Introduction to Microsoft Teams and Teams Custom Solutions

What we will be discussing today:

- Microsoft Teams overview
- Teams platform capabilities
- Managing apps in Teams
- What kinds of apps can be used in Teams?
- Next steps

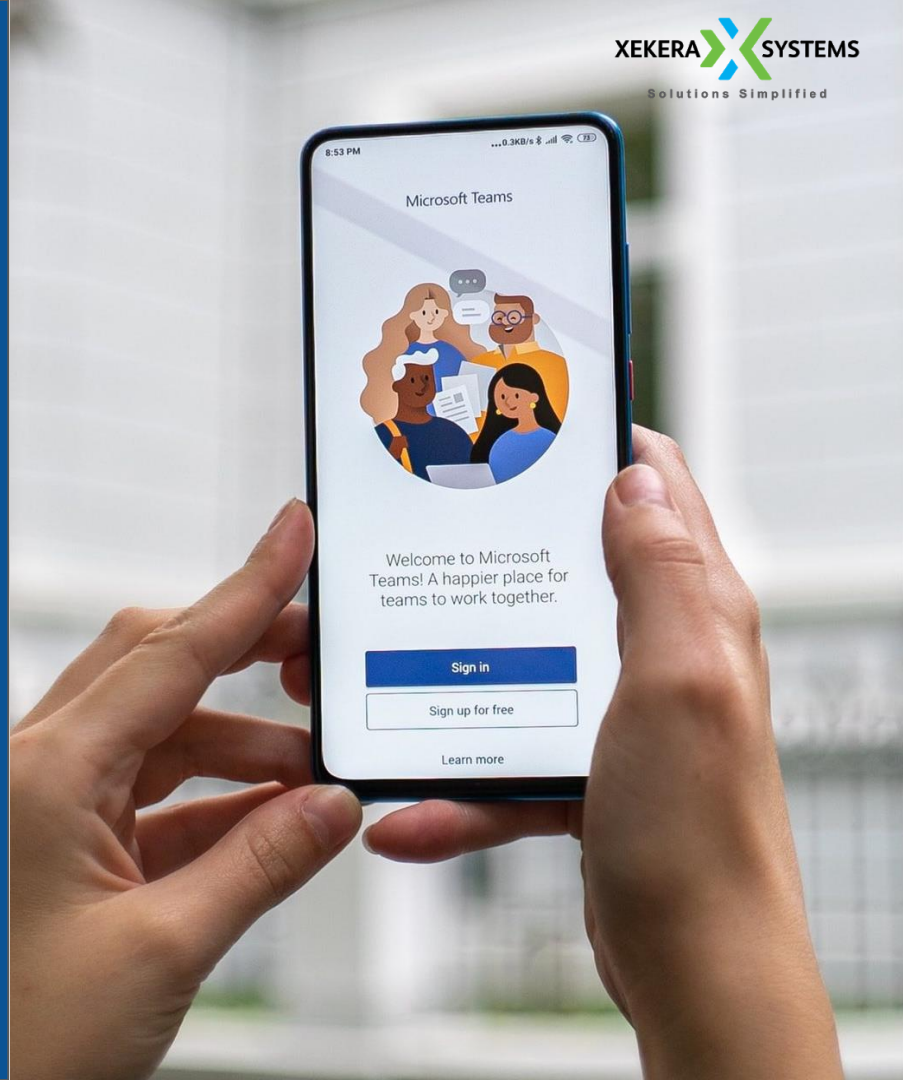
Teams is the fastest-growing business app in Microsoft history

3M
daily active Teams users

500k
companies using Teams

91%
Fortune 100 companies using Team

150
organizations have 10,000 or more active Teams users



XEKERA SYSTEMS
Solutions Simplified

Why build for Teams?

Modernize

IT and Developers

Extend the functionality and value of your solution and bring it to life in Microsoft Teams, both for desktop and mobile.

Automate

IT and Developers

Leveraging the power of the Microsoft 365 ecosystem, create automation and process flows for your solutions.

Harness

IT

Get a tight control on shadow IT by managing integrations more securely, granularly, and easily. Make apps more discoverable for users.

Expand

Partners

Expand your commercial reach and leverage Microsoft's various channels to grow your customer base and monetize your Teams integration.

HUB For Teamwork

Communicate

through chat, meetings & calls

Collaborate

with deeply integrated Office 365 apps

Customize & extend

with 3rd party & custom apps, processes, and devices

Work with confidence

enterprise level security, compliance, and manageability

XEKERA SYSTEMS
Solutions Simplified

Microsoft Teams platform

Build experiences that people love

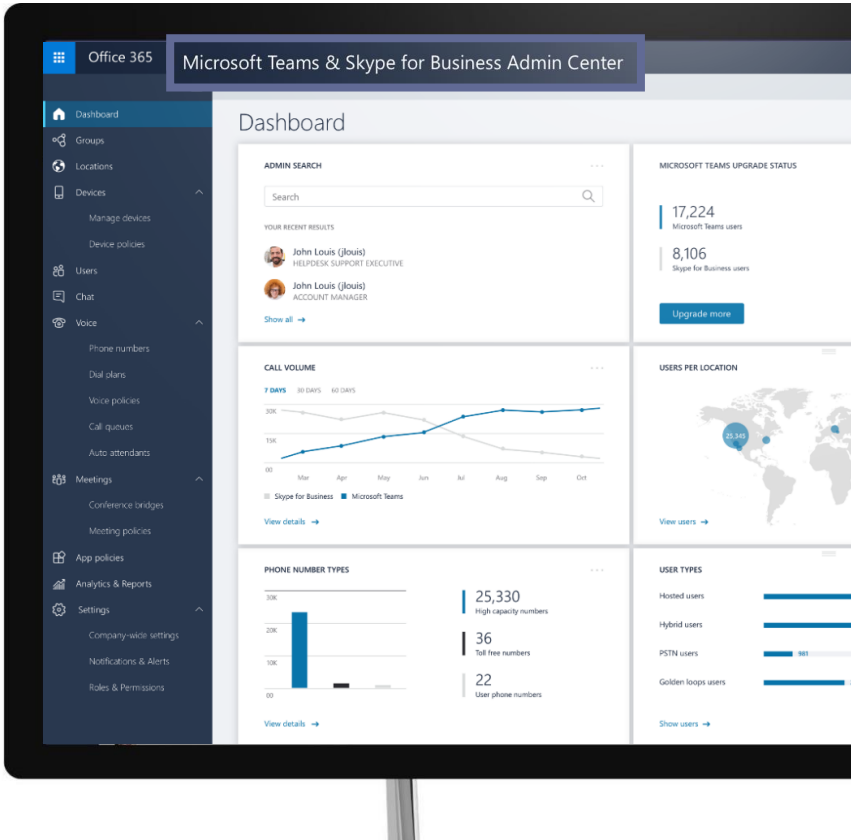
Customize & extend

with 3rd party apps, processes, and developer tools

Gain context without switching context

Meet your people where they are

Tailor your teamwork



Customize & extend

XEKERA SYSTEMS
Solutions Simplified

Personalize your experience

Make your favorite apps work for you and your team

Create simplicity

Departmental tools

Employee resources

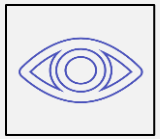
Support & info

Polly.ai Trello GitHub Adobe Wrike Jira Core Confluence

Microsoft Teams

What make Teams your #1 choice to build on?

XEKERA SYSTEMS
Solutions Simplified



Effortless discovery

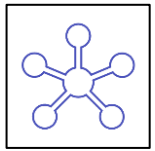
Each employee already has access to Microsoft Teams as the primary collaboration and communication platform. It's intuitive to leverage an existing platform to float your app / service. Bring your service to where your users already are.

Choose the audience for your app

Drive engagement by submitting your app to the Office Store for the entire world to us or submit only to your organization's Company App Catalog to distribute only to employees.

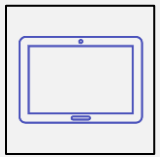
Conversations come free!

Microsoft Teams is built for collaboration through conversations which means your app / service does not need to build a conversation layer of its own – just plug into ours.



Rich App Platform

Microsoft Teams app platform supports 6 capabilities already and more are coming up every quarter so that you can build immersive experiences on an enterprise-grade app platform!



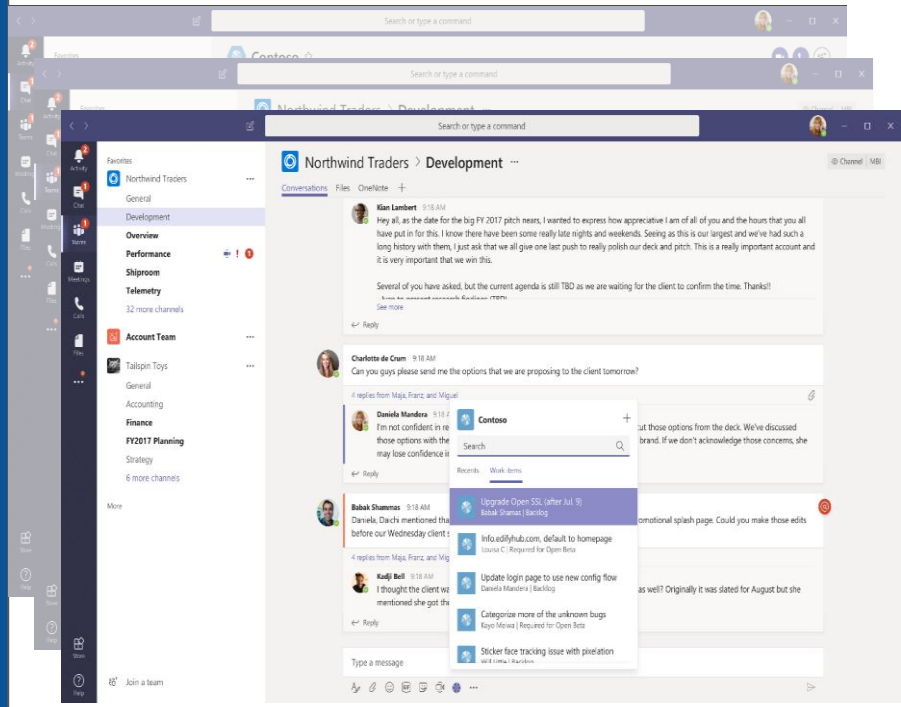
Build once, use everywhere

Reduce design, development and service overhead by building a Microsoft Teams app once and enabling users to access it across Microsoft Teams clients on Windows Desktop, Mac, Web, Android and iOS platform.

XEKERA SYSTEMS
Solutions Simplified

Extend to suit your workflows:

1. **Bots**
   - Help users get tasks done in conversations
2. **Tabs**
   - Surface rich content within Teams
3. **Messaging Extensions**
   - Allow users to query and share information as rich cards
4. **Activity Feed**
   - Engage users via activity feed notifications
5. **Adaptive Cards**
   - Allow users to take action within card updates
6. **Personal Apps**
   - All content across all teams and channels in one place



Teams platform toolkit

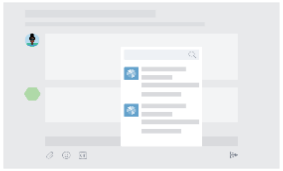
XEKERA SYSTEMS
Solutions Simplified

Tabs

Surface rich content within Teams

Bots

Help users get tasks done in conversations

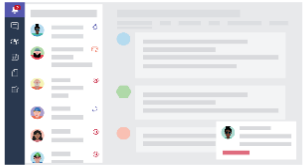


Messaging Extensions

Allow users to query and share information as rich cards

Adaptive Cards

Add rich interaction to your connector cards



Activity Feed

Engage users via feed notifications

Microsoft Graph

API gateway for Office 365, Windows and EMS

Microsoft AI

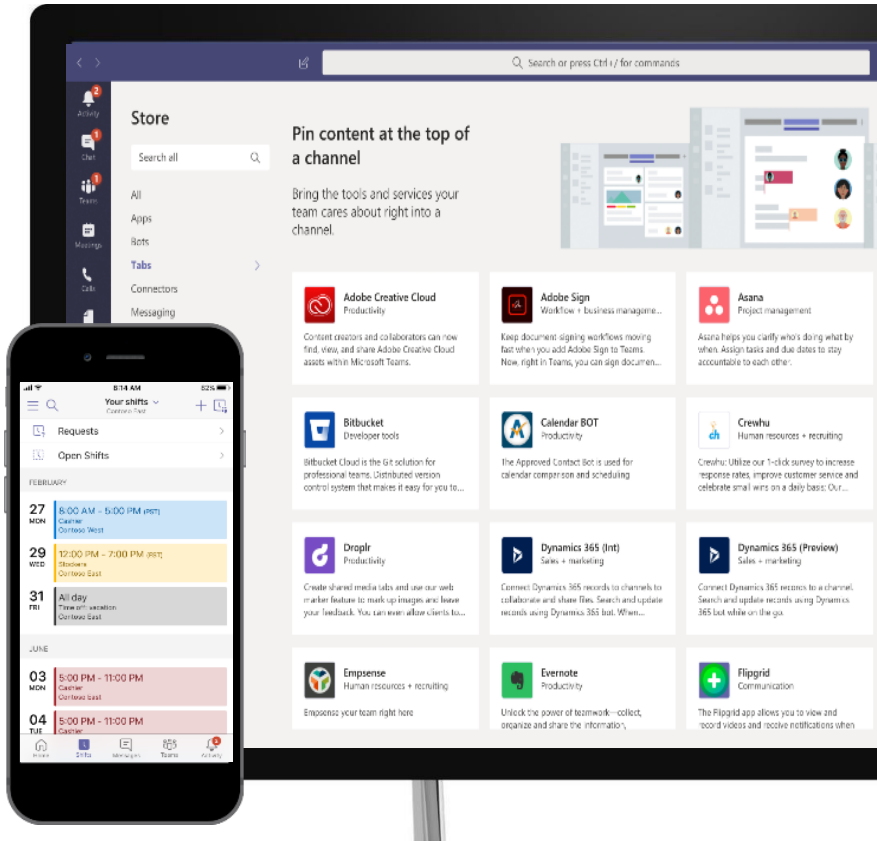
Power conversations with intelligence using pre-built or custom models

Line of Business Systems

Services and content, you own and manage

Custom Solutions on Teams

- **Create a tailored Teams workspace**
- **Customize channels to** include important files, apps or dashboard for easy reference
- **Integrate workflows** to simplify processes and accelerate decision-making
- **Integrate with 3rd party services**, apps and business solutions to quickly access information when needed
- **Automate and manage** Teams lifecycle with Graph API
- **Empower firstline workers** with tools to succeed every day, including schedule management



Tailored team workspaces solve challenges

XEKERA SYSTEMS
Solutions Simplified

Challenges

Scattered apps/services, lost in platforms transition, lack of context, high IT maintenance cost

Checks email to find work emails & triggered notifications with URLs

Accesses SharePoint portal to documents and relevant portal

Opens the web browser to visit intranet portal

Collaborates with coworkers across numerous docs & paper

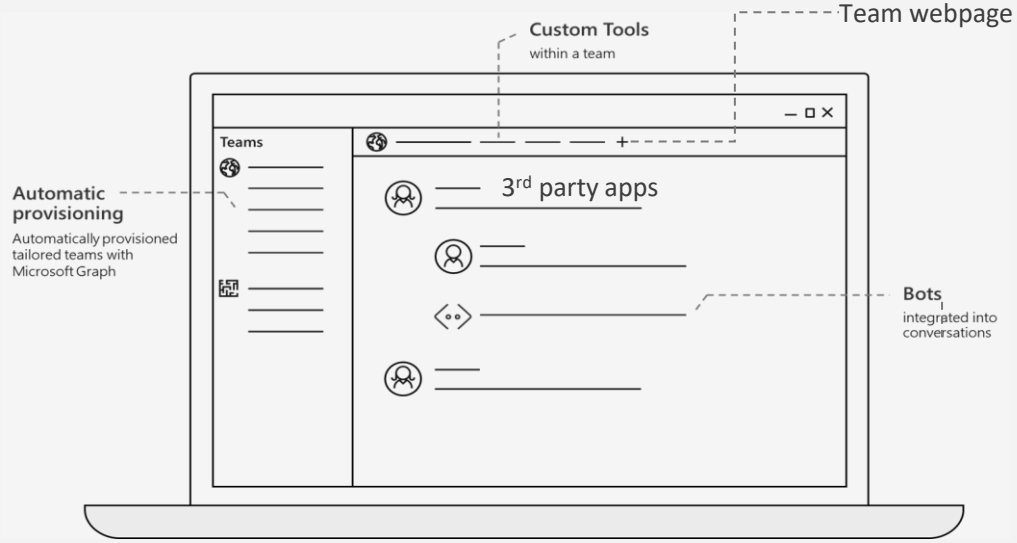
On-prem apps

Apps and services

Opportunity

Hub for collaboration and teamwork, take action and make decisions faster, rely on security and compliance

Tailored Teams workspace



What types of apps can you use in Teams?

Ready to use

- Developed by Microsoft & trusted partners
- These enable ‘better together’ workflows
- Examples include Planner, ServiceNow, etc.

Custom built

- Built by customers to address unique requirements
- Deployed and managed within own environment
- Available through customer’s app store

servicenow
STATSBOT
KRONOS
XEKERA SYSTEMS
Solutions Simplified
ZENEFITS
Wrike
mindmeister
asana
Trello
Zoom.ai
Jira Software
smartsheet
GitHub
zendesk
icertis
Applied Cloud
EVERNOTE
Bitbucket
Polly.ai
approved contact
disco
meekan
by Doodle
sage
Hootsuite
SOAPBOX
ModuleQ
SurveyMonkey
Adobe
open agora
invision
talla
Stream
POPiN
SKOOLER
Tailor your teamwork with 250+ Teams apps now available!

Jira Cloud

- **Track all the issues**

  Track all the JIRA issues assigned to you

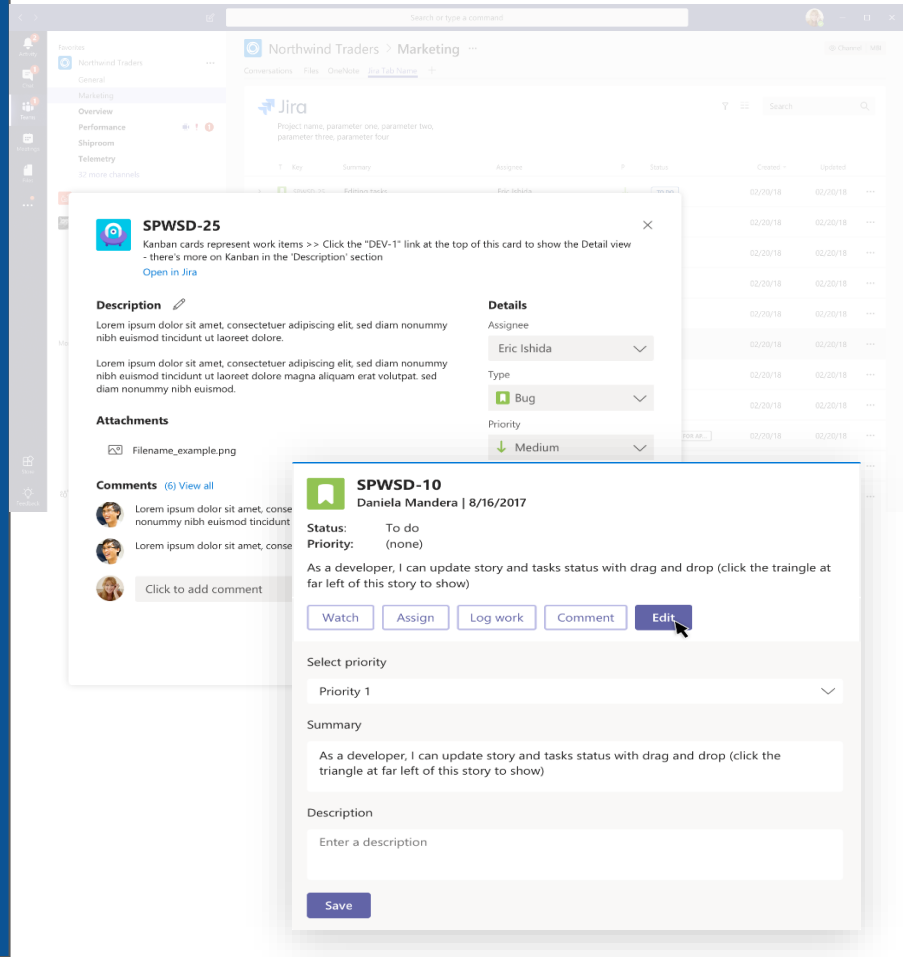
- **Create new issues**

  Create new issues, edit priority and assign owner

- **Search, share, & edit issues**

  Search and edit issues through the JIRA bot

XEKERA SYSTEMS
Solutions Simplified



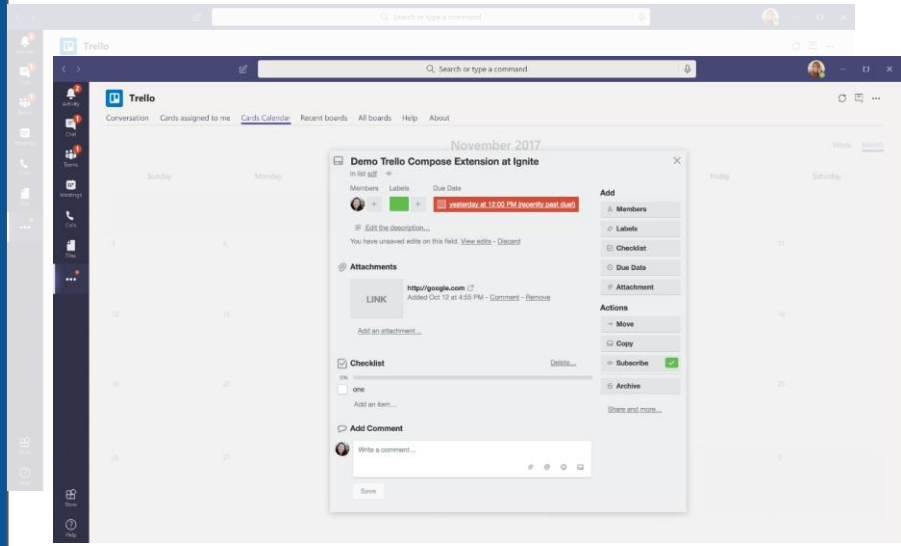
Trello

- **View all your cards**

  Get a complete view into all your cards and boards

- **Edit and create**

  Create new tasks, edit and share



Booking shuttles at Microsoft

XEKERA SYSTEMS
Solutions Simplified

Business needs

Our employees use Microsoft Shuttle service to travel across campus daily for business meetings. Long shuttle wait times and delayed phone calls resulted in employees spending more time coordinating rides than working.

Solution

Creating a travel app lets employees book shuttles on the go, no matter where they are. If an employee needed to confirm a reservation or to change an already reserved trip, they could do so with the click of a button.

Outcome

Employees spend less time coordinating shuttle service, so they can focus on their job at hand. Shuttle confirmation notifications and updates are immediately sent to the user, allowing them to plan for delays as needed.

Browse trips	Reserve resources	Take action
Browse recent trips and bookings with Tabs	Reserve the right resource when you need it	Coordinate and confirm shuttle arrival times

Cafe Service at Microsoft:

XEKERA SYSTEMS
Solutions Simplified

Business needs

Employees have assigned cafeterias but often choose where to go based on the choice of cuisine being offered. They needed one convenient location to access café menus so that less time was spent deciding where to go.

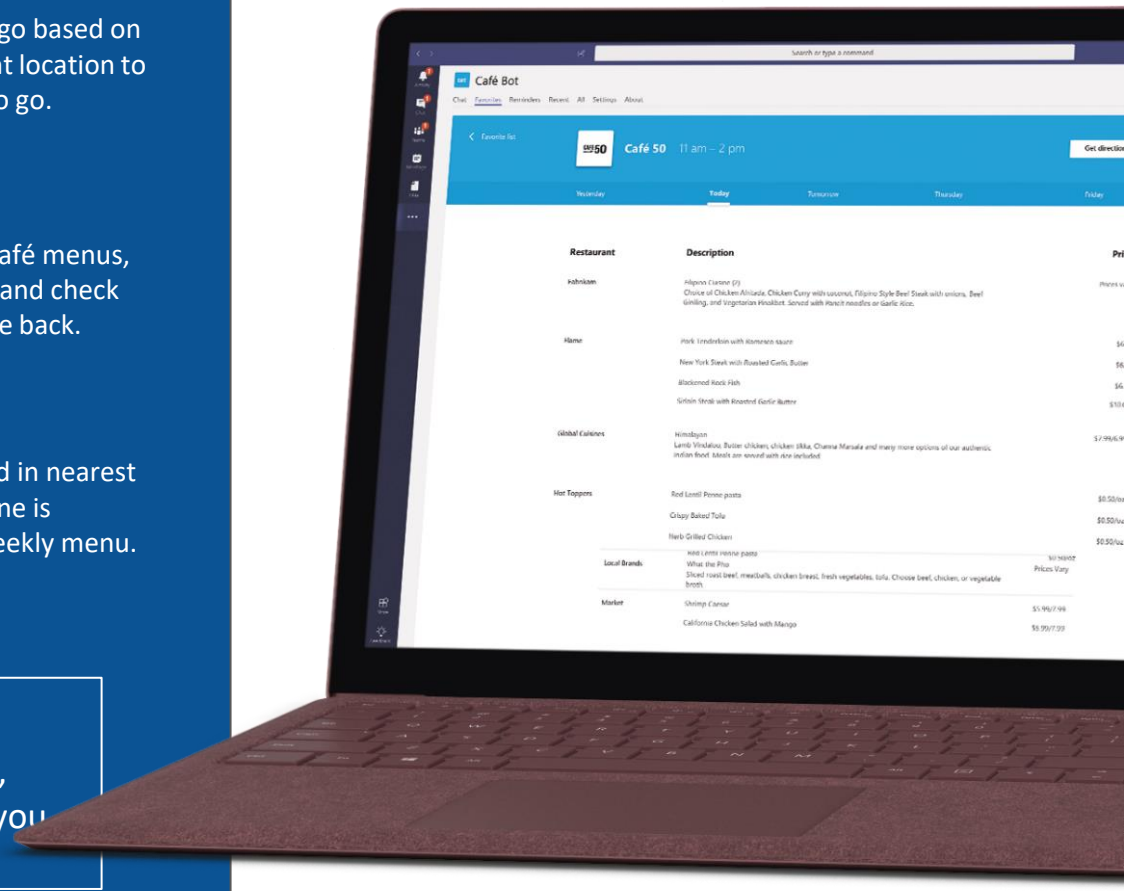
Solution

Developing an app gave employees one source to visit to view café menus, get reminder notifications when their favorite food is available, and check their meal card balance. This gave employees their valuable time back.

Outcome

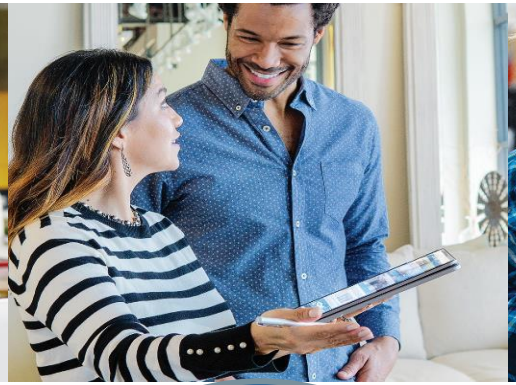
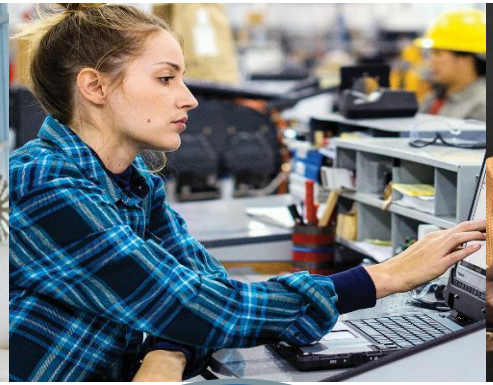
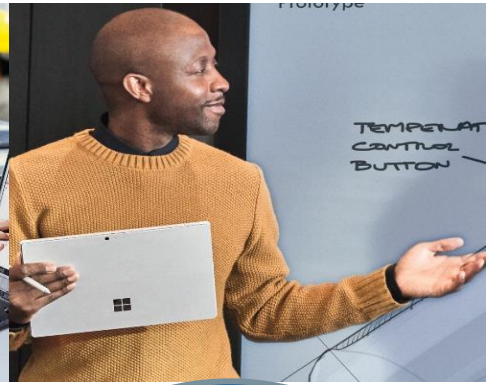
Employees can find out if the food of their choice is being served in nearest cafeteria, set reminders to get notified when their favorite cuisine is available, mark favorite cafeterias, and access their daily and weekly menu.

View locations	Order online
See restaurants and cafés closest to you	Bots show menus, directions and help you order online



What do you want to enable today?

XEKERA SYSTEMS
Solutions Simplified

Empower employees

- Self service
- Pulse surveys
- Enterprise search
- Employee engagement
- Learning & development
- Onboarding & scheduling

Engage customers

- Customer support
- Sales associate productivity
- Digital marketing
- Social engagement
- Agent productivity
- Feedback loops

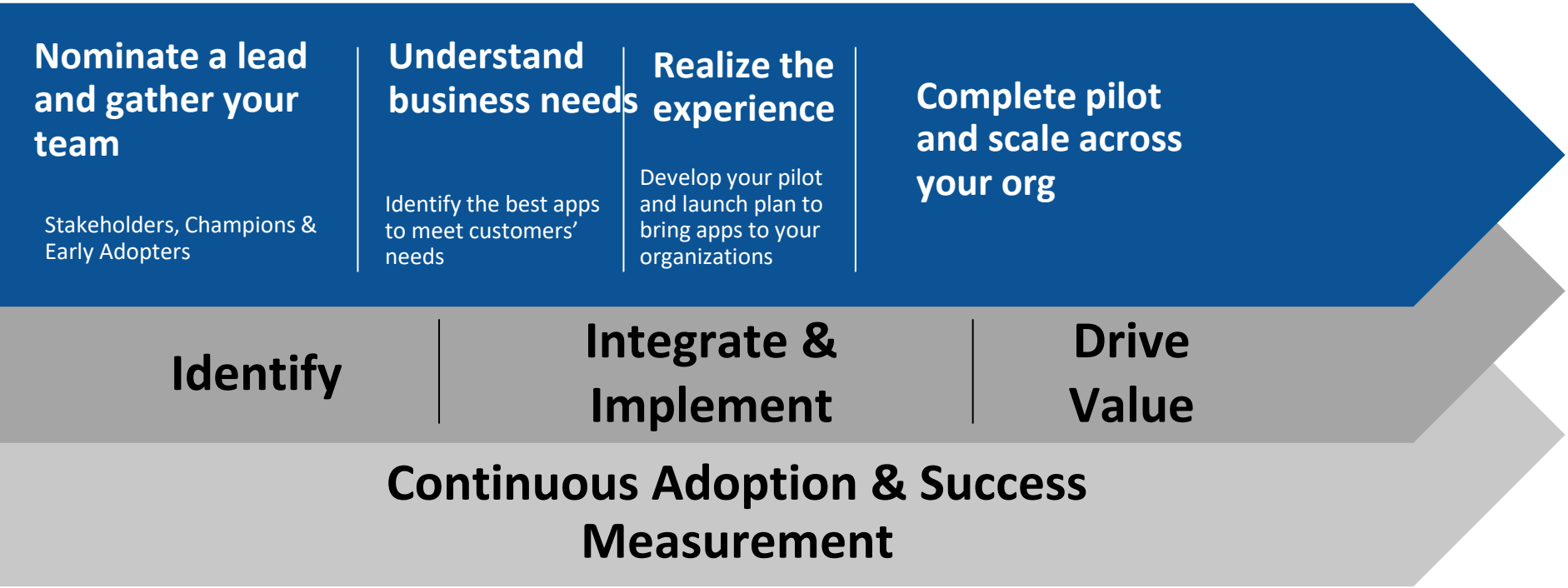
Optimize operations

- Business processes
- Supply chain management
- Care coordination
- Delivery management
- Operational effectiveness
- Live tracking

Transform products

- Project management
- Service Incidents
- Engineering workflows
- Defects management
- Ideation tools
- Design collaboration

Enabling apps in your organization



Next Steps:

Ready to Use Apps:

- Identify 3-4 apps to support business needs in Teams
- Conduct focused pilot (i.e. 2-4 weeks, 50-100 users)
- Scale pilot more broadly across your organization

Custom-built Apps:

- Identify scenario(s) you want to enable in Teams
- Plan Envisioning workshop (1-2 days)
- Pilot and gather feedback within your organization

References

XEKERA SYSTEMS
Solutions Simplified

Microsoft Teams

Microsoft Teams Developer Platform

Microsoft Teams Developer Training Content

Office 365 Developer Program

Adaptive Cards

Real Stories of Digital Transformation

Roadmap to Digital Transformation

Customer Evidences

Providing support using ServiceNow and Teams

Enabling enterprise search using Teams Platform

Educating users using a custom bot in Teams

Microsoft AI

Microsoft AI Platform

AI School

AI for business

Azure Cognitive Services

Azure Bot Service

The Future Computed

Microsoft Graph

Microsoft Graph

Microsoft Graph Explorer

Microsoft Graph Developer Docs