

Extending Teams as a platform

TL;DR - 20 mins summary



Microsoft Teams



Meet



Chat



Call



Collaborate



Integrate

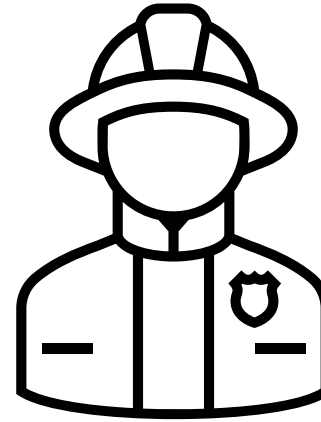
 **No cost involved!** (Except for Azure resources in some cases)



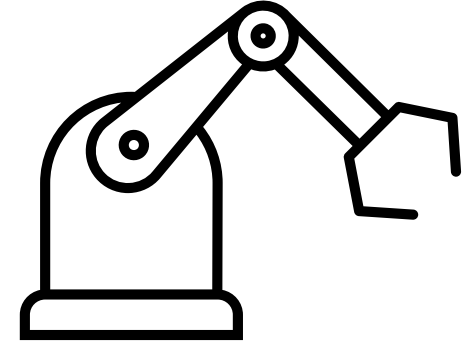
Employee engagement &
Learning management



Improve Productivity



Engage Frontline



Optimise Cost and
Services



IN-BUILT



CUSTOM



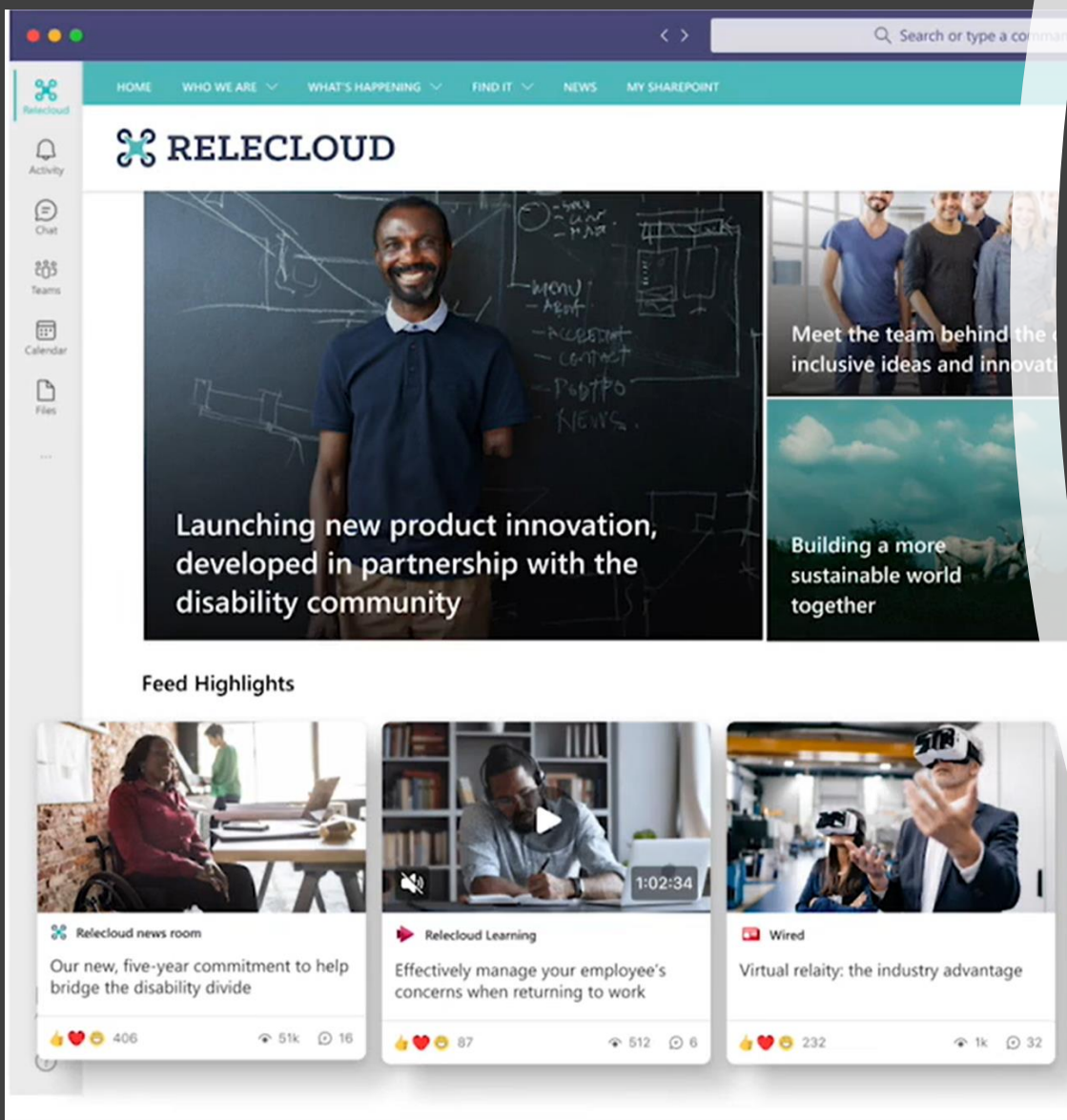
EXTERNAL



BOTS & AUTOMATION



Employee engagement &
Learning management



Viva Connections

Combine the power of your
intelligent SharePoint intranet with
chat and collaboration tools in
Microsoft Teams

Supports Intranet Search

Company branded entry-point

Full-screen site now supports
Header and Navigation

Contextual actions to
support collaboration

One stop access to
all intranet resources

The screenshot displays the Contoso intranet homepage. At the top, a search bar is labeled "Search or type a command". The main header area, titled "The Landing", features a navigation bar with links to "Events", "Files", and "FAQs". On the right side of the header, there are links for "Public Group", "General", "English", and icons for favorites, notifications, and a globe. The left sidebar contains a "Contoso" logo and a list of navigation items: "Teams", "Calendar", "Calls", "Files", and "My Sites". The "My Sites" section lists "Accessibility Central", "Quality Assurance", "Giving Campaign", and "Diversity & Inclusion". The main content area is divided into several sections. The top section, "Taking flight: Student mentorship opportunities at Contoso", features a large image of a group of people. Below this, there are two smaller images: "Contoso Mark 8: See the world through a whole new perspective" and "Washington scheduled update to drone laws". The right sidebar contains a "Local weather" section for "Contoso HQ" showing a temperature of 56°F, and a "Global time" section showing the time for "Contoso HQ" (6:43 AM) and "Contoso Singapore" (9:43 PM). The bottom section, "Recommended viewing", features three video thumbnails: "August Town Hall Highlights", "Customer Showcase: Amanda Brady, Connecticut wilderness", and "In the Design Studio with Carlos Slattery".

Search or type a command

Contoso

The Landing

Events Files FAQs

Public Group | General English

Local weather

Contoso HQ

56°F

Global time

Contoso HQ

6:43 AM

Wednesday, 8/26/2020

Contoso Singapore

9:43 PM

15h ahead

Wednesday, 8/26/2020

Hot topics

Home

Contoso's one stop shop for their associates

Home

Contoso's one stop shop for their associates

Recommended viewing

August Town Hall Highlights

Customer Showcase: Amanda Brady, Connecticut wilderness

In the Design Studio with Carlos Slattery

Our corporate vision for 2020

Claire Williamson J Aug 28

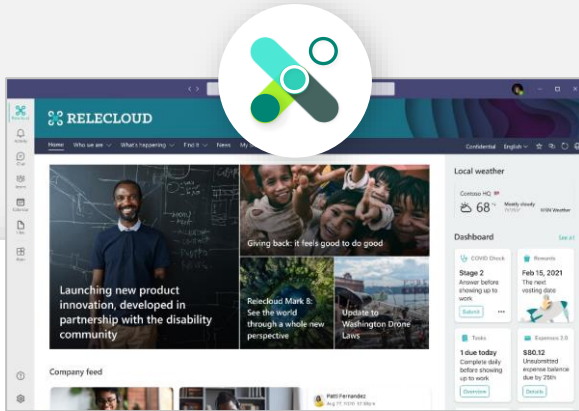
Giving Campaign was a big success

Cody Edwards Aug 22

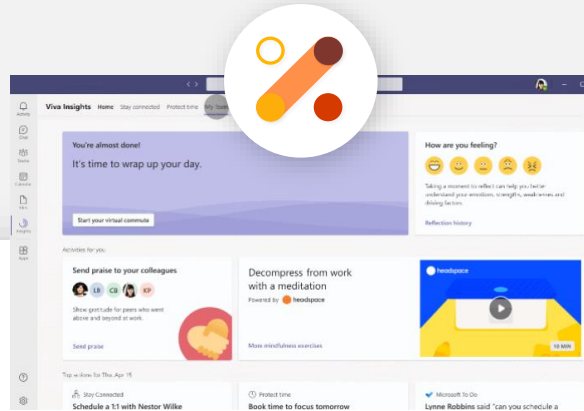
New benefits for all employees

Microsoft Viva

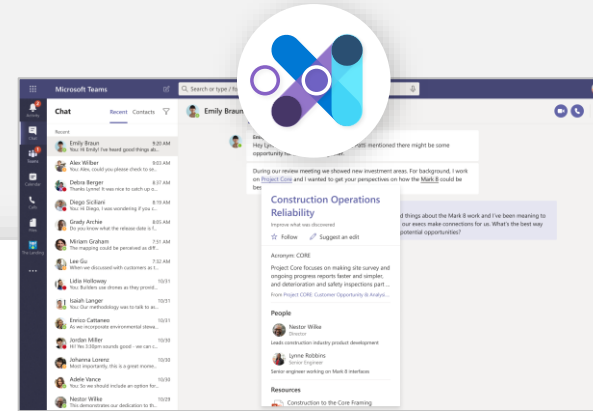
Employee Experience Platform for the Digital Era



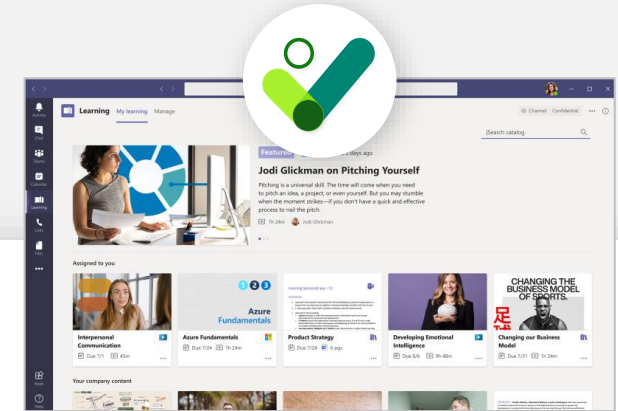
Viva Connections



Viva Insights



Viva Topics



Viva Learning



Viva Platform and Ecosystem

Microsoft 365

ERP

HCM

LMS

Content

Apps

CRM

Wellness

Many more...

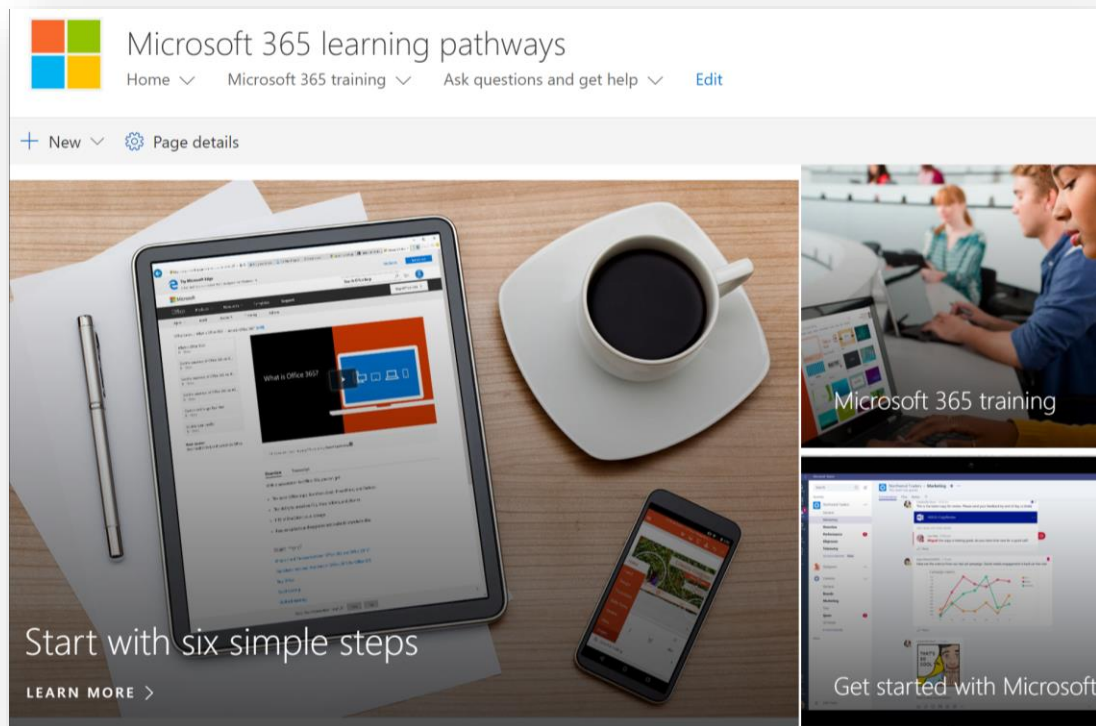


Employee engagement
& Learning management

Microsoft Learning Pathways – A unified portal to drive M365 Adoption



Customizable on-demand learning solution



- ✓ Fully customizable SharePoint Online Learning Portal built on a SharePoint communications site
- ✓ Easy provisioning with step-by-step guidance
- ✓ Ability to create your own training playlists
- ✓ Quarterly content updates directly from Microsoft
 - End user training assets from support.office.com
 - Curated Learning Paths
 - Centralized training hub for Office 365 products
- ✓ View information about how users interact with your site, such as the number of people that have visited the site and the list of files/pages that have the most views

Microsoft 365 Learning Pathways

Get Started

Why Now?

- As economies and businesses reopen, post Covid-19, organizations need a way to gradually open their office facilities for their workers while keeping everyone safe.
- Facilities teams are working to restructure building layouts, and seating arrangements to maintain social distancing norms and control building occupancy thresholds. They need a way to manage, track and report employee onsite presence.



A bot that answers FAQ





Employee engagement &
Learning management

Company Communicator

Broadcast announcements and important news. All announcements stay in one place instead of getting mixed in with other emails / messages.

Details:

<https://aka.ms/CompanyCommunicator>



Company Communicator (Authors)

[View status](#)

Title

Notice about change in weather forecast

Started sending

2/19/2021 3:28 PM

Completed

2/19/2021 3:29 PM

Duration

00:00:01

Results

Success : 2

Failure : 0

Send in chat to everyone

Warnings

Failed to sync all users. Status Code: Forbidden Exception: Code:

Notice about change in weather forecast



Read the weather bulletin number 0017256

[Test response](#)



Export detailed results



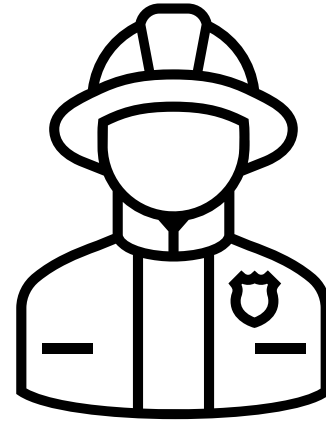
CUSTOM



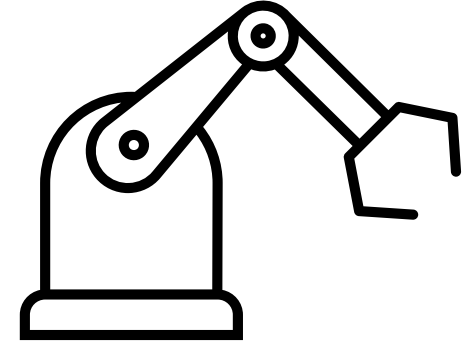
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Improve Productivity

Approvals

The screenshot shows the Microsoft Teams interface with the Approvals app open. The left sidebar shows the Microsoft Teams navigation pane with Activity, Chat, Teams, and Files. The main area displays the Approvals app interface with a search bar and a list of approval requests.

Request title	Status	Source	Last updated ↓	Requested by	Approvers
Designs for Mark 500 Project	Approved	Approvals	10:01 AM	Pete Daderko	Karan Nigam
New App Icon	Requested	Azure DevOps	10:00 AM	Pete Daderko	Alberto Burgos
Final Poster.pptx	Requested	ServiceNow	9:20 AM	Pete Daderko	Alberto Burgos
New Marketing Poster	Approved	Approvals	Yesterday 9:10 AM	Pete Daderko	Alberto Burgos
New Marketing Poster	Approved	Approvals	Yesterday 8:00 AM	Pete Daderko	KN

Enable everyone to easily create, manage, and share approvals directly from your hub for teamwork.

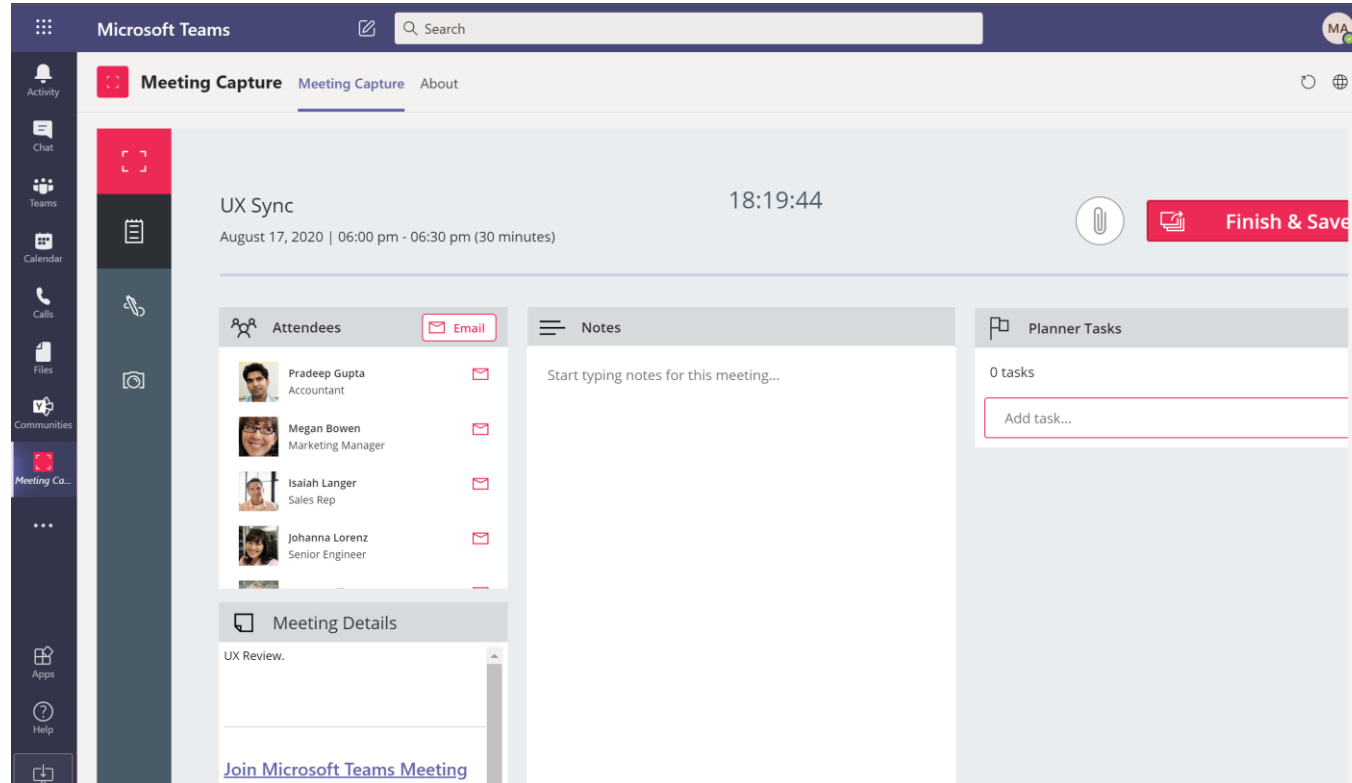




Improve Productivity

All-in-one tool for capturing information on meetings

Make meeting details, notes, whiteboards, follow-up tasks and more available to meeting attendees



- ✓ Employees can choose to capture meeting details for any meeting on their calendar which is pre-loaded into the application along with all attendees and meeting invite
- ✓ Capture notes during the meeting which can be fashioned into a MOM once the meeting is over. Attach important documents relevant to the meeting or capture live images
- ✓ Assign follow up tasks to users with Microsoft Tasks integration
- ✓ Mail a meeting report/MOM to all the attendees immediately following the meeting from within the Meeting Capture application

Meeting Capture

Deploy

Why Now?

- The duration of a virtual meeting is just one small part of a team's work cycle. The outcomes and follow-ups of the meeting often represent the most important phase of a business process.
- Having all the relevant meeting information and files at a single source, rather than spread across mail, chat and drives allows employees to derive the most out of a meeting after it has ended.



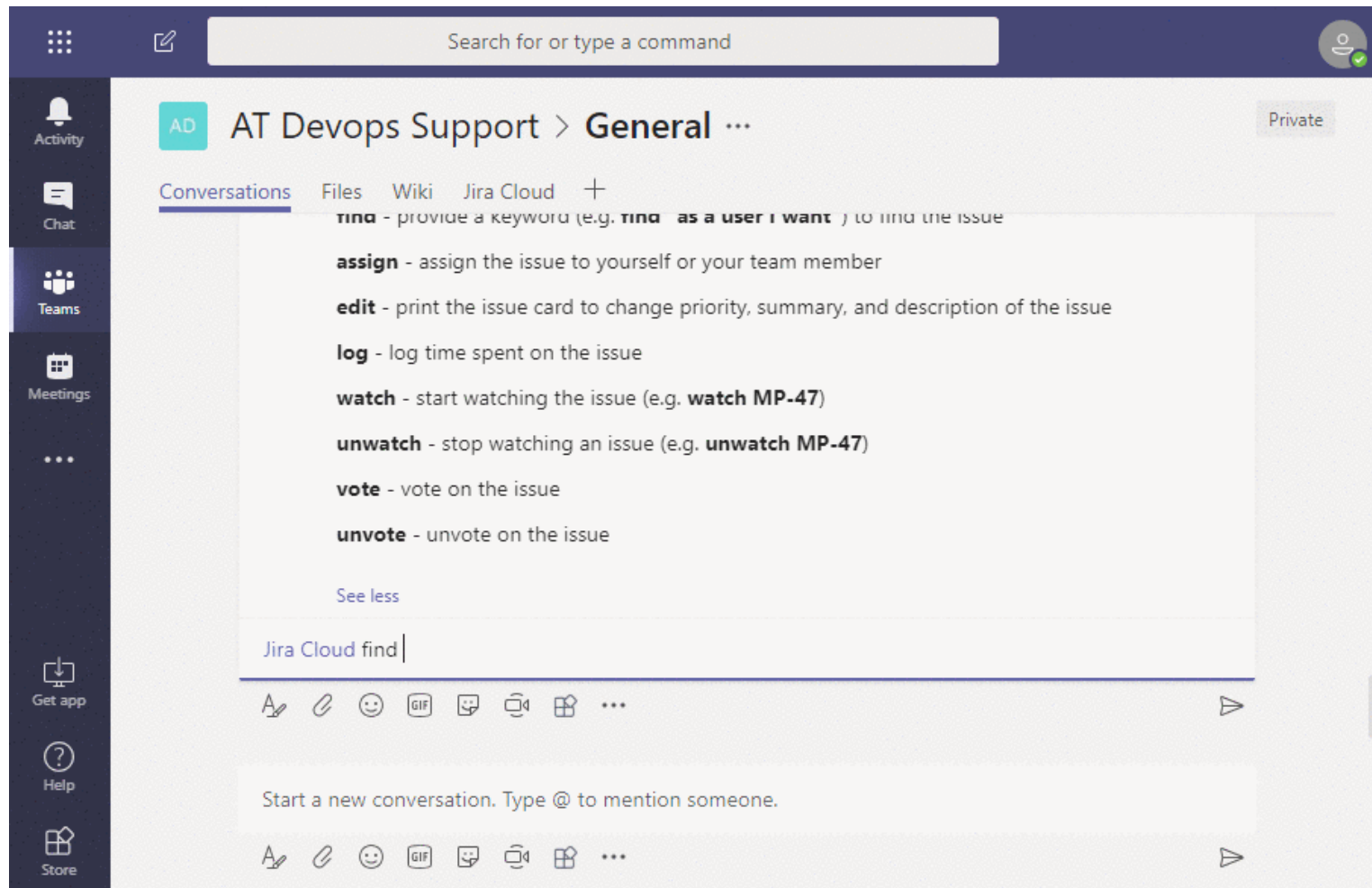


Improve Productivity

External App Integration



Connect your favourite service with Teams such as Jira Cloud, YouTube, Trello, MyHub, Calendar BOT, Jenkins and Kahoot.

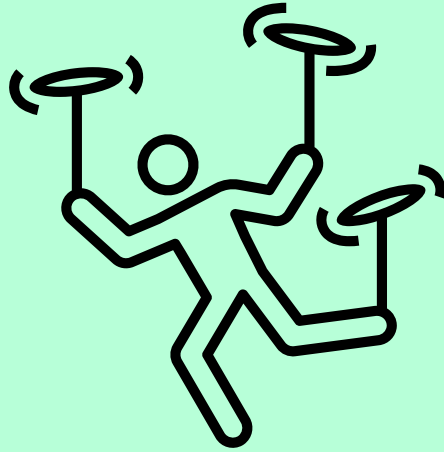


Some examples:

- ✓ Teams Virtual agent to ServiceNow - perform routine ServiceNow tasks directly in Microsoft Teams
- ✓ JIRA Cloud and JIRA Server Integration – JIRA Board integration, update notifications and deep linking.
- ✓ Teams JIRA Bot - your personal assistant when working with Jira
- ✓ Learning – YouTube, Thrive
- ✓ Productivity & Engagement – e.g. Kahoot,
- ✓ Admin - MyHub



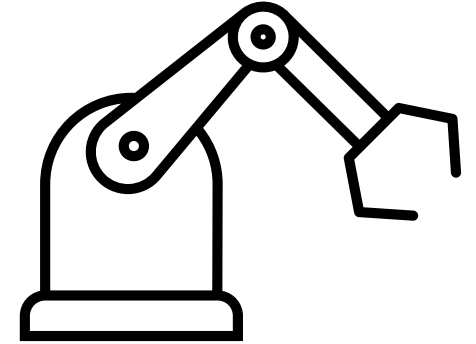
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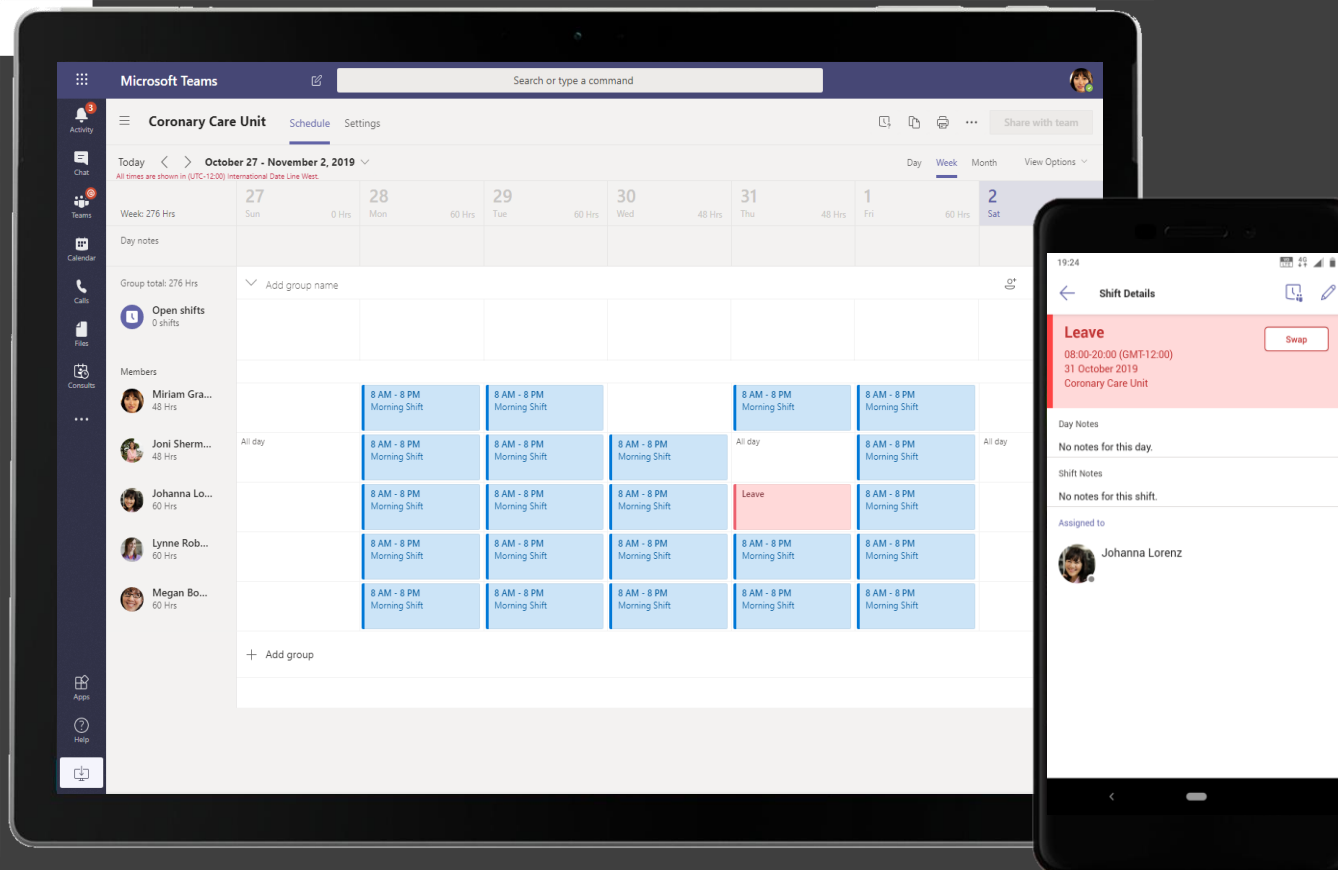
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BOTS & AUTOMATION



Shifts Management

Shifts lets Firstline Workers and their managers use their mobile devices to manage schedules. The frontline workers can view their work timing, swap shifts and apply for time off..



Engage Frontline

Tasks

Actions

Communications

Select who to publish to

Filters

Shape of chain

- ☐ Standard
- ☐ Compact
- ☐ Large

Pilot store

- ☒ Yes
- ☐ No

Departments

- ☐ Clothing
- ☐ Electronics
- ☐ Foods
- ☐ Home and Garden
- ☐ Sporting goods

Teams

43 of 43 selected

- ▼ Retail Communications
 - ▼ Area 1
 - ▼ District 01
 - Store 01
 - Store 03
 - Store 07
 - ▼ District 02
 - ▼ District 03
 - ▼ Area 2
 - ▼ Area 3
 - ▼ Area 4

Cancel Next

Priority ↑	Due	Bucket
!	1/12	Store Execution
!	1/14	Kidswear
!	1/1	
!	1/1	
!	1/1	
!	1/1	
!	1/1	
!	1/1	
!	1/1	
!	1/1	
!	1/14	Fresh Foods
!	1/14	Beverages
!	1/14	Fresh Foods
!	1/15	Womenswear
!	1/15	Kidswear

Microsoft Teams

Search

Tasks by Planner and To Do

All your lists

Published lists

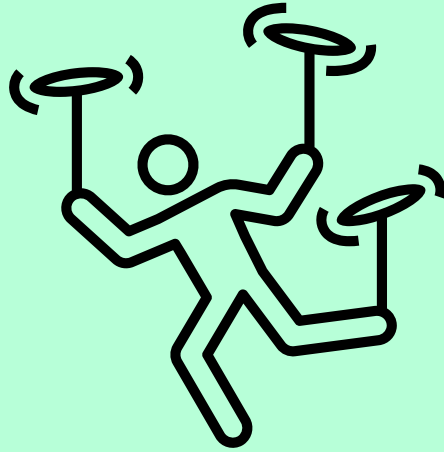
Drafts

RM Publishing

Check and restock PPE



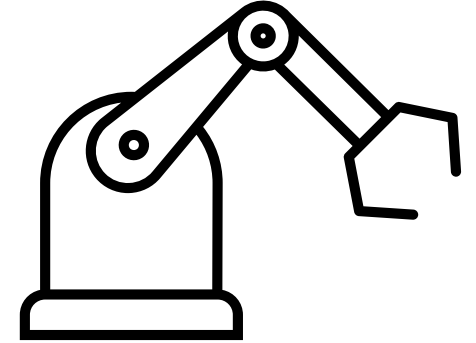
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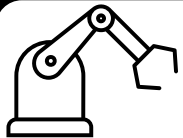
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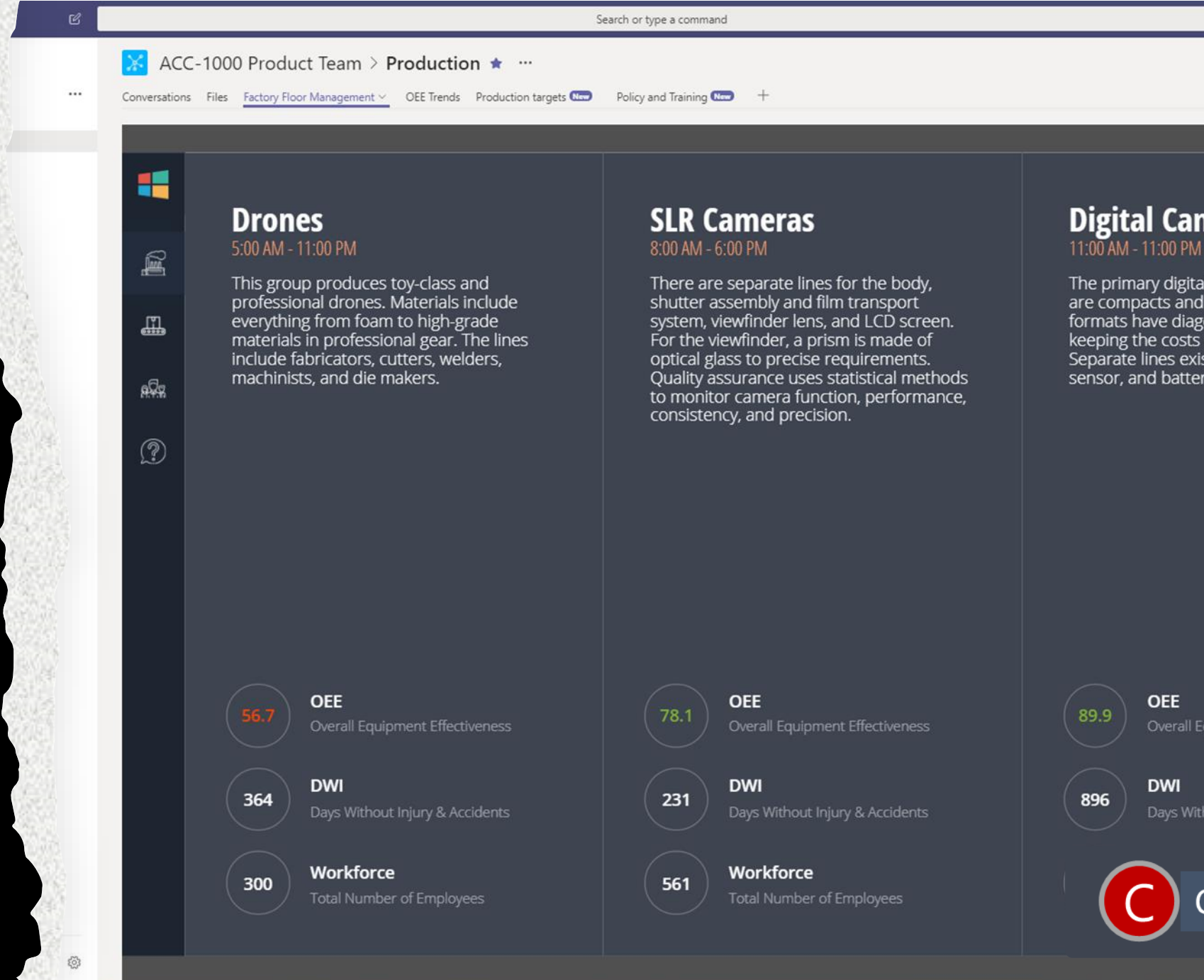


Optimise Cost and
Services

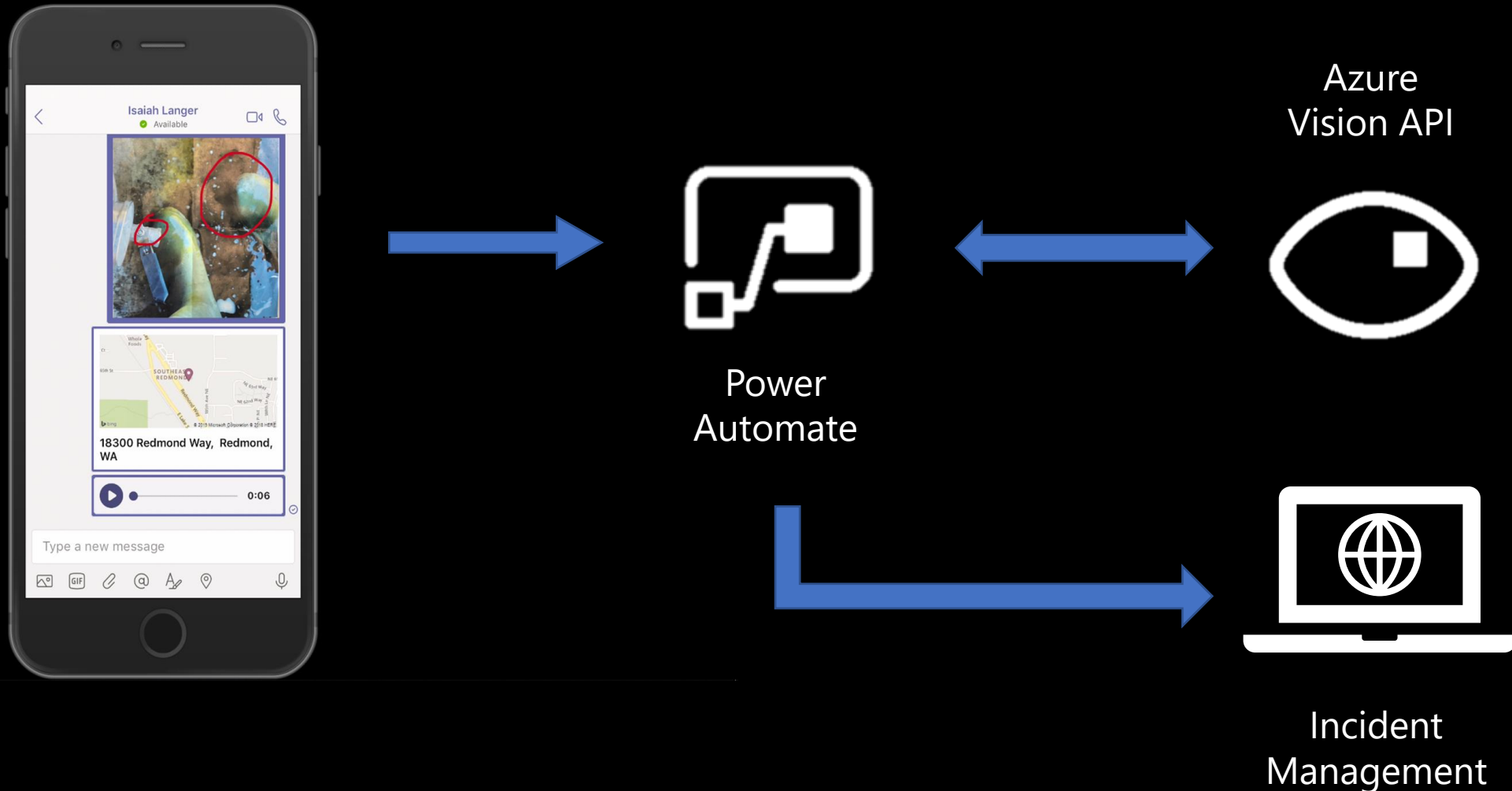
Connect PowerApps to Teams

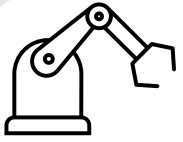
Automate business process
with PowerApps.

Connect it to Teams as an
app for easy access.



As an example of this, a frontline employee takes a picture of an incident to be reported. The picture is picked up by a Flow which runs it through Azure Vision API to get textual description of the picture and automatically logs an incident with the description.



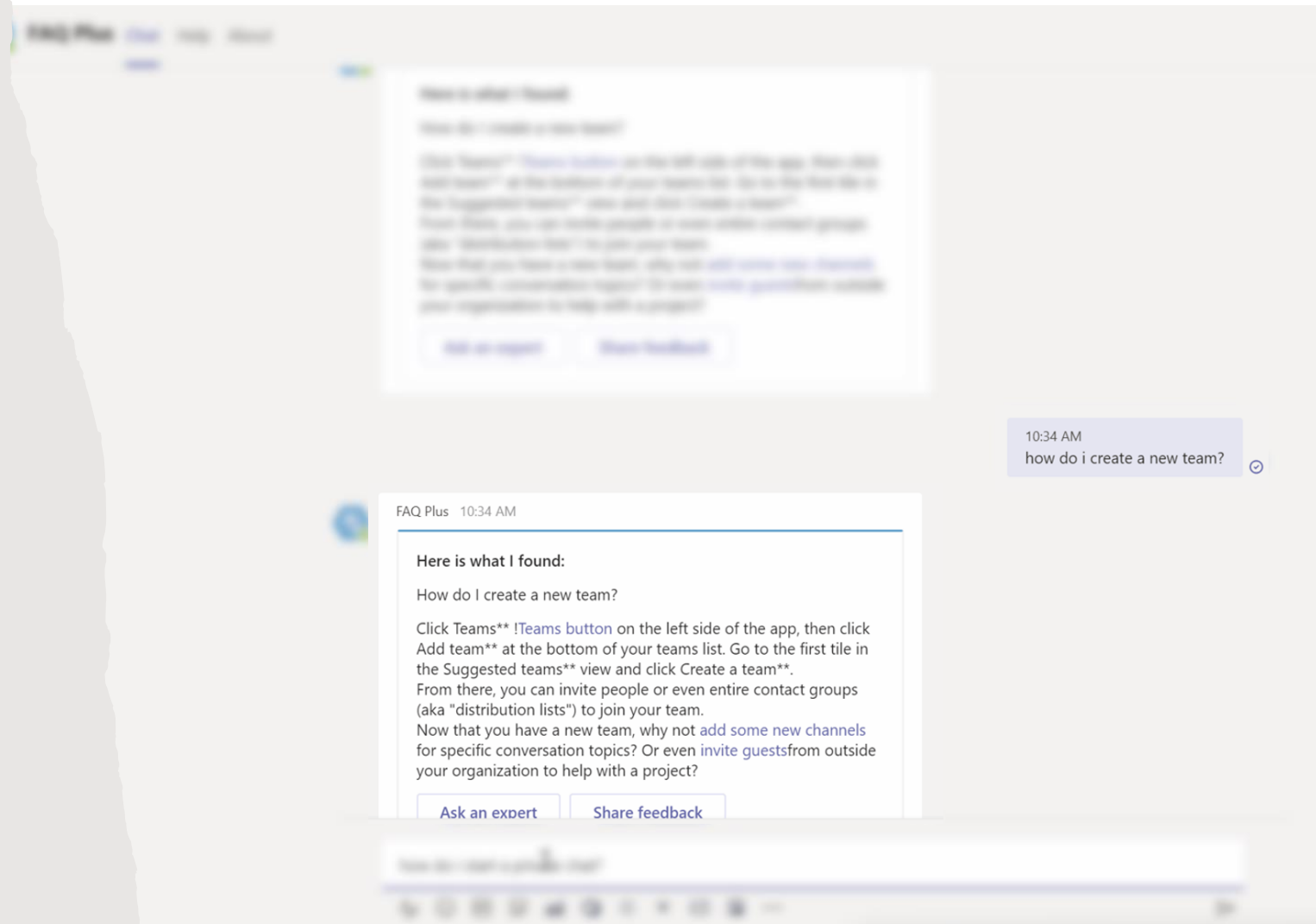


Optimise Cost and
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Teams Adoption Bot

Answer the most common end user questions, accelerate adoption and drive down support costs.

Leverage in LoB scenarios e.g. Bot for field workers that indexes product manuals or procedures.



CUSTOM

Final Thoughts

Think about
Outcomes

<http://aka.ms/TeamsPlatformStory>





Next Steps

