

LSEG Workspace | Teams

Service Description

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About this document

In this guide

This document describes the service that customers of LSEG Workspace in Teams can expect, alongside the experiences and choices that LSEG has designed for you to have. It covers all the stages of your interactions with the company, from initial interest through to end of usage. It is not a legally binding document, but is intended to give a reasonable expectation of the service you will receive as part of LSEG Workspace in Teams.

You should refer to this document for any information about the service included with LSEG Workspace in Teams, whether as a prospective or ongoing client. If you have any further questions, do not hesitate to contact us on any of the channels listed below.

More information about the general services offered by LSEG is available upon request in the form of the [Statement of Service](#).

Intended readership

This document is intended for prospective and current customers of LSEG Workspace in Teams and its associated features.

Further information

To:

- Request product assistance, contact [Support](#).
- Access other LSEG Workspace technical content, see the [Workspace technical documentation site](#).
- Provide feedback on Workspace technical content, contact DocFeedback@lseg.com.

About LSEG Workspace in Teams

LSEG Workspace in Teams enhances collaboration and content discovery by integrating LSEG Workspace directly into Microsoft Teams. It provides users with a seamless way to access financial content, share insights, and engage with their professional community—all within their existing Teams environment.

This application is a cloud-based solution that extends the capabilities of LSEG Workspace, allowing users to:

- Discover financial content directly within Microsoft Teams
- Seamlessly interoperate with LSEG Workspace
- Share Workspace content within Teams
- Collaborate with their professional network through Teams integration

Access to data and features is determined by the user's LSEG entitlements, ensuring a secure and personalized experience.

LSEG Workspace in Teams is an add-on to LSEG Workspace and is designed to work exclusively for Workspace users.

This proposition is part of the broader LSEG Workspace ecosystem, which provides financial professionals with advanced data, analytics, and workflow tools. It represents a strategic partnership between LSEG and Microsoft, combining the financial expertise of LSEG with the collaboration capabilities of Microsoft Teams.

The target audience includes financial professionals across investment banking, asset management, trading, and corporate finance, who are seeking a more efficient and connected workflow within their Microsoft Teams environment.

Note about LSEG Messenger and Open Directory

Customers require an LSEG Messenger license to use Open Directory in LSEG Workspace in Teams. The following table describes the features that are available across both LSEG Messenger and Open Directory:

Feature	LSEG Messenger	Open Directory
Search the directory	✓	✓
Organise your contacts	✓	✓
Create bilateral chats	✓	✓
Communicate in multi-firm chat rooms	✓	✓
Sending a blast message	✓	✓
Manage conversations	✓	✗
Share emoticons, screenshots and attachments	✓	✓
Add / search for keywords	✓	✓
Set personal alerts, keywords and colours	✓	✓
Integration with LinkedIn	✗	✓

Scope and scale

LSEG Workspace in Teams is designed for users who want to discover financial content and collaborate with a community of financial professionals.

Discover

LSEG Workspace in Teams is an extension of the LSEG Workspace experience. For more information about LSEG Workspace or LSEG Workspace in Teams contact your Account Team or visit the LSEG Workspace page on our authenticated website [here](#).

For support in contacting LSEG, see the [Statement of Service](#) which describes your various points of contact (for example, Account Managers).

Customers can obtain immediate help at [Help and Support](#).

Issues with the application can be reported via the [MyAccount](#) portal. More information about MyAccount can be found in the [Statement of Service](#).

Evaluate

LSEG Workspace in Teams includes Reuters News headlines and financial data on instruments such as equities, bonds, commodities, and so on. The application also supports the discoverability of more detailed content available on the Workspace platform via deep links back into Workspace.

✦ Content is governed by the user's Workspace entitlements.

Trials

Free trials of all variants of LSEG Workspace are available, all of which can access LSEG Workspace in Teams. Note that a Messenger license is required to access Open Directory.

Free trials of LSEG Workspace, which last for a period of up to 30 days, can be requested from the [LSEG Workspace e-commerce site](#) and can be set up with your Account Team.

After a free trial period is over and a purchase is made, a user can continue using LSEG Workspace in Teams seamlessly. If no purchase is made, the user will lose access to LSEG Workspace when the trial concludes.

Support during trials

LSEG offers the same level of support to those on trials as it does to licensed users. More information on support can be found [here](#).

Trials of LSEG Workspace in Teams

LSEG Workspace in Teams is a free application available to users of Microsoft Teams with an active LSEG Workspace license.

Purchase and Renew

Ordering LSEG Workspace

New customers should request an LSEG Workspace license through the Account Team in their IT or Market Data department. If you do not know your Account Team, you can [Contact Us](#) and we will make sure you get to the right person.

After requesting an LSEG Workspace license, the LSEG Workspace administrator in the customer's organisation can order additional applications using the License Management tools on the [Workspace section](#) of the authenticated website.

If a customer is not set up to order additional applications through the [Workspace section](#) of the authenticated website, they can request additional licenses from the Account Team within the customer's IT department.

Purchasing LSEG Workspace in Teams

LSEG Workspace in Teams is available free of charge for users that have:

- MS Teams (with Microsoft 365 or Standalone)
- LSEG Workspace license (for access to content and data)
- LSEG Messenger license (for access to Open Directory)

Purchasing Microsoft teams (with Microsoft 365 or standalone)

Questions relating to trials and purchasing of Microsoft Teams will be handled by our partner – Microsoft. However, you can visit the Microsoft website for more details about [Microsoft Teams](#) and about [Microsoft 365](#).

Free trials

Free trials are not available for LSEG Workspace in Teams, as it is a free application for all existing users of LSEG Workspace.

Accessing LSEG Workspace in Teams

You can access LSEG Workspace in Teams from the application gallery in Microsoft Teams.

Billing

You are billed for LSEG Workspace data according to the billing frequency specified for your account. Some partner services will bill you directly, based on their own billing rules. For more details, contact your Account Team.

User maintenance

There are various situations where changes need to be made to an LSEG Workspace license. The quickest method of completing these changes is by a customer administrator using the License Management tools in the [Workspace section](#) of the authenticated website.

When this is not possible, you can also contact your Account Team directly.

Maintenance scenarios

Process	Self-Service availability
Purchase (product and add-ons)	<input checked="" type="checkbox"/> (same product only)
User swap	<input checked="" type="checkbox"/>
Assign / unassign licenses	<input checked="" type="checkbox"/>

Process	Self-Service availability
User detail changes	<input checked="" type="checkbox"/>
Cancellation	<input checked="" type="checkbox"/>
Relocation	<input checked="" type="checkbox"/> international <input checked="" type="checkbox"/> same country

Renewal and cancellations

For details on renewal and cancellation terms, contact your Account Team.

Setup

Deployment

LSEG offers customers different methods of deploying LSEG Workspace. Requirements vary by user community, and the deployment of LSEG Workspace can be tailored to meet each community's needs.

Contact your Account Team to discuss which deployment method is most suitable for you.

Microsoft also offers customers different methods of deploying applications. You can find more information on Microsoft websites about how to deploy [Microsoft Teams](#) and [Microsoft 365](#).

Installation

Users can install the LSEG Workspace in Teams application from the Apps menu in Microsoft Teams. The LSEG Workspace application can be found in the Microsoft Teams Application Store or as an application that is managed by your company's administrator.

Operating system, browser, and network requirements

Operating system and browser requirements must align with the [Microsoft Teams application](#) as LSEG Workspace is the only application running inside Microsoft Teams.

Network requirements can be separated into two parts:

- The minimum requirements of the Microsoft Teams application - <https://learn.microsoft.com/en-us/microsoftteams/prepare-network>
- These domains must be allowed:
 - web.workspace.lseg.com
 - app-gateway.workspace.lseg.com
 - token.workspace.lseg.com
 - go.refinitiv.com
 - pi.refinitiv.com

Provisioning

No additional hardware or provisioning is required for the LSEG Workspace in Teams app.

Installation assistance

Follows the standard support policy for LSEG Workspace. Customers should contact [LSEG Customer Support](#) for assistance. Escalated issues this follow the standard escalation process.

More information about how to install the application can be found on the [Admin Guide](#).

Successful installation

When an installation is successful, the user will see 'LSEG Workspace' as an application in the Microsoft Teams application tab.

When a user clicks on LSEG Workspace, they will be taken to the Home tab, where they can discover Reuters top news headlines, access LSEG content via the Chat tab, and use the Open Directory to find financial professionals and initiate conversations in Microsoft Teams, based on the features permitted by their account permissions.

Customer responsibilities

It is the customer's responsibility to set up the application and its associated environments. For example, customers should:

- Install Microsoft Teams
- Install the LSEG Workspace application
- Whitelist the required domains
- Onboard Entra to map with LSEG Workspace accounts

Product and usage

Like LSEG Workspace itself, the LSEG Workspace in Teams application is an individual information service, intended to be installed on a user's device for the use of licensed users only. Detailed information on permitted usage can be found in your contract. The usage of interactive services is covered in the [LSEG Code of Interactive Services | LSEG](#).

If you have additional questions, contact your Account Team.

Product hours of availability

LSEG Workspace in Teams is available 24 / 7.

General security

As the world's largest financial information source, LSEG is serious about safeguarding the security and quality of all the proprietary and third-party information that flows through our systems.

As a result, we have taken steps to formalise and embed information security management and quality management systems into the Information Technology Infrastructure Library (ITIL) service management processes that are operating in our major data centres. These steps include attaining certifications in two industry-proven global standards: ISO 9001 (Quality Management) and the new ISO 27001 (Information Security Management). More information can be found in our [Statement of Service](#).

Microsoft Teams is designed and developed in compliance with the Microsoft Trustworthy Computing Security Development Lifecycle (SDL), which is described at [Microsoft Security Development Lifecycle \(SDL\)](#).

For more information on the security of Microsoft Teams, see [here](#)

Information security

LSEG Workspace in Teams uses Entra and Heimdall token management for the identification and control of data access. All data transmitted between Teams components and backed services are encrypted. Data stored in the database is also encrypted.

Privacy

LSEG Workspace in Teams has adopted [privacy by design principles](#) and it is following the [LSEG Privacy Statement](#). If a user is removed from AAA, their Open Directory details will be removed within 24 hours.

Physical security

The entire infrastructure of LSEG Workspace in Teams is hosted in LSEG-managed Azure Cloud and AWS Cloud. Access to the relevant services is controlled by Azure and AWS account role-based access. Service availability and changes can be monitored by Azure log, AWS log, and Datadog.

Data retention

Chat capability is fully managed by Microsoft Teams. The conversation data is managed in accordance with the [Microsoft Teams retention policy](#).

Customer compliance

Customers are able to audit services through third-party assurance reports such as SOC 2 Type II, which cover internal controls, data protection, and operational governance. Additionally, LSEG Workspace in Teams supports governance features such as access controls, audit trails, and environment lifecycle management.

Customer responsibilities

It is the responsibility of the customer administrator to control the usage of the application, for example:

- Allowing use of AI (AI Insight, AI Library)
- Allowing use of Open Directory
- Federation between companies to allow, or not allow, the user to communicate with external users

Support

For support in LSEG Workspace in Teams, including data access, account linking, data quality, and issues related to the application, customer and users can contact LSEG directly from the Workspace section of the authenticated website.

Languages and availability

Live Chat

Live Chat is a real-time support channel that LSEG offers to all users of LSEG Workspace. If you have issues in LSEG Workspace in Teams relating to data access, account linking and data quality, you can access this channel by choosing 'Get Help & Support' from the Help menu in LSEG Workspace.

Live Chat is available in English on a 24 / 7 basis.

Local language support is available during local business hours in Japanese and Mandarin.

Customer Support

For LSEG Workspace issues relating to data access, messenger capabilities, LSEG Workspace account access and data quality, customers can contact LSEG Customer Support, which is delivered by phone and email, and is available in the Help & Support app in LSEG Workspace.

Customer Support is available in English on a 24 / 7 basis.

Local language support is available during local business hours in the following languages: Arabic, Cantonese, French, German, Greek, Indonesian Bahasa, Italian, Japanese, Korean, Malay, Mandarin, Polish, Portuguese, Russian, Spanish.

Resolver groups

LSEG resolver groups are used when a data issue needs escalation for further investigation. These groups deliver support in English only.

Service level targets and description

To ensure we are doing everything possible to meet or exceed our customers' expectations, we have set the below target times for responding to support queries:

Channel	Target response time
Live Chat	Within one minute
Email	Within 60 minutes
Global contact phone numbers	Within 20 minutes
MyAccount	Within 60 minutes

Feedback and continuous improvement

LSEG is committed to continuously improving its products and support. After interacting with LSEG Workspace in Teams, or with an employee of LSEG, customers may receive an opportunity to either provide their feedback or to learn more, either in-product or by email.

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