



Microsoft Teams

A Teardown on MS Team's Loop and Delivery
Options within the Chat Feature

By

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6-7 minutes read



Sourabh Kumar

Male, 26



Demographics

Data Scientist | Gen Z | Technology comfort | Works in Hybrid mode | Bangalore

Needs and Goals

Wants the workflow to be smooth, along with keeping the workspace decluttered. He needs something like work and shares integration to make his work easy. Needs a one-stop solution for work-related chats, reminders, Things-To-Do, etc.

Pain Points

Has to follow multiple steps to show even the minute changes like copy-paste the entire content and sharing links, which are redundant and can be taken care of. Cannot prioritize important chat heads from all the groups.

Ritu Raj

Male, 34



Demographics

Manager | Gen Z | Technology comfort | Works in Hybrid mode | New Delhi

Needs and Goals

He needs to delegate the work and be transparent when required. Must be free-flowing information that is easy to read and creates lesser confusion among team members. Requires a platform that allows to give out a checklist of items.

Pain Points

Cannot send out urgent messages or be assured that the message has been sent and read by the concerned person for whom it was meant. Cannot afford to call every time to check with the team member if the message is clear.






Problem Addressed by MS Teams Chat – Loop and Delivery Options

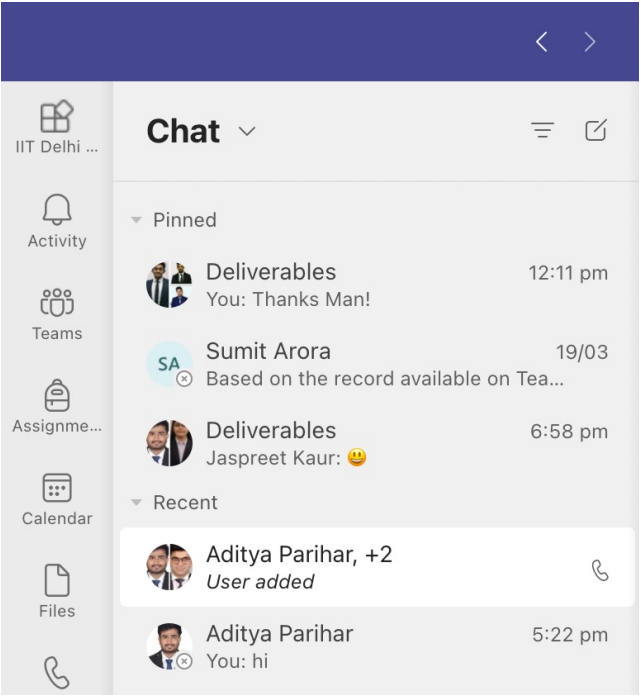
- Makes it a one-stop solution for jotting down important notes, takeaways and creating checklists
- Makes it redundant to go to other apps (Word/ Excel) for smaller tasks and then share the links with concerned people/teammates
- Notifies users and works like an alarm in case something urgent comes up and must be given the topmost priority
- Editing it live and making the changes rather than sending the updates via multiple messages



“ I want my workspace decluttered. And I want to maximize the utility of chat boxes. It feels great to have handy features within the chat box. I feel assured with Teams when it comes to sending messages and notifying the team members – in case of urgency. It also is helpful to pin the chats as per the priority. ”



STAGES	LAUNCH MS TEAMS	ATTEND MEETS/ NOTIFIES TEAM	START TASK	EDIT TASK	END TASK
USER GOAL	<ul style="list-style-type: none">➤ To attend the meeting➤ To send update or notify team members	<ul style="list-style-type: none">➤ Send important notes➤ Communicate with all the stakeholders	<ul style="list-style-type: none">➤ To successfully send the message or communicate what is required	<ul style="list-style-type: none">➤ Allow for dynamic changes (if any)	<ul style="list-style-type: none">➤ Confirm the completion of tasks at hand
USER ACTION	<ul style="list-style-type: none">➤ Launches the app on mobile or phone	<ul style="list-style-type: none">➤ Join the meet➤ Open the chat section	<ul style="list-style-type: none">➤ Send messages to teammates and others	<ul style="list-style-type: none">➤ Edit the message already sent	<ul style="list-style-type: none">➤ Sends the message to confirm completion of task
USER EXPERIENCE					
PAIN POINTS	<ul style="list-style-type: none">➤ Takes too long to open the application	<ul style="list-style-type: none">➤ Recording feature absent for 1 on 1 calls	<ul style="list-style-type: none">➤ Does not notify if two groups are given the same name➤ Group made for temporary calls also	<ul style="list-style-type: none">➤ Search option available for entire teams and not just for the current chat	<ul style="list-style-type: none">➤ Reply to original message to mark the completion
IDEAS	<ul style="list-style-type: none">➤ Always include pop-up with profile page upon launching the app/using the website	<ul style="list-style-type: none">➤ Allow for recording of meet for 2 users	<ul style="list-style-type: none">➤ Should color unnamed groups differently➤ Alert for same group names	<ul style="list-style-type: none">➤ Can allow the search feature to work under chat window as well	<ul style="list-style-type: none">➤ Can include "Mark as Complete" option for messages giving out instructions/tasks

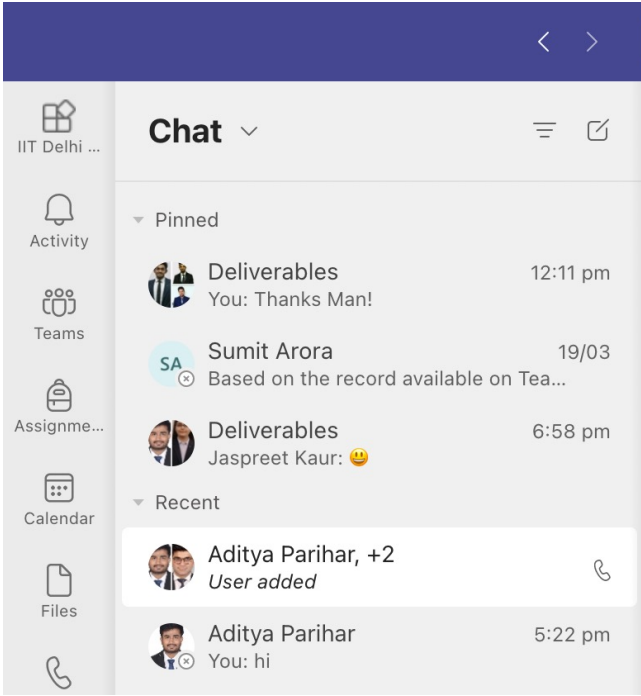


Same Group Name

Teams do not notify users when a group is made with the same name as that already existing in their chat box. It may or may not be from the user who created the groups with the same name. In the case of the latter, the user who was added by someone else might have the group with the same name as that of the new one.

Groups Made on Calling

Teams also make unnamed groups with users who have been in a call – that can or cannot be work-related. This creates unnecessary chaos in the user's chat box. This is redundant for the users as they do not want to clutter their workspace with unnecessary groups.



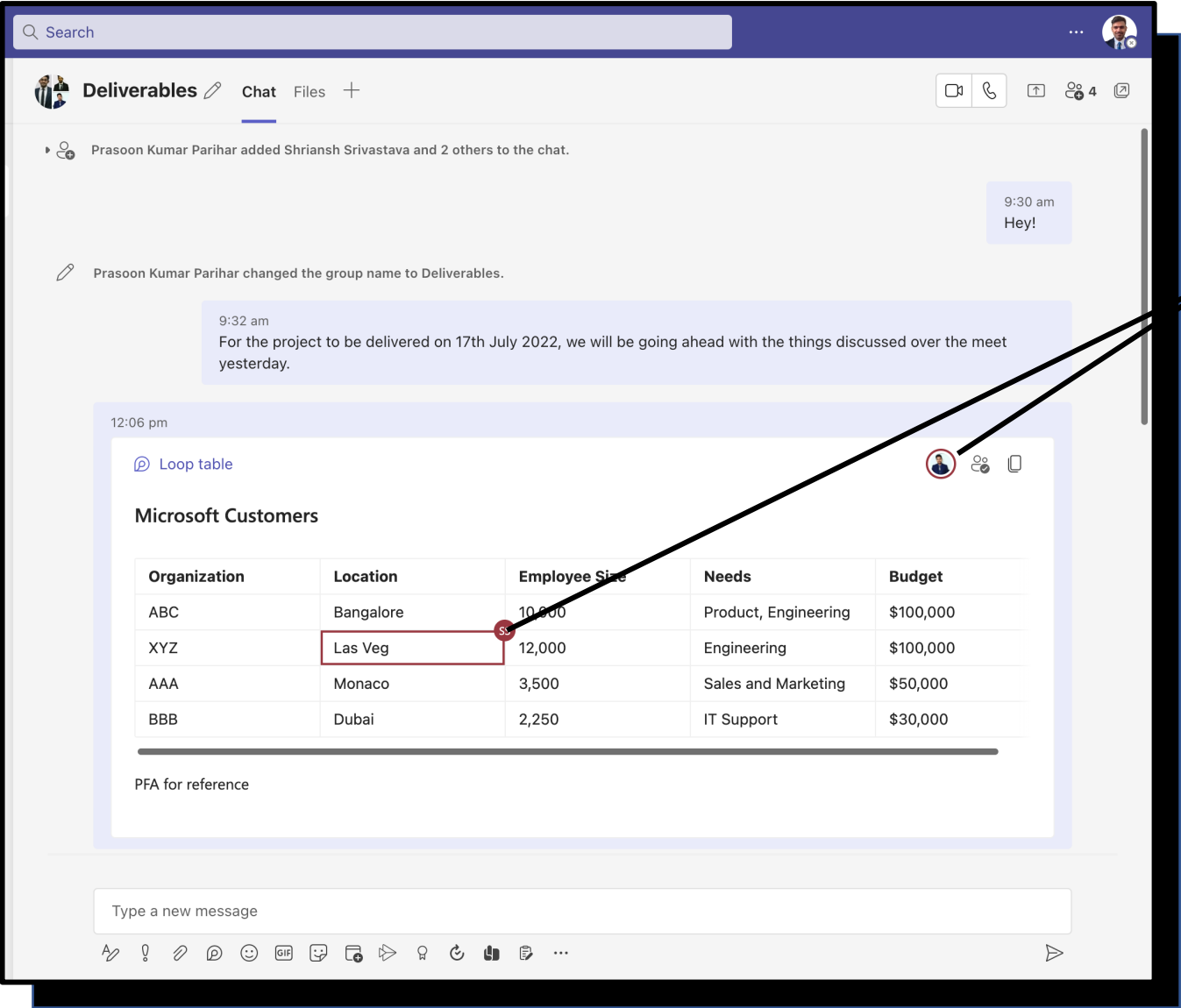
Possible Solution

Option to notify the user with an alert message showing “Sorry, this name already exists in member’s chat box.” This will make it easy and avoid sending messages in the wrong window. It should be mandatory to stop the user at that point and urge him to change the group name.



Possible Solution

If the temporary group is made, there should be an option for users to delete the chat group automatically after a day or a week. We can also showcase the chat heads with distinct colors that poke users to change the group name to make it permanent.



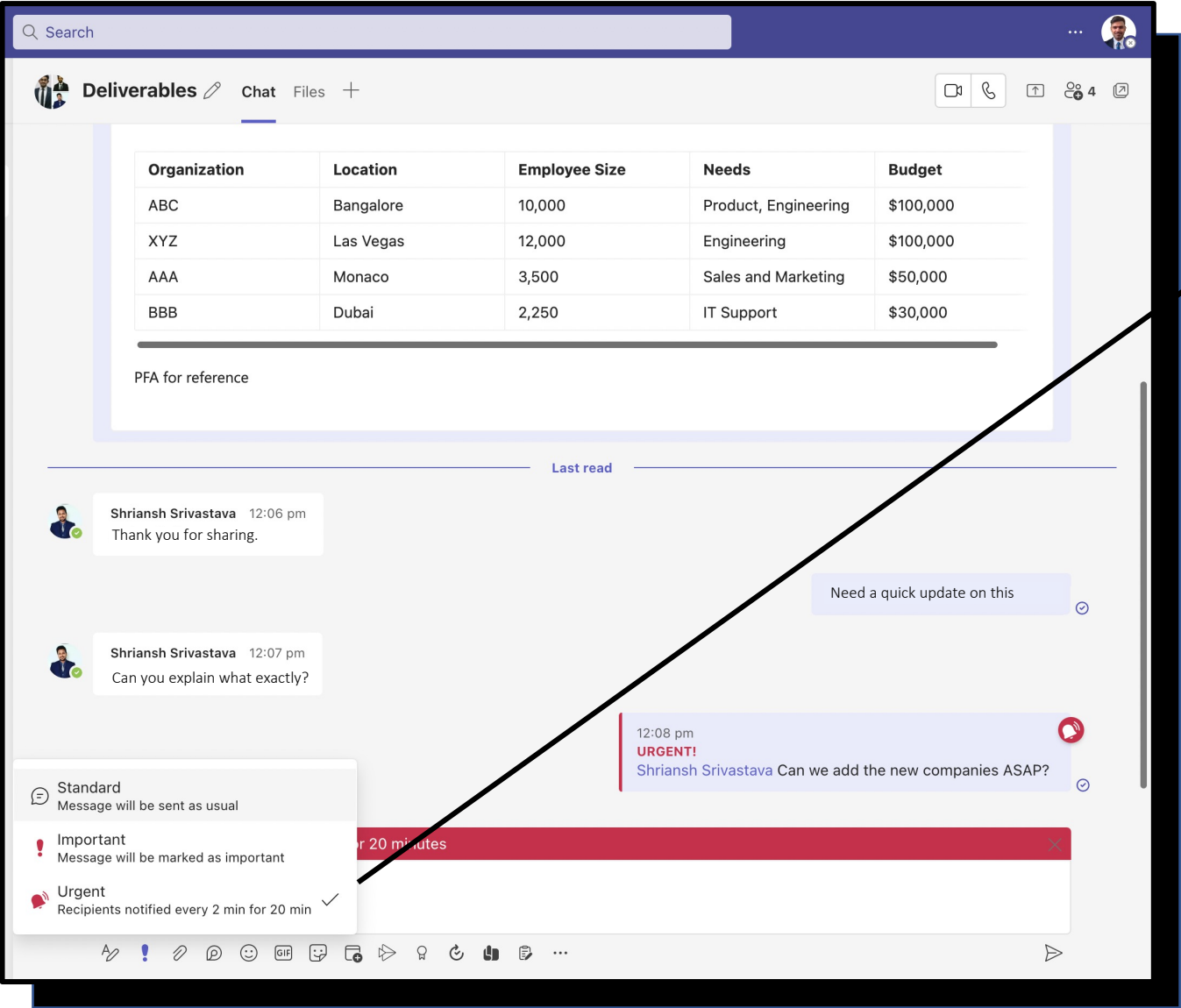
Live Edit

X-Factor

Think about sharing a short small document – a table, a checklist, a bullet list and then making live changes to it - within a chat. What's more is that you can see who is currently viewing the document, making the changes without having to switch screens to reach out for the other app to do so. Teams chat incorporates all this within the chat window.

Possible Hypothesis for Building

- Despite having MS Office linked via OneDrive, users have to complete an extra step to copy content from there and paste it over the chat. It might be easy for users to make changes within the chat and give access as per requirements to edit the content
- Users within an organization communicate using MS Teams Chat. To maximize its usability, increase transparency, and increase engagement, it seems necessary to include the feature to add lists, bullets, tables, which neither requires an entire excel sheet nor the pages of the word file. It may be possible that workplaces require a small feature for jotting down crisp points and editing them as and when required



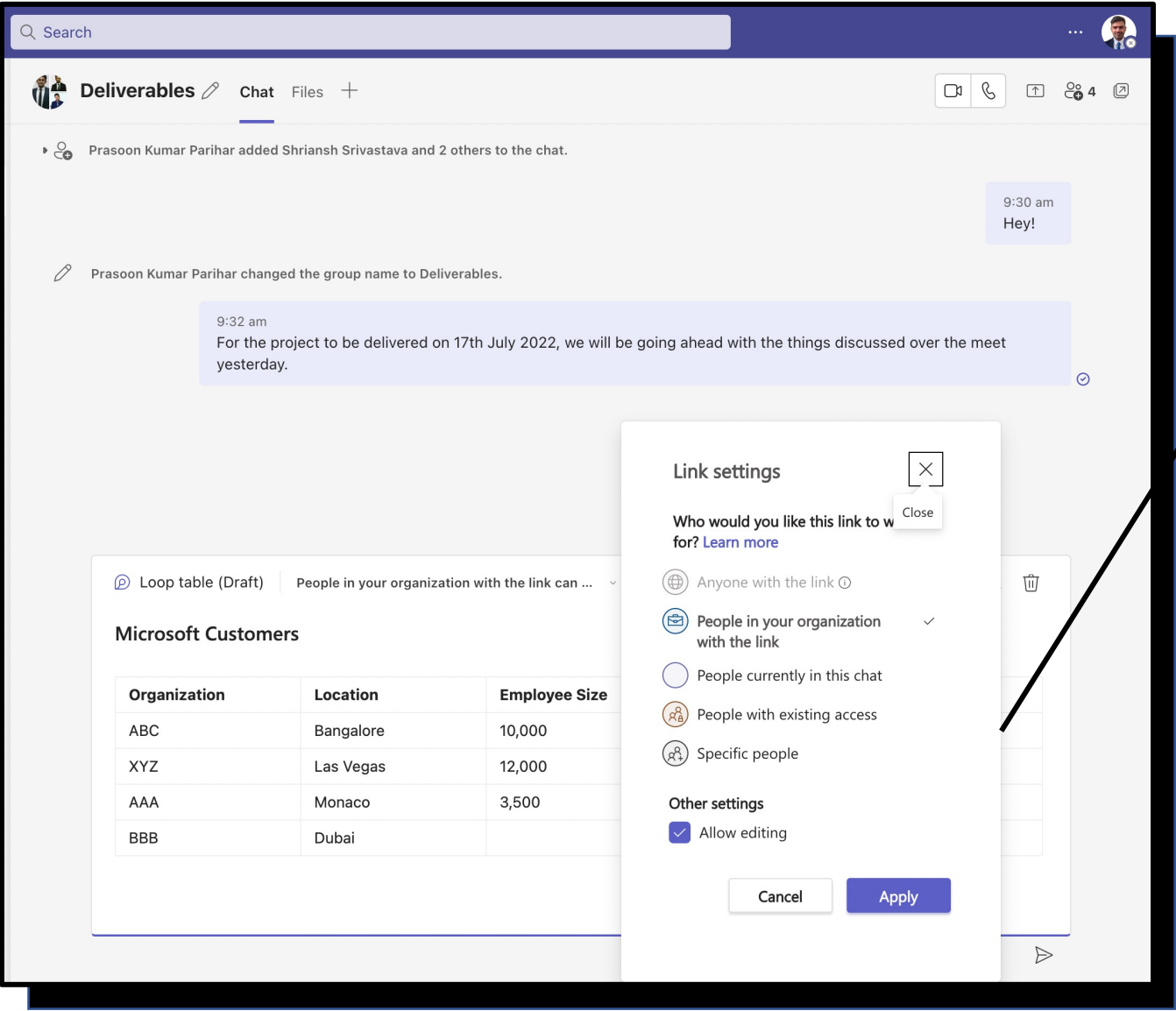
Urgent Messages

X-Factor

Amazing how MS Teams include this feature to notify users if something important is up and hence has the option to send messages in 3 forms – Standard, Important, and Urgent. Urgent messages send notifications every 2 minutes for the next 20 minutes – exactly what urgent means. This is of utmost utility when users are working from home.

Possible Hypothesis for Building

- Standard messages tend to be missed out. And when replicating an actual office environment, it might have come up to classify messages as Standard, Important, or Urgent. The users need not call the person every time and hence it may be possible that the team made out these options to mark messages before sending them out
- Urgent messages cannot be left unseen; it is like a buzzer, an alarm that goes on until the purpose has been solved. In this case, the product team might understand the purpose of sending an urgent message to undertake the topmost priority and get it done quickly. Constant notifications are similar to the alarm of urgency, the situation of mayhem



Link Settings

X-Factor

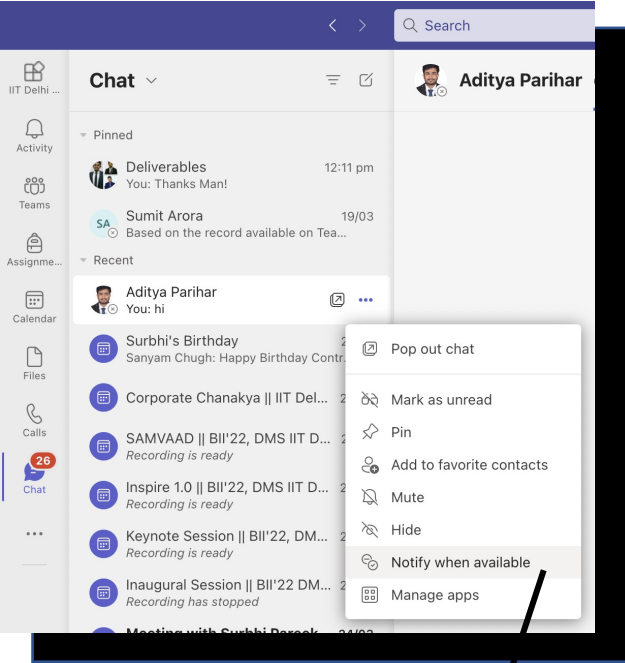
Teams, as the name suggests, is a platform to bring together the members of organizations and that of the team within the organization. The settings within the chat loop carefully enable the users to select who they want to send immediately and allow who will be editing it.

Possible Hypothesis for Building

- Evidently, the inbuilt editing for a table, checklists, etc., will require giving editing rights. The idea of giving the outright editing rights before or leaving it in the reading mode is to support the reason why they gave this feature
- The relevant options listed for sharing the link make this feature beautiful. “People currently in this chat”, “People in your organization with the link”, or giving access to others are some features. It is for giving the users an utmost smooth experience while using the loop within the chat feature



Notify when available



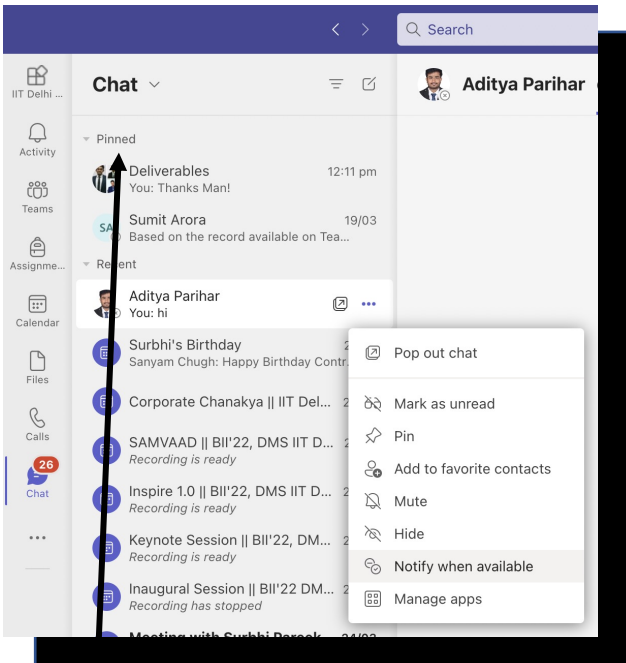
X-Factor

Teams allow users to have an option for notifying the members when they are “available” or come online. This feature is useful for team members who want to notify others when they have a break or the next day.

Possible Hypothesis for Building

- Some chats get lost and hence lose their sanctity for the user it was meant for. The possible hypothesis for building this may be that when the user comes online the next day or when they come back from break, they get immediately notified. There might be updates or new information flow that needs to be conveyed
- To put the important chats on top as per the group's priority when the user has multiple groups, this feature is prudent. It helps users to quickly access chats and conversations that are important to the users. Pinning the chat saves users the stress of endless scrolling to locate a conversation

Pinned Chats



X-Factor

The app allows users to pin chats to appear on top of the chat box so that important messages do not get lost. Managers with multiple chat groups must prioritize or separate important groups.

