



Remote Work reimagined using App Templates

Remote Work Collaboration Edition

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What you can expect...

Overview of App Templates

Gain an understanding of App Templates available for use and deployment.

Relevance of App Templates in Remote Work

Understand various flavors in which each App template could come alive to address collaboration hurdles posed by working remote

Where to find resources

Get valuable information and help in extending and customizing existing App templates



What are App Templates?

Plug n Play Experiences

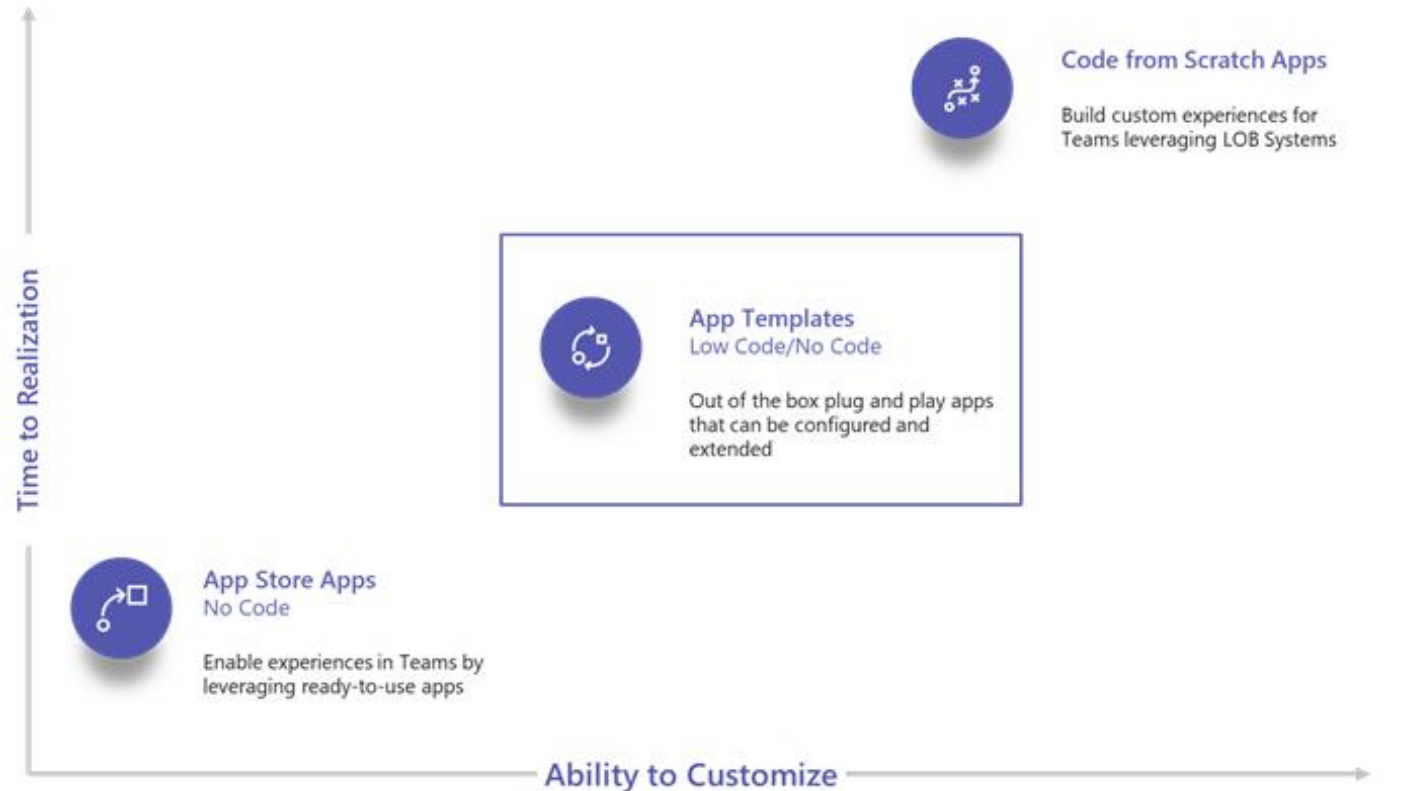
Community-driven, pre-built Teams apps for common line-of-business scenarios. Minimal configuration needed and no coding required.

One-Click Deployment

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

Secure, Configurable & Extensible

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



Available

HR Support

List Search

FAQ Plus

Company Communicator

Icebreaker

Custom Stickers

Celebration Bot

Scrum Status Bot

Expert Finder

Attendance app

Open Badges

Group Activities Bot

<https://aka.ms/TeamsAppTemplates>

1



Stay connected with your employees

- Communicate effectively during a Crisis
- Keep your diverse workforce well informed (2)
- Ensure emotional wellbeing of your employees

2



Stay productive & keep your team informed

- Run daily stand ups in an easy and effective way
- Leverage the power of your team and more
- Don't let WFH become Work in Isolation

3



Keep the human interactions alive

- Enable employees to recognize peers
- Promote and incentivize change
- Be inclusive and ensure employee wellbeing
- Bring people together to create communities

4



Don't forget to have fun!

- Celebrate important events and success with your team

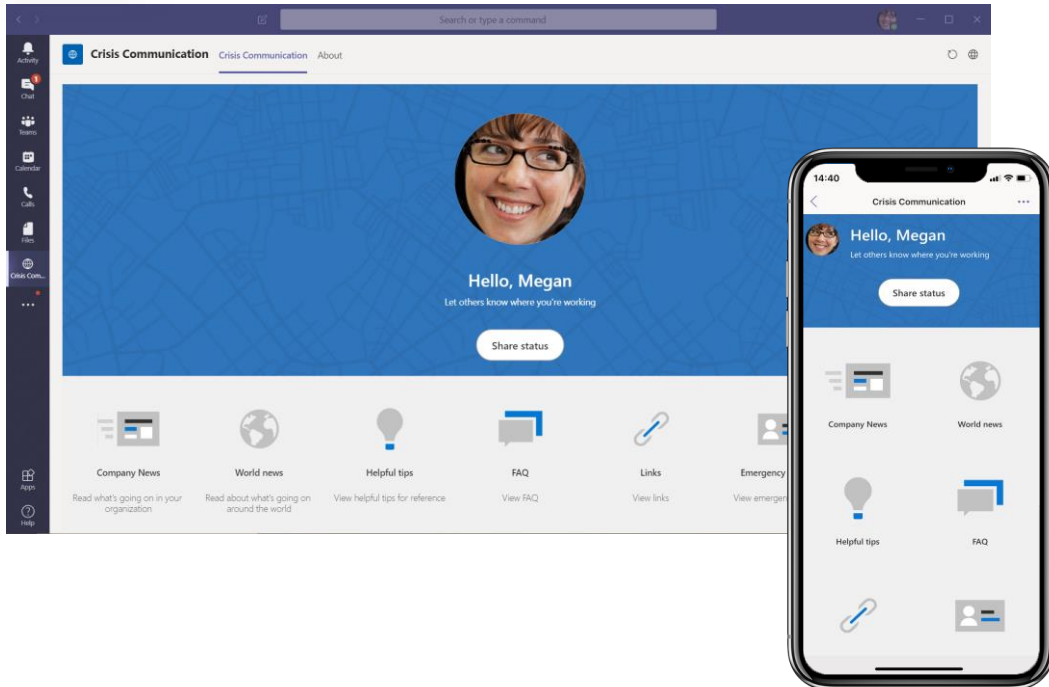
Connect with your employees

- Communicate effectively during a Crisis
- Keep your diverse workforce well informed (2)
- Ensure emotional wellbeing of your employees

Communicate effectively during a Crisis



Stay updated on news and information from your organization



- ✓ Admins can use the app to push news, updates, provide emergency contacts specific to different locations.
- ✓ Employees can report WFH status and make requests thus helping central response teams track status across an organization.
- ✓ Add feeds of up-to-date information from reputable sources such as WHO, CDC, or a local authority as a tab for employees to view easily

Custom extension use cases*:

- ✓ Enable polling employees on their physical and mental wellbeing in the aftermath of a crisis through bot customization
- ✓ Provide option for employees to proactively report changes in their health status – incl. reporting illness, potential exposure, recovered status
- ✓ Integrate with Power BI to provide reports providing actionable insights – employees reached vs. seen vs. acknowledged, WFH breakup, health info that can directly help drive management decisions

Why Now?

- The overhead of organizing multiple townhall meeting (even virtual) or information trickledown is high as the crisis keeps evolving. An easy, structured, 1:many communication approach is necessary
- Convey consistent updates on policy changes, updates to the entire organization.

Relevant App Templates

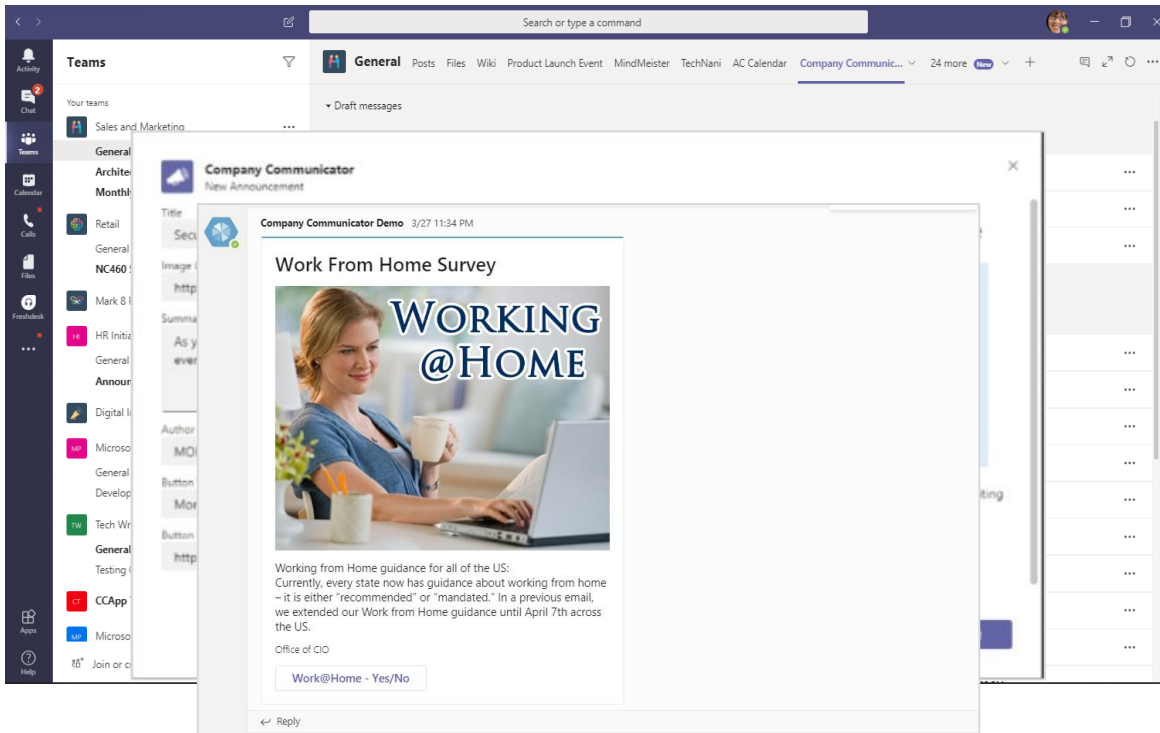
Crisis Communication

[Download](#)[Deployment Video](#)

*- Not available as part of existing app template. Development required

Keep your diverse workforce well informed (1/2)

Deliver personalized communications to each Team, or groups of employees in Teams



- ✓ Create and send messages intended for multiple teams or large number of employees over chat.
- ✓ Easy interface for designated users to create, preview, collaborate and send messages in a targeted manner. (E.g. to teams based in Italy, Spain, China).

Custom extension use cases*:

- ✓ Build custom targeted communication capabilities such as custom telemetry on how many users acknowledged or interacted with a message with insights directly tied to management decisions.
- ✓ Extend the communicator messaging capability to broadcast info about live leadership sessions such as AMA, Fireside Chat and allow users to submit questions for the session.

Why Now?

- It is important that organizations [increase communication](#) with employees to alleviate fear of uncertainty, support employees in times of distress
- Keep the dialogue flowing between the organization and employees to maintain sense of team intact

Relevant App Templates

Company Communicator

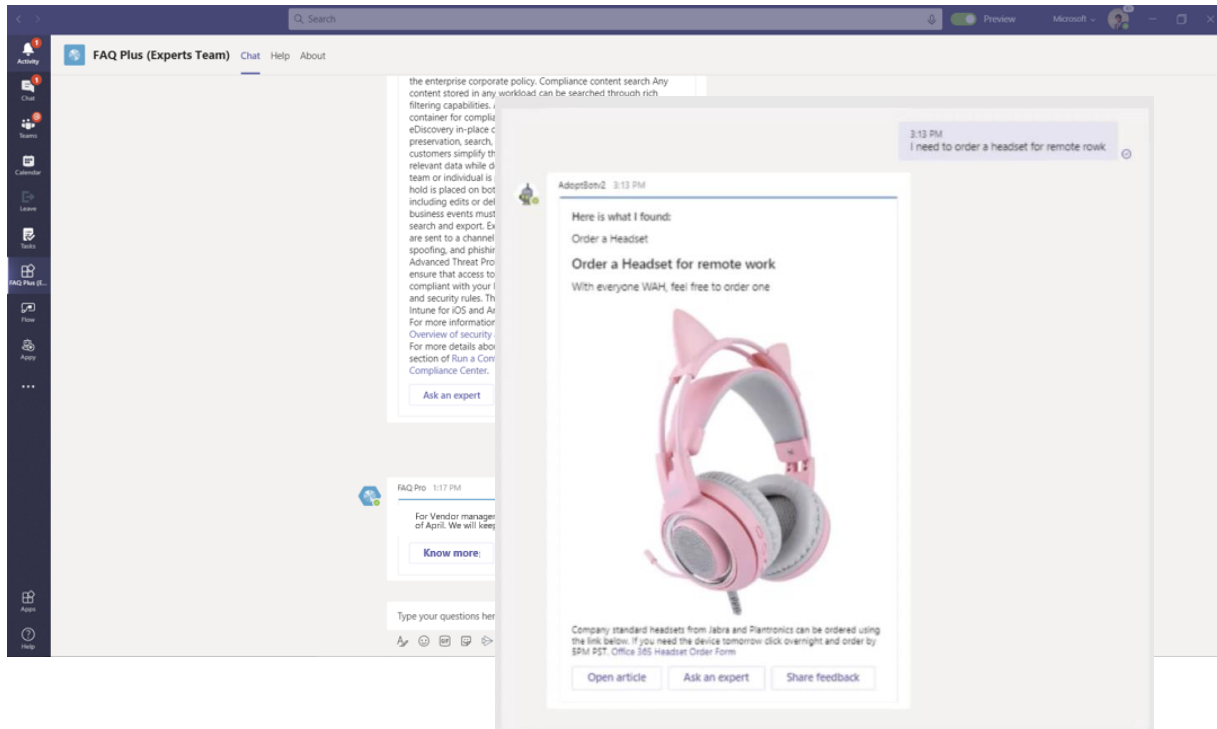
[Download](#)

[Deployment Video](#)

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Keep your diverse workforce well informed (2/2)

Automate policy change communication and provide quick and accurate information to employees



- ✓ Create a centralized knowledge repository with latest and greatest information regarding WFH policies, healthcare plans, leave policies and other essential information that is evolving frequently during the crisis
- ✓ Automatically provide latest set of answers to FAQs.
- ✓ Systemically track and respond to miscellaneous questions from the entire organization in addition to publishing a list FAQs.

Custom extension use cases*:

- ✓ **Personalized answers:** Provide customized and personalized answers based on the profile information of the user posing FAQ bot. E.g. WFH policy will differ by region, role level. Build in personalization to answers
- ✓ Provide support to broadcast changes to existing policies proactively for all users. If already available on Company Communicator, provide deeplink option to create follow-up questions that can be posted to FAQ bot

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Relevant App Templates

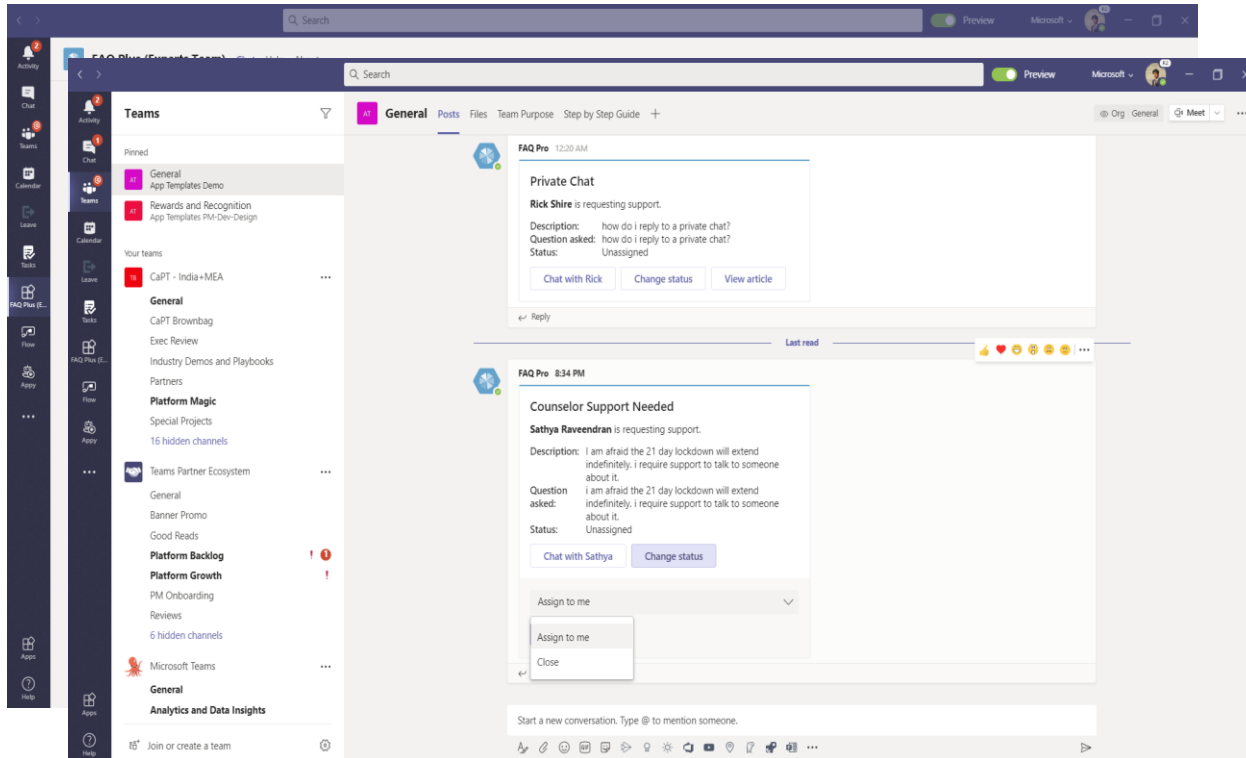
FAQ Plus

Download

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Ensure emotional wellbeing of your employees

Setup a centralized team that offers emotional counselling support to employees coping with the crisis



- ✓ Create a centralized team of in-house therapists, HR personnel specialized in employee mental wellbeing
- ✓ Provide counselling support to employees who need it. Establish a communication channel for employees to reach out for any sort of mental wellbeing support requests.
- ✓ Systemically track and respond to requests from the entire organization

Custom extension use cases*:

- ✓ With the app branded along the lines of 'E-Wellbeing' and not just FAQ, admin can proactively broadcast links to wellbeing articles, tips to brighten the day, tips to reduce stress
- ✓ **Enable Peer to Peer human connect:** Enable users to register as volunteers of 'Talk to a friend' initiative. Through series of questions, the app could deduce mental wellbeing of employees and pair "stressed out" employees with volunteers as 'Talk to a friend' option

Why Now?

- Companies are increasingly offering counselling services to [offer emotional support](#) to employees. Personal support offered using this app ensures that employee needs are valued
- With lack of water cooler talks, F2F contact, ongoing crisis, employees might have pent up stress with no means to vent / talk it out. [Talking to peers](#) is extremely important in dealing with stress

Relevant App Templates

FAQ Plus

Download

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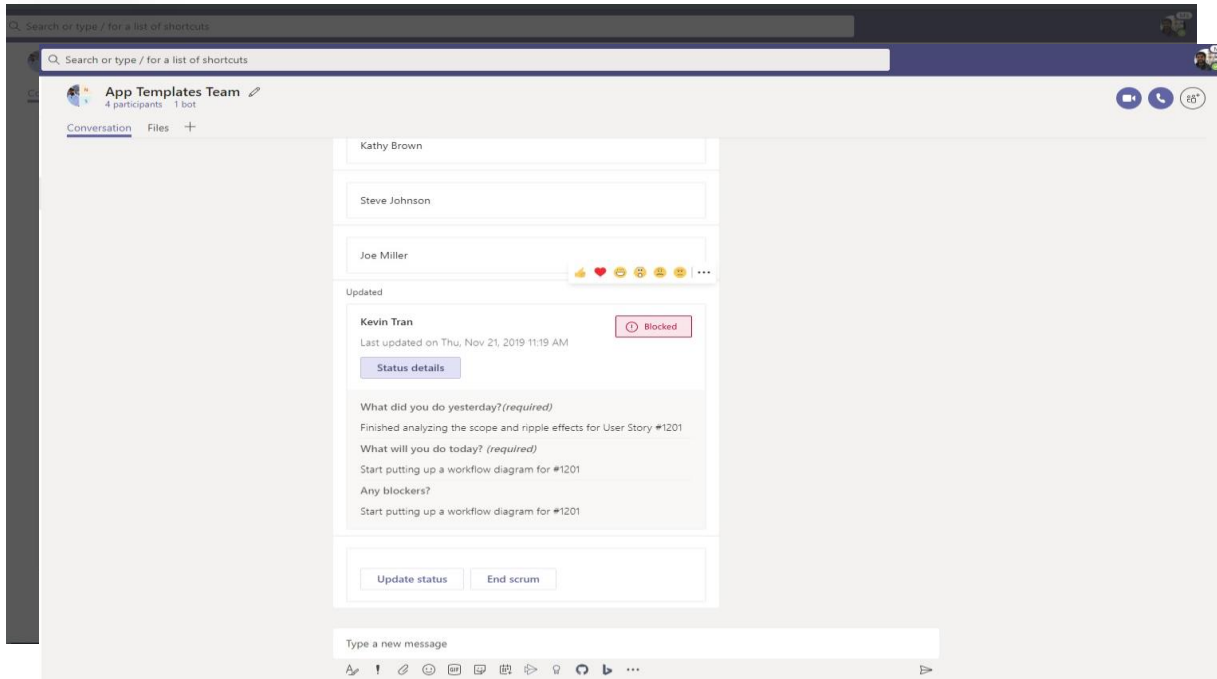
Stay productive and keep your team informed

- Run daily stand ups in an easy and effective way
- Leverage the power of your team and more
- Don't let WFH become work in isolation

Run daily stand ups in an easy and effective way



Get your team to share their status, daily summary, team insights and participation



- ✓ Automate standups and check-ins enabling team members to be more effective by sharing their status updates for all other members to see
- ✓ Recognize who is blocked and help team members progress toward their objectives

Custom extension use cases*:

- ✓ Integrate with planner / task cards to track progress, auto suggest planned activities for the day and upcoming activities
- ✓ Provide option for manager to post tasks which are 'Up for grabs' that can be claimed by team member who has capacity to support
- ✓ Provide option to export summary reports, progress on milestones for weekly / monthly update meetings

Why Now?

- Staying productive is difficult in a remote work setting as there are more distractions. It is important to simulate the daily work routine to the extent possible even at home
- Main challenge of remote working is lack of visibility into what teammates are working on. The scrum app provides insight into everyone's day without adding to the long list of meetings

Relevant App Templates

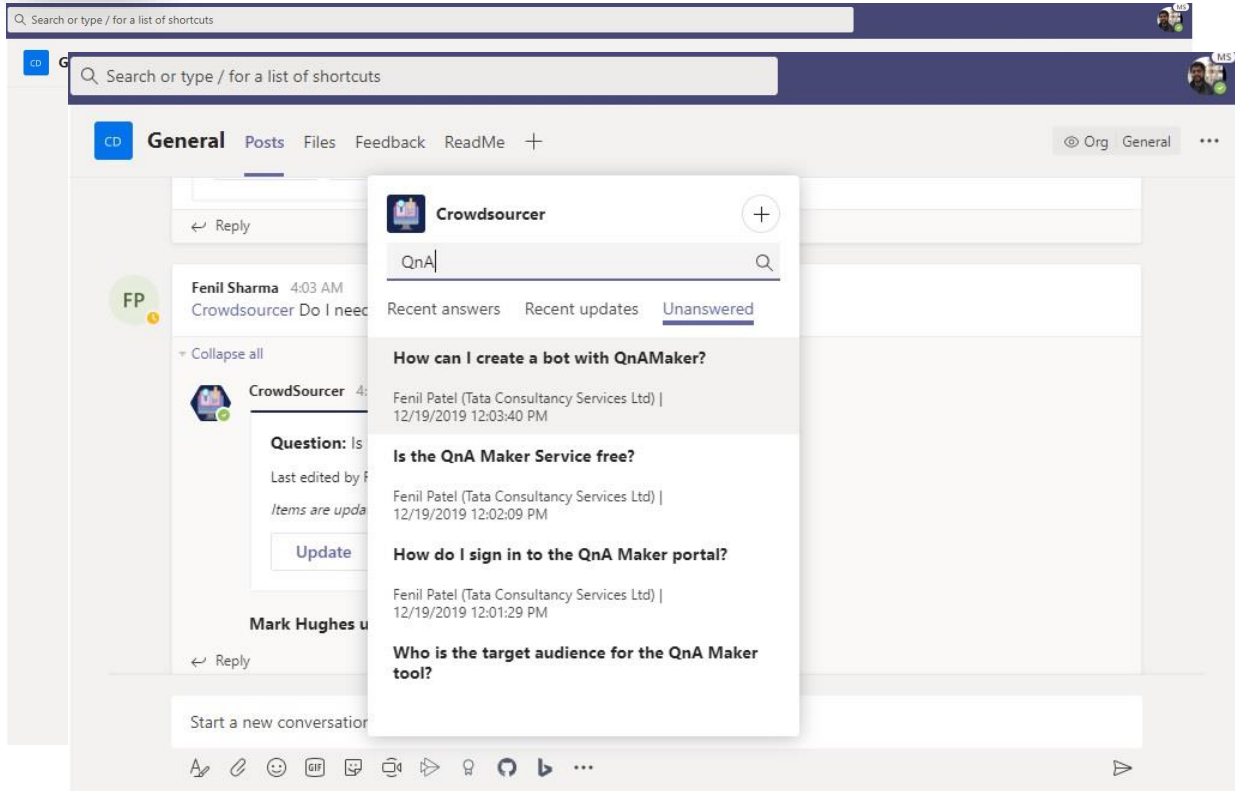
Scrum Status

[Download](#)

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Leverage the power of your team and more

Collaborate easily to source ideas from your entire team on issues or roadblocks



- ✓ Enable a group of people (team) collaborate to obtain voluntary answers to their queries
- ✓ Tap into crowd intelligence and collective wisdom of the group.

Custom extension use cases*:

- ✓ Enable the query poster to mark the question as solved and either select one of the solutions offered by team members as the right solution OR type in the solution that worked giving credit (tagging) users who offered useful advice
- ✓ Enable users to add tags to questions. E.g. the technology, domain, topic area of the question, so that other users can find answers when they are posing similar questions
- ✓ **Incentives:** Provide incentives for answering questions (credit points, virtual coins). Allow users to discover open questions based on said tags / topics. This encourages experts in each domain to proactively offer help and build credibility

Why Now?

- Another challenge of remote working is breaking the information walls – It is not possible to just walk over to a colleague's desk and discuss a problem or gather the team to brainstorm a solution
- Employees require tools now that put them in touch with the right people quickly. Such tools are crucial in avoiding communication delays and keeping the employees focused

Relevant App Templates

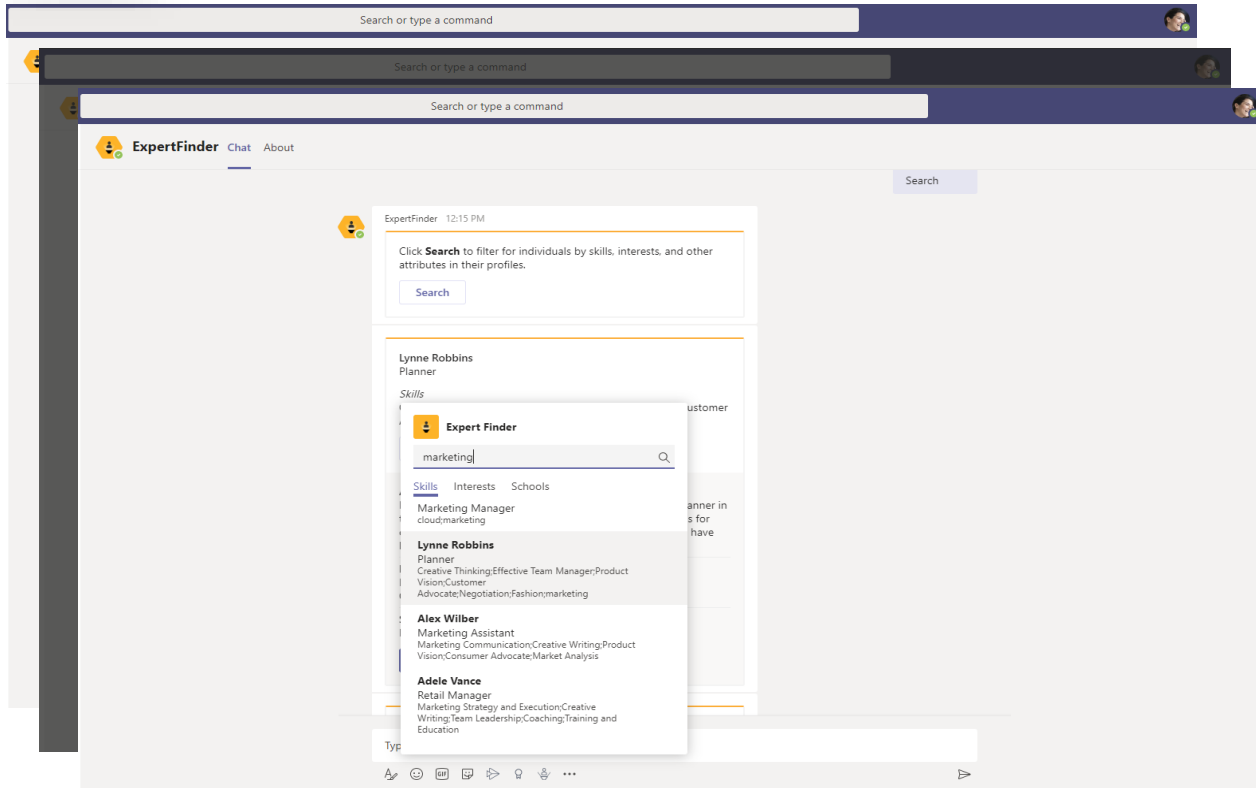
Crowdsourcer

[Download](#)

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Don't let WFH become work in isolation

Easily find subject matter experts within your organization to help on projects



- ✓ Find experts within your company easily at the click of a button to collaborate and get advice on a problem you are trying to solve
- ✓ Search, find and collaborate with specific organization members based on their skills, interests, and education attributes for projects

Custom extension use cases*:

- ✓ Quickly spin up war rooms, focus groups with experts and team members to tackle and resolve hi-priority issues
- ✓ Enable periodic polling of users encouraging them to update their skillsets based on update recency / profile completion
- ✓ Allow users to chart their skill growth path, upskilling plan. Link to LMS to surface relevant sessions / webinars or workshops
- ✓ Promote community building by hosting events bringing together experts within a domain

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Relevant App Templates

Expert Finder

[Download](#)

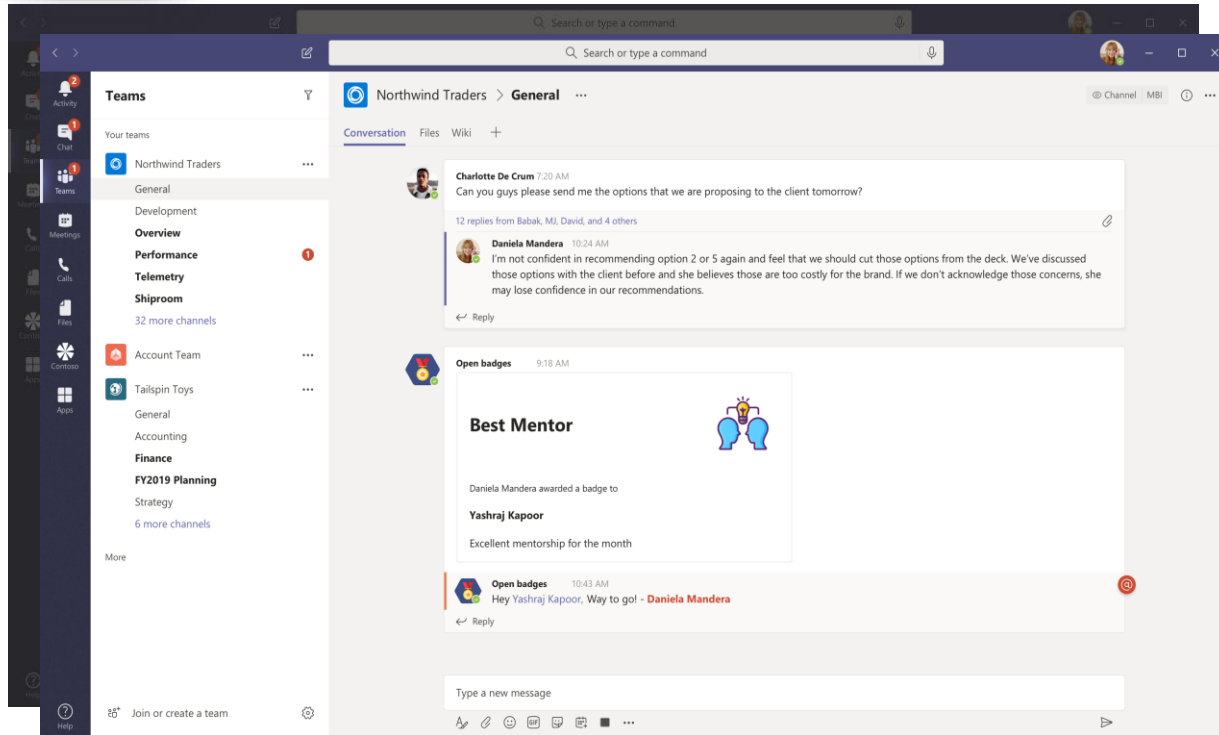
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Keep the human interactions alive

- Enable employees to recognize peers
- Promote and incentivize change
- Be inclusive and ensure employee wellbeing
- Bring people together to create communities

Enable employees to recognize peers

Build a culture of peer recognition & enable employees to appreciate their colleagues publicly



- ✓ Enable employees to recognize peers and embrace peer relationships
- ✓ Motivate and spur employee morale through digital badges within Teams
- ✓ Persistent badges – awarded badges are recorded in recipient's Badgr profile that can be shared to LinkedIn profiles

Custom extension use cases*:

- ✓ Integrate the badges, rewards app with incentives app to allow monetary redemption of award badges
- ✓ Promote friendly competition amidst teams with virtual revolving trophies awarded based on business criteria e.g. Efficient Team badge - most user stories implemented, Quality First badge for least bugs reported etc.

Why Now?

- It is imperative to keep the sense of team intact through collaborations outside meetings. Consciously encourage recognizing peers as it might otherwise get lost with lack of F2F interactions
- Words of appreciation, recognition common in workplace, hallways can get lost in a remote work setting. It is important to consciously promote the culture to keep up employee morale

Relevant App Templates

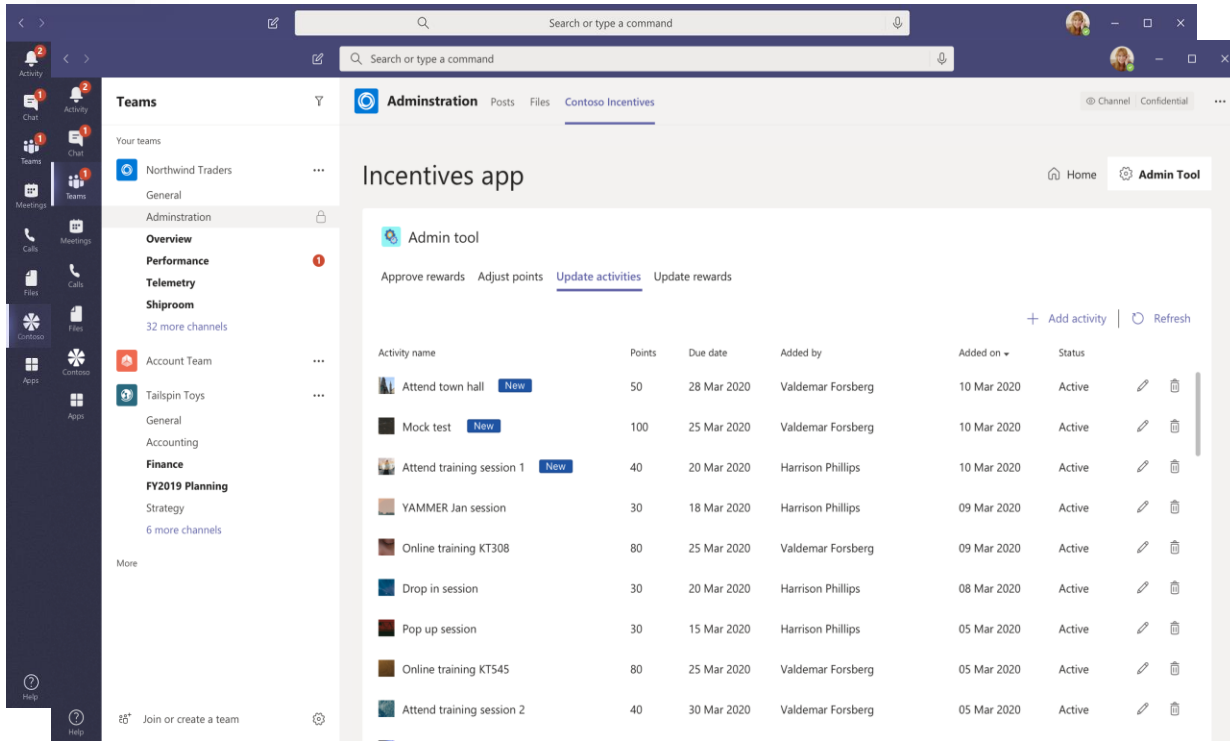
Open Badges

Download

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Promote and incentivize change

Incentivize employees to embrace change and try new experiences



- ✓ Create activities which will award points to users on completion. The app also allows points-based redemption of rewards.
- ✓ Incentivize employees to embrace the change through tracking participation in change management activities

Custom extension use cases*:

- ✓ Gamify collaboration activities such as 'helping team members solve a problem', 'contributing to knowledge repository', 'running a scrum meeting' to encourage participation
- ✓ Develop 'Quests' within the organization with increasing incentive points at each level. E.g. A quest lasting a week will have incentives with increasing investment at each level – participating in training session -> unblock a teammate -> deliver a training for 10 people -> Interview 3 candidates for recruiting. Users should be able to discover and sign up for quests and earn points for completion

Why Now?

- Change isn't easy and should be incentivized and gamified to get employees overcome inertia as a barrier for adoption.
- Gamification can help in adoption of new experiences, [allow forming of new work habits](#) and drive engagement

Relevant App Templates

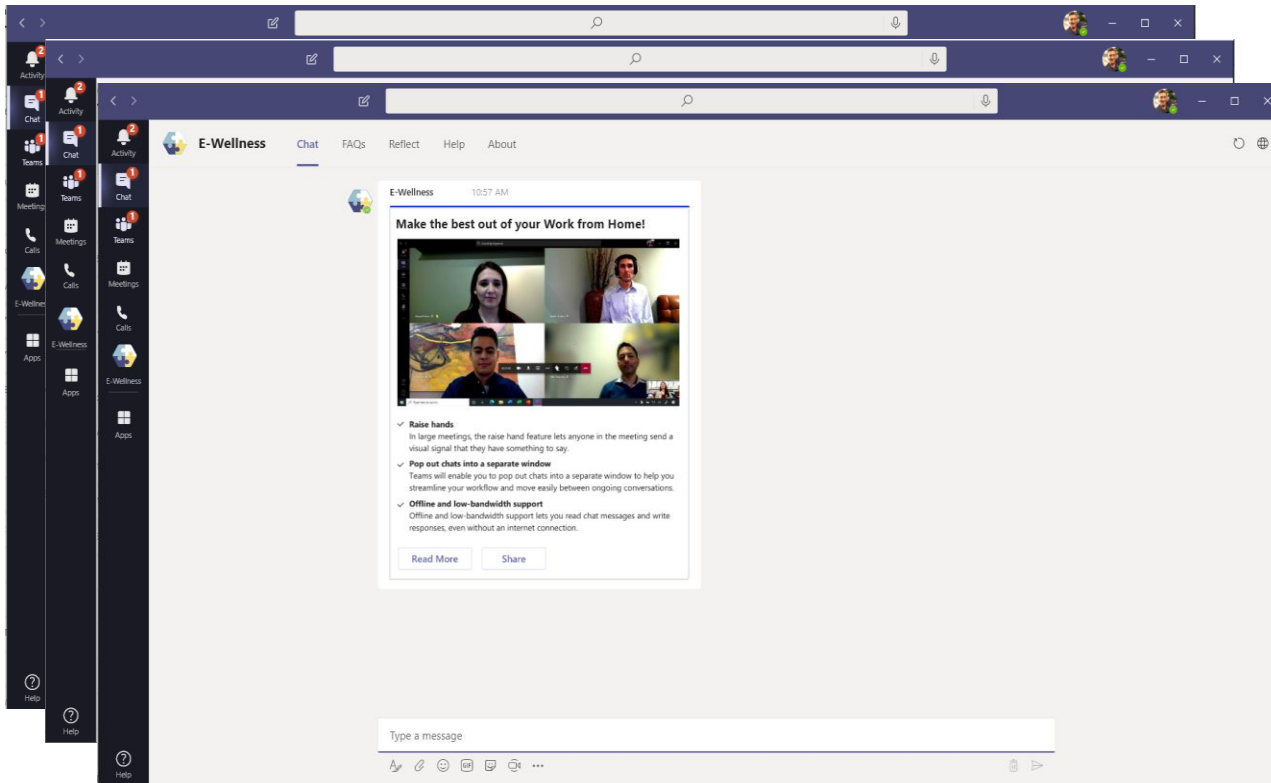
Incentives

Download

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Be Inclusive & ensure employee well-being

Monitor employee morale regularly and proactively reach out to provide support



- ✓ Proactively reach out to employees on a scheduled recurring basis to understand their difficulties and mood
- ✓ Analyze responses at team, region level over time to recognize patterns and initiate morale building outreach if required
- ✓ Share WFH tips and tricks, best practices with the Team to encourage best use of the tools available
- ✓ **Enable Peer to Peer human connect:** Enable users to register as volunteers of 'Talk to a friend' initiative. Through series of questions, the app could deduce mental wellbeing of employees and pair stressed out employees with volunteers as 'Talk to a friend' option

Why Now?

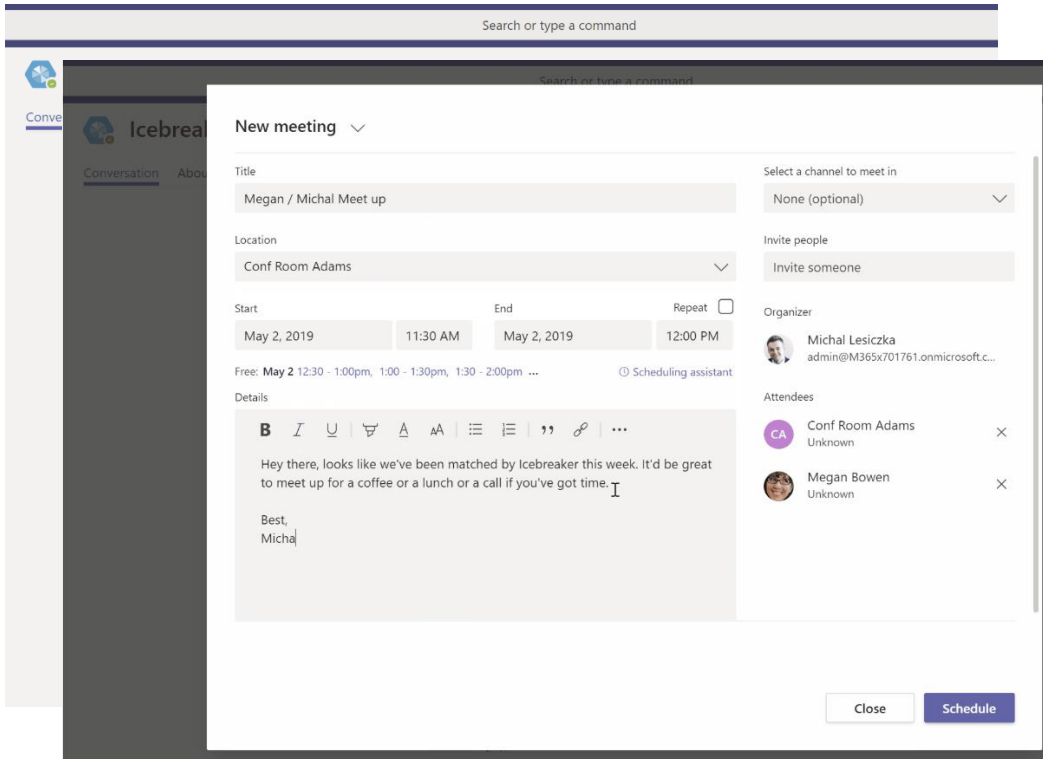
- Companies are [increasingly investing](#) in tools that enable and monitor employee wellbeing and it becomes important now more than ever to reach out and support employees.
- It is important that managers track the team's emotional wellbeing as well at a time when the team is undergoing a paradigm shift in the way it has been operating so far.

Ready to build this app?

Request Help

Bring people together to create communities

Encourage employees to get to know their peers and build cohesive communities to grow their professional interests



- ✓ Help your team get closer by pairing two random team members up every week to meet
- ✓ Strengthen personal connections and build a tightly knit community with this app
- ✓ Cultivate interest-based communities within your organization

Custom extension use cases*:

- ✓ Allow members to add interest areas to enable matching based on common interests. E.g. DevOps devs, Football enthusiasts
- ✓ Propose common fun activities for the pair to accomplish together to introduce fun element into the process. E.g. selfie with matching T-shirts

Why Now?

- Even in physical workplace, employees are often limited in building their network with access to mostly 1st or 2nd level connections. There are fewer opportunities to build organic connections.
- Icebreaker breaks these imaginary walls of socialization and is all the more important in a remote working setup where human interactions are confined to immediate team members

Relevant App Templates

Icebreaker

[Download](#)

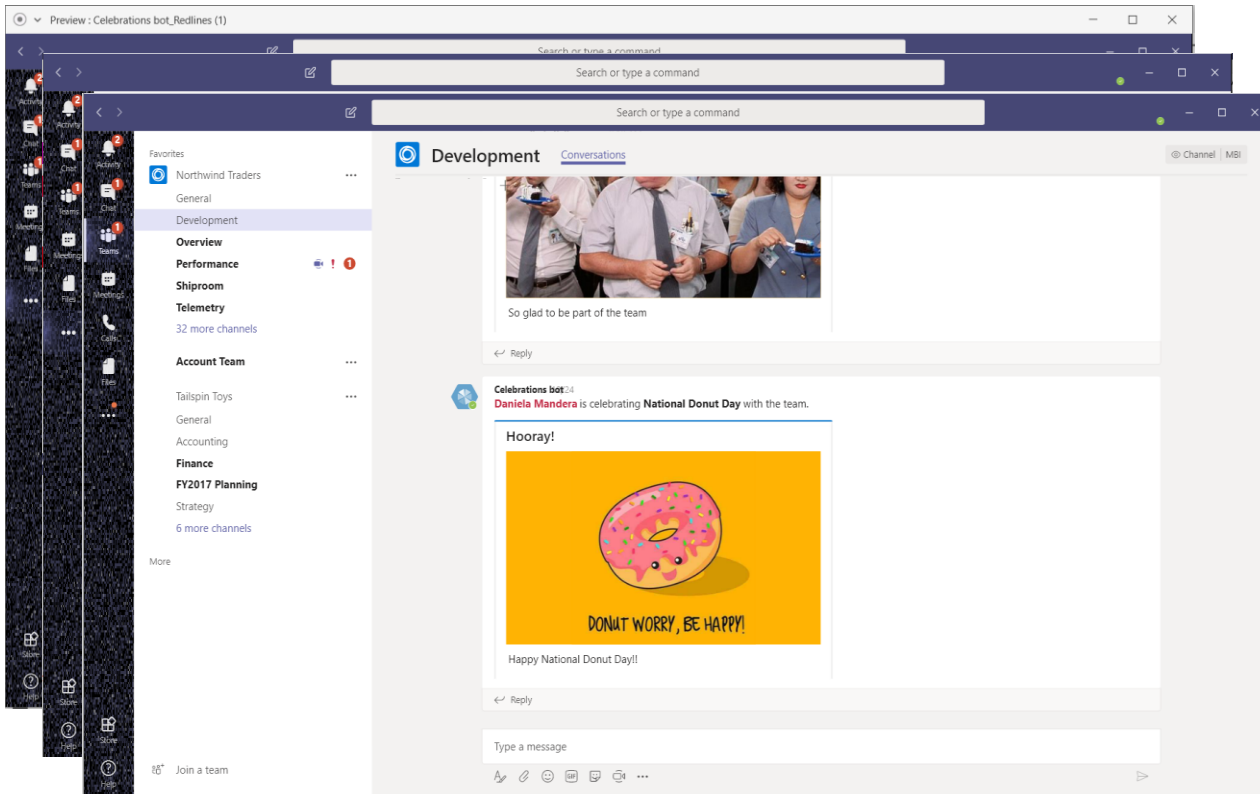
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Don't forget to have fun!

- Celebrate important events and success with your team

Celebrate important events and success with your team

Celebrate important events and encourage virtual socializing!



- ✓ Share and celebrate important events, birthdays, anniversaries of team members all within Teams
- ✓ Keep employee morale up and don't compromise on fun event celebrations on account of remote work conditions

Custom extension use cases*:

- ✓ Celebrate team success, achieving milestones and other team goals over online meetings.
 - ✓ E.g. bot triggers celebration message when a milestone task is marked complete – with option to create meeting based on team members' availability
- ✓ Allow creation of group / team goals – e.g. Fitness goals with series of custom activities over a time frame. E.g. 15 minutes meditation on Monday, 20 mins Yoga on Wednesday, 30 minutes group catch-up Fridays. Bot sends reminders with option to create Team video call, encouraging Team to do meditation together. Completion of all activities with no misses triggers celebratory msg + incentives

Why Now?

- Employees work better and support each other when there is a sense of team. Without active measures, remote working reduces team camaraderie.
- Routine workplace celebrations should not be stopped due to remote work setup. Maintaining the status quo work routine includes the celebrations that used to happen at workplace too!

Relevant App Templates

Celebrations

Download

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Thank you!

Start exploring

- Play around with [Teams App Studio](#), [Node.js](#), and [c#/NET](#)
- [Understand capabilities of the Teams extensible platform](#)
- Brainstorm and finalize scenarios for integrations as a Teams app (tab, bot, messaging extensions, personal apps et al)

Get started developing

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

Leverage Teams in-house experts

- Reach out to Sathya - saraveen@microsoft.com for support on building apps on Teams
- Send Microsoft platform feature asks