

Microsoft Teams

with bots, connectors and tabs

Nuno Árias Silva
18/3/2017
Office Dev Days



Nuno Árias Silva

MVP Office Servers and Services

I advise my clients to be proactive in adopting new Microsoft technologies that help them to reach business needs and to accomplish their goals.

Has more than 19 years working on IT, with Master in Information Technologies, last projects have more focus in Office 365, Infrastructures and Security within Microsoft Infrastructure Products.



Blog: www.nuno-silva.net
Email : email@nuno-silva.net
Twitter : NunoAriasSilva
Facebook : nunoarias
LinkedIn : nunoarias

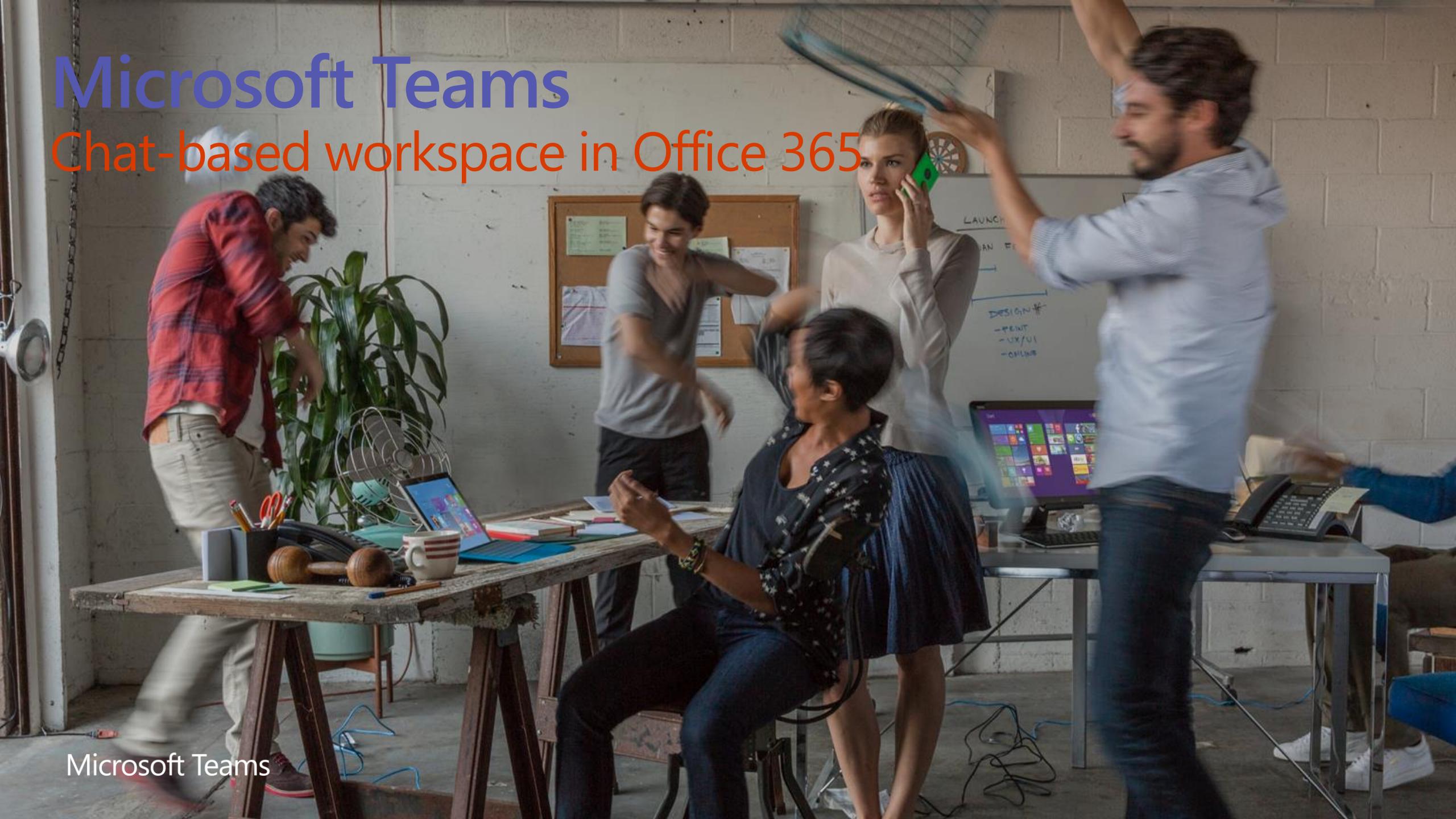
GFI
Manager - Infrastructure Services
nuno.a.silva@gfi.pt

Agenda

- ➡ Overview
- ➡ Microsoft Teams
- ➡ Connectors, Tabs and Bots
- ➡ Setup Microsoft Teams
- ➡ Demo
- ➡ Resources & Lab

Microsoft Teams

Chat-based workspace in Office 365



Office Platform

WHAT CAN I BUILD?



ADD-INS AND WEB PARTS:

Make your solution a native part of the modern Office



WEB AND DEVICES APPS:

Build smarter apps by connecting to Office services



VOICE, VIDEO, CONNECTORS, AND BOTS

Create the next generation of productivity solutions



1

Overview



Collaboration is how work gets done

Employees work on nearly

2X

the number of teams,
compared to 5 years ago



Internal & External Team Members

Team members outside the firewall need unfettered access



Geographically Distributed

Need varied ways to connect across locations and time-zones



Multi-Generation Workforce

Different expectations and preferences for tools

Different groups have different needs



Chat-based
Workspace



Mail &
Calendar



Voice, Video
& Meetings



Co-Creating
Content



Sites & Content
Management



Enterprise
Social

Today's Challenges

Siloed Apps

Friction across applications – multiple logins, difficulty sharing and discovering information

Wasted Time

Context switching between different apps drains attention and time

Shadow IT

Incomplete toolset can lead to inconsistent security, compliance and risk

Office 365: Designed for the unique workstyle of every group



Chat-based
Workspace



Mail &
Calendar



Voice, Video
& Meetings



Co-Creating
Content



Sites & Content
Management



Enterprise
Social

Office 365 Groups

Complete Solution

Office 365 addresses the breadth of collaboration needs across your company

Integrated Experiences

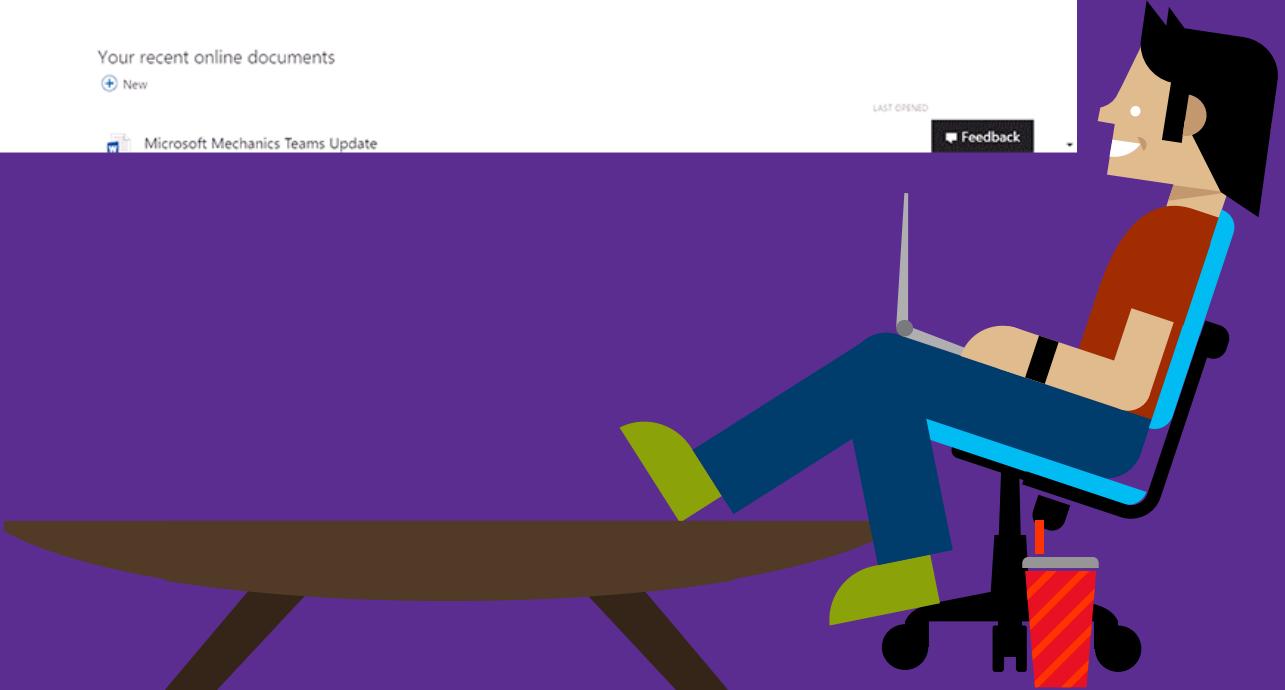
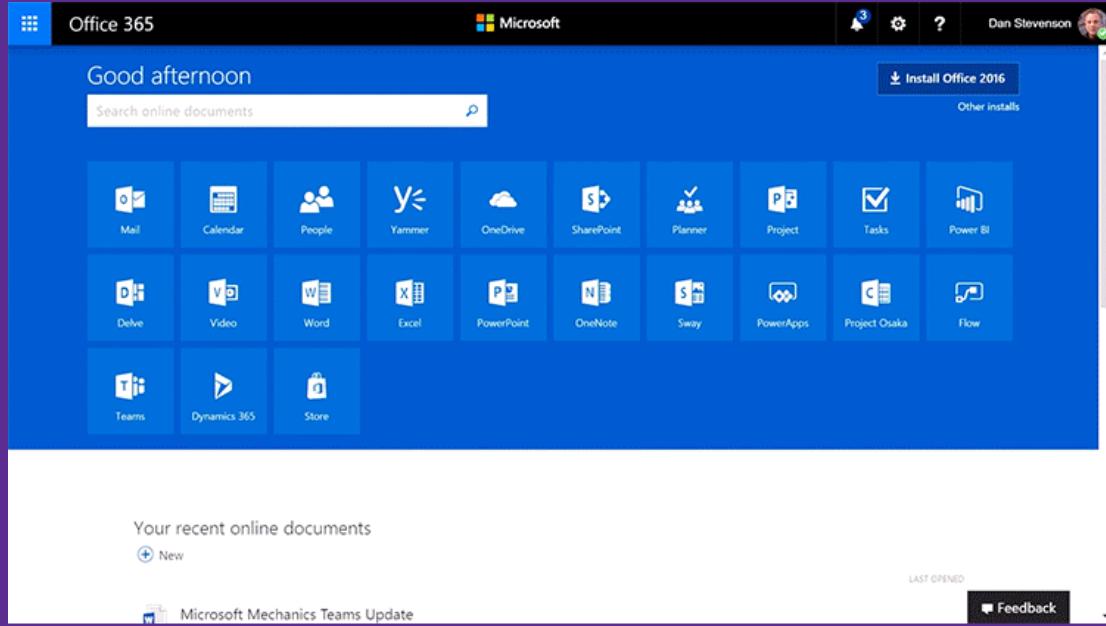
Office 365 Groups and Microsoft Graph enable integrated collaboration experiences

Security and Compliance

Office 365 delivers the security, compliance and manageability required in today's workplace

2

Microsoft Teams



Chat-based workspace in Office 365



Chat for today's teams

Communicate in the moment and keep everyone in the know



A hub for teamwork

Give your team quick access to information they need right in Office 365



Customizable for each team

Tailor your workspace to include content and capabilities your team needs every day.



Security teams trust

Get the enterprise-level security and compliance features you expect from Office 365.

Chat for today's teams

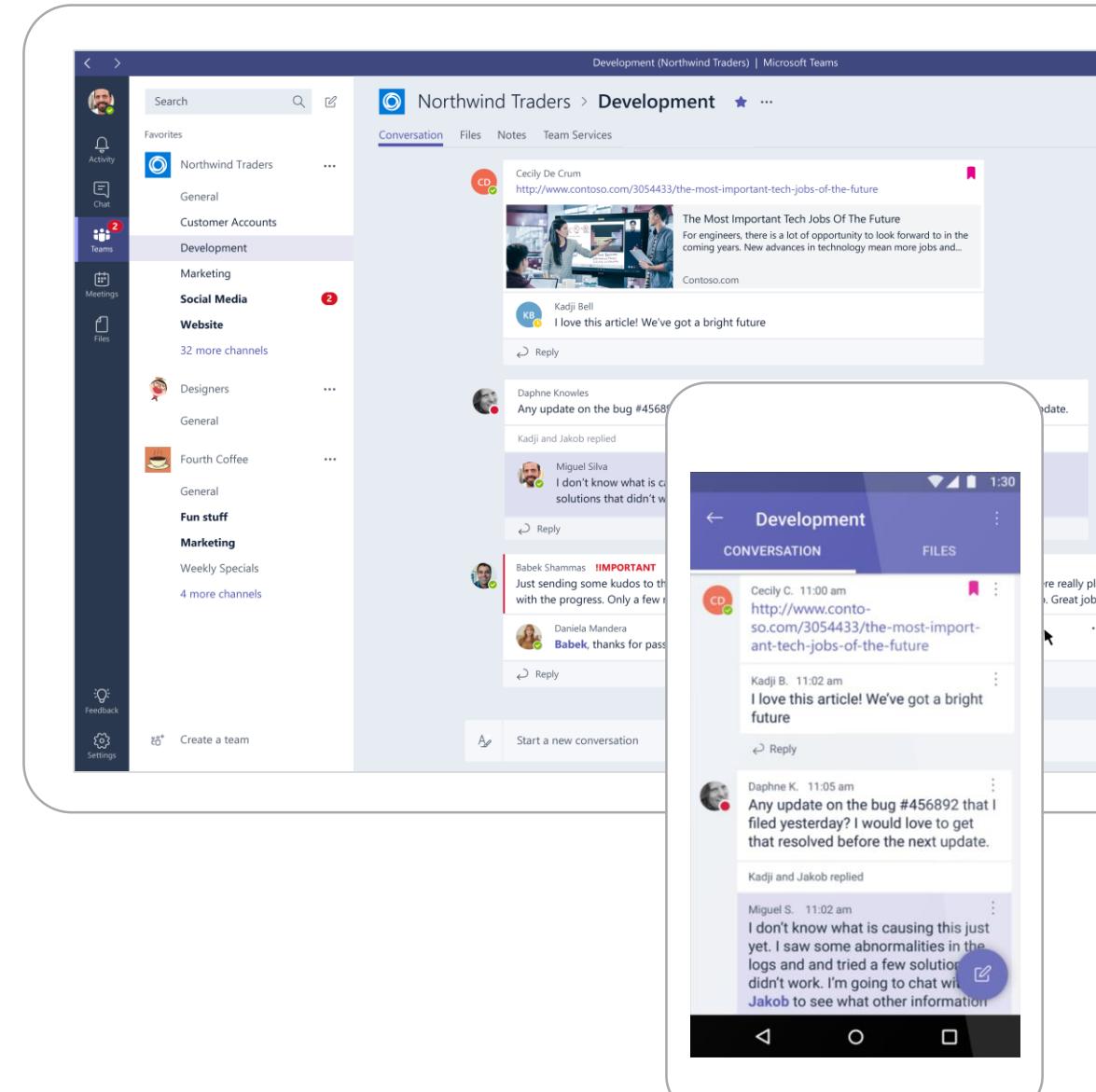
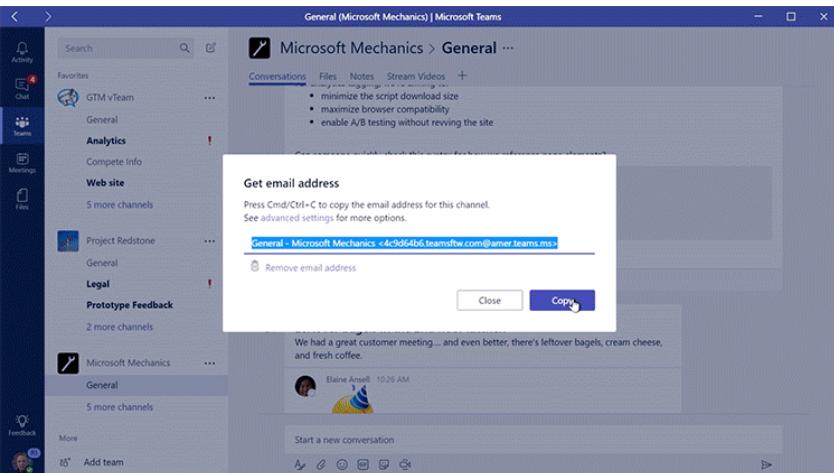
People can see content and **chat history** anytime.

Team chats and activities are **visible** to the entire team.

Use **private chats** for small group conversations.

Join a **Skype video call** to meet in real time.

Connect **across multiple devices**.



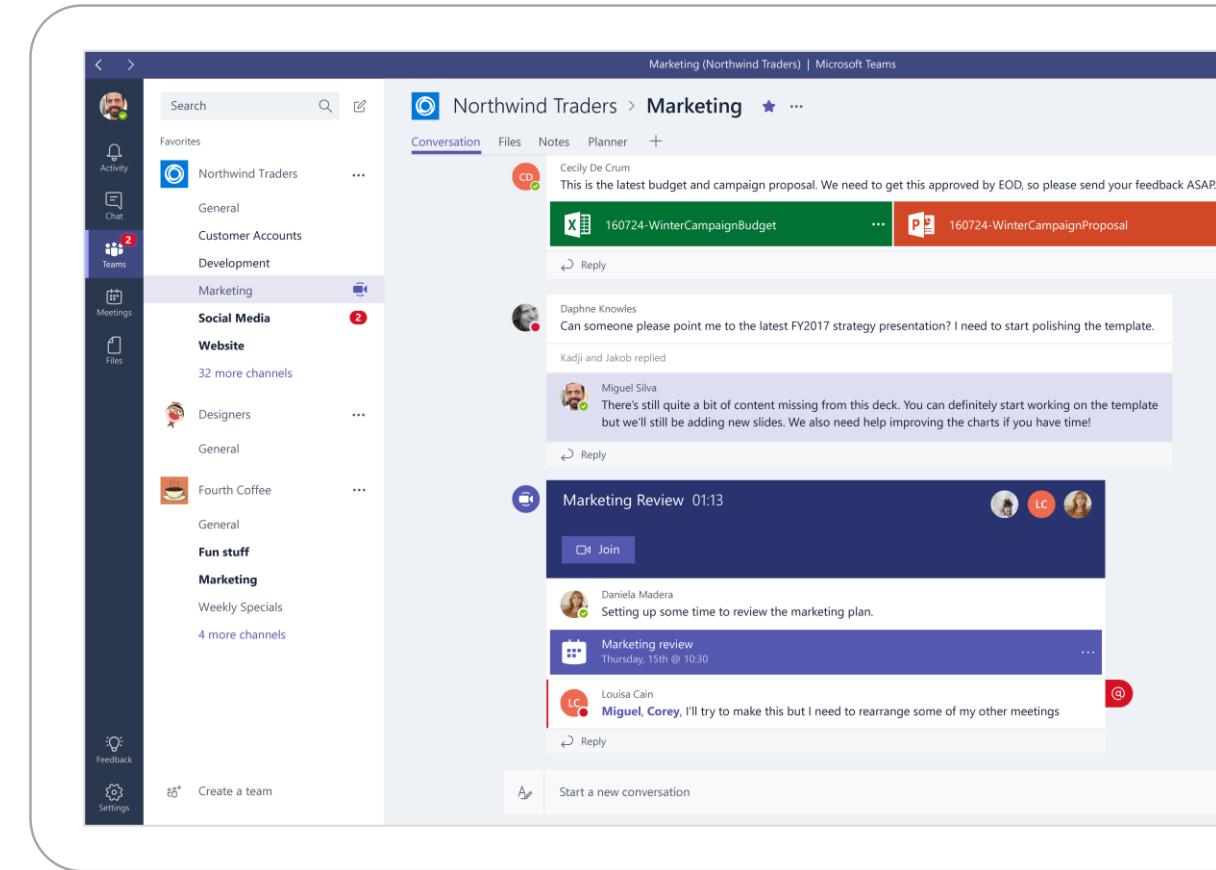
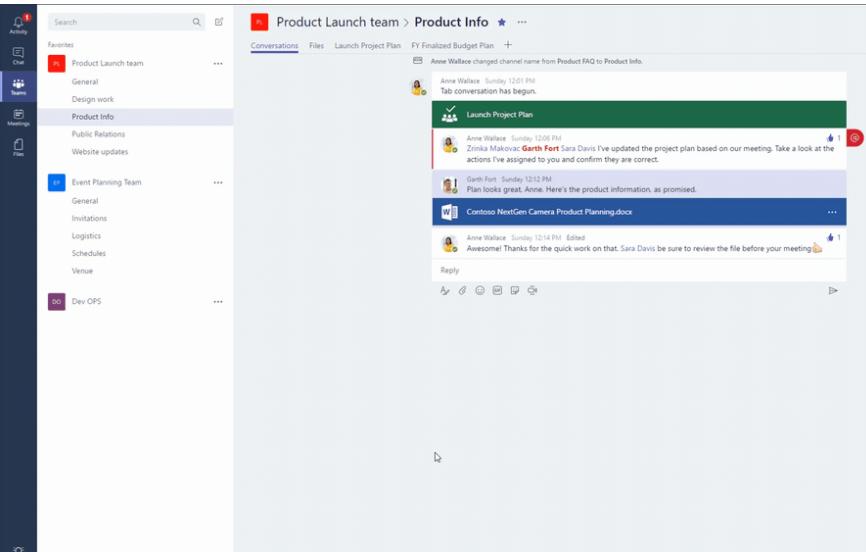
A hub for teamwork

Chat, content, people, and tools live in a team workspace.

Teams have quick access to information they need.

Integrated with SharePoint, OneNote, Skype for Business.

Work with Office and other documents right in the app.



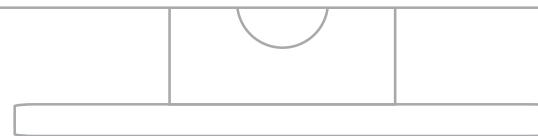
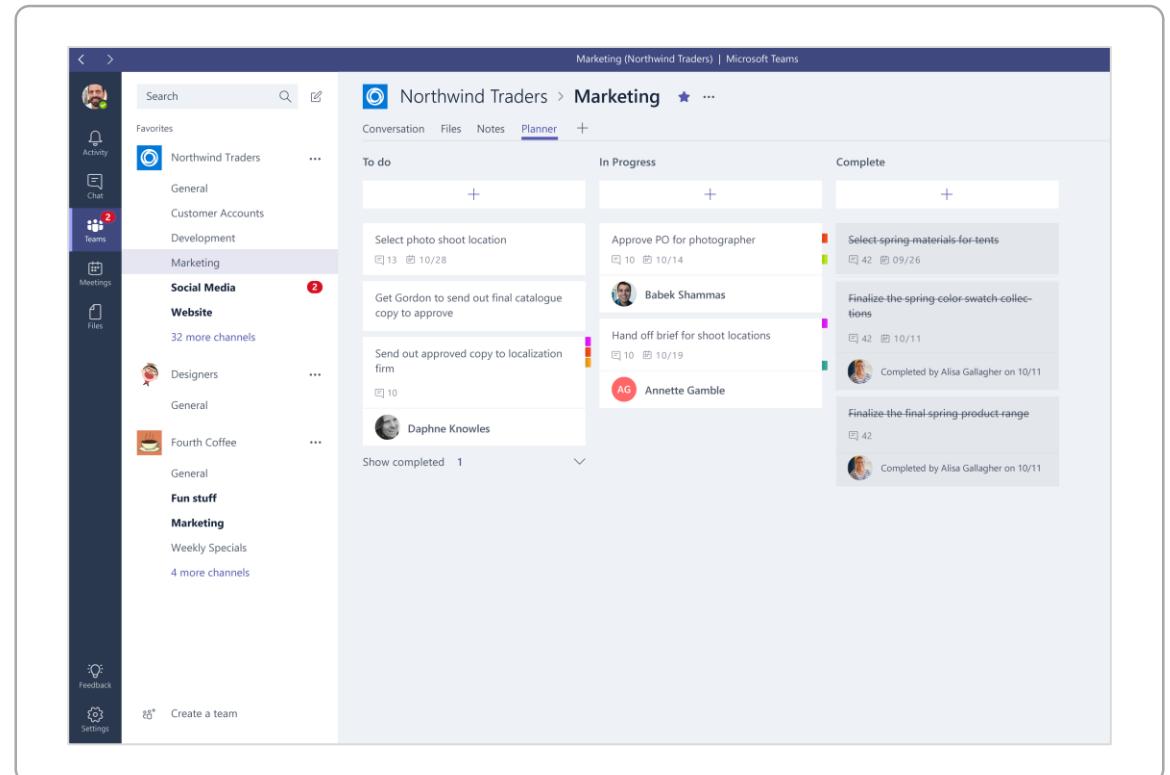
Customizable for each team

Add [tabs](#) to provide quick access to frequently used documents and cloud services.

Explore data and take quick actions with [bots](#).

Pull in [Office 365 Connectors](#) for updates from 3rd party tools and services.

Access [developer preview](#) APIs to build integrations.



Security teams trust

Broad compliance standards support: ISO27018/01, SOC 1 and 2, HIPAA, EU Model Clauses & more

Data encryption at all times, at-rest and in-transit.

Multi-factor authentication for enhanced identity protection.

Strong customer privacy safeguards.

The screenshot shows the Microsoft Security & Compliance Center interface. On the left, there's a navigation menu with options like Alerts, Permissions, Classifications, Data loss prevention, Data governance, Threat management, Search & investigation, Content search (selected), Content search (Beta), Audit log search, eDiscovery, and Reports. The main area is titled "Content search" and shows a search bar with the query "Redstone leaks". Below the search bar, it says "Search your organization for content in email, documents, Skype for Business conversations, and more. You can then preview and export the search results. Learn more". There's a table with columns for Name, Searched, Searched by, and Query. One row is highlighted with the name "Redstone leaks", the date "3/8/2017 12:00 PM", the user "Dan Stevenson", and the query "redstone". To the right of the table, there's a section titled "Results" with details about the search run: "Last run on: 3/8/2017 12:00 PM", "28 items, 704.55 KB", "28 documents", "All sites", "All public folders", "Preview search results", and "Update search results". Below this, there are buttons for "Export results to a computer" (with "Start export") and "Export report to a computer" (with "Generate report"). At the bottom, there's a "Query" field with "redstone" typed in and a "Feedback" button.

The screenshot shows the Microsoft Teams interface. On the left, there's a sidebar with "Favorites" (Northwind Traders, General, Customer Accounts, Development, Marketing, Social Media, Website, 32 more channels), "Teams" (Designers, General, Fourth Coffee, Fun stuff, Marketing, Weekly Specials, 4 more channels), and "Files". The main area shows a channel named "Marketing" under "Northwind Traders". The channel header includes "Marketing" and "Marketing (Northwind Traders) | Microsoft Teams". The channel has tabs for Conversation, Files (selected), Notes, Planner, and a "+" button. The "Files" tab shows a list of files: "DesignBudget-102016.xlsx" (Today), "JulyPromotion.docx" (Today), "Alignment_Process.docx" (Yesterday), "Designstyleguide.onenote" (Yesterday), "Finance_Report_2016.xlsx" (Yesterday), "Photoshoot_Budget.xlsx" (6/20), "Marketing_Spring_Campaign.pptx" (6/20), "UserTestimonials.pdf" (6/20), "BannerAdsCopy.docx" (6/16), "Client-copyreview.docx" (6/14), "Design-WinterCampaignPitch.pptx" (6/14), and "DevelopmentSchedule.pdf" (6/13).

Connectors and Bots



Connect to
different services

Connect to different services to bring in content and updates.

- Twitter
- Zendesk ticket
- RSS feed
- StatusPage.io

And many more.



Interact with
services using IM

Complete tasks by issuing commands or requesting information from Bots.

Develop your own bots to interact with your own services.

Suited for many different team roles



Sales

Get quick answers from PMs and Sales Ops

Share key customer wins

Get lead notifications and deal mentions

Share latest company, product and competitor news



Marketing

Coordinate campaigns and event tasks

Share the latest content drafts for feedback

Get automated reports from analytics tools

Prepare marketing launch across multiple stakeholders



Project Management

Streamline project communication and tools

Provide status updates, get feedback, coordinate tasks

Share files and collaborate on deliverables

Get new project members up to speed quickly



Engineering

Enable continuous discussion across a distributed team

Discuss ideas and requirements, gather inputs in the open

Integrate with developer tools like Jira

Store standard documentation and files



Customer Support

Enable continuous knowledge sharing between shifts

Provide visibility into customer escalations

Speed up issue resolution with various subject matter experts

Search for solutions across conversations

Microsoft Teams
in an

Email-centric organization.

Goal

Separate customer communications and notifications from team communications and collaboration

Include Geographically Dispersed Team Members

Need varied ways to connect across locations and time-zones

Make files easier to find and discuss

Different expectations and preferences for tools

Stories

Reading / finding
conversations

Deleting a Team

Discussing and
Documenting

Office banter for
the remote
worker

Product roadmap (History)



3

Connectors, Tabs and Bots



<http://dev.office.com/>

Connectors

Connectors allow your Microsoft Teams users to receive Updates right from popular services such as Twitter, Trello, Wunderlist, GitHub, and VTS.

Updates show up as rich cards in channels.

Connectors for "General" channel in "AdventureWorks" team

Use connectors to keep current with content and updates of interest from other services you frequently use. You can create one or more connections. To get started, choose a service from the list below, then click Add.

View by: Popularity ▾

Search

Add

Add

Add

Add

Add

X

 **Trello**
Manage Trello cards and tasks all in one place.

 **Twitter**
Send and receive messages called Tweets.

 **Bing News**
Get news summaries powered by Bing.

 **RSS**
Get RSS feeds for your group.

 **Incoming Webhook**
Send data from a service to your Office 365 group in real time.

 **Wunderlist**

Connector Framework

For a more comprehensive list of Connectors and introduction to connectors check out <https://support.office.com/en-us/article/Connect-apps-to-your-groups-in-Outlook-ed0ce547-038f-4902-b9b3-9e518ae6fbab?ui=en-US&rs=en-US&ad=US>

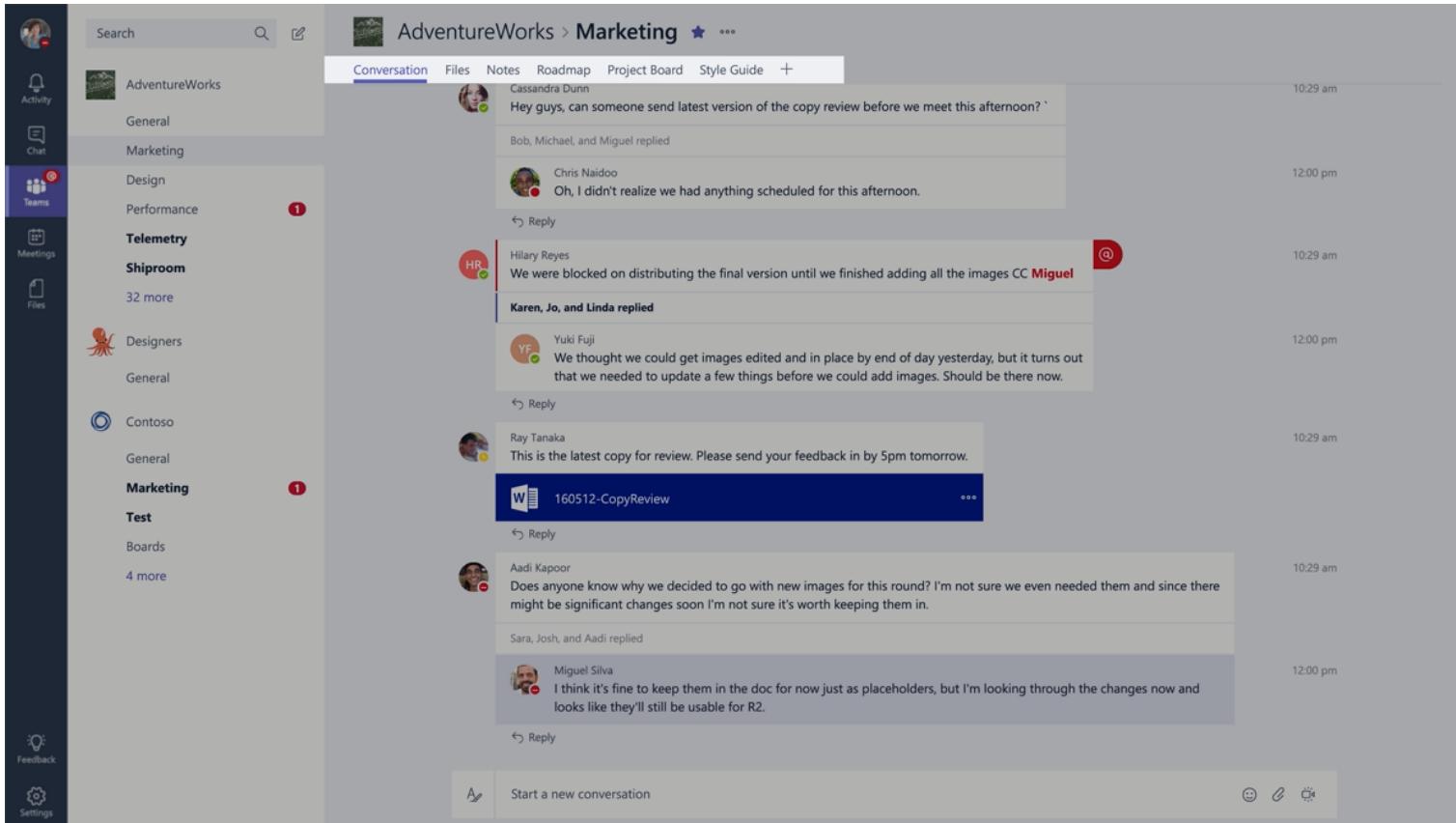


If you're interested in building your own Connectors, check out the development site <https://dev.outlook.com/Connectors>



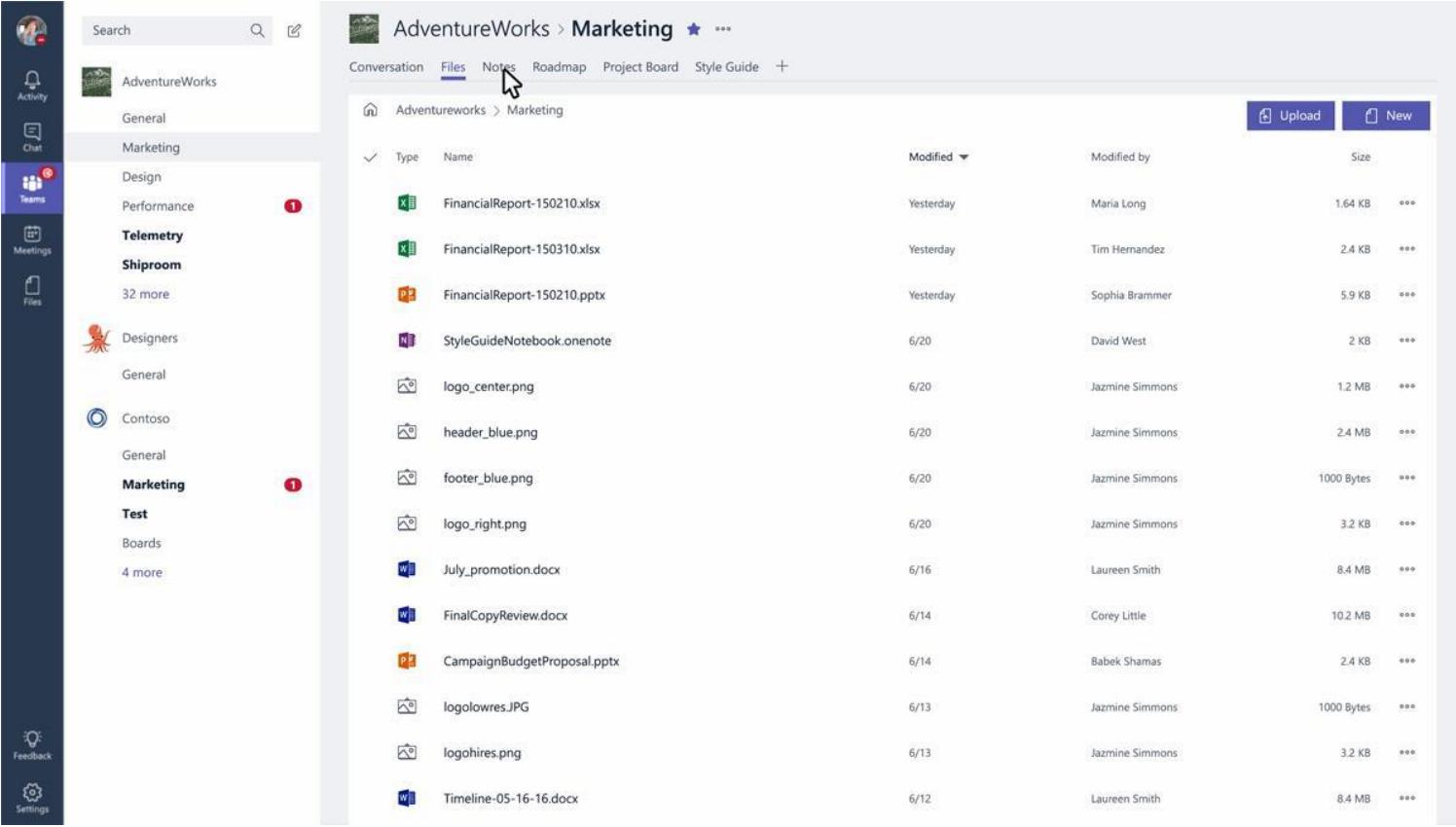
Tabs

Tabs are always visible at the top and stay with the conversation, so everyone can get to them easily.



Default Tabs

You automatically get a couple of tabs. Files that get uploaded will live in the Files tab and notes people and will live in the Notes tab.

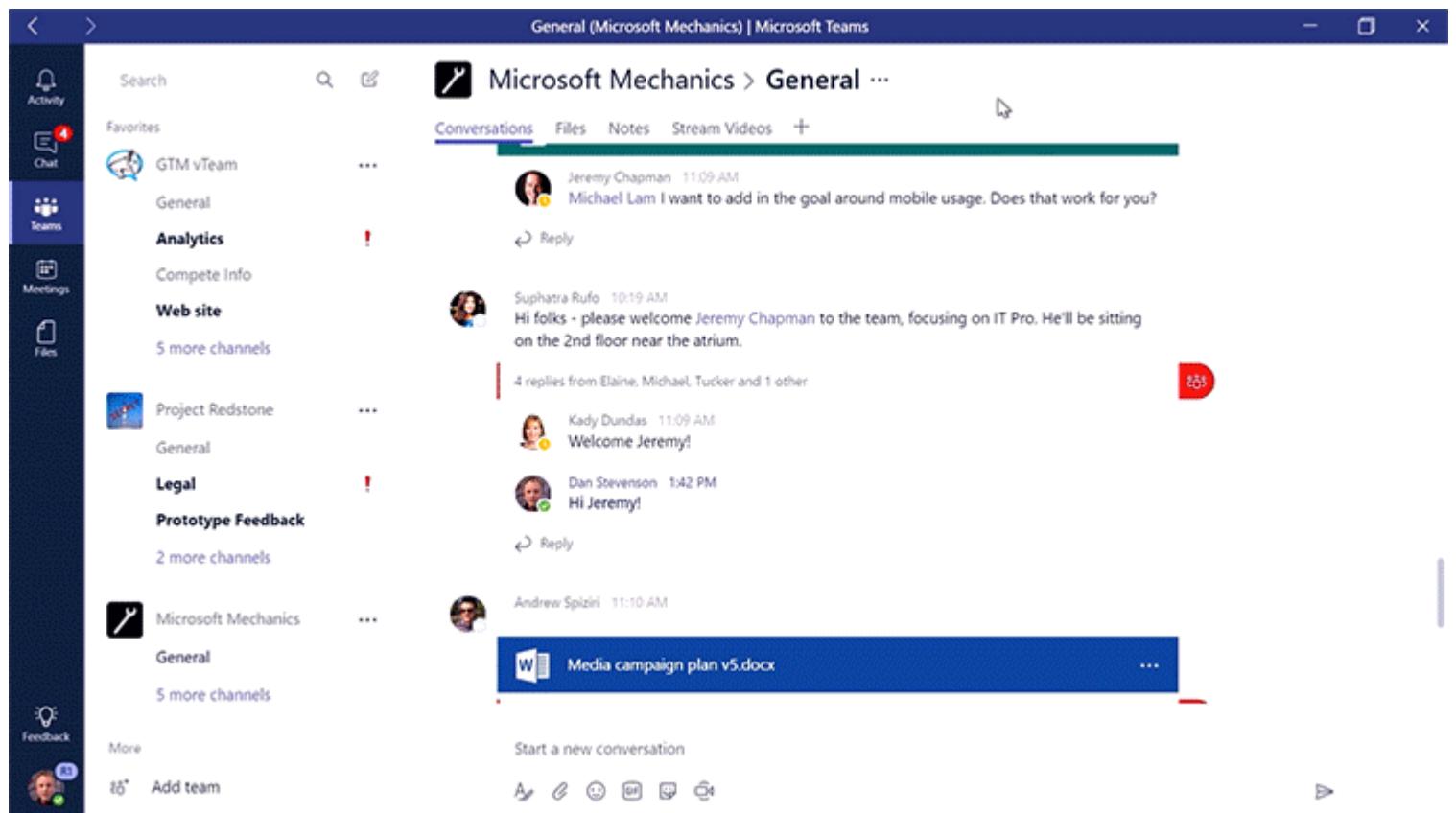


The screenshot shows the Microsoft Teams interface with the 'Files' tab selected in a channel named 'Marketing'. The left sidebar shows team navigation, and the main area displays a list of files with columns for Type, Name, Modified, Modified by, and Size. The 'Notes' tab is also visible in the header.

Type	Name	Modified	Modified by	Size
XLSX	FinancialReport-150210.xlsx	Yesterday	Maria Long	1.64 KB
XLSX	FinancialReport-150310.xlsx	Yesterday	Tim Hernandez	2.4 KB
PPTX	FinancialReport-150210.pptx	Yesterday	Sophia Brammer	5.9 KB
ONENOTE	StyleGuideNotebook.onenote	6/20	David West	2 KB
PNG	logo_center.png	6/20	Jazmine Simmons	1.2 MB
PNG	header_blue.png	6/20	Jazmine Simmons	2.4 MB
PNG	footer_blue.png	6/20	Jazmine Simmons	1000 Bytes
PNG	logo_right.png	6/20	Jazmine Simmons	3.2 KB
DOCX	July_promotion.docx	6/16	Laureen Smith	8.4 MB
DOCX	FinalCopyReview.docx	6/14	Corey Little	10.2 MB
PPTX	CampaignBudgetProposal.pptx	6/14	Babek Shamas	2.4 KB
JPG	logolowres.JPG	6/13	Jazmine Simmons	1000 Bytes
PNG	logohires.png	6/13	Jazmine Simmons	3.2 KB
DOCX	Timeline-05-16-16.docx	6/12	Laureen Smith	8.4 MB

Bots

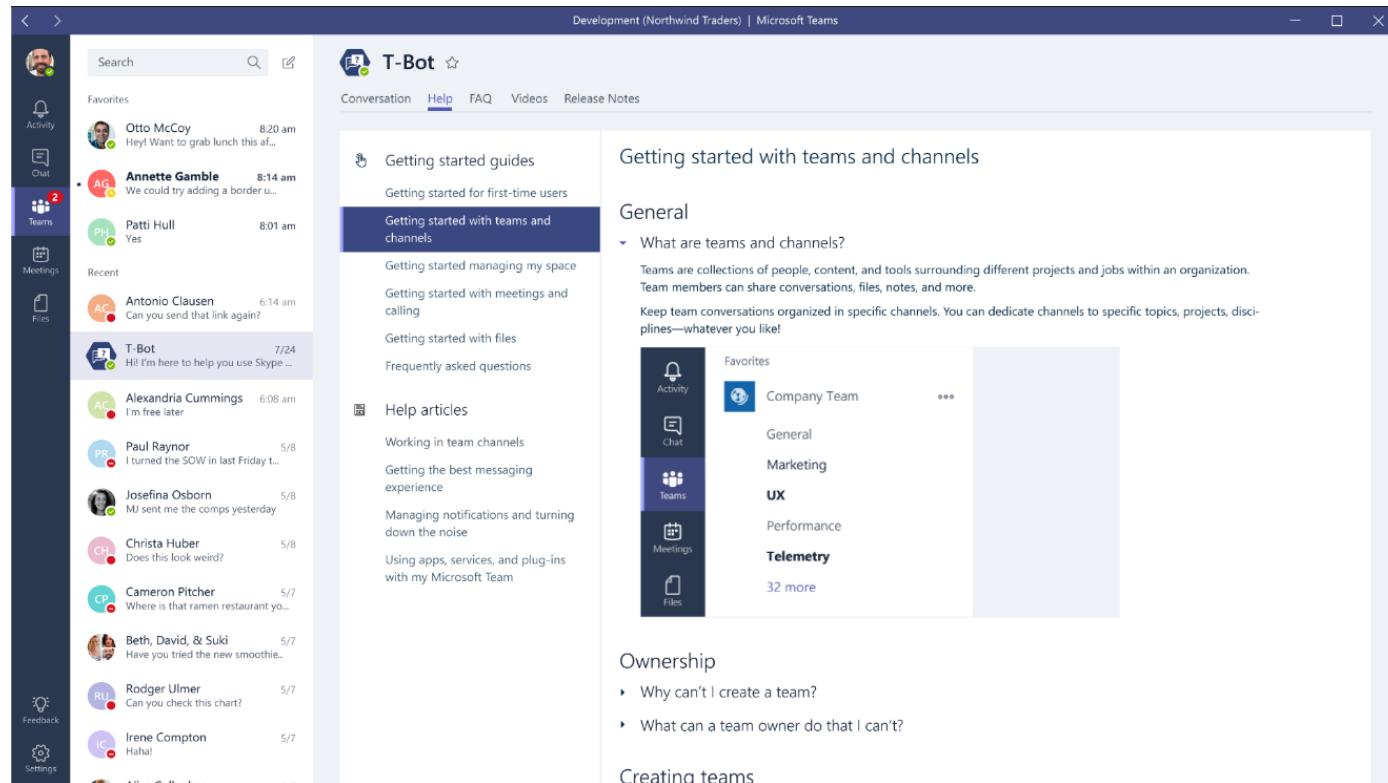
Bots allow users to complete tasks such as querying information and performing commands



T-Bot

T-Bot gets you using Microsoft Teams quickly and more effectively by answering your questions and providing Help.

Type a question directly to T-Bot in a chat or browse the menu.

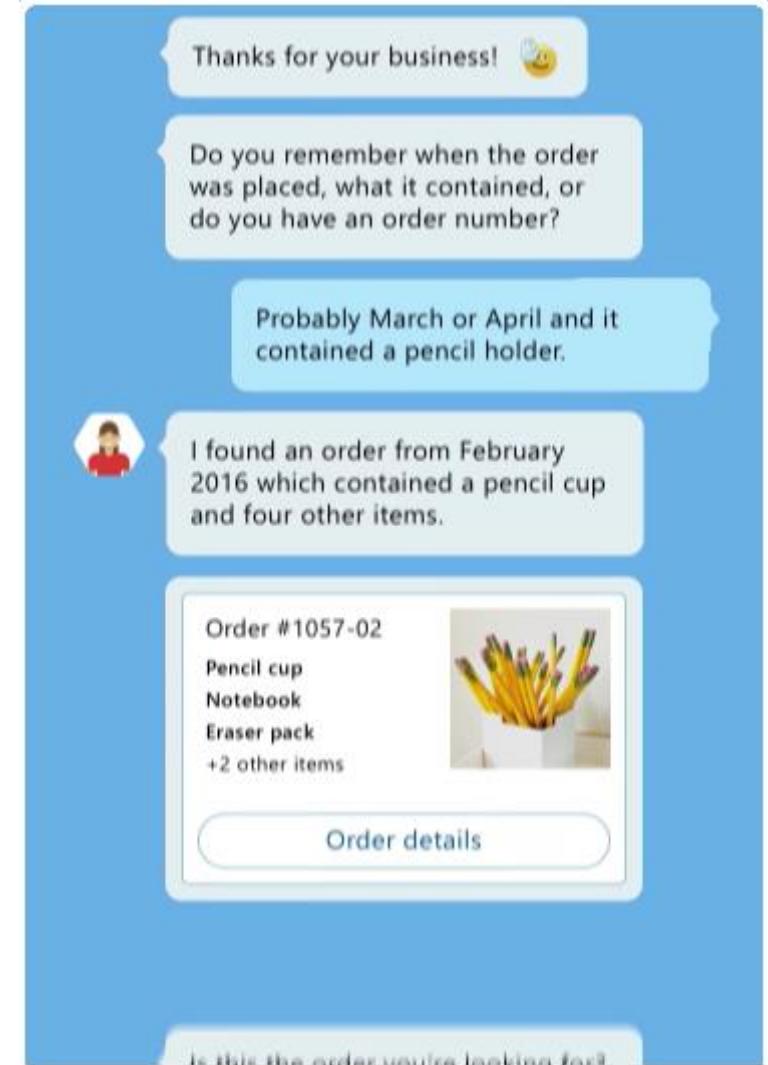


Bot Framework

Integrate existing line of business Systems with Microsoft Teams via a bot

A full suite of indispensable bots are comming soon

Check out the
<https://dev.botframework.com/>



4

Setup Microsoft Teams



Setup



- Office 365 Service - Business Essentials, Business Premium, and Enterprise E1, E3, and E5 plans.
- Turn it on – Admin portal > Services & add-ins
 - On or off for entire organization

Setup



Office 365 Admin center

Home > Services & add-ins

+ Upload Add-in View All Search Search

Name	Host Apps	Status
Dynamics 365	Manage your organization's settings for Dynamics 365	
GigJam Preview	Manage and update your GigJam settings	
Integrated Apps	Manage your Integrated Apps settings	
Mail	Set up auditing, track messages, and protect email from spam and malware	
Microsoft Azure Information Protection	Update your settings for Microsoft Azure Information Protection	
Microsoft Teams	Manage and update your Microsoft Teams settings	
Office 365 Groups	Control Settings for Office 365 Groups	
Office Notification Hub		

Microsoft Teams

Turn Microsoft Teams on or off for your entire organization

On Off

Save Close

Microsoft Teams

Microsoft Teams

Turn Microsoft Teams on or off for your entire organization

On Off

General

Show organization chart in personal profile On Off

Allow email notifications On Off

Send your diagnostic data to Microsoft and help improve Microsoft Teams Off

Teams & Channel

Calls & Meetings

Messaging

Tabs

Bots

Save Close

Microsoft Teams

Turn Microsoft Teams on or off for your entire organization

On Off

General

Teams & Channel

Go to Groups control panel to manage Team creation, owner and member assignments

Calls & Meetings

Messaging

Tabs

Bots

Save Close

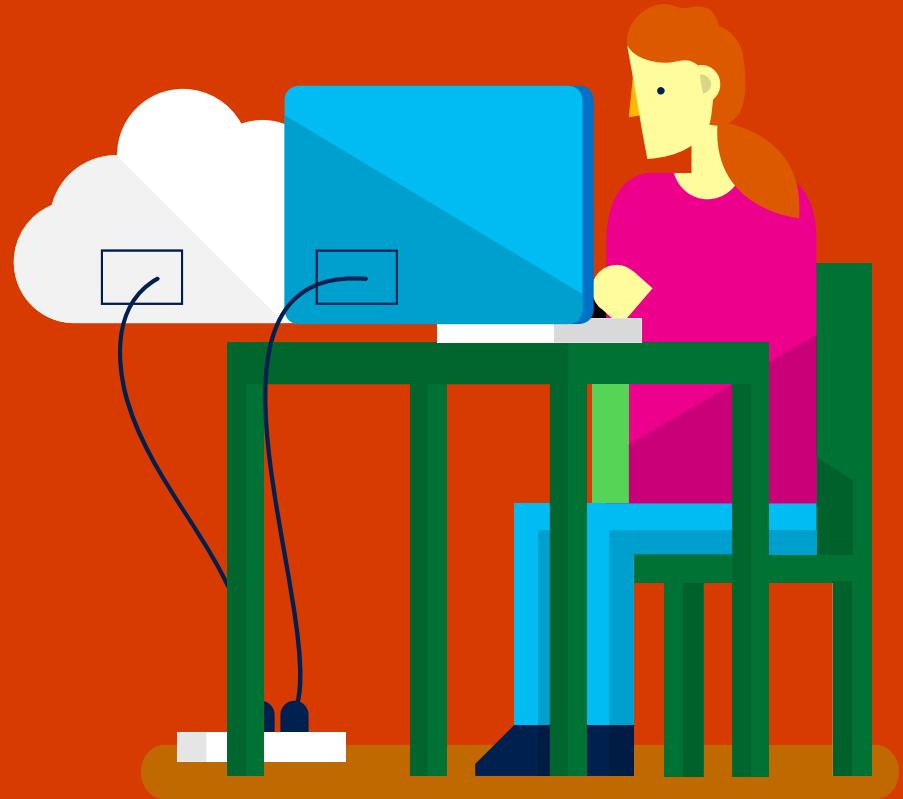
Next Steps

- 1 Turn on Microsoft Teams for your company
- 2 Identify a team to begin pilot
- 3 Plan company roll out



5

Demo – Microsoft Teams



6

Resources & Lab



<http://dev.office.com/>

Resources

- [Administrator settings for Microsoft Teams](#)
- [Frequently asked questions about Microsoft Teams – Admin Help](#)
- [Office Dev Center](#)
- [Bot Framework](#)
 - [Create BOT from FAQ page with no coding — QnA Maker as new member of Cognitive Services](#)



LAB - Creating a Tab Microsoft Teams 'Get Started' sample tab app

<https://github.com/OfficeDev/microsoft-teams-sample-get-started>

This is a basic example tab app for Microsoft Teams. When it is added to a channel, it enables the user to choose whether they want a Bing Map or a Google Map in their new tab. When it is removed from a channel, it offers (pretend) options for the user to choose whether the map is deleted or retained online.

This app is used throughout the Microsoft Teams [developer documentation](#).

Prerequisites

An [Office 365 account with access to Microsoft Teams](#).



Q&A



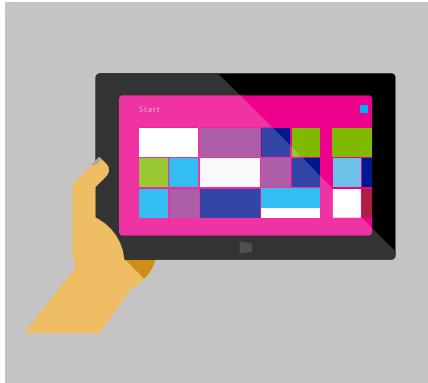
Nuno Árias Silva
email@nuno-silva.net
www.nuno-silva.net/blog
@NunoAriasSilva

Thank You!



Microsoft Tech Community

<https://techcommunity.microsoft.com>



Twitter
[@OfficeDev](https://twitter.com/OfficeDev)

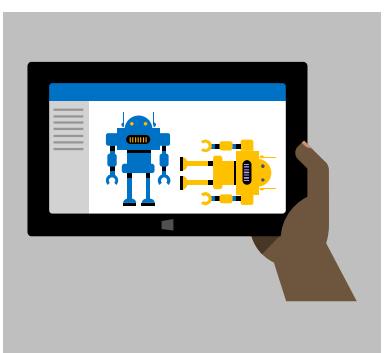


Stack overflow
[sharepoint]
A yellow square icon featuring a white grid of squares with arrows pointing upwards, representing SharePoint.



Channel 9 Dev Show

<http://aka.ms/O365DevShow>



Podcasts

<http://dev.office.com/podcasts>



Dev Office Teams

<https://dev.office.com/microsoft-teams>

 Office | Dev Center

Microsoft Teams

UserVoice

<https://officespdev.uservoice.com/>