



Louisville Microsoft Users Group: Teams Bots & Apps

Al Durham

Modern Workplace Technical Specialist

Microsoft's mission

Empower every person and
every organization on the
planet to achieve more





The workplace is changing

Mobile and social

4x

as many devices
per user

45%

of workers use social tools
at work

Diverse and global

5

generations together
in the workforce

72% ↑

of workers will be working
remotely by 2020

Team-based and collaborative

2x

as many
teams

80% ↑

of employee time is
spent collaborating

Transforming your business is challenging



Budget
constraints



Time & Resource
constraints



Business
expectations



Paper
processes



Complex
processes



IT/Business
partnership



No BI
integration



"Shadow IT"
governance



Tools to create
the right culture



Security &
Compliance



Legacy system
maintenance



Difficulty to
find insights



Track & measure
performance



Leverage existing
technology



Integrate data from
the right sources

“We need to go faster”

IT application development is gravitating towards **low-code and high-productivity** application platforms to minimize cost and support rapidly changing business needs.

“We already have the data”

Essential part of these high-productivity application platforms is that they **natively integrate with existing business data** – e.g., CRM or ERP systems and existing business process applications.



Key takeaways

Microsoft Teams as a platform for bots and apps, allows you to:

- Integrate your apps, bots and workflows (in multiple different ways)
- Manage the apps and bots available to your organization
- Highlight tools your organization should use
- Enable users to customize their Teams experience



Microsoft Teams

is the hub for teamwork in Microsoft 365



Chats



Meetings



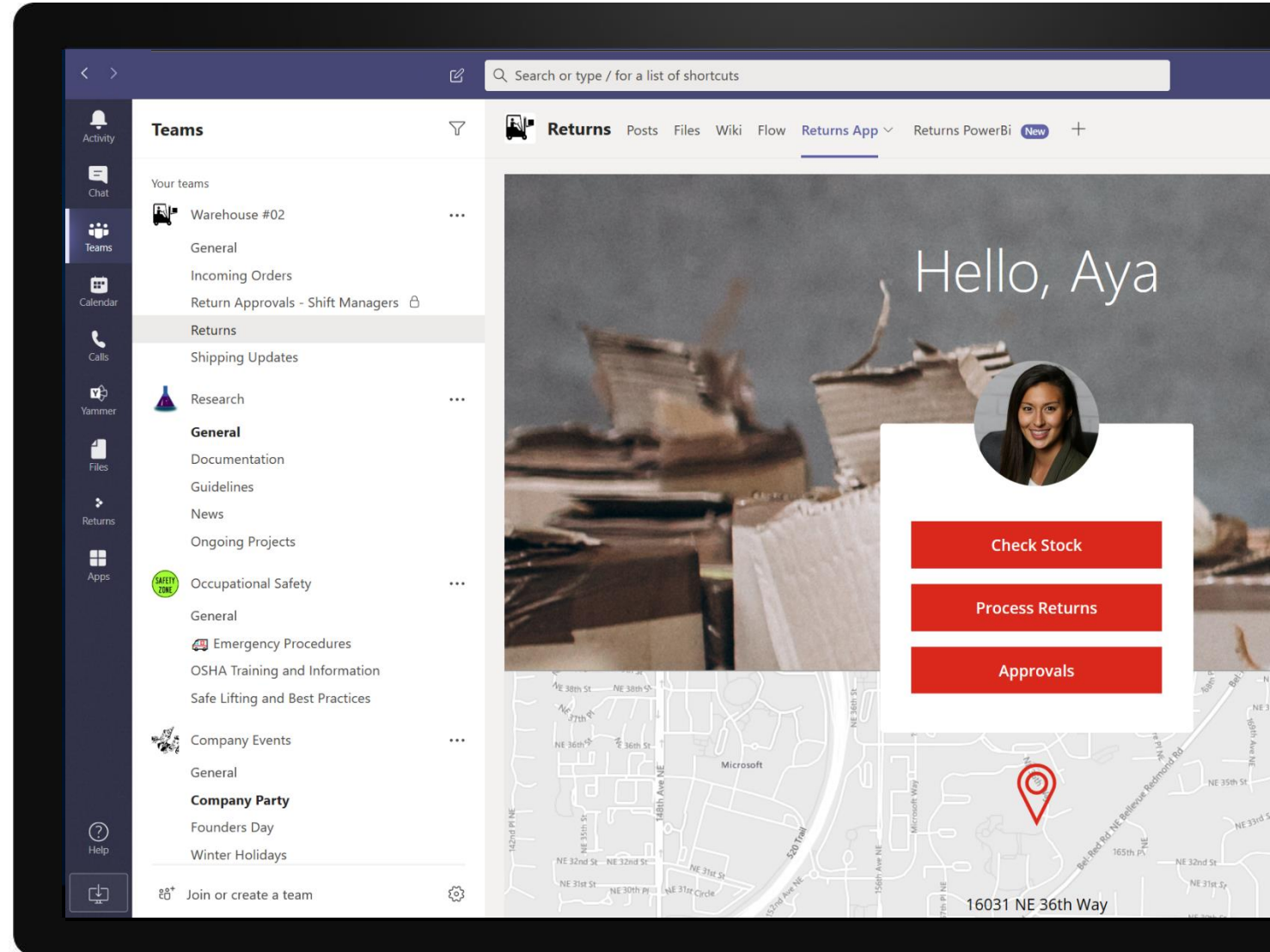
Calls



Files



Apps and workflows



Teams is a platform for your apps and workflows



Microsoft Teams

Productivity apps



Low code dev
and automation



Processes and
custom apps



Departmental
tools



Employee
resources



Processes and
workflow



Support
and info



Integrated apps, processes automation, and business intelligence



Services that can be
integrated with Teams



Teams and Power Platform enhance each other



Power BI

Seamlessly connect and transform data into accessible visualizations, to make decisions quickly and confidently



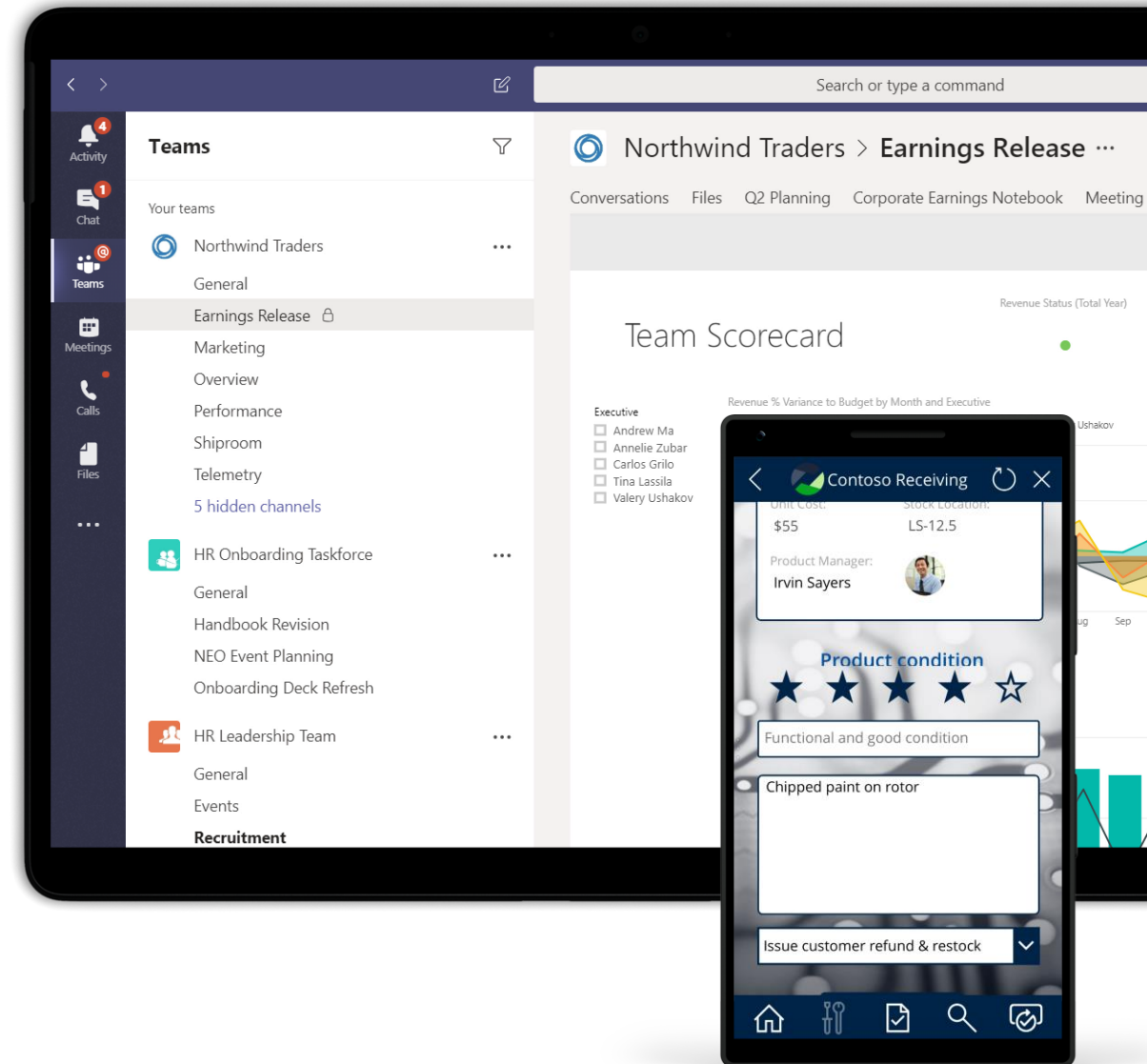
Power Apps

Easily create custom apps to modernize processes to meet your needs with your data, enhancing efficiency and collaboration



Power Automate

Quickly automate intelligent, data-powered workflows, from simple tasks to radical transformations, improving agility and productivity



SharePoint based Sites, Lists and Webparts



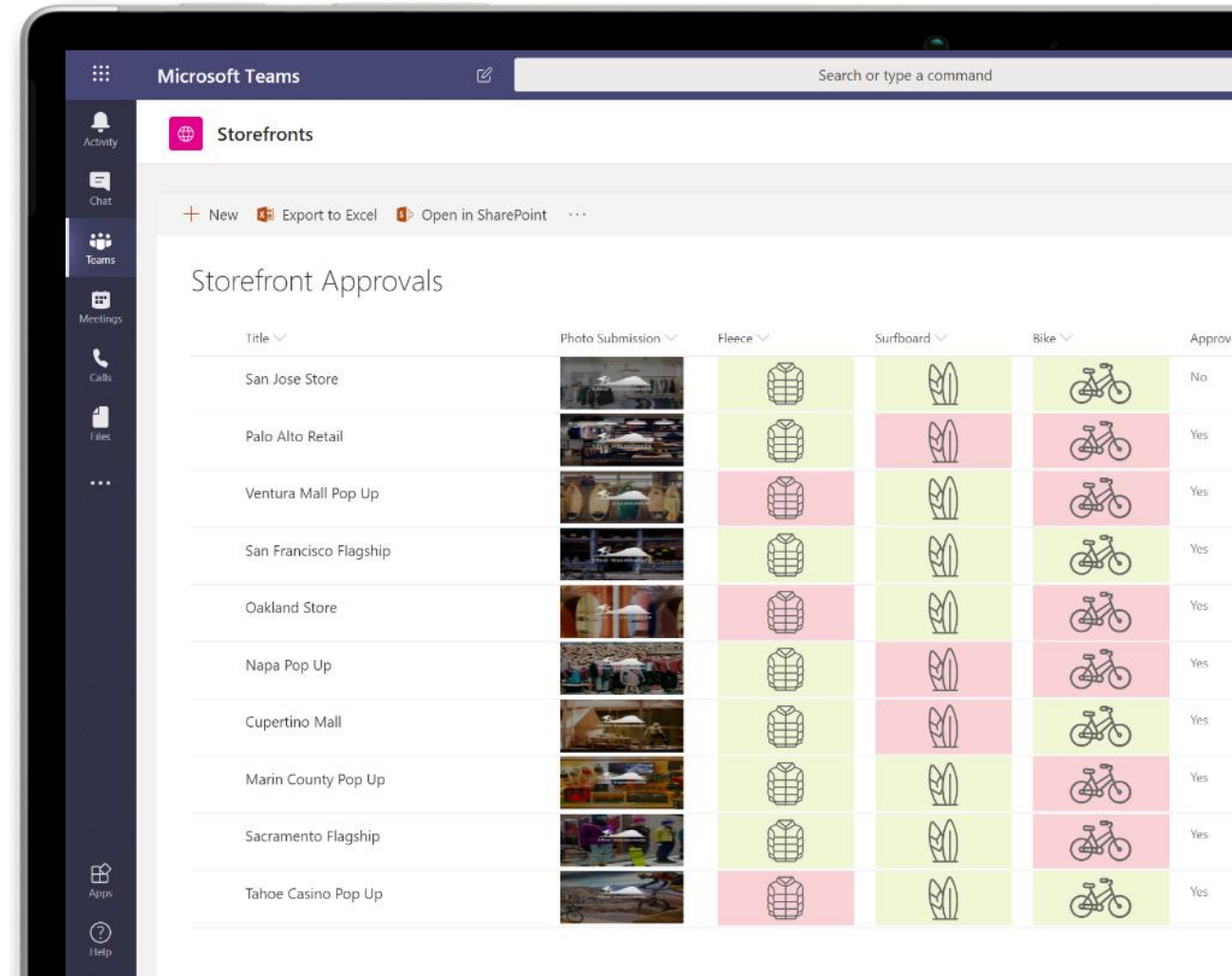
Gather and collaborate on shared information in lists and libraries that support up to **30 million items**

Incorporate rich data types including **pictures, people, URLs and locations**

Create data visualizations and experiences with **custom formatting, custom forms** and **dashboards**

Import data from and export to Excel and edit data with worksheet-like simplicity

Manage information with **item-level security** and **enterprise-grade compliance** features



Microsoft Forms to collect information



Integrate with Microsoft Teams using **web parts and chatbot integration**

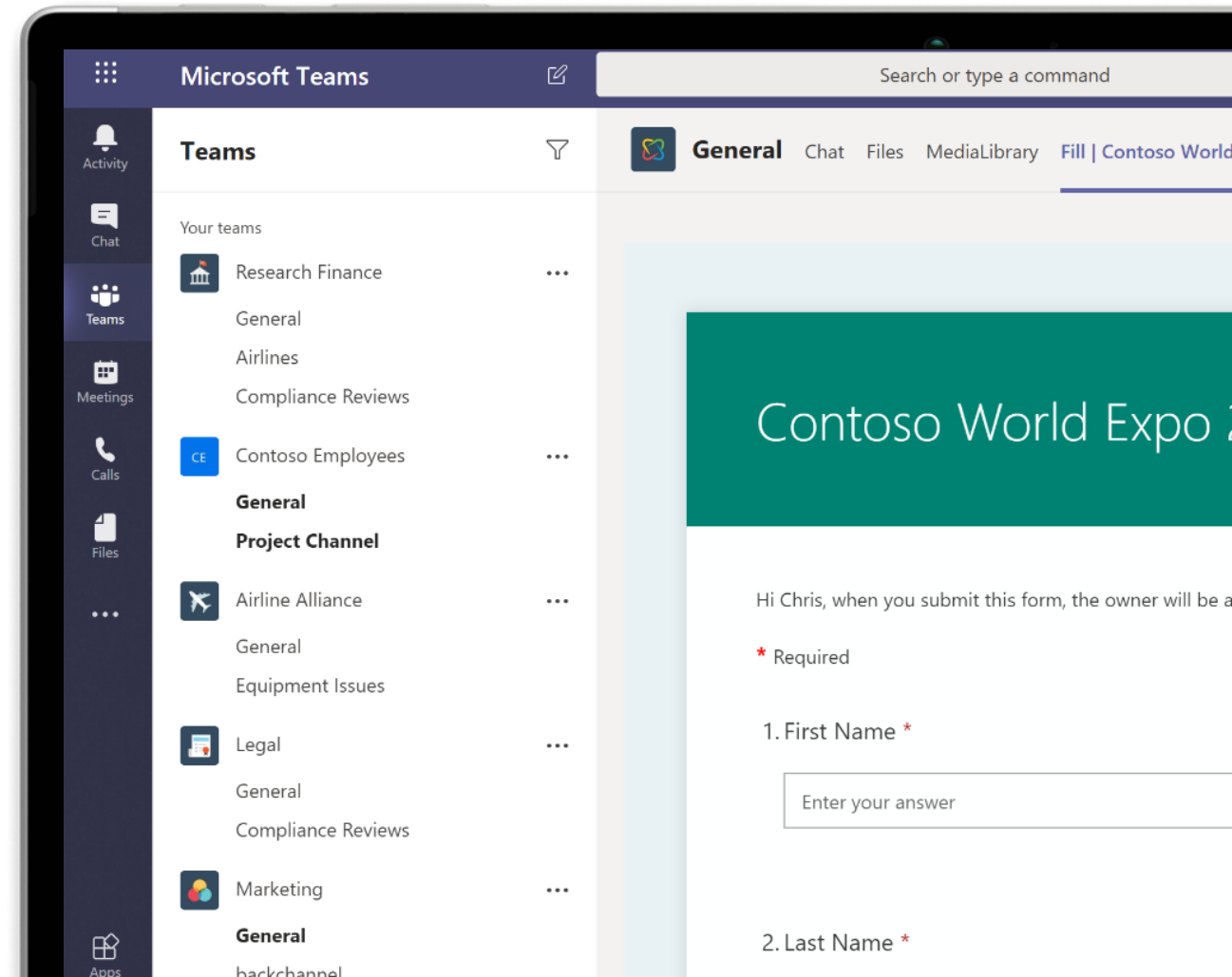
Collect data by adding a form to a Teams channel

Solve sophisticated needs with **question branching and file uploads**

Save data in **SharePoint lists** and deliver notifications with Microsoft Flow

Create **polls, quizzes, and surveys**

Share forms with anyone inside or outside your organization





pagerduty

asana



Wrike



Zoom.ai



smartsheet



Bitbucket



GitHub

WIKIPEDIA



Trello



openagora



Cisco webex



zoom



Bitbucket Server



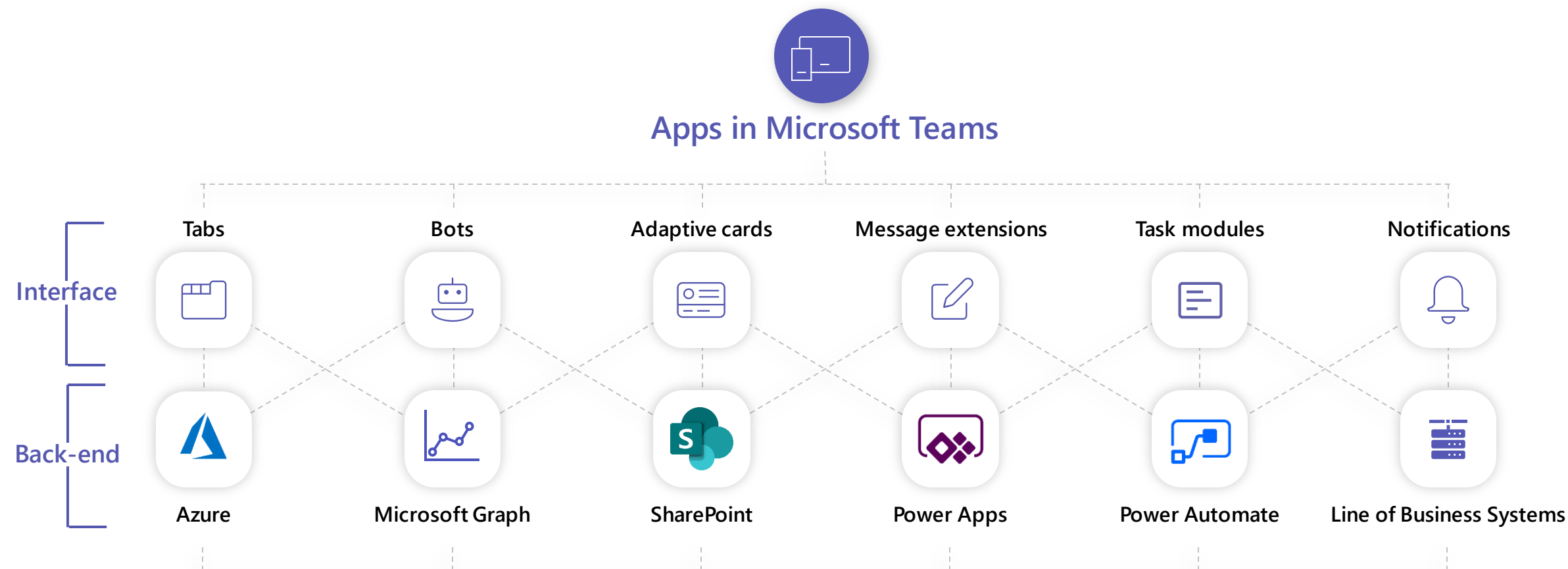
Teams as a platform in-action: Bots and Apps in Action



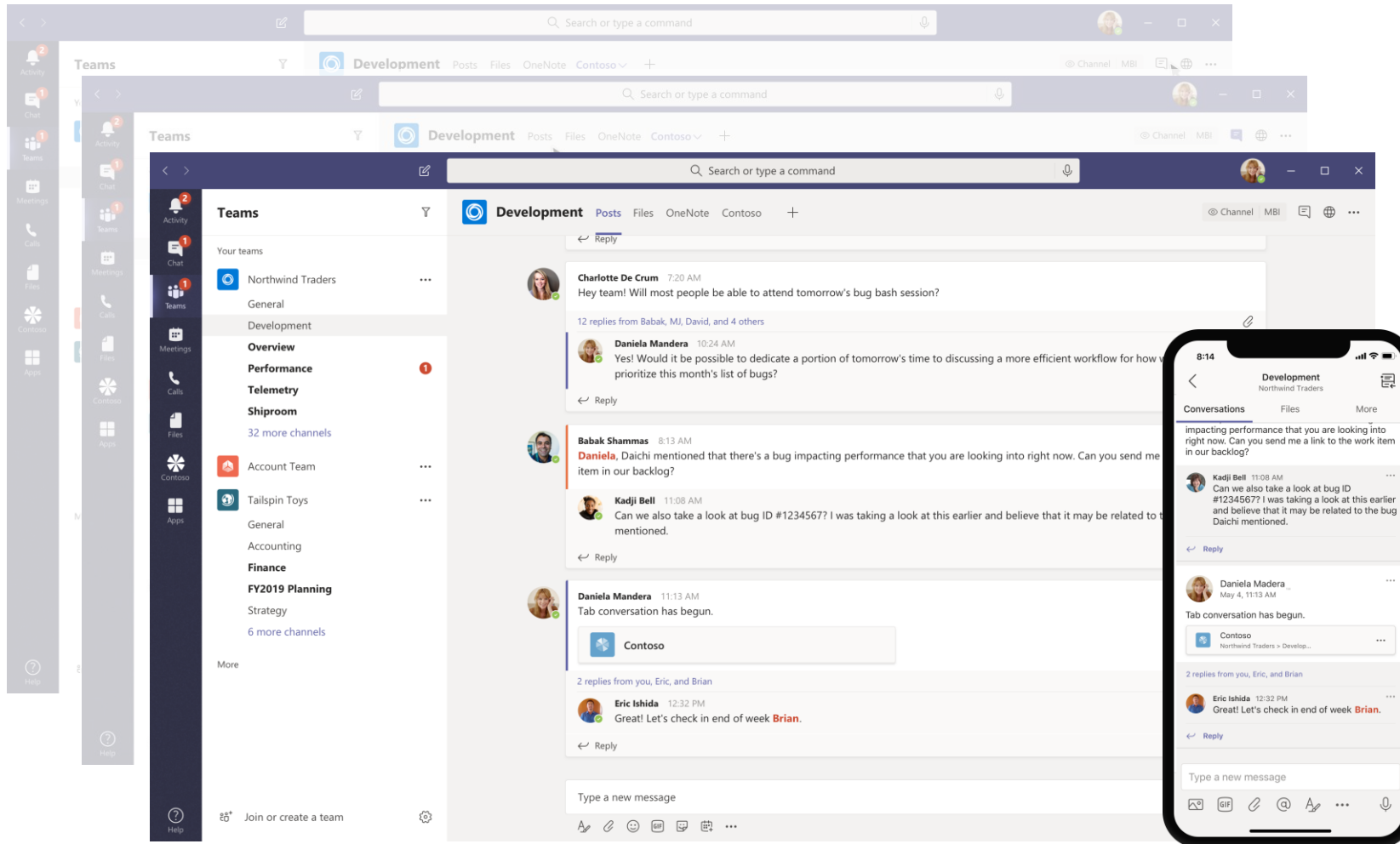
Options for integrating these
apps and workflows



Unique capabilities for unique set of scenarios



Create a canvas for rich experiences using tabs



Tabs

When you want a large area to present information to users, a tab is a great place to show a list of work items or a dashboard

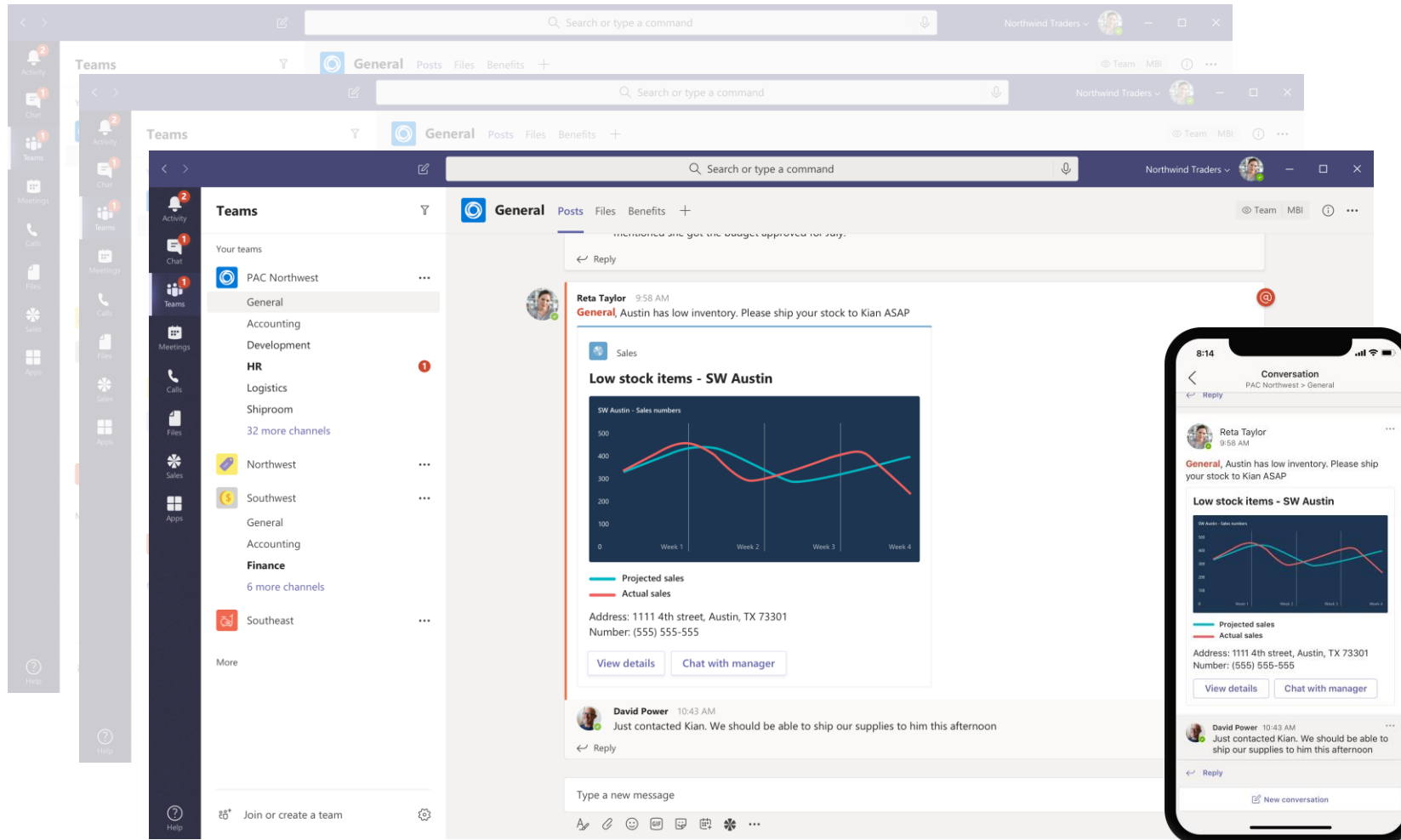
Chat in context

Take action on content-specific needs, with the right team, right where you are already working with the data and information

Post tab threads

Conversations within the tab will be posted in the team's channel and promote your tab

Quick search and share using Message Extensions



Message extensions

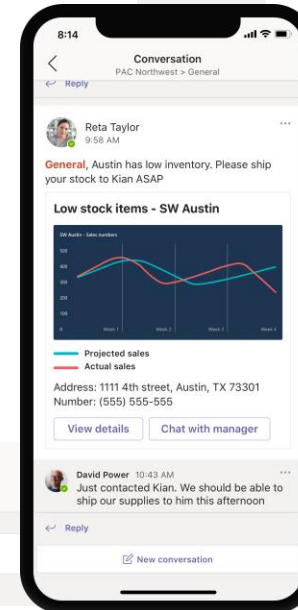
Search for or show recently viewed reports.

Compose with card

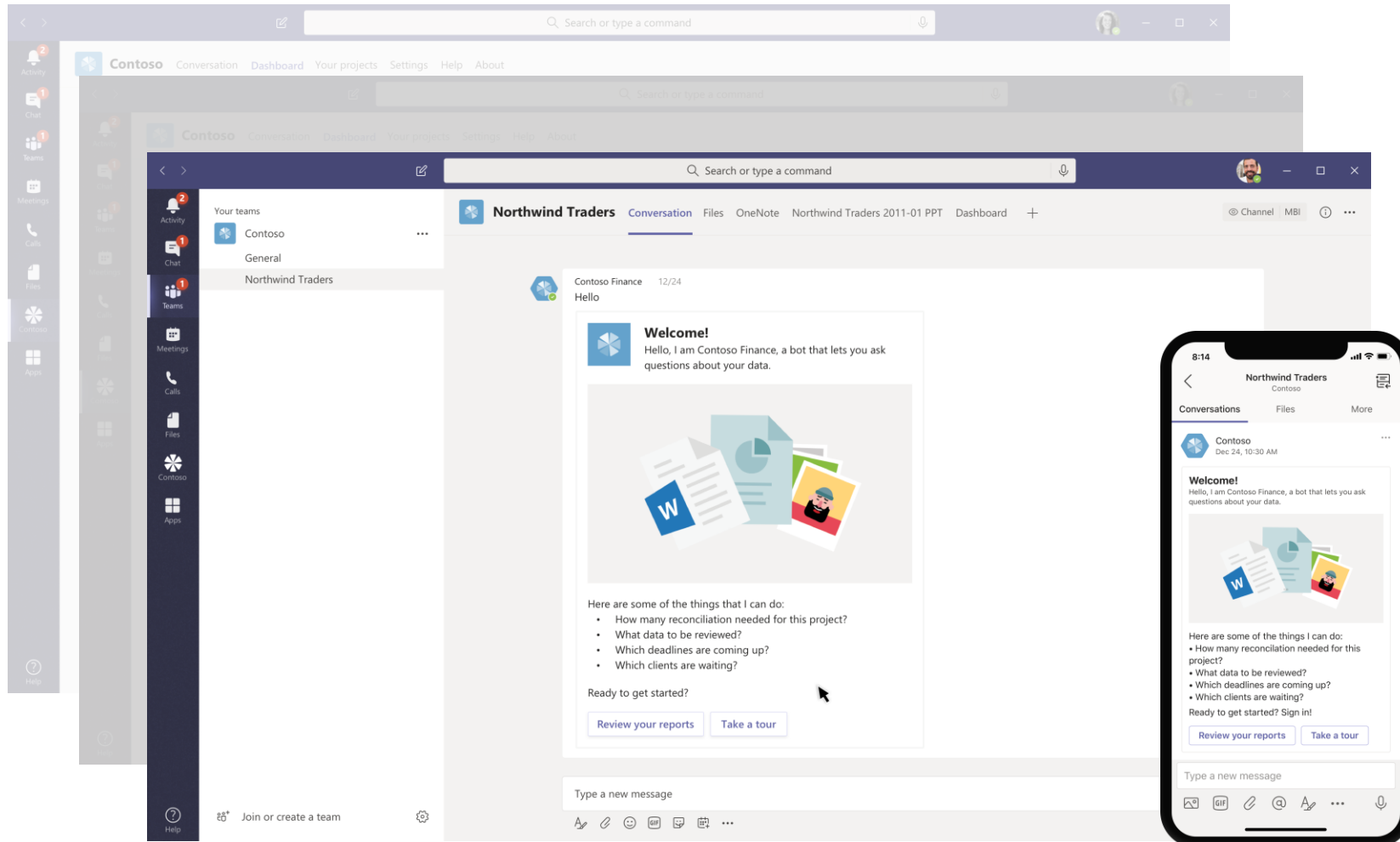
Add comments and @mention the people who need to see the information

Share to team

Now everyone can see the summary, open a link to your content or take immediate action right from the chat



Automate using Graph API



Kicking off a new project can be easier

Using Teams templates and your app you can automate the onboarding process

Simplify known workflows

Select users who will be team owners vs. team members to comply with access and role limitations, pick documents in your service or on SharePoint to add to the mix. Add a welcome message

Bot notification

In the new team we start the project knowing what we are doing and where everything is

Managing apps on the Teams platform



Publish your app for Microsoft Teams

Publish to the store

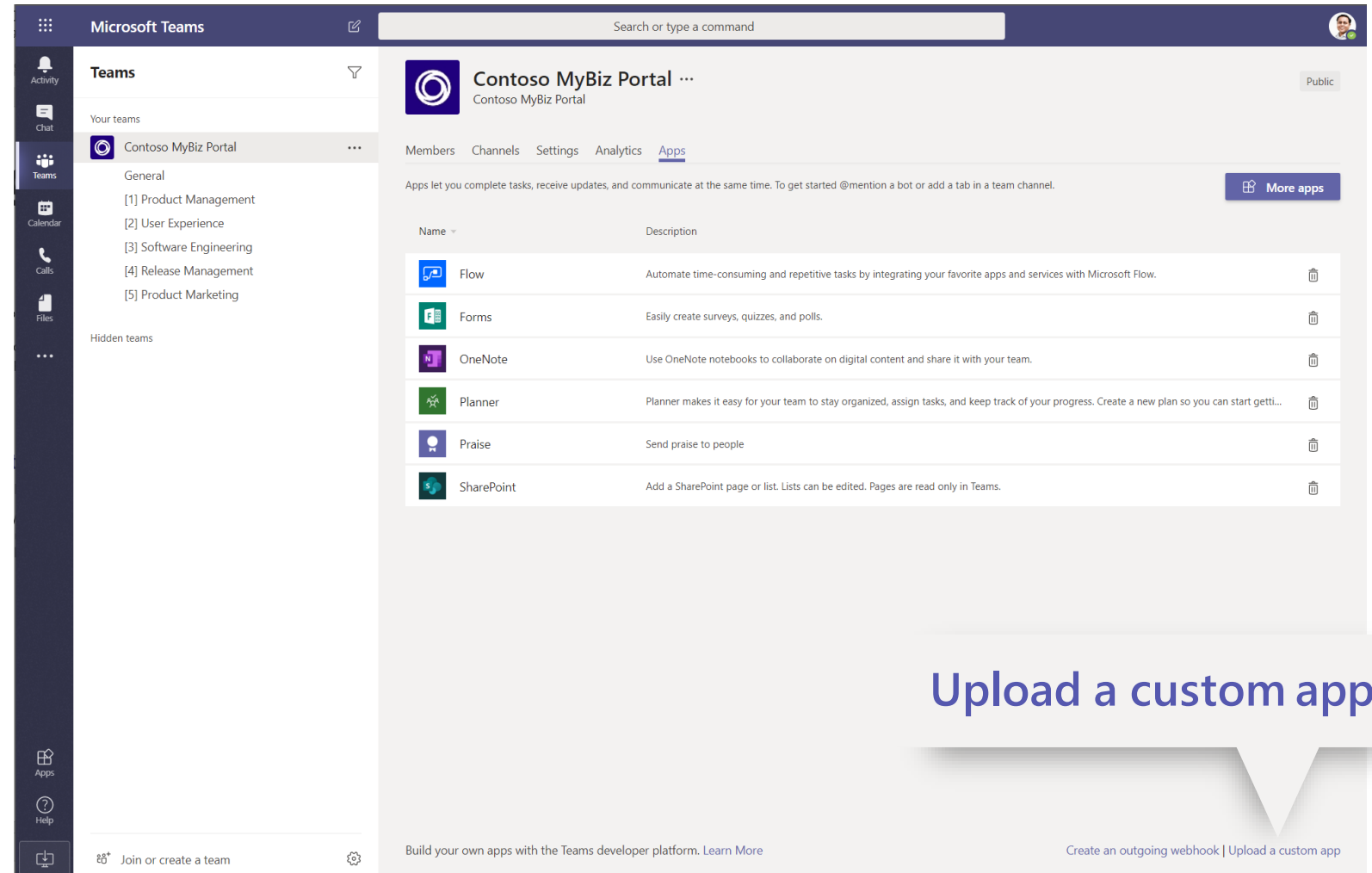
Make your app available to the world. Let people know the category of your service, include screenshots and videos and easy to access app details that show off your app's capabilities and skills

Publish to your tenant

When your app is designed to support a specific function in your company you can make it easy to find for all your company's users. We've got a great place for your admin to host all your internal apps and they can suggest publicly available apps here too

Publish to a team

When you want to test your app or if it was designed for a specific group of people you can sideload your app and use it right away



Upload a custom app

Enhance app discoverability using Setup Policies

Office 365 | Microsoft Teams admin center

Dashboard \ App setup policies \ Global

Global








Description

Allow uploading custom apps ☐ Off

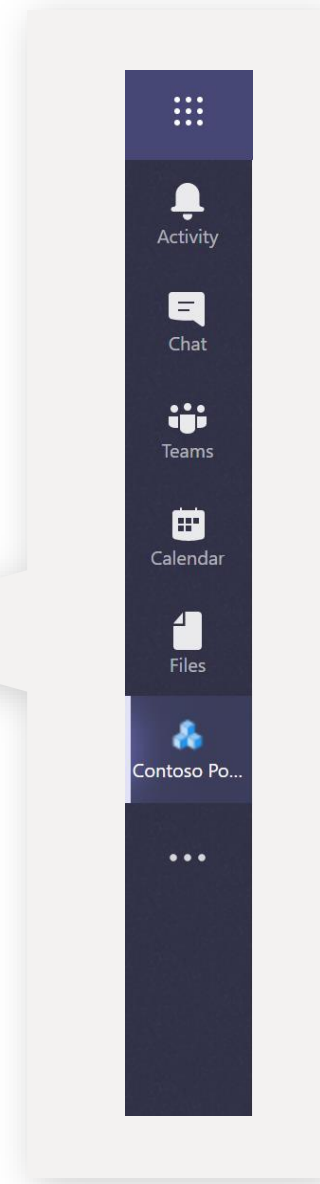
Pinned apps

Choose the order that apps are pinned in the Teams app navigation bar.

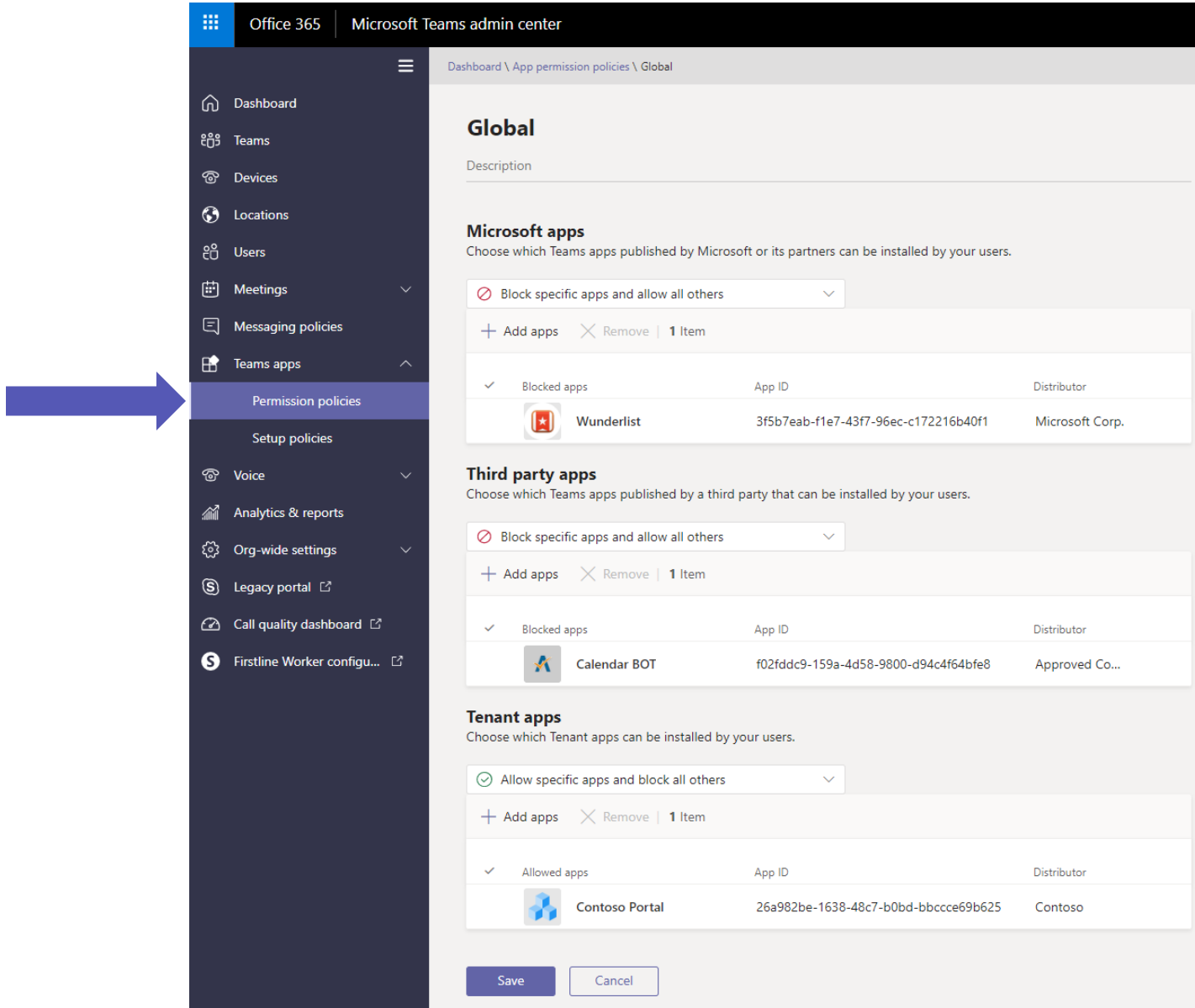
+ Add apps ↑ Move up ↓ Move down ✕ Remove | 7 Items

✓	Name	App ID	Distributor
	Activity	14d6962d-6eeb-4f48-8890-de55454bb136	Microsoft
	Chat	86fcd49b-61a2-4701-b771-54728cd291fb	Microsoft
	Teams	2a84919f-59d8-4441-a975-2a8c2643b741	Microsoft
	Calendar	ef56c0de-36fc-4ef8-b417-3d82ba9d073c	Microsoft
	Calling	20c3440d-c67e-4420-9f80-0e50c39693df	Microsoft
	Files	5af6a76b-40fc-4ba1-af29-8f49b08e44fd	Microsoft
	Contoso Portal	26a982be-1638-48c7-b0bd-bbccce69b625	Contoso

Save Cancel



Customize app access using Permission Policies



The screenshot displays the Microsoft Teams admin center interface. The left-hand navigation pane is visible, with a blue arrow pointing to the 'Permission policies' link. The main content area shows the 'Global' permission policy configuration page. The page is divided into three sections: 'Microsoft apps', 'Third party apps', and 'Tenant apps'. Each section has a dropdown menu to select the policy type (e.g., 'Block specific apps and allow all others' or 'Allow specific apps and block all others') and a table of blocked or allowed apps.


Global

Description

Microsoft apps
Choose which Teams apps published by Microsoft or its partners can be installed by your users.

Block specific apps and allow all others


+ Add apps - Remove | 1 Item

Blocked apps	App ID	Distributor
 Wunderlist	3f5b7eab-f1e7-43f7-96ec-c172216b40f1	Microsoft Corp.

Third party apps
Choose which Teams apps published by a third party that can be installed by your users.

Block specific apps and allow all others


+ Add apps - Remove | 1 Item

Blocked apps	App ID	Distributor
 Calendar BOT	f02fddc9-159a-4d58-9800-d94c4f64bfe8	Approved Co...

Tenant apps
Choose which Tenant apps can be installed by your users.

Allow specific apps and block all others

+ Add apps - Remove | 1 Item

Allowed apps	App ID	Distributor
 Contoso Portal	26a982be-1638-48c7-b0bd-bbccce69b625	Contoso

Save Cancel

Build trust using Microsoft 365 Publisher Attestation

Accelerate Adoption


Expedite the enterprise review process so apps get reviewed and turned on faster

Build Trust


Provide visibility and confidence in compliance of apps through developer provided security, data handling information

Access Easily

All developer provided app assessments in a single location & consistent format across 90+ vendors


App	Partner	Self-Attested?	Data Handling Information	Cloud App Security Information	Cloud Security Alliance Information	App Capabilities
ADP Virtual Assistant	ADP		No	Yes	No	Bot, Tab
AVA	AvePoint, Inc.		No	No	Yes	Bot, Tab
Adobe Sign	Adobe Systems Inc.		Yes	Yes	No	Bot, Tab
Aha!	Microsoft Teams Ecosystem		No	Yes	No	Connector
Airbrake	Microsoft Teams Ecosystem					
ApproveSimple	Capriza, Inc					
Asana	Asana, Inc.					
Assistant @ Zoom.ai	Zoom.ai Inc					
AtBot	H3 Solutions, Inc.					
Axure Share	Axure					
Beanstalk	Beanstalk					
Bitbucket	SoftServe, Inc.					

Adobe Sign

06/27/2019 • 3 minutes to read •  Applies to: Microsoft Teams

Choose the category of information you want to see for this app:

[General](#) [Data Handling](#) [Security and Compliance](#)

 The information on this page is based on a self-assessment report provided by the app developer on the security, compliance, and data handling practices followed by this app.

Last updated by the developer on: —

- [View in Teams store](#)
- [View in AppSource](#)

General information

Information provided by Adobe Systems Inc. to Microsoft:

Information	Response
App name	Adobe Sign
ID	0f56a9d1-f502-40f9-a9e8-816d7adbb68b
Capabilities	Bot, Tab

Build trust using Microsoft 365 Certification

Application Security

Pen-test, SAST/DAST

Operational Security

Malware, Patch Management,
Incident Response, Vulnerability
Scan and Risk Management

Data Handling Security and Privacy

Data Retention and Disposal, Data
Access and Approval & GDPR

Compliance Claim Checks

SOC2, PCI-DSS, ISO27001

Contoso Electronics

Microsoft Teams admin center

Dashboard

Teams

Devices

Locations

Users

Meetings

Messaging policies

Teams apps

Manage apps

Permission policies

Setup policies

Voice

Policy packages

Analytics & reports

Org-wide settings

Planning

Legacy portal

Call quality dashboard

Firstline Worker configu...

Manage apps

When you are managing apps for your organization, you are controlling what apps are available to users in your organization's app store. You can then use app permission and app setup policies to configure what apps will be available for specific users. [Learn more](#)

+ Upload new app

✓ Allow

⊘ Block

318 Items

Search

Name ↑	Certification ⓘ	Categories	Publisher	App status ⓘ	Custom app
+BI Collaboration	--	Communication, DataVisualiza	Ataira Analytics Inc.	Allowed	No
ADP Virtual Assis...	--	HumanResourcesAndRecruitin	ADP	Allowed	No
AIアシスタントボット	--	HumanResourcesAndRecruitin	TIS Inc.	Allowed	No
ASC Recording In...	--	Communication, FilesAndDocu	ASC Technologies AG	Allowed	No
AVA	--	Productivity	AvePoint, Inc.	Allowed	No
Achievers	--	HumanResourcesAndRecruitin	Achievers	Allowed	No
AddressLook	--	Productivity	Big Bang System Corp.	Allowed	No
Adobe Creative C...	--	Productivity	Adobe	Allowed	No
Adobe Sign	Microsoft 365 certified	WorkflowAndBusinessManage	Adobe Systems Inc.	Allowed	No
Advisor for Teams	--	Microsoft	Microsoft	Allowed	No
Advisor for Team...	--	Microsoft	Microsoft	Allowed	No

Early traction from app builders and admins

Certified apps



Adobe Sign



Dynamic Signal



Publisher attested apps

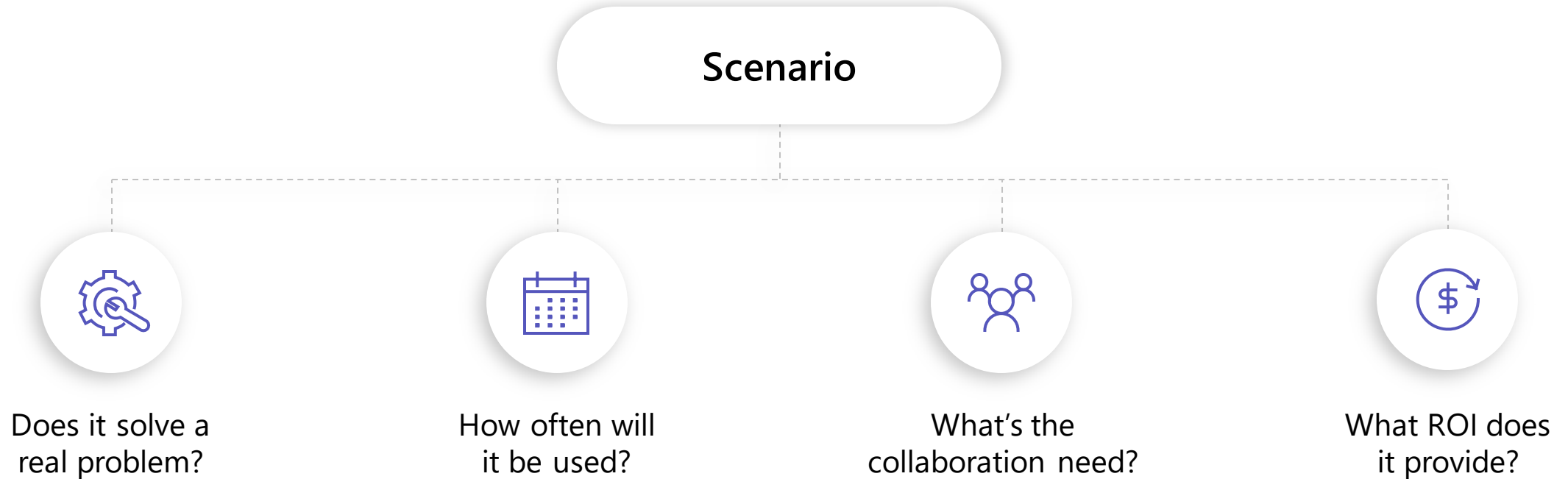


... and more

So how do I get started?



Determine scenarios ripe for apps and automation



Common scenarios our customers and partners are building on Microsoft Teams



Empower employees

- Self service
- Pulse surveys
- Enterprise search
- Employee engagement
- Learning and development
- Onboarding and scheduling



Engage customers

- Customer support
- Sales associate productivity
- Digital marketing
- Social engagement
- Agent productivity
- Feedback loops



Optimize operations

- Business processes
- Supply chain management
- Care coordination
- Delivery management
- Operational effectiveness
- Live tracking



Transform products

- Project management
- Service Incidents
- Engineering workflows
- Defects management
- Ideation tools
- Design collaboration



Start exploring

- Check out existing integrations already live in the App Gallery (in-app store).
- Start building with [Teams App Studio](#), [Node.js](#), and [c#/.NET](#)
- Understand extensible capabilities of Teams platform
- Brainstorm and finalize scenarios for integrations as a Teams app (tab, bot, messaging extensions, personal apps)

Get started developing

- [Teams Developer Documentation](#)
- Teams Sample Code on GitHub

Leverage Teams in-house experts

- Discuss scenarios, best practices, and workarounds
- Send Microsoft extensibility feature asks

Microsoft Teams resource cheat sheet



Teams dev center

- Get started building great apps, bots, & tabs for Microsoft Teams
- Training and tutorials
- Use our resources to get up to speed quickly

<https://aka.ms/TeamsDeveloper>



Developer support

- Announcements and program information
- Stay up to date on best practices and network with peers

<https://aka.ms/TeamsDevSupport>



Success with Teams developer guidance

- Learn how to plan, deliver, adopt, and manage Microsoft Teams
- Includes Skype for Business to Teams transition guidance

<https://aka.ms/TeamsDevDocs>

Create a New Virtual Agent



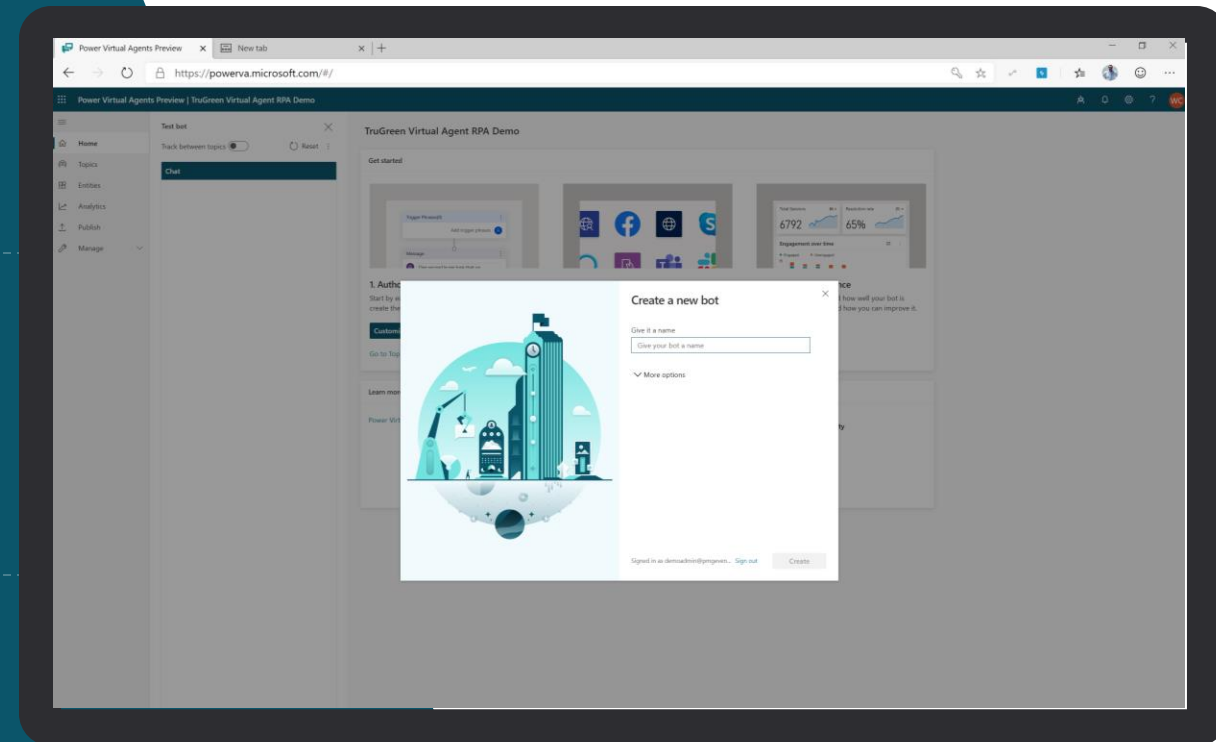
Open the Power Virtual Agents designer



<https://powerva.microsoft.com/>



Select 'new bot'





App in a Day + Curated Resources

- Hand On Lab content
 - Content: **aka.ms/AppInADay**
- Free delivery by Partners
 - Event: **aka.ms/AIADEvent**
 - Many events are virtual.
- PowerApps Learning Resources
 - **aka.ms/PowerAppsResources**

Agenda-at-a-glance

9:00 – 09:30	Introduction to Business Applications & Power Platform Overview
9:30– 10:15	PowerApps Canvas Apps and Lab Introduction
10:15 – 11:30	Canvas Apps Deep-drive Hands on Lab
11:30 – 12:30	Lunch
12:30 – 13:00	Common Data Service for Apps Deep-dive and Lab Introduction
13:00 – 14:00	Common Data Service for Apps Hands on Lab
14:00 – 14:30	Model-driven Apps Deep-drive and Lab Introduction
14:30 – 15:00	Model-driven Apps Hands on Lab
15:00 – 15:15	Break
15:15 – 15:45	Microsoft Flow Deep-drive and Lab Introduction
15:45 – 16:45	Microsoft Flow Hands on Lab
16:45 – 17:00	Wrap up, Call to action & Q&A

Microsoft Teams resource cheat sheet



<https://aka.ms/O365Roadmap>

Office 365 Roadmap

- All public feature delivery dates
- Filter by product



<https://aka.ms/TeamsCommunity>

Microsoft Technical Community

- Product forums and blogs
- Driving Adoption forum
- Office 365 Champion's Corner



<https://aka.ms/SuccessWithTeams>

Success with Teams practical guidance

- Learn how to plan, deliver, adopt, and manage Microsoft Teams
- Skype for Business to Teams transition guidance



<https://aka.ms/CoffeeintheCloud>

Coffee in the Cloud on YouTube

- Short how-to videos for IT Pro's and Champions
- Long form end user & administrator training

Continue your education

Sign up

<https://aka.ms/O365Champions>

Office 365 Champions Program

- Free monthly calls with Microsoft experts & peers
- Early access to adoption resources and tools
- Open to all business users, IT Pro's and developers who want to drive adoption of cloud solutions & services

Thank you for attending today.