



Microsoft 365 Fundamentals

SECOND EDITION

Exam Ref MS-900

Craig Zacker

Exam Ref MS-900: Microsoft 365 Fundamentals, Second Edition

- Exchange user and group mailboxes and calendars
- SharePoint team sites
- OneDrive storage
- Stream meeting recordings and video content
- Planner task lists
- OneNote notebook sharing

One of the primary benefits of Microsoft Teams is that it can combine all of these elements into a single unified collaboration environment using a client interface like that shown in Figure 2-38. This prevents users from running multiple applications and constantly switching between them.

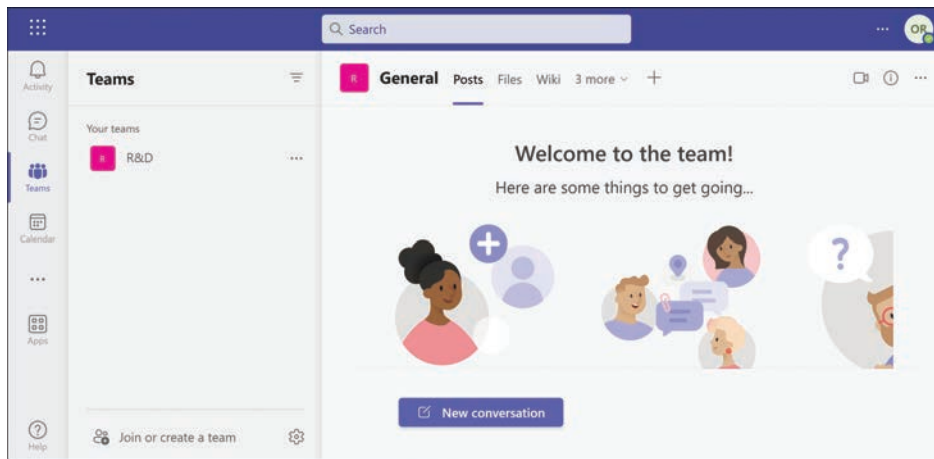


FIGURE 2-38 The Microsoft Teams desktop interface

Teams Chat

The messaging functionality Microsoft Teams provides enables users to create channels—individual chat sessions shared by a team’s members. Teams messaging is an independent service that does not rely on email or SMS messaging for communication. Microsoft Teams also supports the transmission of private one-to-one messages between users.

When you create a new team in Microsoft Teams, it consists of a single channel called General. For groups working on multiple projects, you can create additional channels that have their own separate chat conversations, email addresses, and SharePoint folders. For groups whose members span countries or cultures, the chat capability in Microsoft Teams also includes the ability to translate messages into more than forty languages.

Teams Phone

Microsoft Teams includes *Teams Phone* capability, enabling users to place voice and video calls to other Microsoft Teams members over an Internet connection. The Microsoft Teams client

applications allow users to easily switch between chat and phone connections to accommodate whatever medium best facilitates communication.

Using Teams Phone to make calls to other team members is built into the base Teams product, but calls to landlines and mobile phones require an additional product. Some Microsoft 365 subscriptions include this capability, but there is an additional charge for others.

Add-on Teams licenses include the following:

- **Microsoft Teams Phone Standard** Provides voice and video calling using an Internet or Public Switched Telephone Network (PSTN)
- **Microsoft Teams Phone with Calling Plan** Provides voice and video calling and includes PSTN service and a phone number furnished by Microsoft.

The enterprise subscriptions, Microsoft 365 E3 and E5, both include Teams Phone Standard and dial-up audio conferencing capabilities, but Microsoft 365 Business subscribers must purchase an additional license for one of the options listed.

Teams Phone Standard includes Phone System, which is a module that functions as a cloud-based Private Branch Exchange (PBX), providing connections to an existing third-party PSTN provider and all of the typical calling functions that users expect, including voice mail, caller ID, call forwarding, and so forth. Phone System also supports a selection of certified hardware telephones that can function as Microsoft Teams clients, allowing users to opt for a standard telephone experience using Teams as its underlying technology.

Phone System enables subscribers to implement their PBX infrastructure in Microsoft's cloud. However, the Teams Calling Plan option enables subscribers to use Microsoft as their PSTN provider, creating a voice-calling solution that is completely implemented in the cloud. Calling Plan coverage is limited to certain metropolitan areas, and subscribers must choose a calling plan that suits them. Some plans provide varying numbers of caller minutes, both domestic and international. The Microsoft Teams product line also includes options to accommodate subscribers with various telephony systems already in place.

Microsoft Teams Administration

Membership and authentication in Microsoft Teams is provided by Microsoft 365 groups, which store their identity information in Azure Active Directory. Microsoft Teams can store members' documents and other files in the cloud using OneDrive. Team websites, implemented using SharePoint, are also accessible through the Microsoft Teams client. Group mailboxes and event and meeting scheduling are provided by Exchange Online and accessed via Outlook. Teams can use the Microsoft Stream service to host and preserve video meetings.

Microsoft Teams is highly scalable and can support collaborative environments ranging from small workgroups to large departments to gigantic presentations, webinars, and conferences. Microsoft Teams is also customizable, enabling administrators to incorporate third-party applications and services into a team's collaborative environment. For example, multiple vendors are working on H.323 video conferencing solutions enabling Teams to collaborate with outside partners.

Describe the Microsoft Viva apps

Microsoft Viva is a set of products that Microsoft refers to as an *employee experience platform (EXP)*. Implemented as apps within Microsoft Teams, Microsoft 365 includes various Viva apps in its subscription levels.

The Viva apps are described in the following sections.

Viva Connections

The proliferation of information sources and applications used to access them sometimes is more difficult for users to find the things they need rather than less difficult. When locating that one essential piece of information requires searches in four or five different applications, the amount of time wasted looking for things can become prohibitive.

Viva Connections is a tool that provides users with a dashboard containing information pushed from a variety of applications, including news items, scheduling reminders, to-do lists, and learning content. The object is to give users access to everything they need to complete their jobs. Based on individual tiles, as shown in Figure 2-39, the Viva Connections display can easily configure itself to accommodate any size screen, from mobile to desktop.

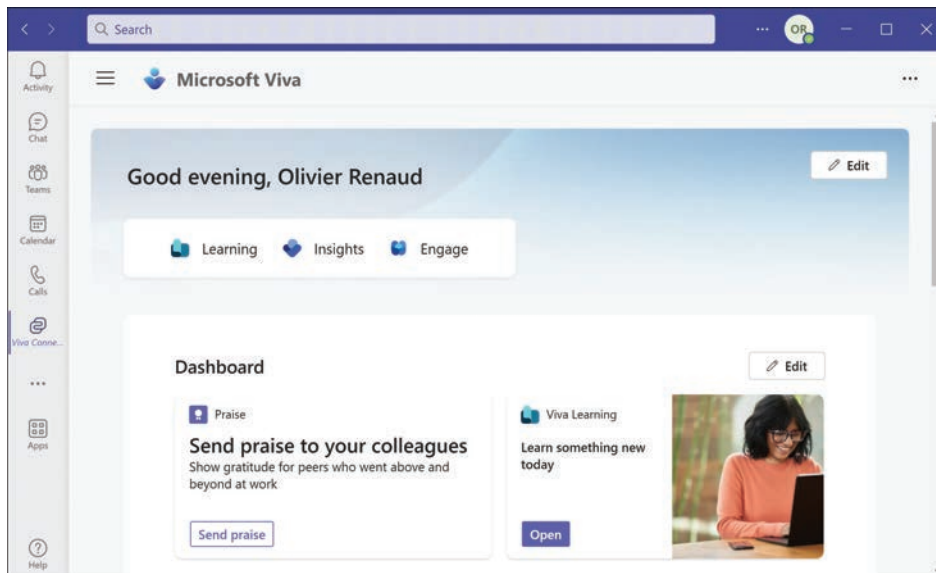


FIGURE 2-39 The Microsoft Viva Connections display

Viva Engage

Viva Engage is an instant messaging application that Microsoft has positioned as the successor to Yammer. Yammer is still an underlying technology in Engage, but it is now part of the Viva brand. Engage enables users to create communities in which they can have conversations, make announcements, ask questions, and conduct virtual events using an interface like the one shown in Figure 2-40. This type of communication can foster a sense of belonging among users separate from their work activities.

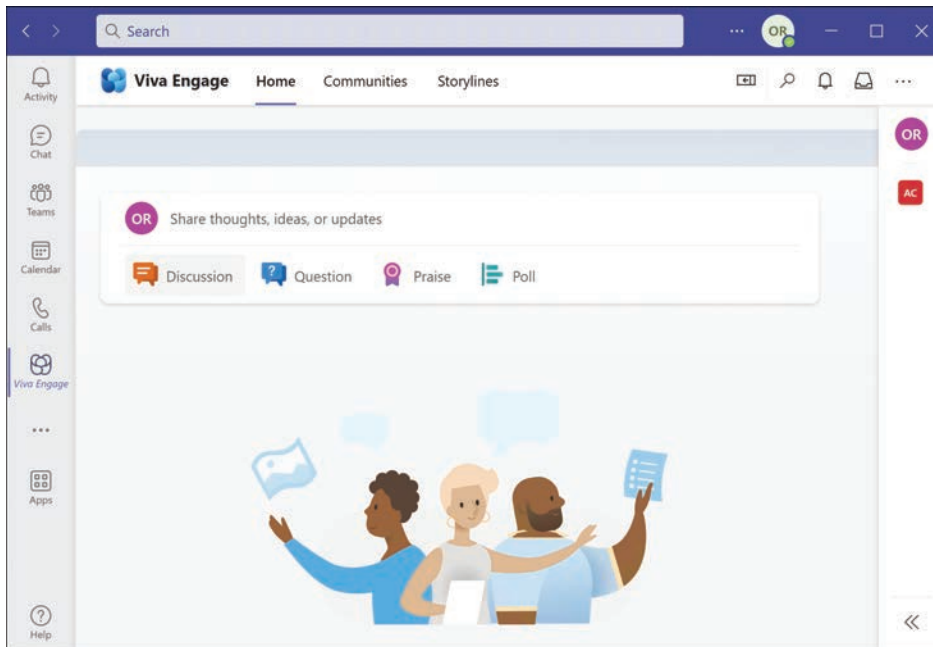


FIGURE 2-40 The Microsoft Viva Engage display

Viva Learning

Viva Learning is a Microsoft Teams–based app that provides users with access to thousands of educational courses of varying lengths, with topics ranging from technical instruction to professional development to self-improvement, as shown in Figure 2-41.

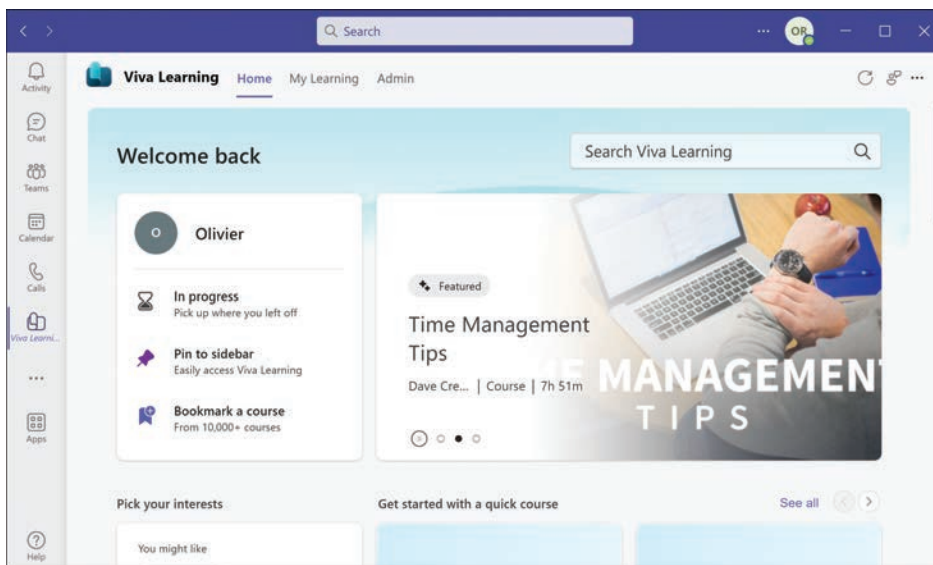


FIGURE 2-41 The Microsoft Viva Learning display

Viva Learning can function as a training hub with connections to multiple content sources, including third-party providers. Organizations can use Viva Learning to publish required training materials for employees or leave it as a voluntary service. The application can also curate content for specific users based on their interests and even fit training time into users' schedules.

Viva Topics

Viva Topics is an artificial intelligence tool that analyzes Microsoft 365 information and finds commonalities that it can link together. For example, Viva Topics can locate all of the available information on a particular project in SharePoint, Exchange, and Microsoft Teams and assemble it into a topic page that can keep everyone up to date.

Topics can identify the users involved in the project by their emails and message posts and make sure that they receive regular updates. Topics can also use the information it curates from the various Microsoft 365 services to enhance the information in other sources by adding linked topic cards, as shown in Figure 2-42.

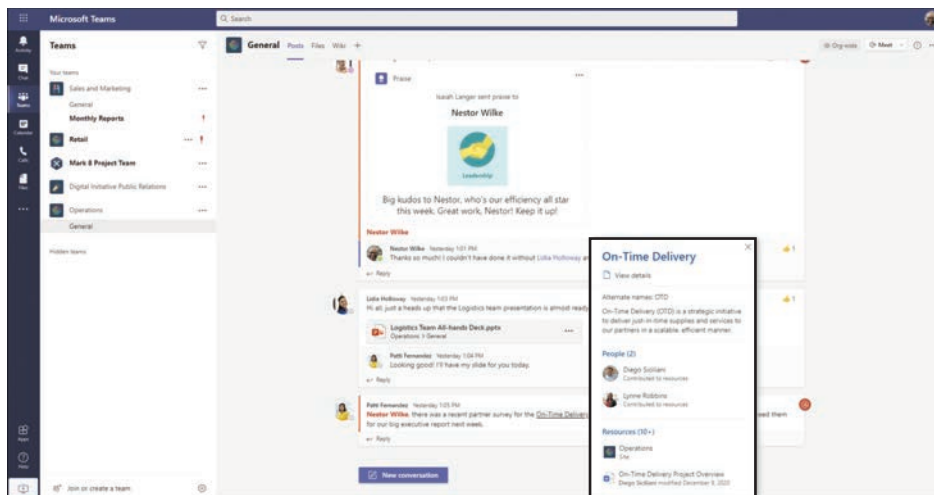


FIGURE 2-42 A Microsoft Teams display with a Viva Topics card highlighted

Microsoft 365 includes some basic Viva Topics features in most of its subscriptions, but displaying elements such as topic cards and pages requires an add-on license for each Topics user.

Viva Goals

Viva Goals is a tool for establishing objectives and tracking their progress throughout the life of a project. Called an *objectives and key results (OKR)* management tool, Viva Goals enables both users and management to set short- and long-term goals and associate them with schedules and selected users. Figure 2-43 shows that progress toward an objective can be updated manually or by linking it with a data source.

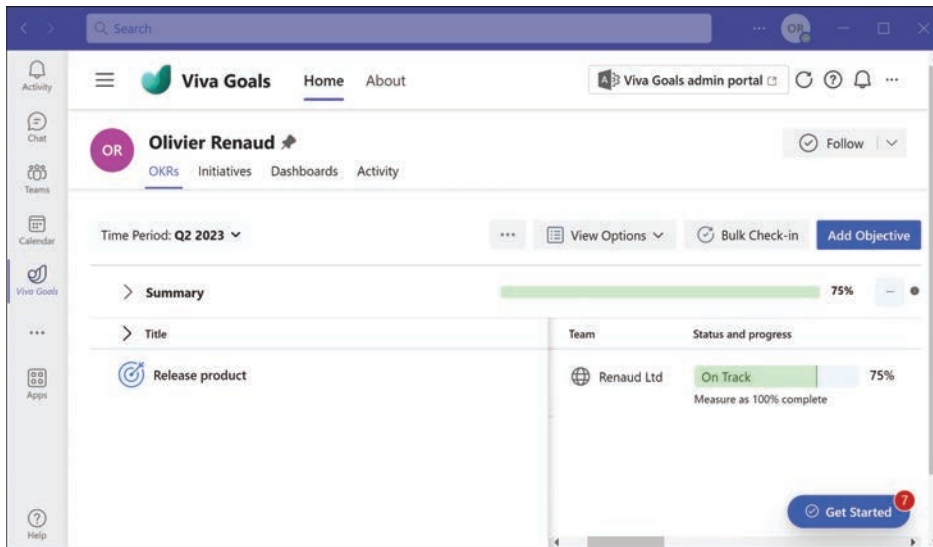


FIGURE 2-43 A Microsoft Viva Goals display

Viva Goals can display objective progress in various ways, some suited to individual users tracking their personal goals and others to management seeking to track the company's over-all performance.

Viva Sales

Viva Sales is a tool that is designed to work with existing customer relationship management (CRM) systems and Microsoft 365 tools and services. Like other Viva tools, Viva Sales helps integrate information sources by displaying CRM information as pop-up cards in Microsoft Teams and other applications.

Describe the ways that you can extend Microsoft Teams by using collaborative apps

As noted earlier in this chapter, Microsoft Teams is designed to be a collaboration hub that can integrate information from other Microsoft 365 applications and services into its interfaces. The basis of this expandability is the ability to add apps to Microsoft Teams clients. The Microsoft Teams environment is, of course, stored in the cloud, and users can access it through a web-based interface using a desktop application or apps for all the major mobile platforms.

Adding Microsoft Teams Apps

Clicking the **Apps** button in the Microsoft Teams client menu bar opens a pane like that in Figure 2-44, with a list of apps to choose from. Hundreds of certified apps in the Apps store are available for integration into Microsoft Teams, created by Microsoft and third parties. Most are free, but some might require additional purchases.