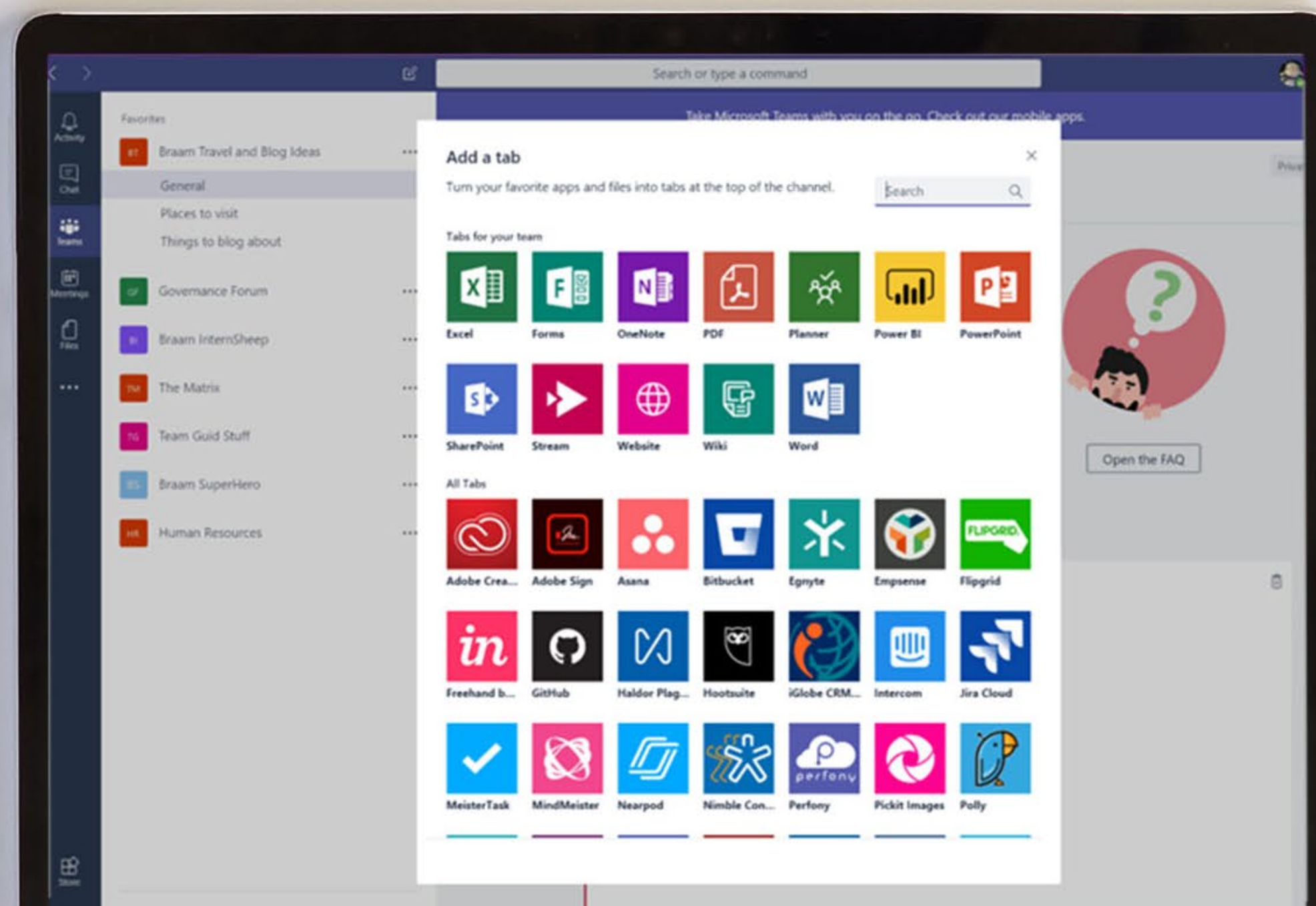




Unify Your Workday with Teams Apps



Who this is for:

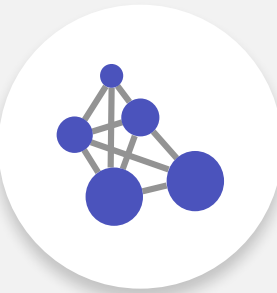
This e-book is for anyone who uses one or more apps in their workday alongside Microsoft Teams. It shows how integrating third-party apps in Teams can augment the Teams experience and reduce wasted time and focus by reducing the need to switch between solutions. It's also for business decision-makers who are looking for ways to help people work more efficiently, especially when working remotely.

You'll learn how easy it is to use third-party apps in Teams and how this can help improve the employee experience.



Contents

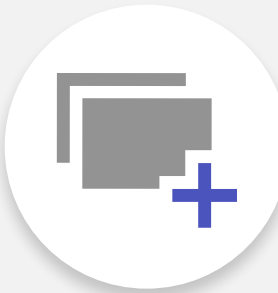
Click the title of an item to jump straight to that section.



Introduction _____ 4



**A day in the life
with apps and
Teams** _____ 5



**How to add
apps to Teams** _____ 14



**Specialized
tools for line-of-
business needs** _____ 19

Marketing _____ 20

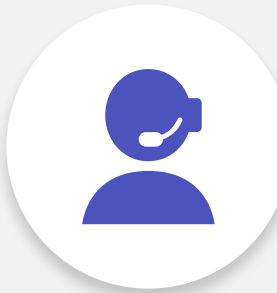
Sales _____ 24

Service _____ 28

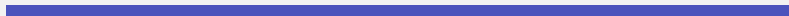
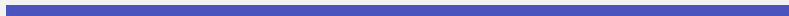
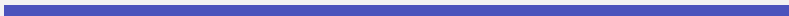
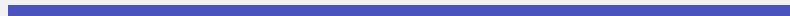
Project management _____ 32

Operations _____ 36

Software development _____ 40



Getting started _____ 44





Introduction

Transforming workplace collaboration is a business imperative. Helping employees stay productive as remote work becomes the norm is critical. With increasing numbers of apps essential to getting things done, employees find themselves constantly toggling between them. This breaks focus and lowers productivity.

Using Microsoft Teams, you can easily add powerful apps to the hub for teamwork you use every day. In just a few clicks you can have your favorite apps alongside—and integrated with—chat, meetings, and file collaboration.

You can find apps in in [Microsoft AppSource](#), your source for third-party apps that work with Microsoft solutions, as well as within Teams itself. There are more than 750 apps currently available for Teams, including industry- and department-specific functionality, with more added on a monthly basis.

This e-book will look at how apps in Teams can transform the workplace experience and serve the specialized needs of various departments.



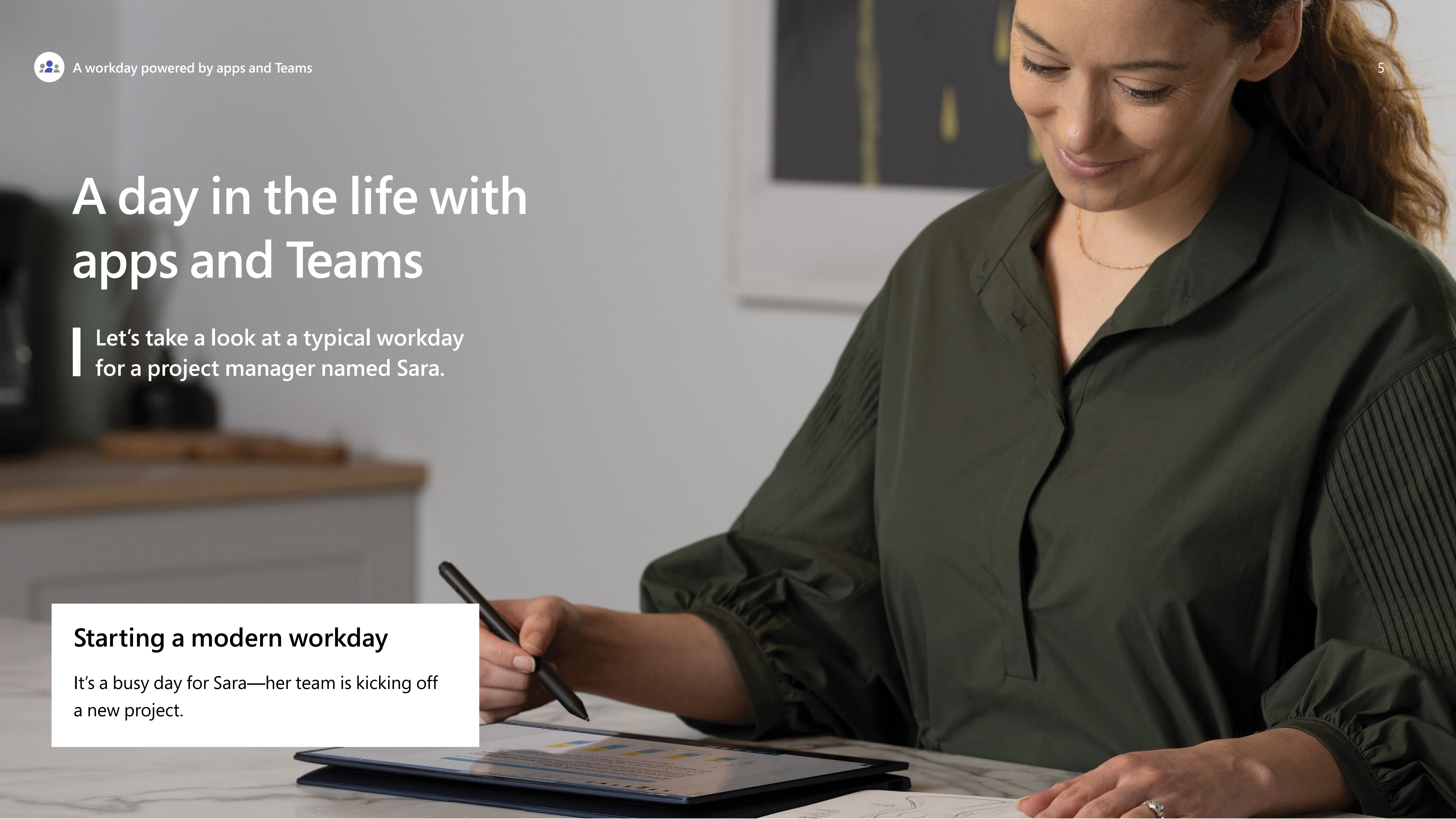


A day in the life with apps and Teams

Let's take a look at a typical workday for a project manager named Sara.

Starting a modern workday

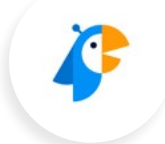
It's a busy day for Sara—her team is kicking off a new project.





Getting feedback from team members

Right after Sara sets up the group channel in Teams, she uses [Polly](#) to send out a survey about how often the team prefers to meet. She gets the responses quickly, and most agree that daily standups would be best.



[Get the app](#)





A workday powered by apps and Teams



Managing projects

In their first Teams meeting that afternoon, Sara has already started populating a monday.com project planning board, which she can share with the whole team. Everyone can see it as a tab in Teams and they collaboratively build a rough schedule, assign tasks, and set deadlines for the first couple of weeks.



[Get the app](https://monday.com)



A workday powered by apps and Teams

8

Hiring and personnel

Sara's team is expanding to handle the additional workload and she needs to make sure the candidate pipeline keeps moving forward. From the [Workday](#) tab in Teams, she can remind interviewers to provide feedback on three candidates.



[Get the app](#)

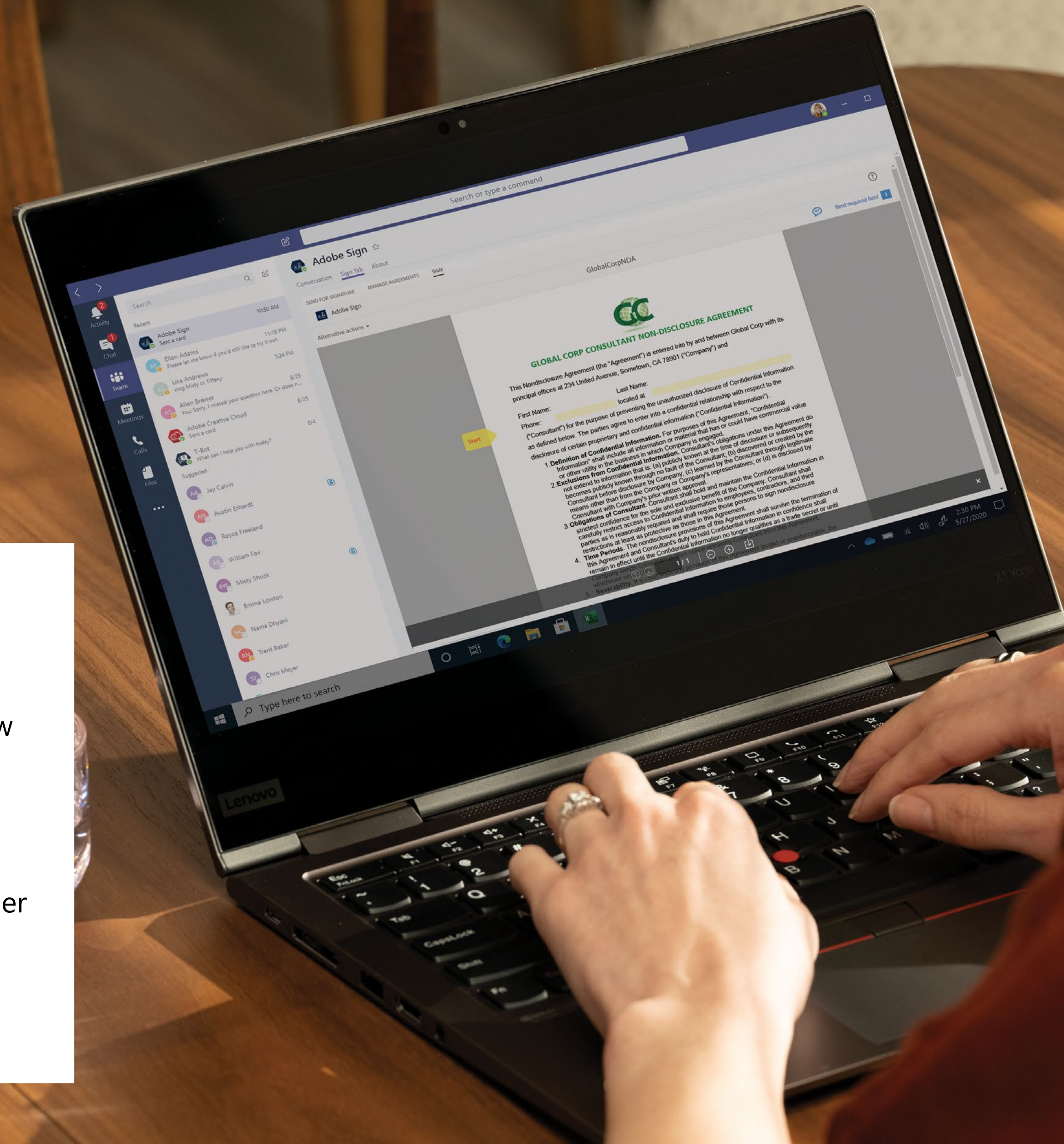


Managing documents and contracts

Sara sends a quick chat to HR to let them know the decision, and they send back paperwork for her to sign directly in the [Adobe Sign](#) app in her Teams window. The hiring workflow is accelerated so she can quickly get the talent her team needs.



[Get the app](#)





Everyday admin tasks

Sara goes out to lunch with a potential business partner to talk about a joint venture. When she gets back in the office, she snaps a picture of the receipt and [Workday](#) creates an expense submission for her.



[Get the app](#)





Keeping processes moving

Before leaving for the day, Sara wants to check on the status of a new contractor's onboarding documents. She can actually ask the [Adobe Sign](#) app through chat to let him know the status.



[Get the app](#)



How Teams apps transformed Sara's workday

Looking back over Sara's day, we can see several ways that Teams apps helped make her and her team more productive.

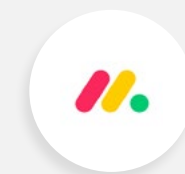
- ✓ Her **virtual collaboration** was enriched with new levels of functionality and interaction.
- ✓ She gained **agility to stay competitive**, from quickly hiring the right candidate to identifying schedule issues.
- ✓ She used **powerful functionality** like e-signatures, project management, and HR tasks all in one place.
- ✓ She helped **keep data and devices safe** with the built-in security of Microsoft 365, which was managed more easily by IT with centralized admin tools.



Featured apps used by Sara throughout her workday

monday.com

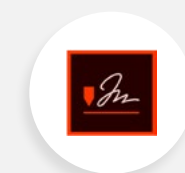
Enhance Microsoft Teams with comprehensive workflow and project management capabilities. monday.com powers teams to organize, structure, and streamline programs, projects, and processes.



[Watch Demo: monday.com integration with Microsoft Teams](#)

Adobe Sign

[Adobe Sign](#) is Microsoft's preferred e-signature solution that gets your documents signed faster than ever when you add it to Microsoft Teams. Now, you can send a document for e-signature and track the signing process at every step—right from the Adobe Sign tab within Teams.



[Watch demo: Live Sign with Adobe Sign for Microsoft Teams](#)

Workday

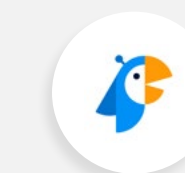
With [Workday](#) for Microsoft Teams, you can empower your people to collaborate with less friction and complete everyday HR and Finance tasks right inside Teams.



[Watch Demo: Workday for Microsoft Teams](#)

Polly

[Polly](#) captures instant, contextual feedback from your team in seconds directly in Microsoft Teams. Just about anyone can get started with Polly to quickly reach their colleagues and make data-driven decisions.



[Watch demo: Running an interactive poll inside a Teams Meeting with Polly](#)



How to add apps to Teams

Adding apps to Microsoft Teams is super simple. You can search for apps at [Microsoft AppSource](#).

Or, you can also add apps right from inside Teams—here are four ways to do it.



Add apps in Teams



Click to go to section

Add app notifications to a channel



Click to go to section

Add apps to a tab in a channel or a chat



Click to go to section

Add apps from the messaging area

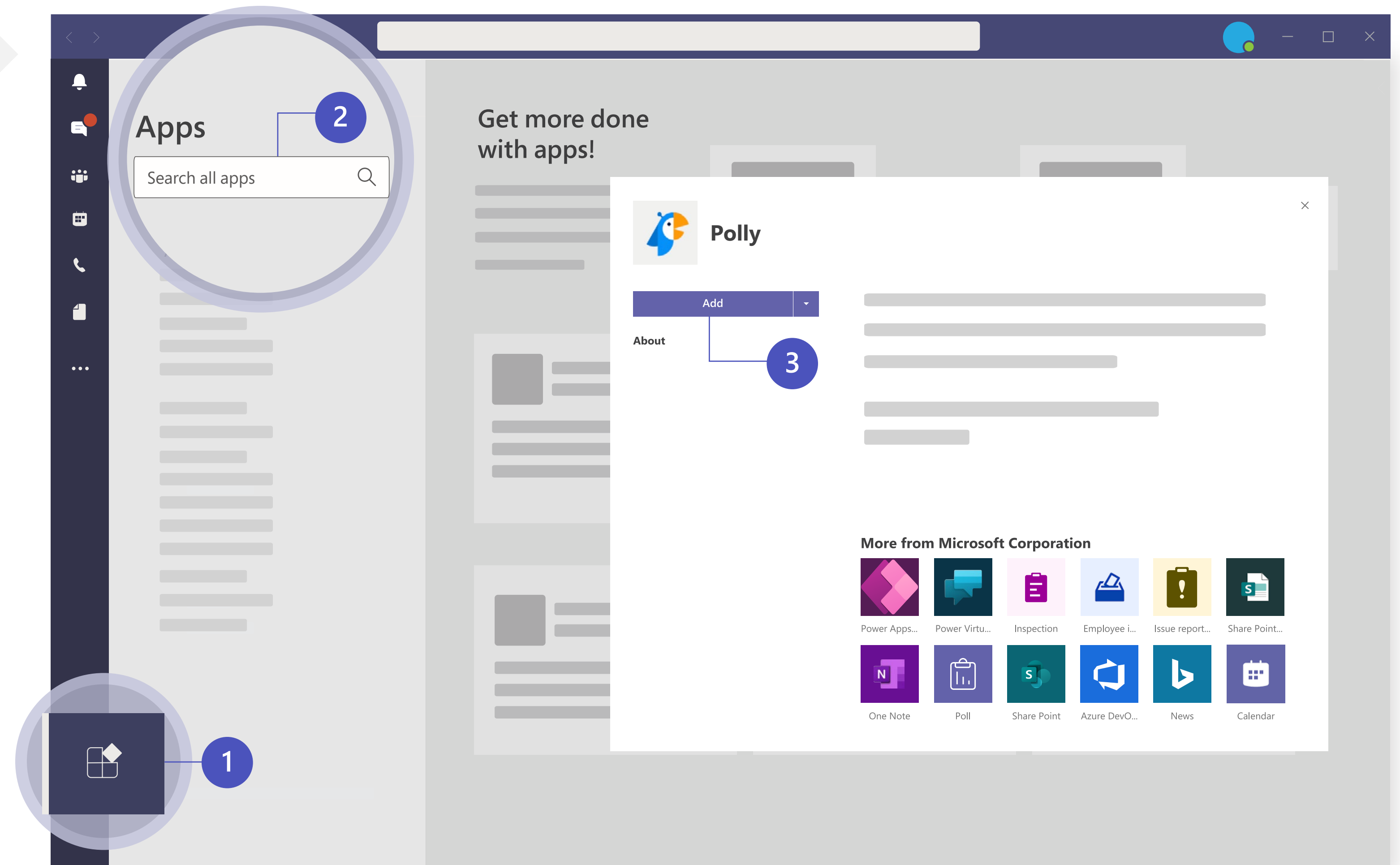


Click to go to section



Add apps in Teams

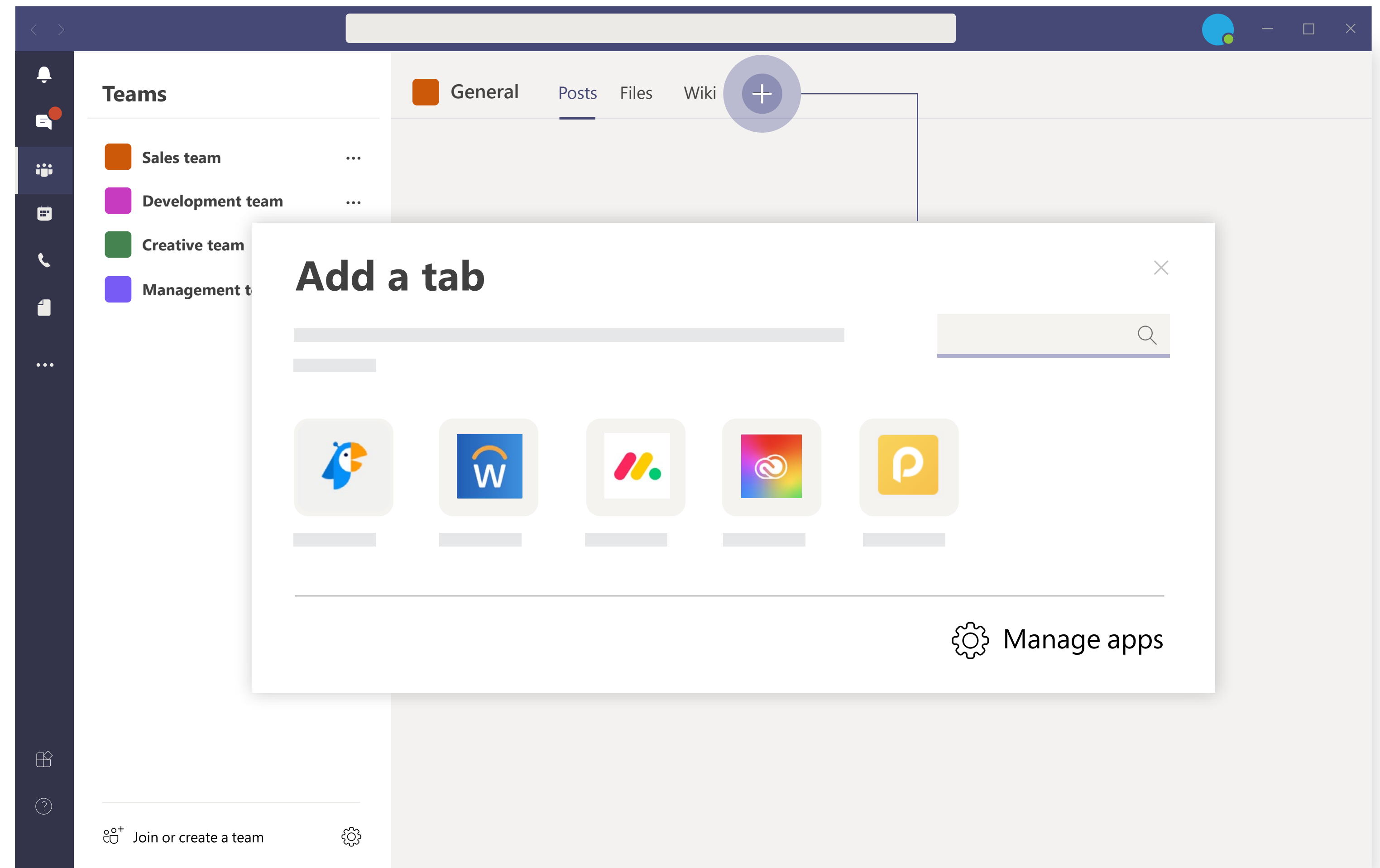
Go to **Apps** (1) on the lower left side of the Teams screen, then **search** (2) for your favorite app or browse the app categories to find new ones. Hit the **Add** (3) button to add the app. Note team owners can restrict who can add apps, and some apps can only be added by a team owner.





Add apps to a tab in a channel or a chat

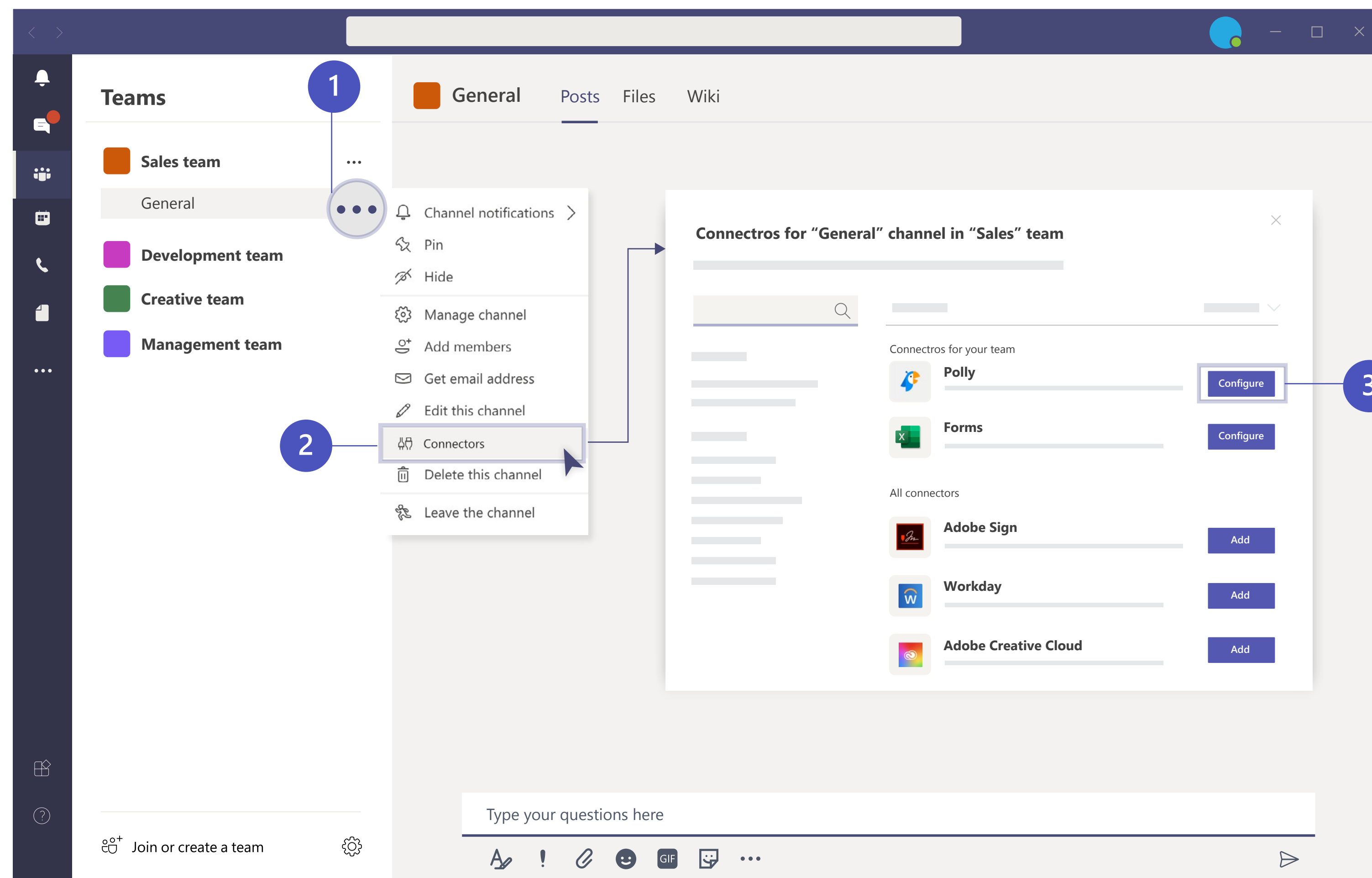
In tabs, you can add apps to share content and work collaboratively. Go to the channel, group chat, or one-on-one conversation of your choosing, and click **Add a tab** (the + symbol). From there, select the app you want. In some cases, you might also add a specific file to the tab.





Add app notifications to a channel

An app capability called a **Connector** inserts app notifications into a channel. To set one up, go to the channel you want, select ... (1) > **Connectors** (2), and choose an app. You'll be given the option to **Configure** (3) notifications for any app already added for your team or to **Add** a new app.



Go back to the list of the four ways

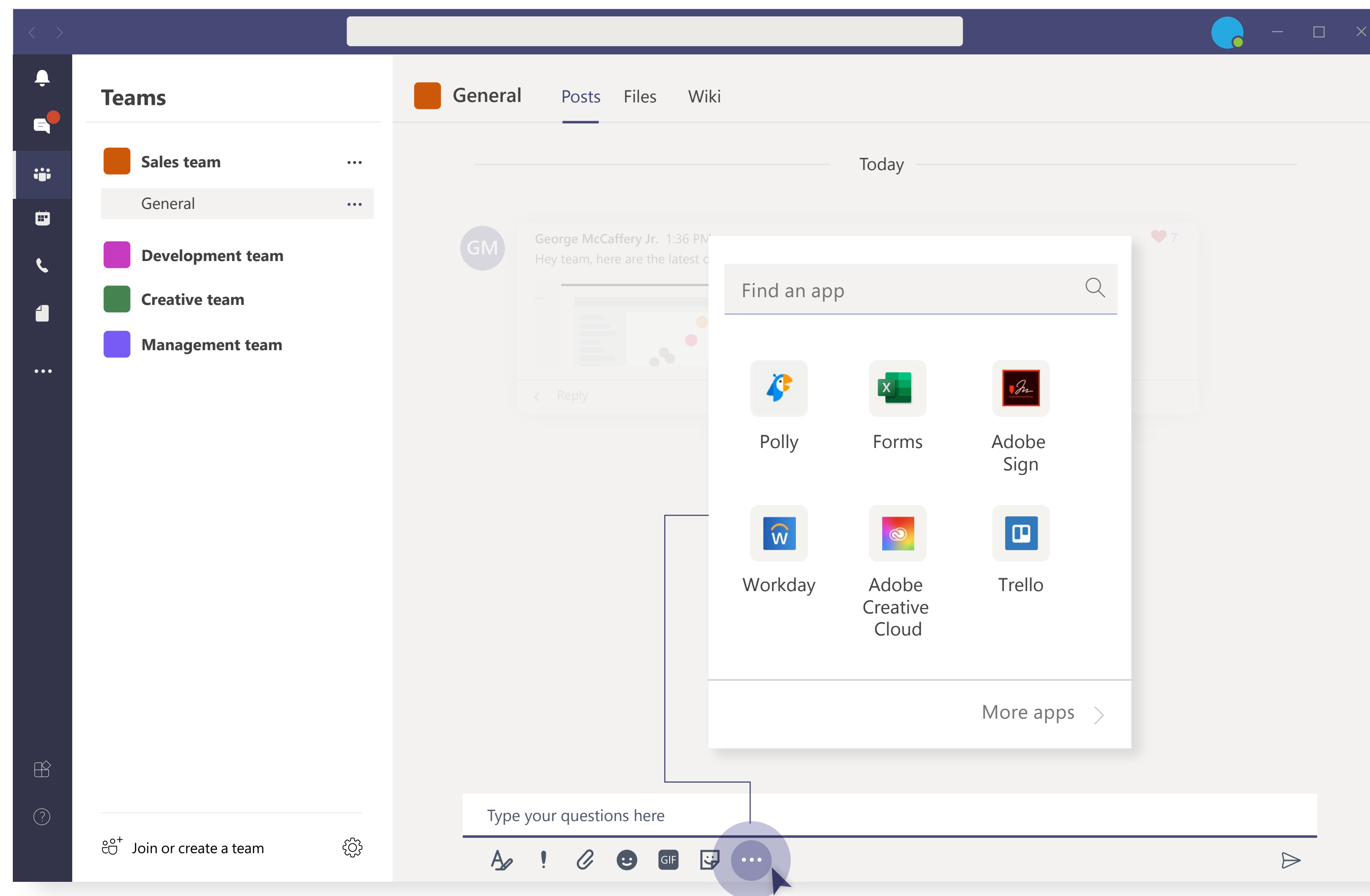


Add apps from the messaging area

Some apps let you insert content from the app directly into Teams messages. To add one, select ... beneath the box where you type a message and choose an app. Another way to add apps is to type @ in the box then click **Get bots**. Bots provide answers, updates, and assistance when you chat with them one-on-one or in channels.

Want to learn more about adding apps to Teams? [Check out this instructional video.](#)

[Go back to the list of the four ways](#)





Specialized tools for line-of-business needs

Now let's take a look at how Teams apps can help you in your day-to-day work. A wide range of the most popular app providers are integrated with Microsoft Teams, so there's a solution to help almost every department or business function.



Which function are you interested in exploring first? Click the name to jump to the section.

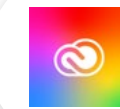
Marketing



Presentations.AI



Mindomo



Adobe Creative Cloud



Project management



AgilePolly



ScrumGenius



Decisions



Sales



Salesforce



Woobot



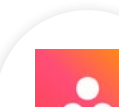
Adobe Sign



Operations



Monday.com



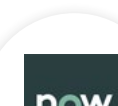
Asana



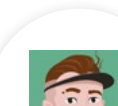
Tasks



Service



Now Virtual Agent



MailClark



Talla



Software development



GitHub



Confluence Cloud



Jira Cloud





Marketing

Marketing is a fast-paced, ever-changing field requiring equal parts data and creativity. Staying in the flow while staying on top of the latest information and schedules drives success. With marketing-specific apps inside Teams, you can focus less on switching from app to app and more on capturing customers' attention.

Featured apps:





Specialized tools for line-of-business needs

21

Creative collaboration

Creating great visuals is important for catching the attention of potential customers—but the back-and-forth of collaboration can get messy. Using Teams apps, you can make the creative process faster and more seamless.



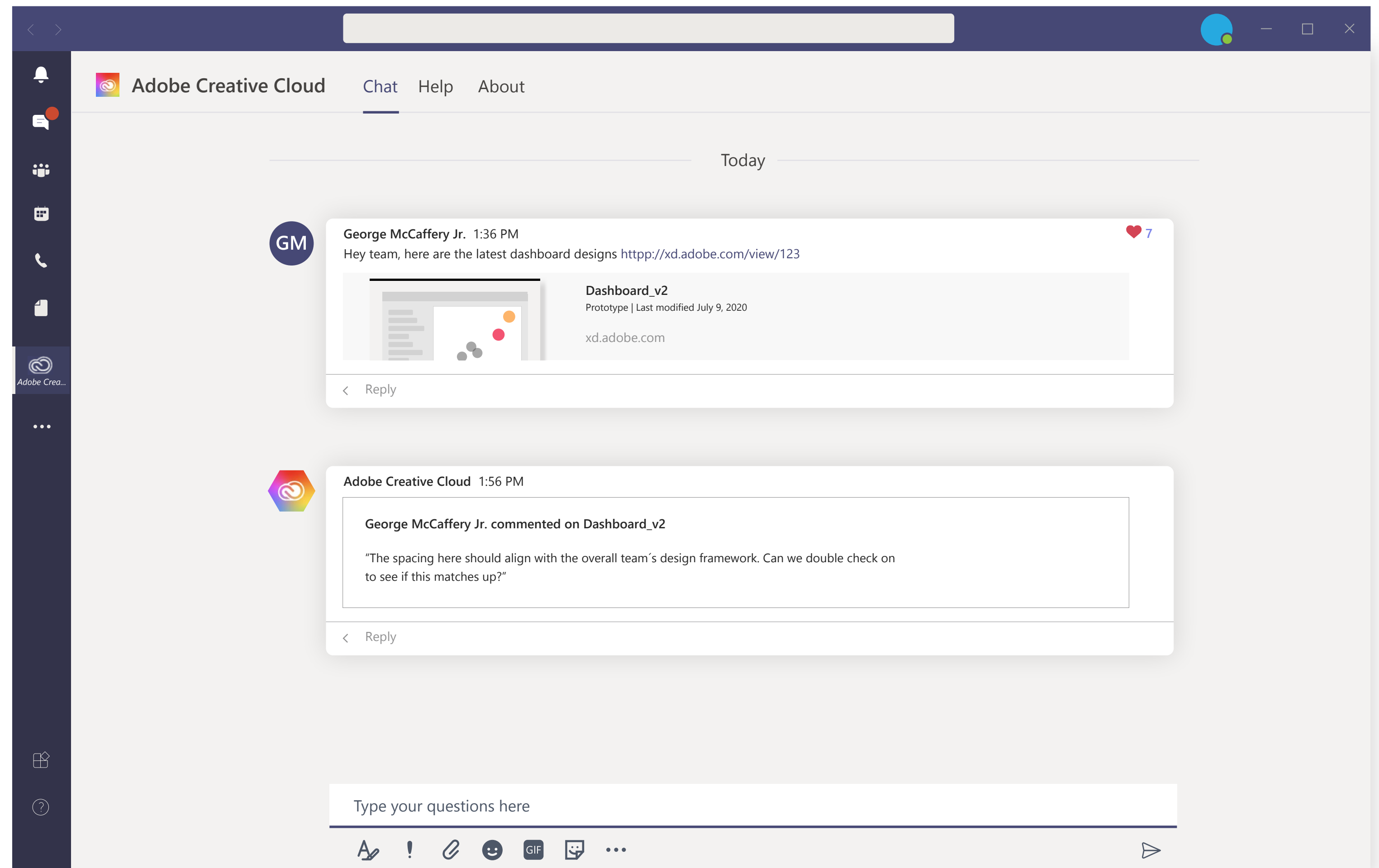
Featured app:

[Adobe Creative Cloud](#)

Content creators and collaborators can now find, view, and share Adobe Creative Cloud assets within Microsoft Teams.



[Go back to the list of business functions](#)





Creating presentations

Presenting campaign plans, brand strategy, and creative is a daily need in marketing teams around the world. Now, you can build and share intelligent presentations from Teams.



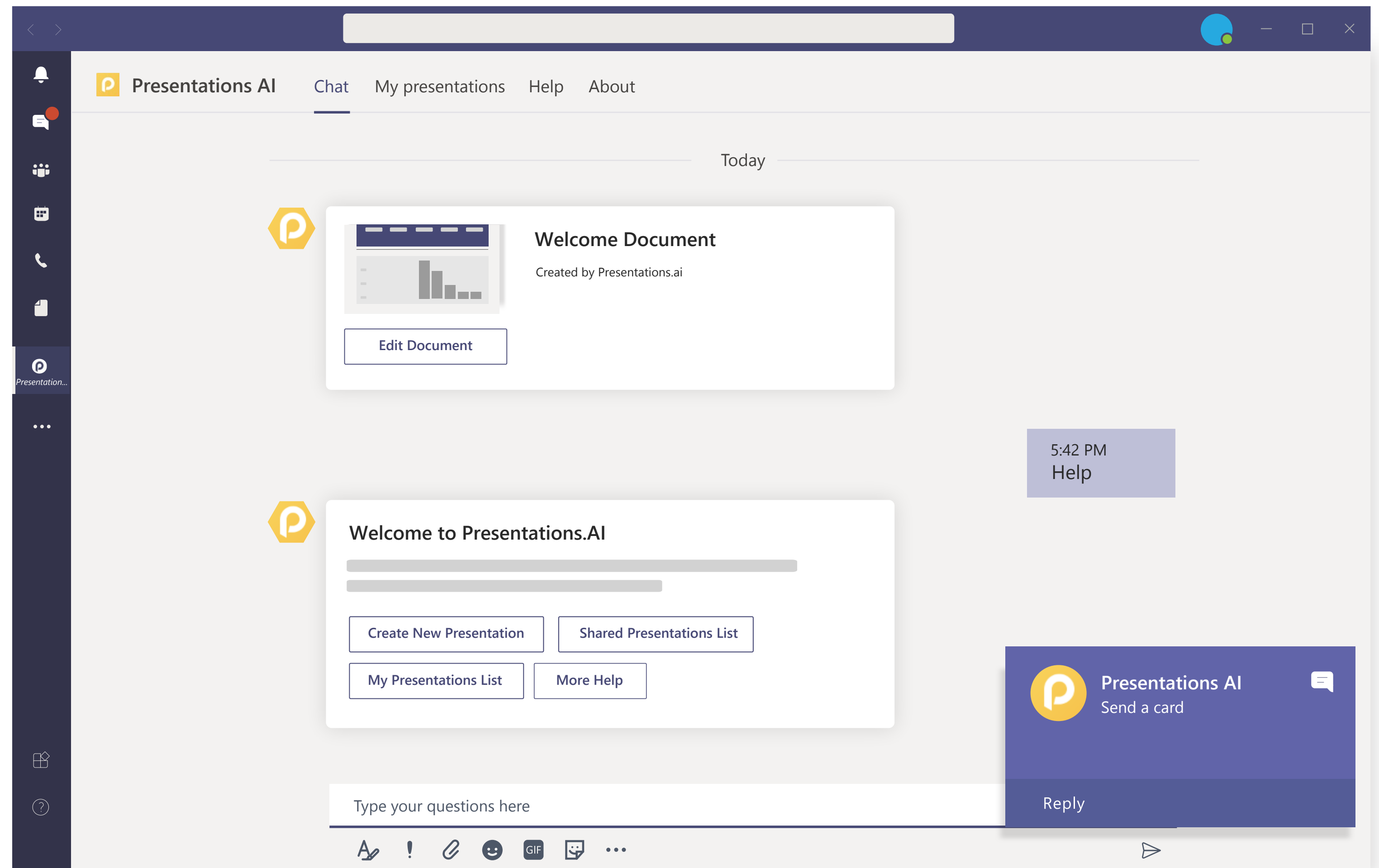
Featured app:

[Presentations.AI](#)

Presentations.AI helps everyone on the team create impactful presentations with the touch of a button. With the Teams app, you can create, access, and collaborate on Presentations.AI from chat or a dedicated tab.



[Go back to the list of business functions](#)



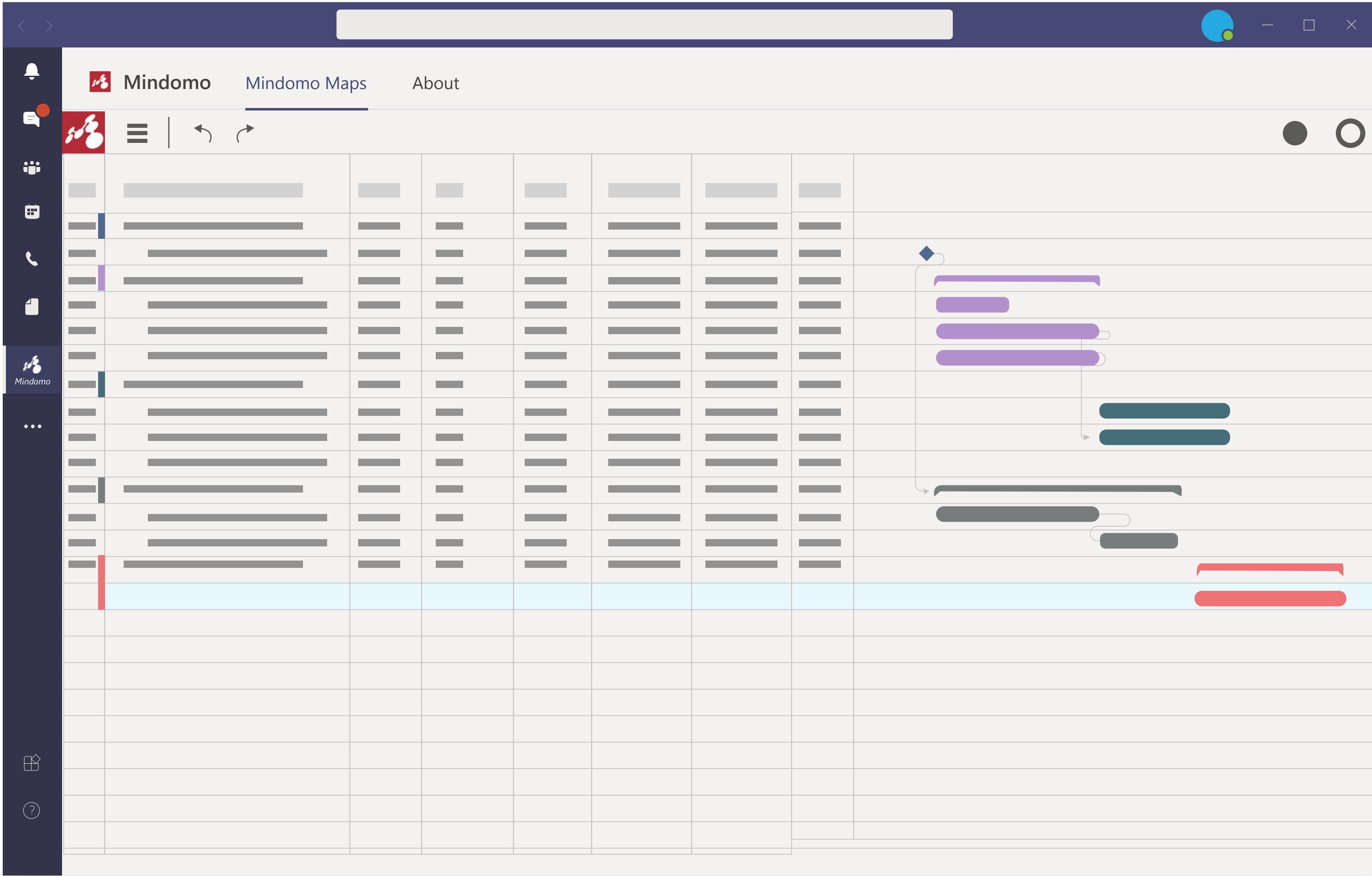


Brainstorming ideas

Creative inspiration is the soul of great marketing, and Teams is the place for the meetings where collaborative creativity happens. Teams apps enrich the experience with design thinking, mind mapping, and more.

Featured app:
[Mindomo](#)

Collaborate real-time on mind maps, concept maps, outlines, and Gantt charts.





Sales

Staying on top of the latest opportunities and collaborating to win deals is all in a day's work for today's salesperson. And with Teams apps, it's all in one place.

Featured apps:



[↑](#) Go back to the list of business functions





Sales team collaboration

In most organizations, selling is a team sport, requiring contributions from multiple individuals to keep leads moving forward. Teams is a great environment for managing the sales funnel, no matter where people work from.

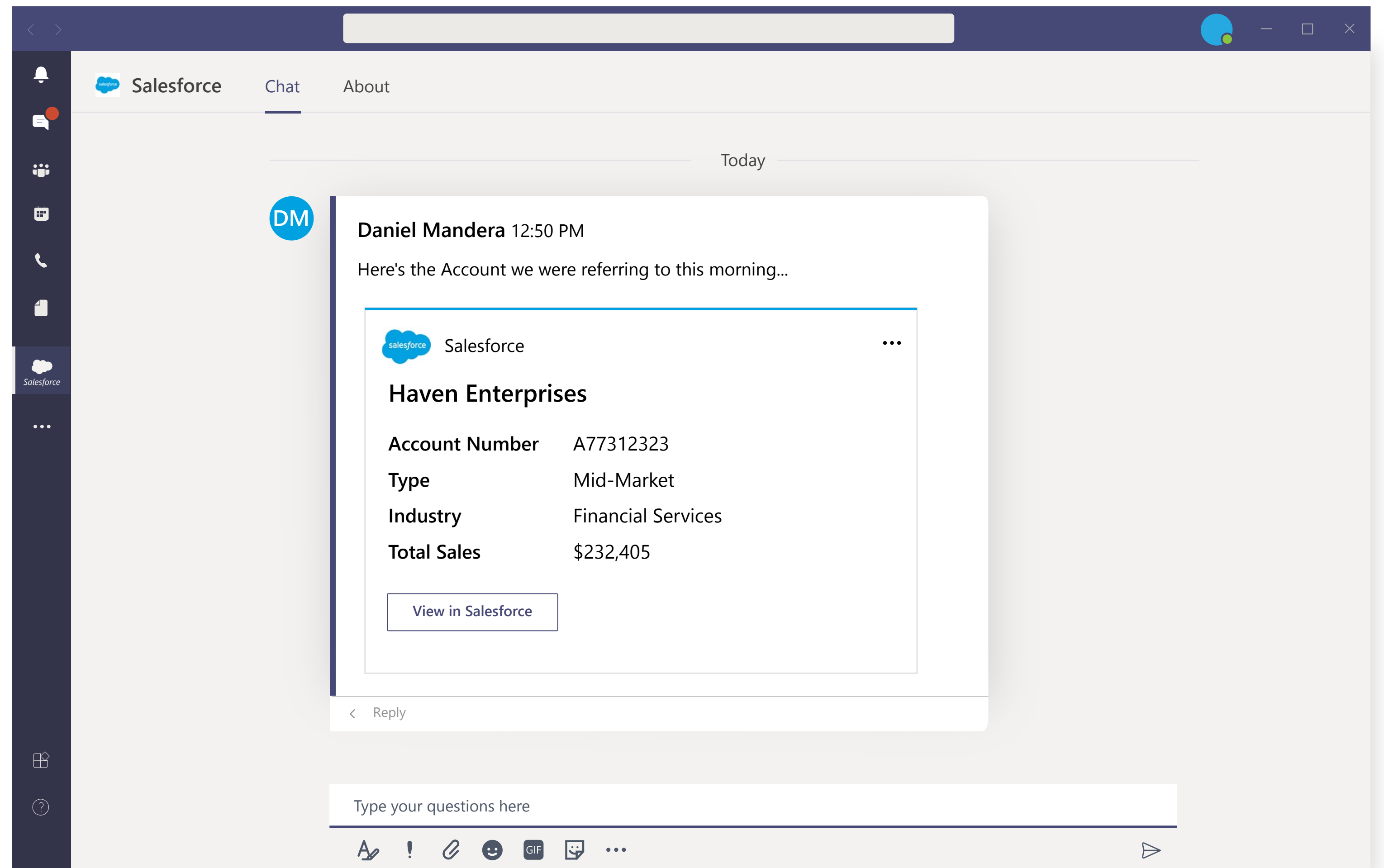


Featured app:
[Salesforce](#)

Salesforce integration with Microsoft Teams lets you search and mention Salesforce records in Teams chats and conversations.



[Go back to the list of business functions](#)





Sales data management

Managing massive amounts of data about customers is essential to capturing every opportunity but can take time away from crucial customer interactions. Teams apps enable sales professionals to streamline how they work with sales data.

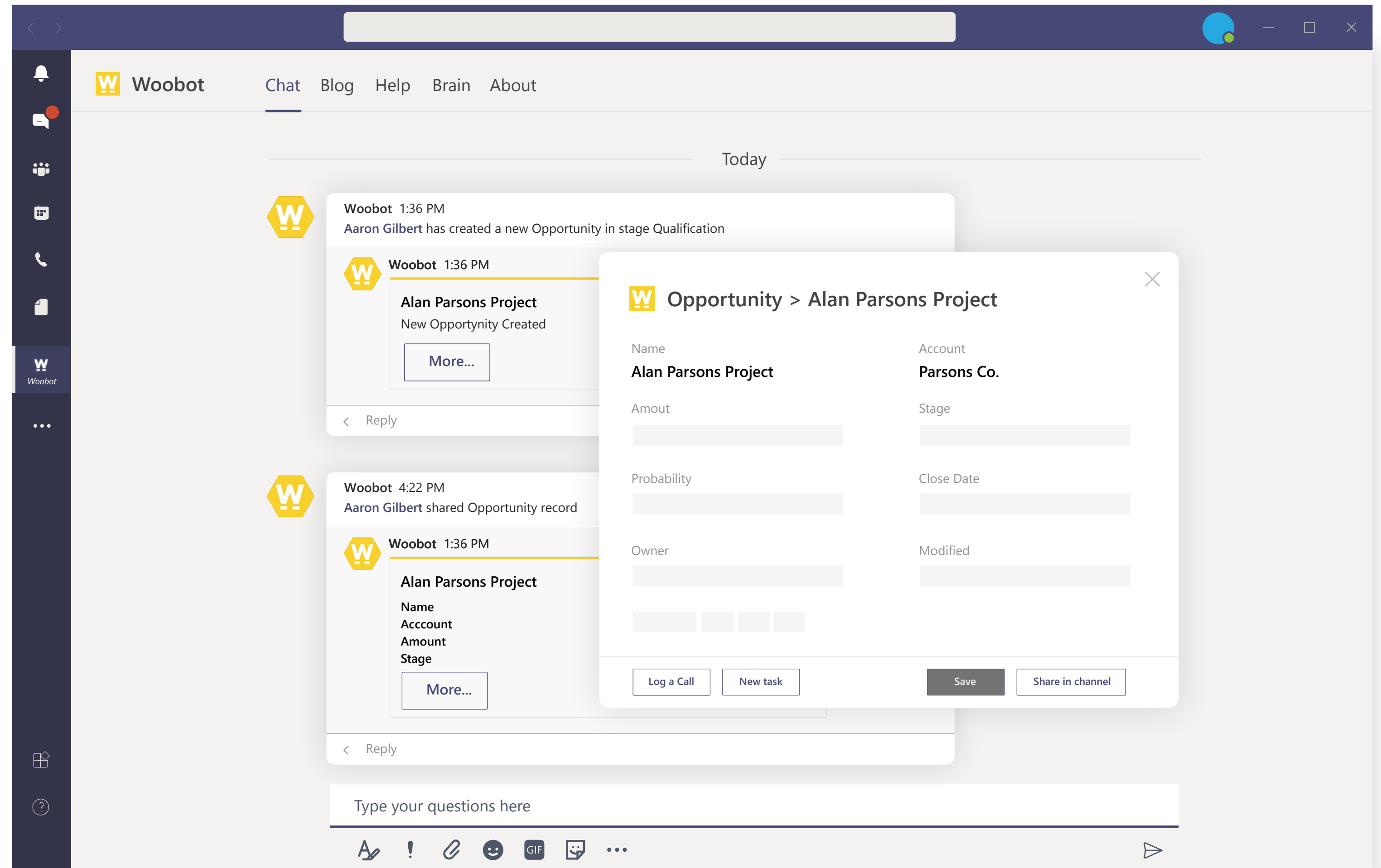


Featured app:
[Woobot](#)

Transform the remote work experience and breathe new life into Salesforce by seamlessly threading business-critical data into the context of conversations using Woobot's powerful, flexible integration platform.




[Go back to the list of business functions](#)



Contracts and approvals

Closing deals effectively requires meticulous management of digital documents and contracts. With Teams apps, you can get the digital paperwork signed faster and manage it all from inside your hub for teamwork.




Featured app:

[Adobe Sign](#)

Adobe Sign is Microsoft’s preferred e-signature solution that gets your documents signed faster than ever when you add it to Microsoft Teams. Now, you can send a document for e-signature and track the signing process at every step—right from the Adobe Sign tab within Teams.

[Demo: Live Sign with Adobe Sign for Microsoft Teams.](#)



[Go back to the list of business functions](#)



Adobe Sign

Chat

Adobe Sign

About

SEND FOR SIGNATURE

MANAGE TAB

| Name | Company | Document Title |
|----------------------------|---------|----------------|
| Waiting For Me to Sign (1) | | |
| | | |
| Out for Signature (2) | | |
| | | |
| | | |
| Signed (3) | | |
| | | |
| | | |
| | | |
| Archived (0) | | |
| | | |

GlobalCorpNDA

From: Michel Point

To: clmms@documentcloud.onmicrosoft.com

Date: 08/22/2020

Status: Out for e-signature

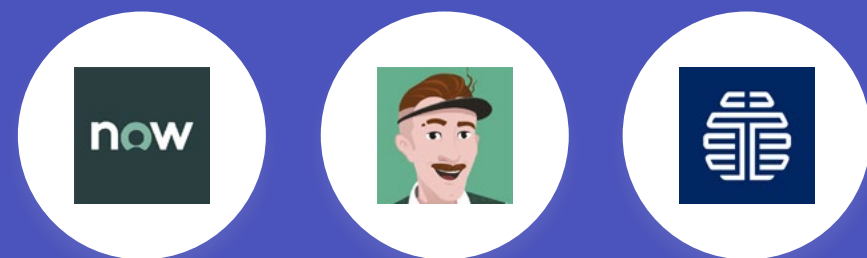
GLOBAL CONSULTANT NON-DISCLOSURE AGREEMENT



Service

Delivering exceptional customer experiences has never been more vital to business success. With Teams apps, service professionals can solve issues faster and spend more time with customers.

Featured apps:



Go back to the list of business functions



Tasks and tickets

With pressure on service teams to handle increasing volumes of requests, they need to make every moment count. Integrating tasks in Teams means they can do more from one place and resolve issues faster for higher customer satisfaction.



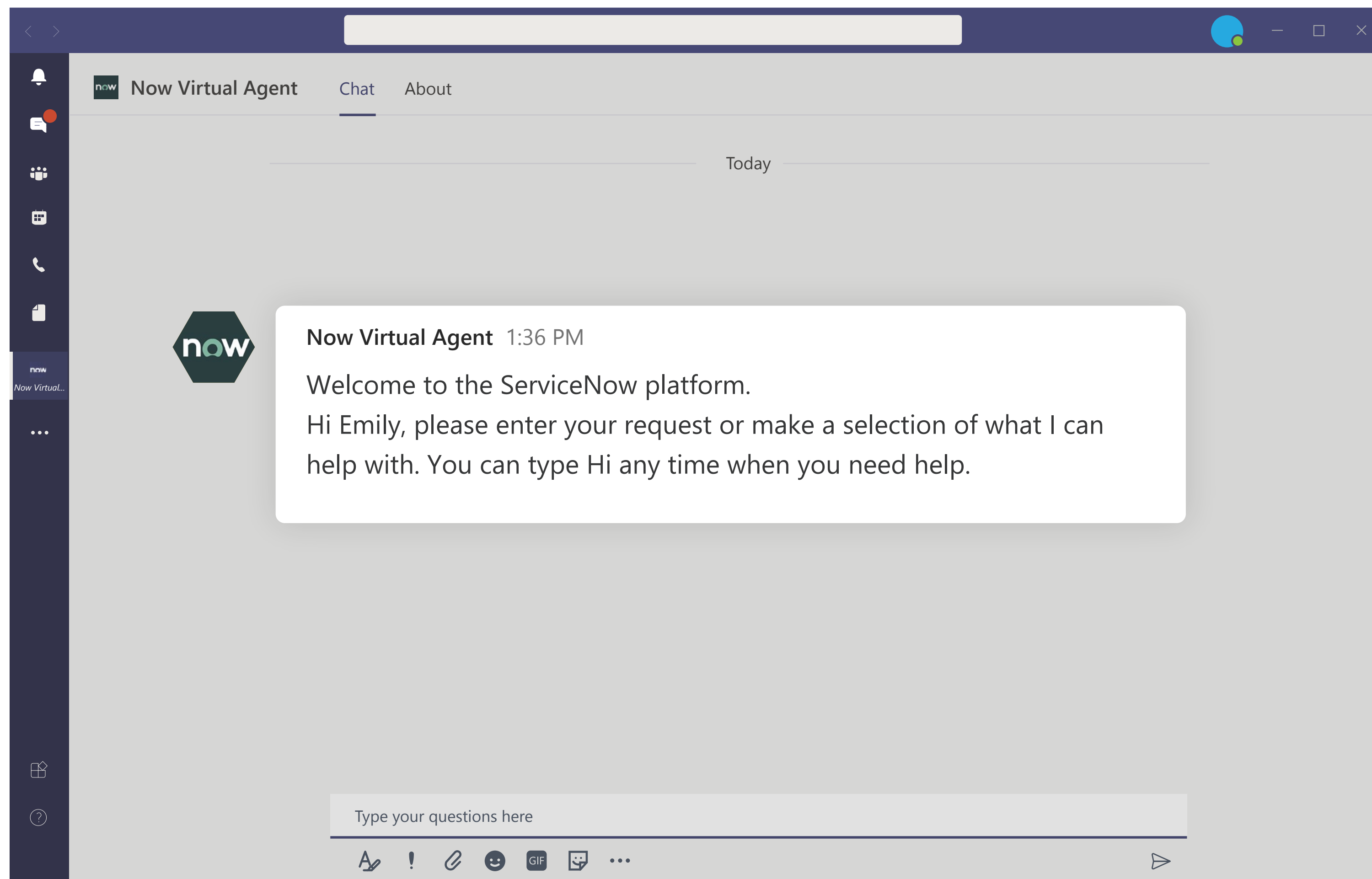
Featured app:

[Now Virtual Agent](#)

The Now Virtual Agent allows you to perform routine ServiceNow tasks directly in Teams, so you can work more efficiently using chat, exchange data seamlessly with your existing ServiceNow apps, find answers to frequently asked questions, and resolve common IT requests and HR tasks across your ServiceNow cloud services.



[Go back to the list of business functions](#)





Managing team inboxes

If you use shared inboxes for your service team, you know how challenging it can be to make sure information is routed to the right place at the right time. Specialized mail management apps in Teams can help, with the ability to intelligently prioritize messages and manage replies in one place.



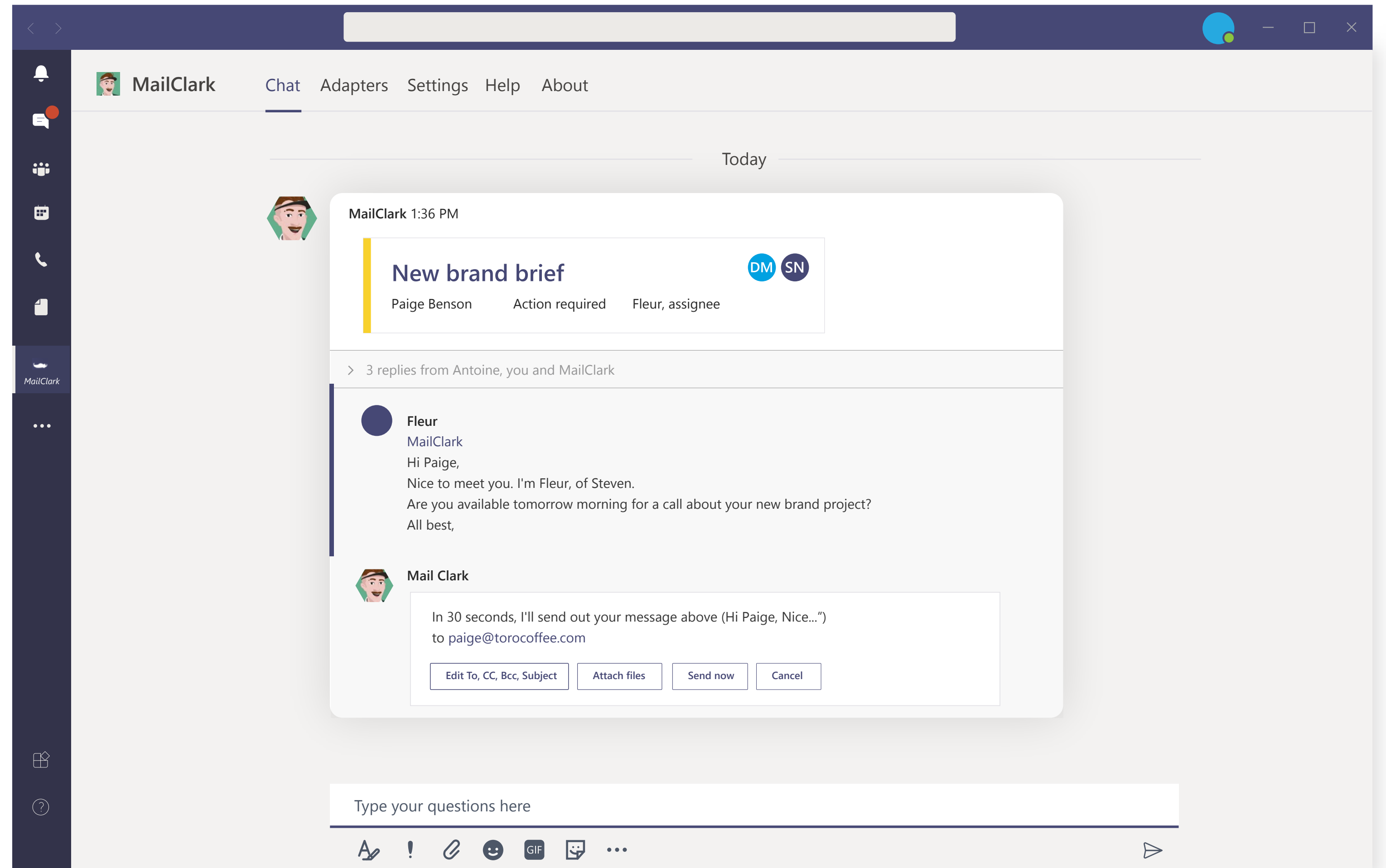
Featured app:

[MailClark](#)

Easily engage your teammates in workflows related to messages management. MailClark centralizes shared inboxes inside of Teams to optimize productivity.



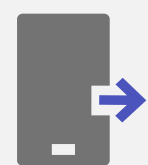
[Go back to the list of business functions](#)





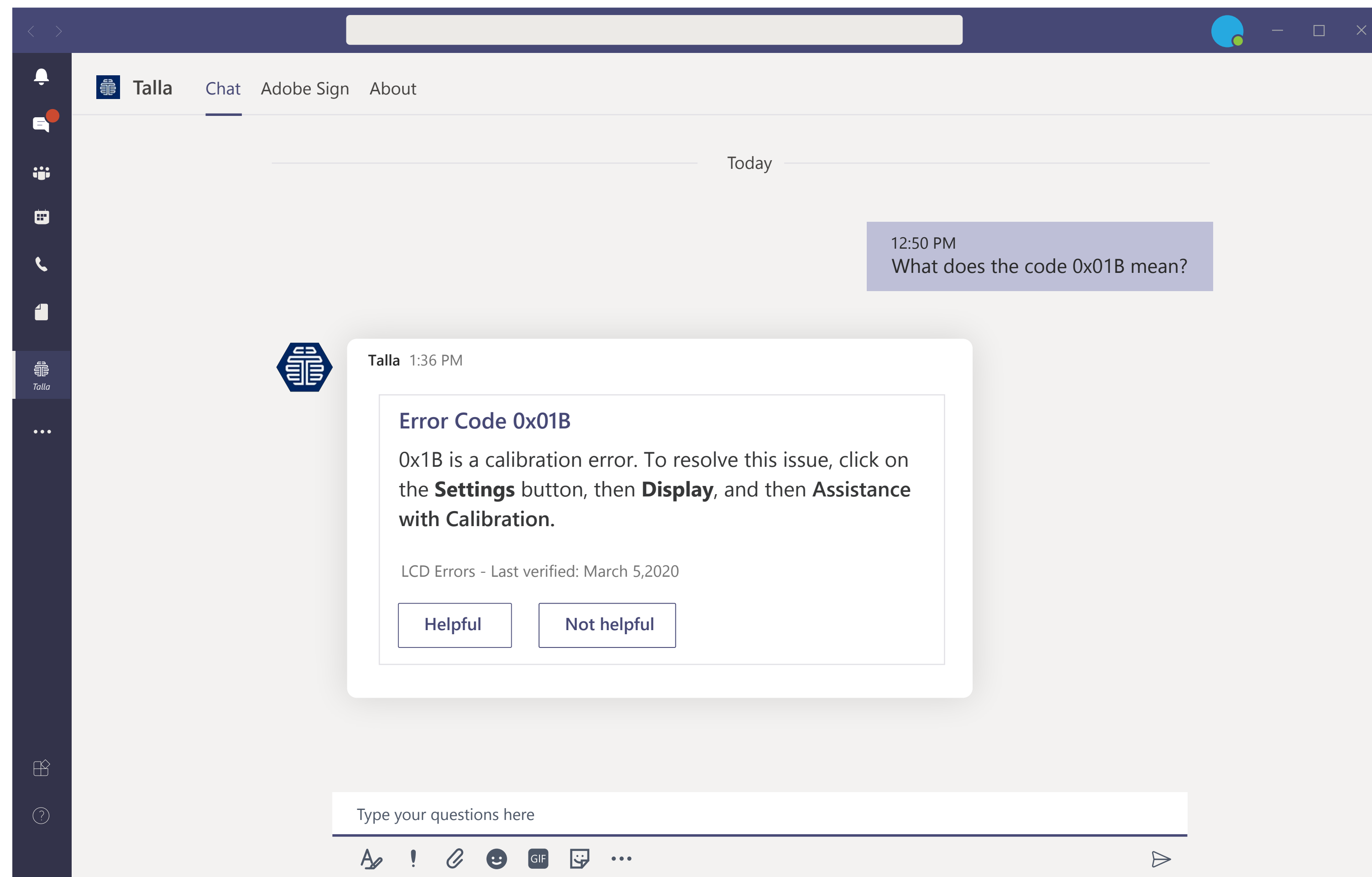
AI and automation

With huge volumes of information to manage and an ever-increasing workload, service professionals need technology that helps them do more in less time. Service automation solutions work in Teams to extract support information from documentation, help answer customer questions, and make reps more productive.

Featured app:
 [Talla](#)

Improve customer satisfaction and rep productivity by automating workflows and have Talla answer common support questions within team channels or individually. Talla will ensure your support information is always up-to-date and accurate without ever having to leave teams.

[Go back to the list of business functions](#)





Project management

Complex projects and shrinking timelines make efficiency essential for project managers. They have enough to keep track of without switching apps. Teams apps give them a command center for tracking schedules and tasks while staying in touch with contributors.

Featured apps:



Go back to the list of business functions



Agile processes

The need to deliver greater value across all types of projects has moved many organizations toward adopting agile methodologies. With daily meetings being central to most agile projects, Teams is the natural place to bring together collaboration and agile processes.



Featured app:
[AgilePolly](#)

AgilePolly empowers your team with continuous insights into your agile processes, all through a native Microsoft Teams experience. Simply add AgilePolly to any team or group chat where you'd like to run standups. Pin the AgilePolly tab to any channel where you'd like to post results. Then you are all set to kick off your first Microsoft Teams native standup.



[Go back to the list of business functions](#)



AgilePolly Activity Files Dashboard Help About

Today

Engineering Team Standup

Please share what you have been up to with the rest of the team.

Owner: Roger Nickdon | Closes: Mar 8th at 11:00AM

What did you accomplish since the last check-in?

What are you working on next?

Are there any issues blocking your progress

☐ Not blocked ☐ Blocked

Submit Responses

Type your questions here



Scrum management

Scrums are a way of life for the agile project team. Bringing all the moving parts of scrums together automatically in the place where people work every day is a strength of several Teams apps.

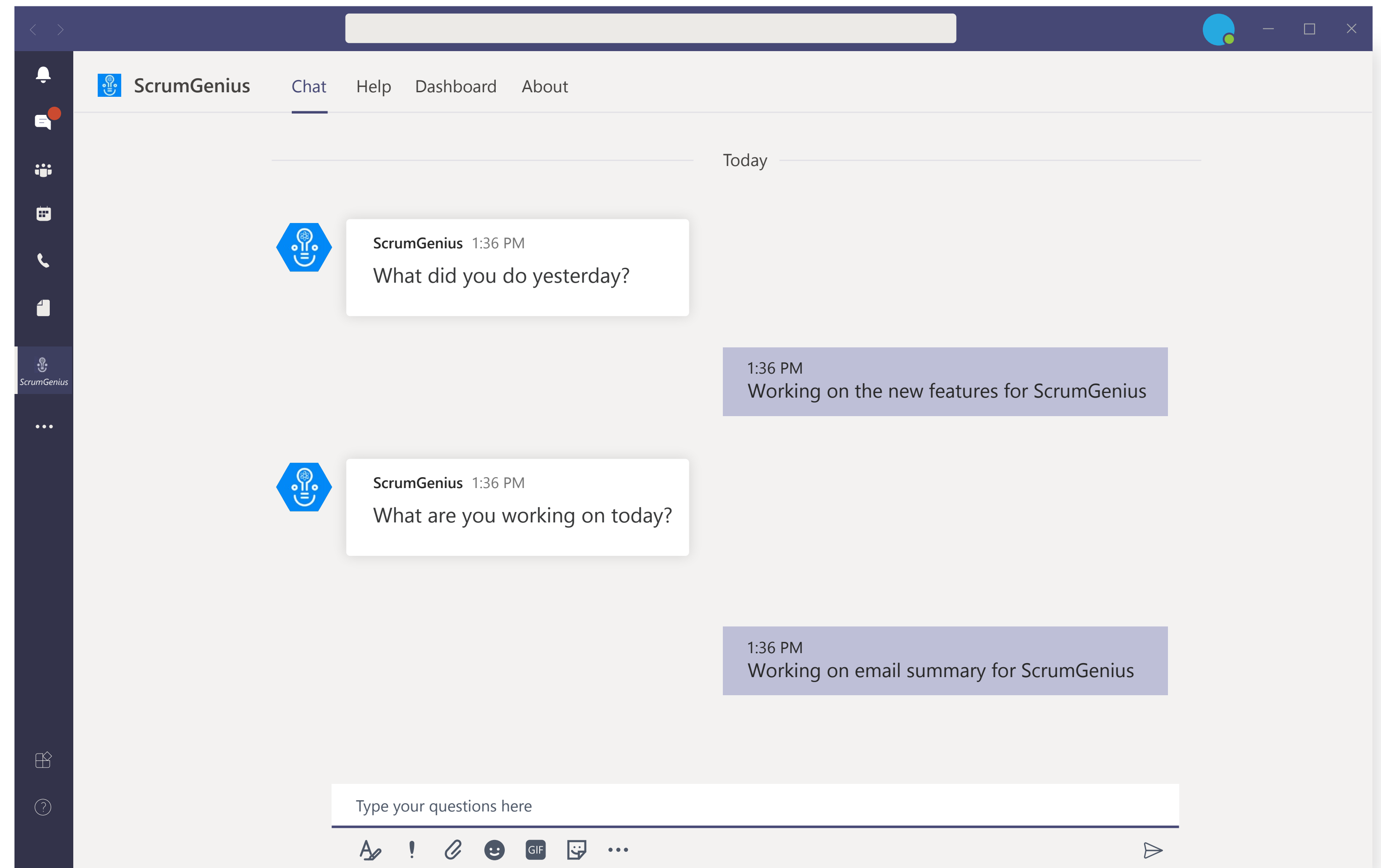


Featured app:
[ScrumGenius](#)

Automate your team status meetings. ScrumGenius runs automatic check-ins and stand-ups to help managers to track the progress, goals and performance of their employees. Let ScrumGenius help your team keep your agile sprints on track.



[Go back to the list of business functions](#)





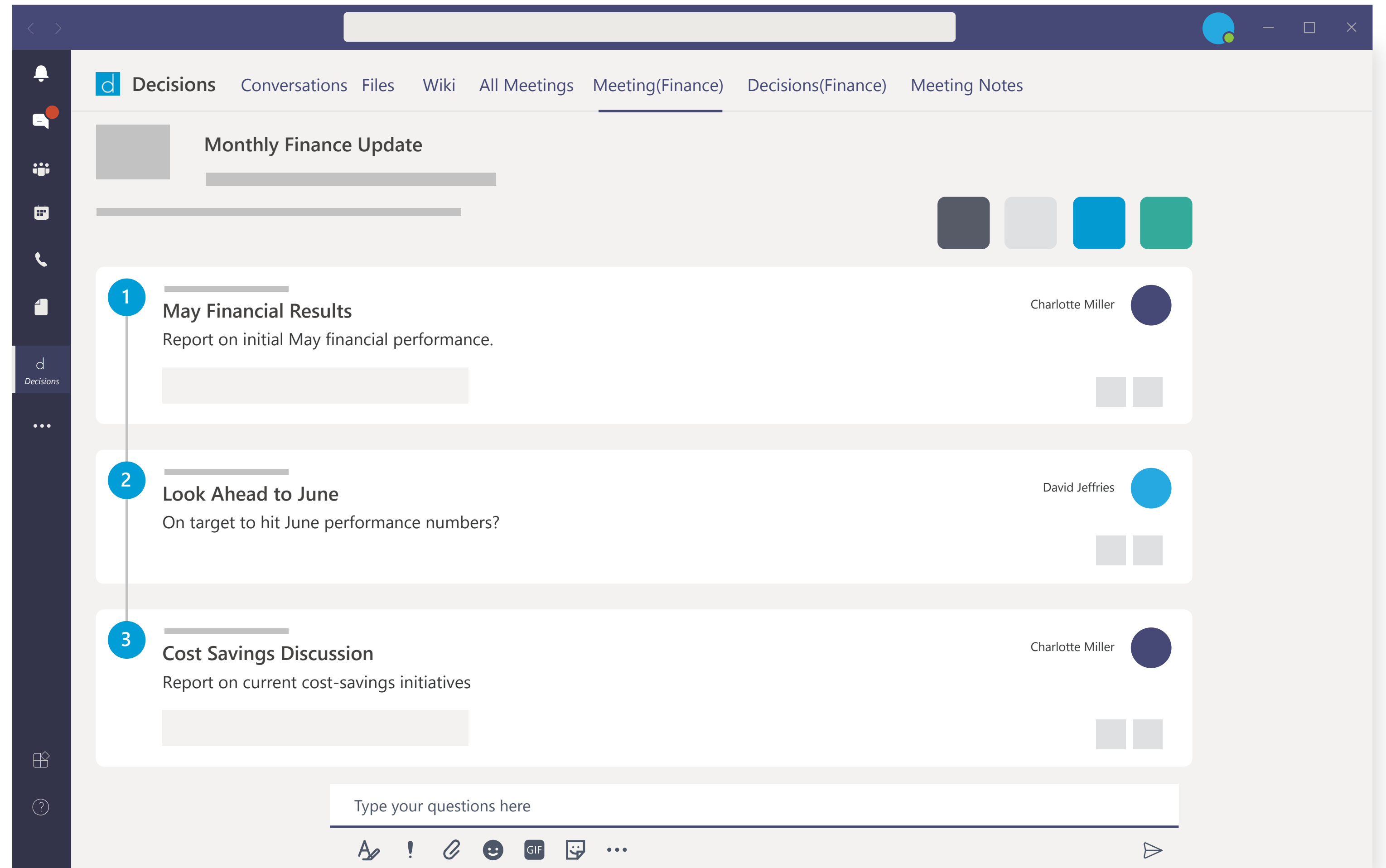
Productive meetings

High-quality meetings can do a lot to keep a project moving forward, but preventing wasted time is essential. Using specialized Teams apps for managing meetings can help keep everyone on track.

Featured app:
[Decisions](#)

Improve meeting productivity, collaboration and engagement with the agenda builder, in-meeting extensions, secure voting, minutes templates, task management, and more.

[Go back to the list of business functions](#)

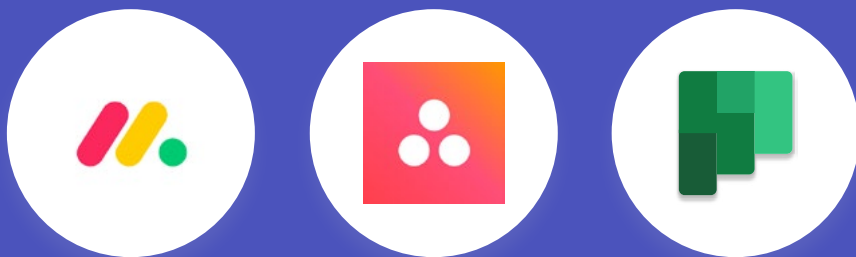




Operations

Keeping operations running smoothly is all about being on top of the latest information. With Teams apps, operations teams can always be in the know without jumping from screen to screen.


Featured apps:





Work planning

In the day-to-day complexity of operations, a clear view of who is responsible for what and when is essential. Teams apps help assign and manage tasks in the context of collaboration so people can stay on top of their to-do lists.

Featured app:
[Monday.com](#)

Instantly turn updates, new items, and changes from a specific item into messages in Teams so your people have the most up-to-date information and are able to work from both platforms and stay synchronized.

[Demo: monday.com integration with Microsoft Teams.](#)



monday.com

Chat

Inbox

My Week

About

MS Teams app meeting

This week

| | | Assignee | Assignee | Priority | Priority |
|-------------------------|--|----------|----------|---------------|---------------|
| Onboarding product KPI | | | | Done | Must |
| Final design | | | | Working on it | Must |
| Android and iOS asset | | | | Done | Must |
| Copy and align all text | | | | Done | Working on it |
| All texts | | | | Done | Must |
| Handoff | | | | Working on it | Must |

Type your questions here

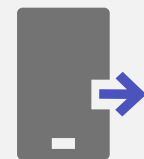
!

GIF



Task management

Assigning and tracking tasks efficiently helps teams get more done, faster. With work management apps in Teams, you can ensure timely completion of key operations priorities.

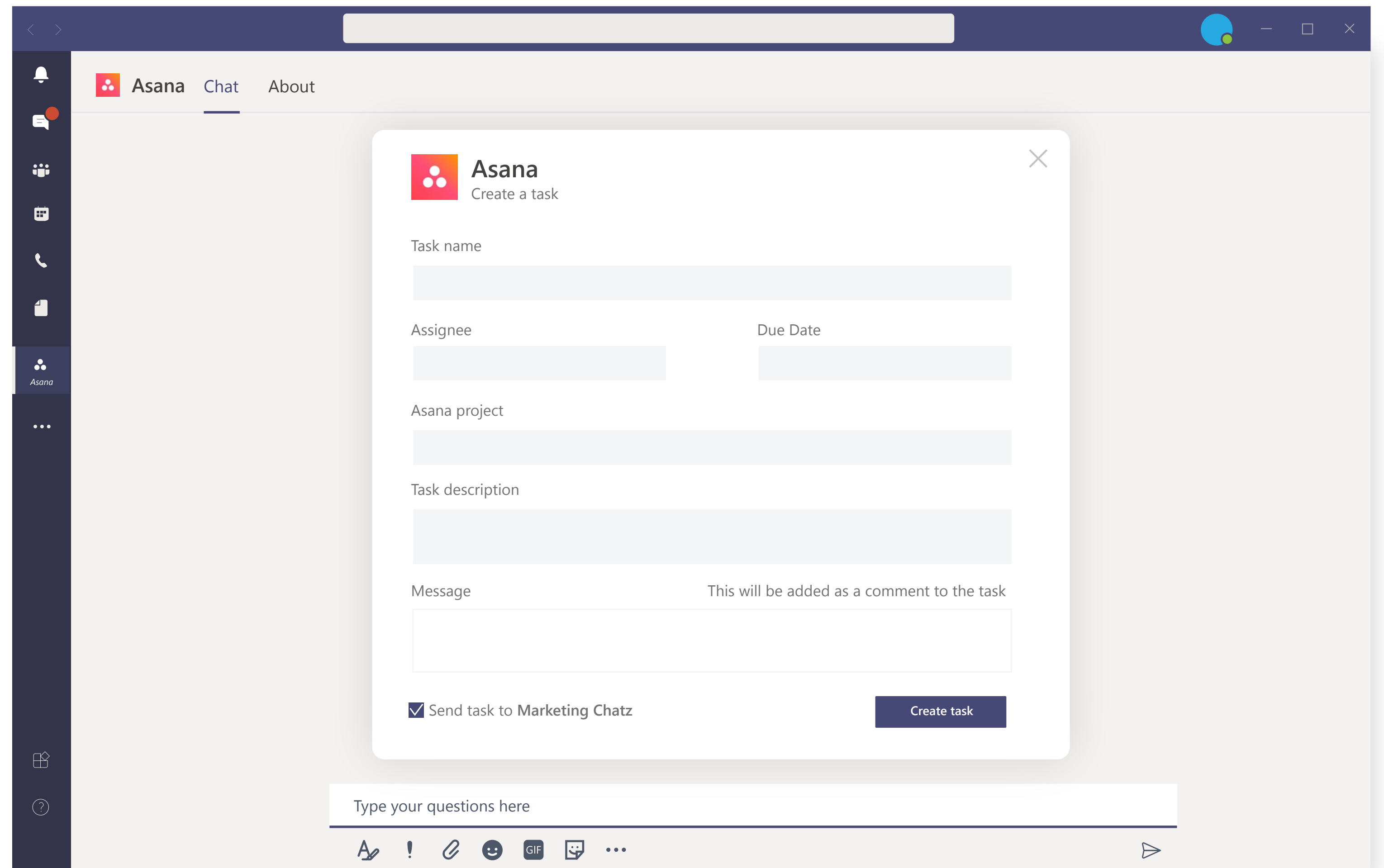


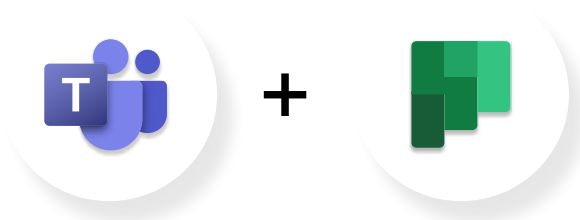
Featured app:
[Asana](#)

Collaborate on Asana tasks and keep work connected without having to leave Teams. Directly translate Teams conversations into actionable Asana tasks.




[Go back to the list of business functions](#)





Planning

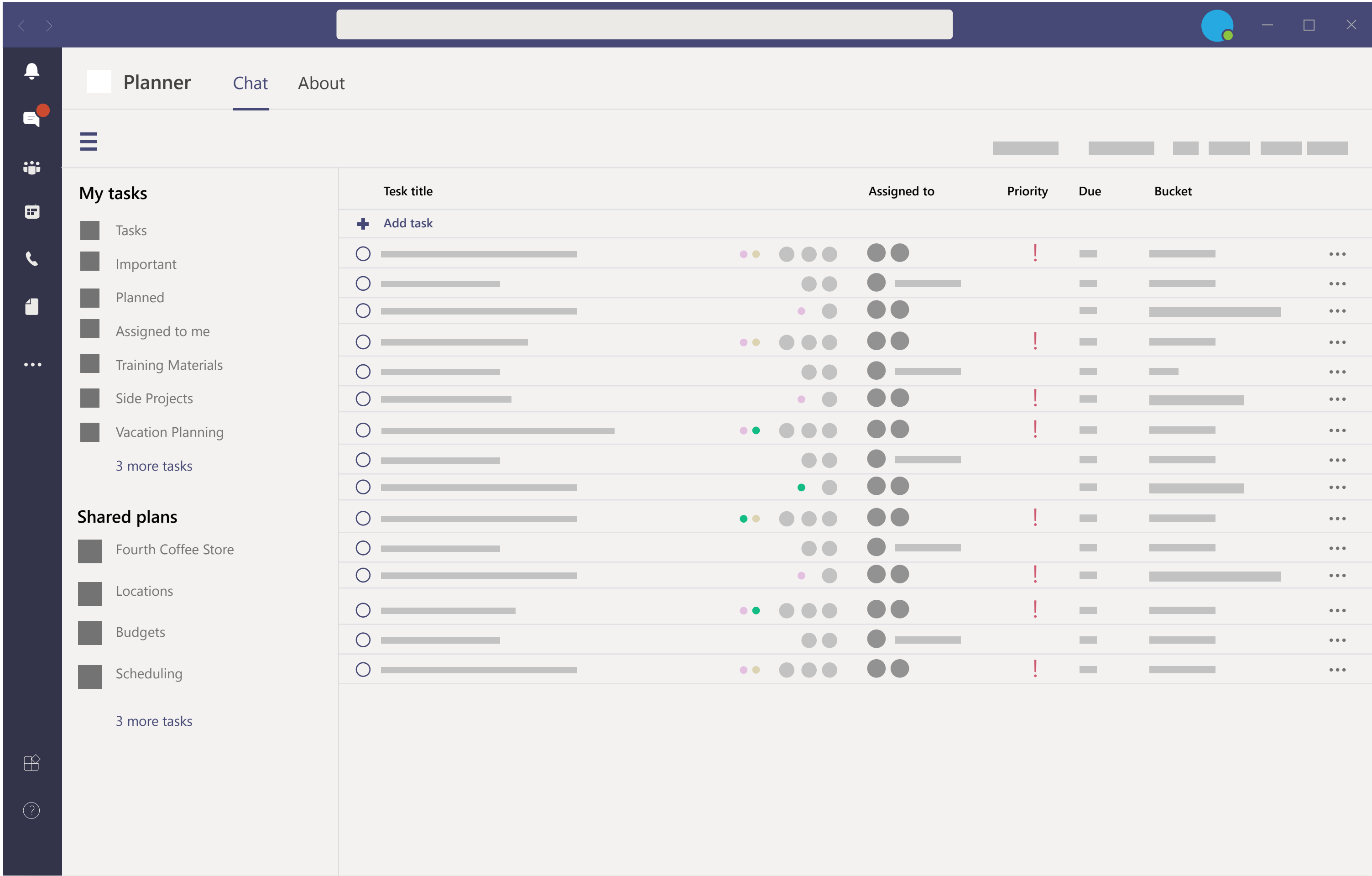
Empowering everyone on your team to participate in task management and planning helps unify insights and supports effective strategy. With project management solutions as Teams apps, they can do it all in one place without learning specialized software.



Featured app:

[Tasks](#)

The Tasks app brings a cohesive task management experience to Microsoft Teams, integrating individual tasks powered by Microsoft To Do and team tasks powered by Planner in one place. Users can access Tasks as an app on the left side of Teams and as a tab in a channel within individual teams.

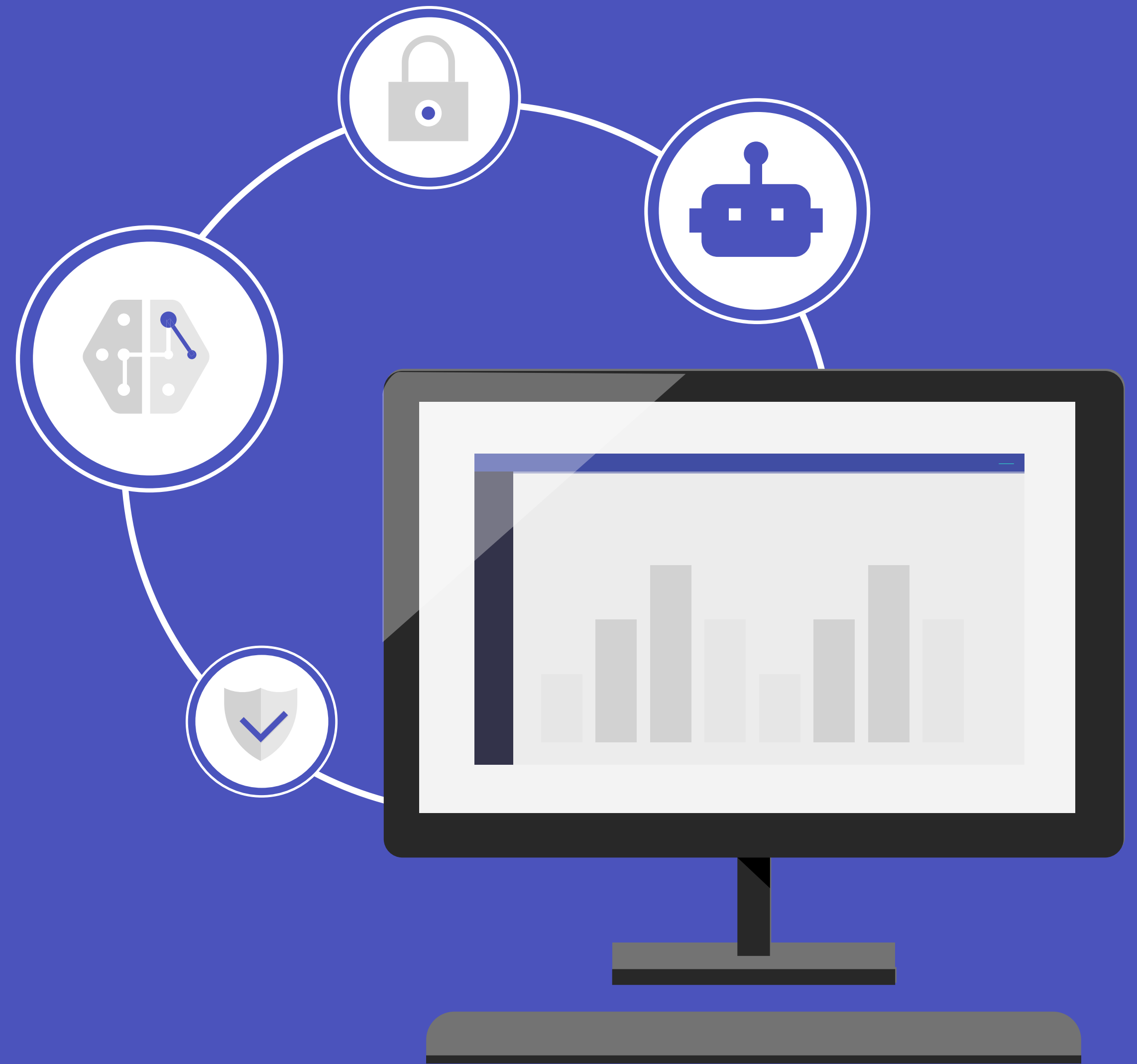




Software development

Software teams are always looking for ways to shorten time to market while improving quality and driving innovation. With Teams apps for developers, they can collaborate, manage code, and keep projects moving forward easily.

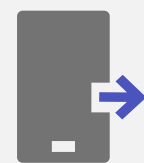
Featured apps:





Code management

With software development becoming increasingly collaborative—and deadlines getting shorter—modern code management best practices are a must. Teams apps unite specialized development tools with everyday productivity.



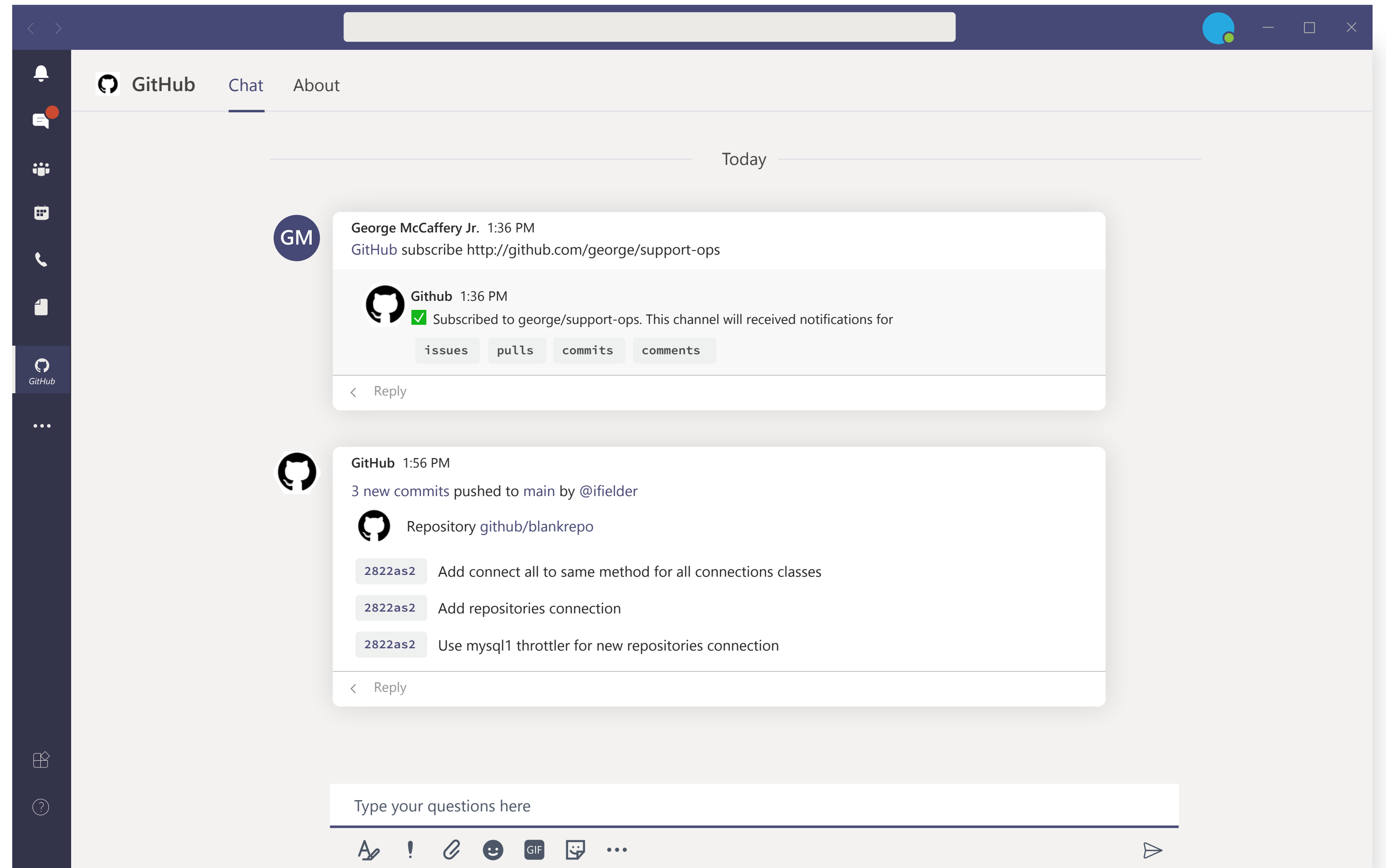
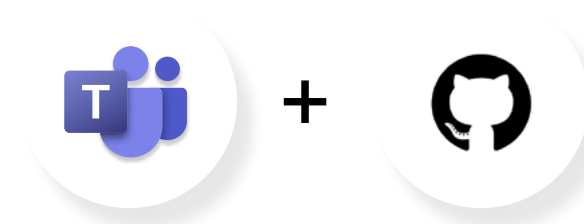
Featured app:

[GitHub](#)

Bring your code to the conversations you care about with the GitHub for Microsoft Teams. With two of your most important workspaces connected, you can monitor, plan, and collaborate on your GitHub code and other projects without leaving Microsoft Teams.

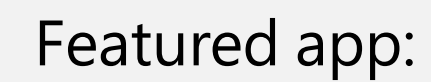


[Go back to the list of business functions](#)



Knowledge management

Whether it's a software roadmap or technical documentation, knowledge management is central to successful management of software portfolios.



Confluence Cloud

Confluence is a team workspace where knowledge and collaboration meet. Dynamic pages give your team a place to create, capture, and collaborate on any project or idea. You can find it by searching inside of Teams.

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Go back to the list of business functions



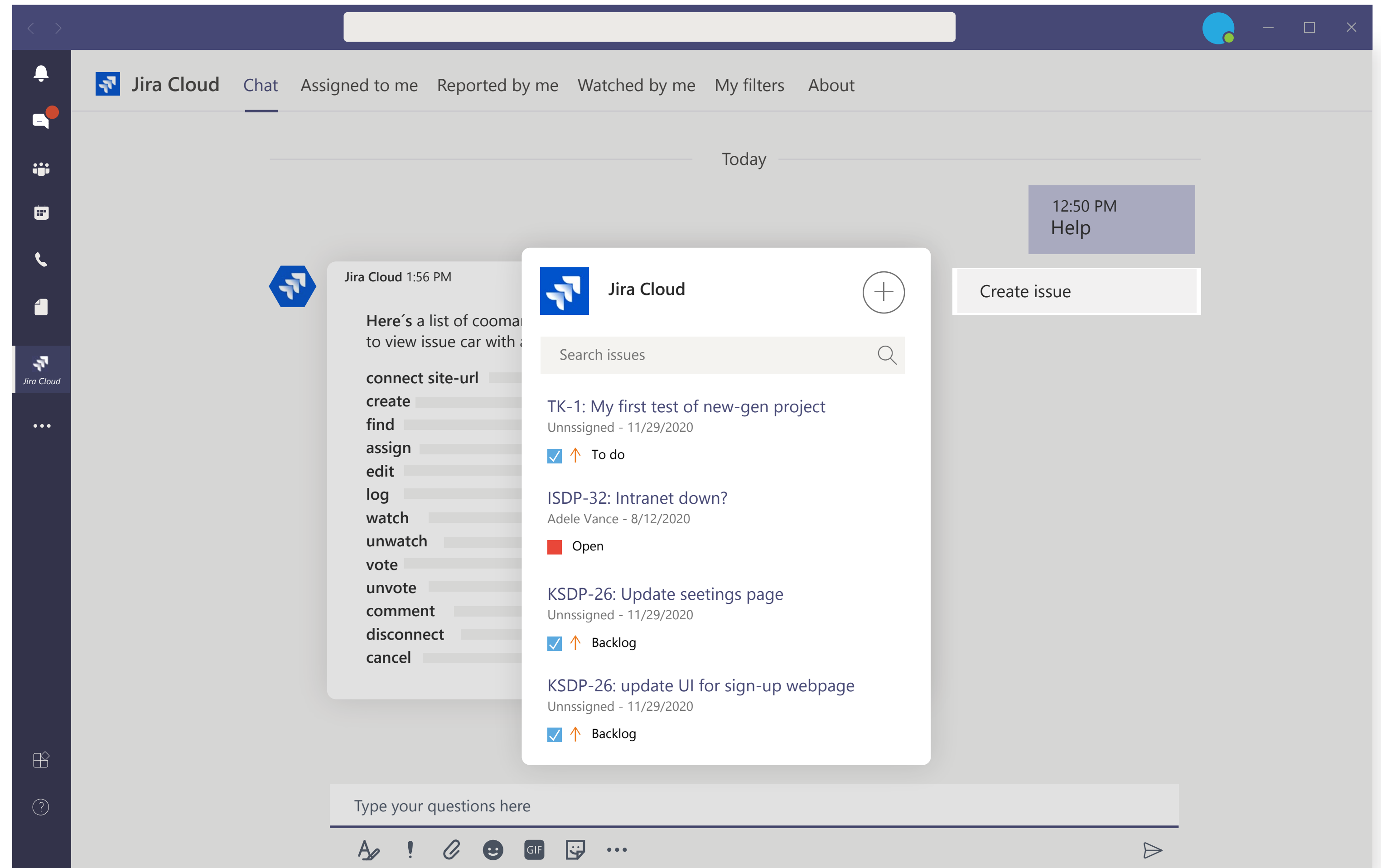
Release management

Shipping early and often is a marker of success for agile software teams. The right tools make a difference, helping people to plan, prioritize, release, and report with confidence.

Featured app:
[Jira Cloud](#)

Jira Cloud for Microsoft Teams brings your Jira Cloud experience into your collaboration environment, letting you and your team stay focused and communicate on issues and backlog. Interact with Jira Cloud bot for Microsoft Teams to create, assign, watch, and edit issues, and to log working time.

[Go back to the list of business functions](#)





Getting started

Integrating apps with Teams is a great way to:

- ✓ Boost collaboration
- ✓ Increase engagement
- ✓ Enhance productivity

It's easy, with many apps available right from within Teams itself.

- ✓ Search for the relevant apps in Teams or AppSource
- ✓ Add apps as Tabs to any Teams conversation
- ✓ Insert content from an app directly into Teams messages
- ✓ Set up bots to answer questions and automate tasks

With Teams apps, you can customize the way you work to get more done.



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