



Teams Premium end user guide

Spring 2025

Introduction

Welcome to Microsoft Teams Premium end user guide!

In this end user guide, you'll learn about how Teams Premium builds on the current Teams experience with additional features that streamline communications and enhance workplace engagement.

So, whether it's one-on-one calls, large meetings, or events continuous innovation landing inside Teams Premium helps ensure that both end users and organizations benefit from an integrated platform that is simple, smart, and secure.

Once your administrator assigns you a Teams Premium license you will be able to:

- Get up to speed and summarize key actions faster even when you miss the meeting or simply need to review a previous discussion.
- Break down language barriers across your meetings and calls with Al-powered translations of captions and transcripts.
- Advanced meeting protection that helps give you confidence when you need it most.
- Enhance customer communications via Queues app that helps provide more meaningful engagements with a context rich call queue management interface right within Teams.
- Engage audiences with professionally produced events that help drive deeper engagement and generate new leads.

- Host and deliver professionally produced, large-scale events to drive meaningful connections across an organization.
- Deliver more seamless external meetings with Advanced Bookings, from text message reminders and branded lobby rooms to scheduled queue management.
- Coordinate the best office days to connect with others and coordinate space and time with Microsoft Places.



Table of Contents

Intelligent recap for meetings	4
Intelligent recap for calls	8
<u>Live translated captions</u>	10
Personalize your meetings	14
Meeting access protection	19
Meeting content protection	26
Queues app for agents	37
Queues app for leads	41
Advanced events – Town Halls	45
Advanced events – Webinars	52
Microsoft Places	62
Advanced Bookings (coming soon)	68

Intelligent Recap for Meetings and Calls

Intelligent Recap for Meetings

Overview

Intelligent Recap for meetings uses AI to help you focus on the meeting discussion instead of taking notes. Following the meeting, this feature delivers more personalized and intelligent overview which will help you find key information that matters most to you, as well as access highlights, and save time on follow-ups.

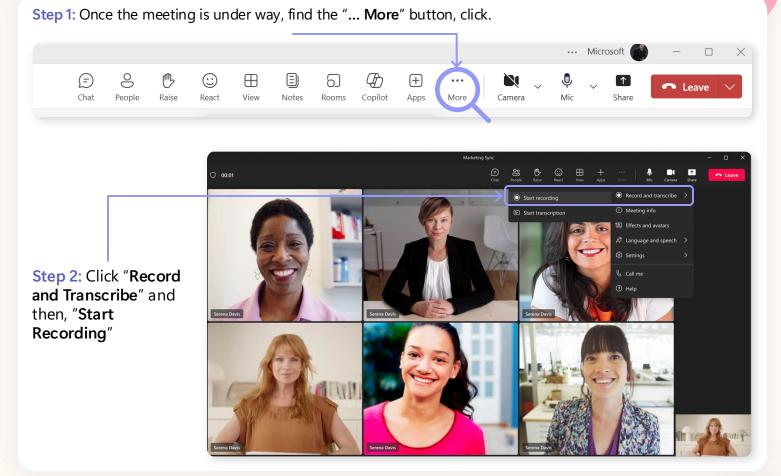
The two primary scenarios for which intelligent recap is of greatest assistance:

- 1. Invitee needs to **recap** a meeting they missed due to conflict or time zone difference.
- 2. Invitee wishes to **recall** a meeting where they joined late, left early or were multitasking.

If you're not seeing functionality described below it may require notifying your Microsoft Teams Administrator to confirm

- (a) Cloud recording is enabled in standard meeting policies,
- (b) You have been assigned a Teams Premium license and Transcriptions is enabled as AI insights are generated from the transcript. For more information regarding prerequisites and policies check out this resource.

After the meeting has concluded, the meeting recap will be available through a variety of pathways. First, and perhaps most importantly, remember to click "start recording"!



Intelligent Recap for Meetings

After the meeting or event ends, you'll have a few options available to access the recap.

Option 1: Via the Calendar

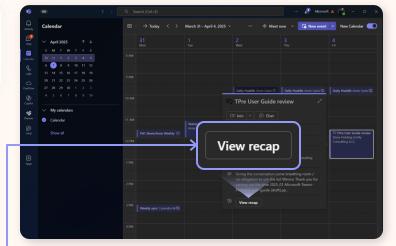
- Click on the meeting for which you'd like the recap
- You'll be shown a meeting card
- Look for "View recap" button; click to pull up the recap

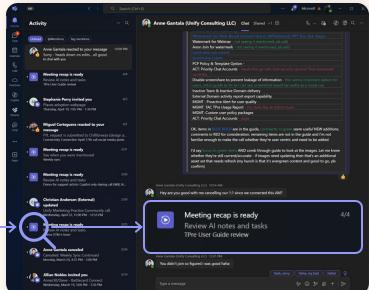
Option 2: Via the Activity tab

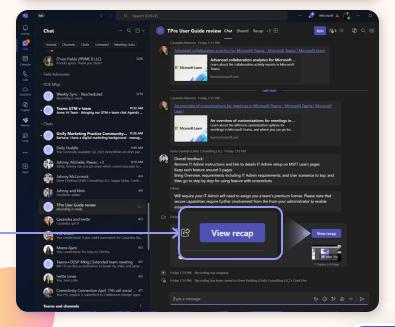
- · Click on Activity
- Find the day/topic of interest
- Click to view the recap

Option 3: Via Chat thread from meeting

- Find the chat thread connected to the meeting
- After the meeting has concluded, the meeting recap will be added to the chat
- Click "View recap" to pull up the recap







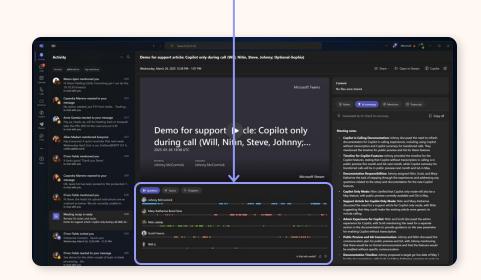


Intelligent Recap for Meetings

Smarter recordings and search will reduce meeting fatigue and help you stay in the know. Below is an overview of the Meeting Recap features and benefits:

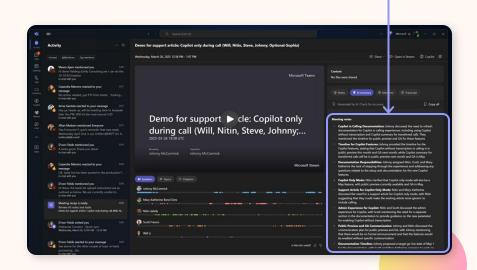
Speakers, Topics, Chapters

- Speaker timeline markers
 organizes speakers in two ways:
 those you work closely with and
 most frequent speakers, allowing
 you to jump right to the moment
 when they spoke.
- Personalized timeline markers show when attendees' names were mentioned, when screens were shared, and when they joined or left the meeting.
- Meeting chapters are automatically segmented based on transcript and PowerPoint Live that was shared. Helps you navigate recordings and understand the content of the meeting discussion.



Al Summary, @Mentions, Transcript

- Al Summary includes both meeting notes and recommended tasks as captured with the assistance of Copilot. These provide an effective means to catch up on meetings you may have missed, or remind yourself of action items needing attention.
- @Mentions provide an additional way to zero in on the most important parts of the discussion so that you can clearly understand expectations of you as a participant.
- Transcript shares a verbatim record of the conversation as captured by Copilot.

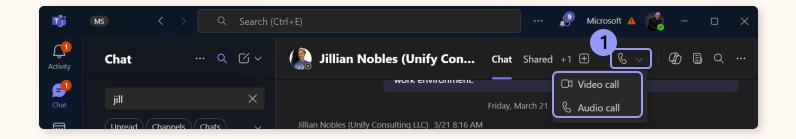




Intelligent Recap for Calls

For purposes of better understanding the utility of this feature, clearly distinguishing a call from a meeting is useful.

Calls are defined as unscheduled, ad hoc interactions initiated through the Teams video call or audio call options for VoIP calls (1) or through the Calls app dialer for Public Switched Telephone Network (PSTN) calls¹ (see below).



How to leverage

Intelligent recap for calls uses AI to summarize key information shared during the call, including important highlights and next steps to be actioned following the call. Leveraging the intelligent recap allows you to focus during a call and save time on follow-ups.

After the call ends, you can access Al powered features through the Recap button in the chat thread, including:

- Al meeting notes
- Al recommended tasks

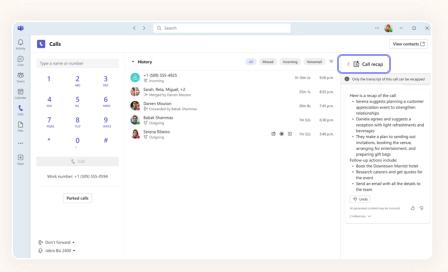
¹ For Public Switched Telephone Network (PSTN) calls, a Teams Phone license needs to be assigned along with a calling plan. For information on Teams Phone licensing, see <u>Microsoft Teams add-on licenses</u>. To learn more about PSTN connectivity options, see <u>PSTN connectivity options</u>



Intelligent Recap for Calls

PSTN calls

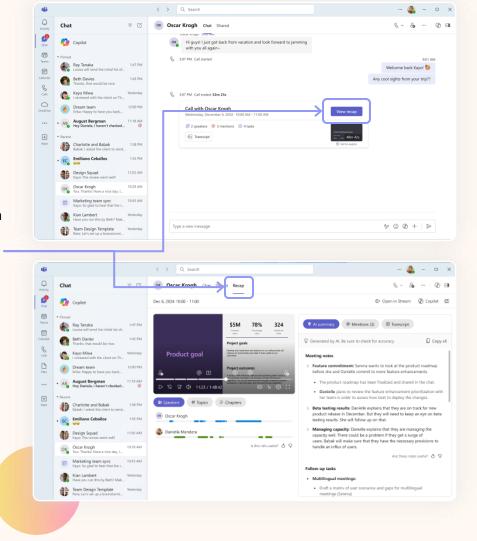
PSTN calls are made and received using a phone number. Your users can access Al generated notes and recommended tasks for PSTN calls¹ through the **View Recap** button in the Calls app in Teams.



1:1 peer-to-peer and group VoIP calls

1:1 peer-to-peer and group VoIP calls can be made directly within Teams, if your IT Admin has enabled this feature for you.

If this is true, look for the View Recap button in the call's chat in Teams to access Al generated notes, and recommended tasks.



¹ For Public Switched Telephone Network (PSTN) calls, a Teams Phone license needs to be assigned along with a calling plan. For information on Teams Phone licensing, see <u>Microsoft Teams add-on licenses</u>. To learn more about PSTN connectivity options, see <u>PSTN connectivity options</u>



Live Translations

Live Translated Captions and Transcripts for Meetings and Calls

Overview

Live translated captions and transcripts, which can be used in both meetings and calls, allow each person to speak and listen in the language of their choice. This powerful capability is ideal for when you're communicating and collaborating in a multi-lingual environment across global audiences.

These features leverage Al-powered, real-time translations from 30+ spoken languages to create a more engaging and inclusive experiences. For the current list of supported languages, <u>click HERE</u>.

Below you'll learn how to turn on Live Captions and select the language you'd like to view the translated captions in, as well as selecting the language you'd like for the transcription.

Considerations

Live translated captions will be available for all participants, in meetings and calls, so long as the organizer is licensed with Teams Premium.

If this feature is unavailable, please confirm with your Teams Admin that it is turned on insider the Teams Admin Center (TAC) – read more HERE.

For additional information about **supported platforms**, please click <u>HERE</u>.

Use cases

Below are the primary use cases:

Industry	Use Cases
All	Global meetings where not all attendees first language is the same
All	Clearly understand what is being said while taking notes during meetings when the spoken language isn't your first language
Education	Parent-Teacher meeting where the parent's first language is different than the spoken language

Live Translated Captions and Transcripts for Meetings and Calls

Additional reminders

- Make sure the language you select is the language everyone is speaking in the meeting.
- When you change the spoken language setting, it affects everyone. The captions and transcript language will change for all meeting participants.
- Teams doesn't save captions.
- · Obscenities will be obscured by asterisks.
- Teams may use a meeting's subject, invitation, participant names, and attachments to improve caption accuracy.
- There is no individual policy for translated captions; it is part of Live captions all-up.

Step 1:

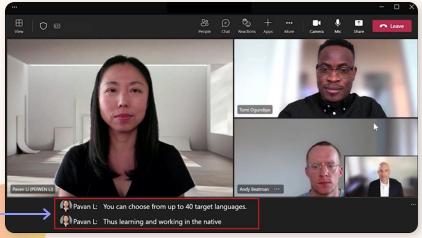
Turn on Live Captions and select language.

Turn on Live captions:

- Hover over or click on ...More in the top navigation.
- 2 Click on Language and speech.
- 3 Select **Show live captions**.

With **Live captions** turned on you'll see them appear at the bottom of the screen.







Live Translated Captions and Transcripts for Meetings and Calls

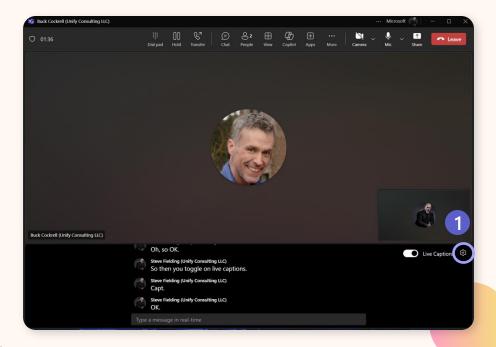
Step 2:

Selecting preferred language for Live translated captions.

Change Spoken language

- 1 Inside the captions window, select click settings ② (to the right of the captions) and click on language settings.
- Confirm spoken language is correct.
- 3 Flip the "translate to" toggle to on to bring up a pulldown menu of languages.
- Choose and set language (select from 30+ languages!)
- 5 Click Confirm/Update.

Note: Spoken language applies to everyone, and the translation language is for the individual.



Meeting Themes

Custom branding for meetings, also referred to as meeting themes, helps your organization created a branded experience inside Teams meetings through the use of visual assets (e.g., company logo, brand imagery, and color palette) across meeting screens and surfaces.

IT Admins control the set-up of meeting themes and can specify meeting themes to be associated organization wide, per group, or individually. As well as stipulate whether they apply to pre-join, lobby and in-meeting experiences.

Utilizing **custom branding/meeting themes** can help:

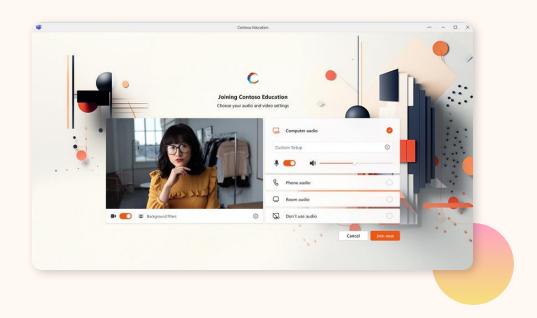
- Foster internal corporate culture building and increase overall brand awareness with a consistent "look and feel"
- Make a great first impression and provide a sense of professionalism and polish for all client and external meetings.
- Support marketing moments, product launches, company-events, culture, and holidays.

Industry	Use Cases
Healthcare, Financial Services, Retail	Make a great first impression with your organization's branding prominently displayed in the meeting, providing a sense of professionalism for all client and external meetings
Enterprise	Champion brand pride and foster corporate culture with a consistent "look and feel" for your internal and external meetings
Banking	Create trust with external customers when discussing financial information by having your organization's branding in the pre-join meeting lobby

Note: If your IT Admin enables meeting themes, they'll be applied to meetings by default. You can revert to the default Microsoft Teams theme by turning this setting off before the meeting starts. If you turn this setting off during an active meeting, you'll need to restart the meeting to see changes.

To turn off meeting themes for a meeting:

- 1. Go to your Teams Calendar and open your meeting.
- 2. Select Options 🐯 > More options.
- 3. Turn off the Meeting Theme toggle.
- 4. Select Save.





Custom Meeting Templates

Of note, meeting templates are defined and managed by your IT admin. They have up to 50 different meeting templates to choose from and offer to end users which helps ensure meetings adhere to your company's best practices and policies.

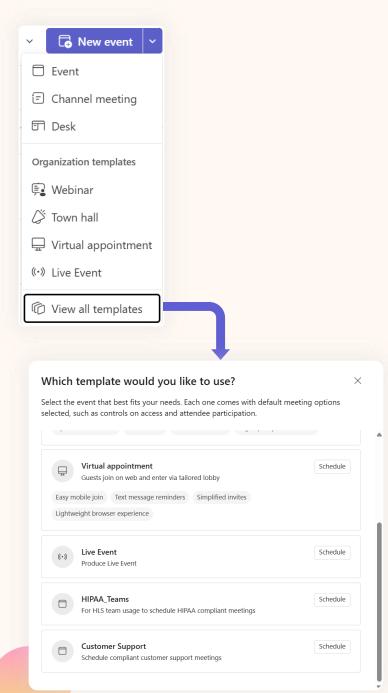
To explore what templates are ready to use go to your Teams calendar, click **New event** which will present a menu of options including Organization templates.

You'll find most commonly used templates within the initial pull-down menu.

Click **View all templates** to see additional options from which to make a choice.

Templates will help you automatically create the experience that's right for you based on settings for a specific scenario.

For additional information, this <u>support article</u> is useful.





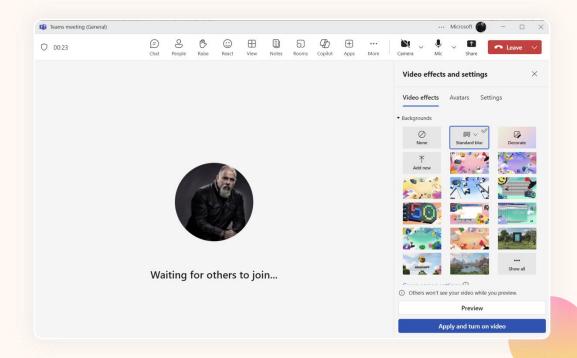
Organizational Backgrounds

Your Teams Admin will first need to upload organizationally defined backgrounds before you can use them as a virtual background inside of Teams Meetings.

These are great option to help you maintain privacy, reduce distractions, or add a touch of corporate unity to a meeting. Organizational backgrounds are also ideal for supporting marketing moments, product launches, company-events, culture, and holidays. In some instances, you may want to present a cohesive pre-join and meeting experience, in which case, a meeting theme and a organizational defined background for that event work well together.

Industry	Use Cases
All	Virtual Birthday Parties, Unique/iconic office spaces on your company's campus, townhalls, All-hands in company auditoriums, Offsites in locations like the Grand Canyon
Government	Courtroom
Education	Classroom; University; branded certification or continuing education themes

Using organizational defined background in meetings for *Desktop*



Pre-join experience

- 1. Join a meeting in your calendar.
- 2. Enable camera.
- 3. Select **Background filters**.
- 4. Choose one of the org-defined backgrounds.
- 5. Close and click Join Now to enter the meeting.

In-Meeting Experience

- 1. Go to ... More on the top meeting toolbar.
- 2. Select Video effects and settings.
- 3. Choose one of the org-defined backgrounds.
- 4. Hit Apply.

Preset Org-defined Backgrounds

Using custom background in meetings for Mobile

Pre-join experience

- 1. Join a meeting in your calendar.
- 2. Select Background effects.
- 4. Choose one of the org-defined backgrounds.
- 5. Click **Done** and hit **Join Now** to enter the meeting.





In-Meeting Experience

- 1. Click the three dots "..." on the bottom toolbar.
- 2. Select Background effects.
- 3. Choose one of the org-defined backgrounds.
- 4. Click Done.







Meeting Access Protection

Overview

Microsoft Teams Premium offers a range of advanced protection features that help ensure the security and integrity of your virtual meetings.

These features can be categorized into two core areas:

Meeting Access Protection:

End-to-End Encryption (E2EE): Encrypts communication between participants from sender to receiver, preventing unauthorized access and ensuring sensitive discussions remain confidential.

Limit who can record: Manage who can record when scheduling Teams meetings. This gives you the ability to plan in advance for sensitive meetings and keep discussions private.

Meeting Content Protection:

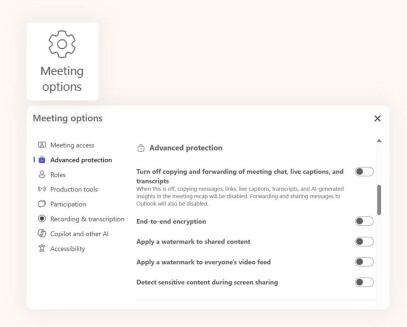
Watermarking: Overlays visible marks on shared content, such as documents or screen shares, with details like participant names or email addresses. This deters unauthorized sharing and helps trace the source of any leaks.

Sensitivity Labels: Allows you to classify and protect data based on its sensitivity. Labels can be applied to meetings, documents, and other content to enforce protection policies like encryption, access restrictions, and visual markings.

Together, these features, and more, make Teams Premium an invaluable tool helping you ensure the security and confidentiality of your meetings and calls. Whether conducting high-stakes business meetings, discussing sensitive projects, or sharing proprietary information, Teams Premium's robust security measures help maintain control over access, content, and data classification, ensuring a secure and trustworthy virtual meeting environment.

Where to start?

As you're defining the details of a meeting, click on Meeting options to locate toggle buttons to choose which capabilities to use. Topics including, Meeting access, Advance protection, and Recording & transcription all have aspects of access and content protection functionality to create a secure and confidential meeting space.





Meeting Access Protection: End-to-end Encryption

Overview and Benefits

For meetings that require heightened confidentiality, E2EE is an extra layer of security that:

- Encrypts data at its origin and decrypts it at its destination.
- Secures the audio, video and screen sharing content in the meeting.¹
- Ensures only participants in the meeting can hear or see the communication.

Note: No other party, including Microsoft, has access to the decrypted conversations.

Feature Visibility

E2EE is visible to all meeting participants if you as the organizer have a Teams Premium license.

Dependencies and Limitations

When the E2EE option is enabled for meetings, it introduces feature and functionality tradeoffs.

For this reason, the E2EE option should be used for very specific and targeted use cases, often defined by your IT, Security and/or Compliance teams. Reason being, E2EE can impact both the user experience and IT's ability to govern the meeting.

- Supports 50 participants maximum.
- E2EE communications become non-discoverable in compliance tooling.
 Participants that are configured with a compliance recording policy will be unable to join.
- An end-to-end encrypted meeting might take slightly longer to join.

- The below features become unavailable in Teams meetings when E2EE is enabled:
 - Recording
 - Live captions, CART captions and transcription
 - Language interpretation
 - Companion mode
 - Together mode and Large Gallery views
 - PSTN Scenarios
 - Breakout rooms
 - PowerPoint Live
 - Excel Live

Not sure whether to use E2EE?

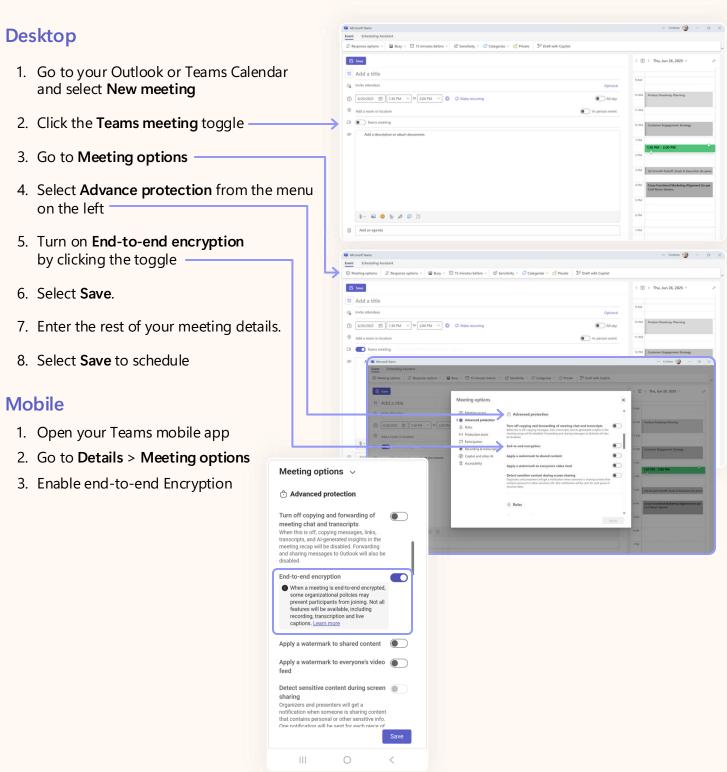
Consider whether you'd hire a security guard to sit at the meeting room entrance and restrict what goes in or out of the room... that kind of meeting online might be a candidate for end-to-end encryption.

Note: When E2EE is not used, Teams data exchanged during calls or meeting is *still* protected with industry standard encryption in transit and at rest. Chat for end-to-end encrypted calls/meetings is protected with M365 encryption. For more information, see Media encryption for Teams.



¹ Apps, avatars, reactions, chat, and Q&A are not end-to-end encrypted, but are still secured with encryption.

Meeting Access Protection: End-to-end Encryption



Note: End-to-end encryption in a meeting can only be turned on or off before it starts.

Meeting Access Protection: End-to-end Encryption

To verify end-to-end encryption is turned on for both parties, check whether your meeting is being encrypted successfully for both parties and look for the encryption indicator (a symbol of a shield and lock) on your meeting screen. Tap the indicator to see your meeting's end-to-end encryption code and make sure the code is the same for both parties.

Example: Bridget is the first attendee to join meeting

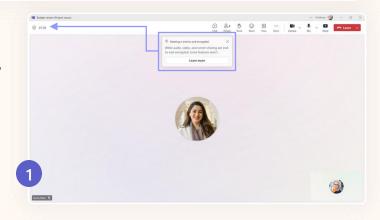
- · The encryption indicator in the upper left will show the current status
- Click the indicator to reveal detailed status, including the code currently in use
- The code will change when a new participant joins
- The code will be the same for all participants
- Desktop (Windows and Mac) and mobile (iOS and Android) only

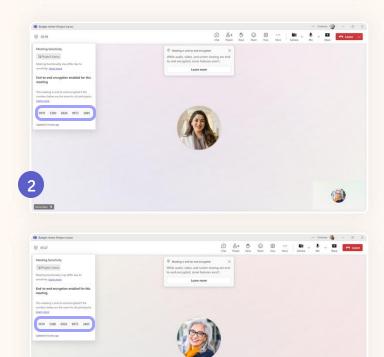
Example: Sonia is the second attendee to join the meeting

- When additional attendees join, the meeting code will change
- Click on the indicator to view the new code

Notice this code (that Sonia is viewing) is the same code that Bridget saw when she joined

Similarly, as additional attendees join, the meeting code will change







Meeting Access Protection: Limit who can record

Overview and Benefits

Teams Premium provides meeting organizers the option to easily manage who can record when scheduling Teams meetings. This gives you the ability to plan in advance for sensitive meetings and keep discussions private.

There are two options for who can record a meeting:

- Organizers and co-organizers, OR
- Organizers, co-organizers, and presenters

Use Cases

Below are the primary use cases:

Industry	Use Cases
Any Enterprise	In meetings with sensitive information being shared, limit the ability to record to the organizer or co-organizers only.
Education	Remote teacher preventing students from recording classroom lessons

Considerations

If any of the following meeting options are set to Yes, the who can record option will be unavailable (greyed out):

- · Record automatically
- · Apply a watermark to shared content
- · Apply a watermark to everyone's video feed
- Enable end-to-end encryption

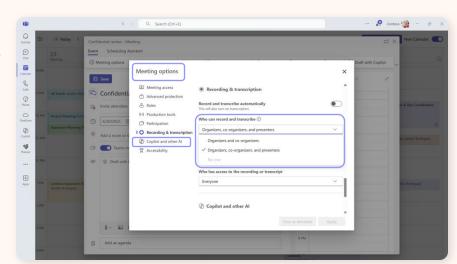
Often, your Teams Admin will have set security guidelines and instructions for usage of this feature.



Meeting Access Protection: Limit who can record

To apply, follow these steps

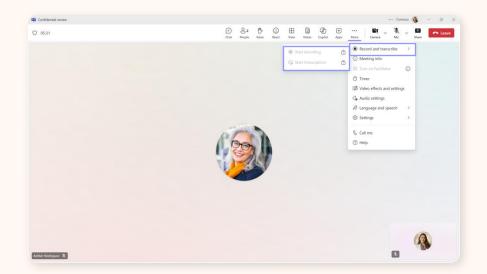
- 1. Create or open a meeting from your Teams Calendar
- 2. Select Meeting options
- 3. Go to **Recording & transcription** and select from the drop down. You can choose from:
 - Organizers, Co-organizers, and presenters (default), or
 - Organizers and co-organizers
- 4. As needed, complete selections from other available options
- 5. Select Save



The meeting organizer can determine which roles have the ability to start and stop the recording on a per-meeting basis. See Roles in a Teams meeting for details about selecting presenters and changing someone's role before and during a meeting.

Presenter view

When this option is set to Organizers and Co-organizers in Meeting Options, participants that are assigned the presenter role will not be able to start recording.





Meeting Content Protection

Meeting Content Protections: Watermark

Introduction

Meeting organizers can leverage a unique watermark over attendee screen shares and video feeds to confidently present and display sensitive information. This helps to protect shared content during meetings by generating an overlay (or watermark) with each individual participant's email.

This serves to safeguard confidential meetings and deters participants from taking unauthorized screenshots and leaking sensitive or confidential content.

Watermark functionality is accessible to users with a Teams Premium license. When an organizer has a Teams Premium license, they can apply watermarks in their meetings through shared content or video feeds. The watermark will be washed out and sit behind your text and pictures, so that it doesn't interfere with what's on the screen.

Meeting watermarks are managed in the Teams admin center by your Teams Administrator. For more details, please refer to additional content HERE.

Watermark enabled?	Meeting limitations
For shared content	Disabled features: • Meeting recording • Together mode • Large gallery view • PowerPoint Live • Excel Live • Whiteboard • Shared content from cameras
For video feed	Disabled features: • Recording • Together mode • Large gallery view
Platforms that are not supported	 Audio only (no viewable shared content) for participants using: Teams for web client Virtual Desktop Infrastructure (VDI) Participants who are not signed in (anonymous participants) Direct Guest Join Meeting overflow (greater than 1,000 participants) Older Teams versions, Microsoft Teams (preview) Cloud Video Interop (CVI)²

Meeting Content Protections: Watermark

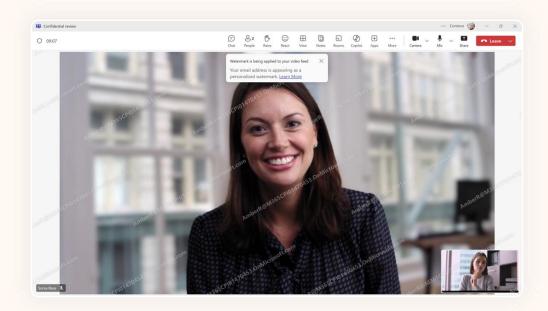
To activate watermark, follow these steps: 1. Go to your Outlook or Teams Calendar and select New meeting 2. Click the **Teams meeting** toggle-3. Go to **Meeting options** 4. Select Advance protection from the menu on the left 5. Toggle Apply a watermark for either shared content, video feed or both -6. Select Save to apply the watermark to your meeting **Meeting options** Advanced protection Turn off copying and forwarding of meeting chat, live captions, and **transcripts**When this is off, copying messages, links, live captions, transcripts, and Al-generated insights in the meeting recap will be disabled. Forwarding and sharing messages to Outlook will also be disabled. Participation Recording & transcription End-to-end encryption (2) Copilot and other Al Apply a watermark to everyone's video feed Detect sensitive content during screen sharing **ළ** Roles Choose co-organizers:



Meeting Content Protections: Watermark

As an attendee a watermark will look something like this...

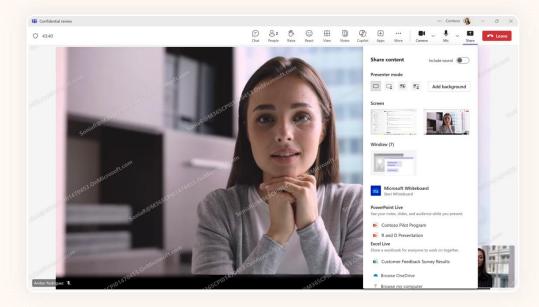
When watermark is applied to everyone's video feed (i.e., toggled on in Meeting Options), all incoming video feeds will have the viewer's email address as the personalized watermark.



To apply a watermark to shared content

When "apply watermark to shared content" is toggled on, the sharing tray will adjust to only offer screen and window options.

PowerPoint Live and Excel Live are not available.

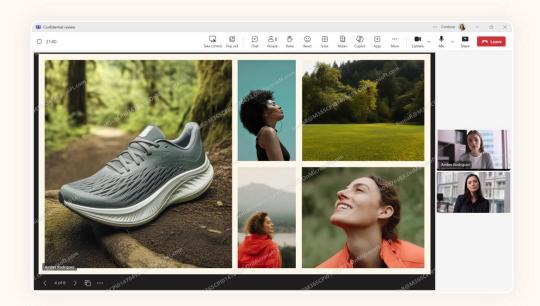


Meeting Content Protections: Watermark

Attendee view: Watermark on shared content

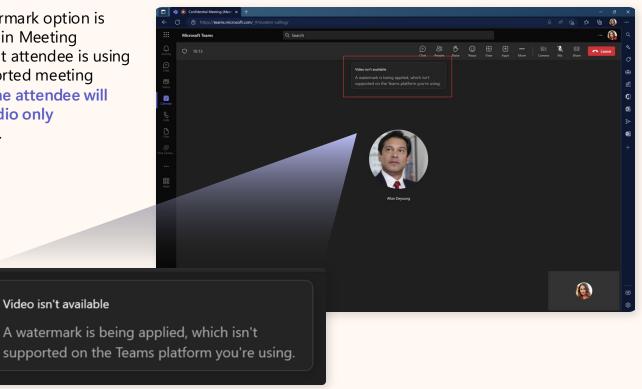
When watermark is applied to shared content

(i.e., toggled on in Meeting Options), all incoming shared content feeds will have the viewer's email address as the personalized watermark



Attendee view: When attendee is using an unsupported meeting platform

When watermark option is toggled on in Meeting Options, but attendee is using an unsupported meeting platform, the attendee will have an audio only experience.





Video isn't available

Meeting Content Protections: Watermark for Webinar

Attendee view: Watermark on shared content

Each attendee sees their own email address (or name) faintly superimposed on the content, which helps safeguard confidential webinars and deters participants from taking unauthorized screenshots as leaks would be traceable to the viewer.

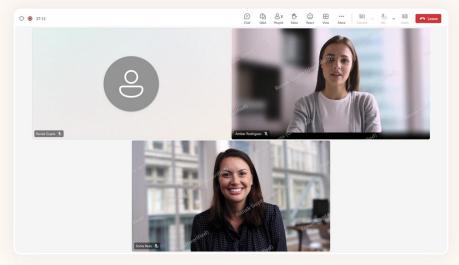


Meeting content Protections: Anon join for watermark

Anonymous unauthenticated users are able to join watermarked meetings and have access to all content, including video.

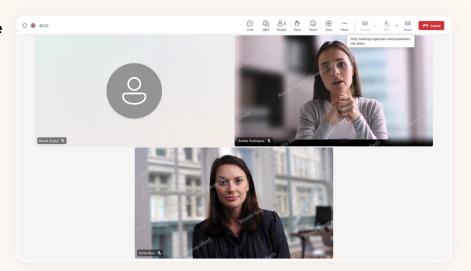
An anonymous user will be asked to enter their name on the pre-join screen.

After they join the meeting, they see the name they entered on the pre-join screen as the watermark.



Meeting content protections: Disable screenshare to prevent leakage of information

For meetings that include external participants, when enabled, no attendee (aside from designated presenters) can share their screen during the call, which helps prevent any accidental exposure of confidential information to people outside your organization. Of course, it maintains the open, interactive nature of webinars (you can still have Q&A, chat, reactions, etc.)



Meeting Content Protection: Sensitivity Labels

Overview and Benefits

Sensitivity labels can be used to protect your organization's content and data in a Teams meeting without limiting productivity. Sensitivity labels and associated configurations used to enforce meeting options are determined by your Teams or Compliance Administrator.

Using this feature is simple as you select and apply one of your company's existing sensitivity labels in the flow of setting up/editing the meeting.

Once activated, the sensitivity label will help ensure the integrity of the meeting including:

- Prevent attendees from leaking sensitive or confidential information
- · Keep meeting subject, time, location and participants confidential
- · Prevent the meeting invite from being forwarded
- Ensure settings are enforced when sensitivity labels are applied (labels are locked; cannot be changed)

When the meeting starts, any meeting options configured in the label are enforced. They include:

- Who can bypass the lobby
- · Who can present
- Who can record
- End-to-end encryption for meetings
- Automatically record
- Watermark (video and screen sharing)
- Prevent or allow chat
- Prevent or allow copying chat contents to clipboard

Feature Visibility

Sensitivity labels are visible/applicable to all meeting participants once they are enabled/applied. Ideal use cases for Sensitivity labels for meetings include:

Industry	Use Cases/Stories
Any Enterprise	Scheduling a private Executive Leadership meeting and want to ensure that highly sensitive information is not inadvertently shared. Labels can be used to restrict who can bypass the lobby, block copying from the meeting chat and enable end-to-end encryption
Consumer Goods	Financial team working with investors
Human Resources	HR having an internal discussion or conducting an interview

For a deeper understanding about templates, sensitivity labels, and admin policies please see this resource on Microsoft Learn



Meeting Content Protections: Sensitivity labels

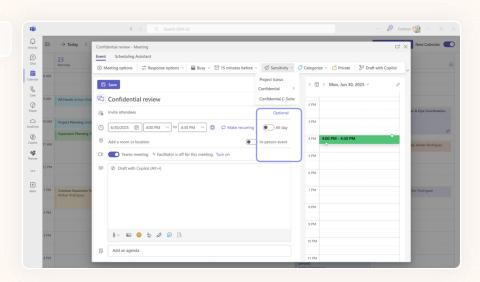
Selecting sensitivity labels

Option 1

- 1. Go to your Outlook or Teams Calendar and select New meeting
- 2. Click on **Sensitivity**
- 3. Select the desired Sensitivity Label from the drop-down menu
- 4. Select who the label applies to

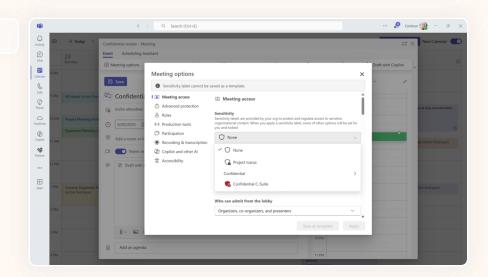
You'll see label and audience indicated within the meeting details

- 5. Complete filling out other meeting details
- 6. Select Send or Save



Option 2

- 1. Go to your Outlook or Teams Calendar and select New meeting
- 2. Toggle on Teams meeting > Click Meeting options
- 3. Within the **Meeting access** details you'll see Sensitivity, click the drop-down menu
- 4. Select the desired **Sensitivity** Label
- 5. Select who the label applies to
- 6. As needed, complete selections from other available options
- 7. Select Save



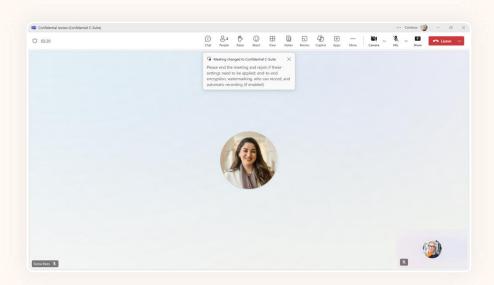
Note: Your Teams Admin may have configured template(s) that will automatically upgrade the Sensitivity label for the meeting if information with a higher label is presented during the meeting.



Meeting Content Protections: Sensitivity labels

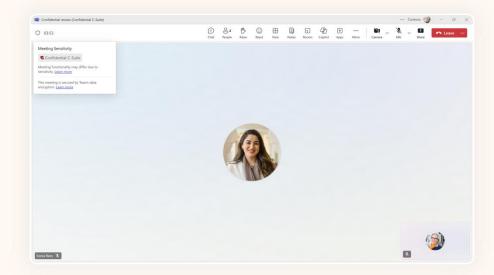
Attendee: Meeting Experience

The security indicator in the upper left will show that a sensitivity label has been applied to the current meeting.



Attendee: In-Meeting **Application**

The meeting organizer can apply/change the sensitivity label during the meeting; however, some settings require the meeting to end and restart.



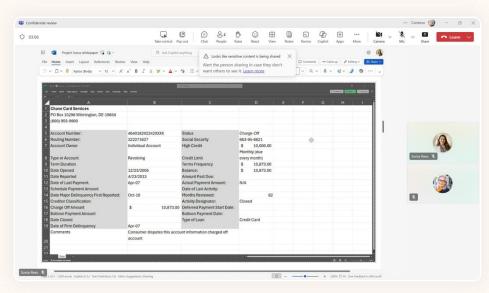
Meeting Content Protection: Detecting sensitive information presented on screenshare

Inadvertently sharing potentially sensitive information such as social security numbers and credit card numbers, during screen sharing can be problematic.

Using AI to automatically detect this type of content, the feature alerts both the presenter and the meeting organizer to prevent unintentional sharing.

This helps mitigate the risk of exposing sensitive information and ensures a more secure and private meeting experience.

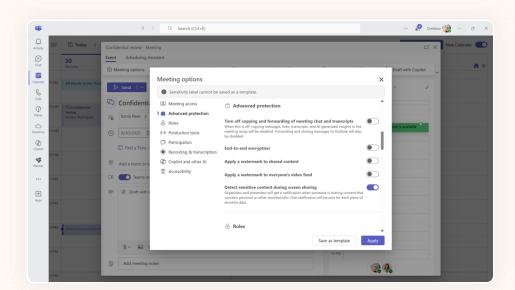
Generally available: July 2025



To activate this feature

- 1. Go to **Meeting options**
- 2. Click Advanced protection
- 3. Toggle on **Detect sensitive** content during screen sharing

Note: this feature can also be enabled as part of a meeting template and can be selected as an option during the creation of a sensitivity label.



Note: While all other participants in a meeting can benefit from this feature during a meeting, it is enabled when the meeting is scheduled by a meeting organizer with Teams Premium.

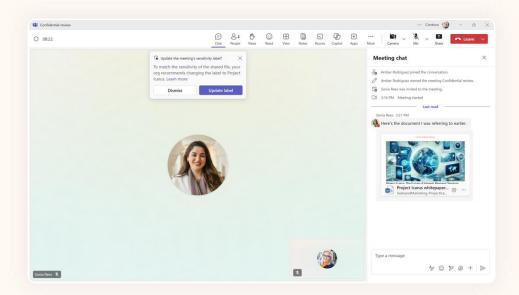


Meeting Content Protection: Auto upgrade meeting sensitivity to match file sensitivity

On occasion one may find an attendee share a file with a higher sensitivity label, not to worry. The meeting's protection settings are enhanced to automatically upgrade the sensitivity level of the meeting to match the file's sensitivity.

This feature helps ensure that sensitive information is adequately protected throughout the meeting.

Generally available: April 2025



Depending on policies set by your IT admin, the label will either update automatically or the organizer will be prompted to update the meeting sensitivity label.

- If the label changes automatically, you'll see the label change in the meeting.
- If the organizer is prompted to update the label, they'll receive a notification in their activity feed. If the file is shared during the meeting, it'll also appear in the meeting window. Select **Update label** in the notification to change the meeting sensitivity.

Note: It requires a Microsoft 365 E5 and Teams Premium license with Purview enabled.



Overview

The Queues app is a native Teams experience that extends the customer engagement capabilities of your organization. This collaborative call handling solution allows agents to manage customer calls while team leads to manage queues, access reports, and analyze data. The app can be pinned to the left side of Teams for easy access.

Depending on permissions and role, Queues app can be used to:

Agents	Leads
Handle incoming calls for your call queues, whether they are PSTN or VOIP	Review your call queue metrics and collaborate seamlessly with leads or colleagues within the flow of work
Make outgoing calls on behalf of the call queues or auto attendants that you are assigned to	Monitor call queues and auto attendants in real- time, opt in or opt out your team members, generate performance reports, and configure the call queues and auto attendants

For a quick refresher of high-level features and value view these short summary videos from the perspective of service agent and service team lead.

Note: The Queues app is available by default if your organization has both a Teams Premium and Teams Phone license.

Whether you're an agent or a lead, start with launching the app...

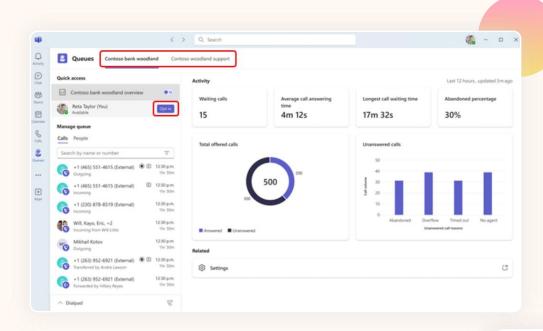
- 1. Select View more apps on the left side of the Teams window.
- 2. Find the Queues app.
- 3. You can pin the app to the bar by right-clicking it and selecting **Pin**.

Note: Queues app will be ready to use following initial set-up and authorization from your IT admin.

View the call queue

Depending on how your organization is structured, you may have several call queues you can opt in to. From the Queues app, you can see available queues to join along the top of the window.

- 1. Select the queue you would like to opt in to.
- 2. Select Opt in.

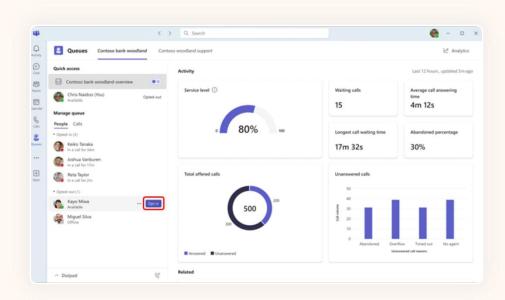




Ready to receive calls

Once opted in, you will start to receive calls from this queue. To opt out, return to the same button and select **Opt out**. This will remove you from the list of opted-in team members, and you will stop receiving calls.

Additionally, team leads can opt in or opt out their team members directly. Hover over their name and the Opt in/Opt out button will appear.



Ready to receive calls

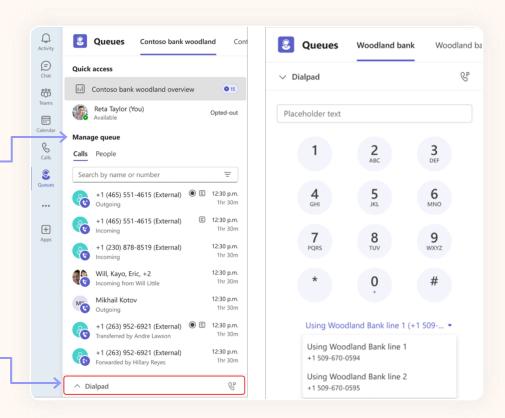
Your teammates are grouped by their opt in/opt out status. To send a message or initiate a call, simply select a team member from the menu.

- Under Manage queue, select People.
- Click on the name of the person you would like to interact with. If you call a team member this way, you will have the option of choosing which phone number the outbound call uses.

Use the dialpad

Select **Dialpad** from the bottom left corner of the window to expand the view. From there, you can place outgoing calls.

If your organization has multiple outbound numbers to choose from, you will see a dropdown appear above the **Call** button, allowing you to choose which number you'd like to place outbound calls with.



Reminder: Any function Agents have access to, Leads do as well.

Note: If **Presence-based routing** is turned on in **Call settings**, team members must be both opted in and have their status set to Available in order to receive calls.

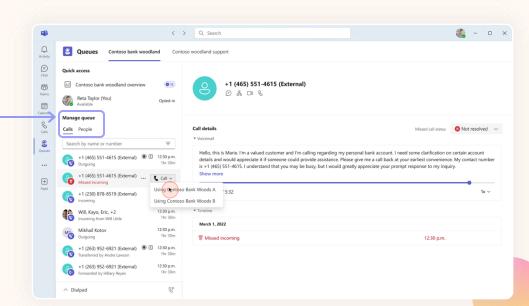


View call history

To view past calls, including calls or voicemails you may have missed, select **Calls** under **Manage queue**.

You can select any call in your history to see more detailed information and call that number back using the number associated with your call queue.

Currently, call history includes the past calls that you have picked up or calls that you have missed that have a voicemail.



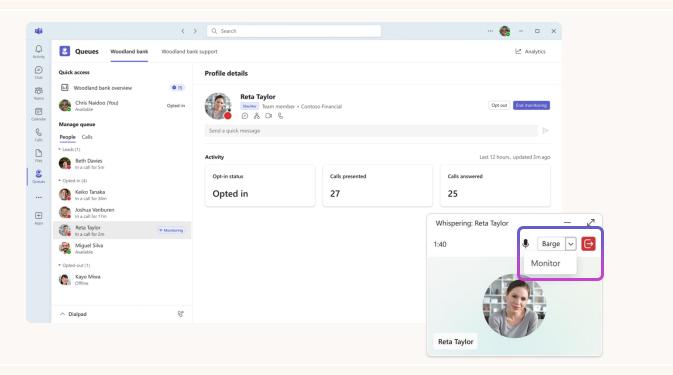
Monitor-Whisper-Barge-Takeover (MWBT)

New capability for supervisors and leads

Be aware of this highly useful, collaborative call handling capability which will enable you to more effectively manage and train junior agents.

The "Queues app: Monitor/whisper/barge/takeover" feature allows supervisors to:

- Monitor: Listen to the conversations their agents are having with callers without being heard
- Whisper: Provide assistance to agents during a call without the caller hearing
- Barge: Join a call in progress to assist both the agent and the caller
- Takeover: Remove an agent from a call and take over the conversation, if necessary



The ability to provide coaching in real-time is particularly useful for teams that have a large volume of inbound calls serving internal or external customers.

For example, IT help desk center environments where supervisors need to provide oversight in helping agents follow the correct procedures when handling customer calls.

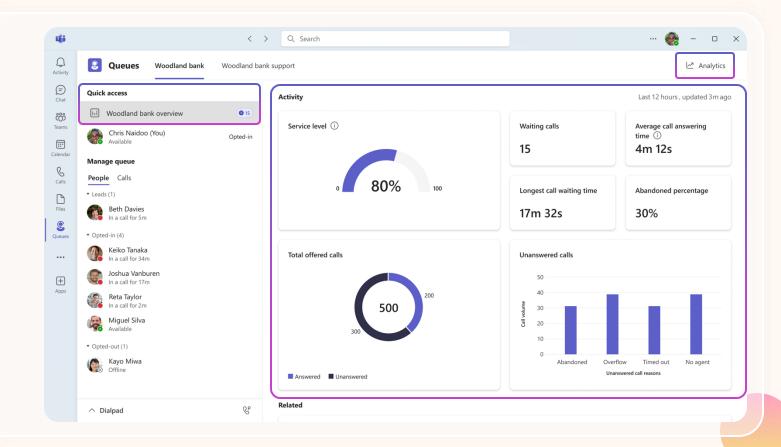
So, whether you choose to whisper, or step in with barge and take over, supervisors and agents can work together to enhance support, achieve faster issue resolution, provide personalized assistance, and ultimately improve customer satisfaction.

View Real-time or Historical Statistics

Authorized viewers – which includes Leads and authorized users – can see a statistics for a call queue. Your Teams IT Admin will have the means to grant authorization.

The statistics can include information about total number of calls in the queue, average call time, and longest wait time, for example. The specifics of available statistics are based on your admin settings, and new metrics may come available in the future.

There are two ways to find your analytics dashboard.

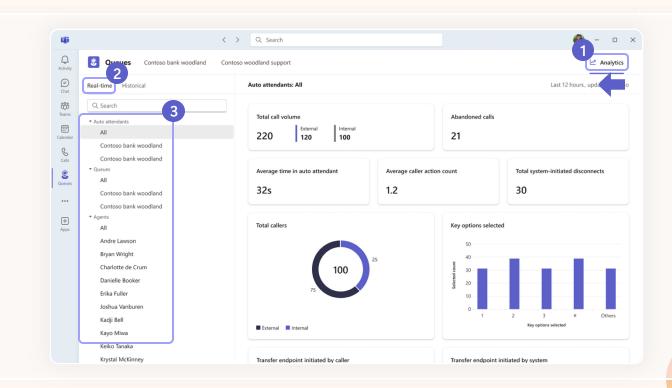


First, when you have a queue selected, you will see an overview for that queue at the top of Quick access on the left side of the Teams window (see above).

View Real-time or Historical Statistics

Second, to see a wider range of analytics for all of your queues, your team members, and your auto attendants follow these steps:

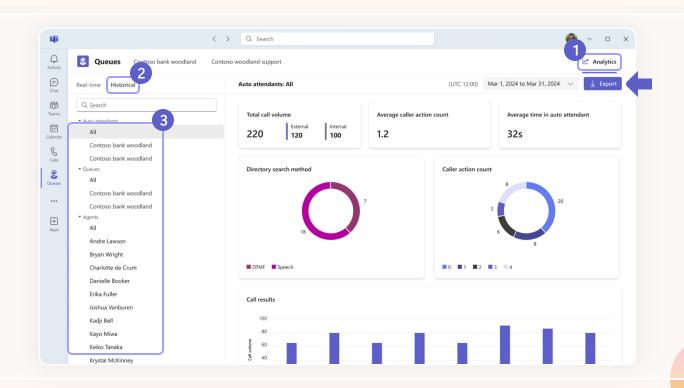
- Select Analytics in the top right corner of the window
- Select the **Real-time** tab in the top left corner
- Select the queue, auto attendant, or team member you'd like to see the analytics for from the dropdowns.



View Historic Reports

Leads and authorized viewers can view historic reports.

With the historic reporting feature, you can access reports on the agents, Auto attendants and Call queues that you oversee. Similar to real-time statistics, your access to these reports is based on admin authorization.



- 1) In the Queues app, select **Analytics** in the top right corner of the window for additional reporting options.
- 2 Select the **Historical** tab in the top left corner.
- 3 Select the Auto attendant, Queue, or Agent you'd like to see the analytics for from the list.
- 4 Select the date range you'd like to see, and select Apply.
- You can also export the report into an Excel document. Once you've set the date range you want, simply select the **Export** button in the top right corner of the window.

Note: Historic reports are only available for the past 27 days. You can only view historic reports for call queues and auto attendants that you have access to. If you need help interpreting your historic reports, please contact your Teams administrator.

Advanced Events: Town Halls

Town Halls

Are best suited for...

A large-scale, one-to-many experience where the focus stays on the speakers and shared information while people watch. Town halls provide high-quality content sharing and streaming capabilities well matched for company-wide reviews and executive announcements.

Furthermore, as a Teams Premium user, you have additional capabilities to consider leveraging such as higher attendee capacity of 50K attendees (core licensing allows for 10K) as well as ability to host up to 50 concurrent events.

Additional functionality available under Teams Premium which further enhances attendees' and speaker experiences during the town hall, include:

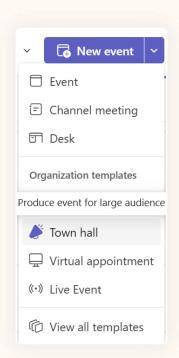
Production tools	Participation	Recording & transcription
Manage what attendees seeGreen room with dedicated chat	Hide participant/attendee listChat for town hall attendeesLive reactions	Live translated transcriptsLive translated captions

Complementing these meeting options, town halls organized by a user with Teams Premium license are Microsoft eCDN supported by default and have access to real time monitoring.

A great resource to learn about the fundamentals of town hall capabilities, and Teams Premium features, can be found over on the support website [HERE].

To schedule a town hall

- · Go to the Teams calendar
- Click the **New event** pull down menu
- Click Town hall
- The **Details** pane will appear, ready for you to begin to fill out **Basic info** as well as other aspects to tailor the event, including **Meeting** options and Sensitivity level
- Once you've Saved the event, you can consider additional elements such as Theming, Emails and Reports





Town Halls

Meeting Options (3)

As noted, during the setup process Meeting options contains some important features to tailor the event to your needs. It is also home to numerous Teams Premium features in the areas of production tools, participation and recording and transcription.

Meeting options Meeting access Advanced protection (*) Production tools Participation Recording & transcription Copilot and other Al ☆ Accessibility

Manage what attendees see

Delivering a town hall experience requires some orchestration, which will likely include managing speaker/presenter video feeds to bring them on and off screen. This helps keeps the town hall running smoothly and deliver a focused and professional experience.

Within Meeting options, click on Production tools and toggle on Manage what attendees see.

This ensures attendees only see content shared and people you bring on screen.



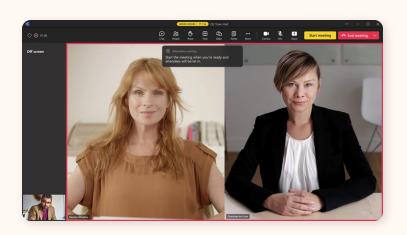
Watch this <u>VIDEO</u> for an overview and step by step process for proper settings.

Green room with dedicated chat

Organizers and presenters have access to an exclusive chat to help communicate privately regarding event details, any last-minute changes, test settings, etc. without involving attendees.

Once you designate someone as an organizer or presenter for the town hall, they automatically gain access to the green room and its dedicated chat.

"Co-organizers", "Presenters from your org" and "External Presenters" are all defined in the town hall details page as you set up a new event.



Town Halls

Hide participant/attendee list

It allows meeting organizers, co-organizers, and presenters to view the full list of attendees, while other attendees will see each other as "Attendee" without revealing their full names.

This feature is useful because it allows for attendees to preserve anonymity while still allowing them to participate in chat and Q&A via raising their hands.

Meeting options publishing, and more. Learn about Q&A. Meeting access Who can manage Q&A Advanced protection ((·)) Production tools Only organizers and co-organizers Participation Allow reactions Recording & transcription Let people edit their display name (2) Copilot and other AI Accessibility Hide attendee names ♠ Organizers, presenters, and apps will have access to attendee names. To use this setting, make someone a presenter then turn it on before the meeting starts Allow attendance report

Chat for town hall attendees

As the town hall organizer consider whether you want to allow attendees to use chat during event.

If you're planning to host a Q&A segment following the presentation, then you may want to preface that during the intro driving engagement to that part of the town hall. Alternatively, you could invite attendees to drop questions in the chat for response during the Q&A. It's yours to tailor to the audience.

Chat will be set to "In-meeting only" by default.

Meeting options Participation Meeting access Advanced protection Allow mic for attendees Turn this off to prevent attendees from unmuting. You can allow them to unmut ((·)) Production tools individually as needed. Participation Allow camera for attendees Recording & transcription Turn this off to prevent attendees from sharing video. You can allow them to share video individually as needed. Copilot and other Al ☆ Accessibility Meeting chat In-meeting only Organizers can customize Q&A to allow anonymous posts, review questions befo publishing, and more. Learn about Q&A Who can manage Q&A Only organizers and co-organizers

Ahead of the meeting:

- 1. Go to your Teams calendar
- Select the town hall you organized
- 3. Select Edit
- 4. Select Meeting options
- 5. Select Participation
- Under Meeting chat, choose from the pull-down menu either, (a) Off or (b) In-meeting only, to turn chat on
- 7. Select Apply > Save

During the meeting:

- Selection More actions ... > Settings > More options in your meeting controls
- 2. Go to Participation
- 3. Under **Meeting chat**, choose from the pull-down menu either, (a) Off or (b) In-meeting only, to turn chat on



Town Halls

Town hall attendee reactions

Organizers can boost engagement by allowing attendees to share feedback with live reactions. Attendees can choose from several live reactions by clicking the React button in meeting controls.

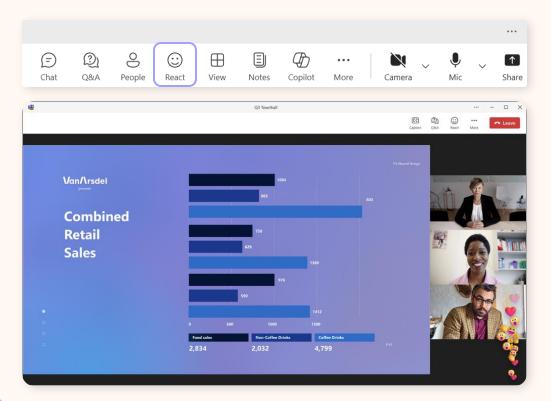
To turn town hall live reactions on or off before an event:

- 1. Go to your Teams calendar
- 2. Select the town hall you organized
- 3. Select Edit
- 4. Select Meeting options
- 5. Select Participation
- 6. Scroll down, turn the Allow reactions toggle on or off
- 7. Select Apply > Save

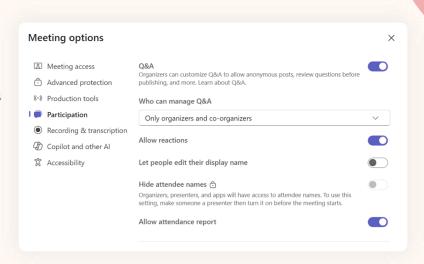
To turn live reactions on or off during an event:

- 1. In your meeting controls, select More actions ... > Settings > Meeting options
- 2. In Participation, turn the Allow reactions toggle on or off

Changes to this setting will be effective immediately



(Attendee view)



Town Halls

Live translated transcripts

Teams Premium gives attendees the option to translate the meeting transcript into a language other than what was spoken in the meeting. This provides the means for attendees to understand each other better during a town hall by translating the meeting transcript into the language they're most comfortable with.

- 1. While in a Teams meeting, go to the **Meeting**.
- 2. Select More (...) > Record and transcribe > Start transcription.
- When the transcription appears in the right of the meeting pane, select Settings > Transcript > Transcript language, and choose the transcript language you want to transcribe your meeting in.

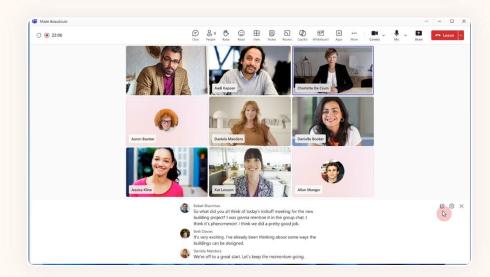


NOTE: By default, live transcriptions appear in the language that's chosen as the **Spoken language** in the **Transcript** window and meeting participants will see that language.

Live translated captions

When organizing a town hall you can preselect which languages attendees can see live captions in. As a Team Premium customer you can choose up to 10 languages from over 50 different languages for attendees to use when translating captions during the town hall.

- 1. Open the event in your Teams calendar.
- 2. In **Details**, select **Meeting options**.
- In Engagement > Translate
 attendee captions >, select the
 languages that live translated
 captions will be available in during
 your event.
- 4. Select Apply.





Town Halls

Microsoft eCDN support

For customers with a Teams Premium license, the Microsoft enterprise content delivery network (Microsoft eCDN) is the default for view-only meetings and town halls. Microsoft eCDN optimizes network performance for video streaming within an enterprise network, ensuring efficient and reliable communication. Microsoft eCDN solves for network congestion problems and helps ensure higher production value and audience experience. As a town hall organizer, it provides some peace of mind and confidence knowing that Microsoft eCDN allows Millions of enterprise users around the world to communicate face-to-face efficiently and reliably at scale.

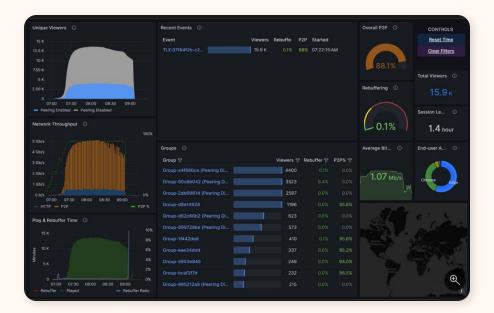
Recommend any concerns be raised with your Teams Admin to triage and solve for. As reference please see this overview of Microsoft eCDN on Microsoft Learn.

Real time monitoring of the attendee experience

You can use the eCDN analytics dashboard to troubleshoot the attendee experience and event performance during live town halls.

To learn more about real time monitoring of attendees, check out this resource on Microsoft Learn – HERE.

Confer with your Teams Admin and/or production team to generate analytics reports.



Advanced Events: Webinars

Webinars

Are best suited for...

Structured, internal or external events where presenters share ideas or provide training to attendees. In addition to training, webinar are an appropriate forum for product demos, sales lead generation, and customer events for example.

Building upon the basic webinar functionality in Office 365 and Microsoft 365, Teams Premium provides numerous features that focus on hosting advanced, high-quality webinars.

New management controls available within Advanced Webinars make it seamless to connect with your audience, whether internal or external.

Capabilities specific to Teams Premium within webinars include the ability to:

- Configure aspects of registration (e.g., create a waitlist, manual approvals, limit day/time for registration).
- Manage what your attendees can see or do during a webinar.
- Customize email communications to registrants.
- Hide attendee names.
- Use branded organizational backgrounds.

For a comparison list of features available via Teams Premium compared to core Teams capabilities please see this article over on Microsoft Learn.

In addition, Microsoft Support has a comprehensive set of articles regarding webinars to cover all the fundamental functionality. Highly recommend familiarizing yourself with that content.

Use Cases

Below are the primary use cases:

Industry	Use Cases
All – Enterprise, Education, Government, Retail, Healthcare, Financial Services	 Online trainings where attendees can register and join a learning session Product demos and community webinars to connect with customers and do knowledge shares Marketing and sales events
Sales and Marketing	Connecting with potential leads to grow business
HR	Onboarding and training new team members



Webinars

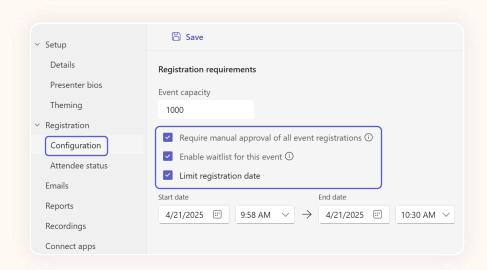
Manage webinar registration

Features available through Teams Premium provide expanded options to bring structure to your webinar.

Once you've filled out the general information click Save and you'll be able to make choices within Registration > Configuration.

These include:

- 1. Require manual registration approval
- 2. Enable registration waitlist
- 3. Limit registration start and end time



Useful resource that covers the details of managing available options for webinar registration is this Support article.



Require manual registration approval

Decide who can attend the webinar by approving or denying registration requests.

Particularly useful for specialized or high-stakes events, manual approval can help maintain quality and relevance of webinar attendees.

In addition, to a layer of exclusivity, enhanced security and capacity management.

To approve or deny registration requests:

- 1. In the webinar **Details**, make sure you've selected Require manual registration approval.
- Go to Attendee status under the **Registration** menu.
- Select Pending approval.
- 4. Check the box next to each name you want to approve or deny. Select the box next to Name to select all.
- 5. Select **Approve** or **Reject** to manage the request(s).



Webinars



2 Enable registration waitlist

After the event capacity is full, manage overflow registration requests by implementing a waitlist. The waitlist capacity will be equal to the event's capacity.

Indication of a waitlist can help maximize attendance, efficiently manage overflow registrations seamlessly, and improve communication with automated notification of registration.

To enable the waitlist:

- 1. Open the webinar in your Teams calendar.
- 2. Go to **Configuration > Registration**.
- Select Enable waitlist for this event.

To access the waitlist:

- 1. Open the webinar in your Teams calendar.
- 2. Go to Configuration > Registration > Attendee status.

People who register for a webinar after the event has reached capacity will be added to the waitlist. When spots open up because the organizer increases capacity or other registrants cancel, waitlisted registrants will move to **Pending approval** if manual approval is enabled. Otherwise, their registration will go through automatically.



3 Limit registration start and end time

Set a time window during which potential attendees can register for your event.

This provides you with several advantages from better management and resource allocation, added security and exclusivity, plus improved engagement.

To set registration start and end times:

- 1. Go to **Configuration** under **Registration**.
- 2. Select Limit registration start and end time.
- 3. Designate the registration window by choosing times from the drop-down menus.



Webinars

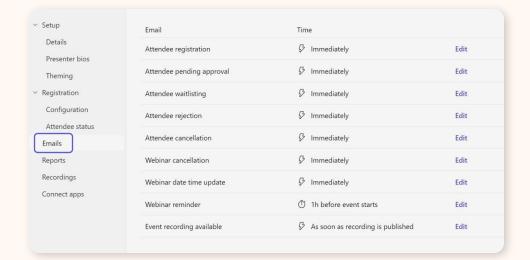
Customize emails to registrants

There are several different types of webinar emails that inform and remind people about their approval status, event details, and more. Teams Premium allows you to go one step further and edit the email content as well as modify send times for webinar reminder emails.

This <u>support article</u> provides a great overview of the various webinar emails and how to customize.

To edit webinar emails:

- 1. Open the upcoming webinar in your Teams Calendar
- 2. Select Emails
- 3. Select Edit in the row of the email you want to edit
- 4. You can edit:
 - Sender name
 - · Email subject
 - Banner/logo images
 - · Body of email
- 5. Once updated, either preview the email, keep editing or cancel to discard > select Save



Webinars

Customize webinar theme

As mentioned earlier in the guide, using visual elements such as a brand aligned color, logo or image can help foster a deeper connection with your audience.

For those assigned a Teams Premium license, there's an opportunity to customize the look of the webinar with the use of Theming.

Begin by creating a New event > choose Webinar > fill out the details > then find Theming under the Setup options on the left rail.

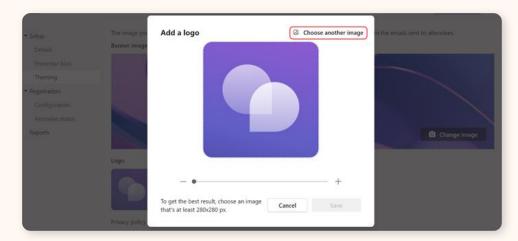
Add or change a banner

- 1. Select Banner image > Change image
- 2. Choose the image file you want to add, then select Open
- 3. Position the image, then select Save

Banner image Details Presenter hips Theming Registration Configuration Attendee status Emails Reports Theme color Connect apps

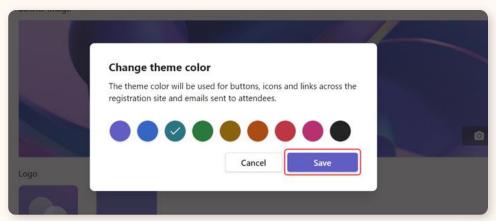
Add or change a logo

- 1. Select Logo > Choose another image
- 2. Choose the image file you want to add, then select Open
- 3. Position the image, then select Save



Add or change a color theme

- 1. Select Theme color
- 2. Choose the you want attendee emails and registration site links, buttons, and icons to appear in
- 3. Select Save





Webinars

Manage what attendees see

Similar to the town hall experience, webinars provide the opportunity to orchestrate elements of the session, including the management of speaker/presenter video feeds that you bring on and off screen.

This helps keeps the webinar running smoothly and deliver a focused and professional experience.

As you structure the webinar within **Setup**, click **Details** and you'll see **Meeting options** within the center pane.

Click (3) Meeting options, then Production tools and toggle on Manage what attendees see.

Utilizing this feature helps ensure attendees only see content shared and people you bring on screen and avoid potential distractions in case someone's video accidentally turns on.

For details about the **Manage Screen** pane used to bring presenters and attendees on and off screen, please read this <u>support article</u>.

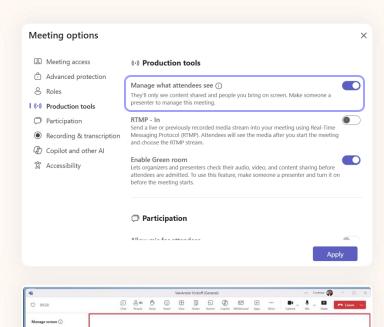
In addition, this <u>VIDEO</u> is a useful overview on this topic.

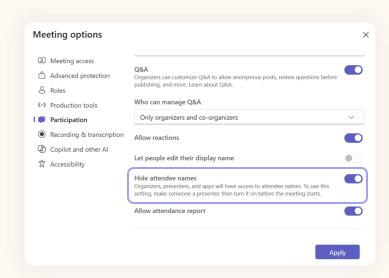
Hide participant/attendee list

Under **Participation** you have the option to toggle on **Hide attendee names**.

This allows meeting organizers, co-organizers, and presenters to view the full list of attendees, while other attendees will see each other as "Attendee" without revealing their full names.

This feature is useful because it allows for attendees to preserve anonymity while still allowing them to participate in chat and Q&A via raising their hands.



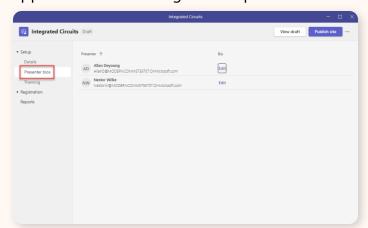




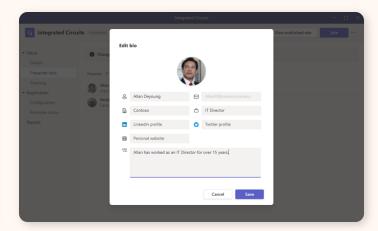
Webinars (also available in Town Hall)

Organizer Guidance: Adding presenter bios

Step 1: Presenters that were added on the Details page will appear here. Click **Edit** to provide additional details. These details will appear on the event registration portal.



Step 2: Enter relevant information in the 'Edit bio' screen and click **Save**. Repeat as necessary for additional presenters.



Use cases where these capabilities can be of benefit, include:

Industry	Use Cases
Marketing	A digital events specialist at a marketing agency, is hosting a webinar with her colleague to teach potential clients how to build a blog for their website. To make sure the webinar is highly engaging, she manages what the audiences sees by curating the attendee view to show the Presenter only. At the end, she allows attendees to raise their hand to ask questions live.
HR/Recruiting	Helps bring only the candidate on the stage and ensures that the interview panel is not visible to the candidate.
Education	Teacher (acting as organizer) chooses a presenter and bring them on stage from a list of students.

Prerequisites

Meeting organizers must define separate presenter/attendee roles before they can enable the Manage what Attendees See feature.

Dependencies & Limitations

Presenters that are not "on screen" can still be heard in the meeting (if their microphone is active).



Webinars

Virtual green room

On the day of the webinar, presenters and the meeting host are invited to join a virtual green room—a dedicated space separate from attendees—where you can talk in real-time, stage content, do a quick briefing, and a test run of the webinar.

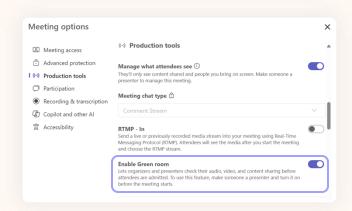
Additionally, while attendees join and wait for the event to start, they're greeted with a welcome screen to inform them the event will start shortly and can engage with the presenters and one another through chat and Q&A (if enabled).

Feature Visibility

The Green Room feature will only show up on the **Meeting Options** page if the organizer has a Teams Premium license. The Virtual Green Room is available for meeting organizers and co-organizers to configure. The organizer, any co-organizers and defined meeting presenters will have access to the Green Room before the event begins. Additionally, the welcome screen is visible to all attendees until the event formally begins.

To create a virtual green room for your meeting:

- 1. Open the meeting or event from Teams calendar
- 2. Select Meeting options
- 3. Click Production tools
- 4. Look for **Enable green room** > toggle on
- 5. Select **Apply**



For those licensed under Teams Premium, the option to enable a green room will provide the means to handle the following:

- 1. **Pre-meeting preparation:** Organizers and presenters can test audio and video settings, practice content sharing, and communicate privately before attendees join.
- 2. **Private chat:** A dedicated chat for organizers and presenters to discuss and coordinate without attendees seeing the conversation.
- **3.** Manage attendee view: Control what attendees see, including turning on captions and adding apps like Q&A to the meeting
- **4.** Access meeting notes: Organizers and presenters can access and manage meeting notes directly from the green room
- **5. Participant management:** See and manage participants, including removing or promoting them as needed

For additional reference, be sure to read through this article over on Microsoft Support.



Webinars

Virtual green room

Dependencies and limitations to consider

- Organizers can turn the Green Room on or off while a meeting/webinar is active, but the change will not be reflected unless they end and restart the meeting.
- CVI presenters who join will wait with attendees for the meeting to start and cannot interact with users in the green room. In this state, any audio shared by the CVI presenter will be audible to other attendees.
- If a user in the Green Room is made an attendee, they will be unable to speak or share their video.
- If an attendee waiting for a meeting to start is made a presenter, then other attendees who are waiting for the meeting to start will be able to hear them. We recommend removing a user if you would like to promote or demote them. If the attendee that was promoted rejoins the meeting, they will enter the Green Room.
- Compliance recording will not be available to those who join the Green Room or attendees who are waiting for the meeting to start; however, compliance recording will start for all specified participants once the meeting has also started.
- Green Room capacity is limited to 100 presenters at a time.

Use cases well suited for leveraging a virtual green room

Industry	Use Cases
Marketing	Presenters huddle up to discuss and finalize agenda before the meeting officially starts
Education	Teachers (presenters) meet before a parent-teacher meeting/classroom session starts
All	A chance for presenters to test audio quality with headsets and test sharing content before going live with the audience



Overview

Microsoft Places is an Al-powered workplace app that helps organizations reimagine flexible work. Utilizing Microsoft Places you'll discover a modern approach to how you connect and coordinate with colleagues in order to make the most of in-office days. Microsoft Places also supports individual desk booking.

Many features of Microsoft Places depend on a fully established hierarchy of buildings, floors and rooms/workspaces. In addition, IT Admins will need to take steps to configure this hierarchy, as described in configuring buildings and floors.

After configuration, users will have the ability to:

Plan where the work happens

Empower workplace flexibility and schedule coordination. Microsoft Places works across your everyday apps, such as Microsoft Teams and Outlook, to help you stay in the flow of work.

Set up team quidance

Find the best work patterns for teams by establishing expectations and adjusting the rhythm to meet the needs of the group.

Schedule inperson event

Plan face-to-face collaboration by sending an inperson meeting invite, and let attendees RSVP as in-person or remote.

Book the right spaces

Reserve the right rooms, desks, or work areas to meet your needs using Places finder, or ask Copilot to manage your bookings.

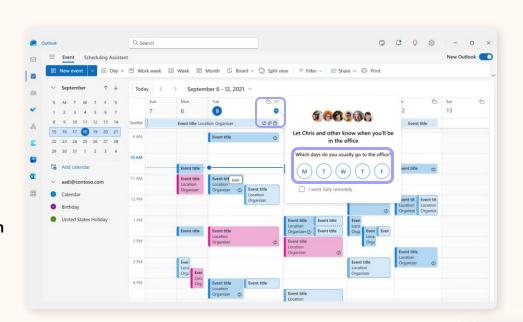
Know when to come in with Copilot

Access Microsoft Places from your calendar in Teams and Outlook, and get recommendations on the best days to come into the office based on your collaborators and meetings.

Step 1: Set up your work plan

From the new unified calendar in Teams or Outlook, click the work plan icon to set up your work plan.

Alternatively, you can also set your Work hours and location from Outlook calendar settings as well as manage your location sharing settings at any time. Enabling "Can view all details" is optional but brings the most value for you and your team.



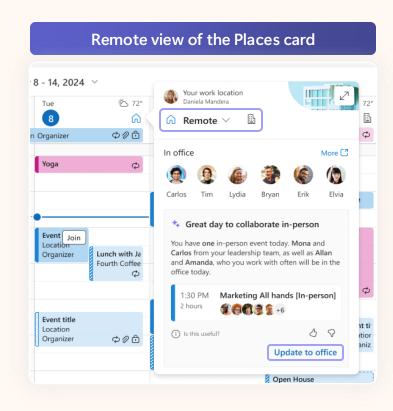


Step 2: Plan your week and make daily updates using the Places card

When your work plan is remote...

Click the building icon on your Teams or Outlook calendar to access the Places card your one-stop-shop to see:

- Who else plans to be in the office
- Intelligent suggestions if it is a good day to be in-office based on signals like scheduled in-person meetings



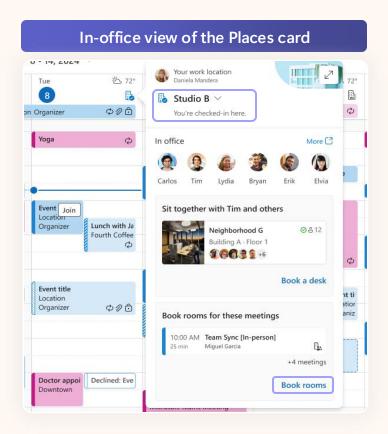
When your work plan is in-office...

From the Places card, you'll see:

- A check-in button, to verify your workplace presence when you get to the office (coming soon)
- Who else plans to be in the office
- Quick-book for desks or rooms, so you can book the right spaces for all your meetings for the day in bulk at once

To update your work plan:

- Use the dropdown menu by your planned location in the Places card
- Select Remote, Office, or a specific building to update your location for that day
- · Change your weekly work plan by clicking the gear icon in the top right corner of the Places card



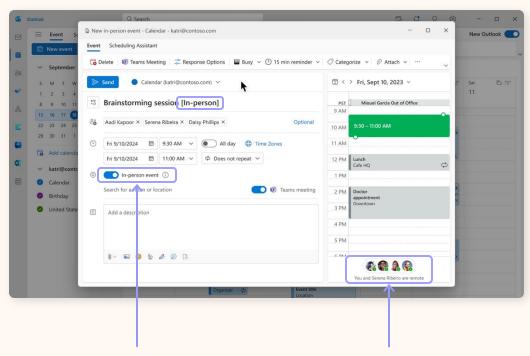


Step 3: Use location tools for better connections

When scheduling meetings, you can communicate if you'd prefer to meet in-person.

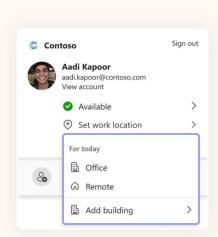
Then, see where attendees plan to be: In person or remote and if necessary, adjust timing accordingly.

Participants can respond to the in-person meeting invite by selecting Accept, in person, Accept, virtually, Accept, or Decline.

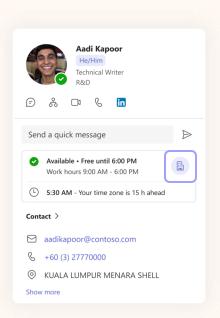


Toggling this will categorize this meeting as an in-person event, encouraging attendees to designate how they will attend

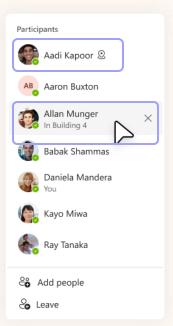
Meeting invitees will be highlighted here and in scheduling assistant as inoffice or remote



You can update your work presence for the day through the account manager in Teams



View who is remote or inoffice with the location icon in the profile card in Teams



See which collaborators are nearby with the nearby icon, and hover to view location information in the participant list in Teams



Step 4: Book the right space for work quickly and easily (Premium features)

When booking a meeting room...

In the new calendar in Teams of Outlook, click **New Event** to create a meeting.

Click the "Search for a room or location" field and click Browse with Places finder at the bottom of the list. This will open a side bar of Places finder, where you can view information on rooms, browse & filter, and see photos.

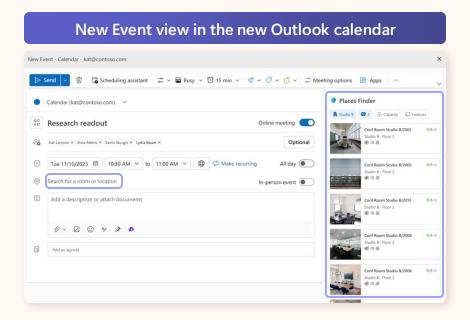
When booking a desk...

In the new calendar in Outlook, click **Desk** in the dropdown by New Event to book a desk.

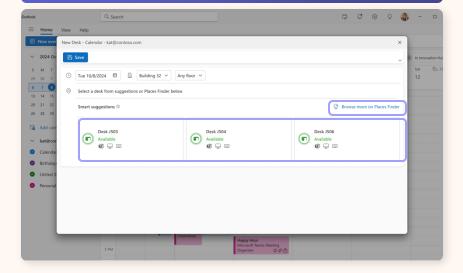
Select a desk based on suggestions or click **Browse more on Places** finder to view information on desks, browse, and filter.

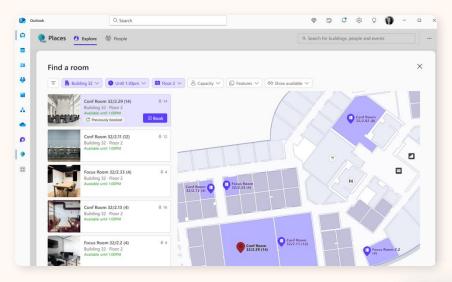
Using the Places app...

Alternatively, in the Places app within Teams or Outlook, click "Help me find a room" or "Help me find a desk" on the Explore tab to open Places finder and view available rooms and desk pools with an interactive map view.



New Desk view in the new Outlook calendar

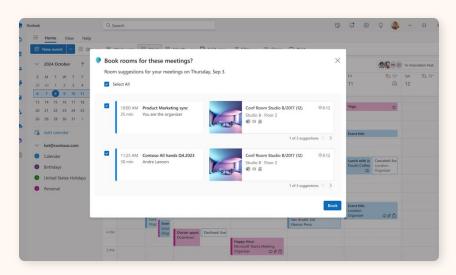






When booking rooms from the Places card...

In the new calendar in Teams or Outlook, open the Places card for a day you plan to be in-office. Intelligent suggestions may prompt you to quick book rooms for your meetings for the day. Click **Book rooms**, to view room suggestions. Browse available options for each meeting and uncheck meetings that don't need a room. Clicking Book selected rooms will book rooms in bulk all at once.

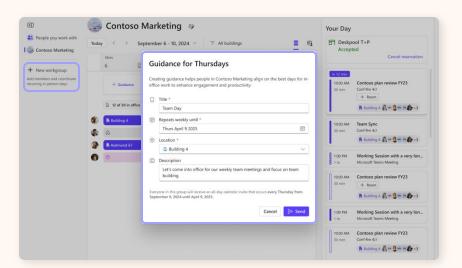


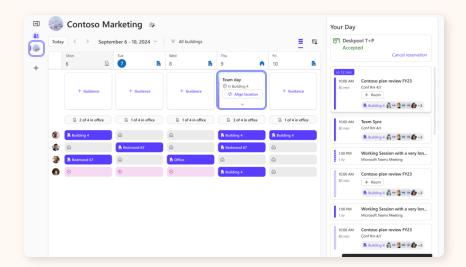
Step 5: Set team guidance to establish a regular rhythm for your team (Premium feature)

Create team guidance in the Places app within Teams or Outlook by clicking the People tab. Then navigate to the lefthand bar to create a new workgroup for your team guidance.

After creating the workgroup, click the "+ Guidance" block in the calendar to add guidance for the day. Create a title, cadence, location and description to add context to the suggested team rhythm. This sends a nonblocking, allday calendar invite to everyone in the workgroup.

Team guidance can be seen as an allday event in the Teams or Outlook calendar and can be viewable in the People tab in the Places app by selecting the workgroup in the lefthand bar.







Advanced Bookings

A Simpler way to Organize Schedules and Manage Appointments

<u>Microsoft Bookings</u> is an online scheduling tool that enables businesses to manage their appointments seamlessly.

It allows you to create customizable booking pages where customers, clients, or colleagues can easily schedule time with you or your team without the usual back-and-forth communication. As a Microsoft 365 customer, Bookings offers a convenient and professional way to handle all scheduling needs, ensuring both you and your attendees are always in sync.

Presuming you are a Teams Premium customer, you also have access to advanced scheduling features such as SMS notification and Scheduled gueue.

Bookings can be used across various industries, for different internal and external scenarios.

Booking scenarios across Sectors





Financial Services consultations, banking and insurance services, tax filings



HR candidate interviews, onboarding, benefits assistance, training/seminars



Health care patient visits, virtual consults, book vaccinations & lab tests



Government & Public Sector court hearings and trials, public services, license distribution



Education | K-12 parent-teacher conferences, school town hall, student-counselor visits



Education | Higher Ed office hours, tutoring, student services, exam sign-up



Retail assisted shopping, <u>book store</u> visits, virtual fitting, personal sessions



General Enterprise/SMB customer and client meetings, tech support, legal reviews, facilities

This guide will soon be updated with more detailed information. In the meantime, view this short <u>video</u> for a general overview of Bookings capabilities.



Links to useful resources

- Microsoft Teams Premium website to see latest features in the spotlight
- Microsoft Teams Blog to stay current on latest news
- Microsoft Support for your help and learning needs
- Microsoft Community Hub for how-to's and best practices



Questions on this document?

Email AskTeamsPremium

Do you have any feedback on this playbook?

aka.ms/TeamsPlaybookFeedback

