

# Teams as a Platform: 5 Apps to Improve your Teams Collaboration

Kat Greenan



# Kat Greenan

## Microsoft Solutions Specialist

- Specializes in MS Teams
- Frequent conference speaker
- BLOG: [Collabwithkat.com](https://collabwithkat.com)
- Podcast host on Cloud Conversations



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[Kat Greenan](#)



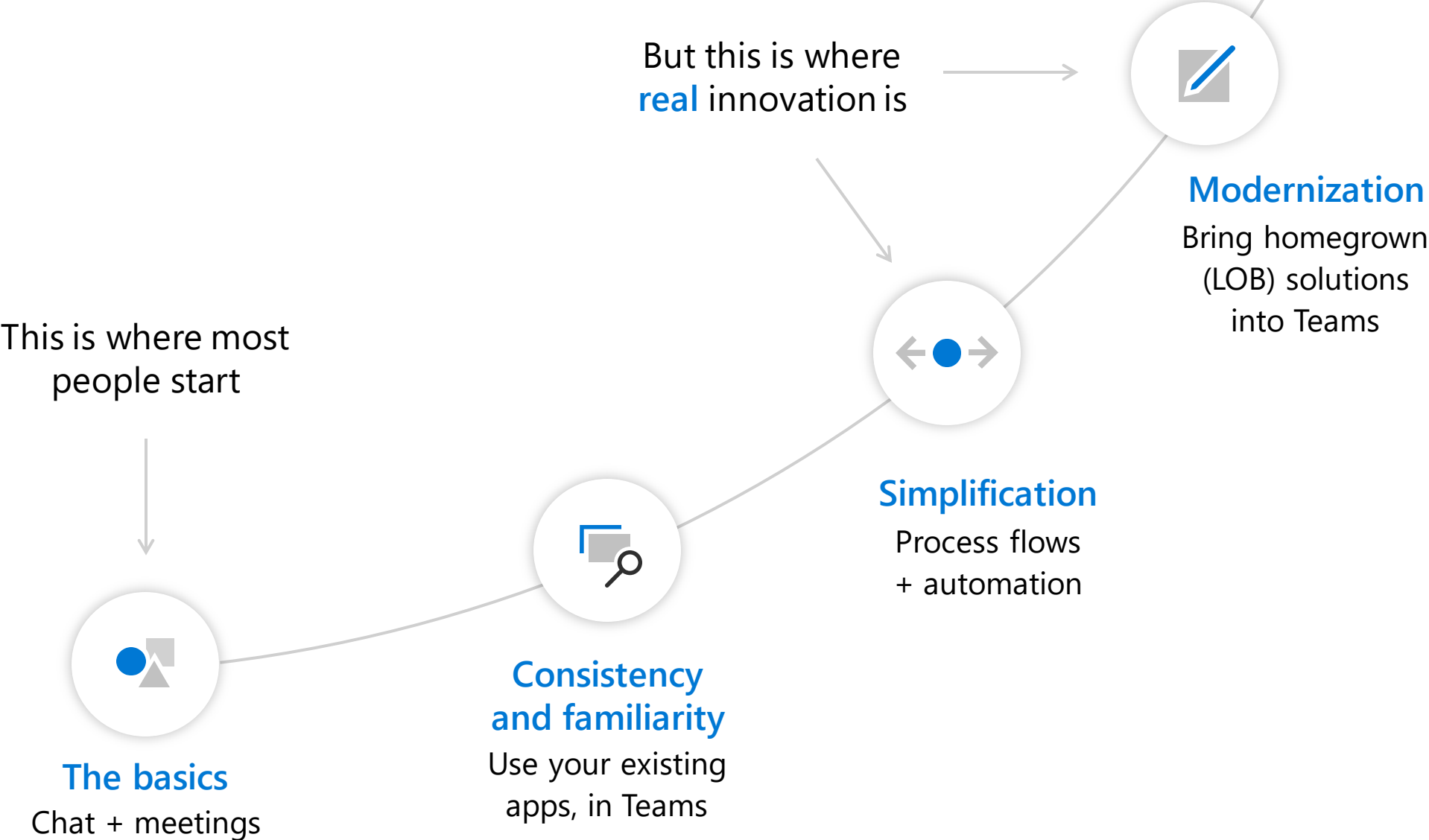
[@greenankat](#)

# Agenda

- What is Teams as a Platform?
- Communicator App Template
- Decisions
- Polling with Forms
- Tasks with Planner & Adaptive Cards
- HR Bot

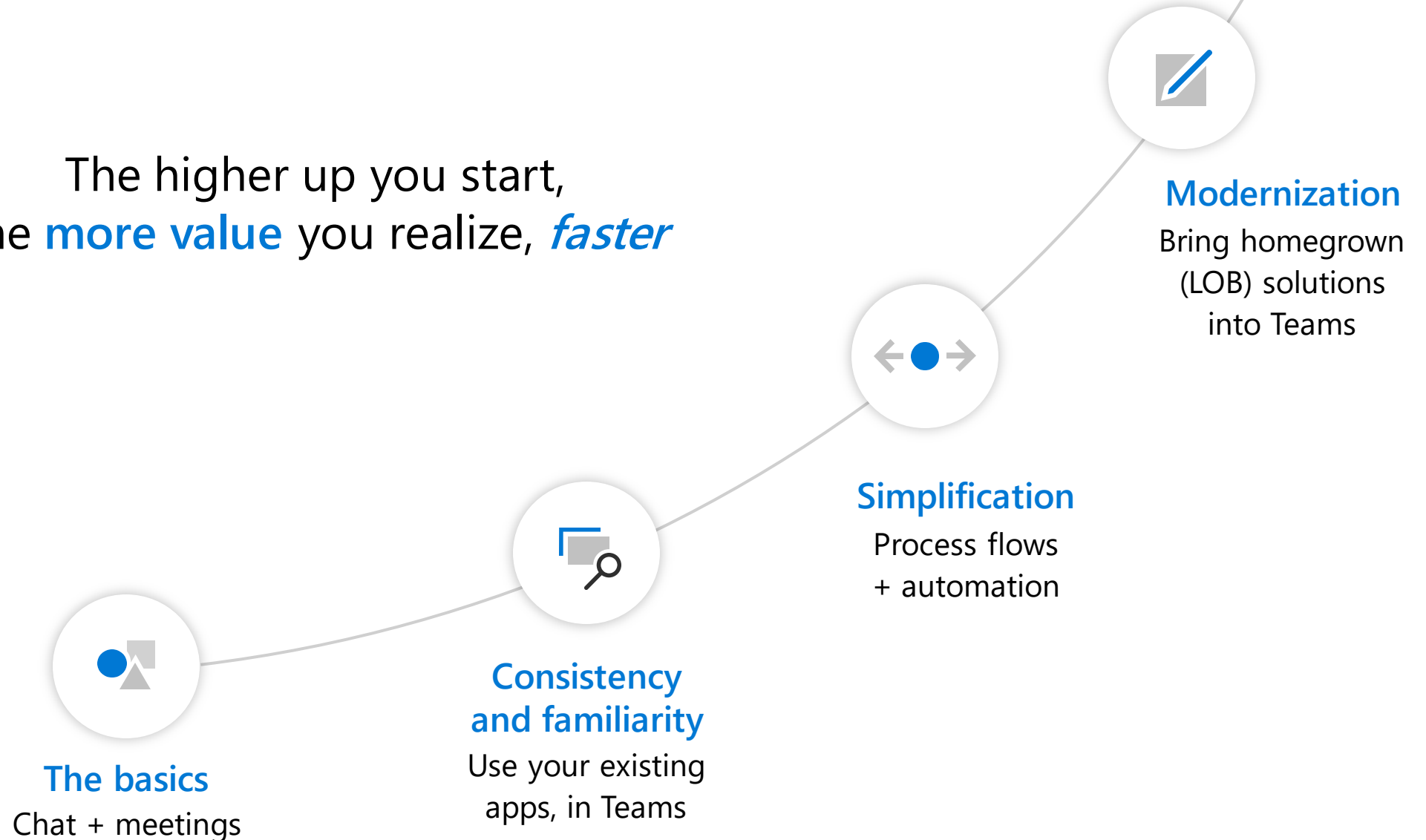


# Microsoft Teams **common maturity curve**



# Microsoft Teams **common maturity curve**

The higher up you start,  
the **more value** you realize, *faster*



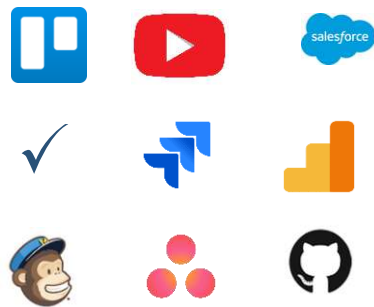
# Apps in Microsoft Teams

## Microsoft apps



45 available

## Third-party apps



500+ available

## Custom apps



Unlimited possibilities

## Power Platform (low/no-code)



Power BI



PowerApps



Power Automate

## App templates (low-code)



Company Communicator



FAQ Plus



HR Support



Icebreaker

(45 + available)

## Built from scratch



Bots



Tabs



MS Graph



Messaging extensions



# What's an app template?

App templates are examples of complete apps for Microsoft Teams that are open-source and available on GitHub. Each app template contains detailed instructions for deploying and installing that app for your organization. It also provides a sample app that you can install and start using immediately.

The complete source code is also available, which allows you to explore it in detail or fork the code and alter it to meet your specific requirements. All app templates are provided under the [MIT License](#) terms. You must license and support apps created from app templates for your users and organizations.

## Plug and play experiences

Community-driven, pre-built Teams apps for common line-of-business scenarios. Minimal configuration needed and no coding required.

## Secure, configurable and extensible

Open sourced so you can own, brand, configure and extend to your needs.

## One-click deployment

Automated experience to deploy the app to your own instance of Azure within minutes. Bring the experience to Microsoft Teams seamlessly.

## Full catalog:

[aka.ms/TeamsAppTemplates](https://aka.ms/TeamsAppTemplates)



# Company Communicator

App overview and visual walk-through





# Send targeted 1:1 chat communications to employees in Microsoft Teams

App overview and visual walk-through | [Company Communicator](#)



## Technology adoption and learning

Tips and tricks to facilitate a better experience on Microsoft Teams and other technology investments



## Company announcements

Modernize distribution and consumption of employee announcements



## Leadership communications

Share updates from your executive team and drive organizational engagement



## Employee pulse

Generate surveys and links to outside content

# App overview and visual walk-through | Company Communicator



Getting started



Scenario



Navigating new messages



Sending messages in Teams



## Deployment guide

<https://github.com/OfficeDev/microsoft-teams-apps-company-communicator/wiki/Deployment-guide>



## Architecture

<https://github.com/OfficeDev/microsoft-teams-apps-company-communicator/wiki/Solution-overview>



## Documentation

<https://docs.microsoft.com/en-us/microsoftteams/platform/samples/app-templates#company-communicator>



## FAQs

<https://aka.ms/TeamsBroadcastHubFAQ>



## Guided simulation

<https://octe.azurewebsites.net/Microsoft/assetdownload/494>



# App overview and visual walk-through | Company Communicator



Getting started



Scenario



Navigating new messages



Sending messages in Teams

An organization has adopted **Microsoft Teams** and wants to improve their employee experience and mature how their people are using Teams beyond chat & meetings. Using the Company Communicator App Template, IT + Corporate Comms partner-up to let users know about the new App and how it will improve their Teams experience.



# App overview and visual walk-through | Company Communicator

- Getting started
- Scenario
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- Sending messages in Teams

## Teams channel

Teams channel where communication content is discussed and created by the assigned Company Communicator app “admins”.

## Tab

Tab for content creators send communications. Please note that this has role-based access defined in configuration. Not all team members of “Contoso IT Comms” would get access to this app by default.

**Content creators**

Click here to create a new message.

Title	Recipients	Sent
Tips and Tricks to Effectively Use Teams	✓ 1 ✕ 0 0	9/30/2019 2:57 PM
Tips and Tricks to Effectively Use Teams	✓ 1 ✕ 0 0	9/27/2019 12:48 PM
Company Wide Announcement	✓ 2 ✕ 0 0	9/27/2019 10:30 AM
Welcome to Teams at Contoso	✓ 1 ✕ 0 0	9/27/2019 8:55 AM
New Learning Portal for O365 (copy)	✓ 1 ✕ 0 0	9/25/2019 9:31 AM
New Learning Portal for O365	✓ 1 ✕ 0 0	9/25/2019 9:26 AM
Welcome to Teams at Gannett	✓ 1 ✕ 0 0	9/24/2019 12:42 PM
Welcome to the team!	✓ 1 ✕ 0 0	9/19/2019 7:05 AM
Welcome to Teams at KPMG	✓ 2 ✕ 0 0	9/17/2019 1:39 PM

# App overview and visual walk-through | Company Communicator

- Getting started
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- Navigating new messages**
- Sending messages in Teams

New message

## Creating a new message


Accessed from the top right corner (button) in the content creators tab (slide 13).

### Title

Short and sweet works best.  
Be descriptive, yet concise.

### Quick tip

Want to design a card with different categories? No problem! Design your own card at [adaptivecards.io](https://adaptivecards.io) – no coding experience required!

**Company Communicator (Authors)**  
Edit message

Title

Modern org-wide communications! 🔊

Image URL

data:image/jpeg;base64,/9j/4AAQSkZJRgABAQAAQABAAQ/2wCEAA

Summary

We hope you love Company Communicator as much as we do! Many organizations around the globe, with a proper communication strategy, have seen incredible success with this simple yet powerful solution. We want to package-up what they

Author

Microsoft Customer Success Org


Button title

Learn more here 📄

Button URL

<https://docs.microsoft.com/en-us/microsoftteams/platform/samples/e>

**Modern org-wide communications!**  
🔊 (copy)



We hope you love Company Communicator as much as we do! Many organizations around the globe, with a proper communication strategy, have seen incredible success with this simple yet powerful solution. We want to package-up what they done, improve it, and help you use the tech you already have, to do things that you have never done before. 📄📄

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Learn more here 📄

Next



# App overview and visual walk-through | Company Communicator

Getting started

Scenario

Navigating new messages

Sending messages in Teams

New message

## Creating a new message


Accessed from the top right corner (button) in the content creators tab (slide 13).

### Image URL

Link: [How to find an image URL](#). Images only render if a publicly accessible URL is available. Image size must be 1024x1024 and 25k or less.

### Next-level tips:

- Insert a GIF instead of a static image!
- Compress your image with tools like [Resize a PNG - Online PNG Tools](#) and [Compress PNG Images Online](#).
- Check out [the FAQ](#) for additional options.

**Company Communicator (Authors)**  
Edit message

Title

Modern org-wide communications! 📢

Image URL

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**Modern org-wide communications!**  
📢 (copy)



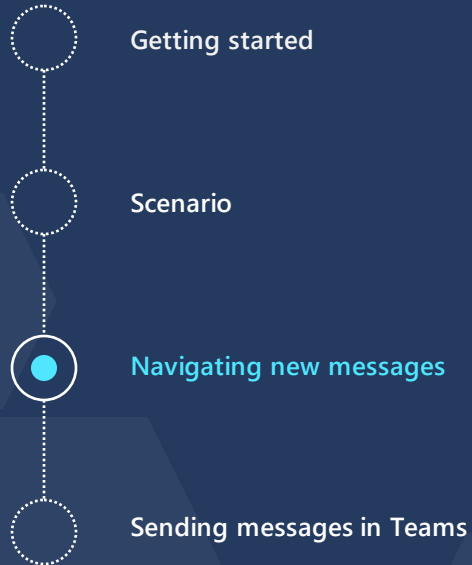
We hope you love Company Communicator as much as we do! Many organizations around the globe, with a proper communication strategy, have seen incredible success with this simple yet powerful solution. We want to package-up what they done, improve it, and help you use the tech you already have, to do things that you have never done before. 🗨️🗨️

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[Learn more here 📌](#)

Next

# App overview and visual walk-through | Company Communicator



New message

## Creating a new message

Accessed from the top right corner (button) in the content creators tab (slide 13).


### Summary

Prioritize the general ideas over the specifics. What are you sharing and why is it important?

Don't over-communicate as it can reduce incentive for users to click and find out more.

### Next-level tip:

Leverage our pre-packaged templates for 24+ Microsoft Teams Card messages, to get started! 🧑‍🤖  
[aka.ms/TeamsBroadcastHub](https://aka.ms/TeamsBroadcastHub)

**Company Communicator (Authors)**  
Edit message

Title

Modern org-wide communications! 🗣️

Image URL

data:image/jpeg;base64,/9j/4AAQSkZJRgABAQAAQABAAQ/2wCEAA

Summary

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Button title

Learn more here 🗣️

Button URL

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🗣️ (copy)



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Learn more here 🗣️

Next

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New message

## Creating a new message


Accessed from the top right corner (button) in the content creators tab (slide 13).

### Author

Let recipients know who's sending the message!

### Next-level tips:

As you put together your Company Communicator strategy, we see successful organizations forging partnerships with other departments to support their communication strategies.

 **Company Communicator (Authors)**  
Edit message

Title

Modern org-wide communications! 📢

Image URL

data:image/jpeg;base64,/9j/4AAQSkZJRgABAQAAQABAAQ/2wCEAA

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Button title

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Learn more here 📌

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New message

## Creating a new message

Accessed from the top right corner (button) in the content creators tab (slide 13).

### Button title

Draft a quick, catchy call to action (CTA) to encourage user interaction!

 **Company Communicator (Authors)**  
Edit message

Title

Modern org-wide communications! 📢

Image URL

data:image/jpeg;base64,/9j/4AAQSkZJRgABAQAAQABAAQ/2wCEAA

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New message

## Creating a new message


Accessed from the top right corner (button) in the content creators tab (slide 13).

### Button URL

This is the website that is linked to your CTA button above.

### Next-level tip:

- Use a tracking URL (e.g. Bitly & TinyURL) to track the clicks on your Adaptive Card button.
- Find additional tracking best practices in the FAQ at the back of this deck.

 **Company Communicator (Authors)**  
Edit message

Title

Modern org-wide communications! 🗣️

Image URL

data:image/jpeg;base64,/9j/4AAQSkZJRgABAQAAQABAAQ/2wCEAA

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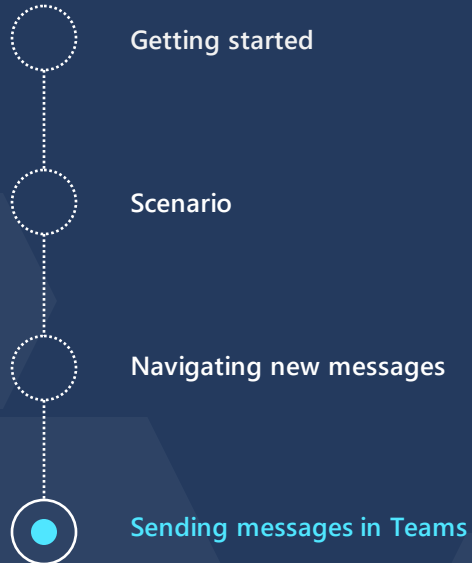
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Learn more here 🗣️

Next



# App overview and visual walk-through | Company Communicator



New message

## Sending your message

There are four default options for sending your messages:

General channel of specific Teams

Specific people

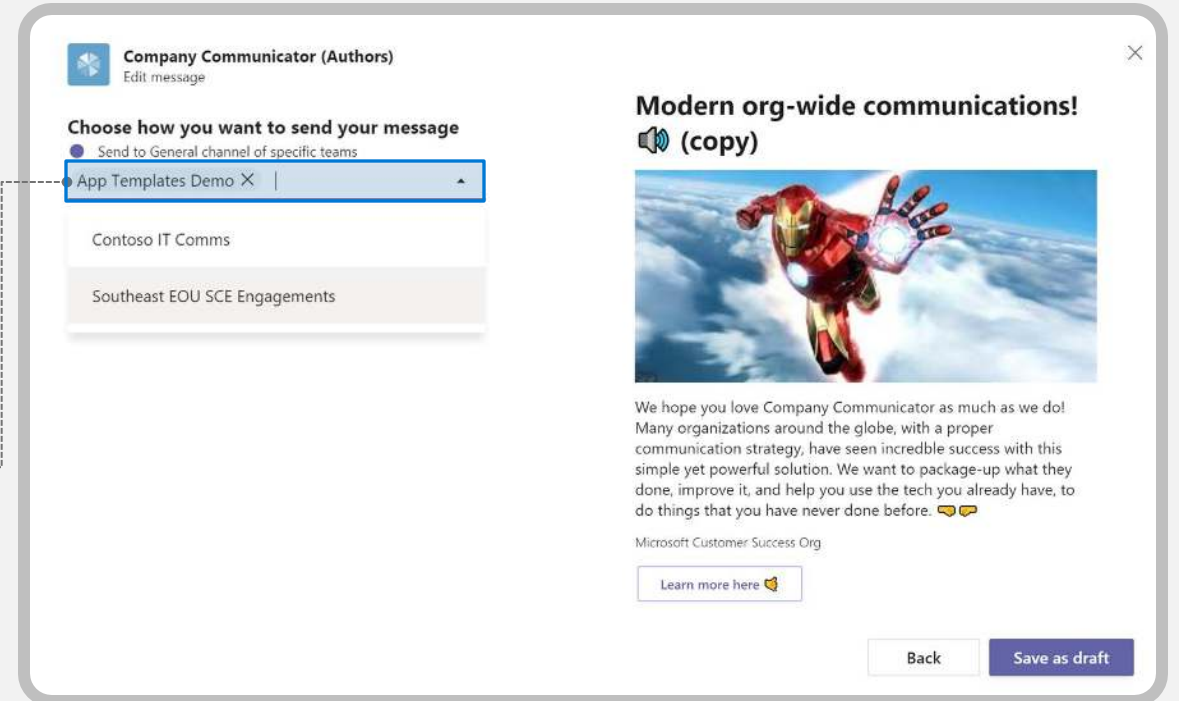
Everyone

Group members (security, DLs & Microsoft 365)

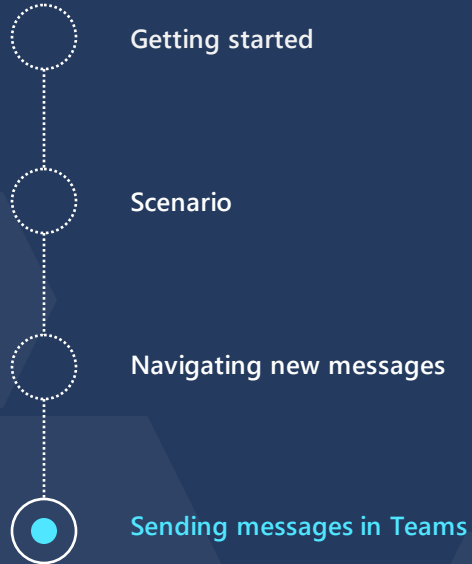
Messages can be sent as general channel posts to one or more Teams.

### Quick tip:

Please note that there are [Graph APIs](#) available to programmatically install the app for all/some users in Teams. This is a separate step that must be done in addition to deploying the app template. Alternatively, you can manage [Teams App Setup Policies](#) to assign apps to users or groups.



# App overview and visual walk-through | Company Communicator



New message

## Sending your message

There are four default options for sending your messages:

General channel of specific Teams

Specific people

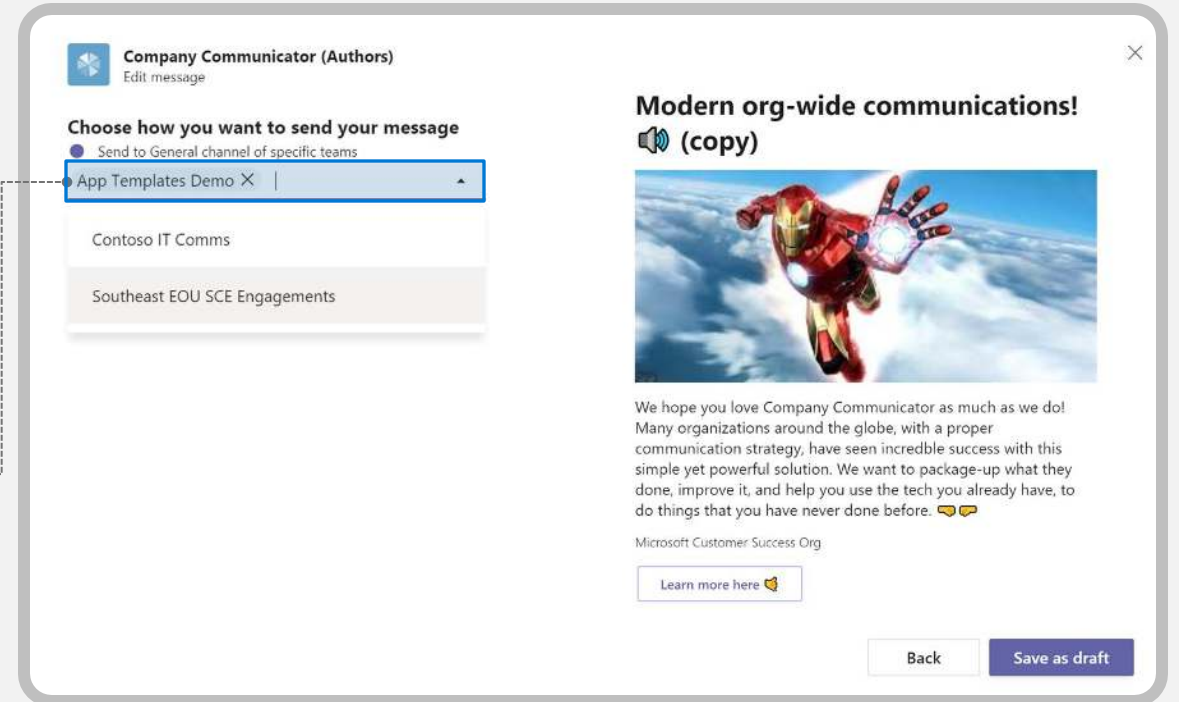
Everyone

Group members (security, DLs & Microsoft 365)

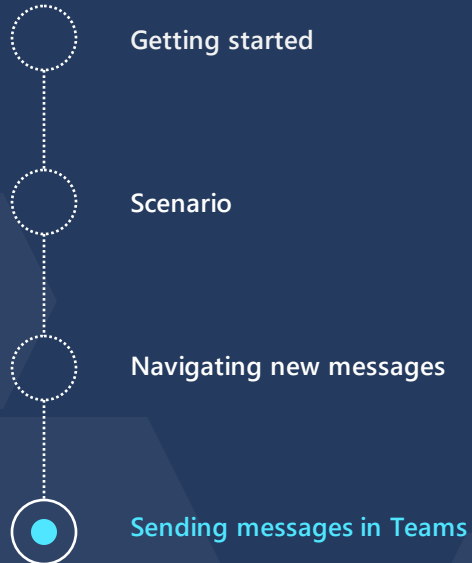
Messages can also be sent as 1:1 chat messages to individual members of a Team. In this case, all members of Southeast EOU SCE Engagements team will receive your content as a 1:1 chat message.

### Quick tip:

Please note that there are [Graph APIs](#) available to programmatically install the app for all/some users in Teams. This is a separate step that must be done in addition to deploying the app template. Alternatively, you can manage [Teams App Setup Policies](#) to assign apps to users or groups.



# App overview and visual walk-through | Company Communicator



New message

## Sending your message

There are four default options for sending your messages:

General channel of specific Teams

Specific people

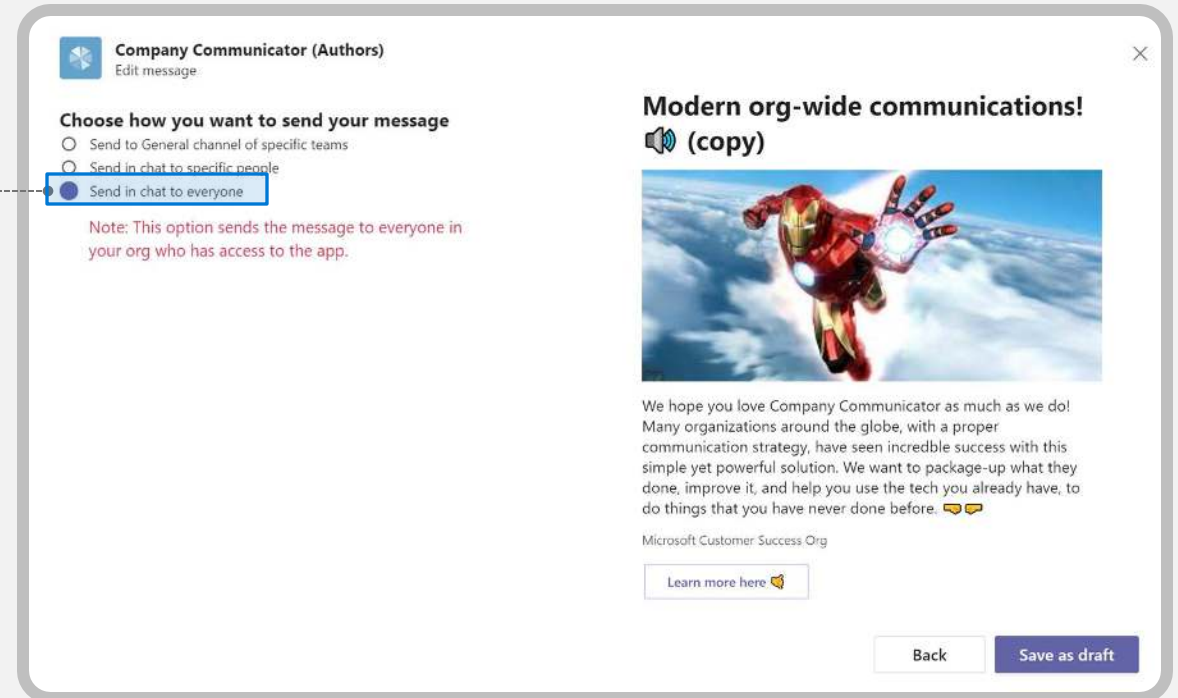
Everyone

Group members (security, DLs & Microsoft 365)

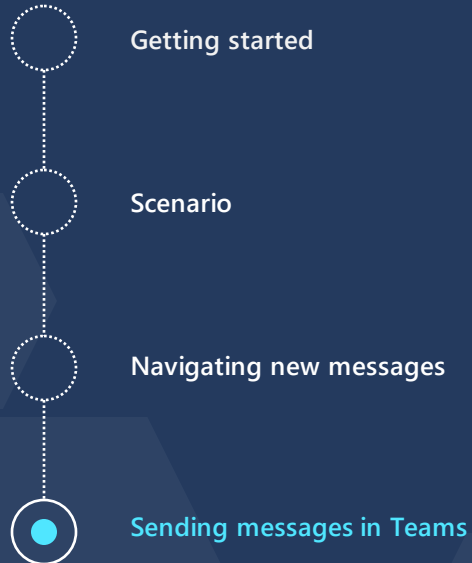
Messages can also be sent as 1:1 chat messages to all users who have this app installed.

## Quick tip:

Please note that there are [Graph APIs](#) available to programmatically install the app for all/some users in Teams. This is a separate step that must be done in addition to deploying the app template. Alternatively, you can manage [Teams App Setup Policies](#) to assign apps to users or groups.



# App overview and visual walk-through | Company Communicator



## New message

### Sending your message

There are four default options for sending your messages:

General channel of specific Teams

Specific people

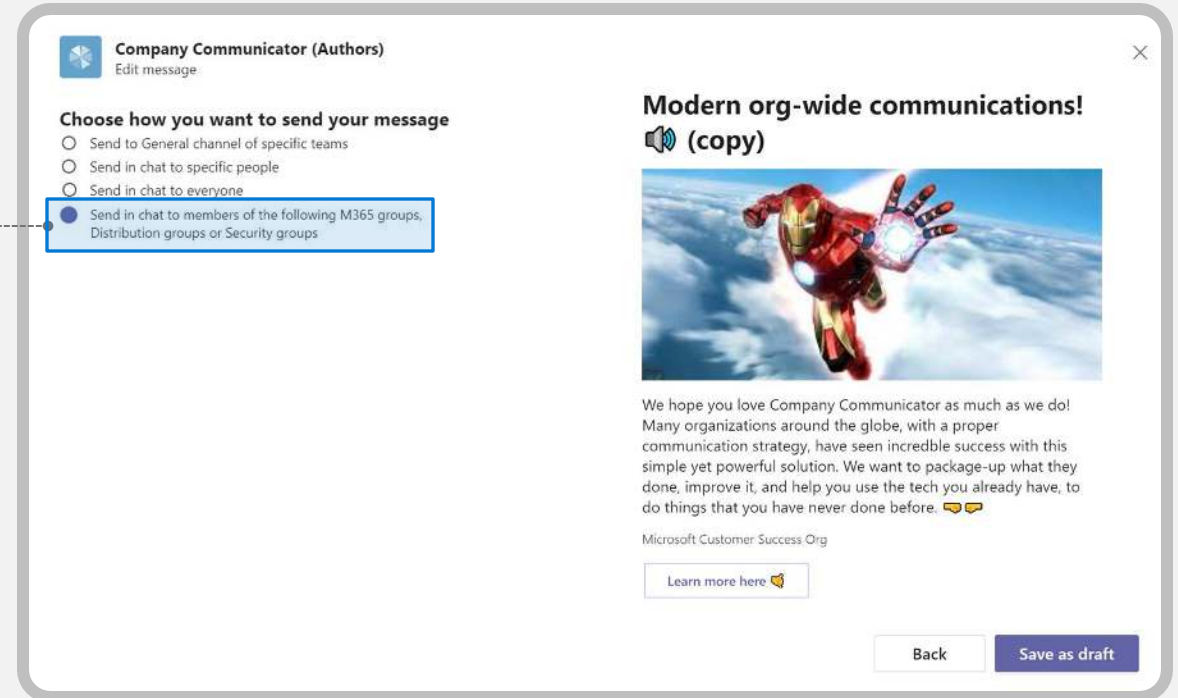
Everyone

Group members (security, DLs & Microsoft 365)

Messages can also be sent to security groups, Microsoft 365 groups and other distribution groups.

### Quick tip:

Please note that there are [Graph APIs](#) available to programmatically install the app for all/some users in Teams. This is a separate step that must be done in addition to deploying the app template. Alternatively, you can manage [Teams App Setup Policies](#) to assign apps to users or groups.



# App overview and visual walk-through | Company Communicator

- Getting started
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- Sending messages in Teams**

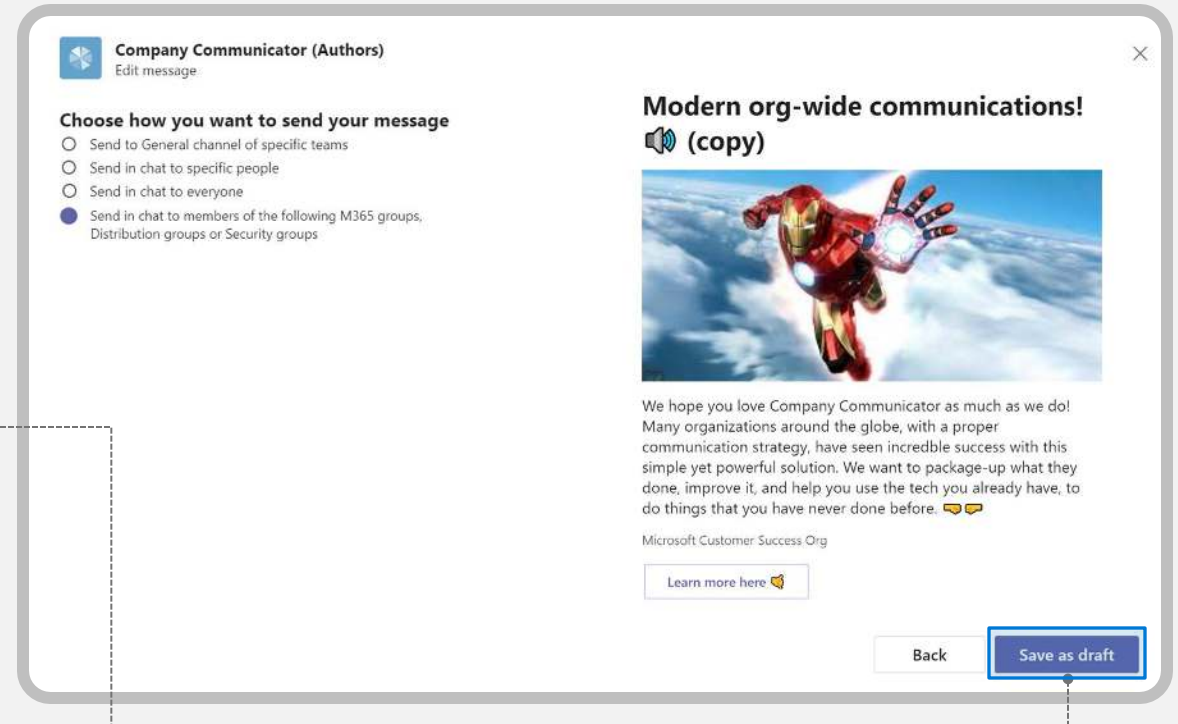
Save as draft

## Saving a draft

Once you have composed your message and determined who will receive it, save your draft by clicking the button in the bottom right corner.

### Final step

Save your draft before the message is sent!





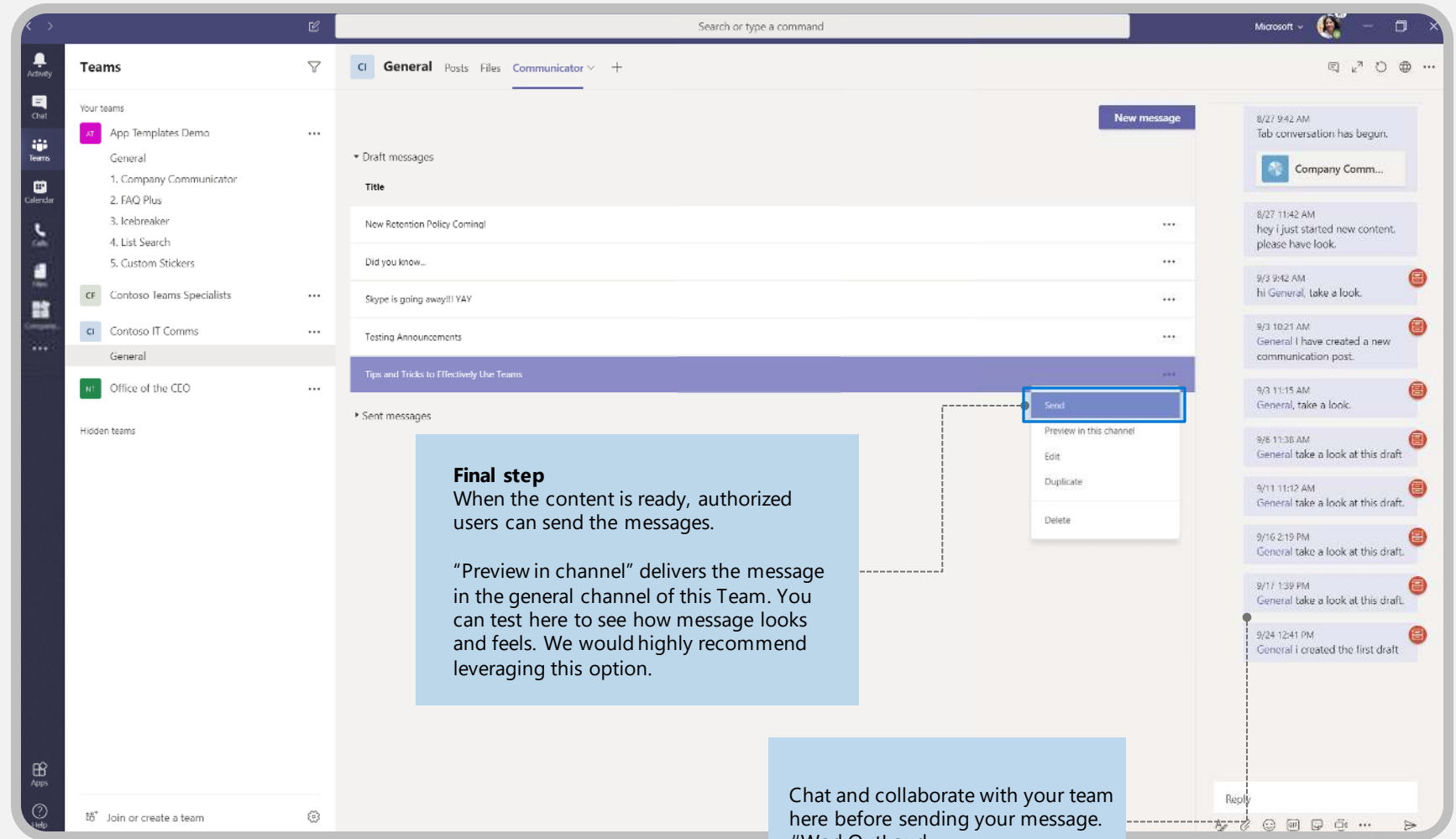
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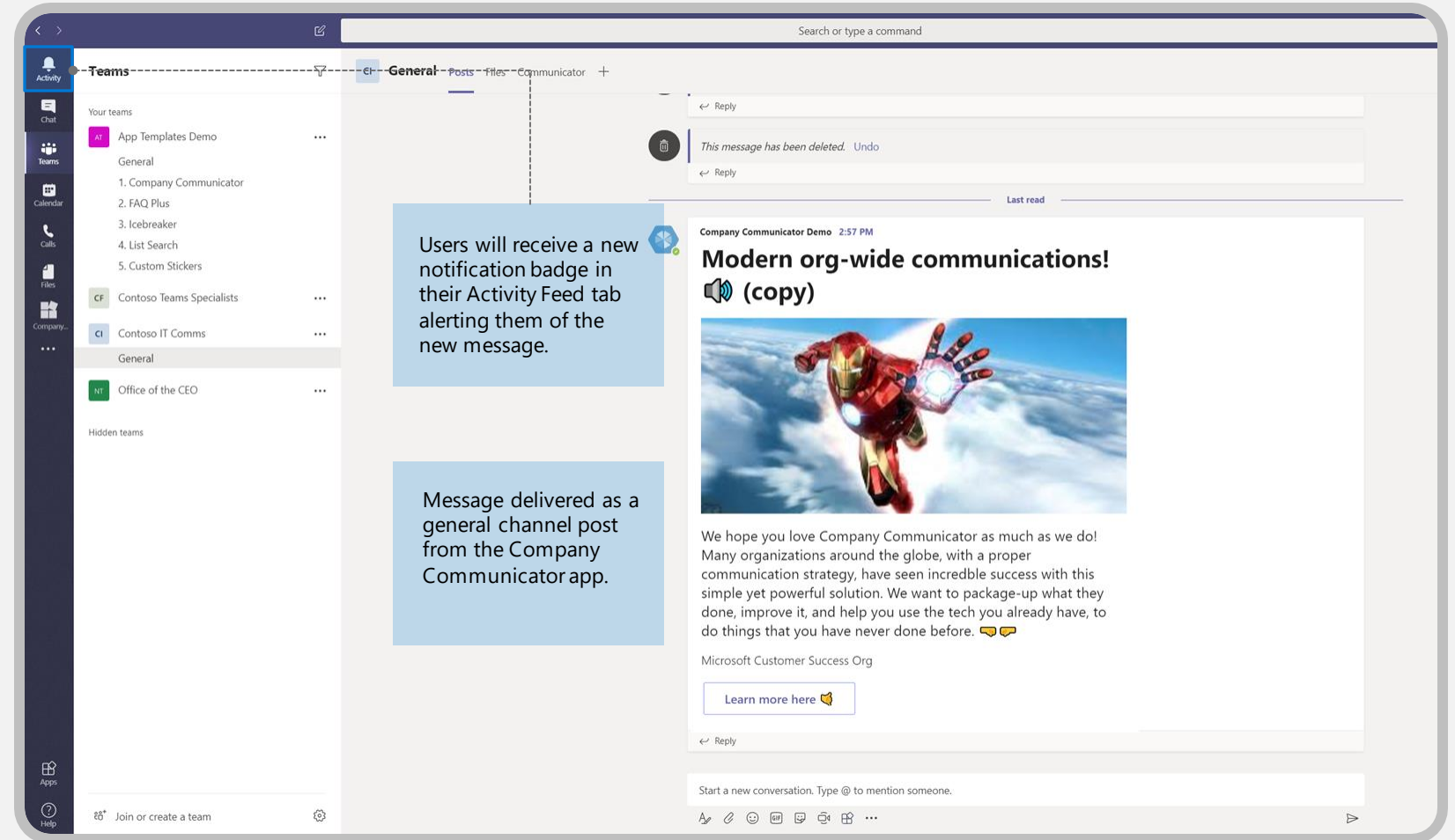
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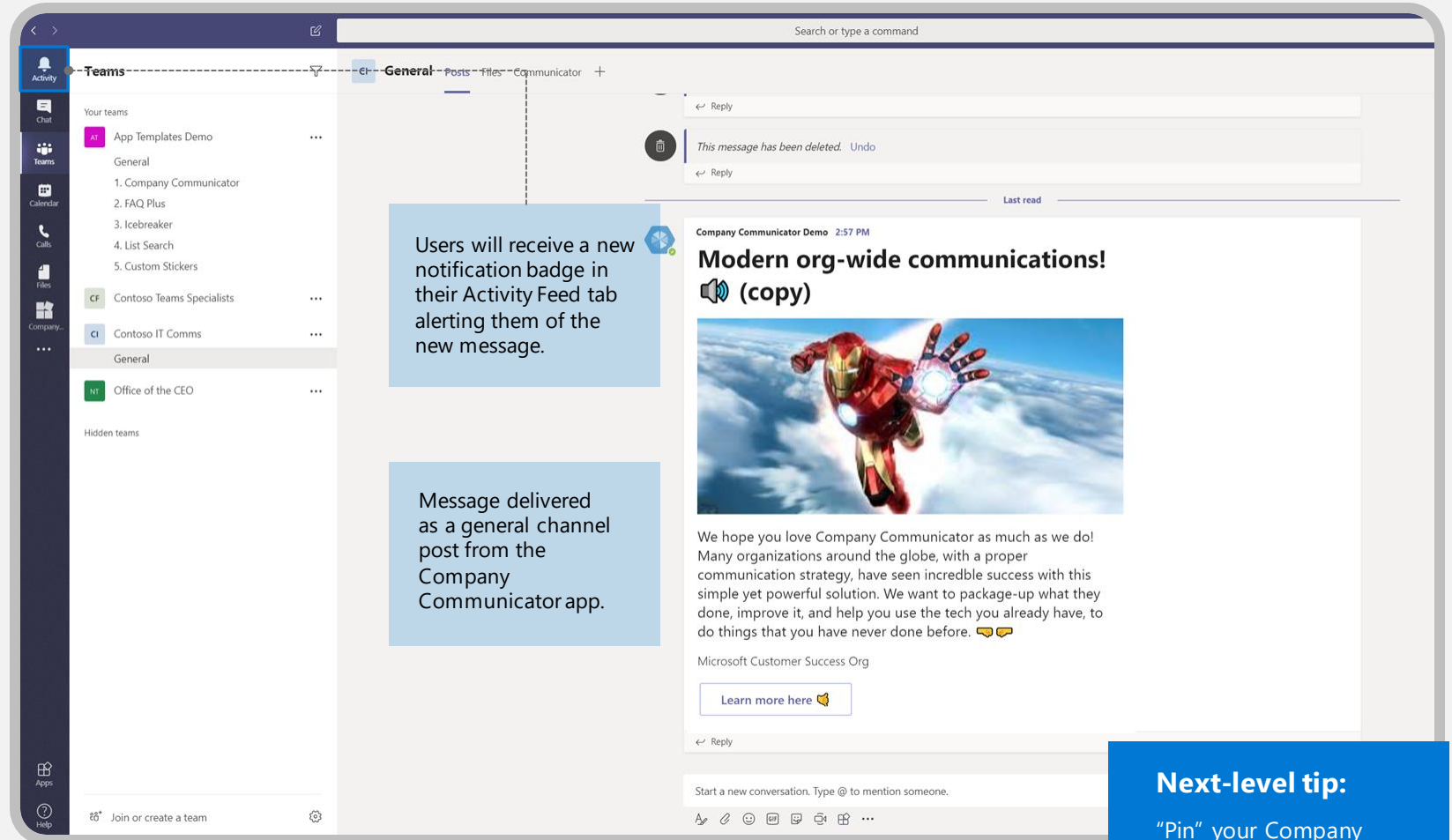
# App overview and visual walk-through | Company Communicator

Getting started

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Users will receive a new notification badge in their Activity Feed tab alerting them of the new message.

Message delivered as a general channel post from the Company Communicator app.

Company Communicator Demo 2:57 PM

### Modern org-wide communications! (copy)



We hope you love Company Communicator as much as we do! Many organizations around the globe, with a proper communication strategy, have seen incredible success with this simple yet powerful solution. We want to package-up what they done, improve it, and help you use the tech you already have, to do things that you have never done before. 🗨️🗨️

Microsoft Customer Success Org


[Learn more here 🗨️](#)

Start a new conversation. Type @ to mention someone.

Next-level tip: "Pin" your Company Communicator app for users (like you see above) with [Teams App Setup Policies](#).

# App overview and visual walk-through | Company Communicator





**Company Communicator (Authors)**  
[View status](#)

**Title**  
Tips and Tricks to Effectively Use Teams

**Date sent**  
9/30/2019 3:02 PM

**Results**  
Success : 2  
Failure : 0  
Throttled : 0

**Modern org-wide communications!**  
 (copy)



We hope you love Company Communicator as much as we do! Many organizations around the globe, with a proper communication strategy, have seen incredible success with this simple yet powerful solution. We want to package-up what they done, improve it, and help you use the tech you already have, to do things that you have never done before. 🗨️🗨️

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[Learn more here](#) 🗨️

**Sent messages**  
Back in the Content Creator tab, find message status summaries in the "Sent Messages" list.

**Next-level tip:**  
Want to improve your reporting? We have a variety of tried & tested options for you to leverage! Check out the FAQ on the next slide.

# Decisions

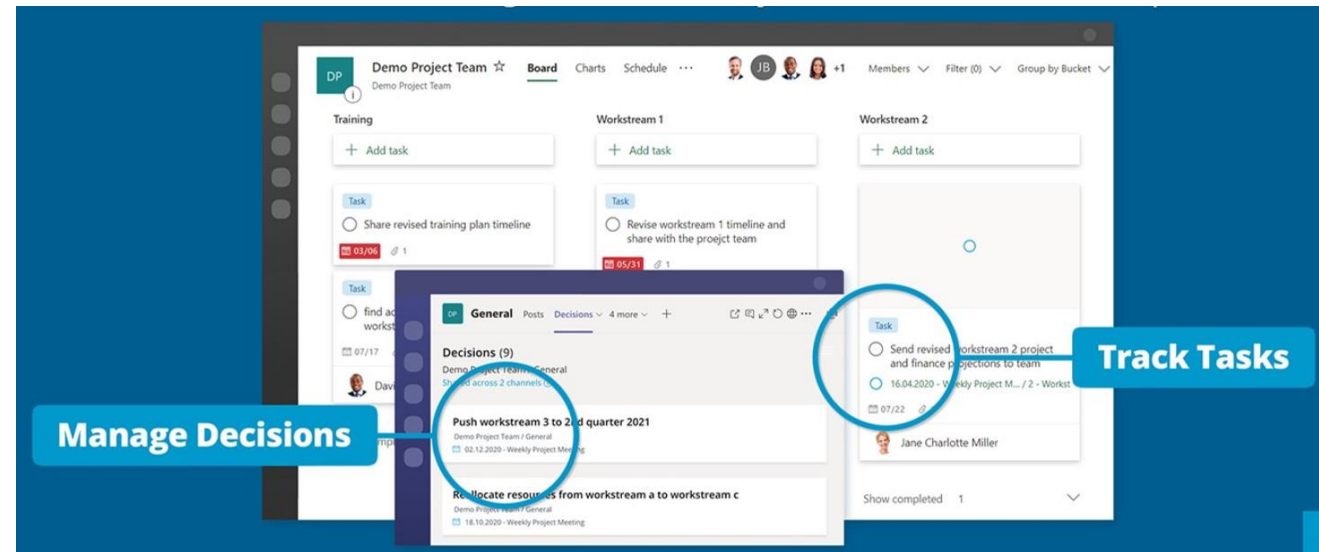
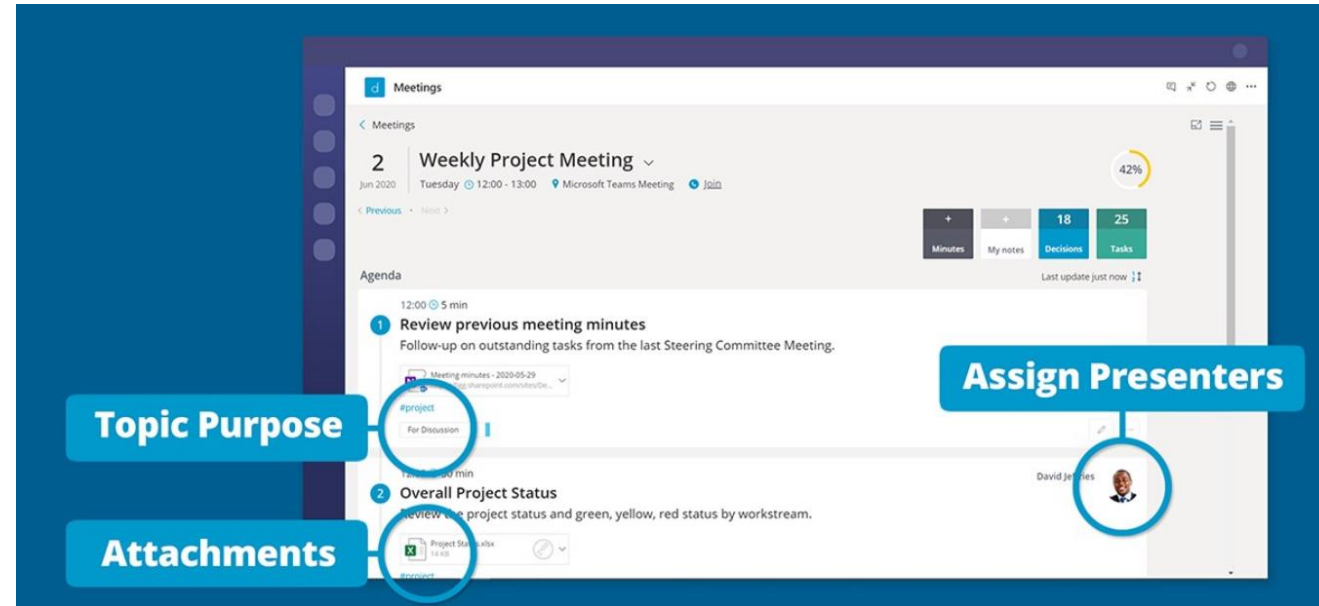
Improve meeting agendas





# Decisions App

- Create and manage meeting agendas
- Prepare for the meeting with meeting engagement scores, access agendas and collaboration
- Take minutes
- Assign tasks and manage decisions
- Available in Teams App Store



# Microsoft Forms

Integrate surveys and polling into meetings and channels



# Polling

- Integrate polls directly into Teams meetings before during and after
- Keep track of all polls in recurring meetings
- Poll directly in Team channel
- Add Forms as a tab

The screenshot displays the Microsoft Teams interface. At the top, a status bar shows the time as 04:30 and various icons for communication. A notification bubble from 'Forms' states 'Matt Wade created a poll'. The main content area shows a poll titled 'Where should we have Andrea's going away luncheon?' with four radio button options: Johnny's, Red Front (selected), Deli & Brew, and Angelo's 677 Prime. A 'Submit' button is at the bottom right. On the right side, a 'Polls' sidebar is open, showing a 'Create New' button and a 'LIVE' poll with the same question and options. Below the poll options is a 'Submit' button and a 'View results' link. In the foreground, a window titled 'Orlando Tour Plan (Planning Team) | Microsoft Teams' is open. It shows a 'Survey: Feedback on the New Tour' with 46 responses and an active status. The survey includes three questions: 1. Overall impression (3.85 Average Rating), 2. Recommendation to others (46 responses, 37 Yes, 9 No, 0 Maybe), and 3. Arranging tour items by satisfaction (a horizontal bar chart for Hotel, Cost, Activities, and Food). The right sidebar of this window shows a chat conversation with messages from Kat, Miguel Silva, Jasmin Brammer, and Angela Nelson.

# Tasks by Planner

Manage tasks in Channels



# Tasks by Planner

- Create and manage tasks in Teams
- Automatically chase colleagues
- Use Adaptive cards to share tasks into Channels
- Complete tasks from Teams channel

The screenshot displays the Microsoft Teams Planner interface for the 'Marketing' channel in the 'Northwind Traders' team. The interface is organized into columns: 'To do', 'In Progress', and 'Completed'. Each column contains task cards with details such as the task title, due date, and assignee.

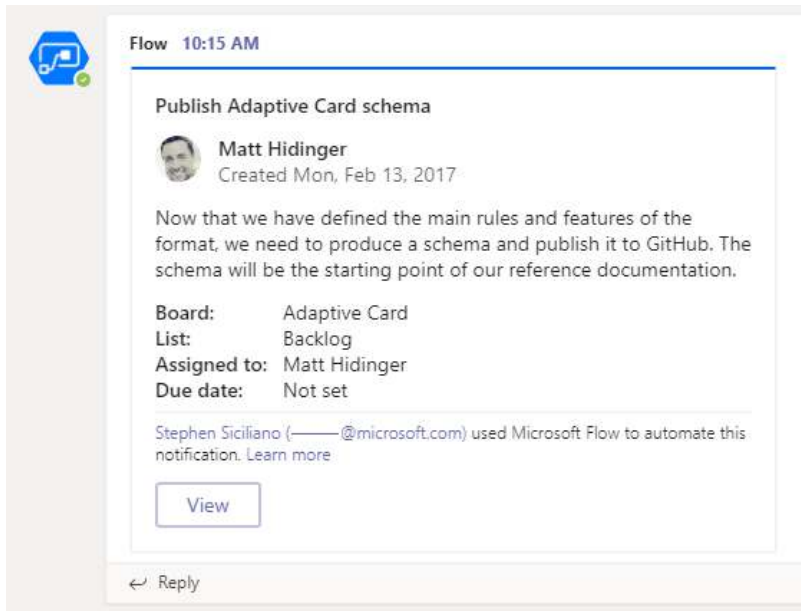
Column	Task Title	Due Date	Assignee
To do	Select photo shoot location	10/28	
To do	Get Gordon to send out final catalogue copy to approve		
To do	Send out approved copy to localization firm	10	Daphne Knowles
In Progress	Approve PO for photographer	10/14	Babek Shammass
In Progress	Hand off brief for shoot locations	10/19	Annette Gamble

At the bottom of the 'To do' column, there is a link to 'Show completed' with a count of 1. The interface also includes a sidebar on the left with a search bar and a list of channels, and a top navigation bar with tabs for 'Conversation', 'Files', 'Notes', and 'Planner'.




# Adaptive Cards

## Post news



Flow 10:15 AM

**Publish Adaptive Card schema**

 **Matt Hiding**  
Created Mon, Feb 13, 2017

Now that we have defined the main rules and features of the format, we need to produce a schema and publish it to GitHub. The schema will be the starting point of our reference documentation.

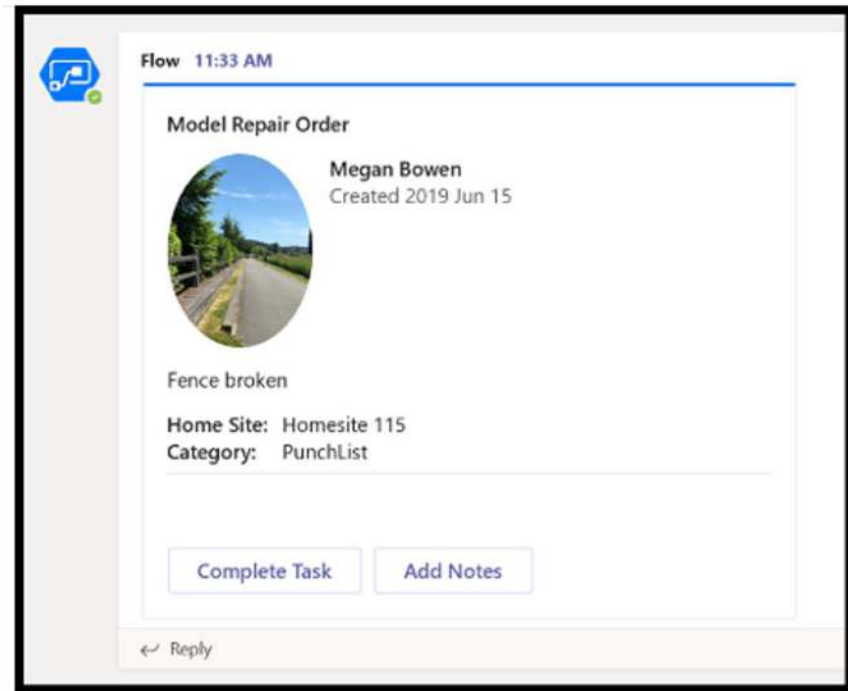
**Board:** Adaptive Card  
**List:** Backlog  
**Assigned to:** Matt Hiding  
**Due date:** Not set

Stephen Siciliano (—@microsoft.com) used Microsoft Flow to automate this notification. [Learn more](#)

[View](#)


← Reply

## Task management



Flow 11:33 AM

**Model Repair Order**

 **Megan Bowen**  
Created 2019 Jun 15

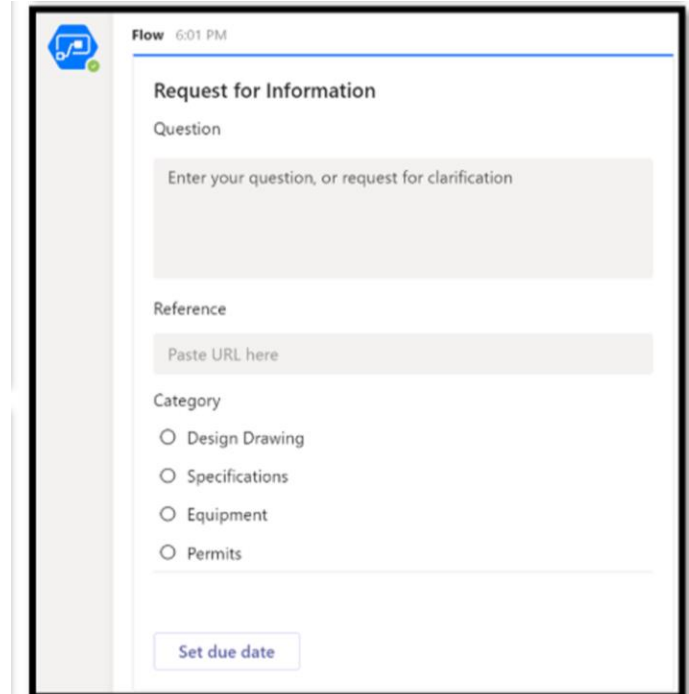
Fence broken

**Home Site:** Homesite 115  
**Category:** PunchList

[Complete Task](#) [Add Notes](#)

← Reply

## Input Form



Flow 6:01 PM

**Request for Information**

Question

Enter your question, or request for clarification

Reference

Paste URL here

Category

☐ Design Drawing  
☐ Specifications  
☐ Equipment  
☐ Permits

[Set due date](#)

# HR Support

App overview and visual walk-through





# Bring support professionals from the HR team in the loop when employees need assistance

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## Support professionals and experts

When the Q&A bot is unable to help, experts and support professionals from the HR team are brought in the loop.



## Bot-recommended links

The HR bot suggests links to recommended HR policies or questions by searching for pre-configured tags in the question which can be found in the associated tab as a quick reference.



## Quick support

HR Support works well for light weight Q&A and to provide quick support when launching new projects or initiatives in the organization.



## Knowledge base

Users can ask the bot a question and the bot responds with an answer if it is contained in the knowledge base. If not, the bot allows the user to submit a query which then gets posted in a pre-configured team of experts to help.

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Getting started



Persona



End-user view



Expert view



## Deployment guide

<https://github.com/OfficeDev/microsoft-teams-apps-hrsupport/wiki/Deployment-Guide>



## Architecture

<https://github.com/OfficeDev/microsoft-teams-apps-hrsupport/wiki/Solution-Overview>



## Documentation

<https://github.com/OfficeDev/microsoft-teams-apps-hrsupport/wiki>



## Guided simulation

<https://octe.azurewebsites.net/Microsoft/viewer/504/index.html#/>

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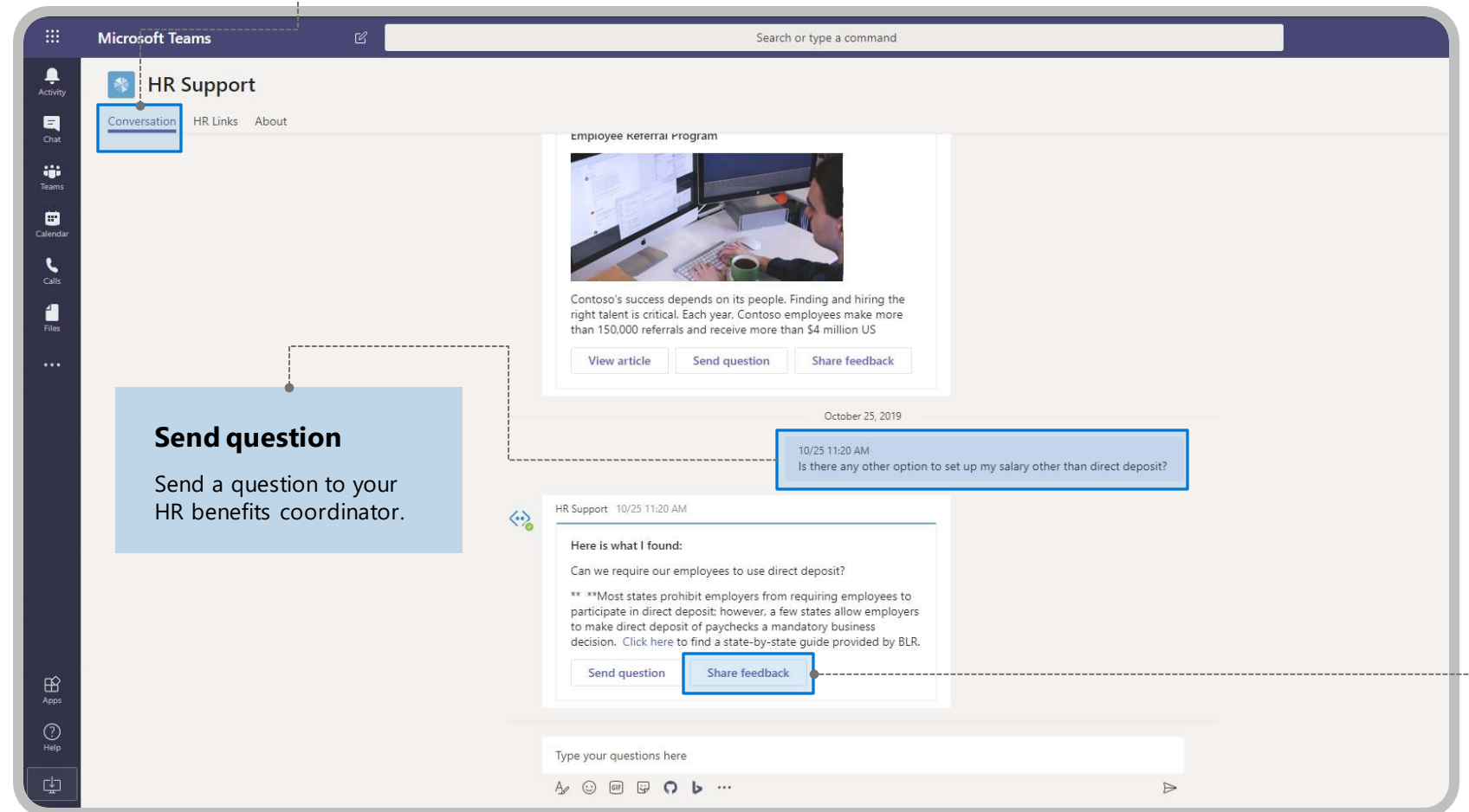
- Getting started
- Persona
- End-user view
- Expert view

## Teams chat

Teams Chat where HR questions and feedback is submitted by employees through the HR Support bot.

## Share feedback

Share feedback on a bot response. Sharing your thoughts creates a more robust HR Support app experience. Feedback can be reviewed and implemented into the bot's knowledge base to use as a reply in the future.





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## Chat with employees

Easily chat with the employee who requested support. Selecting this button will take you into a chat directly with the employee.

## Manage support requisitions

Queries are sent to pre-configured teams for HR experts to review and respond to.

The screenshot displays the HR Support application interface. At the top, there is a search bar labeled "Search or type a command". Below this, the main header shows "HR Support Dogfooding > General ...". The interface is divided into two main sections: a list of support requests and a detailed view of a selected request.

**Support Request List:**

- Request 1:** "HR Knowledge Base Questions" by Carl Edwards. Description: "Hello Team, Can i use additional flex points for fitness reimbursement? If yes, how does the taxation work?". Question asked: "is there any other option to set up my salary other than direct deposit?". Status: "Unassigned". Action buttons: "Chat with Carl", "Change status", "View article".
- Request 2:** "Employee Referral" by Alex Smith. Description: "Can you please explain me more about employee referral in Contoso?". Status: "Closed". Closed: "10/25/2019". Action buttons: "Chat with Alex", "Change status".

**Reopen Dropdown:**

- Reopen
- Reopen and assign to me

**Footer:** "This request is now closed. Closed by Ted Myers."

**Quick tip:** Add the HR question to the HR support bot's knowledge base so that employees that ask the same question in the future will have the correct information without needing expert support. Include links to the direct company policies for more detail.

Thank you.



