# Say hello to the new Microsoft Teams

A guide for Champions, trainers, IT pros, tenant admins, and the Help Desk for all things new in Microsoft Teams

# New Teams is now generally available

We have made notable progress since the launch of new Teams in public preview. New Teams now has full feature parity for almost all features.

## Faster
The app will be up to twice as fast while consuming up to 50% fewer resources

## Simpler
A more polished, responsive UX that's easier to navigate and get more done
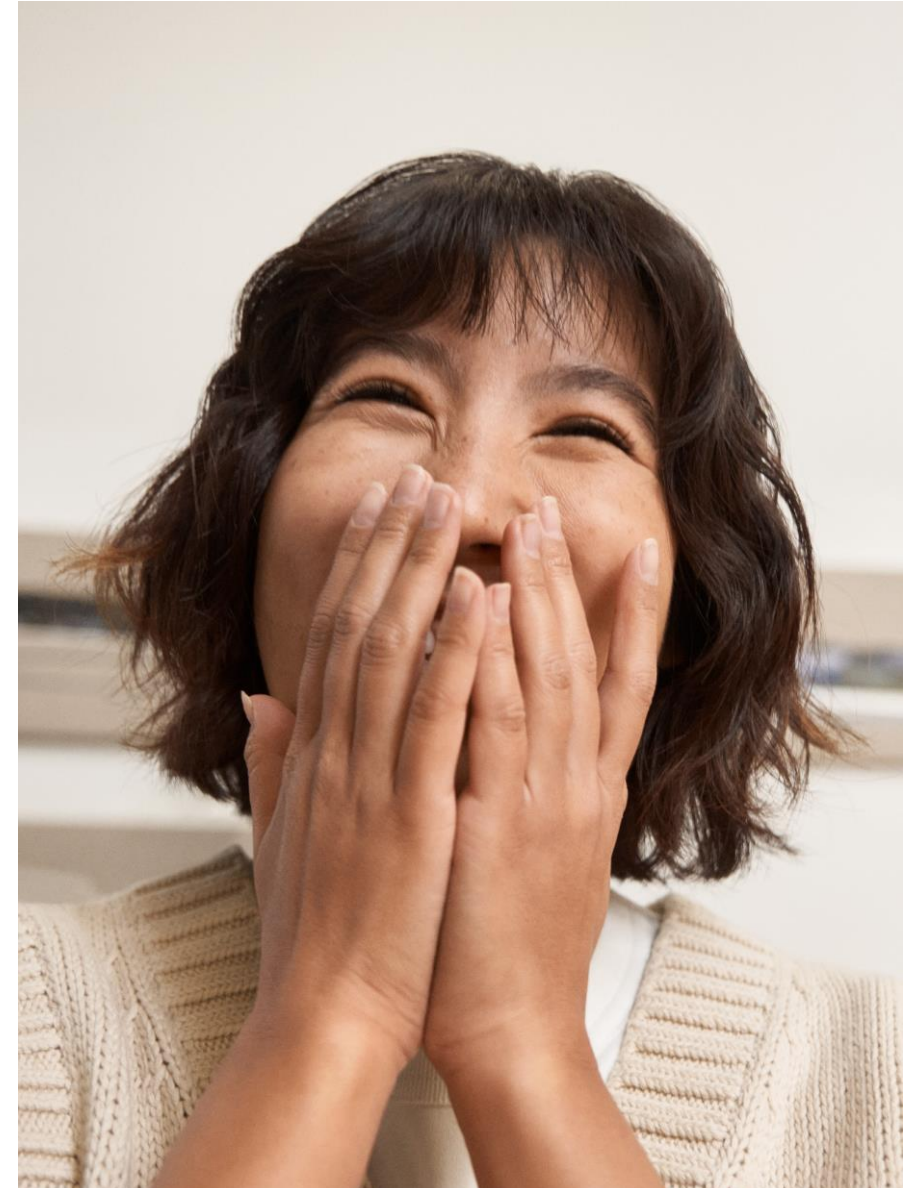
## Smarter
The foundation for next-generation AI experiences to help you work smarter and level up your productivity

## More flexible
Innovations that streamline multiple tenants or accounts and enable seamless cross-tenant communication

This e-book is meant to help **Champions, trainers, IT pros, tenant admins, and the Help Desk** get started with the new Teams and support their end users.
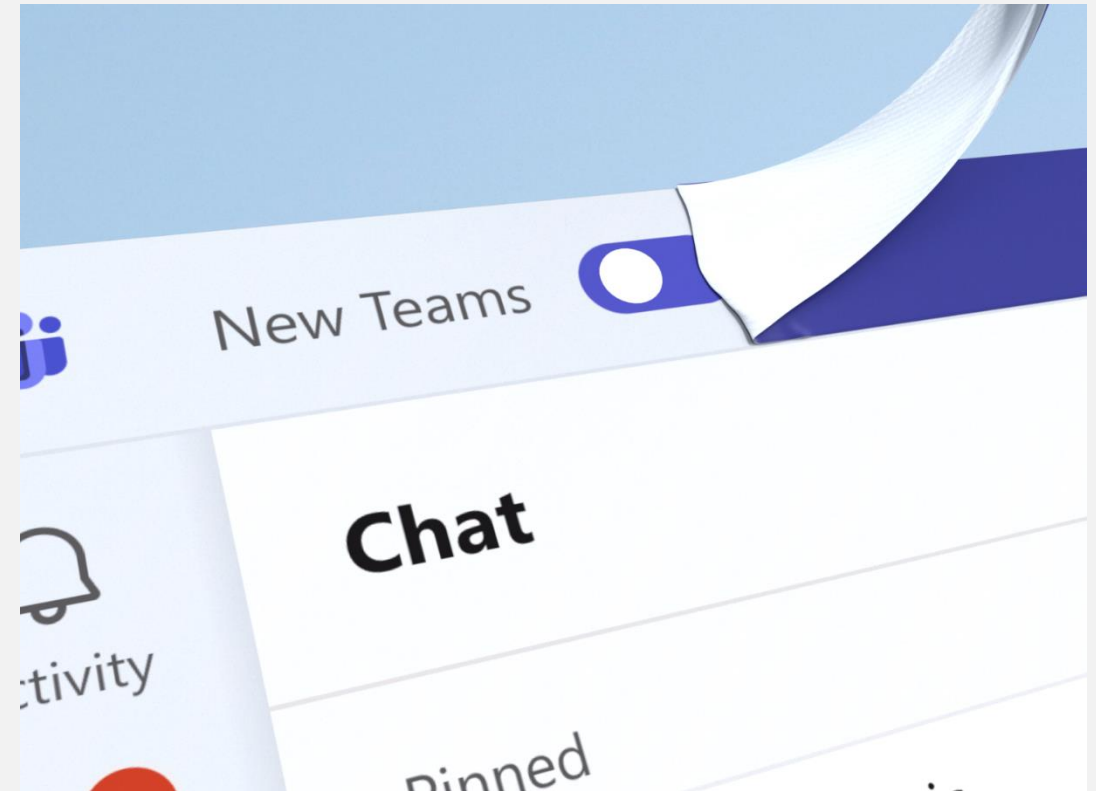
# Switch to new Teams by flipping the toggle, it's easy!

**Upgrading to new Teams is quick and seamless – no migration is required**! Classic Teams users will be automatically upgraded to new Teams in the coming months. To get started with new Teams today, users can **simply flip the toggle** in the classic Teams app.

## For admins:

Learn about the new Teams release schedule for your organization:

- **General availability**: Windows and Mac, including education.
    - End users will start seeing the "Try the new Teams" toggle and new Teams will become the default app.
- **Public Preview**: VDI and government cloud (GCC and GCC-High).
    - Educate users that the toggle is available now.

## Learn more

- Enable new Teams for your organization
- New Teams rollout schedule
- Technical documentation with installation instructions
- End user guidance

# A high-performing, more secure Microsoft Teams

Years of research, benchmarking, and prototypes helped us find the right modern tech to deliver a high-performing Teams app that's also more secure and easier to manage.

In the new Teams, users can switch between apps, respond to chat messages, and join meetings and calls more quickly while using less battery and memory.

**Performance enhancements**, which embrace open-source code as part of our development commitment, include:

- Improved meeting quality and stability
- Improved on-screen rendering
- Expanded performance-optimized infrastructure

We've also made significant **security and manageability enhancements**, including:

- Streamlined app installation for reduced network and disk space usage
- Can be installed and managed remotely via Microsoft Intune and MSIX
- Protected and secure folder installation
- Hardened security such as Trusted Types and stronger Content Security Policy

| Classic Teams | New Teams[1] | Result |
|---|---|---|
| AngularJS for web dev framework | React + client data layer | • **2X faster**[2]<br>• Smaller footprint<br>• Greater support for shareable components<br>• Improved responsiveness |
| HTML + CSS for custom controls | Fluent UI | • Standard and custom controls for greater responsiveness |
| Electron for hosting | WebView2 | • **50% fewer resources consumed**[2]<br>• **50% less memory used**[2]<br>• **70% less disk space used**[2] |

**Learn more**
Unlocking the Power of Microsoft Teams: Benefits of the New Architecture

# Performance benchmarking

In March 2023, an independent benchmarking firm, GigaOm, verified the performance improvements of the new Teams. These are some of their findings. See the detailed report [here](#).

" The new Microsoft Teams is a lot faster than classic Teams. Navigating and moving between chats, channels and joining meetings has improved a lot. It gives a more stable feel and I look forward to the evolution of it."

— **David Konrad Abramowski Aurtande**

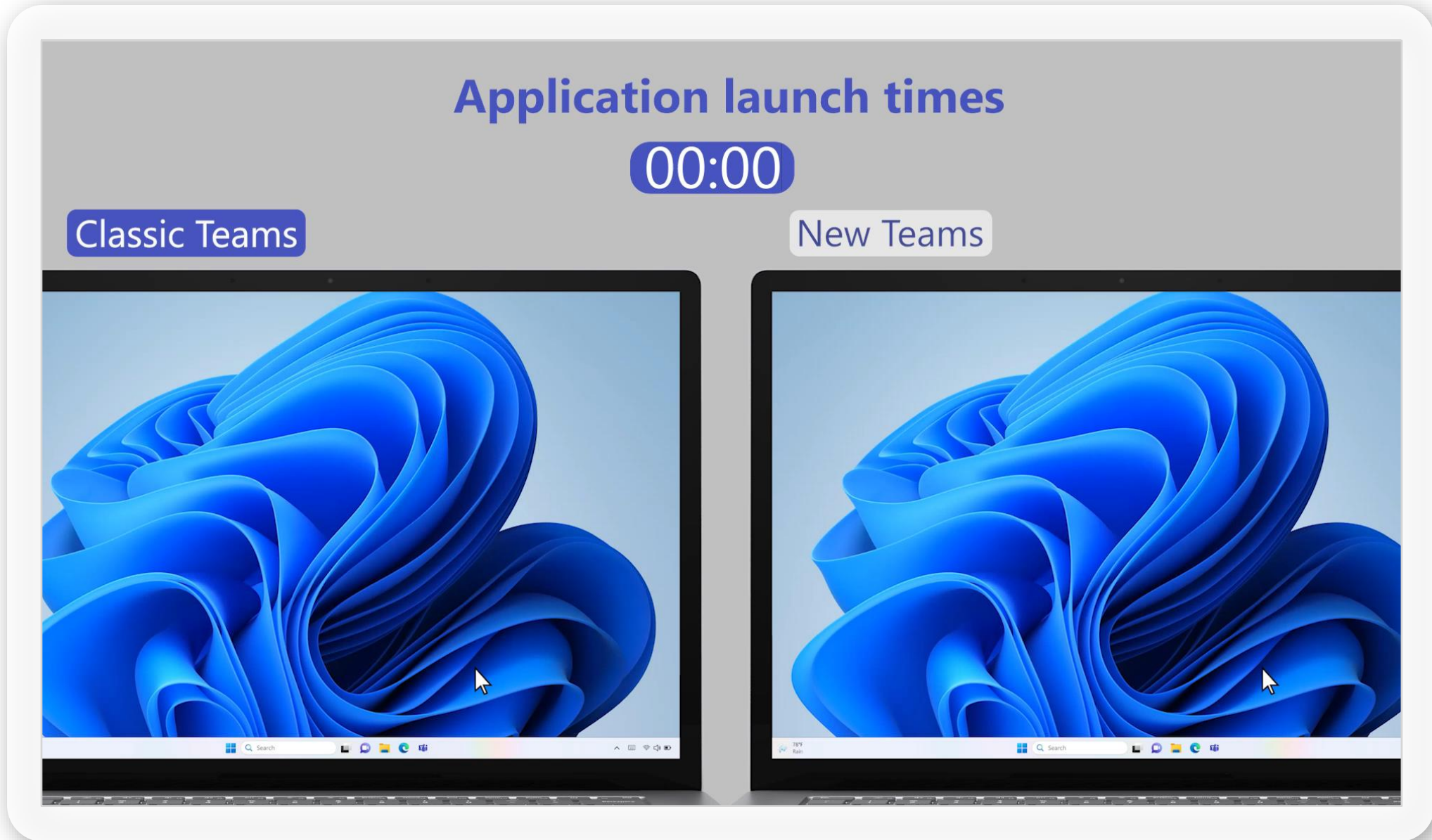Lead Employee Engagement & Hybrid Work Digital Workplace, Orkla IT

## Up to

# 2X
faster

- 3X faster **installation**
- 2X faster **app launch**
- 2X faster to **join meetings**
- 1.7X faster **chat and channel switching**

# 50%
fewer resources used

- 50% less **memory** used
- 70% less **disk space** used

# Side-by-side video of classic Teams vs. new Teams



Application launch times

00:00

Classic Teams

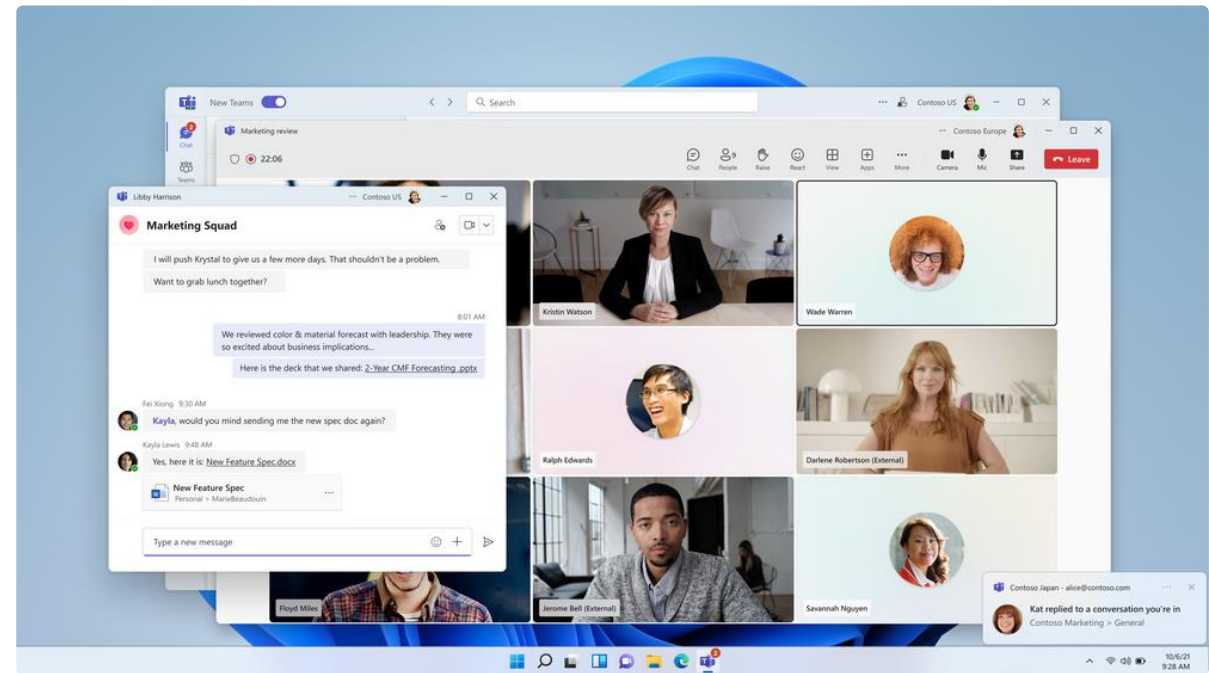New Teams

# The new Teams for admins

# Seamless flexibility for multi-tenant orgs to collaborate

Enhance cross-tenant communications and collaboration experiences in a familiar Teams environment.

**Reduced tenant management**
Simplify the management of employees across tenants

**Side-by-side cross-tenant collaboration**
Empower workers to chat seamlessly across, inside, and outside your home organization securely and easily

**Improved people search**
Give your workers the ability to search for and collaborate with the right people

# Collaborate across multiple tenants and multiple accounts

Users can easily switch between organizations and accounts to collaborate and communicate across the entire org.

### Eliminates silos
Centrally manage users from across organizations and multiple work or accounts in one place
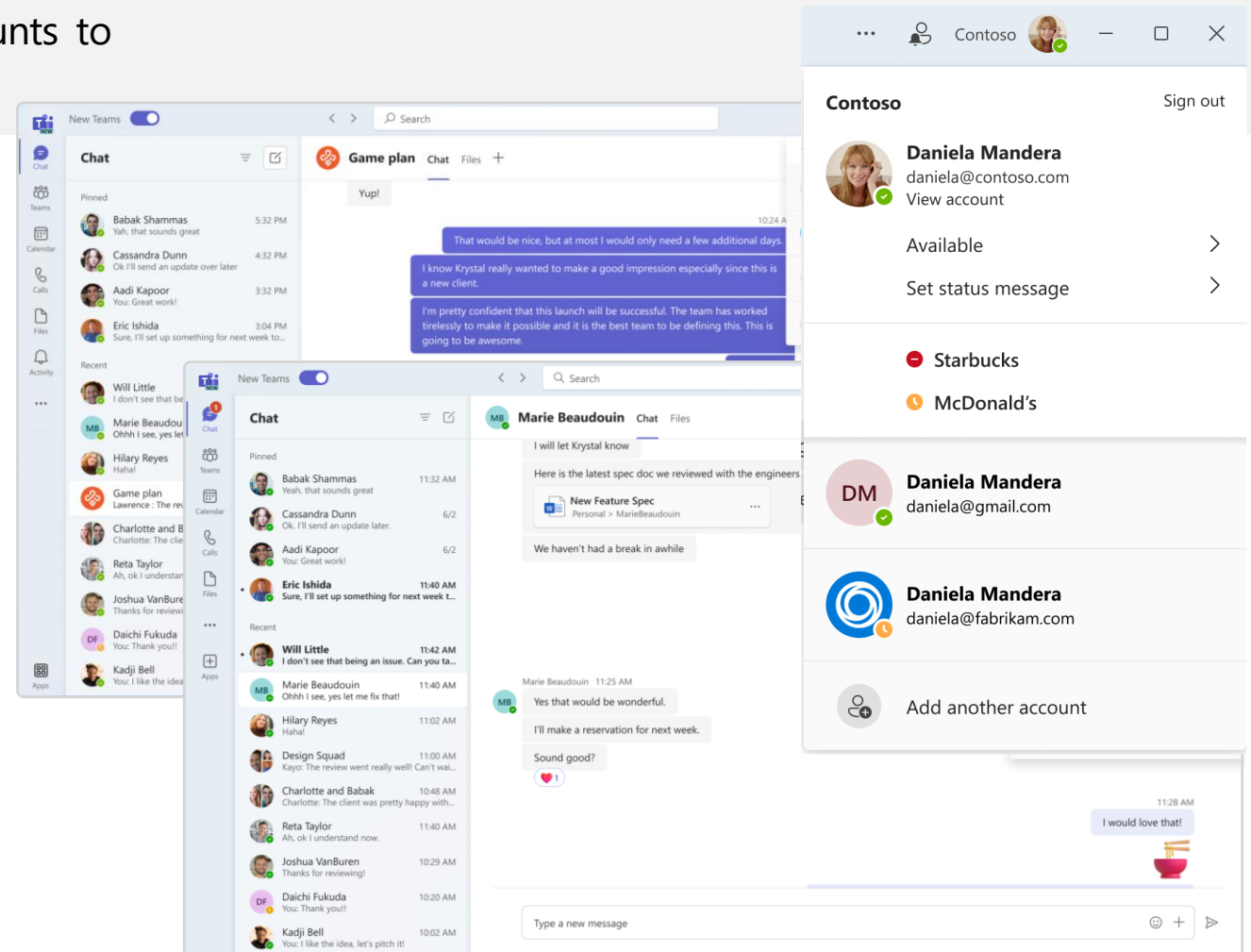
### Fosters collaboration
Help ensure users stay signed into multiple accounts simultaneously to receive real-time notifications

### Increases flexibility
Enable seamless engagement across multiple organizations or accounts without disrupting user workflows

**Multi-tenant (top), multi-account**

# The new Teams for Help Desk

**Try the new Teams toggle** for Help Desk

## It's simpler than ever for your users to switch to the new Teams

**1**

Flip the toggle in the upper-left corner to switch from classic to new Teams. Users can always switch back using the same toggle in the new experience.
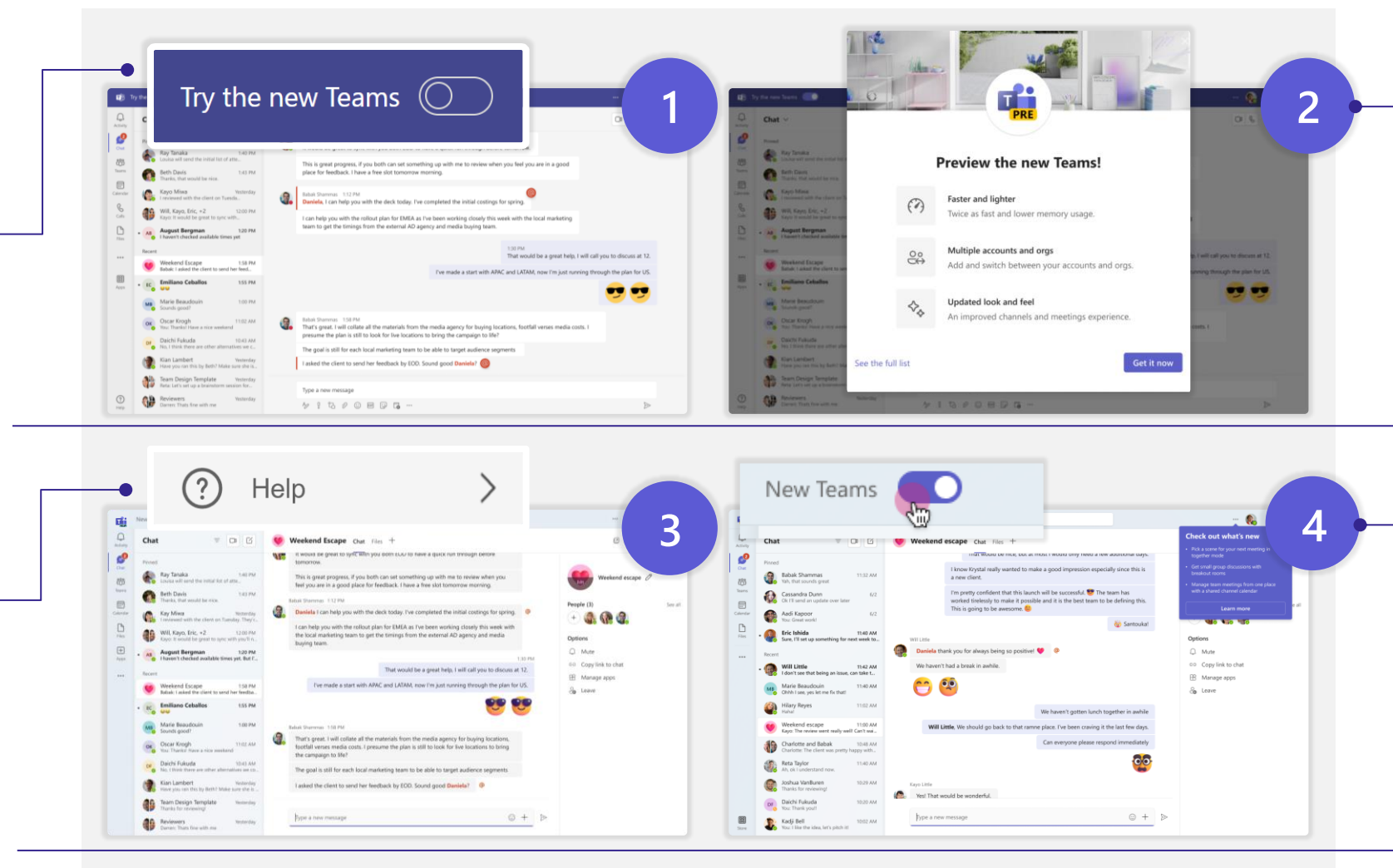
**2**

Personalize each account and organization with a color theme to quickly recognize which workspace you're in.

**3**

**Note**: Help has moved! Select **Settings and more** ··· next to your profile picture at the top right of the new Teams, then select ⑦ **Help** > **Suggest a feature** or **Report a problem** to send feedback about how to improve the new Teams experience.
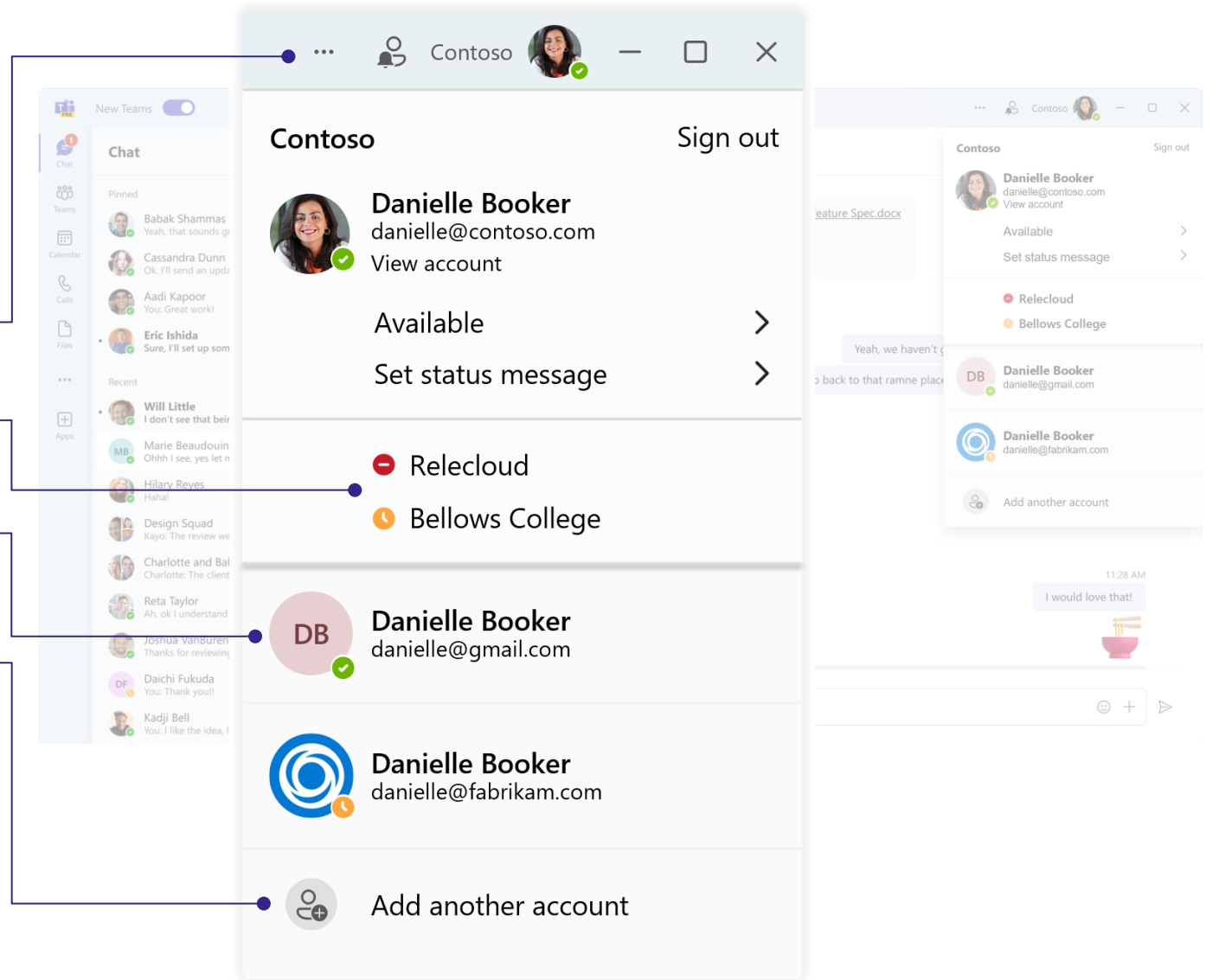
**4**

**Pro Tip**: You can always keep classic Teams running in a web browser window for quick and easy access if you find yourself switching frequently.

**Multi-Tenant Multi-Account** for Help Desk

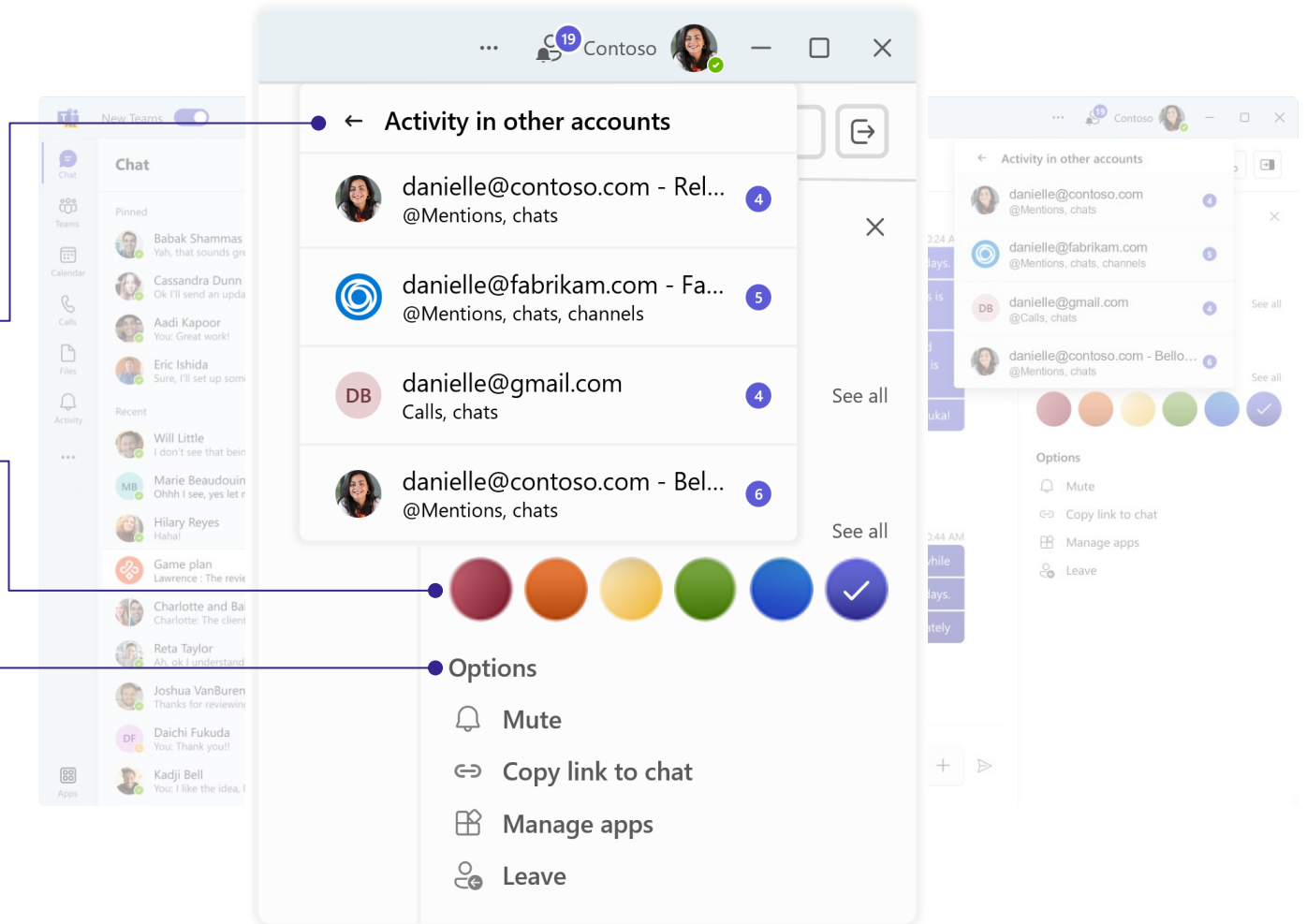## Seamlessly use work or school accounts simultaneously within the same browser

- Select your profile picture in the upper right to switch or add accounts and organizations

- Set your status for each account and organization individually

- Easily switch between multiple accounts and organizations without dropping from a call or meeting

- To add another account, select your profile picture at the top right of the new Teams, then select **Add another account**

# Enable users to easily communicate and collaborate with who they need to

- See activity and receive real-time notifications from all your accounts and associated organizations in one place

- Personalize each account and organization with a color theme to quickly recognize which workspace you're in

- Easily mute notifications, copy links from a chat, manage your apps, or leave an account or organization from a simple options list

# Resources to get started

Microsoft Adoption: Get started and find resources for your org

Microsoft Teams Tech Community Blog: Read the new Teams GA announcement

Enable new Teams in your organization: Upgrade to new Teams now!

Microsoft Teams technical documentation: find a more detailed release schedule, step-by-step instructions on how to enable the new Teams, and a known issues list

End-user guidance: Learn on how to start using new Teams today

Microsoft Tech Community Forum: Share your experience with other customers in the community

Microsoft Teams Feedback portal: Send suggestions to improve the new Teams experience

**Microsoft Teams**