FINAL EDITED MICROSOFT TEAMS PODCAST

VIDEO TRANSCRIPT

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JASON WARNKE: I'm Jason Warnke, part of the Accenture Internal IT organization and I'm glad to be here today with Bill Schultz, who's Accenture's Microsoft Teams and Skype for Business Operations and Projects Lead. Wow, that's quite the title, Bill.

We're here today to talk about Microsoft Teams and the features it offers as it will eventually replace Skype for Business. I personally use Teams for most of my calls and communications these days and I think it's great. Thanks for joining me today, Bill, and let's get into it.

BILL SCHULTZ: Hey, Jason. Thanks for having me. Sure, let's talk about Teams and we can also talk about shortening my title too.

JASON WARNKE: There you go, perfect. Okay, so first off, it would be great if you could explain to everyone what Microsoft Teams is and how it's being used?

BILL SCHULTZ: Sure, Teams is the next generation collaboration client that brings together basically all of Office 365, combines chat, meetings, notes, attachments, your files, everything into one space where you can get to it. Hopefully, this will change the way we collaborate and reduce the number of emails we get. It's not your grandpa's aim client.

JASON WARNKE: Ah, excellent. How are you using it today with your team?

BILL SCHULTZ: So today, we're using it to run operations, projects, a lot of different things. For operations, we've seen that we – a lot of things where we used to get like four or five emails a day about the different status and health. We now post those into the Teams, it's much easier to find them, so sort through the operational checks and things that we do. It's also easier to run incidents. It's just a one stop shop to go in and look at everything and be able to find, you know, where your knowledge bases are, the health of your application and other things we've all posted that in Teams and it's much smoother and easier to find than having to go, you know, open up various web browsers, different emails, etc., to find all that information.

JASON WARNKE: Interesting. I heard several people, including myself, I use this quite a bit, refer to Microsoft Teams as a digital cockpit. What do we mean by this exactly?

BILL SCHULTZ: So we think that it's going to be where most teams spend most of their times going forward. You know, it's like the Meta-OS or something that sits right above the OS layer that kind of combines all the things that you most commonly use. It's also going to have third party apps integrated into it. So a lot of the things that you used to have to go open up everywhere else, hopefully, now it'll be in Teams and you can just go there and open it up and find all the stuff that you need to do and work in Teams. And, hopefully, you're only using email for things that are outside of your immediate team that you have to work with.

JASON WARNKE: Right, so the concept of bringing services and documents and updates, etc., to the team, to where they're naturally spending their time and collaborating, instead of having them do collaboration one place and do document collaboration in another place and do other application work together somewhere else. You bring it all together. Sounds like it's a great way to keep all of your information in one place. Are there any features that will be coming out for teams that we could let the listeners know about? You know, what are we most excited about in the Accenture implementation of Teams? BILL SCHULTZ: Yeah, there's plenty of new things coming, PPT sharing has just released also screen blurring on videos. So if you have a messy office, like me, you can turn on screen blurring and no one will ever know. Dial and Conferencing –

JASON WARNKE: That's super cool. I love that.

BILL SCHULTZ: Yep, Dial and Conferencing is coming. We're testing that right now. Live Events, which is the replacement for Skype Meeting Broadcast will be coming.

JASON WARNKE: Now, Dial and Conferencing, let's talk about that for a second because we do calls on Teams all the time. What's the difference with the Dial and Conferencing?

BILL SCHULTZ: Well, the Dial and Conferencing will now be hosted by Microsoft. So all we'll have to do is get the right licensing and turn it on. We're testing it right now to make sure that we have all the numbers we need and that everything will work, but it should just have all the same numbers in there that you're used to in the past and you should be able to dial out and get, if necessary, get that Dial and Conferencing.

JASON WARNKE: Excellent. So if you aren't using Teams as, you know, in the browser or the client or the phone and you just want to dial in from a landline phone or even a mobile phone on the go, it will allow you to do that.

BILL SCHULTZ: Yep, but I will point out that the Mobile Client is a thousand times better. So I wouldn't be dialing in, I would be using the Mobile Client.

JASON WARNKE: That's right. So by having everything centralized and with the ability to share files and have a persistent chat with your colleagues, will teams actually reduce the amount of email that our people deal with and will we be able to integrate applications into teams.

BILL SCHULTZ: So, yes, that is the dream. Hopefully, we do get to cut down on email a lot. You know, Teams will eventually allow us to also do application development directly within it. So we're hoping that that also provides other avenues for teams to create their applications and do messaging within Teams itself. So also, persistent chat should cut down on the amount of email and having to search back through email. If people are using Teams to collaborate on their everyday messaging instead of having to exchange emails, they should just be able to go in and have a more natural conversation instead of having to exchange, you know, more formal emails back and forth.

JASON WARNKE: Yeah, the thing that I am talking to more of our teams about is if they're building in their business applications, if they've got microservices that are available, can we take those and land them inside of as another channel, not the only channel, but another channel, land those services directly into Teams as we said? The natural flow as the team is working together is to stay in that cockpit and get things done and if there are things that a business application provides, whether we're talking about a sales platform or a contracting platform or a business management platform. All kinds of different business applications that are out there, instead of having those team members have to go to a bunch of different places to get that work done, bring those microservices right in line with the conversation.

And then I think one of the other things that we've talked about that's pretty exciting is the integration of Box, directly into that conversation

as well. So it's not only my 10 person human team that is interacting on Teams, but increasingly that sort of human + machine teaming on this great platform. I think that's a pretty exciting prospect.

BILL SCHULTZ: Yeah, the ability to able to just open up on another little area within Teams and say do your time report. Or alternatively, if you think farther out, with some of the AI that's being talked about and potentially Teams could know where you're spending your time and fill out your time report and say, hey, your time report's filled out, does this look right to you and then submit it, right.

So things like that, the potential out there is endless to develop applications and build things within Teams to integrate with how we do work and hopefully reduce the time we spend doing things that are not immediately relevant to our jobs that we're working on right now. So that's the long term goals.

JASON WARNKE: Yeah, I think that is absolutely when we talk about human and machine teaming, the prospect that you just provided there, the idea that sort of ambient intelligence is there alongside the team sort of looking for opportunities to help out. A platform like this really is where I think that will come to fruition. So I'm excited to see that.

So we talk a lot about collaboration inside of the organization with all these things that we just talked about, but will our users be able to interact with people outside of the immediate organization or marketplace?

BILL SCHULTZ: Yeah, so Federation, just like we have in Skype will be coming today. Will be coming soon, sorry shortly. Federation will also be changing a little bit in that we'll be doing open Federation, which means we don't have to go through the formal process that we used to bring in a new client, as long as they have Teams and are configured to have the access to do Federation. You should be able to reach out to them just naturally, not have to follow some process to get them enabled and for us to be able to talk with them.

Additionally, guest access, which is the ability to bring people into our teams and to share all of the material within a team with those individuals. You know, when they're outside of our organization that's difficult to do today and we're working on getting that turned on as well. So, yeah, there's a few things we're working on to get that collaboration with our external vendors and clients and we're hopeful that that's turned on shortly.

JASON WARNKE: That sounds – so it's what I refer to from time to time that true borderless collaboration where it might work really well inside the entity, the organization, but it then becomes difficult. You then had to in the past resort to email, more phone calls, to bring those outside players in and now we can do that with something like Teams. Very cool.

So one last question for today. Since this is a Microsoft product, I know a lot of people out there are wondering will there be difficulties for people that are Mac users, whether it's a Mac OS device or an iOS?

BILL SCHULTZ: So Microsoft really built this to be kind of a borderless communications platform on all different platforms. So it should not be something that is held up by a different operating system. It should work on Microsoft, it should work on Apple, it should work on Android. There may be a little bit of a lag on some of the features that come on some of these other platforms, but I know that they're trying to keep those up-to-date and so, I mean, no, this should not be something that is – that holds people up from adopting it if they're using an Apple or they're using their Android device.

JASON WARNKE: In fact, I've seen a lot of amazing progress on feature parity between the Office Products on Mac OS, iOS and Windows and what I love about Teams is it was one of the first products from the start to be designed to work the same on both. So we've heard tremendous things from people that are Mac and iOS users. I, myself, am a Windows user on my laptop, but then a pretty big user of Teams on my iPhone and the experience is tremendous. In fact, that sort of companion experience where

you can join a meeting from your laptop and then join via your iOS device or other, it can be an Android device and you now have this great experience where the meeting can span across - the features of the meeting can span across the laptop and your mobile device, which is kind of really cool. So something we've never been able to do before with Skype for Business. So super exciting.

BILL SCHULTZ: Yeah, it was truly built to be a platform independent and really works well on the mobile device. I will stress that. I do agree with you wholeheartedly on the mobile device.

JASON WARNKE: Absolutely, yeah, some really great feedback from folks out there. So, been a really exciting topic. You know, we're still early in this journey, but we're super excited to see where this goes and see how this evolves in terms of the way that people use it, the various use cases, the new features that will be coming, but so far so good. This has been lots of great feedback from the field and it's filling a lot of gaps that have been there for quite some time. So thanks for joining me today, Bill, it's been a great discussion.

BILL SCHULTZ: Thanks, Jason.

JASON WARNKE: And we'll talk to you soon.

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