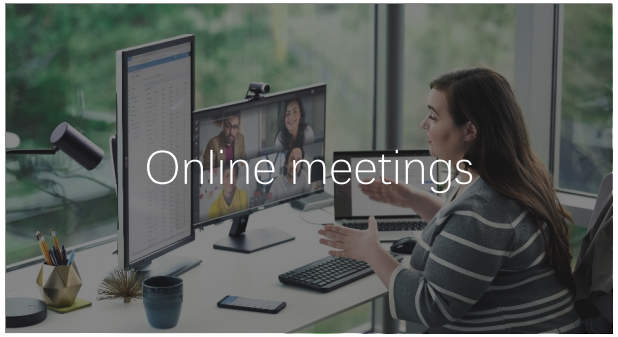
Microsoft Teams devices enhance the meeting and calling experience



Modern meeting



PBX

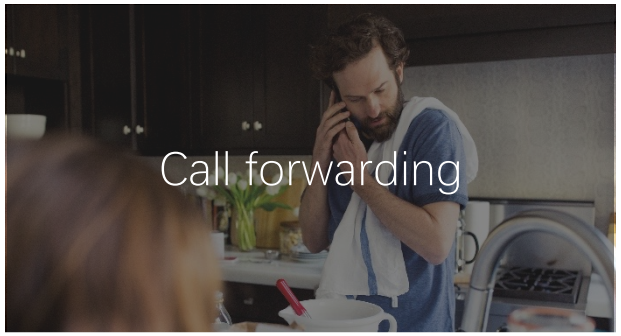

Online meetings

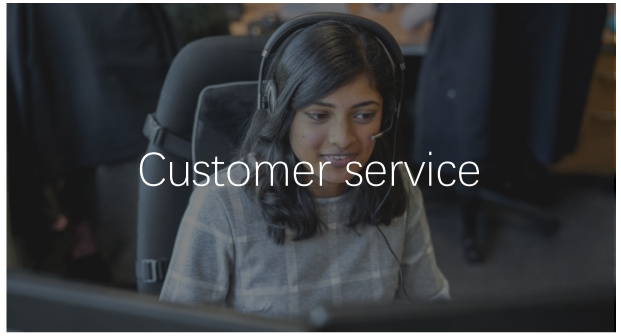
Live broadcast events

Telephony

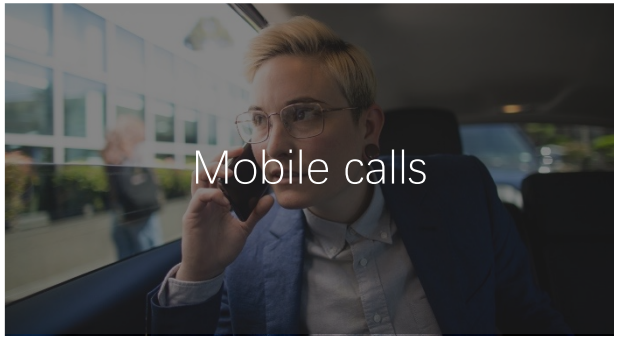
Instant messaging

File sharing and co-authoring


Call forwarding


Customer service

Calling attendants and Call Queues


Mobile calls

Task and project management

Conference room systems

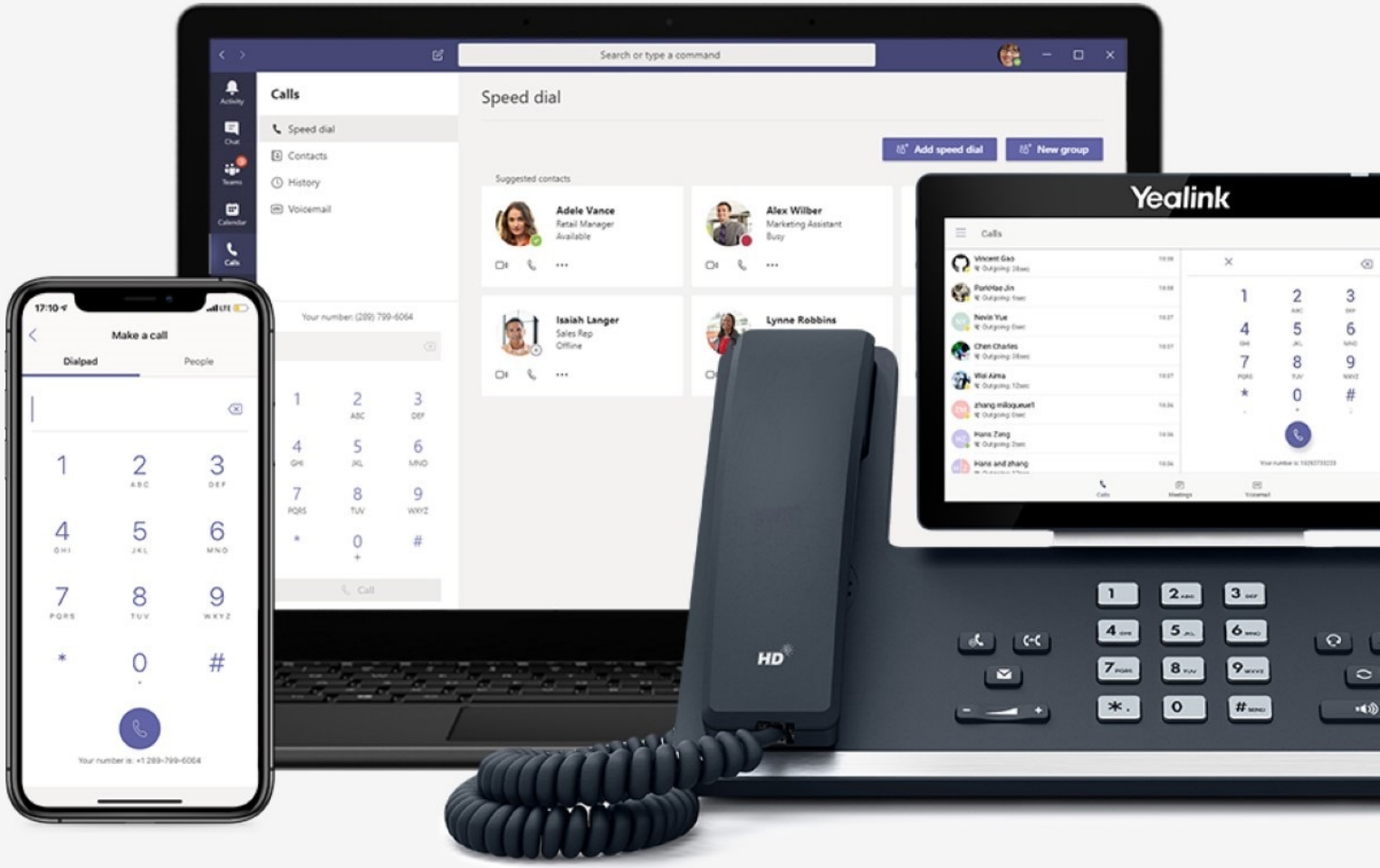
Microsoft Teams

Calling made simple

Reliable, high-quality phone system

Microsoft Calling Plans or bring your own Telco

Built on the Microsoft 365 cloud



Phone System

Cloud Enterprise Voice

- Hosted Telephone System in the O365 – formerly known as Cloud PBX
- Provides PBX features such as call forwarding, transfer, hold, conference, music on hold
- Voicemail included
- Advanced PBX features such as Call Queue, Auto Attendant
- Uses desktop client, mobile client or IP Phone
- Interoperability with legacy customer voice systems using Direct Routing
- Dual usage rights: Skype for Business Server, Skype for Business Online or Microsoft Teams
- Provides customers inbound and outbound calling to external phone numbers when connected to a **Microsoft Calling Plan** or a **Direct Routing** service.

Included in all O365 E5 and M365 E5 Licenses or as add-on of $8 per user per month

Enterprise Voice for the Cloud

The hub for teamwork

PBX

Meeting dial-in

PSTN dial tone

Microsoft 365

Microsoft Teams

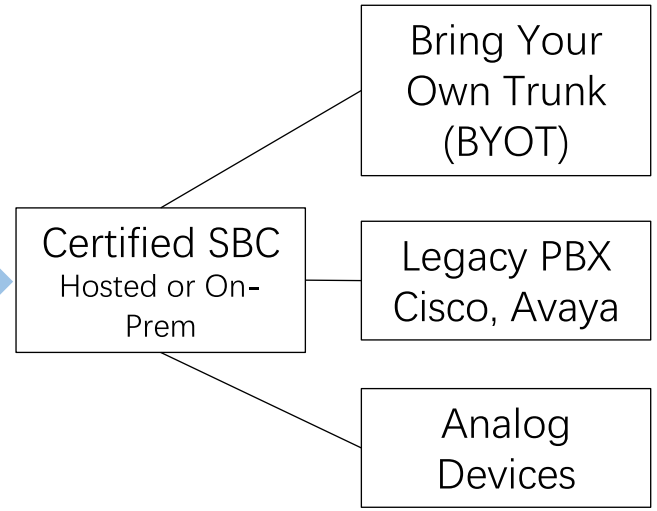
Phone System

Audio Conferencing

NOT AVAILABLE IN THAILAND

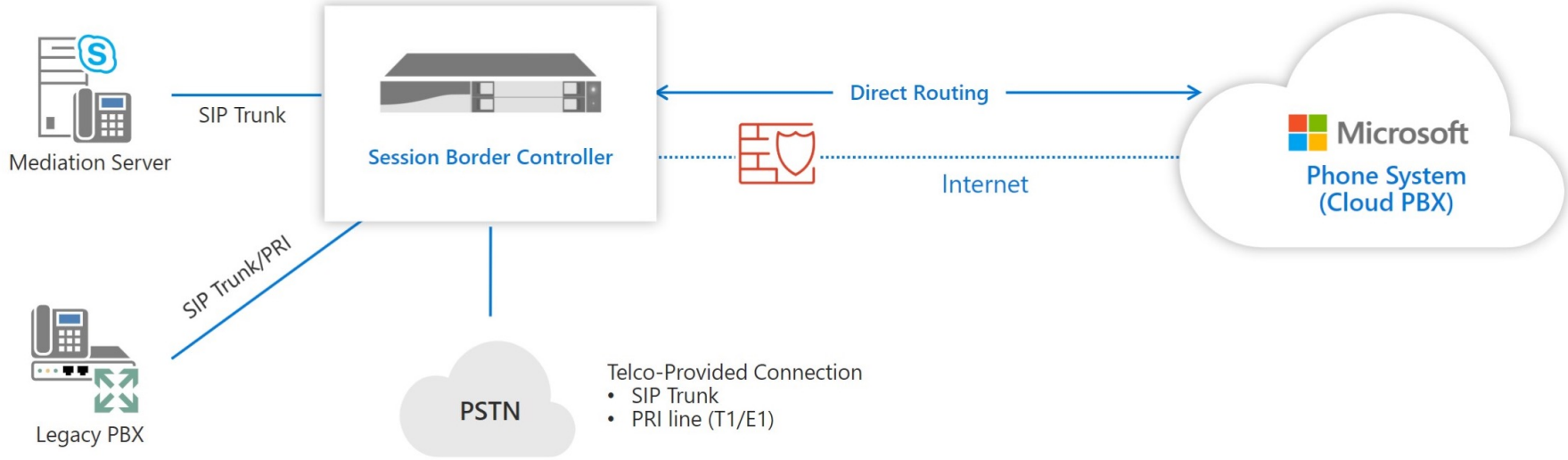
Direct Routing in Teams
(Telco Calling Services)

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



Direct Routing in Teams – Service by MSC

Session Border Controller (SBCs)



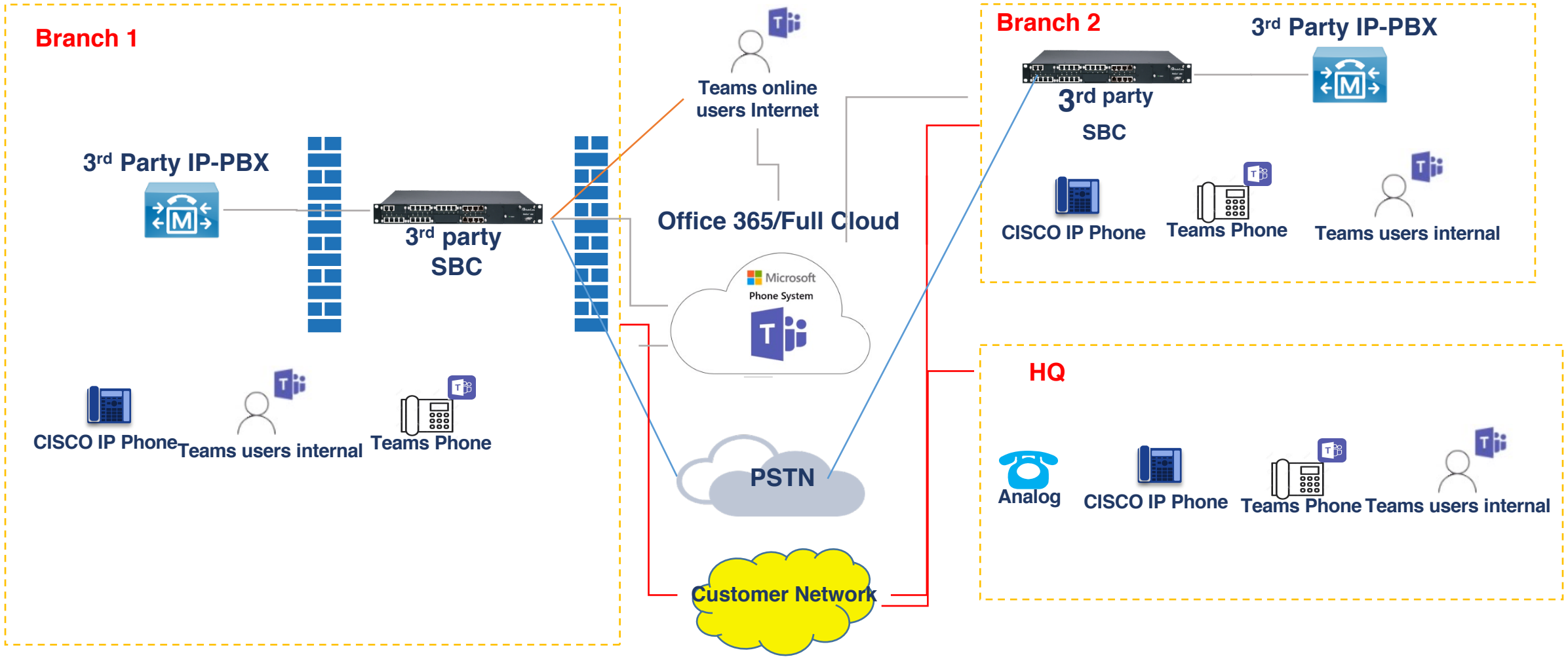
Network component providing:

Connectivity – allows Teams to interconnect to other voice components [B2BUA]

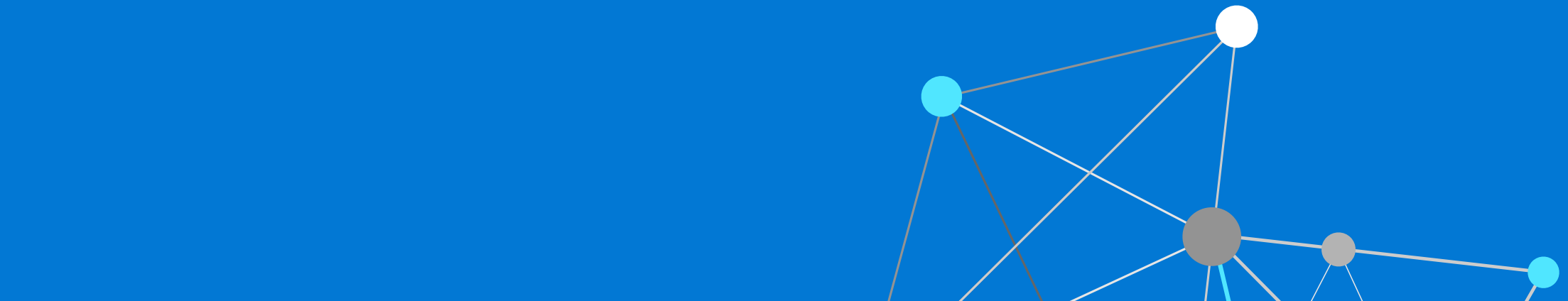
Security – firewall for SIP traffic

Media Services – transcoding, support for voice/video calls

Solution Design: Voice



Live Demo



Scenario #1

Basic Type

- Teacher teach from home with notebook and webcam
- Students learn from home with notebook/PC or tablet

Pros:

- Most simple and lowest budget option

Cons:

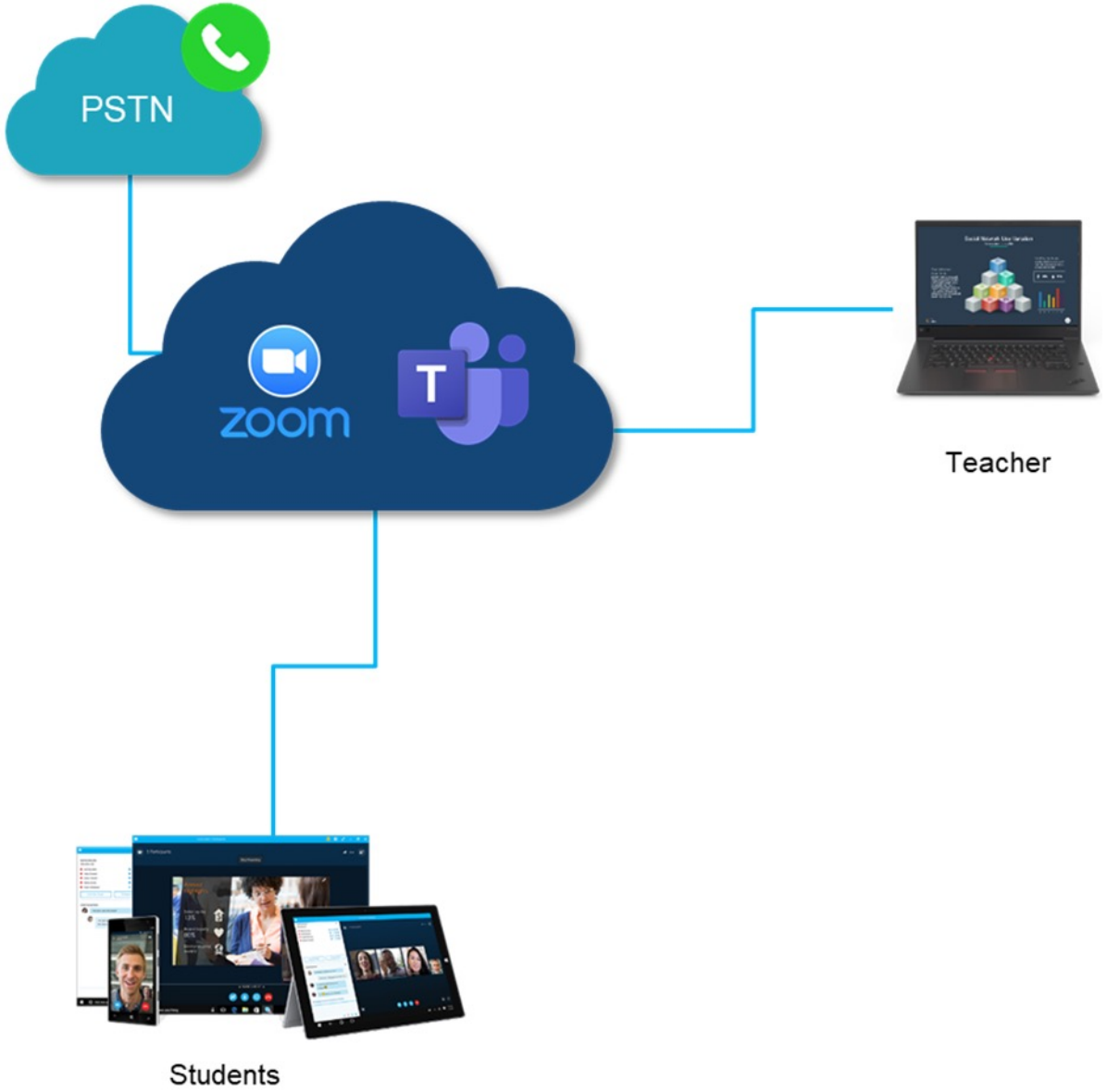
- Low quality of video and audio
- Not support multiple sources or contents
- Not classify as virtual class type

Scenario #1

Basic

Component List

- Notebook
- UC platform – Teams or other platforms

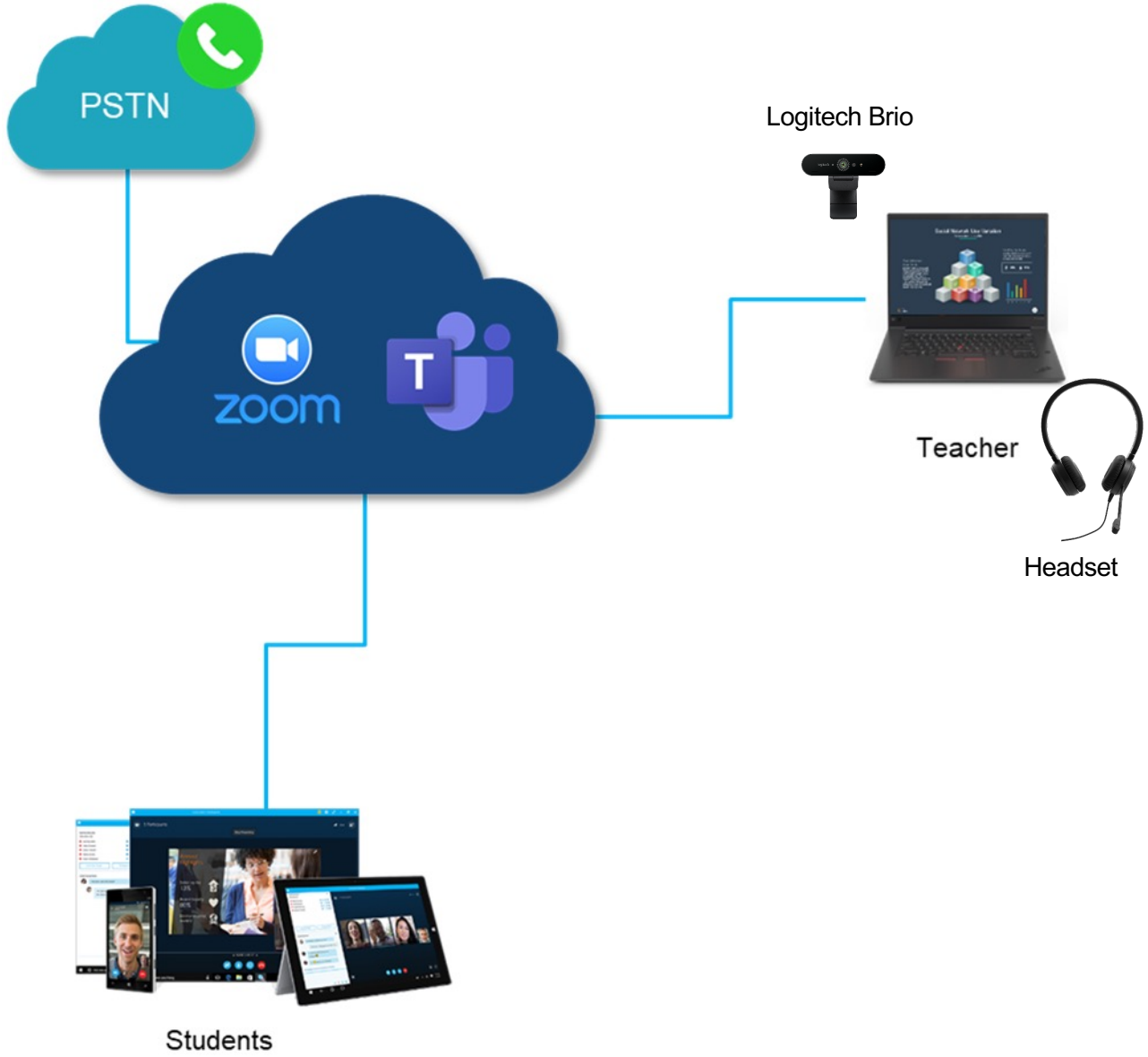


Scenario #1

Basic

Component List

- Notebook
- UC platform – Teams or other platforms



Remark:
Teacher can improve their quality video and audio by using dedicate webcam such as Logitech Brio and personal headset with microphone. Location of video conference should quiet and proper lighting.

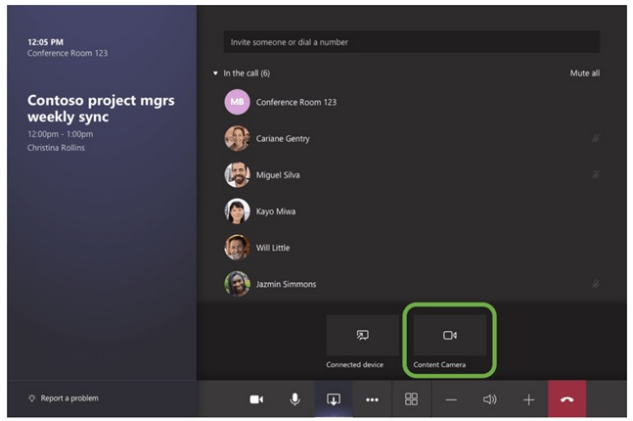
Scenario #2

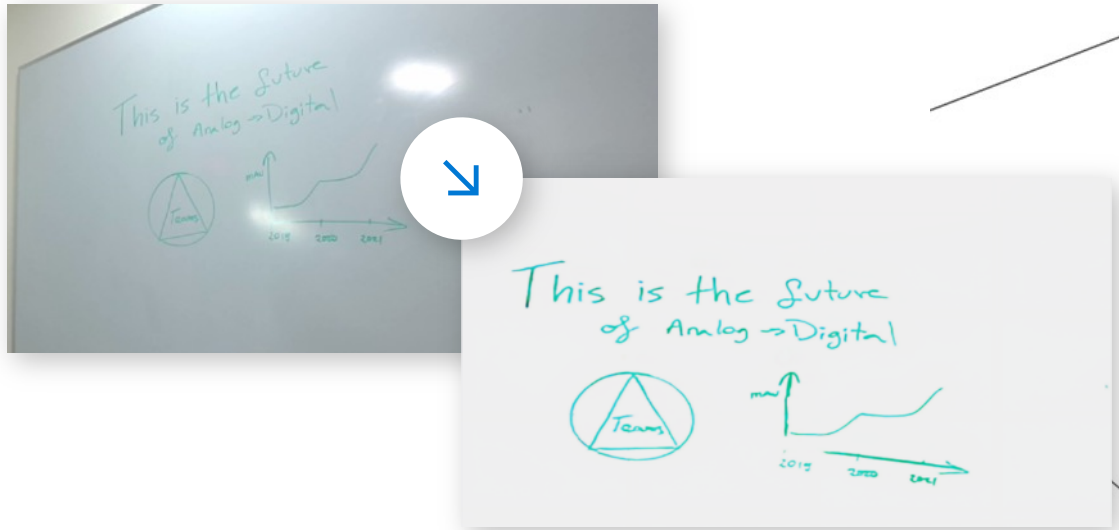
Standard

- Teacher teach from home or school by using professional tools

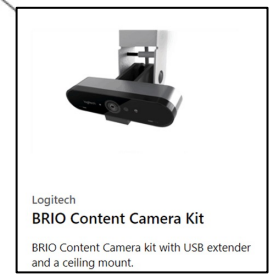
- Entry level of virtual instruction
- Easy to start teaching (just simple click to start)
- Support multiple sources or contents
- Teaching room environment

Using Physical Whiteboard for small room (only support on MS Team Room)





Add a content camera to any Microsoft Teams Room to share an intelligent, augmented whiteboard view into Teams meetings.



Content cameras and intelligent capture

Reality

Most do not have a digital whiteboard, but everyone still works on a physical whiteboard.

Challenge

Ever been in a meeting where you can’ t read the whiteboard because of the person in front of it?

Solution

Make the person transparent so the whiteboard and the person can BOTH be seen!

https://www.microsoft.com/en-us/videoplayer/embed/RE3E7fy

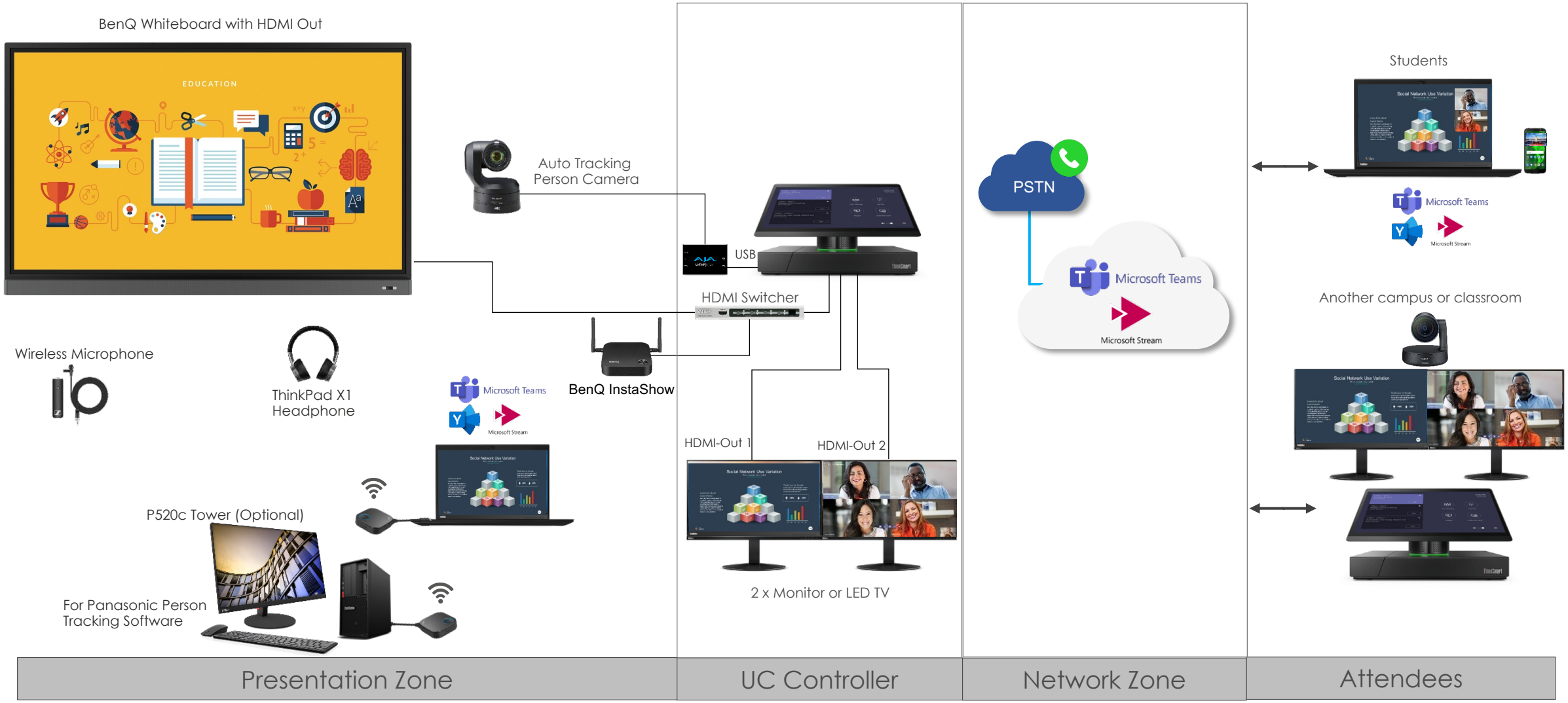
Scenario #3

Classroom or Presenting Hall with Auto tracking camera and Whiteboard

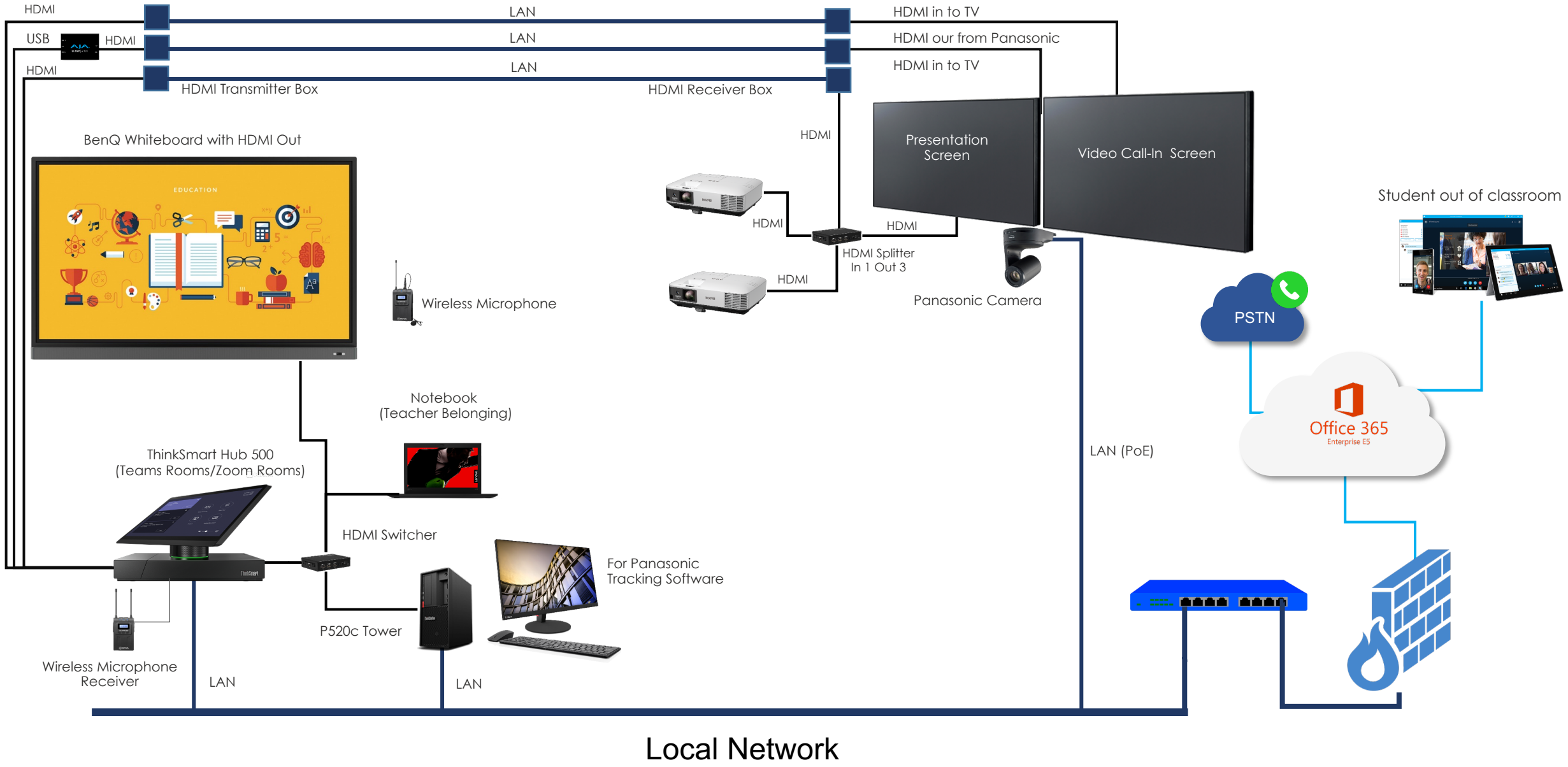
- Teacher teach from school or university by using enterprise tools such as hi-resolution camera with auto tracking person software

- Virtual instruction for big room size
- Student feel like be at classroom
- Efficiency way to engage students

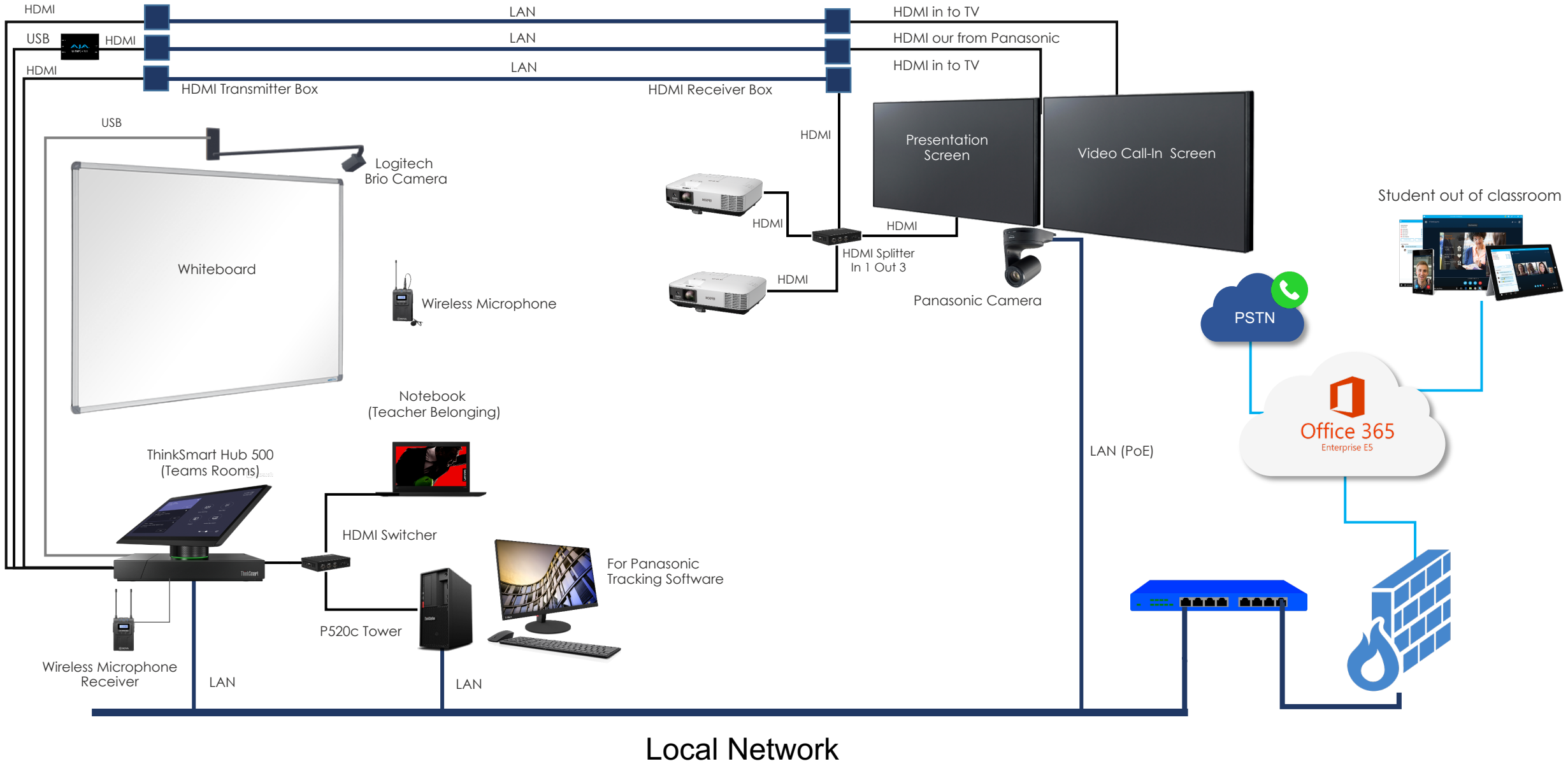
Solution Diagram with BenQ Whiteboard



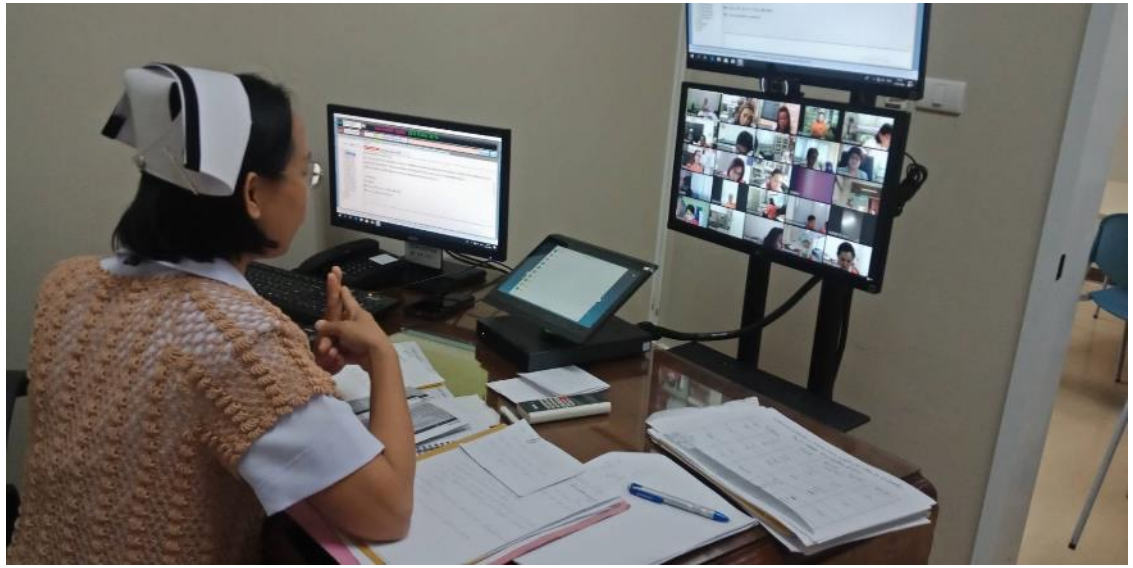
Professional Setup Training Room/Classroom (Microsoft Team)

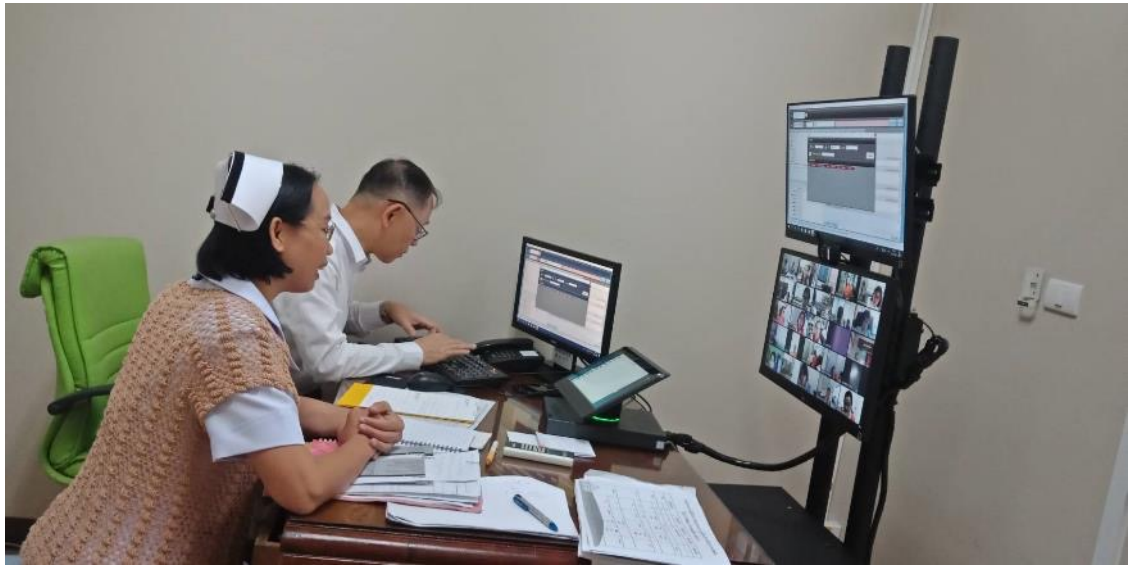


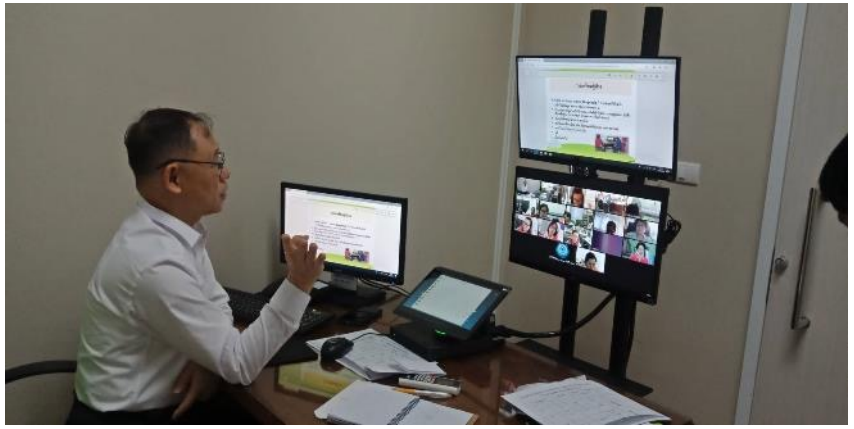
Professional Setup Training Room/Classroom (Physical Whiteboard)



Sample use case at hospital (Credit to Lampang hospital)

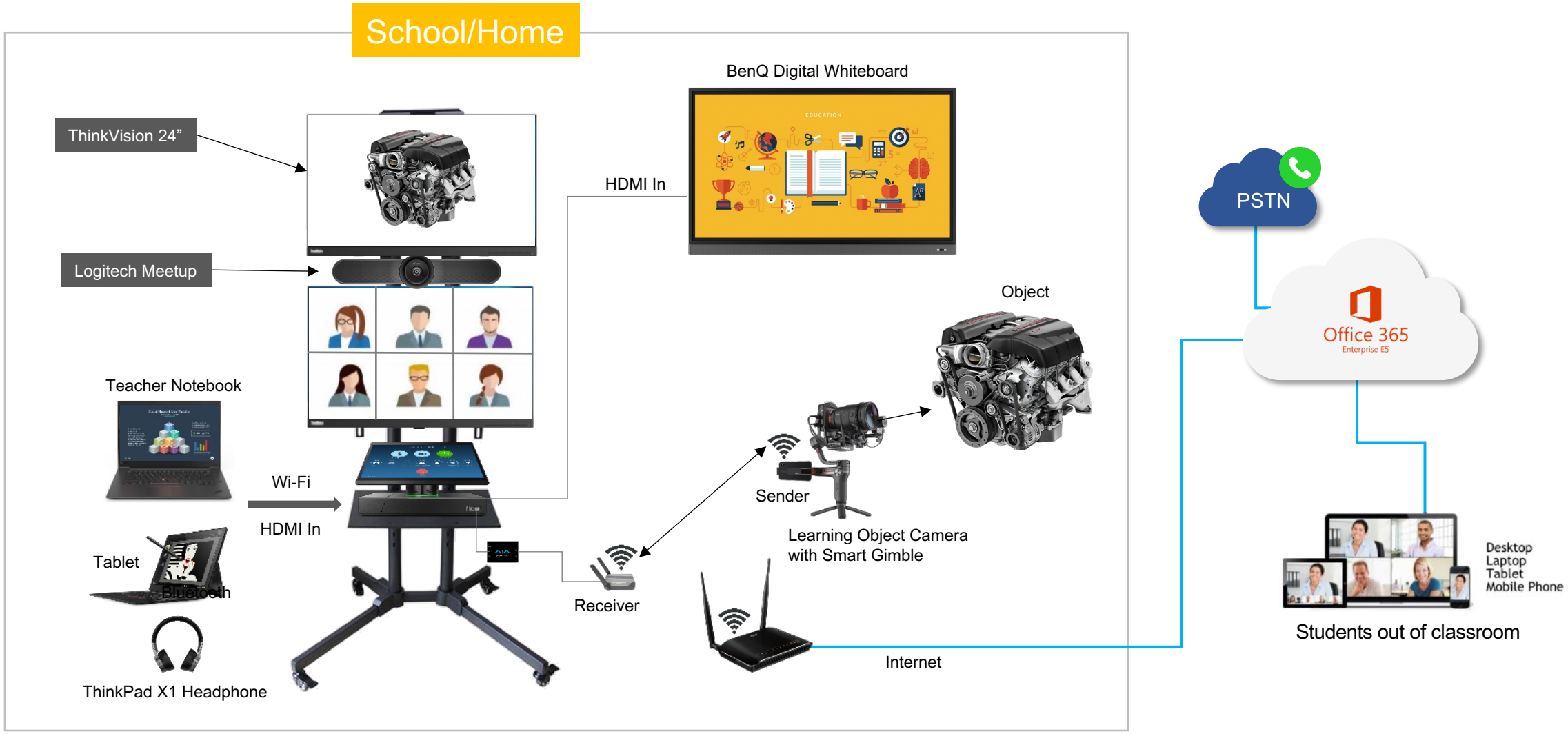






Photos from Lenovo's Business Partner - Smart Solution Computer

Advanced Movable Video Conference Kit



Remark: Teacher may use wireless headset with microphone build-in, he/she can walk to whiteboard or any area at their room with same quality of audio during entire teaching

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Microsoft

Thank You!

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