



BOOK

OF DREAMS

Cross-industry

Contents

Scenarios

- Search contact in another organisation
- Manage profile of current user
- Admin controls & security setup

Source code

Available on GitHub <https://github.com/engagesquared/GovAddressBook>

Scenario

Context

- Organizations often work together but they are separate tenants. Users cannot search another organization's list of contacts.
- Communication via federation requires the end user already knows the contact's email or phone number but getting those details can be difficult if not already known.

Current State

- ⚠ Users between organizations cannot communicate unless they have been explicitly provided the contact details of another person.
- ⚠ Users revert to previous ways of working if they are not given the right information at the right time, such as using a desk phone for calling if they do not have easy access to a contact's phone number to start a Teams call.
- ⚠ Employees lose time trying to find someone within their own organization who has the contact details of the required person at the organization they need to communicate with.

Future State

- ✓ Save time to enable fast communication between trusted organizations that have employees that need to work together regularly. Also highly valuable for single organizations that run multiple Office 365 tenants, such as multi-national corporations.
- ✓ Easily access the full capabilities of Teams communication capability, particularly Teams telephony calling to support change management of working habits beyond use of desk phones.
- ✓ Provide administrators with secure control over who can access their organization's address book. A secure connection must be intentionally setup between organizations before search of the address book is possible.

Solution Highlights – Best Practices

Key Solution Design Considerations

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graph TD; A[Key Solution Design Considerations] --- B[User Experience]; A --- C[Platform Extension Points];
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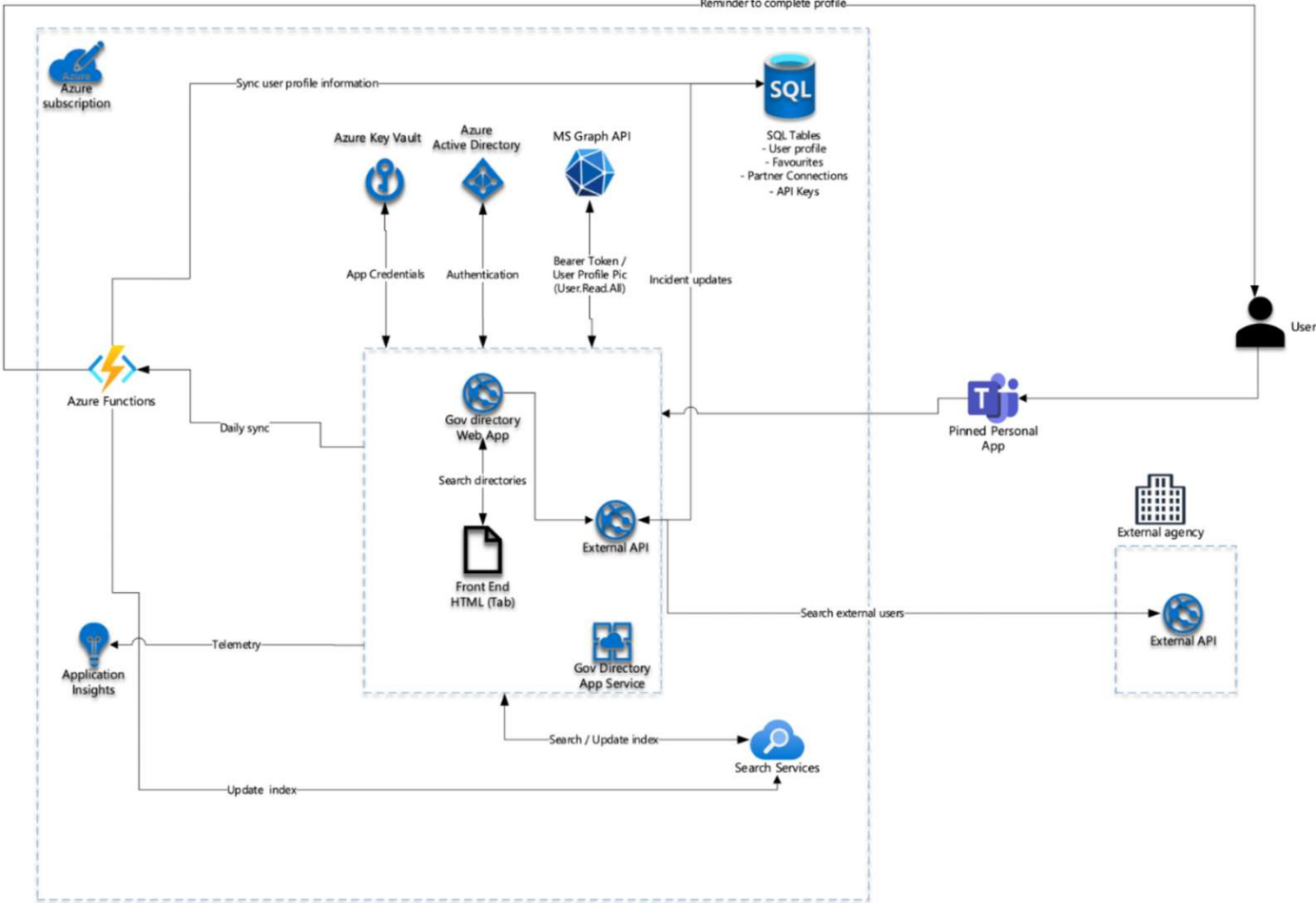
User Experience

- **End user - Personal Tab** are added as part of the app to provide the address search book experience
 - Search – look up the required contact in another organization’s tenant.
 - Profile – End user can manage editable aspects of their profile such as preferred pronoun or OOF.
 - Favourites – Quick list of contacts the user regular needs to communicate with.
- **Admin user – Personal Tab** only a global admin as defined by Azure Active Directory has the ability to view this tab. It allows setting up the authentication ‘hand-shake’ between two organizations. An API key must be provided as a security measure meaning only approved organizations can access each other’s address book.

Platform Extension Points

- On invoking the personal tab the user can conduct the contact search. Personal tabs can be pinned to the Nav Bar using [App Setup policy](#) which would improve the ability to easily access the app.
- The app allows users to communicate across many areas of Teams communications capabilities including:
 - Chat
 - Teams calling
 - Telephony calling
 - Schedule a Teams online meeting

Solution Architecture





Kadji Bell, Information worker

Kadji Bell needs to communicate with a new contact he's been required to work with at an organization which company regularly works with. He knows the name but needs to search the address book for the person's contact details.

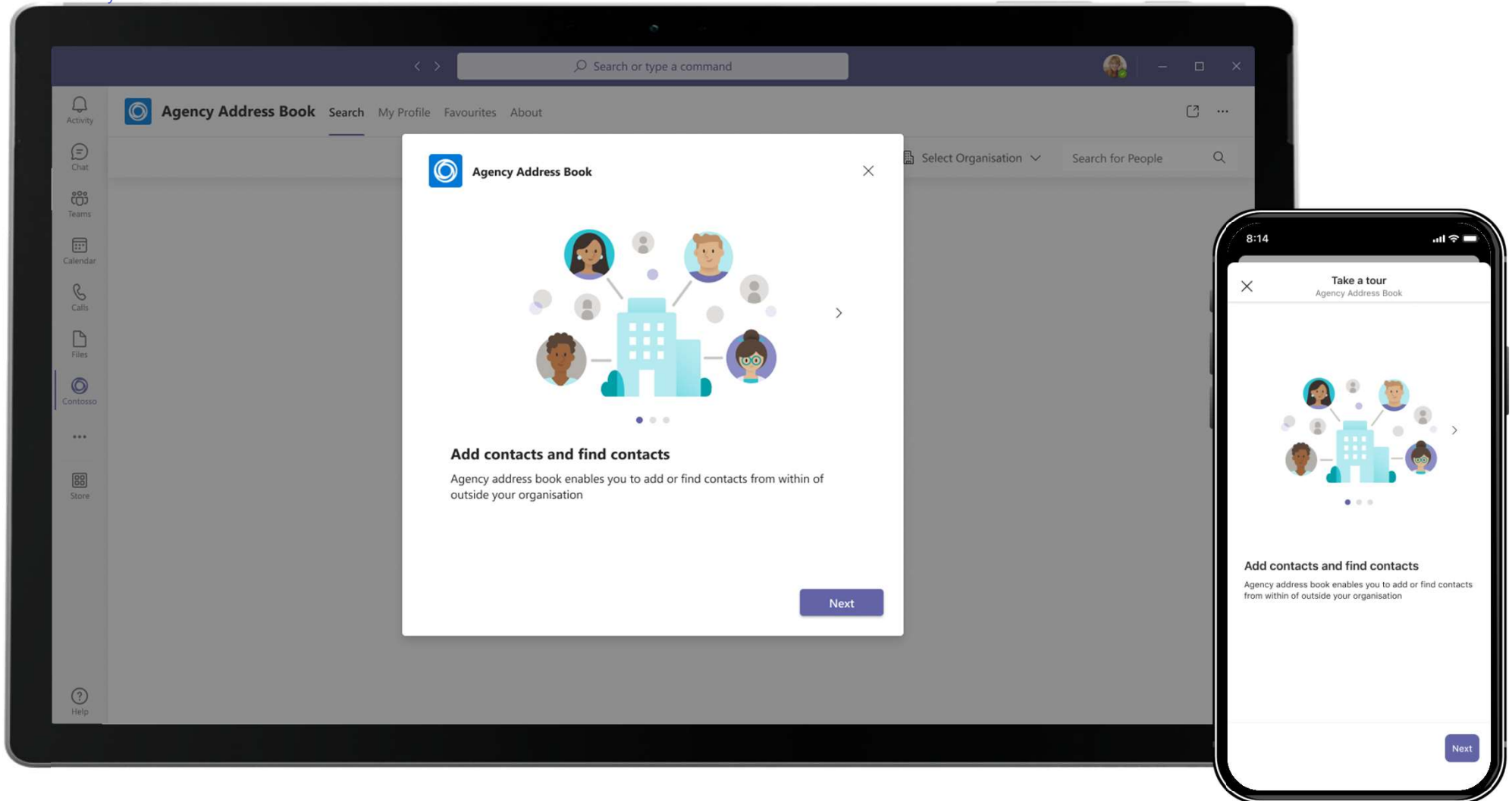
Cross-industry Book of Dreams

Multi-tenant address book



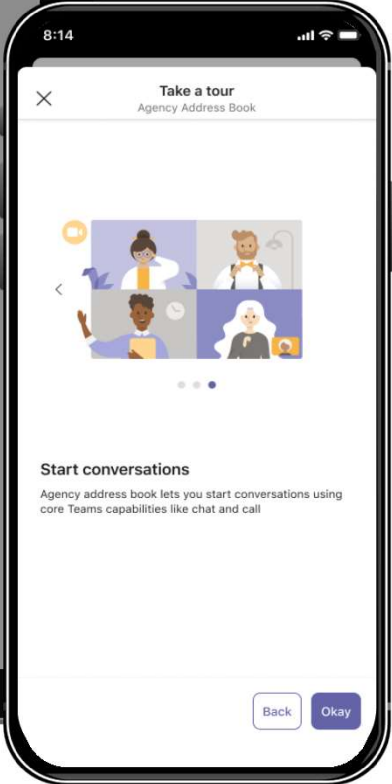
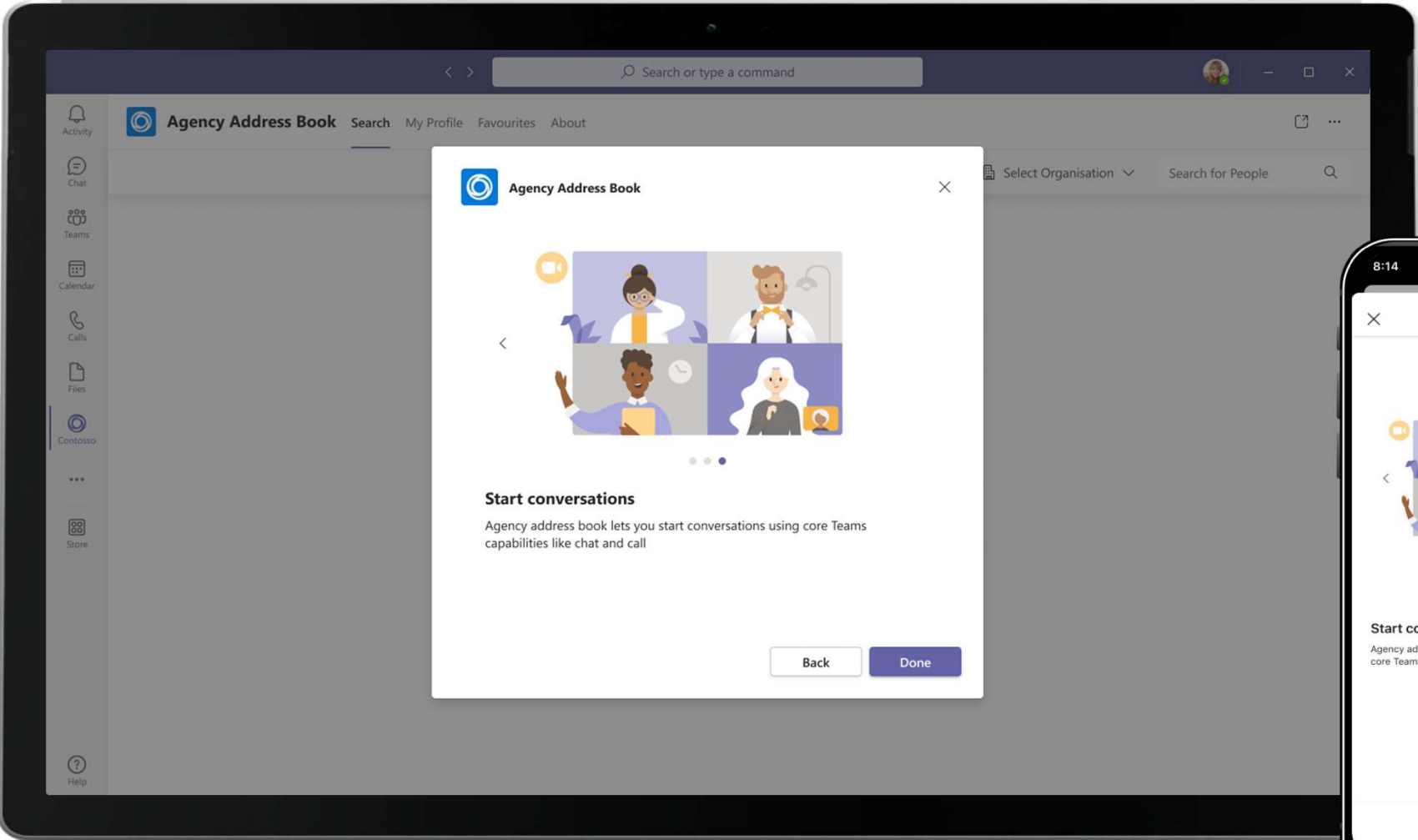
01 First Run Experience

Cross-industry – Multi-tenant Address Book



First run welcome experience to train user on how to use the app.

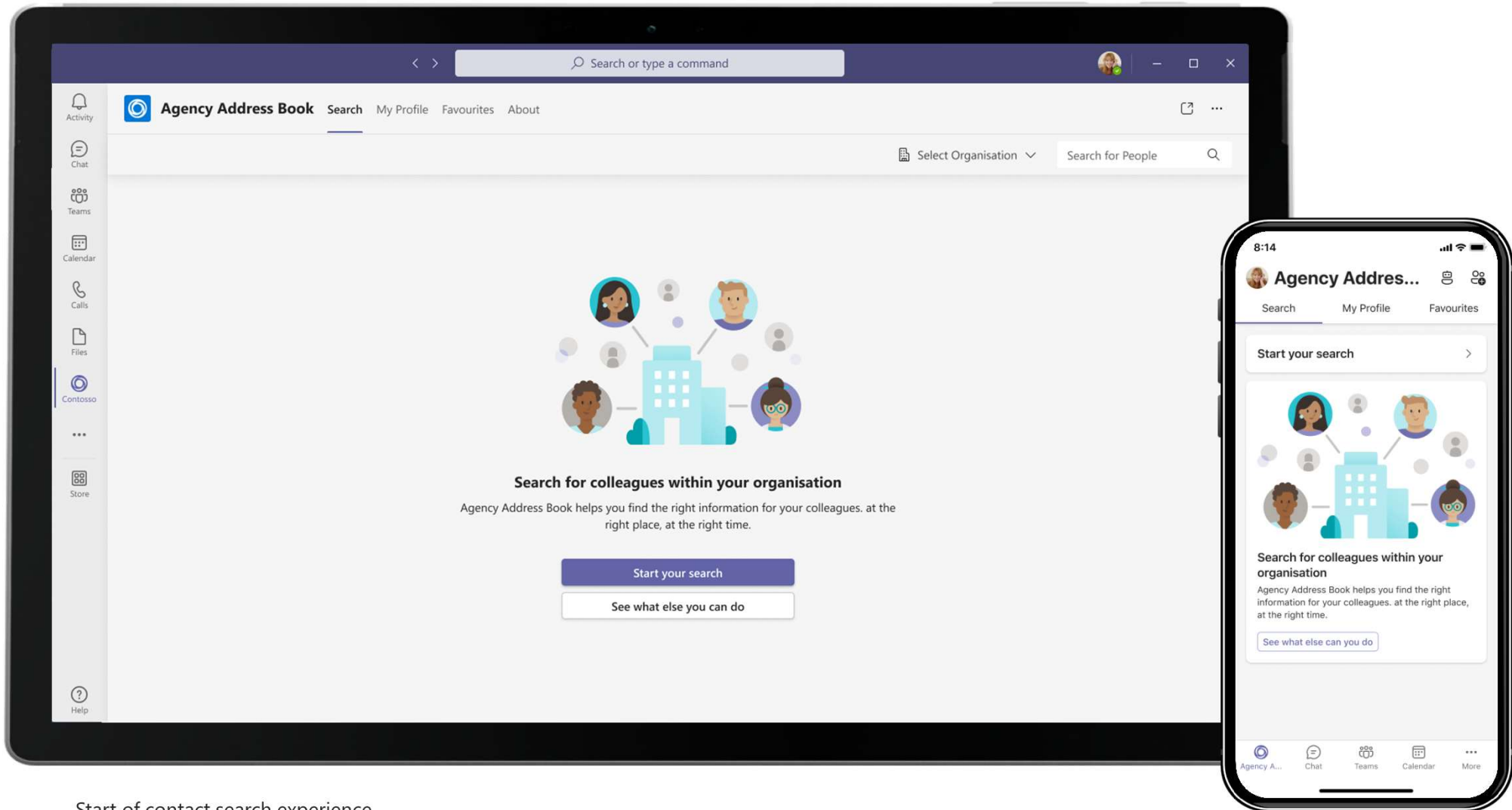
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02 Search for a Contact

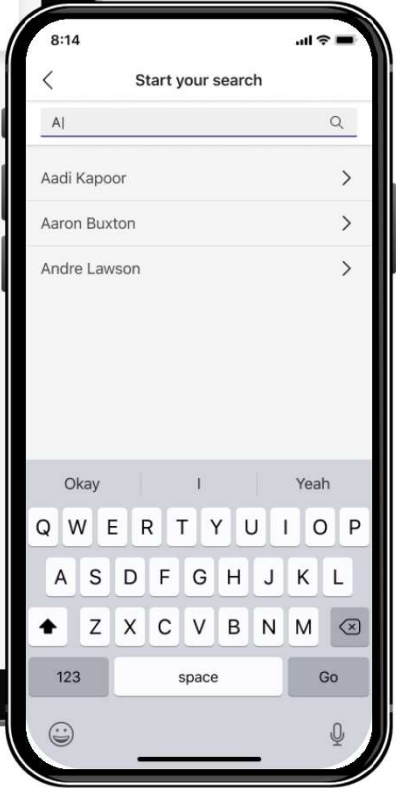
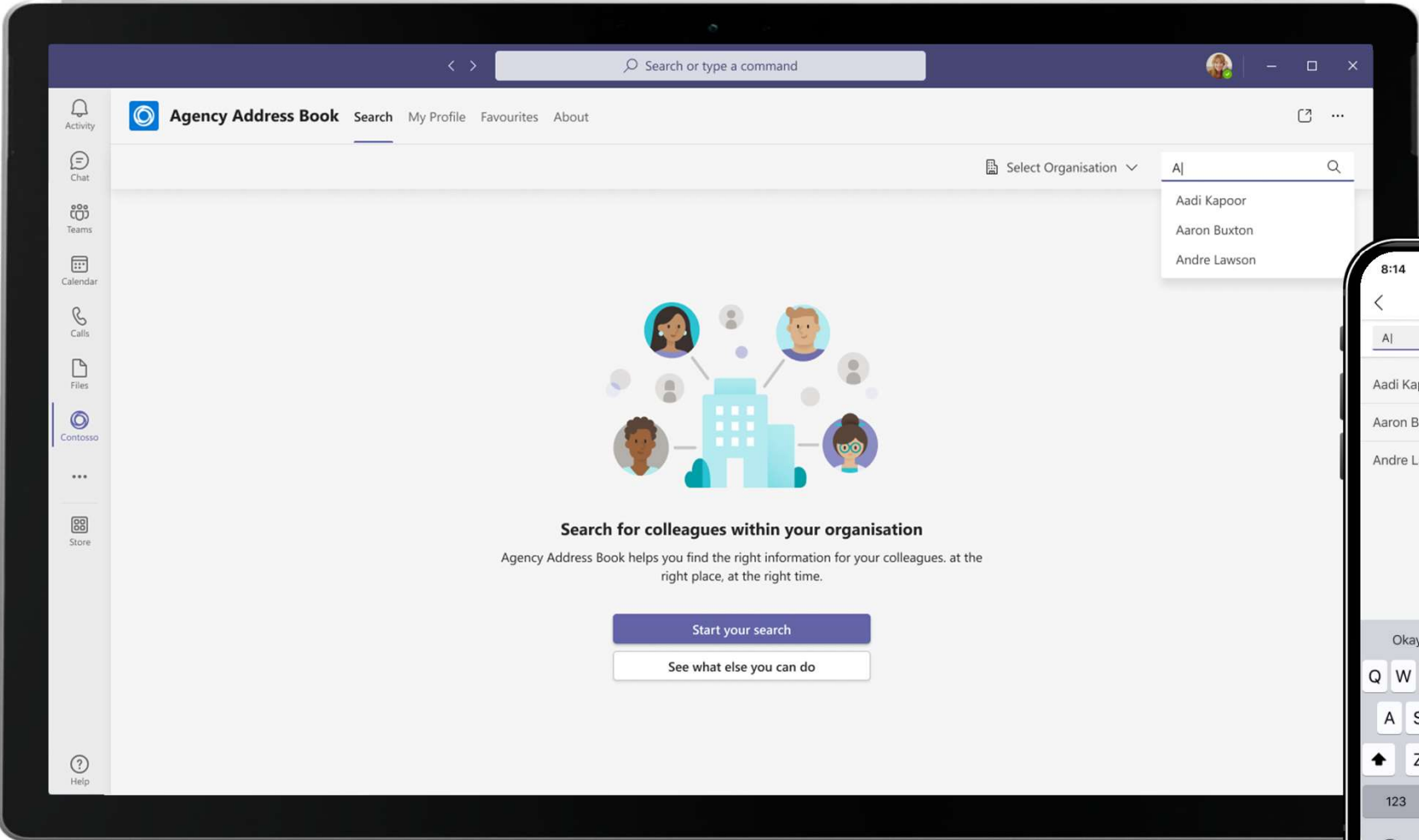


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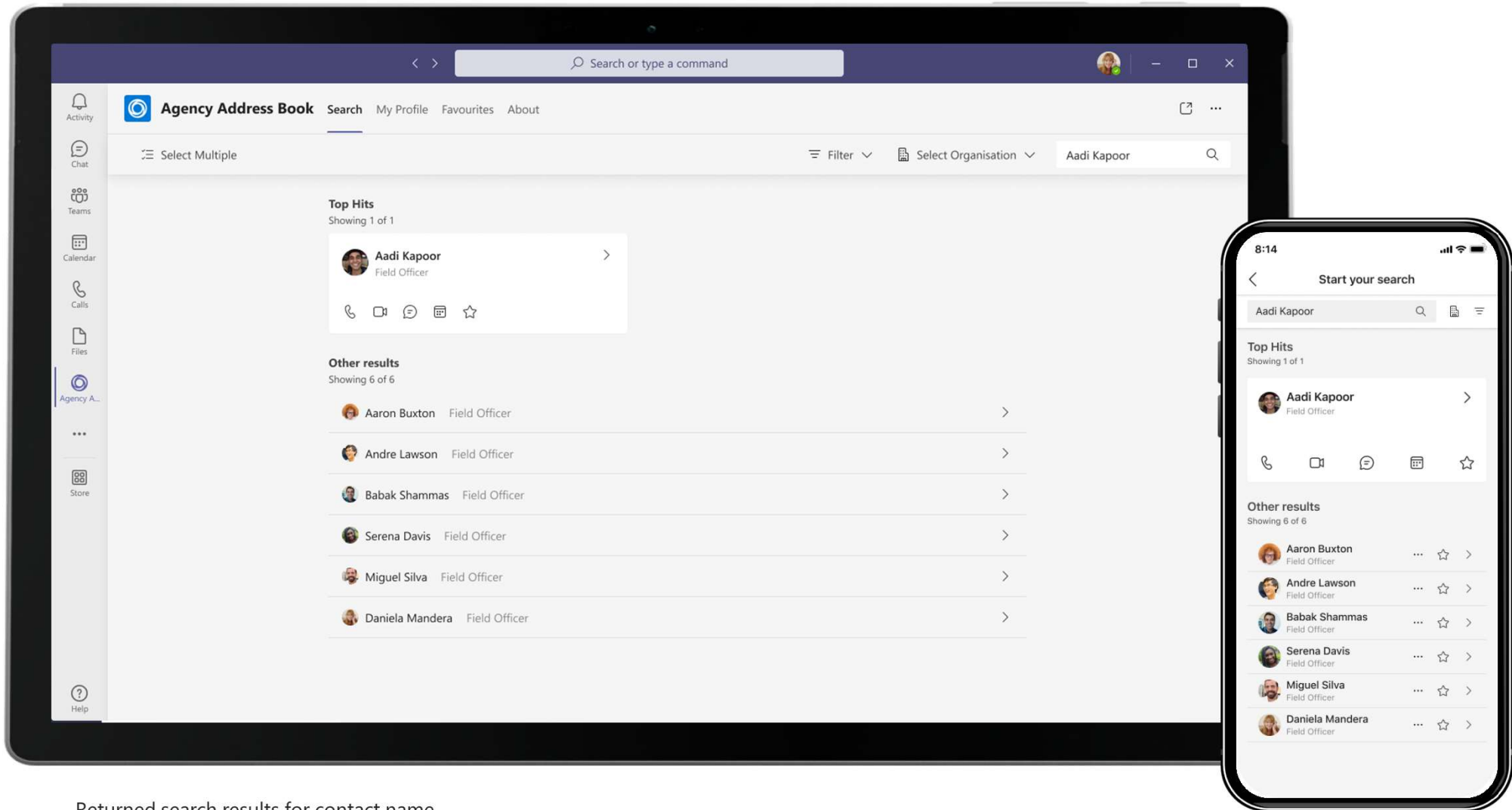


Start of contact search experience

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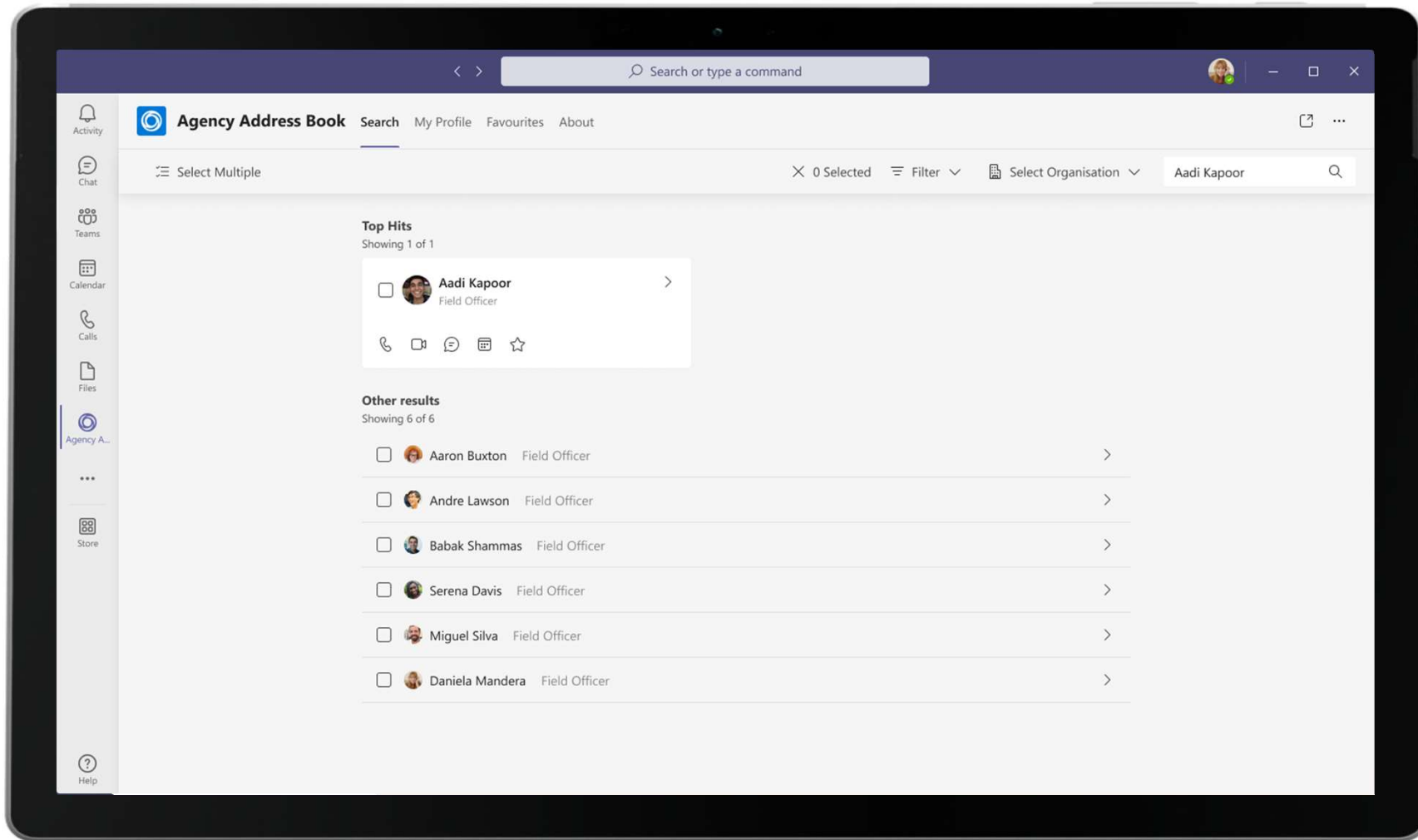


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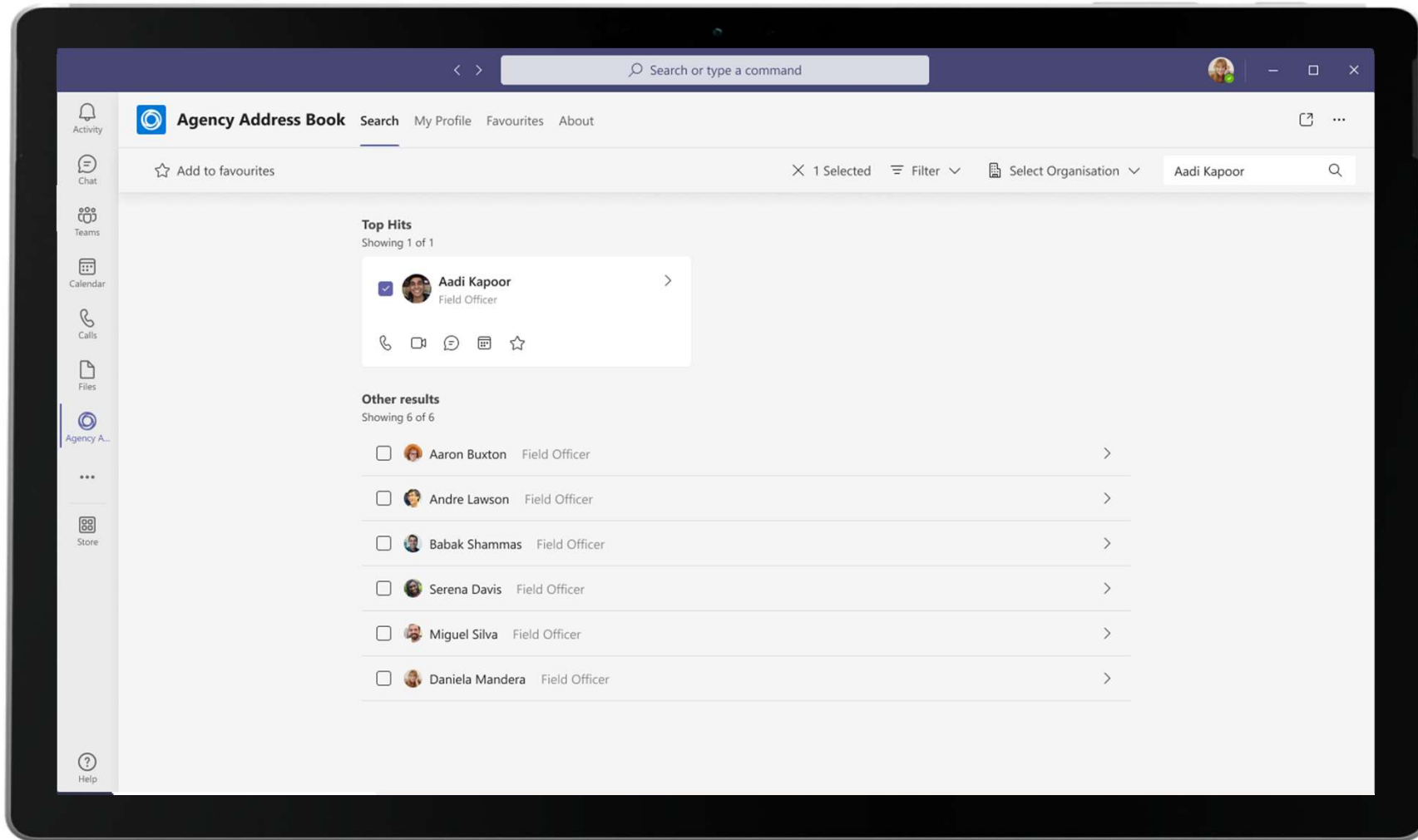


Returned search results for contact name.

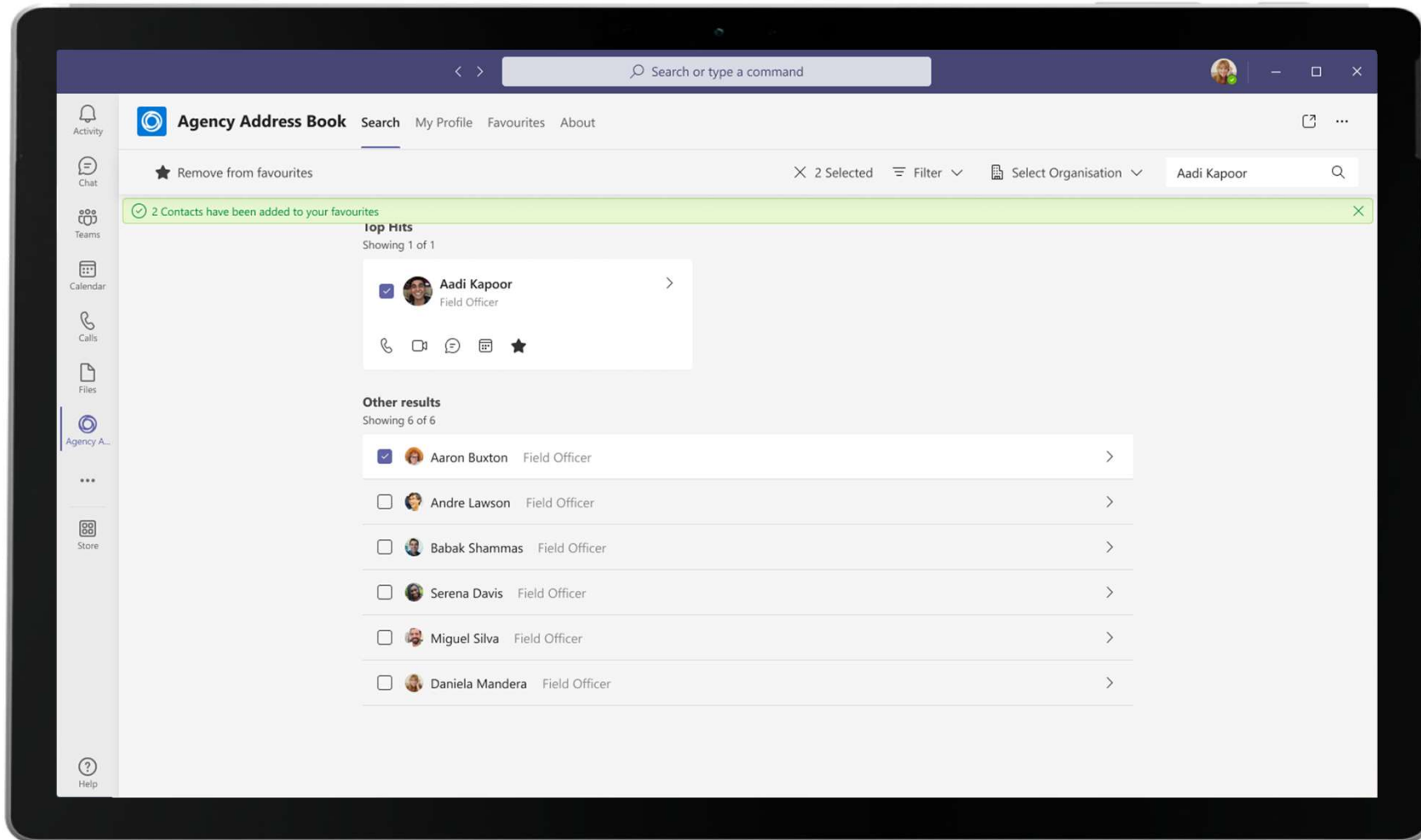
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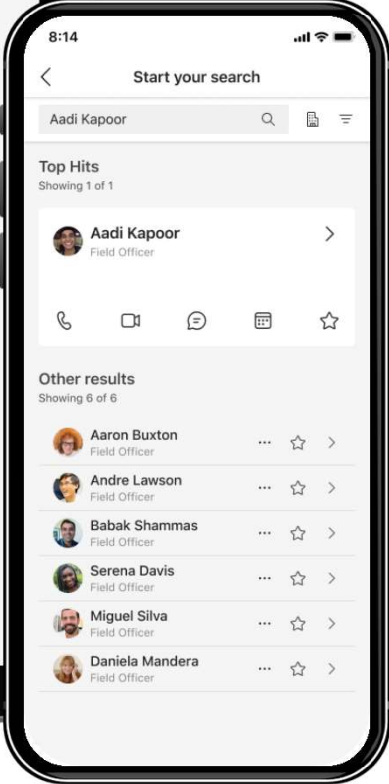
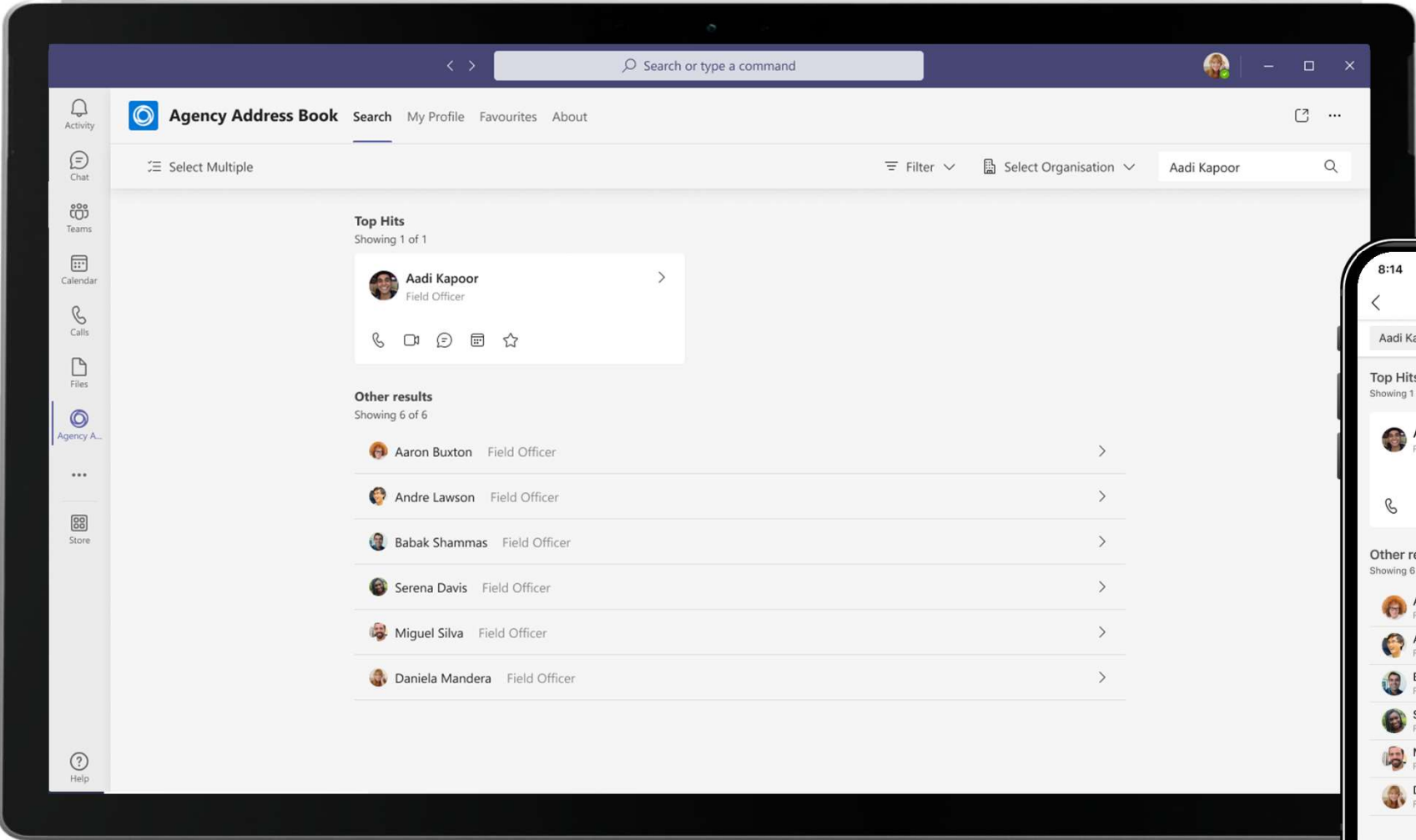


Bulk add contacts to the quick access favourites list.

03 Filter Search Results

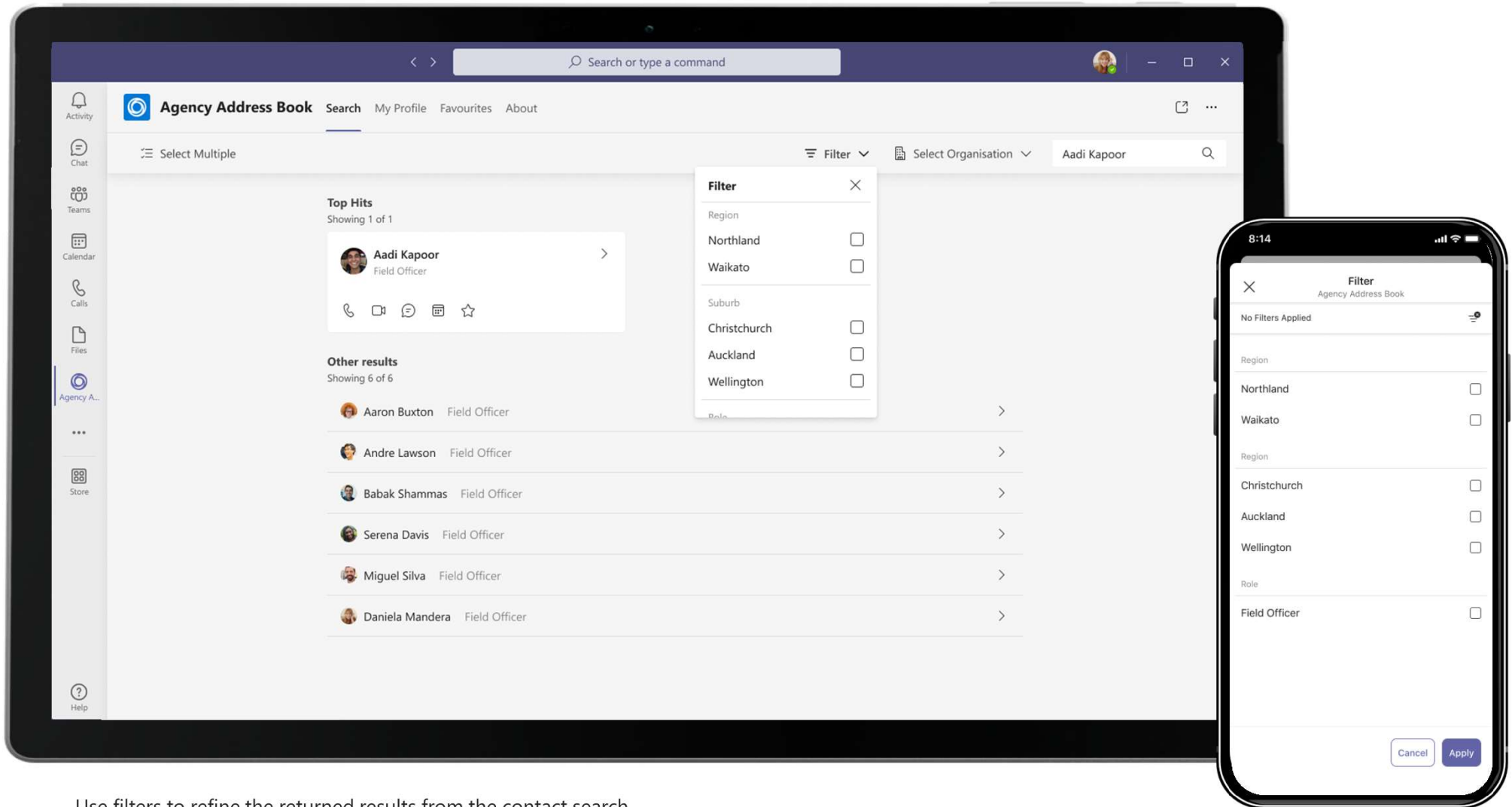


Cross-industry – Multi-tenant Address Book



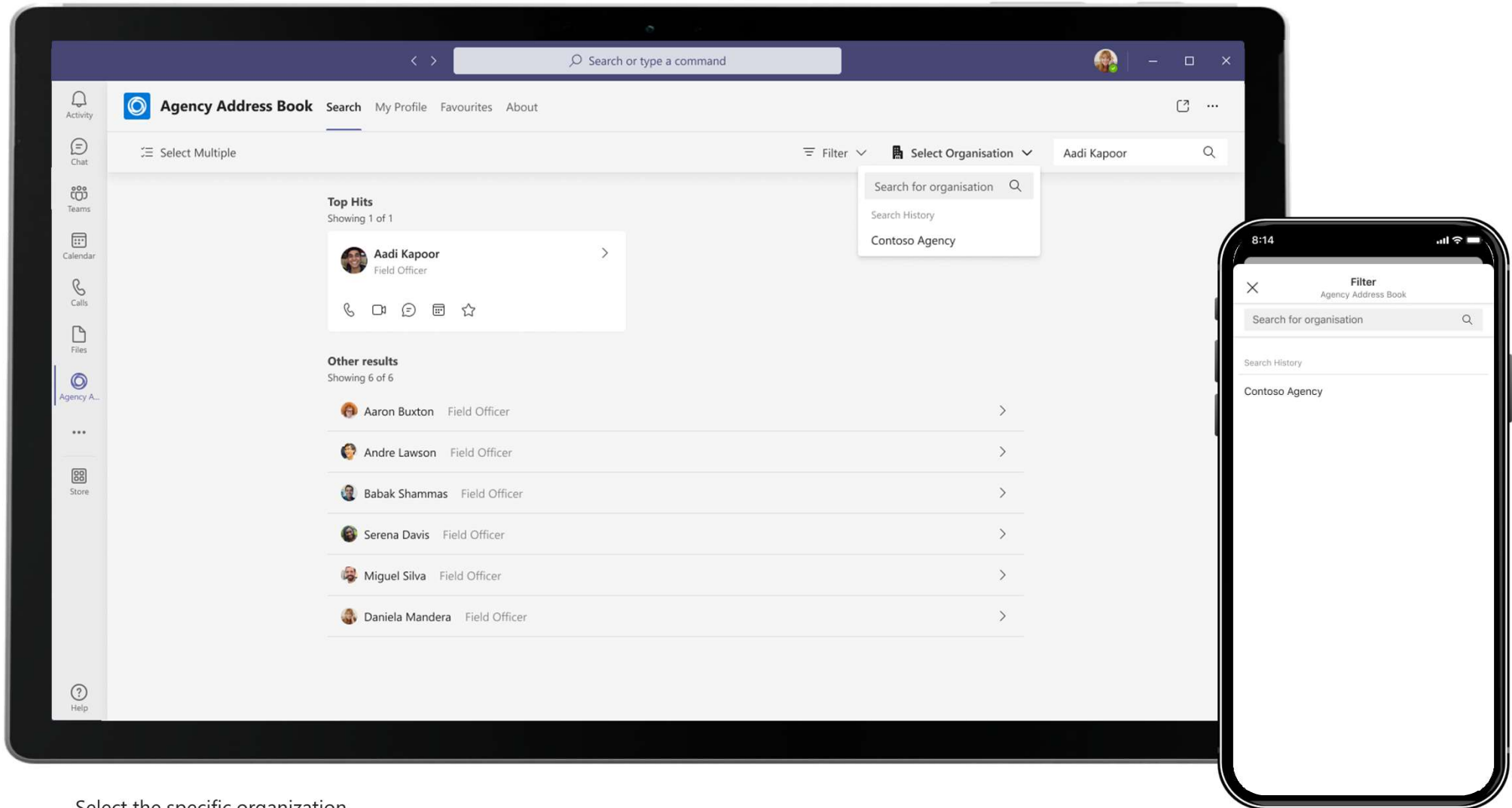
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Use filters to refine the returned results from the contact search

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Select the specific organization.

04 Level 2 Experience



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The image displays the 'Agency Address Book' application interface on two devices: a tablet and a smartphone. The tablet view shows a search for 'Aadi Kapoor' with a 'Top Hits' section containing one result and an 'Other results' section containing six results. The smartphone view shows the same search results in a mobile-optimized layout.

Tablet View:

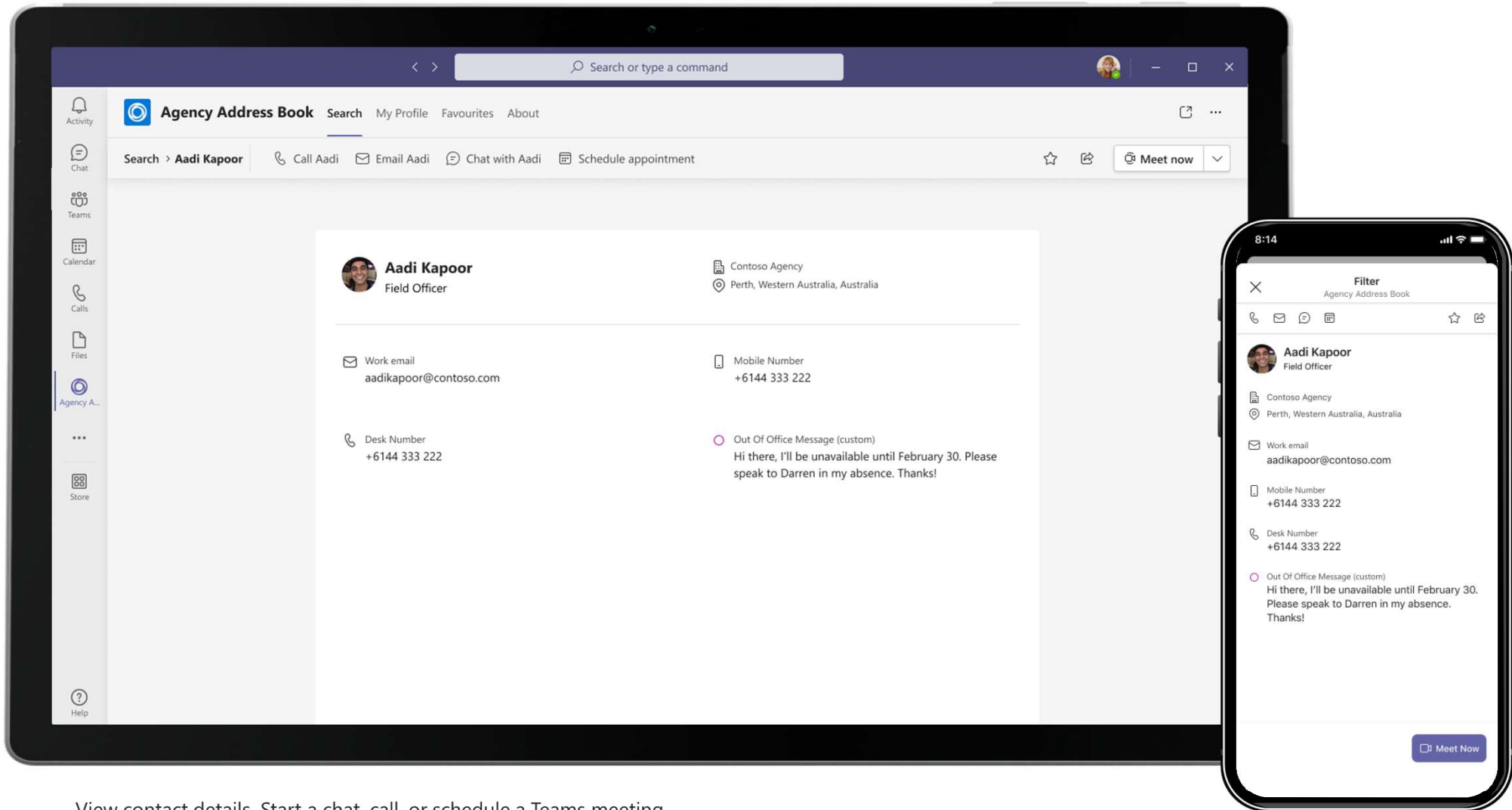
- Search bar: Search or type a command
- Navigation: Activity, Chat, Teams, Calendar, Calls, Files, Agency A..., Store, Help
- Search filters: Filter, Select Organisation, Aadi Kapoor
- Top Hits: Showing 1 of 1. Aadi Kapoor, Field Officer.
- Other results: Showing 6 of 6. Aaron Buxton, Andre Lawson, Babak Shammass, Serena Davis, Miguel Silva, Daniela Mandera, all Field Officers.

Smartphone View:

- Time: 8:14
- Search bar: Start your search
- Search filters: Aadi Kapoor
- Top Hits: Showing 1 of 1. Aadi Kapoor, Field Officer.
- Other results: Showing 6 of 6. Aaron Buxton, Andre Lawson, Babak Shammass, Serena Davis, Miguel Silva, Daniela Mandera, all Field Officers.

Select the required contact – Aadi Kapoor

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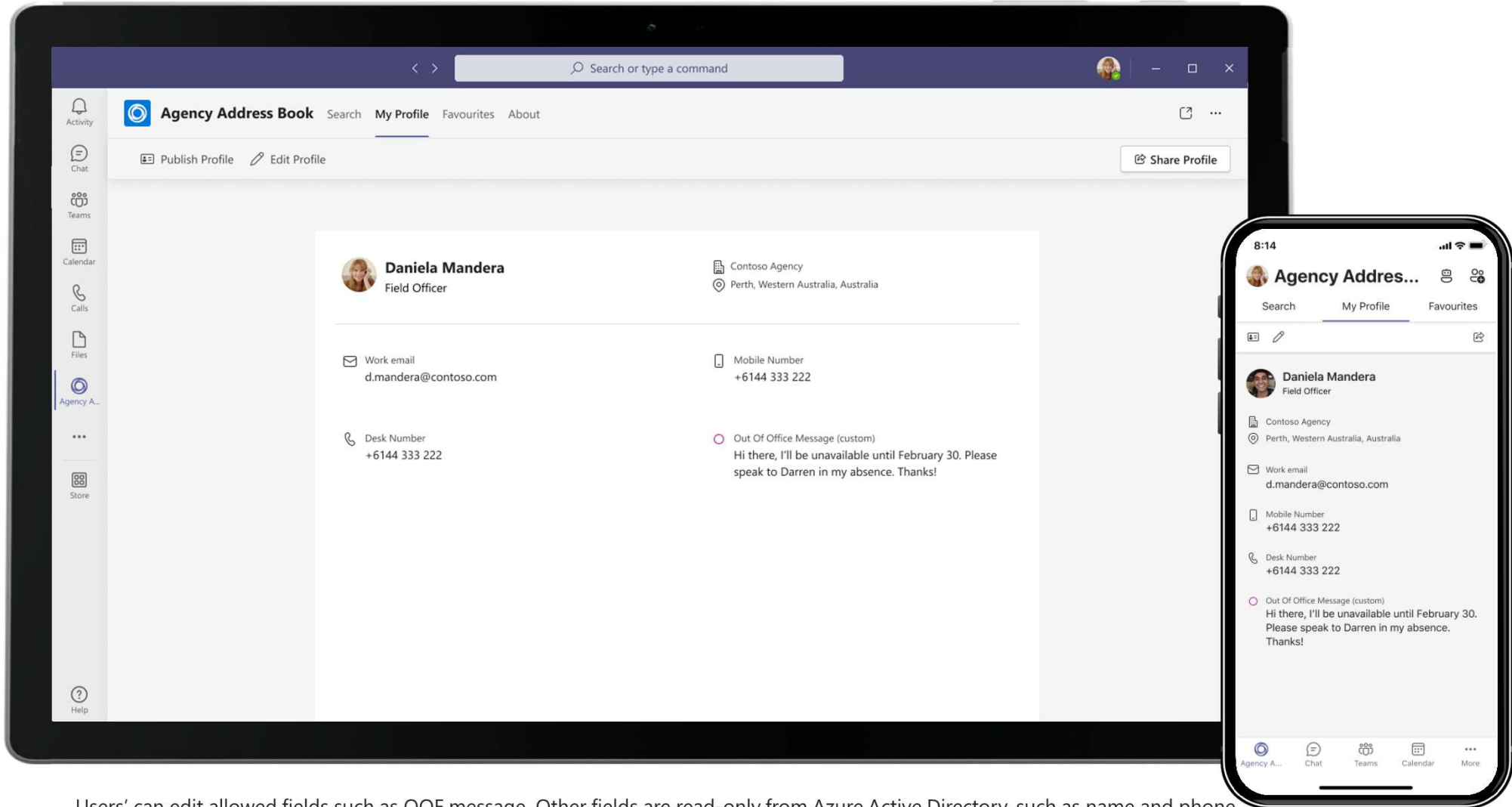


View contact details. Start a chat, call, or schedule a Teams meeting.

05 My Profile



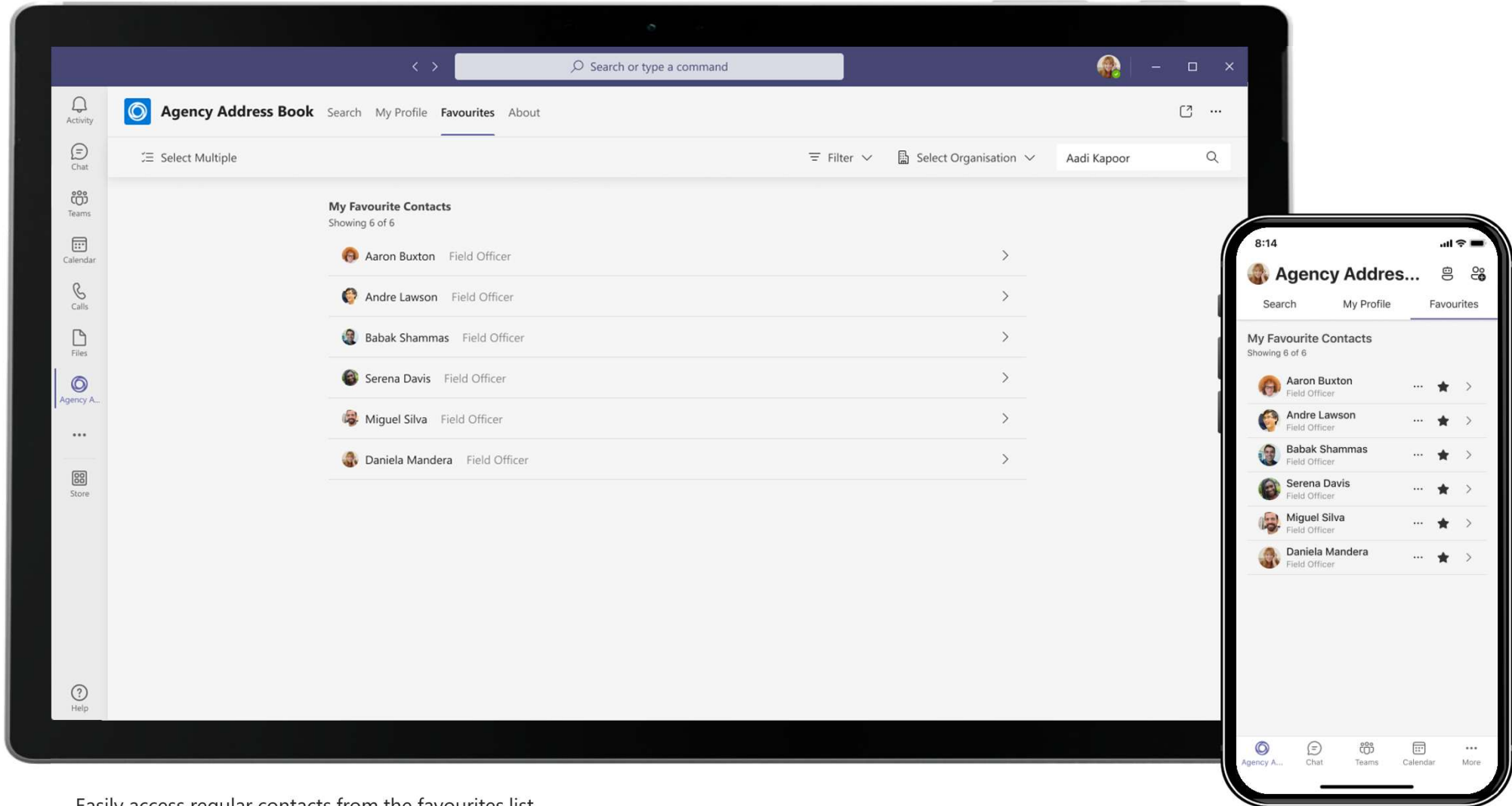
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Users' can edit allowed fields such as OOF message. Other fields are read-only from Azure Active Directory, such as name and phone.

06 Accessing Favourites

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Easily access regular contacts from the favourites list.

07 Admin

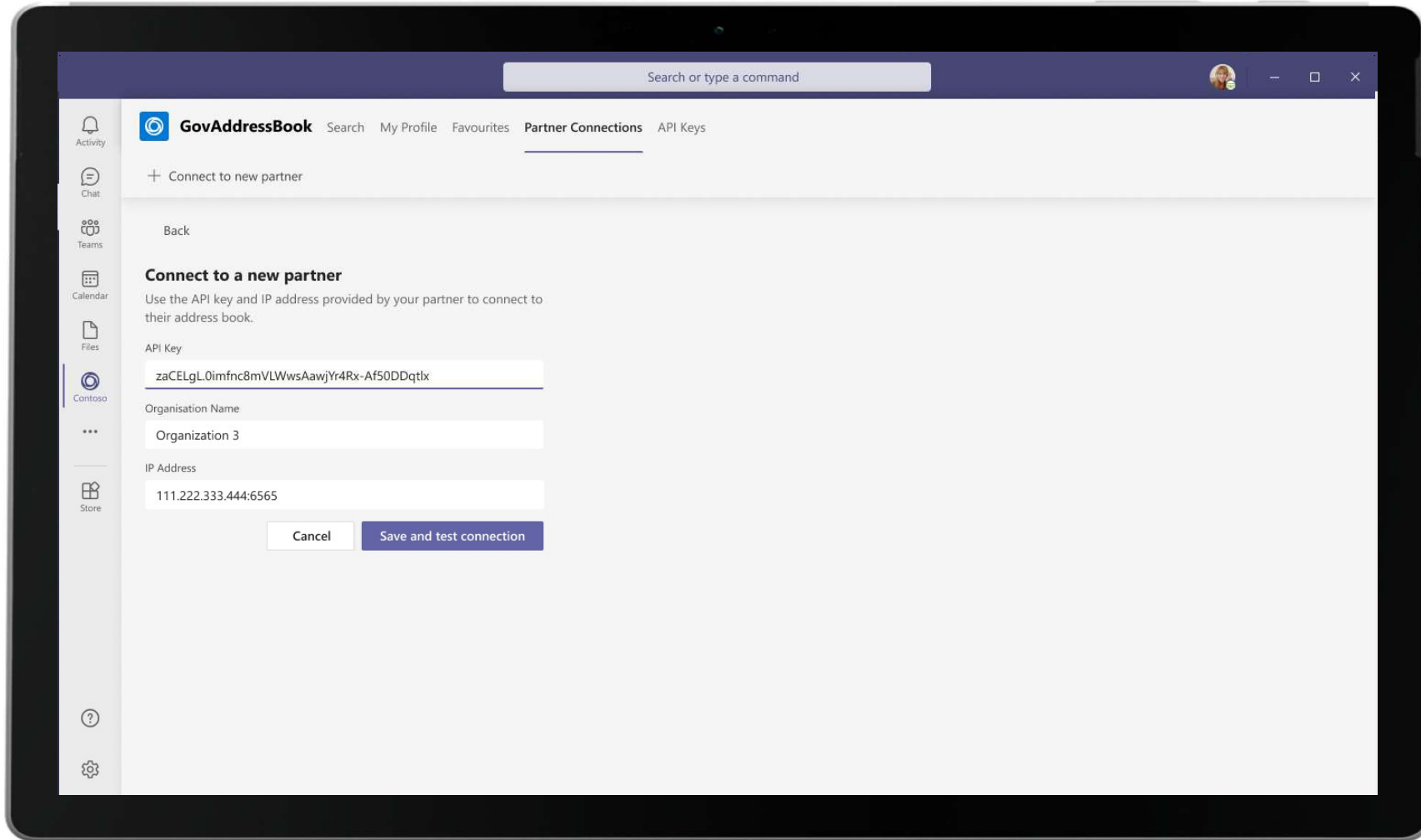




Sandra Jones, Tenant Administrator

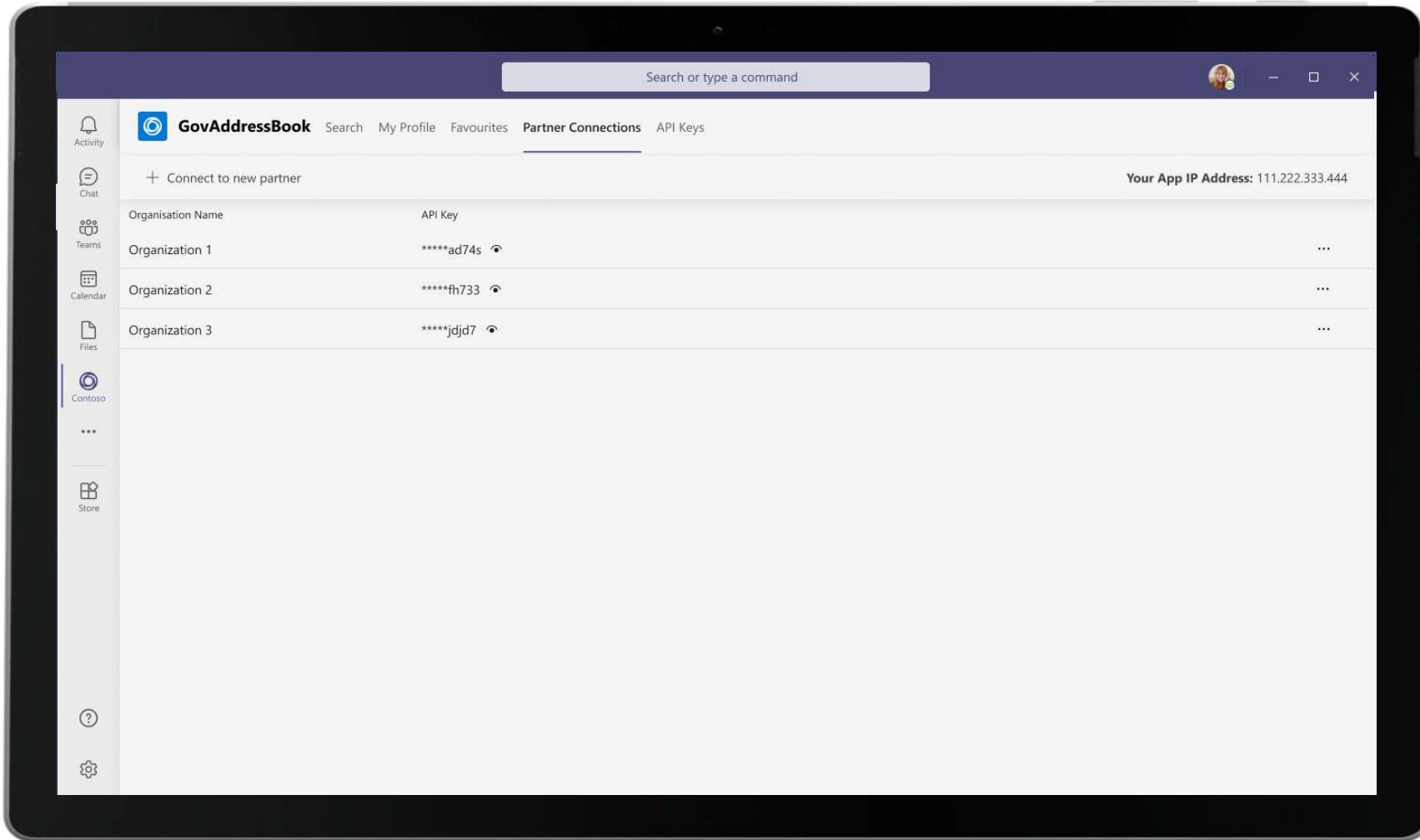
Sandra manages the Microsoft Teams tenant for her organization. To ensure security of the address book she needs to establish an API key 'hand-shake' before another organization can access her tenant's address book.

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To secure the connection between two tenants the organizations must each provide their API access key to query their respective instance of the Address Book app.

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View the organizations integrated with.