

**QUESTION:**

What will be the major differences in functionality between Microsoft Teams and Skype for Business?

**ANSWER:**

Microsoft Teams and Skype for Business are two different products. Microsoft Teams will offer most of the features and functions that Skype for Business offered, like chat, calls, and meetings, but in addition it has many collaborative features like channel communications, file sharing etc. which is inherently different from Skype for Business.

**QUESTION:**

How will the Microsoft Teams UI present the 'Groups' and 'Users' that users have accrued in the Skype for Business interface?

**ANSWER:**

All Skype for Business user contacts migrate over to Microsoft Teams. This happens once when a user signs into Microsoft Teams for the first time and will happen one last time when a user is upgraded to Microsoft Teams-Only mode.

**QUESTION:**

Can Microsoft Teams meetings integrate with the Outlook calendar like Skype for Business?

**ANSWER:**

Yes, this is working now, you should already be able to see this.

**QUESTION:**

Can Microsoft Teams and Skype for Business users communicate with chat and join the same meetings?

**ANSWER:**

There are several client mode options that a customer can configure per their need which will allow Microsoft Teams and Skype for Business to interact with each other. For more details, please refer to: <https://docs.microsoft.com/en-us/MicrosoftTeams/teams-client-experience-and-conformance-to-coexistence-modes>.

**QUESTION:**

Can a Skype for Business meeting be viewed from Microsoft Teams without Skype?

**ANSWER:**

You cannot join a Skype for Business meeting from Microsoft Teams, nor can you join a Microsoft Teams meeting from Skype for Business. Skype for Business meetings can be joined using Skype for Business client or Skype for Business web app. Microsoft Teams meetings can be joined using Microsoft Teams client or Microsoft Teams web app.

**QUESTION:**

How large of a group was this? How long did you stay in Island mode?

**ANSWER:**

We were in Island mode for more than a year and the total number of employees was approximately 200k.

**QUESTION:**

We have about 100,000 DDI's across 20 countries to manage. Do you recommend using a third-party tool for automating the provisioning of the DDIs when we move to Microsoft Teams and Direct Routing?

**ANSWER:**

We do not use any third-party tool so we would not be able to recommend.

**QUESTION:**

We are on a hybrid environment and were informed by Microsoft support that to fully use Microsoft Teams, we need to migrate accounts to the cloud/O365. Is this correct? How can we go about it?

**ANSWER:**

This is a much bigger conversation that we covered parts of during the session. You can use Microsoft Teams even if you are in a hybrid environment, but if you need full interoperability between Microsoft Teams and Skype for Business, then it is important to migrate users to online and to Microsoft Teams-Only mode.

**QUESTION:**

Does Microsoft Teams work with a Zoom application?

**ANSWER:**

The Microsoft Teams app store does include apps associated with Zoom.

**QUESTION:**

There are some Microsoft Teams integration touch points with Outlook that throw end users a curve ball -- i.e. Microsoft Teams meeting organizer is seen as an attendee in the Outlook calendar and it is not intuitive to reschedule instance or series without knowing to go back into Microsoft Teams. Is there a single source of known issues such as this?

**ANSWER:**

You can find a list of known issues for Microsoft Teams at <https://docs.microsoft.com/en-us/microsoftteams/known-issues>.

**QUESTION:**

Moving longtime telephony users from Skype for Business to Microsoft Teams is horrible. Why did you abandon the ability to pair the phone with the client? Is your intention for the desk phones to go away? The new Microsoft Teams phones are not great.

**ANSWER:**

If you are referring to BTOE, then per our understanding the product engineering team is working on enabling BTOE with Microsoft Teams devices. At Microsoft, we recommend using headsets over desk phones whenever possible.

**QUESTION:**

Some of the features of Skype for Business (chat history, storage, etc.) are not currently available within Microsoft Teams, is there a timeline for some of the "administrative" features?

**ANSWER:**

Most of the "administrative" features are in the backlog and are being prioritized based on user feedback and impact. We don't have a specific timeline to provide at this time. Chat history however is available in Microsoft Teams, all chats in teams are persistent. If you are referring to saving chat history in Outlook, then that is not part of the product roadmap at this point, since all chats in Teams are persistent there is no need to record them in Outlook.

**QUESTION:**

When will Microsoft Teams replace outlook?

**ANSWER:**

Microsoft Teams is not intended to replace Outlook so no roadmap or timing to share.

**QUESTION:**

Will Microsoft Teams ever include support for chat with consumer Skype for Business users? This feature is available in Skype for Business, therefore Microsoft Teams is not currently feature-parity with Skype for Business, as advertised?

**ANSWER:**

We are unable to provide an ETA at this time. This is an important feature in our understanding as well and we have learned that the engineering team is committed to implementing it.

**QUESTION:**

Will there ever be "break-out" IM windows for Microsoft Teams to mirror that functionality in Skype for Business? This is a major feature ask from our end users - not having to open the entire app to quickly respond to chat messages.

**ANSWER:**

Pop out windows for chat are coming, however they are still being tested internally. We do not have a specific release date to share at this time, but it is a prioritized feature that the product group is working to release for customers.

**QUESTION:**

One of our customers primarily uses Skype for Business to communicate with potential clients that most likely do not have a Skype for Business account, or do not have a client installed at all. If the Skype for Business meeting invite was sent from Outlook, the link in the meeting would prompt the recipient to install the "Basic" client that would allow them to connect to the meeting. Is Microsoft Teams able to do the same thing, and are the chat/video/voice functions the same, or better?

**ANSWER:**

Any user can be invited to a Microsoft Teams meeting regardless of whether they have the Teams client. The experience is very similar to what happened in Skype for Business. The user has the option to either dial in via the phone number or join via the web client. Guests who join via the web client will not have the ability to share content and will not have access to the chat at the close of the meeting.

**QUESTION:**

Is it possible to restrict teams for groups that may need a place to collaborate securely, such as an executive team internal collaboration?

**ANSWER:**

Private channels are coming - however, they are still being tested and vetted internally at Microsoft. In the meantime, the best place to have secure and private collaboration is within a group chat. You can share files, co-author, add in tabs to connect applications and websites and so on.

**QUESTION**

Is lifecycle management built into Microsoft Teams, or is this an add-on?

**ANSWER:**

Yes, lifecycle management is built into Microsoft Teams - it follows the same governance pattern as Office 365 Groups.

**QUESTION:**

How can you set up lifecycle monitoring for less than 6-month retirement?

**ANSWER:**

Lifecycle management allows you to specify that timing.

**QUESTION:**

When you archive a Team does it still count against the 250-max limit for the person who created the Team?

**ANSWER:**

The 250 Office 365 group limit includes all Teams that have not been fully deleted. Teams with their associated Office 365 group are fully deleted 30 days after expiration or owner deletion. An archived team does currently count against this limit.

**QUESTION:**

We will be purchasing Microsoft Office 365 for all users soon (Business Premium). We only have a few people on Skype for Business today on a subscription plan. Would it be best to simply cancel the subscriptions and start fresh with MS teams that comes with the Business Premium subscriptions?

**ANSWER:**

If your Skype for Business users have established contact lists that they want to preserve, you should consider "upgrading" them to Microsoft Teams. You can do this after everyone gets familiar with Microsoft Teams, providing those few users understand what their experience will be like. (We discussed our own use of "Islands" mode in the webinar). <https://docs.microsoft.com/en-us/microsoftteams/upgrade-and-coexistence-of-skypeforbusiness-and-teams>.

**QUESTION:**

Are there any important features missing in Microsoft Teams (that exist in Skype for Business)?

**ANSWER:**

Before we shifted Microsoft to Teams-Only mode, we ensured that the essential features existed within Microsoft Teams. The only users who have not upgraded have dependencies on line-of-business applications that are being updated to incorporate Microsoft Teams.

**QUESTION:**

We are an ISV and developed a cloud service used by 3rd parties to automate the creation of Skype Meetings using the online meeting APIs [https://docs.microsoft.com/en-us/skype-sdk/ucwa/myonlinemeetings\\_ref](https://docs.microsoft.com/en-us/skype-sdk/ucwa/myonlinemeetings_ref). We can't find the equivalent API for Teams Meetings. (This is not about building a bot for Teams which requires admin approval to install.)

**ANSWER:**

Teams Calling and Meeting API's are being worked on, we expect they will be available at some point for developers to build integrations like you described. We do not have an ETA to share at this time.

**QUESTION:**

Will Polycom BTOE still work with Teams?

**ANSWER:**

Not at this point. Our engineering team has it on their roadmap, but no ETA to share yet.

**QUESTION:**

When will the beacon feature be operational on the Teams app for automatic joining of meetings on a Teams room system?

**ANSWER:**

We are unable to provide an ETA. This is a capability that we are testing internally. Learn more on the Microsoft Teams Rooms blog: <https://techcommunity.microsoft.com/t5/Microsoft-Teams-Blog/Introducing-Microsoft-Teams-Rooms/ba-p/323848>.

**QUESTION:**

What is best way to uninstall Skype for Business client from endpoint systems?

**ANSWER:**

We would not recommend uninstalling Skype for Business, as it is still good to have the client to join Skype for Business meetings. We did not uninstall Skype for Business from our users computers even though majority of our users are Teams ONLY, they still have the Skype for Business client installed which runs in reduced functionality and can only be used to join Skype for Business meetings.

**QUESTION:**

It was mentioned during the webinar that you could see when someone had only used a Team one or twice prior to the expiration period - I would like to know where to get those stats.

**ANSWER:**

Tenant administrators can view the activity reports on the tenant admin center and/or enabling the M365 Usage Analytics (PBI content pack).

- O365 tenant admin center: <https://admin.microsoft.com/AdminPortal/>
- Activity reports: <https://docs.microsoft.com/en-us/office365/admin/activity-reports/active-users?view=o365-worldwide>
- M365 Usage Analytics: <https://docs.microsoft.com/en-us/office365/admin/usage-analytics/usage-analytics?redirectSourcePath=%252fen-US%252farticle%252f77ff780d-ab19-4553-adea-09cb65ad0f1f&view=o365-worldwide>

**QUESTION:**

How do I acquire a number for testing Microsoft Teams meetings with PSTN access?

**ANSWER:**

To do this, you would need to enable/assign Cloud PSTN conferencing license to your users whom you want to have numbers in Teams meetings.

**QUESTION:**

When a Skype for Business user IMs a Microsoft Team's user, the Skype for Business user gets a message at the bottom of Skype for Business that says: "John Doe is not using Skype for Business. For a richer experience, switch to Teams or start a Skype Meeting". Is there a way to hide this?

**ANSWER:**

As far as we know, there is no way to hide this today. It is intended to make sure the Skype for Business user knows that the party they are communicating with is using Microsoft Teams and that certain features may not be available natively in the interop thread.

**QUESTION:**

In Skype for Business we could add a group (distribution) which could auto expand all users in that group and give a quick way to see everyone's status and not have to add all users individually. Teams chat/contacts lets you add users- is there a plan to allow groups?

**ANSWER:**

Yes, this is on our roadmap, but we do not have an ETA to share yet.

**QUESTION:**

Where can I find which mode we are in?

**ANSWER:**

You can find this for your tenant on the admin portal, or for any user by running the 'get-csonlineuser' command for any user and looking for the attribute named Teamsupgradeeffectivemode ->. This will show the mode configured for that user.

## For more information

### Microsoft IT Showcase

[microsoft.com/itshowcase](https://microsoft.com/itshowcase)

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