



# Microsoft Teams for Media, Entertainment & Telecommunication

Microsoft Teams





# In this playbook...

Find out how Microsoft Teams can enable personas across every major function and role in your organization to effectively navigate through daily high value scenarios with ease and confidence.

## Operations

- Creating a New Video Game
- Game Modeling and Asset Creation
- Introducing New Characters in a Video Game
- Sharing the Travel Itinerary and Work Schedule
- Seamless Content Creation and Distribution
- Track Viewership Metrics and Engagement



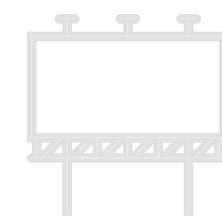
## Operations (Contd.)

- Sourcing and Publishing a Story
- Managing Live Coverage Breaking Schedule
- Planning a College Sports Event at an Arena
- Crowd Management



## Marketing

- Sending a Film to Festival Circuit
- Monitoring Negative Responses
- Setting Up an Experience Kiosk
- New Web Series
- Movie Promotion at Theme Park
- Network Capacity and Demand Planning





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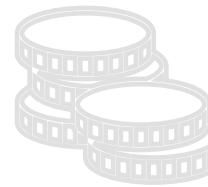
## Sales

- Forecasting Sales and Conducting Gap Analysis
- Building a Sales Summary
- Preparing for a Monthly Review
- Identifying and Closing a Major Sales Opportunity



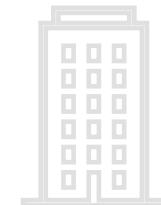
## Finance

- Raising Finances for an Upcoming Film
- Planning and Coordinating the Coverage of a Sporting Event
- Creating a Budget for a Game Launch Event
- Finalizing the Location and Cast for the Film



## Headquarters

- Presenting a Value Proposition to a Client
- Strategizing Solutions for Customer Retention
- Partnering with a Video Streaming Service
- Planning Routine Safety Drills
- Upgrading Streaming Services





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## Legal and Compliance

- Finalizing Distribution Partners
- Seamless Client Communication and Documentation



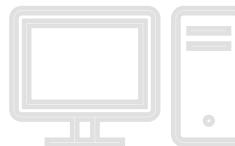
## Customer Service

- Generating a Customer Satisfaction Index
- Responding to Customer Complaints
- Retaining Customer Loyalty with Timely Assistance



## Information Technology

- Audio Design & Gameplay Programming
- Resolving Technical Issues
- Choosing an Ideal Location for 5G
- Troubleshooting and Repairs





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Find out how Microsoft Teams can enable personas across every major function and role in your organization to effectively navigate through daily high value scenarios with ease and confidence.

## Human Resources

- Talent Acquisition
- New Employee Training
- Review of Hiring Process by HR Leadership
- New Health Benefits for Employees and Onsite Workers





# Operations

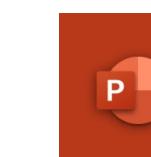
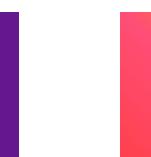
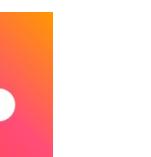
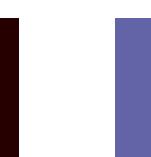
Check out how the operations team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

## Operations Superpowers in Teams

### Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

### Apps that enable an immersive experience in Teams

					
Word	Excel	PowerPoint	OneNote	Asana	monday.com
					
Forms	Power BI	Lucidchart	Trello	Shifts	MURAL
					
Smartsheet	Presentations AI	Teamwork AI	Adobe Sign	Tasks by Planner and To Do	Communities

# Meet the Business Decision Makers

## Operations



### Creative Director

*"Good design is like a refrigerator—when it works, no one notices, but when it doesn't, it sure stinks."*

- Manage and supervise all the creative aspects of a video game
- Collaborate with key members in various teams to communicate and solve problems efficiently
- Review all the work submitted by artists and send revision notes



### 3D Modeling Artist

*"Creativity is nothing, but a mind set free."*

- Create 3D Models and Wireframes for video games
- Consult the Art Director to revive clarity on tasks and work more effectively
- Collaborate with the creative team to come up with the best solution for any given problem



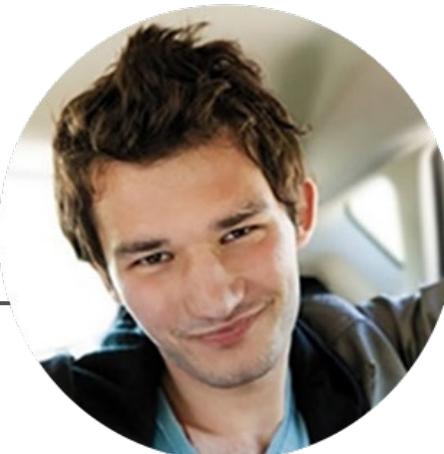
### Operations Manager

*"In the end, all business operations can be reduced to three words: people, product, and profits."*

- Follow important policies, prepare plans, and take strategic decisions
- Help promote a company culture that encourages top performance and high morale
- Oversee budgeting, reporting, planning, and auditing

# Meet the Business Decision Makers

## Operations



### Sports Editor

*"A good editor is someone who cares a little less about the author's needs than the readers."*

- Monitor the news daily to stay up to date of sporting events and issues that need to be covered
- Collaborate with reporters to generate story ideas
- Write headlines and summaries for sports stories



### Producer

*"I'd rather have it right than right now."*

- Coordinate the activities of writers, directors, managers, actors, and other personnel throughout the production process
- Raise money and setting the budget and size of a production
- Perform activities of overseeing budgeting, scheduling, planning, and marketing



### News Coordinator

*"The future does not fit in the containers of the past."*

- Coordinate the direction of a publication with the senior management
- Decide which articles will be included in the publication and decide how they will be laid out
- Consider submissions for inclusion from freelance journalists, photographers, and illustrators

# Meet the Business Decision Makers

## Operations



### Media Coordinator

*"What makes you weird, makes you unique and therefore makes you stand out."*

- Identify press opportunities through evolving issues
- Develop content for broadcast, print and online distribution channels
- Create and manage the organization's social media profile and presence



### Amusement Park Manager

*"I call myself the Amusement Park. That's because I'm funny and scary at the same time."*

- Take charge of the overall operations of an amusement park, including duties ranging from hiring new employees to supervising the park's security staff
- Oversee all aspects of what makes the park run and consider what can be done to improve operations



# Creating a New Video Game

## Creative Director

### Scenario Walkthrough

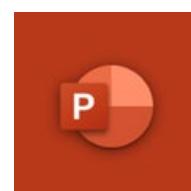
Contoso Games has decided to work on a new video game. The core team has brainstormed on various stages in the game which they'll discuss with the programmers & sketch out workable ideas. Following the feedback from the programmers, the team must flesh out with the writers and concept artists on how the game will evolve. See how the Creative Director uses Microsoft Teams to collaborate with her associates.

- Conducts channel meetings with the core team.
- Reviews the Evernote document created by her core team.
- Collaborates with the game programmers to shortlist ideas.
- Reviews artwork created by the artists.
- Conducts meetings with the screenwriters to create the game's core narrative.

How did Microsoft Teams help the Creative Director execute her roles and responsibilities?

- Bing News helps find relevant articles regarding the new game.
- YouTube to watch videos relevant to the new game.
- Note-taking in a shared Evernote tab allows team members to have shared access to the information.
- Freehand by InVision offers collaborative creation with the team.
- PowerPoint to create a presentation containing the new game's ideas and artwork.

Which app integrations on Teams made it possible?



PowerPoint



Evernote



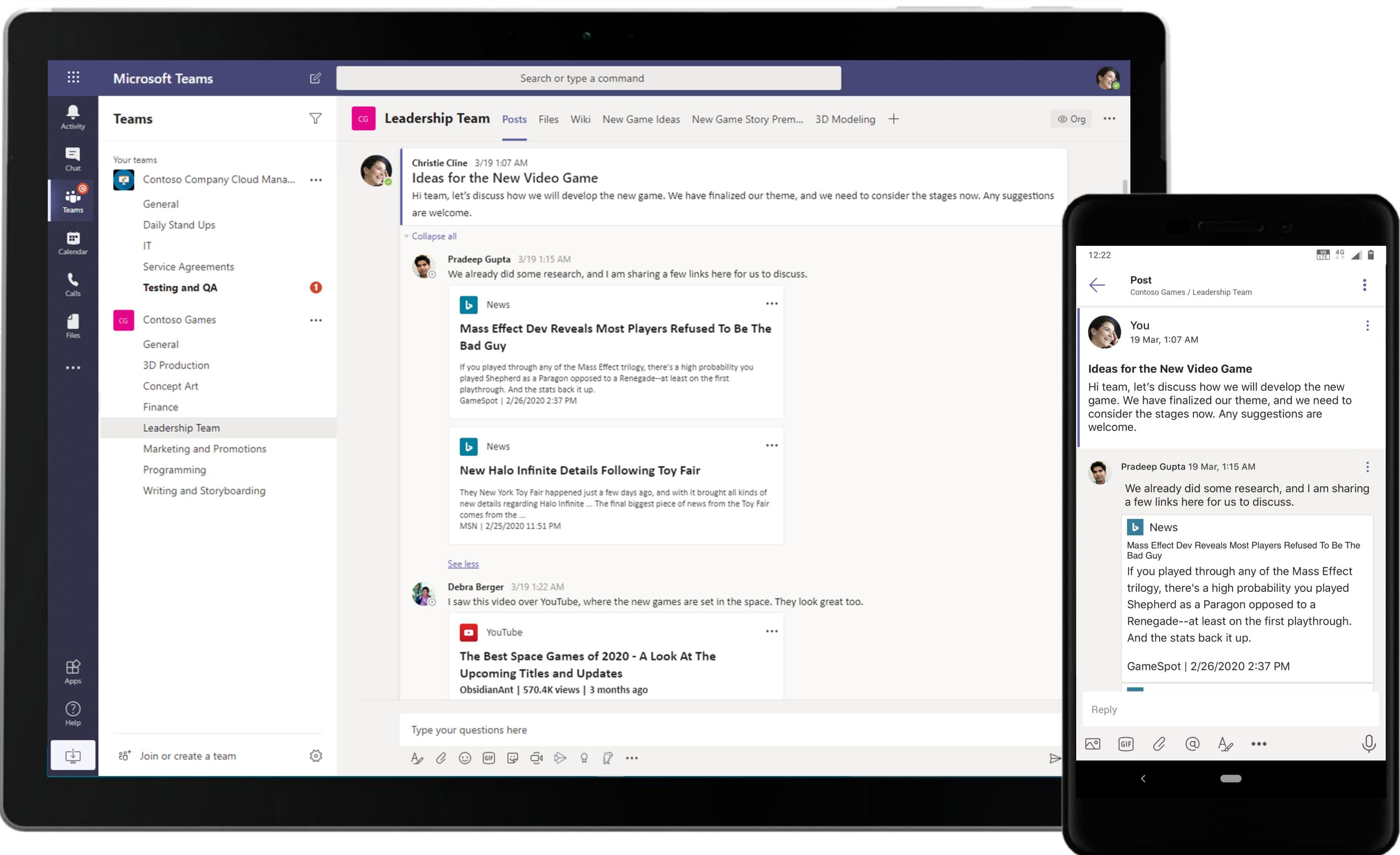
Freehand by InVision



Bing News



YouTube



The image displays a Microsoft Teams desktop application and a mobile phone application side-by-side, illustrating a team's communication about creating a new video game.

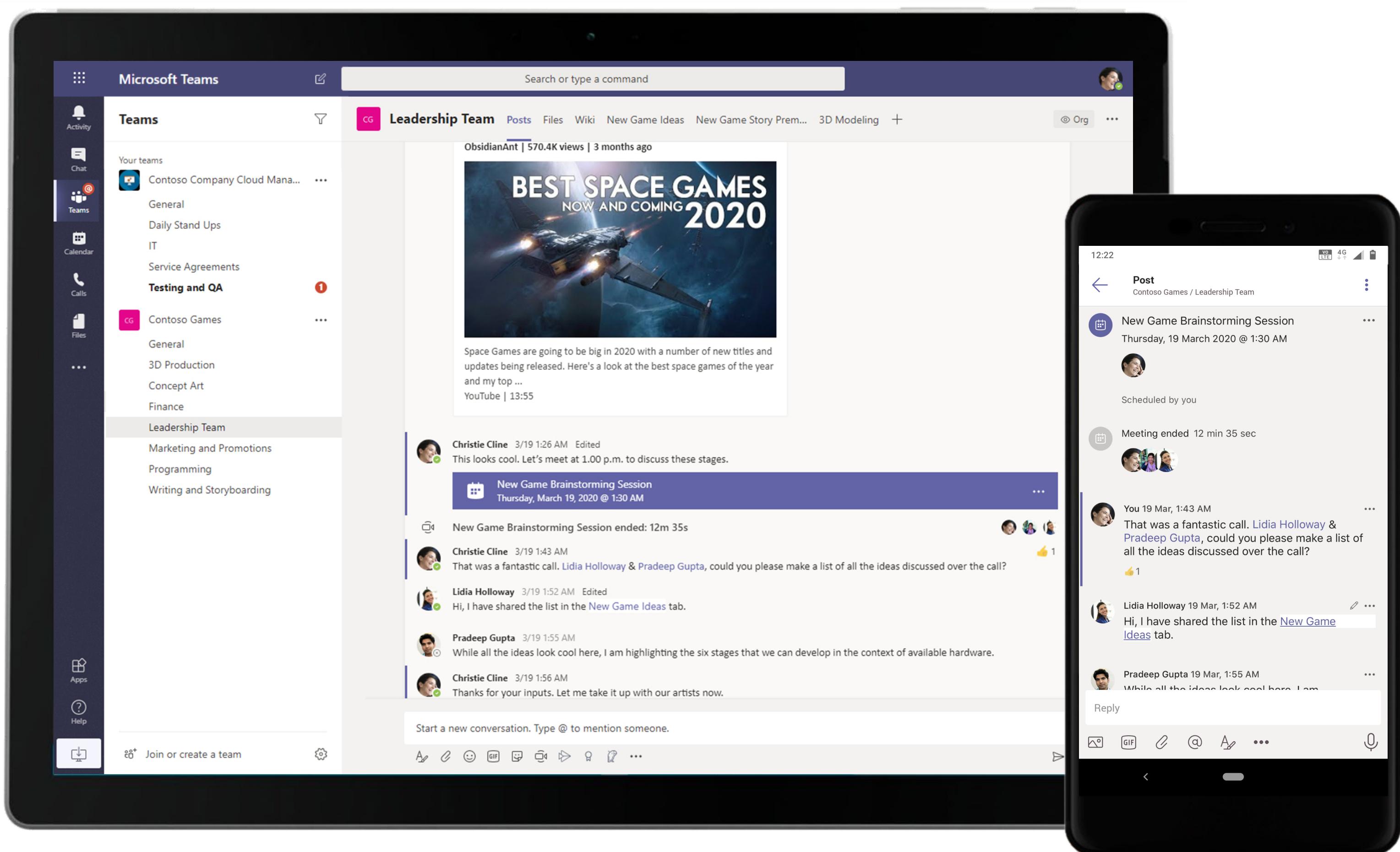
**Microsoft Teams Desktop Application:**

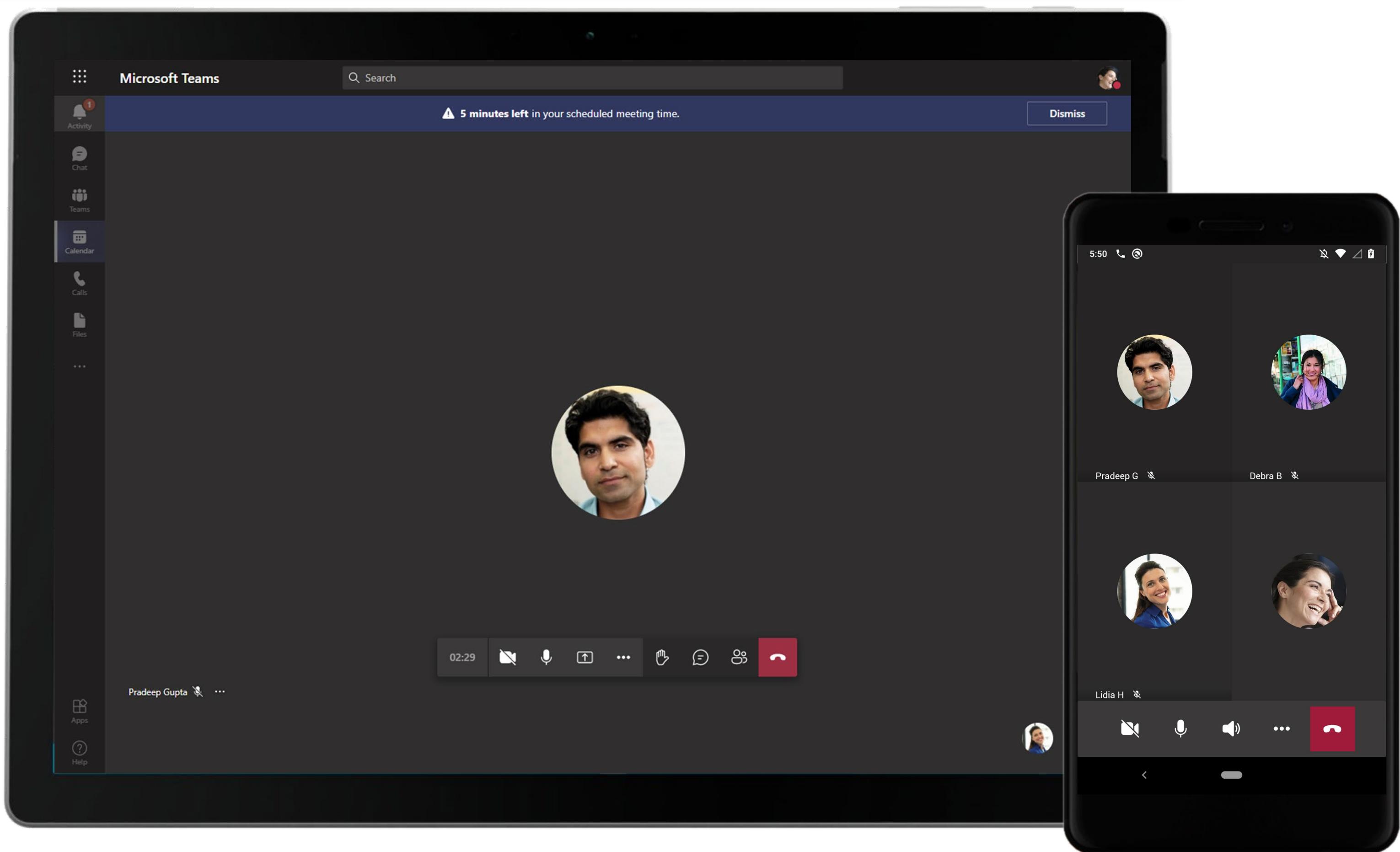
- Left Sidebar:** Shows the 'Teams' navigation pane with sections for 'Your teams' (Contoso Company Cloud Mana..., General, Daily Stand Ups, IT, Service Agreements, Testing and QA, Contoso Games, General, 3D Production, Concept Art, Finance, Leadership Team, Marketing and Promotions, Programming, Writing and Storyboarding).
- Central Chat Area:** The 'Leadership Team' channel is selected. A message from Christie Cline at 3/19 1:07 AM reads: "Ideas for the New Video Game. Hi team, let's discuss how we will develop the new game. We have finalized our theme, and we need to consider the stages now. Any suggestions are welcome." Below it, a message from Pradeep Gupta at 3/19 1:15 AM reads: "We already did some research, and I am sharing a few links here for us to discuss." Two news cards are shown:
  - Mass Effect Dev Reveals Most Players Refused To Be The Bad Guy:** A news article from GameSpot dated 2/26/2020 2:37 PM.
  - New Halo Infinite Details Following Toy Fair:** A news article from MSN dated 2/25/2020 11:51 PM.
- Bottom:** A message input field with placeholder "Type your questions here" and a toolbar with various icons (document, video, image, etc.).

**Mobile Phone Application:**

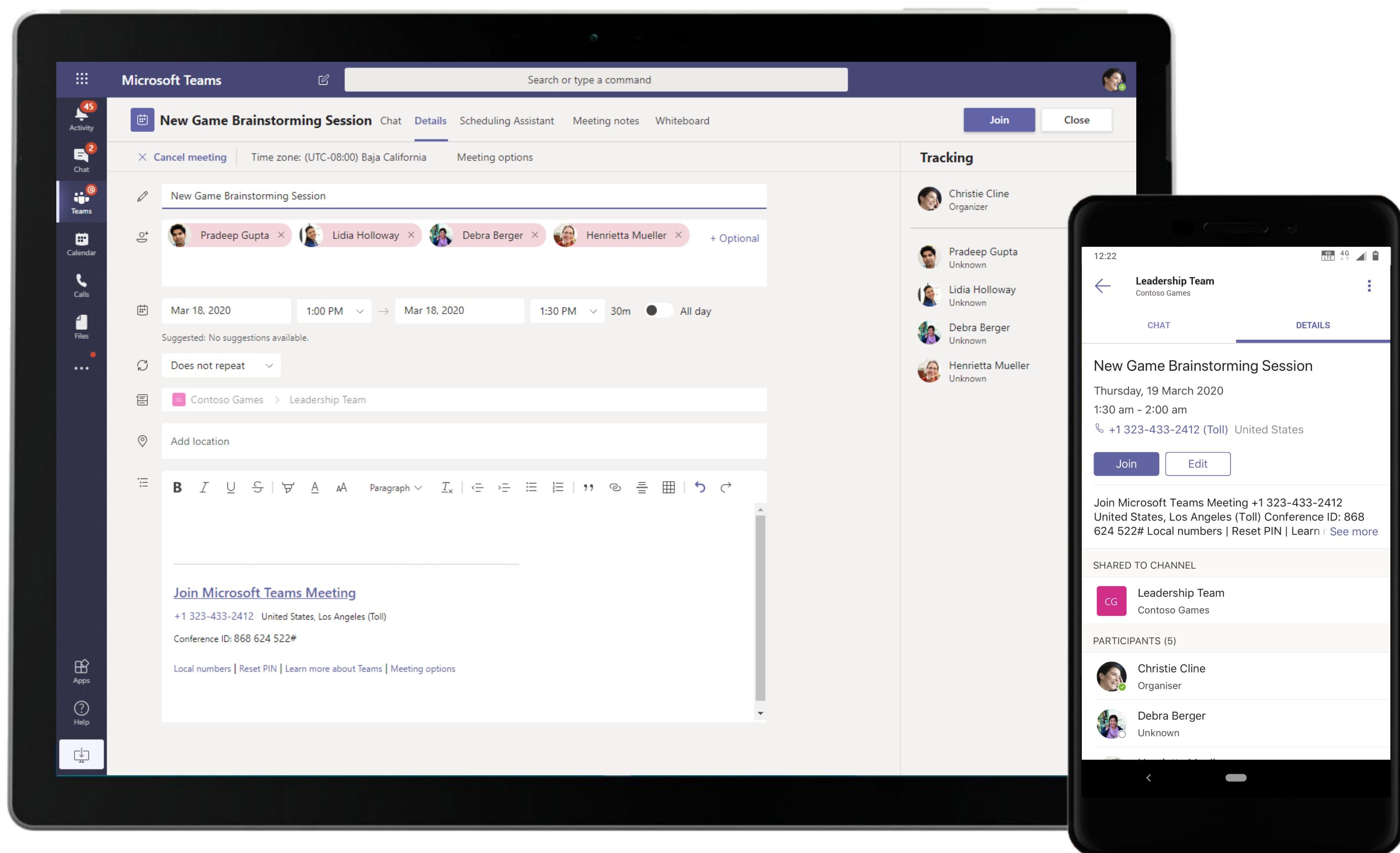
- Top Status Bar:** Shows the time (12:22), battery level, and signal strength.
- Post Screen:** Shows a post from 'Contoso Games / Leadership Team' by 'You' at 19 Mar, 1:07 AM: "Ideas for the New Video Game. Hi team, let's discuss how we will develop the new game. We have finalized our theme, and we need to consider the stages now. Any suggestions are welcome."
- Reply Screen:** Shows a reply from Pradeep Gupta at 19 Mar, 1:15 AM: "We already did some research, and I am sharing a few links here for us to discuss." It includes a news card for the "Mass Effect Dev Reveals Most Players Refused To Be The Bad Guy" article and a YouTube video card for "The Best Space Games of 2020 - A Look At The Upcoming Titles and Updates" by ObsidianAnt.

Open channel conversations among team members helps the Creative Director to ask for suggestions from the team. Team members employ Bing News cards and YouTube to display latest trends in market.



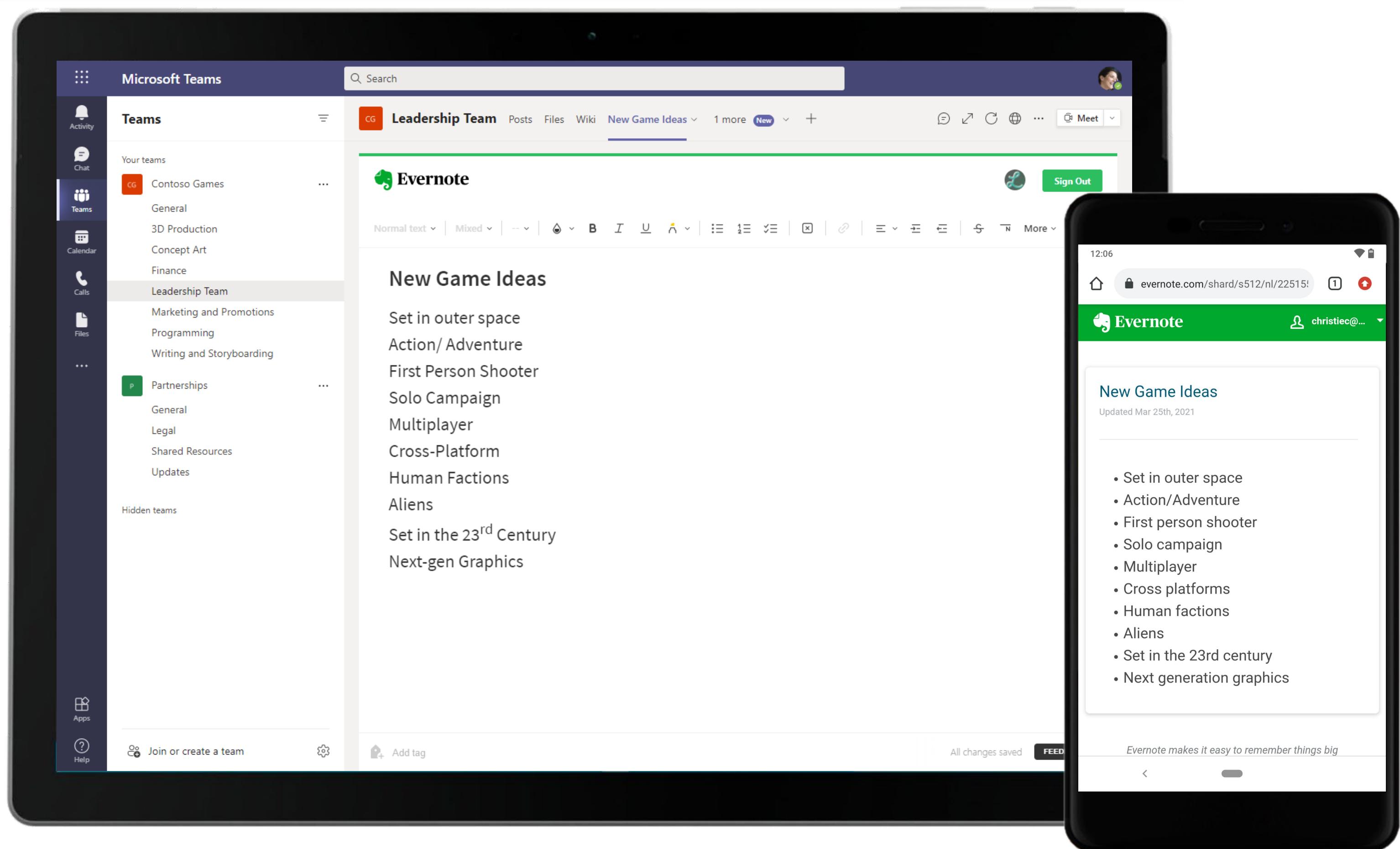


Microsoft Teams sends notifications to all participants five minutes before the meeting is scheduled to end. This helps everyone stay cognizant of the time left in the meeting.

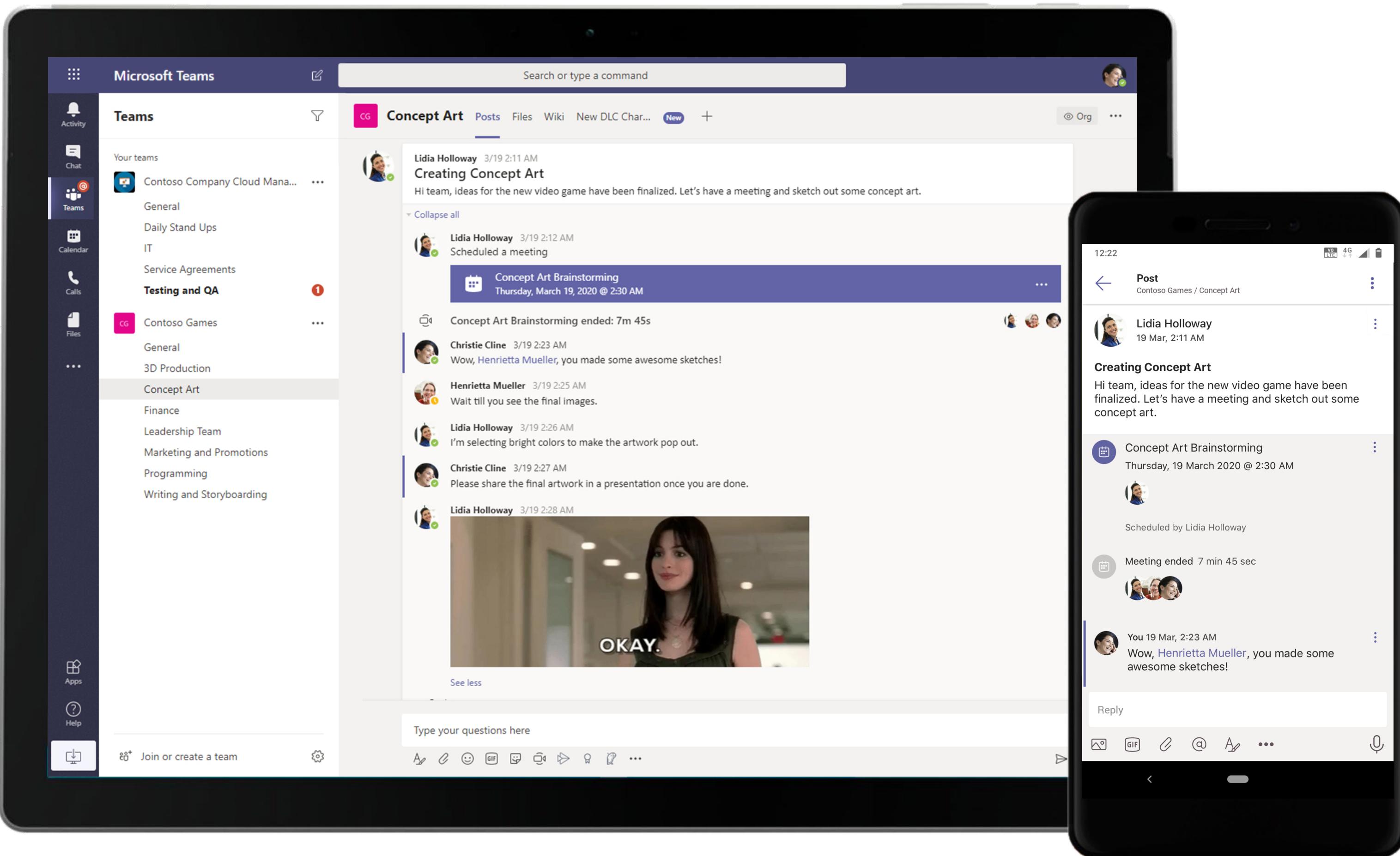


The image displays the Microsoft Teams interface for creating a new video game brainstorming session. On the left, the Teams sidebar shows activity (45), chat (2), and other options like Calendar, Calls, and Files. The main window shows the 'New Game Brainstorming Session' meeting setup. Participants listed are Pradeep Gupta, Lidia Holloway, Debra Berger, and Henrietta Mueller. The meeting is scheduled for Mar 18, 2020, from 1:00 PM to 1:30 PM, 30m, with the 'All day' option off. The 'Tracking' section lists the organizer, Christie Cline, and the participants. On the right, a mobile phone screen shows the meeting details, including the date (Thursday, 19 March 2020), time (1:30 am - 2:00 am), and a join button.

Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.



Enjoy collaborative and powerful document creation with Evernote in Microsoft Teams. A team member uses Evernote to gather new game ideas.



The image displays two views of Microsoft Teams. The larger view on the left is the desktop application, and the smaller view on the right is a mobile phone application. Both views show a team conversation in the 'Concept Art' channel of the 'Contoso Games' team.

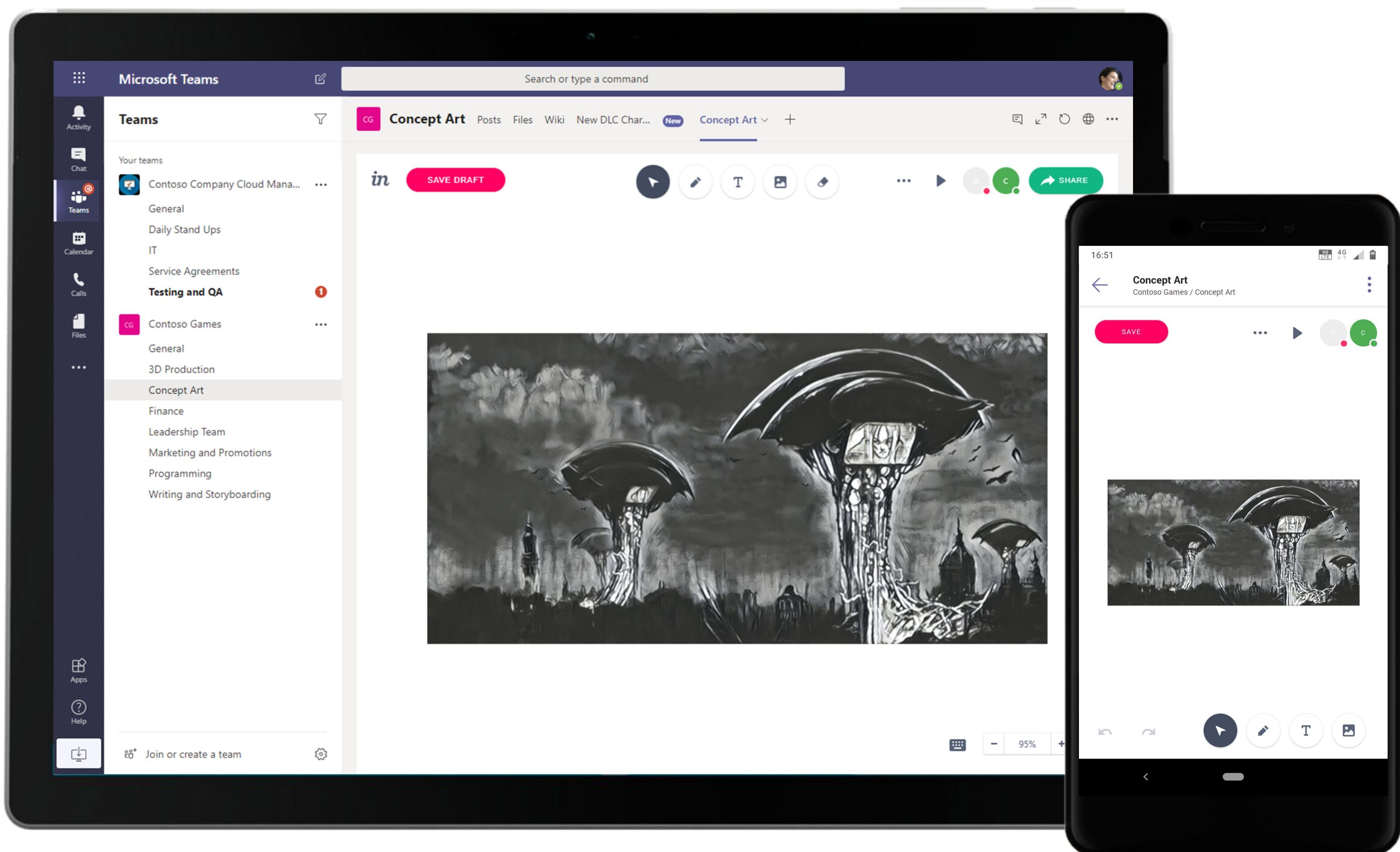
**Desktop View (Left):**

- Left Sidebar:** Shows 'Your teams' with 'Contoso Company Cloud Mana...', 'General', 'Daily Stand Ups', 'IT', 'Service Agreements', and 'Testing and QA' (marked with a red '1'). It also shows 'Contoso Games' with 'General', '3D Production', 'Concept Art' (marked with a red '1'), 'Finance', 'Leadership Team', 'Marketing and Promotions', 'Programming', and 'Writing and Storyboarding'.
- Top Bar:** 'Microsoft Teams' logo, search bar, and user profile.
- Channel Header:** 'Concept Art' (highlighted in pink), 'Posts', 'Files', 'Wiki', 'New DLC Char...', 'New', and a '+' button.
- Message Thread:** Lidia Holloway starts a meeting. Participants include Lidia Holloway, Christie Cline, and Henrietta Mueller. A video thumbnail shows a woman with the text 'OKAY.' overlaid.
- Bottom Bar:** 'Join or create a team' and a gear icon.

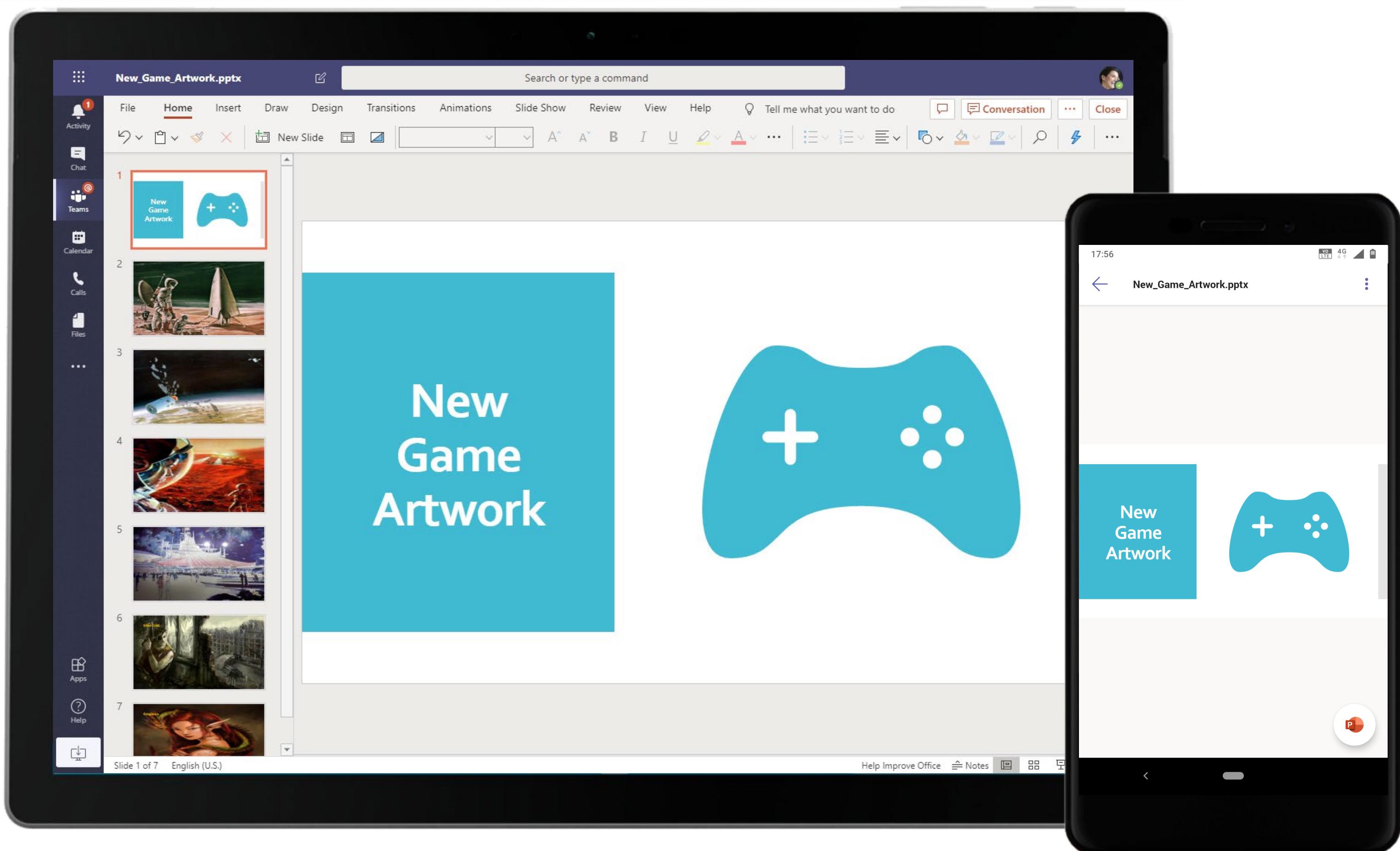
**Mobile View (Right):**

- Header:** 'Post' in 'Contoso Games / Concept Art'.
- Post:** Lidia Holloway at 19 Mar, 2:11 AM, 'Creating Concept Art'. Message: 'Hi team, ideas for the new video game have been finalized. Let's have a meeting and sketch out some concept art.'
- Meeting:** 'Concept Art Brainstorming' on Thursday, March 19, 2020 @ 2:30 AM, scheduled by Lidia Holloway.
- Participants:** Lidia Holloway, Christie Cline, and Henrietta Mueller.
- Message:** Lidia Holloway at 19 Mar, 2:26 AM, 'I'm selecting bright colors to make the artwork pop out.'
- Message:** Christie Cline at 19 Mar, 2:27 AM, 'Please share the final artwork in a presentation once you are done.'
- Message:** Lidia Holloway at 19 Mar, 2:28 AM, a video thumbnail showing a woman with the text 'OKAY.' overlaid.
- Reply Bar:** 'Reply' with icons for image, GIF, edit, and more.

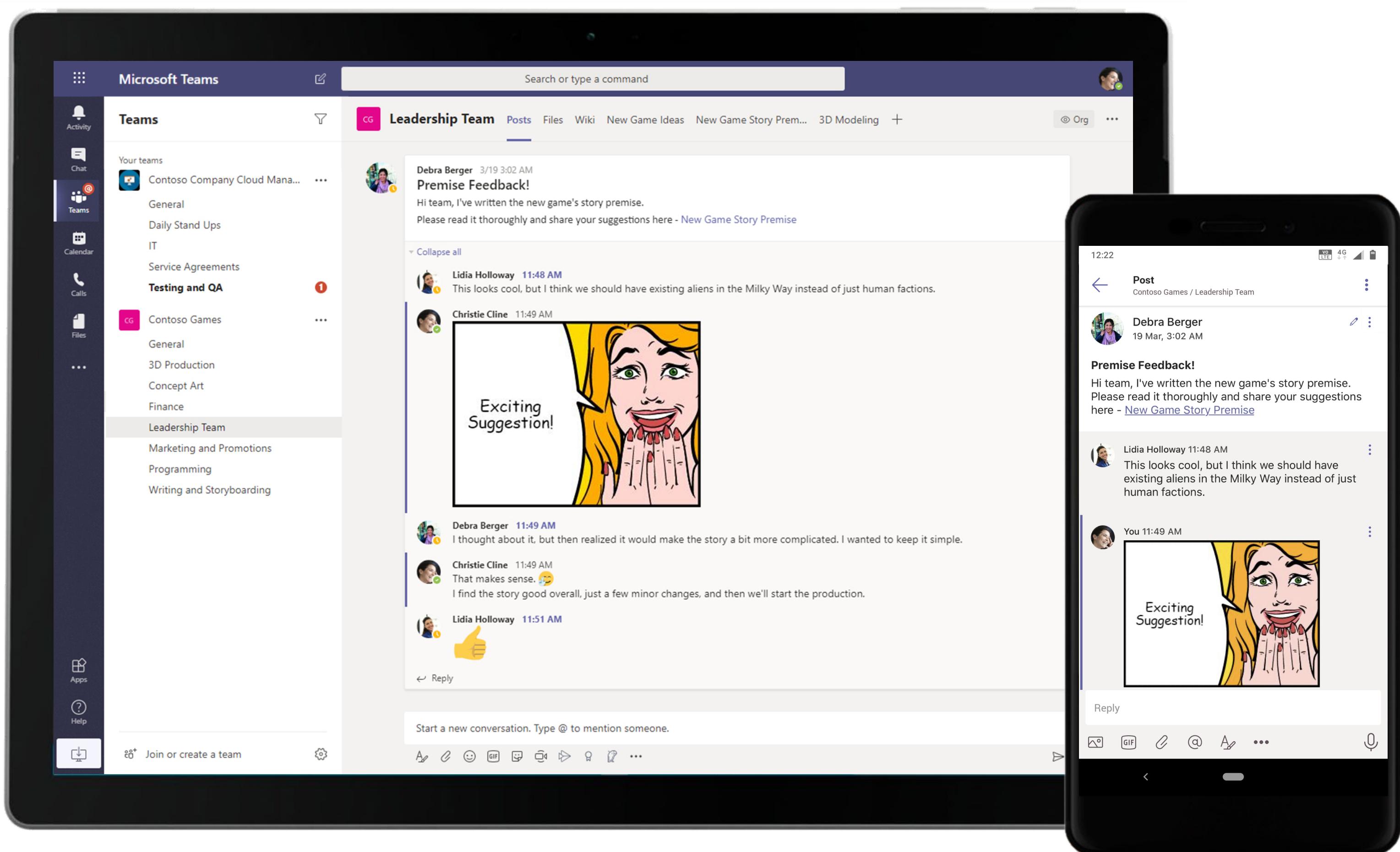
Use the meeting thread for follow-up conversation about meeting outcomes. The creative team discusses new character art over the meeting and continues the discussion in the thread.



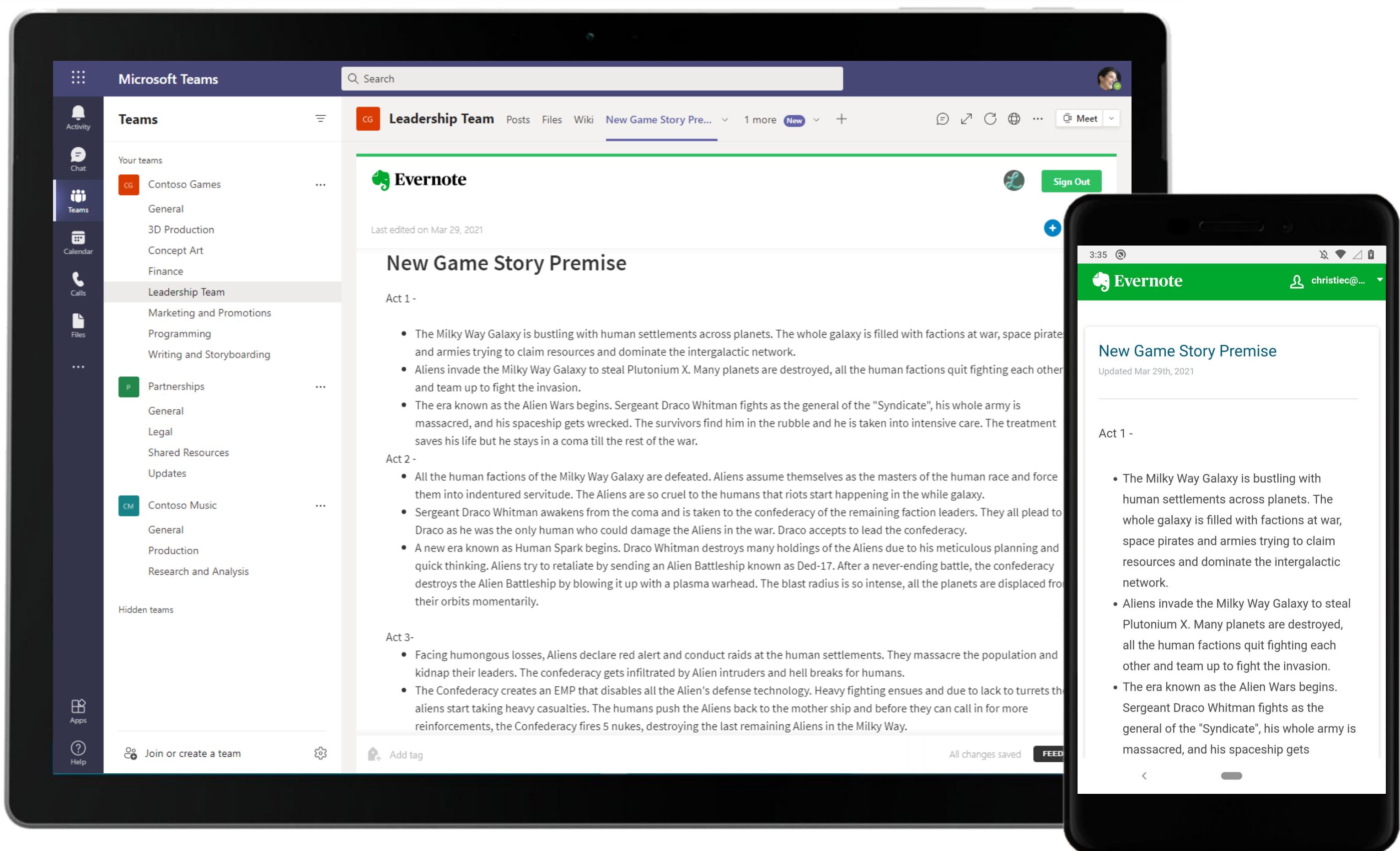
Collaborate, ideate and draft solutions on an infinite white boarding space with Freehand by InVision in Teams. The team members use the Freehand by InVision app to visualize an upcoming character in the game.



Store and share important files within a dedicated, cloud-enabled repository with Files. Design documents such as the PowerPoint containing sketches for finalized characters are housed here for the team's easy access.



Tabs in Microsoft Teams allow you to display rich and interactive web content to your team. The Crisis Coordinator posts a visual summary of the results in the pinned tab.



Evernote enables collaborative and powerful document creation within Microsoft Teams. A team member shares the new game flow using Evernote.



# Game Modeling and Asset Creation

## 3D Modeling Artist

### Scenario Walkthrough

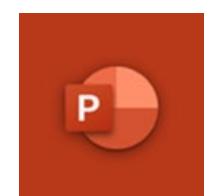
As the pre-production stage is completed, the production at Contoso Games has begun in full swing. The Art Director is overseeing all the artistic processes while focusing on the 3D modeling of the game. See how the 3D modeling Artist uses Microsoft Teams to collaborate with his creative team to create all the 3D models required for the game.

- Consults the Art Director to get more clarity on his tasks.
- Shares the New Game's 3D modeling feedback with the creative team.
- Collaborates with the creative team and supervises on behalf of the Art Director.
- Creates a presentation with the final renders requested by the core team.

How did Teams help the 3D Modeling Artist to execute his roles and responsibilities?

- Collaborate more, manage tasks efficiently with Trello.
- Interactive meetings with artists using Lucidspark for drawings & sketches.
- Review artwork in a PowerPoint presentation.
- Share designs, get feedback and stay up-to-date on actions taken with Adobe Creative Cloud.

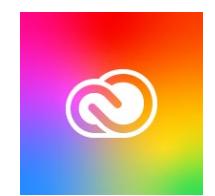
Which app integrations on Teams made it possible?



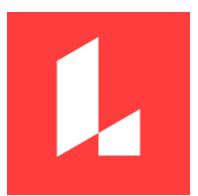
PowerPoint



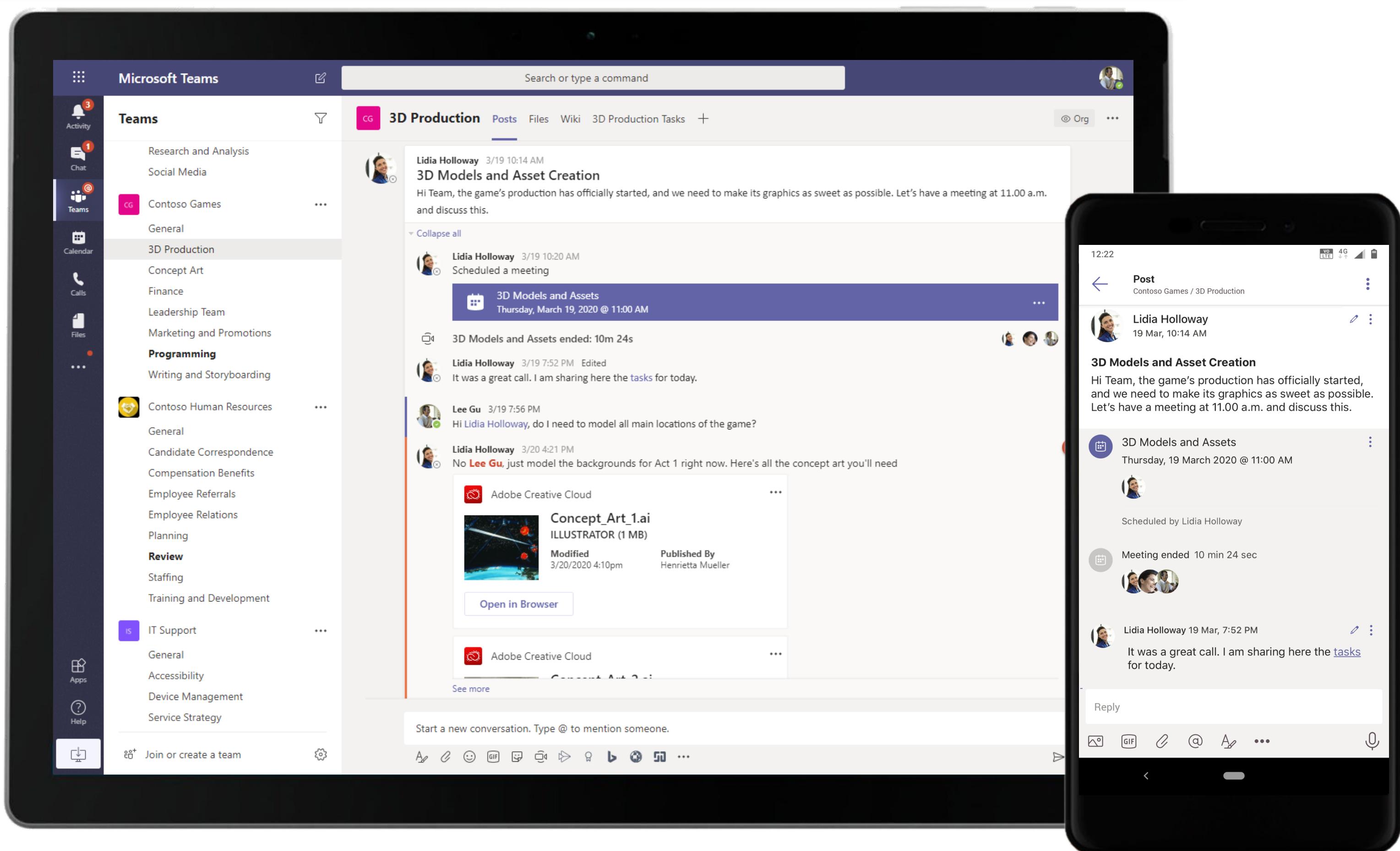
Trello



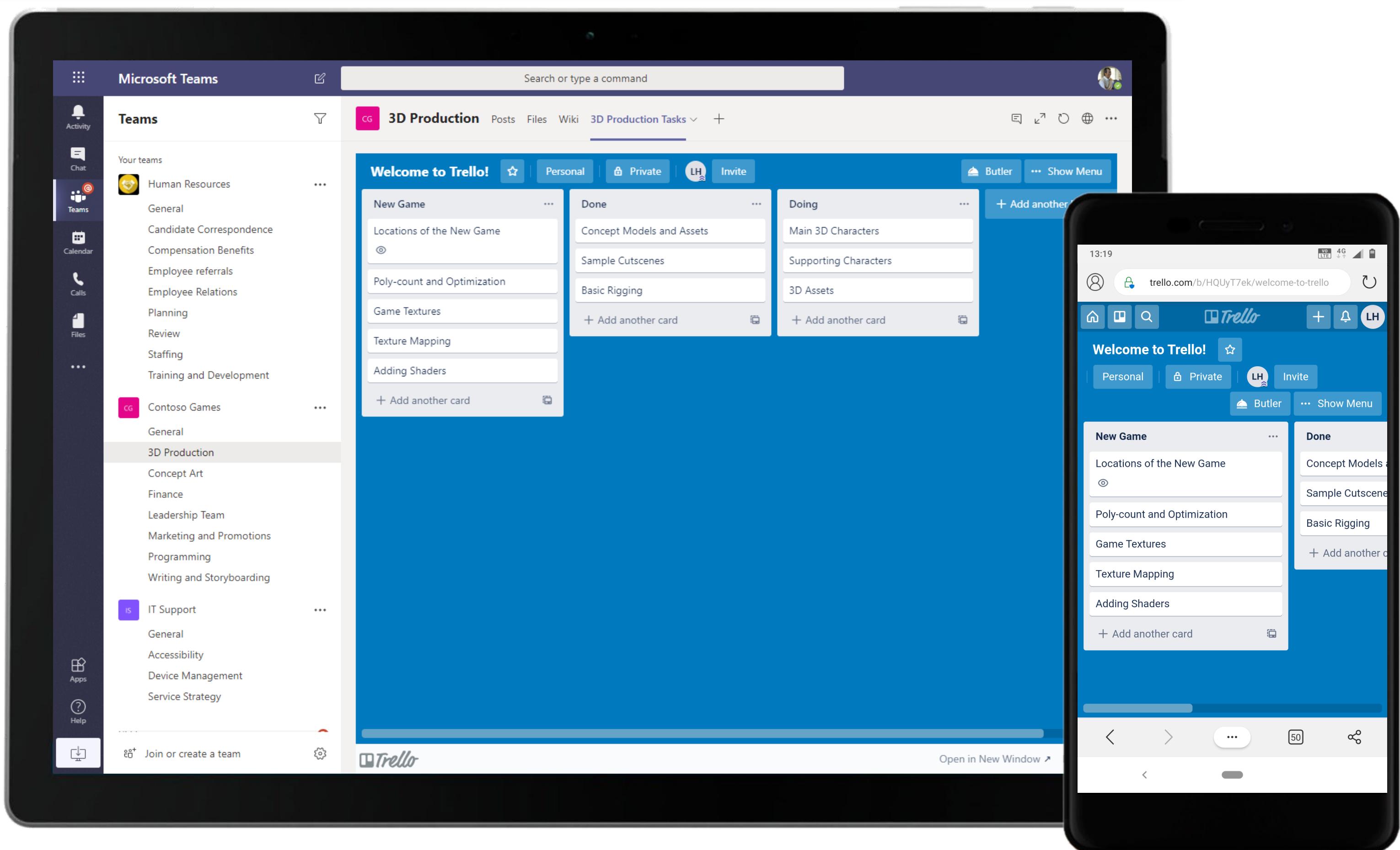
Adobe Creative Cloud



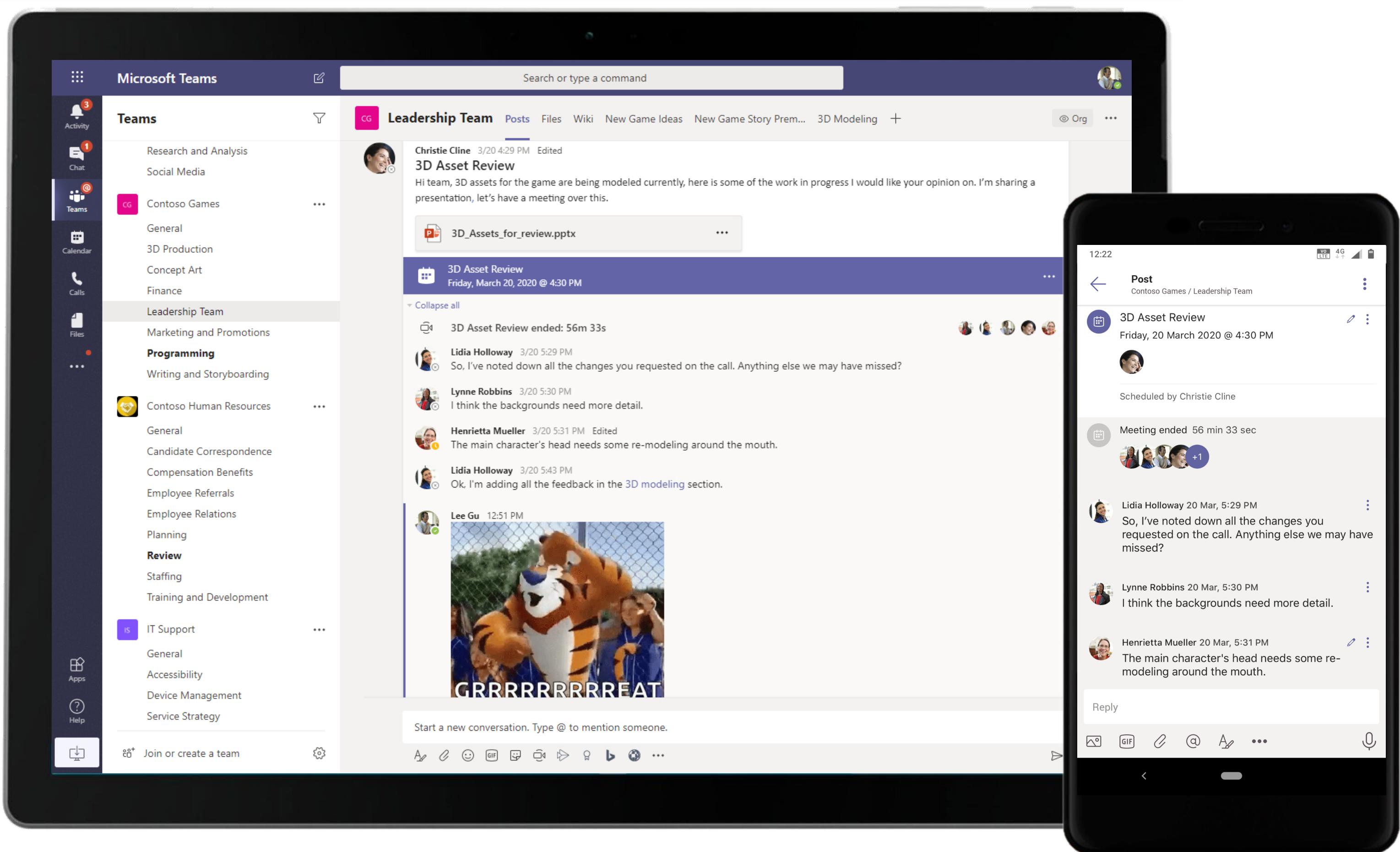
Lucidspark



Use channel conversations to relay updates to team members and begin a process flow for task completion. The Art Director schedules meeting to discuss graphics creation.



Speedy plan mobilization using task assignment and delegation is done best using Trello. Trello in Teams allows the team to track tasks, see assignments, status and manage workflows without leaving Microsoft Teams.



Leadership Team Posts Files Wiki New Game Ideas New Game Story Prem... 3D Modeling +

Christie Cline 3/20 4:29 PM Edited

**3D Asset Review**

Hi team, 3D assets for the game are being modeled currently, here is some of the work in progress I would like your opinion on. I'm sharing a presentation, let's have a meeting over this.

**3D Assets for review.pptx**

**3D Asset Review**  
Friday, March 20, 2020 @ 4:30 PM

3D Asset Review ended: 56m 33s

Lidia Holloway 3/20 5:29 PM  
So, I've noted down all the changes you requested on the call. Anything else we may have missed?

Lynne Robbins 3/20 5:30 PM  
I think the backgrounds need more detail.

Henrietta Mueller 3/20 5:31 PM Edited  
The main character's head needs some re-modeling around the mouth.

Lidia Holloway 3/20 5:43 PM  
Ok, I'm adding all the feedback in the 3D modeling section.

Lee Gu 12:51 PM  


Start a new conversation. Type @ to mention someone.

Join or create a team

12:22 Post Contoso Games / Leadership Team

**3D Asset Review**  
Friday, 20 March 2020 @ 4:30 PM

Scheduled by Christie Cline

Meeting ended 56 min 33 sec

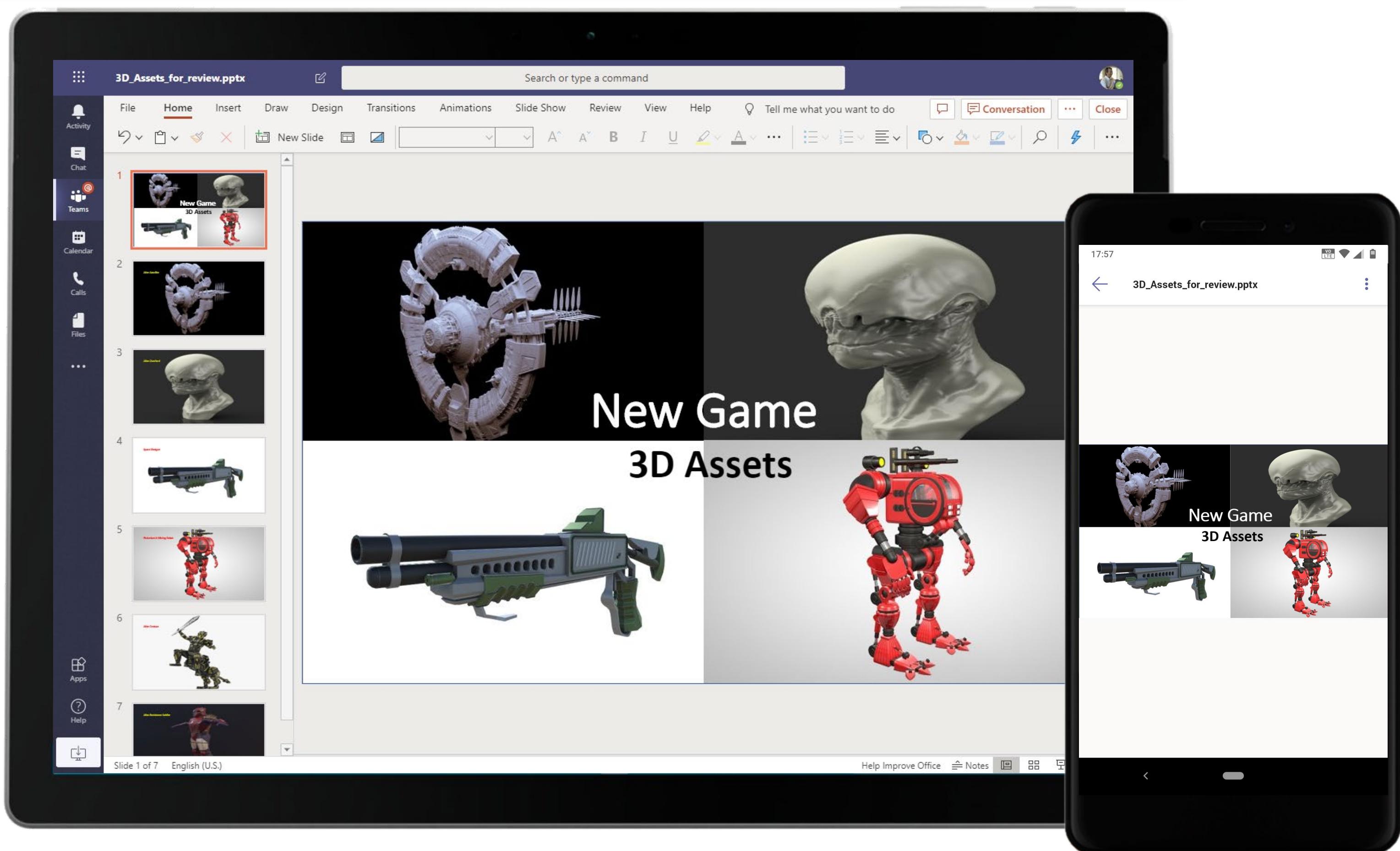
Lidia Holloway 20 Mar, 5:29 PM  
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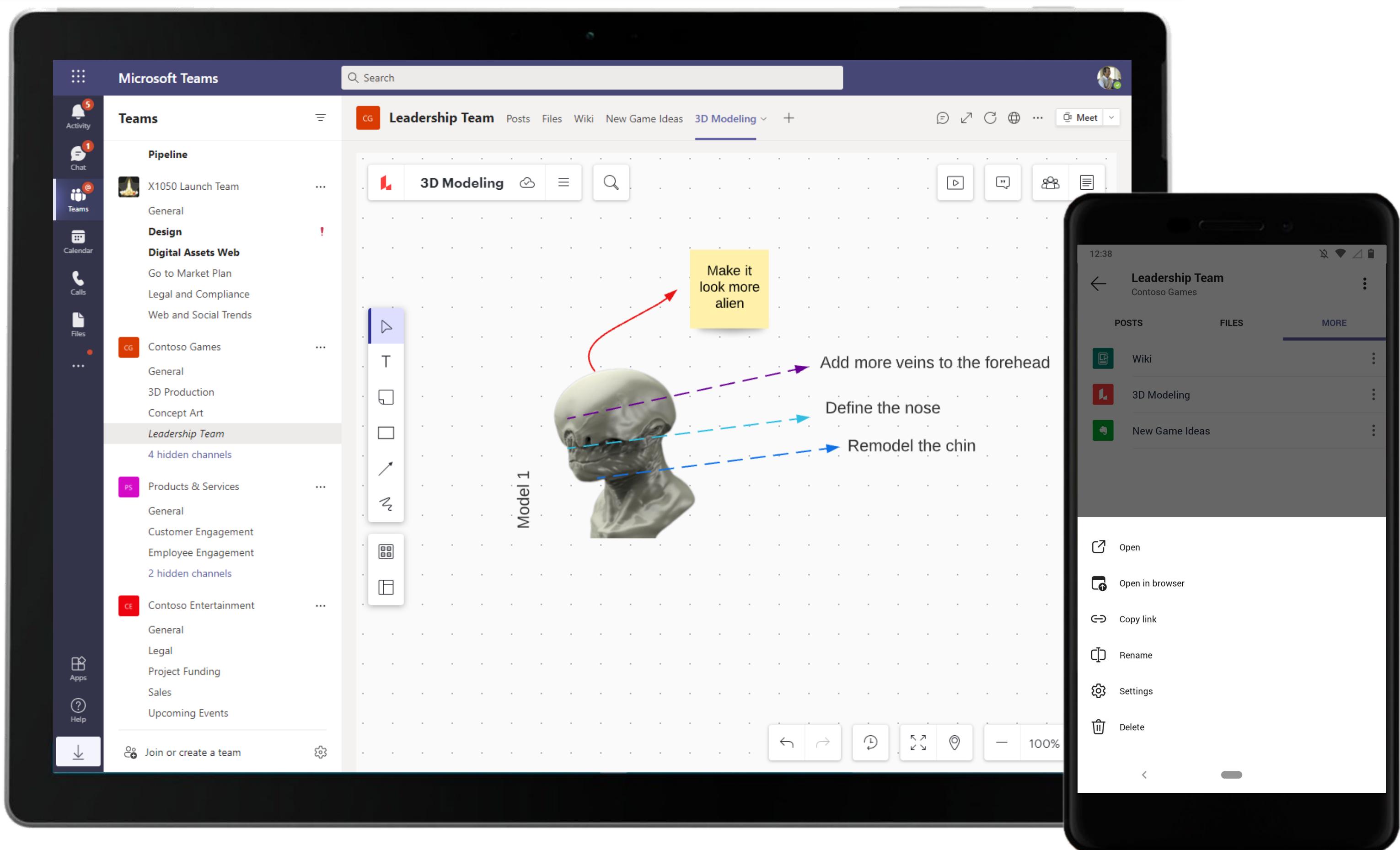
Henrietta Mueller 20 Mar, 5:31 PM  
The main character's head needs some re-modeling around the mouth.

Reply

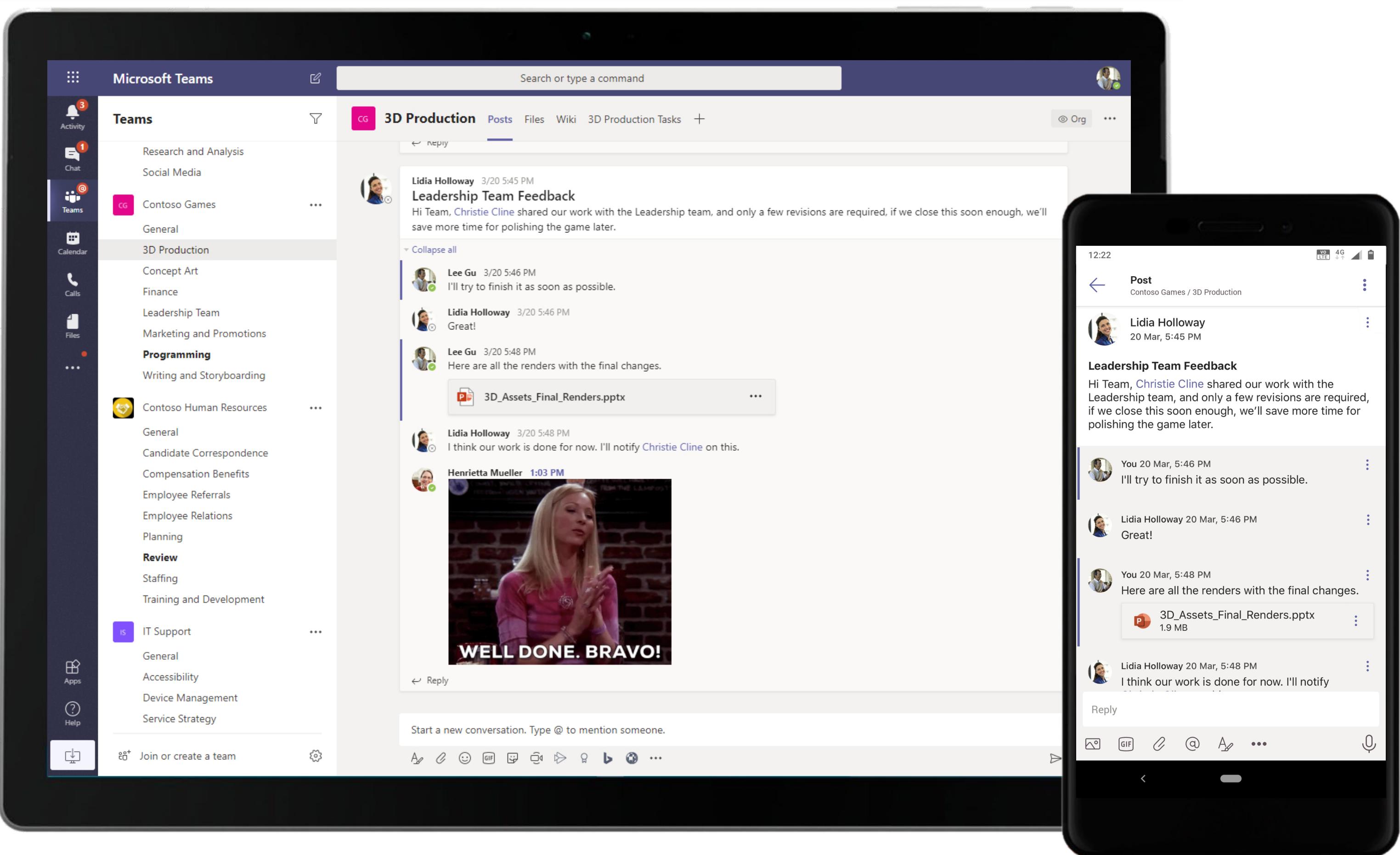
Channel conversations can contain a lot of things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.



Create and share PowerPoint presentations over a Teams call to make conversations meaningful and to offer attendees a visual representation of key points covered.



Create clarity as you collaborate on graphics directly in Microsoft Teams with Lucidspark. The team members visualize changes in the 3D assets using Lucidspark.



The 3D Modeling Artist shares final renders of the 3D assets within the channel conversation. The presentation can be pinned as a tab to the channel for employees' easy access whenever required.



# Introducing New Characters in a Video Game

## Creative Director

### Scenario Walkthrough

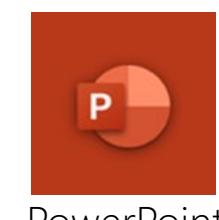
Contoso Games is planning to add six new characters to their popular video game 'The Fighters'. The Creative team believes this will help the game stay at the top of the popularity charts. The Creative Director uses Microsoft Teams to brainstorm with her associates and plan the sequence in which the downloadable content will be released to the public.

- Schedules a team meeting to discuss new characters for the game.
- Shortlists characters following feedback from team members.
- Brainstorms with the Art Director and Concept Artists on character concepts.
- Seeks inputs from the Marketing team about the character release graph, trailer ideas, storylines and more.

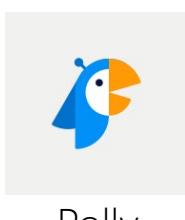
How did Microsoft Teams help the Creative Director to execute her roles and responsibilities?

- Conduct group chats to communicate and coordinate with key members.
- Uses Polly to assess the popular choice.
- Collaborate, edit and draft base character designs in real-time using Freehand by InVision.
- PowerPoint helps in drafting an effective presentation for various teams.

Which app integrations on Teams made it possible?



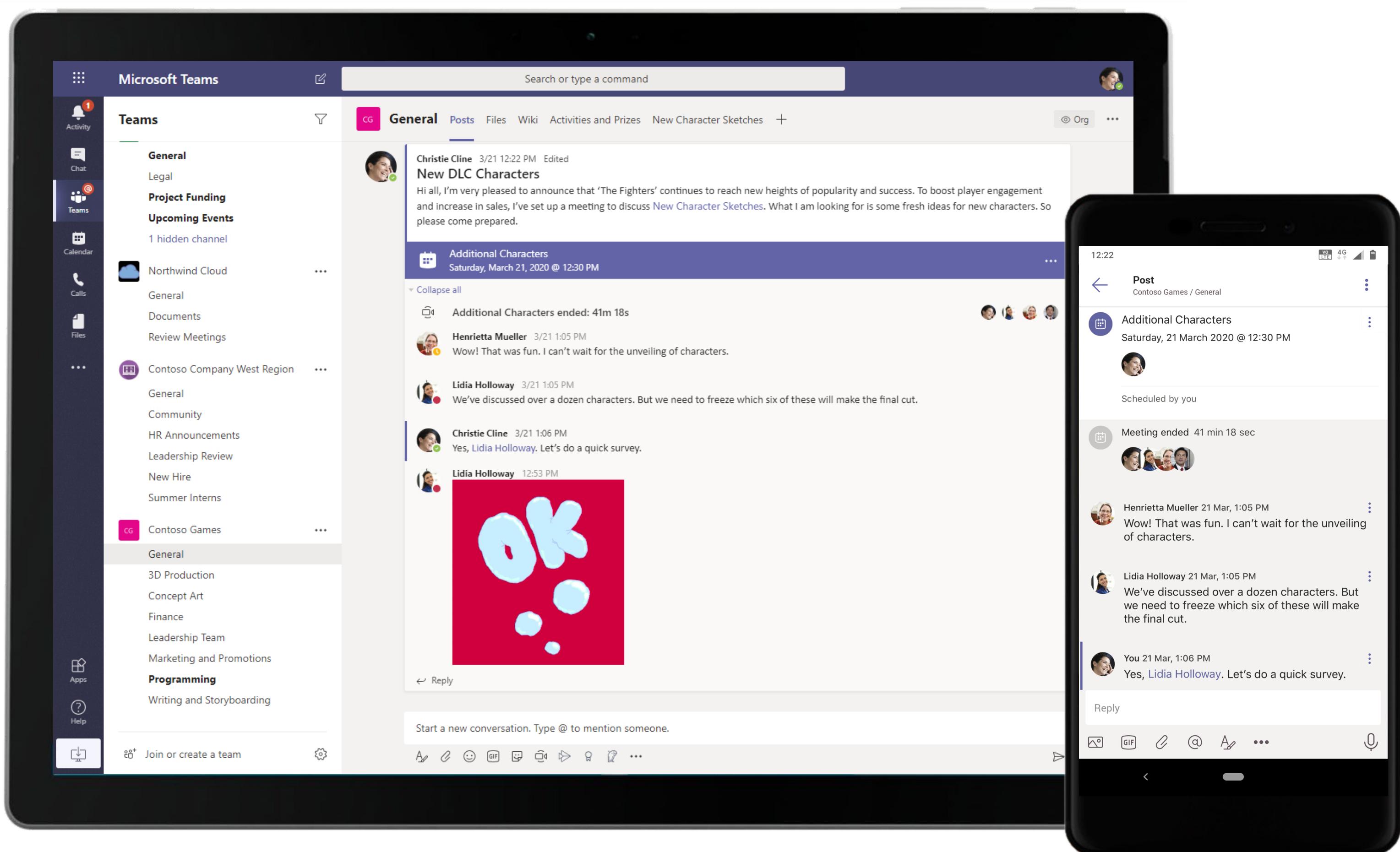
PowerPoint

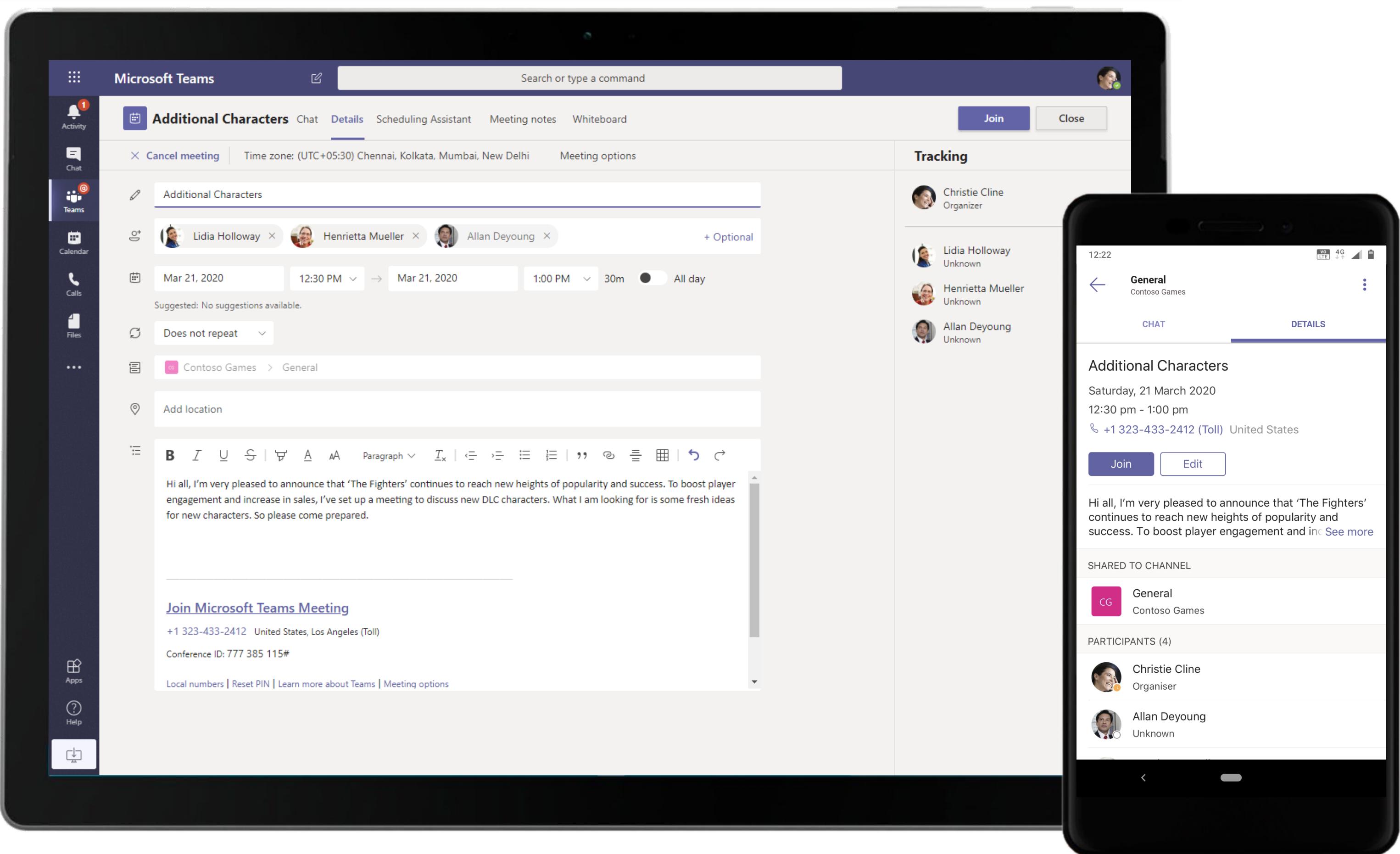


Polly



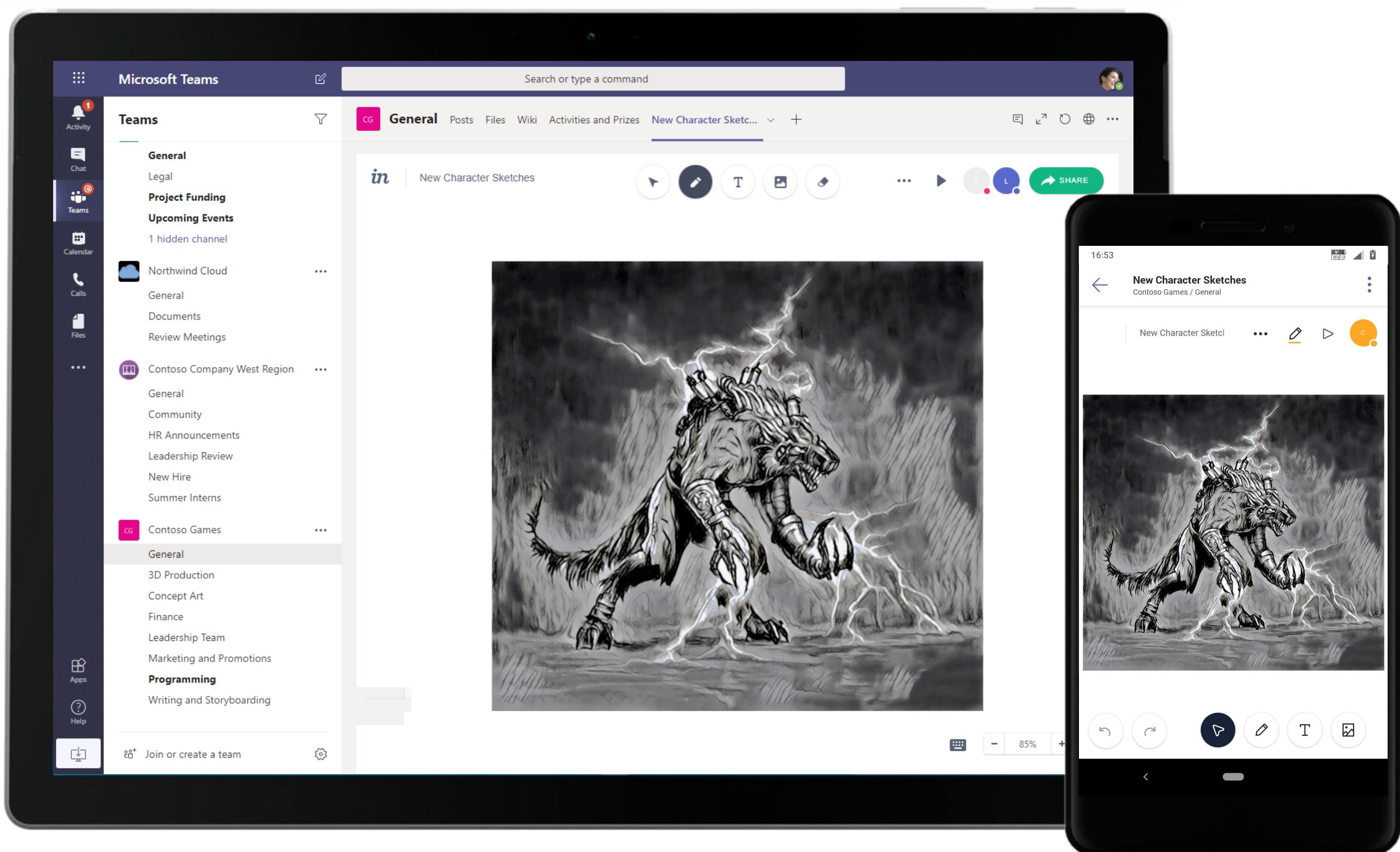
Freehand by InVision



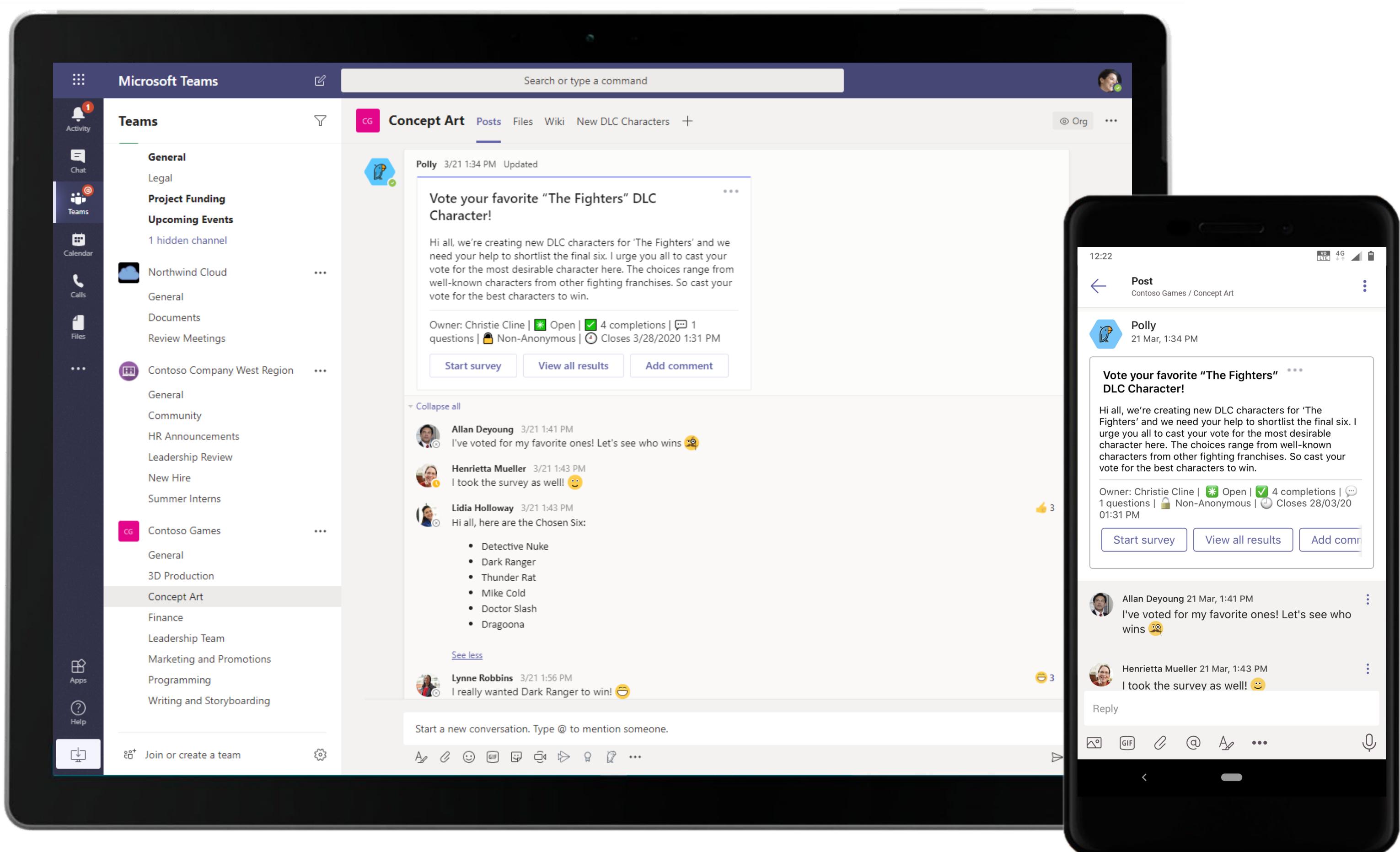


The image displays the Microsoft Teams interface on both a laptop and a mobile phone. The laptop screen shows a meeting titled "Additional Characters" scheduled for Saturday, March 21, 2020, from 12:30 PM to 1:00 PM. The participants listed are Lidia Holloway, Henrietta Mueller, and Allan Deyoung. The mobile phone screen shows the same meeting details in the "General" channel of the "Contoso Games" team. Both screens show the meeting details, including the date, time, and participants, along with a message from the organizer.

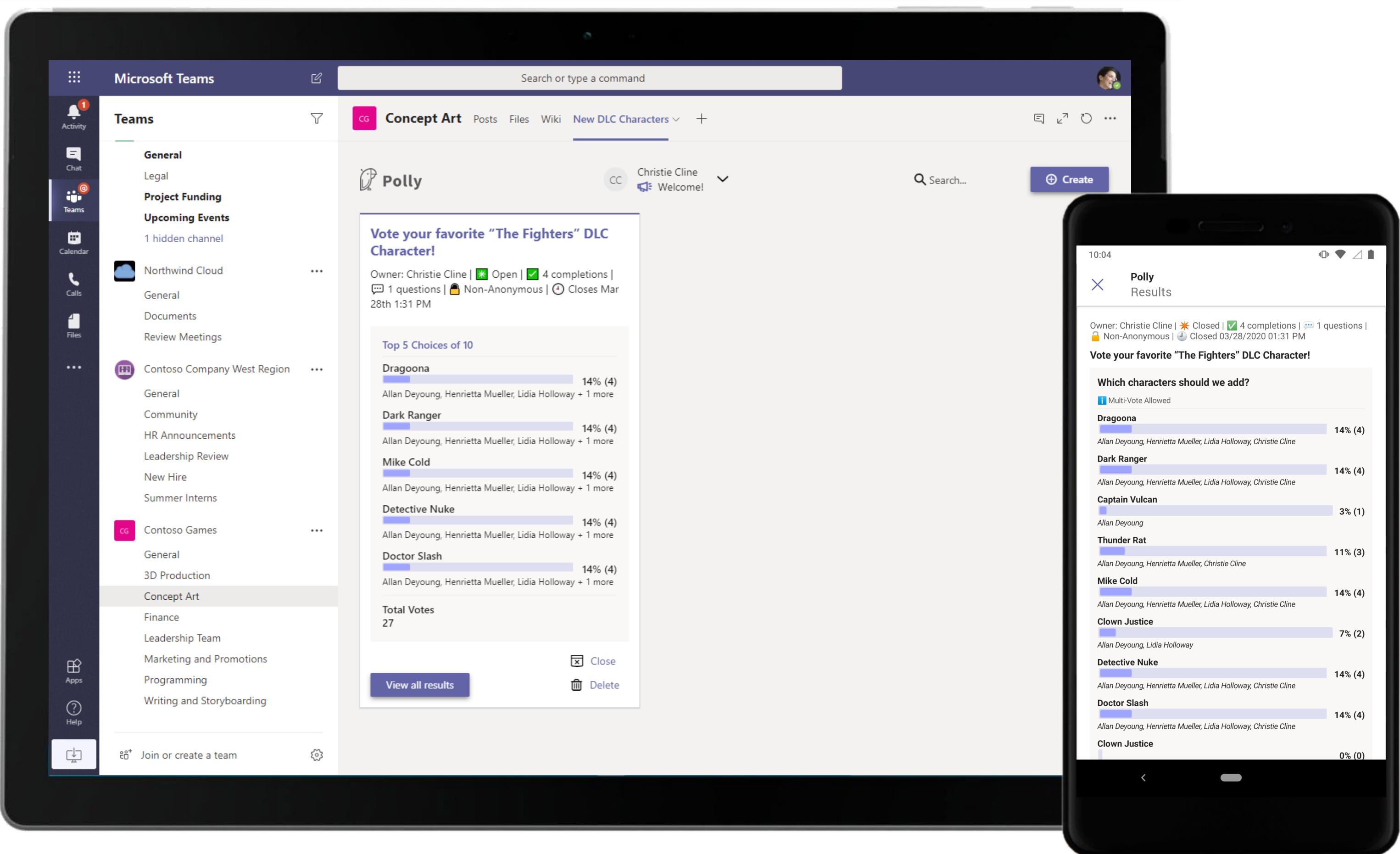
With Microsoft Teams, you can easily schedule meetings and find the best available times for invitees through the native scheduling calendar. The Creative Director checks for an optimal meeting time for all attendees.



Create, ideate and draft rich solutions on a digital whiteboard with Freehand by InVision in Teams. The team members use the Freehand by InVision app to visualize character concepts in the game.



Integrated Polly application within Teams helps systematically gather employee suggestions. After the plans to add more characters to the game are solidified, the Creative Director creates a survey to select the best characters.



**Polly** Christie Cline Welcome!

**Vote your favorite "The Fighters" DLC Character!**

Owner: Christie Cline | Open | 4 completions | 1 questions | Non-Anonymous | Closes Mar 28th 1:31 PM

**Top 5 Choices of 10**

Character	Percentage	Count
Dragoona	14%	(4)
Dark Ranger	14%	(4)
Mike Cold	14%	(4)
Detective Nuke	14%	(4)
Doctor Slash	14%	(4)

**Total Votes**  
27

**View all results** **Close** **Delete**

**Polly Results**

Owner: Christie Cline | Closed | 4 completions | 1 questions | Non-Anonymous | Closed 03/28/2020 01:31 PM

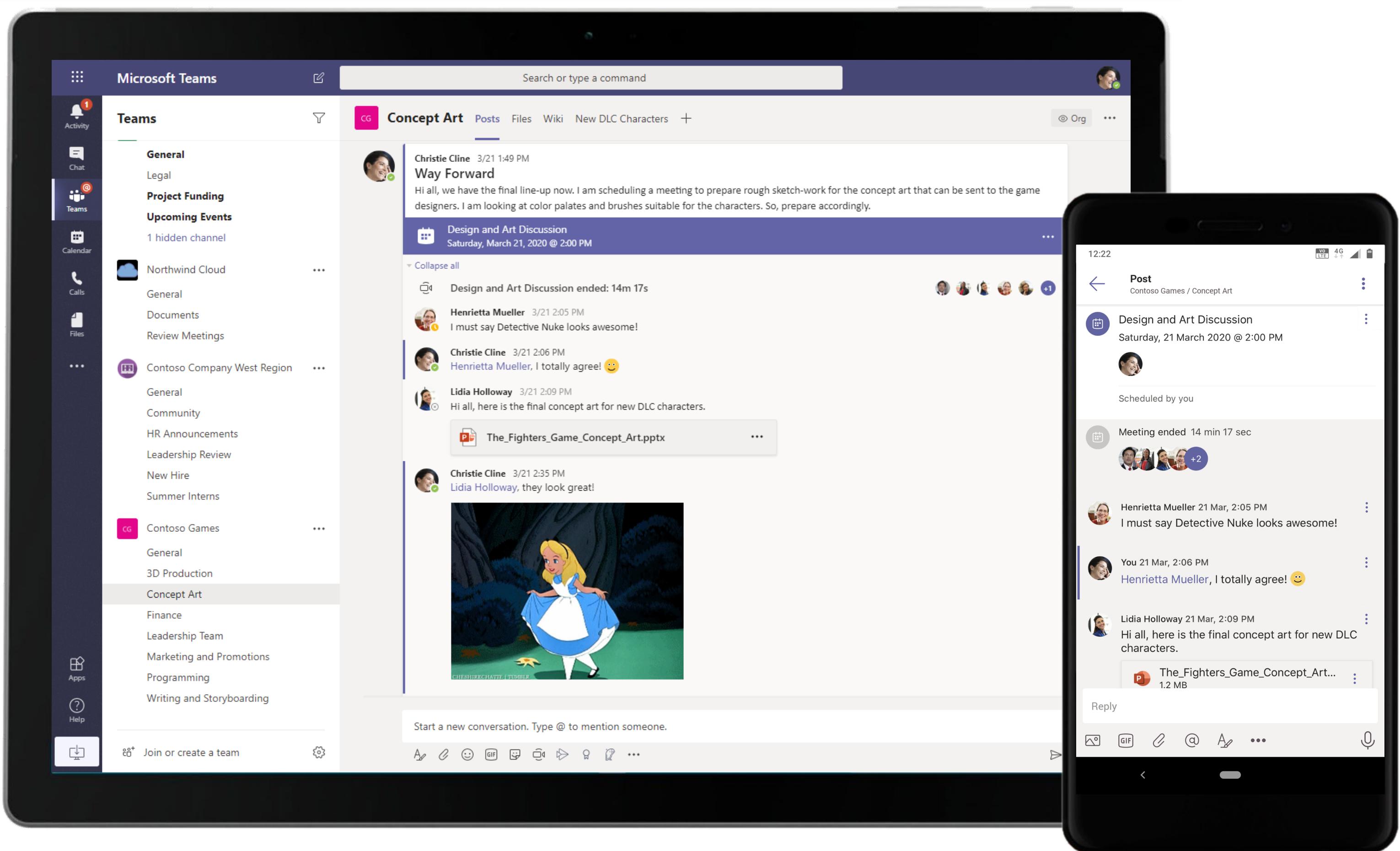
**Vote your favorite "The Fighters" DLC Character!**

**Which characters should we add?**

Multi-Vote Allowed

Character	Percentage	Count
Dragoona	14%	(4)
Dark Ranger	14%	(4)
Captain Vulcan	3%	(1)
Thunder Rat	11%	(3)
Mike Cold	14%	(4)
Clown Justice	7%	(2)
Detective Nuke	14%	(4)
Doctor Slash	14%	(4)
Clown Justice	0%	(0)

Polly is a polling solution that works within Microsoft Teams where your team works best. Intuitive polls designed to help you do your best work!



Microsoft Teams

Search or type a command

Teams

General

Legal

Project Funding

Upcoming Events

1 hidden channel

Northwind Cloud

General

Documents

Review Meetings

Contoso Company West Region

General

Community

HR Announcements

Leadership Review

New Hire

Summer Interns

Contoso Games

General

3D Production

Concept Art

Finance

Leadership Team

Marketing and Promotions

Programming

Writing and Storyboarding

Join or create a team

Christie Cline 3/21 1:49 PM

Way Forward

Hi all, we have the final line-up now. I am scheduling a meeting to prepare rough sketch-work for the concept art that can be sent to the game designers. I am looking at color palates and brushes suitable for the characters. So, prepare accordingly.

Design and Art Discussion

Saturday, March 21, 2020 @ 2:00 PM

Design and Art Discussion ended: 14m 17s

Henrietta Mueller 3/21 2:05 PM

I must say Detective Nuke looks awesome!

Christie Cline 3/21 2:06 PM

Henrietta Mueller, I totally agree! 😊

Lidia Holloway 3/21 2:09 PM

Hi all, here is the final concept art for new DLC characters.

 The\_Fighters\_Game\_Concept\_Art.pptx

Christie Cline 3/21 2:35 PM

Lidia Holloway, they look great!

12:22

Post

Contoso Games / Concept Art

Design and Art Discussion

Saturday, 21 March 2020 @ 2:00 PM

Scheduled by you

Meeting ended 14 min 17 sec

Henrietta Mueller 21 Mar, 2:05 PM

I must say Detective Nuke looks awesome!

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Lidia Holloway 21 Mar, 2:09 PM

Hi all, here is the final concept art for new DLC characters.

 The\_Fighters\_Game\_Concept\_Art... 1.2 MB

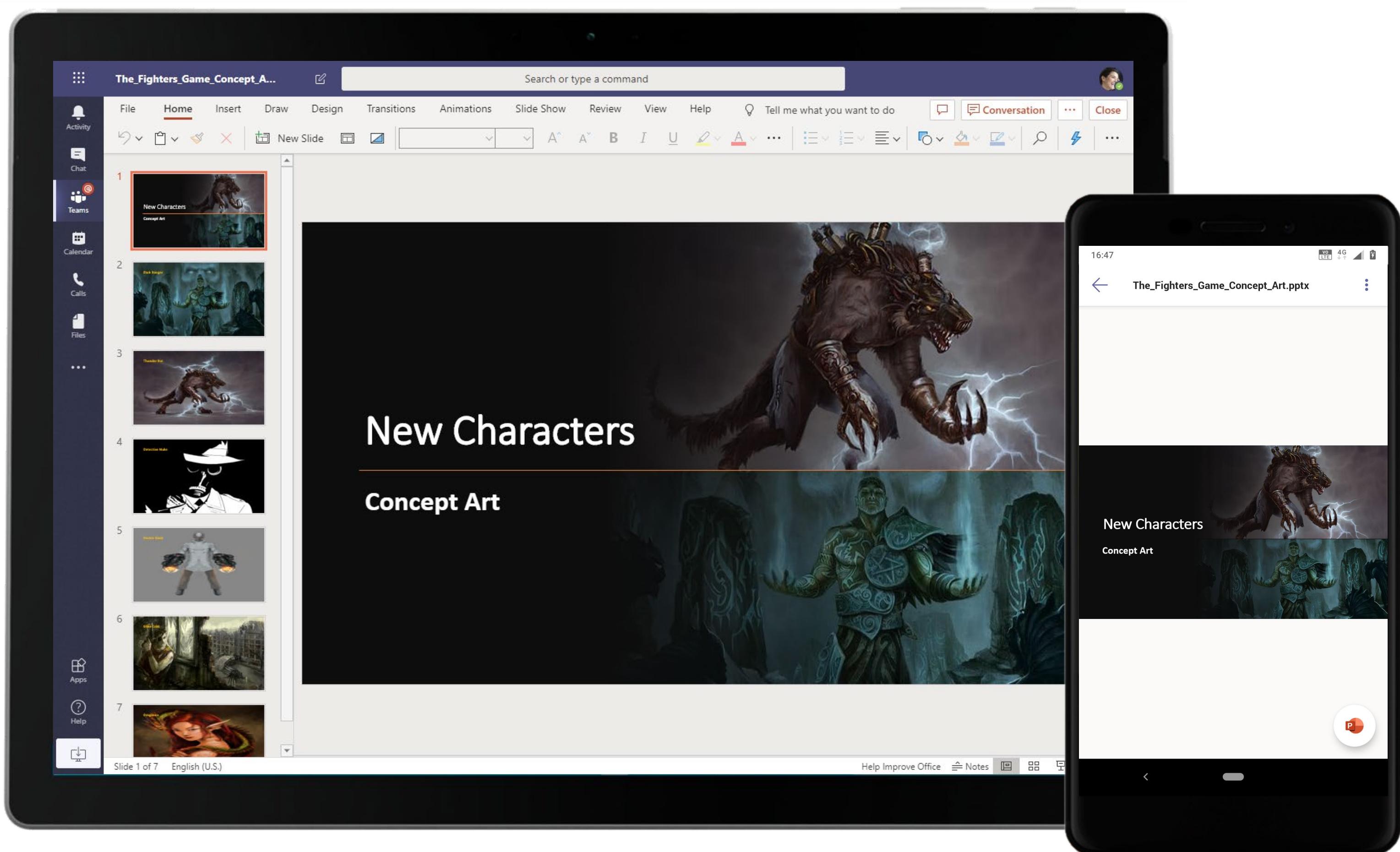
Reply

Start a new conversation. Type @ to mention someone.

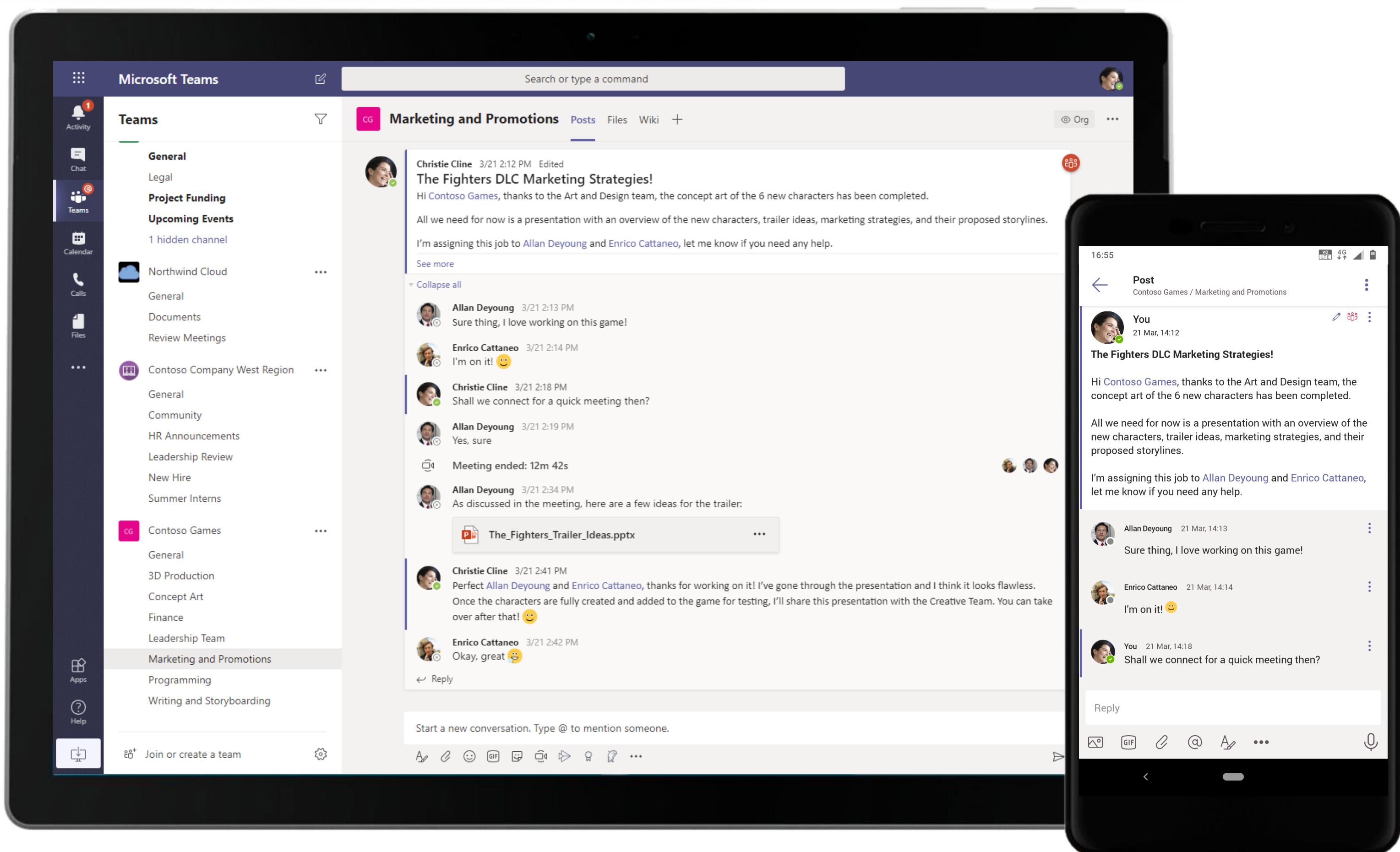
...

34

With Microsoft Teams, the Creative Director can schedule meetings without difficulty and find the best available times for invitees through the native scheduling calendar. Meeting threads make follow-up conversations a breeze, and even fun!



Store and share important files within a dedicated, cloud-enabled repository with Files. Design documents such as the PowerPoint containing final designs are housed here for the team's easy access.



The Creative Director delegates tasks to team members through channel communication. Meet Now feature in Teams helps trigger a meeting instantly to discuss the marketing strategies.



# Sharing the Travel Itinerary and Work Schedule

## Operations Manager

### Scenario Walkthrough

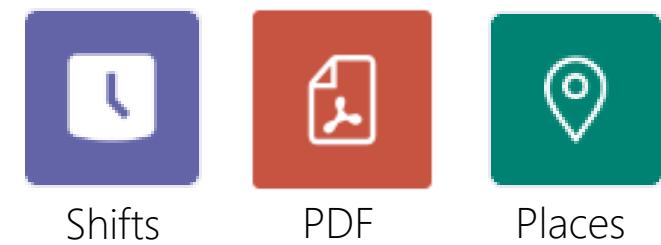
The Operations Manager supervises travel and stay arrangements for the team covering the Olympics. She plans, creates and shares a schedule to carry out the coverage of the event to ensure that all team members are on the same page. The Operations Manager then leverages efficient file sharing features within Microsoft teams to share the travel itinerary and important documents with members covering the Olympics.

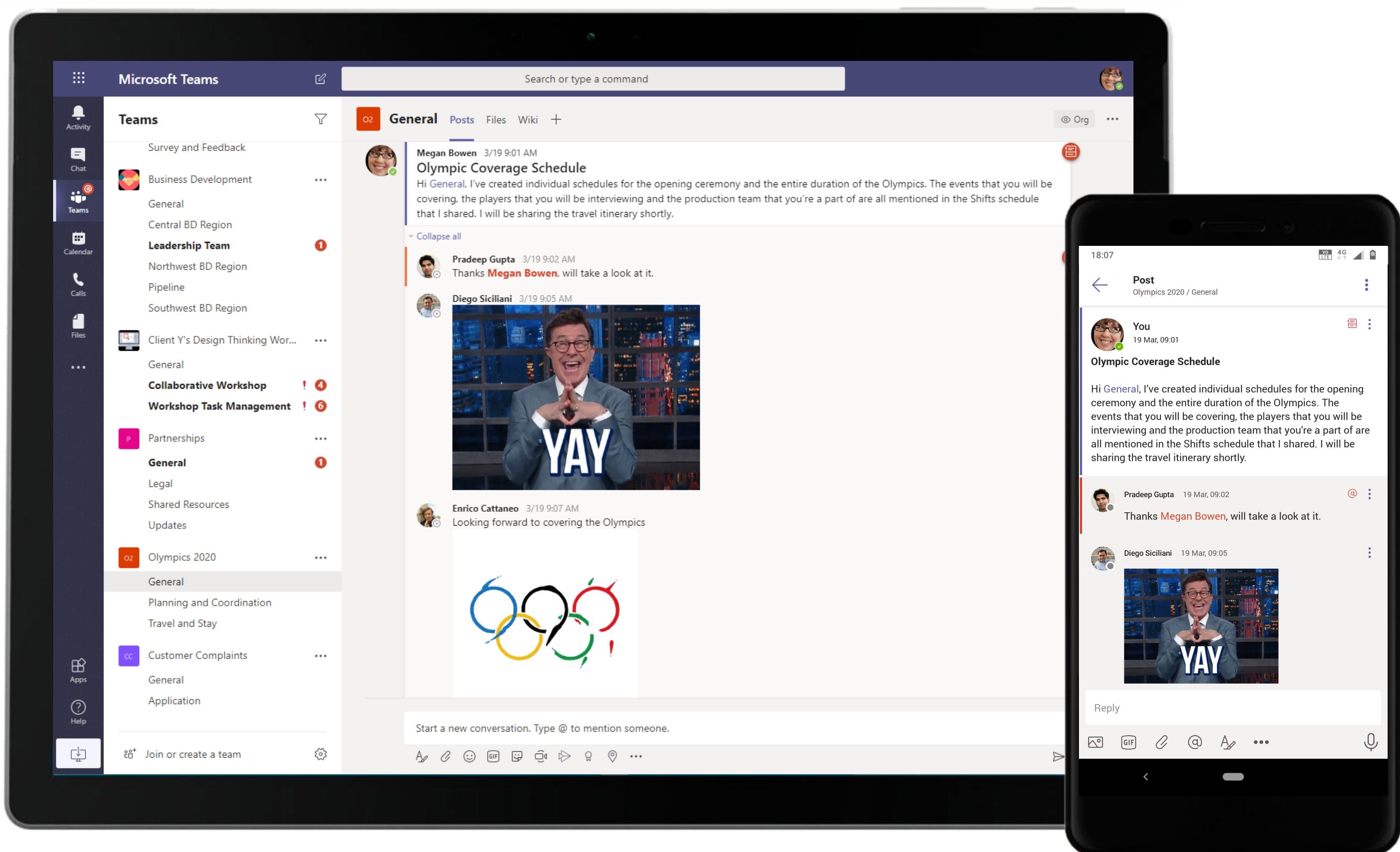
- Creates a channel message and shares the team's schedule for the entire duration of the Olympics using Shifts.
- Shares the location and details of the hotel that the team will be staying at using Places.
- Finalizes the hotel and shares the travel itinerary with team members in a tab using PDF.
- Reaches out to the team members using a channel conversation and shares individual travel tickets and password-protected documents using the Files tab.

How did Microsoft Teams help the Operations Manager execute her roles and responsibilities?

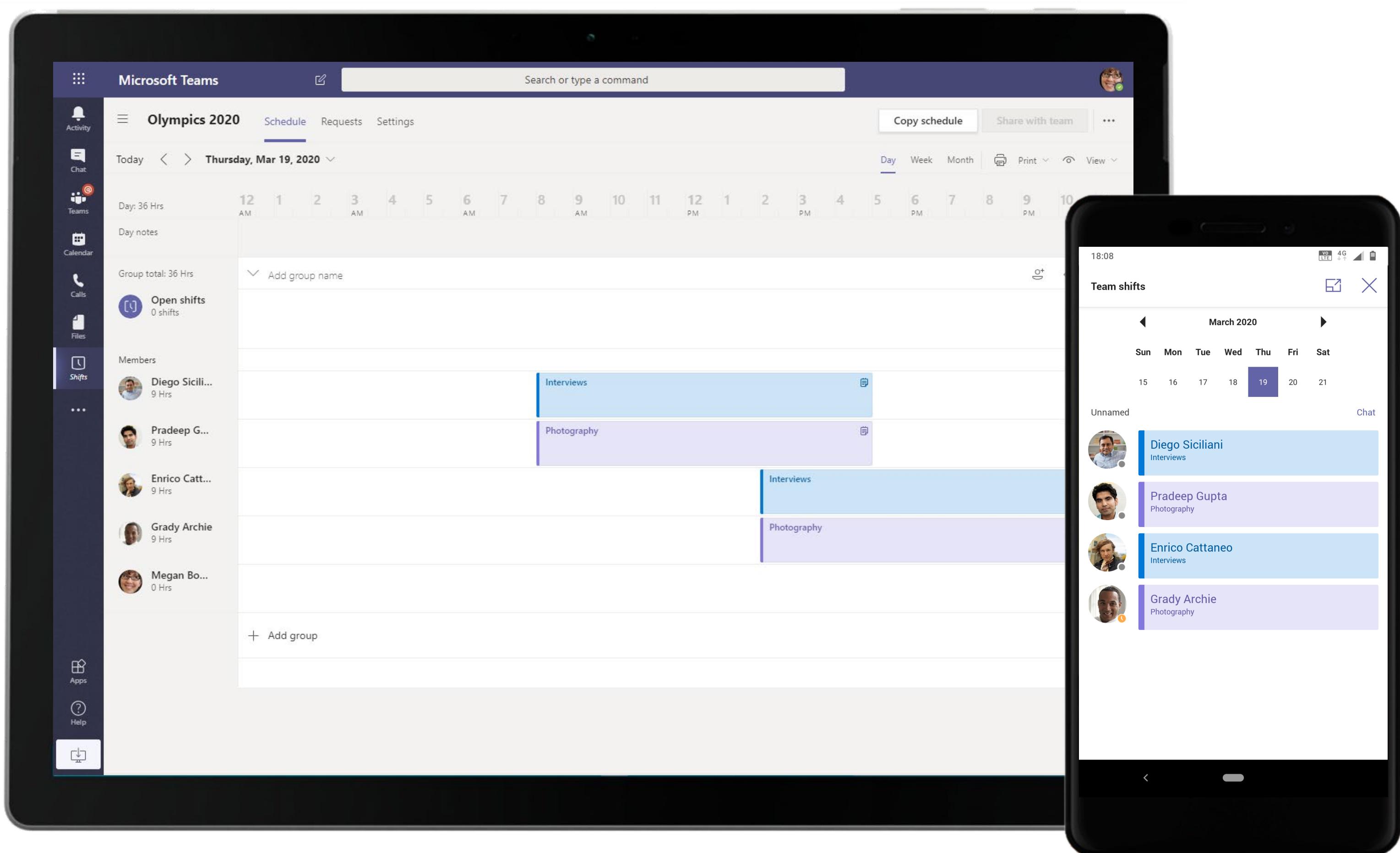
- Look up for detailed information about different hotels, restaurants, and venues all within Microsoft Teams with Places.
- Make use of channel conversations to share updates in real-time with relevant members.
- Create, update and manage schedules for your team with Microsoft Teams using Shifts.
- Organize files into folders for easy access using the Files tab.

Which app integrations on Teams made it possible?

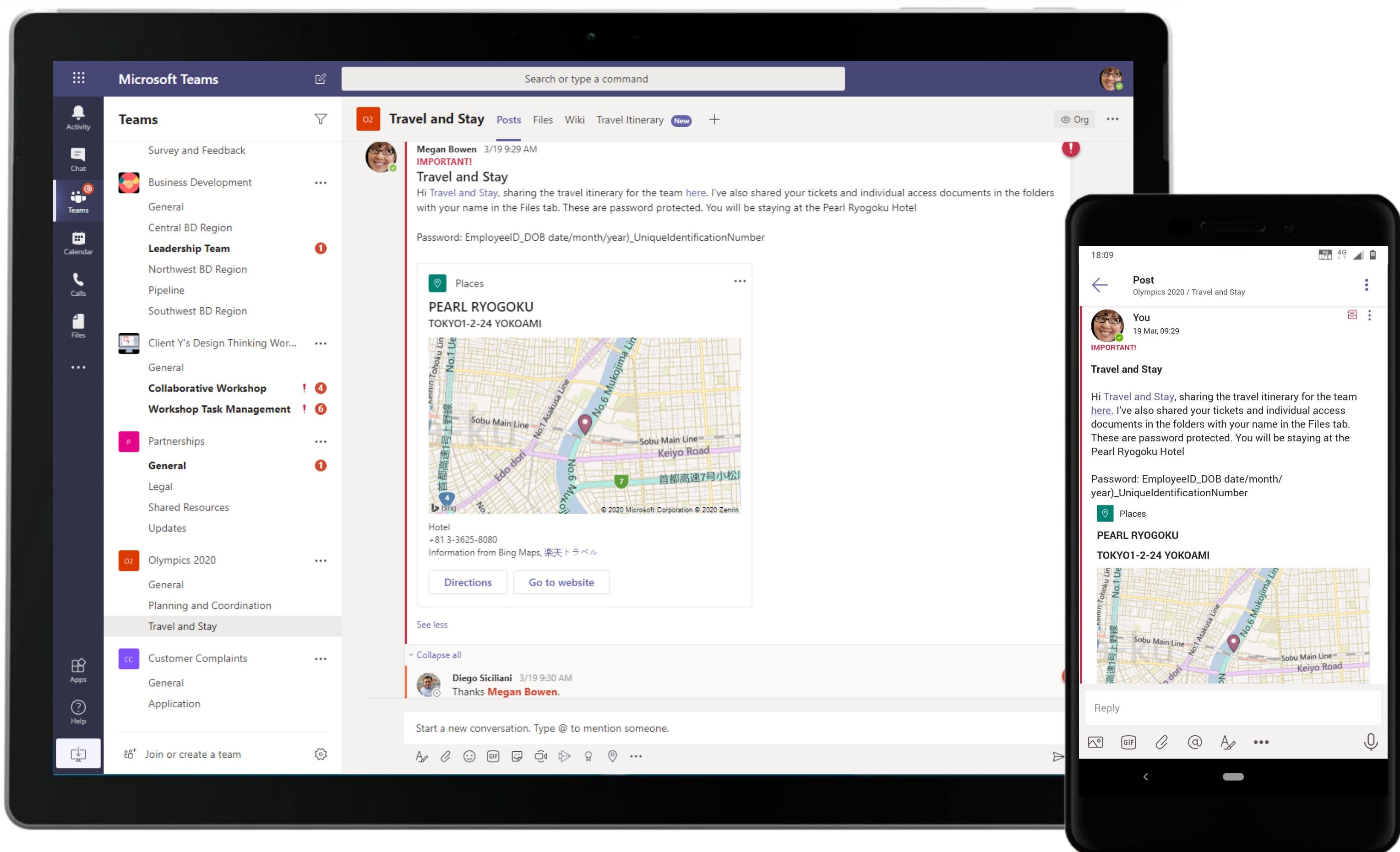




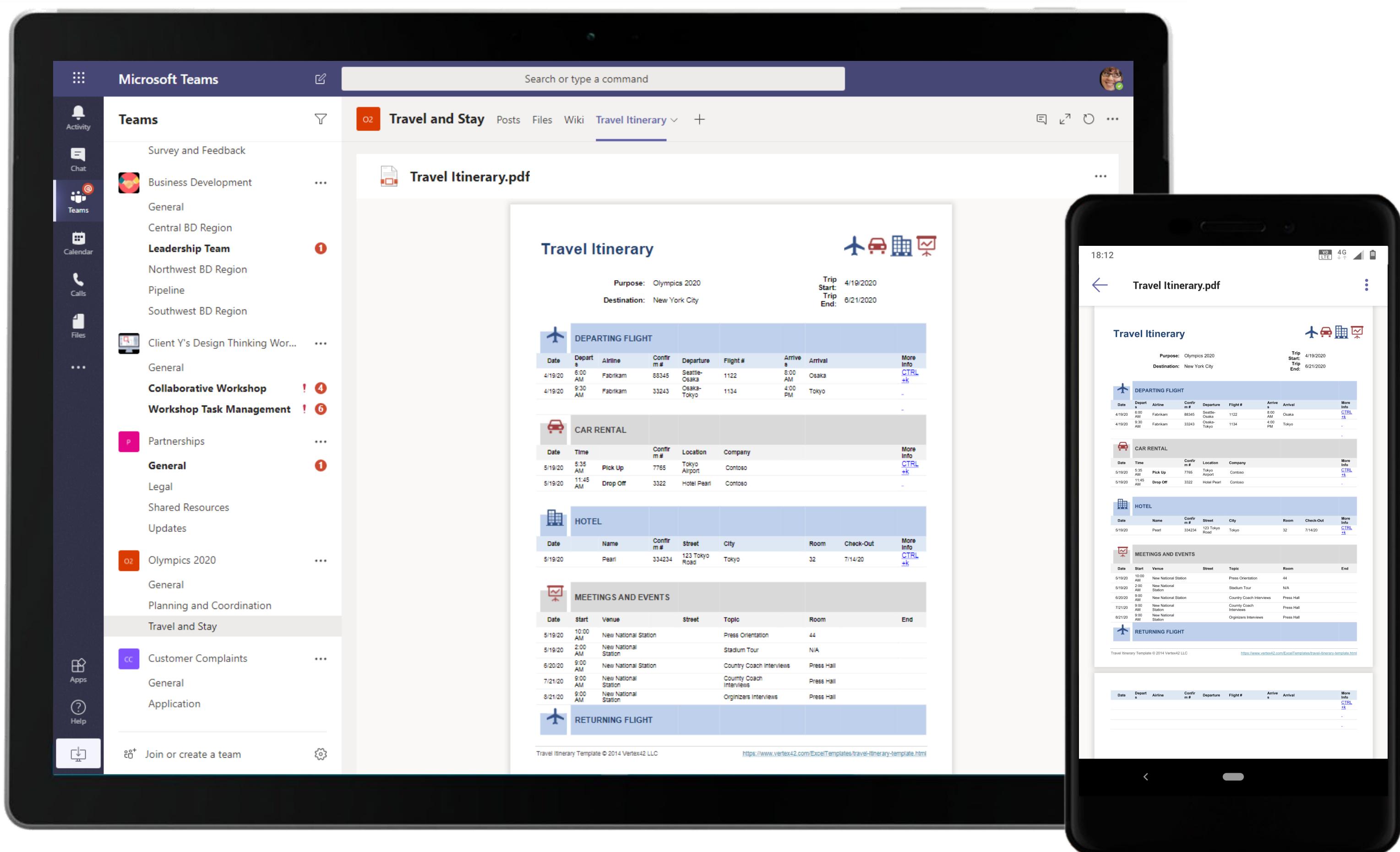
@mention a person, channel or team to make sure your message reaches the relevant personnel. The Operations Manager shares the team's schedule for the entire duration of the Olympics using Shifts.



The Operations Manager stays connected, in sync with others and manage their staffing schedules using the Shifts app on Microsoft Teams.

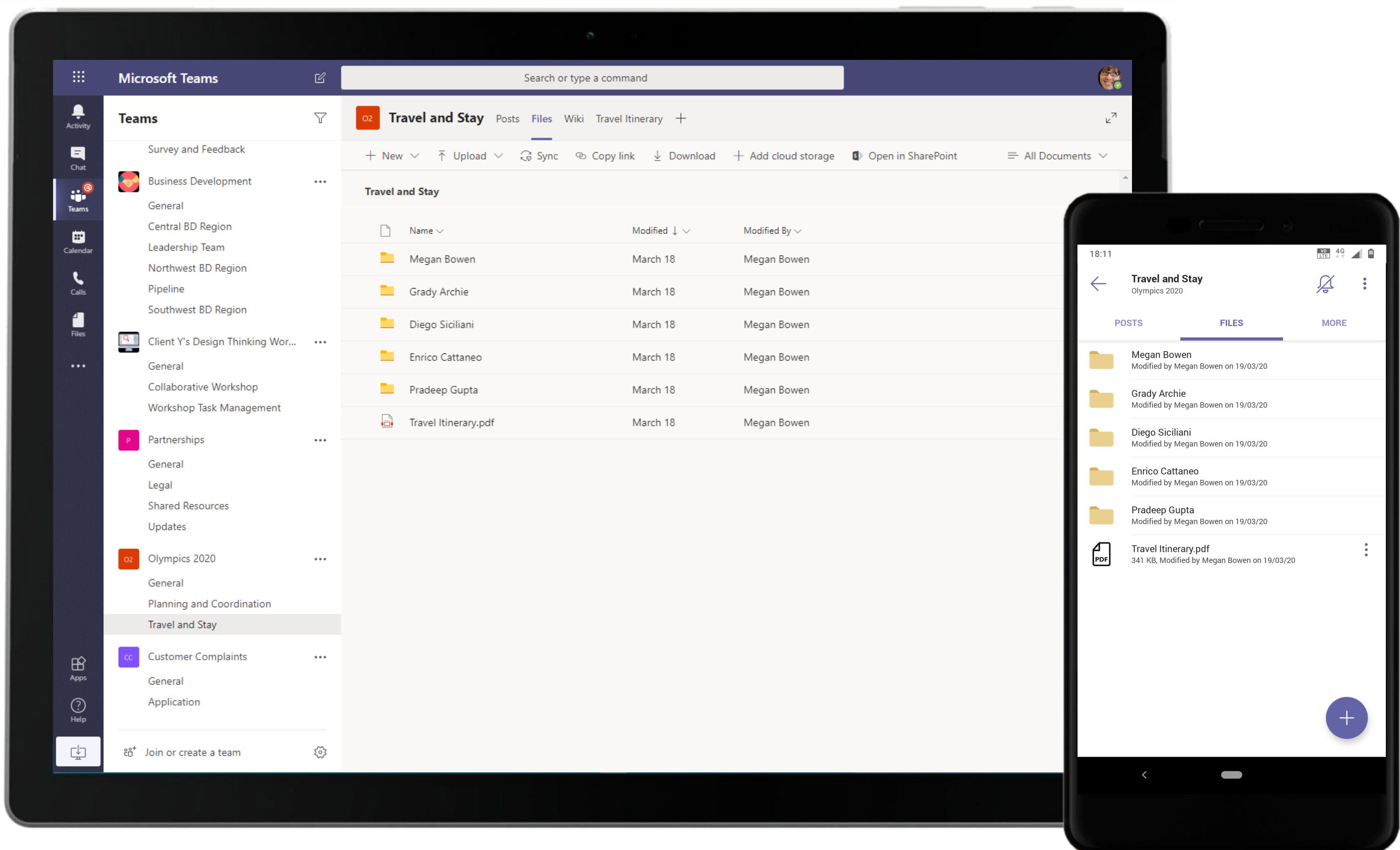


Once the Operations Manager finalizes the travel itineraries and accommodation for the team, he posts an announcement in the channel sharing a PDF and tagging the location using Places in Microsoft Teams.



The Operations Manager shares a PDF in Teams to display travel itinerary for the team and uploads it to the Files tab in the channel. The PDF can be pinned as a tab for quick access.

The Operations Manager shares a PDF in Teams to display travel itinerary for the team and uploads it to the Files tab in the channel. The PDF can be pinned as a tab for quick access.



The Files tab in each channel is a cloud-enabled repository, where team members can store, access and share important files without leaving the Teams platform.



# Seamless Content Creation and Distribution

## Sports Editor

### Scenario Walkthrough

The Sports Editor is working on an article marking the 200<sup>th</sup> match of a great baseball player. He seamlessly searches through the company's archives of articles around the player, writes the story, gets it reviewed, and coordinates with the design team all within Microsoft Teams. He leverages powerful editorial and collaborative tools within Teams to ensure that he churns out a great article on time.

- Responds to the Editor-in-Chief and accepts an assignment to write an article celebrating the career of a great player via 1:1 chat.
- Searches through the archives for previously written articles around the Player using the search bar within Microsoft Teams.
- Creates a message and shares a draft of his article using channel communications.
- Views and resolves comments left by the Editor-in-Chief in a document with shared access using Word.
- Creates a private group chat and approves creatives shared by the Designer using Adobe Creative Cloud for Microsoft Teams.
- Responds to the Editor-in-Chief who approves the final article and shares the way forward through a channel post.

How did Microsoft Teams help the Sports Editor to execute his roles and responsibilities?

- Search for files and documents shared with a chat or channel with easy using the search bar.
- Create, edit and collaborate on documents with team members with Word.
- Find, view, and share Adobe Creative Cloud assets within Microsoft Teams using Creative Cloud for Microsoft Teams.
- Private group chat for seamless flow of information with multiple team members.

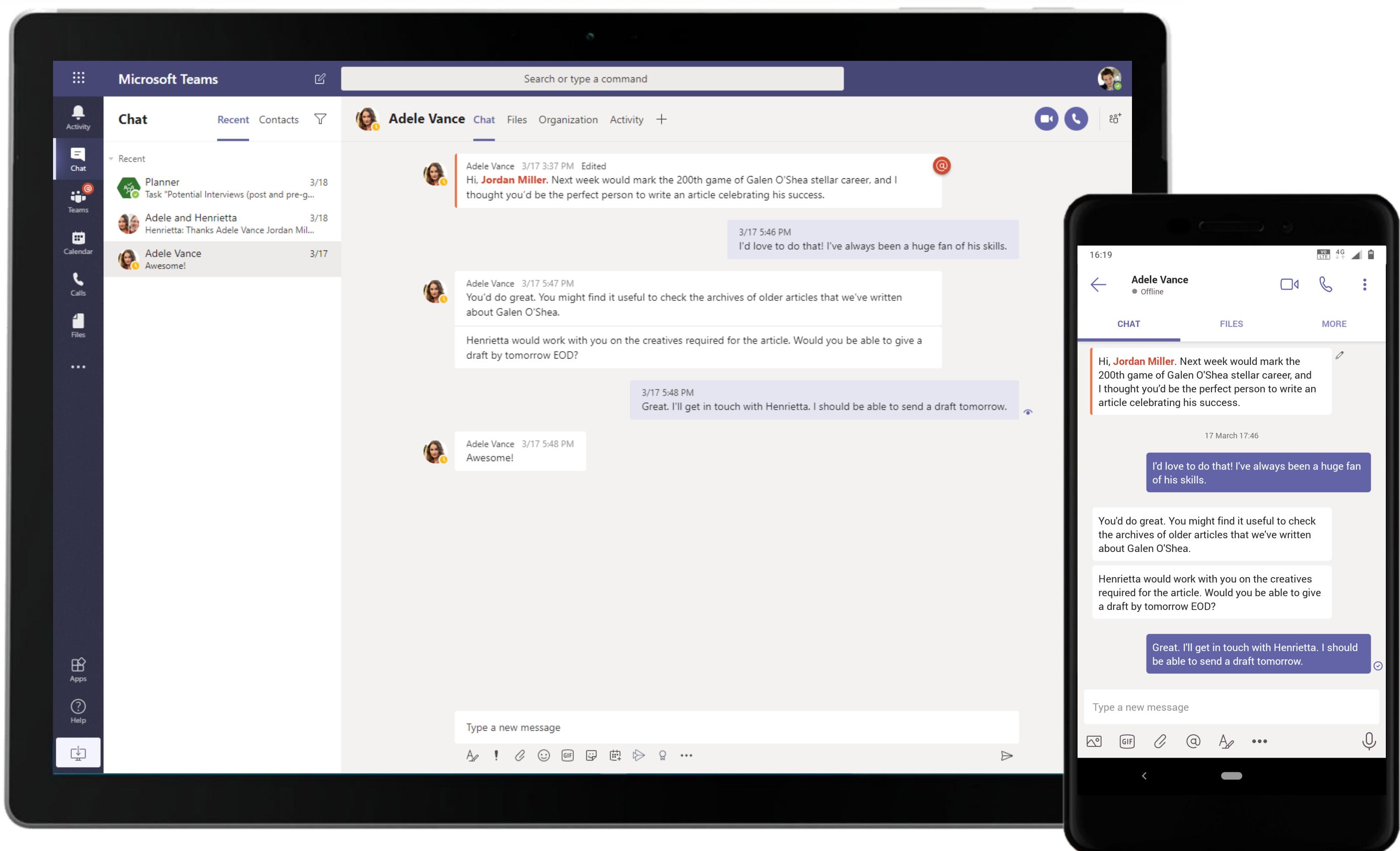
Which app integrations on Teams made it possible?



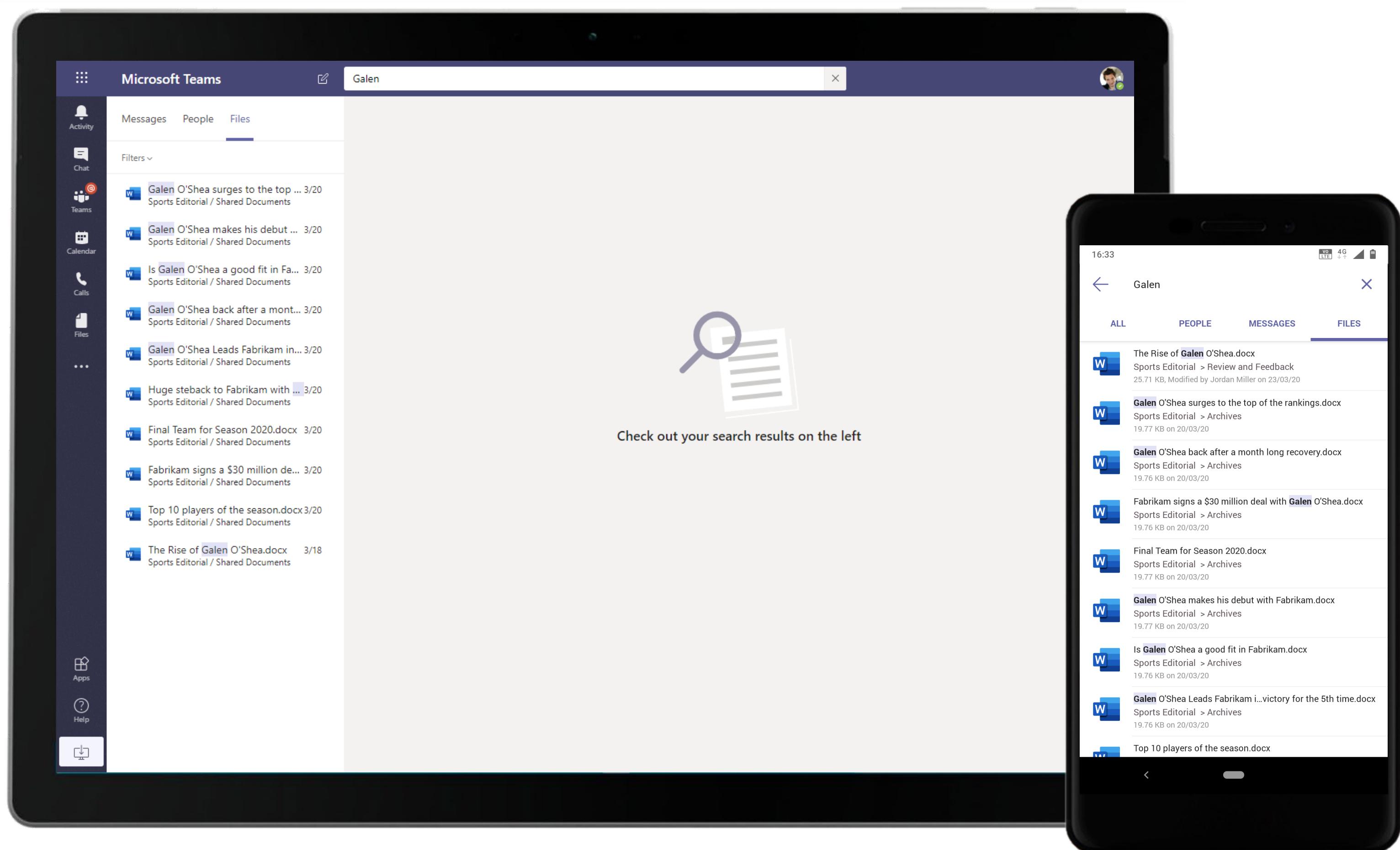
Adobe Creative Cloud



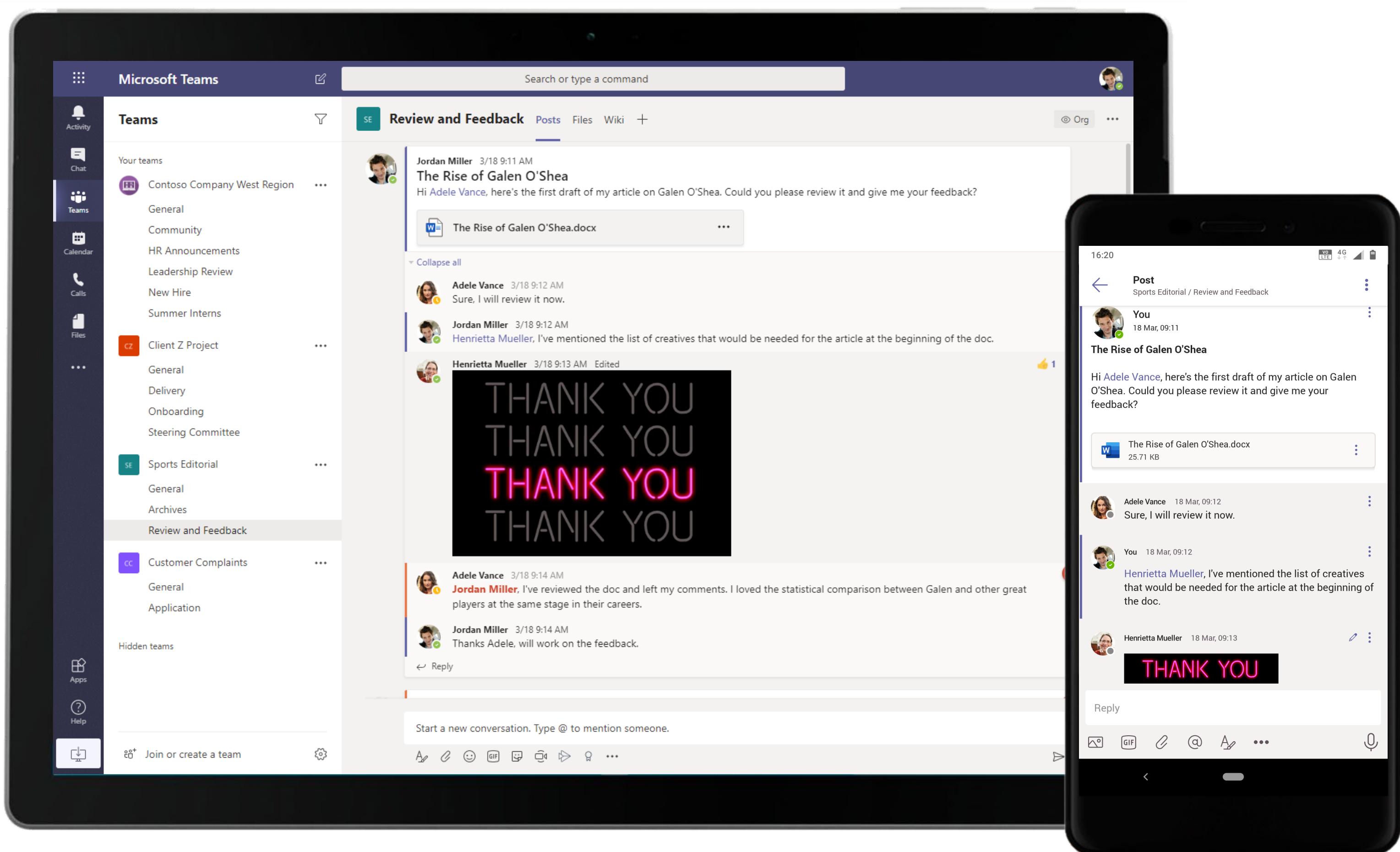
Word



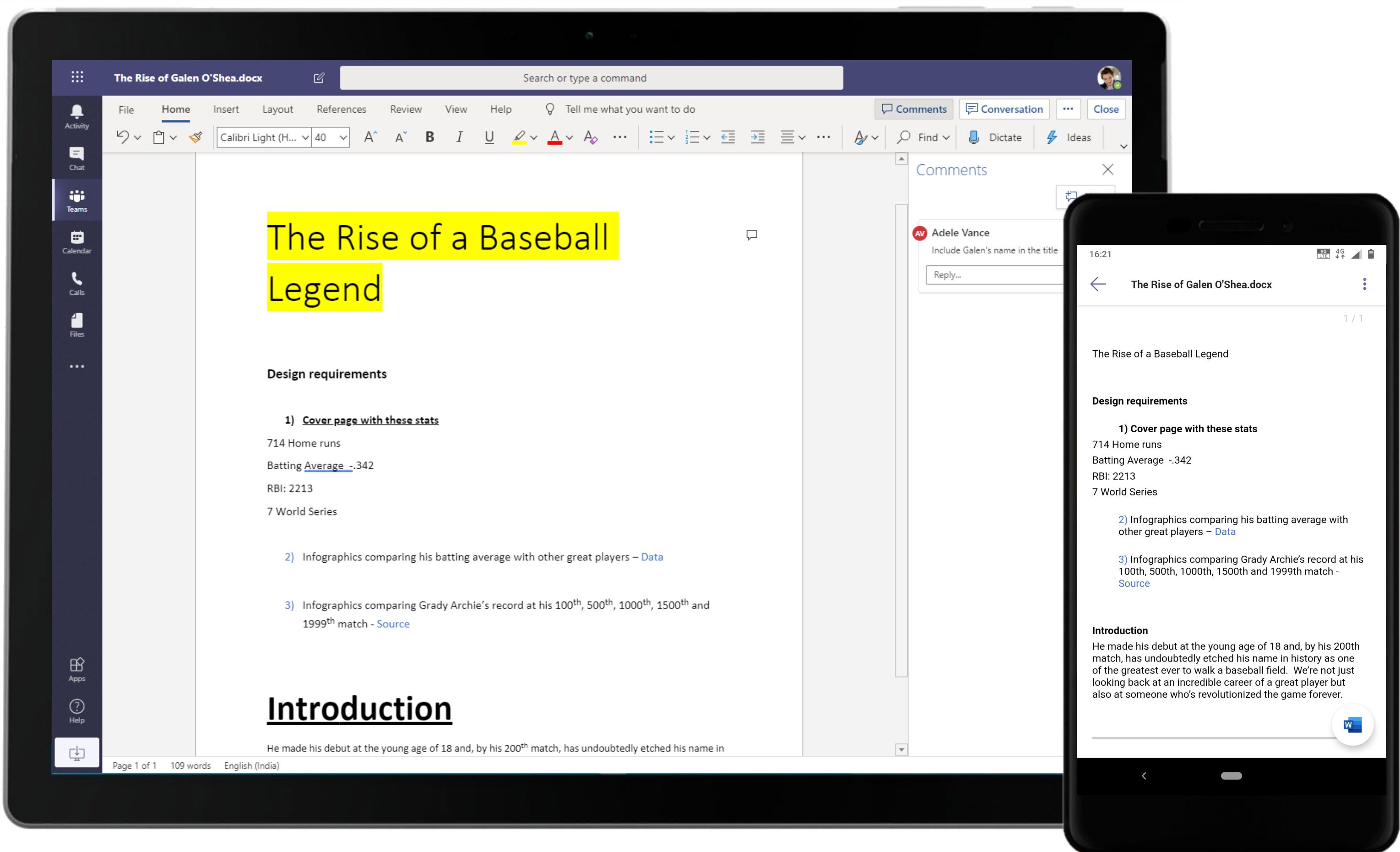
Take conversations offline from channels for 1:1 discussions. The Sports Editor responds to Editor-in-Chief and accepts an assignment to write an article celebrating the career of a great player via 1:1 chat.



The Sports Editor digs through the archives for previously written articles about the player using the search bar within Microsoft Teams.



Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365.



The Rise of Galen O'Shea.docx

Search or type a command

File Home Insert Layout References Review View Help Tell me what you want to do

Comments Conversation ... Close

Calibri Light (H... 40 A A B I U A A A ...

Find Dictate Ideas

**The Rise of a Baseball Legend**

Design requirements

- 1) Cover page with these stats  
714 Home runs  
Batting Average .342  
RBI: 2213  
7 World Series
- 2) Infographics comparing his batting average with other great players – [Data](#)
- 3) Infographics comparing Grady Archie's record at his 100<sup>th</sup>, 500<sup>th</sup>, 1000<sup>th</sup>, 1500<sup>th</sup> and 1999<sup>th</sup> match - [Source](#)

**Introduction**

He made his debut at the young age of 18 and, by his 200<sup>th</sup> match, has undoubtedly etched his name in history as one of the greatest ever to walk a baseball field. We're not just looking back at an incredible career of a great player but also at someone who's revolutionized the game forever.

Comments

Adele Vance  
Include Galen's name in the title

Reply...

16:21

The Rise of Galen O'Shea.docx

1 / 1

The Rise of a Baseball Legend

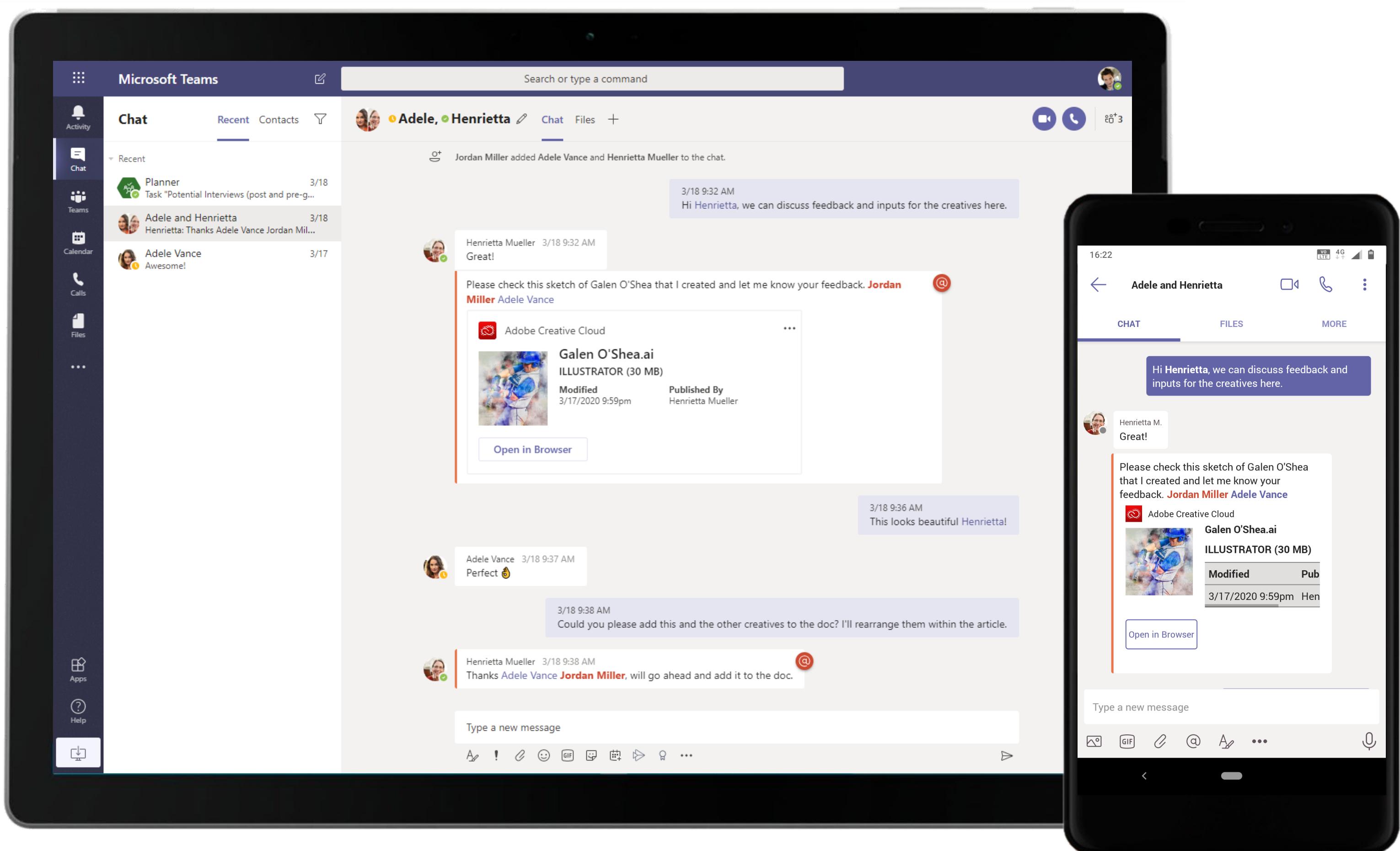
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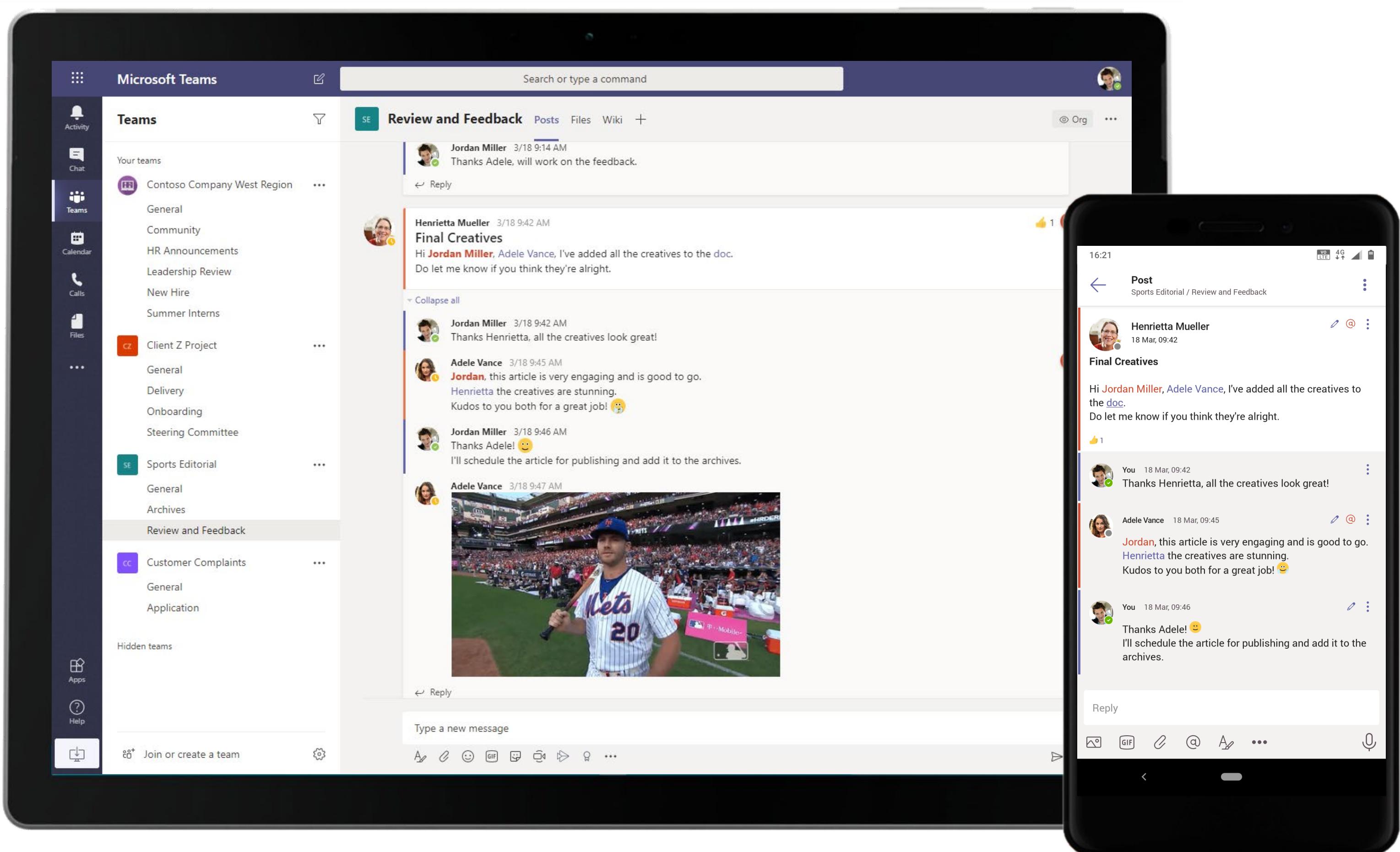
Introduction

He made his debut at the young age of 18 and, by his 200<sup>th</sup> match, has undoubtedly etched his name in history as one of the greatest ever to walk a baseball field. We're not just looking back at an incredible career of a great player but also at someone who's revolutionized the game forever.

Enjoy powerful document creation and editing with Word. Store and access team documents easily within the Files tab of the channel. The Sports Editor shares the first draft of his article using Word in Teams.



Use a one-on-one chat or a group chat for conversations that don't require the entire team. The Sports Editor creates a private group chat to discuss sketches created by the Designers.



The creatives to go along with the article are shared in the channel and relevant personnel are roped into the conversation using the @mention feature. The Sports Editor receives a notification when he gets mentioned in a conversation.



# Track Viewership Metrics and Engagement

## Producer

### Scenario Walkthrough

At Contoso, the Producer who's in charge of a daytime talk show understands the need to make data-driven decisions to plan future productions. She schedules a meeting with the team to analyze the viewership metrics across multiple media outlets and brainstorm for ideas. Microsoft Teams empowers the Producer to seamlessly analyze data, communicate with team members and create an actionable plan.

- Creates a channel message and @mentions the Analyst asking her to share viewership metrics and social media reactions for the latest episode.
- Receives a notification and responds to a channel message from the Analyst within a message thread.
- Views social media analytics and viewership metrics shared by the Analyst within a Power BI tab.
- Schedules a channel meeting to discuss the data and brainstorm for ideas.
- Views the Minutes of the Meeting shared in a Teamwork tab within a channel.

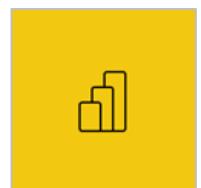
How did Microsoft Teams help the Producer to execute her roles and responsibilities?

- Turn complex data into powerful, visual graphics to make informed and data-driven decisions using Power BI within a channel.
- Search for notes, tasks, spaces or people and share details with your team using Teamwork.
- Effective channel communication with @mention feature for quick updates.
- Complex set of hurdles overcome without communication gaps with channel meetings and conversations.

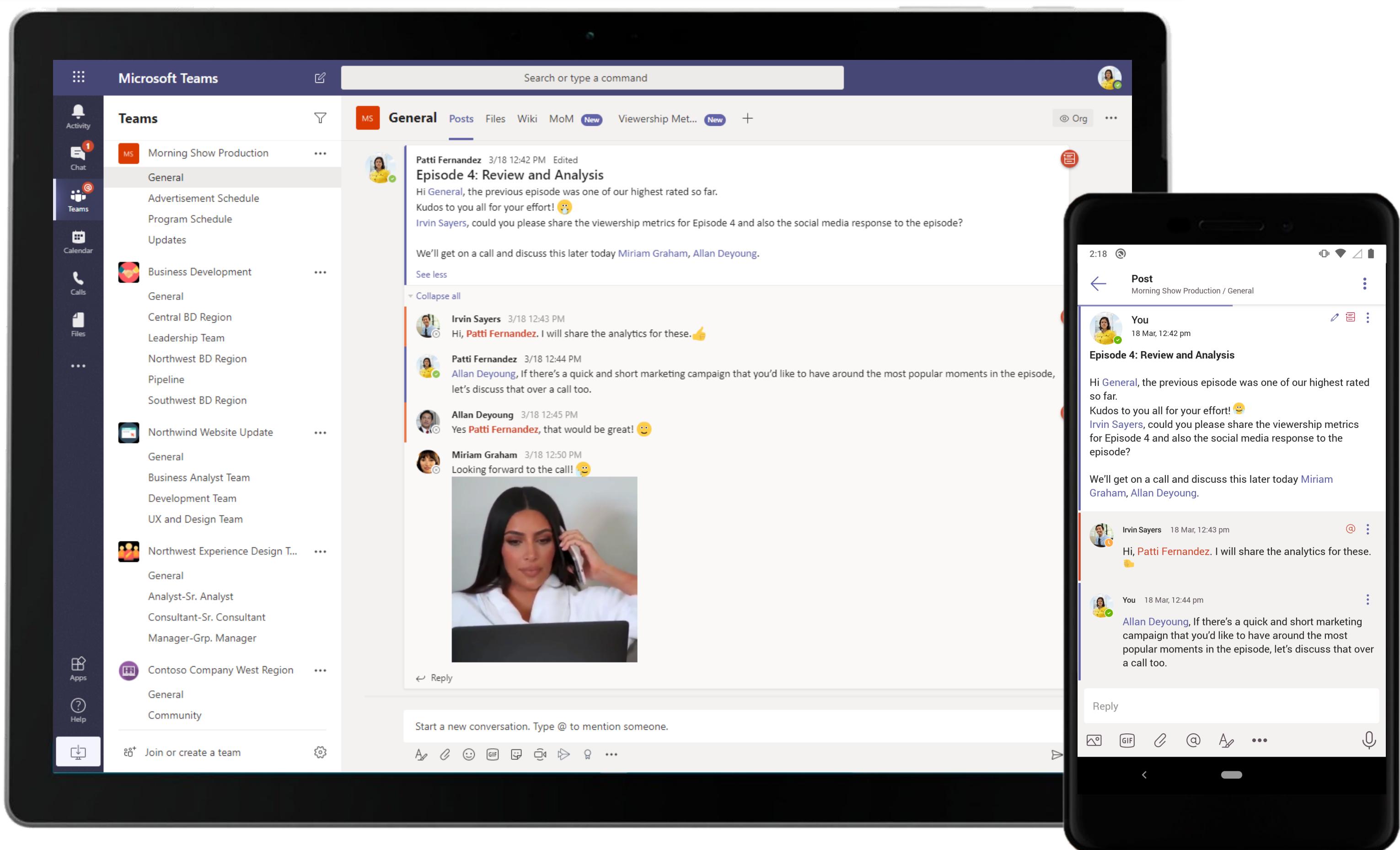
Which app integrations on Teams made it possible?



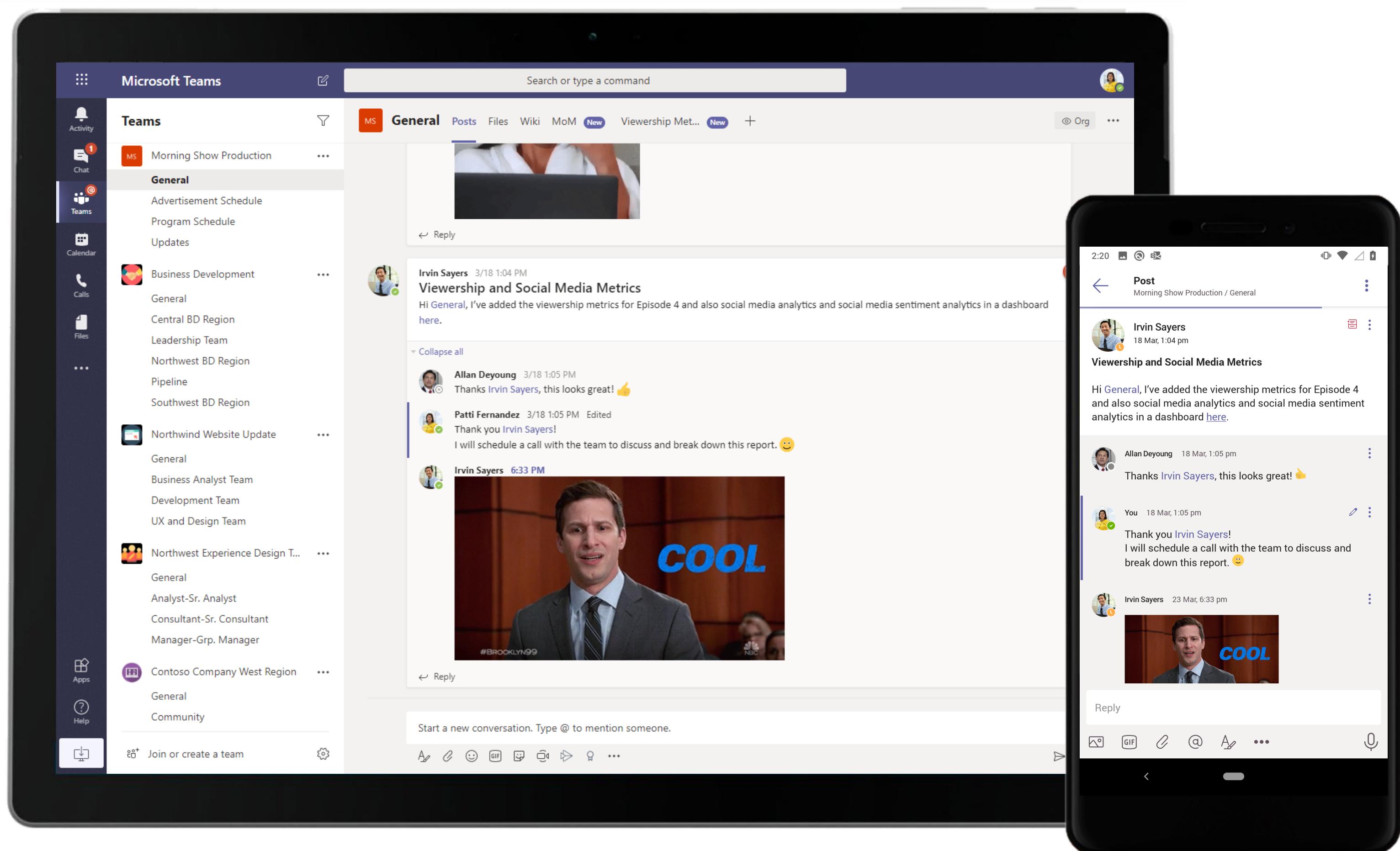
Teamwork



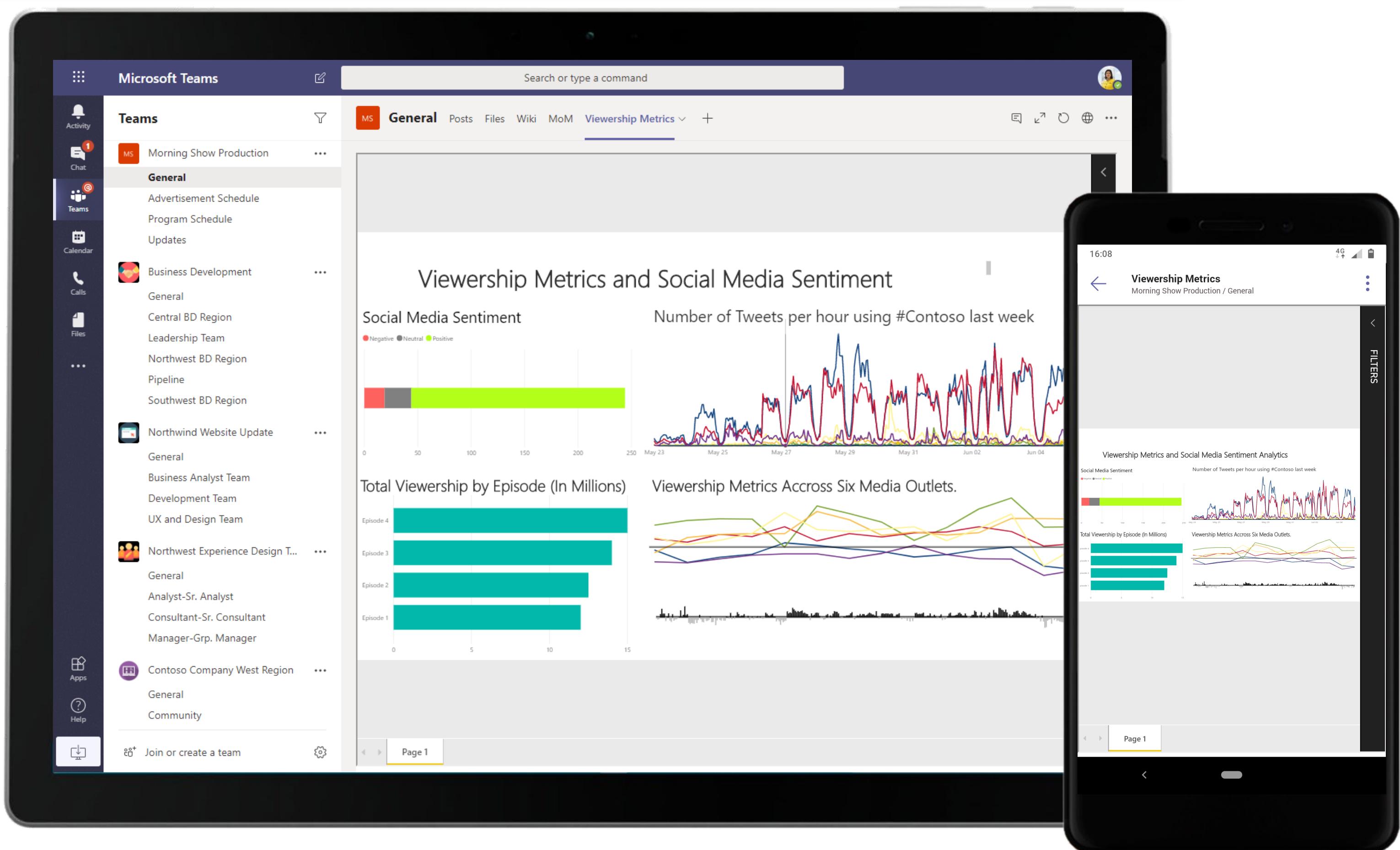
Power BI



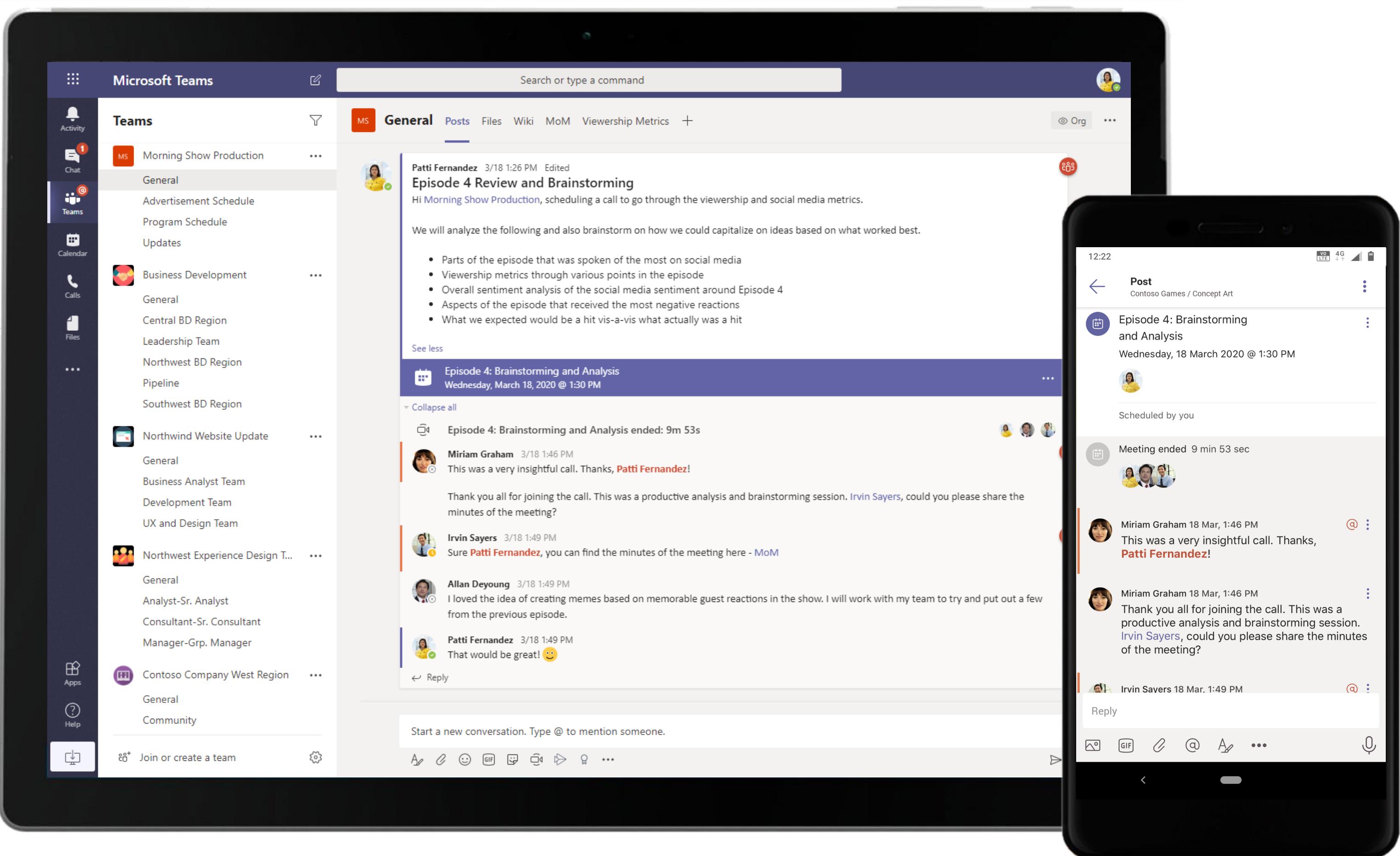
@mention a person, channel or team to make sure your message reaches the relevant personnel. The Producer assigns tasks in the channel and relevant personnel are roped into the conversation using the @mention feature.



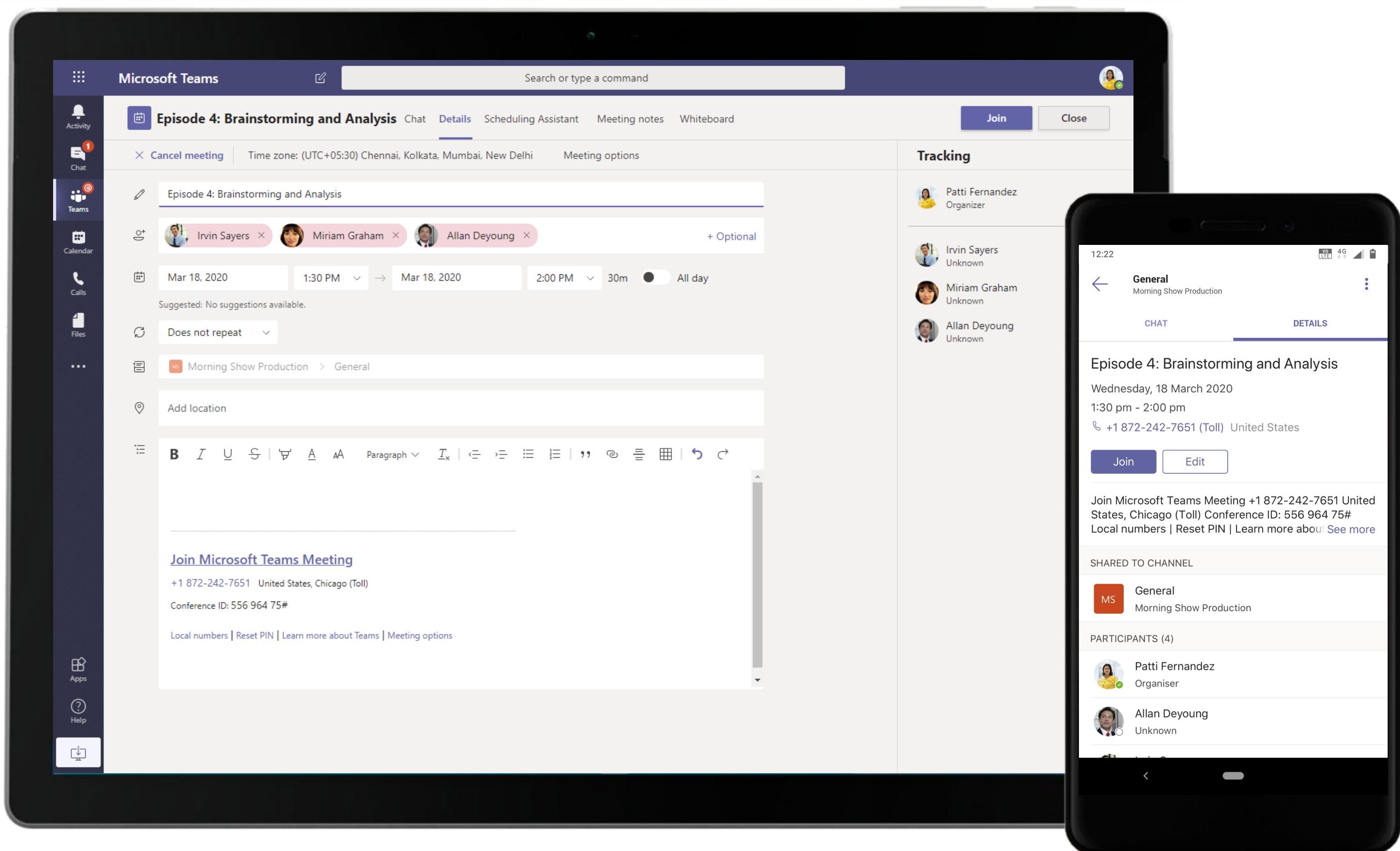
Facilitate data-driven decisions informed by visualizations and scoring in Power BI for Microsoft Teams. The Analyst presents viewership and social media metrics data to the Producer using a Power BI dashboard.



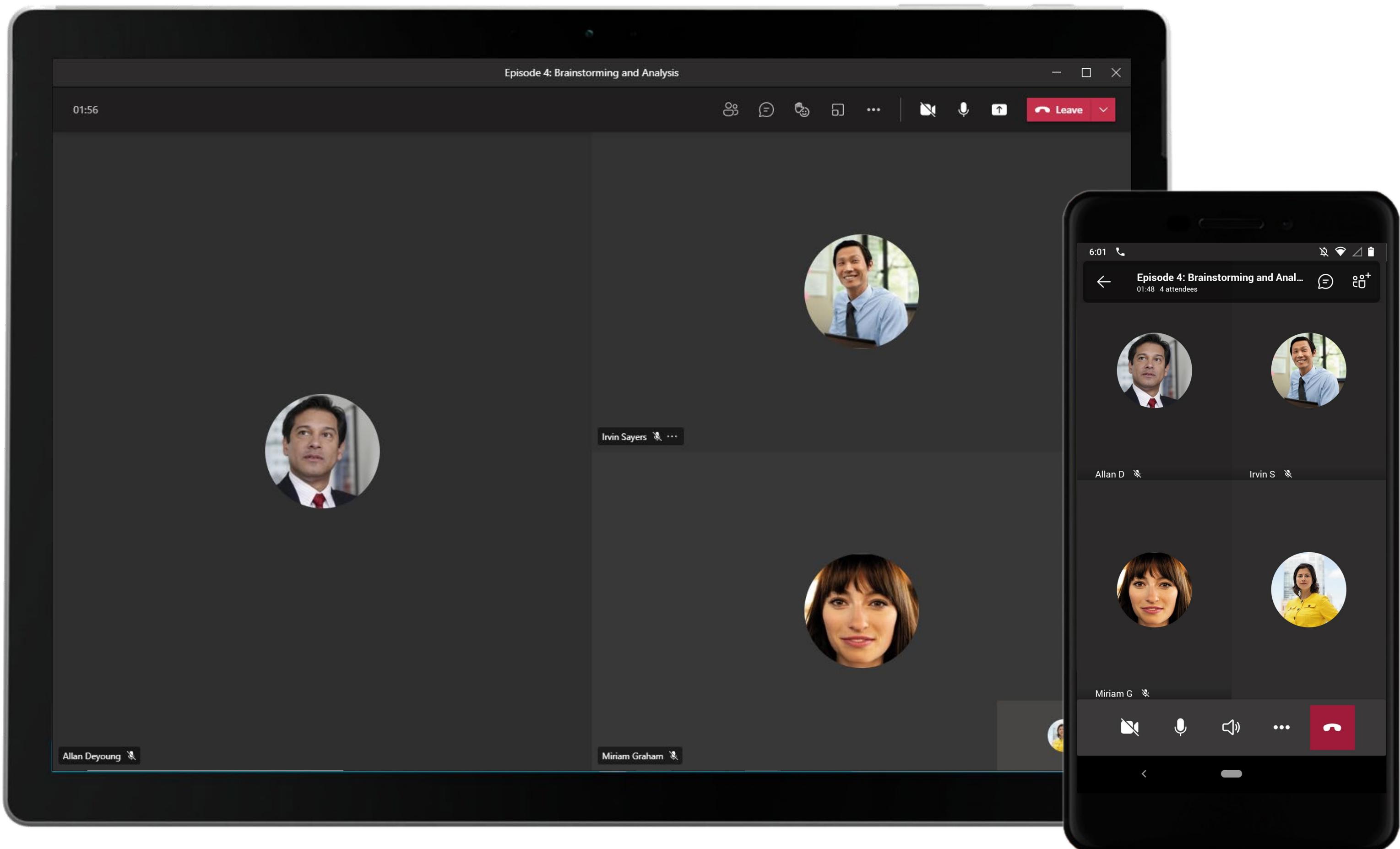
A Power BI dashboard offers a visually rich view of current and projected data. The Producer uses Power BI to understand viewership metrics and social media sentiment analysis.



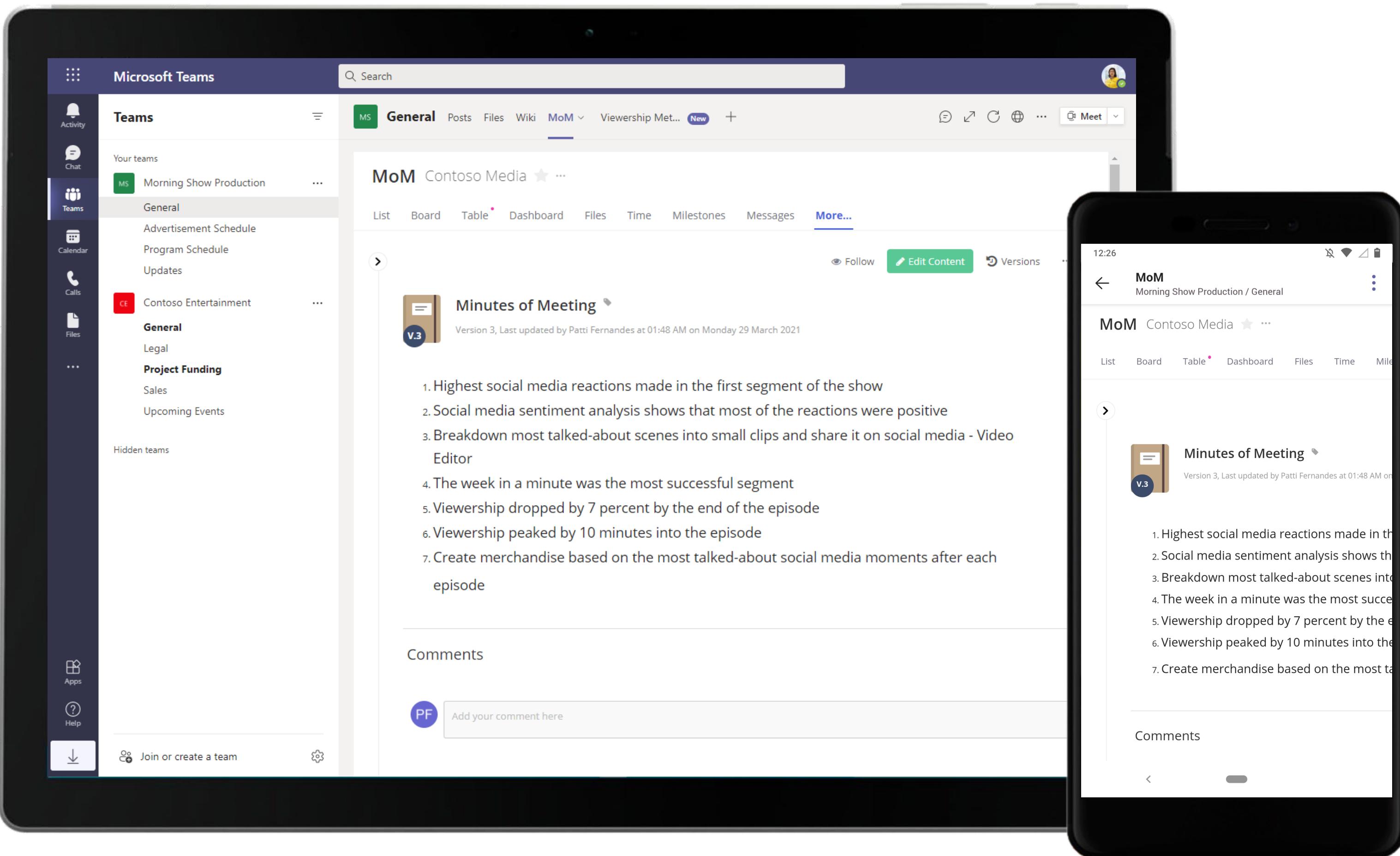
The Producer schedules a channel meeting to discuss the reports. Use the meeting thread for follow-up conversation about meeting outcomes.



Easily schedule meetings and find the best available times for invitees through the native scheduling calendar. The Producer uses this feature to set up channel meeting.



During a meeting, the participants can use rich meeting capabilities to make the meeting engaging and productive.  
Needless to say, meetings are fully supported on mobile clients too!



The image displays the Microsoft Teams interface on both desktop and mobile platforms. The desktop version shows a 'Minutes of Meeting' page for the 'MoM' team, which includes a list of action items such as 'Highest social media reactions made in the first segment of the show' and 'Social media sentiment analysis shows that most of the reactions were positive'. The mobile version shows a similar page with a truncated list of items.

Teamwork lets you add content from within the app or in collaborative spaces as tab Pages in Microsoft Teams. Quickly disseminate meeting outcome, notes and action items among team members with Teamwork.



# Sourcing and Publishing a Story

## News Coordinator

### Scenario Walkthrough

Being one of the most sought-after news houses in the country, Contoso must push latest updates to a breaking story almost as soon as it happens. The News Coordinator sees a multiple vehicle collision story breaking on Twitter. She scrambles the reporting, video and desk crew for pushing latest updates to their news website using Microsoft Teams.

- Assembles the team for a daily stand-up and discusses plans for the day ahead.
- Configures a website to showcase a story being picked up by social media trends.
- @mentions the relevant team members to get their attention on a pressing situation.
- Collaborates with them to get articles, videos, pictures, etc. up and running on the website.
- Keeps track of the assigned tasks and reviews their progress.

How did Microsoft Teams help the News Coordinator to execute her roles and responsibilities?

- Bing News helps keep the team in the loop and engage them with relevant and latest industry practices and trends.
- Integration of Website facilitates periodic updates from Twitter to a dedicated channel.
- Shifts enables team members to stay connected and manage their staffing schedules.
- Wrike helps the News Coordinator to assign tasks and review them subsequently.
- OneNote allows shared access to important notes and documents for team members.

Which app integrations on Teams made it possible?



Website



SharePoint



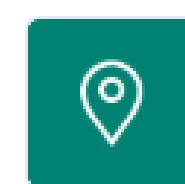
Power Automate



OneNote



Bing News



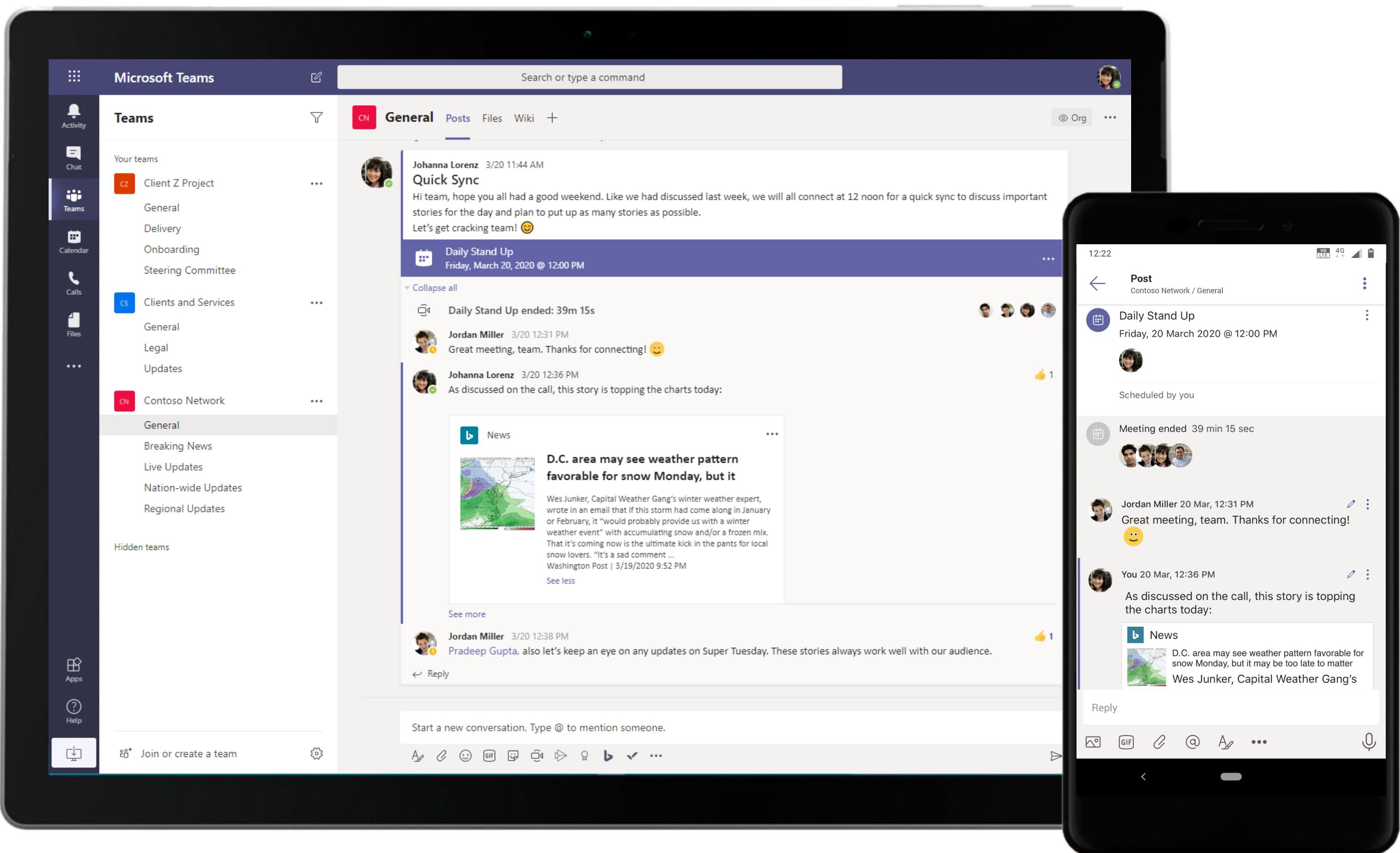
Places



Wrike

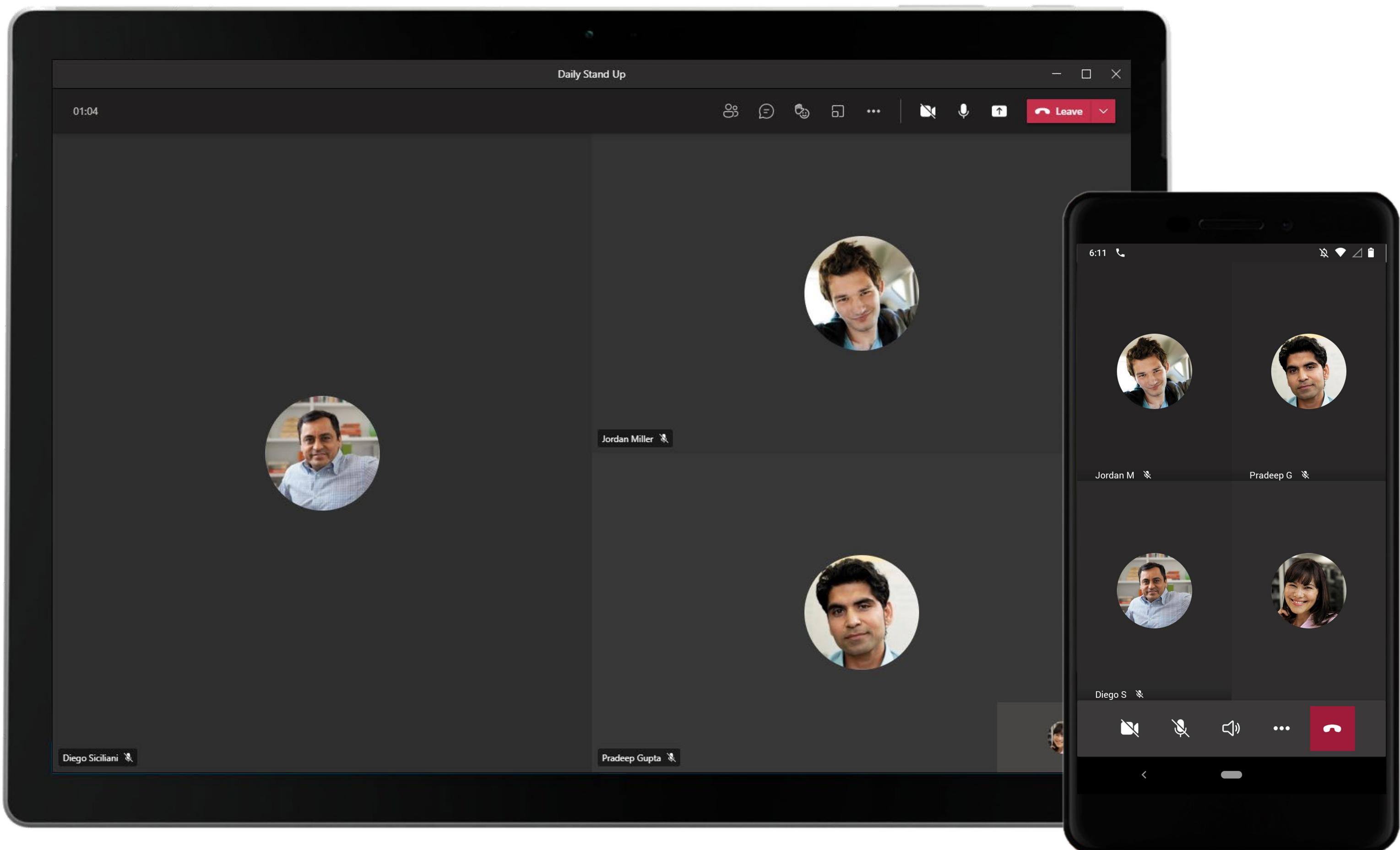


Shifts

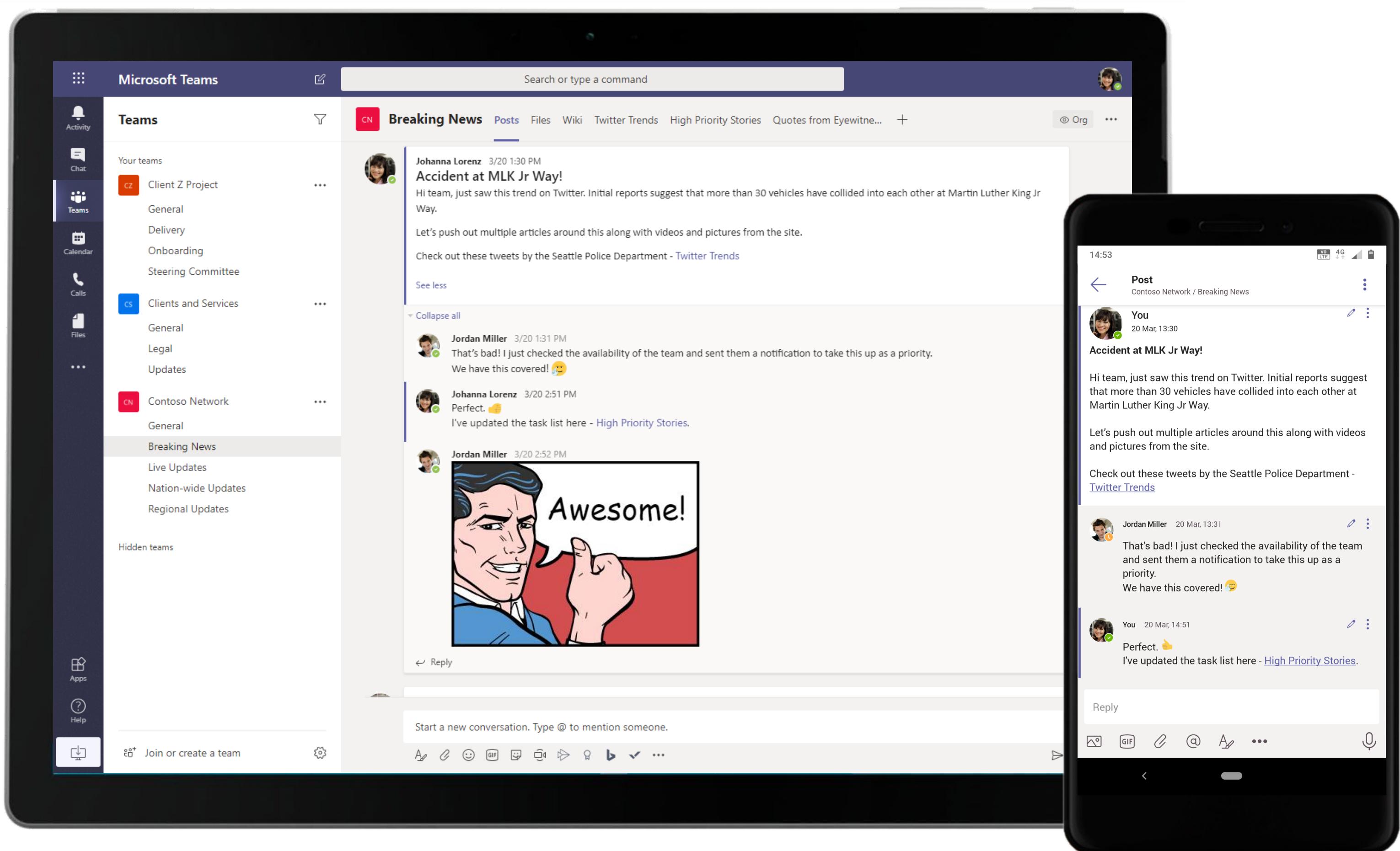


The image displays the Microsoft Teams interface on a tablet and a smartphone. The Teams interface on the tablet shows the 'General' channel with a message from Johanna Lorenz about a 'Quick Sync' meeting. It also shows a summary of a 'Daily Stand Up' meeting from Friday, March 20, 2020, at 12:00 PM. A news article from the Washington Post is shared in the channel, discussing a weather pattern in the D.C. area. The smartphone shows a post from the 'Contoso Network / General' channel, which includes the same news article and a reply from a user named Jordan Miller.

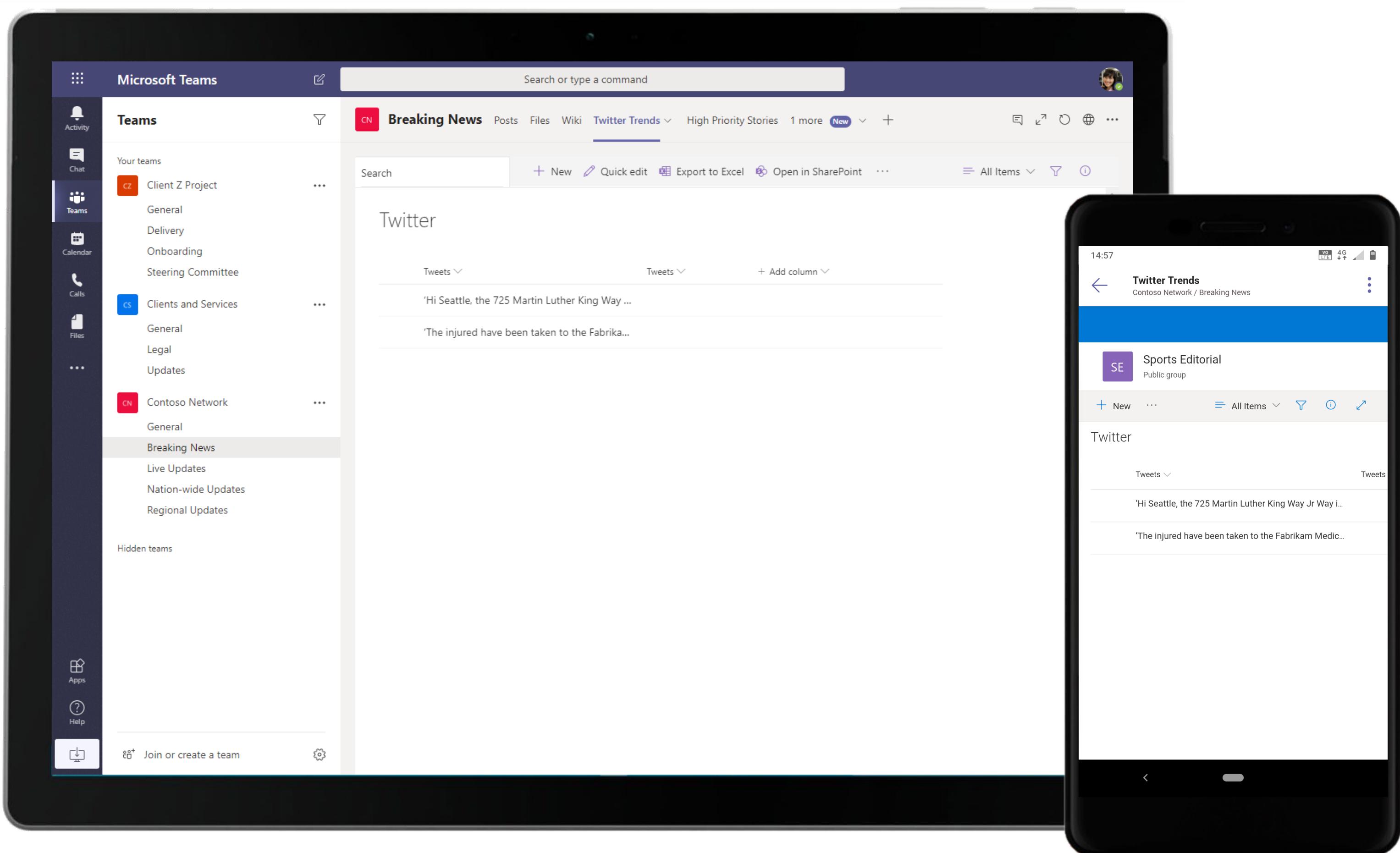
Stay up-to-date on current events courtesy of Bing News. Find coverage of local, national and worldwide news, then share it in a channel. The News Coordinator updates the team about a trending story using Bing News tab.



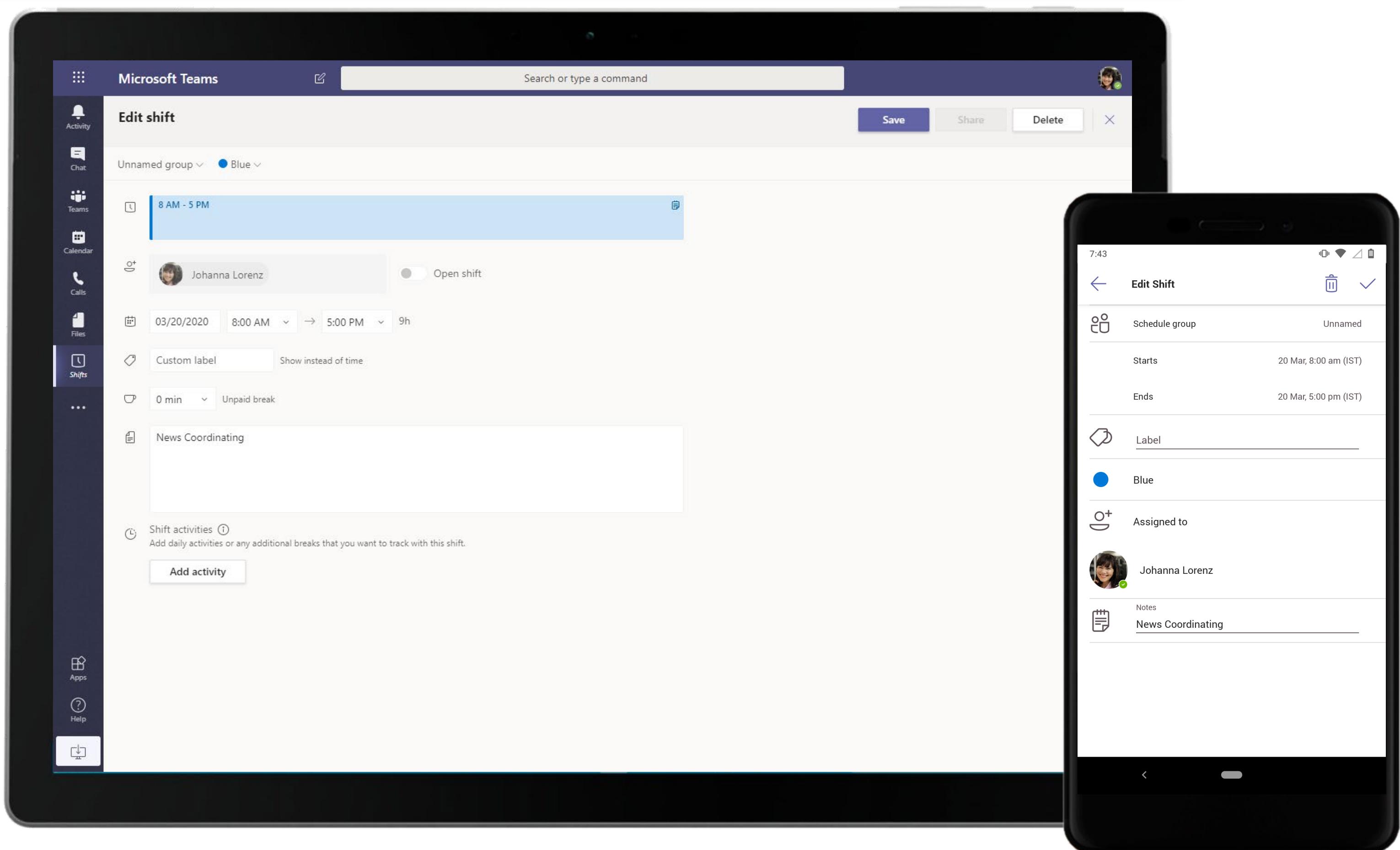
Plan meetings or keep them impromptu, according to team members' availability, which reflects in the native scheduling calendar. Hold seamless calls and conferences and share screens with enhanced security.



The News Coordinator alerts the team about an accident sharing Twitter trends and then delegates tasks to team members through channel communication. The @mention feature ensures that team members don't miss out on messages that need their attention!

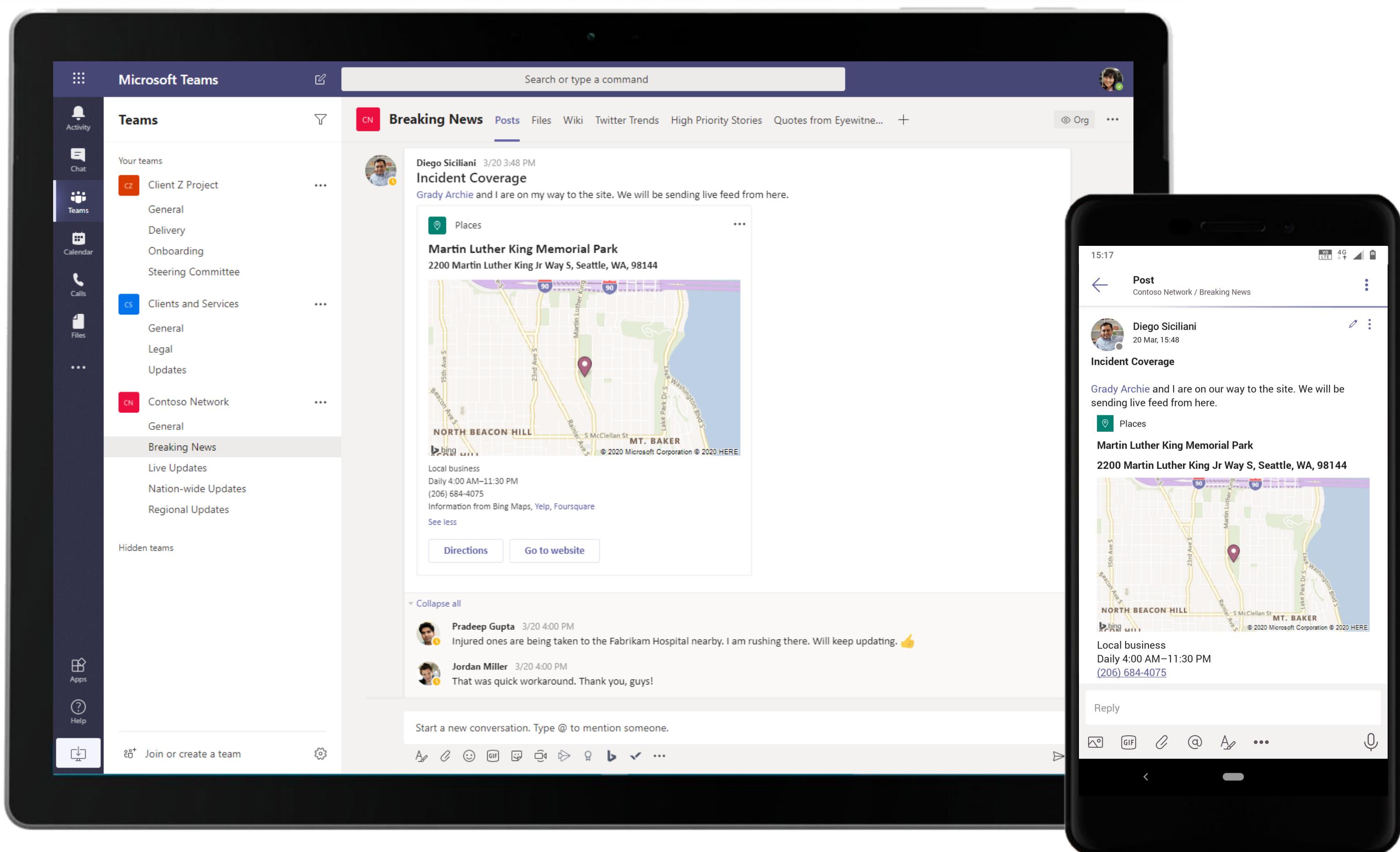


The News Coordinator integrates a tab to bring in tweets with specific hashtags using Microsoft Flow. Create a custom Flow to scan social media for information and auto-save the tweets to a SharePoint List.

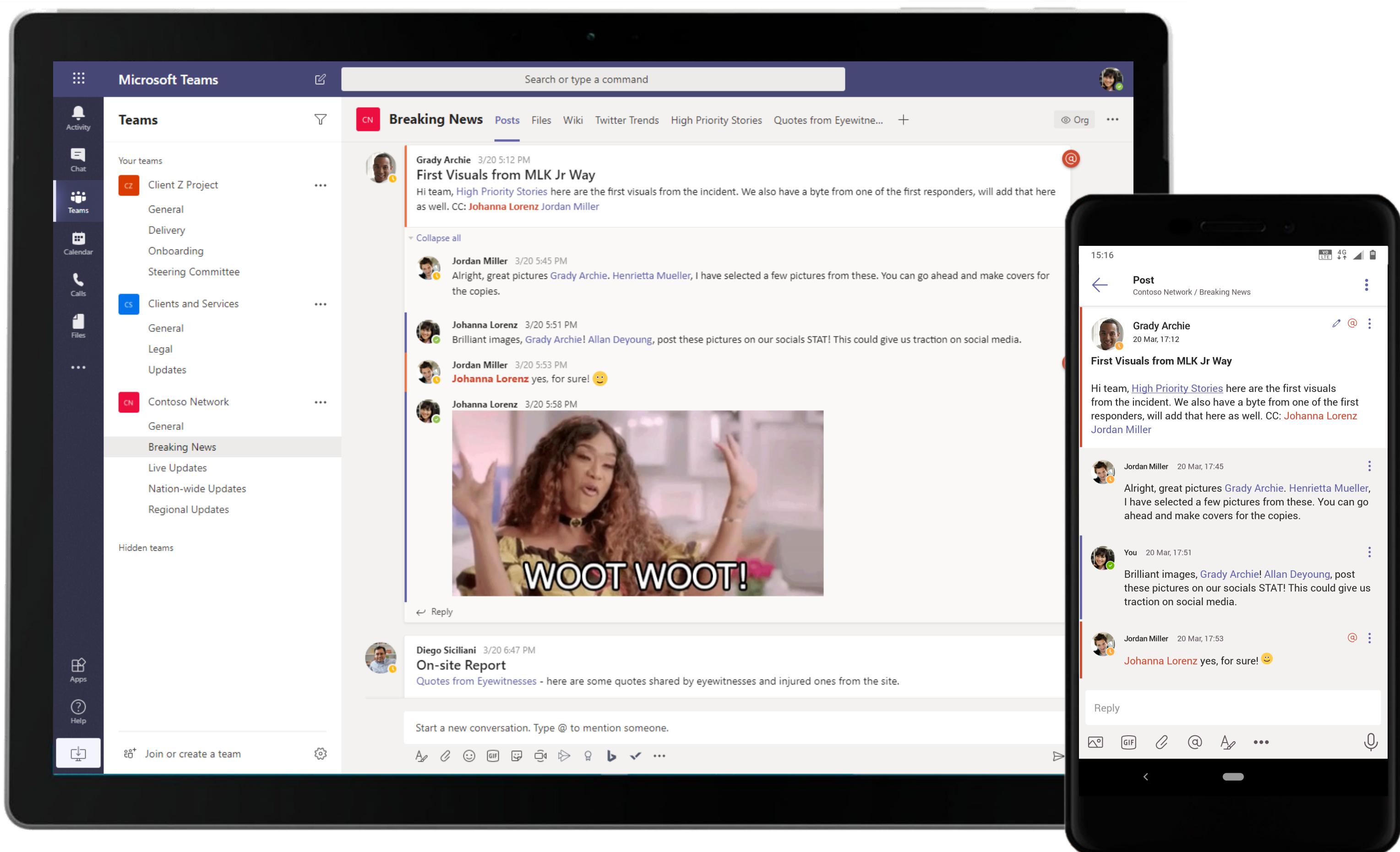


Whether you're putting together a schedule for your team or swapping shifts with a teammate, Shifts got you covered.

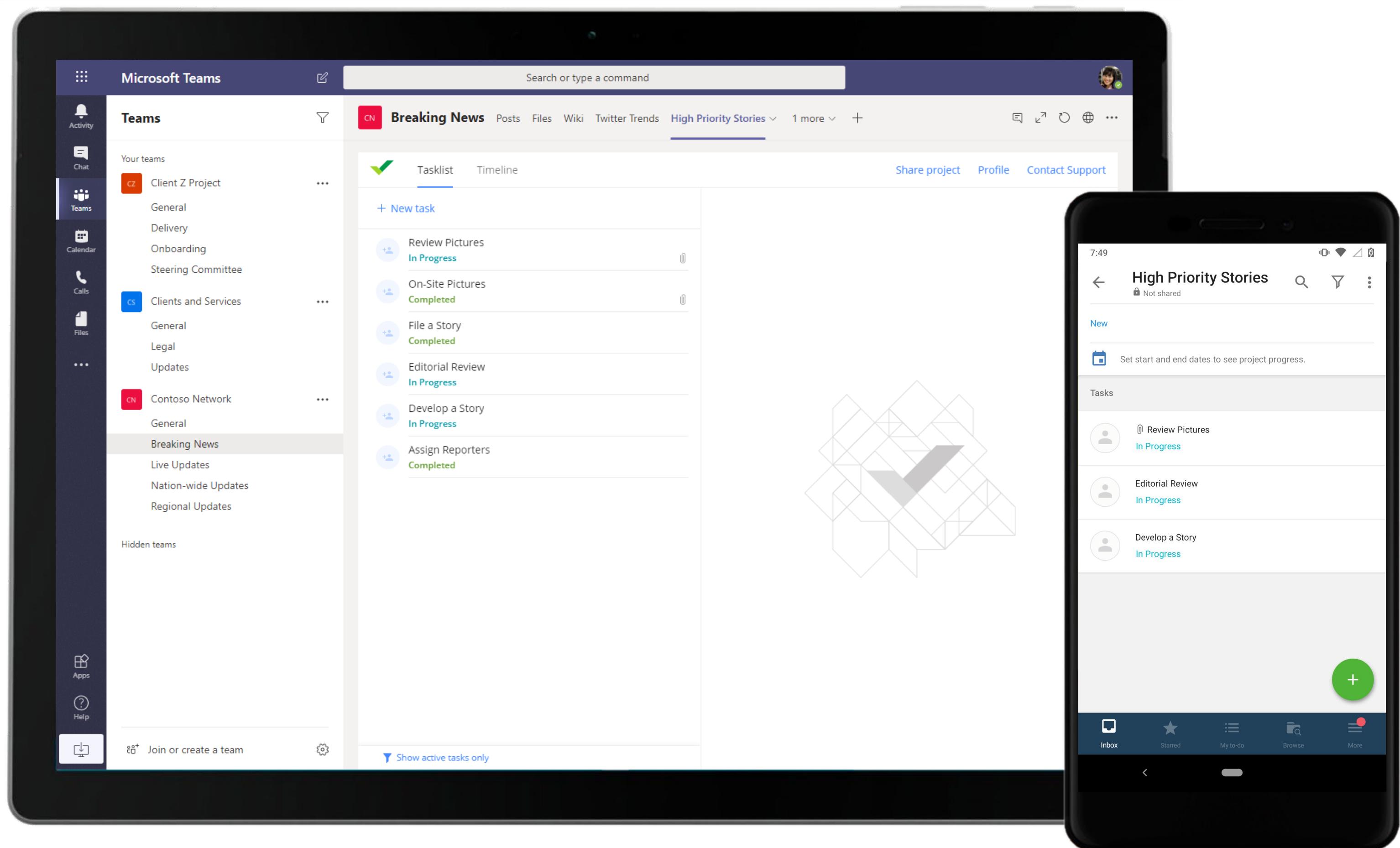
The News Coordinator creates schedule for reporters using Shifts.



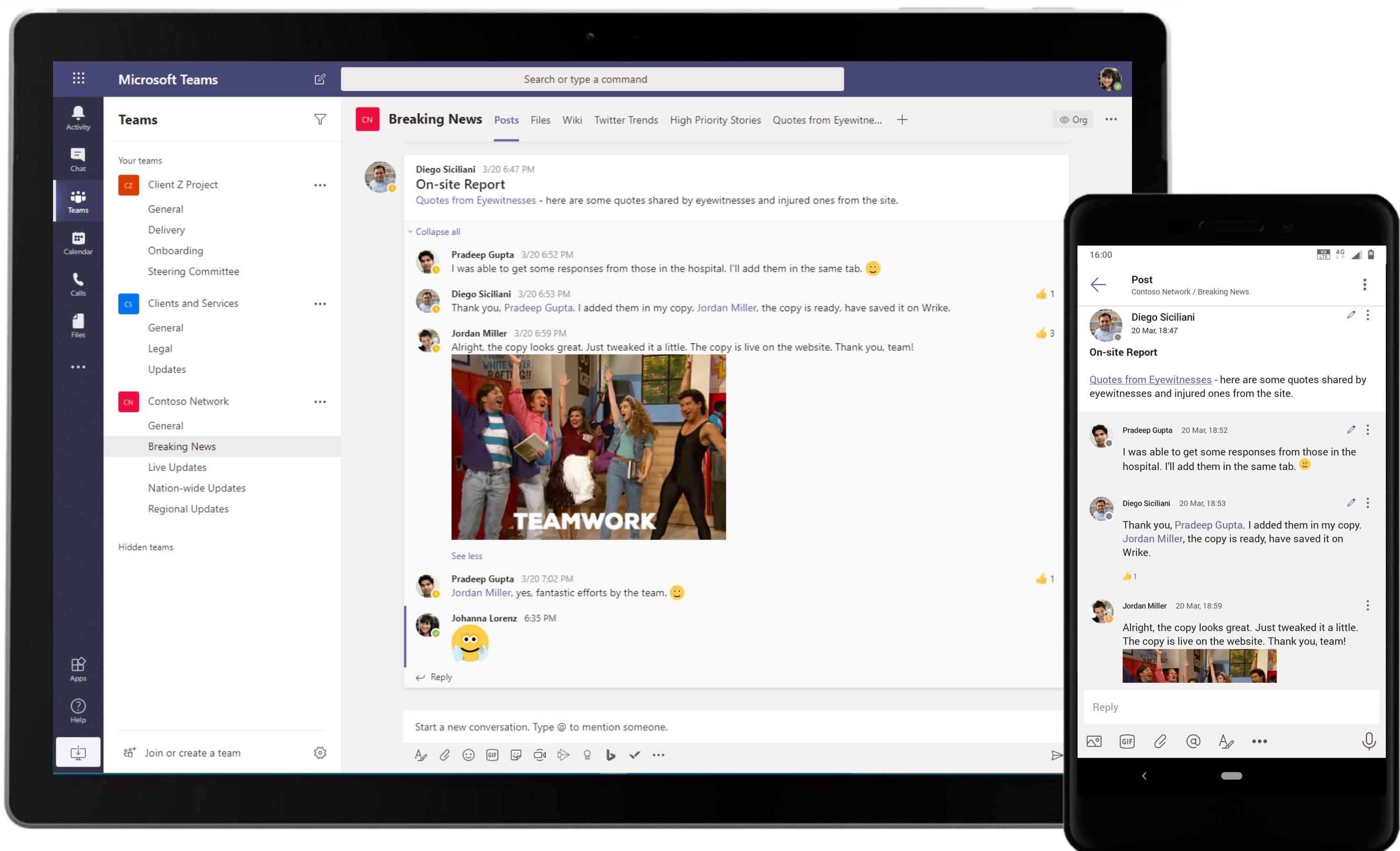
Once the Reporter gets to know the accident location, he posts an update in the channel tagging the location using Places in Microsoft Teams.



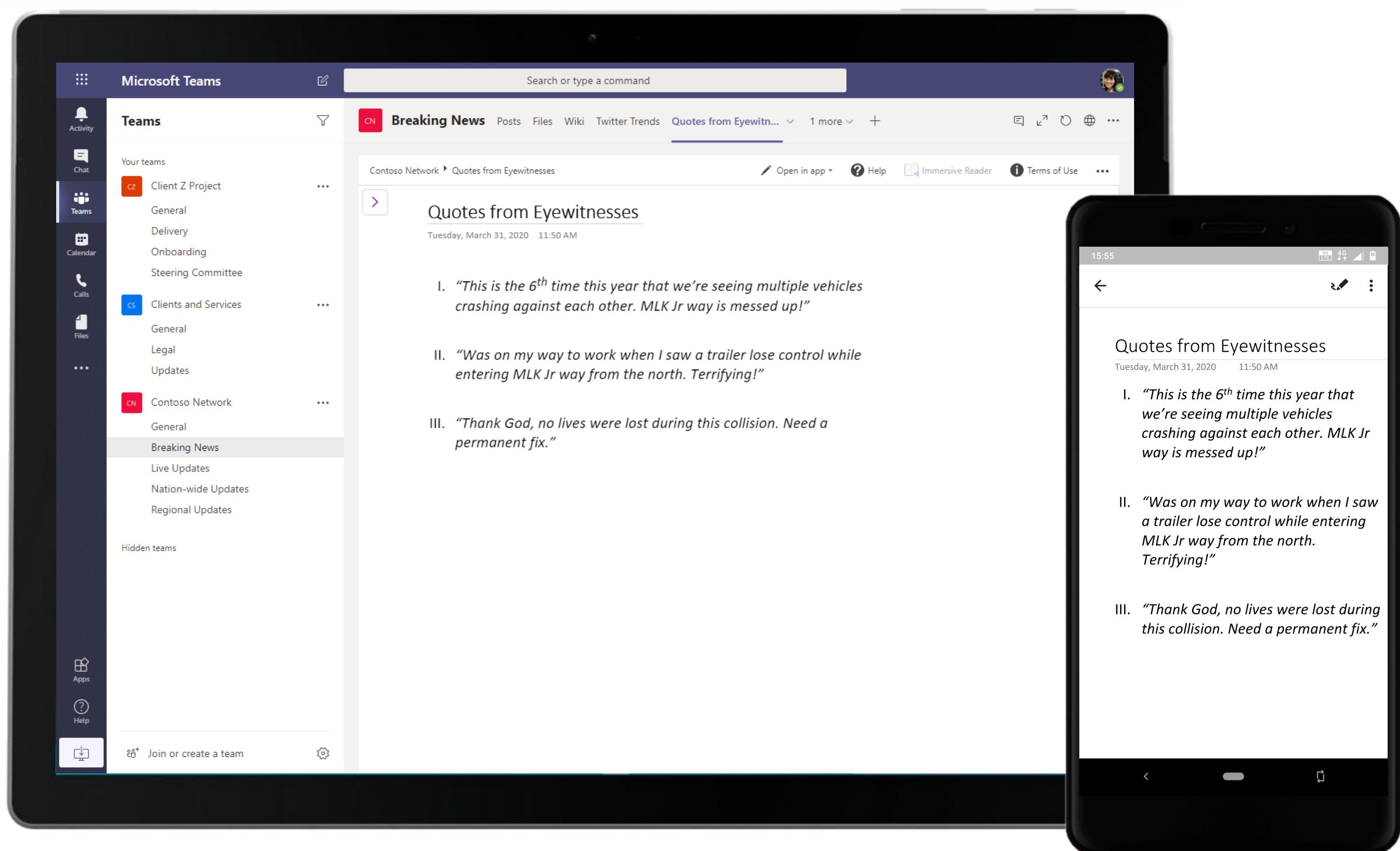
Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, keeping relevant chats grouped together. @mention relevant team members to make sure you grab their attention in real-time.



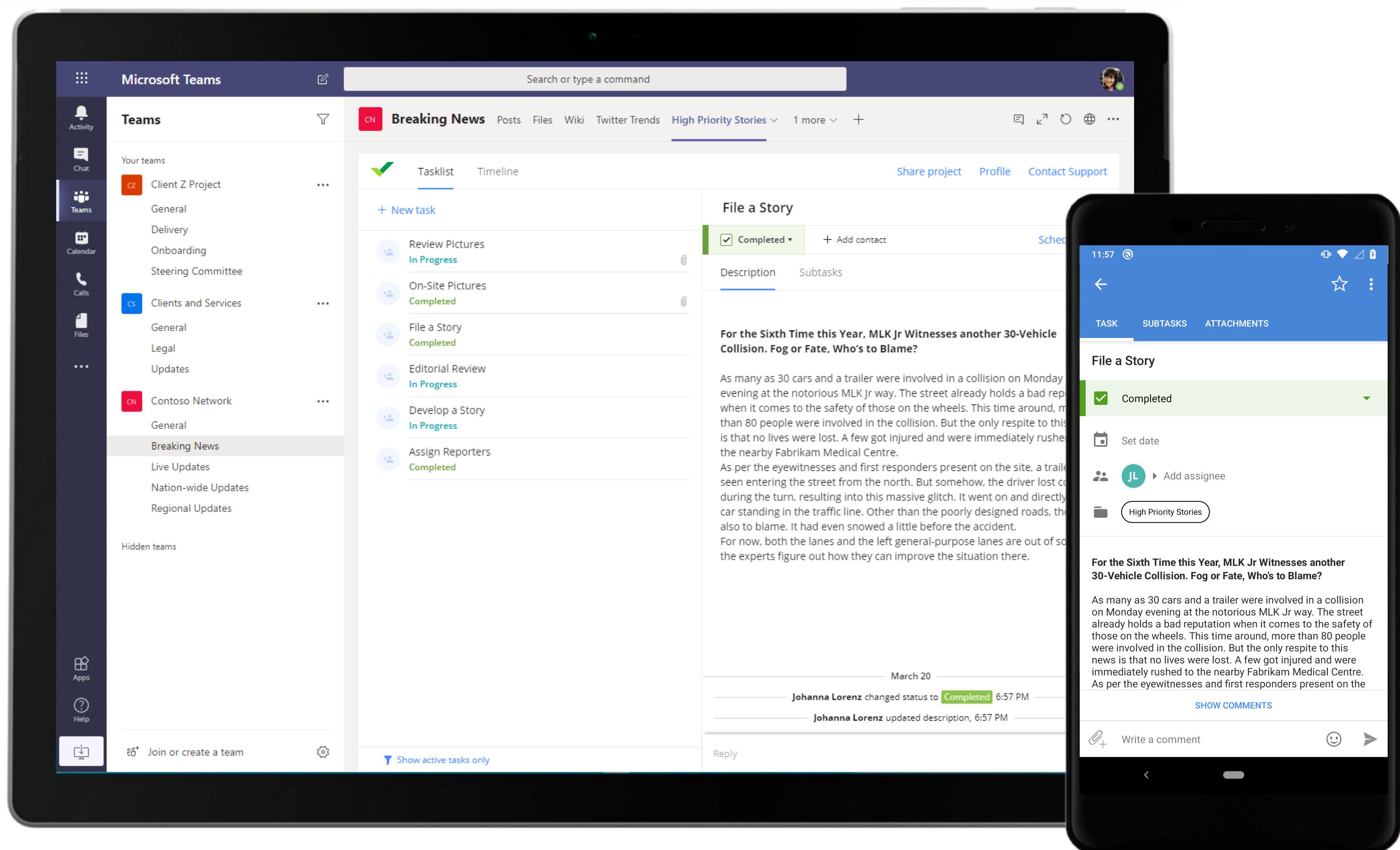
Add any Wrike project as a tab and create task lists, add details. You can even edit images in the Wrike project without leaving Teams.



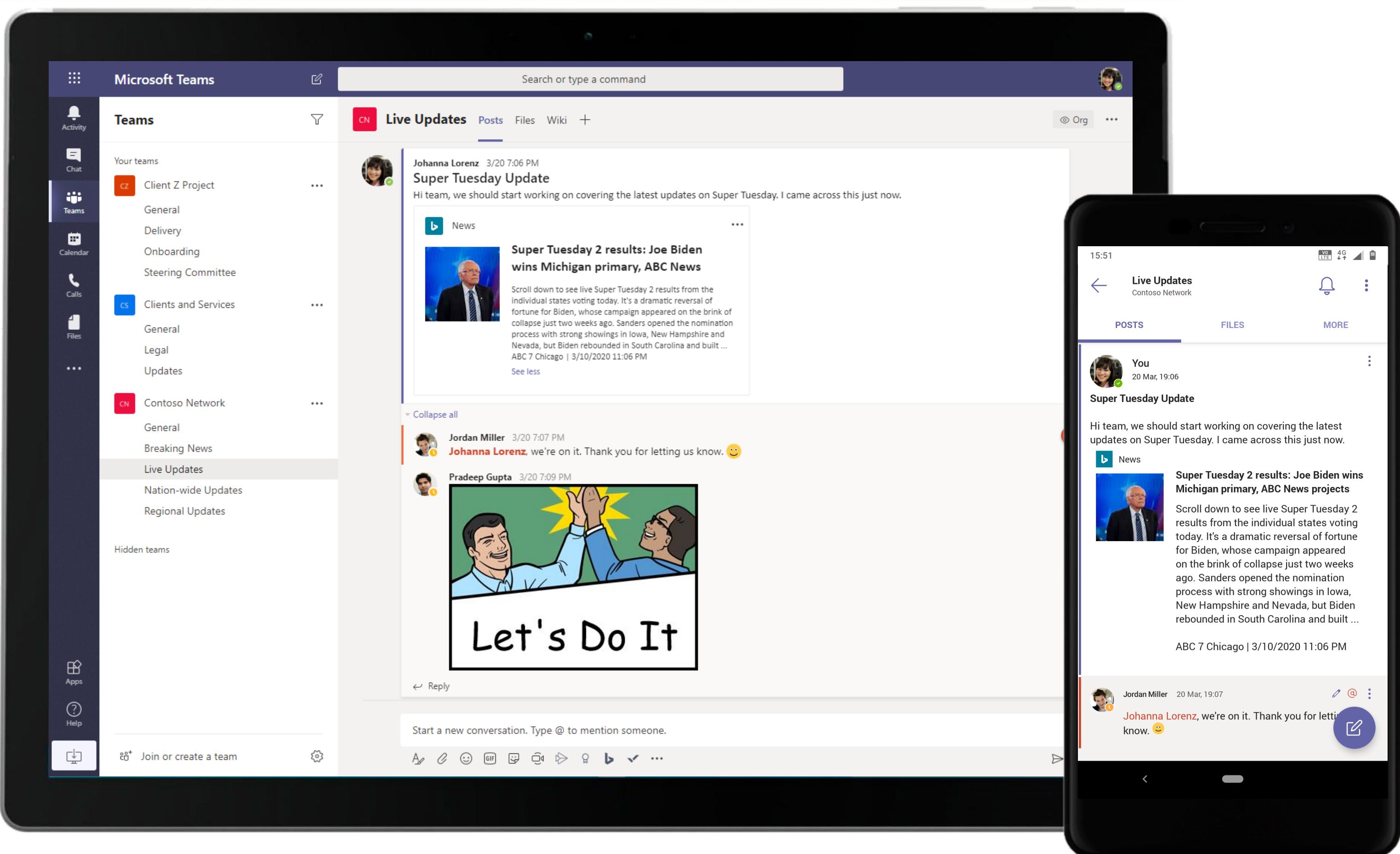
Channel conversations can contain a lot things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.



Collaborative and powerful document creation with OneNote in Microsoft Teams. Eyewitness quotes are collated in a OneNote tab.



Collaborate more efficiently while working on Wrike. It allows you to add more tasks and update the status of your projects and even upload your work without leaving Teams.



The image shows the Microsoft Teams interface on a tablet and a smartphone. The Teams interface is dark-themed. On the left, a sidebar lists 'Your teams' (Client Z Project, General, Delivery, Onboarding, Steering Committee; Clients and Services, General, Legal, Updates; Contoso Network, General, Breaking News, Live Updates, Nation-wide Updates, Regional Updates; Hidden teams). The main area shows a 'Live Updates' post from 'Contoso Network' by 'Johanna Lorenz' at 3/20 7:06 PM. The post reads: 'Super Tuesday Update' and 'Hi team, we should start working on covering the latest updates on Super Tuesday. I came across this just now.' Below the post is a news article thumbnail for 'Super Tuesday 2 results: Joe Biden wins Michigan primary, ABC News' with a photo of Joe Biden. A cartoon illustration of two people high-fiving with the text 'Let's Do It' is overlaid on the news article. A reply from 'Jordan Miller' at 3/20 7:07 PM says: 'Johanna Lorenz, we're on it. Thank you for letting us know.' Below the post is a reply from 'Pradeep Gupta' at 3/20 7:09 PM. The smartphone shows the same screen, indicating the mobile app's compatibility.

As a new story starts breaking, the News Coordinator updates the team using Bing News and the team moves on to the new task.



# Managing Live Coverage Breaking Schedule

## Media Coordinator

### Scenario Walkthrough

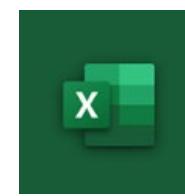
The Media Coordinator at Contoso understands the risk of live games extending beyond the estimated end time. When she discovers that the start of the match has delayed by 15 minutes, she immediately schedules a call with the producer of the post-match analysis show. She works out a plan to shorten or delete segments to ensure that none of the other shows airing on the channel are affected. The Media Coordinator leverages communication tools within Microsoft teams to carry out her tasks and maintain producer confidence.

- Posts a channel message and @mentions relevant personnel updating them of the match delay using channel communications.
- Discusses changes to the post-match analysis show to ensure that it ends on time via a channel meeting.
- Coordinates with the Producer to view and edit the schedule of the post-match show using an Excel tab.
- Reaches out to the Producer of the show scheduled after the post-match analysis to reassure her that the schedule will remain the same via a 1:1 chat.
- Receives appreciation from the Producer for his timely reassurance via Praise.

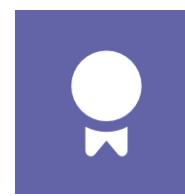
How did Microsoft Teams help the Media Coordinator execute her roles and responsibilities?

- @mention to quickly catch the attention of relevant team members.
- Open channel meetings to ensure that everyone is on the same page.
- 1:1 chat to reach out to team members to quickly communicate and share files.
- Pin important documents as a tab within a channel for easy access.

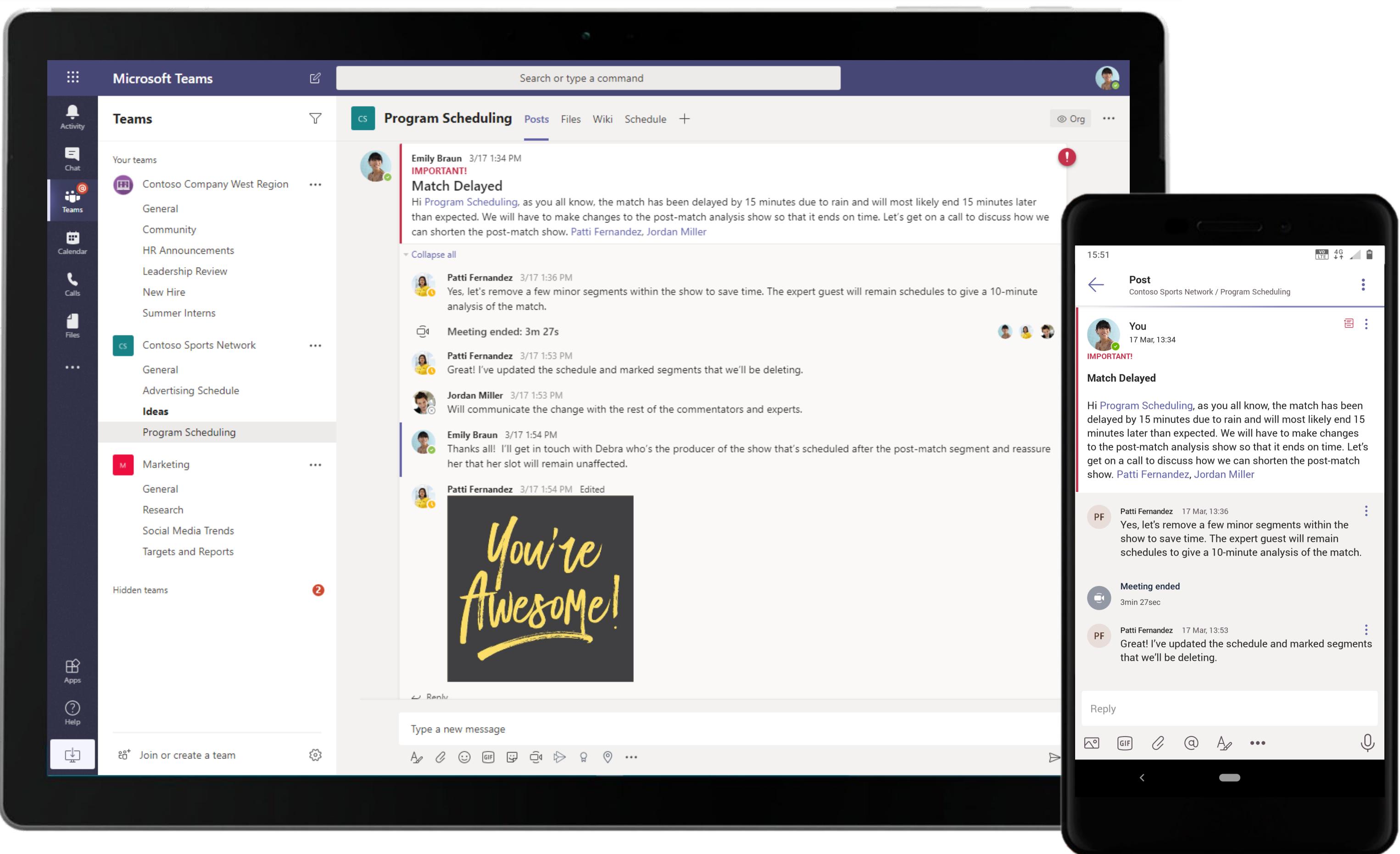
Which app integrations on Teams made it possible?



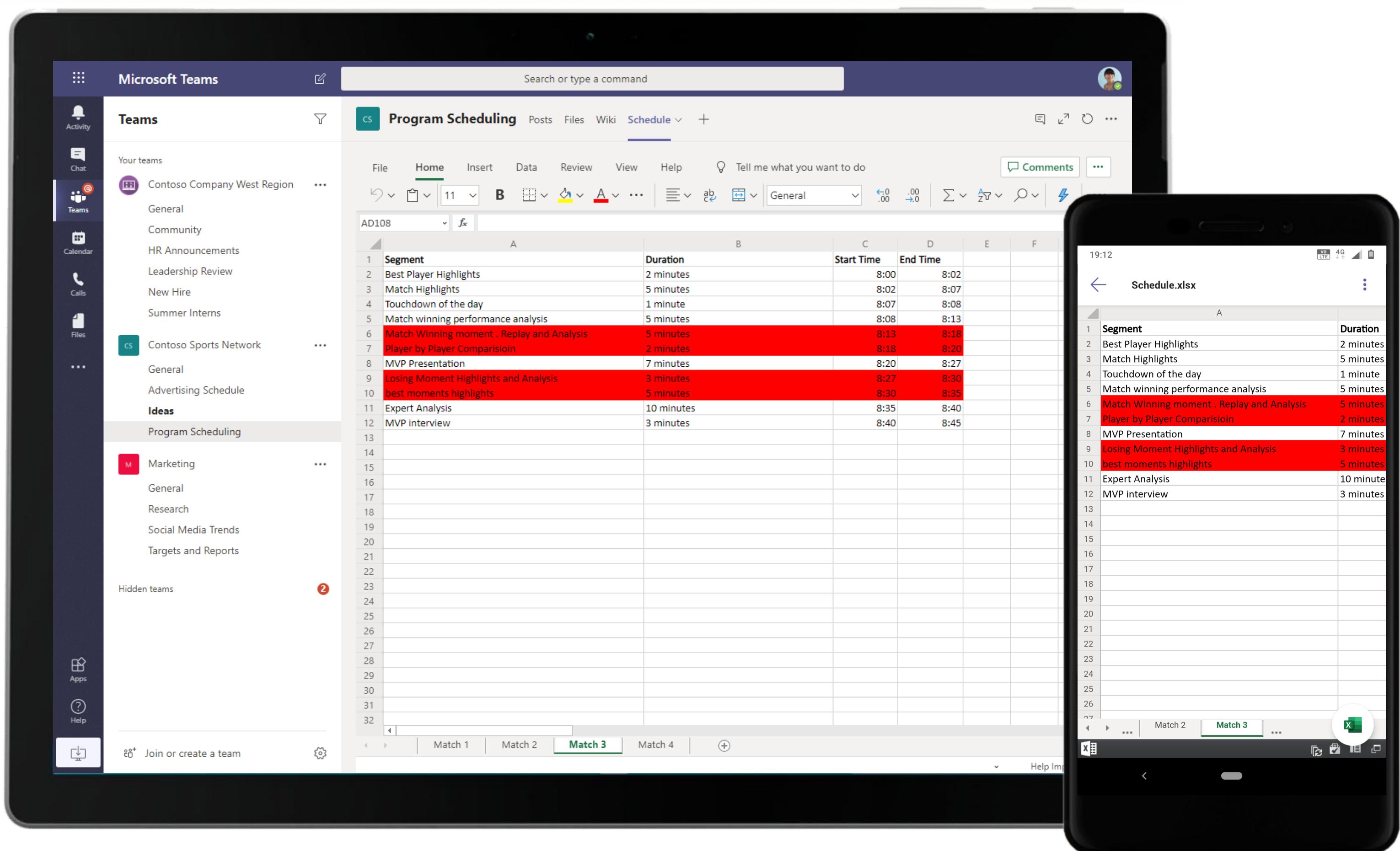
Excel



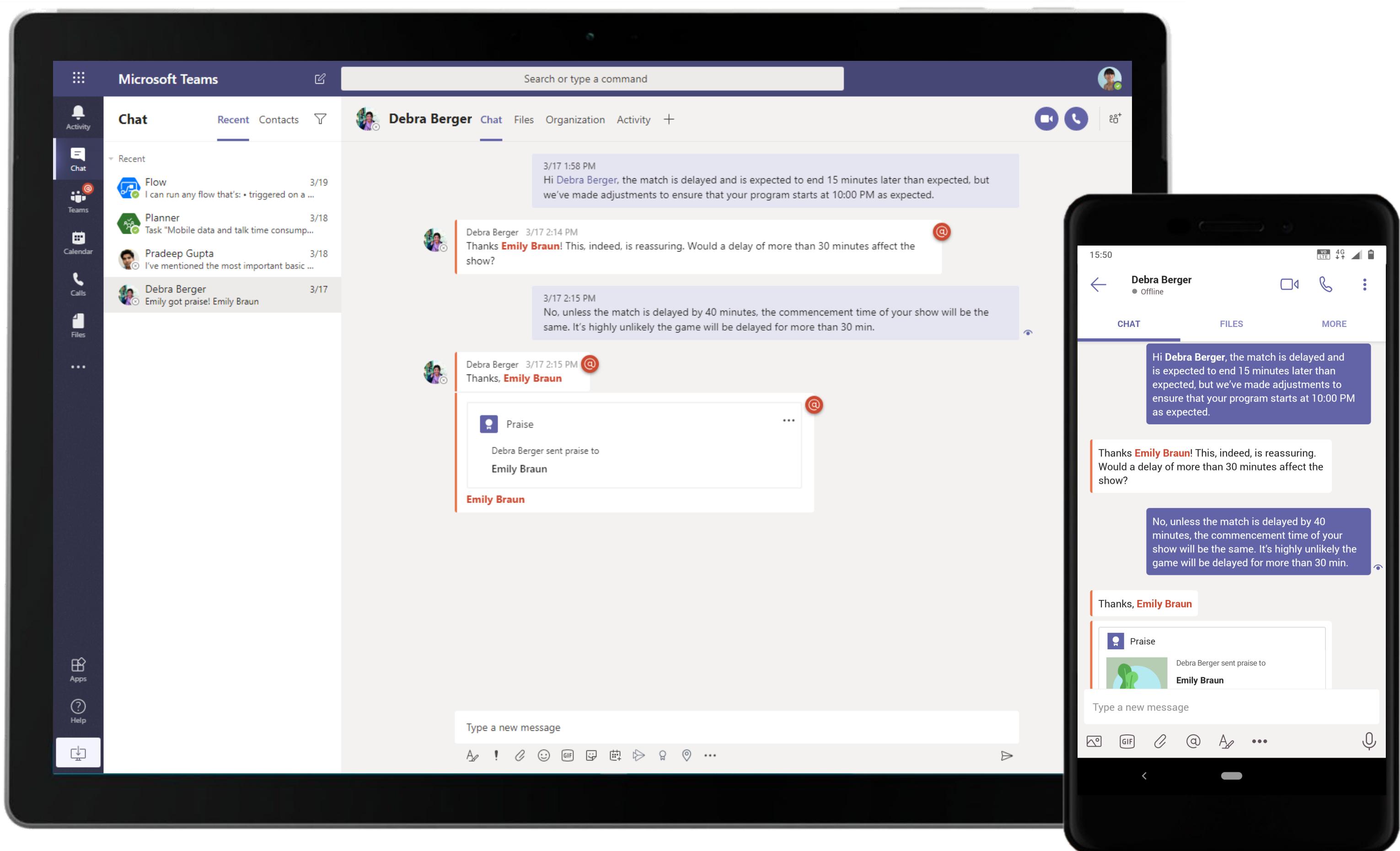
Praise



The Media Coordinator gets in touch with the team to update them about the delay in the match. She engages the team with a quick meeting using the Meet Now feature in Teams.



The News Coordinator updates the post-match show schedule after she discusses it with the team. Excel spreadsheet can be pinned as a tab for quick access, while any edits to the file can be carried out with ease.



Send acclaim to your employees and coworkers with Praise. Deliver in a chat, or for wider recognition, send it in a channel conversation.



# Planning a College Sports Event at an Arena

## Operations Manager

### Scenario Walkthrough

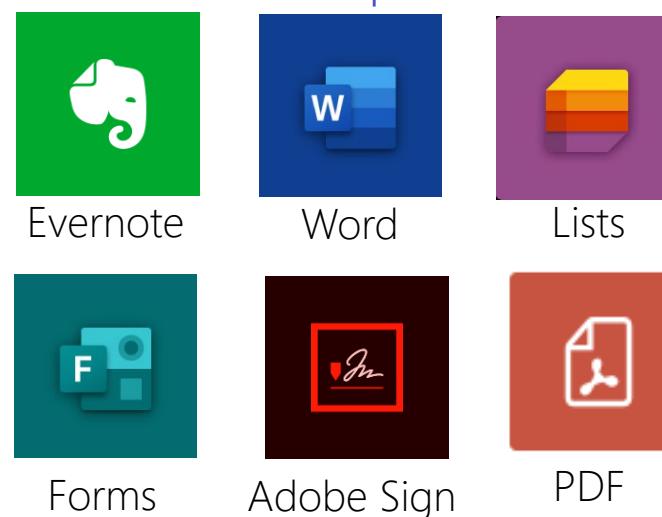
Contoso will be hosting the annual basketball tournament for Northwind University this year. The University is looking for a full-fledged setup which will also include live broadcast of the event through a local satellite broadcast provider. See how the Operations Manager at the arena uses Microsoft Teams for sharing vital information and executing related activities.

- Hosts a meeting for sharing of related information and documents in a dedicated channel.
- Coordinates with the team members for arrangements related to media, parking, emergency, and more.
- Shares the tournament details with all the concerned authorities at the arena.
- Acknowledges the camera positioning details from the Media & Sponsorship Manager.
- Discusses on the food menu with the Executive Chef for confirmation and acknowledgement of the same.
- Shares an event insurance form with the Sports Manager at the University in a 1:1 chat.
- Shares a competition day checklist to be followed during the event and discusses over staff and volunteers' requirements.

How did Microsoft Teams Help the Operations Manager to execute her roles and responsibilities?

- Evernote makes it easy to capture, organize and share notes in Teams.
- Forms helps in engaging employees and gather immediate response for surveys and feedback.
- Adobe Sign helps in sharing of contracts without leaving the Teams interface.
- Word allows document collaboration through established channels.

Which app integrations on Teams made it possible?



The image displays a Microsoft Teams interface on the left and a mobile phone screen on the right, showing a team's chat history.

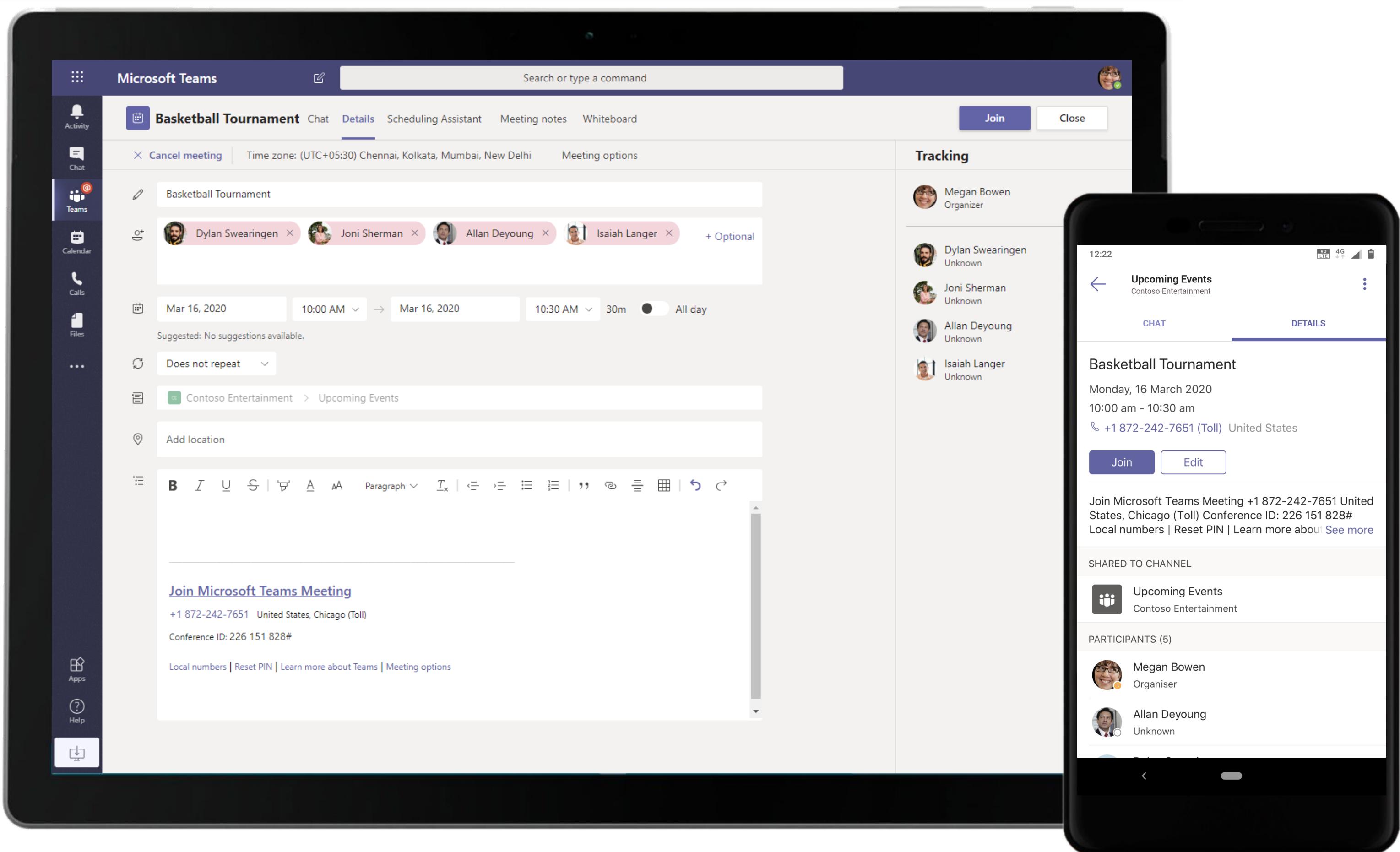
**Microsoft Teams (Left):**

- Left Sidebar:** Activity, Chat, Teams (selected), Calendar, Calls, Files, ...
- Teams List:** Your teams, Client Y's Design Thinking Wor..., General, Collaborative Workshop, Workshop Task Management, Contoso Entertainment (selected), General, Legal, Project Funding, Sales, Upcoming Events (selected), Partnerships, General, Legal, Shared Resources, Updates.
- Upcoming Events Channel:** Post by Megan Bowen: "Basketball Tournament for Northwind". Includes a calendar card for "Basketball Tournament" on "Monday, March 16, 2020 @ 10:00 AM".
  - Comments:
    - Allan Deyoung: "A basketball tournament of the youth would be so much fun to be a part of. 😊"
    - Megan Bowen: "Yes Allan Deyoung, and this time we are also expected to arrange for the live broadcast of this tournament."
    - Allan Deyoung: "Sure Megan Bowen, I'll start the discussion over broadcast arrangements with ABC Broadcasting Network."
    - Megan Bowen: "All our emergency equipment, lighting, parking assistance and food service environment is in order. Here is the Emergency Action Plan for reference." Attached file: Emergency\_Evacuation\_Plan.pdf
    - Isaiah Langer: "I'm ready to provide with all the necessary assistance for this event. The parking availability on the mentioned dates is available in the attached PDF. Please connect with me for any queries, happy to help! 😊"
    - Megan Bowen: "Fantastic job Isaiah Langer. Thank you! 🌟"
  - Start a new conversation. Type @ to mention someone.

**Mobile Phone (Right):**

- 12:22 Post: Contoso Entertainment / Upcoming Events: Basketball Tournament, Monday, 16 March 2020 @ 10:00 AM. Scheduled by you.
- 12:22 Allan Deyoung: "A basketball tournament of the youth would be so much fun to be a part of. 😊"
- 12:22 You: "Yes Allan Deyoung, and this time we are also expected to arrange for the live broadcast of this tournament."
- 12:22 Allan Deyoung: "Meeting ended 14 min 17 sec"
- 12:22 Allan Deyoung: "A basketball tournament of the youth would be so much fun to be a part of. 😊"
- 12:22 You: "Yes Allan Deyoung, and this time we are also expected to arrange for the live broadcast of this tournament."
- 12:22 Allan Deyoung: "Reply"

Quickly call and chat with team members present in a channel. The Operations Manager reaches out to the team through chat for a quick update on a tournament and schedules a meeting to discuss more.



The image displays two Microsoft Teams interfaces side-by-side. The left interface is the desktop version, and the right is the mobile version. Both are showing a meeting creation screen for a 'Basketball Tournament'.

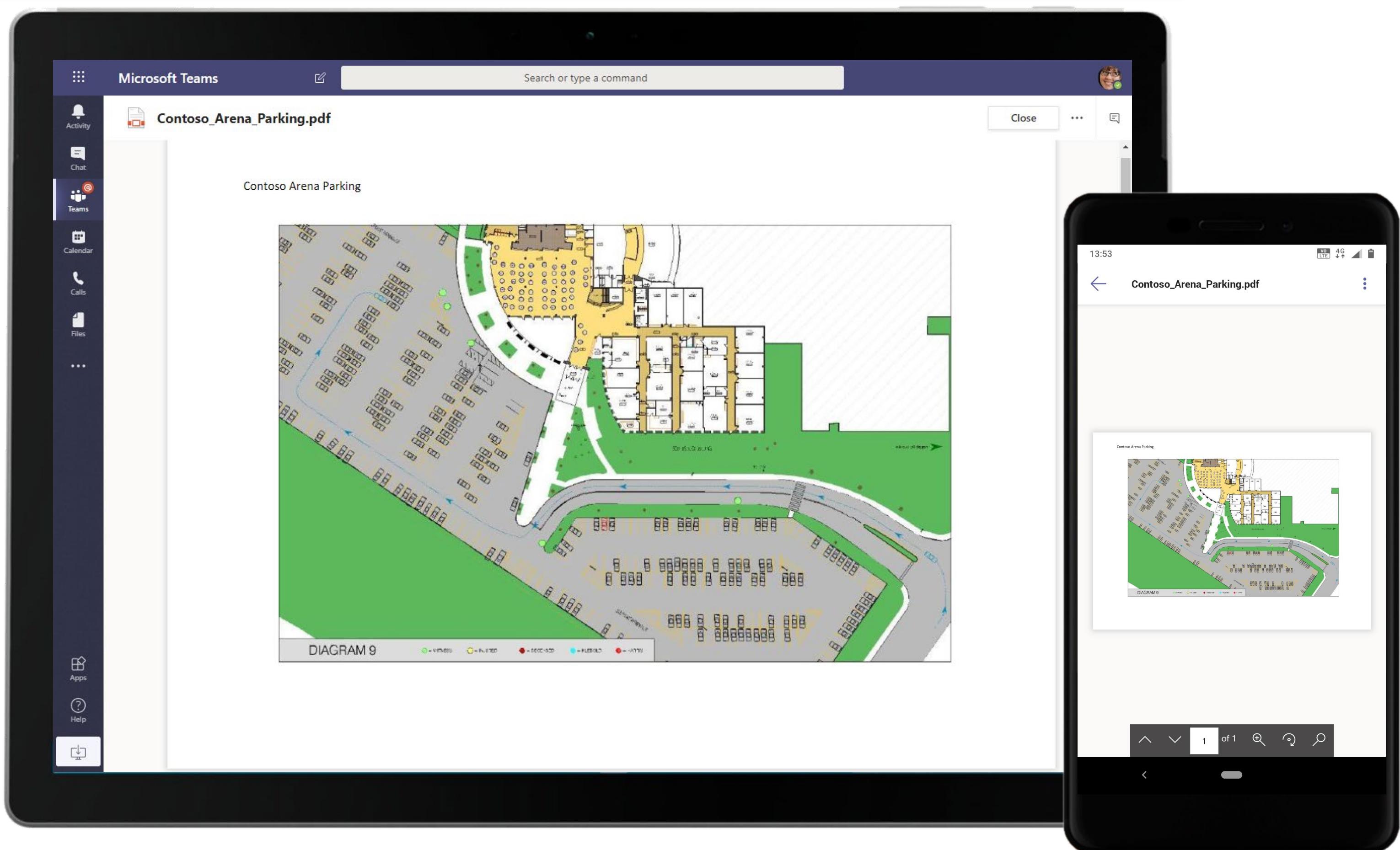
**Desktop Microsoft Teams (Left):**

- Header:** Microsoft Teams, Search or type a command, Join, Close.
- Meeting Details:** Basketball Tournament, Chat, Details, Scheduling Assistant, Meeting notes, Whiteboard.
- Participants:** Dylan Swearingen, Joni Sherman, Allan Deyoung, Isaiah Langer, + Optional.
- Time and Duration:** Mar 16, 2020, 10:00 AM - 10:30 AM, 30m, All day.
- Tracking:** Megan Bowen (Organizer), Dylan Swearingen, Joni Sherman, Allan Deyoung, Isaiah Langer.
- Join Information:** Join Microsoft Teams Meeting, +1 872-242-7651 United States, Chicago (Toll), Conference ID: 226 151 828#, Local numbers | Reset PIN | Learn more about Teams | Meeting options.

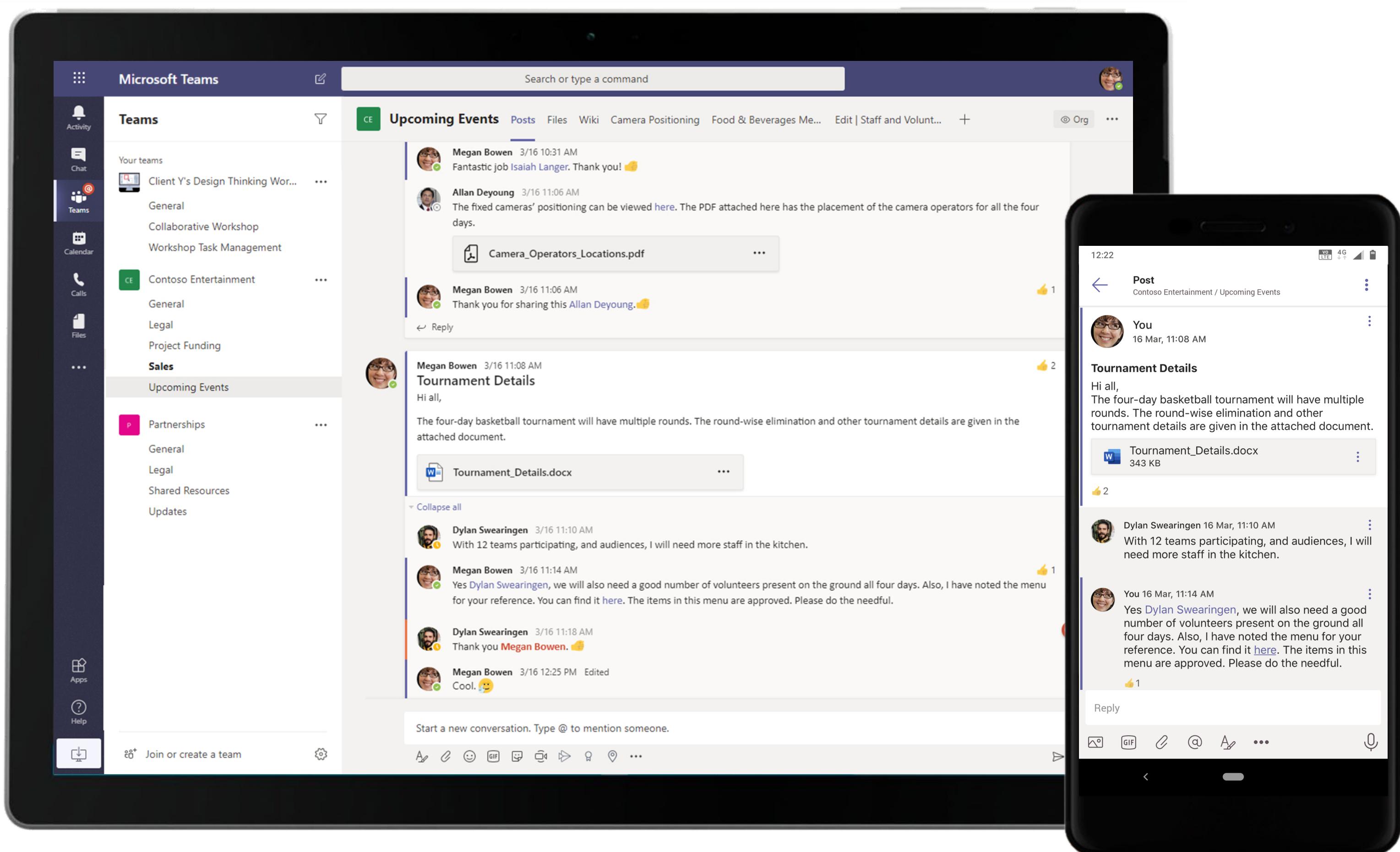
**Mobile Microsoft Teams (Right):**

- Header:** 12:22, Upcoming Events, Contoso Entertainment, CHAT, DETAILS.
- Event Details:** Basketball Tournament, Monday, 16 March 2020, 10:00 am - 10:30 am, +1 872-242-7651 (Toll) United States.
- Join Options:** Join, Edit.
- Information:** Join Microsoft Teams Meeting, +1 872-242-7651 United States, Chicago (Toll), Conference ID: 226 151 828#, Local numbers | Reset PIN | Learn more about Teams | Meeting options.
- Shared To:** Upcoming Events, Contoso Entertainment.
- Participants:** Megan Bowen (Organiser), Allan Deyoung.

With Microsoft Teams, you can easily schedule meetings and find the best available times for invitees through the native scheduling calendar.

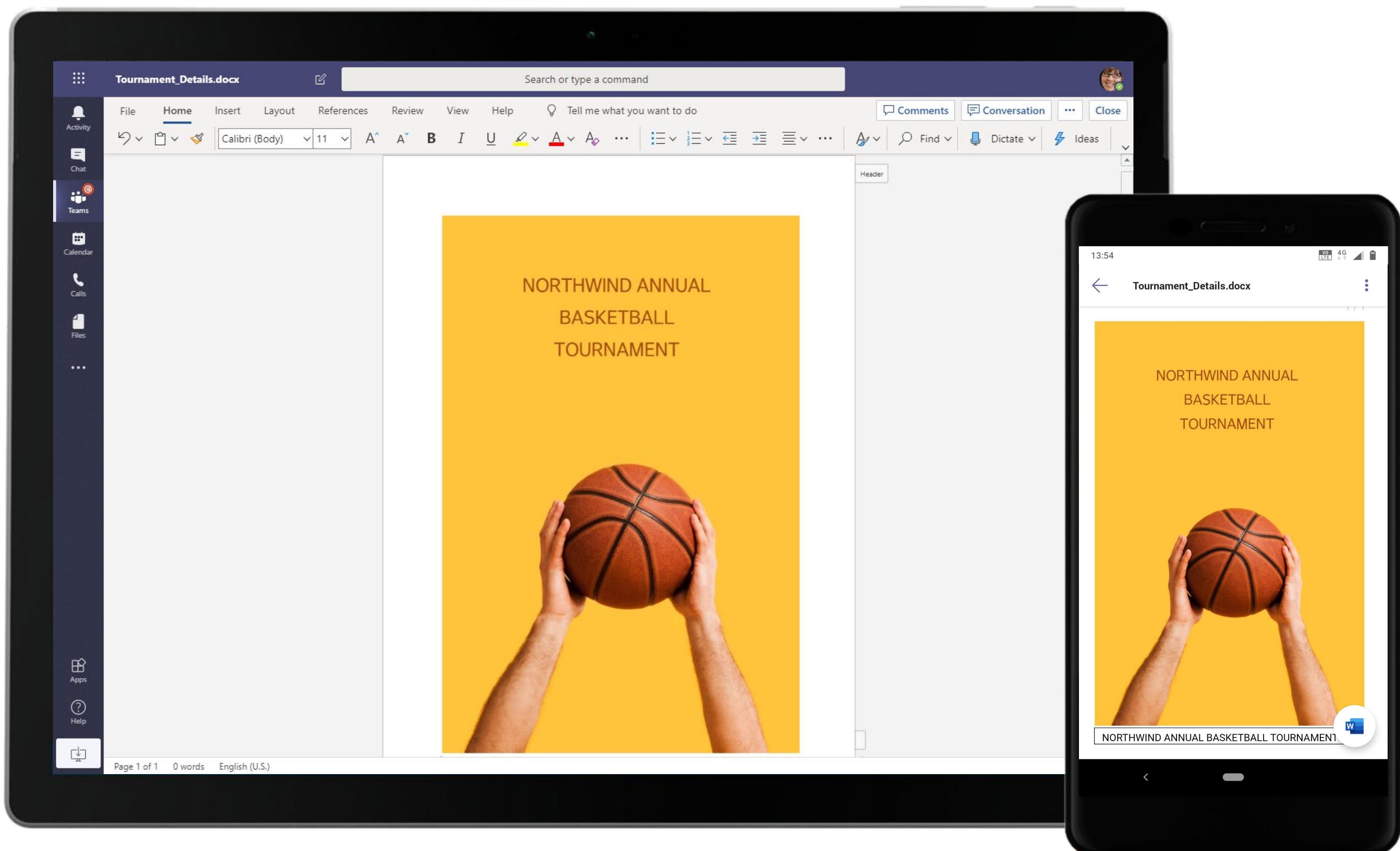


Deeply integrated Adobe services make it easier to view PDF files in Microsoft Teams without leaving the application.  
Parking facilities are shared using Adobe PDF file format.

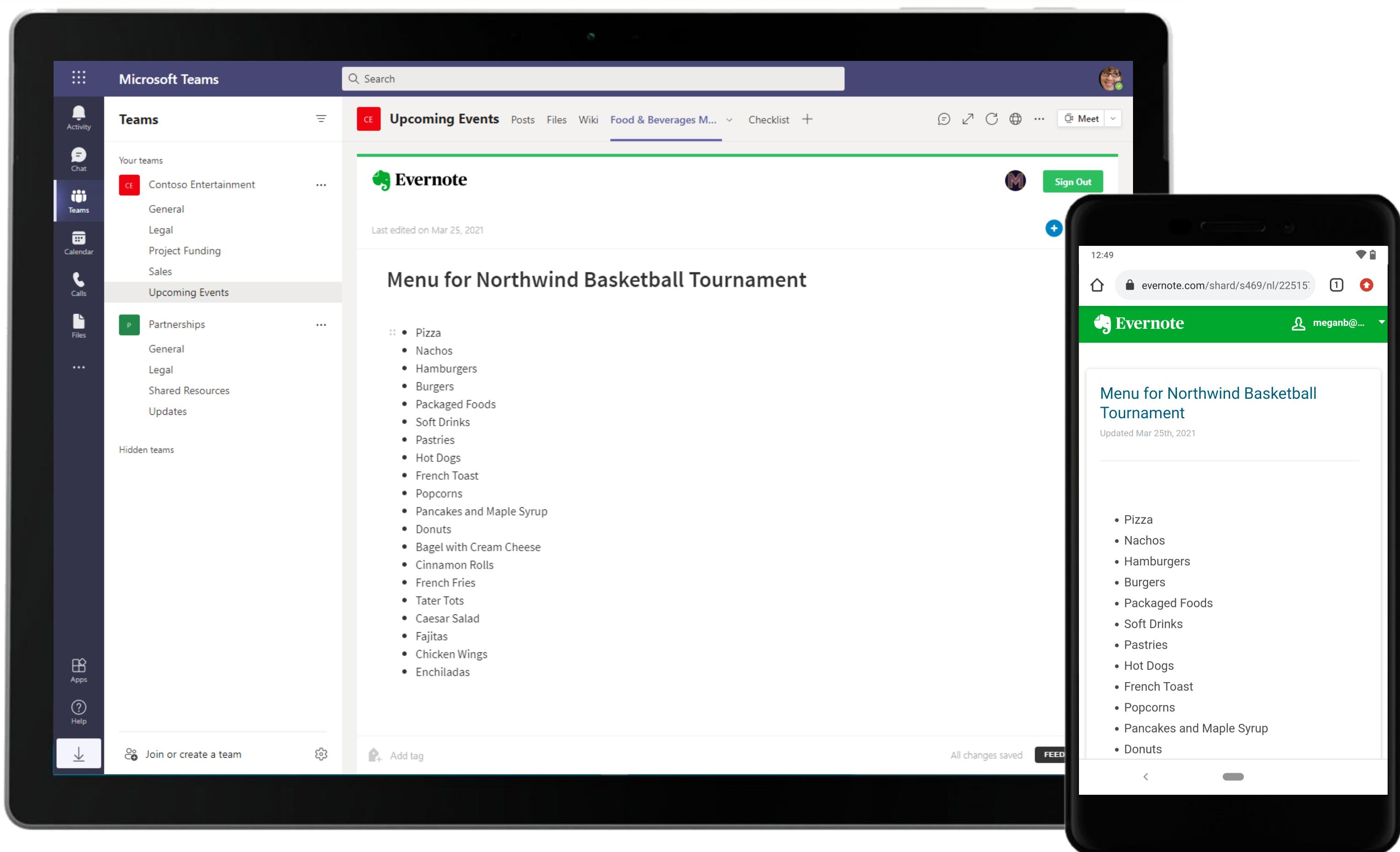


The image displays the Microsoft Teams interface on a desktop and a mobile device. The desktop view shows a team channel for 'Upcoming Events'. The channel has several messages and attachments. One message from Megan Bowen on 3/16 10:31 AM says, 'Fantastic job Isaiah Langer. Thank you! 🙌'. Another message from Allan Deyoung on 3/16 11:06 AM says, 'The fixed cameras' positioning can be viewed [here](#). The PDF attached here has the placement of the camera operators for all the four days.' This message has an attachment named 'Camera\_Operators\_Locations.pdf'. Megan Bowen replies on 3/16 11:06 AM with 'Thank you for sharing this Allan Deyoung. 🙌'. A message from Megan Bowen on 3/16 11:08 AM titled 'Tournament Details' says, 'Hi all, The four-day basketball tournament will have multiple rounds. The round-wise elimination and other tournament details are given in the attached document.' This message has an attachment named 'Tournament\_Details.docx'. Dylan Swearingen replies on 3/16 11:10 AM with 'With 12 teams participating, and audiences, I will need more staff in the kitchen.' Megan Bowen replies on 3/16 11:14 AM with 'Yes Dylan Swearingen, we will also need a good number of volunteers present on the ground all four days. Also, I have noted the menu for your reference. You can find it [here](#). The items in this menu are approved. Please do the needful.' Dylan Swearingen replies on 3/16 11:18 AM with 'Thank you Megan Bowen. 🙌'. Megan Bowen edits her previous message on 3/16 12:25 PM with 'Cool. 😊'. The mobile phone view shows a post from 'Contoso Entertainment / Upcoming Events' on 16 Mar, 11:08 AM. The post contains the same tournament details and attachments as the desktop channel. It has two likes and a reply from Dylan Swearingen on 16 Mar, 11:10 AM, and a reply from You on 16 Mar, 11:14 AM.

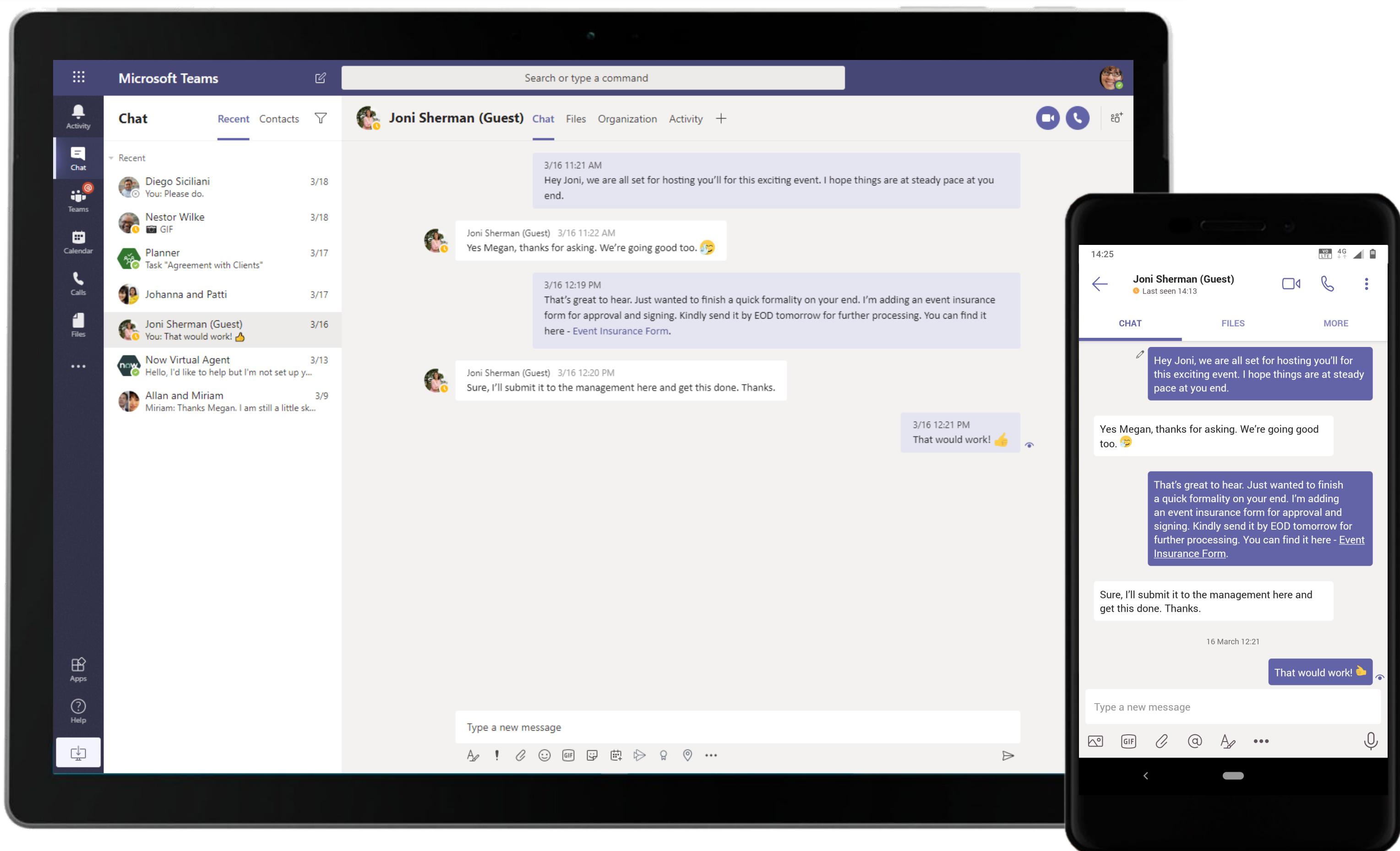
With Microsoft Teams, team members can have quick access to reports, documents and notes. Files can be pinned in the channel for reference.



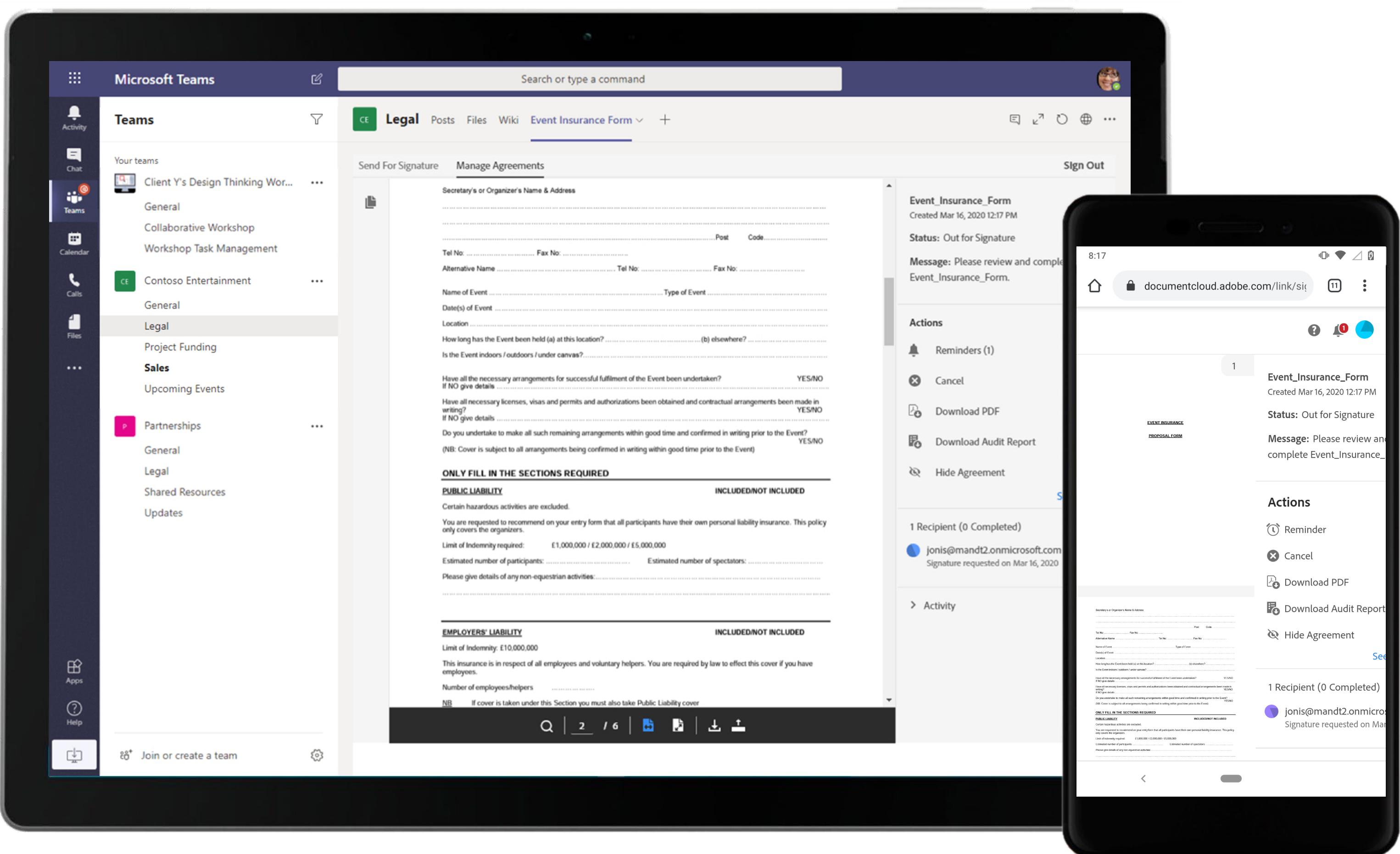
Enjoy powerful document creation and editing with the complete canvas and toolset of Word right inside Teams.  
Collaborate on team documents easily and store them in Files for each channel for future reference.



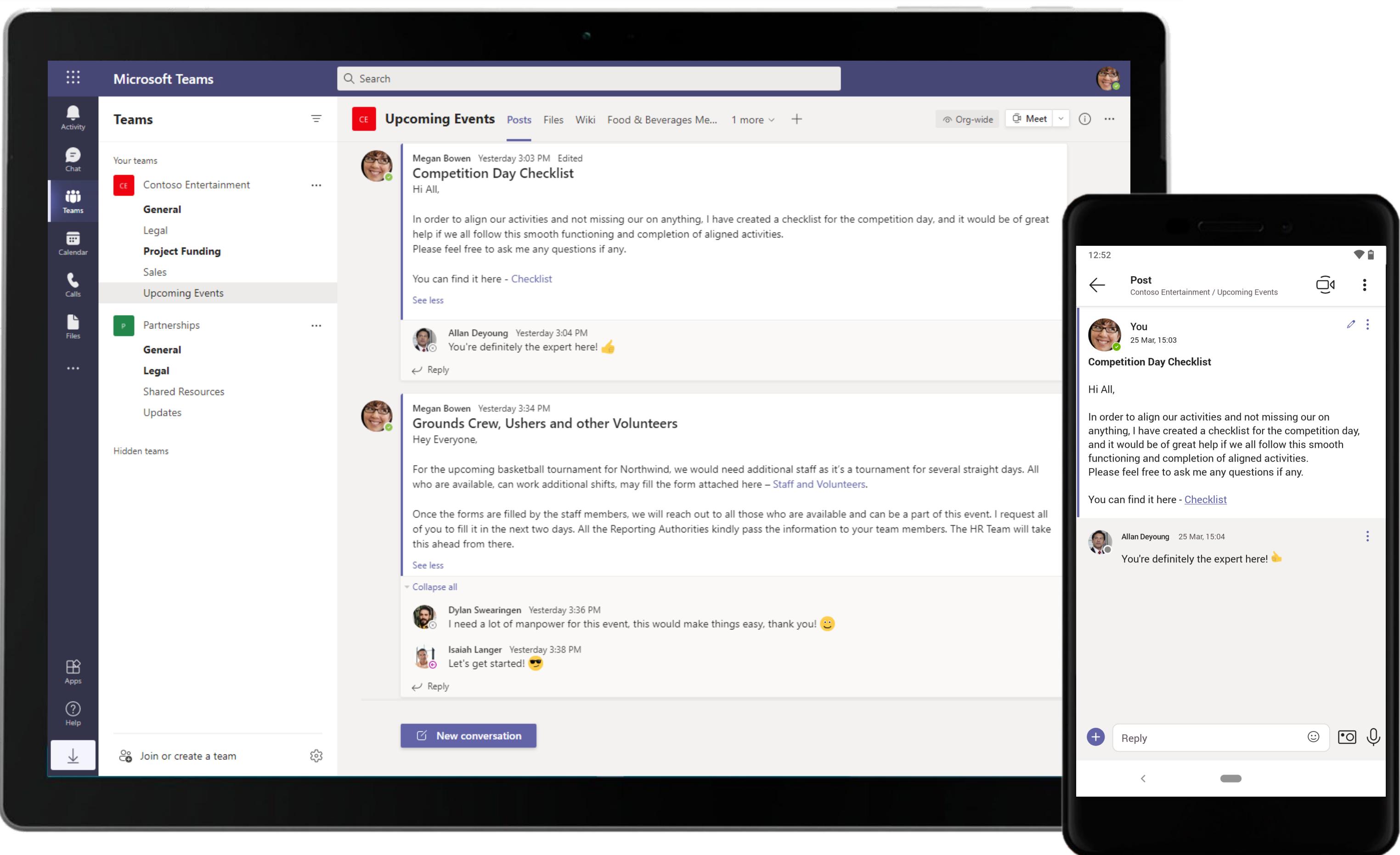
The team members use the integrated Evernote app within Microsoft Teams to create food menu for the tournament, without having to leave the application. The Evernote tab serves as a team notebook to the entire group.



Quickly reach out to and chat with co-workers. Take conversations offline from channels for 1:1 discussions. The Operations Manager shares an agreement through Abode Sign with the Sports Manager.



Send a document for e-signature and track the signing process at every step—right from the Adobe Sign tab within Teams.



The image displays the Microsoft Teams interface on a desktop and a mobile device. The desktop view shows a team channel for 'Upcoming Events' with a message from Megan Bowen about a 'Competition Day Checklist'. Allan Deyoung replies, 'You're definitely the expert here! 👍'. Below, Megan posts about 'Grounds Crew, Ushers and other Volunteers' and asks for manpower. Dylan Swearingen and Isaiah Langer respond with support. The mobile view shows the same conversation, illustrating how users can reply directly to specific messages within the context of the thread, while the main message content remains visible.

**Upcoming Events**

Megan Bowen Yesterday 3:03 PM Edited  
**Competition Day Checklist**  
Hi All,

In order to align our activities and not missing our on anything, I have created a checklist for the competition day, and it would be of great help if we all follow this smooth functioning and completion of aligned activities. Please feel free to ask me any questions if any.

You can find it here - [Checklist](#)

See less

Allan Deyoung Yesterday 3:04 PM  
You're definitely the expert here! 👍

Reply

Megan Bowen Yesterday 3:34 PM  
**Grounds Crew, Ushers and other Volunteers**  
Hey Everyone,

For the upcoming basketball tournament for Northwind, we would need additional staff as it's a tournament for several straight days. All who are available, can work additional shifts, may fill the form attached here – [Staff and Volunteers](#).

Once the forms are filled by the staff members, we will reach out to all those who are available and can be a part of this event. I request all of you to fill it in the next two days. All the Reporting Authorities kindly pass the information to your team members. The HR Team will take this ahead from there.

See less

Dylan Swearingen Yesterday 3:36 PM  
I need a lot of manpower for this event, this would make things easy, thank you! 😊

Isaiah Langer Yesterday 3:38 PM  
Let's get started! 😊

Reply

New conversation

Join or create a team

Help

12:52

**Post**  
Contoso Entertainment / Upcoming Events

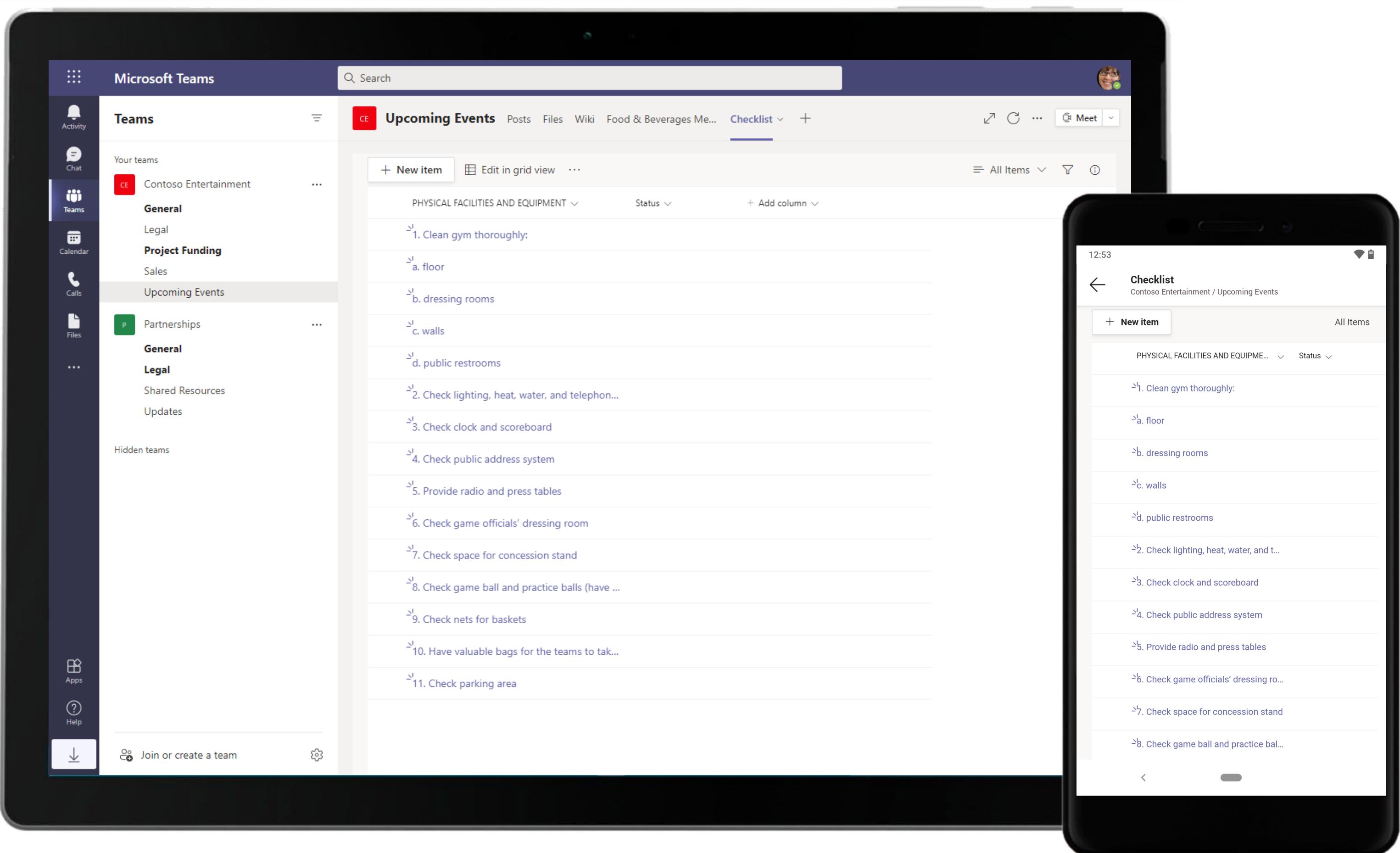
You 25 Mar, 15:03  
**Competition Day Checklist**  
Hi All,

In order to align our activities and not missing our on anything, I have created a checklist for the competition day, and it would be of great help if we all follow this smooth functioning and completion of aligned activities. Please feel free to ask me any questions if any.

You can find it here - [Checklist](#)

Allan Deyoung 25 Mar, 15:04  
You're definitely the expert here! 👍

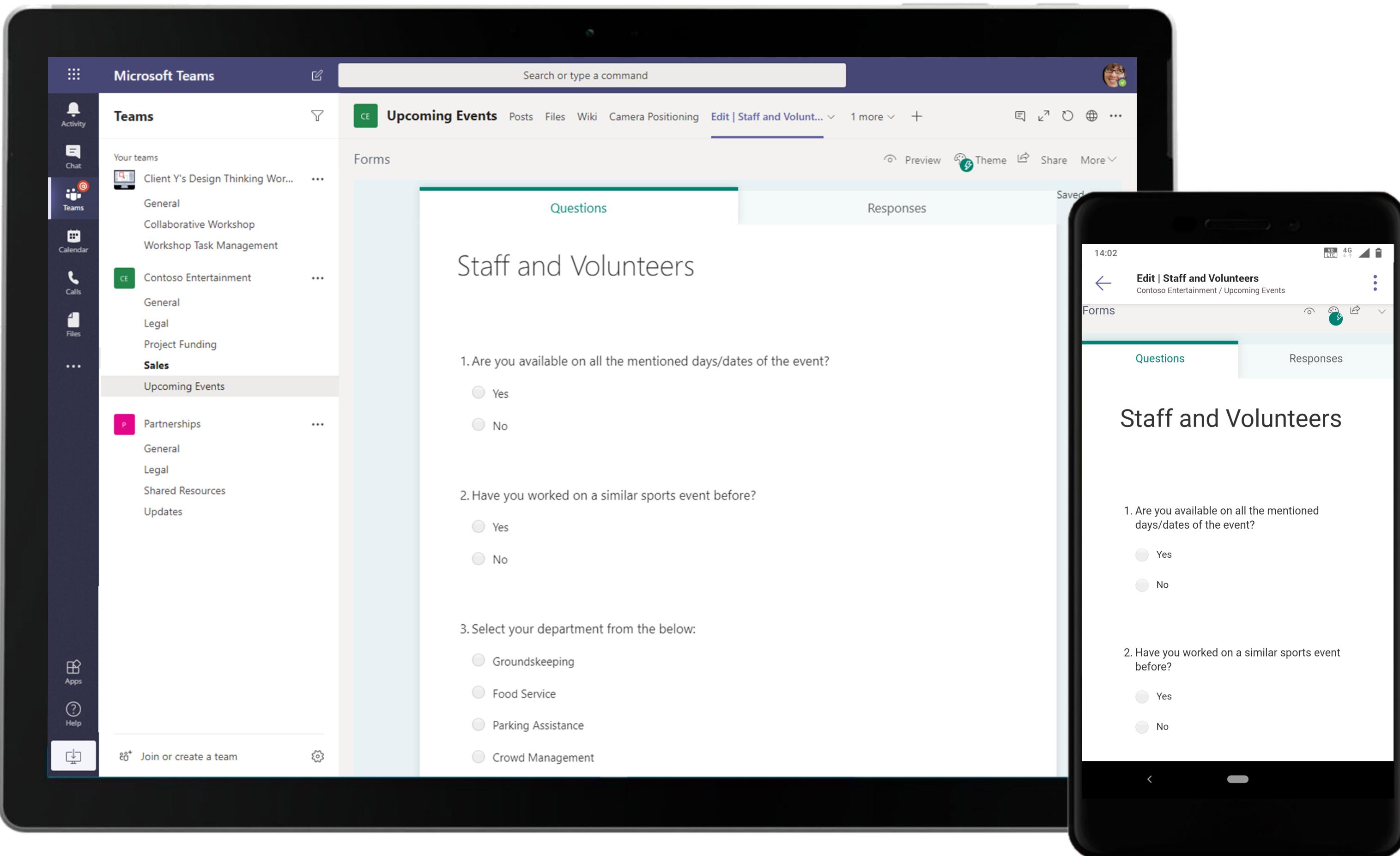
Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, while keeping relevant discussions and files grouped together.



The image shows two devices displaying the Microsoft Teams interface. The larger device is a smartphone, and the smaller one is a mobile phone. Both screens show a 'Checklist' for 'Upcoming Events' under the 'Contoso Entertainment' team. The checklist items are:

- 1. Clean gym thoroughly:
  - a. floor
  - b. dressing rooms
  - c. walls
  - d. public restrooms
- 2. Check lighting, heat, water, and telephone
- 3. Check clock and scoreboard
- 4. Check public address system
- 5. Provide radio and press tables
- 6. Check game officials' dressing room
- 7. Check space for concession stand
- 8. Check game ball and practice balls (have ...)
- 9. Check nets for baskets
- 10. Have valuable bags for the teams to tak...
- 11. Check parking area

Create a new list from scratch, from templates, based on an existing list, or by importing data from Excel. Record data, have conversations about list items, organize process, and track status in an environment built for teamwork and collaboration with Lists.



The image shows the Microsoft Teams application interface on a desktop and a mobile phone. The desktop view displays a 'Forms' card within a 'Upcoming Events' channel. The mobile phone shows a similar survey titled 'Staff and Volunteers' with three questions. Both screens show the same survey content, demonstrating the integration of Forms within the Teams platform.

**Staff and Volunteers**

1. Are you available on all the mentioned days/dates of the event?  
 Yes  
 No
2. Have you worked on a similar sports event before?  
 Yes  
 No
3. Select your department from the below:  
 Groundskeeping  
 Food Service  
 Parking Assistance  
 Crowd Management

Integrated Forms application within Teams helps systematically gather employee feedback and suggestions. The Operations Manager creates a checklist of requirements using feedback from volunteers and staff.



# Crowd Management

## Amusement Park Manager

### Scenario Walkthrough

The Amusement Park Manager at Contoso Theme Park understands that it is important to keep the waiting time at each attraction comfortable enough to ensure that customers have an enjoyable experience. He views a live dashboard that shows the number of visitors at each attraction and notices overcrowding at two major attractions. He leverages applications and tools within Microsoft Teams to quickly coordinate with members of the performance and creative teams to work out an impromptu clown show and divert visitor flow between attractions.

- Views and analyzes real-time visitor traffic and wait times across attractions within the theme park using Power BI.
- Creates a new task and assigns a performer to perform an impromptu clown show between the two attractions using Workstreams.ai.
- Updates the team regarding resolution of the overcrowding issue and positive visitor response to the performance via channel conversations.
- Appreciates the performance of the clown using Praise.

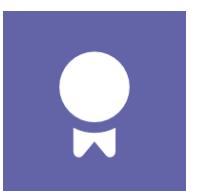
How did Microsoft Teams help the Amusement Park Manager execute his roles and responsibilities?

- Visualize real-time metrics regarding visitor flow and wait times using Power BI.
- Leverage result-oriented task management in Teams with Workstreams.ai.
- Publicly appreciate high performing team members using Praise.
- @mention feature to quickly catch the attention of relevant team members.

Which app integrations on Teams made it possible?



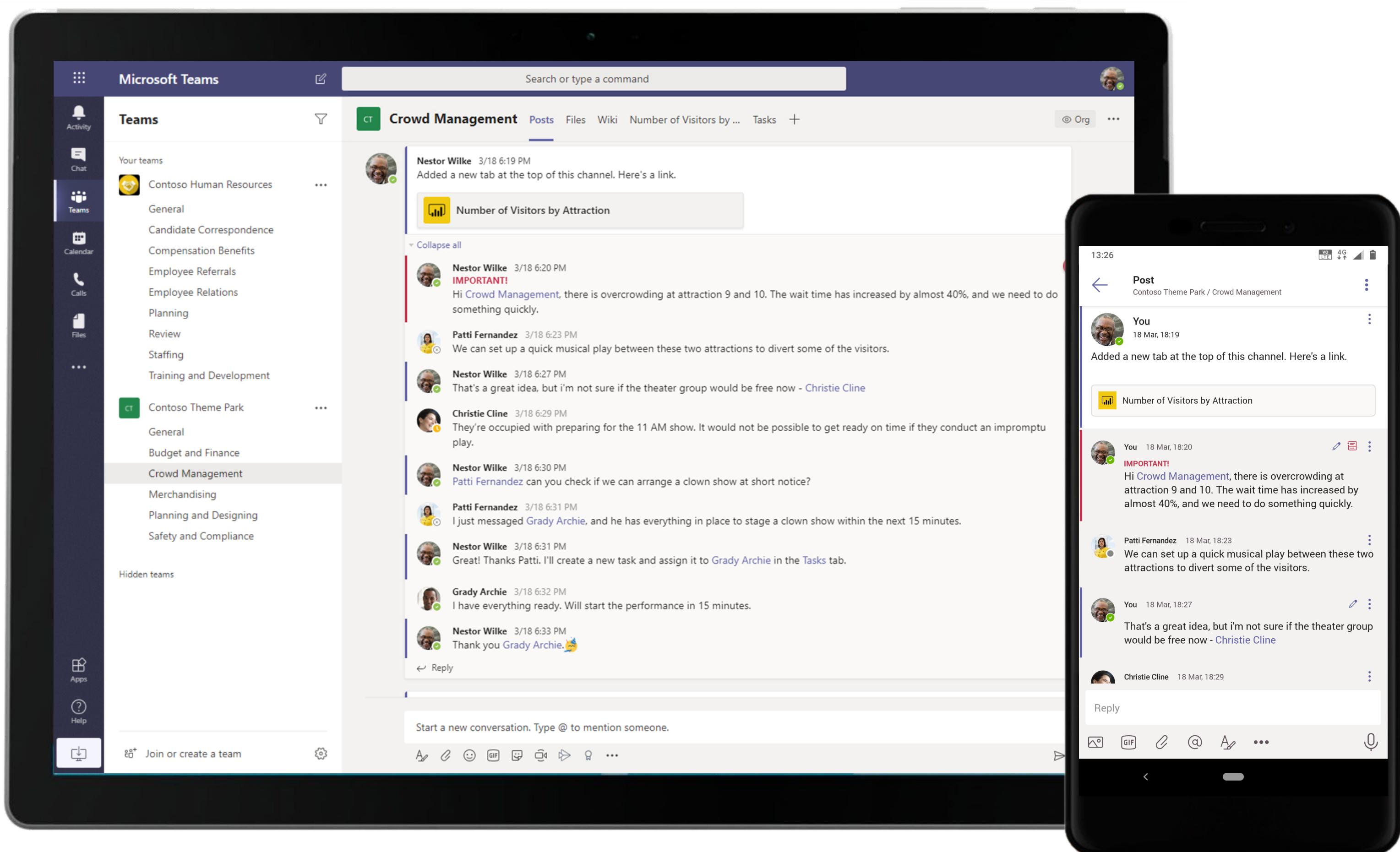
Workstreams.ai



Praise



Power BI



The screenshot shows a Microsoft Teams mobile application interface. On the left, a sidebar lists 'Your teams' including 'Contoso Human Resources', 'General', 'Candidate Correspondence', 'Compensation Benefits', 'Employee Referrals', 'Employee Relations', 'Planning', 'Review', 'Staffing', 'Training and Development', and 'Contoso Theme Park'. The 'Contoso Theme Park' team is selected, and its sub-tabs are visible: 'General', 'Budget and Finance', 'Crowd Management' (which is highlighted in green), 'Merchandising', 'Planning and Designing', and 'Safety and Compliance'. The 'Hidden teams' section is also listed. The main content area shows a conversation in the 'Crowd Management' tab. Nestor Wilke starts by adding a new tab with a link to 'Number of Visitors by Attraction'. He then sends a message marked as 'IMPORTANT!' stating that there is overcrowding at attractions 9 and 10, and the wait time has increased by almost 40%. Patti Fernandez suggests setting up a quick musical play between these attractions. Christie Cline responds that they are occupied with preparing for the 11 AM show. Nestor Wilke asks if a clown show can be arranged at short notice, and Patti Fernandez messages Grady Archie to stage a clown show within 15 minutes. Grady Archie confirms he is ready to start the performance in 15 minutes. Nestor Wilke thanks Grady Archie. The bottom of the screen shows a message input field and various emoji and icon buttons.

13:26

Post

Contoso Theme Park / Crowd Management

You 18 Mar, 18:19

Added a new tab at the top of this channel. Here's a link.

Number of Visitors by Attraction

You 18 Mar, 18:20

IMPORTANT!

Hi Crowd Management, there is overcrowding at attraction 9 and 10. The wait time has increased by almost 40%, and we need to do something quickly.

Patti Fernandez 18 Mar, 18:23

We can set up a quick musical play between these two attractions to divert some of the visitors.

Nestor Wilke 18 Mar, 18:27

That's a great idea, but i'm not sure if the theater group would be free now - Christie Cline

Christie Cline 18 Mar, 18:29

They're occupied with preparing for the 11 AM show. It would not be possible to get ready on time if they conduct an impromptu play.

Nestor Wilke 18 Mar, 18:30

Patti Fernandez can you check if we can arrange a clown show at short notice?

Patti Fernandez 18 Mar, 18:31

I just messaged Grady Archie, and he has everything in place to stage a clown show within the next 15 minutes.

Nestor Wilke 18 Mar, 18:31

Great! Thanks Patti. I'll create a new task and assign it to Grady Archie in the Tasks tab.

Grady Archie 18 Mar, 18:32

I have everything ready. Will start the performance in 15 minutes.

Nestor Wilke 18 Mar, 18:33

Thank you Grady Archie! 🎉

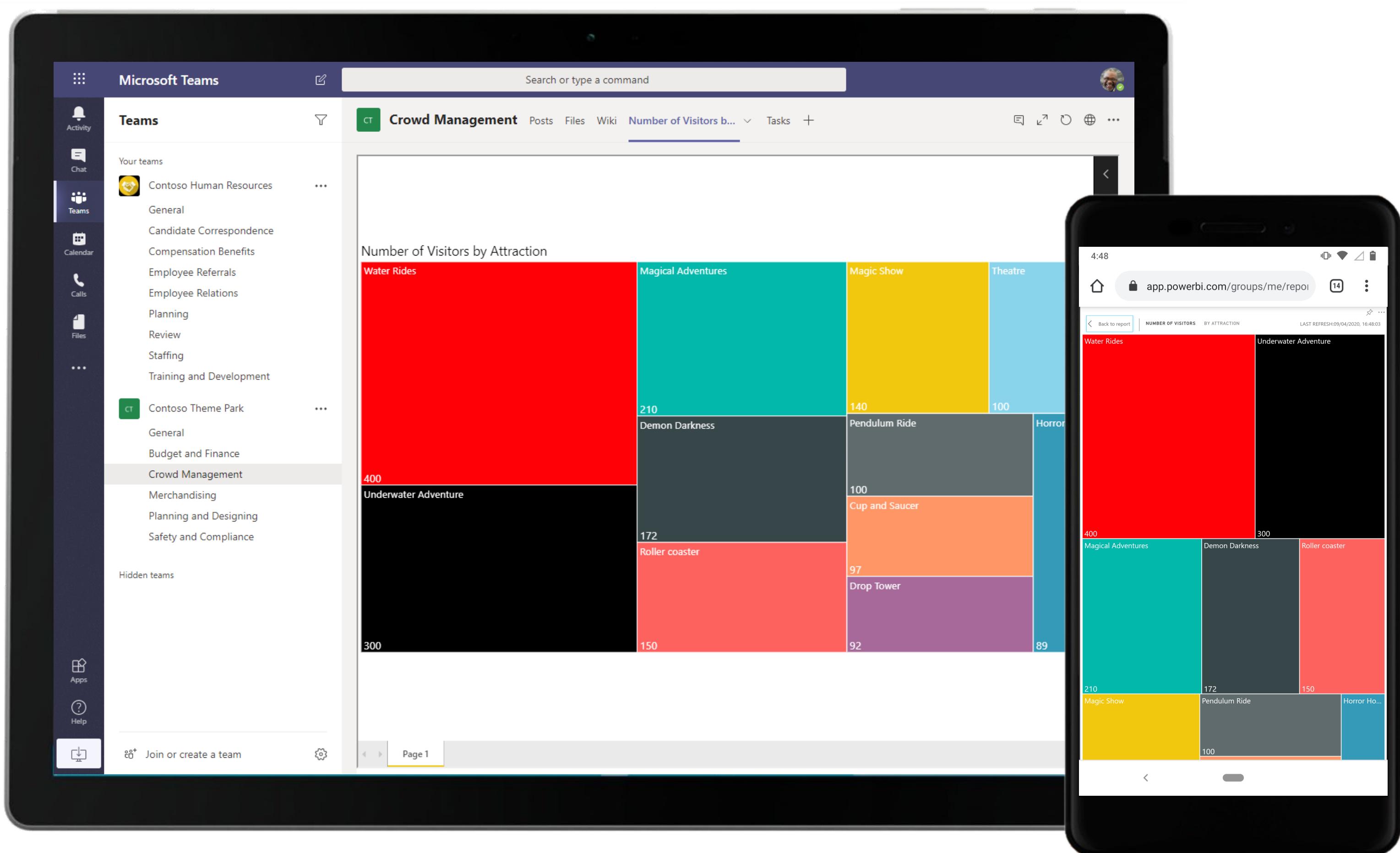
Reply

Start a new conversation. Type @ to mention someone.

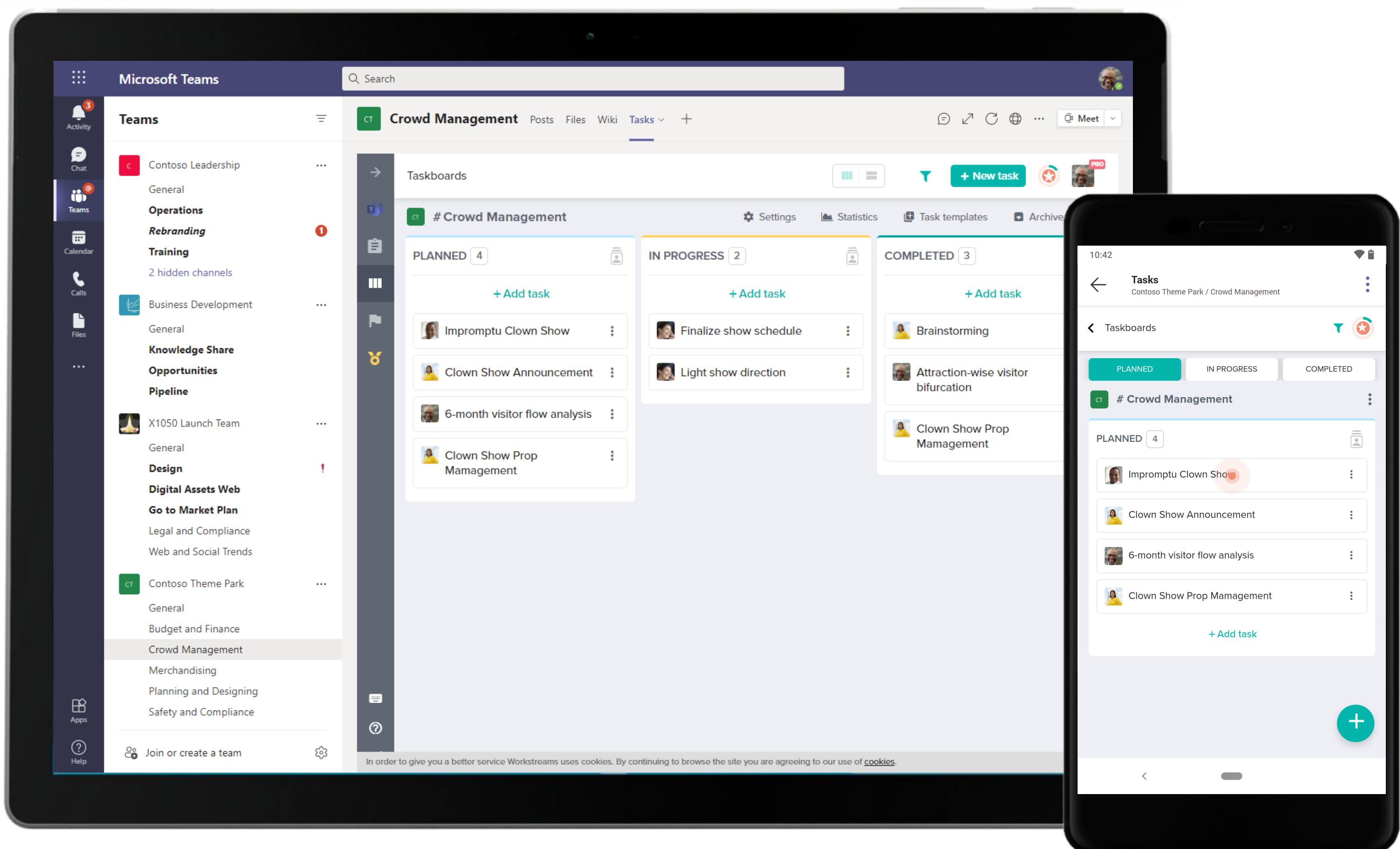
Join or create a team

88

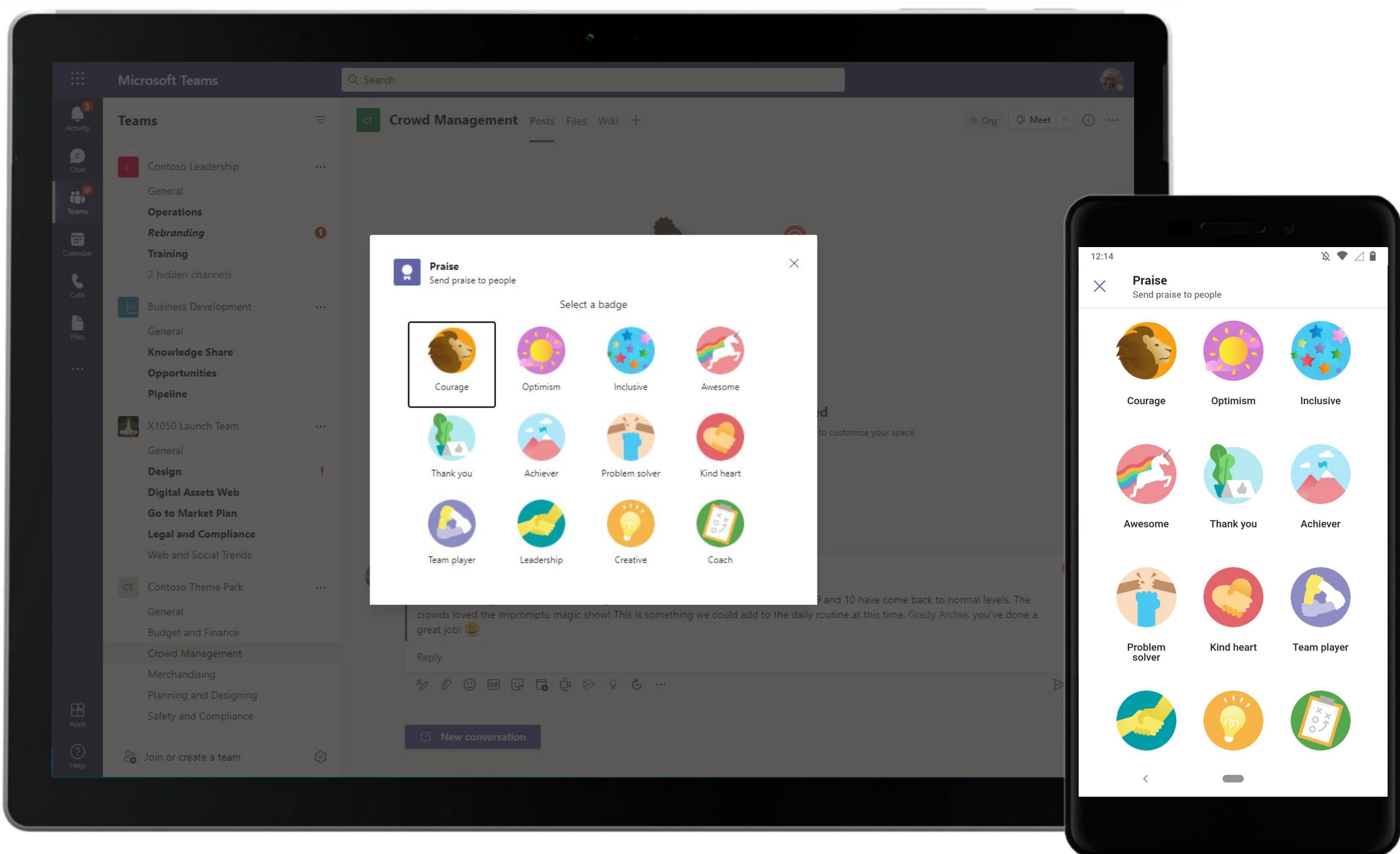
Have focussed conversations around a topic using a tab. The Amusement Parks Manager wants to tackle crowds immediately and hence marks his message to the channel as important.



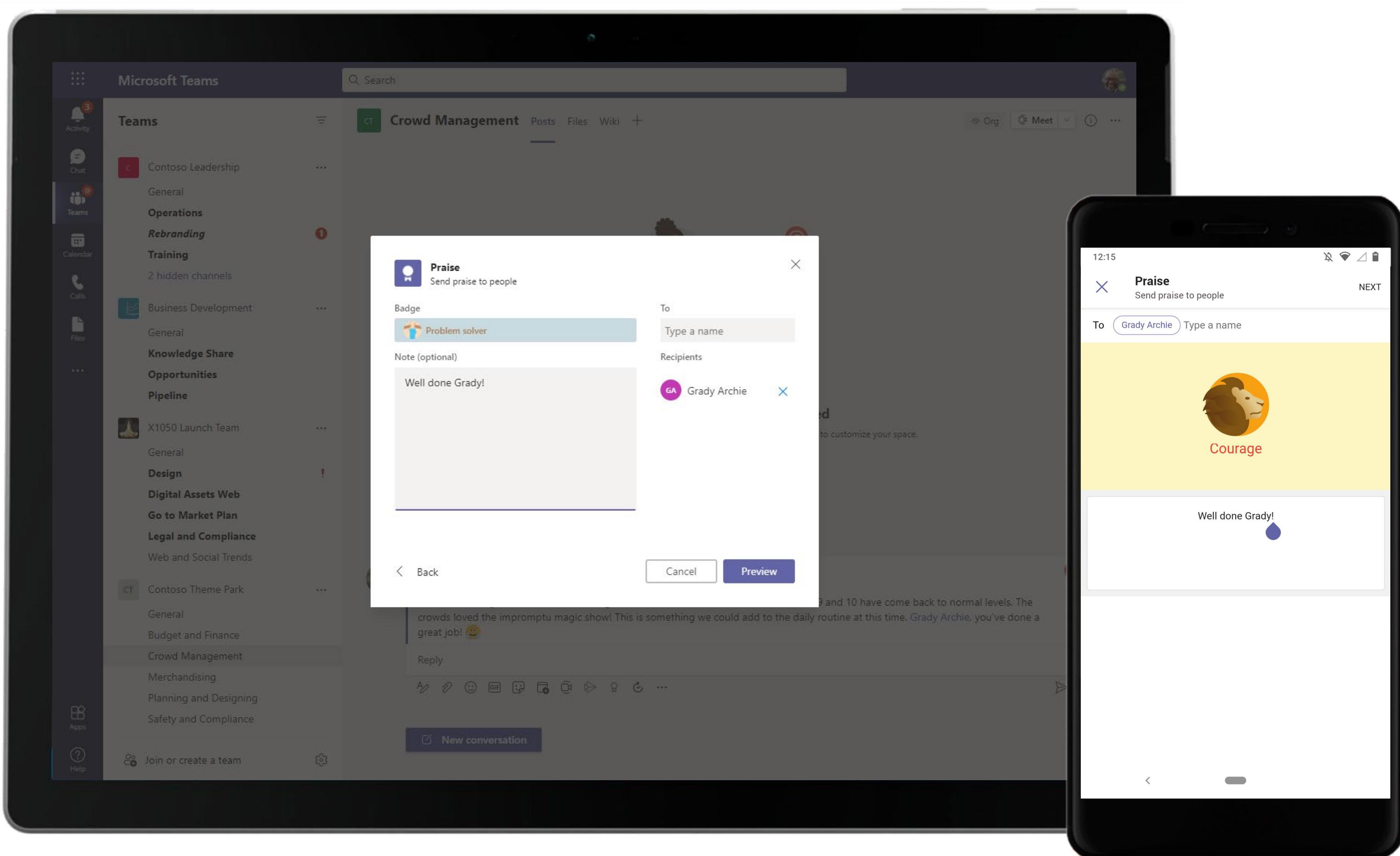
Build dynamic data visualizations, measure metrics, and track analytics through Power BI within Teams. Amusement Park Manager can dive into this wealth of data shared using Power BI.



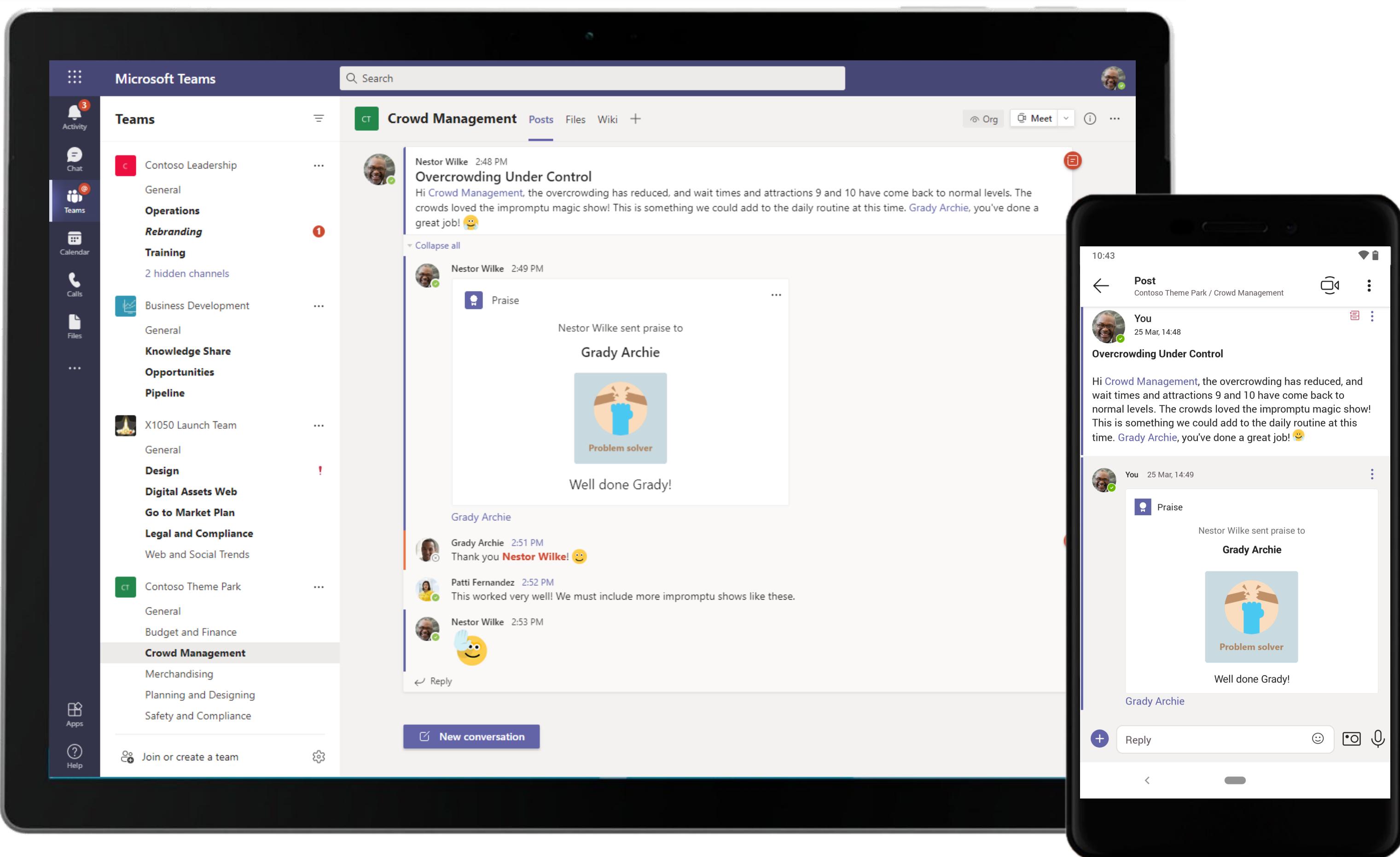
Create tasks, add labels, assign teammates and manage your work in flexible Kanban boards. The Workstreams.ai tab helps the Amusement Park Manager break down tasks efficiently and assign stakeholders for each task, without having to leave the Teams app.



Praise lets you choose between multiple badges allowing you to customize your appreciation based on the occasion. The Amusement Park Manager chooses between multiple badges to express appreciation.



Add the name of the person or people you want to praise along with a customized note to show your appreciation with Praise.



The image displays the Microsoft Teams interface on a laptop and a mobile phone. The laptop screen shows a conversation in the 'Crowd Management' channel. Nestor Wilke posted a message at 2:48 PM: 'Overcrowding Under Control' followed by a message at 2:49 PM: 'Hi Crowd Management, the overcrowding has reduced, and wait times and attractions 9 and 10 have come back to normal levels. The crowds loved the impromptu magic show! This is something we could add to the daily routine at this time. Grady Archie, you've done a great job! 😊'. Nestor Wilke also sent a 'Praise' message to Grady Archie at 2:51 PM, which included an emoji of a hand breaking through a wall and the text 'Problem solver'. Grady Archie responded with 'Well done Grady!'. Patti Fernandez commented at 2:52 PM: 'This worked very well! We must include more impromptu shows like these.' Nestor Wilke replied with a smiling emoji at 2:53 PM. The mobile phone screen shows a simplified view of the same conversation, focusing on the praise message and the emoji.

As the situation is brought under control, the Amusement Park Manager sends across a Praise for the team members for coming up with a solution quickly.



# Marketing

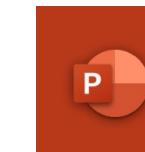
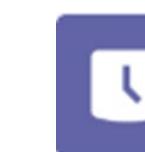
Check out how the operations team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

## Marketing Superpowers in Teams

### Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

### Apps that enable an immersive experience in Teams

					
Word	Excel	PowerPoint	OneNote	Asana	monday.com
					
Forms	Power BI	Lucidchart	Trello	Shifts	MURAL
					
Smartsheet	Presentations AI	Teamwork AI	Adobe Sign	Tasks by Planner and To Do	Communities

# Meet the Business Decision Makers

## Marketing



### Marketing Associate

*"My view on marketing is, it is the art of identifying a market and choosing what to do with it."*

- Manage daily administrative tasks to ensure the Marketing department runs smoothly
- Conduct market research to identify new revenue opportunities
- Gather and analyze consumer behavior data



### Team Lead

*"A good leader finds satisfaction in helping others be productive, not being the most productive person in the room."*

- Identify issues and offer solutions
- Manage teams and delegate tasks, as well as monitor progress and stay on schedule
- Communicate with different departments



### Marketing Analyst

*"Marketing without data is like driving with your eyes closed."*

- Gather data about consumers, competitors and market conditions
- Analyze data using statistical software
- Prepare reports and present results to clients as well as to the management

# Meet the Business Decision Makers

## Marketing



### Business Development Manager

*"A satisfied customer is the best business strategy of all."*

- Contact potential clients to establish rapport and arrange meetings
- Plan and oversee new marketing initiatives
- Research about organizations and individuals to find new opportunities



### Marketing Manager

*"Marketing is not the art of finding clever ways to dispose of what you make. It is the art of creating genuine customer value."*

- Track and analyze the performance of advertising campaigns
- Manage the marketing budget and ensuring that all marketing material is in line with the brand identity
- Develop strategies to maximize profits and increase market share



# Sending a Film to Festival Circuit

## Marketing Manager

### Scenario Walkthrough

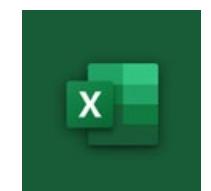
Contoso is planning to submit its film to various festivals for promotion. The Marketing Manager, together with his team, plans the entire process for submission and marketing of the film. See how Microsoft Teams and its varied list of apps help the Marketing Manager execute his plan.

- Schedules a meeting to discuss options for submitting the film to festival circuit and engages the participants in productive discussions using meeting breakout rooms.
- Configures the monday.com app to a meeting to create, assign, track and discuss tasks during the scheduled call.
- @mentions Finance Manager to seek budget approvals for the promotion expenditure.
- Reviews the Excel sheet created by his associate listing popular film festivals where the film will be well-received.
- Brainstorms with the team and shares ideas for the Electronic Press Kit using Miro.
- Shares a Word document for interview questions for the lead cast.

How did Microsoft Teams help the Marketing Manager to execute his roles and responsibilities?

- Office applications like Excel and Word allow quick access to shared information.
- Leverage a collaborative whiteboard to brainstorm ideas and discuss workflows with Miro.
- monday.com in meetings help you assign, track, and communicate tasks and milestones during calls.

Which app integrations on Teams made it possible?



Excel



Word



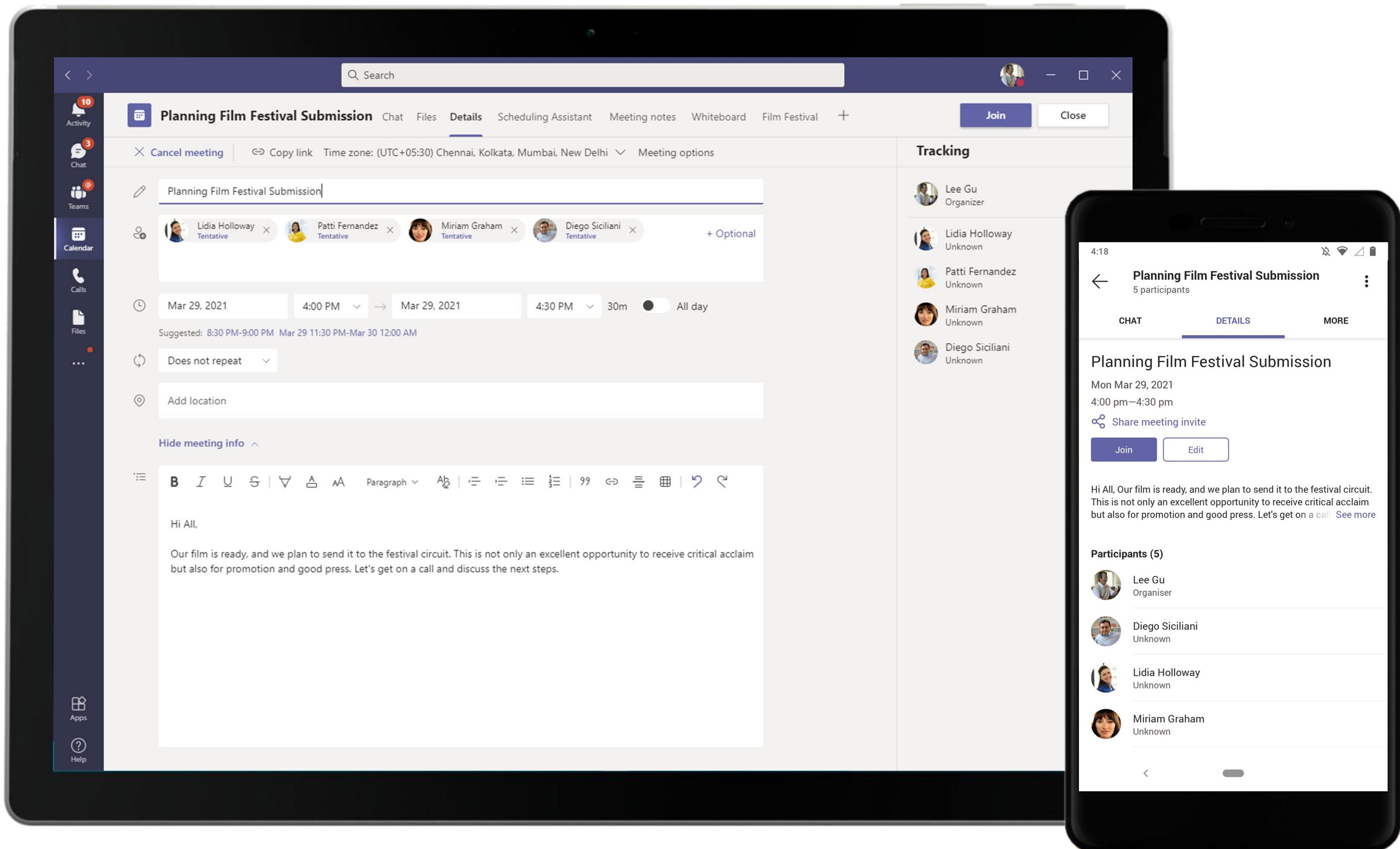
OneNote



monday.com

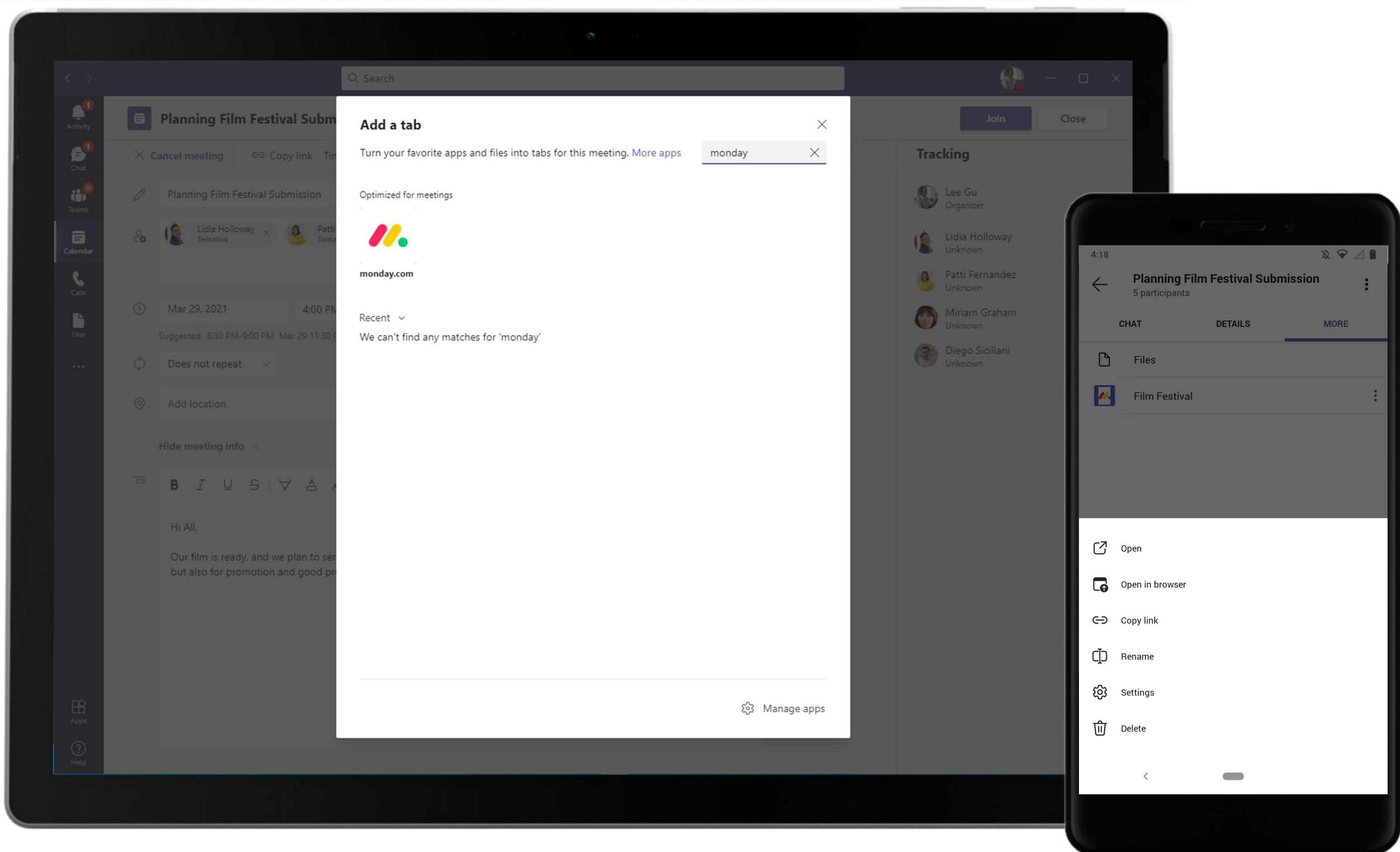


Miro



The image displays a Microsoft Teams meeting configuration screen on a desktop and a mobile phone. The desktop screen shows the 'Details' tab of a meeting titled 'Planning Film Festival Submission' with five participants: Lee Gu (Organizer), Lidia Holloway, Patti Fernandez, Miriam Graham, and Diego Siciliani. The meeting is set for March 29, 2021, from 4:00 PM to 4:30 PM. The mobile phone screen shows the meeting details with the same information, including the message 'Hi All, Our film is ready, and we plan to send it to the festival circuit. This is not only an excellent opportunity to receive critical acclaim but also for promotion and good press. Let's get on a call' and a 'Share meeting invite' button.

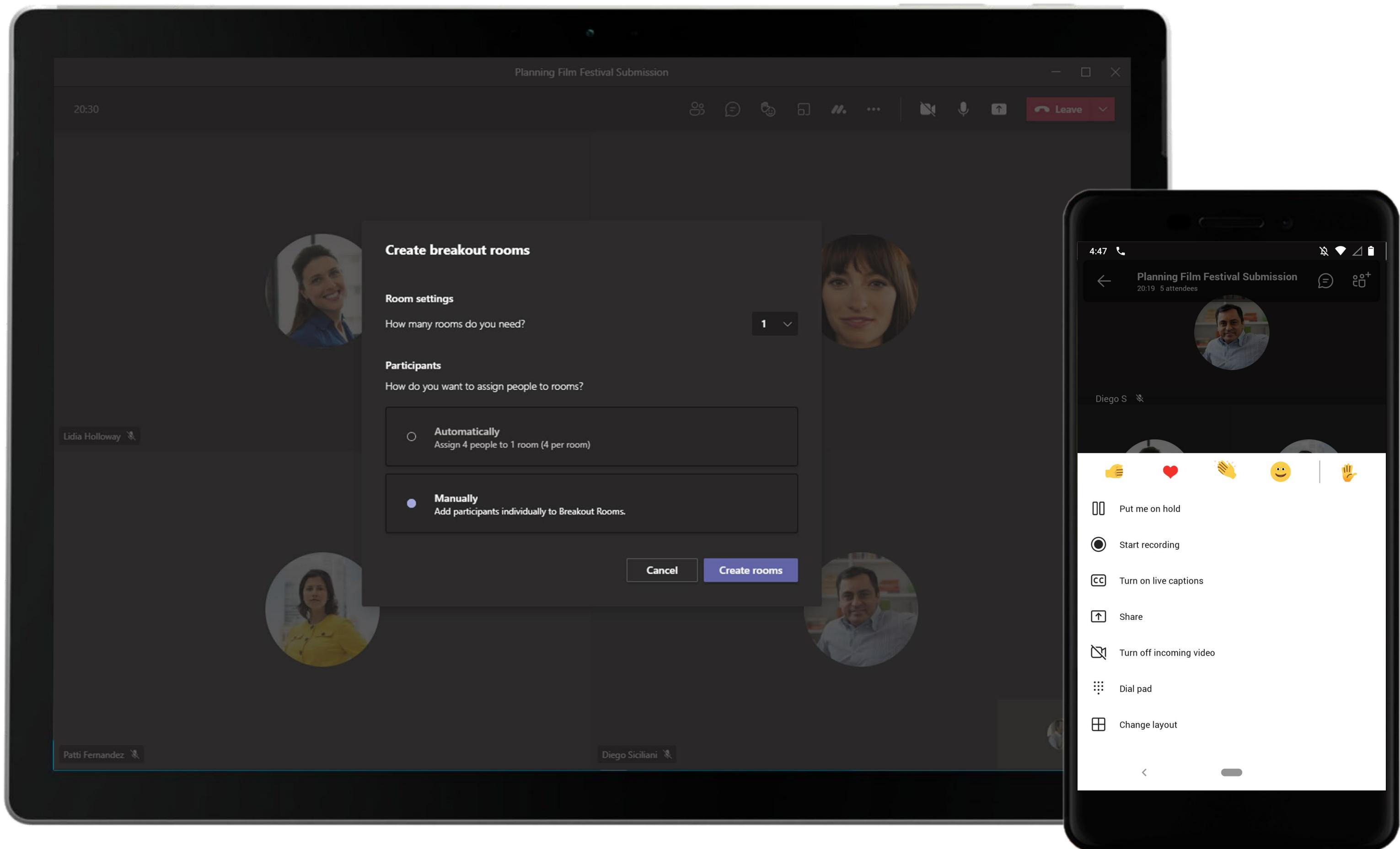
Meeting organizers can configure applications, share a description of the meeting and invite multiple participants within and outside their organization for productive and engaging meetings.



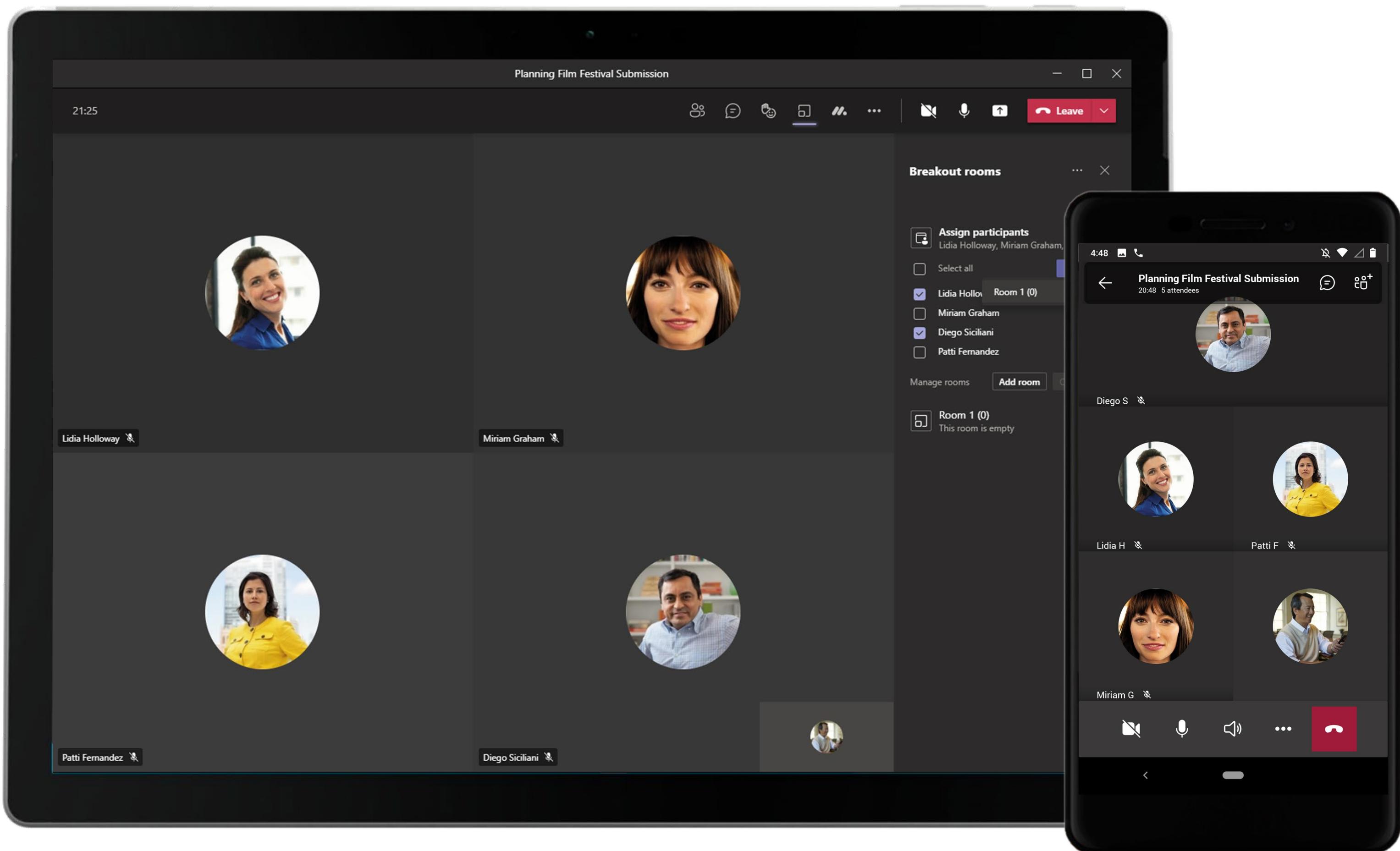
Use tabs to configure relevant apps for your meeting. The Marketing Manager configures monday.com in a meeting to create, assign, track and discuss tasks during the meeting.



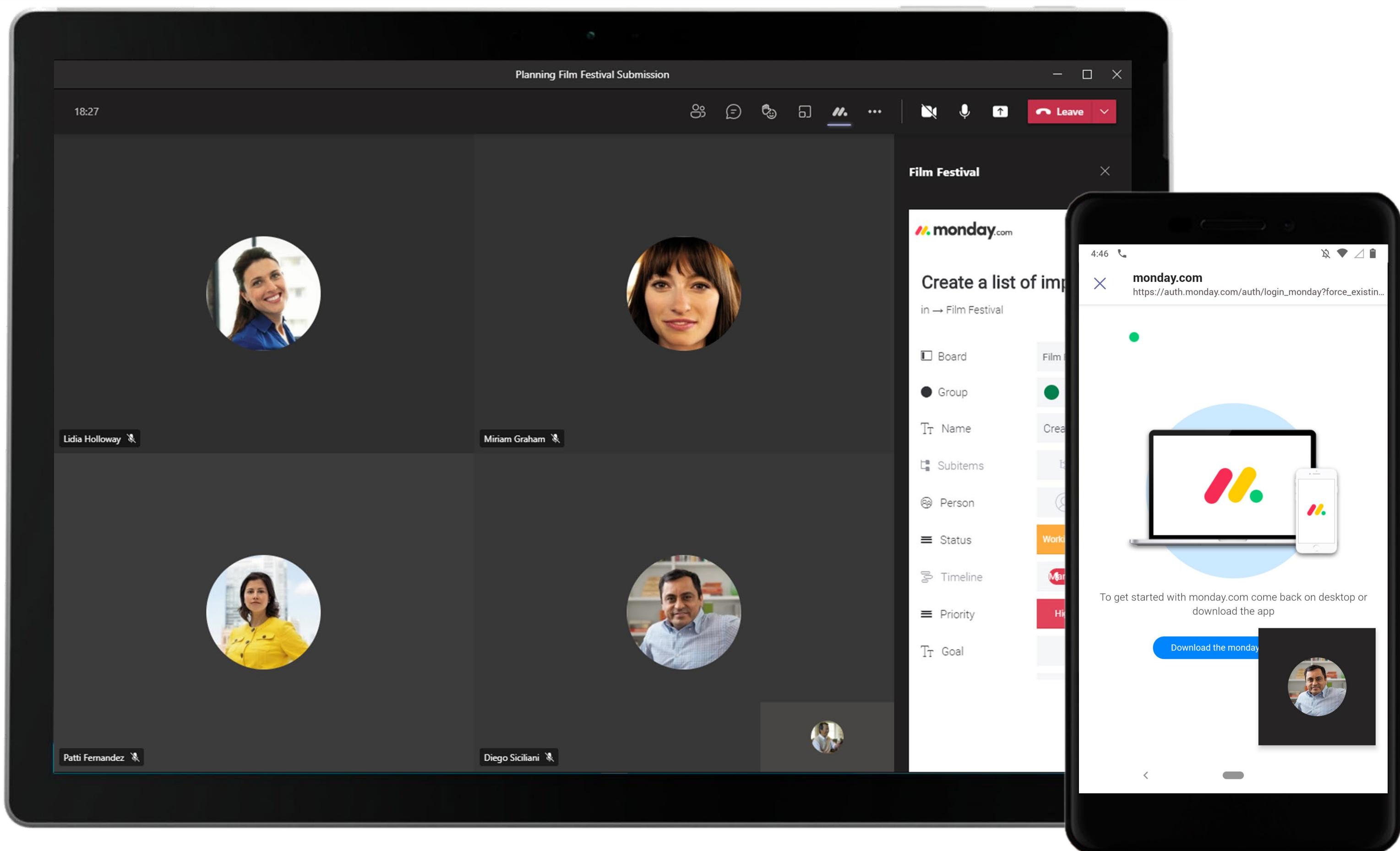
Meeting attendees can access configured applications and leverage a wide range of features like live captions, background effects, meeting recordings, and more for an engaging and productive meeting experience.



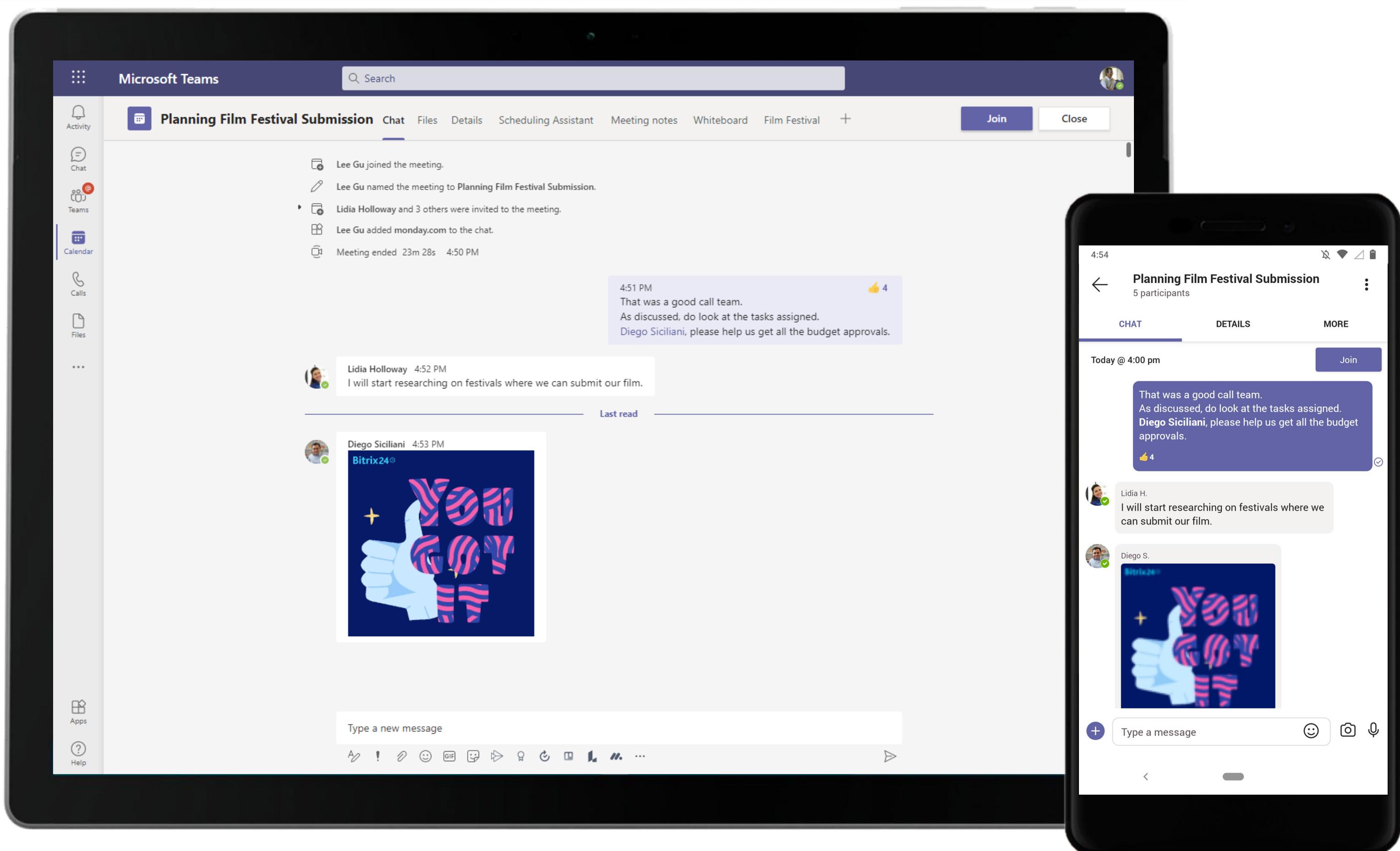
Organizers can choose to assign participants to breakout rooms manually or automatically to engage participants in discussions during a meeting.



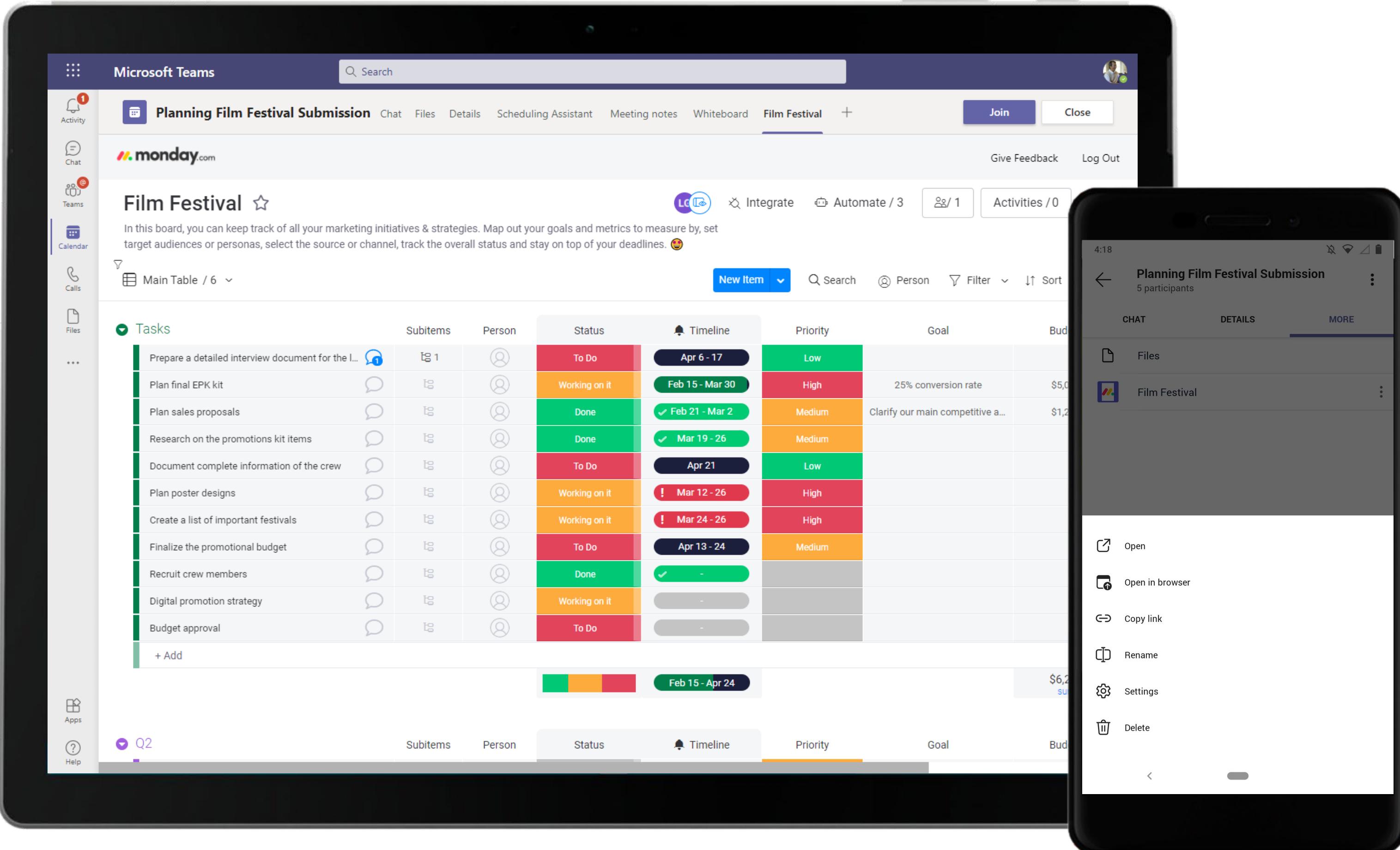
Breakout rooms allow meeting organizers to divide the meeting into sub-groups to facilitate discussions and brainstorming sessions. This allows for greater flexibility during meetings and participants can clarify questions without disturbing the breakout rooms sessions.



monday.com in meetings enables the participants to discuss and create tasks, track progress, and more without leaving the meeting interface. This makes it easy for meeting participants to maintain context during discussions.



Share important information, updates, files, tasks and more within a meeting chat for a collaborative meeting experience.

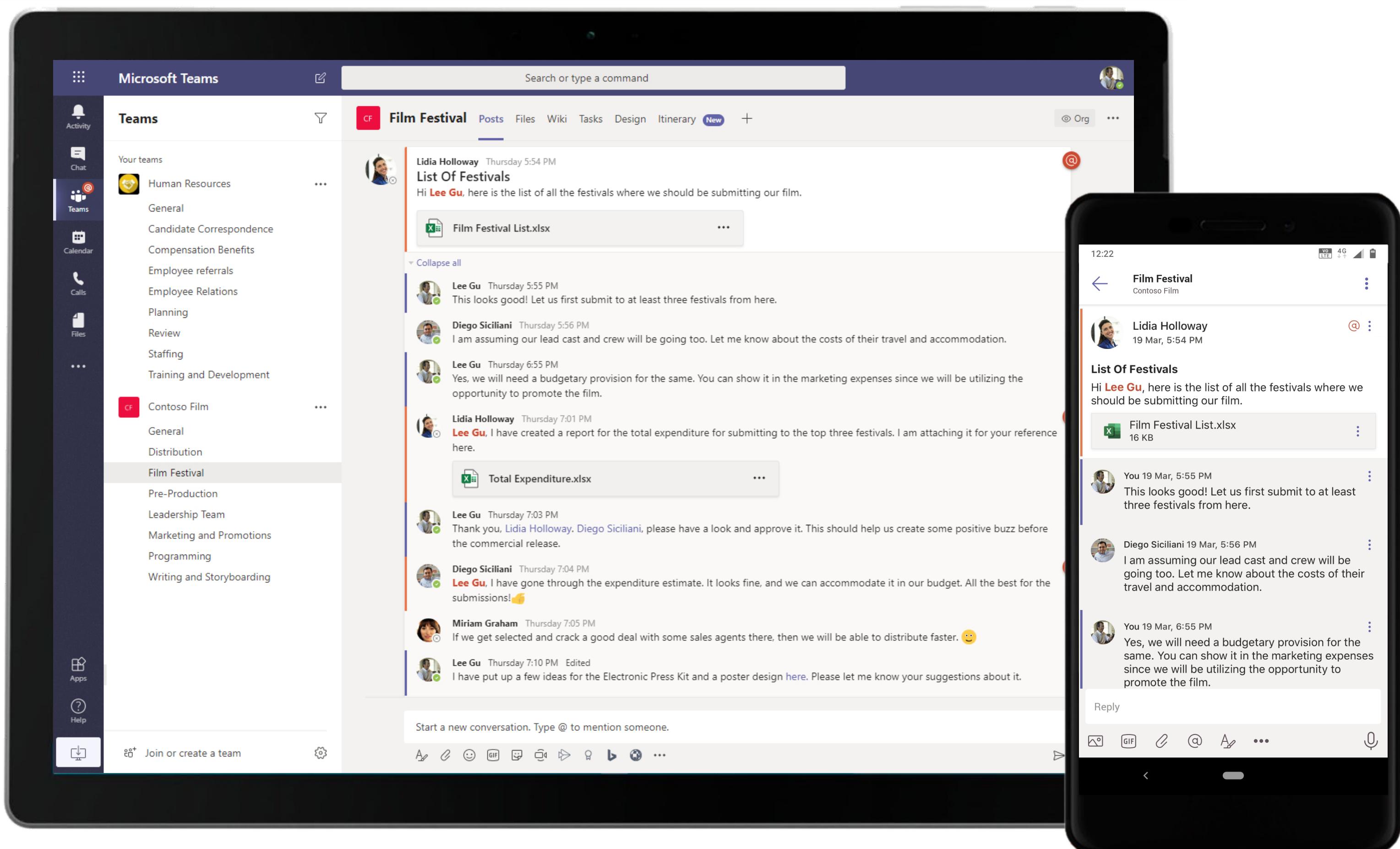


The image shows a Microsoft Teams meeting interface. The ribbon at the top includes tabs for Chat, Files, Details, Scheduling Assistant, Meeting notes, Whiteboard, Film Festival (which is selected), and a plus sign. The main content area displays a monday.com board titled "Film Festival" with a star icon. The board has a brief description: "In this board, you can keep track of all your marketing initiatives & strategies. Map out your goals and metrics to measure by, set target audiences or personas, select the source or channel, track the overall status and stay on top of your deadlines." Below this is a table with the following data:

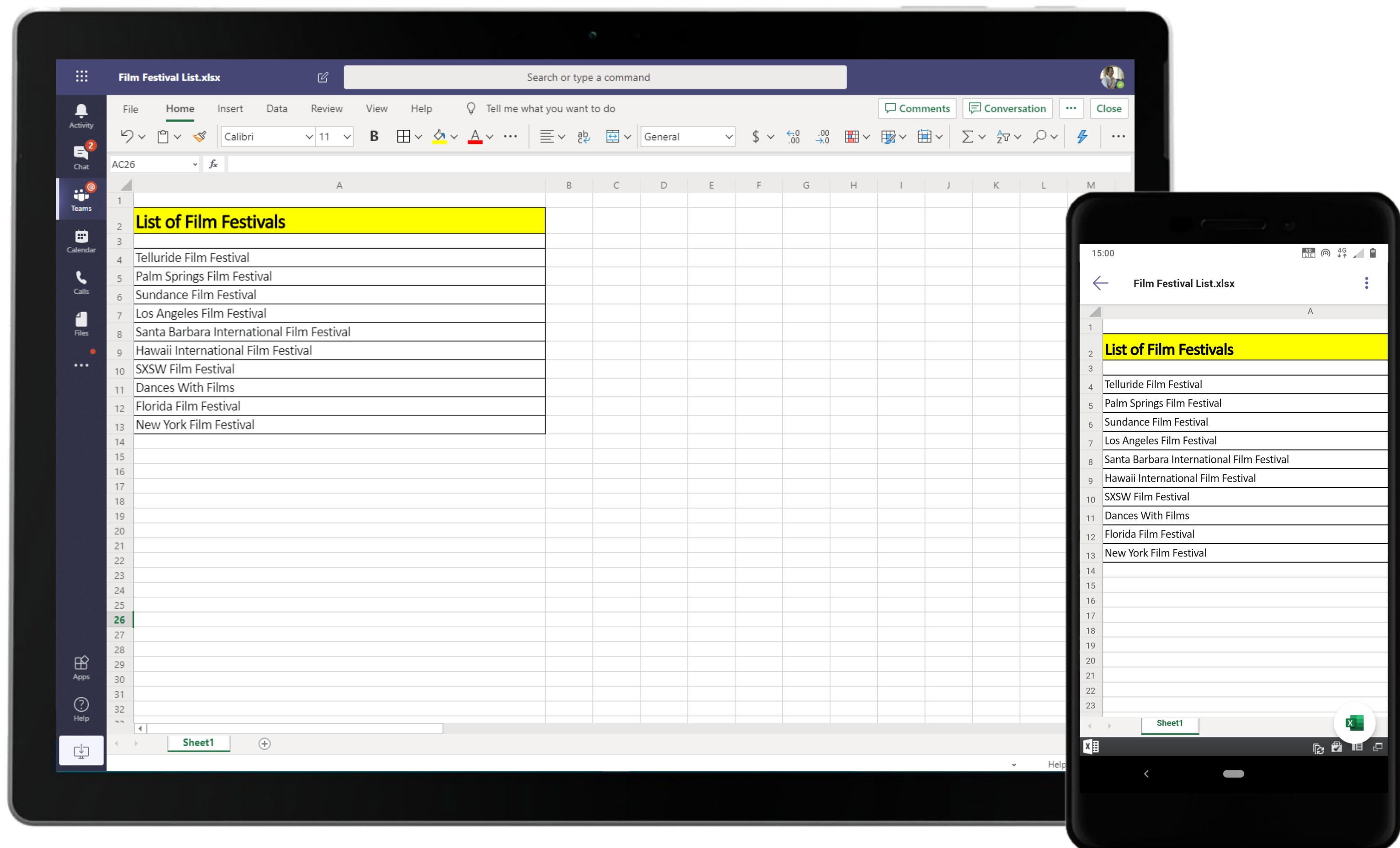
Task	Subitems	Person	Status	Timeline	Priority	Goal	Budget
Prepare a detailed interview document for the I...	1		To Do	Apr 6 - 17	Low		
Plan final EPK kit			Working on it	Feb 15 - Mar 30	High	25% conversion rate	\$5,000
Plan sales proposals			Done	Feb 21 - Mar 2	Medium	Clarify our main competitive a...	\$1,200
Research on the promotions kit items			Done	Mar 19 - 26	Medium		
Document complete information of the crew			To Do	Apr 21	Low		
Plan poster designs			Working on it	Mar 12 - 26	High		
Create a list of important festivals			Working on it	Mar 24 - 26	High		
Finalize the promotional budget			To Do	Apr 13 - 24	Medium		
Recruit crew members			Done	-			
Digital promotion strategy			Working on it	-			
Budget approval			To Do	-			

At the bottom of the board, there is a timeline bar showing "Feb 15 - Apr 24" with colored segments for different time periods. A sidebar on the left of the board includes "Main Table / 6" and a "New Item" button. The right side of the board shows "Give Feedback" and "Log Out" buttons. The bottom of the board has "Search", "Person", "Filter", and "Sort" buttons. A "More" button is at the bottom right. The mobile phone on the right shows the same board in a mobile view with a sidebar of actions: Open, Open in browser, Copy link, Rename, Settings, and Delete.

Meeting participants can access, track and review tasks assigned during the meeting within the monday.com tab. Participants can continue to interact with the monday.com board after the meeting to stay updated with the progress.

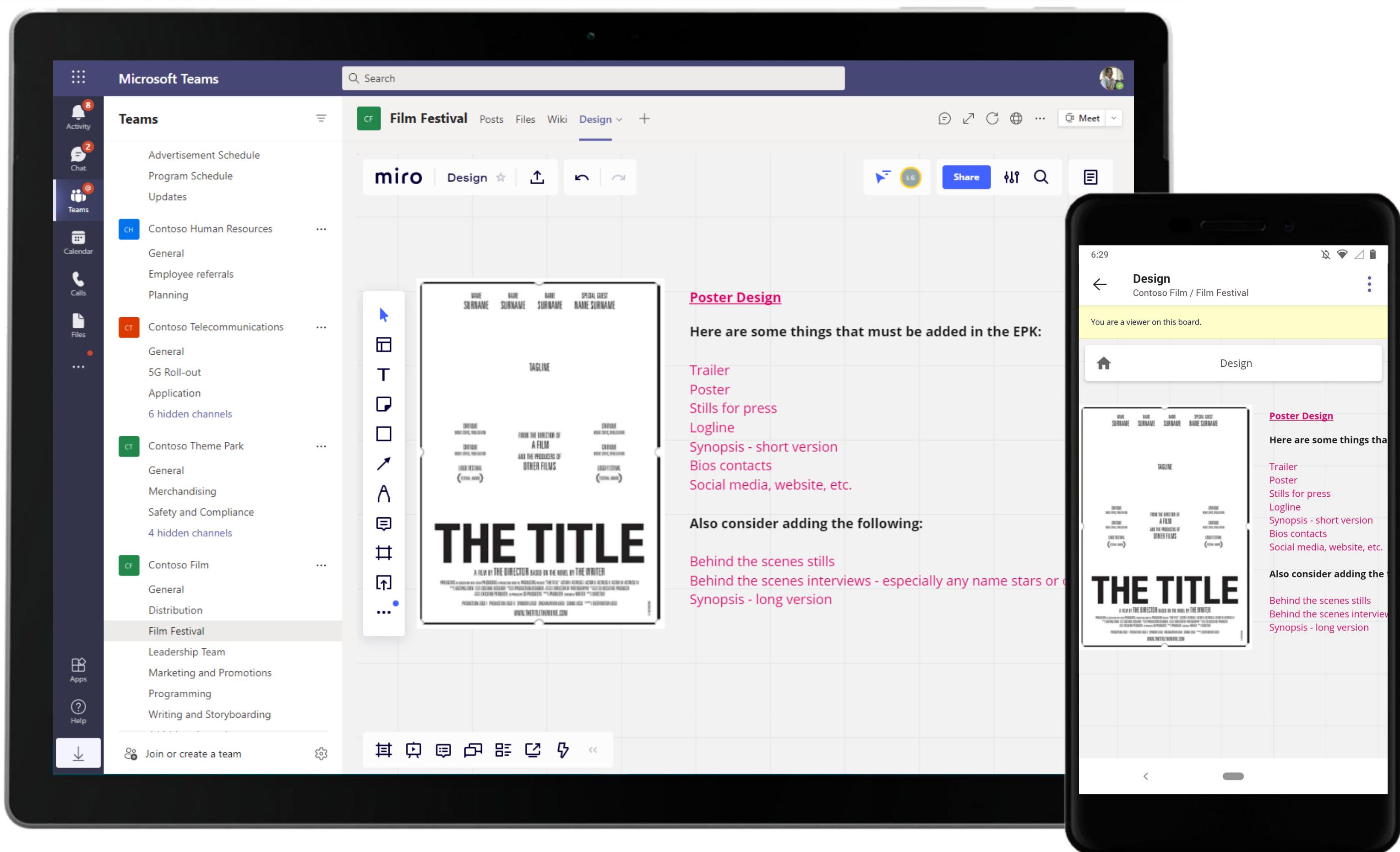


The Marketing Manager submits his report in the channel, where the Excel sheet will be stored in the Files tab and a cloud-enabled repository for future reference.



List of Film Festivals
Telluride Film Festival
Palm Springs Film Festival
Sundance Film Festival
Los Angeles Film Festival
Santa Barbara International Film Festival
Hawaii International Film Festival
SXSW Film Festival
Dances With Films
Florida Film Festival
New York Film Festival

Use Excel's analytical abilities within Teams to build reports and share them with your team. The full canvas of Excel along with all controls are available to be leveraged right within Teams.



The image shows a Microsoft Teams interface on the left and a mobile phone screen on the right, illustrating a collaborative workflow for film marketing.

**Microsoft Teams (Left):**

- Left Sidebar:** Activity (8 notifications), Chat (2 notifications), Teams (selected), Calendar, Calls, Files, and Help.
- Teams List:**
  - Advertisement Schedule
  - Program Schedule
  - Updates
  - Contoso Human Resources
    - General
    - Employee referrals
    - Planning
  - Contoso Telecommunications
    - General
    - 5G Roll-out
    - Application
    - 6 hidden channels
  - Contoso Theme Park
    - General
    - Merchandising
    - Safety and Compliance
    - 4 hidden channels
  - Contoso Film**
    - General
    - Distribution
    - Film Festival** (selected)
    - Leadership Team
    - Marketing and Promotions
    - Programming
    - Writing and Storyboarding
  - Join or create a team

**Miro Board (Main Area):**

The Miro board is titled "Poster Design" and is part of the "Film Festival" team in Microsoft Teams. The board contains a template for a movie poster with fields for "NAME SURNAME" and "TAGLINE". The poster template includes placeholder text: "A FILM BY THE DIRECTOR BASED ON THE NOVEL BY THE WRITER" and "PRODUCED BY THE PRODUCER". The board also lists several items in pink text that should be added to the EPK:

- Trailer
- Poster
- Stills for press
- Logline
- Synopsis - short version
- Bios contacts
- Social media, website, etc.

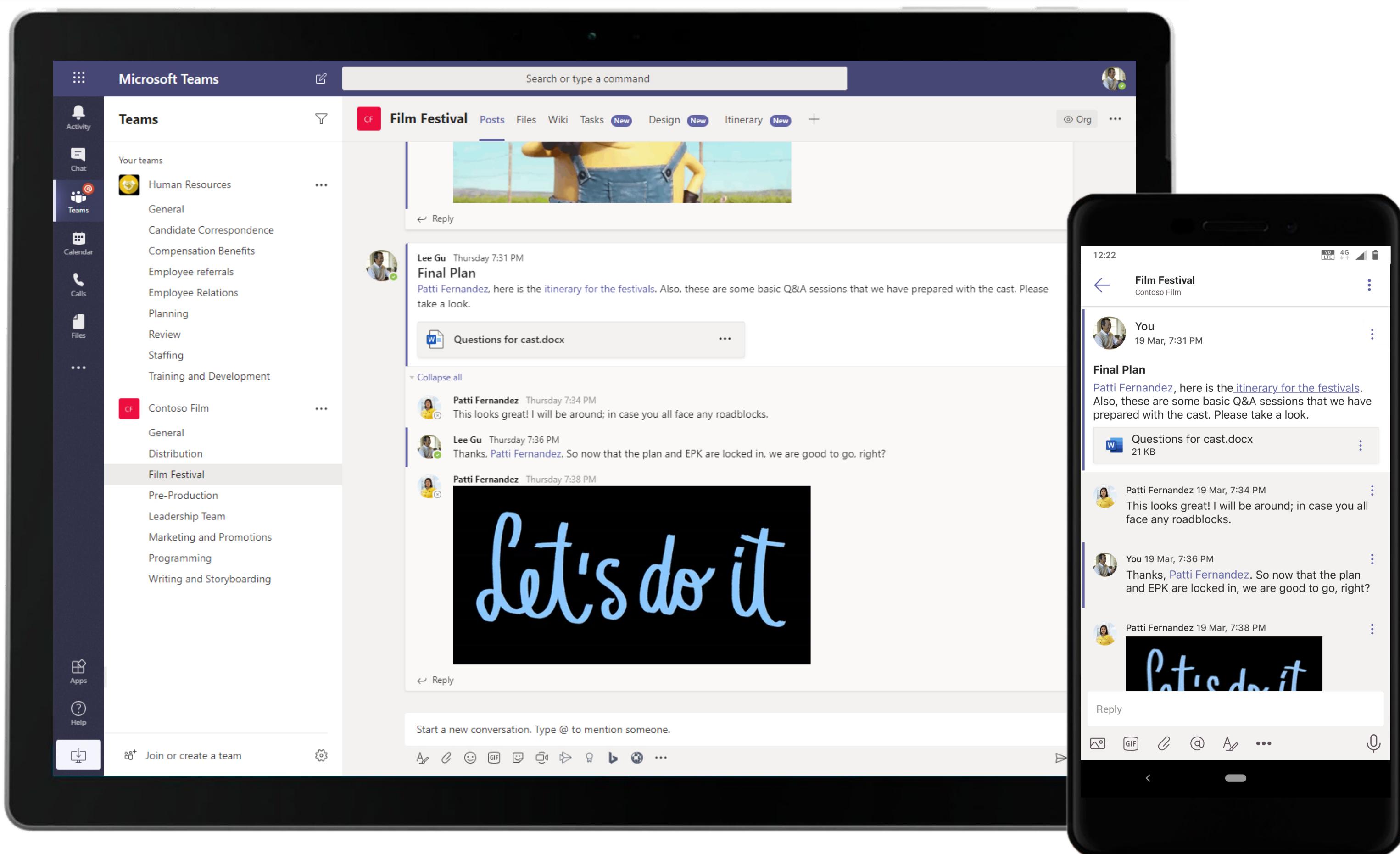
Below this, another section lists items to consider adding:

- Behind the scenes stills
- Behind the scenes interviews - especially any name stars or critics
- Synopsis - long version

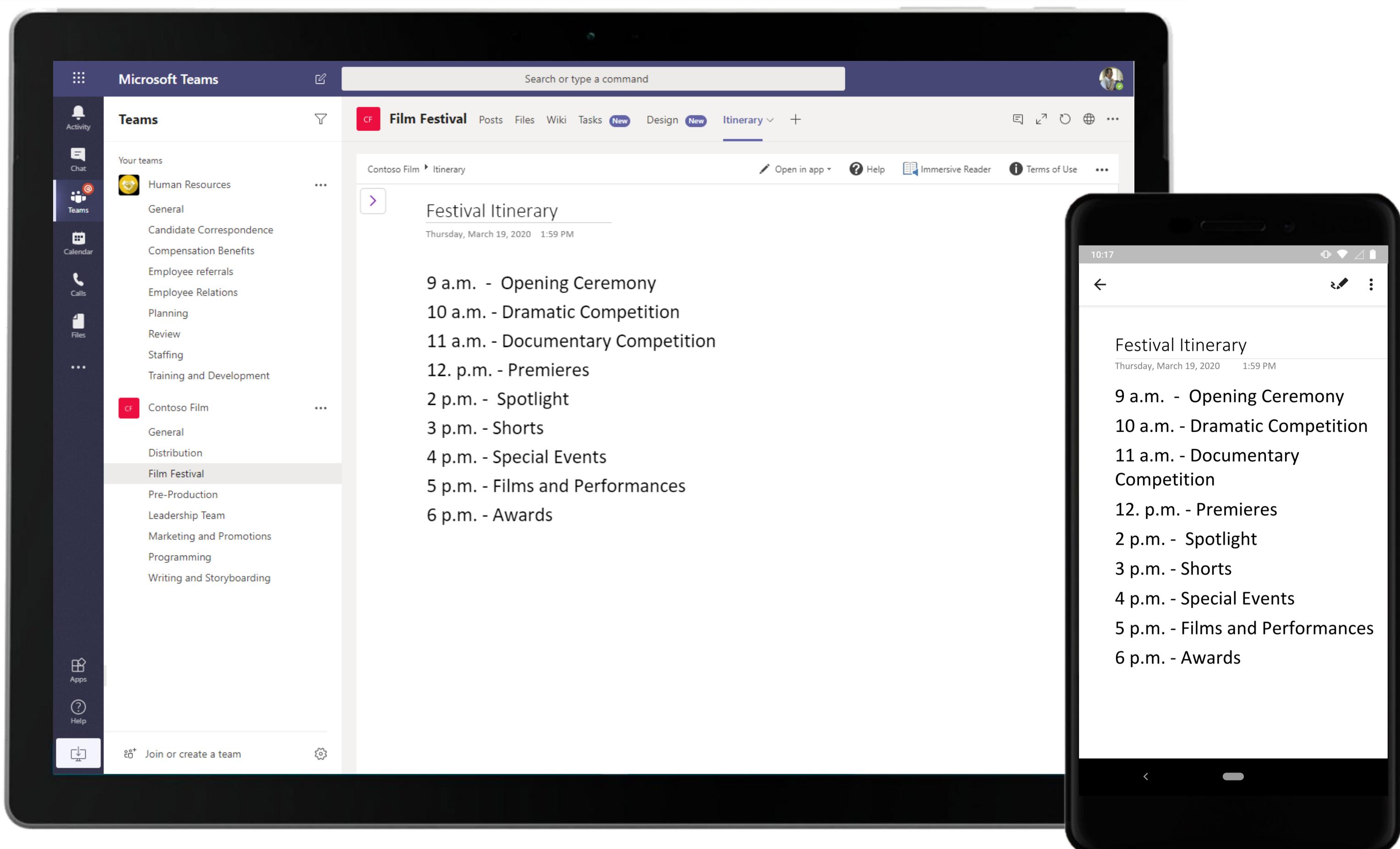
**Mobile Phone (Right):**

The mobile phone displays the same "Poster Design" board from the Microsoft Teams interface. The screen shows the title "Poster Design" and the subtitle "Contoso Film / Film Festival". It also indicates that the user is a viewer on this board. The mobile view shows the same list of items that should be added to the EPK and the "Also consider adding the following" section.

Enable distributed teams to work effectively together from brainstorming with digital sticky notes to planning and managing complex workflows. The Marketing Manager uses the Miro app to collaborate over a poster design.

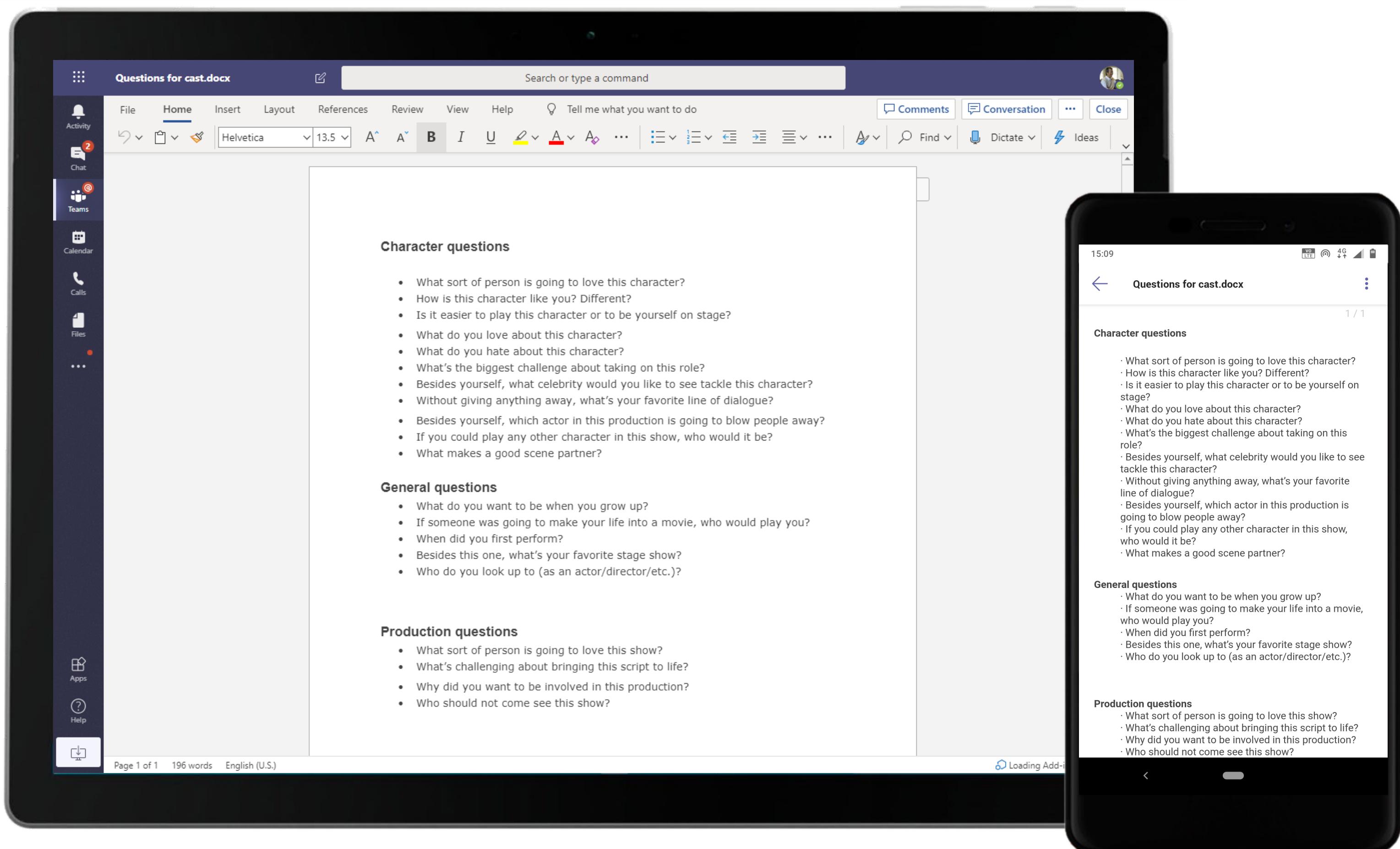


Channel conversations can contain a lot things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.



Add a OneNote tab to your channel in Microsoft Teams and use it as a shared space for notes among team members.

The Marketing Manager uses it to create an itinerary and upload it in a tab in the channel.



**Character questions**

- What sort of person is going to love this character?
- How is this character like you? Different?
- Is it easier to play this character or to be yourself on stage?
- What do you love about this character?
- What do you hate about this character?
- What's the biggest challenge about taking on this role?
- Besides yourself, what celebrity would you like to see tackle this character?
- Without giving anything away, what's your favorite line of dialogue?
- Besides yourself, which actor in this production is going to blow people away?
- If you could play any other character in this show, who would it be?
- What makes a good scene partner?

**General questions**

- What do you want to be when you grow up?
- If someone was going to make your life into a movie, who would play you?
- When did you first perform?
- Besides this one, what's your favorite stage show?
- Who do you look up to (as an actor/director/etc.)?

**Production questions**

- What sort of person is going to love this show?
- What's challenging about bringing this script to life?
- Why did you want to be involved in this production?
- Who should not come see this show?

Co-author and edit Word documents within Teams. The questions drafted for cast interview are shared with team members in the channel.



# Monitoring Negative Responses

## Marketing Analyst

### Scenario Walkthrough

Contoso subscribers have been experiencing poor network signal at Greenwood, Seattle. It is required that the maintenance crew resolves the network problem for uninterrupted services. Meanwhile, the backlash in social channels is closely monitored and mitigated by the Marketing Analyst.

- Integrates Twitter and SharePoint to monitor tweets with relevant hashtags using Power Automate within Microsoft Teams.
- Reviews the posts in the channel with the Marketing Manager to analyze the results of the social media scan.
- Coordinates with the Maintenance and Repairs Manager about the status of the issue.
- Views an overall Social Media Scorecard Power BI tab set up in the channel to help plan remedial measures and campaigns.

How did Microsoft Teams help the Marketing Analyst to execute her roles and responsibilities?

- Quick teamwork and action made possible through channel communication.
- Real-time tracking of social media impact via integration of Power Automate set up in a tab within Teams.
- SharePoint lists enable easy update and tracking of important lists.
- Facilitation of data-driven decisions informed by visualizations and scoring in Power BI for Microsoft Teams.

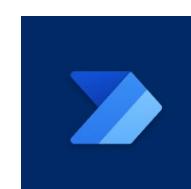
Which app integrations on Teams made it possible?



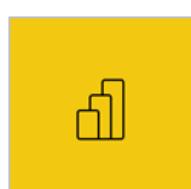
Website



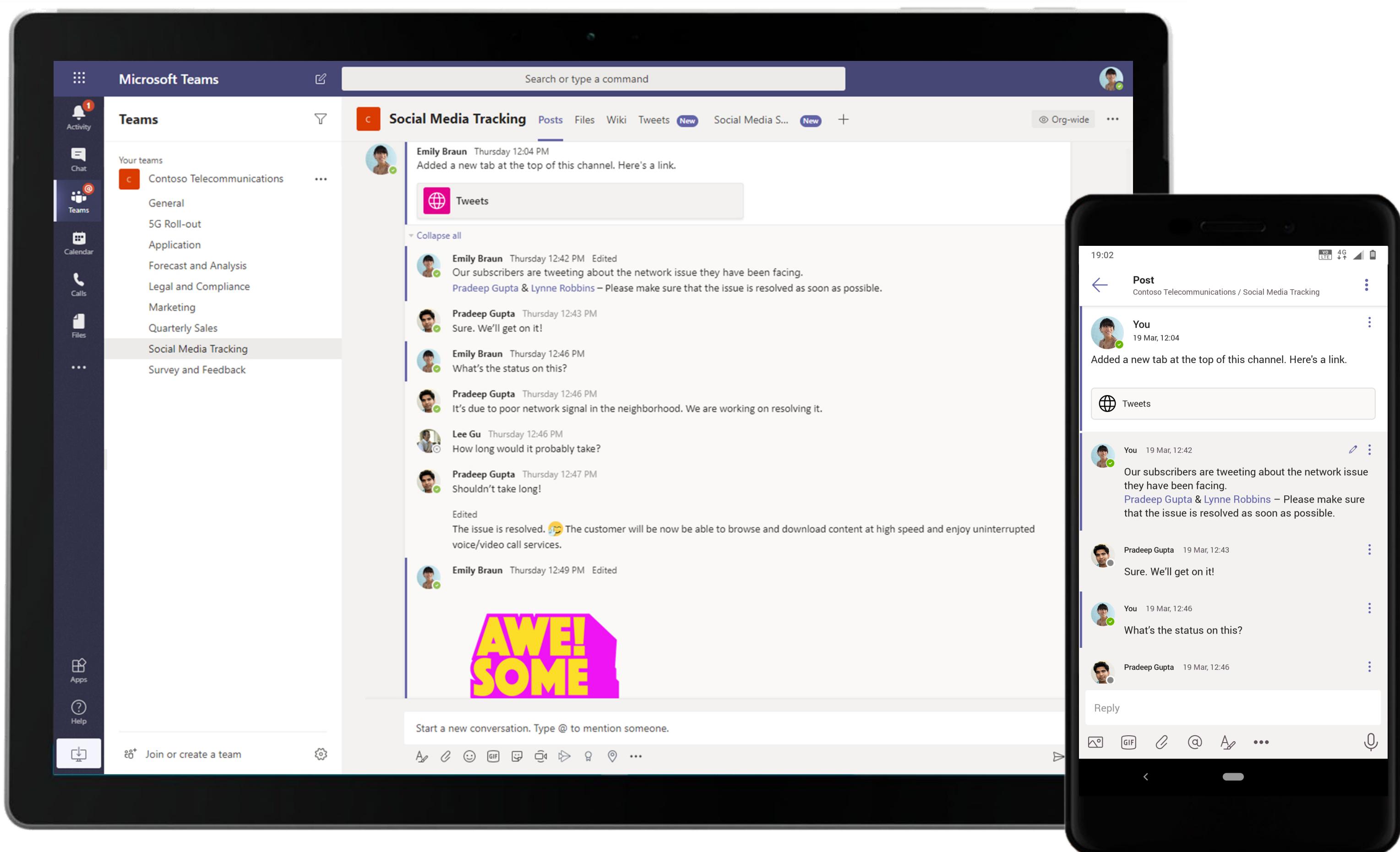
SharePoint



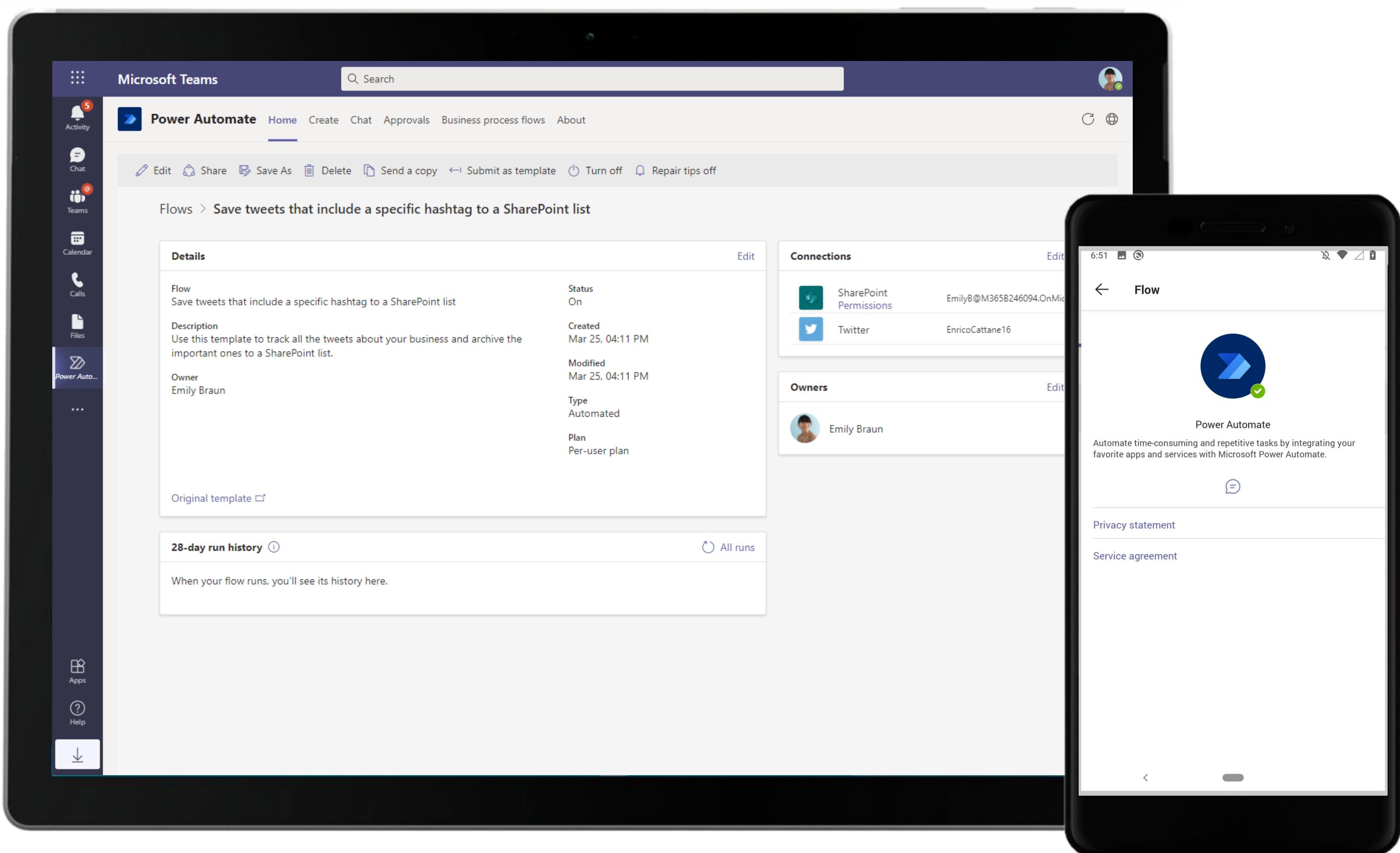
Power  
Automate



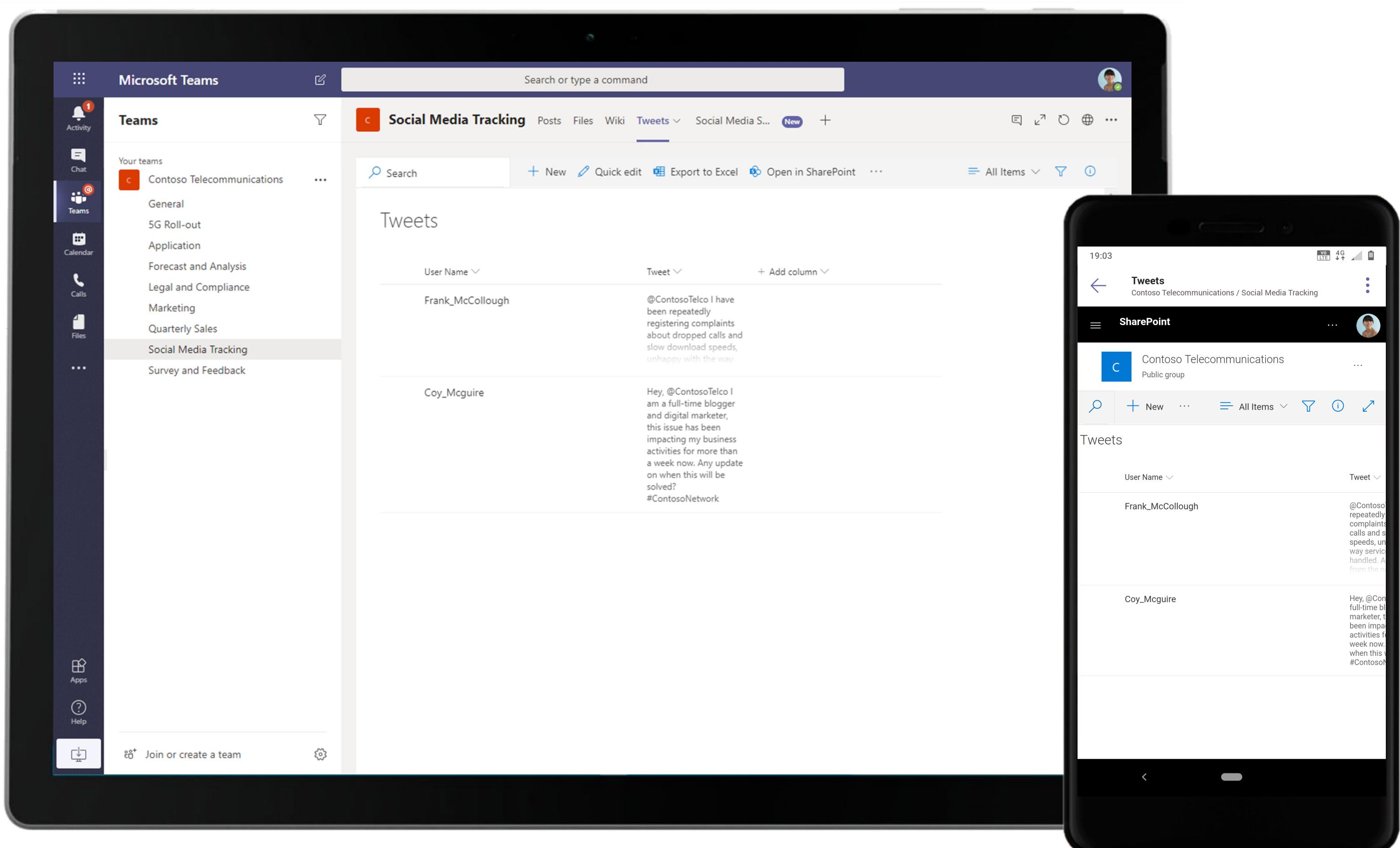
Power BI



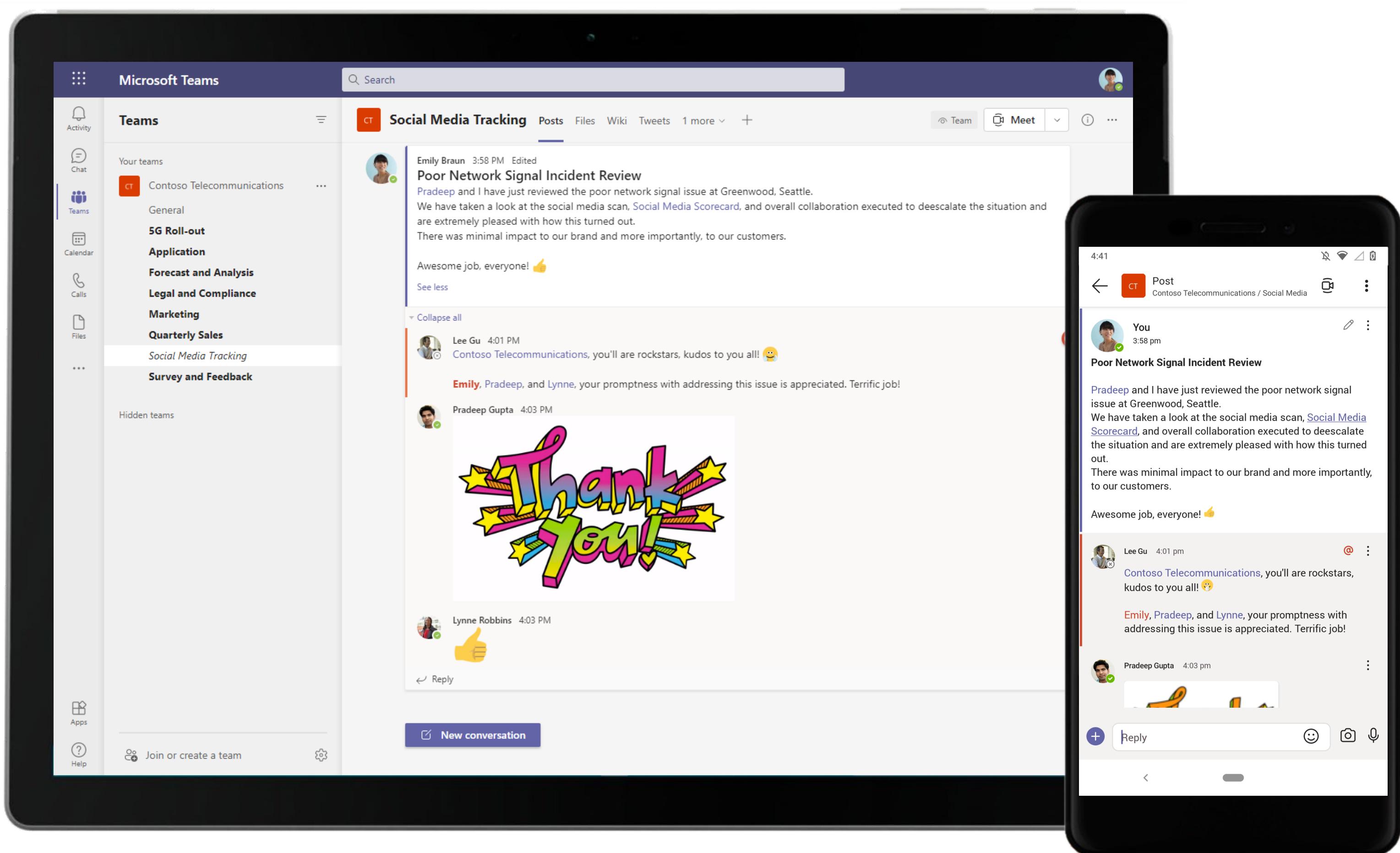
Configure a SharePoint List to a channel either as a website tab or as a SharePoint app to provide access to important lists. Here the Marketing Manager configures a SharePoint list that's connected to Power Automate to keep track of tweets within a channel.



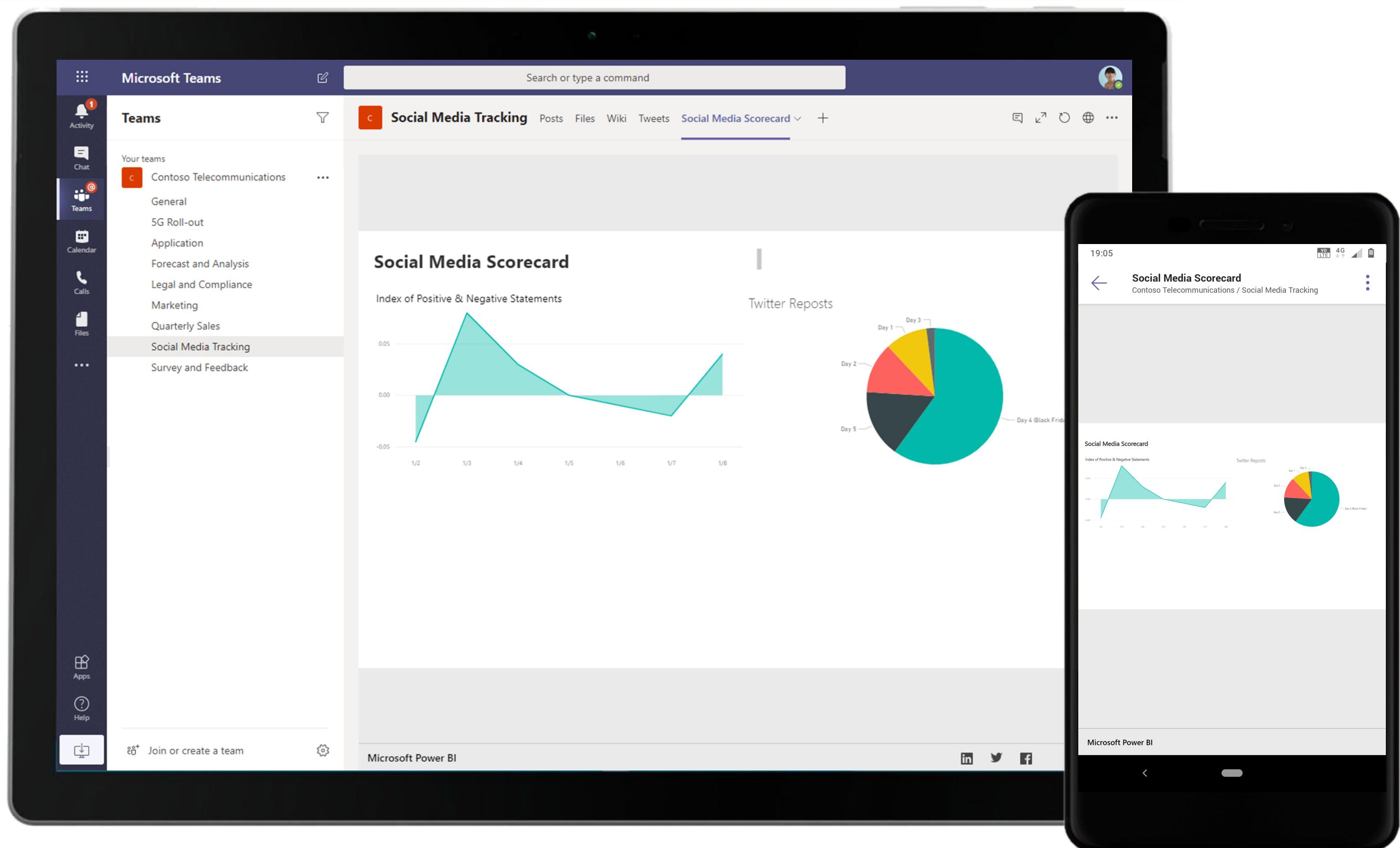
Add Power Automate to a channel to manage flows. The Marketing Analyst uses Power Automate to configure a flow that automatically saves tweets that contain a specific hashtag.



The Marketing Analyst integrates a tab to bring in tweets with specific hashtags using Microsoft Flow. Create a custom Flow to scan social media for information related to comments about products and auto-save the tweets to a SharePoint List.



The Marketing Analyst uses channel communication to inform her team when the equipment is resolved. Intense in moments of work flurry, these channels also see a fair amount of levity with GIFs and emojis that makes working together fun!



A Power BI dashboard offers a visually rich view of current and projected data. The Analyst uses Power BI to breakdown the social media scorecard driven by visualizations and scoring in Power BI for Microsoft Teams.



# Setting Up an Experience Kiosk

## Marketing Manager

### Scenario Walkthrough

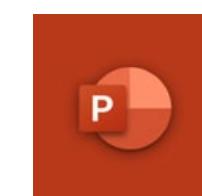
Contoso Telecommunications is one of the first ISP that has obtained 5G connectivity in Seattle. To spread the word and let more people experience the benefits of this technology, the company has decided to install a kiosk at the Northwind Mall. See how the Marketing Manager uses Microsoft Teams to plan and achieve their goals.

- Schedules team meetings to brainstorm marketing ideas.
- Shares relevant news articles via Bing News.
- Uses OneNote to collect ideas for an effective marketing strategy.
- Requests the Marketing team to create a PowerPoint presentation about an experience kiosk
- Uses Adobe Sign to sign contract agreements with the mall.

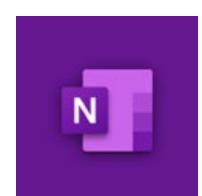
How did Microsoft Teams help the Marketing Manager to execute his roles and responsibilities?

- Conduct channel meetings to communicate and coordinate with the marketing team.
- Bing News to find relevant news to the specific topic.
- Collaborate, edit and draft ideas with the marketing team using OneNote.
- PowerPoint to draft effective presentations.
- Adobe Sign to easily e-sign documents without leaving Teams.

Which app integrations on Teams made it possible?



PowerPoint



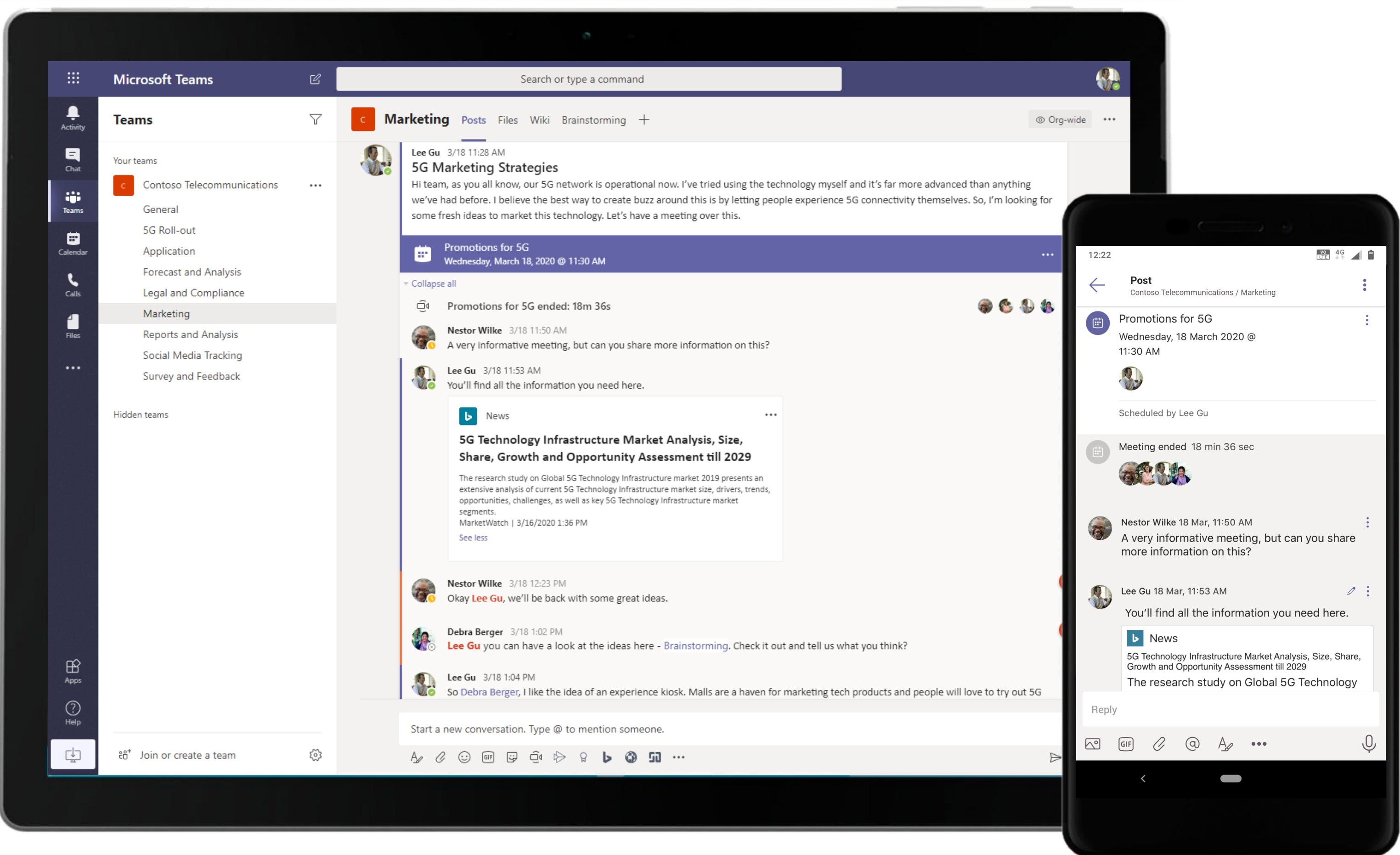
OneNote



Adobe Sign

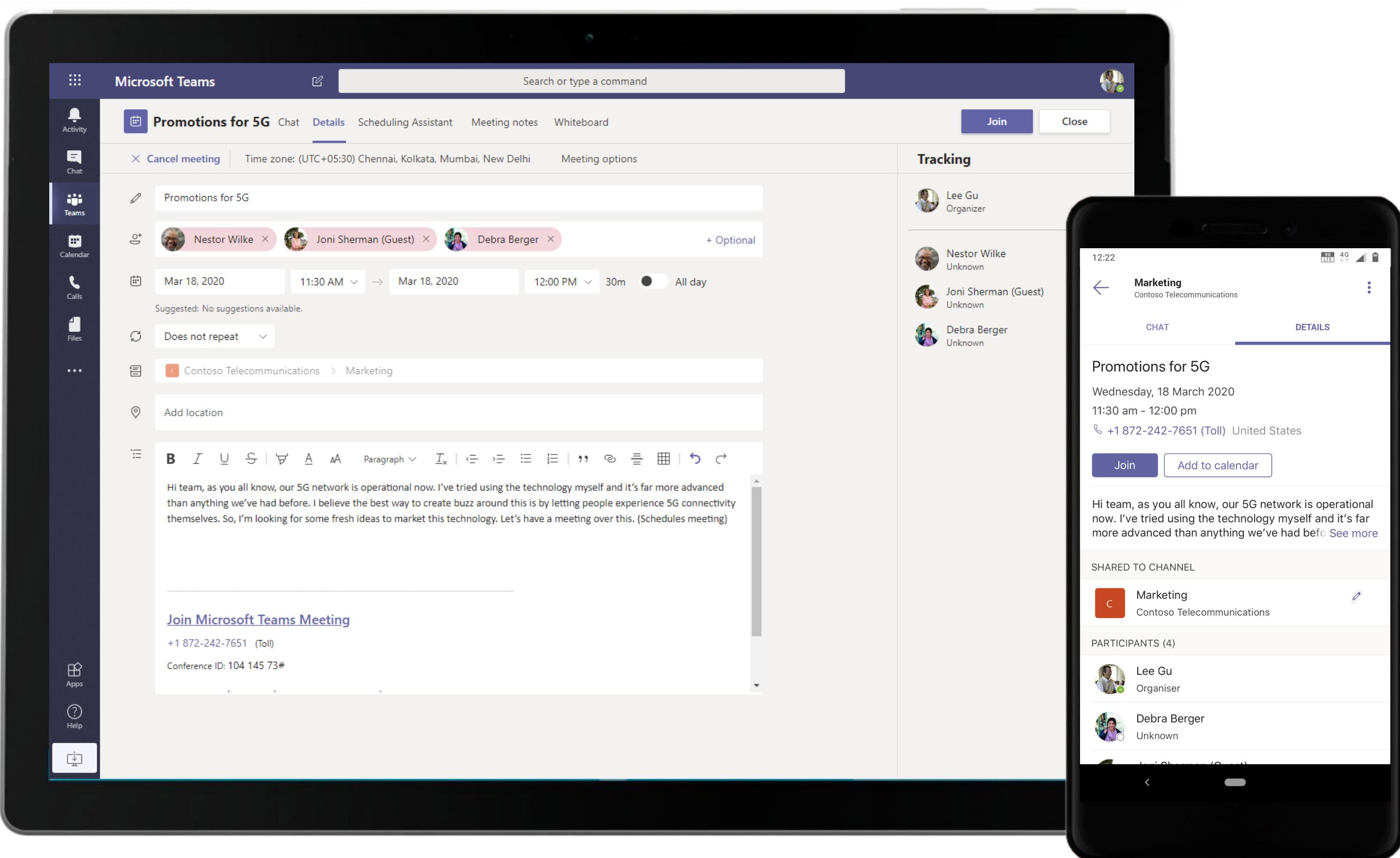


Bing News



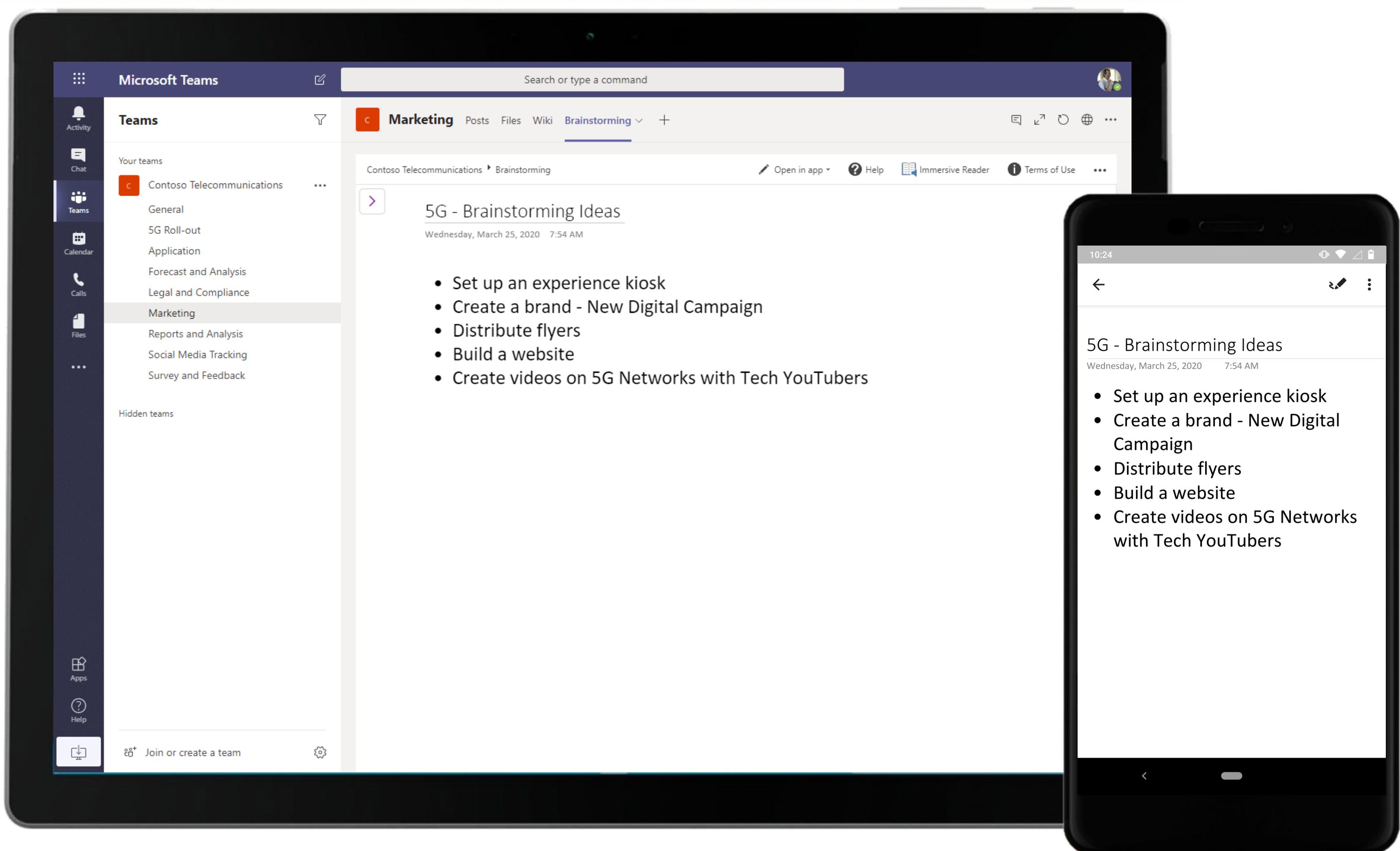
The image displays two Microsoft Teams mobile app interfaces. The left interface shows a 'Marketing' team conversation. A news card for '5G Technology Infrastructure Market Analysis, Size, Share, Growth and Opportunity Assessment till 2029' is pinned to the feed. The right interface shows a post from 'Contoso Telecommunications / Marketing' with a link to the same news article. Both screens show a list of team members and a message from Lee Gu about 5G marketing strategies.

Search the most relevant news for your work on topics you care about and the Bing News connector will deliver them right to your team. The Marketing Manager shares relevant article using Bing News.

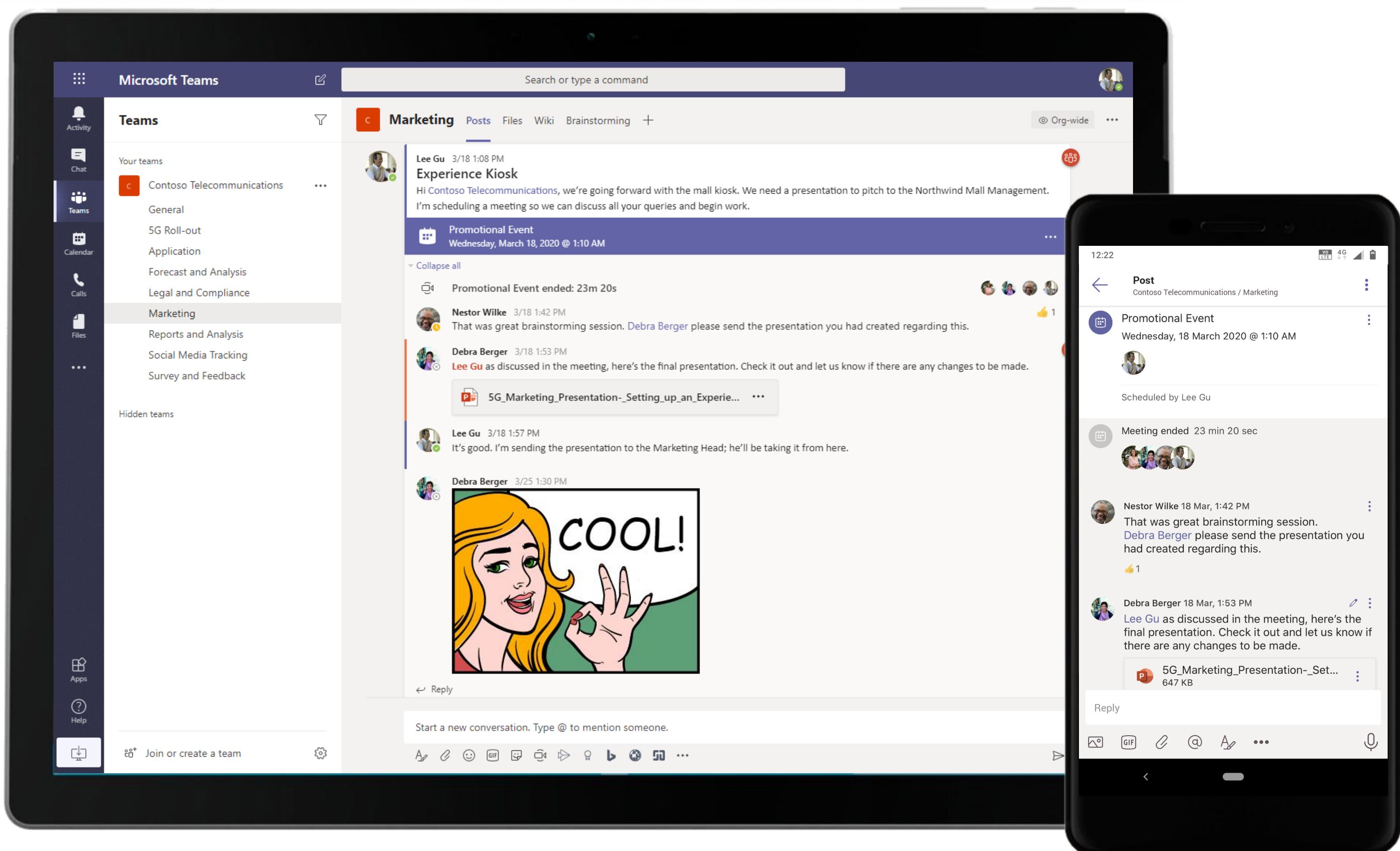


The image displays a Microsoft Teams meeting setup across two devices: a laptop and a mobile phone. On the laptop, the 'Promotions for 5G' meeting is being created. The participants listed are Nestor Wilke, Joni Sherman (Guest), and Debra Berger. The meeting is scheduled for Wednesday, March 18, 2020, from 11:30 AM to 12:00 PM. The mobile phone shows the meeting details page, which includes the meeting title 'Promotions for 5G', date 'Wednesday, 18 March 2020', time '11:30 am - 12:00 pm', and a phone number '+1 872-242-7651 (Toll) United States'. The 'Join' button is visible on both the laptop and the mobile phone.

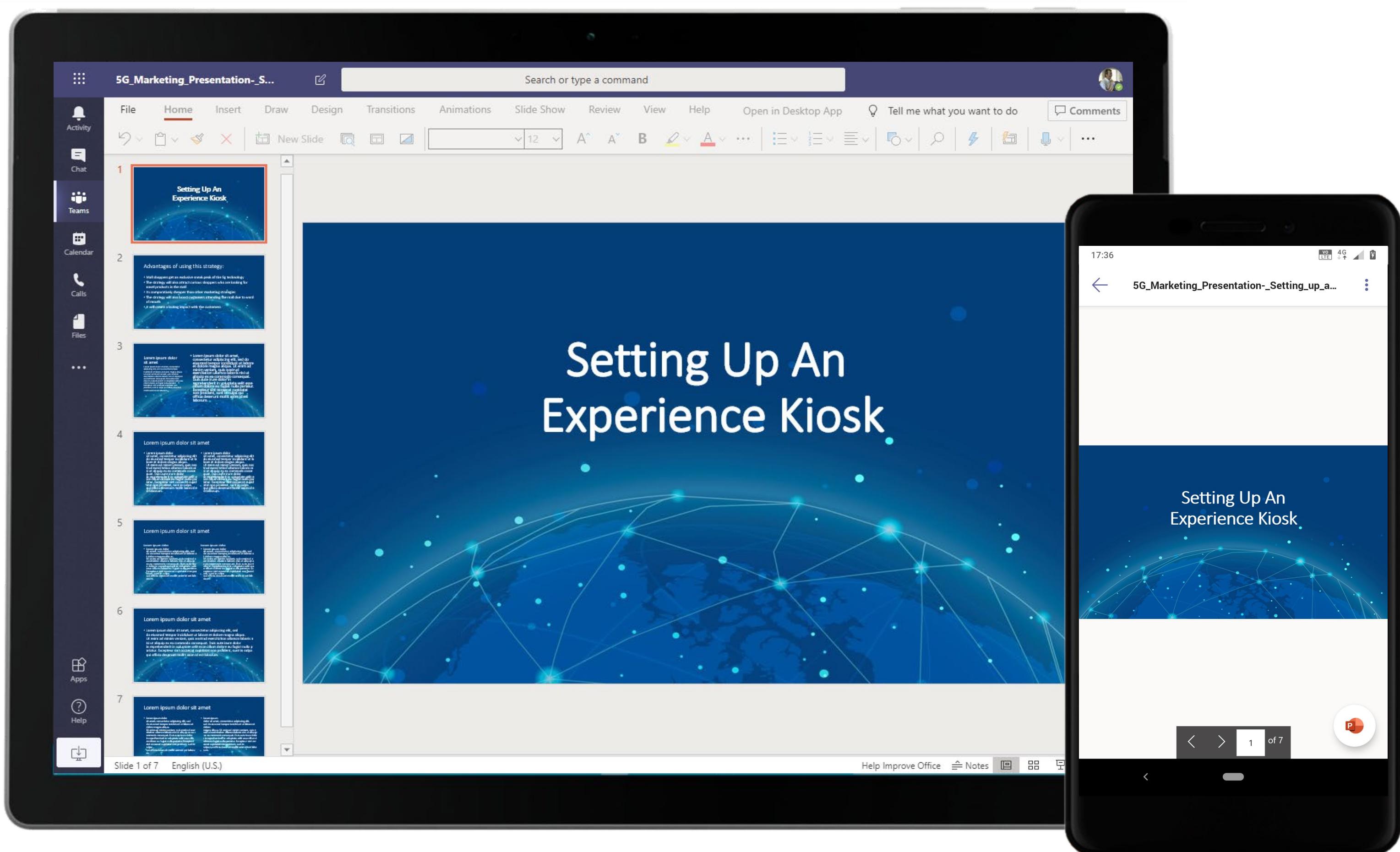
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.



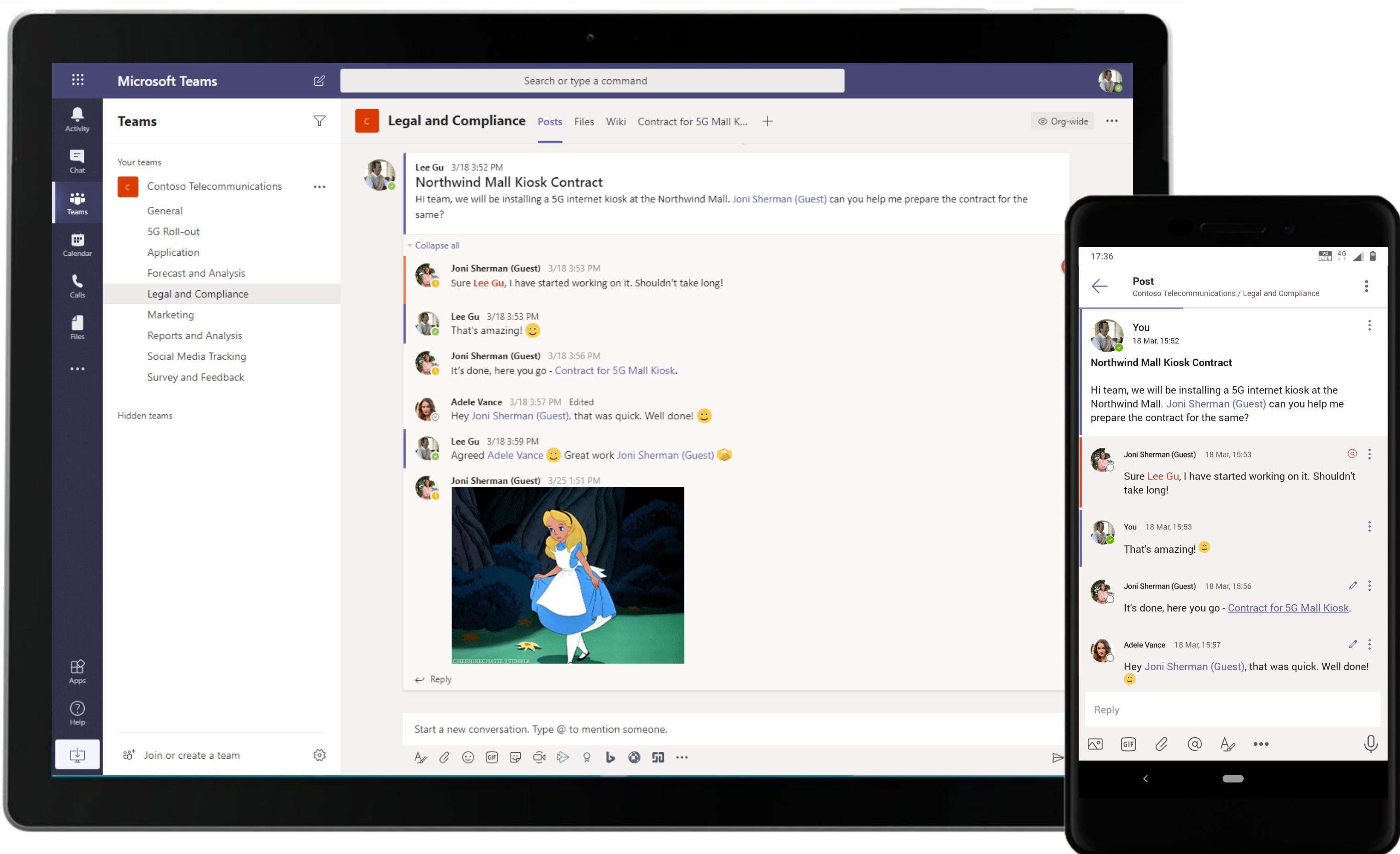
Quickly disseminate meeting outcome and notes among team members with OneNote tabs in channels. The OneNote link is shared in the meeting thread after the meeting.



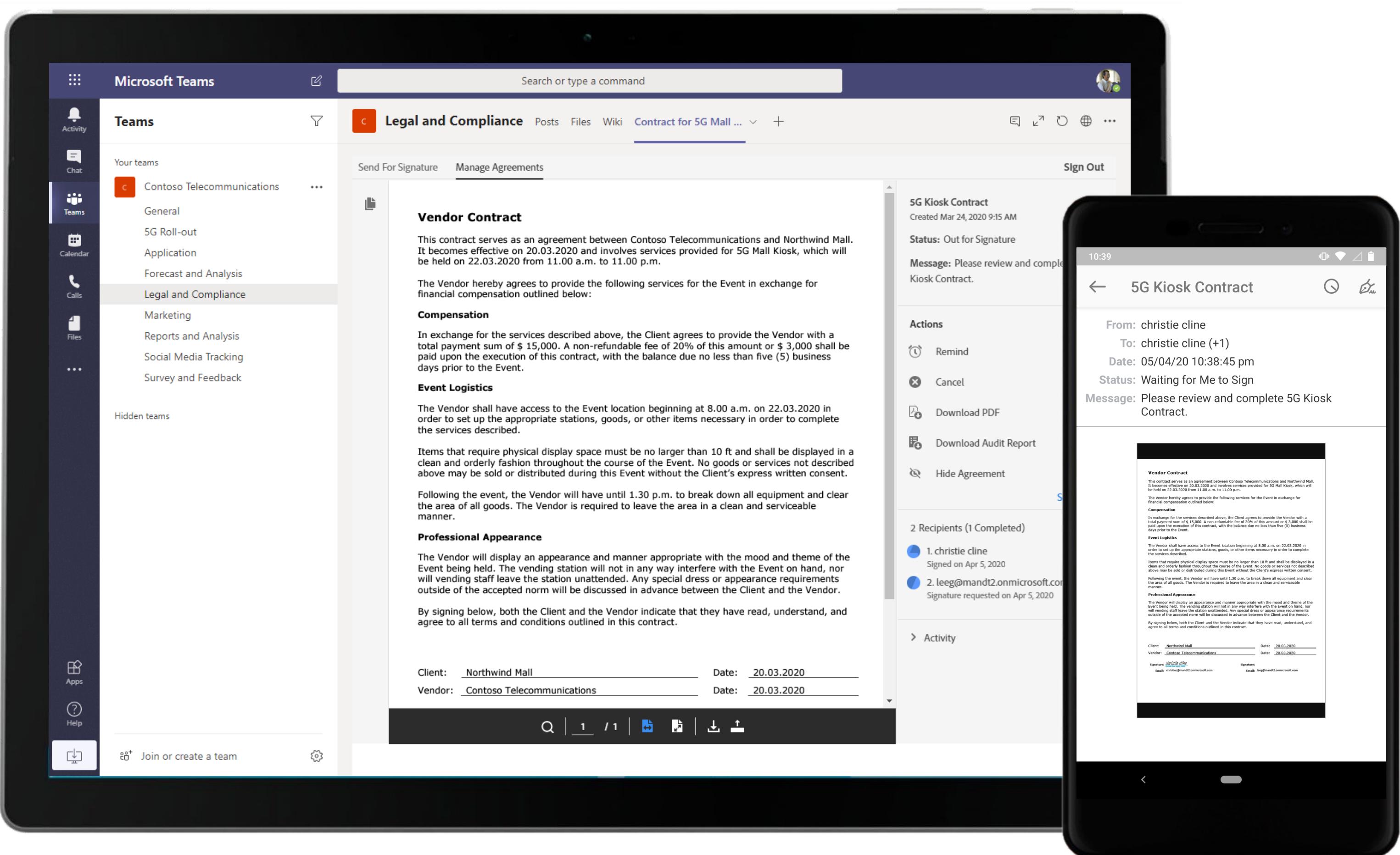
With Microsoft Teams, the PR Manager can schedule meetings without difficulty and find the best available times for invitees through the native scheduling calendar. Meeting threads make follow-up conversations a breeze, and even fun!



Store and share important files within a dedicated, cloud-enabled repository with Files. Design documents such as the PowerPoint containing the details for setting up an experience desk are shared using PowerPoint.



The Marketing Manager delegates tasks to team members through channel communication. The @mention feature ensures that team members don't miss out on messages that need their attention!



Microsoft Teams

Search or type a command

Teams

Your teams

- Contoso Telecommunications
- General
- 5G Roll-out
- Application
- Forecast and Analysis
- Legal and Compliance**
- Marketing
- Reports and Analysis
- Social Media Tracking
- Survey and Feedback

Hidden teams

Send For Signature Manage Agreements

**Vendor Contract**

This contract serves as an agreement between Contoso Telecommunications and Northwind Mall. It becomes effective on 20.03.2020 and involves services provided for 5G Mall Kiosk, which will be held on 22.03.2020 from 11.00 a.m. to 11.00 p.m.

The Vendor hereby agrees to provide the following services for the Event in exchange for financial compensation outlined below:

**Compensation**

In exchange for the services described above, the Client agrees to provide the Vendor with a total payment sum of \$ 15,000. A non-refundable fee of 20% of this amount or \$ 3,000 shall be paid upon the execution of this contract, with the balance due no less than five (5) business days prior to the Event.

**Event Logistics**

The Vendor shall have access to the Event location beginning at 8.00 a.m. on 22.03.2020 in order to set up the appropriate stations, goods, or other items necessary in order to complete the services described.

Items that require physical display space must be no larger than 10 ft and shall be displayed in a clean and orderly fashion throughout the course of the Event. No goods or services not described above may be sold or distributed during this Event without the Client's express written consent.

Following the event, the Vendor will have until 1.30 p.m. to break down all equipment and clear the area of all goods. The Vendor is required to leave the area in a clean and serviceable manner.

**Professional Appearance**

The Vendor will display an appearance and manner appropriate with the mood and theme of the Event being held. The vending station will not in any way interfere with the Event on hand, nor will vending staff leave the station unattended. Any special dress or appearance requirements outside of the accepted norm will be discussed in advance between the Client and the Vendor.

By signing below, both the Client and the Vendor indicate that they have read, understand, and agree to all terms and conditions outlined in this contract.

Client: Northwind Mall Date: 20.03.2020  
 Vendor: Contoso Telecommunications Date: 20.03.2020

Sign Out

SG Kiosk Contract  
Created Mar 24, 2020 9:15 AM

Status: Out for Signature  
Message: Please review and complete Kiosk Contract.

Actions

- Remind
- Cancel
- Download PDF
- Download Audit Report
- Hide Agreement

2 Recipients (1 Completed)

- 1. christie cline  
Signed on Apr 5, 2020
- 2. leeg@mandt2.onmicrosoft.com  
Signature requested on Apr 5, 2020

Activity

From: christie cline  
To: christie cline (+1)  
Date: 05/04/20 10:38:45 pm  
Status: Waiting for Me to Sign  
Message: Please review and complete 5G Kiosk Contract.

Send a document for e-signature and track the signing process at every step—right from the Adobe Sign tab within Teams. The Legal team prepares a contract for the vendor agreement.



# New Web Series

## Business Development Manager

### Scenario Walkthrough

Contoso is looking into exploring new markets to ensure they stay ahead of the curve. Business Development Manager suggests the company should launch a web series in Spanish as it would open new frontiers and expand its customer base. See how he collaborates with the Marketing team to plan with ease of communication in Microsoft Teams.

- Shares a power BI report showing a shrinking subscriber base in the US and increased subscribers internationally.
- Receives an analysis report from a business analyst regarding which location should be focused on.
- Discusses the plan of introducing a new web series to target local markets where good subscriber growth is possible.
- Finalizes the idea of creating a new web series in Spanish that would increase the subscriber growth by 40% and bring good revenue.

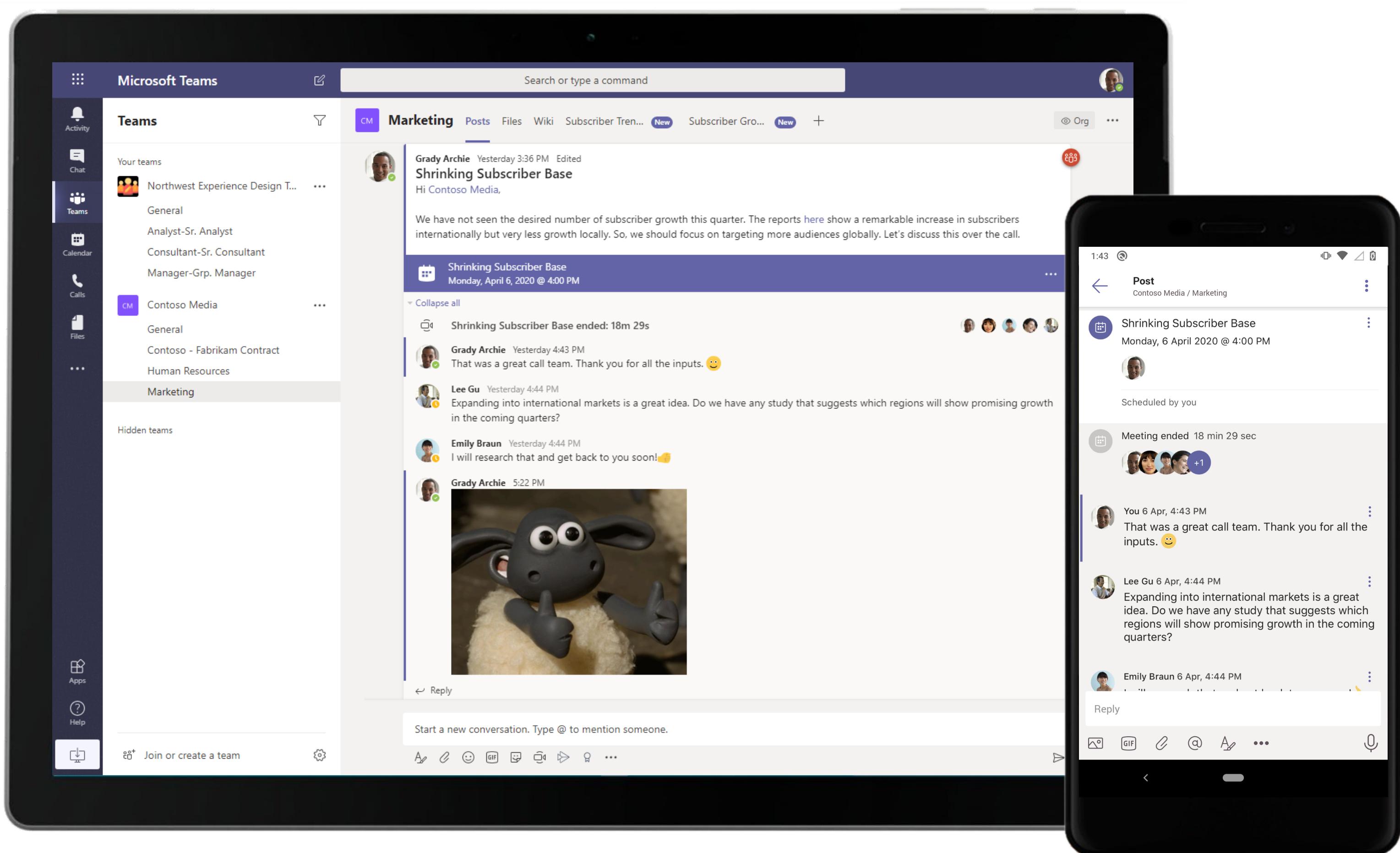
How did Microsoft Teams help the Business Development Manager to execute his roles and responsibilities?

- Useful market insights are obtained using Power BI.
- @mention feature attracts the attention of relevant team members.
- Channel communication makes the discussion and implementation of the new idea easier.
- Live captions with attribution make meetings more inclusive and help everyone stay on the same page during calls.

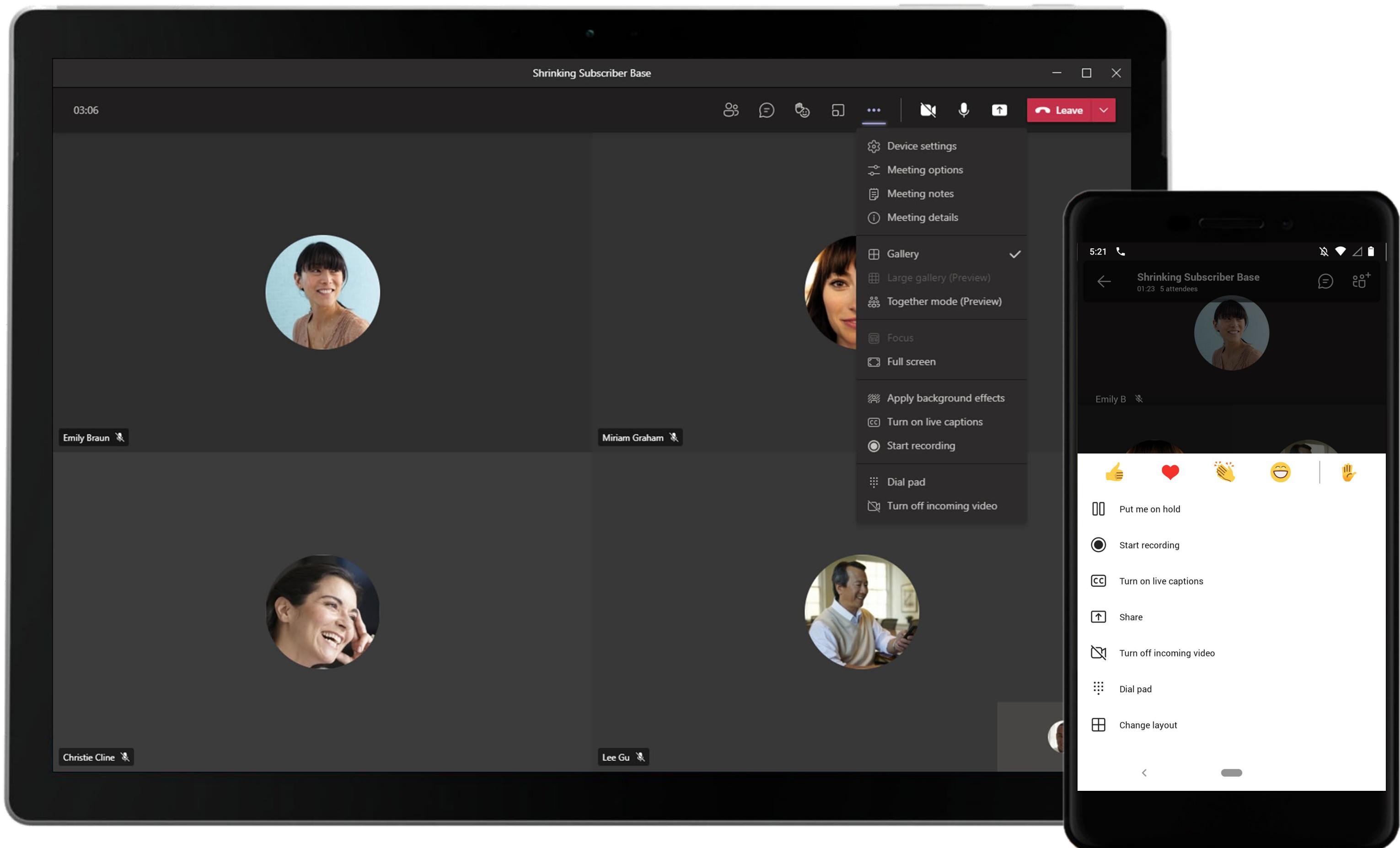
Which app integrations on Teams made it possible?



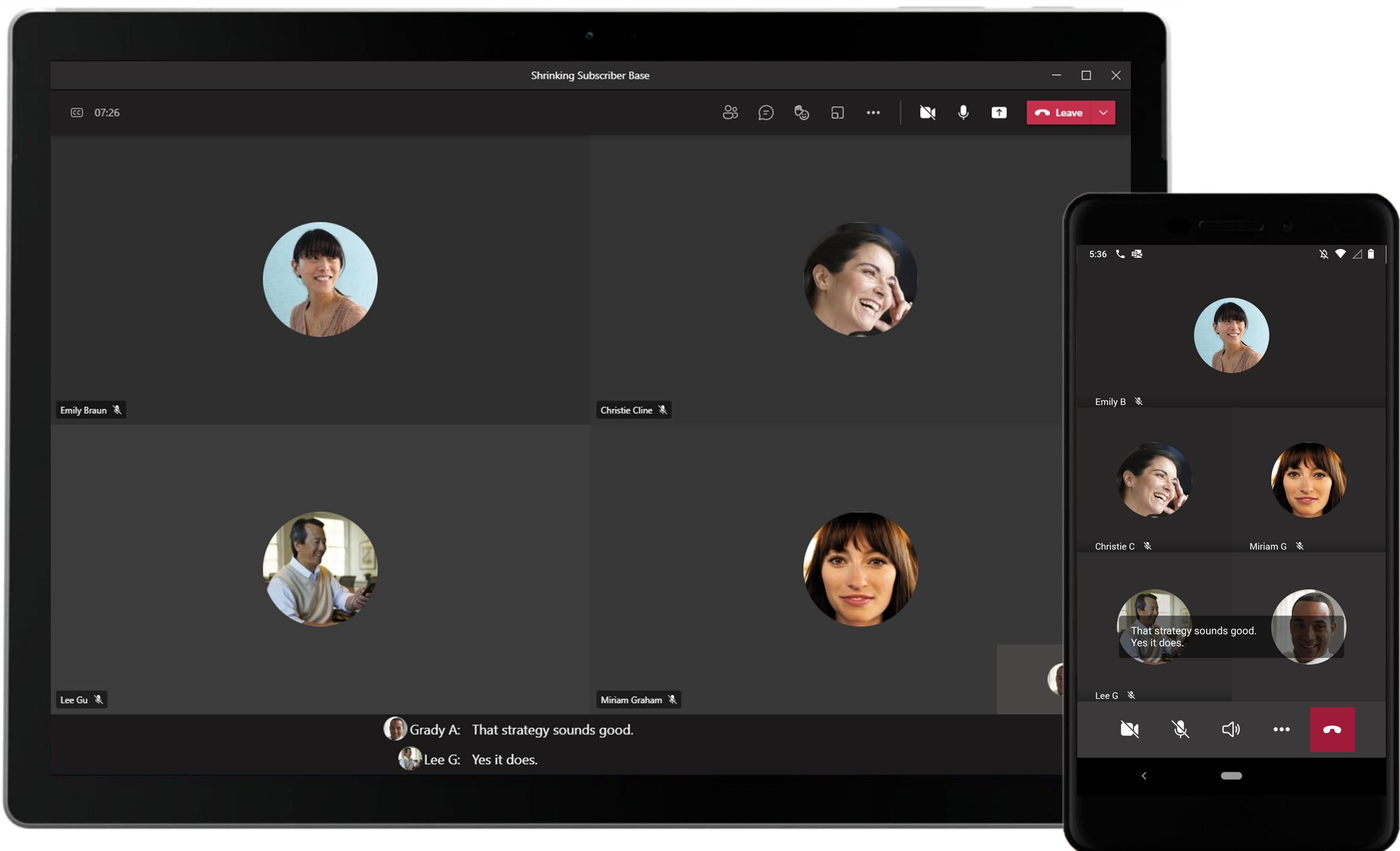
Power BI



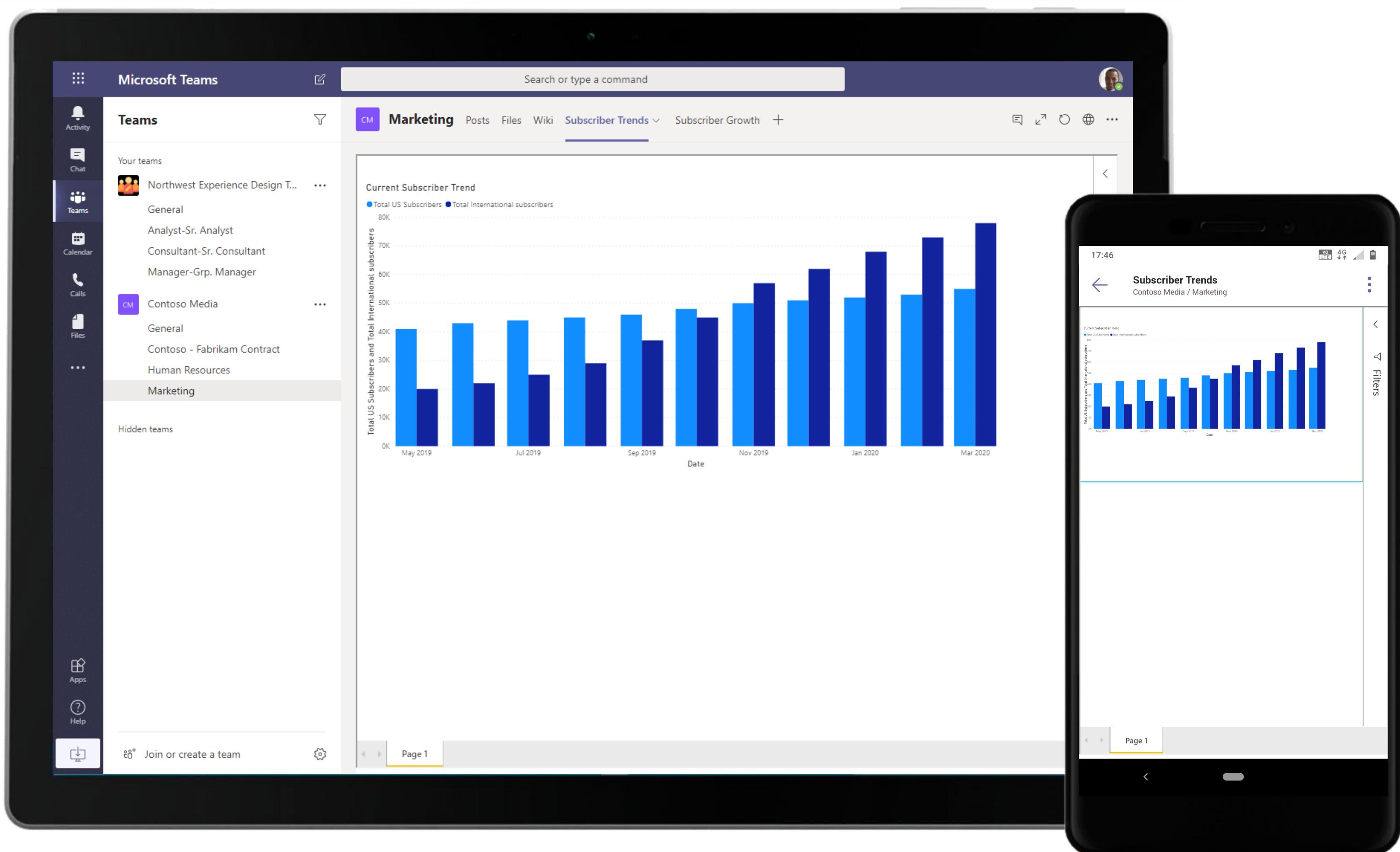
Dedicated teams and channels enable instant group collaboration. The Business Development Manager posts concern about shrinking customer base and schedules a meeting to discuss ideas.



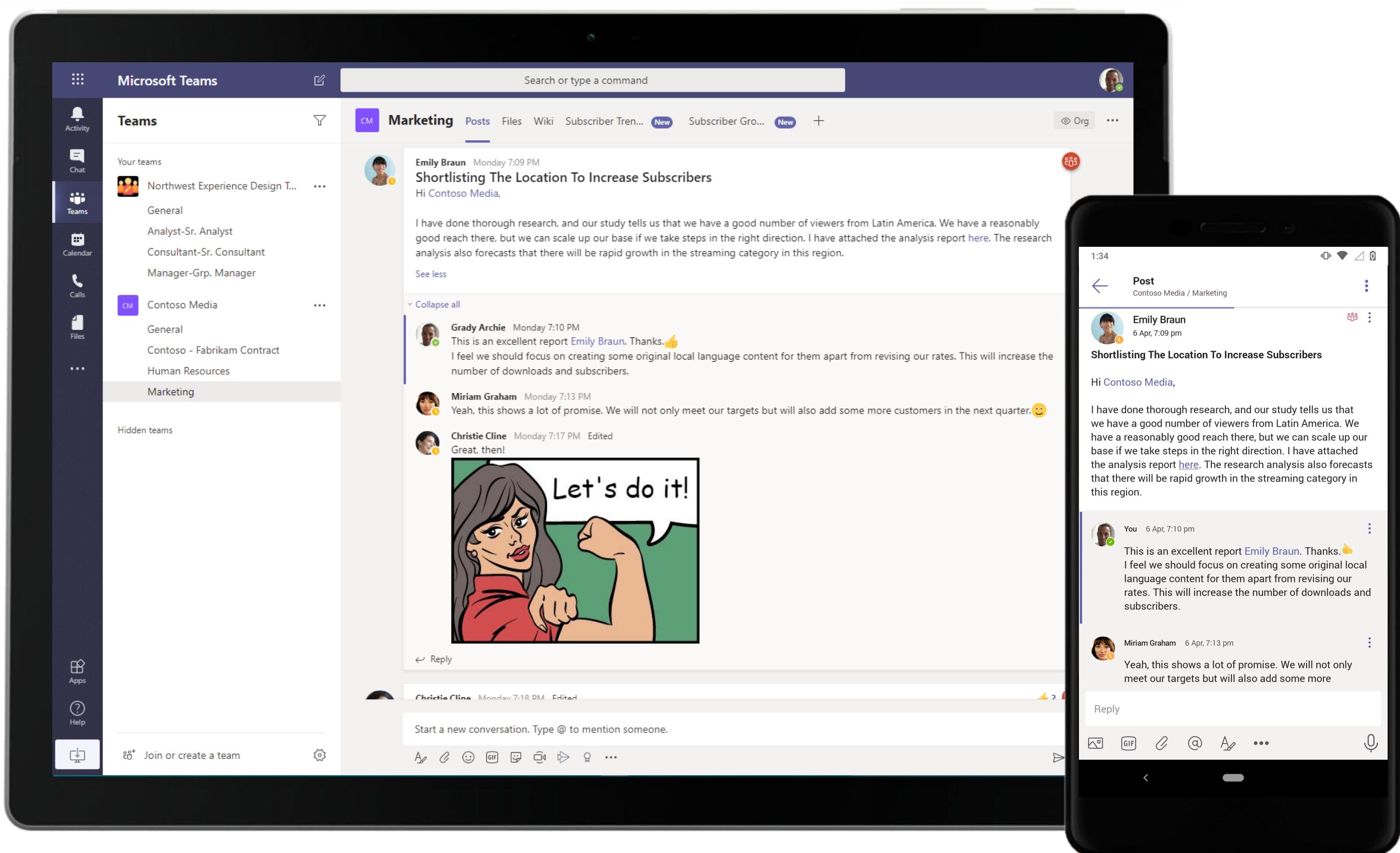
Meeting attendees can leverage a wide range of features like live captions, background effects, meeting recordings and more for an engaging and productive meeting experience.



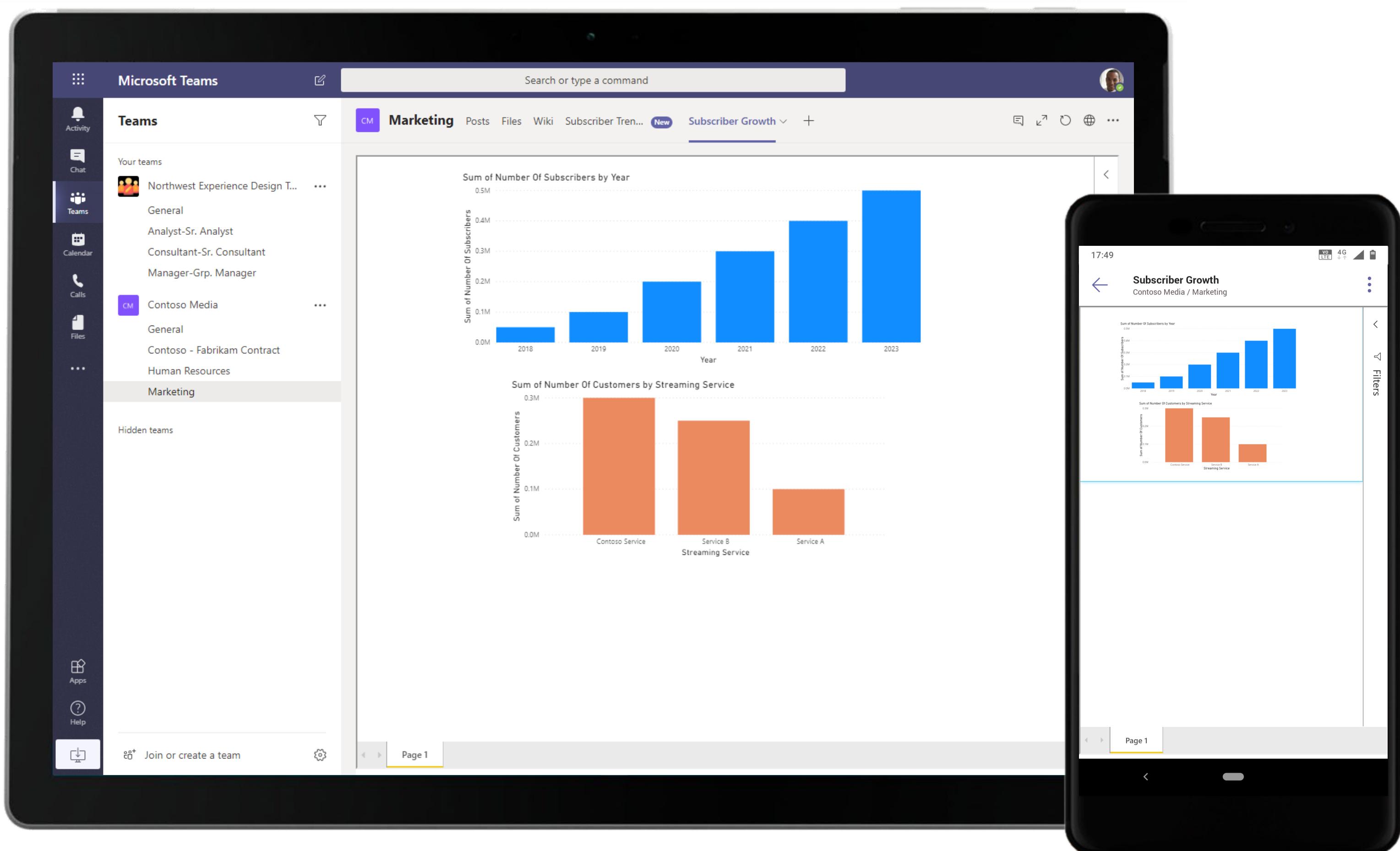
Live captions enable you to keep track of conversations with accurate attribution ensuring you know who is speaking and when. The Business Development Manager enables live captions during the meeting.



A Power BI dashboard offers a visually rich view of current and projected data. The Business Development Manager uses Power BI to understand subscriber growth trends.



Channel conversations can contain a lot things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.



The image shows a Microsoft Teams interface on a laptop screen and a mobile phone screen, both displaying a Power BI dashboard. The laptop screen is the primary focus, showing a 'Marketing' team channel in Microsoft Teams. The dashboard contains two charts: a bar chart titled 'Sum of Number Of Subscribers by Year' showing subscriber growth from 2018 to 2023, and another bar chart titled 'Sum of Number Of Customers by Streaming Service' showing customer counts for Contoso Service, Service B, and Service A. The mobile phone screen shows a similar Power BI report, indicating the跨设备同步功能 (cross-device synchronization) of Power BI for Microsoft Teams. The laptop interface also includes a sidebar with 'Your teams' and 'Hidden teams' sections, and a bottom navigation bar with 'Join or create a team' and 'Page 1'.

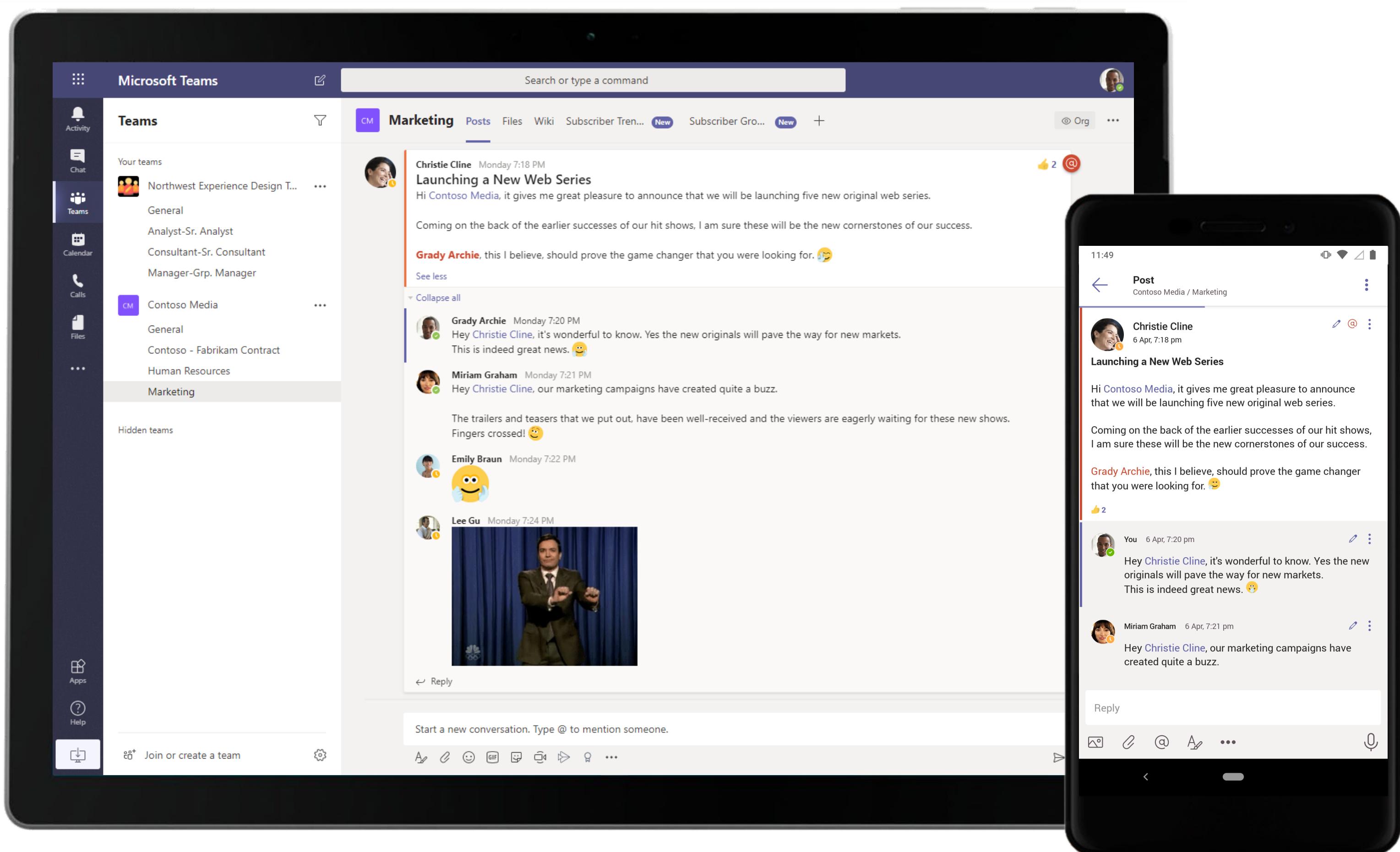
Sum of Number Of Subscribers by Year

Year	Sum of Number Of Subscribers
2018	0.05M
2019	0.1M
2020	0.2M
2021	0.3M
2022	0.4M
2023	0.5M

Sum of Number Of Customers by Streaming Service

Streaming Service	Sum of Number Of Customers
Contoso Service	0.3M
Service B	0.25M
Service A	0.1M

Facilitate data-driven decisions informed by visualizations and scoring in Power BI for Microsoft Teams. The Marketing Analyst shares new opportunity using Power BI.



Close out conversations in channels once your project objectives have been achieved. The files shared during the discussions will be added to the Files tab in the channel for quick access.



# Movie Promotion at Theme Park

## Marketing Associate

### Scenario Walkthrough

Contoso Studios' pirate-themed movies have been a cult favorite in the market for a decade now. The latest film in the franchise is going to be released soon, and Contoso Theme Park will be part of the promotional events. See how the Marketing Associate creates the plan for a two-day event using the native features of Microsoft Teams.

- Receives an important update using @mention and conference calling feature.
- Coordinates, ideates and collaborates with the team to plan out a large-scale event.
- Shares design samples in a PDF format.
- Submits an expenditure sheet in the channel where the information will be stored in the Files tab.
- Receives an approval from the Finance Manager regarding the budget of the event.

### How did Microsoft Teams help the Marketing Associate to execute her roles and responsibilities?

- Open channel meetings keep team members on the same page.
- Effective channel communication with @mention feature for quick updates.
- Create impactful summaries of crucial data with Smartsheet.
- Draft suggestions with team members in real-time by using Freehand by InVision.
- Use task assignment and delegation capabilities of Tasks by Planner and To Do for speedy plan mobilization.

### Which app integrations on Teams made it possible?



PDF



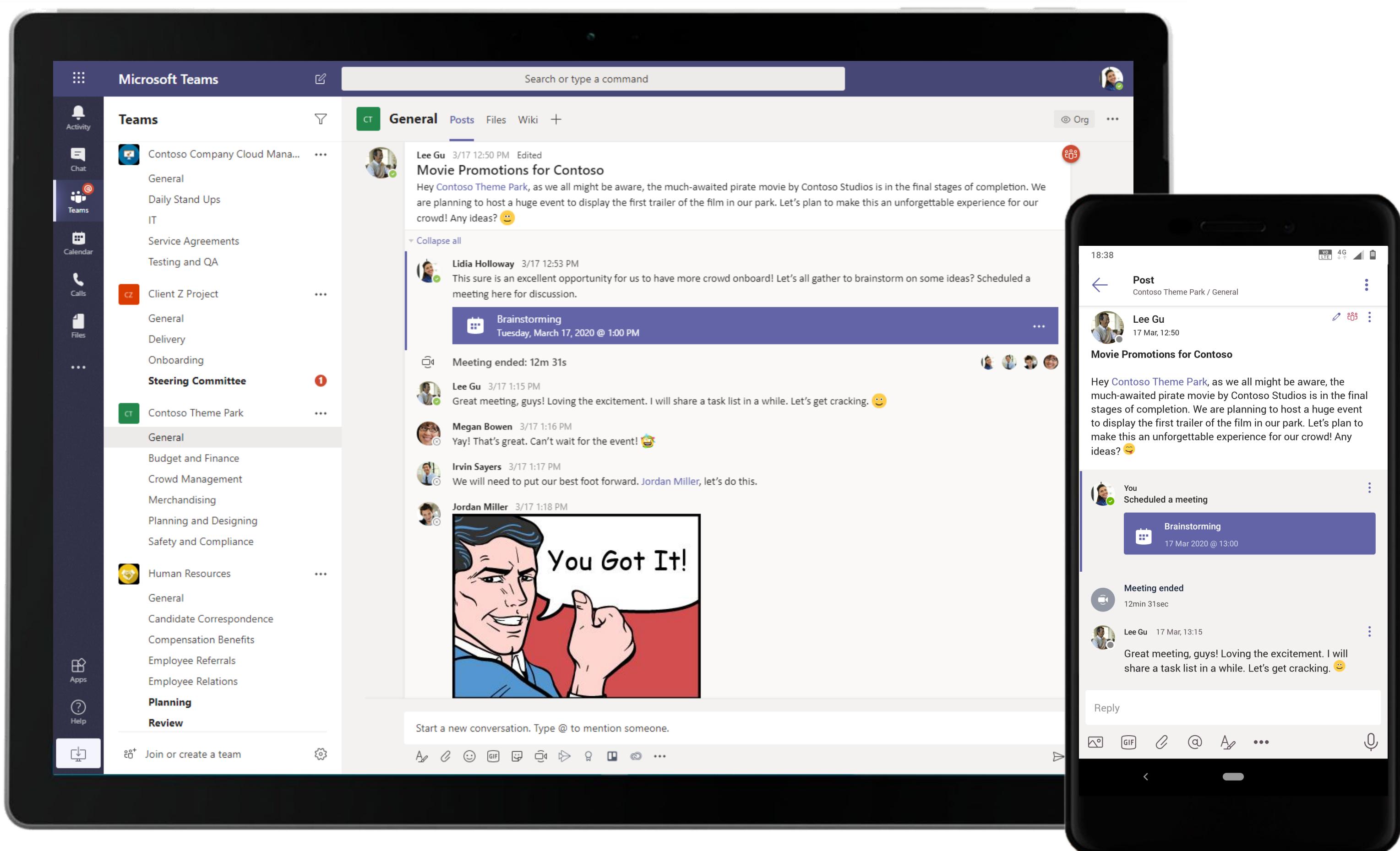
Smartsheet



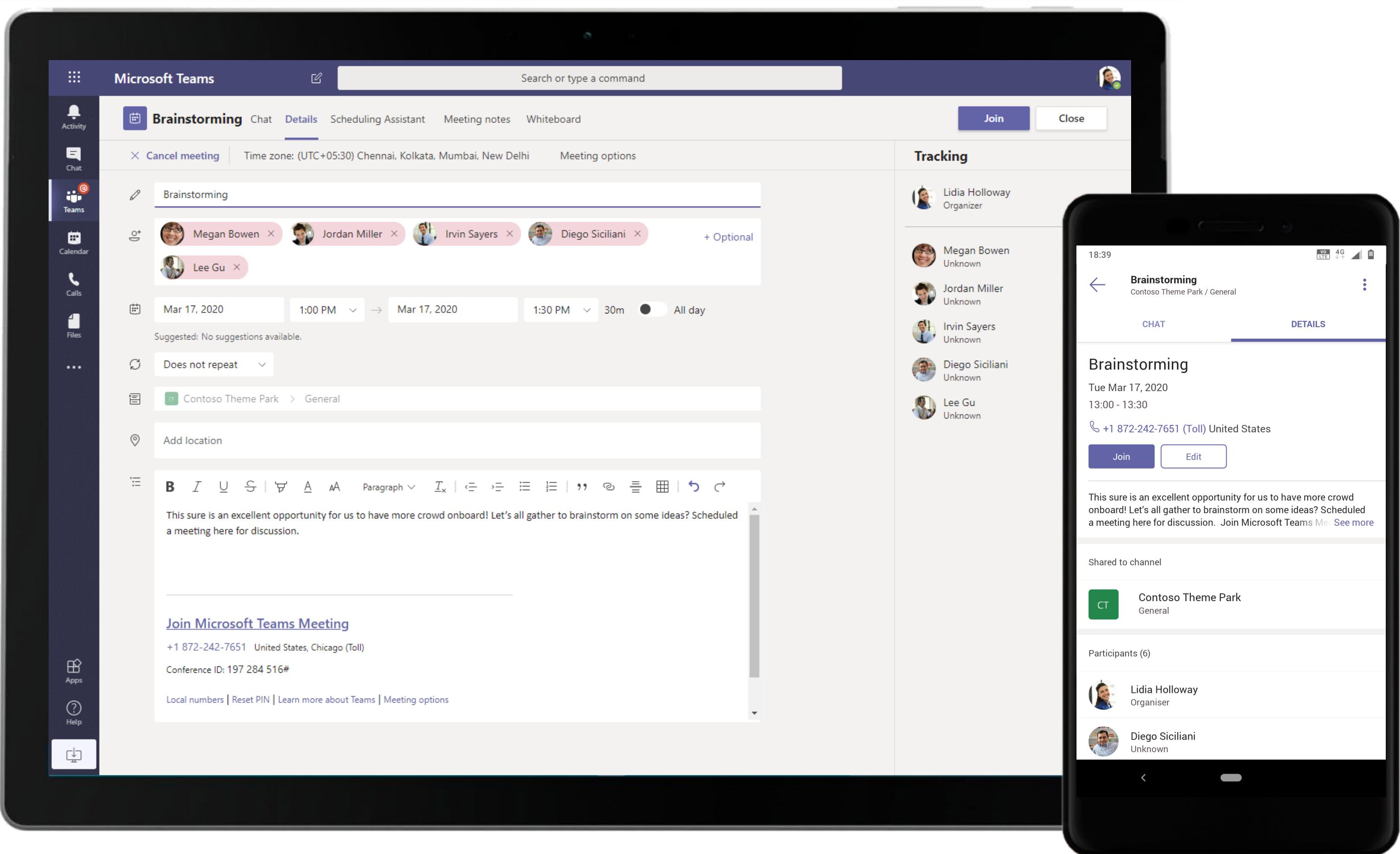
Tasks by Planner  
and To Do



Freehand by  
InVision



The Marketing Manager sets the movie promotion plan in motion in the channel, roping in relevant team members to help with planning. The teams uses the @mention feature to call their attention to the post, which also sends out a notification in their Activity Feed.

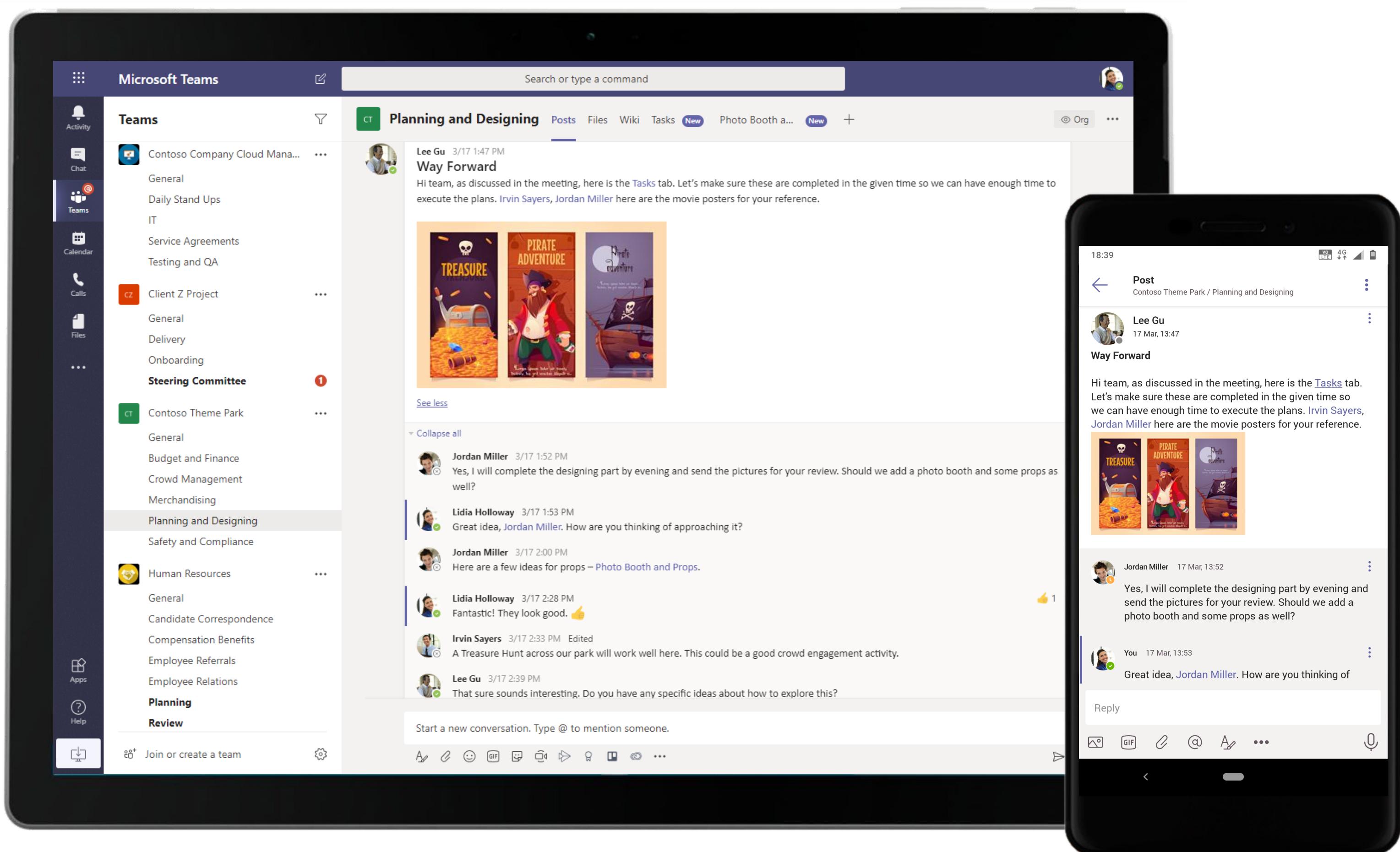


The image displays the Microsoft Teams interface for scheduling a meeting. On the left, the Teams navigation bar is visible with icons for Activity, Chat, Teams (selected), Calendar, Calls, Files, and more. The main area shows a meeting titled "Brainstorming" with the following details:

- Participants:** Megan Bowen, Jordan Miller, Irvin Sayers, Diego Siciliani, and Lee Gu.
- Date and Time:** Mar 17, 2020, 1:00 PM - 1:30 PM (30m). The meeting is set to repeat weekly.
- Location:** Contoso Theme Park / General. An "Add location" field is present.
- Description:** "This sure is an excellent opportunity for us to have more crowd onboard! Let's all gather to brainstorm on some ideas? Scheduled a meeting here for discussion."
- Join Options:** Includes a phone number (+1 872-242-7651) and a Conference ID (197 284 516#), along with links for Local numbers, Reset PIN, and Learn more about Teams.

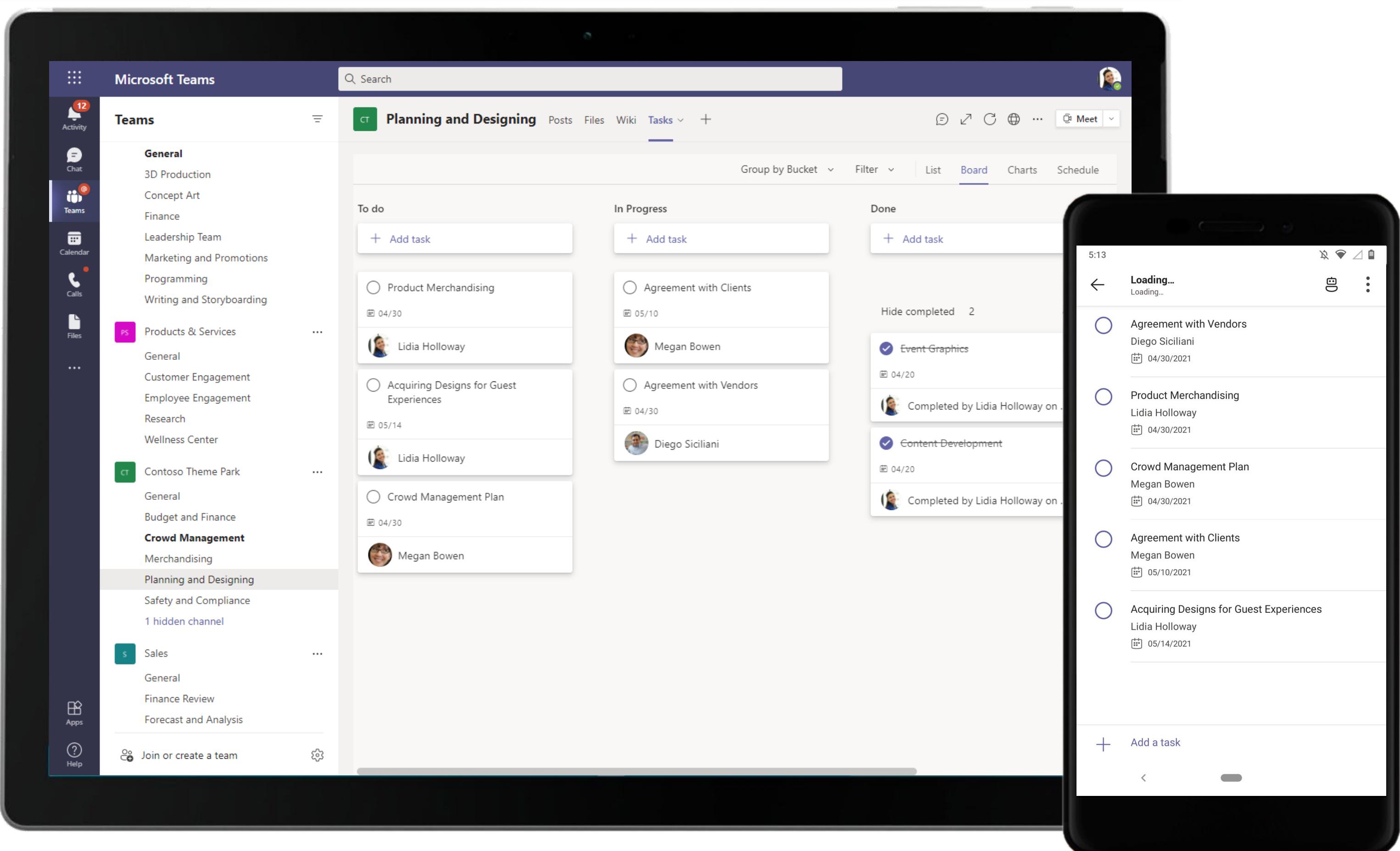
On the right, a "Tracking" sidebar lists the invitees with their status as "Unknown". The mobile phone screen on the right shows the meeting details, including the title "Brainstorming", date "Tue Mar 17, 2020", time "13:00 - 13:30", and the phone number "+1 872-242-7651 (Toll) United States". It also shows the "Join" and "Edit" buttons, the message "This sure is an excellent opportunity for us to have more crowd onboard! Let's all gather to brainstorm on some ideas? Scheduled a meeting here for discussion. Join Microsoft Teams Me [See more](#)", and the "Shared to channel" information.

With Microsoft Teams, you can easily schedule meetings and find the best available times for invitees through the native scheduling calendar.

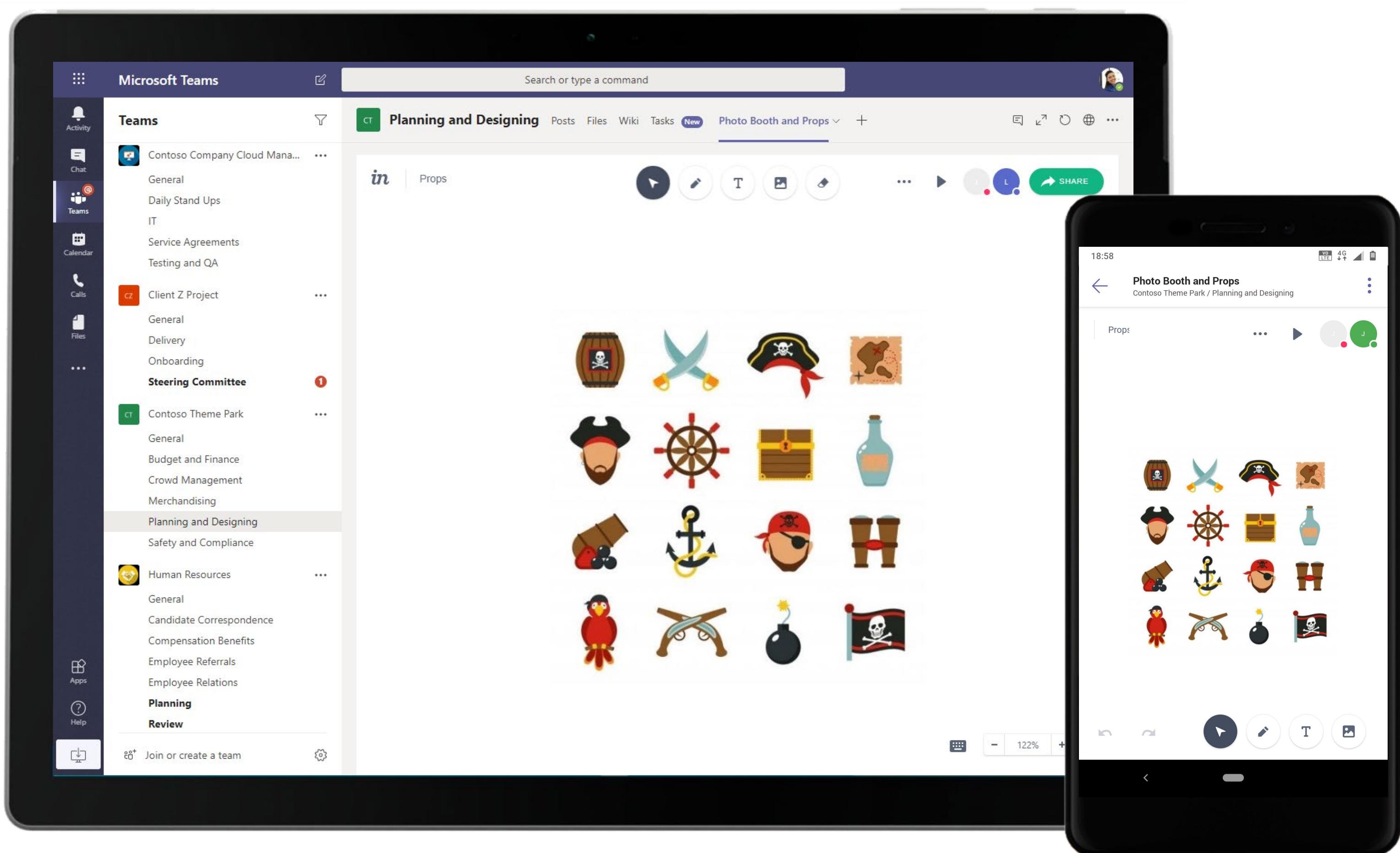


The image illustrates the threaded conversation feature of Microsoft Teams. On the left, a desktop screen shows the Microsoft Teams interface with a sidebar containing 'Teams', 'Activity', 'Chat', 'Teams', 'Calendar', 'Calls', 'Files', '...', 'Apps', 'Help', and a 'Join or create a team' button. The main area is a team channel named 'Planning and Designing' with tabs for Posts, Files, Wiki, Tasks, and Photo Booth a... (New). A message from Lee Gu at 3/17 1:47 PM reads: 'Way Forward'. Below it, a message from Jordan Miller at 3/17 1:52 PM says: 'Yes, I will complete the designing part by evening and send the pictures for your review. Should we add a photo booth and some props as well?'. Lidia Holloway replies at 3/17 1:53 PM: 'Great idea, Jordan Miller. How are you thinking of approaching it?'. Jordan Miller follows up at 3/17 2:00 PM: 'Here are a few ideas for props – Photo Booth and Props.'. Lidia Holloway responds at 3/17 2:28 PM: 'Fantastic! They look good.' Irvin Sayers adds at 3/17 2:33 PM: 'A Treasure Hunt across our park will work well here. This could be a good crowd engagement activity.' Lee Gu concludes at 3/17 2:39 PM: 'That sure sounds interesting. Do you have any specific ideas about how to explore this?'. On the right, a mobile phone screen shows the same conversation as a single scrollable post, with the same messages and attachments visible.

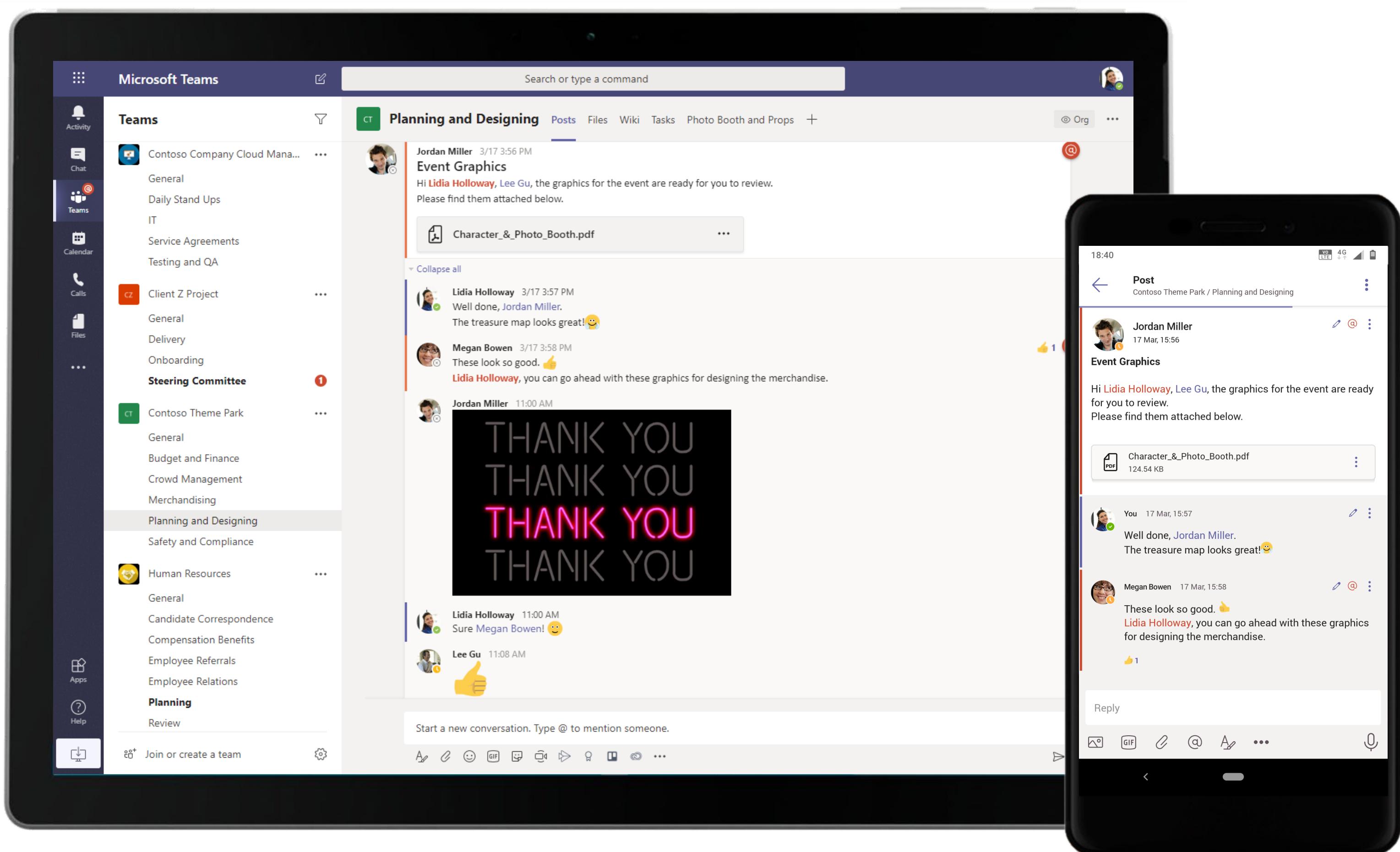
Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations or tabs, while keeping relevant discussions and files grouped together.



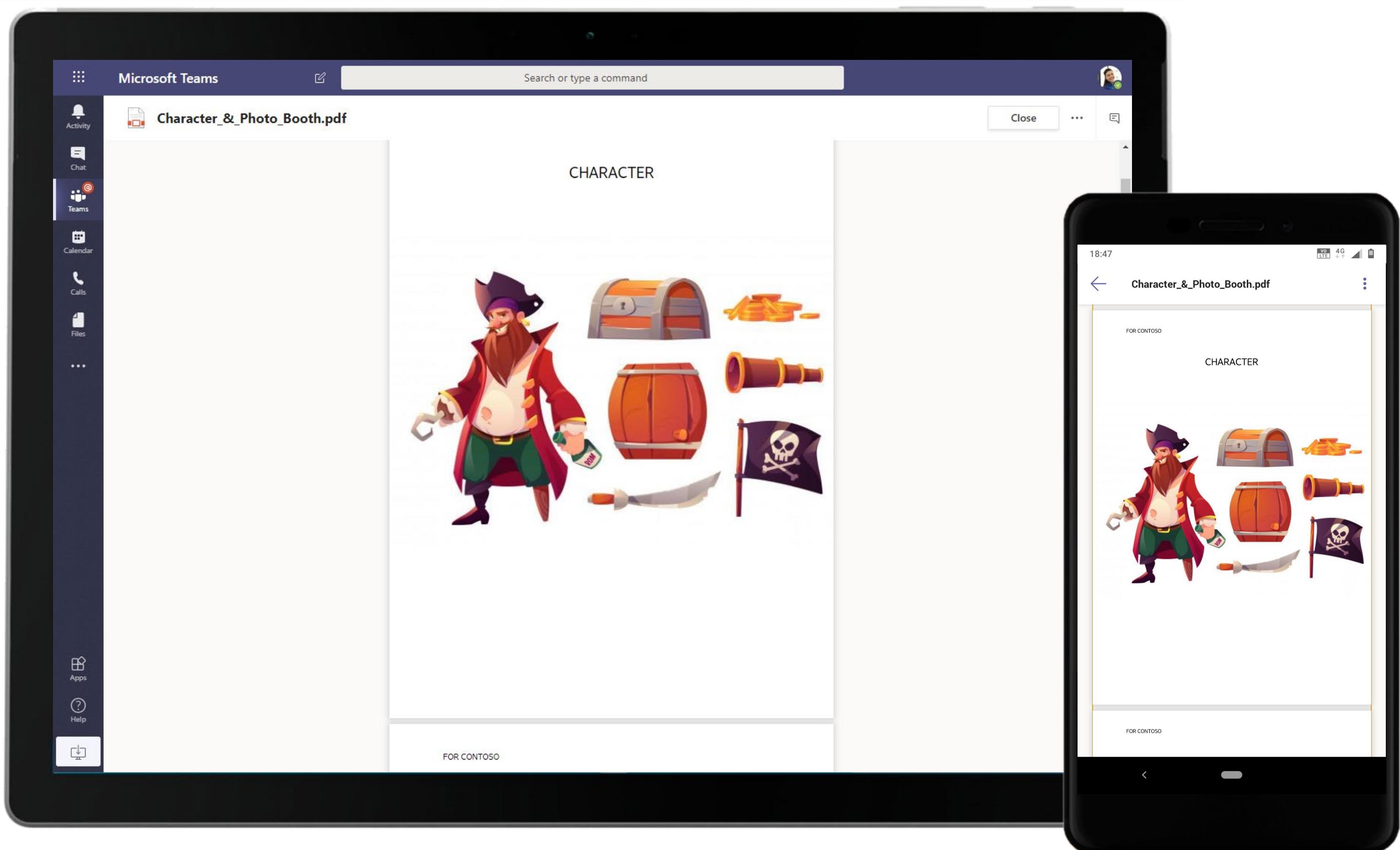
The deeply integrated Tasks by Planner and To Do within Microsoft Teams enables speedy plan mobilization using task assignment and delegation. The Marketing Associate views assigned tasks with the Tasks by Planner and To Do app that can be pinned in any channel in Microsoft Teams.



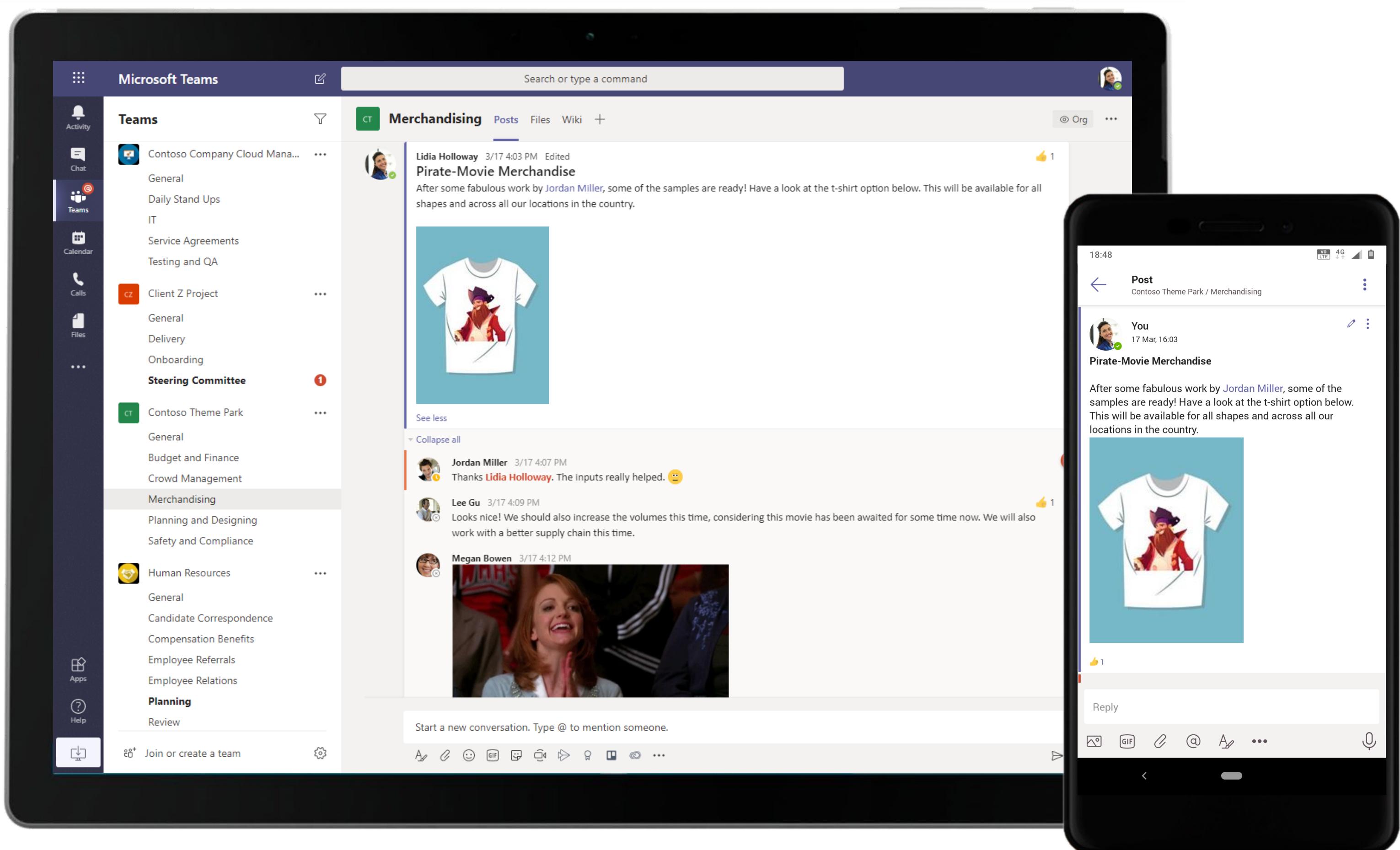
Collaborate, ideate and draft solutions on an infinite white boarding space with Freehand by InVision in Teams. The team uses the Freehand by InVision app to visualize props for a movie character.

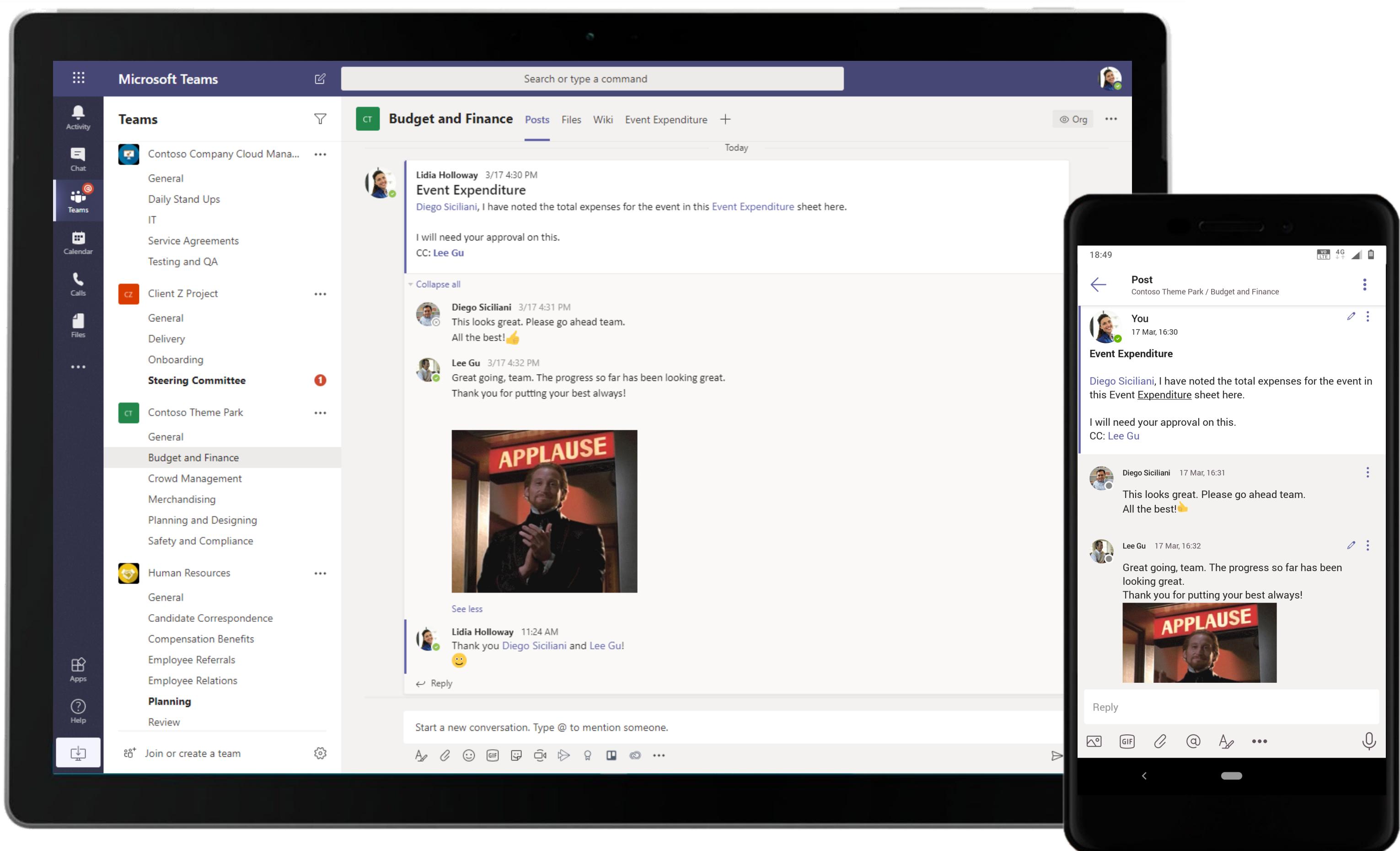


Channel conversations can contain a lot of things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.

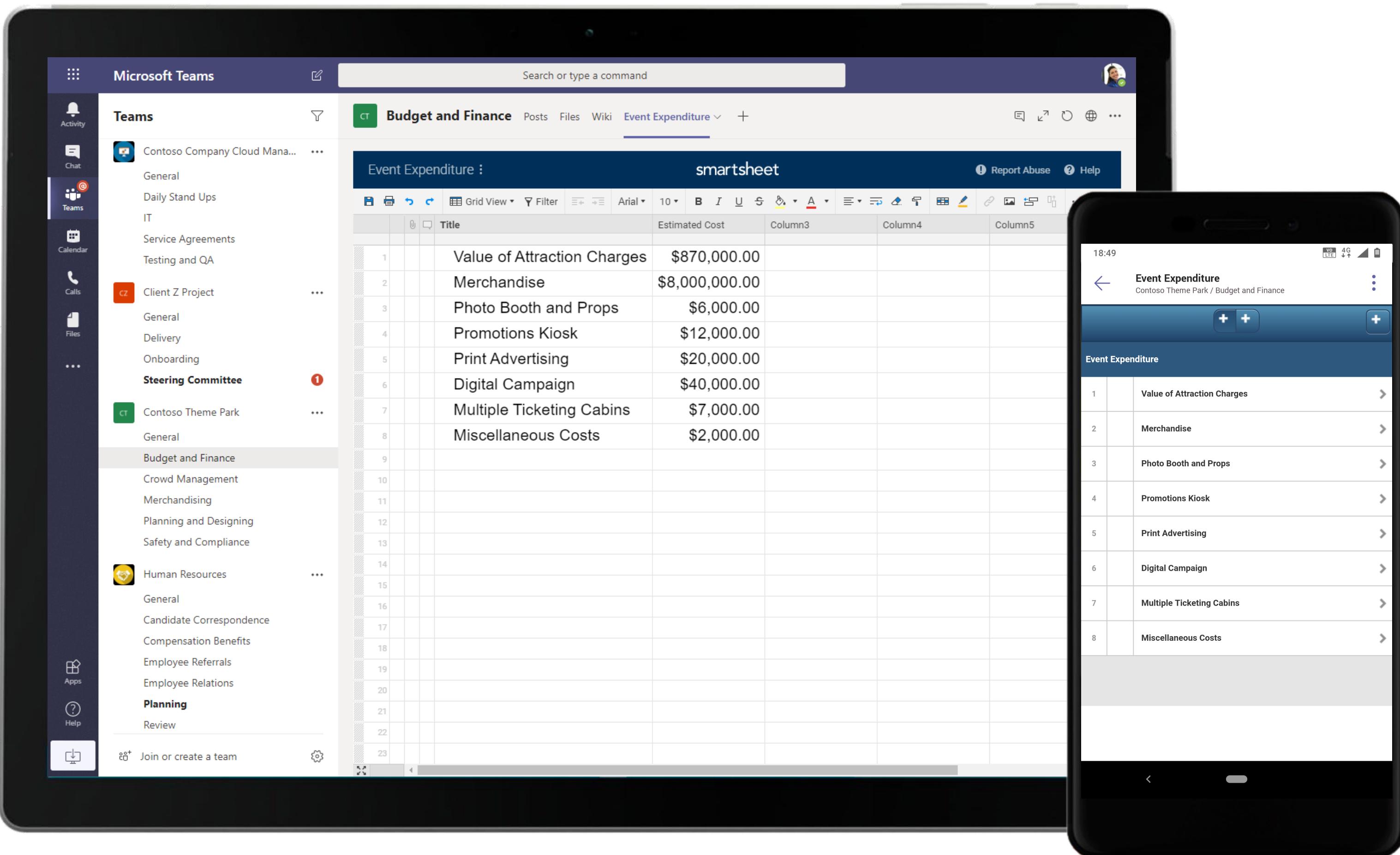


Deeply integrated Adobe services make it easier to view PDF files in Microsoft Teams without leaving the application.  
Sketches are shared using Adobe PDF file format.





Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, keeping relevant chats grouped together. @mention relevant team members to make sure you grab their attention in real-time.



The image shows a Microsoft Teams interface on a laptop screen and a mobile phone screen. The laptop screen displays a 'Budget and Finance' tab within a 'Event Expenditure' sheet in Smartsheet. The sheet lists various costs with their estimated amounts. The mobile phone screen shows a simplified view of the same data.

**Event Expenditure :**

	Title	Estimated Cost	Column3	Column4	Column5
1	Value of Attraction Charges	\$870,000.00			
2	Merchandise	\$8,000,000.00			
3	Photo Booth and Props	\$6,000.00			
4	Promotions Kiosk	\$12,000.00			
5	Print Advertising	\$20,000.00			
6	Digital Campaign	\$40,000.00			
7	Multiple Ticketing Cabins	\$7,000.00			
8	Miscellaneous Costs	\$2,000.00			
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					

Whether it is listing important expenses or analysis reports, Smartsheet in Teams is a powerful documentation tool. The Marketing Associate uses a Smartsheet tab to build an expenditure report and share it later with her team.



# Network Capacity and Demand Planning

## Team Lead

### Scenario Walkthrough

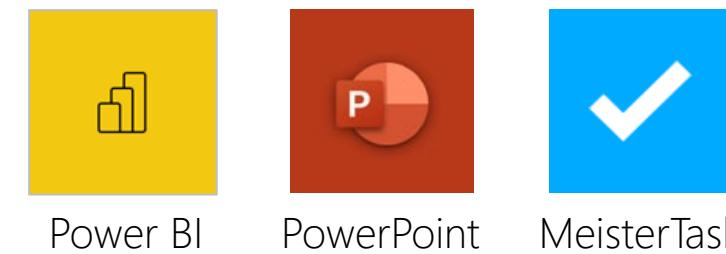
Contoso Media is a mid-sized media production and distribution company. They have been in the industry for many years, and the company credits their success to their work in predicting industry trends. The Team Lead in charge of planning the network capacity is tasked with projecting Contoso's future capacity and ensuring that Contoso is well-prepared to meet future demand. He leverages collaboration, documentation, and analytical tools within Microsoft teams to work with team members to make quick and precise forecasts.

- Schedules a meeting to discuss the plan to forecast Contoso's network capacity using channel communications.
- Creates and assigns tasks using MeisterTask to ensure everyone works towards the same goal with coordination and transparency.
- Views a dashboard with historical data shared by the Analyst using Power BI within a channel.
- Discusses research feedback with the Marketing Manager in a private group chat.
- Creates a presentation with all the compiled research and capacity projections using PowerPoint.
- Schedules a call and shares the final presentation with the Leadership team for discussion using channel communications.

### How did Teams help the Team Lead execute his roles and responsibilities?

- Utilize Power BI to compile and review data in a highly visual format.
- MeisterTask helps manage tasks efficiently with intuitive project and task management capabilities.
- PowerPoint helps draft effective and easily consumable presentation on a proposed plan.

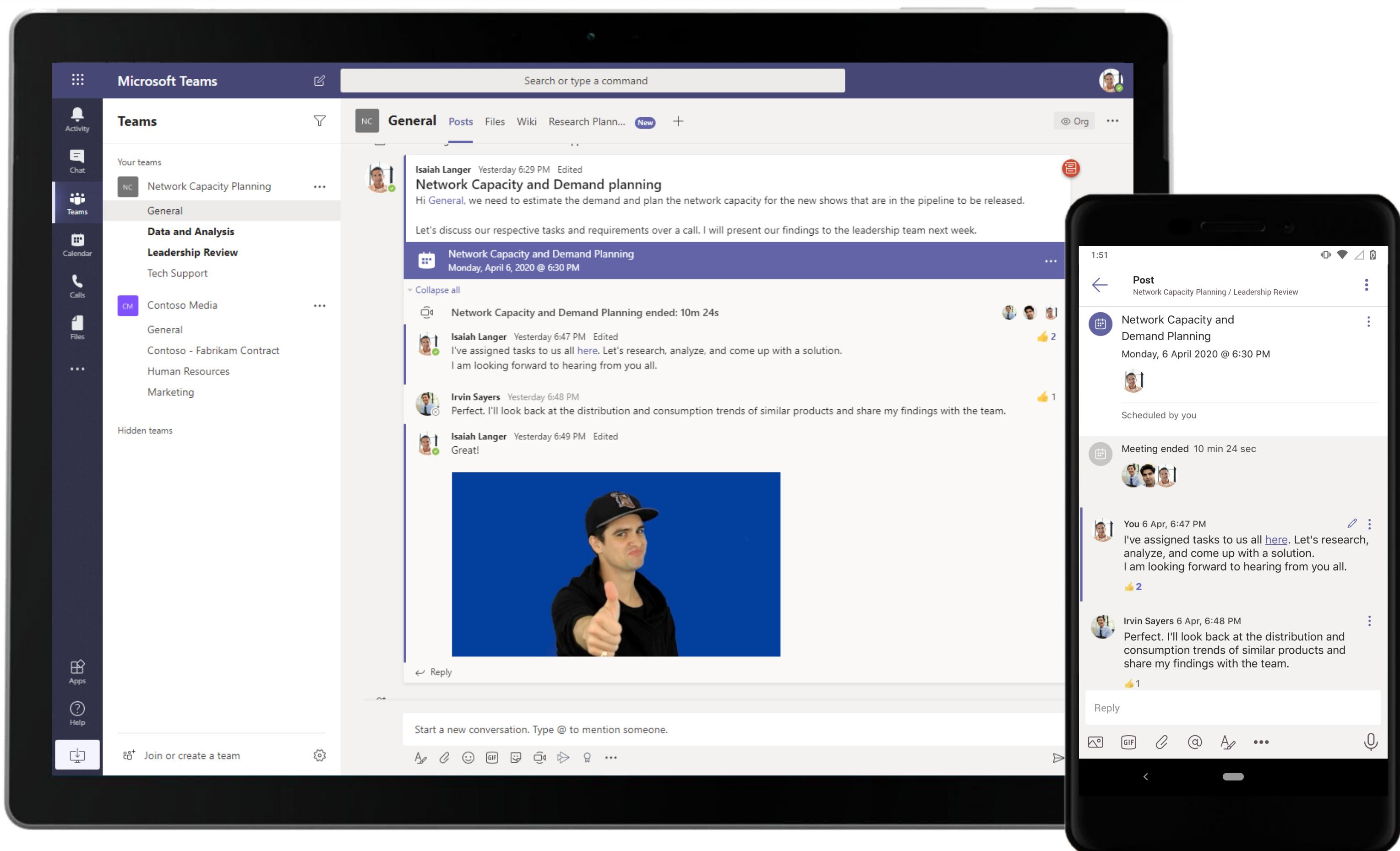
### Which app integrations on Teams made it possible?



Power BI

PowerPoint

MeisterTask



The image displays the Microsoft Teams interface on a desktop and a mobile device. The desktop view shows the 'General' channel of the 'Network Capacity Planning' team. A message from Isaiah Langer discusses the need to estimate demand and plan network capacity for new shows. Another message from him indicates a 10-minute meeting ended, with tasks assigned to the team. A message from Irvin Sayers expresses his intent to research and analyze. A large image of a man giving a thumbs-up is displayed. The mobile view shows a post from the 'Network Capacity Planning / Leadership Review' channel, which is a summary of the team's discussion and tasks assigned.

Search or type a command

General Posts Files Wiki Research Plann...

Isaiah Langer Yesterday 6:29 PM Edited  
**Network Capacity and Demand planning**  
Hi General, we need to estimate the demand and plan the network capacity for the new shows that are in the pipeline to be released.

Let's discuss our respective tasks and requirements over a call. I will present our findings to the leadership team next week.

**Network Capacity and Demand Planning**  
Monday, April 6, 2020 @ 6:30 PM

Network Capacity and Demand Planning ended: 10m 24s

Isaiah Langer Yesterday 6:47 PM Edited  
I've assigned tasks to us all [here](#). Let's research, analyze, and come up with a solution. I am looking forward to hearing from you all.

Irvin Sayers Yesterday 6:48 PM  
Perfect. I'll look back at the distribution and consumption trends of similar products and share my findings with the team.

Isaiah Langer Yesterday 6:49 PM Edited  
Great!

Start a new conversation. Type @ to mention someone.

Join or create a team

1:51 Post Network Capacity Planning / Leadership Review

Network Capacity and Demand Planning Monday, 6 April 2020 @ 6:30 PM

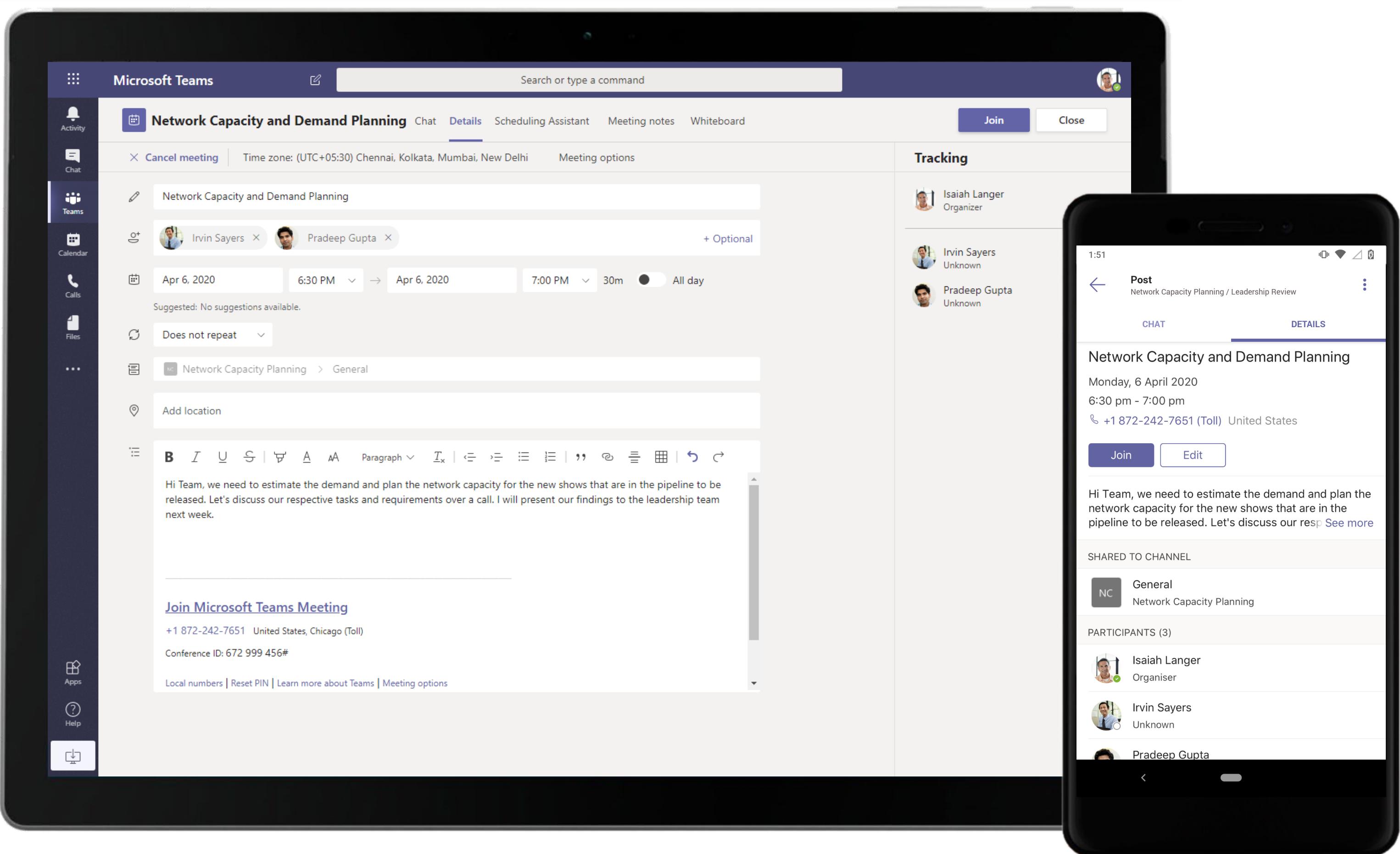
Scheduled by you

Meeting ended 10 min 24 sec

You 6 Apr, 6:47 PM  
I've assigned tasks to us all [here](#). Let's research, analyze, and come up with a solution. I am looking forward to hearing from you all.

Irvin Sayers 6 Apr, 6:48 PM  
Perfect. I'll look back at the distribution and consumption trends of similar products and share my findings with the team.

Teams and channels are where you hold meetings, have conversations and work on files together with team members. The Team Lead begins discussion in the channel over new shows.



The image shows a Microsoft Teams meeting window on a laptop screen and a mobile phone screen. The laptop screen displays the 'Network Capacity and Demand Planning' meeting details, including the organizer (Isaiah Langer), participants (Irvin Sayers and Pradeep Gupta), date (Apr 6, 2020), time (6:30 PM - 7:00 PM), and a message from the organizer. The mobile phone screen shows the same meeting details, including the organizer, participants, date, time, and a message from the organizer.

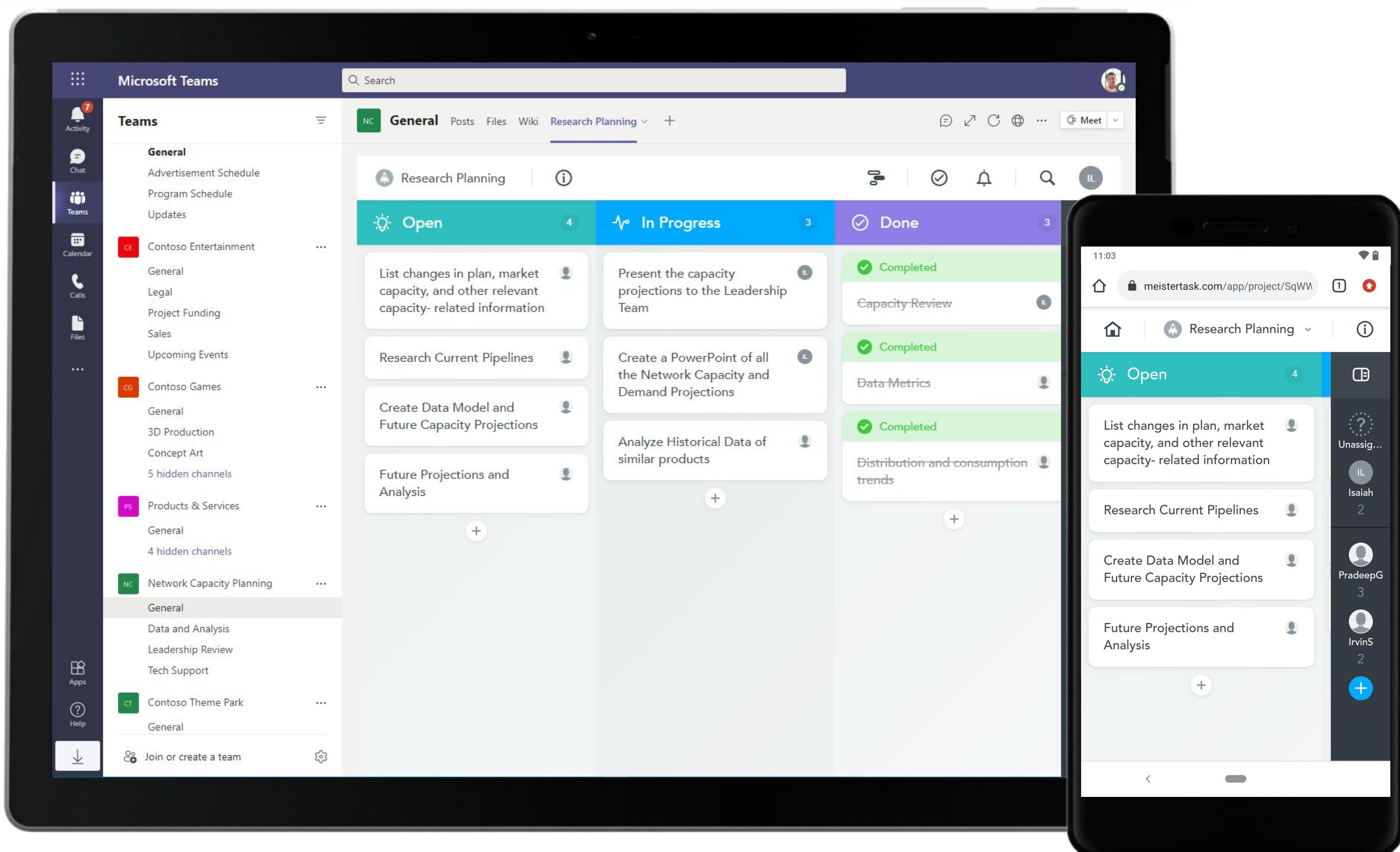
**Meeting Details (Laptop Screen):**

- Organizer:** Isaiah Langer (Organizer)
- Participants:** Irvin Sayers (Unknown), Pradeep Gupta (Unknown)
- Date:** Apr 6, 2020
- Time:** 6:30 PM - 7:00 PM
- Message:** Hi Team, we need to estimate the demand and plan the network capacity for the new shows that are in the pipeline to be released. Let's discuss our respective tasks and requirements over a call. I will present our findings to the leadership team next week.

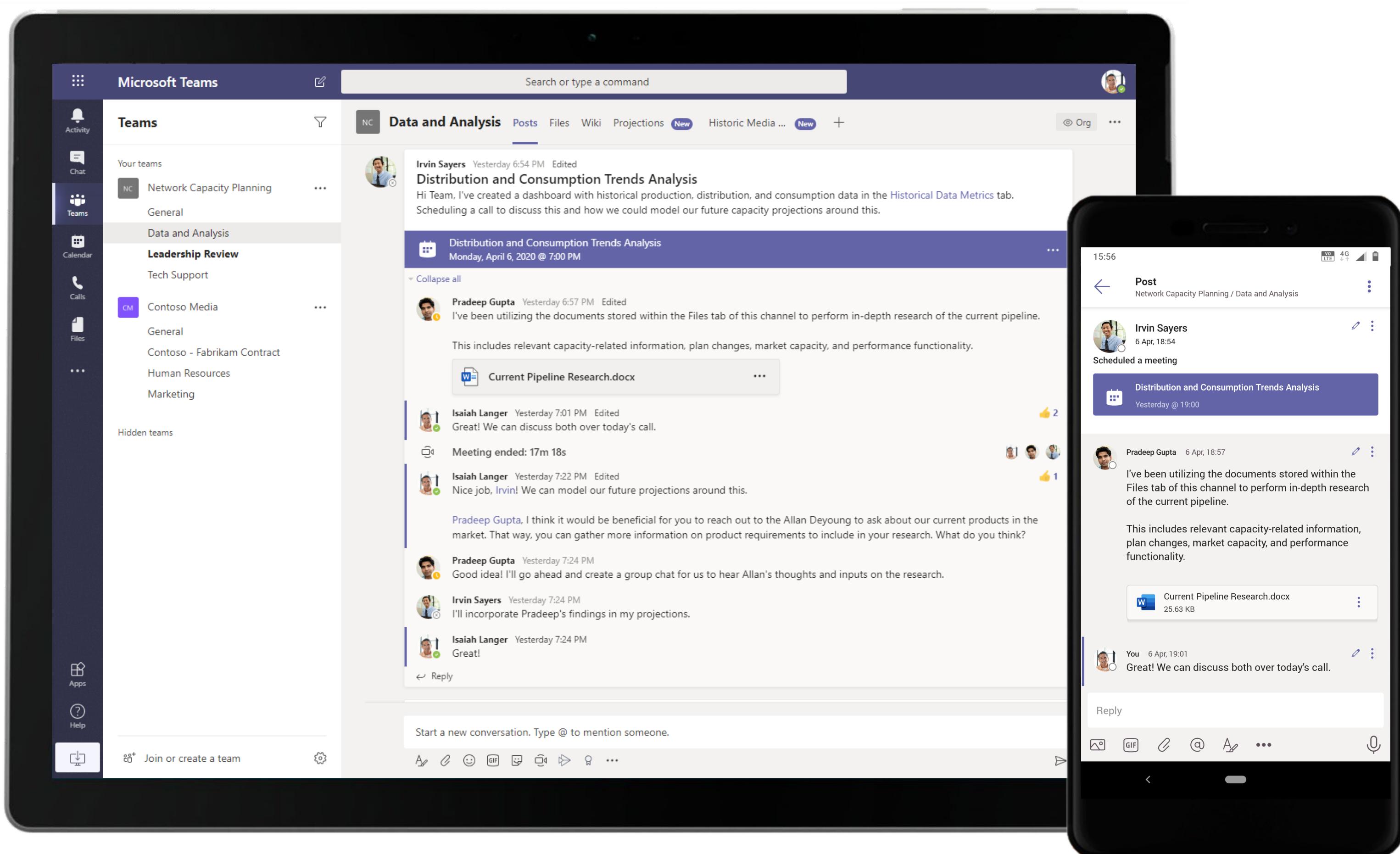
**Meeting Details (Mobile Phone Screen):**

- Organizer:** Isaiah Langer (Organizer)
- Participants:** Irvin Sayers (Unknown), Pradeep Gupta (Unknown)
- Date:** Monday, 6 April 2020
- Time:** 6:30 pm - 7:00 pm
- Message:** Hi Team, we need to estimate the demand and plan the network capacity for the new shows that are in the pipeline to be released. Let's discuss our resp. See more

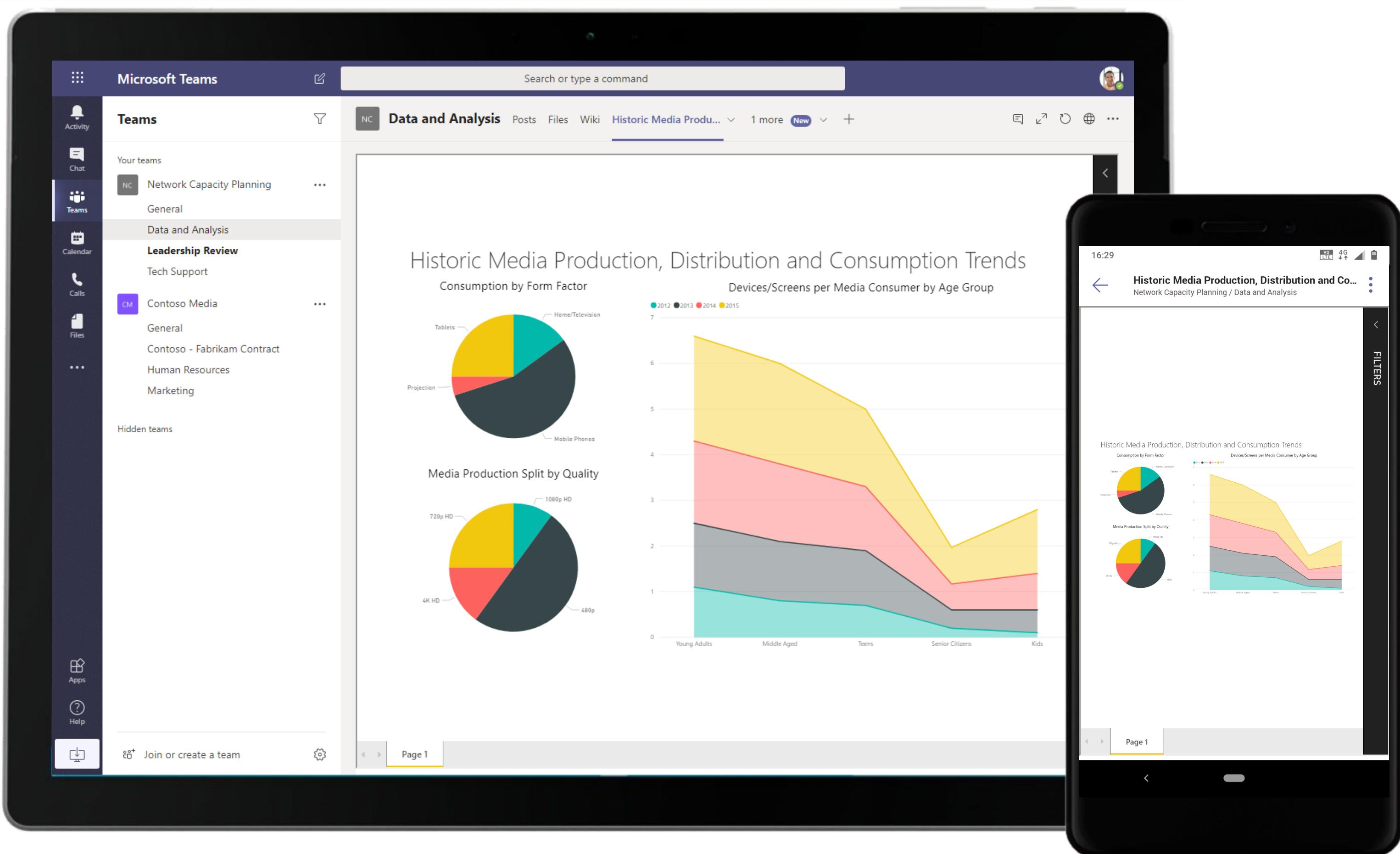
With Microsoft Teams, the Team Lead can schedule meetings without difficulty and find the best available times for invitees through the native scheduling calendar.



MeisterTask is a simple yet powerful task management and collaboration tool that perfectly adapts to your team's workflow and lets you work together more efficiently. The Team Lead can organize and track tasks with the MeisterTask tab in any channel in Microsoft Teams.

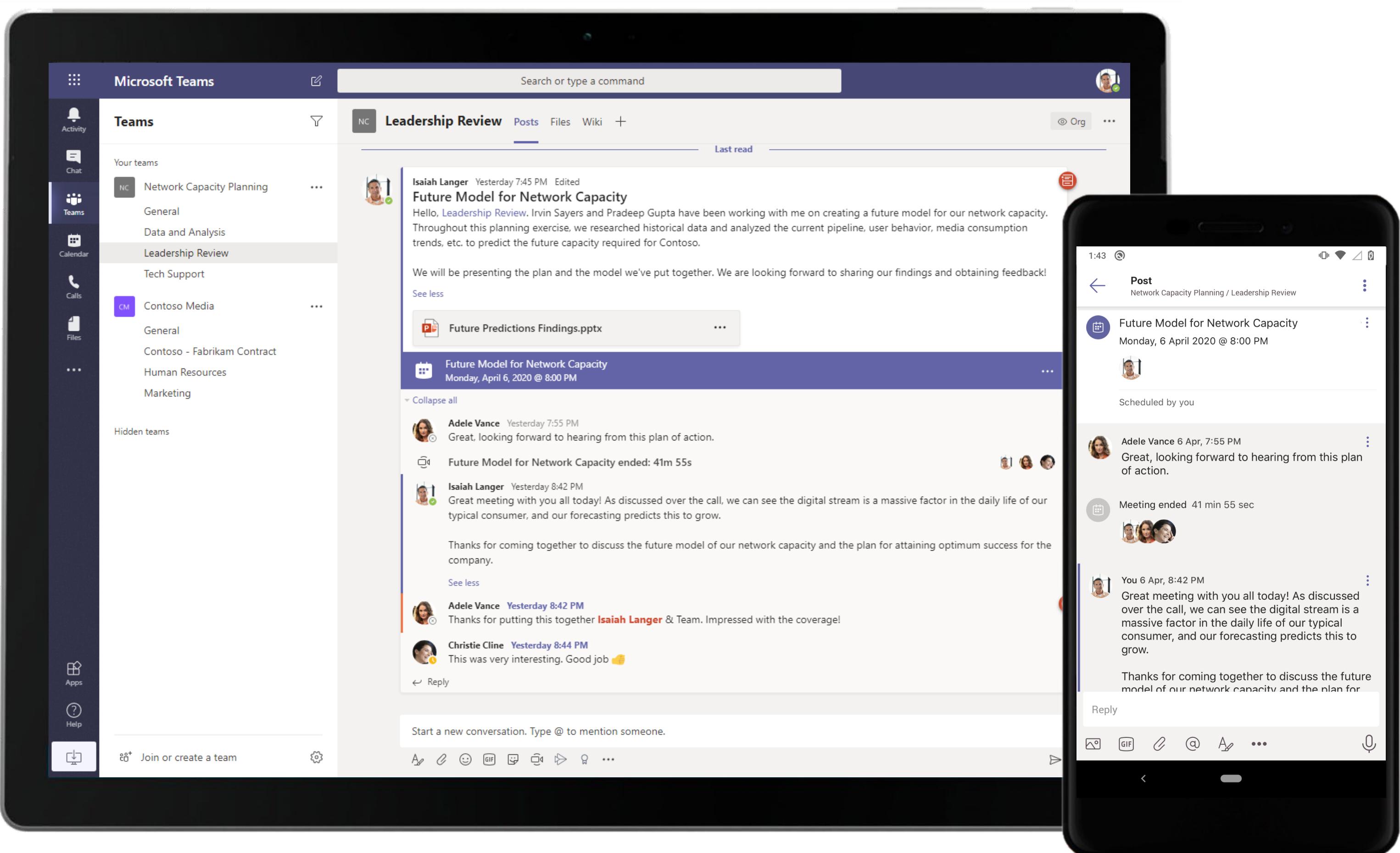


Microsoft Teams enables transparent communications through channel conversations. The Analyst communicates in open-channel conversations and keeps team members up-to-date.

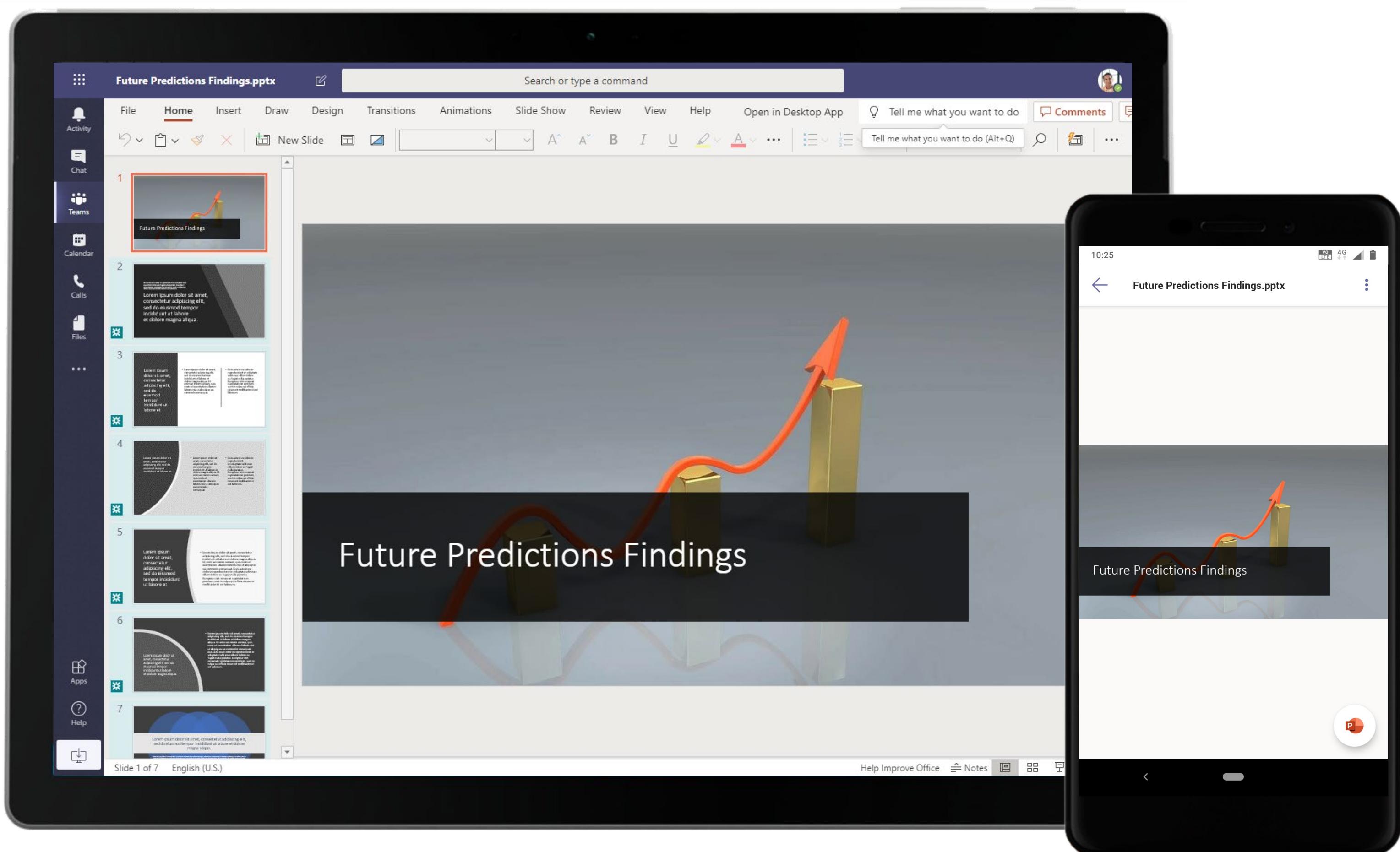


The image shows a Microsoft Teams interface on a laptop and a mobile phone, both displaying Power BI dashboards. The laptop screen is titled "Data and Analysis" and shows three charts: "Consumption by Form Factor" (a pie chart with segments for Tablets, Home/Television, Mobile Phones, and Projection), "Devices/Screens per Media Consumer by Age Group" (a line chart showing the number of devices per consumer across age groups from Young Adults to Kids, with data for 2012, 2013, 2014, and 2015), and "Media Production Split by Quality" (a pie chart with segments for 480p, 4K HD, 720p HD, and 1080p HD). The mobile phone screen shows a similar dashboard with the same three charts, including a "FILTERS" section on the right.

Build dynamic data visualizations, measure metrics, and track analytics through Power BI within Teams. The Team Lead can dive into this wealth of analytical data shared using Power BI.



With Microsoft Teams, the Team Lead can schedule meetings without difficulty and find the best available times for invitees through the native scheduling calendar. Meeting threads make follow-up conversations a breeze, and even fun!



Create and share PowerPoint presentations over a Teams call to make meetings meaningful and to offer attendees a visual representation of key points covered.



# Sales

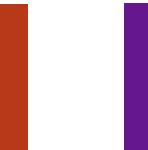
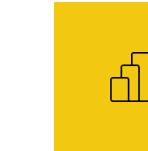
Check out how the operations team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

## Sales Superpowers in Teams

### Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

### Apps that enable an immersive experience in Teams

					
Word	Excel	PowerPoint	OneNote	Asana	monday.com
					
Forms	Power BI	Lucidchart	Trello	Shifts	MURAL
					
Smartsheet	Presentations AI	Teamwork AI	Adobe Sign	Tasks by Planner and To Do	Communities

# Meet the Business Decision Makers

## Sales



### Sales Analyst

*"Identifying potential markets is just the first step. I need to be able to consolidate market research and forecasts into a feasible sales plan."*

- Identify potential market and analyst competitor strategies
- Drive sales efforts towards potential markets
- Prepare forecasts and analysis for different markets



### Sales Manager

*"I play an exciting game of numbers everyday. I work with marketing to improve our numbers and create sales reports for the finance team to assess."*

- Develop strategic sales plans that cover sales, revenue and expense controls
- Track sales goals with team
- Determine annual unit and gross-profit plans by analyzing trends and results



### Account Manager

*"How you sell matters. What your process is matters. But how your customers feel when they engage with you matters more."*

- Take responsibility for keeping current clients satisfied and deliver exceptional client service
- Work with the Sales team to onboard new clients and maintain existing client relationships
- Forecast and track key account metrics

# Meet the Business Decision Makers

## Sales



**Sales Manager**

*"Setting up goals is the first step in turning the invisible into visible."*

- Manage organizational sales by developing a business plan that covers sales, revenue and expense controls
- Meet planned sales goals
- Set up individual sales targets with the sales team



# Forecasting Sales and Conducting Gap Analysis

## Sales Analyst

### Scenario Walkthrough

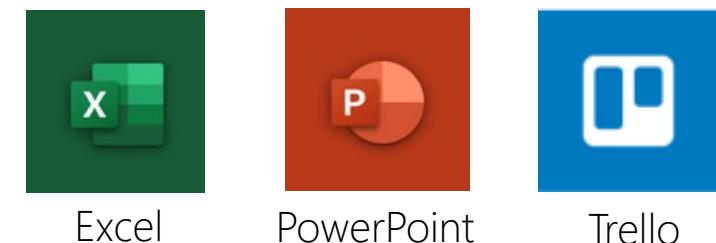
There are often mismatches between forecasts and predictions, and the outcome. The Sales Analyst must identify gaps, and bridge them to be sure they are not missing business opportunities. See how Microsoft Teams works as a communication platform for seamless execution of this activity.

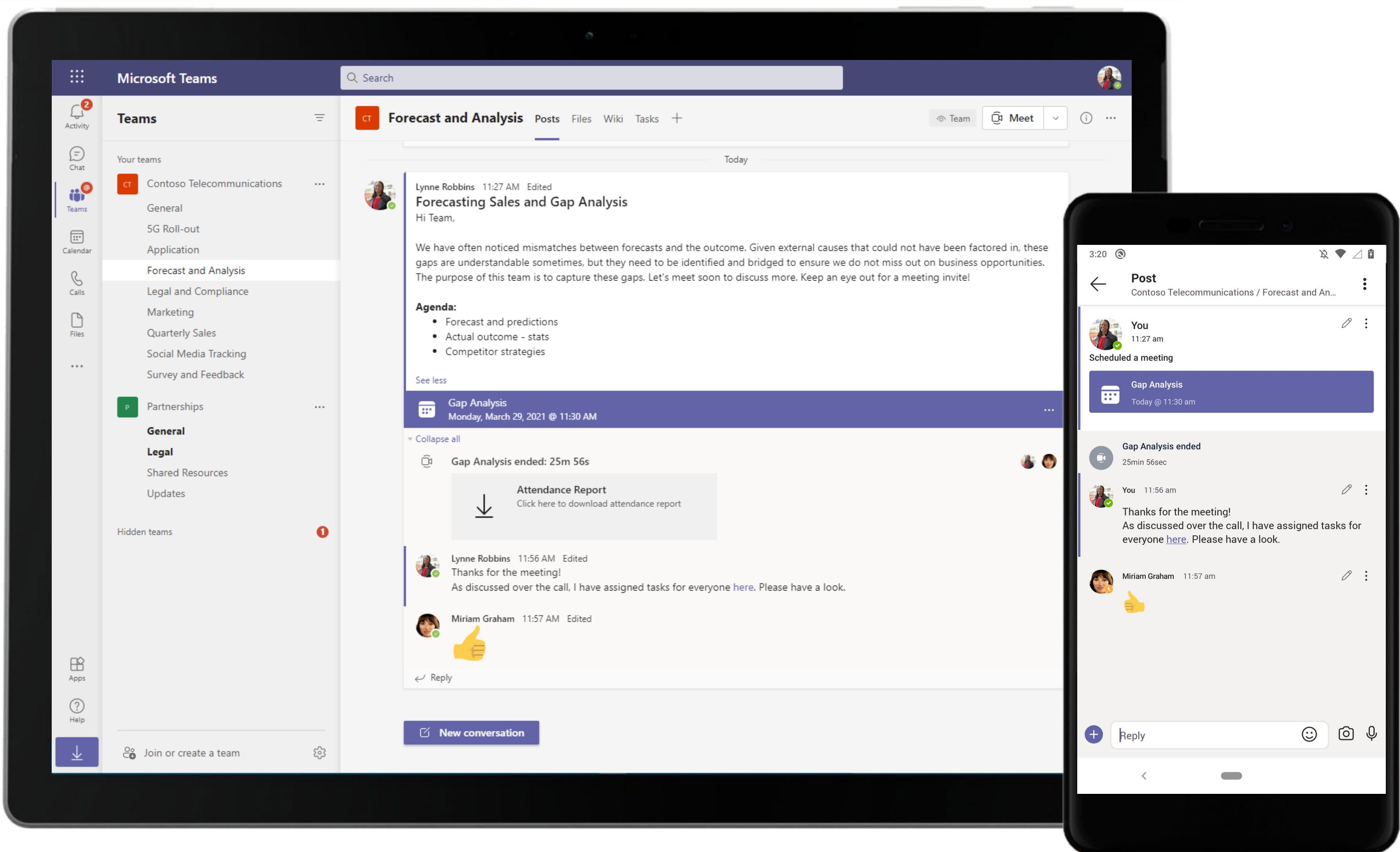
- Creates a channel for the purpose within the sales team and sends a message highlighting the purpose of the team.
- Sends out a meeting invite to discuss forecasts, actual outcome and competitor strategies.
- Uses Trello to assign tasks to team members to work on gap analysis.
- Team members use a shared Excel to build the gap analysis and use PowerPoint for ease of data consumption.
- Reviews the report in PowerPoint and requests changes.

How did Microsoft Teams help the Sales Analyst to execute her roles and responsibilities?

- Build reports, documents, and presentations online in the cloud with Excel and PowerPoint.
- Channel meetings and conversation keep discussions in context with key players.
- Assign tasks to team members with transparency using Trello.

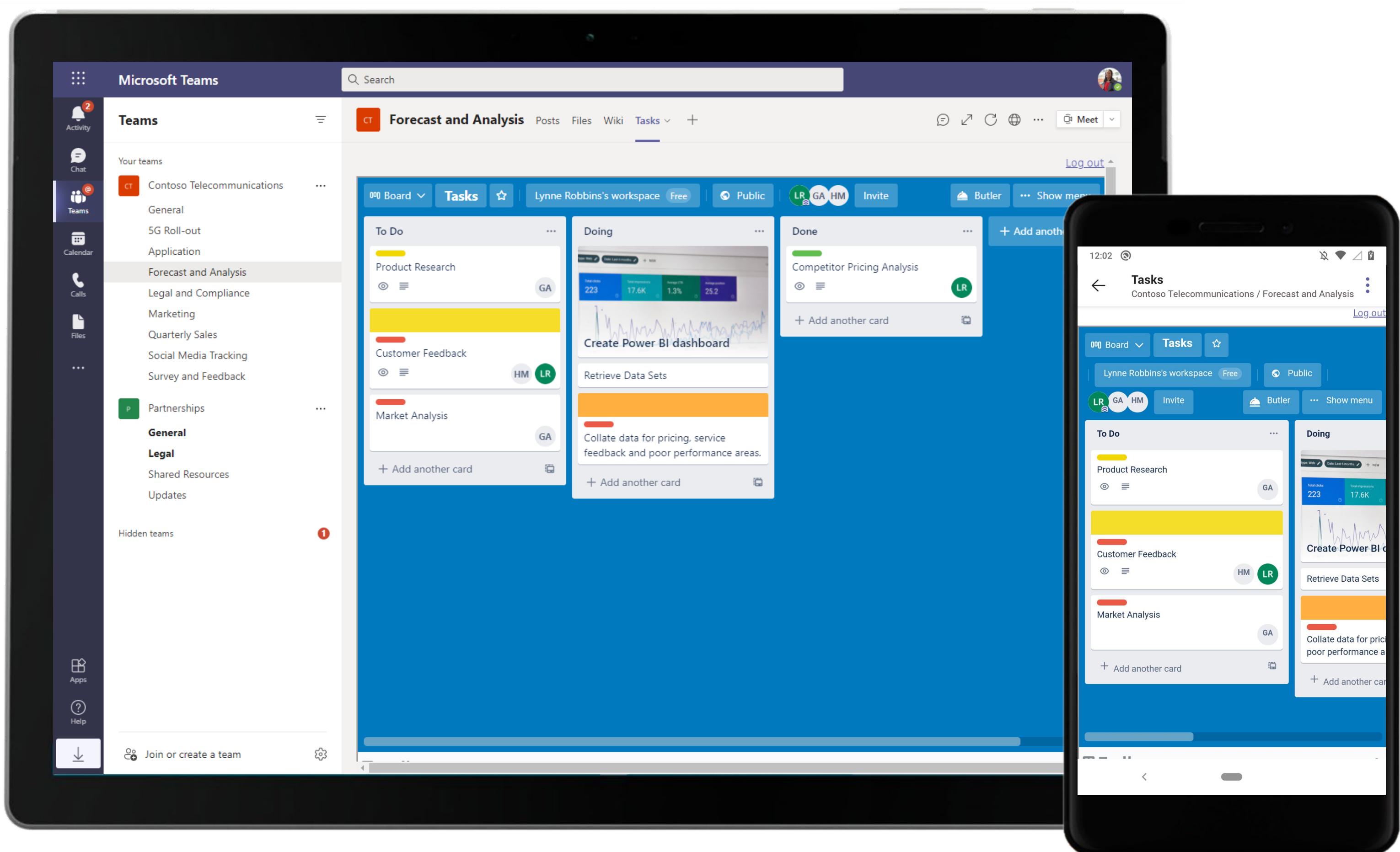
Which app integrations on Teams made it possible?



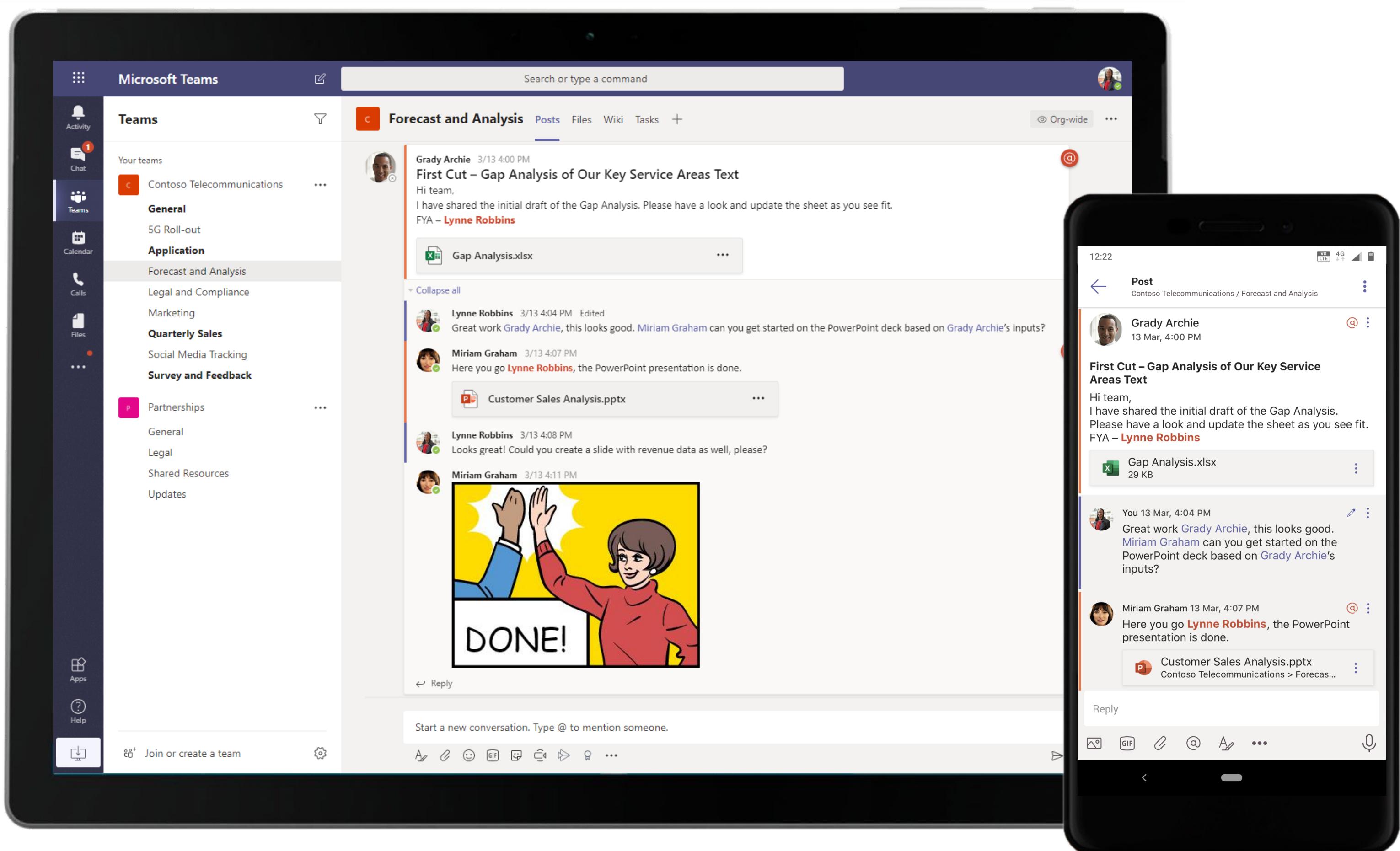


The image displays the Microsoft Teams interface on a desktop and a mobile device. The desktop view shows a team channel named 'Forecast and Analysis'. The channel header includes a 'CT' icon, a 'Search' bar, and a user profile. The left sidebar lists 'Your teams' with 'Contoso Telecommunications' expanded, showing sub-channels like 'General', '5G Roll-out', and 'Forecast and Analysis'. The main content area shows a post from 'Lynne Robbins' at 11:27 AM, edited, titled 'Forecasting Sales and Gap Analysis'. The post discusses the purpose of the team and an agenda. Below the post is a 'Gap Analysis' event scheduled for Monday, March 29, 2021, at 11:30 AM. The mobile view shows a post from 'You' at 11:27 am, 'Scheduled a meeting'. The post includes a 'Gap Analysis' card with a calendar icon and the text 'Today @ 11:30 am'. Below the card, a message from 'Lynne Robbins' at 11:56 AM expresses thanks for the meeting and assigns tasks. A message from 'Miriam Graham' at 11:57 AM shows a thumbs-up emoji. The bottom of the mobile screen has a reply bar with a plus icon, a smiley face, a camera, and a microphone.

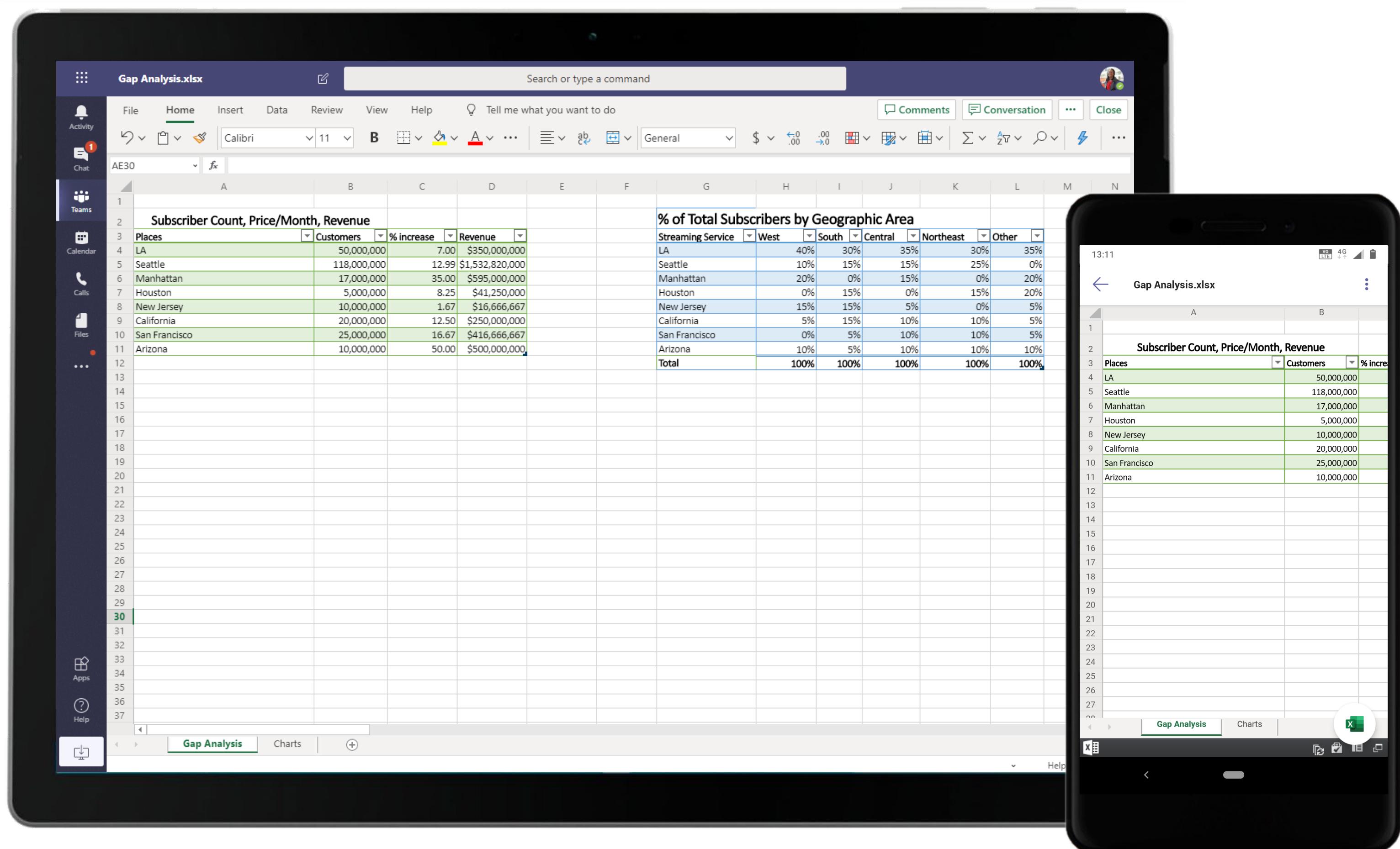
Teams and channels are where you hold meetings, have conversations and work on files together with team members. They are built around a topic, a department name, or even just for fun.



The Sales Analyst assigns and tracks tasks with a Trello tab in the channel. This provides clarity to the team members regarding the tasks they need to pick up and close out.



Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365 services.



The image displays two devices, a laptop and a smartphone, both showing an Excel spreadsheet titled "Gap Analysis.xlsx" within a Microsoft Teams interface. The laptop screen shows a detailed analysis with two tables:

**Subscriber Count, Price/Month, Revenue**

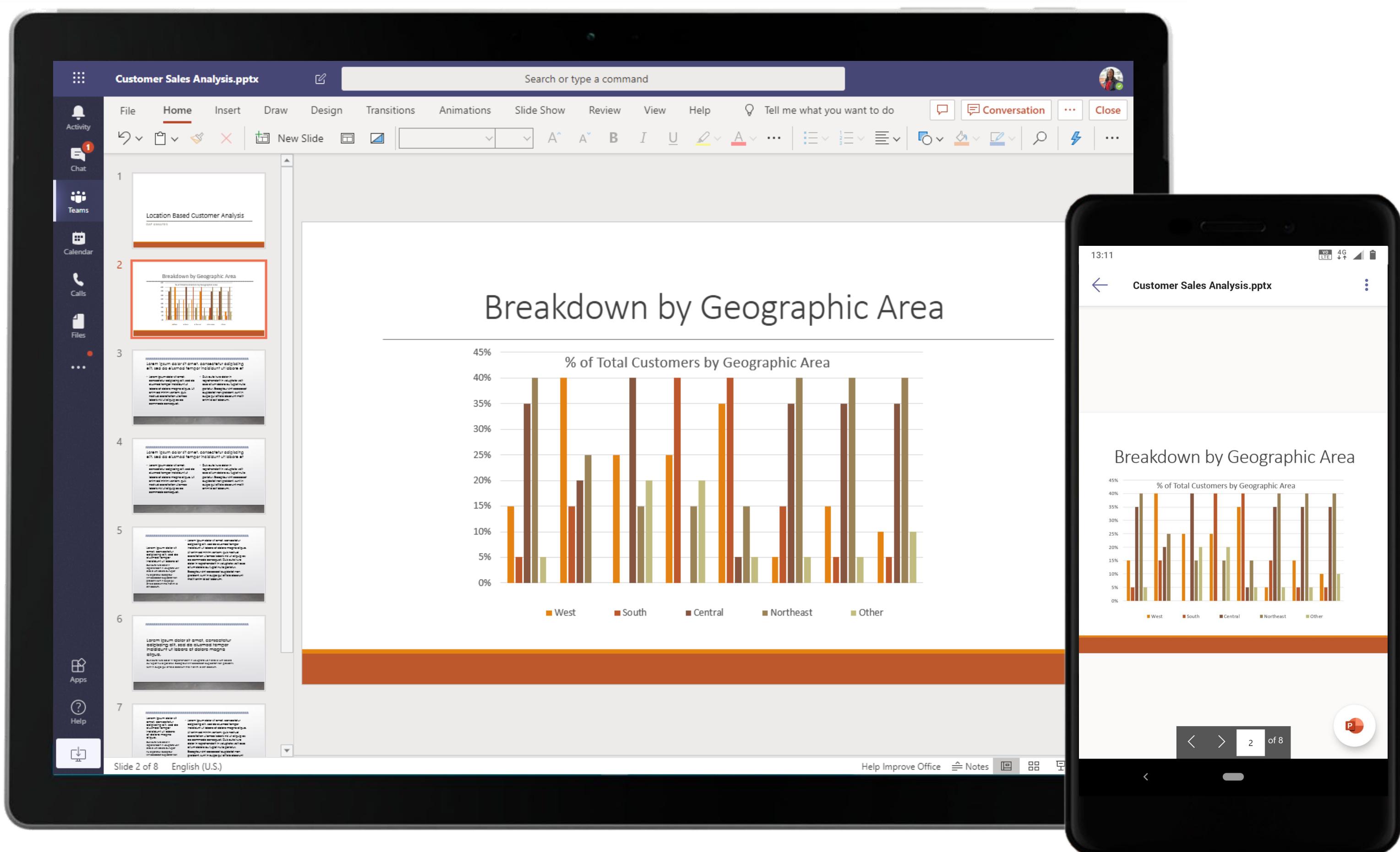
Places	Customers	% increase	Revenue
LA	50,000,000	7.00	\$350,000,000
Seattle	118,000,000	12.99	\$1,532,820,000
Manhattan	17,000,000	35.00	\$595,000,000
Houston	5,000,000	8.25	\$41,250,000
New Jersey	10,000,000	1.67	\$16,666,667
California	20,000,000	12.50	\$250,000,000
San Francisco	25,000,000	16.67	\$416,666,667
Arizona	10,000,000	50.00	\$500,000,000

**% of Total Subscribers by Geographic Area**

Streaming Service	West	South	Central	Northeast	Other
LA	40%	30%	35%	30%	35%
Seattle	10%	15%	15%	25%	0%
Manhattan	20%	0%	15%	0%	20%
Houston	0%	15%	0%	15%	20%
New Jersey	15%	15%	5%	0%	5%
California	5%	15%	10%	10%	5%
San Francisco	0%	5%	10%	10%	5%
Arizona	10%	5%	10%	10%	10%

The smartphone screen shows a simplified version of the same data, likely a mobile view of the same Excel spreadsheet.

Use Excel's analytical abilities within Teams to build reports and share them with your team. The spreadsheet will be stored in the Files cloud-enabled repository for future reference.



Customer Sales Analysis.pptx

Search or type a command

Activity Chat Teams Calendar Calls Files ... Apps Help

File Home Insert Draw Design Transitions Animations Slide Show Review View Help Tell me what you want to do Conversation Close

1 Location Based Customer Analysis

2 Breakdown by Geographic Area

3

4

5

6

7

Slide 2 of 8 English (U.S.)

13:11 Customer Sales Analysis.pptx

Breakdown by Geographic Area

% of Total Customers by Geographic Area

Geographic Area	Percentage
West	~40%
South	~25%
Central	~40%
Northeast	~5%
Other	~40%

West South Central Northeast Other

Breakdown by Geographic Area

% of Total Customers by Geographic Area

Geographic Area	Percentage
West	~40%
South	~25%
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Northeast	~5%
Other	~40%

West South Central Northeast Other

Store and share important files within a dedicated, cloud-enabled repository with Files. The customer analysis is shared via a PowerPoint presentation.



# Building a Sales Summary

## Sales Manager

### Scenario Walkthrough

The Sales team constantly interfaces with Marketing and Finance team to coordinate their efforts, forecasts and analysis. To that end, the Sales Manager here builds a sales summary for the Finance team to incorporate in their P&L accounting. Find out how Teams offers her the platform to coordinate and share business critical information with enterprise security.

- Creates an exclusive team for Sales, Marketing and Finance managers to sync their efforts.
- Sends a meeting invite to the Finance Manager to discuss the need for a sales summary.
- Uses OneNote to capture meeting notes.
- Assigns tasks to her team using channel communication.
- Reviews the summary created by the sales executive in the Excel spreadsheet.

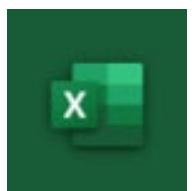
How did Microsoft Teams help the Sales Manager to execute her roles and responsibilities?

- Use a dedicated team to prepare and collaborate on a plan of action for business-critical tasks.
- Create impactful summaries of crucial data with Excel and OneNote for Microsoft Teams.
- Share documents, slide decks and materials through the Files tab repository.

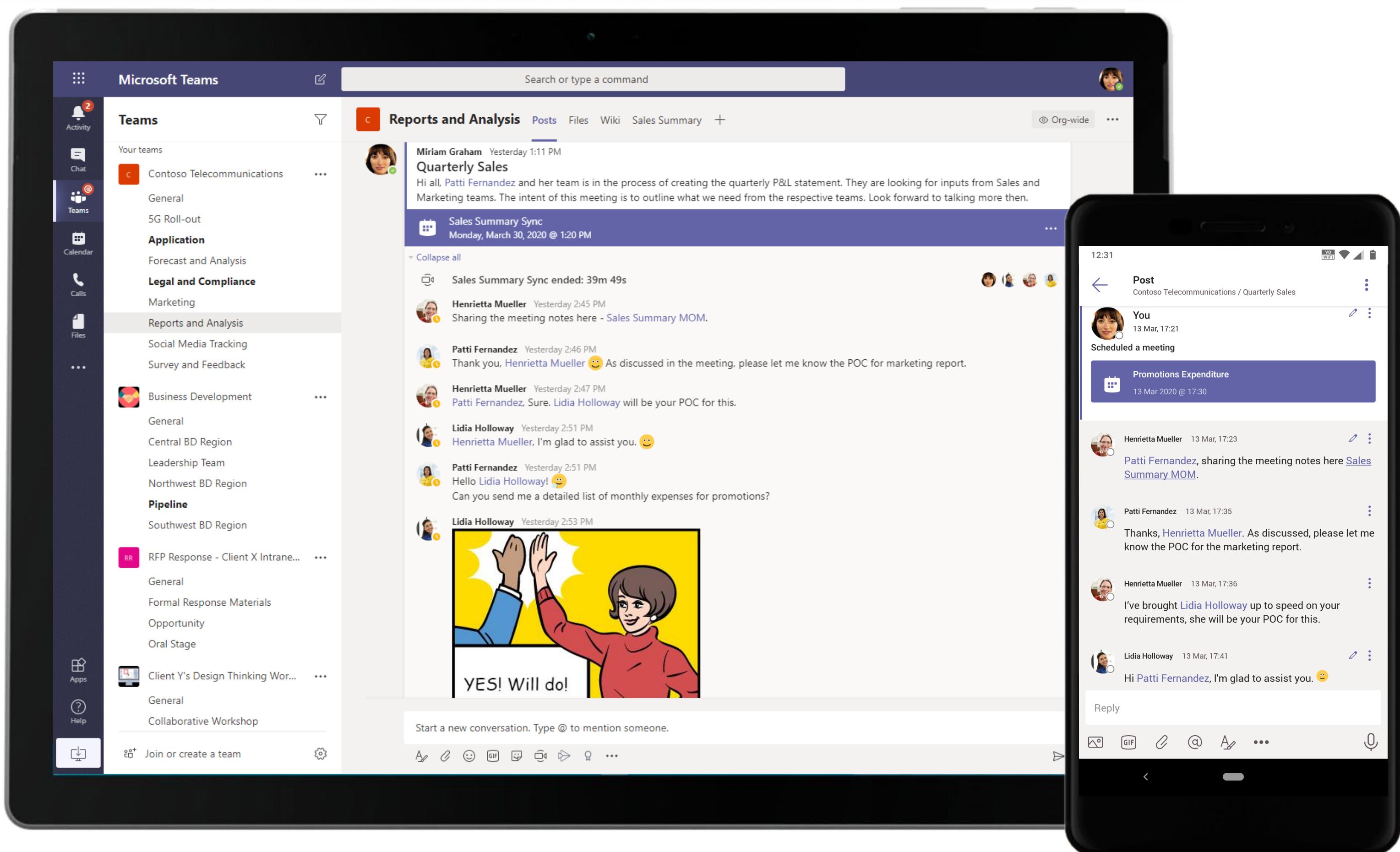
Which app integrations on Teams made it possible?



OneNote



Excel



Microsoft Teams

Search or type a command

Miriam Graham Yesterday 1:11 PM

**Quarterly Sales**

Hi all, Patti Fernandez and her team is in the process of creating the quarterly P&L statement. They are looking for inputs from Sales and Marketing teams. The intent of this meeting is to outline what we need from the respective teams. Look forward to talking more then.

Sales Summary Sync Monday, March 30, 2020 @ 1:20 PM

Sales Summary Sync ended: 39m 49s

Henrietta Mueller Yesterday 2:45 PM

Sharing the meeting notes here - [Sales Summary MOM](#).

Patti Fernandez Yesterday 2:46 PM

Thank you, Henrietta Mueller 😊 As discussed in the meeting, please let me know the POC for marketing report.

Henrietta Mueller Yesterday 2:47 PM

Patti Fernandez, Sure. Lidia Holloway will be your POC for this.

Lidia Holloway Yesterday 2:51 PM

Henrietta Mueller, I'm glad to assist you. 😊

Patti Fernandez Yesterday 2:51 PM

Hello Lidia Holloway! 😊

Can you send me a detailed list of monthly expenses for promotions?

Lidia Holloway Yesterday 2:53 PM



Start a new conversation. Type @ to mention someone.

Activity 2

Chat

Teams

Calendar

Calls

Files

...

Reports and Analysis Posts Files Wiki Sales Summary +

Org-wide ...

Miriam Graham Yesterday 1:11 PM

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Hi all, Patti Fernandez and her team is in the process of creating the quarterly P&L statement. They are looking for inputs from Sales and Marketing teams. The intent of this meeting is to outline what we need from the respective teams. Look forward to talking more then.

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Lidia Holloway Yesterday 2:51 PM

Henrietta Mueller, I'm glad to assist you. 😊

Patti Fernandez Yesterday 2:51 PM

Hello Lidia Holloway! 😊

Can you send me a detailed list of monthly expenses for promotions?

Lidia Holloway Yesterday 2:53 PM



12:31

Post

Contoso Telecommunications / Quarterly Sales

You 13 Mar, 17:21

Scheduled a meeting

Promotions Expenditure

13 Mar 2020 @ 17:30

Henrietta Mueller 13 Mar, 17:23

Patti Fernandez, sharing the meeting notes here [Sales Summary MOM](#).

Patti Fernandez 13 Mar, 17:35

Thanks, Henrietta Mueller. As discussed, please let me know the POC for the marketing report.

Henrietta Mueller 13 Mar, 17:36

I've brought Lidia Holloway up to speed on your requirements, she will be your POC for this.

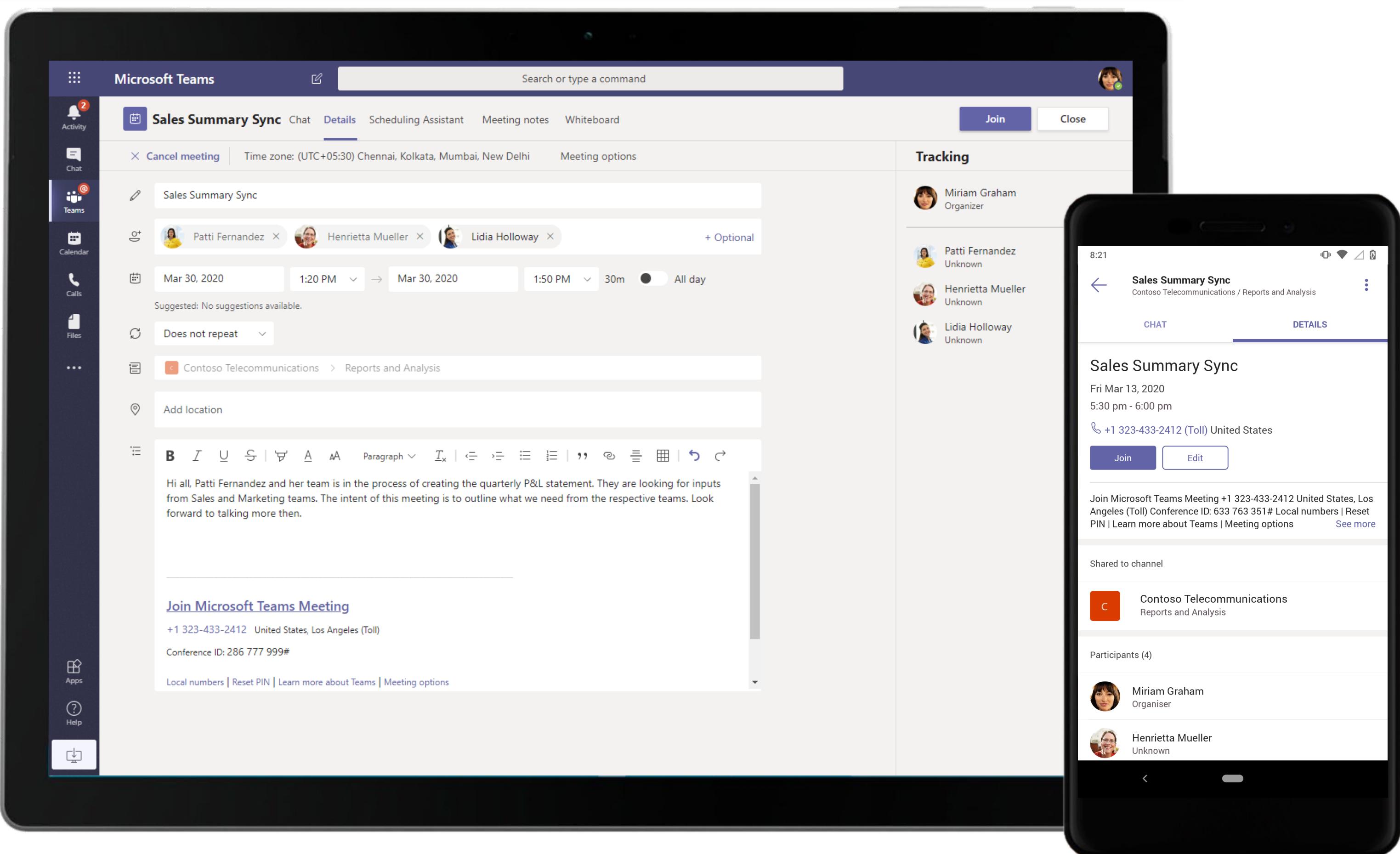
Lidia Holloway 13 Mar, 17:41

Hi Patti Fernandez, I'm glad to assist you. 😊

Reply

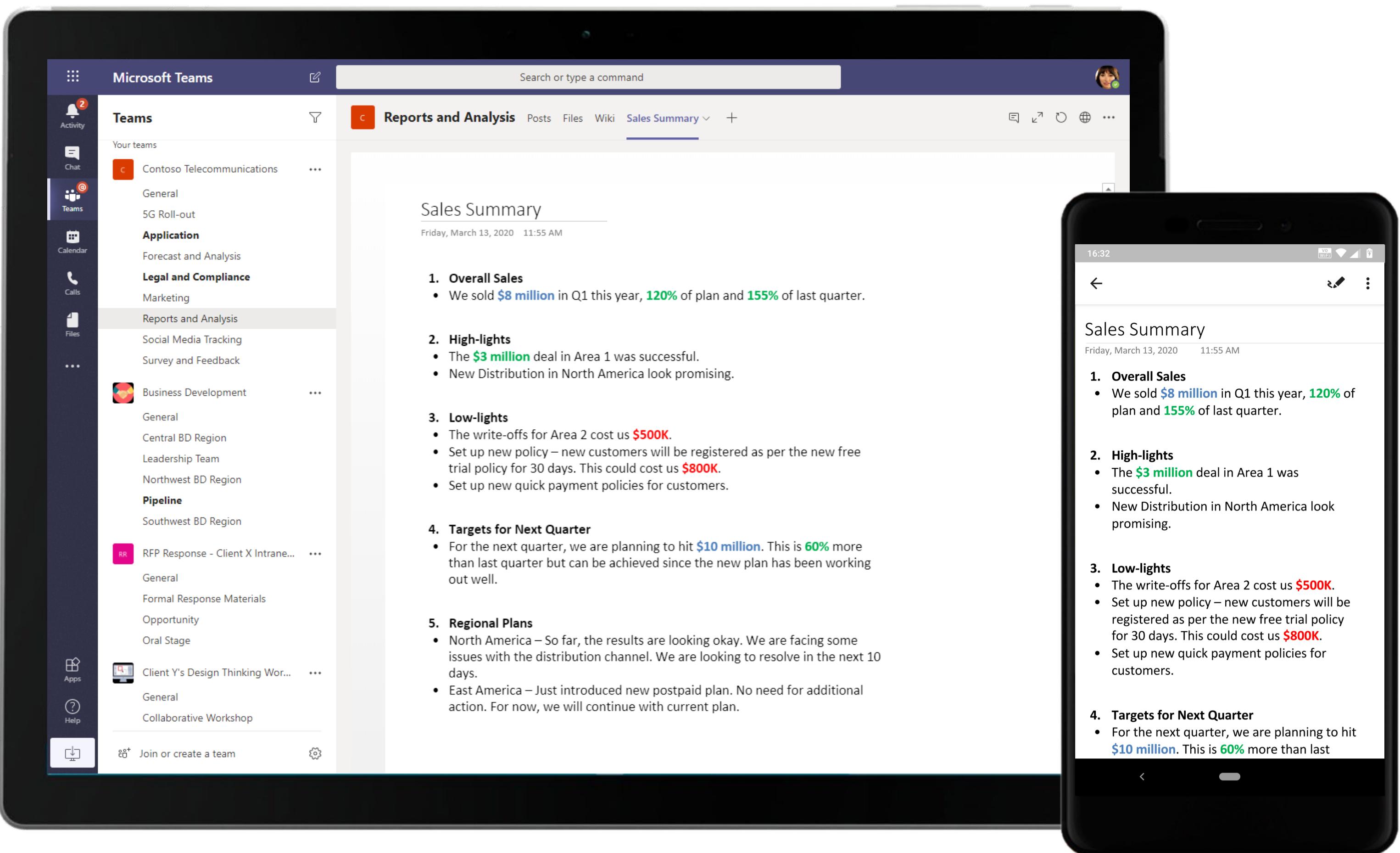
...

Use a dedicated team to prepare and collaborate on a plan of action. The Sales Manager creates an exclusive team for Sales, Marketing and Finance team members to sync their efforts.



The image displays the Microsoft Teams interface for creating a meeting invite. On the left, the Teams sidebar shows various icons for Activity, Chat, Teams, Calendar, Calls, and Files. The main window is titled "Sales Summary Sync" and includes a search bar. The "Details" tab is selected, showing the meeting title "Sales Summary Sync", participants (Patti Fernandez, Henrietta Mueller, Lidia Holloway), and a tracking section for attendees (Miriam Graham, Patti Fernandez, Henrietta Mueller, Lidia Holloway). The meeting is scheduled for Mar 30, 2020, from 1:20 PM to 1:50 PM, with a duration of 30m and marked as "All day". The "Suggested: No suggestions available." message is displayed. The "CHAT" tab is selected on the mobile phone screen, showing the meeting details and a "Join" button.

When the Sales Manager creates a meeting invite, she can use the native scheduling calendar to check for optimal meeting time for all attendees.

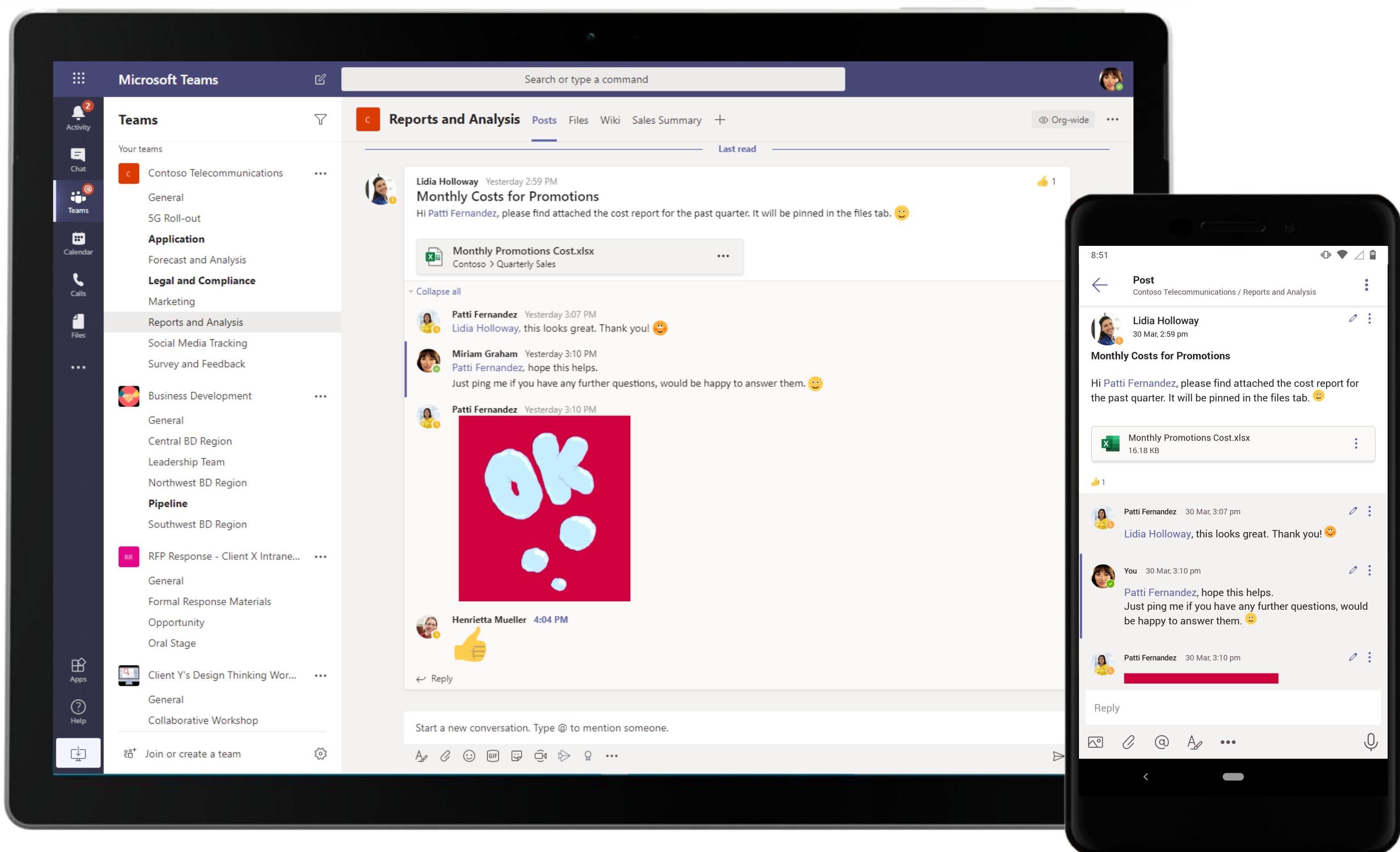


The image shows a Microsoft Teams desktop application and a mobile phone displaying a OneNote page. The desktop application has a dark theme and shows the 'Reports and Analysis' tab selected in the top navigation bar. The mobile phone shows a simplified view of the same content, with the 'Sales Summary' page pinned to the screen. Both screens display a 'Sales Summary' page with the following content:

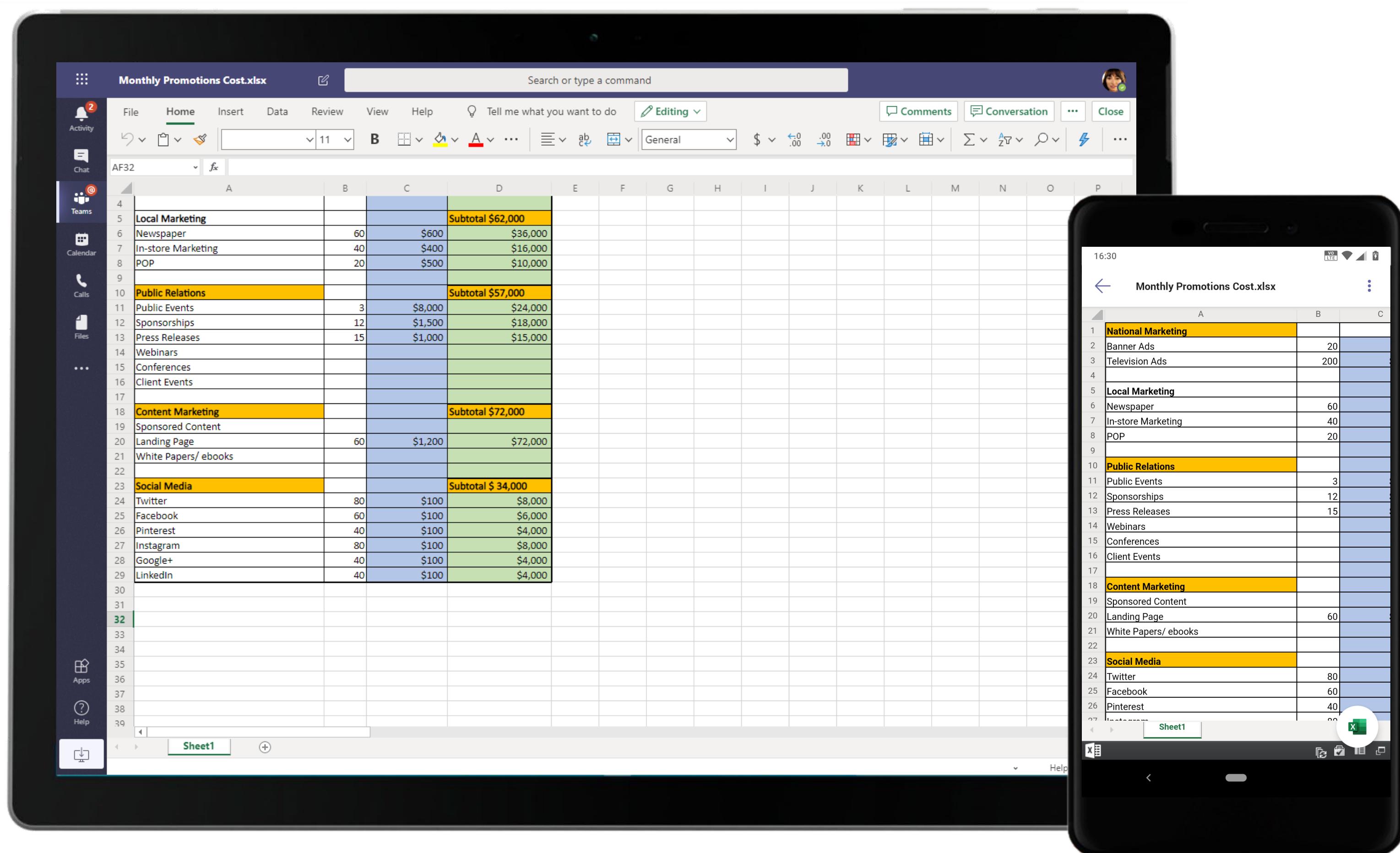
**Sales Summary**  
Friday, March 13, 2020 11:55 AM

- 1. Overall Sales**
  - We sold **\$8 million** in Q1 this year, **120%** of plan and **155%** of last quarter.
- 2. High-lights**
  - The **\$3 million** deal in Area 1 was successful.
  - New Distribution in North America look promising.
- 3. Low-lights**
  - The write-offs for Area 2 cost us **\$500K**.
  - Set up new policy – new customers will be registered as per the new free trial policy for 30 days. This could cost us **\$800K**.
  - Set up new quick payment policies for customers.
- 4. Targets for Next Quarter**
  - For the next quarter, we are planning to hit **\$10 million**. This is **60%** more than last quarter but can be achieved since the new plan has been working out well.
- 5. Regional Plans**
  - North America – So far, the results are looking okay. We are facing some issues with the distribution channel. We are looking to resolve in the next 10 days.
  - East America – Just introduced new postpaid plan. No need for additional action. For now, we will continue with current plan.

Quickly disseminate meeting outcome, notes and action items among team members with OneNote tabs that can be pinned to any channel.



A team associate submits her report in the channel, where the Excel sheet will be stored in the Files tab and a cloud-enabled repository for future reference.



The image shows a laptop and a smartphone displaying the same Microsoft Excel spreadsheet titled "Monthly Promotions Cost.xlsx". The spreadsheet contains data categorized into four main sections: Local Marketing, Public Relations, Content Marketing, and Social Media. Each section includes sub-categories and their corresponding costs.

**Local Marketing**

Newspaper	60	\$600	\$36,000
In-store Marketing	40	\$400	\$16,000
POP	20	\$500	\$10,000

**Public Relations**

Public Events	3	\$8,000	\$24,000
Sponsorships	12	\$1,500	\$18,000
Press Releases	15	\$1,000	\$15,000

**Content Marketing**

Sponsored Content			
Landing Page	60	\$1,200	\$72,000
White Papers/ ebooks			

**Social Media**

Twitter	80	\$100	\$8,000
Facebook	60	\$100	\$6,000
Pinterest	40	\$100	\$4,000
Instagram	80	\$100	\$8,000
Google+	40	\$100	\$4,000
LinkedIn	40	\$100	\$4,000

The sales associate uses Excel to build and present data to the team. Create impactful summaries of crucial data with Excel, Word and OneNote for Microsoft Teams.



# Preparing for a Monthly Review

## Account Manager

### Scenario Walkthrough

Contoso Movies continues to lead as one of the best production houses in Hollywood. The Sales team for Contoso leverages the TRPs and viewership numbers for their television shows. Reviewing their performance is a monthly routine for the Managers. See how the Account Manager syncs up with the Sales Manager for a monthly review.

- Views a reminder post in the channel regarding the monthly review.
- Submits Monthly Sales Report to the Sales Manager.
- Joins Teams meeting for a monthly review with the Sales Manager.
- Posts an update on action items in a 1:1 chat conversation.

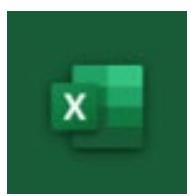
How did Microsoft Teams help the Account Manager execute her roles and responsibilities?

- Use Office tools such as Word, Excel and OneNote cohesively from one platform without saving multiple versions locally.
- Use the meeting thread to continue conversations pertaining to action items, thereby keeping conversations in context.

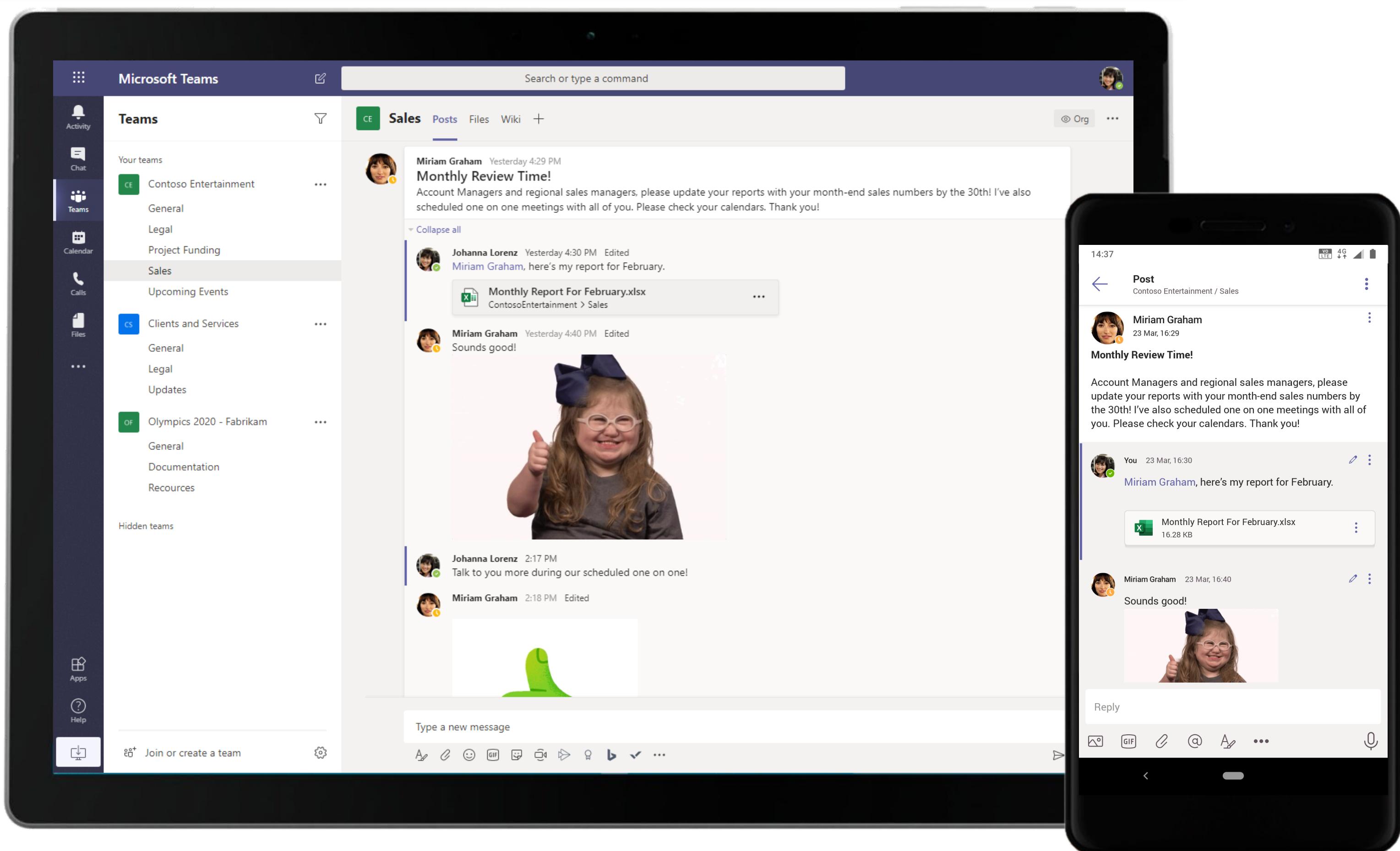
Which app integrations on Teams made it possible?



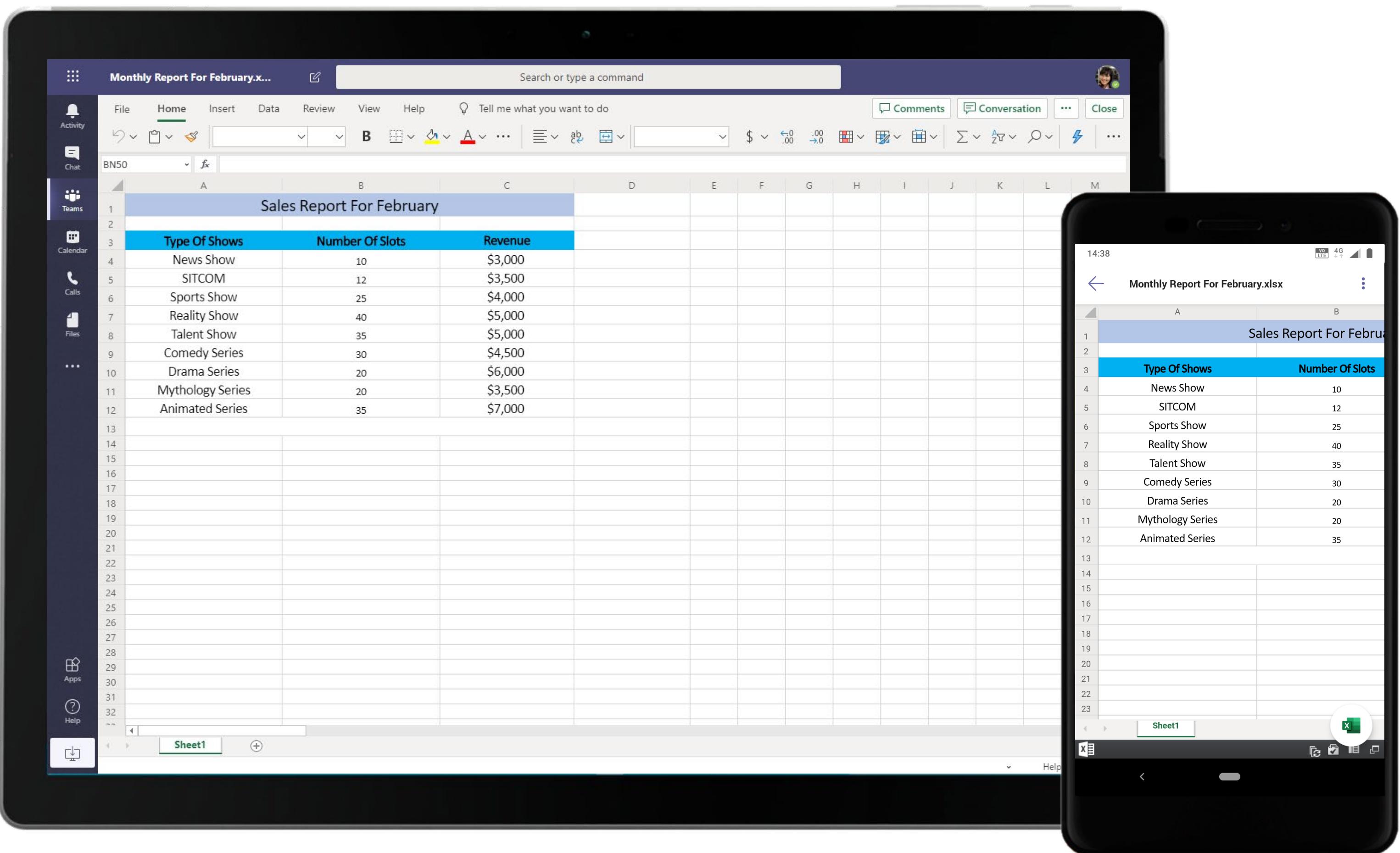
OneNote



Excel



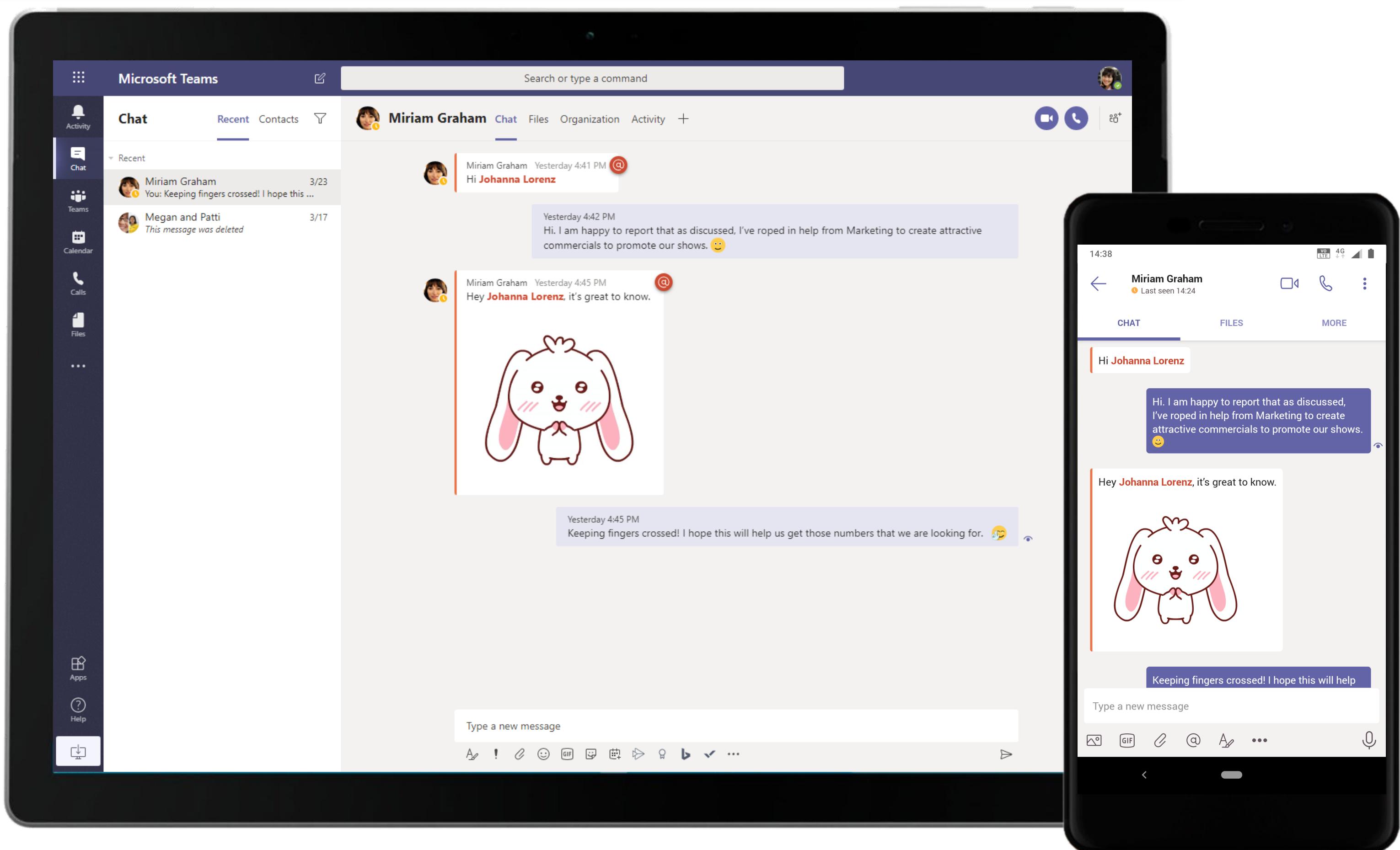
An exclusive channel for members of a team who collaborate regularly helps maintain a history of past communications while keeping the newest conversations and files accessible.



The image displays two mobile devices side-by-side, illustrating the use of Microsoft Excel on different platforms. The left device is a tablet running the Microsoft Teams app, showing a spreadsheet titled "Monthly Report For February.xlsx". The right device is a smartphone displaying the same spreadsheet in a mobile browser. Both screens show a table with three columns: "Type Of Shows", "Number Of Slots", and "Revenue". The data in the table is as follows:

Type Of Shows	Number Of Slots	Revenue
News Show	10	\$3,000
SITCOM	12	\$3,500
Sports Show	25	\$4,000
Reality Show	40	\$5,000
Talent Show	35	\$5,000
Comedy Series	30	\$4,500
Drama Series	20	\$6,000
Mythology Series	20	\$3,500
Animated Series	35	\$7,000

The Account Manager submits her report in the channel, where the Excel sheet will be stored in the Files tab and a cloud-enabled repository for future reference.



Quickly reach out to and chat with co-workers. Take conversations away from channels for 1:1 discussions. The Account Manager provides a quick update over chat after the review meet.



# Identifying and Closing a Major Sales Opportunity

## Sales Manager

### Scenario Walkthrough

The Sales Manager at Fabrikam AI keeps himself up-to-date with the latest news across industries and potentials sales opportunities. He learns that Contoso, an existing client, is exploring opportunities to digitize their workflow and identifies this as a potential sales opportunity. He notifies other team members of this lead, reaches out to a representative from Contoso, and kickstarts the process to pitch Fabrikam's value-adding chatbot services to Contoso and close the deal, all within Microsoft Teams.

- Receives a news update regarding Contoso's effort to transform their workflow via Module Q digitally.
- Schedules a meeting and discusses potential chatbot solutions that Fabrikam AI could pitch to Contoso.
- Reaches out to a representative from Contoso who expresses interest in the services via 1:1 chat.
- Checks the client's calendar and the calendar of other team members to schedule a meeting at a convenient time using the Calendar BOT.
- Receives a pitch deck with details of the services that Fabrikam offers and the pricing of the services via PowerPoint.
- Updates the status of the lead to 'Closed' and notifies team members using Woobot.

### How did Teams help the Sales Manager execute his roles and responsibilities?

- View, search and act on new leads, forecast with precision, and nurture important opportunities from creation to close using Woobot.
- Stay up-to-date across topics right within Microsoft Teams using Module Q.
- Check the schedule and block the calendar of team members within your organization and from the customers side using Calendar BOT.

Which app integrations on Teams made it possible?



Calendar BOT



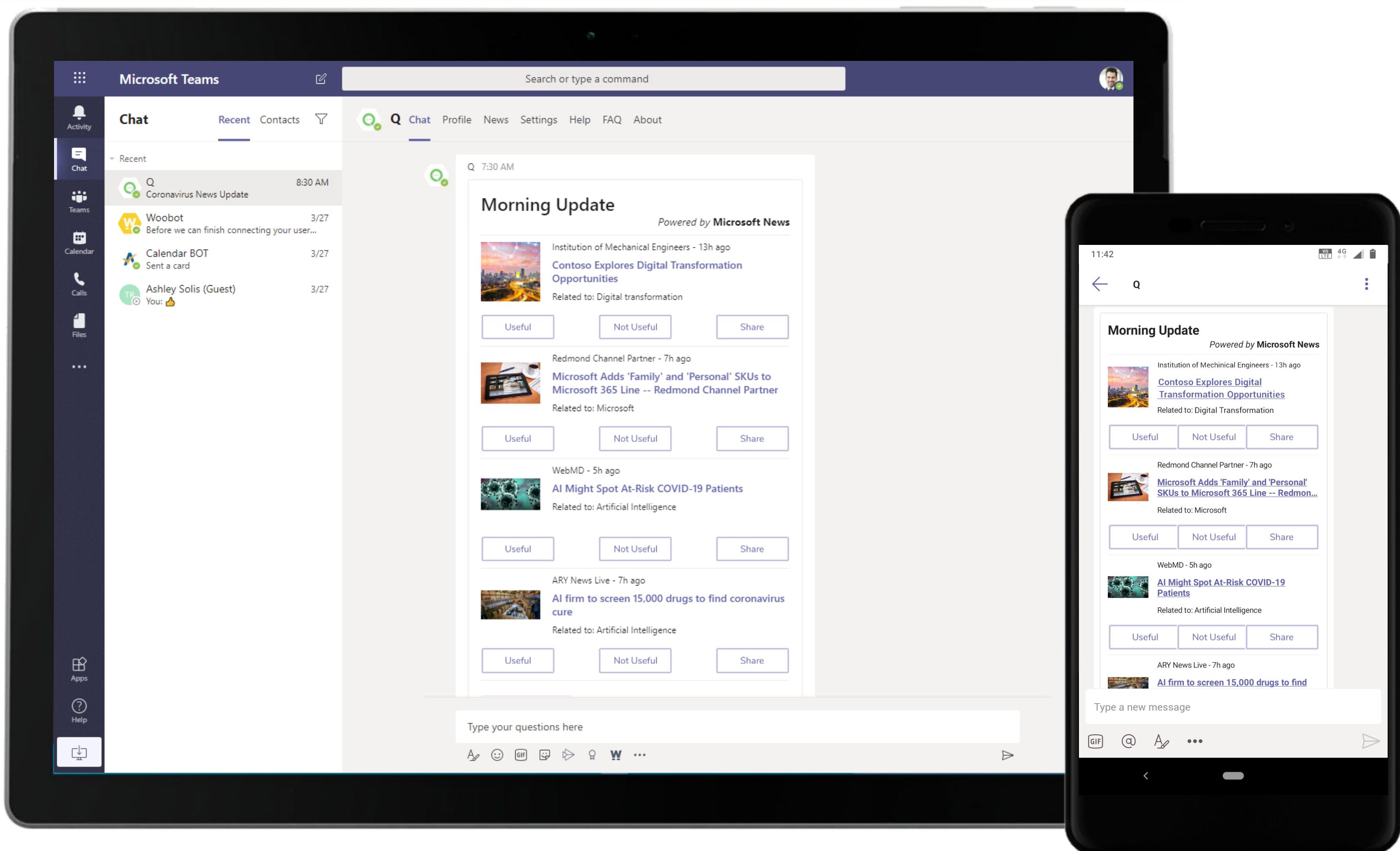
Woobot



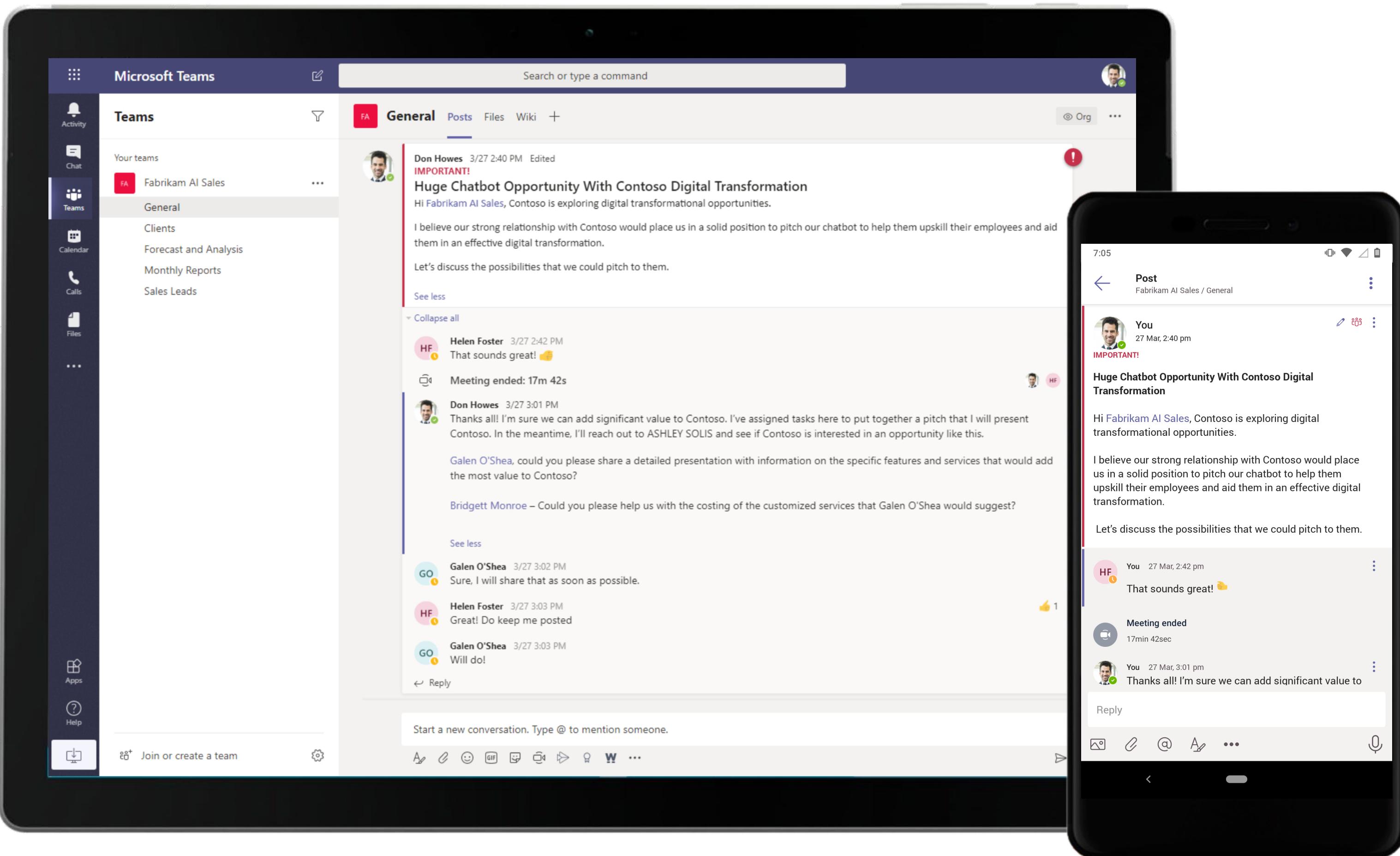
Q



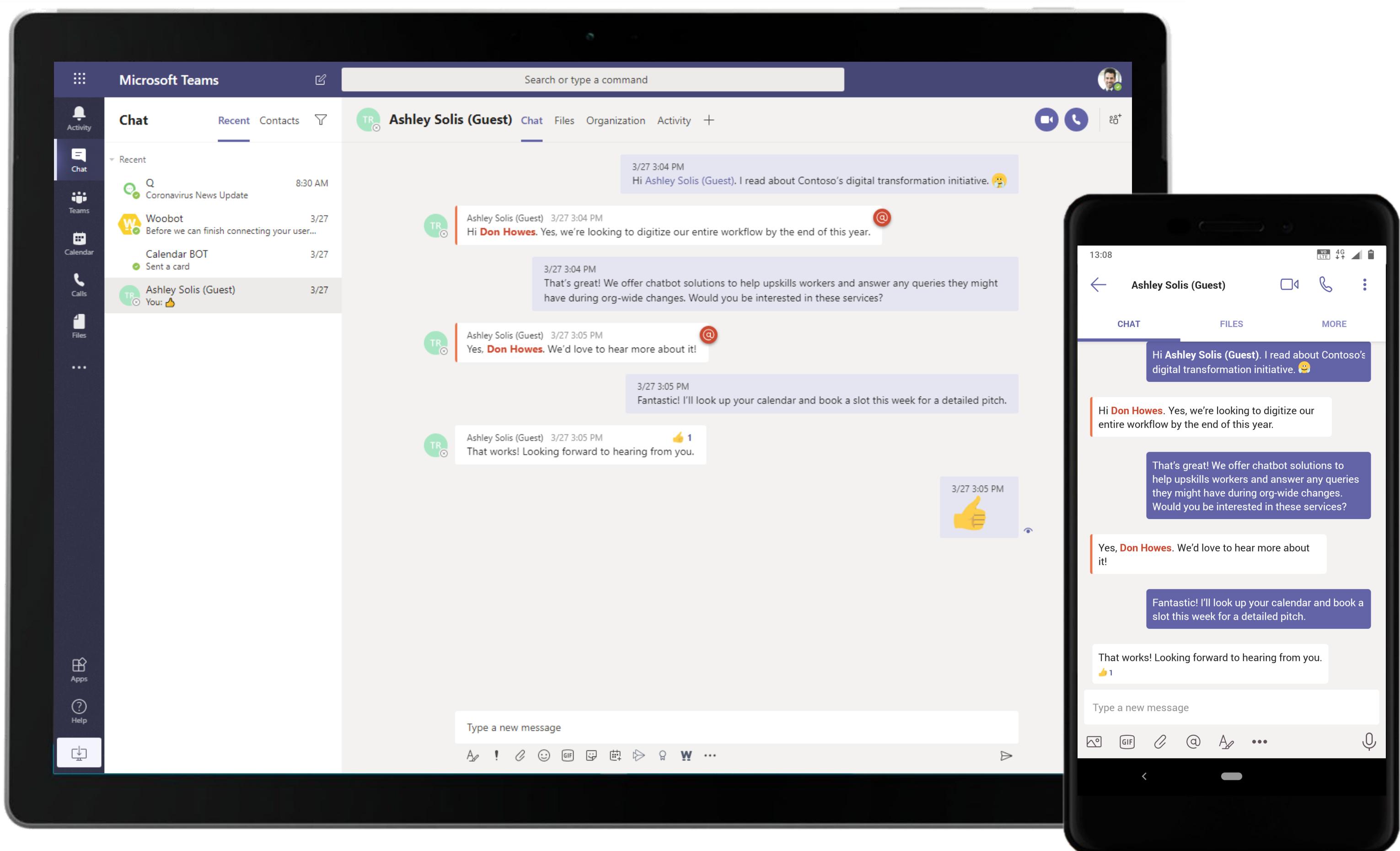
PowerPoint



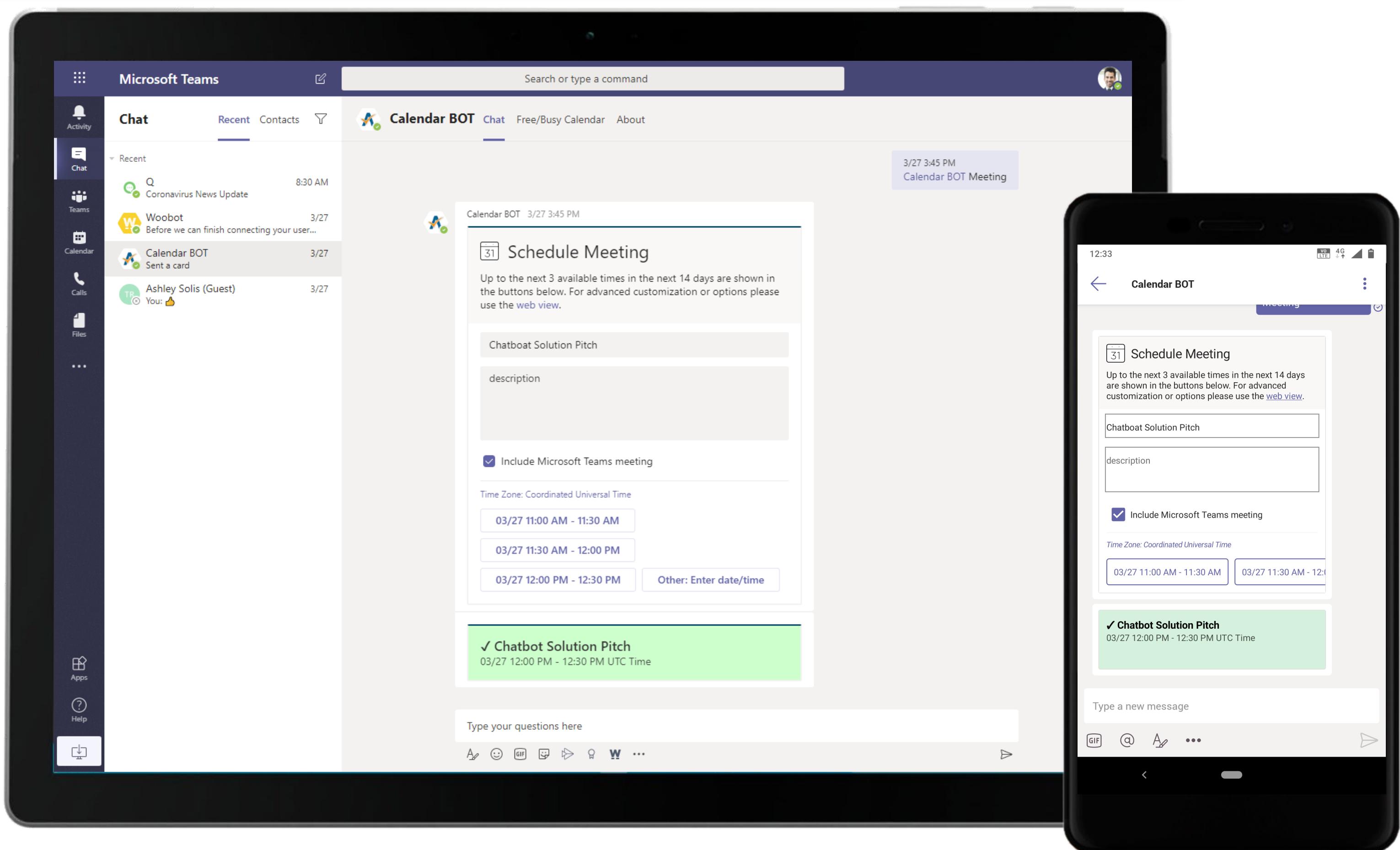
Module Q finds content relevant to your current priorities by scouring external and internal content sources, such as news, collateral, and experts. The Q bot delivers what you need in your chat feed.



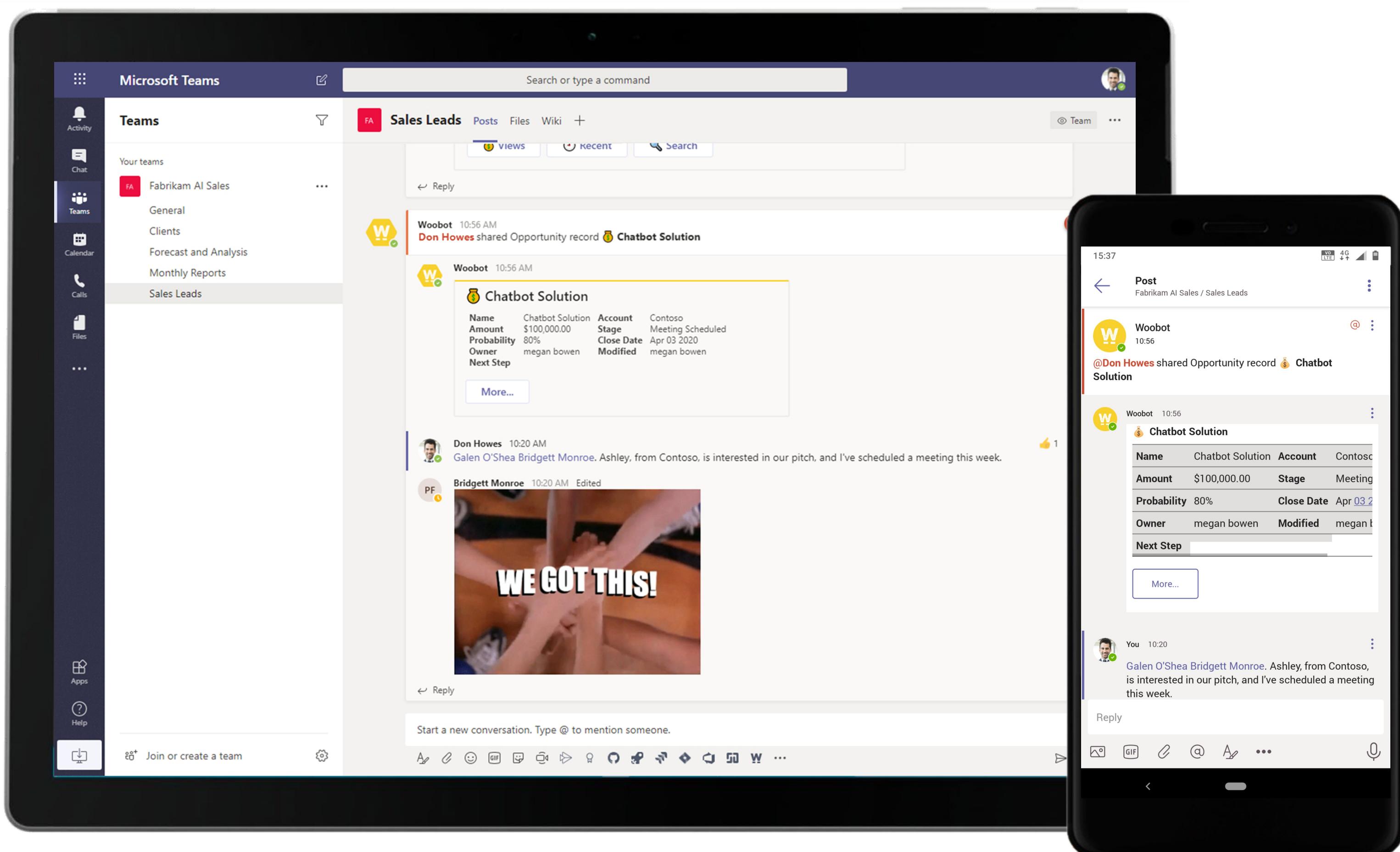
The Sales Manager kicks-off discussion over an opportunity and triggers an instant meeting using Meet Now feature. The team keeps conversations and relevant documents all in the meeting thread for easy reference.



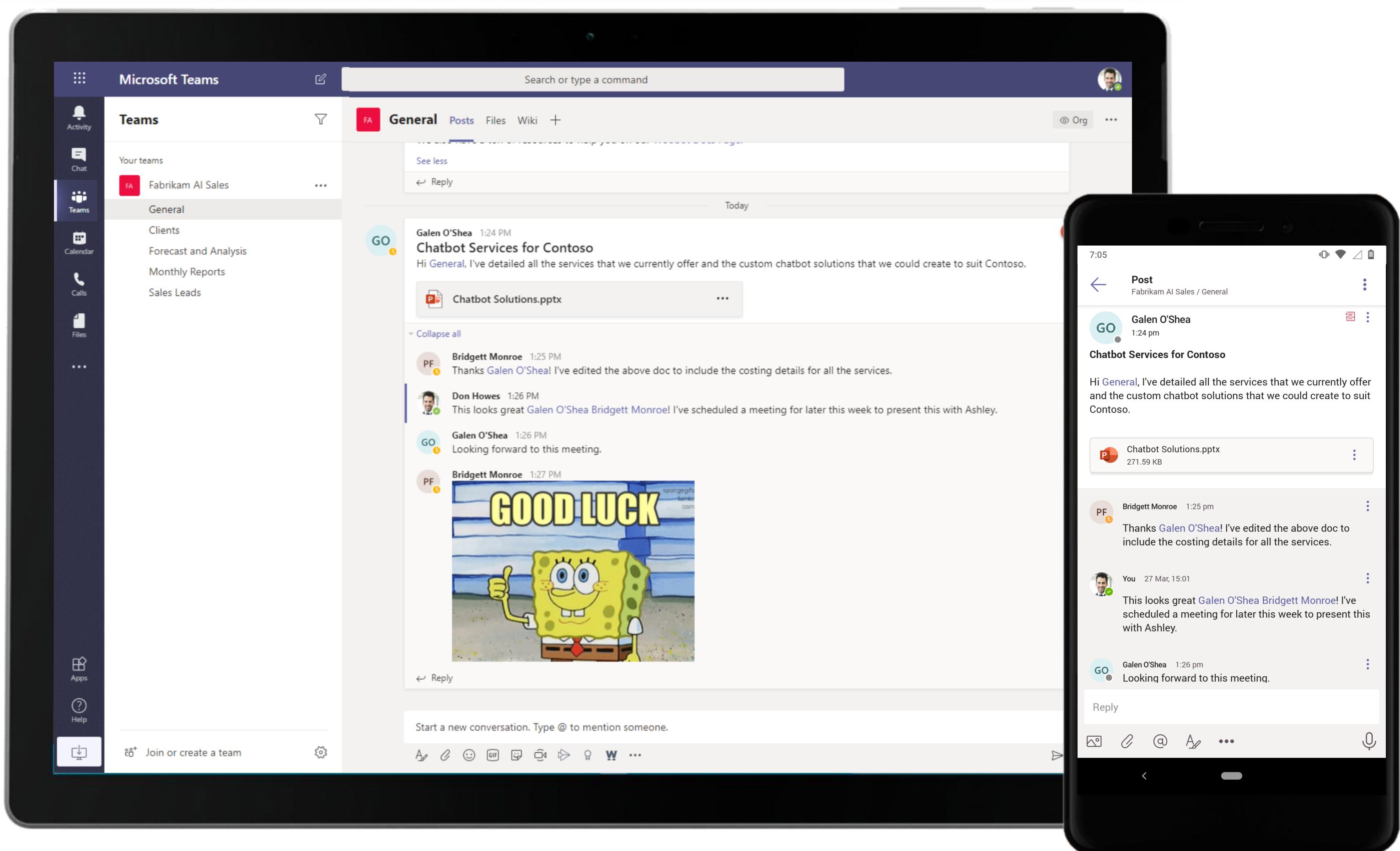
The Sales Manager reaches out to a Contoso representative using 1:1 chat. Use this feature when you don't need the whole team.



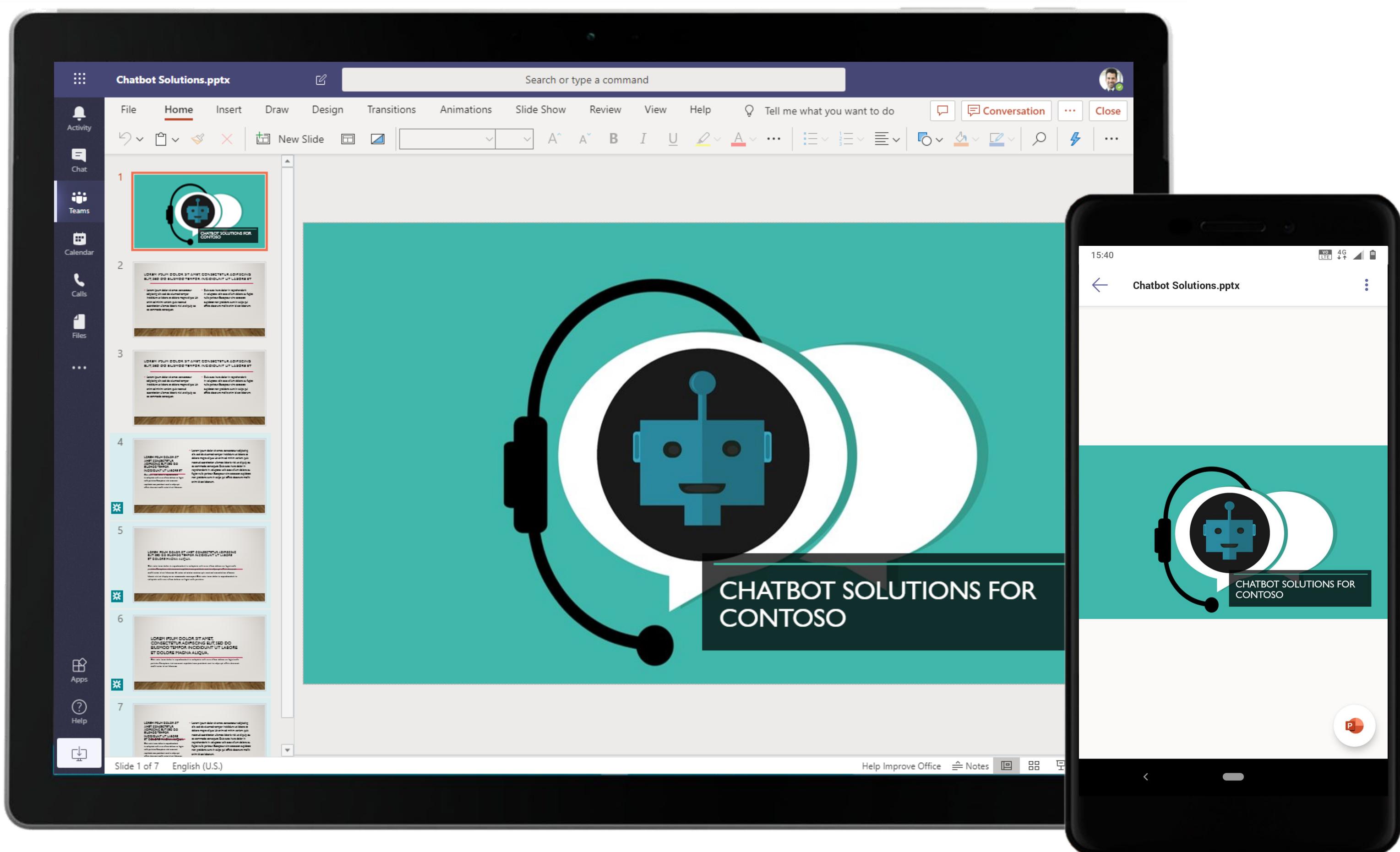
Compare open times on your calendar to open times on any of your Approved Contact's calendars using Calendar BOT. The Sales Manager uses the bot to schedule meeting with Contoso representative.



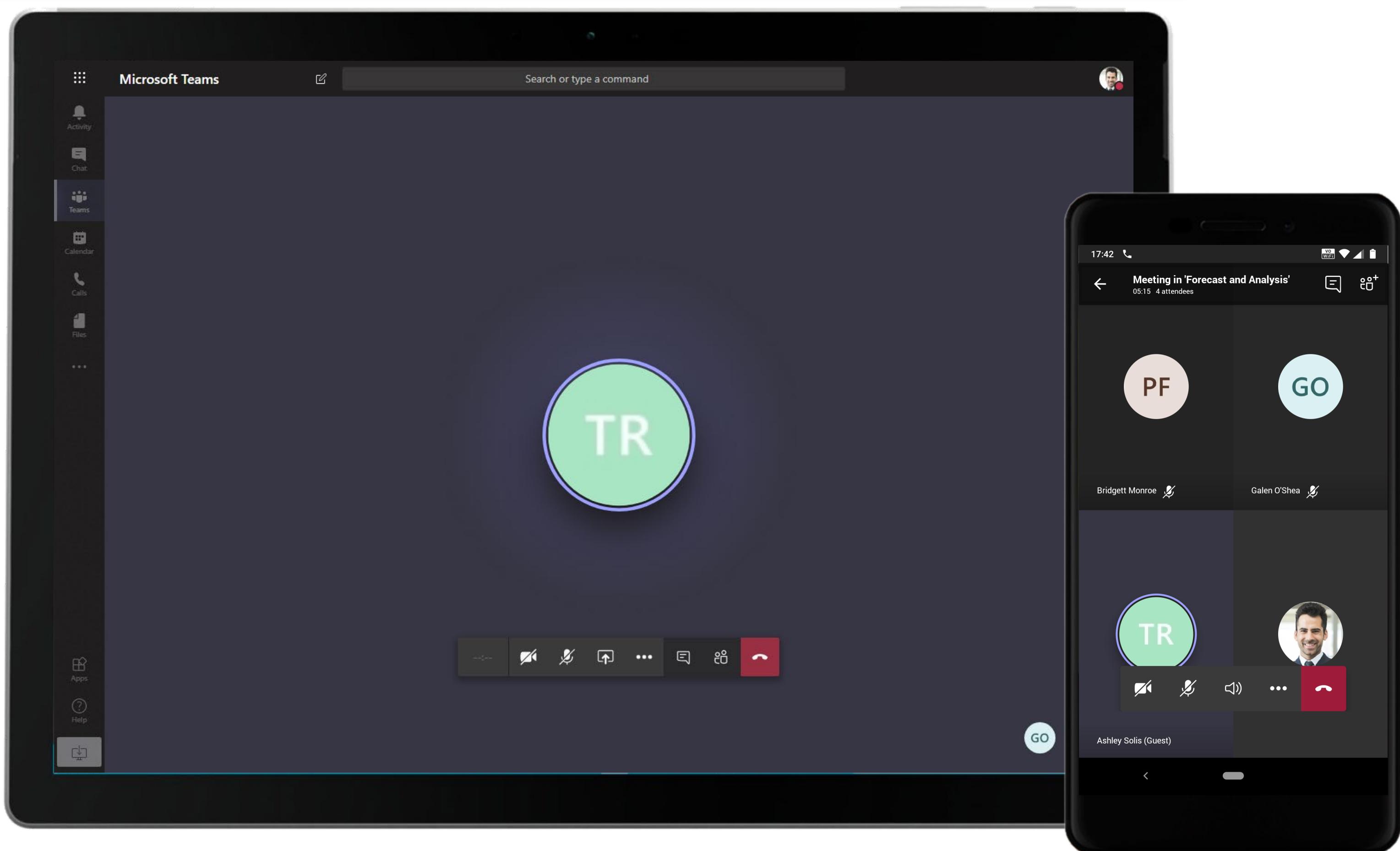
Access critical Salesforce CRM data in real-time and keep your team updated of important sales developments with Woobot. The Sales manager uses Woobot to update the lead status and notify the team of the meeting scheduled.



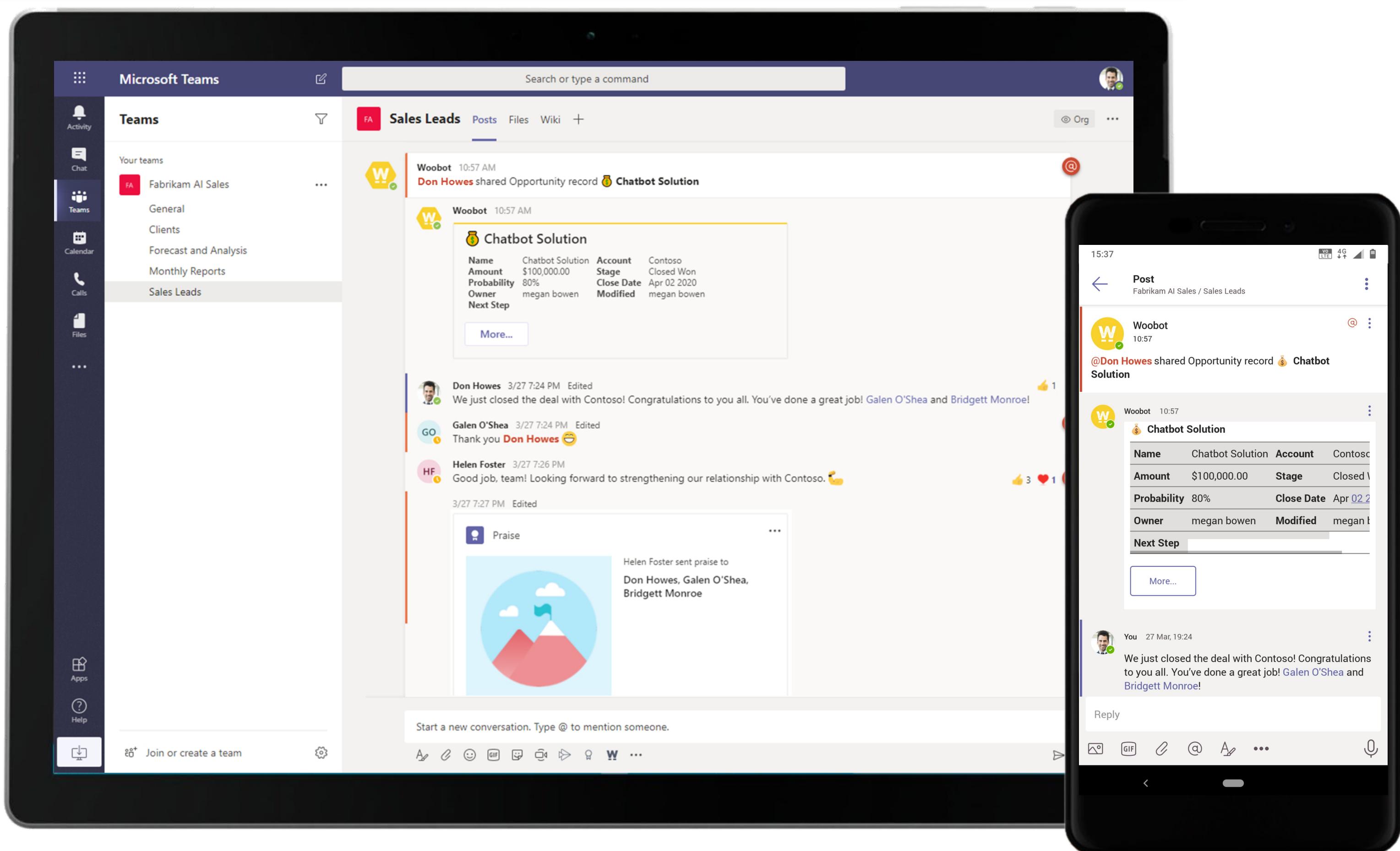
Channel conversations are a great way to track the status of a project as they can contain everything related to the project: discussion threads, files, and meeting notes. A PowerPoint presentation is shared to elaborate on solutions for Contoso.



Store and share important files within a dedicated, cloud-enabled repository with Files. Informative documents such as the PowerPoint discussing chatbot solutions are housed here for the team's easy access.



During a meeting, the participants can use rich meeting capabilities such as video, screen sharing, file sharing, meeting notes and chat to make the meeting engaging and productive. Needless to say, meetings are fully supported on mobile clients too!



With Woobot, you can forecast with precision, and nurture important opportunities from creation to close in any team.

The Sales Manager uses Woobot to update the team of winning and closing the sales opportunity.



# Finance

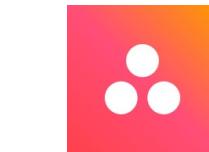
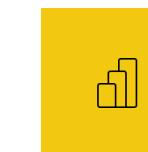
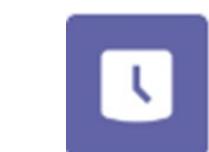
Check out how the operations team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

## Finance Superpowers in Teams

### Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

### Apps that enable an immersive experience in Teams

					
Word	Excel	PowerPoint	OneNote	Asana	monday.com
					
Forms	Power BI	Lucidchart	Trello	Shifts	MURAL
					
Smartsheet	Presentations AI	Teamwork AI	Adobe Sign	Tasks by Planner and To Do	Communities

# Meet the Business Decision Makers

## Finance



**Director (Finance)**

*"In the end, all business operations can be reduced to three words: people, product, and profits."*

- Oversee policies, objectives, and initiatives for region
- Monitor and evaluate current and proposed systems and procedures
- Establish overall direction and strategic initiatives for the given major function or line of business



**Editorial Director**

*"Don't write long post because they're quick to write. Instead, write them because they're the best format for communicating your idea and helping your reader."*

- Plan the contents of publication and interact with the concerned authorities for its approval
- Interact with the editorial managers and editor-in-chiefs and allocating them work respectively
- Develop all editorial content and implement all strategies



**Finance Associate**

*"A big part of financial freedom is having your heart and mind free from worry about the what-ifs of life."*

- Analyze various financial services and solutions to ensure achievement of financial targets
- Coordinate with clients to analyze requirements and design customized financial strategies
- Assist clients to complete all their wishes and develop strategies

# Meet the Business Decision Makers

## Finance



### Production Manager

*"For every hour of recording, we have two hours of laughter in the studio."*

- Plan, organise and schedule shoots
- Assess project and resource requirements
- Estimate, negotiate and agree on budgets and timescales with clients and managers



# Raising Finances for an Upcoming Film

## Finance Director

### Scenario Walkthrough

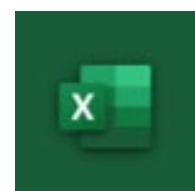
Contoso's upcoming project is going to be a big budget production and the studio must take a call on how to raise finances through various means – selling music rights, satellite rights, equity financing and more. See how the Finance Director collaborates with other team members to accomplish the activity using Microsoft Teams.

- Hosts a channel meeting to discuss the working on various mechanisms to raise money for the project.
- Refers to the key pointers discussed during the meeting, noted by the Finance Associate using OneNote.
- Reviews a Smartsheet showing the previous expenses to produce the previous parts of the franchise.
- Refers to an Excel containing data of the preceding film's box office collection and video sales revenue.
- Refers to Asana for assigned tasks to the team members for initiating related activities.

How did Microsoft Teams help the Finance Director execute his roles and responsibilities?

- OneNote for shared access to the information.
- Smartsheet for tabular user interface to use formulas in templates.
- Office applications like Excel allow quick access to shared reports and information.
- Integrated Asana helps assign, track and communicate tasks and milestones.

Which app integrations on Teams made it possible?



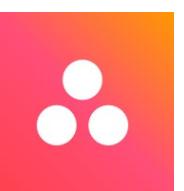
Excel



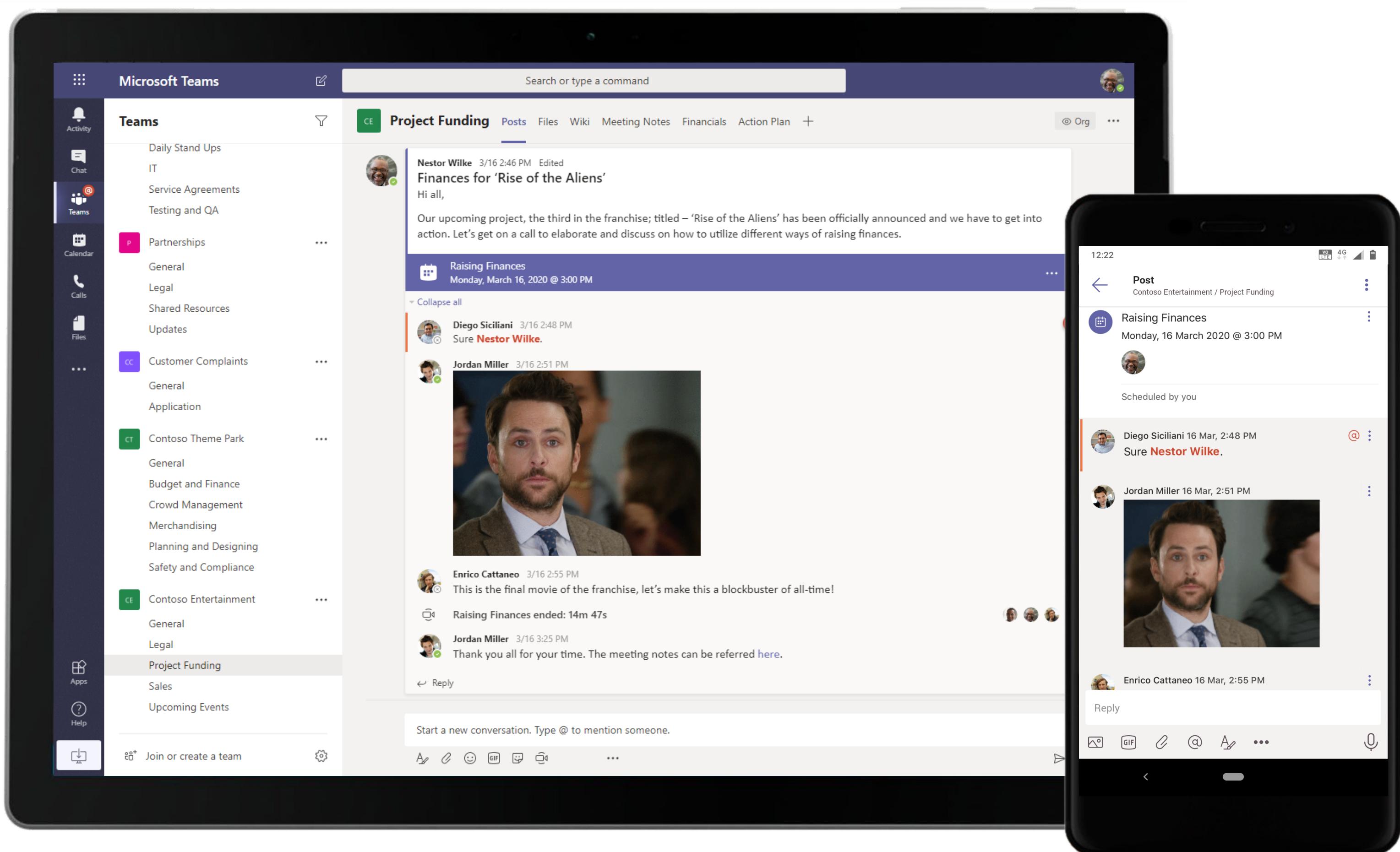
OneNote



Smartsheet

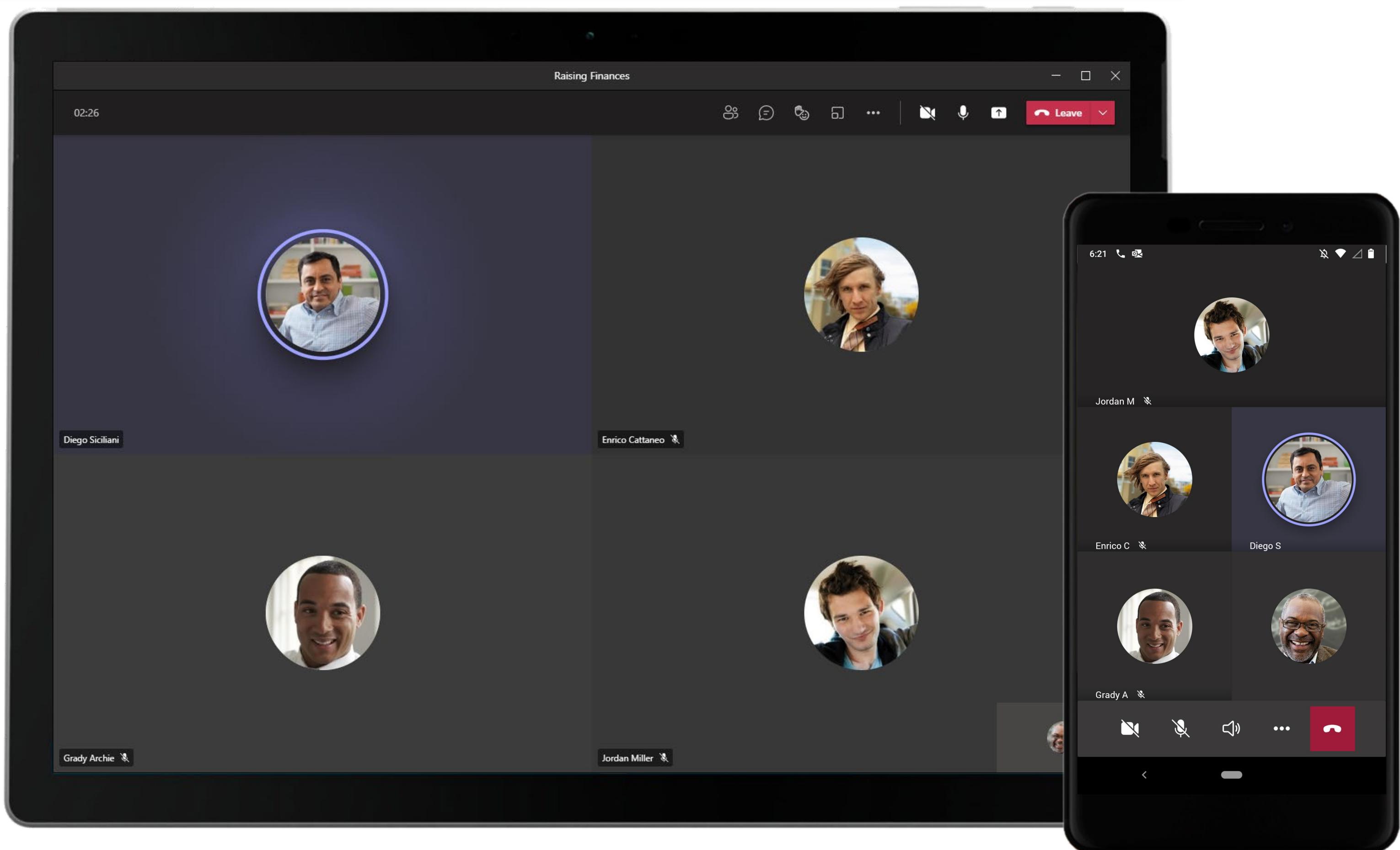


Asana

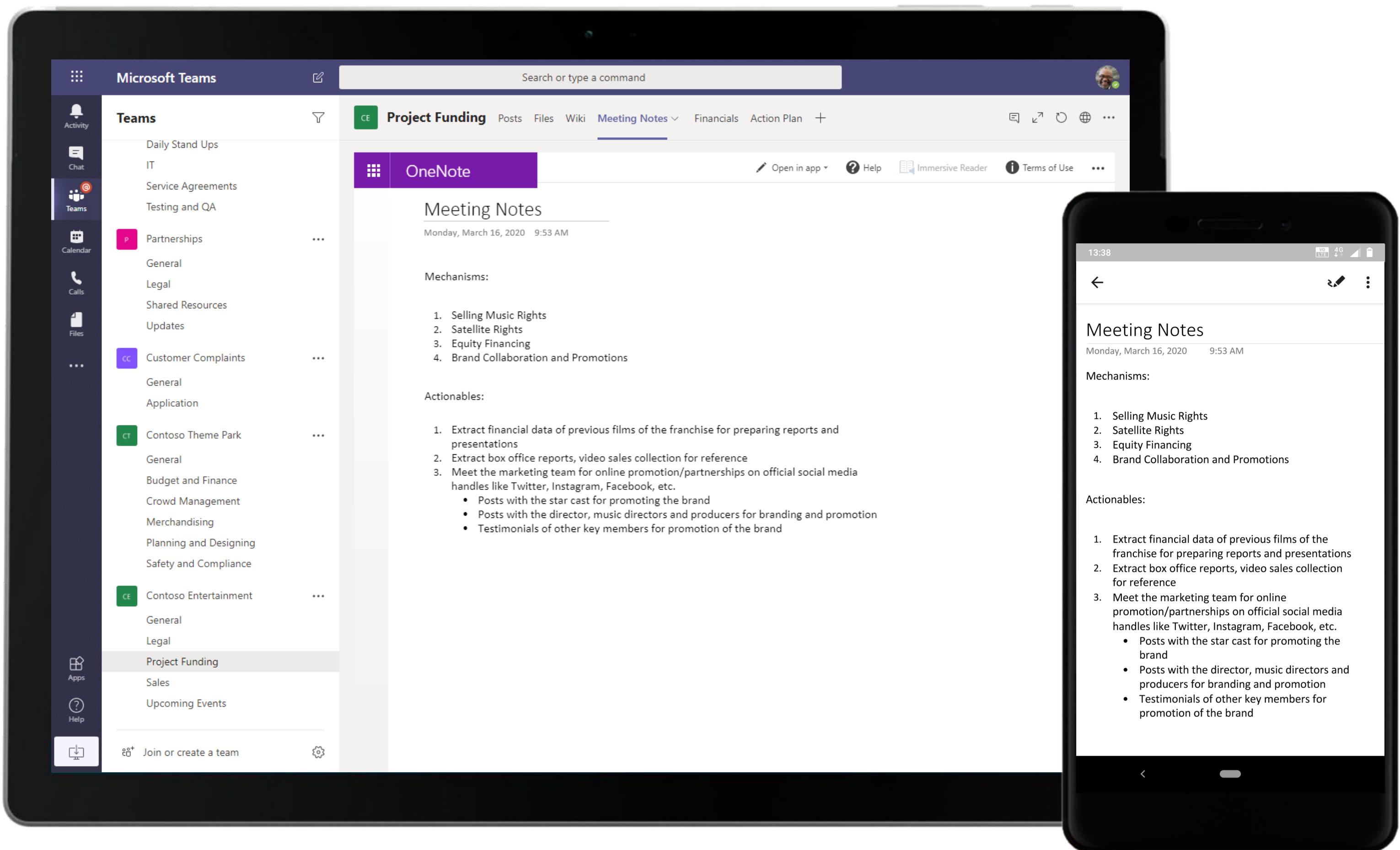


The image shows a Microsoft Teams interface on a tablet and a mobile phone. The tablet screen displays the 'Project Funding' channel in the 'Contoso Entertainment' team. The channel has a post from Nestor Wilke (@CE) about raising finances for the 'Rise of the Aliens' project. Other team members, Diego Siciliani and Jordan Miller, have responded. A large image of a man with a beard is displayed. The mobile phone screen shows the same post in a simplified mobile view. The Microsoft logo is in the top right corner.

Use channel conversations to relay updates to team members and begin a process flow for task completion. The Finance Director kick-starts discussion over raising finances for the new movie project.

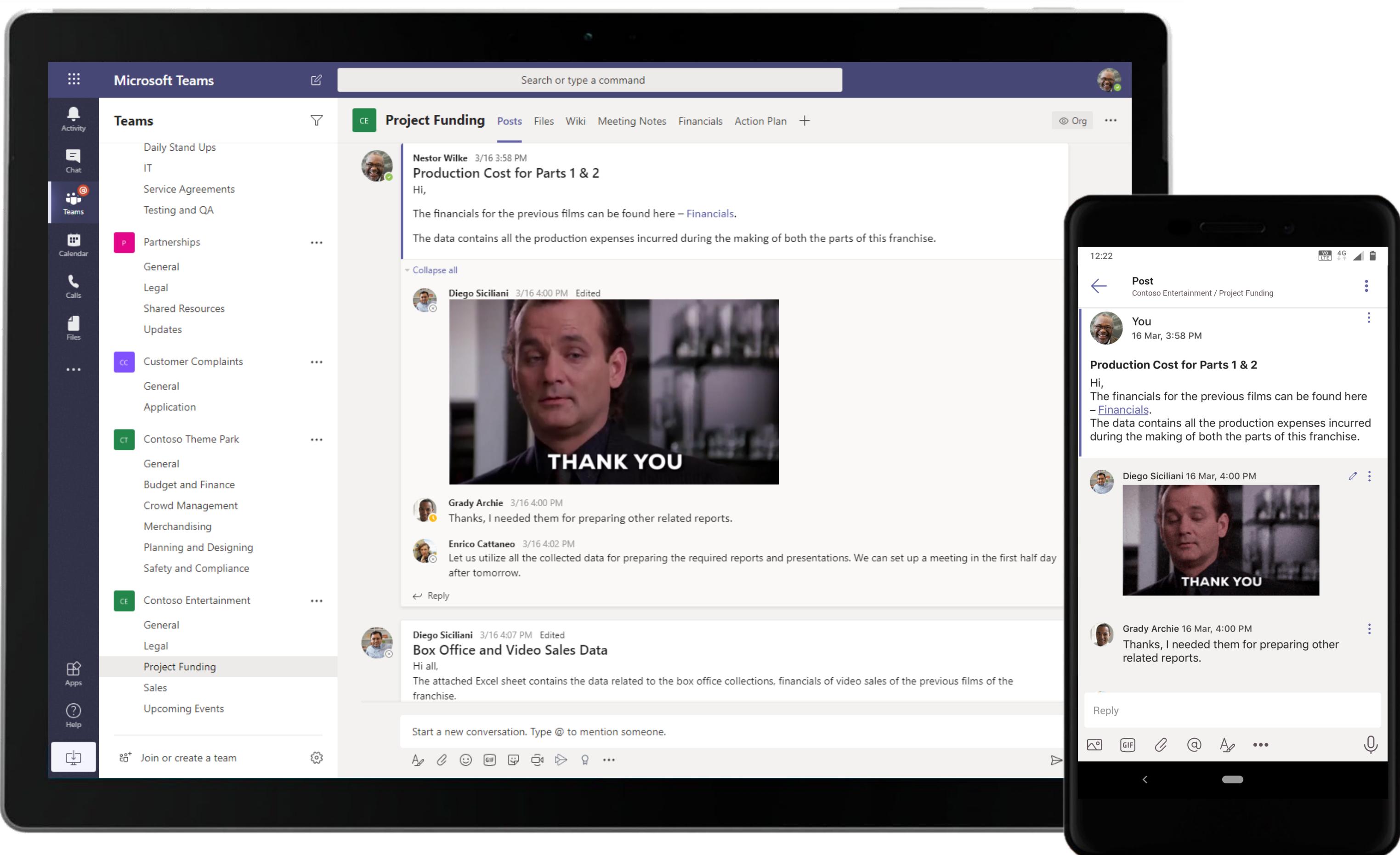


Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Hold seamless calls in Teams with enhanced security.



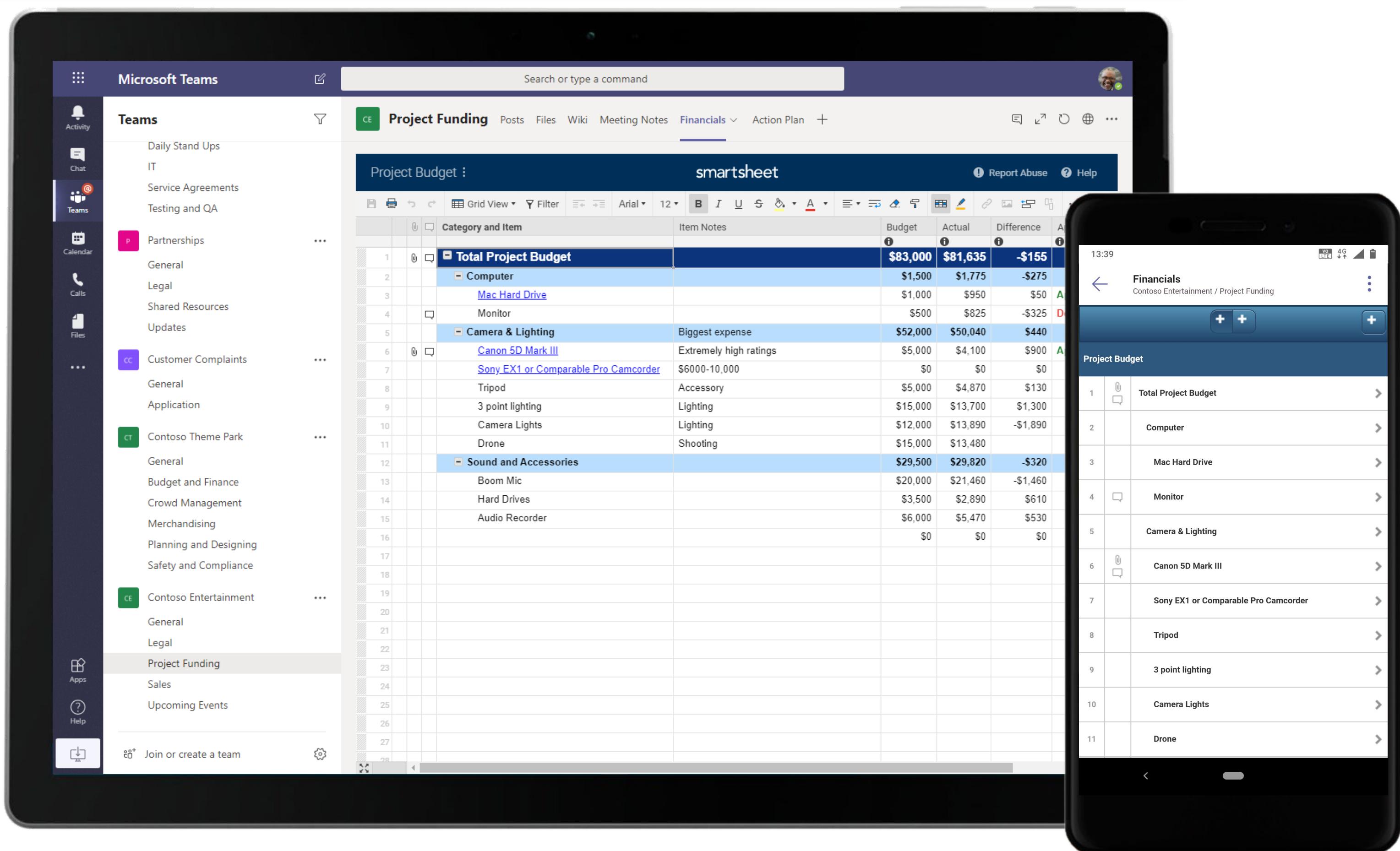
The image displays a Microsoft Teams interface on a tablet and a corresponding mobile view on a smartphone. The Teams interface shows a pinned 'OneNote' tab within a 'Project Funding' channel. The OneNote page contains 'Meeting Notes' from Monday, March 16, 2020, at 9:53 AM. The notes are organized into sections: 'Mechanisms' and 'Actionables'. The 'Mechanisms' section lists four items: 1. Selling Music Rights, 2. Satellite Rights, 3. Equity Financing, and 4. Brand Collaboration and Promotions. The 'Actionables' section lists several steps: 1. Extract financial data of previous films of the franchise for preparing reports and presentations, 2. Extract box office reports, video sales collection for reference, 3. Meet the marketing team for online promotion/partnerships on official social media handles like Twitter, Instagram, Facebook, etc. (with sub-points for posts from the star cast, director, and producers, and testimonials from key members), and 4. Extract financial data of previous films of the franchise for preparing reports and presentations (repeated). The smartphone view shows the same OneNote page with the same content, indicating a mobile-optimized experience.

Collaborative and powerful document creation with OneNote in Microsoft Teams. Quickly disseminate meeting outcome, notes and action items among team members with OneNote tabs that can be pinned to any channel.



The image shows a Microsoft Teams interface on a tablet and a mobile phone. The Teams interface on the tablet displays a conversation in the 'Project Funding' channel. The conversation includes a message from Nestor Wilke, a video thumbnail of Bill Murray with the text 'THANK YOU', messages from Diego Siciliani, Grady Archie, and Enrico Cattaneo, and a file attachment for 'Box Office and Video Sales Data'. The mobile phone shows a post from 'Contoso Entertainment / Project Funding' with the same content. The Microsoft logo is in the top right corner.

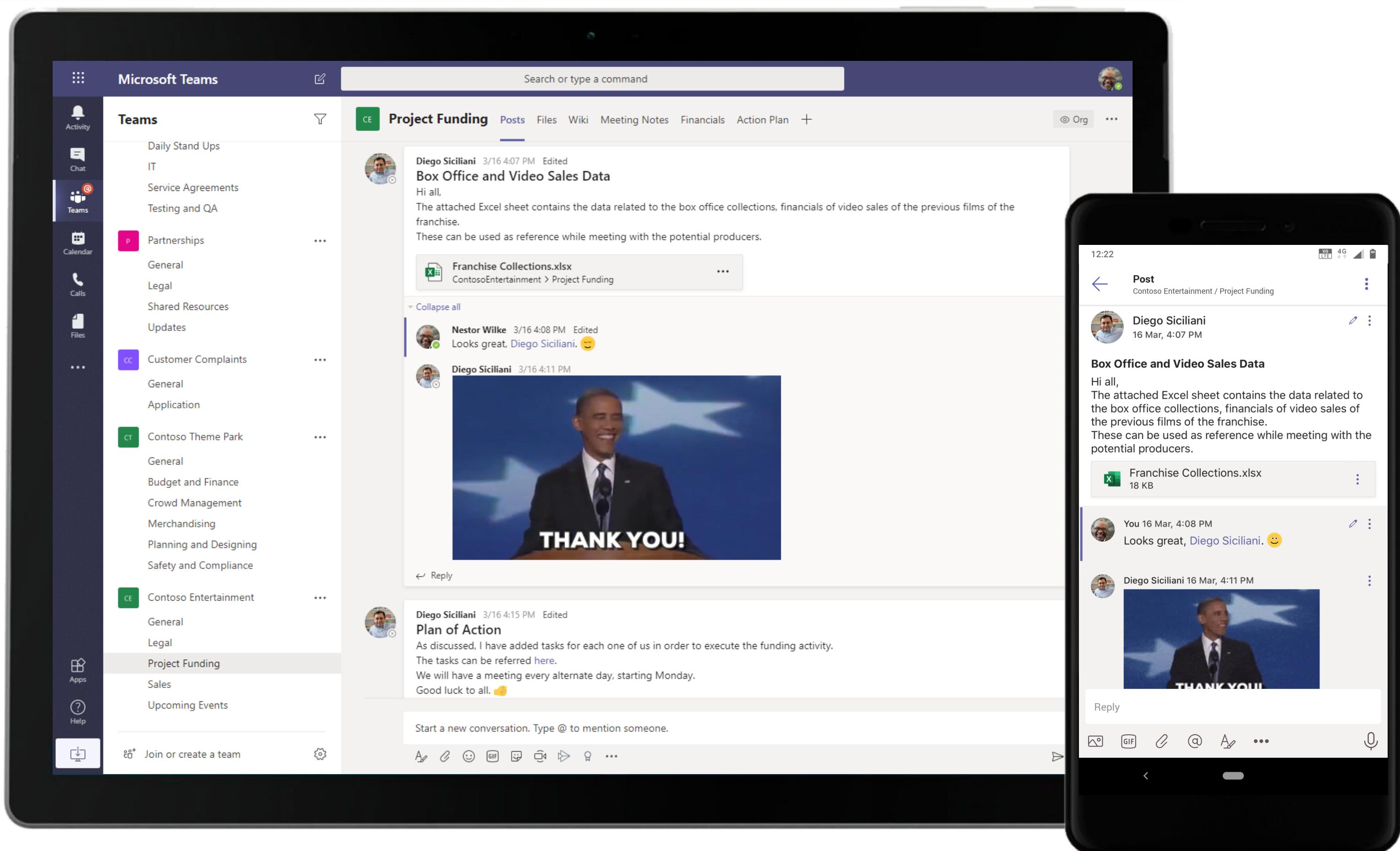
Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, keeping relevant chats grouped together. @mention relevant team members to make sure you grab their attention in real-time.



The image shows a Microsoft Teams mobile application interface. On the left, the Teams navigation bar is visible with sections like Activity, Chat, Teams, Calendar, Calls, Files, and Help. The 'Project Funding' channel is selected. Within the channel, a Smartsheet 'Project Budget' is displayed. The sheet lists various equipment and their costs, including a 'Total Project Budget' of \$83,000, which is \$1,635 over budget. A second mobile device to the right shows a simplified list of the budget items, likely a summary or a different view of the same data.

Category and Item	Item Notes	Budget	Actual	Difference
<b>Total Project Budget</b>		<b>\$83,000</b>	<b>\$81,635</b>	<b>-\$155</b>
Computer		\$1,500	\$1,775	-\$275
Mac Hard Drive		\$1,000	\$950	\$50
Monitor		\$500	\$825	-\$325
<b>Camera &amp; Lighting</b>	Biggest expense	<b>\$52,000</b>	<b>\$50,040</b>	<b>\$440</b>
Canon 5D Mark III	Extremely high ratings	\$5,000	\$4,100	\$900
Sony EX1 or Comparable Pro Camcorder	\$6000-10,000	\$0	\$0	\$0
Tripod	Accessory	\$5,000	\$4,870	\$130
3 point lighting	Lighting	\$15,000	\$13,700	\$1,300
Camera Lights	Lighting	\$12,000	\$13,890	-\$1,890
Drone	Shooting	\$15,000	\$13,480	\$1,520
<b>Sound and Accessories</b>		<b>\$29,500</b>	<b>\$29,820</b>	<b>-\$320</b>
Boom Mic		\$20,000	\$21,460	-\$1,460
Hard Drives		\$3,500	\$2,890	\$610
Audio Recorder		\$6,000	\$5,470	\$530
		\$0	\$0	\$0

Add Smartsheet sheets, dashboards, and reports as 'Tabs' within a Team channel. The team views costs for the project in a Smartsheet tab.



Microsoft Teams

Search or type a command

CE Project Funding Posts Files Wiki Meeting Notes Financials Action Plan +

Activity Chat Teams Calendar Calls Files ...

Teams

- Daily Stand Ups
- IT
- Service Agreements
- Testing and QA

Partnerships

- General
- Legal
- Shared Resources
- Updates

Customer Complaints

- General
- Application

Contoso Theme Park

- General
- Budget and Finance
- Crowd Management
- Merchandising
- Planning and Designing
- Safety and Compliance

Contoso Entertainment

- General
- Legal
- Project Funding
- Sales
- Upcoming Events

Join or create a team

Start a new conversation. Type @ to mention someone.

12:22 Post Contoso Entertainment / Project Funding

Diego Siciliani 16 Mar, 4:07 PM

Box Office and Video Sales Data

Hi all,  
The attached Excel sheet contains the data related to the box office collections, financials of video sales of the previous films of the franchise.  
These can be used as reference while meeting with the potential producers.

Franchise Collections.xlsx

ContosoEntertainment > Project Funding

Nestor Wilke 16 Mar, 4:08 PM Edited

Looks great, Diego Siciliani. 😊

Diego Siciliani 16 Mar, 4:11 PM

Box Office and Video Sales Data

Hi all,  
The attached Excel sheet contains the data related to the box office collections, financials of video sales of the previous films of the franchise.  
These can be used as reference while meeting with the potential producers.

Franchise Collections.xlsx

18 KB

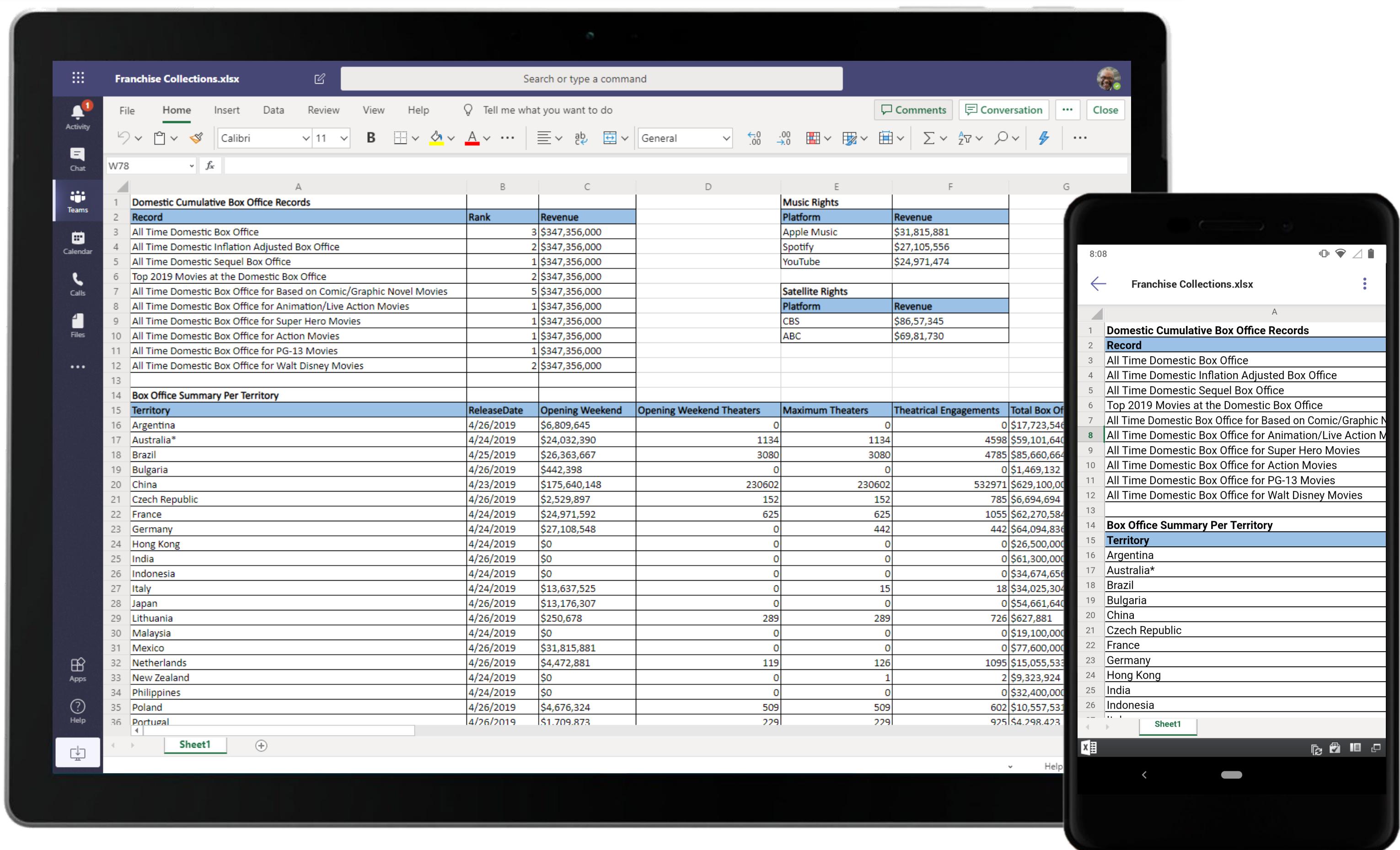
You 16 Mar, 4:08 PM

Looks great, Diego Siciliani. 😊

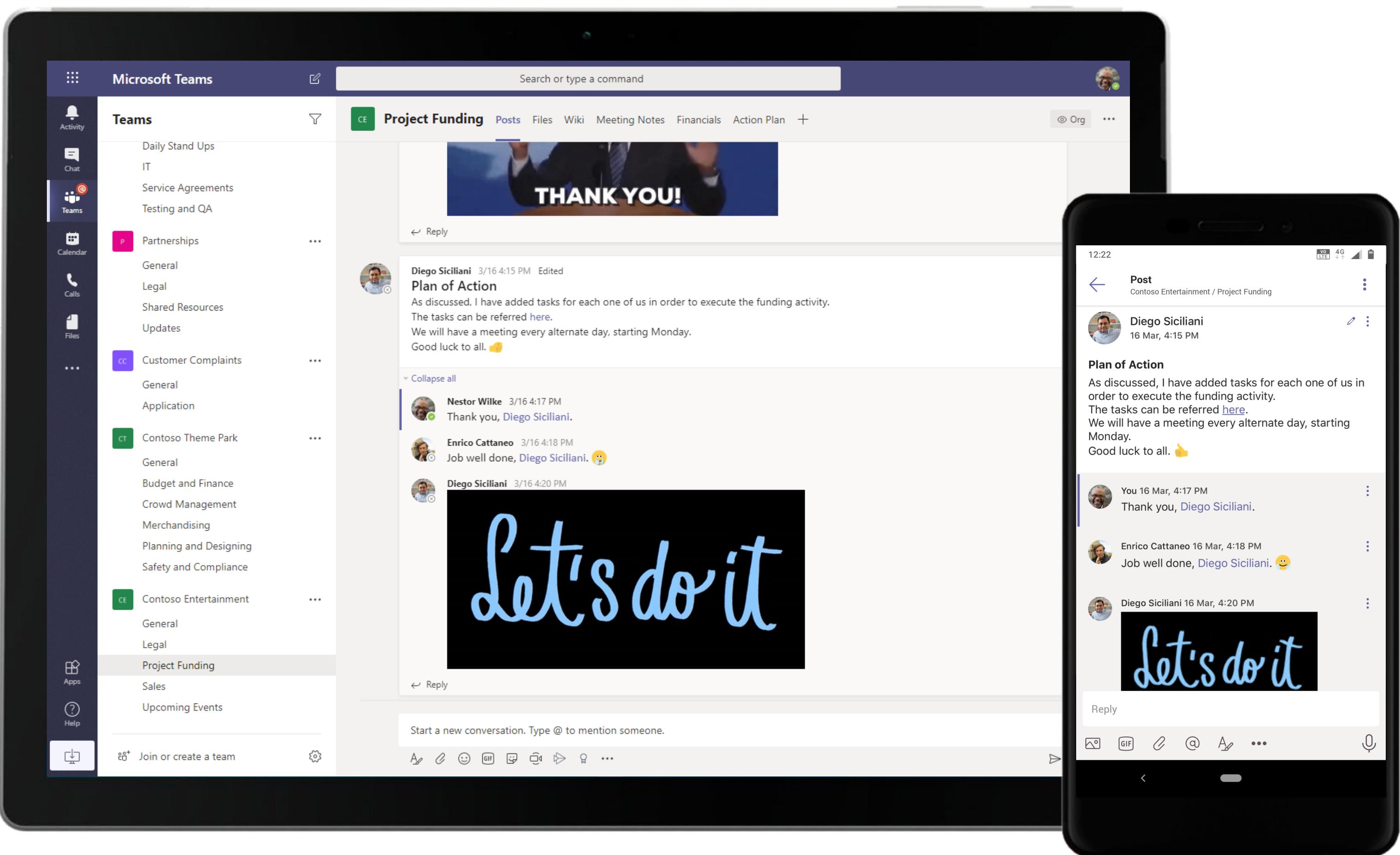
Diego Siciliani 16 Mar, 4:11 PM

THANK YOU!

The Finance Associate submits his report in the channel, where the Excel sheet will be stored in the Files tab and a cloud-enabled repository for future reference.



Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365 services.



Microsoft Teams

Search or type a command

Teams

- Daily Stand Ups
- IT
- Service Agreements
- Testing and QA

Partnerships

- General
- Legal
- Shared Resources
- Updates

Customer Complaints

- General
- Application

Contoso Theme Park

- General
- Budget and Finance
- Crowd Management
- Merchandising
- Planning and Designing
- Safety and Compliance

Contoso Entertainment

- General
- Legal
- Project Funding
- Sales
- Upcoming Events

Join or create a team

Project Funding

Posts Files Wiki Meeting Notes Financials Action Plan +

Reply

Diego Siciliani 3/16 4:15 PM Edited

**Plan of Action**

As discussed, I have added tasks for each one of us in order to execute the funding activity. The tasks can be referred [here](#). We will have a meeting every alternate day, starting Monday. Good luck to all. 🙌

Reply

Nestor Wilke 3/16 4:17 PM

Thank you, Diego Siciliani.

Enrico Cattaneo 3/16 4:18 PM

Job well done, Diego Siciliani. 😊

Diego Siciliani 3/16 4:20 PM

let's do it

Reply

12:22

Post

Contoso Entertainment / Project Funding

Diego Siciliani 16 Mar, 4:15 PM

**Plan of Action**

As discussed, I have added tasks for each one of us in order to execute the funding activity. The tasks can be referred [here](#). We will have a meeting every alternate day, starting Monday. Good luck to all. 🙌

You 16 Mar, 4:17 PM

Thank you, Diego Siciliani.

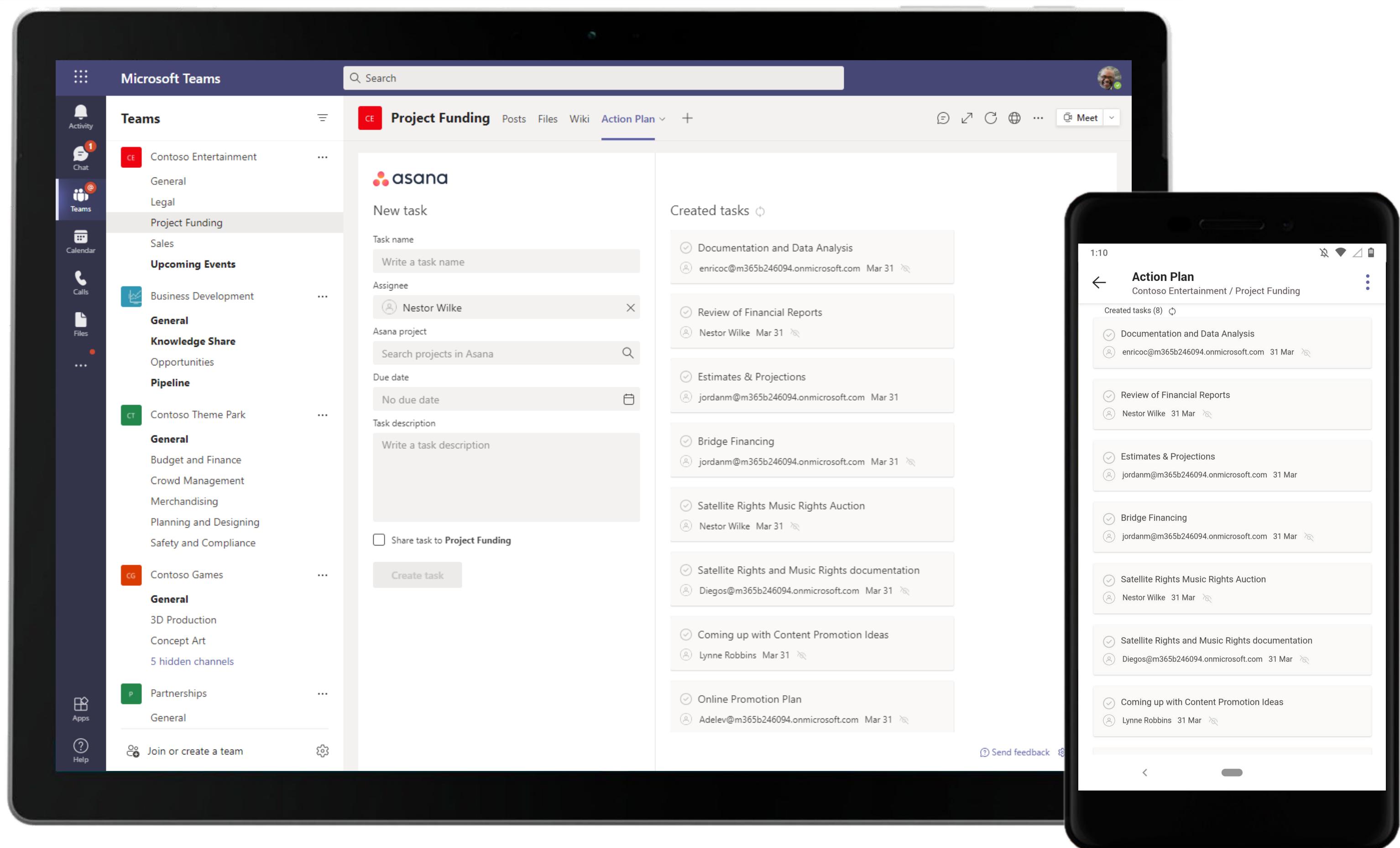
Enrico Cattaneo 16 Mar, 4:18 PM

Job well done, Diego Siciliani. 😊

Diego Siciliani 16 Mar, 4:20 PM

let's do it

Close out conversations in channels once your project objectives have been achieved. The files shared during the discussions will be added to the Files tab in the channel for quick reference in the future.



The image shows a Microsoft Teams mobile application interface. On the left, the navigation bar includes Activity, Chat (with 1 unread message), Teams (selected), Calendar, Calls, Files, and Help. The main content area is the 'Project Funding' channel, which is part of the 'Contoso Entertainment' team. The channel header includes 'Posts', 'Files', 'Wiki', 'Action Plan', and a '+' button. The 'Action Plan' tab is selected. On the left, there's a sidebar for 'Teams' with sections for 'Contoso Entertainment' (General, Legal, Project Funding, Sales), 'Upcoming Events' (Business Development), 'General' (Opportunities, Pipeline), 'Contoso Theme Park' (General: Budget and Finance, Crowd Management, Merchandising, Planning and Designing, Safety and Compliance), 'Contoso Games' (General: 3D Production, Concept Art, 5 hidden channels), 'Partnerships' (General), and 'Join or create a team'. The main area features an 'asana' integration for task management. It shows a 'New task' form with fields for 'Task name' (Write a task name), 'Assignee' (Nestor Wilke), 'Asana project' (Search projects in Asana), 'Due date' (No due date), and 'Task description' (Write a task description). Below the form is a checkbox for 'Share task to Project Funding'. A 'Create task' button is at the bottom. To the right, a list of 'Created tasks' is shown in a grid format. Each task includes a checkmark, the task name, the assignee (e.g., enricoc@m365b246094.onmicrosoft.com), and the due date (e.g., Mar 31). The tasks listed are: Documentation and Data Analysis, Review of Financial Reports, Estimates & Projections, Bridge Financing, Satellite Rights Music Rights Auction, Satellite Rights and Music Rights documentation, Coming up with Content Promotion Ideas, and Online Promotion Plan. A 'Send feedback' button is at the bottom right. To the right of the main screen is a separate mobile phone screen showing a detailed view of the 'Action Plan' for the 'Contoso Entertainment / Project Funding' channel, listing the same tasks with checkmarks and due dates.

With Asana's work management platform, your team can stay focused on their goals, projects, and tasks—no matter when or where they work.



# Planning and Coordinating the Coverage of a Sporting Event

## Editorial Director

### Scenario Walkthrough

Contoso is a large news organization that is preparing to cover the Olympic games. The Editorial Director in-charge of the coverage of this event reaches out to team members and leverages communication tools and applications within Microsoft Teams to ensure that all technical and budgetary requirements are listed out and are approved to ensure a hassle-free coverage of the Olympics.

- Shares the Olympic games schedule in a tab within the channel for easy access.
- Responds to a tab conversation and shares suggestions regarding interviews to be scheduled for the Olympics.
- Reviews event requirements and budget details shared by team members within an Excel tab in a channel.
- Suggests inclusion of interview schedules in the task board created using Huddo Boards.
- Schedules a meeting with the Finance Director to discuss the budget and get requisite approvals using channel communication.

How did Microsoft Teams help the Editorial Director execute her roles and responsibilities?

- Pin a website tab at the top of a channel or conversation, so everyone has easy access to important sites.
- Create, assign and track progress of tasks within Microsoft Teams using Huddo Boards.
- Add any Excel spreadsheet as a tab for easy access and collaborative work.
- Catch the attention of relevant team members using the @mention feature.

Which app integrations on Teams made it possible?



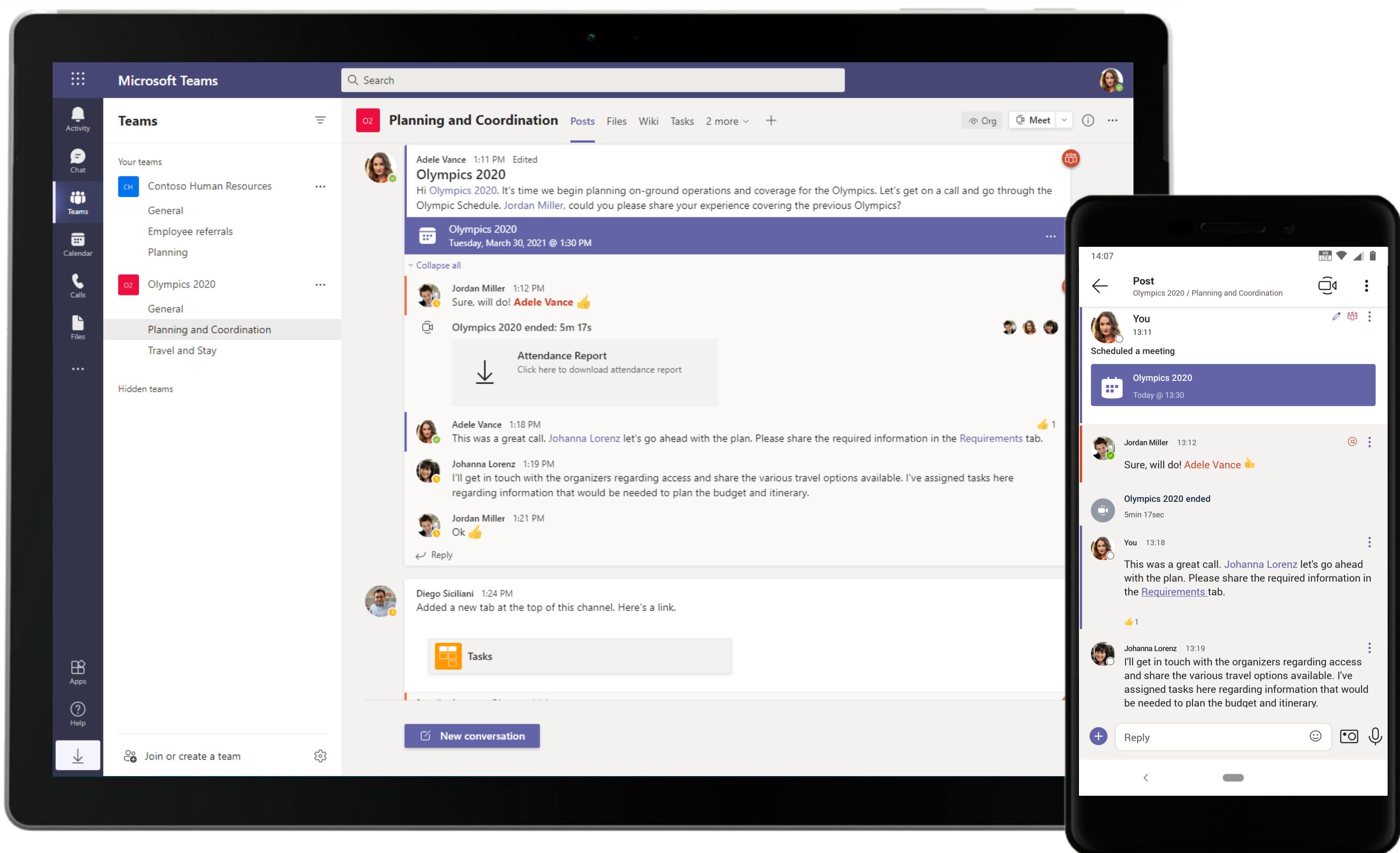
Website



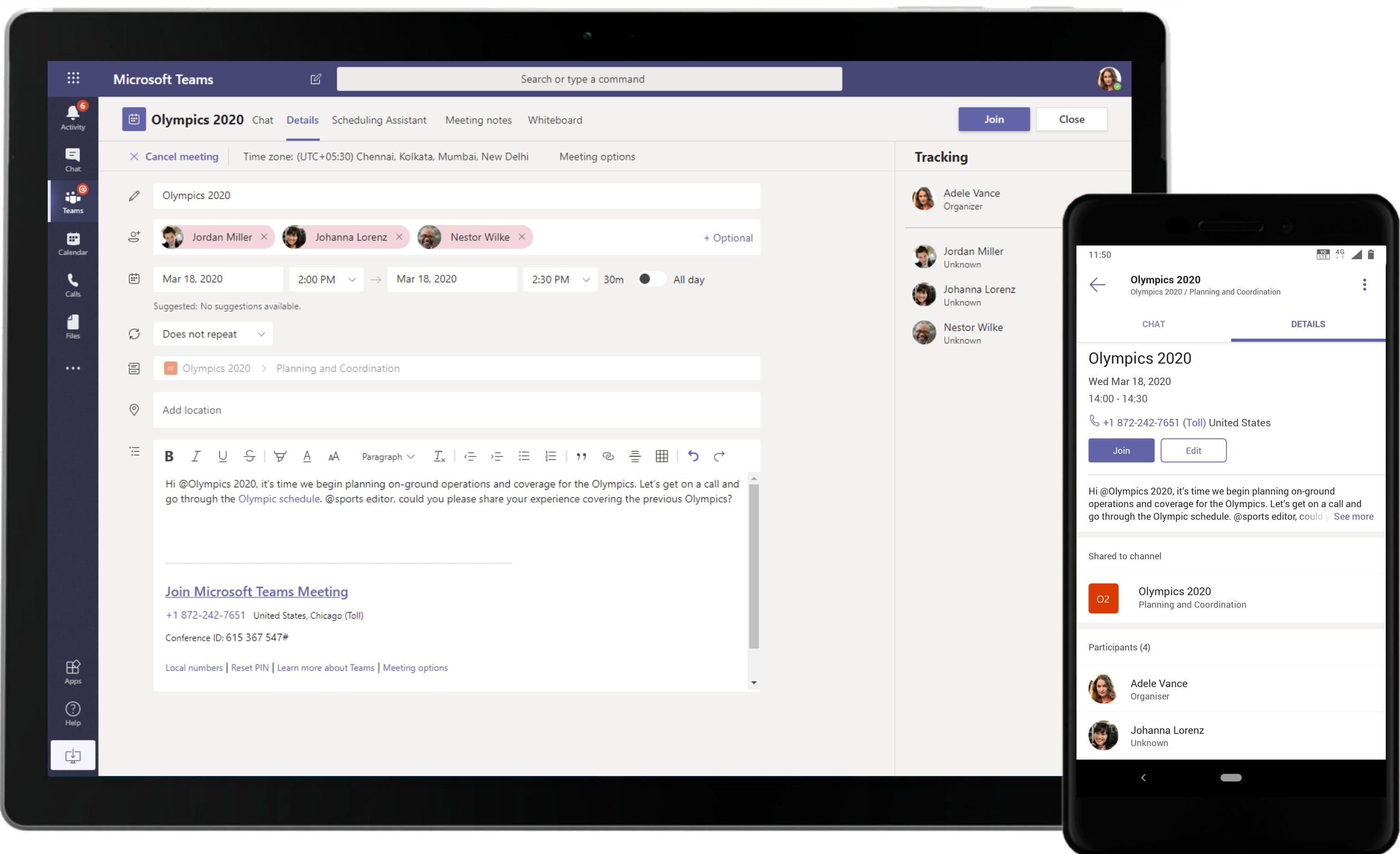
Excel



Huddo Boards

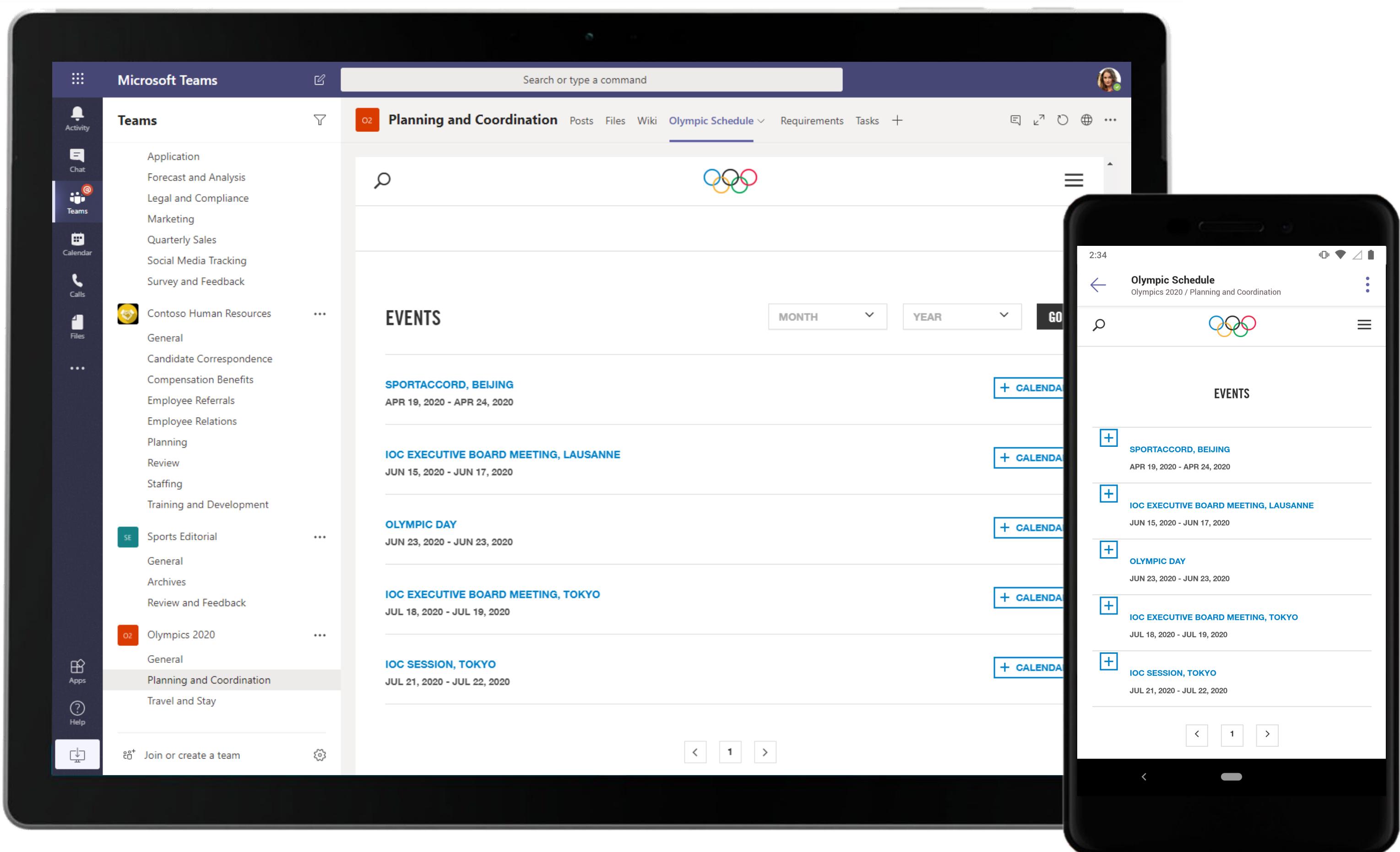


Dedicated teams and channels enable instant group collaboration. The Editorial Director kick-starts discussion over planning for the Olympics coverage.

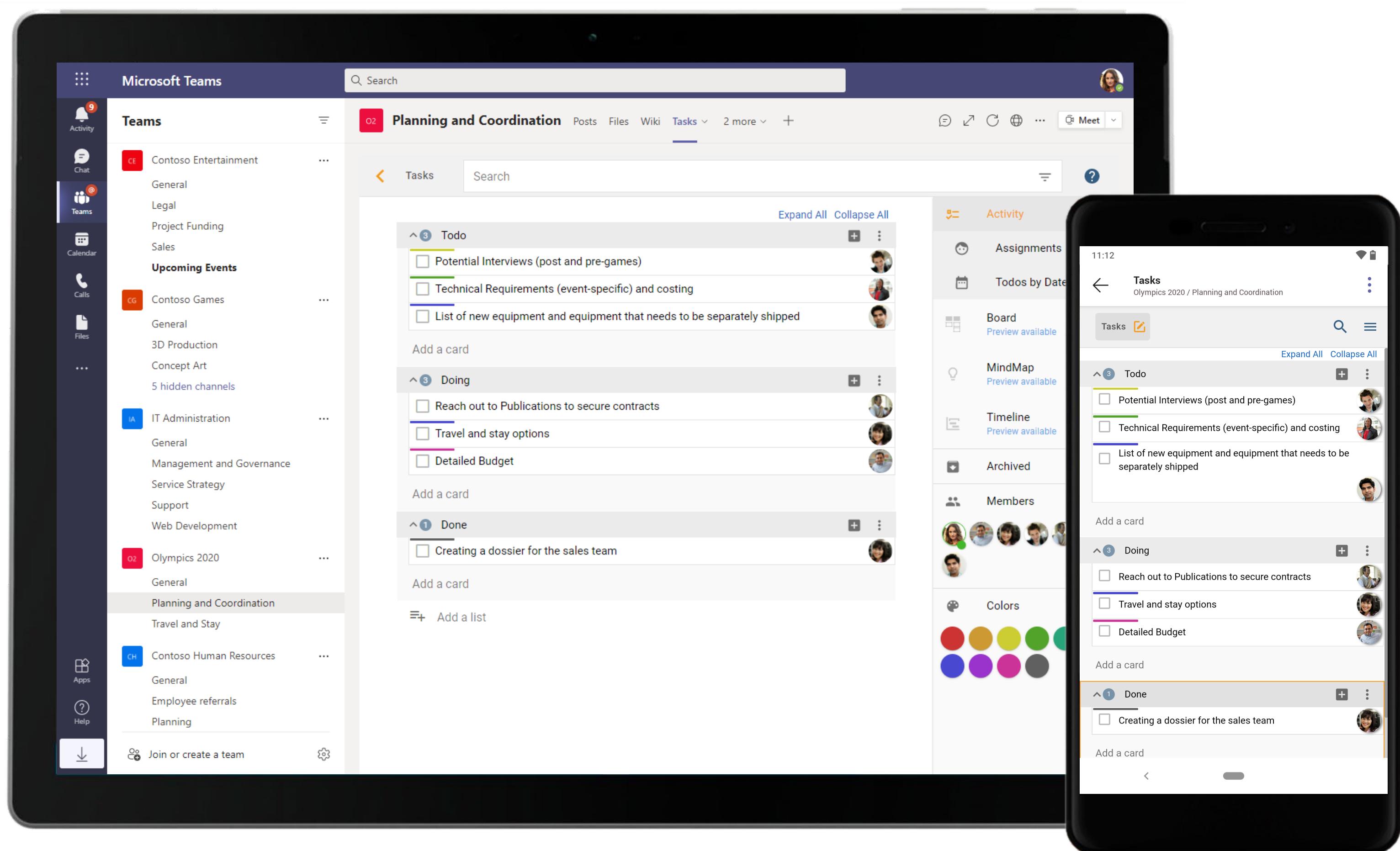


The image shows a Microsoft Teams meeting setup for the 'Olympics 2020' channel. The main screen displays the meeting details, including the title 'Olympics 2020', participants (Jordan Miller, Johanna Lorenz, Nestor Wilke), and the meeting time (Mar 18, 2020, 2:00 PM - 2:30 PM). The 'Tracking' section on the right lists the participants with their names and status (Organizer, Unknown). The smaller screen on the right shows the meeting details page, including the title 'Olympics 2020', date 'Wed Mar 18, 2020', time '14:00 - 14:30', and a phone number '+1 872-242-7651 (Toll) United States'. It also shows the 'Join' and 'Edit' buttons.

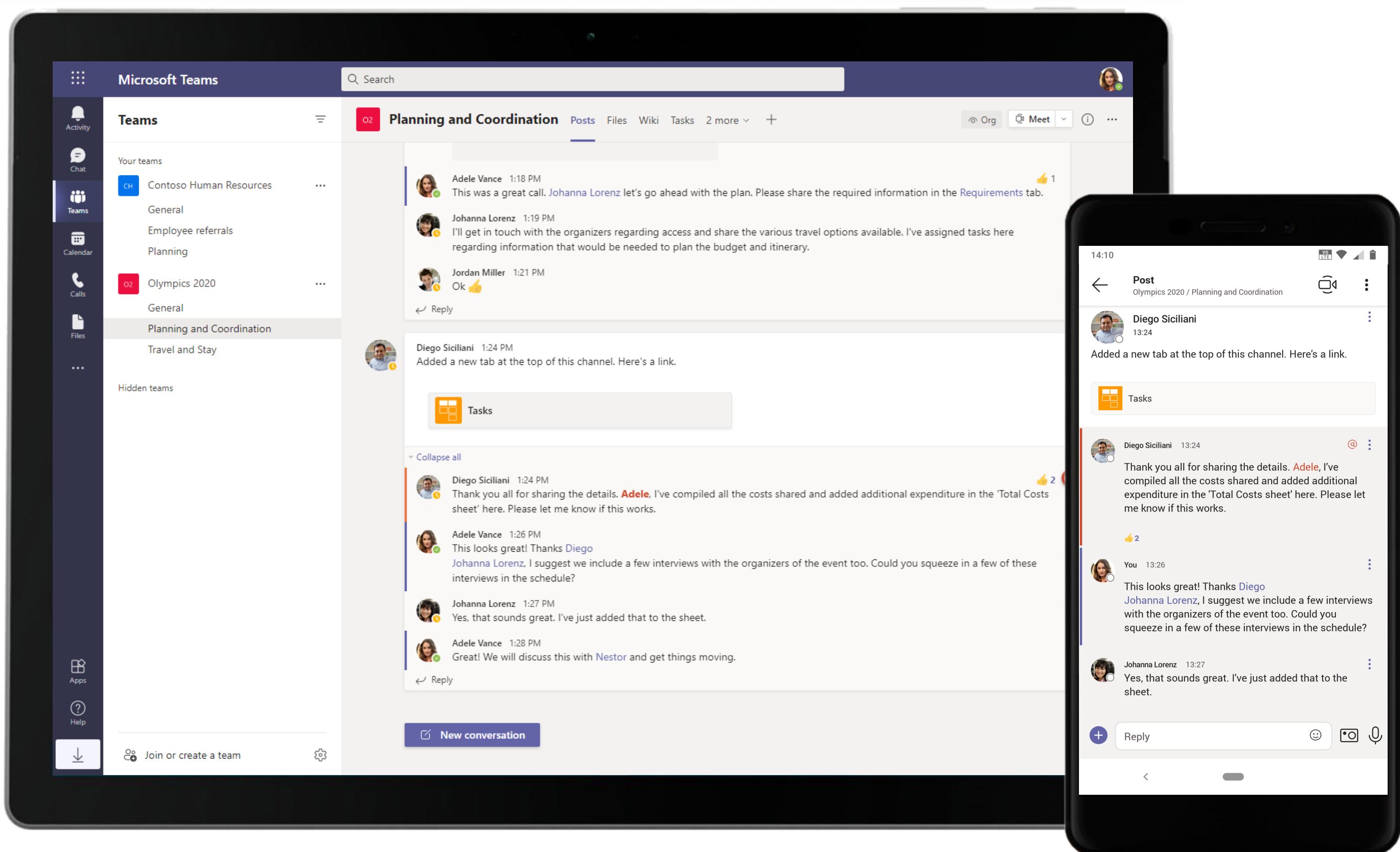
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.



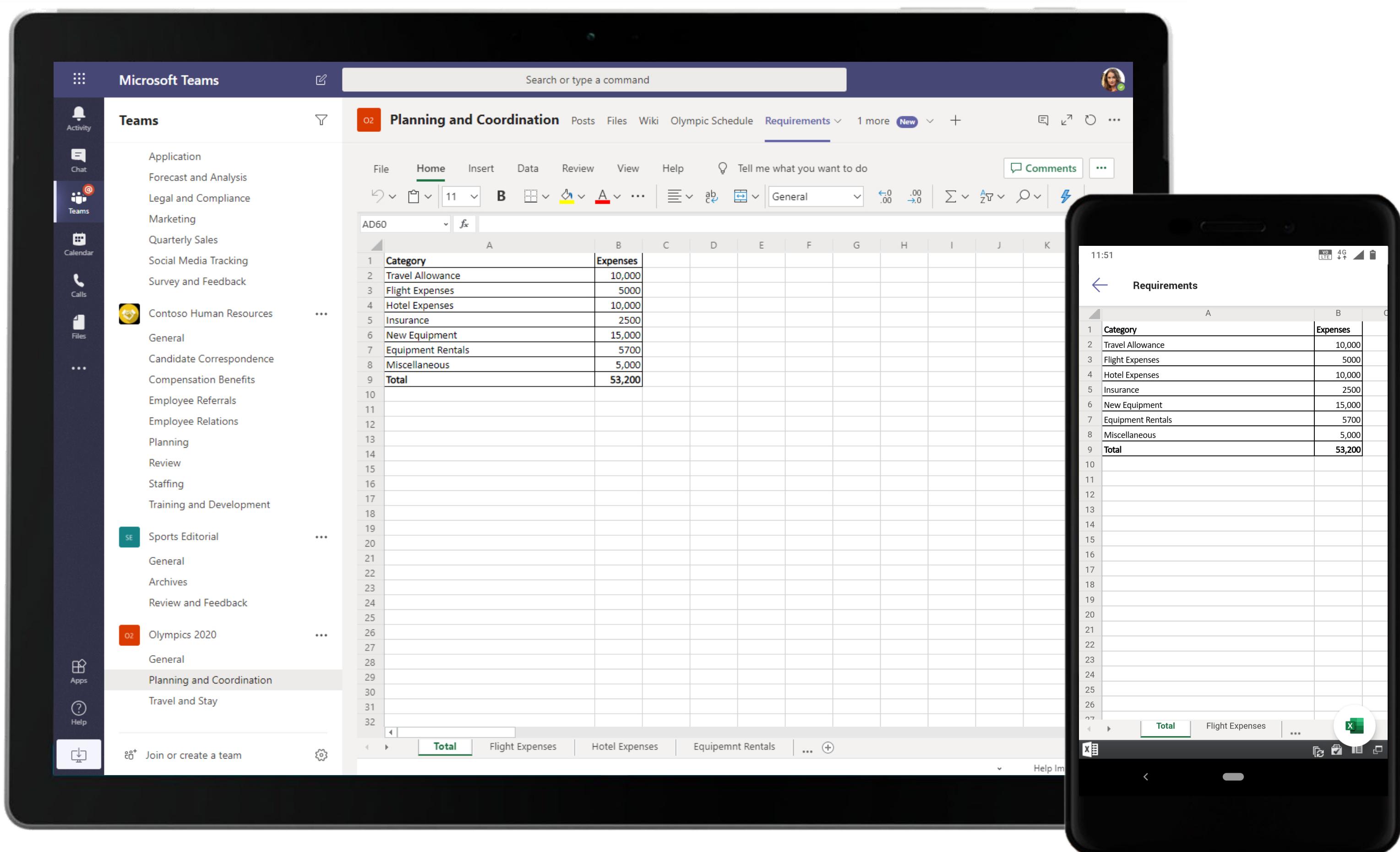
Owners and team members can add more tabs to a channel or chat by clicking Add a tab at the top of the channel or chat. The Editorial Director adds the Olympics website for a quick reference.



Huddo Boards is a collaborative task management solution for Teams, Individuals, and invited external parties. Huddo Boards in Teams allows the Editorial Director to track tasks, see assignments, status and manage workflows without leaving the application.



Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, while keeping relevant discussions and files grouped together.

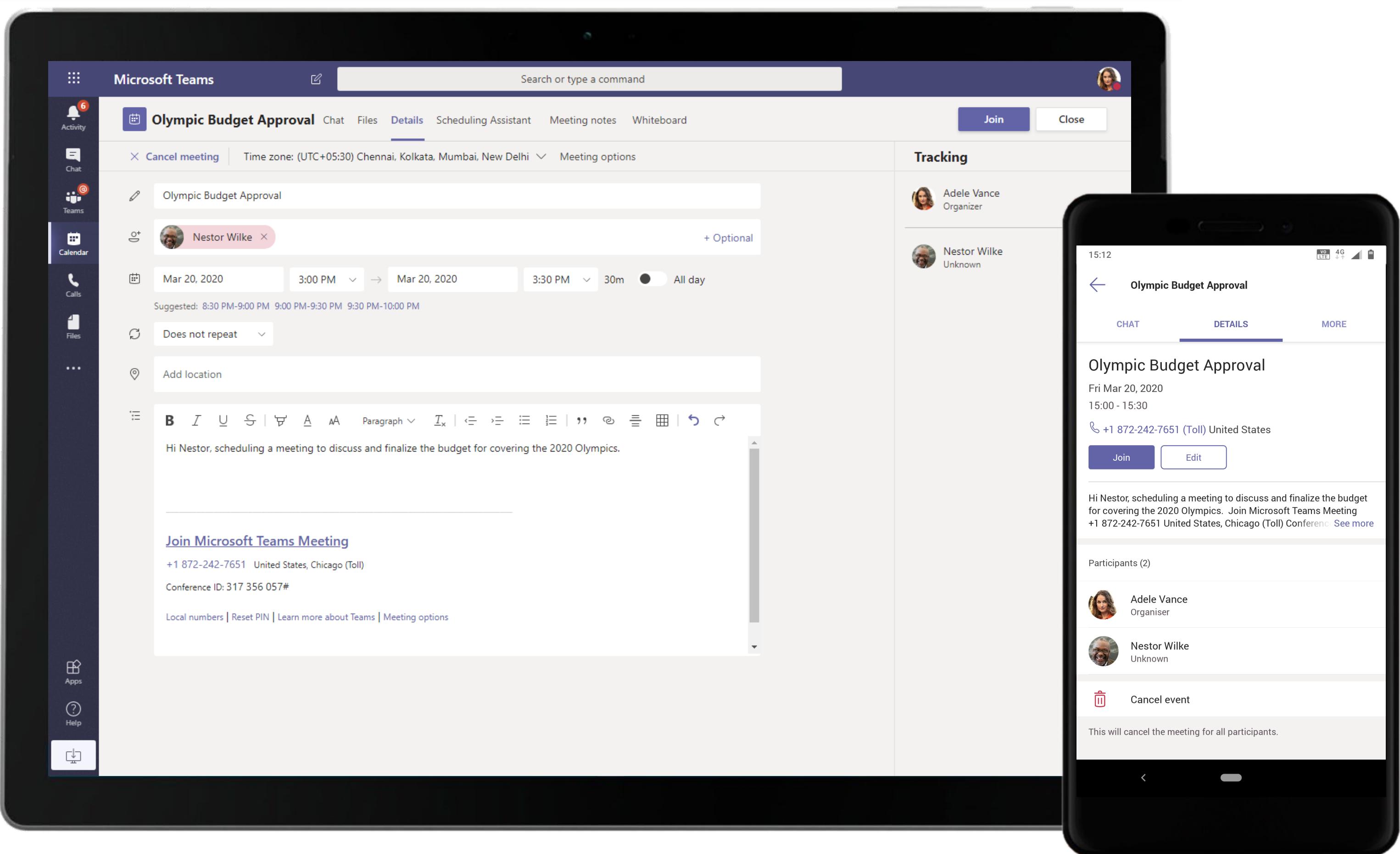


The image shows a Microsoft Teams interface on a laptop and a mobile phone. The laptop screen displays a Microsoft Excel spreadsheet titled "Planning and Coordination" with data related to expenses. The mobile phone screen shows a smaller version of the same spreadsheet. The Teams interface on the laptop includes a sidebar with team and channel lists, and a search bar at the top.

**Excel Spreadsheet Data (Planning and Coordination):**

Category	Expenses
Travel Allowance	10,000
Flight Expenses	5000
Hotel Expenses	10,000
Insurance	2500
New Equipment	15,000
Equipment Rentals	5700
Miscellaneous	5,000
<b>Total</b>	<b>53,200</b>

The team member uses Excel to build and present data to the team. Create impactful summaries of crucial data with Excel, Word and OneNote for Microsoft Teams.



**Olympic Budget Approval**

Chat Files Details Scheduling Assistant Meeting notes Whiteboard

Cancel meeting Time zone: (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi Meeting options

Olympic Budget Approval

Nestor Wilke + Optional

Mar 20, 2020 3:00 PM → Mar 20, 2020 3:30 PM 30m All day

Suggested: 8:30 PM-9:00 PM 9:00 PM-9:30 PM 9:30 PM-10:00 PM

Does not repeat

Add location

Hi Nestor, scheduling a meeting to discuss and finalize the budget for covering the 2020 Olympics.

**Join Microsoft Teams Meeting**

+1 872-242-7651 United States, Chicago (Toll)

Conference ID: 317 356 057#

Local numbers | Reset PIN | Learn more about Teams | Meeting options

**Tracking**

Adele Vance Organizer

Nestor Wilke Unknown

15:12 Olympic Budget Approval

CHAT DETAILS MORE

Olympic Budget Approval

Fri Mar 20, 2020 15:00 - 15:30

+1 872-242-7651 (Toll) United States

Join Edit

Hi Nestor, scheduling a meeting to discuss and finalize the budget for covering the 2020 Olympics. Join Microsoft Teams Meeting +1 872-242-7651 United States, Chicago (Toll) Conference See more

Participants (2)

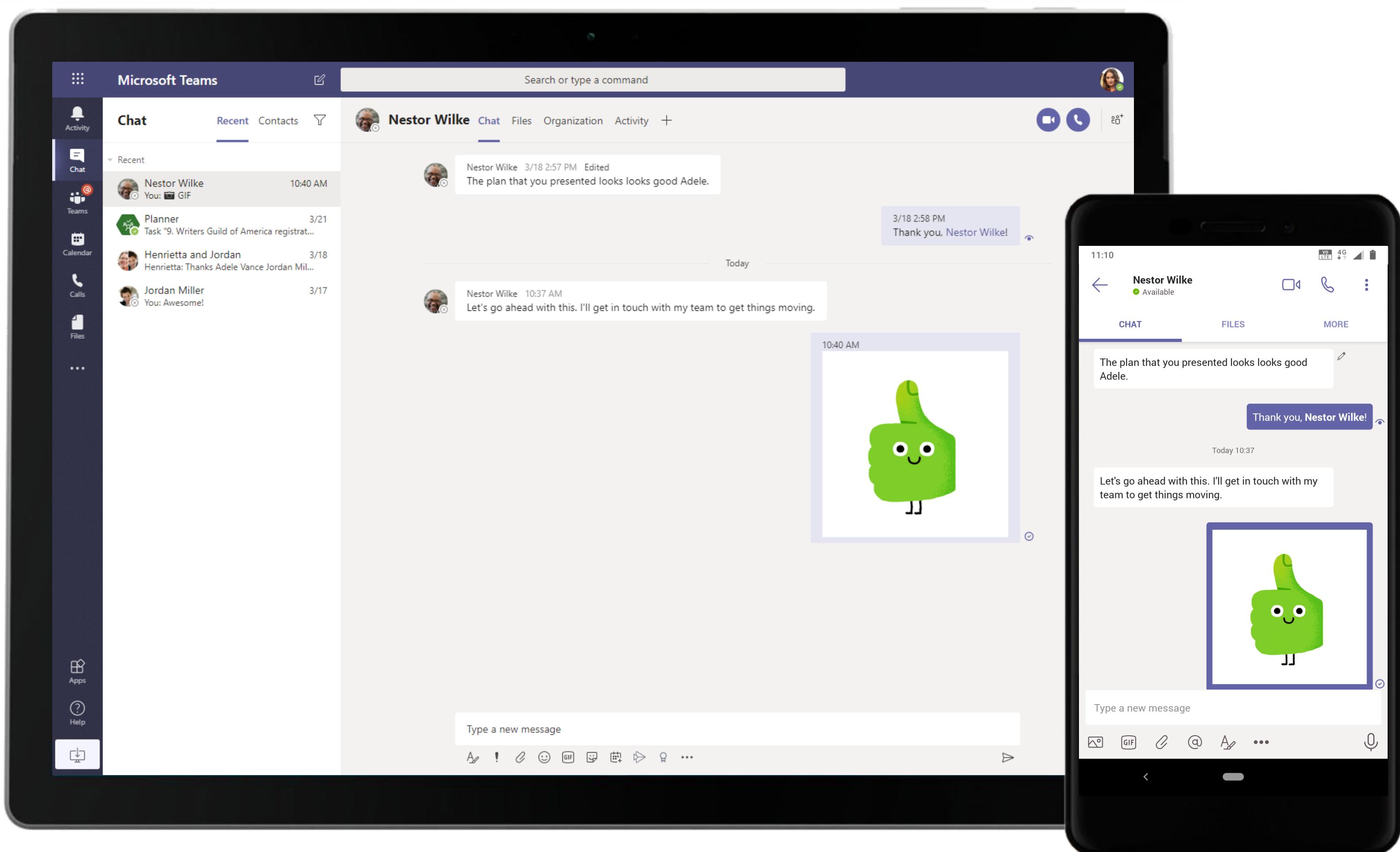
Adele Vance Organiser

Nestor Wilke Unknown

Cancel event

This will cancel the meeting for all participants.

Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.



Use a one-on-one chat or a group chat for conversations that don't require the entire team. The Finance Director reaches out to the Editorial Director and discusses the coverage plan.



# Creating a Budget for a Game Launch Event

## Finance Associate

### Scenario Walkthrough

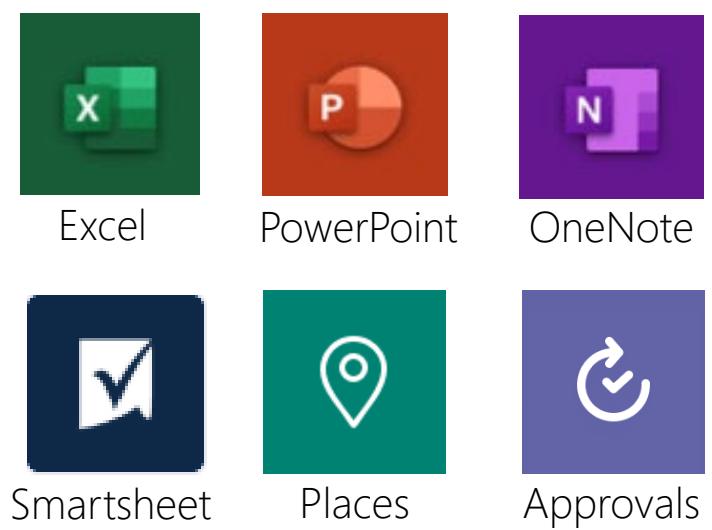
With the game's launch just a month away, Contoso's team is working at a feverish pitch to get everything in order. The Marketing team is working jointly with the Finance Team to ensure the launch is smooth and yet glitzy. See how the Finance Associate uses Microsoft Teams to collaborate with various teams to get the launch event's budget approved.

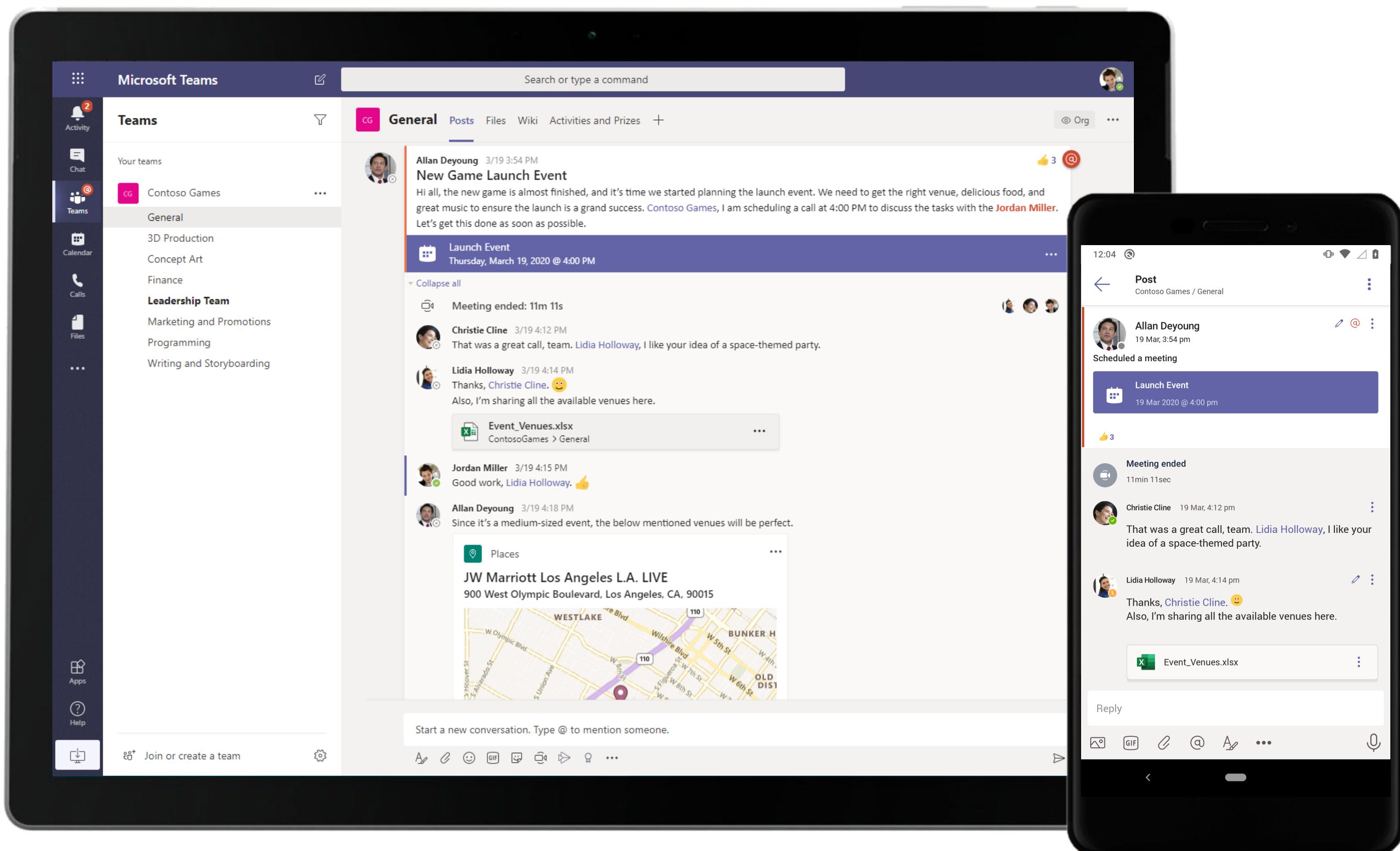
- Receives a notification from the Marketing team regarding the launch event.
- Acknowledges an Excel sheet containing venue availability and other related details sent by the Marketing Associate.
- Collaborates with the Marketing team for event planning.
- Creates the budget with all the estimated costs of the launch event with Smartsheet and sends it for Approval.
- Incorporates the Finance Director's feedback and views a PowerPoint presentation shared within the channel.

How did Microsoft Teams help the Finance Associate to execute his roles and responsibilities?

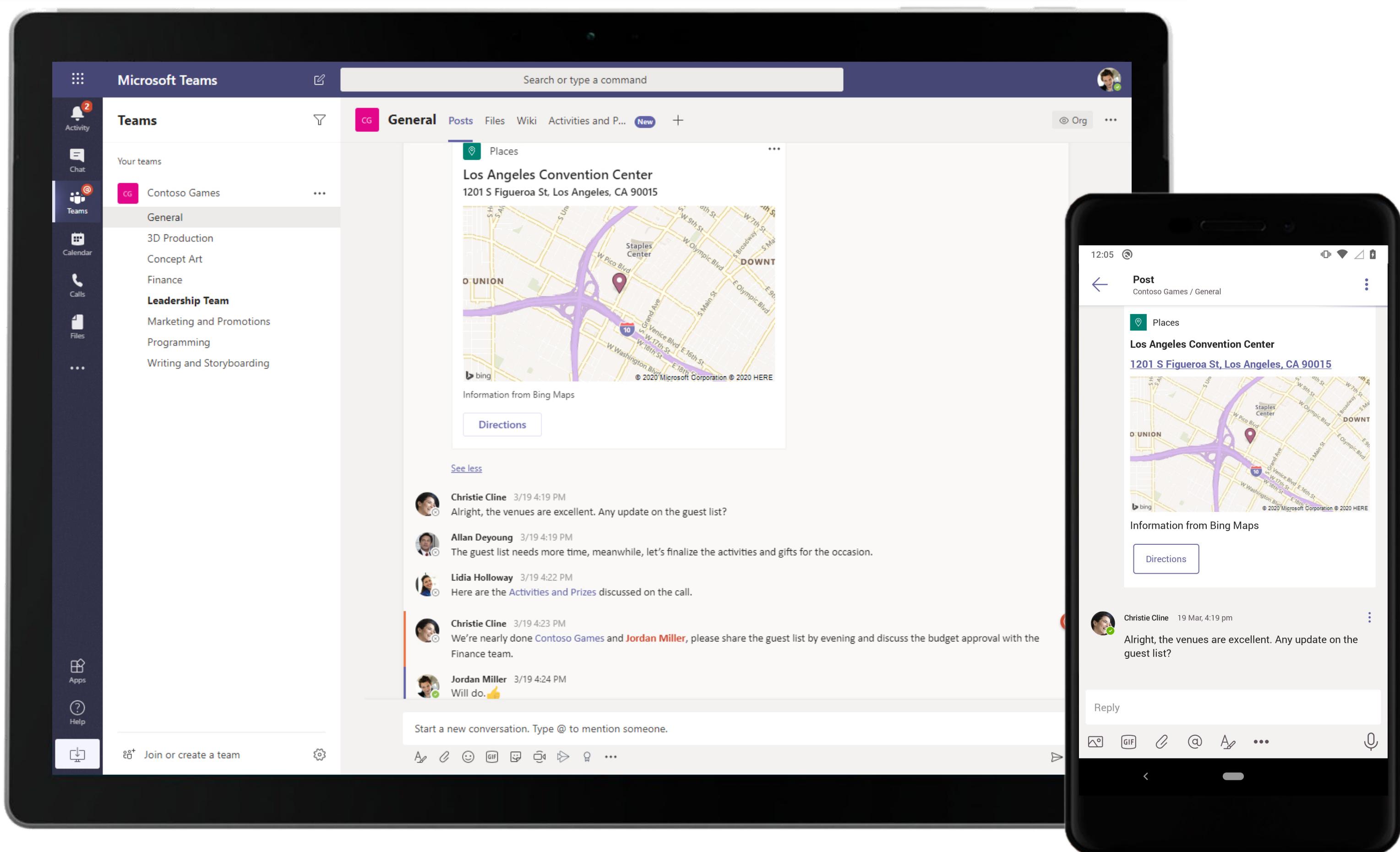
- Use Places to select, discuss and share locations.
- Streamline the approval process with Approvals in Microsoft Teams.
- Create summaries of crucial data with Office applications like Excel and OneNote.
- Share concise presentations with team members using PowerPoint.
- Create, track and assign tasks and milestones with Smartsheet.

Which app integrations on Teams made it possible?

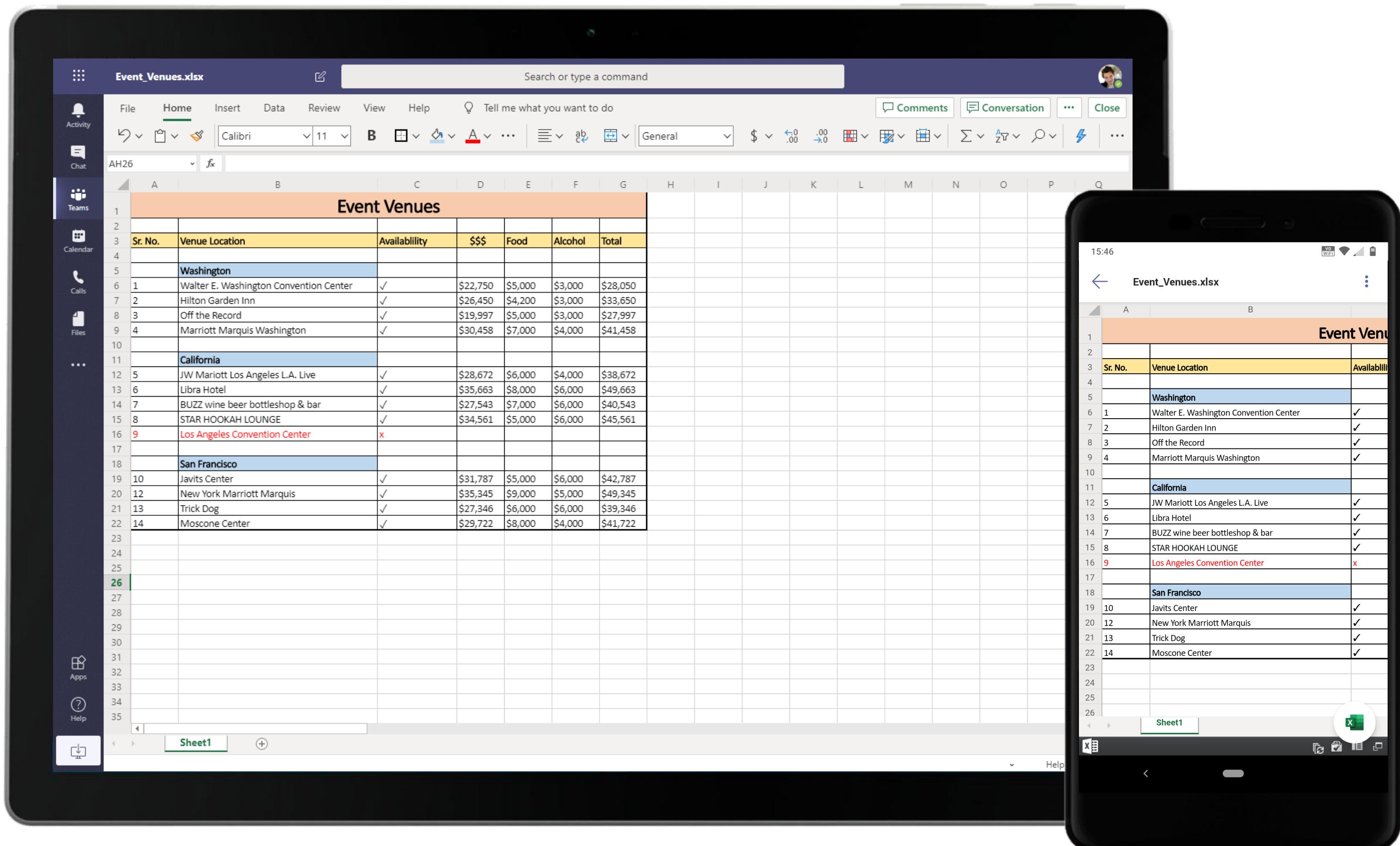




The Marketing Manager kicks-off planning over an online meeting and the team keeps conversations and relevant documents all in the meeting thread for easy reference.



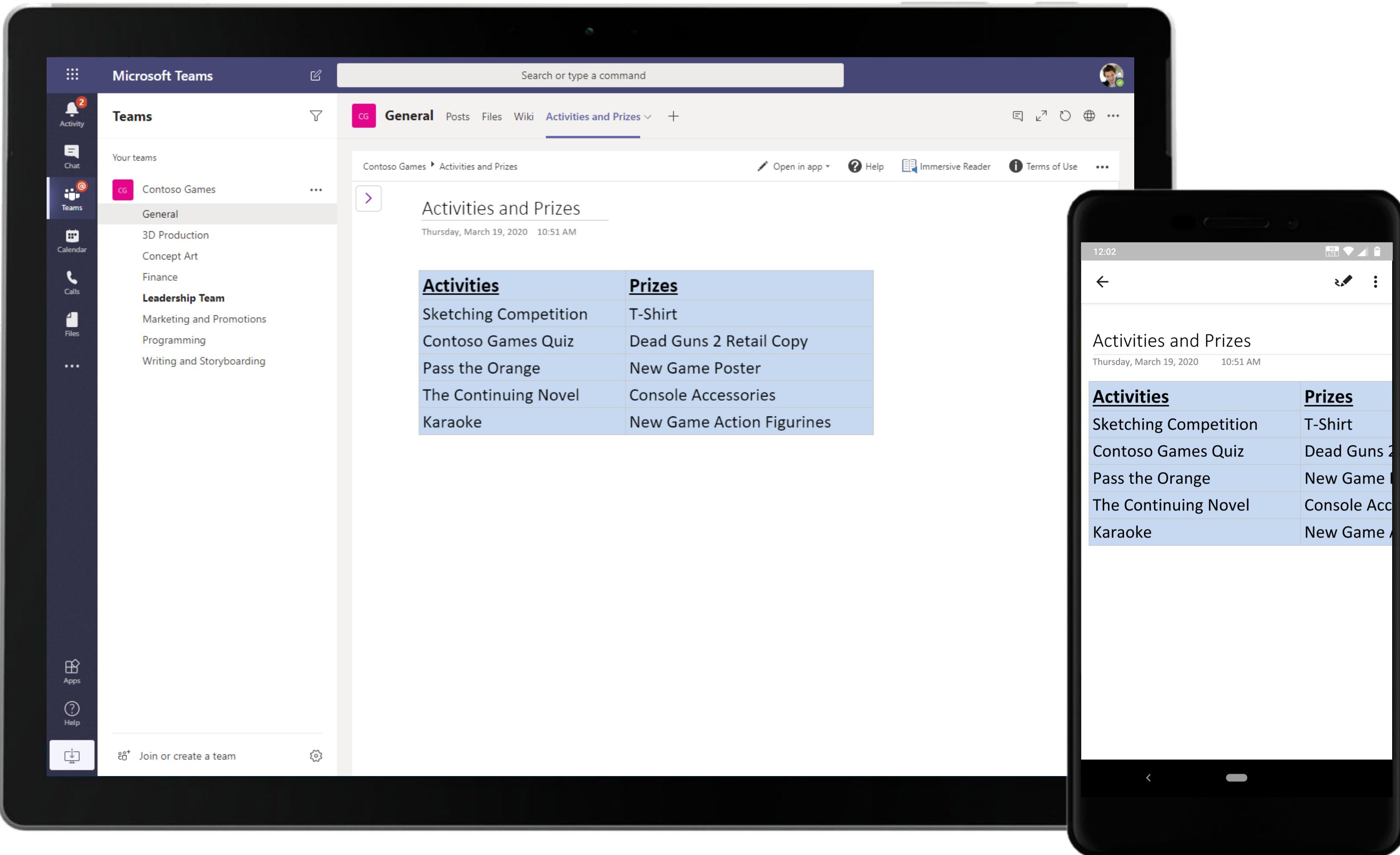
Location sharing becomes easy within Microsoft Teams with Places. The team members are working on finalizing a location for game launch event and they use Places to share a shortlisted venue.



The screenshot shows a Microsoft Excel spreadsheet titled "Event\_Venues.xlsx" on both a desktop computer and a mobile phone. The desktop view is in dark mode, and the mobile view is in light mode. The spreadsheet contains a table of event venues with columns for Sr. No., Venue Location, Availability, \$\$\$, Food, Alcohol, and Total expenditure. The table is organized by location: Washington, California, and San Francisco. The mobile view shows the same data, with a red "X" in the Availability column for the Los Angeles Convention Center.

Event Venues						
Sr. No.	Venue Location	Availability	\$\$\$	Food	Alcohol	Total
1	Walter E. Washington Convention Center	✓	\$22,750	\$5,000	\$3,000	\$28,050
2	Hilton Garden Inn	✓	\$26,450	\$4,200	\$3,000	\$33,650
3	Off the Record	✓	\$19,997	\$5,000	\$3,000	\$27,997
4	Marriott Marquis Washington	✓	\$30,458	\$7,000	\$4,000	\$41,458
5	Washington					
6	JW Marriott Los Angeles L.A. Live	✓	\$28,672	\$6,000	\$4,000	\$38,672
7	Libra Hotel	✓	\$35,663	\$8,000	\$6,000	\$49,663
8	BUZZ wine beer bottleshop & bar	✓	\$27,543	\$7,000	\$6,000	\$40,543
9	STAR HOOKAH LOUNGE	✓	\$34,561	\$5,000	\$6,000	\$45,561
10	Los Angeles Convention Center	X				
11	California					
12	JW Marriott Los Angeles L.A. Live	✓	\$28,672	\$6,000	\$4,000	\$38,672
13	Libra Hotel	✓	\$35,663	\$8,000	\$6,000	\$49,663
14	BUZZ wine beer bottleshop & bar	✓	\$27,543	\$7,000	\$6,000	\$40,543
15	STAR HOOKAH LOUNGE	✓	\$34,561	\$5,000	\$6,000	\$45,561
16	Los Angeles Convention Center	X				
17	San Francisco					
18	Javits Center	✓	\$31,787	\$5,000	\$6,000	\$42,787
19	New York Marriott Marquis	✓	\$35,345	\$9,000	\$5,000	\$49,345
20	Trick Dog	✓	\$27,346	\$6,000	\$6,000	\$39,346
21	Moscone Center	✓	\$29,722	\$8,000	\$4,000	\$41,722
22						
23						
24						
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35						

The Finance Associate employs Excel's analytical abilities within Teams to share a list of available venues along with the total expenditure.

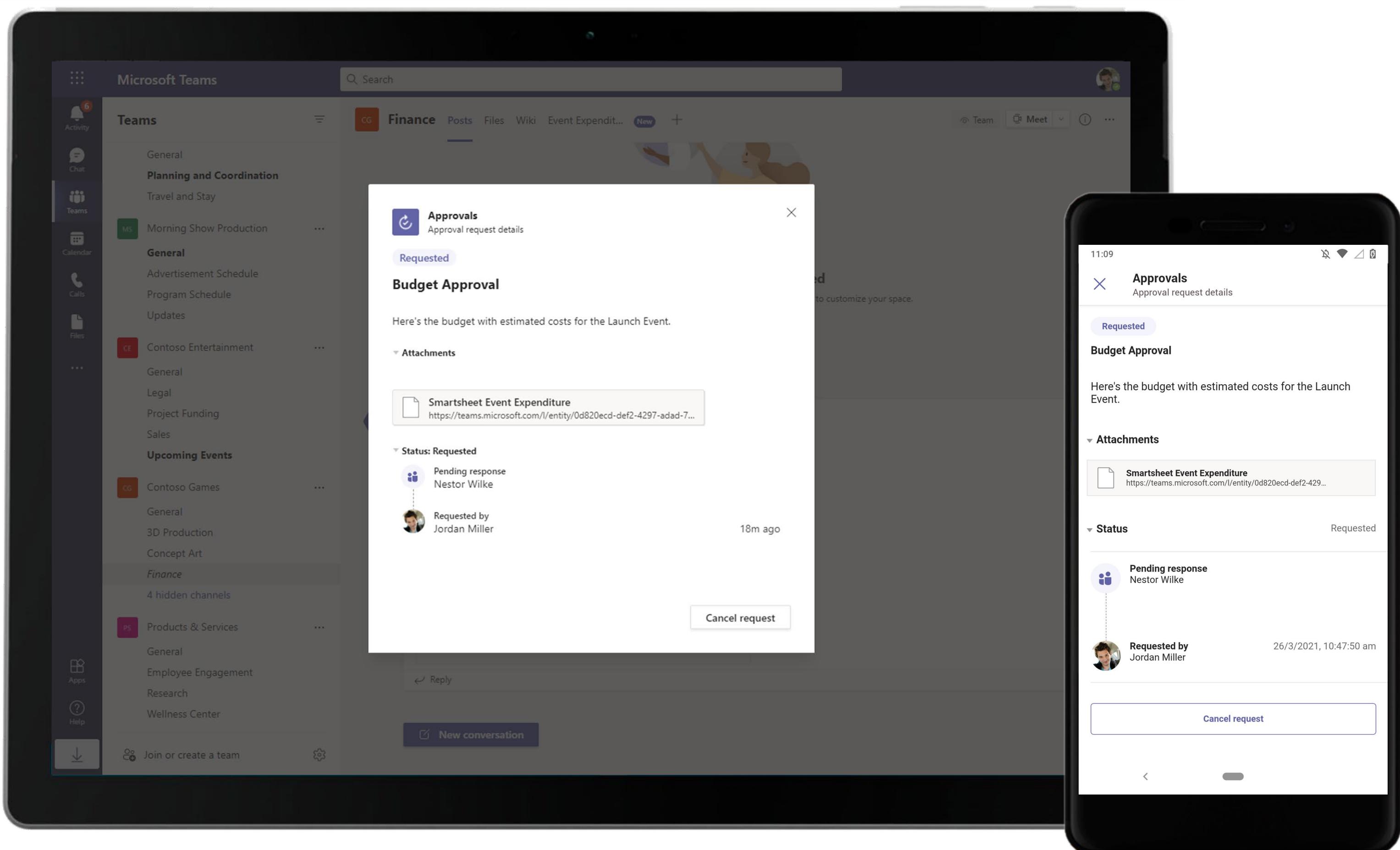


The screenshot displays the Microsoft Teams desktop application. On the left is the Teams sidebar with icons for Activity, Chat, Teams, Calendar, Calls, Files, Apps, and Help. The main area shows the 'General' channel of the 'Contoso Games' team. The 'Activities and Prizes' tab is selected. The interface includes a search bar, a breadcrumb navigation bar (Contoso Games > Activities and Prizes), and a footer with 'Join or create a team' and settings icons. The main content area shows a table of activities and their corresponding prizes:

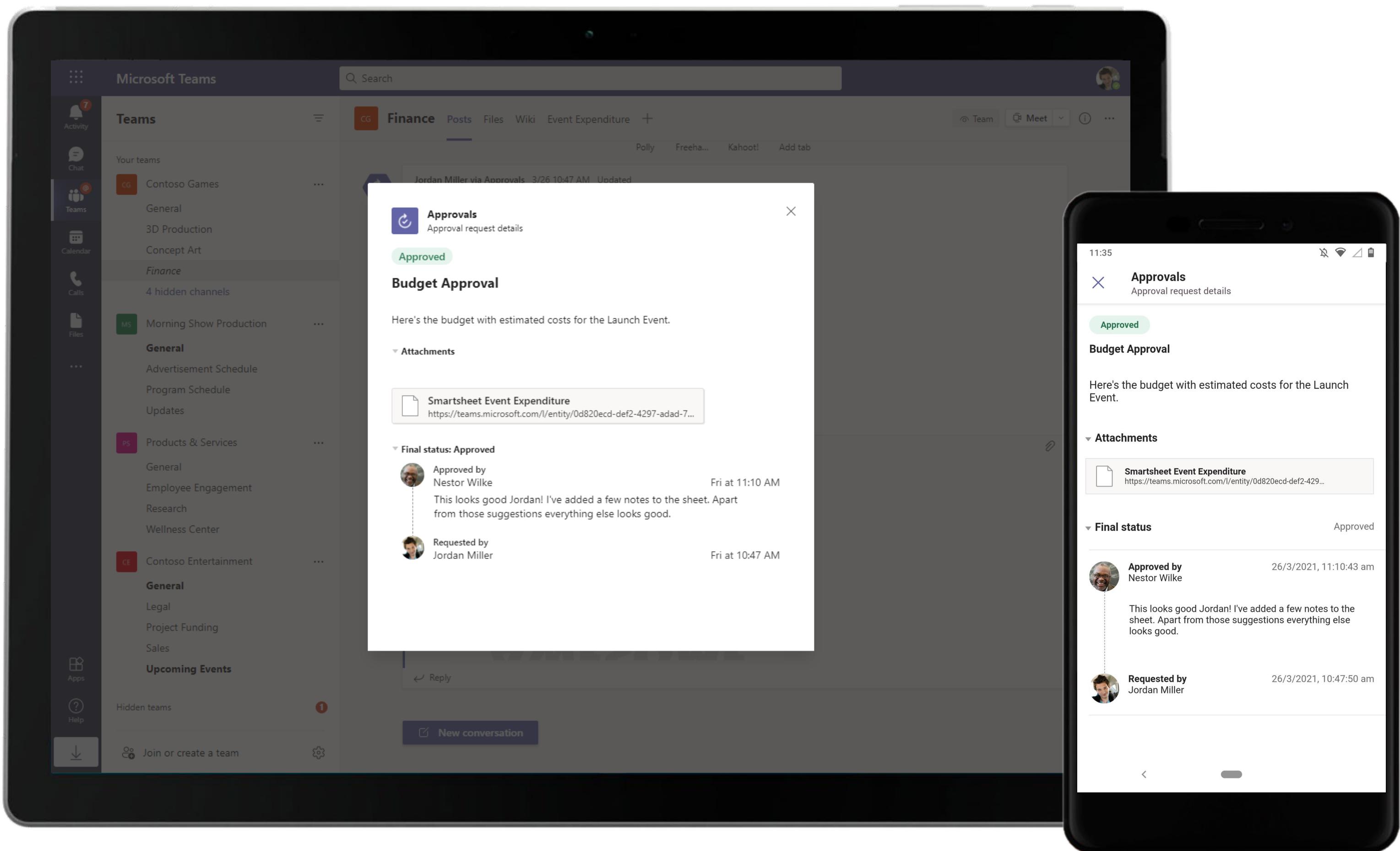
Activities	Prizes
Sketching Competition	T-Shirt
Contoso Games Quiz	Dead Guns 2 Retail Copy
Pass the Orange	New Game Poster
The Continuing Novel	Console Accessories
Karaoke	New Game Action Figurines

Below the table, a mobile phone screen shows the same data in a OneNote-like format, indicating cross-device synchronization.

Record meeting notes or observations in OneNote app inside Teams and share them when needed with the team for their consumption. The Marketing Manager shares planned activities in a OneNote tab.

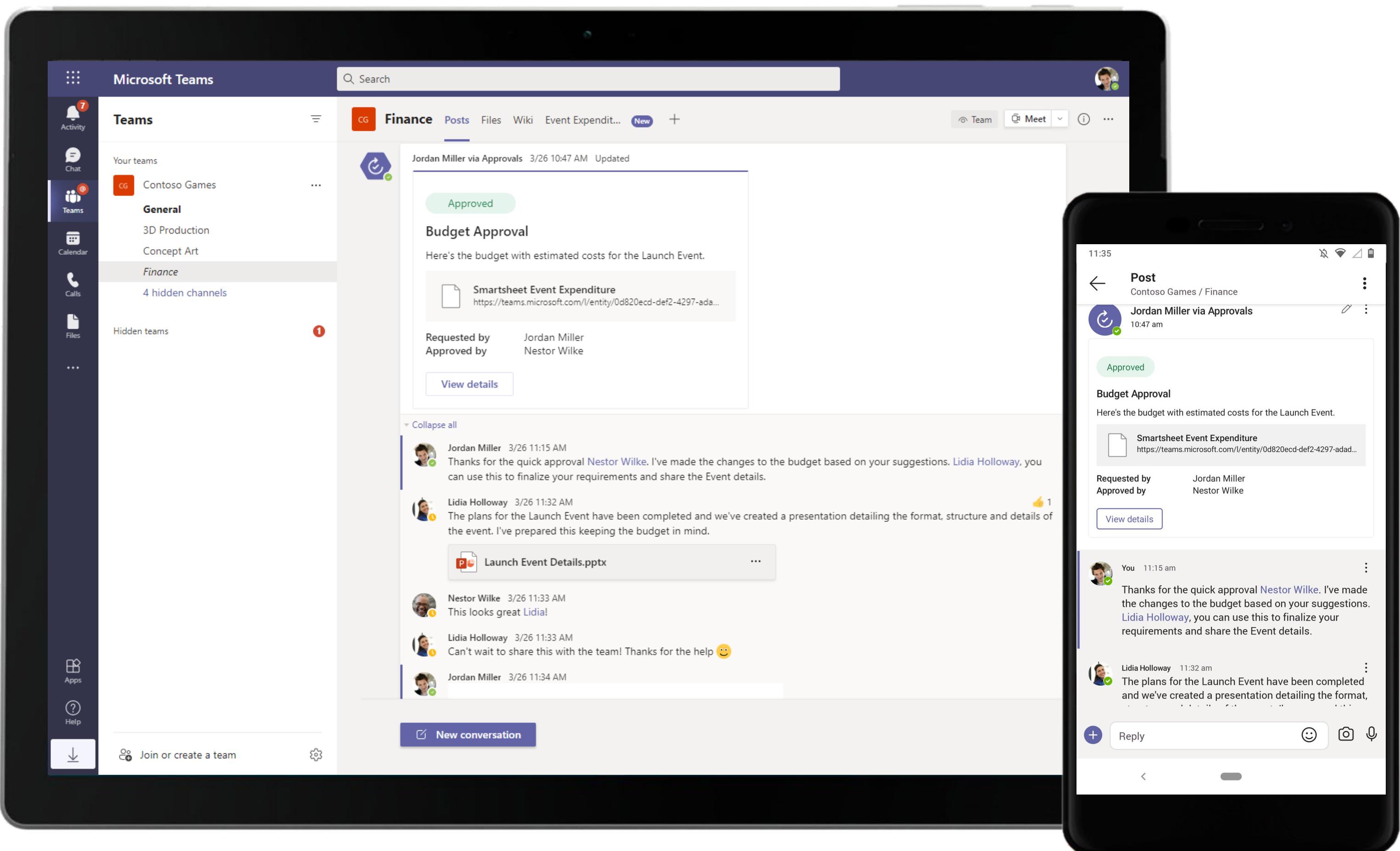


Send, receive, manage, and share approvals in Microsoft Teams with the Approvals app. The Finance Associate links a Smartsheet tab with the Budget and sends it to the Director for his approval.



The screenshot shows the Microsoft Teams desktop application. A modal window is open in the center, titled "Budget Approval". The modal displays a message: "Here's the budget with estimated costs for the Launch Event." Below this, there is an "Attachments" section showing a file named "Smartsheet Event Expenditure". Under "Final status: Approved", it shows "Approved by Nestor Wilke" at 11:10 AM and "Requested by Jordan Miller" at 10:47 AM. A note from Nestor Wilke says: "This looks good Jordan! I've added a few notes to the sheet. Apart from those suggestions everything else looks good." The Teams interface shows a sidebar with "Your teams" and a list of channels like "Contoso Games", "Finance", and "Morning Show Production". The Teams tab is selected. The mobile phone screen on the right shows the same approval details, indicating the approval is tracked across devices.

Track your approvals and get notified of updates at each step. The approvers are notified when requests are sent for their approval and the senders are notified as soon as their requests are approved.



The image shows a Microsoft Teams desktop interface on the left and a mobile phone interface on the right, both displaying a budget approval post in a channel named 'Finance'.

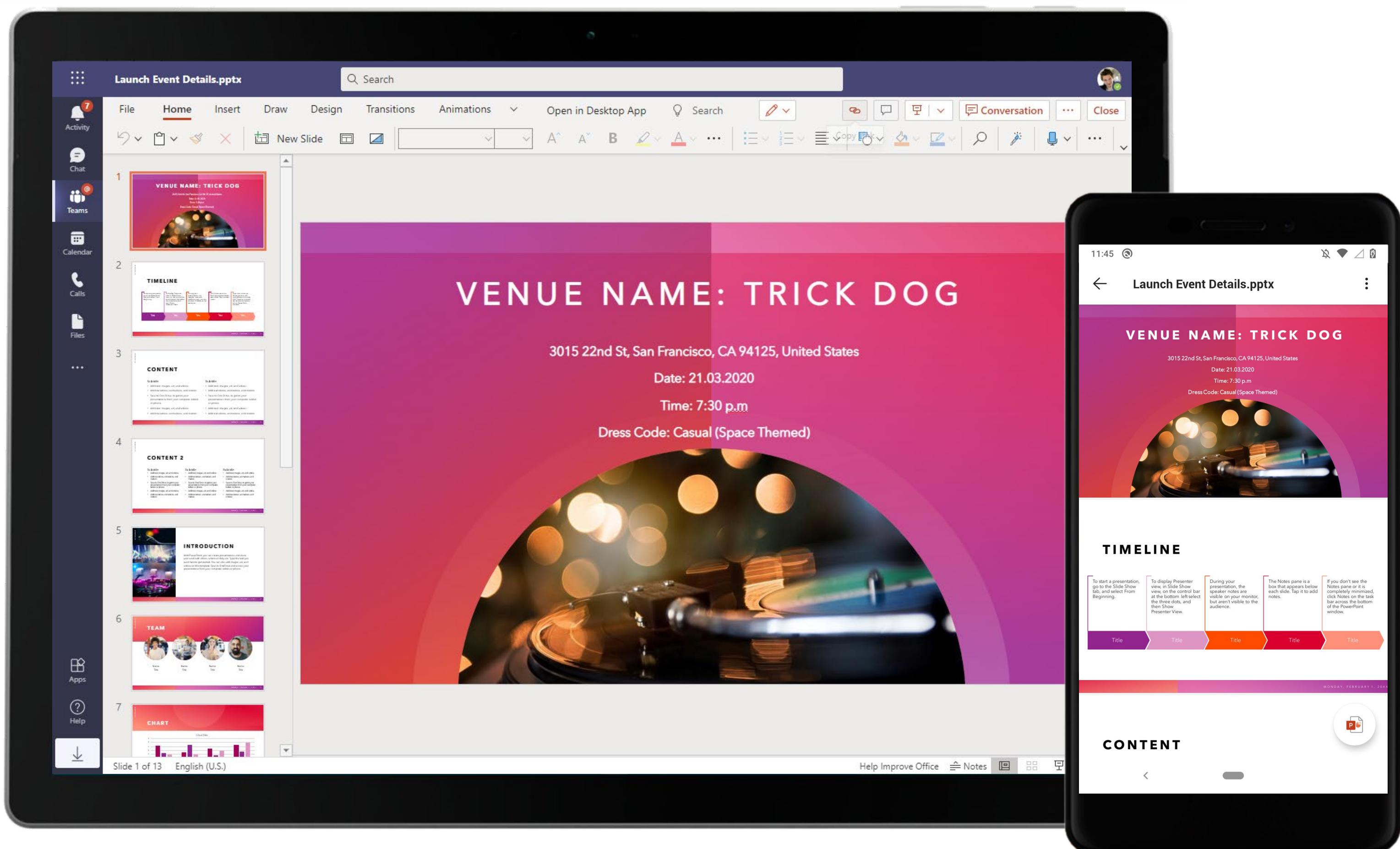
**Microsoft Teams (Desktop View):**

- Header:** Microsoft Teams, Search bar, User profile.
- Sidebar:** Activity (7 notifications), Chat, Teams (Contoso Games selected), General (3D Production, Concept Art), Finance (selected), 4 hidden channels, Hidden teams (1 notification).
- Content:** A post from 'Jordan Miller via Approvals' dated 3/26 10:47 AM. The post is titled 'Budget Approval' and contains the message: 'Here's the budget with estimated costs for the Launch Event.' It includes a link to a Smartsheet Event Expenditure document and shows 'Approved' status. It lists 'Requested by' Jordan Miller and 'Approved by' Nestor Wilke. A 'View details' button is present.
- Comments:** A collapsed section shows a message from Jordan Miller: 'Thanks for the quick approval Nestor Wilke. I've made the changes to the budget based on your suggestions. Lidia Holloway, you can use this to finalize your requirements and share the Event details.' Lidia Holloway then replies: 'The plans for the Launch Event have been completed and we've created a presentation detailing the format, structure and details of the event. I've prepared this keeping the budget in mind.' She attaches a file named 'Launch Event Details.pptx'.
- Bottom:** 'New conversation' button, 'Join or create a team' button, settings icon.

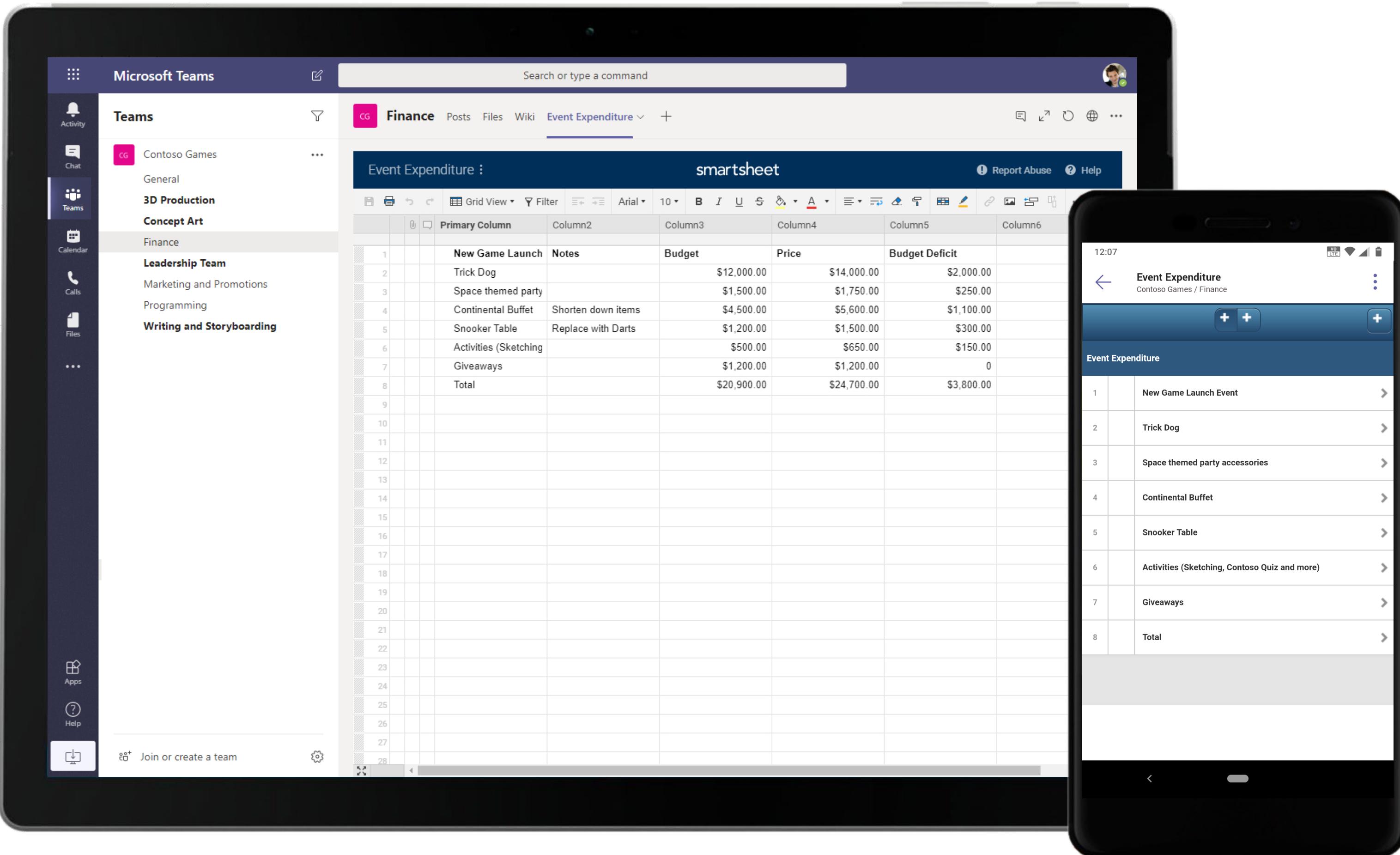
**Mobile Phone (Mobile View):**

- Header:** 11:35, Post, Contoso Games / Finance.
- Content:** The same budget approval post from 'Jordan Miller via Approvals' on 3/26 10:47 am, showing 'Approved' status and the Smartsheet link.
- Comments:** The same messages from Jordan Miller and Lidia Holloway are displayed, including the attachment of 'Launch Event Details.pptx'.
- Bottom:** 'Reply' button, smiley face, camera, microphone.

Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365 services.



PowerPoint helps draft and present an effective and easily consumable presentation for the team. The Finance Associate views a PowerPoint presentation created by a team member.



The image displays a Microsoft Teams interface on the left and a mobile phone screen on the right, illustrating the integration of Smartsheet within a team channel.

**Microsoft Teams (Left):** The Teams interface shows a 'Finance' channel. A 'Event Expenditure' tab is open, displaying a Smartsheet titled 'Event Expenditure'. The sheet contains a table with columns: Primary Column, Column2, Column3, Column4, Column5, and Column6. The data includes items like 'Trick Dog', 'Space themed party', 'Continental Buffet', etc., with their respective budgets and prices.

Primary Column	Column2	Column3	Column4	Column5	Column6
1	New Game Launch	Notes	Budget	Price	Budget Deficit
2	Trick Dog		\$12,000.00	\$14,000.00	\$2,000.00
3	Space themed party		\$1,500.00	\$1,750.00	\$250.00
4	Continental Buffet	Shorten down items	\$4,500.00	\$5,600.00	\$1,100.00
5	Snooker Table	Replace with Darts	\$1,200.00	\$1,500.00	\$300.00
6	Activities (Sketching)		\$500.00	\$650.00	\$150.00
7	Giveaways		\$1,200.00	\$1,200.00	0
8	Total		\$20,900.00	\$24,700.00	\$3,800.00
9					
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**Mobile Phone (Right):** The mobile phone screen shows the same 'Event Expenditure' list from the Smartsheet. The items listed are 'New Game Launch Event', 'Trick Dog', 'Space themed party accessories', 'Continental Buffet', 'Snooker Table', 'Activities (Sketching, Contoso Quiz and more)', 'Giveaways', and 'Total'.

Add Smartsheet sheets, dashboards, and reports as 'Tabs' within a Team channel. The launch event budget is shared using Smartsheet.



# Finalizing the Location and Cast for the Film

## Production Manager

### Scenario Walkthrough

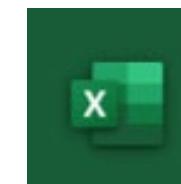
As the Director and the Producer work on finalizing the cast and the locations, the Production Manager must ensure that the locations and the crew members that they are looking for are available for the shoot when the work starts. After getting the final cast and locations list, the Production Manager creates a budgetary requirement and gets necessary approvals. See how the Production Manager uses Microsoft Teams to execute his tasks.

- Gets on a call with the Director and Producer to understand the present requirements.
- Receives an excel from the Director with a list of studios needed to be booked for shoots.
- Shares an Excel with details of costumes and props shortlisted.
- Reviews the location through a video meeting with the Location Team Lead.
- Uses Shifts to plan the entire shooting schedule.
- Shares a Smartsheet detailing the budget for the film.

How did Microsoft Teams help the Production Manager execute his roles and responsibilities?

- Office applications like Excel allow quick access to shared reports and information.
- Detailed view and easy access to the budget obtained using Smartsheet.
- Sharing and executing contracts without leaving Teams interface with Adobe Sign.
- Create, update and manage schedules for the team using Shifts.

Which app integrations on Teams made it possible?



Excel



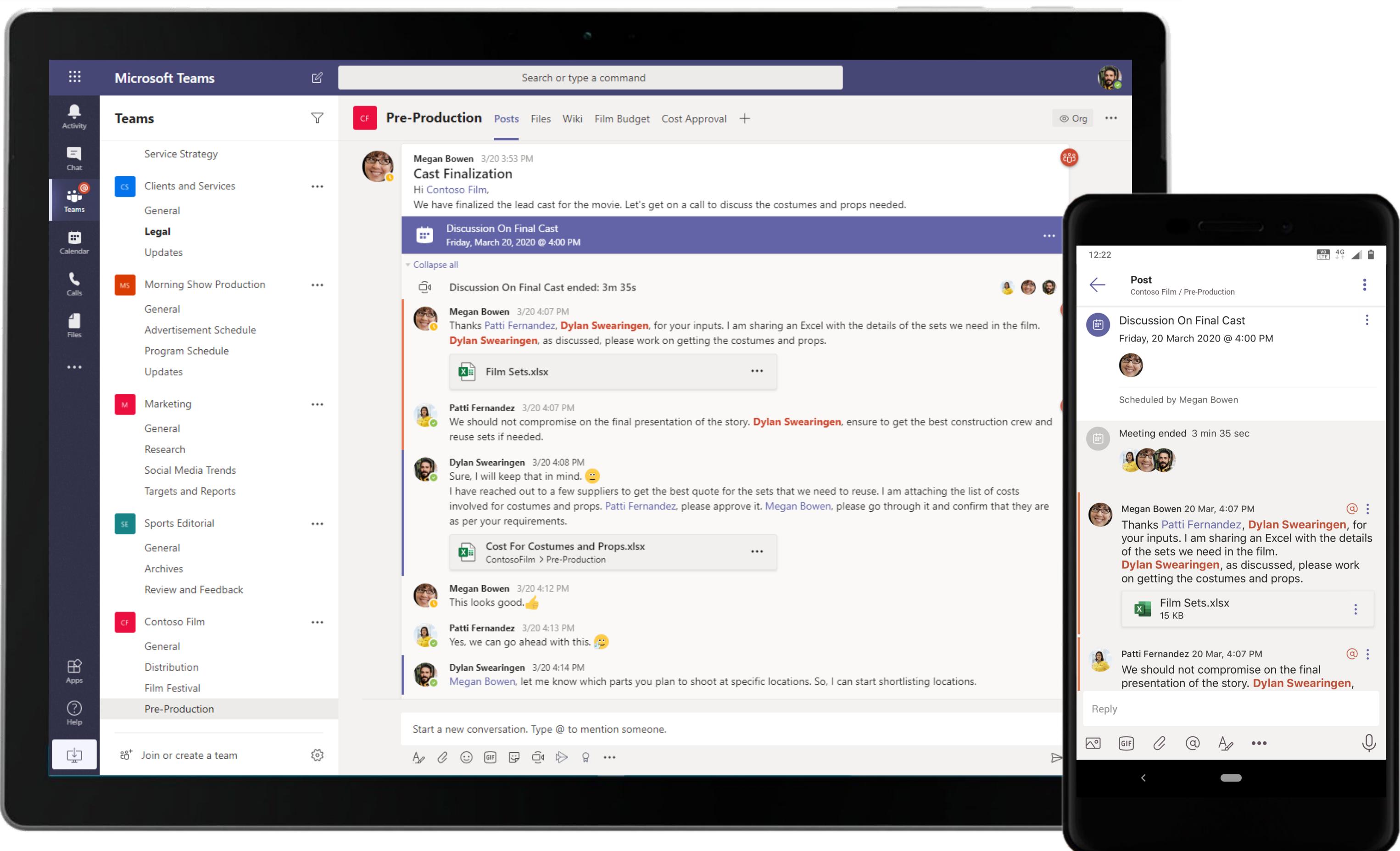
Smartsheet



Adobe Sign



Shifts



The image displays the Microsoft Teams mobile application interface. On the left is the navigation bar with icons for Activity, Chat, Teams (selected), Calendar, Calls, Files, and Help. The main area shows the 'Pre-Production' team channel. The channel has a post from Megan Bowen (@MeganBowen) at 3/20 3:53 PM titled 'Cast Finalization' with the message: 'Hi Contoso Film, We have finalized the lead cast for the movie. Let's get on a call to discuss the costumes and props needed.' Below this is a scheduled meeting card for 'Discussion On Final Cast' on Friday, March 20, 2020, at 4:00 PM. The conversation continues with messages from Megan Bowen (@MeganBowen), Patti Fernandez (@PattiFernandez), and Dylan Swearingen (@DylanSwearingen). Dylan shared an Excel file named 'Film Sets.xlsx'. Megan responded that they should not compromise on the final presentation and asked Dylan to work on costumes and props. Dylan mentioned reaching out to suppliers and attaching a cost spreadsheet named 'Cost For Costumes and Props.xlsx'. Megan approved the costs. Dylan then asked Megan to let him know specific shooting locations. The bottom of the screen shows a message input field and a toolbar with various icons.

12:22

Post  
Contoso Film / Pre-Production

Discussion On Final Cast  
Friday, 20 March 2020 @ 4:00 PM

Scheduled by Megan Bowen

Meeting ended 3 min 35 sec

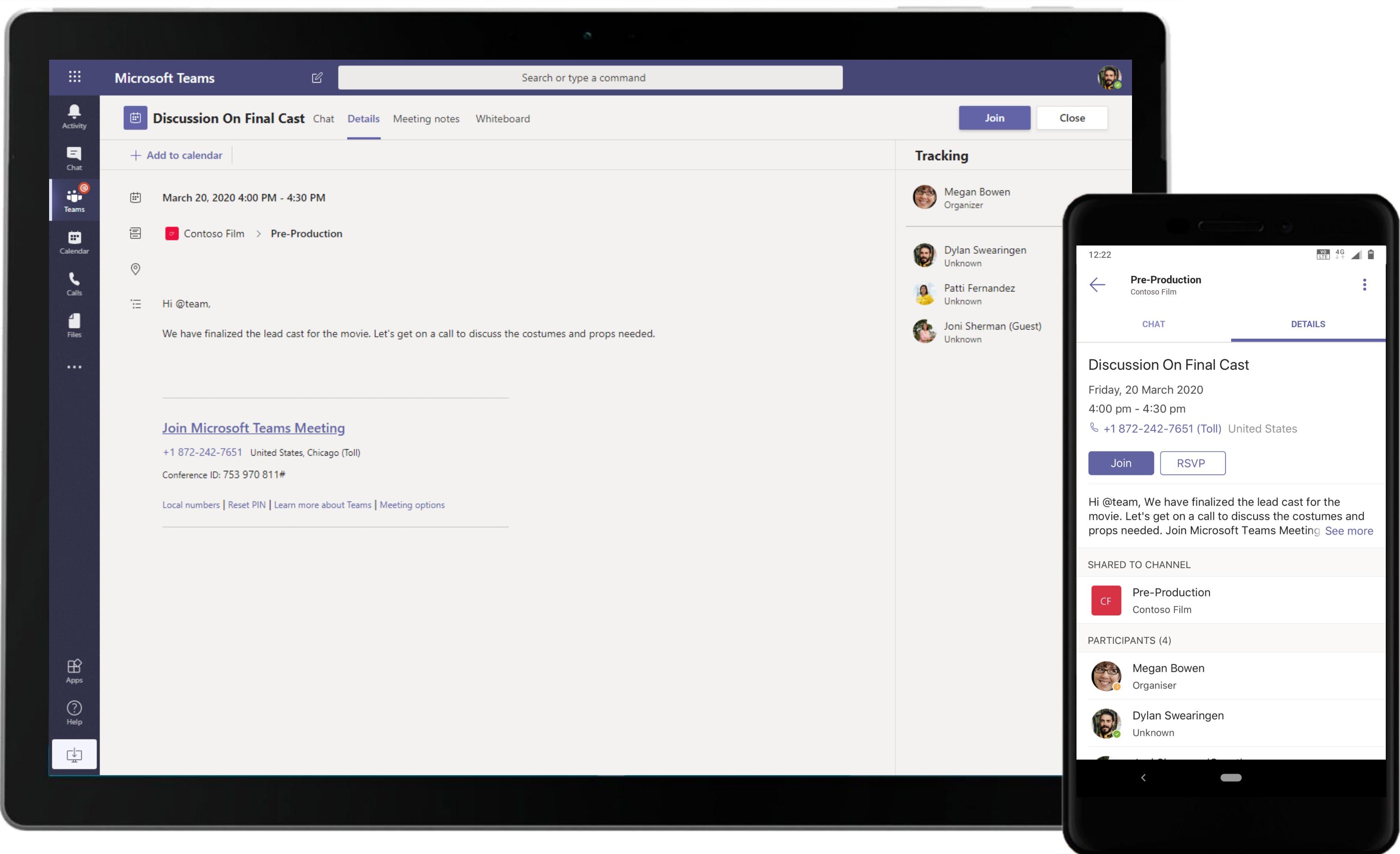
Megan Bowen 20 Mar, 4:07 PM  
Thanks Patti Fernandez, Dylan Swearingen, for your inputs. I am sharing an Excel with the details of the sets we need in the film. Dylan Swearingen, as discussed, please work on getting the costumes and props.

Film Sets.xlsx  
15 KB

Patti Fernandez 20 Mar, 4:07 PM  
We should not compromise on the final presentation of the story. Dylan Swearingen,

Reply

Meetings can either be triggered instantly or scheduled using through the native scheduling calendar. The team meets online using Teams and continues their conversation in the same thread for easy future reference, including sharing analysis using Excel spreadsheets.



**Discussion On Final Cast** Chat Details Meeting notes Whiteboard

Join Close

March 20, 2020 4:00 PM - 4:30 PM

Contoso Film > Pre-Production

Hi @team,  
We have finalized the lead cast for the movie. Let's get on a call to discuss the costumes and props needed.

**Join Microsoft Teams Meeting**

+1 872-242-7651 United States, Chicago (Toll)  
Conference ID: 753 970 811#

Local numbers | Reset PIN | Learn more about Teams | Meeting options

**Tracking**

- Megan Bowen (Organizer)
- Dylan Swearingen (Unknown)
- Patti Fernandez (Unknown)
- Joni Sherman (Guest) (Unknown)

12:22 CHAT DETAILS

**Discussion On Final Cast**

Friday, 20 March 2020  
4:00 pm - 4:30 pm  
+1 872-242-7651 (Toll) United States

Join RSVP

Hi @team, We have finalized the lead cast for the movie. Let's get on a call to discuss the costumes and props needed. Join Microsoft Teams Meeting [See more](#)

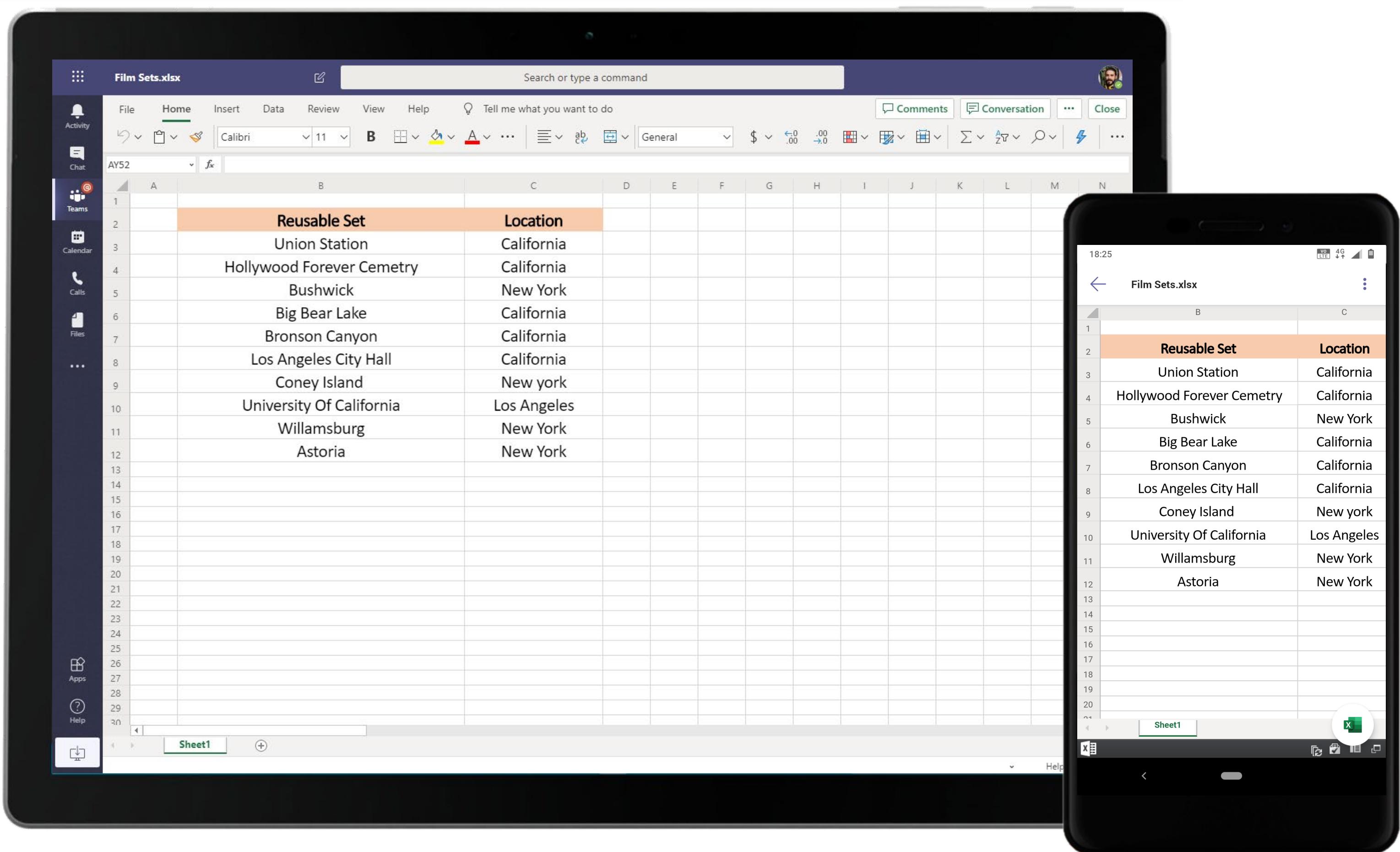
SHARED TO CHANNEL

Pre-Production  
Contoso Film

PARTICIPANTS (4)

- Megan Bowen (Organiser)
- Dylan Swearingen (Unknown)

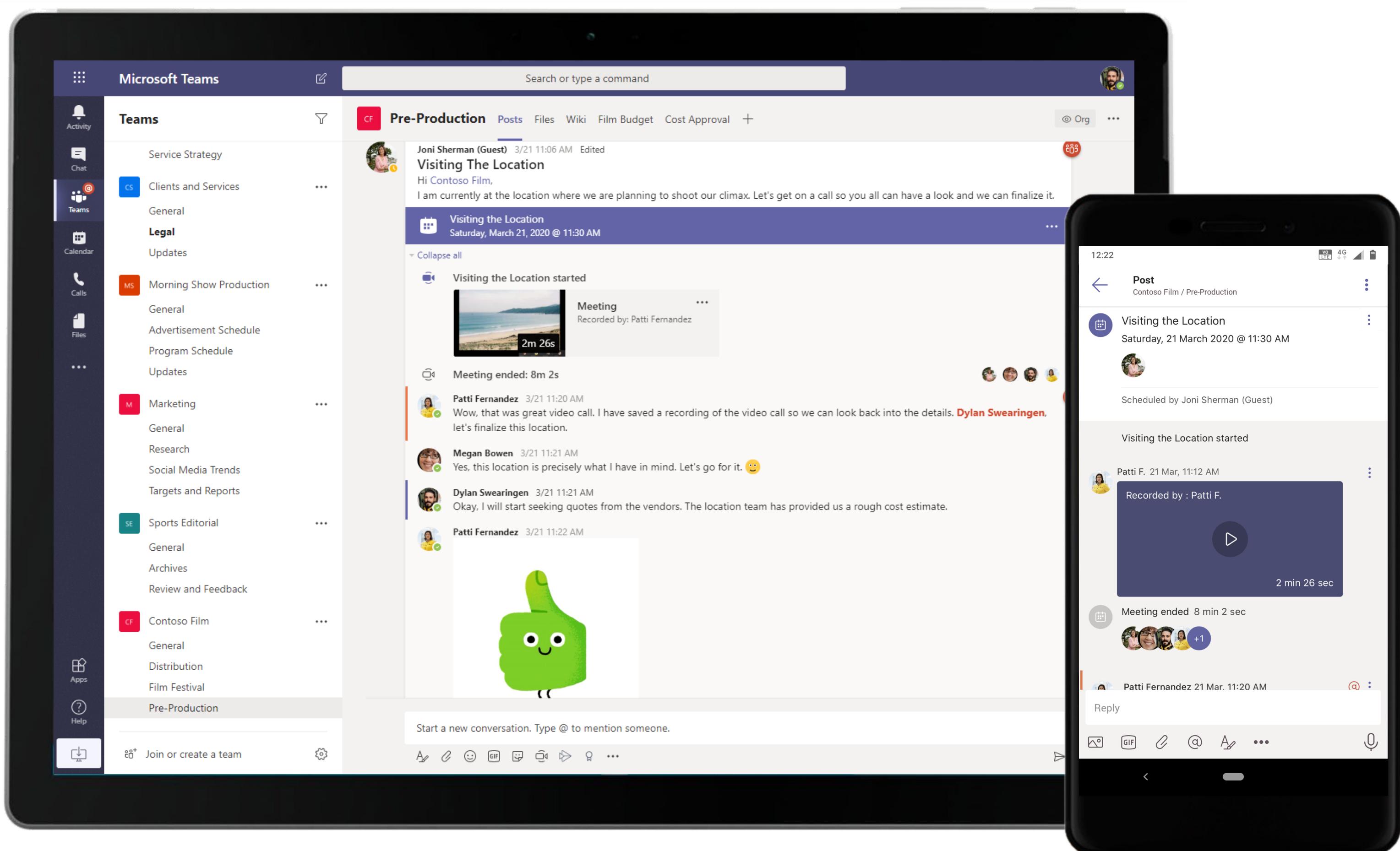
Microsoft Teams is a great way to schedule meetings, especially if the participants don't all work in the same geographic area. It seamlessly integrates scheduling, invitations, updates and access to virtual meetings.



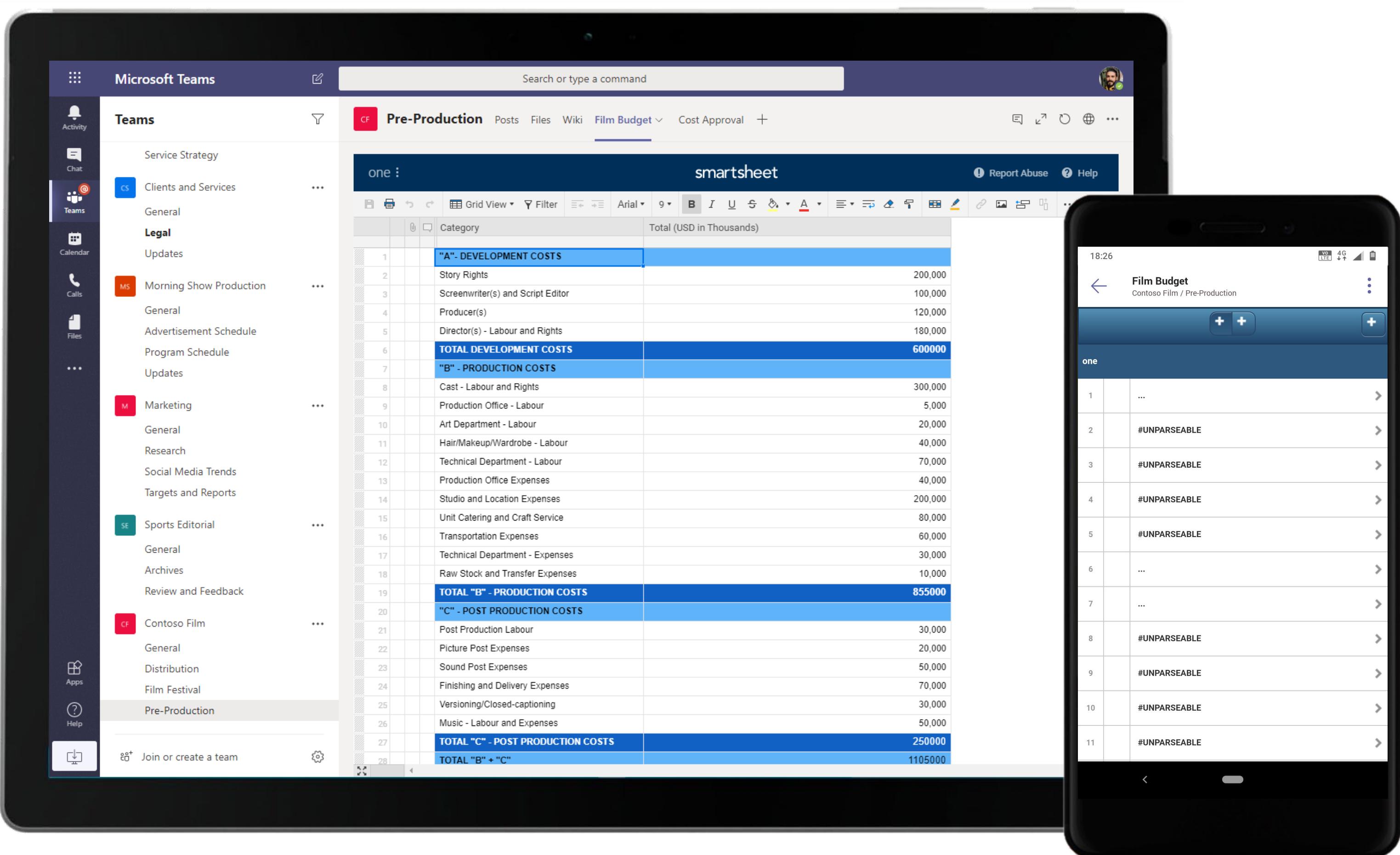
The image shows a laptop and a smartphone displaying an Excel spreadsheet titled "Film Sets.xlsx" within a Microsoft Teams channel. The spreadsheet contains a list of reusable film sets and their locations, with the first row serving as the header. The data is as follows:

Reusable Set	Location
Union Station	California
Hollywood Forever Cemetery	California
Bushwick	New York
Big Bear Lake	California
Bronson Canyon	California
Los Angeles City Hall	California
Coney Island	New York
University Of California	Los Angeles
Williamsburg	New York
Astoria	New York

Team members can employ Excel's abilities within Teams to build a list of film sets available for shoot and share it in the channel as requested.



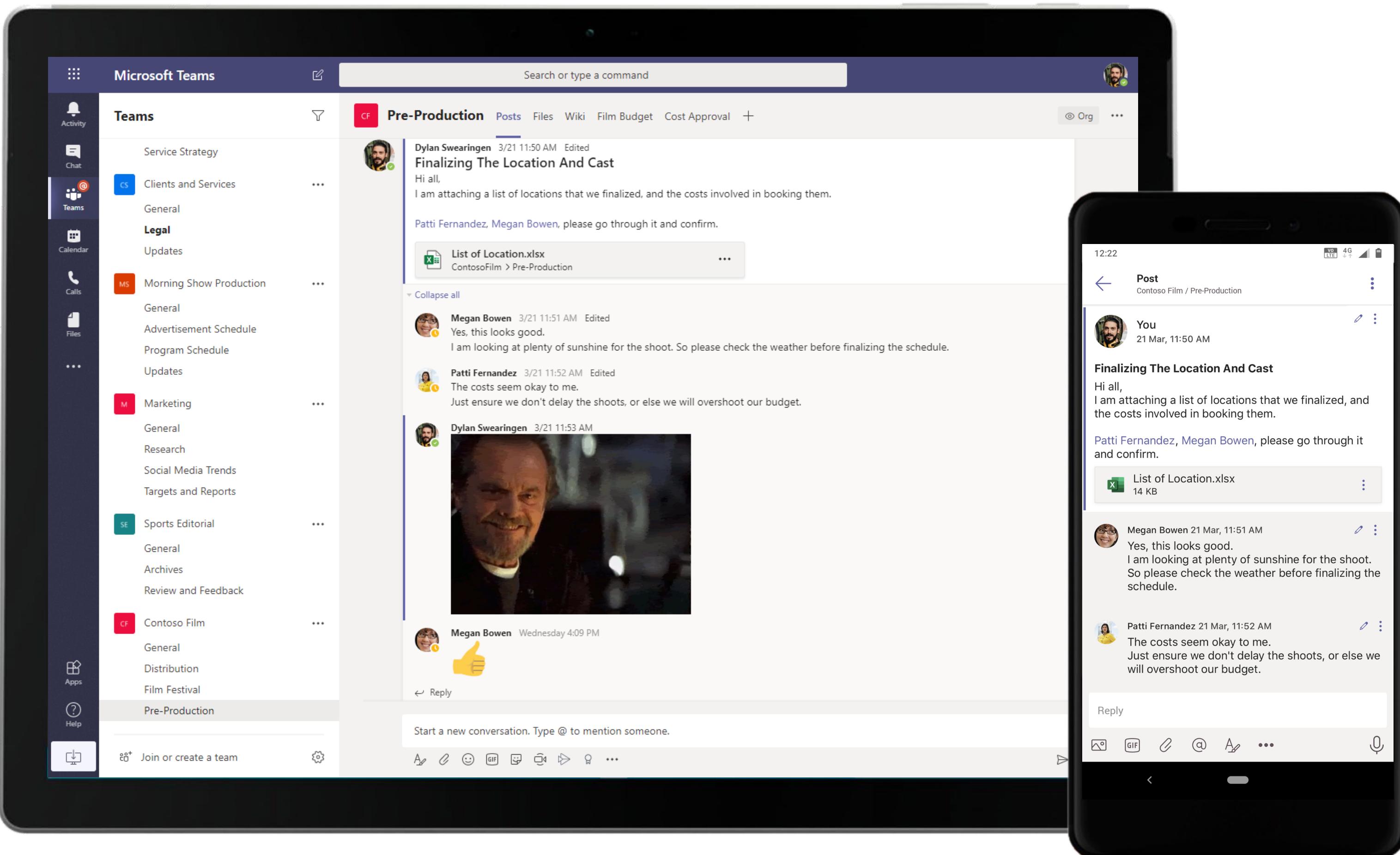
During a meeting, participants can use rich meeting capabilities such as video, screen sharing, file sharing, meeting notes and chat to make the meeting engaging and productive. The location team shares actual location views using video call.



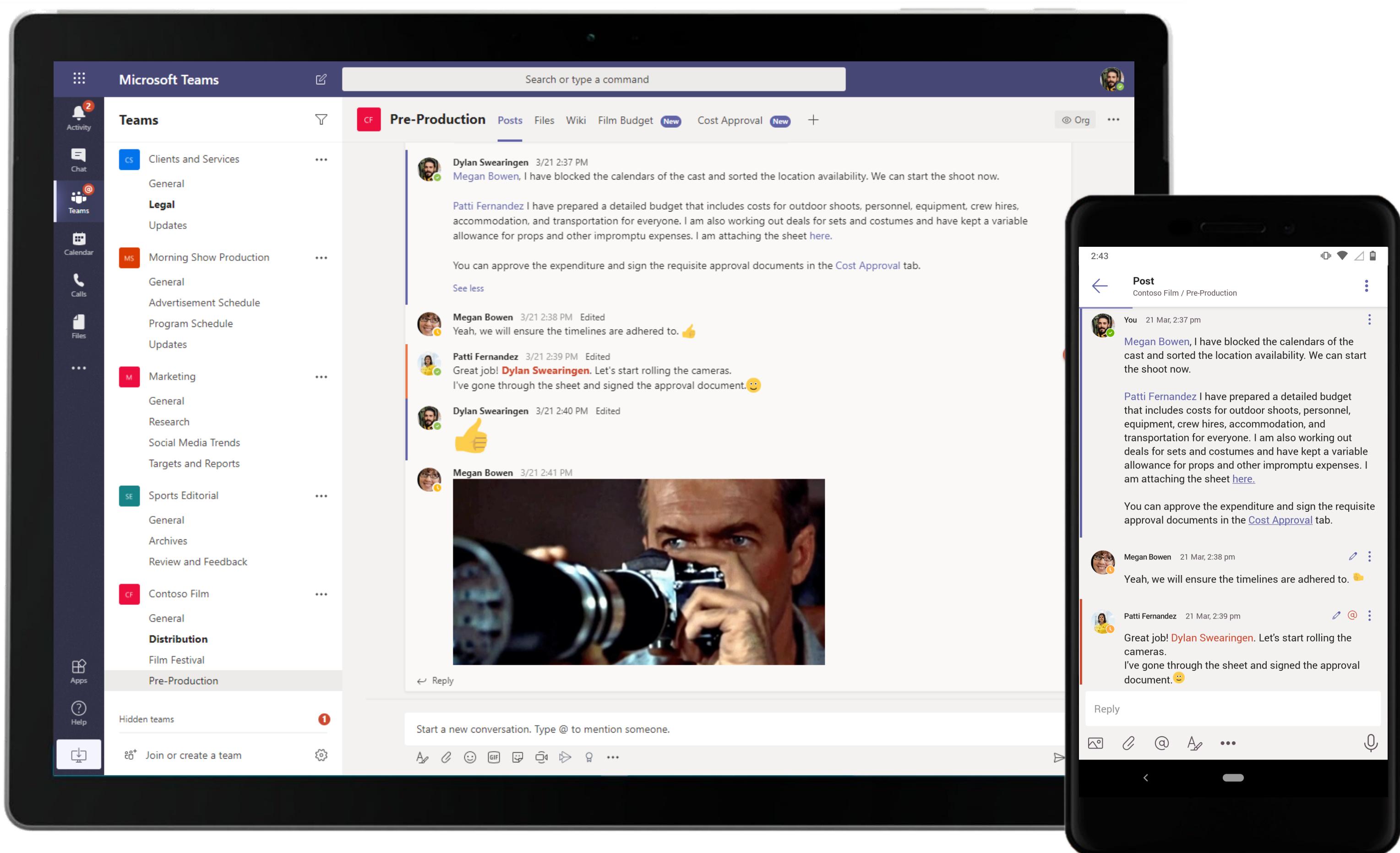
The image displays a Microsoft Teams mobile application interface. On the left, the Teams sidebar shows various teams and channels. The main channel, 'Pre-Production', is active. Within this channel, there is a 'Film Budget' tab. The 'Film Budget' tab contains a Smartsheet document titled 'one'. The Smartsheet lists costs for three categories: 'A' - DEVELOPMENT COSTS, 'B' - PRODUCTION COSTS, and 'C' - POST PRODUCTION COSTS. The total cost for 'B' and 'C' combined is 1105000. A second mobile device is shown to the right, displaying a simplified view of the same budget data.

Category	Total (USD in Thousands)
<b>"A" - DEVELOPMENT COSTS</b>	600000
Story Rights	200,000
Screenwriter(s) and Script Editor	100,000
Producer(s)	120,000
Director(s) - Labour and Rights	180,000
<b>TOTAL DEVELOPMENT COSTS</b>	<b>600000</b>
<b>"B" - PRODUCTION COSTS</b>	
Cast - Labour and Rights	300,000
Production Office - Labour	5,000
Art Department - Labour	20,000
Hair/Makeup/Wardrobe - Labour	40,000
Technical Department - Labour	70,000
Production Office Expenses	40,000
Studio and Location Expenses	200,000
Unit Catering and Craft Service	80,000
Transportation Expenses	60,000
Technical Department - Expenses	30,000
Raw Stock and Transfer Expenses	10,000
<b>TOTAL "B" - PRODUCTION COSTS</b>	<b>855000</b>
<b>"C" - POST PRODUCTION COSTS</b>	
Post Production Labour	30,000
Picture Post Expenses	20,000
Sound Post Expenses	50,000
Finishing and Delivery Expenses	70,000
Versioning/Closed-captioning	30,000
Music - Labour and Expenses	50,000
<b>TOTAL "C" - POST PRODUCTION COSTS</b>	<b>250000</b>
<b>TOTAL "B" + "C"</b>	<b>1105000</b>

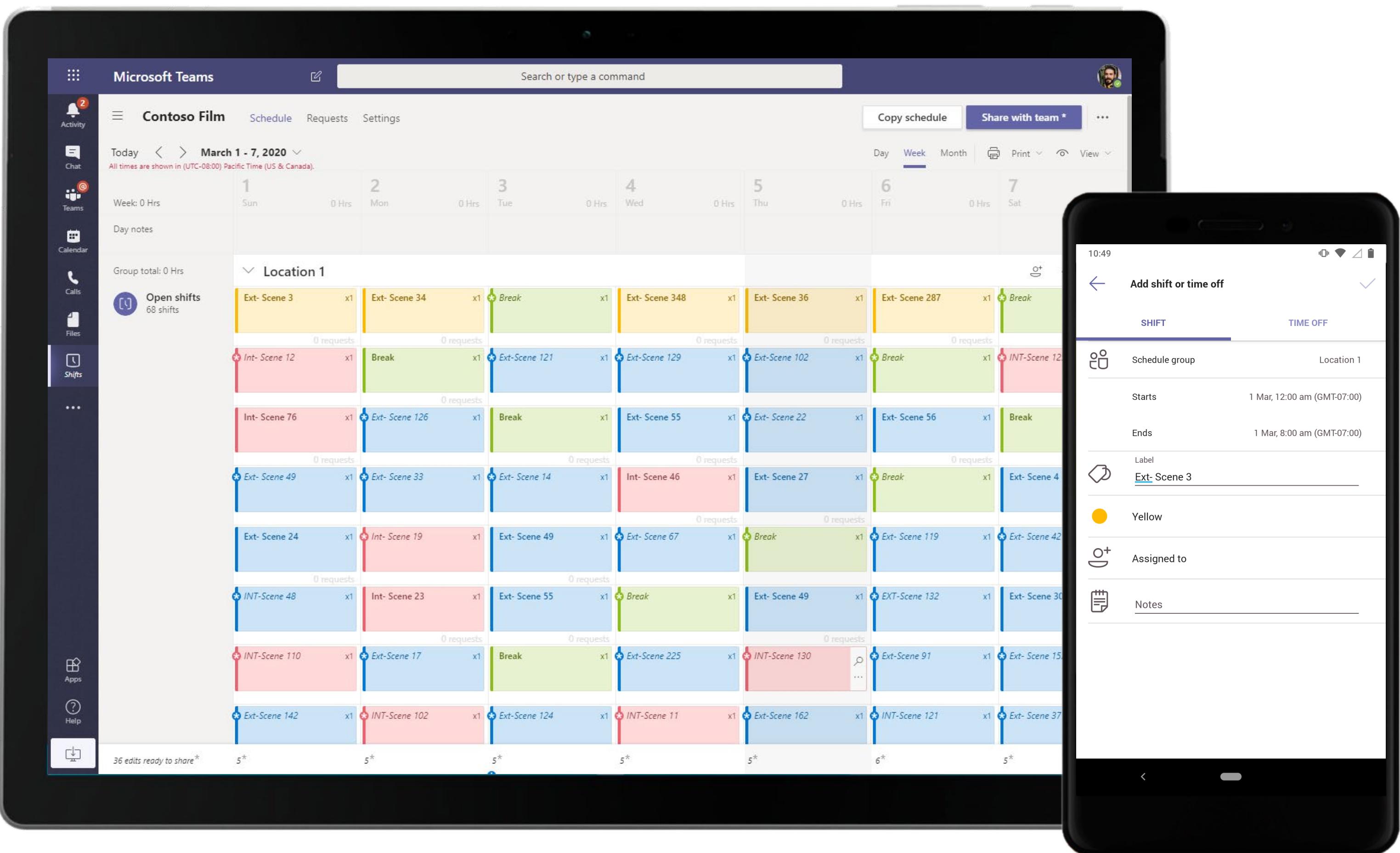
Add Smartsheet sheets, dashboards, and reports as 'Tabs' within a Team channel, helping teams bring conversations together with a current view of projects.



Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365 services.

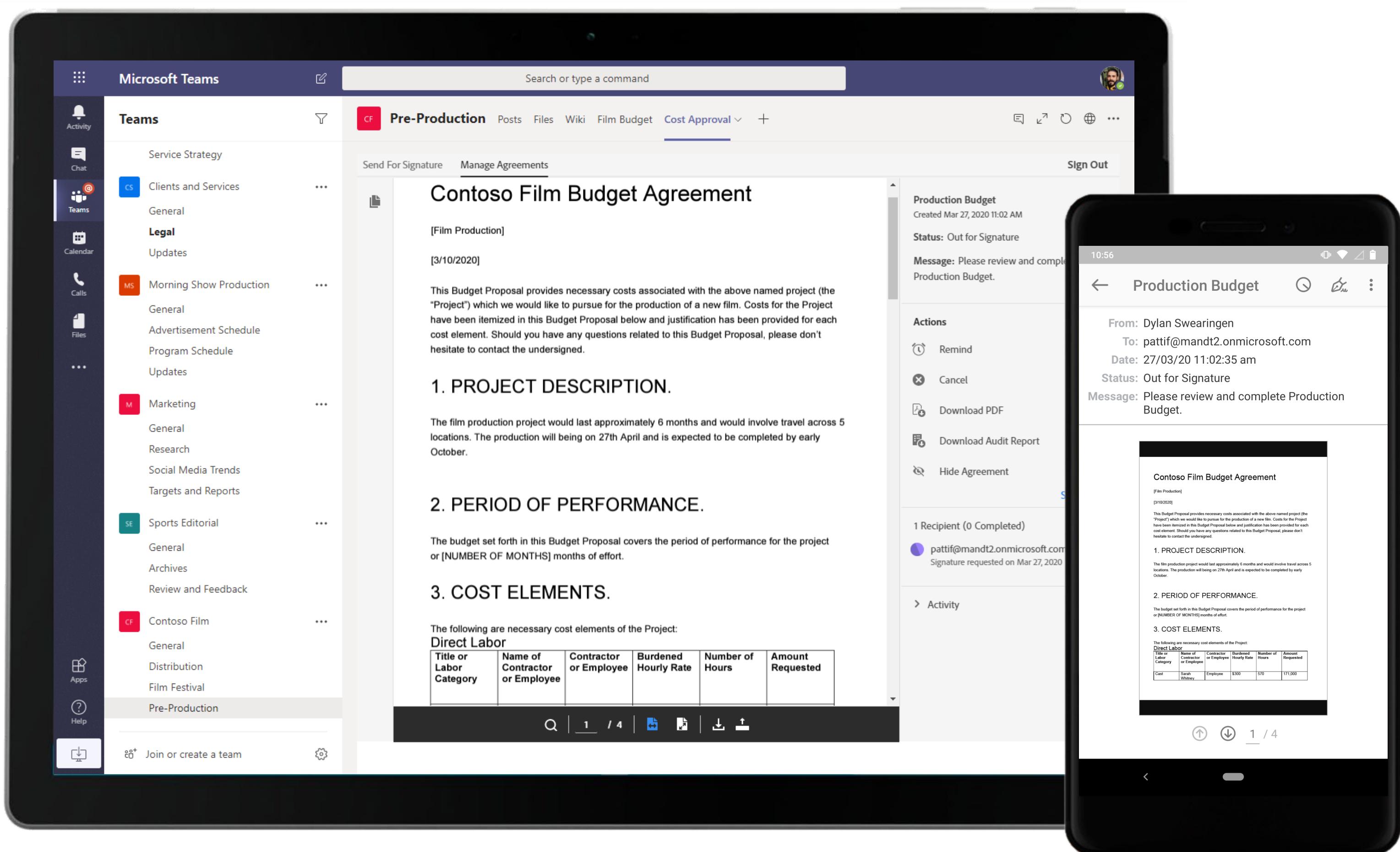


The Production Manager delegates tasks to team members through channel communication. The @mention feature ensures that team members don't miss out on messages that need their attention!



The image displays the Microsoft Teams mobile application interface. The main screen shows a weekly calendar for the week of March 1 - 7, 2020, for the team "Contoso Film". The calendar is divided into days (1-7) and hours, with various shifts and breaks scheduled. The shifts are color-coded: yellow for Ext-Scene (e.g., Ext- Scene 3, Ext- Scene 34, Ext- Scene 348), green for Break, and red for INT-Scene (e.g., INT-Scene 12, INT-Scene 48). The right side of the image shows a detailed view of a shift entry for "Ext- Scene 3", including fields for "Schedule group" (Location 1), "Starts" (1 Mar, 12:00 am (GMT-07:00)), "Ends" (1 Mar, 8:00 am (GMT-07:00)), "Label" (Ext- Scene 3), "Color" (Yellow), "Assigned to" (empty), and "Notes" (empty).

Create, update, and manage shift schedules for your teams with Shifts in Microsoft Teams. The Production Manager plans the entire shooting schedule using Shifts.



Contoso Film Budget Agreement

[Film Production]

[3/10/2020]

This Budget Proposal provides necessary costs associated with the above named project (the "Project") which we would like to pursue for the production of a new film. Costs for the Project have been itemized in this Budget Proposal below and justification has been provided for each cost element. Should you have any questions related to this Budget Proposal, please don't hesitate to contact the undersigned.

**1. PROJECT DESCRIPTION.**

The film production project would last approximately 6 months and would involve travel across 5 locations. The production will begin on 27th April and is expected to be completed by early October.

**2. PERIOD OF PERFORMANCE.**

The budget set forth in this Budget Proposal covers the period of performance for the project or [NUMBER OF MONTHS] months of effort.

**3. COST ELEMENTS.**

The following are necessary cost elements of the Project:

**Direct Labor**

Title or Labor Category	Name of Contractor or Employee	Contractor or Employee	Burdened Hourly Rate	Number of Hours	Amount Requested
Cast	Sarah Whitney	Employee	\$300	570	171,000

Send a document for e-signature and track the signing process at every step—right from the Adobe Sign tab within Teams.



# Headquarters

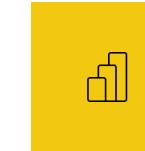
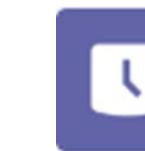
Check out how the operations team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

## Headquarters Superpowers in Teams

### Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

### Apps that enable an immersive experience in Teams

					
Word	Excel	PowerPoint	OneNote	Asana	monday.com
					
Forms	Power BI	Lucidchart	Trello	Shifts	MURAL
					
Smartsheet	Presentations AI	Teamwork AI	Adobe Sign	Tasks by Planner and To Do	Communities

# Meet the Business Decision Makers

## Headquarters



### Business Development Manager

*"Each new marketing campaign excites me. Teams helps me stay productive and focused on my tasks."*

- Oversee and develop marketing campaigns
- Conduct research and analyze data to identify and define audiences
- Devise and execute fresh marketing strategies



### Marketing Manager

*"Marketing has found its digital niche. To play in this field, I need to be quick and responsive. So does my team."*

- Execute branding activities and marketing communication
- Manage relationship with media and PR agencies
- Oversee the loyalty program's reach and performance for the organization



### Chief Operating Officer

*"Our business is about technology, yes. But it's also about operations and customer relationships."*

- Design and implement business operations
- Establish policies that promote company culture and vision
- Oversee operations of the company and the work of executives

# Meet the Business Decision Makers

## Headquarters



### Safety and Compliance Manager

*"It costs less to be safe every day than to make one careless mistake along the way."*

- Develop and oversee control systems to prevent or deal with violations of legal guidelines and internal policies
- Evaluate the efficiency of controls and improve them continuously
- Revise procedures, reports etc. periodically to identify hidden risks or non-conformity issues



### Director

*"If I've said it once, I've said it a hundred times: Always be prepared!"*

- Handle business decisions and strategic planning of the company
- Collaborate with leaders of all departments, especially for high priority activities
- Act as an official spokesperson for the facility and its media relations



# Presenting a Value Proposition to a Client

## Business Development Manager

### Scenario Walkthrough

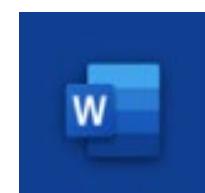
Contoso's Business Development Manager is looking to sign off an agreement with Fabrikam Airlines, one of the most sought-after aviation companies in the country. Fabrikam has introduced a game-changing initiative that will reduce their carbon emissions by 80%. Here's how Microsoft Teams makes it easier for him to communicate with the client using the guest access feature.

- Offers a value proposition to the client that showcase their capabilities and expertise in the industry.
- Gets on a video call with the team to discuss client needs.
- Collaborates with her team members to understand the requirements of the client.

How did Microsoft Teams help the Business Development Manager to execute her roles and responsibilities?

- Use a private team to communicate and collaborate with potential partner, share all the details before the contract is signed.
- Utilize Office tools like Word to share crucial information with team members.
- Brainstorm, ideate and communicate using native features of Teams like group chat and group video call.
- Add e-signatures to documents and move your workflows faster with Adobe Sign.

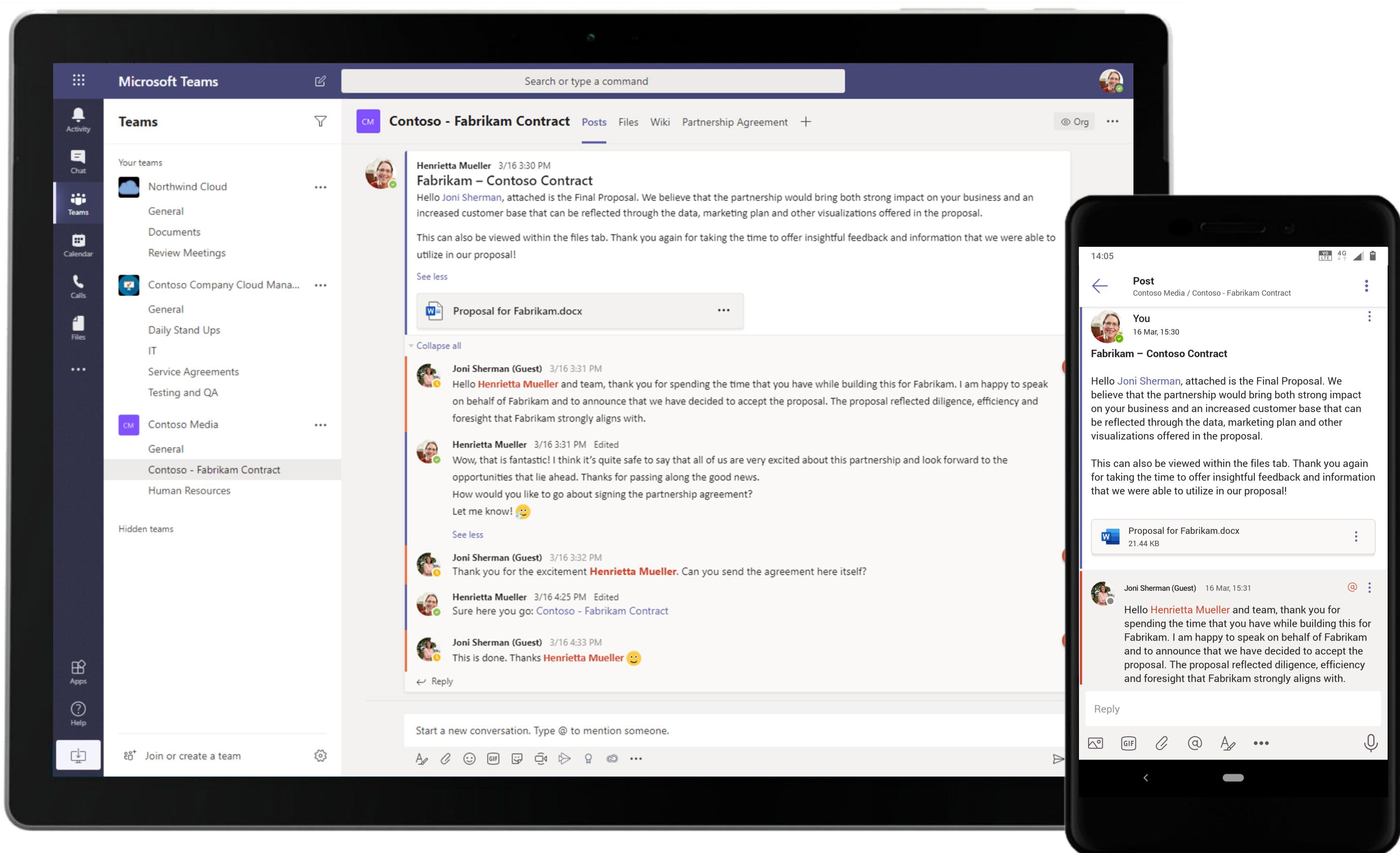
Which app integrations on Teams made it possible?



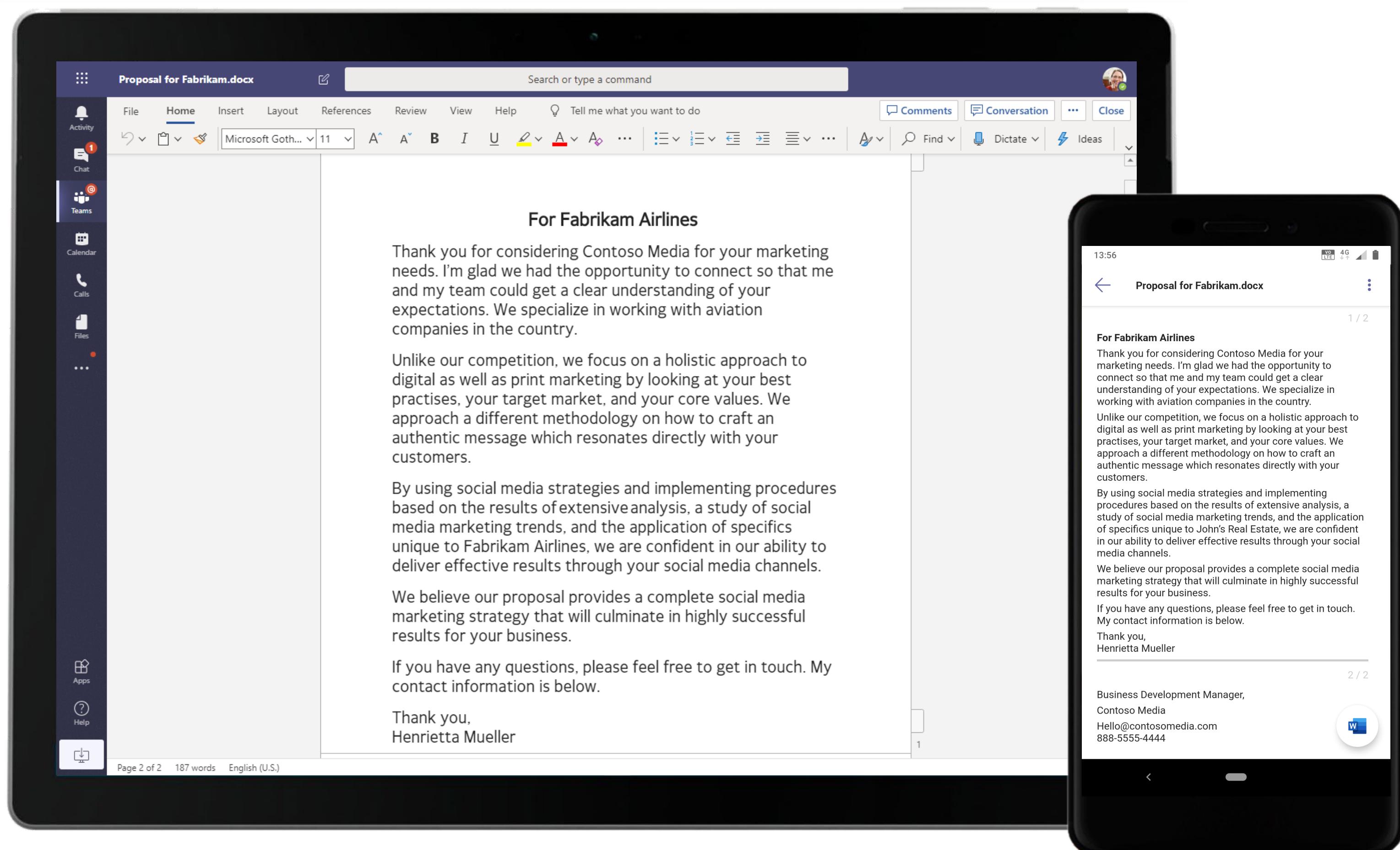
Word



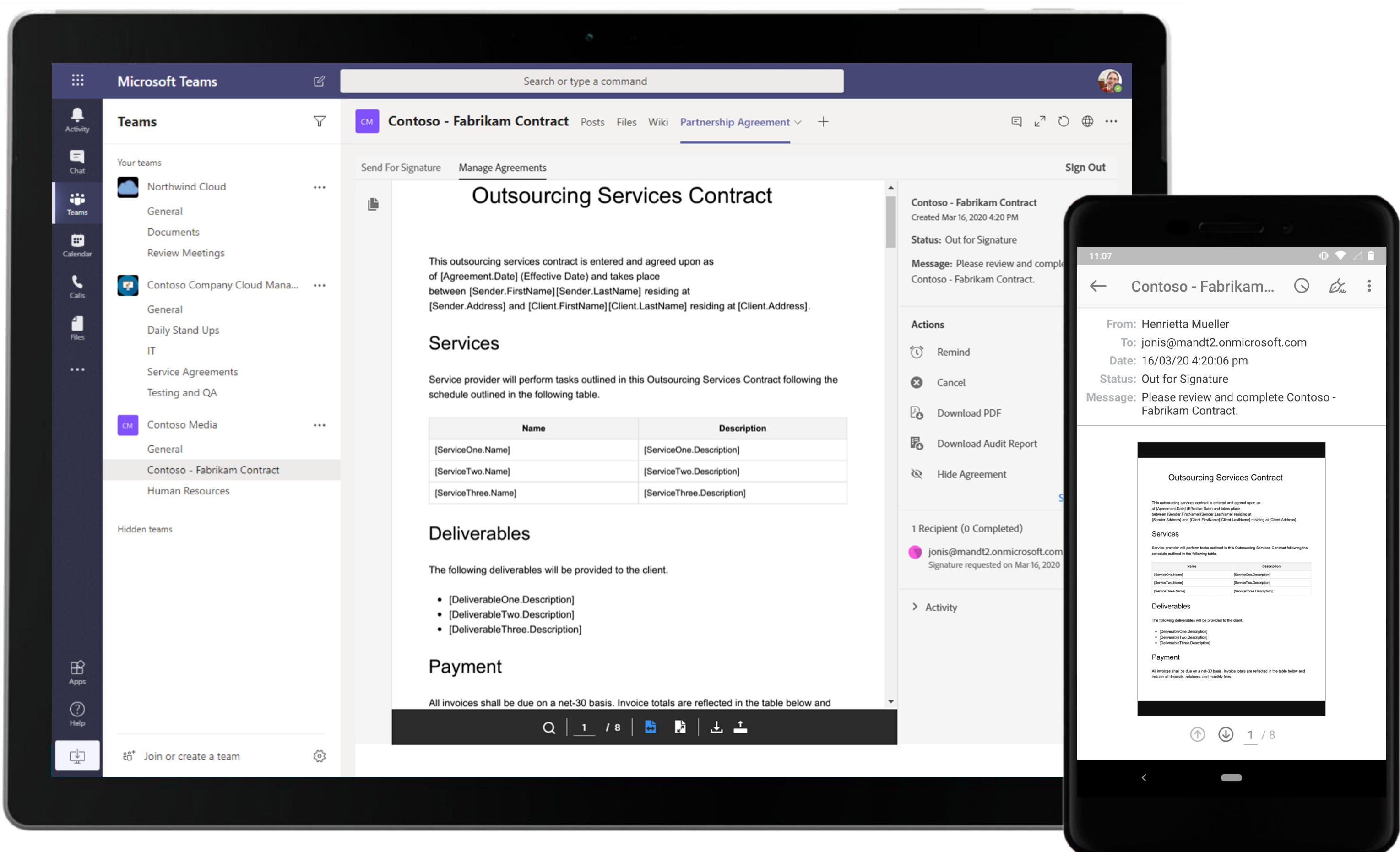
Adobe Sign



The Business Development Manager uses a dedicated team to prepare and offer a final proposal to the client for an ad campaign. A team can even include external members through providing guest access.



Enjoy powerful document creation and editing with Word. Here the Business Development Manager shares the final proposal with the client in Word.



The Microsoft Teams interface shows a document titled "Outsourcing Services Contract" for "Contoso - Fabrikam Contract". The document includes sections for Services, Deliverables, and Payment. A mobile phone and a laptop are shown on the right, displaying the same document and a message from Henrietta Mueller.

**Outsourcing Services Contract**

This outsourcing services contract is entered and agreed upon as of [Agreement.Date] (Effective Date) and takes place between [Sender.FirstName][Sender.LastName] residing at [Sender.Address] and [Client.FirstName][Client.LastName] residing at [Client.Address].

**Services**

Service provider will perform tasks outlined in this Outsourcing Services Contract following the schedule outlined in the following table.

Name	Description
[ServiceOne.Name]	[ServiceOne.Description]
[ServiceTwo.Name]	[ServiceTwo.Description]
[ServiceThree.Name]	[ServiceThree.Description]

**Deliverables**

The following deliverables will be provided to the client.

- [DeliverableOne.Description]
- [DeliverableTwo.Description]
- [DeliverableThree.Description]

**Payment**

All invoices shall be due on a net-30 basis. Invoice totals are reflected in the table below and

**Actions**

- Remind
- Cancel
- Download PDF
- Download Audit Report
- Hide Agreement

**1 Recipient (0 Completed)**

jonis@mandt2.onmicrosoft.com  
Signature requested on Mar 16, 2020

**Activity**

**Services**

Service provider will perform tasks outlined in this Outsourcing Services Contract following the schedule outlined in the following table.

Name	Description
[ServiceOne.Name]	[ServiceOne.Description]
[ServiceTwo.Name]	[ServiceTwo.Description]
[ServiceThree.Name]	[ServiceThree.Description]

**Deliverables**

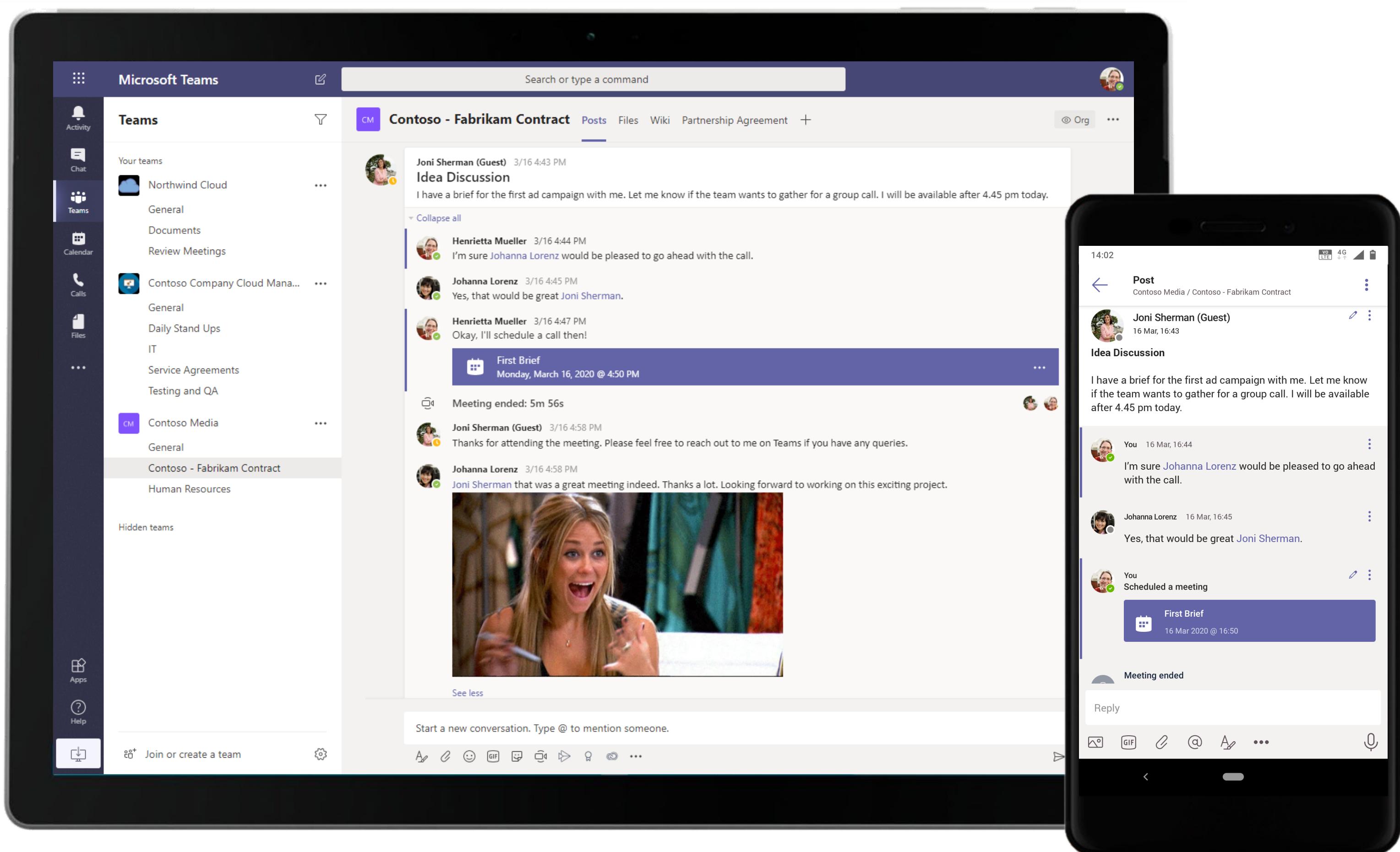
The following deliverables will be provided to the client.

- [DeliverableOne.Description]
- [DeliverableTwo.Description]
- [DeliverableThree.Description]

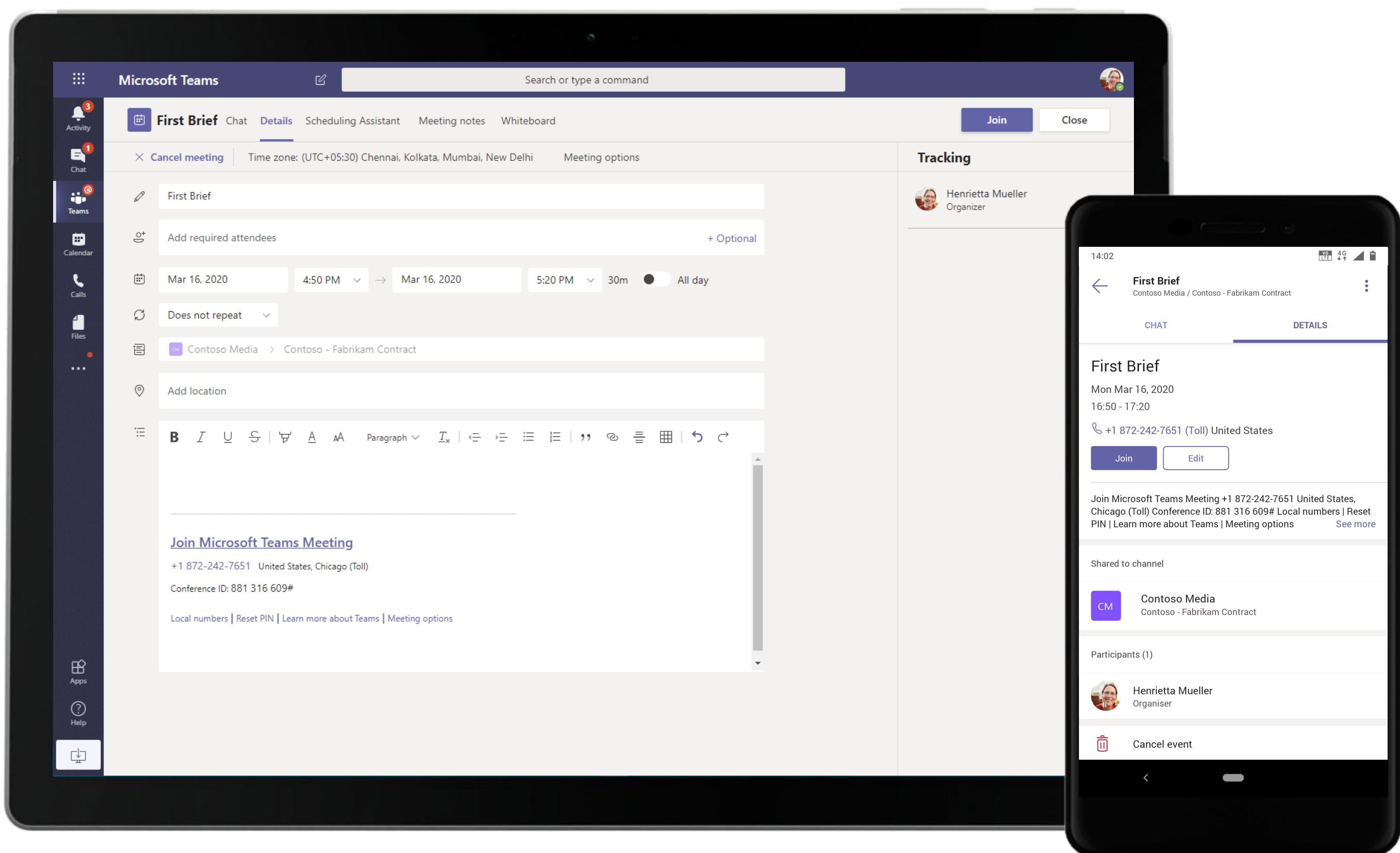
**Payment**

All invoices shall be due on a net-30 basis. Invoice totals are reflected in the table below and

Adobe Sign in Teams lets you set your sights on the entire document process with real-time tracking. You'll get notified when documents have been signed, check what is out for signatures, signed, or waiting for signatures, and send out reminders for overdue approvals.



Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread. The team schedules meetings and shares files within the same thread too.



Meet with team members anywhere, anytime. When scheduling meetings, the Business Development Manager uses the native scheduling calendar in Teams to find the best available time slots for meeting invitees.



# Strategizing Solutions for Customer Retention

## Marketing Manager

### Scenario Walkthrough

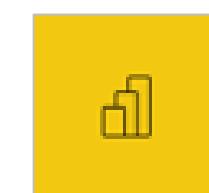
Contoso is a telecommunications company and takes a very customer-centric approach towards structuring their products and marketing strategies. When the Regional Manager realizes that declining customers over the past few months are likely to lead to a harder road to meeting targets for the financial year, he gets together with the Marketing Manager to help strategize an effective solution. The Marketing Manager leverages powerful analytical and communication tools within Microsoft Teams to strategize a way forward.

- Receives notification from the Regional Manager regarding weak user acquisition for the quarter via channel communications.
- Communicates with team members and strategizes a way forward using channel meetings.
- Views tasks assigned and changes the task status using MeisterTask for Microsoft Teams.
- Views insights and analytics shared by the Marketing Analyst using Power BI within a channel tab.
- Creates a strategy and shares it with team members using PowerPoint.
- Views insights shared by the Regional Manager and Finance Manager using Word.
- Discusses the strategy and implementation with team members and later updates team members of significant improvement via channel communications.

How did Microsoft Teams help the Marketing Manager to execute her roles and responsibilities?

- Track important live analytics within a channel using Power BI for Microsoft Teams.
- Create presentations and upload content with shared access using Office 365 for Microsoft Teams.
- Create, assign and track tasks within Microsoft Teams using MeisterTask.

Which app integrations on Teams made it possible?



Power BI



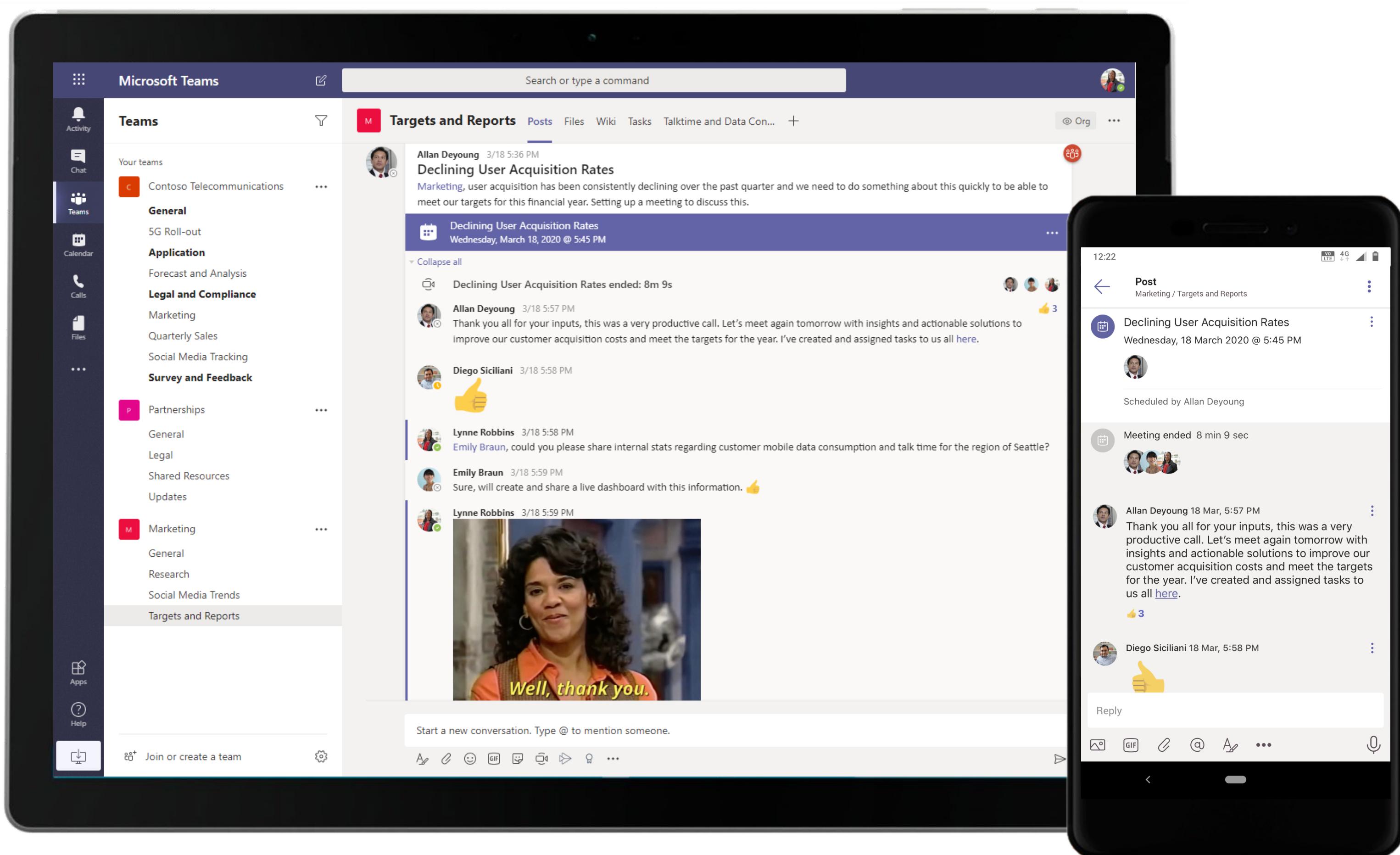
Word



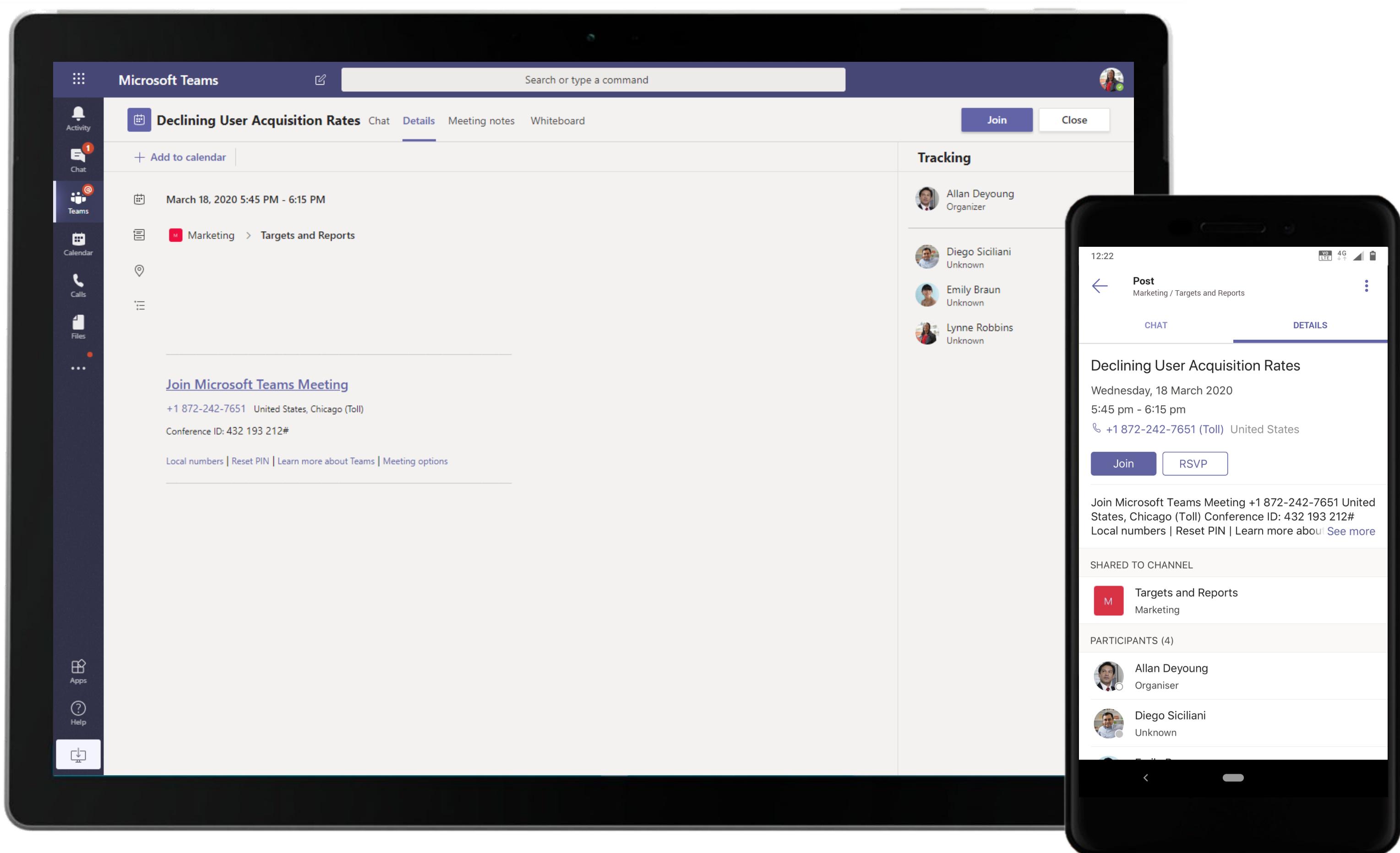
MeisterTask



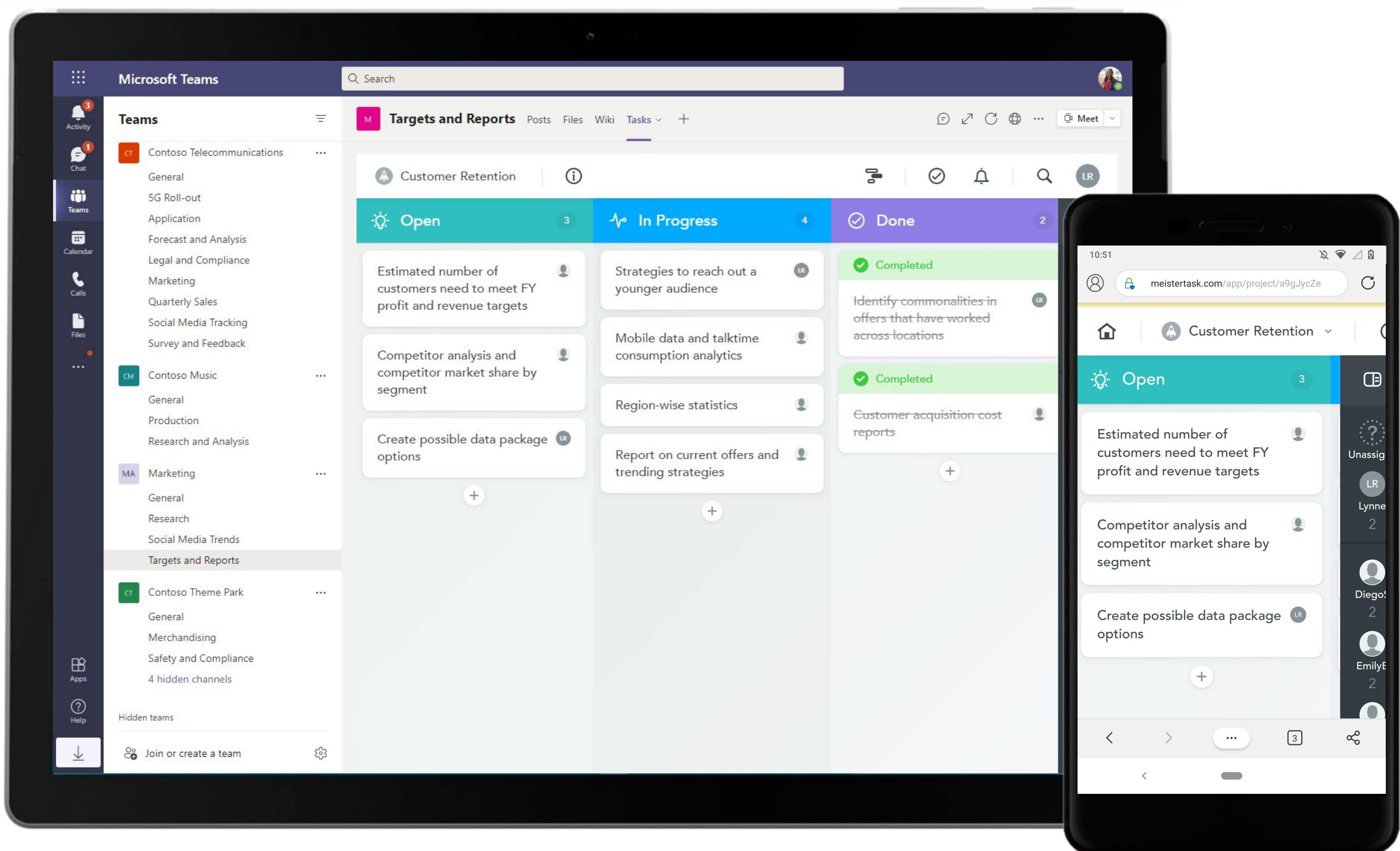
PowerPoint



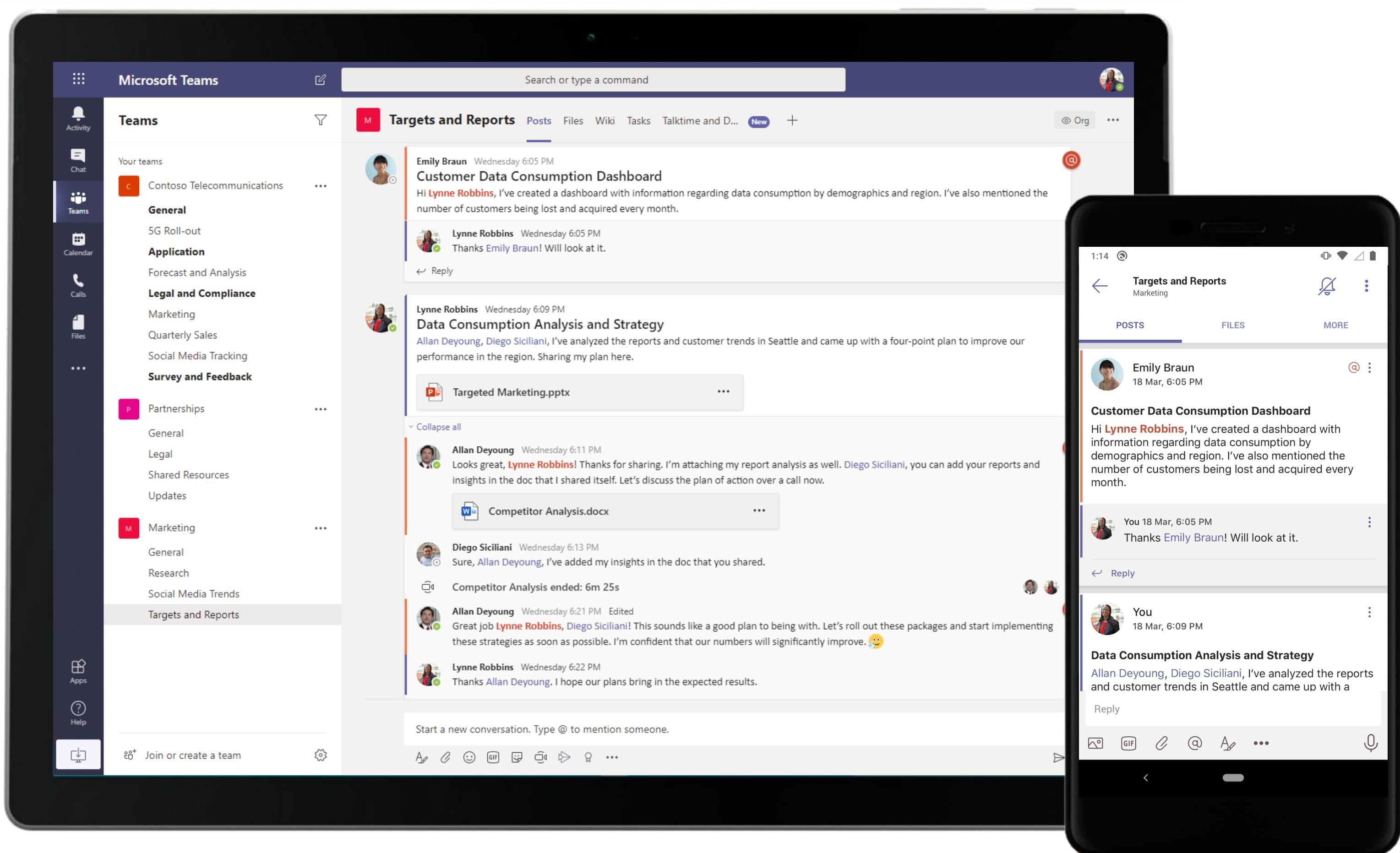
The Regional Manager kicks-off planning over an online meeting to discuss user acquisition and the team keeps conversations and relevant documents all in the meeting thread for easy reference.



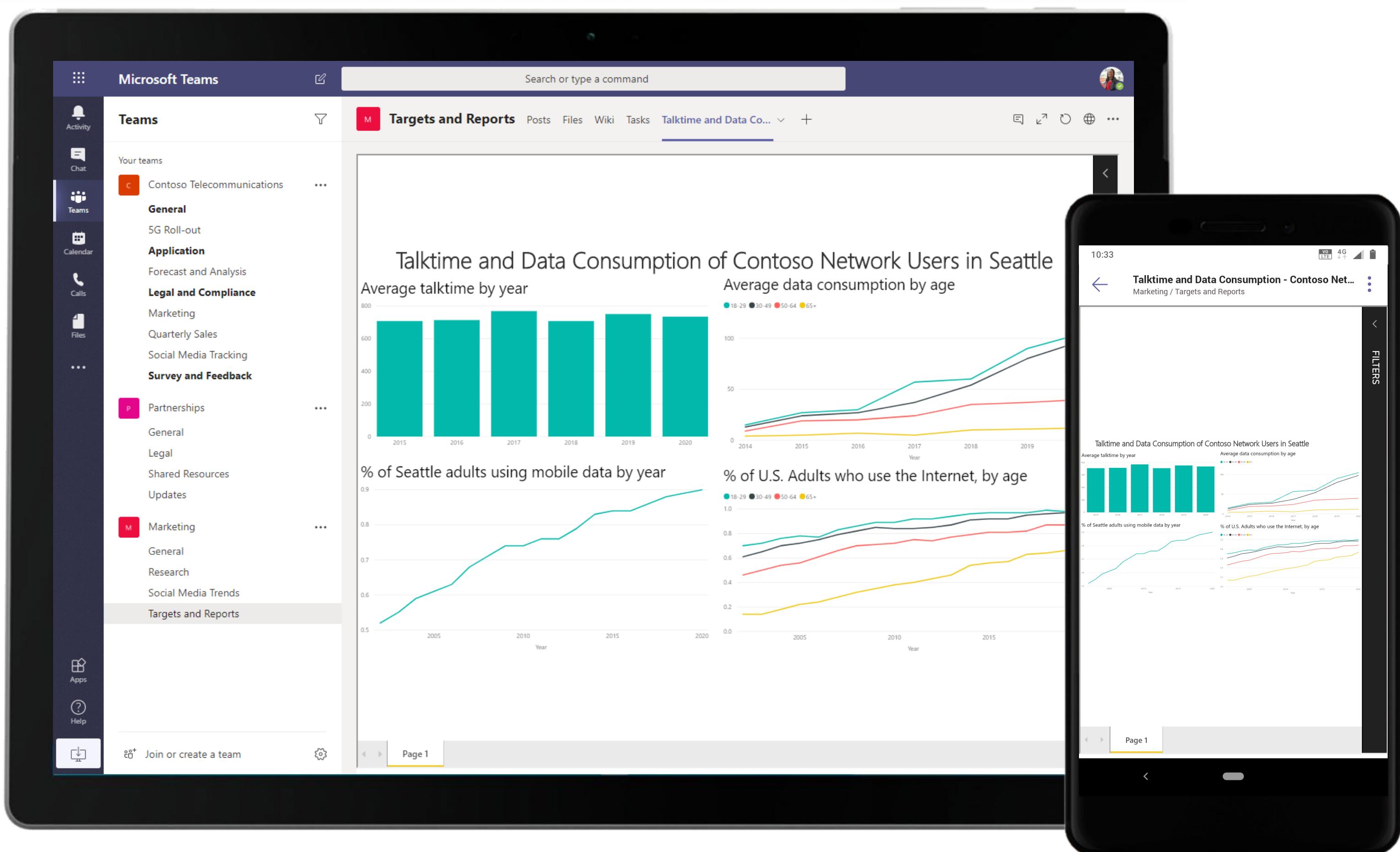
Plan meetings or keep them impromptu, according to team members' availability, which reflects in the native scheduling calendar. Hold seamless calls and conferences and share screens with enhanced security.



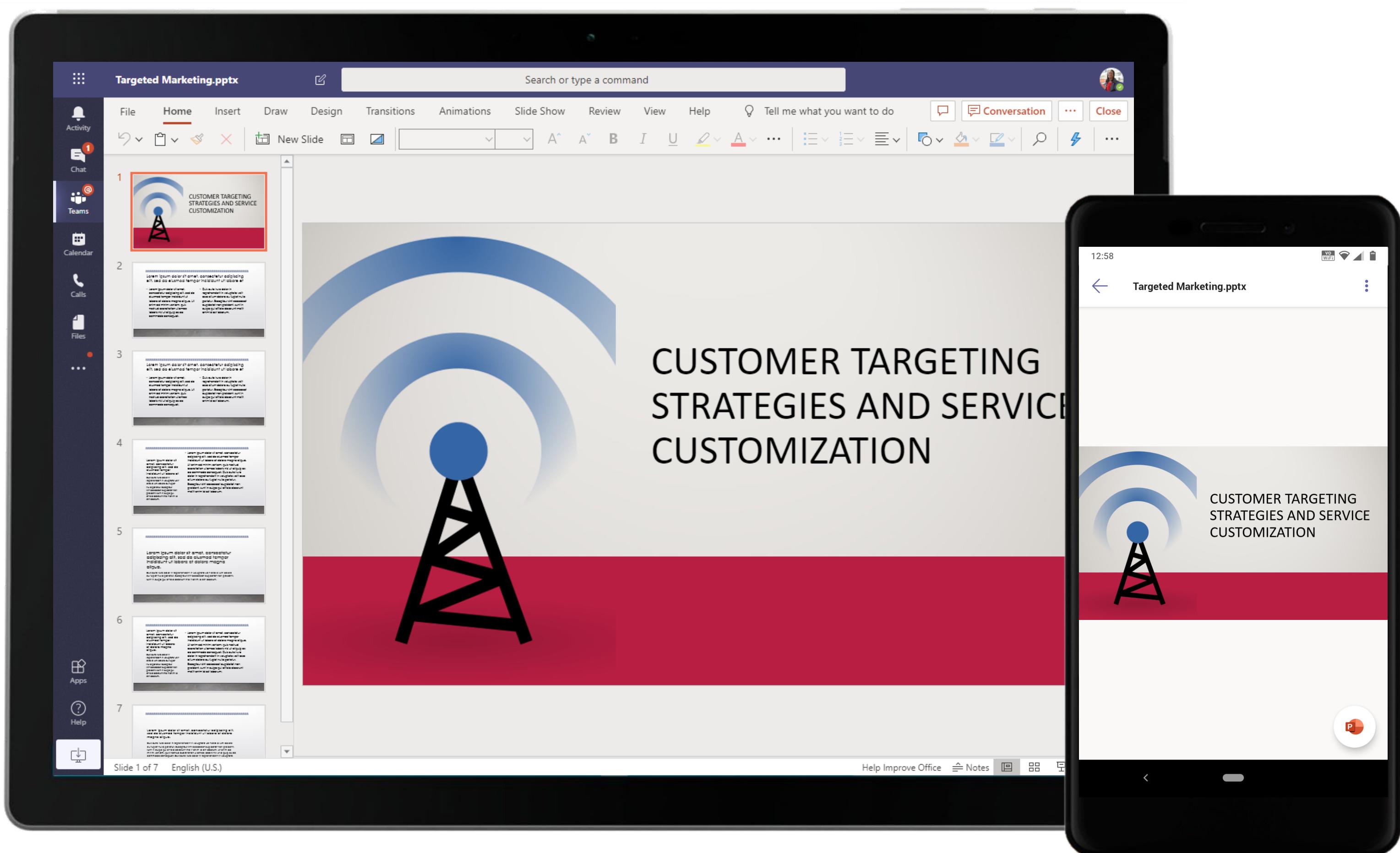
Enable simple yet powerful task management and collaboration tool that perfectly adapts to your team's workflow and lets you work together more efficiently with MeisterTask. The Regional Manager assigns and tracks tasks with a MeisterTask tab in the channel.



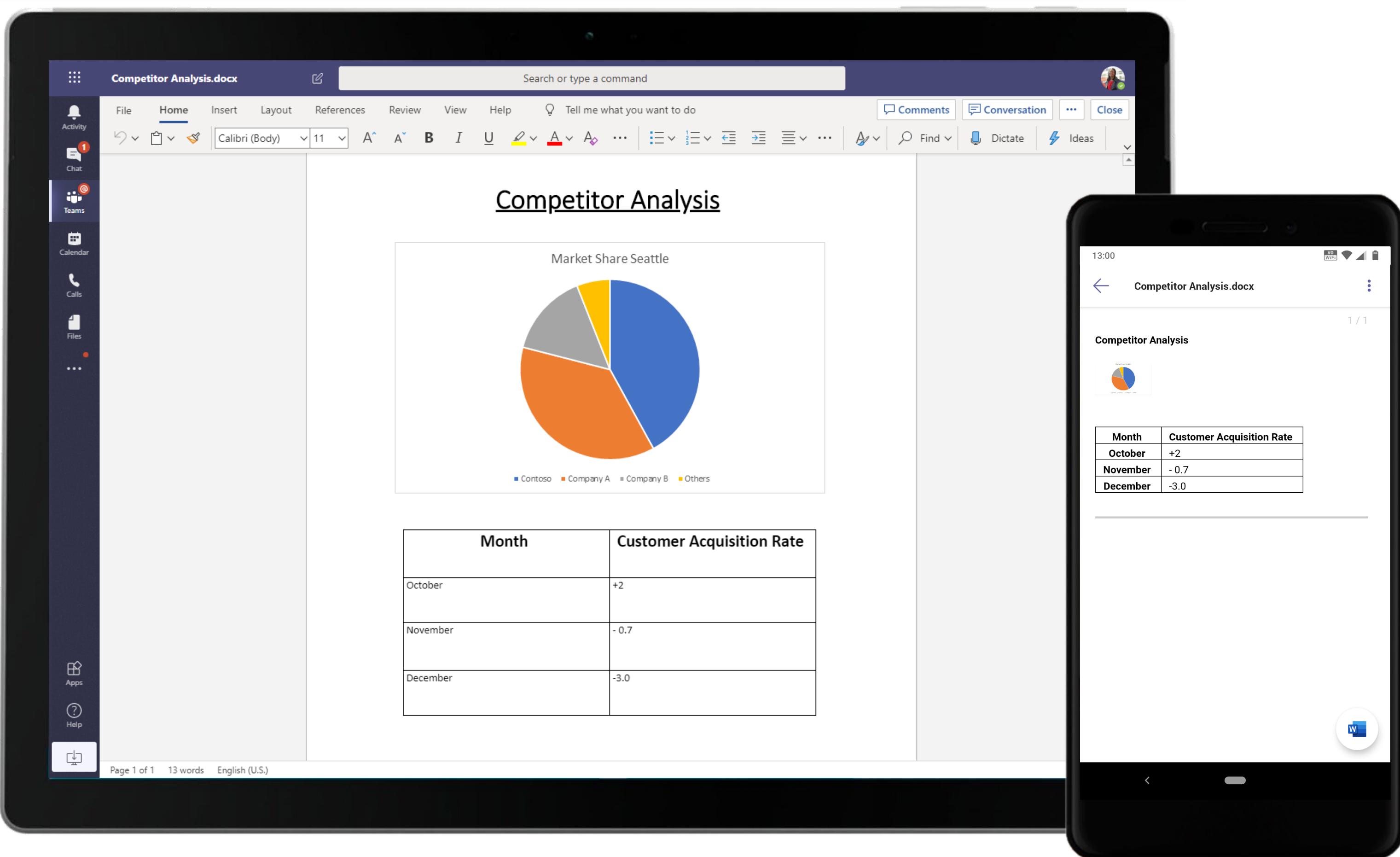
Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365 services.



A Power BI dashboard offers a visually rich view of current and projected data. The Marketing Manager uses Power BI to understand data consumption.

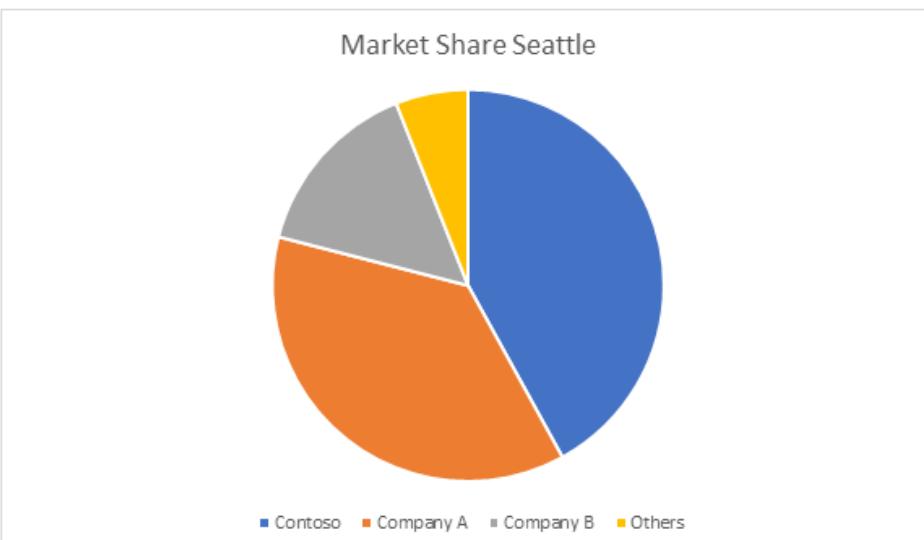


Deeply integrated Office 365 services allow you to create and share PowerPoint presentations in the channels with ease. The Marketing Manager shares strategy @mentioning relevant personnel to grab their quick attention.



**Competitor Analysis**

Market Share Seattle



Month	Customer Acquisition Rate
October	+2
November	-0.7
December	-3.0

13:00

Competitor Analysis.docx

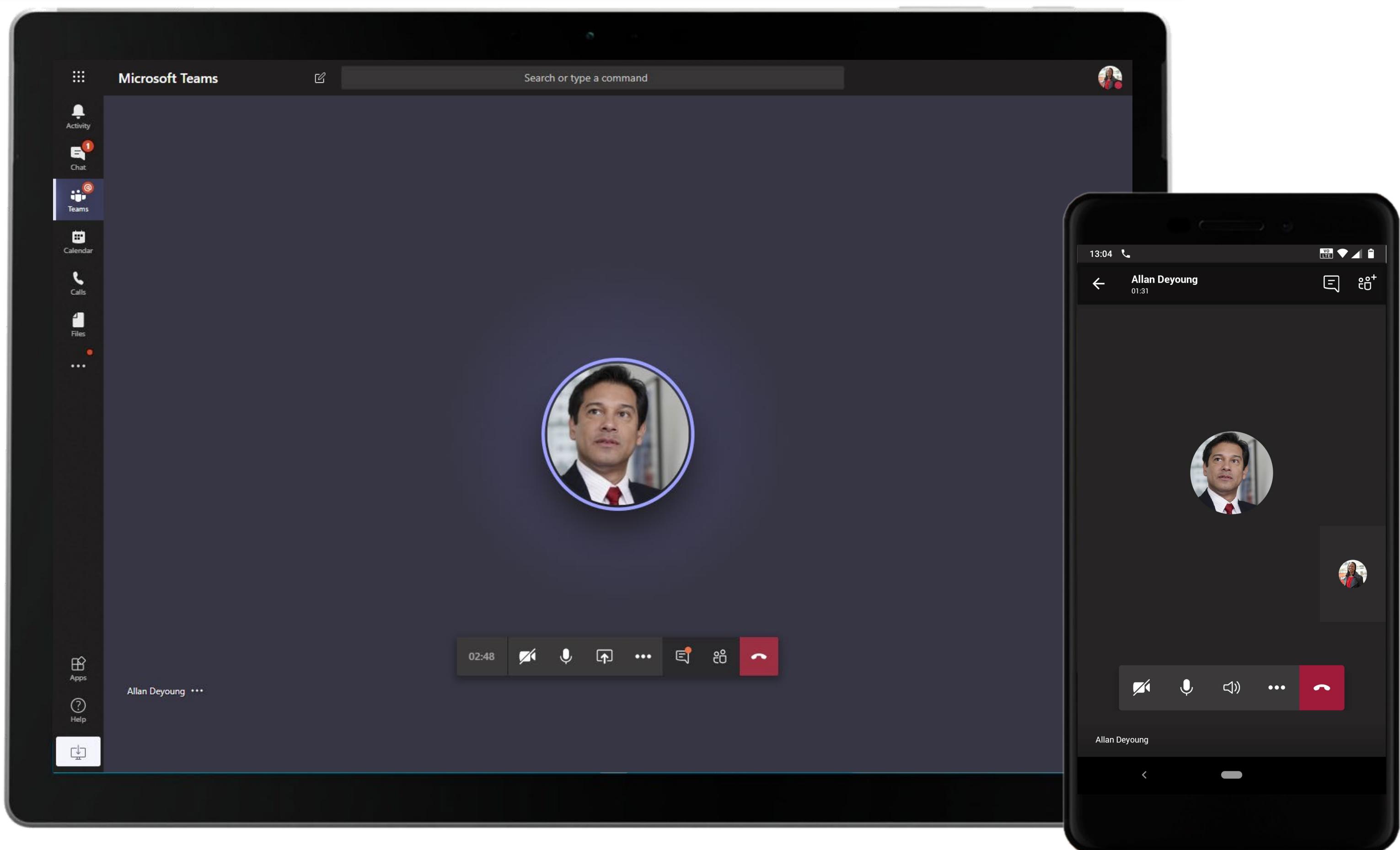
1 / 1

Competitor Analysis

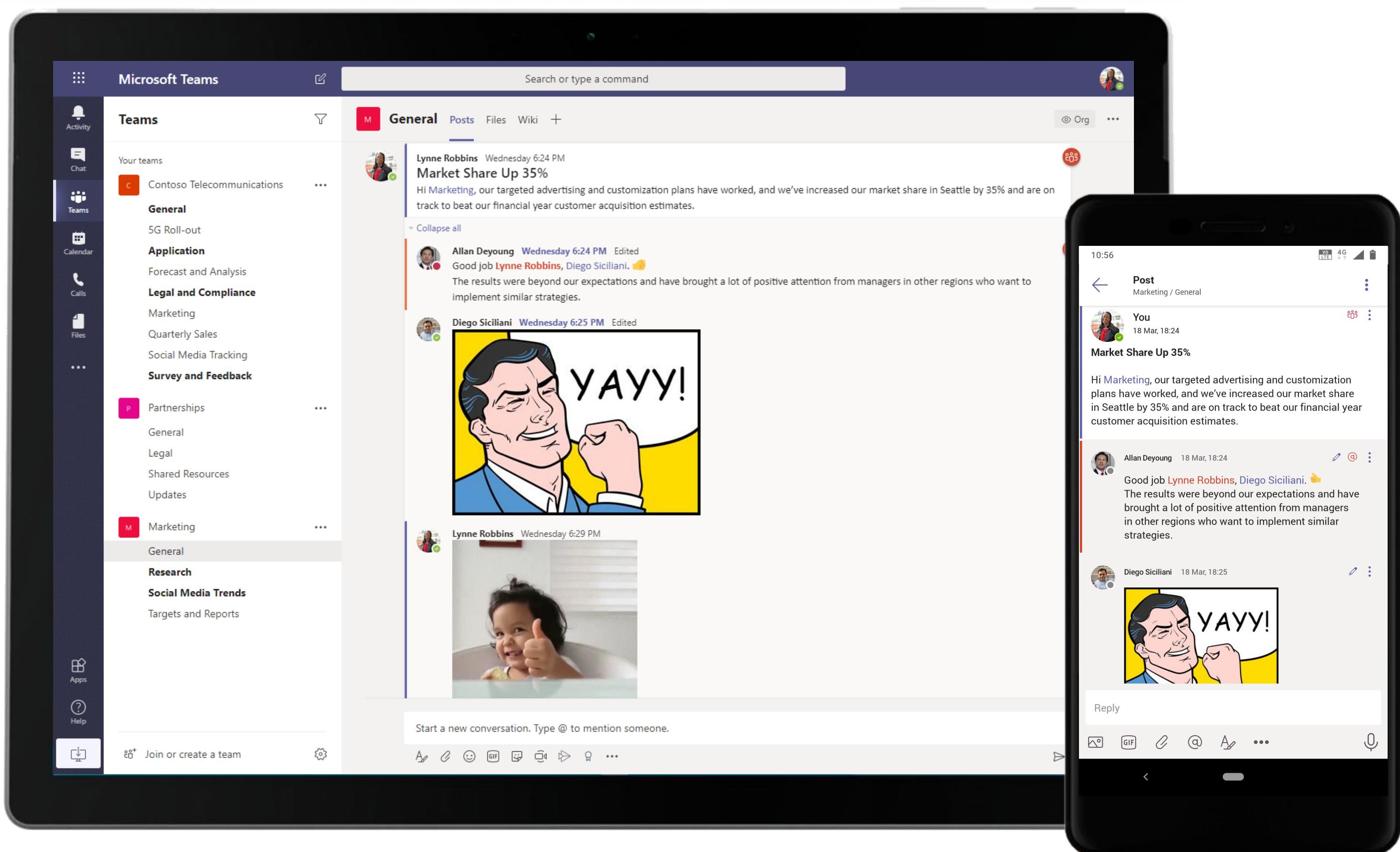


Month	Customer Acquisition Rate
October	+2
November	-0.7
December	-3.0

Enjoy powerful document creation and editing with the complete canvas and toolset of Word right inside Teams.  
Collaborate on team documents easily and easily store them in Files for each channel.



Meetings can either be scheduled or triggered instantly (using Meet Now).



Close out conversations in channels once your project objectives have been achieved. The files shared during the discussions will be added within the Files tab in the channel for quick access.



# Partnering with a Video Streaming Service

## Chief Operating Officer

### Scenario Walkthrough

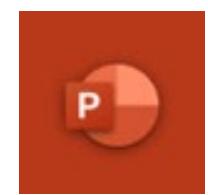
Contoso Telecommunications has partnered with Fabrikam, a video streaming service, to reach out to a wider audience and provide services that add value to its existing customer base. The Chief Operating Office uses Microsoft Teams to coordinate with the Marketing, Finance and Tech teams to execute a smooth integration of services across all verticals.

- Announces the partnership across teams and channels.
- Schedules a meeting and shares a PDF that lays out an outline of the partnership commitments via channel communications.
- Views the minutes of the meeting shared on OneNote.
- Responds to the Finance Manager and approves processes via 1:1 chat.
- Views integration details and documentation shared by managers in the Files tab.
- Reviews a compiled presentation of the strategic execution of cross-functional tasks using PowerPoint within a channel and appreciates team members for their contribution.

How did Microsoft Teams help the Chief Operating Officer to execute his roles and responsibilities?

- Share documents, slide decks and other material from the Files tab repository.
- Build and share presentations online in the cloud with PowerPoint.
- Channel meetings and conversations keep discussions in context with key players.
- Personal 1:1 conversation for quick approvals within Teams.

Which app integrations on Teams made it possible?



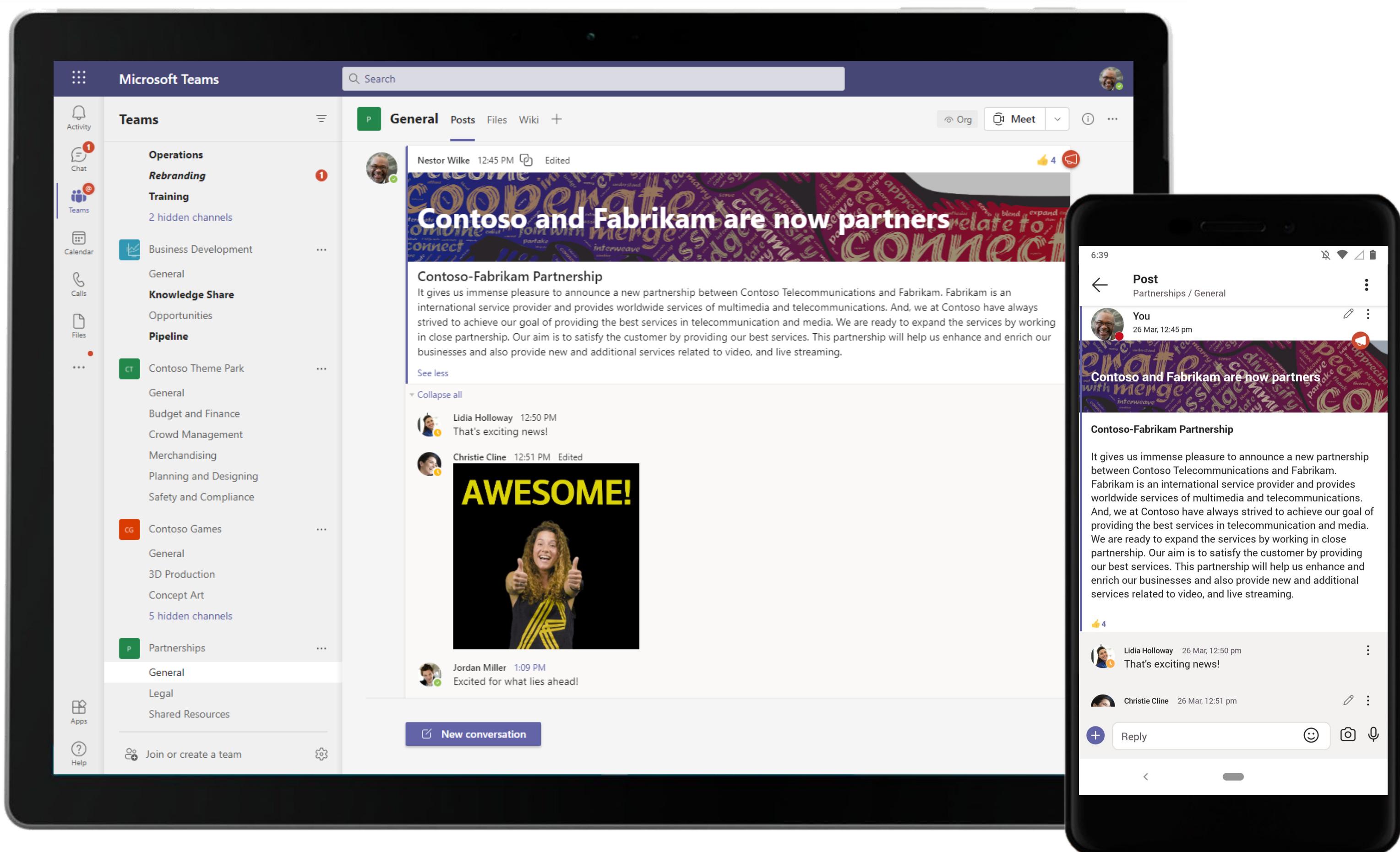
PowerPoint



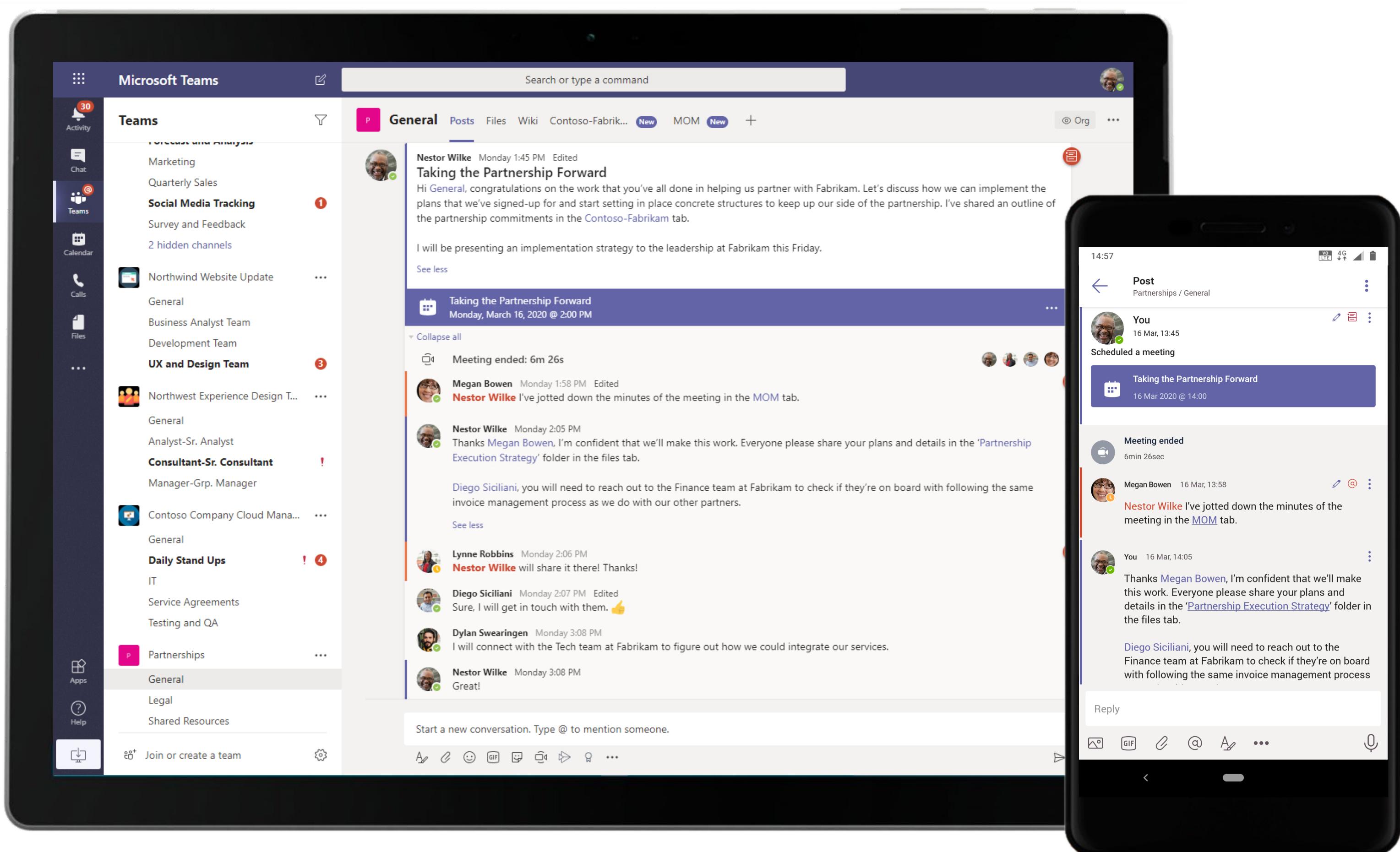
OneNote



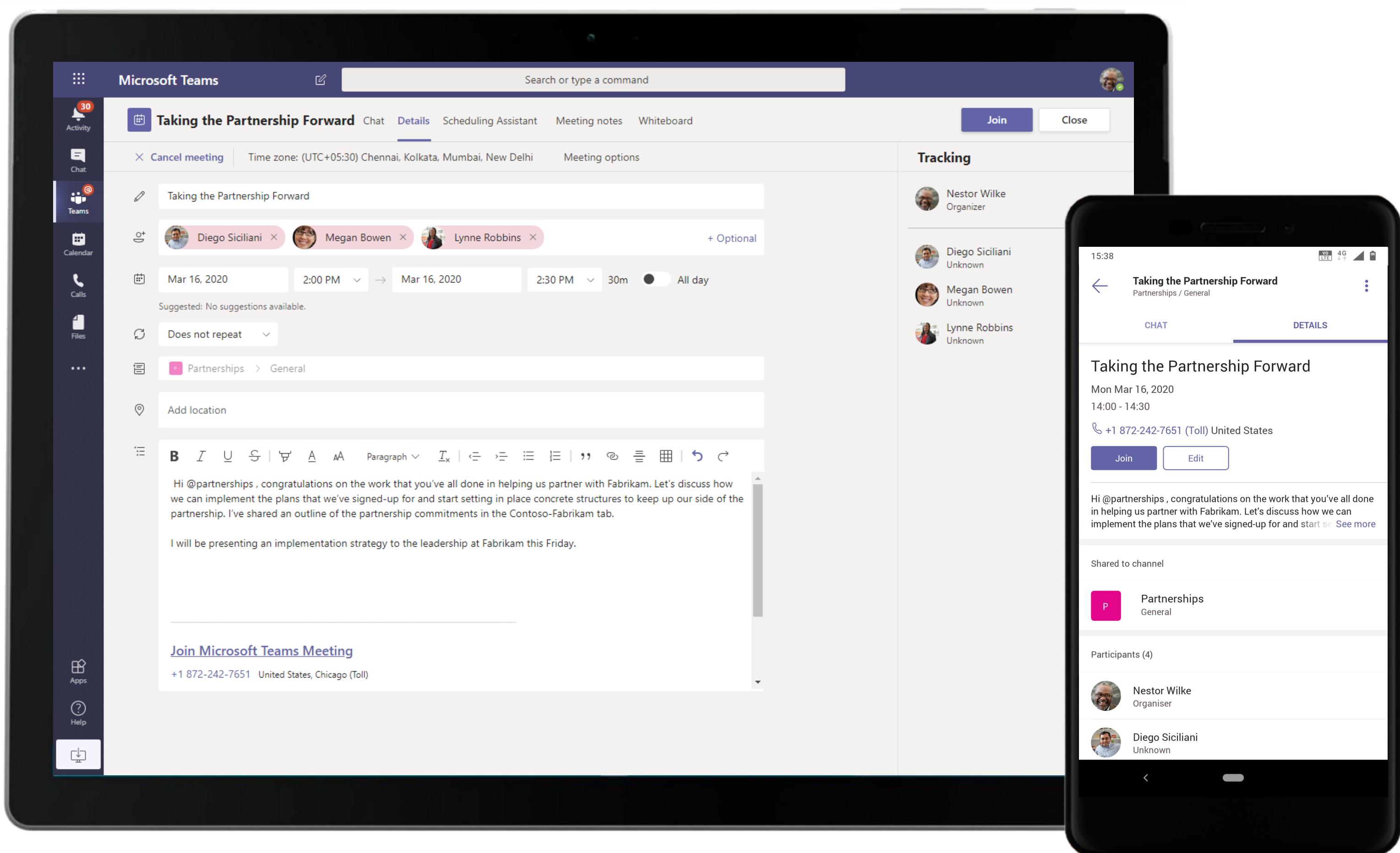
PDF



The Chief Operating Officer announces the new partnership across teams and channels with a single message. Microsoft Teams also allows you to choose between multiple channels for the message to be posted to.



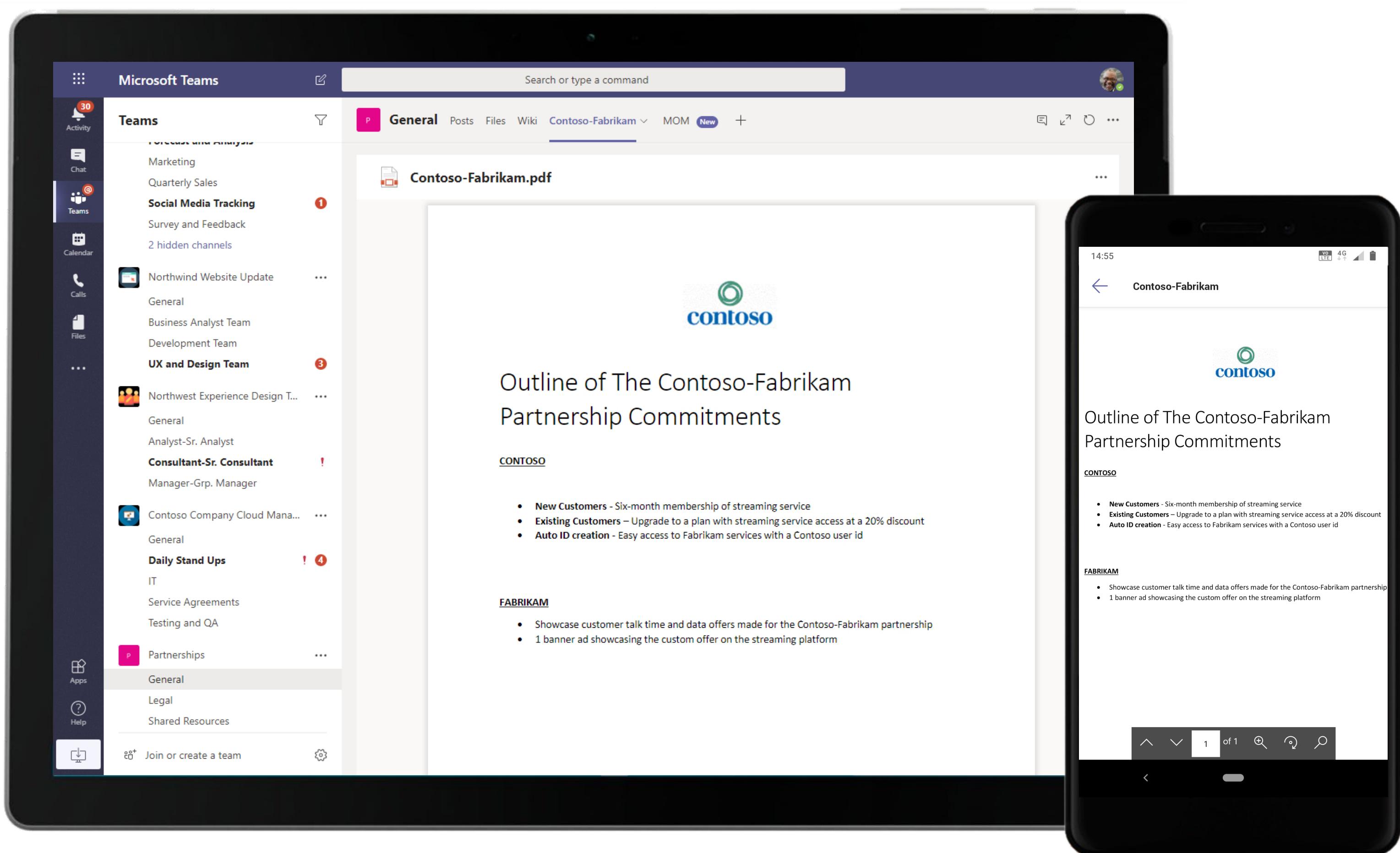
The Chief Operating Officer announces the new partnership in the channel, roping in relevant team members to help with planning. He uses the @mention feature to call their attention to his post, which also sends out a notification in their Activity Feed.



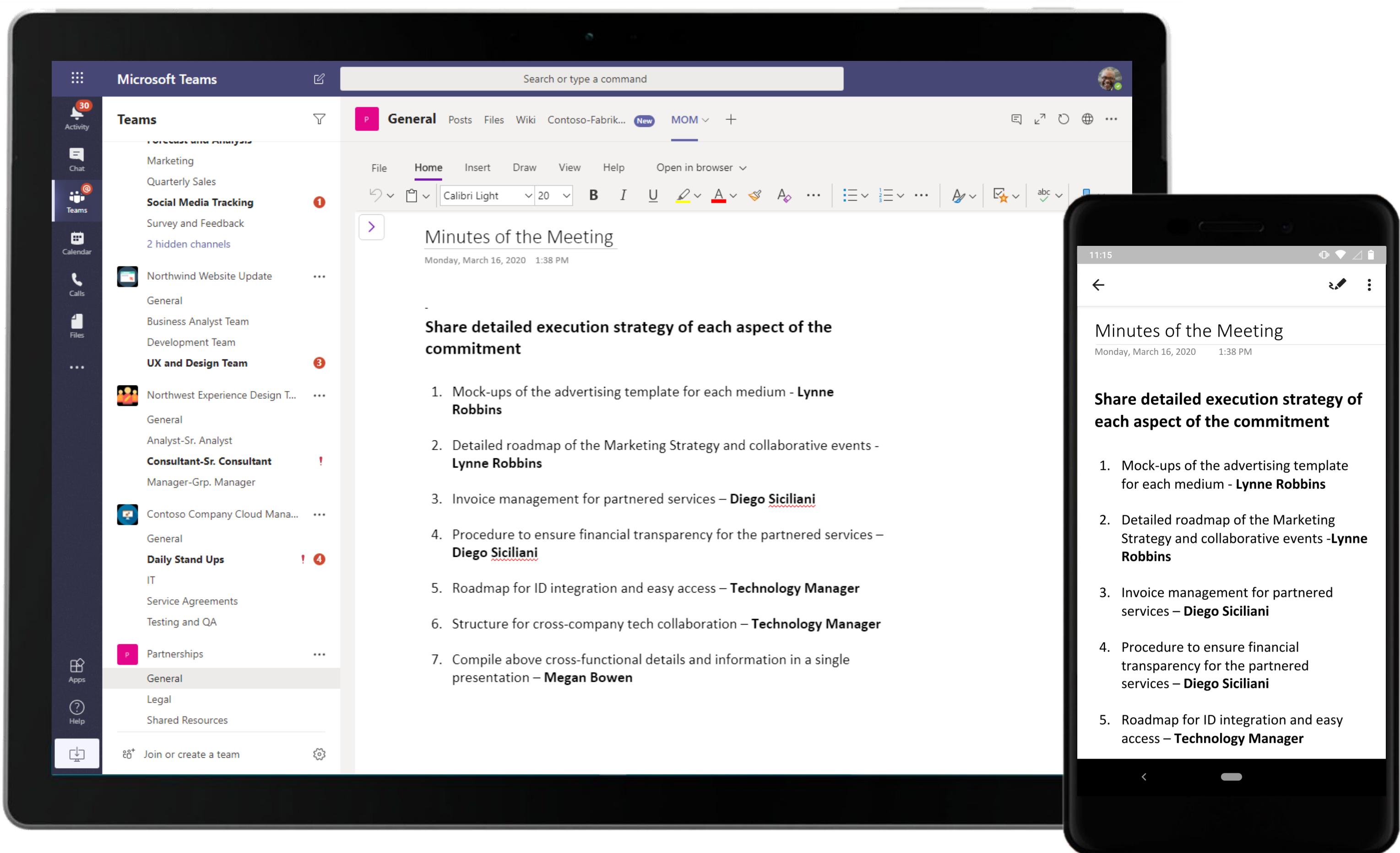
The image displays the Microsoft Teams interface on a tablet and a smartphone. The tablet screen shows the 'Meeting options' tab for a meeting titled 'Taking the Partnership Forward'. The meeting is scheduled for March 16, 2020, from 2:00 PM to 2:30 PM, with a duration of 30m. Participants listed are Diego Siciliani, Megan Bowen, Lynne Robbins, and Nestor Wilke (Organizer). The message pane contains a message from Nestor Wilke: 'Hi @partnerships , congratulations on the work that you've all done in helping us partner with Fabrikam. Let's discuss how we can implement the plans that we've signed-up for and start setting in place concrete structures to keep up our side of the partnership. I've shared an outline of the partnership commitments in the Contoso-Fabrikam tab.' Below the message is a 'Join Microsoft Teams Meeting' section with a phone number: +1 872-242-7651 United States, Chicago (Toll).

The smartphone screen shows the meeting details for 'Taking the Partnership Forward' on March 16, 2020, from 14:00 - 14:30. Participants listed are Nestor Wilke (Organizer), Diego Siciliani, Megan Bowen, and Lynne Robbins. The message pane contains a message from Nestor Wilke: 'Hi @partnerships , congratulations on the work that you've all done in helping us partner with Fabrikam. Let's discuss how we can implement the plans that we've signed-up for and start setting in place concrete structures to keep up our side of the partnership. I've shared an outline of the partnership commitments in the Contoso-Fabrikam tab.' Below the message is a 'Join Microsoft Teams Meeting' section with a phone number: +1 872-242-7651 United States, Chicago (Toll).

Plan meetings or keep them impromptu, according to team members' availability, which reflects in the native scheduling calendar. Hold seamless calls and conferences and share screens with enhanced security.



Give team members quick access to tools, services, and files with Microsoft Teams Tabs. The Chief Operating Officer shares the partnership outline PDF in a tab.



The image shows a Microsoft Teams interface on a laptop screen and a mobile phone screen, both displaying a OneNote document titled "Minutes of the Meeting".

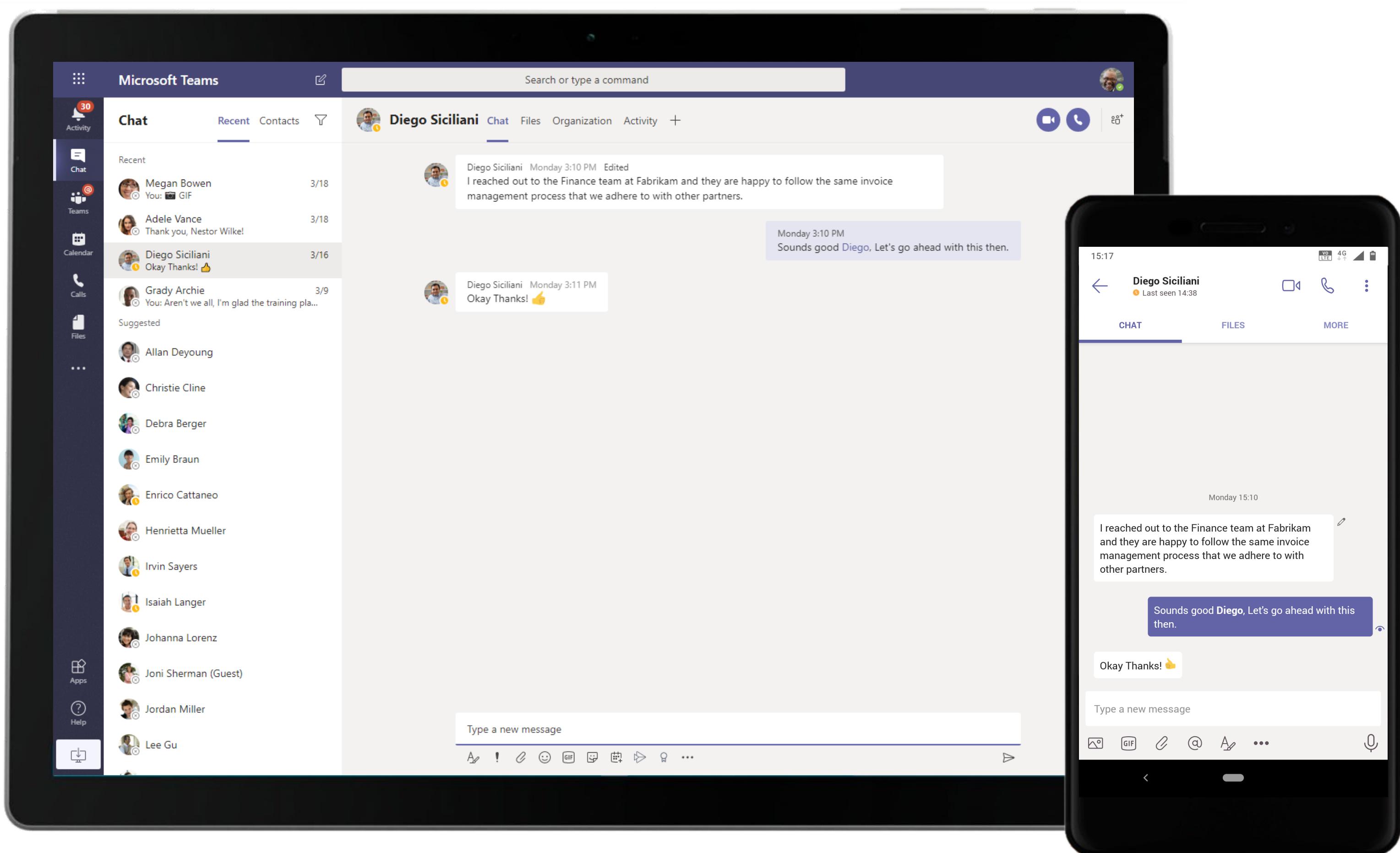
**Laptop Screen (Microsoft Teams):**

- Left Sidebar:** Lists various teams: Marketing, Quarterly Sales, Social Media Tracking (highlighted in pink), Survey and Feedback, 2 hidden channels, Northwind Website Update, UX and Design Team (highlighted in pink), Northwest Experience Design T..., Contoso Company Cloud Mana..., Daily Stand Ups (highlighted in pink), and Partnerships.
- Top Bar:** Microsoft Teams logo, Activity (30 notifications), Chat, Teams, Calendar, Calls, Files, Apps, Help, and a "Join or create a team" button.
- Document View:** Title: "Minutes of the Meeting" (Monday, March 16, 2020 1:38 PM). Content: "Share detailed execution strategy of each aspect of the commitment" followed by a numbered list of 7 items. The list includes tasks assigned to Lynne Robbins, Diego Siciliani, and Technology Manager.

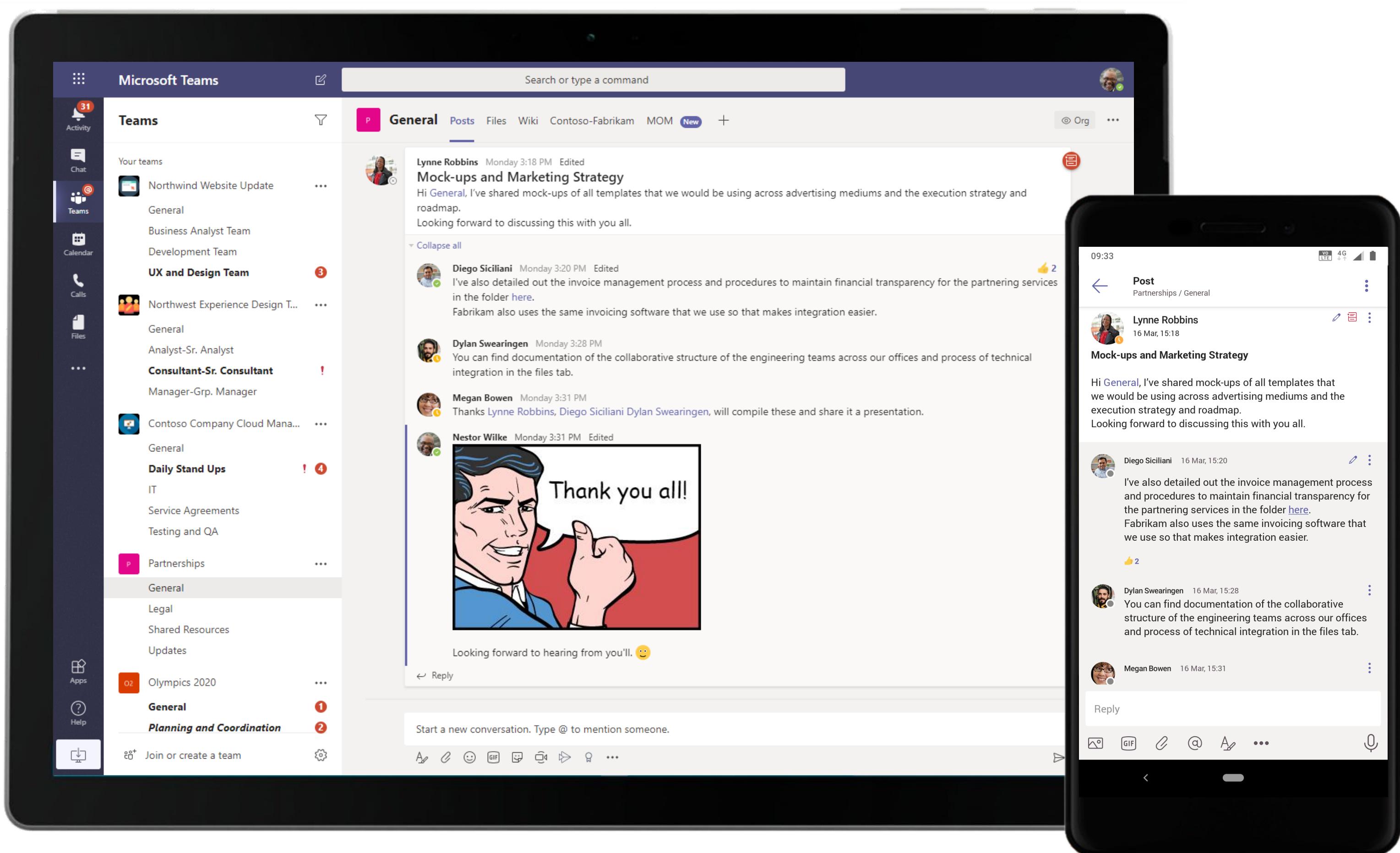
**Mobile Phone Screen:**

- Top Bar:** Shows the time (11:15) and a back arrow.
- Document View:** Title: "Minutes of the Meeting" (Monday, March 16, 2020 1:38 PM). Content: "Share detailed execution strategy of each aspect of the commitment" followed by a numbered list of 5 items, which is a subset of the list on the laptop screen.

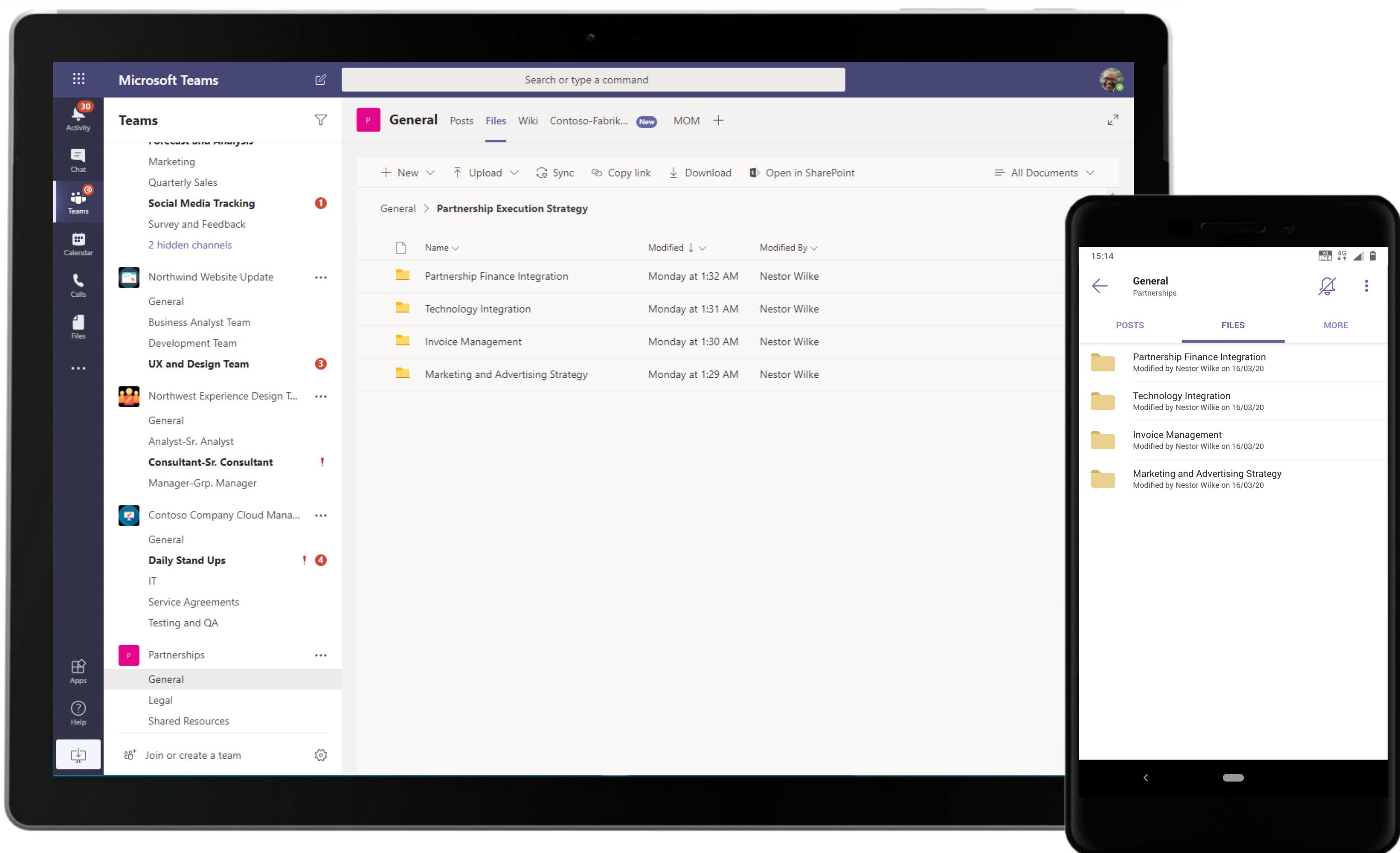
Enjoy collaborative and powerful document creation with OneNote in Microsoft Teams. A team member uses OneNote to create minutes of the meeting and share them with the team.

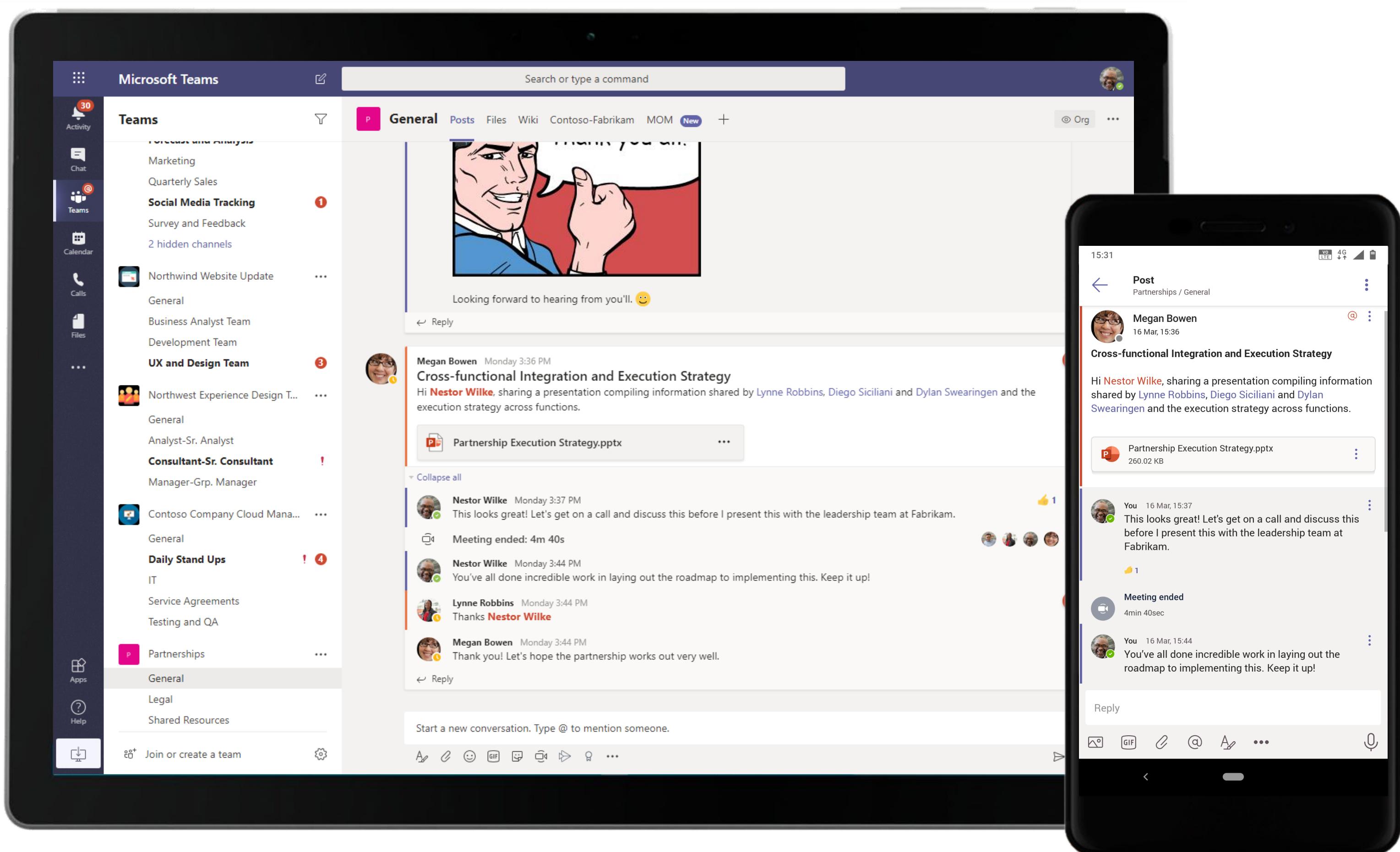


Quickly reach out to and chat with co-workers. Take conversations offline from channels for 1:1 discussions. The Finance Manager provides a quick update over chat about the processes adopted by the other team.

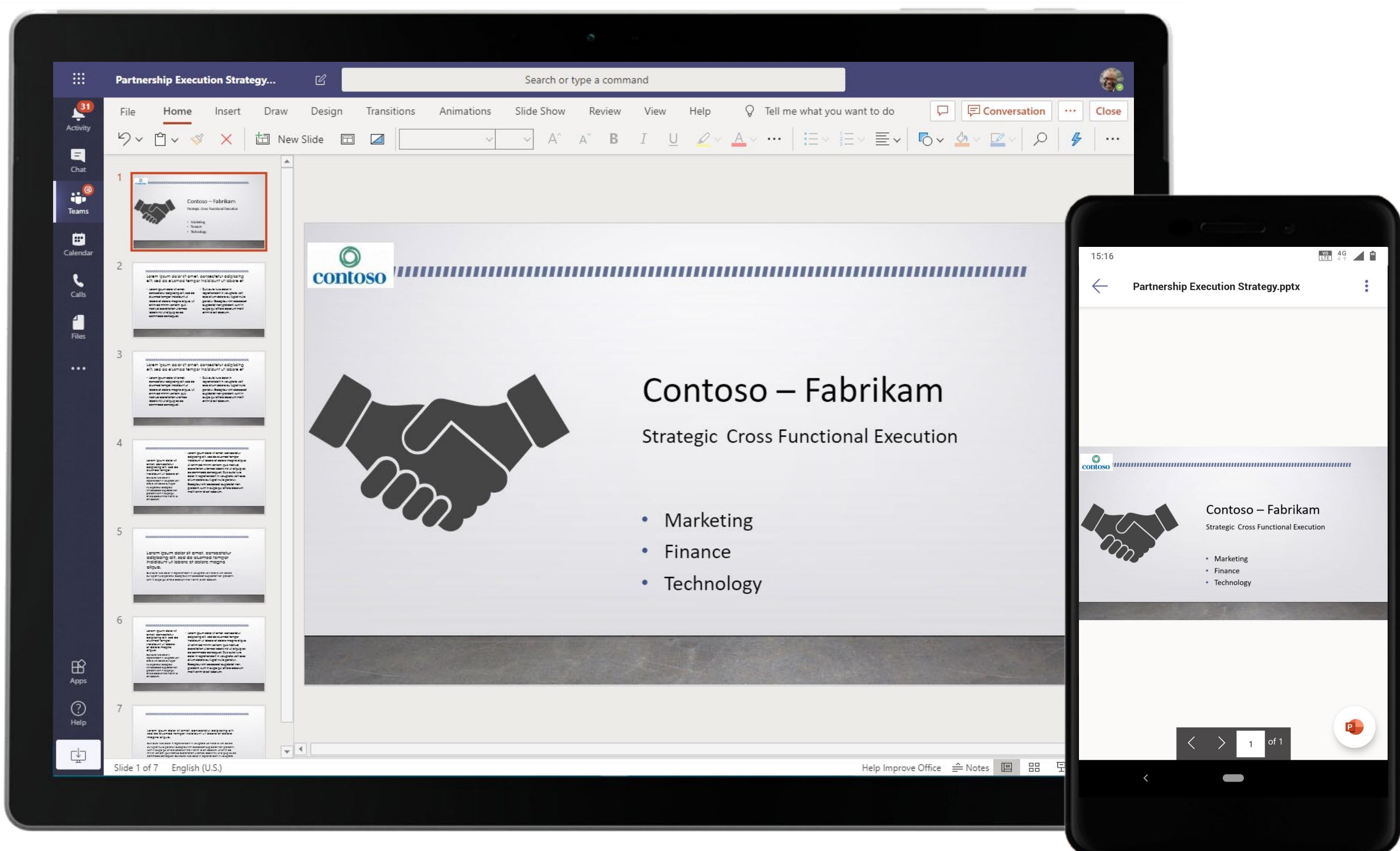


Channel conversations can contain a lot things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.





Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations. The @mention feature helps grab quick attention of the relevant team members.



Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365 services.



# Planning Routine Safety Drills

## Safety and Compliance Manager

### Scenario Walkthrough

Contoso believes that all their theme parks should develop and implement an emergency plan to protect guests, employees and property under any unforeseen circumstances. The Safety and Compliance Manager takes charge and collaborates with team members using Microsoft Teams to schedule safety drills across sites.

- Schedules a meeting, and brainstorms ideas and suggestions on organizing safety drills with team members by employing Freehand by InVision.
- Creates a task board for plan implementation with several columns/ cards/ buckets and moves the tasks between them using a Tasks by Planner and To Do board.
- Creates and shares templates for emergencies using Word and houses these files within the channel for future reference.
- Announces company-wide updates using Company Communicator.

How did Microsoft Teams help the Safety and Compliance Manager execute his roles and responsibilities?

- Freehand by InVision for collaborating on new ideas to devise an action plan in real-time.
- Tasks by Planner and To Do helps track and communicate tasks and milestones without having to switch applications.
- Office application like Word to create templates right within Microsoft Teams.
- Leverage corporate communication and the group broadcast capabilities of the Company Communicator app within Teams.

Which app integrations on Teams made it possible?



Tasks by Planner  
and To Do



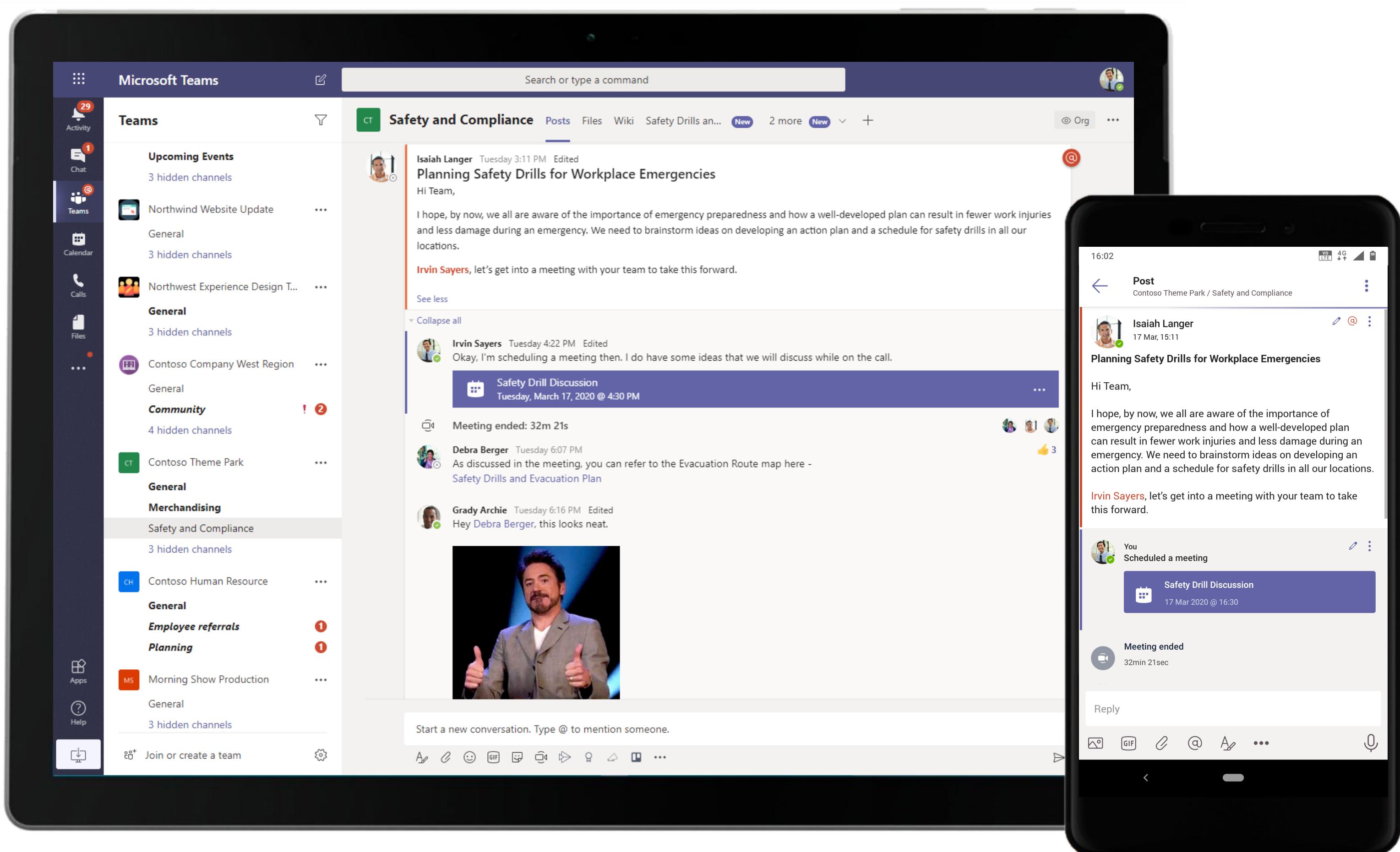
Word



Company  
Communicator



Freehand by  
InVision



Microsoft Teams

Search or type a command

Teams

Upcoming Events

3 hidden channels

Northwind Website Update

General

3 hidden channels

Northwest Experience Design T...

General

3 hidden channels

Contoso Company West Region

General

Community

4 hidden channels

Contoso Theme Park

General

Merchandising

Safety and Compliance

3 hidden channels

Contoso Human Resource

General

Employee referrals

Planning

Morning Show Production

General

3 hidden channels

Join or create a team

Start a new conversation. Type @ to mention someone.

CT Safety and Compliance Posts Files Wiki Safety Drills an... New 2 more New + Org ...

Isaiah Langer Tuesday 3:11 PM Edited  
Planning Safety Drills for Workplace Emergencies  
Hi Team,

I hope, by now, we all are aware of the importance of emergency preparedness and how a well-developed plan can result in fewer work injuries and less damage during an emergency. We need to brainstorm ideas on developing an action plan and a schedule for safety drills in all our locations.

Irvin Sayers, let's get into a meeting with your team to take this forward.

See less

Irvin Sayers Tuesday 4:22 PM Edited  
Okay, I'm scheduling a meeting then. I do have some ideas that we will discuss while on the call.

Safety Drill Discussion  
Tuesday, March 17, 2020 @ 4:30 PM

Meeting ended: 32m 21s

Debra Berger Tuesday 6:07 PM  
As discussed in the meeting, you can refer to the Evacuation Route map here - [Safety Drills and Evacuation Plan](#)

Grady Archie Tuesday 6:16 PM Edited  
Hey Debra Berger, this looks neat.

Start a new conversation. Type @ to mention someone.

16:02

Post  
Contoso Theme Park / Safety and Compliance

Isaiah Langer  
17 Mar, 15:11

Planning Safety Drills for Workplace Emergencies

Hi Team,

I hope, by now, we all are aware of the importance of emergency preparedness and how a well-developed plan can result in fewer work injuries and less damage during an emergency. We need to brainstorm ideas on developing an action plan and a schedule for safety drills in all our locations.

Irvin Sayers, let's get into a meeting with your team to take this forward.

You  
Scheduled a meeting

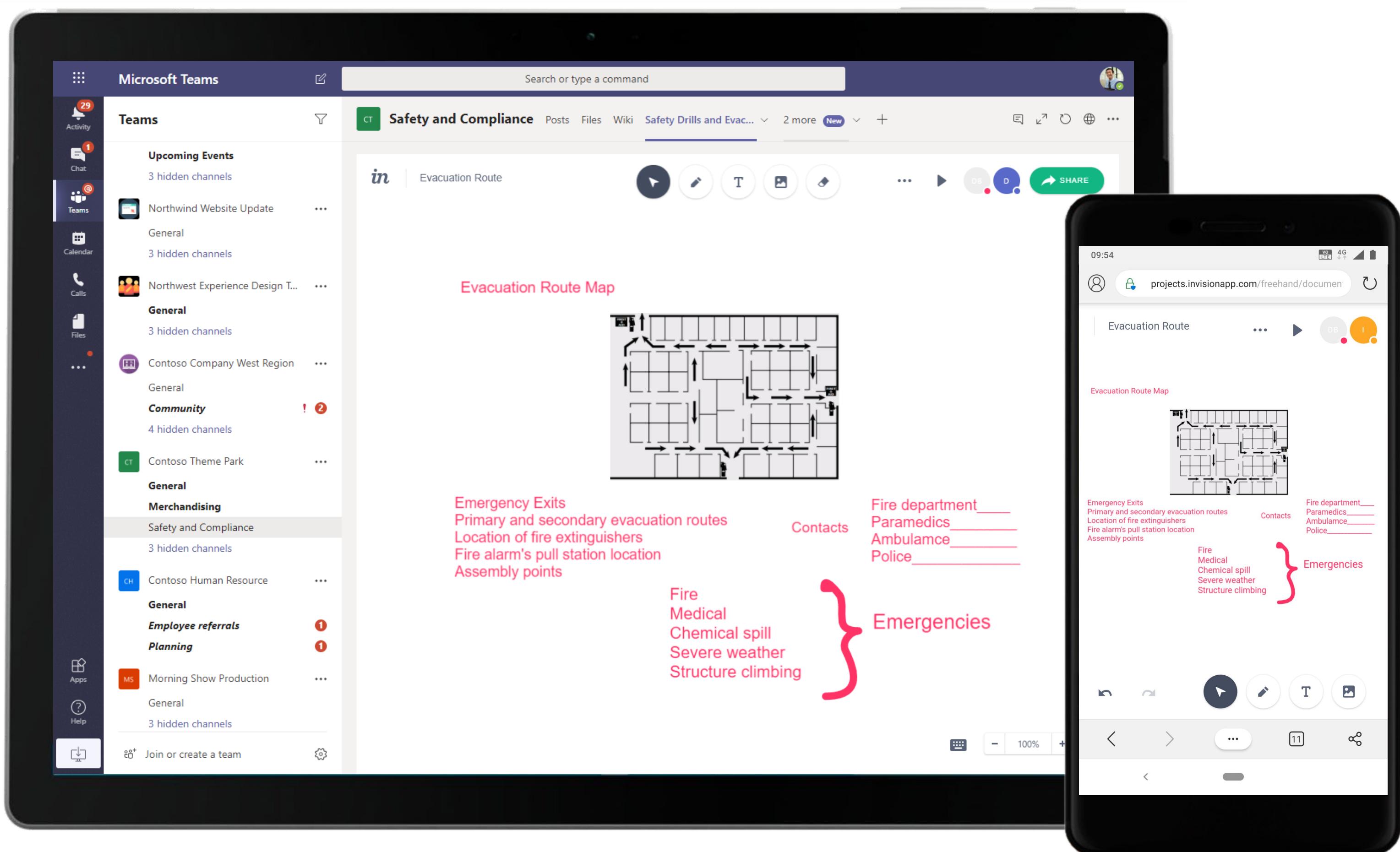
Safety Drill Discussion  
17 Mar 2020 @ 16:30

Meeting ended  
32min 21sec

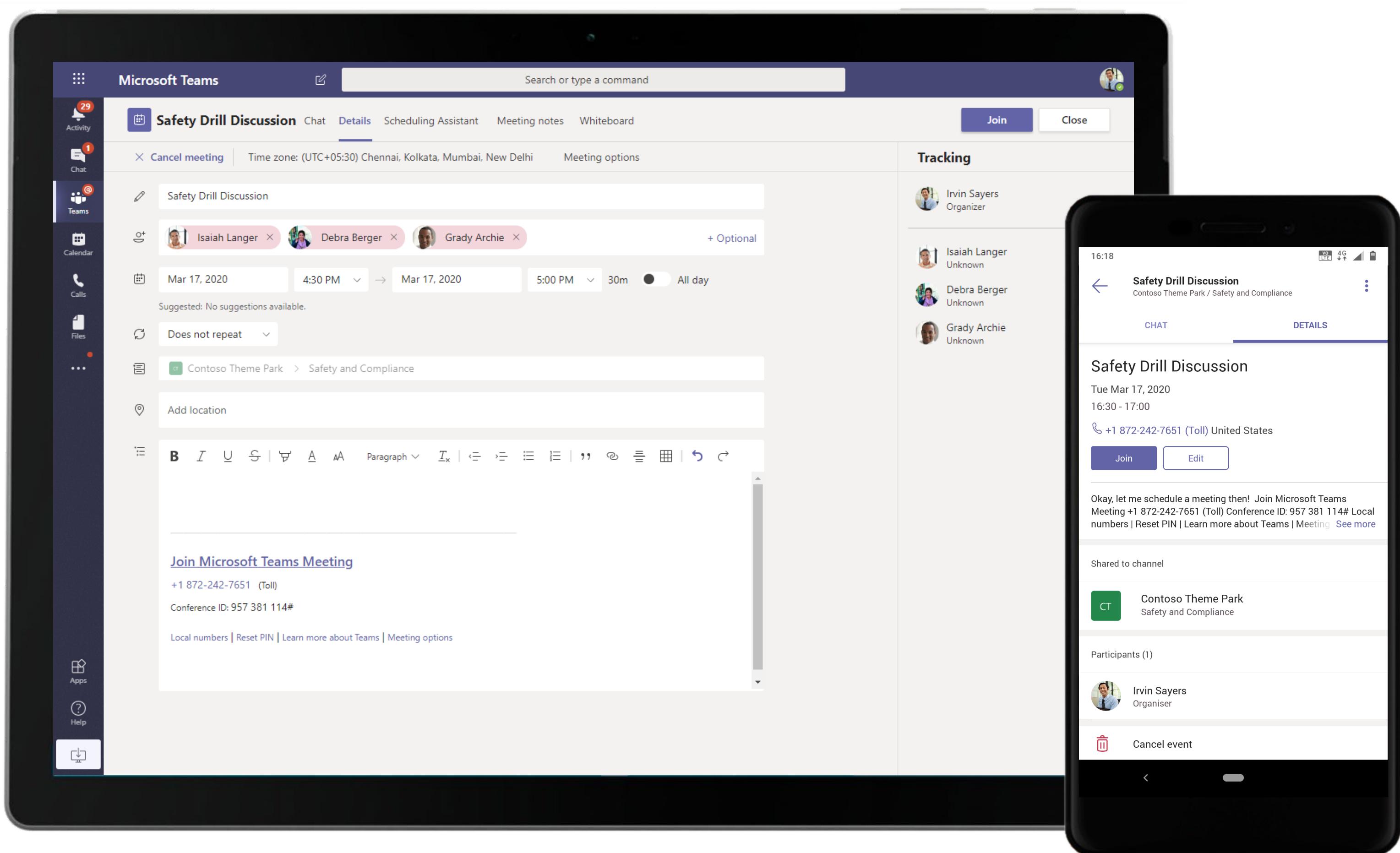
Reply

...

Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread. The team schedules meetings and shares files within the same thread too.



Collaborate, ideate and draft solutions on an infinite white boarding space with Freehand by InVision in Teams. The Safety and Compliance Manager uses the Freehand by InVision app to draw up the disaster routine drill.



The image displays the Microsoft Teams platform interface, showing the creation and details of a meeting titled "Safety Drill Discussion".

**Meeting Details:**

- Title:** Safety Drill Discussion
- Participants:** Isaiah Langer, Debra Berger, Grady Archie (Organizer: Irvin Sayers)
- Date:** Mar 17, 2020
- Time:** 16:30 - 17:00
- Location:** Contoso Theme Park / Safety and Compliance
- Meeting ID:** +1 872-242-7651 (Toll)
- Conference ID:** 957 381 114#

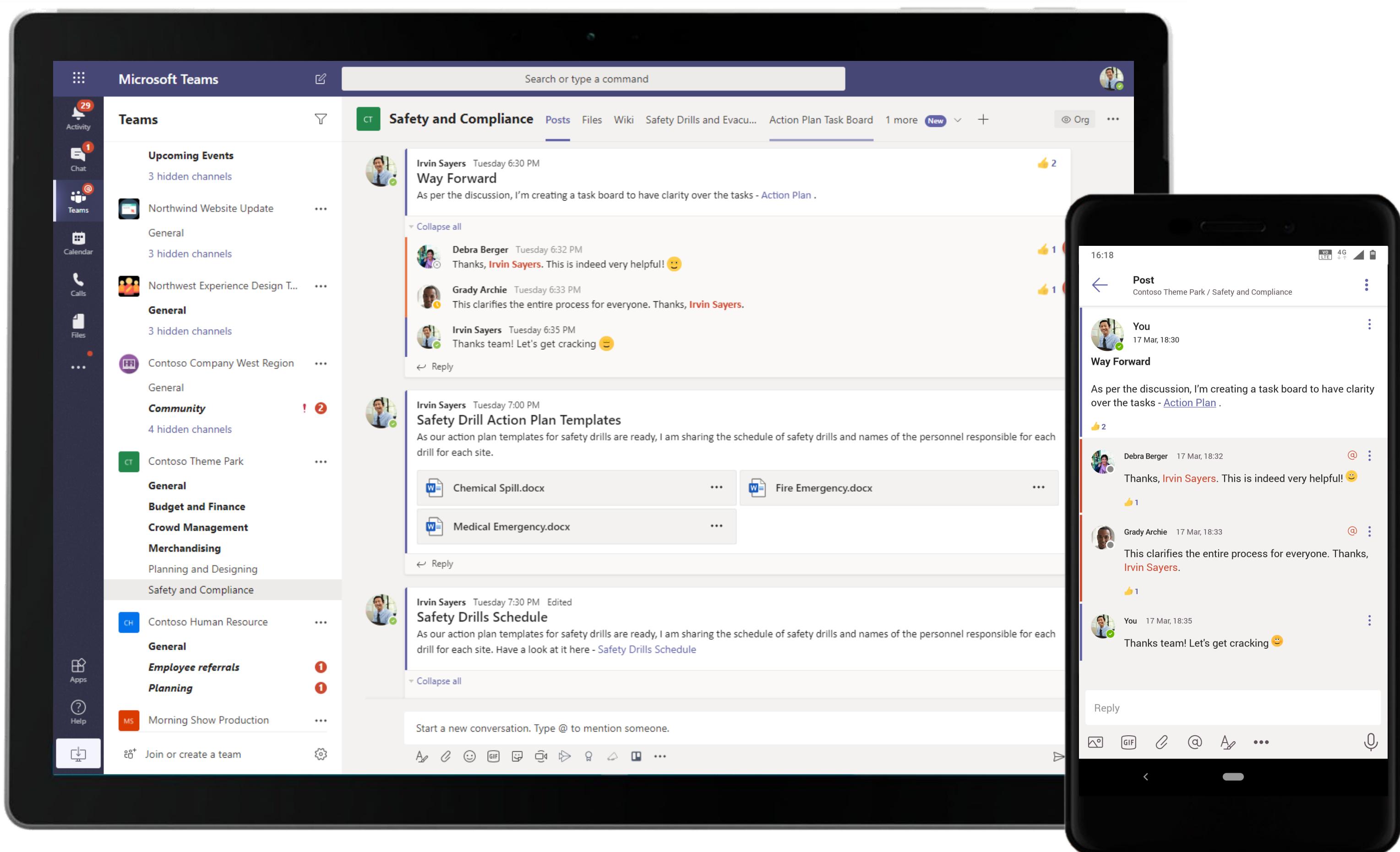
**Tracking:**

- Irvin Sayers (Organizer)
- Isaiah Langer
- Debra Berger
- Grady Archie

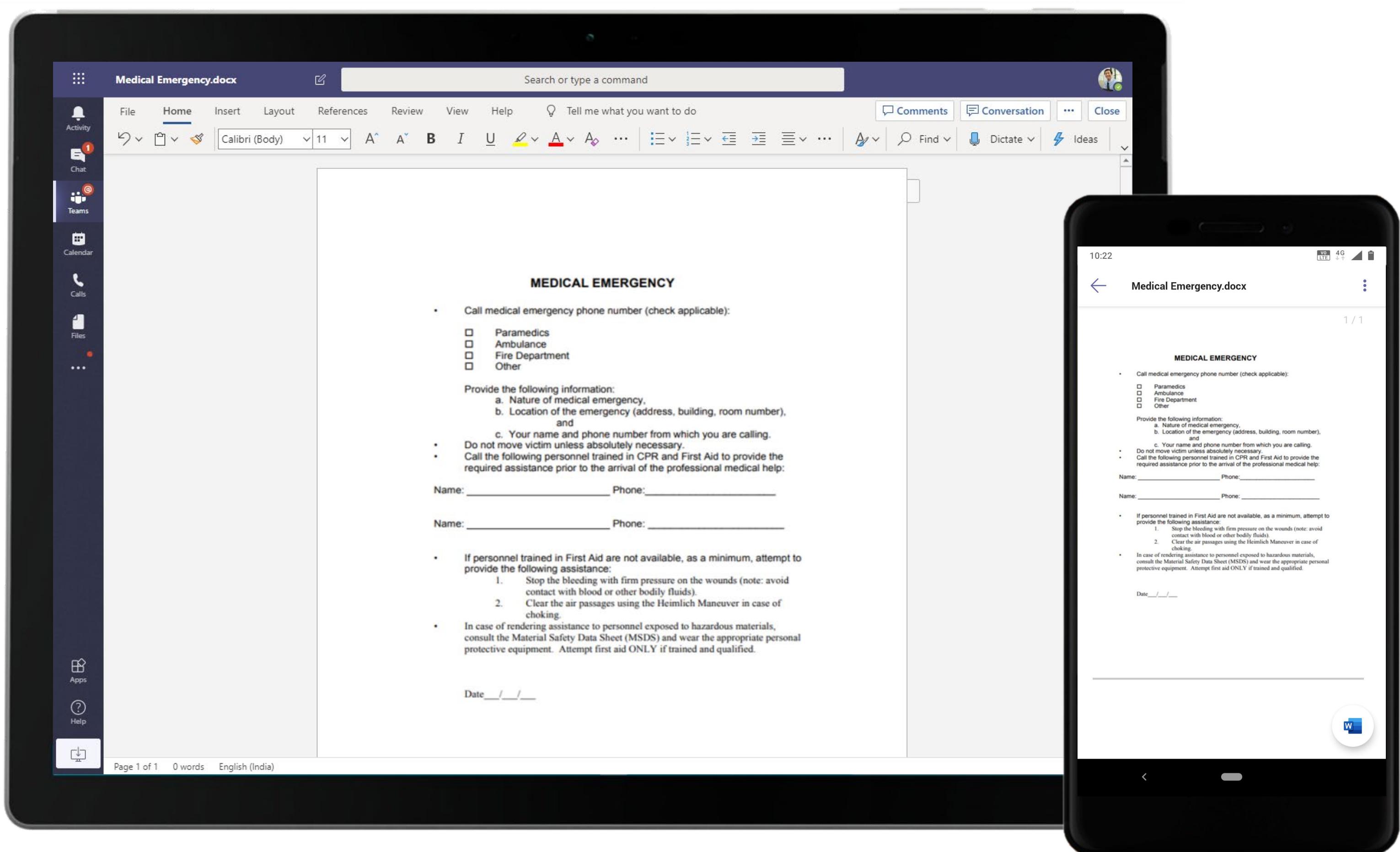
**Mobile Phone View:**

- Details:** Shows the meeting title, date, time, and location.
- Participants:** Shows the list of participants.
- Actions:** Includes a "Join" button and an "Edit" button.

Easily schedule meetings and find the best available times for invitees through the native scheduling calendar. The Safety and Compliance Manager uses this feature to schedule a safety drill discussion.



Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, while keeping relevant discussions and files grouped together.



**MEDICAL EMERGENCY**

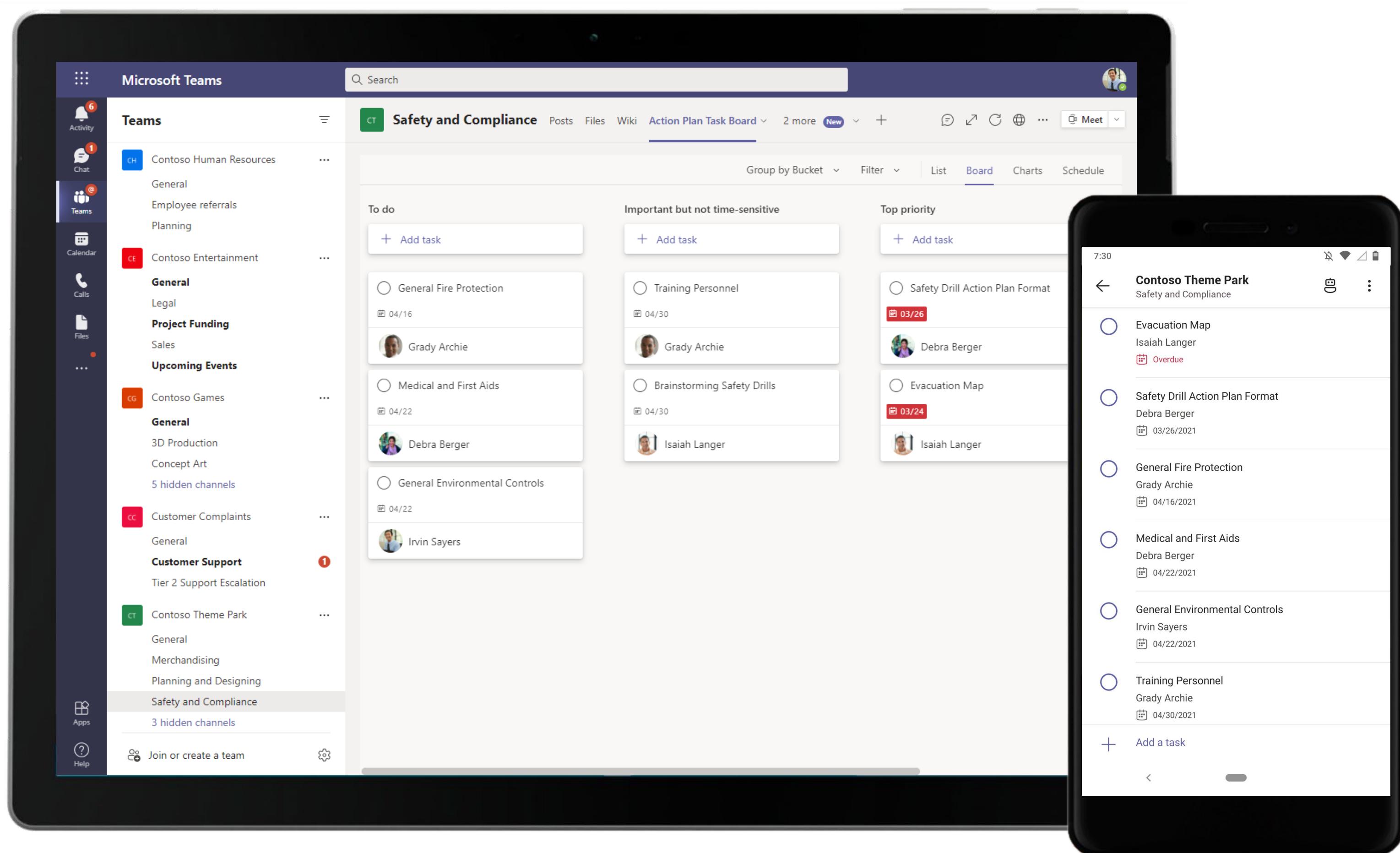
- Call medical emergency phone number (check applicable):
  - Paramedics
  - Ambulance
  - Fire Department
  - Other
- Provide the following information:
  - Nature of medical emergency,
  - Location of the emergency (address, building, room number), and
  - Your name and phone number from which you are calling.
- Do not move victim unless absolutely necessary.
- Call the following personnel trained in CPR and First Aid to provide the required assistance prior to the arrival of the professional medical help:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

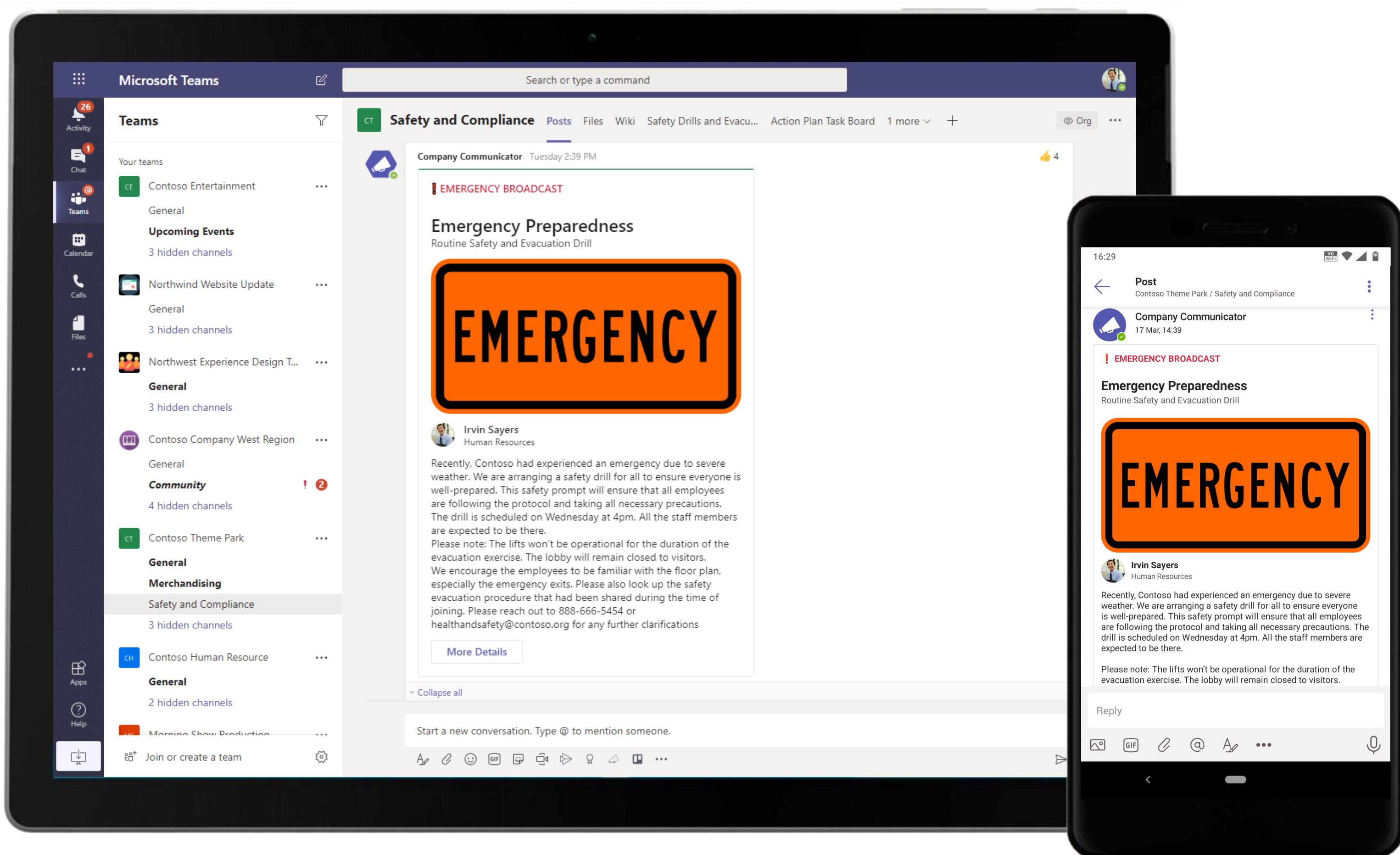
Name: \_\_\_\_\_ Phone: \_\_\_\_\_
- If personnel trained in First Aid are not available, as a minimum, attempt to provide the following assistance:
  - Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).
  - Clear the air passages using the Heimlich Maneuver in case of choking.
- In case of rendering assistance to personnel exposed to hazardous materials, consult the Material Safety Data Sheet (MSDS) and wear the appropriate personal protective equipment. Attempt first aid ONLY if trained and qualified.

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Enjoy powerful document creation and editing with the complete canvas and toolset of Word right inside Teams.  
Collaborate on team documents easily and store them in Files for each channel.



The Safety and Compliance Manager assigns and tracks tasks with a Tasks by Planner and To Do tab in the channel. This provides clarity to the team members regarding the tasks they need to pick up and close out.



Have something to share broadly? Reach your employees where they collaborate! The Company Communicator app arms your Microsoft Teams environment with corporate communication and group broadcast capabilities.



# Upgrading Streaming Services

## Director

### Scenario Walkthrough

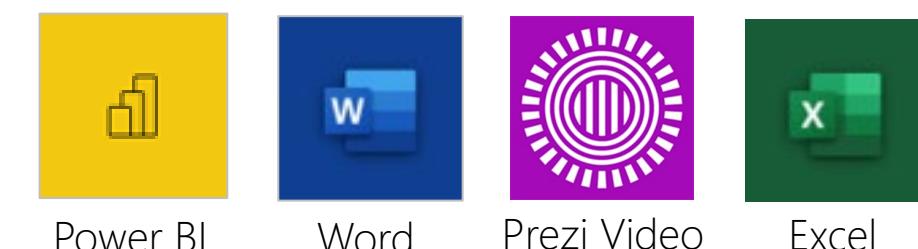
Streaming music on mobile devices and other home devices has been on the rise throughout the world, and hence Contoso has decided to upgrade its music streaming services. See how the Director utilizes Microsoft Teams to present forecast metrics and quantify data to steer the company to get ahead of the competition and make the right decision.

- Studies customer interest and chalks out a plan to introduce a new service.
- Creates a video to present a case for high-quality audio offerings on Contoso's music streaming app via Prezi Video.
- Seeks more research about promotions, costs, profitability, and forecasts.
- Analyzes revenue opportunities for the new service and decides to go ahead with the plan.

How did Microsoft Teams help the Director to execute her roles and responsibilities?

- Shared access to Office 365 tools like Word and Excel enables the team to refer to the data and edit it in real-time.
- PowerPoint in Teams help to present case studies and prospects for a new service.
- Wiki enables note-taking abilities right within the channel.
- Using various metrics and charts, Power BI in Teams helps to analyze complex data quickly.

Which app integrations on Teams made it possible?

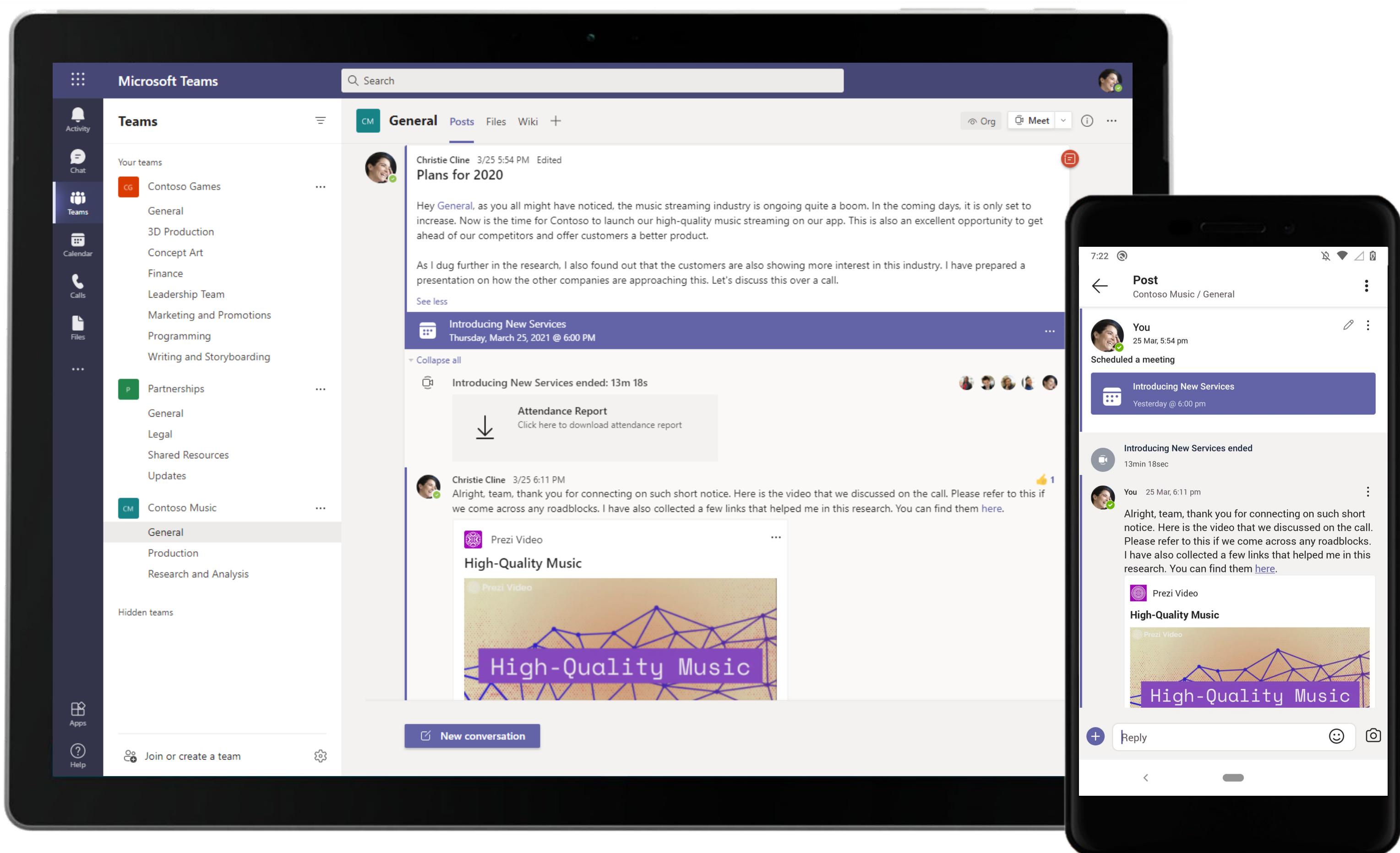


Power BI

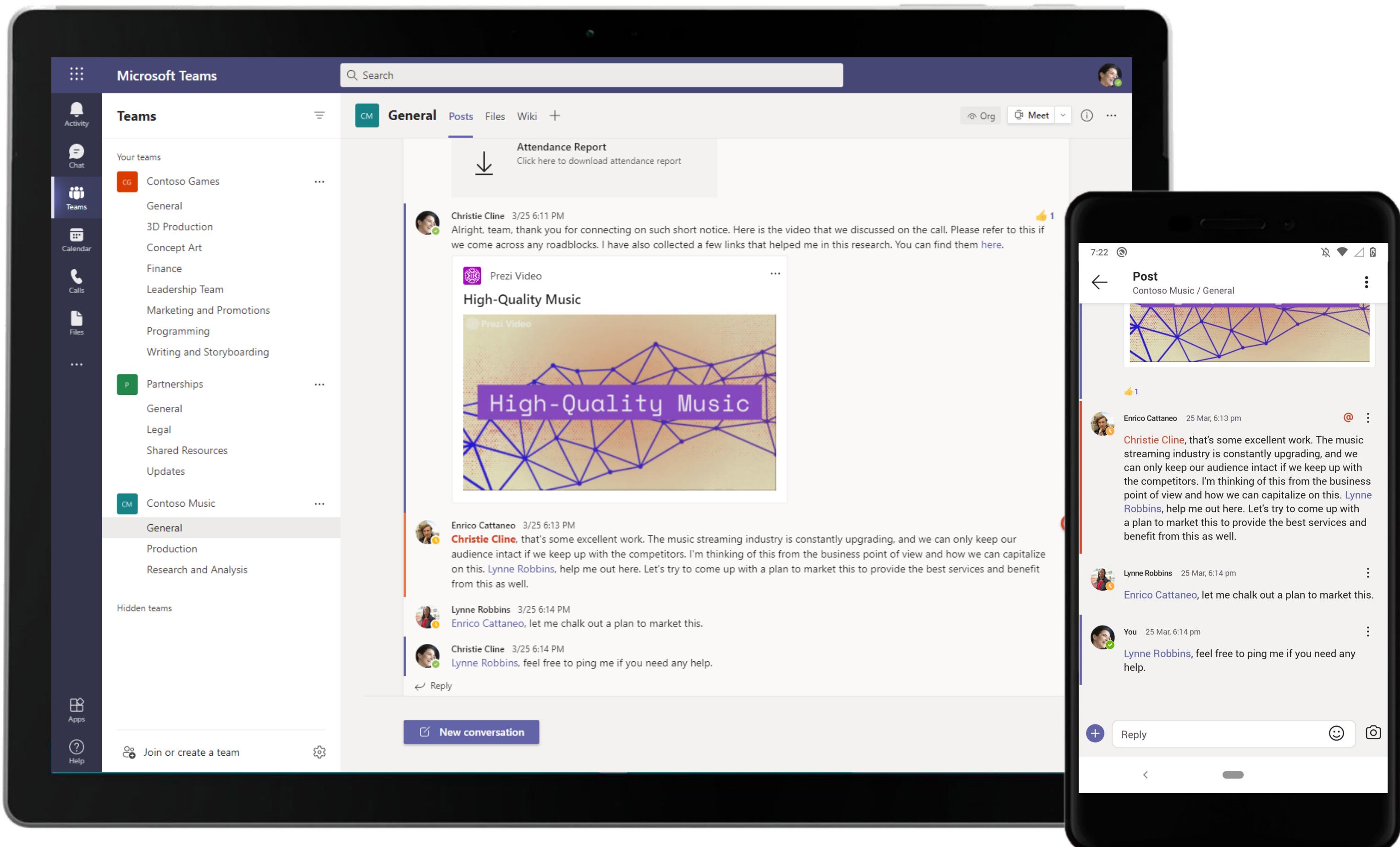
Word

Prezi Video

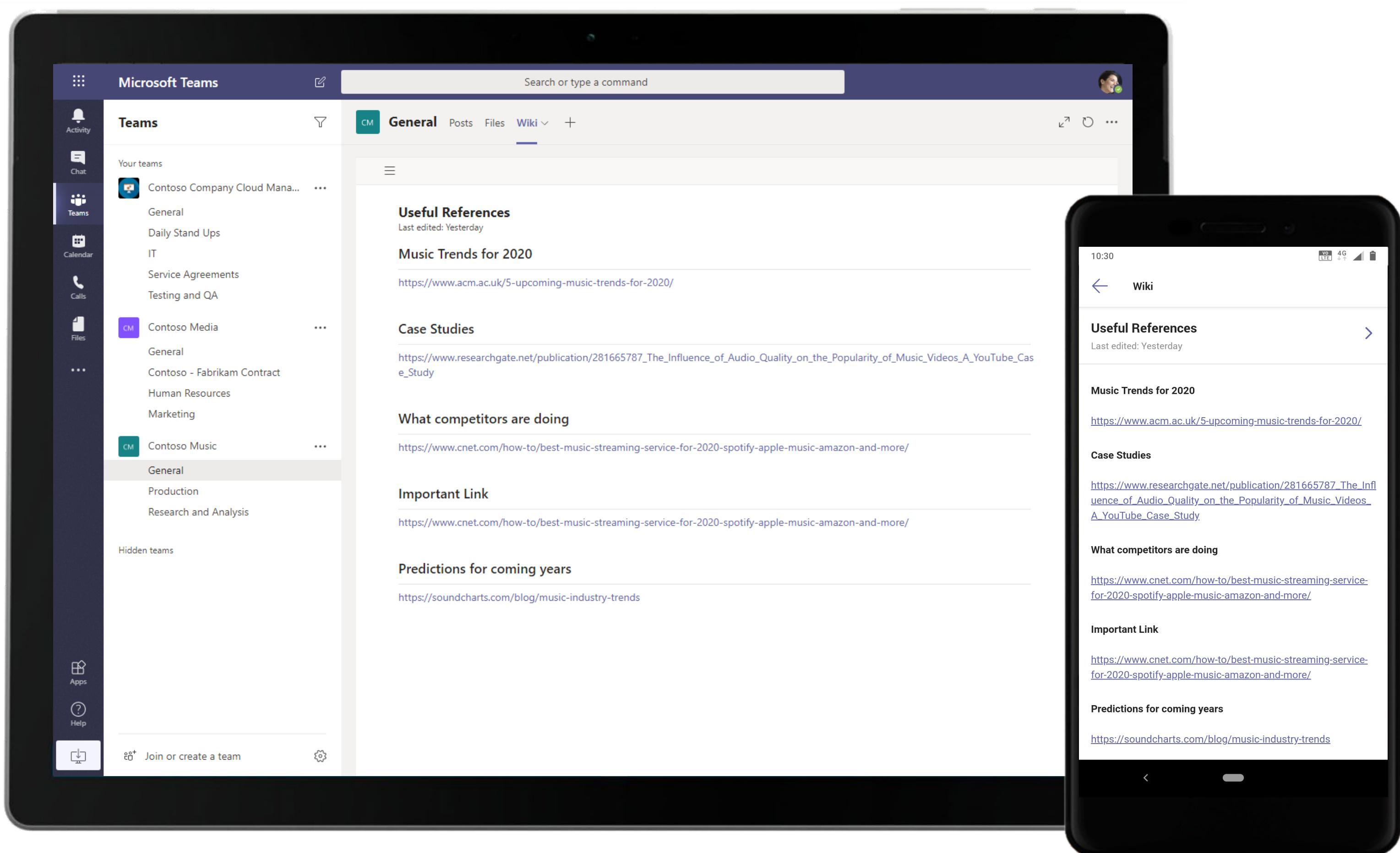
Excel



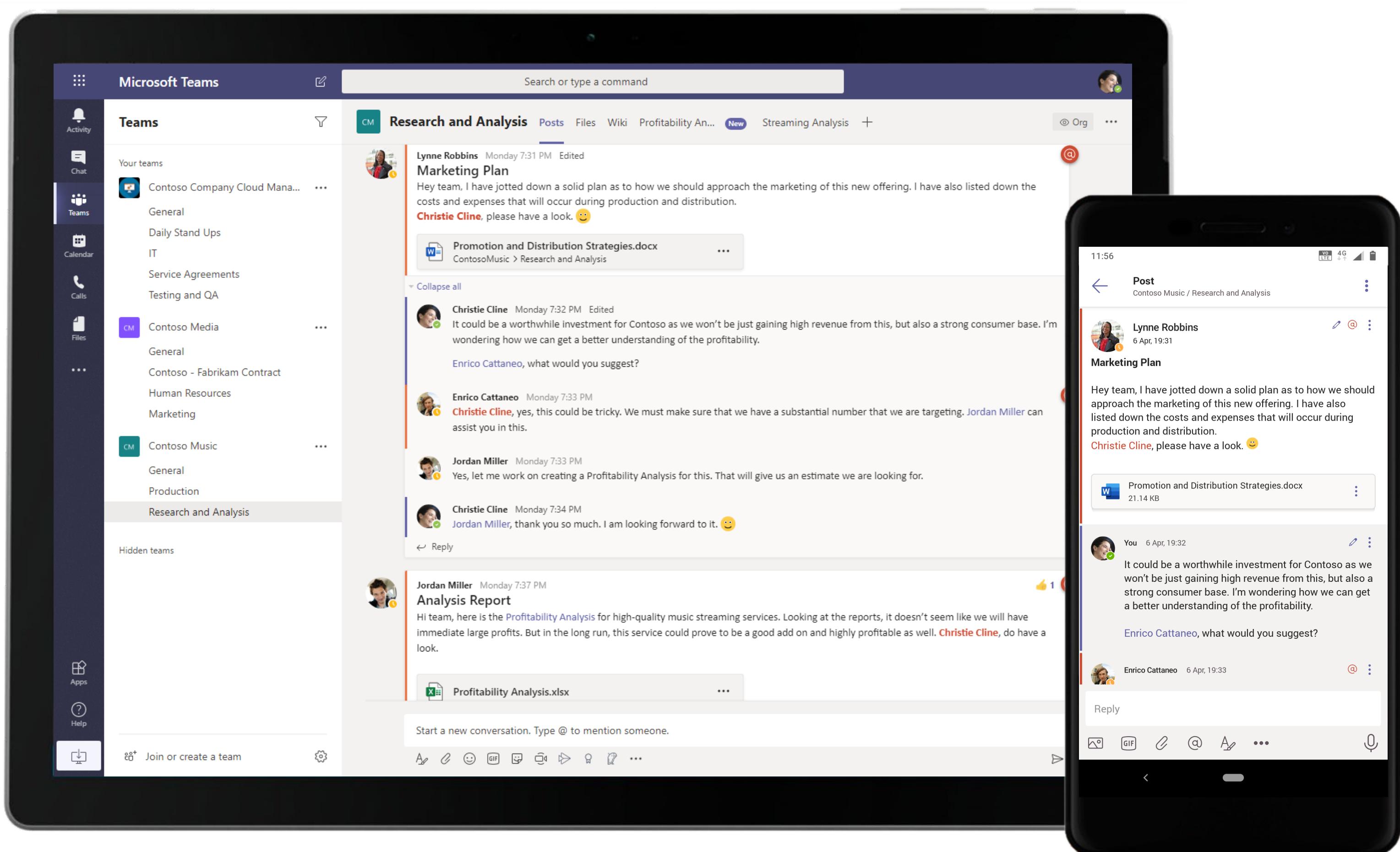
Microsoft Teams enables transparent communications through channel conversations. The Director communicates in open-channel conversations about the plans to launch high quality streaming services.



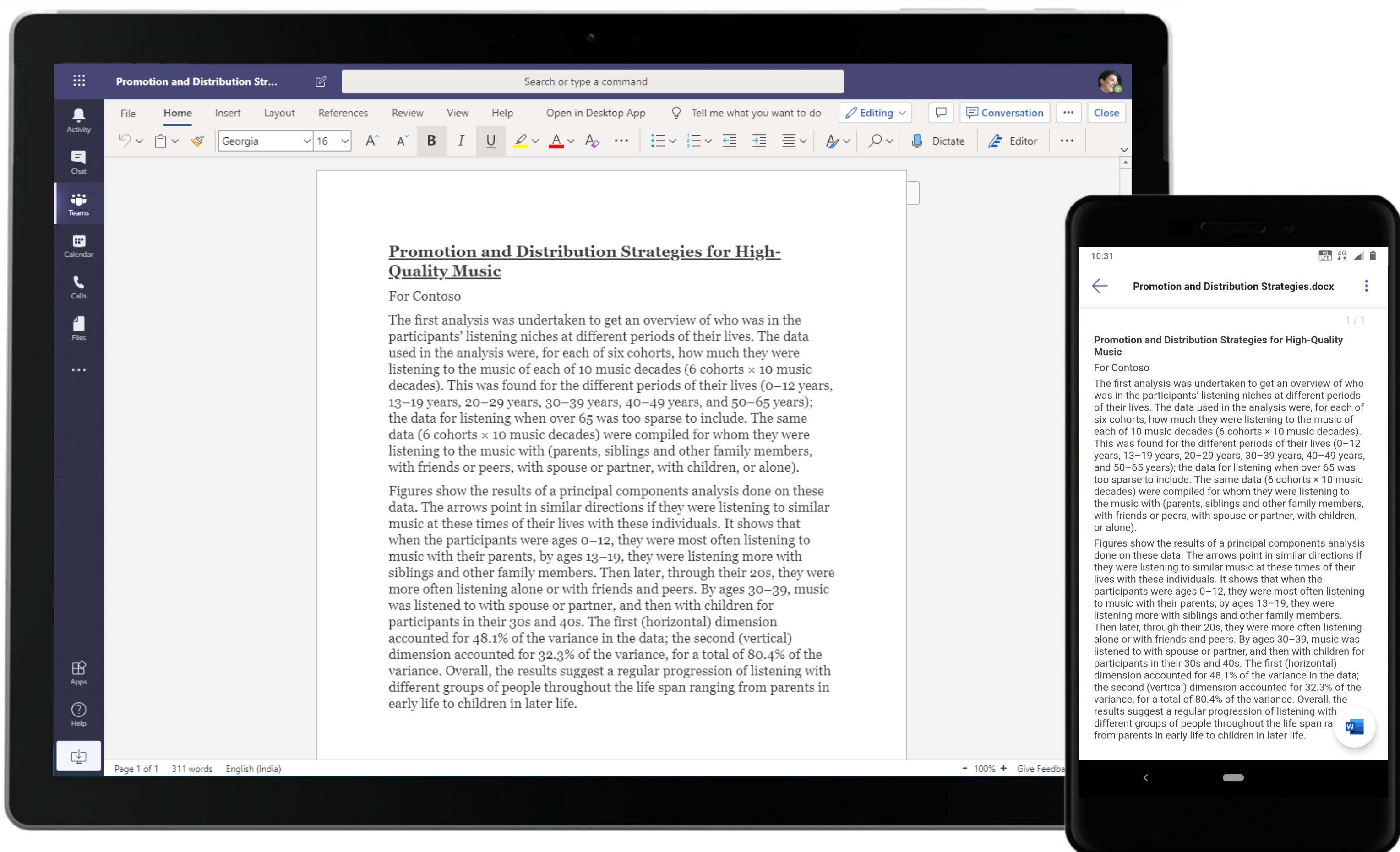
Enable visual communication tool that puts you and your content together on the same screen to make interactive and effective videos in mere minutes. Easily create and share video updates to make your messages more effective with Prezi Video in Microsoft Teams.



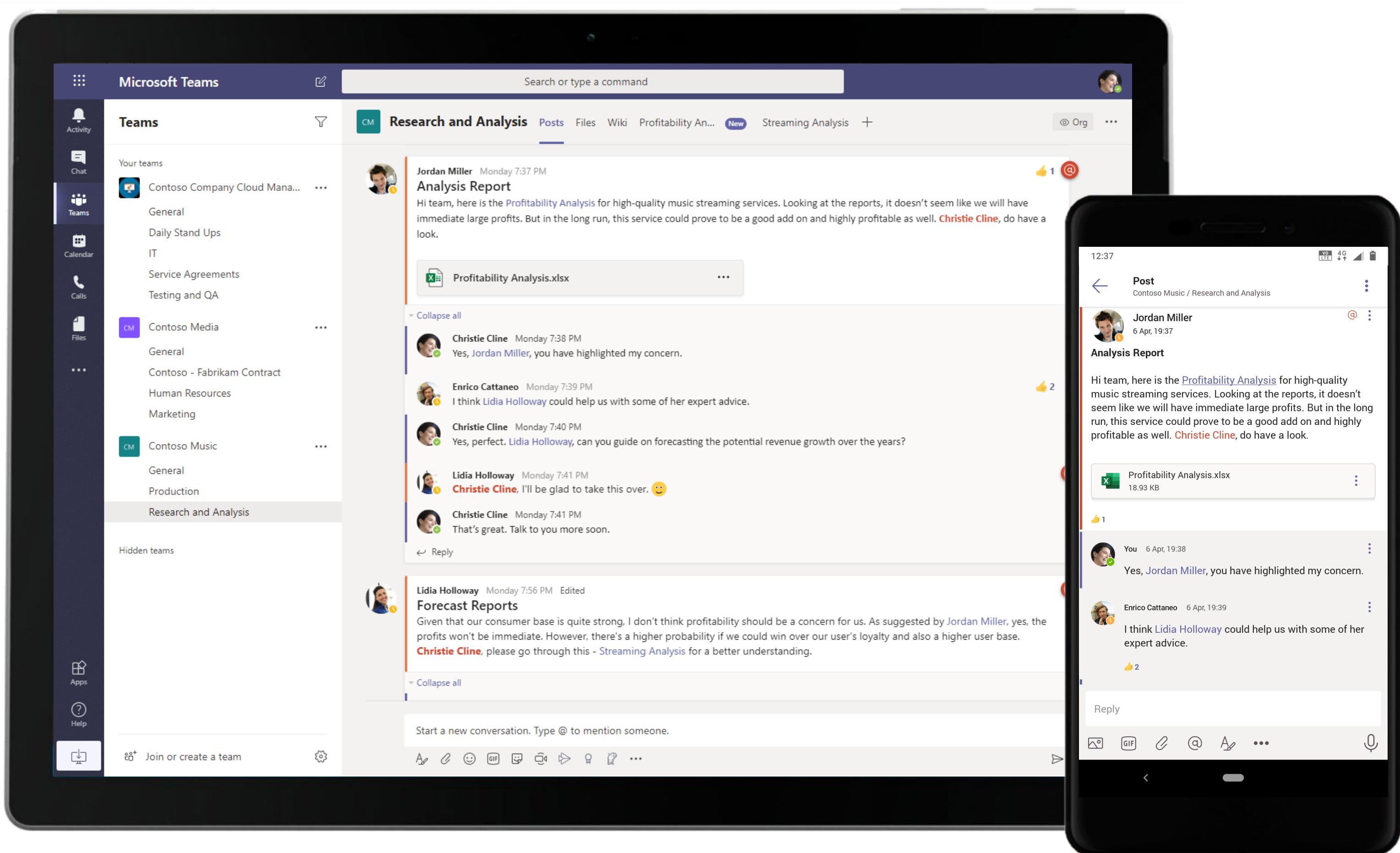
Add Wiki tab to your channel and use it as a community notepad where your team will have shared access. The Director shares her research about music streaming services in a structured manner in Wiki tab.



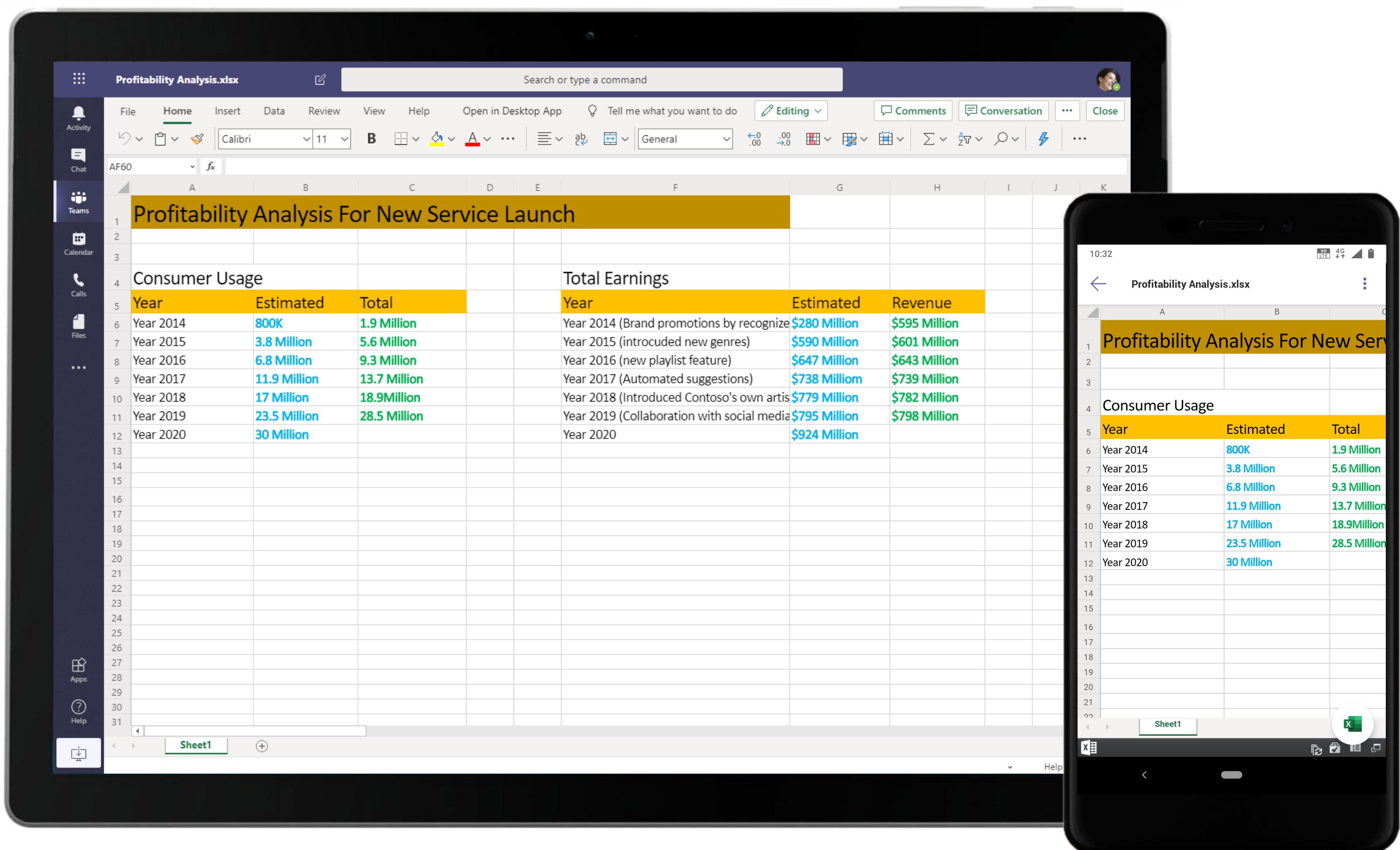
Channels facilitate instant group communication. Team members stay in the know and can share information directly in the conversation thread to accelerate decision making.



Co-author and edit Word documents within Teams. The latest version is accessible to any member on the team as all files are stored in the team's SharePoint site.



Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, keeping relevant chats grouped together. @mention relevant team members to make sure you grab their attention in real-time.

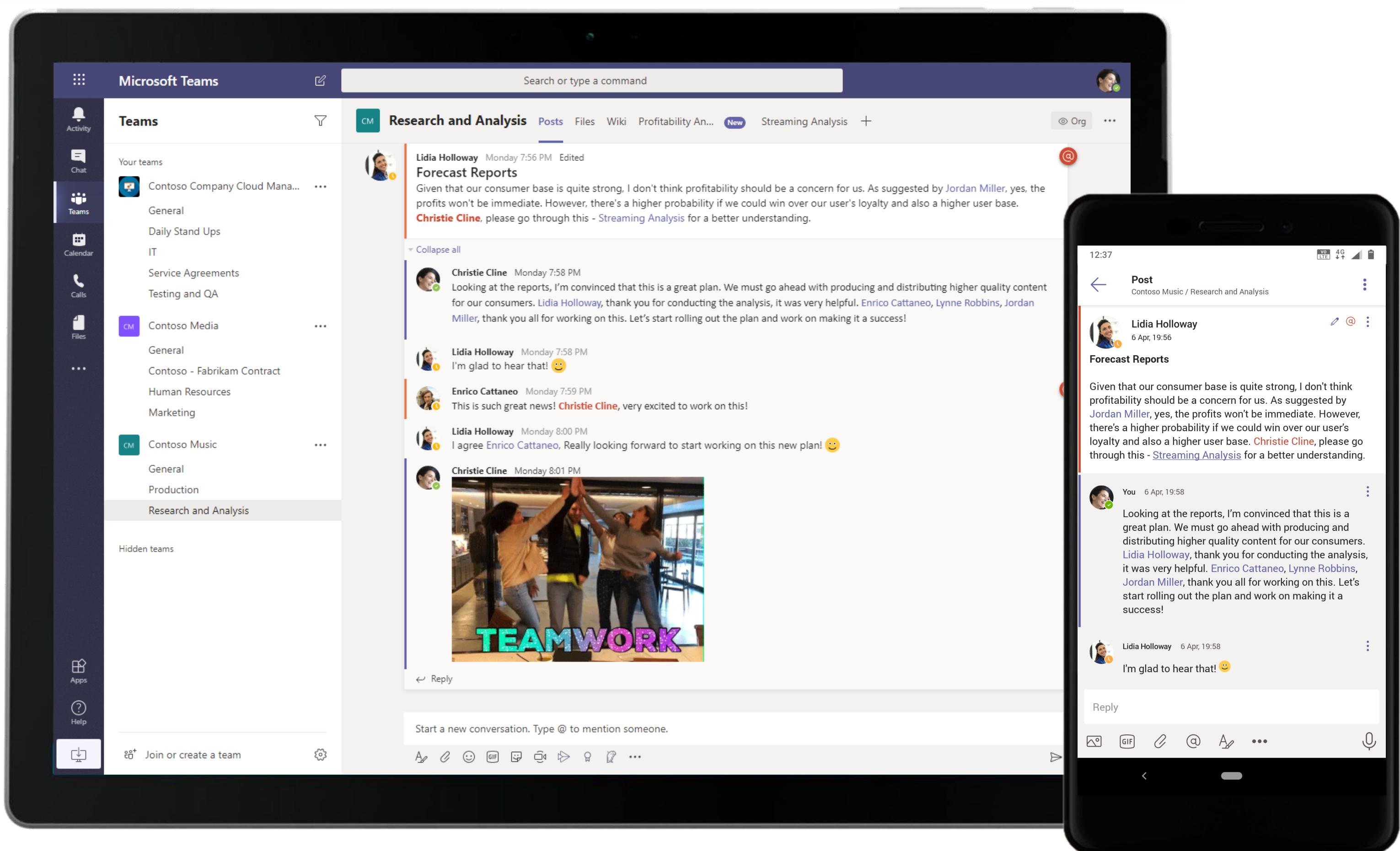


The image shows a Microsoft Surface tablet and a smartphone displaying an Excel spreadsheet titled "Profitability Analysis.xlsx". The tablet screen is the primary focus, showing a detailed profitability analysis with two tables: "Consumer Usage" and "Total Earnings". The "Consumer Usage" table tracks estimated user numbers from 2014 to 2020. The "Total Earnings" table tracks revenue from 2014 to 2020, with notes for each year. Both tables have "Year", "Estimated", and "Total" columns. The smartphone screen shows a simplified version of the same analysis. Both devices are connected to a Microsoft Teams interface, with the tablet showing a sidebar for Activity, Chat, Teams, Calendar, Calls, Files, Apps, and Help.

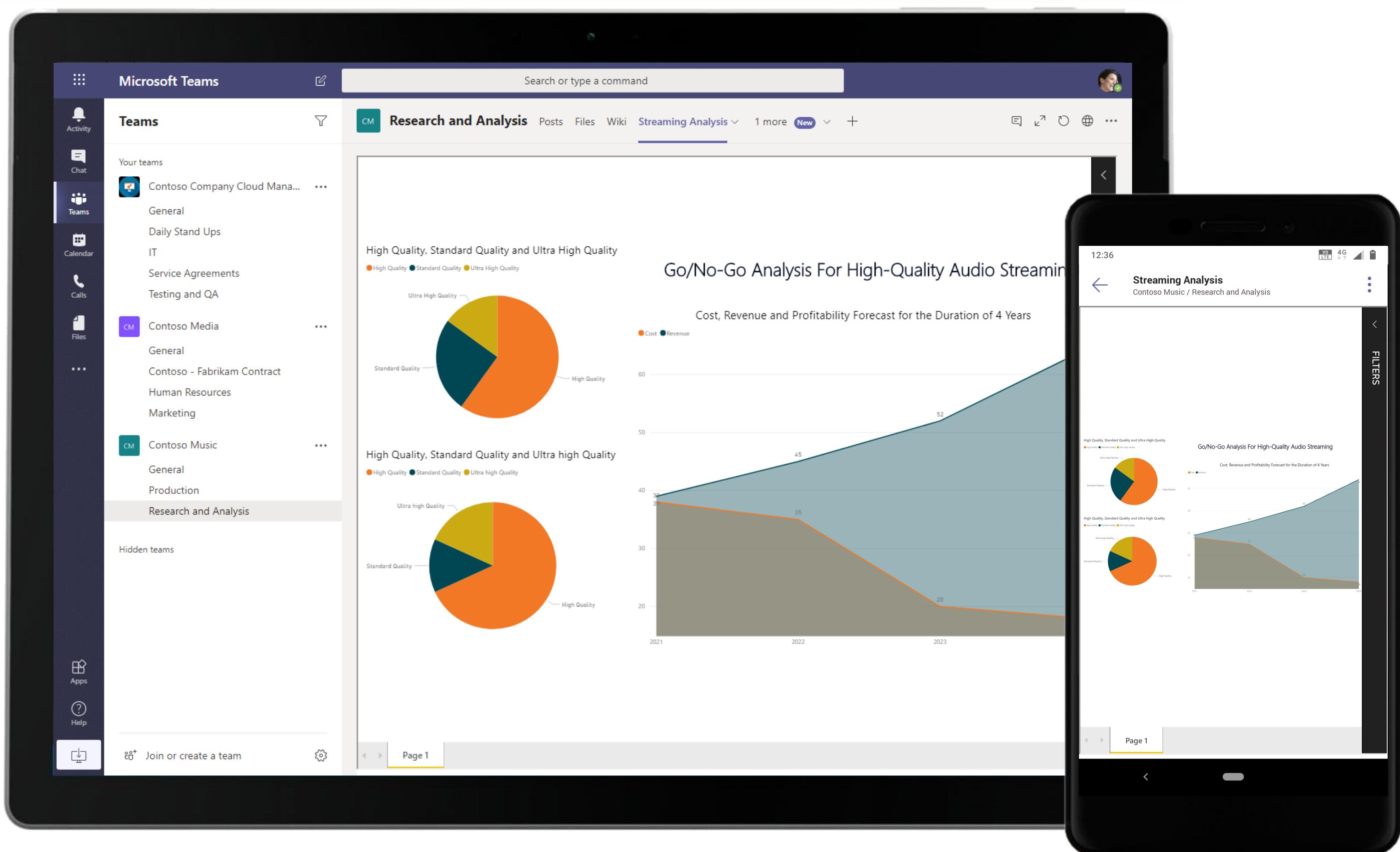
Year	Estimated	Total
Year 2014	800K	1.9 Million
Year 2015	3.8 Million	5.6 Million
Year 2016	6.8 Million	9.3 Million
Year 2017	11.9 Million	13.7 Million
Year 2018	17 Million	18.9 Million
Year 2019	23.5 Million	28.5 Million
Year 2020	30 Million	

Year	Estimated	Revenue
Year 2014 (Brand promotions by recognizing)	\$280 Million	\$595 Million
Year 2015 (introduced new genres)	\$590 Million	\$601 Million
Year 2016 (new playlist feature)	\$647 Million	\$643 Million
Year 2017 (Automated suggestions)	\$738 Million	\$739 Million
Year 2018 (Introduced Contoso's own artists)	\$779 Million	\$782 Million
Year 2019 (Collaboration with social media)	\$795 Million	\$798 Million
Year 2020	\$924 Million	

The team member uses Excel to build and present data to the team. Create impactful summaries of crucial data with Excel, Word and OneNote for Microsoft Teams.



Channel conversations can contain a lot things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.



The image shows a Microsoft Teams mobile application interface. On the left, the Teams navigation bar is visible with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main content area is a pinned Power BI tab titled "Research and Analysis". The tab displays several data visualizations:

- A pie chart titled "High Quality, Standard Quality and Ultra High Quality" showing the distribution of quality levels.
- A pie chart titled "High Quality, Standard Quality and Ultra high Quality" showing a different distribution.
- A line chart titled "Cost, Revenue and Profitability Forecast for the Duration of 4 Years" showing projected values from 2021 to 2023.

A mobile phone is shown next to the app, displaying a smaller version of the same Power BI report, indicating the integration of Power BI with mobile devices.

Facilitate data-driven decisions informed by visualizations and scoring in Power BI for Microsoft Teams. The Financial Director uses a Power BI tab pinned to the channel to review analysis of various streaming services.



# Legal and Compliance

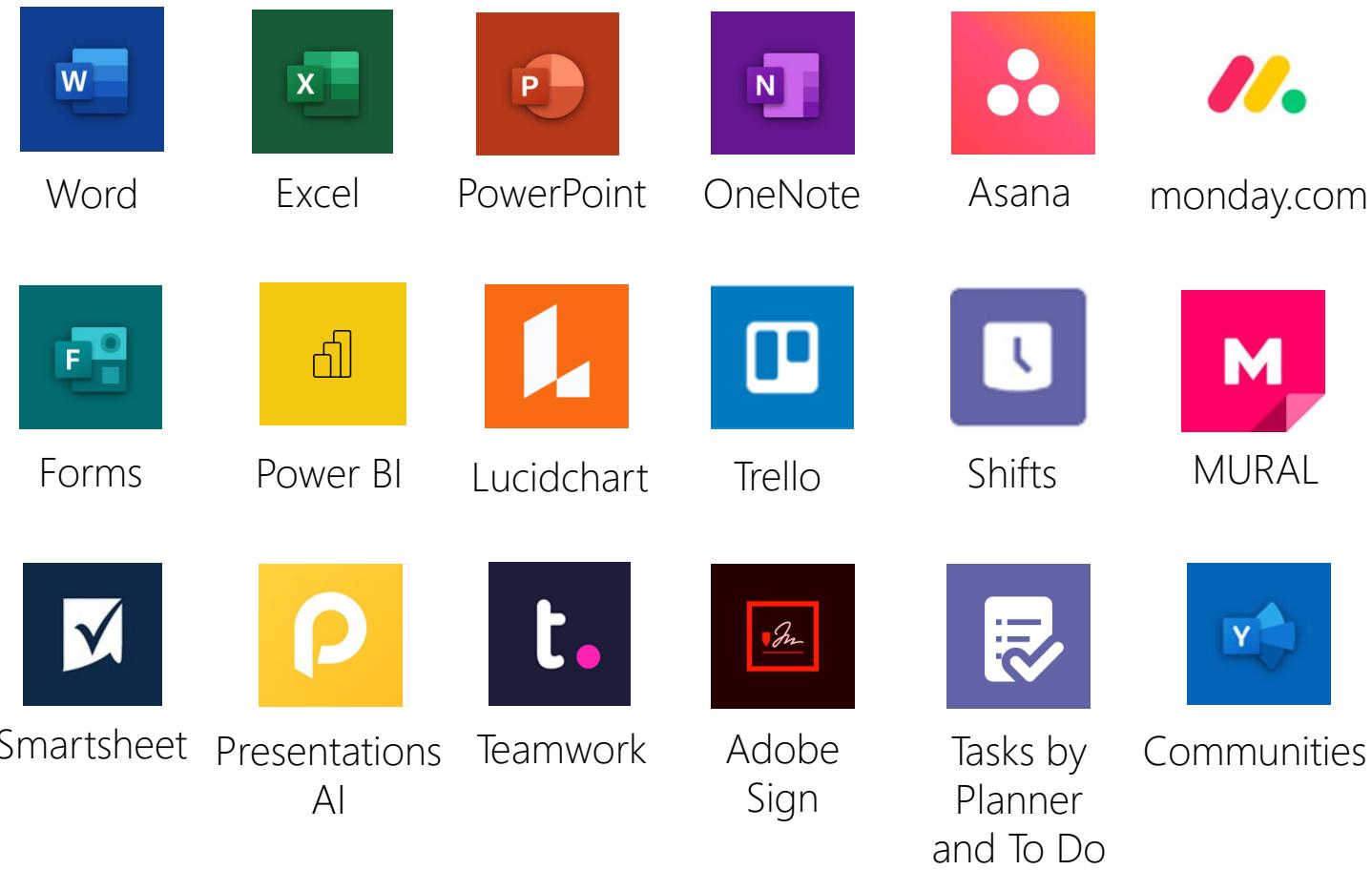
Check out how the operations team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

## Legal and Compliance Superpowers in Teams

### Capabilities and features used...

- Schedule meetings using synced calendars, or a Meet Now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

### Apps that enable an immersive experience in Teams



# Meet the Business Decision Makers

## Legal and Compliance



### Business Development Manager

*"Turnaround or growth, it's getting your people focused on the goal that is still the job of leadership."*

- Coordinate development of cost-effective products
- Manage resources across different centers
- Communicate plans and strategies between team members



### Account Manager

*"My goal is to provide customers personalized services to make sure they keep coming back to us."*

- Manage multiple clients and accounts
- Offer special packages to companies or organizations hosting large events
- Work in tandem with other airlines to plan better routes for passengers



# Finalizing Distribution Partners

## Business Development Manager

### Scenario Walkthrough

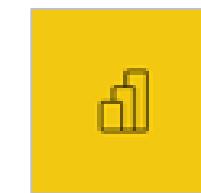
Contoso's film project is nearing completion, and the Business Development team is working on negotiations of distribution agreements with various partners such as multiplexes, DVD companies, satellite networks, streaming apps, and ancillary outlets such as airlines. See how the Business Development Manager collaborates with her associates using Microsoft Teams.

- Hosts a channel meeting to discuss the distribution plan.
- Refers to a Power BI report of current trends of moviegoers
- Discusses offers of different distribution partners and assigns respective tasks to the team using monday.com.
- Receives a PDF file of contract for partnering with multiplex chains and streaming apps.
- Mails the contract document to the Director for a final sign-off.

How did Microsoft Teams help the Business Development Manager to execute her roles and responsibilities?

- Office applications like Excel for quick access to shared reports and information.
- Organize, structure, and streamline all programs, projects, and processes with monday.com.
- Power BI facilitates data-driven decisions informed by visualizations and scoring right within Microsoft Teams.
- Adobe Sign enables you to add e-signatures to documents and move your workflows faster.

Which app integrations on Teams made it possible?



Power BI



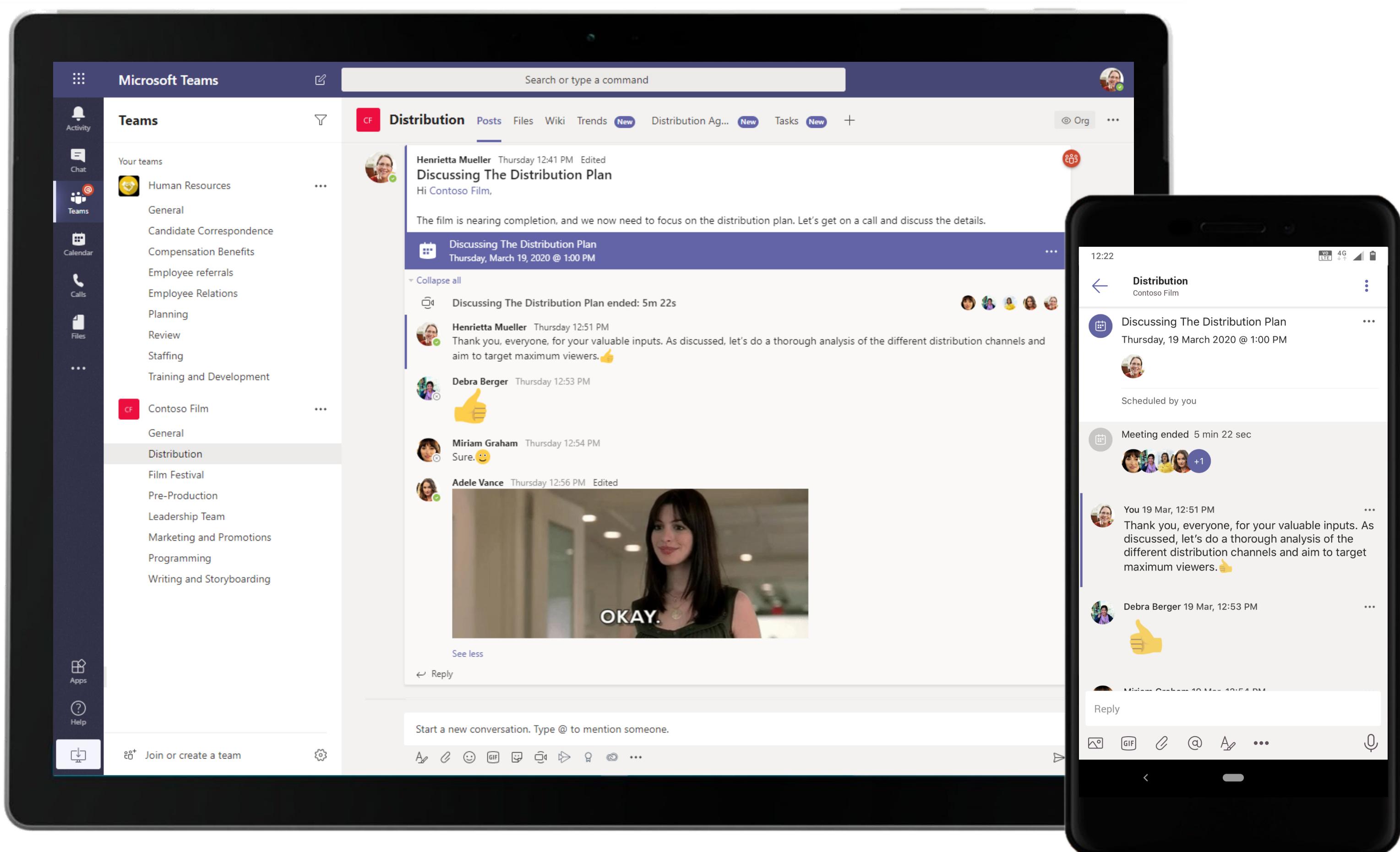
Adobe Sign



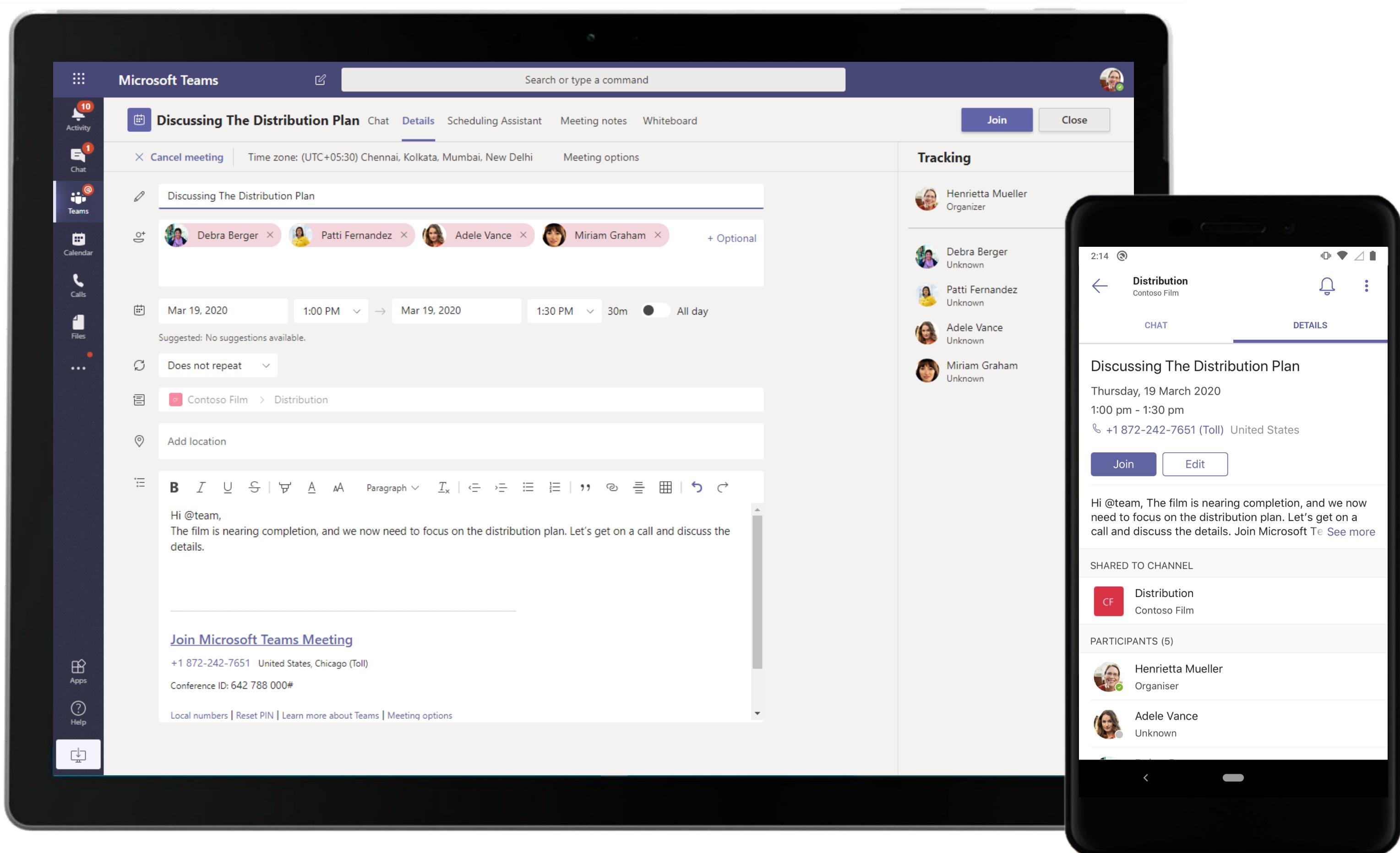
Excel



monday.com



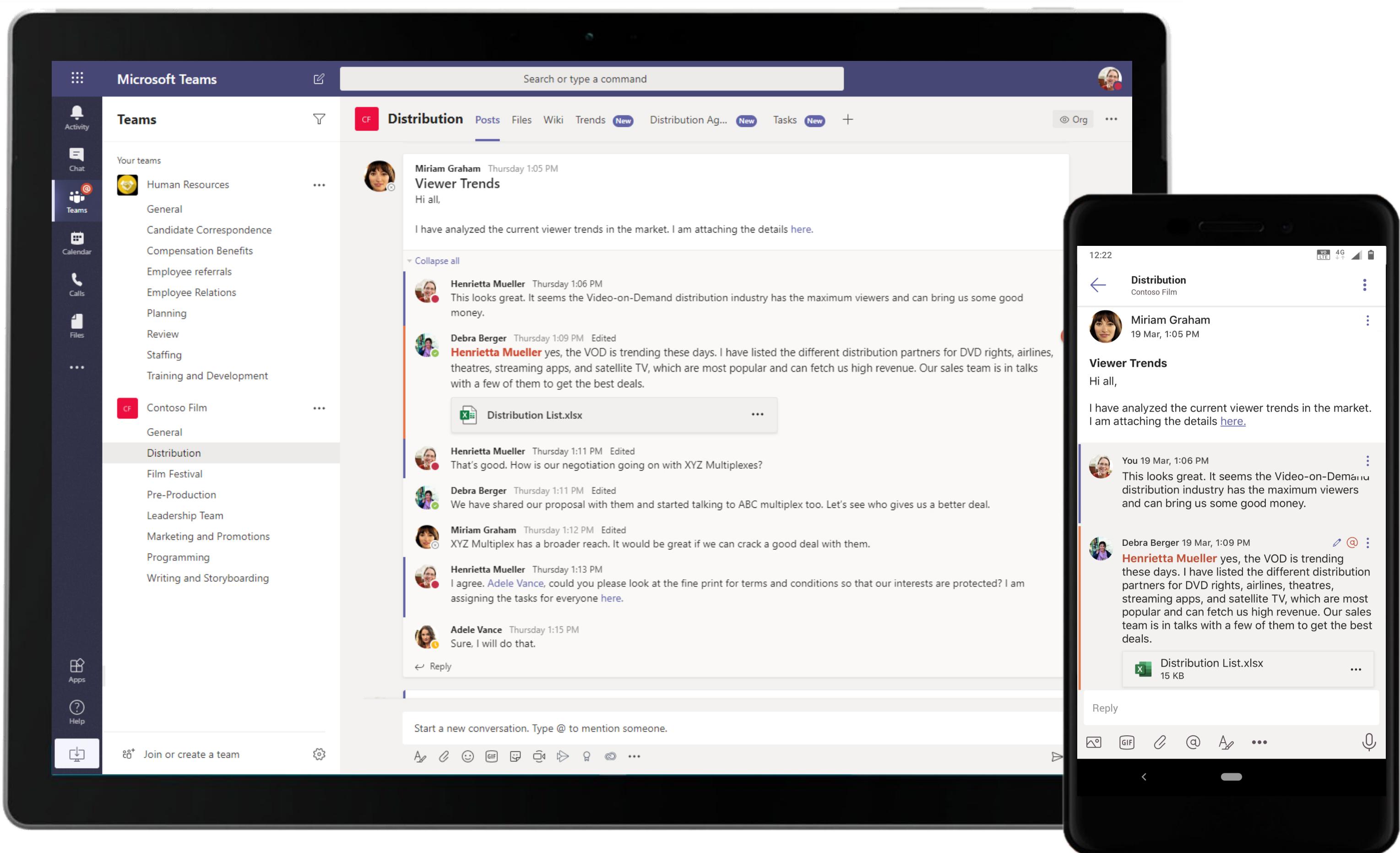
Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread. The team schedules meetings and shares files within the same thread too.



The image displays a composite view of Microsoft Teams interfaces. On the left, a large Microsoft Teams desktop application window is shown. It features a dark blue header with the 'Microsoft Teams' logo and a search bar. Below the header, a meeting titled 'Discussing The Distribution Plan' is being set up. The meeting details include the date (Mar 19, 2020), time (1:00 PM - 1:30 PM), and duration (30m). The 'All day' option is unchecked. The 'Tracking' section on the right lists participants: Henrietta Mueller (Organizer), Debra Berger, Patti Fernandez, Adele Vance, and Miriam Graham, all marked as 'Unknown'. In the bottom right corner of the desktop interface, there is a message from Adele Vance: 'Hi @team, The film is nearing completion, and we now need to focus on the distribution plan. Let's get on a call and discuss the details. Join Microsoft Te [See more](#)'.

On the right side of the image, a smaller mobile phone screen shows the same meeting details. The phone's status bar indicates the time is 2:14. The screen shows the meeting title 'Distribution' and the date 'Thursday, 19 March 2020'. It also shows the time '1:00 pm - 1:30 pm' and the location '+1 872-242-7651 (Toll) United States'. Below this, there are 'Join' and 'Edit' buttons. Further down, there is a message from Adele Vance: 'Hi @team, The film is nearing completion, and we now need to focus on the distribution plan. Let's get on a call and discuss the details. Join Microsoft Te [See more](#)'. The 'CHAT' and 'DETAILS' tabs are visible at the bottom of the phone screen.

A meeting is set up in the channel to flesh out the distribution plan and a meeting invite is sent to relevant team members and decision makers. The Business Development Manager hosts a meeting to communicate the distribution plan.



The image displays a Microsoft Teams desktop application and a mobile phone application side-by-side, illustrating the cross-device collaboration feature of Microsoft Teams.

**Microsoft Teams Desktop Application (Left):**

- Left Sidebar:** Shows the Microsoft Teams logo, Activity, Chat, Teams (selected), Calendar, Calls, Files, and Help.
- Top Bar:** Shows the Microsoft Teams logo, a search bar with "Search or type a command", and a user profile picture.
- Header:** Shows the "Distribution" tab is selected, along with Posts, Files, Wiki, Trends, Distribution Ag..., Tasks, and a plus sign for new items.
- Left Panel:** Shows "Your teams" with "Human Resources" and "Contoso Film" selected. "Contoso Film" is expanded to show sub-channels: General, Distribution (selected), Film Festival, Pre-Production, Leadership Team, Marketing and Promotions, Programming, and Writing and Storyboarding.
- Main Chat Area:** Shows a conversation in the "Distribution" channel of the "Contoso Film" team. The messages are:

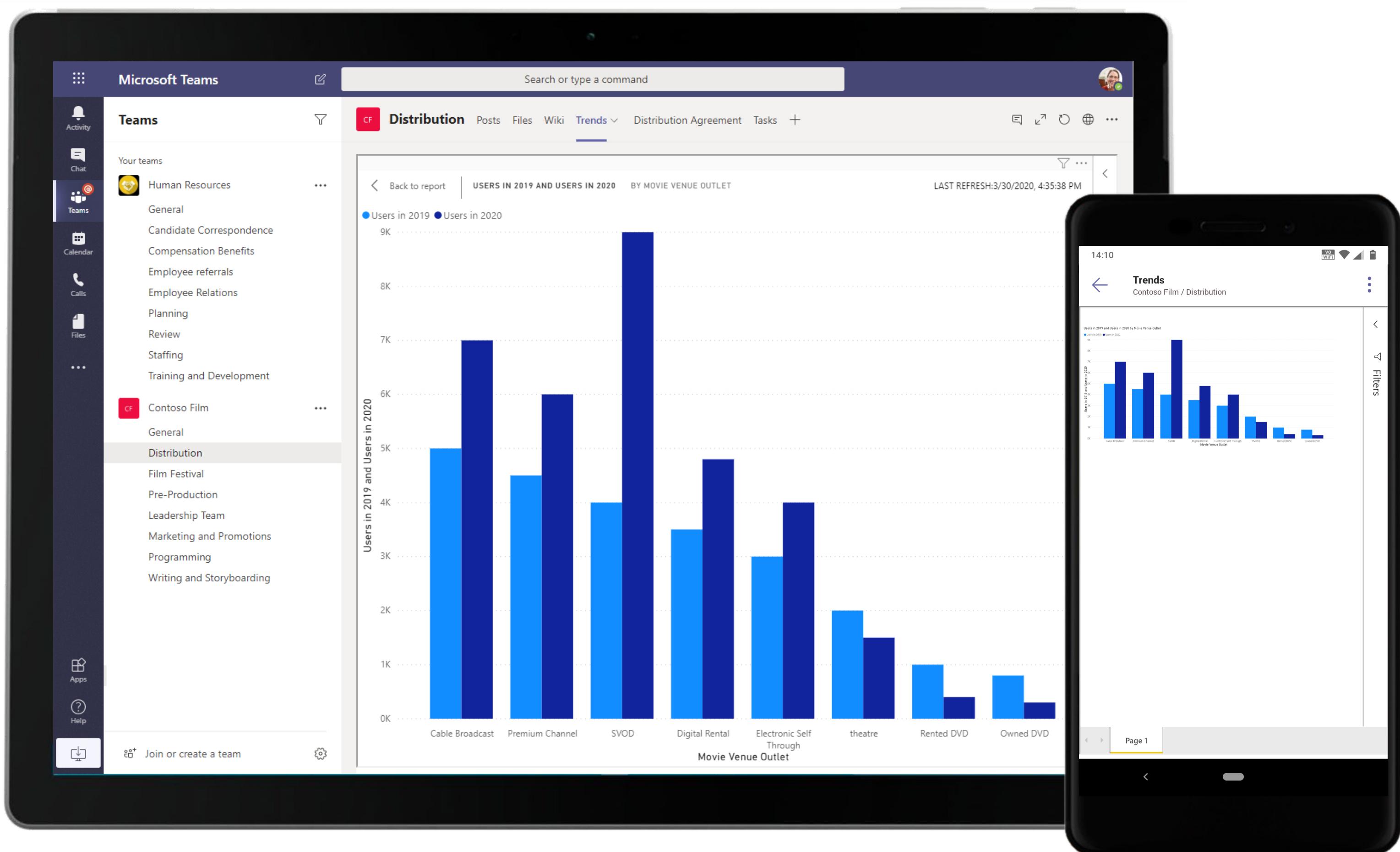
- Miriam Graham (Thursday 1:05 PM): **Viewer Trends**  
Hi all,  
I have analyzed the current viewer trends in the market. I am attaching the details [here](#).
- Henrietta Mueller (Thursday 1:06 PM): This looks great. It seems the Video-on-Demand distribution industry has the maximum viewers and can bring us some good money.
- Debra Berger (Thursday 1:09 PM): **Henrietta Mueller** yes, the VOD is trending these days. I have listed the different distribution partners for DVD rights, airlines, theatres, streaming apps, and satellite TV, which are most popular and can fetch us high revenue. Our sales team is in talks with a few of them to get the best deals.
- Distribution List.xlsx** (Attachment)
- Henrietta Mueller (Thursday 1:11 PM): That's good. How is our negotiation going on with XYZ Multiplexes?
- Debra Berger (Thursday 1:11 PM): We have shared our proposal with them and started talking to ABC multiplex too. Let's see who gives us a better deal.
- Miriam Graham (Thursday 1:12 PM): XYZ Multiplex has a broader reach. It would be great if we can crack a good deal with them.
- Henrietta Mueller (Thursday 1:13 PM): I agree. **Adele Vance**, could you please look at the fine print for terms and conditions so that our interests are protected? I am assigning the tasks for everyone [here](#).
- Adele Vance (Thursday 1:15 PM): Sure, I will do that.

**Bottom:** A message input field with placeholder "Start a new conversation. Type @ to mention someone." and a toolbar with various icons.

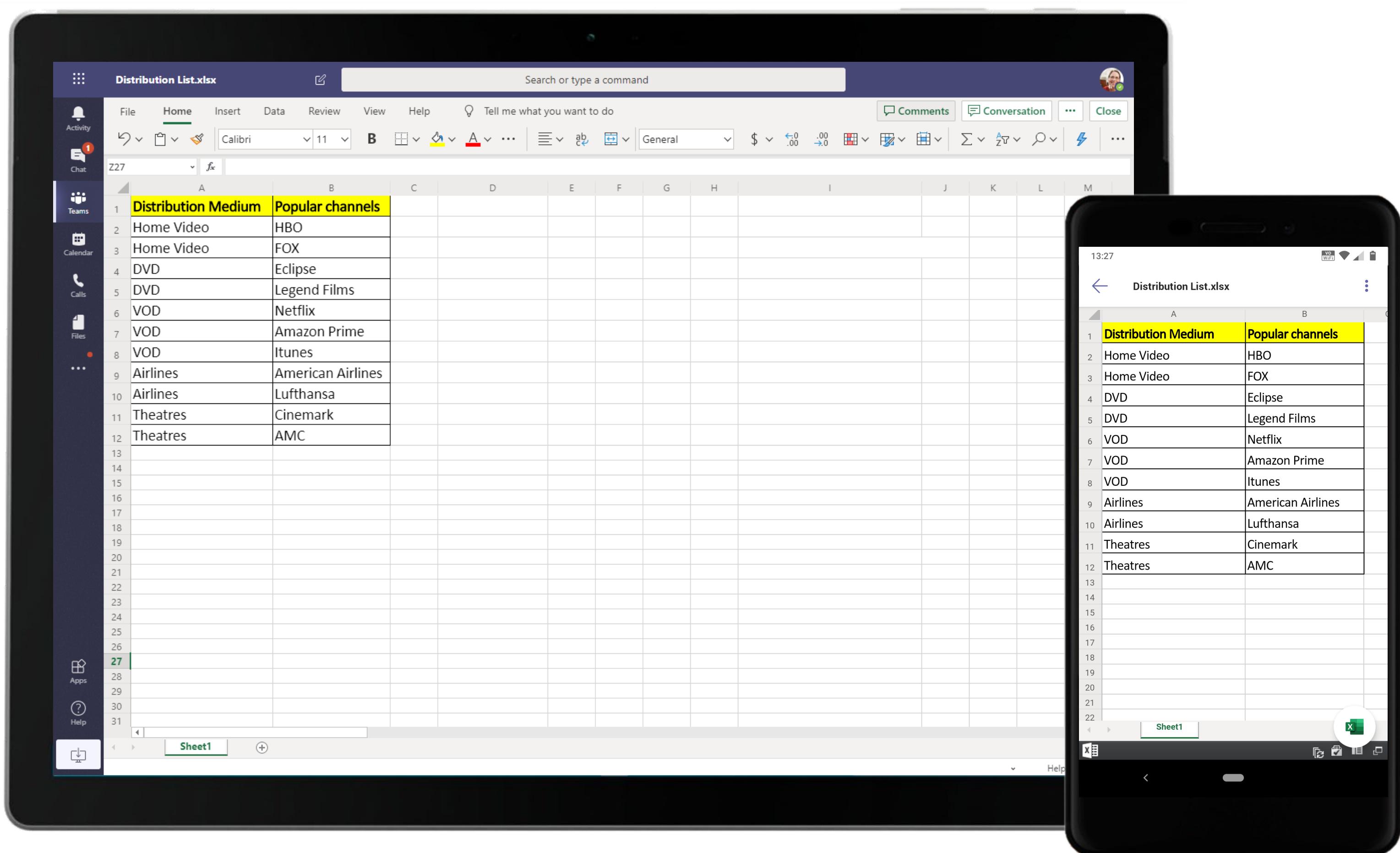
**Mobile Phone Application (Right):**

- Header:** Shows the time (12:22), signal strength, and battery level.
- Top Bar:** Shows the "Distribution" channel and the team name "Contoso Film".
- Message List:** Shows the same conversation as the desktop app, with the most recent messages from Henrietta Mueller and Adele Vance.
- Attachment:** Shows the "Distribution List.xlsx" attachment with a size of 15 KB.
- Bottom:** A message input field with placeholder "Reply" and a toolbar with various icons.

Store and share important files within a dedicated, cloud-enabled repository with Files. The team shares files in the channel to collaborate on distribution plan.

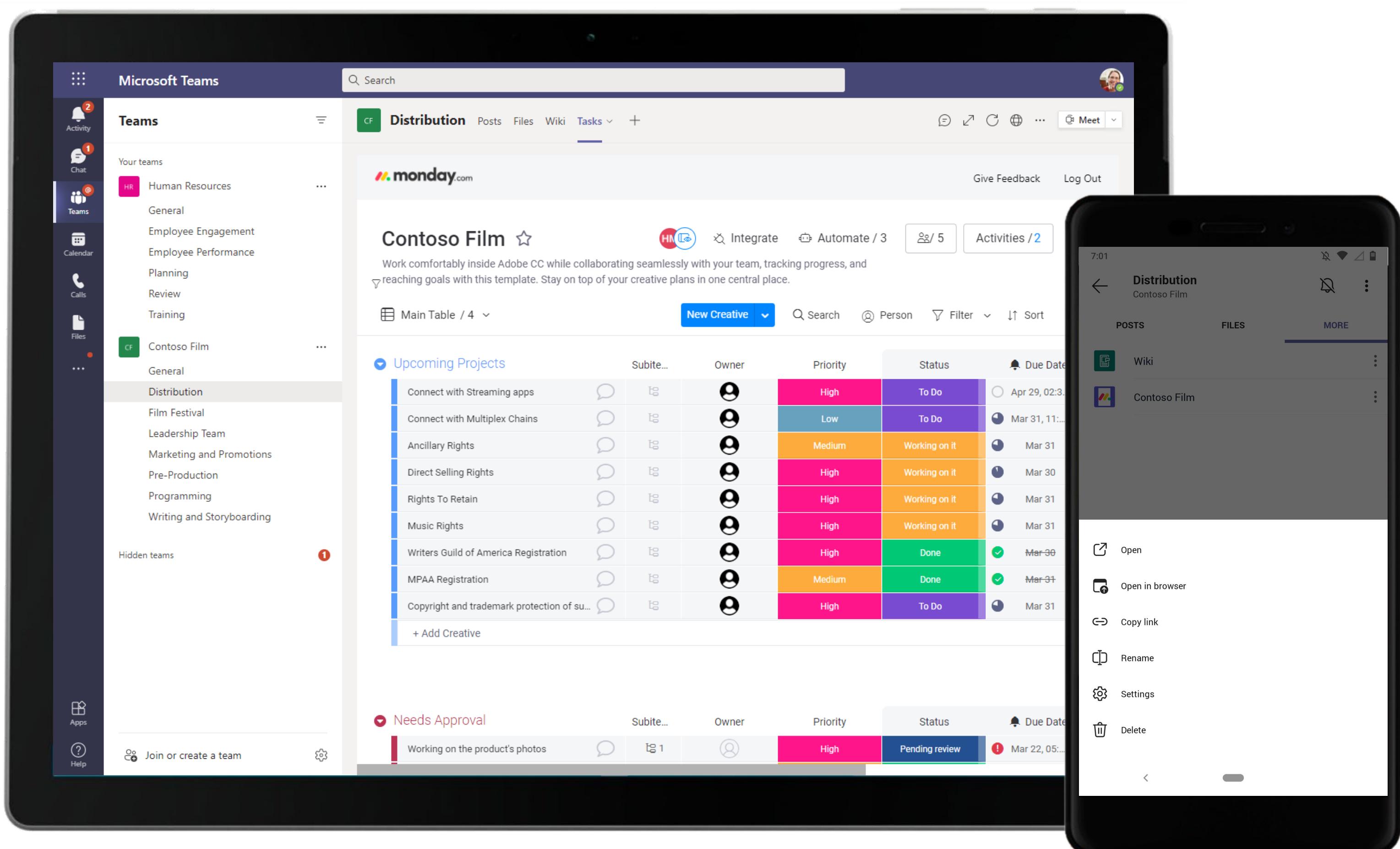


A Power BI dashboard offers a visually rich view of current and projected data. The Business Development Manager uses Power BI to gain useful insights into viewer trends.



Distribution Medium	Popular channels
Home Video	HBO
Home Video	FOX
DVD	Eclipse
DVD	Legend Films
VOD	Netflix
VOD	Amazon Prime
VOD	Itunes
Airlines	American Airlines
Airlines	Lufthansa
Theatres	Cinemark
Theatres	AMC

Use Excel's analytical abilities within Teams to build reports and share them with your team. The full canvas of Excel is available as a rich, integrated experience inside Teams enabling sales org to review, edit and publish reports.



The image displays the Microsoft Teams app interface on the left and a mobile phone interface on the right, both showing the monday.com app for the 'Contoso Film' team. The Teams interface shows the 'Distribution' tab selected in the navigation bar. The mobile phone interface shows a list of files, with 'Contoso Film' selected. The monday.com interface shows two tables: 'Upcoming Projects' and 'Needs Approval'.

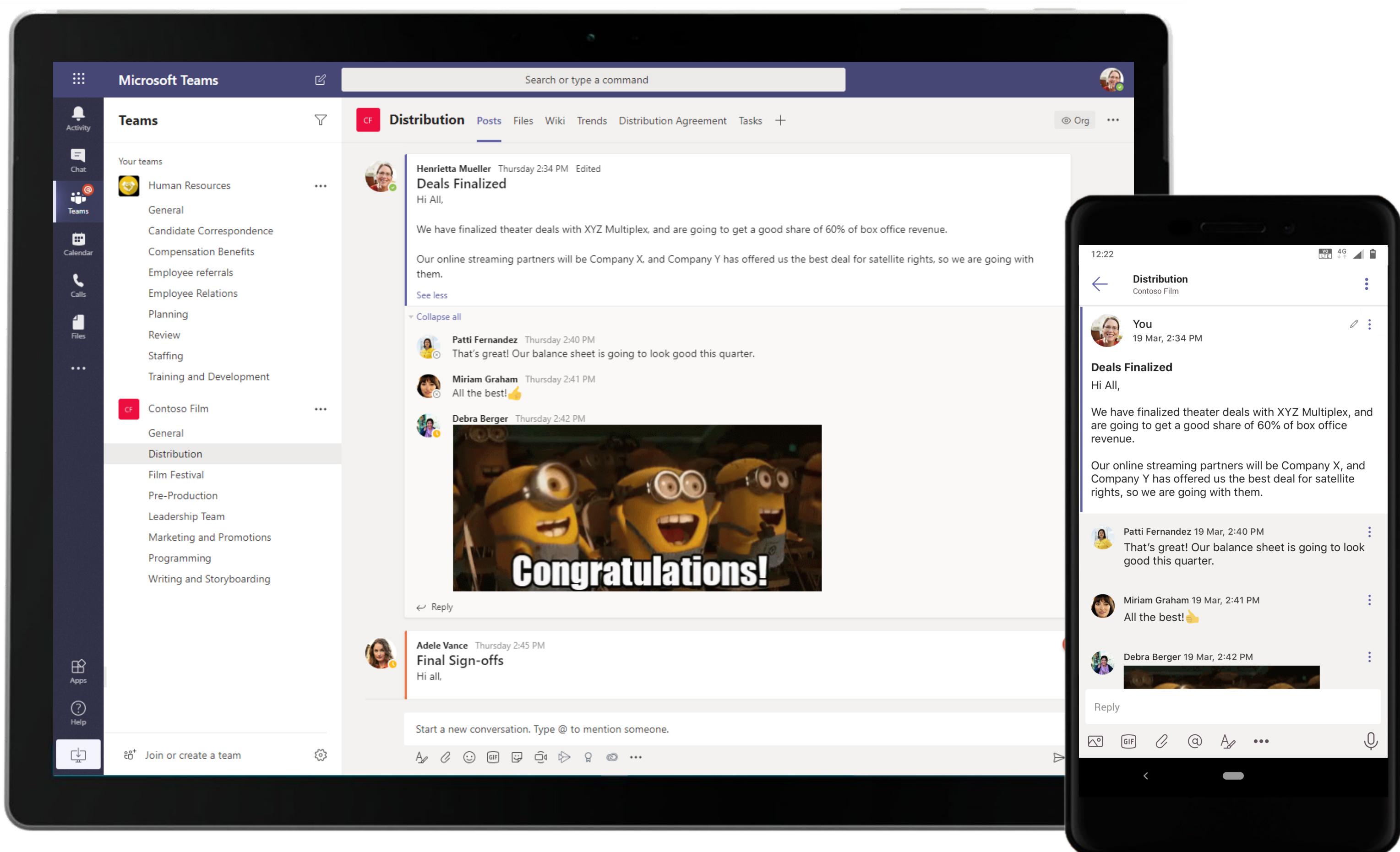
**Upcoming Projects**

Subitem	Owner	Priority	Status	Due Date
Connect with Streaming apps		High	To Do	Apr 29, 02:30
Connect with Multiplex Chains		Low	To Do	Mar 31, 11:59
Ancillary Rights		Medium	Working on it	Mar 31
Direct Selling Rights		High	Working on it	Mar 30
Rights To Retain		High	Working on it	Mar 31
Music Rights		High	Working on it	Mar 31
Writers Guild of America Registration		High	Done	Mar 30
MPAA Registration		Medium	Done	Mar 31
Copyright and trademark protection of su...		High	To Do	Mar 31

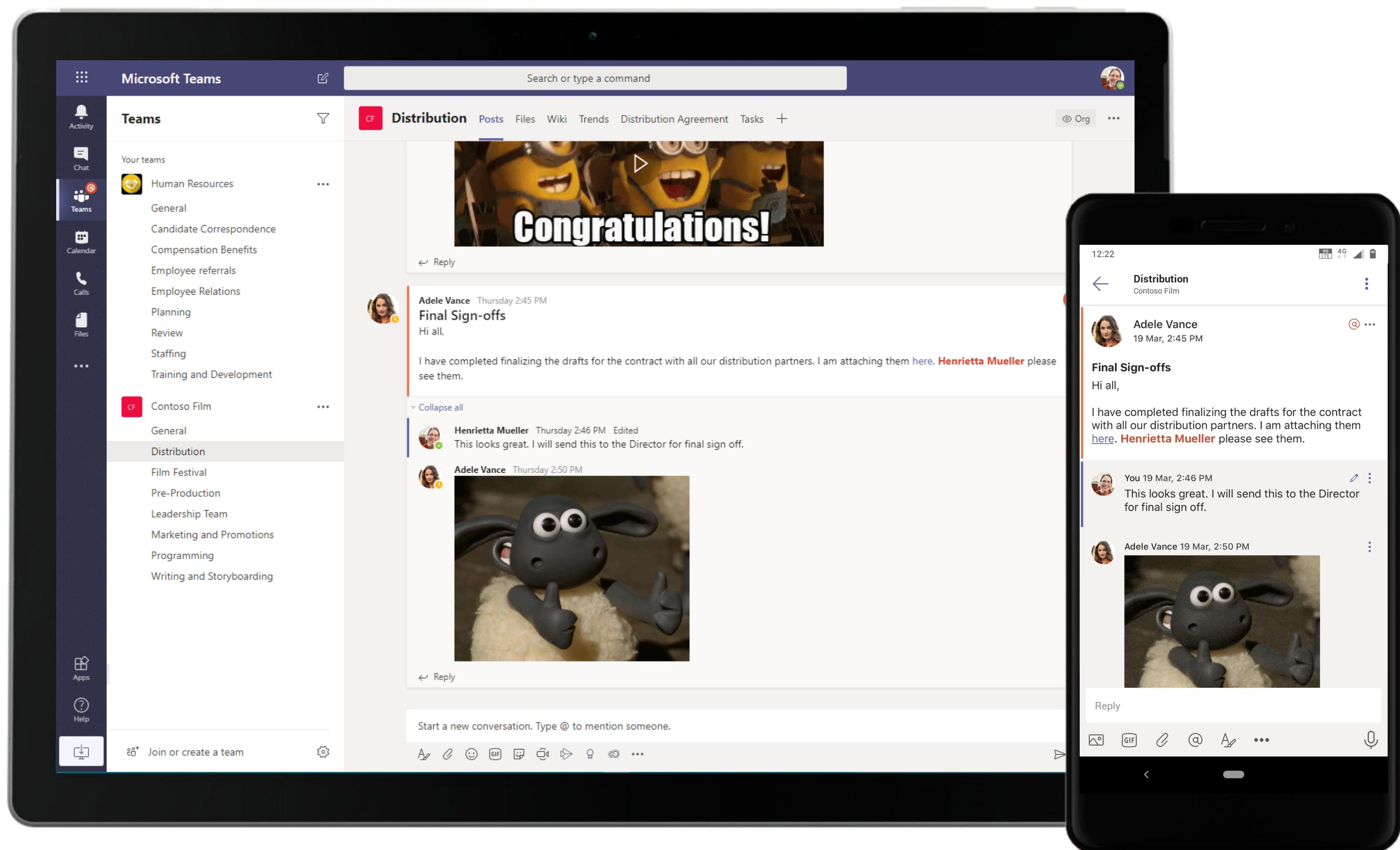
**Needs Approval**

Subitem	Owner	Priority	Status	Due Date
Working on the product's photos		High	Pending review	Mar 22, 05:00

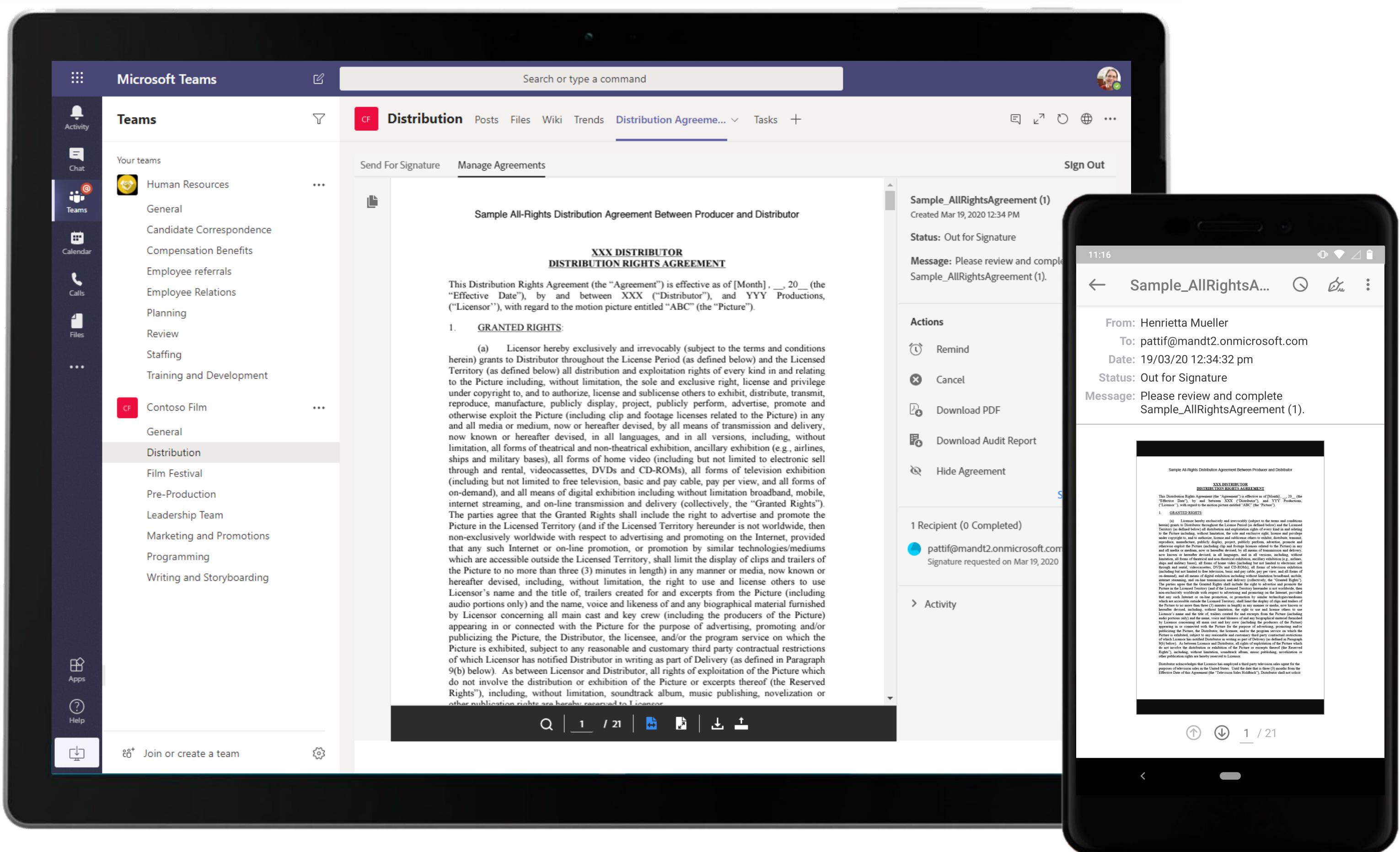
monday.com powers teams to organize, structure, and streamline all programs, projects, and processes. The monday.com app in Microsoft Teams helps the Business Development Manager track and close tasks related to the finalizing distribution partners.



Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations. Intense in moments of work flurry, these channels also see a fair amount of levity with GIFs and emojis that makes working together fun!



After the process of analyzing, there's more good news for the team members. The happy news is disseminated using a channel and employees share their delight in the conversation thread.



The image shows a Microsoft Teams interface with the Adobe Sign integration. On the left, the Teams sidebar is visible with various team sections like Human Resources, General, and Contoso Film. The main content area is titled 'Distribution' and shows a document titled 'Sample All-Rights Distribution Agreement Between Producer and Distributor'. The document is a 'XXX DISTRIBUTOR DISTRIBUTION RIGHTS AGREEMENT'. It details the rights granted to the distributor, including the right to exhibit, distribute, transmit, reproduce, manufacture, publicly display, project, publicly perform, advertise, promote and otherwise exploit the picture in various media and formats. The document is currently 'Out for Signature'. On the right, a mobile phone screen displays the same document with the recipient's information: 'From: Henrietta Mueller' and 'To: pattif@mandt2.onmicrosoft.com'. The phone screen also shows the message 'Message: Please review and complete Sample\_AllRightsAgreement (1)'.

Sign and send documents, contracts, and digital forms for e-signature and approval directly from a tab in the Microsoft Teams interface using Adobe Sign.



# Seamless Client Communication and Documentation

## Account Manager

### Scenario Walkthrough

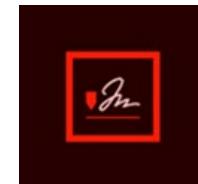
The Account Manager at Contoso speaks to Fabrikam Media, who wants to avail two services that Contoso is offering for the coverage of the Olympics. She shares the email sent by the representative from Fabrikam with the Legal team to ensure that all client requirements are officially agreed upon and met with.

- Shares an email of the client expressing their interest to go ahead with two services within a channel in Microsoft Teams.
- Communicates the client's decision with the Corporate Counsel to kickstart the process of making the agreement official.
- Views the agreement shared by the Corporate Counsel using Adobe Sign for Microsoft Teams.
- Congratulates the client for signing the contract and expresses her excitement for the collaboration using channel communications.

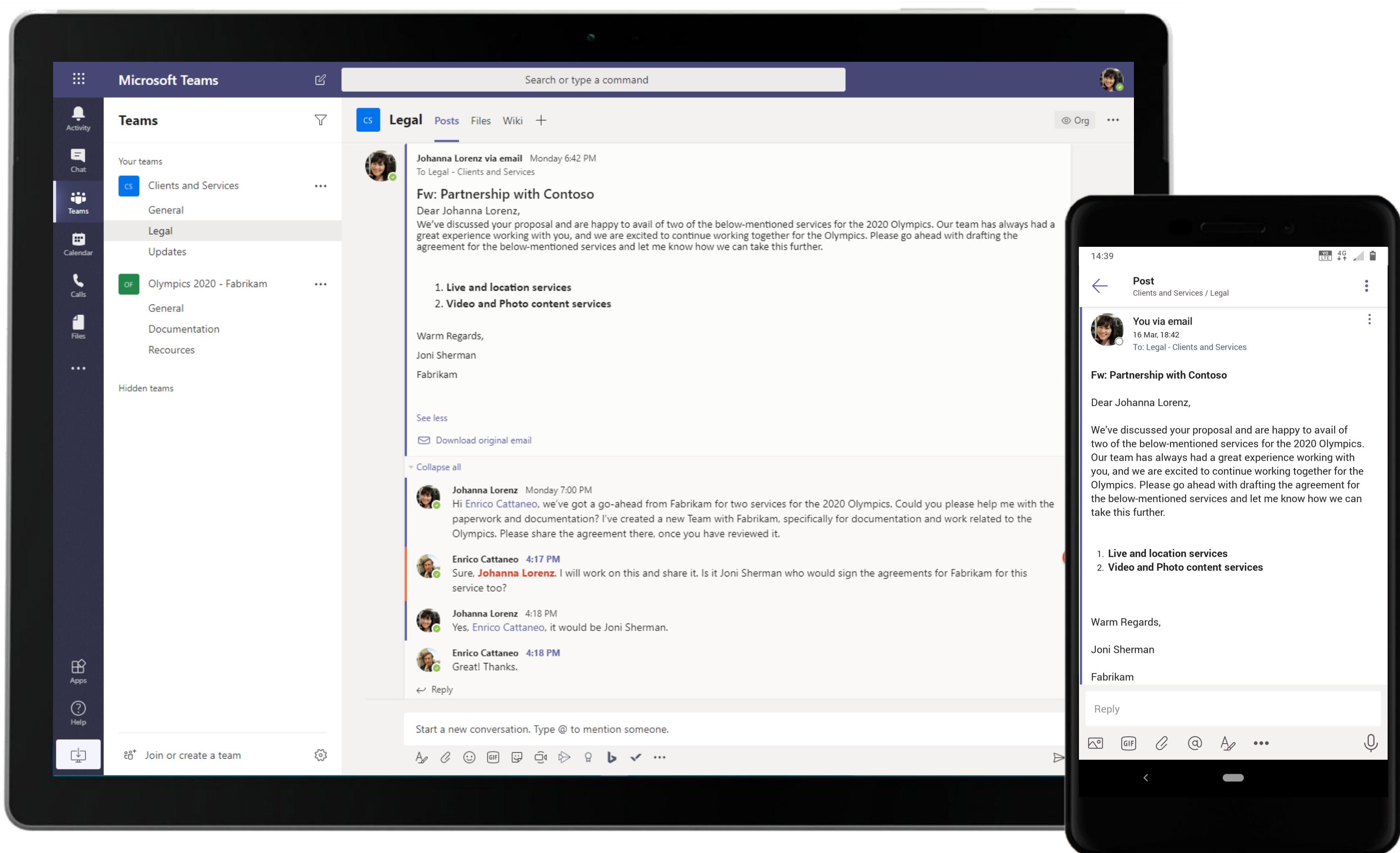
How did Microsoft Teams help the Account Manager to execute her roles and responsibilities?

- Share an email and all of its attachments into a channel within Microsoft Teams.
- Sign documents, send them for legally binding e-signatures and approvals right within a Teams channel.
- @mention feature to take relevant stakeholders for quick communication.
- Use a dedicated team to prepare and collaborate on a plan of action for business-critical tasks.

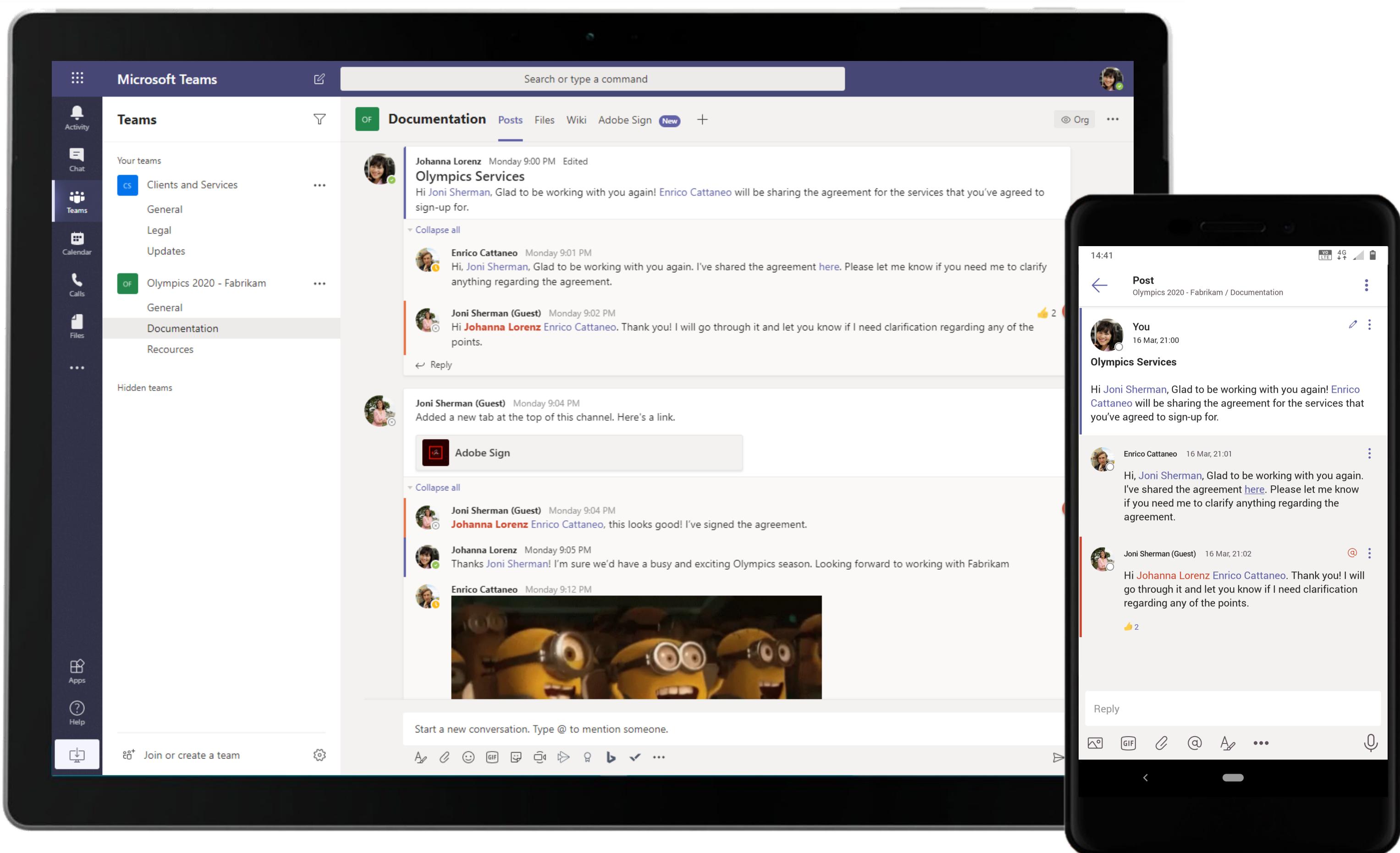
Which app integrations on Teams made it possible?



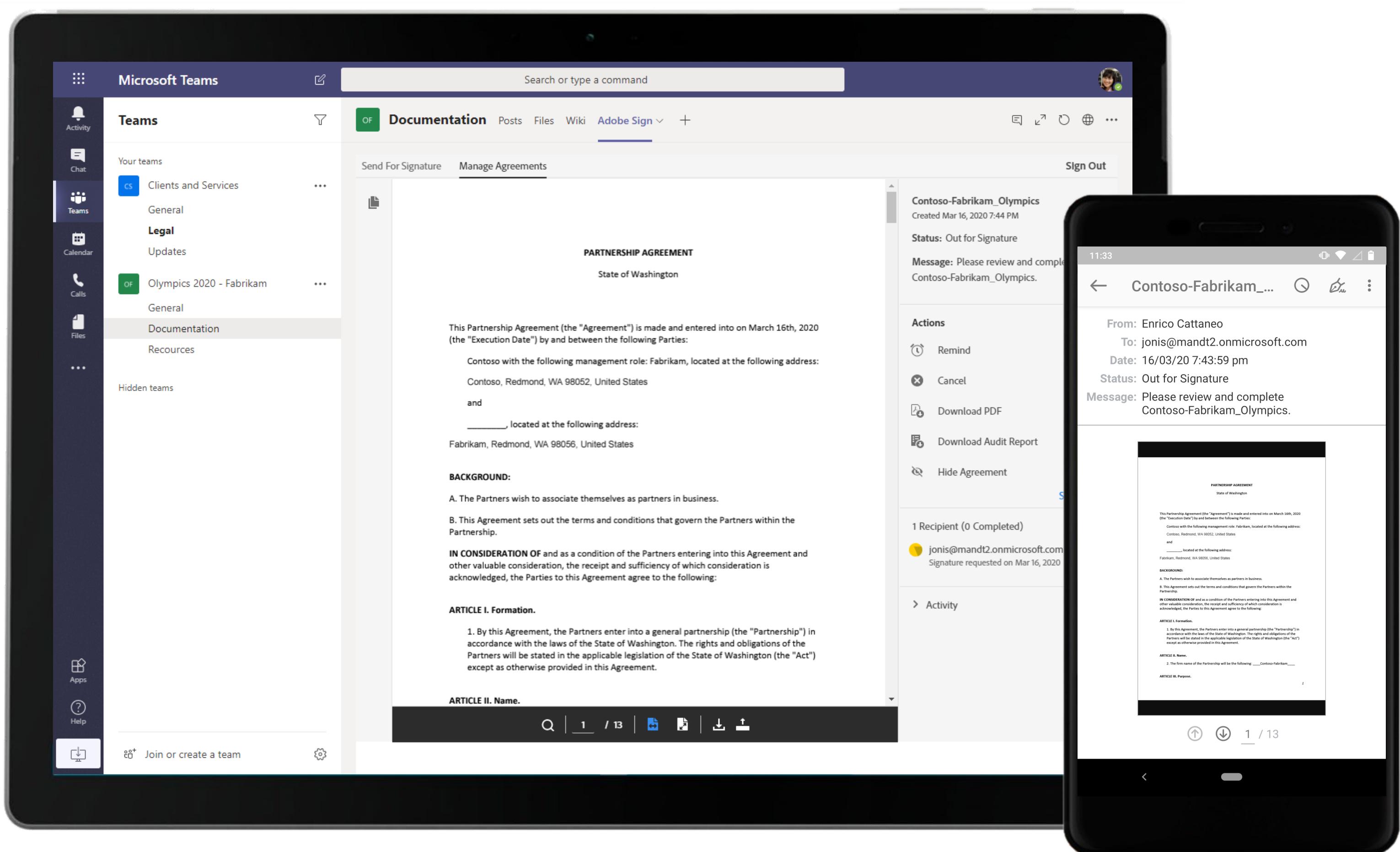
Adobe Sign



Microsoft Teams allows the team to communicate in open-channel conversations and keep team members up-to-date. The Marketing Manager updates the team about partnership email and shares in the channel.



Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread.



The screenshot illustrates the integration of Microsoft Teams and Adobe Sign for legal document management. On the left, the Microsoft Teams interface is shown with a 'Documentation' tab selected. The main content area displays a 'PARTNERSHIP AGREEMENT' document from the State of Washington, dated March 16, 2020. The document details the parties involved and their intentions. On the right, a 'Sign Out' button is visible. Below the document, a sidebar provides actions like 'Remind', 'Cancel', 'Download PDF', 'Download Audit Report', and 'Hide Agreement'. A message from 'Contoso-Fabrikam\_Olympics' is displayed, stating 'Status: Out for Signature' and 'Message: Please review and complete Contoso-Fabrikam\_Olympics.' A smartphone on the right shows the same document in Adobe Sign, with a message from 'Contoso-Fabrikam\_Olympics' and a recipient 'jonis@mandt2.onmicrosoft.com' with a status of 'Out for Signature'.

Sign and send documents, contracts, and digital forms for e-signature and approval directly from a tab in the Microsoft Teams interface using Adobe Sign. The partnership agreement is sent out for e-signature.



# Customer Service

Check out how the operations team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

## Customer Service Superpowers in Teams

### Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

### Apps that enable an immersive experience in Teams

					
Word	Excel	PowerPoint	OneNote	Asana	monday.com
					
Forms	Power BI	Lucidchart	Trello	Shifts	MURAL
					
Smartsheet	Presentations AI	Teamwork AI	Adobe Sign	Tasks by Planner and To Do	Communities

# Meet the Business Decision Makers

## Customer Service



**Customer Service Manager**

*"Your most unhappy customers are your greatest source of learning."*

- Supervise customer service activities in various business units
- Train experienced and new reps and keep track of their progress
- Analyze solutions to conflicts involving customers and employees



**Customer Service Associate**

*"Your most unhappy customers are your greatest source of learning."*

- Supervise customer service activities in various business units
- Train experienced and new reps and keep track of their progress
- Analyze solutions to conflicts involving customers and employees



# Generating a Customer Satisfaction Index

## Customer Service Manager

### Scenario Walkthrough

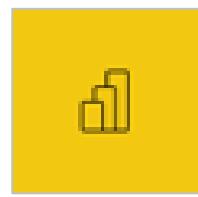
In order to understand the perception of customers regarding Contoso Network's products and services, the Customer Service Manager is tasked with the responsibility to conduct a survey and generate a customer satisfaction index for her region. She accomplishes this objective using Teams as the forum to communicate and collaborate with team members.

- Creates a new channel within the team and adds team members who will help her execute her task.
- Shares a customer survey form with team members for review and requests them to use the form to gather customer response.
- Uses Tasks by Planner and To Do within Teams to set and track daily survey goals.
- Collects individual reports of the responses and schedules a meeting on Teams to review the collected data.

How did Microsoft Teams help the Customer Service Manager execute her roles and responsibilities?

- Native features like conference calling with screen share help ensure everyone is on the same page.
- Tasks by Planner and To Do integration in Teams eases task management.
- External applications like Forms help members collaborate to create a desired set of questions.
- Dive into a wealth of analytical data with Power BI without leaving Teams.

Which app integrations on Teams made it possible?



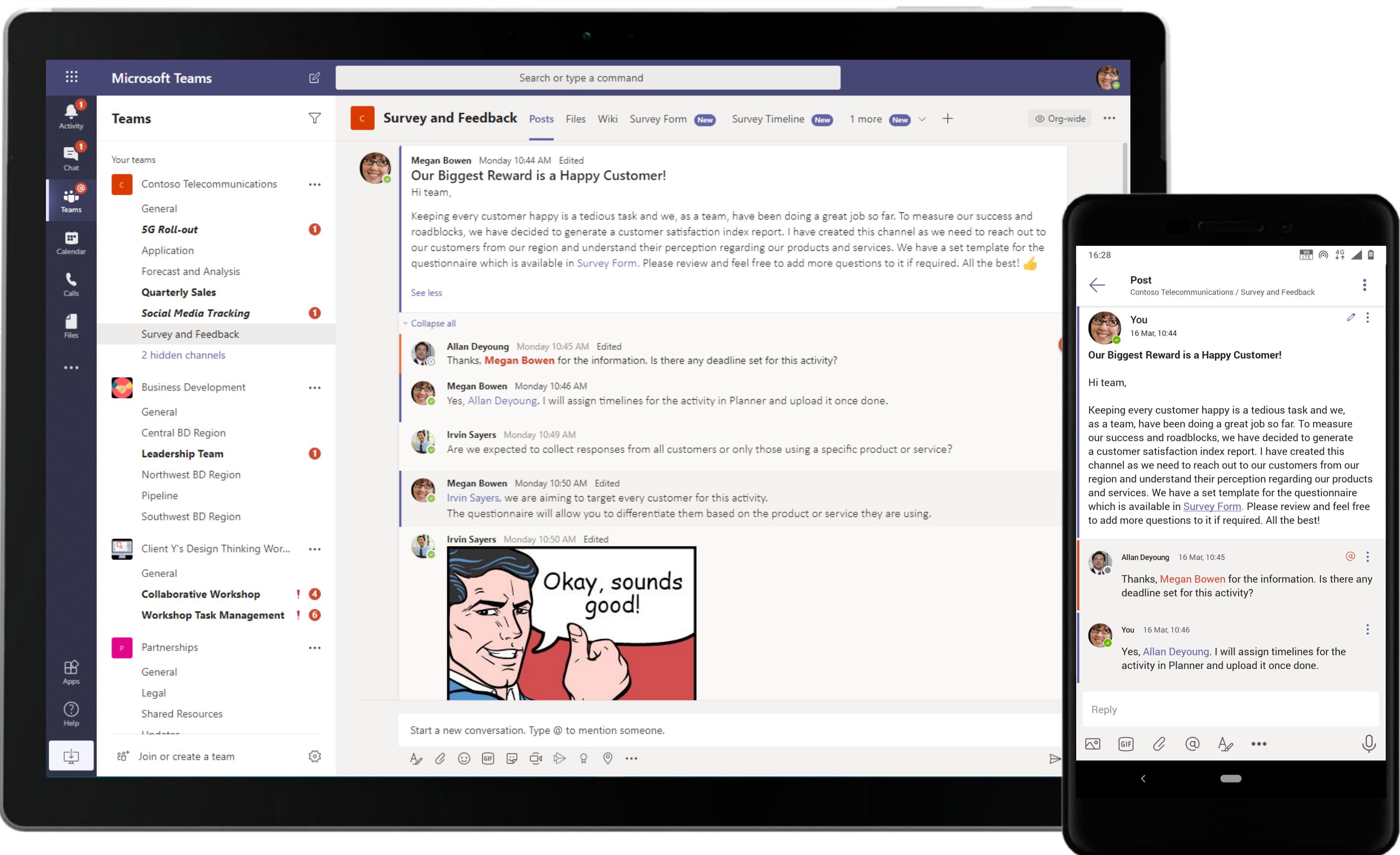
Power BI



Forms



Tasks by Planner and To Do



**Survey and Feedback** Posts Files Wiki Survey Form New Survey Timeline New 1 more New + ⚙ Org-wide ⚙

**Our Biggest Reward is a Happy Customer!**

Hi team,

Keeping every customer happy is a tedious task and we, as a team, have been doing a great job so far. To measure our success and roadblocks, we have decided to generate a customer satisfaction index report. I have created this channel as we need to reach out to our customers from our region and understand their perception regarding our products and services. We have a set template for the questionnaire which is available in Survey Form. Please review and feel free to add more questions to it if required. All the best! 

See less

**Collaborative Workshop** 4

**Workshop Task Management** 6

**Partnerships**

General Legal Shared Resources

Start a new conversation. Type @ to mention someone.

Okay, sounds good!

16:28 Post Contoso Telecommunications / Survey and Feedback

You 16 Mar, 10:44 Our Biggest Reward is a Happy Customer!

Hi team,

Keeping every customer happy is a tedious task and we, as a team, have been doing a great job so far. To measure our success and roadblocks, we have decided to generate a customer satisfaction index report. I have created this channel as we need to reach out to our customers from our region and understand their perception regarding our products and services. We have a set template for the questionnaire which is available in Survey Form. Please review and feel free to add more questions to it if required. All the best!

Allan Deyoung 16 Mar, 10:45 Thanks, Megan Bowen for the information. Is there any deadline set for this activity?

You 16 Mar, 10:46 Yes, Allan Deyoung. I will assign timelines for the activity in Planner and upload it once done.

Irvin Sayers 16 Mar, 10:49 AM Are we expected to collect responses from all customers or only those using a specific product or service?

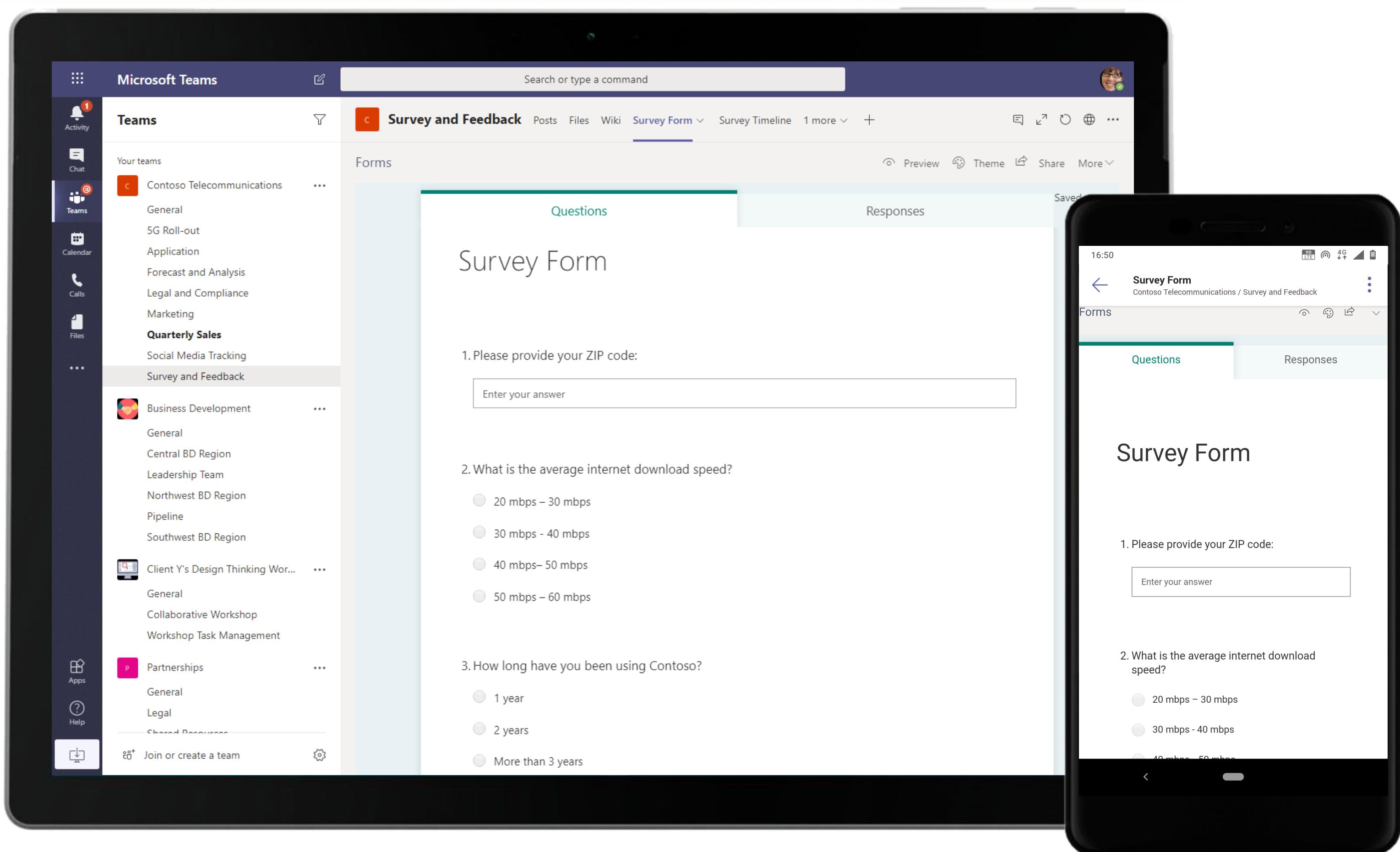
Megan Bowen 16 Mar, 10:50 AM Edited Irvin Sayers, we are aiming to target every customer for this activity. The questionnaire will allow you to differentiate them based on the product or service they are using.

Irvin Sayers 16 Mar, 10:50 AM Edited

Reply

291

Channels can be created to serve any purpose. They can be created to increase communication and productivity among team members and in this case, the Customer Service Manager aims to conduct customer survey.



The image shows the Microsoft Teams application interface on a desktop and a mobile phone, both displaying a survey form titled "Survey Form".

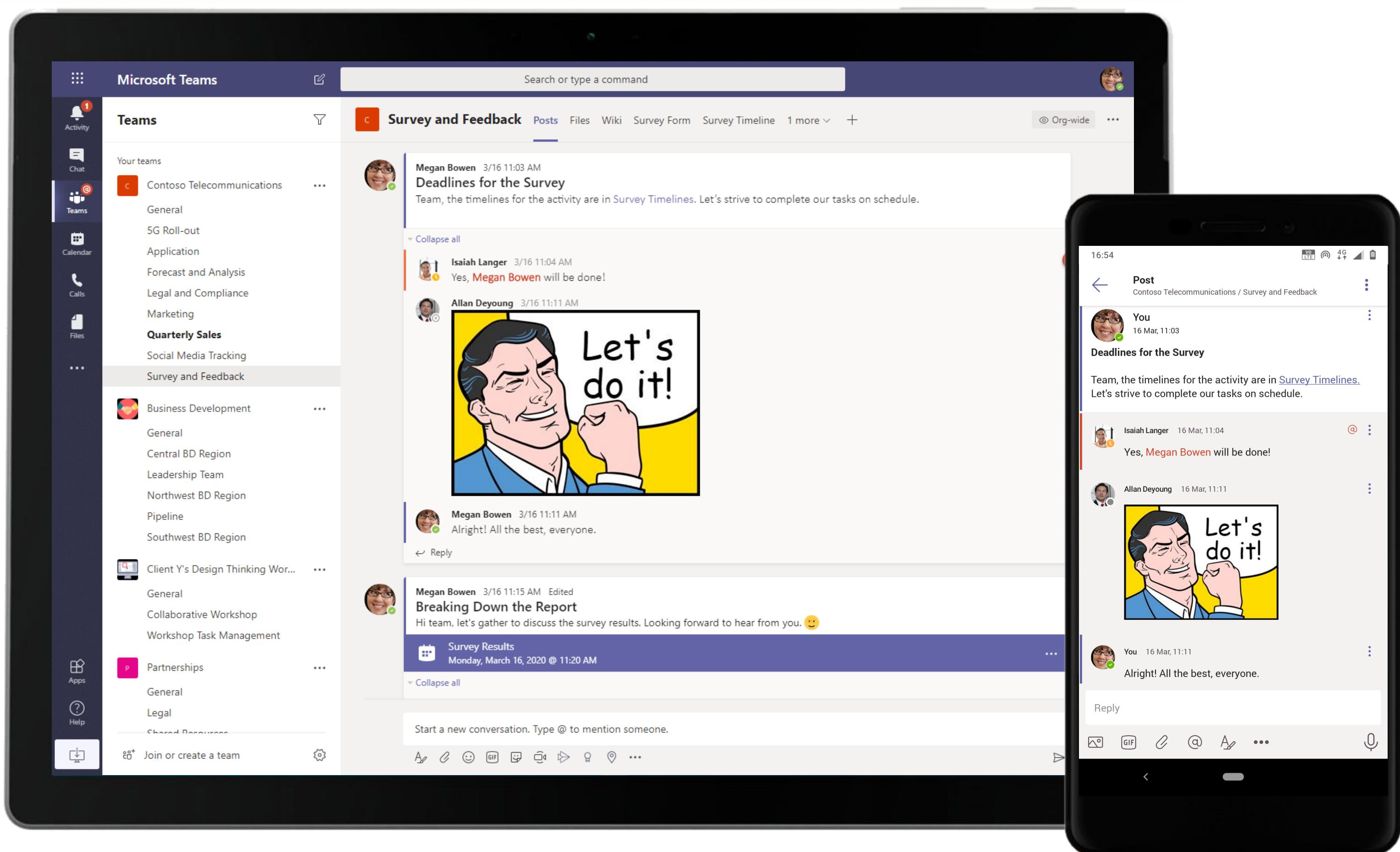
**Desktop (Microsoft Teams):**

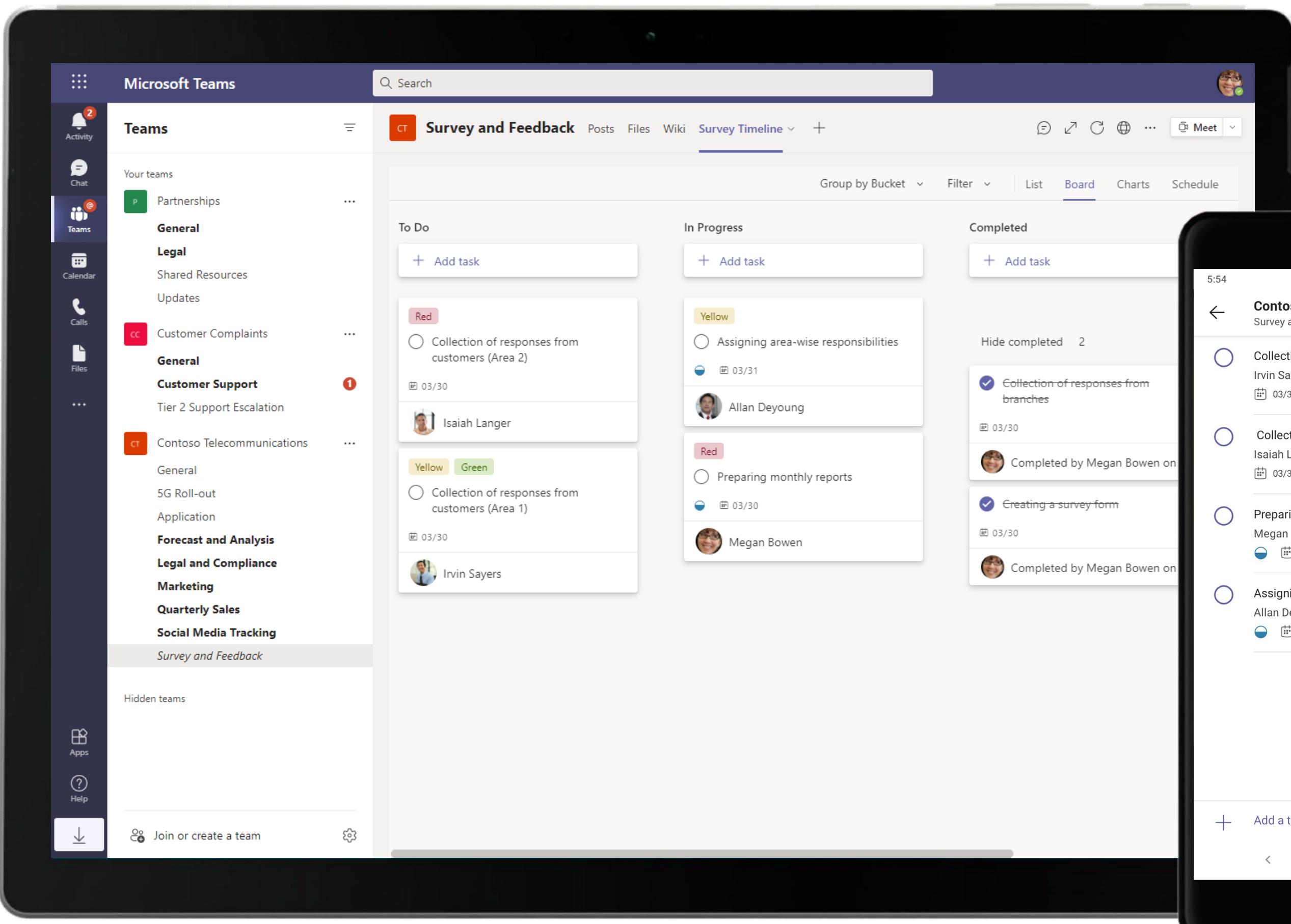
- Header:** Microsoft Teams, Search or type a command, Teams, Survey and Feedback (highlighted in orange), Posts, Files, Wiki, Survey Form, Survey Timeline, 1 more, +, and various icons.
- Sidebar (Teams):** Activity, Chat, Teams (selected), Calendar, Calls, Files, and a three-dot menu.
- Sidebar (Survey and Feedback):** Your teams, Contoso Telecommunications, General, 5G Roll-out, Application, Forecast and Analysis, Legal and Compliance, Marketing, Quarterly Sales, Social Media Tracking, Survey and Feedback, Business Development, General, Central BD Region, Leadership Team, Northwest BD Region, Pipeline, Southwest BD Region, Client Y's Design Thinking Wor..., General, Collaborative Workshop, Workshop Task Management, Partnerships, General, Legal, Shared Resources, and a three-dot menu.
- Content:** Questions tab, Survey Form title, 1. Please provide your ZIP code: (input field), 2. What is the average internet download speed? (radio buttons: 20 mbps – 30 mbps, 30 mbps - 40 mbps, 40 mbps– 50 mbps, 50 mbps – 60 mbps), 3. How long have you been using Contoso? (radio buttons: 1 year, 2 years, More than 3 years).

**Mobile (Smartphone):**

- Header:** 16:50, Survey Form, Contoso Telecommunications / Survey and Feedback, and various icons.
- Content:** Questions tab, Survey Form title, 1. Please provide your ZIP code: (input field), 2. What is the average internet download speed? (radio buttons: 20 mbps – 30 mbps, 30 mbps - 40 mbps, 40 mbps– 50 mbps, 50 mbps – 60 mbps), 3. How long have you been using Contoso? (radio buttons: 1 year, 2 years, More than 3 years).

Integrated Forms application within Teams helps systematically gather customer feedback and suggestions. The Customer Service team uses Forms to conduct customer satisfaction survey.

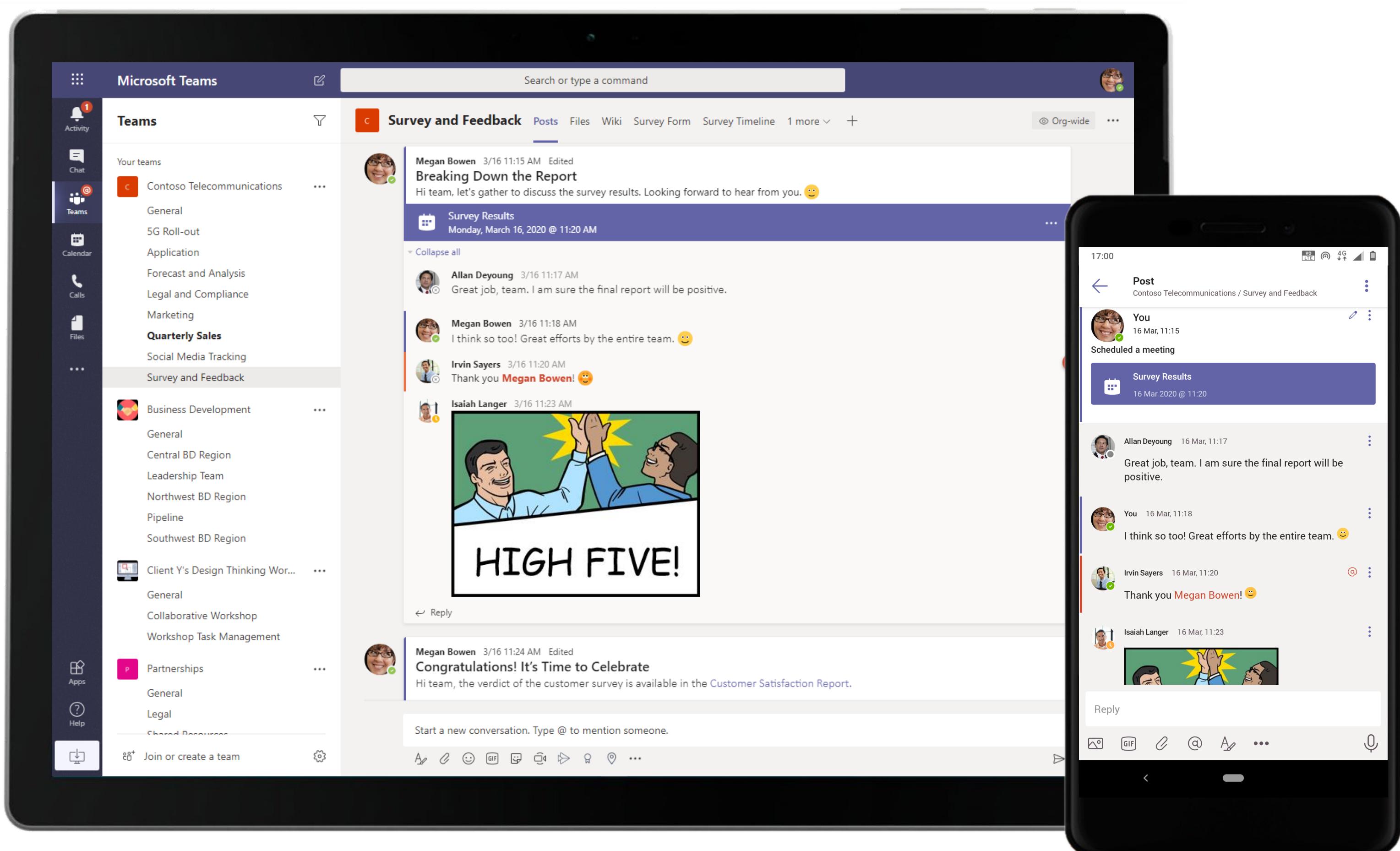




The screenshot shows the Microsoft Teams interface with the 'Survey and Feedback' channel open. The left sidebar shows various teams, and the main area displays a 'Survey and Feedback' board with three columns: 'To Do', 'In Progress', and 'Completed'. The 'To Do' column contains tasks for 'Collection of responses from customers (Area 1)' and 'Collection of responses from customers (Area 2)'. The 'In Progress' column contains tasks for 'Assigning area-wise responsibilities' and 'Preparing monthly reports'. The 'Completed' column contains tasks for 'Collection of responses from branches', 'Creating a survey form', and 'Preparing monthly reports'. A mobile phone on the right shows a detailed view of the 'Completed' tasks, including names like Allan Deyoung, Megan Bowen, and Irvin Sayers, and dates like 03/30/2021 and 03/31/2021.

Completed Task	Assignee	Date
Collection of responses from branches	Allan Deyoung	03/30
Creating a survey form	Megan Bowen	03/30
Preparing monthly reports	Megan Bowen	03/30
Collection of responses from customers (Area 1)	Irvin Sayers	03/30/2021
Collection of responses from customers (Area 2)	Isaiah Langer	03/30/2021
Assigning area-wise responsibilities	Isaiah Langer	03/31
Preparing monthly reports	Megan Bowen	03/30

The deeply integrated Tasks by Planner and To Do within Microsoft Teams enables speedy plan mobilization using task assignment and delegation. The Customer Service Manager can organize and track tasks with the Tasks by Planner and To Do tab in any channel in Microsoft Teams.



The image displays the Microsoft Teams interface on a laptop and a mobile phone, illustrating the platform's features for customer service management.

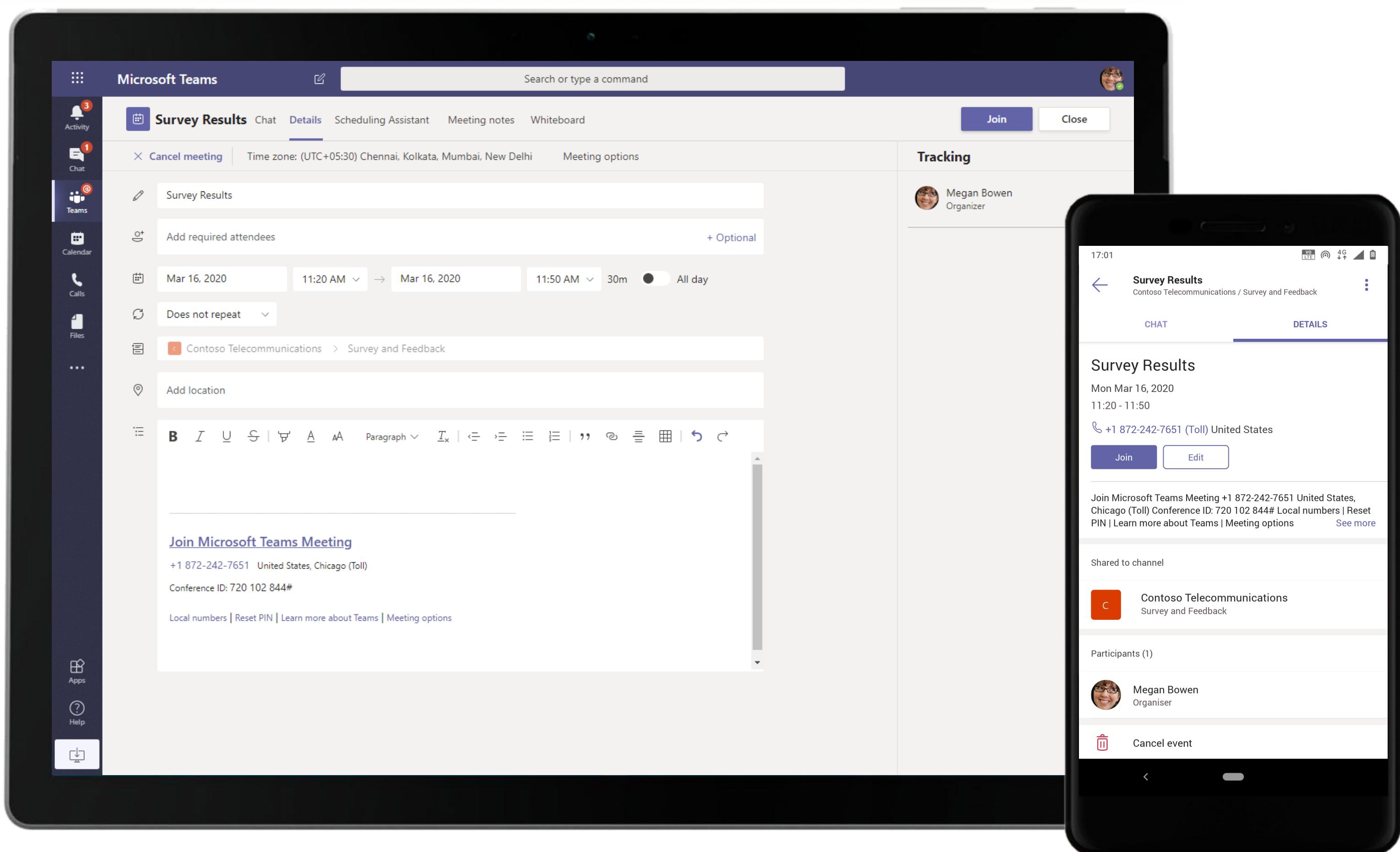
**Laptop Screen (Microsoft Teams Interface):**

- Left Sidebar:** Shows the Microsoft Teams navigation bar with icons for Activity, Chat, Teams (selected), Calendar, Calls, Files, and Apps.
- Top Bar:** Microsoft Teams logo, search bar, and user profile.
- Teams List:** Shows 'Your teams' including Contoso Telecommunications, General, 5G Roll-out, Application, Forecast and Analysis, Legal and Compliance, Marketing, and **Quarterly Sales** (selected).
- Survey and Feedback Thread:** A post by Megan Bowen on March 16 at 11:15 AM, edited, titled "Breaking Down the Report". It says, "Hi team, let's gather to discuss the survey results. Looking forward to hear from you." followed by a smiling emoji. Below it, Allan Deyoung replies, "Great job, team. I am sure the final report will be positive." Megan Bowen replies, "I think so too! Great efforts by the entire team." Irvin Sayers replies, "Thank you **Megan Bowen!**" followed by a smiling emoji. Isaiah Langer replies with a "HIGH FIVE!" emoji.
- Second Thread:** A post by Megan Bowen on March 16 at 11:24 AM, edited, titled "Congratulations! It's Time to Celebrate". It says, "Hi team, the verdict of the customer survey is available in the [Customer Satisfaction Report](#)".
- Bottom Bar:** Includes icons for message, file, and more.

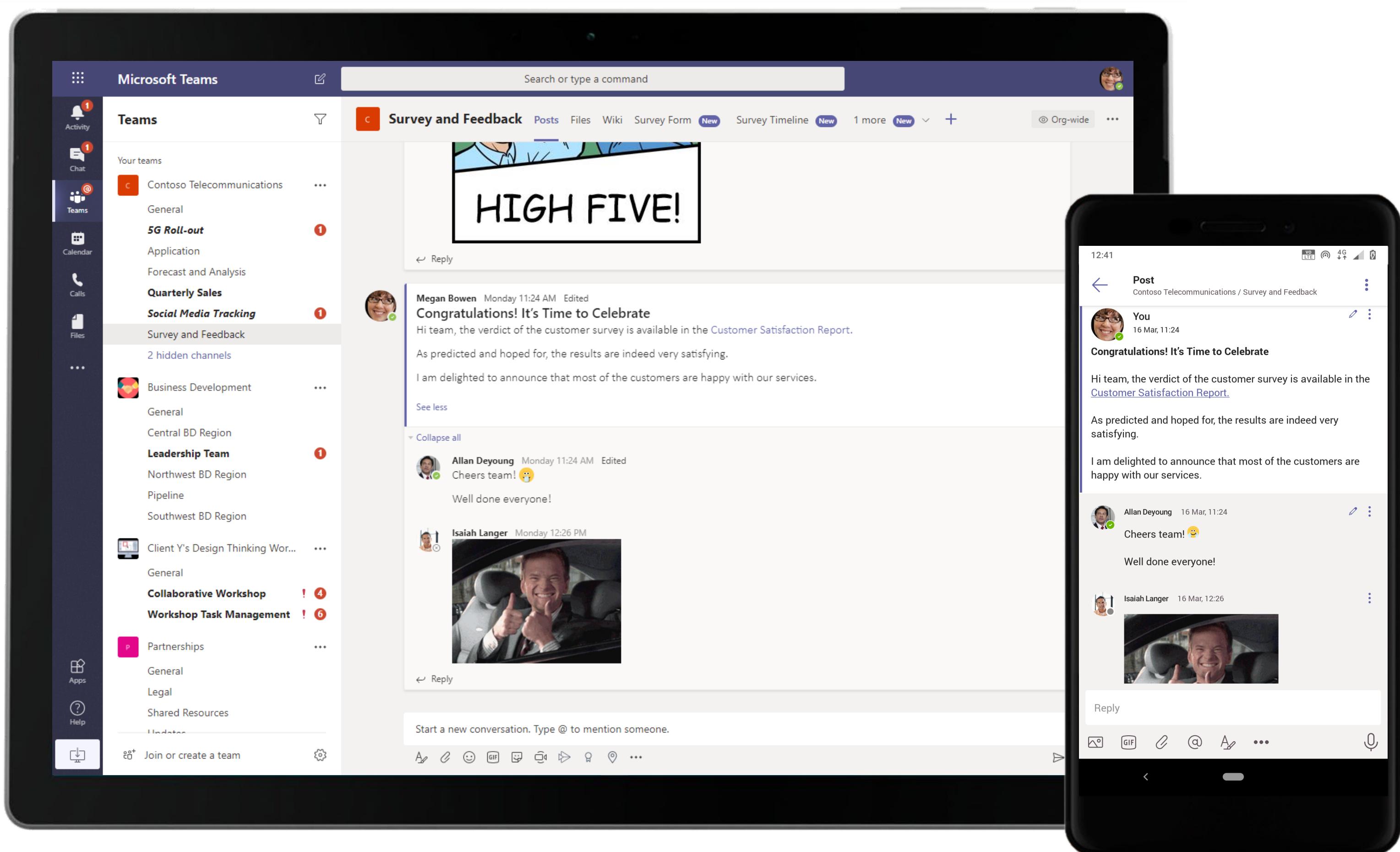
**Mobile Phone Screen (Survey and Feedback Thread):**

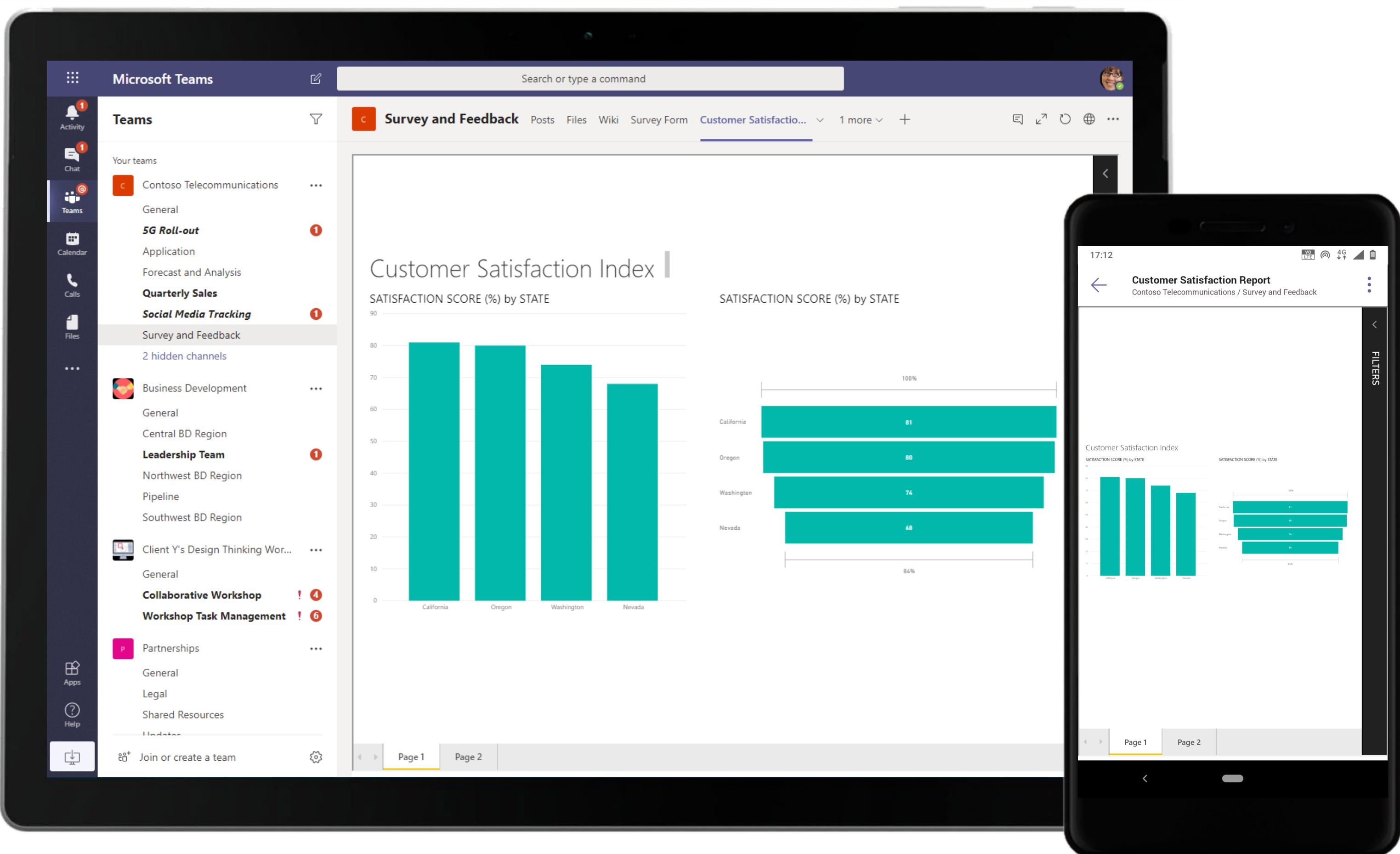
- Header:** Shows the time (17:00), signal strength, and battery level.
- Post:** Contoso Telecommunications / Survey and Feedback. Megan Bowen posted on March 16, 11:15 AM, "Scheduled a meeting".
- Survey Results:** Posted on March 16, 2020, at 11:20 AM, showing the results of the survey.
- Comments:**
  - Allan Deyoung (16 Mar, 11:17): "Great job, team. I am sure the final report will be positive."
  - You (16 Mar, 11:18): "I think so too! Great efforts by the entire team."
  - Irvin Sayers (16 Mar, 11:20): "Thank you **Megan Bowen!**" followed by a smiling emoji.
  - Isaiah Langer (16 Mar, 11:23): A "HIGH FIVE!" emoji.
- Bottom Bar:** Includes icons for image, GIF, file, and more.

With Microsoft Teams, the Customer Service Manager can schedule meetings without difficulty and find the best available times for invitees through the native scheduling calendar. Meeting threads make follow-up conversations a breeze, and even fun!



When the Customer Service Manager creates a meeting invite, she can use the native scheduling calendar to check for optimal meeting time for all attendees.





The image shows a Microsoft Teams interface on the left and a mobile phone interface on the right, both displaying a Power BI dashboard for a Customer Satisfaction Index.

**Microsoft Teams Interface (Left):**

- Teams:** Your teams list includes Contoso Telecommunications (General, 5G Roll-out, Application, Forecast and Analysis, Quarterly Sales, Social Media Tracking), Business Development (General, Central BD Region, Leadership Team, Northwest BD Region, Pipeline, Southwest BD Region), Client Y's Design Thinking Wor..., Collaborative Workshop (4 notifications), Workshop Task Management (6 notifications), Partnerships (General, Legal, Shared Resources), and Updates.
- Survey and Feedback:** The current tab in the ribbon.
- Content:** Displays two charts:
  - SATISFACTION SCORE (%) by STATE:** Bar chart showing scores for California (81%), Oregon (80%), Washington (74%), and Nevada (68%).
  - SATISFACTION SCORE (%) by STATE:** Horizontal bar chart showing scores for California (81%), Oregon (80%), Washington (74%), and Nevada (68%).
- Page Navigation:** Page 1 (selected) and Page 2.

**Mobile Phone Interface (Right):**

- Customer Satisfaction Report:** Contoso Telecommunications / Survey and Feedback.
- Content:** Displays a simplified version of the Power BI dashboard, showing the same bar charts for satisfaction scores by state.
- Page Navigation:** Page 1 (selected) and Page 2.

Build dynamic data visualizations, measure metrics, and track analytics through Power BI within Teams. The Customer Service Manager can dive into this wealth of analytical data shared using Power BI.



# Responding to Customer Complaints

## Customer Service Manager

### Scenario Walkthrough

A customer is experiencing problems while logging into the new Contoso mobile application. The Customer Service Manager notices a sudden spike in the number of customers reporting issues while logging into the app. The Contoso application development team is informed about the issue on Teams, and the App Engineer begins to troubleshoot and fix the issue before more customers are affected by it.

- Uses Power BI to pick up trends in application issues.
- Creates a Zendesk ticket for resolving the issue.
- Co-ordinates with the Application Engineer to track progress.
- Notifies the team once the customer can successfully log into the application.

How did Microsoft Teams help the Customer Service Manager to Execute her Roles and Responsibilities?

- 1:1 chat helps to gain further clarity of the issue and fix it soon.
- View tickets and collaborate on them using Zendesk.
- Power BI to gain app insights.
- @mention feature to attract attention of relevant members immediately.

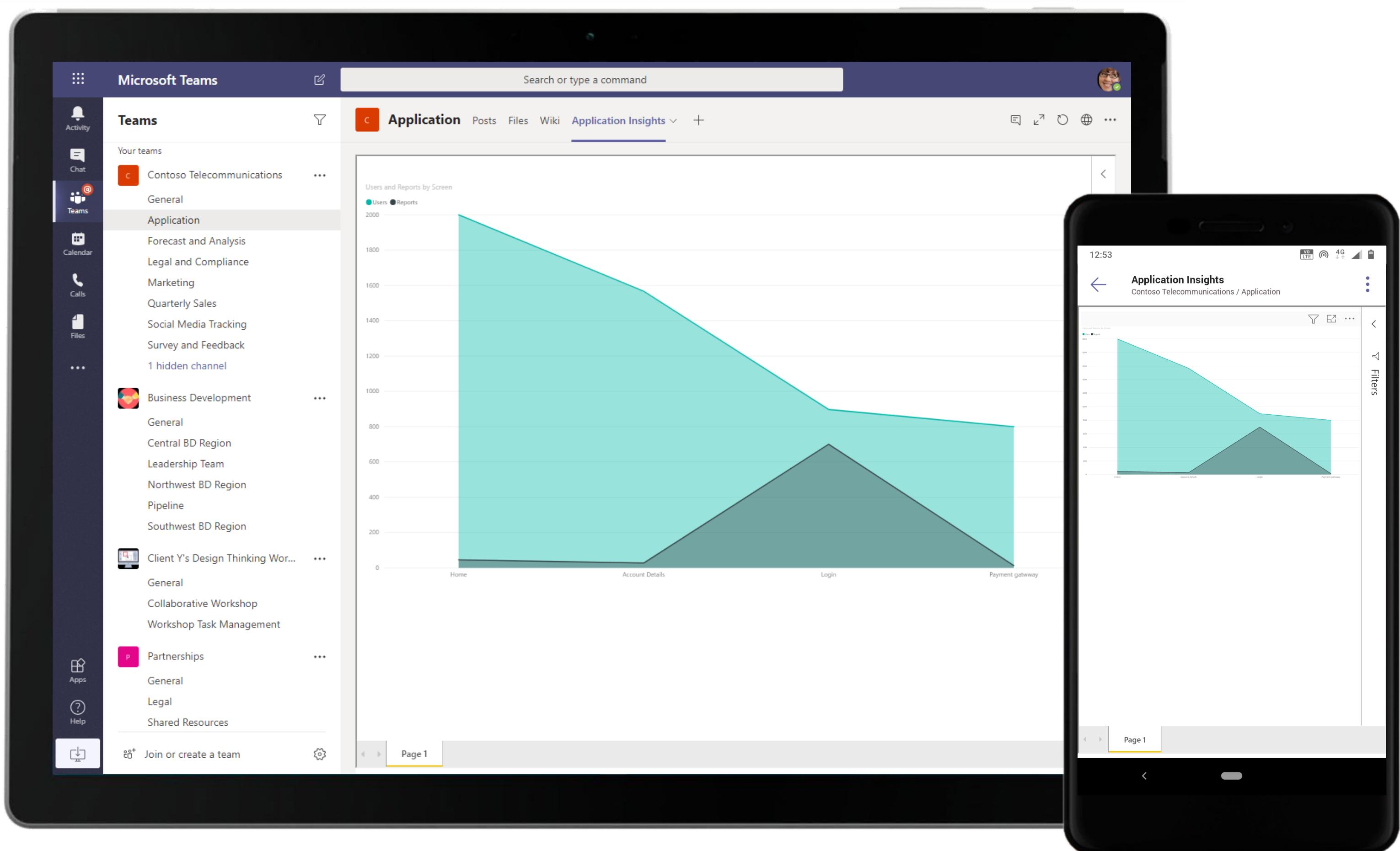
Which app integrations on Teams made it possible?



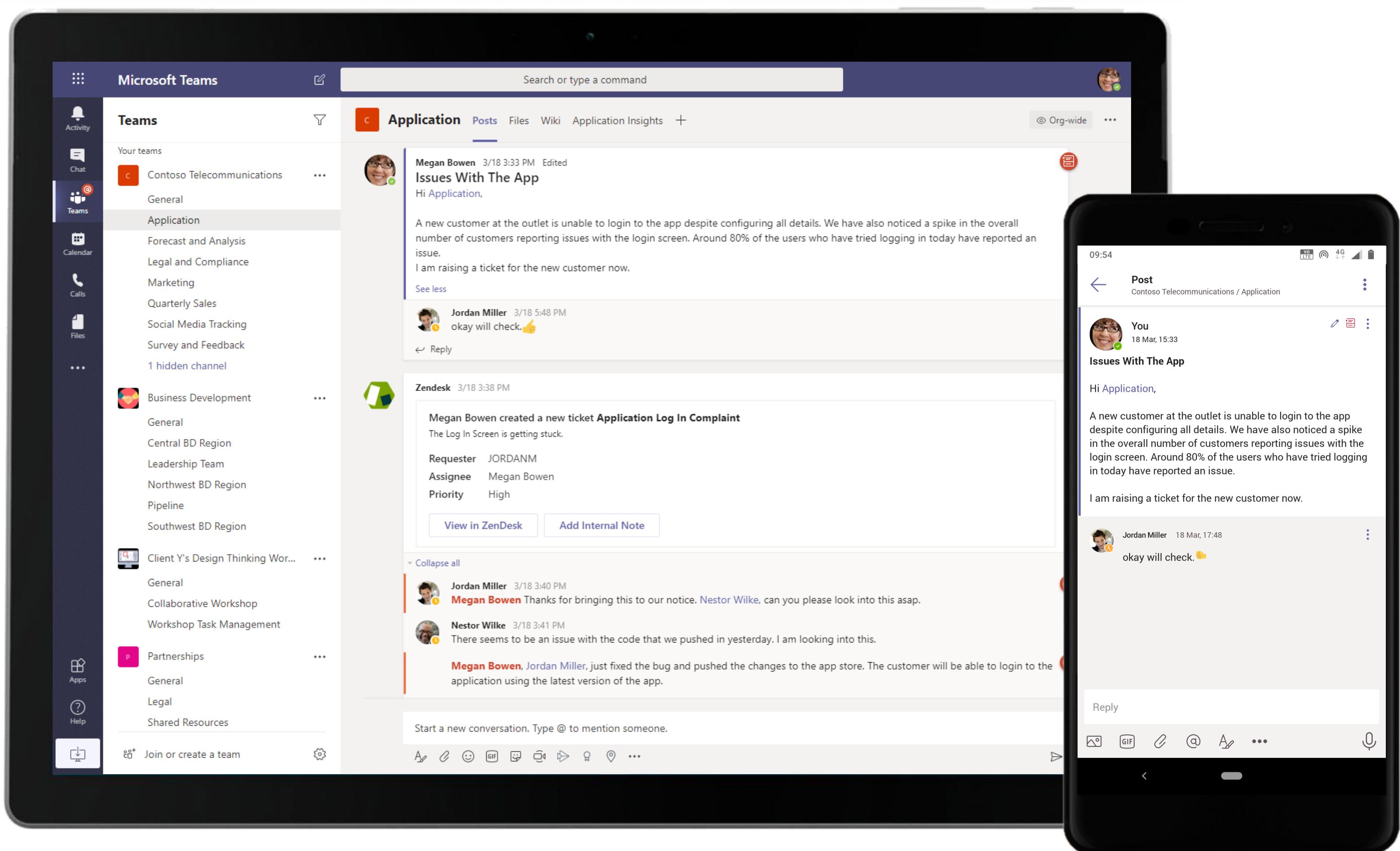
Power BI



Zendesk



Facilitate data-driven decisions informed by visualizations and scoring in Power BI for Microsoft Teams. The Customer Service Manager uses a Power BI tab pinned to the channel to review application insights.



The image shows a Microsoft Teams interface on a desktop and a mobile phone displaying a customer service conversation. On the desktop, the 'Application' channel is selected in the 'Teams' sidebar. A message from Megan Bowen (@MeganBowen) is shown, reporting issues with the app. Jordan Miller (@JordanMiller) responds, saying he will check. A Zendesk ticket is also visible, detailing the issue and assignees. On the mobile phone, the conversation continues with Megan Bowen (@MeganBowen) reporting the issue and Jordan Miller (@JordanMiller) responding that he will check.

**Microsoft Teams**

Search or type a command

**Application** Posts Files Wiki Application Insights +

Org-wide ...

**Teams**

Your teams

- Contoso Telecommunications **Application**
- General
- Forecast and Analysis
- Legal and Compliance
- Marketing
- Quarterly Sales
- Social Media Tracking
- Survey and Feedback
- 1 hidden channel

- Business Development
- General
- Central BD Region
- Leadership Team
- Northwest BD Region
- Pipeline
- Southwest BD Region

- Client Y's Design Thinking Wor...
- General
- Collaborative Workshop
- Workshop Task Management

- Partnerships
- General
- Legal
- Shared Resources

Join or create a team 

**Application**

Megan Bowen 3/18 3:33 PM Edited  
**Issues With The App**  
Hi Application,

A new customer at the outlet is unable to login to the app despite configuring all details. We have also noticed a spike in the overall number of customers reporting issues with the login screen. Around 80% of the users who have tried logging in today have reported an issue.

I am raising a ticket for the new customer now.

See less

Jordan Miller 3/18 5:48 PM  
okay will check. 

Reply

Zendesk 3/18 3:38 PM

Megan Bowen created a new ticket **Application Log In Complaint**  
The Log In Screen is getting stuck.

Requester JORDANM  
Assignee Megan Bowen  
Priority High

[View in ZenDesk](#) [Add Internal Note](#)

**Collapse all**

Jordan Miller 3/18 3:40 PM  
**Megan Bowen** Thanks for bringing this to our notice. **Nestor Wilke**, can you please look into this asap.

Nestor Wilke 3/18 3:41 PM  
There seems to be an issue with the code that we pushed in yesterday. I am looking into this.

**Megan Bowen**, **Jordan Miller**, just fixed the bug and pushed the changes to the app store. The customer will be able to login to the application using the latest version of the app.

Start a new conversation. Type @ to mention someone.

Reply      

09:54 Post Contoso Telecommunications / Application

You 18 Mar, 15:33  
**Issues With The App**  
Hi Application,

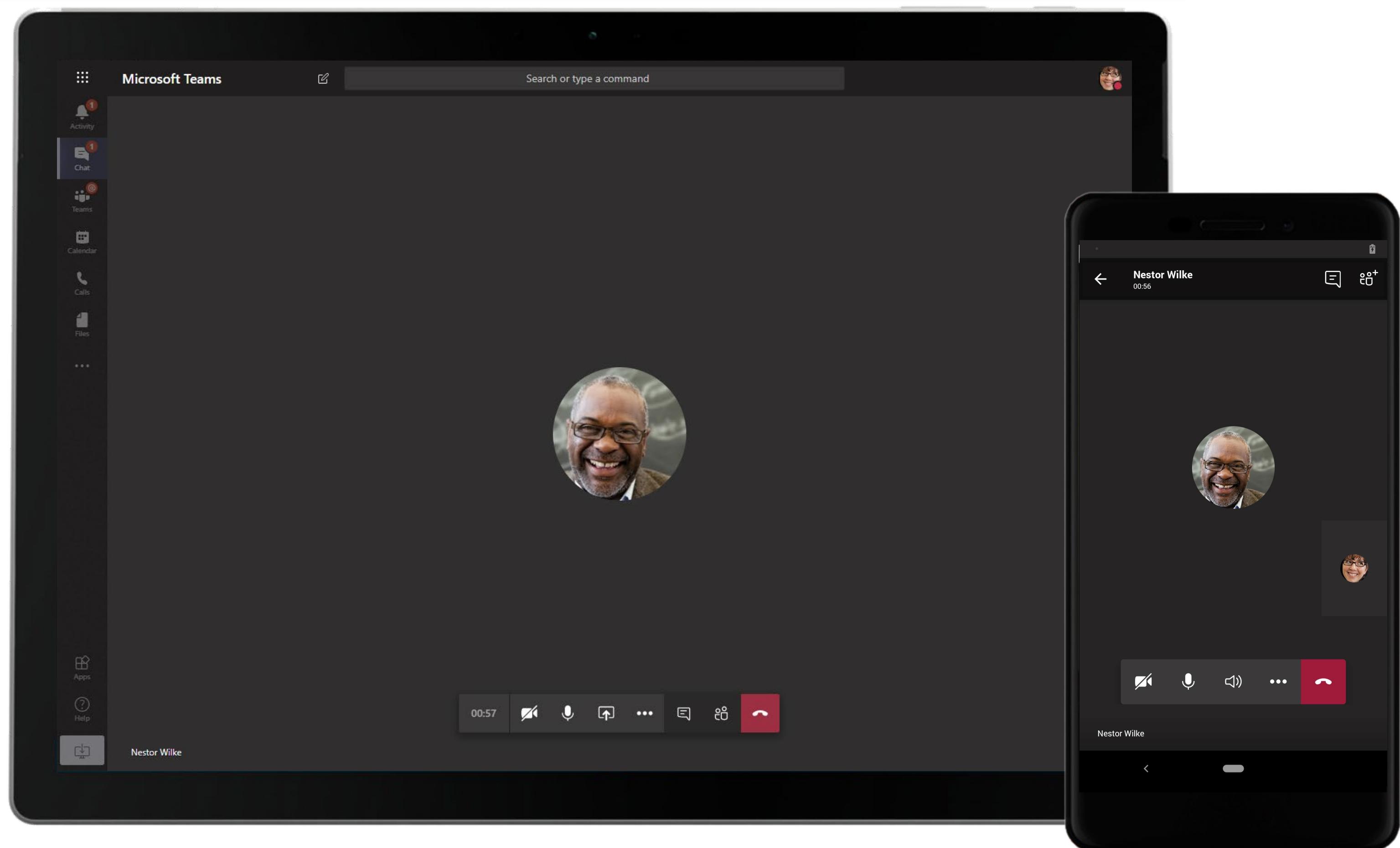
A new customer at the outlet is unable to login to the app despite configuring all details. We have also noticed a spike in the overall number of customers reporting issues with the login screen. Around 80% of the users who have tried logging in today have reported an issue.

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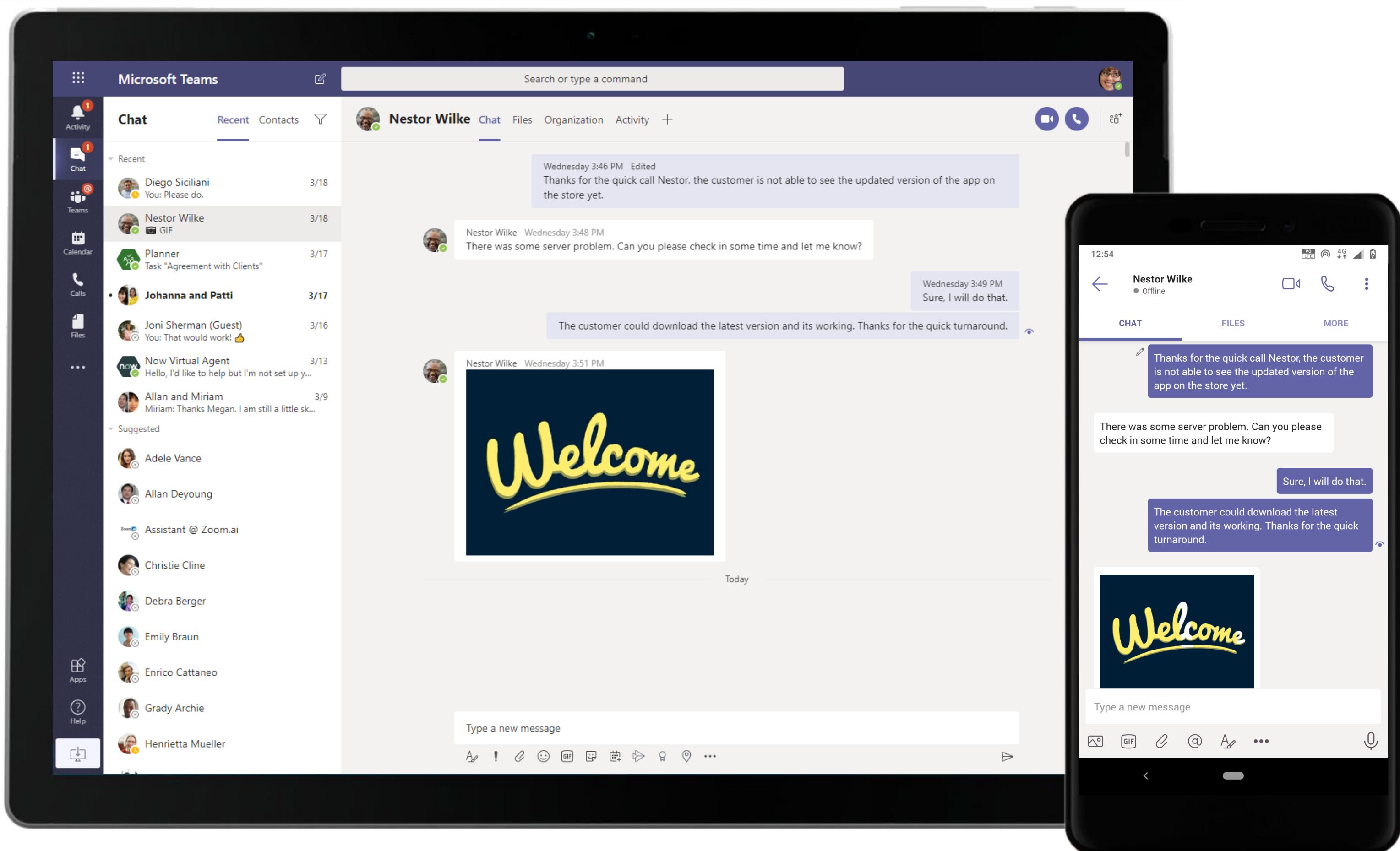
Jordan Miller 18 Mar, 17:48  
okay will check. 

Reply      

Create dedicated channels to facilitate instant group communication. The Customer Service Manager creates a ticket for customer login issue in the dedicated channel.



1:1 chat conversations can be turned into a call, according to the participants' convenience. The Customer Service Manager and the Engineer opt for a call to troubleshoot the issue.



Quickly reach out to and chat with co-workers. Take conversations offline from channels for 1:1 discussions, just like the conversation here between the Customer Service Manager and the Engineer.



# Retaining Customer Loyalty with Timely Assistance

## Customer Service Associate

### Scenario Walkthrough

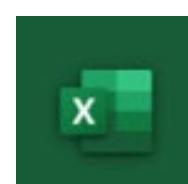
A Contoso customer finds his SIM card is not working for his smartphone. A Customer Service Associate attempts to help the customer and realizes she is not equipped to solve the issue and needs to escalate to a Tier 2 Service Agent. See how the Customer Service Associate leverages Microsoft Teams to execute this escalation promptly to maintain customer loyalty.

- Shares the customer details, which also includes the purchase location by using Places.
- Uses Zoom.ai Assistant to search the product knowledge base in Teams.
- Gets in touch with an Assistant to figure out an estimated cost for repairing with Excel.
- Escalates the issue to a Tier 2 Service Agent and raises a ticket using Asana as she is unable to provide the correct solution.
- Acknowledges the ticket closure update from the Service Agent.

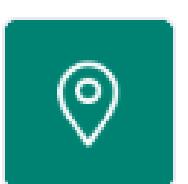
How did Microsoft Teams help the Customer Service Associate to execute her roles and responsibilities?

- Share locations and zip codes using the integrated Places application.
- Compile and review critical data on cost analysis using Excel.
- Automate meeting scheduling, reserve rooms, and access essential information with the integration of Zoom.ai Meeting Assistant inside Teams.
- Turn conversations into action items in Asana to keep work on track with Asana.

Which app integrations on Teams made it possible?



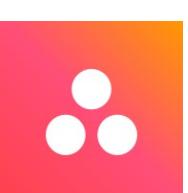
Excel



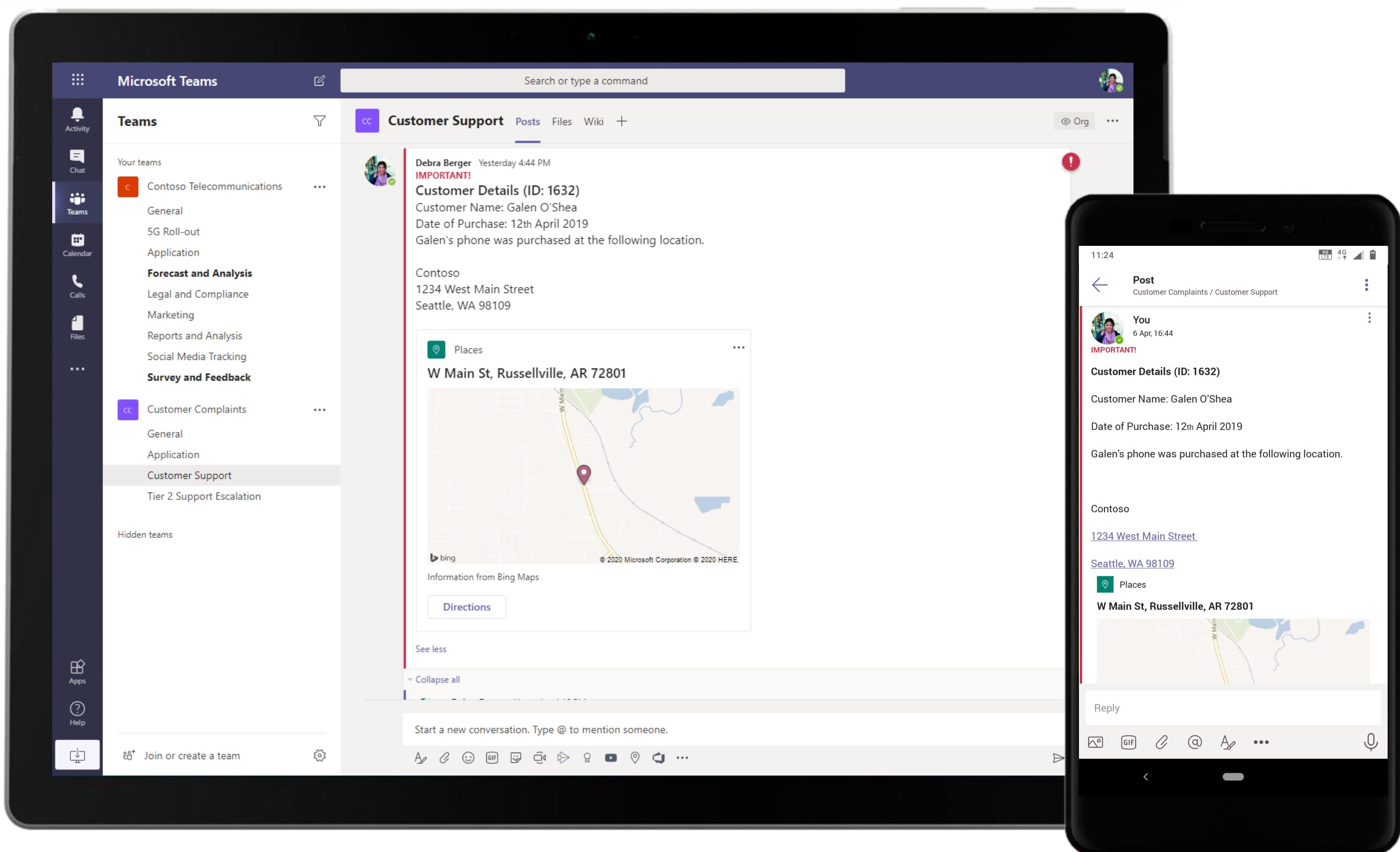
Places



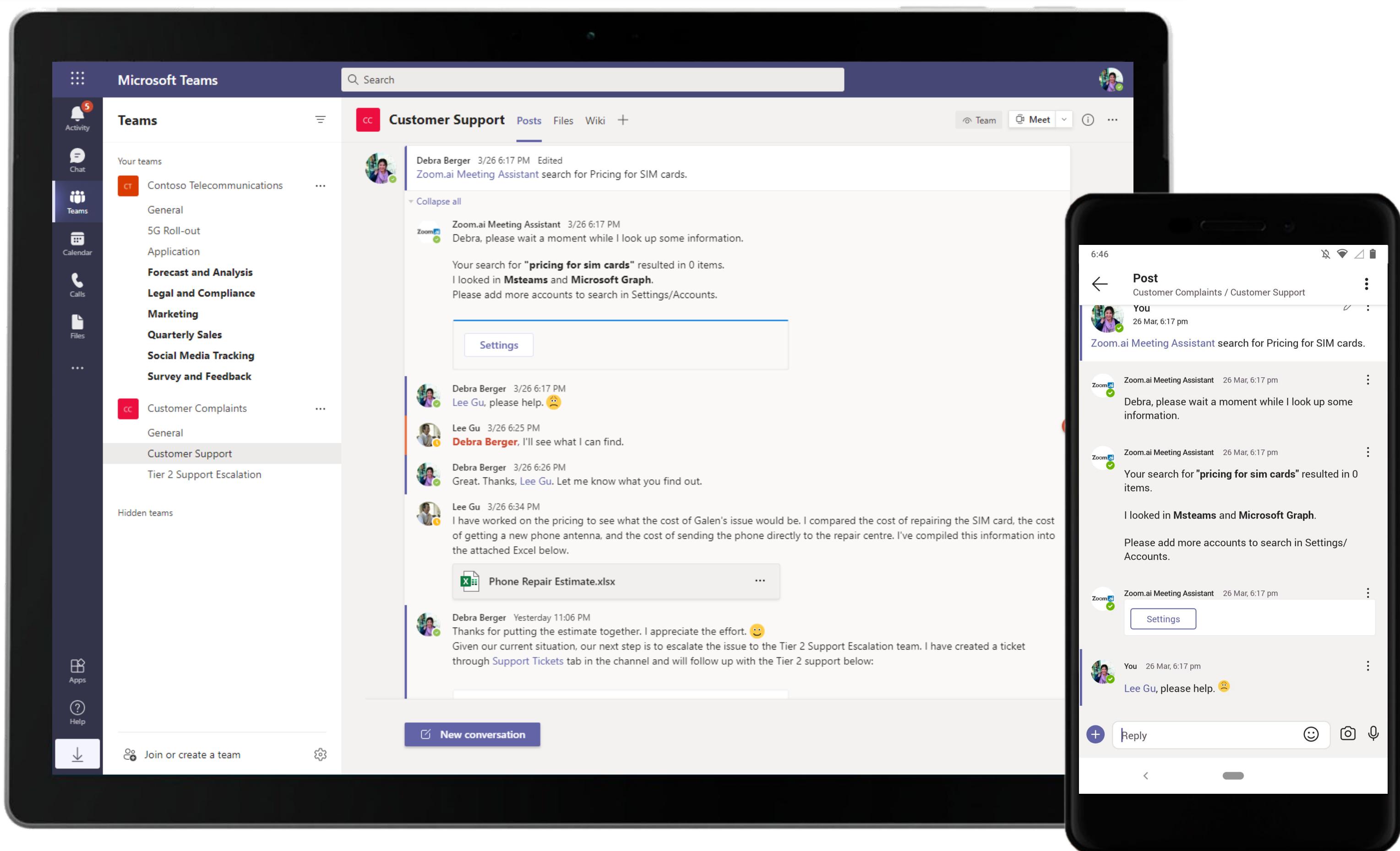
Zoom.ai  
Assistant



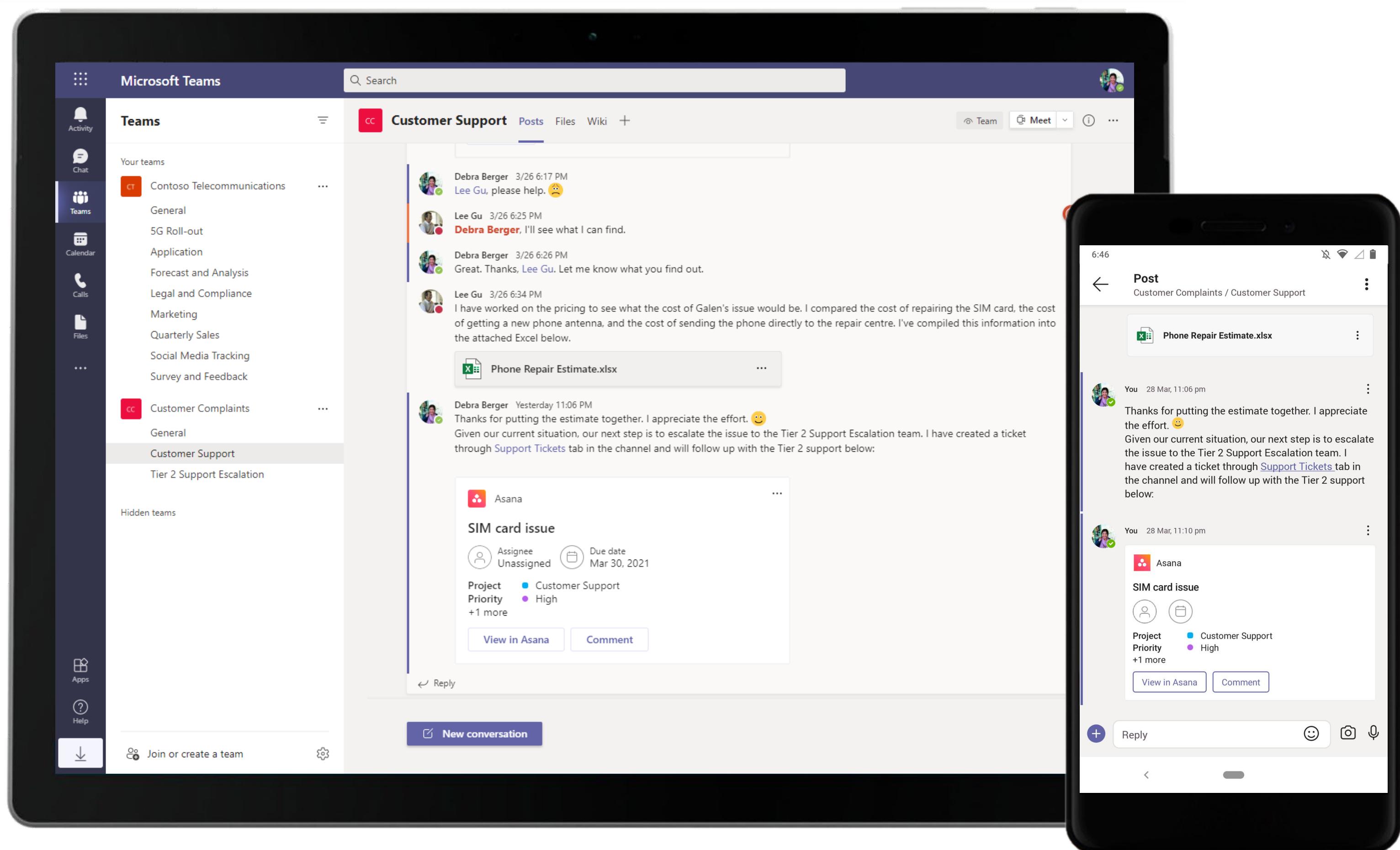
Asana



Once the Customer Service Associate gets the customer details, she posts them in the channel tagging the SIM purchase store location using Places in Microsoft Teams.



Zoom.ai Assistant lives inside of Microsoft Teams to help you offload and automate everyday tasks including finding information anywhere in your organization with one quick search. The Customer Service Associate uses Zoom.ai Assistant to search for SIM pricing details.



Customer Support – Retaining Customer Loyalty with Timely Assistance

Microsoft Teams

Search

Teams

Your teams

- Contoso Telecommunications
- General
- 5G Roll-out
- Application
- Forecast and Analysis
- Legal and Compliance
- Marketing
- Quarterly Sales
- Social Media Tracking
- Survey and Feedback

Customer Complaints

- General
- Customer Support**
- Tier 2 Support Escalation

Hidden teams

Asana

**SIM card issue**

Assignee: Unassigned Due date: Mar 30, 2021

Project: Customer Support Priority: High +1 more

[View in Asana](#) [Comment](#)

Reply

New conversation

Join or create a team

Microsoft Teams

Customer Support

Posts Files Wiki +

Team Meet

...

6:46

Post

Customer Complaints / Customer Support

Phone Repair Estimate.xlsx

You 28 Mar, 11:06 pm

Thanks for putting the estimate together. I appreciate the effort. 😊

Given our current situation, our next step is to escalate the issue to the Tier 2 Support Escalation team. I have created a ticket through [Support Tickets](#) tab in the channel and will follow up with the Tier 2 support below:

Asana

**SIM card issue**

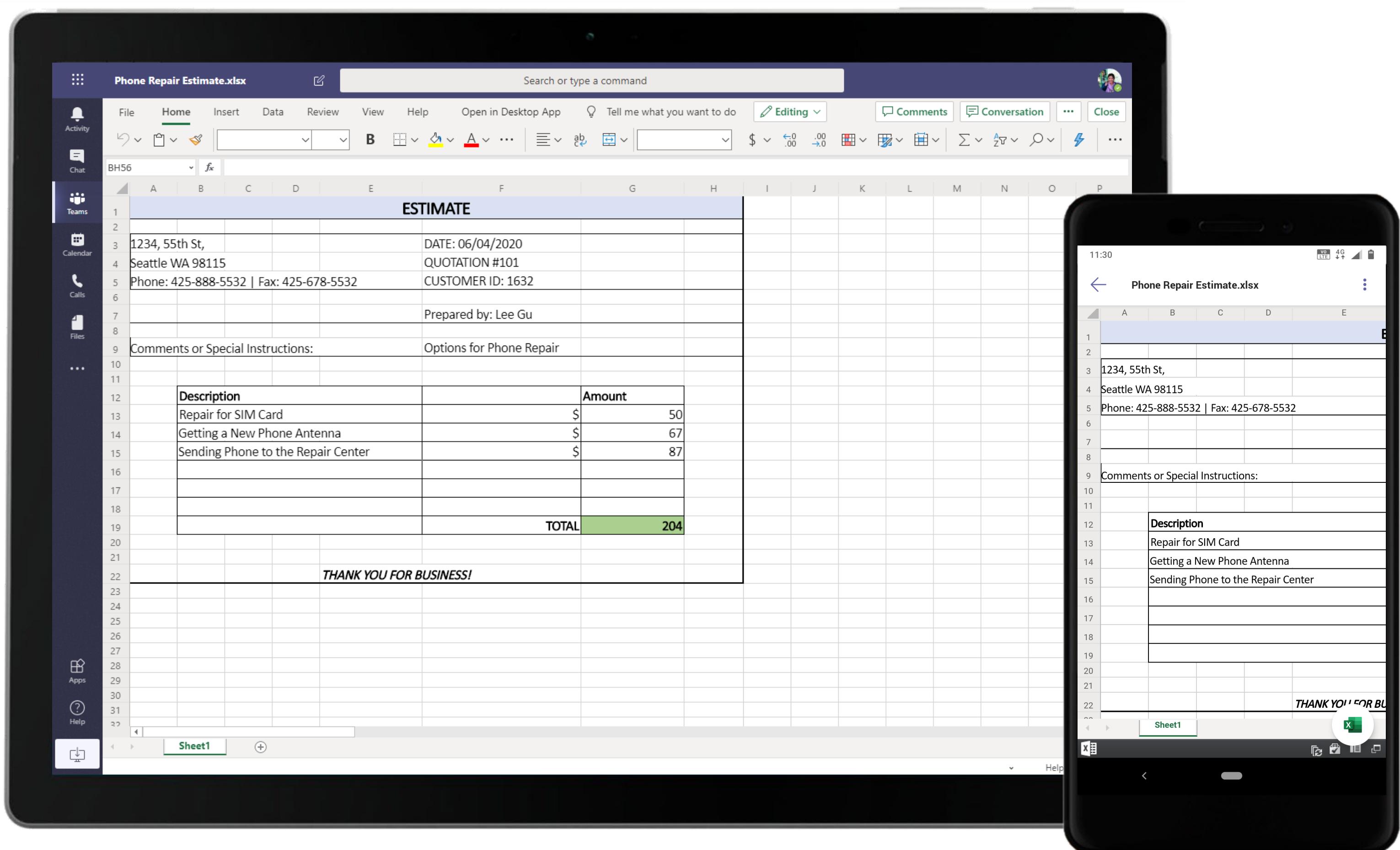
Assignee: Unassigned Due date: Mar 30, 2021

Project: Customer Support Priority: High +1 more

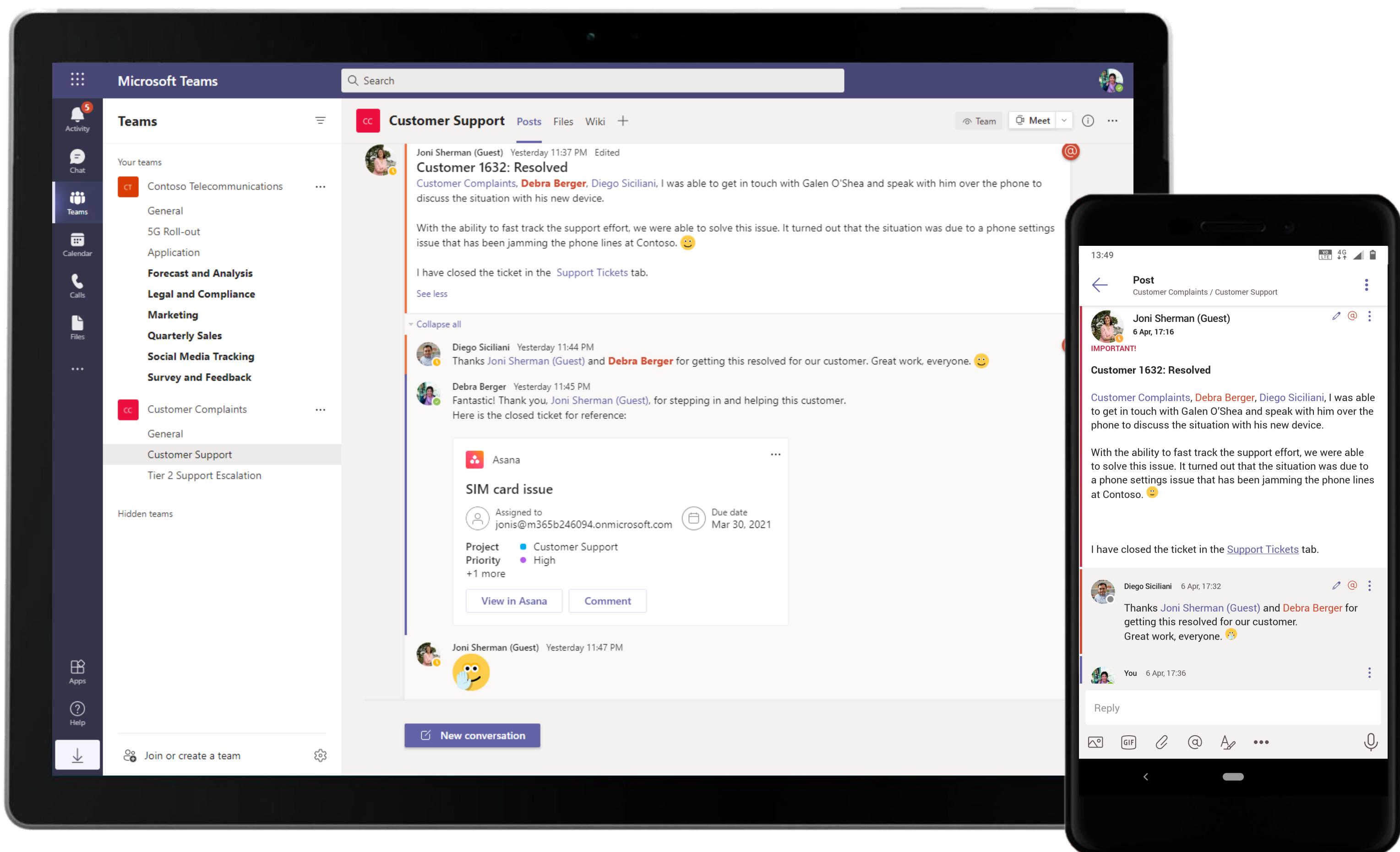
[View in Asana](#) [Comment](#)

Reply

307



Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365 services.



See activity about your Asana work items updates directly in your Microsoft Teams channel. The Customer Service Associate shares ticket closure update in the channel.



# Information Technology

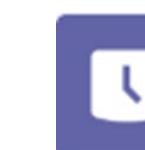
Check out how the operations team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

## Information Technology Superpowers in Teams

### Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

### Apps that enable an immersive experience in Teams

	Word		Excel		PowerPoint		OneNote		Asana		monday.com
	Forms		Power BI		Lucidchart		Trello		Shifts		MURAL
	Smartsheet		Presentations AI		Teamwork AI		Adobe Sign		Tasks by Planner and To Do		Communities

# Meet the Business Decision Makers

## Information Technology



### Game Coder

*"Programming isn't about what you know; it's about what you can figure out today."*

- Develop and implement game software
- Monitor the game design for full implementation and for expected performance
- Work closely with a lead programmer to create task/project deliverables



### Photographer

*"We are making photographs to understand what our lives mean to us."*

- Determine desired images and picture composition; and select and adjust subjects, equipment, and lighting to achieve desired effects
- Develop and print exposed film, use touchup tools, send film to photofinishing laboratories for processing



### Analyst

*"To be a good analyst, you need to know what the trends are and what teams are doing."*

- Gather data about consumers, competitors and market conditions
- Analyze data using statistical software
- Prepare reports and present results to clients as well as to the management

# Meet the Business Decision Makers

## Information Technology



### Systems Engineer

*"The advance of technology is based on making it fit in so that you don't really even notice it, so it's part of everyday life."*

- Monitor existing systems to ensure structural integrity
- Oversee the development and installation of new hardware and software
- Install and configure operating systems and other software and routinely test installed software for glitch detection and other issues



# Audio Design & Gameplay Programming

## Game Coder

### Scenario Walkthrough

With the new game's 3D modelling underway, the Game Coder must now start working on programming and layering the audio in. See how the Game Coder uses Microsoft Teams to create the game's beta version and fix bugs after reviewing feedback from play testers.

- Gets notification from the Lead Programmer to fix coding errors in the game.
- Requests coding feedback & implements all the required revisions.
- Collaborates with the Programming team to create the beta version for play testers.
- Implements the play-testing feedback and creates a more stable build.

How did Microsoft Teams help the Game Coder to execute his roles and responsibilities?

- Efficient task management with Trello.
- Interactive meetings for creative purposes with Freehand by InVision.
- OneNote to document and share feedback effectively.

Which app integrations on Teams made it possible?



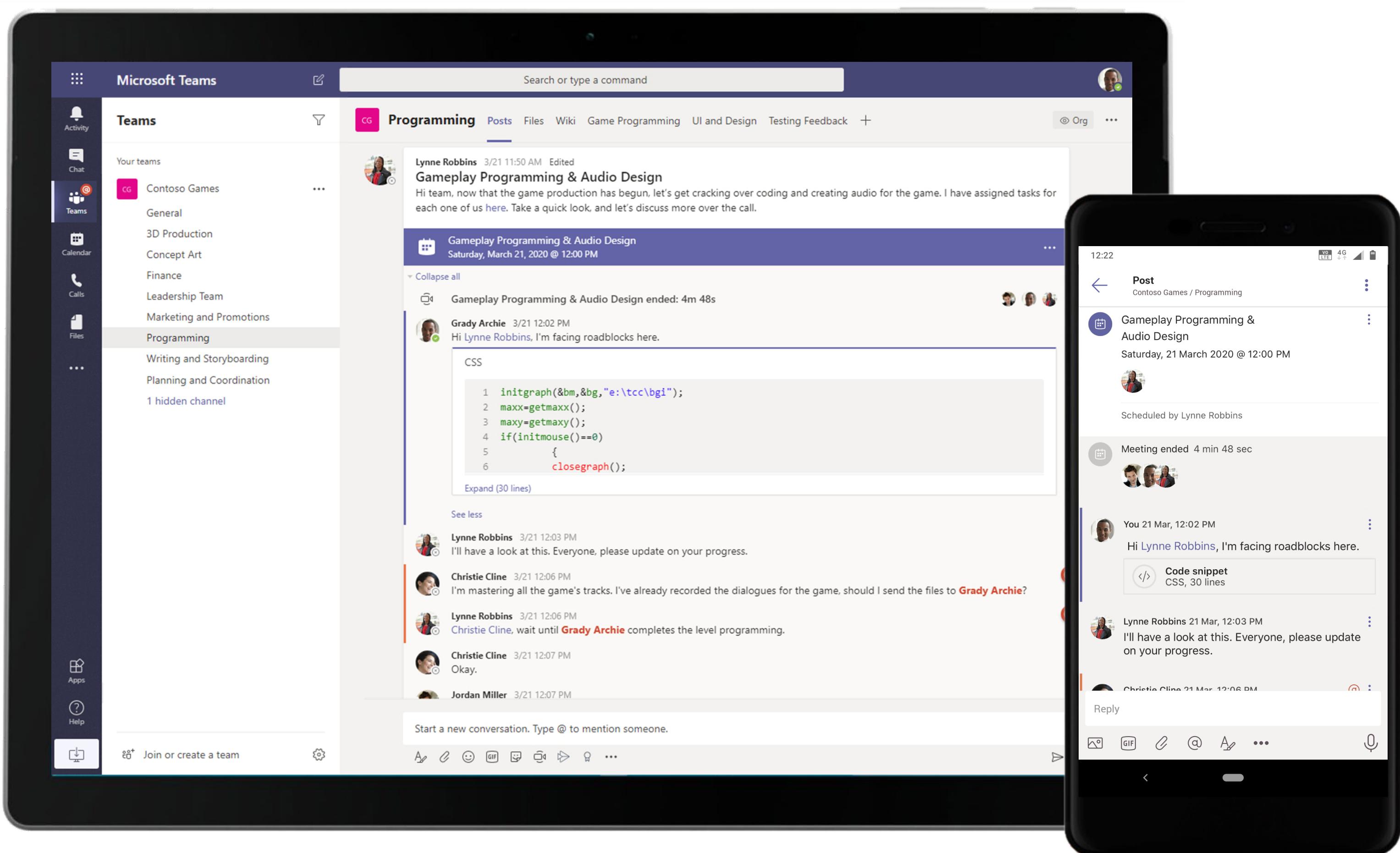
Freehand by  
InVision



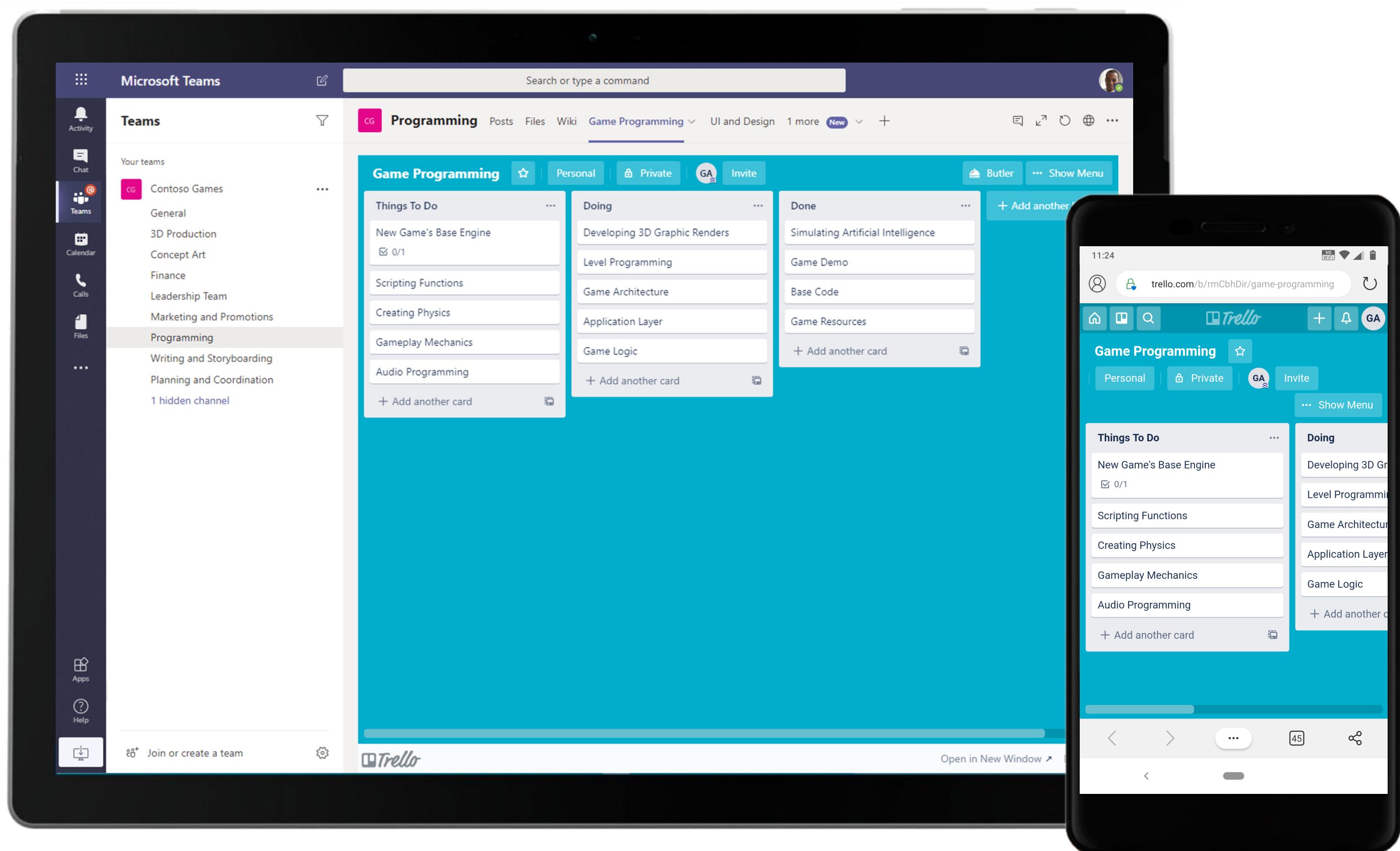
OneNote



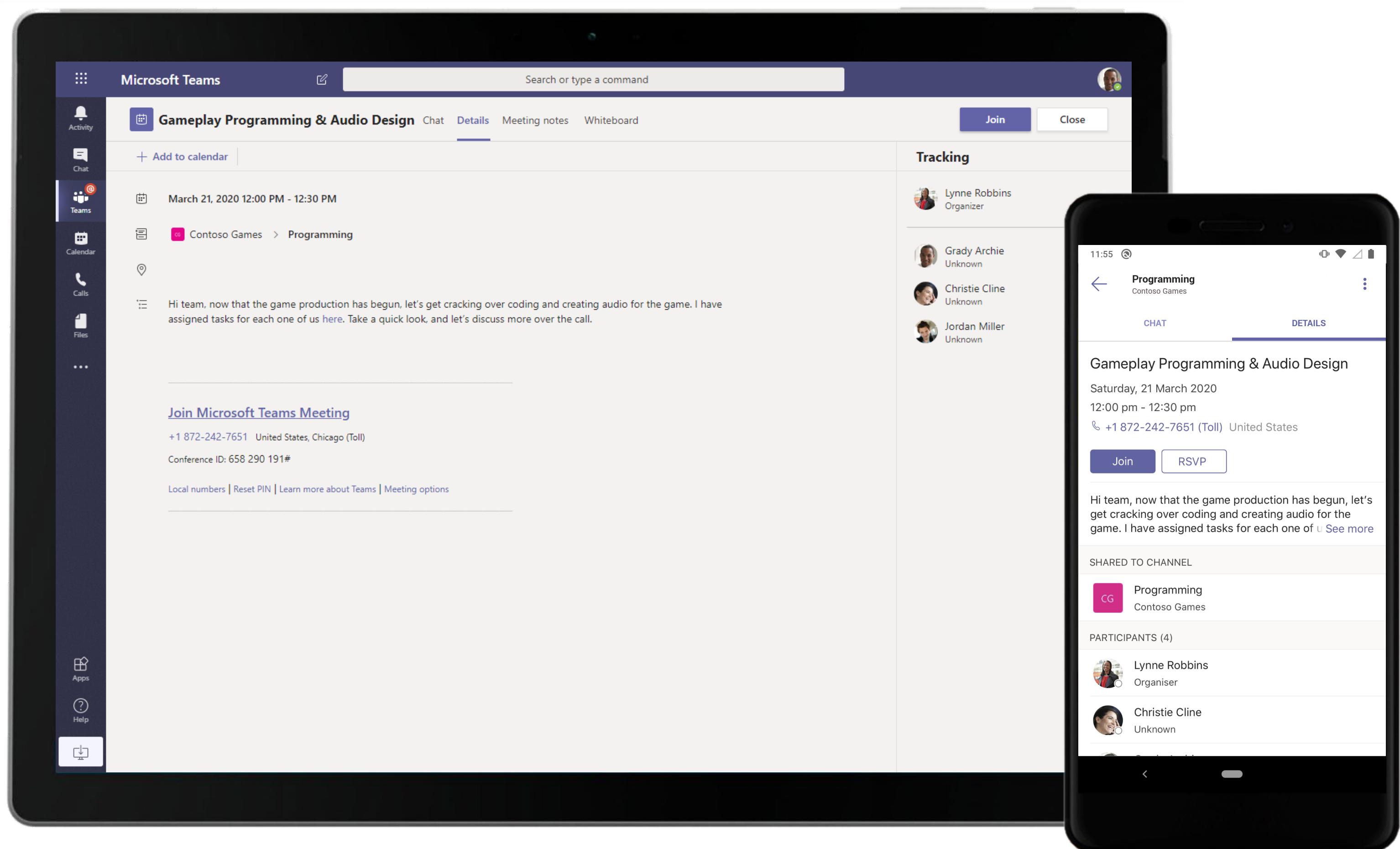
Trello



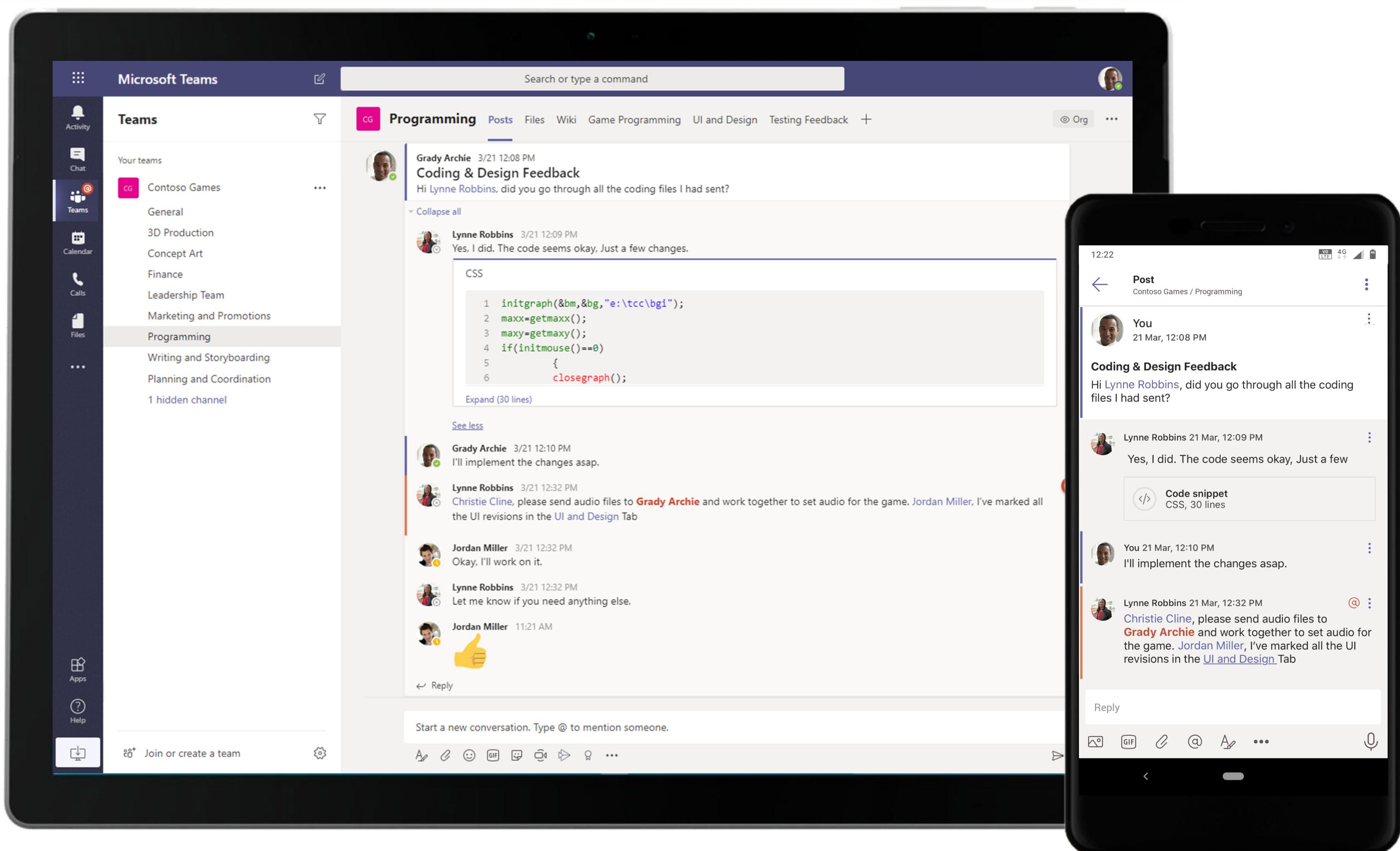
Microsoft Teams enables transparent communications through channel conversations. The Game Coder communicates in open-channel conversations and keeps his team lead up-to-date about the roadblocks..



Create checklists, have tasks assigned to the team, complete tasks and review their deadlines without leaving Teams using integrated Trello.



With Microsoft Teams, the Lead Programmer can schedule meetings without difficulty and find the best available times for invitees through the native scheduling calendar.



The image displays the Microsoft Teams interface on a desktop and a mobile device. The desktop view shows the 'Teams' sidebar with various team options like 'Contoso Games', 'General', and 'Programming'. The 'Programming' channel is selected, showing a conversation between 'Grady Archie' and 'Lynne Robbins' about coding files. A code snippet is shown in the message. The mobile view shows a simplified version of the same communication thread, with the message from 'Grady Archie' and 'Lynne Robbins' visible, along with a 'Code snippet' button.

Search or type a command

Teams

Contoso Games

General

3D Production

Concept Art

Finance

Leadership Team

Marketing and Promotions

Programming

Writing and Storyboarding

Planning and Coordination

1 hidden channel

CG Programming Posts Files Wiki Game Programming UI and Design Testing Feedback +

Grady Archie 3/21 12:08 PM

**Coding & Design Feedback**

Hi [Lynne Robbins](#), did you go through all the coding files I had sent?

Lynne Robbins 3/21 12:09 PM

Yes, I did. The code seems okay. Just a few changes.

CSS

```
1 initgraph(&bm,&bg,"e:\tcc\bgi");
2 maxx=getmaxx();
3 maxy=getmaxy();
4 if(initmouse()==0)
5 {
6     closegraph();
```

Expand (30 lines)

See less

Grady Archie 3/21 12:10 PM

I'll implement the changes asap.

Lynne Robbins 3/21 12:32 PM

Christie Cline, please send audio files to [Grady Archie](#) and work together to set audio for the game. Jordan Miller, I've marked all the UI revisions in the [UI and Design Tab](#)

Jordan Miller 3/21 12:32 PM

Okay, I'll work on it.

Lynne Robbins 3/21 12:32 PM

Let me know if you need anything else.

Jordan Miller 11:21 AM

👍

Reply

Start a new conversation. Type @ to mention someone.

Join or create a team

CG

Activity

Chat

Teams

Calendar

Calls

Files

...

Apps

Help

12:22

Post

Contoso Games / Programming

You

21 Mar, 12:08 PM

**Coding & Design Feedback**

Hi [Lynne Robbins](#), did you go through all the coding files I had sent?

Lynne Robbins 21 Mar, 12:09 PM

Yes, I did. The code seems okay. Just a few

Code snippet

CSS, 30 lines

You 21 Mar, 12:10 PM

I'll implement the changes asap.

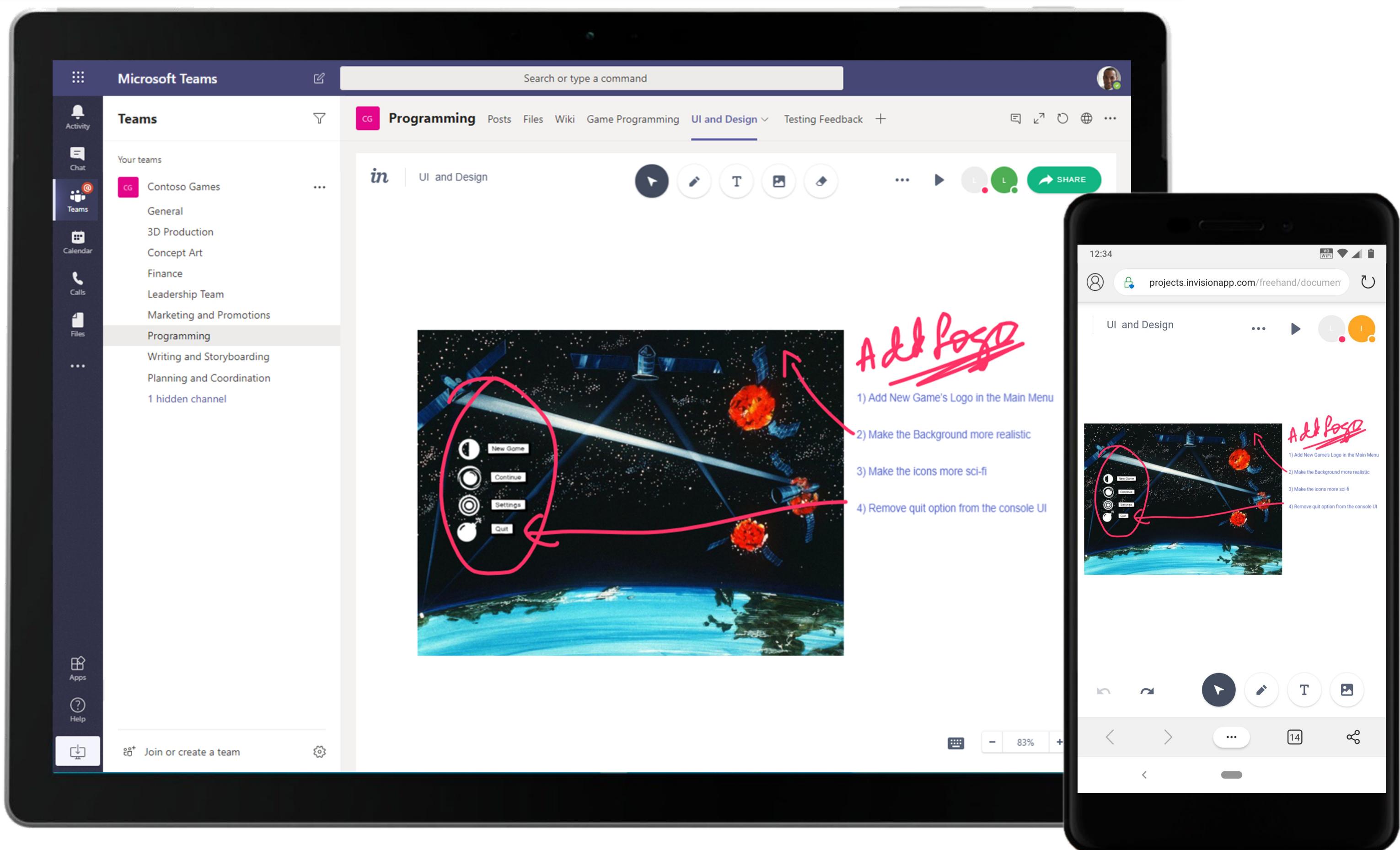
Lynne Robbins 21 Mar, 12:32 PM

Christie Cline, please send audio files to [Grady Archie](#) and work together to set audio for the game. Jordan Miller, I've marked all the UI revisions in the [UI and Design Tab](#)

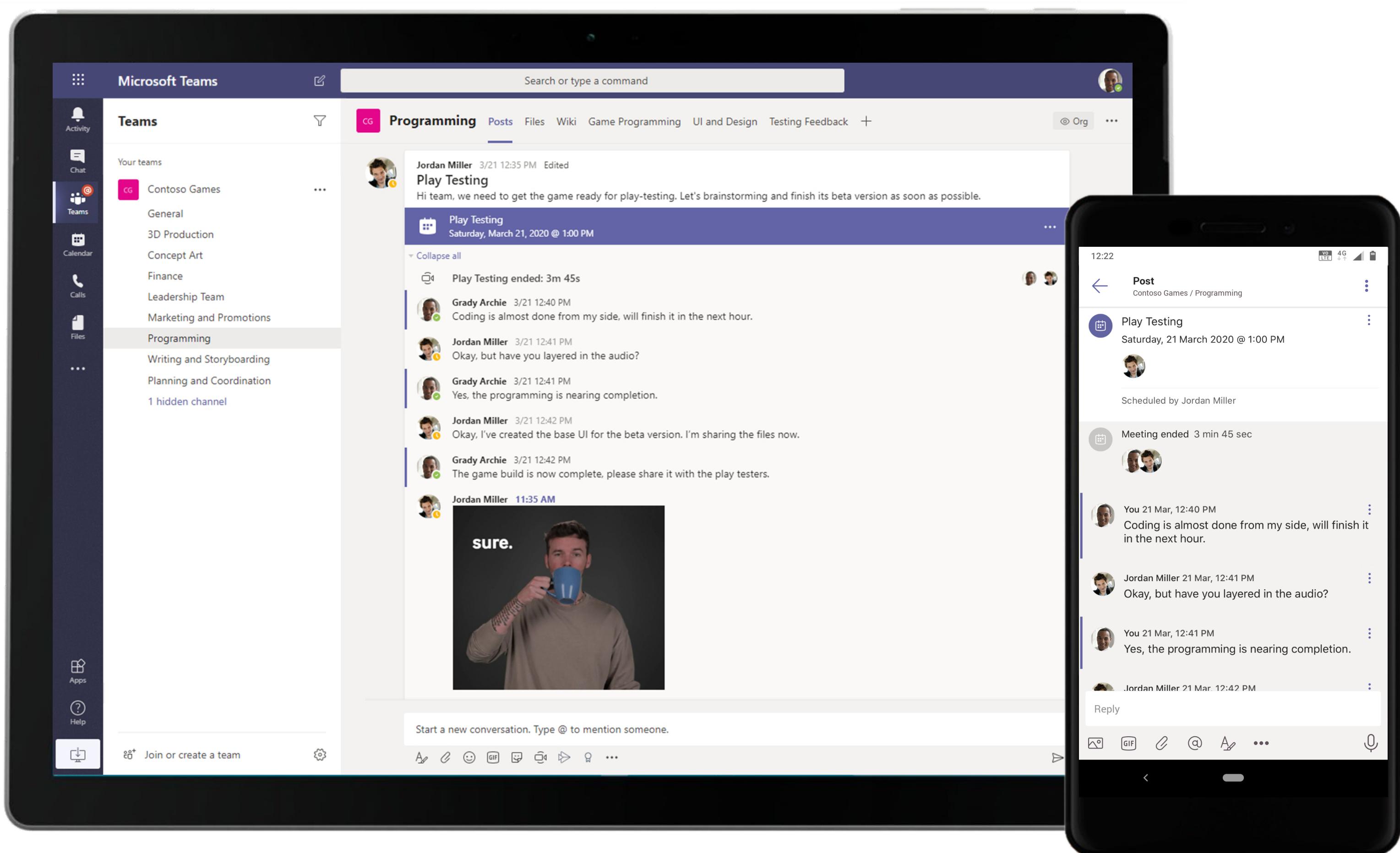
Reply

...

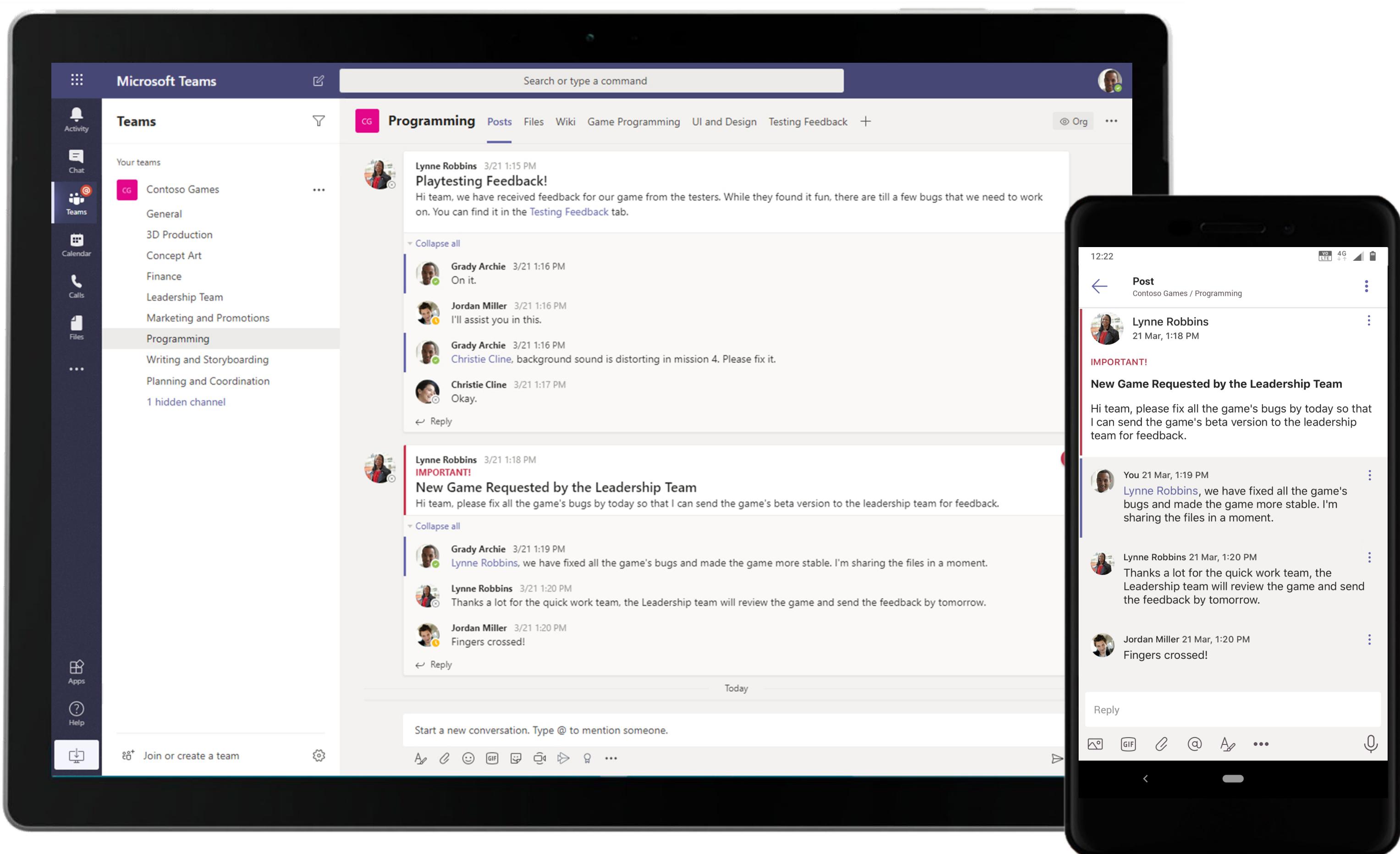
Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread.



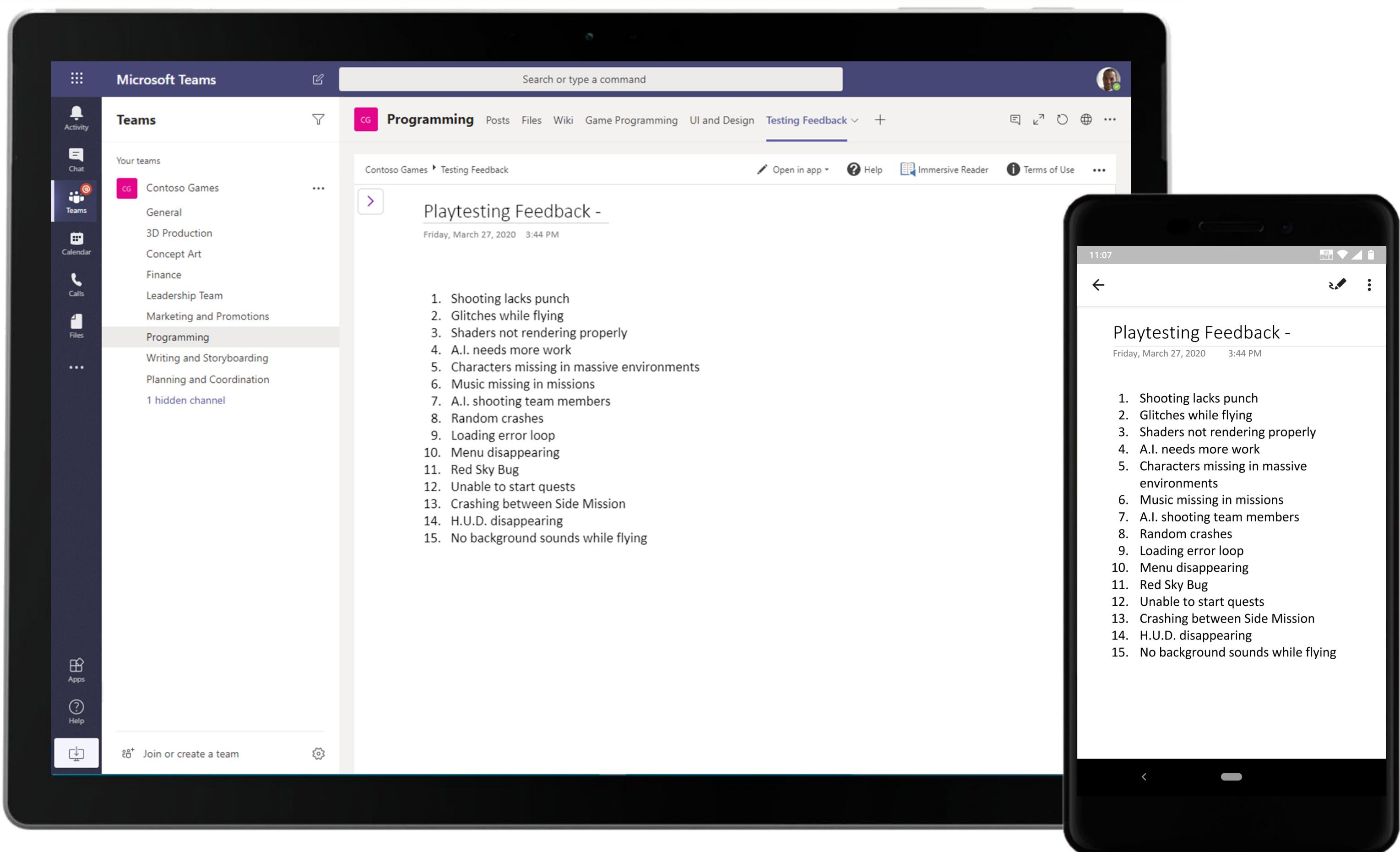
Freehand by InVision is an infinite whiteboard where your team can co-draw, wireframe, plan, present, and give feedback. The team collaborates over Freehand by InVision.



Meetings can either be scheduled or triggered instantly using the Meet Now feature. The finance team meets online using Teams and continues their conversation in the same thread for easy future reference.



Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, while keeping relevant discussions and files grouped together.



Add a OneNote tab to your channel in Microsoft Teams and use it as a shared space for notes among team members.

The team puts its feedback about the game in a pinned tab for easy access.



# Resolving Technical Issues

## Photographer

### Scenario Walkthrough

A photographer from Contoso covering the Olympics is unable to access the company website and portal to carry on with his work. He finds out the other team members are facing the same issue and then reaches out to the tech team for help. The engineer quickly investigates the issue with the company website and works to resolve the bug and ensure that the team on the ground can get back to a hassle-free workflow.

- Reaches out to a team member to find out whether he is facing issues with website access.
- Views the company website within a channel tab and sees the same error message.
- Sends a channel message detailing the issue he's facing and @mentions the IT team.
- Responds to the Engineer and @mentions other team members who are facing the same issue via channel communications.
- Thanks the IT team for their quick response and resolution.

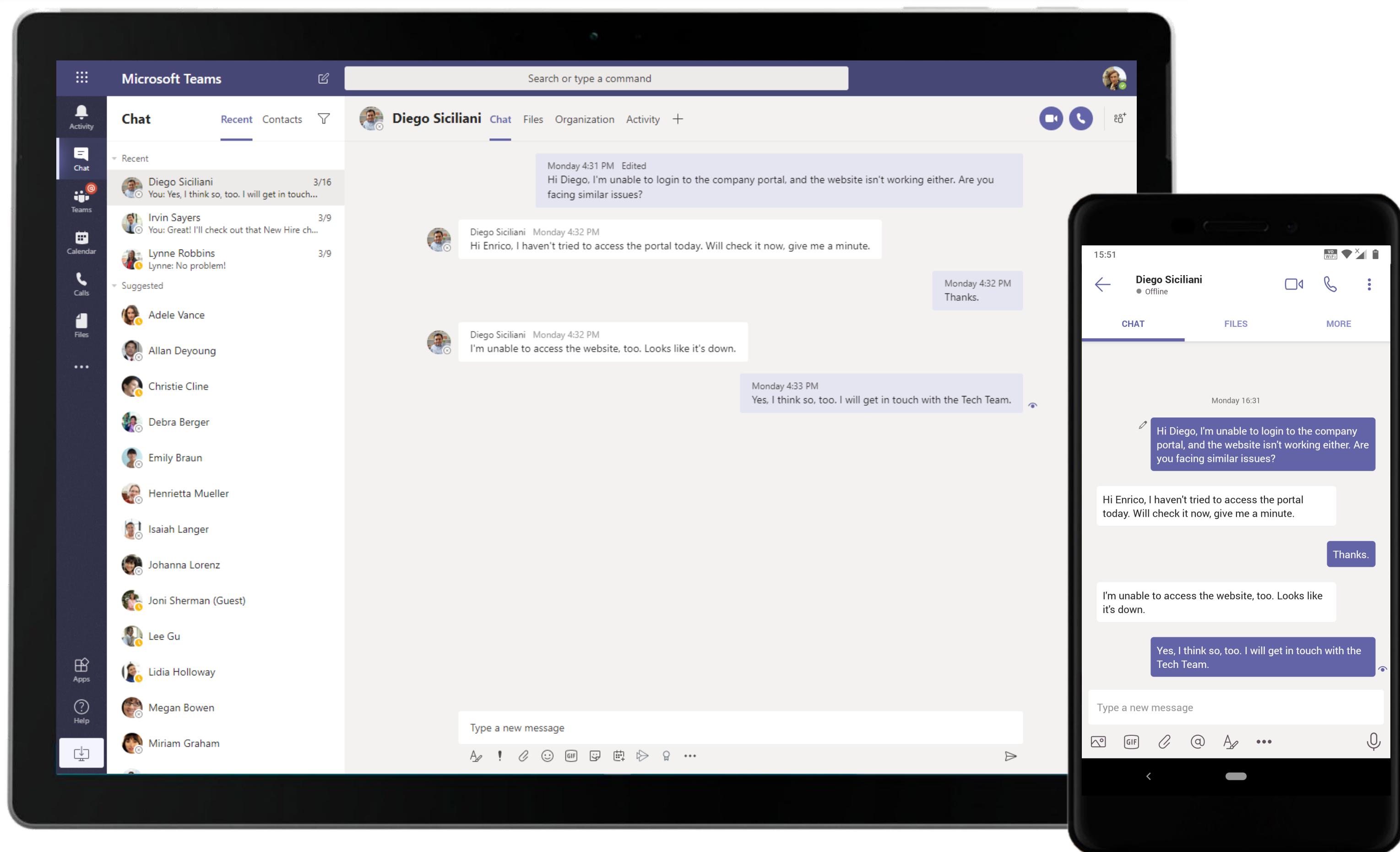
How did Microsoft Teams help the Photographer to execute his roles and responsibilities?

- Use @mentions to bring in the relevant stakeholders into conversations for fast issue resolution.
- Pin a website tab at the top of a channel or conversation, so everyone has easy access to important sites.
- Make use of 1:1 chat for quick and private communications.

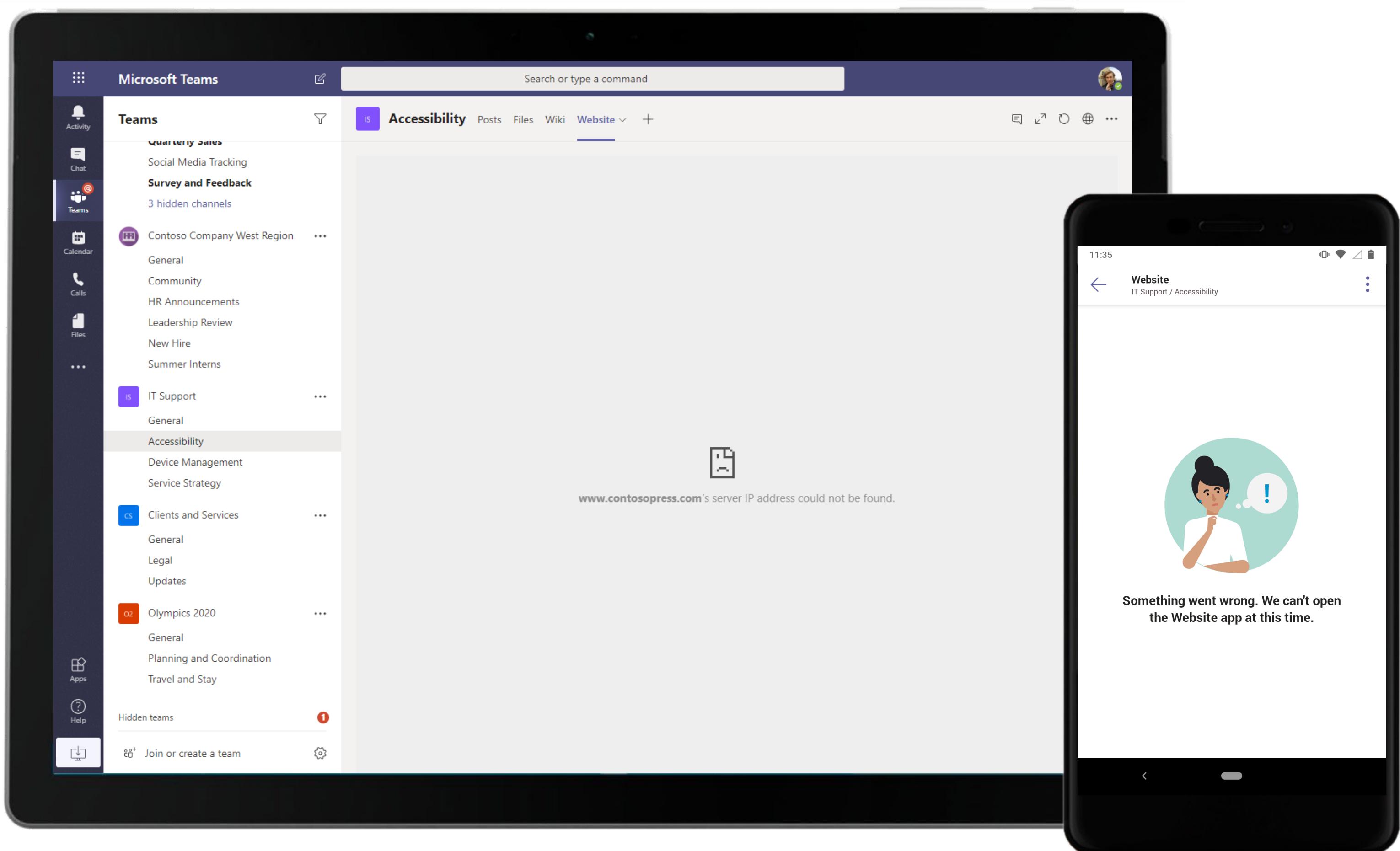
Which app integrations on Teams made it possible?



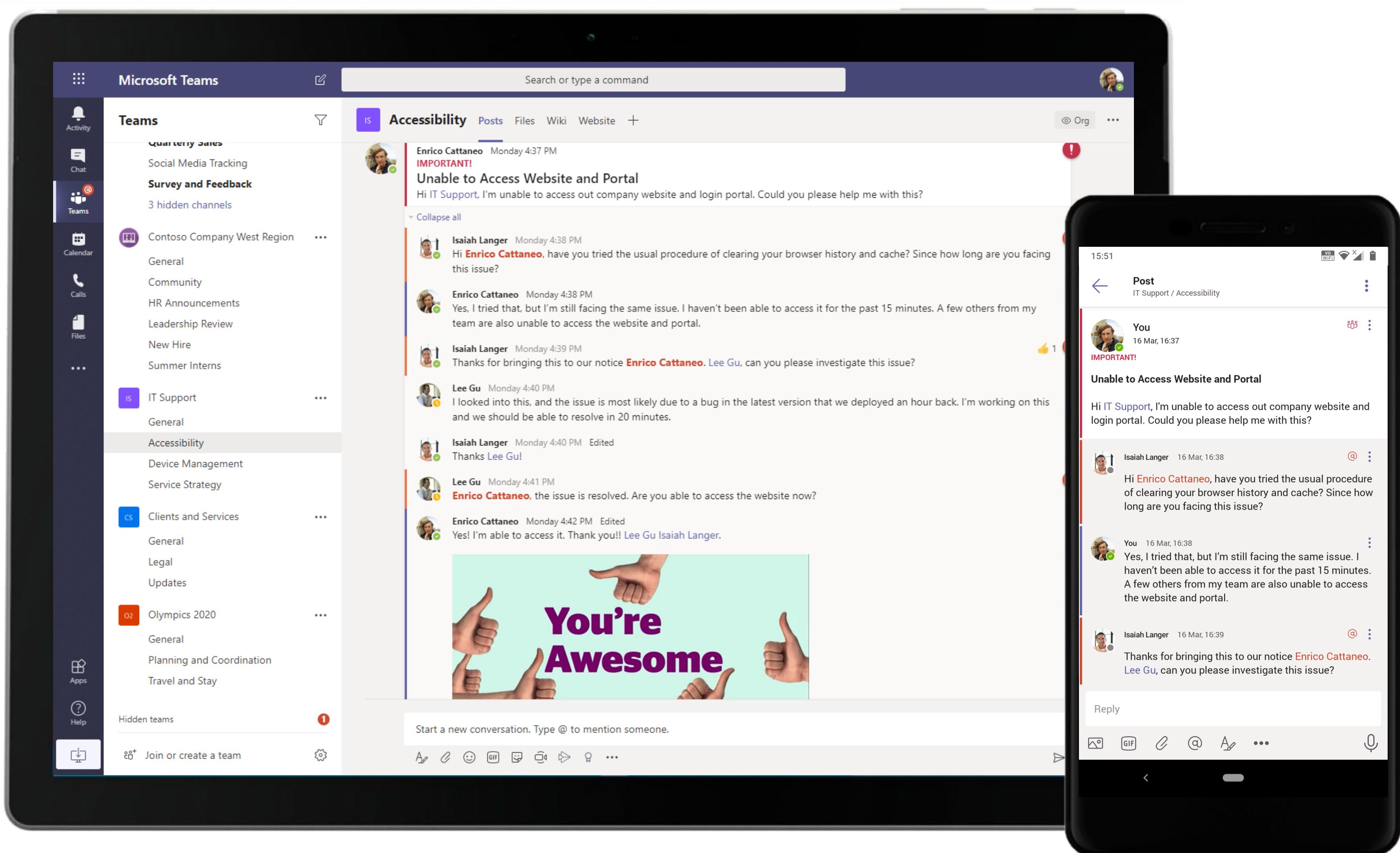
Website



Quickly reach out to and chat with co-workers. Take conversations offline from channels for 1:1 discussions, just like the conversation here between the photographers.



Give team members quick access to tools, services, and files with Microsoft Teams Tabs. You can even pin a website in a tab for quick access. The Photographer notices he cannot access the pinned website.



@mention a person, channel or team to make sure your message reaches the relevant personnel. The Photographer alerts the IT team about the website being inaccessible and gets the issue resolved.



# Choosing an Ideal Location for 5G Analyst

## Scenario Walkthrough

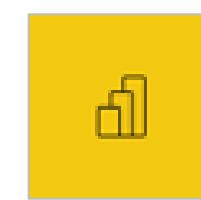
Contoso has planned to roll out 5G data connectivity to the entire region of California. The Analyst reaches out to team members to understand the technical requirements and limitations and chooses the most ideal location to begin the task. She leverages communication tools and applications within Microsoft Teams to ensure quick and effective completion of tasks.

- Receives a notification from the Technical Product Manager regarding the plan to roll out 5G services.
- Reaches out to the Telecom Engineer to understand the technical requirements and limitations over a 1:1 chat.
- Views the requirements shared by the Telecom Engineer using Microsoft Word.
- Shares important findings and analytical data to be considered in picking a location within the channel using Power BI.
- Updates the team of his findings and shares the selected locations using Places
- Receives praise from the Technical Product Manager for her contributions in the successful 5G roll-out with Praise.

How did Microsoft Teams help the Analyst to execute her roles and responsibilities?

- Facilitation of data-driven decisions informed by visualizations and scoring in Power BI for Microsoft Teams.
- Reach out to team members for quick communication and file sharing with 1:1 chat.
- Look up and share details of locations with a channel using Places.
- Integrated Office applications like Word to execute tasks within Teams.

Which app integrations on Teams made it possible?



Power BI



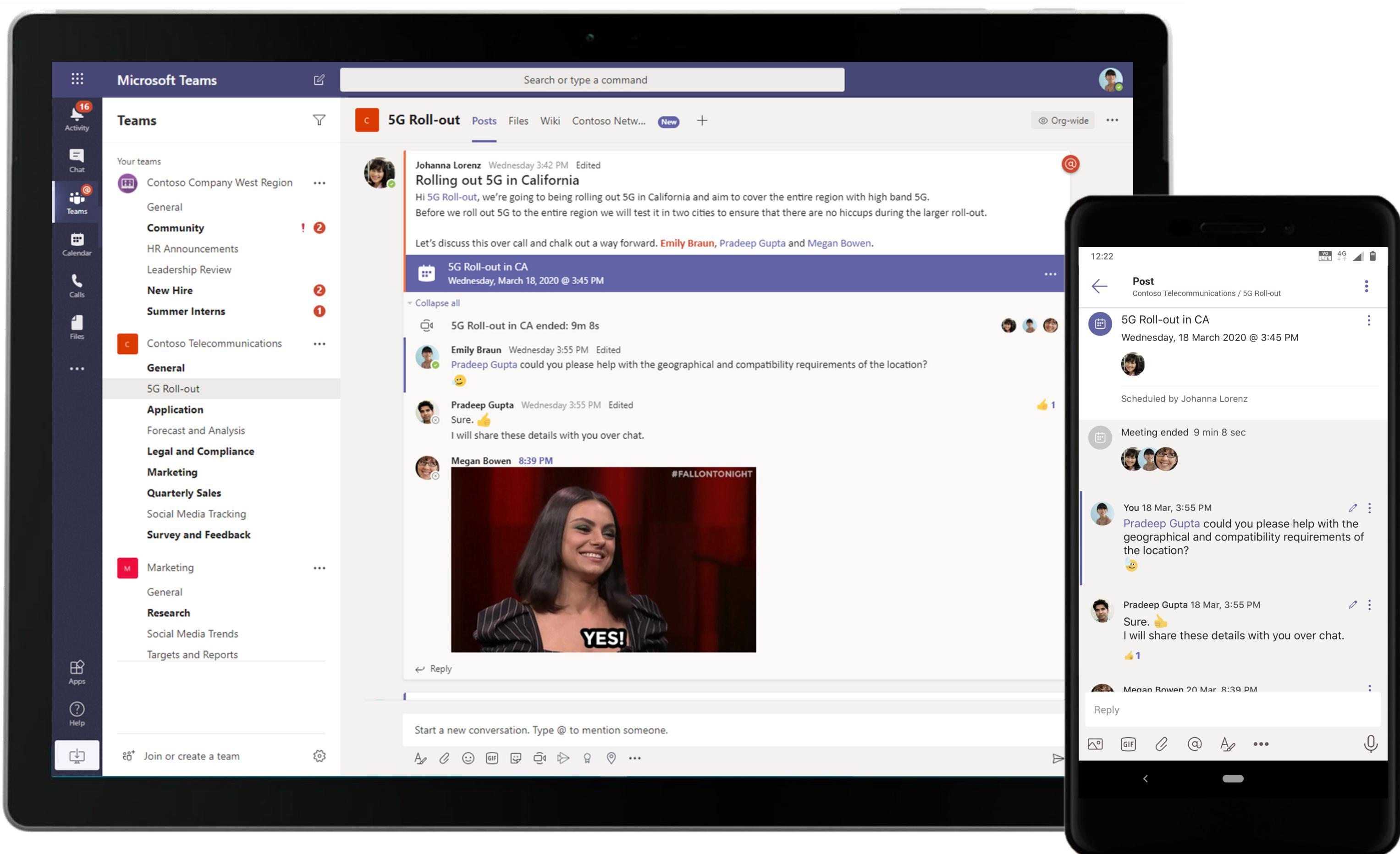
Word



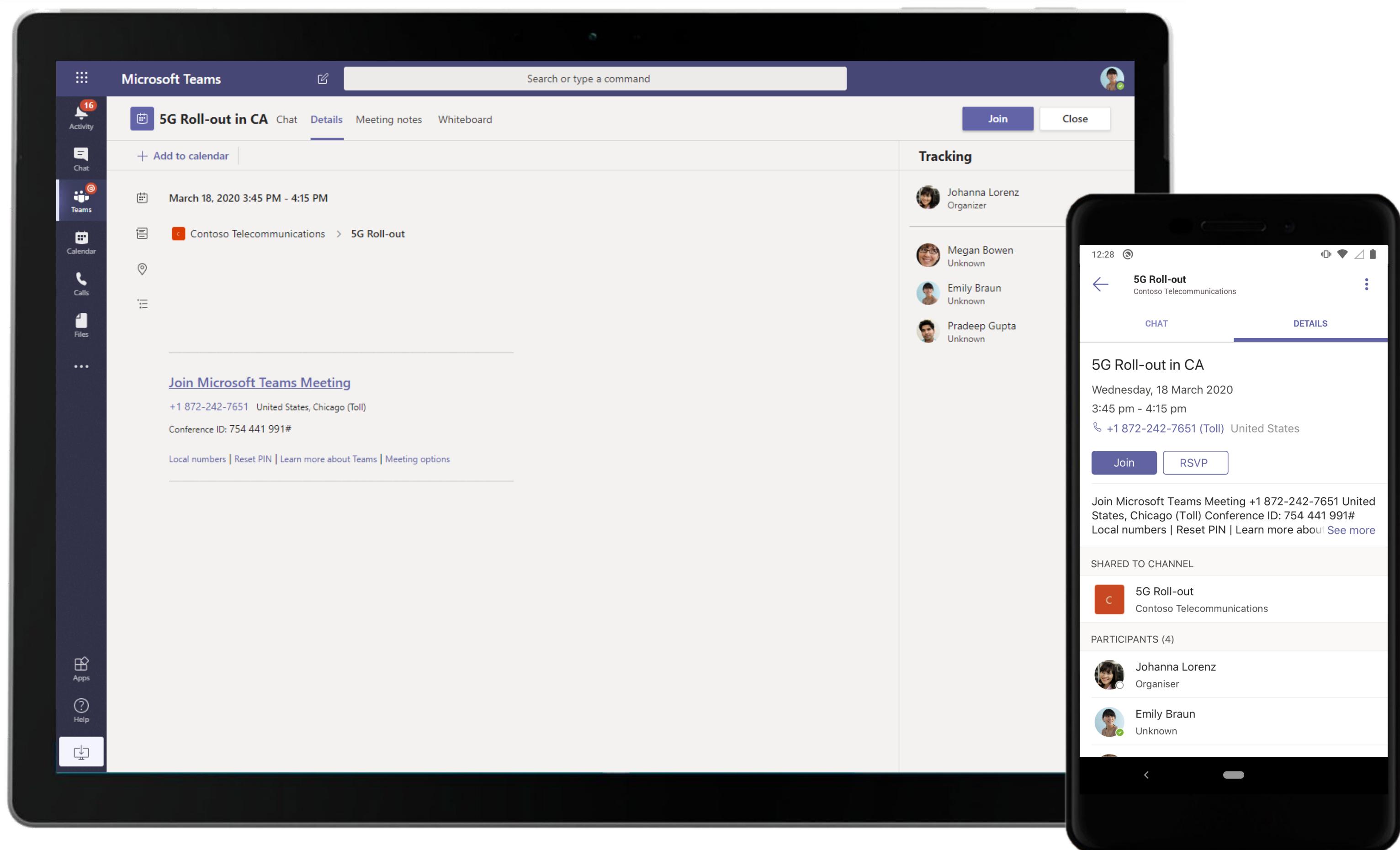
Places



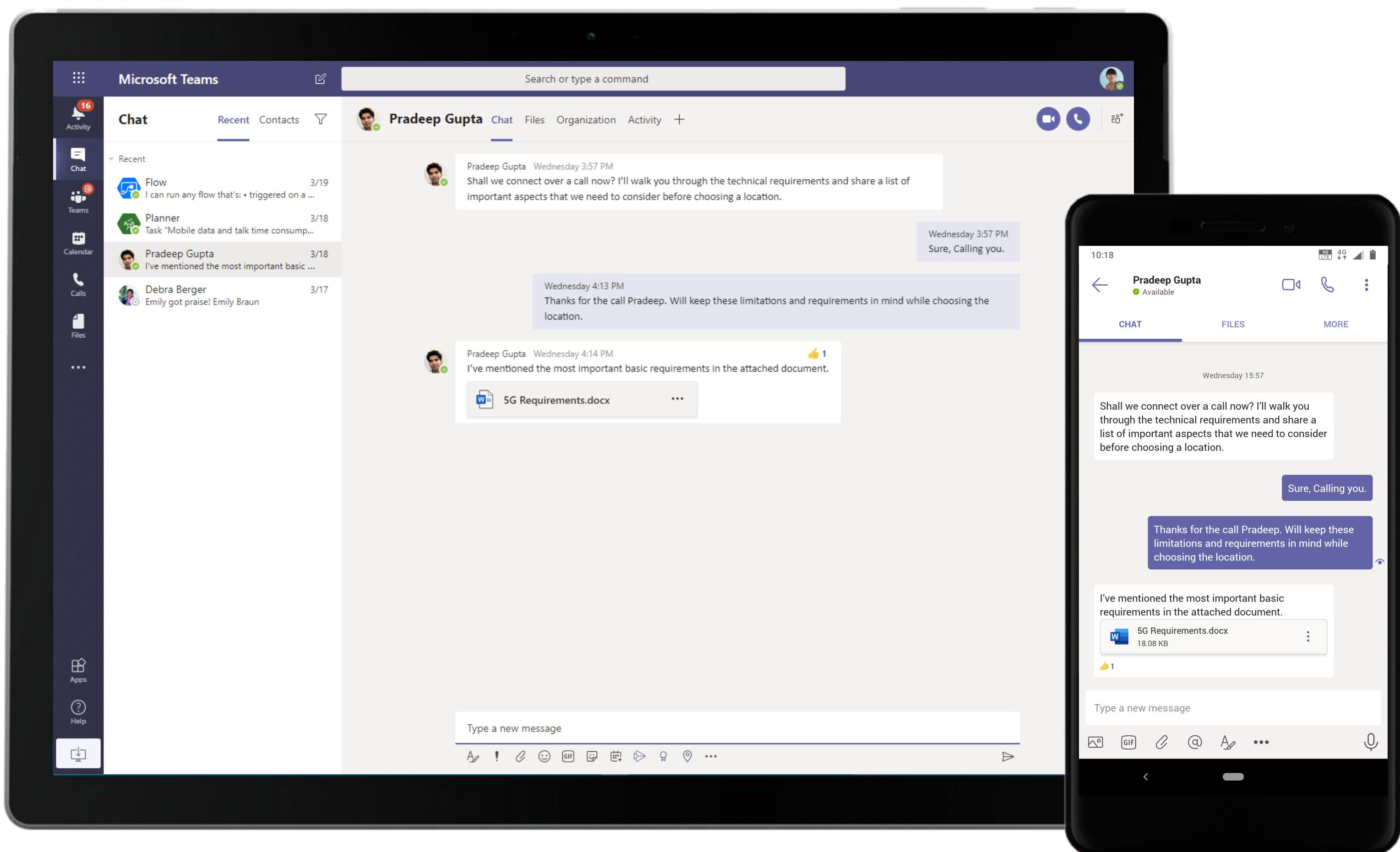
Praise



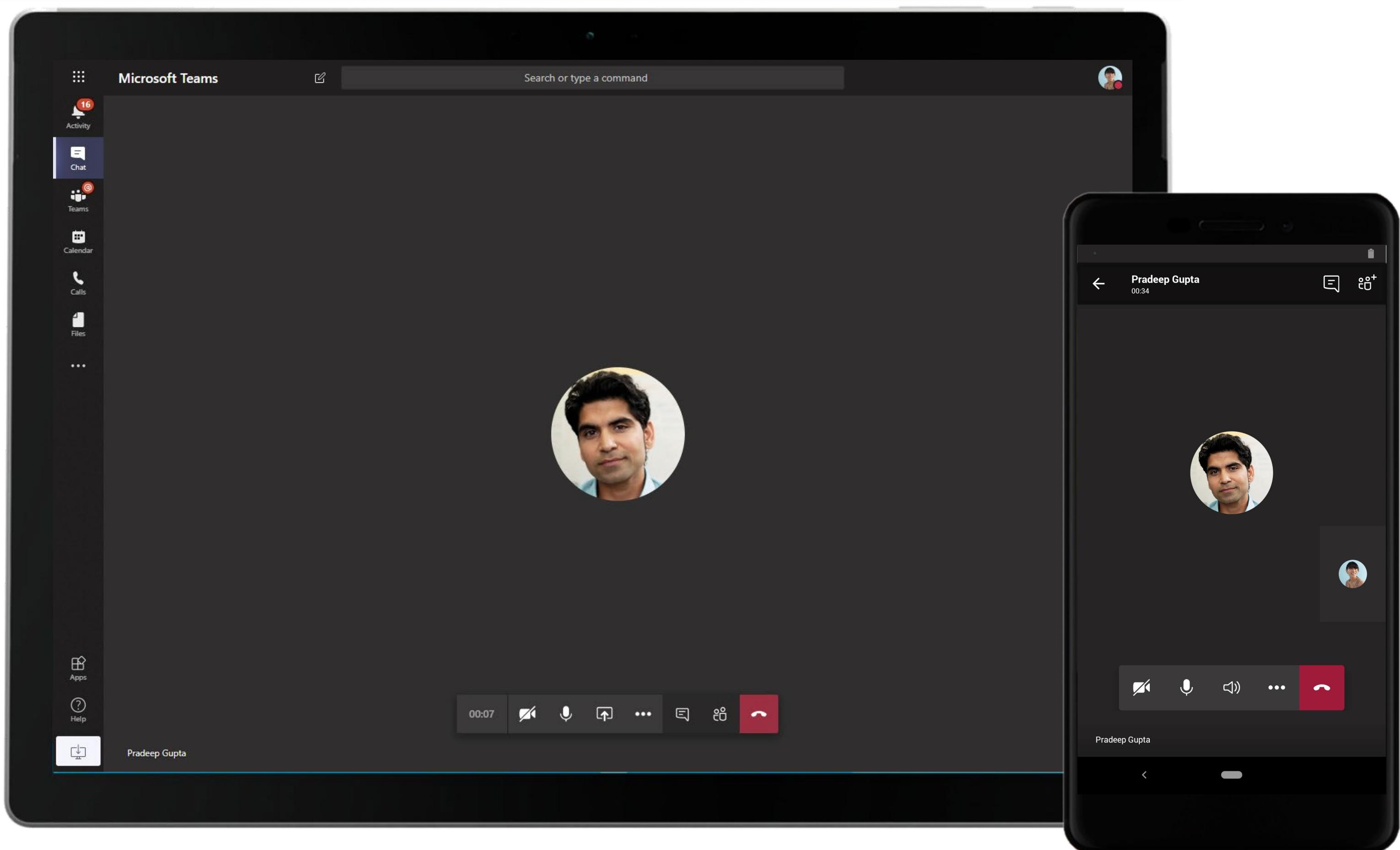
Use a dedicated team to prepare and collaborate on a plan of action. The Product Manager creates an exclusive team for Marketing and Engineering team members to sync their efforts.



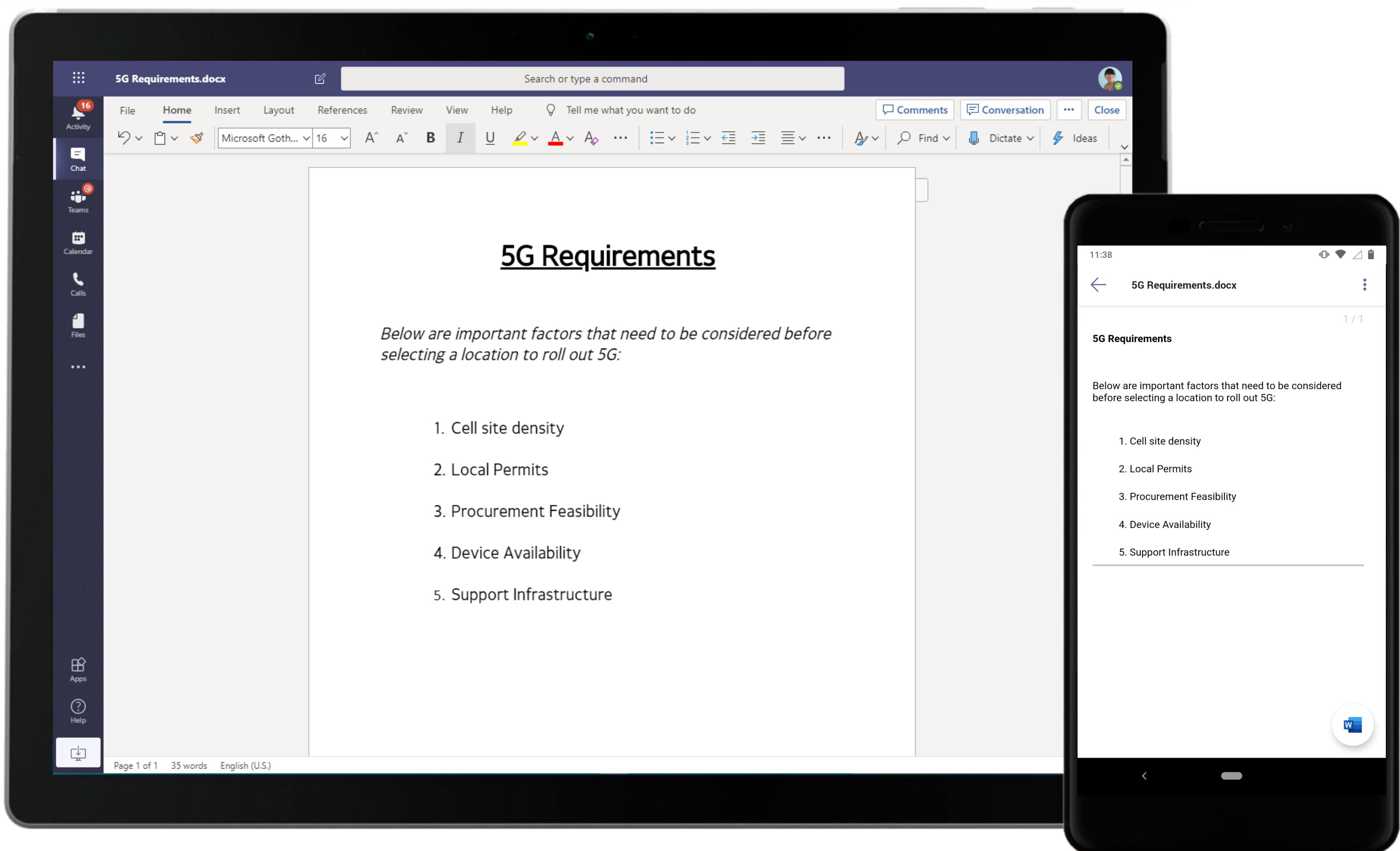
Microsoft Teams is a great way to schedule meetings, especially if the participants don't all work in the same geographic area. It seamlessly integrates scheduling, invitations, updates and access to virtual meetings.



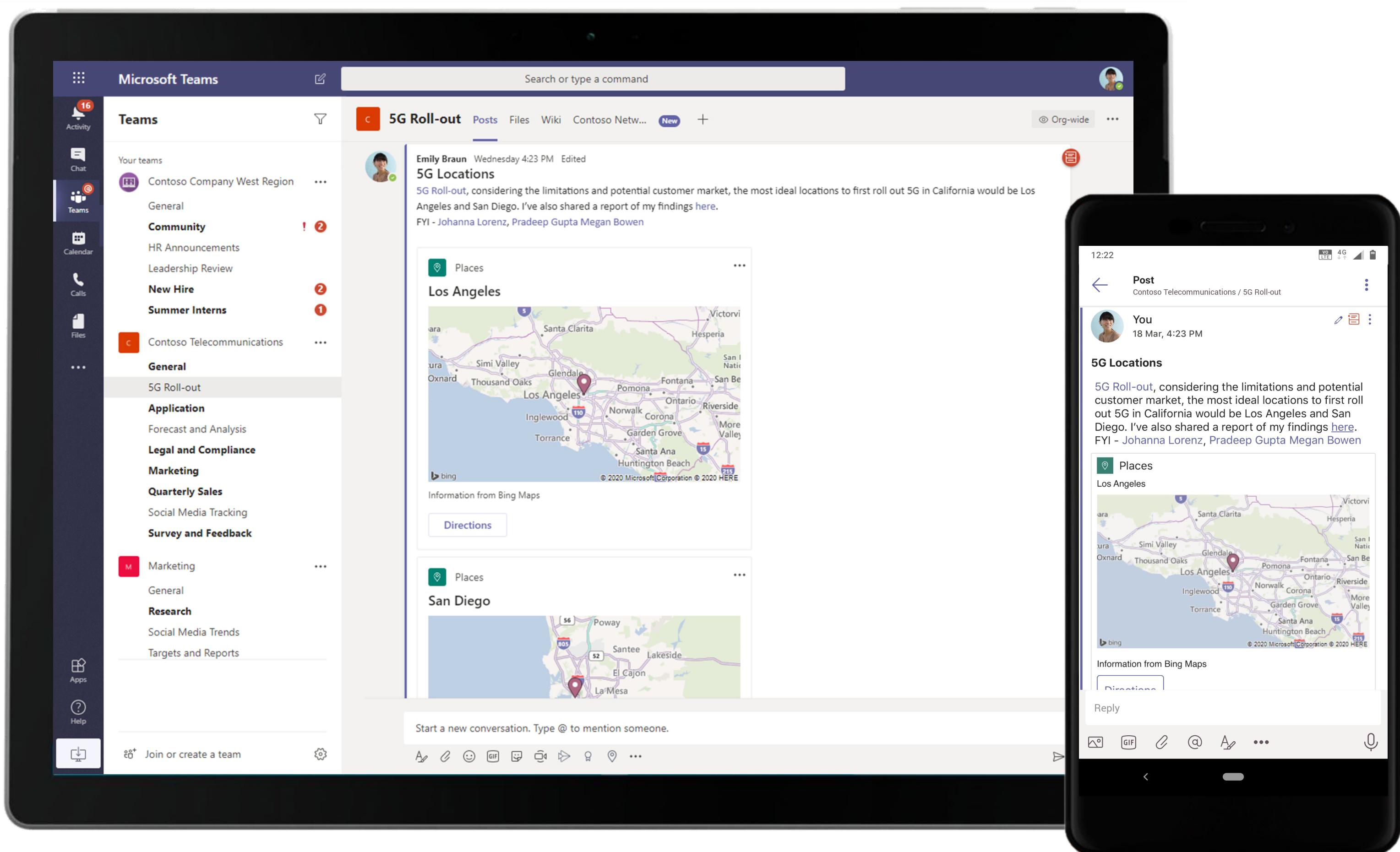
Use a one-on-one chat or a group chat for conversations that don't require the entire team.  
 The Analyst and the Telecom Engineer use this feature to discuss location requirements.



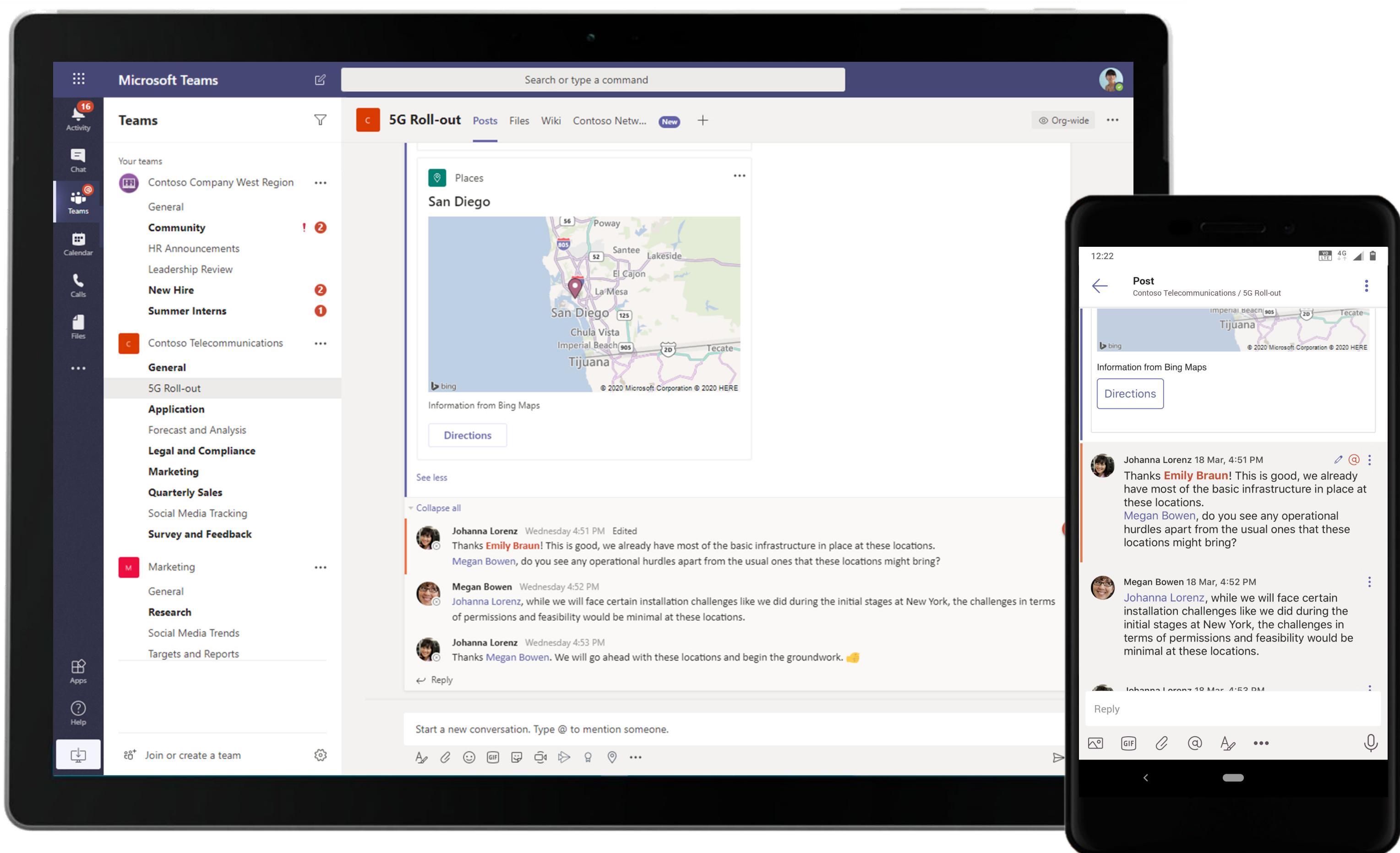
1:1 chat need not be restricted to only text. The team members can use audio or video calling to initiate discussions on the Teams platform.



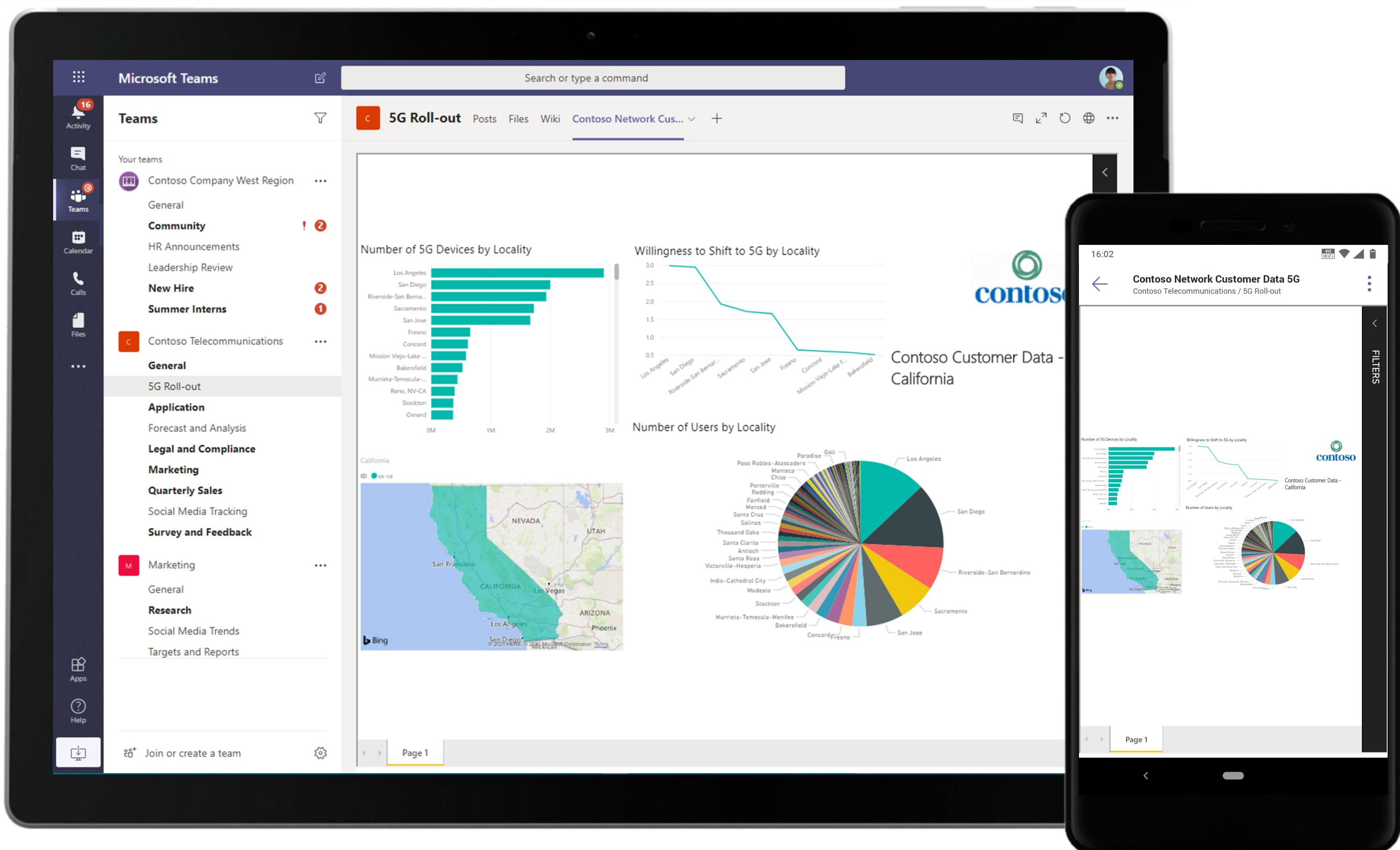
Enjoy powerful document creation and editing with the complete canvas and toolset of Word right inside Teams. The Telecom Engineer shares a Word document with the Analyst over 1:1 chat.



Once the locations for the 5G services rollout are finalized, an announcement is posted in the channel tagging the location using Places in Microsoft Teams.



Channels facilitate instant group communication. Team members stay in the know and can share information directly in the conversation thread to accelerate decision making.

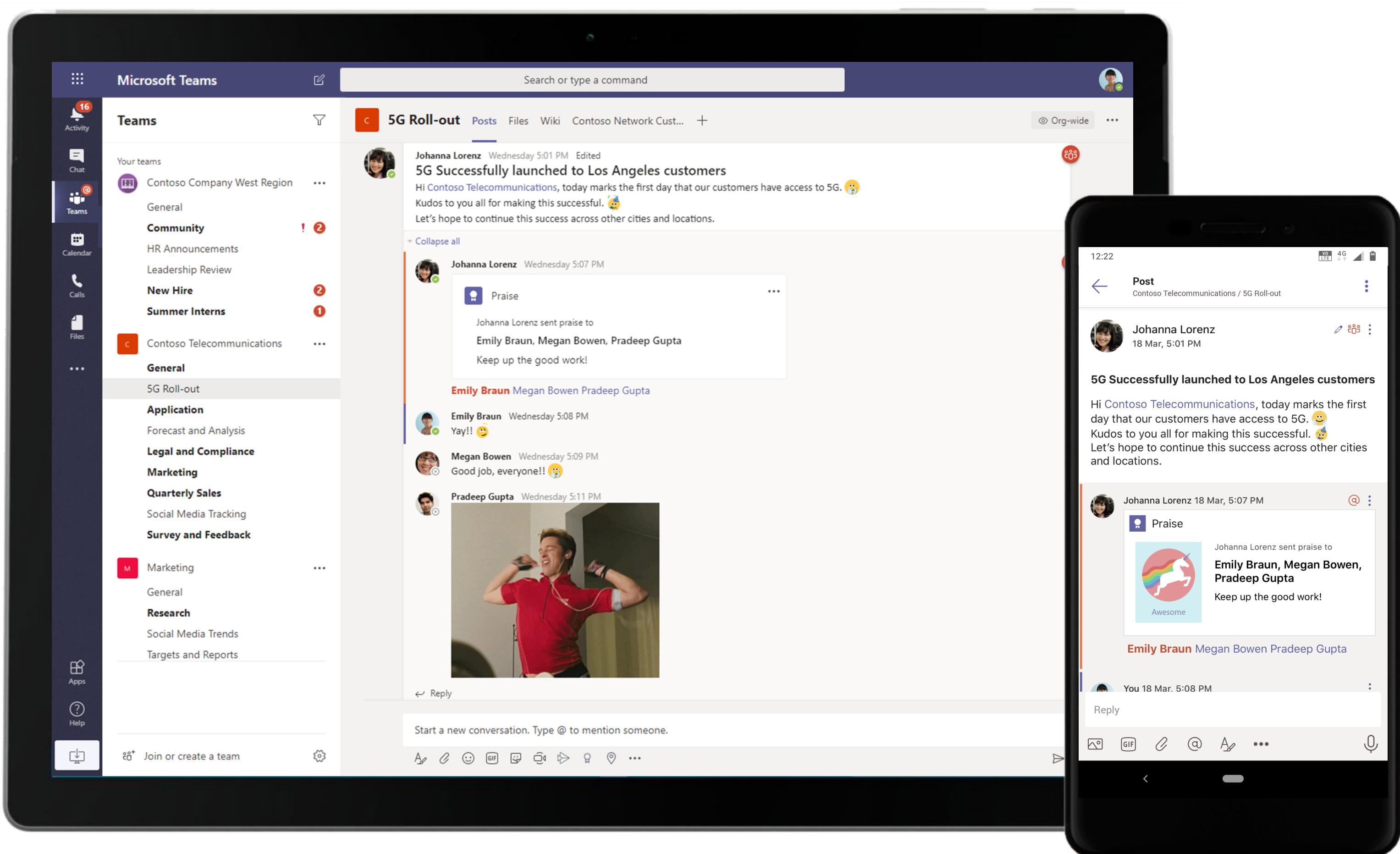


The image shows a Microsoft Teams mobile application interface. On the left, the Teams navigation bar is visible with various team and channel options. The main content area displays a Power BI report titled "5G Roll-out" within a "Contoso Network Cus..." channel. The report includes four data visualizations:

- Number of 5G Devices by Locality:** A horizontal bar chart showing device counts for various California cities. The top cities are Los Angeles, San Diego, and Riverside-San Bernar...
- Willingness to Shift to 5G by Locality:** A line chart showing the willingness to shift to 5G across different localities. The chart shows a general decline in willingness from Los Angeles to Bakersfield.
- Number of Users by Locality:** A treemap visualization showing the distribution of users across numerous California localities, with the largest segments being Los Angeles, San Diego, and Riverside-San Bernar...
- Map of California:** A Bing map of California with a green shaded region highlighting the Southern California area, including major cities like San Francisco, Los Angeles, and San Diego.

To the right, a separate mobile phone screen displays a detailed view of the "Contoso Customer Data - California" report, showing the same four charts and data points as the Teams interface.

Facilitate data-driven decisions informed by rich analytical visualizations in Power BI for Microsoft Teams. The Analyst offers consumer analysis using Power BI.



Send acclaim to your employees and coworkers with Praise. Deliver in a chat, or for wider recognition, send it in a channel conversation. The team members are praised for their effort.



# Troubleshooting and Repairs

## Systems Engineer

### Scenario Walkthrough

Contoso Media IT team must remain on its toes to troubleshoot issues as they arise. As one of the employees raises alert over printer access, the Systems Engineer must address it asap. See how he uses the tools and features built in Microsoft Teams to resolve it.

- Receives alert in channel where an employee has raised an issue about printer access.
- Sends a 1:1 chat message to the employee to understand the situation better.
- Gets on a Teams call with the customer to troubleshoot the issue.
- Requests permission to access employee's desktop over Teams.
- Troubleshoots the issue and installs updates to solve the issue.
- Closes the Service Desk ticket in the channel.

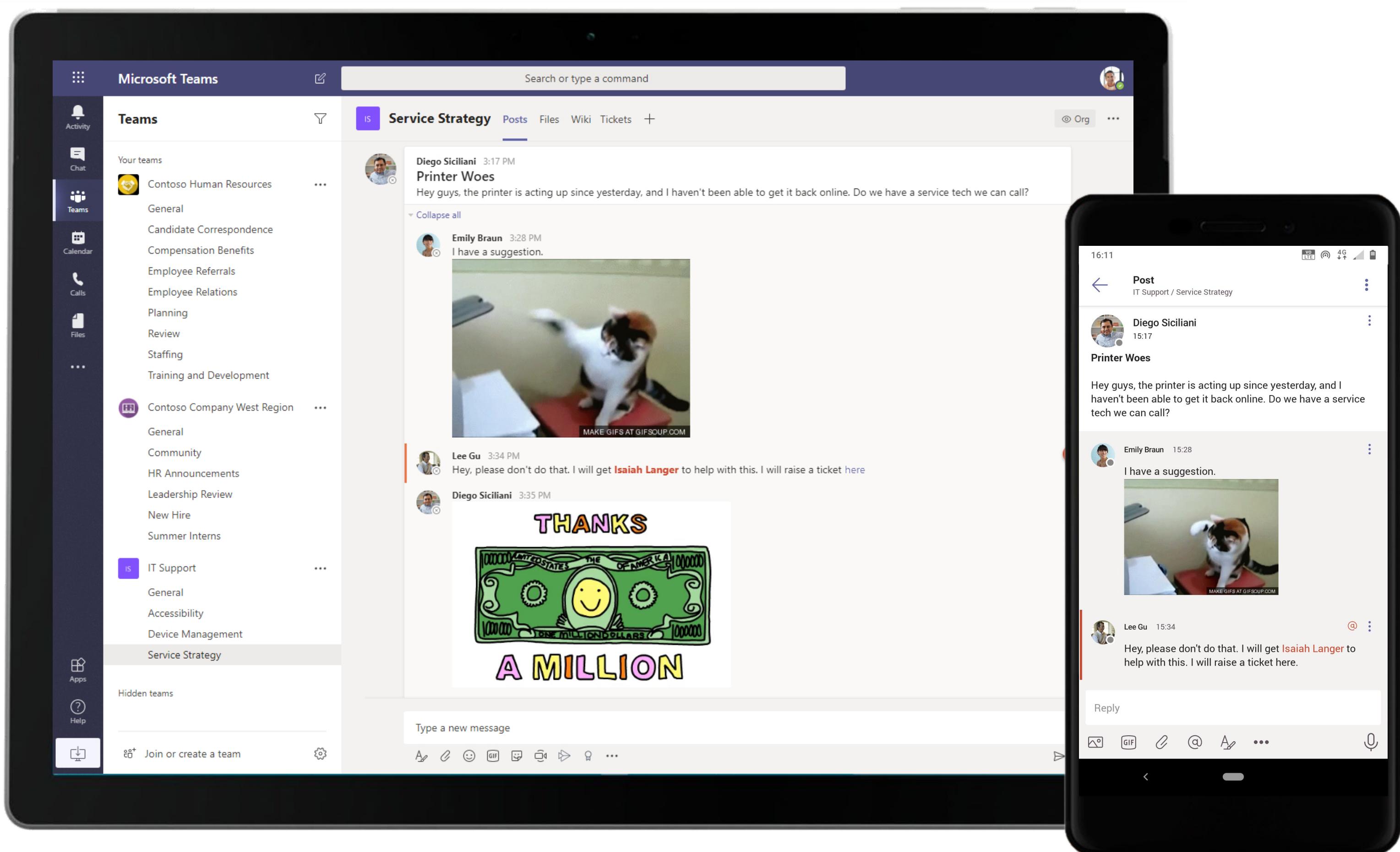
How did Microsoft Teams help the Systems Engineer execute his roles and responsibilities?

- Use Service Desk Plus Cloud to log tickets and initiate a conversation.
- Personal 1:1 and channel conversations to gain clarity on the issue with Files tab to store documents.
- Seamless meeting calls with screen share right inside Teams.

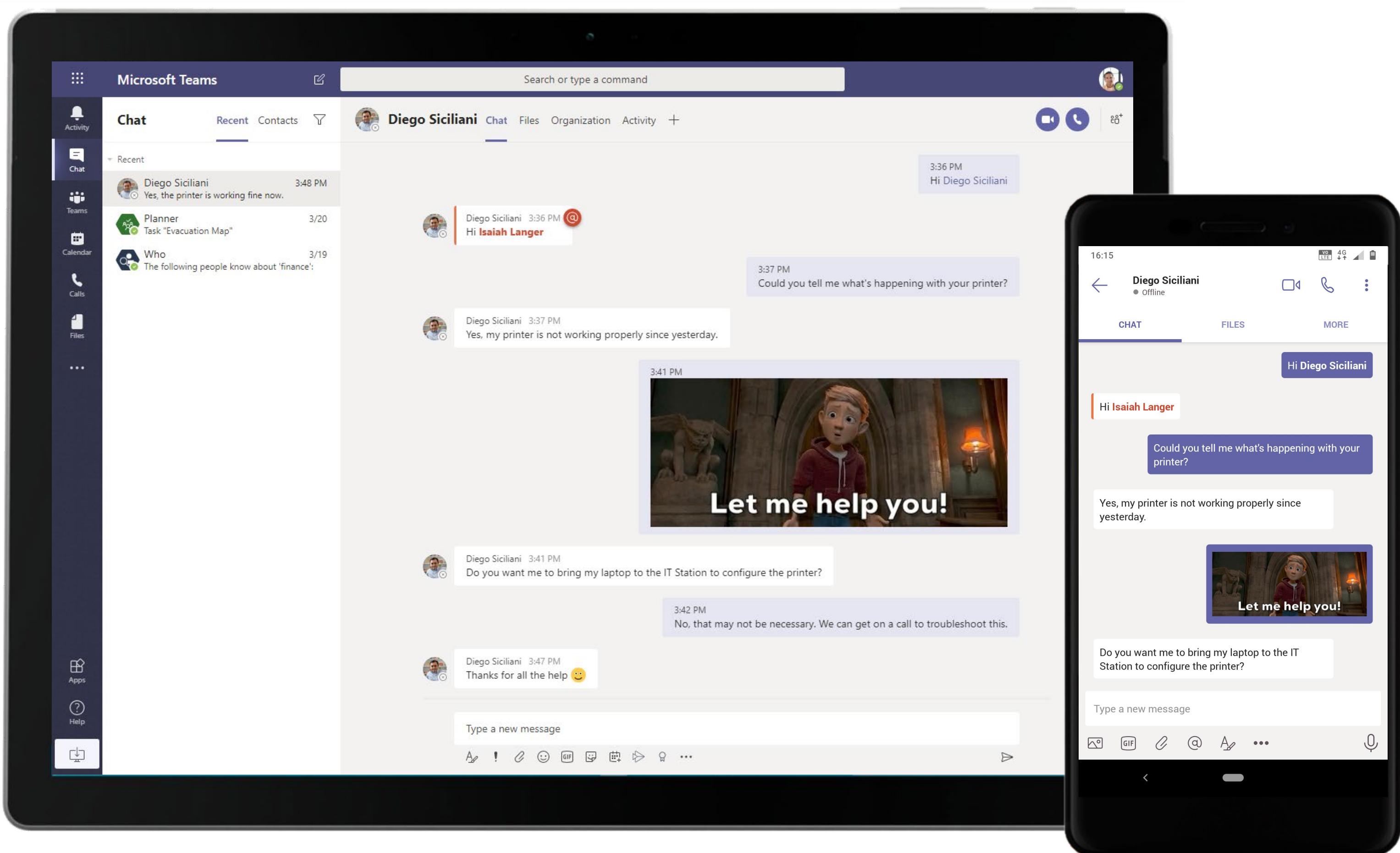
Which app integrations on Teams made it possible?



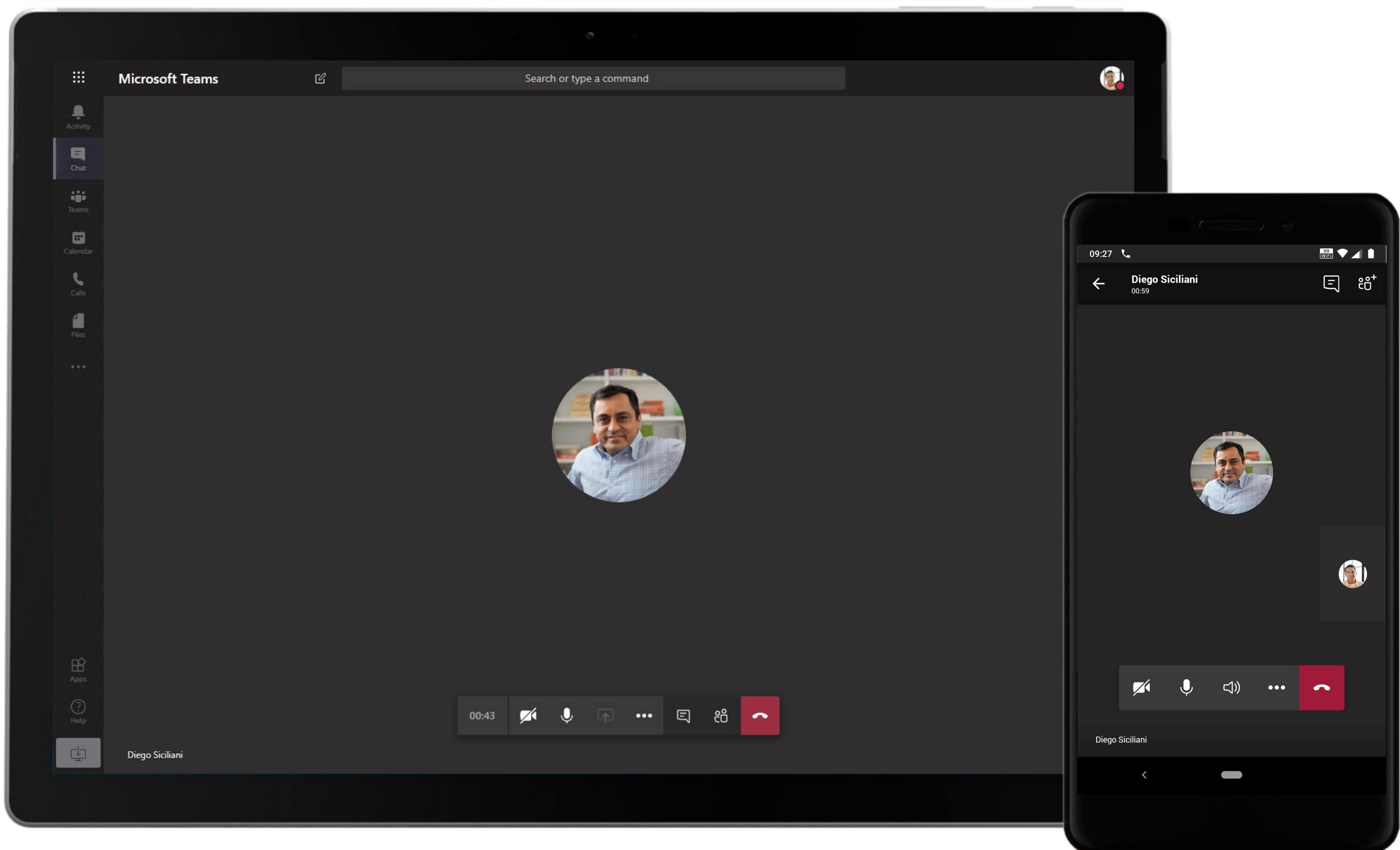
ServiceDesk  
Plus Cloud



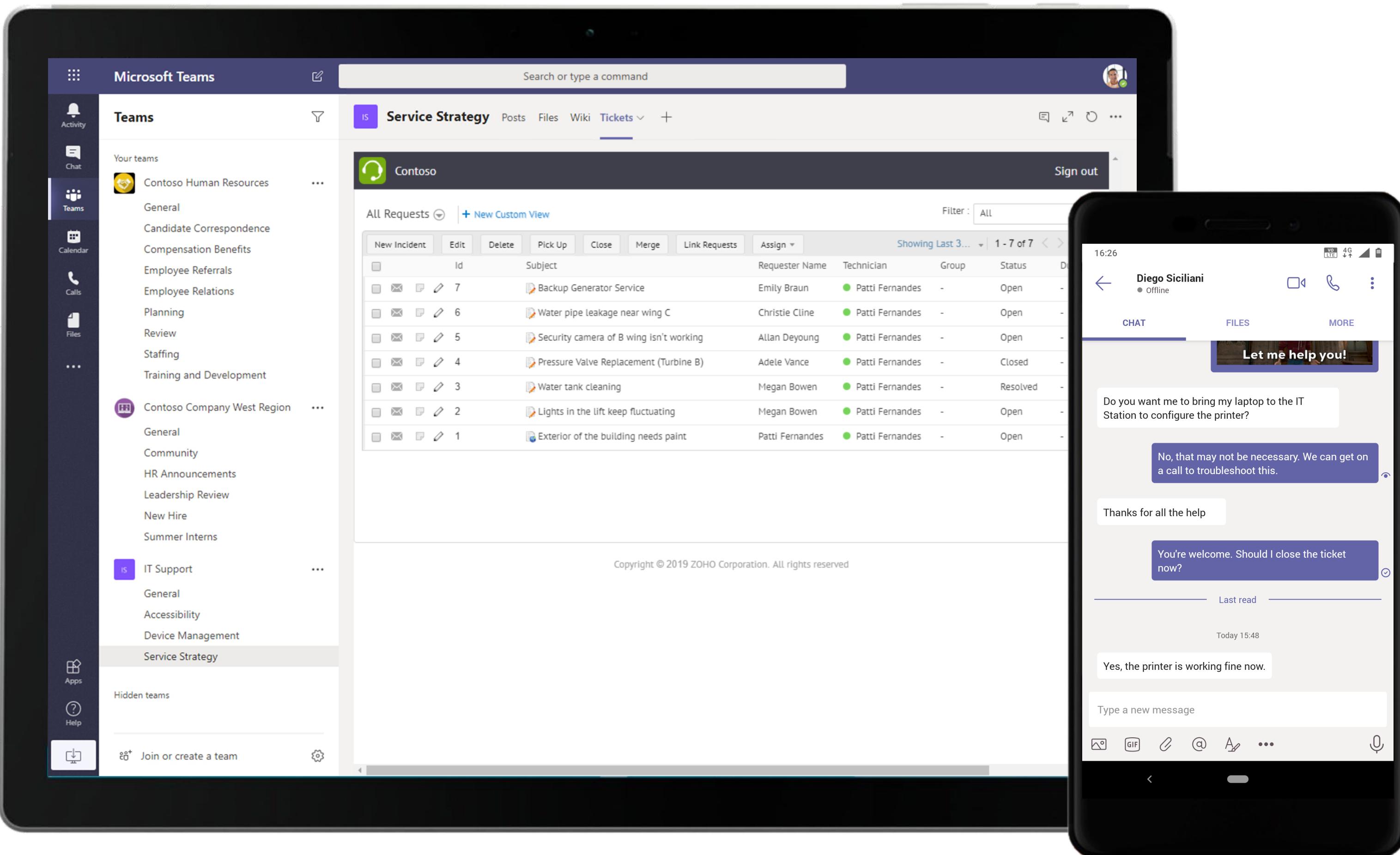
A team associate uses channel communication to inform his team about the printer issue. The Systems Engineer gets an alert as the IT Manager @mentions him for helping the team associate.



Use a one-on-one chat or a group chat for conversations that don't require the entire team.  
The Systems Engineer quickly reaches out to the employee using 1:1 chat.



1:1 chat conversations can turn into a call, according to the participants' convenience. The Systems Engineer and the employee opt for a call to troubleshoot the issue.



The image shows a composite view of Microsoft Teams and a mobile phone interface. On the left, the Microsoft Teams desktop application is open, showing the 'Service Strategy' tab within a 'Contoso' team. The 'Tickets' section is selected, displaying a list of service requests. On the right, a mobile phone screen shows a chat with a user named 'Diego Siciliani'. The chat history includes messages about bringing a laptop to the IT station, troubleshooting a printer, and closing the ticket. The mobile phone interface includes standard messaging controls like send, reply, and file attachments.

Requester Name	Technician	Status	Details
Emily Braun	Patti Fernandes	Open	Backup Generator Service
Christie Cline	Patti Fernandes	Open	Water pipe leakage near wing C
Allan Deyoung	Patti Fernandes	Open	Security camera of B wing isn't working
Adele Vance	Patti Fernandes	Closed	Pressure Valve Replacement (Turbine B)
Megan Bowen	Patti Fernandes	Resolved	Water tank cleaning
Megan Bowen	Patti Fernandes	Open	Lights in the lift keep fluctuating
Patti Fernandes	Patti Fernandes	Open	Exterior of the building needs paint

Tabs in Microsoft Teams allow you to display rich and interactive web content to your team. The Crisis Coordinator posts a visual summary of the results in the pinned tab.



# Human Resources

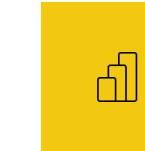
Check out how the operations team can use Microsoft Teams to keep your business running efficiently and address unexpected situations with confidence.

## Human Resources Superpowers in Teams

### Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

### Apps that enable an immersive experience in Teams

					
Word	Excel	PowerPoint	OneNote	Asana	monday.com
					
Forms	Power BI	Lucidchart	Trello	Shifts	MURAL
					
Smartsheet	Presentations AI	Teamwork AI	Adobe Sign	Tasks by Planner and To Do	Communities

# Meet the Business Decision Makers

## Human Resources



### Hiring and Training Manager

*"Hiring and induction programs for new employees are core functions of my job. We want to attract the best talent at Contoso."*

- Create induction programs for new hires
- Counsel managers on candidate selection
- Present training programs
- Maintain job requirements and job descriptions for all positions



### Client Servicing Executive

*"If people know you'll go to any lengths for your client, they're less likely to play games with you."*

- Collaborate with the relevant departments to better address client needs
- Demonstrate excellent communication and problem-solving skills at all times
- Cultivate solid relationships with clients



### Director

*"Diversity means including people with different perspectives, different experiences, different opinions and perhaps different working styles or expectations."*

- Guide organizational efforts on diversity and inclusion
- Direct training initiatives on cultural competency, gender differences, disability and sexual harassment
- Assess equal opportunity issues and progress through periodic reports

# Meet the Business Decision Makers

## Human Resources



### Human Resources Manager

*"I believe the work environment should be a safe and conducive space to do one's best."*

- Develop and implement HR initiatives aligned with overall business strategy
- Oversee an organization's recruitment, interview, selection, and hiring processes
- Bridge management and employee relations by addressing demands, grievances or other issues



# Talent Acquisition

## Hiring and Training Manager

### Scenario Walkthrough

Contoso intends to hire interns who will transition into full-time employees but first needs to ensure that they are hiring the right people. The Hiring and Training Manager uses Teams to expedite and automate the lengthy hiring and HR process.

- Creates an exclusive team and channels to shortlist resumes and candidates for different job functions.
- Uses Tasks by Planner and To Do to assign potential candidates to the open roles.
- Uses screen share in a channel meeting with HR associates to present candidate resumes housed within the Files tab.
- Shortlists candidates for the interview and pins a OneNote tab with interview questions for candidates.
- Uses Disco to reward the HR Manager for helping him to shortlist the candidate.

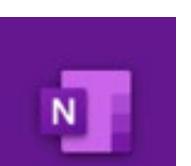
How did Microsoft Teams help the Hiring & Training Manager execute his roles and responsibilities?

- Collaborative documentation through established channels using Office applications like Word.
- Hold seamless calls and conferences and share screens with enterprise security.
- Co-author shared information with your team members within a channel with OneNote.
- Assign, monitor and execute tasks within Microsoft Teams using Tasks by Planner and To Do.
- Recognize employees by giving them compliments using Disco.

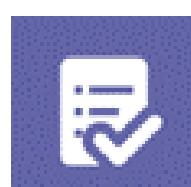
Which app integrations on Teams made it possible?



Word



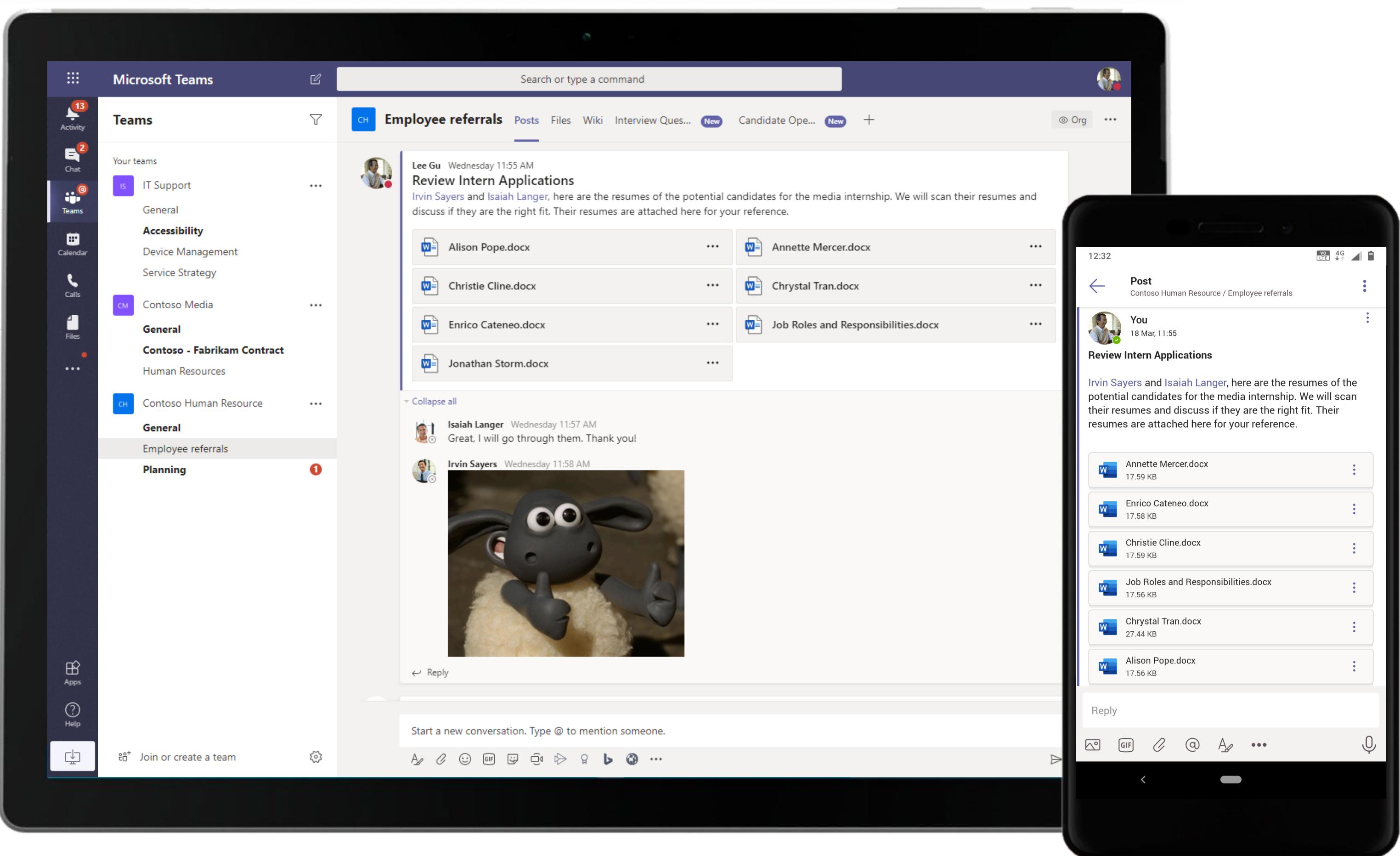
OneNote



Tasks by Planner  
and To Do



Disco



The screenshot displays the Microsoft Teams interface on both a desktop and a mobile device. The desktop view shows a team channel for "Employee referrals". The channel includes a message from Lee Gu (@CH) at 11:55 AM, a post from Irvin Sayers (@IS) at 11:57 AM, and a message from Isaiah Langer (@IL) at 11:58 AM. The mobile view shows the same content in a smaller, more compact format. Both screens show a list of attachments (Word documents) and a message from Irvin Sayers. The desktop interface includes a sidebar with team navigation and a bottom bar with various icons.

Employee referrals

Lee Gu Wednesday 11:55 AM

Review Intern Applications

Irvin Sayers and Isaiah Langer, here are the resumes of the potential candidates for the media internship. We will scan their resumes and discuss if they are the right fit. Their resumes are attached here for your reference.

Alison Pope.docx

Annette Mercer.docx

Christie Cline.docx

Chrystal Tran.docx

Enrico Cateneo.docx

Job Roles and Responsibilities.docx

Jonathan Storm.docx

Isaiah Langer Wednesday 11:57 AM

Great, I will go through them. Thank you!

Irvin Sayers Wednesday 11:58 AM

Review Intern Applications

Irvin Sayers and Isaiah Langer, here are the resumes of the potential candidates for the media internship. We will scan their resumes and discuss if they are the right fit. Their resumes are attached here for your reference.

Alnette Mercer.docx  
17.59 KB

Enrico Cateneo.docx  
17.58 KB

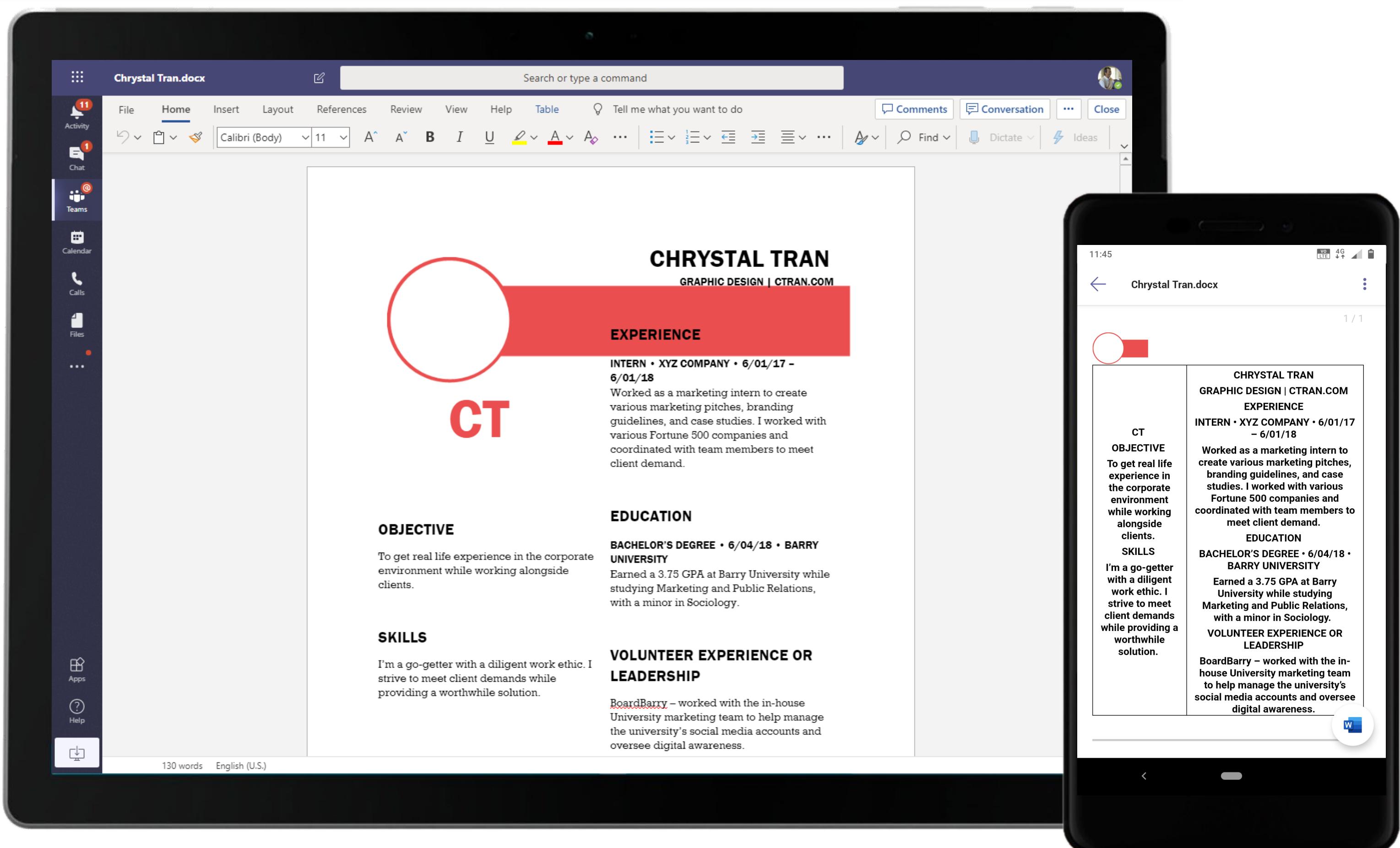
Christie Cline.docx  
17.59 KB

Job Roles and Responsibilities.docx  
17.56 KB

Chrystal Tran.docx  
27.44 KB

Alison Pope.docx  
17.56 KB

The Hiring and Training Manager uses an exclusive channel to shortlist resumes and candidates for different job functions. The @mention feature allows him to tag relevant personnel to help him with the task.



The image shows a Microsoft Teams window with a Word document titled "Chrystal Tran.docx" open. The document is a resume for Chrystal Tran, a Graphic Designer. The resume is formatted with a large red circle placeholder for a profile picture, followed by the name "CHRYSTAL TRAN" and "GRAPHIC DESIGN | CTRAN.COM". The resume is divided into sections: EXPERIENCE, EDUCATION, OBJECTIVE, SKILLS, and VOLUNTEER EXPERIENCE OR LEADERSHIP. Each section contains detailed text about her work history, education, and volunteer work. To the right of the Teams window, a smartphone displays the same resume document, showing how it looks when viewed on a mobile device. The Microsoft logo is in the top right corner of the slide.

CHRYSTAL TRAN  
GRAPHIC DESIGN | CTRAN.COM

**EXPERIENCE**

INTERN • XYZ COMPANY • 6/01/17 – 6/01/18  
Worked as a marketing intern to create various marketing pitches, branding guidelines, and case studies. I worked with various Fortune 500 companies and coordinated with team members to meet client demand.

**EDUCATION**

BACHELOR'S DEGREE • 6/04/18 • BARRY UNIVERSITY  
Earned a 3.75 GPA at Barry University while studying Marketing and Public Relations, with a minor in Sociology.

**OBJECTIVE**  
To get real life experience in the corporate environment while working alongside clients.

**SKILLS**  
I'm a go-getter with a diligent work ethic. I strive to meet client demands while providing a worthwhile solution.

**VOLUNTEER EXPERIENCE OR LEADERSHIP**  
BoardBarry – worked with the in-house University marketing team to help manage the university's social media accounts and oversee digital awareness.

130 words English (U.S.)

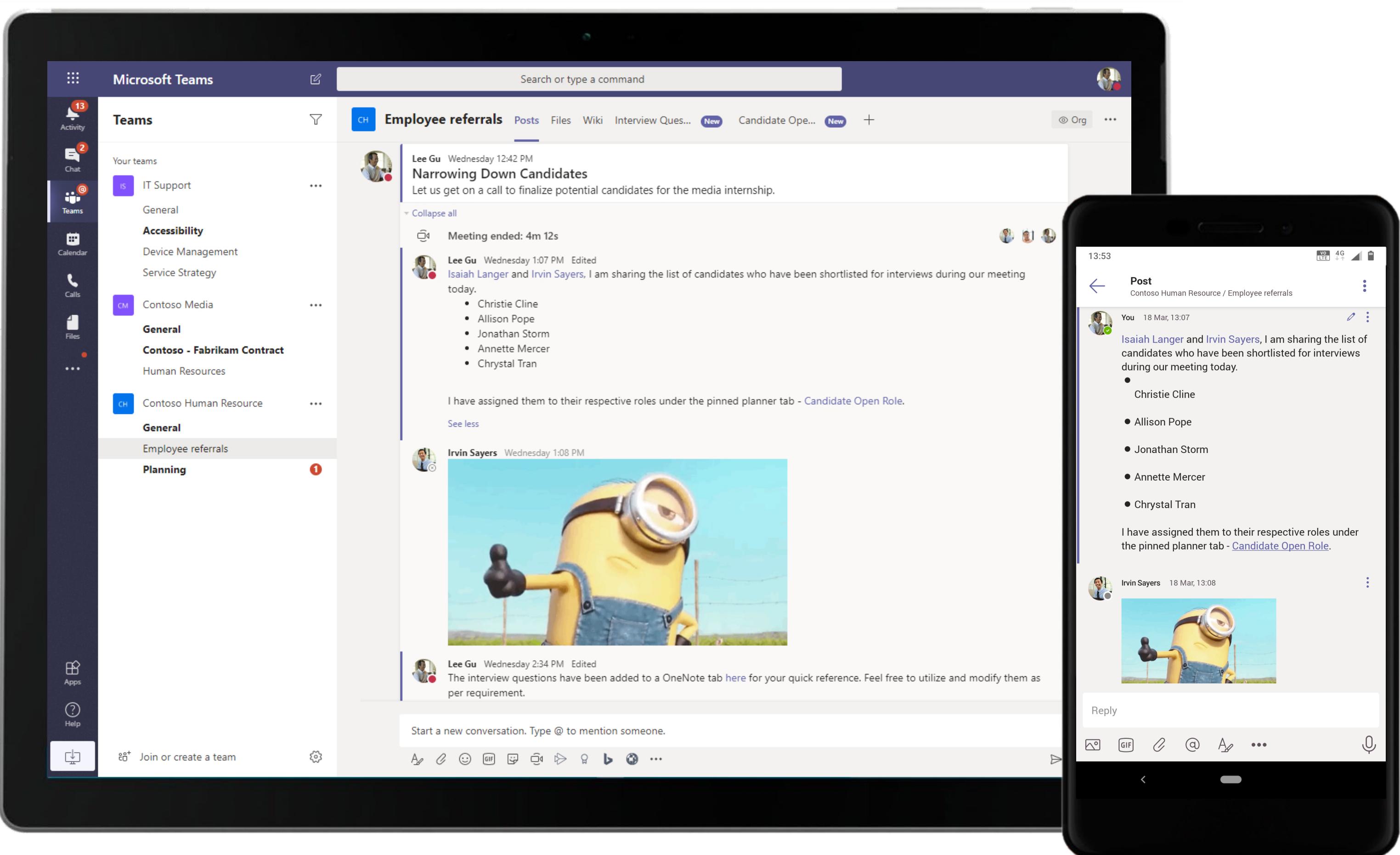
11:45 Chrystal Tran.docx 1 / 1

CHRYSTAL TRAN  
GRAPHIC DESIGN | CTRAN.COM  
EXPERIENCE  
INTERN • XYZ COMPANY • 6/01/17 – 6/01/18  
Worked as a marketing intern to create various marketing pitches, branding guidelines, and case studies. I worked with various Fortune 500 companies and coordinated with team members to meet client demand.

EDUCATION  
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Earned a 3.75 GPA at Barry University while studying Marketing and Public Relations, with a minor in Sociology.

VOLUNTEER EXPERIENCE OR LEADERSHIP  
BoardBarry – worked with the in-house University marketing team to help manage the university's social media accounts and oversee digital awareness.

Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate on the files right within Teams, thanks to deeply integrated Office 365 services.



The image displays the Microsoft Teams interface on a desktop and a mobile phone. The desktop view shows a sidebar with 'Your teams' (IT Support, General, Accessibility, Device Management, Service Strategy, Contoso Media, General, Contoso - Fabrikam Contract, Human Resources, Contoso Human Resource, General, Employee referrals, Planning) and a main chat window for 'Employee referrals'. The mobile phone view shows a single message thread with a list of names and a Minion image.

**Employee referrals**

Lee Gu Wednesday 12:42 PM

**Narrowing Down Candidates**

Let us get on a call to finalize potential candidates for the media internship.

Meeting ended: 4m 12s

Lee Gu Wednesday 1:07 PM Edited

Isaiah Langer and Irvin Sayers, I am sharing the list of candidates who have been shortlisted for interviews during our meeting today.

- Christie Cline
- Allison Pope
- Jonathan Storm
- Annette Mercer
- Chrystal Tran

I have assigned them to their respective roles under the pinned planner tab - [Candidate Open Role](#).

See less

Irvin Sayers Wednesday 1:08 PM



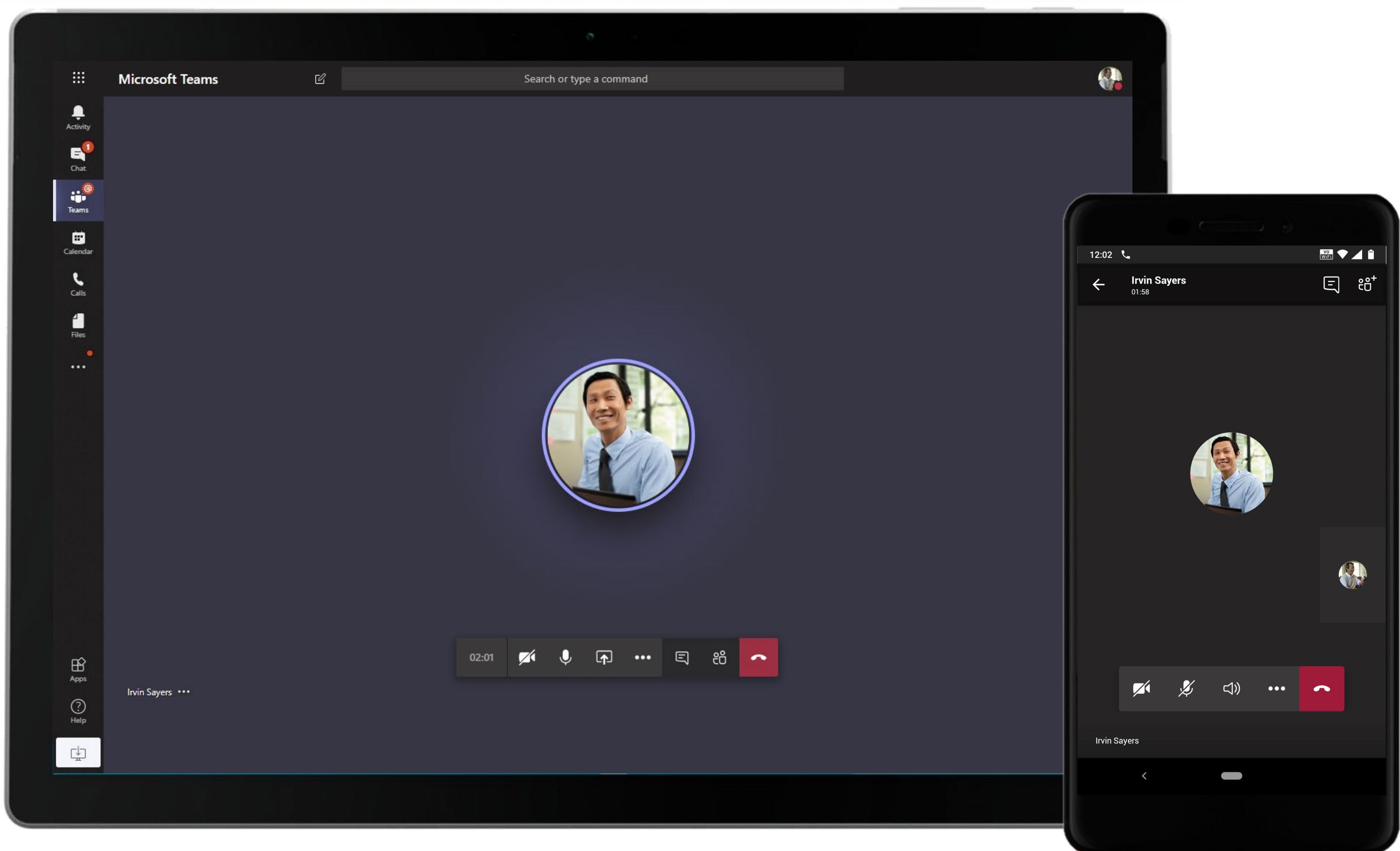
Lee Gu Wednesday 2:34 PM Edited

The interview questions have been added to a OneNote tab [here](#) for your quick reference. Feel free to utilize and modify them as per requirement.

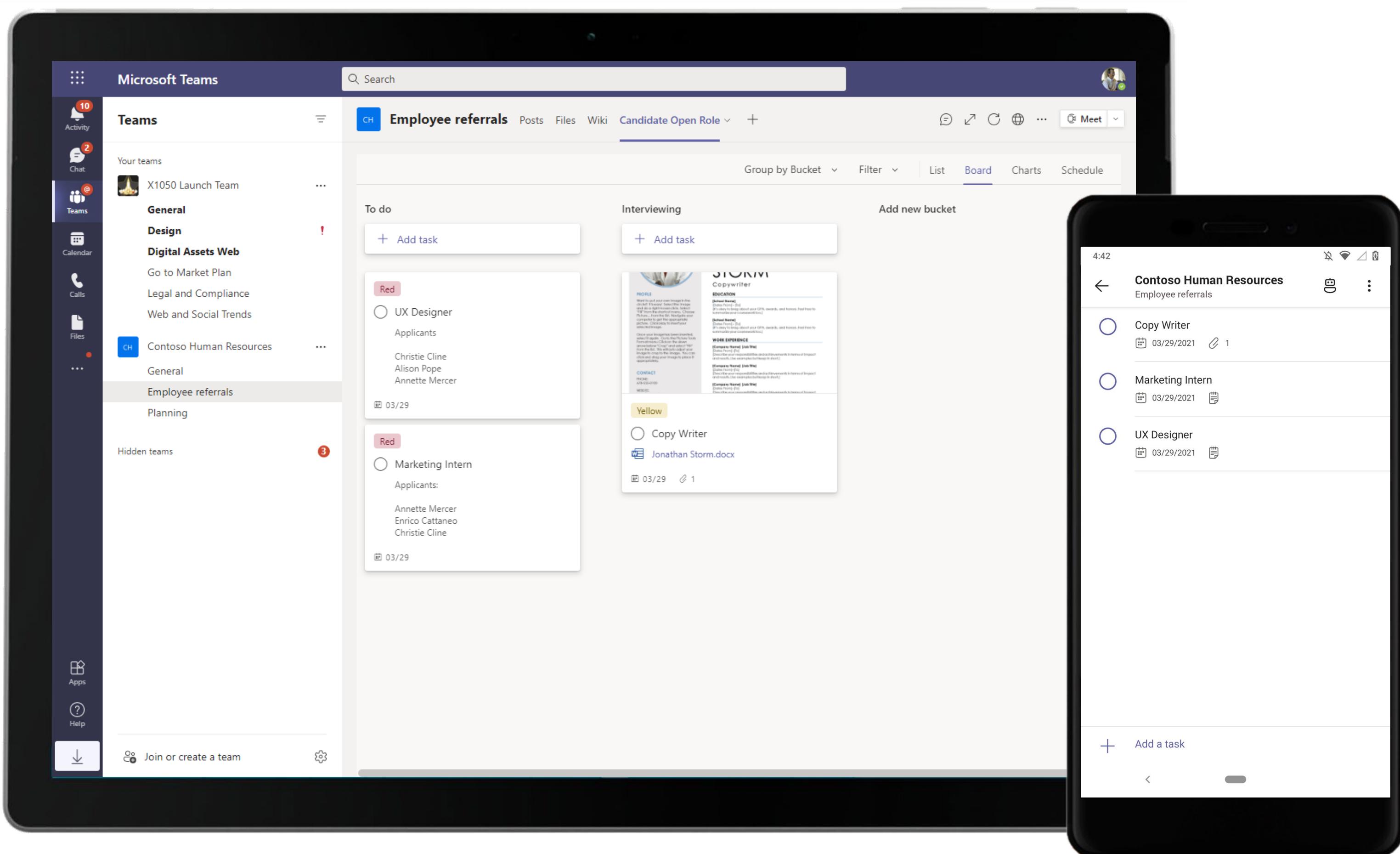
Start a new conversation. Type @ to mention someone.

Join or create a team

Meetings can either be scheduled or triggered instantly using the Meet Now feature. The HR team meets online using Teams and continues their conversation in the same thread for easy future reference.

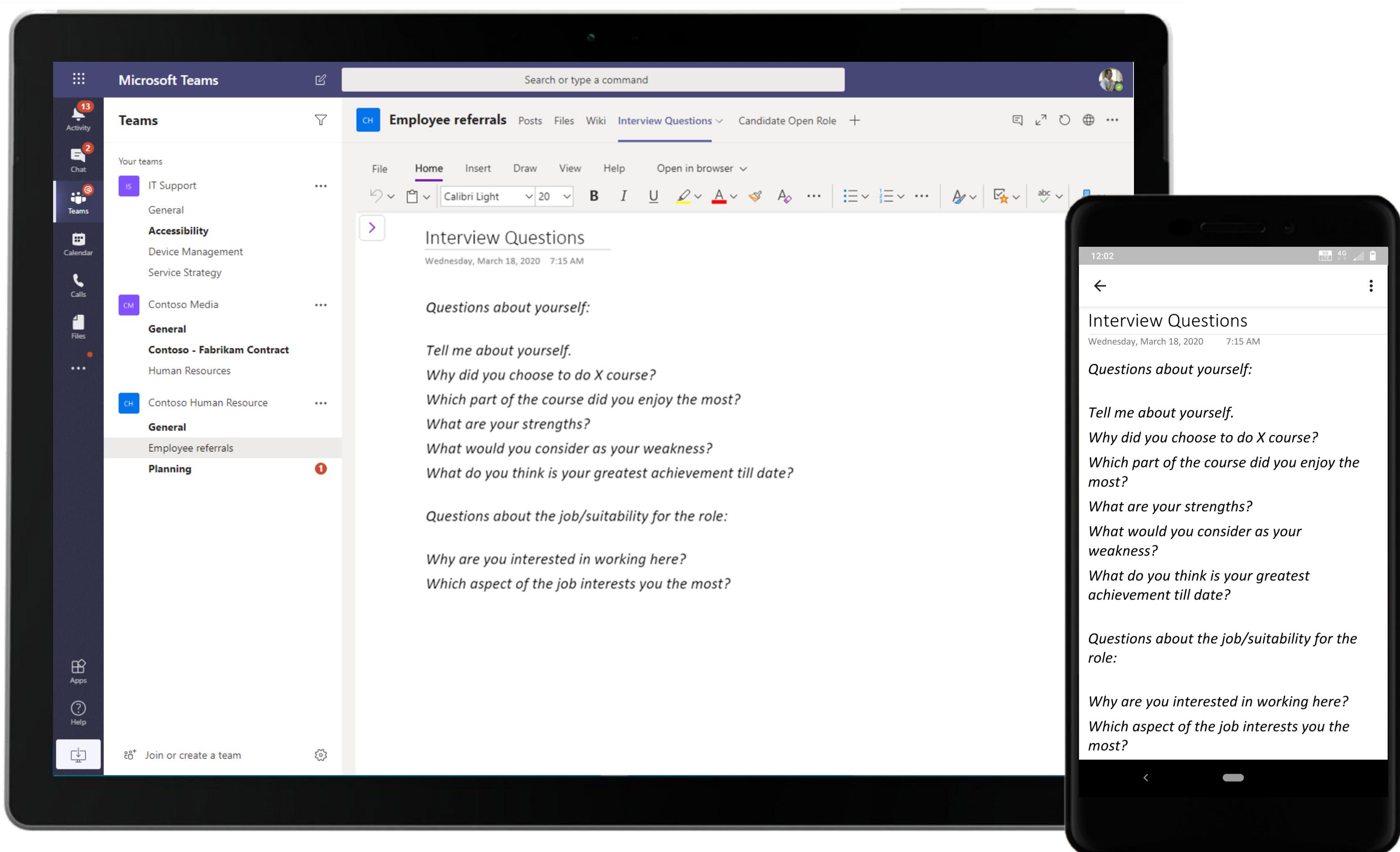


During a meeting, participants can use rich meeting capabilities such as video, screen sharing, file sharing, meeting notes and chat to make the meeting engaging and productive. Needless to say, meetings are fully supported on mobile clients too!



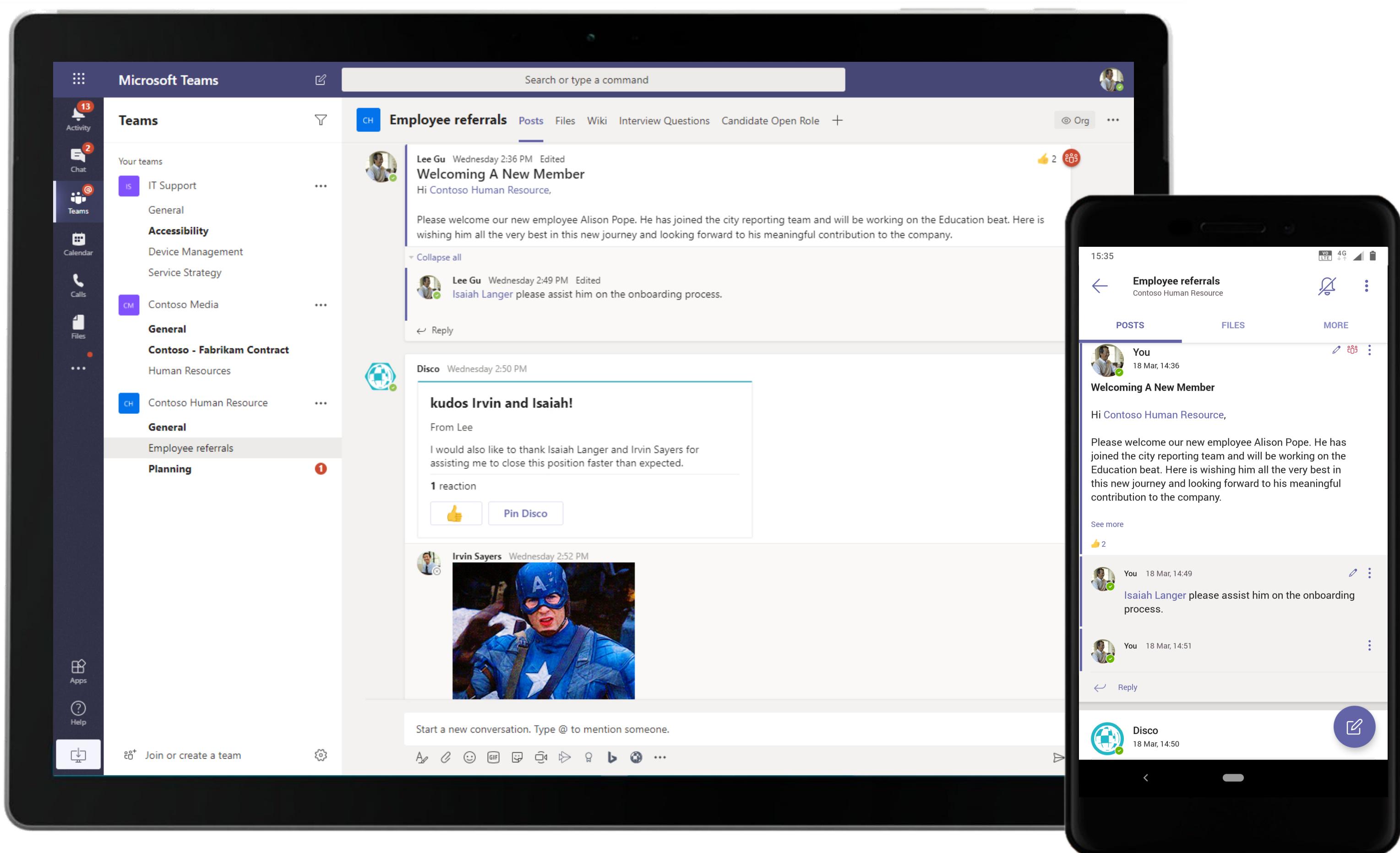
The image illustrates the integration of Microsoft Teams with Microsoft Planner for Talent Acquisition. On the laptop screen, the Microsoft Teams interface is shown with the 'Employee referrals' board selected. The board view allows for organizing tasks into buckets (Red and Yellow) and viewing detailed applicant information. On the mobile phone screen, a list of employee referrals is displayed, showing names like 'Copy Writer', 'Marketing Intern', and 'UX Designer', along with their respective dates (03/29) and file attachments (e.g., 'Jonathan Storm.docx').

Tasks by Planner and To Do in Teams helps the Hiring and Training Manager break down his tasks efficiently and assign stakeholders for each task, without having to leave the Teams environment.



Add a OneNote tab to your channel in Microsoft Teams and use it as a shared space for notes among team members.

The Hiring and Training Manager uses it to save interview questions for candidates.



Build strong cultures, celebrate employee achievements, and reinforce their core values, all without having to leave Teams using the integrated Disco app. The Hiring and Training Manager appreciates efforts by his associates.



# New Employee Training

## Client Servicing Executive

### Scenario Walkthrough

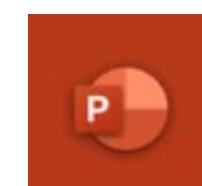
Joining a new organization and understanding the workflow and processes can be a little challenging in the beginning. The new employee can easily go through the onboarding process with the ease of all the varied applications available on Microsoft Teams to welcome the employee in the organization.

- Receives an Invitation for onboarding.
- Logs in and completes the onboarding process.
- Receives a welcome message from the Manager.
- Follows the link and downloads the Teams app on Phone.
- Gets on a call with the team to understand the workflow.
- Completes the entire training program with the help of the Manager.
- Views the message that was broadcasted to the entire team regarding precautionary measures via Dynamic Signal.

How did Microsoft Teams help the Client Servicing Executive to execute her roles and responsibilities?

- Stay up to date on company events, manage attendance and get to know co-workers using Hibob.
- Access training documents through a dedicated Files tab.
- Broadcast content from your community to your organization with Dynamic Signal.

Which app integrations on Teams made it possible?



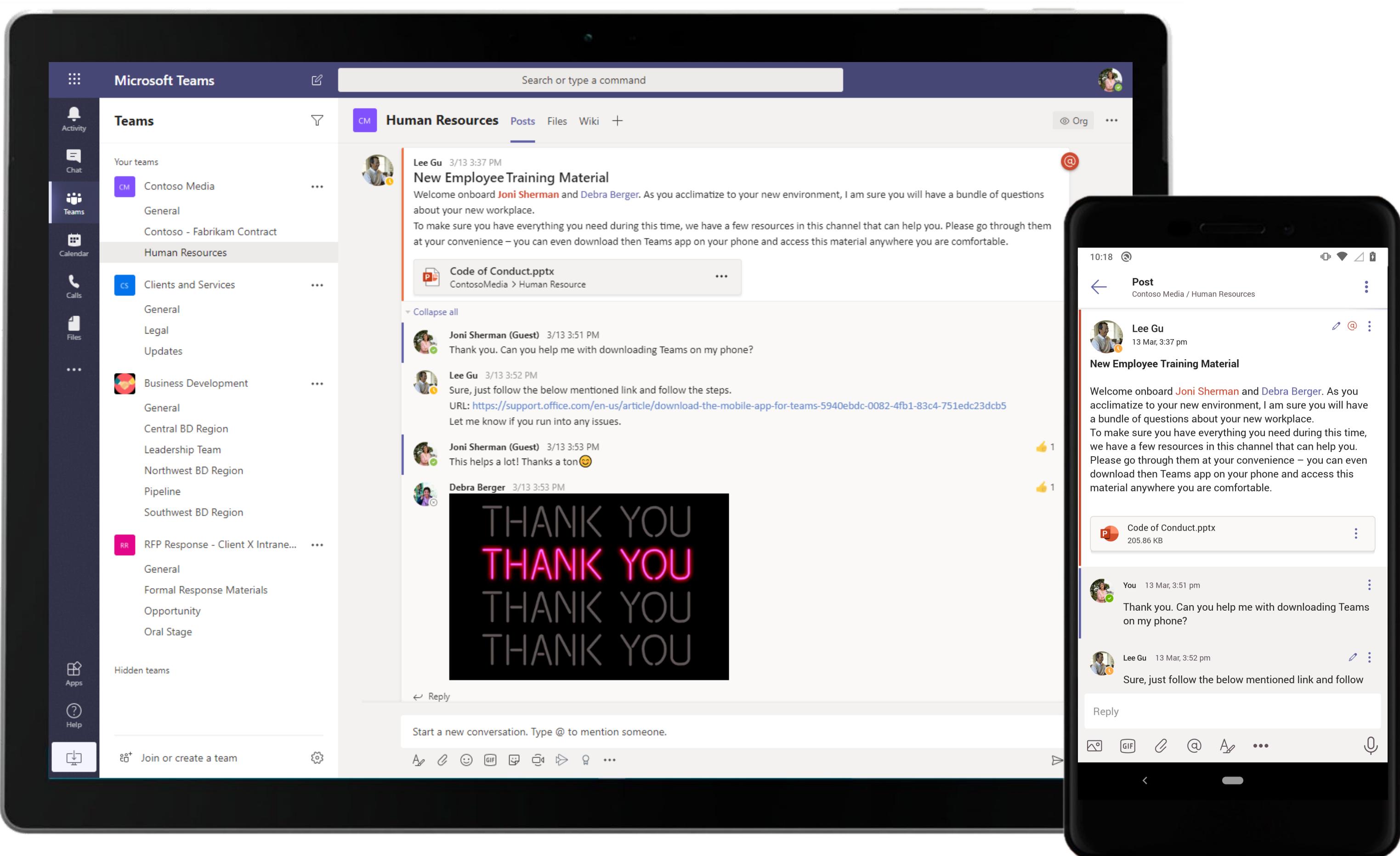
PowerPoint



Dynamic Signal



Hibob



Human Resources – New Employee Training

Lee Gu 3/13 3:37 PM

**New Employee Training Material**

Welcome onboard **Joni Sherman** and **Debra Berger**. As you acclimate to your new environment, I am sure you will have a bundle of questions about your new workplace. To make sure you have everything you need during this time, we have a few resources in this channel that can help you. Please go through them at your convenience – you can even download the Teams app on your phone and access this material anywhere you are comfortable.

**Code of Conduct.pptx**  
ContosoMedia > Human Resource

Joni Sherman (Guest) 3/13 3:51 PM

Thank you. Can you help me with downloading Teams on my phone?

Lee Gu 3/13 3:52 PM

Sure, just follow the below mentioned link and follow the steps.  
URL: <https://support.office.com/en-us/article/download-the-mobile-app-for-teams-5940ebdc-0082-4fb1-83c4-751edc23dcb5>  
Let me know if you run into any issues.

Joni Sherman (Guest) 3/13 3:53 PM

This helps a lot! Thanks a ton 😊

Debra Berger 3/13 3:53 PM

THANK YOU  
THANK YOU  
THANK YOU  
THANK YOU

Start a new conversation. Type @ to mention someone.

Join or create a team

Post

Lee Gu 13 Mar, 3:37 pm

**New Employee Training Material**

Welcome onboard **Joni Sherman** and **Debra Berger**. As you acclimate to your new environment, I am sure you will have a bundle of questions about your new workplace. To make sure you have everything you need during this time, we have a few resources in this channel that can help you. Please go through them at your convenience – you can even download the Teams app on your phone and access this material anywhere you are comfortable.

**Code of Conduct.pptx**  
205.86 KB

You 13 Mar, 3:51 pm

Thank you. Can you help me with downloading Teams on my phone?

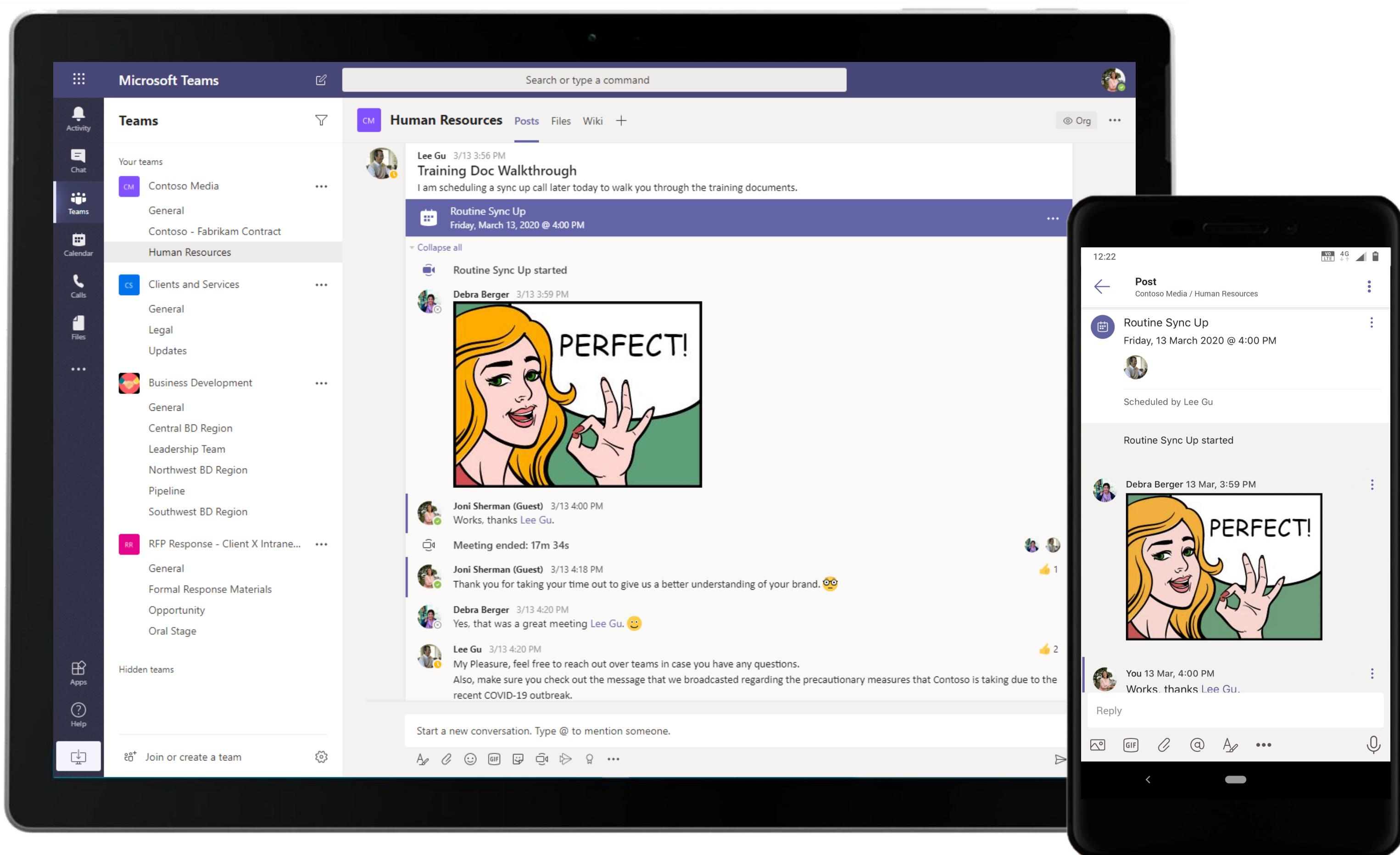
Lee Gu 13 Mar, 3:52 pm

Sure, just follow the below mentioned link and follow

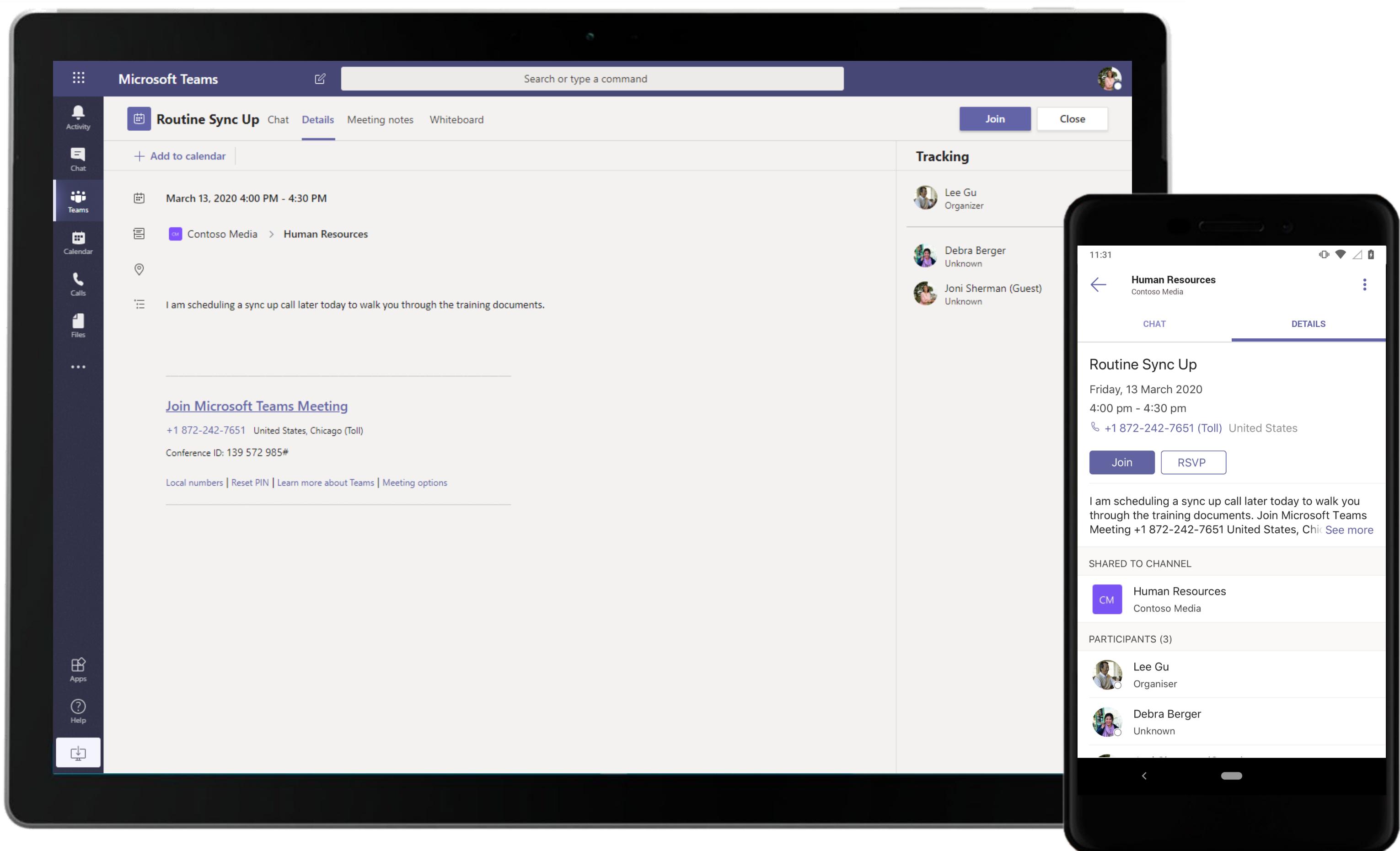
@mention a person, channel or team to make sure your message reaches the relevant personnel. The Hiring and Training Manager welcomes new members and shares relevant files in the channel conversation.



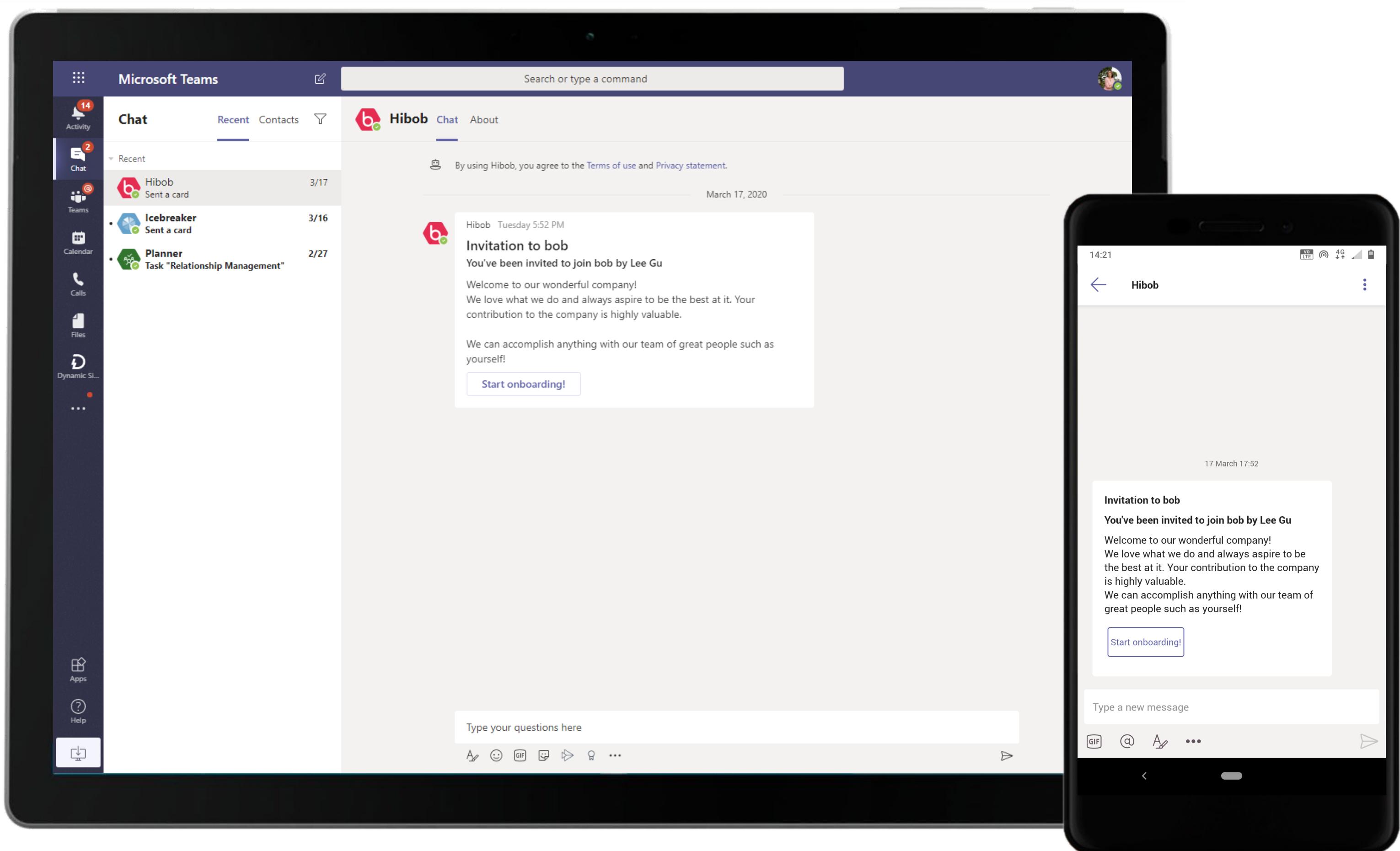
Store and share important files within a dedicated, cloud-enabled repository with Files. Training documents such as the PowerPoint containing code of conduct among other things are housed here for the team's easy access.



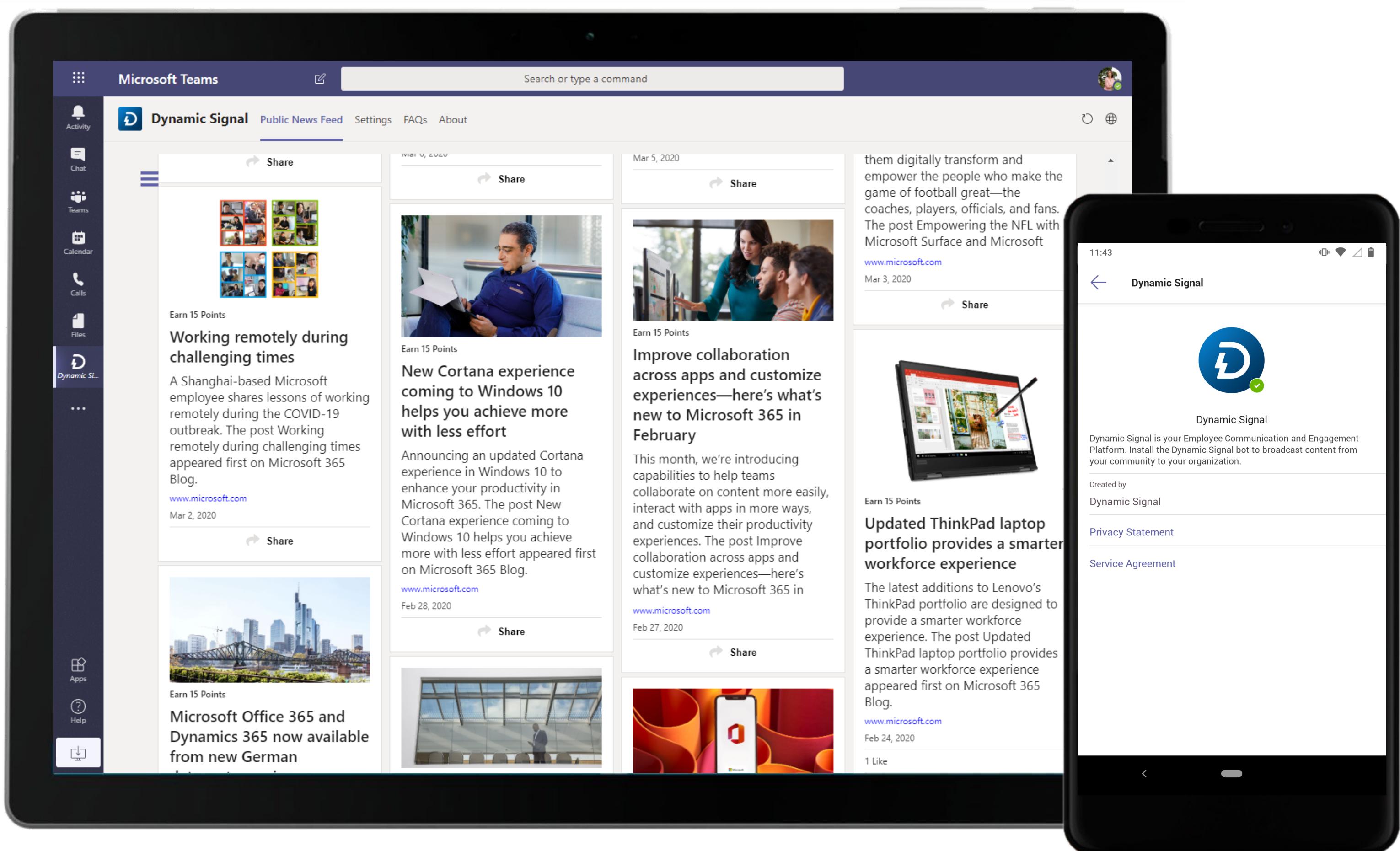
Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, keeping relevant chats grouped together. @mention relevant team members to make sure you grab their attention in real-time.



Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.



Use Hibob and personalize onboarding to fuel a sense of belonging from day one. The new employee gets an invitation for onboarding through Hibob.



Dynamic Signal provides a news feed of content that lives inside of Microsoft Teams. The Client Servicing Executive can even track who is reading what content to measure the communication reach.



# Review of Hiring Process by HR Leadership Director

## Scenario Walkthrough

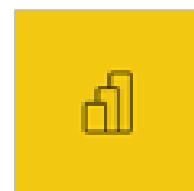
Contoso is an equal opportunity employer committed to creating a diverse workspace. The HR Leadership achieves this by routinely examining the hiring process. The leadership team spearheads the task by collaborating with HR associates.

- Posts message in HR hiring channel requesting an analysis of hiring trends, diversity efforts, and attrition data.
- Responds to queries and replies from Human Resources Associates on his post.
- HR associates present their data using a Power BI dashboard.
- Consumes the insights from the dashboard using Power BI through slices, filters, etc. right inside Teams.
- Appreciates teams' efforts and presentation at short notice.

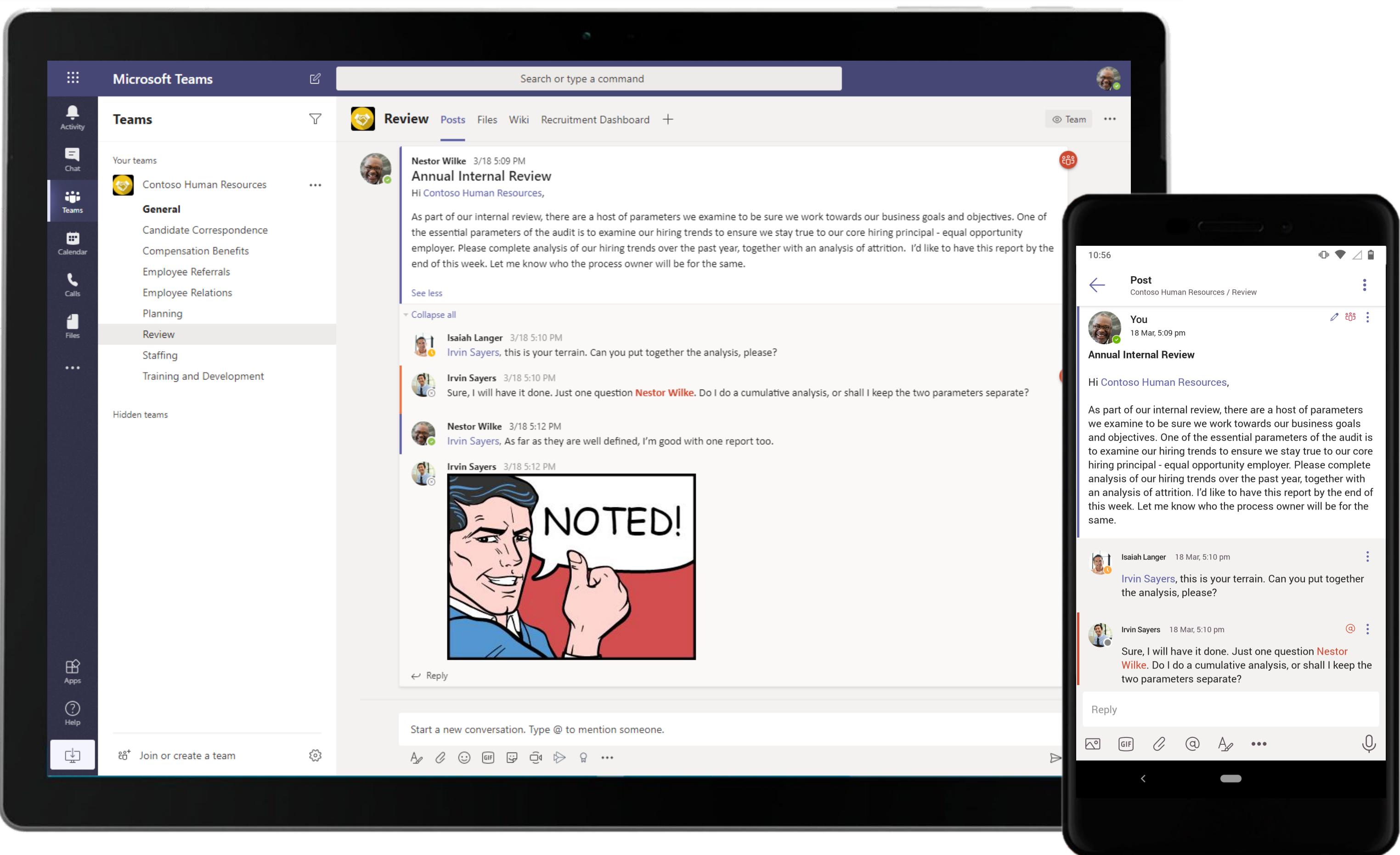
How did Microsoft Teams Help the Director to execute his roles and responsibilities?

- Reach entire team by creating conversation threads in channels.
- Keep track of responses with alerts in the activity feed, thanks to @mentions and reply notifications.
- Utilize Power BI to compile and review data in a highly visual format.

Which app integrations on Teams made it possible?



Power BI



**Review** Posts Files Wiki Recruitment Dashboard +

**Nestor Wilke** 3/18 5:09 PM

**Annual Internal Review**

Hi Contoso Human Resources,

As part of our internal review, there are a host of parameters we examine to be sure we work towards our business goals and objectives. One of the essential parameters of the audit is to examine our hiring trends to ensure we stay true to our core hiring principal - equal opportunity employer. Please complete analysis of our hiring trends over the past year, together with an analysis of attrition. I'd like to have this report by the end of this week. Let me know who the process owner will be for the same.

**Isaiah Langer** 3/18 5:10 PM

Irvin Sayers, this is your terrain. Can you put together the analysis, please?

**Irvin Sayers** 3/18 5:10 PM

Sure, I will have it done. Just one question **Nestor Wilke**. Do I do a cumulative analysis, or shall I keep the two parameters separate?

**Nestor Wilke** 3/18 5:12 PM

Irvin Sayers, As far as they are well defined, I'm good with one report too.

**Irvin Sayers** 3/18 5:12 PM



Start a new conversation. Type @ to mention someone.

Reply

10:56

**Post**

Contoso Human Resources / Review

**You** 18 Mar, 5:09 pm

**Annual Internal Review**

Hi Contoso Human Resources,

As part of our internal review, there are a host of parameters we examine to be sure we work towards our business goals and objectives. One of the essential parameters of the audit is to examine our hiring trends to ensure we stay true to our core hiring principal - equal opportunity employer. Please complete analysis of our hiring trends over the past year, together with an analysis of attrition. I'd like to have this report by the end of this week. Let me know who the process owner will be for the same.

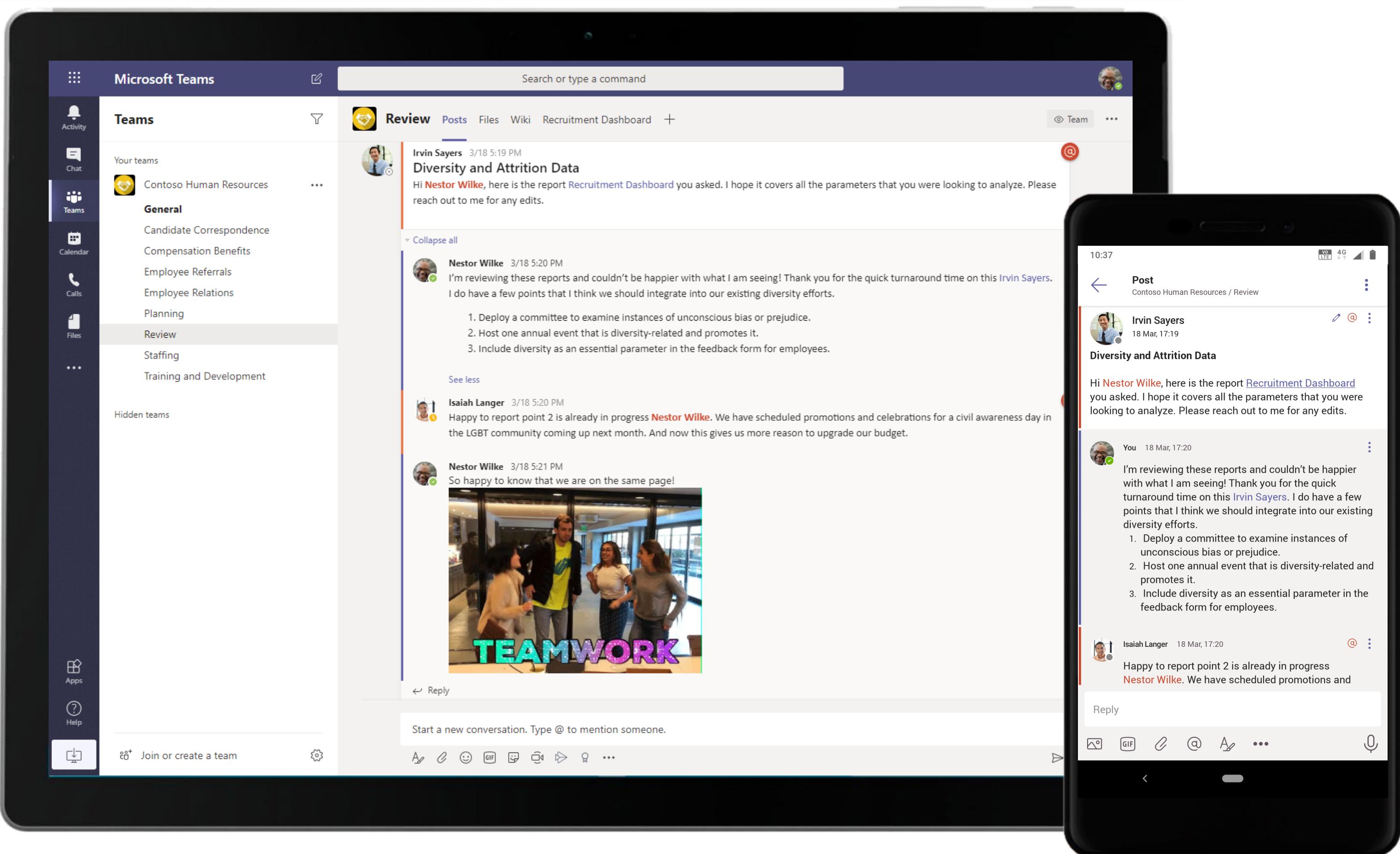
**Isaiah Langer** 18 Mar, 5:10 pm

Irvin Sayers, this is your terrain. Can you put together the analysis, please?

**Irvin Sayers** 18 Mar, 5:10 pm

Sure, I will have it done. Just one question **Nestor Wilke**. Do I do a cumulative analysis, or shall I keep the two parameters separate?

Channels facilitate instant group communication. Team members stay in the know and can share information directly in the conversation thread to accelerate decision making.



The image displays the Microsoft Teams interface on a tablet and a mobile phone, illustrating the use of tabs for direct access to tools and data within a team channel.

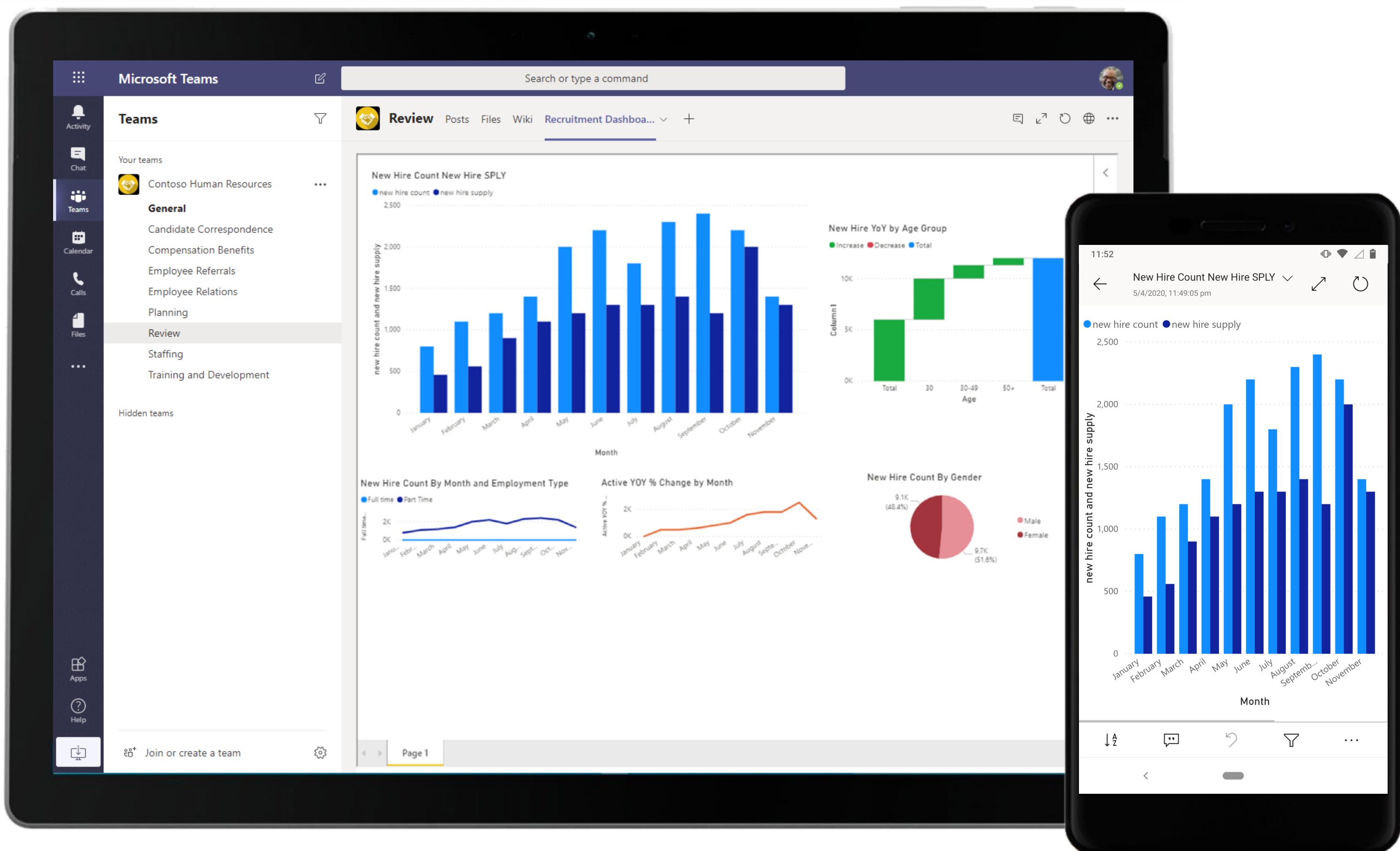
**Tablet Screen (Left):**

- Header:** Microsoft Teams, Search or type a command.
- Left Sidebar:** Activity, Chat, Teams (selected), Calendar, Calls, Files, ..., Apps, Help.
- Teams List:**
  - General:** Candidate Correspondence, Compensation Benefits, Employee Referrals, Employee Relations, Planning, **Review** (selected), Staffing, Training and Development.
  - Hidden teams:** Contoso Human Resources.
- Review Tab:** Shows a pinned message from Irvin Sayers (@) about a Diversity and Attrition Data report. Nestor Wilke replies, listing three points for diversity integration. Isaiah Langer reports progress on point 2.
- Bottom:** Start a new conversation, Mention someone, and a toolbar with icons for image, GIF, emoji, file, and more.

**Mobile Phone Screen (Right):**

- Header:** Post, Contoso Human Resources / Review.
- Message:** Irvin Sayers (18 Mar, 17:19) - Diversity and Attrition Data. Hi Nestor Wilke, here is the report [Recruitment Dashboard](#) you asked. I hope it covers all the parameters that you were looking to analyze. Please reach out to me for any edits.
- Message:** You (18 Mar, 17:20) - I'm reviewing these reports and couldn't be happier with what I am seeing! Thank you for the quick turnaround time on this [Irvin Sayers](#). I do have a few points that I think we should integrate into our existing diversity efforts.
  - 1. Deploy a committee to examine instances of unconscious bias or prejudice.
  - 2. Host one annual event that is diversity-related and promotes it.
  - 3. Include diversity as an essential parameter in the feedback form for employees.
- Message:** Isaiah Langer (18 Mar, 17:20) - Happy to report point 2 is already in progress [Nestor Wilke](#). We have scheduled promotions and celebrations for a civil awareness day in the LGBT community coming up next month. And now this gives us more reason to upgrade our budget.
- Bottom:** Reply, and a toolbar with icons for image, GIF, emoji, file, and more.

Tabs let the team work directly with tools and data, and have conversations about the tools and data, all within the context of the channel or chat. An HR associate pins the report in a tab for discussion.



Facilitate data-driven decisions informed by visualizations and scoring in Power BI for Microsoft Teams. The HR associates present their data to the Director using a Power BI dashboard.



# New Health Benefits for Employees and On-site Workers

## HR Manager

### Scenario Walkthrough

Contoso feels that its employees and on-site workers are its biggest assets. They firmly believe that people on the field should be given exclusive perks and benefits to encourage them for better performance. The HR manager works with the hiring team using Microsoft Teams to identify new benefits for these employees.

- Schedules a meeting to discuss the perks that can be offered to improve the employee experience.
- Collects responses from employees with a survey employing Forms.
- Reviews an analysis shared by the Finance Manager using Excel.
- Sends out a company-wide announcement about the new health benefits via Communities.

How did Microsoft Teams help the HR Manager to execute his roles and responsibilities?

- Excel to share important statistics for decision making right within Microsoft Teams.
- Forms enable gathering immediate responses from team members to support a new project.
- OneNote acts as a shared notebook among team members to highlight features and comparisons between products.
- Drive engagement in your organization through Communities.

Which app integrations on Teams made it possible?



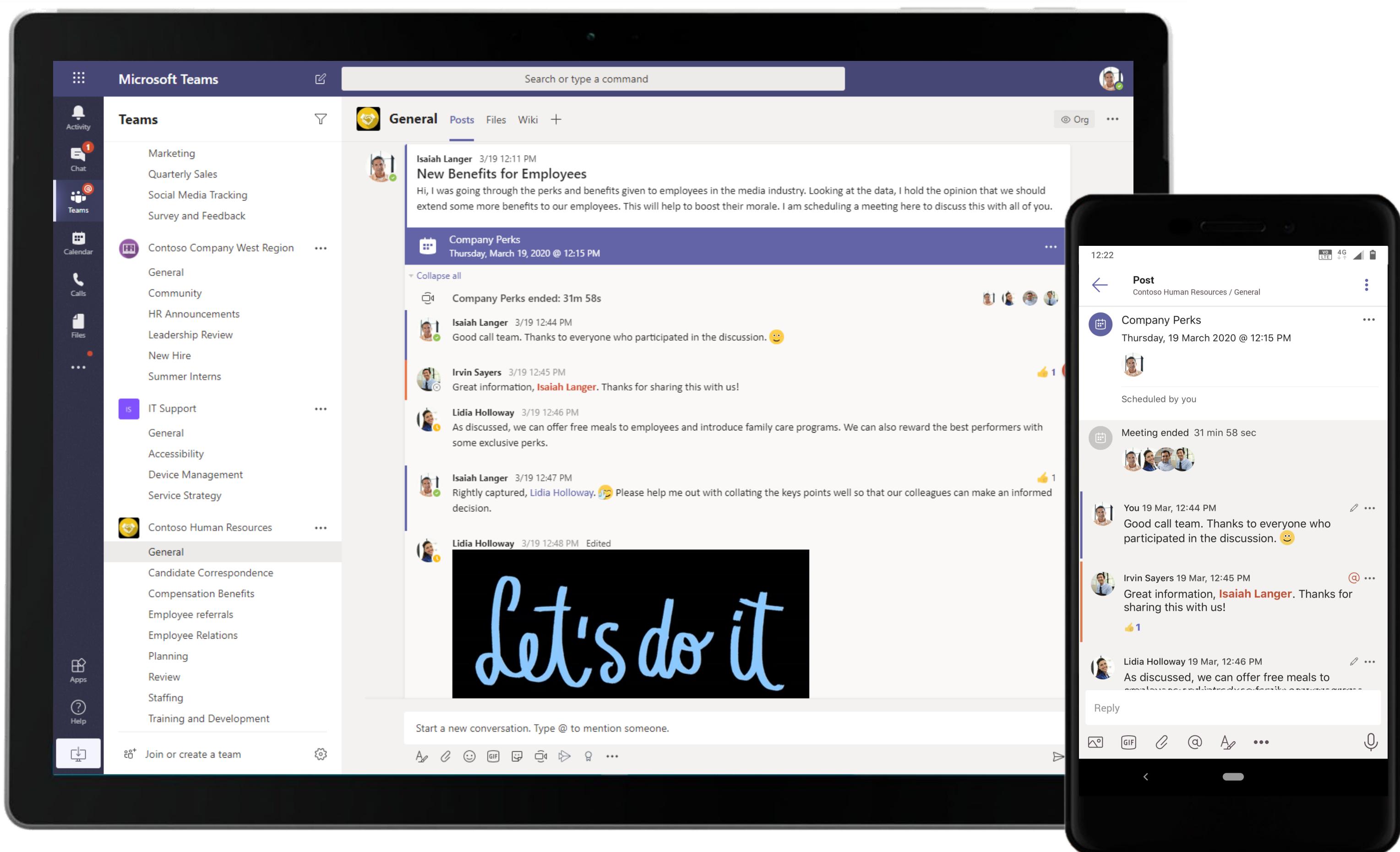
Communities



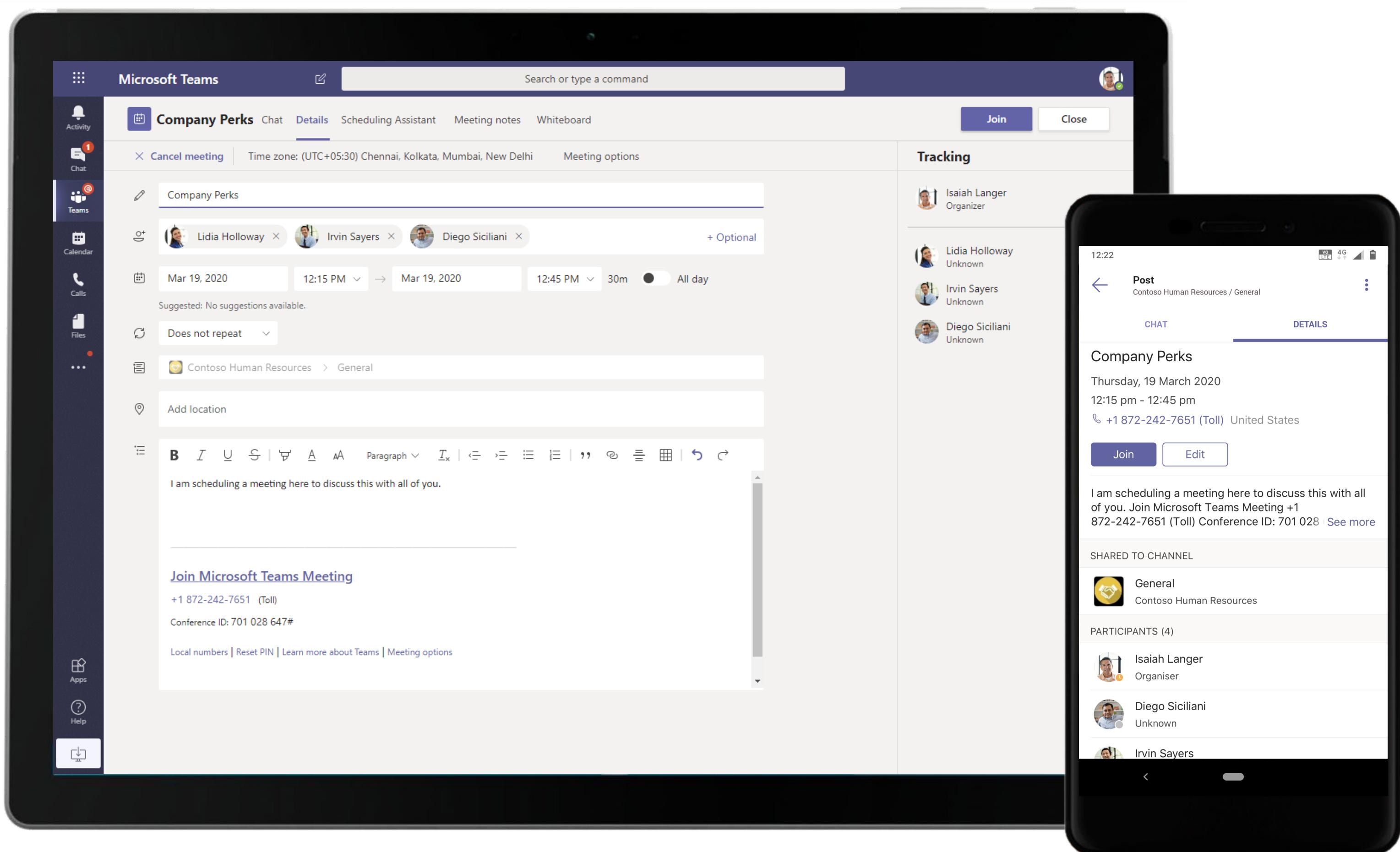
Excel



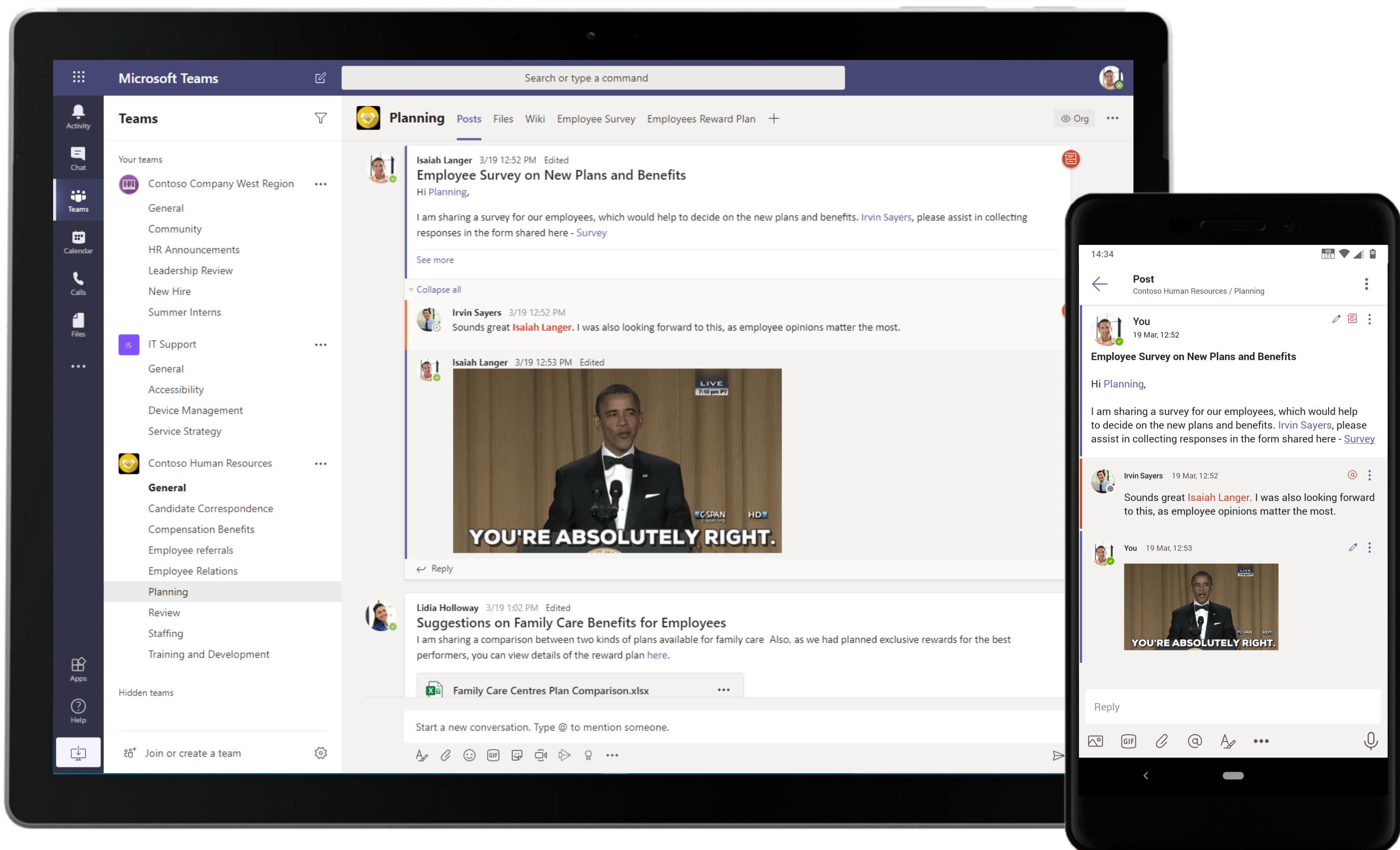
Forms



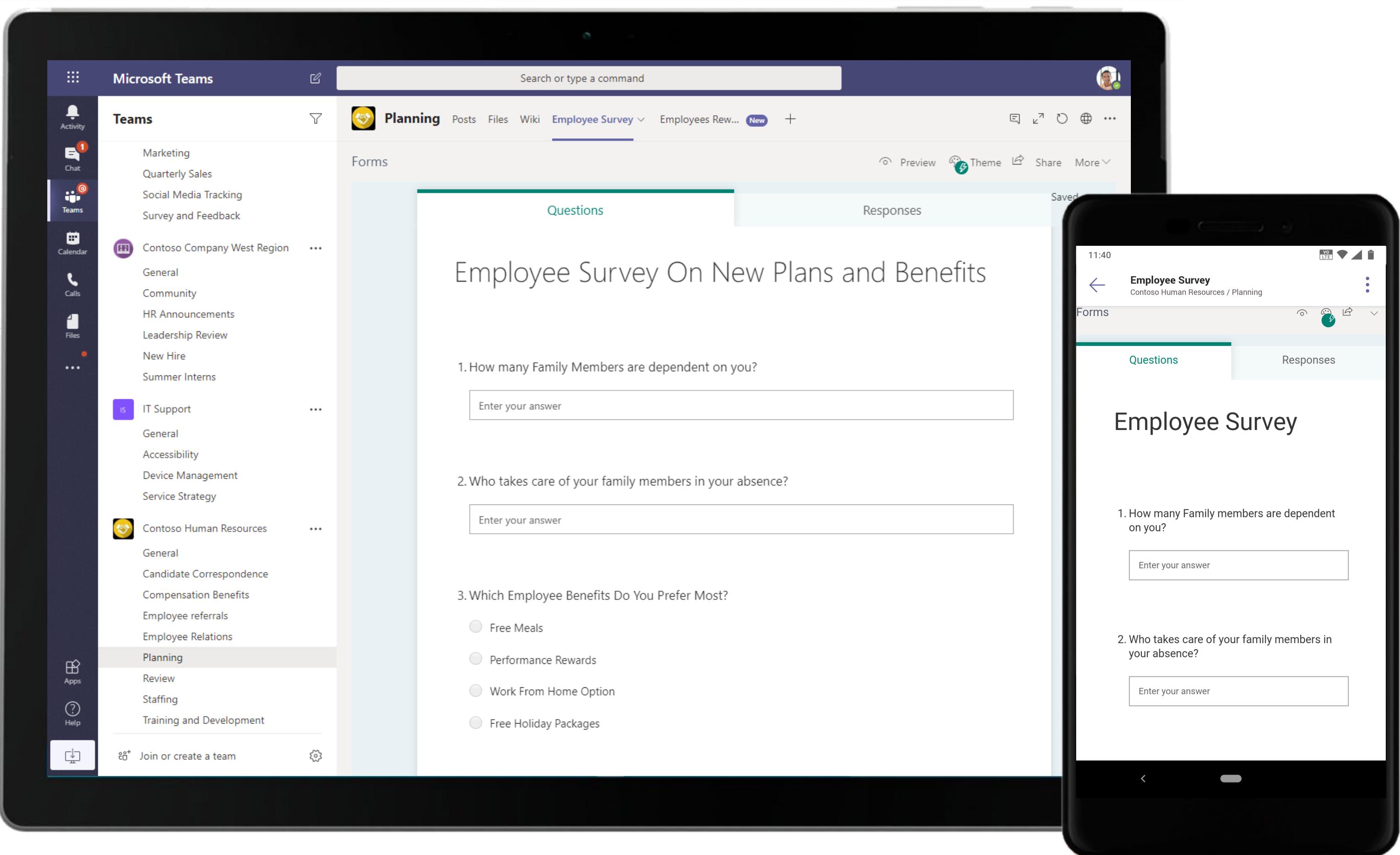
Get started with conversations to gain your team's perspective on trends you see within the organization. Teams provides both a communication platform as well as a community to engage and talk to employees.



When the HR Manager creates a meeting invite, he can use the native scheduling calendar to check for optimal meeting time for all attendees.



Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread. The HR Manager kickstarts a process to do a survey on new plans and benefits



The image displays the Microsoft Teams application interface on a desktop and a mobile device, illustrating the integration of the Forms application within the Teams environment.

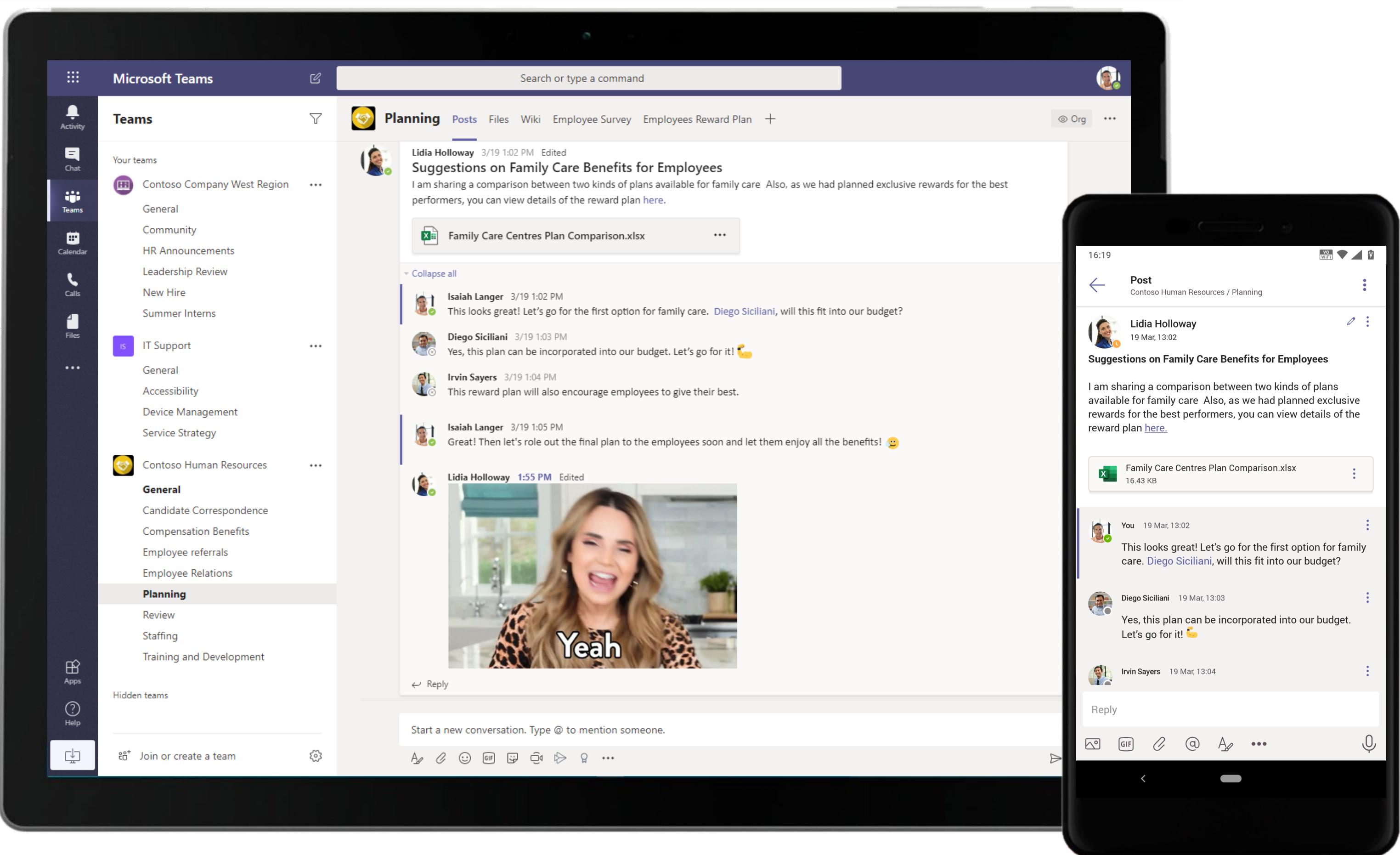
**Desktop View (Microsoft Teams):**

- Left Sidebar:** Shows various Teams, Channels, and Apps. The "Planning" channel is currently selected.
- Top Bar:** Microsoft Teams logo, search bar, and user profile.
- Content Area:** Shows the "Employee Survey On New Plans and Benefits" form. The form includes:
  - Section 1: "Employee Survey On New Plans and Benefits"
  - Question 1: "1. How many Family Members are dependent on you?" with an "Enter your answer" text input field.
  - Question 2: "2. Who takes care of your family members in your absence?" with an "Enter your answer" text input field.
  - Question 3: "3. Which Employee Benefits Do You Prefer Most?" with a list of options:
    - Free Meals
    - Performance Rewards
    - Work From Home Option
    - Free Holiday Packages

**Mobile View (Smartphone):**

- Header:** Shows the time (11:40), battery level, and signal strength.
- Content Area:** Displays the "Employee Survey" form. The interface is simplified for mobile, showing:
  - Section 1: "Employee Survey" (Contoso Human Resources / Planning)
  - Question 1: "1. How many Family members are dependent on you?" with an "Enter your answer" text input field.
  - Question 2: "2. Who takes care of your family members in your absence?" with an "Enter your answer" text input field.

Integrated Forms application within Teams helps systematically gather employee feedback and suggestions.



The image displays a Microsoft Teams desktop application and a mobile application side-by-side, illustrating the cross-device consistency of the platform. The desktop view shows a team channel named 'Planning' with a message from 'Lidia Holloway' sharing a file titled 'Family Care Centres Plan Comparison.xlsx'. The mobile view shows the same message and file attachment, along with a reply input field and a message from 'You'.

Human Resources – New Health Benefits for Employees and Onsite Workers

Microsoft Teams

Search or type a command

Teams

Planning Posts Files Wiki Employee Survey Employees Reward Plan +

Activity Chat Teams Calendar Calls Files ...

Your teams

Contoso Company West Region General Community HR Announcements Leadership Review New Hire Summer Interns

IT Support General Accessibility Device Management Service Strategy

Contoso Human Resources General Candidate Correspondence Compensation Benefits Employee referrals Employee Relations

Planning Review Staffing Training and Development

Hidden teams

Join or create a team

Lidia Holloway 3/19 1:02 PM Edited  
**Suggestions on Family Care Benefits for Employees**  
I am sharing a comparison between two kinds of plans available for family care. Also, as we had planned exclusive rewards for the best performers, you can view details of the reward plan [here](#).

Family Care Centres Plan Comparison.xlsx

Isaiah Langer 3/19 1:02 PM This looks great! Let's go for the first option for family care. [Diego Siciliani](#), will this fit into our budget?

Diego Siciliani 3/19 1:03 PM Yes, this plan can be incorporated into our budget. Let's go for it! 🤘

Irvin Sayers 3/19 1:04 PM This reward plan will also encourage employees to give their best.

Isaiah Langer 3/19 1:05 PM Great! Then let's roll out the final plan to the employees soon and let them enjoy all the benefits! 😊

Lidia Holloway 1:55 PM Edited

Yeah

Start a new conversation. Type @ to mention someone.

Reply

16:19

Post Contoso Human Resources / Planning

Lidia Holloway 19 Mar, 13:02  
**Suggestions on Family Care Benefits for Employees**  
I am sharing a comparison between two kinds of plans available for family care. Also, as we had planned exclusive rewards for the best performers, you can view details of the reward plan [here](#).

Family Care Centres Plan Comparison.xlsx 16.43 KB

You 19 Mar, 13:02 This looks great! Let's go for the first option for family care. [Diego Siciliani](#), will this fit into our budget?

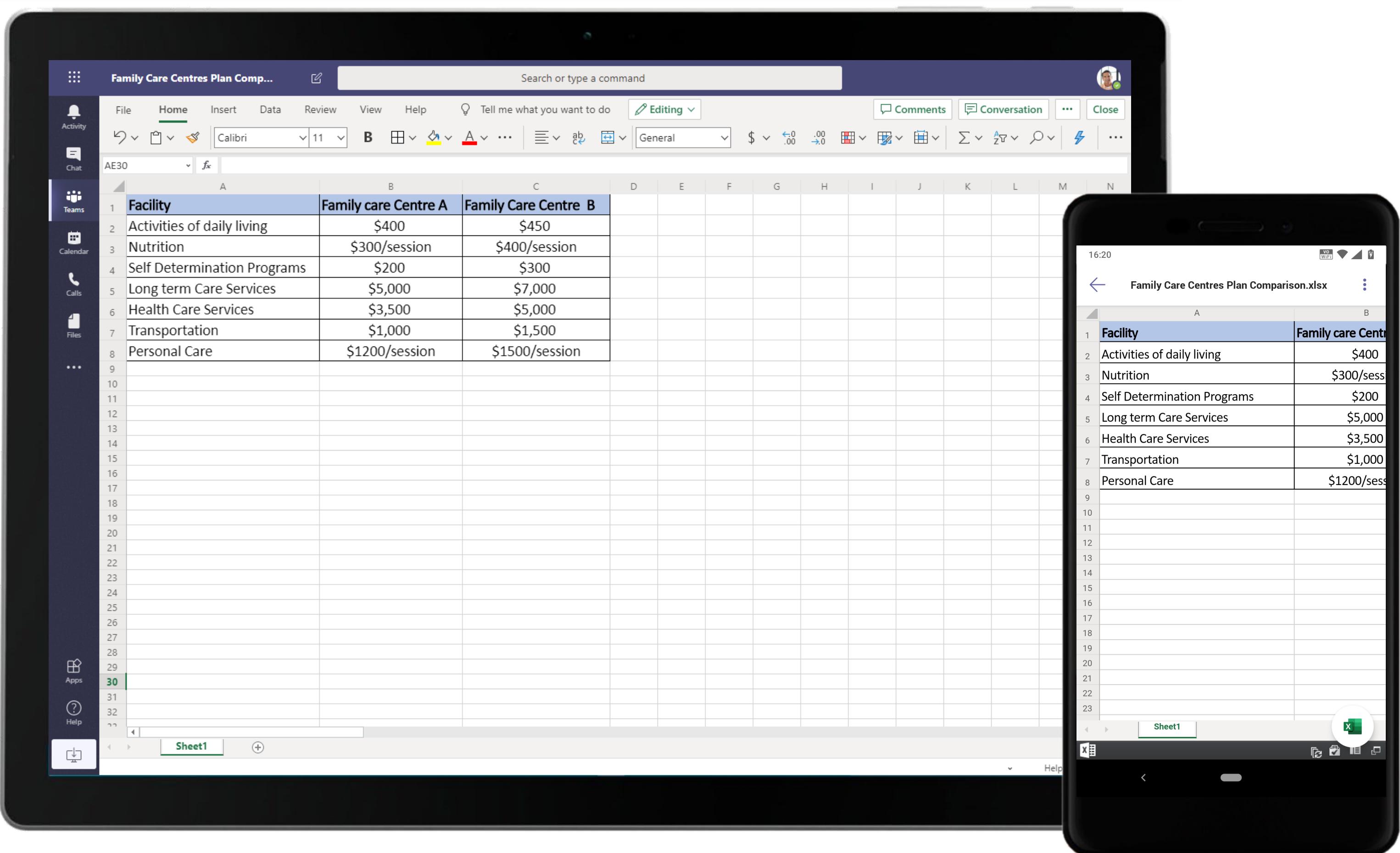
Diego Siciliani 19 Mar, 13:03 Yes, this plan can be incorporated into our budget. Let's go for it! 🤘

Irvin Sayers 19 Mar, 13:04

Reply

...

Channel conversations can contain a lot things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.

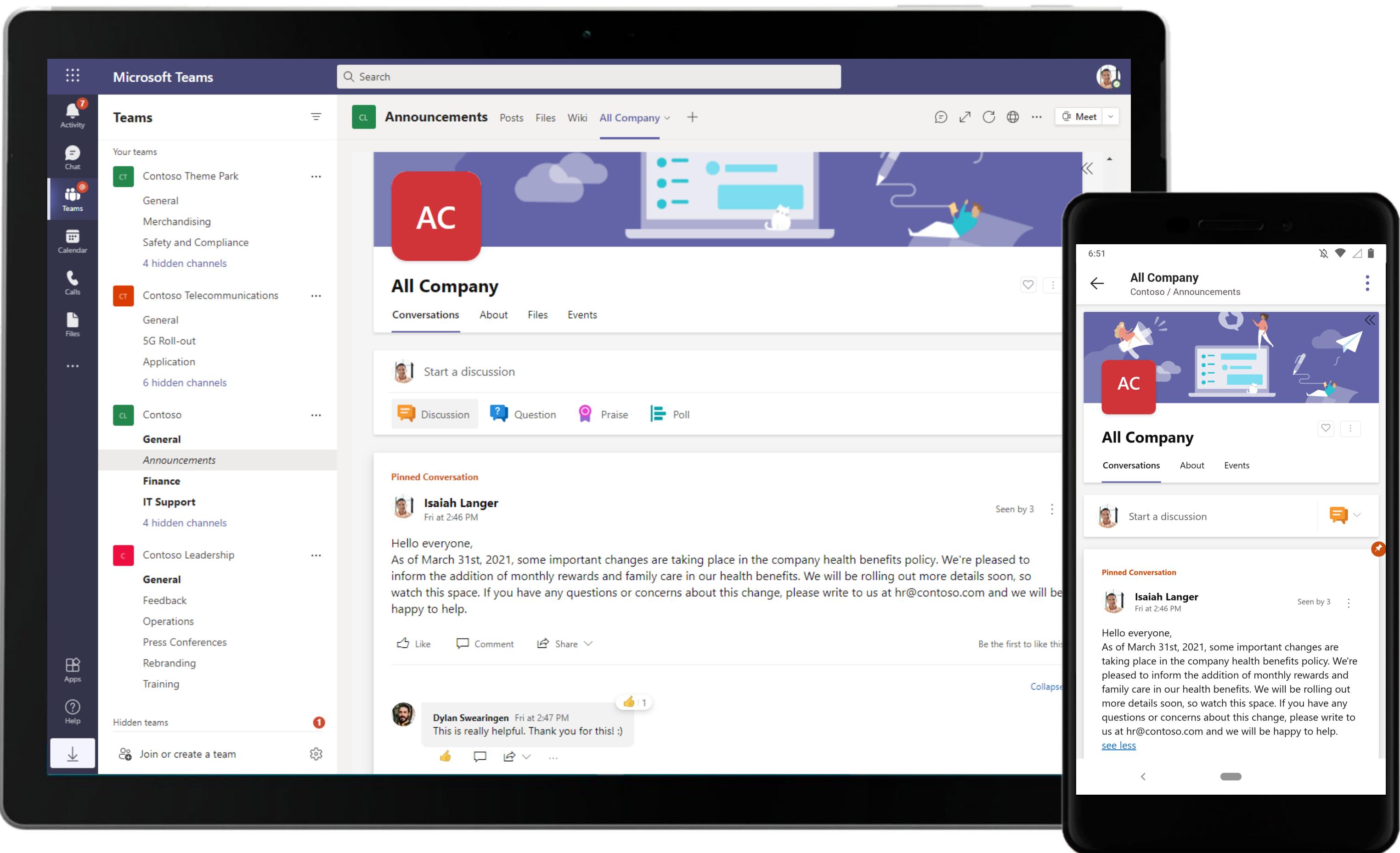


The image shows a Microsoft Teams interface on a tablet. A large Excel spreadsheet titled "Family Care Centres Plan Comp..." is displayed. The spreadsheet compares two facilities, "Family care Centre A" and "Family Care Centre B", across various services. The data is as follows:

Facility	Family care Centre A	Family Care Centre B
Activities of daily living	\$400	\$450
Nutrition	\$300/session	\$400/session
Self Determination Programs	\$200	\$300
Long term Care Services	\$5,000	\$7,000
Health Care Services	\$3,500	\$5,000
Transportation	\$1,000	\$1,500
Personal Care	\$1200/session	\$1500/session

On the right side of the tablet, a mobile phone screen shows the same Excel spreadsheet. The phone screen includes a navigation bar with icons for back, forward, and search, and a bottom bar with icons for file, print, and other functions. The time on the phone is 16:20.

The HR Manager uses Excel in Teams to create a budget breakdown and uploads it to the Files tab in the channel for peer review. The spreadsheet can be pinned as a tab for quick access, while any edits to the file can be carried out with ease.



Yammer communities connect the organization, enabling you to engage with leaders, watch live events, and stay up-to-date with news and announcements.



Microsoft Teams

# Ready to broadcast?

aka.ms/goTeams 

