



Microsoft 365 Community Conference



Microsoft Teams: Small Business's Big Partner in Success

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Microsoft Teams Product Managers

Small & medium businesses are vital to global economy

 SMBs represent...

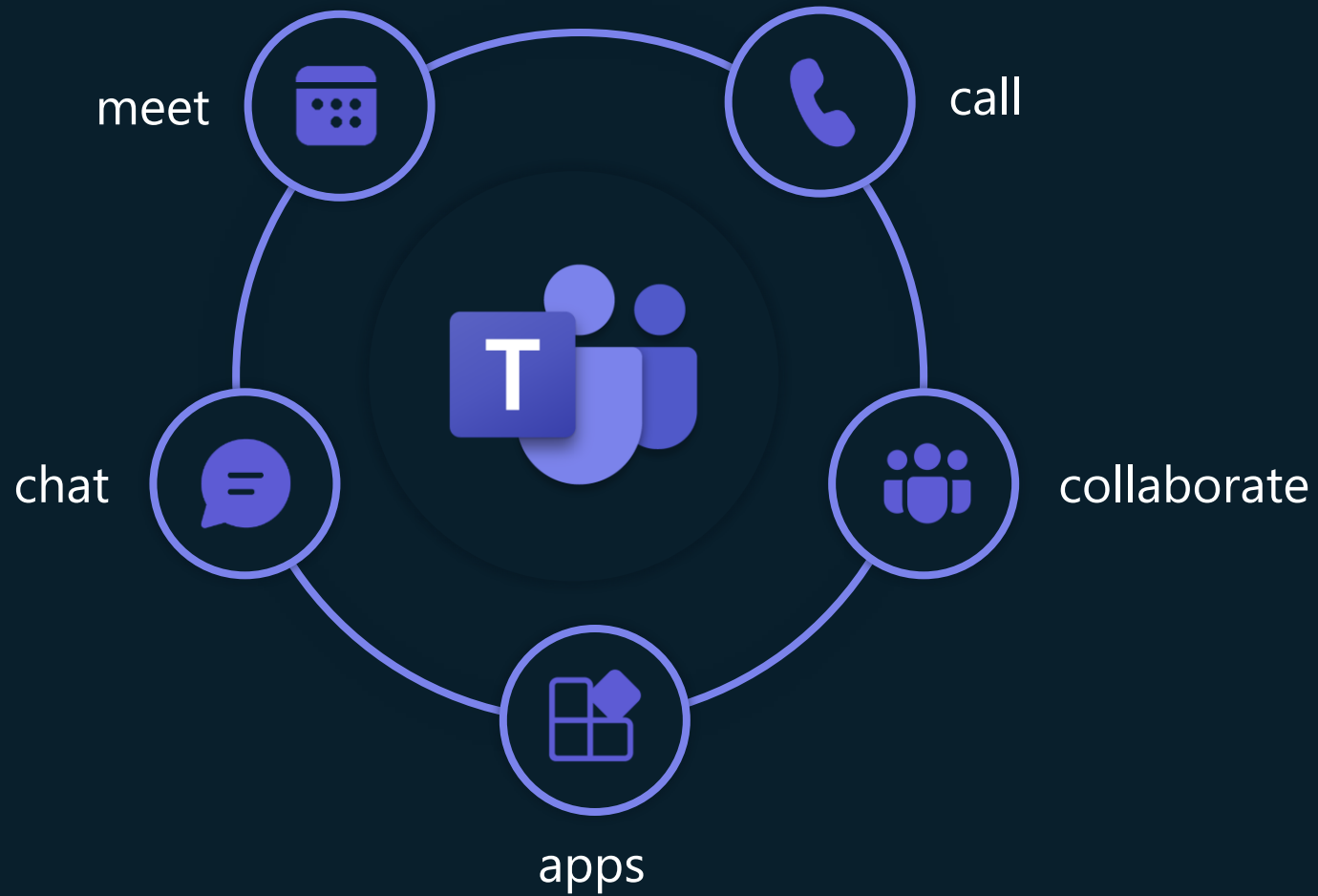
90% of all global businesses¹ (USA: 99%³).

50% of worldwide employment¹ (USA: 47%³).

44% of gross domestic product (GDP)² (USA: 43.5%³).

31% of \$4.7 trillion^{4,5} in overall tech spending (USA: 50% of \$370 billion²).

One product for all your collab needs



Teams can help you...



Grow your business

Build a professional, trusted brand
that attracts new customers



Run your business

Enable effective collaboration
and business operations

Reliable. Secure. Compliant. Trusted by customers around the world.



Internal and External collab



Teams helps you grow your business



anytime
Meet with anyone on Teams
anywhere

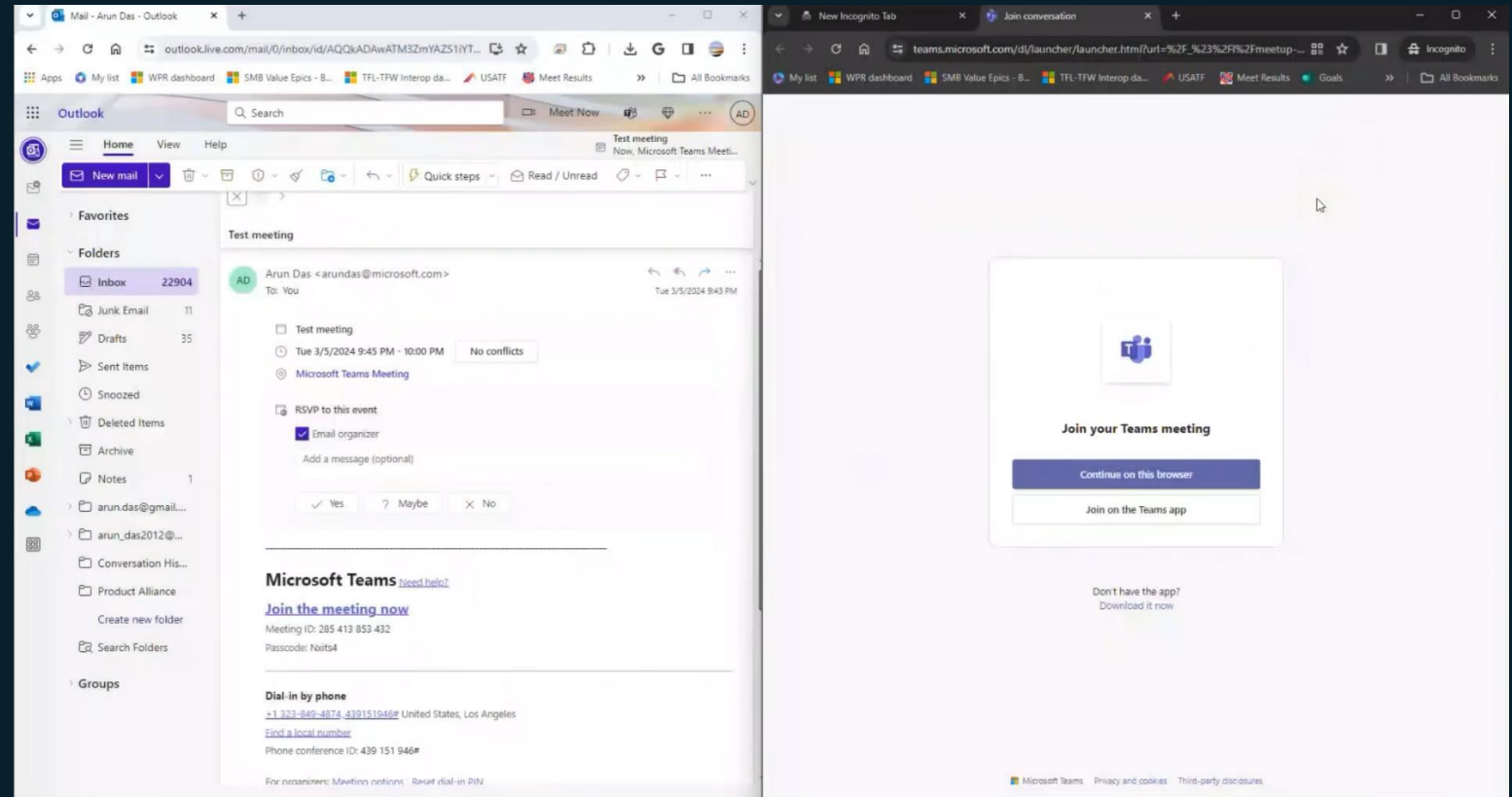
Clients don't need a Teams account or the Desktop app

Users join within a few seconds on browser

Participants are labeled (Unverified)

Removed from meeting chat immediately after the meeting

Admins can manage external participants joining as Unverified users in TAC



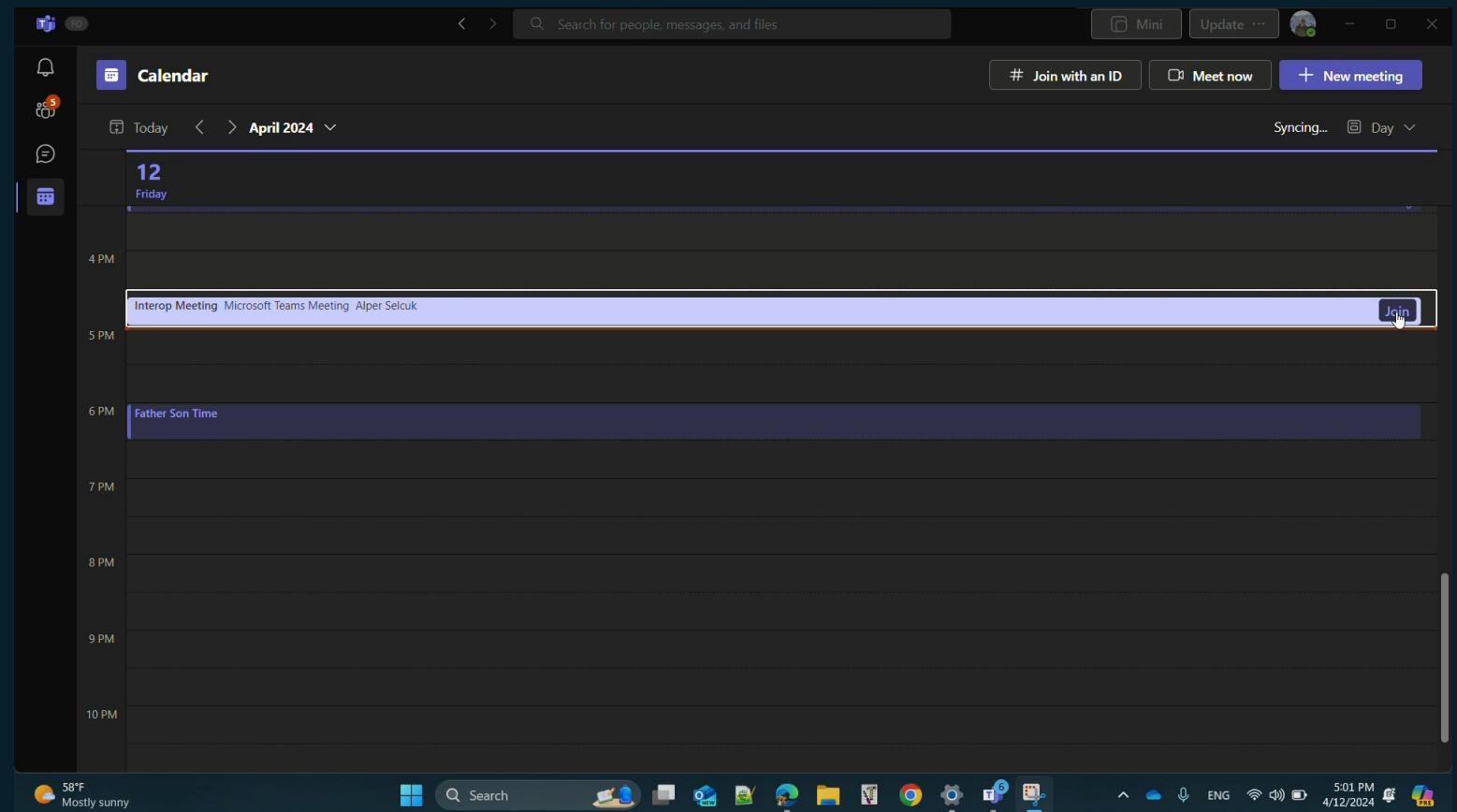
Continue the conversation with Teams(free) account invitees

Users with Teams(free) account join as authenticated users and are marked(external)

Seamless join from within Teams(free) client and outside the app

Stay connected via meeting chat even after the meeting has ended

Admins can manage external participants joining as verified users in TAC

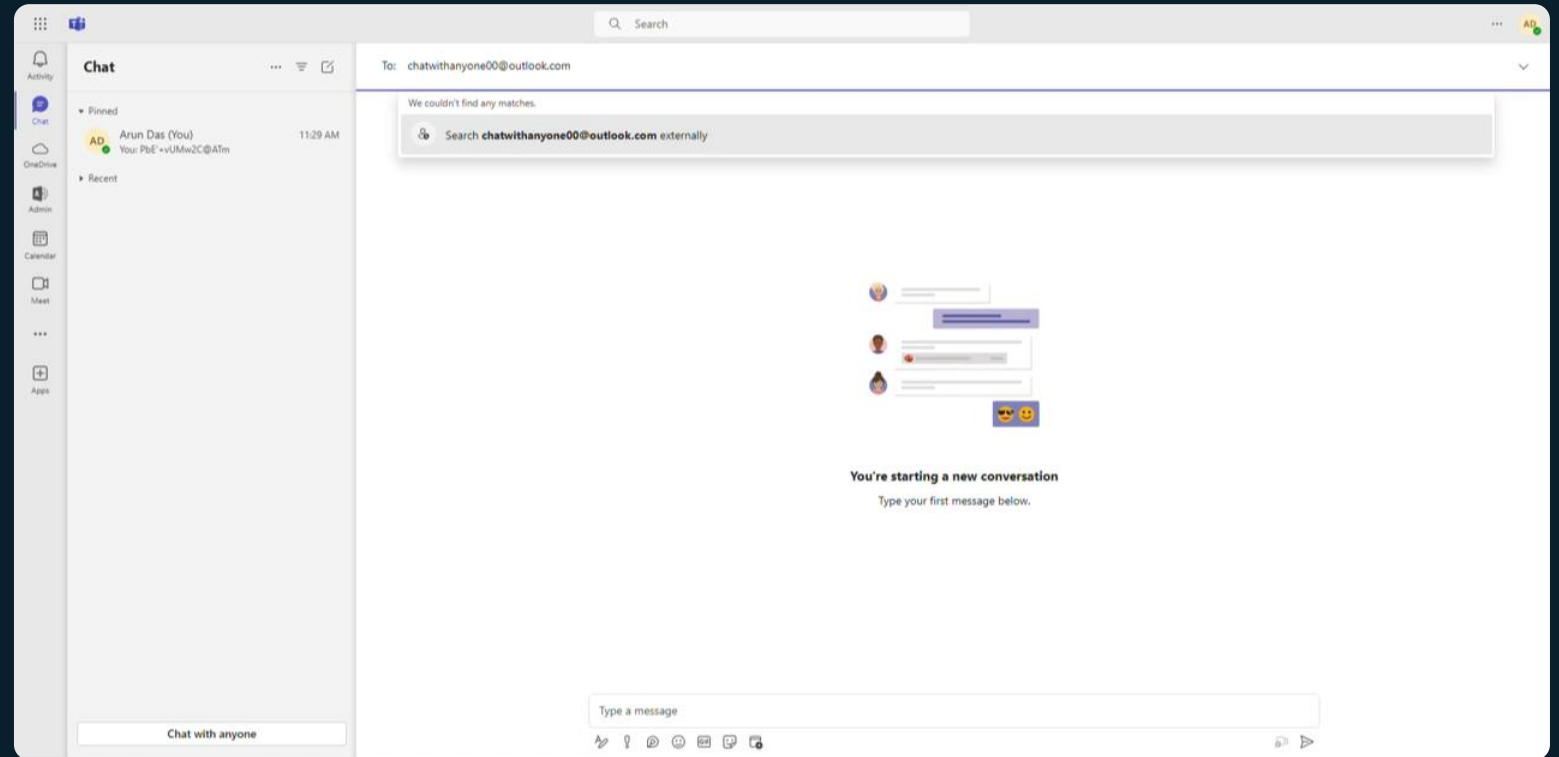


Add or invite people outside your org to a chat

Invite anyone outside of your org

For invitees who don't have a Teams account can sign up for Teams(free) account

People who have a Teams account must accept a chat invite to participate in a chat



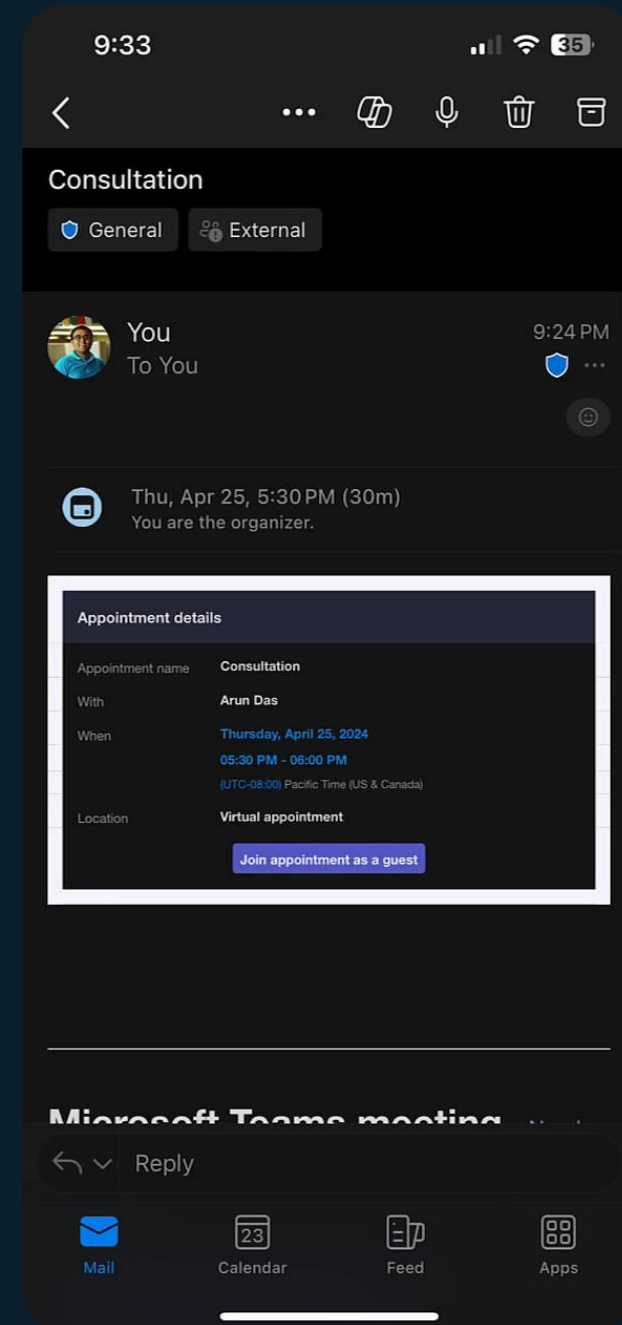
Virtual Appointments for tailored meeting experience

Provides a lightweight, elevated meeting experience for Business-to-Consumer interactions

Guests get a tailored meeting invitation

They can join from any device without Teams client

With Teams Premium you can send SMS reminders



Shorter meeting URL & simplified invite for easy sharing

Before

Microsoft Teams meeting [Need help?](#)

Join: https://teams.microsoft.com/l/meetup-join/19%3ameeting_Y2VjYjY1NzltODBiZi00OWY1LWE2N2YtNDBmMDU1NDVzMzUz%40thread.v2/0?context=%7b%22Tid%22%3a%2272f988bf-86f1-41af-91ab-2d7cd011db47%22%2c%22Oid%22%3a%229b5942de-0474-401d-b840-cc04c4d85e29%22%7d

Meeting ID: 629 362 068 102

Passcode: gQOdYs

Microsoft Teams meeting [Need help?](#)

Join: <https://teams.microsoft.com/meet/629362068102?p=3a9f8svPI0svcsfIWZ>

Meeting ID: 629 362 068 102

Passcode: gQOdYs

✓ Shorter meeting URL

Available soon

Before

Microsoft Teams meeting

Join on your computer, mobile app or room

[Click here to join the meeting](#)

Meeting ID: 629 362 068 102

Passcode: gQOdYs

[Download Teams](#) | [Join on the web](#)

Or call in (audio only)

[+1 425-707-5929,,672886706#](#) United States,

[\(844\) 304-5076,,672886706#](#) United States (Toll-free)

Phone Conference ID: 672 886 706#

[Find a local number](#) | [Reset PIN](#)

[Learn more](#) | [Meeting options](#)

Microsoft Teams meeting

[Join the meeting now](#)

Meeting ID: 629 362 068 102

Passcode: gQOdYs

Dial in by phone

[+1 425-707-5929,,989111704#](#) United States, Seattle

[\(844\) 304-5076,,989111704#](#) United States (Toll-free)

[Find a local number](#)

Phone conference ID: 989 111 704#

For organizers: [Meeting options](#) | [Reset dial-in PIN](#)

✓ Simplified meeting invite

Simplify scheduling with *Microsoft Bookings*

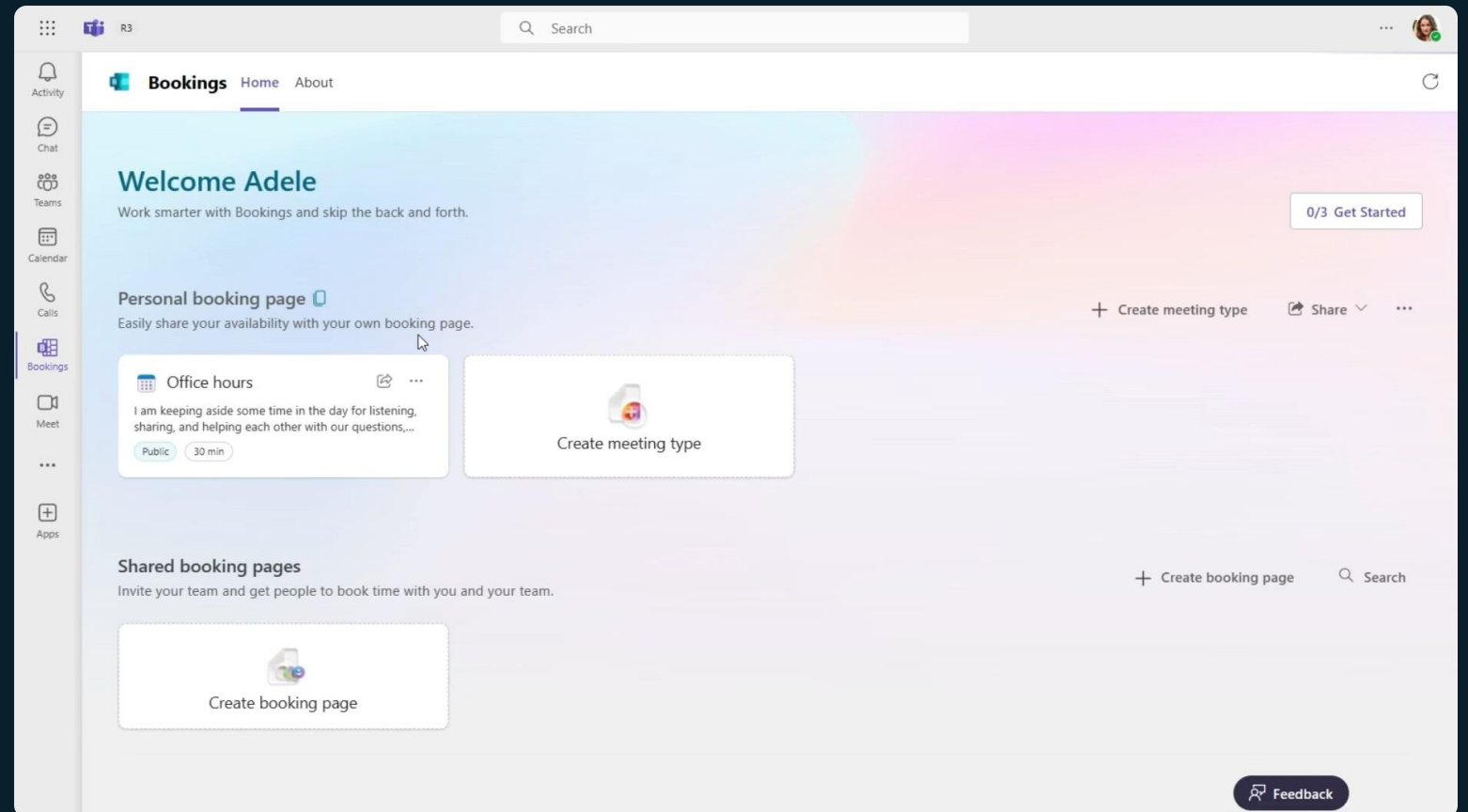
Hassle free scheduling with no back & forth

Share your availability with people with Personal Bookings

Add your team for Seamless Collaboration

Now available with Teams Essentials.

With Teams Premium send SMS reminders for appointments



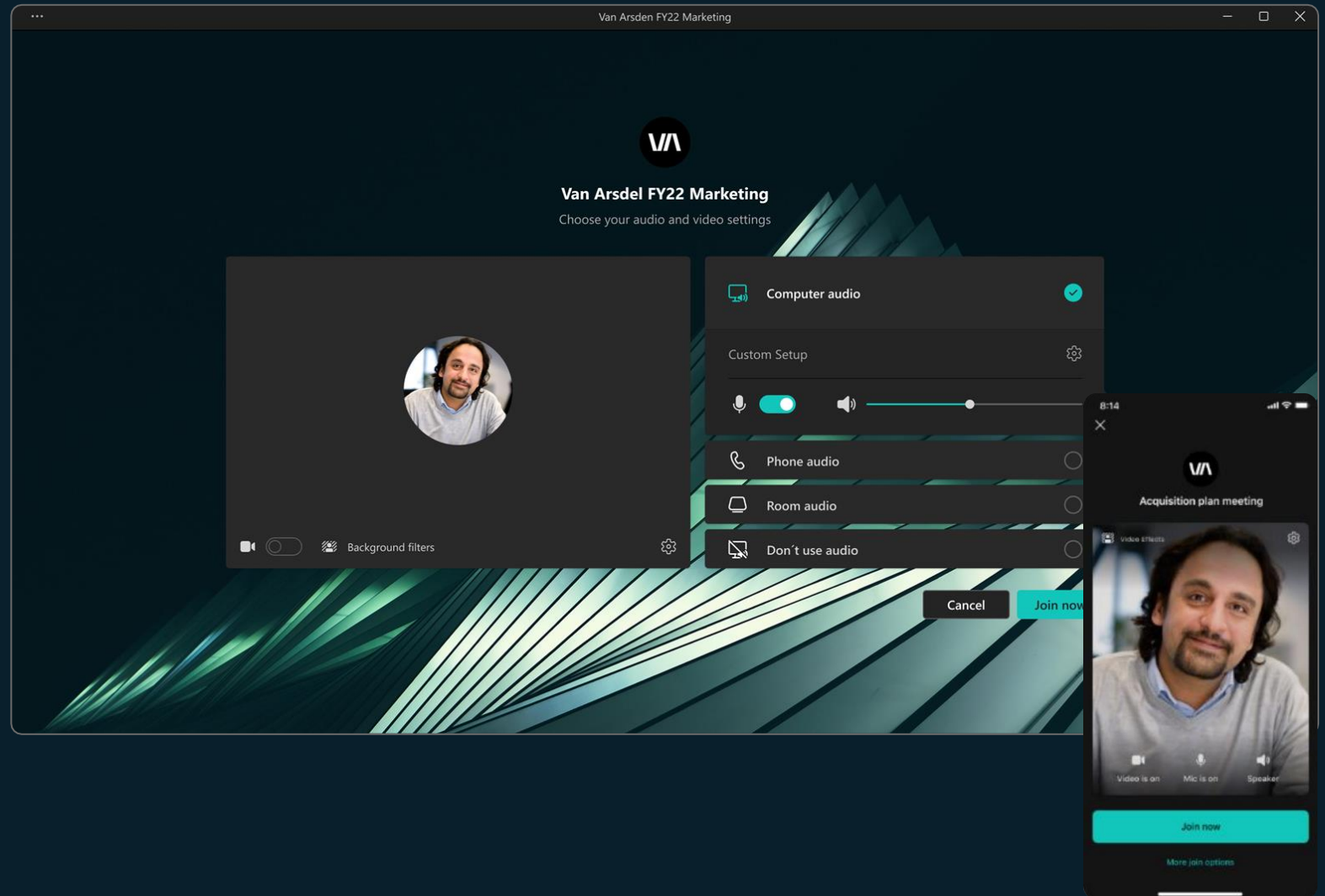
Showcase your company brand with *Meeting themes*

Enables organizations to infuse their logo, colors, and other visuals into the meeting experience

Configured as an org-wide, or targeted policy directly, or through groups

Admins can allow meeting organizers to disable meeting themes for a specific meeting

Available for Teams Premium users

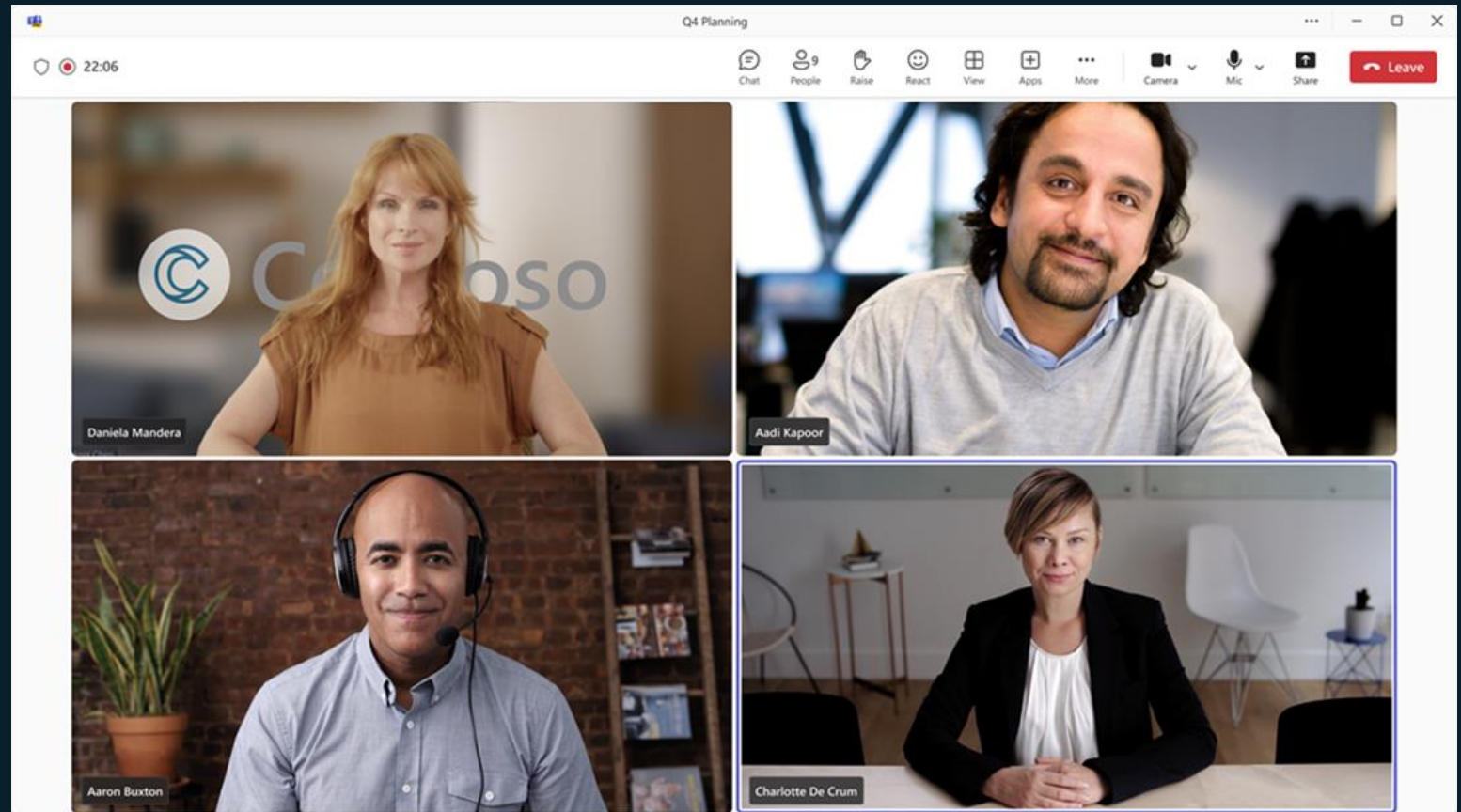


Showcase your company brand with *Meeting backgrounds*

Images an admin, can upload for users to display as their meeting background

Users can still upload their own backgrounds for meetings license or not.

Teams Premium users who are assigned this custom background policy can use custom meeting backgrounds during meetings.



Collaborate with partners

Shared channels for structured external collaboration

Provides a shared workspace as a secure and more efficient means for transparent and open collaboration


Powered by Entra B2B Direct Connect, Off by default

Share channels with people from other Entra orgs without adding them to your directory as guests

External users can access a Teams shared channel without having to switch orgs or sign in with a different account

The image displays two side-by-side screenshots of the Microsoft Teams interface. The left screenshot, labeled 'Alex', shows the 'Project Alexandria' channel within the 'Mark 8 Project Team'. The right screenshot, labeled 'Megan', shows the 'Project Alexandria (External)' channel, which is accessible to external users. Both screenshots show a list of channels on the left and a chat area on the right with messages from Alex Wilber and Adele Vance. A purple bar at the top left of the slide contains a gradient from blue to purple.

Collaborate across organizational boundaries



Stay signed into multiple organizations and multiple accounts at the same time and receive real-time notifications

Seamlessly engage across multiple organizations or accounts without disrupting workflows through

Multiple accounts and orgs

Teams helps you run your business



Enhance teamwork through Chats and Channels

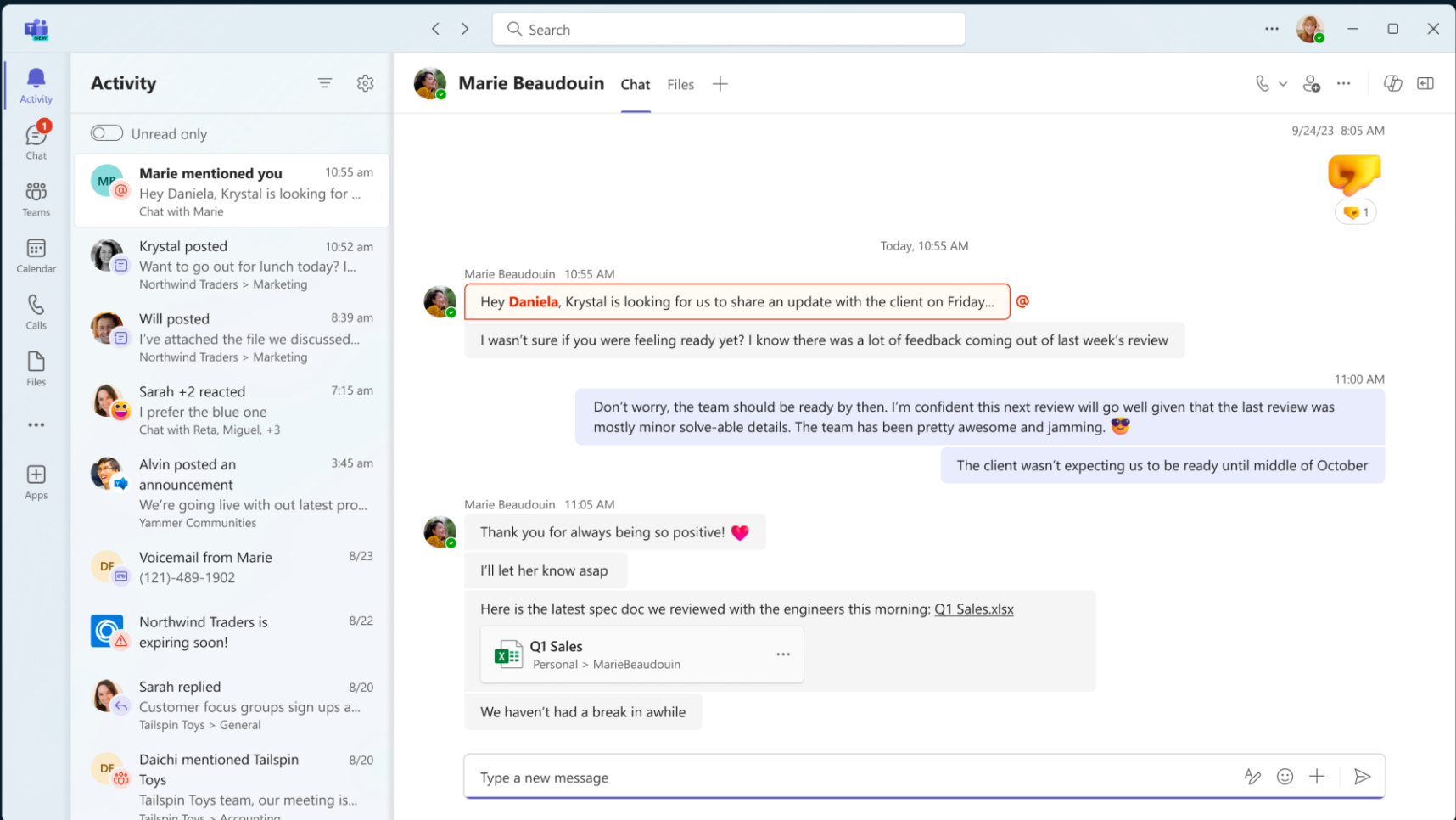
Quick conversations via 1:1 and Group chats & Meet now

Organize discussions by topics through Channels and threaded conversations

Organized and ad hoc file sharing

Take collab to the next level through apps

Company ownership of data

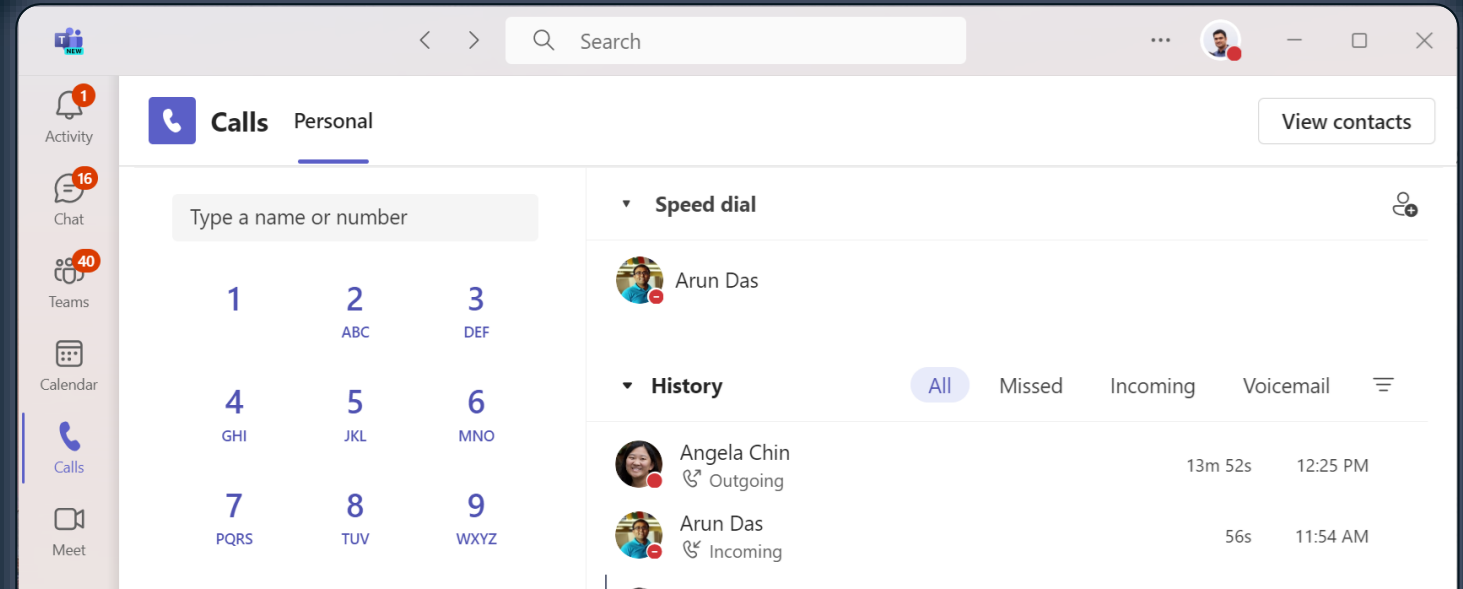


Smart calling and intelligent capabilities via Teams Phone

1 Flexible and easy to use

2 Intelligent and connected

3 Secure, reliable, and simple to manage



1 Communicate and collaborate seamlessly from anywhere

2 Create meaningful engagements using intelligent capabilities

3 Enjoy peace of mind with a reliable and secure communications solution

- Transfer a call without missing a beat with **endpoint transfer**, **add others** to a call, or **transfer to someone else**
- **Call forwarding**, **simultaneous ring**, and **busy-on-busy** settings ensure you don't miss a beat

- **Get real-time summarization and insights for calls** through your Teams app on any device with Copilot in Teams Phone
- Post-call, review the **call recording** and **transcript** at your own pace
- Route customer calls to the right person with **auto attendants** and **call queues**

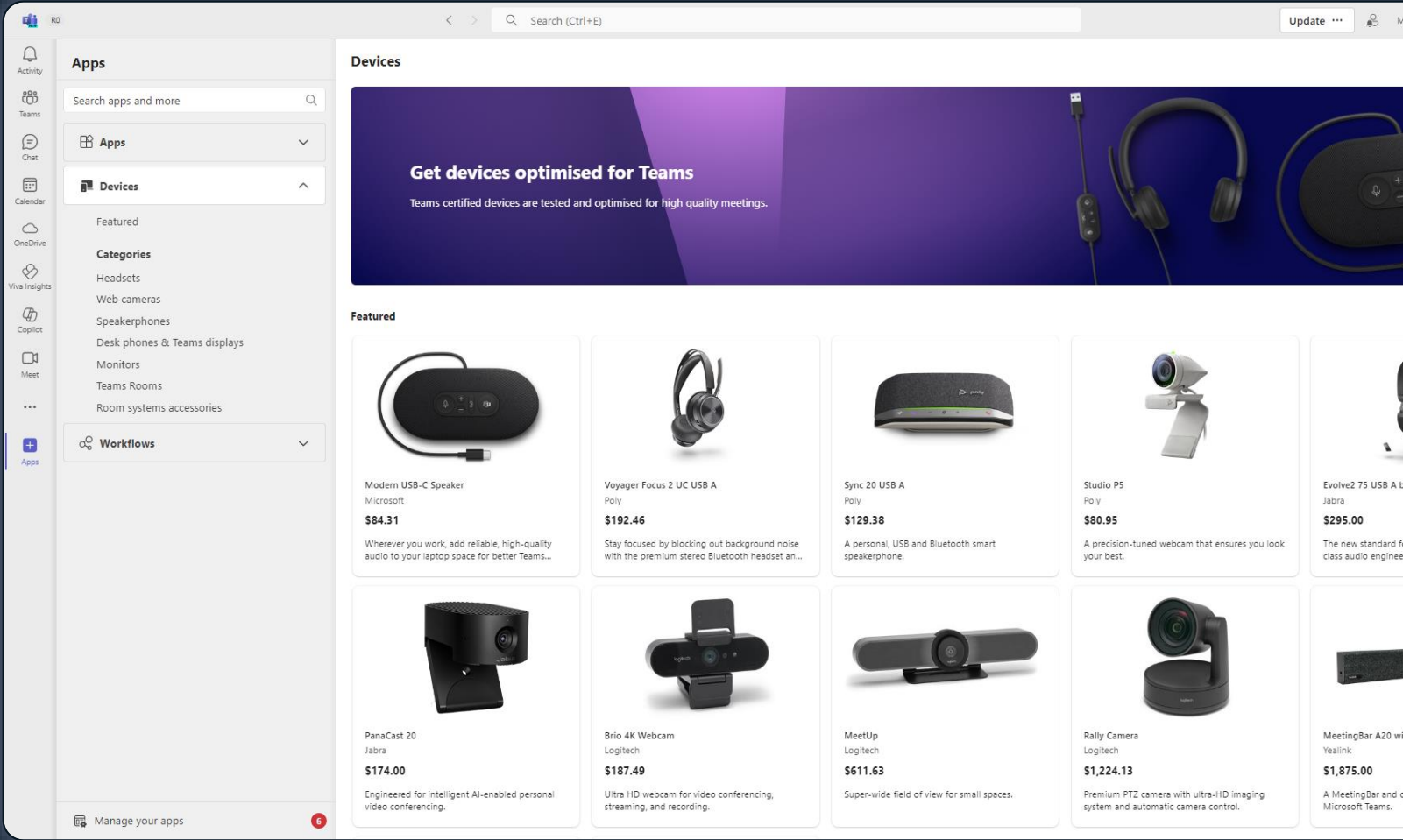
- Quickly deploy calling across groups of users with **shared calling**
- Purchase a **calling plan through Microsoft**
- Set up **Microsoft Teams Calling Plans** to enable PSTN connectivity with Microsoft as your operator

Teams Essentials + Phone bundles in US, UK, Canada (with up to 33% off until Jul 01). Learn more at <http://aka.ms/TeamsBundle>

Elevate collaboration through Teams-certified devices

Bring high-quality calling and meeting experiences to your business by purchasing Teams-certified devices from the Device marketplace within Teams (US and Canada only).

Get 90-day expert installation and management support for free when you purchase a Teams Room device from within Teams.



Superpower productivity and Get back time through AI



Intelligent meeting recap automatically generates meeting notes, tasks, recording chapters

Ask Copilot questions during or after a meeting

Bring real time summarization and call insights, notes to VoIP and PSTN calls through Teams Phone

Requires a Copilot for Microsoft 365 add-on

A screenshot of the Microsoft Teams interface during a meeting. The meeting title is "Core accounts business review". The interface shows a video player on the left with a play button and a duration of 48m 42s. Below the video is a "Speakers" section with 88 speakers and a "Topics" section with several topics listed: "Proseware negotiation strategy", "Core accounts round table", "Inventory surplus", "Contract renewals", "Upsell opportunities", and "Offers and approvals". The main content area displays "Notes" for the meeting, titled "Quarterly results and forecasts for Core Accounts". The notes include a summary based on attendees' discussion, a list of key points (e.g., "\$230K revenue shortfall", "Inventory 15% surplus"), and a "Notes" section with specific observations. Below the notes are "Tasks" assigned to participants like Samantha Contrall and Beth Andrews. On the right side, the Copilot interface is visible, showing a chat window with a question: "What other customers were discussed and what factors were considered?". The Copilot response lists several customers and factors discussed during the meeting.

Teams also works with Google Workspace

Bring your own domain / e-mail wizard in Admin app and MAC

- Connect your existing domain to Teams to make sign-in easier
- Connect your Google Workspace e-mail to Teams.

Teams meeting add-on for Google calendar

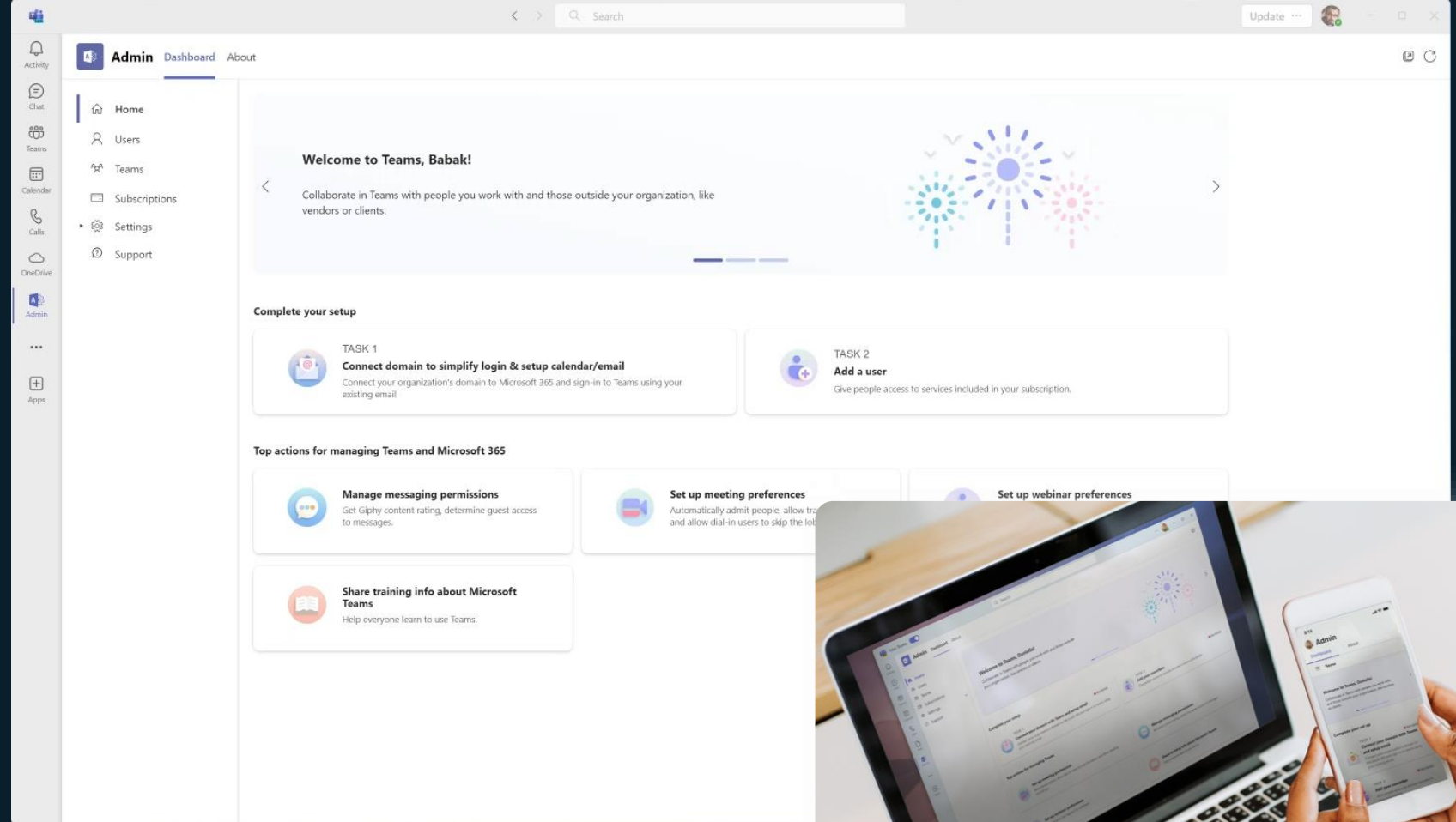
- Easily schedule and join Teams meetings from your Google calendar

The screenshot displays the Google Calendar interface for July 2024. A meeting creation dialog is open for an event titled "Materials review - Chan" on Thursday, July 11, from 1:00pm to 2:00pm. The dialog includes options for "Event", "Out of office", "Task", and "Appointment slots". It also features a "Find a time" button, an "Add guests" field, and an "Add location" field. The "Add Google Meet video conferencing" button is highlighted, and a dropdown menu is open showing "Google Meet" as the default for the organization, with "Microsoft Teams Meeting" listed as an available add-on. The "Save" button is visible at the bottom right of the dialog. In the background, the calendar grid shows a meeting for "Materials review - Chan" on July 11. The right sidebar shows the Microsoft Teams interface with a user profile for Megan Valdez and a list of meetings for the day, including "Chin - Remodel consultation" and "Lee - Remodel consultation".

Easily set up and start using Teams

Complete tasks without leaving Teams using Admin app

- Connect Custom Domain and Email + Calendar to Teams
- Manage Users and Licenses
- Optimize Teams meetings and other features based on your business needs
- Get support from Microsoft



Teams is available to SMBs through...

M365 – Business Basic, Business Standard, and Business Premium

Standalone, via Teams Essentials

- Customers who do not need email from Microsoft
- Customers using On-prem / 3P-hosted e-mail from Microsoft not yet ready to migrate to cloud
- Customers who currently have Exchange online or Apps for Business from Microsoft

 Microsoft 365

Business Basic

Business Standard

Business Premium

 Microsoft Teams (Standalone)

Teams Essentials

Additional Resources

1 Get started with Teams

<https://www.microsoft.com/microsoft-teams/small-medium-business>

2 Adoption tips

<https://adoption.microsoft.com/small-and-medium-businesses>

3 Help and Learning

<https://support.microsoft.com/smallbusiness>

The screenshot shows the Microsoft Teams website. At the top, there is a navigation bar with the Microsoft logo, 'Teams', and links for 'Products', 'Features', 'Pricing', 'Industries', 'Resources', and 'Support'. A 'Download Teams' button is on the right. Below the navigation bar, a blue banner contains the text: 'Copilot for Microsoft 365 is now available for small and medium-sized businesses. Learn more >'. The main content area features a large heading: 'Grow your business with Microsoft Teams'. Below this heading is a sub-headline: 'Meet, chat, call, and collaborate with communications software that makes it easy to work, plan, and innovate together.' There are two buttons: 'See plans and pricing' and 'Sign in'. Below the buttons is a link: 'Teams for enterprise >'. To the right of the text is a screenshot of a Teams meeting interface showing a grid of participants and a chat window. The chat window contains several messages, including one from 'Kaya Mia' and another from 'Kaya Mia'.

Small business software made for all the ways you work

Easily communicate with customers and employees. Create, share, and store files securely from a single cloud-first platform.



Stay in touch

Your feedback is vital to us.

Teams SMB Discussion Space



<https://aka.ms/TeamsSMBCommunity>

Get the latest updates and join the conversation

Connect with the Teams SMB Product team



<https://aka.ms/ConnectWithTeamsSMB>

Discuss new features and give your feedback directly to the product team on live calls

Connect over social media: **#MicrosoftTeams #SmallBusiness**

Thank you

