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# SMME Clinic Masterclass

## TEAMS | ZOOM | MEET

Carolin Botha

SCA – Computer Software Training & Support

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**SMME CLINIC**  
*Practical Business Remedies*

# Collaboration Tools – Online Communication Tools



2016  
Microsoft Teams

2011

Eric Yuan - Chinese-American businessman

zoom



Google Meet

Google Hangouts Meet - March 2017  
Name changed to Google Meet - April 2020



<b>Feature</b>	<b>Microsoft Teams</b>	<b>Zoom</b>	<b>Google Meet</b>
Integration	Extensive integration with Office 365 apps, over 700 third-party apps	Limited to Zoom Apps, integrates with some third-party apps	Good integration with Google Workspace apps and selected third-party services
Storage Limits	1 TB per organization + 10 GB per license	1 GB cloud recording (Pro plan)	15 GB per user (across all Google services)
Security Features	Advanced security compliance, end-to-end encryption, multi-factor authentication	End-to-end encryption, password-protected meetings, user authentication	End-to-end encryption, two-factor authentication, anti-abuse features

<b>Feature</b>	<b>Microsoft Teams</b>	<b>Zoom</b>	<b>Google Meet</b>
Collaboration Tools	Comprehensive: chat, file sharing, co-authoring documents, planning tools, task management	Chat, file sharing (during meetings), whiteboard	Chat, file sharing, Google Jamboard for drawing
Meeting Capacity	Up to 10,000 view-only participants, 1,000 active participants	Up to 1,000 participants	Up to 250 participants

<b>Feature</b>	<b>Microsoft Teams</b>	<b>Zoom</b>	<b>Google Meet</b>
Video Conferencing Features	Background blur, custom backgrounds, Together mode, breakout rooms	Virtual backgrounds, breakout rooms, touch-up appearance	Virtual backgrounds, noise cancellation
File Sharing & Collaboration	Direct integration with SharePoint for file storage and collaboration, co-authoring in real time	In-meeting file sharing, integrates with third-party storage solutions	Seamless integration with Google Drive, real-time document collaboration

Imagine Sarah runs a small marketing business with 5 people working from different places. They used WhatsApp for quick chats, email for official messages, Google Meet for meetings, and Dropbox for sharing work files. But this mix of tools made things messy. Important chats got lost, sharing big files was tough, and organizing meetings was confusing.

Then, a small mistake happened during a big job because a team member's important advice got missed in too many emails.

This showed Sarah that their way of working wasn't working well.

Sarah needed a simpler way to bring her **team's work and talks** into one place.

That's where Microsoft Teams comes in. **It promised to make working together easy again, even though everyone was in different places, without switching between lots of different apps**

Marketing  
Business  
Peter = Jhb

Quick chats  
**WhatsApp**

Marketing Business  
Thomas = Bloemfontein

Share documents  
**DropBox**

Marketing  
Business  
Sarah = CEO

Meet  
**Zoom**

Marketing  
Business  
William = Nelspruit



Marketing Business  
Cathy = Cape Town

Formal communication  
**Outlook Emails (& attachments)**





Microsoft Teams





# Analogy

Imagine planning a project as if you were planning a group vacation. With Teams, it's like having your **itinerary, travel guides, group chat, and photo album all in one APP**, unlike Zoom or Google Meet, where you might need separate apps for each.



# Teams = Zoom?

**Integration with MS 365:** already using MS 365, Teams integrates seamlessly. It's like having an all-in-one office suite with chat and video capabilities.

**Better Collaboration:** Teams allows more in-depth collaboration with features like file sharing, real-time co-editing, and easy access to SharePoint, OneNote, and Planner.

**Advanced Security:** Microsoft's strong security measures can be a big plus, especially for sensitive business data.

**Cost-Effectiveness:** paying for MS365, they already have Teams. This could save money compared to a separate Zoom subscription.



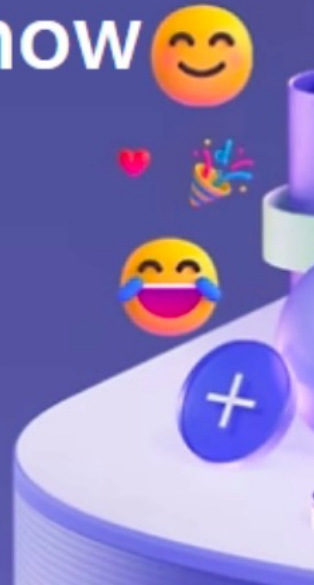
## DOWNLOAD NEW TEAMS

<https://www.microsoft.com/en-za/microsoft-teams/download-app>

# The new Microsoft Teams is now generally available

Collaborate more effectively with a faster, simpler,  
smarter and more flexible Teams.

Download app for desktop





New Teams

Search

### Chat

Activity

Chat

Team

**Ray Tanaka** 1:40 PM  
Louisa will send the initial list of atts...

**Beth Davis** 1:43 PM  
Thanks, that would be nice.

**Kay Miwa** Yesterday  
Reviewed with the client on Tuesday. They're...

**Kays, Eric, +2** 12:00 PM  
would be great to sync with you @ 9 a.m.

**Bergman** 1:20 PM  
checked available times yet. But f...

**Weekend Escape** Chat Files +

It would be great to sync with you soon to have a quick run through before tomorrow.

This is great progress, if you both can set something up with me to review when you feel you are in a good place for feedback, I have a free slot tomorrow morning.

**Babak Shammai** 1:12 PM

**Daniela** I can help you with the deck today. I've completed the initial costings for spring.

I can help you with the rollout plan for EMEA as I've been working closely this week with the local marketing team to get the timings from the external AD agency and media buying team.

1:30 PM

That would be a great help, I will call you to discuss at 12.

I've made a start with APAC and LATAM, now I'm just running through the plan for US.

🕶️🕶️

**Babak Shammai** 1:58 PM

That's great. I will collate all the materials from the media agency for buying locations, football verses media costs. I presume the plan is still to look for live locations to bring the campaign to life?

The goal is still for each local marketing team to be able to target audience segments

I asked the client to send her feedback by EOD. Sound good Daniela? 🍌

type a new message

**Weekend escape**

People (3) See all

Options

- Mute
- Copy link to chat
- Manage apps
- Leave



# PERFORMANCE BENCHMARKING

“The new Microsoft Teams is a lot faster than classic Teams. Navigating and moving between chats, channels and joining meetings has improved a lot. It gives a more stable feel and I look forward to the evolution of it.”

— David Konrad Abramowski  
Aurtande

Lead Employee Engagement & Hybrid Work  
Digital Workplace, Orkla IT

Up to  
**2X**

faster

- 3X faster **installation**
- 2X faster **app launch**
- 2X faster to **join meetings**
- 1.7X faster **chat and channel switching**

Up to  
**50%**



fewer resources used

- 50% less **memory** used
- 70% less **disk space** used



# New meeting choices

 Meet now

 New meeting 

 Schedule meeting

Templates

**Webinar**

Host interactive event with registration

**Town hall**

Produce event for large audience

**Virtual appointment**

Guests join on web and enter via tailored lobby


**Controlled-content meeting**

Apply extra meeting content controls



<b>Feature/Use Case</b>	<b>Webinar</b>	<b>Town Hall</b>	<b>Virtual Appointment</b>	<b>Controlled Content Meeting</b>
Audience Size	Large, up to thousands	Very large, thousands	Small, typically one-on-one	Varies, often small to medium
Interactivity	Q&A, Polls, Chat	Q&A, Live Reactions, Polls	High, personal interaction	Limited by role
Best For	Educational sessions, product demos	Company-wide updates, Q&A	Consultations, customer support	Training, focused discussions
Registration & Tracking	Yes, with analytics	Limited, mainly live view count	Yes, integrated with Bookings	Not typically needed
Personalized Engagement	Limited to Q&A and polls	Encouraged through Q&A	High, with dedicated slots	Depends on meeting setup
Content Control	Standard, presenter-focused	Standard, open forum	Not applicable	High, role-based access
Post-Event Access	On-demand access to recordings	On-demand access to recordings	Depends on policy	Depends on policy
Security & Compliance	High, with attendee management	High, with broad access	High, with private sessions	High, customizable per role



 Save

 Manage apps

 Meeting options



## You're setting up a webinar



First, fill in the details and customise your registration and theming. When you're ready, publish the event site and share the link so people can register to attend.

[Get help with webinars](#)

### Basic info

Title \*

Webinar



Start date

14/03/2024

End date

03:30



14/03/2024

04:00



30m





## Event group

They'll receive invites when you save the event.

Organiser: ⓘ



Carolin Botha

Co-organisers: ⓘ

Add people to help organise the event

Presenters from your org: ⓘ

Add people from your org to speak at your event

Add external presenters

## Event access



Your organisation

Only people within your company can view the event page and register.



Public

Anyone on the internet can view the event page and register.



## Meeting options

Who can bypass the lobby? ⓘ

People who were invited



People dialing in can bypass the lobby



Attendees with a registration link can bypass the lobby ⓘ



Reject anyone who can't bypass the lobby ⓘ



Announce when people dialing in join or leave ⓘ



Choose co-organizers:

To assign a role to a participant, invite them to the meeting individually.

Allow mic for attendees ⓘ



Allow camera for attendees ⓘ





Activity



Chat



Calls



Apps



Teams



OneDrive



Files



Calendar



# TEAMS tab - Microsoft Teams



Teams

The Teams tab in Microsoft Teams is pretty useful, especially for someone like you who's into boosting skills and working with different clients. It's where all your teams are listed – think of **each team like a group for a project or a specific client.**

Inside each team, you can have channels for different topics or tasks. This setup is great for organizing conversations, files, and meetings, making it easier to manage and collaborate on various aspects of your business. Plus, it helps keep things neat and **accessible for both you and your clients.**



# TEAMS channels



Teams

Channels in Microsoft Teams are **sub-sections within a team**.

They're like dedicated spaces for specific topics, projects, or departments. For someone running a business like yours, they're super handy for organizing discussions and files. For example, in a team named "SCA Training," you could have channels like "Marketing," "Course Development," and "Client Feedback." **Each channel has its own chats, files, and tools, so everything related to a topic stays together.** This makes it easier for you and your clients to find info, collaborate, and keep track of different aspects of your projects. It's all about staying organised and efficient.



# Example 1

**Team:** Marketing Department

**Channel:** Campaigns

**Channel:** Social Media

**Channel:** Content Creation

**Channel:** Events

# Example 2

**Team:** Educational Institution

**Channel:** Curriculum Development

**Channel:** Student Engagement

**Channel:** Staff Training

**Channel:** IT Support

# Example 3

**Team: Fitness Studio**

**Channel: Class Schedule**

**Channel: Membership Engagement**

**Channel: Health & Wellness Resources**

**Channel: IT Support**



# Example 4

**Team: Consulting Firm**

**Channel: Client Projects**

**Channel: Market Research**

**Channel: Professional Development**

**Channel: Business Strategy**

# Example 5

**Team: Project or Business name**

**Channel: Client 1**

**Channel: Client 2**

**Channel: Client 3**

**Channel: Client 4**

## Create a team from a template

Skip the setup and use a template to get your team engaged quickly.



### From scratch

We'll help you create a basic team.



### Manage a Project

General

Co-ordinate your project.



### Manage an Event

General

Improve your event management and collaboration.



### Onboard Employees

General

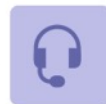
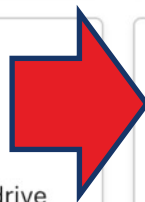
Create a central experience to onboard employees.



### Adopt Office 365

General

Create a Champion community to drive adoption.



### Organise Help Desk

General

Bring resources together to build your help desk.



## < Create team

- From template
- From another team
- From group


[What's a team?](#)

## Create a team from a template








### Organise Help Desk

Collaborate on documentation, policy, and processes that support your help desk. Integrate your existing ticketing system or use our template to manage requests.

#### 3 channels

- General
- Announcements 
- FAQ

#### 7 apps

-  Issue reporting
- ∨  Lists
  - Devices
  - Tickets
-  OneNote
- ∨  SharePoint Pages
  - Our Site
  - FAQs
-  Tasks by Planner and To Do
-  Wiki
-  Workflows



## What kind of team will this be?



### Privacy



#### **Private**

People need permission to join



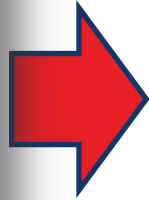
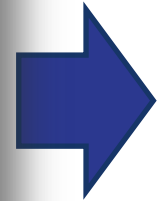
#### **Public**

Anyone in your org can join



#### **Org-wide**

Everyone in your organisation automatically joins



## PRIVATE TEAMS

Private teams are **invite-only** groups. This means that to join a private team, you must be invited by the team owner or request to join and be approved by the owner. These teams are ideal for projects or discussions that **require confidentiality** or are relevant **only to specific members** of the organisation.

**Example:** Let's say you're working on a **new product launch**, and the project involves **sensitive information** that only **certain departments or team members** should access. You would create a private team and invite only those individuals directly involved in the project. This way, you can ensure that discussions, files, and any collaboration remain confidential and focused.



## PUBLIC TEAMS

Public teams are open to **anyone within** your organisation. Any employee can find these teams by **searching for them within Microsoft Teams** and can join **without needing approval** from the team owners. Public teams are suitable for broader topics of interest where open participation is encouraged.

**Example:** Consider a public team named "Tech Innovations". It's a space where employees across the organisation can **share and discuss** the latest technology trends, tools, and resources. Since the **topic is of general interest** and doesn't require **confidentiality**, making the team public allows for a wider range of ideas and participation from all corners of the organisation.



## ORG-WIDE TEAMS

Org-wide teams **automatically include every user** in your organisation as a member. These teams are best used for broad communication and announcements that are relevant to everyone. Only global admins can create org-wide teams, and they're particularly useful in smaller to medium-sized organisations.

**Example:** A perfect use case for an org-wide team is the "**Company Announcements**" team. Here, top-level management can **post updates, news, and information relevant** to the **entire company**. Since every employee is automatically added to the team, it ensures that important communications are received by everyone, fostering transparency and inclusiveness within the organisation.







Activity



Chat



Calls



Apps



Teams



OneDrive



Files



Calendar



# ACTIVITY tab - Microsoft Teams

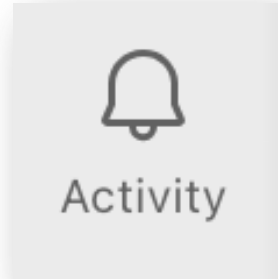
The "Activity" tab in Microsoft Teams is like a **personalised news feed**. It shows you a summary of everything happening in your teams and channels.

**Notifications:** See alerts for @mentions, replies, likes, and more.

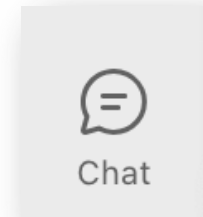
**Filtering:** Narrow down to specific types of updates (like mentions only).

**Catch up quickly:** Easily see what you missed since your last login.

It's super handy for staying updated without getting lost in all the conversations and channels. Helps especially when you're **managing multiple teams or projects**.



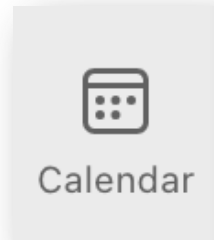
# CHAT tab - Microsoft Teams



The chat feature in Microsoft Teams is handy for quick, **informal conversations** with your team or clients. It's like **text messaging** but within Teams. You can use it for one-on-one chats or group discussions. Great for quick questions, sharing updates, or even sending files. Plus, it keeps all your **communication in one place**, which is super useful for tracking project conversations or client interactions. Helps keep things **organised and easy to find later.**



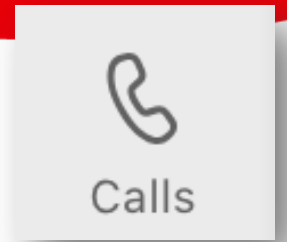
# CALENDAR tab - Microsoft Teams



The Calendar tab in Microsoft Teams is super handy for **managing meetings and events**. It **syncs** with your **Outlook calendar**, so you see all your appointments in one place. You can schedule new meetings, join calls directly, and even **see when your team is available**. It's a great tool for keeping your schedule organised and making sure everyone's on the same page for meetings.



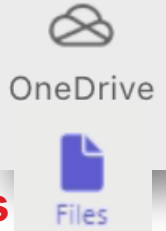
# CALLS tab - Microsoft Teams



The CALLS tab in Microsoft Teams is pretty handy, to juggle a lot of communication. It's where you can **make and receive calls, access voicemail, and view your call history**. It's like a **mini phone inside Teams**, making it easier to manage calls without leaving the APP. This could be great for you when working with clients or coordinating with other entrepreneurs. Plus, it keeps **everything in one place** – less hassle, more efficiency.



# FILES ONEDRIVE tab - Microsoft Teams



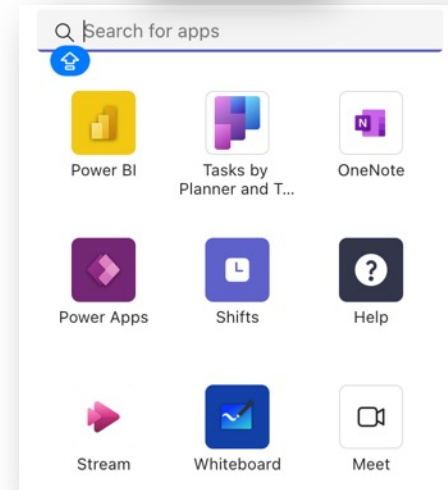
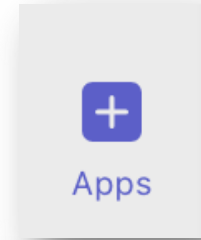
The Files/OneDrive tab in Microsoft Teams is super handy. It lets you **access your OneDrive files directly from Teams**. So, you don't need to switch apps to share or work on your documents. You can **view, share, and collaborate** on files stored in OneDrive right within Teams. It's great for teamwork and keeping everything in one place. Plus, you **can work on files together in real-time**, which is a big plus for collaboration, especially in your line of work with training and supporting clients.



# APPS tab - Microsoft Teams

The APPS tab in Microsoft Teams is a place where you can **find, manage, and add** APPSs that enhance your Teams experience.

These APPS can range from **productivity tools, integrations with other software, custom bots**, and more. They're designed to help with various tasks like managing projects, automating workflows, or even just adding fun elements to your chats. By adding APPS to Teams, you **can streamline your workflow** and keep all your tools in **one place**, making it easier to collaborate and stay organised.



# APPS by Microsoft

## Built by Microsoft

Filter



### Avatars

Microsoft Corporation

Add

Avatars for Microsoft Teams

★ 3.8 (437 ratings)



### Forms

Microsoft Corporation

Add

Easily create surveys, quizzes and polls

★ 3.5 (64 ratings)

Productivity Utilities



### Tasks by Planner and To...

Microsoft Corporation

Open

Stay organised across all your team and i...

★ 4.0 (3867 ratings)

Productivity Project management



### Workflows

Microsoft Corporation

Open

Be more productive with Microsoft Power...

★ 4.1 (462 ratings)

Workflow & business management Productivity



### Channel calendar

Microsoft Corporation

Add

Add a channel calendar

★ 1.9 (21 ratings)

Productivity



### SharePoint

Microsoft Corporation

Add

View pages and collaborate with lists.

★ 3.6 (5 ratings)

Content management Productivity





# APPS by Microsoft



## Power Apps

Microsoft Corporation

Open

Connect your team with the data they us...

★ 4.1 (251 ratings)

Developer tools



## M365 Chat

Microsoft Corporation

Add

Your copilot for work

★ 4.0 (98 ratings)



## Approvals

Microsoft Corporation

Open

Send, receive, manage, and share approv...

★ 4.4 (7437 ratings)

Productivity



## Viva Connections

Microsoft Corporation

Open

Your gateway to a modern employee exp...

★ 4.2 (4008 ratings)

Productivity



## Lists

Microsoft

Add

Bring Lists into your channel

★ 2.5 (4 ratings)

Content management Productivity



## OneNote

Microsoft Corporation

Open

Use OneNote to collaborate on digital not...

★ 4.1 (2098 ratings)

Content management Files & documents



# Device settings - Noise

Noise suppression removes background sounds that your mic may pick up. Choose the level that best meets your needs.

## Noise suppression

Choose Low if you want others to hear music. [Learn more](#)

Auto (default)

**Auto (default)**

High

Low

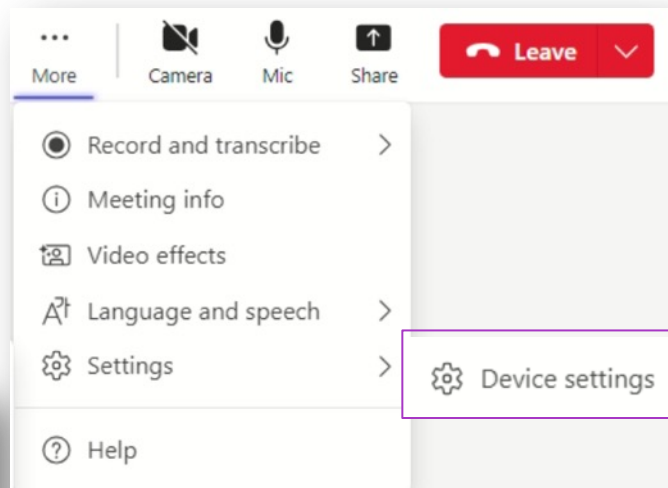
Off

## Microphone (Realtek High )

Voices will sound like they're coming from where each person is positioned on your screen. Not yet available with wireless headphones.

## Spatial audio

More natural, immersive sound. [Learn more](#)



The screenshot shows a meeting control bar with icons for More, Camera, Mic, and Share, and a red Leave button. A settings menu is open, listing options: Record and transcribe, Meeting info, Video effects, Language and speech, Settings, and Help. The Settings option is highlighted with a purple box, and a sub-menu for Device settings is visible to its right.



# Meeting options

**Meeting options** ×

Who can bypass the lobby? ⓘ

People in my org and guests ▾

People dialing in can bypass the lobby

Announce when people dialing in join or leave ⓘ

Choose co-organizers:

To assign a role to a participant, invite them to the meeting individually. [Learn more](#)

Who can present

Everyone ▾

Allow mic for attendees ⓘ

Allow camera for attendees ⓘ

Record automatically

Q&A

Allow reactions

Provide CART Captions


Enable Green room

Allow attendance report

More | Camera | Mic | Share | Leave ▾

Record and transcribe >

Meeting info ⓘ

Video effects  Meeting options

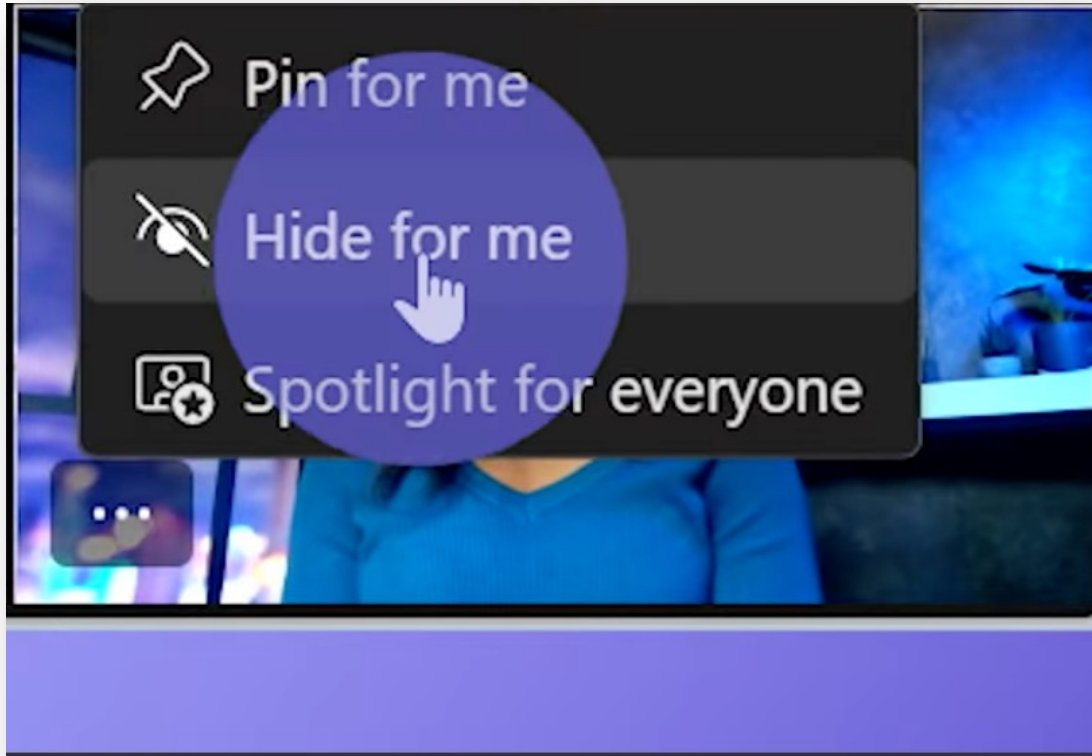
Language and speech ⤵

Settings ⤵

Help ⓘ



# Eliminate distractions



**Others can  
still see you**

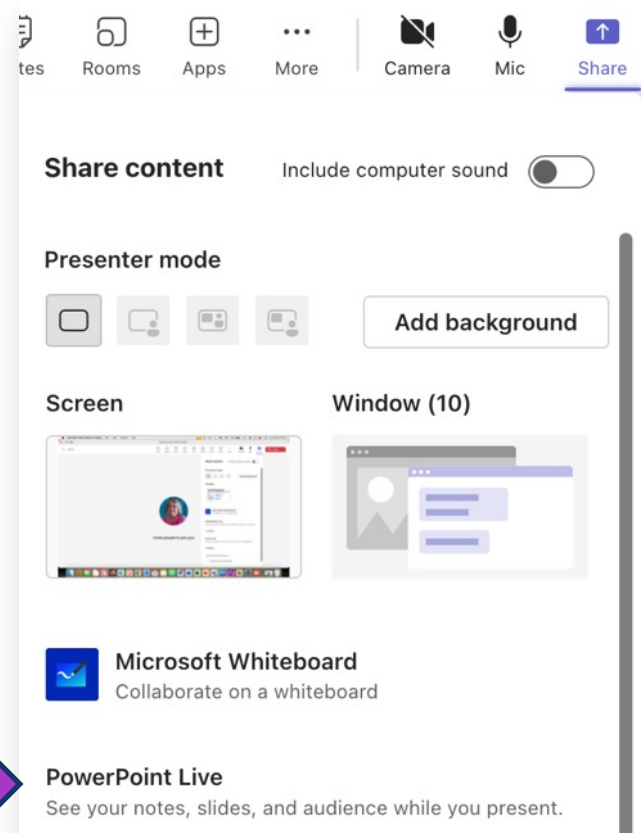
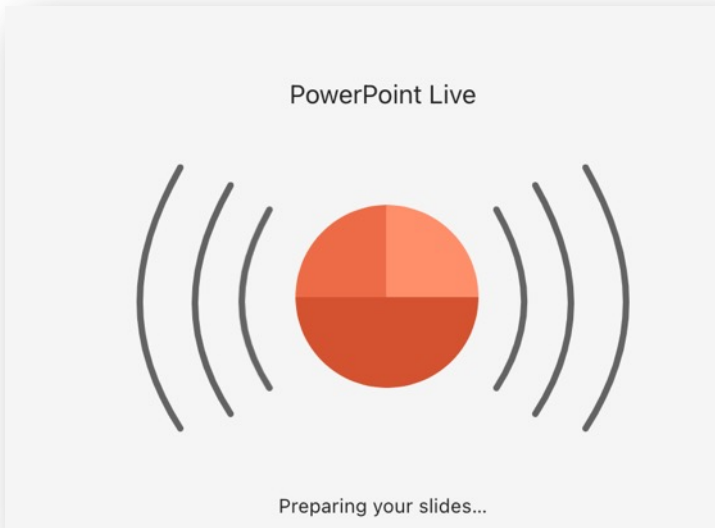


# PowerPoint live

Presenting in PowerPoint

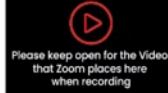
with the

connection and collaborations of Teams meeting



# PowerPoint live

## Real-life Scenario

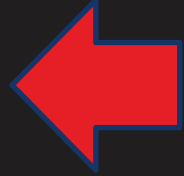


Imagine planning a project as if you were planning a group vacation. With Teams, it's like having your **itinerary, travel guides, group chat, and photo album all in one APP**, unlike Zoom or Google Meet, where you might need separate apps for each.



planning a project  
group vacation = friends

Itinerary = CALENDAR  
travel guides = FILES  
group chat = WHATSAPP  
photo album = FILES



NONE - Zoom  
A^ A^



### Microsoft Teams (more than Zoom and Google Meet?)

Teams transforms the way we collaborate. It brings all your communication, files, and teamwork into one place. Let your teams stay organized and have conversations all in one place.

### Collaboration Tools - Online Communication Tools



Imagine Sarah runs a small marketing business with 3 people working from different places. They need flexibility for quick checks, email for official messages, Google Meet for meetings, and Dropbox for sharing work files. So far, not too bad. But then, important clients get one change to files and bugs, and organizing everything was confusing. Then, a small mistake happened during a big job because a team member's important advice got missed in too many emails. This showed Sarah that their way of working wasn't working well. Sarah needed a simpler way to bring her **tools, notes, and files** into one place. That's where Microsoft Teams comes in. **Microsoft Teams makes everything easier, safer, and more secure. Microsoft Teams is a collaboration solution that brings all your work into one place.**

### Teams = Zoom?

**Integration with Office 365:** already using Office 365, Teams integrates seamlessly. It's like having an all-in-one office suite with chat and video capabilities.  
**Better Collaboration:** Teams allows more in-depth collaboration with features like file sharing, real-time co-editing, and easy access to SharePoint, OneNote, and Planner.  
**Advanced Security:** Microsoft's strong security measures can be a big plus, especially for sensitive business data.  
**Cost Effectiveness:** going for Office 365, they already have Teams, could save money compared to a separate Zoom subscription.

### Real-life S

Imagine plann  
vacation. With T  
guides, group  
unlike Zoom or  
separate apps f



# PowerPoint live - control buttons



Stop sharing



Layout



Private view



Pop out



Stop sharing



Layout



Private view



Pop out

Content only



# PowerPoint live - control buttons



Stop sharing



Layout



Private view



Pop out



Stop sharing



Layout



Private view



Pop out



Chat



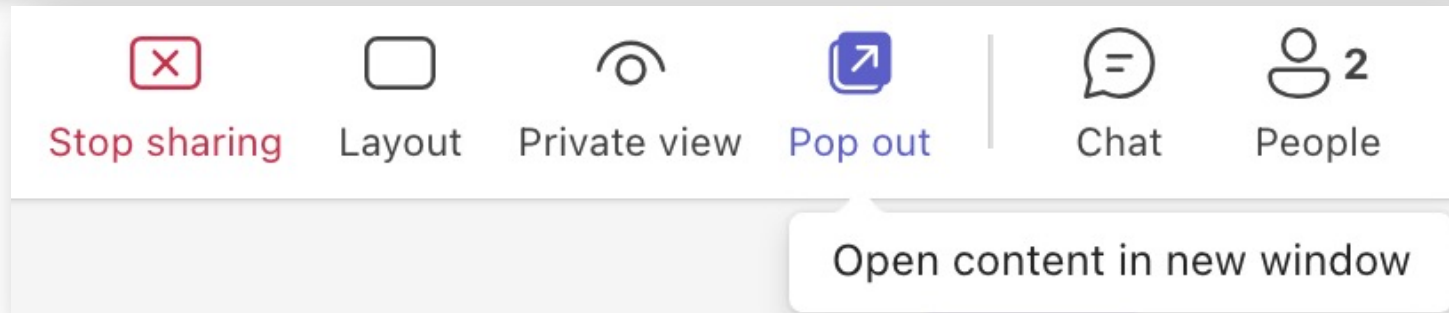
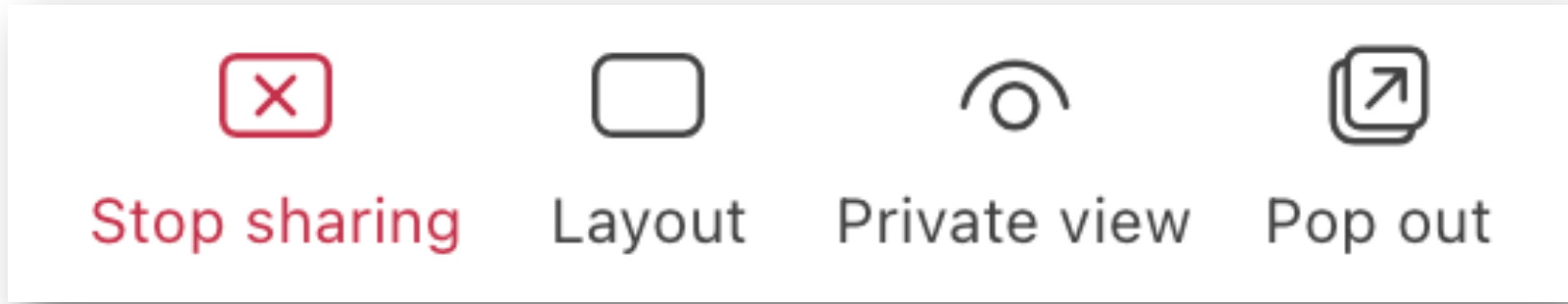
People

Prevent participants from moving through shared presentation on their own

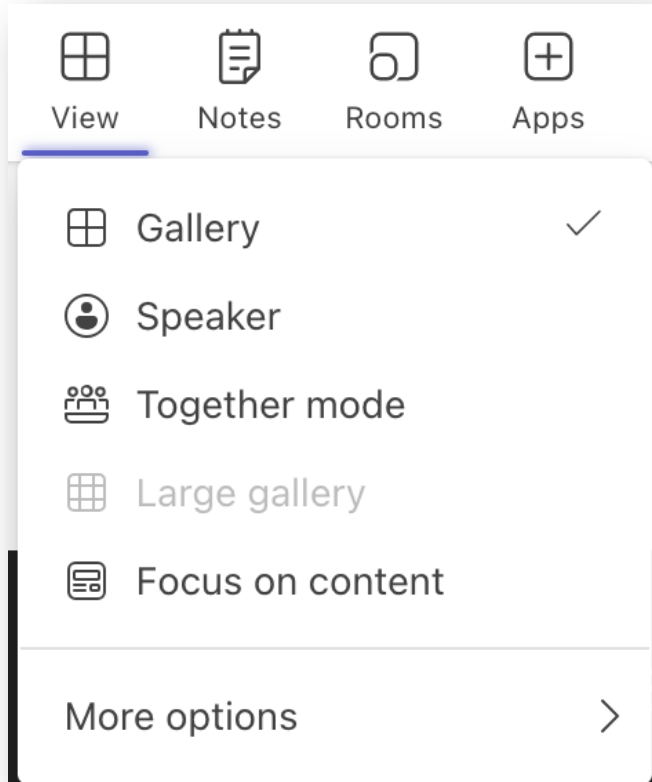




# PowerPoint live - control buttons



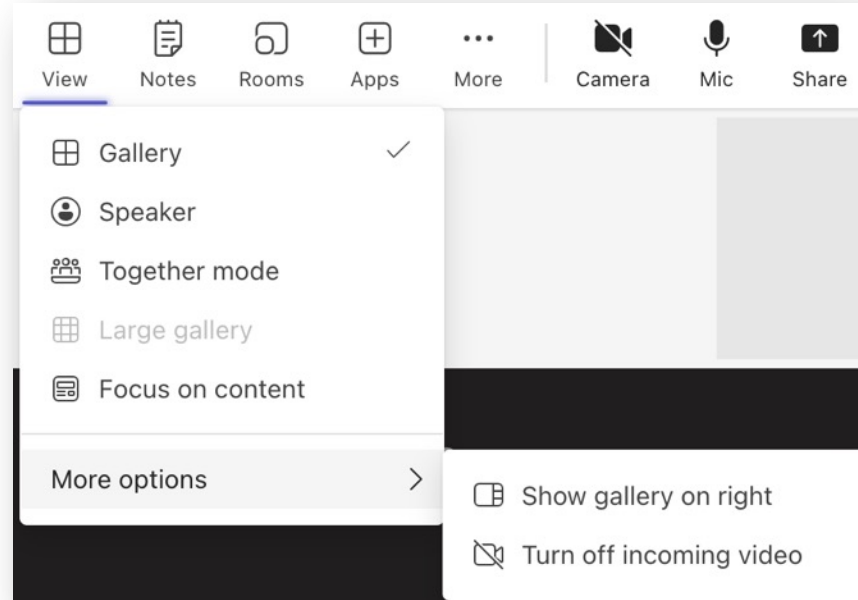
# PowerPoint live - VIEW



A screenshot of the PowerPoint live interface showing the 'View' menu. The menu is open, displaying several options: Gallery (checked), Speaker, Together mode, Large gallery, Focus on content, and More options (with a right arrow). The 'View' tab is selected in the top navigation bar.

- View
- Notes
- Rooms
- Apps

- Gallery ✓
- Speaker
- Together mode
- Large gallery
- Focus on content
- More options >



A screenshot of the PowerPoint live interface showing the 'View' menu. The menu is open, displaying several options: Gallery (checked), Speaker, Together mode, Large gallery, Focus on content, More options (with a right arrow), Show gallery on right, and Turn off incoming video. The 'View' tab is selected in the top navigation bar. The 'More' menu is also visible, showing Camera, Mic, and Share options.

- View
- Notes
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- More
- Camera
- Mic
- Share

- Gallery ✓
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- More options >
- Show gallery on right
- Turn off incoming video



## Settings

- General
- Accounts and o
- Privacy
- Notifications an
- Appearance and

- Files and links
- App permission
- Calls
- Captions and tra

**Devices**

Recognition

## Devices

### Video Settings

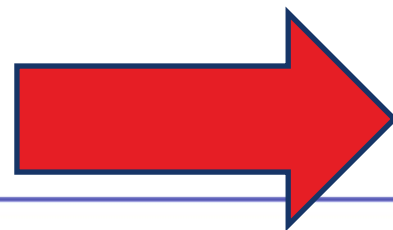
Camera

FaceTime HD Camera (Built-in) ▾

Adjust brightness ⓘ



Soft focus ⓘ



Green Screen ⓘ



# TEAMS resources

## WATCH YOUTUBE

<https://youtu.be/ymJXLCzdzcw?si=yyqpyUsnq0RIVk2l>

## JOIN THE YOUTUBE CHANNEL

<https://www.youtube.com/@MicrosoftTeams>

## MUST READ

<https://adoption.microsoft.com/en-us/not-your-average-meeting/>

[Announcing general availability of the new Microsoft Teams app for Windows and Mac - Microsoft Community Hub](#)

<https://support.microsoft.com/en-us/office/switch-to-the-new-microsoft-teams-2d4a0c96-fa52-43f8-a006-4bfbc62cf6c5>



# Microsoft Teams help & learning

How can we help you?



Meetings



Chat



Notifications & settings



Teams & channels



Calls & devices



Files



Troubleshoot

<https://support.microsoft.com/en-us/teams>

<https://support.microsoft.com/en-us/office/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7>



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