



E-book



Introducing the new Microsoft Teams

A guide for Champions, trainers, IT pros, tenant admins, and the Help Desk

Have a Great Day!

WorkMagic



The new Microsoft Teams

The new Teams is reimagined from the ground up for a faster, simpler, and more flexible experience.

Faster

The app will be up to twice as fast while consuming up to 50% fewer resources

Simpler

A more polished, responsive UX that's easier to navigate and get more done

More flexible

Innovations that streamline multiple tenants or accounts, giving you more extensibility and scale

This e-book is meant to help **champions, trainers, IT pros, tenant admins, and the Help Desk** get started with the new Teams and support their end users.



A high-performing, more secure Microsoft Teams

Years of research, benchmarking, and prototypes helped us find the right modern tech to deliver a high-performing Teams app that's also more secure and easier to manage.

In the new Teams, users can switch between apps, respond to chat messages, and join meetings and calls more quickly while using less battery and memory.

Performance enhancements, which embrace open-source code as part of our development commitment, include:

- Improved meeting quality and craft for more efficient meetings
- Partial data model to improve screen rendering

- Expanded infrastructure that helps ensure changes are optimized for performance

We've also made significant **security and manageability enhancements**, including:

- Streamlined app installation through [Microsoft Intune](#) and [MSIX](#) for better installation reliability and reduced network and disk space usage
- Folder installation that can't be changed by users for improved protection
- Hardened security, including Trusted Types and stronger Content Security Policy, that better protects against the latest attacks

Classic Teams	New Teams ¹	Result
AngularJS for web dev framework	React + client data layer	<ul style="list-style-type: none">• 2X faster²• Smaller footprint• Greater support for shareable components• Improved responsiveness
HTML + CSS for custom controls	Fluent UI	<ul style="list-style-type: none">• Standard and custom controls for greater responsiveness
Electron for hosting	WebView2	<ul style="list-style-type: none">• 50% fewer resources consumed²• 50% less memory used²• 70% less disk space used²

[Learn more](#)
[Unlocking the Power of Microsoft Teams: Benefits of the New Architecture](#)

¹Each OS leverages native components. ²Maximum possible performance gains.

In March 2023, an independent benchmarking firm, GigaOm, verified the performance improvements of the new Teams on Windows. These are some of their findings. See the detailed [report](#).

“Teams Preview has been a breath of fresh air when it comes to its reduced system resource usage. Overall, the app feels much snappier than before.”

— Eric Davis
Collaboration Analyst, AdventHealth

Up to
2X
faster

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

50%
fewer resources used

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

The new Teams roadmap

While Microsoft will continue to support classic Teams, all future innovation will come to new Teams only.¹ Here are the major releases coming later this year.

Third-party apps

Line-of-business (LOB) apps

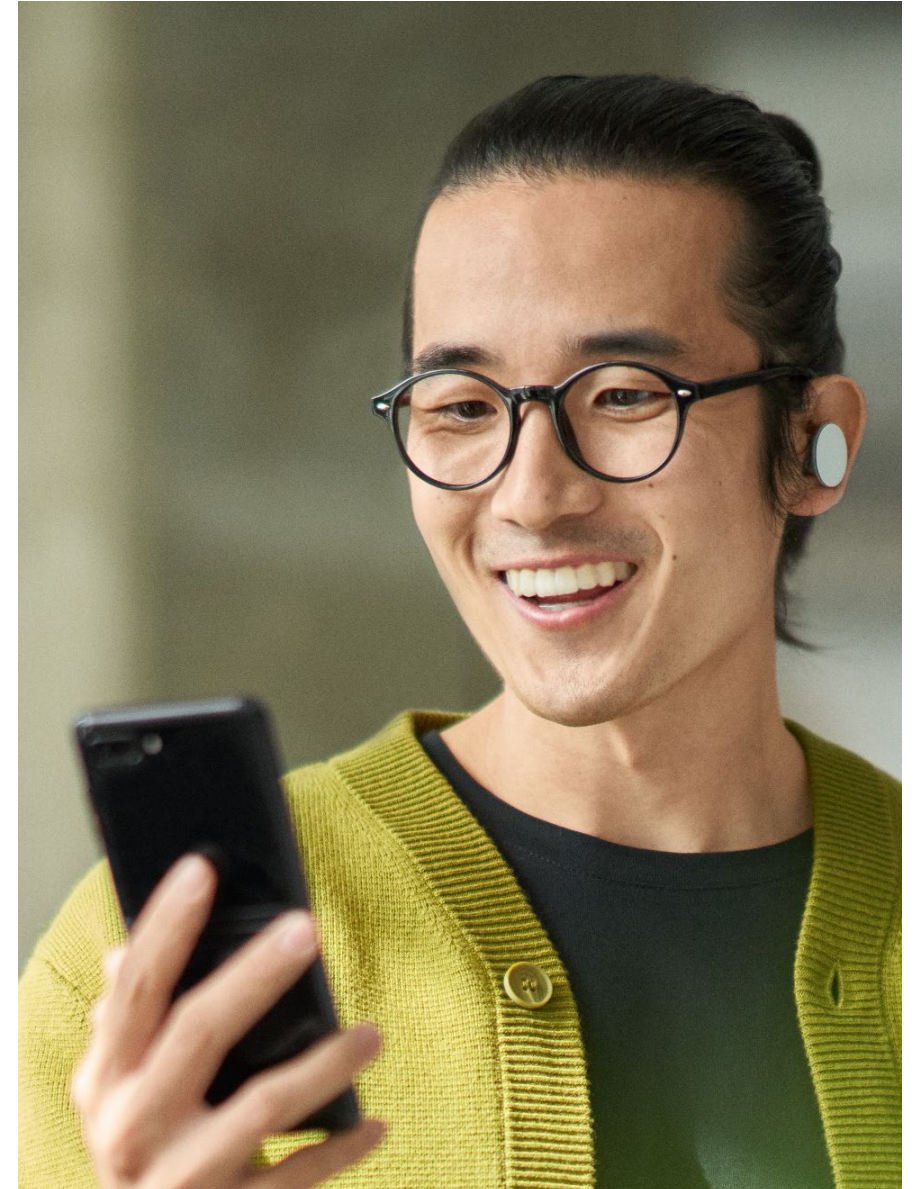
Advanced calling

Advanced meeting

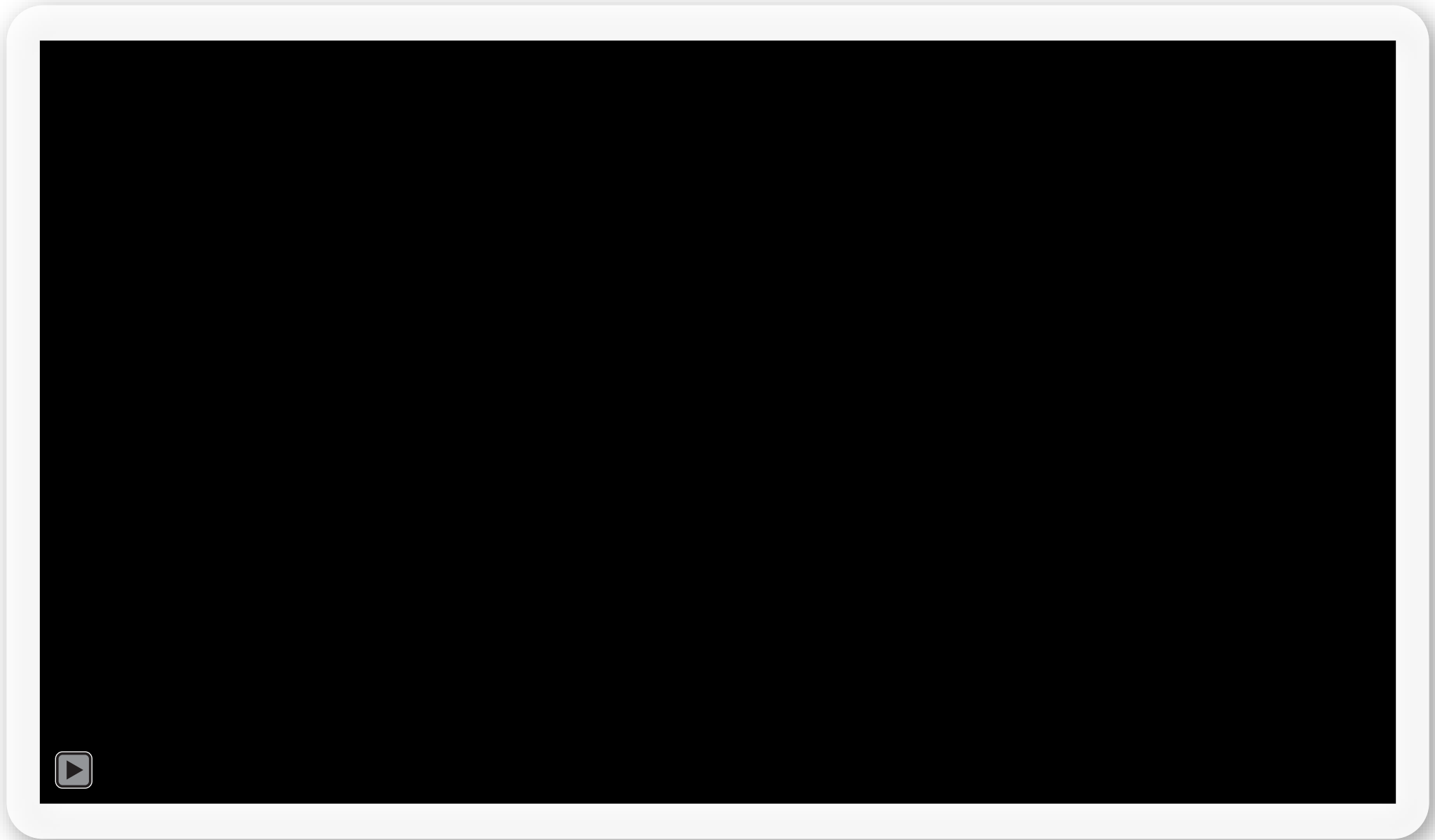
Rollout to Mac, VDI, and web

The best place to track our progress toward feature parity with classic Teams is via the [new Teams page on Microsoft Adoption](#). The page will be updated on a regular basis as we move through preview.

Our roadmap is driven by your feedback. Tell us how we can further improve the new Teams through our [feedback portal](#).



¹Prior innovation commitments for classic Teams will still be honored.





The new Teams for admins

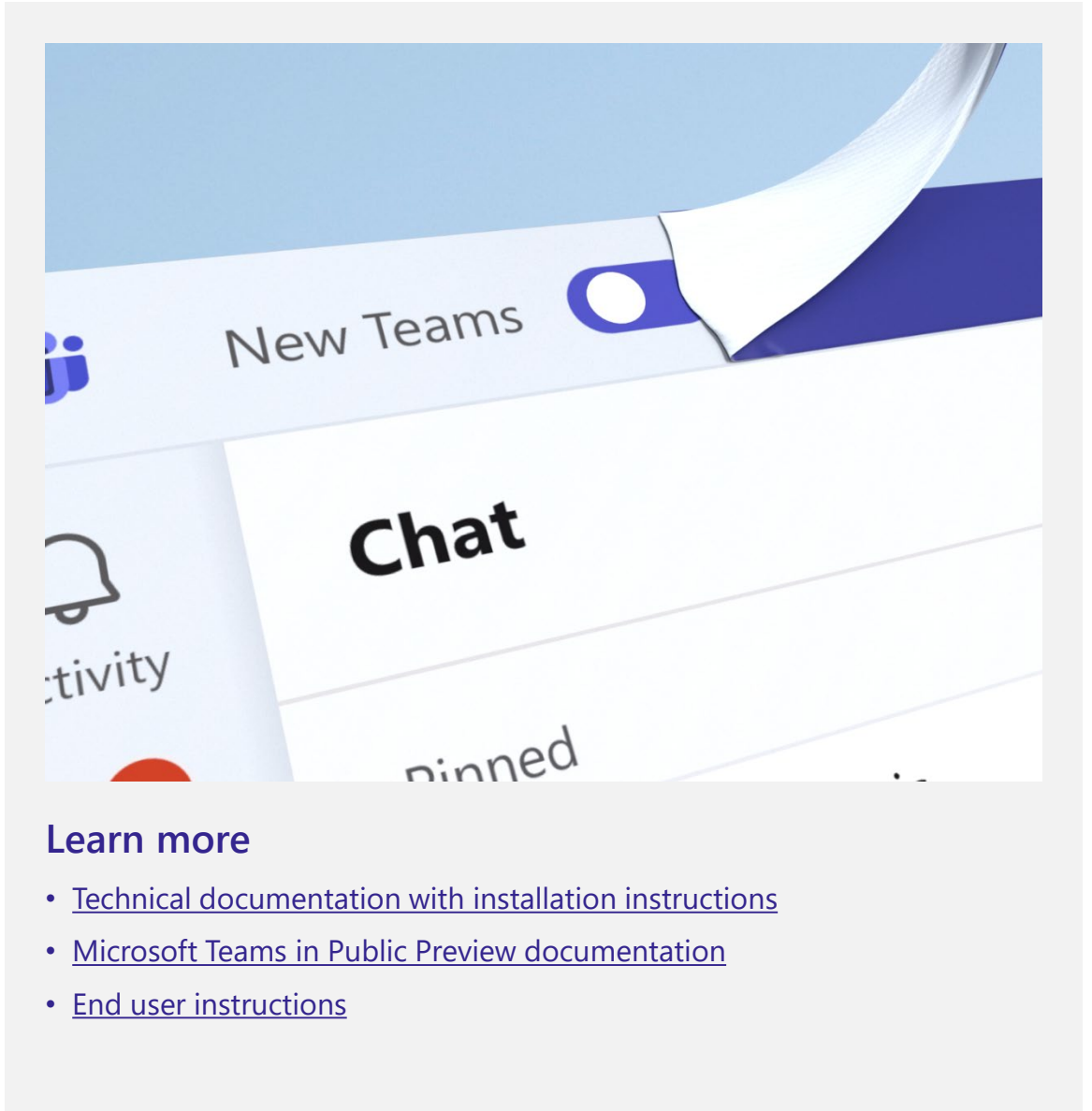
Try the new Teams toggle for admins

Encourage users to switch using the toggle — they can always switch back

The new Teams is a big deal, but switching isn't. Users can easily try it by **flipping the toggle** in the upper-left corner of the app. They can always switch back using the same toggle before the app is enabled by default.

Steps for admins

- 1) Determine the new Teams release type for your org:
 - **Public Preview:** the toggle is available now
 - **Targeted release:** the toggle will be available in April 2023
 - **General availability:** opt in to the new Teams using the [Teams update management policy](#) and select which users should see the toggle
- 2) Promote and educate users about the new Teams and toggle

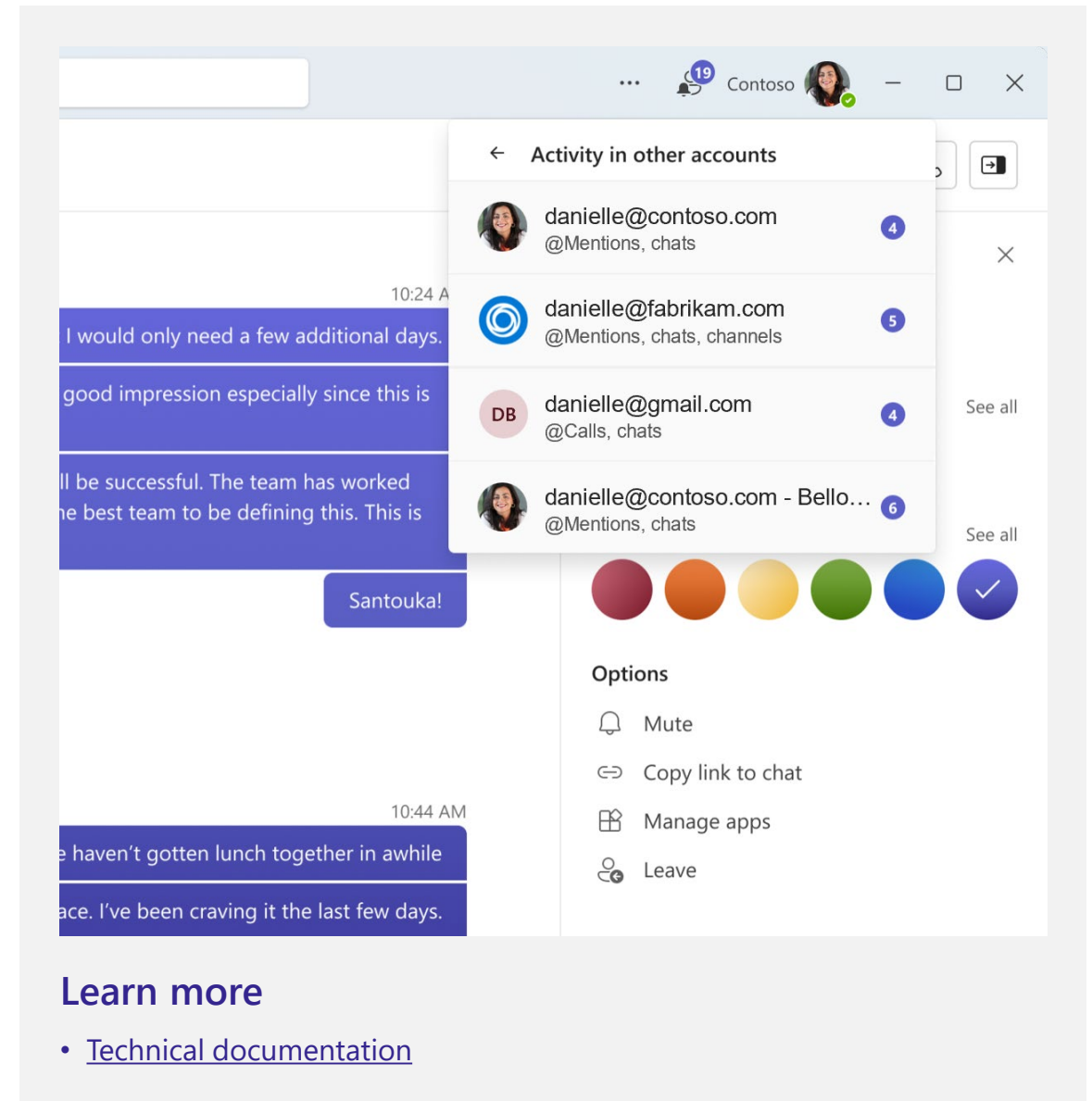


Enable users to access multiple work or school accounts simultaneously

With **Multi-Tenant Multi-Account (MTMA)** support in the new Teams, users can more efficiently sign into multiple work or school accounts (or as a Guest in other organizations) without signing in on multiple web browsers.

Steps for admins

- 1) Review your tenant policies:
 - Guest access
 - External access
- 2) Check out the [feature comparison table](#) for quick reference
- 3) Remind users of these sharing features to ensure secure collaboration



Learn more

- [Technical documentation](#)



The new Teams for Help Desk

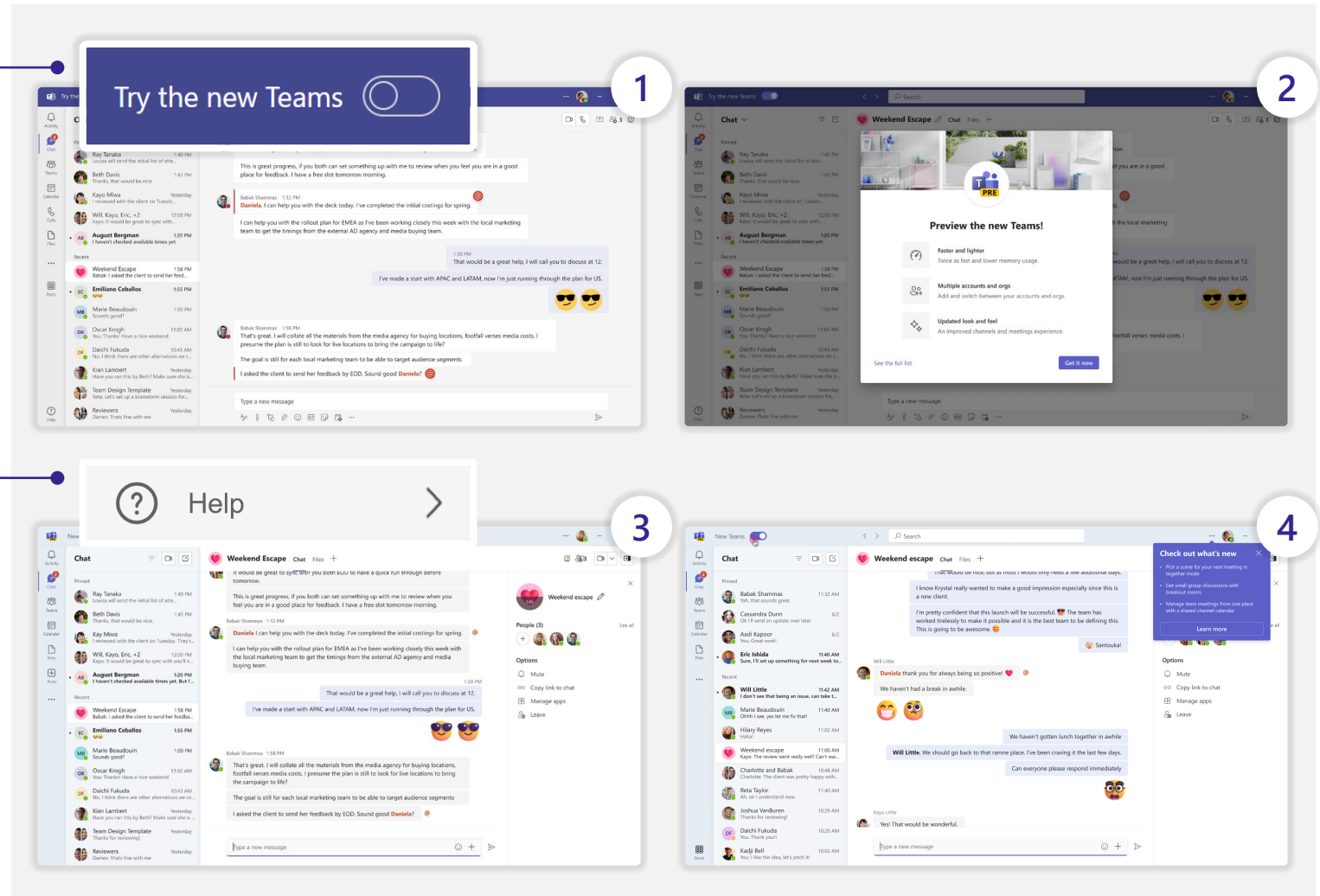
Try the new Teams toggle for Help Desk

Encourage users to switch using the toggle — they can always switch back

- Flip the toggle in the upper-left corner to switch from classic to new Teams. Users can always switch back using the same toggle in the new experience.
- Personalize each account and organization with a color theme to quickly recognize which workspace you're in.

🔔 **Note:** Help has moved! Select **Settings and more** ⋮ next to your profile picture at the top right of the new Teams, then select **Help** > **Suggest a feature** or **Report a problem** to send feedback about how to improve the new Teams experience.

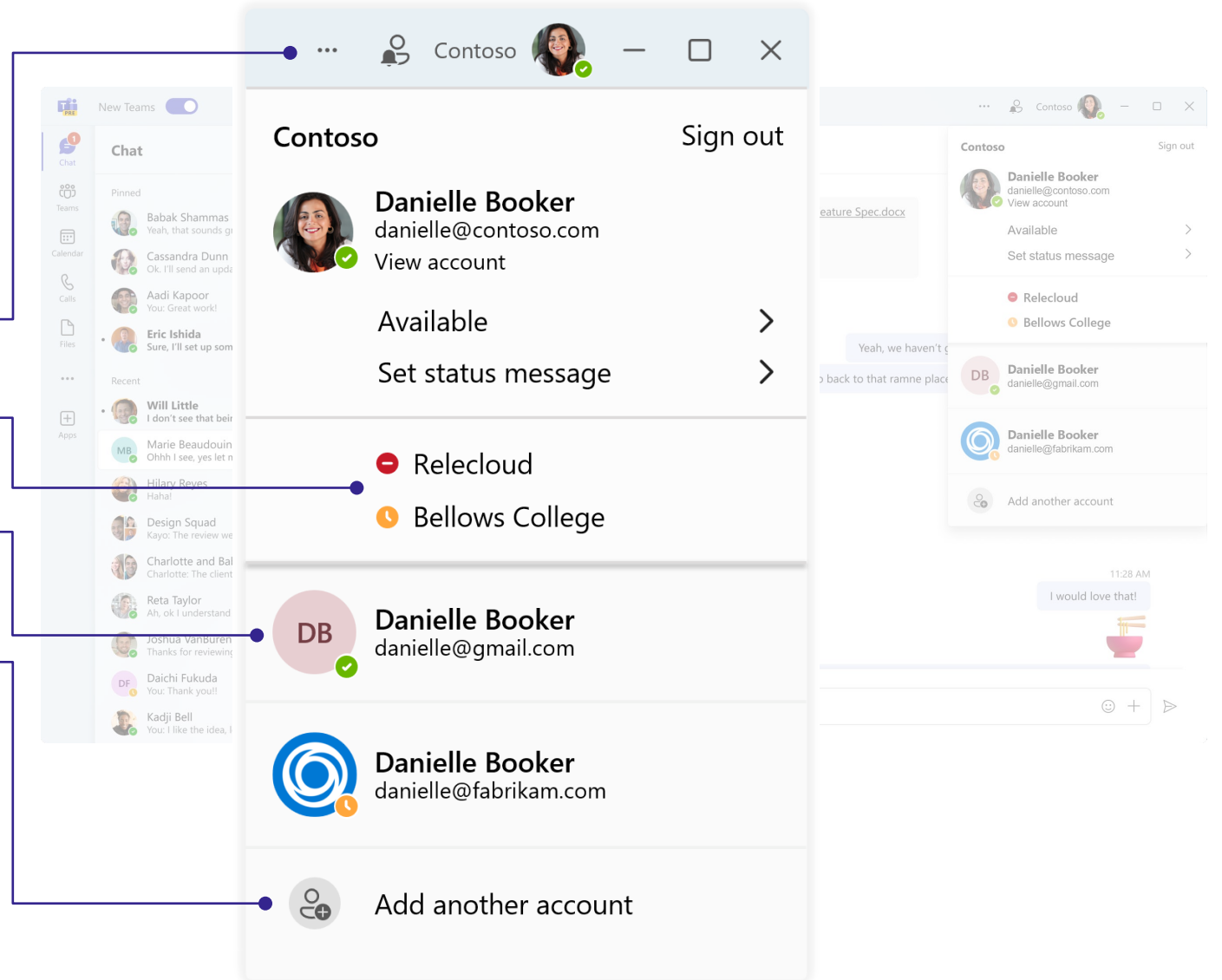
💡 **Pro Tip:** You can always keep classic Teams running in a web browser window for quick and easy access if you find yourself switching frequently.



Multi-Tenant Multi-Account for Help Desk

Users can use their work or school accounts simultaneously, without having to sign out or open a separate browser

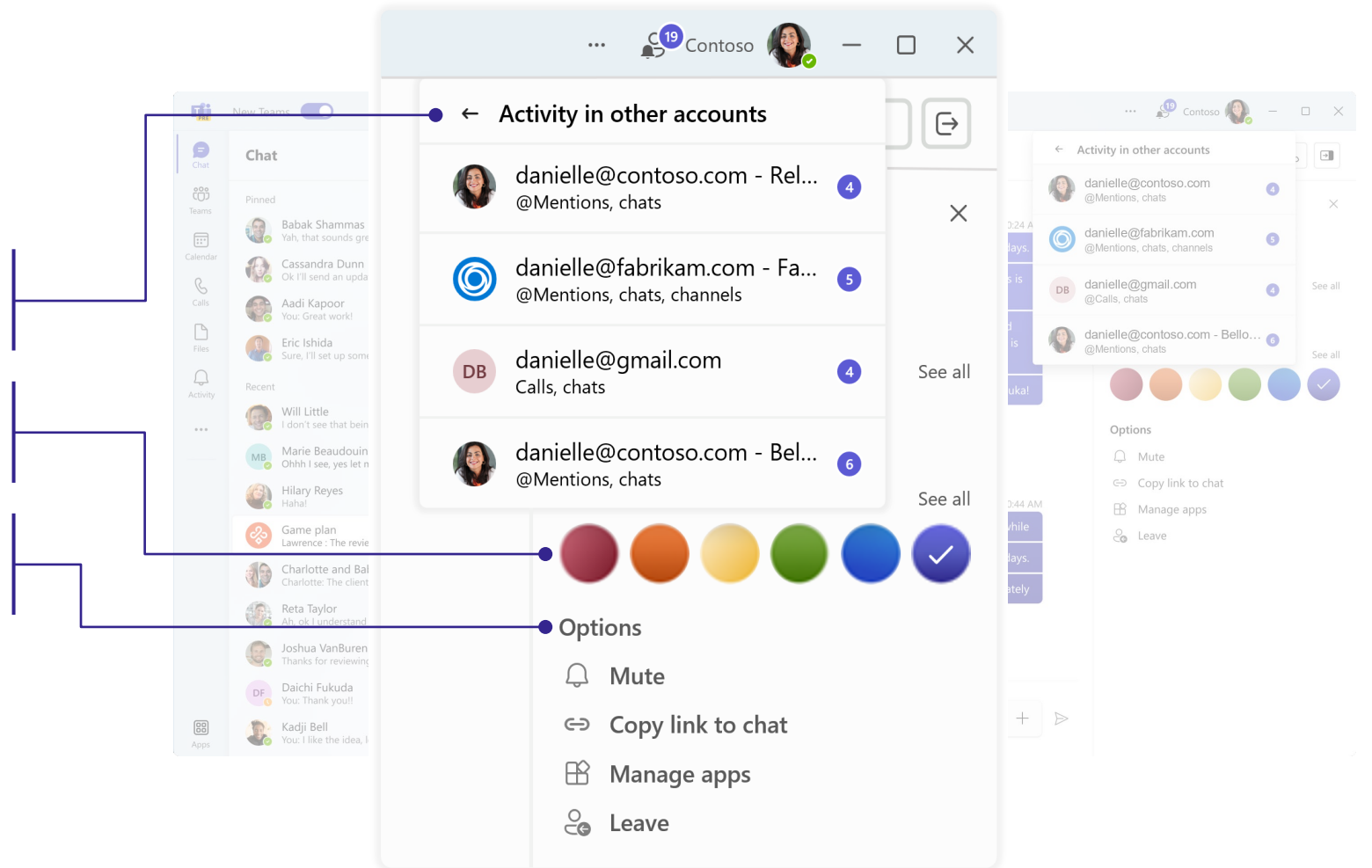
- Select your profile picture in the upper right to switch or add accounts and organizations
- Set your status for each account and organization individually
- Easily switch between multiple accounts and organizations without dropping from a call or meeting
- To add another account, select your profile picture at the top right of the new Teams, then select **Add another account**



Multi-Tenant Multi-Account for Help Desk



Enable users to easily communicate and collaborate with who they need to

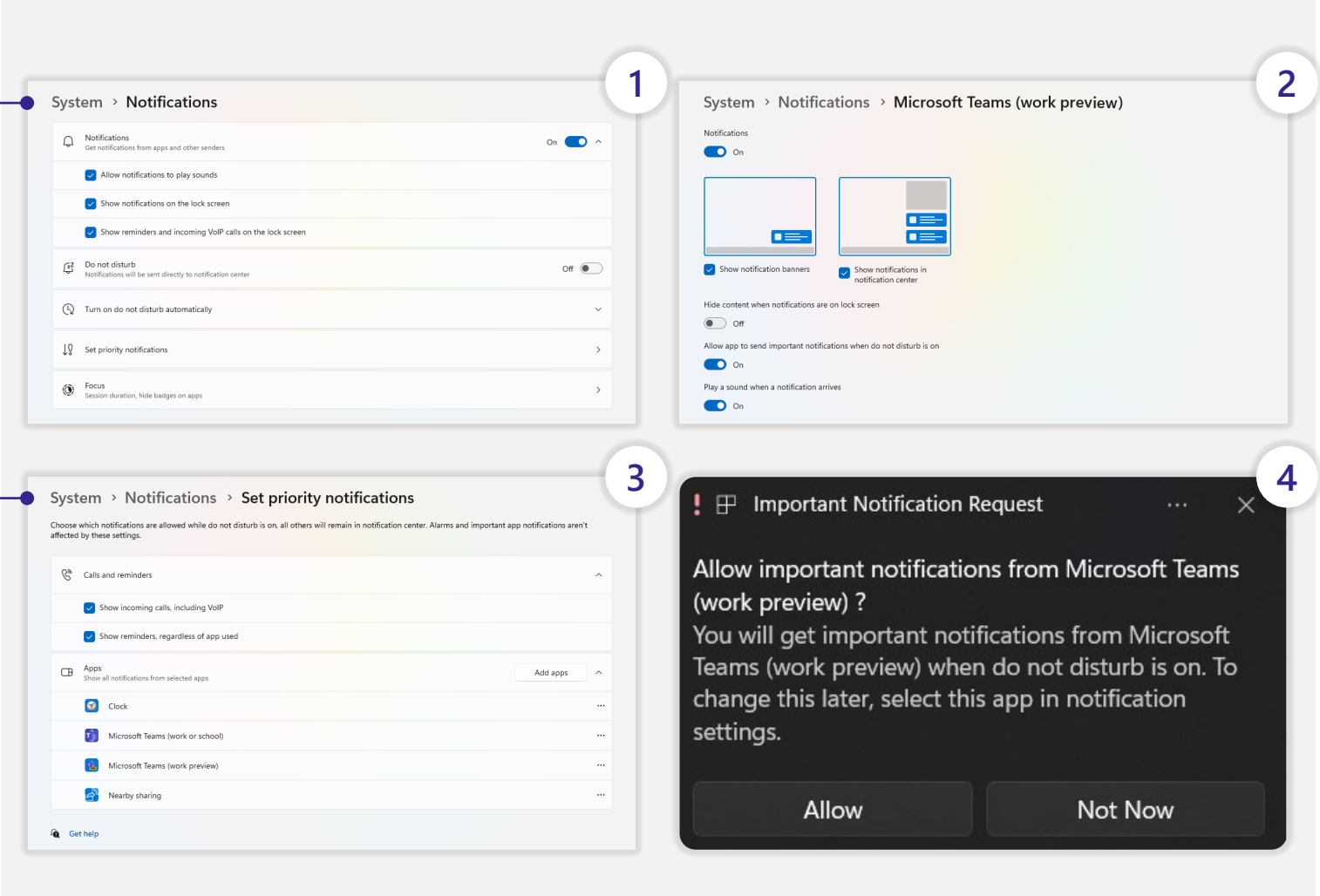
- See activity and receive real-time notifications from all your accounts and associated organizations in one place
- Personalize each account and organization with a color theme to quickly recognize which workspace you're in
- Easily mute notifications, copy links from a chat, manage your apps, or leave an account or organization from a simple options list



Notifications for Help Desk

Notifications in Windows *must* be turned on for users to receive any notifications and calls

- Turn on Windows system notifications from the Settings app:
 - Select **Start** , then select **Settings** 
 - Go to **System > Notifications**
 - Turn notifications on by flipping the toggle. To see all options, expand the notifications area.
- Scroll down to the Microsoft Teams (work preview) app and configure where you want notifications to be displayed.
- **Set priority notifications** allows you to choose which notifications are allowed while do not disturb is on. Select the **Add apps** button and add Microsoft Teams (work preview) to your app list.
- When the Important Notification Request prompt shows (first run only), select **Allow**.



1 System > Notifications

2 System > Notifications > Microsoft Teams (work preview)

3 System > Notifications > Set priority notifications

4 Important Notification Request

Allow important notifications from Microsoft Teams (work preview)?
You will get important notifications from Microsoft Teams (work preview) when do not disturb is on. To change this later, select this app in notification settings.

Allow Not Now



Resources to get started

[Microsoft Adoption](#): get started and find resources for your org, including a list of available and upcoming features (updated weekly)

[Microsoft Teams technical documentation](#): includes step-by-step instructions on how to roll out the new Teams and known issues

[End-user instructions](#): guidance on how to opt-in and start using the new Teams

[Microsoft 365 Blog](#) and [Microsoft Teams Tech Community Blog](#): read the new Teams announcements

[Microsoft Tech Community Forum](#): share your experience with other customers and the Tech Community

[Microsoft Teams Feedback portal](#): send suggestions to improve the new Teams experience

