Microsoft Teams Integration with Low-code & KnowledgeKube
As a new culture of work is emerging, there are increasingly diverse requirements for businesses, organisations, and individuals. Often spanning multiple devices, geographies and time zones, application development and deployment can struggle to meet the demands of an organisation.

KnowledgeKube allows you to build web, mobile and service-driven applications, publishing them directly into Microsoft Teams and SharePoint, all securely managed with Office 365.

Empower your organisation with low-code applications and services through a single shared hub – Microsoft Teams.
All the benefits of low-code with all the benefits of Teams
KnowledgeKube provides everything you need to build complete cloud-first applications and securely deploy them to Teams...

Build
Rapidly create custom content, web applications and micro-services. Incorporate organisational assets, document templates and brand. Create a new application in minutes using our Teams templates or convert an existing application.

User Experience
Use HTML, native mobile, or cross-platform Adaptive Card technology to build your application user interface. Use our cloud events to connect disparate systems together.

Deploy
Integrate your KnowledgeKube applications and business logic into Teams Tabs and Chats, Webhook connectors and Bots. Our built-in manifest editor makes building Teams and SharePoint deployments simple.
# Why KnowledgeKube for Teams?

Everything you need to build and deploy applications and services to Microsoft Teams

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>Low-code platform for building cloud-first web, Windows 10, Android, and iOS applications</td>
<td>Easily publish your KnowledgeKube applications and business logic into Teams Tabs, Chats, Bots and webhook connectors</td>
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<td>Meet the minimum requirements for building and deploying Teams applications using our templates</td>
<td>Build your own templates and securely share them within your organisation or partner network</td>
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<td>Build your own templates and securely share them within your organisation or partner network</td>
<td>Use our content delivery system to build re-usable Adaptive Card templates that contain data from 150+ applications, services, and formats</td>
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<td>Use our content delivery system to embed complete web applications into custom Teams tab pages</td>
<td>Dynamically control your content and data using role-based logic</td>
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<td>Integrated manifest editor for publishing to Office 365 and Microsoft AppSource</td>
<td>Integrated Adaptive Card editor for building cross-platform user experiences</td>
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<td>Automatically pre-fill your manifest files, so you can focus on your applications and not tracking down publishing errors</td>
<td>Add real-time events to your applications and services to enhance your end-user collaboration experience</td>
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<td>The fastest way to monetise your IP with Microsoft AppSource</td>
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Connecting and Expanding

KnowledgeKube empowers you to connect both your legacy systems and new technologies seamlessly together while also enabling you to expand out your systems and implement process automation – True Digital Transformation.
Solution Examples

Kinly

Embedded Smart Room Configurator and Quoting System
Solution Examples

Agilitas

InventoryAssure UK Maintenance Services
Quote Configurator
Solution Examples
JLT

Flats Insurance Cover Quoting and Insurance Policy System
Solution Examples
Microsoft
Microsoft Surface Advisor
Configuration and Procurement System
Building Teams Applications with KnowledgeKube

KnowledgeKube comes with rich support for publishing

+ Adaptive Card templates
+ Message Card templates
+ Webhooks
  + Listeners
  + Post

Adaptive cards can be incorporated directly into

+ KnowledgeKube Applications
+ KnowledgeKube Services
+ Office 365 Actionable Messages
+ and more...

Our end-users can utilise KnowledgeKube to provide rich Enterprise support for Office 365 Connectors today
An Insurance company operates teams of remote referral agents

Each team specialises in one or more product referrals

Product referrals are generated by customers using the organisations online quoting system built in KnowledgeKube

When a referral trigger is hit, the organisation wants to distribute a notification to the relevant team channel

When a referral hits the Teams channel, the organisation wants an operator to be able to

+ Take ownership of the referral
+ Securely interact with the source data and assess the referral conditions
+ Accept or reject the quotation
+ Continue to interact with colleagues in Teams channels

The Challenge

Example deployment
Insurance Quote Referral

Realising in KnowledgeKube

Create the following Actions
+ Assign a Referral
+ Accept a Quotation
+ Reject a Quotation
+ Generate Referral Message Card

Publish the Actions as RESTful services to receive HTTP POST messages from Teams

Create a Message Card
+ Add Asset Tags into the template to render client specific data and content
+ Data Designer data masking will support data compliance rules

Add a punchout handler to securely accept incoming data requests (view quote)

Add an expression to the rating model that pushes our new Message Card to a Teams Incoming Web Hook

The Solution

The Challenge

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The Solution
Adaptive Cards is an open source toolset that helps applications and services exchange rich snippets of native UI.

Create service-delivered forms
+ Asset driven
+ Fully declarative
+ Automatically styled
+ Safe!

Designed for the sharing and exchange of content

Integrate into
+ KnowledgeKube web and native applications
+ KnowledgeKube cloud services
+ Bot Framework
+ Microsoft Teams
+ Outlook Actionable Messages
+ Windows Timeline
+ Skype
+ Cisco WebEx Teams
+ Third-party application developers

Use KnowledgeKube to author, distribute and consume templates

Use KnowledgeKube asset tags to provide rich runtime content

Re-deliver KnowledgeKube Adaptive Card assets directly into third-party apps without having to embed an entire application

Embed the Adaptive Card designer directly into your KnowledgeKube applications giving the ultimate in visual extensibility

Use directly in KnowledgeKube events

Get templates directly from the Adaptive Card template service
## Adaptive Cards & Asset Tags

KnowledgeKube provides an asset tag for Adaptive Card rendering

```html
<%# ADAPTIVECARD() %>
```

Can render to the following elements:
- HTML container
- KnowledgeKube Placeholder control
- String
- Image

The Adaptive Card asset host fully supports all CDS declarative asset tags:
- Embed data from any KnowledgeKube data source
- Embed keywords, expression, assets and localised content
- Control what content is rendered using roles
Adaptive Card Example

1. Build a card or import from a third-party template

2. Add data from KnowledgeKube

3. Render
   + Microsoft Teams
   + Windows Timeline
   + Outlook
   + As an actionable message
   + KnowledgeKube applications
   + KnowledgeKube service
   + Cortana Skills
   + Bot Framework
Tabs offer more extensive integration by allowing you to view entire third-party services within Microsoft Teams. As such, they’re especially convenient when you don’t just need brief snapshots of activity but need to manage a large amount of info yourself. For example, if your support team needs to track outstanding tickets or your sales team needs to review its latest orders, tabs are the perfect solution.

+ A tab opens in a separate Microsoft Teams window which is hosted on Teams.

+ Tab-level integration starts with creating a manifest of the information that needs to be included in the tab. The link to the configuration page is included in that manifest. Using the configuration page, users can easily adjust various settings for icons, text, and other tab features. Manifests are simply XML files; the whole package is provided to the user as a zip.

+ Tabs maintain persistent information and provide a dedicated window to a third-party app within the canvas of a given Teams channel. Users can easily view a tab while still chatting with the members of their channel. This allows for smoother collaboration and multi-tasking.
Bots

Since bots are fully customizable, they allow you to deliver a richer and more interactive experience to your users. Bots can be programmed to provide a structured set of responses to user messages, serve specific roles in Teams chat, and even help users find what they’re looking for.

For a third-party bot to be integrated with Teams, it must have been uploaded to the Microsoft Bot Directory after being built with the Microsoft Bot Framework.

The simplest way to describe bots, are as chat engines. And being able to integrate a bot that can interact with users naturally, through a chat or command-line interface, broadens the Teams experience.
KnowledgeKube + Microsoft Teams

The perfect solution