

Microsoft Highlights for hybrid work



Suprag

Innovation Day mit dem Jabra GN Truck



Wer bin ich?



Jann Deiss

Customer Success Manager Modern Work



Adrian Fleisch

Converged Communications Customer Success Manager



“Hybrid work represents the biggest shift to how we work in our generation. And it will require a new operating model, spanning people, places, and processes.”

Satya Nadella
CEO, Microsoft



Work Trend Index 2022: Wichtigste Ergebnisse

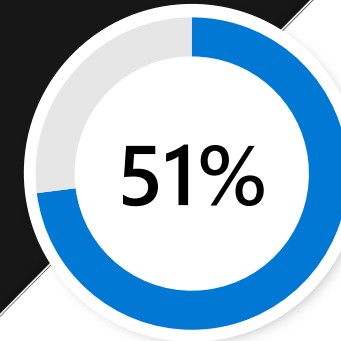
Arbeitnehmende haben neue Vorstellungen, was Arbeit ihnen wert ist

Manager stehen im Spannungsfeld zwischen Erwartungen der Führung und der Erwartungen der Mitarbeiter

Die Führungskräfte müssen dafür sorgen, dass sich der Weg ins Büro lohnt

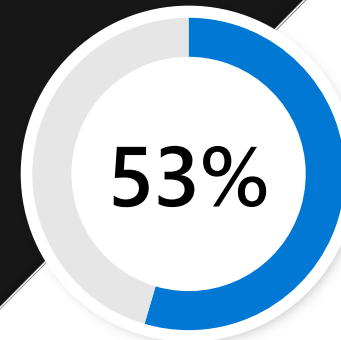
Flexibles Arbeiten muss nicht bedeuten, dass man immer erreichbar ist

Der Wiederaufbau von Beziehungen in einer hybriden Welt sieht anders aus



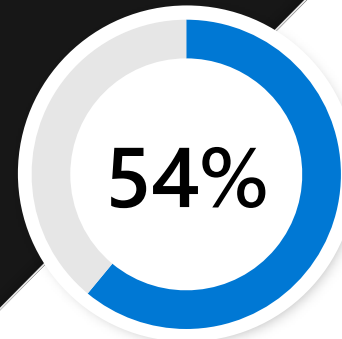
Flexibilität

der Hybrid-Mitarbeiter geben an, dass sie im kommenden Jahr wahrscheinlich remote gehen werden



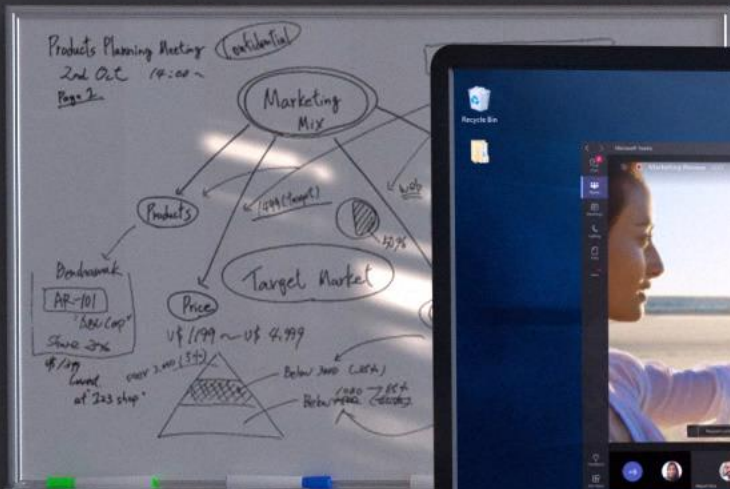
Wohlbefinden

der Arbeitnehmer priorisieren eher ihre Gesundheit und Wohlbefinden über Arbeit im Vergleich zu vor 2 Jahren



Raum ist wichtig

von Führungskräften sagen, dass ihr Unternehmen in Technologie und Räume investiert, um Besprechungsräume zu verbessern und um sie im kommenden Jahr hybridfreundlicher zu machen



C) JOHN S.
RE: MARY H. FRY
202.128.4487 (10)



300+

**New features
released last year**

400+

Coming in next 12 months

Chat & Collaboration

- 250 GB file size support in Microsoft Teams
- New files experience powered by SharePoint
- 25,000 person teams
- Shift settings and permissions
- Enhanced tasks publishing capabilities
- Templates in Teams
- Low-bandwidth/offline Teams access
- Contextual search
- New file sharing experience
- Approvals in Teams

Meetings & Calling

- Meeting recap
- Live transcription with speaker attribution
- Dynamic meeting experiences
- Breakout rooms
- Invite-only meeting options
- Raise hands feature
- Bookings app in Teams
- Together mode
- Meeting chat moderation settings

Apps & Workflow

- New Teams UI Design Kit and UI Library
- Toolkit for Visual Studio and Visual Studio Code
- Enhanced workflow automation with Power Automate + Teams
- Cloud communications APIs
- New Power BI app in Teams
- New meetings extensibility points for Teams apps
- App certification
- New mobile device capabilities

Admin & Security

- Microsoft Teams Secure Score recommendation
- Microsoft Information Protection
- App customization and branding
- Custom policy packages
- Legal hold for Teams private channel messages
- Communication compliance
- Education Policy Wizard
- Advisor for Teams
- Simple Periodic review for guest users
- ...and much more

Hybrid Features



Meet

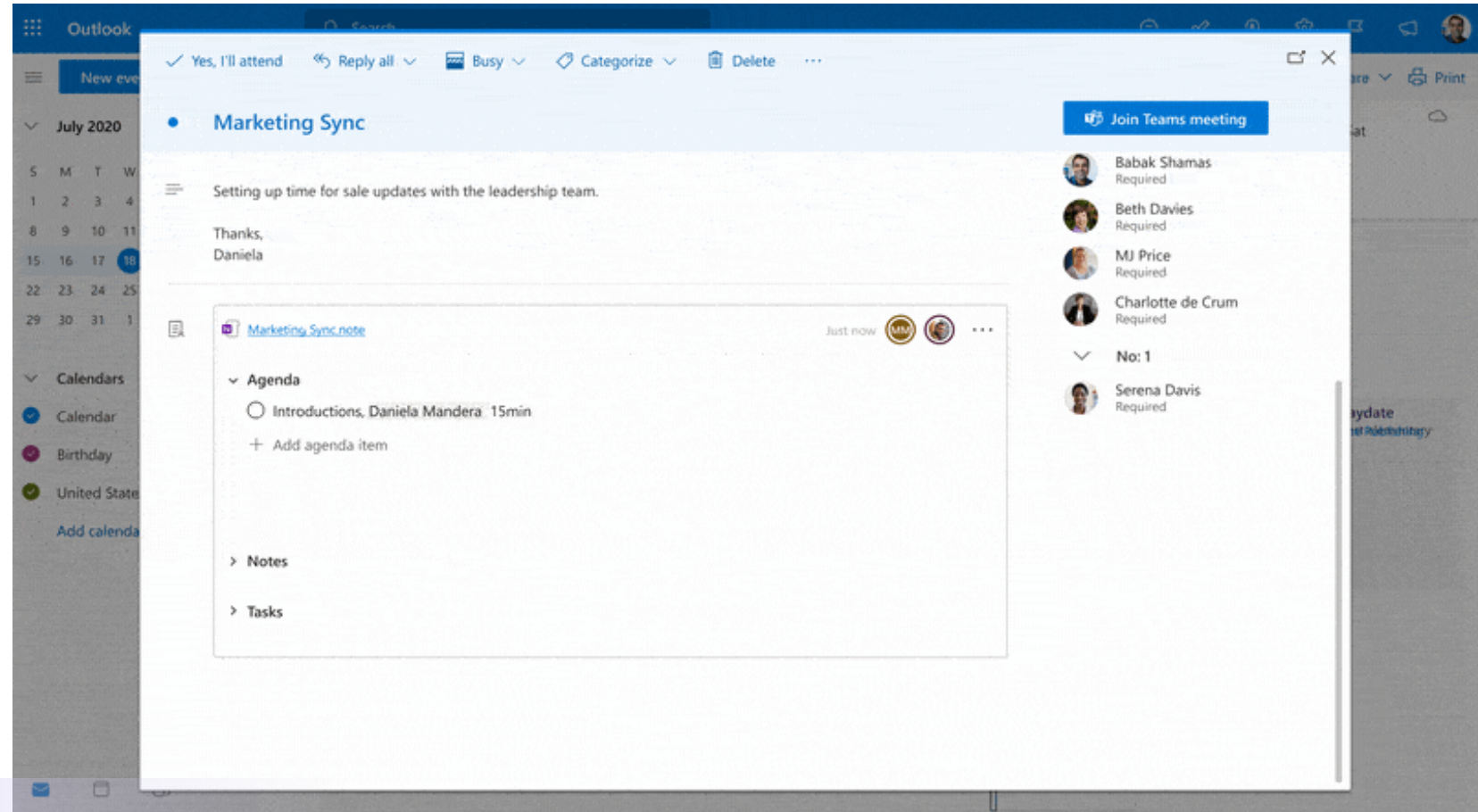
Collaborate before the meeting

Stay in the flow of work with **Teams**

Co-create and align on the agenda, notes, and tasks

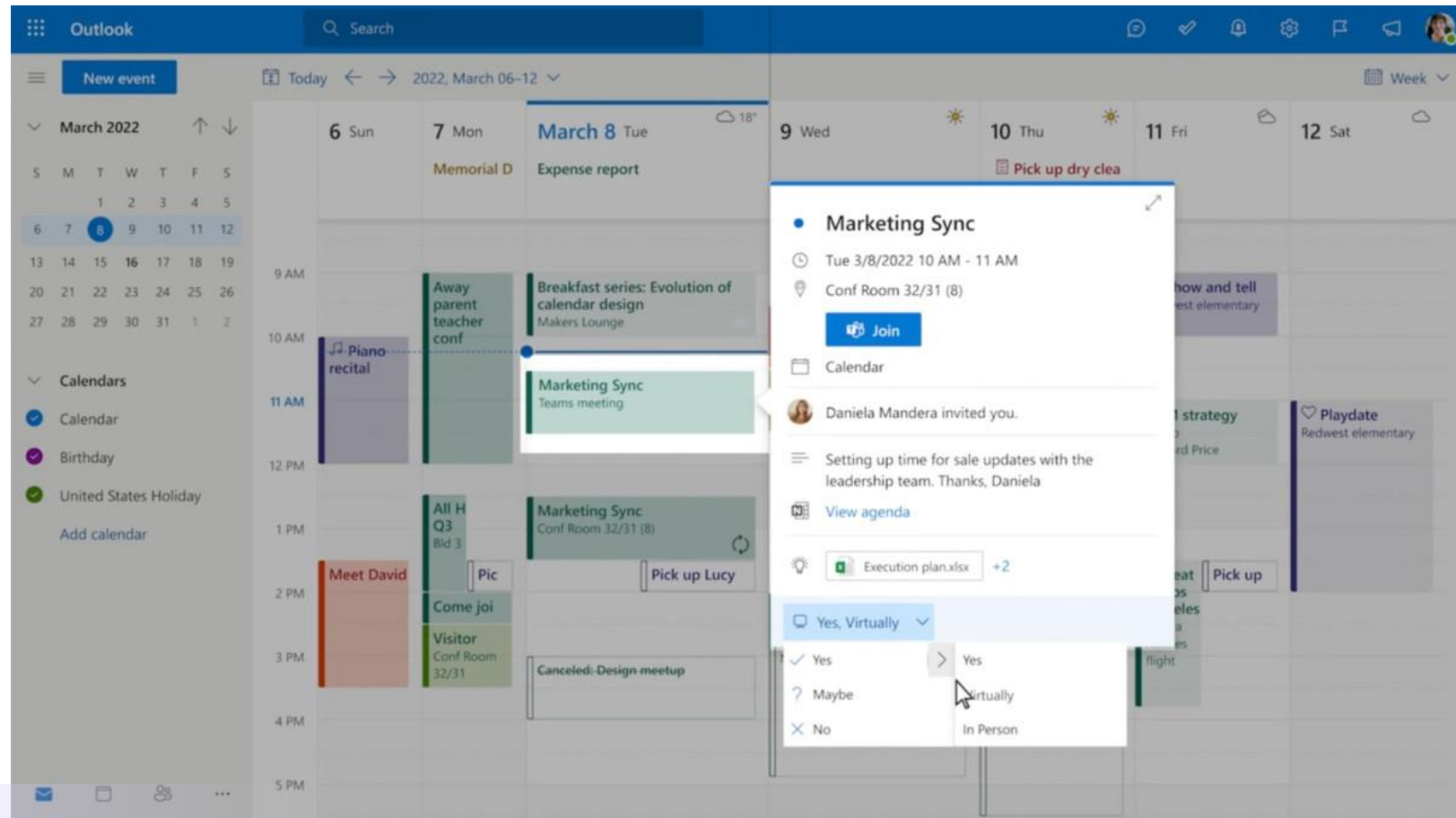
Collaborate synchronously and asynchronously across Teams and Office apps (Outlook, OneNote)

Attendee information is one click away with **profile card**



Outlook RSVP

Helps you to let people know if you will join in person or virtual.



Teams Meeting Knigge



Mikrofon

Stelle dein Mikrofon aus, wenn du an einem Meeting teilnimmst. Ausser du möchtest was sagen.



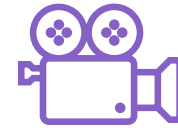
Pünktlichkeit

Sei pünktlich – nichts ist schlimmer, als 10 Minuten ruhe in einem Meeting.



Headset

Nutze ein Headset. Dies minimiert die Hintergrundgeräusche. Wichtig Teste es vorher!



Kamera

Zeige dich. Schau auf gute Lichtverhältnisse und Winkel der Kamera.



Hand erheben

Zeige mittels Hand erheben, dass du etwas mitzuteilen hast.



Sonstiges

Hast du Hinweise oder Fragen, dann schreibe sie in den Chat.

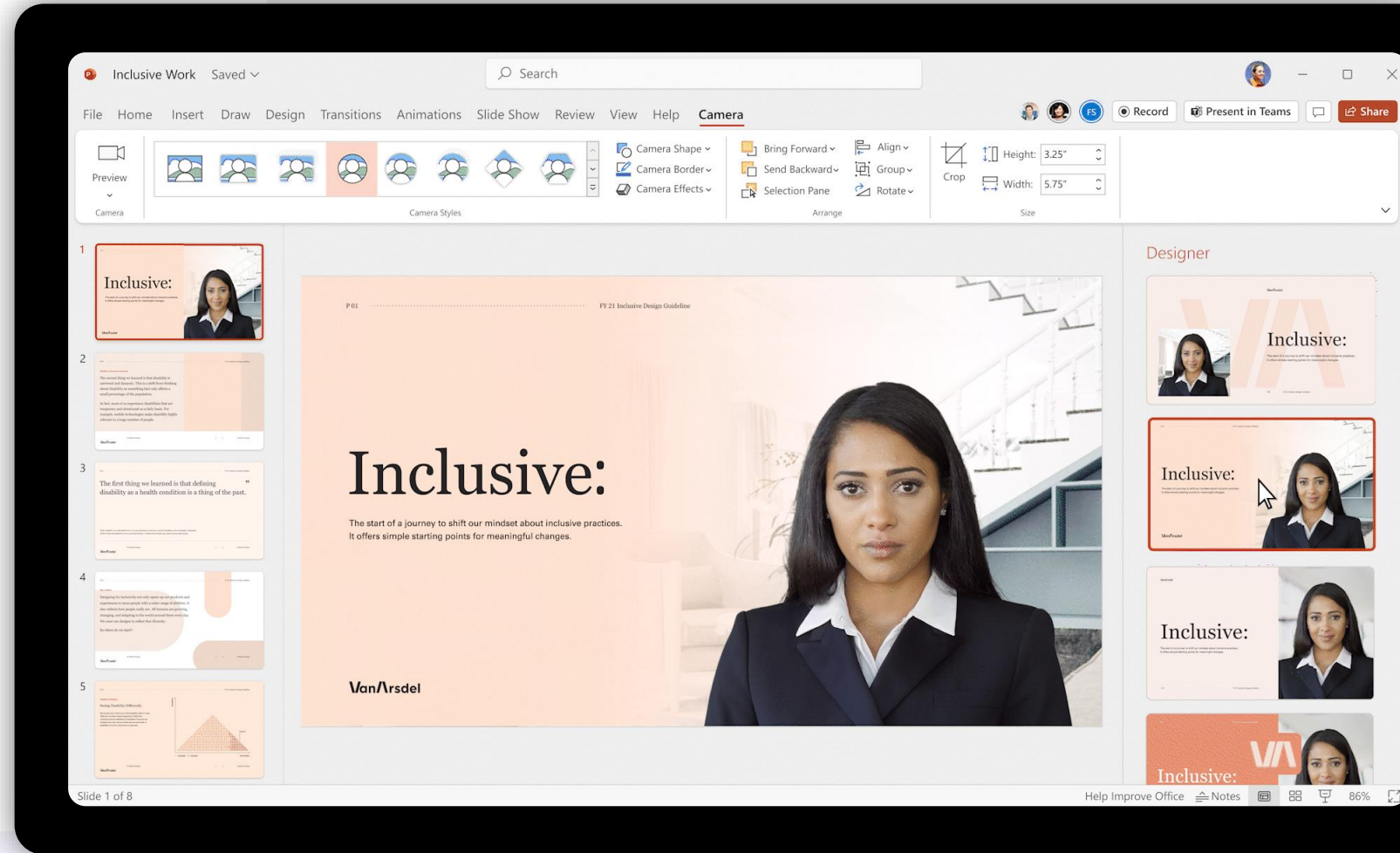
| Digital Meetings

PowerPoint Recording Studio and Cameo

Cameo is a new PowerPoint experience that integrates your Teams camera feed into your presentation.

Recording studio in PowerPoint lets you tell your story in your own words, helping you deliver more impactful and engaging presentations.

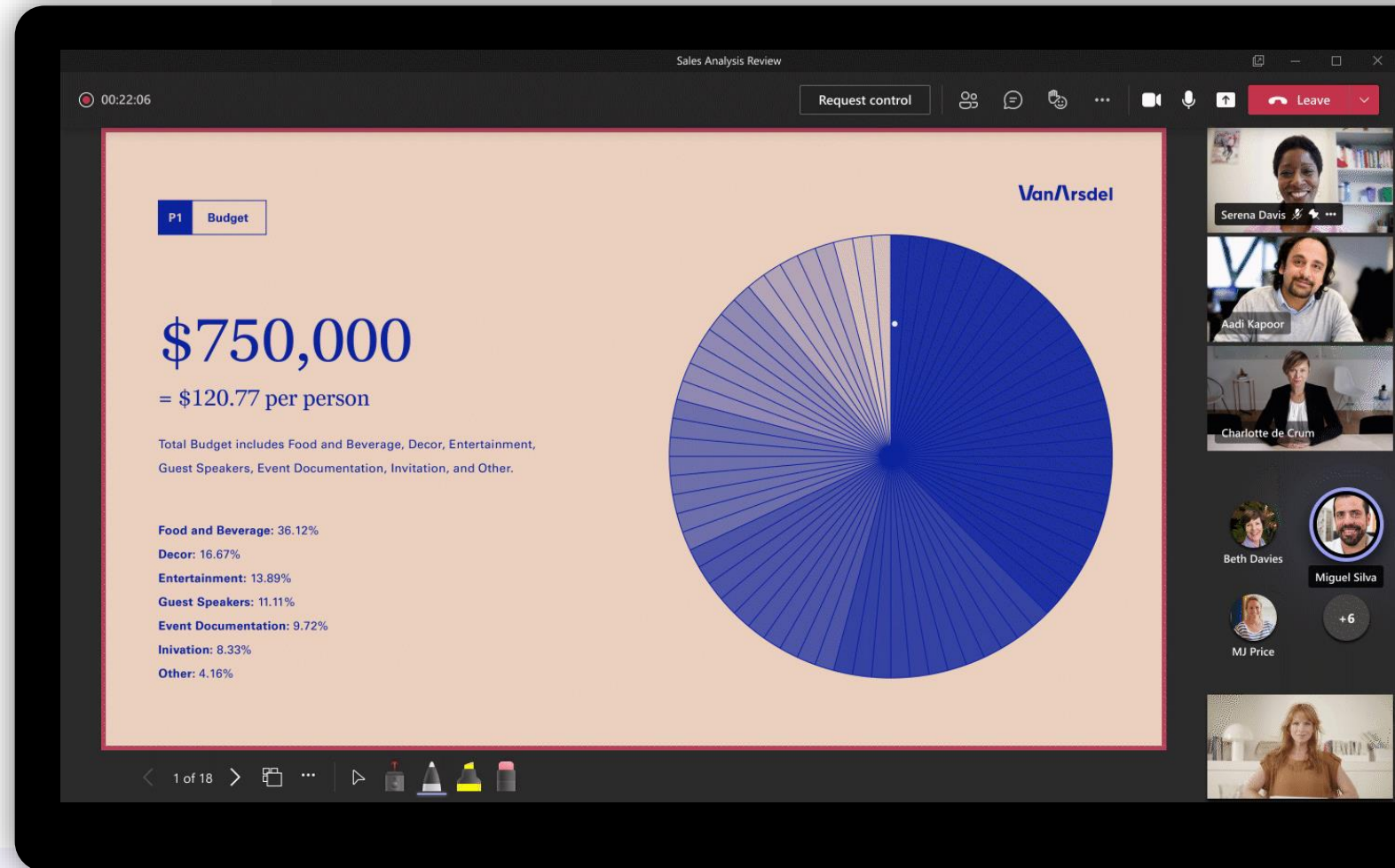
For even more compelling presentations, use Cameo when creating your PowerPoint deck, record with Recording Studio, and deliver using PowerPoint live in Teams.



| Digital Meetings

PowerPoint Live in Microsoft Teams

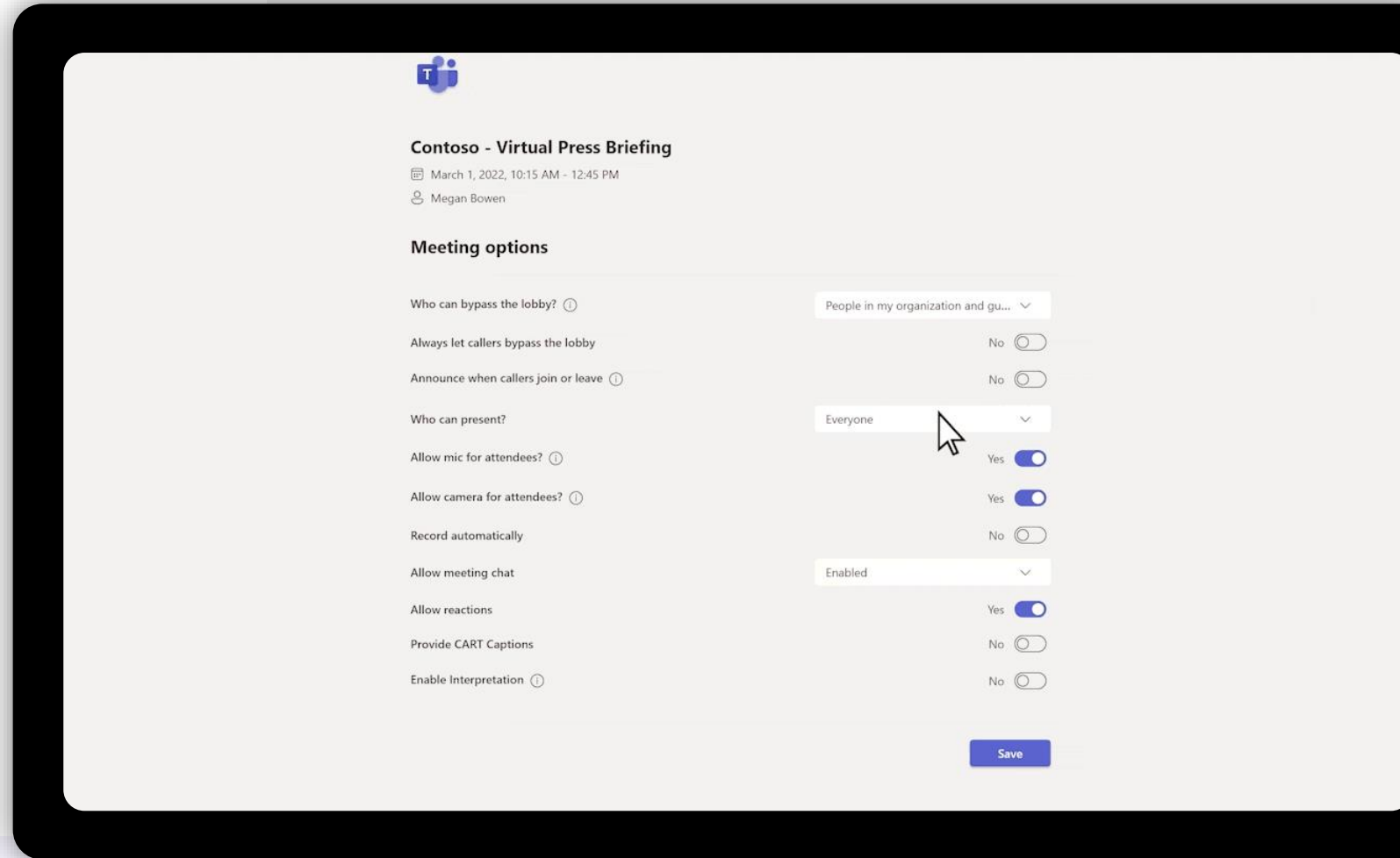
- **Presenters** can now lead meetings more confidently with notes, slides, meeting chat, and participants in a single view
- **Laser Pointer** and **inking/annotations** lets the presenter draw attention to different parts of the presentation to help the audience follow along
- **Attendees** can personalize meeting experiences by navigating content at their own pace or using the screen reader to make content accessible
- **Slide Translate** allows attendees to see the presentation in their chosen language



| Digital Meetings

Language interpretation

Allow interpreters to convert what the speaker says into another language in real time without disrupting the original flow of delivery of the speaker.



The screenshot shows the 'Meeting options' panel for a Microsoft Teams meeting titled 'Contoso - Virtual Press Briefing'. The meeting is scheduled for March 1, 2022, from 10:15 AM to 12:45 PM, and is hosted by Megan Bowen. The panel lists various settings for the meeting, including who can bypass the lobby, who can present, and whether to enable features like mic, camera, chat, reactions, and interpretation. The 'Enable Interpretation' option is currently set to 'No'.

Contoso - Virtual Press Briefing
March 1, 2022, 10:15 AM - 12:45 PM
Megan Bowen

Meeting options

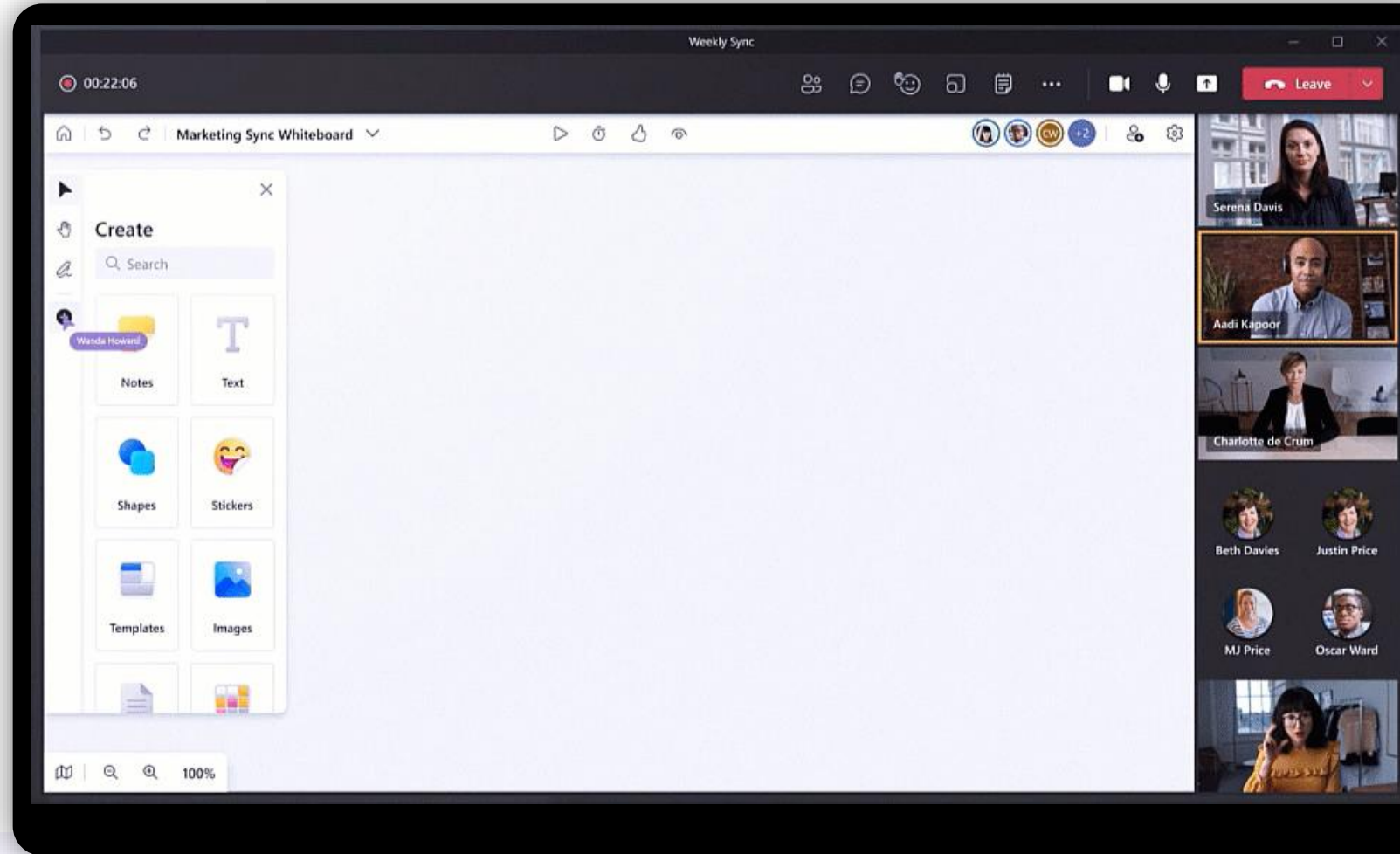
- Who can bypass the lobby? People in my organization and gu...
- Always let callers bypass the lobby No
- Announce when callers join or leave No
- Who can present? Everyone
- Allow mic for attendees? Yes
- Allow camera for attendees? Yes
- Record automatically No
- Allow meeting chat Enabled
- Allow reactions Yes
- Provide CART Captions No
- Enable Interpretation No

Save

Microsoft Whiteboard

Engage with a rich visual collaboration workspace where groups come together for dynamic hybrid work and learning. The new Microsoft Whiteboard offers a powerful set of capabilities that bring visual collaboration to life in Teams, including:

- Collaboration cursors
- 50+ new templates
- Reactions
- Ability to open existing boards in Teams Meetings
- External access in Teams meetings



Meaningful meeting experiences

Help your team set expectations before the meeting kicks off by **assigning roles from the scheduling form**

Ensure that all voices are heard by seeing the **order of raised hands in a meeting.**

On mobile, the **revamped overflow menu** helps prioritize key actions like viewing chat.

Through **mute notifications and pin or hide your own video**, Teams can better help you focus on your meeting objectives.



Hide your own video

Never miss a meeting, even if you missed the meeting

As part of **meeting recap**, agenda, notes, and tasks are shared within the context of the meeting

Recordings, **transcripts**, and shared content are **automatically saved** for later reference

Continue to collaborate on **Fluid components** (agenda, notes, tasks) after the meeting

The screenshot shows the Microsoft Teams interface for a meeting titled "Marketing Sync". The interface is divided into several sections:

- Header:** Includes a search bar and navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps.
- Meeting Controls:** Located at the top of the meeting content, it includes options like "Cancel meeting", "Copy link", "Show as busy", "Category: None", and "Time zone: (UTC +5:30) Indian Standard Time".
- Meeting Content:** The main area displays the meeting details, including the title "Marketing Sync", a "Marketing Sync.note" document, and a list of agenda items, notes, and tasks.
- Tracking:** A sidebar on the right shows a list of participants and their status (Accepted, Tentative, Declined, or Don't respond).

Agenda:

- ✓ Introductions, @Daniela Manders, 15min
- ✓ Product update, @Babak Shamas, 30 min
- ✓ Next steps, @Daniela Manders, 15 min

Notes:

- Sales figures don't include outlier data needed for budget analysis
- Offshore team is now available to accelerate production

Tasks:

Item	Assigned to	Due date
<input type="radio"/> Please follow up with Marie from the engineering team for Q2	@Ross Hall	Wed, Aug 21 (2d left)
<input type="radio"/> Circle back with Beth on production timelines	@MJ Price	Wed, Aug 21 (2d left)
<input type="radio"/> 15	@Assignee	Wed, Aug 21 (2d left)

Tracking:

- Daniela Manders (Organiser)
- 3 Accepted, 2 Tentative, 4 Declined
- Aadi Kapoor (Accepted)
- Babak Shamas (Accepted)
- Beth Davies (Declined)
- Kadji Bell (Tentative)
- MJ Price (Accepted)
- Optional: Charlotte de Crum (Tentative), Serena Davis (Don't respond)
- Rooms: Conference room 16537/AV/13 (Accepted)

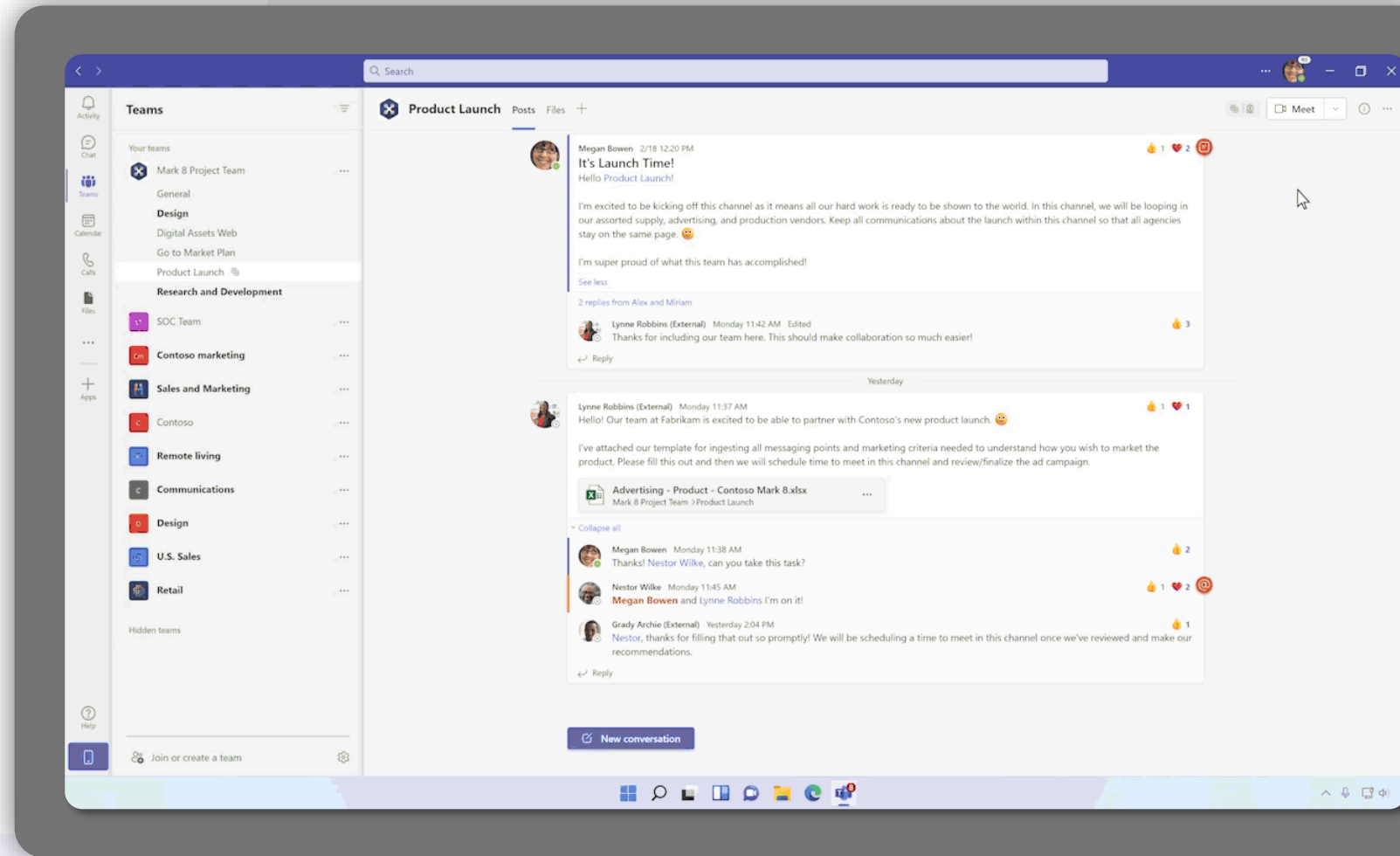
| Collaborate

Teams Shard Channel

Now, it's even easier to work with anyone outside of your organization, while giving system admins a range of controls and tools to ensure security.

Collaborate seamlessly in the same Teams digital workspace with customers, partners, suppliers, or anyone outside your organization. Leverage all the deep collaboration tools that only Teams brings together: Chat, meet, work together on apps, share, and co-author documents in real-time.

Teams Connect enables users to share channels in Teams— Helping you strengthen relationships with partners and get answers faster.



Operator Connect Mobile

With Operator Connect Mobile, you have one number for Teams Phone that serves as your desk phone, your mobile number, your Teams number – on whatever device works best for you.

No matter where you choose to work, your calls, voicemail, and call history go with you. Seamlessly move calls across networks and devices—with no call interruption. Transition calls from your home Wi-Fi to your cellular service while on the go, and then to your office Wi-Fi when you arrive.

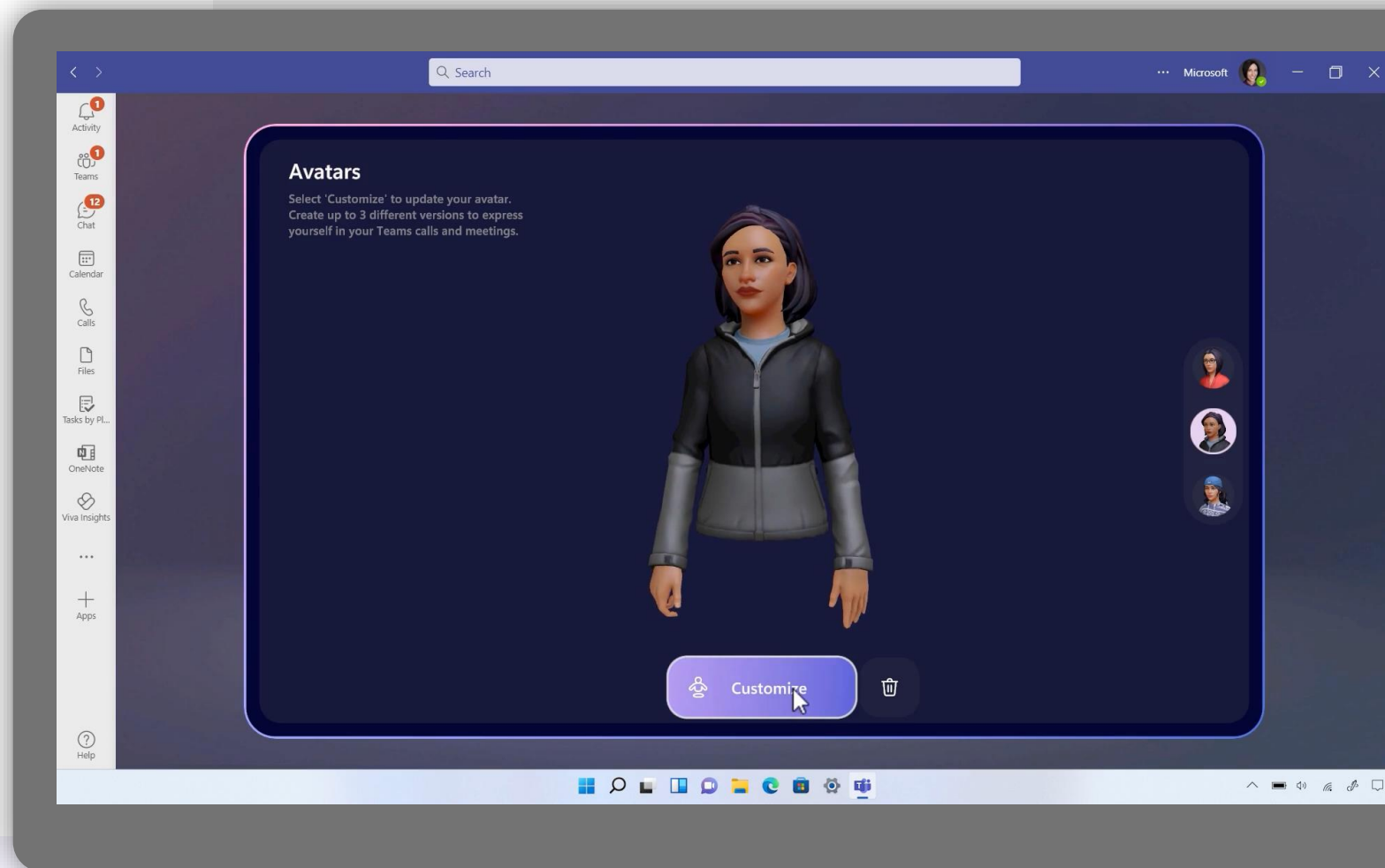


Make meetings **better**

Mesh for Teams

Microsoft Mesh enables presence and shared experiences from anywhere—on any device—through mixed reality applications.

With Mesh for Teams, we are bringing a new generation of 2D and 3D meeting experiences that will empower users to connect and collaborate with personalized avatars and immersive spaces.



00:22:06



Kim So Yeon

That's great, I'm in Seoul visiting the new office.

Cailyn Muller

만나서 반갑습니다. 저는 더블린 오피스에 있습니다.



00:02:45



Leave



PowerPoint



01 / Chapter

Creating Boundaryless Opportunities

Helping people achieve their aspirations

FY 2021
Presentation

Microsoft Edge



Search or enter web address



59°

Search or enter web address



Office 365

My Feed

Content

Personalize

Headings only



00:22:06

People

Chat

React

Notes

More

Mic

Camera

Share

Leave





Was machst du, wenn du etwas lernen willst?

Ist das, was Sie heute tun, mit einem größeren Ziel verbunden?

Wie fühlen Sie sich?

Wie können Sie Feedback geben? Reicht das?

Wie findet man die richtige Person mit dem richtigen Wissen?

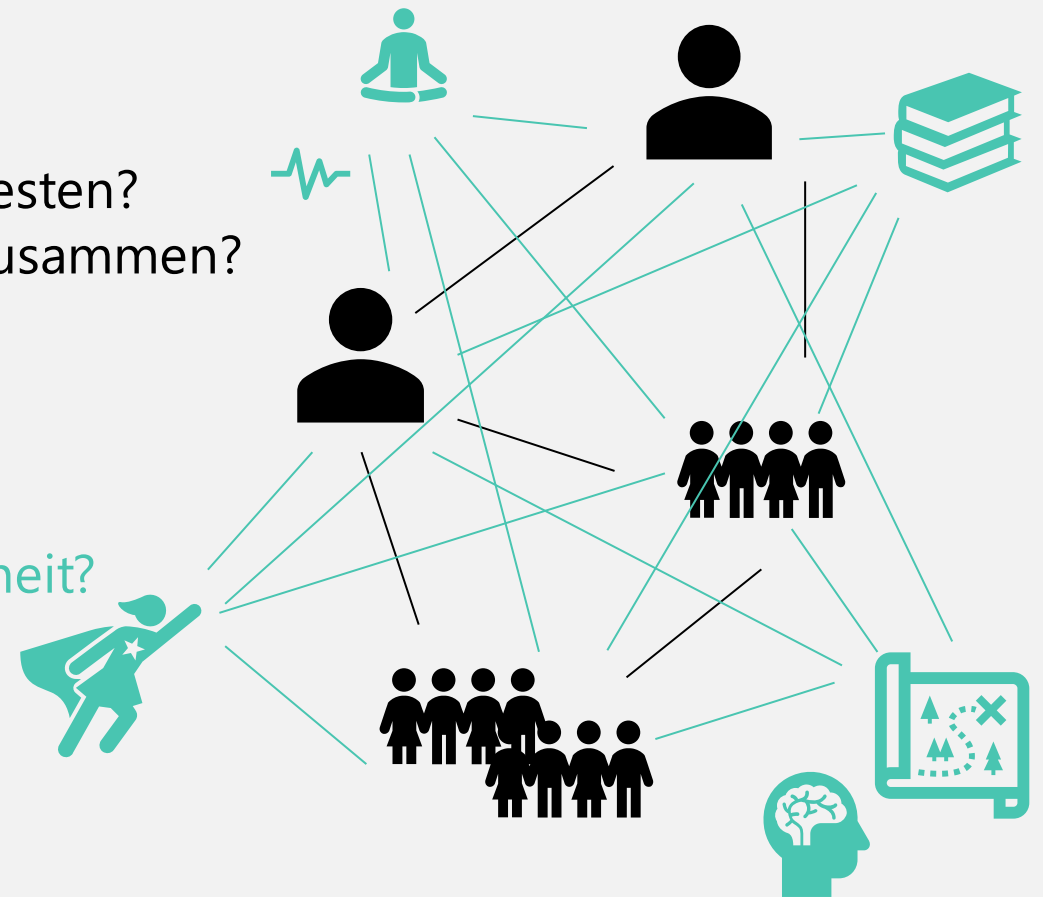
Erhalten Sie Neuigkeiten per E-Mail, Teams, Yammer,...?

Das 'WIE machen wir [...]'

Wie **kommunizieren** wir in unserem Team?
Wie **planen** und **organisieren** wir unser Projekt am besten?
Wie **arbeiten** wir mit unseren Kunden und Partnern zusammen?
Wie **treffen** wir uns in Zukunft mit dem Team?
Wie **können** wir produktiver sein?

Wie **lernen** wir am besten?
Wie **erhalten** wir die geistige und körperliche Gesundheit?
Wie **schaffen** wir Sinn in unserer täglichen Arbeit?
Wie **führen** wir in dieser neuen hybriden Welt?
Wie **finden** wir am besten Antworten auf Fragen?

.....



Microsoft Viva

The integrated employee experience platform that empowers people and teams to be their best



Viva Connections | All apps in one place

All employees ◀

▶ Role-based experiences

Connection

Keep everyone informed, included, and inspired



Viva Engage



Viva Amplify

Insight

Improve productivity and wellbeing with actionable insights



Viva Insights



Viva Pulse

Purpose

Align people's work to team and organization goals



Viva Goals

Growth

Help employee learn, grow, and succeed



Viva Topics



Viva Learning



Viva Sales

Microsoft 365

Platform and admin services

Briefing email, people, answers, admin experience, common navigation

Privacy and security

Granular feature access controls, inherited permissions for 3P, differential privacy for insights

Integrations to HCM, CRM, LMS, wellness, and more

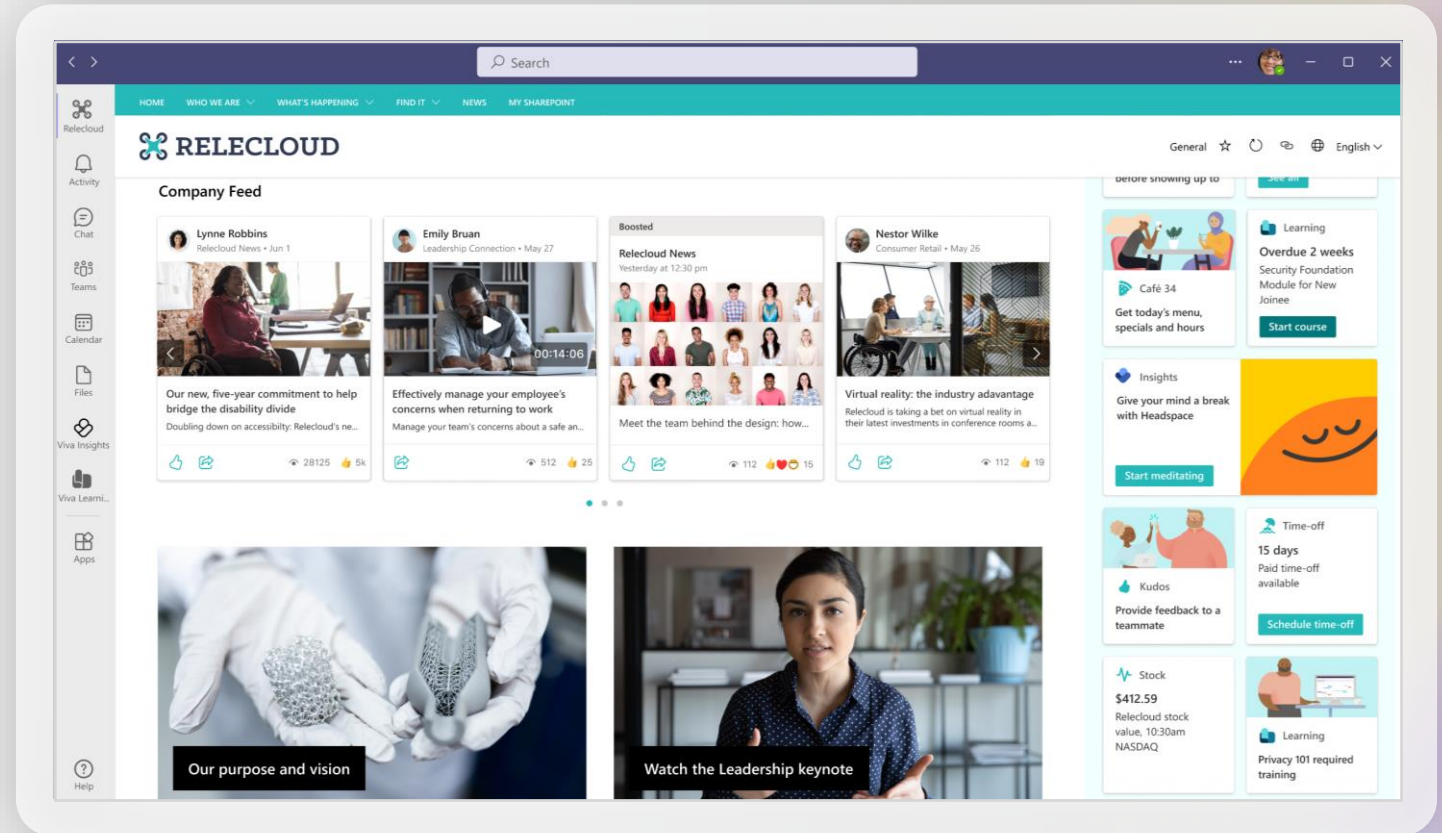
Workday, Qualtrics, SAP SuccessFactors, LinkedIn, Headspace, and more

Connection

Personalized communication and resources

Tailor the experience to specific employee groups, roles, or geos with targeted news, conversations, and content powered by AI and Microsoft Graph

Viva Connections



Growth

Personalized and managed learning for employees

Access assigned learning in an easily discoverable interface within Microsoft Teams and see completed learning items to keep track of individual learning journeys

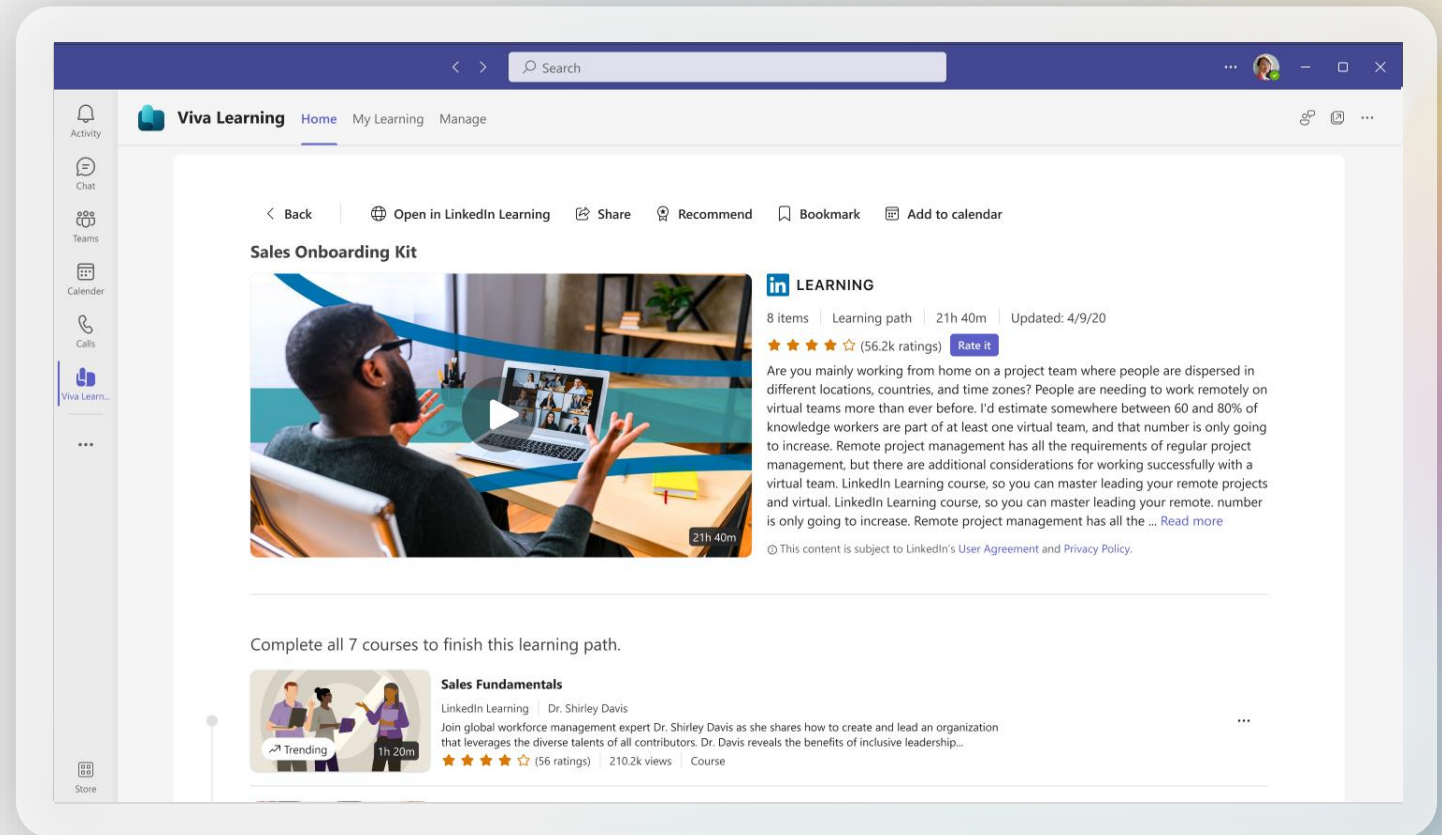
Integrated learning experience

Surface content from Microsoft, learning content providers, Learning Management Systems (LMS), and even your organization's own content across desktop, mobile, and tablet

Learning resources delivered through 1:1 chats, group chats, or meetings

Infuse learning into the conversations already happening at work by sharing learning content and courses with a single-click

Viva Learning



LinkedIn Learning Hub integration

Sync content and learner records across both Viva Learning and LinkedIn Learning Hub to simplify the learner experience

Connection

Employee engagement and communication at scale

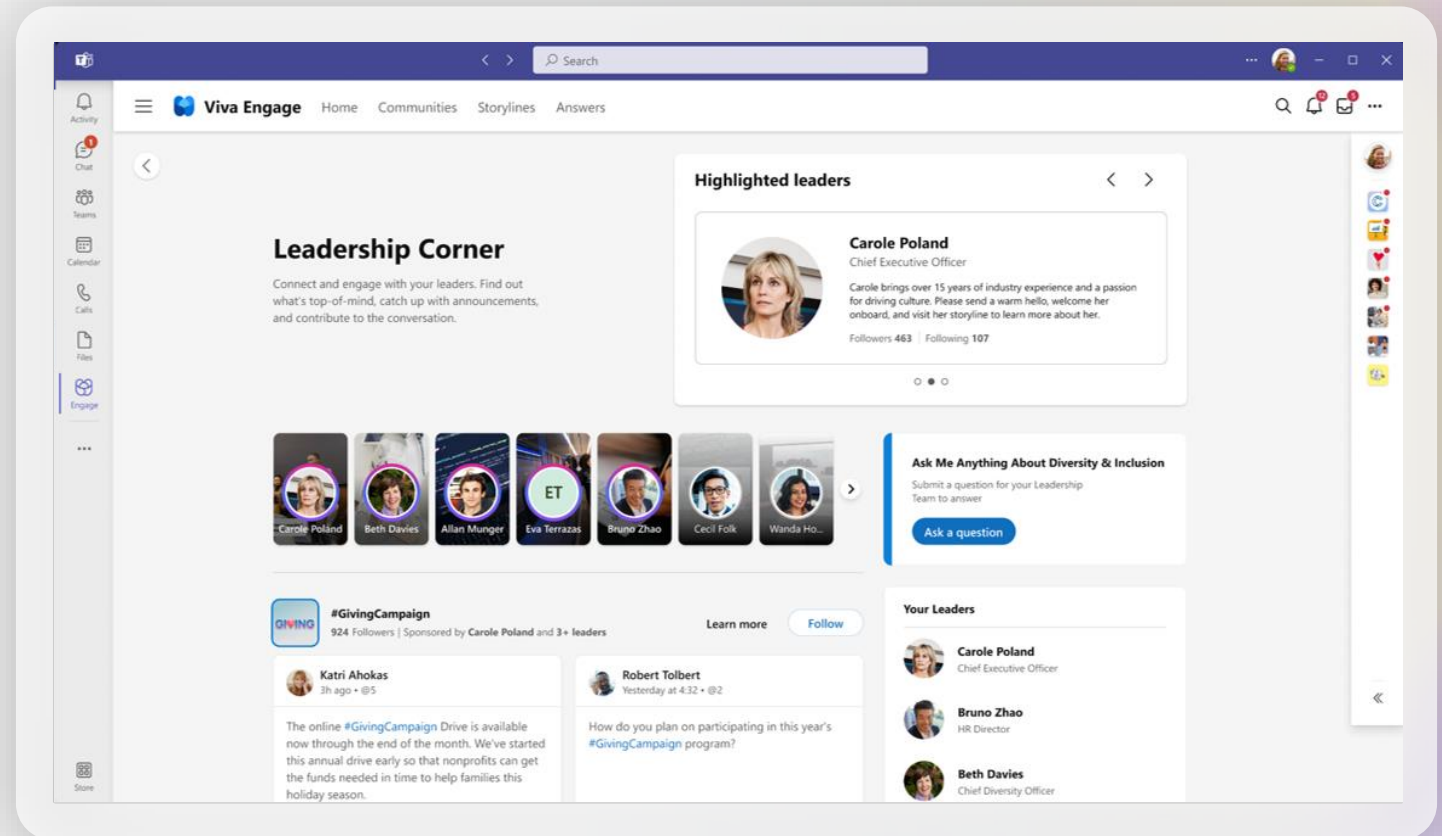
Build a two-way dialogue between leadership and employees and foster open discussion and knowledge sharing amongst employees across departments, geographies, and languages

Communities aligned to shared interests and functions

Provide a “front door” to employee communities and resource groups and encourage employees to connect with others, contribute, and find belonging at work

Leadership tools to engage directly with employees

Foster open dialog and learn what’s top of mind for employees. Get deeper insight into employee engagement, concerns, sentiment, and actionable steps through rich metrics



Insight

Personalized insights to build better work habits

Help employees prioritize wellbeing with actionable recommendations, such as reserving time for focused work, taking regular breaks, and practicing mindfulness

Manager insights to foster healthy, successful teams

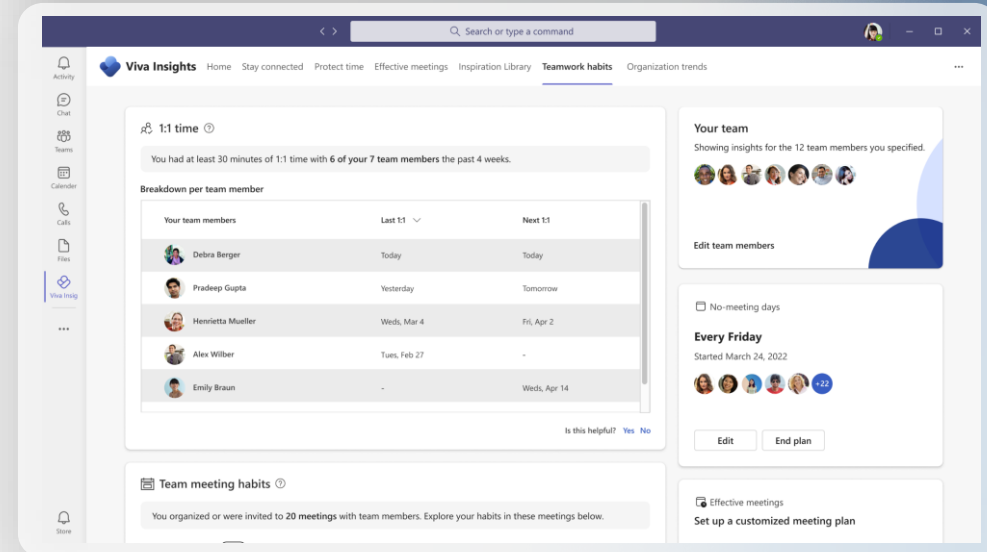
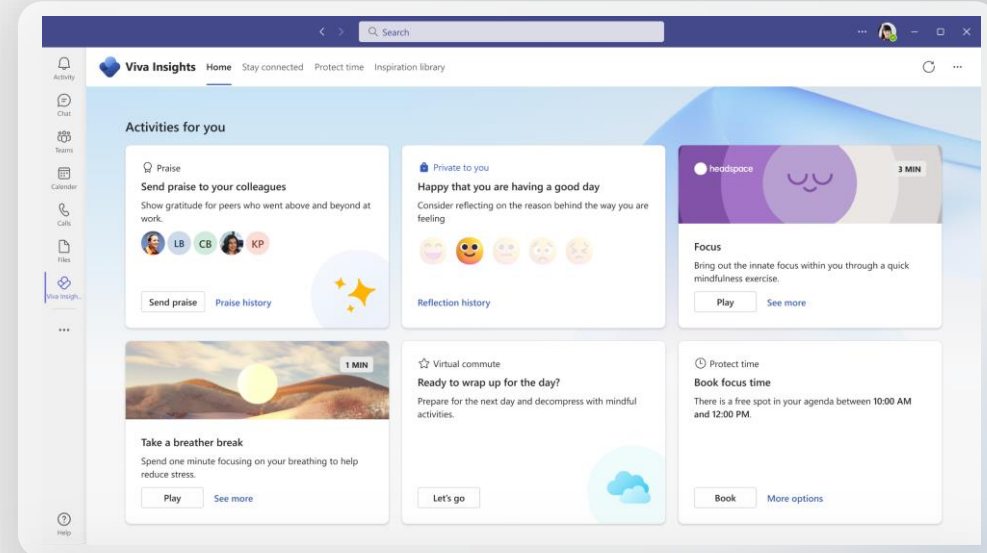
Leverage team-level insights to maintain regular 1:1s and keep up with outstanding tasks to unblock the team, recognize strengths and accomplishments, or establish team norms through shared plans that help build better work habits

Organizational insights to help senior leaders address complex challenges

Keep a pulse on leading indicators of employee wellbeing and engagement, meeting effectiveness, burnout risk, process efficiency, and more

Deep, enhanced analytics

Create rich customized insights about employee experiences by combining workplace analytics in Viva with active listening and other operational insights



Viva Insights

Growth

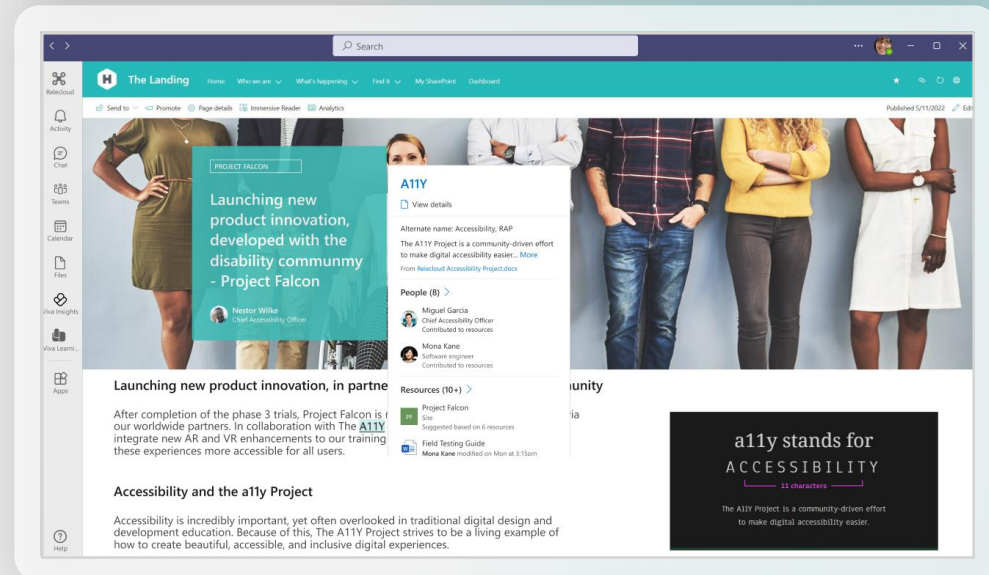
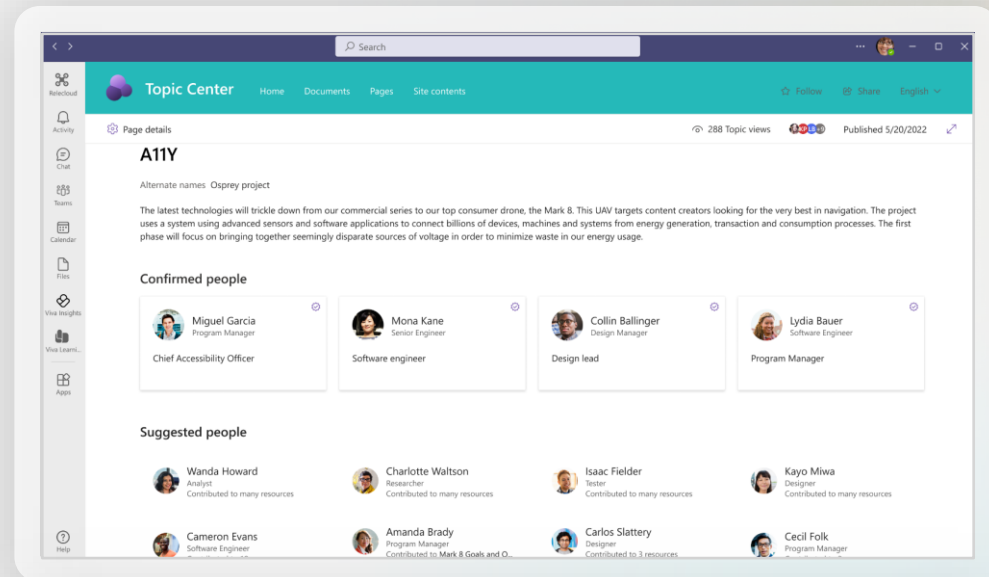
Knowledge and expertise in the apps you use every day

Enable your organization's experts to share and refine knowledge through curated topic pages and topic cards, automatically generated and updated by AI and surfaced across Microsoft 365

Organizational knowledge graph

Use AI to reason over your organization's content and automatically identify, process, and organize it into easily accessible knowledge

Viva Topics

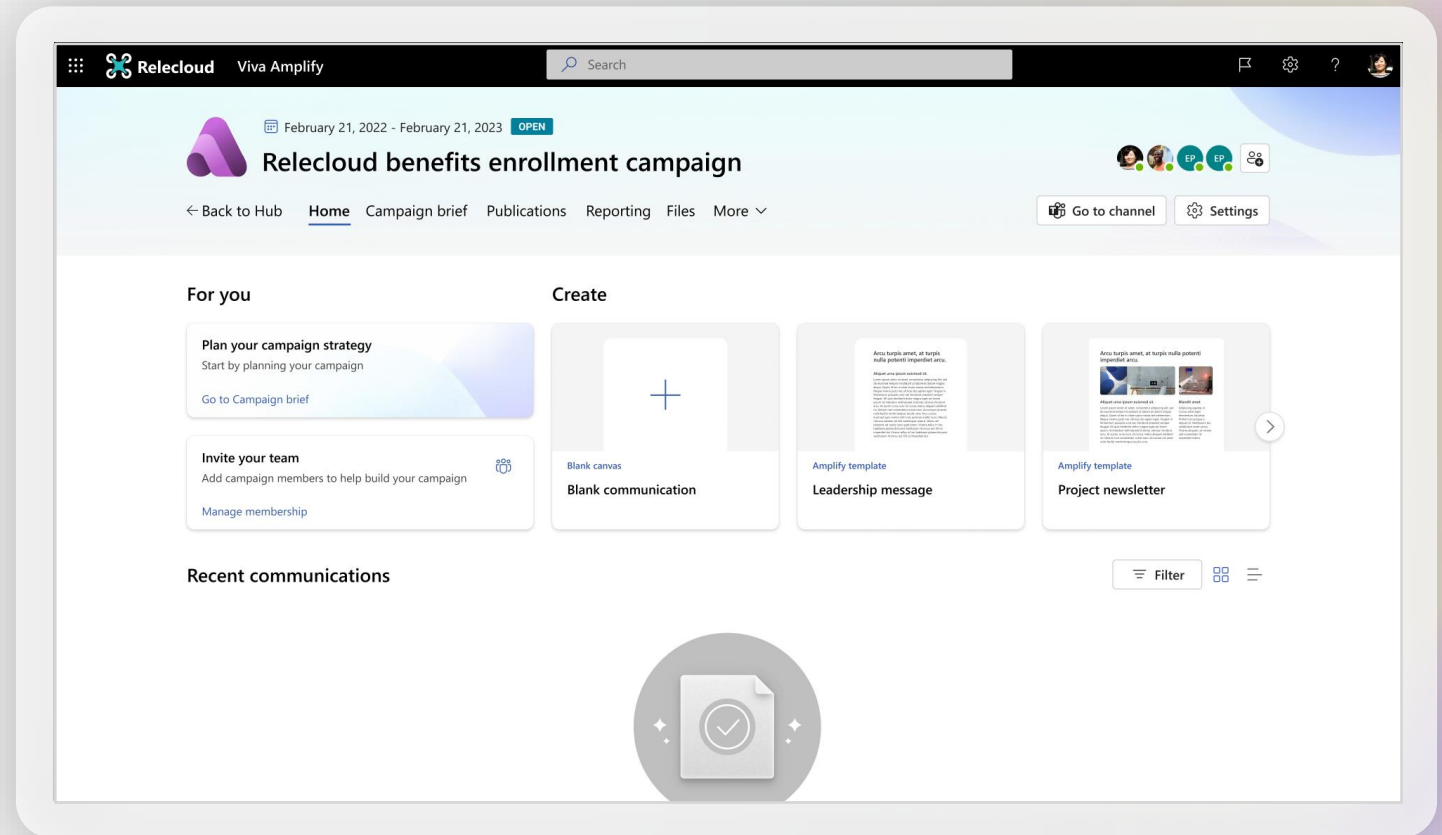


Connection

Communication publishing and management hub

Centralize communication processes in a single space, so you can save time and focus on what matters. Drive engagement with your message by meeting employees where they are, whether that's Outlook, SharePoint, Teams or Viva Engage

Viva Amplify | Coming soon!

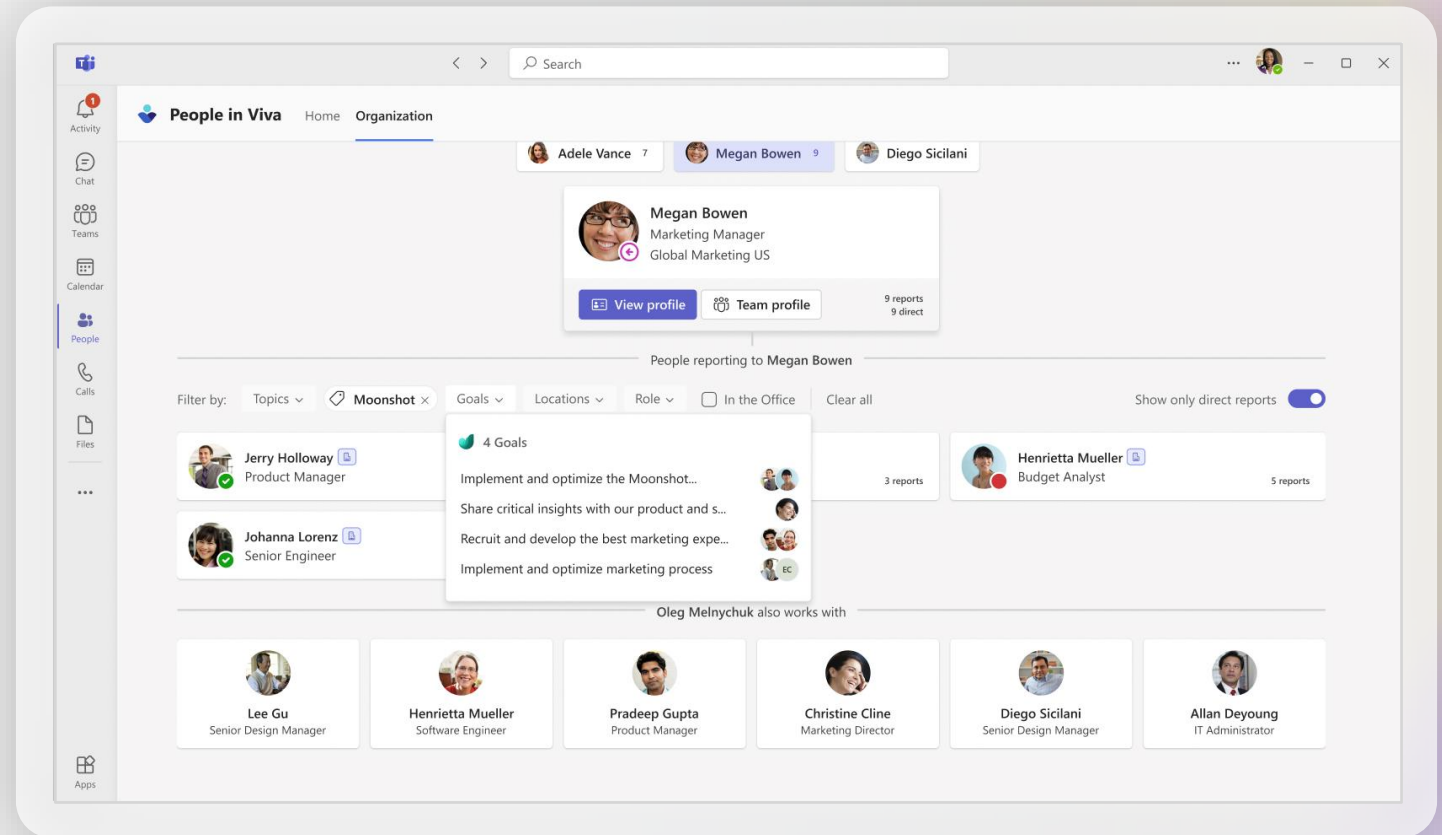


Connection

People and org discovery

Highlight hybrid work preferences and detailed contact information, as well as information from Viva Goals and Viva Topics, across Microsoft 365 through profile cards and standalone experiences

People in Viva | Coming soon!



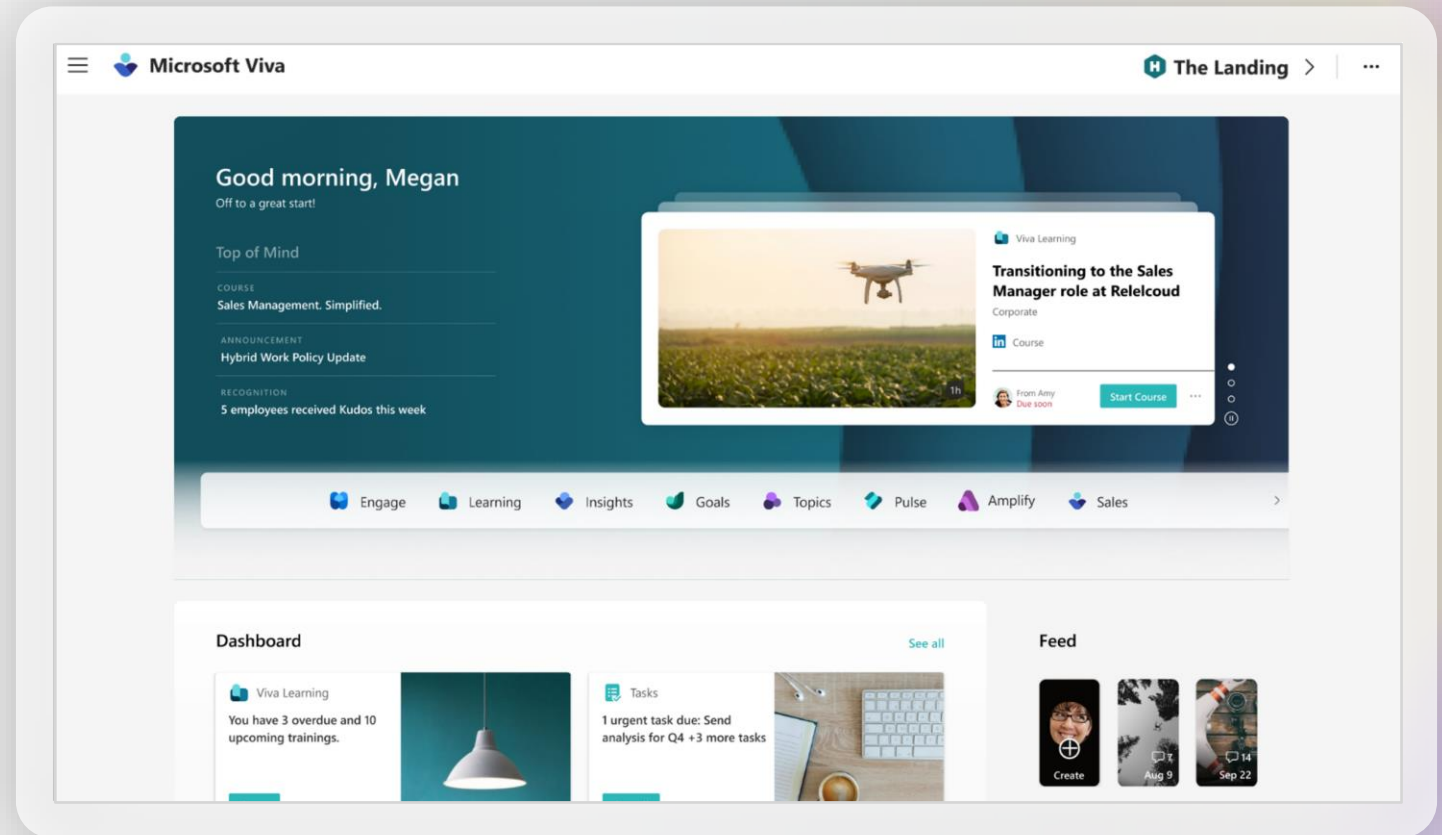
Connection

Home for your employee experience

Simplify employees' day through an integrated and personalized dashboard, and keep employees connected with targeted news and information from across Microsoft 365

Microsoft Viva

New home experience coming soon!

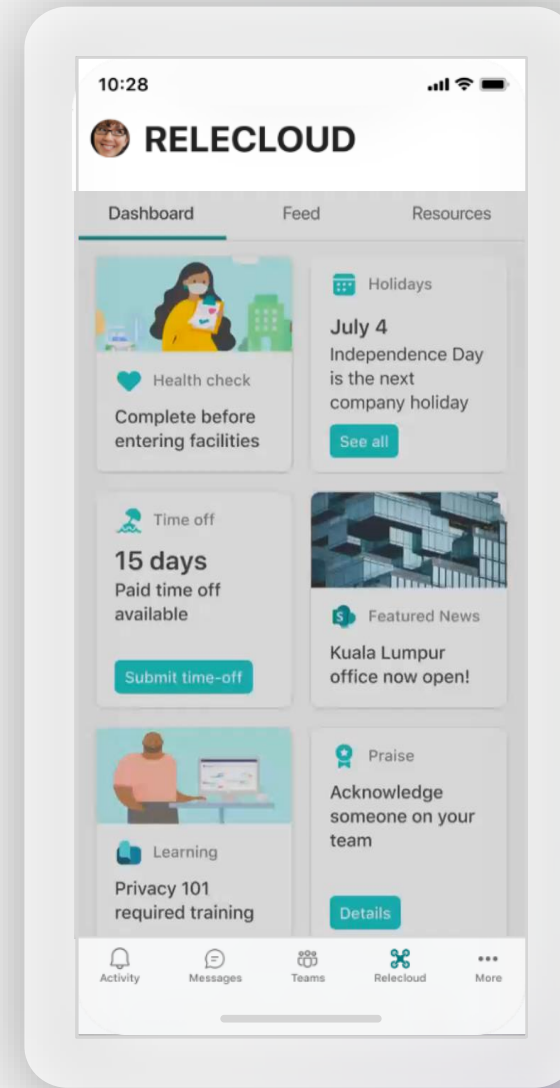


Connection

Rich mobile experiences to stay connected on the go

Provide employees a place to connect with everyone and focus on what matters most with company-wide updates, learning opportunities, and insights from anywhere

Microsoft Viva



Take the next step in **your employee experience journey**

Learn more

Browse the Microsoft Viva [website](#) and [blog](#)

Dive into the Microsoft Viva apps:

- [Viva Connections](#)
- [Viva Engage](#)
- [Viva Insights](#)
- [Viva Goals](#)
- [Viva Topics](#)
- [Viva Learning](#)
- [Viva Sales](#)

Watch the [on-demand recording](#) about all the latest innovations

Get started

Find out more about the technical requirements and deployment plans

[Microsoft Viva | Microsoft Learn](#)

Get relevant materials and adoption guides – ready to use and customize

[Microsoft Viva – Microsoft Adoption](#)

Follow the Microsoft Viva Blog

[Microsoft Viva Blog - Microsoft Tech Community](#)

Microsoft Viva Public Roadmap

[Microsoft 365 Roadmap | Microsoft 365](#)



Fragen & Feedback





Viel Dank



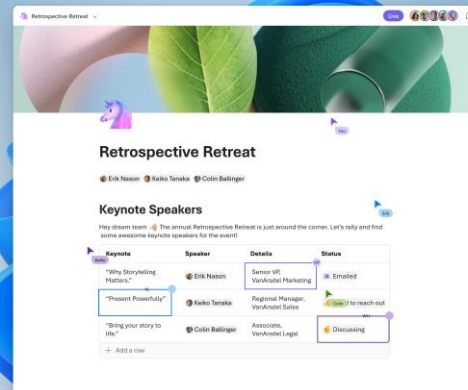
Microsoft Loop

Think, plan, and create together.

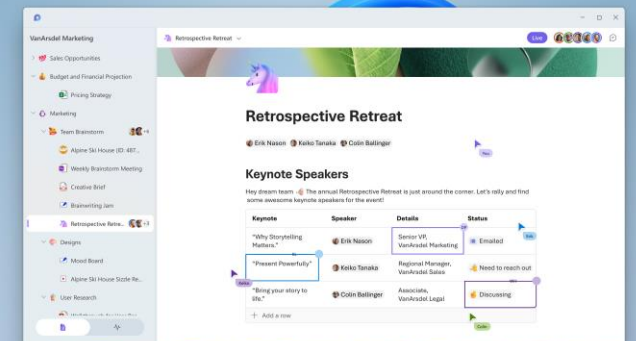
Components



Pages



Workspaces



Loop Components

Loop components are **live, connected experiences** that allow you to **collaborate** and **complete work** right from a chat, email, meeting or document.

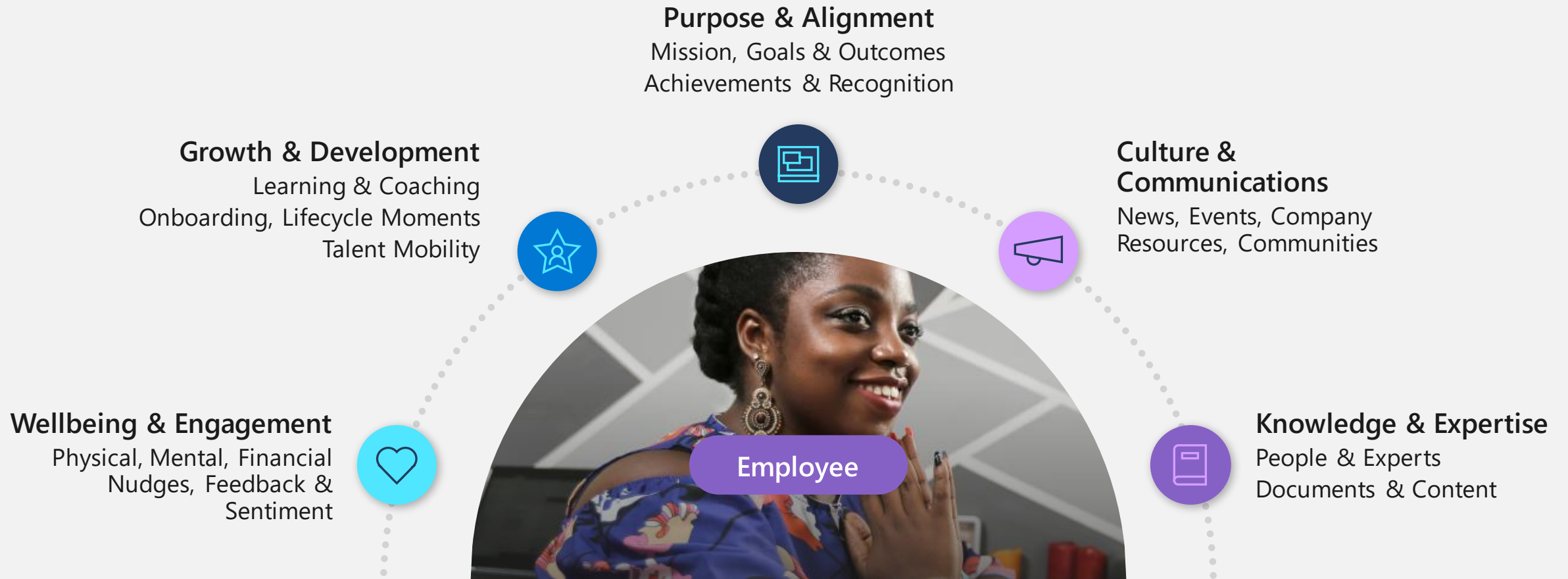
Components stay in sync no matter how many places they live. Bring any component into **Teams, Outlook, or whatever app** your team is using in the moment.

The screenshot shows a Microsoft Loop component titled "Keynote Speakers" with a header bar containing a profile icon and a group of five avatars. Below the title is a message: "Hey dream team 🙌 The annual Retrospective Retreat is just around the corner. Let's rally and find some awesome keynote speakers for the event!". The main content is a table with four columns: Keynote, Speaker, Details, and Status. The table has three rows of data. The first row shows "Why Storytelling Matters." by Erik Nason, Senior VP at VanArsdel Marketing, with a status of "Emailed". The second row shows "Present Powerfully" by Keiko Tanaka, Regional Manager at VanArsdel Sales, with a status of "Need to reach out". The third row shows "Bring your story to life." by Colin Ballinger, Associate at VanArsdel Legal, with a status of "Discussing". A fourth row is a button to "Add a row". The component is annotated with three labels: "KL" (Keynote) pointing to the second row, "DP" (Details) pointing to the first row's Details column, and "WH" (Work Item) pointing to the third row's Status column.

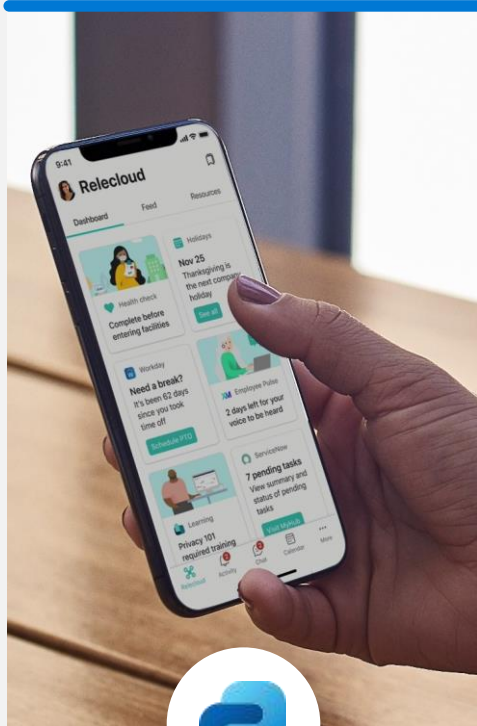
Keynote	Speaker	Details	Status
"Why Storytelling Matters."	Erik Nason	Senior VP, VanArsdel Marketing	Emailed
"Present Powerfully"	Keiko Tanaka	Regional Manager, VanArsdel Sales	Need to reach out
"Bring your story to life."	Colin Ballinger	Associate, VanArsdel Legal	Discussing
+ Add a row			

What is an employee experience platform (EXP)

A digital platform that helps organizations create a thriving culture with engaged employees and inspiring leaders

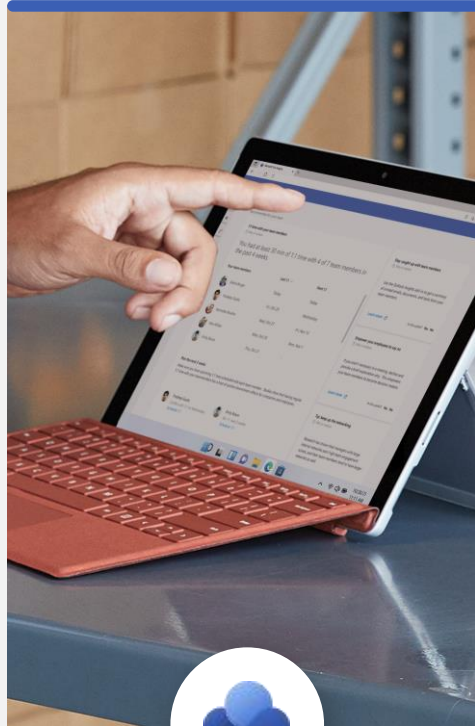


Microsoft Viva: employee experience platform for the hybrid era



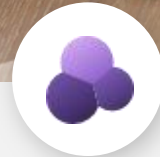
Viva Connections

Culture and communications



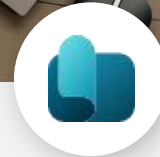
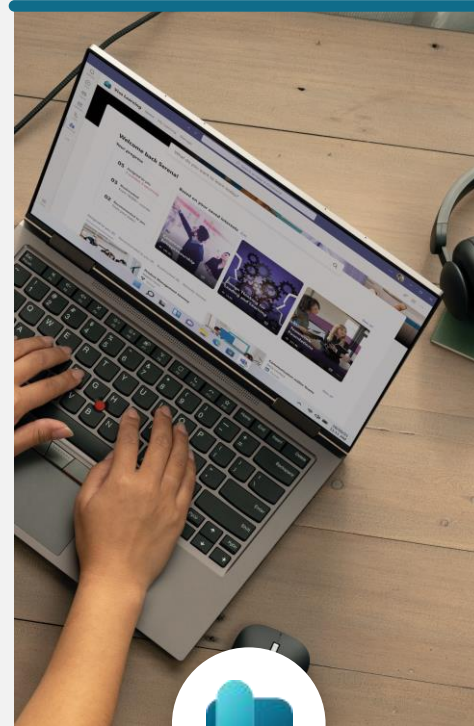
Viva Insights

Productivity and wellbeing



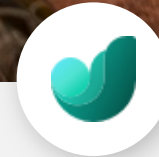
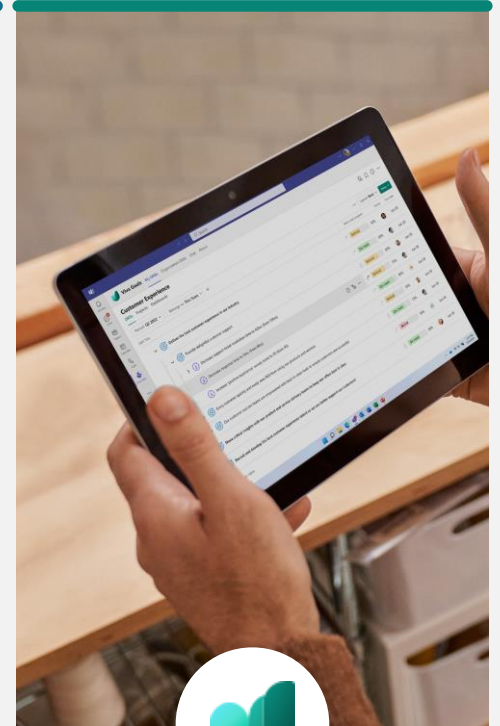
Viva Topics

Knowledge and expertise



Viva Learning

Skilling and growth



Viva Goals

Purpose and alignment

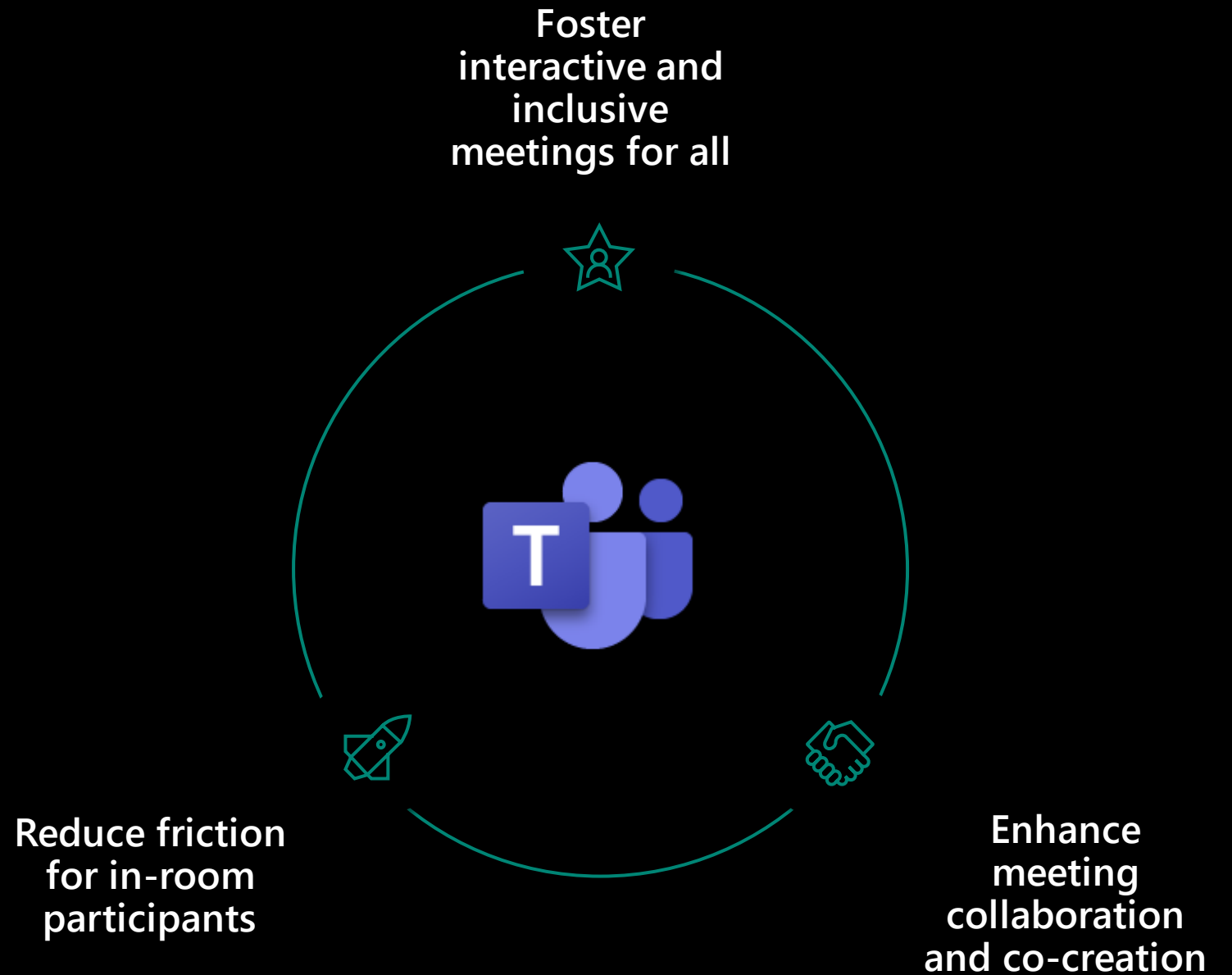
Turn any room into an easy-to-use, inclusive meeting space

Enable everyone to fully participate from anywhere with premium audio, video, and real-time participation experiences.





People-centric meeting room experiences



Devices to meet the needs of any size or type of room

Microsoft Teams Rooms devices

Modular

Individual connected devices



- Maximum flexibility to scale up or down to meet any room with individual A/V peripherals such as mics, speakers and cameras.
- Manage the meeting without leaving your seat with a center of room touch panel.

Integrated

Combined audio and video functions with separate displays



- Brings the speakers, mics, camera and computer together into a single device.
- Can be deployed within minutes, reducing installation time and simplifying device management.
- Designed for smaller spaces like focus rooms or small meeting spaces

All-in-One

Complete audio, video, and display in a single unit

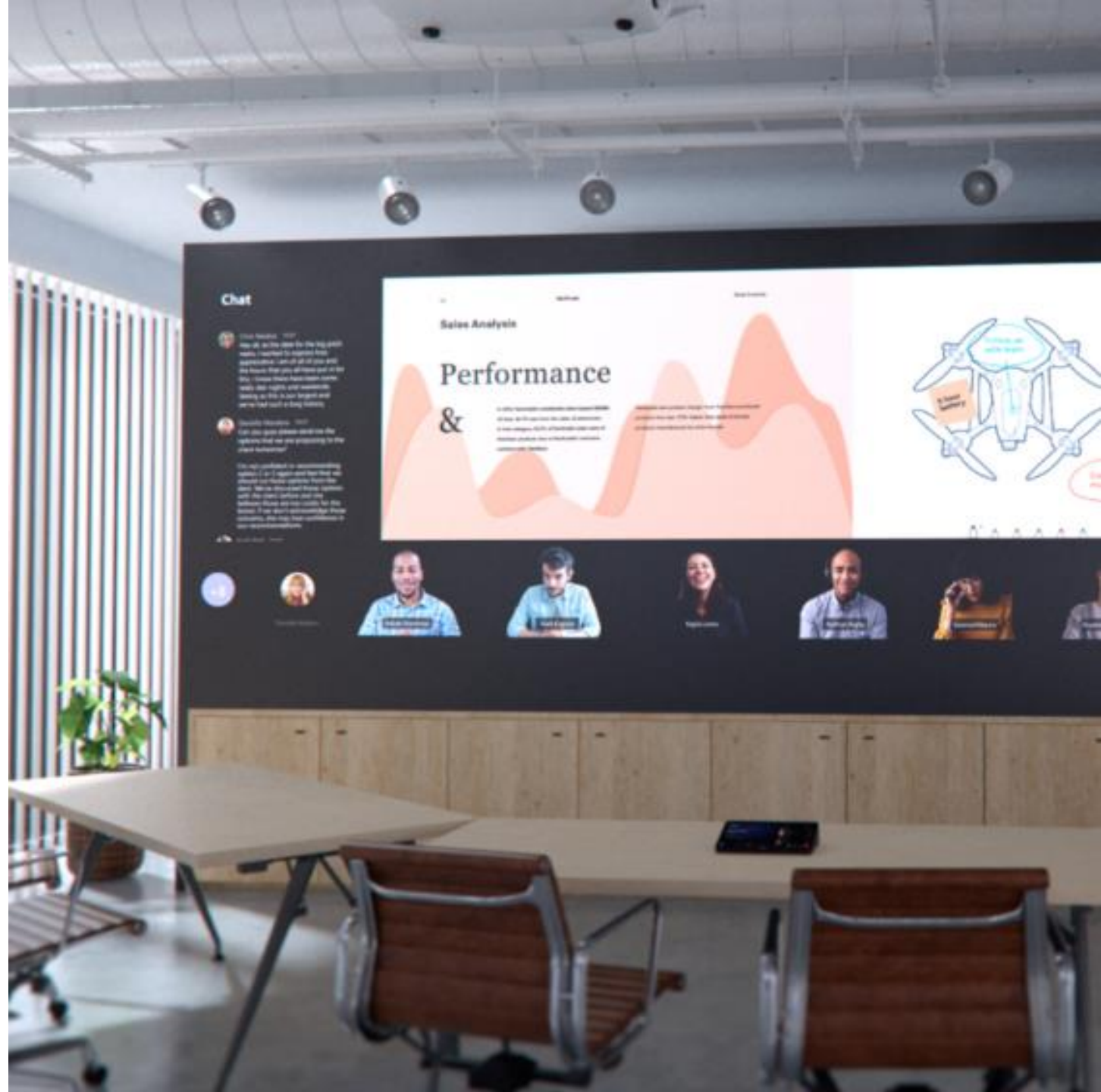


- Surface Hub 2S is a Windows 10 device that brings together a camera, mics, speakers and a 4k touch screen.
- Can be wall-mounted or paired with a Steelcase Mobile Stand and APC Charge Mobile battery for mobile, uninterrupted and unplugged team collaboration.
- Available in two screen sizes: 50" and 85"

Create a natural and immersive experience

New layout in Microsoft Teams moves video gallery to the bottom of the screen*

Enables in-room participants to see remote colleagues face to face across a horizontal plane as if they were in the same room



Have a strong presence in both the virtual and physical meeting

Inclusive hybrid meetings with Intelligent Camera + Dynamic View

- **AI-powered active speaker tracking,**
- **Multiple video streams**
- **People recognition,**



Microsoft Teams Rooms

3rd Party AV device enhancements



Find the space that works for you



Small
Conference Room



Medium
Conference Room



Large
Conference Room



Large Office



Open Collaboration
Space



Enhanced Meeting
Room

Small Conference Room

Generally, 3m x 4.5m in size and can accommodate 5-7 people. Shown with a single display, a content camera focused on the whiteboard, and a modular Microsoft Teams Room optimized for Meet and Present as well as co-create scenarios.

Inclusive and interactive meetings

Make sure everyone can be seen, heard, and fully participate from anywhere.



Medium Conference Room

Generally, 4.5m x 6m in size and can accommodate around 11 people. Shown with dual displays, a content camera focused on the whiteboard, and a modular Microsoft Teams Room optimized for Meet and Present as well as co-create scenarios.

Inclusive and interactive meetings

Make sure everyone can be seen, heard, and fully participate from anywhere.



Large Conference Room

Generally, 4.5m x 8.5m in size and can accommodate around 18 people. Shown with dual displays, a modular Microsoft Teams Room, and a Surface Hub 2S optimized for Meet, Present, and Co-create scenarios.

Inclusive and interactive meetings

Make sure everyone can be seen, heard, and fully participate from anywhere.



Large Office

Generally, no larger than 2.3m in radius and can accommodate 1 + 3-4 people. Shown with a Surface Hub 2S 50" optimized for Meet, Present, and Co-create scenarios.

Inclusive and interactive meetings

Make sure everyone can be seen, heard, and fully participate from anywhere.

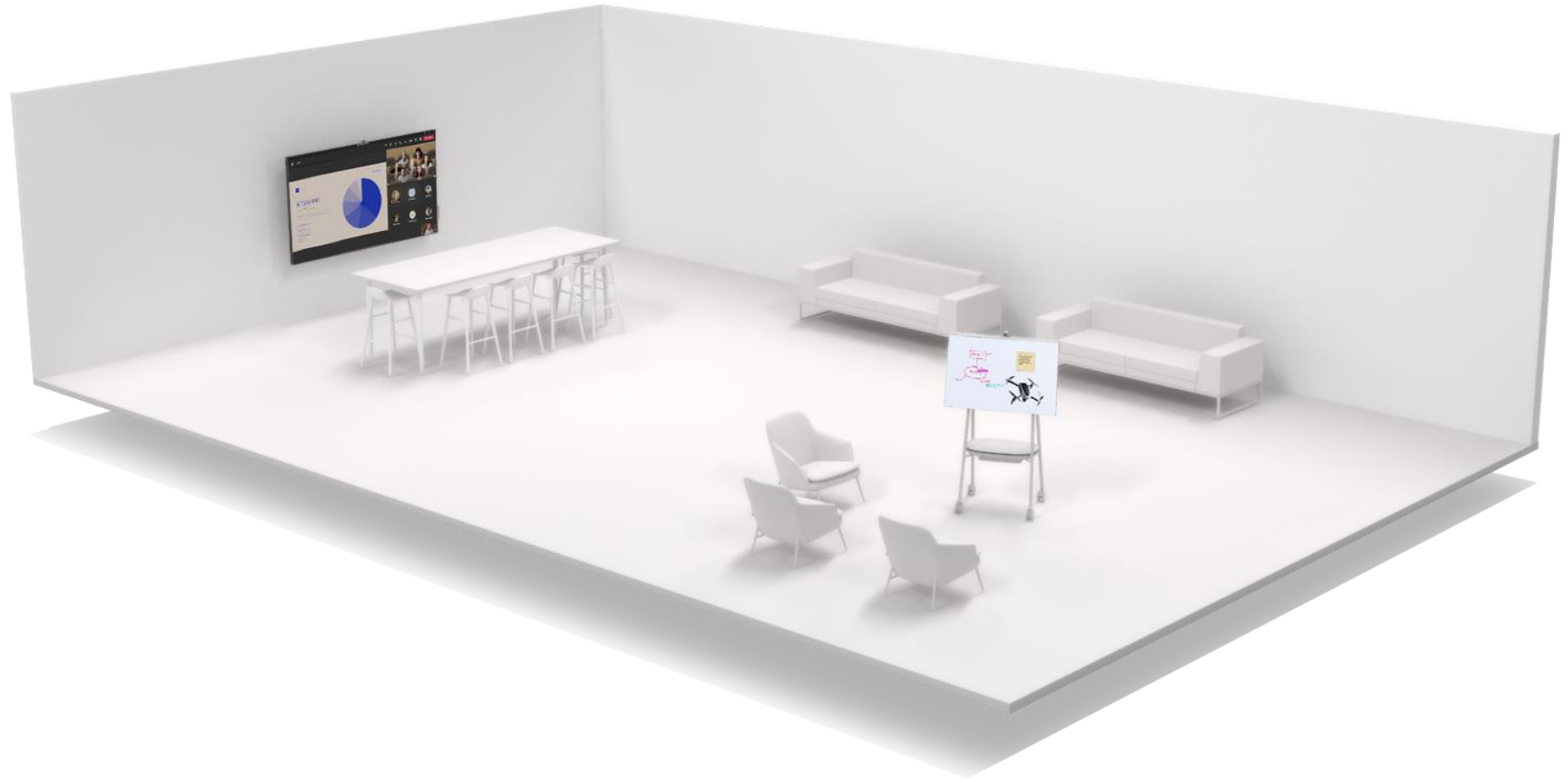


Open Collaboration Space

Open space with no fixed dimensions and can accommodate around 3-5 people in close collaboration. Shown with a Surface Hub 2S 50" or 85" optimized for Meet, Present, and Co-Create scenarios.

Inclusive and interactive meetings

Make sure everyone can be seen, heard, and fully participate from anywhere.



Enhanced Meeting Room

Can be deployed in existing medium and large conference room spaces with specific furniture and AV equipment. Shown with dual ultra-wide projectors and a modular Microsoft Teams Room optimized for hybrid scenarios focused on Meet and Present.

[Learn more from Jared Spataro, CVP Microsoft 365 & Microsoft Teams.](#)



















Inclusive and interactive meetings

Make sure everyone can be seen, heard, and fully participate from anywhere.



Summary of Top Recommended Device Configurations

Room Type	Large executive office	Focus Room	Small Conference Room	Small Conference Room	Medium Conference Room	Large Conference Room	Extra Large Meeting Space
Room Capacity	1 + 3-4 people	3 to 5 people	3 to 5 people	5 to 7 people	11 people	18 people	18+ people
Room Dimensions	Within 2.3-meter radius	3 meters by 3 meters	Within 2.3-meter radius	3 meters by 4.5 meters	4.5 meters by 6 meters	4.5 meters by 8.5 meters	8.5+ meters

Meet and Present							
	Integrated device	Integrated device	Surface Hub 2S 50"	Modular TEAMS ROOM	Modular devices	Modular devices	Modular devices
Meet and Co-create							
	Surface Hub 2S 50"	Surface Hub 2S 50"	Surface Hub 2S 50"	Surface Hub 2S 50"	Modular devices	Modular devices	Modular devices
					Coordinated Meetings		
				Surface Hub 2S + A/V peripherals			
				Surface Hub 2S	Surface Hub 2S	Surface Hub 2S	

Teams Rooms Management

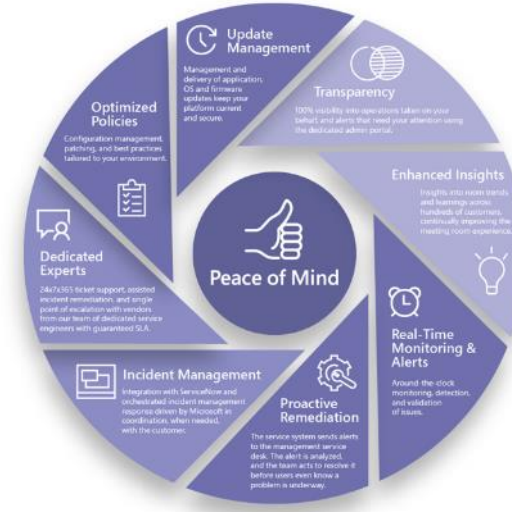


Microsoft Teams Rooms Standard

Seamless join experience

Innovative in-room meeting capabilities

Integrated Management in Teams Admin Center



Microsoft Teams Rooms Premium

Microsoft Teams Rooms Standard +

24x7 proactive device management

Advanced meeting room capabilities

The Journey to Teams Rooms

Cloud Video Interop

Paid service provided by third party partners, certified for Teams

For customers who have standardized on Teams as their meeting platform and are transitioning to Teams Rooms

BlueJeans



pexip



Direct Guest Join

Feature included in Teams Rooms experience

For customers looking to join occasional non-Teams meetings via embedded web technologies



Webex Meetings



BlueJeans

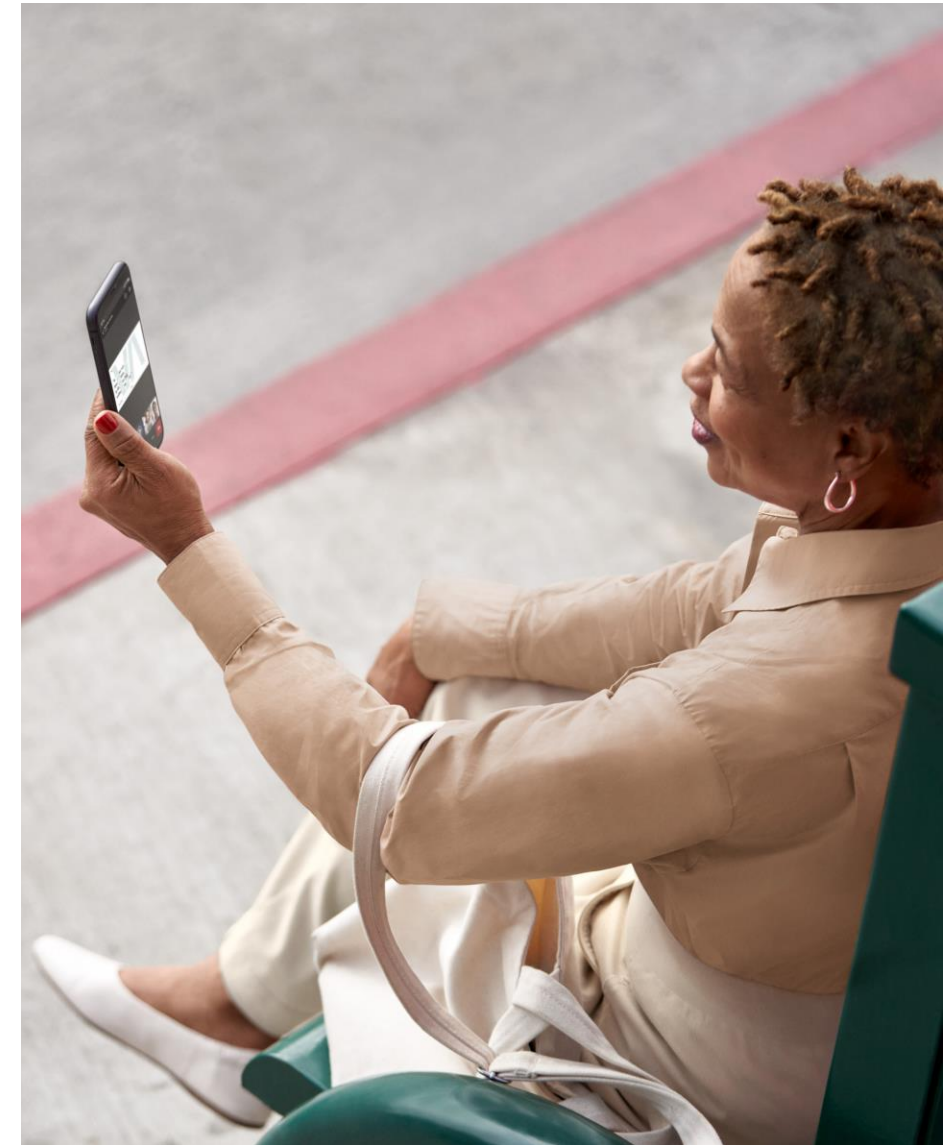
zoom



GoToMeeting

Operator Connect Mobile

A seamless way to integrate your users' mobile identities with Microsoft Teams



Operator Connect Mobile extends the versatility of Teams Phone



Mobility has changed the ways we work

Creating new opportunities ...

Improves worker flexibility, responsiveness and productivity.

Enables business continuity during uncertainty and change.

Facilitates heightened safety when situations require remote work.

... and challenges

Siloed and inconsistent experiences for calls and collaboration.

Increased costs for redundant devices, voice services, and support.

Increased likelihood of insecure and non-compliant devices and configurations.



Operator Connect Mobile unlocks the power of mobility in your organization

Realize fixed-mobile convergence for integrating your users' mobile identities with Microsoft Teams.



Assign a single business-provided mobile phone number

Users have one number for mobile, desk, and Teams to enable work from any location, device, or network.



Enable secure and compliant mobile communications

Implement enterprise-grade business policies that are secure and compliant across mobile devices.



Realize true mobile integration

Unify business communications including combined call history, voicemail, and presence across devices.



Reduce costs of redundant services and devices

Trim costs on redundant fixed-line services as well as the number devices and hardware to purchase, manage, and support.



Operator Connect Mobile keeps your mobile workforce connected across devices and networks

Enable flexible calling and collaboration, from [anywhere](#).



Calls just work

Stay productive anywhere, across devices and networks. Move between devices and Teams endpoints without dropping calls.



The power of Teams

Uplift native mobile calls to Teams for greater collaboration by adding others, sharing screens, and leveraging the power of video.



Unified and integrated collaboration and communication tools

Increase productivity with a centralized view of all business communications.



Security and compliance across mobile devices

Keep mobile communications secure and compliant with company policies.



Operator Connect Mobile v1 features



- 1 **Make and receive calls** from your smartphone's native dialer or Teams endpoints using your single business-provided mobile number.
- 2 **Move between devices and Teams endpoints during a call** without dropping the call.
- 3 **Transfer calls** to colleagues on Teams from the phone's native dialer
- 4 **Combined call history** across Teams and native mobile dialer.
- 5 **Presence integration** enabling status updates to "In a call" when on a call on the native dialer.
- 6 **Unified voicemail & business unanswered settings** on all Teams endpoints and email with business enforced archival periods.
- 7 **Enterprise grade calling policies and compliance** implemented on employee's mobile calls on Teams and native dialer.
- 8 **Show mobile number or company's main number** as outbound caller ID when making outbound calls from the native dialer or any Teams endpoint.
- 9 **Add mobile number** to company call queues and PBX.
- 10 **Reliable calling** via cellular voice network or internet connection.

Operator Connect Mobile launch

Launch details

- Preview starting in Q3 CY2022
- Initial GA in H2 CY2022
- Five operators in initial wave (coverage largely throughout North America and Europe); further expansion planned during late 2022

Licensing requirements

- Teams Phone Standard/E5
- Operator Connect Mobile add-on SKU*

** Potential to be part of a suite as well*

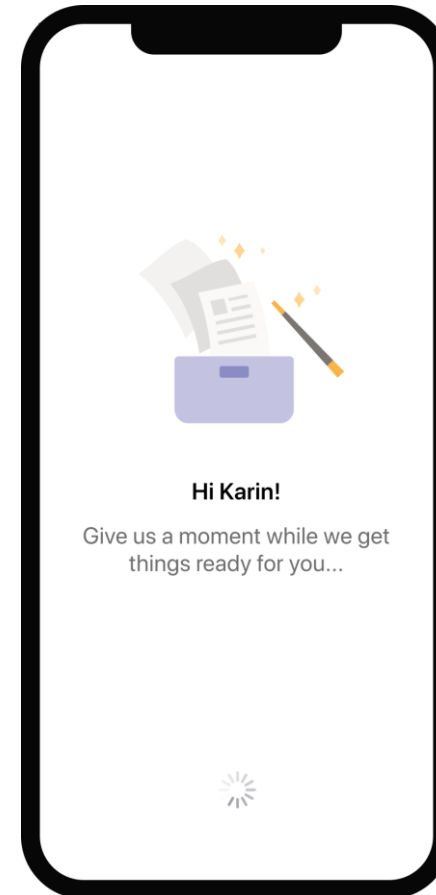
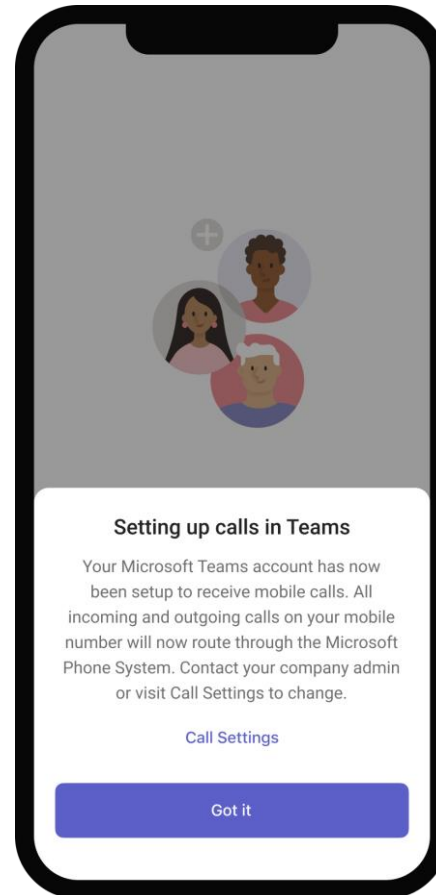
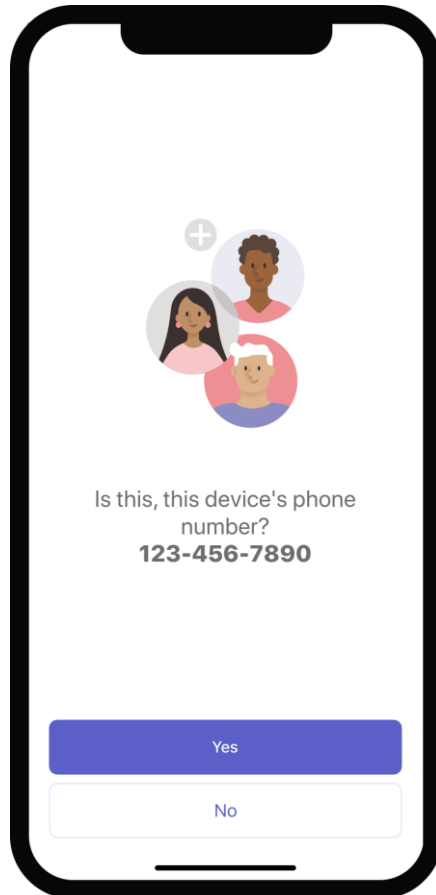


Operator Connect Mobile User Experience



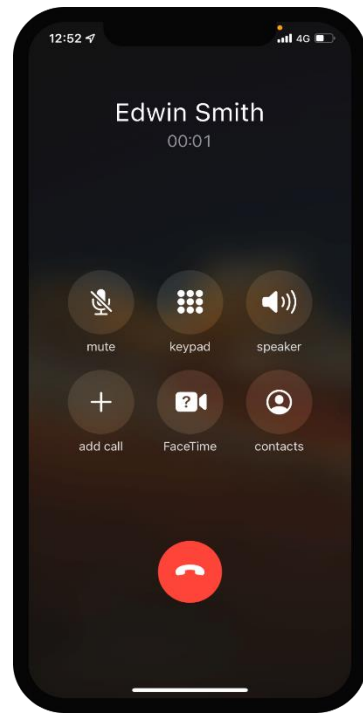
First-run user experience

After the company-provided mobile number is provisioned, the user verifies the number and is guided through a quick setup.



Simultaneous ringing in Teams *and* native dialer

Reduce the chance of missed calls with alerts on multiple endpoints.



Native dialer

AND



Teams desktop/tablet app

Easily “uplift” native calls to Teams

Begin calls on native dialer and move to Teams on mobile or desktop.



Native dialer

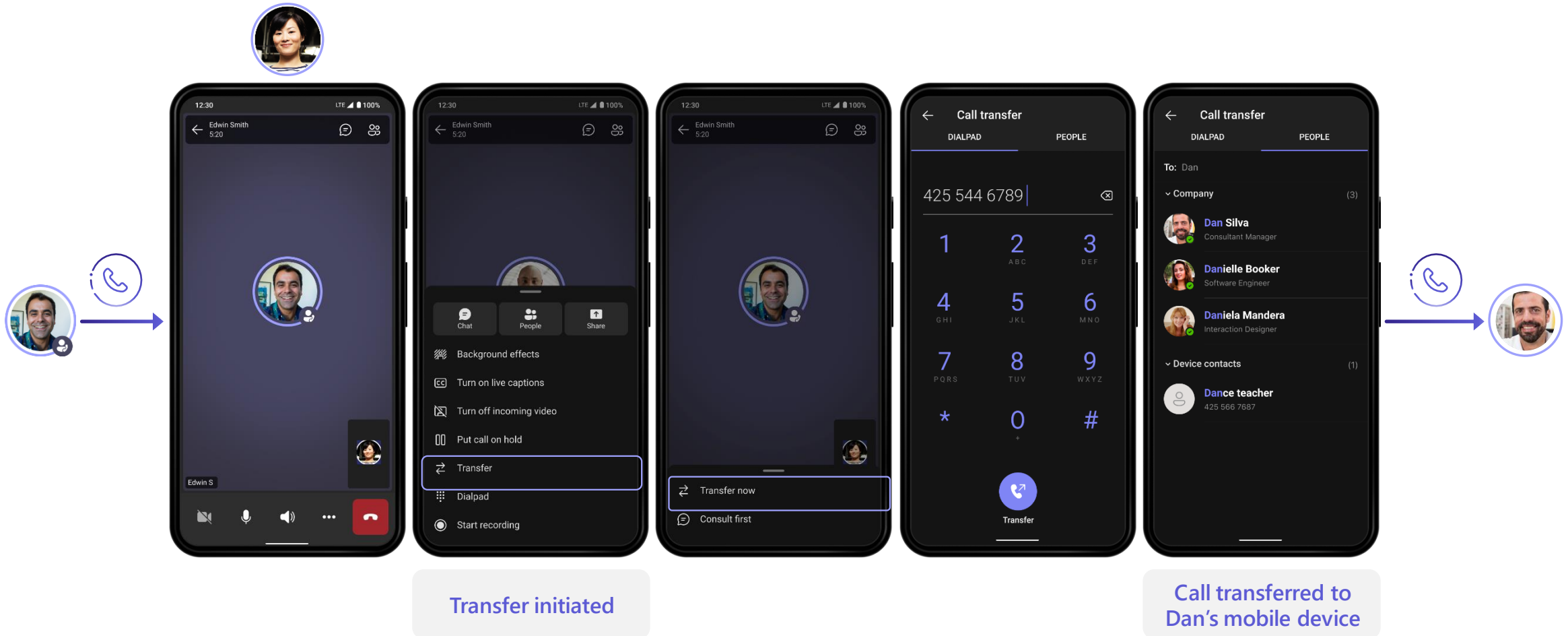
Switch to Teams app

Teams mobile app

Call moved to Teams

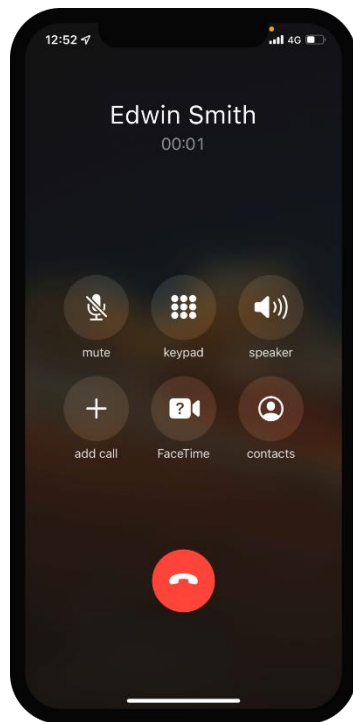
Transfer calls in Teams or the contact's mobile device

Route calls easily to a recipient's Teams profile or their mobile number.

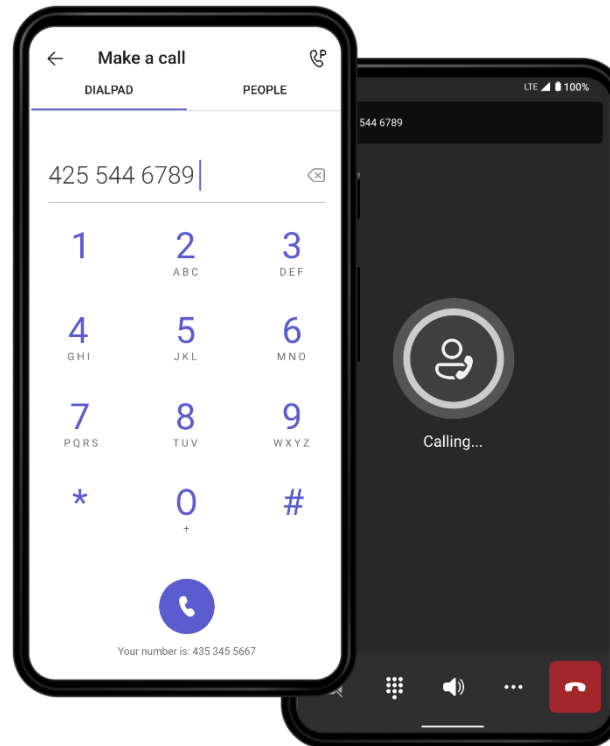


Show business ID for calls from native dialer or Teams

Protect caller's mobile number and maintain company branding for calls to customers.



OR



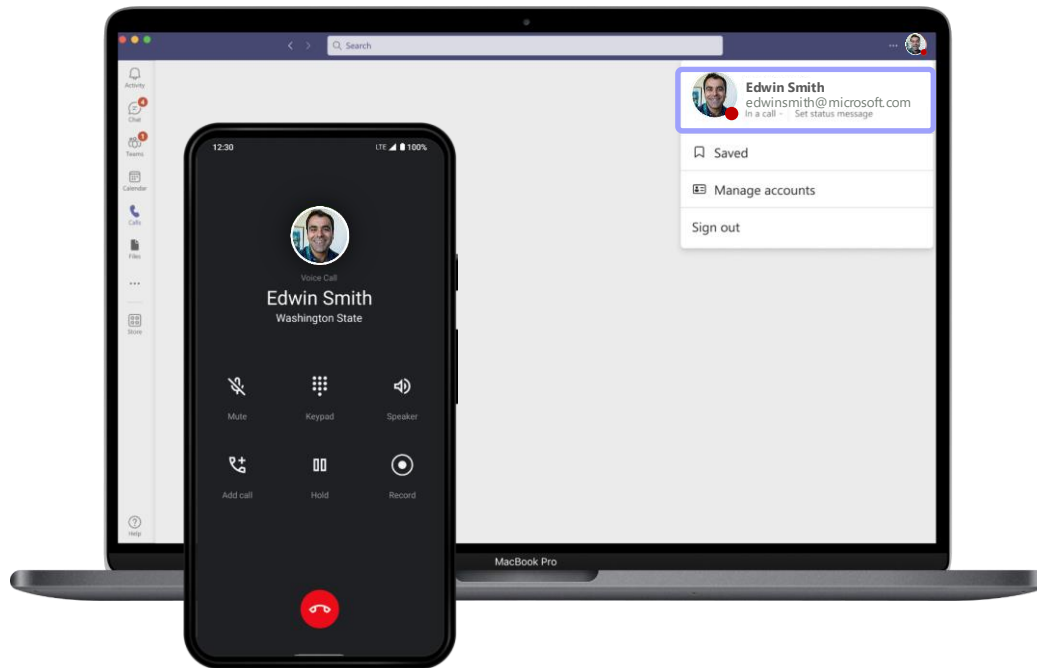
Edwin calls his customer
from his native dialer

Edwin calls his customer on Teams

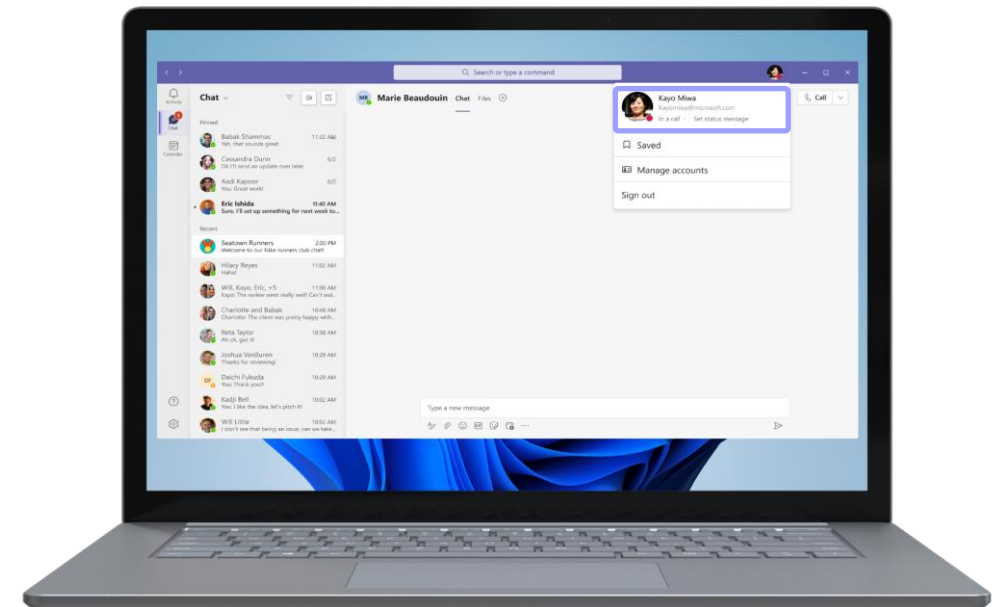
Caller ID reflects Edwin's
company name and number

Unified presence reflects calls using native dialer

Set Teams presence to reflect active native dialer calls as “In a call”.



On a native dialer call

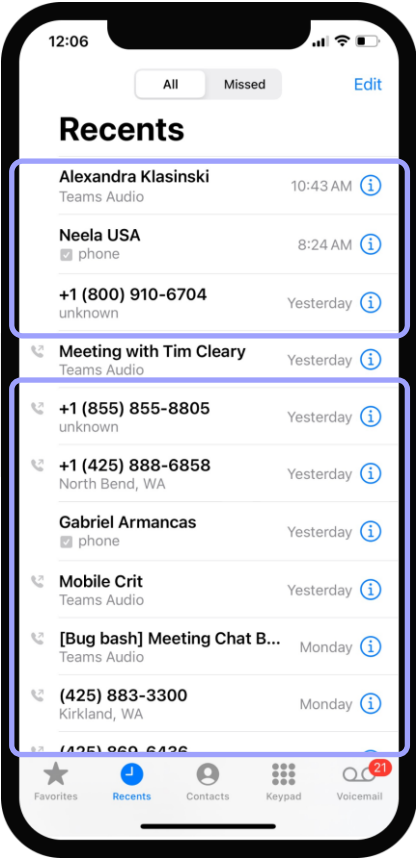


Native dialer presence reflected in Teams

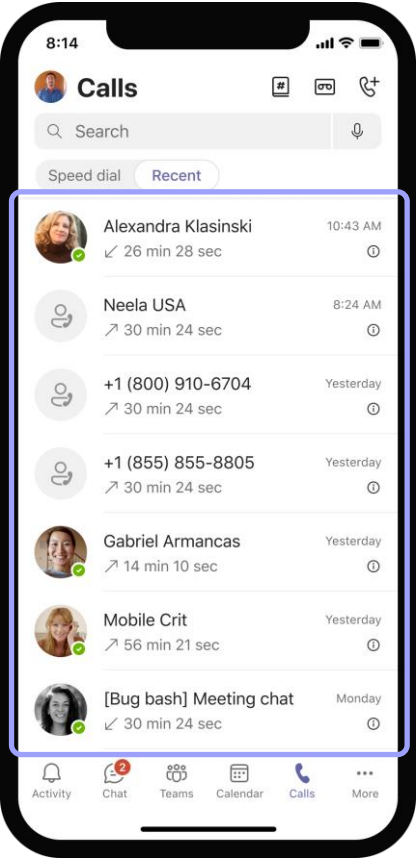
Unified call history across native dialer and Teams

Azure cloud backup for call history

Call history on native dialer



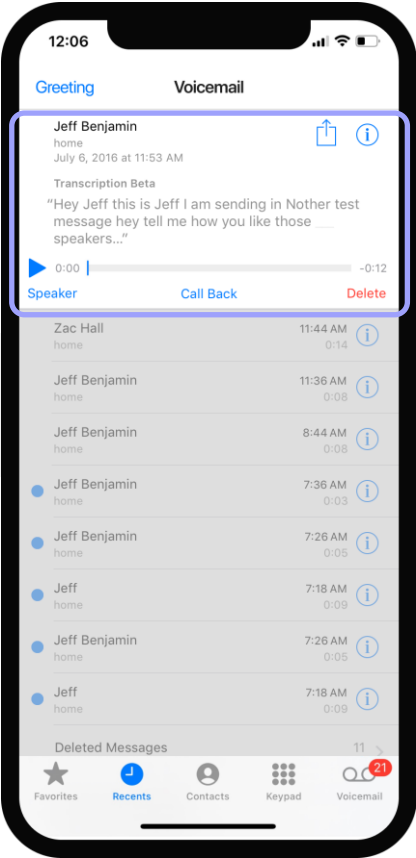
Call history in Teams



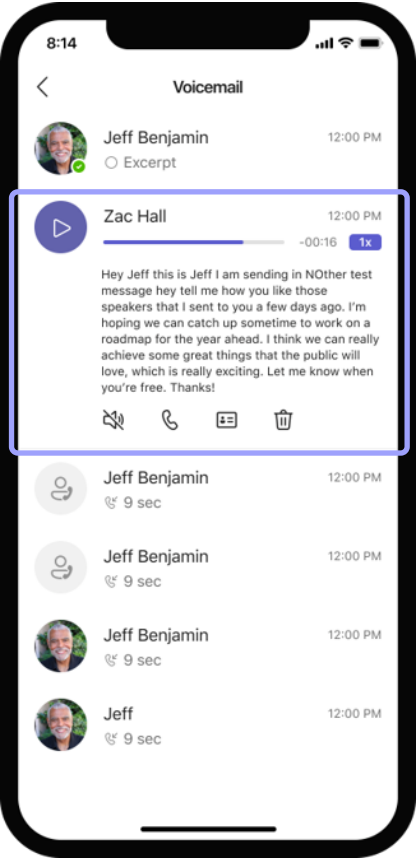
Unified voicemail in Teams

Integrated voicemail from native dialer and Teams

Integration of voicemails on native dialer



Integration of voicemails across Teams endpoints



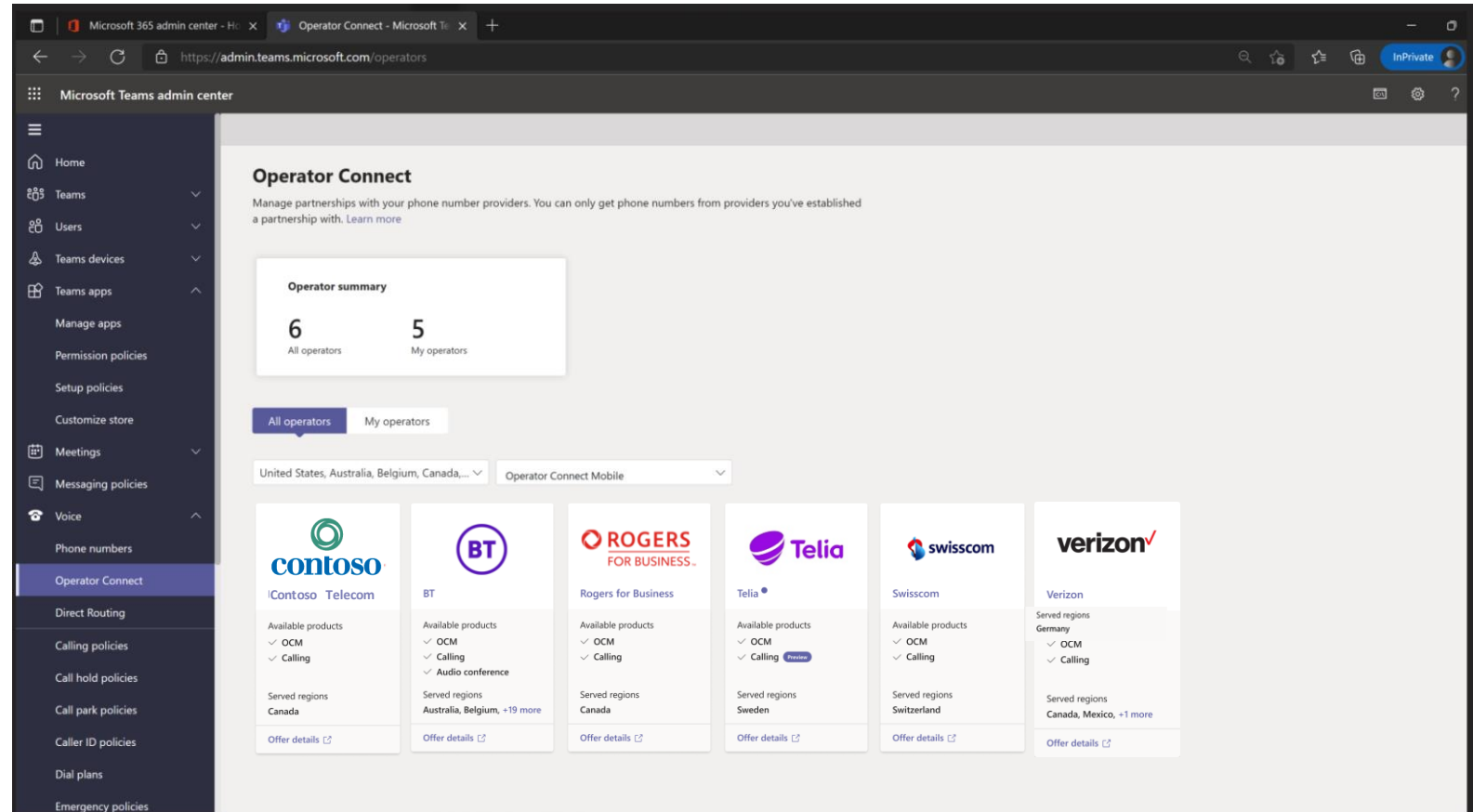
Operator Connect Mobile Admin Experience



Identify Operators and enable Operator Connect Mobile for your organization

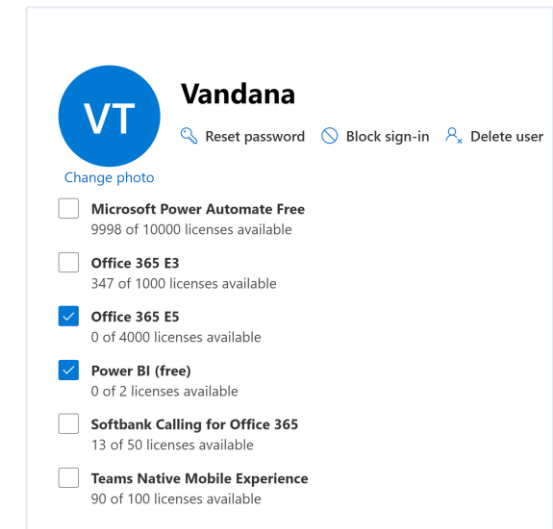
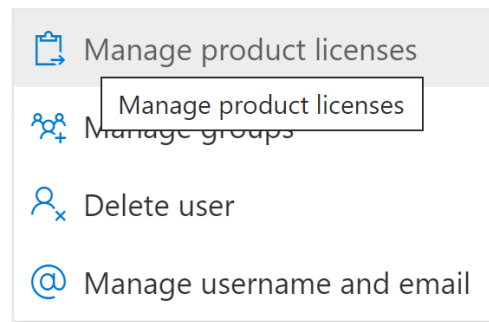
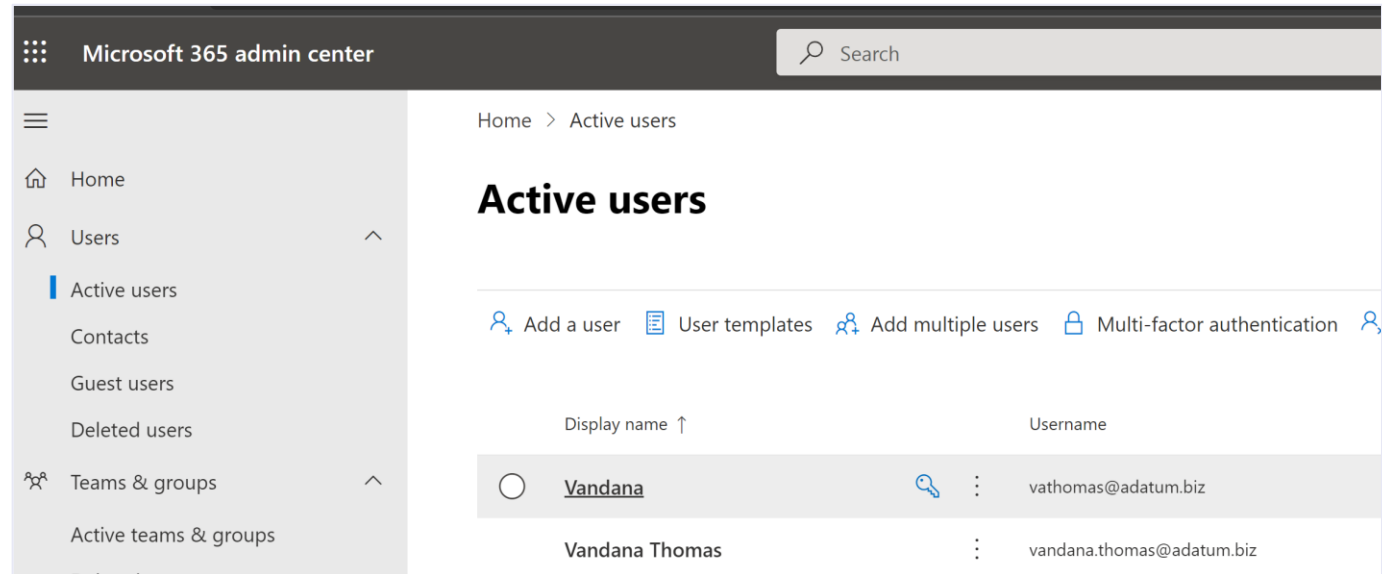
Find Operators easily by geography and capability

Simplified setup journey through Teams Admin portal.



Assign licenses in the Teams Admin Center

Select a user in the tenant to assign Operator Connect Mobile license.



Enable users for Operator Connect Mobile

Choose an Operator Connect Mobile-capable number to connect user with the assigned license.

Phone numbers

To set up calling features for users and services in your organization, you can get new numbers or port existing ones from a service provider. You can assign, unassign, and release phone numbers for people or for services, like audio conferencing, auto attendants, or call queues. [Learn more](#)

Numbers Order history

+ Add ↓ Port ✎ Edit ☎ Release

✓	Phone number	Number Provider	Location	Number usages ⓘ
	+47 907 48 985	Carrier-X	All locations, Norway	User
	+47 907 71 491	Carrier-X	All locations, Norway	User
	+47 907 71 518	Carrier-X	All locations, Norway	User
	+47 907 84 489	Carrier-X	All locations, Norway	User
	+47 907 86 455	Carrier-X	All locations, Norway	User
✓	+47 907 92 286	Carrier-X	All locations, Norway	User
	+47 907 92 672	Carrier-X	All locations, Norway	User

Assign/unassign

+47 907 92 286

Number usages
User

Number type
Mobile

Number features
TMX capable

Assigned to
Select a person that you want to assign this phone number to

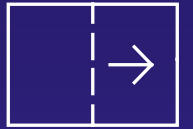
vandana

VT Vandana Thom... Assign

Emergency location
Select a location within the country or region where emergency services must arrive when a call comes from this phone number.
[Add an emergency location if you want to create a one.](#)

Apply Cancel

Operator Connect Mobile: What's next?



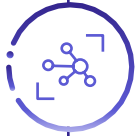
Operator Connect Mobile future capabilities

Enable differentiated personal and business multi-identity experiences powered by AI



BYOD

Allow users to use their personal numbers and devices with Teams.



5G/IOT

Enable advanced mobile capabilities.



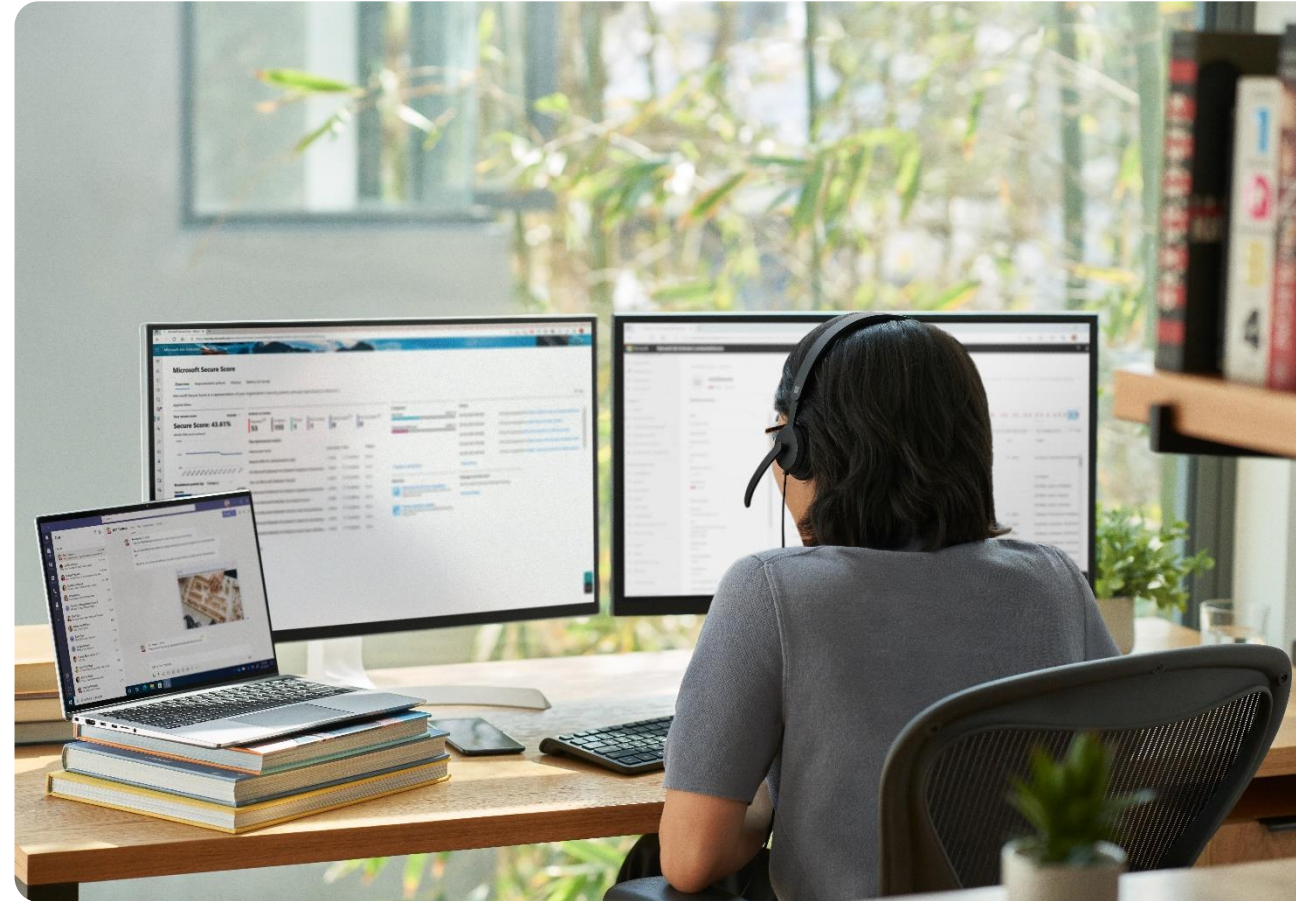
Messaging

Integrated Teams and native device messaging.



Multiple identities

Enable multiple numbers in Teams.



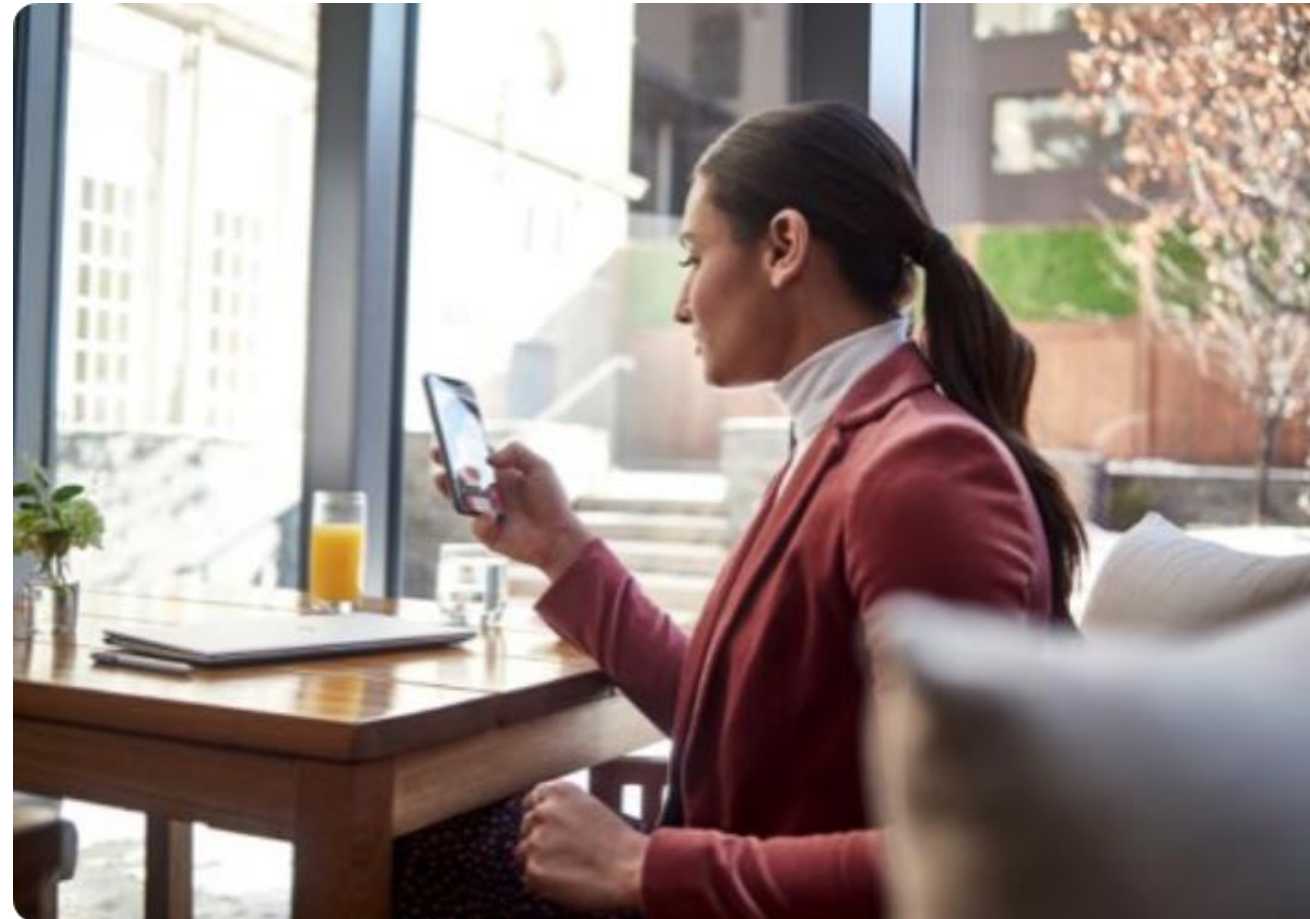
Resources



Resources to dive deeper

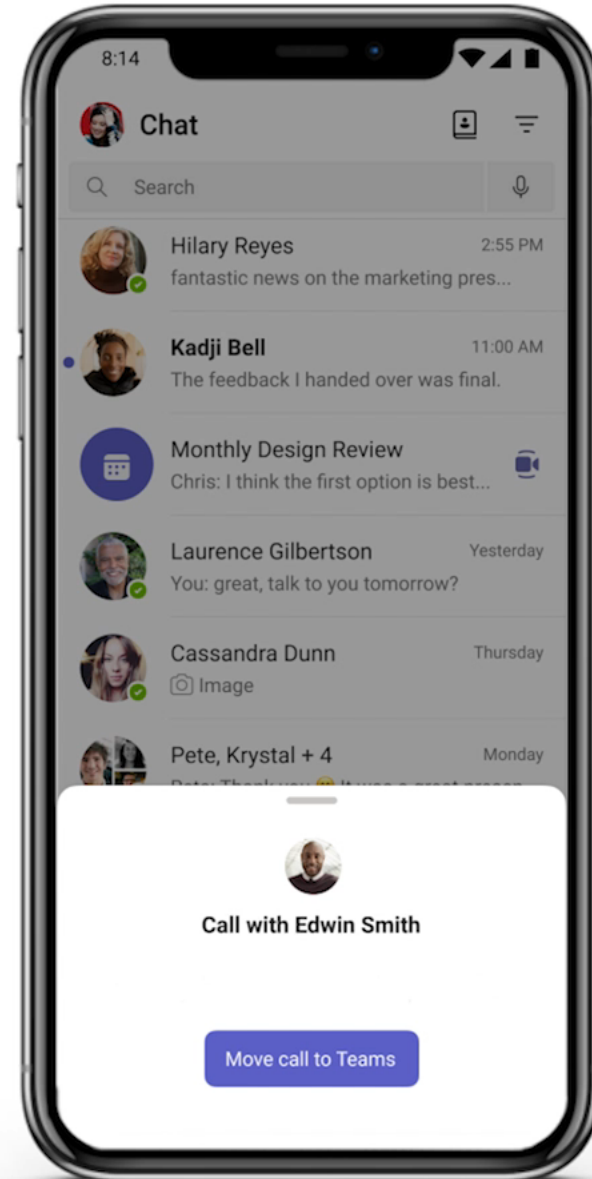
Blog posts, videos, and technical guidance to help you plan for Operator Connect Mobile

- 1 [Microsoft Teams Tech Community announcement blog post](#)
- 2 [Operator Connect Mobile product page](#)
- 3 [Operator Connect Mobile Microsoft Mechanics video](#)
- 4 [Operator Connect Mobile technical resources \(coming soon\)](#)



Microsoft Teams

Operator Connect Mobile



4th Wave of Computing



Mainframes

Computing power for the first time made possible by tethered terminals

1970's



Personal Computers

Computing power for many but immobile and no contextual awareness

1990's



Smartphones

Computing power for all with on-the-go access and some contextual awareness

2000's



Mixed Reality

Ubiquitous computing that blends digital content with the real/physical world

Today

Mixed Reality scenarios



Remote expertise



Train/learn together



Immersive meetups



In-situ information



Design together



Connect and create

Microsoft Mesh – Here can be anywhere



Feel presence



Experience together



Connect from anywhere

Mesh for Microsoft Teams

Maintain presence with personalized avatars and connect using facial expressions, gestures, and live reactions without needing to turn on your cameras

Remove boundaries from 2D, and bring it into 3D environment with immersive spaces and have a sense of being together in a physical space (e.g., conference rooms, networking lounges)

Foster collaboration with immersive spaces that seamlessly integrate with your favorite Office apps such as Whiteboard or PowerPoint

Support for desktop, mobile, and head mounted displays



00:22:06



People



Chat



React



Notes



More



Mic



Camera



Share



Leave



Camila Davis



Aadi Kapoor



Ray Tanaka



Babak Shammas



Charlotte de Crum



Danielle Booker



Nathan Rigby



Serena Ribeiro



Krystal McKinney



00:22:06



People



Chat



React



Notes



More



Mic



Camera



Share



Leave

Kim So Yeon

That's great, I'm in Seoul visiting the new office.

Cailyn Muller

만나서 반갑습니다. 저는 더블린 오피스에 있습니다.

00:22:06

People

Chat

React

Notes

More

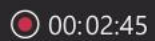
Mic

Camera

Share

Leave





PowerPoint

01

Chapter

Creating Boundaryless Opportunities

Helping people achieve their aspirations

+ FY 2021
Presentation

Microsoft Edge





People



Chat



React



Notes



More



Mic



Camera



Share



Leave

Update website
to reflect new
design

New Branding

no, what, and
here?

Target relevant
audiences

What is the best
game plan

Weekly blog
post articles
matching
posts!

Ideas:

* Broad traditional
campaign focused on
staggered release

* Tightly focused
campaign

Product Launch

Use

Inter



Welcome aboard.
We're happy you're here.

9:00 Uhr	10:00 Uhr	11:00 Uhr	13:00 Uhr	14:00 Uhr	15:00 Uhr
			  		

DANKE FÜR IHRE AUFMERKSAMKEIT.

DIE NÄCHSTE SESSION BEGINNT UM 11:00UHR

Den Teilnahme-Link finden Sie im Bestätigungsmail.

presented by

