

**QUESTION:**

Is Enterprise Mobility and Security (EMS) required for Microsoft Teams for mobile users / multiple devices?

ANSWER:

Mobile devices accessing O365 apps and data, including Microsoft Teams, are enrolled in Intune. Please refer to this blog "Microsoft Teams: Limit access to only managed devices and reduce risk!":

<https://blogs.technet.microsoft.com/skypehybridguy/2018/02/23/microsoft-teams-limit-access-to-only-managed-devices-and-reduce-risk/> for more information.

QUESTION:

When using Microsoft Teams, can I access the computers of collaborators who have given me access?

ANSWER:

Yes. We have configured desktop sharing at Microsoft. As an example, our support technicians use this capability to help people who request their assistance. Please refer to: <https://docs.microsoft.com/en-us/microsoftteams/configure-desktop-sharing> for more information.

QUESTION:

What is the best way to explain how storage and sharing works from both the SharePoint and Microsoft Teams perspectives and how do they relate?

ANSWER:

You can review "How SharePoint Online and OneDrive for Business interact with Microsoft Teams":

<https://docs.microsoft.com/en-us/MicrosoftTeams/sharepoint-onedrive-interact> for a technical description. For a more friendly end-user perspective, consider that Teams Files provides a simplified view of your files that are stored for you in SharePoint (or OneDrive for Business, if you are sharing files in Chat).

QUESTION:

Where would you suggest I look for efficient, web-based training offerings for Microsoft Teams and Microsoft Office 365 in general?

ANSWER:

To address the needs of specific audiences within Microsoft, we recorded overview sessions that people could watch on demand, created short-form videos that focused on critical tasks in Teams and pointed people to the publicly available training resources that Microsoft produced: <https://docs.microsoft.com/en-us/microsoftteams/training-microsoft-teams-landing-page>.

QUESTION:

Are there recommendations about when to use video when there are multiple locations with many users on wireless networks (mobile) at the same time? Too much video is not necessary (biz decision) and a bandwidth hog.

ANSWER:

We find that users generally make their own choices about when to use video during calls and meetings. When the mobile clients have bandwidth issues, there are prompts in the app which suggest turning off video and even dialing in or "call me back" with PSTN to work around network challenges.

QUESTION:

What's been your most successful communication medium? Has any surprised you with the outcome??

ANSWER:

When talking about how people communicate with each other, the definition of "successful communication medium" is subjective. End users within Microsoft have had to navigate a new set of choices and adjust how they work since the introduction of Microsoft Teams. Communication experts value Yammer for that platform's ability to have broad and rich conversations that span the company. Some people choose email when they need a direct answer within an audience where an individual's specific communication habits may be unknown. From the IT Pro perspective, we appreciate the quality we see in Microsoft Teams calling and meetings.

When talking about how we leveraged communication channels to drive Microsoft Teams adoption, we used many different channels for communication - email, Yammer, digital signage, physical signage, face to face, etc. Yammer is very effective to get out the broad communication and announcements quickly however in-person connections have the biggest impact due to the ability to connect with someone, answer questions and demo in real-time..

QUESTION:

Can you delete chats that are not in a Team or Channel?

ANSWER:

For our users within Microsoft, we enable users to edit and delete their own chat messages. See more information in "Manage messaging policies in Teams": <https://docs.microsoft.com/en-us/microsoftteams/messaging-policies-in-teams>.

QUESTION:

Have you deployed a significant number of teams meeting rooms? Which devices have you used and what is the expectation of using the upcoming Surface HUB??

ANSWER:

We have deployed over 4,000 Teams rooms. We use a broad selection of devices from across our partner ecosystem. We update standards regularly and select components by room type.

For Surface Hub 2S 50", we absolutely will be deploying it however our use cases for Surface Hub are a little different than Teams Rooms. We plan to use Surface Hub 2:

- As a second screen for collaboration in a meeting room (digital whiteboard)
- In executive or other personal offices
- In team neighborhoods
- Potentially in focus rooms

Given the higher cost of the Hub, we will typically offer it as an option for cases where premium capabilities are desired. We have not had a chance to evaluate the Hub 2S 85" version yet, but we will consider that as a premium option as well.

QUESTION:

Do you know what your video usage percentage is for meetings?

ANSWER:

On average, 14% of meeting participants use their video in Teams meetings in the Microsoft tenant. Over the past 6 months, and assuming video is on for >60 seconds.

For more information

Microsoft IT Showcase

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