Microsoft
Power Platform

Dataverse for Teams in a Day

Lab 05

Sample Apps

Contents

Overview

The estimated time to complete this lab is 30 minutes.

In this lab, you will explore the sample apps available in Microsoft Teams, and you will install and customize the Issue Reporting sample app. Sample apps are pre-built apps for a particular use case and are available in the Teams store. Sample apps allow you to get started quickly and can be customized and extended using any part of the Power Platform to suit your business requirements.

- **Exercise 1: Install the Issue Reporting sample app**
  Install the Issue Reporting app in your Team and create an instance of Microsoft Tasks.

- **Exercise 2: Explore the Issue Reporting app**
  Browse the Issue Reporting app and learn about the capabilities.

- **Exercise 3: Customize the sample app**
  Discover ways the Issue Reporting app can be customized to meet your specific needs. You'll see how you can edit the app in Power Apps for further customization.

Out of the box, there are 5 sample apps available in Microsoft Teams.

Employee Ideas

This sample app enables team members to quickly generate and organize ideas by campaigns. It is an app for front line works to submit customer feedback, where you can crowdsource new ideas and easily review, manage and act upon the ideas.

Example extensibility use cases:

- Managing ideas for hackathon projects
- Prioritising workplace safety improvements
- Managing product backlog

Inspection

This is an inspection app that can be used to inspect things such as locations, assets or equipment. Employees can use the app to complete a checklist of the required inspection, as well as log an issue when an issue is found during the inspection and assign it to the relevant person. Management can also use the app to view inspections, create and edit inspection forms and manage settings of the inspection app.

Example extensibility use cases:

- Establish a checklist for processes including machine maintenance and patient check-ins

- Inspect retail store to verify that store is ready to open for the day'
- Asset checkout and check in procedures

Issue Reporting

The issue report app allows employees on the front line to report on incidents and issues when they see them. Users can pick from a list of issue types, and issues are created via the Planner tool. Managers can create, review and edit the issue template forms used to collect information when a user reports an issue.

Bulletins

This sample app provides a space for communitication across the company. It can be used to share broadcasts, memos, announcements, and company news.
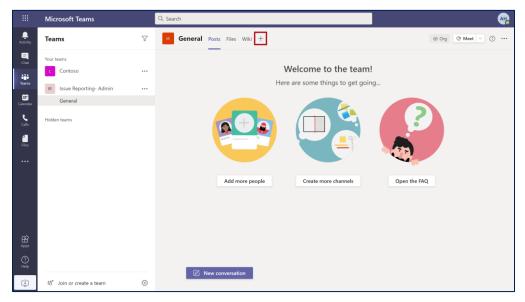
Milestones

The Milestones sample app allows managers to set up projects and assign work items to employees. Work item categories, priorties and status options can be configured.
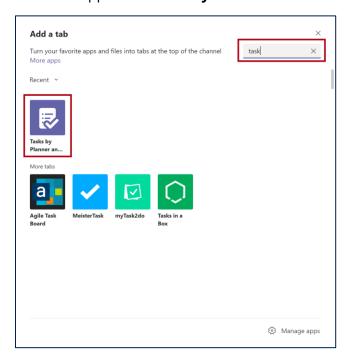
Exercise 1: Install the Issue Reporting sample app

Task 1: Add Tasks to your team

1. In your browser, navigate to https://teams.microsoft.com/ and sign in with the account you are using for the labs. Go to your team created in Lab 1, that you have been using to complete the labs.

2. In your team channel, click the **+** icon to add a new tab.
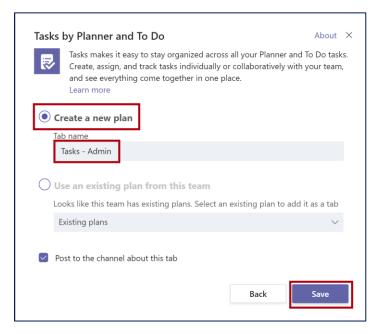
3. Search for **Tasks**, and select the app called **Tasks by Planner and To-Do**.
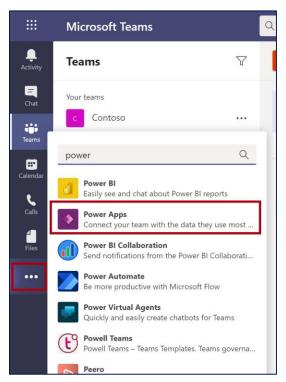
4. Select **Create a new plan**, and give the tab a unique name. You can name the tab **Tasks - <your name>**. Click **Save**.
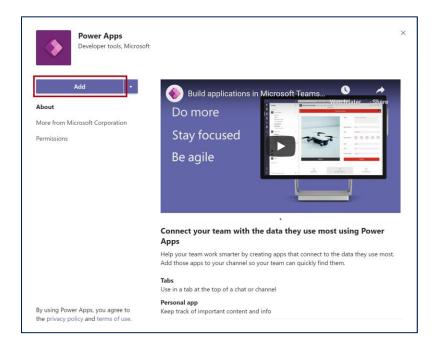
It is important to give your tab a unique name as other users in your tenant will be creating an instance of the Tasks tab.
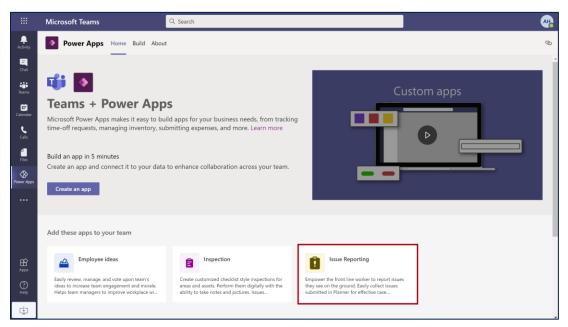
Task 2: Add the Issue Reporting app to your team

1. In Teams, click on **...** and launch Power Apps (if you cannot see it already on the navigation bar). You may need to search for it as shown, if not appearing immediately in your list of apps. If necessary, you may need to click **Add** as shown.
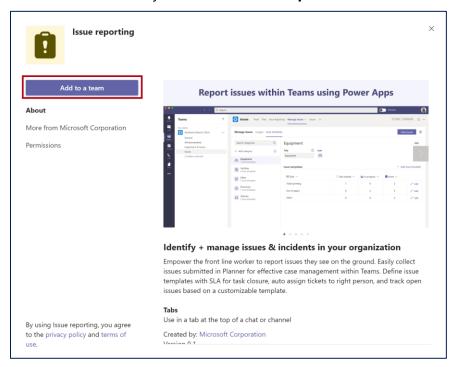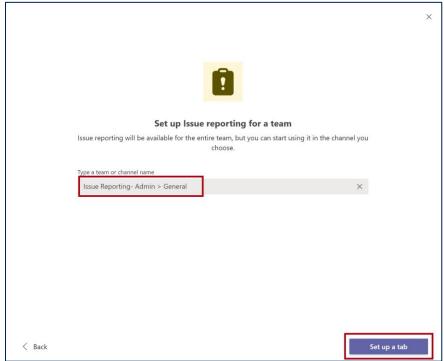
2. On the home page of Power Apps, click on **Issue Reporting** from the **Add these apps to your team** area.
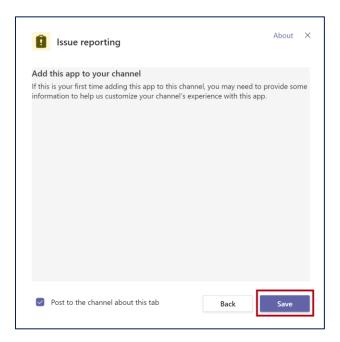
3. Click **Add to team**, then search for your Team. Click **Set up a tab**.
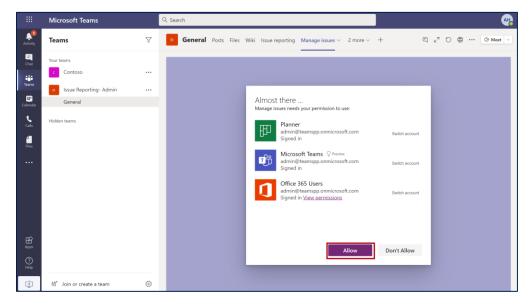
4. Click **Save**.
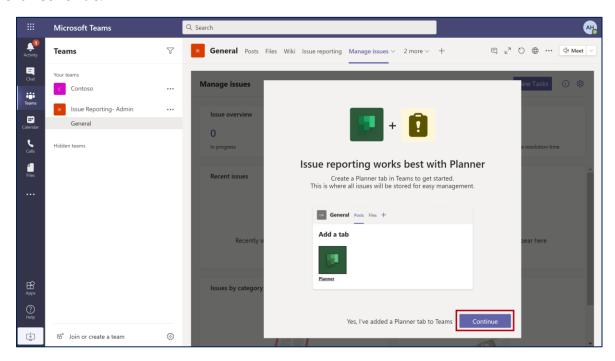
    It may take a few minutes for the app to save and finish installing.
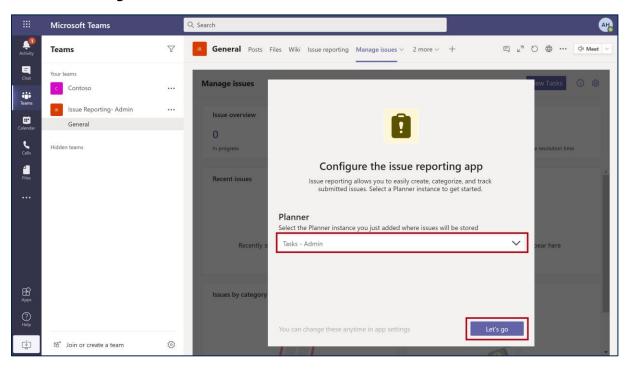
5. Once the installation is complete, you will get a notification in Teams. Click **Allow** once the app is finished installing.
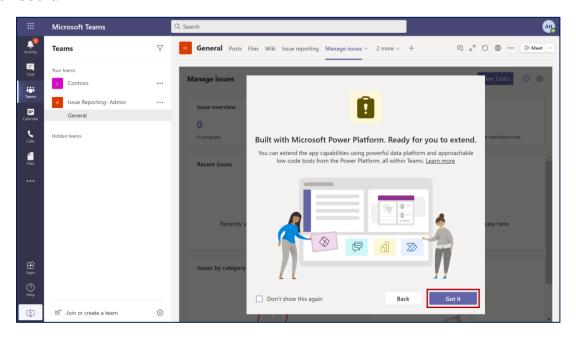
6. Click **Continue**.

7. When asked to select the Planner instance, select the Tasks tab that you created earlier in Task 1. Then, click **Let's go**.
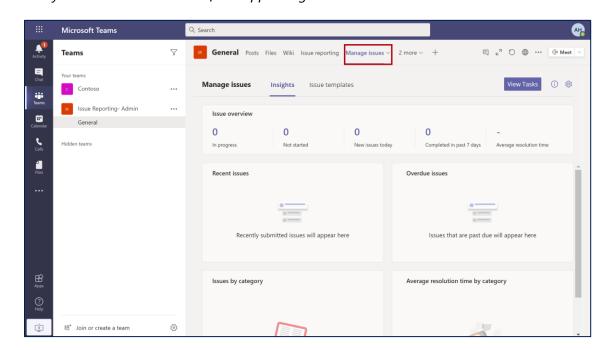
8. Click **Got it**.
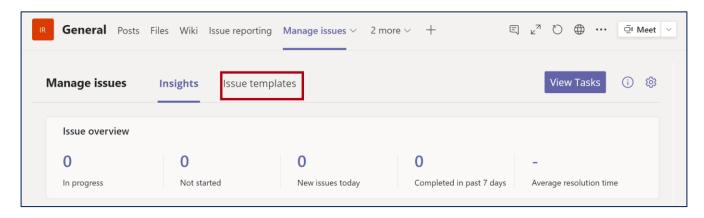
Exercise 2: Explore the Issue Reporting app

Task 1: Explore the Manage Issues app
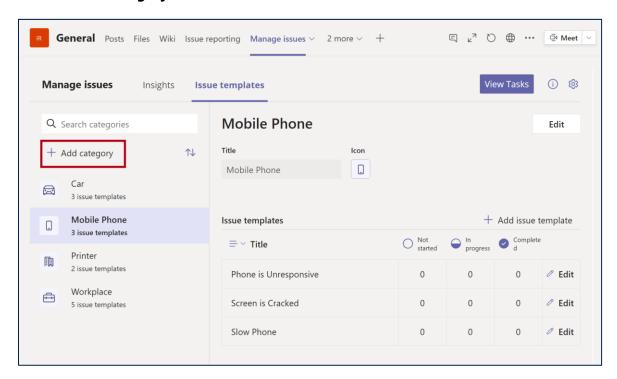
1. Click on the Manage Issues tab of your screen.

    *You may need to click on **more** if not appearing.*
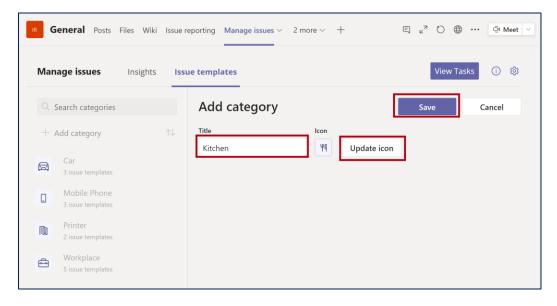
2. Within the Manage issues app, click on the **Issue templates** tab.
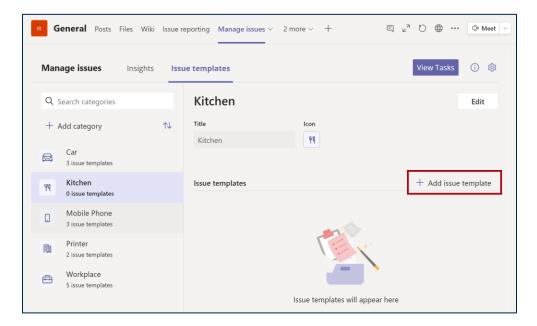
3. Click on **+ Add category**

4. Enter **Kitchen** as the category title, then click on **Update icon**. Select the Food ψ¶ icon. Then, click **Save** to create the new category.

5. With the Kitchen category selected, click on **+Add issue template**.
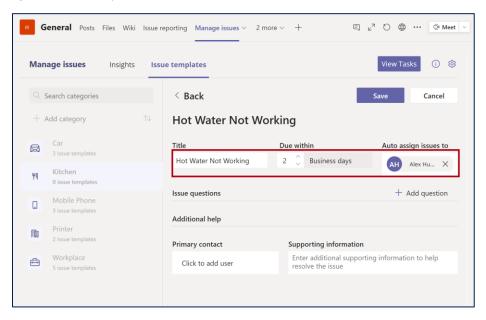
6. Enter in the following information into the template:
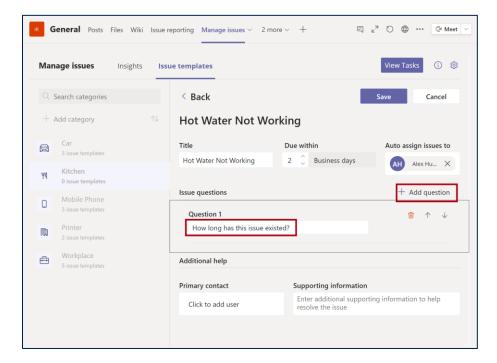
   Title: Hot Water Not Working
   Due within: 2
   Auto assign issues to: <your account>
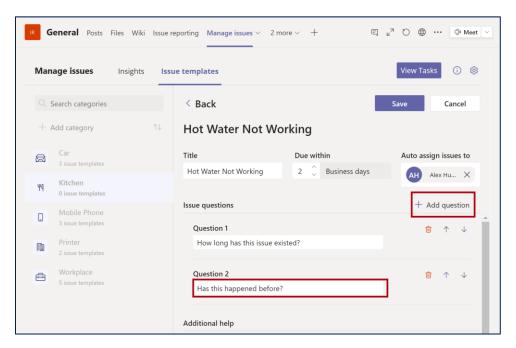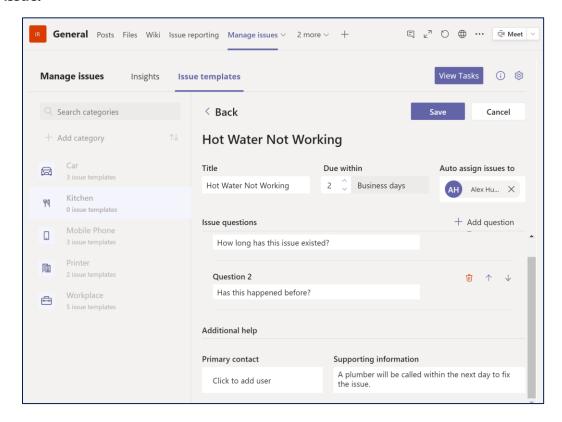
7. Click on **+ Add question.** For Question 1, type in **How long has this issue existed?**.
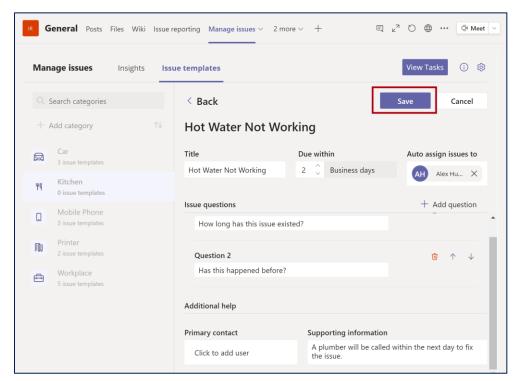
8. Click **+ Add question** again, and type in Question 2 as **Has this happened before?**.

9. In the **Supporting information** field, type in **A plumber will be called within the next day to fix the issue.**

10. Click **Save** to store your template.
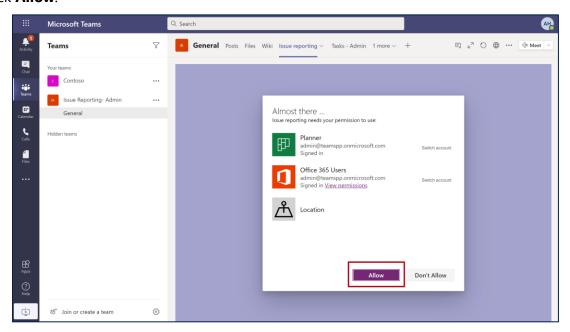
Task 2: Explore the Issue reporting app
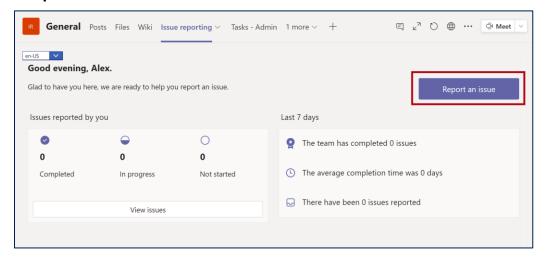
1. Click on the **Issue reporting** tab of your team.
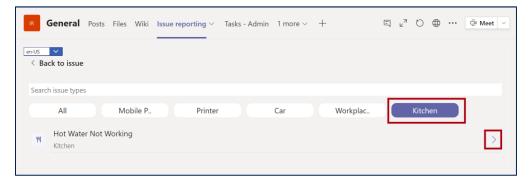
2. Click **Allow**.
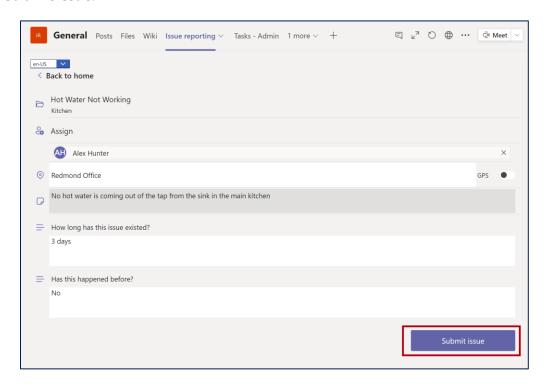
3. Click on **Report an issue**.
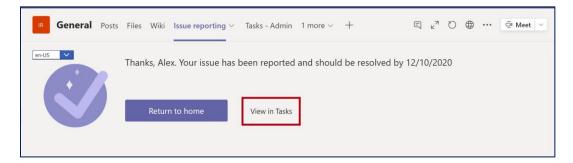
4. Click on **Select an issue type**, and select **Kitchen.** Click on the **Hot Water Not Working** template.
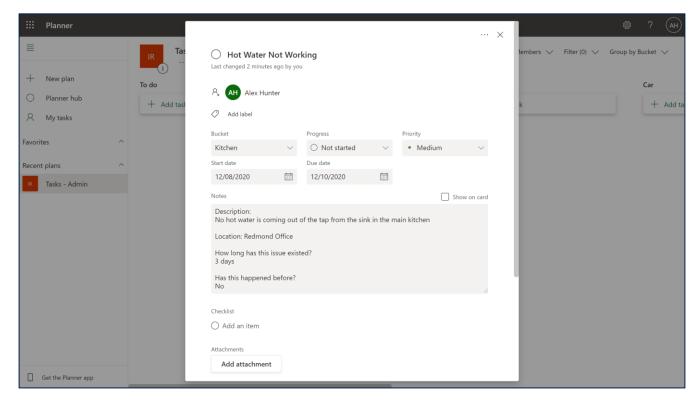
5. In the **Location** field, type in **Redmond Office**.

   Note, you can turn on the GPS switch to record the coordinates of your location.

6. Enter a Description, e.g. **No hot water is coming out of the tap from the sink in the main kitchen**.

7. For the question **How long has this issue existed?**, type in **3 days**.

8. For the question **Has this happened before?**, type in **No**.

9. Click **Submit issue**.
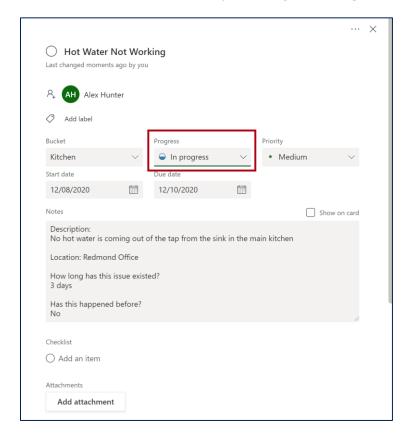
10. Click **View in Tasks**. This will launch Tasks in a new tab, and you can see the issue you have just reported.
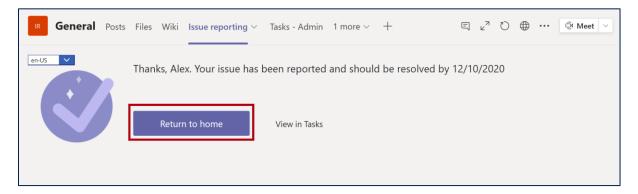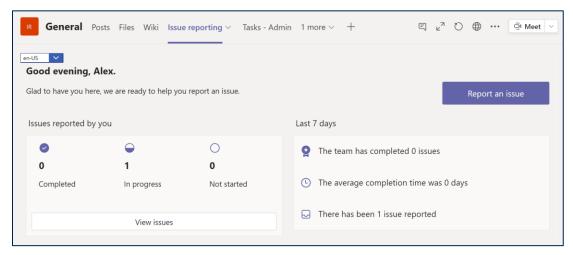
11. From Tasks, you can manage the details and status of the task, such as change the Progress, Priority, Due Date and add attachments. For now, just change the **Progress** to **In progress**.

12. Go back to the tab in your browser with Microsoft Teams open. Click on **Return to home**. You will now see a summary of the issues your user has reported, where a summary of each can be viewed.
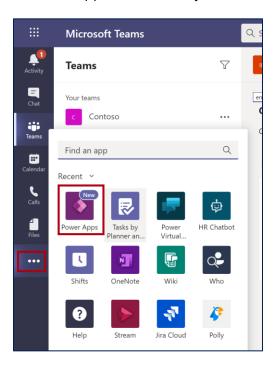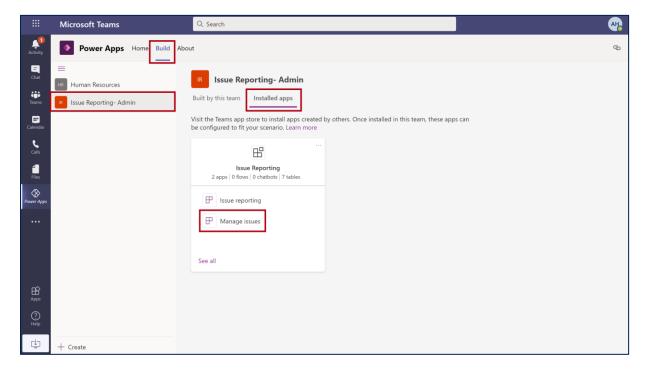
Exercise 3: Customize the sample app

Task 1: Customize the Manage Issues app
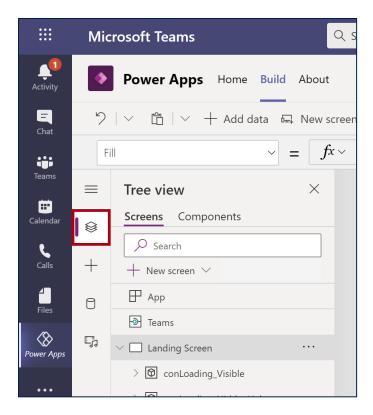
1. In Teams, click on … to launch Power Apps (if not already visible on the navigation menu).
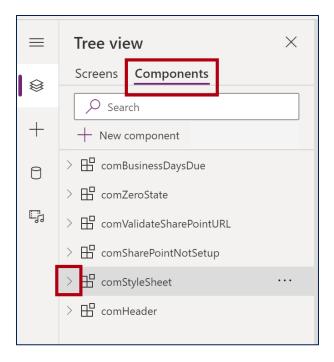
2. Click on the **Build** tab and select the Team where you installed the Issue Reporting app earlier in this lab. Click on the **Installed apps** tab, then click on **Manage issues**. This will launch the editing canvas for the Managed issues sample app.
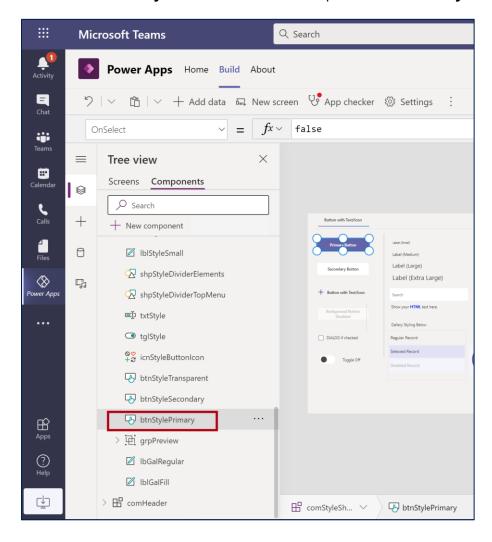
3. Once the editing canvas is launched, click on ⊗ from the menu on the left side of the screen to open the tree view.
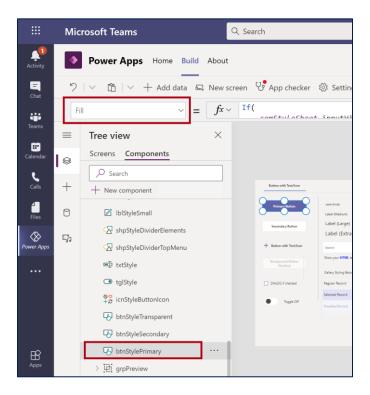
4. From the tree view, click on the **Components tab**, and click to expand **comStyleSheet**.
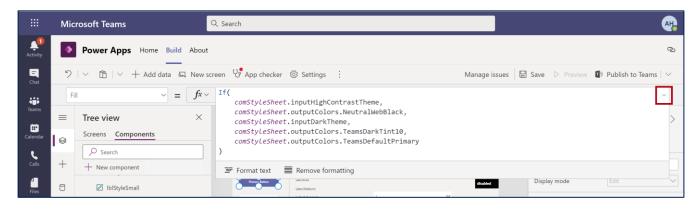
5. From the tree view under **comStyleSheet**, click on the component called **btnStylePrimary**.
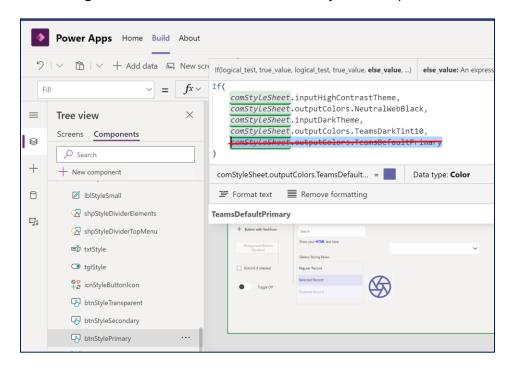
6. With btnStylePrimary selected, change the property dropdown of the formula bar at the top of the screen to **Fill**.
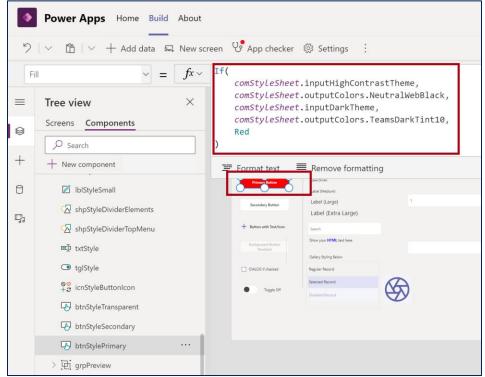
7. Click on the arrow on the right end of the formula bar to expand it.
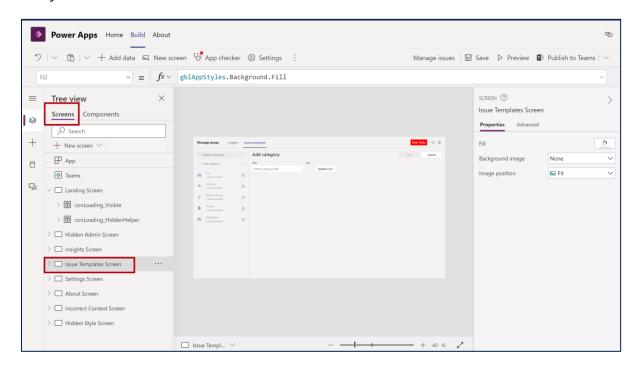
8. You will edit the formula to change the color of the button. In the formula bar, backspace the last line of text that states **comStyleSheet.outputColors.TeamsDefaultPrimary**. In its place, type in a color, e.g. Red, then press Enter on your keyboard. It should appear as shown below, and the button on the editing canvas should now match the color you have specified.
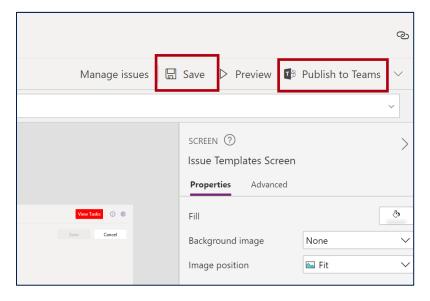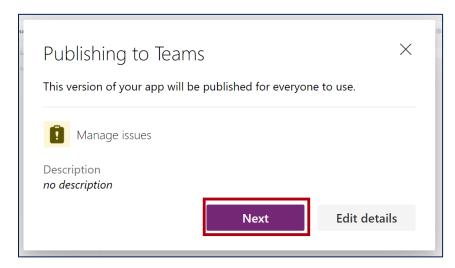
9. From the tree view, click on the **Screens** tab and select another screen, e.g. Issue Templates Screen. You can see that the button has now been changed to match the component that you have just edited.
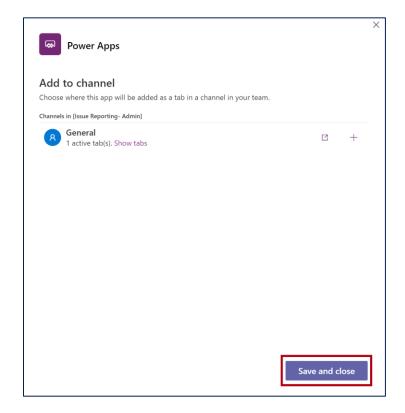
10. Click **Save**, then **Publish to Teams**.
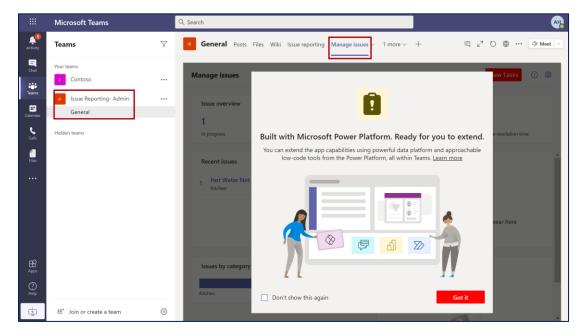
11. Click **Next**, then **Save and close**.

12. When you navigate back to your team and launch the Manage issues app, you will see that the button colour has been updated.

Summary

In this lab, explored the Issue Reporing sample app available in Microsoft Teams. You saw how you can install sample apps and how they can be configured and customized to suit your business needs.

Lab Survey

We would appreciate your feedback on this hands-on-lab, such as the quality of documentation and the usefulness of the learning experience. Please use the survey at https://aka.ms/TeamsPPSurvey to share your feedback. You may provide feedback for each module as you complete it or at the end once you've completed all the modules. Thank you!

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