

Use Microsoft Teams Effectively

MINI-SUMMIT



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Discover Private Channels in Microsoft Teams

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*Use Microsoft Teams
Effectively*

MINI-SUMMIT

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 **Crow Canyon Software**
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Office 365 MVP since 2015



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Collaboration & Communication Capabilities

Calendar



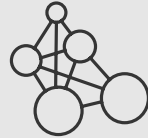
Outlook

Intranets and
Content Management



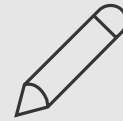
**SharePoint &
OneDrive**

Task and Project
Management



**Project &
Planner**

Co-Authoring
and Broad
Communication



**Office Apps &
Yammer**

Chat, Voice,
and Video



Meetings

Manageable app
ecosystem and platform



**Line of Business &
3rd party Apps**

Office 365 Groups

Single team membership
across all apps and services

Microsoft Graph

Suite-wide intelligence connecting
people and content

Security and Compliance

Centralized policy management

Chat-based workspace in Office 365



Chat for today's teams

Communicate in the moment and keep everyone in the know



A hub for teamwork

Give your team quick access to information they need right in Office 365



Customizable for each team

Tailor your workspace to include content and capabilities your team needs everyday



Security teams trust

Get the enterprise-level security and compliance features you expect from Office 365



Extensible platform

Build apps with a rich set of capabilities to enable these higher-performing teams

A hub for teamwork



Chats



Meetings



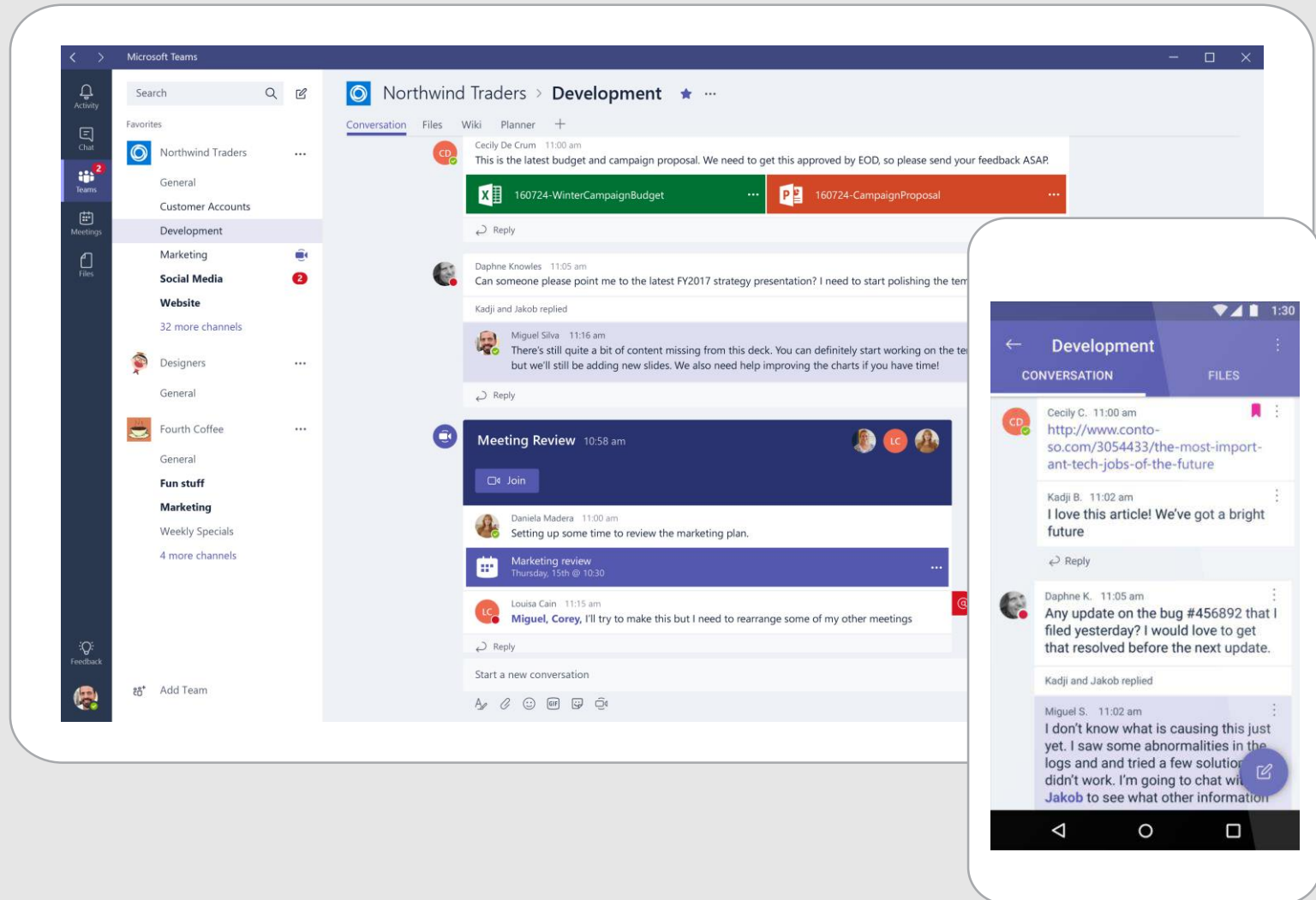
Calls



Files



Apps and workflows



Conversation storage

Where are conversations stored?



Chat service

In memory processing for speed

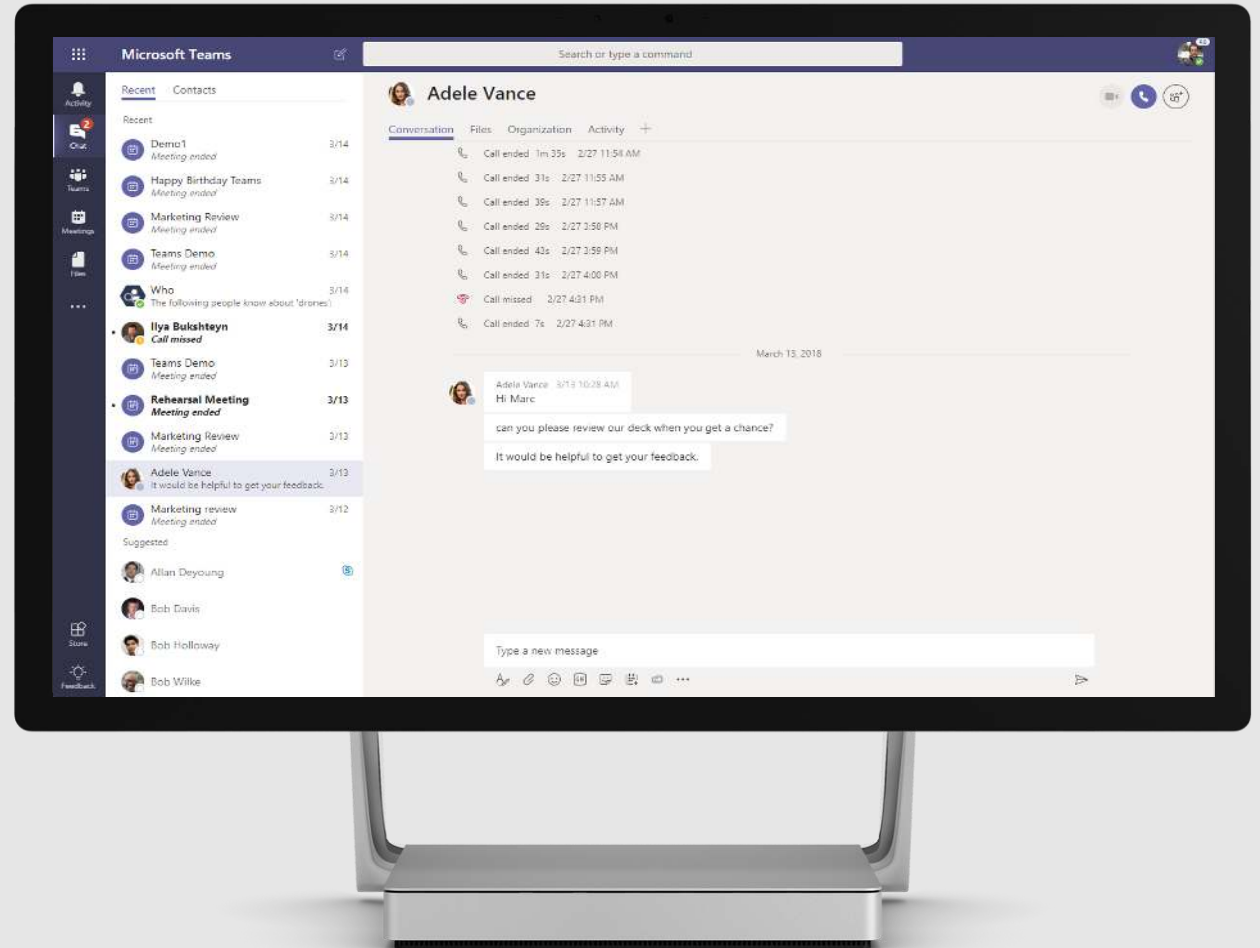
Leverages Azure storage (moving to Cosmos DB)

Exchange

Chat and channel messages are also stored in Exchange for information protection

Conversation images & media

Inline Images/Stickers are stored in a media store, Giphys are not stored.



File storage

Where are files stored?



1:N chats

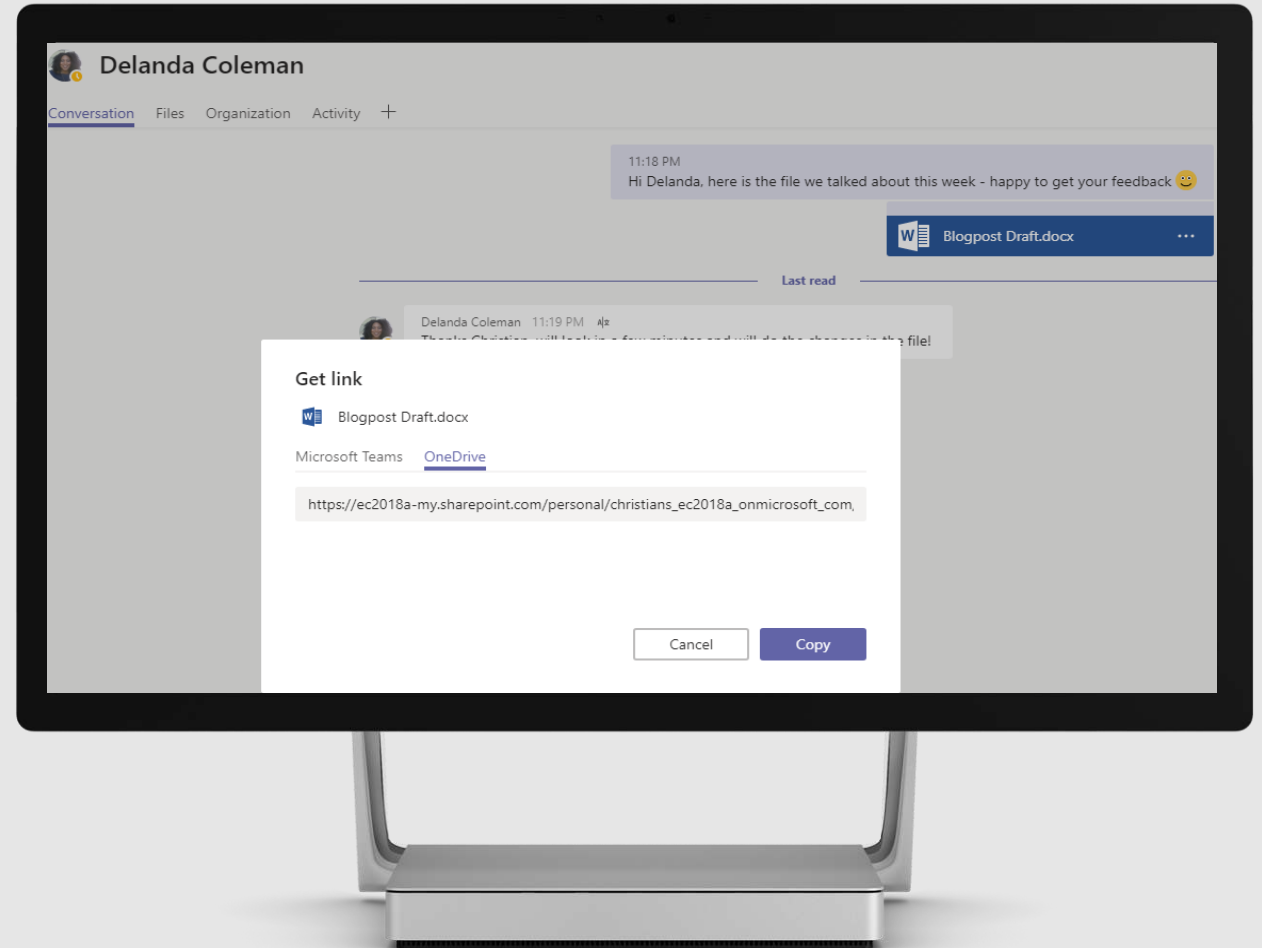
Files are uploaded to **OneDrive for Business** and permissions are set for the members of the chat

Team conversations

Files are uploaded to **SharePoint**. A folder is associated with each channel in the team

Cloud storage

Dropbox, Box, Citrix ShareFile, Google Drive



Data Entity Storage

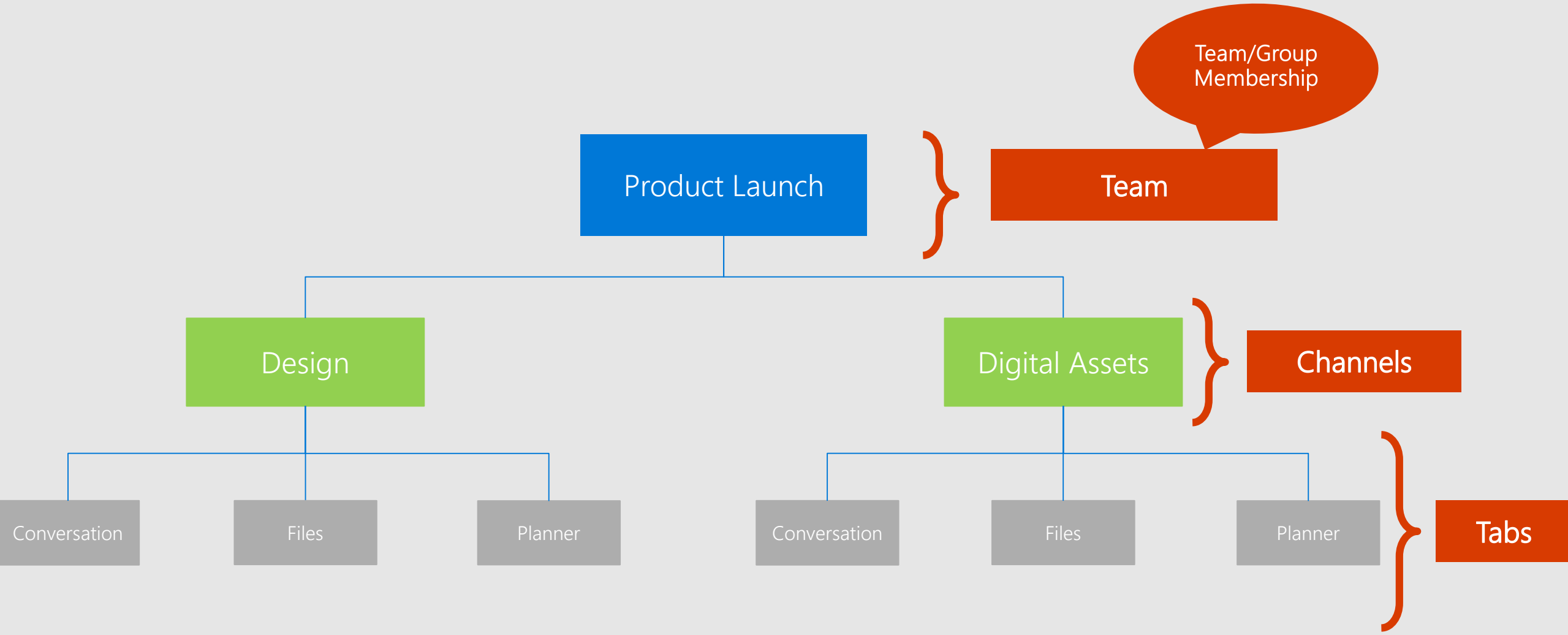
Key data entities and location where data is stored at rest

Entity	Storage	Storage
Message	Chat service table storage (moving to Cosmos DB)	Ingested to Exchange to enable compliance
Image	Media service on Azure (using Blob storage)	Ingested to Exchange to enable compliance
Files	Team files → SharePoint Chat files → OneDrive for Business	
Voicemail	Individual mailbox in Exchange	
Recording	Media service on Azure (using Blob storage) (<24 hours)	Encoded to Stream
Calendar meeting	Individual mailbox in Exchange	
Contacts	Exchange	
Telemetry	Microsoft Data warehouse (No customer content)	

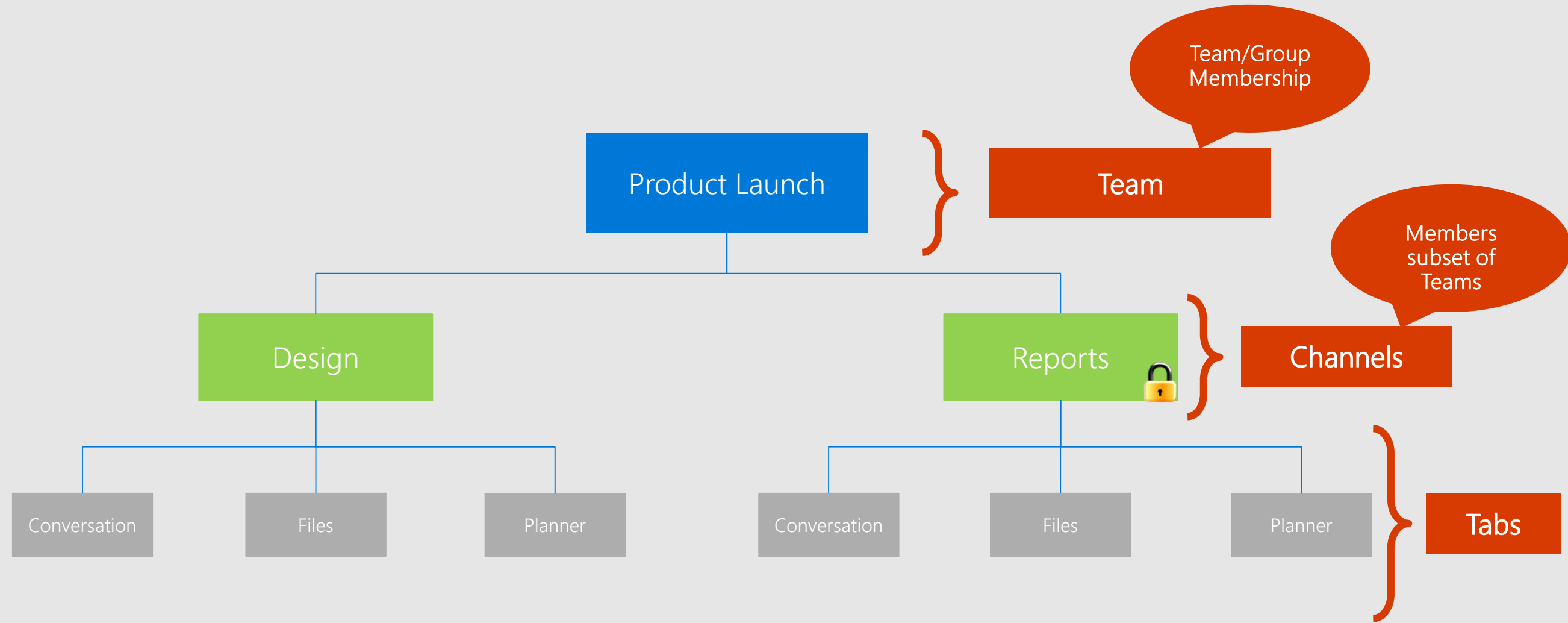
Demo

Chat 1:1, 1:M, Conversation - limitation

Standard Channel



Private Channel



Private channels

Focused private collaboration within a team



Standard Channel

Private Channel

Open collaboration within the team

Inherits full membership list from the team

Focused private collaboration within the team

Managed subset of members from team

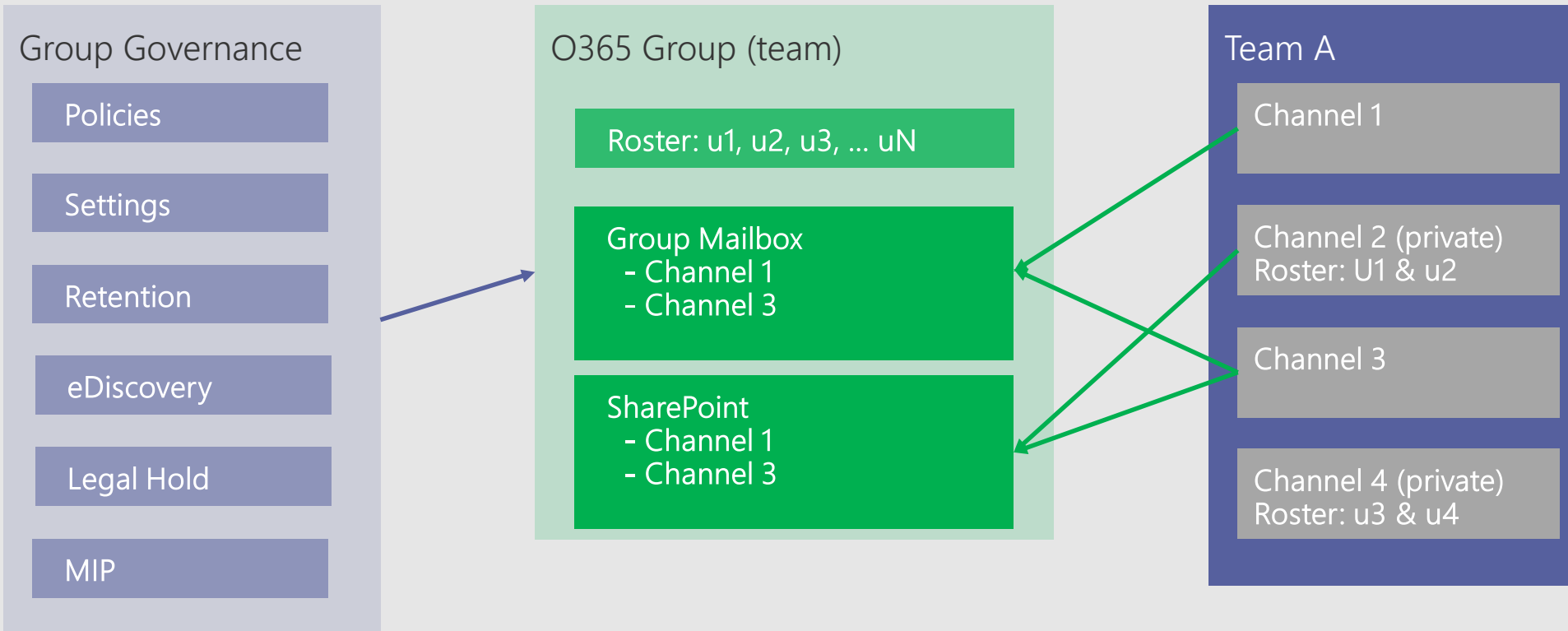
Creation

- Admins can control via policies who can create private channels in tenant
- Team owners can control via setting if members can create private channels
- Limited to 30 private channels per team (in addition to 200 standard channels)

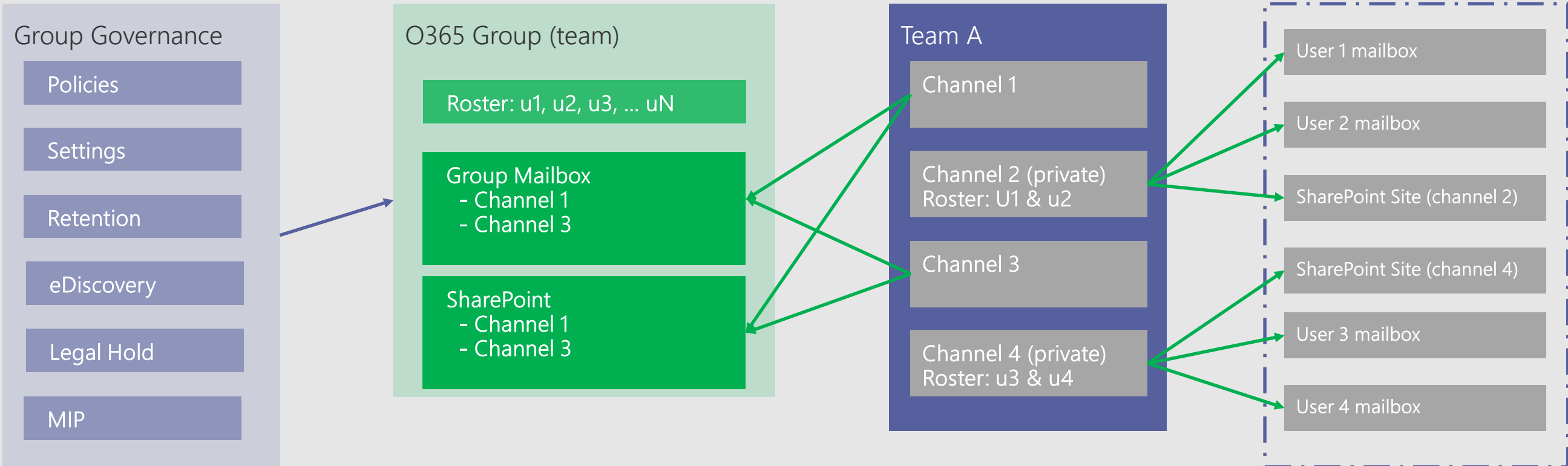
Membership

- Private channel owners can add members and guests to a private channel
- Only existing members and guests in the team can be added to a private channel
- Only members of the private channel can view private channel content
- Limited to 250 members per private channel

High Level Architecture



High Level Architecture



A man in a maroon uniform, likely a Star Trek character, is shown from the chest up. He has his hands pressed against his forehead and eyes, with a pained or frustrated expression. The background is a plain, light-colored wall. The text "Every Private channel is a" is overlaid in white at the top, and "SITE COLLECTION?????" is overlaid in white at the bottom.

Every Private channel is a

SITE COLLECTION?????

Private Channel Files

- New/Separate site collection
 - Access to private channel documents is restricted to members
 - Site is named as <team name>-<channel name>
 - Only lists can be added, pages not supported

The screenshot shows a SharePoint Private Channel site for 'Retail - Reports'. The browser address bar highlights the URL path '/sites/Retail-Reports/'. The site title 'Retail - Reports' is also highlighted. A message states 'This folder is connected to a channel in Microsoft Teams', with a 'Go to channel conversation' button. The interface includes a navigation pane on the left, a top navigation bar with 'Contoso Electronics' and 'SharePoint', and a main content area with a 'Documents' library view.

URL: <https://m365x517349.sharepoint.com/sites/Retail-Reports/Shared Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FRetail-Priv>

Site Name: Retail - Reports

Message: This folder is connected to a channel in Microsoft Teams

Button: Go to channel conversation

Navigation: Home, Documents, Site contents, Recycle bin, Edit

Actions: New, Upload, Quick edit, Share, Copy link, Sync, Download, Go to channel, Export to Excel, Flow

Library: Documents > Private

Columns: Name, Modified, Modified By, Add column

Private Channel Files

- Lifecycle of the site collection is tied to private channel
 - Site collection created in the same geo as team, inherits guest permission on create
 - Membership and data classification of the site collection is kept in sync with team
- Site collections per tenant limit has been enhanced from 500K to 2M

The screenshot displays a SharePoint interface for a private channel. The browser address bar shows the URL: `https://m365x517349.sharepoint.com/sites/Retail-Reports/Shared Documents/Forms/AllItems.aspx?RootFolder=%2Fsites%2FRetail-Priv`. The page title is "Retail - Reports". The interface includes a navigation pane on the left with options like Home, Documents, Site contents, Recycle bin, and Edit. The main content area shows a message: "This folder is connected to a channel in Microsoft Teams" and a button labeled "Go to channel conversation". The breadcrumb path is "Documents > Private". The top navigation bar includes options like New, Upload, Quick edit, Share, Copy link, Sync, Download, Go to channel, Export to Excel, and Flow.

Demo

Private Channel

Management & Administration

Site management

- Management via PowerShell
 - Filter by template "TeamChannel#0"
 - Sites hidden in the SharePoint admin center
- Owner and member groups managed by Teams
 - Any direct changes to these groups in SP will be synchronized with the private channel owner and members list
 - Use visitor or a new group if you need to grant users access to documents and not channel conversations

Get all sites backing private channels in tenant

```
Get-SPOSite -Limit ALL -Template "TEAMCHANNEL#0"
```

Default site membership groups and permissions

<input type="checkbox"/>	<input type="checkbox"/> Name	Type	Permission Levels
<input type="checkbox"/>	<input type="checkbox"/> X1050 Launch Team - Launch Plan Members	SharePoint Group	Contribute
<input type="checkbox"/>	<input type="checkbox"/> X1050 Launch Team - Launch Plan Owners	SharePoint Group	Full Control
<input type="checkbox"/>	<input type="checkbox"/> X1050 Launch Team - Launch Plan Visitors	SharePoint Group	Read

Administration

- All teams and channels, including private channels, can be managed from the Teams admin portal
 - Create or delete private channels
 - Edit channel name & description
 - Add or remove members
 - Promote or demote members and owners
- PowerShell & Graph API support

Name ↓	Description	Type	Auto-pin
Reports		Private	
NC460 Sales		Standard	<input type="checkbox"/> Off
General	Retail	Standard	<input type="checkbox"/> Off

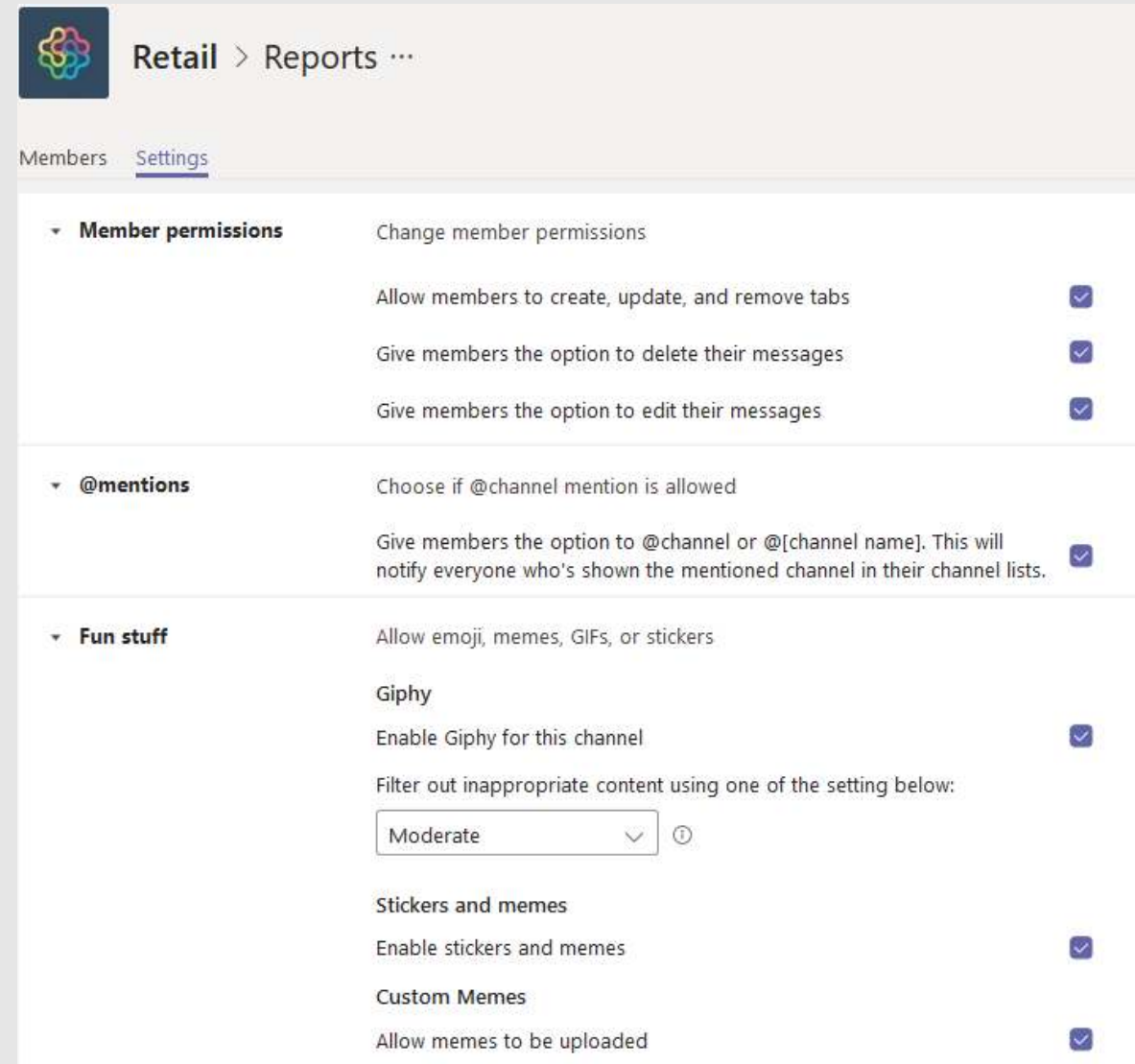
Reports

Type **Private**
Auto-pin **No**

Display name ↓	Username	Title	Location	Role
Megan Bowen	MeganB@M365x517349....	-	-	Owner

Channel owners and settings

- Private channels owners manage the membership and life cycle of private channels
 - Last owner of a private channel cannot be removed from the team
 - If a private channel becomes ownerless (user leaves company), an existing non-guest member is auto-promoted to owner
- Private channels inherit settings from the team on create
 - Settings can be changed at channel level



The screenshot shows the 'Settings' page for a channel named 'Retail'. The page is divided into three main sections: 'Member permissions', '@mentions', and 'Fun stuff'. Each section contains several settings, most of which are checked.

Section	Setting	Status
Member permissions	Change member permissions	
	Allow members to create, update, and remove tabs	✓
	Give members the option to delete their messages	✓
	Give members the option to edit their messages	✓
@mentions	Choose if @channel mention is allowed	
	Give members the option to @channel or @[channel name]. This will notify everyone who's shown the mentioned channel in their channel lists.	✓
Fun stuff	Allow emoji, memes, GIFs, or stickers	
	Giphy	
	Enable Giphy for this channel	✓
	Filter out inappropriate content using one of the setting below:	
	Moderate (dropdown menu)	
	Stickers and memes	
Enable stickers and memes	✓	
Custom Memes		
Allow memes to be uploaded	✓	

When to create a private channel

Is there already a team that has these people as team members?	Does this work need to be kept private from others?	Are there multiple distinct topics to discuss?	Recommendation
Yes	Yes	Yes	Create a private channel in the existing team or consider creating dedicated private channels for each topic.
Yes	Yes	No	Create a private channel in the existing team.
Yes	No	No	Create a channel in the existing team.
No	No	No	Consider creating a new team.
No	No	Yes	Consider creating a new team and then, depending on the confidentiality of each topic, consider creating separate standard or private channels for each topic.
No	Yes	No	Create a new team or create a new private channel in an existing team.

Who can create a private channel?

- By default, any team owner or team member can create a private channel. Guests can't create them. The ability to create private channels can be managed at the team level and at the organization level:
 - On the Settings tab for a team, team owners can turn off or turn on the ability for members to create private channels.
 - As an admin, you can use policies to control which users in your organization can create private channels.
- The person who creates a private channel is the private channel owner and only the private channel owner can directly add or remove people from it. A private channel owner can add any team member to a private channel they created, including guests. Members of a private channel have a secure conversation space, and when new members are added, they can see all conversations (even old conversations) in that private channel.
- The private channel team setting can be set using PowerShell CMDlets (this is coming soon for preview validation)

Removing a Member

- What happens when a team member leaves or is removed from a team?
 - If a team member leaves or is removed from a team, that user will also leave or be removed from all private channels in the team.
 - If the user is added back to the team, they must be added back to the private channels in the team.
- What happens when a private channel owner is removed from a private channel?
 - A private channel owner can't leave a team through the Teams client if they are the last owner of one or more private channels.
 - A private channel owner can't be removed through the Teams client if they are the last owner of one or more private channels.
 - If a private channel owner leaves your organization or if they are removed from the Office 365 group associated with the team, a member of the private channel is automatically promoted to be the private channel owner.

Private Channel Visibility

- Team owners can control if members can create private channels
- Team owners can see names, last activity time and owners of all private channels in a team
- Team owners can delete team or individual private channels without being a member
- Removing a member from the team removes them from all private channels*

Private channel information	Team owner can see	Team members can see
Name and description	All private channels in the team	Only when added to the private channel
Conversations and tabs	Only when added to the private channel	Only when added to the private channel
Files and content	Only when added to the private channel	Only when added to the private channel

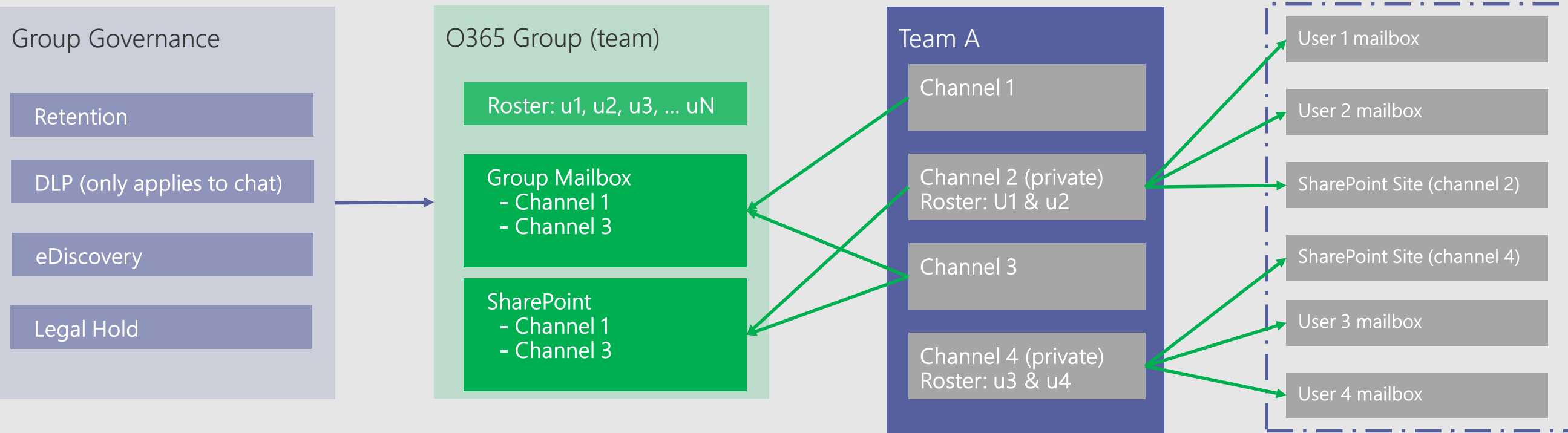
*Blocked from removing anyone who is the last owner of a private channel

Demo

Admin Center

Retention & eDiscovery

Information Protection



eDiscovery

- A search, much like a legal hold can only be applied at the team level & not channel granularity. To include messages & files from a PC, 2 additional steps are required.
- For messages, the mailbox of 1 user in each PC within the team must be included.
- For files, the site collections backing each a PC within the team need to be included.

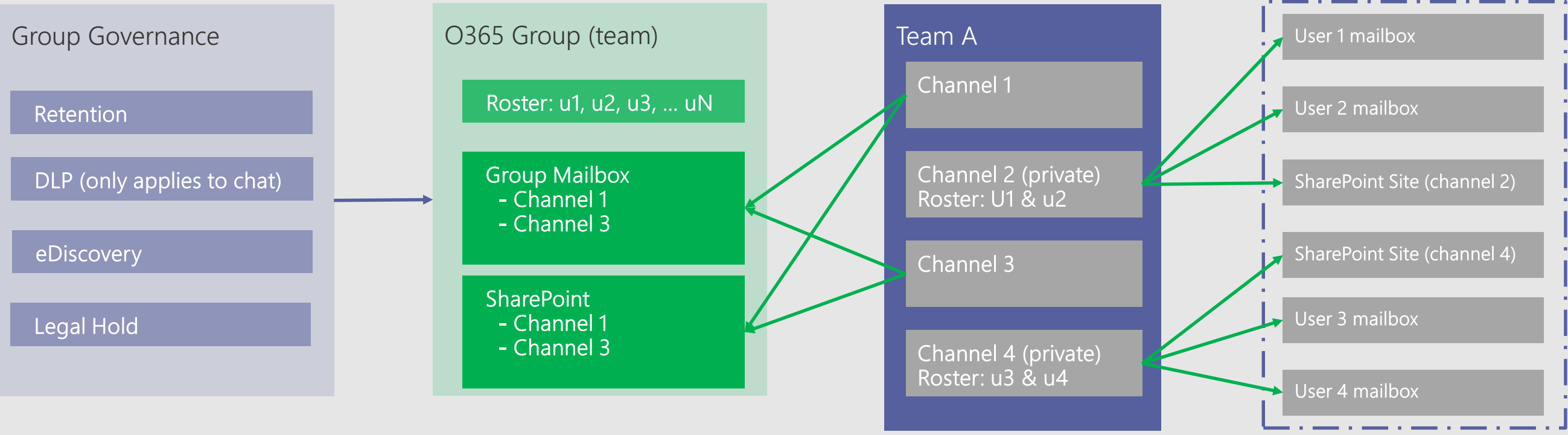
Legal Hold

- A hold can only be placed at the team level & not individual channels today. To include messages & files from a private channel 2 additional steps are required.
- For messages, a hold must be placed on at least 1 user in each PC within the team.
- For files, a hold must be placed on the sites backing each a PC within the team.

Where is the Legal Hold?

Scenario	What to place on hold
Microsoft Teams chat content by a user (on 1:1 chats, 1:many or group chats, private channel conversations, etc.)	User mailbox
Microsoft Teams Channel chats (excluding private channels)	Group mailbox used for the team
Microsoft Teams content (e.g. Wiki, Files)	SharePoint site used by the team
Microsoft Teams Private Channel files	Dedicated Private Channel SharePoint Site
User's private content	OneDrive for Business site of the user
Private Channel Communications	User's mailboxes

Information Protection



Retention

- Private Channels won't support retention at GA, nor will it have retention policies configured for 1:n chats applied to it (as the messages are stored in the user's mailbox)

Wrap up...



Resources

aka.ms/successwithteams

Microsoft Teams technical documentation



[Welcome to Teams](#)

Get an overview of Teams and find the technical guidance you need as a Teams admin or IT pro



Upgrade from Skype for Business to Teams

Find guidance and tools to explore your optimal path to Teams



Adoption hub

Get tools to support your Teams rollout



Find training & videos

Get Teams training - for you and your users



Posters: Teams architecture, telephony solutions

Get printable illustrations of Teams IT architecture and telephony solutions



Expand Teams across your org

Find custom solutions for your industry - including healthcare, firstline workers, retail, government, and education



Teams tech community

Join the Teams tech community to ask questions & get answers, and to read the Teams blog



End user Teams help

Go to help, training, and what's new content for end users



Teams developer platform

Learn about the Microsoft Teams developer platform and how it enables you to build useful and powerful apps



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