

# Understand the most common problems in Teams and Microsoft 365 applications

Duration: 0,5 day

Audience: Pour tous

## Who is this training for?

User Support Teams.

## Training objectives

Discover all the tools of the Microsoft 365 ecosystem as well as the new features in office automation.

## Summary

As a member of a support team, do you accompany users and do you encounter recurring issues with Microsoft Teams or Microsoft 365 apps? This training will help you understand, diagnose, and resolve common issues to minimize disruptions, improve user experience, and increase efficiency in your daily life. Through real-world situations, you'll develop a better understanding of how Teams and Microsoft 365 work, while adopting preventative best practices to avoid common mistakes. The goal: to become more autonomous and responsive to the technological challenges of digital collaboration.

N.B. Please note that this course is not a course for Microsoft 365 console administrators.

## Course outline

- How to use OneDriveCreate, upload, and edit files Share (the different ways and how to manage existing shares).
- Co-author (Microsoft 365 for the web, Office client, and mobile apps).
- Shared files section (with me and by me).
- The two baskets.
- Search in OneDrive and the Microsoft 365 home page.
- Learn about the Microsoft 365 intelligent search engine.
- Microsoft Online versus the client.
- Understand Microsoft 365 versus Teams groups.

- The conversation wall in Outlook.
- Understand the particularities of the group calendar in Outlook.
- Why and how to follow the collaboration site.
- How to use Teams
- Create a team (Who can? Via Teams. Via the O365 admin).
- Create a team with an existing Microsoft 365 group.
- Create a team from another Teams.
- Create and manage channels. Understand show/hide
- Understand the file tab and its associated SharePoint library (impact folder location, rename a channel).
- Find and manage the team recycle bin.
- View versions.
- The different ways to share in Teams.
- Understand secure channels
- Create and manage tabs : OneNote, Planner, Viewer, and other web content.
- Edit the team and manage members in Teams.
- Manage members in Microsoft 365 admin.
- Understand the difference between owners, members, and guests.
- Do research.
- Chat with one or more people and their files.
- Understand the integration of Teams with Office 365
- Groups and all team apps : Planner, Forms, SharePoint, Streams, Power BI, Outlook (Groups).
- Discover tips and tricks for users.
- Quickly save files from the client.
- Send attachments and links from Outlook.
- Understand important mobile apps : Teams, OneDrive, Microsoft 365, SharePoint, OneNote, Word, Excel, PowerPoint, Outlook.
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Manage "My Account" : Software, subscriptions, security.

- Prepare the support team to be able to answer user questions.
- Understand the sensitive functions for users in order to be able to support them.
- Understand how to do support in a "VUCA" context : volatile, uncertain, changing and ambiguous.

The "Cloud" is constantly evolving, changing and being constantly updated. It is important to prepare support teams well for this new paradigm.

## **Approach and methodology**

- Presentations
- Demonstrations
- Directed
- Individual Exercises

## **Recommendations**

- Be involved in supporting Microsoft 365 users, including Teams, OneDrive, Outlook, and Share-Point.
- Have a basic functional knowledge of the main Microsoft 365 tools and their daily use.
- Be confronted with recurring troubleshooting situations or user questions related to digital collaboration.
- Have an active Microsoft 365 environment or real-world cases to share to support real-world learning.