

Microsoft Store

Customer Success Training Catalog



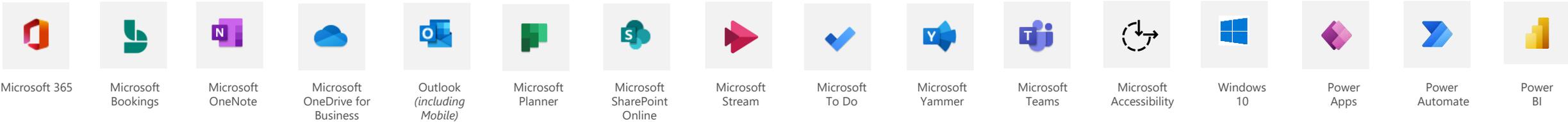
Overview

The Customer Success Training program is focused on experiential and tailored learning built for employees who are looking to achieve more with Microsoft technology. The Microsoft Store team partners with the customer to understand their unique needs and strategic goals. Experienced 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 are conducted at the customer site or virtually delivered via Microsoft Teams.

Microsoft 365

Accessibility Windows

Power Platform



Microsoft Teams

Microsoft Teams—the hub for teamwork in Microsoft 365— can help your employees work together seamlessly. Teams is built for the different ways people work today.

Microsoft Teams L100

An introductory course to Microsoft Teams that will demonstrate the value of the tool and give attendees all they need to get started working in their first Team.

Objectives:

- Learn how to create and participate in a Team, including how to navigate across requested modalities (e.g., desktop, mobile, tablet, etc.)
- Understand how teams fits into their collaboration and productivity workflow
- Learn how Teams integrates with Microsoft 365 and understand digital identity
- Work more efficiently with connected apps in Teams
- Get familiar with creating and participating in meetings

Microsoft Teams L200

This course is designed to build on existing Microsoft Teams knowledge to establish best practices and etiquette across available apps.

Objectives:

- Revisit application navigation to fortify understanding and introduce advanced features
- Deep dive into integration with Microsoft 365 and third-party apps (e.g., Tabs, Apps, Bots)
- In-depth look at SharePoint Online integration and document collaboration
- Best practices for pre-meeting, meeting, and post-meeting
- Utilize best practices for increasing response rates and managing their own notifications
- Use Command/Search bar to navigate and find content more quickly

Microsoft Teams Meetings L100

The meetings workload includes audio conferencing, video and sharing. This course will demonstrate key features of Microsoft Teams Meetings.

Objectives:

- Understand meeting scenarios
- Experience the meeting lifecycle and how to utilize Teams for better collaboration
- Learn to schedule meetings from Teams or Outlook
- Optimize settings to look and sound your best on camera during video meetings
- Make use of all features within Teams meetings (e.g., whiteboard, etc.)
- Utilize the meeting recording, notes, and chat for ongoing collaboration

Microsoft Teams Calling L100

Microsoft 365 Voice provides a secure, reliable, and rich cloud-based phone system backed by Microsoft Teams. In this course, learn to use the calling features you need.

Objectives:

- Understand Call settings in Teams
- Learn to set up a voicemail
- Assign, remove, and work with delegates
- Learn to manage call history and voicemail
- Be able to make an outgoing call and understand options including holding and forwarding
- Understand the difference between audio conferencing and PSTN
- Manage audio conferencing bridges

Microsoft Teams as a Platform: Integrating Apps L200

App integrations in Teams show up in a single user interface and 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 apps in Teams and the ways people interact with them.

Objectives:

- Identify types of apps, extension points for apps, and their UI elements in Teams
- Efficiently use apps in a collaborative workspace
- Access and install apps from the app store
- Manage applications for a Team or group

Microsoft Teams Live Events (Attendee) L100

Teams is for more than just communication and collaboration—attend a keynote presentation with up to 10k attendees using Teams Live Events.

Microsoft Teams Live Events (Organizer) L100

Teams is for more than just communication and collaboration. Host a company wide keynote presentation or host a digital event for larger audiences.

Microsoft Teams (continued)

Microsoft Teams—the hub for teamwork in Microsoft 365— can help your employees work together seamlessly.

Microsoft Teams Breakout Rooms L100

Virtual breakout rooms are the latest innovation in Microsoft Teams. With breakout rooms, meeting hosts can break participants into separate meeting rooms for smaller group discussions, then bring groups back to the main meeting.

Objectives:

- Discover how to set up breakout rooms in a Microsoft Teams meeting
- Understand how to manage breakout rooms as the meeting organizer
- Explore the participants' experience of breakout rooms
- Learn how to bring breakout room participants back to the main meeting

Microsoft 365 Accessibility

Microsoft 365 Accessibility training is available for a range of users including vision, hearing and neurodiversity. Attendees can expect to learn how to set up and navigate the settings within Windows 10 and Microsoft 365 desktop applications including Microsoft Teams.

Microsoft 365 Accessibility:

Low Vision L100

Learn about accessibility tools and features for people who are blind, color blind, or have low vision.

Objectives:

- Learn how to set up and navigate the settings within Windows 10, Office Desktop applications, and Microsoft Teams
- Customize elements of your operating system and Office applications
- Come away with the ability to tailor Windows and Office experience through the understanding of the integrated features that make our products one the most inclusive in the industry
- Learn how assistive technology can empower how they communicate, learn, and experience the world

Microsoft 365 Accessibility:

Deaf and Hard of Hearing L100

Learn about specialized features for those who are hard of hearing, have hearing loss, or have deafness.

Objectives:

- Learn how to set up and navigate the settings within Windows 10, Office Desktop applications, and Teams.
- Customize elements of your operating system and Office applications
- Come away with the ability to tailor Windows and Office experience through the understanding of the integrated features that make our products one the most inclusive in the industry
- Learn how assistive technology can empower how they communicate, learn, and experience the world

Microsoft 365 Accessibility:

Neurodiversity L100

Innovative tools such as dictation and Windows Hello sign-in can make the digital world more accessible for those who live with dyslexia, seizures, autism, or other cognitive differences.

Objectives:

- Learn how to set up and navigate the settings within Windows 10, Office Desktop applications, and Teams
- Customize elements of your operating system and Office applications
- Come away with the ability to tailor Windows and Office experience through the understanding of the integrated features that make our products one the most inclusive in the industry
- Learn how assistive technology can empower communication and learning

Microsoft Power Platform

The Microsoft Power Platform is more than the sum of its parts. Connect them together—and to Microsoft 365, Dynamics 365, Azure, and hundreds of other apps—and build end-to-end business solutions.

Microsoft Power Apps L100

**This is an introductory course within Microsoft Business Applications. Prerequisites: Familiarity with Excel and access to the PowerApps service*

Power Apps allow everyone to implement custom and powerful business solutions. It is a no-code/low-code platform for building apps that builds off concepts such as formulas in an Excel spreadsheet.

Objectives:

- Learn the basic elements of Power Apps, including how to build a blank canvas app and connect it to a data source (e.g., SharePoint list)
- Customize elements of your app and configure and manage app Settings
- Understand how to easily share an app with other members of your organization
- Learn how PowerApps integrates with other Microsoft products and services such as Power Automate, SharePoint Online, and Microsoft Teams

Microsoft Power Automate L100

**This is an introductory course within Microsoft Business Applications. Recommended to be delivered in a series with Power Apps*

Attendees taking this course will learn the basic elements of Power Automate, including an overview of types of flows, how to create flows from templates or from scratch and understand how these can be integrated with existing systems and applications like Microsoft Teams.

Objectives:

- Become an expert on accessing and navigating Power Automate
- Understand key components of a Flow
- Maximize efficiency through pre-built Flow templates
- Get familiar with Connectors, Data Source, and AI Builder
- Learn how to create your first Flow
- Understand how your Flows can be integrated with your existing systems and applications such as Microsoft Teams

Microsoft Power BI L100

**This is an introductory course within Microsoft Business Applications. Prerequisites: Familiarity with Excel and access to the Power BI Service*

Power BI lets you easily unify data from many sources to create interactive, immersive dashboards and reports that provide actionable insights and drive business results. This course will provide an overview Power BI and how its services and applications work together.

Objectives:

- Understand the building blocks of Power BI
- Explore how Power BI can enable you make confident decisions using analytics
- Collaborate with Power BI in Microsoft Teams
- Connect to a Power BI dataset and begin visualizing data
- Save a report within the Power BI service

Microsoft Windows

Windows 10 enables users with a personal, productive and secure operating system on powerful and modern devices.

Windows 10 L100

**This course is often combined with the SharePoint Online or Windows 10 courses to offer a more complete view of the advantages of moving to a Modern Desktop.*

This course offers an introduction to Windows 10, providing an open forum for users to ask questions and understand more about the transition to a modern desktop.

Objectives:

- Get familiar with Windows 10 by navigating through a Modern Desktop
- Maximize your User Experience by learning how to customize your Desktop to empower your best work
- Identify key areas in Windows 10 that provides the most options for customization
- Get familiar with Settings – customize Windows 10 to make it work for you

Microsoft Excel L200

Take a dive into the intermediate features of Excel formatting, functions, and accessibility. Attendees taking this course should have a strong understanding of Excel's basic features, navigation, functions, and custom formulas.

Objectives:

- Expand knowledge of notable functions in Excel
- Understand a wide variety of cell formatting to manipulate and interpret data
- Learn to create Pivot tables for data analysis
- Understand options to restrict and protect data in Excel
- Utilize accessibility options in Excel using the Check Accessibility tool and how to add alternative text

Microsoft 365

Microsoft 365 is the productivity cloud that brings together best-in-class Office apps with powerful cloud services, device management, and advanced security.

Microsoft Bookings L100

**Using Bookings as an app within Teams is recommended*

This course introduces Microsoft Bookings to help you simplify how you manage and schedule appointments.

Objectives:

- Understand how Microsoft Booking integrates with the user's Office 365 digital identity
- Learn how to access and navigate Bookings via website and Teams application
- Learn how to create and customize services in a Bookings calendar
- Understand Staff Types, how to add, search, and manage Staff
- Understand how to add and edit Customer information
- Learn how to customize and manage their Booking Page and how Bookings integrates with Teams

Microsoft Forms L100

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

Cloud Storage in Microsoft 365 L100

This training introduces cloud storage in Microsoft 365 using OneDrive for Business and SharePoint storage.

Objectives:

- Understand the difference between cloud storage in OneDrive for Business and SharePoint Online
- Synchronize cloud storage locations to a device
- Share and manage access to files and folders
- Use modern attachments
- Navigate OneDrive for Business and SharePoint document libraries
- Recover previous versions of a file

Microsoft Lists L100

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

Microsoft Excel L100

This course is designed to expand on basic features of Excel. Attendees should have a basic understanding of basic features, navigation, and have a grasp on the use of functions and custom formulas.

Objectives:

- Learn about Templates and basics of Excel sheet structure
- Understand cell and sheet formatting tools
- Learn basic functions and formulas
- Learn how to use conditional formatting and see common examples
- Understand the basics of Pivot tables to filter and visualize data

Microsoft OneDrive for Business L100

**This course is often combined with the SharePoint Online course or the Windows 10 course to offer a more complete view of the advantages of moving to a Modern Desktop.*

OneDrive for Business and Microsoft 365 make it easy to access, share, and collaborate on files from anywhere.

Objectives:

- Learn how to use OneDrive for Business to store your important work files
- Examine the advantages and convenience of having all your data available to you at any given time with all the different ways to access your OneDrive
- Keep your data constantly backed up with Automatic Backup to OneDrive.
- Maximize your local storage space with Files On-Demand
- Securely share your files by configuring Access Management and Settings

Microsoft 365

Microsoft 365 is the productivity cloud that brings together best-in-class Office apps with powerful cloud services, device management, and advanced security.

Microsoft OneNote L100

Learn about OneNote, a digital note-taking app that provides a single place for keeping all your notes, research, plans, and information. Notes are easy to organize, print, and share, and you can search and find important information quickly.

Objectives:

- Discover OneNote versions and the differences between them
- Understand how to 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 PowerPoint L100

PowerPoint is a presentation program that is helping you to tell a story visually with pictures, charts, animations, and videos. This Training covers and introduction to PowerPoint including the topics below.

Objectives:

- Using the Ribbon to explore commands such as theme and background settings, templates, how to pin the Ribbon for easy access
- Building presentations starting with a template, including how to add demos, notes, reuse slides, insert tables and pictures, Morph, and more
- Creating presenter captions and subtitles
- Using the Presenter Coach tool to help you practice and improve your presentation skills

Microsoft Outlook and Outlook Mobile L100

This introductory course will expand on Outlook and Exchange Online basics, terms, and features of the Outlook Desktop and Outlook Mobile applications.

Objectives:

- Understand the relationship between Exchange Online and Email Client
- Become familiar with accessing and navigating different modalities like Outlook Online, Outlook for Desktop, and Outlook Mobile
- Become an expert in navigation of the Outlook for Desktop Client
- Understand new Microsoft 365 features in Outlook such as @Mentions and MyAnalytics
- Review advanced topics such as Import/Export and Rules

Microsoft PowerPoint L200

Deeply integrated with Microsoft 365 including utilization of one's digital identity within Microsoft 365. Permissions, presence, and more are tied to this identity.

Objectives:

- Understand and practice using Themes available in PowerPoint
- Using the Design Ideas menu to use alternate slide formats automatically generated
- Using Animation effects including Entrance, Emphasis, Exit and Motion Paths
- Best practices include transitions and animations, WordArt, SmartArt, Tables and Charts, Links and Videos
- 3D models and morphing for additional motion options

Microsoft Outlook and Outlook Mobile L200

This course illustrates how to use Outlook to keep daily schedules, communicate, collaborate, and stay organized. Attendees will expand their understanding on more advanced features and tools in Outlook.

Objectives:

- Understand Rule creation and management
- Set custom out of office messages to internal and external individuals
- Understand Delegation features
- Set up Signatures and Business Card
- Learn how to use Delayed Delivery and Mail Recall functions
- Utilize Shared/Sharing and Imported Calendars
- Learn best practices to collaborate easily across multiple time zones, including how to use Scheduling Assistant

Microsoft Project for the Web L100

This course introduces how to 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 amazing tools.

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 Planner L100

**While the Planner course can stand on its own, it is recommended to be taken with the Microsoft Teams course.*

This course introduces how to use Planner to allow 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 Teams or SharePoint

Microsoft SharePoint Online L100

**This course is often combined with the SharePoint Online or Windows 10 courses to offer a more complete view of the advantages of moving to a Modern Desktop.*

This course focuses on the SharePoint Online experience in communication and team sites. Attendees will learn how to share and manage content, find information, and collaborate across their organization. This introductory course focuses on the experience for site members.

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

Microsoft 365

Microsoft 365 is the productivity cloud that brings together best-in-class Office apps with powerful cloud services, device management, and advanced security.

Microsoft SharePoint Online L200

This course expands on more advanced features of SharePoint Online 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 understanding functionality and best practices
- Customize the look of a SharePoint site
- Build a site and utilize web parts
- Set approvals for documents
- Analyze usage data for a site

Microsoft Word L100

This course covers the fundamentals of Microsoft Word while introducing new features of the Microsoft 365 application.

Objectives:

- Understand the use of Word as a part of the Microsoft 365 and various use cases of the application
- Learn the basics of navigation within Word
- Master Word tools such as Formatting, Insert, Design and Layout
- Take your application usage to the next steps with references and Curriculum Vitae (CV) assistance
- Proof your document with Inspect, Save, and Share

Microsoft Stream L100

Microsoft Stream is an enterprise video service where people in your organization can upload, view, and share videos securely. This course introduces 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

Microsoft Word L200

This course will teach how to take word documents to the next level with advanced features. We will cover advanced features such as comparing and merging documents, creating and formatting a table of contents, document translation and more.

Objectives:

- Review where to find relevant features with the Ribbon
- Learn how Compare and Merge can save time
- Organize your work by creating a Table of Contents
- Gather ideas and thoughts with Comments and Suggestions
- Learn to quickly translate your work in sections or the entire document.
- Convert documents into emails with Mail Merge, while preserving Formatting Options

Tasks in Microsoft 365 L100

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

Microsoft Yammer L100

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 Microsoft Teams

Microsoft To Do L100

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