Microsoft

Microsoft Teams
Improve Turn Time at the Gate

Dave Jaworski
Principal Product Manager
Microsoft Teams Engineering

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Microsoft Internal

Improving Turn Time Airline Operations

Turn Time at the Gate Scenario

Hero 1: Airline sets up flights for the day

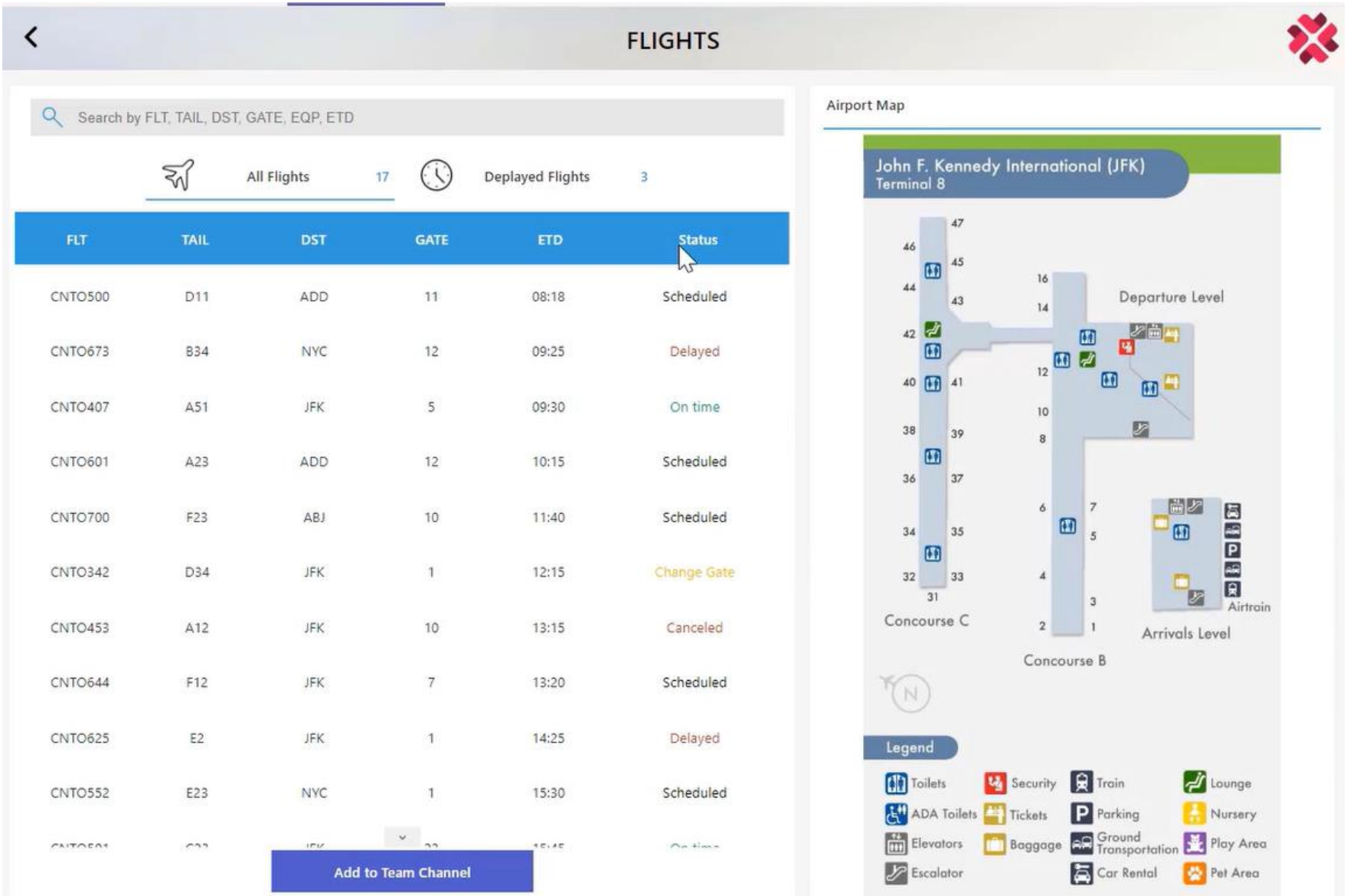
Each flight leg (city 1 to city 2) is a Team

This sets up the Flight Board (digital version) as a PowerApp in Teams

(Physical airport version on next screen – digital version on the screen after that)

Departures
Terminal
Terminal D
Terminal B
Terminal A
Terminal D
Terminal D
Terminal Z
Terminal B
Terminal D
Terminal A
Flight
BA117
CX1347
BA165
BA3925
BA872
AA6706
AY6554
AF7651AY
DL8611CO
AZ 300AF
Destination
Edinburgh
Bucharest
Brussels
Amsterdam
Istanbul
Copenhagen
Glasgow
Zurich
Rome
Newcastle
Dusseldorf
Berlin
Time
06:45
06:50
06:55
07:05
07:05
07:10
07:15
07:15
07:25
07:35
07:35
07:40
07:45
07:50
07:55
08:00
Gate
40
22
10
41
42
02
23
43
11
12
45
31
04
24
25
46
47
Remark
CHECK-IN
CHECK-IN
CHECK-IN
CHECK-IN
CHECK-IN
CHECK-IN
CHECK-IN
CHECK-IN
CHECK-IN
ON TIME
ON TIME
DELAYED
ON TIME
ON TIME
DELAYED
ON TIME
Arrivals
Terminal
Terminal A
Terminal B
Terminal C
Terminal C
Terminal A
Terminal D
Terminal A
Terminal D
Terminal C
Terminal A
Terminal Z
Terminal C
Terminal A
Terminal B
Terminal D
Terminal A
Terminal A
Terminal A
Terminal A
Terminal B
Flight
AX1225CO
AC 566
RO1125GE
KP 102CO
RM 800
OV9581
TY1125CO
AY 105
KBP302
AY7815
TIO
AY7512
GE 780
AF5680FE
GE 997
SYS981RO
CP979 RO
EK 807
AF1255
CX 605
BA 125
CC9078
Destination
Basel
Manchester
Tel Aviv
Brussels
Kyiv
Vancouver
Munich
Charlotte
Beigin
Shanghai
Taipei
Dubai
Paris
Singapore
Frankfurt
Berlin
New-York
Los Angeles
Hong Kong
Zurich
Sydney
Seoul
Geneve
London
Time
06:40
06:40
06:45
07:00
07:05
07:05
07:10
07:15
07:15
07:20
07:25
07:40
07:50
07:50
07:55
08:10
08:15
08:20
08:20
08:20
08:25
08:35
08:45
08:55
Gate
11a
22a
31a
32a
12a
41a
14a
42a
33a
15a
23a
34a
16a
24a
43a
17a
18a
19a
11a
25a
44a
26a
12a
35a
Rem
ARRI
LAND
LAND
EXPEC
EXPEC
EXPEC
EXPECT
EXPECT
EXPECTE
DELAYED
EXPECTED
EXPECTED
EXPECTED
EXPECTED
EXPECTED
EXPECTED
EXPECTED
DELAYED
EXPECTED
EXPECTED
EXPECTED

Today's Flight Board in Teams

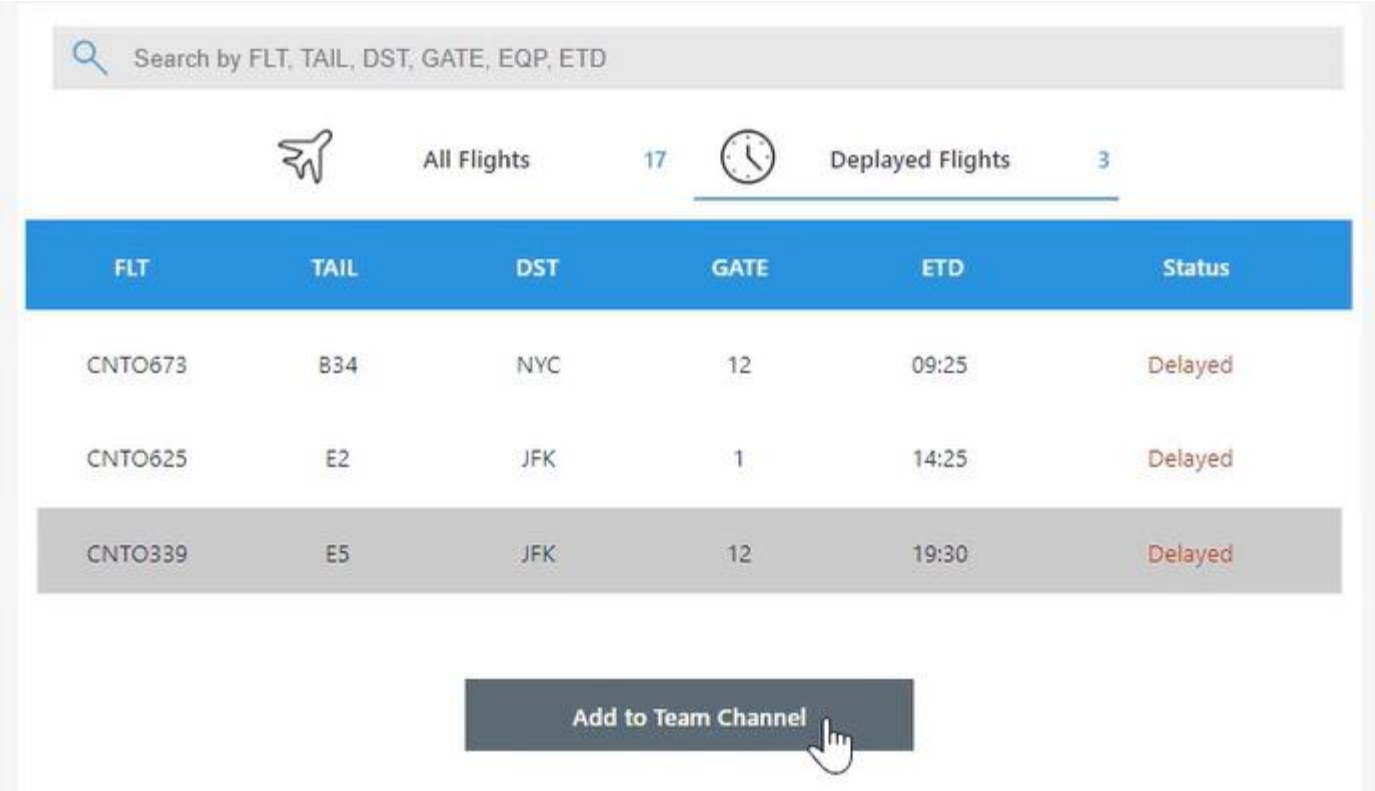


Flight Board can be searched/filtered

Hero 2: Search/Filter – Delayed Flights

Gate Agents can join the Flight team to participate in communication

Hero 3: Join Team



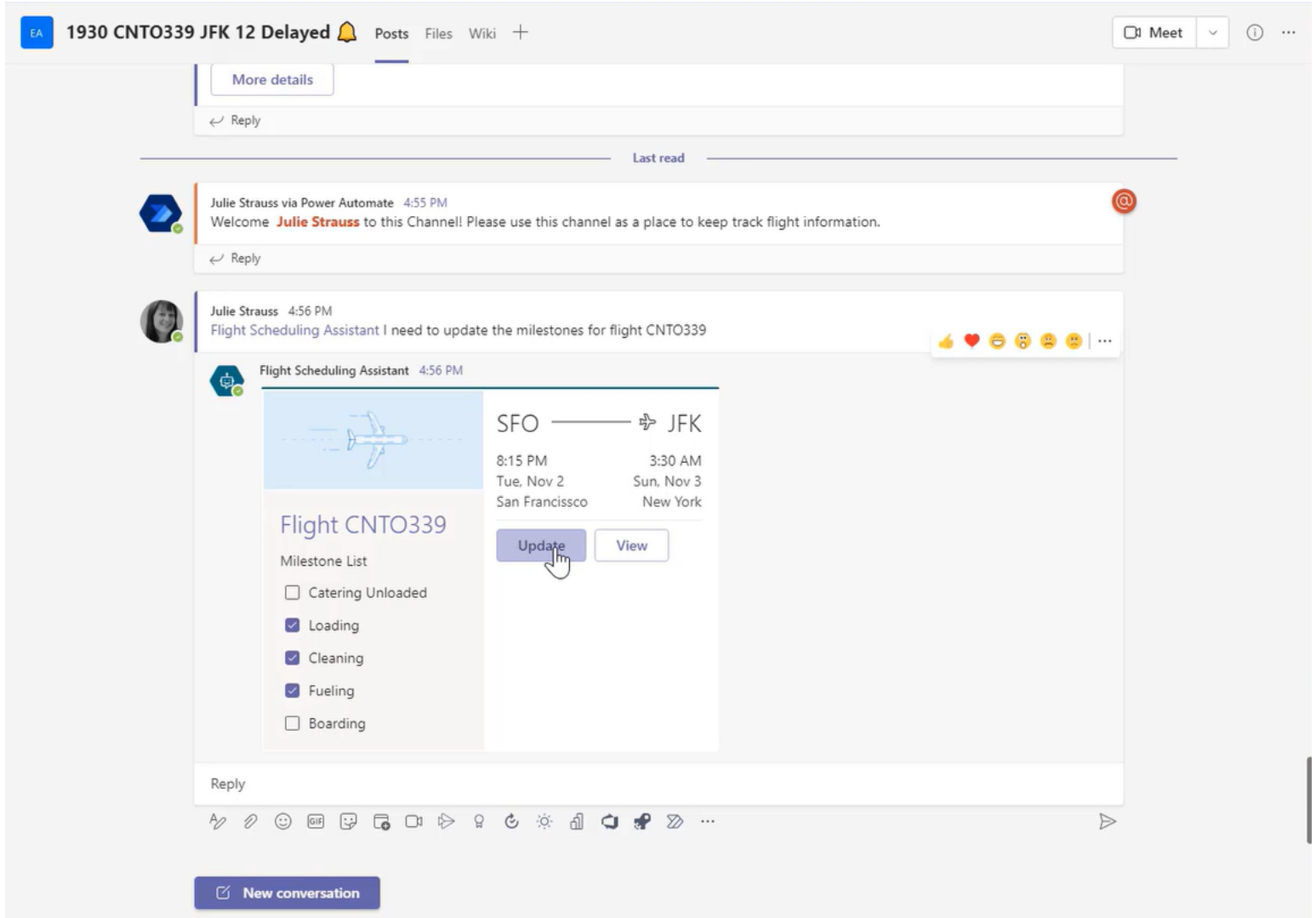
The Flight team communication is efficient and assisted by bots

Hero 4: Communicate with the team working the Flight

Chat

Bots send AdaptiveCards – Visual; Fast

Keep everyone sync'd via real time communications



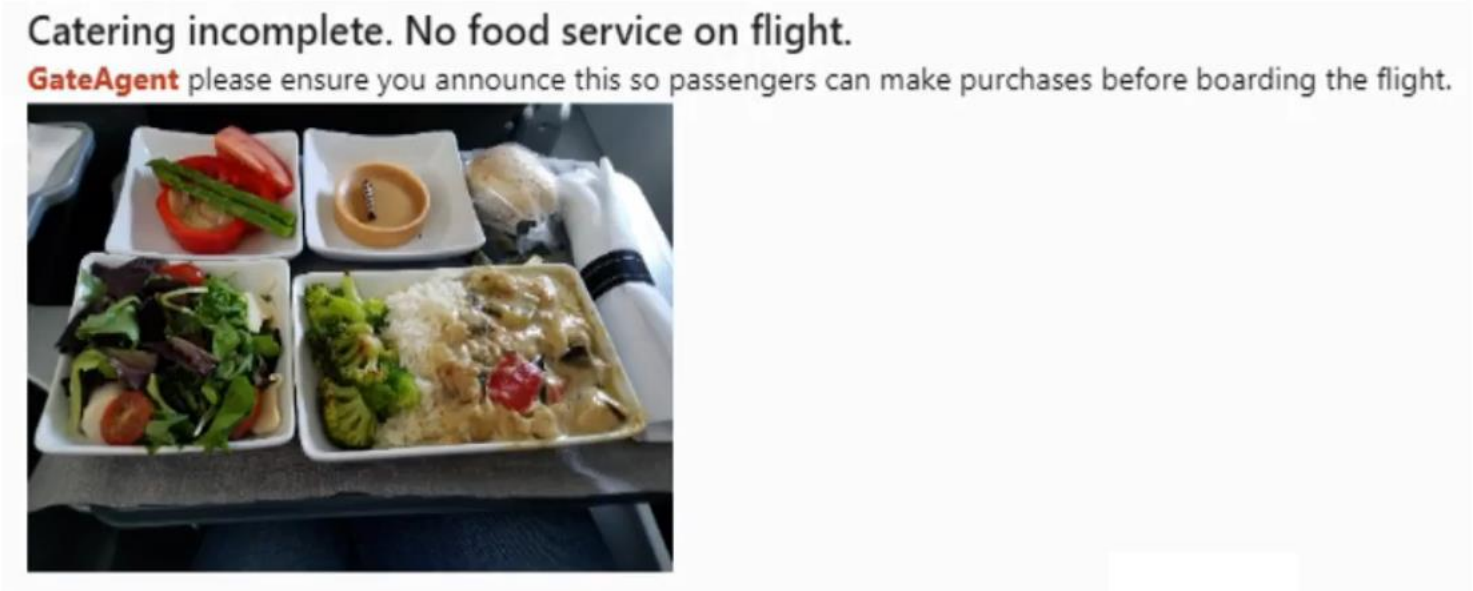
Refer to frontline workers by Role

Hero 5: Communicate by role using Teams tags

One or more people may serve a role on a flight.

GraphAPI is used to assign people to a role on each flight team.

@mention the role (@GateAgent) to flag a message to everyone serving that role on the flight

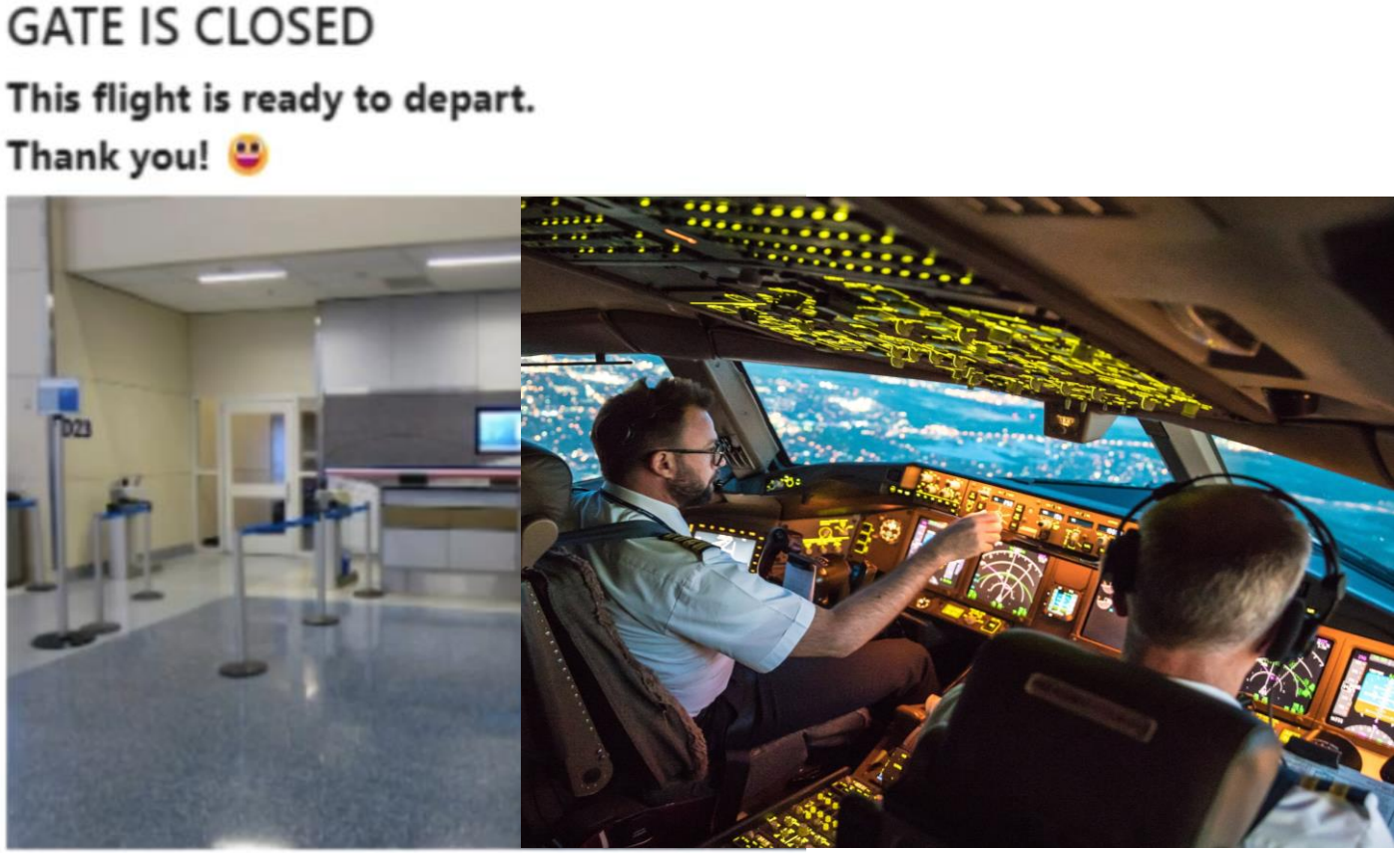


Turn Time drives customer sat and financial and operations success

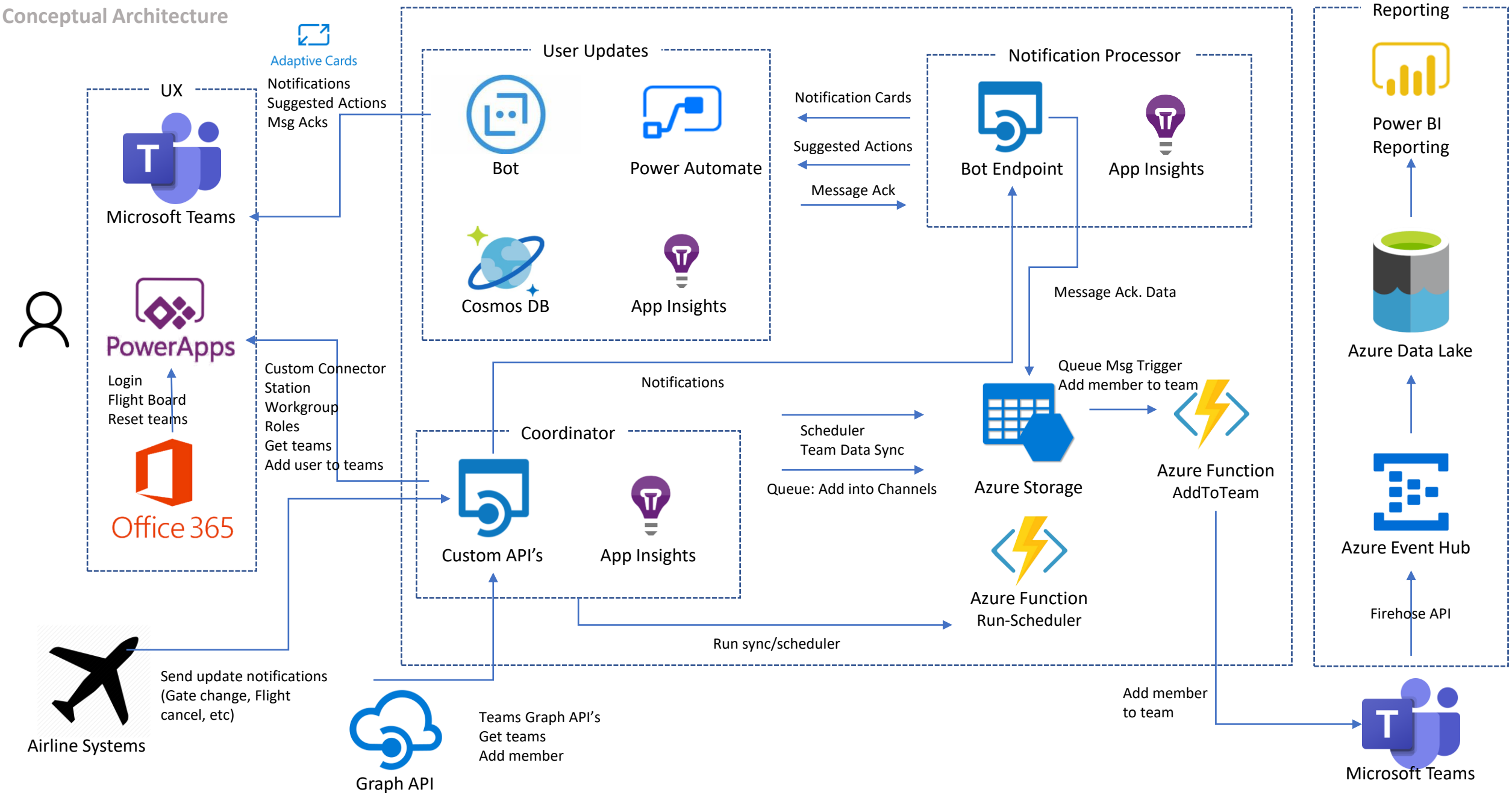
Hero 6: Flight departs on time

Airline success includes:

- Customer satisfaction (Make your connection; reliable; clear communication)
- Financial cost management (fines for late departures, overtime, etc)
- Operational efficiency (avoid the ripple effect of a delayed flight, unavailable gates, etc.)



Microsoft Airline Gate Operations
Conceptual Architecture

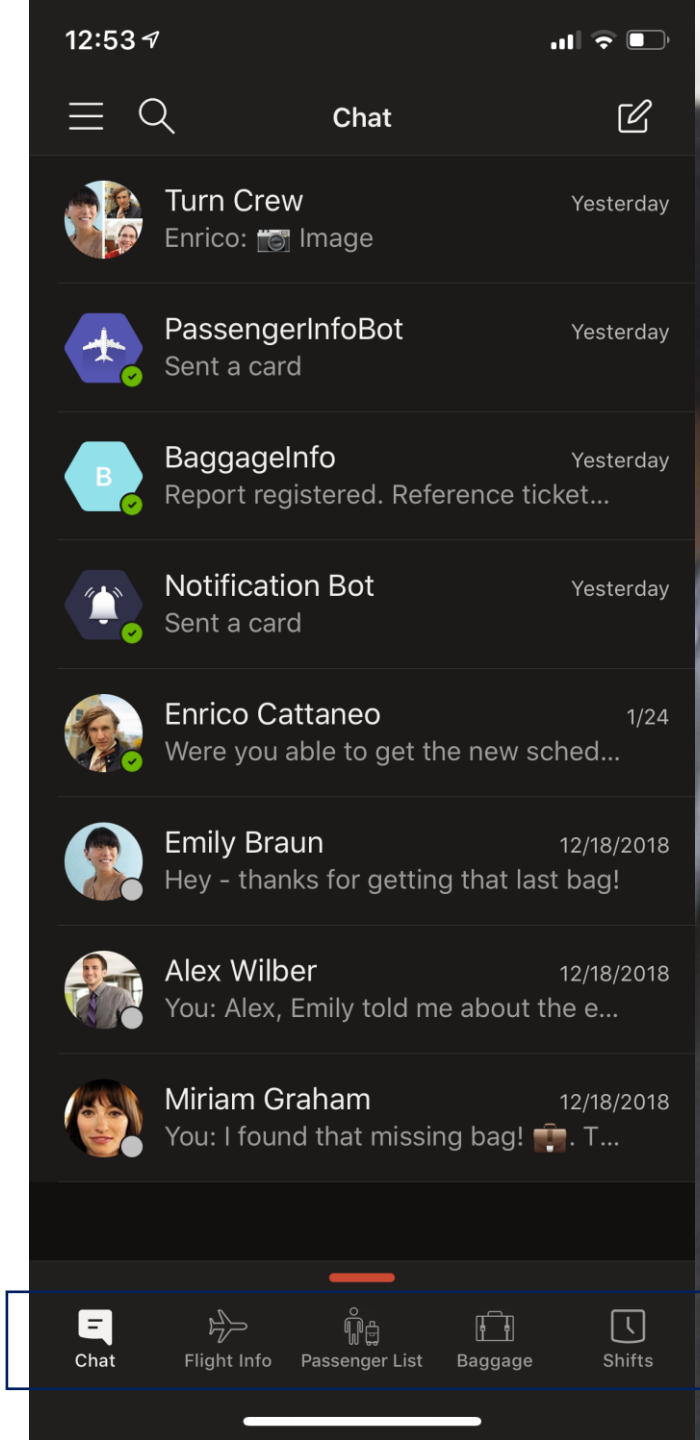


Microsoft Confidential

Appendix

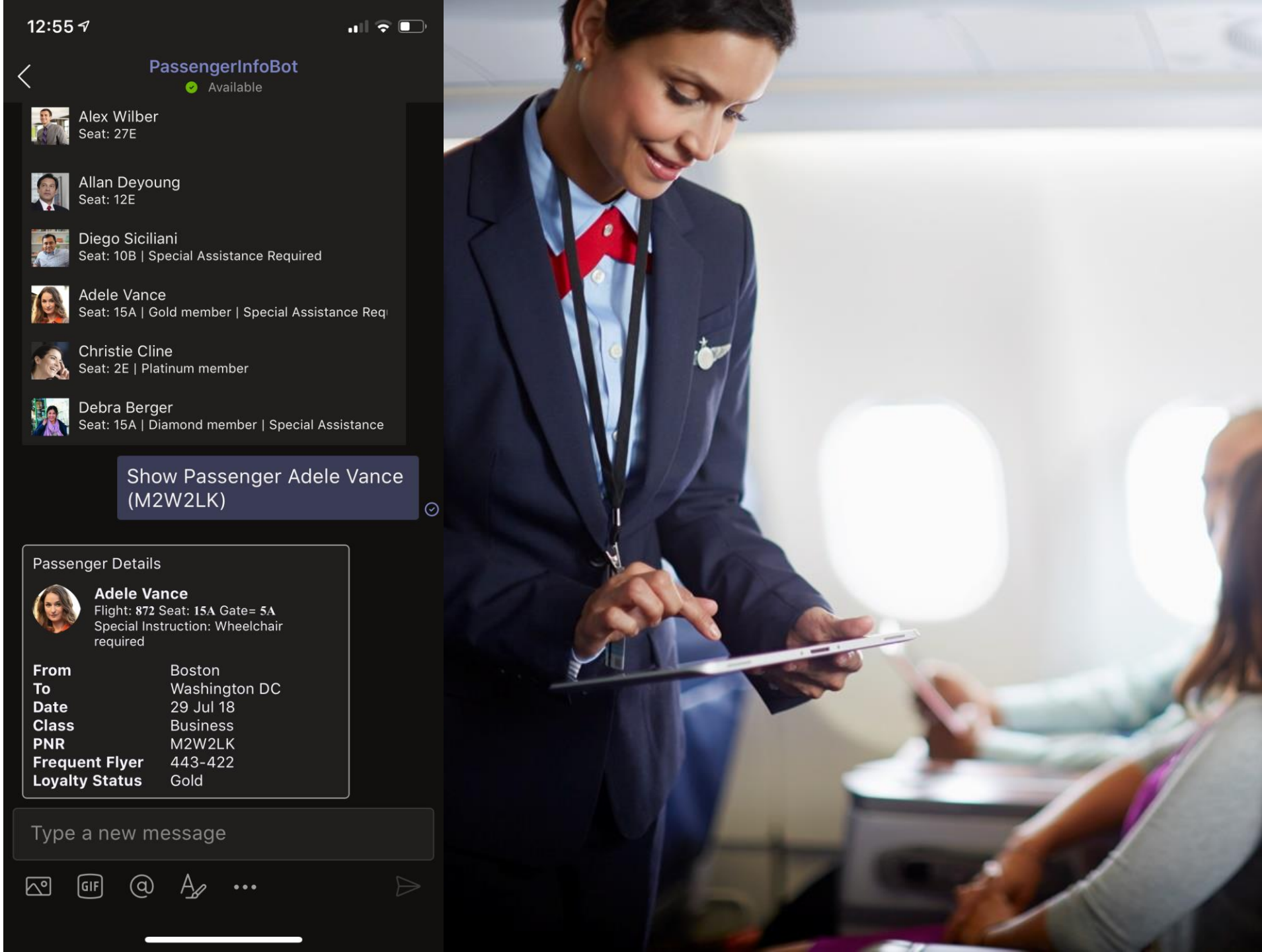
Custom LOB Apps

Integrated in Teams



Custom Configuration by Role

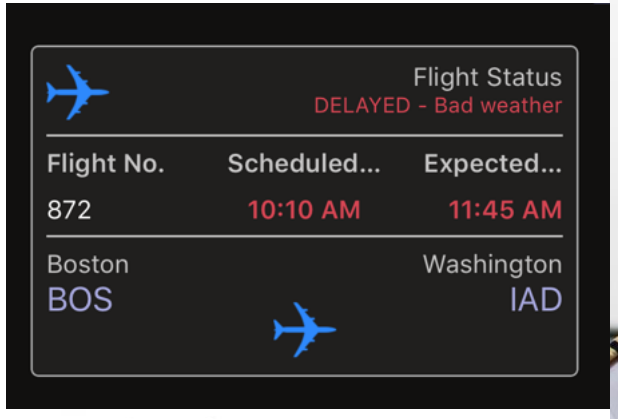
Information at your fingertips



System Generated

Context Relevant

Immediate Visible



General

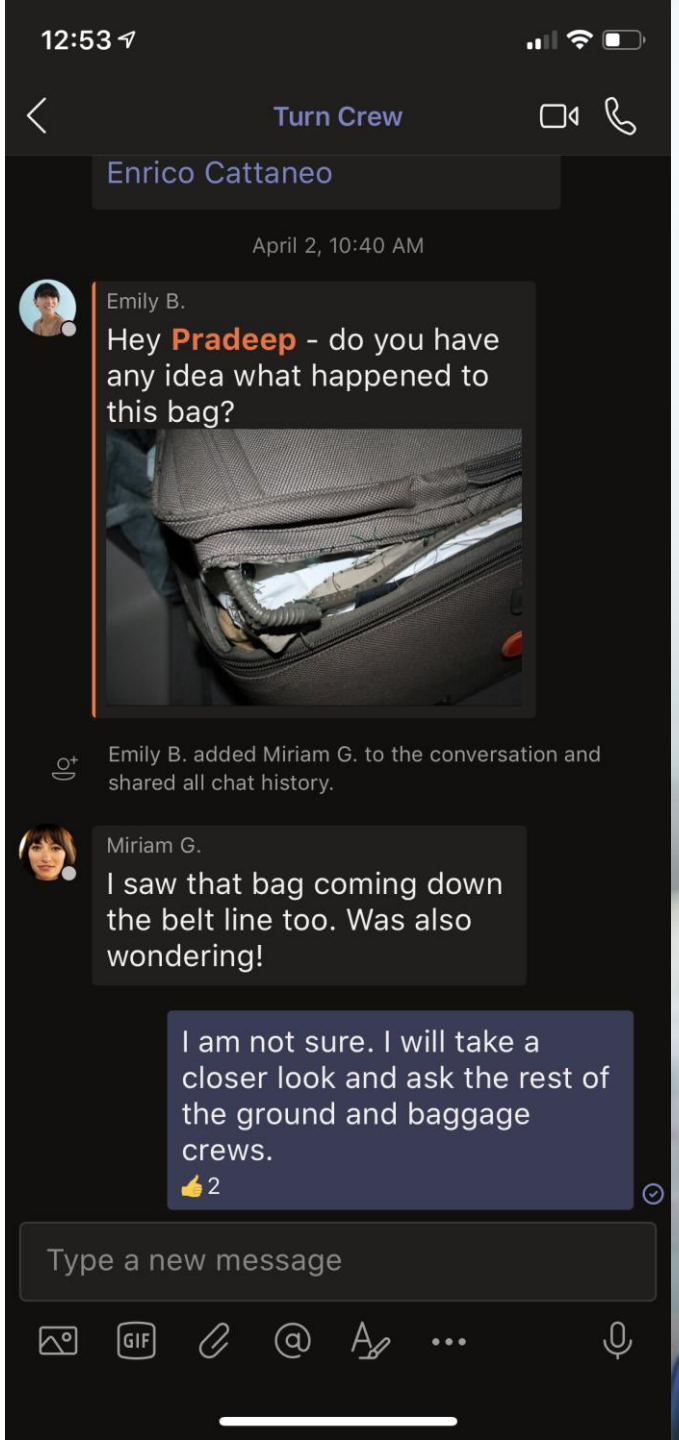
Open

On Track

Risk

Chat

Collaborate

Secure Photos

Mobile First