



Apps in Teams Meetings

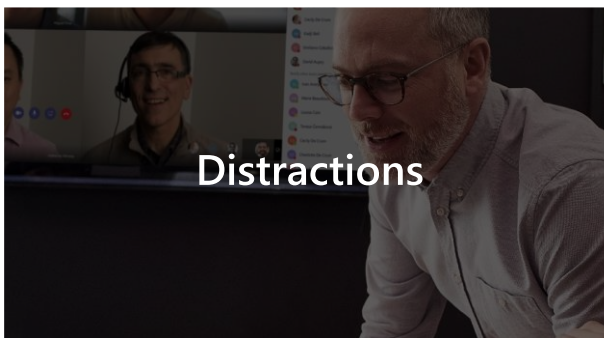
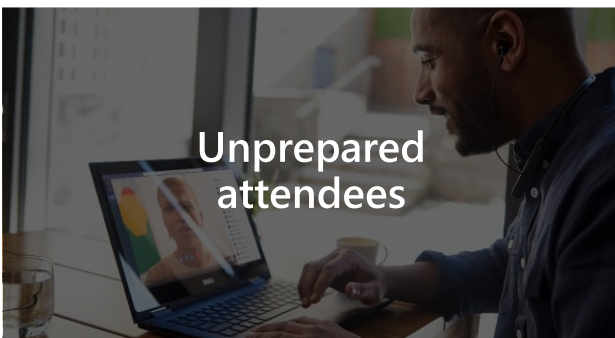
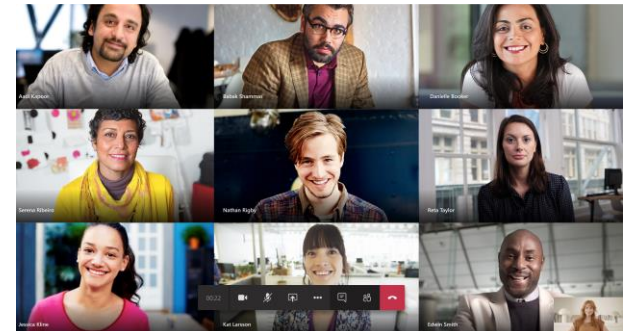
A Teamwork Solution Opportunity

Sathya Raveendran

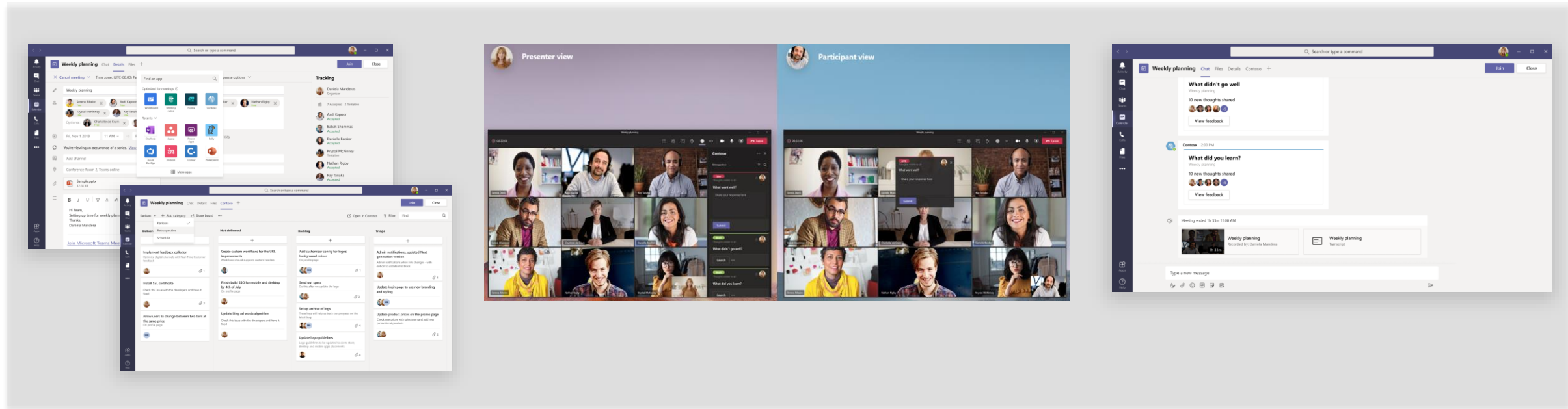
Platform Ecosystem Group
Microsoft Teams Engineering



More online meetings than ever.
But how productive are they?



Your workflow in your meeting



BEFORE

Include rich information
Collaborate before the meeting
Identify and add tools

DURING

Enrich engagement & productivity
Reimagine the meeting experience.
Meet in-context of your tools & apps

AFTER

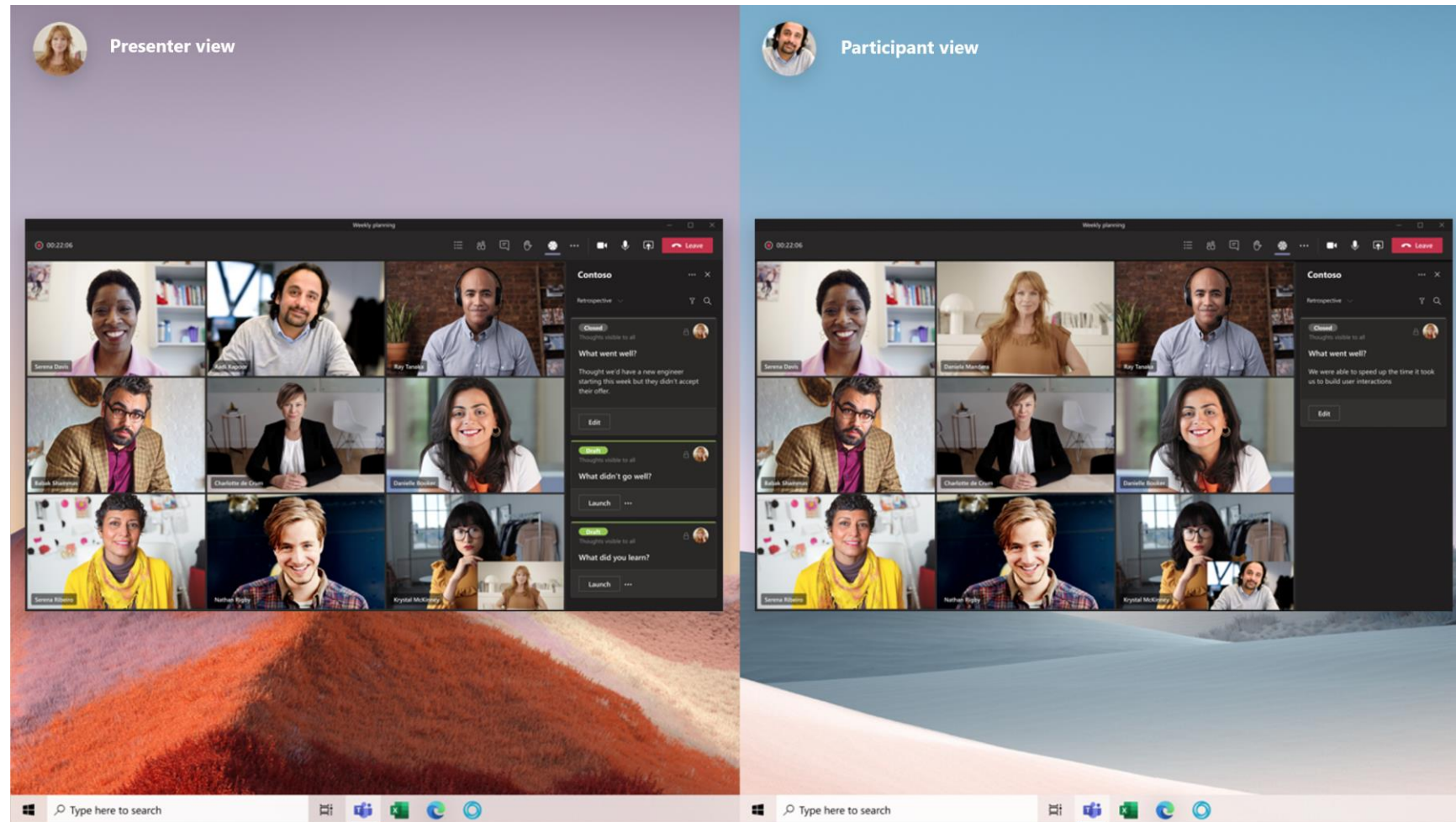
Include meeting artifacts in recap
Track actions and trigger workflows
Extend info protection capabilities

Capabilities of meeting apps

Participant roles

You can design your app with meeting role specific capabilities.

For example, perhaps the organiser and/or presenter can create a poll in meetings and only they can see all responses.



Capabilities of meeting apps

Meeting panel

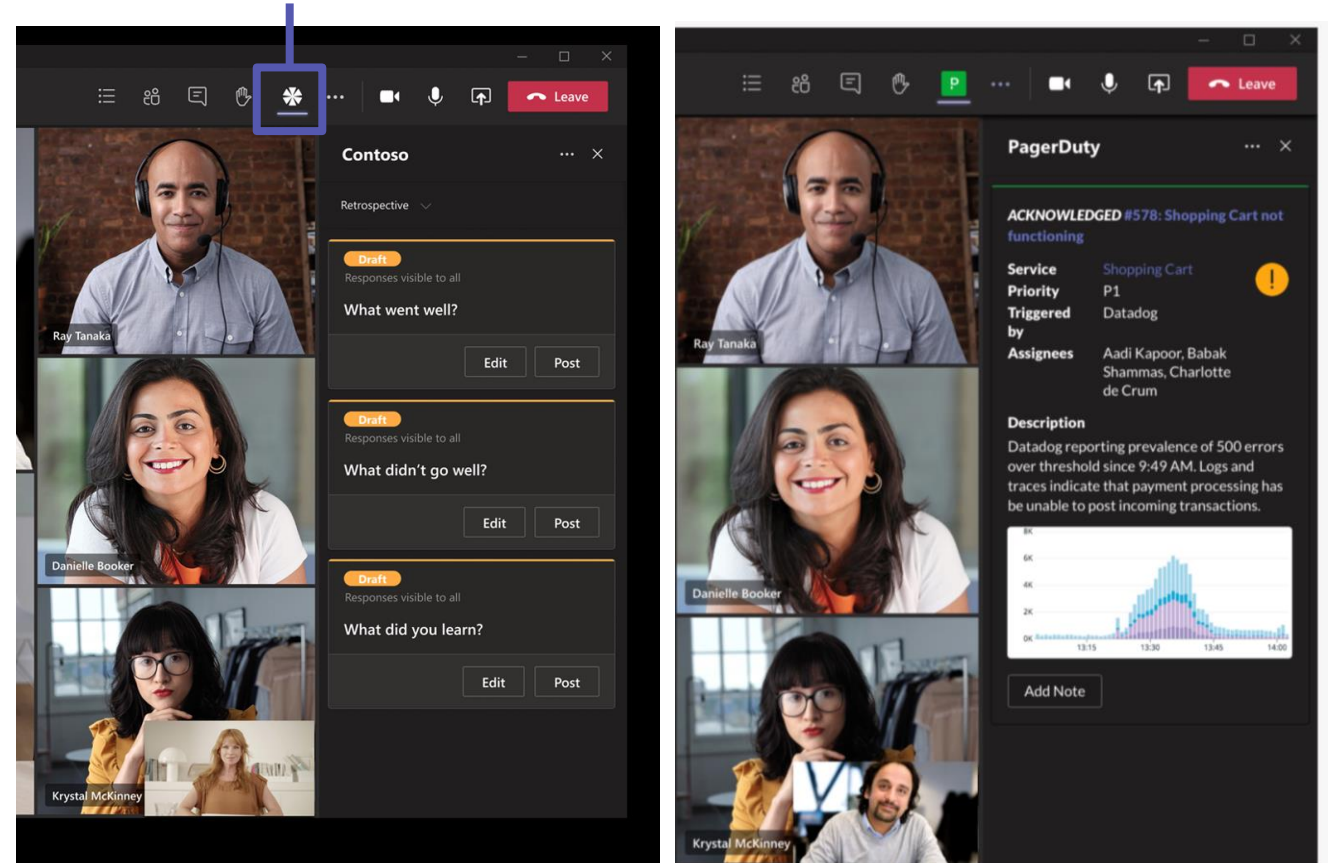
Side panel canvas within the meeting. 320px in width and utilises single sign-on to provide seamless access to interactive interfaces for participants and presenters.

Use case examples:

- Receive feedback from team members
- Fetch live data during sales meeting
- Virtual healthcare consultation
- View lesson plan during online classes

[Sample](#)

Company branded custom app experience



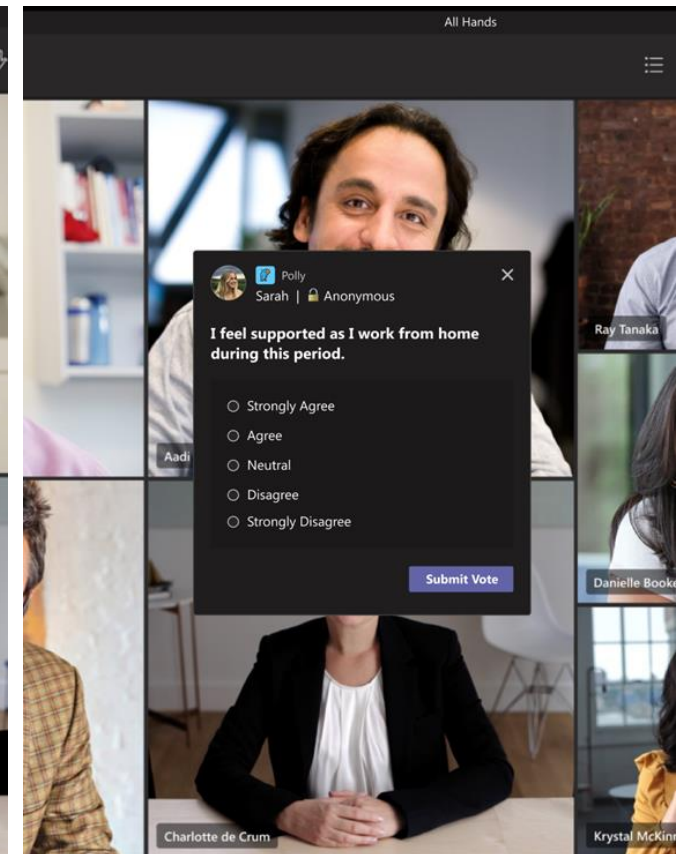
Capabilities of meeting apps

In-meeting dialog

Use the in-meeting dialog to show actionable popup content for meeting participants.

Use case examples:

- Vote on agenda items
- Gather responses from participants
- Test understand on question proposed
- Record attendance or agreement



Capabilities of meeting apps

In-meeting chat bots & tabs

Chat bots within meetings can automate tasks and complete actions when @ mentioned.

Tabs allow for a pre- and post-meeting app experience.

Use case examples:

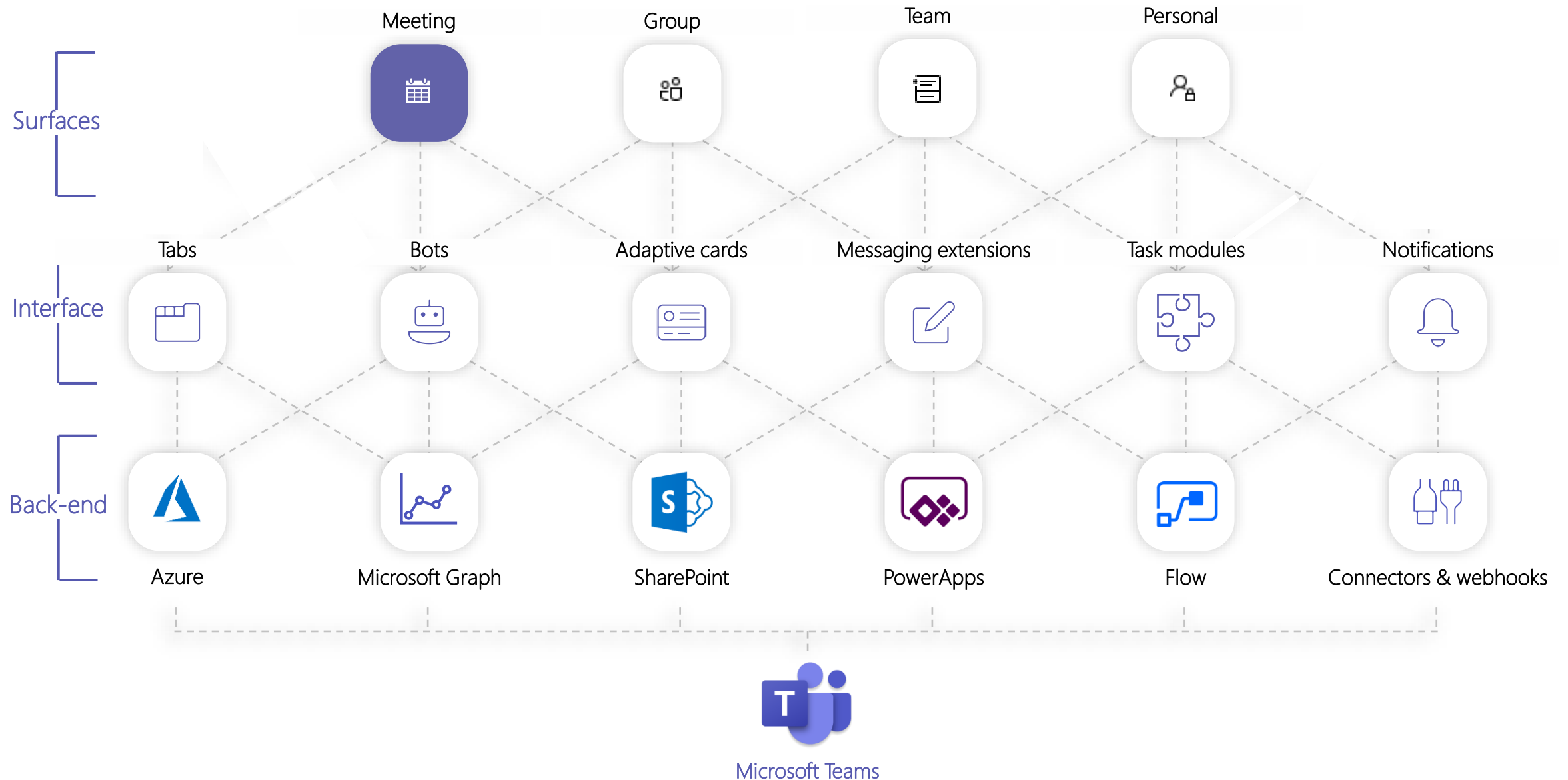
- Bot to notify participants of action or update
- Set question prior to meeting
- Review responses from meeting
- Select the work items to be discussed.

[Sample](#)

The left screenshot shows a Microsoft Teams chat channel named 'General'. A message from 'MOD Administrator' at 12/18 5:36 PM says 'Added a new tab at the top of this channel. Here's a link.' Below it, a bot response from 'Appy Communicator' is visible. A 'VirtualEvent is calling you' notification is overlaid at the bottom of the chat window.

The right screenshot shows a poll titled 'Skills to Succeed Academy'. The poll is closed and has 'Name recorded; Results shared'. The first question is 'Will you join the meeting in-person?' with 132 votes. The results are: Yes (83%) and No (17%). The second question is 'How satisfied were you with the contents of this training session?' with 277 votes. The results are: Very satisfied (50%), Satisfied (17%), Indifferent (20%), and Dissatisfied (10%).

Bring your existing solution to life



Banking & Financial Services – Lead Management

Scenario Overview

- Daniela is a relationship manager (RM) at Contoso Banking. She is part of a team that covers personal, home and car loan products for customers
- Daniela gets a lead assigned to her, Aadi Kapoor, as a potential customer opportunity for home loan and related products
- Daniela acts on the lead and contacts Aadi via an e-mail and after discussing initial details, Aadi Kapoor requests for a detailed call to go over loan options, interest rates and procedures
- Daniela schedules a Teams meeting with Aadi and walks him through various loan options available at Contoso banking with help of brochures and other talk track assets.
- She also customizes her talk track to Aadi's needs and wants by looking at insights about his profile from CRM and proposes discounts, offers available for Aadi.
- Finally, Daniela shares policy documents, loan brochures and applications over e-mail to Aadi at the end of the call.

How can app in meeting add value?

- During a call with a customer, agents typically perform a lot of look up operations – be it customer information, product information or specific deal details. It is ideal to have all these frequently accessed resources in the meeting experience to reduce context switches
- It is imperative that customer actions, follow-ups happen quickly without any friction. Ability to trigger a signing of application form, sharing relevant documents at a click can save customer attrition and improve conversions

Personas



Daniela Mander,
Relationship Manager



Aadi Kapoor,
Bank's customer

Possible Integrations



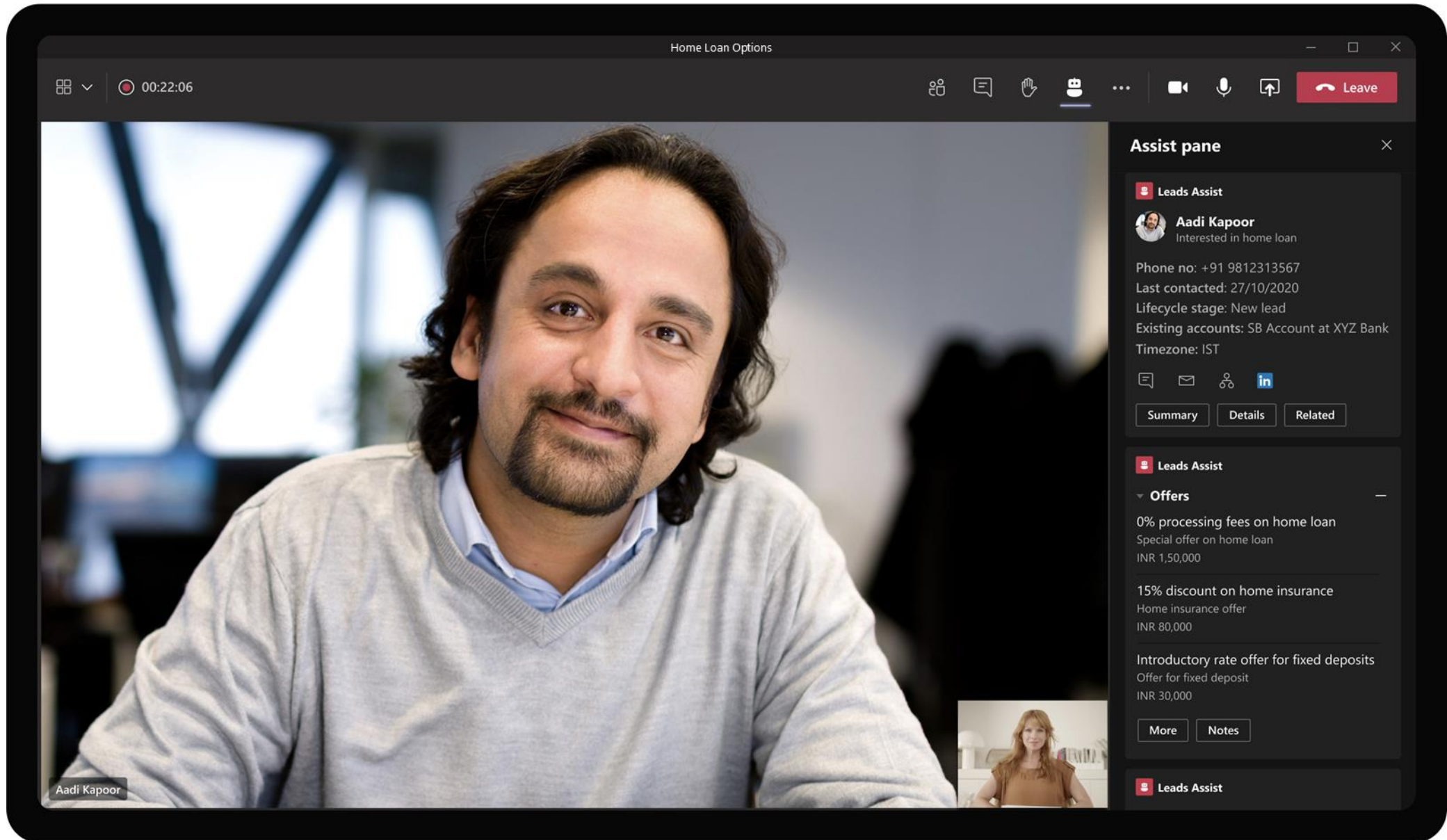
CRM



Signing Tools



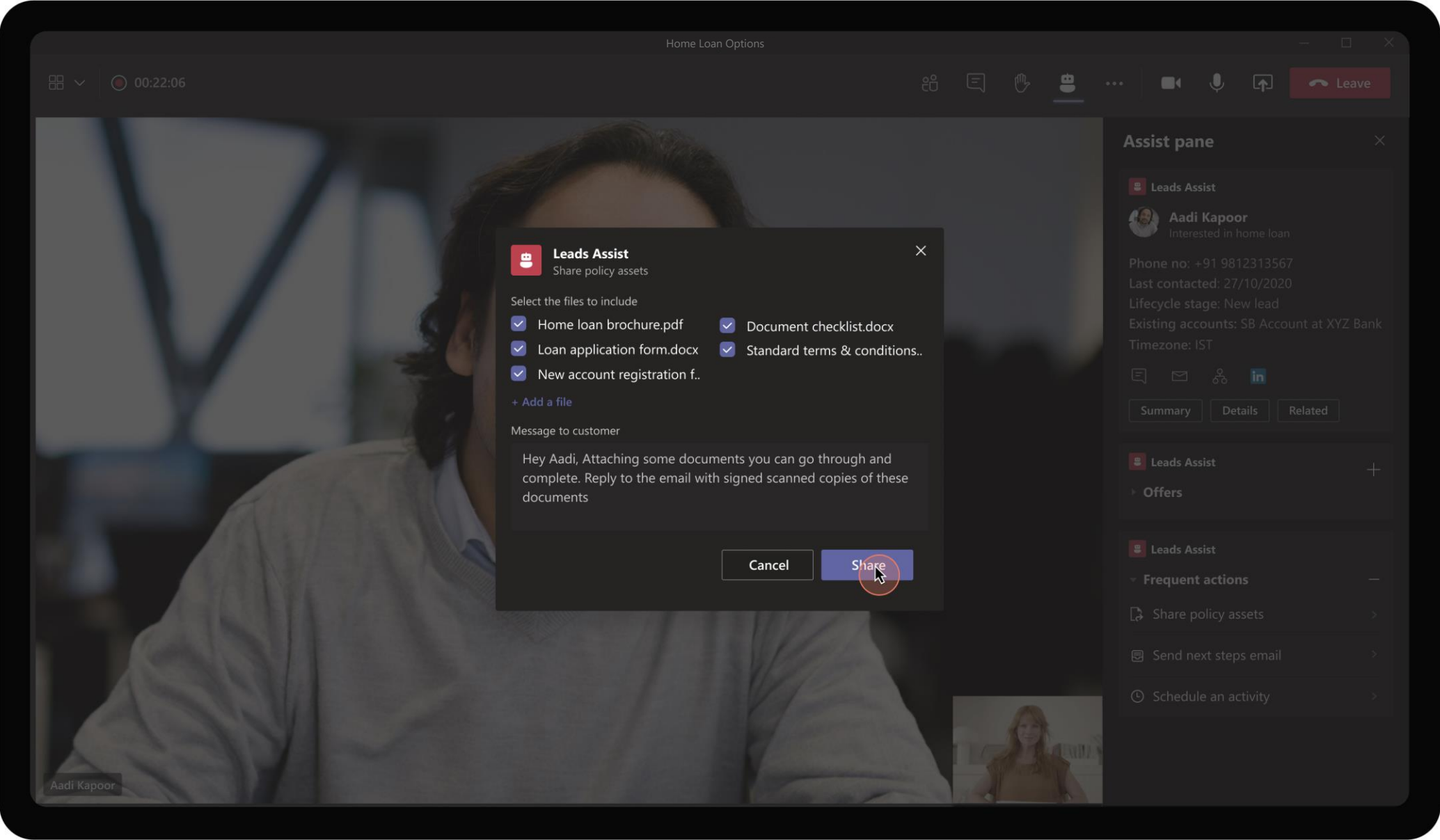
**Knowledge base
+ Asset Library**



As Daniela joins the call with the lead, the app shows basic information about the customer on the meeting side panel. It also brings up customized offers, discounts and talking points available for Aadi Kapoor

The screenshot displays a video call window titled "Home Loan Options". The main video feed shows a man, Aadi Kapoor, with a name tag at the bottom left. The top of the window features a toolbar with icons for grid view, timer (00:22:06), participants, chat, hand raise, mute, video off, microphone, screen share, and a red "Leave" button. On the right side, an "Assist pane" is open, displaying lead information for Aadi Kapoor, including phone number, last contact date, lifecycle stage, and existing accounts. Below this, there are tabs for "Summary", "Details", and "Related". Further down, the "Assist pane" shows "Offers", "Frequent actions", and a list of actions: "Share policy assets" (highlighted with a red circle and mouse cursor), "Send next steps email", and "Schedule an activity". A small video thumbnail of Daniela is visible in the bottom right corner of the call window.

Daniela can also use the side panel to perform frequent actions such as sharing of documents, e-mails to the lead while on the call. Daniela chooses to share an asset related to the home loan policy under discussion.



The app prompts a dialog box for Daniela to view and choose the files to be shared with the lead. Optionally, Daniela can also add a note along with the message. On clicking 'Share' these files are sent as attachments in e-mail to Aadi Kapoor.

Cross-Industry – HR Recruiting

Scenario Overview

- Daniela Mander is looking to hire for Software Engineer role and is about to interview candidate – Danielle Booker for the position
- As Danielle joins the Teams meeting for the interview, Daniela uses the meeting side panel to go through her profile, the job description skills and asks pertinent questions around the candidate’s profile
- Daniela also takes notes as the candidate continues to speak, jotting down her strengths and weaknesses, areas to further probe and get additional information
- The interviewer recognizes that it’s the 3rd round of interview for the candidate and looks up feedback from previous interview rounds to fine tune questions from identified weak areas in previous rounds
- As the meeting ends, Daniela records the final feedback in post-meeting tab and shares the hire / no-hire decision to the HR committee.

Personas



Daniela Mander,
Interviewer



Danielle Booker,
Interview Candidate

How can app in meeting add value?

- During interviews, the interviewer typically needs to be on video call to ensure face time with the candidate. The interviewer also needs to take notes, browse through candidate profile for interest areas. It is ideal that in-meeting experience offers this without taking the interviewer away from interview screen
- Surfacing interview feedbacks shared across different rounds is valuable during the interview as it helps the interviewer fine tune their questions and avoid repeating similar questions
- Meeting app can also help in surfacing questions from question bank with feedback sections near the questions to rate candidate’s response

Possible Integrations



Candidate DB



Question Bank

Interview with Aaron Chat Files Details Recruiting +

+ Add action Action button

Aaron Brooker
Software Engineer | 4yrs 8 mos

Contact
✉ aaron.b@gmail.com
☎ +1-1234566789

Skills
JavaScript, Java, Object oriented programming, ReactJS, Cloud computing

Attachments/Links
📎 Resume.pdf
🌐 portfolio.aaron.com

Source
🌐 Contoso career website

Timeline

Date	Time	Stage	Hiring team	Result
26 Nov, 2020	14:00	Resume shortlist	Daniela Mandera	Shortlisted
12 Oct, 2020	11:00	Round 1	Ray Tanaka, Kayo Miwa	Hire

Notes + Add a note

No notes yet!

Questions
Questions added here will appear in meeting with candidate and can help you rate at the point of time

- How can you make sure that your code is both safe and fast? ...
① ② ③ ④ ⑤ Edit Delete
- What is the main difference between ...
① ② ③ ④ ⑤ Move down Move up
- What language do you like to write ...
① ② ③ ④ ⑤ Send to bottom Send to top
- What is mean by level-0 Data flow diagram?
① ② ③ ④ ⑤
- How can you measure project execution?
① ② ③ ④ ⑤
- What are SDLC models available?

As a preparation before the interview, interviewer can view the candidate details, prior rounds notes and add / edit questions to ask the candidates during the interview

The screenshot displays a video interview window titled "Interview with Aaron". The main video feed shows a man, Aaron Brooker, smiling. A name tag "Aaron Brooker" is visible in the bottom left of the video. The top of the window features a control bar with a grid icon, a timer at 00:22:06, and icons for participants, chat, hand, camera, microphone, and a red "Leave" button. On the right side, a "Recruiting" panel is open, showing the candidate's profile and job details. The candidate's name is Aaron Brooker, a Software Engineer with 4 years and 8 months of experience and a B.Tech education. His skills include React JS, HTML, and Cloud computing. The panel also shows social media links for LinkedIn and Twitter, buttons for "Resume" and "Peer feedback", and a "Facial verification" section with a green checkmark and "96% match with Aaron's image on file". Below this, the "Job details" section lists the position as Software Engineer II, with Job ID 12456677, 4+ years of experience, B.Tech or equivalent education, and a Full time type. A "Details" button is at the bottom of the job details section. At the bottom of the video window, there is a blue icon of a face with a dot and a small inset video of a woman, likely the interviewer.

During the interview, the interviewer can view the candidate's profile, basic information, JD details on the side panel. In addition, a media bot also joins the meeting to perform a facial verification of the candidate showing the results on the side panel.

The screenshot shows a video interview window titled "Sales Analysis Review". The main video feed displays Aaron Brooker, a smiling man in a blue t-shirt. A name tag "Aaron Brooker" is visible in the bottom left of the video. The top of the window has a dark toolbar with icons for grid view, a timer at 00:22:06, and controls for mute, video, and a red "Leave" button. On the right side, a "Recruiting" side panel is open, showing "Candidate details" for Aaron Brooker, including his experience (4 yrs 8 mos), education (B.Tech), and skills (React JS, HTML, Cloud computing). Below this, "Feedback received" is shown from Miguel Silva and Will Little, both Senior and Principal Software Engineers, with comments praising Aaron's React JS experience. At the bottom of the side panel, "Job details" for "Software Engineer II" are visible. A small video thumbnail of the interviewer is shown in the bottom right corner of the main window.

Interviewer can also view prior round feedback and fine tune their questions based on the feedback. The side panel view is personalized to the interviewer and is not visible to the candidate

The screenshot displays a video interview interface. The main window shows a video feed of a candidate, Aaron Brooker, smiling. The interface includes a top navigation bar with a title "Sales Analysis Review", a timer at "00:22:06", and various control icons. On the right side, there is a "Recruiting" panel with a "Questions" tab. This panel contains three questions, each with a 5-point rating scale and a comment field. The first question is "What are SDLC models available?" with a rating of 4 and a comment "Aaron seemed quite confide|". The second question is "What are function points?" with a rating of 3 and an "Add comment" button. The third question is "What is Software configuration management?" with a rating of 4 and an "Add comment" button. The fourth question is "What is change control?" with a rating of 5 and a "Submit" button. A small video feed of the interviewer is visible in the bottom right corner.

As the candidate answers questions during the interview, the interviewer can take notes and evaluate the candidate for each question on the side panel. This helps interviewer provide fresh feedback and reduces efforts, fastens feedback collection.

Sales Function – Car Loan Sales

Scenario Overview

- Daniela is a relationship manager (RM) at Contoso Banking. She is part of a team that covers personal, home and car loan products for customers
- Daniela gets an incoming chat request from a customer on Contoso’s website requesting details about a car loan
- The customer chats with Daniela and requests for a call to get into the details of the loan, interest rates and procedures
- Daniela schedules a Teams meeting with Aadi and walks her through the loan options available for various types of car – mid range, luxury cars using the talk track on side panel
- She also customizes her talk track to customer’s needs and wants by looking at insights about her profile from CRM and proposes discounts, offers available for Megan.
- Any follow-up opportunity with customer is carefully noted by Daniela to be stored in CRM

Personas



Daniela Mander,
Relationship Manager



Megan Bowen,
Bank’s customer

How can app in meeting add value?

- During a call with a customer, agents typically perform a lot of look up operations – be it customer information, product information or specific deal details. It is ideal to have all these frequently accessed resources in the meeting experience to reduce context switches
- It is imperative that customer actions, follow-ups happen quickly without any friction. Ability to trigger a signing of application form, sharing relevant documents at a click can save customer attrition and improve conversions

Possible Integrations



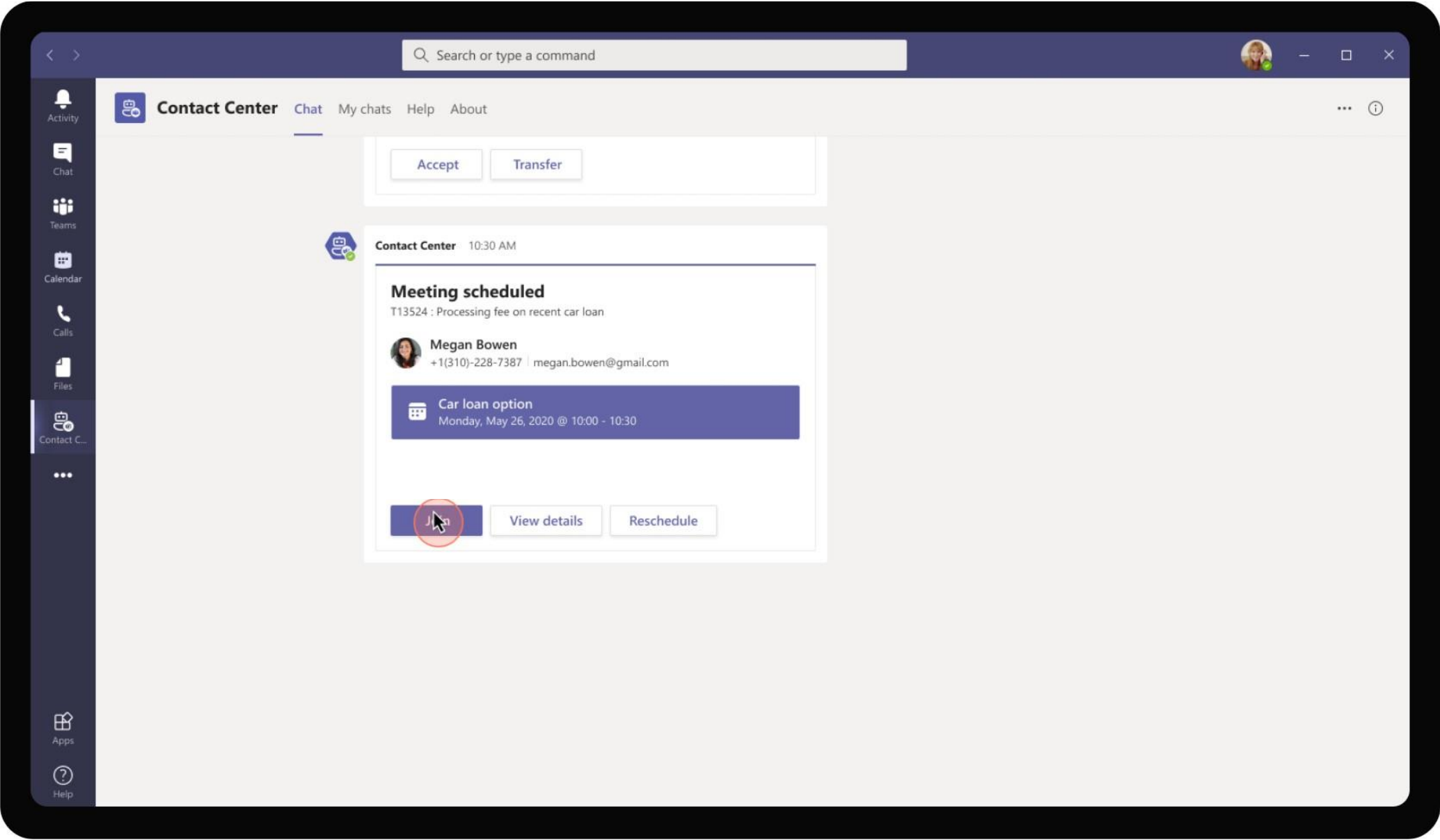
CRM



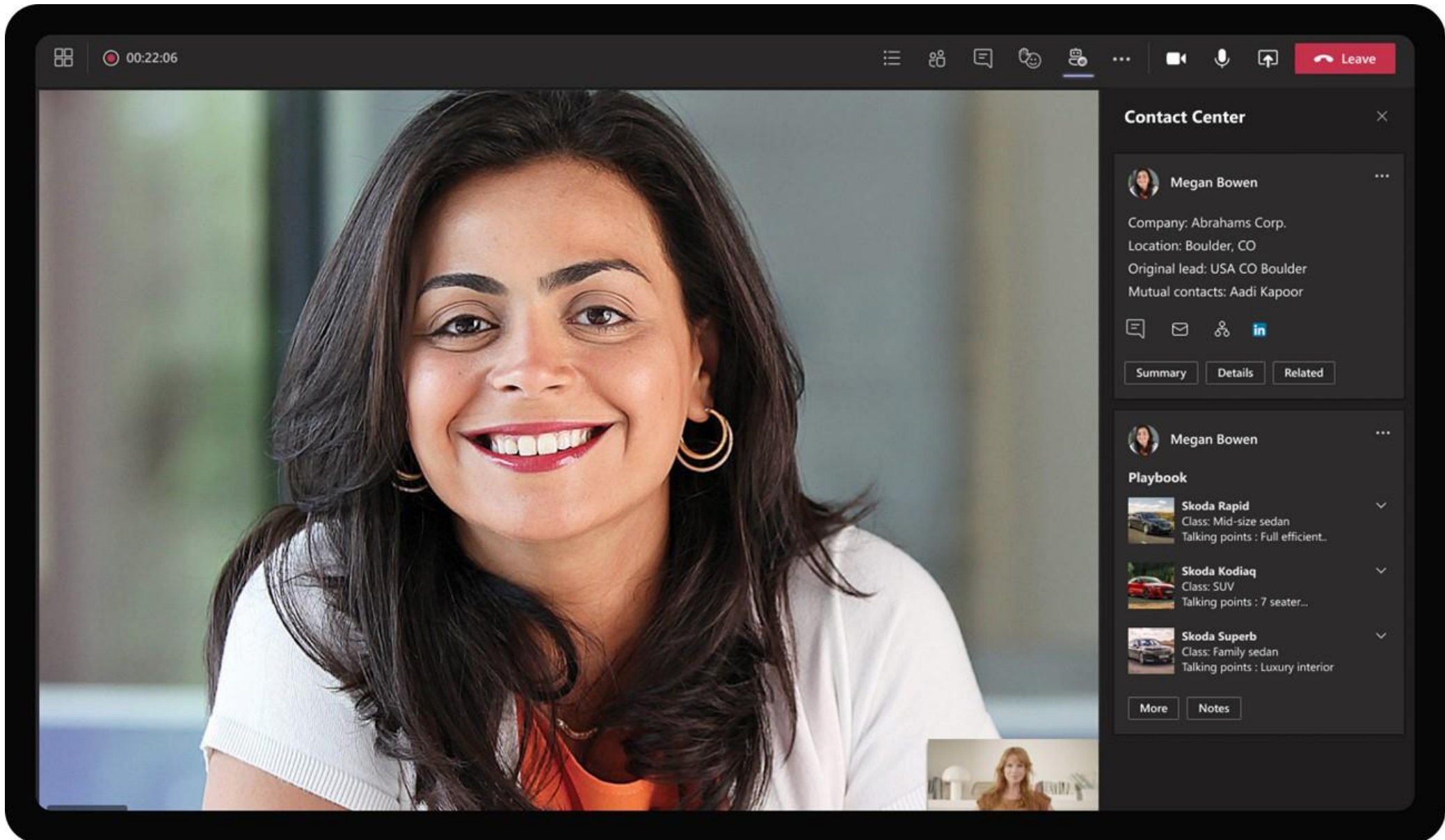
Signing Tools



Knowledge base
+ Asset Library



The app allows Daniela to schedule a meeting with the customer directly. With the proper triaging of type of loan request from the customer, the app can intelligently suggest relevant assets, talk track for Daniela to review before customer call



During the call, the app pulls up information about the customer from CRM database. As the app is also integrated with knowledge base, it can surface relevant talk track for the customer on the side panel. In addition, it allows Daniela to search through knowledge base and capture notes from the call

Education – Academics Assistant

Scenario Overview

- Daniel is a student at Contoso University. He has a packed schedule with multiple electives in his second semester. One of Daniel's pain points is being on top of course content, action items from classes
- Daniel attends his classes via Teams meetings. During the class, he accesses the side panel to take notes with image captures of presentations.
- Like Daniel, rest of the class of 80 members also take notes in their personal space on meeting side panel.
- Any homework items, submissions, exam dates that the professor announces during the class is easily noted down by Daniel as a To Do item.
- The app allows students to share notes taken by one another in a common OneNote pinned in channel for the respective class

How can app in meeting add value?

- All students take notes during a class but collaboration and sharing of notes happens in an unstructured ad hoc manner. Allowing capturing and sharing of notes as part of classroom (in meeting) experience encourages better collaboration and productivity
- Capturing action items, To Do lists should be as friction-less as possible in order to make a student's life easier. As an in-meeting experience, students can continue to focus on classroom discussions while jotting down To Do items.

Personas



Daniel Tao,
University Student

Possible Integrations



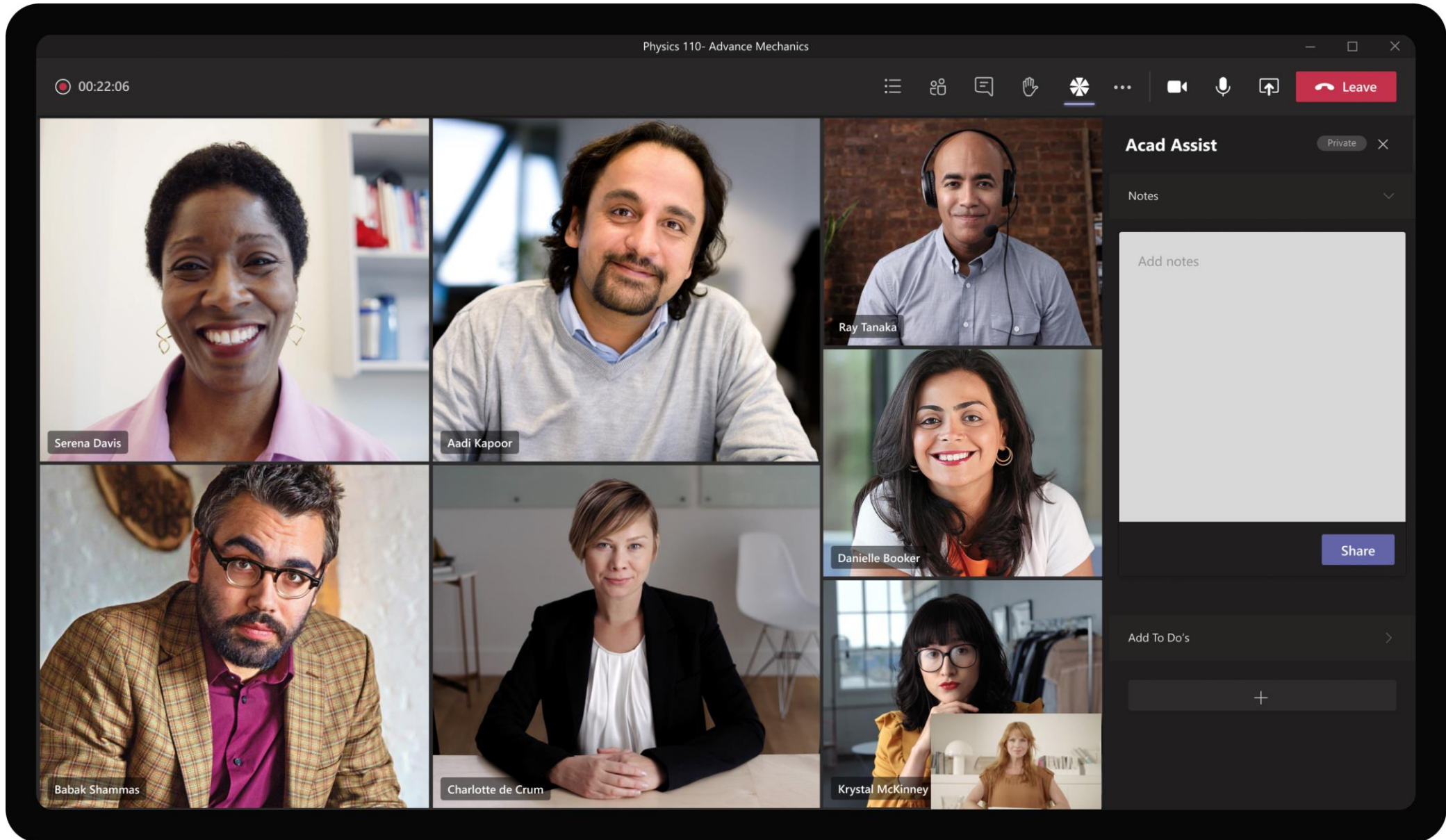
To Do



Planner



OneNote



App also provides additional surfaces on the meeting side panel for students to take notes during the class. Daniel can take notes in the notes section on the side panel without having to switch to another screen.

Physics 110- Advance Mechanics

00:22:06

Leave

Acad Assist

Private

Notes

- $V = U + at$
- Elliptical motion is harder to analyse than uniform circular

- **Kepler's second law:**
Consequence of Kepler's second law is that objects in elliptical orbits travel faster when they are closer to central body

Share

Add To Do's

Participants: Serena Davis, Aadi Kapoor, Ray Tanaka, Danielle Booker, Babak Shammass, Charlotte de Crum, Krystal McKinney

As the professor shares content on the screen, uses diagrams to deliver lecture, the notes section can be used to copy the concepts presented and take notes with a mixture of picture and text.

Physics 110- Advance Mechanics

00:22:06

Leave

Acad Assist

Private

Notes

Add To Do's

Title

Revise case sudy for next class

Due date

8/27/2020

Discard Add

Serena Davis

Aadi Kapoor

Ray Tanaka

Danielle Booker

Babak Shammass

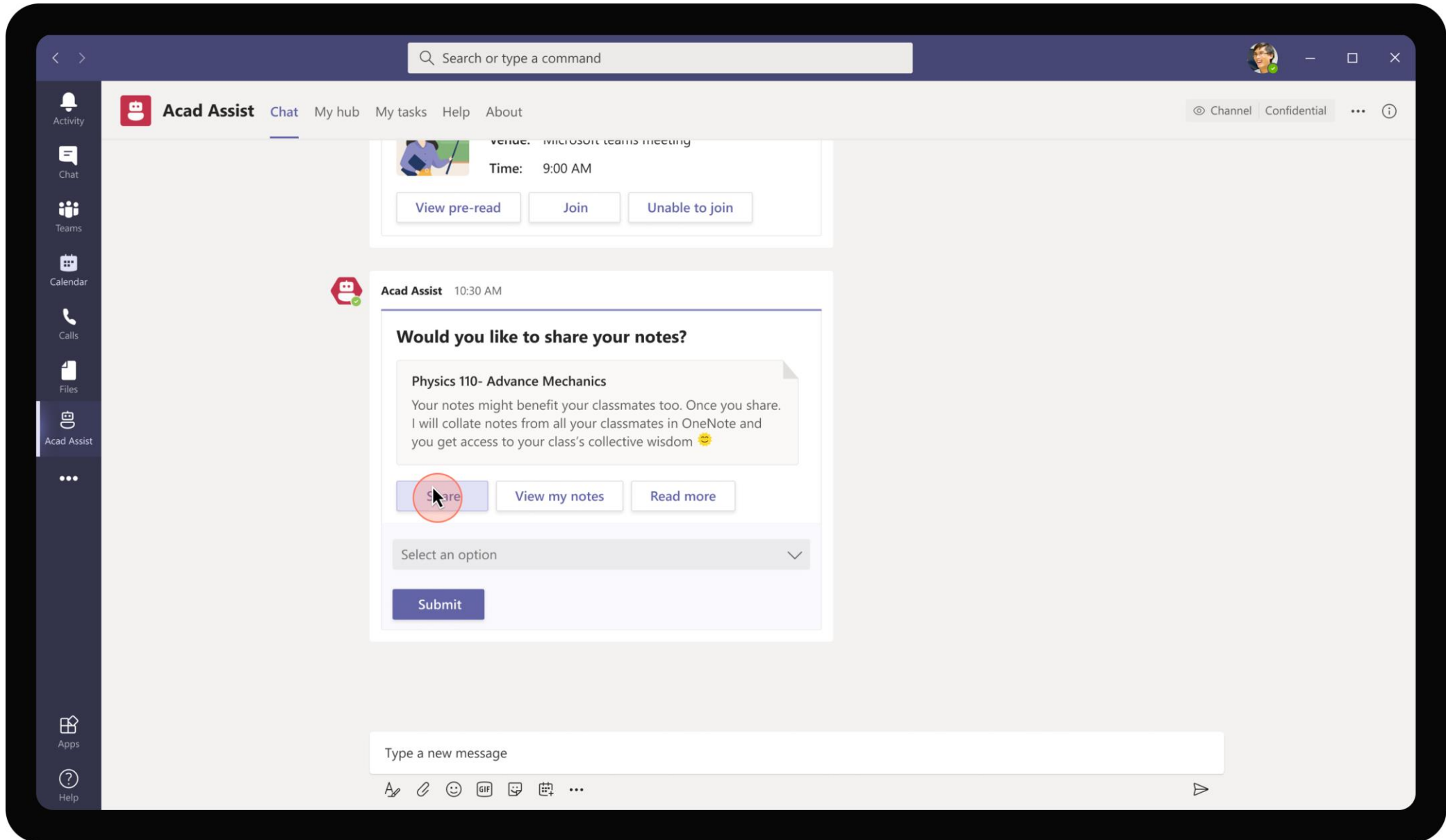
Charlotte de Crum

Krystal McKinney

As the professor highlights certain follow-up items, provides mini activities for the class, students can make a To Do list on the app using the side panel. Daniel uses the To Do list to make reminders for a case study read up for next week.

The screenshot shows a Zoom meeting window titled "Physics 110- Advance Mechanics" with a timer at 00:22:06. The meeting controls at the top include icons for menu, participants, chat, hand raise, screen share, and a red "Leave" button. The main area displays a grid of seven participants: Serena Davis, Aadi Kapoor, Ray Tanaka, Danielle Booker, Babak Shammass, Charlotte de Crum, and Krystal McKinney. On the right, the "Acad Assist" sidebar is open, showing a "Private" toggle and a "Notes" section. Below it, the "Add To Do's" section lists five tasks, each with a radio button and a clock icon: "Revise case study for next class", "Form groups for project submission", "Brushup on quantum mechanics", and "Ask TA about extra credit". A plus sign (+) is visible at the bottom of the list.

To Do list created in the app utilize Tasks in background and are automatically synced to Planner and To Do lists in Windows. Daniel will be able to track and mark them complete across any of these surfaces.



Notes captured by Daniel are auto saved in personal OneNote. After the lecture is complete, the app prompts Daniel to share his notes with his entire class and in return get everyone's notes in a single place for the lecture.

Education – Quiz Master

Scenario Overview

- Daniela is a science professor who conducts engaging classroom discussions that invites students to speak and participate in healthy discourse
- Due to pandemic and remote learning guidelines, she has adopted delivering course content over Teams meeting.
- As a way of keeping the engagement alive, she performs surprise quizzes for brownie points, interesting prizes. This promotes healthy competition among students
- During a class session, Daniela conducts a quiz from her set of questions in the form of MCQ. As Daniela publishes each question, students have 30 seconds to answer before the question gets locked
- Students get to see real time their position in the class and how well they are performing. Daniela also gets a view of top performing students that's automatically tracked in student database
- In addition to promoting healthy competition, students learn right answers instantaneously.

How can app in meeting add value?

- Q&As during a classroom session is a natural way of engaging with students for teachers. To keep the spirit alive, these ad hoc quizzing sessions can be conducted during classes conducted via Teams meeting as well. Having a real time view of other students and interacting with teacher directly breaks the virtual walls of a remote classroom
- Any other way of implementing the quizzing scenario during a class would take students out of meeting context which may cause confusions, disconnects, unnecessary context switching in viewing the professor and viewing the question within a time frame. Meeting apps fit perfectly well for this use case

Personas



Daniela Mander,
Science Professor

Possible Integrations



Student Marks DB



Question Bank

The screenshot shows the Microsoft Teams Quiz app interface for a meeting titled "Science 101". The interface includes a search bar at the top, navigation tabs for "Chat", "Projects", and "Quiz", and a sidebar with icons for Activity, Chat, Teams, Calendar, Files, and Contoso. The main area displays six draft quiz questions, each with a "Draft" label and a three-dot menu icon. The questions are:

- 1- Quiz:** Ordinary table salt is sodium chloride. What is baking soda?
 - Potassium chloride
 - Potassium carbonate
 - Potassium hydroxide
 - Sodium bicarbonate**
- 2- Quiz:** Pine, fir, spruce, cedar, larch and cypress are the famous timber- yielding plants of which several also occur widely in the hilly regions of India. All these belongs to
 - angiosperms
 - gymnosperms**
 - monocotyledons
 - dicotyledons
- 3- Quiz:** Pollinations is best defines as
 - transfer of pollen from anther to stigma**
 - germination pf pollen grains
 - growth of pollen tube in ovule
 - visiting flowers by insects
- 4- Quiz:** Movement of cell against concentration gradient is called
 - osmosis
 - active transport**
 - diffusion
 - passion transport
- 5- Quiz:** Photosynthesis generally takes place in which parts of the plant?
 - Leaf and other chloroplast bearing parts**
 - steam and leaf
 - Roots and chloroplast bearing parts
 - Bark and leaf
- 6- Quiz:** Plants synthesis protein from
 - starch
 - sugar
 - amino acids**
 - fatty acids

Buttons for "Add questions" and "Upload Q&A list" are visible in the top right corner of the quiz area.

Daniela can prepare the questions manually by adding it in pre-meeting tab before the meeting. She also has options to upload an excel file, csv file containing the questions in right format.

Science 101

00:22:06

Leave

Science 101

Questions 4/15

4 - Quiz

Movement of cell against concentration gradient is called

- osmosis
- active transport
- diffusion
- passive transport

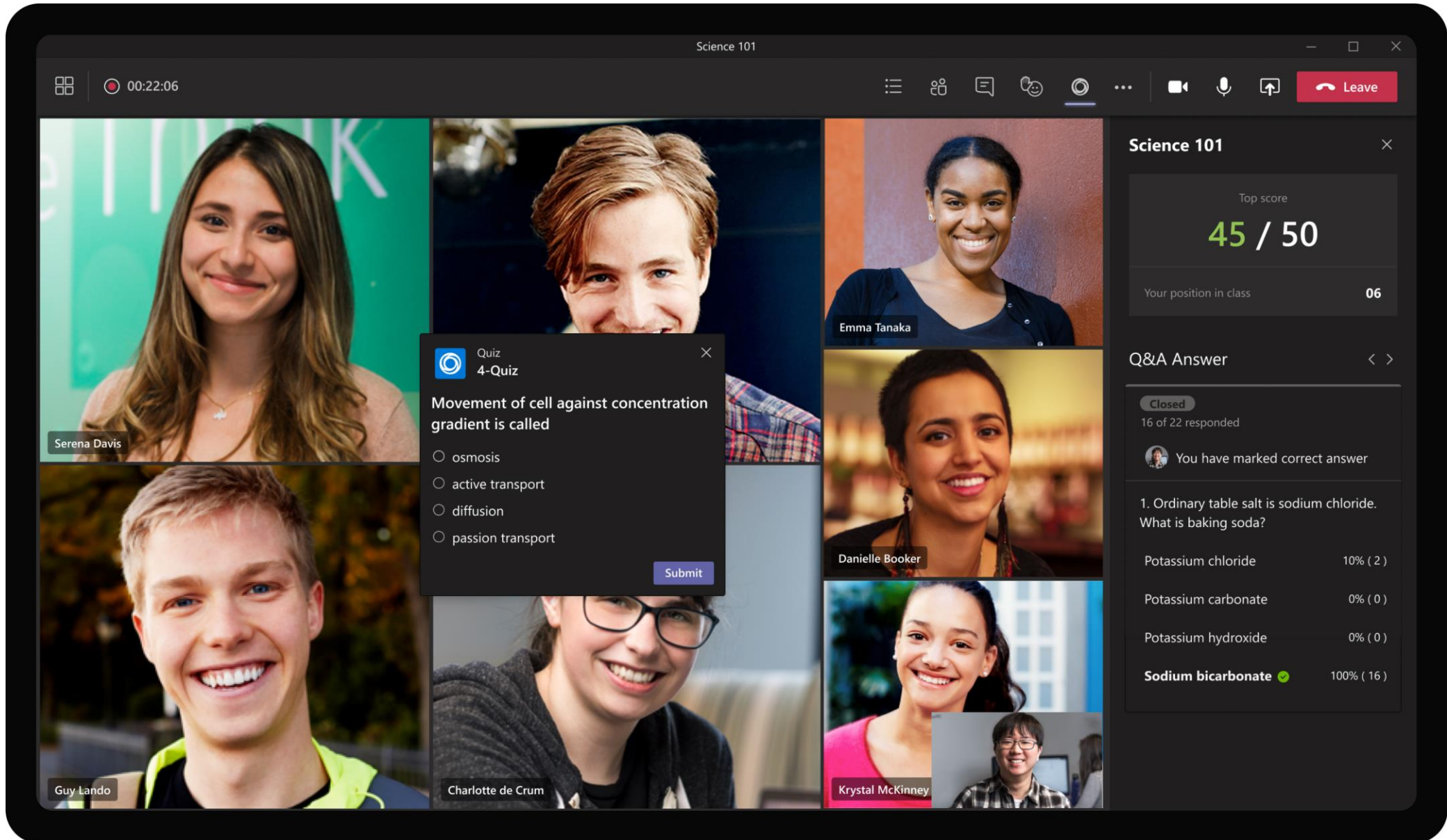
Skip Publish question

Leaderboard

Student name	Score
Emma	45/50 (85%)
Charlotte	35/50 (68%)
Krystal	45/50 (85%)
Babak	15/50 (28%)

Video feeds: Serena Davis, Nathan Rigby, Emma Tanaka, Danielle Booker, Babak Shammass, Charlotte de Crum, Krystal McKinney

During the class session, Daniela is able to view upcoming questions to ask her students in the top section of side panel. The bottom section shows a live leaderboard view showing top performing students so far.



For students, the view would show their score and position in class. This encourages a healthy competition. In addition, as a learning experience, the app also instantly shows the right answers for previous questions.

Healthcare – Virtual Doctor Visit

Scenario Overview

- Daniela is a general physician and performs patient visits, consults remotely to minimize exposure and to reach remote patients
- Danielle Booker is a patient who has requested consult on fever and common cold symptoms she has been feeling for a couple of days. The hospital system sets up a meeting connecting the doctor to patient
- Daniela gets on a Teams meeting with Ms. Booker and she gets a good view of her information, vitals, medication and illness history, essentially all points of information that will aid in the diagnosis
- She proceeds to listen to Ms. Booker over the call regarding her symptoms. Meanwhile, Daniela also takes a look at her recent lab reports for any discrepancies
- As Daniela arrives at a diagnosis, she prescribes medicines within the meeting after hearing about any allergies that Ms. Booker might have. The knowledge base integrated also provides useful notes around side-effects for medications that Daniela can quickly refer and clarify for Ms. Booker
- The prescription gets mailed to Ms. Booker over email as a signed PDF in hospital letterpad template. Post-meeting, Daniela writes follow-up notes, any other tests required

Personas



Daniela Mander,
General Physician

Possible Integrations

[E-Prescriptions App Template](#)

How can app in meeting add value?

- **Improved Patient Care:** Ability to search for patient history, previous interactions, lab reports is vital for doctor to come with an accurate and quick diagnosis. Meeting apps are crucial in bringing this information from disparate systems in one central place allowing doctor to worry less about process and system and focus on patient care
- Doctors also get to access the latest information on diseases, symptoms, medicines, side effects from the knowledge base allowing them to provide informed and high-quality patient care



Electronic Health Records



LOB Patient
Tracking System

Medicine KB

The screenshot displays a virtual doctor visit interface. The main area shows a video call with a female patient, Danielle Booker, who is smiling. The interface includes a top navigation bar with a grid icon, a timer at 00:22:06, and various control icons (list, grid, chat, mute, video, share, and a red 'Leave' button). The right sidebar, titled 'Patient Details', contains the following information:

- Patient Details:** Danielle Booker (with profile picture icon), Age: 45 years old, Phone: +1 555 1212, Address: 1234 Montikate Avenue columbia, Ohio, Email: d_booker@gmail.com.
- Vitals:** Blood pressure 121/75, Pulse 67 BPM.
- Actions:** 'Add activity' button, and a menu with options: 'New visit note', 'New prescription', 'New lab test', and 'New referral'.
- Prescriptions:** Ketoroiac (Acular, Acuvail) and Azelastine (Astelin, Astepro).
- Lab results:** X-RayJohn Smith.pdf (06/01/2020) and Allergen_specific IgE.docx (05/31/2020).
- Notes:** 06/01/2020. Patient having severe sinusitis about two to three months ago with facial discomfort, nasal congestion, eye pain and postnasal drip symptoms.

A small inset video in the bottom right corner shows the doctor, a woman with red hair, looking towards the camera.

00:22:06 [Icons: Grid, List, Chat, Call, Leave]

Patient Details

Danielle Booker

Age: 45 years old
Phone: +1 555 1212
Address: 1234 Montikate Avenue columbia, Ohio
Email: d_booker@gmail.com

121/75 Blood pressure | 67 BPM Pulse

[Add activity](#)

Current medications

- Destoratadine (Clarinx)
- Ketoroiac (Acular, Acuvail)
- Azelastine (Astelin, Astepro)

Lab results

- X-RayJohn Smith.pdf 06/01/2020
- Allergen_specific IgE.docx 05/31/2020

Notes

06/01/2020

Patient having severe sinusitis about two to three months ago with facial discomfort, nasal congestion, eye pain and postnasal drip symptoms

Contoso
New Prescription

Search drugs

Latest search Clear all

- Advil**
Drops oral dropper bottle Prescribe
- Aleve**
Effervescent tablets 600mg tube, No 10 Prescribe
- Tylenol**
Coated tablets 0.125g blister, No 3, 6, 9, 10 Prescribe
- Benadryl allergy**
Allergy relief tablets, Diphenhydramine, 100 ct Prescribe

[Share as PDF](#)

Retail

Scenario Overview

- Miguel is a store manager and is responsible for managing Contoso store in ABC Location right from inventory, merchandizing, operations, customer service and staff training
- Miguel performs weekly store audits and surprise audit checks from time to time to ensure that visual merchandizing in the store aligns per guidelines
- Miguel is working remote and would like to perform one such audit. He sets up a Teams meeting with a store associate at the store. The store associate uses the mobile camera to walk Miguel through store during the virtual audit session
- During the call, as Miguel provides instructions to cover each section of the store, the store associate follows and showcases over video call. Miguel completes audit checklist from within the meeting side panel
- If there are discrepancies, best practices followed, pictures need to be taken, Miguel may take a screenshot of the presented video, annotate on top of it and save it to the checklist response
- After entire audit is completed, the app automatically provides a summary view of audit results and allows Miguel to share it with rest of the management and for bookkeeping.

How can app in meeting add value?

- Store audits are predominantly paper driven processes and have huge scope for automations. Audits typically happen using a checklist, with copious notes taken for filing. Meeting apps can help in providing an intuitive interface for managers and associates to complete audit while in a meeting
- The audit inspections templates also provide a rich set of instructions and guidance for store manager to look for right elements and adhere to latest standards and guidelines released by corporate headquarters for all stores to follow.

Personas



Miguel Silva,
Store Manager

Possible Integrations



Inspection Reports DB



PBI Dashboards

Audit Checklist KB



00:22:06

Leave

Details

Store area under inspection
Food & Beverages aisle

Inspection type
Detailed walk

Checklist

2. Front counter- display
Does the counter display match standards?
 Yes
 No
Instruction: Take 2 images
Submit

3. Is the front of store clean and free of clutter?
Does the counter display match standards?
 Yes
 No
Submit

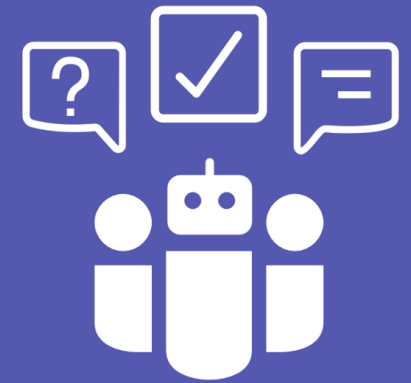
Miguel gets on a call with Store associate who takes him on a virtual walk of the store. During the call, Miguel can pick and choose checklists for different sections of the store. Based on checklist chosen, the app allows Miguel to update the checklists using the information from Teams video call

The image shows a virtual audit interface. The main view is a cereal aisle with shelves of various brands like Cheerios, Nature of Cereals, and Whole Hearts. A screenshot tool overlay is active, showing a 'Contoso Take screenshot' window with a red circle and arrow highlighting a discrepancy on the shelf. The interface includes a top navigation bar with a timer at 00:22:06 and various icons. On the right, there is a 'Details' panel with dropdown menus for 'Store area under inspection' (Food & Beverages aisle) and 'Inspection type' (Detailed walk). Below that is a 'Checklist' with two items, both asking 'Does the counter display match standards?' with 'Yes' and 'No' radio buttons. The second item includes the instruction 'Take 2 images'. Each checklist item has a 'Submit' button with a camera icon.

As Miguel finds a discrepancy on the way items are arranged on the shelf, he quickly takes a screenshot using the app, annotates and calls out the area of the shelf that doesn't align to the standards

The screenshot displays a virtual audit interface. On the left, a man wearing a headset and a light blue button-down shirt is shown in a video call. The interface includes a top navigation bar with a grid icon, a timer at 00:22:06, and various control icons like a list, a person, a chat bubble, a speech bubble, a camera, a microphone, a share icon, and a red 'Leave' button. On the right, a 'Details' panel shows 'Store area under inspection' set to 'Food & Beverages aisle' and 'Inspection type' set to 'Detailed walk'. Below this is a 'Checklist' section with the item '2. Front counter- display' and the question 'Does the counter display match standards?'. There are two radio button options: 'Yes' and 'No'. An instruction reads 'Instruction: Take 2 images', followed by two images of a grocery store aisle with a red circle highlighting a specific area on the shelves. At the bottom right of the checklist area, there is a camera icon, a speech bubble icon, and a red circular 'Submit' button with a mouse cursor over it. A small video thumbnail of another participant is visible in the bottom right corner of the main video area.

The images with annotations get saved along with checklist submissions. In subsequent discussions, reviews, the picture, submitted report can be brought up for course correction or sharing best practices



Appendix



Thank you!

Start exploring

- Check out documentation around Apps in Teams meetings - [Apps in Teams meetings - Teams | Microsoft Docs](#)
- Play around with [Teams App Studio](#), [Node.js](#), and [c#/.NET](#)
- Understand capabilities of the Teams extensible platform
- Explore our design templates, Ui Guides - [Designing your custom app - Teams | Microsoft Docs](#)

Get started developing

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

Leverage Teams in-house experts

- Discuss scenarios, best practices, and workarounds
- Send Microsoft platform feature asks to Sathya (saraveen@microsoft.com)