

Welcome! We are waiting until **11:00 CET** to start!

This session will be recorded!





Customer Success Services

Google Workspace

2023 - Q1 Updates

April 13th - 11:00 CET / 10:00 GMT

Creative tech for Better Change

What's new session speakers



Simone French
Google Workspace Team
Lead
Nordics

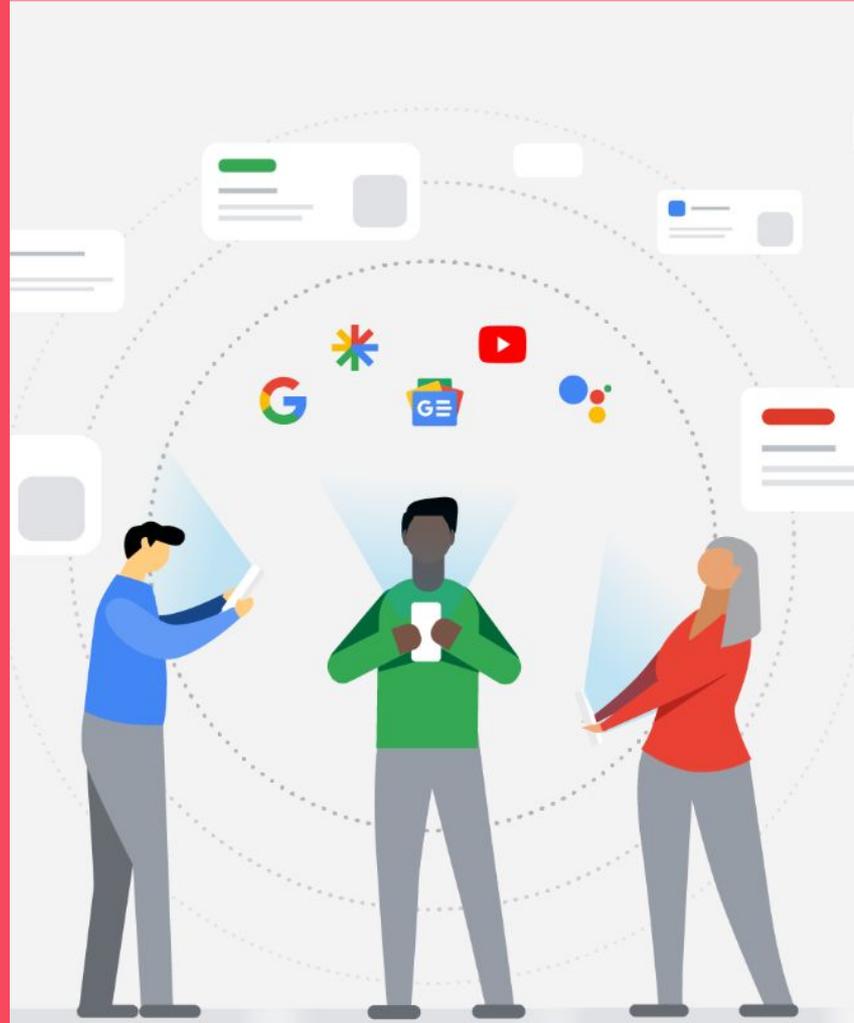


Wouter Stiekema
Customer Success
Manager
The Netherlands



Brecht Sannen
Tech Lead,
Belgium, nl

Communication



Introducing simpler conversation creation in Google Chat

Date of release

Jan 11

Google SKUs this feature available/affecting

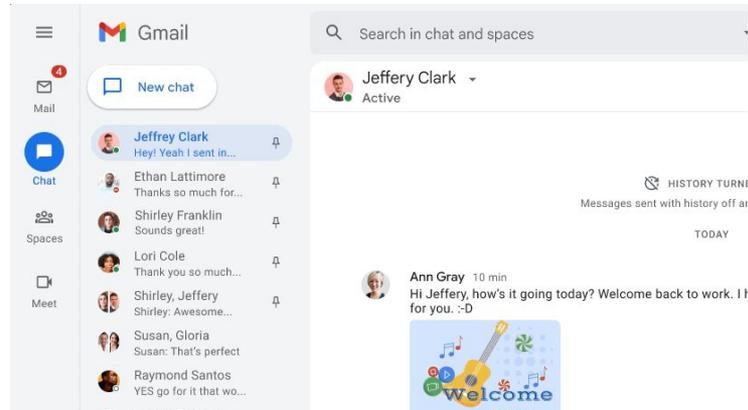
All SKU's

Default on?

Yes

What is it or what is changing?

The process to create conversations in Chat has been made much **simpler** by combining the flow for creating one-on-one conversations and group conversations. We have **removed** the “Start group conversation” option, and enabling you to create conversations with the desired number of recipients right away by simply typing the names of the recipient(s).



Check availability across multiple calendars when using appointment schedules on Google Calendar

Date of release

Jan 24

Google SKUs this feature available/affecting

From Business standard

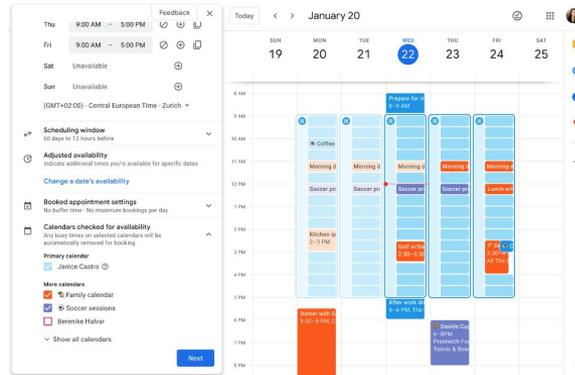
Default on?

Yes

What is it or what is changing?

The **appointment** scheduling tool is a feature that allows people to share their availability via a booking page that can be used by colleagues, external stakeholders, clients, and partners to schedule a meeting.

We're introducing the ability to **check** and see a visual **preview** of **multiple calendars** when setting up your appointment schedules. Your booking page will show you as unavailable when you're busy based on the calendars you choose.



Introducing new Space Manager capabilities in Google Chat

Date of release

March 13th

Google SKUs this feature available/affecting

All

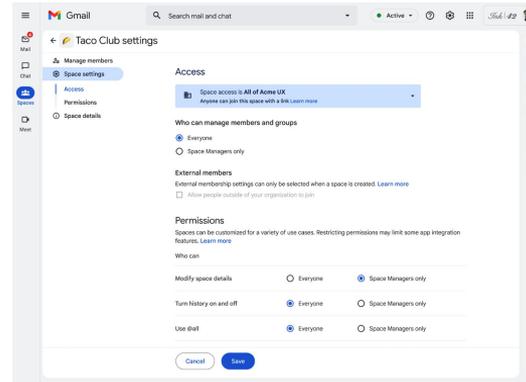
Default on?

Yes

What is it or what is changing?

Space managers have additional capabilities to ensure effective conversations take place in spaces:

- **Space configuration:** enables space managers to choose if members can change space details, such as name, icon, description, and guidelines, or turn Chat history on/off for the space.
- **Member management:** allows space managers to decide if members can add or remove members or groups to a space.
- **Conversation moderation:** authorizes space managers to determine whether members can use @all in a space.



Enabling organizational communication with announcements in Google Chat

Date of release

April 17th

Google SKUs this feature available/affecting

All

Default on?

Yes

What is it or what is changing?

Space Managers receive the ability to configure spaces for **sharing organizational announcements**. Using the new announcement-only configuration, message posting and other capabilities are limited to designated Space Managers, who can:

- Create a space with restricted post setting
- Post
- Reply in thread
- Add files
- Designate another member as a Space Manager
- Modify the space settings

Advanced ▾

These settings can't be modified after the space is created

- Allow people outside your organization to join
- Only Space Managers can post. [Learn more](#)



Google Calendar and Assistant Reminders will migrate to Google Tasks soon

Date of release

April 12

Google SKUs this feature available/affecting

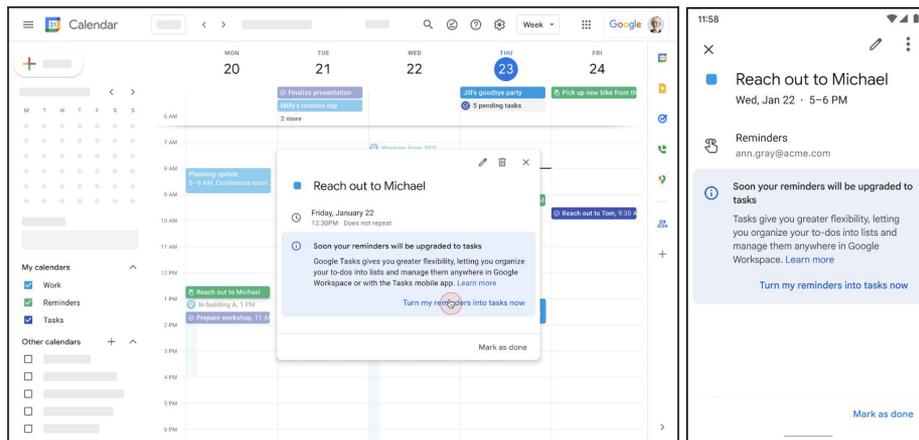
All

Default on?

Yes

What is it or what is changing?

in the coming months, we'll migrate **Reminders** from Google Calendar and Google Assistant to Google Tasks to create a single experience for managing to-dos across Google.



For Google Workspace customers: Starting on May 22, 2023, Assistant and Calendar Reminders will begin to automatically migrate to Tasks for users that have not already migrated.



Several Meet updates

Date of release

Jan-March

Google SKUs this feature available/affecting

Depending on the feature

Default on?

Yes



What is it or what is changing?

- View **speaker notes** while presenting Google Slides in Google Meet
- New **in-meeting reactions** for Google Meet
- Easily **share access** to presented content in Google Meet with all attendees
- **Include captions** with a Google Meet video recording
- Use **new immersive backgrounds** and styles for Google Meet on the web
- **Improving accessibility** of the “connect device” feature on Google Meet hardware devices
- Expanding **noise cancellation** in Google Meet to more devices
- **External label** for Google Meet participants
- Provide **custom Google Meet background images** for your users





Collaboration



New option to view non-printing characters in Google Docs

Date of release

Jan 9

(March 6 Rollout resumed)

Google SKUs this feature available/affecting

All SKU's

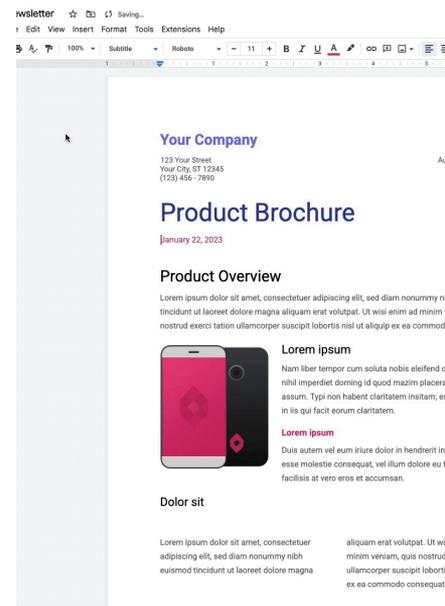
Default on?

Yes

What is it or what is changing?

You can choose to display non-printing characters in order to see how a document is laid out. When turned on, you will see symbols or text to represent the following:

- Paragraph/Hard break
- Line/Soft break
- Section break
- Page break
- Column break
- Tab
- Space





Google Sheets adds powerful new functions for advanced analysis

Date of release

Feb 1

Google SKUs this feature available/affecting

All Workspace SKU's

Default on?

Yes

What is it or what is changing?

Last year, we launched Named functions, along with several powerful functions in Google Sheets, including LAMBDA and XLOOKUP.

Today, we're excited to announce 11 additional functions that will introduce new concepts, provide you with more efficient functions, and help with more advanced analysis:

Data			
Ben	Peter	Mary	Sam
John	Hillary	Jenny	James
Agnes	Harry		

Expected Results
=TOCOL(A14:D16,1)

TOCOL(array_or_range, [ignore], [scan_by_column])

EXAMPLE
 TOCOL(A2:F9, 1, TRUE)

ABOUT
 Transforms an array or range of cells into a single column.

array_or_range
 The array or range which will be transformed.

ignore - [optional]
 The control to ignore blanks and errors. 0 (default) is to keep all values, 1 is to ignore blanks, 2 is to ignore errors, and 3 is to ignore blanks and errors.



Improving Filters in Google Sheets

Date of release

March 3

Google SKUs this feature available/affecting

All SKU's

Default on?

Yes

What is it or what is changing?

2 updates for the filter views have been introduced:

First, there will be a summary of the rows remaining after a filter is applied in Sheets. You will now see the number of rows that are displayed in the bottom right margin.

Second, with the new option to directly apply filters from the right-click menu, filters are now more accessible and discoverable.

▼ 81 of 1,602 rows displayed

▼ Create a filter

▼ Filter by cell value





Move folders from My Drive to shared drives

Date of release

March 23

Google SKUs this feature available/affecting

All SKU's

Default on?

Yes

What is it or what is changing?

we're introducing a feature that allows end users to move folders from My Drive into shared drives.

Move to "Project Sky"?



9,799 items will be moved



Item owners will retain access to these files



"Project Sky" will become the owner of these items



Everyone who can see "Project Sky" will gain access

[Learn more](#)

Cancel

Move





Find files quicker with search chips in Google Drive

Date of release

March 30

Google SKUs this feature available/affecting

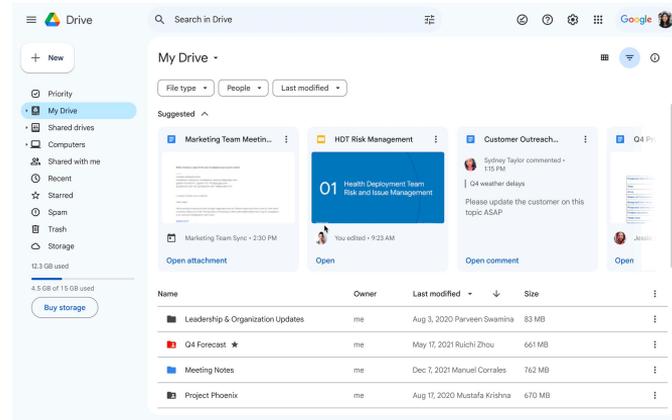
All SKU's

Default on?

Yes

What is it or what is changing?

We're introducing search chips in Drive that enable you to filter by criteria like file type, owner, and last modified date. Filtering by these criteria helps you narrow down and find relevant files faster in any view throughout Drive.





Manage all Google Workspace API activity from a single location

Date of release

Jan 11th

Google SKUs this feature available/affecting

Default on?

Yes*

(But needs implementation)

What is it or what is changing?

Within the Google Cloud Console, you can now view and manage all Google Workspace API activity. Here, you'll find a centralized view of which APIs are currently running and their associated requests. You can also easily perform common actions such as:

- Monitoring aggregated metrics for APIs, including traffic, errors, and latency.
- Viewing and adjusting quotas as needed.
- Managing API credentials.
- Finding other available APIs, tutorials and documentation.





Control the visibility of warning banners in Gmail with a new admin control

Date of release

Feb 17th

Google SKUs this feature available/affecting

All Workspace SKU's

Default on?

Yes*

(But needs implementation)

What is it or what is changing?

We're giving admins more control over whether warning banners for incoming email messages are displayed for their end users. Specifically, admins can choose to disable spam filters and hide warning banners for:

All users

A specific allowlist of senders

Add setting

Spam [Learn more](#)

Required: enter a short description that will appear within the setting's summary.

All incoming messages are subjected to Google's spam filters. Messages that are detected as spam are automatically placed in spam folder.

Options

- Be more aggressive when filtering spam.
- Put spam in administrative quarantine

Default ▾

Options to bypass filters and warning banners

- Bypass spam filters for internal senders.
- Bypass spam filters for messages from senders or domains in selected lists.
 - No lists used yet.
 - [Use existing list](#) [Create or edit list](#)
- Bypass spam filters and hide warnings for messages from senders or domains in selected lists.
 - No lists used yet.
 - [Use existing list](#) [Create or edit list](#)
- Bypass spam filters and hide warnings for all messages from internal and external senders (not recommended).

CANCEL SAVE





Improving your security with shorter Session Length defaults

Date of release

March 15th

Google SKUs this feature available/affecting

Available to all Google Workspace and Cloud Identity customers, as well as legacy G Suite Basic and Business customers

Default on?

Needs implementation

What is it or what is changing?

To further improve security for our customers, we are changing the default session length to 16 hours for existing Google Cloud customers. Note that this update refers to managing user connections to Google Cloud services (e.g. Google Cloud console), not connections to Google services (e.g. Gmail on the web).

The screenshot shows the Admin console interface for Google Cloud session control. The page title is "Security settings" and it shows settings for users in the organizational unit "xxxxx.xxxx.net". The "Google Cloud session control" section is expanded, showing the "Reauthentication policy" settings. The "Require reauthentication" option is selected, and the "Reauthentication frequency" is set to "16 hours (recommended)". A yellow arrow points to the "16 hours (recommended)" dropdown menu with the text "New default (16hrs)".





Admins can install
Chat apps for use in
direct messages

Date of release

March 29th

**Google SKUs this feature
available/affecting**

**All SKU's without
nonprofits and personal
accounts**

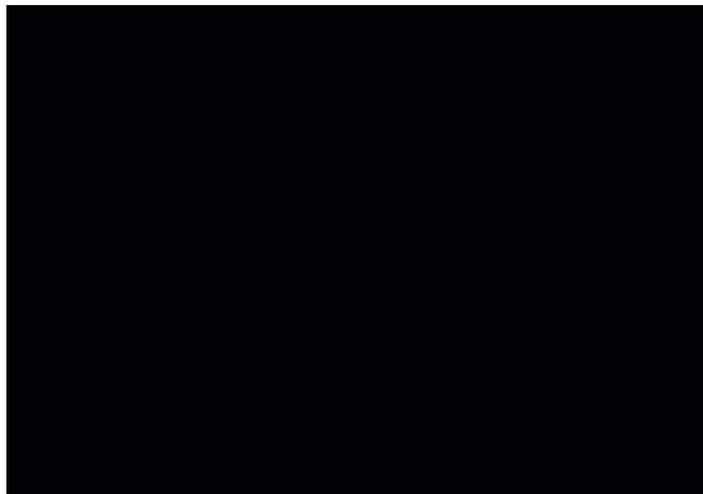
Default on?

Yes*

(But needs implementation)

What is it or what is changing?

Google Chat apps integrate with productivity tools, enable you to collaborate with others, and can also help automate your work. Admins can install Chat apps for direct messages on behalf of users within their domain from the Workspace Marketplace



Recent blog posts



February 28, 2023

Conditional Aware Access on Cloud applications

Do you want granular control of the accesses granted based on a user's context? Then you would need Conditional Aware Access! This is a security feature that allows organisations to set specific conditions for granting access to their resources. This can include conditions such as the device being used, the location of the user, or the user's identity.

#DIGITAL WORKPLACE
#GOOGLE WORKSPACE

[Read more](#)



February 15, 2023

5 things you didn't know you could do with Google Apps Manager (GAM)

Discover the full potential of Google Apps Manager (GAM) with these 5 powerful tips. From monitoring third-party apps to managing email signatures, our expert guide will help you streamline your processes and achieve your goals. Unlock the power of GAM today.

#GOOGLE WORKSPACE



October 12, 2022

How to implement Data Loss Prevention (DLP) For Google Drive

Data Loss Prevention rules help you keep confidential company data safe and secure in Google Drive.

#GOOGLE WORKSPACE #SECURITY

[Read more](#)



November 2, 2022

Do you need a backup tool with Google Workspace?

A question we get asked a lot is do we need a backup tool on top of Google Workspace? What are the current backup capabilities of Google Workspace? What about the e-discovery tool in Google Workspace, Google Vault? All these questions and more we try to answer in this blog post.

#DIGITAL WORKPLACE
#GOOGLE WORKSPACE

[Read more](#)



October 20, 2022

What is Google Apps Manager (GAM)? Our experience in deploying GAM in a secure way

Have you heard of GAM? It is a powerful tool that allows you to govern your Google Workspace environment through a command line. This blog shares Devoteam's experience in deploying GAM in a secure way.

#GOOGLE APPS MANAGER
#GOOGLE WORKSPACE

[Read more](#)



December 26, 2022

Three change management tips that will make your IT projects a success in 2023!

How to encounter obstacles such as time, budget and willingness during a change management journey.

#CHANGE MANAGEMENT
#DIGITAL WORKPLACE
#GOOGLE WORKSPACE

[Read more](#)



Thank **you.**

