

# Customer Success Training Catalog

Microsoft Direct Sales and Success



## Overview

Microsoft trainers create an interactive learning environment focused on hands-on collaboration to drive excitement, discovery, and knowledge around the power of Microsoft solutions. Training sessions can be delivered onsite or virtually using Microsoft Teams. Choose from more than 50 courses that can be tailored to a wide range of experience levels.



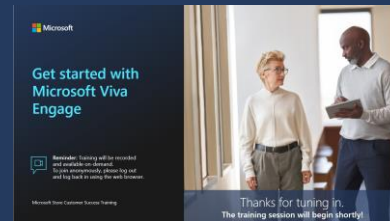
## Table of contents

- Catalog overview..... 1
- What's new..... 1
- Microsoft Teams..... 2
- Microsoft Power Platform..... 3
- Microsoft 365..... 4-6
- Accessibility..... 7
- Windows and Surface..... 7
- Frontline worker and industry..... 8
- Small and midsize business..... 9

## Featured training topics

### Get started with Microsoft Viva Engage

Microsoft Viva Engage is a new and enhanced experience of the current Yammer Communities app for Microsoft Teams and brings new capabilities to connect people, find and share knowledge, express yourself, and find belonging at work.



See page 6 to learn more

### Tips, shortcuts, and what's new in Microsoft Teams

Learn tips and shortcuts for Microsoft Teams to help you become a power user. Explore how to use Teams efficiently for communication and collaboration. Discover new Teams features to improve chat, meetings, and your overall experience.



See page 2 to learn more



## Get started

### Get started with Microsoft Teams

Get to know Microsoft Teams and learn the top five tasks to help you collaborate and get work done, all in one place. This course introduces the fundamentals of how to navigate the Teams app, meet in Teams, and start having conversations.

#### Objectives:

- Learn to navigate Microsoft Teams
- Send a chat message
- Understand teams and channels
- Create and join a meeting
- Locate files in Teams

### Get started with Microsoft Teams Phone

Microsoft Teams Phone is a cloud-based phone system that empowers your licensed users to make voice and video calls outside your organization. Secure, reliable, cloud-based Teams Phone capabilities directly integrate with the Teams client application already running on your computers, tablets, mobile devices, and desktop phones. In this course, learn to use the Teams Phone features you need to increase productivity.

#### Objectives:

- Access Teams call history
- Leverage call settings and configure voicemail
- Understand call forwarding options
- Initiate Teams meetings and audio conferences

### Calling and meetings in Microsoft Teams

This course focuses on staying connected and accessing shared content any time to learn, plan, and innovate—together. Meetings in Teams include audio, video, and screen sharing. While meetings are a great way to collaborate, calls can be a more direct way of connecting for completing specific tasks or for getting questions answered quickly.

#### Objectives:

- Experience the Teams meeting lifecycle
- Learn to schedule, join, and collaborate in meetings
- Learn call settings and make calls

### Explore teams and channels in Microsoft Teams

This introductory course focuses on key features of teams and channels in Microsoft Teams. Understand the value of teams and channels and how they can help you collaborate in virtual workspaces or with an entire group.

#### Objectives:

- Understand the teams and channels structure
- Learn how to join, organize, and collaborate in teams and channels
- Create and manage a team

## Go further

### Increase collaboration with Microsoft Teams

Working together is easier with Microsoft Teams. Tools and files are always available in one place that's designed to help you connect naturally, stay organized, and bring ideas to life. Learn how to make the most of channels, chat, and connected apps to improve communication and deepen collaboration across teams of all sizes.

#### Objectives:

- Stay connected with chat
- Create a collaborative workspace
- Accomplish more together in teams and channels

### Engage large audiences with Microsoft Teams live events

This training will provide an overview about live events in Microsoft Teams, designed to help your organization broadcast video and meeting content to large audiences. Live events are meant for one-to-many communications where the host of the event is leading the interactions and audience participation is primarily to view the content, engage in chat and ask questions.

#### Objectives:

- Create and design a Microsoft Teams live event
- Prepare to produce and present
- Use best practices to keep participants engaged
- Optimize your learning as an attendee

### Microsoft Teams hybrid work solutions

This course will demonstrate how to stay connected, secure and productive as you adapt to new ways of working. Teams is the all-in-one collaboration solution with everything you need to be productive in one place: meetings, calls, chat, familiar apps, and business process workflows. It's where you come together to get work done.

#### Objectives:

- Understand hybrid work meaning
- Stay connected and collaborate in a hybrid work environment
- Manage personal wellbeing
- Simplify and streamline work activities
- Adopt the hybrid meeting experience

### Go further together with meetings in Microsoft Teams

With the growth of technology, we're no longer required to go into an office to access the files and information we need to do our jobs. This course will demonstrate key features of Microsoft teams meetings and webinars, including collaboration tools, breakout rooms and access to meeting resources.

#### Objectives:

- Create and manage Teams meetings of all sizes
- Make the best use of collaboration tools before, during, and after meetings
- Leverage breakout rooms for interactivity
- Manage who can access meeting resources before, during, and after meetings

### Customize Microsoft Teams with apps

Using apps in Microsoft Teams allows organizations to bring key information, common tools, and trusted processes to the place where they meet, learn, and work. App integrations in Teams show up in a single user interface and allow employees to work better together. This training will show the capabilities of apps in Teams and the ways people interact with them.

#### Objectives:

- Identify types and functions of apps in Teams
- Increase efficiency and collaboration using apps
- Access, install and uninstall apps
- Manage applications for a team or group

### Tips, shortcuts, and what's new with Microsoft Teams

Learn tips and shortcuts for Microsoft Teams to help you become a power user. Explore how to use Teams efficiently for communication and collaboration. Discover new Teams features to improve chat, meetings, and your overall experience

#### Objectives:

- Format messages so they get noticed (and responded to)
- Streamline collaboration with tools and tips to simplify your workday
- Explore new Teams features for chat, meetings, and more

*This course can be presented from Team member/meeting participant or Team owner/meeting organizer perspectives, or cover all in two 60-minute sessions.*



## Get started

### Microsoft Power Platform foundations

Using Microsoft Power Platform in Microsoft Teams allows organizations to bring key information, common tools, and trusted process to the place where they gather, learn, and work. This training will show the capabilities of Microsoft Power Platform in Teams and the ways business can use them.

#### Objectives:

- Identify types of apps, data types, relational data
- Build concepts for low-code apps in Teams
- Understand how to create workflows using templates
- Create and enable chatbots for simple conversational AI (artificial intelligence)
- Organize and filter data for easy-to-use reporting purposes

### Get started with Microsoft Power Apps

Microsoft Power Apps increases agility across your organization by helping you rapidly build low-code apps that modernize processes and solve tough challenges. Get started by taking a tour of Power Apps and creating your first app.

#### Objectives:

- Learn the components of Power Apps
- Connect an app to a data source
- Build a canvas app
- Learn to share an app
- Understand how Power Apps-built apps integrate with Microsoft Teams

### Get started with Microsoft Power Automate

Microsoft Power Automate streamlines repetitive tasks and processes so you can focus your attention where it's needed most. In this training, learn the basics of Power Automate and start creating flows from templates and from scratch.

#### Objectives:

- Learn about triggers and actions, the main components of a flow
- Understand the types of flows available in Power Automate
- Take a tour of Power Automate
- Create flows from templates
- Build a flow from scratch

## Go further

### Discover insights with Microsoft Power BI in Microsoft Teams

With the Power BI App for Microsoft Teams, users can easily find data in Power BI, using fully featured experiences without leaving Microsoft Teams, and bring data and insights into their chats, meetings, calendar invites, and of course teams. By making data more accessible, organizations can have insights-based discussions at the point of collaboration and make better decisions faster.

#### Objectives:

- Collaborate with Power BI in Microsoft Teams
- Connect to a sample Power BI dataset
- Connect to a personal Teams usage report

### Get started with Microsoft Power Virtual Agents

Microsoft Power Virtual Agents can help you respond rapidly to your customer and employee needs using intelligent chatbots. In this course, you'll create, publish, and analyze the performance of your first chatbot.

#### Objectives:

- Learn the components of Power Virtual Agents
- Create a bot and work with topics and nodes
- Design and test a conversation path
- Publish a bot to a test page
- Understand how to analyze the performance of a bot

### Get started with the Microsoft Power BI service

Microsoft Power BI is a collection of software services, apps, and connectors that work together to turn unrelated sources of data into coherent, visually immersive, and interactive insights. This course will provide an overview of Power BI and how its services and applications work together to connect a data source to begin visualizing data.

#### Objectives:

- Learn how Power BI services and applications work together to make your business more efficient
- Understand the building blocks of a Power BI dashboard
- Connect a data source to a Power BI dashboard and begin visualizing data
- Save a Report and share within the Power BI service

### Get started with Microsoft Power BI desktop

Microsoft Power BI enables everyone at every level of your organization to make confident decisions using analytics. Once you get started with Power BI Desktop, you can go from data to insight to action with hundreds of data visualizations, built-in AI capabilities, a tight Excel integration and prebuilt and custom data connectors to develop rich and interactive reports to share with colleagues.

#### Objectives:

- Understand the building blocks of Power BI Desktop
- Explore the data prep capabilities of Power Query
- Write formulas and model your data
- Begin visualizing data and formatting a report
- Save and publish a report to the Power BI service

### Get started with Microsoft Power BI Artificial Intelligence

With the no-code artificial intelligence (AI) experiences in Microsoft Power BI, users can easily leverage highly interactive and intelligent visuals to detect patterns in their data, ask questions of their data and discover new insights that can empower every individual and every team in their decision-making.

#### Objectives:

- Collaborate with Power BI in Microsoft Teams
- Connect to a sample Power BI dataset
- Explore how to make confident decisions using AI capabilities
- Create a report with the Power BI service



## Approvals in Microsoft Teams

Approvals in Microsoft Teams is a way to streamline all of your requests and processes with your team or chats. You'll be able to create new approvals, view the ones sent your way, and see all of your previous approvals in one place.

### Objectives:

- Describe the capabilities and functionality of Approvals in Microsoft Teams
- Create and manage approval processes using the Approvals app
- Create ways to take your approvals further with Microsoft Power Automate

## Get started with Microsoft Bookings

Microsoft Bookings lets you track, manage, and organize your team's appointments and calendars all in one place. You can create a Bookings calendar and add team members to it, build new appointment types, and create and manage in-person and virtual visits for your staff and customers. Learn how to reduce no-shows, enhance customer satisfaction, and save time by streamlining repetitive scheduling tasks with Bookings.

### Objectives:

- Understand Bookings functionality
- Set up businesses and services
- Use appointments and calendars
- Integrate Bookings into Teams

## Cloud storage: Microsoft OneDrive for Business, Teams, and SharePoint Online

OneDrive for Business, Teams, and SharePoint Online connect all your files across Microsoft 365, allowing you to work smarter and faster with collaborators inside and outside your organization. Move between locations, knowing you can create, view, edit, and share files from anywhere, on any device.

### Objectives:

- Understand file management in Microsoft 365: OneDrive, Teams, and SharePoint
- Access and edit your files from all your devices
- Work together in real-time on documents
- Keep files protected and backed up

## Get started with Microsoft Edge for Business

Learn how Microsoft Edge can be used as your daily browser to help you navigate your workday. Edge is the fast and secure browser that helps you protect your data all while saving you time with intelligent search and innovative Microsoft experiences.

### Objectives:

- Create your personalized profile and experience in Edge
- Use the search tool to find information easily
- Understand security and privacy features
- Learn about Office 365 integration using new features

## Get started with Microsoft Excel

A beginner overview of Microsoft Excel for the new or novice user, this training will review overall navigation, formatting, simple formulas, charts and tables, and an overview of printing.

### Objectives:

- Navigate Excel ribbon options
- Format Excel workbooks and worksheets
- Use formulas, functions and validate to work with data
- Learn print processes for Excel workbooks

## Go further with Microsoft Excel: Tables, formatting and collaboration

Take your Microsoft Excel skills to the next level and learn more advanced features! Create tables, learn conditional formatting, and share and collaborate with your colleagues.

### Objectives:

- Create spreadsheets using tables
- Analyze your data using conditional formatting and data validation
- Collaborate and share your work with others
- Use accessibility options in Excel

## Go further with Microsoft Excel: Advanced functions and charts

Take your Microsoft Excel skills to the next level with more advanced features. Learn advanced functions to better manage and analyze data, create and format charts to present information simply, and learn import and export options within Excel.

### Objectives:

- Analyze data using advanced functions
- Create and format charts
- Use import and export functions
- Use accessibility options in Excel

## Go further with Microsoft Excel: Pivot tables

Take your Microsoft Excel skills to the next level with more advanced features. Learn about creating and managing pivot tables, as well as additional advanced features including functions, charts, and Power BI.

### Objectives:

- Create pivot tables and power queries
- Analyze and manage data
- Connect data to Power BI

## Get started with Microsoft Forms

This course introduces Microsoft Forms and demonstrates how to create surveys, quizzes, and polls, how to respond in nearly any browser or mobile device, and how to analyze those responses.

### Objectives:

- Understand navigation and functionality in Microsoft Forms
- Create forms, quizzes, and polls
- Change visual layout
- Configure access and sharing settings
- Learn question types
- Make use of branching forms
- Analyzing responses

## Get started with Microsoft Lists

Learn to stay on top of it all with Lists, the smart information tracking app in Microsoft 365.

### Objectives:

- Navigate and understand core functionality of Microsoft Lists
- Create, share, and track lists
- Customize with custom views
- Build lists from a template
- Understand SharePoint Online and Teams integrations
- Understand column types



## Get started with Microsoft OneNote

Learn about OneNote, a digital note-taking app that provides a single place for keeping all your notes, research, plans, and information.

### Objectives:

- Discover OneNote versions and the differences between them
- Navigate OneNote and organize content across notebooks, sections, and pages
- Learn how to bring different types of content together
- Understand how to create a notebook and format notes
- Use OneNote to organize meeting notes
- Set up OneNote for team collaboration

## Microsoft Outlook

Outlook lets you bring all your email accounts and calendars in one convenient spot. Get started by learning to navigate Outlook, customize your experience, and increase your productivity.

### Objectives:

- Learn to navigate Microsoft Outlook
- Set up and access Outlook modules
- Use advanced features of Outlook to increase productivity and manage time
- Use Outlook mobile for on-the-go requirements

## Get started with Microsoft Planner

Microsoft Planner allows teams to work together effortlessly by organizing projects visually in an easy-to-use application that works seamlessly across all your devices.

### Objectives:

- Understand Planner navigation and Microsoft 365 integrations
- See how to create and organize a plan
- Share a plan and assign tasks.
- Learn to stay on top of tasks assigned to you
- Learn to stay on top of the project using charts, calendars, and specialized views Work with Planner in Microsoft Teams or SharePoint Online

## Microsoft PowerPoint

Microsoft PowerPoint allows you to create, view, present, or share presentations quickly and easily. Get started by learning to navigate PowerPoint, design presentations, and use helpful presentation tools.

### Objectives:

- Navigate the PowerPoint interface and view available options
- Learn to design presentations using helpful tools
- Bring slides to life with transitions and animations
- Learn to collaborate with others during the editing process
- Utilize helpful tools for presenting

## Get started with Microsoft Project for the web

Plan and collaborate on projects easily with Project for the web. In this course, learn to build a project, share with your team, and integrate with other tools. This course does not cover the Project Online application in detail.

### Objectives:

- Understand how Project for the web compares to Microsoft's other project and work management solutions
- Learn the value of projects and roadmaps
- Navigate projects and roadmaps including available views.
- Build and organize projects and roadmaps
- Utilize dependencies and scheduling
- Understand available integrations

## Microsoft security foundations

Get familiar with end-user security best practices. Strategies are presented for staying safe at work and home, including how to go passwordless, avoid phishing, and collaborate with colleagues more securely.

### Objectives:

- Understand how to make your organization more secure
- Find the Microsoft Security Center and set up Windows Hello and two-step verification
- Detect, analyze, and remediate phishing attempts
- Collaborate and keep data safe with OneDrive for Business cloud storage

## Get started with Microsoft SharePoint Online

This course focuses on the SharePoint Online experience. Attendees will learn how to share and manage content, find information, and collaborate across your organization.

### Objectives:

- Successfully navigate SharePoint team and communication sites
- Understand Microsoft 365 groups.
- Work with SharePoint document libraries
- Share files and folders with users outside of a group
- Utilize shared resources in team sites including lists, plans, and notebooks

## Go further with Microsoft SharePoint Online

Learn more advanced features of Microsoft SharePoint sites, focusing on site ownership and Architecture. Attendees of this course can expect to learn about sharing and permissions, workflow management, content types, and various site architecture components for building effective team sites.

### Objectives:

- Understand SharePoint Online team sites, communication sites, and hub sites
- Plan a successful site by using best practices for functionality
- Customize the look of a SharePoint site
- Build a site and utilize web parts
- Set approvals for documents
- Analyze usage data for a site

## Get started with Microsoft Stream\*

Microsoft Stream is an enterprise video service where people in your organization can upload, view, and share videos securely. Learn how to view, manage, and share videos that aid in your team's collaboration.

### Objectives:

- Navigate Microsoft Stream and discover content
- Understand how to upload and manage video
- Edit videos directly in Stream
- Add intelligence to videos
- Make videos engaging with a survey, poll, or quiz
- Share videos and utilize integrations across Microsoft 365

*\*This course covers Stream (Classic), not Stream (on SharePoint)*

## Get started with Tasks in Microsoft 365

This course introduces the unified task experience in Microsoft 365 with a focus on To Do and Planner.

### Objectives:

- Manage your work with tasks across Microsoft 365
- Work with tasks in Outlook, shared Office documents, and in Teams.
- Manage individual tasks and build "your day"
- Assign team tasks and build a plan
- Explore various views to get the most out of task management





## Get started with Microsoft To Do

This course introduces how to manage your tasks easier by allowing you to manage your to do list anywhere, set up an intelligent and personalized daily planner, and share lists with colleagues.

### Objectives:

- Understand To Do use cases and integrations
- Configure the To Do experience by reviewing settings
- Learn to use List as a smart daily planner
- Make use of smart lists
- Learn to stay on track by setting steps, due dates, and reminders
- Organize and share task lists with others

## Get started with Microsoft Word

The trusted Microsoft Word app lets you create, edit, view, collaborate, and share files with others quickly and easily. Get started by learning to navigate Word, make impactful documents, and review your content with ease.

### Objectives:

- Navigate the workspace
- Use rich formatting and layout options to illustrate your point
- Jump-start creation with modern templates, themes, and style sets
- Leverage AI-powered review features
- Share and collaborate productively

## Get started with Microsoft Whiteboard

Microsoft Whiteboard is the collaborative digital canvas in Microsoft 365 for effective meetings and engaging learning. Use Whiteboard tools to maximize outcomes with ink, sticky notes, templates, and more.

### Objectives:

- Understand what is Microsoft Whiteboard
- Access Microsoft Whiteboard desktop and web applications
- Create and annotate a new whiteboard using the Team's meeting process
- Format, share and collaborate with others using Microsoft Whiteboard

## Microsoft Yammer

Yammer is a social networking tool to openly connect and engage across your organization. Learn to discover and engage communities so you can discuss ideas, share updates, and network with others.

### Objectives:

- Navigate and discover communities in Yammer
- Engage in public conversations or send private messages
- Set notifications on posts that you care about
- Learn to create and manage communities
- Utilize Yammer across Microsoft 365, including in Teams



## Microsoft Viva Insights employee experience

Microsoft Viva Insights helps people and businesses thrive with data-driven, privacy-protected insights and recommendations to improve productivity and wellbeing.

### Objectives:

- Understand Viva Insights
- Learn how to balance your workload
- Engage in the employee experience

## Get started with Microsoft Viva Engage

Microsoft Viva Engage is a new and enhanced experience of the current Yammer Communities app for Microsoft Teams and brings new capabilities to connect people, find and share knowledge, express yourself, and find belonging at work.

### Objectives:

- Navigate and discover communities in Microsoft Viva Engage
- Interact in conversations and send private messages
- Manage notifications
- Learn to create and manage communities
- Use Engage across Microsoft 365, including Microsoft Teams



## Microsoft Viva Learning employee experience

Microsoft Viva Learning is a centralized learning hub in Microsoft Teams that lets you seamlessly integrate learning and building skills into your day. Learn how to configure preferences, navigate, and recommend courses.

### Objectives:

- Navigate Viva Learning
- Set up your preferences
- Create your learning path
- Collaborate with peers

## Microsoft Viva Learning for managers

In Microsoft Viva Learning, your team can discover, share, recommend, and learn from content libraries provided by both your organization and partners without leaving Microsoft Teams. Keep your team engaged and up to date with necessary skills by providing a recommended learning path to share, track, and keep learning going with targeted content for individuals or specific projects.

### Objectives:

- Navigate Microsoft Viva Learning
- Create learning paths for your team
- Create learning paths for an employee



## Microsoft accessibility solutions

This course shows how people can achieve more with the built-in accessibility tools and features in Microsoft technologies.

### Objectives:

- Understand how to set up and navigate accessibility settings within Windows 10, Microsoft 365, Microsoft Edge, and Teams\*
- Learn how to create accessible content within Office and Teams
- Gain tips for presenting inclusively for all audiences

*\*This is an introductory course with a high-level overview of accessibility features. Visit <https://aka.ms/eDAD> for additional support.*

## Microsoft Surface Hub 2S\*

This course is intended for enterprise end users who attend or lead group meetings in person or remotely within the organization as well as those who ideate, using the large screen experience, to become more collaborative and engaged with their team.

### Objectives:

- Become familiar with the Ink and Touch capabilities
- Use the Surface Hub for Teams meetings
- Launch and use the Office products on a different platform

*\*Limited availability– prior to scheduling, please confirm availability of Surface Hub 2S at Microsoft or customer office for training sessions*

## Microsoft modern desktop for Windows 10

Learn more about managing content, staying secure and working faster and more productively using new features in Microsoft 365, Edge and Windows 10.

### Objectives:

- Improve how work gets done by understanding new productivity tools across Windows, Edge, and Microsoft 365 apps
- Find information with the intelligence of Microsoft Search
- Understand the update experience for Windows and Office
- Work with new security tools that better secure data and devices
- Experience enhanced teamwork and collaboration using Microsoft 365 Cloud tools

## Microsoft modern desktop for Windows 11

Learn more about managing content, staying secure and working faster and more productively using new features in Microsoft 365, Edge, and Windows 11.

### Objectives:

- Improve how work gets done by understanding new productivity tools across Windows, Edge, and Microsoft 365 apps
- Find information with the intelligence of Microsoft Search
- Understand the update experience for Windows and Office
- Work with new security tools that better secure data and devices
- Experience enhanced teamwork and collaboration using Microsoft 365 Cloud tools



## Windows 10 and Surface

This course provides a showcase of the Microsoft Surface products and accessories and an overview on how to get started, get organized and work efficiently using Windows 10.

### Objectives:

- Understand Surface hardware components and accessory options
- Learn to ink with Microsoft products
- Get organized and work efficiently using Windows 10

## Windows 11 and Surface

This course provides a showcase of the Microsoft Surface products and accessories and an overview of how to get started, get organized and work efficiently using Windows 11.

### Objectives:

- Understand Surface hardware components and accessory options
- Learn to ink with Microsoft products
- Get organized and work efficiently using Windows 11
- Search and browse with ease using Microsoft Edge





## Microsoft 365 for frontline workers

Microsoft Teams and Microsoft 365 give frontline workers the tools they need to communicate and collaborate effectively and manage their day-to-day work life.

### Objectives:

- Leverage the power of Teams
- Create and manage time using Shifts
- Set and conduct appointments with Bookings
- Automate tasks using Approvals
- Assign and review Task management in Microsoft 365 with ease

## Microsoft 365 for frontline workers nonprofit

Microsoft Teams and Microsoft 365 give nonprofit frontline workers the tools they need to communicate and collaborate effectively and manage their day-to-day work life.

### Objectives:

- Leverage the power of Microsoft Teams
- Set and conduct appointments with Microsoft Bookings
- Automate tasks using Microsoft Approvals
- Create and attend meetings and events in Teams



## Microsoft 365 for frontline workers retail

Microsoft Teams and Microsoft 365 give retail frontline workers the tools they need to communicate and collaborate effectively and manage their day-to-day work life.

### Objectives:

- Leverage the power of Microsoft Teams
- Create and manage time using Shifts
- Create and attend meetings and events in Teams
- Set and conduct appointments with Bookings
- Automate tasks using Approvals
- Assign and review Tasks with ease

## Microsoft 365 for frontline workers manufacturing

Stay connected, manage your tasks, and increase our productivity all while on the go. Microsoft 365 offers a variety of applications to help you move through your workday with smooth communication and tasks completion. In this session you will learn more about Microsoft Teams, and the Walkie Talkie app in Teams.

### Objectives:

- Learn to navigate and communicate in Microsoft Teams
- Automate and manage your work in Microsoft Tasks
- Stay productive while on the go using the Walkie Talkie app in Teams

## Tips in Microsoft Teams for healthcare clinical workers

Microsoft Teams provides secure and quick access to communicate, collaborate and manage your day-to-day work. Discover what's new, find expert direction and learn how to become a power user, effectively using Teams for collaboration and workflow.

### Objectives:

- Leverage formatting best practices to help get your messages noticed (and responded to) among your care teams
- Close the loop on critical communications by leveraging integrated tools to streamline collaboration
- Learn tips to simplify your workday and help manage and organize demanding caseloads

## Discover insights in Microsoft Power BI with Microsoft Teams for healthcare knowledge workers

With the Power BI App for Microsoft Teams, healthcare users can easily find data in Power BI, using fully featured experiences without leaving Microsoft Teams. By making data more accessible, organizations can have insights-based discussions at the point of collaboration and make better decisions faster for care teams and patients.

### Objectives:

- Introduce the Microsoft Power Platform
- Collaborate with Power BI in Microsoft Teams
- Connect to a sample medical visit Power BI dataset
- Connect to a medical Teams usage report



# Recommended for small and mid-sized businesses



## Device management with Microsoft Intune

Microsoft Intune is a cloud-based service that helps enable your workforce to be productive while keeping your corporate data protected. In this training for small and mid-sized business leaders and IT managers, learn how to set up Intune and start enrolling devices.

### Objectives:

- Understand device management fundamentals
- Tour the Microsoft Endpoint Manager admin center
- Learn how to set up automatic enrollment in Intune
- Explore the capabilities of Windows Autopilot

## Microsoft security foundations

Get familiar with end-user security best practices. Strategies are presented for staying safe at work and home, including how to go passwordless, avoid phishing, and collaborate with colleagues more securely.

### Objectives:

- Understand how to make your organization more secure
- Find the Microsoft Security Center and set up Windows Hello and two-step verification
- Detect, analyze, and remediate phishing attempts
- Collaborate and keep data safe with OneDrive for Business cloud storage

## Microsoft Cloud Storage: OneDrive for Business and SharePoint Online

In this new hybrid work environment, interchanging between office and home for work, you can create, view, edit and share files on the go.

### Objectives:

- Access and edit your files from all your devices
- Share inside or outside your organization
- Work together in real-time on Office documents
- Quickly find the files that matter to you
- Keep your files protected and backed up

## Get started with the Microsoft Power BI service

Microsoft Power BI is a collection of software services, apps, and connectors that work together to turn unrelated sources of data into coherent, visually immersive, and interactive insights. This course will provide an overview of Power BI and how its services and applications work together to connect a data source to begin visualizing data.

### Objectives:

- Learn how Power BI services and applications work together to make your business more efficient
- Understand the building blocks of a Power BI dashboard
- Connect a data source to a Power BI dashboard and begin visualizing data
- Save a Report and share within the Power BI service

## Manage and secure your business in the Microsoft 365 admin center

The Microsoft 365 admin center is where you manage your business in the cloud. Complete essential tasks such as adding and removing users, changing licenses, and resetting passwords. Microsoft 365 for business plans also include built-in security features, which you can manage from the admin center. Microsoft 365 Business Premium includes added capabilities such as device management and advanced threat protection.

### Objectives:

- Get started in the Microsoft 365 admin center
- Manage common tasks such as adding users
- Use built-in capabilities to bump up security

## Increase collaboration with Microsoft Teams

Working together is easier with Microsoft Teams. Tools and files are always available in one place that's designed to help you connect naturally, stay organized, and bring ideas to life. Learn how to make the most of channels, chat, and connected apps to improve communication and deepen collaboration across teams of all sizes.

### Objectives:

- Stay connected with chat
- Create a collaborative workspace
- Accomplish more together in teams and channels

## Microsoft Outlook

Outlook lets you bring all your email accounts and calendars in one convenient spot. Get started by learning to navigate Outlook, customize your experience, and increase your productivity.

### Objectives:

- Learn to navigate Microsoft Outlook
- Set up and access Outlook modules
- Use advanced features of Outlook to increase productivity and manage time
- Use Outlook mobile for on-the-go requirements

## Get started with Microsoft Excel

A beginner overview of Microsoft Excel for the new or novice user, this training will review overall navigation, formatting, simple formulas, charts and tables, and an overview of printing.

### Objectives:

- Navigate Excel ribbon options
- Format Excel workbooks and worksheets
- Use formulas, functions and validate to work with data
- Learn print processes for Excel workbooks

## Microsoft Power Platform foundations

Using Microsoft Power Platform in Microsoft Teams allows organizations to bring key information, common tools, and trusted process to the place where they gather, learn, and work. This training will show the capabilities of Microsoft Power Platform in Teams and the ways business can use them.

### Objectives:

- Identify types of apps, data types, relational data
- Build concepts for low-code apps in Teams
- Understand how to create workflows using templates
- Create and enable chatbots for simple conversational AI (artificial intelligence)
- Organize and filter data for easy-to-use reporting purposes

