



TAN DUC INFORMATION TECHNOLOGY SCHOOL JSC

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Let's Reach For Excellence!

MASTERING MICROSOFT TEAM

Duration: 01 day

Microsoft Teams is the heart of collaboration and communication within Office 365, integrating many applications and services all in one platform. The virtual workspace provided by Microsoft Teams offers a plethora of time-saving and efficiency features that organizations of all sizes can benefit from. Since Microsoft Teams is such a new application, the story is still being written on the value realized by implementation and adoption. In order for organizations to fully appreciate Microsoft Teams, end users must be fully adept in how to use the features. Moreover, business owners must understand how to provide training, governance, and drive user adoption of Microsoft Teams. In this course, all of these scenarios are addressed



COURSE OUTLINE

Module 1: Introduction to Microsoft Teams

- ✓ How to Use and Access Teams
- ✓ Background: The Journey from Skype
- ✓ What Is Included When Creating a Team
- ✓ SharePoint and Teams
- ✓ Groups and Teams
- ✓ Exchange/Outlook and Teams
- ✓ OneDrive for Business and Teams

Module 2: Working in Teams

- ✓ Teams
- ✓ Channels
- ✓ Tabs
- ✓ Connectors
- ✓ Search
- ✓ Quick Commands and the Command Bar
- ✓ Tips

Module 3: Communicating in Teams

- ✓ Conversations
- ✓ Chat
- ✓ Voice Calls
- ✓ Video Calls
- ✓ Choosing the Right Form of Communication

Module 4: Meetings in Teams

- ✓ Private Meetings
- ✓ Channel Meetings
- ✓ Joining a Meeting by Audio Conference
- ✓ Meeting Agenda
- ✓ Meet Now Meetings
- ✓ Meeting Controls for Participants
- ✓ Meeting Controls for Organizers

Chapter 5: User Adoption in Teams

- ✓ When to Use What for Collaboration
- ✓ Real-World Use Cases
- ✓ Pilots
- ✓ User Adoption Tips
- ✓ Training
- ✓ Ongoing Monitoring and Improvement

Chapter 6: Governance

- ✓ Creating Your Own Plan
- ✓ Organizational Structure for Teams and Channels
- ✓ Process for Creating and Managing Teams
- ✓ Roles and Responsibilities
- ✓ Feature Review

Chapter 7: Automating Business Processes in Teams

- ✓ What Are Bots?
- ✓ Using Microsoft Flow with Teams

Chapter 8: Known Challenges and the Future

- ✓ Issues with Working in Teams
- ✓ Issues with Communicating in Teams
- ✓ Issues with Meeting in Teams
- ✓ Issues with Governing Teams