BUILD YOUR APP

SoftServe's Integration Services experts will help you to define the scenarios and use cases that provide your application or service users the greatest value within the 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.

COLLABORATIVE WORKSHOP

GOALS

- Capture your team's expectations for an integration solution
- Confirm business needs
- Define project boundaries and constraints
- Learn and evaluate existing APIs

- Gather pain points and identify business problems
- 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

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

softserve

WORKSHOP AGENDA

DAY 1

Workshop Stakeholders Introduction
- SoftServe and client stakeholders introduction
- Workshop agenda review

SoftServe Integration Services Overview
- Approach and experience
- MS Teams components overview
- Case studies
- Q&A

Client Use Case Overview
- Business need — why integrate with Teams
- User personas overview — needs, pains, define future state
- Client product demo

Technical Discussion
- Client APIs overview
- Technical walkthrough, architecture/hosting etc.

DAY 2

PERSONA 1
User Journey Mapping Session
- Persona definition and problem statements
- Goals and jobs to be done (task flows and scenarios)
- Outcome statement definition
- Future experience mapping (CJM to be)

PERSONA 2
User Journey Mapping Session
- Persona definition and problem statements
- Goals and jobs to be done (task flows and scenarios)
- Outcome statement definition
- Future experienc mapping (CJM to be)

DAY 3

Workshop Deliverables Presentation
- SoftServe and client stakeholders introduction
- Detailed vision for user experience of each persona
- User flows mapped to suggested
- Teams features/components
- High-level designs
- Project scope, roadmap, timelines and budget
- Team composition for development
- Q&A

WHY SOFTSERVE

STABILITY	EXPERIENCE	TRUST	SCALABILITY
More than		Our	
27 YEARS	**10,000+**	**70 NPS**	**30%+**
of award-winning service	complex projects completed	leads the industry	Organic CAGR five years running

MICROSOFT EXPERTISE	CERTIFIED PARTNER	RETENTION
1200+	**8x**	**90%+**
Engineers with Microsoft experience, 500 Azure experts, and **3 Microsoft MVPs**	Certified Gold competencies, 2x Certified Silver competencies, and 16 years as a Microsoft Partner	Client retention (many for more than 20 years)