

Microsoft Ignite



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Connect.
Explore.



wortell

Intelligent Communications

Skype for Business / Teams

Michel van Vliet
Lauwrensz Bakker

wortell

wortell @ Ignite





Office
Communications
Server

Microsoft Office
Live Communications
Server 2003
Standard Edition


Skype
for Business



Lync

2003

2007

2015

2010



Skype for Business



Your organization is now using Microsoft Teams!



We'll help you find your contacts, meetings and more
once you're in the app.

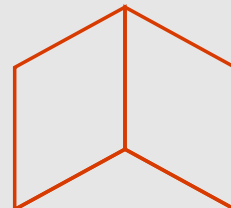
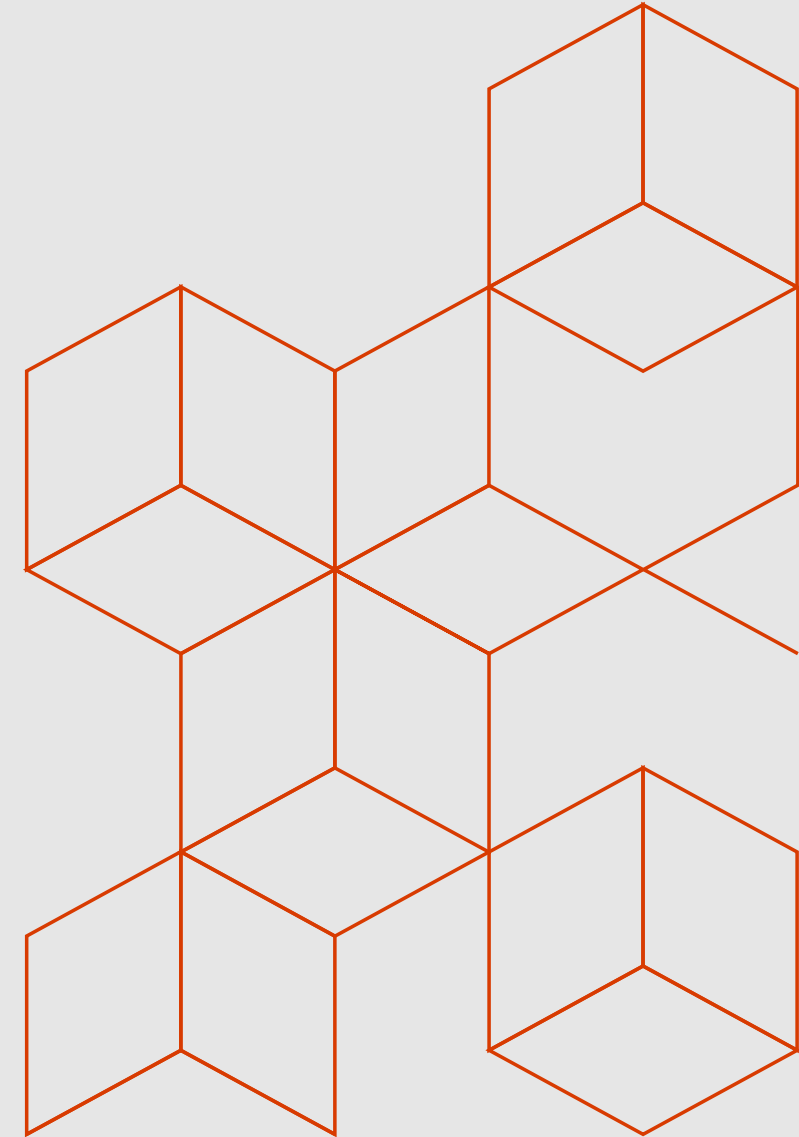
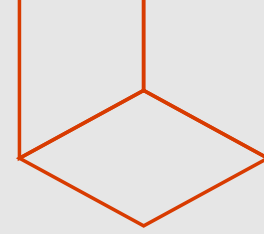
[Go to Teams](#)

Questions? [Learn More](#)
[View past conversations, calls, or voicemails](#)



Agenda

- ✓ Skype for Business Server
- ✓ Teams – New Features
- ✓ Calling
- ✓ Teams Architecture
- ✓ Migration options SfB to Teams



Skype Business Server

Skype for Business Server 2019

Continuing commitment to on-premises and hybrid customer needs



Improvements

Refreshed Mainstream Support

Quality, Perf and Security improvements

TLS 1.2 support [also in 2015 CU7]

SFB-Mac and LBR [also in 2015 CU7]



Features

IT Pro and Voice Centric release

Cloud Connected Analytics and Voice Apps

Improved Teams Migration



2019+ CUs

Continuous Feature Value through CUs*

SFB 2019 Features



Cloud
Voice Mail



Cloud Org Auto
Attendant



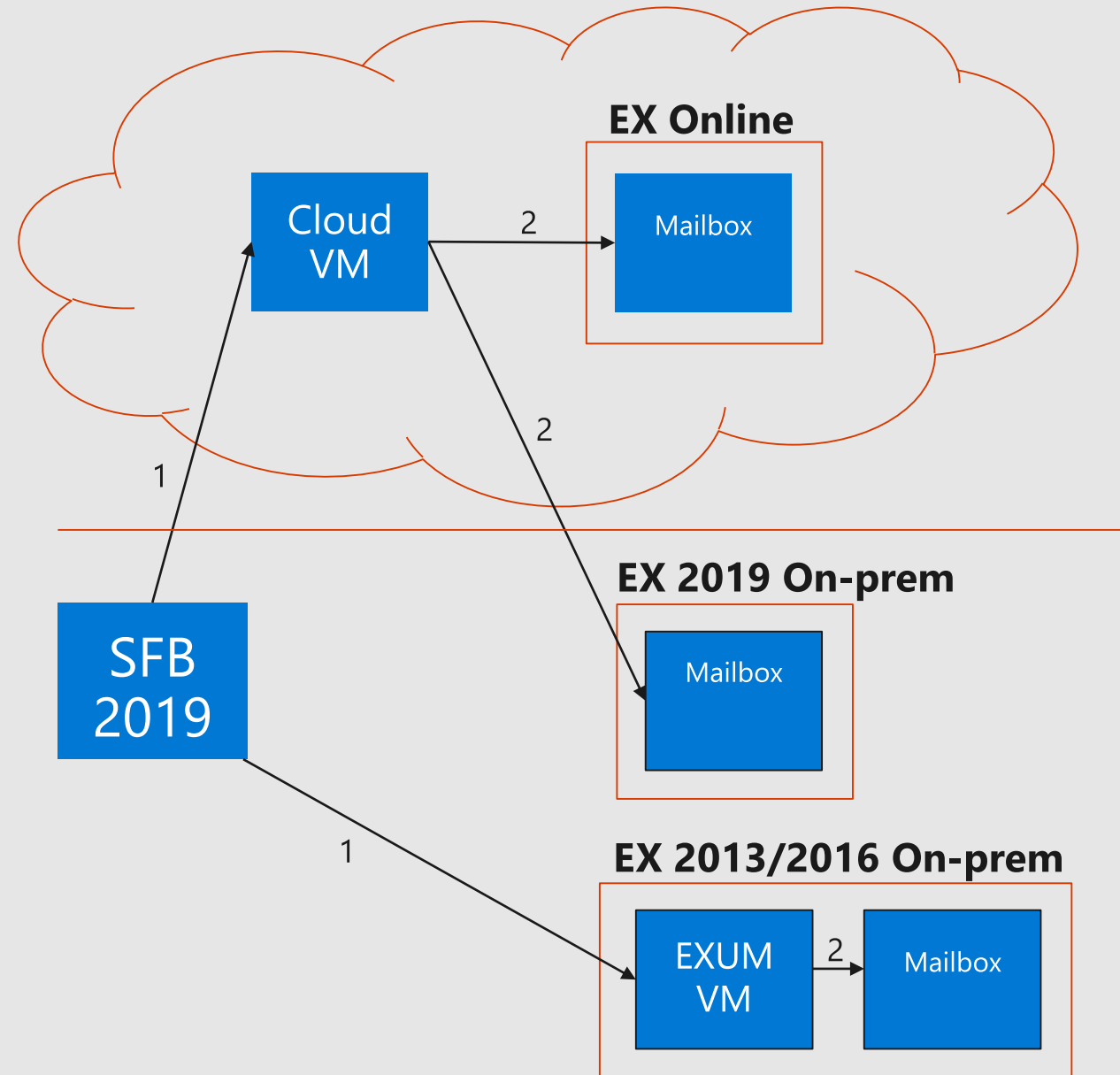
Cloud Call
Data Connector



Streamlined
Teams Migration

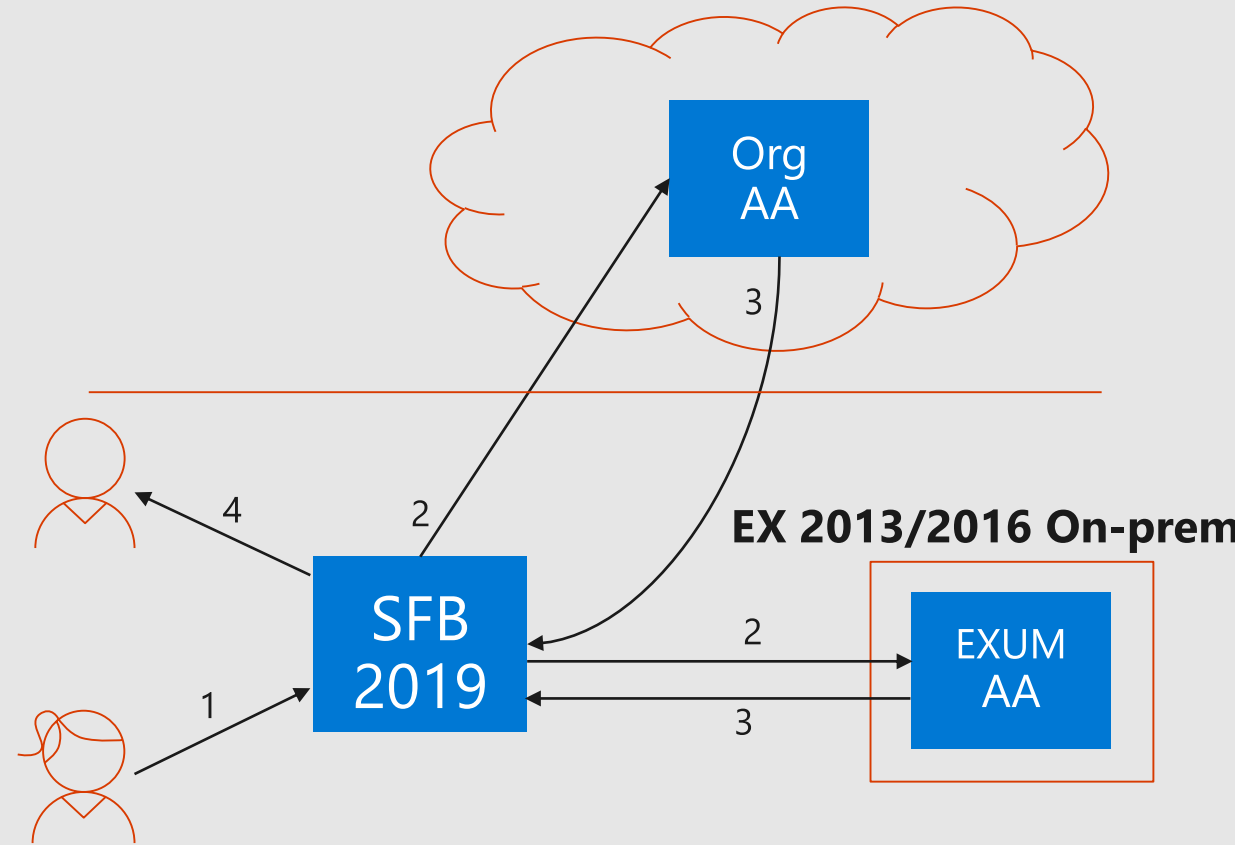
Cloud Voice Mail

- Flow
 - SFB sends call to Cloud VM
 - Cloud VM saves voicemail to user's mailbox
 - Voicemail can be accessed from mailbox
- SFB 2019 will work with Exchange UM for older Exchange versions (Exchange 2013, Exchange 2016)
- Tenants need hybrid config with users syncing to AAD

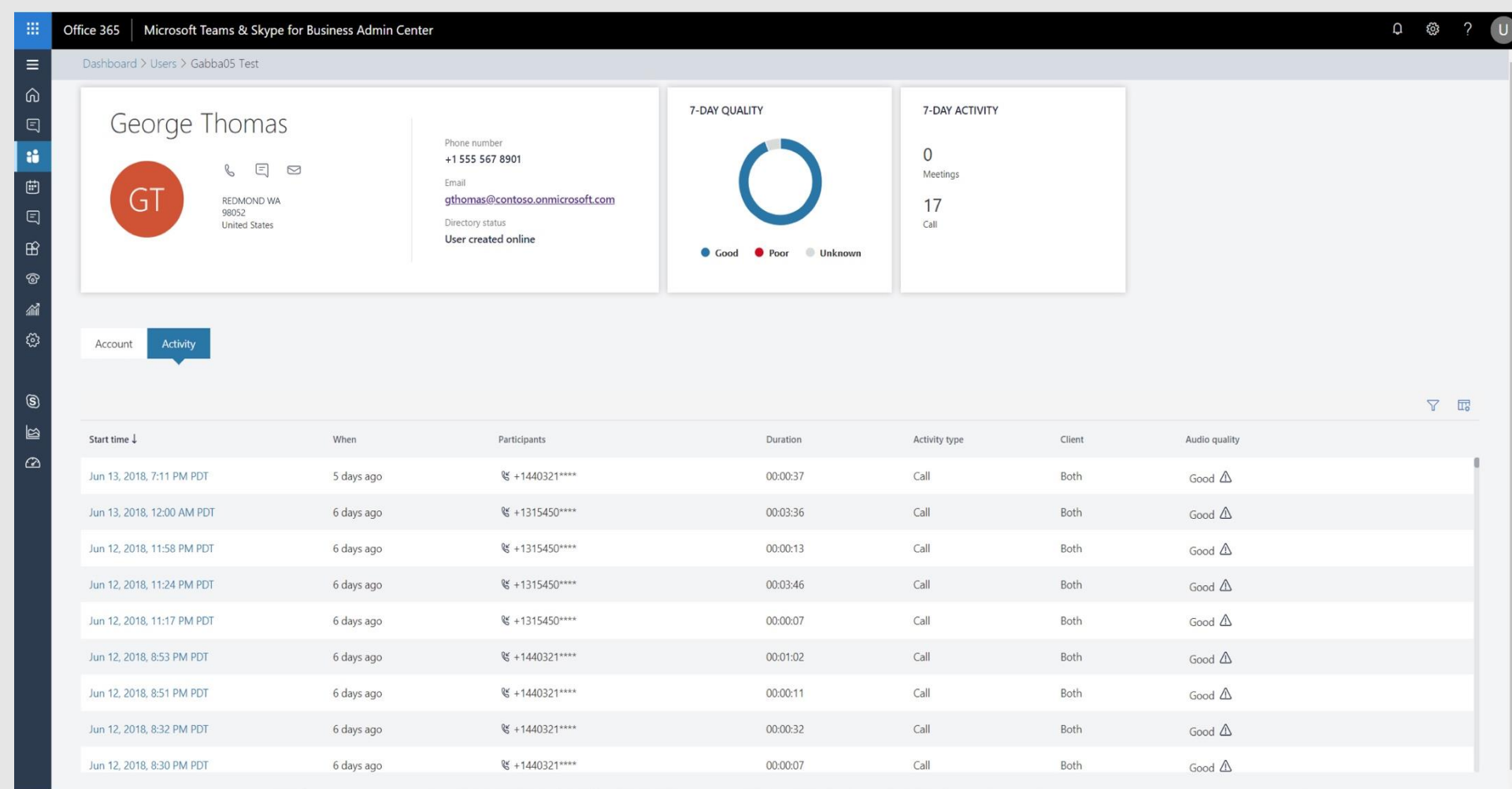


Cloud Org Auto Attendant

- Flow
 - SFB sends call to Cloud Org AA app
 - AA finds appropriate user.
 - Call routed to appropriate user via SfB
- SFB 2019 will work with Exchange UM for older Exchange versions (Exchange 2013, Exchange 2016)
- Support for on-prem number assignment – later this year.
- Tenants need hybrid config with users syncing to AAD



Cloud Call Data Connector



Call Analytics now integrated into the Microsoft Teams and Skype for Business Admin Center.

One stop shop for viewing call quality data for SFB server and Teams online data.

Performance & Capacity

- Max user pool capacity increased from 80k active users to 106k
 - Number of FEs in a pool increased from 12 to 16
- Perf Improvement (compared to SfB 2015):
 - CPU usage decreased by ~40% under the same load and user model

	SfB 2015	SfB 2019
Active Users per FE ¹	6,666	6,666
Active Registered Endpoints per FE	12,000	12,000
Max # of FEs per user pool	12	16
Max Active Users per user pool	80,000	106,000
Concurrent Connections per edge server	18000	18000
Concurrent Connections per director server	18000	18000
Max Concurrent Calls per standalone mediation server ²	1500	2000

1. Assuming FEs are running SQL Express Edition.

2. ². Assuming hyper-threading is enabled on mediation server.

Feature Changes from SfB 2015

Persistent Chat

SfB 2019 can interop with SfB 2015 Pchat role.

XMPP Gateway

Not supported in SfB 2019. Exploring partner solutions.

Survivable Branch Appliance (SBA)

SfB 2019 can interop with SBA 2015.

SQL Mirroring

SQL Always On is supported

In-Place Upgrade

Not supported. Recommended to do side by side upgrades.

SfB Server 2019 CUs

Planned features*

SEFAUtil –
PowerShell based

HTML5 based
Modern Control
Panel

Meetings in Cloud
(Big Switch)

HA/DR: RGS
included in
backup

Cloud Call
Queues

*Guidance is directional and not a promise of new features

Feature value for 2019 will be delivered through CUs
Continued investment in both on-prem and hybrid features

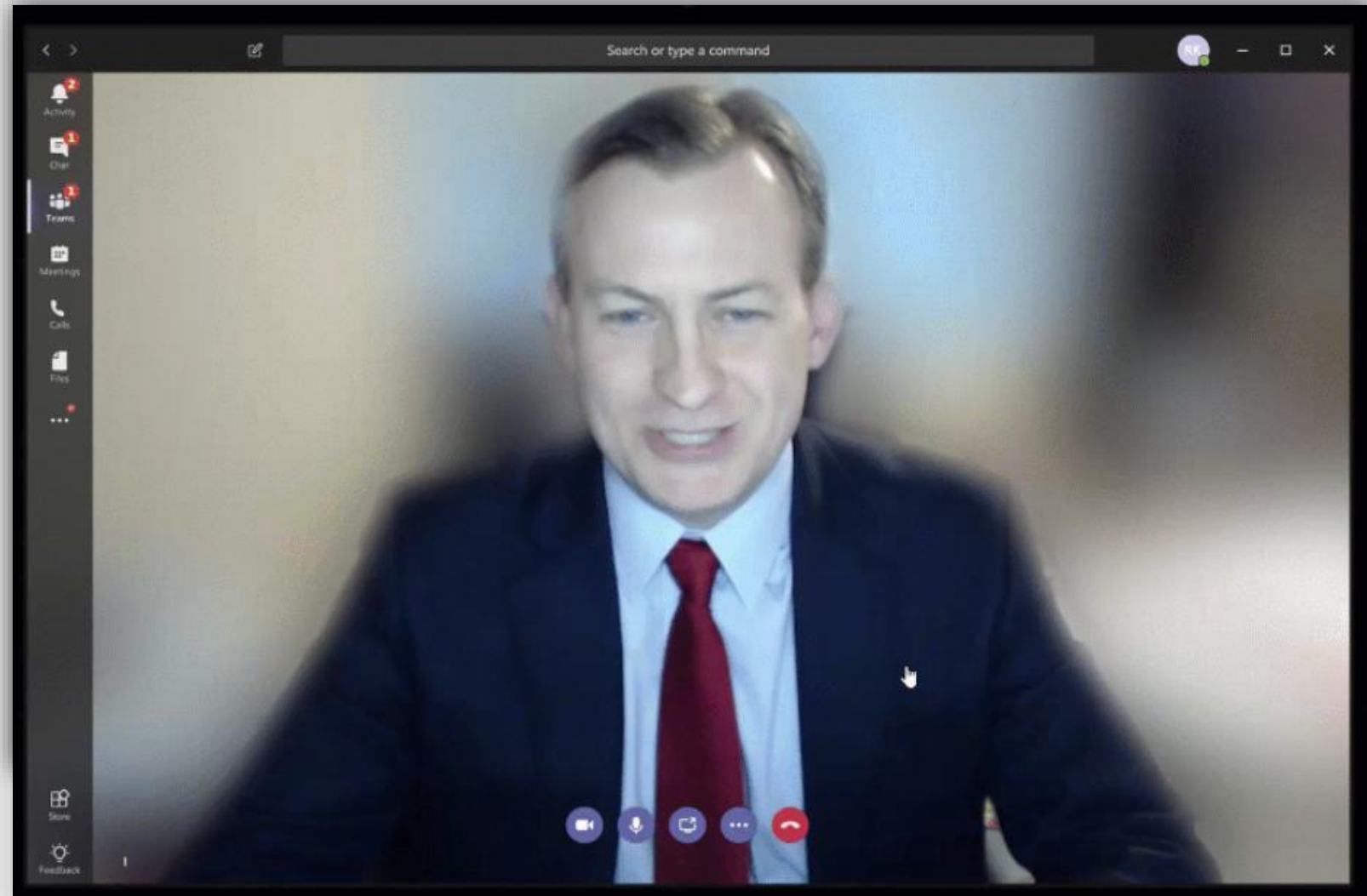
Teams - New Features



Be more productive

Background blur

Remove distractions and focus your video on what matters most.

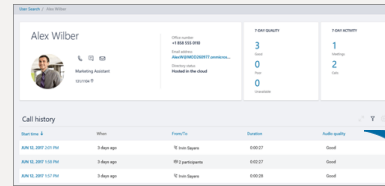


Be more productive

Meeting recording

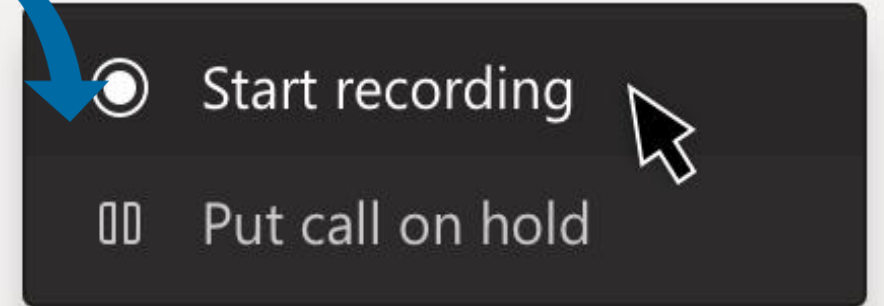
A single place to manage all of your Microsoft Teams Workloads.

- Using Stream
- Transcription / closed captioning
- Search through meetings



Start time	When	From/To	Duration	Audio quality
04/10/2017 10:11 PM	3 days ago	15 team Squares	0:00:27	Good
04/10/2017 1:03 PM	3 days ago	15 team Squares	0:00:27	Good
04/10/2017 1:01 PM	3 days ago	15 team Squares	0:00:26	Good

Call Analytics



Be more productive

Screen Sharing

Share without starting a meeting

- Full desktop
- Window
- Files (PowerPoint)

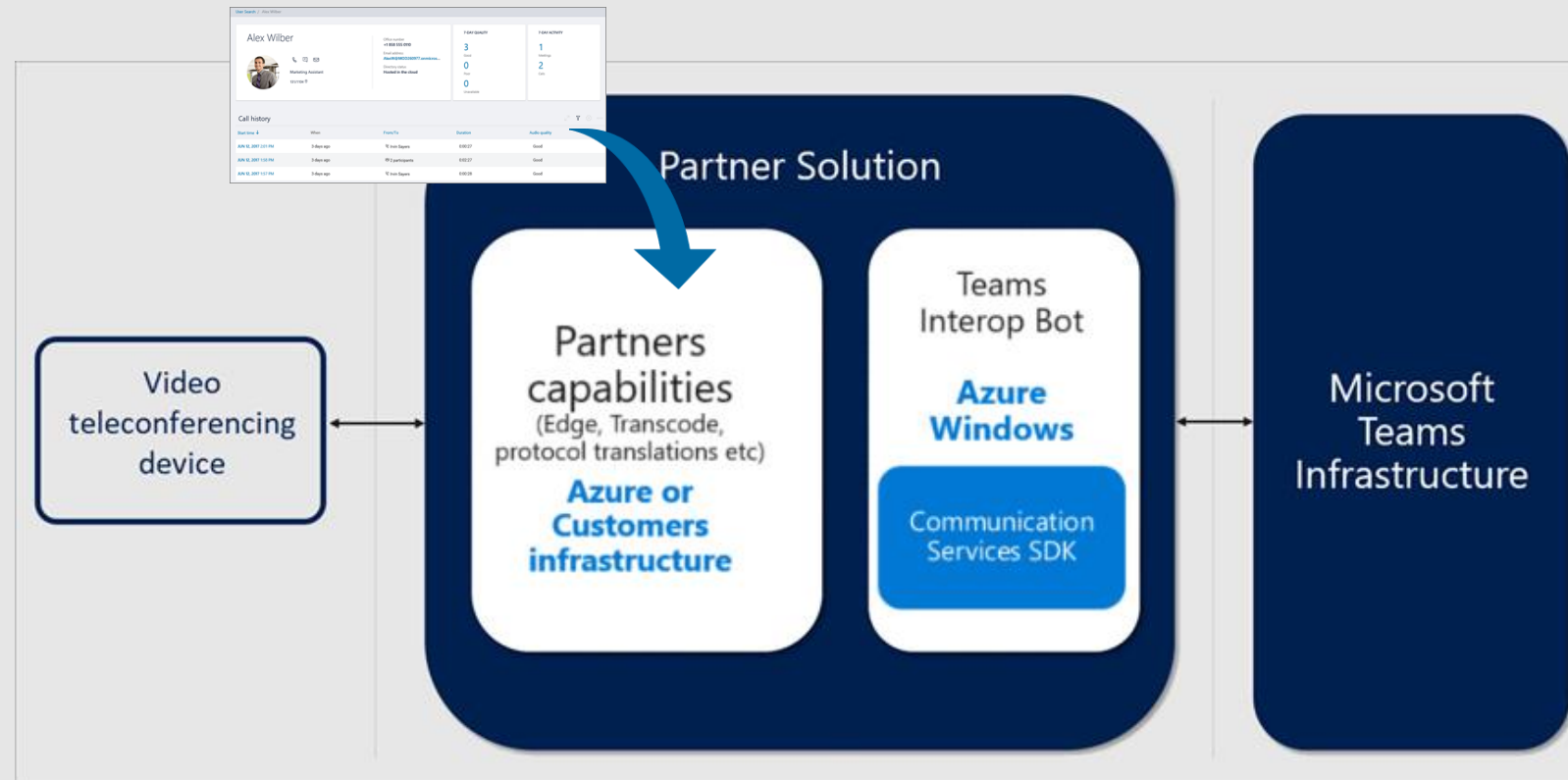


Be more productive

Cloud video interop

Bring existing room technology investments into Teams

Through partner offerings from Polycom, BlueJeans and Pexip



Work for confidence

One Admin Portal

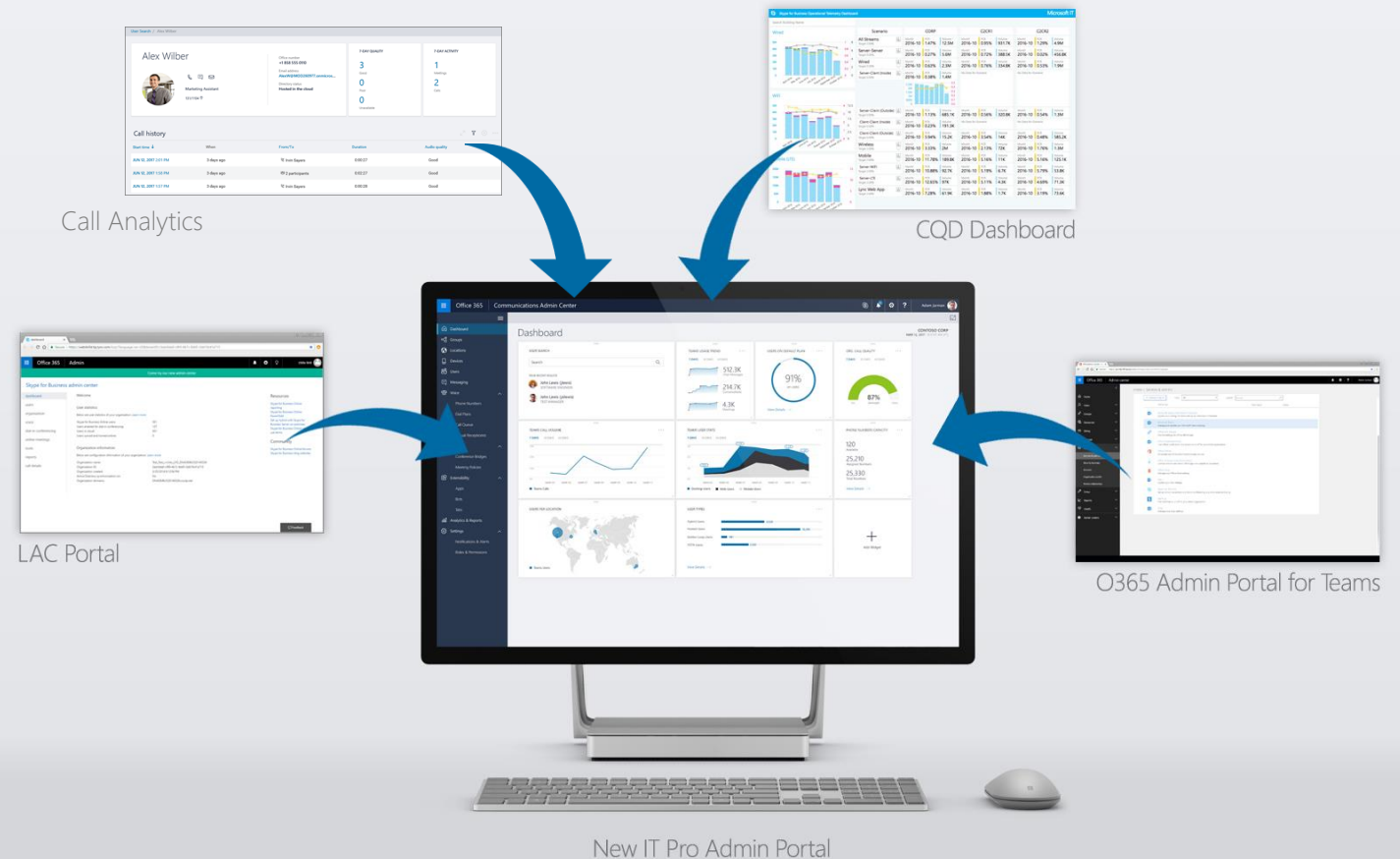
A single place to manage all of your Microsoft Teams Workloads.

- Call Analytics
- CQD Dashboard (soon)
- LAC Portal
- O365 Admin Portal (Teams)
- Device Management

Per User / Tenant Settings!

Reciprocal capability between website & APIs (PowerShell, Graph, etc.)

<https://admin.teams.microsoft.com>



Work for confidence

New Admin Roles

Four new Teams Admin Roles

- Teams Service Administrator
- Teams Comm. Administrator
- Teams Comm. Support Engineer
- Teams Comm. Support Specialist



Work with confidence

Federation



Calling

- ✓ Teams – Teams
- ✓ Teams – SfB Online
- ✓ Teams – SfB OnPrem



Chat

- ✓ Teams – Teams
- ✓ Teams – SfB Online
- ✓ Teams – SfB OnPrem



Presence

- ✓ Teams – Teams
- ✓ Teams – SfB Online
- ✓ Teams – SfB OnPrem (soon)

Federated Calling, Chat, Presence are available everywhere – except Government (GCC) and GoLocals (India, UK, Canada, Japan, Australia)

Work with confidence

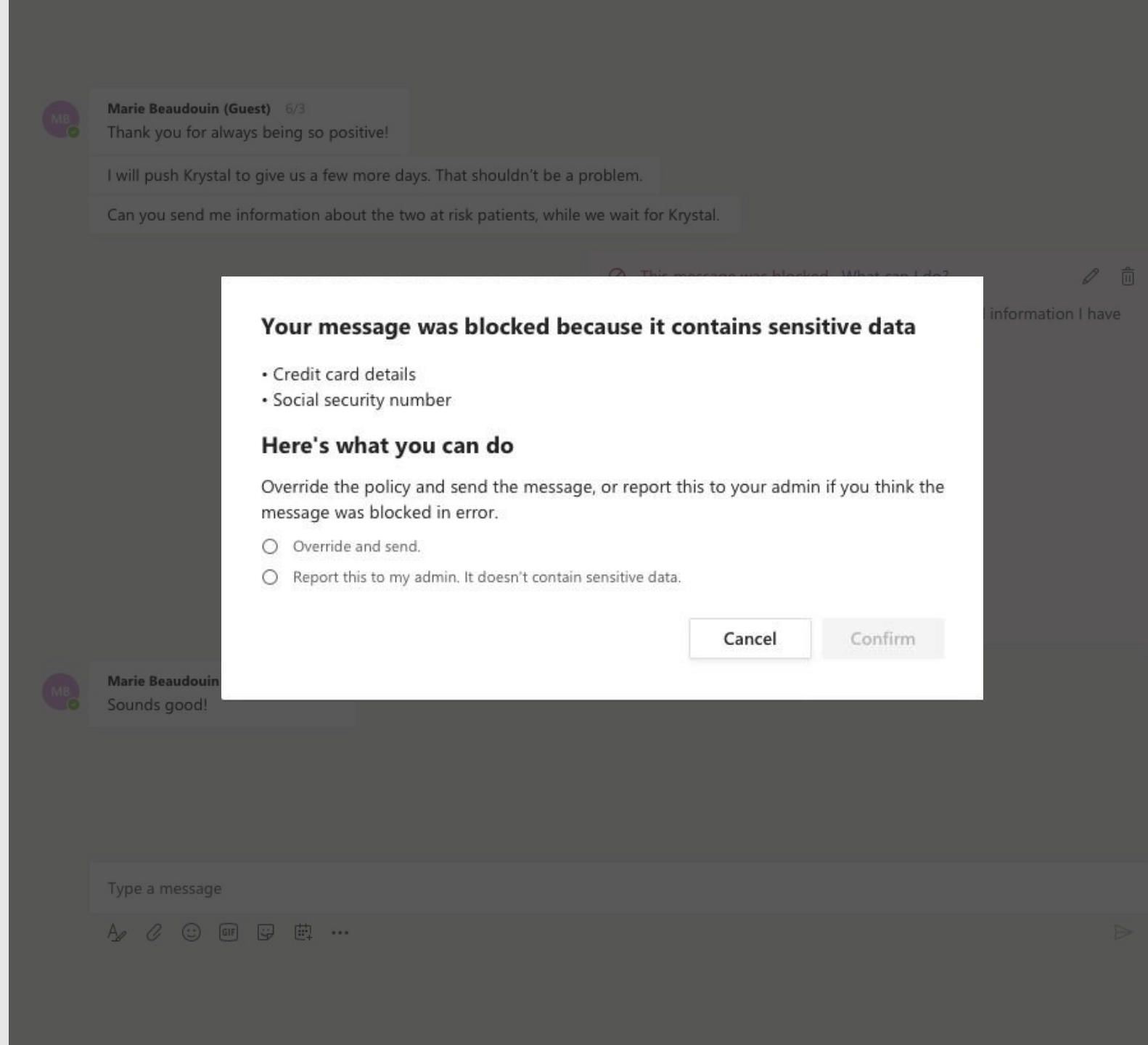
Data Loss Prevention

Coming Soon

DLP automatically monitors communications by your employees to ensure they don't mistakenly share sensitive information.

- Health Records
- Social Security #'s
- Credit Card #'s
- Custom definitions
- etc.

APIs available to support 3rd party DLP extensibility.



Work with confidence

Retention

Manage how long chat, teams and channels and file content are retained.

Today:

- Individualized retention policies for teams and channels
- Retention policies for Teams files
- 30+ Day retention windows

Coming Soon:

- 1+ Day retention window

Create a policy to retain what you want and get rid of what you don't.

✓ Name your policy

✓ Settings

Choose locations

Review your settings

Choose locations

The policy will apply to content that's stored in the locations you choose.

☐ Apply policy only to content in Exchange email, public folders, Office 365 groups, OneDrive and SharePoint documents.

☒ Let me choose specific locations. ⓘ

Status	Location	Include	Exclude
<input type="checkbox"/>	Exchange email		
<input type="checkbox"/>	SharePoint sites		
<input type="checkbox"/>	OneDrive accounts		
<input type="checkbox"/>	Office 365 groups		
<input type="checkbox"/>	Skype for Business		
<input type="checkbox"/>	Exchange public folders		
<input checked="" type="checkbox"/>	Teams channel messages	All Choose teams	None Exclude teams
<input checked="" type="checkbox"/>	Teams chats	All Choose users	None Exclude users

Back

Next

Cancel

Feedback

Work for confidence

TEAM LIFECYCLE

 Create

 Join

 Manage

Team Templates

IT Admins can configure a template file and programmatically apply via Graph API it to create new teams:

- Specify channels
- Pinning
- Settings
- Permissions

Dynamic Team Membership

Create a team based on an AAD Dynamic Group. Employee access to a team is determined by their AAD properties.

- | | |
|--------------|------------------|
| • City | • Postal Codes |
| • Country | • State |
| • Department | • Usage Location |
| • Job Title | • Etc. |

Azure AD Premium P1 licenses Required

Work for confidence

TEAM LIFECYCLE

 Create

 Join

 Manage

Join by Code

Enables an Team owner to generate a unique code that can be sent around or distributed to people who need to join a team.

- Generate a code in Team Settings
- Send code to users
- Users enter code to join team
- Code can be cancelled / changed

Join by Link

Sends automatic requests to join a team when the user clicks on a link for a message in another team.

- Copy a link to a message in a channel
- Paste it into another team
- Users without permissions who click on it will get an option to join the team.

Work for confidence

TEAM LIFECYCLE

 Create

 Join

 Manage

Archive

When a project wraps up you can archive a team to preserve the content. This lets you reactivate it in the future if need be.

- Archive a team
- Marked Read-Only
- Removed from Teams and Channel list
- Can be restored if needed

Expiry

IT policy to set expiration dates on teams. Owners are notified when a team is close to expiration and can renew.

- Set expiration date
- Owners Notified when date approaches
- Owners can renew in Team settings
- "Soft deleted" for 30 days after date
- "Hard deleted" after 30 days

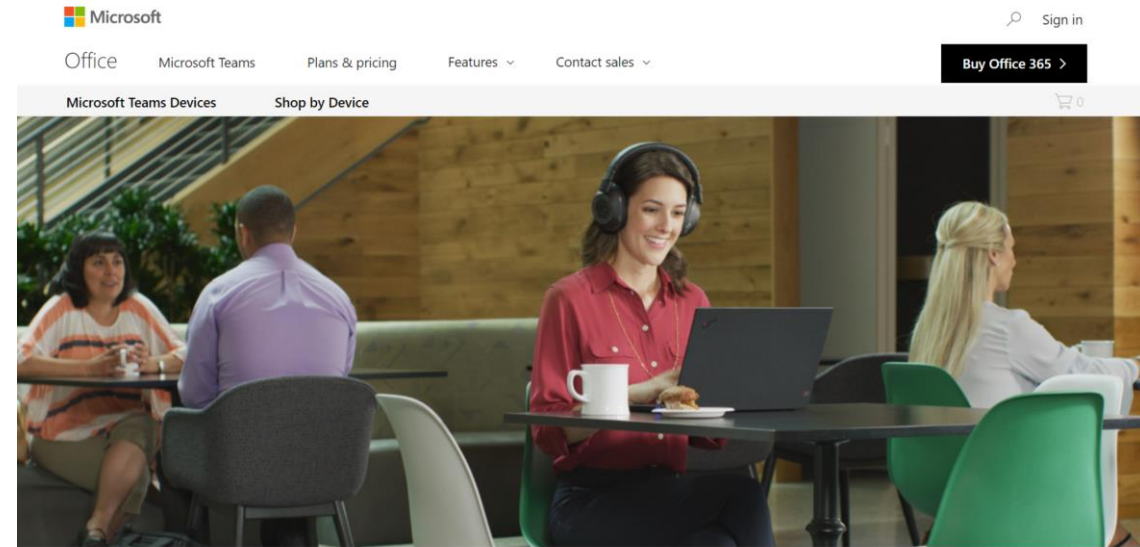
Microsoft Certified Devices



Tested for highest quality audio & video
Supported by Microsoft and our partners
Millions of devices shipping each year
All work with Microsoft Teams



All the benefits of Certified for SfB plus
Closer integration with Microsoft Teams
Integrated Teams notifications and invocation
Optimized for voice skills in Microsoft Teams
Devices coming in CY19



Microsoft Teams devices for intelligent communications

Be seen and heard wherever work takes you. Teams devices offer smarter ways to connect and work together in the ever-changing workplace.

[SHOP DEVICES](#)

office.com/teamsdevices

Announcing: Microsoft Teams Device Management



Inventory Management

single portal for managing all Teams devices



Zero-touch Enrollment

enrollment without user intervention



CA Policy Enforcement

user-based and device-based policy enforcement



Software Update Framework

comprehensive pipeline for updating firmware and applications



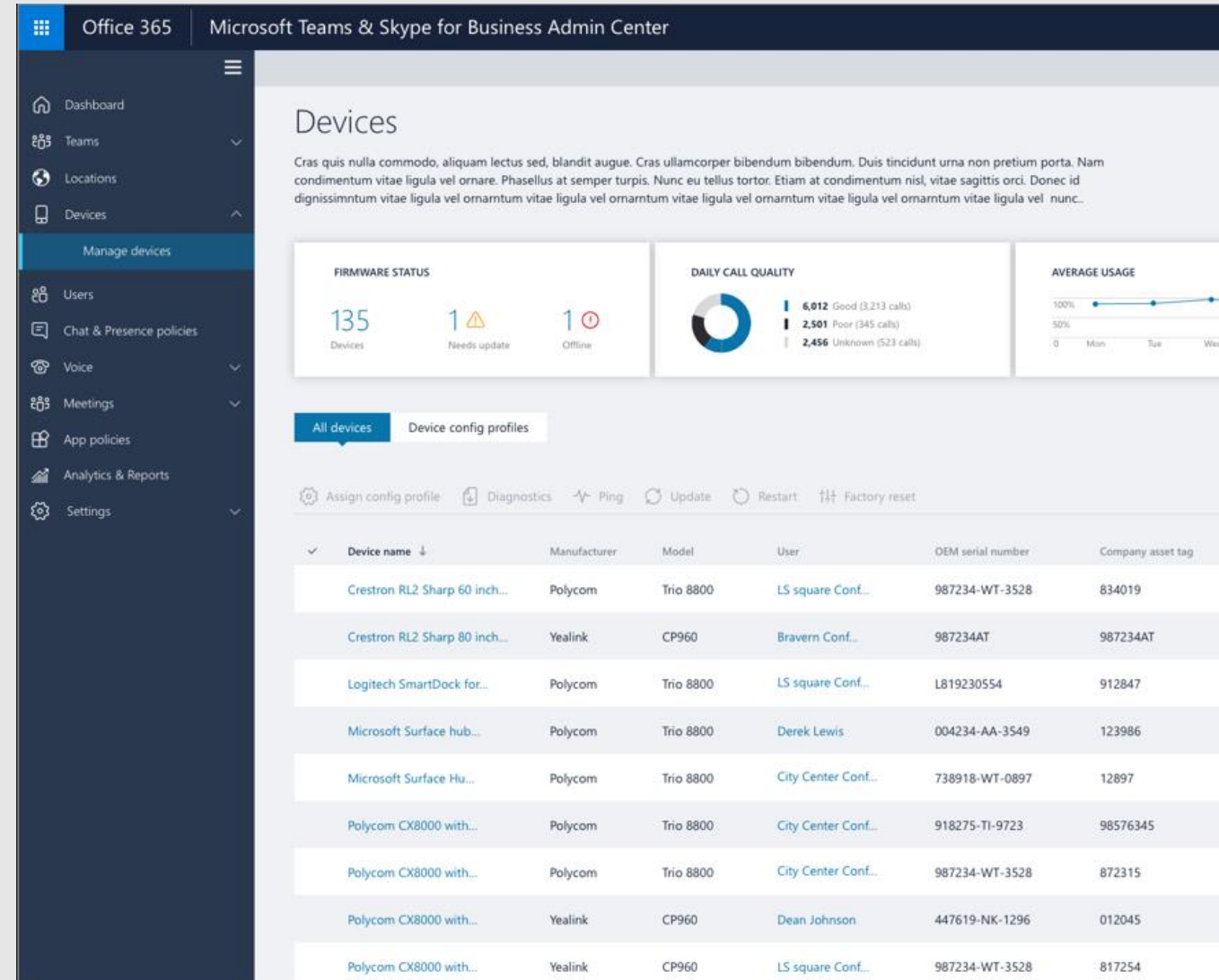
Configuration Management

reusable configuration profiles

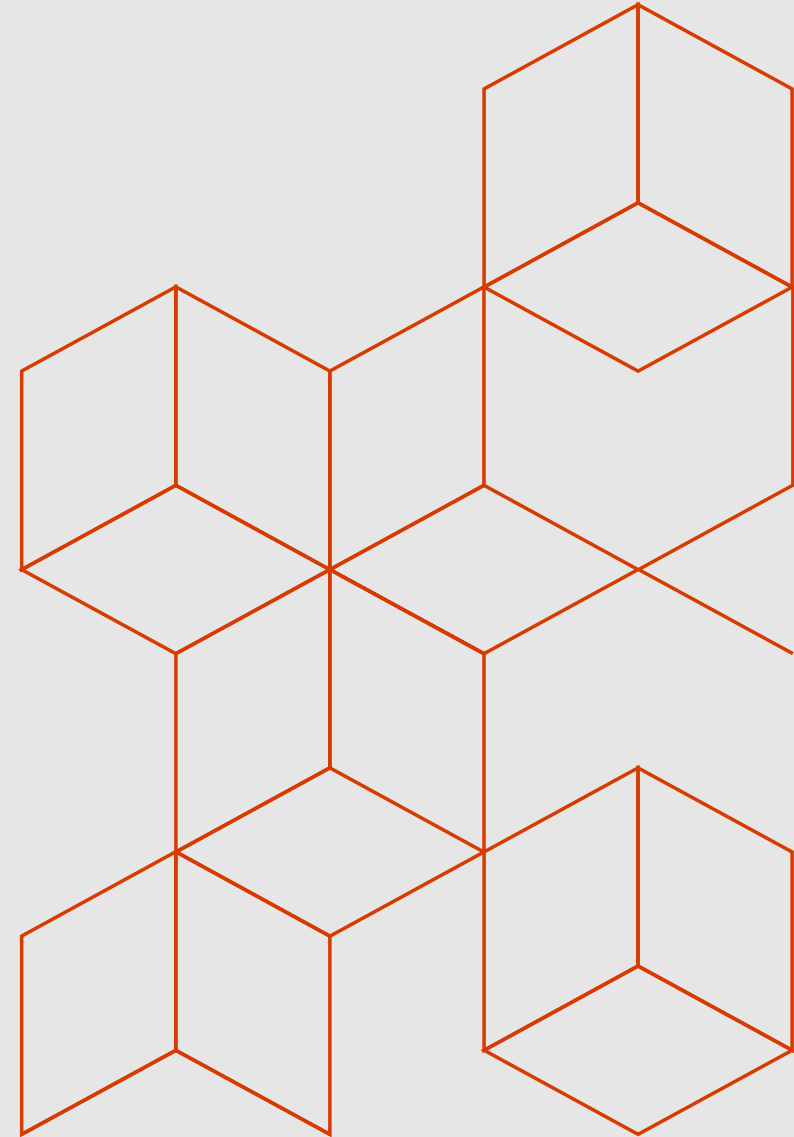
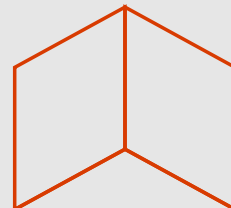
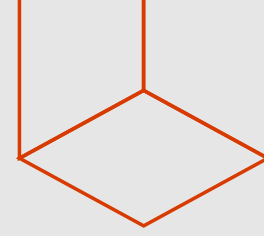


Health Monitoring & Management

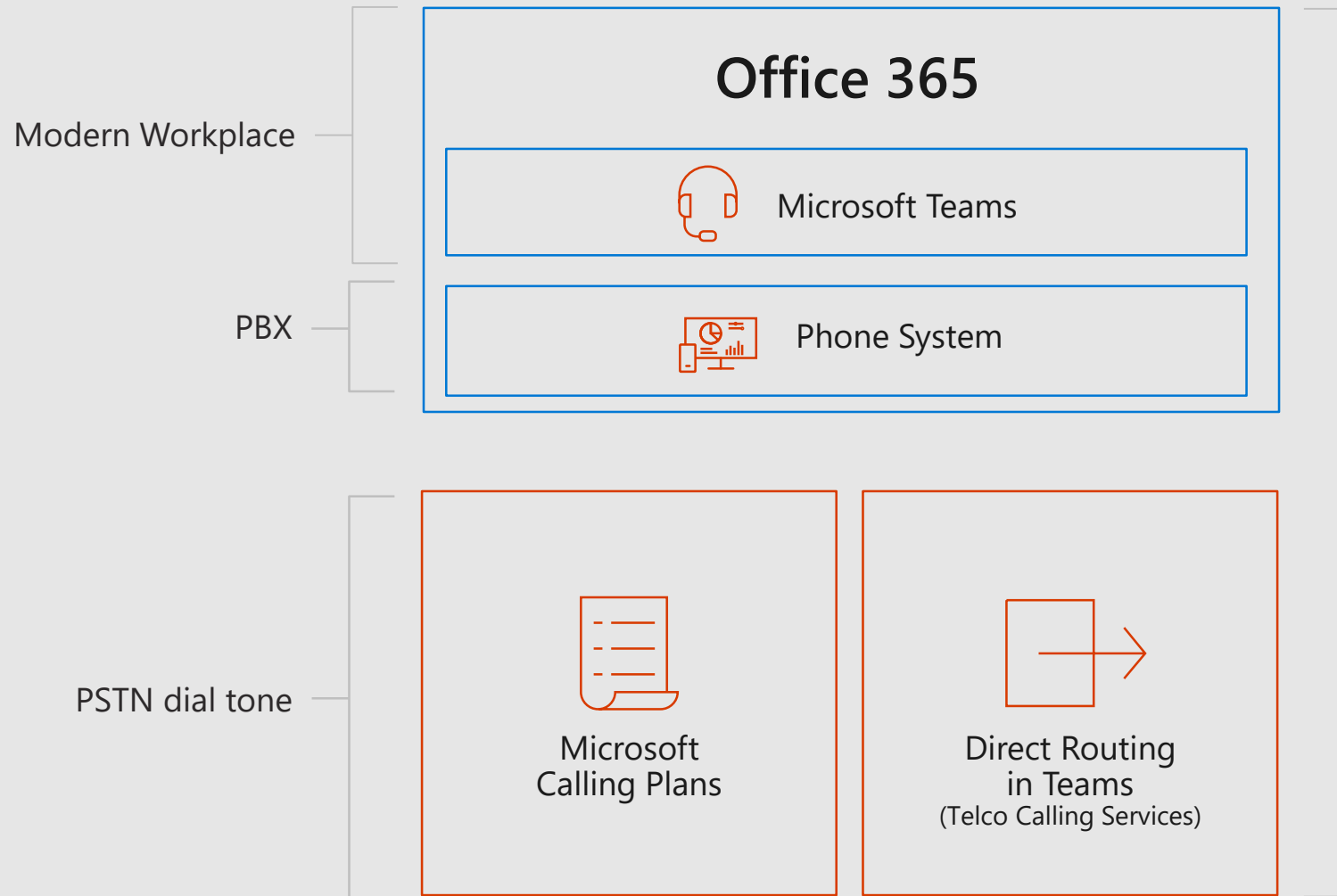
heartbeat, ping, restart and factory reset



Calling



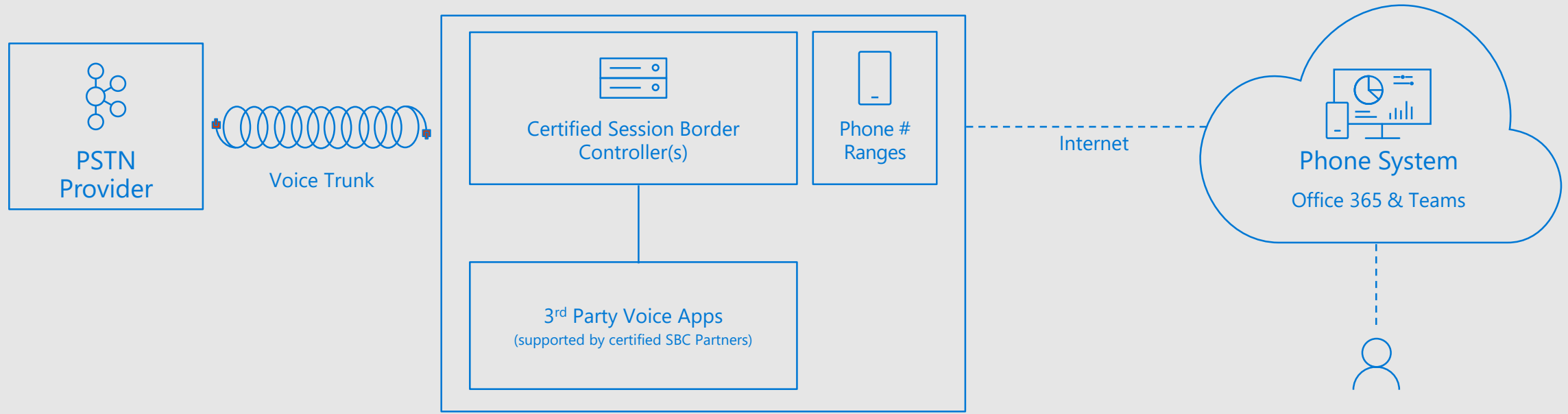
Calling for the Cloud



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

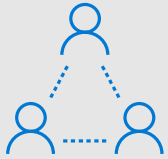
Direct Routing allows customers to connect their SIP trunks directly to Office 365. Customers can work with their local Telecommunications providers to enable Microsoft Teams users to make and receive telephone calls.

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.

What's shipped

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

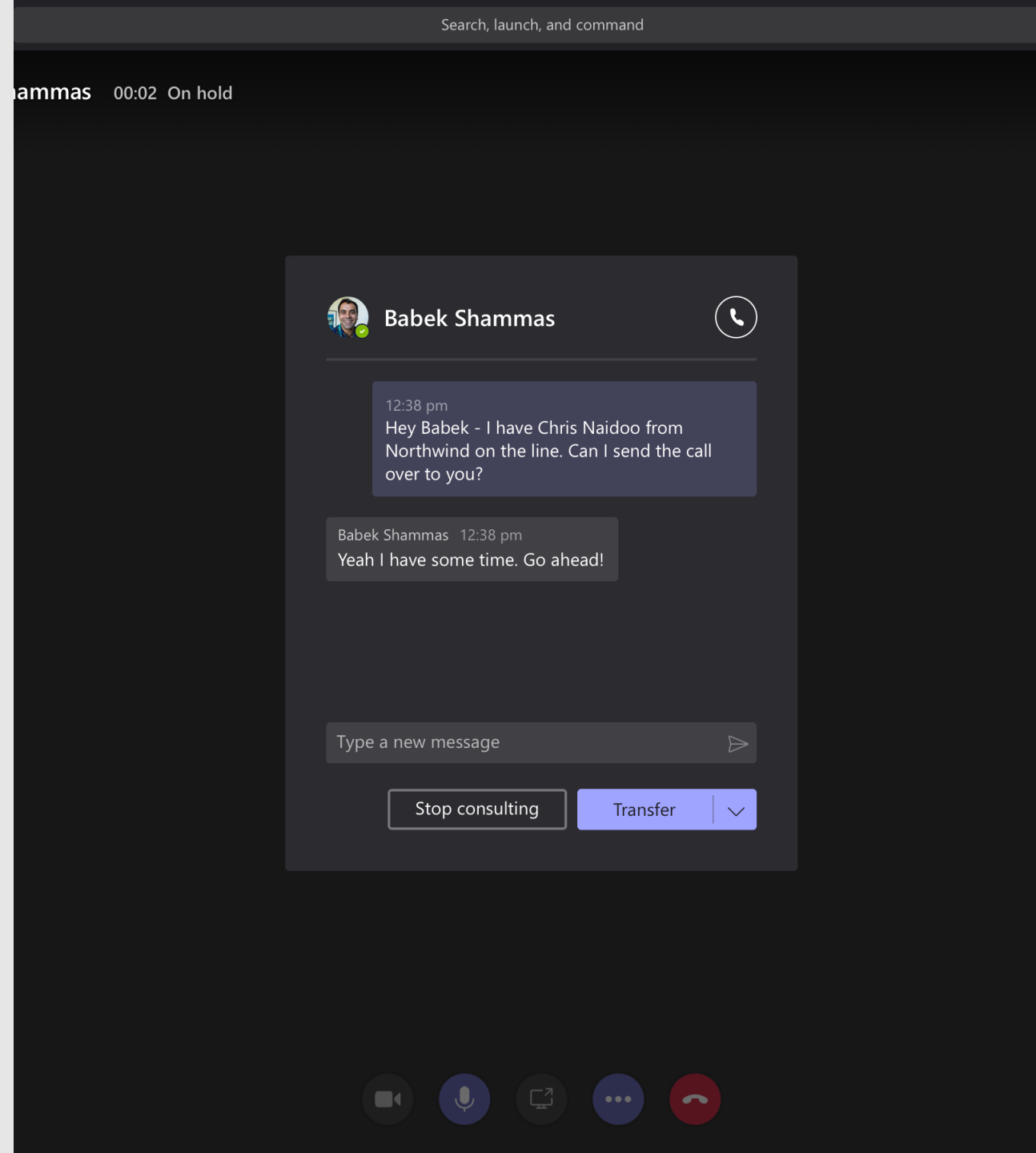
Teams integrates with Microsoft's cloud-based call queues and IVR capabilities to ensure every call is routed to the right recipient.

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

Delegation & Consultative Transfer

Teams enable assistants to work on behalf of their executives to handle incoming calls.

Manager Initiated
Delegate Managed
Consultative Transfer
Call on Behalf-Of
Forward Calls
Simultaneous Ring



Call Queues and Auto Attendants

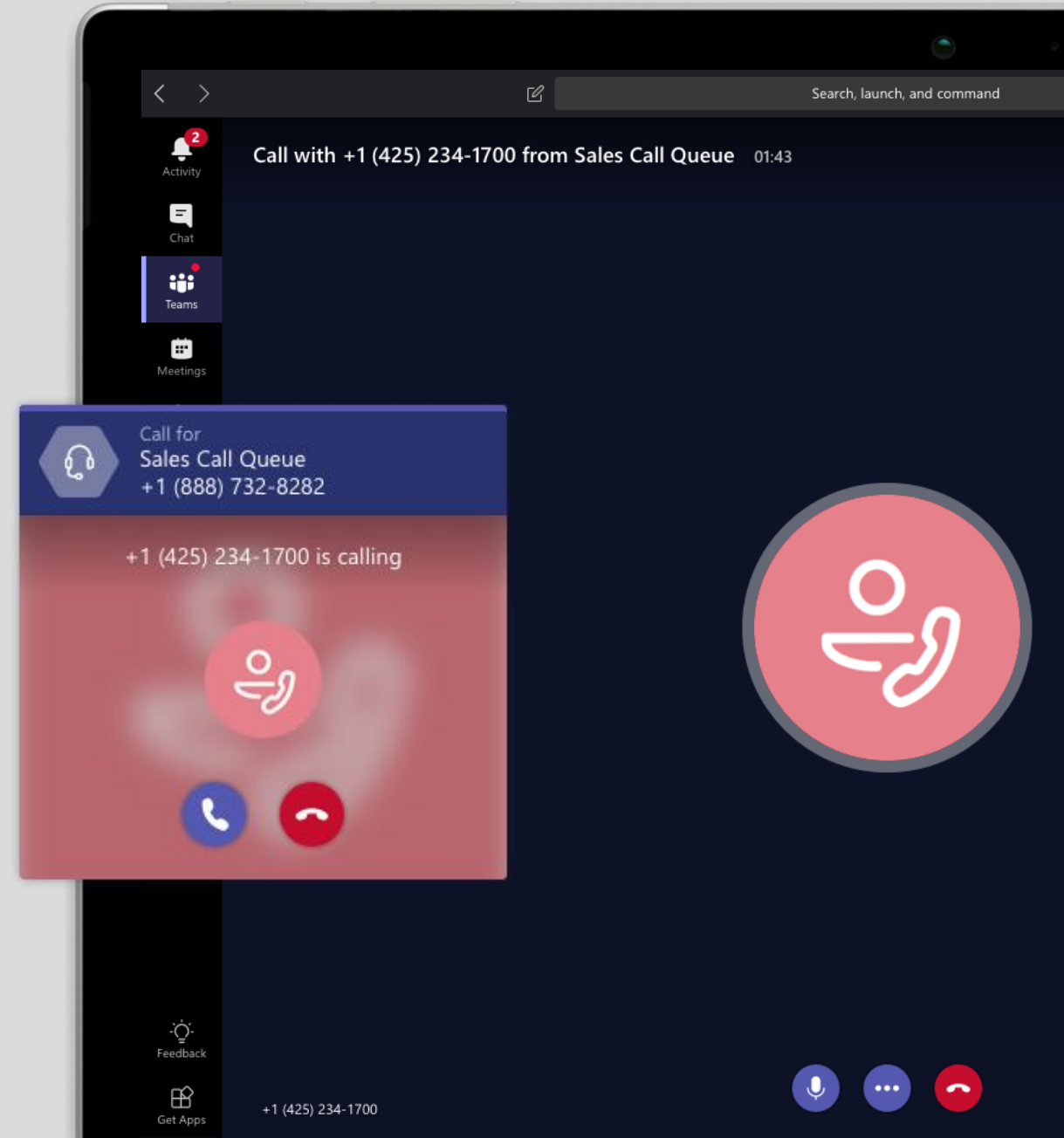
Call Queues and Organizational Auto-Attendants (IVRs) enable companies to automatically route calls to specific Departments, Teams, or people in a company.

Attendant & Serial Distribution

Setting Time Availability

Music on hold

Custom Messaging




Transfer to PSTN


Transfer calls, regardless of whether the recipient is onsite or on the go.

Transfer the call to


16097310017




+1 (609) 731-0017
Phone number



Babek Shammass
Program Manager



Beth Davies
Design Director



Alfred Faray
Receptionist

Cancel

Transfer

Distinctive Ringtones

Distinctive ringtones enable you to assign different rings to different types of calls.

Settings

General

Notifications

Calls

Call answering rules

Choose how you want incoming calls to be answered.

☒ Calls ring me

☐ Calls don't ring me

Also ring

No one else

If unanswered

Voicemail

Voicemail

Voicemails will show in the calling app with audio playback and transcript.

Change voicemail greeting

Ringtones

Choose a ringtone for incoming calls

Calls for you

Bounce

Forwarded calls

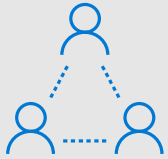
Ring Ring

Delegated calls

Next Level

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.

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.

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.

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

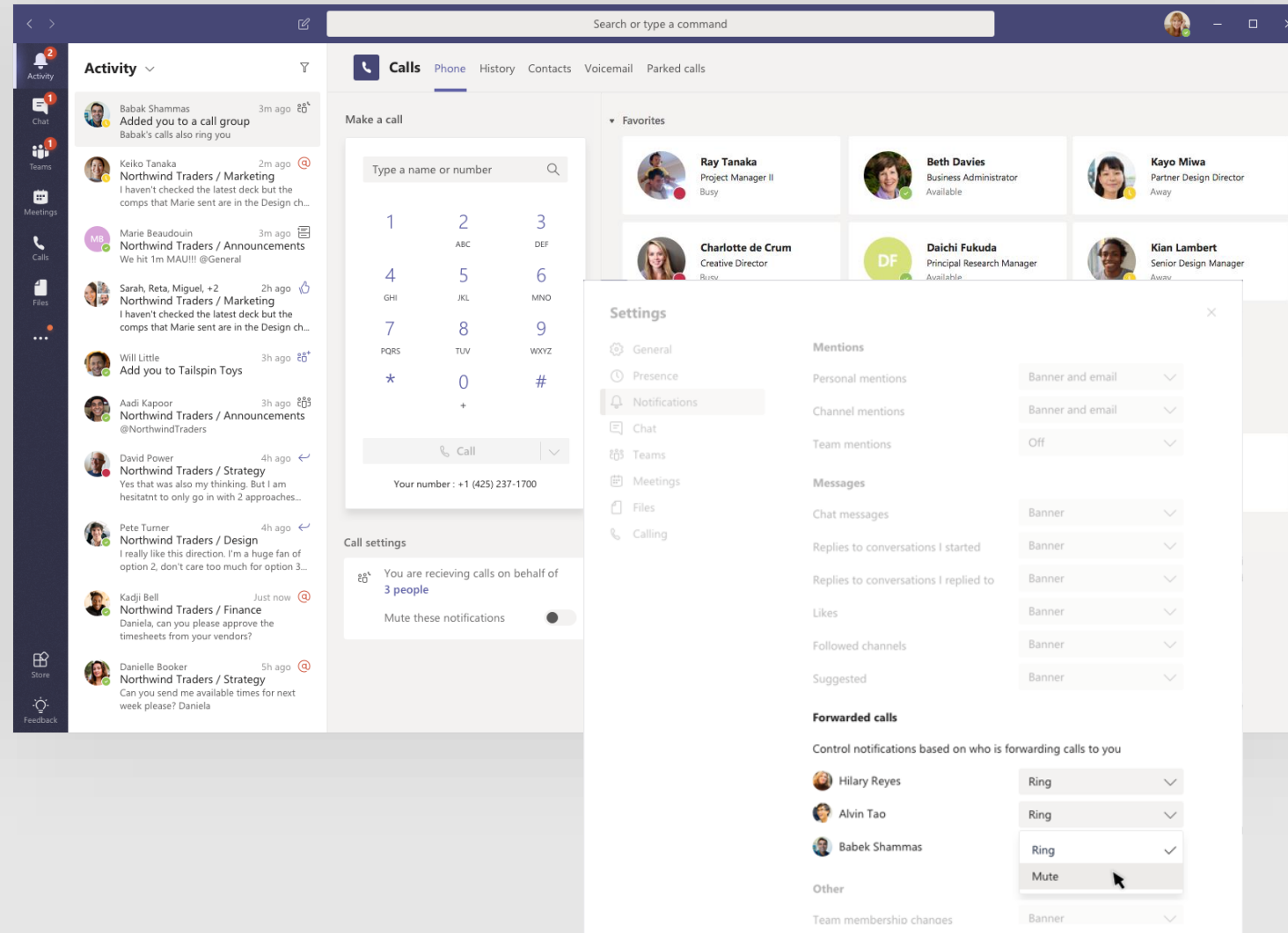
Group Call Pickup

Futures

Teams will allow recipients to change the relationship from push (SimRing) to pull (GCP) by changing how they want to be alerted

Full Invite Flow & Call Management

- User can setup a call group
- Group members get notified
- Full control of the notifications
- Answer calls on behalf of each other
- IT Pro experience to create GCP on behalf of users



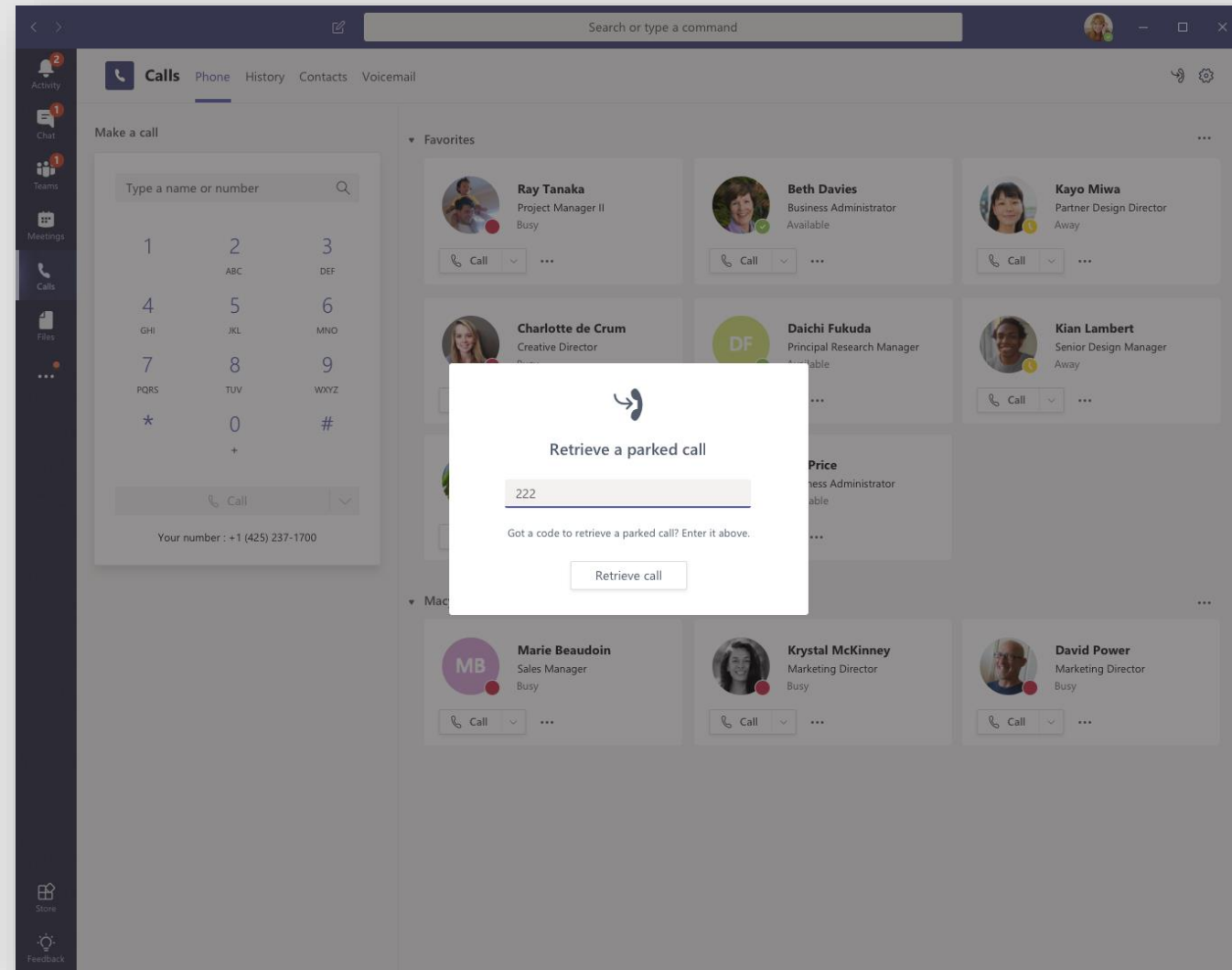
Call Park

Futures

Teams will allow people to park and retrieve calls

Park and Retrieve Calls

- Park a call and get a code
- See all parked calls from Teams Apps
- Use Teams phone or Team's app to retrieve the call



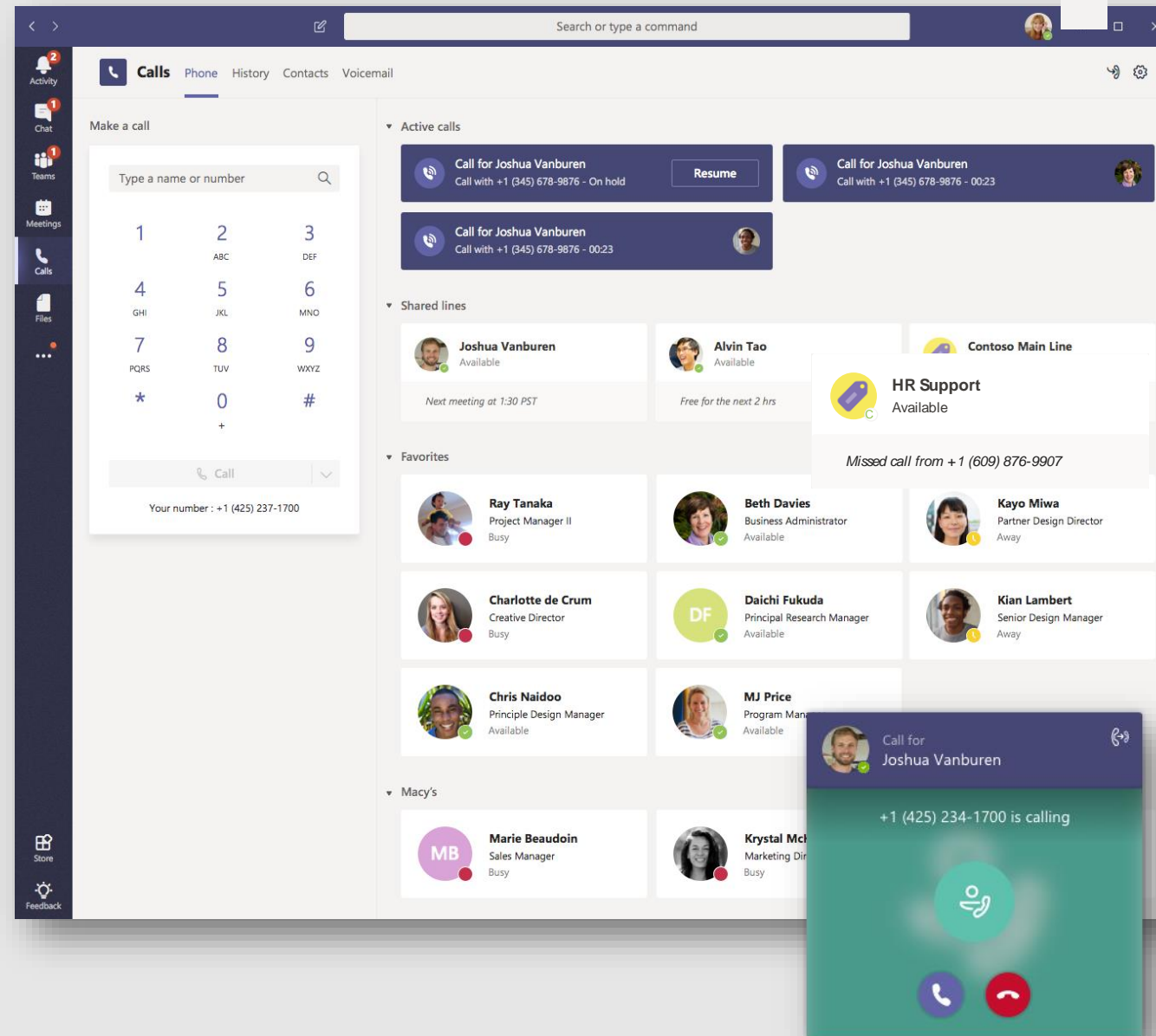
Shared Line Appearance

Futures

Teams will enable people to share their phone line with their delegates

Full Invite Flow & Call Management

- Manager Initiated
- Delegate Managed or Initiated
- See line busy status and active call information
- Resume a call on hold by manager or admin
- Make/receive shared line calls
- IT Pro experience to create on behalf of users



Forward to Group

Futures

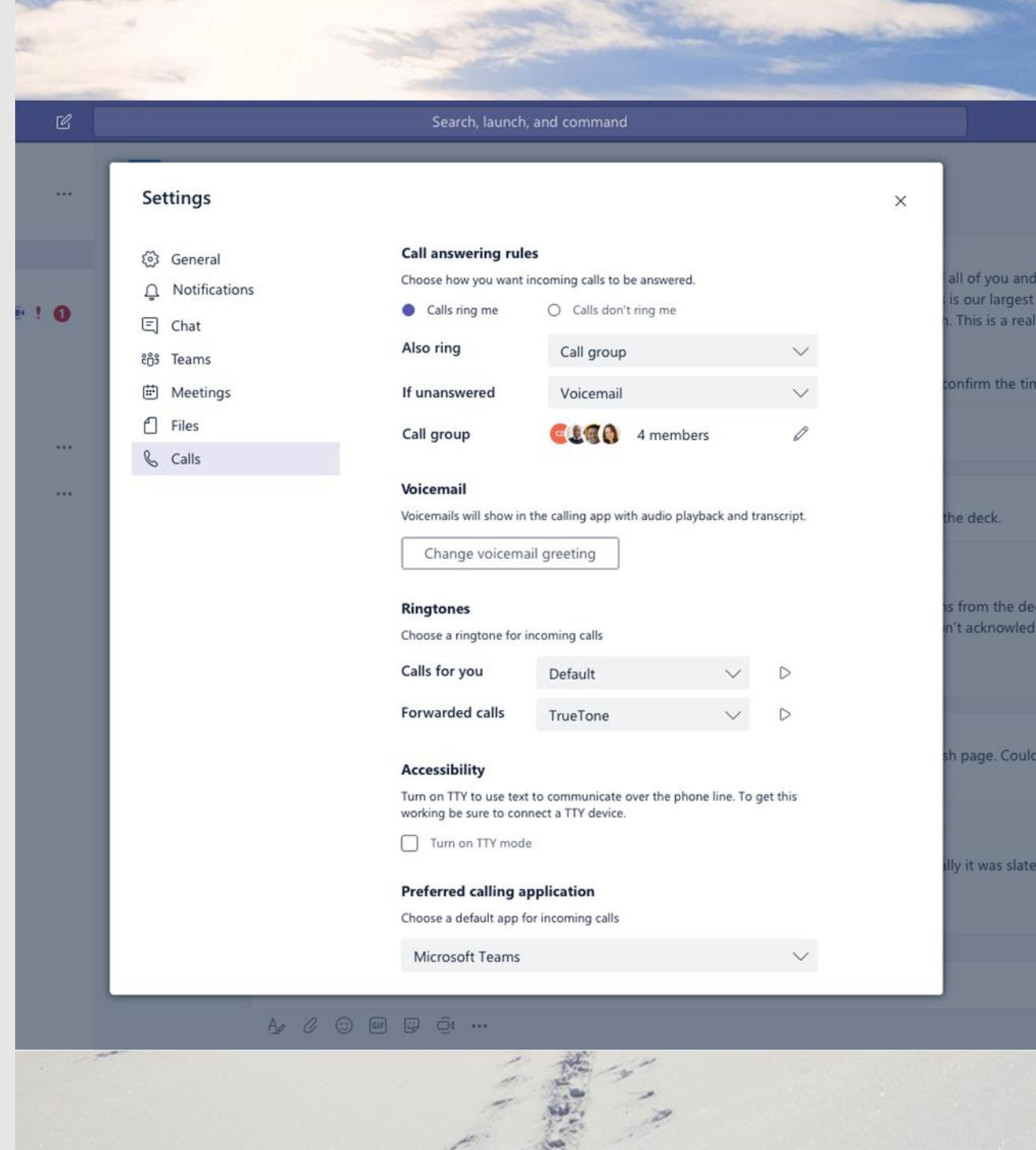
Users may opt to forward their calls to one or more people, enabling a group to cover for them when they are unavailable.

Forward to one or more people

Ring in sequence or simultaneously

First to pick up takes call

Settings UX for easy configuration

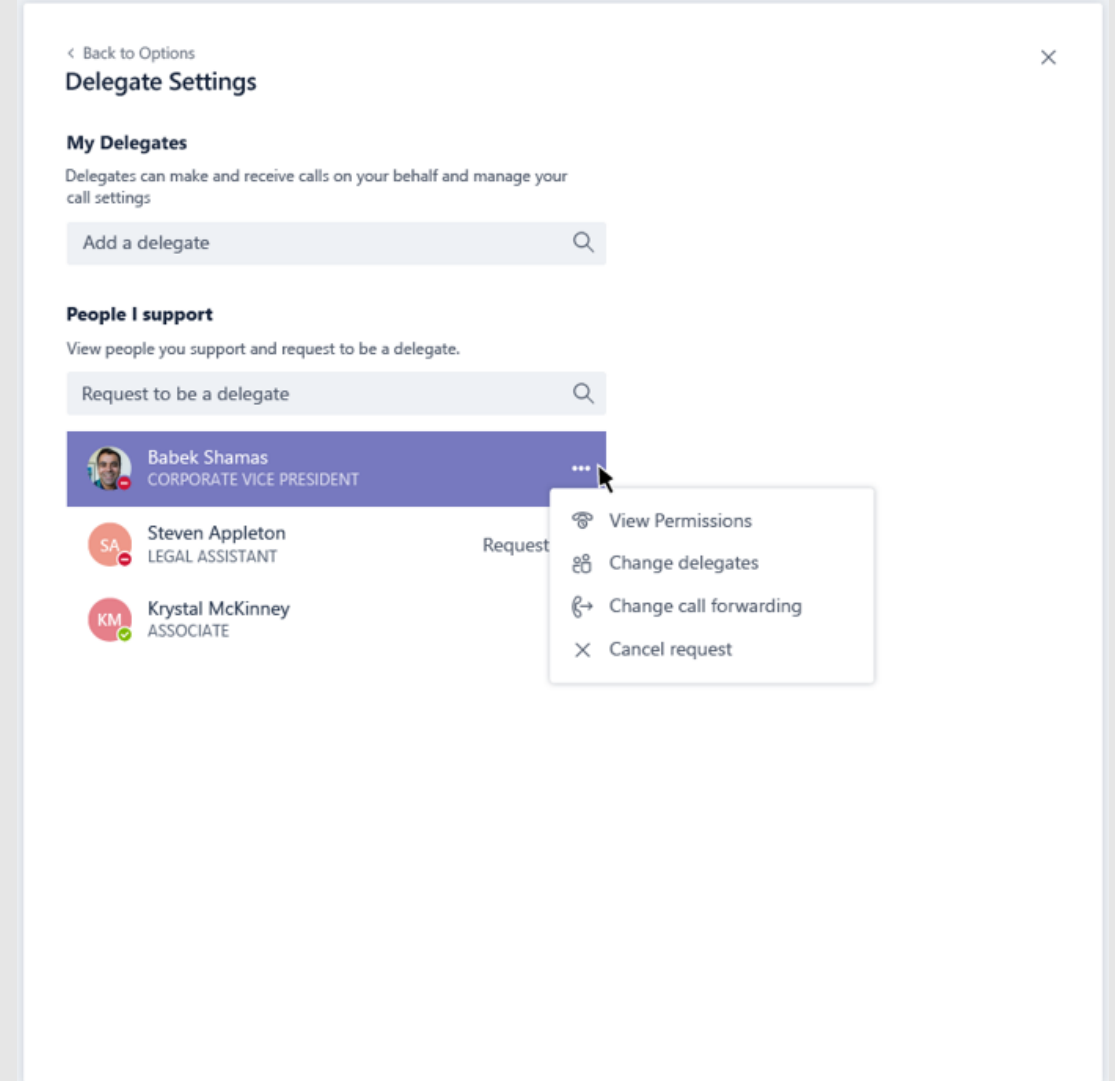


Delegation Enhancements

Futures

Teams will enhance the Manager and Admin call setup and handling experience

- Mobile app delegation setup capabilities
- Reduce manager's workload with delegate-initiated workflow
- Delegates will be able to manage the manager's settings
- IT Pro experience to set it up on behalf of users



Teams Architecture



Teams brings together Office 365 and Intelligent Communications

 Teams Clients



Microsoft 365 core
services



Intelligent
Communications
Cloud



Teams Services



Azure

Conversation storage

Where are conversations stored?



Chat service

In memory processing for speed

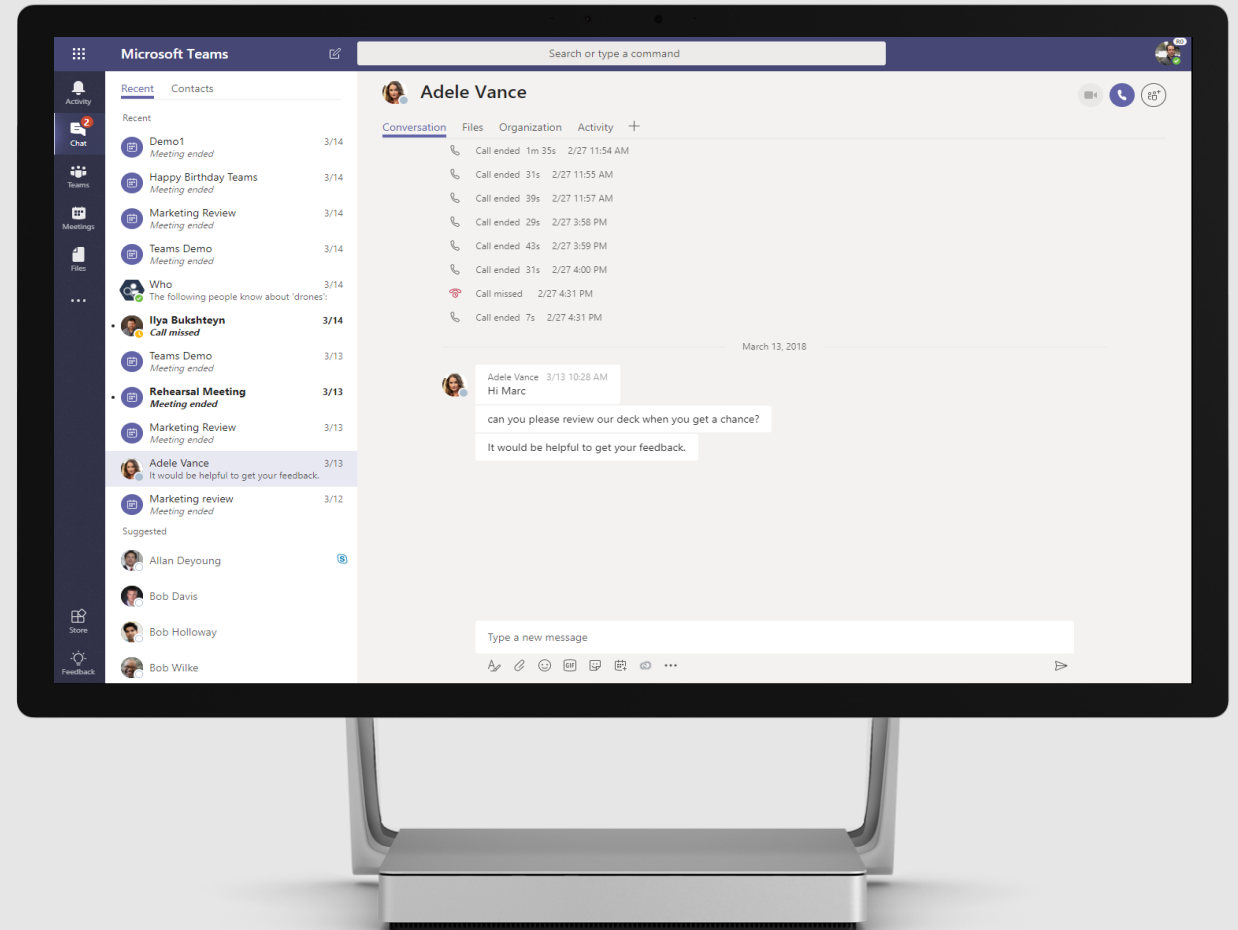
Leverages Azure storage (moving to Cosmos DB)

Exchange

Chat and channel messages are also stored in Exchange for information protection

Conversation images & media

Inline Images/Stickers are stored in a media store, Giphys are not stored.



File storage

Where are files stored?



1:N chats

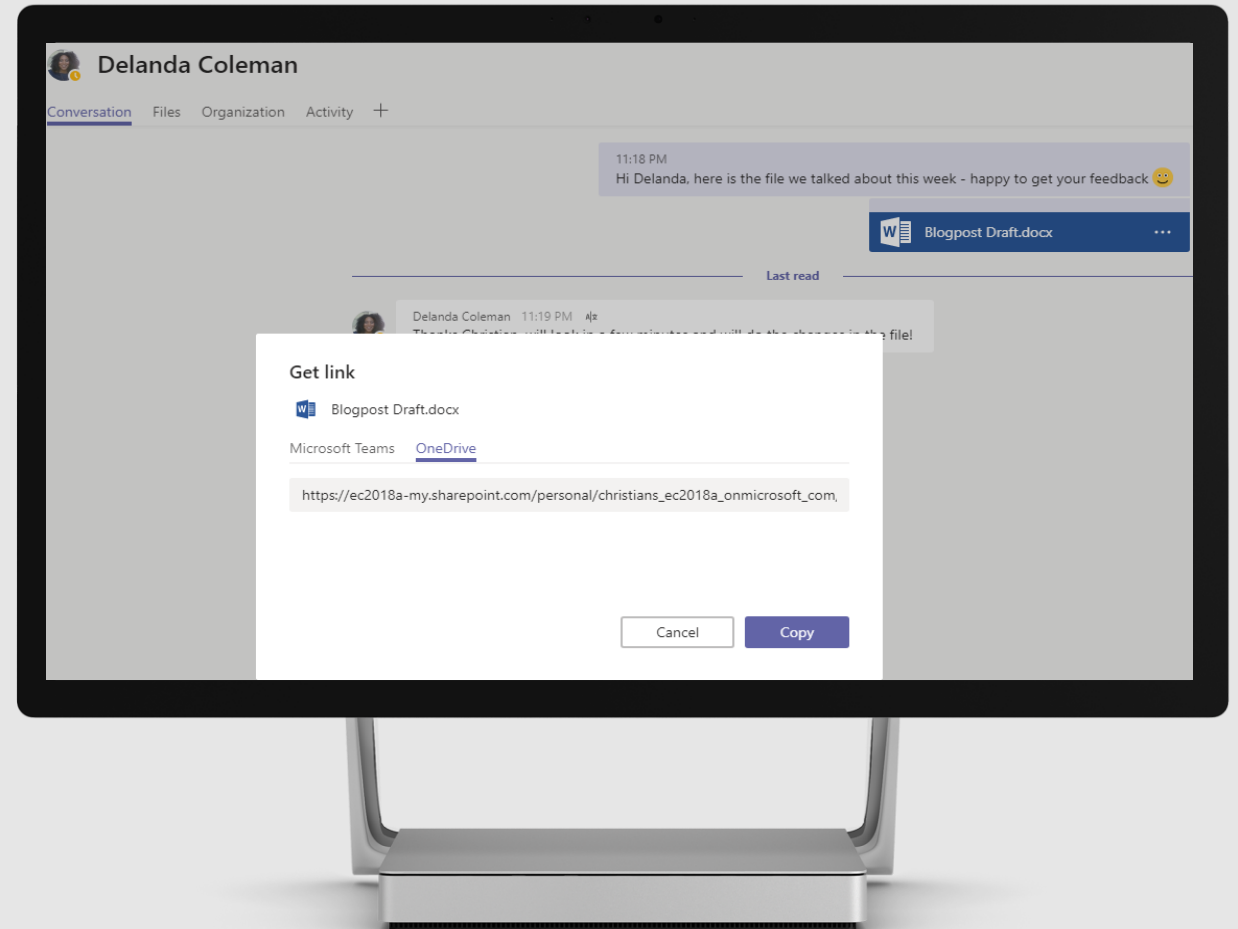
Files are uploaded to **OneDrive for Business** and permissions are set for the members of the chat

Team conversations

Files are uploaded to **SharePoint**. A folder is associated with each channel in the team

Cloud storage

Dropbox, Box, Citrix ShareFile, Google Drive



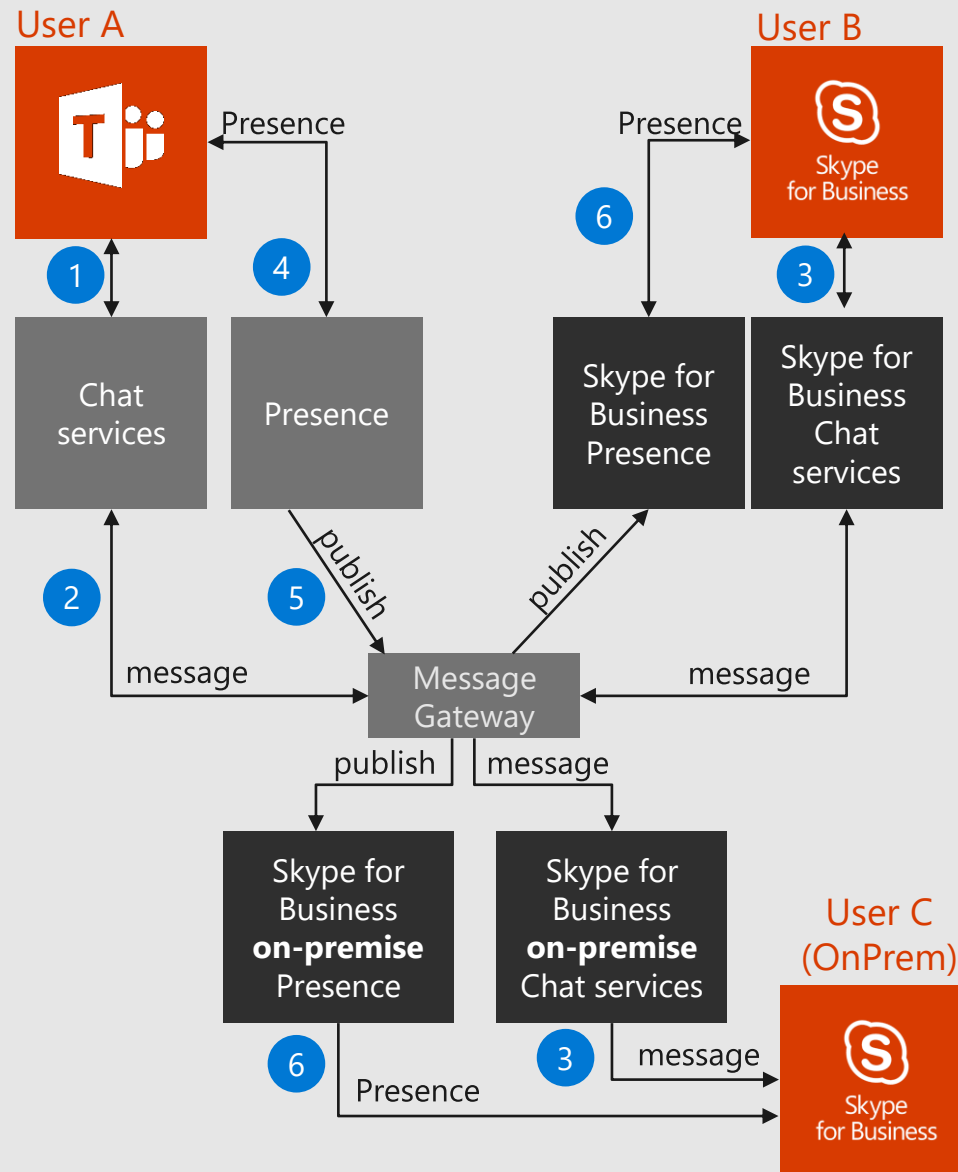
Data Entity Storage

Key data entities and location where data is stored at rest

Entity	Storage	Storage
Message	Chat service table storage (moving to Cosmos DB)	Ingested to Exchange to enable compliance
Image	Media service on Azure (using Blob storage)	Ingested to Exchange to enable compliance
Files	Team files → SharePoint Chat files → OneDrive for Business	
Voicemail	Individual mailbox in Exchange	
Recording	Media service on Azure (using Blob storage) (<24 hours)	Encoded to Stream
Calendar meeting	Individual mailbox in Exchange	
Contacts	Exchange	
Telemetry	Microsoft Data warehouse (No customer content)	

Messaging and Presence Interop

1:1 chats
Text only



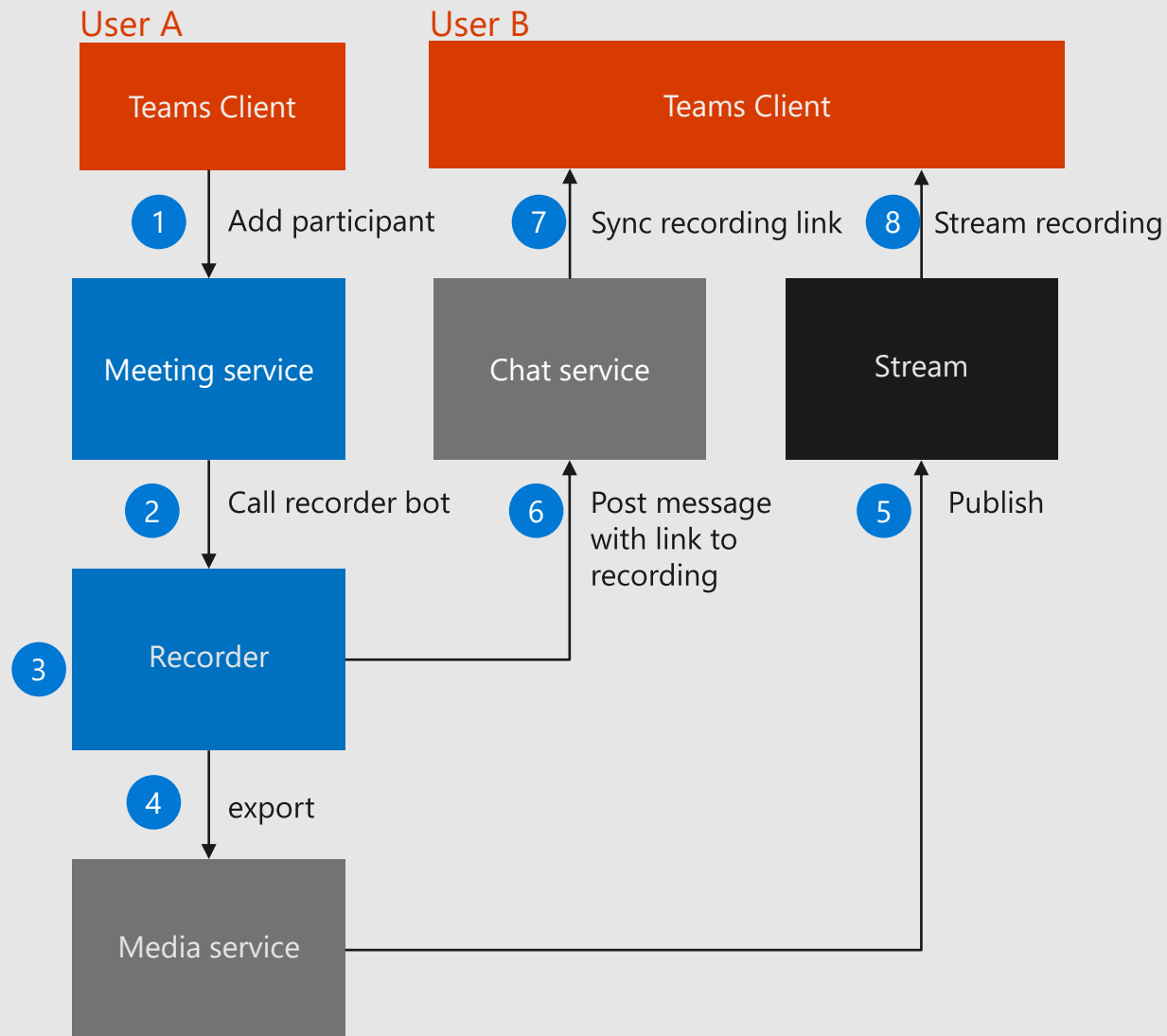
CHAT

- 1 Post a message
- 2 Route message via Message Gateway
- 3 Long poll, sync or Push notification to client

PRESENCE

- 4 Set presence to SfB
- 5 Publish presence to subscribers
- 6 Get Presence

Meeting recording



- 1 User will start recording
- 2 Recorder is added to call
- 3 Recorder (azure service) will record call
- 4 Recorder will send data to media service
- 5 Media service will transcode video and upload to Streams
- 6 Recorder will send message with link to recording
- 7 User will receive message on client
- 8 User streams the recording

Migration options SfB to Teams



Why should you migrate to Teams

Why you should actively consider it now



Features and capabilities

Teams can already do more than Skype for Business Online

Rich Intelligent Communications roadmap and rapid innovation



User experiences

Modern, rich experiences

State-of-the-art cross-platform and mobile experiences

Collaboration, Teams and Channels



Operational performance

Modern client built on modern infrastructure

Teams can provide improvements in quality and operational metrics

Defention of full upgrade to Teams

Short Story:

“Upgraded User” = “Teams-Only User”



Long Story:

Experience of a Teams-Only user



Chat & Calling

Receives and initiates all chats and calls in Teams
Can interop (IM/call) with any SfB user
Is redirected to Teams if they try to sign in to SfB



Meetings

Schedules all new meetings in Teams
Can join existing SfB Meetings

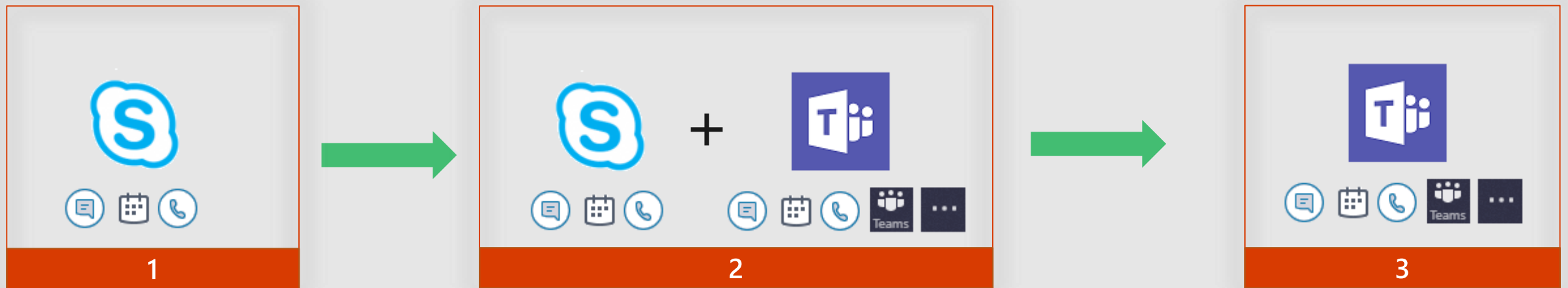


Data that gets migrated

Existing contacts from SfB
Existing on-prem meetings

Upgrade path - pure SfB Online Organization

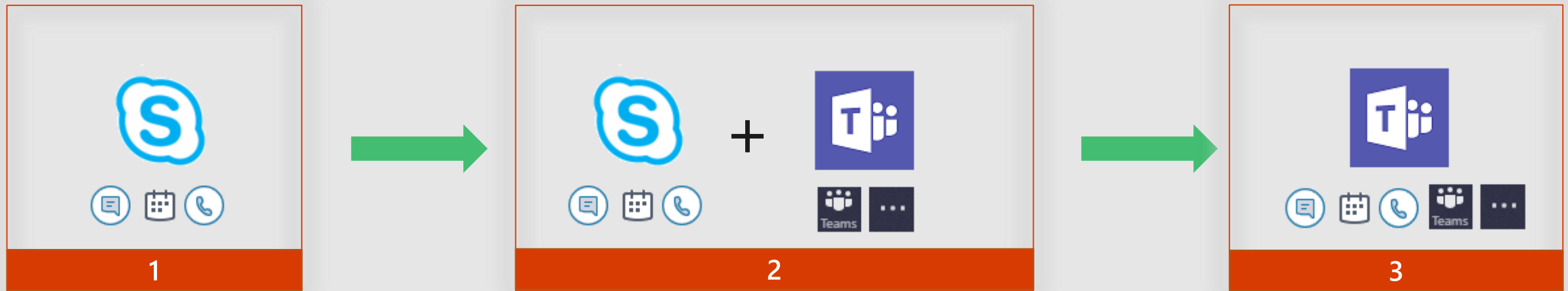
Full Side by Side Approach



1. Starting point: User is in SfB with UC functionality
2. Enable Teams with full functionality
 - Allow users to experience full benefits of Teams digital transformation soonest
 - All users must run both SfB and Teams clients at all times until they become Teams Only
3. Upgrade fully to Teams Only

Upgrade path - more complex Organizations

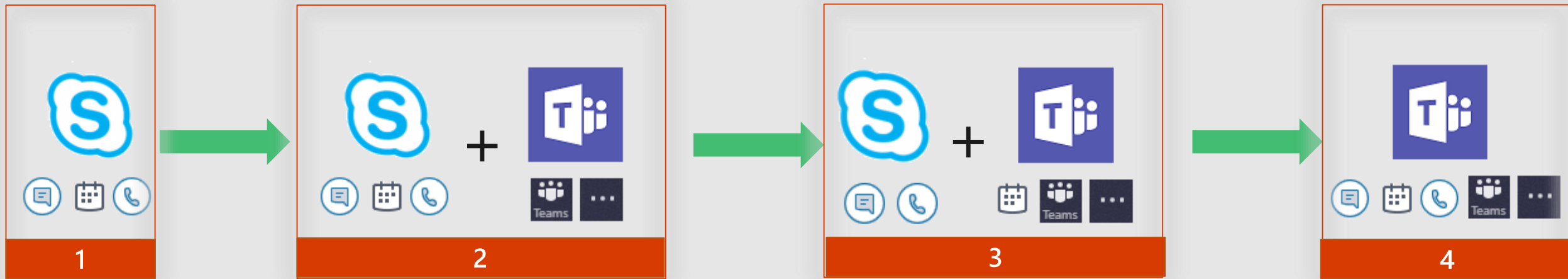
For on on-prem & hybrid orgs, or if end users are confused having two apps with same functionality



1. Starting point: User is in SfB with UC functionality
2. Introduce Teams to the user, without UC functionality
 - All calls & chat continue to land in and originate from SfB
 - User can explore net new functionality of Teams (Channels/apps/etc)
3. Switch UC functionality over to Teams
 - Non-upgraded users and upgraded users rely on interop to communicate

Upgrade path - option: Meetings First

For on on-prem & hybrid orgs, that will move to Meetings First before going Teams Only



1. Starting point: User is in SfB with UC functionality
2. Introduce Teams to the user, without UC functionality
3. Switch Meetings scheduling functionality from SfB to Teams
Up to this point, all calls and chats initiate from and land in SfB
4. Upgrade fully to Teams-Only Teams
Chat & Calling between Upgraded (Teams-Only) users and all other users relies on interop

Meetings First

Configuration and program to migrate users to Teams meetings first

Keep running Skype for Business Server for chat and calling

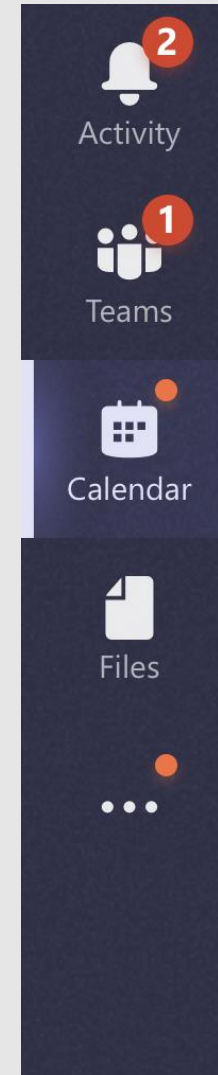
Address meetings now, Enterprise Voice and Chat next
Simplified, streamlined meetings centric Teams experience

Meet in Teams

Provide best, richest, complete meetings experience
Include meeting rooms, devices, services (CVI)

Enjoy harmonious coexistence

Better together scenarios between Teams and Skype for Business
Migrate your meetings from Skype for Business to Teams



TEAMS + CHANNEL NOTIFICATIONS
NEW MEETING INVITES

SCHEDULE A MEETING/LIVE-EVENT/MEET-NOW
CALENDAR
MEETINGS
TRIAGE MEETING CHAT
PRE POST MEETING SCENARIOS
FIND LIVE MEETINGS
FIND MEETING RECORDINGS*

Admin: Co-existence Modes

Mode	Calls and Chats	Meeting Scheduling	Teams Channels available?	Recommended Use Case
Teams Only (Requires home in SfB Online)	Teams	Teams	Yes	The final state of being upgraded. Will also be default state for *new* tenants (<500 users) as of 10/1/2018
SfB With Teams Collab And Meetings*	SfB	Teams	Yes	"Meetings First" scenario: Enables on-prem customers to benefit from Teams meeting functionality, if not yet ready to move calling to the cloud.
SfB With Teams Collab*	SfB	SfB	Yes	Recommended starting point for on-prem/hybrid orgs. Also for online orgs that want tighter admin control Calls and chats always routed to only 1 client throughout the migration.
SfB Only*	SfB	SfB	No	Specialized scenario for orgs with strict requirements (e.g. for data control)
Islands	Either	Either	Yes	Recommended for online orgs that can migrate fast Allows a single user to evaluate both clients side by side. Chats and calls can land in either client; Users must continue to run both clients.

**Aspects of some modes are not yet fully implemented. ETA for preview is Q4 2018*

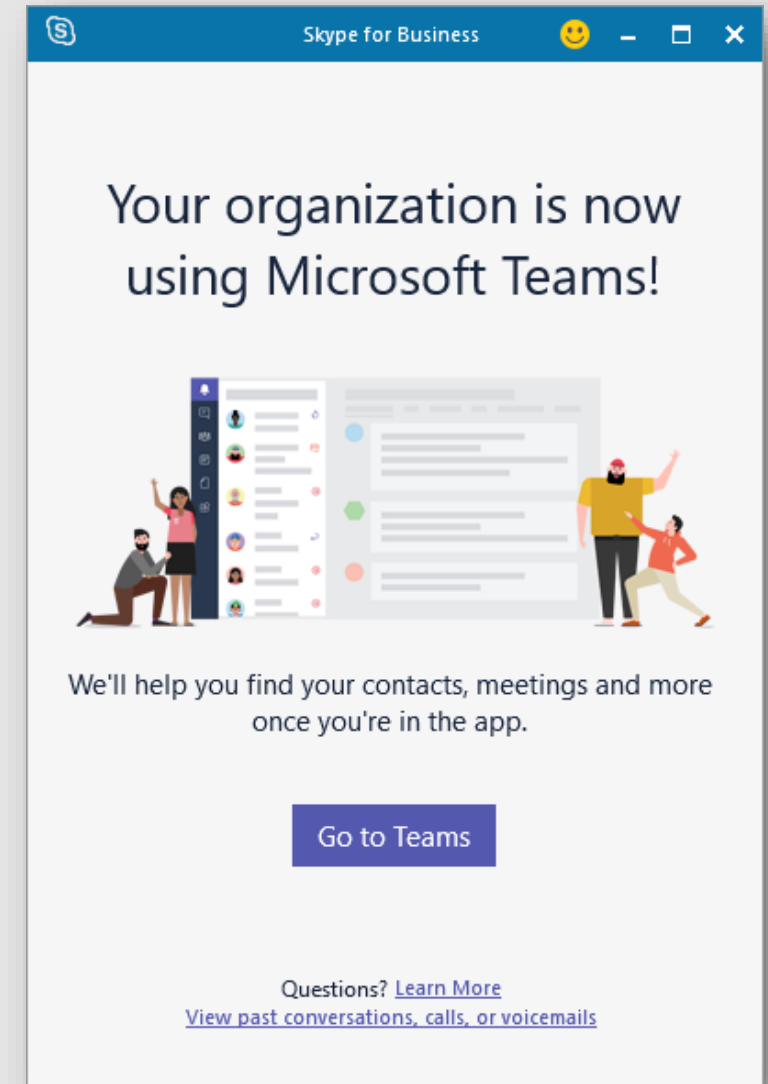
Demo

Admin options



What changes when Teams-Only Mode is assigned?

- Routing of all calls and chats to this user will be to Teams, regardless of sender
- SfB Client restricts itself to enable meetings-only
- Meeting scheduling switches to Teams
 - Teams add-in enabled
 - SfB add-in disabled
- User's Teams presence is made available to SfB Users
- Contact migration triggered at next Teams logon
- Outlook People cards invoke Teams functionality for IM/Calling/Presence
- HID preferences for inputs on audio devices updated



Considerations for SfB on-prem orgs

Enabling SfB Hybrid is required to start moving to TeamsOnly

- All msRTCSIP attributes from on-prem must be sync'd to Azure AD

Background: Users with SfB On-prem may use Teams, but:

- They cannot be "TeamsOnly" (Enforced via `grant-CsTeamsUpgradePolicy`)
- They have no interop, no federation from their Teams client (must use SfB client for this)
- On-prem users must first be moved to online using `Move-CsUser`, in order to execute `grant-csTeamsUpgradePolicy`

2-step vs 1-step migration

- 1 step: use `-MoveToTeams` switch in `Move-CsUser` (Requires Server 2019 and CU8 for 2015)
- 2 steps: use any version of `Move-CsUser`, then assign `TeamsUpgradePolicy mode=TeamsOnly`
- Results are same either way, except Meeting Migration
 - 1-step migration: mtgs will be moved direct to Teams (upcoming functionality)
 - 2-step migration: meetings moved to SfB Online

Data Migration

Contacts

Contacts are copied from SfB Online in 2 phases

- After first logon to Teams, contacts are copied to Teams
- At next Teams logon after user is Teams-only, contacts are copied to Teams and merged with existing contacts

Implications for users homed in SfB on-prem:

- Contacts are moved to SfB Online as part of Move-CsUser, and then above logic is relied upon
- No SfB contacts available in Teams until user is Teams-Only

Meetings

If Upgrading from SfB Online: Meetings are not migrated

If Upgrading from SfB On-prem: Meetings **are** migrated

Upgrade Tracks

Area	IT Admin Driven	Microsoft-driven automated upgrades
Target customers	Larger pure online orgs Hybrid and on-premises orgs	Smaller pure online orgs Limited IT resources
Scope of upgrade	Per user or per tenant	Per Tenant*
Initiated by	IT Admin	MS
Eligibility	Any org	Based on SfB feature usage and Teams feature availability
Ability to downgrade	Yes	<i>Customer:</i> Yes, prior to MS upgrade <i>MS:</i> Yes, if needed

**Prior to upgrade date, the org can use features of Admin driven track to self migrate on a per user basis.
When Microsoft upgrades the tenant, the entire tenant is upgraded at once.*

Resources



Microsoft Teams Resource Cheat Sheet



Office 365 Roadmap

- All public feature delivery dates
- Filter by product

<https://aka.ms/O365Roadmap>



Microsoft Technical Community

- Product forums and blogs
- Driving Adoption forum
- O365 Champion's Corner
- Diversity & Inclusion forum

<https://aka.ms/TeamsCommunity>



Success with Teams Practical Guidance

- Learn how to plan, deliver, adopt and manage Microsoft Teams
- Skype for Business to Teams transition guidance

<https://aka.ms/SuccessWithTeams>



Coffee in the Cloud on YouTube

- Short how-to videos for IT Pro's and Champions
- Long form end user & administrator training

<https://aka.ms/CoffeeintheCloud>

Microsoft Teams sessions at Ignite

See more at <https://aka.ms/TeamsAtIgnite>

Teams Core Fundamentals

[BRK2159: What's new in Microsoft Teams,](#)
[BRK2161: Microsoft 365, Built for Teamwork](#)
[BRK3118: Microsoft Teams Architecture Update](#)
[BRK3120: Troubleshooting Microsoft Teams](#)
[BRK3126: What's new in EDU? Updates to Microsoft Teams](#)
[BRK3135: Learn more about security and compliance for Teams](#)
[BRK3140: Microsoft Teams in the Government Cloud](#)
[BRK3231: Collaboration on the Go with the Teams Mobile App](#)
[BRK3370: Innovation of Teams built on a foundation of quality](#)
[BRK4012: How to manage Microsoft Teams effectively](#)

Upgrading from Skype for Business to Teams

[BRK2190: Facilitating a smooth transition from SfB to Teams](#)
[BRK3141: Designing your path from SfB to Teams](#)
[BRK3142: Planning migration from SfB to Teams for IT Admins](#)
[BRK3230: How Microsoft Does IT: The Journey from SfB to Teams](#)

Change Management, Adoption and Success Stories

[BRK2160 : Scenarios to realize the value of Microsoft Teams](#)
[BRK2189: Success with Teams Customer Panel – Best practices for large scale enterprise deployments](#)
[BRK2366: Find out how one of the biggest retailers in Europe is using Microsoft Teams](#)
[BRK3170: Driving Teams Adoption: Enabling the modern workplace with O365 & Microsoft Teams](#)
[BRK2143: Improving Health Teams Collaboration using Microsoft Teams](#)

Intelligent Calls, Meetings & Devices

[BRK2169: Reaching broader audiences with Microsoft Teams live events](#)
[BRK2188: Intelligent meetings in Microsoft Teams](#)
[BRK3168: Intelligent Communications across devices in Microsoft Teams](#)
[BRK3232: Collaborative Calling and Business Voice in Teams](#)

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IT Pro Deep Dives

[BRK3113: Deep dive into the Administration Portal for Microsoft Teams and Skype for Business](#)

[BRK3138: Managing Client Deployments and Updates for Microsoft Teams](#)

[BRK4013: Quality in Meetings and Calling in Teams](#)

[BRK3169: Understanding calling usage and diagnosing call failures in Teams](#)

[BRK2461: How to choose, deploy and manage the right Teams Devices](#)

[BRK4014: Deep dive on Office 365 Direct Routing](#)

[BRK4016: Understanding Media Flows in Microsoft Teams](#)

[BRK3229: Everything you need to know about Skype for Business Server](#)

[BRK3124: How Skype for Business on-premises customers can take advantage of Teams meetings](#)

Extending Platform and Apps

[BRK2453: Drive Digital Transformation through Apps in Microsoft Teams](#)

[BRK3119: Deep Dive into Building Apps for Microsoft Teams](#)

[BRK2463: Introduction to programmable voice and video in Microsoft Teams](#)

[BRK3122: Connecting Microsoft Teams to third-party meeting room devices with Cloud Video Interop](#)

[BRK3136: How to manage secure, custom applications in Microsoft Teams](#)

Q & A

Michel van Vliet
Lauwrensz Bakker

