


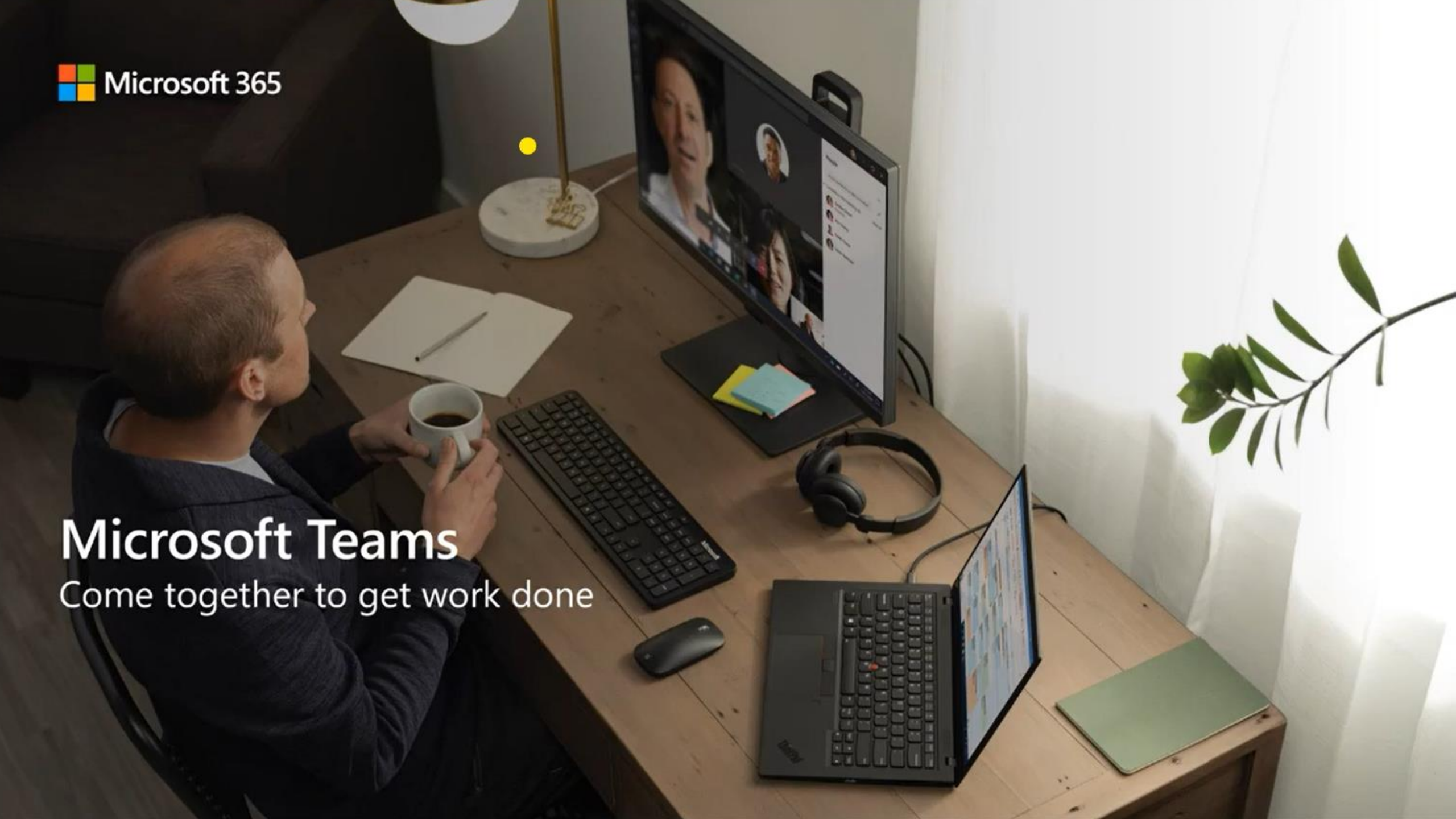
Microsoft 365

M365 Collaboration – Building a Teams Practice

John Petersen – Design Sales Engineer



Microsoft 365



Microsoft Teams
Come together to get work done

“The next decade of economic performance for every business will be defined by the speed of their digital transformation.”

Satya Nadella—CEO Microsoft



Microsoft Teams

Come together to get work done



Stay connected

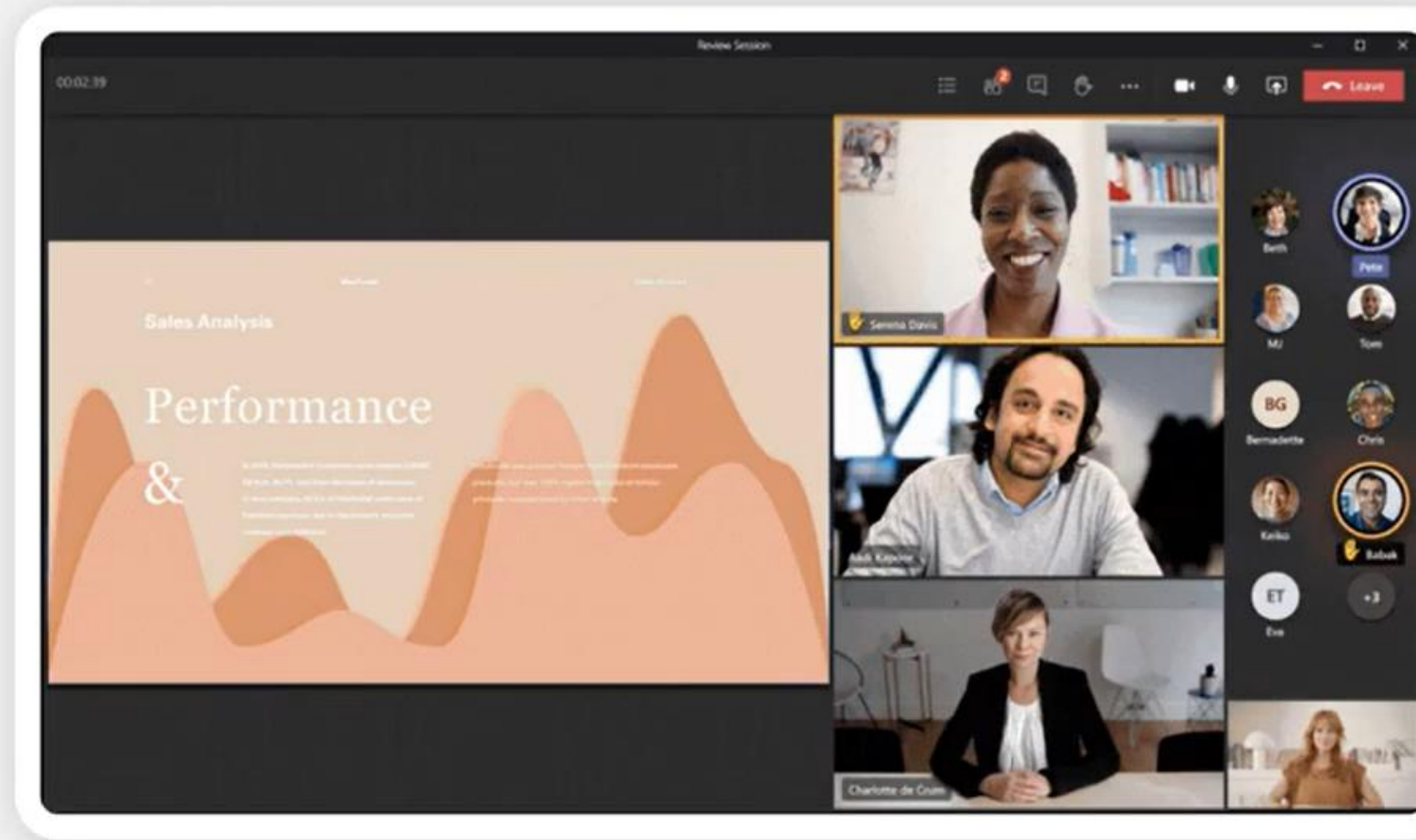


Collaborate seamlessly



Simplify work

Secure and compliant



Work is more than meetings



Calendar



Files



Chat



Office apps



Microsoft Whiteboard



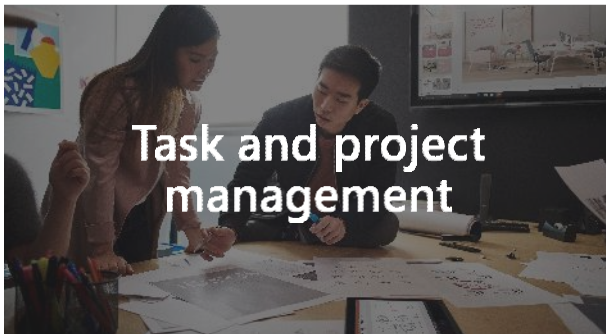
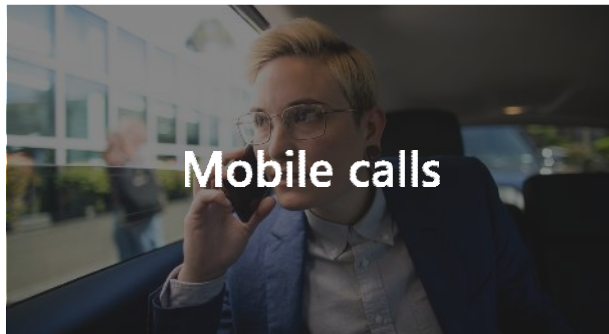
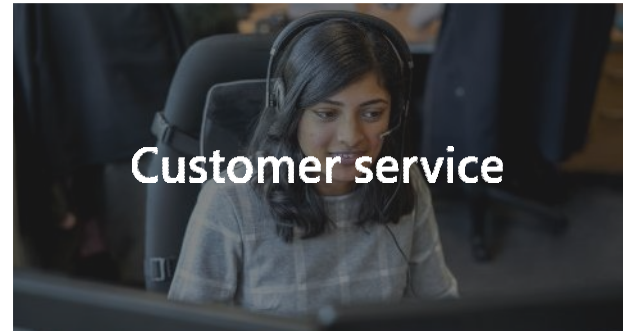
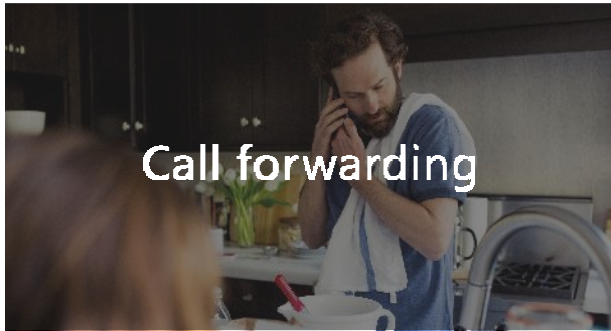
Microsoft Graph

Microsoft 365 supports digital transformation



Staying connected
in real-time is essential

Microsoft Teams
brings it all together



Teams is a trusted leader in Unified Communications

200 million

Meeting users in a single day

115+ million

Teams daily active users

4.1 billion

Meeting minutes in a day

Leader

in Gartner's 2019 UCaaS Magic
Quadrant report

Leader

in The Forrester Wave Unified
Communications-as-a-Service

Microsoft Teams

is the hub for teamwork in Microsoft 365



Chats



Meetings



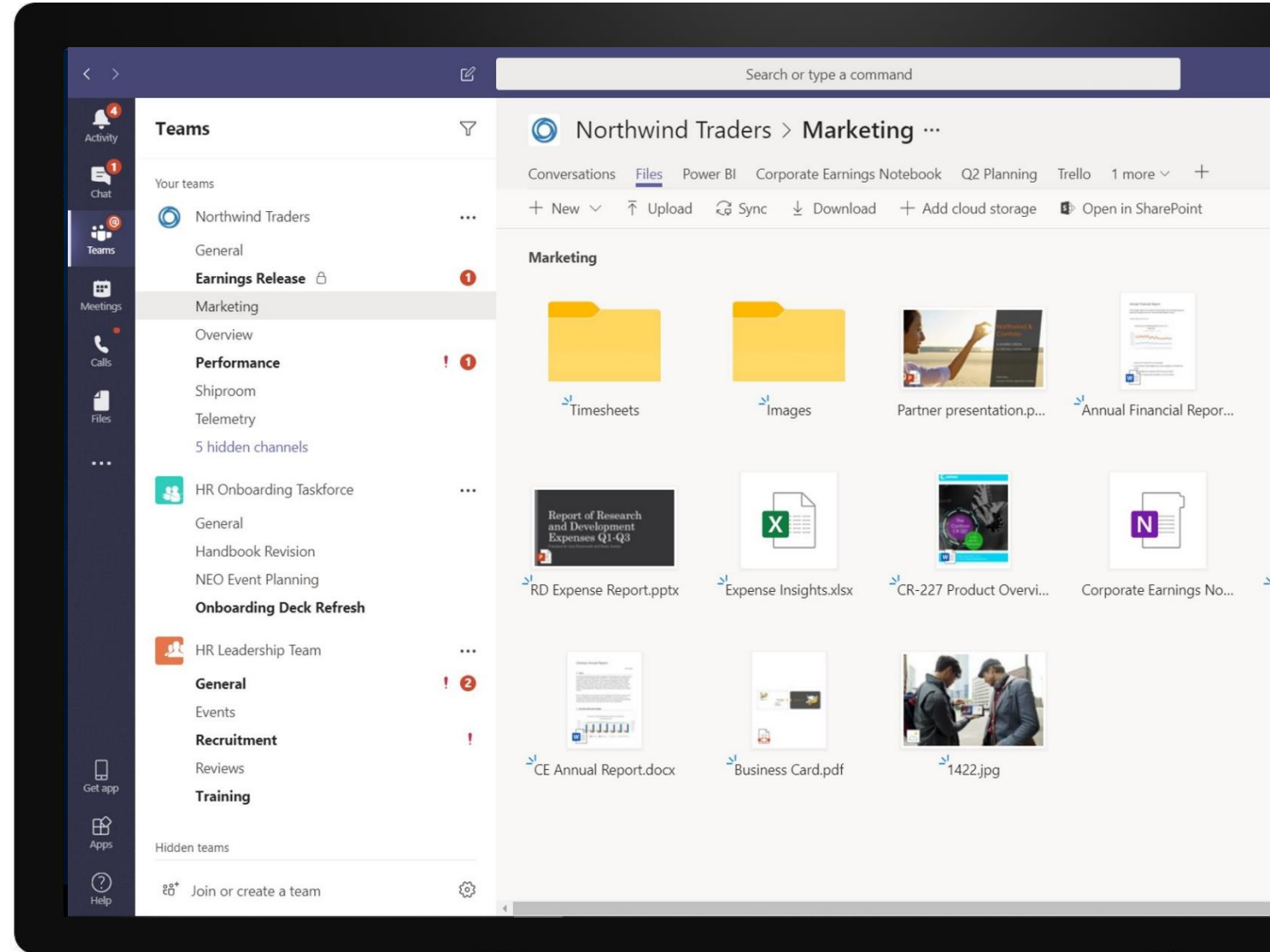
Calls



Office 365
Microsoft 365



Enterprise-grade security and compliance



Microsoft Teams, the hub for teamwork



Transform workplace
collaboration



Streamline business
processes



Connect across your
entire organization

The screenshot displays the Microsoft Teams interface for a shift schedule. The top navigation bar includes a search bar and a microphone icon. The main content area shows a calendar view for 'Contoso North Store' with tabs for 'Schedule' and 'Settings'. The calendar displays dates from June 23 to June 28, 2019, with a note that all times are in GMT-05:00 Eastern Time (US & Canada). Below the calendar, there are sections for 'Managers' and 'Assistant Managers', each with a group total and a list of team members with their assigned shifts. The 'Managers' section shows a total of 171 Hrs and lists Christie Cline (45 Hrs), Adele Vance (63 Hrs), Miriam Graham (36 Hrs), Alex Wilber (18 Hrs), and Nestor Wilke (9 Hrs). The 'Assistant Managers' section shows a total of 151.25 Hrs. A smartphone in the foreground displays a mobile app interface with a 'Your Shifts' section, showing a list of shifts for the month of April, including dates 15 MON, 16 TUE, and 17 WED, with times 8:00 AM - 5:00 PM (EDT) for Sales Associates at Contoso North Store.

Today	23 SUN	24 MON	25 TUE	26 WED	27 THU	28 FRI
642.75 Hrs	81 Hrs	117 Hrs	98.75 Hrs	107.5 Hrs	71.5 Hrs	99 Hrs

Managers
Group total: 171 Hrs

OS	Christie Cline	Adele Vance	Miriam Graham	Alex Wilber	Nestor Wilke
4 shifts	45 Hrs	63 Hrs	36 Hrs	18 Hrs	9 Hrs

Assistant Managers
Group total: 151.25 Hrs

Your Shifts

- 15 MON: 8:00 AM - 5:00 PM (EDT) Sales Associates Contoso North Store
- 16 TUE: 8:00 AM - 5:00 PM (EDT) Sales Associates Contoso North Store
- 17 WED: 8:00 AM - 5:00 PM (EDT) Sales Associates Contoso North Store



Why Microsoft Teams?

1

Teams is for every worker, from CEO to Firstline

2

AI-powered experiences delivered by the **Microsoft Graph**

3

Intelligent meeting solution with video, content share and notes

4

Range of **certified devices** for every size, space and working style

5

Deep integration with **business processes** and **line of business apps**

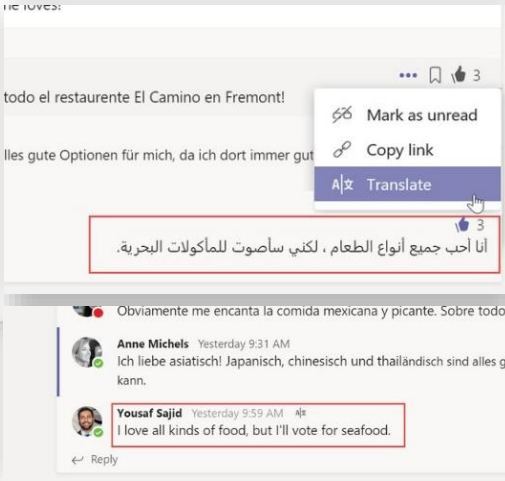
6

42 compliance regulations supported for customers

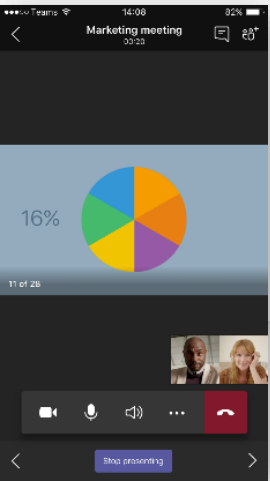
7

Available in **53 languages, 181 markets** with data stored **in region**

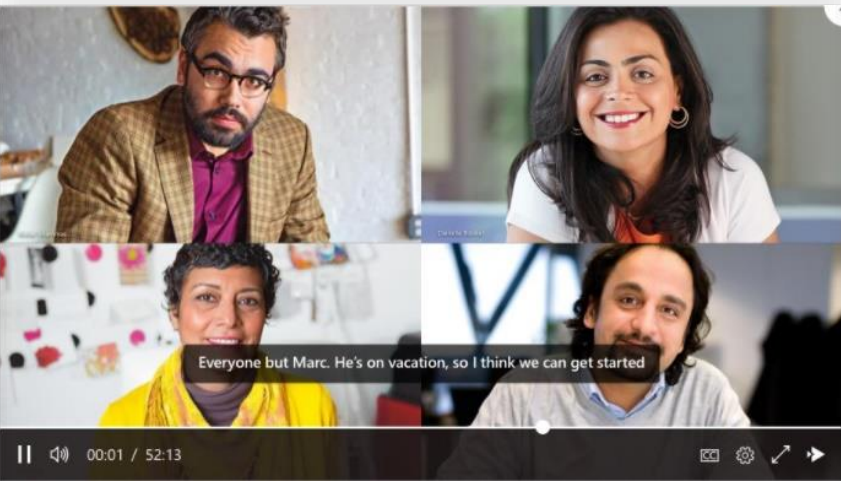
AI in Teams - available today



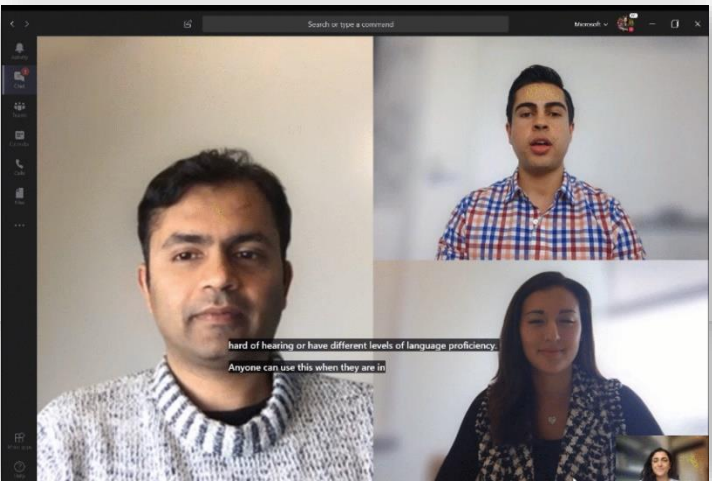
Inline Message Translation



Mobile Companion Mode



Meeting Recording Transcription



Background Blur & Live Captions



Microsoft Teams What's new



Microsoft Teams roadmap

New Together Mode Scenes

Use AI in meetings to digitally place participants in a shared background to make it feel like you're sitting in the same room

Q4 2020

Breakout Rooms

Meeting hosts can create breakout rooms to be used by meeting participants for smaller group discussion

Q4 2020

Custom Layouts

Presenters can customize how content shows up for during a meeting to allow for a more dynamic content viewing experience

Q1 2021

Dynamic View

Optimize your view to suit your needs and preferences, such as showing shared content and participants side by side

Q1 2021

Live Reactions And Polls

Use emojis during meetings to share reactions with all participants

Q1 2021

Large Meetings

Hold interactive meetings with up to 1,000 attendees. When needed, the meeting will scale to accommodate up to 20,000 view only attendees

Q1 2021



New Teams features

1 [Meetings](#)

2 [Meeting room experiences](#)

3 [Calling](#)



What's new | Meetings



Large meeting support

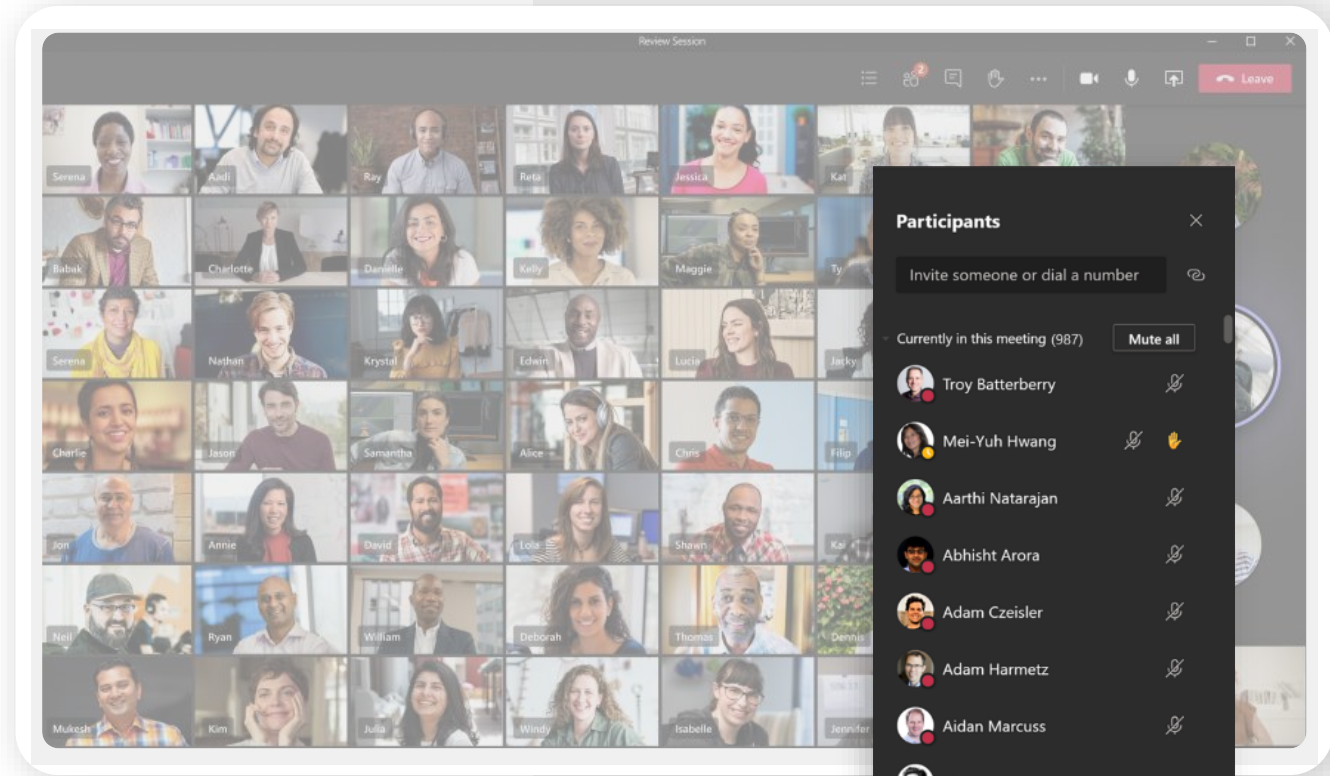
Teams Meetings are growing to support up to 1,000 participants with the full meeting experience by end of year.

Microsoft 365 Roadmap

For larger meetings and events that require additional control, Teams will soon seamlessly scale to support 20,000 participants in a view-only meeting experience that includes the ability to use **live captions**.

Microsoft 365 Roadmap

Release timing: Q4 CY2020 / September



Together mode with new scenes coming

Together mode reimagines meeting experiences to help participants feel closer together even when they are apart. With new Together mode scenes coming this calendar year, you can transport your team to a variety of settings – whether it's an auditorium, conference room, or coffee shop.

Release timing: Q4 CY2020

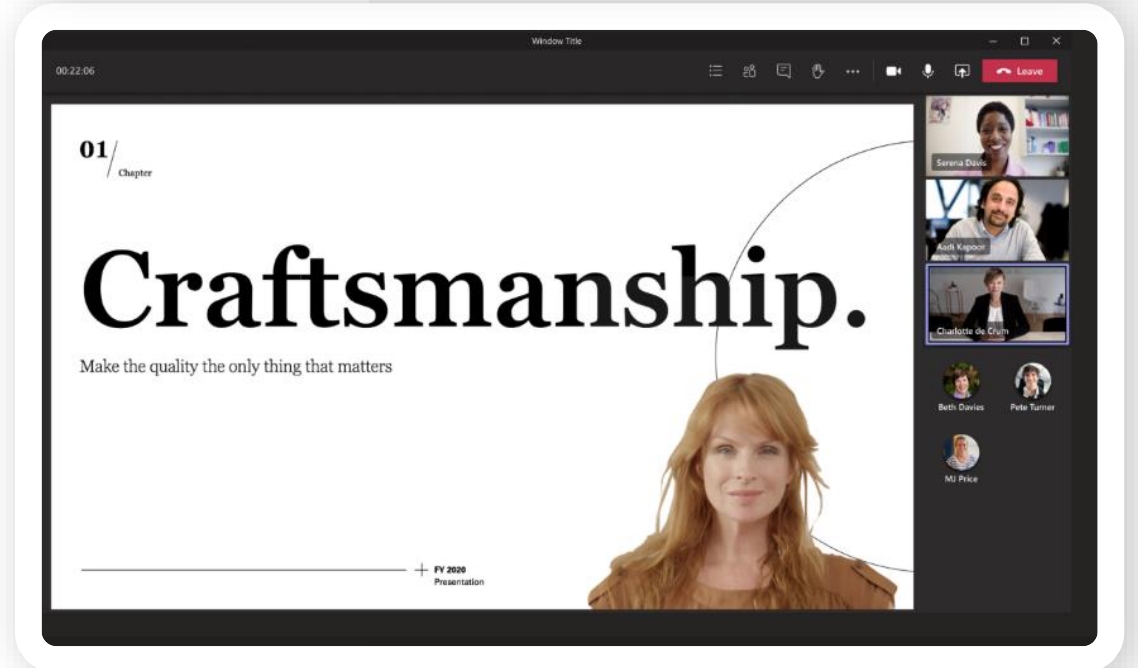
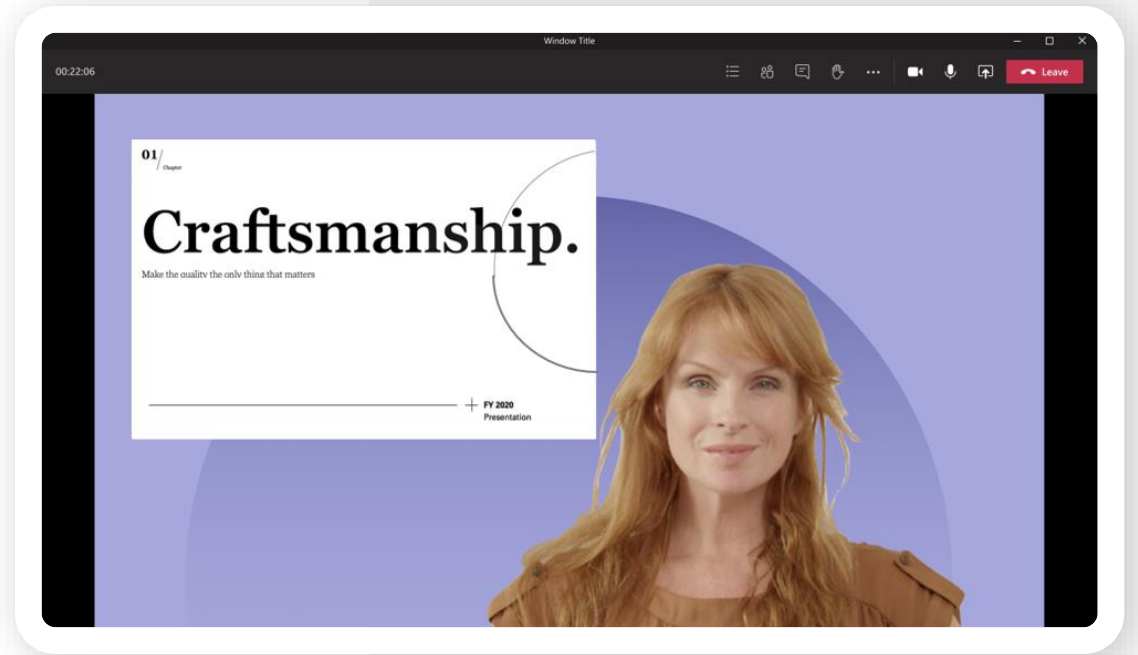


Custom layouts

Custom layouts allow presenters to create a more dynamic viewing experience for meeting participants.

For example, when a speaker is presenting, participants will be able to see the presenter's video feed transposed onto the foreground of the PowerPoint slide.

Release timing: Q4 CY2020

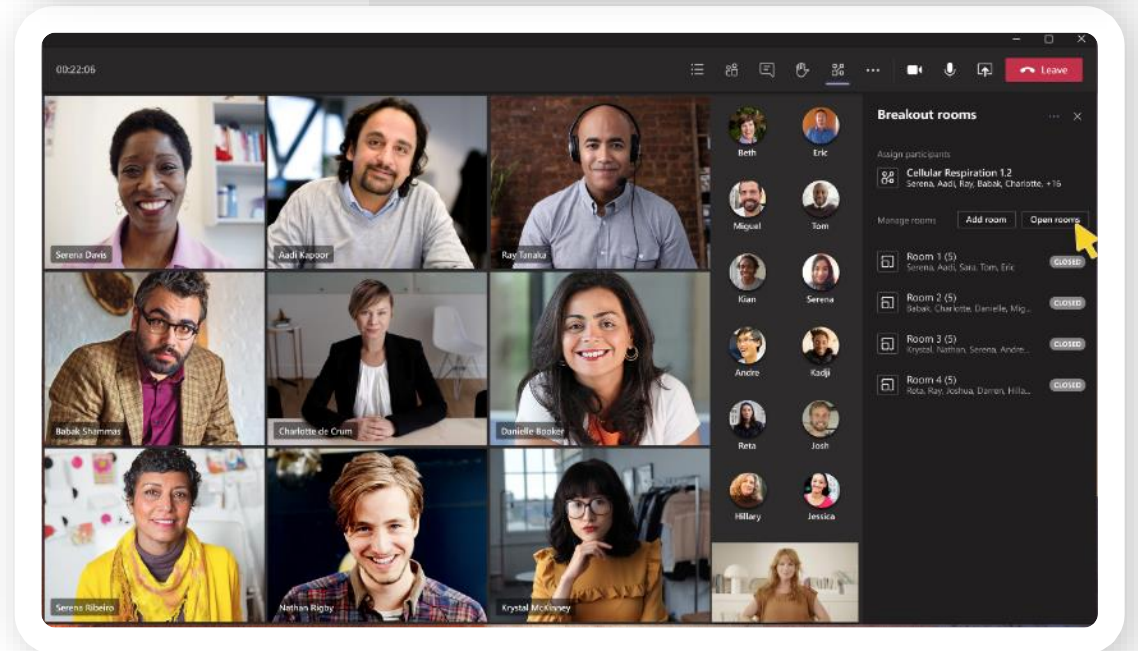
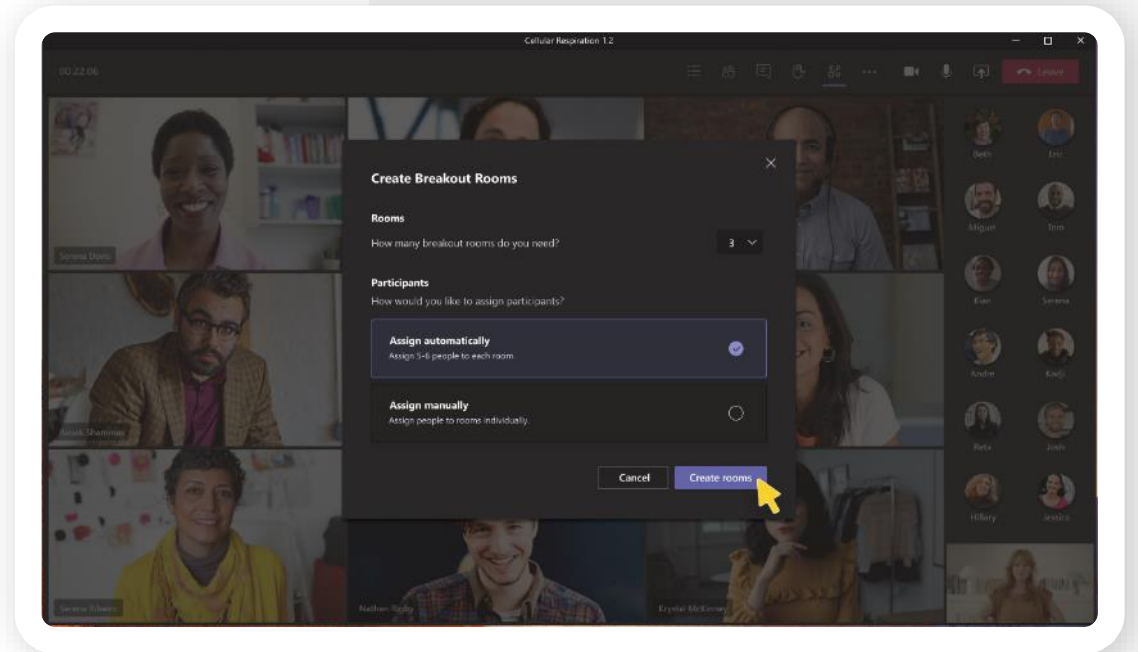


Breakout rooms

Divide meeting participants into breakout rooms to facilitate brainstorming sessions or workgroup discussions. Presenters can choose to hop between breakout rooms, make announcements, and close the breakout rooms to bring participants back to the main meeting.

Release timing: October

Microsoft 365 Roadmap

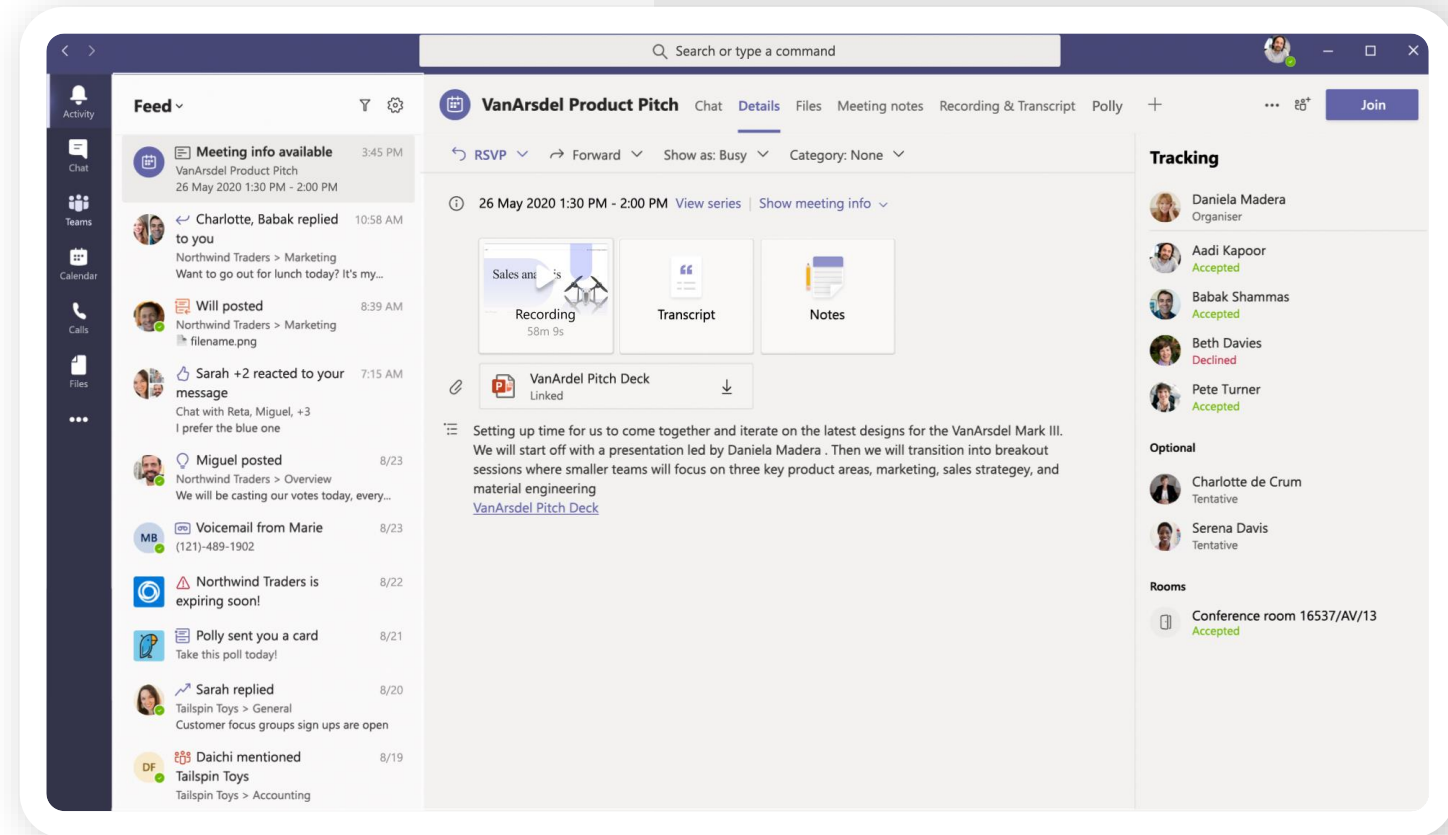


Meeting Recap

Meeting recaps help teams move forward after a meeting for participants and those who were unable to attend. Coming this year, a recap with the meeting recording, transcript, chat, shared files and more will be automatically shared in the meeting Chat tab and viewable in the Details tab for each meeting. The recap will also be available in your Outlook calendar meeting event.

Release timing: Q4 CY2020

Microsoft 365 Roadmap



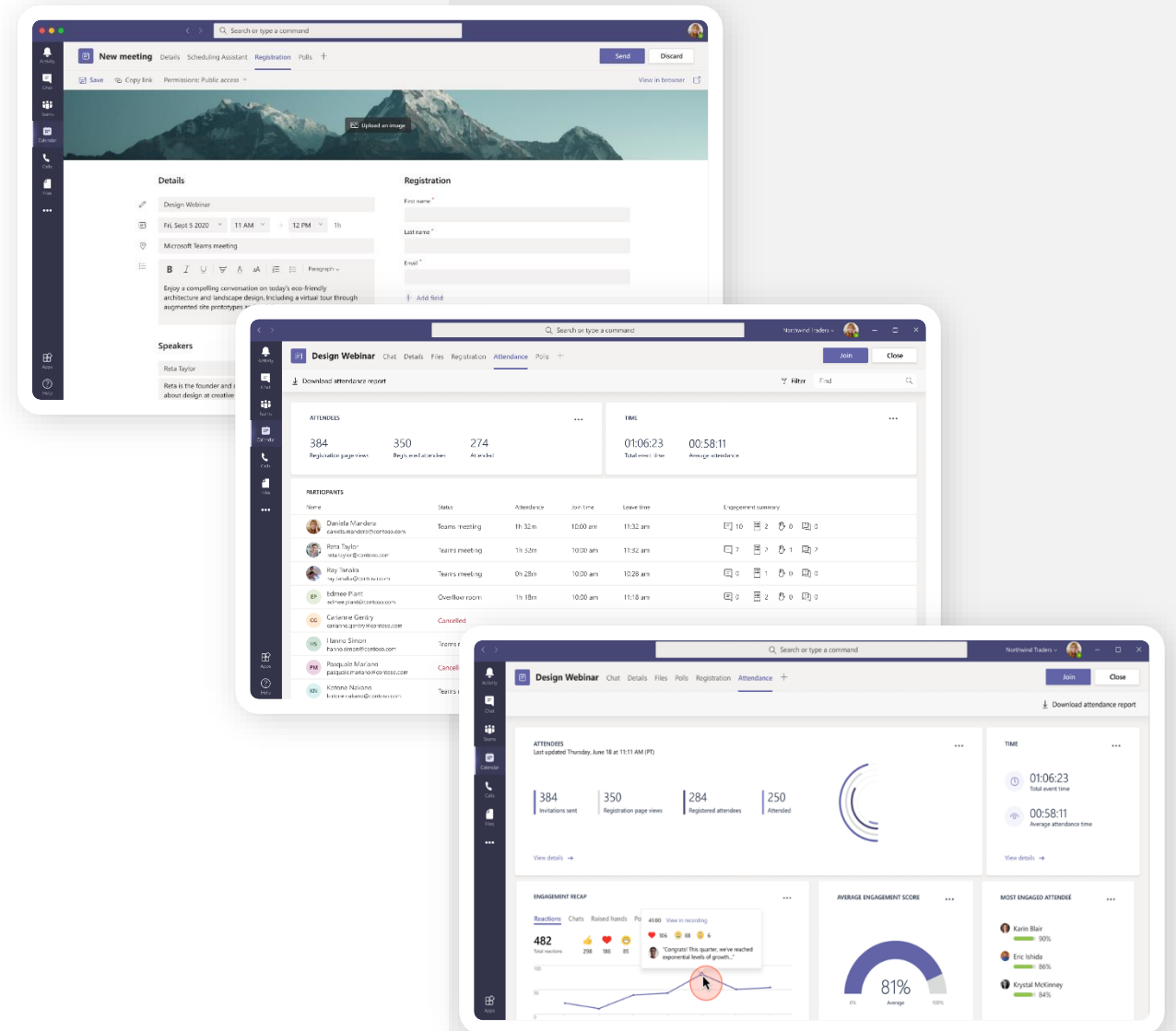
Webinar support

For more structured meetings, such as customer webinars, meeting organizers can use event registration with automated emails for easier attendee management. And after the meeting, a detailed reporting dashboard will help you understand attendee engagement. These new features will start to roll out by end of year.

Later this year, developers will be able to use our attendee reporting and scheduling APIs to bring this data into their apps for CRM, marketing automation, and more.

Release timing: Q4 CY2020

Microsoft 365 Roadmap



Built-in Connectors + Custom Connectors

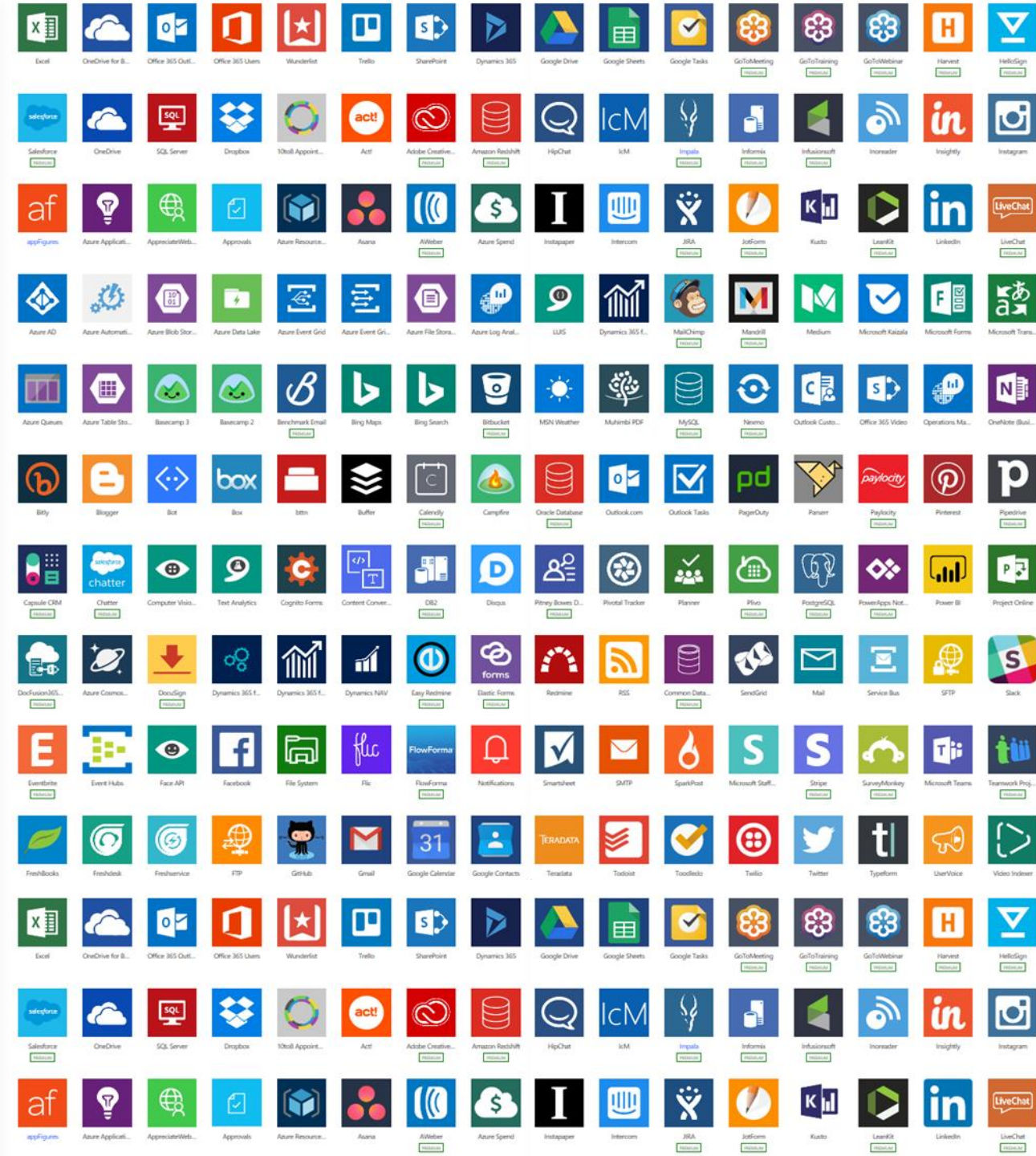
Built-in connectivity to **220+ cloud services**, content services, databases, APIs, etc.

Seamless **hybrid connectivity** to on-premises systems via the On-Premises Data Gateway

Custom Connector support allows developer / IT systems to register as a **building block** for citizen developers

Multiple data sources **in a single application** for processes that span systems

Included with PowerApps licenses

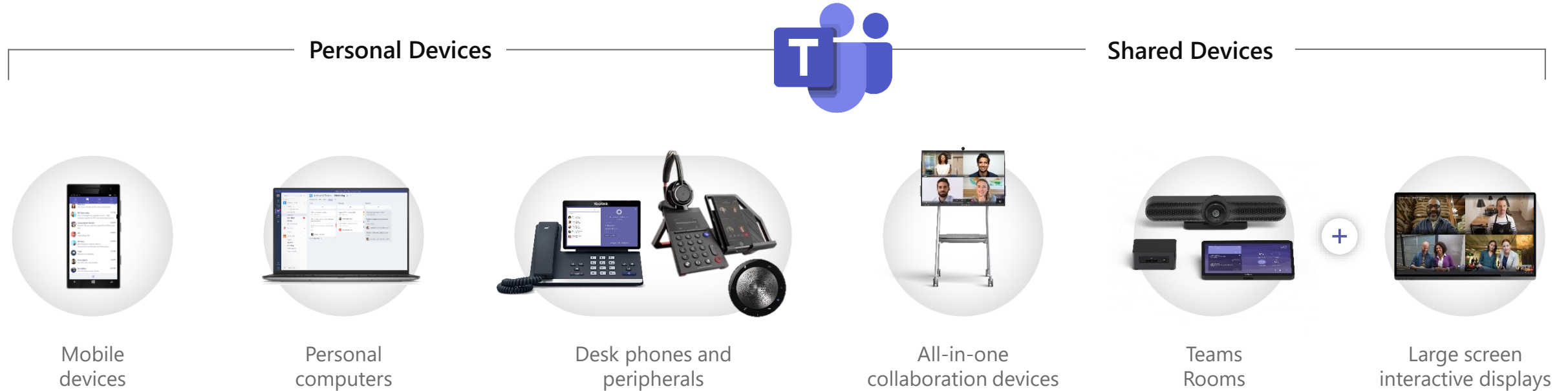




What's new | Meeting Rooms



Microsoft Teams Devices



A range of certified devices in every size, for every space and working style

Consistent Teams experience with more seamless transitions across devices

Integration of software and hardware to enhance the meeting experience

Companion experiences with mobile devices for meetings

Built-in skills and intelligence to support the meeting and calling lifecycle

Teams Room Device enhancements

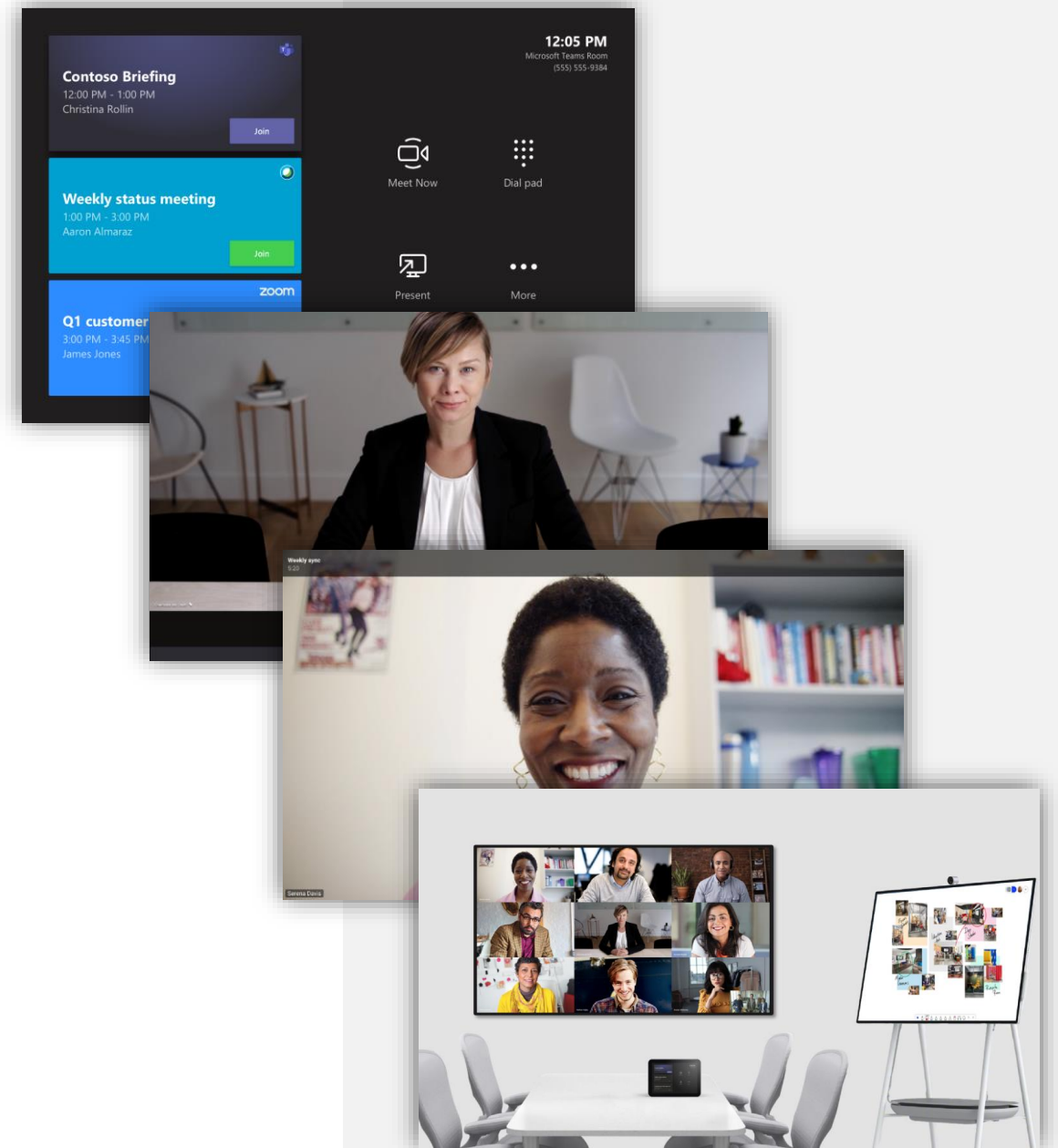
Live captions: Teams Room meeting participants can now view live captions when enabled. In-room participants can also enable live captions the meeting room console.

3x3 gallery view: Meeting participants can now view up to nine participants in the meeting gallery view, shown on the front of room display.

Direct Guest Join with Zoom Rooms (Preview) and Cisco Webex: Teams Rooms and Zoom Room devices can now connect to each other's meeting services via embedded web technologies. This will reduce the friction you experience when trying to join calls from external partners or clients who may not be using the same meeting service.

Pinning Users on Surface Hub

Coordinated Meeting Join

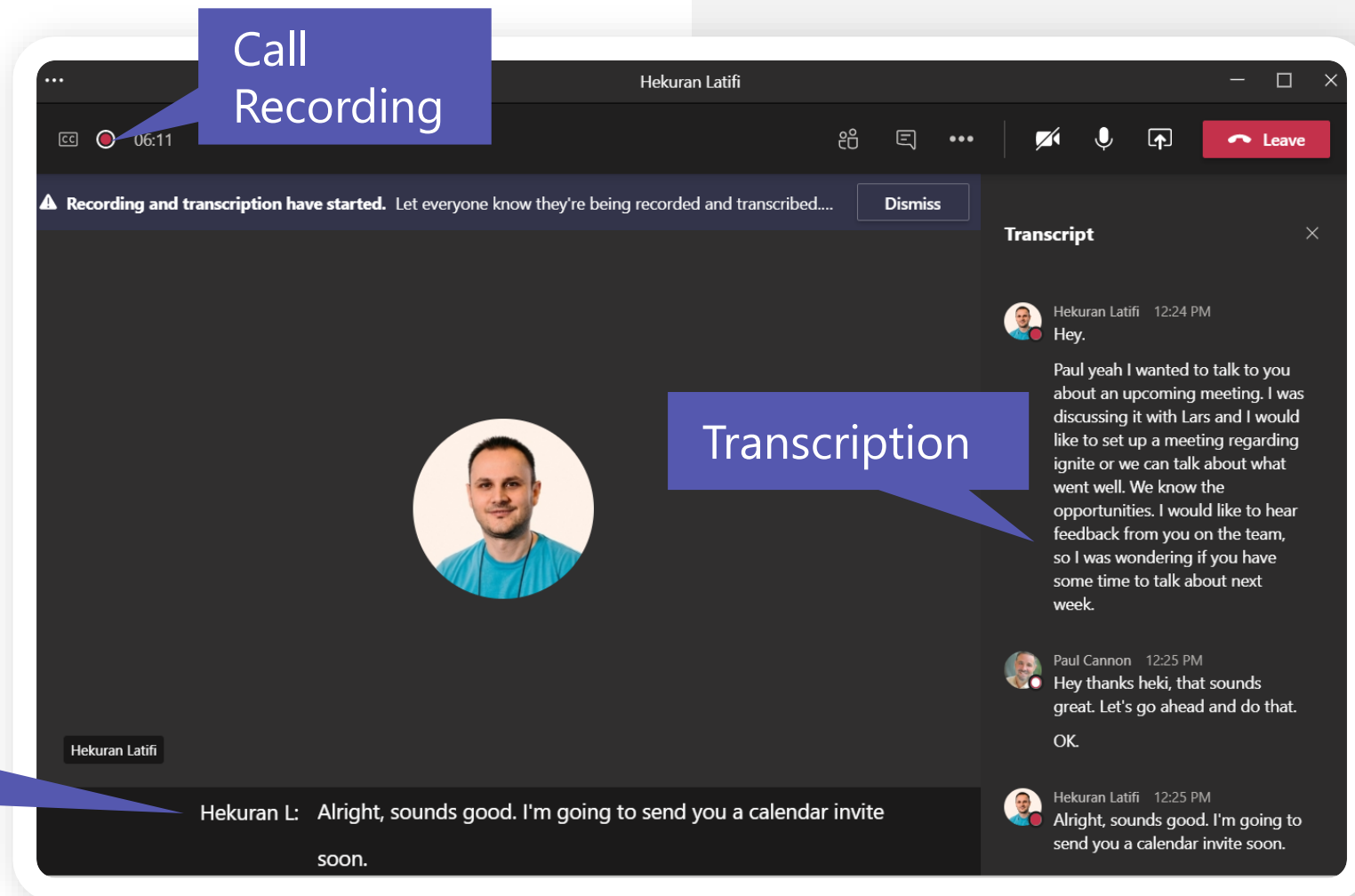


Captions, Recording, and Transcriptions

Enables calling participants to view live captions and/or transcription during a Teams Call.

Supported spoken languages in 1st release: English. More to come!

After the meeting is finished, a transcription is available for review – even if you missed the call.



Live
Captions

Microsoft Teams Rooms experience on Android

[Collaboration bars for Microsoft Teams](#), a video-first conferencing solution built on Android, launched earlier this year. We're simplifying our portfolio of Teams devices for shared spaces by **bringing collaboration bars into the Teams Rooms product family**.

By aligning both Windows and Android platforms within the Teams Rooms, we can ensure an equally robust feature set across both operating systems. As we continue to evolve and expand the features available on the Android platform, our partners are also developing new form factors that go beyond the single, integrated bar.

The **first fully modularized Teams Room device running on Android will be the Poly G7500**, which will be available beginning early 2021. To provide our customers with even more choice, we will continue to deliver Teams Rooms experiences on integrated form factor devices, including the new **AudioCodes RXV80** and the new **Yealink A20**. We'll also enable **support for center of room controls** later this year. At Ignite we also announced two new features coming to Teams Rooms on Android – **breakout room support** and **personal mode**, a new Teams Rooms experience optimized for use in personal workspaces. Additional features are included below

Release timing: Q4 CY2020



Touchless meeting experiences

Room remote for Microsoft Teams Rooms in the Teams mobile app, will provide meeting device controls, including the ability to join and leave the meeting, mute and unmute the room, adjust audio volume, and turn cameras on and off.

Microsoft 365 Roadmap

Cortana voice assistance for Microsoft Teams Rooms on Windows will allow in-room participants to manage select controls using spoken commands.

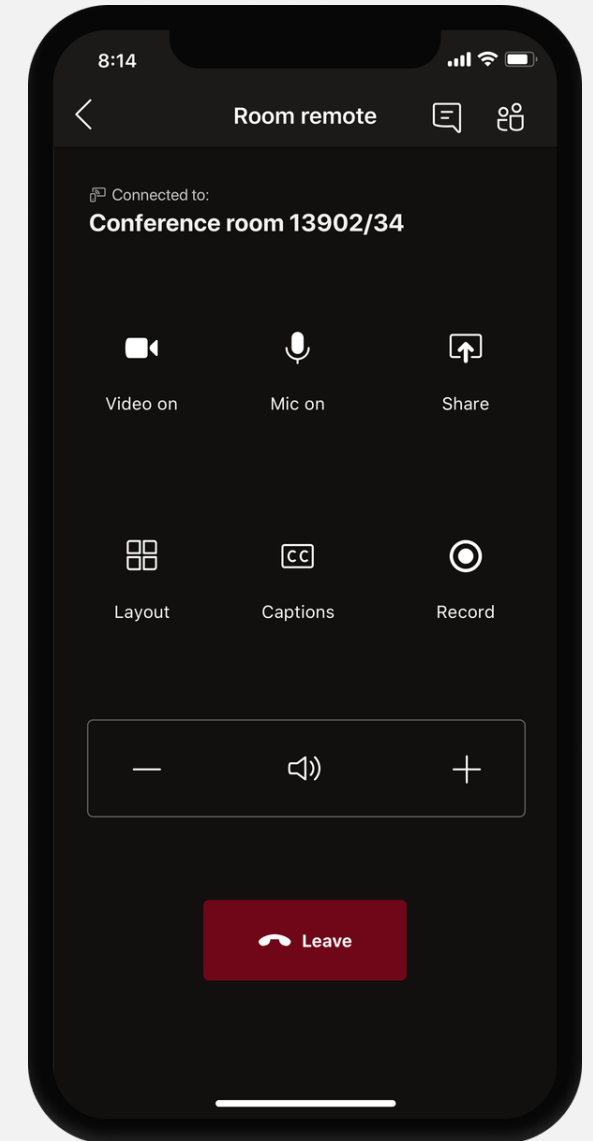
Microsoft 365 Roadmap

Support for Teams casting for Microsoft Teams Rooms enabling seamless ad-hoc in-person collaboration for people in a shared space.

Microsoft 365 Roadmap

Proximity Join on Surface Hub (September)

Microsoft 365 Roadmap

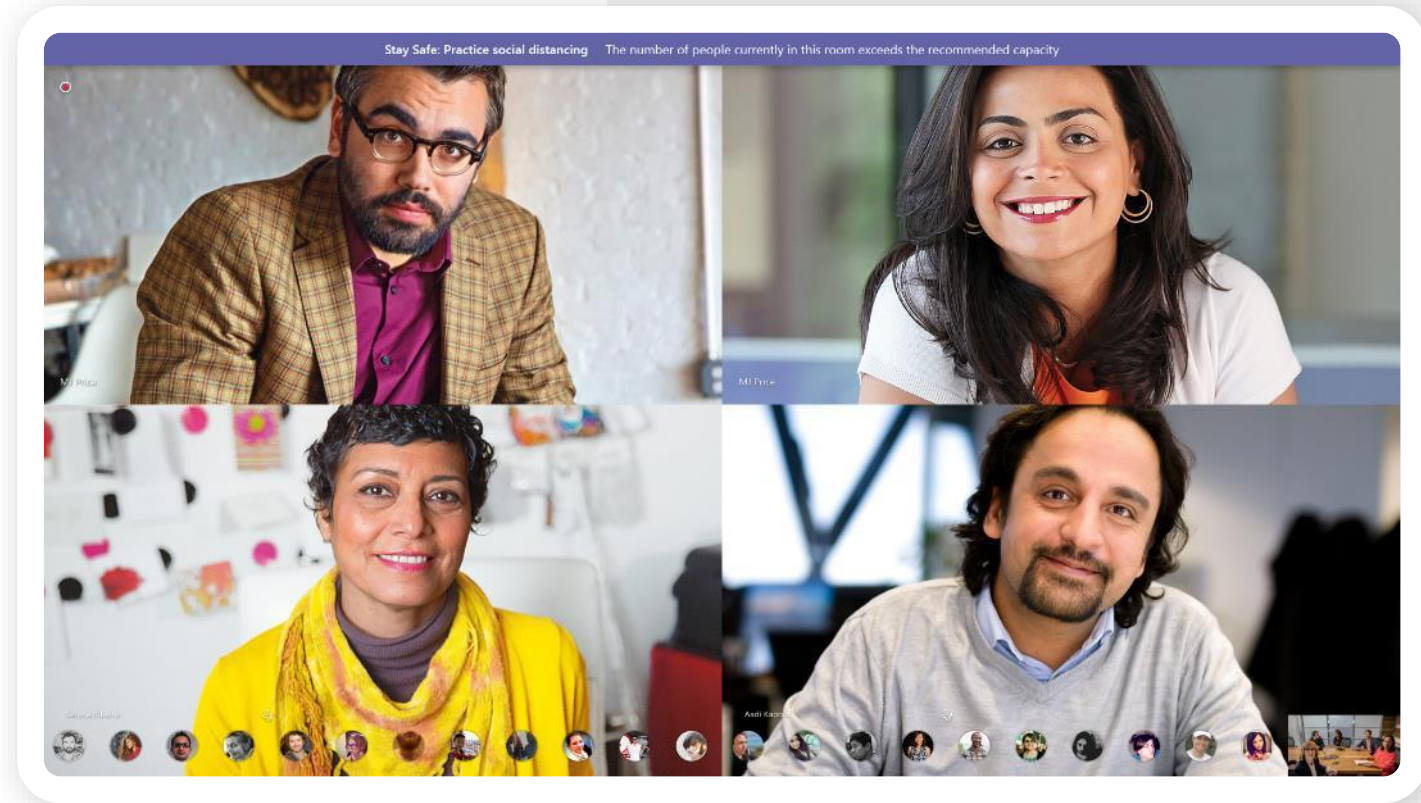


Meeting room capacity notifications

Using data from meeting room cameras equipped with people-counting technology, this upcoming feature for Microsoft Teams Rooms on Windows alerts in-room meeting participants if the room is over capacity based on data defined by the IT administrator. This helps organizations remind users of room capacities and social distancing practices.

Release timing: Q4 CY2020

Microsoft 365 Roadmap

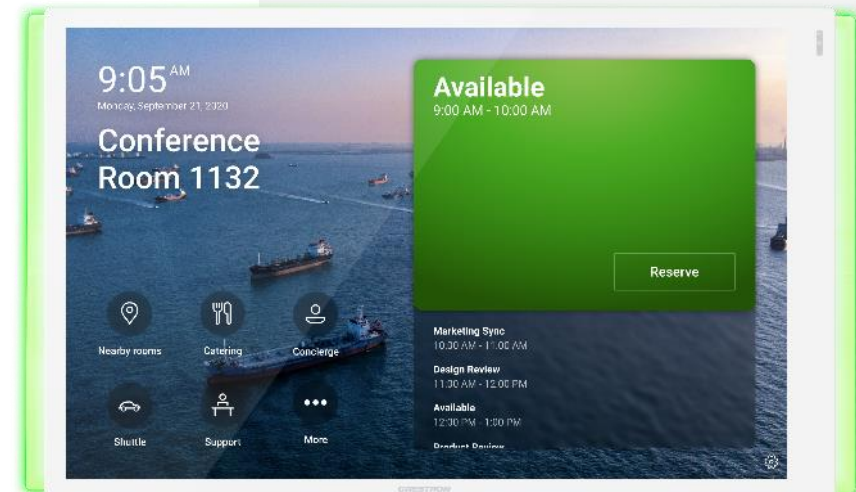


Microsoft Teams panels

This new category of devices can be mounted outside a meeting room to streamline space management, providing users with the ability to view location and meeting details, reserve a space, view upcoming reservations, and easily identify current availability status. Users can also view the building floor plan and book another room using the “Nearby Rooms” feature.

While the best end-to-end experience is pairing a Teams panel with another Teams Room device, you can add a panel outside of any meeting space. We’re happy to launch this new category with our first Teams panel partners, Crestron and Yealink. Teams panels will be available in early 2021.

Release timing: Q1 CY2021



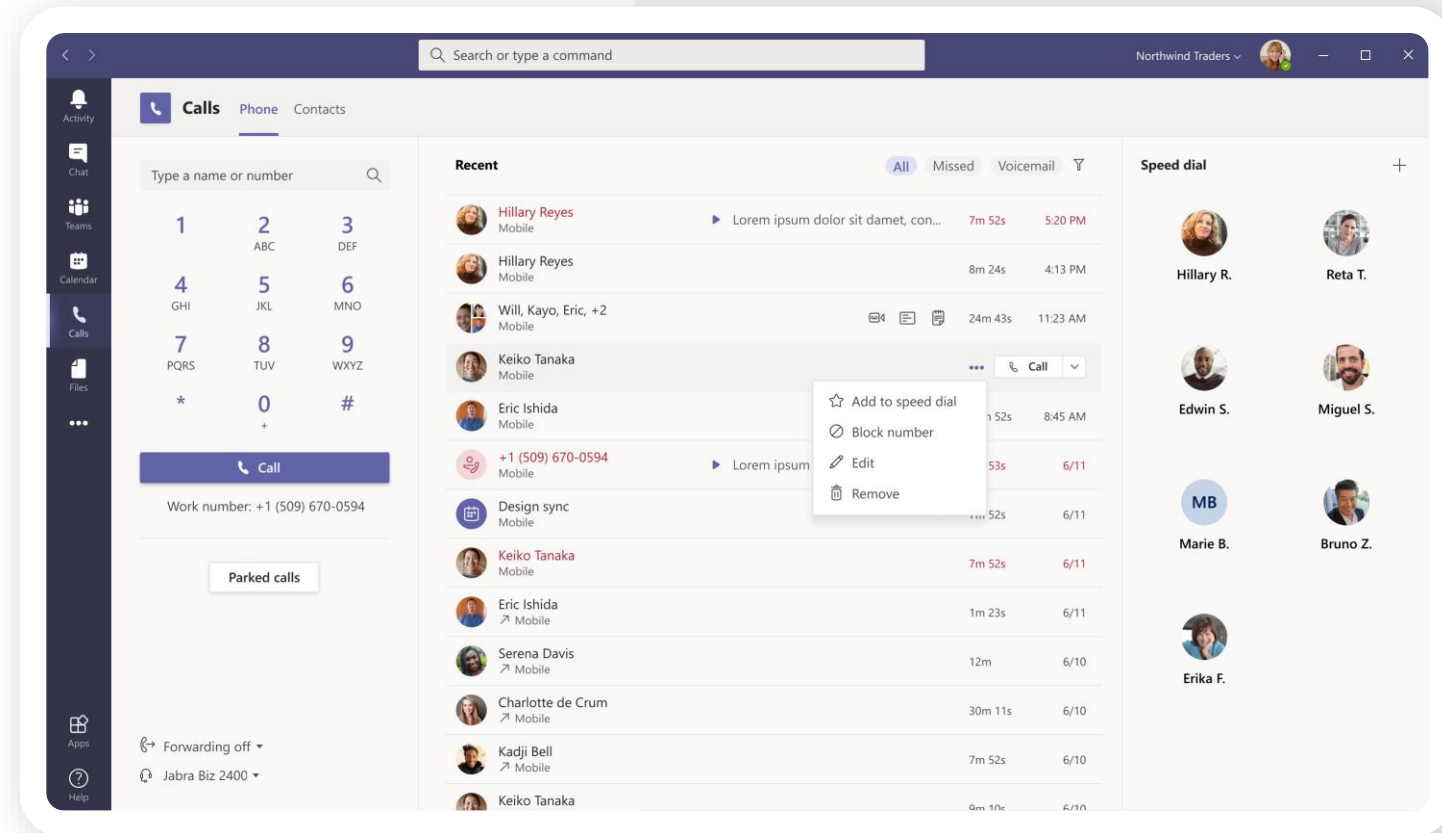
What's new | Calling



New Calling experience

We are simplifying the Calling experience with a streamlined view that shows contacts, voicemail and calling history at once, making it easier to initiate or return a call with a single click.

Release timing: Q4 CY2020

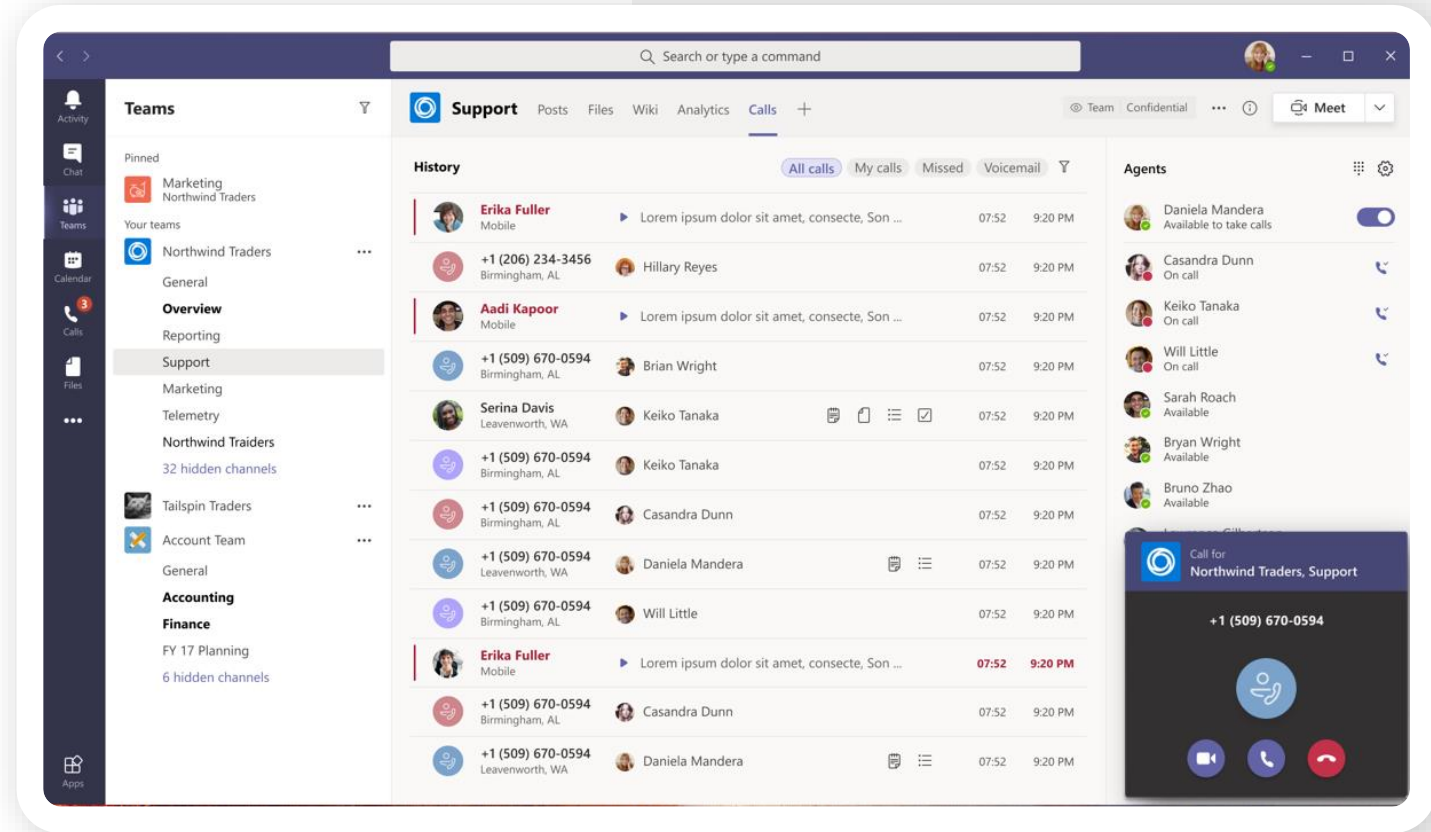


Collaborative calling

Collaborative calling enables customers to connect a call queue to a channel in Teams. Users can collaborate and share information in the channel while taking calls in the queue. This feature is ideal for scenarios such as an IT help desk or HR hotline. IT admins can quickly connect call queues to specific channels, and team owners can manage the settings.

Release timing: Q4 CY2020

Microsoft 365 Roadmap



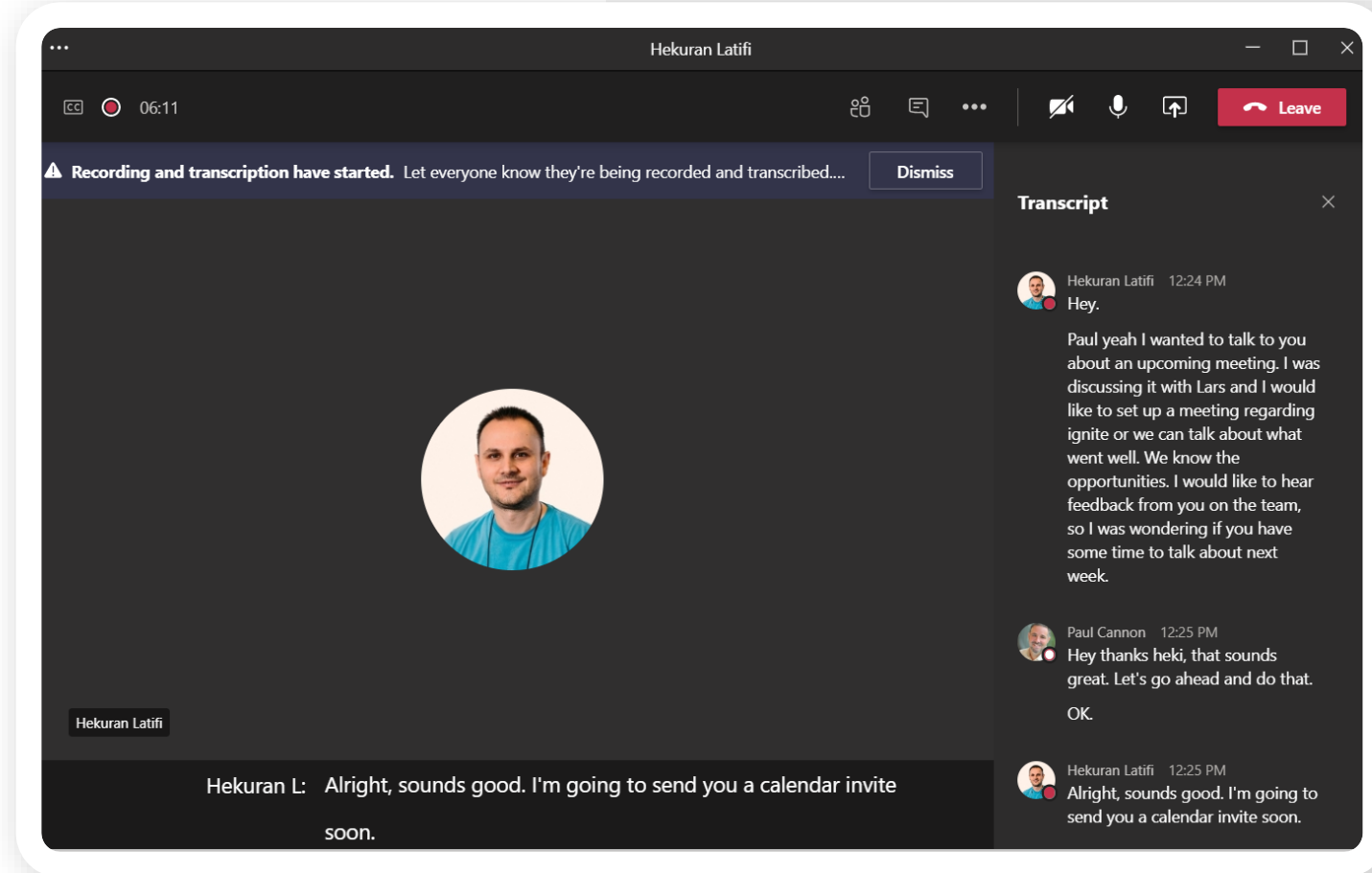
Popular meeting features coming to 1:1 calls

New calling features include **transcription, live captions, recording** and the ability to **transfer between Teams mobile and desktop apps**.

Transcripts and recordings are saved in the chat window after a call. These features can be enabled via the control bar within the Call window.

Release timing: Q4 CY2020

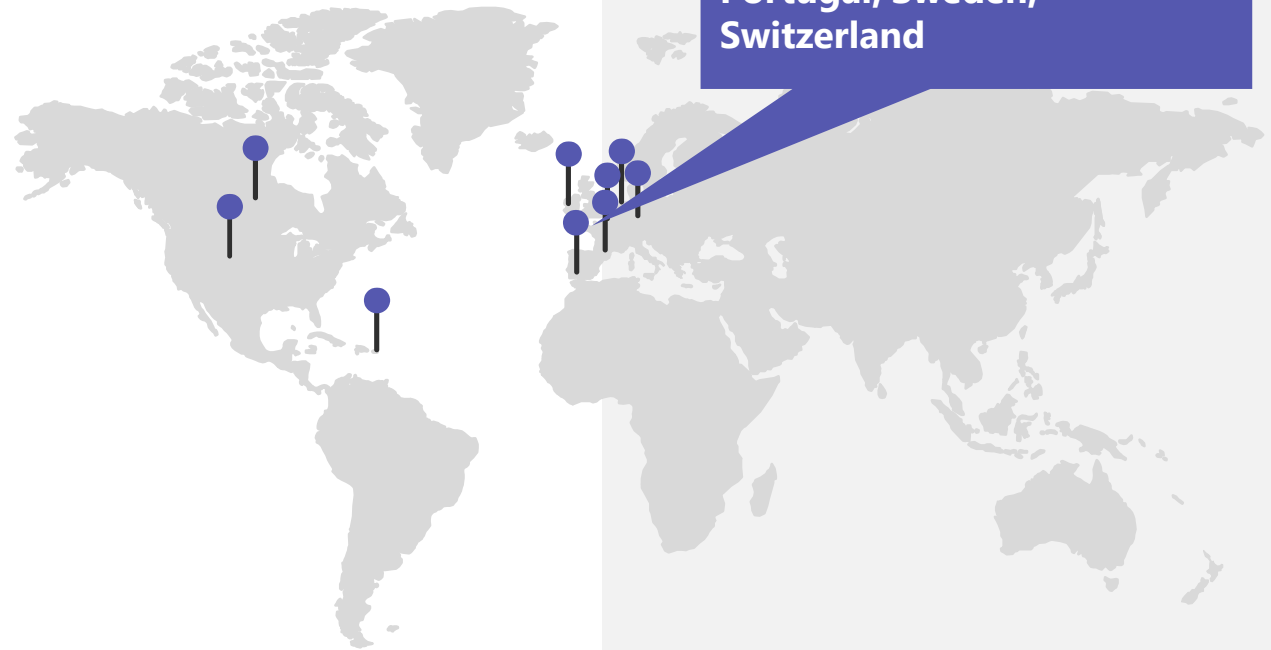
Microsoft 365 Roadmap



New Calling Plan countries

We've expanded the number of Microsoft Calling Plan countries. New countries include Austria, Denmark, Italy, Portugal, Sweden, and Switzerland.

Available October 1, 2020



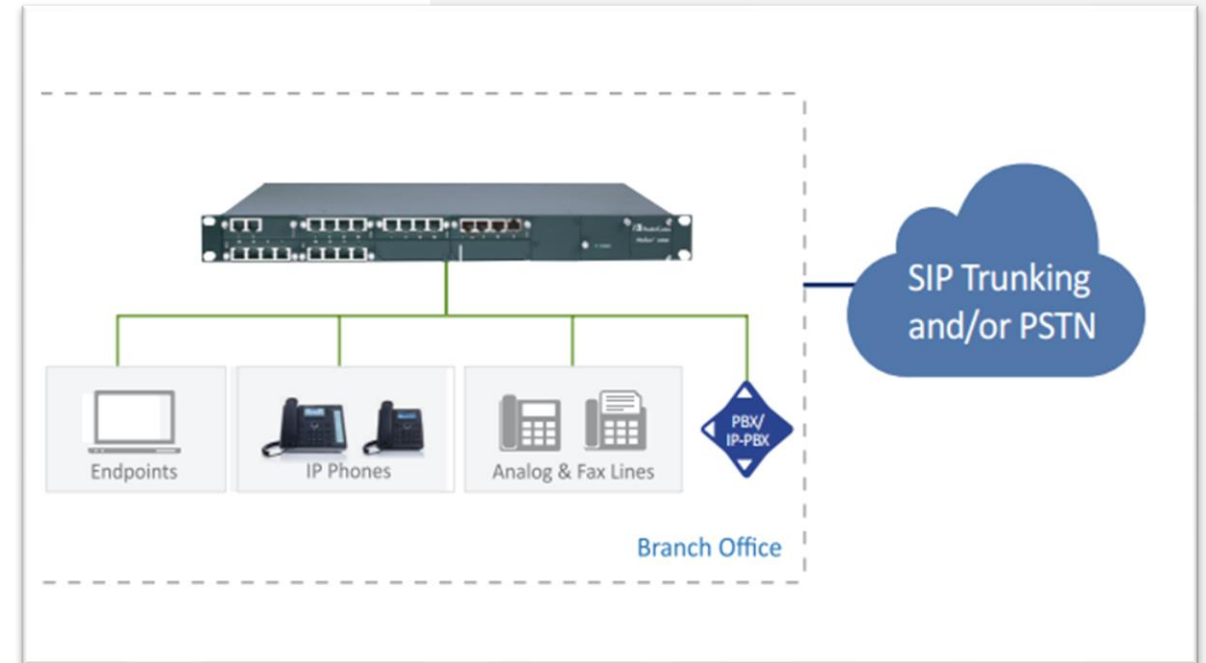
6 new Calling Plan countries coming Oct 2020:
Austria, Denmark, Italy, Portugal, Sweden, Switzerland

Survivable Branch Appliance

Skype for Business customers have long enjoyed the convenience of having an on-site appliance for remote site communications in the event of a wide-area network failure. Today, we are excited to announce that the Survival Branch Appliance (SBA) is coming to Teams later this year. This will allow users in a branch office to make and receive PSTN calls even if their location loses internet connectivity, by leveraging SIP and PSTN connectivity.

Release timing: Q4 CY2020

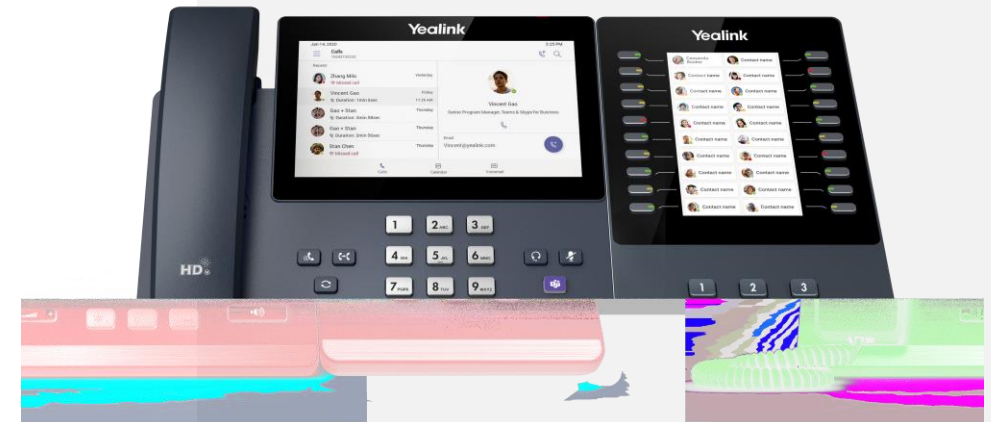
Microsoft 365 Roadmap



Teams phones sidecar support

We are introducing sidecar support on Microsoft Teams phones so users with high volume calls can easily monitor multiple contacts and their presence. We will have side cars available from AudioCodes and Yealink with touch or non-touch option depending on the manufacturer. These will be available in the coming months.

Release timing: Q4 CY2020



Announcements for Microsoft Teams phones

Support for Skype for Business and SIP phones

ANNOUNCING



Launching in the first half of 2021

Extends the life of legacy phones

Supports core calling features

Audiocodes, Cisco, Polycom, Yealink, and more

New Affordable Teams phones for Core Calling

ANNOUNCING



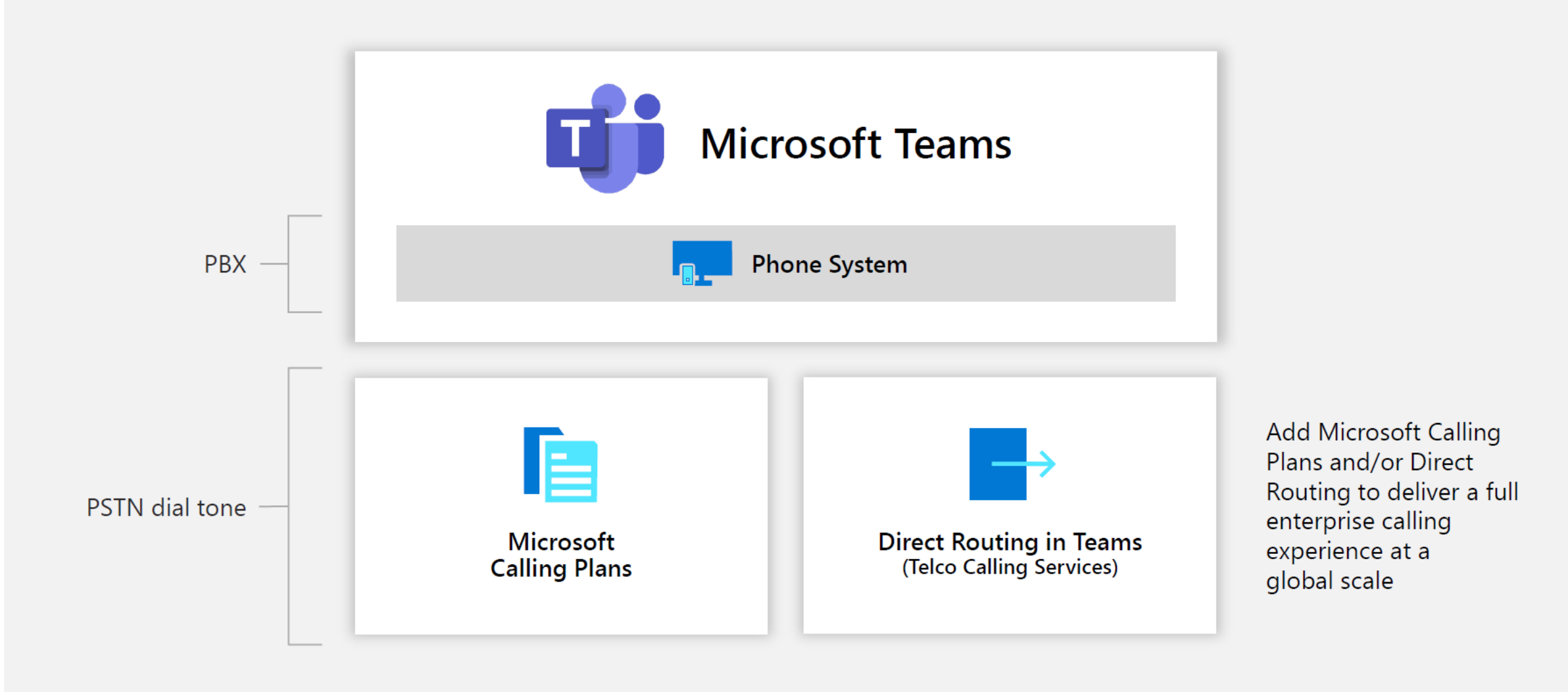
Launching early 2021

Physical buttons and high-quality audio

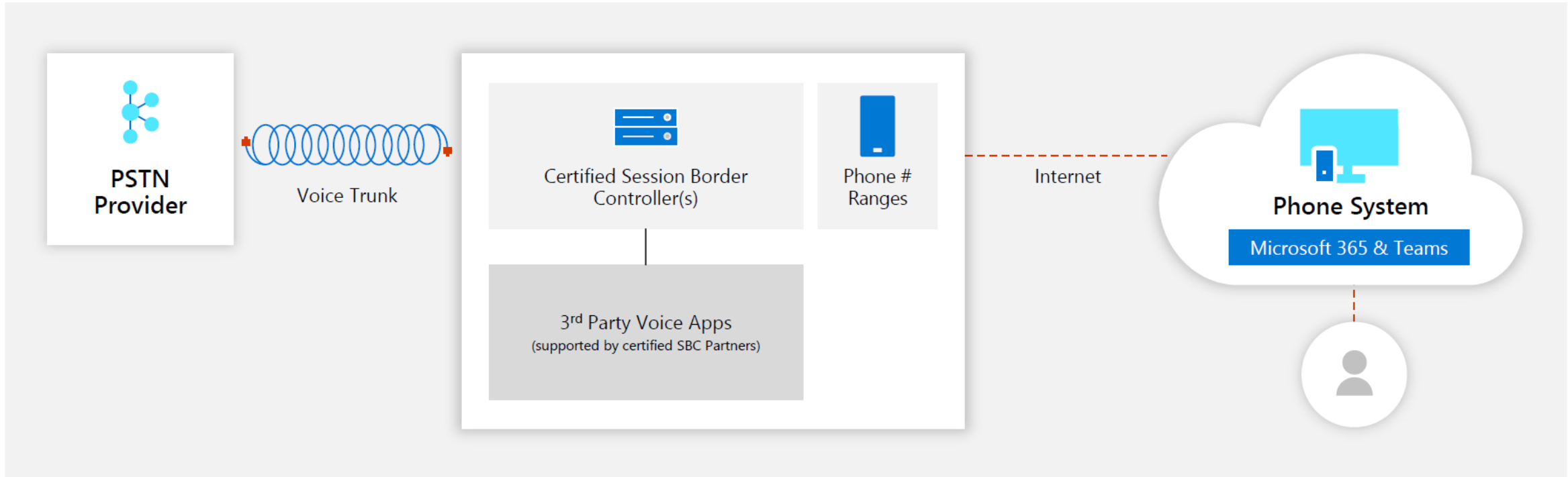
Affordable devices for common areas and information workers

Audiocodes, Polycom, Yealink

Simplify Calling with Microsoft Teams



Direct Routing



Directly Route dial tone to Teams Users

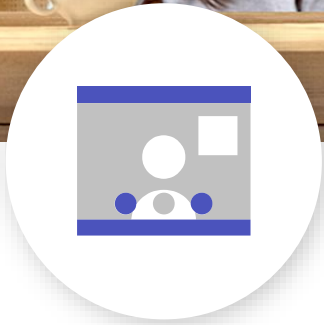
Direct Routing in Microsoft 365 allows customers to connect their SIP trunks directly from their network. Customers can work with their local Telecommunications provider to enable Microsoft Teams users to make and receive telephone calls. No porting required – keep your numbers.

Interoperability with 3rd party systems

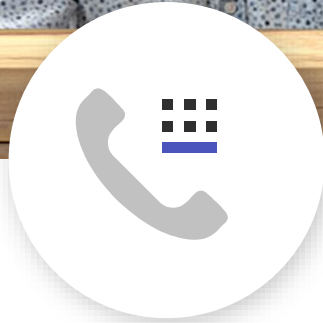
Direct Routing allows customers with users in the Microsoft cloud to continue using 3rd party systems such as PBXs, Call Center, and Analog Telephony Adaptors (ATA) helping preserve key investments.

Partner Opportunity





Intelligent & inclusive meetings



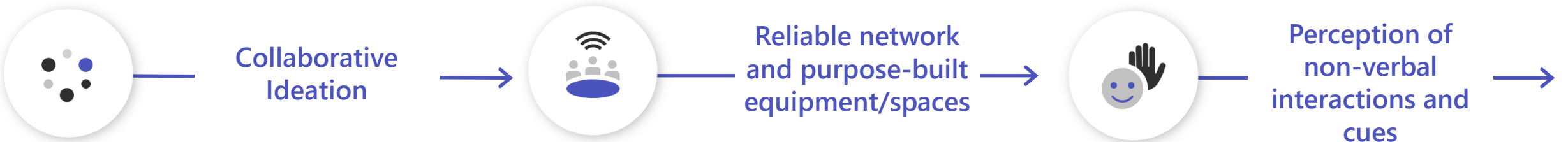
Integrated calling



Innovative devices

Workplace of the future is hybrid

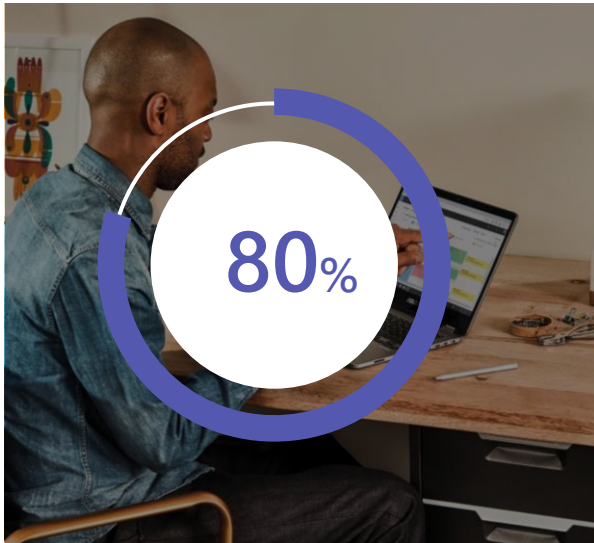
People-centric meeting room experiences bridge the gap



FY21 Teams priorities and partner big bets

1 Win Meetings and Rooms

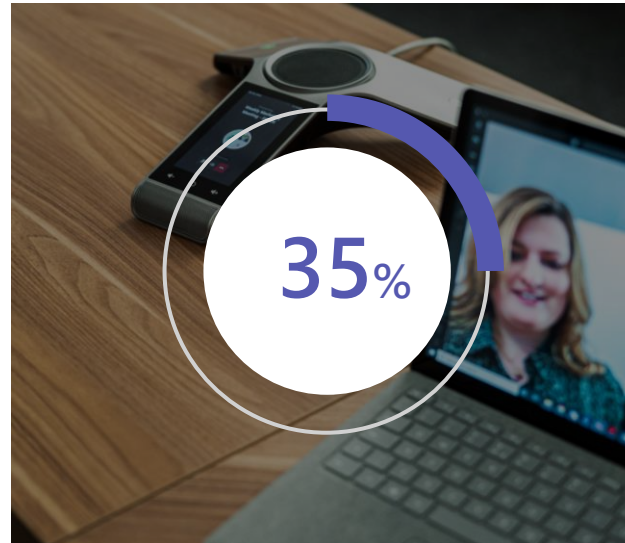
Deploy Teams and drive adoption



Teamwork deployment projects include advisory and adoption services

2 Upsell to Calling and Advanced Meetings

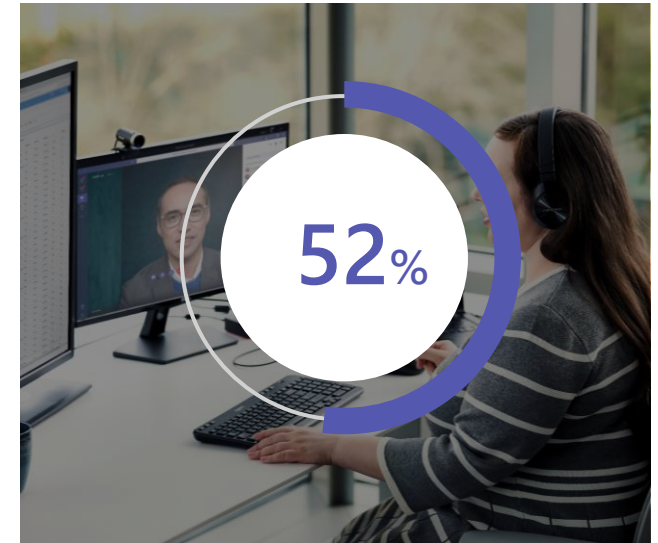
Deploy and manage meeting rooms and Phone System



Uplift expected on teamwork opportunity

3 Be the Platform for Work

Create Teams apps & solutions



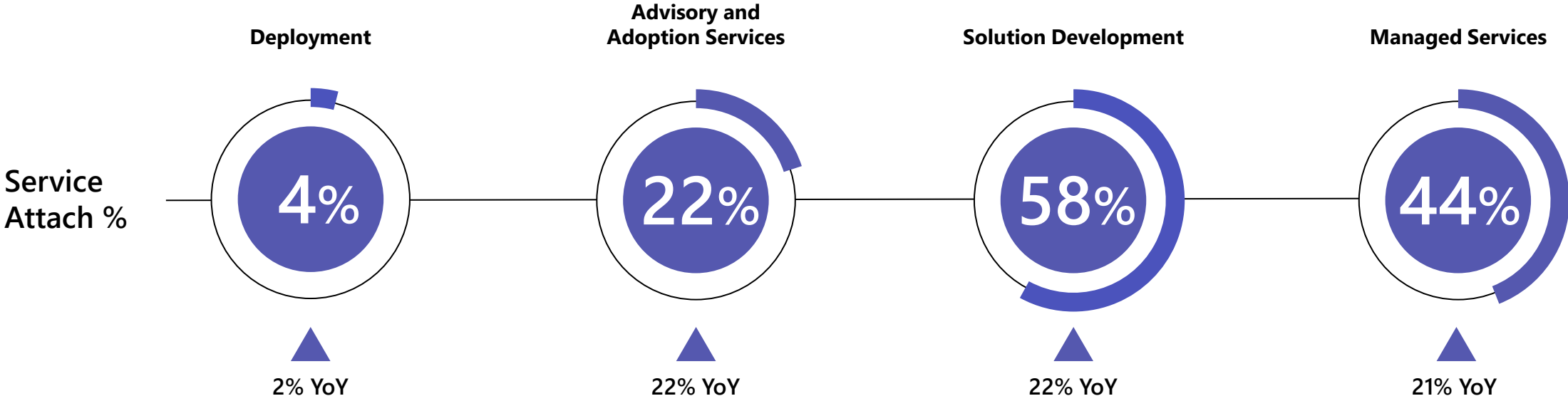
Customers paid ongoing app costs

Partner Big Bets

Growing opportunity across Meetings, Calling, and Devices



Up to: **35%** uplift expected on teamwork opportunity



Sources: Microsoft 365 Partner Opportunity, a commissioned Total Economic Impact™ study conducted by Forrester Consulting, 2020

Microsoft Teams Partner Guide

This interactive guide will help you build your Microsoft Teams practice, understand the partner opportunity, develop the skills required, and leverage our go-to-market resources with a focus on Meetings, Calling, and Teams Devices.

Discover

- ✓ The Microsoft Teams Value Proposition
- ✓ 3 phases of developing a Practice
- ✓ Partner Opportunity
- ✓ Skills assessment and readiness
- ✓ Go-to-Market Planning



aka.ms/TeamsCallingMeetingsGuide

Advanced Specializations for Cloud Productivity Partners



Build, differentiate & recognize specialized skills

Have a customer-facing label displayed on your business profile, gain access to specific go-to-market programs, and be prioritized in customer searches in the Microsoft partner directory.

- Calling for Microsoft Teams
- Meetings & Meeting Rooms for Microsoft Teams
- Adoption & Change Management
- Teamwork Deployment



aka.ms/AdvancedSpecializations



Advanced Specialization for Gold Cloud Productivity Partners



Teams Calling

Performance

Achieve a minimum 2,500 active entitlement growth of Microsoft Teams in a trailing 12-month period (CPOR data)

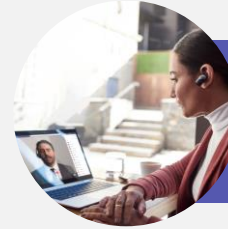
Knowledge test

Four individuals who have passed

- [Microsoft 365 Certified: Teams Administrator Associate](#)
- [Teams Calling Technical Assessment](#)

Customer References

Three customer references that demonstrate your ability to deploy and manage Microsoft 365 Phone System, Calling Plan, Direct Routing configuration, Network Planning, and Remediation for Voice workloads



Meetings and Meeting Rooms

Performance

Achieve a minimum of 5,000 Active Entitlement growth of Microsoft Teams in a trailing 12-month period (CPOR data)

Knowledge

Four individuals who have passed

- [Microsoft 365 Certified: Teams Administrator Associate](#)
- [Teams Meetings and Meeting Rooms Technical Assessment](#)

Customer References

Three customer references that demonstrate your ability to deploy and manage meetings and meeting room services and devices for Microsoft Teams

Partner Resources & next steps



Join the Calling and Meeting Yammer Community

Stay informed and in touch with us.

Use the community to build and grow your knowledge through your peers.

TIP: Enable email notifications so you don't miss any new announcements!

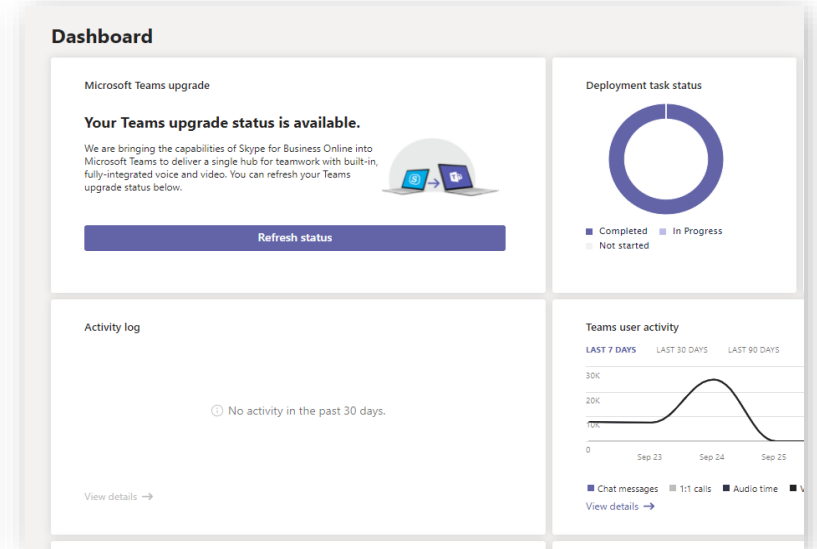
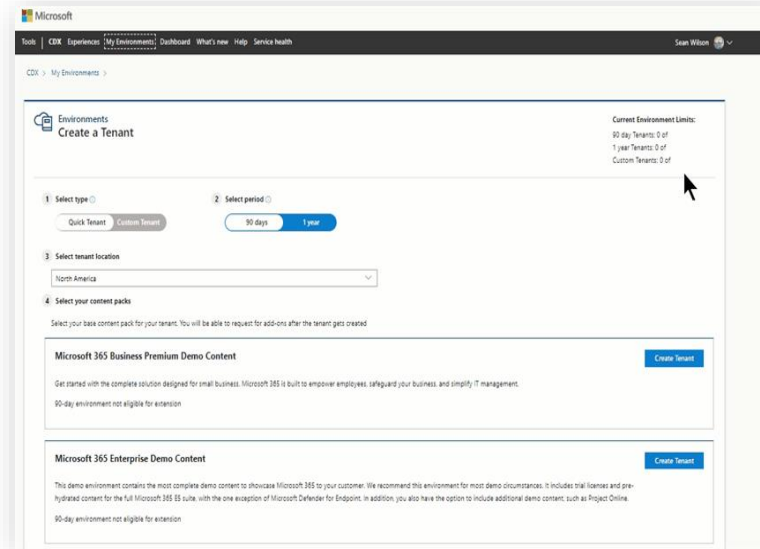
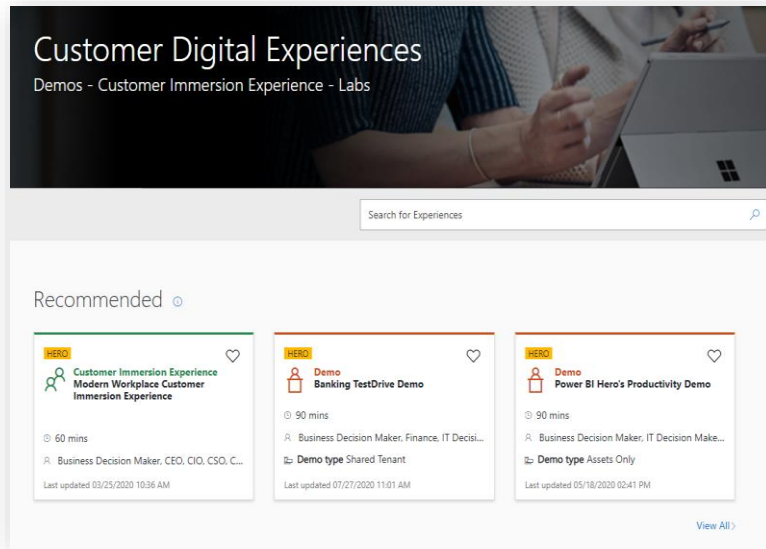
ACCESS OPTIONS

Subscribe to this group by email

The screenshot shows the Yammer interface for the 'Microsoft 365 Partner Community' group. The group name is 'Microsoft Teams Calling, Meetings and Devices' with a description: 'This group is designed for partners building their Teamwork practice with Calling, Meeting...'. A 'Joined' button is visible in the top right. Below the header, there are navigation tabs for 'NEW CONVERSATIONS' (17), 'ALL CONVERSATIONS', 'FILES', and 'SEARCH'. A post creation area includes a text input field with the placeholder 'What do you want to announce?', a rich text editor toolbar with icons for bold, italic, bulleted list, numbered list, link, and unlink, and a bottom bar with 'GIF', 'Yammer logo', and 'Share' icons. On the right side, there is a 'MEMBERS (2399)' section with profile pictures and an 'INFO' section with an 'Edit' link. The info text reads: 'This group is dedicated to provide a community for partners who are engaged in Teams Calling and Meetings initiatives. We are focused on maximizing partner capabilities to build or expand their Microsoft Teamwork practice with Calling and Meetings.' At the bottom right, there is a 'GROUP ACTIONS' section.

<https://aka.ms/TeamsCallingMeetingsYAM>

Perfecting the Demo



1. Choose a demo based on:

- Experience Type
- Solution Type
- Industry
- Products
- Licensing/SKU

2. Create and customize the demo

3. Choose features and functions that reflect your customers situation

4. Familiarize yourself with the demo experience

5. Decide the features in which order to demo

Go get your demo tenant at cdx.transform.microsoft.com

Staying in the know

[What's new monthly blog](#)

Check in here often for up to date information on the Teams experience

[M365 roadmap](#)

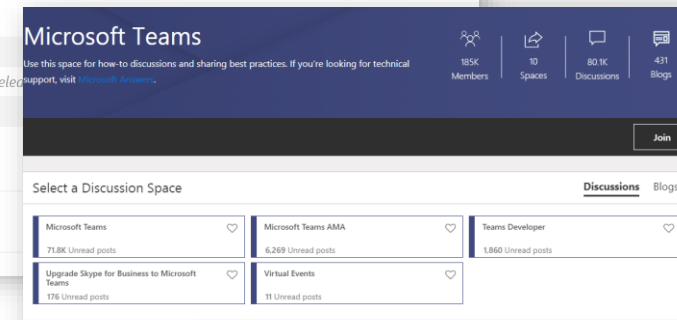
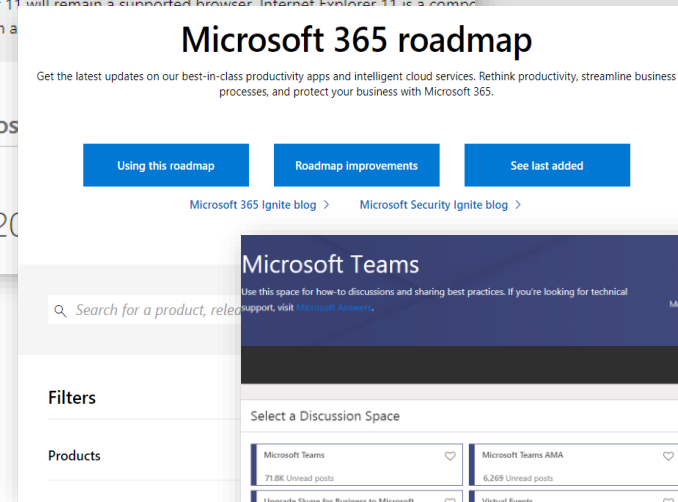
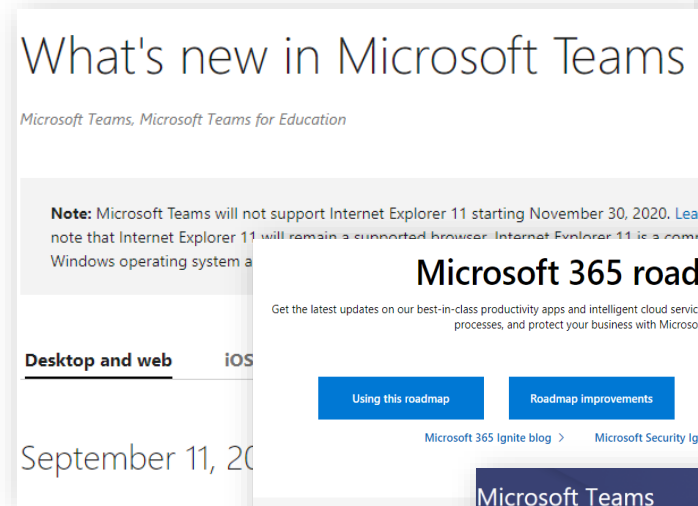
Stay up to date on the full suite of M365 products and developments

[Tech community for Teams](#)

Stay connected with other Teams resources in the community

[Join the Yammer: aka.ms/TeamscallingmeetingsYAM](#)

Announcements and communication about Teams Meetings, Calling and Devices



Resources available

Teams Academy

aka.ms/TeamsAcademy

Full of useful trainings and information

Calling, Meetings and Devices Training

aka.ms/teamspartnerreadiness

Find relevant information for your customers needs

Teams Partner Guide

aka.ms/TeamsCallingMeetingsGuide

Instructive guide for Callings, meetings and devices

Cloud Accelerators

aka.ms/MicrosoftCloudAccelerators

[Calling workshop](#)

[Meetings and Meeting Rooms Workshop](#)

[Secure Remote Work workshop](#)

Module	Video	PowerPoint deck
Microsoft Mechanics - Teams Essentials for IT YouTube channel	Video: Teams Essentials for IT (10:13 min) Video: Deploy & Configure Teams - Intro (8:22 min) Video: Security and Compliance (12:42 min) Video: Teams Controls for Security and Compliance (10:54 min)	
Foundations - Core Components	Video	Deck
Windows Desktop Client	Video	Deck
Governance, management and Lifecycle		
Security & Compliance		
Call Quality Overview		
Meetings introduction		
Media - Why meetings are simple		
Media - Media flow		
Dynamic emergency calling		
Live Events		
Phone System introduction		

Microsoft Teams Architecture Overview

Teams Calling and Meeting Technical Readiness

15 videos • 355 views • Last updated on Jul 24, 2020

- Microsoft Teams Architecture: Coffee in the Cloud (1:03:28)
- Microsoft Teams Governance: Coffee in the Cloud (47:27)
- Microsoft Teams Manageability: Coffee in the Cloud (56:15)
- Microsoft Teams Networking and Media

Microsoft Teams Partner Guide

Building a meetings, calling, and devices practice

Why Microsoft Teams | Building a practice | Partner opportunity | Readiness | Go to market | Resources

Microsoft Cloud Accelerators for Microsoft 365

Accelerate the customer journey

Microsoft Cloud Accelerators provide a set of pre-made workshops that enable partners to accelerate the customer journey, including a rapid deployment program to address your customer's current needs for business continuity. Leveraging these accelerators enables you to facilitate more productive customer conversations, help your customers envision the possibilities, and more efficiently realize customer opportunities.

Microsoft 365 creates tremendous opportunities for Microsoft partners by offering a complete, intelligent, secure solution that helps you translate customer needs into solutions that enable customer success.

Microsoft 365 Partner Accelerators have been renamed to the Microsoft Cloud Accelerators program to encompass workshops across Azure, Microsoft Dynamics, and Microsoft 365.

Microsoft Cloud Accelerators process flow

- Get onboarded
- Nominate customers
- Conduct workshops
- Submit proof of execution

What's new

Updated Cloud Accelerator website capabilities include:

- New and updated workshops focused on driving customer intent
- Partner Center integration promote co-selling opportunities
- Streamlined partner onboarding and payment processes
- Optimized customer approval processing
- Updated program dashboards and web experience

Microsoft Teams Partner Guide

This interactive guide will help you build your Microsoft Teams practice, understand the partner opportunity, develop the skills required, and leverage our go-to-market resources with a focus on Meetings, Calling, and Teams Devices.

Discover

- ✓ The Microsoft Teams Value Proposition
- ✓ 3 phases of developing a Practice
- ✓ Partner Opportunity
- ✓ Skills assessment and readiness
- ✓ Go-to-Market Planning



aka.ms/TeamsCallingMeetingsGuide

Marketing assets for you to take build campaigns

Customize and create customer campaigns with social assets and email templates

[Landing Page](#)

[To-customer email](#)

[To-customer flyer](#)

[Day-in-a-life –infographics](#)

[Social media banners](#)

aka.ms/teamscallingmeetingsmarketing

Microsoft Teams
Day in the life – Healthcare
Meet Dr. Thomas, an Oncologist at Contoso Health who uses Microsoft Teams to closely collaborate with his medical team to deliver better and more personalized care for his patients.

7:45 AM
While commuting to work, Thomas gets a notification on his Teams mobile app. A nurse has posted a message on Contoso's "Oncology Department" Teams "General" channel, asking him to review their patient's x-ray results.

8:30 AM
In his office, Dr. Thomas navigates to his patient's x-ray file and uses the "Start Conversation" feature and @ mentions the Radiologist requesting additional data about the results.

9:30 AM
Reviews his patient's channel for updates and conversations. Confirms his 11:30 AM meeting with his team and @ mentions a nurse to call his patient and let her know they'll have x-ray results later in the day.

11:30 AM
Joining the meeting on Teams to discuss patient updates with his Radiologist and Nurse.

12:30 PM
After his meeting, Dr. Thomas gets additional information from the Power BI dashboard and post-meeting conversations in Teams. He messages his Radiologist with questions and to confirm results.

3:00 PM
Dr. Thomas' and team meet to get the most up-to-date status the patients under their care. He shares concerns about current times and identifies any quality of care issues using the Power BI dashboard to visualize trends. The team organizes their ideas and plans for next steps using the Planner tab on their "Oncology Department" Teams site.

Download the Teams app on your PC and mobile today.

PARTNER LOGO

Stay connected with Teams Calling

Learn more

Microsoft

Microsoft Teams
Meet, call, and work from anywhere

The workplace of the future is changing to a setting where employees are working from the office or from remote locations. Microsoft Teams is the hub for teamwork that brings chat, meetings, calling, other apps, and third-party tools together all in one place. Built with enterprise-grade security and compliance capabilities, Microsoft Teams meets the critical requirements for today's business needs, making your meetings and calls more securely on personal devices to keep your team connected from anywhere.

Enhance and enrich your meetings

Meet smarter, stay focused, and achieve more with Microsoft's unique end-to-end meeting experience that features the interaction while helping people stay focused before, during, and after the meeting. Teams Meetings provides a set of smart, mobile, desktop, and meeting room devices.

Smart Save time with a smart, simple all-in-one solution.	Focused Keep everyone engaged with interactive experiences.
---------------------------------------------------------------------	-----------------------------------------------------------------------

Calling made simple

Simplify your enterprise voice services with a reliable, high-quality integrated calling solution built on the Microsoft cloud. Make and receive phone calls from anywhere – including your desk phone, mobile phone or computer. Get a modern voice solution that combines unified communications with teamwork capabilities into an all-in-one communication and collaboration solution that users love and IT trusts. And best of all, your business saves time and money as a single provider.

Simple Simplify communications with an all-in-one solution.	Connected Call from anywhere, on any device with rich calling features.	Easy Streamline setup and management.
-----------------------------------------------------------------------	-----------------------------------------------------------------------------------	-------------------------------------------------

Devices for every space and working style

Microsoft works with an ecosystem of best-in-class devices built Teams certified to enhance calls and meetings and sharing experiences. Connect Microsoft Teams enabled headphones, cameras, and microphones to enhance the experience.

Familiar Simple transitions and consistent experiences between all device types.	Inclusive Intelligent devices fine-tune everyone's voice, wherever they may be.	Quality High-quality audio, video and chat experiences on any device, from any space.
Simple Simplify communications with an all-in-one solution.	Connected Call from anywhere, on any device with rich calling features.	Easy Streamline setup and management.

Devices for every space and working style

Microsoft works with an ecosystem of best-in-class devices built Teams certified to enhance calls and meetings and sharing experiences. Connect Microsoft Teams enabled devices like Microsoft Teams Rooms headsets, cameras, and microphones to enhance the quality of your communications.

Familiar Simple transitions and consistent experiences between all device types.	Inclusive Intelligent devices fine-tune everyone's voice, wherever they may be.
Quality High-quality audio, video and chat experiences on any device, from any space.	Ready Reliable, management and up-to-date support to ensure meetings, get work.

Partner Contact Information
For questions, please email partner@msn.com or call 1-800-485-3772.

Microsoft

Personal Certifications



Build, differentiate & get recognized on your special skills

Take benefit of the following assessments and certification!

- [Microsoft 365 Certified: Teams Administrator Associate](#)
- [Teams Calling Technical Assessment](#)
- [Teams Meetings and Meeting Rooms Technical Assessment](#)



Partner resources



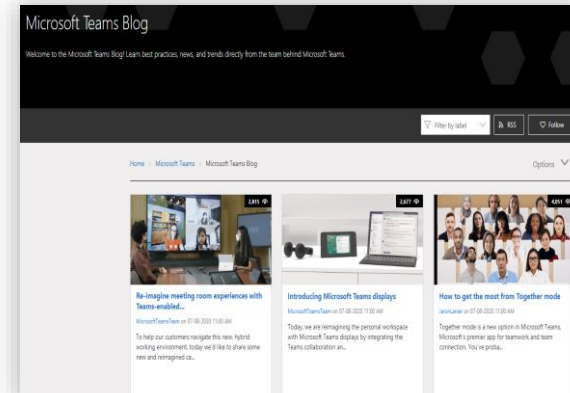
NEW Practice Building Guide

aka.ms/teamscallingmeetingsguide



Teams Calling & Meetings Partner Practice Page

aka.ms/teamscallingmeetings



Latest Teams News

aka.ms/teamsblog



Service Provider guidance

aka.ms/serviceproviderguide

Learning paths



[Teams Calling](#)



[Teams Meetings](#)



[Teams Fundamentals](#)



[Teams Meeting Rooms & Devices](#)



[Advanced Scenarios](#)

Technical Readiness → aka.ms/TeamsPartnerReadiness

Meeting Room Technical deep dive → <https://aka.ms/teamsroomslearning>

Sales Readiness → aka.ms/TeamsSalesReadiness

Join the Yammer Community: aka.ms/teamscallingmeetingsYAM



Next Steps

1

Get familiar with Teams Partner guide

Use the guide to get access to all latest resources and develop your offer and customer approach

2

Get Certified

Help your company to achieve [Advanced Specializations](#) and achieve the personal certifications

3

Follow the Yammer group

And other resources to stay up to date (Teams Blog, M365 Roadmap, Teams Meeting, Calling and devices practice page)

4

Nominate your customers

Take the Workshop approach part of your every sales conversation and nominate your customers to [Meetings & Meeting Room and Calling Workshops](#)

5

Take benefit of OSU M365 incentives

Claim your customers to CPOR and earn usage incentives on [Meetings and Calling sub-workloads](#)

aka.ms/teamcallingmeetings





End of M365 Collaboration.

For more information, contact msftcsp@synnex.com