

Partner FAQ - Skype for Business to Microsoft Teams Upgrades

Topics

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What is Microsoft's new vision for Intelligent Communications (aka Unified Communications vision)?

We've enjoyed great success across Office 365 with over 100M monthly commercial active users counting on Office 365 every day to get their work done. We are now aiming to bring the capabilities of Skype for Business in the cloud into Teams to deliver a single hub for teamwork, with built-in, fully integrated voice and video. By tightly weaving communications into the apps teams use to collaborate every day, alongside AI, Microsoft Graph, LinkedIn, and other data and cognitive services, we will enable Intelligent Communications, revolutionizing calling and meeting experiences.

Is Microsoft replacing Skype for Business with Teams?

As we announced at Ignite 2017, Microsoft Teams will be replacing Skype for Business as the communications client for Office 365. Over the past year, we have rapidly added – and continue to add – new capabilities to Microsoft Teams to help customers achieve more. With the June 2018 roadmap update, we are announcing that Teams is now ready for messaging, meeting and calling for most organizations, and we are actively encouraging users to upgrade to Teams.

Why is Microsoft planning on bringing Skype for Business and Teams together?

As users are working on more teams, we see the opportunity to more seamlessly integrate our communication capabilities into Teams so users can have a single place for their conversations, contacts, and content. Teams also provides a modern cloud infrastructure that enables us to take advantage of our assets for artificial intelligence such as AI, Microsoft Graph, and LinkedIn to deliver Intelligent Communications. With Teams, we can create new experiences for meetings and calling, including preparation, delivery, and post follow-ups.

Are customers able to upgrade to Teams today?

If a customer is already familiar with Teams and ready to go, they can start the upgrade process today. It is important to note that upgrading from Skype for Business to Teams is more than just a technical migration. It represents a transformation in how users communicate and collaborate. An ideal upgrade approach should address the technical aspects of an upgrade as well as encourage user acceptance and adoption of Teams, driving a positive user experience and business outcome realization.

Customers can upgrade from Skype for Business to Teams in one of two ways:

- The [Microsoft Teams & Skype for Business Admin Center](#) will enable IT Pros to upgrade individual users or their entire tenant from online Skype for Business to Teams. In addition, they can define the policies that manage interoperability, messaging, and guest access for users.
- For more advanced and larger installations of online Skype for Business, IT Pros can take advantage of PowerShell cmdlets to upgrade groups, departments, or their entire tenants to Teams, as well as define granular-level configuration of Microsoft Teams settings.

Is there a firm deadline by which customers need to move from Skype for Business Online to Teams?

Our roadmap for Teams is publicly available so customers can assess the capabilities for Teams relative to their needs and plan their move to Teams accordingly. Customers can determine the timing for moving to Teams that best meets their needs. A great way to stay on top of news about the move to Microsoft Teams from Skype for Business is the [Skype for Businesses to Microsoft Teams Capabilities Roadmap](#) that gives Microsoft's current expectations about Skype for Business capabilities coming to Teams.



Will Microsoft be requiring customers to upgrade from Skype for Business to Teams?

Customers will be able to upgrade on their own terms as Teams meets their business needs and based on our roadmap evolution. We are empowering IT with resources, tools and guidance to support them in their upgrade to Teams. Based on customer feedback, some customers also want Microsoft to assist them with their upgrade, especially if they have minimal IT support.

Based on customer feedback, Microsoft will be offering to assist smaller customers with their upgrade by upgrading their Office 365 tenant from Skype for Business to Teams. We also have dedicated resources to support our corporate and enterprise customers in planning their upgrade from Skype for Business to Teams. Microsoft realizes that for many organizations the upgrade from Skype for Business to Teams will require a longer period to plan and implement.

What assistance is Microsoft offering to customers who wish to move to Teams, especially those who have made significant investments in Skype for Business in Office 365?

Customers can continue to use Skype for Business in Office 365 until Microsoft Teams meets their business needs. All customers will have access to self-serve tools and guidance to control and manage the process to move users to Teams. Prescriptive guidance, templates, and best practices will be available this summer at <https://aka.ms/skypetoteams>. We will help ease the transition for users new to Microsoft Teams with a specialized first-run experience and in-product coach marks. FastTrack, customer support, and partners will be available to help guide customers through the transition.

Skype for Business to Teams Upgrade Process

As an existing Office 365 customer will I be able to still add new users to Skype for Business?

Existing customers of Office 365 that are using Skype for Business Online today will be able to continue adding new users.

What are the ways a customer can be upgraded to Microsoft Teams?

Customers can successfully upgrade from Skype for Business to Microsoft Teams via three ways:

- **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.

Is Microsoft planning scheduled upgrades?

Microsoft is offering to assist customers with limited IT resources with automated upgrades from Skype for Business Online to Teams. We are not currently offering automated upgrades for larger customers, and these customers can choose to move to Microsoft Teams as the capabilities meet their business needs.

When will Microsoft begin scheduled upgrades?

Microsoft has begun offering automatic upgrades from Skype for Business Online to Teams for Microsoft direct customers. Starting November 1st, we will begin offering partner associated customers (with 500 users or less) automatic upgrades from Skype for Business Online to Teams. Tenant Administrators will be given advance notification via email and through the Office 365 Message Center.

What does Microsoft's upgrade guidance entail?

We've helped take the guesswork out of upgrade planning via a proven, end-to-end, upgrade [success framework](#).



As customers are not "one-size-fits-all", organizations may have specific requirements when it comes to implementing this change. To offer added flexibility, we have organized this framework into two tailored upgrade paths:

- **Upgrade Basic:** Targeted for smaller organizations or those with out-of-the-box deployments, Upgrade Basic is a ten-step checklist designed to quickly upgrade an entire organization to Teams.

- **Upgrade Pro:** Targeted for larger organizations or those with customized deployments, Upgrade Pro includes Pre-, During- and Post-Upgrade phases to accommodate move to Teams over a period of time. Upgrade Pro offers detailed resources across both technical and user readiness to assist in conducting a pilot, using Skype for Business and Teams in co-existence, and driving user awareness.

Customer scenario	Partner guidance
New customer	Onboard directly to Teams
SMB customer (less than 500 seats) using Skype for Business Online for presence, IM and meetings	Wait for the automated upgrade and support reactively <i>or</i> perform a manual upgrade using the Upgrade Basic guidance
Larger customer (greater than 500 seats) <i>or</i> customers using Skype for Business Online for calling	Perform a manual upgrade using the Upgrade Pro guidance
Customer using Skype for Business Server in on-premises or hybrid cloud deployment	Perform a manual upgrade using the Upgrade Pro guidance

Will new customers be allowed to be provisioned directly in Teams in order to bypass the upgrade process?

Starting Oct. 1st, new Office 365 customers with 500 seats or less will be onboarded to Microsoft Teams and will not have access to Skype for Business Online. Tenants that are already using Skype for Business online will be able to continue doing so (including provisioning new users) until they complete their transition to Microsoft Teams.

Customer scenario (for purchases after October 1)	Partner guidance
Existing Office 365 customer purchasing additional SKUs	Customer will continue to be provisioned Skype for Business, i.e. no change for these customers.
New customer purchasing 500 seats or less	Customer will be provisioned with Teams.
New customer purchasing >500 seats	Customer can be provisioned with Skype for Business or Teams, but Skype for Business is the default for provisioning.
New customer purchasing 500 seats or less (after October 1) and then changes their seat count to be higher than 500.	The customer will stay on the same path as they started, i.e. customer will continue being provisioned with Teams.
New customer purchasing over 500 seats (after October 1) and then reduces their seat count to be 500 or less.	The customer will always stay on the same path as they started, i.e. customer will continue being provisioned with Skype for Business, but can be upgraded to Teams.

What if a customer is upgraded and encounters issues with the upgrade?

If a customer is upgraded and requires to be reverted back to Skype for Business Online it will require a customer/partner to open a support case with Microsoft Support. Please refer to [Helpdesk Guide for Partners](#).

How will upgrades to Teams be communicated to customers?

As part of the Microsoft automated upgrade experience, we will proactively communicate with customers in two ways: 1) Message Center posts within the Microsoft Teams & Skype for Business Admin Center and 2) Relationship Marketing emails sent to the Skype for Business Online IT Administrator(s).

These communications will provide:

- step-by-step upgrade guidance if customers wish to upgrade their tenant on their own
- a date for which their tenant will be upgraded to Microsoft Teams should they choose to not take any action of their own
- a process by which they can choose to postpone the Microsoft automated upgrade experience

Customers, regardless of size, can elect to opt-in to take advantage of the Microsoft automated upgrades or use the customer self-guidance. Please refer to [Helpdesk Guide for Partners](#) for the detailed timelines.

As a Microsoft partner, can I elect to upgrade my customers prior to the Microsoft-driven automated upgrade?

Partners can choose to proactively upgrade their customers if they do not wish to rely on the automated upgrade process. This is accomplished through PowerShell commands (using Admin on Behalf Of/Delegated Admin Permissions) today, and will become available through the Skype for Business and Teams Admin Center (Modern Portal) later this calendar year.

What do you recommend for customers who are currently in the process or planning to deploy Skype for Business Online?

Our vision for bringing together Intelligent Communications and collaboration is focused on Microsoft Teams. Microsoft Teams is now the default application for messaging, meetings, and calling in Office 365. For the optimal meetings, calling and chat experiences move customers to Microsoft Teams as soon as their business requirements can be met.

What resources exist to prepare our service desk management and help desk staff?

We recognize that partner's service desk staff need to be provided the appropriate guidance and resources to support their customers upgrade from Skype for Business to Teams. As a result, we have developed the following [Helpdesk Guide for Partners](#) to assist your support staff in the Microsoft-driven Upgrades.

What happens once users are upgraded?

Once upgraded, Teams will become the user's default client for chat, voice, video and meetings in Office 365. When users are upgraded to Teams (e.g. Teams Only mode):

- Their Skype for Business client will be disabled, and all chat and calls will go to Teams. Note that this will not uninstall the Skype for Business client on users' desktops.
- Any Skype for Business meetings scheduled prior to the upgrade will work as designed, but all new meetings will be scheduled to Teams. Previously scheduled Skype for Business meetings will connect via the Skype for Business desktop client, or Skype Web App.
- If users attempt to sign in to Skype for Business, they will receive a notification in their client that they have been upgraded to Teams.
- Users and/or IT administrators will need to uninstall the Skype for Business client on their mobile devices manually.



Where can users find guidance on performing common Skype for Business tasks in Teams?

Users can be directed to the following links:

- [Differences between Skype and Teams](#)
- [Chat and Messaging](#)
- [Meetings](#)



What is the future of Skype for Business Server?

We recognize that customers are using Skype for Business on-premises and many need to use Skype for Business on-premises for some users or geographies due to their requirements. We are targeting general availability of Skype for Business Server 2019 by the end of 2018 (dates subject to change).

What will happen to the Skype brand?

We remain committed to the overall Skype brand which represents a family of communications capabilities across our consumer and commercial segments. Skype remains the product name for our consumer offer and Skype for Business remains as the product name for the on-premises server. The Skype for Business brand will also surface in voice and video experiences within Teams.

What does this mean for existing Office 365 customers?

We will bring the key set of Skype for Business capabilities in Office 365 into Teams over time along with new voice, video, and meetings innovation. Customers may choose to migrate Skype for Business users when the capabilities meet their requirements. We encourage all Office 365 customers to start using Teams independently or side-by-side (islands-mode) with Skype for Business.

Will Microsoft continue to invest in improving Skype for Business in Office 365?

Our vision for bringing together Intelligent Communications and collaboration is focused on Microsoft Teams. We plan to continue to support Skype for Business in Office 365.

We plan to continue to support the Skype for Business service and client. We have no plan to remove Skype for Business from Office 365 subscriptions at this time. There is also no end of support date at this time.

What does this mean from a licensing perspective? How will customers pay for Intelligent Communications services in Teams?

Teams is available in the Office 365 suites. Capabilities that are premium workloads in Skype for Business in Office 365 today will continue to be premium workloads in Teams. Existing licensing investments made by customers will carry forward to Teams. For example, if a customer has purchased Audio Conferencing standalone or E5 with Skype for Business, Audio Conferencing will be enabled in Teams as it is available today.



What do you recommend for customers who are currently in the process or planning to deploy Skype for Business?

Customers should evaluate the Teams roadmap to determine if capabilities will meet business needs and timing requirements. If so, they should adjust strategy to deploy Teams. Planning and infrastructure investments such as network assessments will accrue to Teams deployment. If not, customers should move forward with Skype for Business. We encourage all Office 365 customers to start using Teams, independently or in parallel with Skype for Business.

Tell me about the benefits of the backend infrastructure.

Supported by the new Skype back-end infrastructure, Teams is built for the cloud on a highly scalable microservices architecture that's efficient in bandwidth consumption, provides a more robust telemetry, and enables maintenance and upgrades with minimal disruption. As a result, users will see faster meeting join times and a better browser experience without needing to download plug-ins. This modern infrastructure makes it easy to tap into Microsoft Cognitive Services, which include transcription, translation, speech recognition, and machine learning capabilities and have the power to make communication and collaboration easier and more effective.

Skype to Teams Roadmap

How can customers learn when Skype for Business capabilities will be available in Microsoft Teams?

We will make information on upcoming Teams features available on the [Microsoft Teams Roadmap](#). Customers can also review the [Office 365 Roadmap](#).

What APIs and SDKs will be made available for Microsoft Teams?

We expect to have more information to share publicly regarding the extensibility offerings for Microsoft Teams via APIs and SDKs.

Microsoft Teams has an open developer platform with a rich set of capabilities to build apps or integrate with new or existing business processes and services. To learn more about the Teams developer platform, visit the Office Dev Center at <https://developer.microsoft.com/en-us/Microsoft-Teams>

Will Microsoft support third-party development opportunities in Microsoft Teams?

Yes. We currently support third-party bots, connectors, and extensions in Microsoft Teams. In addition, we anticipate having third-party developer communication add-ons available in 2018.

Is Microsoft Teams available in Office 365 Education and Government plans?

Microsoft Teams is available in all Office 365 for Education suite licensing: Education, Education Plus and Education E5, as well as existing Education E3 customers who purchased E3 prior to its retirement. Microsoft Teams is not available to Government customers at this time, but we expect to make it available to these customers in the future.

Do you have plans to offer Microsoft Teams in the government community cloud (GCC)?

Microsoft Teams will begin rolling out for the US Government Cloud Community (GCC) on July 17th and will be available for all eligible customers by the end of August 2018. See this [blog](#) for more details.

Are there feature differences between Microsoft Teams in Microsoft Commercial Cloud and Microsoft Teams in Government Community Cloud?

To accommodate the requirements of our government cloud customers there are a few features differences between the GCC cloud and that of commercial customers. For more information and to find out more about the features available, go to <aka.ms/temsgccsetup>.

Skype for Business and Teams Interop - How does it work?

How can customers use Teams and Skype for Business side by side?

Since there is some overlapping functionality between Teams and Skype for Business, it is important to begin with a user pilot. A pilot is a small-scale deployment that enables a customer to validate the interoperability with Skype for Business in their environment as well as understand how their end-users can maximize their productivity while minimizing confusion with both products running side-by-side.

For steps on resources and tips, go here: <https://docs.microsoft.com/en-us/MicrosoftTeams/pilot-essentials>

Calling capabilities

What is the plan for Microsoft's online voice capabilities?

Microsoft Phone System and Calling Plans are currently available for Teams. Direct Routing allows customers to choose their telecom provider to enable their users to make and receive calls in Teams. See this [blog](#) for more details.

What is the guidance for customers already deployed on Phone System (Cloud PBX) in Skype for Business Online?

Customers should evaluate the Teams roadmap to determine when capabilities will meet their business needs. We encourage all Office 365 customers to start using Teams, independently or in parallel with Skype for Business.

When will hybrid customers be able to move to Teams?

We've simplified how customers connect trunks or third-party telephony systems to Office 365, based on customer feedback. For calling, customers interested in bringing their own telephone service to Teams can now do so with the general availability of [Direct Routing](#). Direct Routing and Calling Plans are two choices for dial tone in Microsoft Teams.



Messaging capabilities

Will people-centric conversations be available in the new client?

One of the many advantages of using Teams is that users gain access to new communication features. All chat is people-centric in Teams. Users can easily review their entire history of chat with other users easily from their client or browser. Searches are easier to execute.

Meeting capabilities

Is Audio Conferencing coverage in Teams different than Skype for Business?

There will be no change in the coverage for Audio Conferencing as a result of its availability in Teams. The coverage of 90+ countries and 400+ cities we have today will continue to persist in both products. For the current list of countries/regions where Audio Conferencing is available, please read [here](#)

Are 3rd party Audio Conferencing Providers (ACP) supported in Teams?

There are no plans to support 3rd party audio conferencing providers (ACP) in Teams. We believe the best audio conferencing experience for customers using Teams and Skype for Business will be using our Audio Conferencing services in Office 365 (formerly PSTN Conferencing). Customers needing to leverage our ACP support in Skype for Business meetings can continue to use their Skype for Business client. Meetings scheduled within the Teams client will only support the Audio Conferencing services of Office 365.

What is the plan for video interoperability support for Teams meetings?

Meeting room devices are critical to our vision for the modern workplace. At Ignite 2017 we announced that we are working with Blue Jeans, Pexip, and Polycom to deliver cloud video interoperability with Teams. Customers can continue to use Polycom Real Connect for Office 365 with Skype for Business Online. We will make our roadmap available, so customers can assess Teams for their business needs.

Will the latest generation of Skype Room Systems (V2) support meetings in Teams?

Meeting room devices are critical to our vision for the modern workplace and we continue our momentum with Skype Room Systems. Initially, Skype Room Systems will support single-click join to Teams meetings and most

Skype Room Systems features except for dual screen support and panoramic video devices. Dual screens and panoramic devices are planned for later releases. More details in our [blog](#).

Will Skype Room Systems V1 be updated to support Teams meetings?

Meeting room devices are critical to our vision for the modern workplace. Skype Room Systems v1 (aka Lync Room Systems) will have an upgrade available which will allow these devices to join Teams meetings. As part of that upgrade process, we will also upgrade these devices from Windows 7 to Windows 10 to further secure the devices. For those devices using touch screens, you will lose access to touch features and features such as inking, PowerPoint annotation, and Whiteboarding, and front of room touch to start a meeting will stop working



Management Capabilities

What is planned for new Management experiences?

Microsoft has launched the [Microsoft Teams & Skype for Business Admin Center](#) for IT pros within the Office 365 Admin Center. Like the Skype for Business Admin Console, this new portal will be a single place to administer our new experiences. The initial release of the portal, targeted for the first quarter of 2018, is designed to support administration through an enterprise-ready policy model for Teams-only customers, replacing the existing administration interface for Teams. With this portal, we'll be able to create custom presence, chat, app, meeting, and voice policies and assign those policies to Teams users.

Device Compatibility

Can I use Microsoft Teams on Surface Hub?

Teams meetings is now available on Surface Hub with Calling and Meetings experience. For more information, see [Deploy Microsoft Teams for Surface Hub](#).

Will certified Skype for Business online phones work with Teams?

For all questions related to phone compatibility, see the [Certified Skype for Business Online Phones and what this means for Microsoft Teams blog](#)

Microsoft Teams

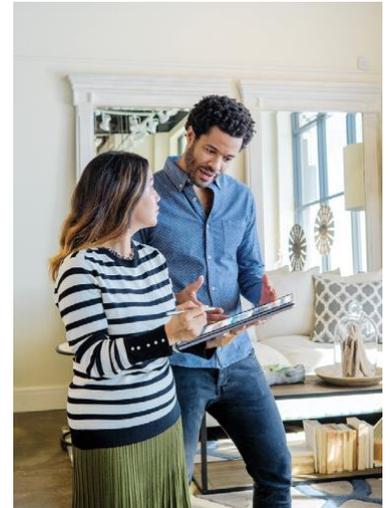
Where can customers new to Teams learn about the product? Explore the benefits of the hub for teamwork in Microsoft 365 at <http://aka.ms/successwithteams>

In addition, the following resources are available:

- [Microsoft Teams Help](#)
- [Microsoft Teams Developer Preview](#)
- [Microsoft Teams Tech Community](#)
- Microsoft Teams [Launch video](#)
- YouTube video channel for How To Use product videos: [Microsoft Teams](#)
- [Microsoft Teams Mechanics Video](#)
- [Getting Started Guide IT Admin](#)
- [Getting Started Guide Team Leader](#)

How can customers try Teams?

Download Teams today at <https://products.office.com/en-us/microsoft-teams>



Partner and Developer Ecosystem

To learn about how partners can help customers in the Office 365 collaboration space, go [here](#).

What are practice opportunities for partners?

The inclusion of Microsoft Teams strengthens the value of the Office 365 commercial suites. Partners can upsell collaboration scenarios to their existing and new Office 365 customers and drive deployment of Office 365 workloads. There is an opportunity for consulting services to help customers define the use cases for Microsoft Teams. In addition, partners can start building rich integrations with Microsoft Teams Developer Preview.

Partners can continue to support their customers' Skype for Business infrastructure and services. Partners can become their customers' trusted advisor, helping them along the move to Intelligent Communications.

Partner Opportunities to drive revenue with Intelligent Communications

Begin with the basics then expand into more complex offerings.



When will a Microsoft Teams Developer Platform be available?

On November 2, 2017 we announced the Microsoft Teams Developer Preview, enabling developers to integrate apps and services with Microsoft Teams through bots, tabs, and connectors. We are continuing to add new features and capabilities to the platform. Developers can visit the Office Dev Center at <https://dev.office.com/Microsoft-Teams> to learn more and get updates.

Is there a developer program? Where can developers go for more information?

Yes, developers can visit Office Dev Center – Microsoft Teams (<https://dev.office.com/microsoft-teams>) to learn more about the Developer Preview and to work with Microsoft to build new experiences for Microsoft Teams.