

GSD. MS Teams - Add an App to Microsoft Teams

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General Information:

Possible symptoms/errors:

User wants to know how to Add an App to Microsoft Teams

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Microsoft Teams integrates with several of apps to help to communicate across various platforms. These apps can be added to Teams in several ways.

Details:

Apps in tabs

Apps can be used in channels or chats. Advise user to:

Select the plus sign at the top of a channel or chat. Search for or select the app you want to add it. Add information if needed, and select Save.

The app appears at the top of user's chat or channel.

Apps in messages

Advise user to:

Select New conversation under the message box and select an app to start using it. If user doesn't see the app they want, they must select More options, find one, and select Add.

Apps as Connectors

Connectors are apps that send notifications and information to a channel. To add a connector, advise user to:

Go to the channel they want, select More options > Connectors, and choose an app. They'll be prompted to add a service and configure notifications.

Apps used outside a team, channel, or chat

Advise user to select More added apps and choose an app.

This lets user see a view of all their information in that app from across Teams.

All apps

If user is looking for all apps, advise them to:

Select Apps on the left side of Teams to search and browse for apps available to user's organization. Discover new apps based on Categories. Some apps require subscriptions or signing-in.

Apps in meetings

User can add an app to a scheduled meeting to enhance how their work and collaborate with their team. Advise user to:

Before a scheduled meeting starts, open the calendar invite and select the sign at the top of it. Choose an app and select Add. During the meeting, view content with their attendees and gather information from their added app.

Apps stay as tabs in user's invite so they can get to them any time after a meeting.

If this article did not resolve the issue, assign the ticket to

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A