BUILD YOUR APP FOR MICROSOFT TEAMS

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WHY BUILD AN APP FOR MICROSOFT TEAMS

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WHY BUILD YOUR OWN APP FOR MICROSOFT TEAMS

Teams is a collaboration hub, so your app can help users express themselves, stay focused and work better together.

Blend the features your users love about your web app, service, or system with the collaborative features of Teams.

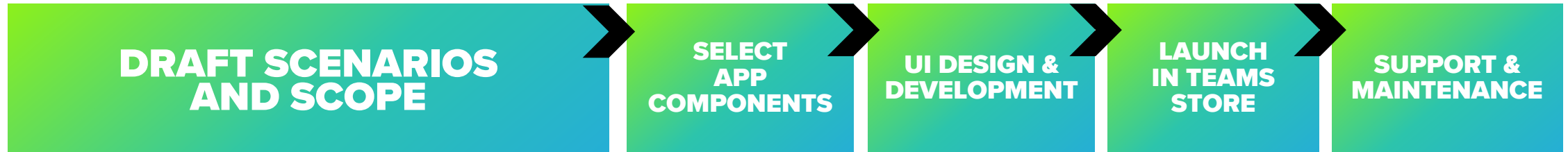Reach out to potential users for innovative solutions to help them stay engaged and productive.

WHERE TO START

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PROCESS FOR BUILDING MICROSOFT APPS

DRAFT SCENARIOS AND SCOPE → **SELECT APP COMPONENTS** → **UI DESIGN & DEVELOPMENT** → **LAUNCH IN TEAMS STORE** → **SUPPORT & MAINTENANCE**

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PROCESS FOR BUILDING MICROSOFT APPS

DRAFT SCENARIOS AND SCOPE	SELECT APP COMPONENTS	UI DESIGN & DEVELOPMENT	LAUNCH IN TEAMS STORE	SUPPORT & MAINTENANCE

- Understand who your users are and how they use Teams.

- Determine what your users' needs to achieve effective collaboration when bridging gaps between two apps.

- Decide what should go into Teams—what portion of your solution is focused on sharing, collaborating, initiating, and monitoring workflows?

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PROCESS FOR BUILDING MICROSOFT APPS

| DRAFT SCENARIOS AND SCOPE | SELECT APP COMPONENTS | UI DESIGN & DEVELOPMENT | LAUNCH IN TEAMS STORE | SUPPORT & MAINTENANCE |

Identify what part of Teams will successfully complete your user scenarios:

Bots allow users to receive alerts and notifications while interacting with your web service using text, cards, and task modules.

Tabs are Teams-aware webpages embedded in Microsoft Teams.

Message Extensions allow a user to search and share content and quickly convert user messages into tasks or comments.

Notifications alert users to important information happening on your service while remaining within Teams.

Meeting Extensions bring the interactive capabilities of your app to calls and meetings.

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PROCESS FOR BUILDING MICROSOFT APPS

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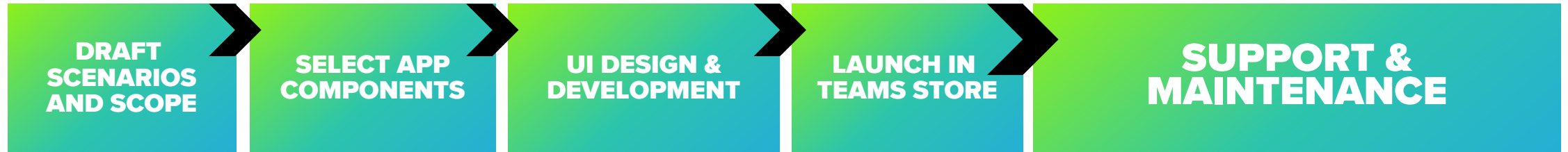**Design the UI to look and feel like a seamless part of the Teams Platform**

- Architectural vision
- Development and quality assurance
- User Experience
- UI and backend integrity
- Quality attributes
- Analytics

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PROCESS FOR BUILDING MICROSOFT APPS

| DRAFT SCENARIOS AND SCOPE | SELECT APP COMPONENTS | UI DESIGN & DEVELOPMENT | LAUNCH IN TEAMS STORE | SUPPORT & MAINTENANCE |

- Create public-facing documentation: guides, how-to, FAQ etc.
- Gather publicity with articles and media
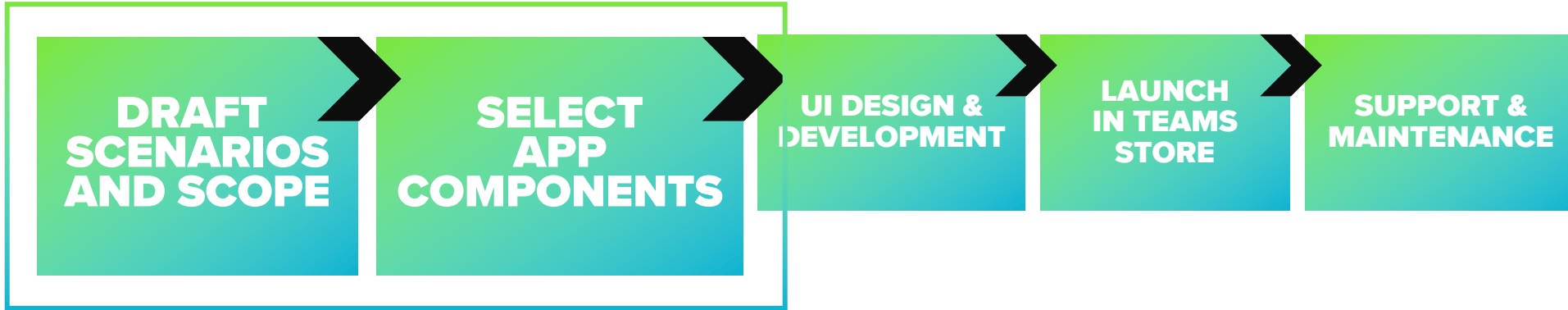- Utilize Marketplace publishing support

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PROCESS FOR BUILDING MICROSOFT APPS

DRAFT SCENARIOS AND SCOPE	SELECT APP COMPONENTS	UI DESIGN & DEVELOPMENT	LAUNCH IN TEAMS STORE	SUPPORT & MAINTENANCE

- Provide post-launch support
- Handle ongoing maintenance and new feature development

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BUILD TOGETHER

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COLLABORATIVE WORKSHOP

DRAFT SCENARIOS AND SCOPE

SELECT APP COMPONENTS

UI DESIGN & DEVELOPMENT

LAUNCH IN TEAMS STORE

SUPPORT & MAINTENANCE

- SoftServe will help you to define the scenarios and use cases that provide your application or service users the greatest value within Microsoft Teams environment.

- Next, we will map these use cases to the proper app components.

- Finally, our experts will deliver a project plan that includes the time and cost to develop and publish the app.

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COLLABORATIVE WORKSHOP

GOALS

- Capture your team's expectations for an integration solution

- Confirm business needs

- Define project boundaries and constraints

- Gather pain points and identify business problems

- Learn and evaluate existing APIs

- Define applicable use cases to solve challenges

- Draft future state vision and desired success criteria

CORE SOFTSERVE SUPPORT

- Product Manager

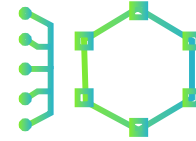- UI Designer

- Technical Lead/Architect

- Project/Delivery Manager

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COLLABORATIVE WORKSHOP

PROCESS

- Interview client team, SMEs, and end-users

- Meet stakeholders and discuss limitations and runtime conditions

- Perform ideation sessions and user journey mapping

- Document business processes, data flows, user journeys and use cases

DELIVERABLES

- Fully mapped out user journeys

- Comprehensive list of use cases

- High level designs and mockups

- Scope and roadmap

- Estimates of cost and time

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JIRA FOR TEAMS

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PIONEERING THE UNKNOWN

JIRA FOR

Jira Cloud
Atlassian

Jira Cloud for Microsoft Teams brings your Jira Cloud experience into your collaboration environment, letting you and your team stay...

Building the JIRA and Microsoft Teams integration started as a step into the unknown for the SoftServe team.

Available APIs were still at an early stage and dev documentation was minimal. Despite these obstacles, it was clear users wanted this integration.

First, SoftServe experts built the Jira Cloud for Microsoft Teams integration and received positive initial user feedback on the rich functionality and dual communication provided.

After the success of the release, the SoftServe team continued to build cloud integrations and released additional solution integrations, including Confluence and Bitbucket.

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BOT
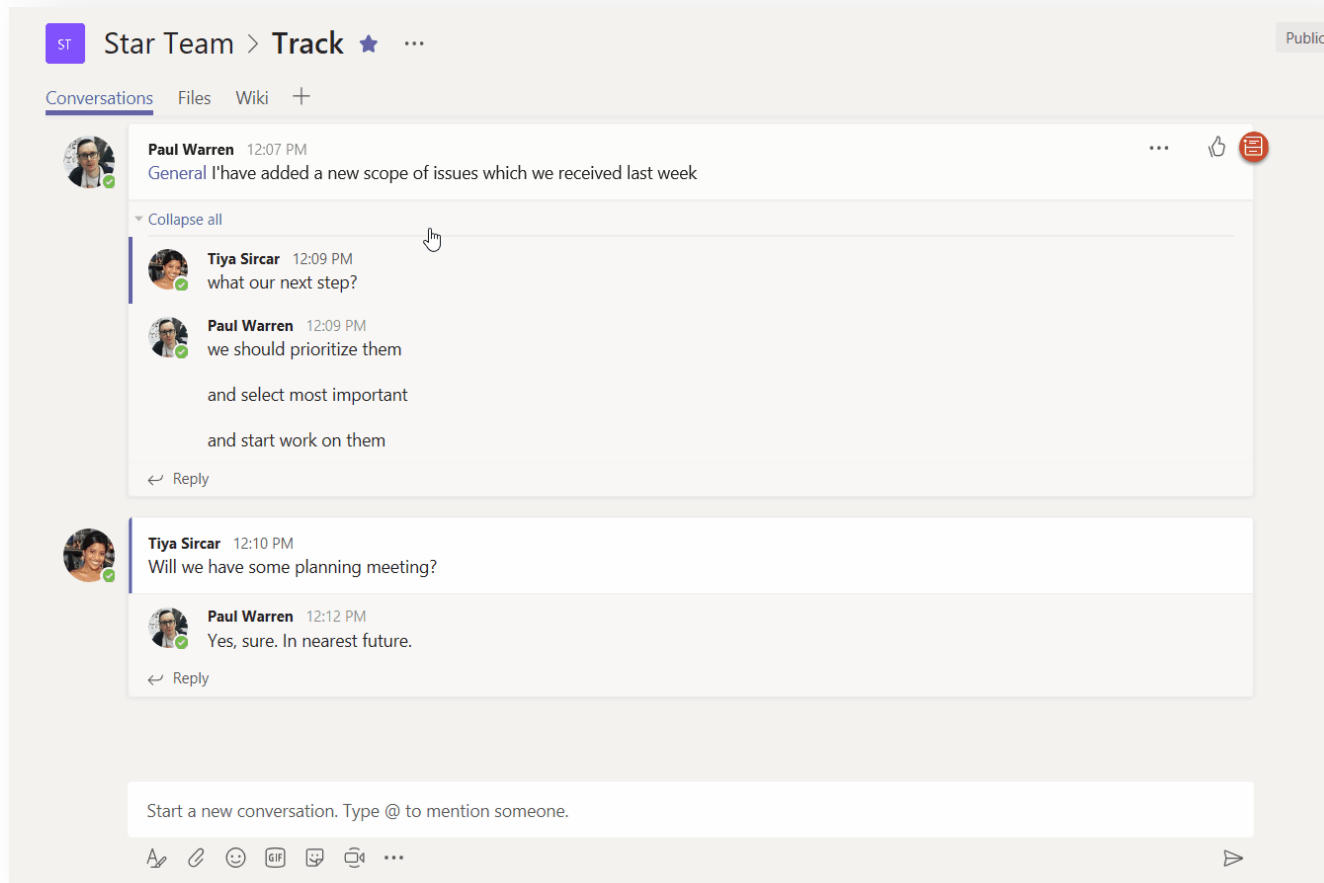
JIRA FOR TEAMS CAPABILITY BUILT BY SOFTSERVE
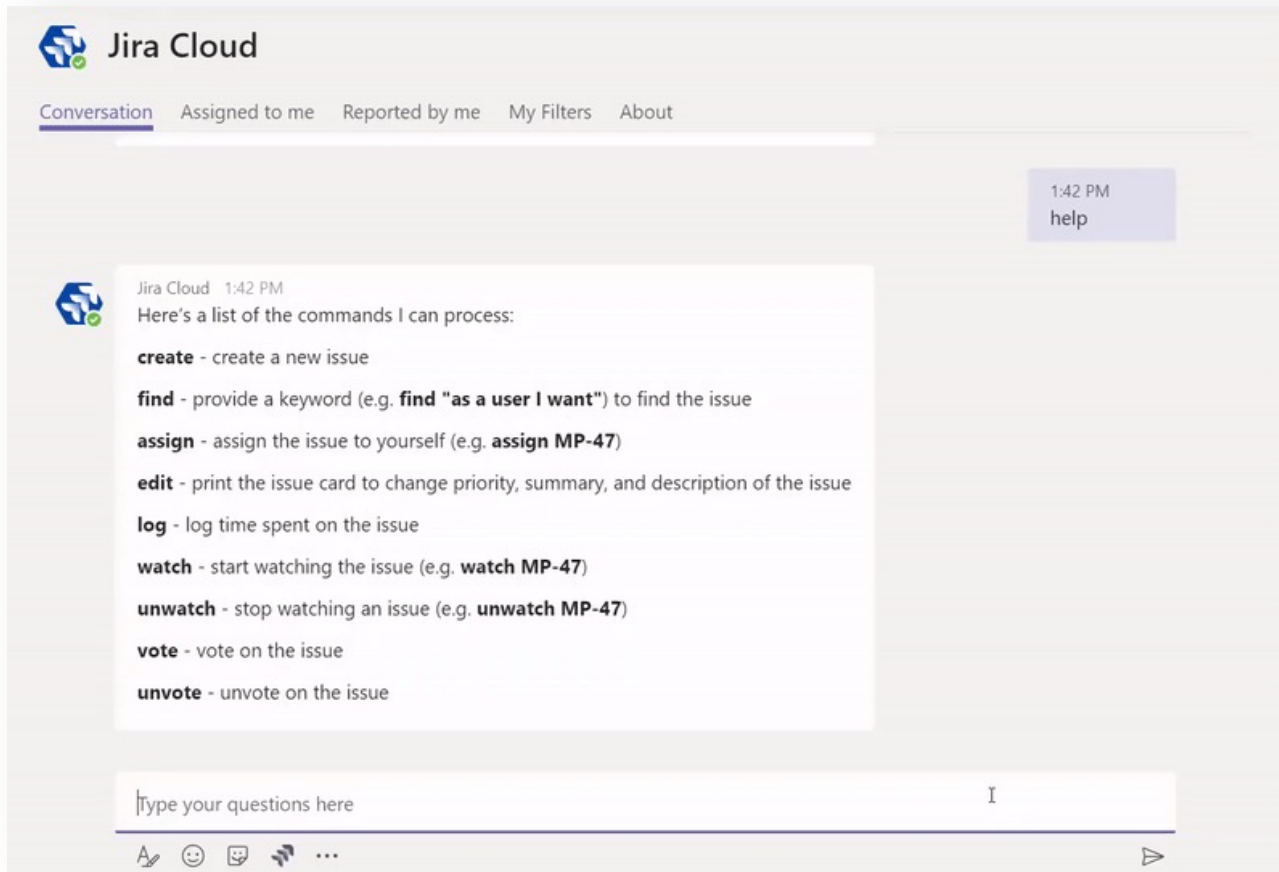
This chat bot provides users the ability to incorporate interactivity into their regular work and without leaving their collaboration environment.

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MESSAGING EXTENSION

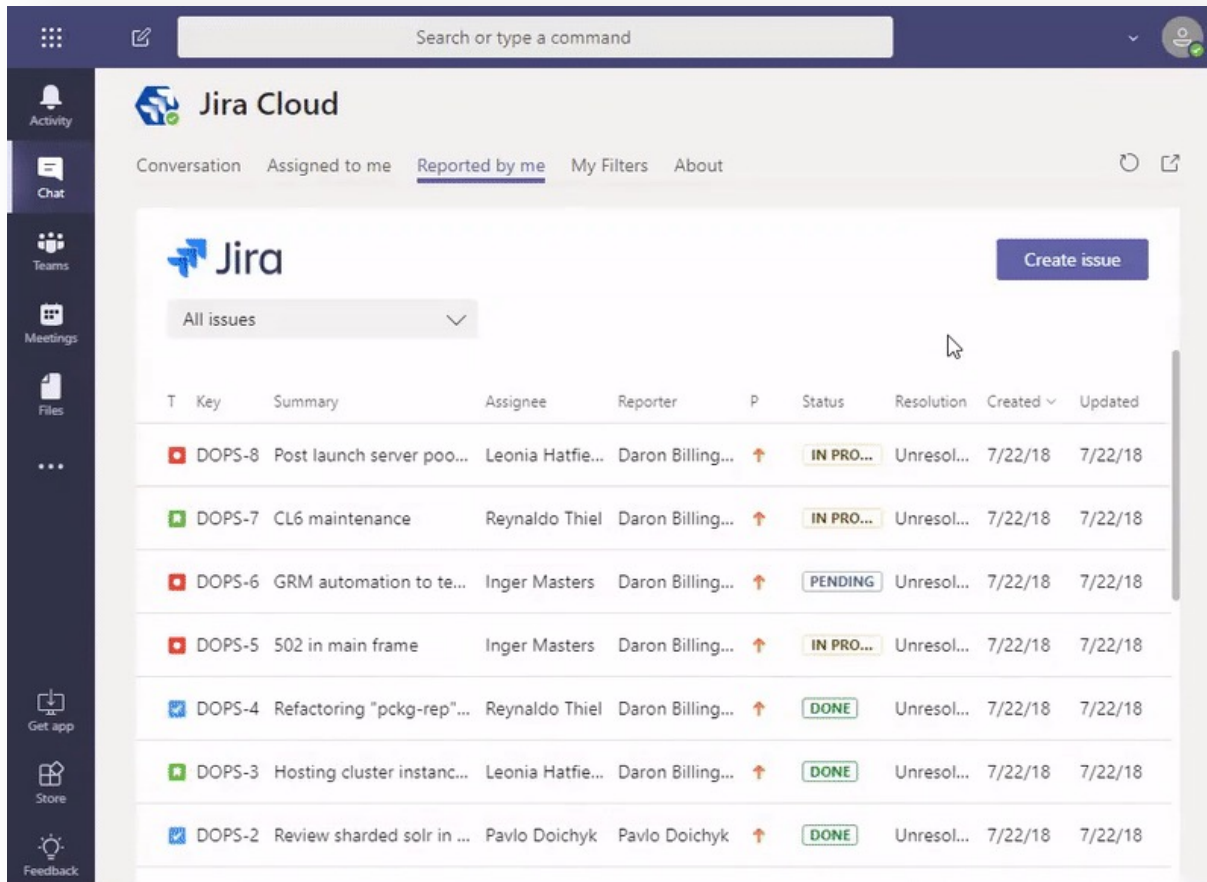## JIRA FOR TEAMS CAPABILITY BUILT BY SOFTSERVE

This messaging extension lets your team quickly access the data or objects from your app, search through that data, and share it in a chat or channel using an interactive card.

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TAB

JIRA FOR TEAMS CAPABILITY BUILT BY SOFTSERVE

This tab feature provides complex reports and visuals where interactive functionality and iFrames can be unified within Microsoft Teams. Tabs are also available for group chats, so information displayed there can be used by the team.

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ACTIONABLE MESSAGING

JIRA FOR TEAMS CAPABILITY BUILT BY SOFTSERVE
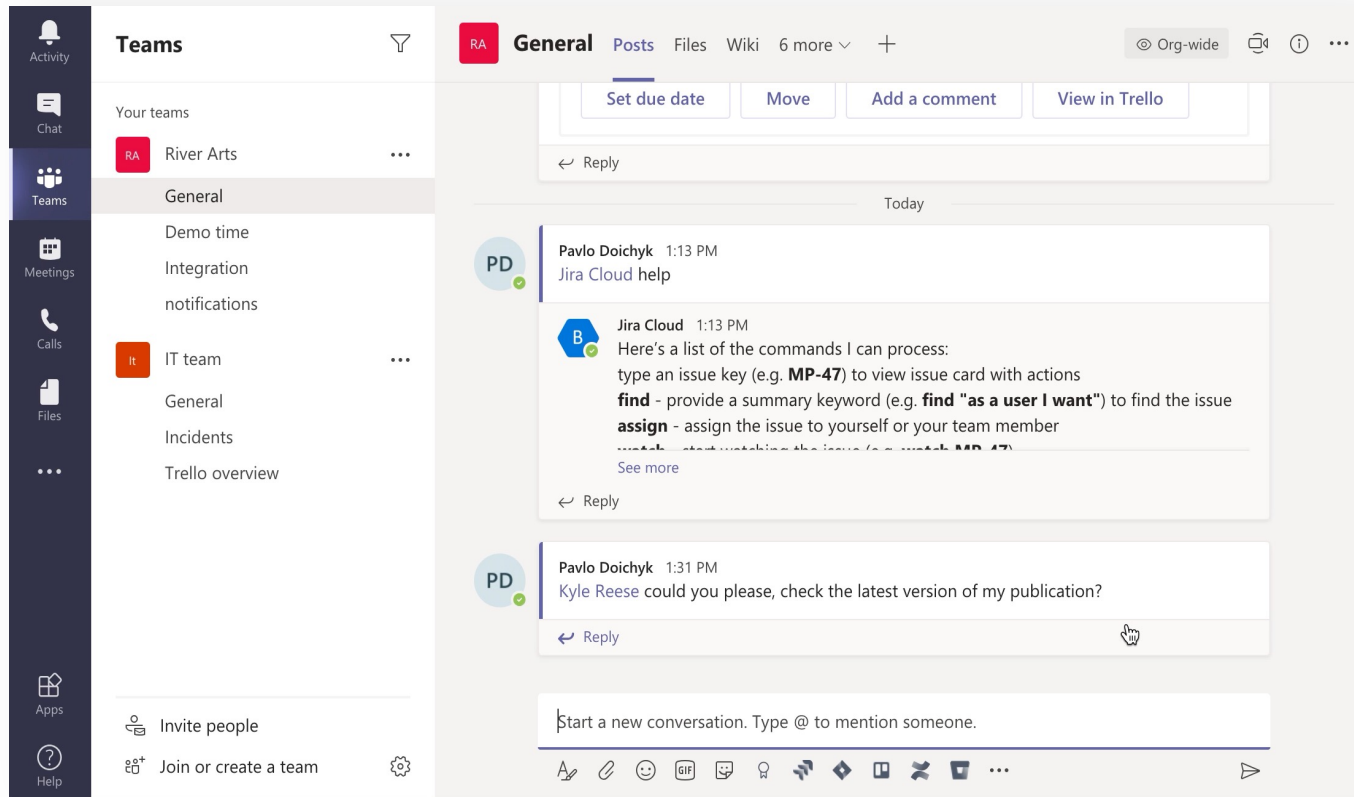
The app can initiate message actions directly from the message context menu, closing the collaboration loop and keeping the communication going.

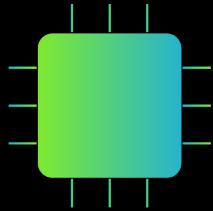softserve

SOFTSERVE EXPERTISE

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SOFTSERVE INTEGRATION SERVICES

25+ Microsoft applications released

200K+ MAU in foremost integrations.

Team of experts focused on your product or business enhancing via integration.

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SOFTSERVE INTEGRATION SERVICES

INTEGRATION EXPERIENCE

- Communication and collaboration
- CRMs
- Designing and prototyping
- DevOps
- E-learning
- Email
- Project management
- Recognition and rewards management
- Remote conferencing
- Social Networks
- Version control

Integration Services

INTEGRATION PRODUCTS

- Activity feed notifications
- Automated workflows
- Chat bots
- Complex integration app
- Information cards
- Interactive panels of integrated services
- Rich interactive content displays
- Service agents

THE FUTURE STARTS NOW

STABILITY

28 YEARS
of award-winning service

EXPERIENCE

10,000+
complex projects completed

TRUST

Our
70 NPS
leads the industry

STRENGTH

12,500+
Consultants, Engineers & Designers

SCALABILITY

30%+
Organic CAGR five years running.

RETENTION

Many of our
CLIENTS
Have been with us 20+ years

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GLOBAL NETWORK

OSLO
BIALYSTOK
WARSAW
KHARKIV
WROCLAW
RIVNE
BERLIN
DNIPRO
LONDON
AMSTERDAM
GLIWICE
FRANKFURT
KYIV
LVIV
CHERNIVTSI
IVANO-FRANKIVSK
BARCELONA
SOFIA
SOUTH KOREA
JAPAN
DUBAI
SINGAPORE

TORONTO
SAN FRANCISCO
SALT LAKE CITY
BOSTON
NEW YORK
LOS ANGELES
ATLANTA
AUSTIN
FORT MYERS
GUADALAJARA, MEXICO
BOGOTA, COLOMBIA
MEDELLIN, COLOMBIA
SANTIAGO CHILE
AUSTRALIA
NEW ZEALAND

Gold
Microsoft
Partner
Microsoft

DEVELOPMENT CENTERS

Ukraine
Poland
Bulgaria
USA

FEATURED CUSTOMERS

PIMCO

coupa

KRONOS

Deutsche Bank

kony

logitech

Nordea

Panasonic

IBM

PEARSON

AVERY DENNISON

zilliant

gotransverse

CISCO

bazaarvoice

Allscripts

cloudera

LIEBHERR

ATLASSIAN

SOFTSERVE + MICROSOFT PARTNERSHIP

MICROSOFT GOLD PARTNER

Partner since 2004

MICROSOFT PRACTICE

- **3 Microsoft MVPs**
- 500+ Satisfied Customers
- 1000+ Delivered Projects
- 1800+ Microsoft Engineers
- 1200+ Azure Professionals

PROGRAM PARTICIPATION

- PIE / ECIF / Planning Services
- Co-Sell Ready

GOLD COMPETENCIES

- Application Development
- Application Integration
- Cloud Platform
- Cloud Productivity
- Collaboration and Content
- Data Analytics
- Datacenter
- DevOps

SILVER COMPETENCIES

- Messaging
- Windows and Devices

Gold

Microsoft Partner

Microsoft

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FOR THE FUTURE

Microsoft   softserve