



An introduction to Teams Custom Solutions

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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





Microsoft Teams



Teams is the fastest-growing business app in Microsoft history



13M

daily active Teams users



500k

companies using Teams



91%

Fortune 100 companies using Teams



150

organizations have 10,000 or more active Teams users





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



Microsoft Teams platform

Build experiences that people love



Communicate

through chat, meetings & calls



Collaborate

with deeply integrated Office 365 apps



Work with confidence

enterprise level security, compliance,
and manageability



Customize & extend

with 3rd party apps, processes, and
developer tools



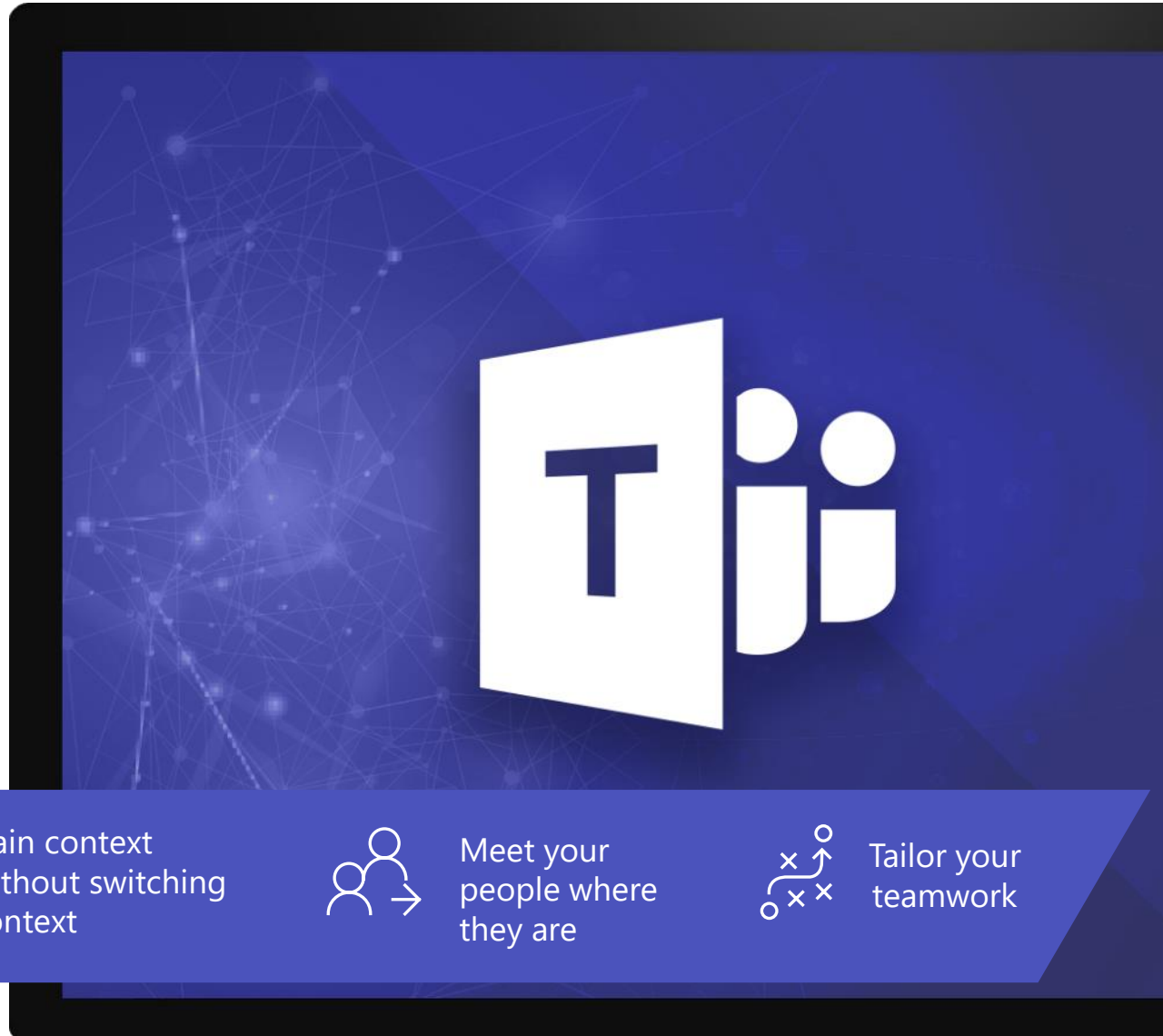
Gain context
without switching
context



Meet your
people where
they are



Tailor your
teamwork



Customize & extend



Personalize your experience



Make your favorite apps work for you and your team



Create simplicity



Departmental tools



Employee resources



Support & info



Polly.ai



GitHub



Adobe



Wrike



Jira Core



Confluence



Microsoft Teams



What make Teams your #1 choice to build on?





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 use 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!



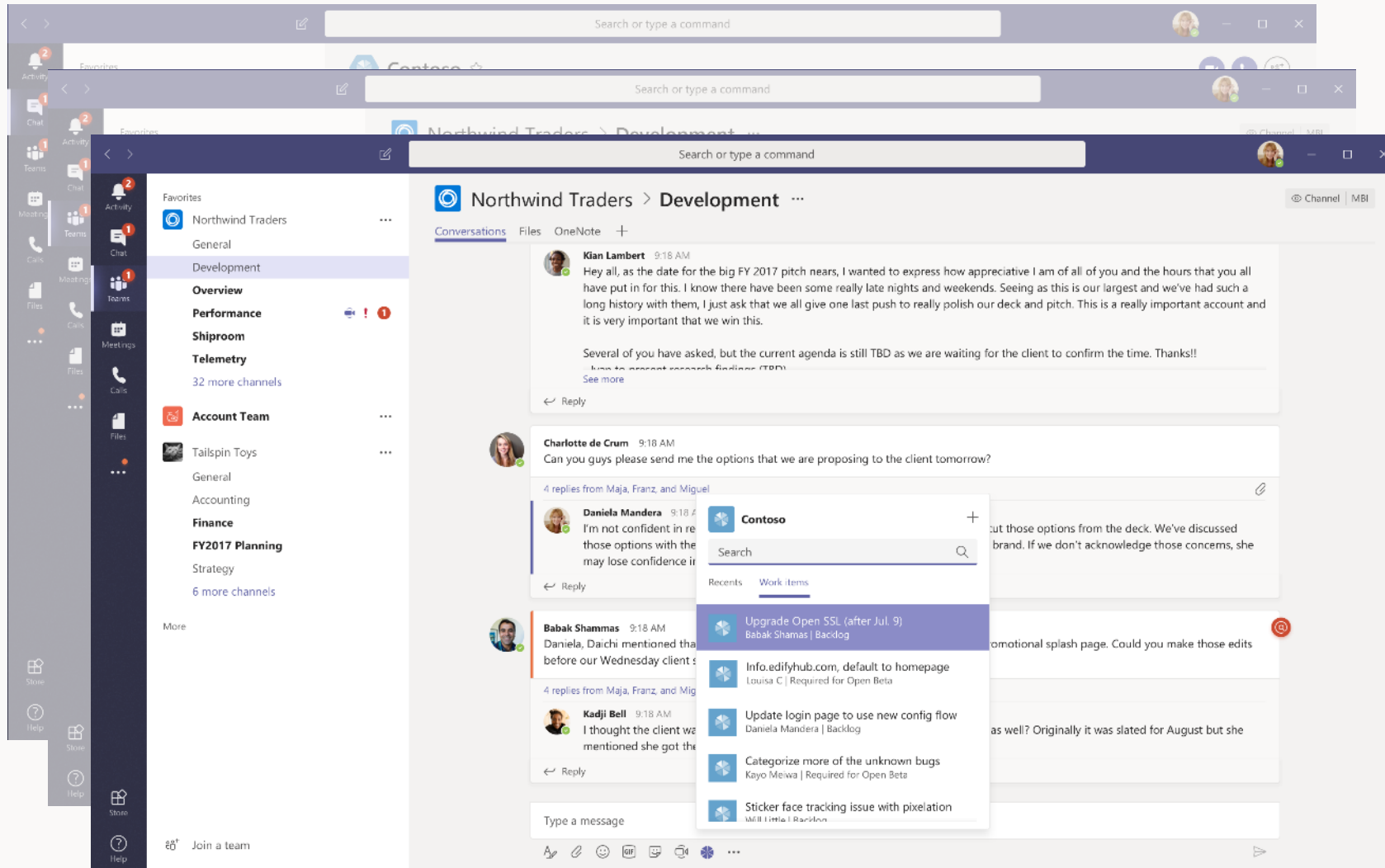
Build once, use everywhere

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.

Teams platform capabilities



Extend to suit your workflows



Bots

Help users get tasks done in conversations

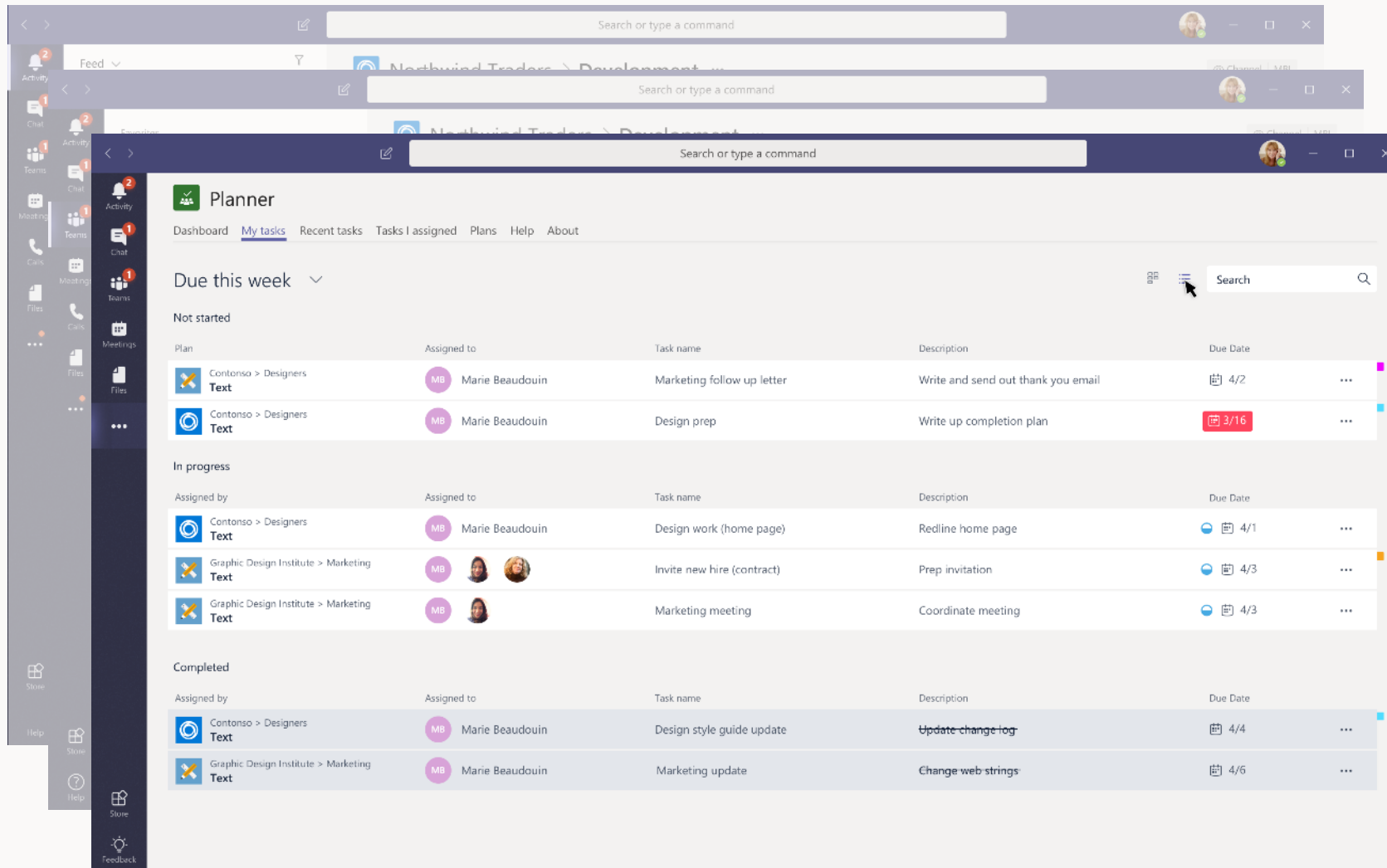
Tabs

Surface rich content within Teams

Messaging Extensions

Allow users to query and share information as rich cards

Extend to suit your workflows



Activity Feed

Engage users via activity feed notifications

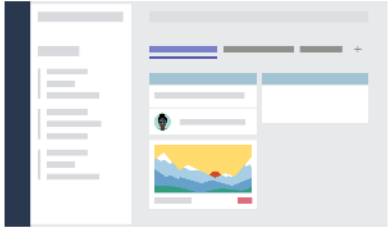
Adaptive Cards

Allow users to take action within card updates

Personal Apps

All content across all teams and channels in one place

Teams platform toolkit



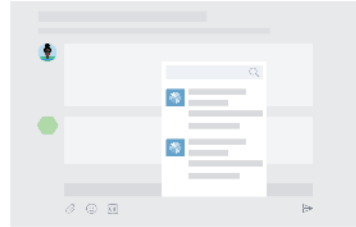
Tabs

Surface rich content within Teams



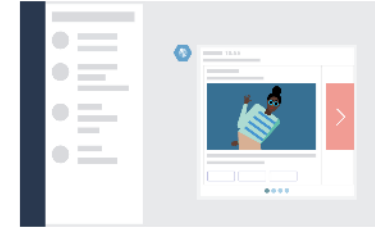
Bots

Help users get tasks done in conversations



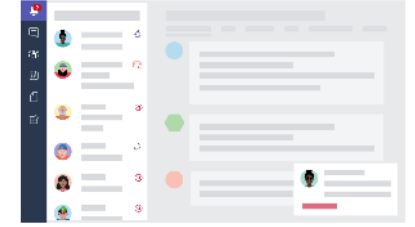
Messaging Extensions

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

Managing apps in Teams



Custom solutions on Teams

Create a tailored Teams workspace

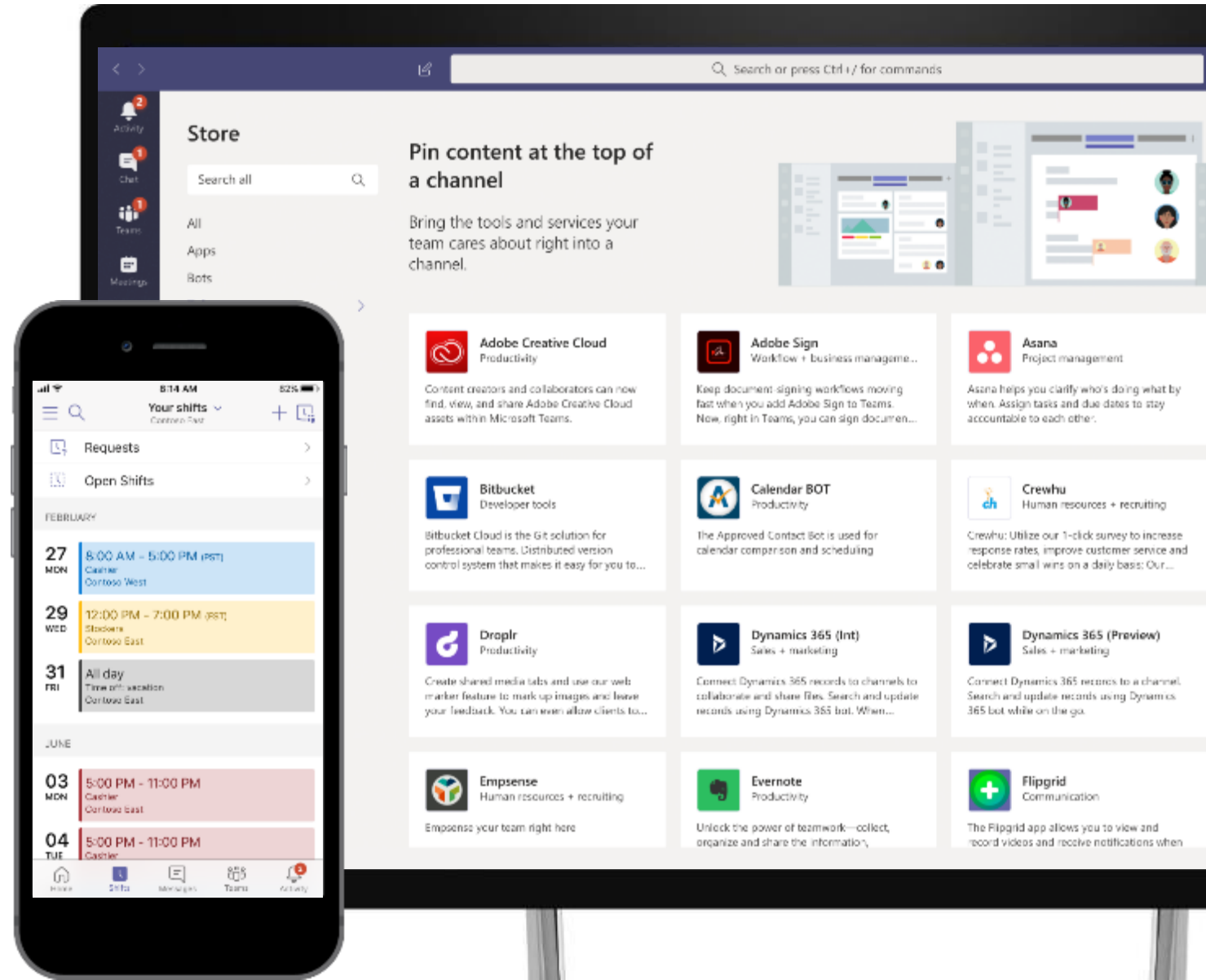
Customize channels to include important files, apps or dashboard for easy reference

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 frontline workers with tools to succeed every day, including schedule management



Tailored team workspaces solve challenges

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

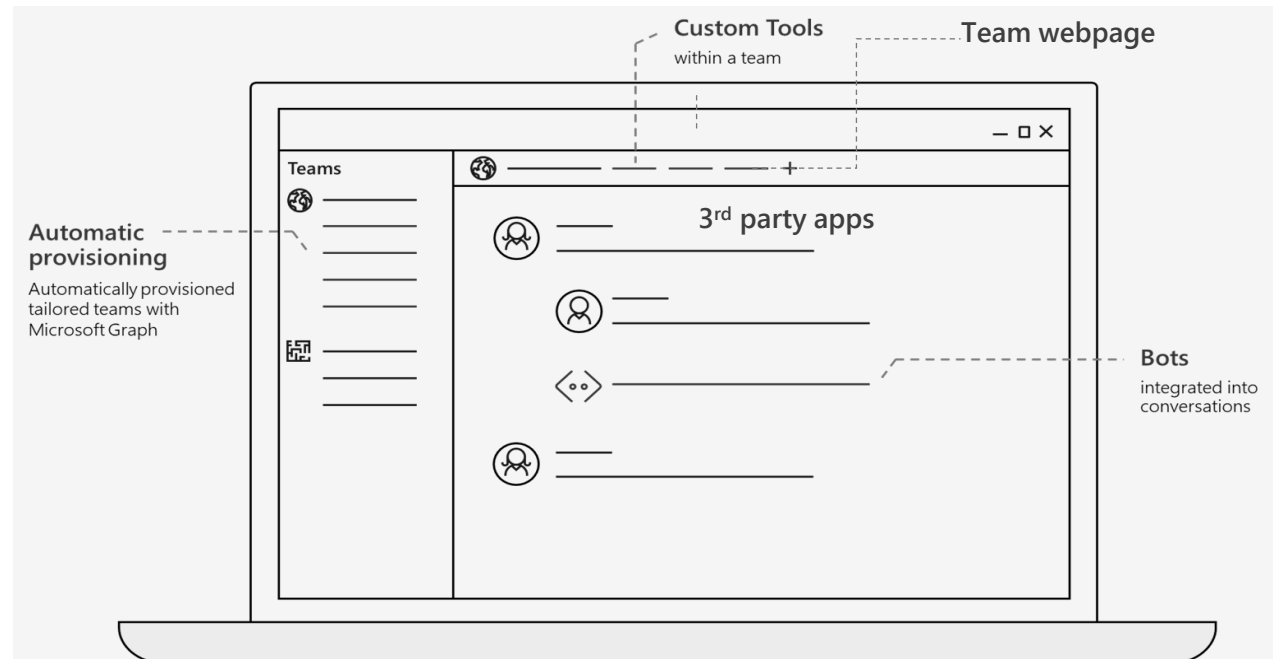


Apps and services

Opportunity

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

Tailored Teams workspace



**What kind of apps
can be used in
Teams?**



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

 Jira Software

 Trello



 smartsheet

 inVISION

 zendesk

 GitHub



 Wrike

 asana

 mindmeister

 Bitbucket

 Hootsuite™

 Polly.ai

 EVERNOTE

 disco

Tailor your teamwork with 250+ Teams apps

now available!

 icertis
Applied Cloud

 meekan
by Doodle

 sage

 Adobe

 SOAPBOX

 KRONOS®

 serviceNOW™

 ModuleQ

 POPiN

 SurveyMonkey®

 ZENEFITS

 STATSBOT

 approved contact

 RAZOR TECHNOLOGY

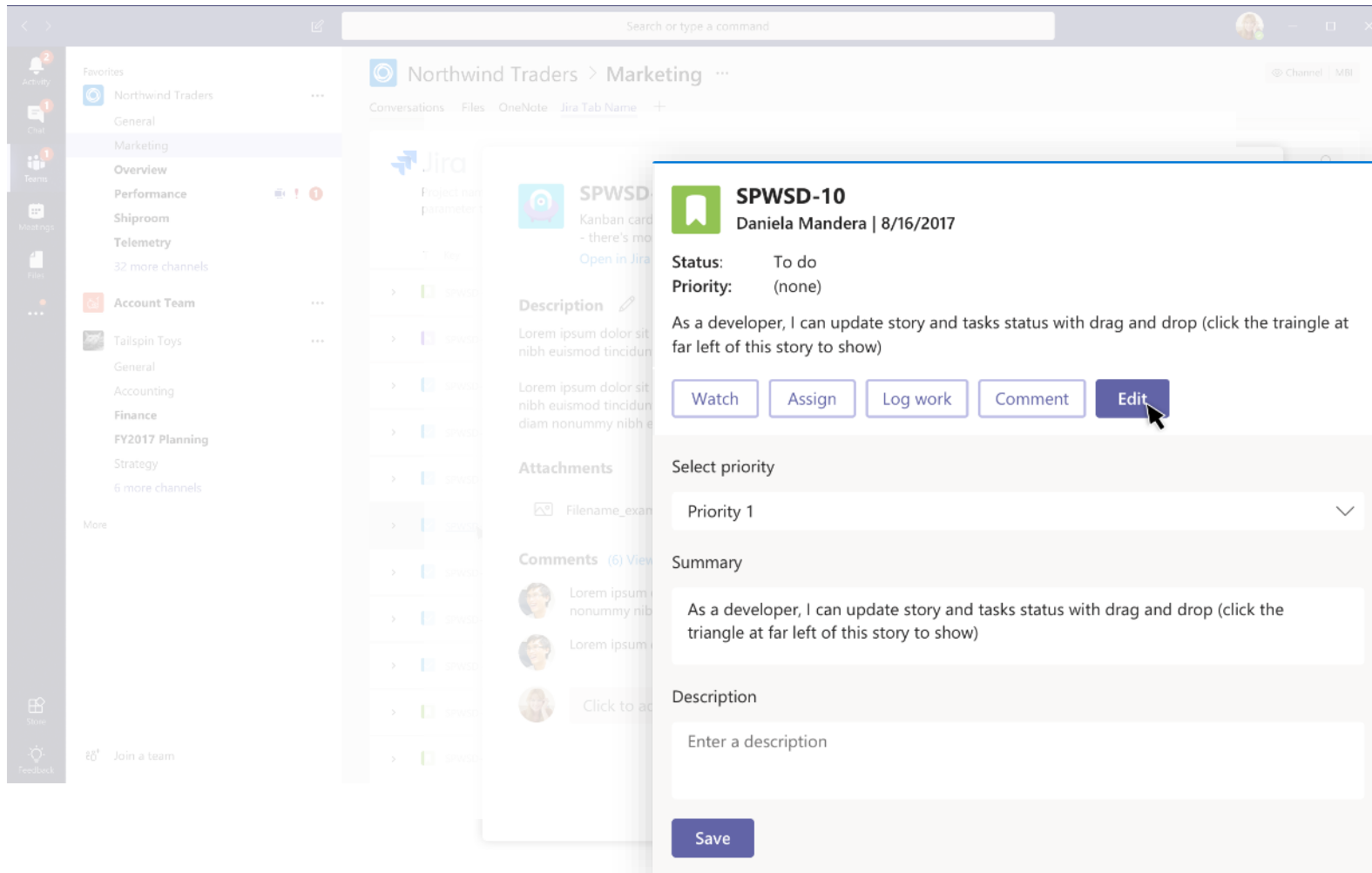
 SKOOLER

 Zoom.ai

 talla

 Stream

Jira Cloud



Track all the issues

Track all the JIRA issues assigned to you

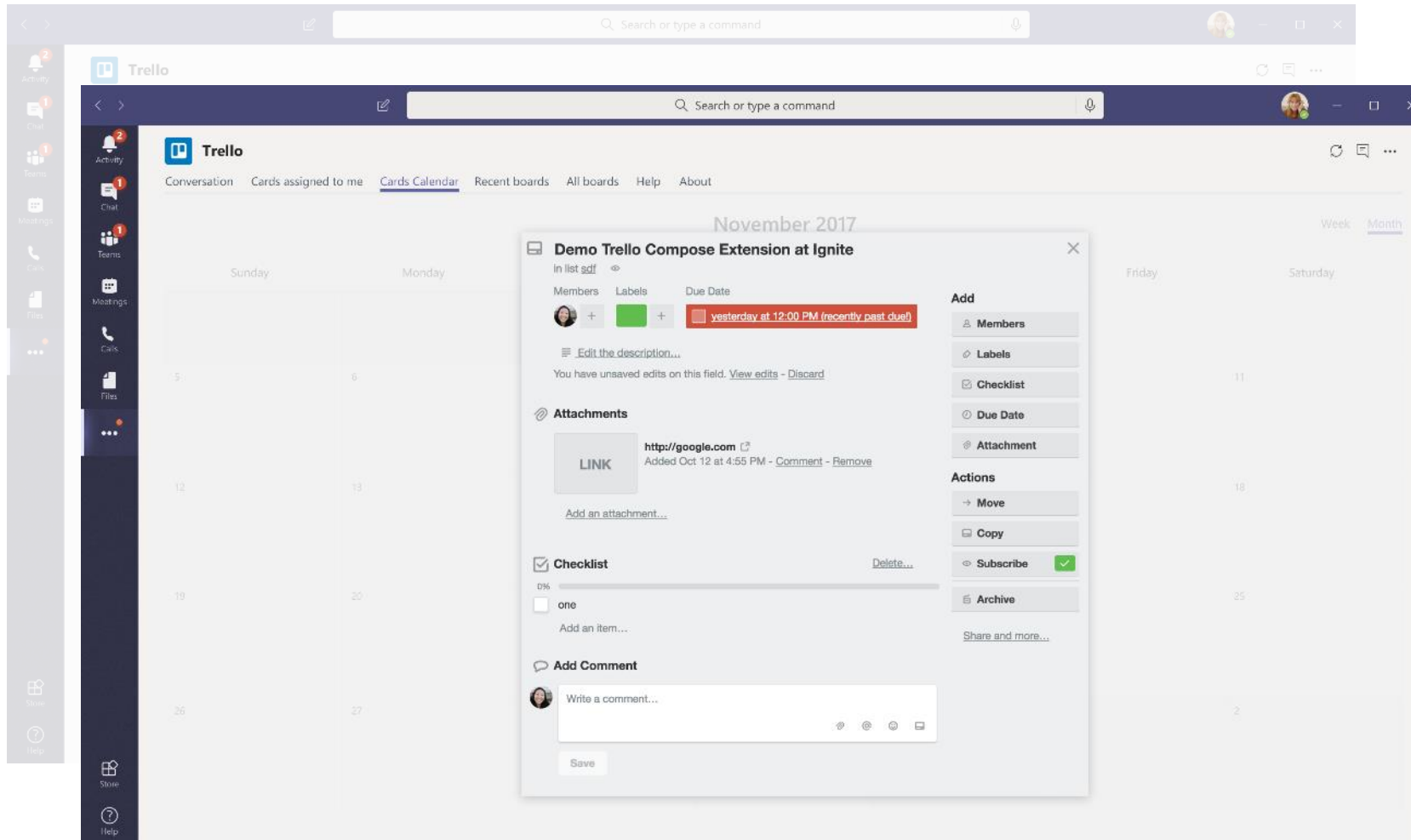
Create new issues

Create new issues, edit priority and assign owner

Search, share, & edit issues

Search and edit issues through the JIRA bot

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

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.



Booking shuttles at Microsoft

The screenshot displays the Microsoft Transportation app interface. On the left, a sidebar contains navigation icons for Activity, Chat, Teams, Meetings, Files, and Store. The main content area is titled "MS Transportation" and includes tabs for Conversation, My trips, Settings, and Discover MSIT. A table lists recent trips:

Date	Route	Pick up
Tuesday, June 19	Capitol Hill - Redmond AM	8:12 AM
Monday, June 18	Capitol Hill - Redmond AM	8:12 AM
Friday, June 15	Capitol Hill - Redmond AM	8:12 AM
Thursday, June 14	Capitol Hill - Redmond AM	8:12 AM

A detailed trip card for "Shuttle 532: Building 1 to Building 32" is shown, with a pick-up location at 1003 Microsoft Way, Redmond, WA 98112. The card includes a map of the route, a "Book now" button, and a "Passengers" button. Below the map, the following details are provided:

- Drop off: Building 32, 3201 Microsoft Way, Redmond, WA
- Pick up: Building 1, 16011 NE 36th W, Redmond, WA
- Passengers: 1
- Accessibility: (none)

Buttons for "Remind me" and "Cancel trip" are also visible. At the bottom of the card, there is a "Save" button.

Browse trips

Browse recent trips and bookings with Tabs

Reserve resources

Reserve the right resource when you need it

Take action

Coordinate and confirm shuttle arrival times

Café service at Microsoft

Business needs

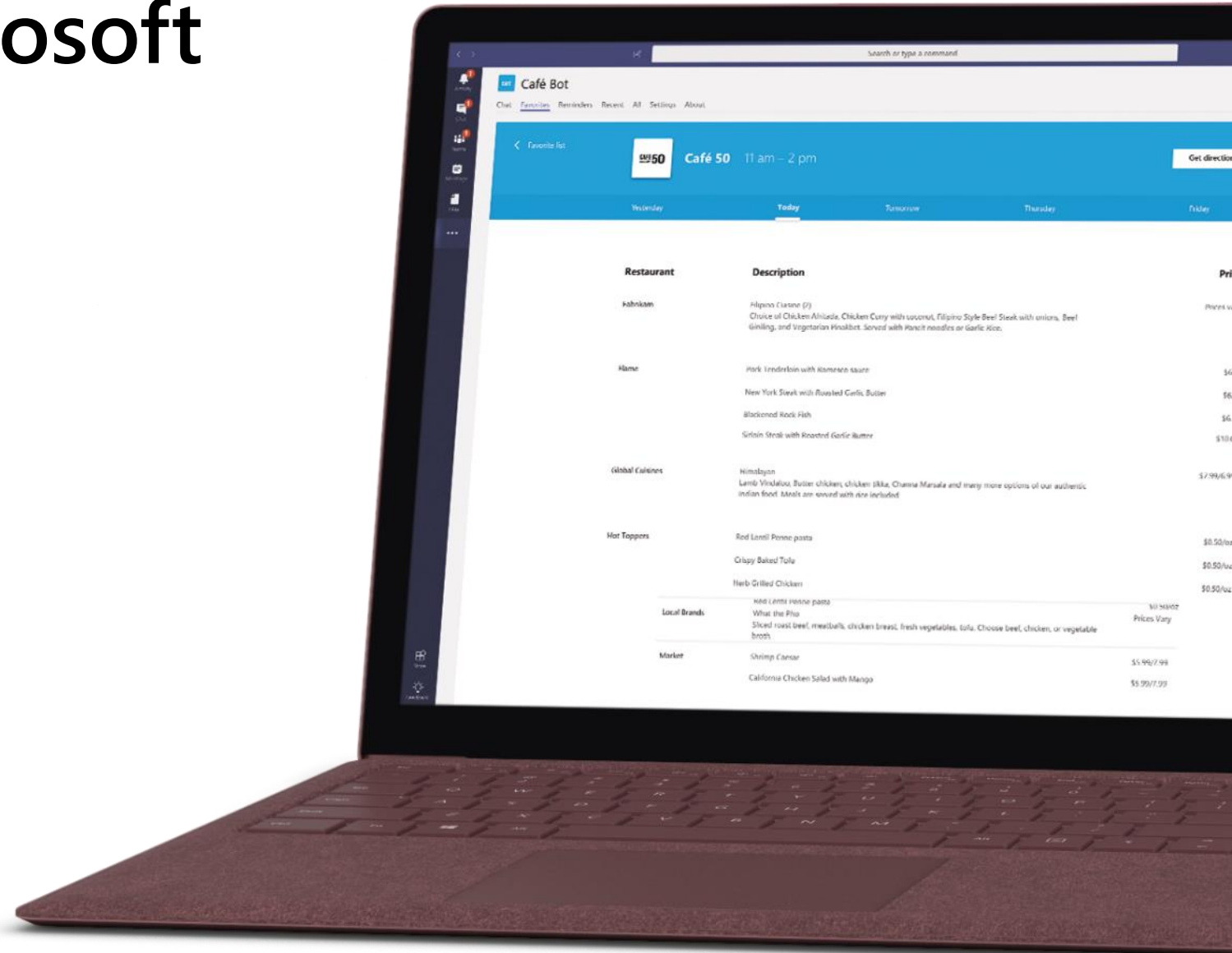
Employees have assigned cafeterias but often choose where to go based on the choice of cuisine being offered. They needed one convenient location to access café menus so that less time was spent deciding where to go.

Solution

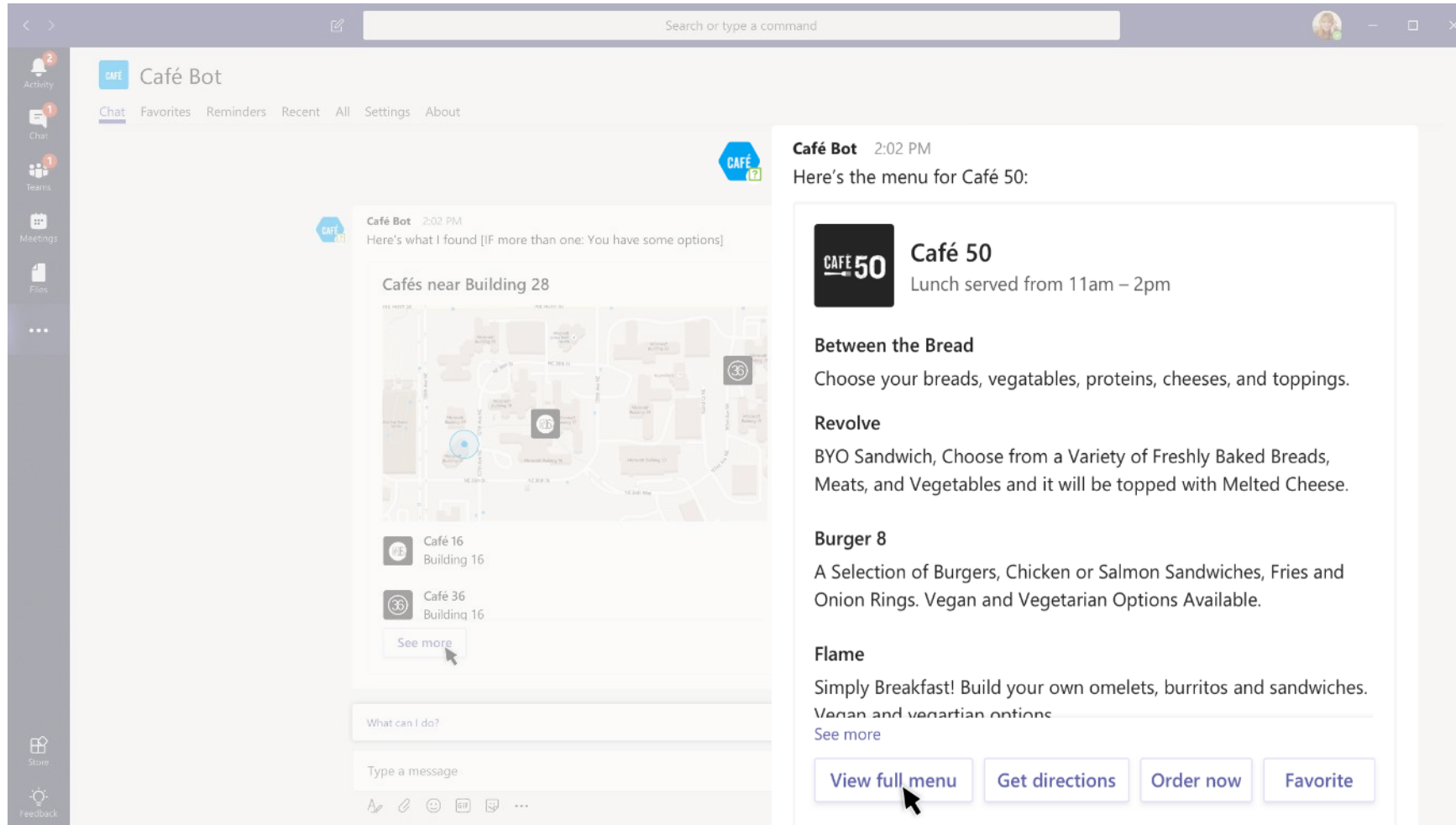
Developing an app gave employees one source to visit to view café menus, get reminder notifications when their favorite food is available, and check their meal card balance. This gave employees their valuable time back.

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.



Café service at Microsoft



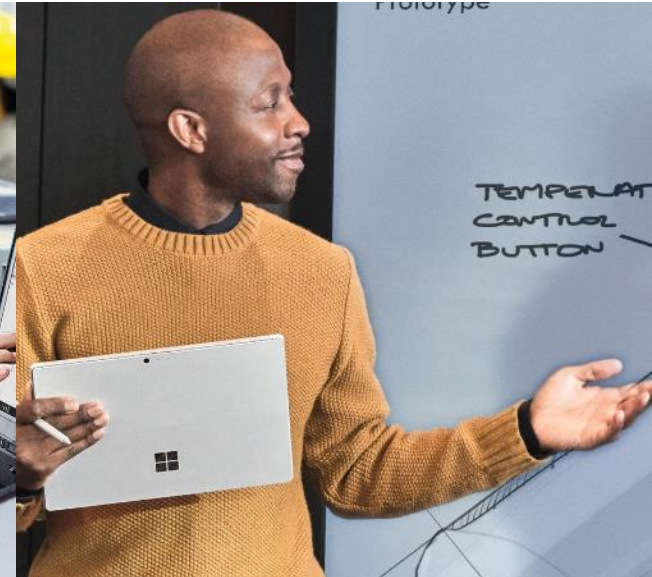
View locations

See restaurants and cafés closest to you

Order online

Bots show menus, directions and help you order online

What do you want to **enable** today?



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

Nominate a lead and gather your team

Stakeholders, Champions & Early Adopters

Understand business needs

Identify the best apps to meet customers' needs

Realize the experience

Develop your pilot and launch plan to bring apps to your organizations

Complete pilot and scale across your org

Measure, manage, and drive adoption

Identify

Integrate & Implement

Drive Value

Continuous Adoption & Success Measurement

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

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](#)

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