



We will begin shortly.....

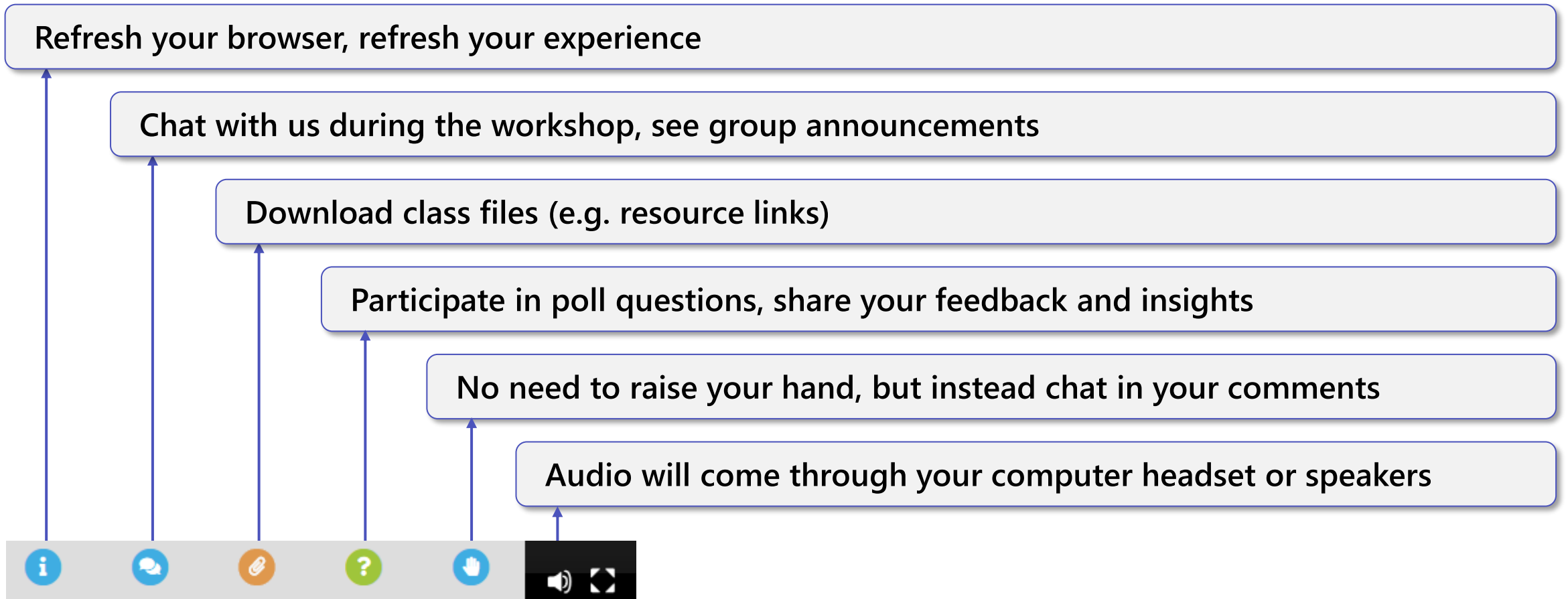


Microsoft Teams Chalk Talks

Supercharge key workflows with apps in Teams

Abbie Sweeney – Teams Program Manager

Optimize your learning experience for today's workshop





Learning objectives

After this session, you will be able to:

- Understand common app integrations for Teams across multiple scenarios and user personas
- Understand third-party apps available for key scenarios

Apps in Teams

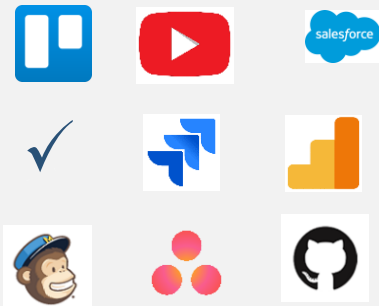
Apps in Teams

Microsoft Apps



50 available

Third-Party Apps



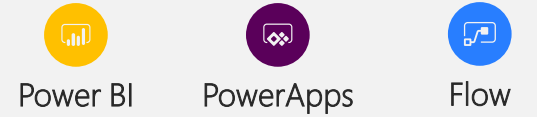
700+ available

Custom Apps

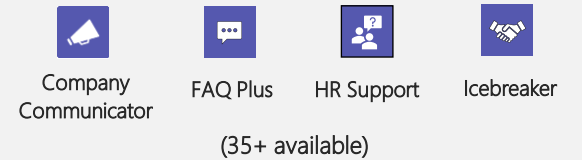


Unlimited possibilities

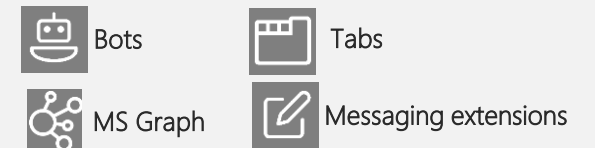
Power Platform (Low/No-Code)



App Templates (Low/No-Code)



Built from Scratch



Third-Party Apps

Bring together 365 apps with ready-to-use apps easily within Teams

Business processes



Priority Matrix

Focus on high-impact tasks and do the work that matters



Envoy

Automated visitor registration and notifications

Project management



Wrike

Give feedback, request time off, and enter receipts



Trello

Enable employees to access their workforce info



Asana

Helps with everyday tasks such as travel requests, expenses and timesheets.

Self service



Workday

Give feedback, request time off, and enter receipts



ADP Virtual Assistant

Enable employees to access their workforce info



Wanda

Helps with everyday tasks such as travel requests, expenses and timesheets

Agent productivity



Contact Center

Advanced call center queuing and analytics in Teams



Now Virtual Agent

Find answers, file requests, and complete routine ServiceNow tasks within chat

Digital marketing



Adobe Creative Cloud

View, find, and share assets with Microsoft Teams



MailChimp

Manage contacts and send email messages to subscribers



Google Analytics Insights

Monitor your business 24x7 with real-time alert and scheduled alerts for Google Analytics

Sales associate productivity



Salesforce

Salesforce connector sends periodic updates about activities in the Salesforce account you want tracked



Zoho CRM

Foster stronger relationships with customers



Hubspot

Send notifications to Microsoft Teams from HubSpot Workflows



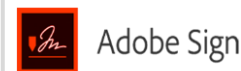
pagerduty



Wrike



Zoom.ai



smartsheet



Bitbucket



GitHub

ATLASSIAN

WIKIPEDIA



meekan

invision

openagora



Lucidchart

freshdesk



Trello



Jira

Bitbucket Server



App scenarios across different industries and horizontals

Industry vertical



Airlines, transportation

Flight/route crew communication hub
Local crew shift management



Financial services

Proposal Manager for commercial banking
Content sharing with compliance



Retail and consumer goods

Supply chain real-time collaboration
Shift, pricing, and inventory management



Mining, oil, and gas

New location development
Daily quality monitoring and analysis



Government

Emergency/disaster response and recovery
Citizen service: permitting and licensing



Healthcare

Patient care coordination
Telemedicine



Manufacturing

Key accounts inventory, logistics
Change order services



Power and utilities

Field service real-time remote assist
Billing and customer management



Real estate and construction

Leasing office tenant management
Real estate customer engagement

Horizontal



Marketing

Brand partnership hub
Industry event planning
Marketing hub



HR

Recruiting tool
New hire onboarding and support tools



Project management

Billable hours management
Client engagement hub



Service desks

Self-service knowledge base
Customer service desk
Procurement center service



Firstline workers

Shift management
Remote worker task management

Third-party app considerations & FAQs

Will the third-party apps cost money?

Most of the apps are free or leverage existing enterprise licenses.

Can the apps send my confidential files and information outside the organization?

Apps get access to only basic personal information and apps can only access files you explicitly send to the service.

Is there a Chalk Talk that focuses more on app management and security concerns?

Yes. We highly recommend attending our "Apps with Teams Fundamentals" chalk talk.

<https://aka.ms/TeamsChalkTalks>

Scenario 1: Incident Management

Use Cases

Incident Management

Diagnosis/Remediation Common Incidents

- Large amount of IT's time is spent reacting to and solving problems.
 - Many of the common issues can be easily solved without IT engagement.
 - How can IT resources be freed up to engage in more impactful projects?
 - Can this be solved through apps in Teams?

IT Support & Help Desk apps

- Add automation to perform diagnostic tests which could help resolve issues without engaging IT.
 - Leverage existing IT apps you are already using such as:

ServiceNow



Jira



Zendesk



Demo #1

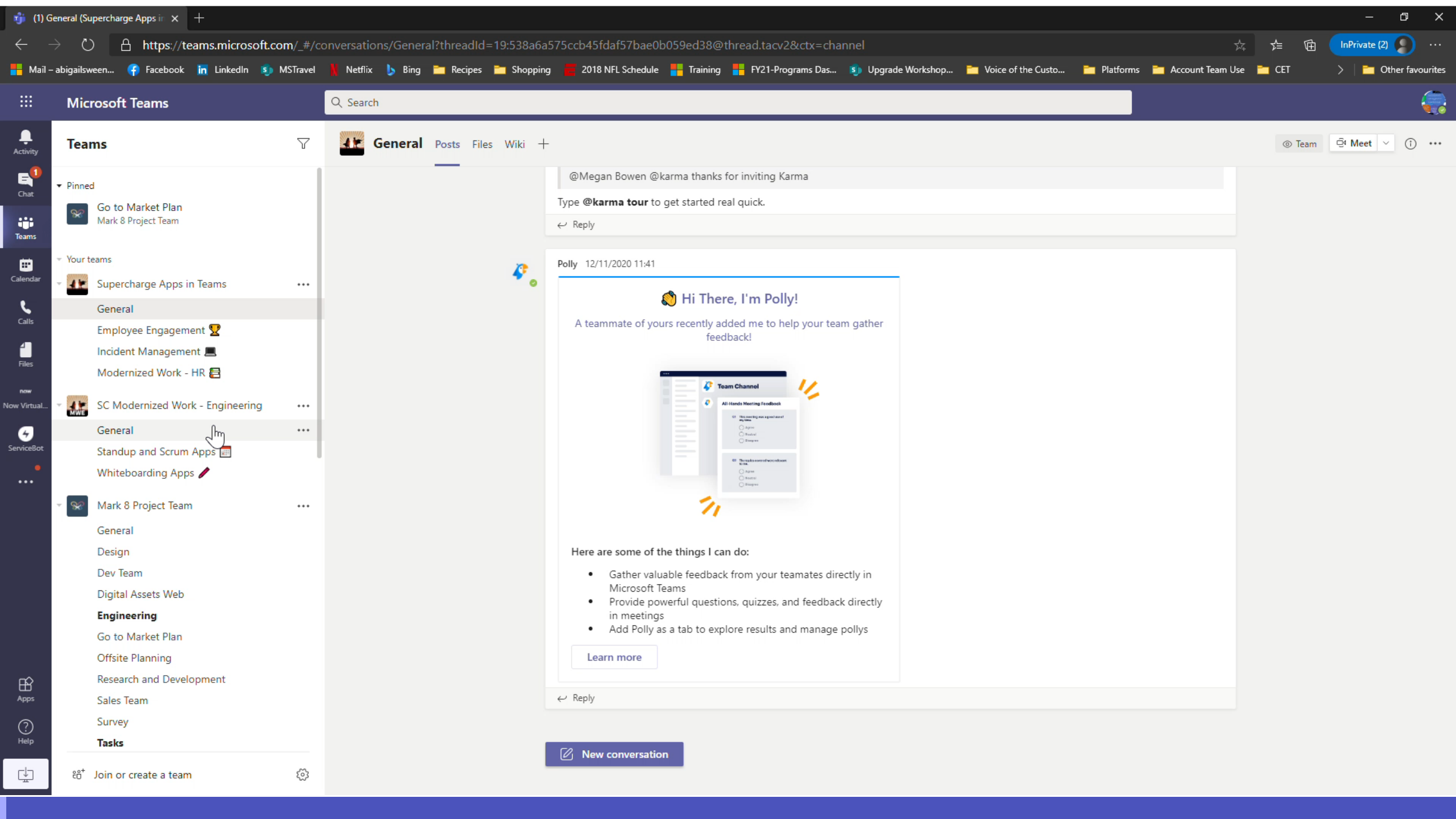
ServiceNow



Megan Bowen, End User

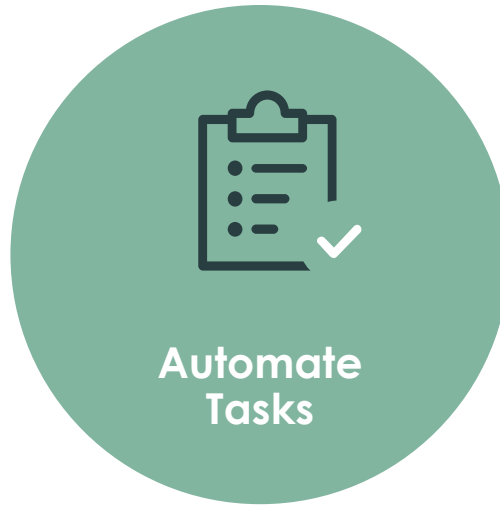


Megan is having issues where her mail client is acting slow. She can access websites and other applications are working. Her internet connection seems fine, but she doesn't know why her mail client is acting slow.



Summary

Incident Management



By leveraging apps such as ServiceNow and Jira, organizations can automate IT processes.

Automating help desk support allows IT resources to focus on more impactful projects for the organization, reducing the cost of IT services.

Scenario 2: Modernized Work

Use Cases

Modernized Work

Teams are working remotely

- Organization teams are needing better ways to collaborate, manage projects, and stay on top of tasks easily.

Standup apps

- Traditionally used by engineering teams
 - Also used by teams as part of their remote work routine

AgilePolly



ScrumGenius



Decisions



Whiteboarding apps

- Helps productivity in remote collaboration and meeting
 - Provides participants an opportunity to have their opinions heard

Freehand by InVision



MURAL



MindMeister





Babak Shammass, IT Development Manager

Babak manages a team of developers that are working remotely. He needs an easy way to glance how each team member's work impacts others, who's blocked, and what's needed to clear the way for moving forward.



Pradeep Gupta, Application Developer

Pradeep is one of the developers on Babak's team. He works with a team of 6 on creating and supporting various applications for their organization.



Megan Vance, Solution Architect

Adele is Pradeep's colleague and works with him on creating and supporting their business applications.

1

General (Sales and Marketing)

https://teams.microsoft.com/_/#/conversations/General?threadId=19:aebcb295378a430c998ac9b0f70def72@thread.tacv2&ctx=channel

Mail - abigailswen...FacebookLinkedInMSTravelNetflixBingRecipesShopping2018 NFL ScheduleTrainingFY21-Programs Das...Upgrade Workshop...Voice of the Custo...PlatformsAccount Team UseCETOther favourites

Microsoft Teams

Search

MA

Activity

Chat

Teams

Calendar

Calls

Files

Teams

Your teams

Rabak's Engineering Team

General

U.S. Sales

General

Sales East

Sales West

Sales and Marketing

General

Monthly Reports

Mark 8 Project Team

General

Design

Digital Assets Web

Go to Market Plan

Research and Development

SOC Team

Digital Initiative Public Relations

Retail

General

NC460 Sales

Join or create a team

General

Posts

Files

Wiki


Product Launch Event

Org

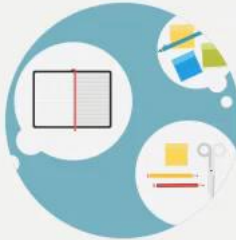
Meet

Welcome to the team!


Here are some things to get going...




Add more people



Create more channels



Open the FAQ




Miriam Graham

09/10/2020 10:04

Great job team! The latest campaign was a great success - you all did an awesome job. 😊

2 replies from Alex and Megan


Reply



Nestor Wilke

09/10/2020 10:04

Hi Sales and Marketing - I'm attending a conference next month. Do you have any Contoso swag for me to hand out?



Megan Bowen

09/10/2020 10:04

Yes! Stop by my office when you have a moment. If I'm not here, Alex Wilber can show you what we have.

Reply

New conversation



Results

Modernized Work

Efficiency

- Development teams can work more efficiently by using scrum apps within Teams.

Remote Collaboration

- Whiteboarding apps provide a great way to brainstorm, plan, and collaborate virtually together.

Use Cases

Modernized Work

Human Resources

- Employees are needing an easy way to access their payroll, benefits and request time off remotely.

People managing apps

- Help build a more connected workforce with human resources and sales apps.

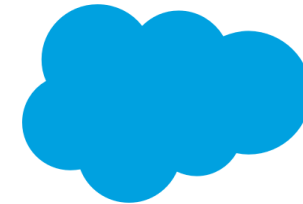
ADP



Workday



Salesforce





Patti Fernandez, Manager of Human Workforce

Patti has been working for Contoso for 15 years and is wanting to implement better tools to help employees with managing their payroll, time off, and more.



Nestor Wilke, Operations Manager

Nestor is Johanna's manager and is supportive of his time having a healthy work-life balance. He encourages time off to help his employees' recharge.



Johanna Lorenz, Operations Lead

Johanna loves her job but does need a vacation from time to time to help her take a break which makes her a more productive employee.

Demo #2

Workday



Johanna helped launch a new product for her company. She put in hard work with her team to make it happen and is now needing a vacation to recharge.



Johanna is unsure how much PTO time she has available so she starts a conversation with the Workday bot.

She types the question "how much time off do I have?".

The screenshot shows a Microsoft Teams interface. On the left is a sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, Planner, Workday, and Communities. The main chat area shows a conversation with the 'Workday' bot. The bot's message, timestamped 13:10, provides the user's available PTO balances. A user message, also timestamped 13:10, asks 'how much time off do i have?'.

Microsoft Teams Search

Workday Chat Files About

13:10
how much time off do i have?

Workday 13:10

As of today, these are your available balances:

- Floating Holiday (Floating Holiday (Hours)): **0.0 Hours**
- Paid Time Off (Sick (Hours), Vacation (Hours)): **37.4 Hours**

The following requested and approved time off has not been subtracted from your available balances:

Vacation (Hours):
Nov 23–25, 2020 (24 Hours)
Dec 1–3, 2020 (24 Hours)
Dec 7–9, 2020 (24 Hours)
Dec 10–11, 2020 (16 Hours)
Aug 2–3, 2021 (16 Hours)

You can also view your balance for a future date or request time off.



She is delighted to see she has PTO available and proceeds to request time off through the ADP Virtual Assistant bot.

Microsoft Teams interface showing a chat conversation with the Workday bot.

Microsoft Teams Search

Workday Chat Files About

Activity Chat Teams Calendar Calls Files Planner Workday Communities

Dec 7–9, 2020 (24 Hours)
Dec 10–11, 2020 (16 Hours)
Aug 2–3, 2021 (16 Hours)

You can also view your balance for a future date or request time off.

13:10
take time off

Workday 13:10

OK. What are the start and end dates of your time off request? For single-day requests, you can just give one date.

13:10
Dec1-3

Workday 13:10 Updated

Here's your time off request:

Dates: Dec 1–3, 2020 (24 Hours)
Type: Vacation (Hours)

Submit your request?

Submit Edit or add details Cancel



Nestor receives a notification in Teams that Johanna has requested time off.

He proceeds to review her request and responds in the app with approving her time off.

Workday

Search or type a command






Conversation Help

How may I help you, Mark?

My Pay My Time Off My Directory My Benefits

My Current Active Benefits

Here is a summary of your current benefits election. Cost of benefits is estimated per paycheck.

 MEDICAL	Plan Name Blue Cross Blue Shield Medical 002, Eligible Employees Cost \$100.00 Coverage Employee + Family Effective Feb 01, 2019
 DENTAL	Plan Name Aetna Aetna Dental, Eligible Employees Cost \$12.50 Coverage Employee Effective Jan 01, 2019
 VISION	Plan Name VSP Vision Plan, Eligible Cost \$4.00 Coverage Employee + Spouse Effective Jan 01, 2019
 PRESCRIPTION	Plan Name Aetna CVS Caremark Mail Service Pharmacy Cost \$8.14 Effective Feb 28, 2019
 LONG-TERM DISABILITY	Plan Name Discovery Benefits Long Term Disability Cost \$28.14 Effective Feb 28, 2019

Next 5 Waived Benefits



Johanna receives a notification that her requested time off has been approved.



Results

Modernized Work

Discoverability & Usability

- Make it easy for employees to access critical workplace information directly within Teams.

Efficiency

- Employees can easily complete common HR workflows with a few clicks.
- Get quick answers for common questions.

Summary

Modernized Work

With more teams working remotely, organizations are looking for better ways to be productive virtually.

Whether it's development teams or other parts of the business, you can leverage so many great apps in Teams to improve the modernized work environment.

Scenario 3: Employee Engagement

Use Cases

Employee Engagement

Employee sentiment

- With employees working remotely organizations are looking for ways to gauge employee happiness and well-being.

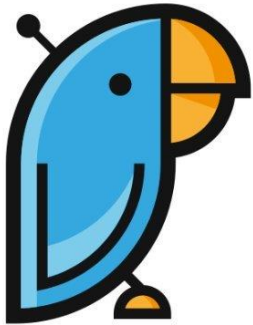
Employee engagement

- With the pace of change in the way employees are working in this modern world, organizations are needing tools to improve employee interaction.

Pulse and survey apps

- Enable managers to gauge the status of:
 - Teams' culture and morale in a remote work environment

Polly



TINYpulse



SurveyMonkey



Employee recognition apps

- Employee and retention engagement apps help promote company values and culture
 - Employee appreciation and recognition
 - Uncover valuable human resources (HR) insights

Achievers



Disco



Karma





Lynne Robbins, Customer Success Manager

Lynne manages the customer service department. She has concerns with her employees not feeling appreciated and wants to improve employee engagement.



Diego Sicliani, Customer Service

Diego works for Lynn and while he loves his team, he is started to feel disconnected since everyone is now working remotely.



Debra Berger, Customer Service

Debra works with Diego and at times is feeling that there isn't enough internal employee engagement.



Diego loves his job but is struggling with working remotely. He misses the in-person social interaction with his colleagues and decides to talk to Lynn about his concerns.



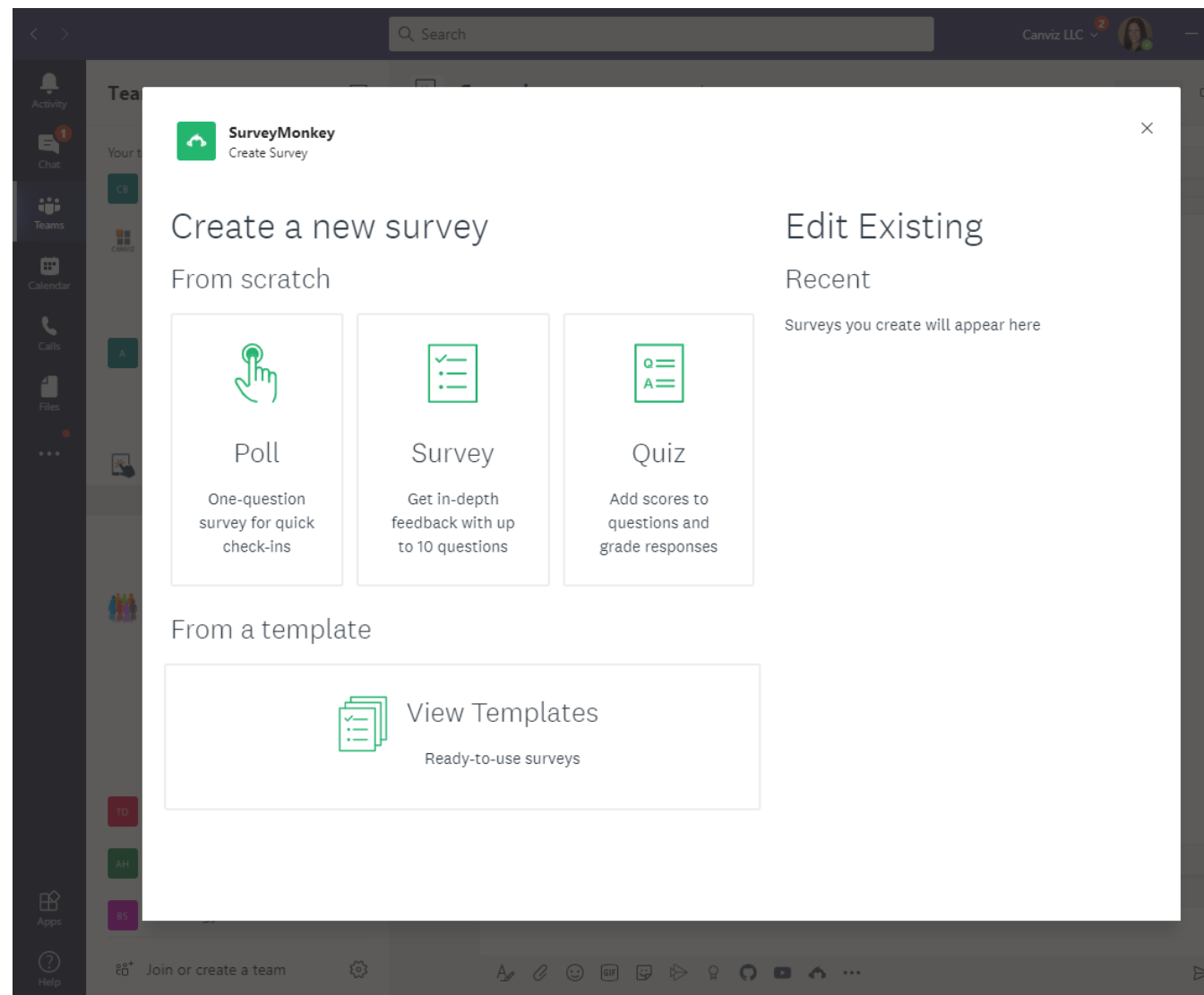
Diego and Lynn have a heart-to-heart and decide they need to figure out a way to gauge how the rest of the team is doing. Lynn would also like to implement ways to help her team interact virtually to stay more connected.

Diego suggests creating a survey for the team to help determine how everyone is handling remote working.



Lynn's company is already using SurveyMonkey so she is happy when she realizes she can leverage the app in Teams.

She starts creating a survey easily within Teams.





She finds a pre-existing template that is exactly what she needs.

SurveyMonkey

Create Survey

Select template

Supervisor Performance Template Survey

Team Performance Survey Template

Training Course Evaluation

University Student Satisfaction Template

Find out what students think about their experience at college or university.

Premium

Wage Gap Evaluation Template

Wage Gap Evaluation Template

Premium

Work Engagement Survey Template

Work Engagement Survey Template

Work Environment Template

Assess work environment satisfaction, a key factor of employee engagement.

Premium

Work-Life Balance Survey Template

Work-Life Balance Survey Template

Working From Home Check-In

This template is for managers to check-in weekly with their employees who are working...

Back

Didn't find what you were looking for? [See all templates](#) in SurveyMonkey

2 hidden channels




Lynn makes a few minor changes before publishing the survey. She decides it's best to make the survey anonymous as it may help her team be more open about how they're feeling.

The screenshot shows a Microsoft Teams window with a SurveyMonkey 'Create Survey' modal open. The modal has a dark header with the SurveyMonkey logo and 'Create Survey' text. Below the header, there are tabs for 'Create' (selected) and 'Settings'. The 'Create' tab is divided into two sections: 'Working From Home Check-In' and 'Question 1'. Under 'Question 1', the 'Question type' is set to 'Multiple choice'. The 'Title' is 'How satisfied are you with your current work from home arrangement?'. The 'Choices' section lists five options: 'Very satisfied', 'Somewhat satisfied', 'Neither satisfied nor dissatisfied', 'Somewhat dissatisfied', and 'Very dissatisfied'. Each choice has up, down, and delete icons. At the bottom of the 'Create' tab is a '+ Add question' button. To the right of the 'Create' tab is a 'Preview' section showing a preview of the survey question and choices. At the bottom right of the modal is a 'Create survey' button. The background shows the Microsoft Teams interface with a search bar, a sidebar with navigation icons, and a bottom bar with status and meeting controls.



Debra sees the survey posted in Teams and is feeling relieved because she's been struggling as well with working remotely. She is grateful it's anonymous so she can share her feelings without her team knowing it's her.

She fills out the survey and other teammates begin doing the same.

 **SurveyMonkey**
Take Survey

×

New

Working From Home Check-In

* 1. How satisfied are you with your current work from home arrangement?

☐ Very satisfied

☐ Somewhat satisfied

☐ Neither satisfied nor dissatisfied

☐ Somewhat dissatisfied

☐ Very dissatisfied

* 2. Compared to last week, are you feeling more optimistic or pessimistic about working from home?

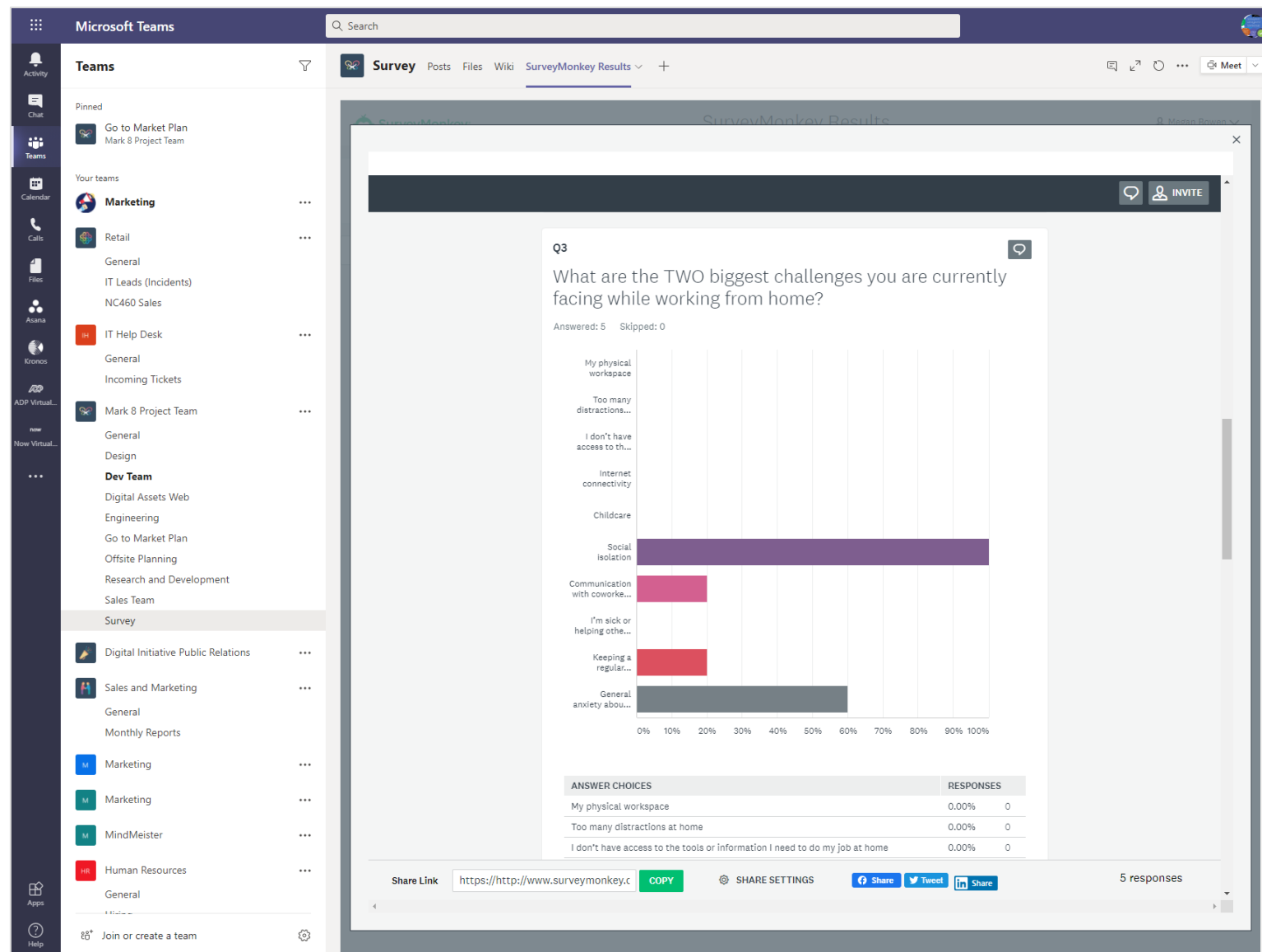
☐ Optimistic

☐ Pessimistic



Lynn reviews the survey results which gives her better insight to how her team is doing.

Most of the results showed Lynn's employees are missing the in-person interaction and are lacking motivation.





She decides it's time to implement an employee recognition program. To her surprise, she realizes there are some great recognition apps available in Teams.

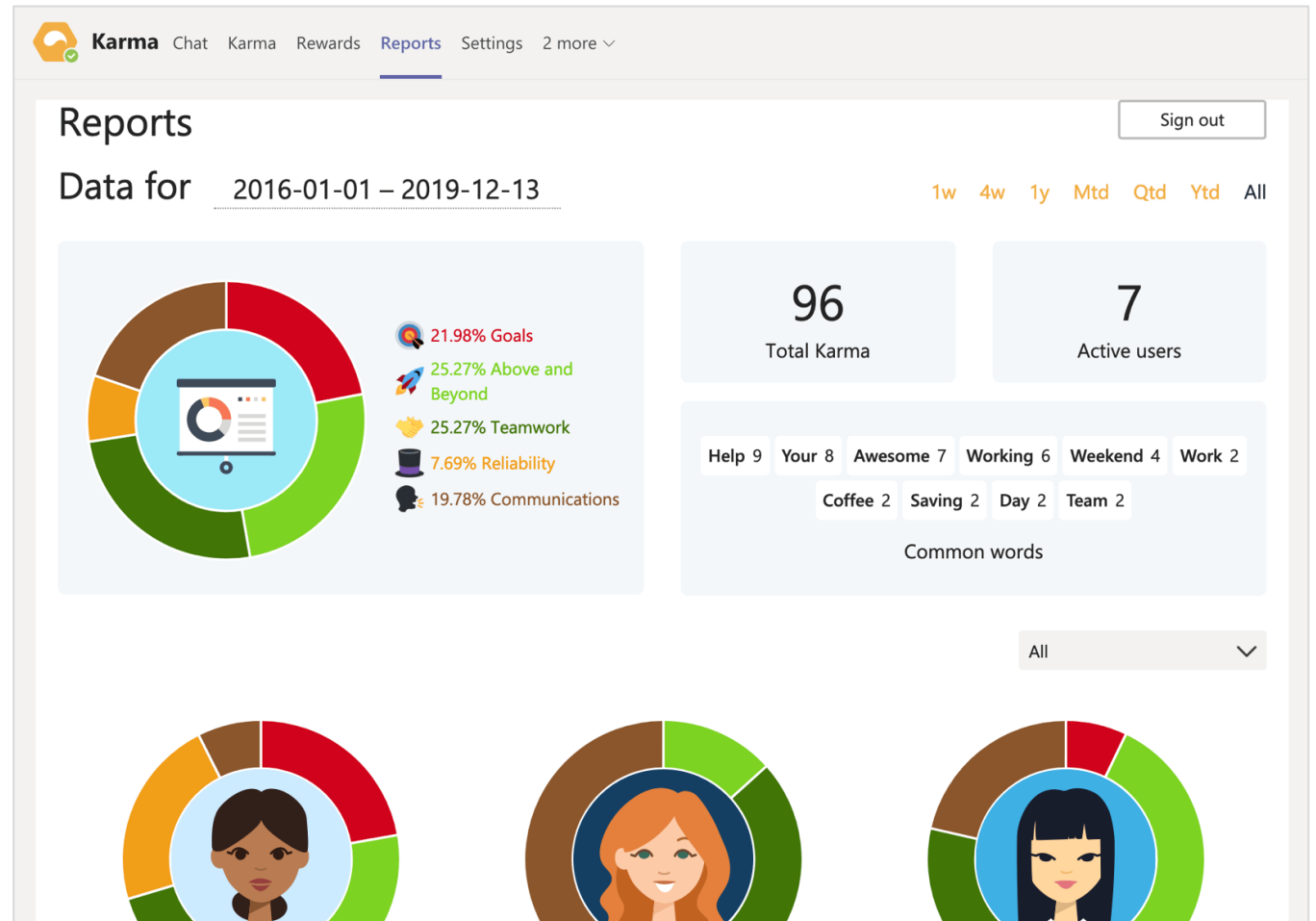
Lynn decides to give Karma try.

The image shows two overlapping screenshots. The background screenshot is the Karma app's 'Settings' page. The top navigation bar includes 'Karma', 'Chat', 'Karma', 'Rewards', 'Reports', 'Settings', and '2 more'. The left sidebar lists 'Global' (selected), 'Rewards', 'Values', 'Dashboard', 'Permissions', 'Assign roles', 'Notifications', and 'Billing info'. The main content area is titled 'Global' and contains settings for 'Limit maximum karma per request' (set to 1), 'Limit karma' (set to 50 for the month), 'Disable negative karma' (On), and 'Mandatory karma description' (On). A 'Karma rules' section contains a message: 'We've added Karma in Teams! Karma is designed for you to recognize your peers any time they do an awesome job. Things that do deserve some karma: @Karma @username ++ For being awesome, @Karma @username 2++ You're so awesome, @Karma @username 3+++ For being super awesome, @Karma @username 5++ For making a soy latte'.

The foreground screenshot is a Microsoft Teams chat window. The top bar shows 'Microsoft Teams' and a search bar. The left sidebar lists 'Activity', 'Chat', 'Teams', 'Meetings', and 'Files'. The main chat area shows a conversation with 'Thom Taylor' at 8:31 PM. The chat history includes a message from 'Karma' at 8:31 PM titled 'Karma rewards' with a list of available rewards: 'Hot coffee' (A cup of invigorating hot drink), 'Movie time' (Cinema tickets for two), 'Book' (Any book from Amazon under \$40), and 'Prezzy card' (Get a card loaded with \$50).




Lynn loves how she can easily track performance, set goals, get reports and reward excellence through the app's dashboard directly inside Teams.





Diego and Debra are loving the new employee recognition program and are feeling more engaged and motivated.

Karma coins

206.84 


BALANCE SHEET

Your share

7.0%


Bonus in Jun 14

70 / 1000




Movie time

Cinema ticket


5 

REDEEM




Large pizza

Approved by TMNT committee


10 

REDEEM




Steam gift card \$20

🎮🎁


20 

REDEEM




Book

Any book under \$40


40 

REDEEM



Dinner for one

Treat yourself at your favourite restaurant


60 

REDEEM

Fulfillment

History


Bonus shares



Movie time

Cinema ticket

2 days ago

 Zachary Cross

FULFILL



Results

Employee Engagement

Surveys and pulse apps

- Provided insight to the well-being of the team.

Improved employee engagement

- Greatly improved employee engagement and morale with the team.

Summary

Employee Engagement

In this modern world with so many people working remotely, employee sentiment and engagement is important.

By implementing surveys, pulse apps and employee recognition programs, you can easily improve the wellness of your team.

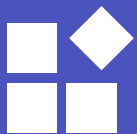
Where do you go from here?



Key takeaways

In this workshop, you learned about:

- Types of common app integrations for Teams across multiple scenarios and user personas
- Third-party apps available for key scenarios



Explore more resources



Overview of apps in Teams: <http://aka.ms/OverviewAppsInTeams>



Custom apps in Microsoft Teams: <https://aka.ms/teamsdev>



Additional Chalk Talks: <https://aka.ms/TeamsChalkTalks>



Deployment best practices: <https://aka.ms/SuccesswithTeams>



Link to handout: <https://aka.ms/SuperchargeTeams>



End-user training about apps: <http://aka.ms/LearnTeamsApps>

Open Q&A



Share your feedback
TeamsIT@Microsoft.com

Thank you for attending!

