



# Microsoft Teams Improve Turn Time at the Gate

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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	Flight	Destination
Terminal D	BA117	Edinburgh
Terminal B	CX1347	Bucharest
Terminal A	BA165	Brussels
Terminal A	BA3925	Amsterdam
Terminal D	BA872	Istanbul
Terminal D	AA6706	Copenhagen
Terminal Z	AY6554	Glasgow
Terminal B	AF7651AY	Zurich
Terminal D	DL8611CO	Rome
Terminal A	AZ 300AF	Newcastle
Terminal A	5F1007DL	Dusseldorf
Terminal A		Berlin
Terminal A		Carden

Time	Gate	Remark
06:45	40	
06:50	22	
06:55	10	
07:05	41	CHECK-IN
07:05	42	CHECK-IN
07:10	02	CHECK-IN
07:10	23	CHECK-IN
07:15	43	CHECK-IN
07:15	11	CHECK-IN
07:25	12	CHECK-IN
07:35	45	CHECK-IN
07:35	31	ON TIME
07:40	04	ON TIME
07:45	24	ON TIME
07:50	25	ON TIME
07:55	46	ON TIME
08:00	47	ON TIME
08:00	44	ON TIME



# Arrivals

Terminal	Flight	Destination	Time	Gate	Remark
Terminal A	AX1225CO	Basel	06:40	11a	ARRI
Terminal B	AC 566	Manchester	06:40	22a	LAND
Terminal C	RD11256E	Tel Aviv	06:45	31a	LAND
Terminal C	KP 102CO	Brussels	07:00	32a	EXPEC
Terminal A	RM 800	Kyiv	07:05	12a	EXPEC
Terminal D	DV9581	Vancouver	07:05	41a	EXPEC
Terminal A	TY1125CO	Munich	07:10	14a	EXPEC
Terminal D	AY 105	Charlotte	07:10	42a	EXPEC
Terminal D	KBP302	Beigin	07:15	33a	EXPEC
Terminal C	AY7815	Shanghai	07:15	15a	DELAYE
Terminal A	T10	Taipei	07:20	23a	DELAYE
Terminal Z	AY7512	Dubai	07:25	34a	EXPEC
Terminal C	AY7512	Paris	07:40	16a	EXPEC
Terminal A	GE 780	Singapore	07:50	24a	EXPEC
Terminal B	AF5680FE	Frankfurt	07:50	43a	EXPEC
Terminal D	GE 997	Berlin	07:55	17a	EXPEC
Terminal A	SY5981RO	New York	08:10	18a	EXPEC
Terminal A	CP979 RO	Los Angeles	08:15	19a	EXPEC
Terminal A	EK 807	Hong Kong	08:20	11a	EXPEC
Terminal A	AF1255	Zurich	08:20	25a	EXPEC
Terminal A	CX 605	Sydney	08:20	44a	EXPEC
Terminal B	BA 125	Seoul	08:25	26a	EXPEC
Terminal D	CC907B	Geneve	08:35	12a	EXPEC
Terminal A	299358	London	08:45	35a	EXPEC

# Today's Flight Board in Teams

<
FLIGHTS

All Flights
17

Deployed Flights
3

FLT	TAIL	DST	GATE	ETD	Status
CNTO500	D11	ADD	11	08:18	Scheduled
CNTO673	B34	NYC	12	09:25	Delayed
CNTO407	A51	JFK	5	09:30	On time
CNTO601	A23	ADD	12	10:15	Scheduled
CNTO700	F23	ABJ	10	11:40	Scheduled
CNTO342	D34	JFK	1	12:15	Change Gate
CNTO453	A12	JFK	10	13:15	Canceled
CNTO644	F12	JFK	7	13:20	Scheduled
CNTO625	E2	JFK	1	14:25	Delayed
CNTO552	E23	NYC	1	15:30	Scheduled
CNTO501	C22	JFK	22	15:45	On time

Add to Team Channel

### Airport Map



John F. Kennedy International (JFK)  
Terminal 8

The map displays the layout of Terminal 8 at JFK. It shows Concourse C (gates 31-47), Concourse B (gates 1-16), and the Arrivals Level (gates 1-7). Various facility icons are placed on the map, such as Toilets, Security, Train, Lounge, ADA Toilets, Tickets, Parking, Nursery, Elevators, Baggage, Ground Transportation, Play Area, Escalator, Car Rental, and Pet Area. A legend at the bottom explains these icons.

# Flight Board can be searched/filtered

## Hero 2: Search/Filter – Delayed Flights

Search by FLT, TAIL, DST, GATE, EQP, ETD

 All Flights 17  Delayed Flights 3

FLT	TAIL	DST	GATE	ETD	Status
CNTO673	B34	NYC	12	09:25	Delayed
CNTO625	E2	JFK	1	14:25	Delayed
CNTO339	E5	JFK	12	19:30	Delayed



# Gate Agents can join the Flight team to participate in communication

## Hero 3: Join Team

The screenshot displays a flight management interface. At the top, there is a search bar with the text "Search by FLT, TAIL, DST, GATE, EQP, ETD". Below the search bar, there are two tabs: "All Flights" with a plane icon and a count of 17, and "Deployed Flights" with a clock icon and a count of 3. The "Deployed Flights" tab is currently selected. Below the tabs is a table with the following columns: FLT, TAIL, DST, GATE, ETD, and Status. The table contains three rows of flight data. The first two rows are white, and the third row is highlighted in grey. Below the table, there is a dark grey button labeled "Add to Team Channel" with a hand cursor icon pointing to it.

FLT	TAIL	DST	GATE	ETD	Status
CNTO673	B34	NYC	12	09:25	Delayed
CNTO625	E2	JFK	1	14:25	Delayed
CNTO339	E5	JFK	12	19:30	Delayed

[Add to Team Channel](#)

# 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

The screenshot shows a Microsoft Teams chat window for a channel named "1930 CNTO339 JFK 12 Delayed". The chat history includes a welcome message from "Julie Strauss via Power Automate" and a message from "Julie Strauss" asking for an update on flight milestones. The "Flight Scheduling Assistant" bot responds with an AdaptiveCard. The card displays flight details for CNTO339 from SFO to JFK, including departure and arrival times and dates. A checklist of milestones is shown, with "Loading", "Cleaning", and "Fueling" checked, and "Catering Unloaded" and "Boarding" unchecked. The card also features "Update" and "View" buttons.

EA 1930 CNTO339 JFK 12 Delayed Posts Files Wiki + Meet

More details

Reply

Last read

Julie Strauss via Power Automate 4:55 PM  
Welcome **Julie Strauss** to this Channel! Please use this channel as a place to keep track flight information.

Reply

Julie Strauss 4:56 PM  
Flight Scheduling Assistant I need to update the milestones for flight CNTO339

Flight Scheduling Assistant 4:56 PM

SFO ———> JFK

8:15 PM 3:30 AM  
Tue, Nov 2 Sun, Nov 3  
San Francisco New York

Update View

Flight CNTO339

Milestone List

- Catering Unloaded
- Loading
- Cleaning
- Fueling
- Boarding

Reply

New conversation



# 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

Catering incomplete. No food service on flight.

**GateAgent** please ensure you announce this so passengers can make purchases before boarding 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.)

GATE IS CLOSED

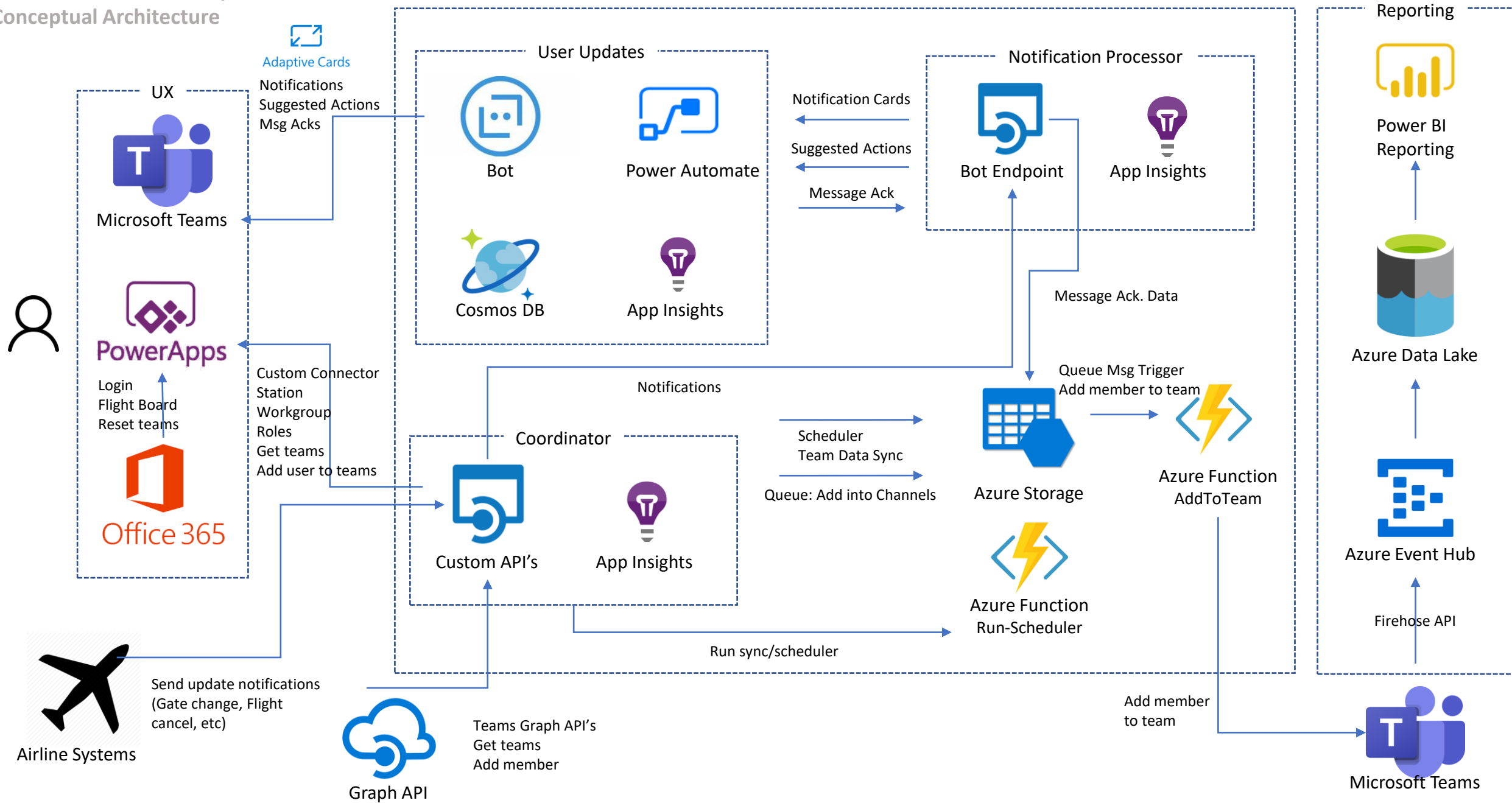
This flight is ready to depart.

Thank you! 😊





# Microsoft Airline Gate Operations Conceptual Architecture

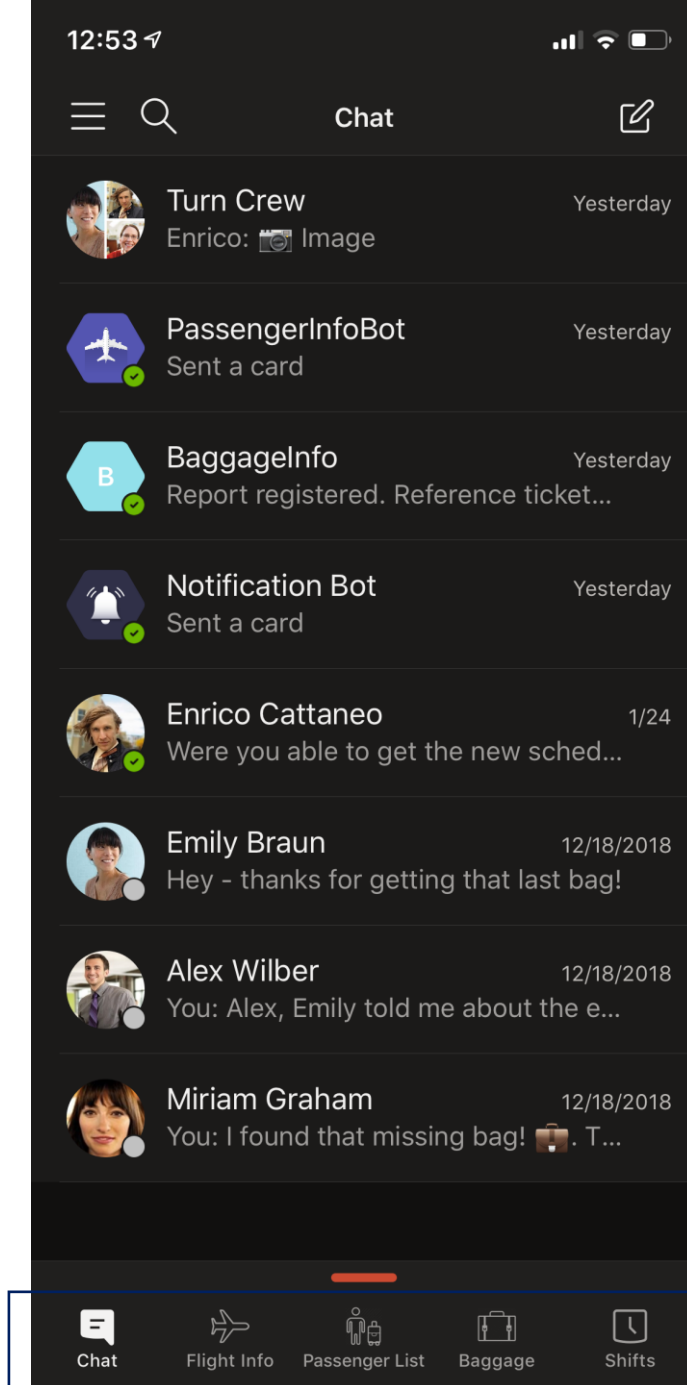


# Appendix



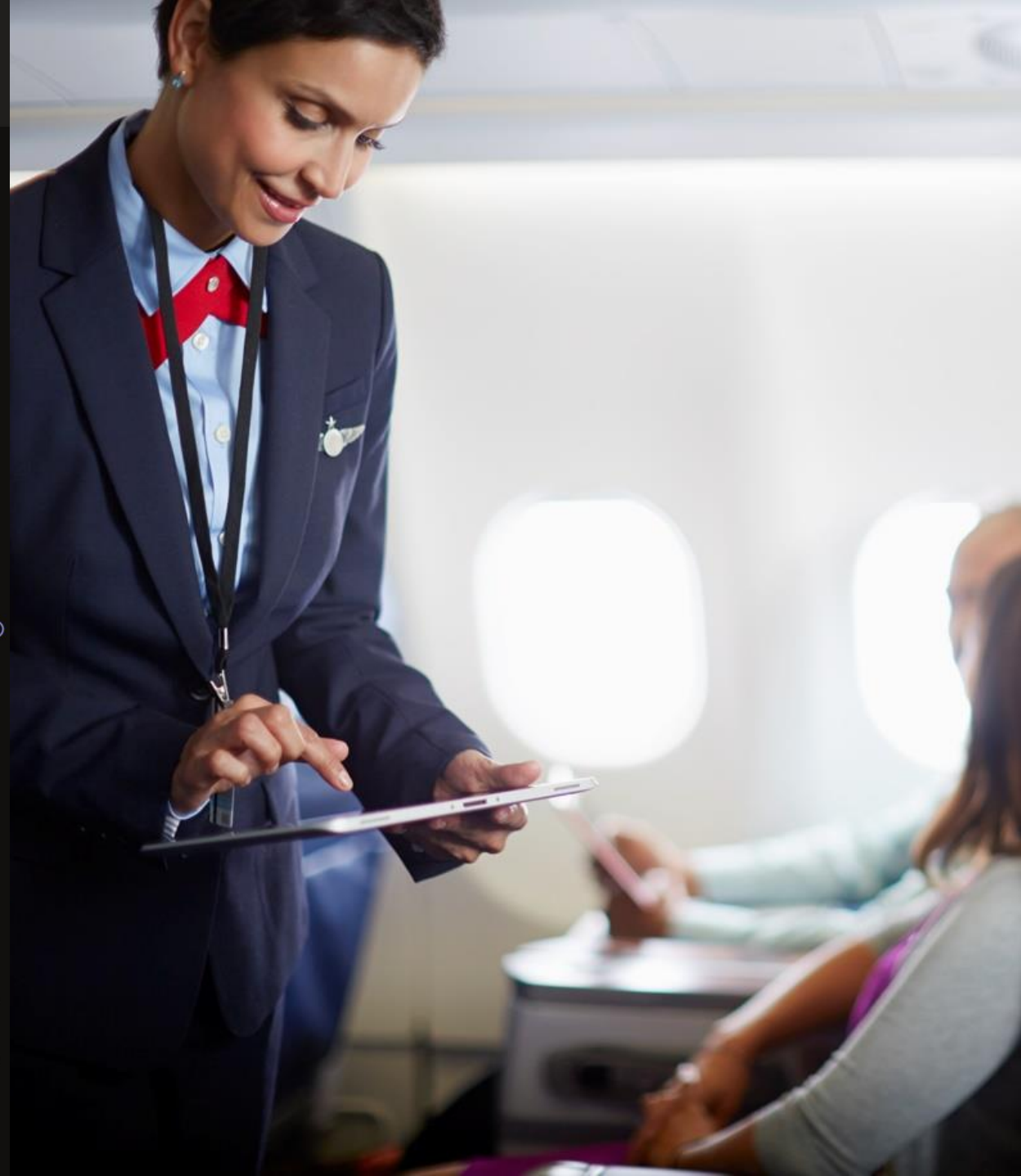
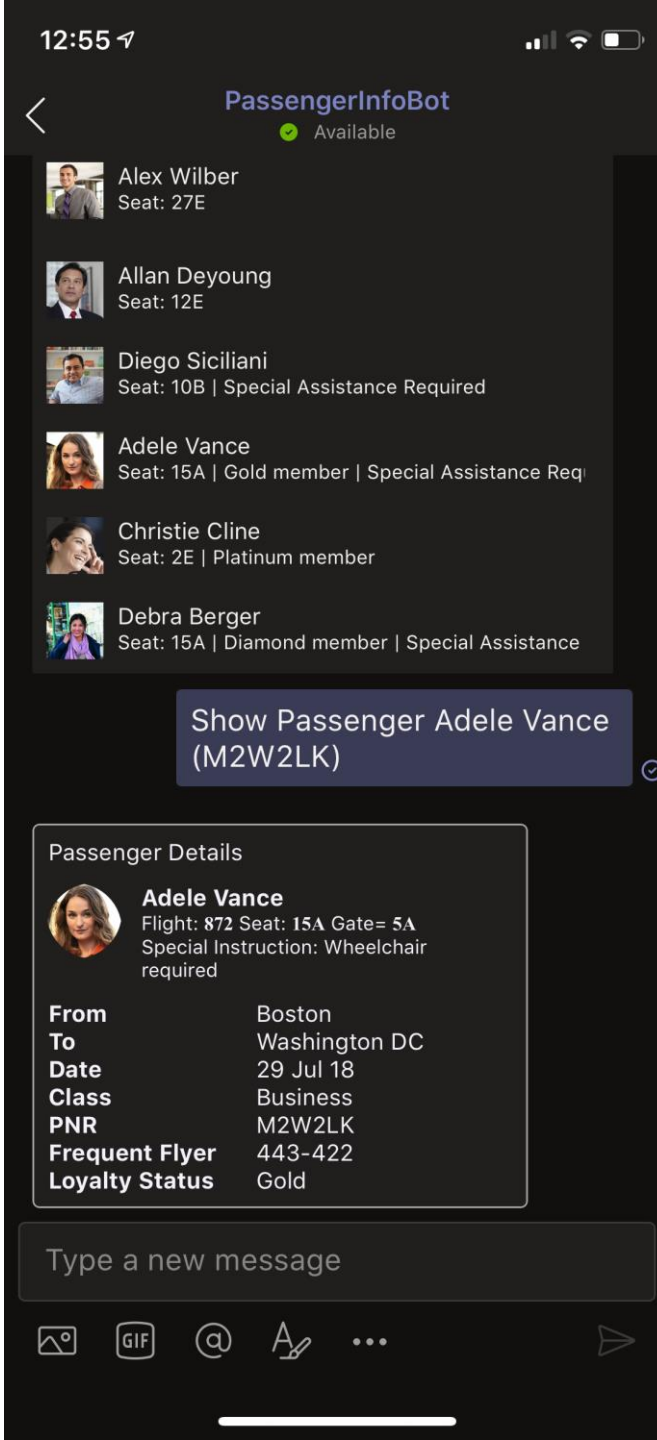


# Custom LOB Apps Integrated in Teams



Custom Configuration by Role

# Information at your fingertips







System  
Generated

Context  
Relevant

Immediate  
Visible

	Flight Status	
	DELAYED - Bad weather	
Flight No.	Scheduled...	Expected...
872	10:10 AM	11:45 AM
Boston BOS		Washington IAD

General

 Open

 On Track

 Risk



Chat

Collaborate

Secure  
Photos

Mobile First

