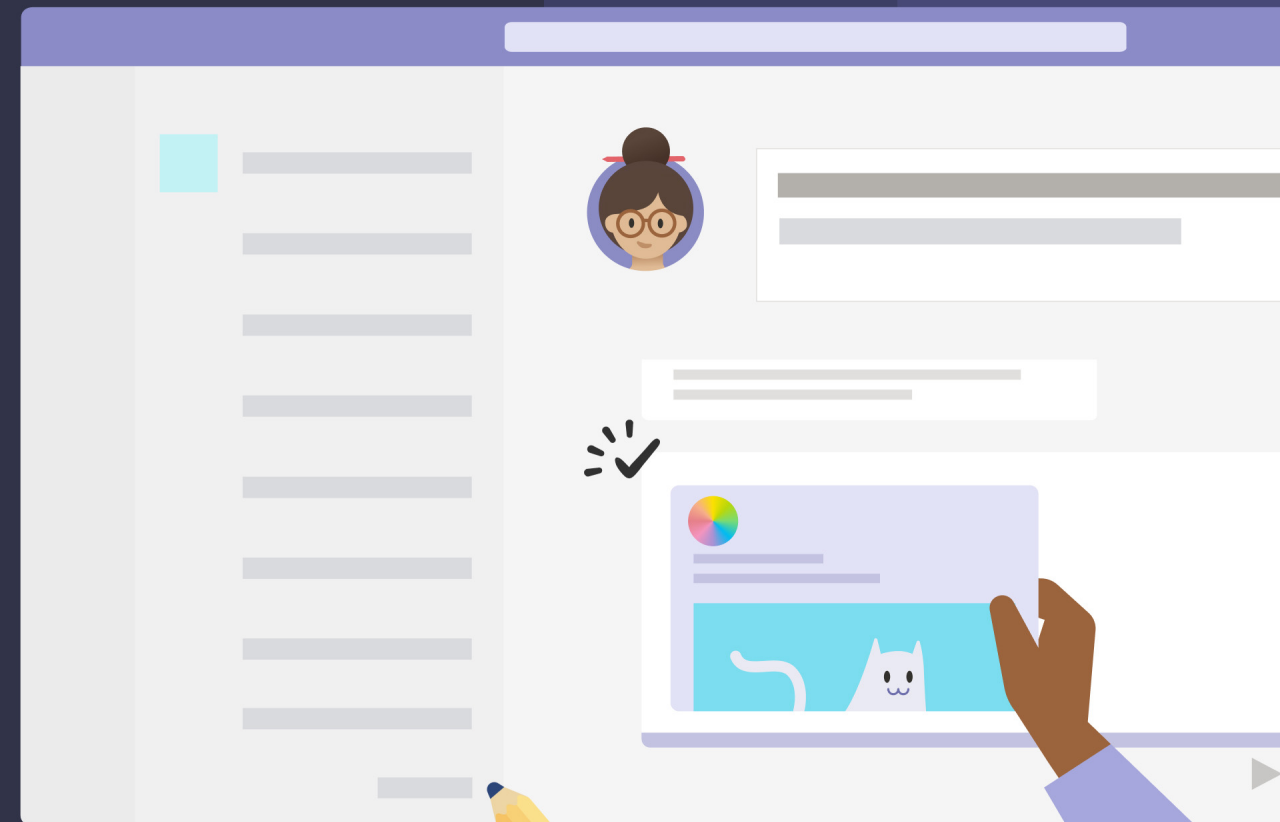




Best Practices

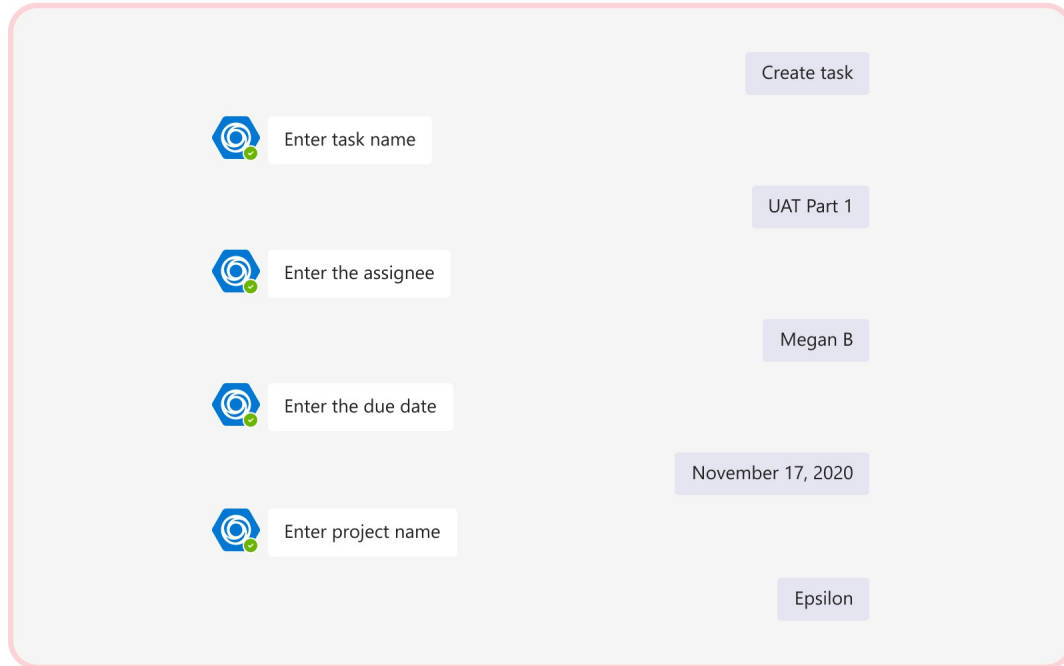
Scenarios to use Adaptive Cards effectively



Tip: 1

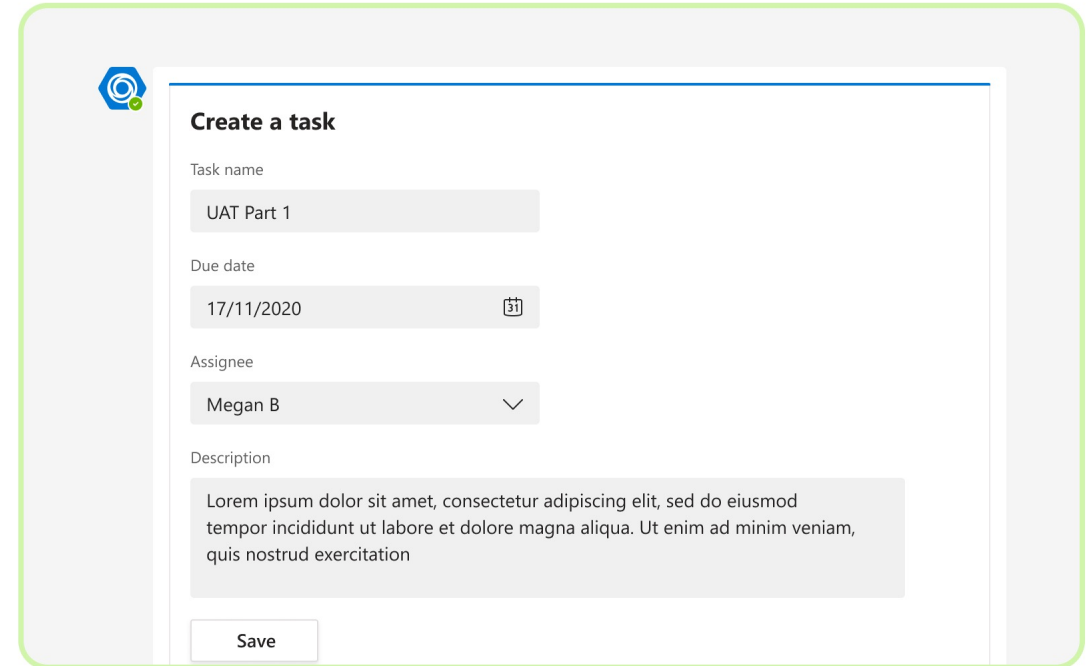
Simplify multi-turn bot conversations

Some questions or events might require multiple input from the users. If a bot is used to manage such conversations, then there will be many follow-up prompts. If these follow-up prompts have a linear flow, then use adaptive cards to take all the inputs from the user in one go.



❌ Don't: Make multi-turn interactions tedious

An extensive conversation to complete a single task is slow and overly complex. It also requires the developer to account for state changes (such as the conversation timing out or you sending a "Cancel" message).



✅ Do: Simplify multi-turn bot conversations

Some questions or events might require multiple input from the users. If a bot is used to manage such conversations, then there will be many follow-up prompts. If these follow-up prompts have a linear flow, then use adaptive cards to take all the inputs from the user in one go.



Great! Here are some of the things that Contoso can help you with. Feel free to give it a try!



Task management

Need to create a new task? I can help you with that! Simply type "Create a task" or click the command from my bot menu.

Create a task

View all tasks

Find a task



Create task





Message input field with three dots

Create task



Create a task

Task name

Enter name here

Due date

Select date

Assignee

Add assignee

Description

Type something here

Save

Type a new message





Message input field with three dots for more options

Create task



Create a task

Task name

UAT Part 1

Due date

17/11/2020



Assignee

Megan B



Description

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation



Task was created successfully

Type a new message



Tip: 2

Designing Task Modules

Create a task
Contoso

UAT Part 1 testing

Description

Creating this task to track the progress

Due date: 17/11/2020

Assignee: Megan B

Label: Android

Share Save

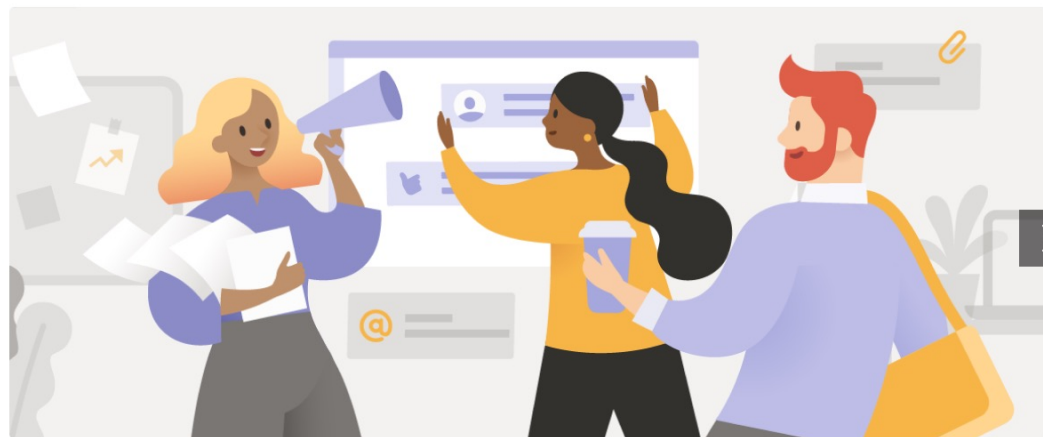
Designing Task Modules

A task module can be either powered by your own custom HTML/JavaScript code or an adaptive card JSON. Using adaptive card inside task module not only saves some operational overheads but it also provides a view that gels into the Teams theme and design.





Great! Here are some of the things that Contoso can help you with. Feel free to give it a try!



Task management

Need to create a new task? I can help you with that! Simply type "Create a task" or click the command from my bot menu.

Create a task

View all tasks

Find a task



Type a new message



Great! Here are some of the things that Contoso can help you with. Feel free to give it a try!



Task management

Need to create a new task? I can help you with that! Simply type "Create a task" or click the command from my bot menu.

Create a task

View all tasks

Find a task



Create task



Task management

Need to create a new task? I can help you with that! Simply type "Create a task" or click the command from my bot menu.

Create a task

View all tasks

Find a task



Create task ☺



Create task

Type a new message



Contoso

Chat

Your tasks

About



Great! Here are some of the things that Contoso can help you with. Feel free to give it a try!



Task management

Need to create a new task? Try this command from my...

Create a task



Create a task

Contoso



Enter Title

Description

Type something here

Due date

Select date



Assignee

Add assignee



Label

Enter label

Save

Type a new message





Contoso

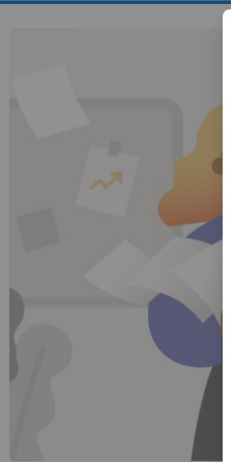
Chat

Your tasks

About



Great! Here are some of the things that Contoso can help you with. Feel free to give it a try!



Task management

Need to create a new task? Try this command from my...

Create a task



Create a task

Contoso



UAT Part 1 testing

Description

Creating this task to track the progress

Due date

17/11/2020



Assignee

Megan B



Label

Android

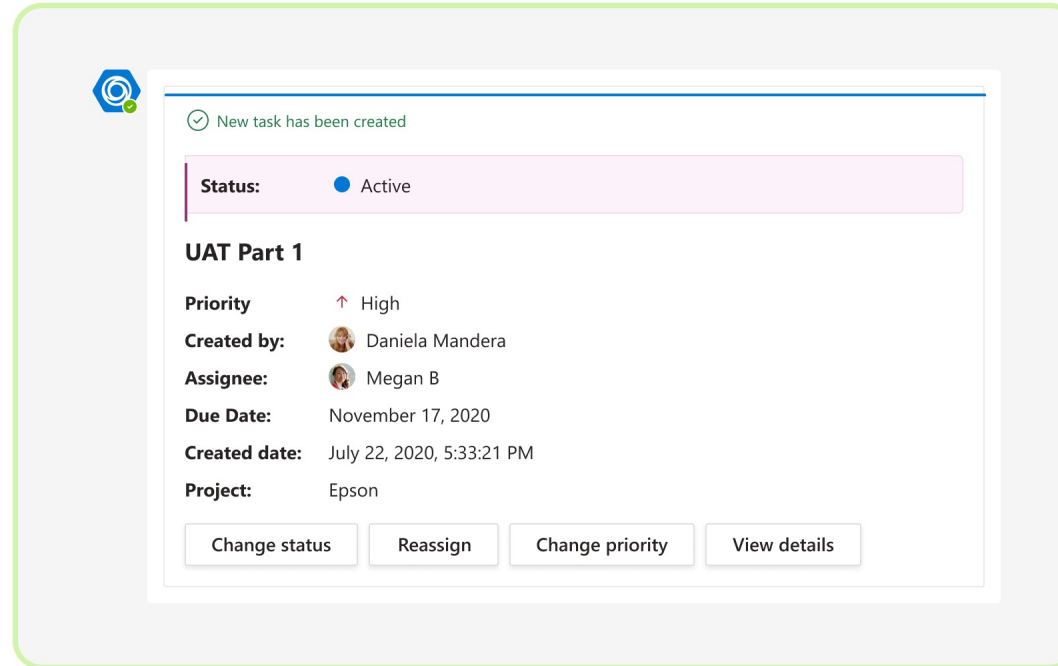
Save

Type a new message



Tip: 3

Notify status changes



Notify status changes

There are multiple scenarios where the status are changed over a period for an item. These can be change in project status, change in the health of a monitor, change in an approval flow, change in assigned person to a ticket and many more. All these scenarios make a great case for using adaptive cards, as the user can get a very quick view about the status change, without having to go through a detailed description. If you are using adaptive cards for these updates, it's a very good practice to show both – last status and the new status in the item.





Create task



Create task



New task has been created

Status: Active

UAT Part 1

Priority: High

Created by: Daniela Mandera

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

- Change status
- Reassign
- Change priority
- View details

Type a new message





✓ New task has been created

Status: ● Active

UAT Part 1

Priority ↑ High

Created by: Daniela Mandera

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

Change status

Reassign

Change priority

View details

Status

Select ▼

Update

Type a new message





✓ New task has been created

Status: ● Active

UAT Part 1

Priority ↑ High

Created by: Daniela Mandera

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

Change status

Reassign

Change priority

View details

Status

Select



Proposed

Active

Completed

Type a new message





✓ New task has been created

Status: ● Active

UAT Part 1

Priority ↑ High

Created by: Daniela Mandera

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

Change status

Reassign

Change priority

View details

Status

Completed



Update

Type a new message





Successfully updated

Status: Active → Completed

UAT Part 1

Priority ↑ High

Created by: Daniela Mandera

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

Change status

Reassign

Change priority

View details

Type a new message



Tip: 4

Hiding non-important information

✓ New task has been created

Status: ● Active

UAT Part 1

Priority ↑ High

Created by: Daniela Mandera

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

[Show activity](#)

[Change status](#) [Reassign](#) [Change priority](#) [View details](#)

Hiding non-important information

The usual practice while interacting with a bot is to only take the most important inputs that would be mandatory to execute a step. But this leads to loss of information sometimes as the user would have no way to populate extra input fields even if he/she intends to. Adaptive cards come very handy here as any non-critical information can be hidden behind a button, that is only exposed if the user clicks on it.





✓ New task has been created

Status: Active → ● Completed

UAT Part 1

Priority ↑ High

Created by: Daniela Mandera

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

[Show activity](#)

Change status

Reassign

Change priority

View details

Type a new message





✔ New task has been created

Status: Active → ● Completed

UAT Part 1

Priority ↑ High

Created by: Daniela Mander

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

[Hide activity](#)

Daniela Mander created this task

July 22, 2020, 5:33:21 PM

Daniela Mander assigned this task to Megan B

July 22, 2020, 6:23:15 PM

Daniela Mander marked this task as completed

Nov 12, 2020, 1:34:56 PM

Change status

Reassign

Change priority

View details

Type a new message



Tip: 5

Leveraging rich input capabilities

Create a task
Contoso

UAT Part 1 testing

Assignee

Megan

Megan B

Megan Davies

Type something here

Save

Leveraging rich input capabilities

Adaptive cards are not only about taking textual input. They give you lot of native input types such as date picker, time picker, dropdowns, toggle switch etc. Whenever you have scenarios wherein you need specialized input from the user, prefer the right input types, rather going for simple text field.





Welcome to Contoso!

Hi there, I'm t

Here are some of t

- Alert you when ta
- Alert you when ta
- Help you view all
- Provide regular re


Ready to get starte

Want to learn more

Take a tour



Create task



Create a task
Contoso

Enter Title

Assignee

Add assignee

Due date

Due time

Select date

Select time

Description

Type something here

Save

Create task

Type a new message





Welcome to Contoso!

Hi there, I'm t

Here are some of t

- Alert you when ta
- Alert you when ta
- Help you view all
- Provide regular re

Ready to get starte
Want to learn more

Take a tour



Create task

Create a task
Contoso

UAT Part 1 testing

Assignee

Add assignee

Due date

Due time

Select date

Select time

Description

Type something here

Save

Create task

Type a new message





Contoso

Chat

Your tasks

About



Welcome to Contoso!

Hi there, I'm t

Here are some of t

- Alert you when ta
- Alert you when ta
- Help you view all
- Provide regular re

Ready to get starte

Want to learn more

Take a tour



Create task



Create a task
Contoso



UAT Part 1 testing

Assignee

Megan



Megan B



Megan Davies

Type something here

Save

Create task



Type a new message





Welcome to Contoso!

Hi there, I'm t

Here are some of t


- Alert you when ta
- Alert you when ta
- Help you view all
- Provide regular re

Ready to get starte
Want to learn more

Take a tour





Create task



Create a task
Contoso


UAT Part 1 testing


Assignee

 Megan B  Add assignee

Due date

Due time


Select date 

Select time 

Description

Type something here

Save

Create task 

Type a new message





Welcome to Contoso!

Hi there, I'm t

Here are some of t

- Alert you when ta
- Alert you when ta
- Help you view all
- Provide regular re

Ready to get starte
Want to learn more


Take a tour



Create task


Type a new message




Create a task
Contoso
✕

UAT Part 1 testing

Assignee


Megan B
✕
Add assignee

Due date Due time

Select date
📅
Select time
🕒

Description

Task description text area

Save

November 2020

M	T	W	T	F	S	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6

Go to today

Create task



Welcome to Contoso!

Hi there, I'm t

Here are some of t

- Alert you when ta
- Alert you when ta
- Help you view all
- Provide regular re

Ready to get starte
Want to learn more

Take a tour



Create task

Create a task
Contoso

X

UAT Part 1 testing

Assignee

Megan B X Add assignee

Due date

17/11/2020

Due time

Select time

Description

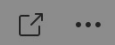
Type something here

Save

Create task

Type a new message





Welcome to Contoso!

Hi there, I'm t

Here are some of t

- Alert you when ta
- Alert you when ta
- Help you view all
- Provide regular re

Ready to get starte

Want to learn more

Take a tour



Create task

Create a task

Contoso

✕

UAT Part 1 testing

Assignee

Megan B
✕
Add assignee

Due date

17/11/2020
📅

Due time

Select time
🕒

9:00 AM

9:30 AM

10:00 AM

10:30 AM

11:00 AM

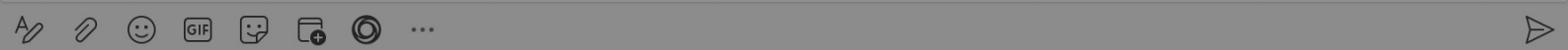
11:30 AM

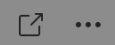
Description

Type something here

Create task

Type a new message





Welcome to Contoso!

Hi there, I'm t

Here are some of t

- Alert you when ta
- Alert you when ta
- Help you view all
- Provide regular re

Ready to get starte
Want to learn more

Take a tour



Create task

Create a task
Contoso

UAT Part 1 testing

Assignee

Megan B Add assignee

Due date

17/11/2020

Due time

11:00 AM

Description

Type something here

Save

Create task

Type a new message



Tip: 6

Giving visual cues to actions

✓ New task has been created

Status: ● Active

UAT Part 1

Priority ↑ High

Created by: Daniela Mander

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

Add description Add label Change due date

Giving visual cues to actions

The buttons inside an adaptive card need not contain plain text always. You can append emoticons to all the action buttons' titles inside a card. The use of right emoticons can aid in getting quicker response form the user. Also, these emoticons suggest the outcome of various actions to the users.





Create task



Create task



✓ New task has been created

Status: ● Active

UAT Part 1

Priority ↑ High

Created by: Daniela Mandera

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

Add description

Add label

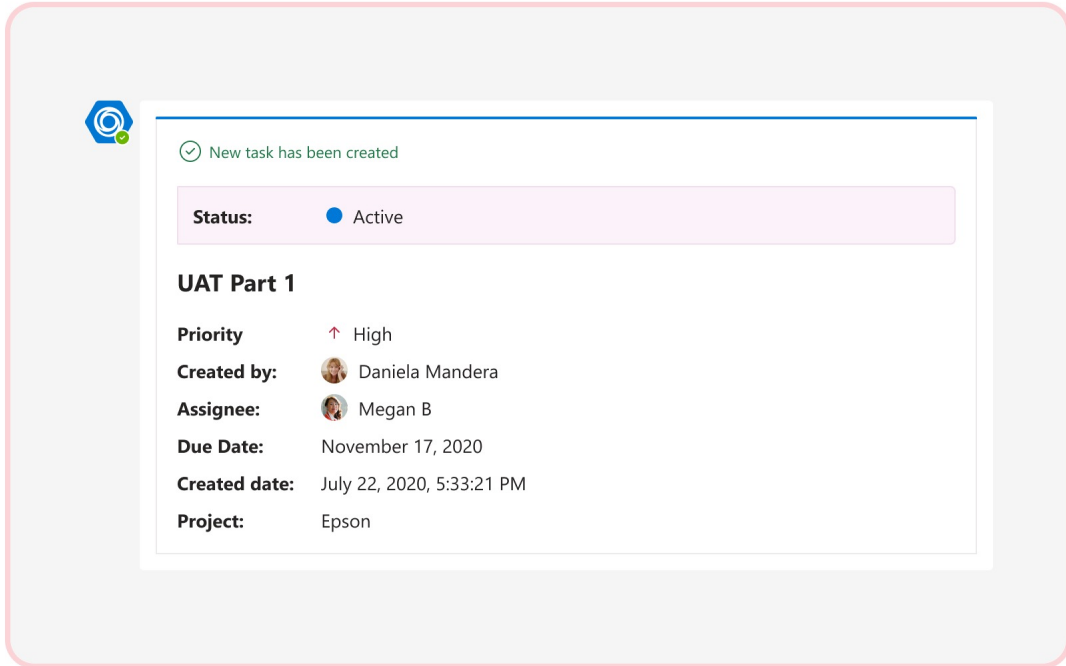
Change due date

Type a new message

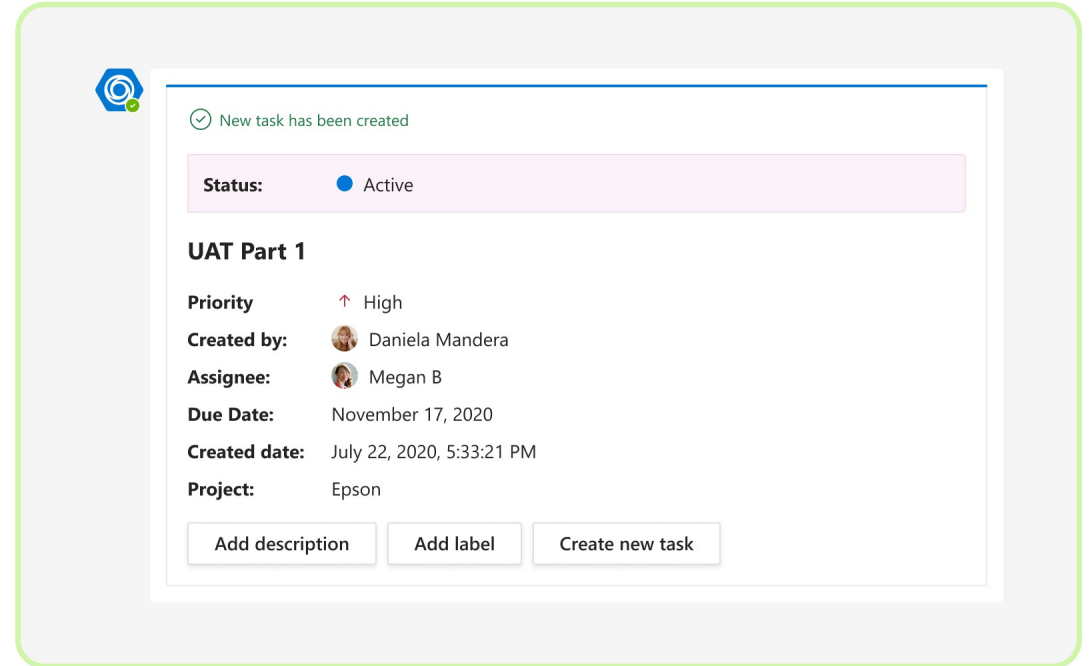


Tip: 7

Avoiding dead ends



❌ **Don't: Leave dead ends**



✅ **Do: Avoid dead ends**

Whenever an adaptive card is used in any scenario, you should ensure that you provide the next steps to the users in the form of action buttons. Even an informational card can have suggestive actions for the users to execute. This way, you not only show the right actions to the users, but you also avoid any unnecessary dead ends in the flow.





Create task



Create task



✓ New task has been created

Status: ● Active

UAT Part 1

Priority ↑ High

Created by: Daniela Mander

Assignee: Megan B

Due Date: November 17, 2020

Created date: July 22, 2020, 5:33:21 PM

Project: Epson

Add description

Add label

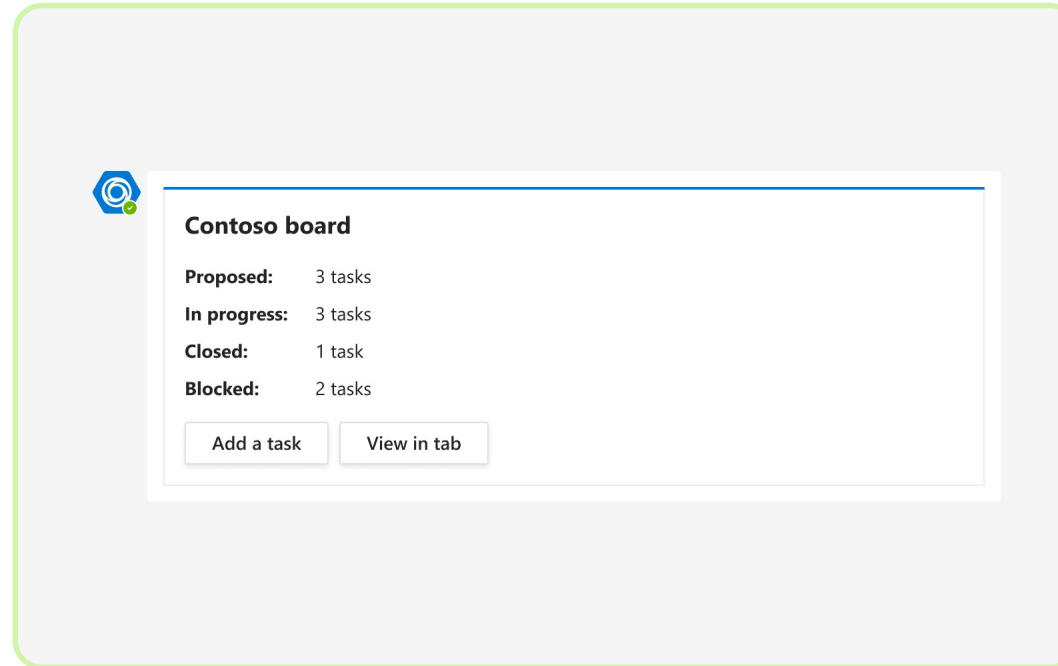
Create new task

Type a new message



Tip: 8

Specialized scenarios



Specialized scenarios

If your app has scenarios such as letting users to download a file, deep-linking users to tab, chat or channel or invoking any kind of URL, the adaptive card is the best way to implement them. Adaptive cards will give you the light-weighted experience to execute these scenarios without the need to invoke an intrusive task module.





Task management

Need to create a new task? I can help you with that! Simply type "Create a task" or click the command from my bot menu.

Create a task

View all tasks

Find a task



Type a new message



Task management

Need to create a new task? I can help you with that! Simply type "Create a task" or click the command from my bot menu.

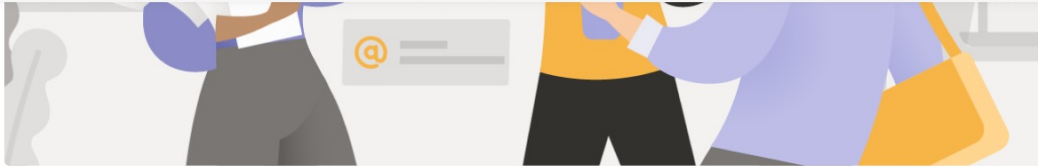
Create a task

View all tasks

Find a task



Contoso board details



Task management

Need to create a new task? I can help you with that! Simply type "Create a task" or click the command from my bot menu.

Create a task

View all tasks

Find a task



Contoso board details



Contoso board

Proposed: 3 tasks

In progress: 3 tasks

Closed: 1 task

Blocked: 2 tasks

Add a task

View in tab

Type a new message



Teams ... ≡ +

Activity

Chat

Teams

Calendar

Files

...

Store

?

Settings

Pinned

- Marketing Northwind Traders

Your teams

- Northwind Traders ...
- General
- Marketing
- Overview
- Performance** 1
- Shiproom**
- Telemetry
- 32 hidden channels
- Tailspin Traders ...
- Account Teams ...
- General
- Accounting
- Finance
- Fiscal Year Planning**
- Strategy**
- 6 hidden channels

Marketing Posts Files OneNote **Contoso** ▾ +

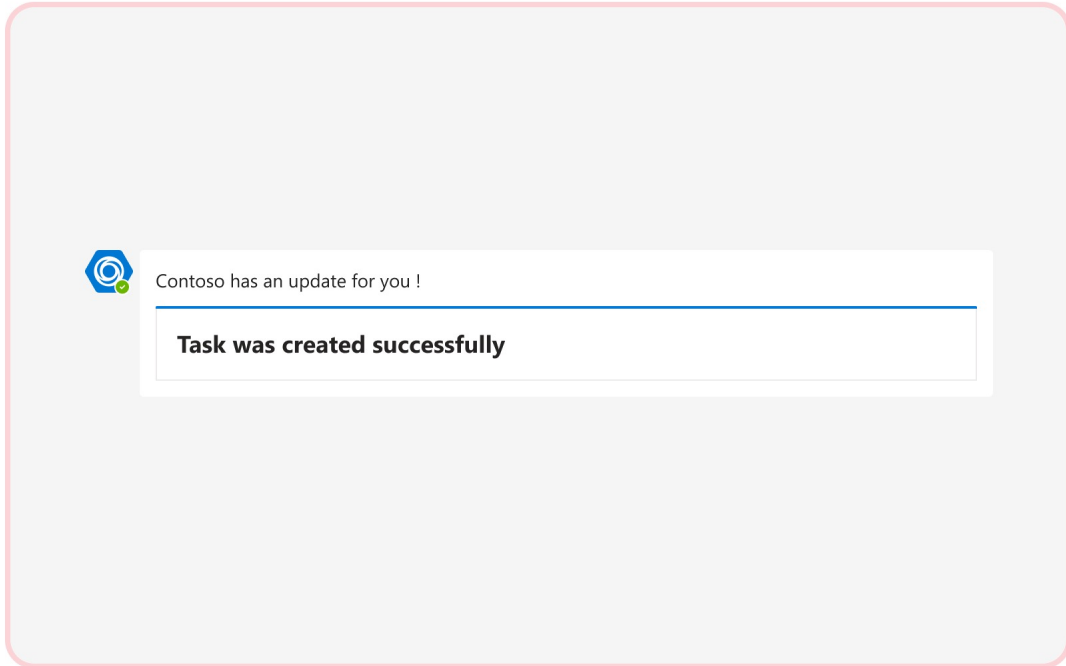
... ⋮ Meet ▾

+ New category |→ Export Filter Find 🔍

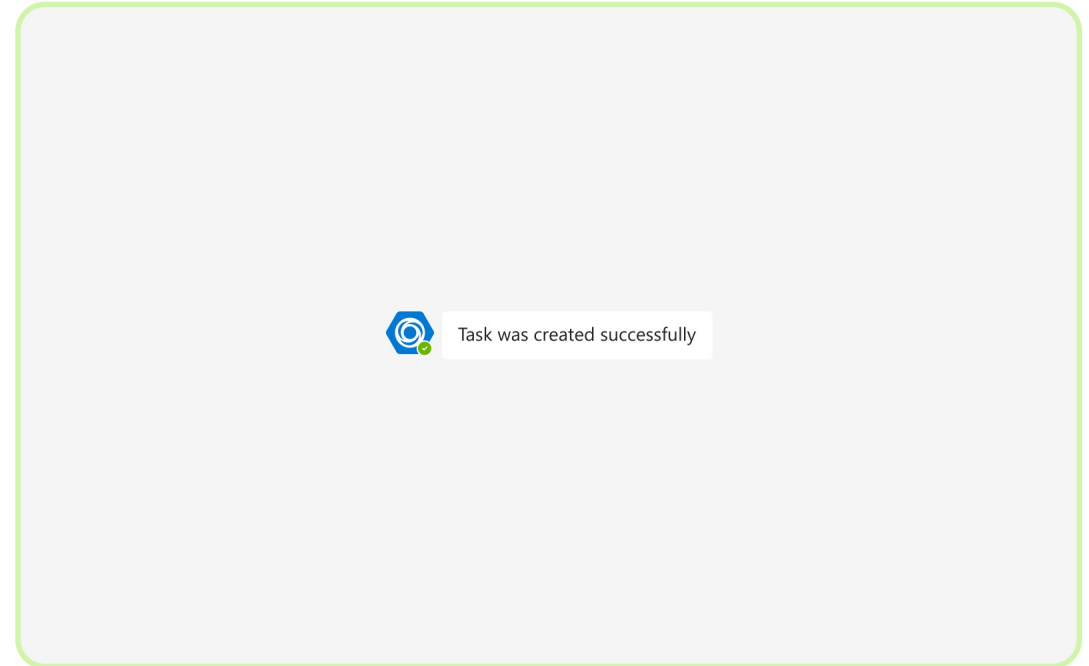
Proposed	In progress	Closed	Blocked
+	+	+	+
<p>D312 Client meeting</p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.</p> <p>DF EP 3 1</p>	<p>D131 Finishing touches</p> <p>Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa.</p> <p>IL 2</p>	<p>D102 Mock-ups</p> <p>Quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.</p> <p>EP 1</p>	<p>D142 Specs</p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.</p> <p>DF EP 1</p>
<p>D203 Analytics tags</p> <p>Posuere lorem ipsum dolor sit amet.</p> <p>IL 2</p>	<p>D154 Design</p> <p>Lorem ipsum dolor sit amet tempor.</p> <p>DF EP 1 2</p>		<p>D165 Testing</p> <p>Consectetur a erat nam at lectus. Tempus urna et pharetra pharetra massa. Vitae aliquet nec ullamcorper sit amet risus.</p> <p>IL 3 1</p>
<p>D113 Bug fixing</p> <p>Consectetur a erat nam at lectus. Tempus urna et pharetra pharetra massa. Vitae aliquet nec ullamcorper sit amet risus.</p> <p>IL DF 1</p>	<p>D205 Adding content and images</p> <p>Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor.</p> <p>DF</p>		

Tip: 9

Avoid overusing



❌ **Don't: Overuse adaptive cards**



✅ **Do: Avoid overusing**

Adaptive cards are an engaging UI tool, but you should not overuse it in some very simple flows. For instance, if your bot's output is just a simple plain text, do not encapsulate it in an adaptive card. Not only it looks overwhelming, but it also doesn't show any next steps for the users to take.



Task management

Need to create a new task? I can help you with that! Simply type "Create a task" or click the command from my bot menu.

Create a task

View all tasks

Find a task



Create task



Create task



Task was created successfully

Type a new message



Thank You

Microsoft Teams Ecosystem

