

# Microsoft Teams: The new chat & channels experience

## User guide for Public preview and Targeted Release

### Introduction

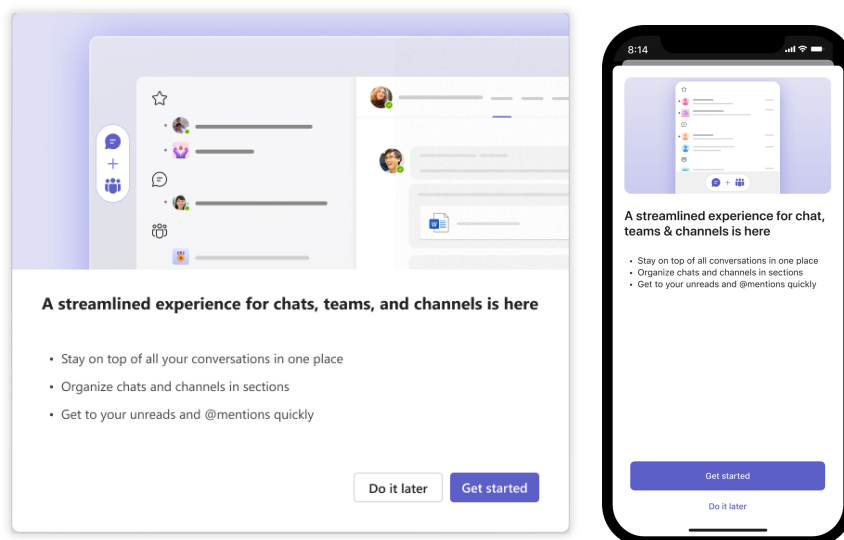
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**The new chats and channels experience** brings chat, teams, and channels into one place, in Chat, to help you stay on top of all conversations without switching between contexts. Custom sections, persistent filters and other tools help you stay organized and work in the ways that are best for you.

### Start using the new experience

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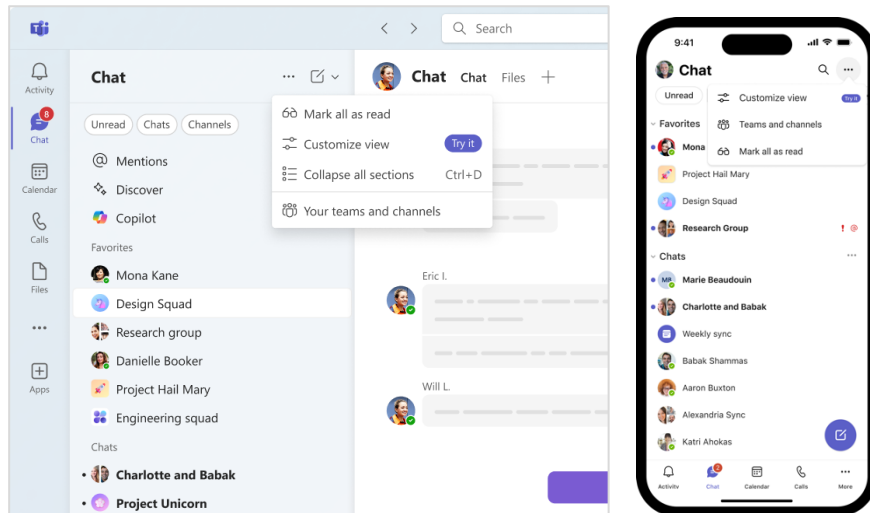
You will see a welcome message to get started with the updates to your experience. You can choose “Do it later” to be reminded every day or so, up to three times, before updating your experience.



*A welcome message introduces the new experience. You can choose to “Get started” or “Do it later”.*

With “Get started” you will be taken to the combined view of chats, teams, and channels together under the Chat app. You can separate teams and channels from chats, like before, should you choose.

- **Guides:** A few short messages will highlight the menu for creating new groups of chats or channels, called sections, and then highlight the menu for “Customize view” where you can adjust settings.
- **Customization:** From **More list options (...)** at the top of the chat and channels list choose **Customize view**. You can choose to view **chat and channels separately** in the Chat and Teams apps, like before, or to turn on **message previews**.



The “More options” menu with the “Customize view” command highlighted.

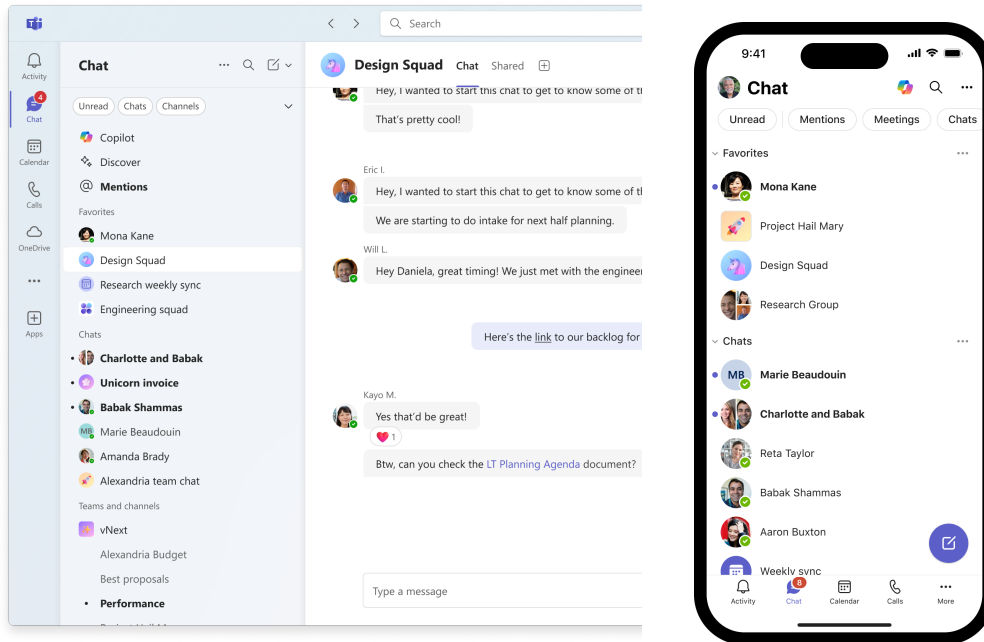
## The new chat and channels experience

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### Stay on top with the combined view for chats, teams, and channels

After you get started, select **Chat** from the app bar of Teams. You’ll be able to stay on top of all your collaboration— chats, channels, or meeting chats—in one place.

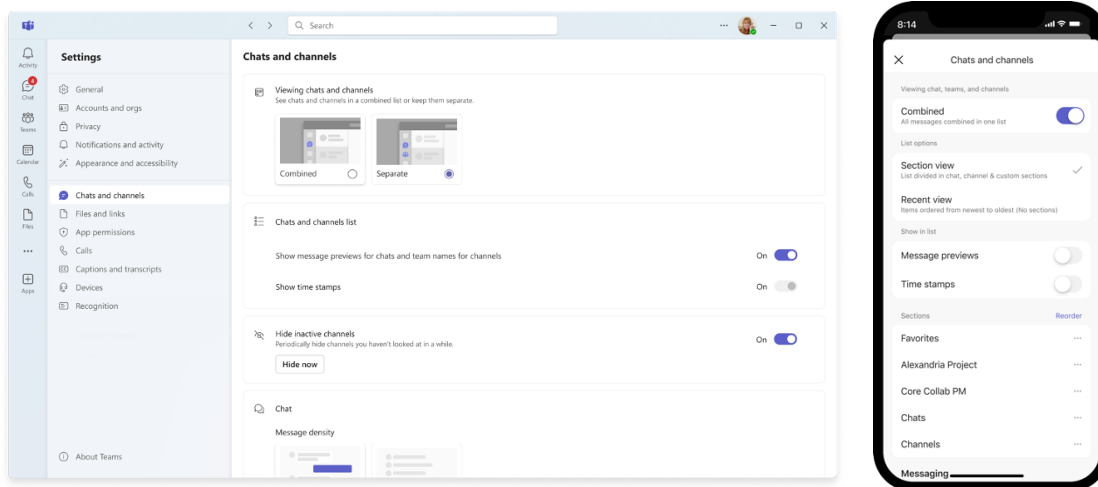
Your pinned items are imported into the **Favorites section**. This is followed by the **Chats** section, which is sorted by recency and shows up to 25 chats at a time with an option to see more. Below your chats, you’ll find the **Teams and channels** section with all the channels you’ve decided to show in your list, grouped by team like before.



*Favorites, Chats, and Teams and channels sections in the chat and channels list.*

## Customize the experience your way

Everyone has a unique way of working. Customize Teams chat and channels to align with your workflows. From **More list options (...)** at the top of the chat and channels list choose **Customize view**. You can choose to view **chat and channels separately** in the Chat and Teams apps like before, or to turn on **message previews**, which are turned off by default in the combined chat, teams, and channels view to simplify the list.

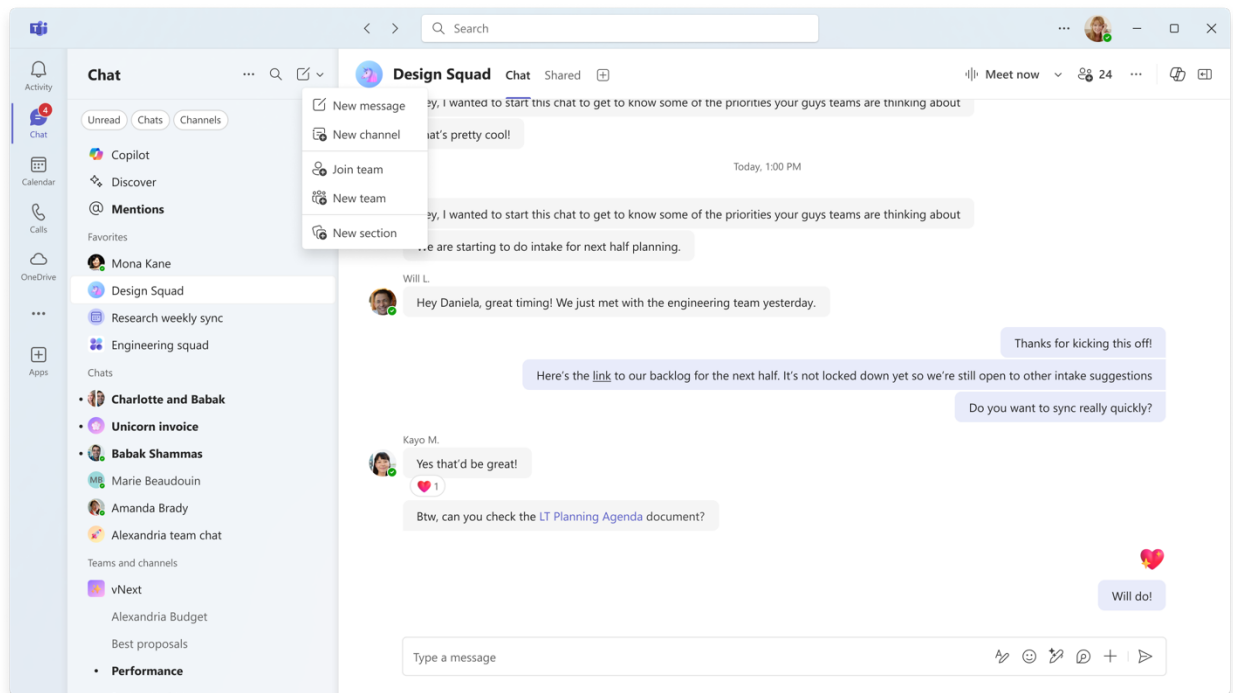


*The Chats and channels panel in settings.*

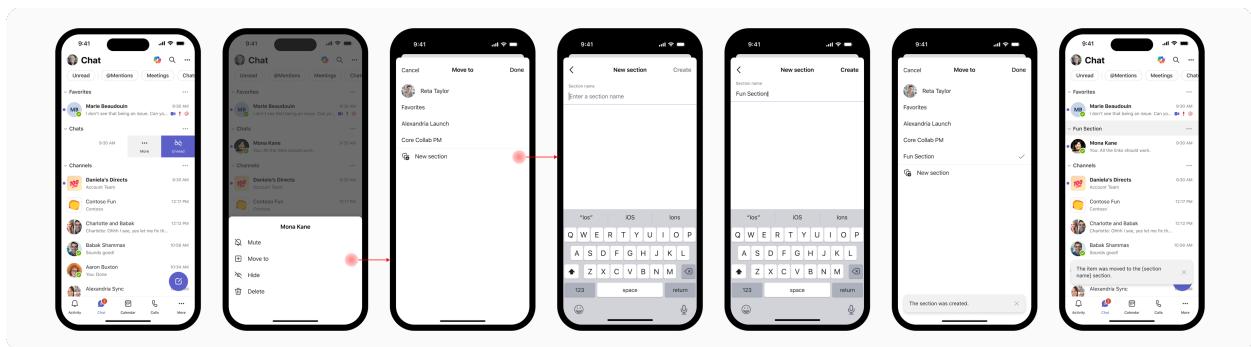
**Tip:** If you are using a screen reader you will need to enable message previews to hear the previews.

## Organize conversations with custom sections

Bring all relevant conversations on a project or topic together into your own section. From the **New items menu** at the top of your chat and channel list, choose **New section** to create a section to organize conversations by topic or project.



On the mobile app, swipe a chat or channel name and choose “More” from the action buttons, then choose “Move to” and then select “New section”.



You can now add related channels and chats (1:1, group, and meeting chats) to the section to keep track of what’s important to you. You can use drag and drop or **Move to** or **Show in**

from the contextual menu of chats and channels to add them to a section. We recommend starting with just a few sections, with just a few items in each, to prioritize what's most important to you.

**Tip:** You can re-order, delete, rename, and collapse sections. Collapsed sections will still bold and show symbols like “@” mention when there are new messages.

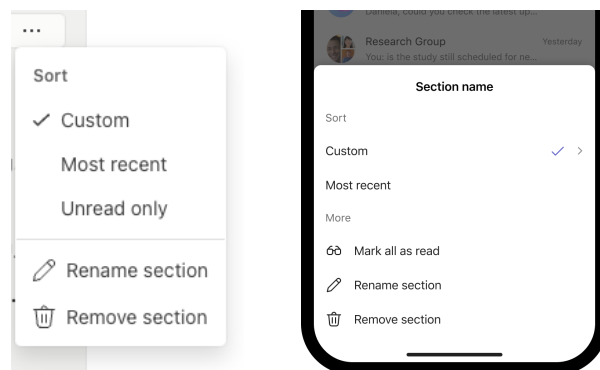
**Tip:** You can create up to 50 custom sections, each section can have up to 50 conversations.

## Sort sections

You can use the sort options in sections to customize your list view to be most optimal for how you work.

Favorites and custom sections will have the **Custom** sort order by default so you can organize chats and channels within them the way you want by dragging and dropping. The Chats section and Channels section (when using a list of channels only) are sorted **By recency**. If viewing Teams and channels in a hierarchy, channels will be sorted by **A-Z** within each team.

You can change the sort order to be **Unread only** to optimize for reading and responding to unread messages. The **Unread only** option shows only unread items in view, and you can view previously read items via the **Show read** item in the list.



*The Sort menu from a custom section.*

## Filters

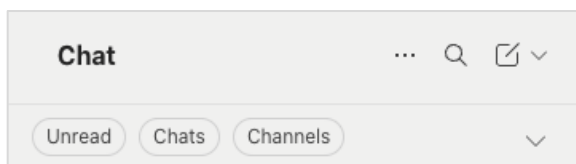
You can quickly focus your chat and channels list by using the filters at the top of the list. You can also select multiple filters to narrow down your search.

On desktop, the **Unread, Chats, and Channels** filter pills are shown by default. The **Meetings, Muted**, and text search filters can be accessed via the **More filters** arrow button. For example, with the “Unread” filter, you can now catch up in one convenient place on all your unread conversations across chats, channels and meetings.

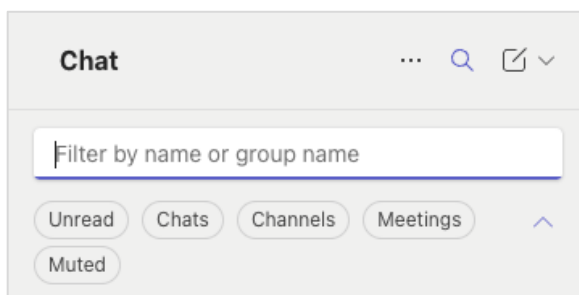
Once a filter pill or text search filter is applied, the filter stays selected even when you leave your chat and channel list and return to continue triaging where you left off. Click the filter pill again to remove the filter from your list.

Also, new conversation updates will appear in your list even when a filter pill is applied.

For example, when applying the **Unread** filter, new unread chat or channel messages will appear in your filtered list as they arrive.

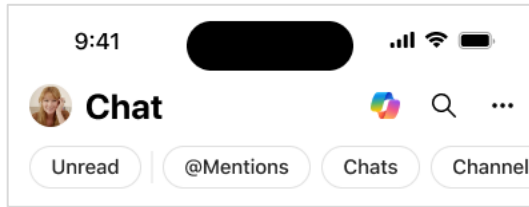


*The filter controls on Teams for desktop.*



*The search filter and expanded filter controls on Teams for desktop.*

On your mobile app, filters can be accessed from the row of buttons at the top of list of chats, teams, and channels. You can access the following filter options: Unread, Chats, Channels, Meetings, and Muted.



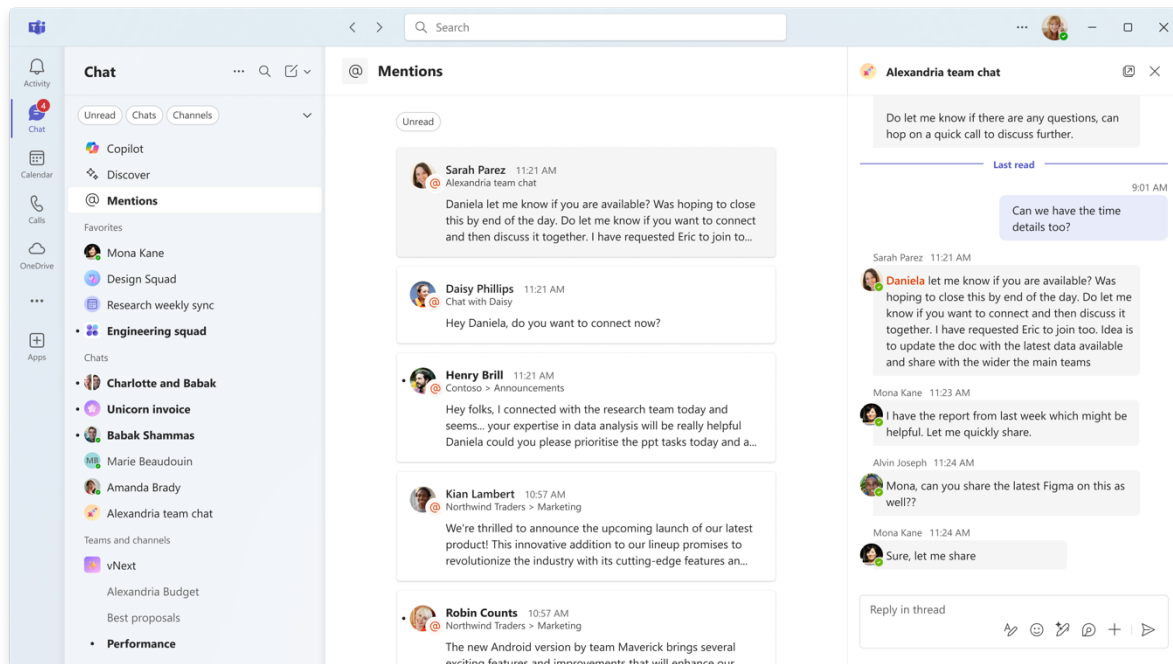
The filter controls and @mentions control on the mobile app.

## The @mention view

The new **@mention view** gathers all your personal @mentions into one interactive list. Quickly access Teams notifications that include @mentions, spanning chats, meeting chats, channels (including hidden channels), enabling you to focus and prioritize conversations.

When viewing chats separately from teams and channels in Chat and Teams, the @mention view only show results from your chats or your channels, respectively.

After selecting a message, you will see the message in the context of its chat or channel on the side pane, and you can react or reply to the conversation.



The @mentions view and side pane.

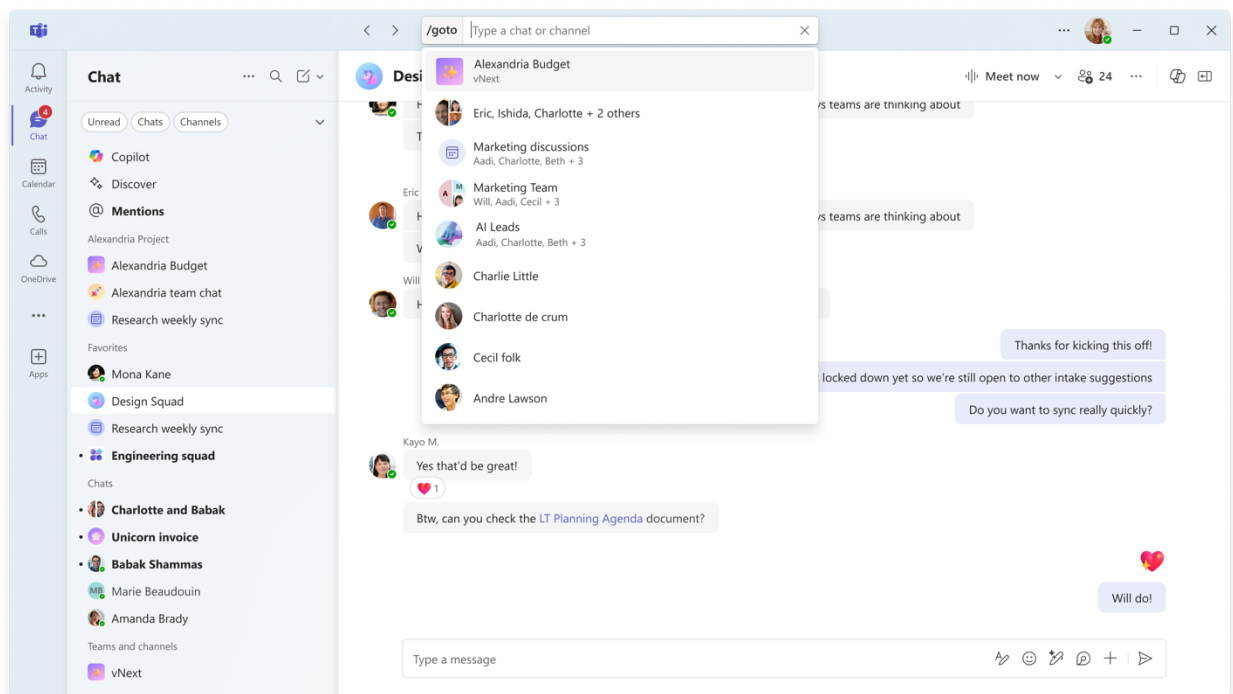
## The Tag view

There is also a **Tag view** to gather your tag mentions from channels into one interactive list as well. Learn more about tags in this article: <https://support.microsoft.com/en-us/office/using-tags-in-microsoft-teams-667bd56f-32b8-4118-9a0b-56807c96d91e>

## Keyboard shortcuts

Using Ctrl+N on Windows or CMD+N on Mac, you can now start **new message for a chat or a channel**. After entering into the compose message experience, you can search for and find people, chats, as well as channels, allowing for an easy way to send a new message to both chats or channels. On desktop or mobile apps, you can also use the New message button in the toolbar to start a new message for a chat or channel.

The new **goto** shortcut Ctrl+G in Windows or CMD+G on Mac optimizes search to quickly find a chat or channel by typing names of chat participants or channel names and jump to that conversation by selecting it.



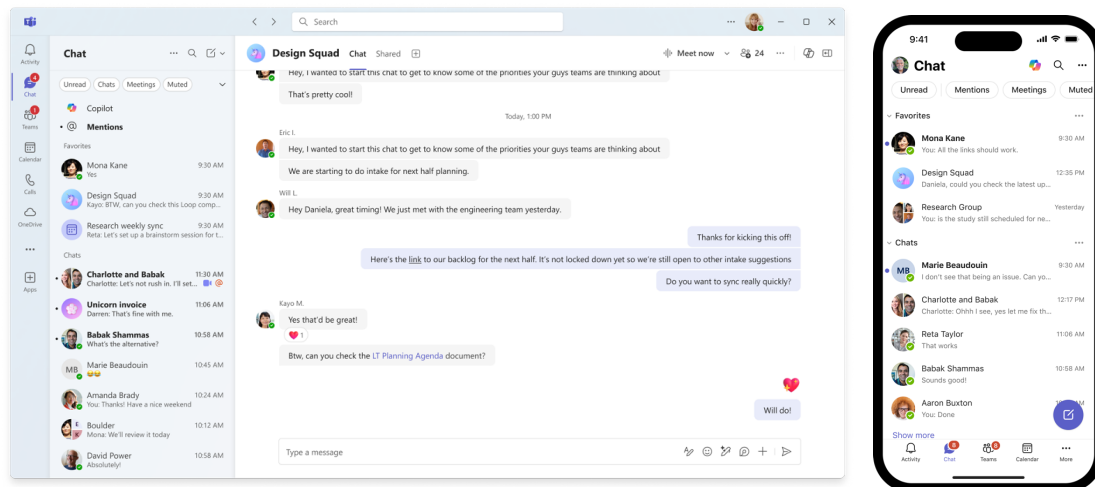
*Goto mode in the search bar.*

## Separate chats, teams, and channels

When using the separate Chat and Teams views, you can still use **filters** and the **@mentions** view to triage and organize you list with **custom sections**, as well as the **new**



**message** and **go to** commands navigate quickly across conversations in chats or channels.



*Teams with separate Chat and Teams apps in the app bar.*

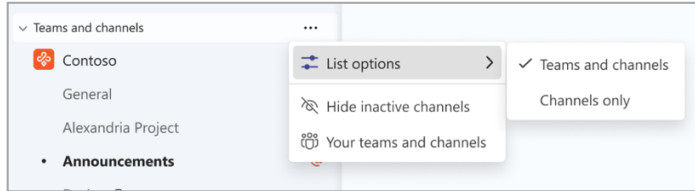
## Removing chats and chat history (formerly Delete chat)

To clarify the behavior of actions for your chats, **Delete** is no longer an action for group, meeting or 1:1 chats. Instead, in group chats and meeting chats, you can remove the chat and chat history by using **Leave**. When using the **Leave** action you will be asked if you want to keep or remove chat history. Removing chat history will function as **Delete** did before, removing the chat history from your list.

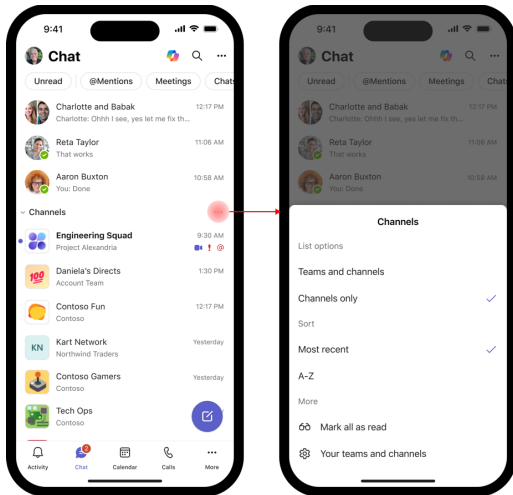
In one-on-one chats, you can remove the chat from the chat list and hide chat history with the **Hide** action.

## Flat list of channels

You can also list your channels together in a single list instead of hierarchically by team, and sort by recency to bring latest to the top across all channels. On the **Teams and channels** section label select the **More options (...)** menu. From there, select **List options > Channels only**. Channels named “General” will appear with their team name to differentiate General channels in the flat list.



The list options menu for teams and channels.

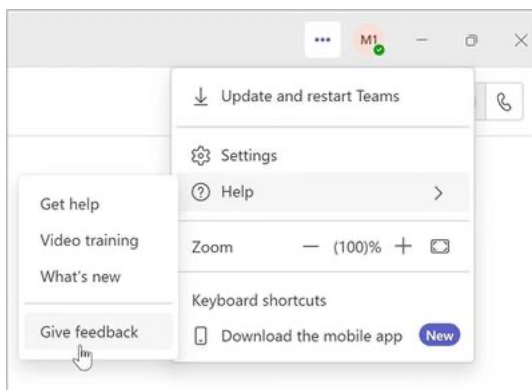


The list options menu for teams and channels on the mobile app.

## How to share feedback?

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We welcome your feedback on any part of the experience. Let us know straight from Teams. Select **Help > Give feedback** in ellipsis (...) menu in the upper corner of your desktop app and follow the prompts, and on your mobile app, tap the profile picture in the corner, choose **Settings > Help and feedback** and **Send feedback**. Thank you for helping us shape the future of Teams by providing early feedback!



*The Help menu showing “Give feedback” as selected.*

## Known Issues

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### 1) Message previews show or hide unexpectedly when using multiple accounts

When switching between multiple user accounts and multiple tenants, the setting to show message previews in the new chat and channels experience may change unexpectedly, if the setting is different in each account.

**Workaround:** Set the **Show message previews for chats and team names for channels** setting to the same choice in **Settings > Chats and channels** for all accounts.

### 2) When turning off Public Preview, new changes to Pinned items will not be reflected in Favorites.

When users turn off Public Preview in their Teams client, they will no longer have the new chat and channels experience, which includes no longer having the new Favorites section. Instead, users will see their Pinned section from before. If Pinned items are changed before returning to Public Preview or when the new chat and channels experience releases to General Availability, the Favorites section will not reflect those new changes to Pinned items.

**Workaround:** After returning to the new chat and channels experience, users can update their Favorites section by adding and removing items to match their latest preference.

## Frequently Asked Questions

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### 1) Where is the “Teams” app on the app bar?

When chats, teams, and channels are unified in one list in the Chat app, the Teams app will be hidden on the app bar. You can choose to separate chats from teams and channels, and show both the Chat and Teams apps, from **Settings and more (...)** menu > **Settings > Chat and Channels**.

### 2) How can I get time stamps and message previews in the combined view in Chat?

You can turn these setting on from **Settings and more (...)** menu > **Settings > Chat and Channels**.

### **3) How many sections can I create in my chats and channels list?**

You can create a maximum of 50 sections, with 50 items per section.

### **4) Can I re-order sections?**

Yes, you can drag and drop sections on desktop to arrange the way that works best for you. On your mobile app, choose “...” in the corner of your view and “Customize list view”. Then select “Reorder” in the Sections list and move sections up and down in the list.

### **5) What happened to numeric counts on channels with personal/tag mention?**

Channels have been updated to have activity icons instead of numeric counts to be consistent with chats.

### **6) How do I get the latest update for my mobile app?**

You can install the latest update every two weeks on iOS and iPadOS on the App Store and Android on the Play Store.

## **Revision History**

v1.1 – November 11, 2024

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