Microsoft Driven Skype for Business to Microsoft Teams Upgrade

Helpdesk Guide for Partners

Table of Contents

Microsoft Teams

This document is for partners to support customers that are participating in the **Microsoft-driven upgrade** process in their move to Teams. Many partners will be proactive and move their customers to Teams; for those customers that are not moved by a partner, Microsoft will offer to upgrade customers via the automated process.

The automated upgrade process will begin with the smallest customers who have the most basic usage scenarios. In preparation for customers being upgraded to Microsoft Teams it is important to ready your service desk staff.

How customers will move to Microsoft Teams

There are three ways for a customer to be upgraded to Microsoft Teams.

> **Microsoft-driven upgrade** - customers will be offered an upgrade by Microsoft via an automated process. Some customers have asked for Microsoft to assist them with their upgrade to Teams, especially where they have minimal IT support.

> **Partner-driven upgrade** - Partner upgrades customers tenant/users from Skype for Business to Microsoft Teams on a customer's behalf.

> **Customer-driven upgrade** – Customer IT Admin upgrades their users to Microsoft Teams.

Microsoft-Driven Upgrades

For customers that are scheduled for the Microsoft-driven upgrade, Microsoft will automatically upgrade the entire Office 365 tenant to Microsoft Teams. Advance notice will be given through a series of Office 365 Message Center posts and emails sent directly to tenant administrators. When the upgrade occurs, the entire tenant with all users is upgraded to Microsoft Teams.

Prior to the scheduled upgrade date, the tenant administrator can postpone the upgrade or perform the upgrade themselves. Or, partners can work with a customer to proactively upgrade the customer's tenant at any time prior to the scheduled upgrade date.

Microsoft-Driven upgrade communications

Microsoft will be communicating with tenant administrators via the Office 365 Message Center and direct emails regarding eligibility and timing for the upgrade to Microsoft Teams.

1. Customers will receive notice that "Teams is Ready" encouraging a customer to upgrade to Microsoft Teams.
2. Once eligibility has been determined, the customer will receive communications via email and Message Center, informing them they are eligible for the Microsoft driven upgrade; included in the communications is the proposed upgrade date. If an admin chooses, there will be information on how to postpone the upgrade.
3. There will be a number of reminder emails and Message Center posts prior to the upgrade.
4. Ahead of the scheduled upgrade, Skype for Business users will receive a notification in their Skype for Business client notifying them of the upgrade.
5. Users will be upgraded on scheduled date.
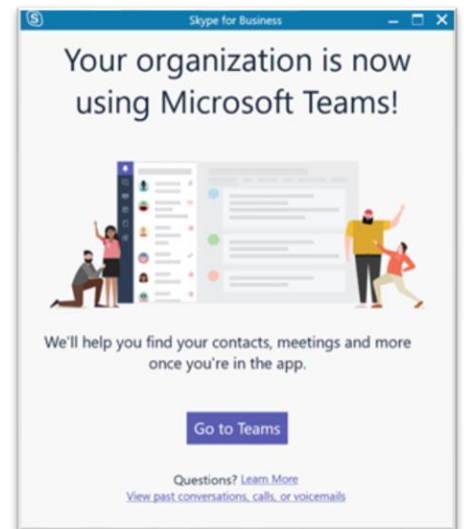
Microsoft Teams

Pre-Upgrade Experience

- Prior to the scheduled upgrade date, end users will start seeing an in-app upgrade notification in the Skype for Business client.

- If the user does not have the Teams application installed, it will be downloaded automatically (in the background) at this time (Windows clients only).
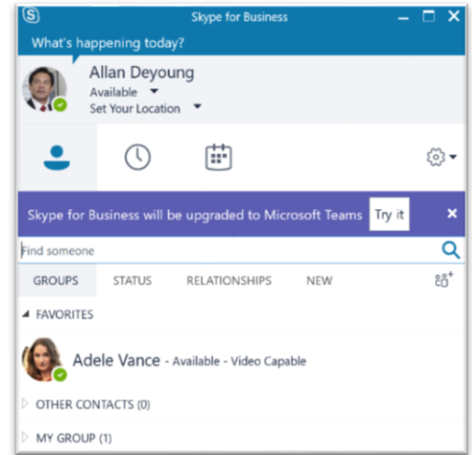
Post-Upgrade Experience

- All chats and calls are always received in Teams. Meetings are scheduled in Teams.

- Skype for Business client no longer offers IM/Calling/Meeting scheduling functionality:

    - User is directed to Teams when they sign in to Skype for Business

    - User can always join Skype for Business meetings

        - Through desktop client (Note that the Skype for Business client will automatically login the user and be available to join meetings)

        - Through Skype Web App

- Skype for Business Outlook Scheduling add-in disabled

- Coach marks and First Run triggered (if not already triggered)

- Previously scheduled meetings in Skype for Business are **not** migrated.

After Teams Upgrade

EXPECTED BEHAVIOR (Tenant Admin)	EXPECTED BEHAVIOR (end-user)
• Any new users that are created and licensed will be in Teams only mode	• All chats and calls are always received in Teams. • Meetings are scheduled in Teams • Skype for Business client no longer offers IM/Calling/Mtg scheduling functionality • User is redirected to Teams when they sign on to Skype for Business • User can always join Skype for Business meetings • Teams Outlook add-in enabled • Skype for Business Outlook add-in disabled • Skype for Business Contacts are migrated to Teams • HID preference updated (audio/mic are associated with Teams, not Skype for Business) • Teams Coach marks and First Run Experience triggered • People cards in Outlook invoke Teams functionality for IM/Chat • OWA shows Teams experience

Rollback Upgrade

To perform a rollback from Microsoft Teams to Skype for Business, **contact Microsoft Support.**
After the rollback is confirmed, the following should be in effect:

EXPECTED BEHAVIOR (Tenant Admin)	EXPECTED BEHAVIOR (end-user)
• Tenant admin receives (in the Message Center) a notification stating that the tenant was downgraded on <Date> (Tenant downgraded notification) • The Microsoft Teams and Skype Admin Center (also known as Modern Portal) can be launched for downgraded tenant and show the accurate upgrade/interop values for the users' policies • Tenant admin can upgrade/downgrade select users using Modern Portal • Tenant admin can upgrade/downgrade select users using cmdlets • The upgrade policies show correct values in cmdlets and Modern Portal	• All chats and calls are received in Skype for Business • Meetings are scheduled in Skype for Business • Skype for Business client offers IM/Calling/Mtg scheduling functionality • Users can log into both Skype for Business client and Teams client • User can join both Skype for Business meetings and Teams meetings • Teams Outlook add-in disabled • Skype for Business Outlook add-in enabled • Contacts added in Teams before the downgrade are visible in Skype for Business • HID preference updated (audio/mic are associated with Skype for Business) • People cards in Outlook invoke Skype for Business functionality for IM/Chat • OWA shows Skype for Business experience

Microsoft Teams

Common Scenarios

How can I revert back to Skype for Business?

Since the entire tenant is upgraded as part of the Microsoft-driven upgrade track, a support case with **Microsoft Support** must be opened. Once **Microsoft Support** has rolled the tenant back, the Tenant Administrator can selectively upgrade/downgrade users using Modern Portal or PowerShell commands (effectively following the Customer-driven/Partner-driven process).

The end user doesn't have the Teams client installed, where can they get it?

If the automated download of the client doesn't succeed, the client can be downloaded from
https://teams.microsoft.com/downloads

A user is not seeing the Teams Meeting add-in for Outlook.

Check the edition of Office the user has installed. Supported versions/distributions are:

- Office 2013 and higher
- Click-to-run
- MSI
- Centennial (Store)

Steps for ensuring Outlook Add-In is installed and enabled are outlined here

How does a partner proactively upgrade a customer's tenant to Microsoft Teams

Please use the Skype for Business to Teams Upgrade Process.

Additional resources are available in the Skype for Business to Teams Upgrade Quick Start Kit.

Microsoft Teams

Resources

Microsoft Teams Support Resources

Microsoft has created a series of resources and guidance to help prepare organizations of all sizes to deploy Teams. There are also in-product guides to support your customer's end users including a first-run experience and Teams bot ("T-bot") for in-product help. Below you will find links to resources to help prepare for the upgrade to Teams from user and admin perspectives.

- Support resources for Microsoft Teams

- Admin training for Microsoft Teams

- Quick start guides for Microsoft Teams admins

- Troubleshoot connectivity issues with the Microsoft Teams client

- Use log files in troubleshooting Microsoft Teams

- How to use common features in Teams

- Skype for Business to Teams Partner FAQ

- Resources to prepare customers for Teams

Microsoft Teams Technical Training

Session	Title	Links	Description
1	**Skype for Business to Teams Upgrade Journey**	Link	Three-part training covers the Skype for Business to Teams journey, coexistence and interoperability, including both the Upgrade Basic and Upgrade Pro paths. Drills down into the coexistence modes, interoperability, the path to Teams, the user and administrative experiences.
2	**Skype for Business to Teams Journey – Upgrade Basic**	Link	This two-part training covers the Skype for Business to Teams journey and coexistence with a principal focus on the 10-step Upgrade Basic path. This guide principally focuses on this upgrade path.
3	**Admin Training for Microsoft Teams**	Link	Learn about Teams and drive usage in your organization. Check back frequently for new videos.
4	**Enabling Teamwork with Microsoft Teams (MOOC)**	Link	In this course you will learn how to enable Microsoft Teams in Office 365. The course illustrates the value of Teams collaboration and includes tips and tricks for getting the most of out of Teams.
5	**Configuring Calling Plans in Teams – Quick Start Guide**	Link	This guide will help you get a set of users up and running so they can explore Calling Plans in Teams.
6	**Meetings**	Link	In this training, we introduce meetings in Microsoft Teams. We'll cover the capabilities of meetings in Teams in addition to requirements and planning considerations for Teams.

Microsoft Teams

Session	Title	Links	Description
7	**Audio Conferencing**	Link	Audio Conferencing allows to participate in Teams meetings from PSTN phone numbers via dial-in and dial-out.
8	**Calling in Microsoft Teams**	Link	In this training, we introduce calling capabilities in Teams, which are powered by the Phone System feature in Office 365. We'll explain the technical planning that's required to implement Phone System, how to configure it, and how to monitor usage and call quality in your implementation.
9	**Introduction to Network Planner**	Link	Network planner allows to plan for Networking. This training will allow you to learn what network planner can do for you.
10	**Network Readiness**	Link	The network is one of the most crucial parts when it comes to the quality of real time communication. This session will walk through the tools and processes SOF Network Readiness Assessment offers. **Note**: While this training was created for Skype for Business, the principles apply to Microsoft Teams as well.
11	**Call Quality**	Link	This training provides guidance on how to use Call Quality Dashboard (CQD) to Investigate Media Quality, to be used in conjunction with the Manage Call Quality activities. **Note**: While this training was created for Skype for Business, the principles apply to Microsoft Teams as well.

Microsoft Teams