Microsoft

Microsoft Teams for Agile & DevOps

Microsoft Teams





In this playbook...

Find out how Microsoft Teams can enable personas across every major function and role in your organization to effectively navigate through daily high value scenarios with ease and confidence.

Plan

- Team Announcement and Initial Project Discussions
- New Hire Onboarding
- Market Trends and Analysis
- Strategizing the Way Forward
- Constructing an Intuitive Feature Roadmap
- Designing an Engaging User Experience
- The Development Manifesto
- Creating a Sound Software Architecture

Build

- Scrum
- Roadmap Status Review
- Code Review
- Raising a Pull Request
- Build Deployment
- Bug Management
- Reducing Turnaround Time for the Testing Cycle
- Monitor and Approve Release Deployments

Maintain

- Reporting a Release Blocker
- Probing the Software for Possible Bugs
- Live Site Incident Triage and Management
- Root Cause Analysis
- Creating a Report and Discussing Findings
- Spec Review
- New Feature Announcement



In this playbook…

Find out how Microsoft Teams can enable personas across every major function and role in your organization to effectively navigate through daily high value scenarios with ease and confidence using apps meant for DevOps community.

Apps Used for DevOps	Scenario	Features
Confluence Cloud	Team Announcement and Initial Project Discussions	Creating a Confluence Page for collaborative editing on the project plan.
Confluence Cloud	Market Trends and Analysis	Pinning a blog tab within a channel for every team member to have quick access.
Zoho Projects	Strategizing the Way Forward	Using the message extension feature for starting a conversation.
Zoho Projects monday.com	Constructing an Intuitive Feature Roadmap	Zoho Projects - Using the bot for creating, assigning and commenting on tasks. Monday.com – Creating, planning and prioritizing tasks.
Confluence Cloud Workstreams.ai	The Development Manifesto	Confluence Cloud – Using the channel tab to create a page for co-authoring and editing the project proposal Workstreams.ai – Using the task board to break down tasks efficiently and assign stakeholders for various development activities



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Apps Used for DevOps	Scenario	Features
Lucidchart	Creating a Sound Software Architecture	Creating a visual representation of the software architecture/ blueprint
GitHub, Zoho Sprints, ScrumGenius	Scrum	GitHub – Requesting Pull Request preview within the channel for richer conversations Zoho Sprints – Adding task board to track work ScrumGenius – Leveraging automated status meeting with questions asked by the bot, utilizing powerful reporting and analytics through Scrum dashboard.
Confluence Cloud	Roadmap Status Review	Using the message extension feature for starting a conversation.
GitHub, YellowAnt	Code Review	GitHub - Using the bot for creating, assigning and commenting on tasks. YellowAnt – Utilizing message extension feature for pulling in a new Jira issue.
Bitbucket, Jira Cloud	Raising a Pull Request	Bitbucket – Using to raise a Pull Request. Jira Cloud – Adding the task within a conversation for assigning it to a team member.



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Apps Used for DevOps	Scenario	Features
GitHub, Jenkins	Build Deployment	GitHub – Integrating as a tab for viewing issues and improvements within Microsoft Teams. Jenkins – Adding Jenkins as a connector to a channel for pulling in notifications.
GitHub, Jira Cloud	Bug Management	GitHub – Using for pushing a code for review. Jira Cloud – Using the message extension for receiving information on changes done to a work item on Jira.
Jira Cloud	Reducing Turnaround Time for the Testing Cycle	Jira Cloud– Adding the task within a conversation for assigning it to a team member.
Bitbucket	Monitor and Approve Release Deployments	Integrating Bitbucket to Microsoft Teams to stay on top of repository activity
Asana, Jira Cloud	Reporting a Release Blocker	Asana – Utilizing task assignment with updating due dates for completion. Jira Cloud – Using Jira Cloud message extension to create a channel conversation on a high priority work item.



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Apps Used for DevOps	Scenario	Features
Site24x7 Bitbucket	Probing the Software for Possible Bugs	Site24x7 – Integrating the Site24x7 bot to Microsoft Teams for receiving alerts on app performance and usage. Bitbucket – Adding Bitbucket for leveraging distributed version control system.
xMatters Zenduty Trello GitHub	Live Site Incident Triage and Management	GitHub – Adding GitHub to enable access to all source codes in the repository. xMatters – Adding xMatters to a meeting to discuss an incident. Zenduty – Integrating Zenduty for incident management and receive critical alerts. Trello – Creating, managing, assigning and tracking tasks with Trello.
PagerDuty Power Automate	Root Cause Analysis	Power Automate - Integrating Power Automate within Microsoft Teams to create new flows and manage existing ones. PagerDuty – Adding PagerDuty to track and manage incidents.



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Apps Used for DevOps	Scenario	Features
Trello, Site 24x7	Creating a Report and Discussing Findings	Trello – Integrating Trello to create, assign and manage tasks without switching applications. Site 24x7 – Utilizing the instant notification feature to receive alerts on website performance.
Jira Cloud, Confluence Cloud	Spec Review	Jira Cloud - Leveraging the messaging feature for inserting content from the app directly into messages. Confluence Cloud – Sharing spec details within a channel
Jira Cloud, Confluence Cloud	New Feature Announcement	Jira Cloud - Tracking work items with an integrated tab within a channel for managing issues without changing platforms. Confluence Cloud – Sharing app suggestions within a channel tab

Plan an App and Website in Teams

In this playbook, you will see how Contoso team works on a software development project using Microsoft Teams. Contoso is expected to upgrade the food delivery website and create a mobile application for their client Fabrikam. The team uses integration of essential apps throughout the whole project lifecycle.

DevOps Superpowers in Teams

Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

Apps that enable an immersive experience in Teams

Word, PowerPoint, OneNote, YellowAnt, Asana, Wrike

GitHub, Jira Cloud, Lucidchart, Bitbucket, Site24x7, xMatters

Confluence Cloud, Zoho Projects, MURAL, Jenkins, Tasks by Planner and To Do, ScrumGenius

Meet the Business Decision Makers

Plan



Project Manager

"Being a Project Manager is like being an artist; you have different colored process streams combining into a work of art."

- Monitor the progress of work and assign task to employees
- Ensure on time delivery of the project
- Ensure minimum or zero bugs in the final document
- Escalate any risk or delays that can impact the project



Developer

"Developing is a skill best acquired by practice and example, rather than by books."

- Prepare and coordinate intranet web updates and intranet website changes
- Develop quality assurance procedures
- Work closely with other developers, UX designers, business and systems analysts



Market Analyst

"A skilled Market Analyst draws out needs that are not yet known."

- Forecast and monitor sales trends
- Gather consumer and competitor data
- Prepare reports for management
- Utilize statistical software for data analysis

Meet the Business Decision Makers

Plan



Product Manager

"Your most unhappy customers are your greatest source of learning."

- Define the product vision, strategy and roadmap
- Work closely with engineering, sales, marketing, and support to ensure business case and customer satisfaction goals are met
- Ensure quality product delivery using technical product knowledge or specific domain expertise



Software Architect

"A phased approach to continuous delivery is not only preferable, it's infinitely more manageable."

- Provide the company with design ideas and schematics with implementation plan
- Meet with the software developers to discuss the system software needs
- Establish continuous build environments to speed up software development



Team Announcement and Initial Project Discussions

Project Manager

Scenario Walkthrough

Contoso has bagged a new project for upgrading and maintaining a food delivery website and creating a mobile application for their client Fabrikam. The Project Manager shares the news and announces who will be working on this ambitious project alongside her. She also discusses the project approach, shares the expectations of the client, and provides a detailed scope of the project. See how the Project Manager uses Microsoft Teams for introducing the project, announcing the team members and their roles.

- Announces the association with the client for the project in the General channel.
- Shares a presentation to announce team members and their roles and responsibilities.
- Refers to the wireframe in the Freehand by InVision board.
- Creates a task board using Tasks by Planner and To Do and assigns tasks for starting the process of development.

How did Microsoft Teams help the Project Manager execute her roles and responsibilities?

- Spread announcements quickly and drive greater engagement from employees using Company Communicator.
- Collaborate to create, organize, and discuss work with your team with Confluence Cloud.
- Collaborate, ideate, and draft solutions with team members in real-time by using an array of applications hosted in the Teams store, e.g. Freehand by InVision.

Which app integrations on Teams made it possible?

Company Communicator

Confluence Cloud

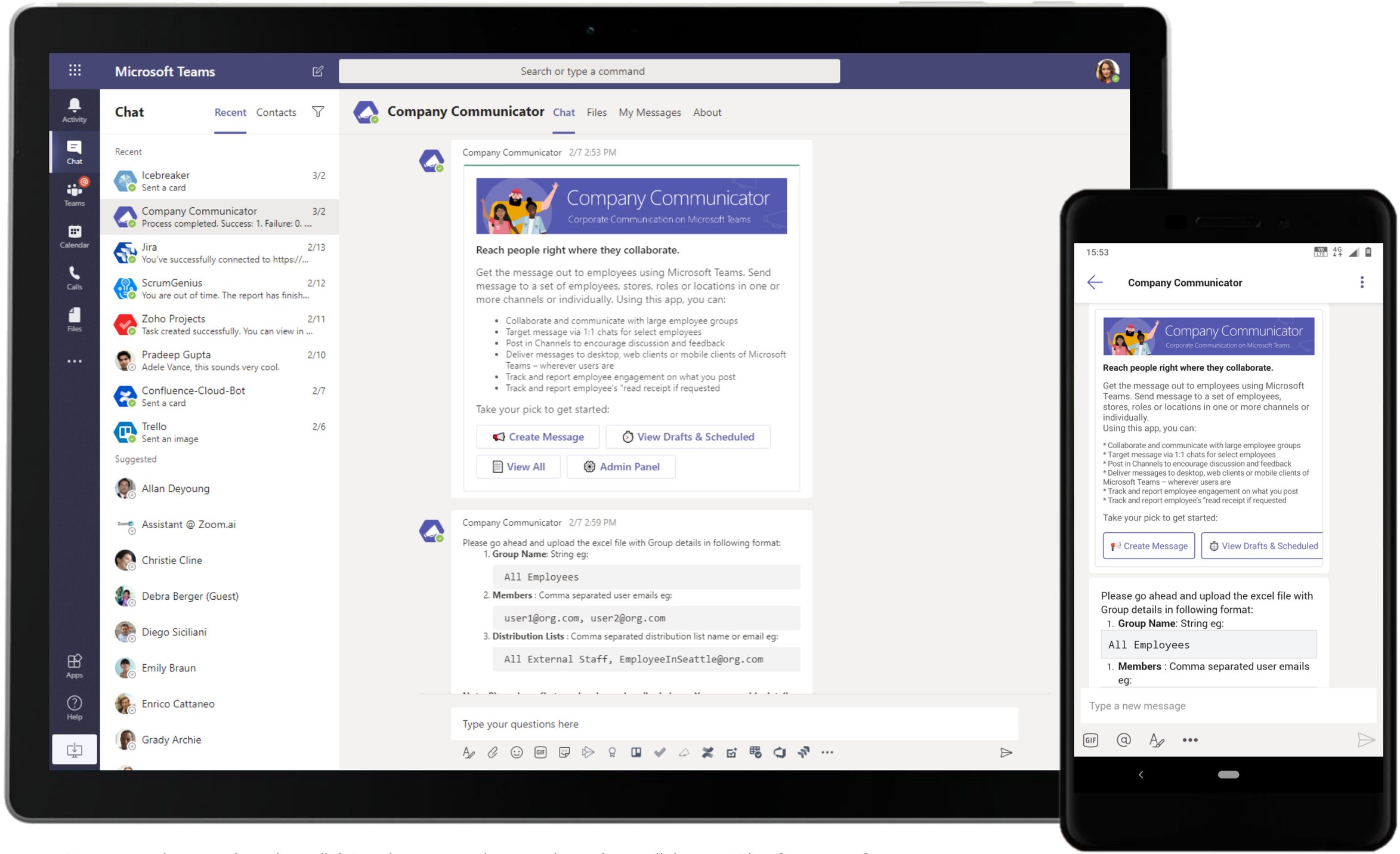
Freehand By InVision

OneNote

Tasks by Planner and To Do

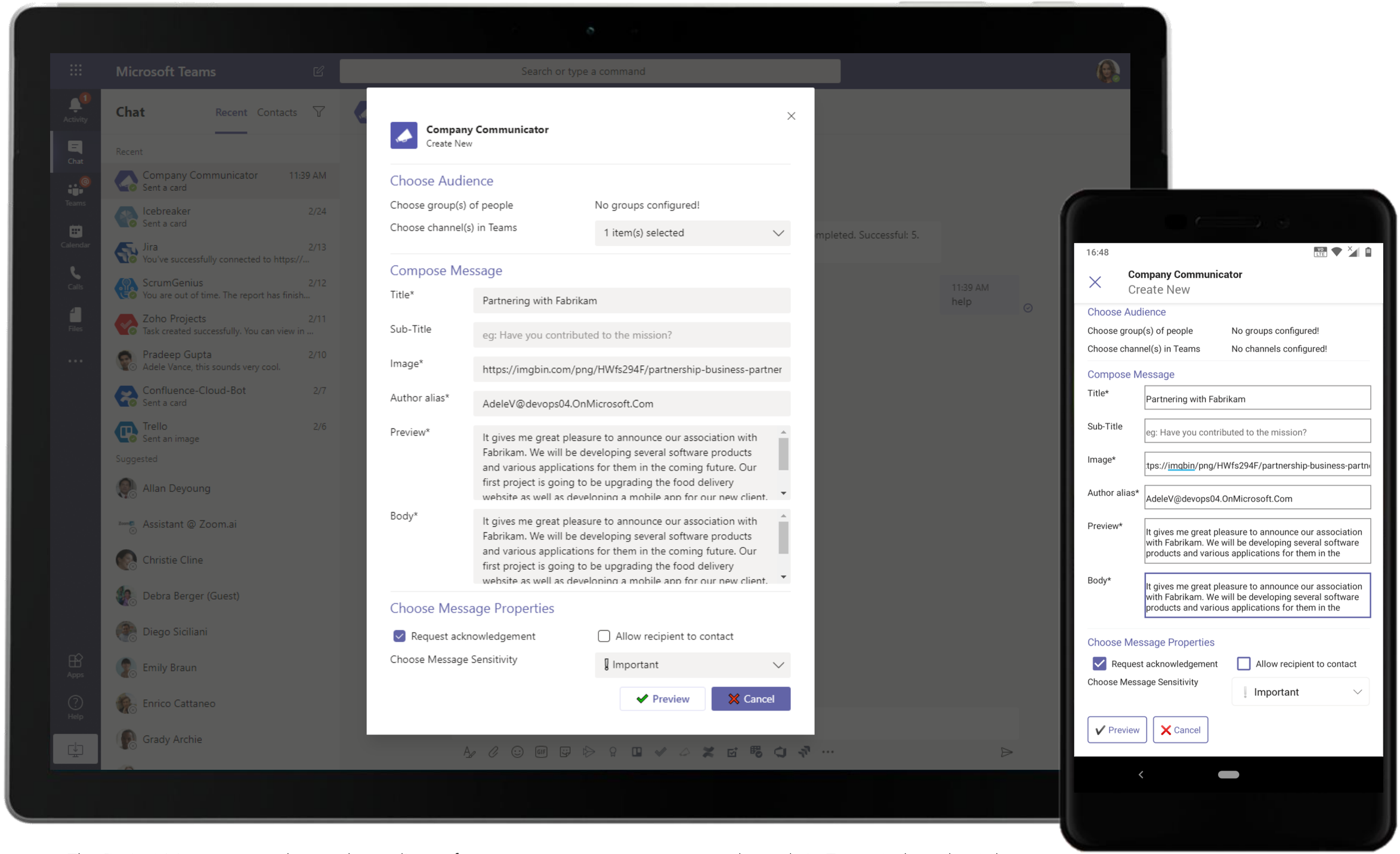
PowerPoint

Microsoft



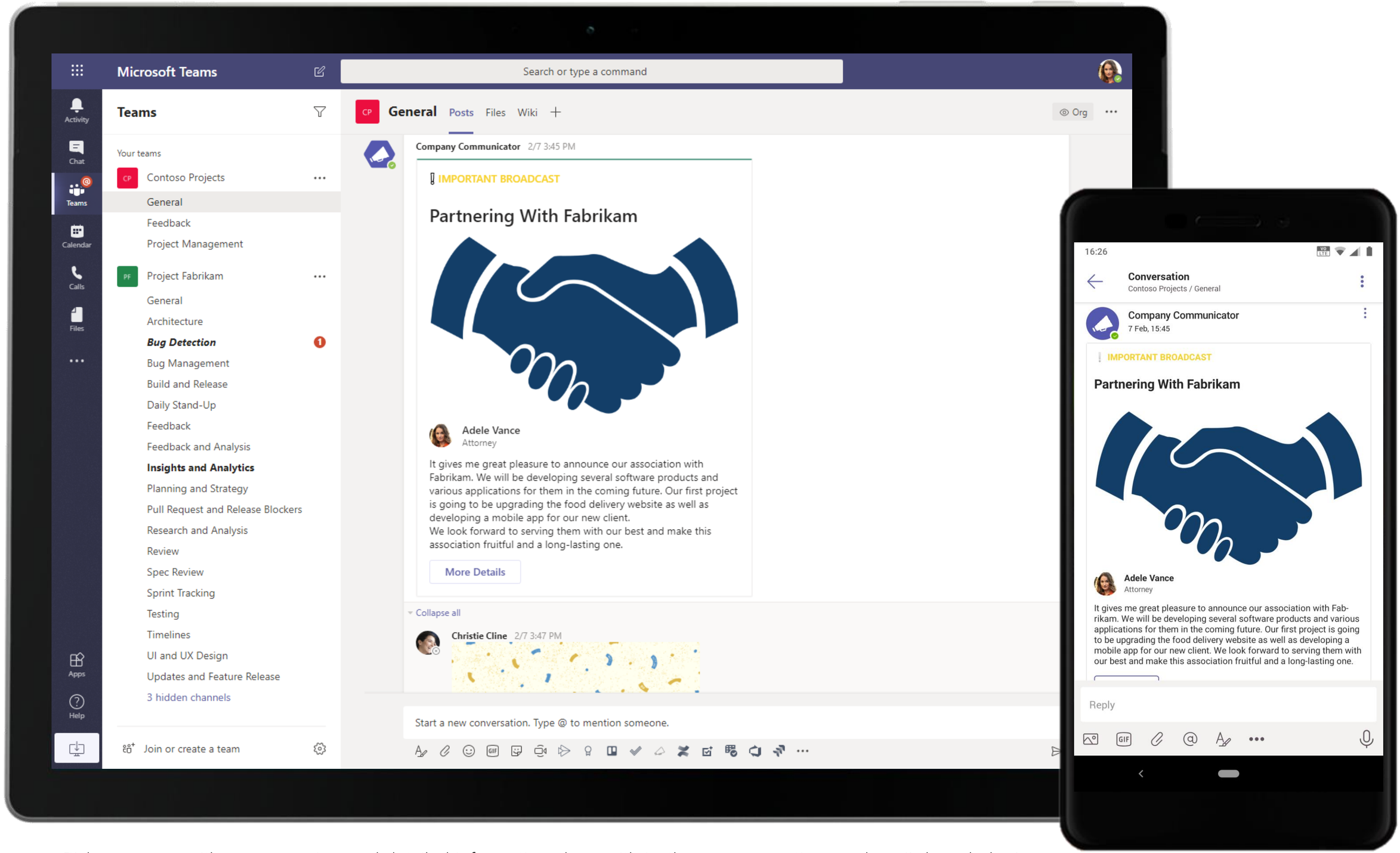
Have something to share broadly? Reach your employees where they collaborate! The Company Communicator app arms your Microsoft Teams environment with corporate communication and group broadcast capabilities.

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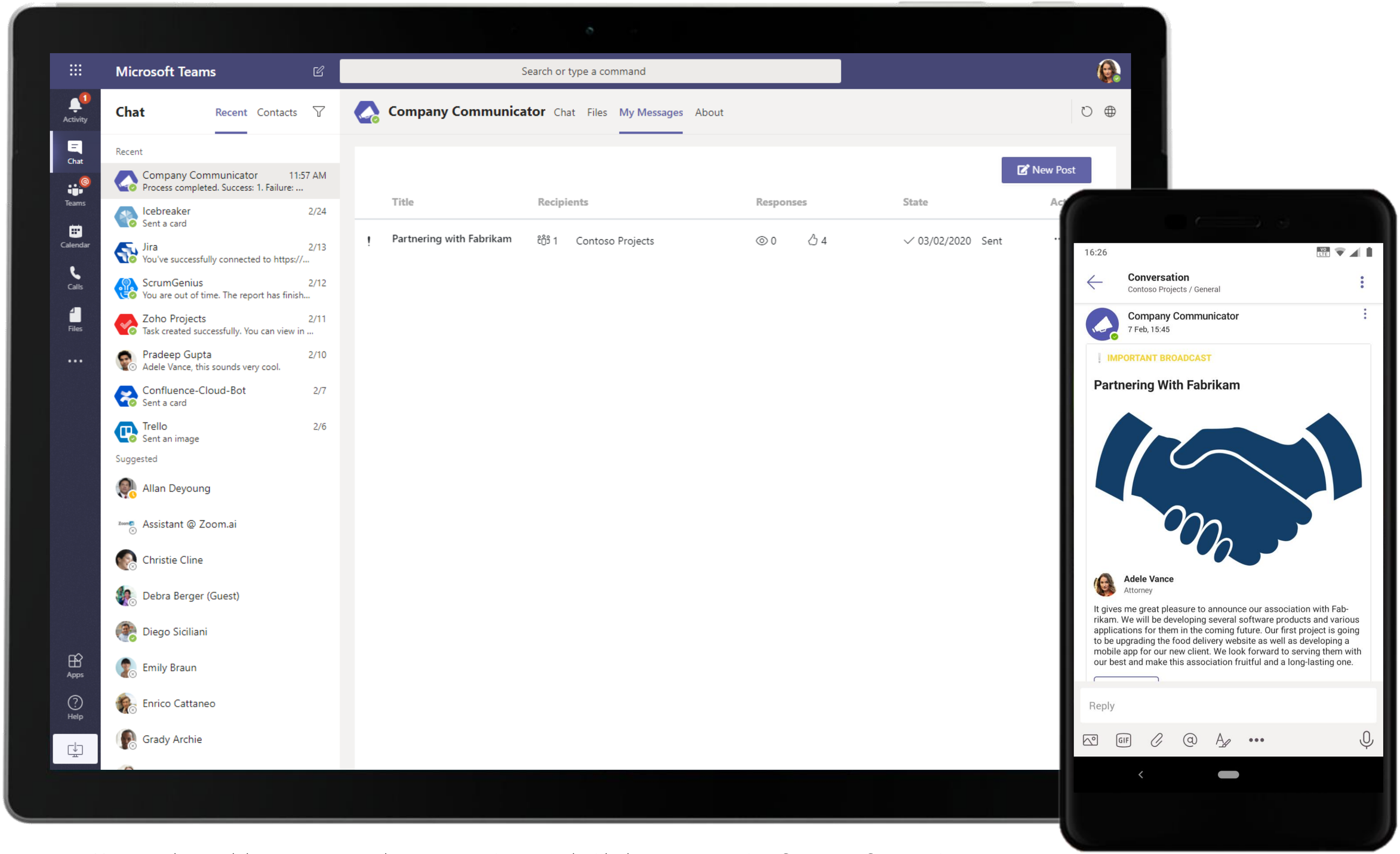
The Project Manager can choose the audience from one or more user groups or channels in Teams to broadcast the message using the app. Messages will be delivered as 1:1 chats or channel conversations.

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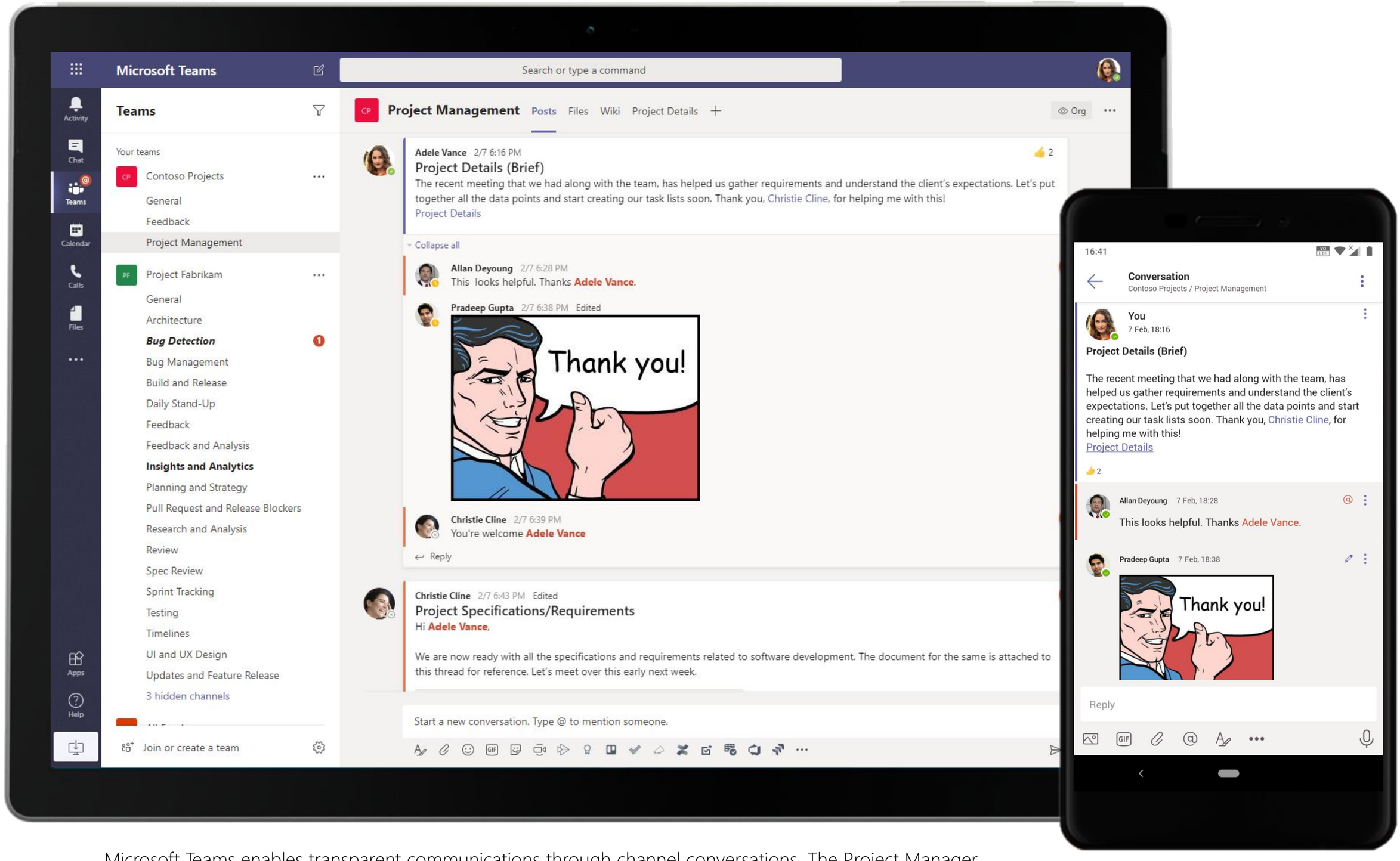
Rich messages with summary view and detailed information along with in-the-moment actions such as 'Acknowledge' is sent out to the teams and their responses can be tracked over Teams.

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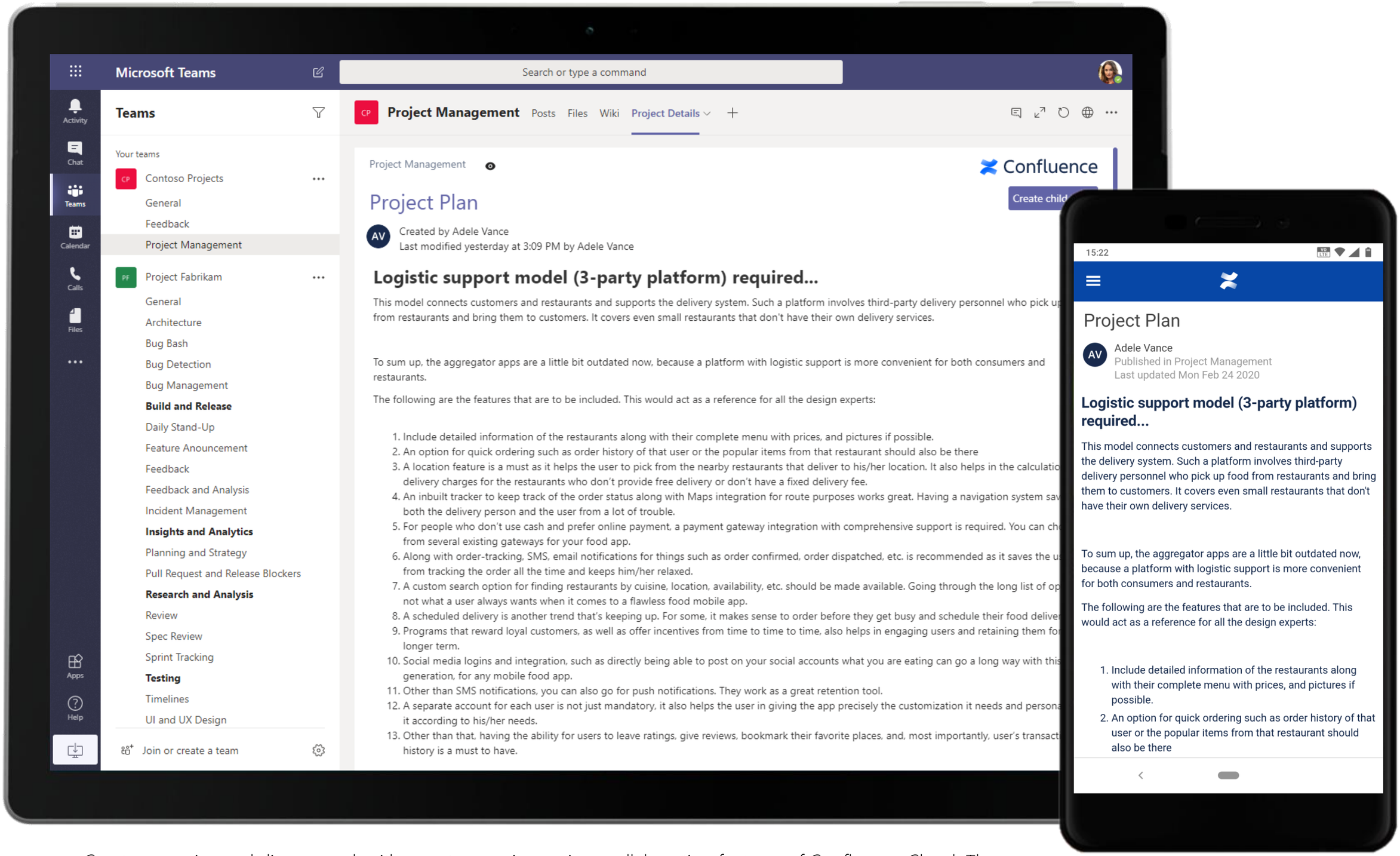
You can also track how many users have seen or interacted with the message using Company Communicator.

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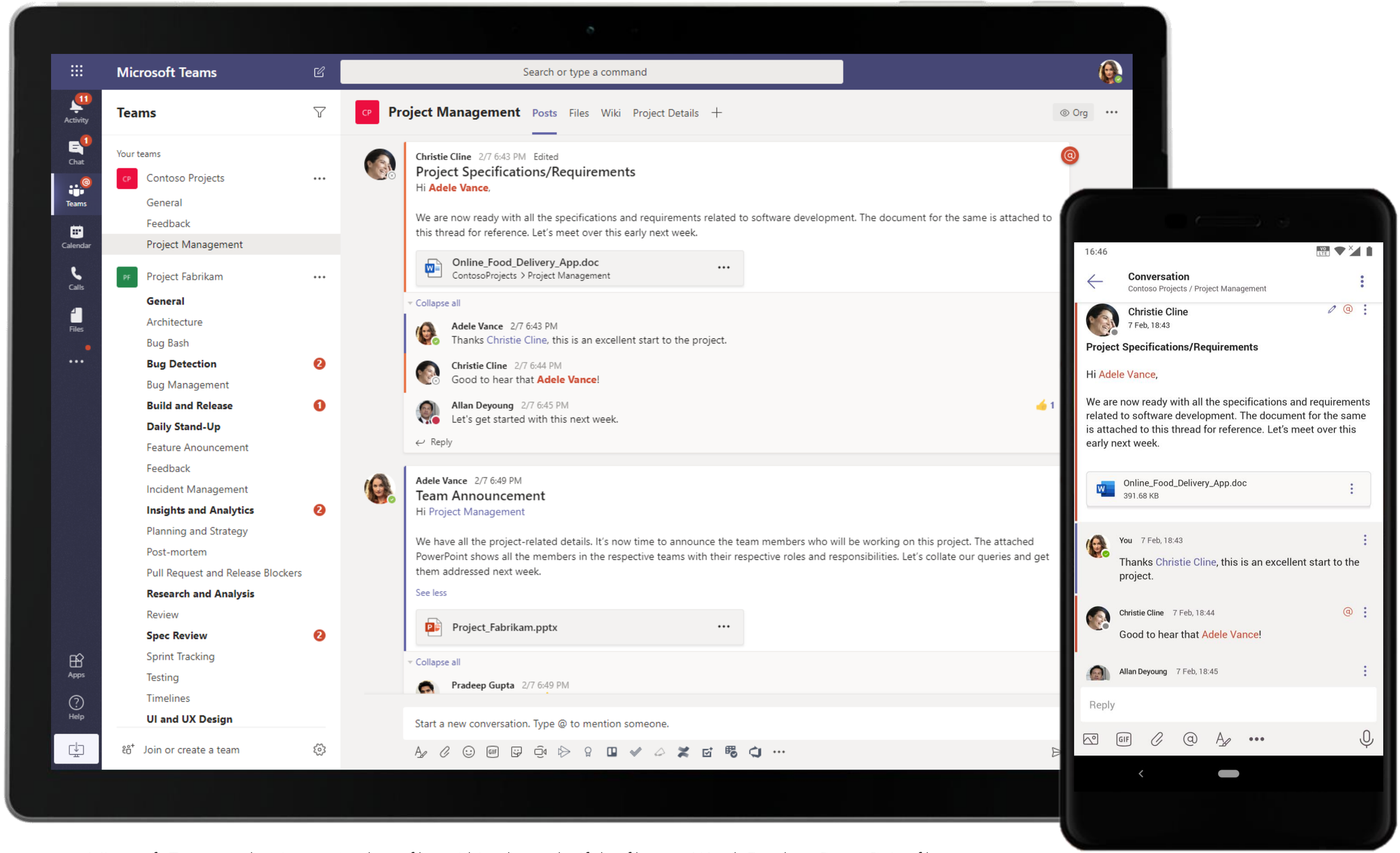
Microsoft Teams enables transparent communications through channel conversations. The Project Manager communicates in open-channel conversations and provides project details.

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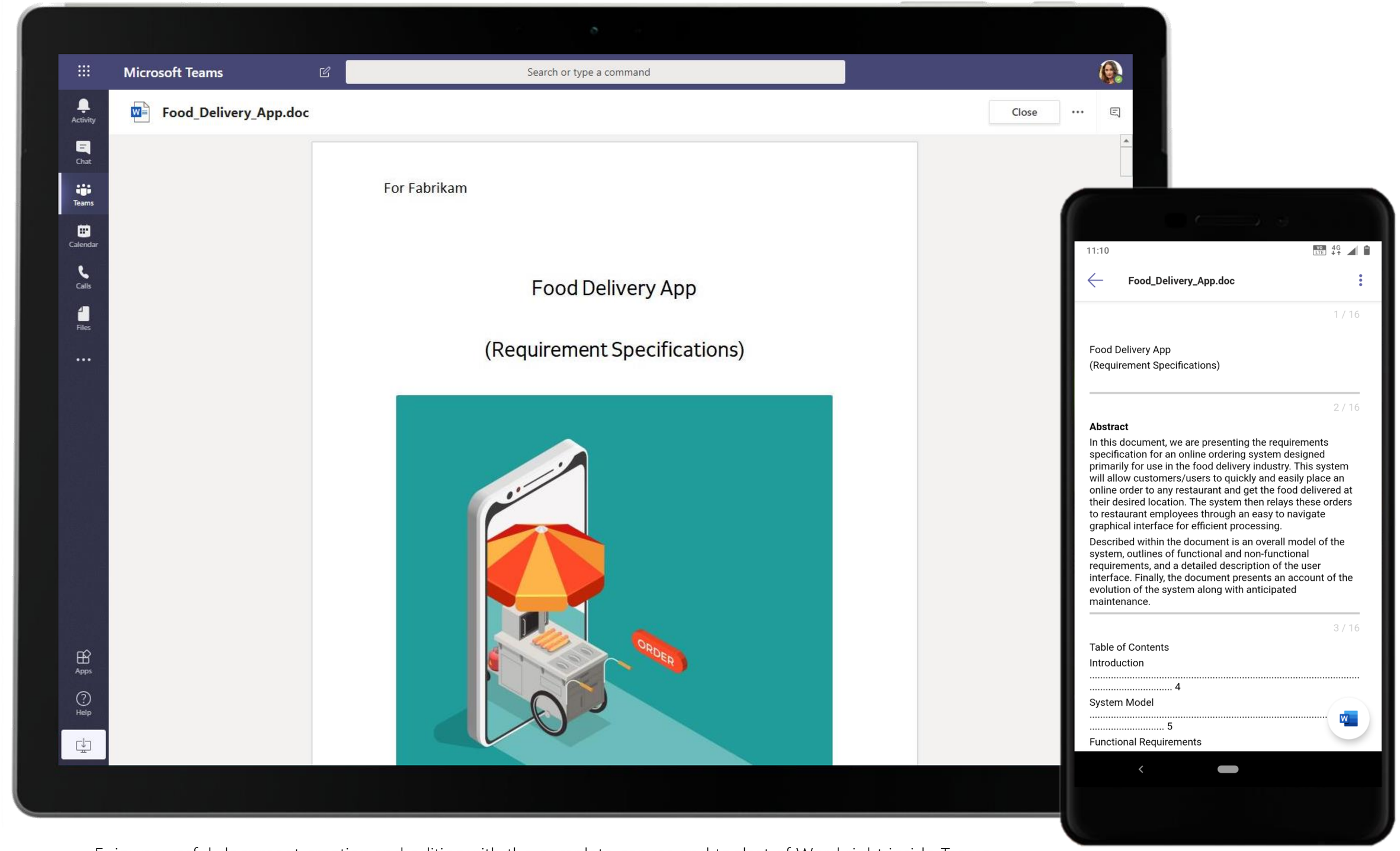
Create, organize and discuss work with your team using various collaboration features of Confluence Cloud. The Project Manager shares the project plan with the team.

Microsoft



Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate right within Teams, thanks to deeply integrated Office 365 services.

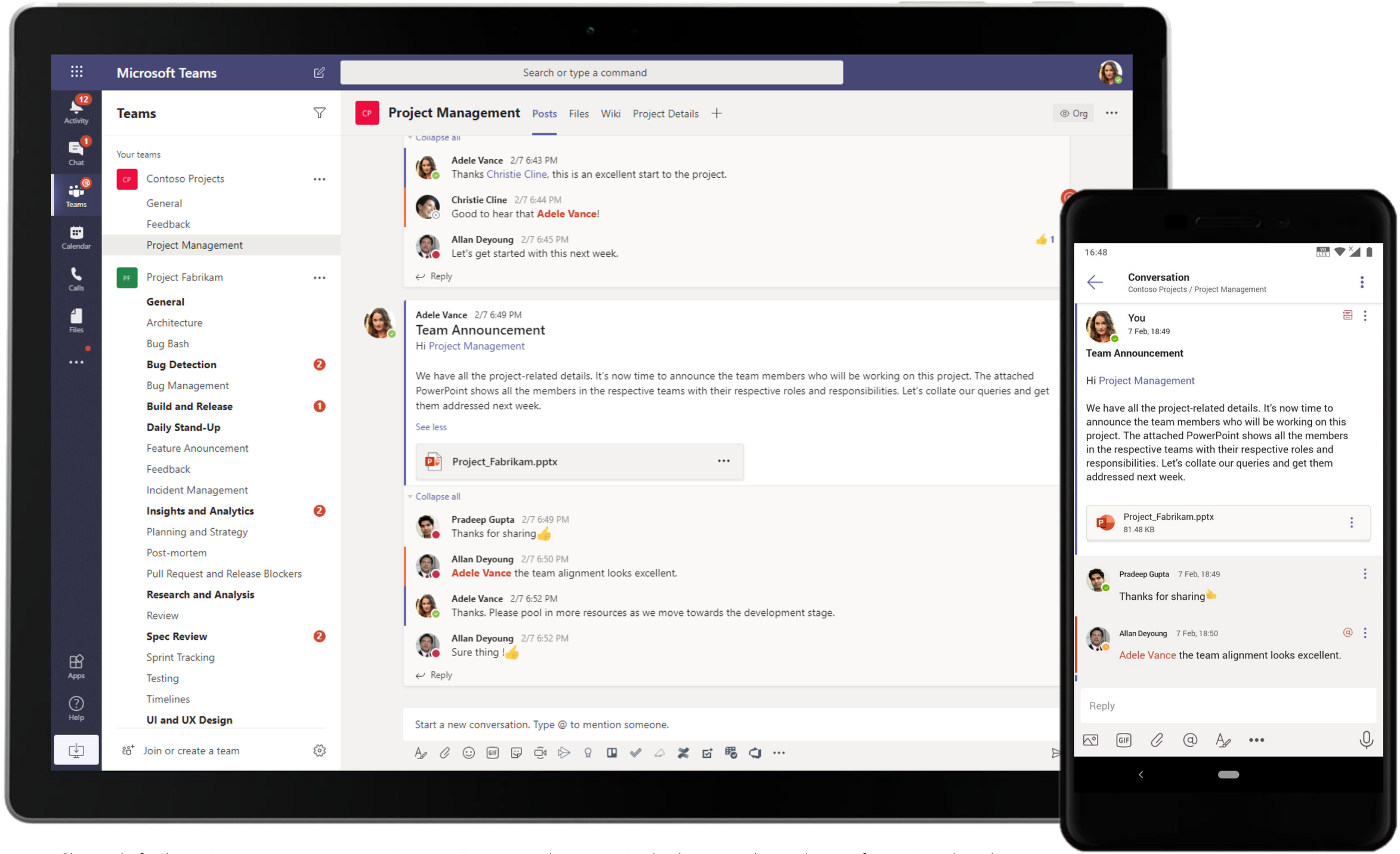
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Enjoy powerful document creation and editing with the complete canvas and toolset of Word right inside Teams. Collaborate on documents easily and store them in Files tab for each channel.

Plan – Team Announcement and Initial Project Discussions

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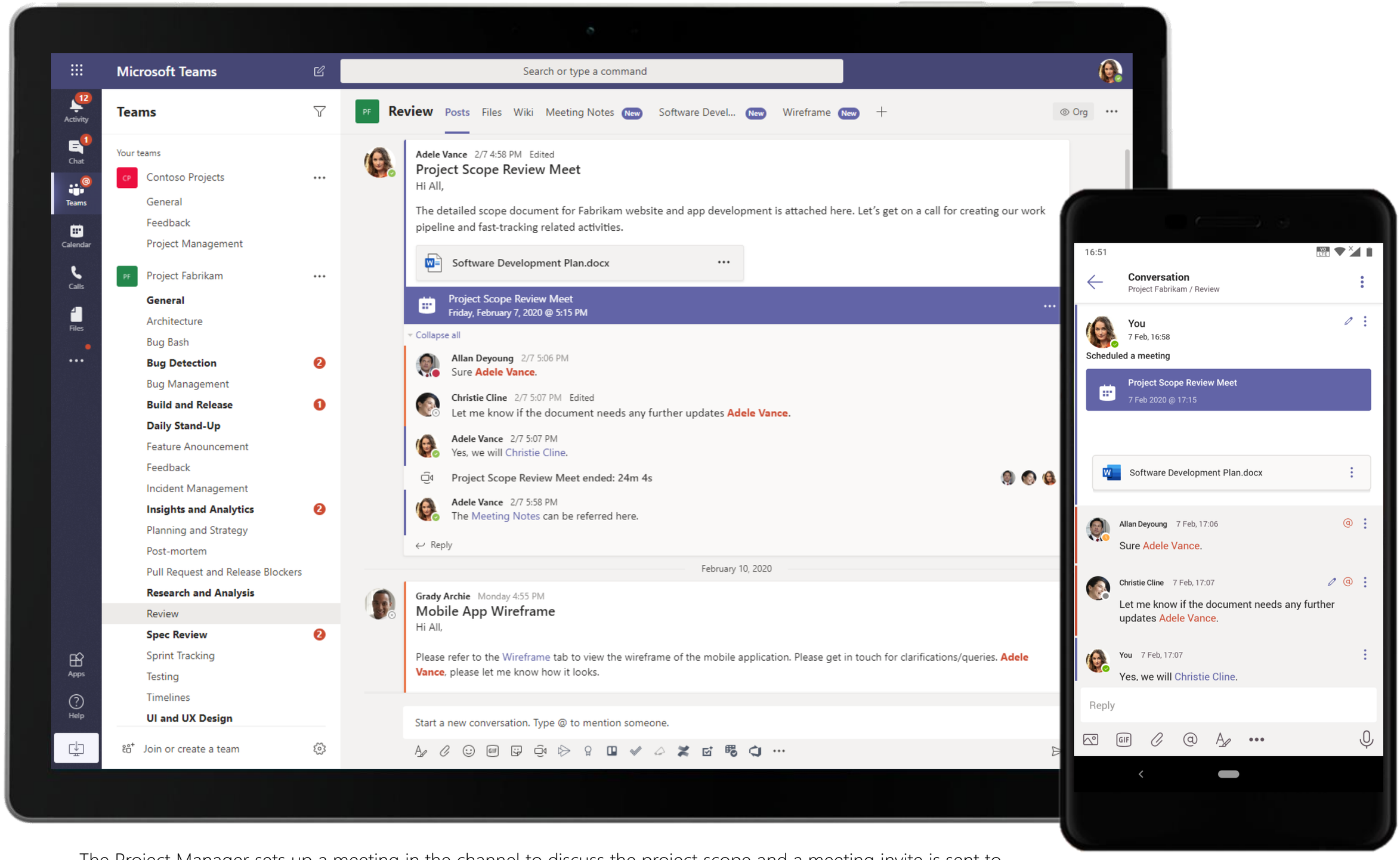
Channels facilitate instant group communication. Team members stay in the know and can share information directly in the conversation thread to accelerate decision making. The Project Manager announces the team and shares the roles and responsibilities.

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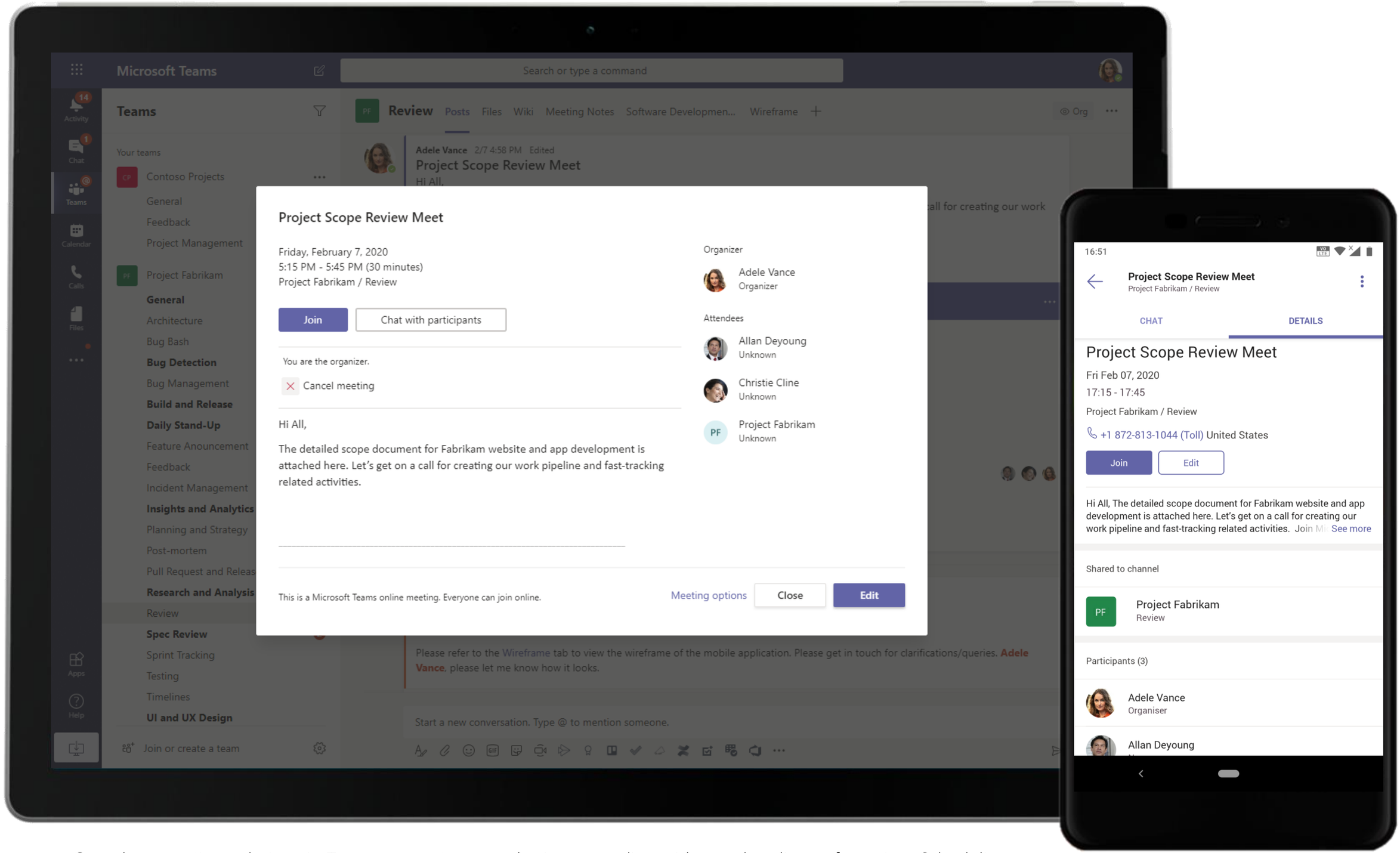
Create, edit and share PowerPoint presentations using integrated Office 365 services. The Project Manager shares roles and responsibilities using PowerPoint.

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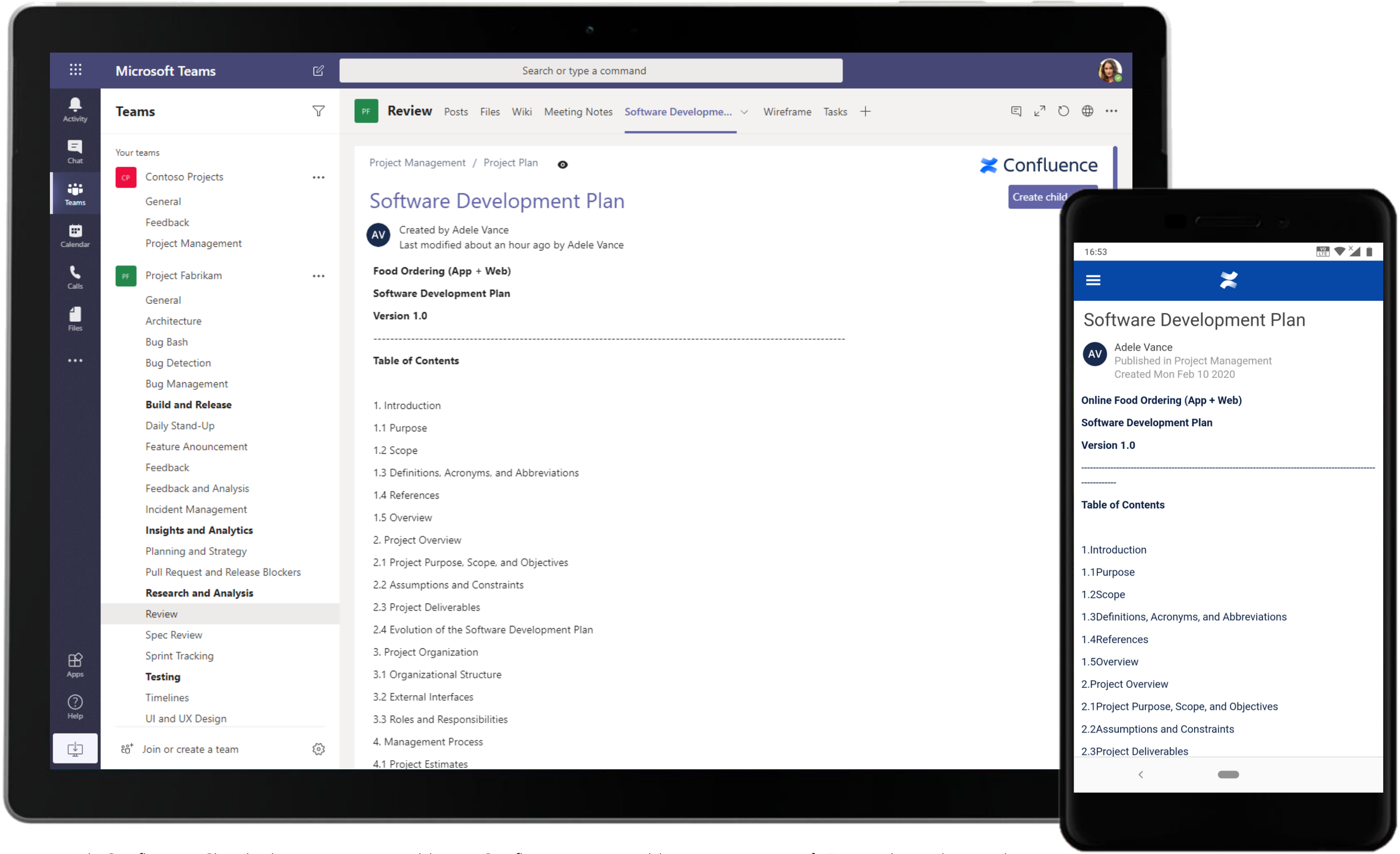
The Project Manager sets up a meeting in the channel to discuss the project scope and a meeting invite is sent to relevant team members and decision makers.

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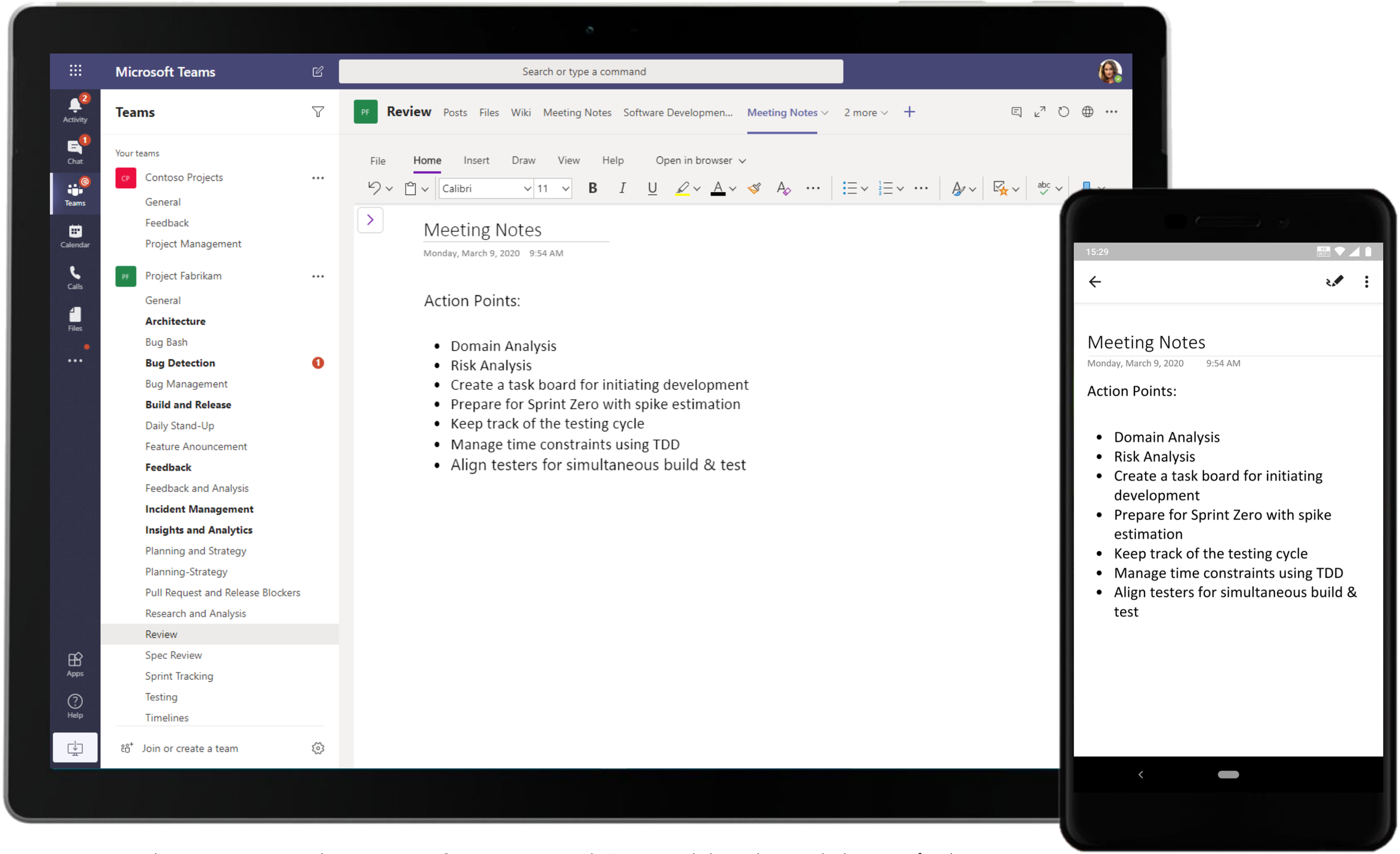
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.

Microsoft



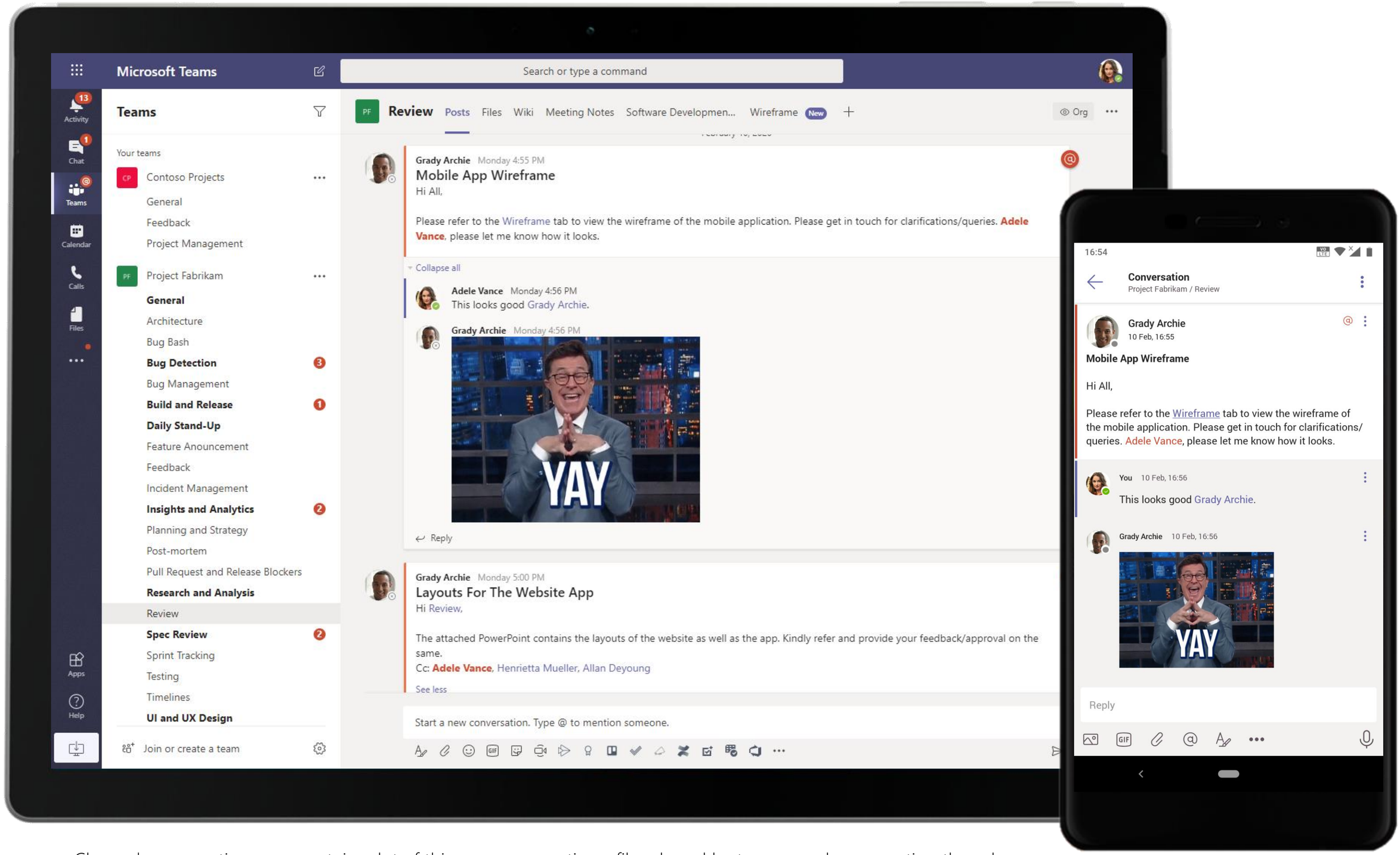
With Confluence Cloud tab, you can now add your Confluence page or blogpost in Microsoft Teams channel as a tab, so that your team could easily navigate, discuss or simply use it as a cheat sheet.

Microsoft



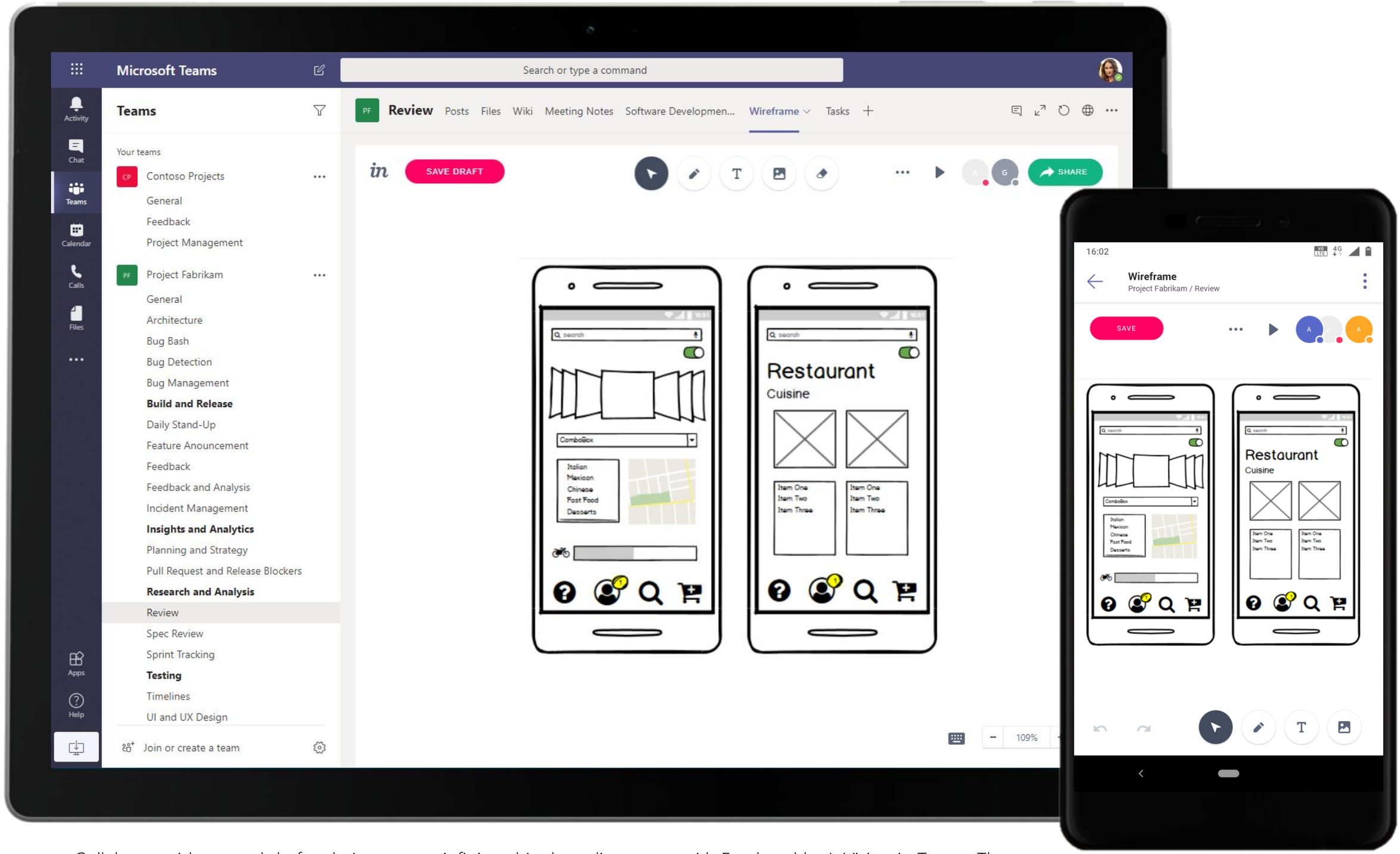
Record meeting notes or observations in OneNote app inside Teams and share them with the team for their consumption.

Microsoft



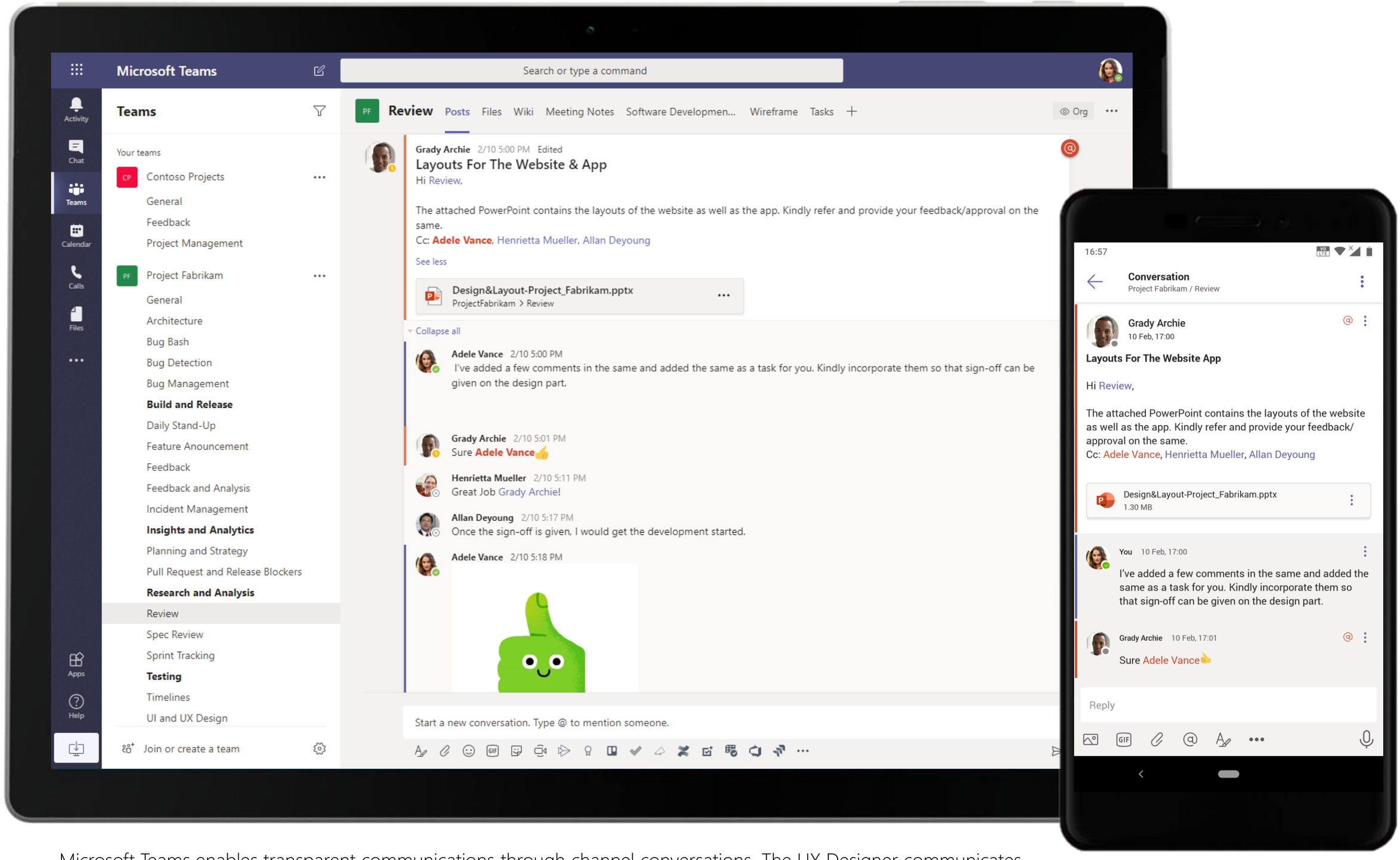
Channel conversations can contain a lot of things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.

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Collaborate, ideate and draft solutions on an infinite white boarding space with Freehand by InVision in Teams. The app wireframe is created using Freehand by InVision.

Microsoft

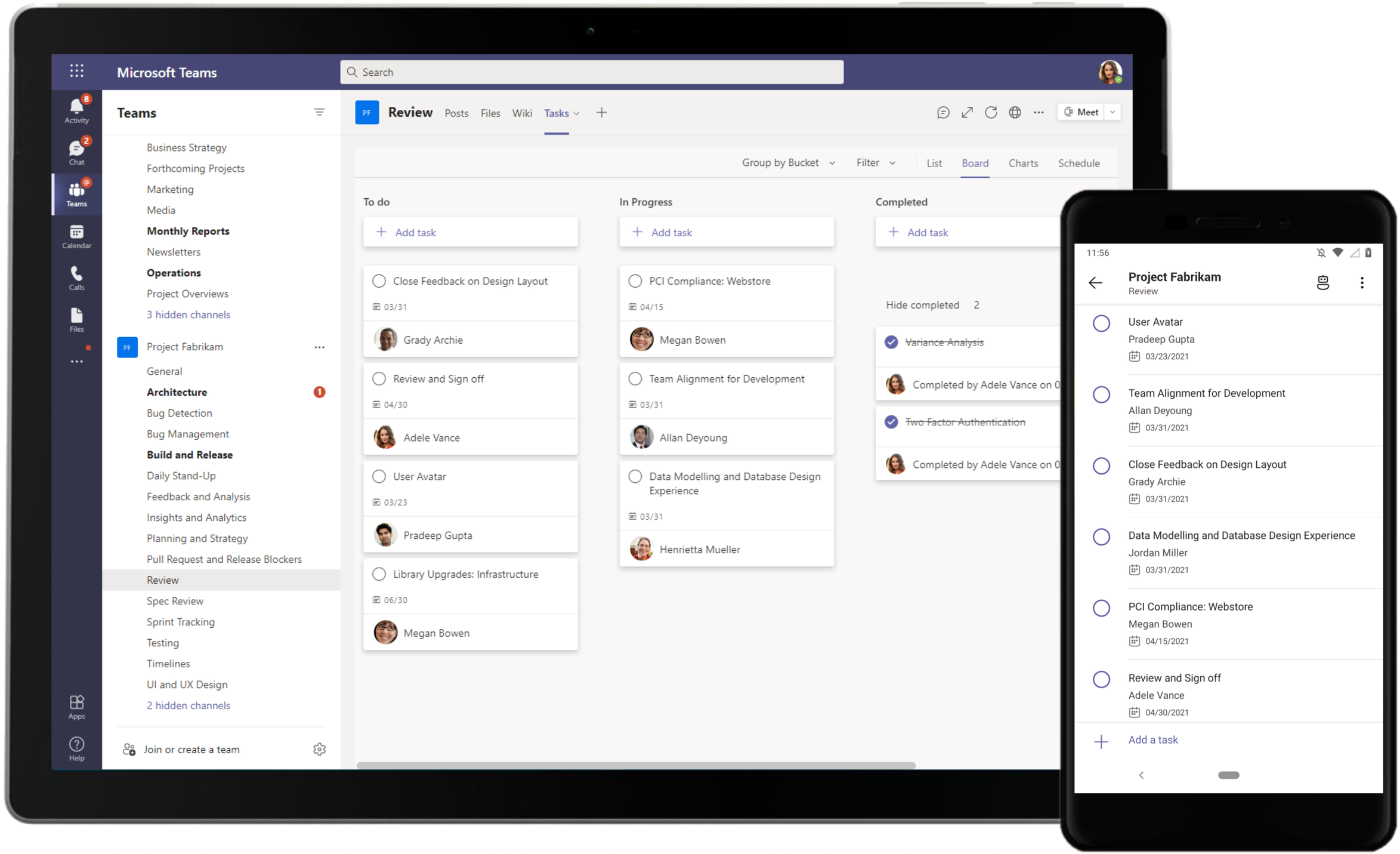


Microsoft Teams enables transparent communications through channel conversations. The UX Designer communicates in open-channel conversations and keeps team members up-to-date.

Microsoft

Microsoft Teams makes it easy to share files within channels. If the files are Word, Excel, or PowerPoint files, your colleagues can even view, edit and collaborate right within Teams, thanks to deeply integrated Office 365 services.

Plan – Team Announcement and Initial Project Discussions



Speedy plan mobilization using task assignment and delegation is done best using Tasks by Planner and To Do. Tasks by Planner and To Do in Teams also allows the Project Manager to track tasks, see assignments, status and manage workflows without leaving the application.



New Hire Onboarding

Developer

Scenario Walkthrough

Contoso is an equal opportunity employer committed to creating a diverse workplace. After announcing the project, Contoso's software development division has decided to add another Developer to its existing strength. Here is how the Developer is brought up-to-speed with the work and culture of the team at Contoso using effective communication tools and applications within the Microsoft Teams ecosystem.

- Receives a message from the Project Manager, welcoming him to the team via channel communications.
- Responds to the Project Manager and receives important onboarding and training documents via 1:1 chat.
- Views the onboarding presentation to understand the structure and process of the team using PowerPoint for Microsoft Teams.
- Understands his roles as a Developer and views the daily To-Do list via a share OneNote tab.
- Receives a notification regarding a meet-up with another team member via the Icebreaker bot.

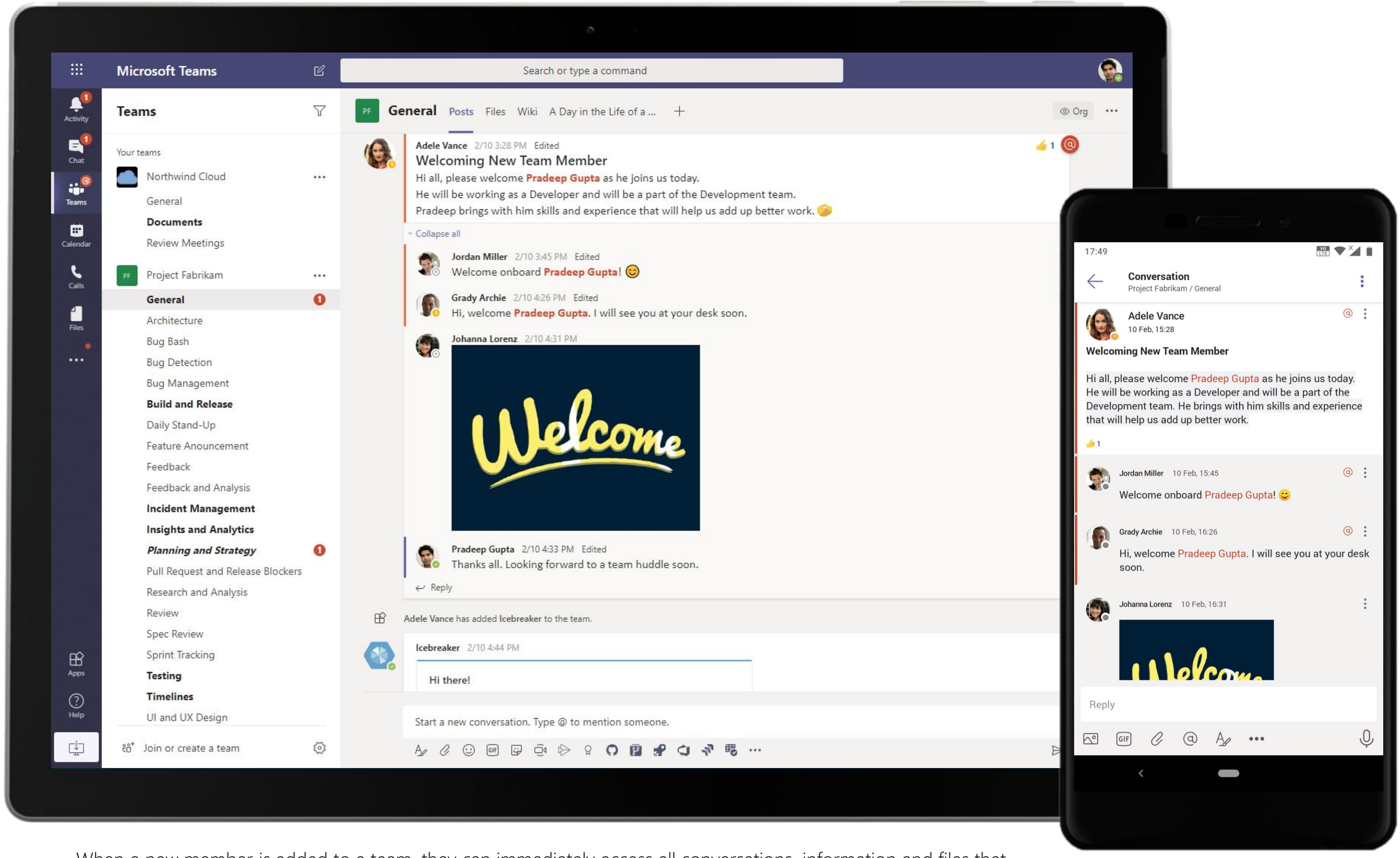
How did Microsoft Teams help the Developer to execute his roles and responsibilities?

- Native channel conversation to communicate better with the team.
- 1:1 chat accommodates offline conversations and foster document collaboration.
- Icebreaker helps the coworkers break barriers and know each other better. It automatically checks the calendar of the concerned team member and notes the time of their availability.
- PowerPoint helps make powerful and engaging presentations.

Which app integrations on Teams made it possible?

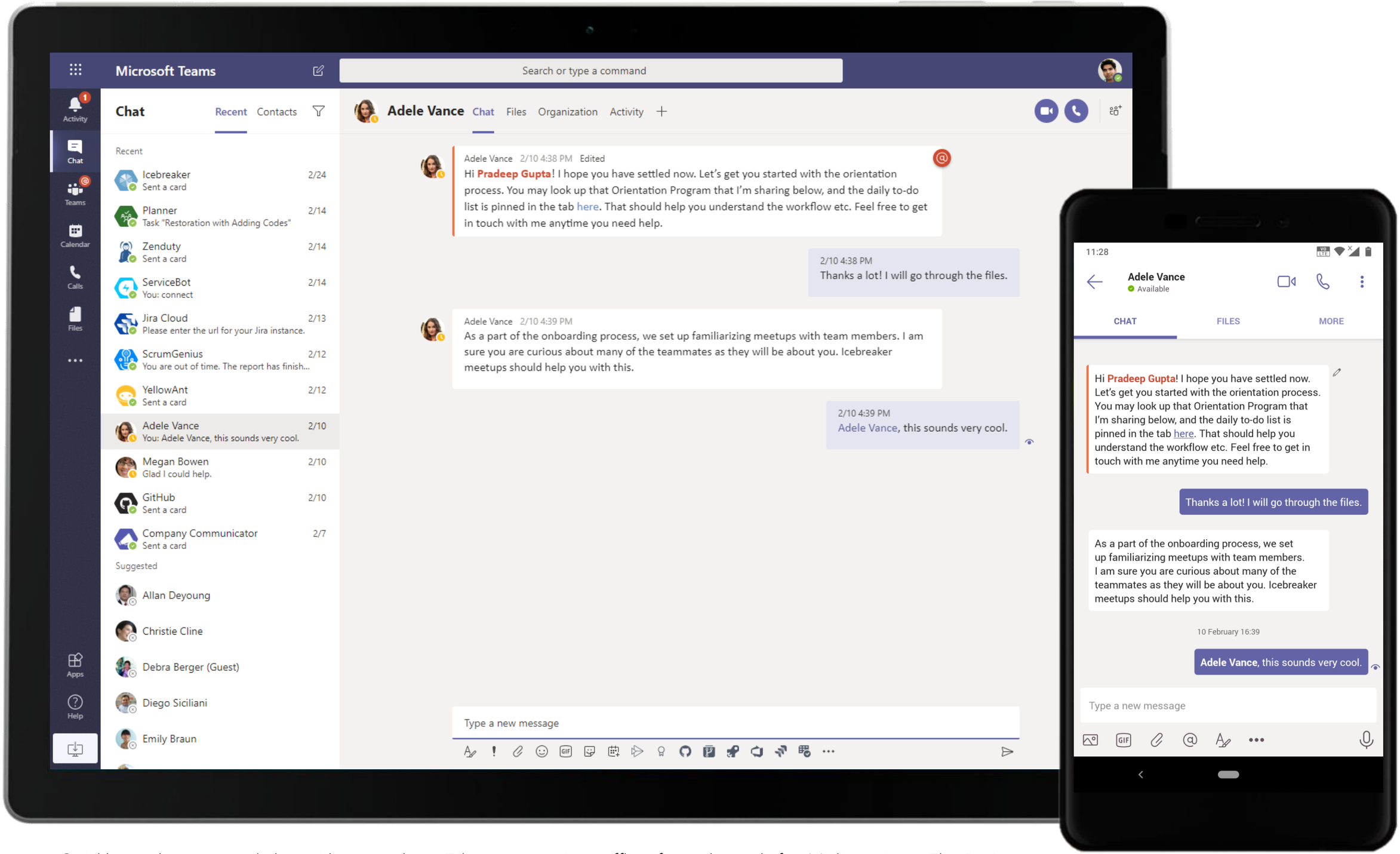
Icebreaker OneNote PowerPoint

Microsoft



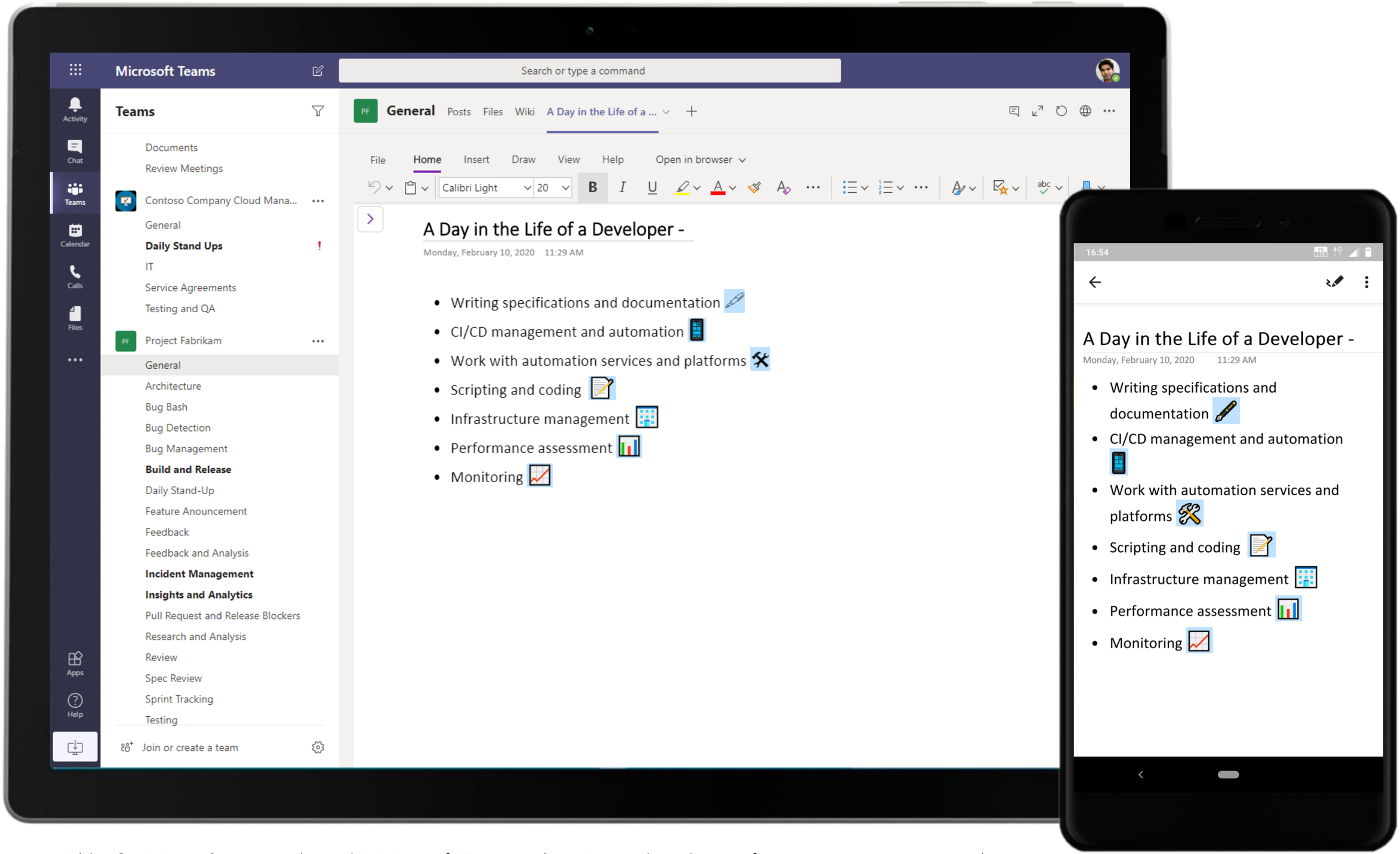
When a new member is added to a team, they can immediately access all conversations, information and files that have been shared in the team.

Microsoft



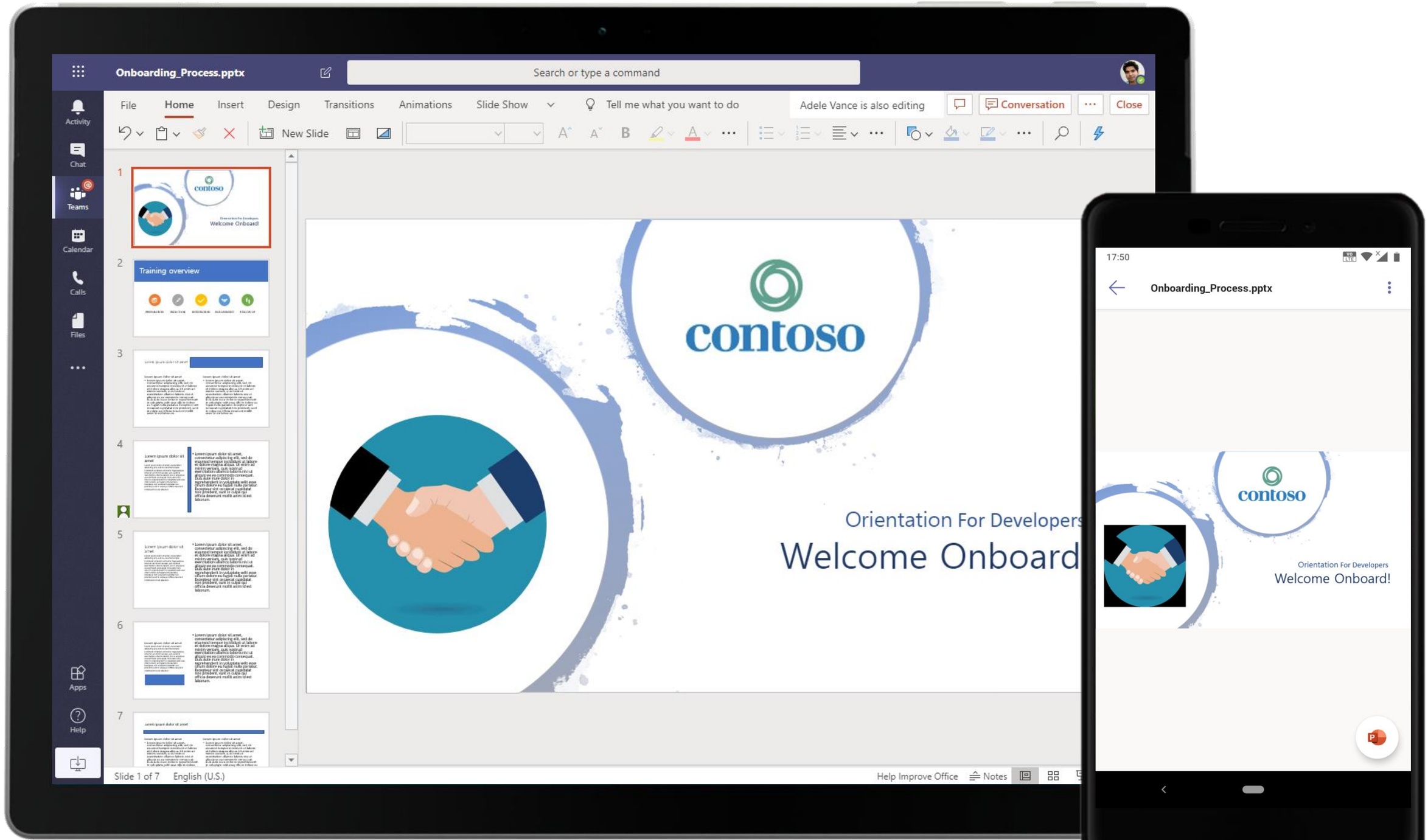
Quickly reach out to and chat with co-workers. Take conversations offline from channels for 1:1 discussions. The Project Manager reaches out to the Developer on 1:1 chat to inform him about the orientation program.

Microsoft



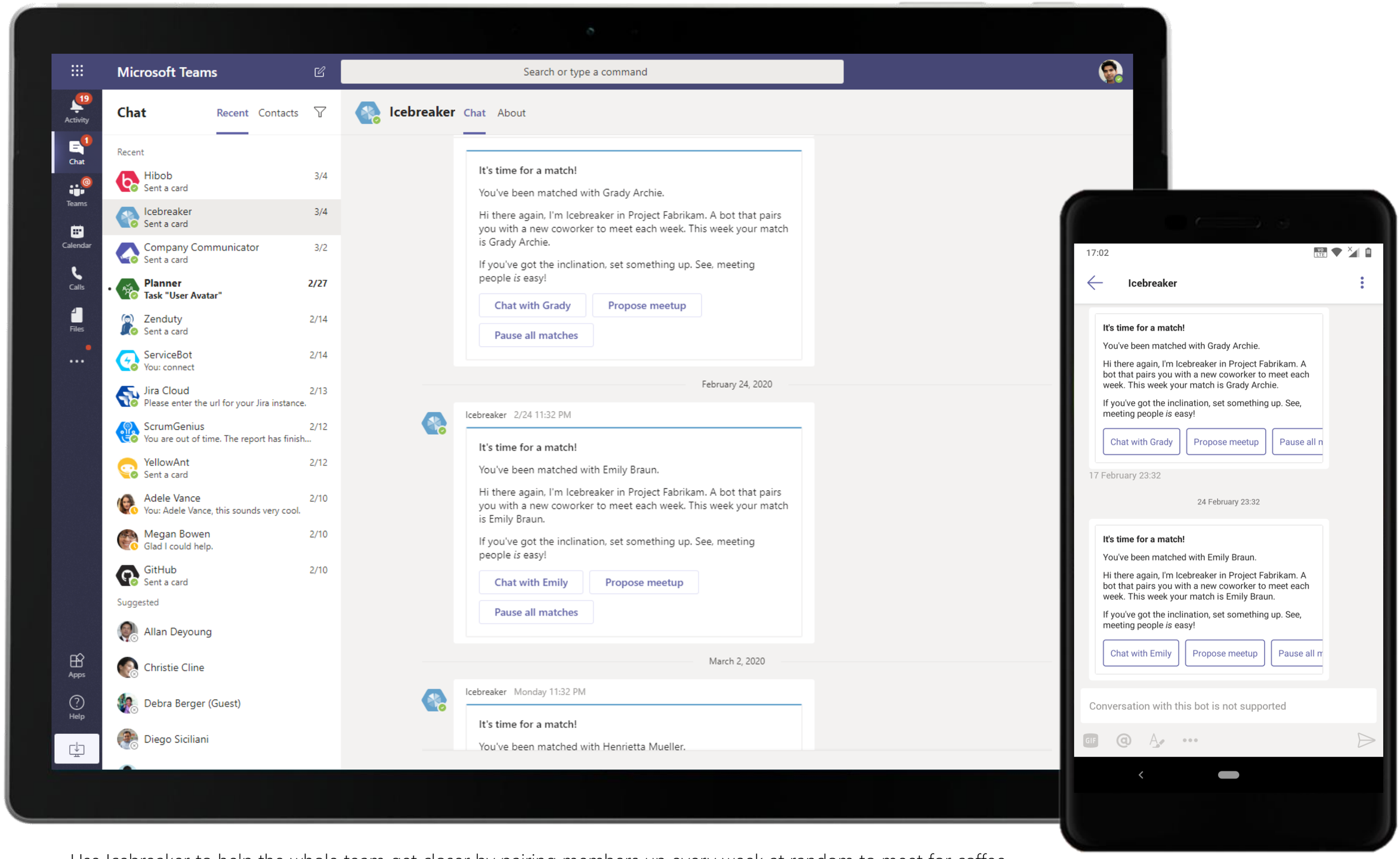
Add a OneNote tab to your channel in Microsoft Teams and use it as a shared space for notes among team members. The Developer views his routine in the OneNote tab.

Microsoft



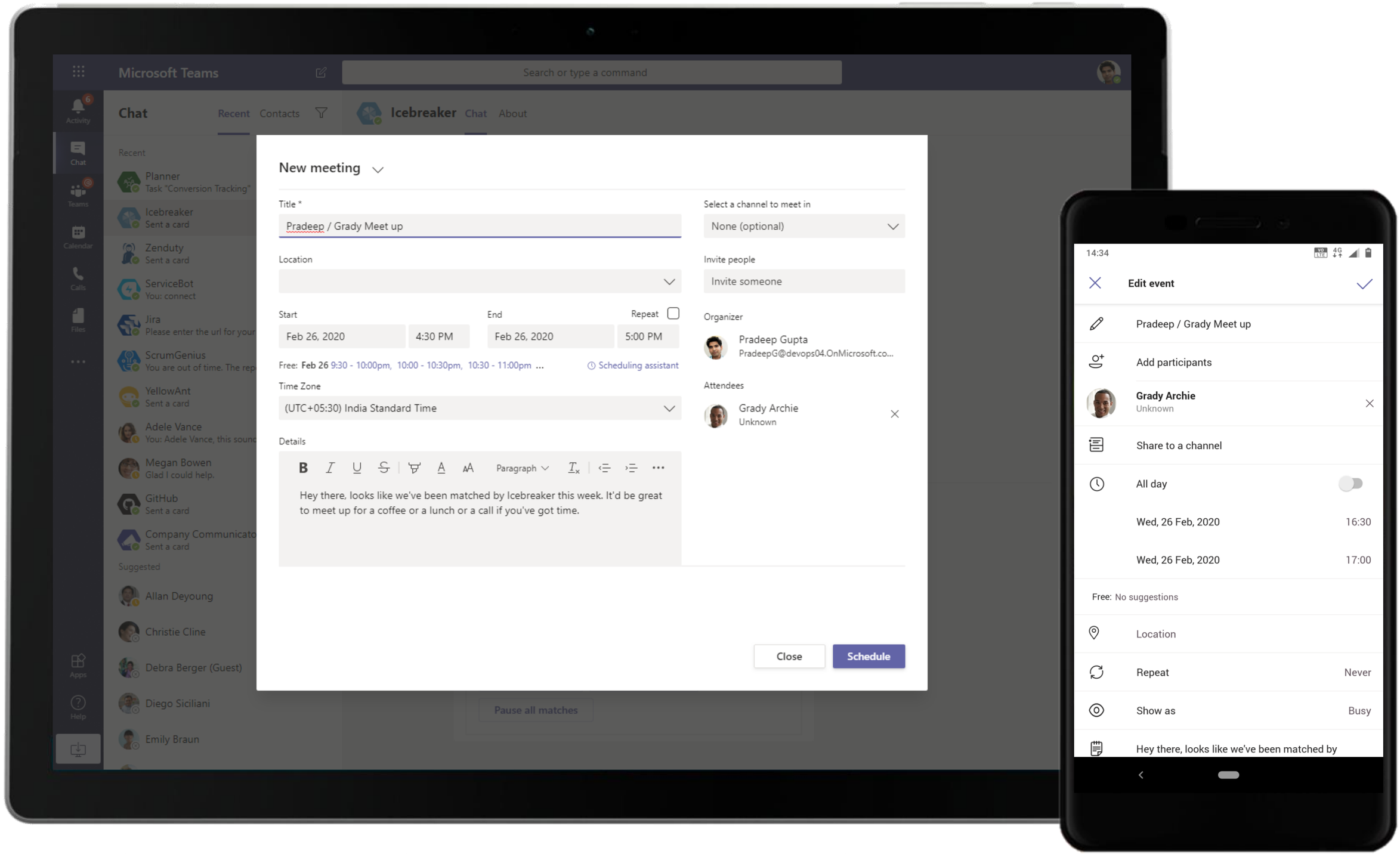
Store and share important files within a dedicated, cloud-enabled repository with Files. Documents such as the orientation program in PowerPoint are housed here for the team's easy access.

Microsoft



Use Icebreaker to help the whole team get closer by pairing members up every week at random to meet for coffee, burgers, pizza, or a walk around the block. The Developer is paired up with a team member using Icebreaker.

Microsoft



The Icebreaker bot helps new employees learn more about each other and assimilate better in the new environment. The bot schedules a meetup with a random coworker for the Developer.



Market Trends and Analysis

Market Analyst

Scenario Walkthrough

As the Contoso team works on the development of the app, it must also keep abreast of the prevailing trends as well as what lies in the future. It is for the Market Analyst to prepare a report and share it across for reference with the Development, Product Management, and Design team. See how the members collaborate over Microsoft Teams to make sure they are on the same page.

- Receives notification from the Project Manager seeking market analysis.
- Views a Confluence Cloud blog shared with the team in a tab.
- Reaches out to the Tech lead to clarify questions regarding timelines and preparedness via 1:1 chat.
- Shares analysis and findings with the entire team using PowerPoint.
- Shares detailed industry analytics using Power BI within a channel tab.
- Schedules a channel meeting with the team to take them through his analysis and findings.

How did Microsoft Teams help the Market Analyst execute his roles and responsibilities?

- Create, collaborate, and organize all your work in one place using Confluence.
- Enable multi-channel communication through 1:1 chat, channel conversations, and video/audio conferences with team members.
- Build reports and presentations online in the cloud with PowerPoint.
- Create and share rich interactive reports using Power BI.

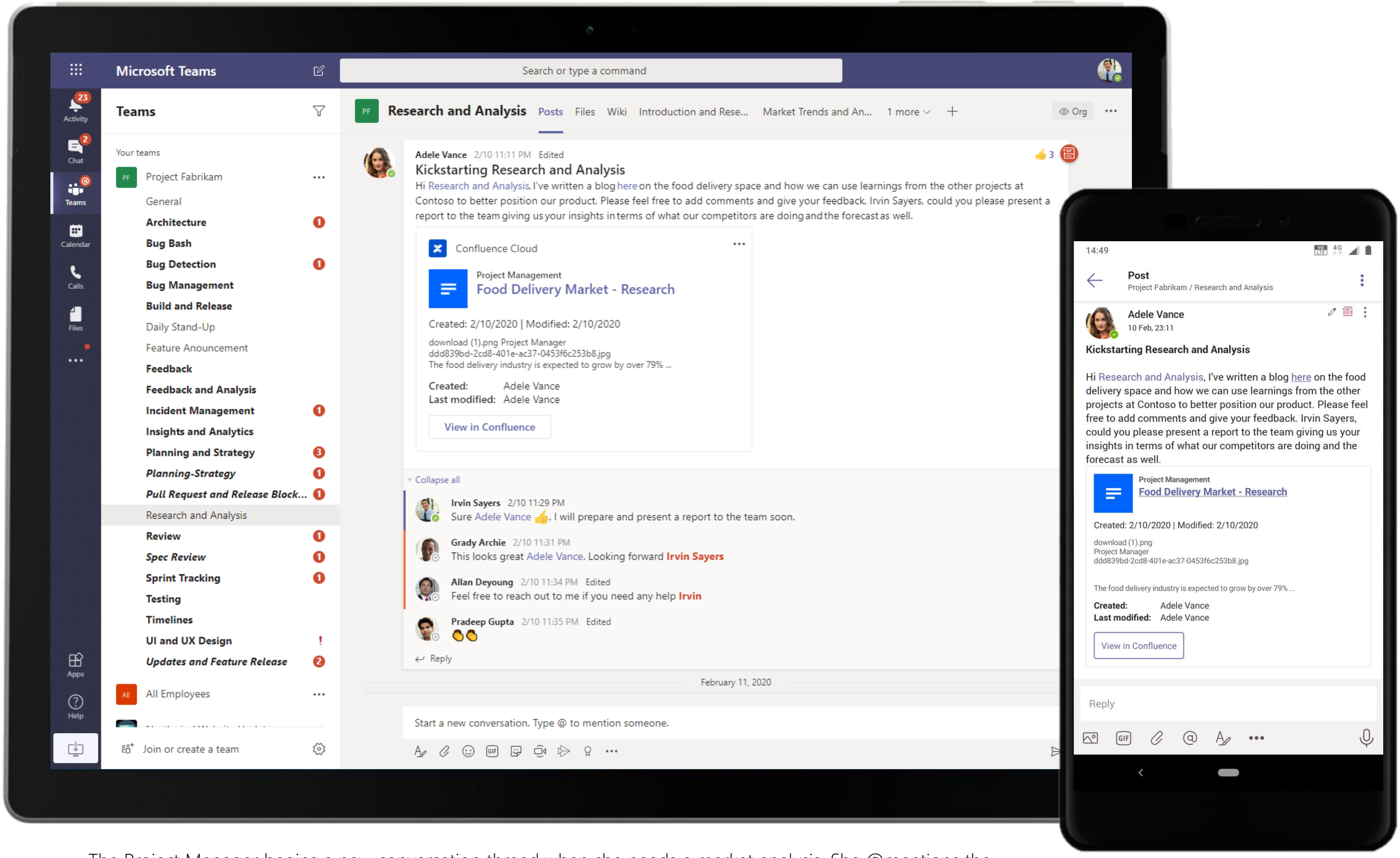
Which app integrations on Teams made it possible?

Power BI

Confluence Cloud

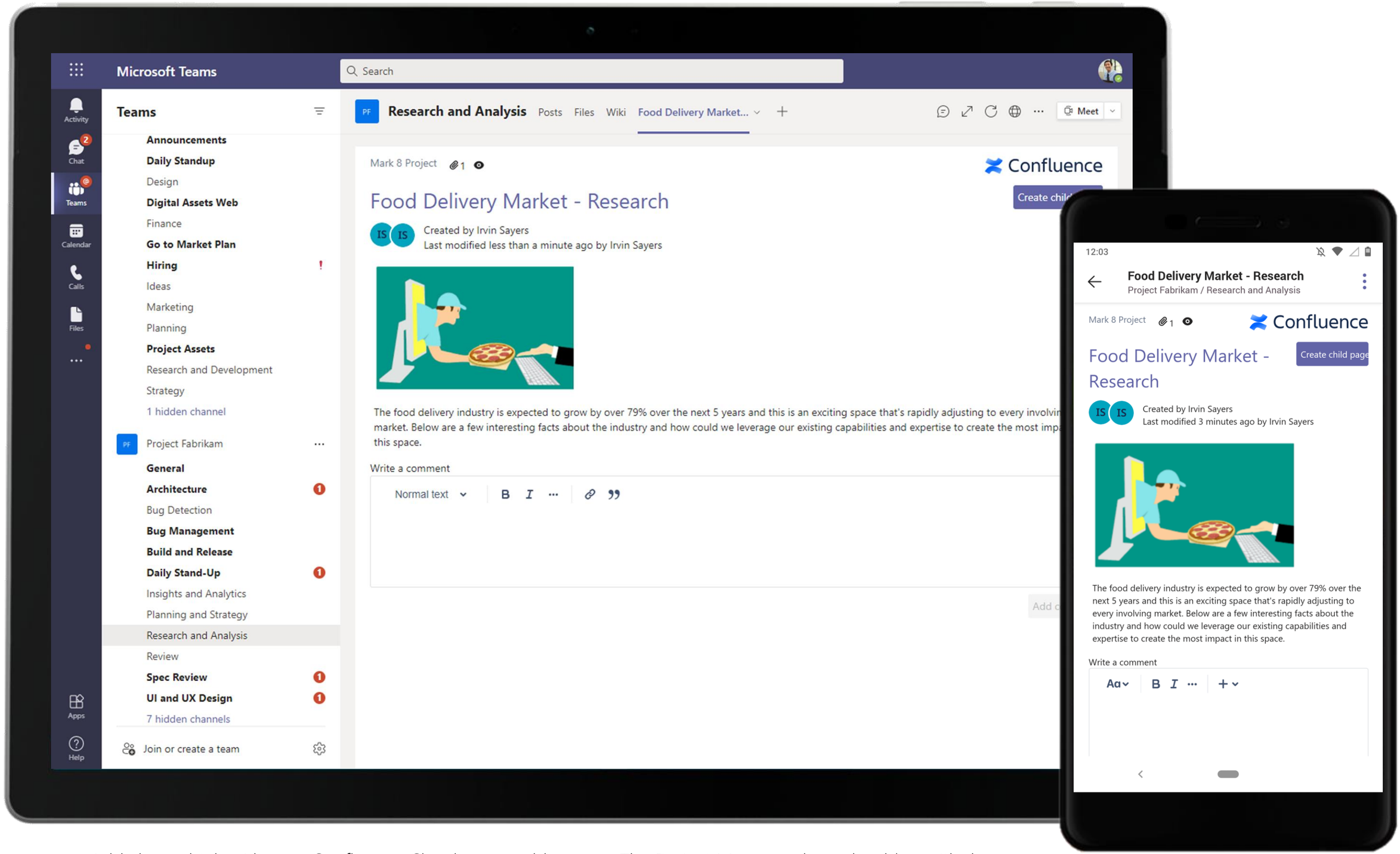
PowerPoint

Microsoft



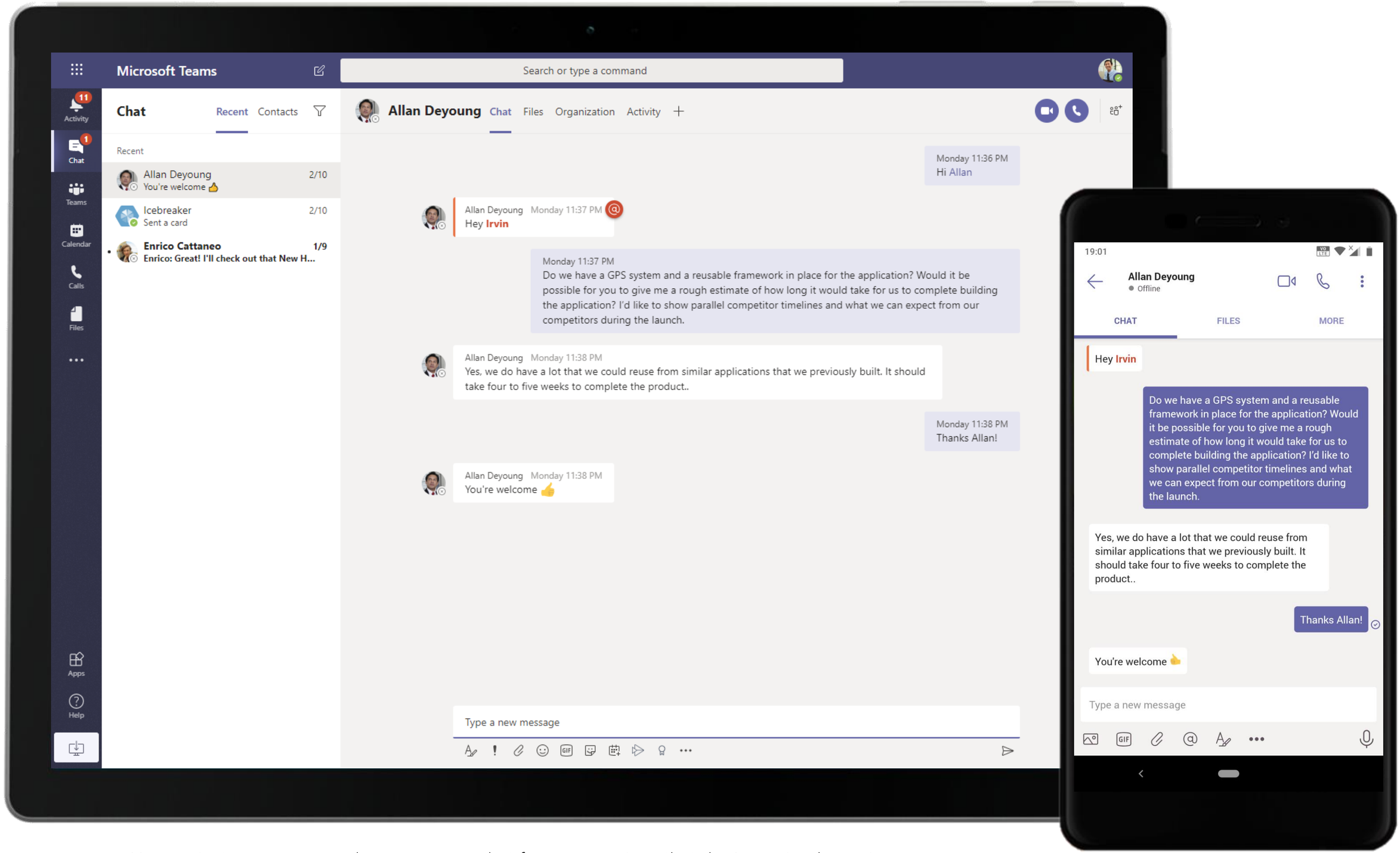
The Project Manager begins a new conversation thread when she needs a market analysis. She @mentions the channel to get everyone's attention and to find the best person for the job. She gets a quick response, thanks to open-channel communication.

Microsoft



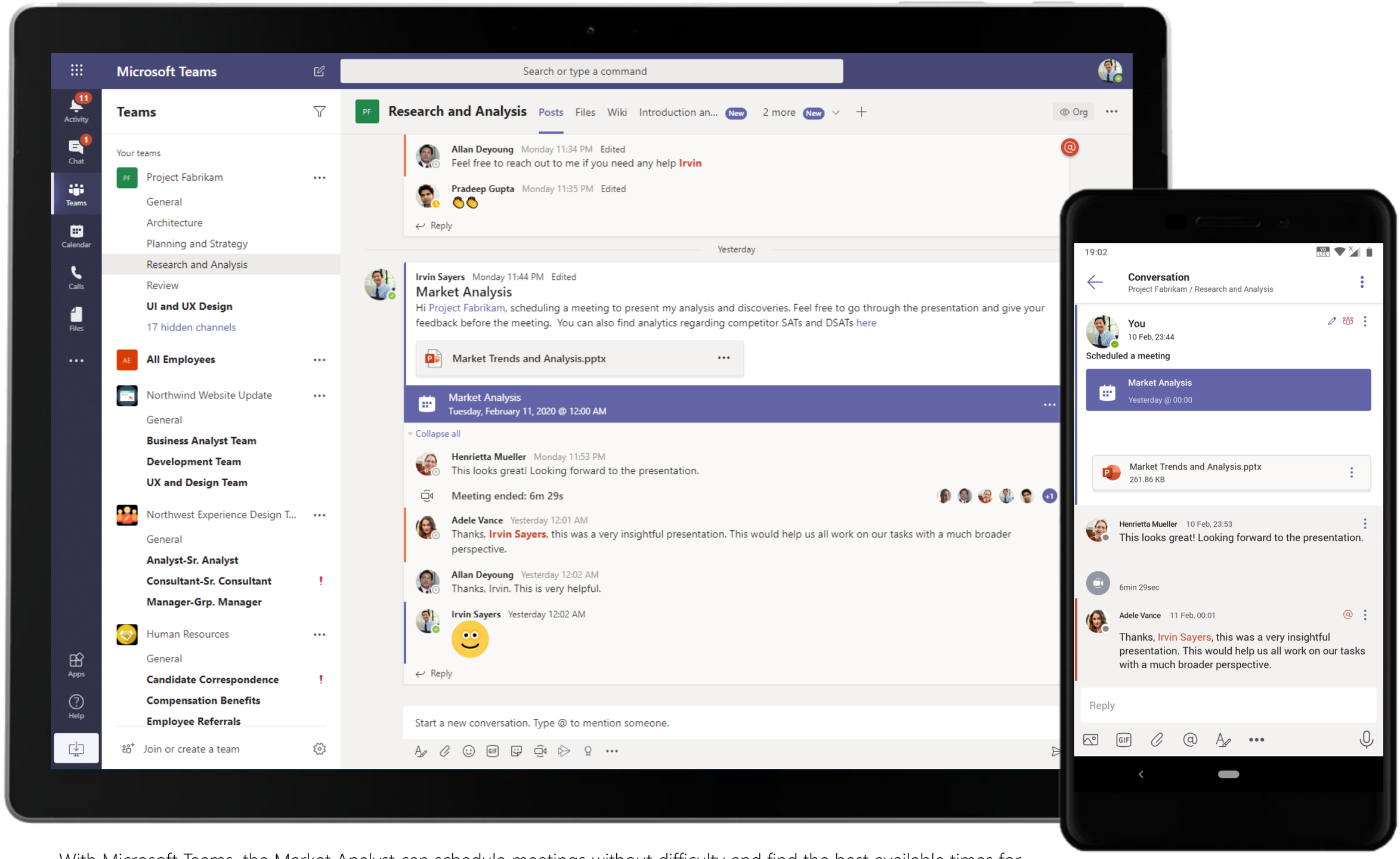
Add channel tab with your Confluence Cloud page or blog post. The Project Manager shares her blog with the Research and Analysis team in the Confluence Cloud.

Microsoft



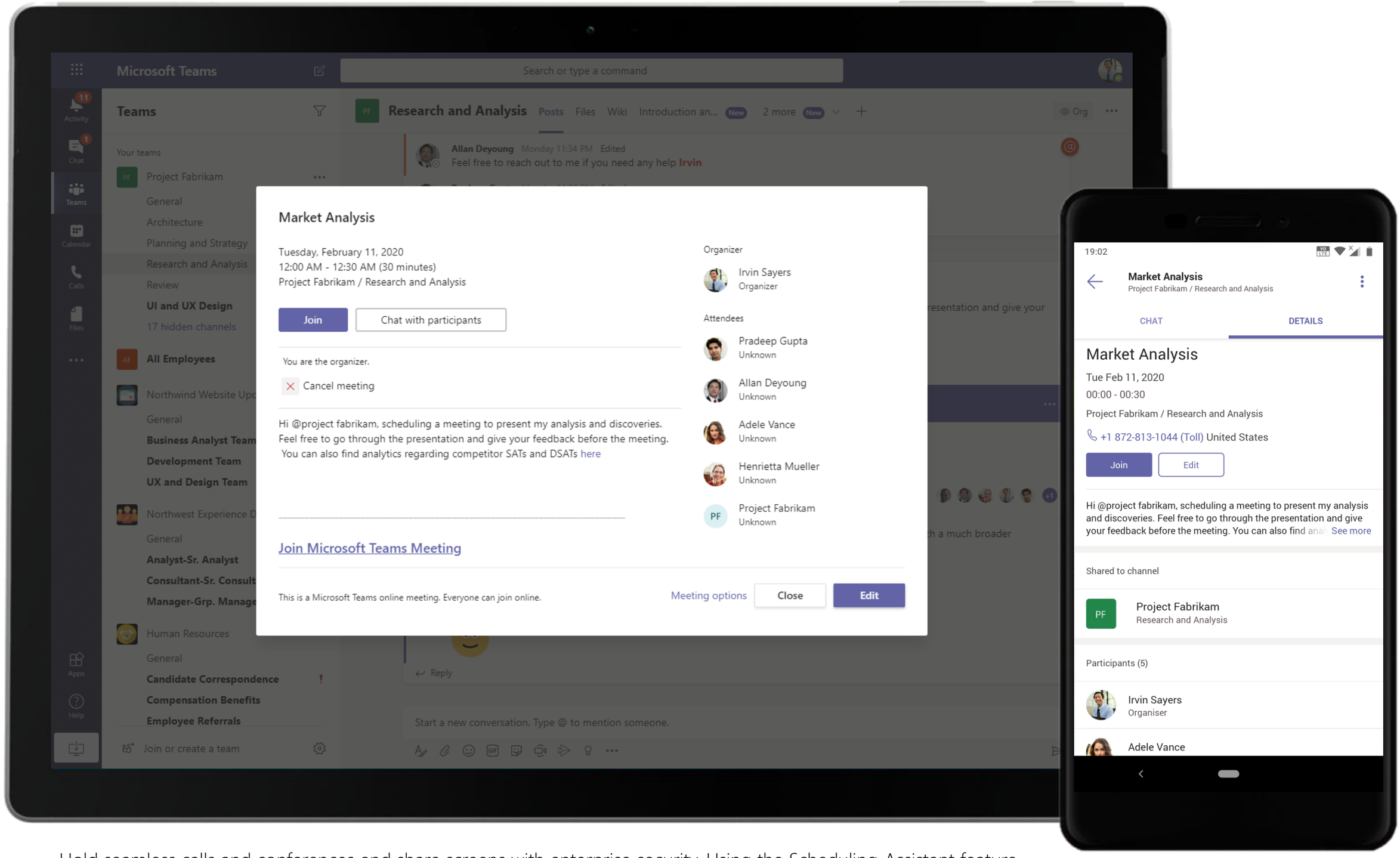
Use a private one-on-one chat or a group chat for conversations that don't require the entire team.
The Market Analyst quickly reaches out to the Tech Lead using 1:1 chat.

Microsoft



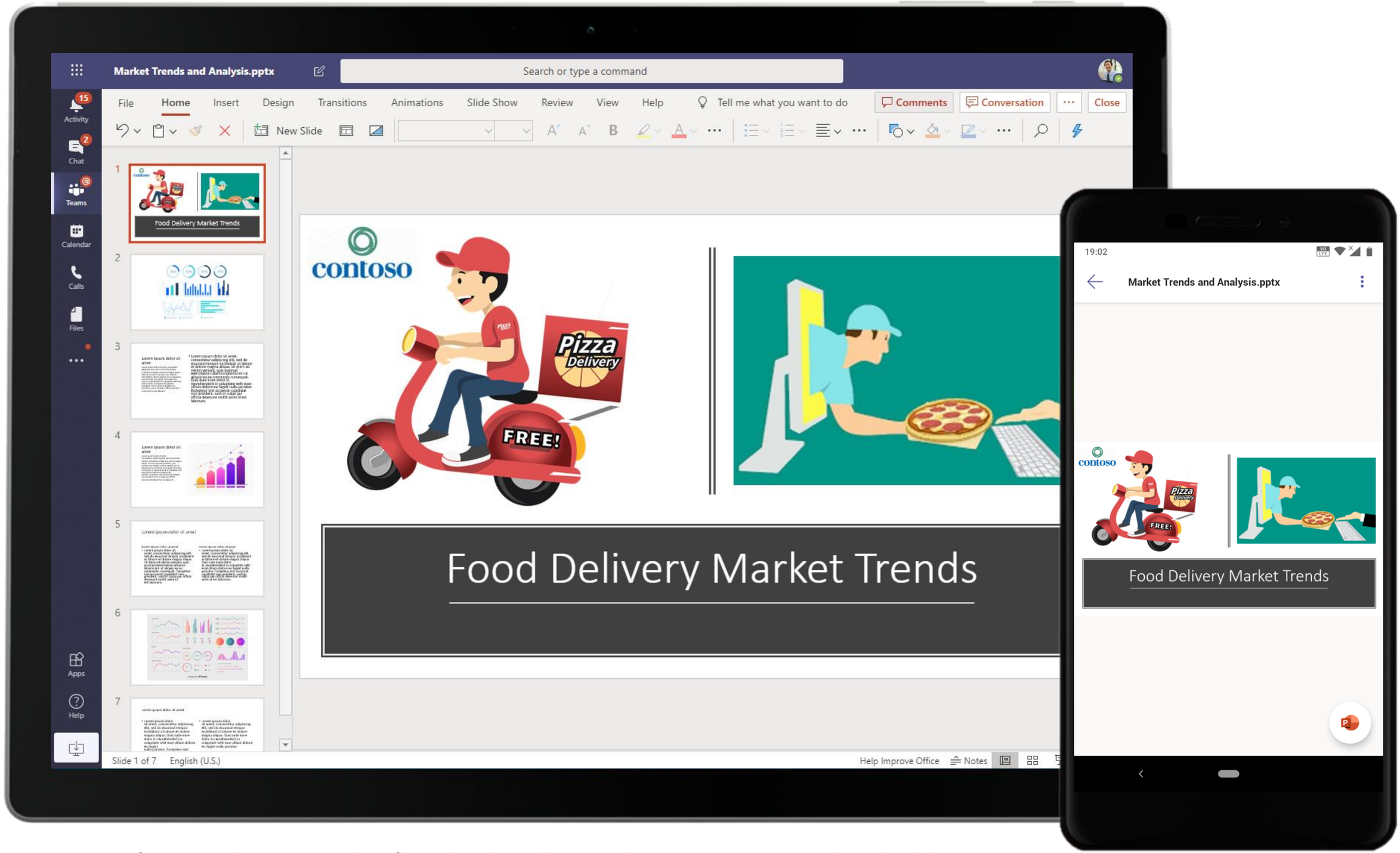
With Microsoft Teams, the Market Analyst can schedule meetings without difficulty and find the best available times for invitees through the native scheduling calendar.

Microsoft



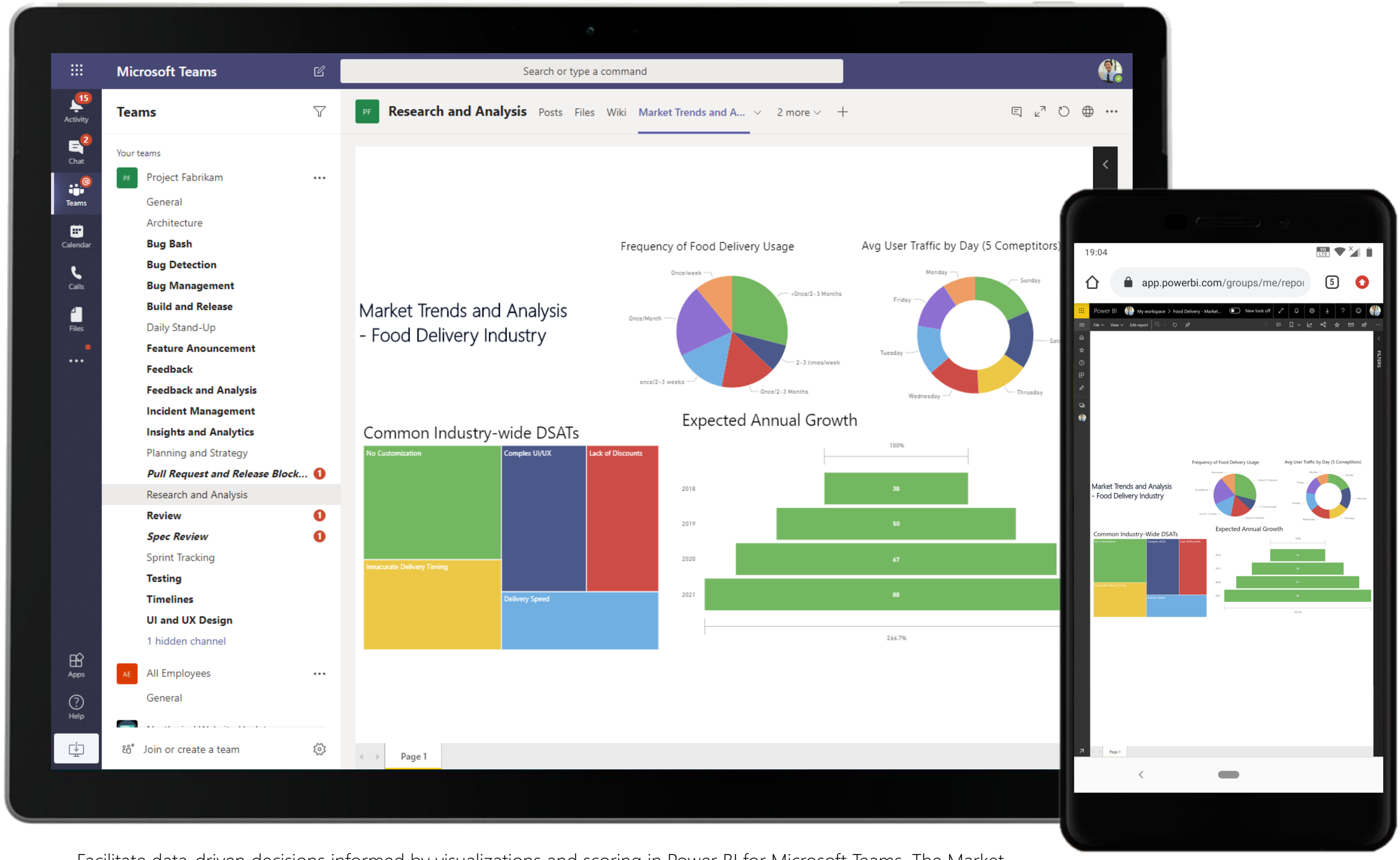
Hold seamless calls and conferences and share screens with enterprise security. Using the Scheduling Assistant feature, the Market Analyst can choose an optimal meeting time for all attendees.

Microsoft



Microsoft Teams makes it easy to share files within channels. Your colleagues can even view, edit and collaborate on PowerPoint files right within Teams, thanks to the deeply integrated Office 365 services. The team views PowerPoint presentation discussing market trends.

Microsoft



Facilitate data-driven decisions informed by visualizations and scoring in Power BI for Microsoft Teams. The Market Analyst uses a Power BI tab pinned to the channel to share market research.



Strategizing the Way Forward

Project Manager

Scenario Walkthrough

Contoso has done a thorough analysis of the current trends in the market and discussed what can be incorporated in the new mobile app to make it fly. The Project Manager now discusses with the entire team the detailed outline, and a strategy to be followed to complete the work on time.

- Shares an overview of the requirements of the project with the team using MURAL.
- Schedules a meeting to discuss project details via channel meetings.
- Creates the project plan and shares it with team members using Zoho Projects tab.
- Adds and edits tasks using Zoho Projects bot.
- Discusses the customer rewards task using the Zoho Projects message extension.
- Uses the @mention feature to get the attention of relevant team members.

How did Microsoft Teams help the Project Manager to execute her roles and responsibilities?

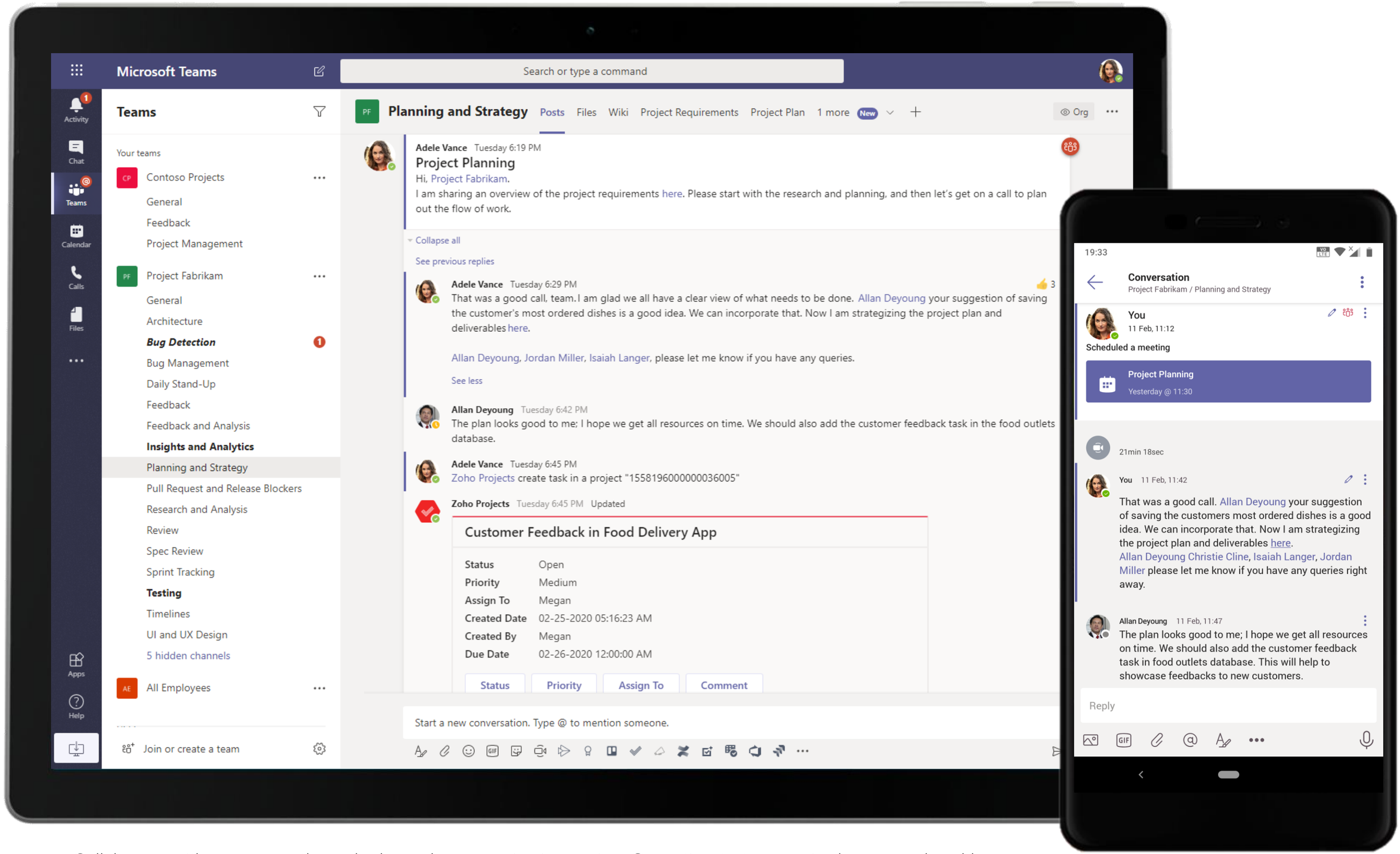
- Create and Manage projects effectively using Zoho Projects tab.
- Add and edit tasks easily using Zoho Projects bot.
- Discuss details of a task with the team effectively using Zoho message extension.
- Provide a visual overview of project requirements on a collaborative whiteboard using MURAL.

Which app integrations on Teams made it possible?

MURAL

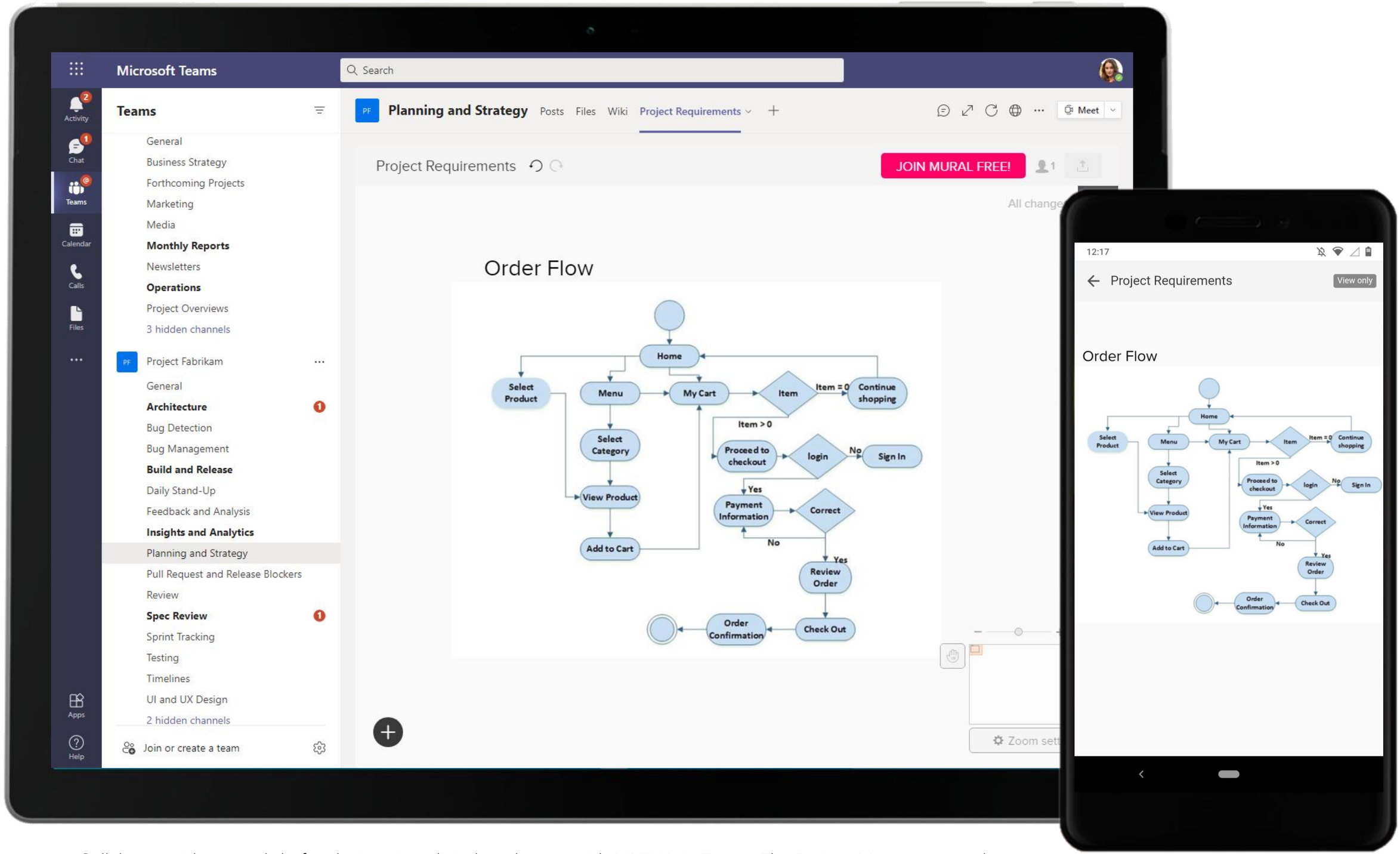
Zoho Projects

Microsoft



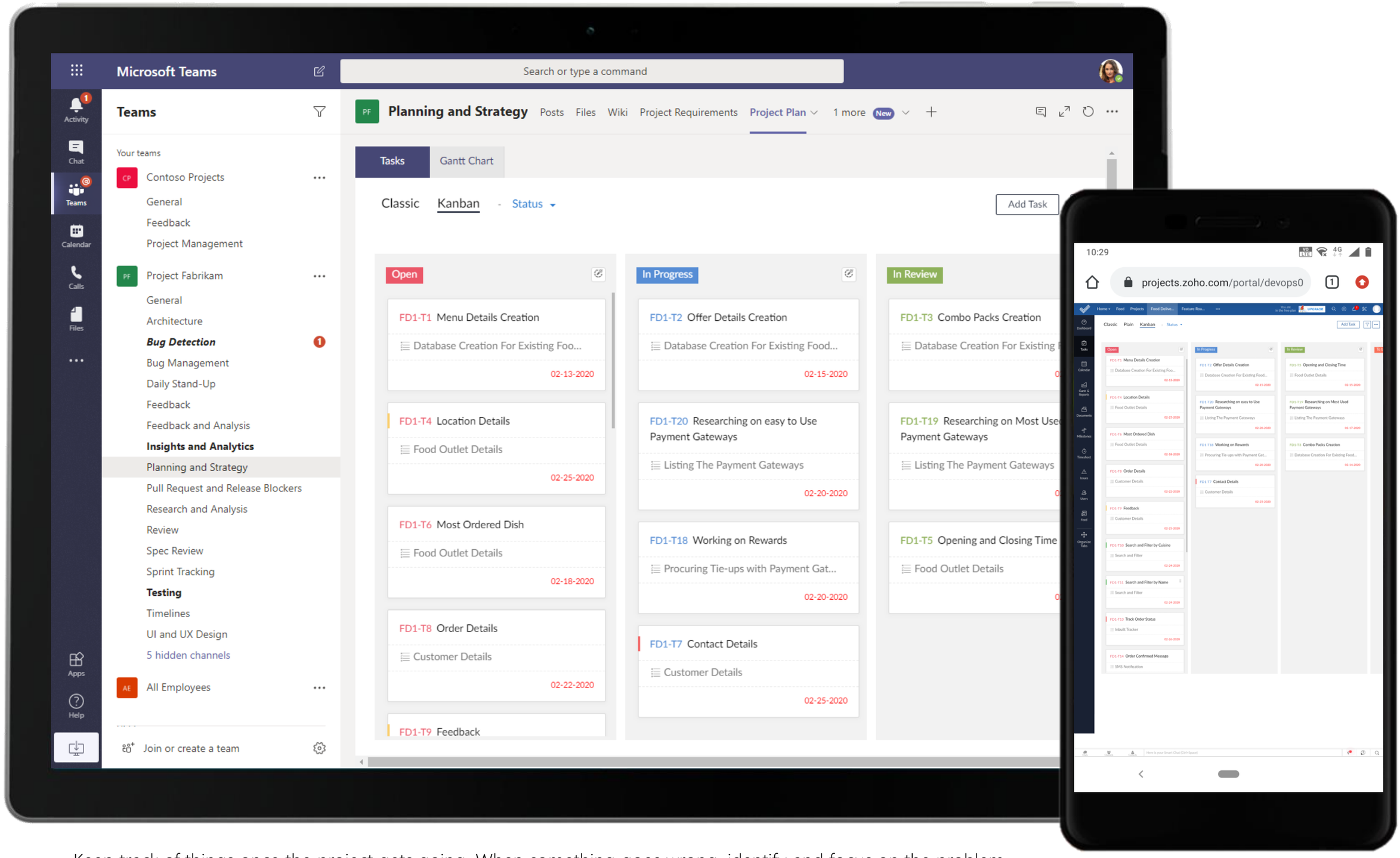
Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread. The team schedules meetings and shares files within the same thread too.

Microsoft



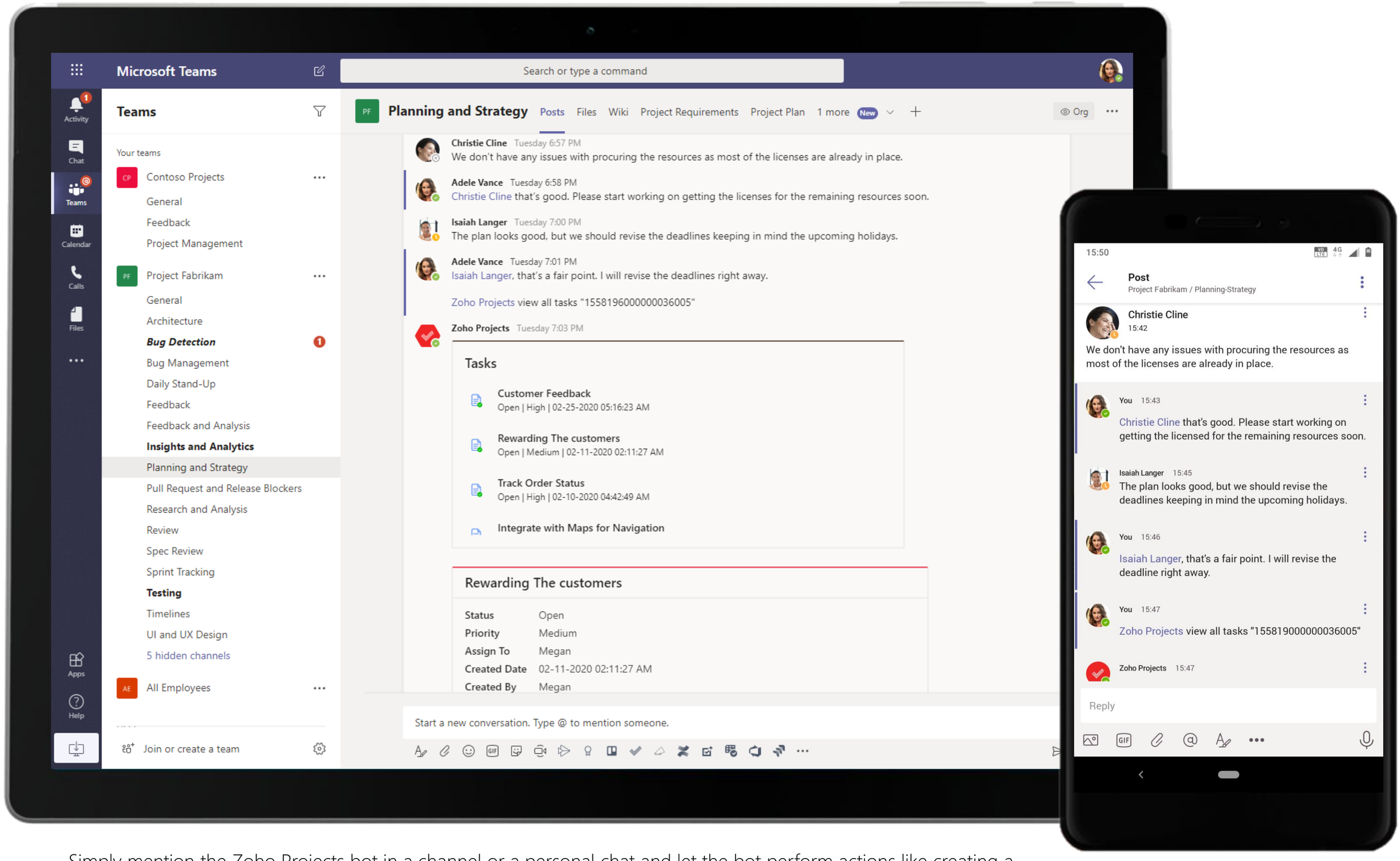
Collaborate, ideate and draft solutions in a digital workspace with MURAL in Teams. The Project Manager uses the MURAL app to visualize the project requirements with her team.

Microsoft



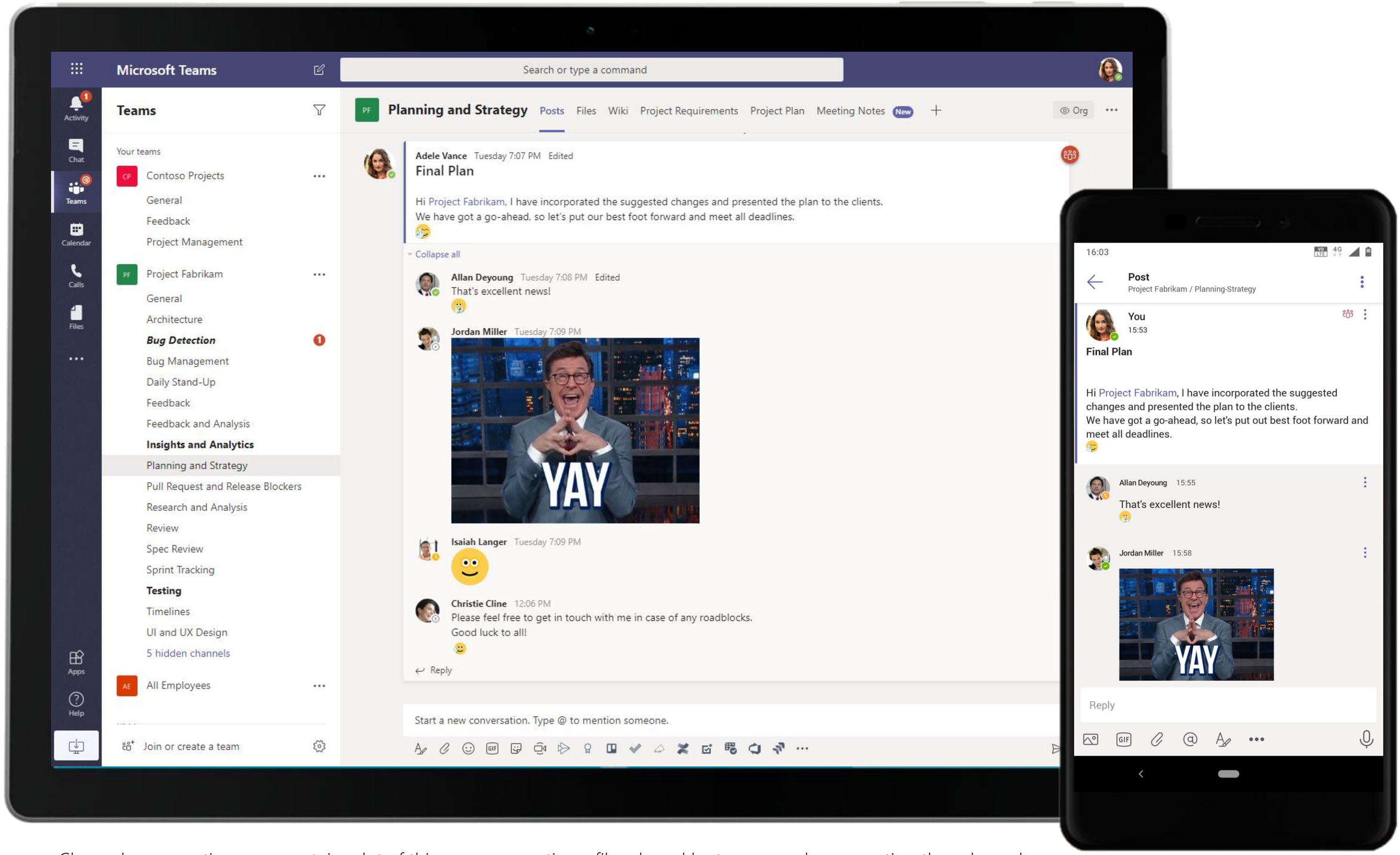
Keep track of things once the project gets going. When something goes wrong, identify and focus on the problem.
Integration of Zoho Projects makes it smooth for the Project Manager.

Microsoft



Simply mention the Zoho Projects bot in a channel or a personal chat and let the bot perform actions like creating a new task, assigning owners, adding comments and more.

Microsoft



Channel conversations can contain a lot of things– conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.



Constructing an Intuitive Feature Roadmap

Product Manager

Scenario Walkthrough

For an application to leave a lasting impact on a user, it must be responsive and easy to use. The Product Manager has planned out a detailed visual summary of the application's essential features, specific to the requirements of the client. See how she uses other features of Microsoft Teams to get her tasks done.

- Collaborates with the Project Manager and other team members over calls and conversations to cater to the requirements of the new project.
- Prepares a visual Gantt chart and shares it with team members using Zoho Projects.
- Showcases a clear and accessible feature roadmap for her workmates to follow.
- Receives feedback on the same application and makes changes accordingly.
- Creates a task board to get higher priority work done at the earliest using monday.com.

How did Microsoft Teams help the Product Manager to execute her roles and responsibilities?

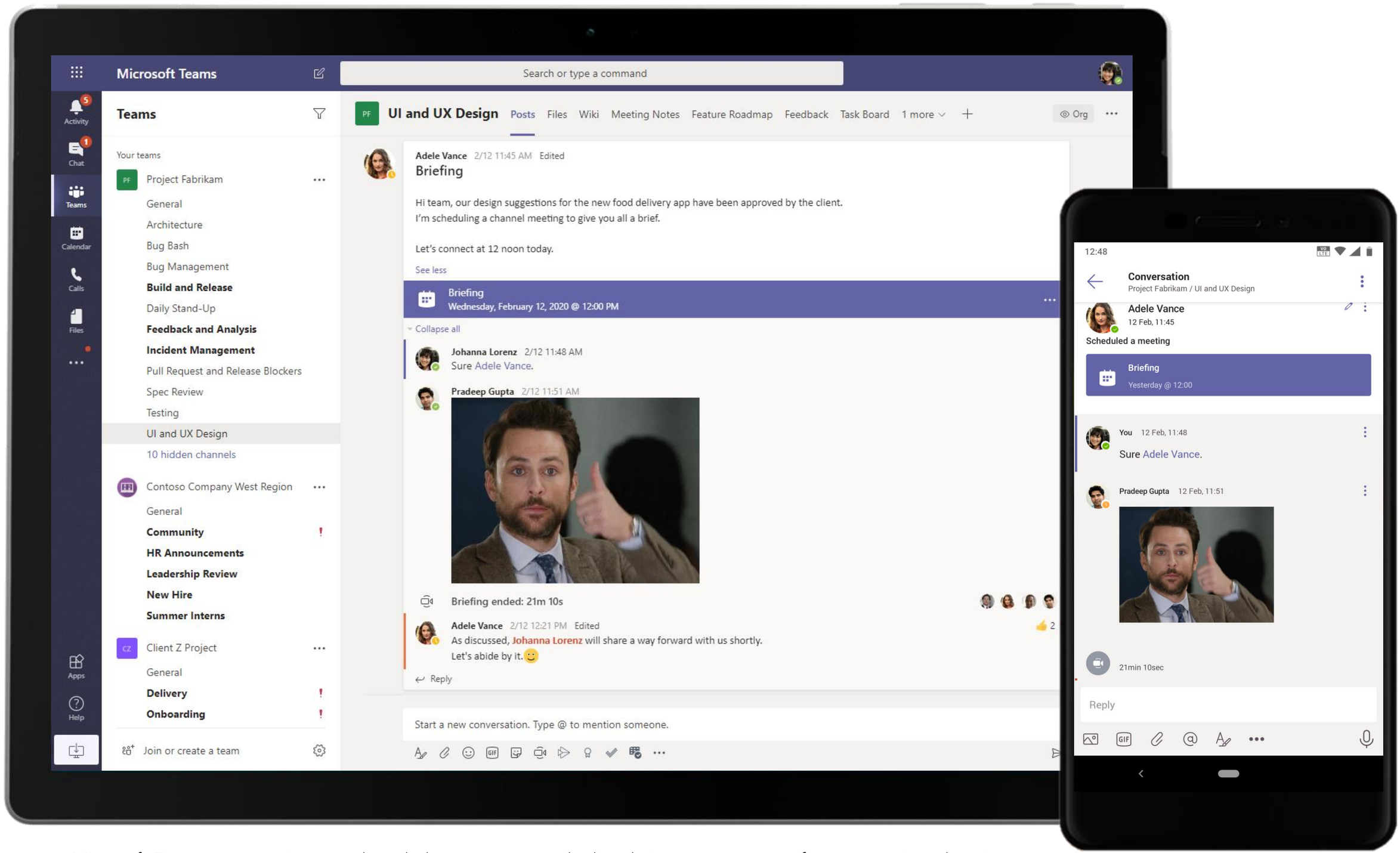
- Enable multi-channel communication through 1:1 chat, channel conversations, and video/audio conferences with team members.
- In-app tools like Zoho Projects create a visual dashboard showing the way forward.
- Zoho Bot helps him keep track of his ongoing tasks, complete them, and receive feedback on the same by notifying directly in channel.
- monday.com in Teams helps keep the task list visible while streamlining work activities simultaneously.

Which app integrations on Teams made it possible?

monday.com

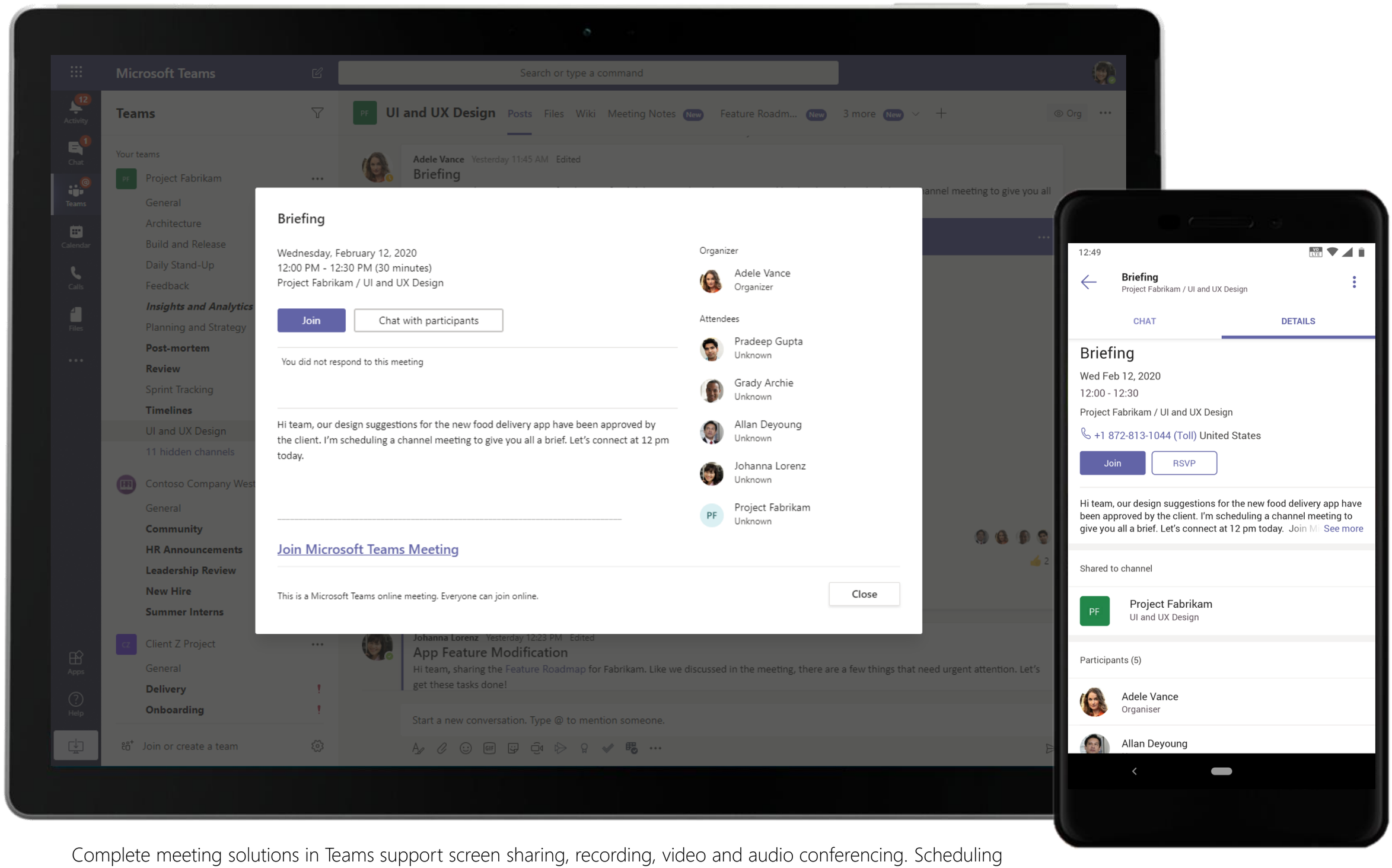
Zoho Projects

Microsoft



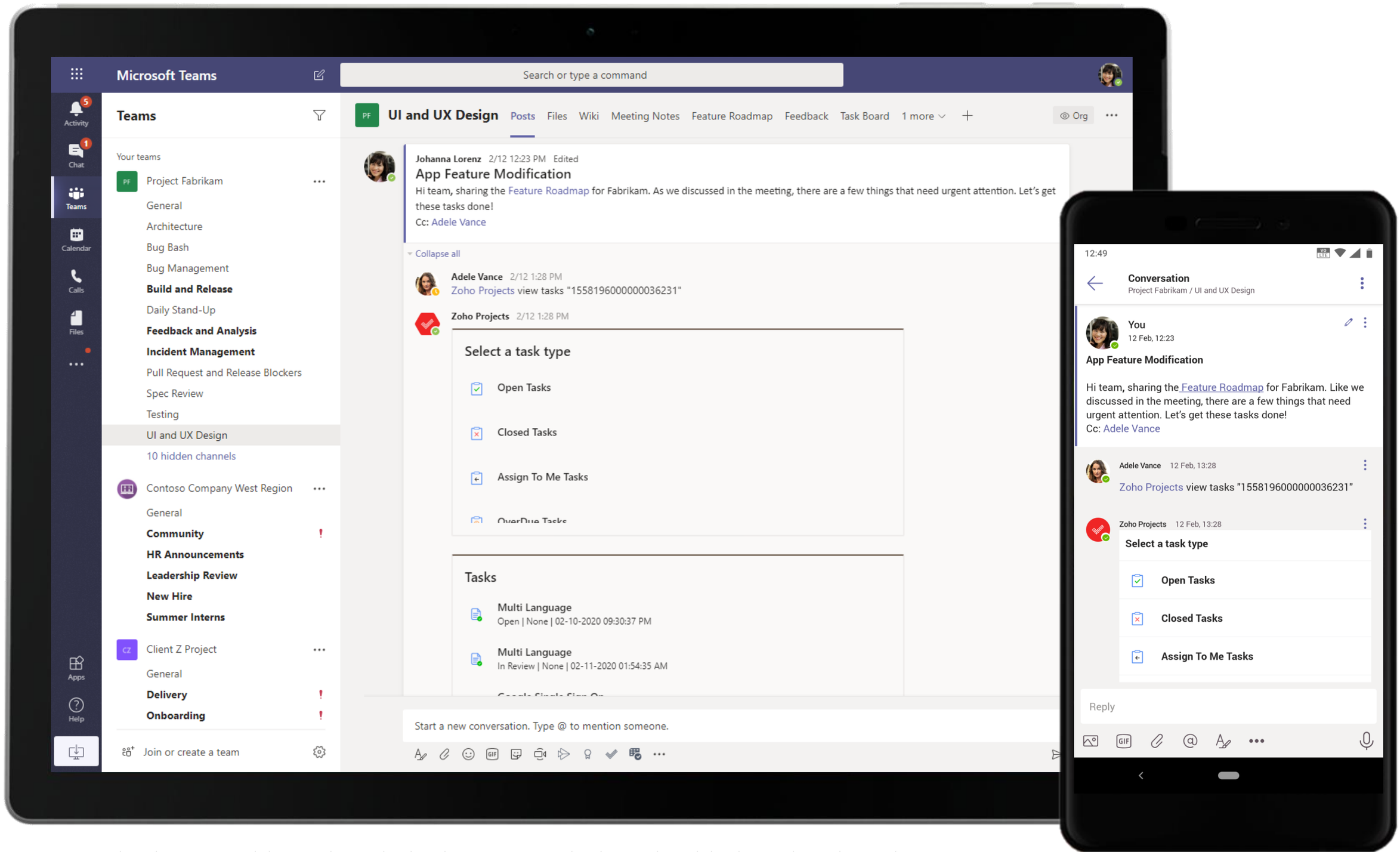
Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, keeping relevant chats grouped together. @mention relevant team members to make sure you grab their attention in real-time.

Microsoft



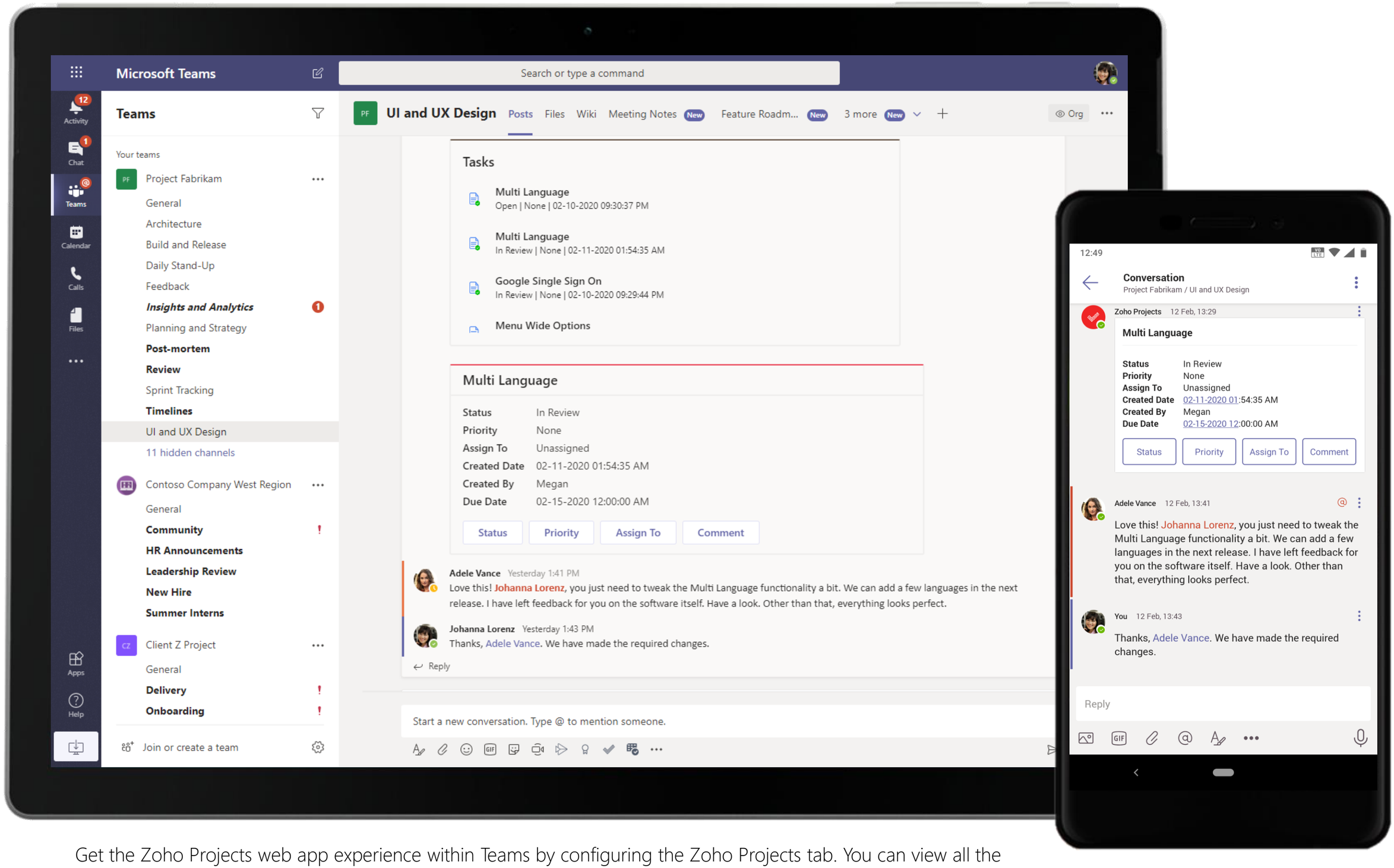
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.

Microsoft



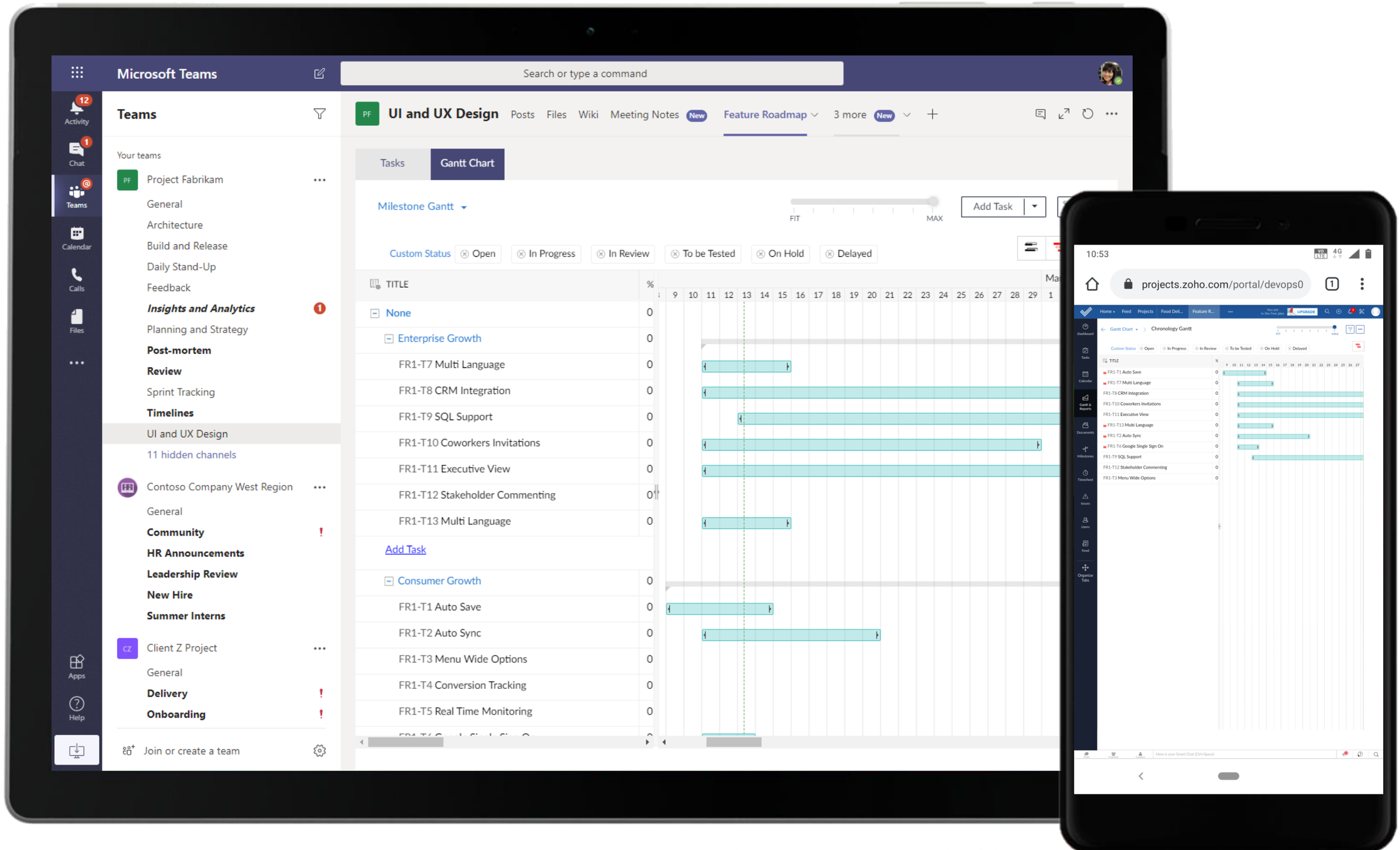
With milestones, task lists, tasks, and subtasks, you can easily plan and track both simple and complex projects. Integrated Zoho Projects helps the Product Manager manage tasks for her team.

Microsoft



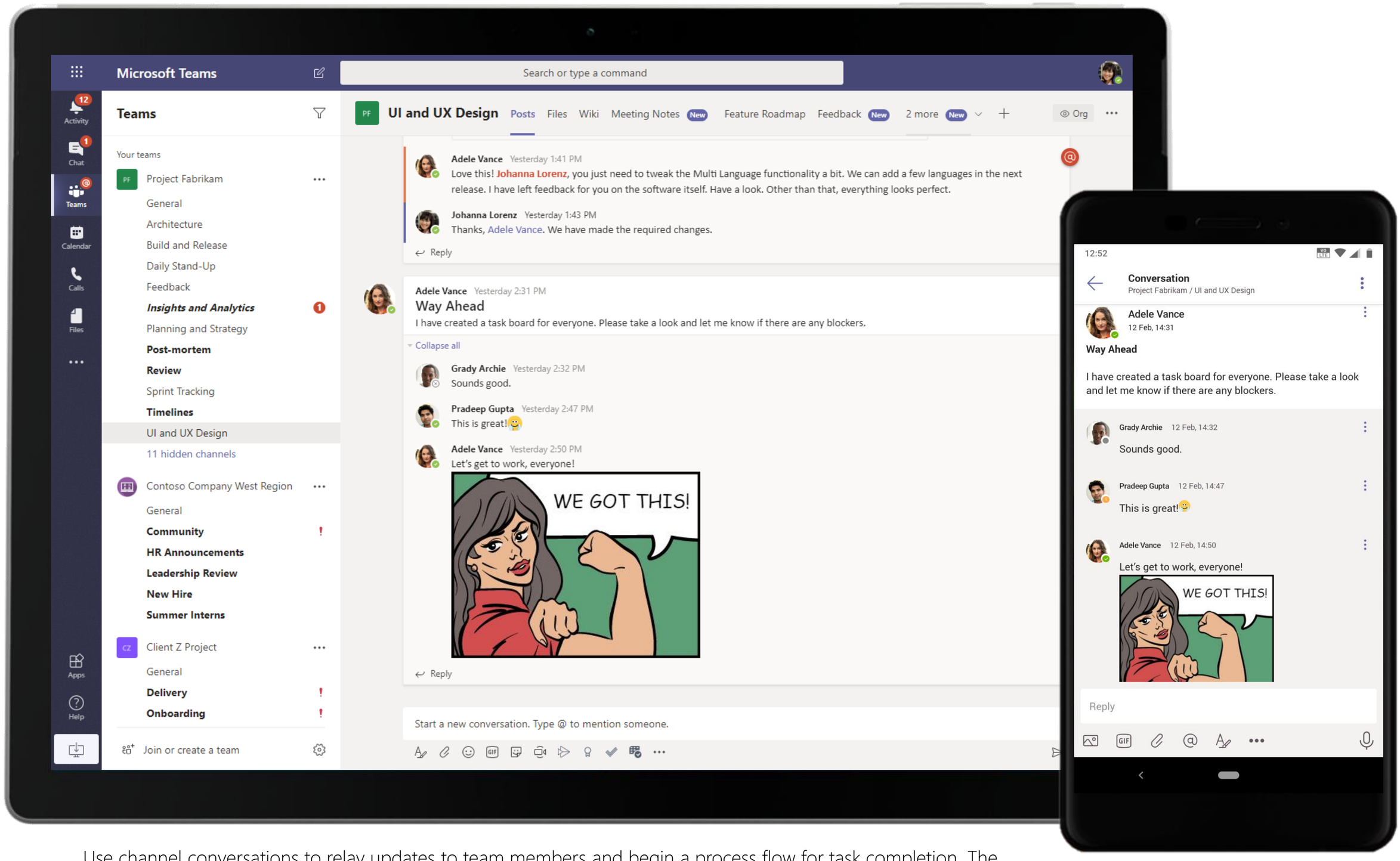
Get the Zoho Projects web app experience within Teams by configuring the Zoho Projects tab. You can view all the tasks of a project, dive into the task details, track whom they're assigned to, and when they're due and more, without switching tabs.

Microsoft



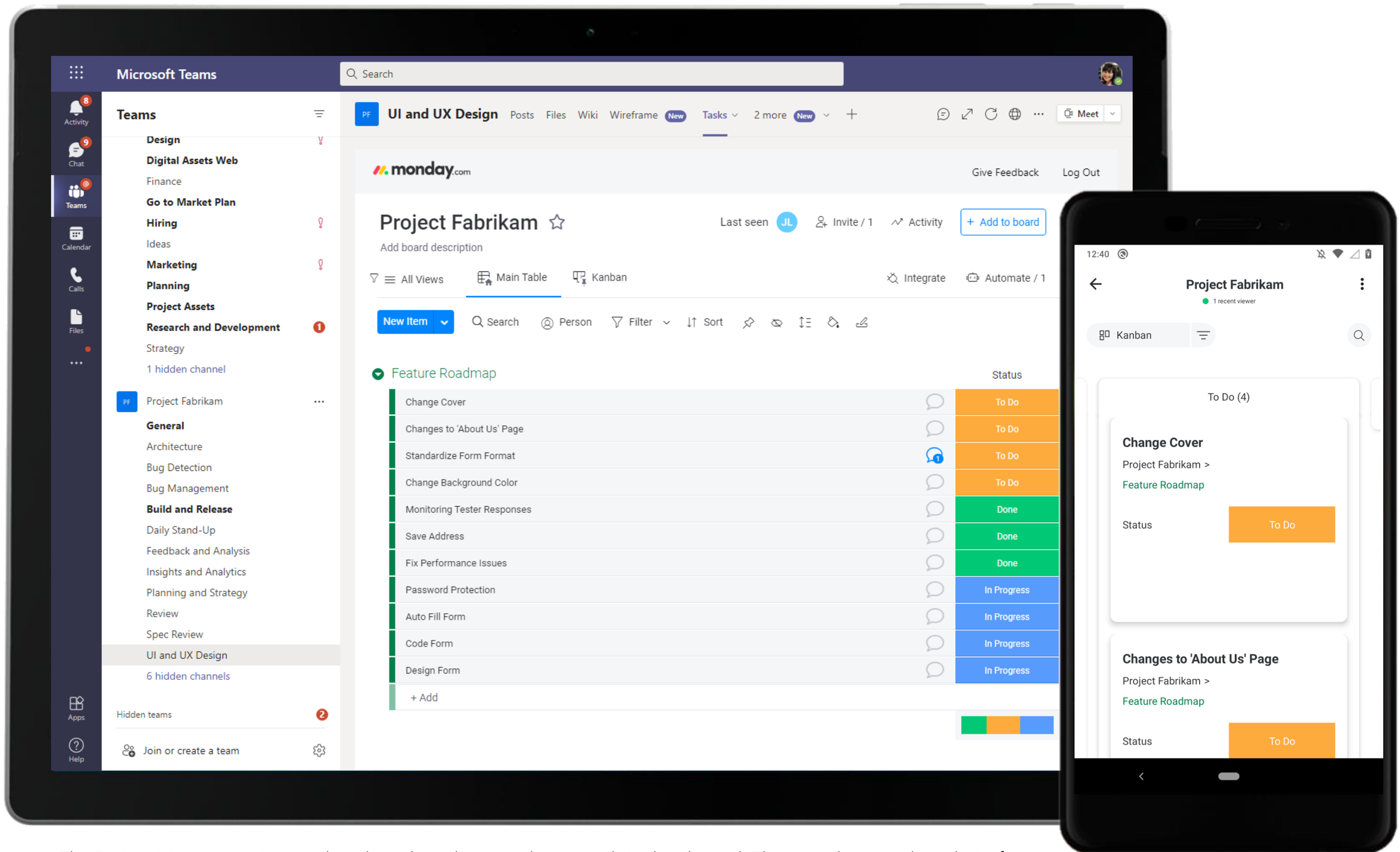
See how your plans have held up against the current project status and view the dependencies between tasks. If the plan changes, you can make edits in the chart itself. The Product Manager shares the Gantt chart with the team.

Microsoft



Use channel conversations to relay updates to team members and begin a process flow for task completion. The Project Manager kickstarts a process flow and creates a task board.

Microsoft



The Project Manager assigns and tracks tasks with a monday.com tab in the channel. This provides complete clarity for the team members regarding the tasks they need to pick up and close out.



Designing an Engaging User Experience

Project Manager

Scenario Walkthrough

Clients are seeking a seamless and intuitive UX design for their new app, which can give them a cutting edge over competitors. They have called for a few changes that the Contoso team must implement. The Project Manager collaborates with the Development team and the other members with the help of Microsoft Teams to redefine the basics of designing for enhanced user experience.

- Notifies the team of the feedback that they've received from the client's end and collaborates with Designers and Developers to work on the same.
- Schedules a channel meeting for efficiently communicating and brainstorming with the team.
- Prepares a task board to assign and monitor the developments of the project.
- Views a visual presentation of her ideas with the help of Lucidspark for better understanding.
- Refers to a flow diagram to understand the redirection of app functionalities with Lucidchart.

How did Microsoft Teams help Project Manager to execute her roles and responsibilities?

- Allow teams have shared access to information and collaborate on digital content with OneNote.
- Get more work done across multiple projects and multiple teams with Wrike.
- Lucidspark offers a visual map of where a specific feature should appear.
- Collaborate on wireframes, mockups, network diagrams, org charts, and other visuals in real-time using Lucidchart.

Which app integrations on Teams made it possible?

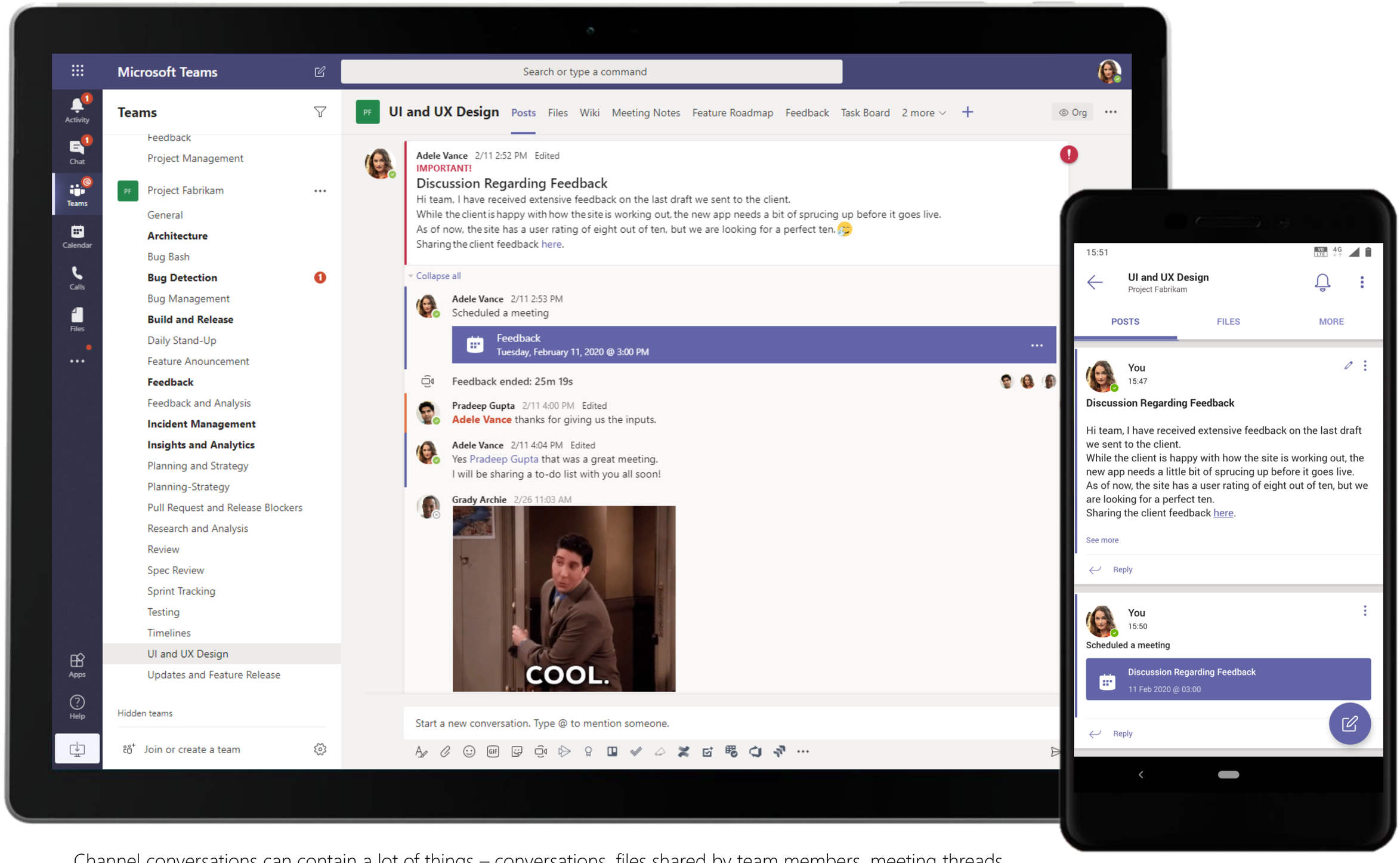
OneNote

Wrike

Lucidchart

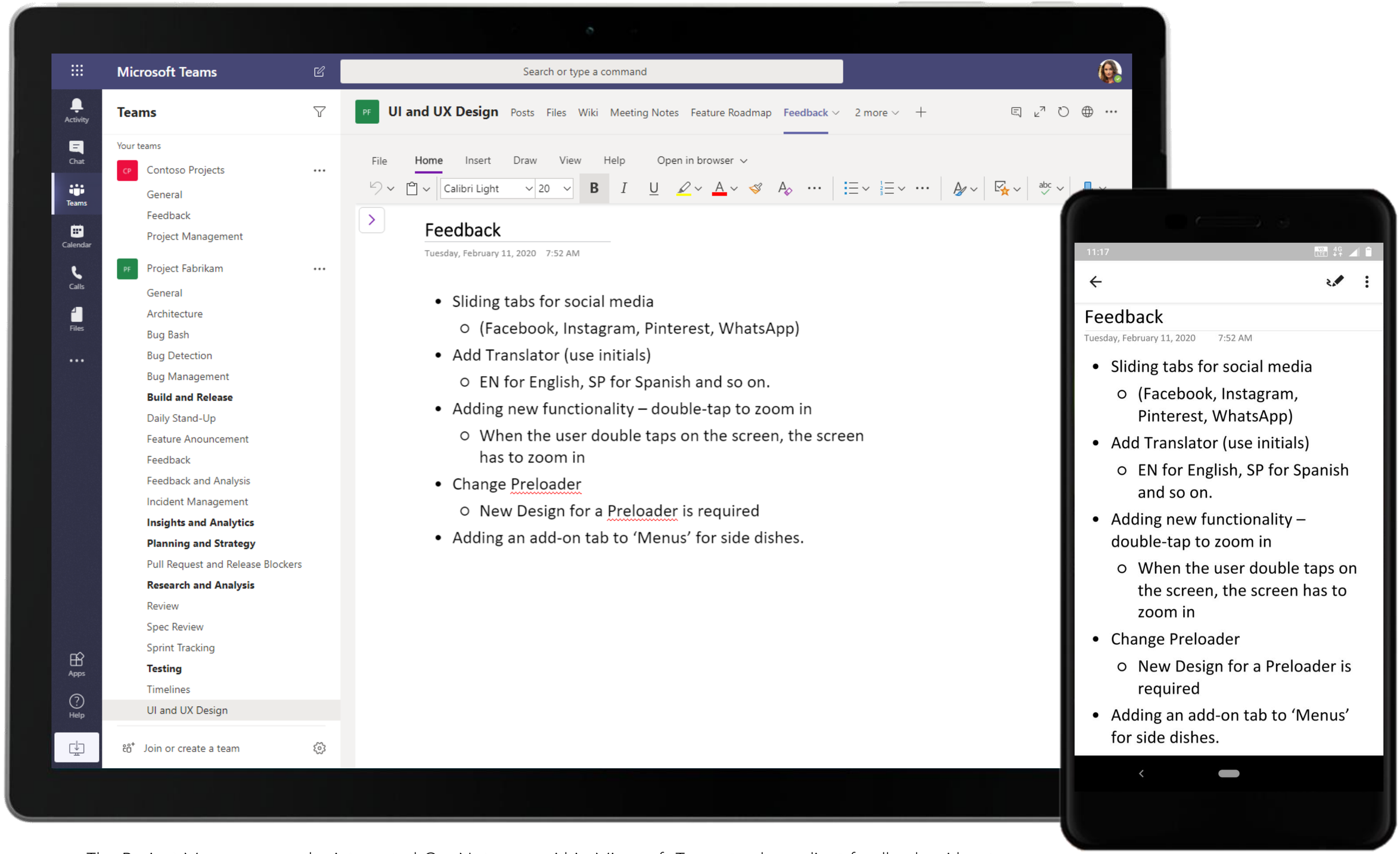
Lucidspark

Microsoft



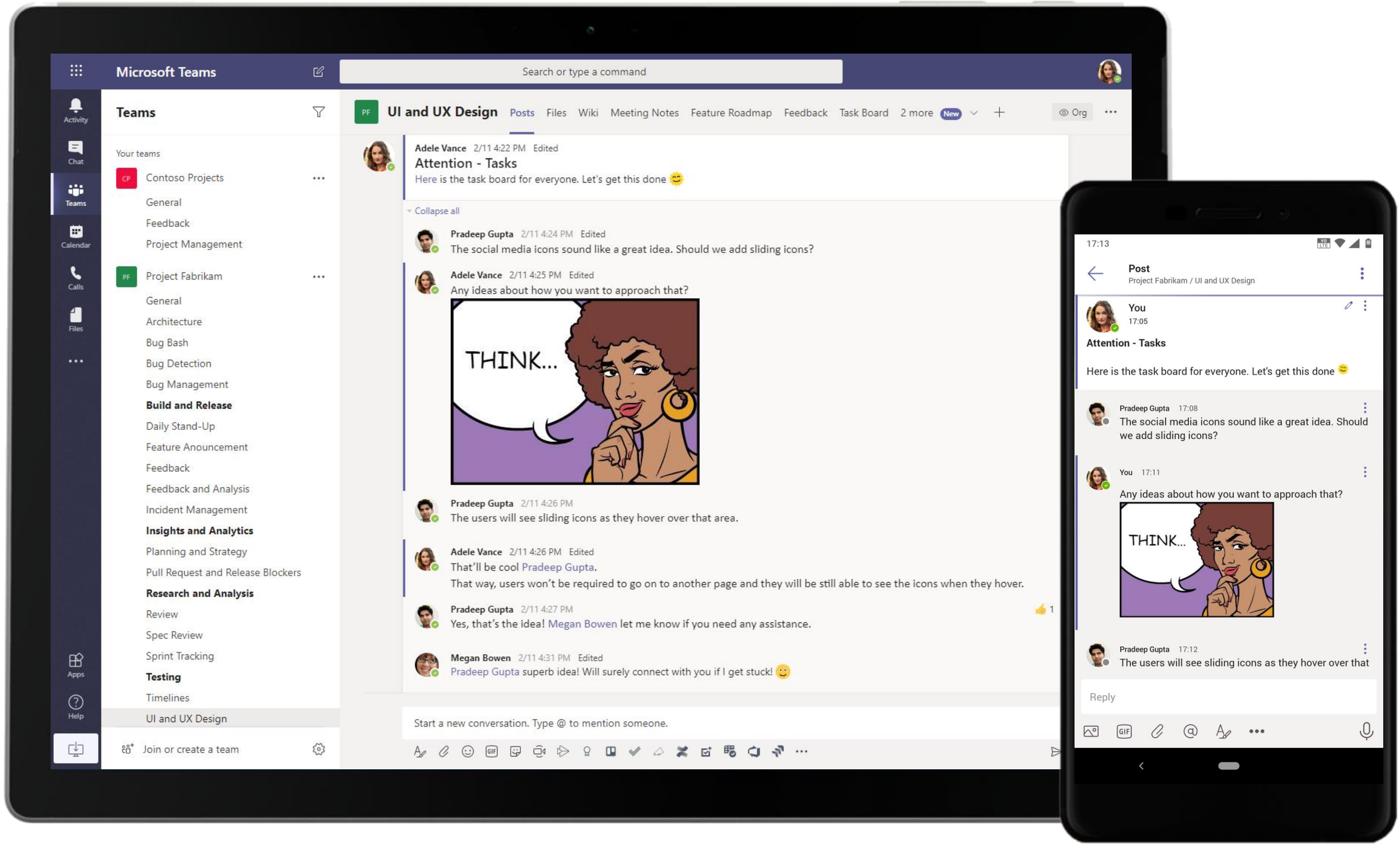
Channel conversations can contain a lot of things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.

Microsoft



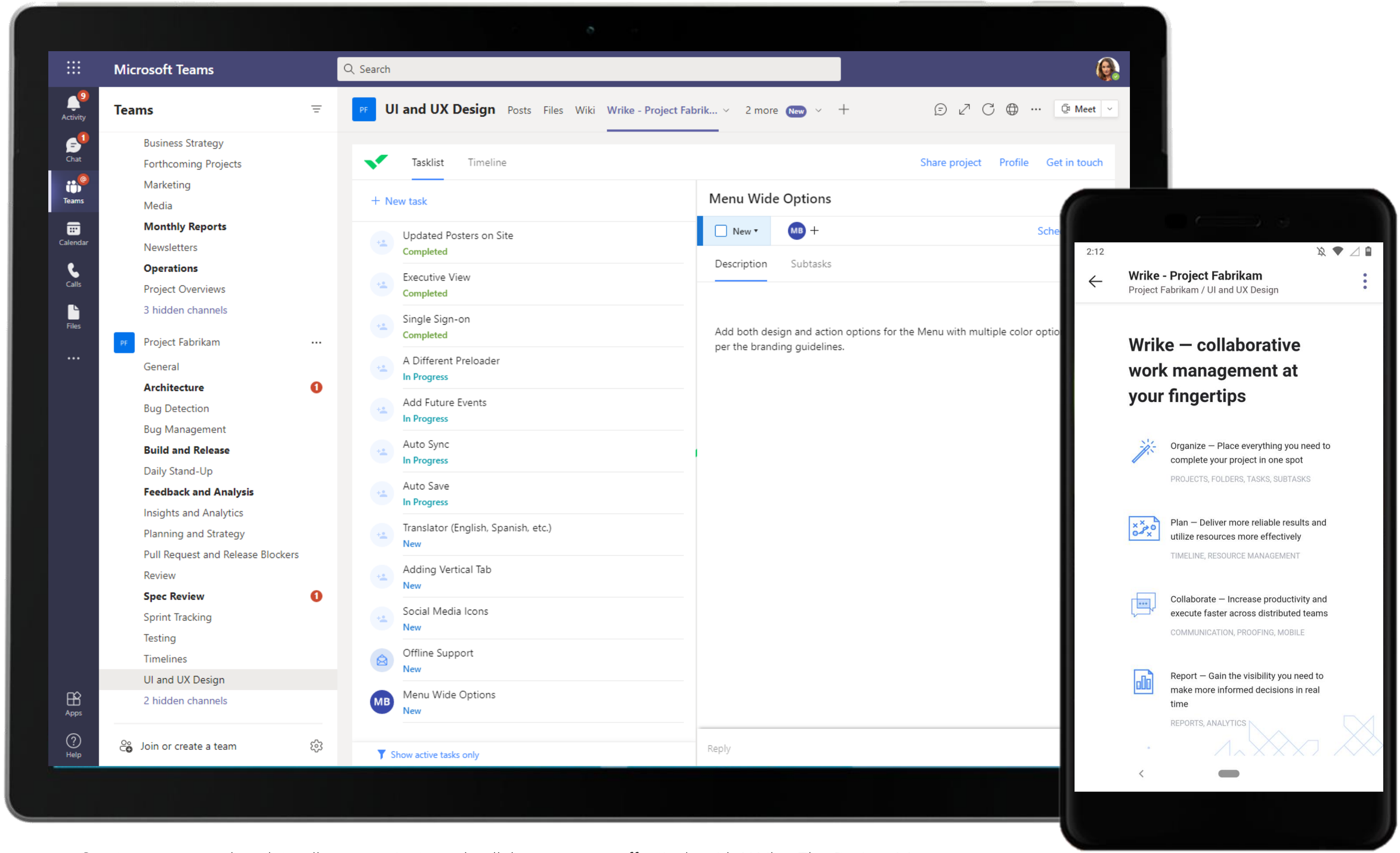
The Project Manager uses the integrated OneNote app within Microsoft Teams to share client feedback, without having to leave the application. The OneNote tab serves as a team notebook to the entire group, pinned to a channel.

Microsoft



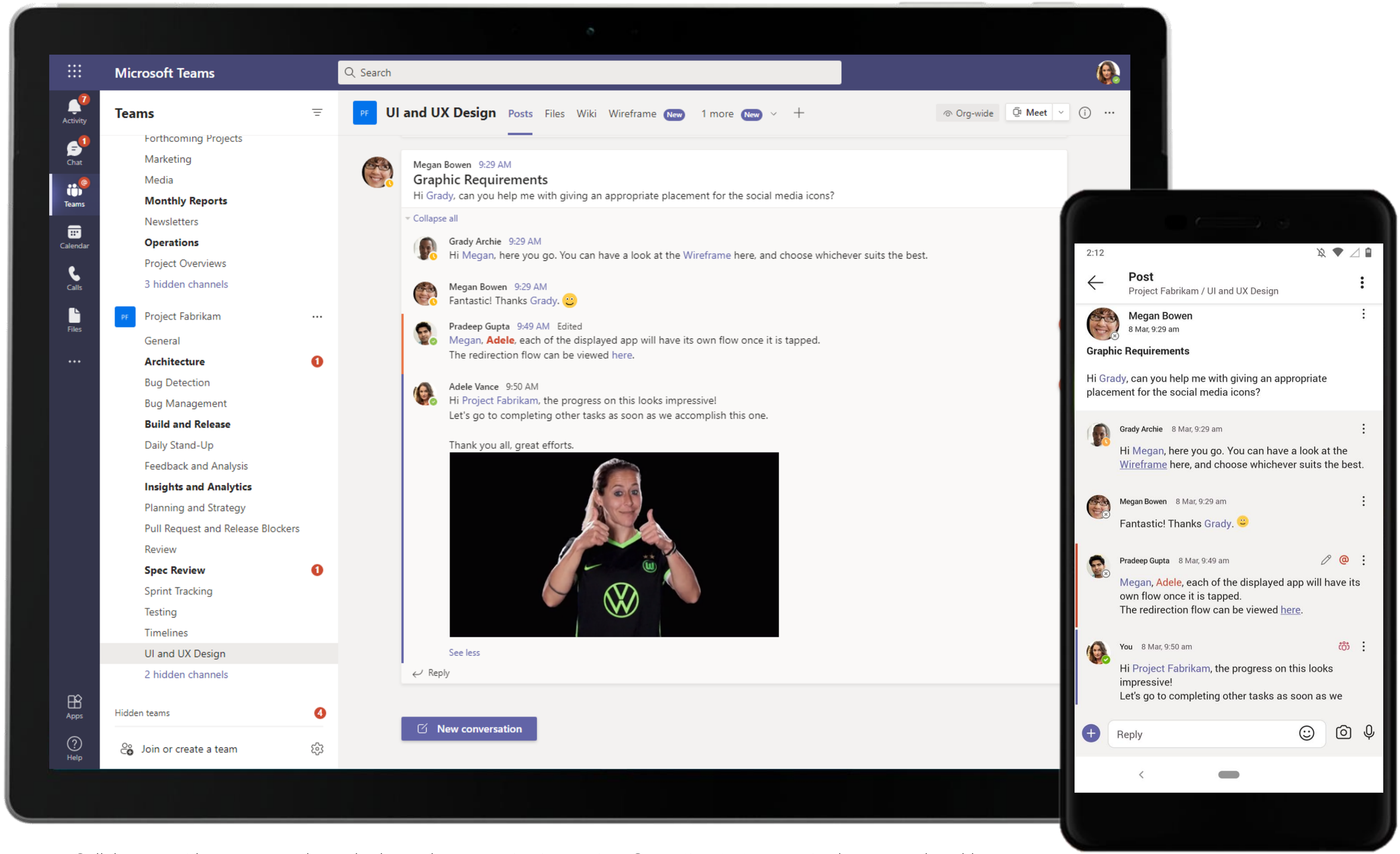
Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, keeping relevant chats grouped together. @mention relevant team members to make sure you grab their attention in real-time.

Microsoft



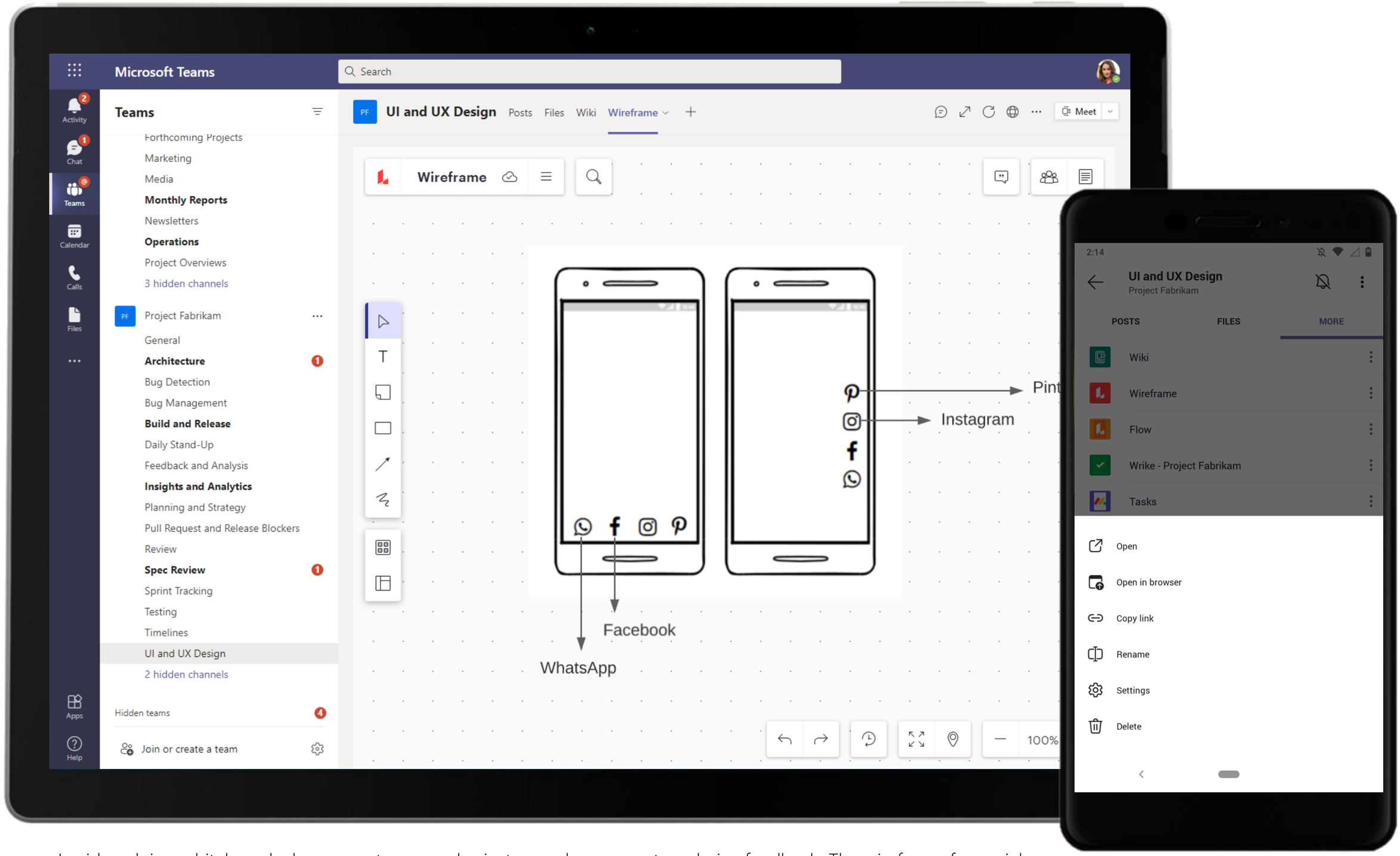
Create, access, and update all your projects and collaborate more effectively with Wrike. The Project Manager can organize and track tasks with the Wrike tab in any channel in Microsoft Teams.

Microsoft



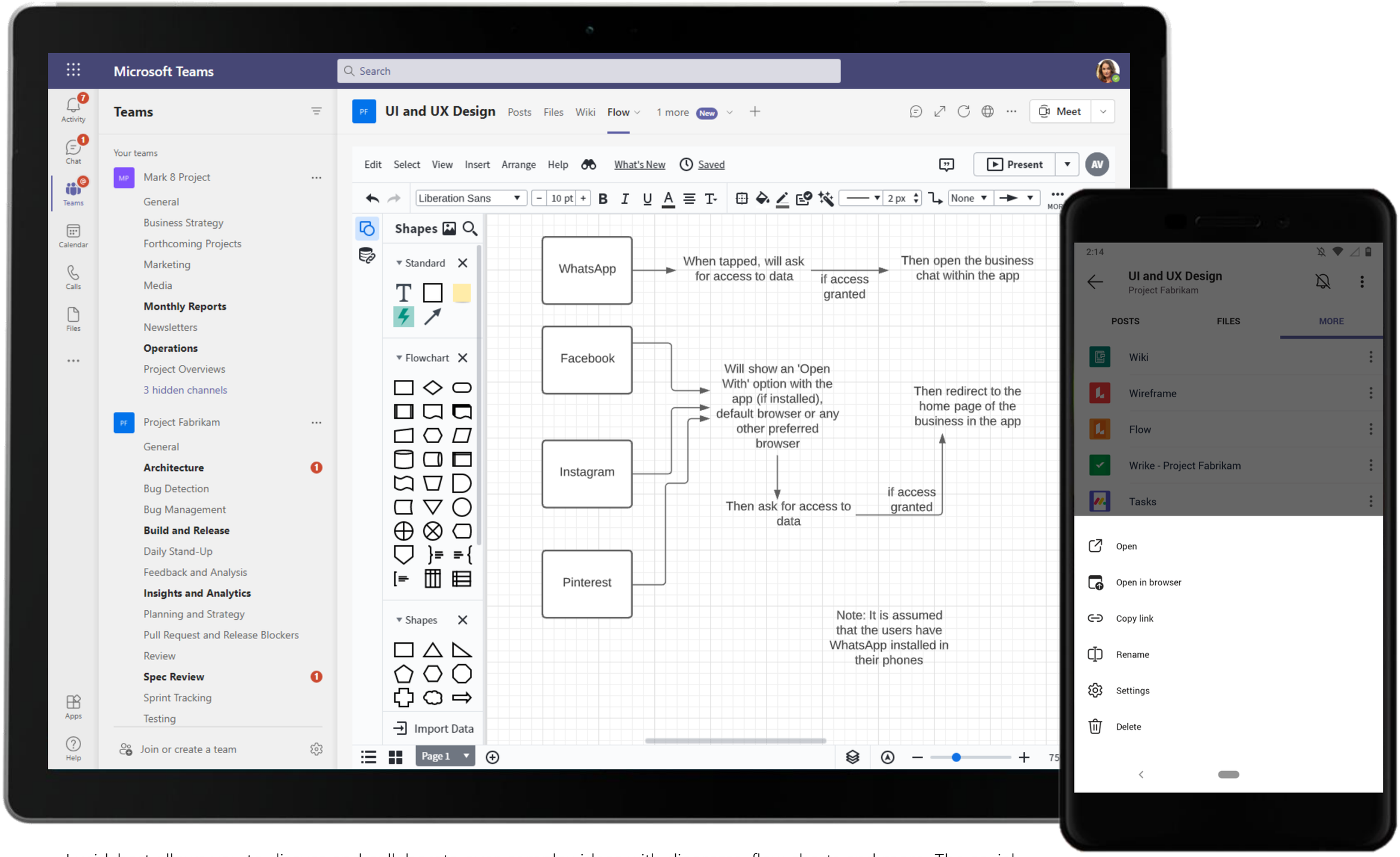
Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread. The Developer seeks help over social media icon placements.

Microsoft



Lucidspark is a whiteboard where your team can brainstorm, plan, present, and give feedback. The wireframe for social media icons is presented using Lucidspark.

Microsoft



Lucidchart allows you to discuss and collaborate over complex ideas with diagrams, flow charts and more. The social media flow is presented using integrated Lucidchart.



The Development Manifesto

Project Manager

Scenario Walkthrough

The team members at Contoso are now ready with the design, functionalities, and other details of the development. The Project Manager, in collaboration with other team leads, sends across the proposal for the overall event. See how the Project Manager and the team associates collaborate on Microsoft Teams to accomplish sharing a convincing proposal to the client.

- Creates the proposal using Confluence Cloud and shares the same in a dedicated channel.
- Sends out a meeting invite to discuss the proposal in detail.
- Uses the meeting thread to continue conversations about action items, thereby keeping conversations in context.
- Prepares an action plan for the tasks ahead using OneNote.
- Creates a To-Do list for members by using Workstreams.ai after the meeting ends.

How did Microsoft Teams help the Project Manager execute her roles and responsibilities?

- Create, organize and discuss work with your team using Confluence Cloud.
- Use Office tools such as OneNote cohesively from one platform without saving multiple versions locally.
- Create tasks, add labels, assign teammates and manage your work in flexible Kanban boards with Workstreams.ai.

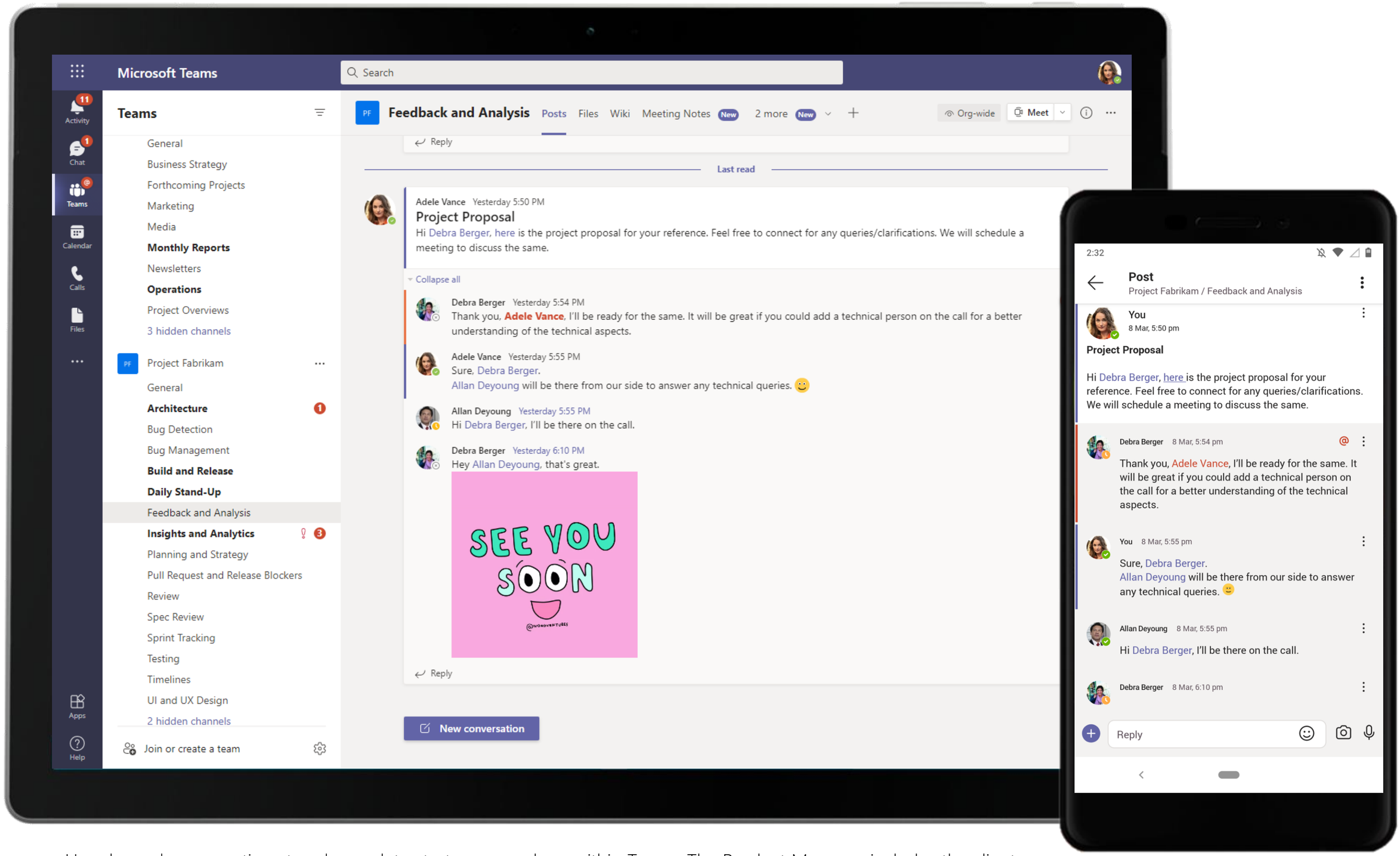
Which app integrations on Teams made it possible?

OneNote

Confluence Cloud

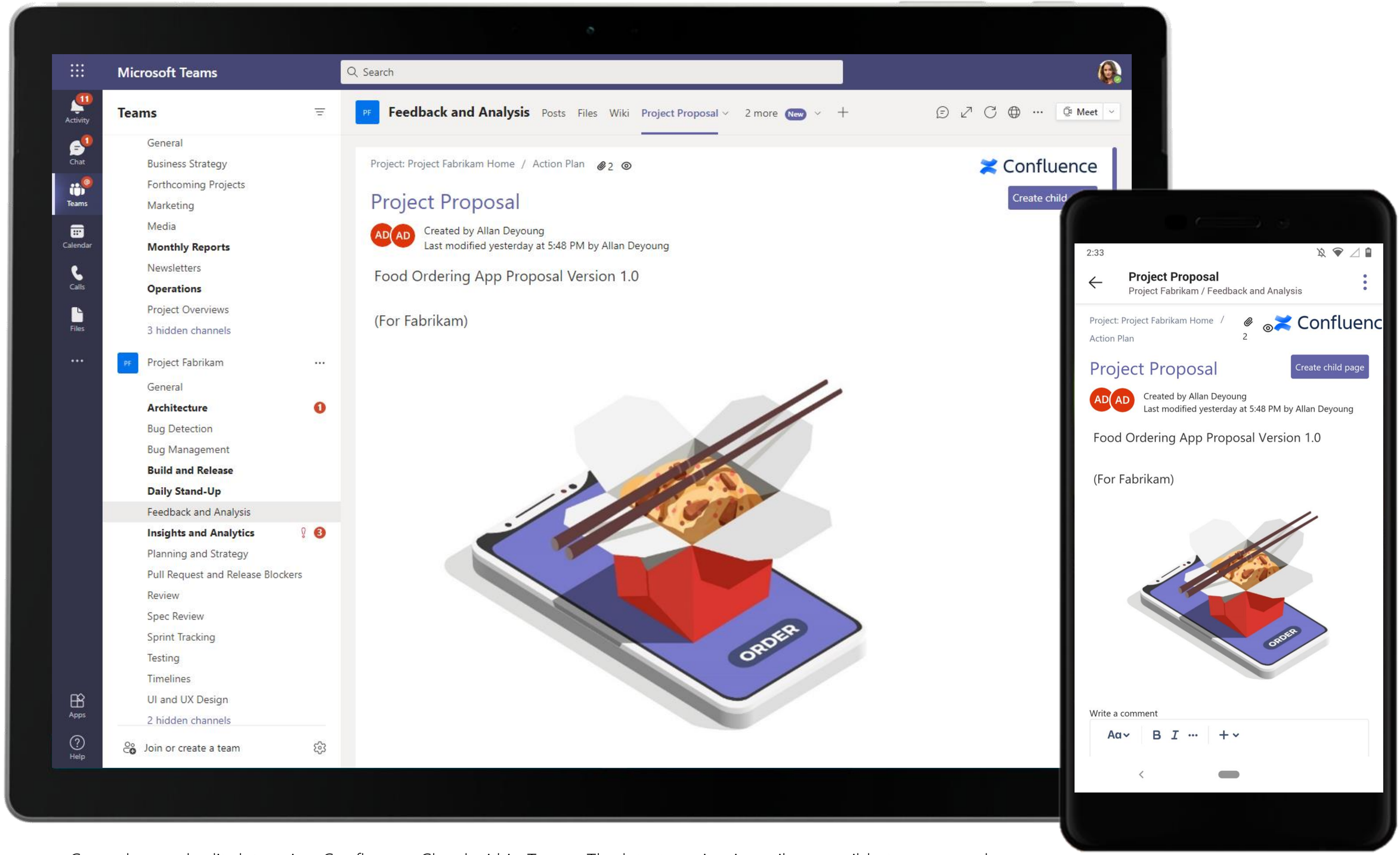
Workstreams.ai

Microsoft



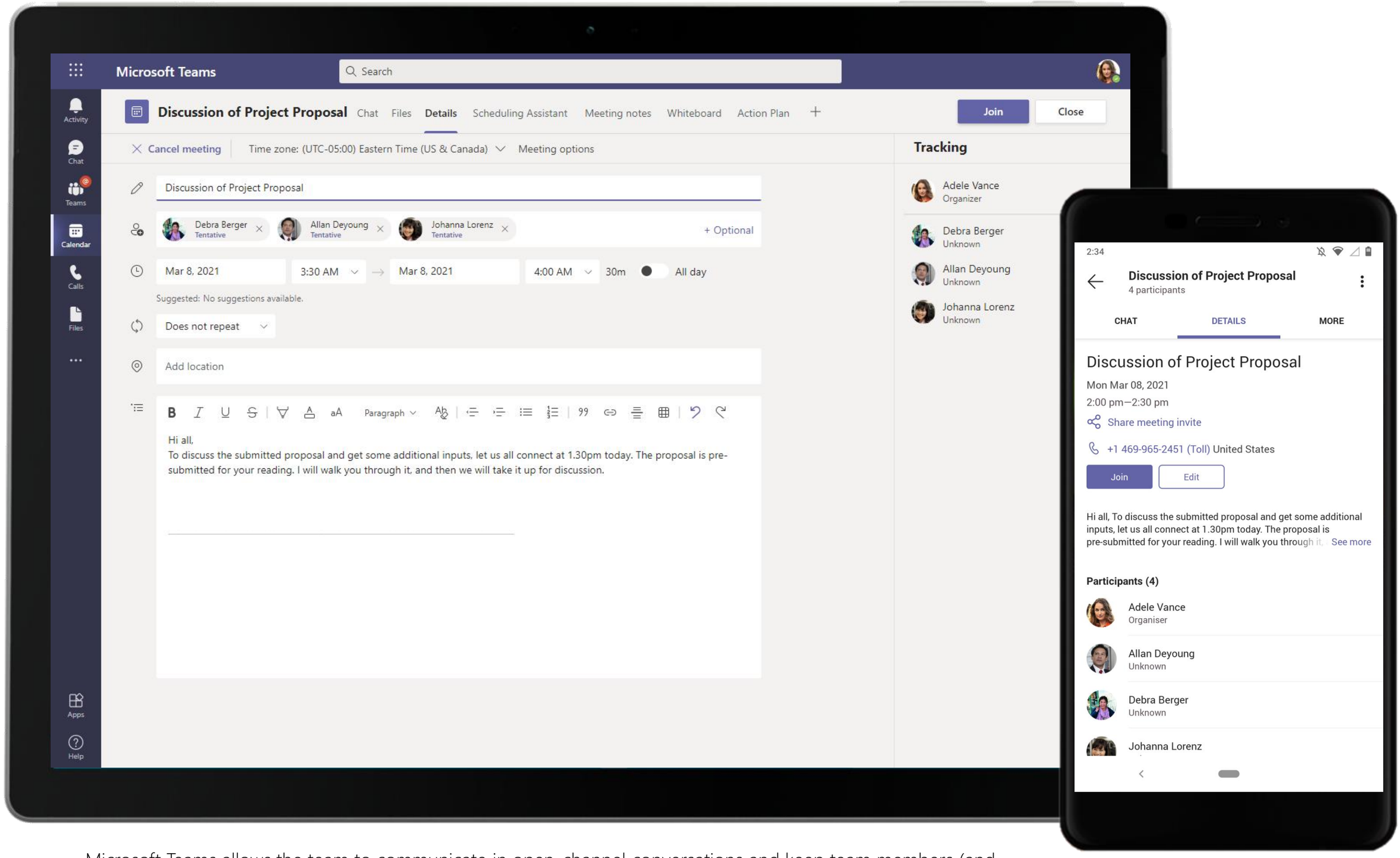
Use channel conversations to relay updates to team members within Teams. The Product Manager includes the client to offer proposal details.

Microsoft



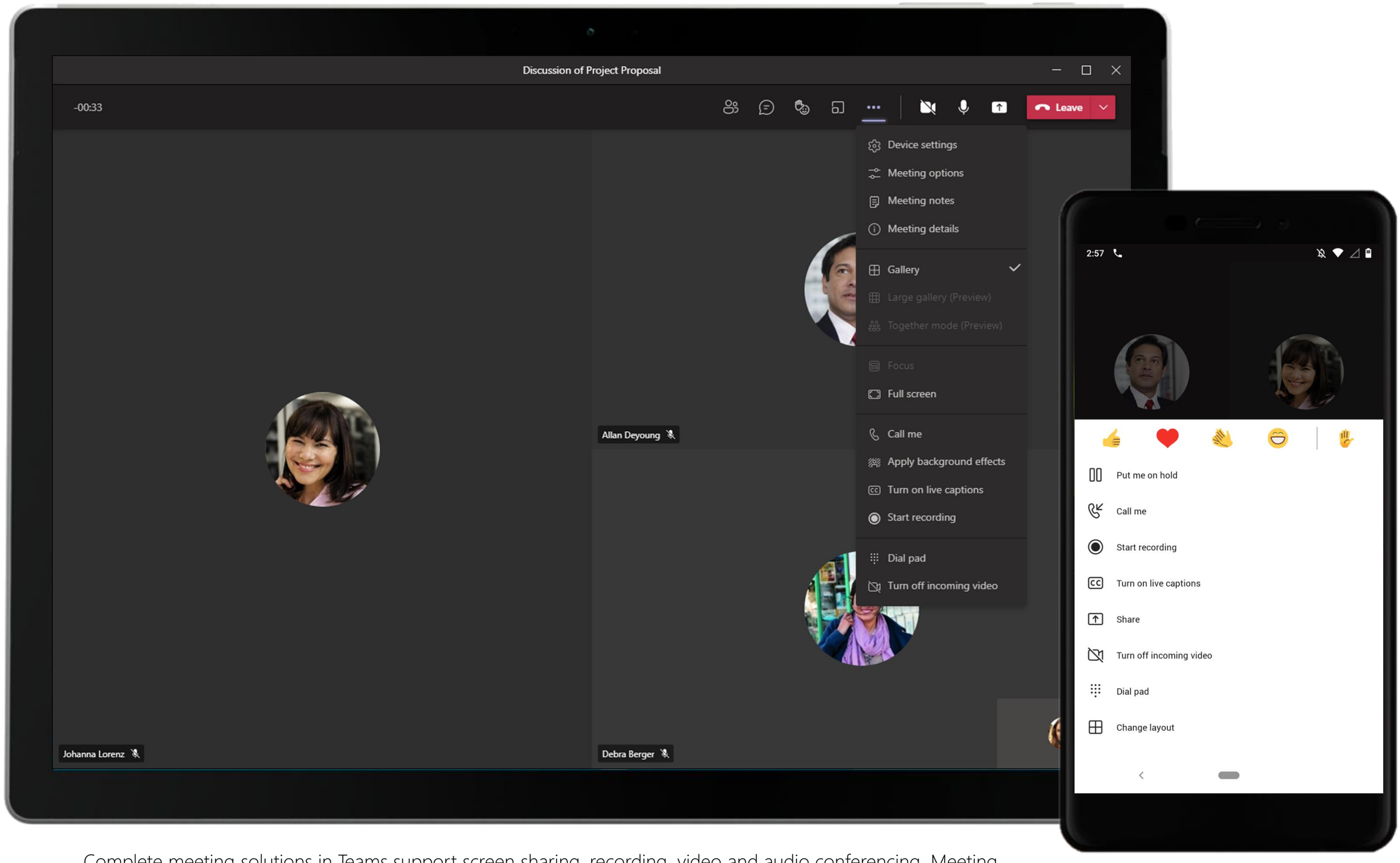
Co-author and edit data using Confluence Cloud within Teams. The latest version is easily accessible to any member on the team.

Microsoft



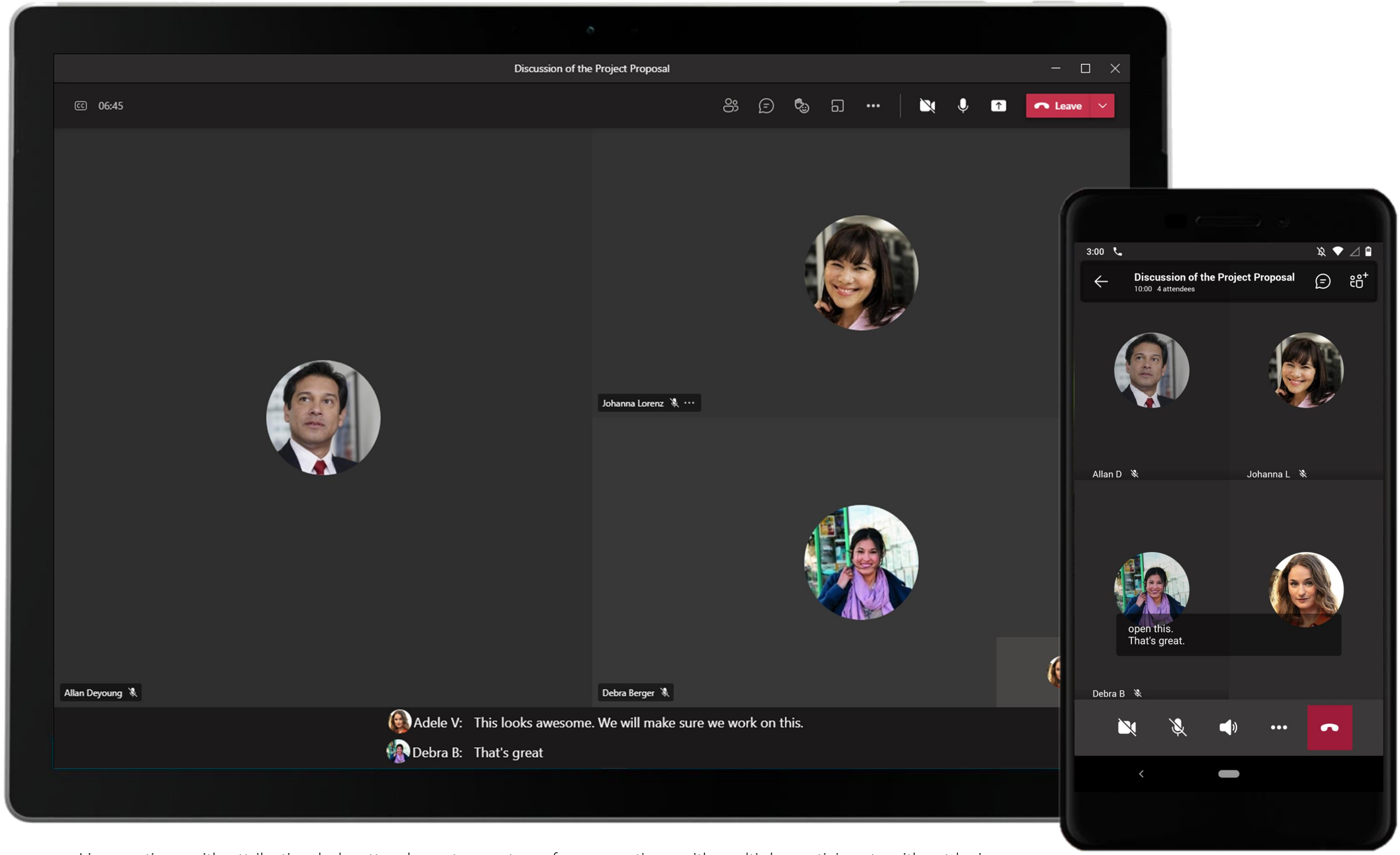
Microsoft Teams allows the team to communicate in open-channel conversations and keep team members (and guests) up-to-date.

Microsoft



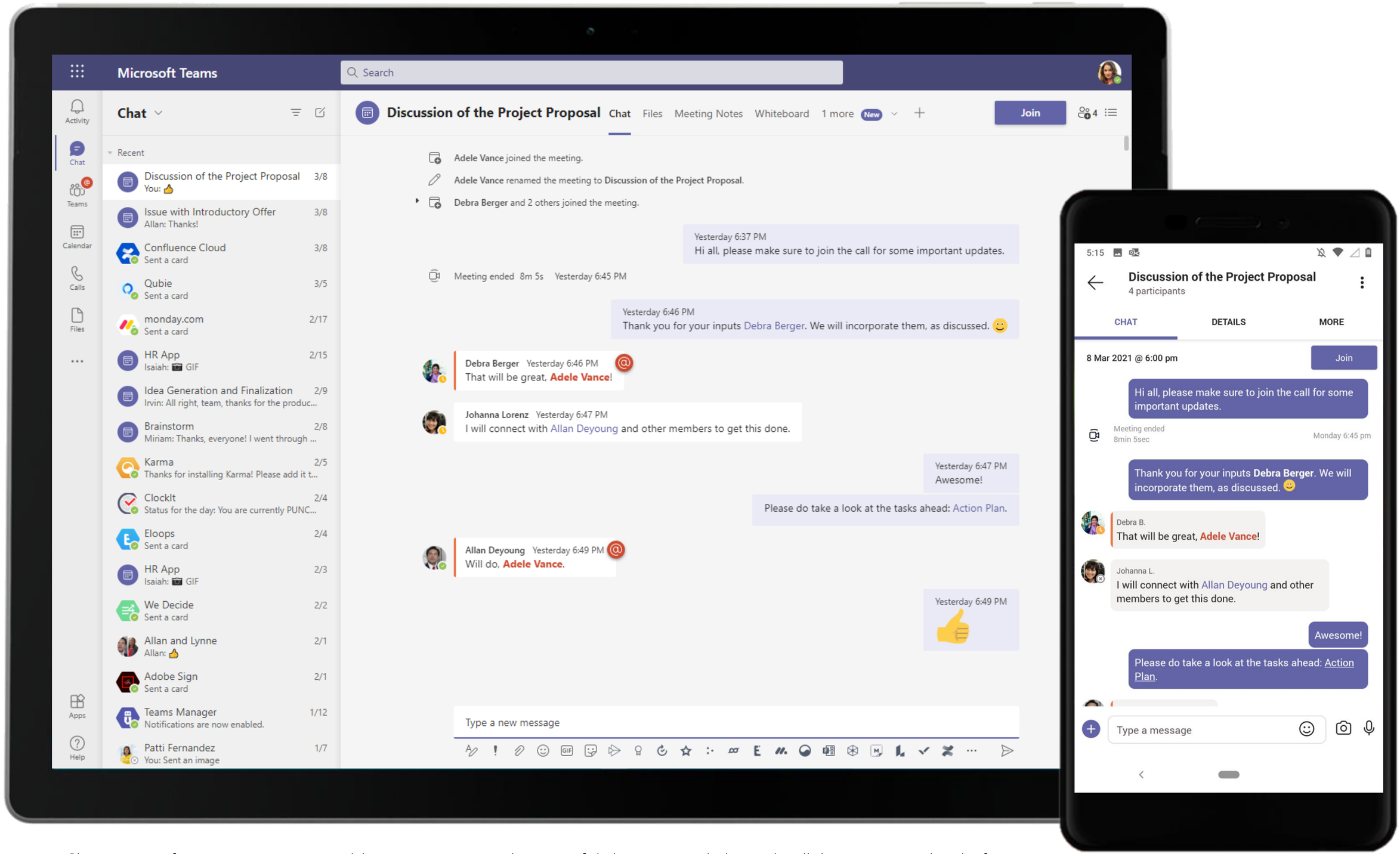
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Meeting attendees can enhance and customize their meeting experience based on their requirement.

Microsoft



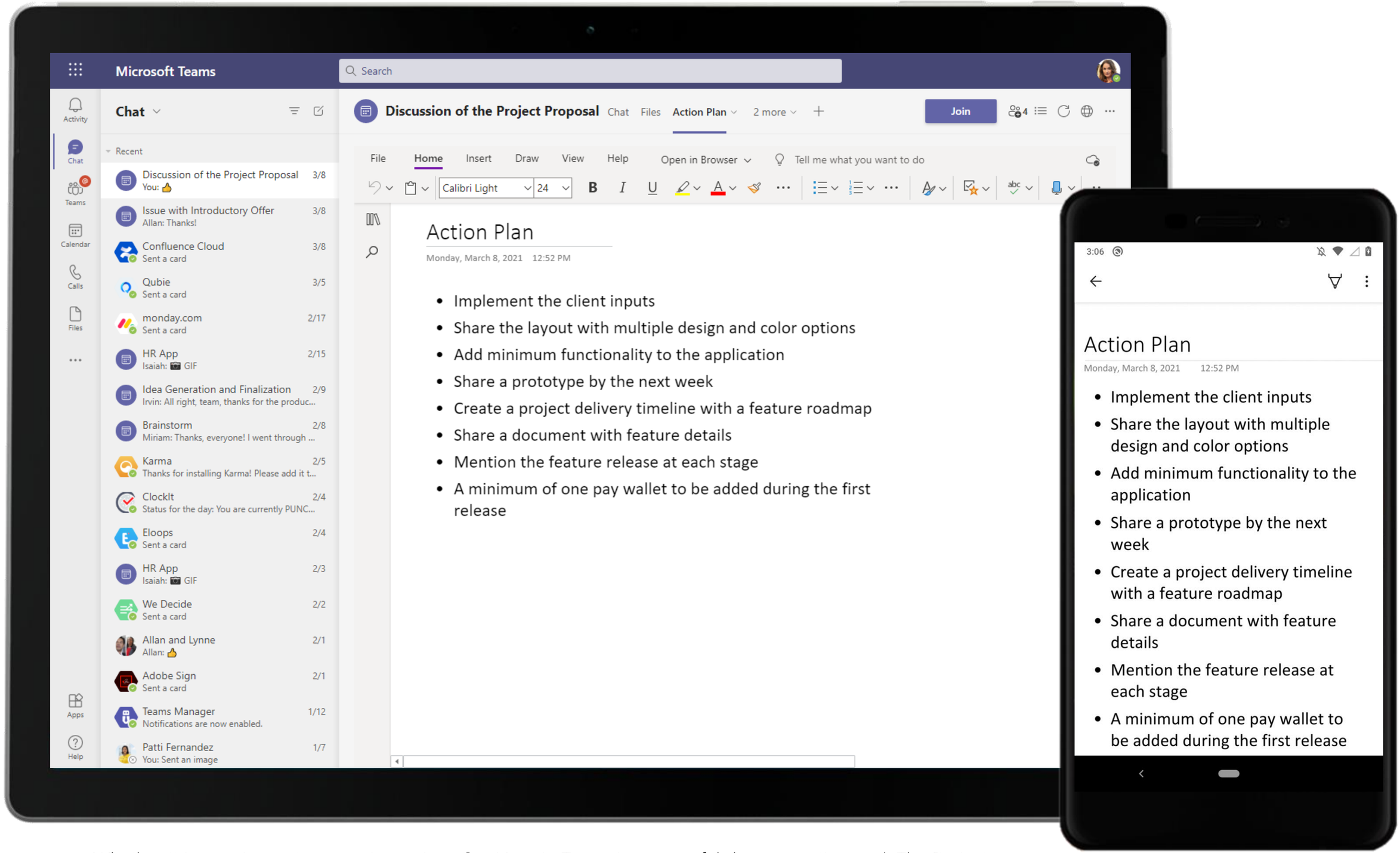
Live captions with attribution help attendees stay on top of conversations with multiple participants without losing track of the conversation.

Microsoft



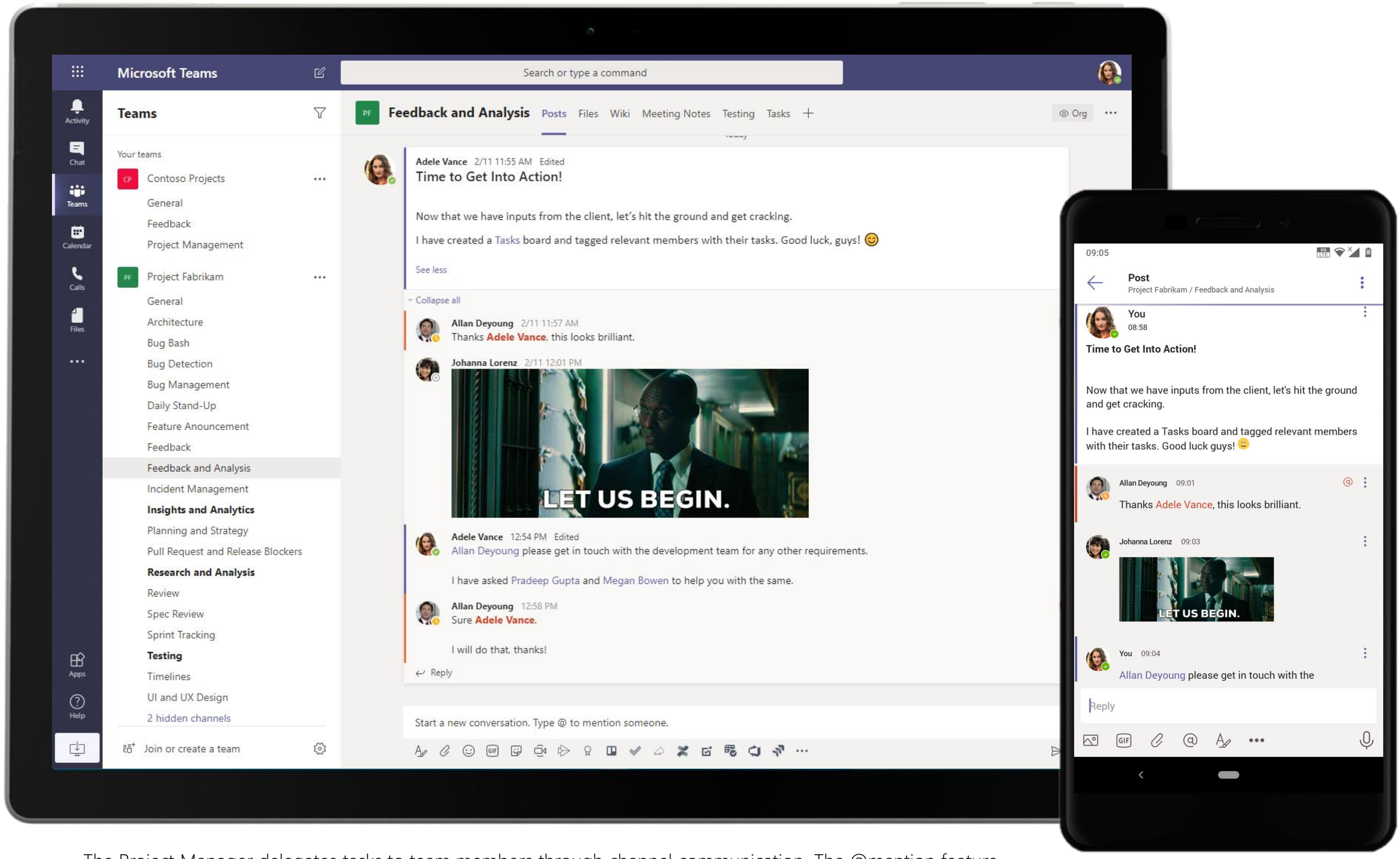
Chat groups for your meetings enable participants to share useful documents, links and collaborate over chat before, during and after the meeting. Participants can revisit the meeting chat anytime to access the conversation and apps configured.

Microsoft



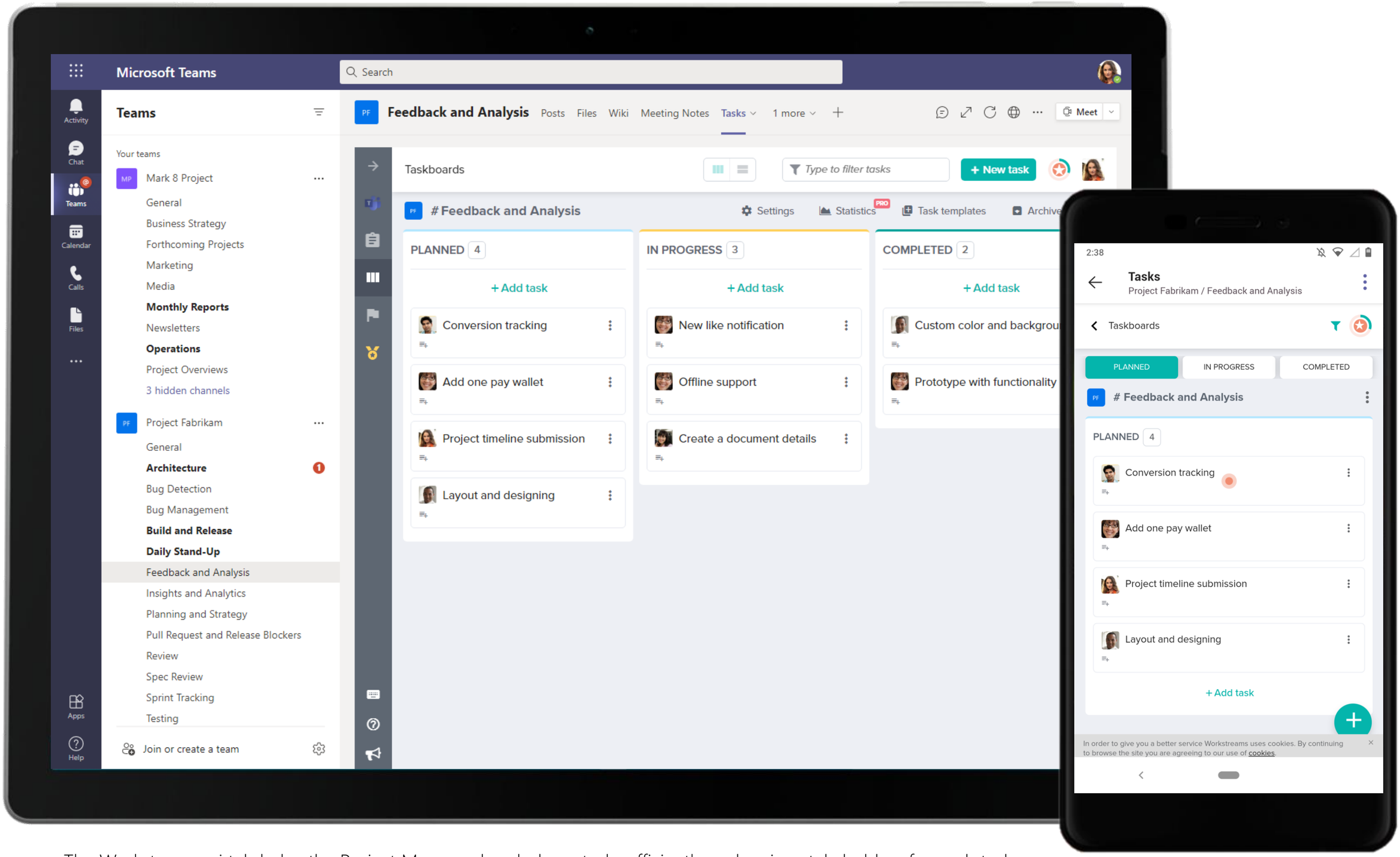
Whether it is meeting notes or action points, OneNote in Teams is a powerful documentation tool. The Project Manager uses a OneNote tab to build an action plan and shares it later with her team.

Microsoft



The Project Manager delegates tasks to team members through channel communication. The @mention feature ensures that team members don't miss out on messages that need their attention!

Microsoft



The Workstreams.ai tab helps the Project Manager break down tasks efficiently and assign stakeholders for each task, without having to leave the Teams app.



Creating a Sound Software Architecture

Software Architect

Scenario Walkthrough

The Development team at Contoso understands the importance of having a sound architecture for the software they build. The Software Architect leverages applications within Microsoft Teams to create the appropriate software architecture for the client's product. She coordinates and communicates with the teammates to best position the product for success.

- Receives notification from the Product Manager and responds in the conversation thread using channel communications.
- Views the application requirements shared by the Product Manager using Confluence Cloud within Microsoft Teams.
- Shares a visual representation of the software's architecture with team members by creating a Lucidchart tab within the channel.
- @mentions the team and schedules a meeting to discuss the architecture and requirements within the channel.
- Receives praise from the Tech Lead for the outstanding presentation and insights.

How did Microsoft Teams help the Software Architect execute her roles and responsibilities?

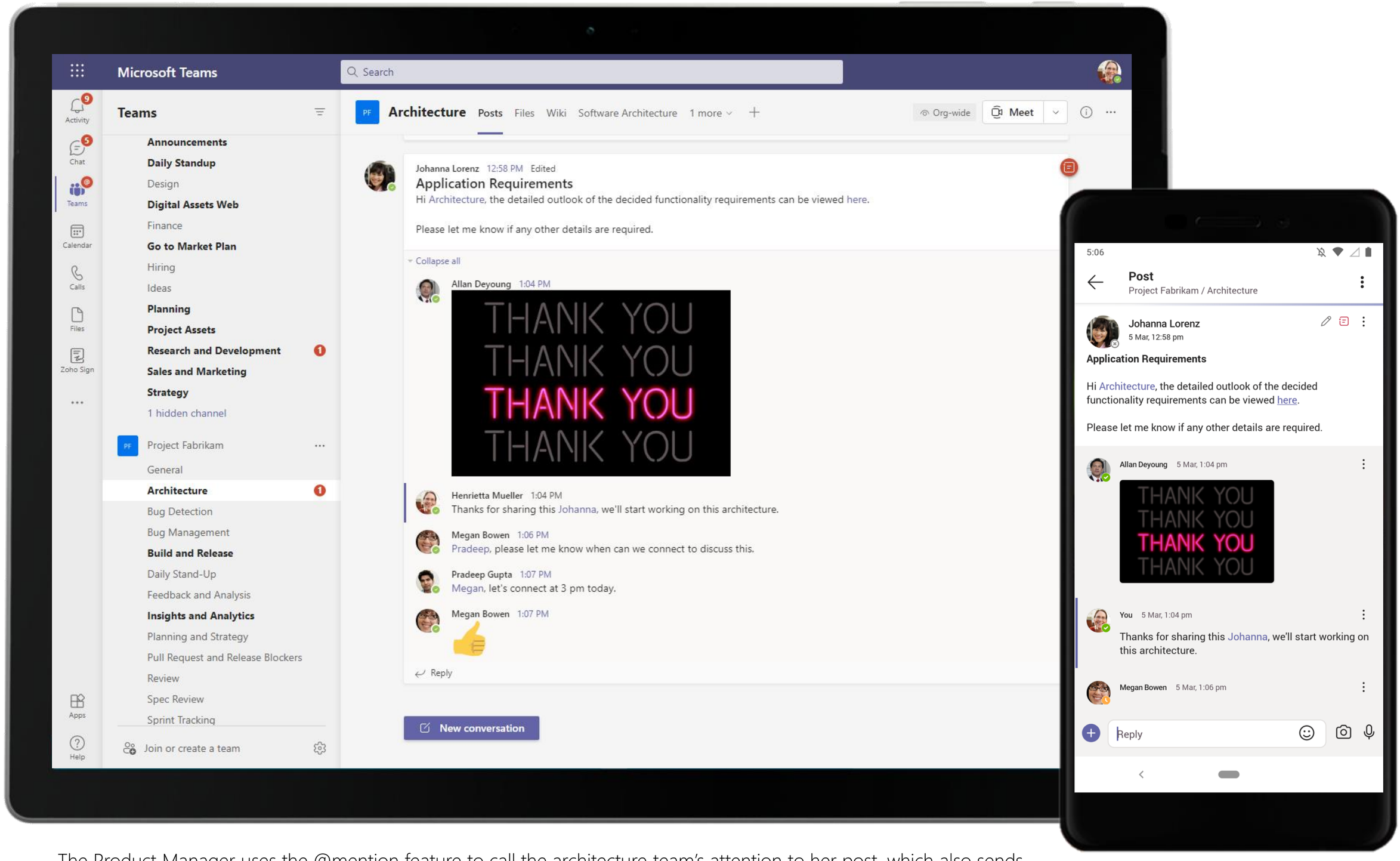
- Collaborate to build reports, documents, and presentations online in the cloud with Confluence Cloud.
- Create power visual representations of blueprints with Lucidchart.
- Seamless meetings using Microsoft Teams to keep everyone informed & aligned.
- Effective channel communication with @mention feature for quick updates.

Which app integrations on Teams made it possible?

Confluence Cloud

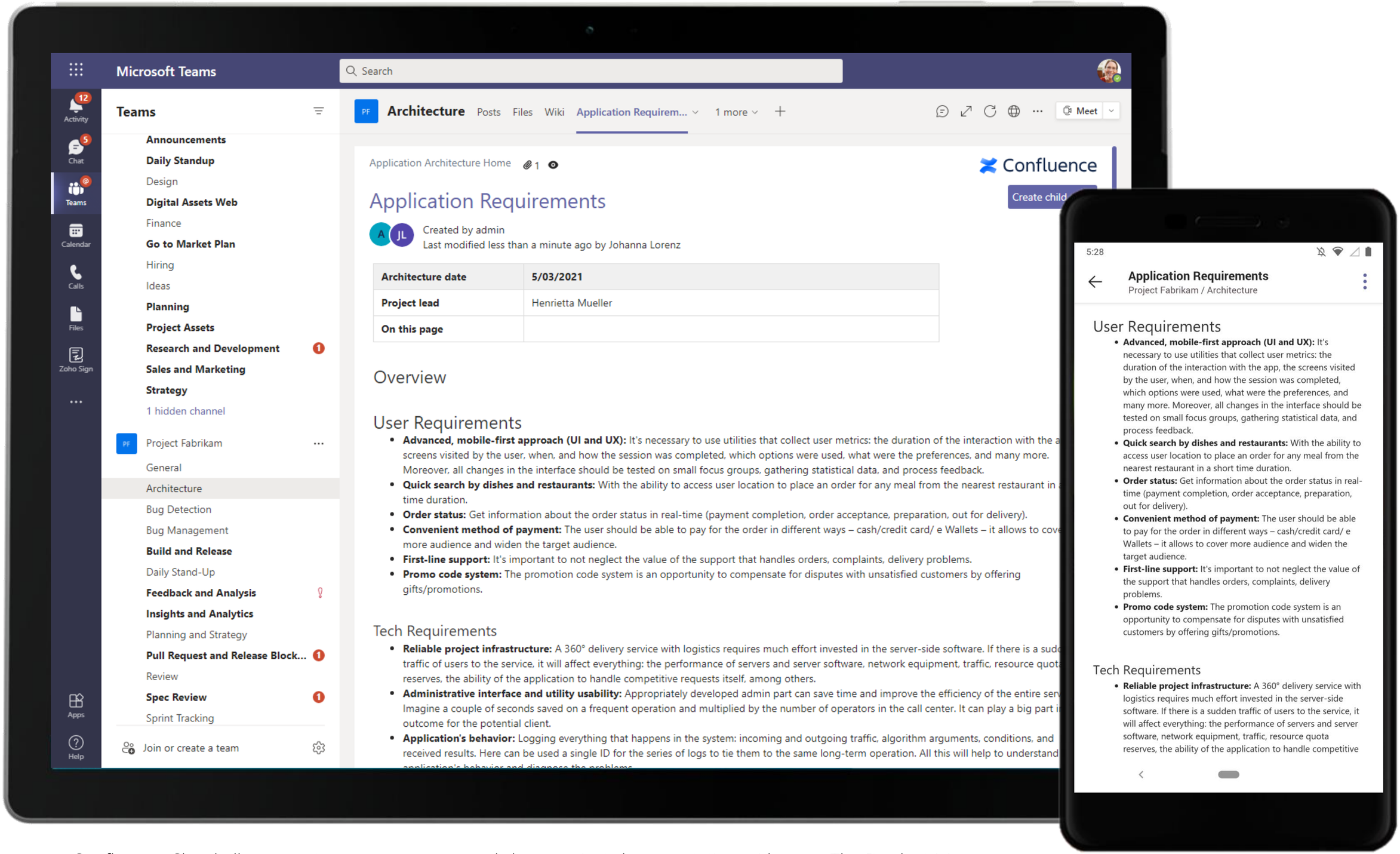
Lucidchart

Microsoft



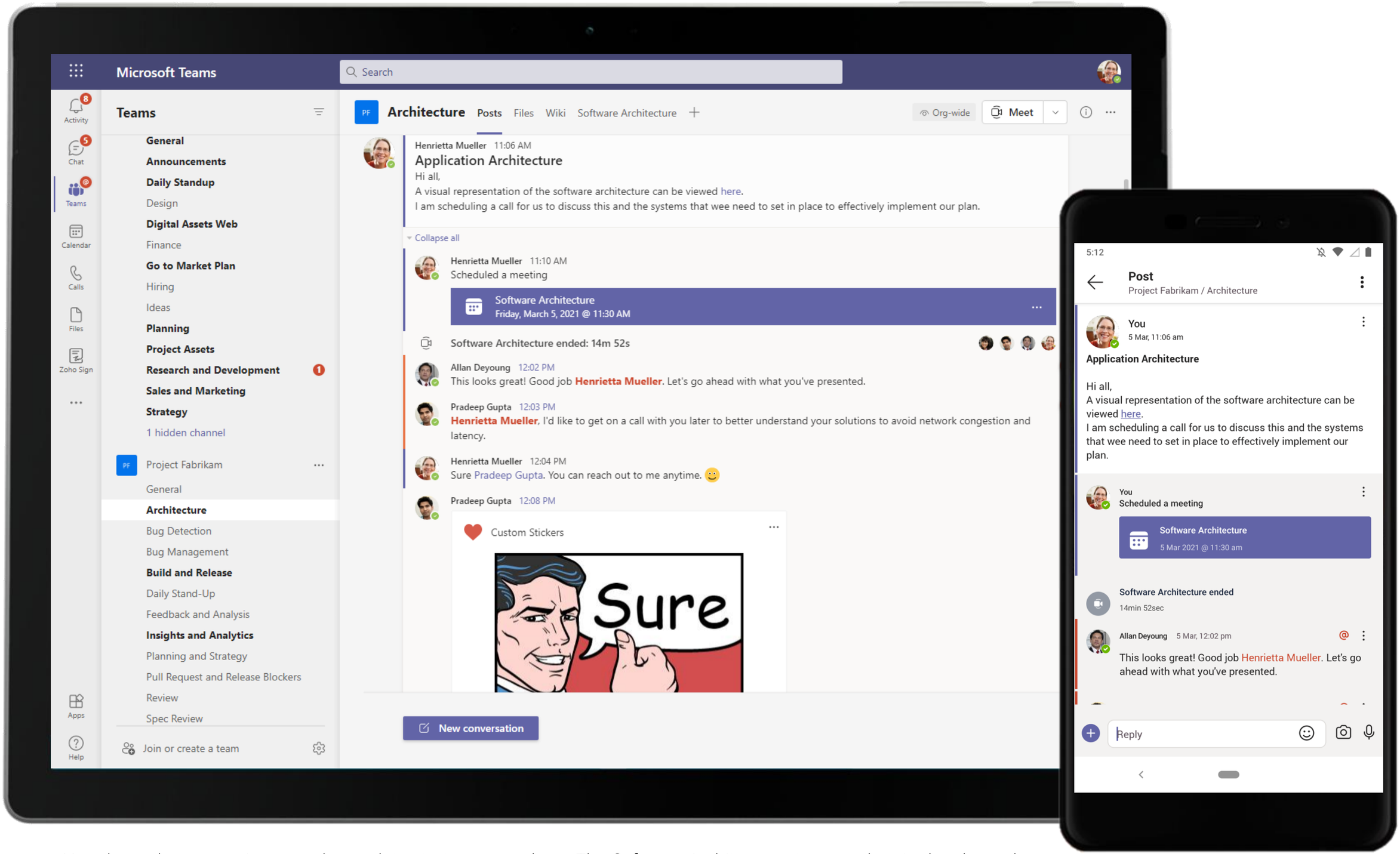
The Product Manager uses the @mention feature to call the architecture team's attention to her post, which also sends out a notification in their Activity Feed.

Microsoft



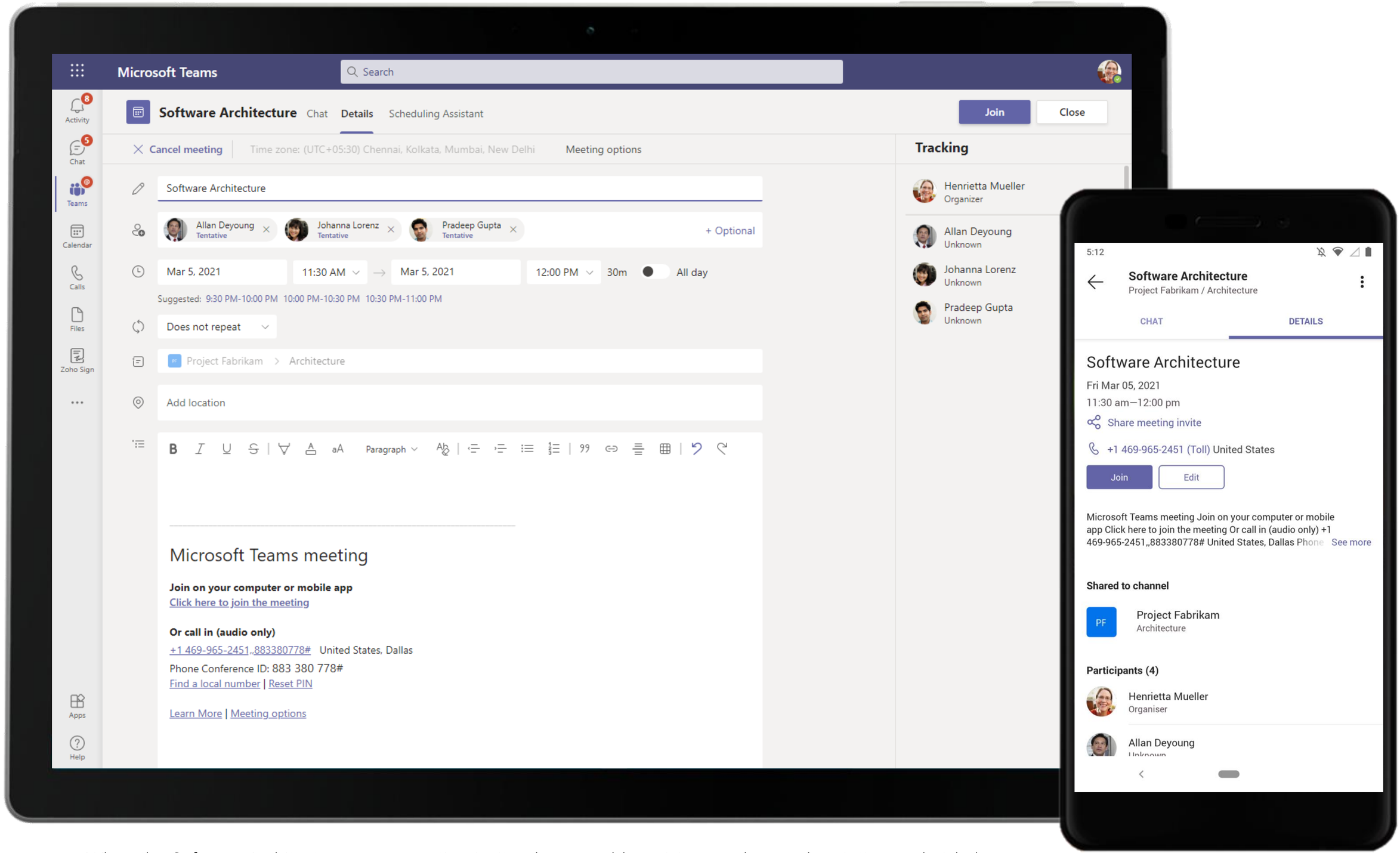
Confluence Cloud allows you to create, manage and share project documentation with ease. The Product Manager shares requirements for the mobile app using Confluence Cloud.

Microsoft



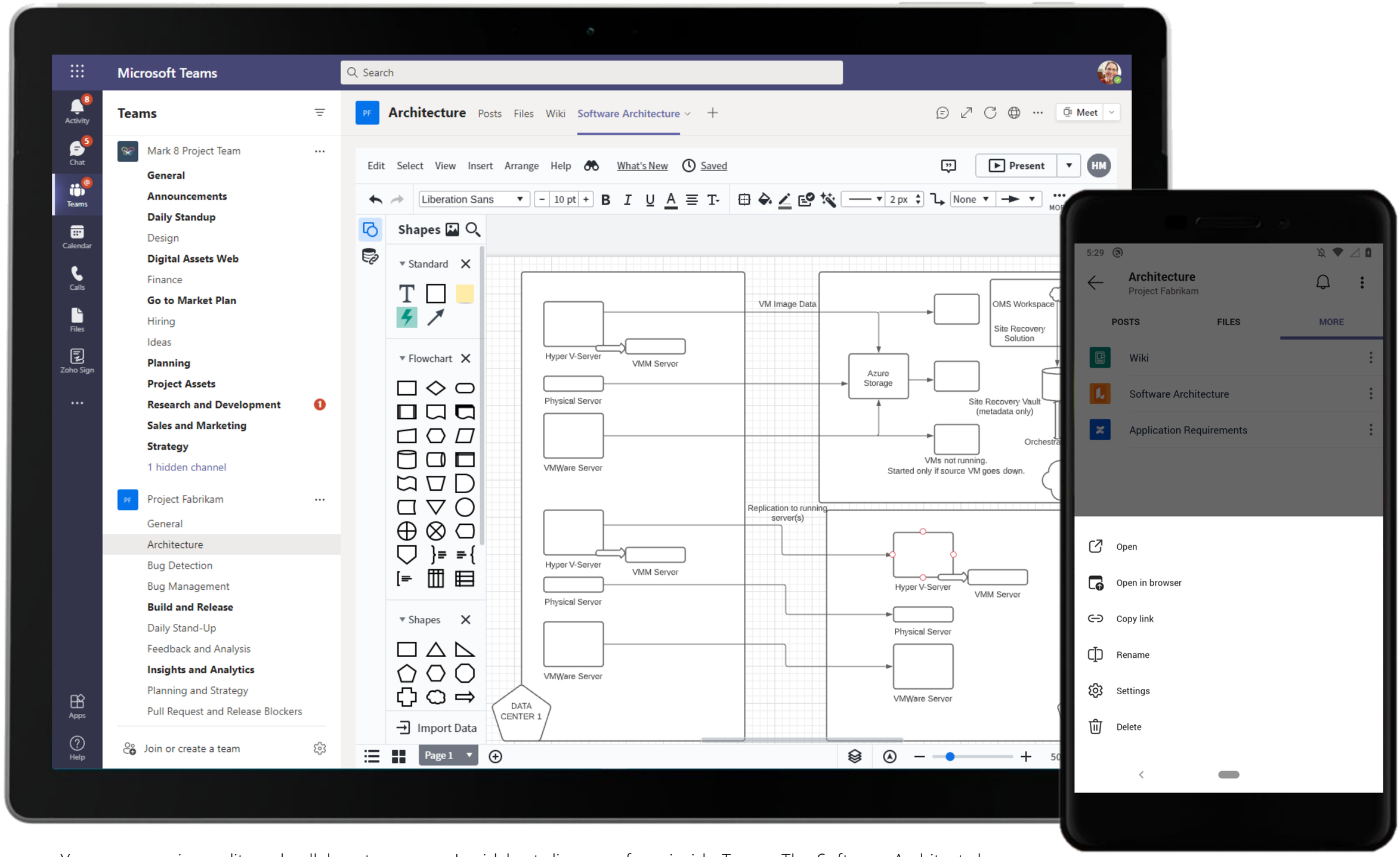
Use channel conversations to relay updates to team members. The Software Architect posts an update in the channel and schedules a meeting to discuss the details of the architecture.

Microsoft



When the Software Architect creates a meeting invite, she can add participants, share a description and pick the optimal time for the meeting.

Microsoft



You can now view, edit, and collaborate on your Lucidchart diagrams from inside Teams. The Software Architect shares the visual representation of the software architecture using Lucidchart.

Build an App and Website in Teams

In this playbook, you will see how Contoso team works on a software development project using Microsoft Teams. Contoso is expected to upgrade the food delivery website and create a mobile application for their client Fabrikam. The team uses integration of essential apps throughout the whole project lifecycle.

DevOps Superpowers in Teams

Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

Apps that enable an immersive experience in Teams

Word, PowerPoint, OneNote, YellowAnt, Asana, Wrike

GitHub, Jira Cloud, Lucidchart, Bitbucket, Site24x7, xMatters

Confluence Cloud, Zoho Projects, MURAL, Jenkins, Tasks by Planner and To Do, ScrumGenius

Meet the Business Decision Makers

Build



Project Manager

"Being a Project Manager is like being an artist; you have different colored process streams combining into a work of art."

- Monitor the progress of work and assign task to employees
- Ensure on time delivery of the project
- Ensure minimum or zero bugs in the final document
- Escalate any risk or delays that can impact the project



Developer

"Developing is a skill best acquired by practice and example, rather than by books."

- Prepare and coordinate intranet web updates and intranet website changes
- Develop quality assurance procedures
- Work closely with other developers, UX designers, business and systems analysts



Scrum Master

"If you focus on the strength of the team, you will begin to find work as a positive challenge."

- Find methods to effectively manage the product backlog
- Organize scrum events as necessary
- Plan scrum implementation
- Implement changes and steps to increase the team's productivity

Meet the Business Decision Makers

Build



Developer

"A good programmer looks both ways before crossing a one-way street."

- Program, test and debug all web applications in collaboration with other programmers
- Collaborate with staff and teams to develop, format and deploy content.
- Assist and support in the upkeep and maintenance of web sites.



Tech Lead

"To successfully implement continuous delivery, you need to change the culture of how an entire organization views software development effort."

- Collaborate with delivery teams providing guidance and subject matter expertise on the software
- Create software deployment strategies to successfully deploy the software
- Update configuration management tools for implementation and supportability



Release Manager

"Quality in a service or product is not what you put into it. It's what the client or customer gets out of it."

- Plan release windows and the overall release lifecycle
- Manage risks that may affect release scope
- Communicate all key project plans, commitments, and changes including requirements



Scrum

Scrum Master

Scenario Walkthrough

The Scrum Master at Contoso understands the importance of ensuring that the team moves forward towards goals and follows processes and practices that are set in place to work as an efficient team. He leverages bots and tools within Microsoft Teams to set in place efficient processes to track and update the status of assigned tasks.

- Creates scrum questions to be sent to team members using ScrumGenius within Microsoft Teams.
- Responds to questions posted by ScrumGenius to update work status and blockers.
- Reviews scrum updates shared by team members using the ScrumGenius dashboard within Microsoft Teams.
- Receives notification regarding an issue to be discussed via GitHub.
- Schedules a channel meeting and turns on live captions to ensure that team members are all on the same page.
- Views the updated sprint shared by the Engineering Manager using Zoho Sprints.

How did Microsoft Teams help the Scrum Master execute his roles and responsibilities?

- Automate team status meetings and scrum updates using the ScrumGenius bot.
- Efficiently plan projects and assign tasks using Zoho Sprints.
- Monitor activities in your repositories and share pull requests with GitHub.

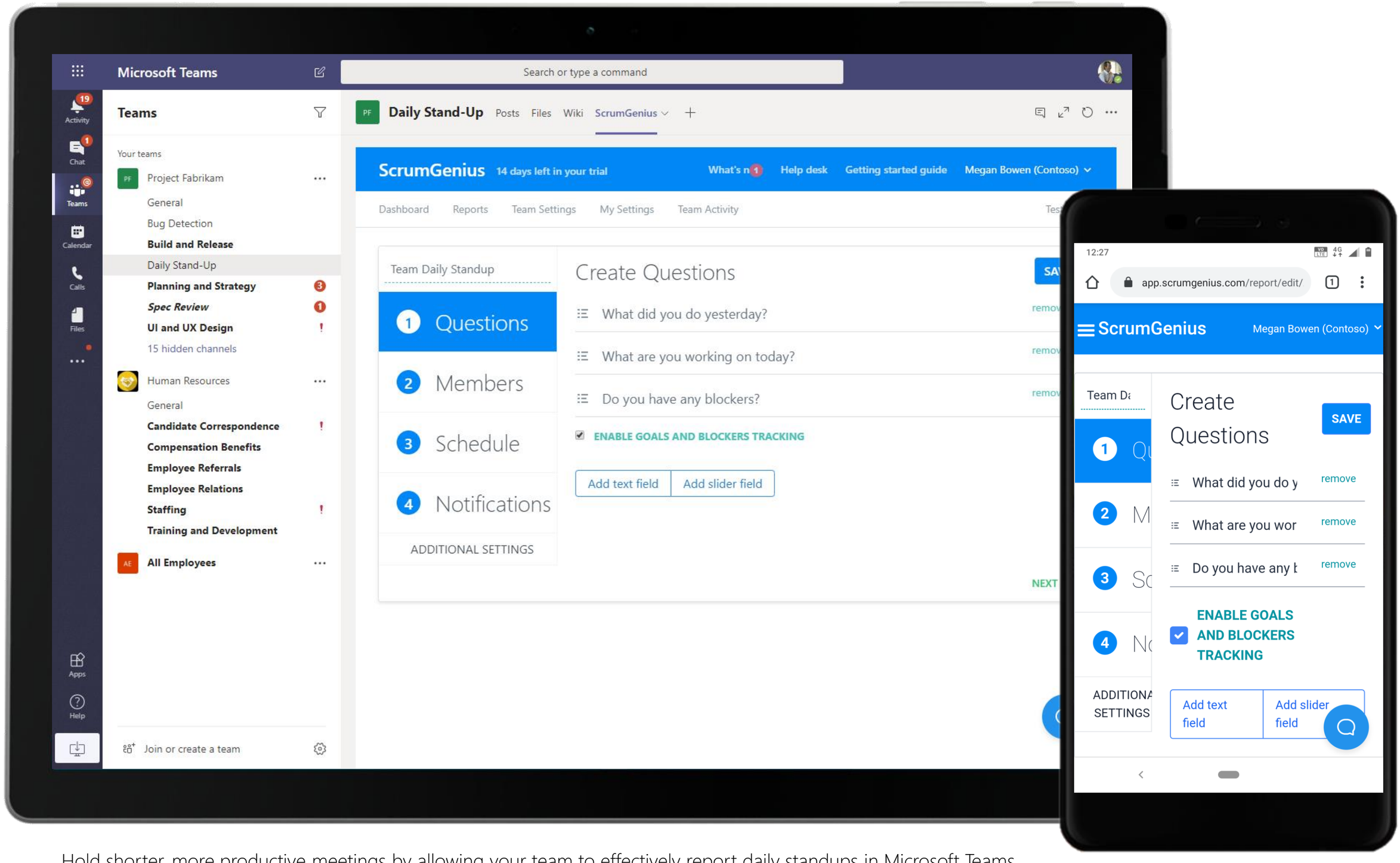
Which app integrations on Teams made it possible?

GitHub

Zoho Sprints

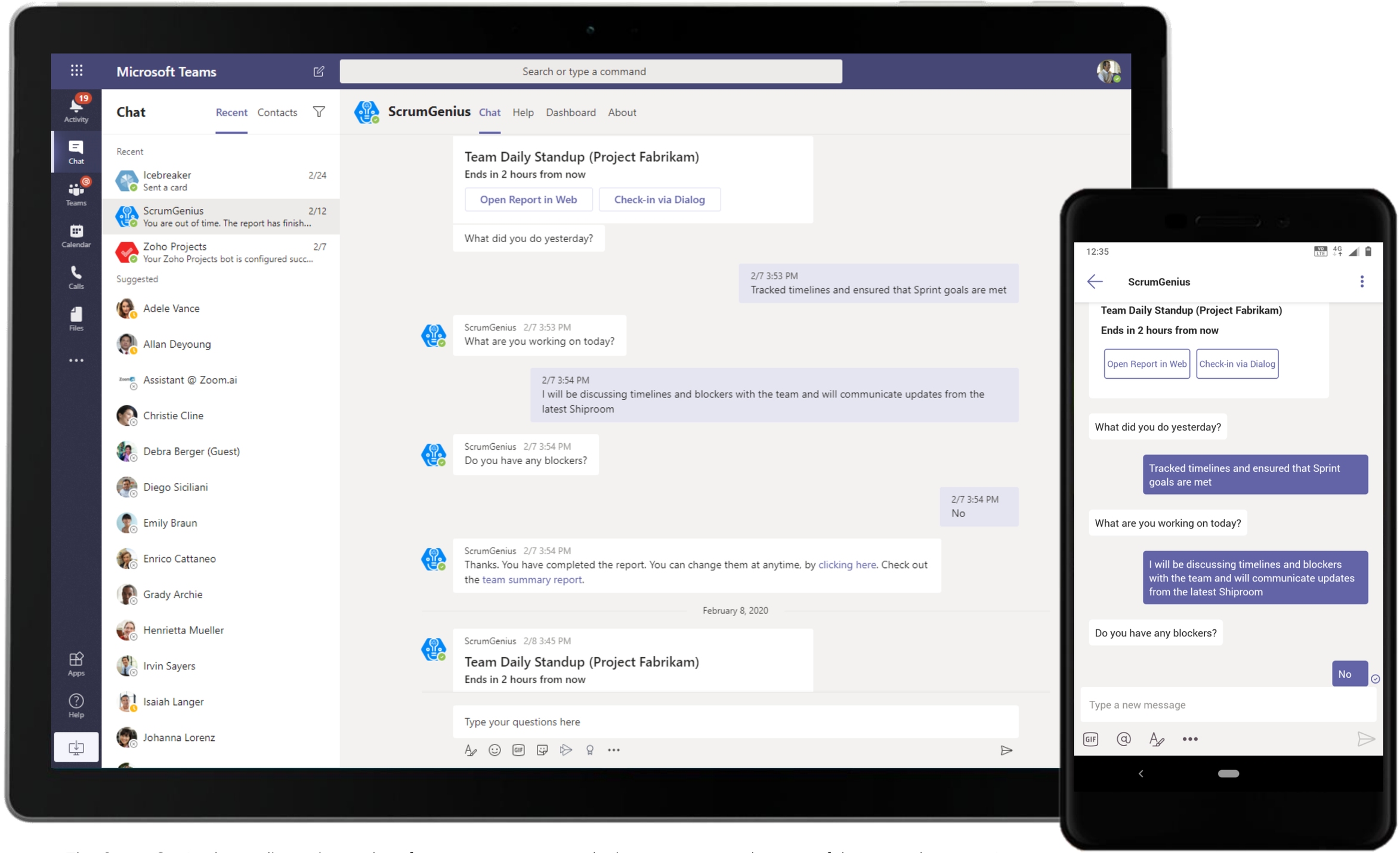
ScrumGenius

Microsoft



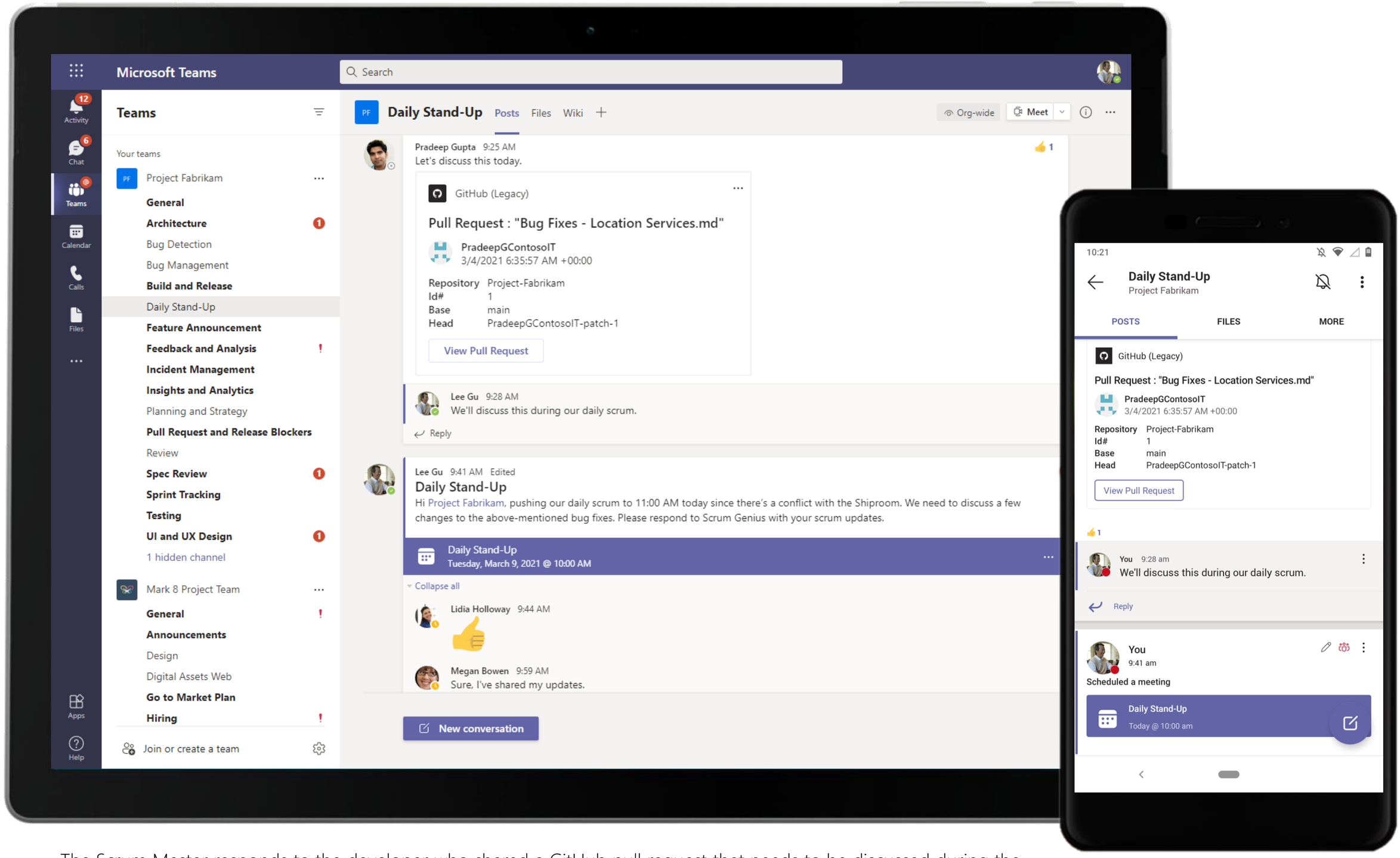
Hold shorter, more productive meetings by allowing your team to effectively report daily standups in Microsoft Teams. The Scrum Master uses ScrumGenius for his daily standups.

Microsoft



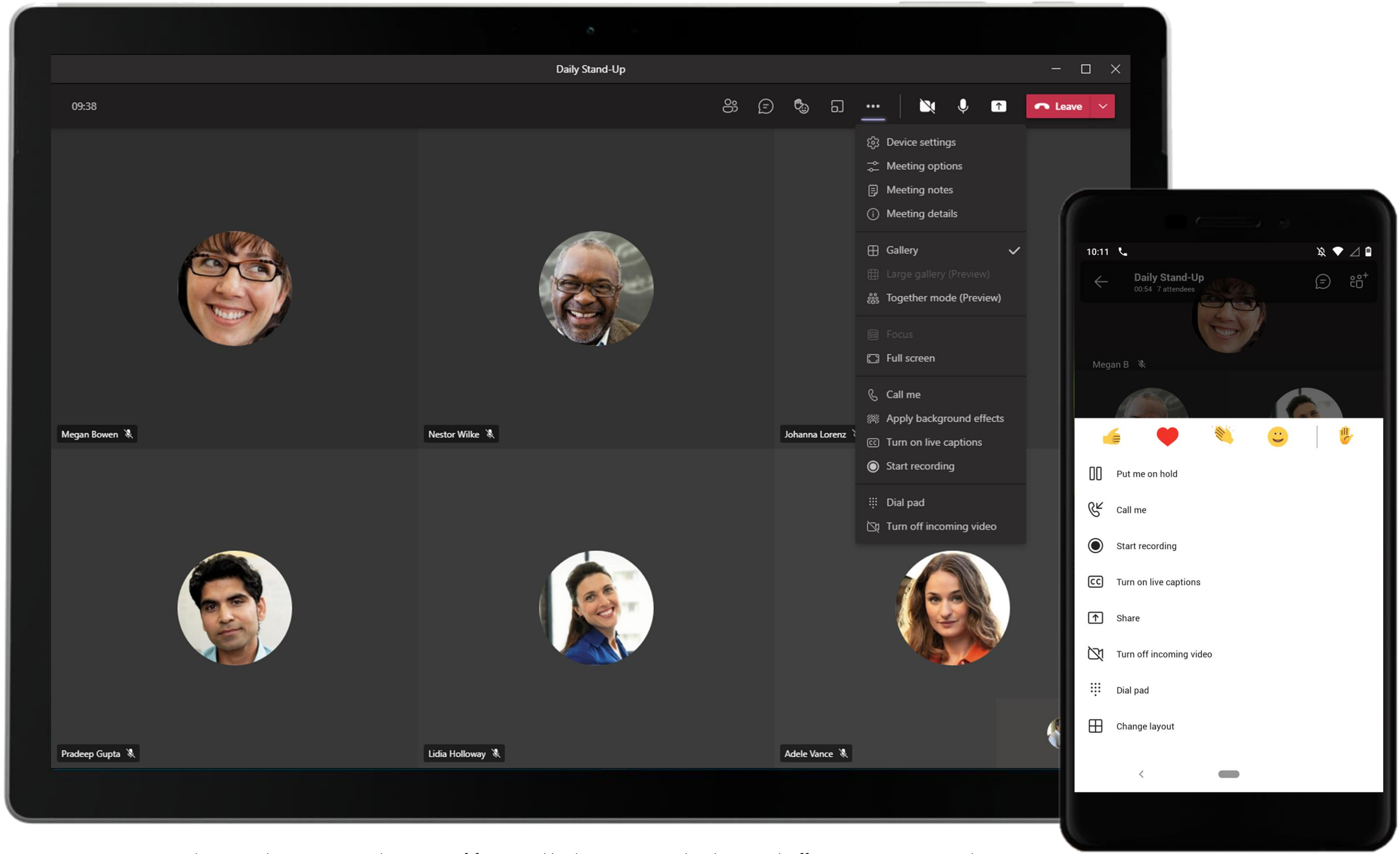
The ScrumGenius bot collects the update from your team, records the answers, produces useful stats and summaries and broadcasts live updates in the channel tab.

Microsoft



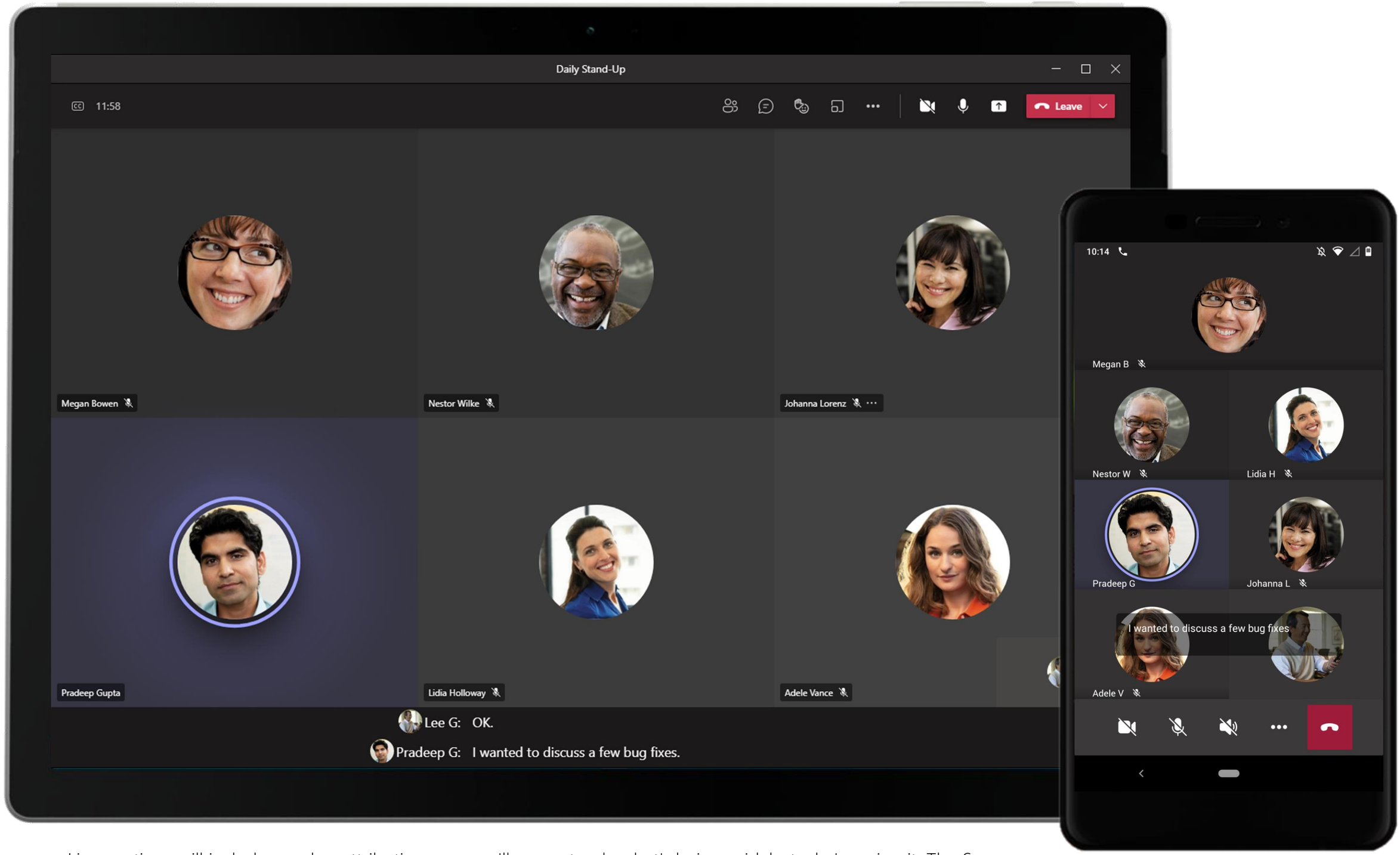
The Scrum Master responds to the developer who shared a GitHub pull request that needs to be discussed during the daily stand-up. The Scrum Master schedules a channel meeting and reminds the team to share their scrum updates with Scrum Genius.

Microsoft



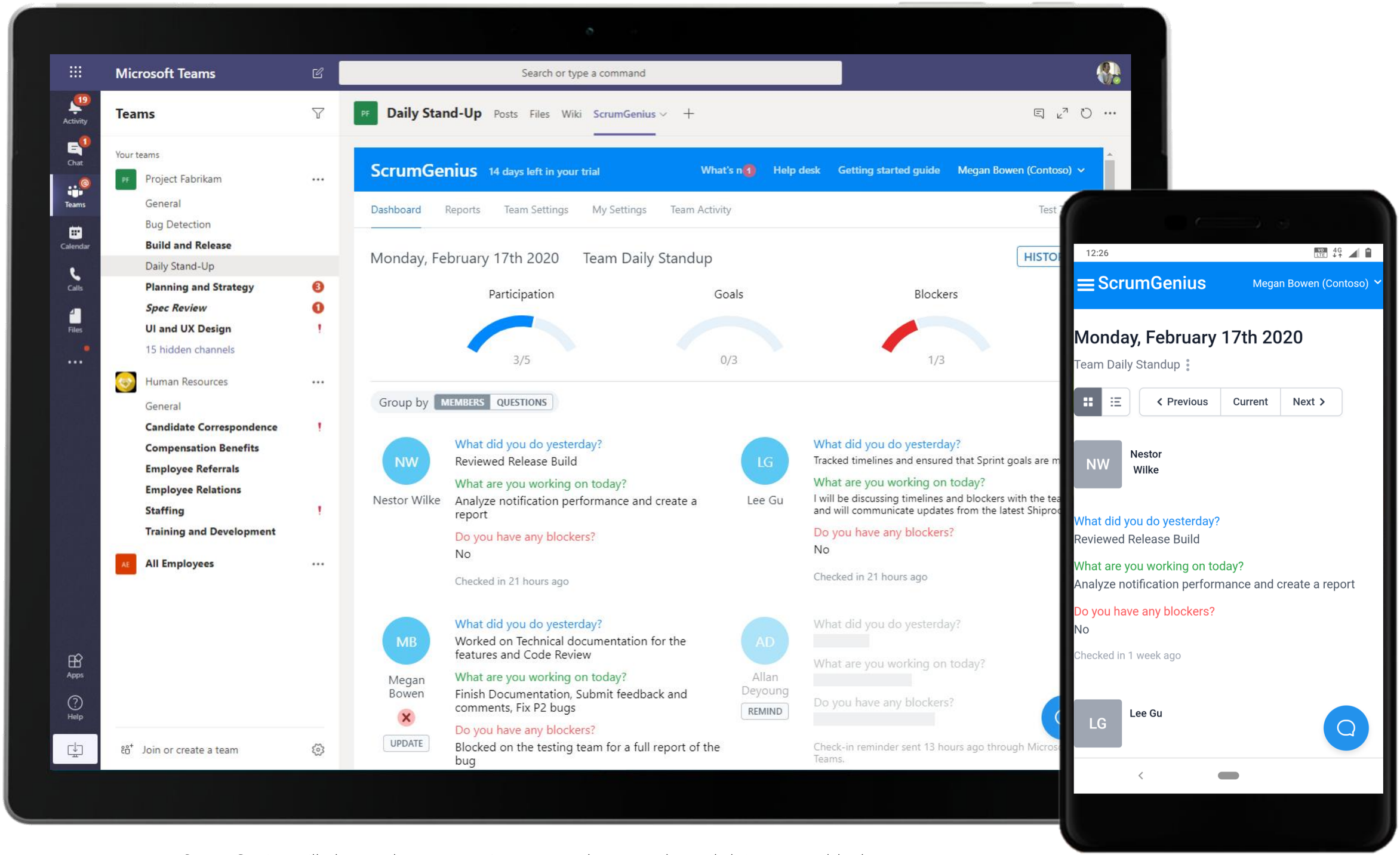
Meeting attendees can leverage a wide range of features like live captions, background effects, meeting recordings and more for an engaging and productive meeting experience. The Scrum Master turns on live captions during the meeting.

Microsoft



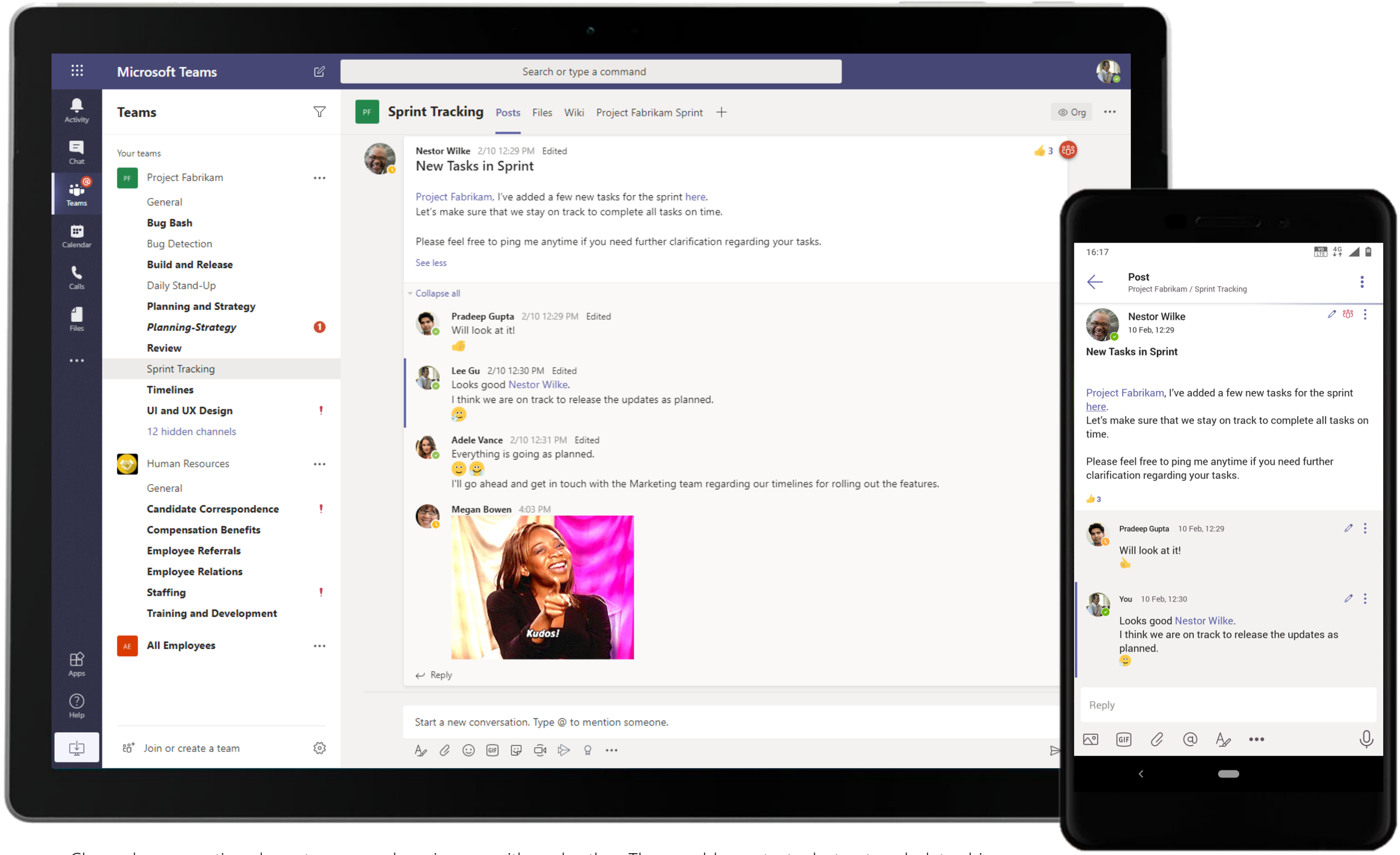
Live captions will include speaker attribution—so you'll see not only what's being said, but who's saying it. The Scrum Master turns on live captions during the meeting.

Microsoft



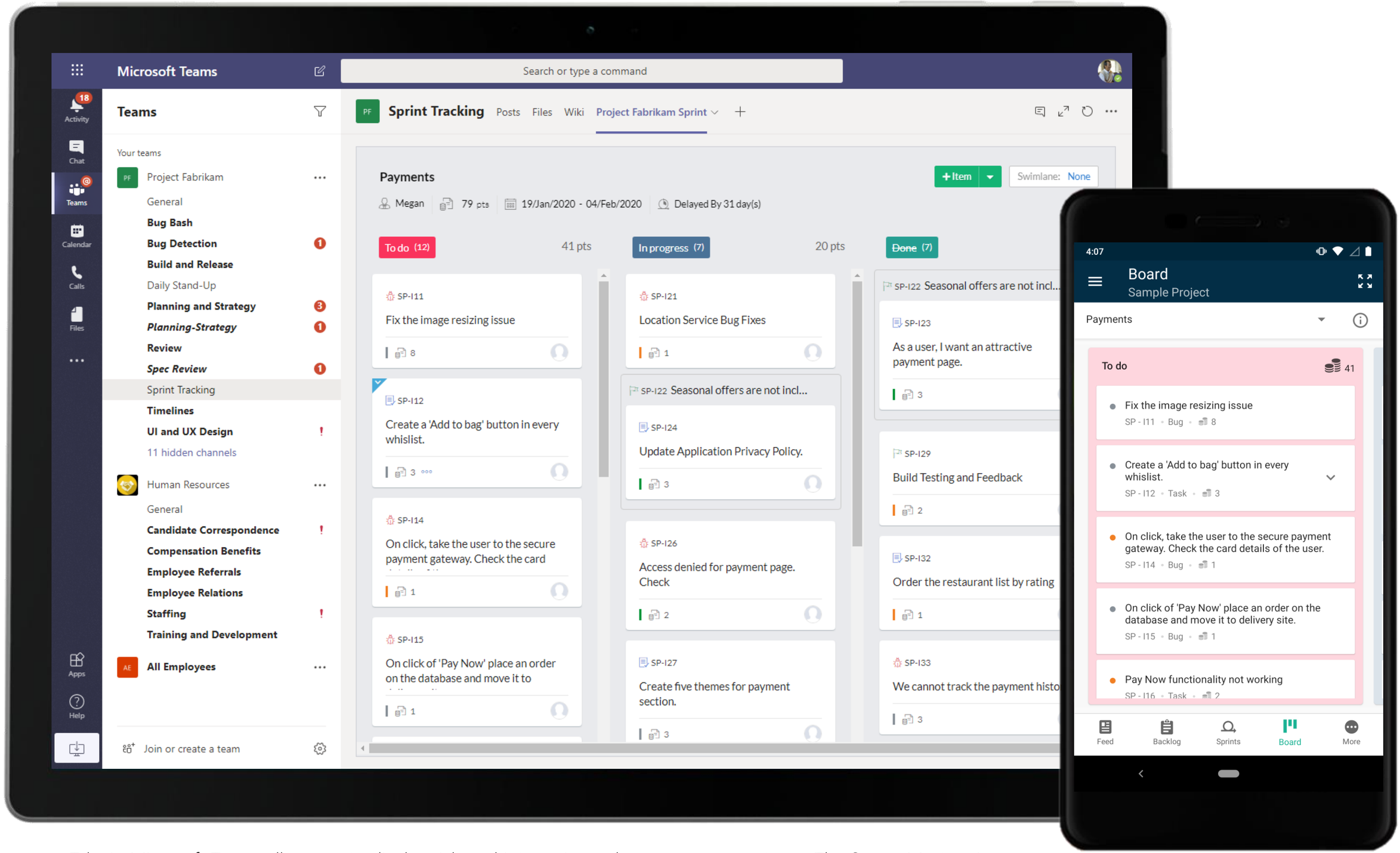
ScrumGenius will also track your team's status updates, goals, and detect team blockers.

Microsoft



Channel conversations keep team members in sync with each other. They enable contextual, structured, data-driven discussions and decision making.

Microsoft



Tabs in Microsoft Teams allow you to display rich and interactive web content to your team. The Scrum Master views that dashboard shared by the Engineering Manager.



Roadmap Status Review

Project Manager

Scenario Walkthrough

The mobile application development project needs a little realignment in terms of milestone achievements. There is a need to review the ongoing activities of the project to plan the upcoming sprint accordingly. The Project Manager collaborates with the team members over Microsoft Teams and executes the review presentation with ease.

- Schedules a meeting and invites team members to share the current status of the project.
- Discusses the project roadmap, backlogs and progress using Tasks by Planner and To Do.
- Puts together meeting notes and shares them using Confluence Cloud.
- Reprioritizes tasks to meet team goals with Tasks by Planner and To Do.

How did Microsoft Teams help the Project Manager execute her roles and responsibilities?

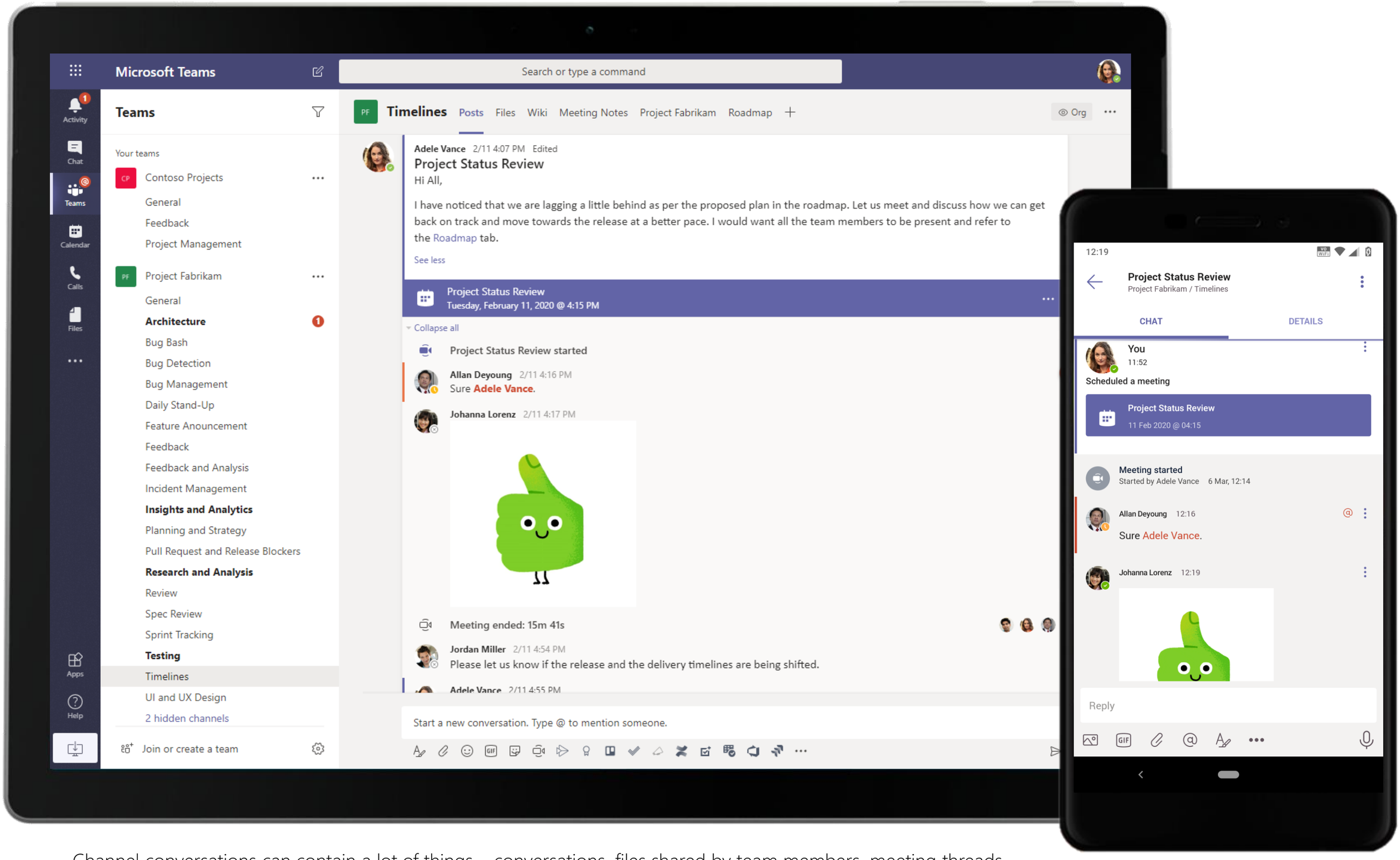
- Create and manage project documentation using Confluence Cloud.
- Integrate Tasks by Planner and To Do and other project tracking applications to help the manager and team members keep track of goals.
- Channel conversation with @mention feature to help everyone stay on the same page.

Which app integrations on Teams made it possible?

Tasks by Planner and To Do

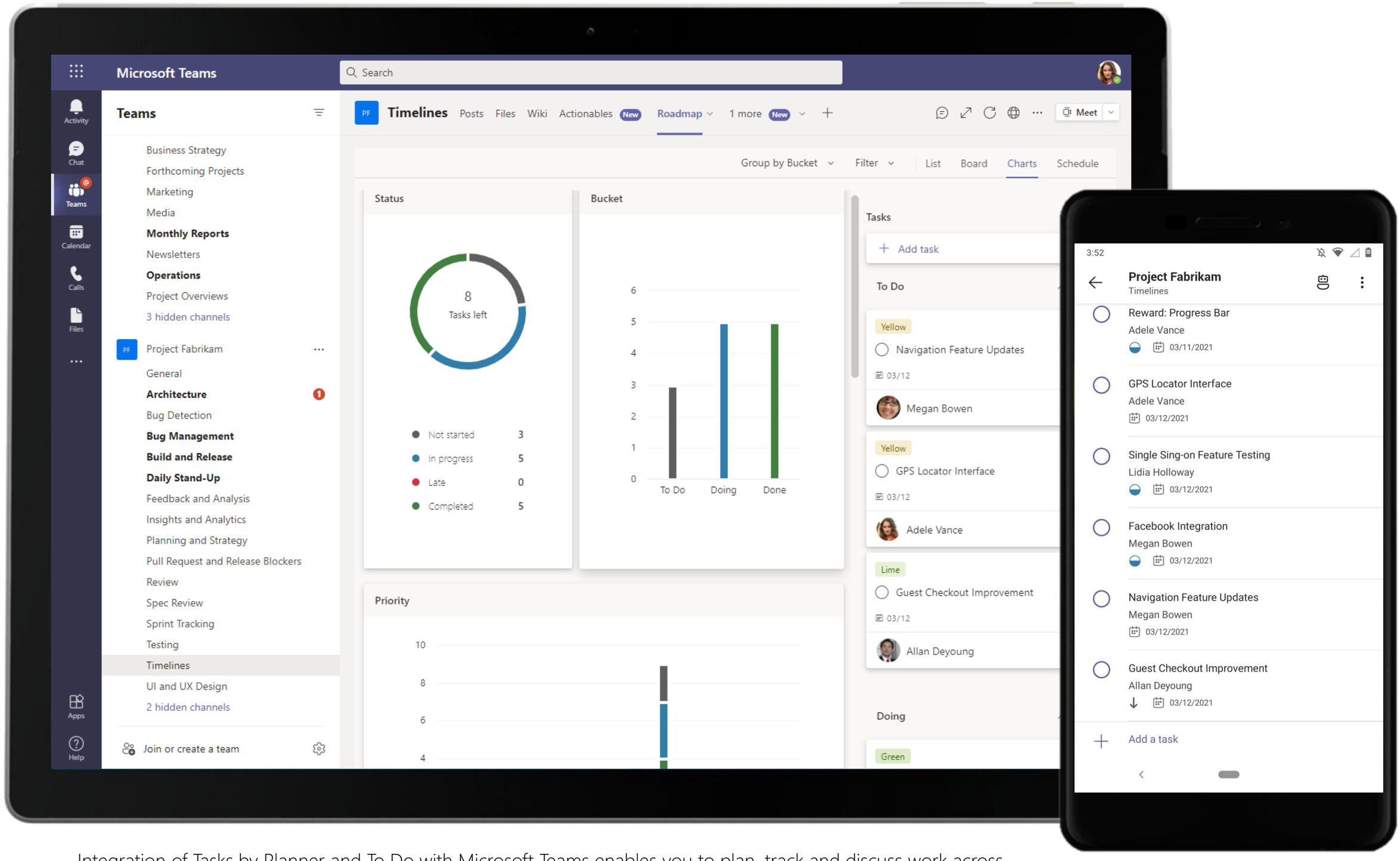
Confluence Cloud

Microsoft



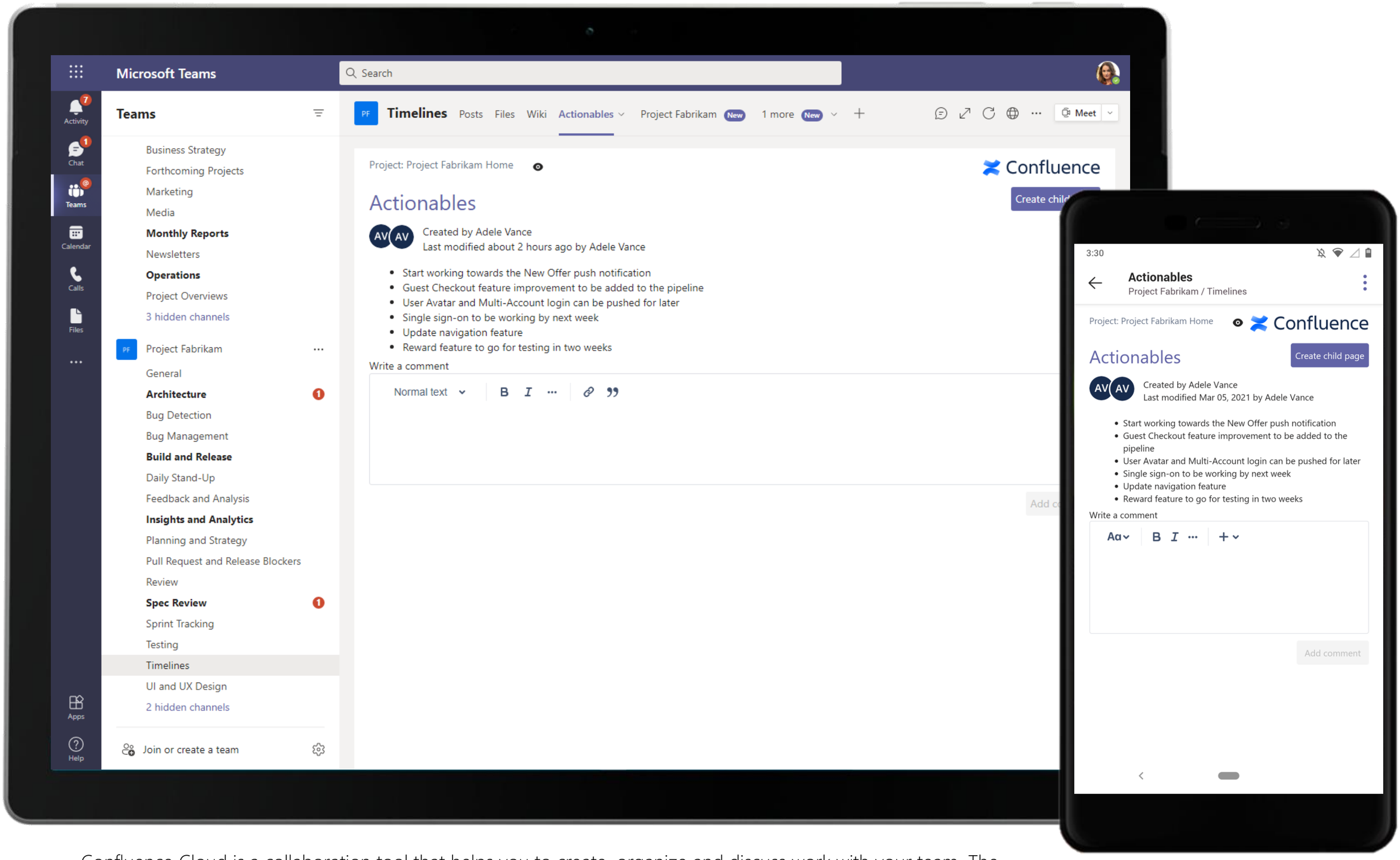
Channel conversations can contain a lot of things – conversations, files shared by team members, meeting threads, and GIFs! The Project Manager schedules a meeting to review the project progress.

Microsoft



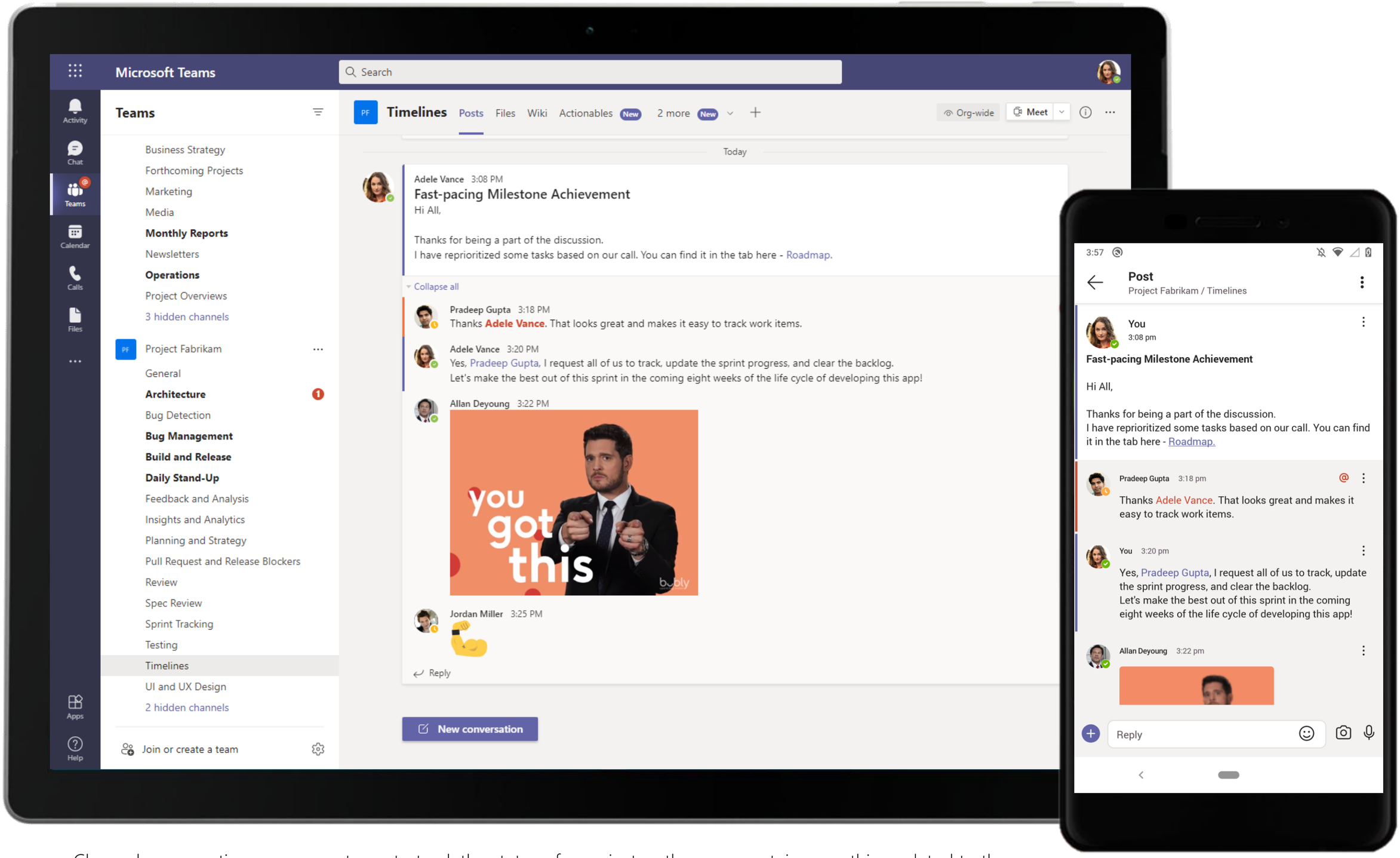
Integration of Tasks by Planner and To Do with Microsoft Teams enables you to plan, track and discuss work across your teams, without leaving the app. The Project Manager discuss a high-level overview of the project progress.

Microsoft



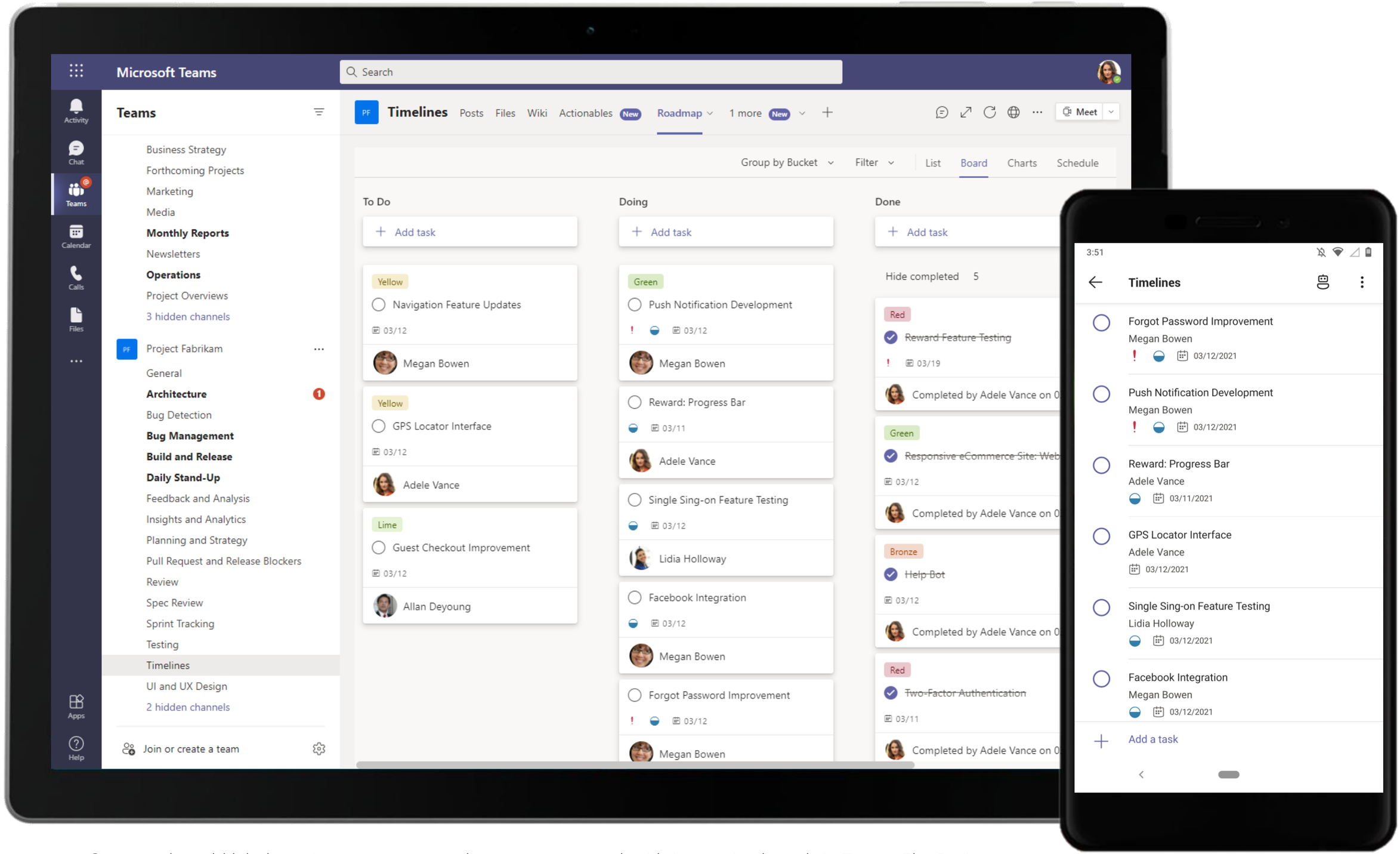
Confluence Cloud is a collaboration tool that helps you to create, organize and discuss work with your team. The Project Manager shares action points with the team using Confluence Cloud tab pinned in the channel.

Microsoft



Channel conversations are a great way to track the status of a project as they can contain everything related to the project: discussion threads, files, and meeting notes.

Microsoft



Create tasks, add labels, assign teammates and manage your work with interactive boards in Teams. The Project Manager uses Tasks by Planner and To Do to view and add tasks.



Code Review

Developer

Scenario Walkthrough

A Developer is notified of a task to modify the navigation bar of the home screen in Contoso's food delivery applications. He reaches out to the Senior Developer, who shares a reusable code snippet that could be used for the menu screen. The Developer leverages integrated applications and communication tools within the Microsoft Teams ecosystem to create a pull request and ensure that his code is reviewed before pushing it live.

- Receives a notification regarding a new JIRA issue from the YellowAnt bot within Microsoft Teams.
- Reaches out to another developer for help with providing code snippets for a repeat feature via 1:1 chat.
- Uses the code snippet shared and raises a pull request for a code review using GitHub.
- Incorporates changes and addresses code review feedback given by team members and raises another code review.
- Thanks team members for their feedback and notifies them that the code would be pushed live via channel communications.

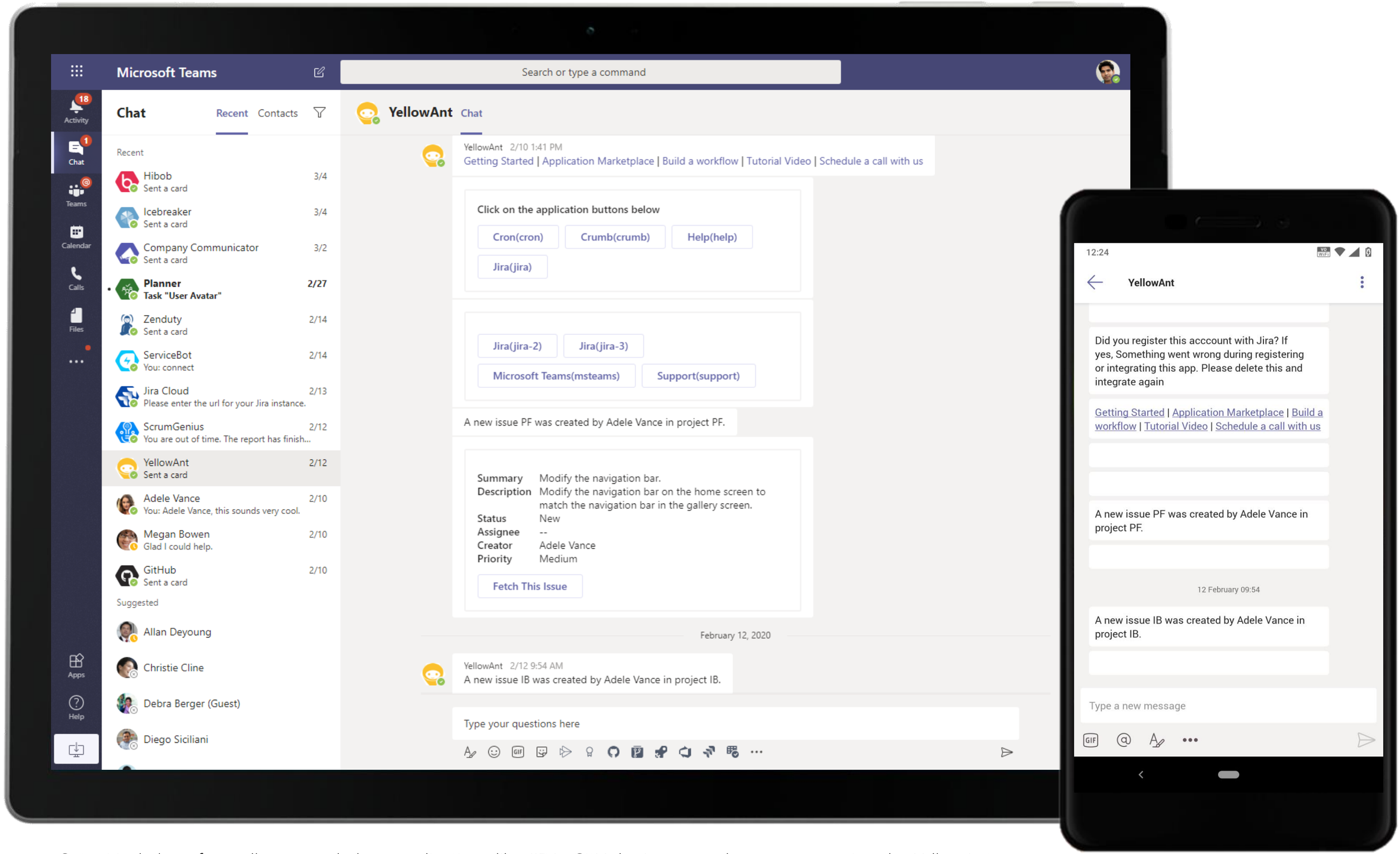
How did Microsoft Teams help the Developer execute his roles and responsibilities?

- Get critical alerts from all your workplace applications like JIRA, GitHub, Asana, and many more using the YellowAnt bot for Microsoft Teams.
- Manage and monitor repositories within Microsoft Teams using GitHub.
- Share useful code snippets for richer conversations and quick code incorporation.

Which app integrations on Teams made it possible?

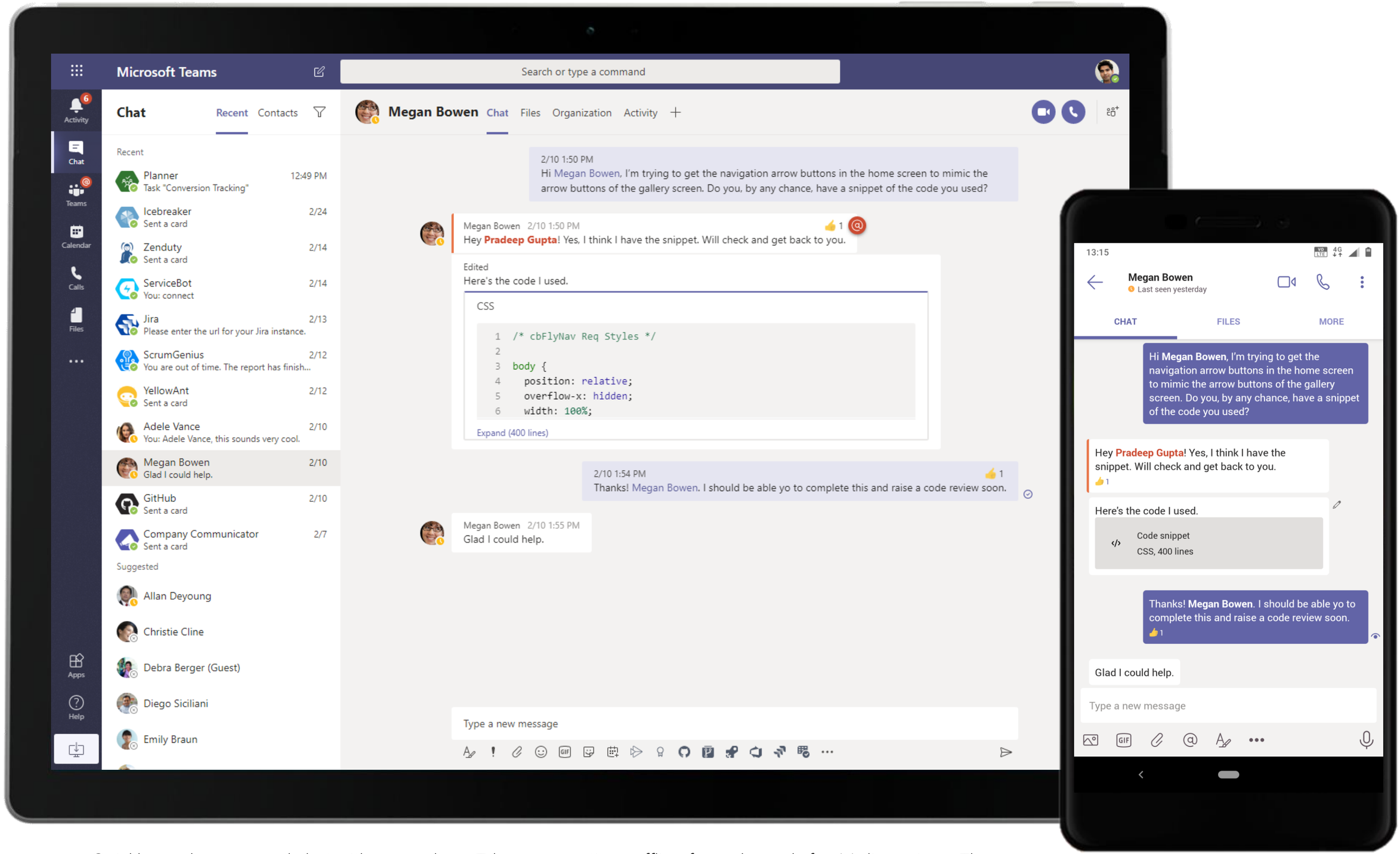
GitHub

YellowAnt



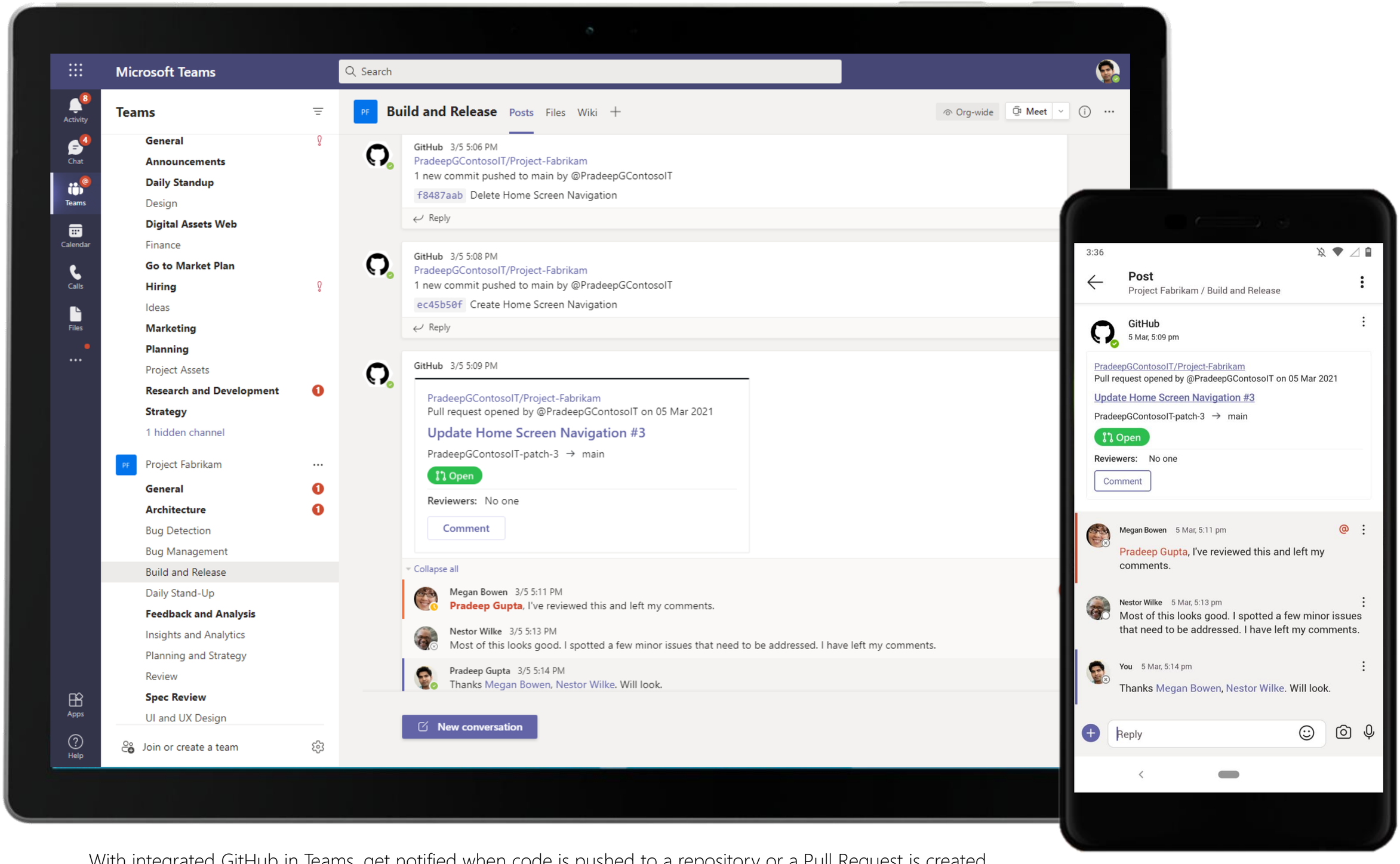
Get critical alerts from all your workplace applications like JIRA, GitHub, Asana, and many more using the YellowAnt bot for Microsoft Teams. The Developer receives notifications from the Project Manager.

Microsoft

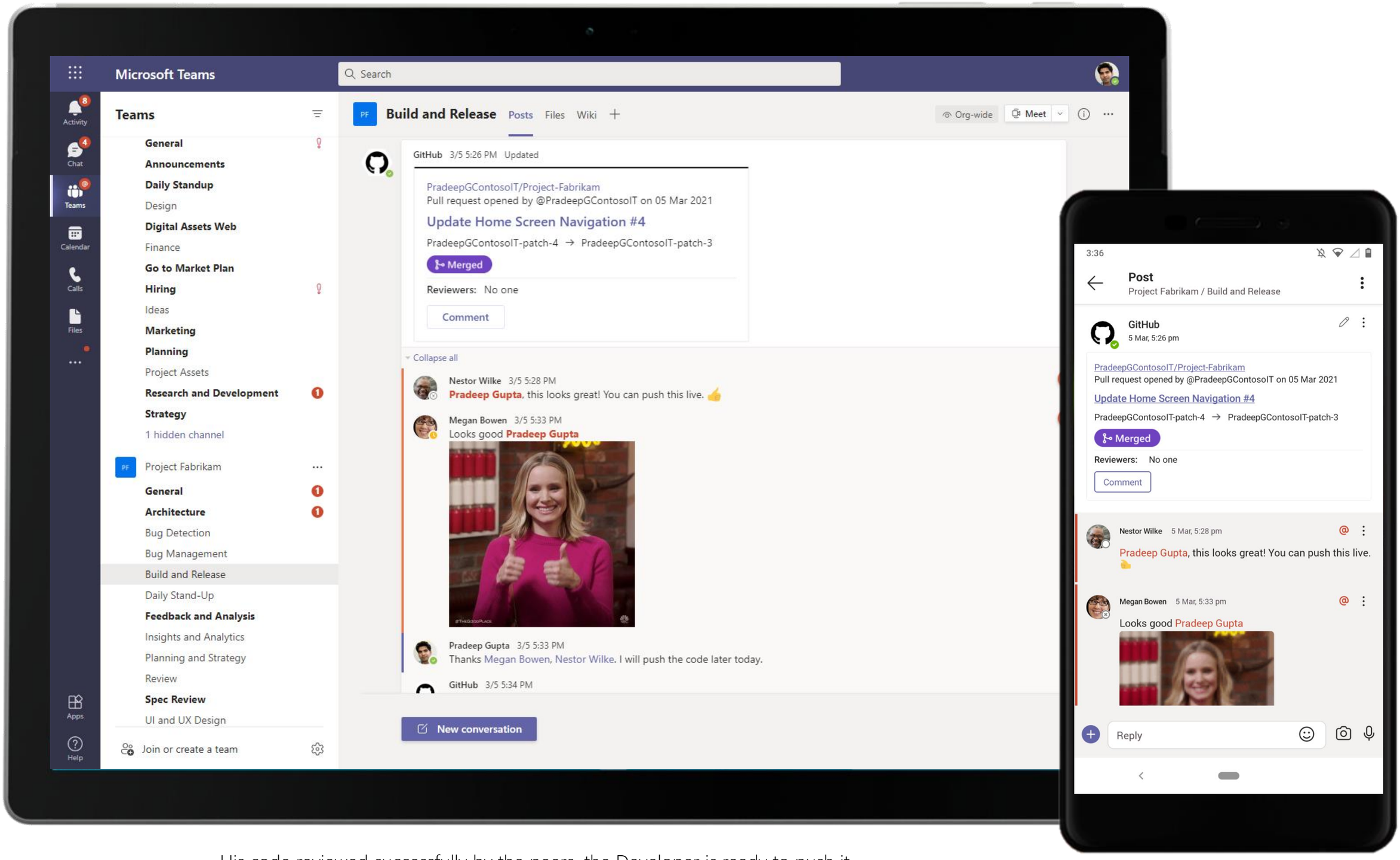


Quickly reach out to and chat with co-workers. Take conversations offline from channels for 1:1 discussions. The Developer seeks help over code snippets using 1:1 chat.

Microsoft



With integrated GitHub in Teams, get notified when code is pushed to a repository or a Pull Request is created.



His code reviewed successfully by the peers, the Developer is ready to push it.



Raising a Pull Request

Developer

Scenario Walkthrough

With coders sending their iterations for testing, it's the Testing team's job to review and report any bugs. After the feedback from the Testers, the Developer collaborates with his colleagues and raises a pull request to create an error-free, functional code with inputs received from the client. Microsoft Teams helps him connect with his team and work to fix the issues.

- Receives notification when he is mentioned in a conversation.
- Receives a bug report by Testers, informing him of a bug with the location feature via Jira Cloud.
- Raises a pull request sending an automated notification in the channel via Bitbucket.
- Collaborates with another Developer to review and merge the pull request.
- Gets notified when any changes are made to codes in a repository that he has created.

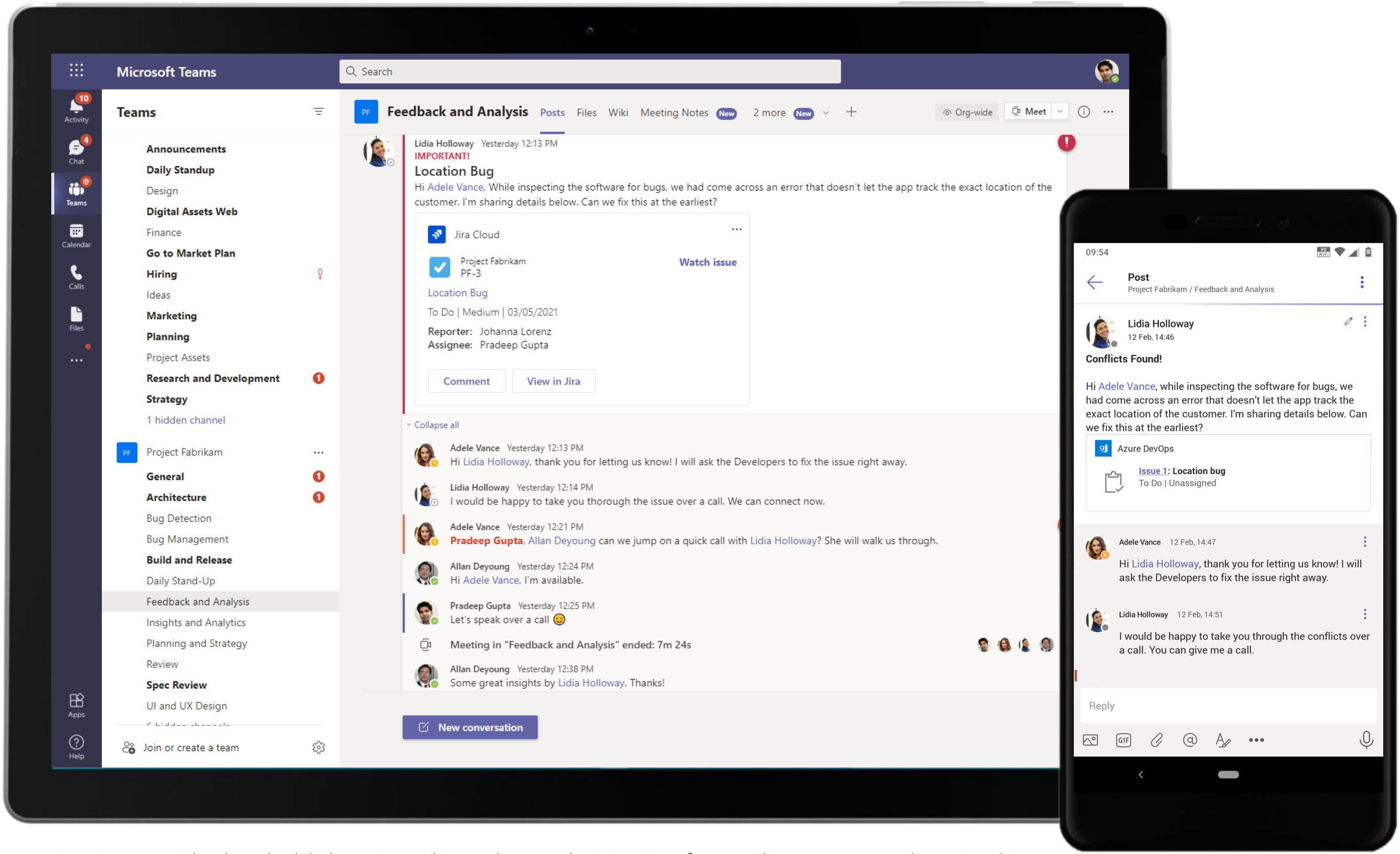
How did Microsoft Teams help the Developer execute his roles and responsibilities?

- Native features like video conferencing and group chat make it efficient and convenient for the team to work collaboratively on an issue.
- Plan, track, release software and seamlessly manage complex projects with Jira Cloud.
- Manage your code projects and stay on top of repository activity with Bitbucket.

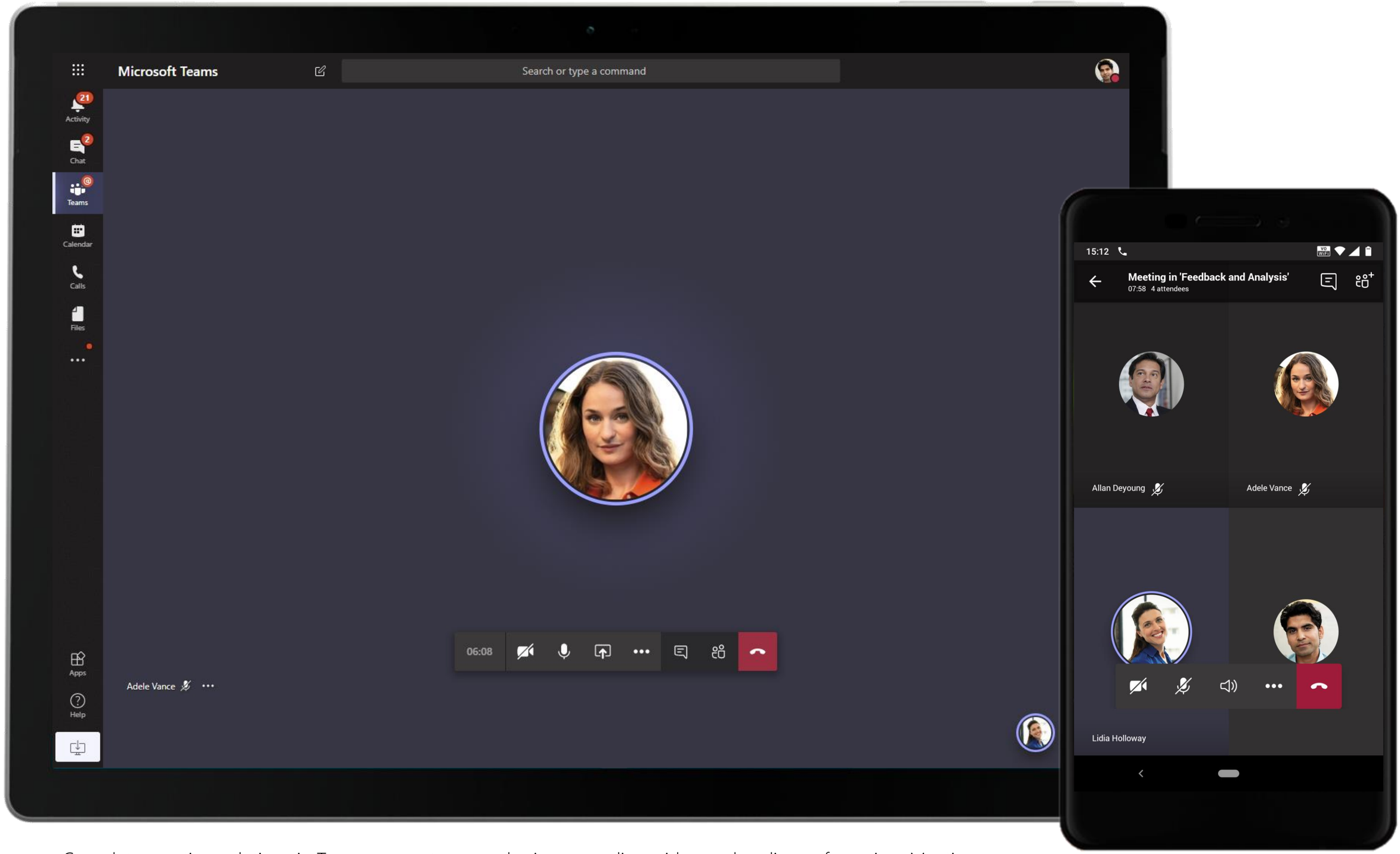
Which app integrations on Teams made it possible?

Bitbucket

Jira Cloud

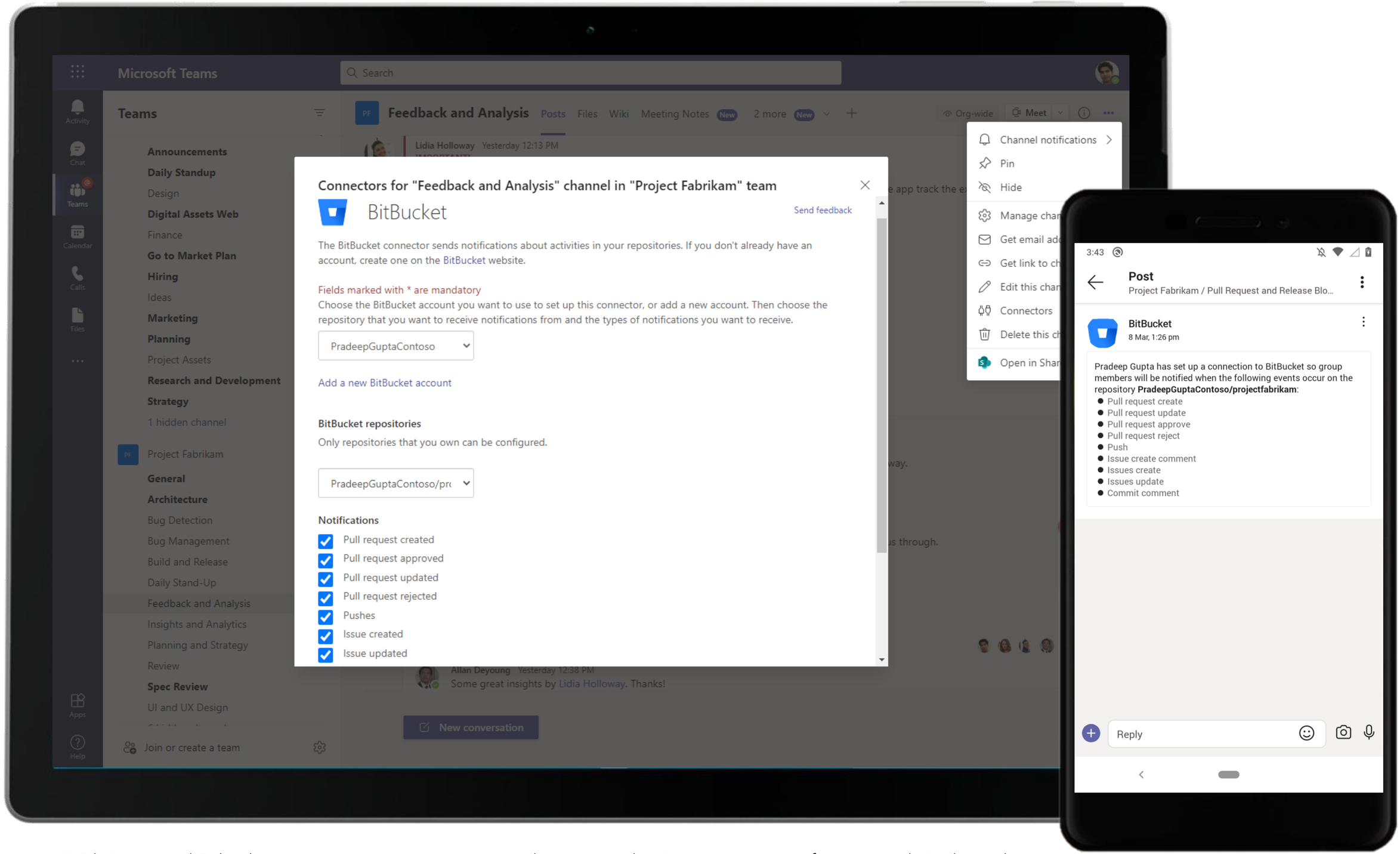


Meetings can either be scheduled or triggered instantly using the Meet Now feature. The team meets online using this feature and continues their conversation in the same thread.



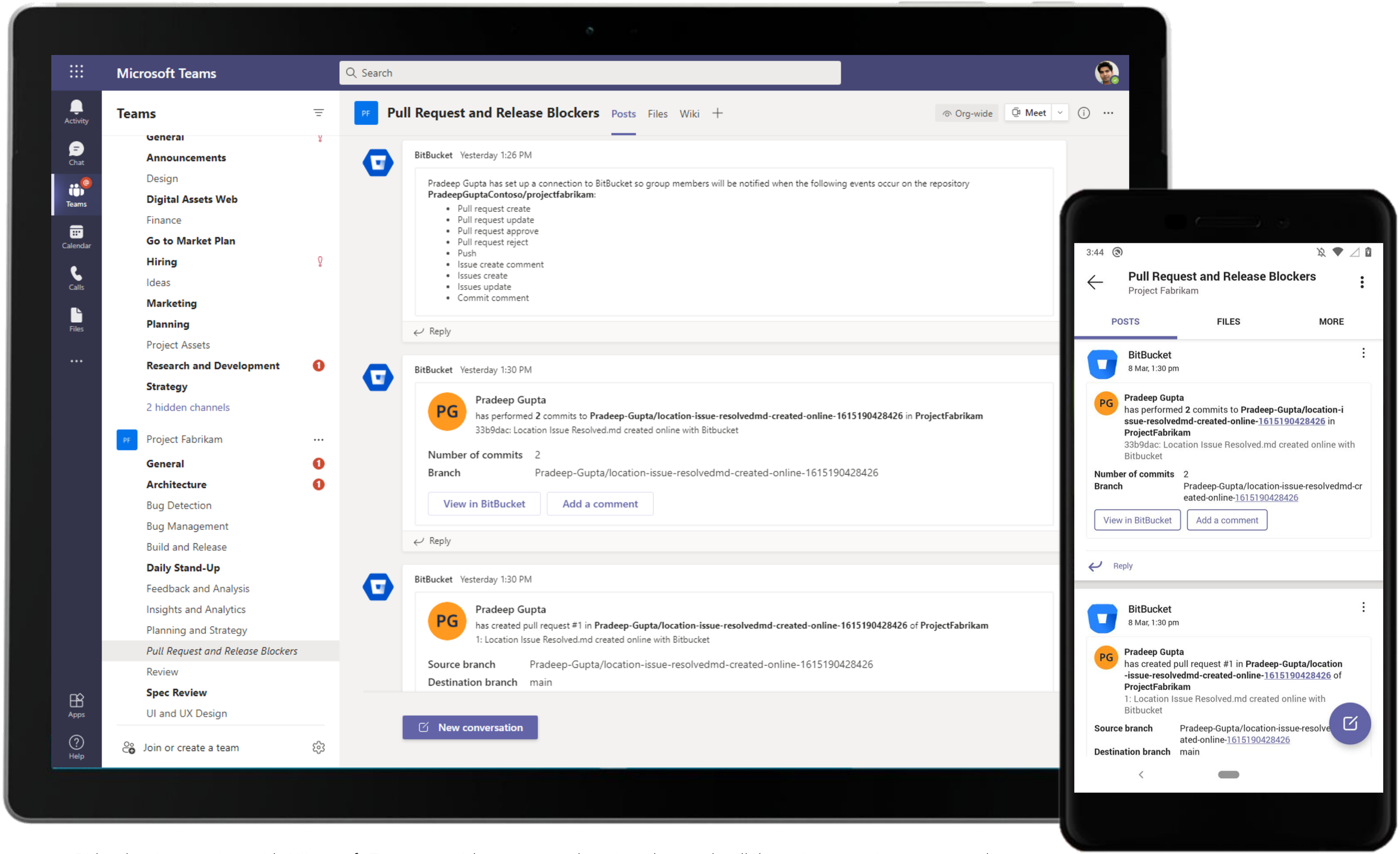
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Meetings can either be scheduled or triggered instantly (using Meet Now).

Microsoft



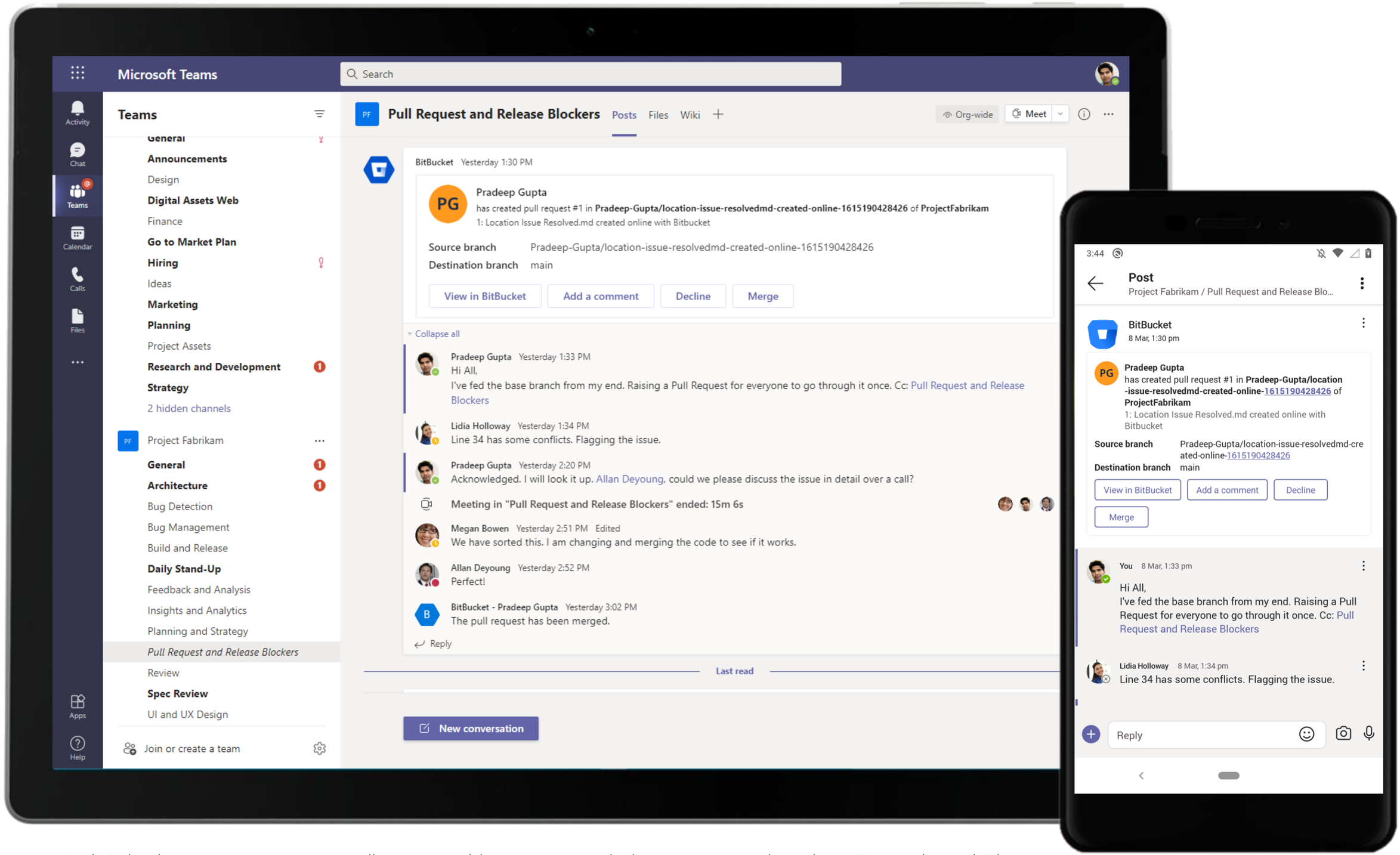
With Integrated Bitbucket connector, users can set up and manage subscriptions to get notifications in their channels whenever code is pushed/checked in, pull requests (PRs) are created or updated.

Microsoft



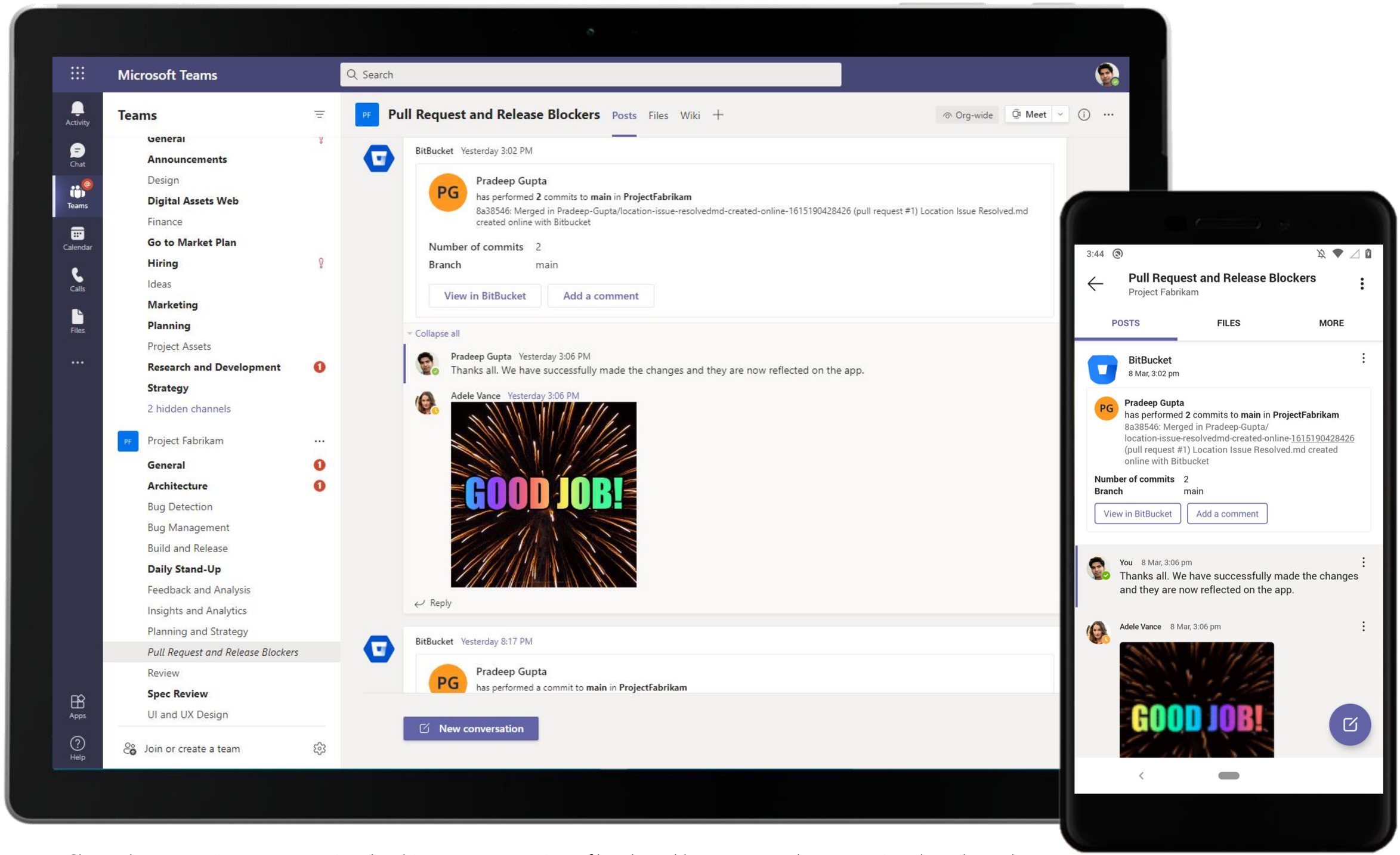
Bitbucket integration with Microsoft Teams provides a comprehensive chat and collaborative experience across the development cycle. The channel is notified when the Developer creates a pull request.

Microsoft



With Bitbucket, users can merge a pull request, add comments or decline a request right within a Teams channel. The Developer discuss conflicts and then merges the request without leaving Microsoft Teams.

Microsoft



Channel conversations can contain a lot things – conversations, files shared by team members, meeting threads, and GIFs! Use social features like reacting to team members' conversations and responses to acknowledge them.



Build Deployment

Developer

Scenario Walkthrough

The Engineering team at Contoso has a well-structured development cycle set in place with a network of connectors and applications within Microsoft Teams. The Developer reaches out to team members and the Engineering Manager to take a call on bugs that need to be fixed immediately. She uses the Jenkins connector to keep team members regularly updated on the build status.

- Schedules a meeting with members of the Development team to take a call on bugs that need to be fixed in the current build via channel communications.
- Views the list of improvements and issues within a GitHub tab.
- Responds to the Engineering Manager regarding the bug that needs to be fixed in the current build.
- Starts and successfully completes the build and communicates to other team members using notifications from the integrated Jenkins connector.
- Reaches out to the Testing team and updates them regarding the build that was pushed live via channel communications.

How did Microsoft Teams help the Developer execute her roles and responsibilities?

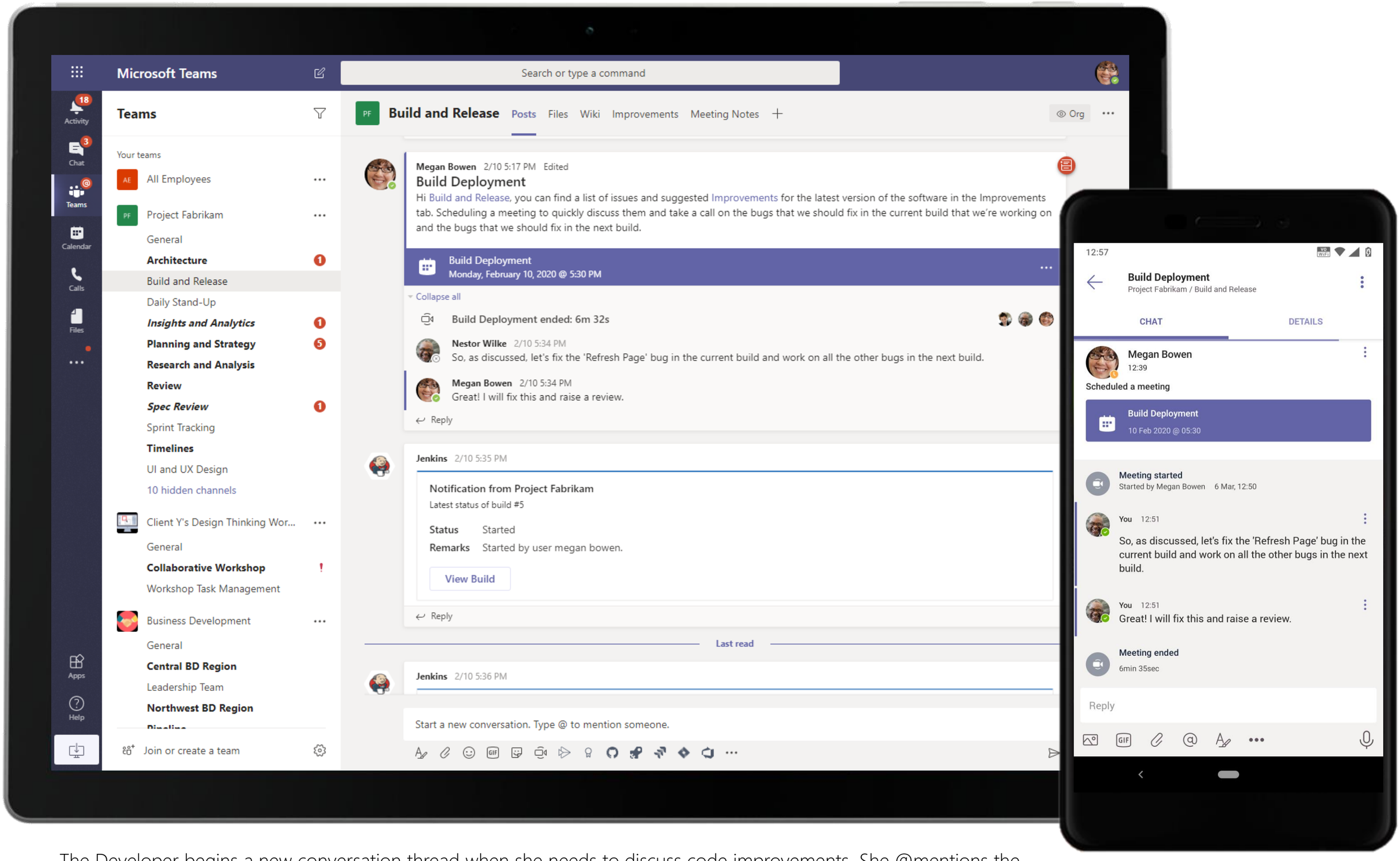
- Stay up-to-date on build-related activities with ease within Microsoft Teams using Jenkins.
- View a list of issues and bugs instantly updated within a tab using GitHub.
- Channel meetings help bridge communication gaps with high-quality audio and video communication.

Which app integrations on Teams made it possible?

GitHub

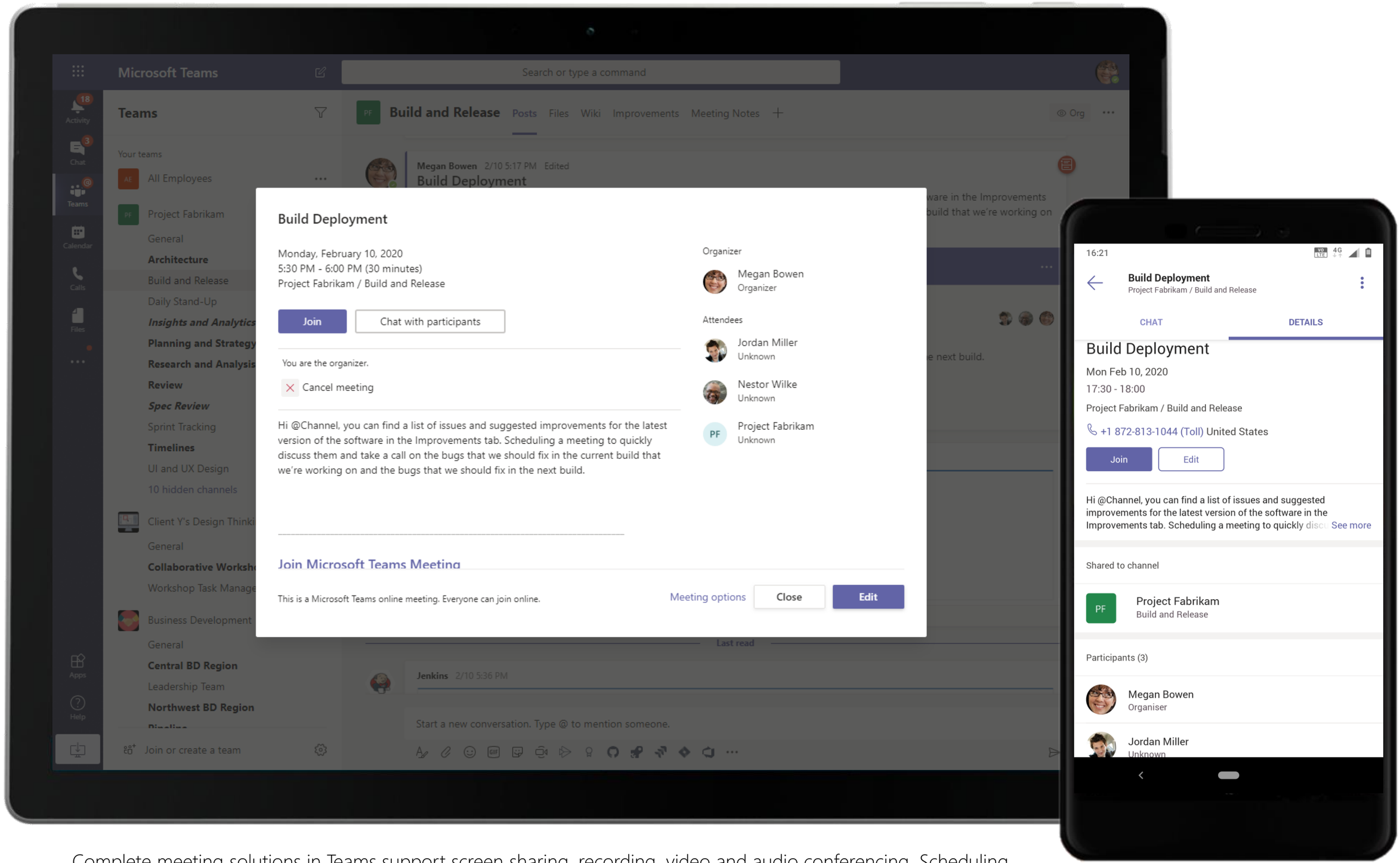
Jenkins

Microsoft



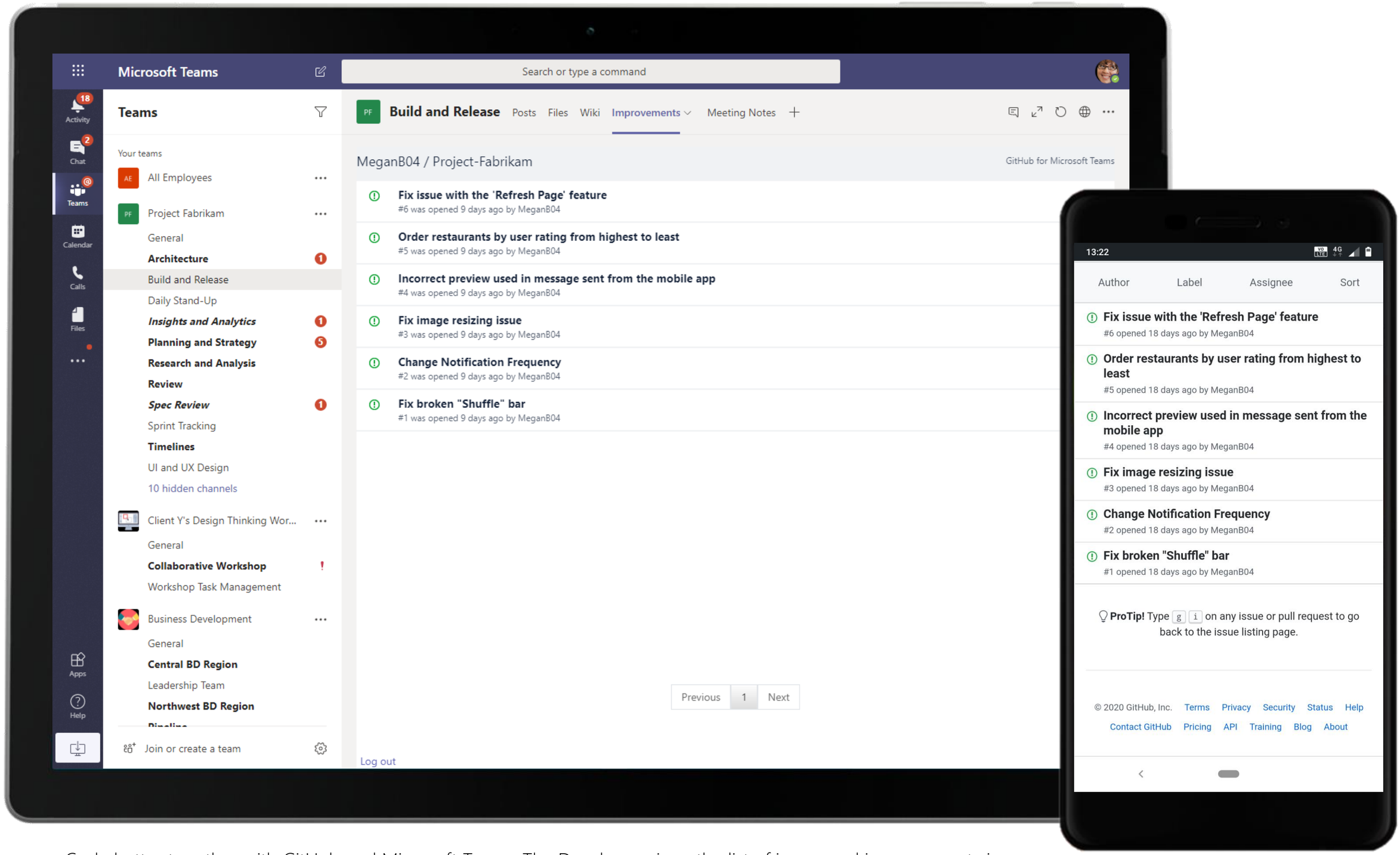
The Developer begins a new conversation thread when she needs to discuss code improvements. She @mentions the channel to get everyone's attention and schedules a meeting to discuss the task.

Microsoft



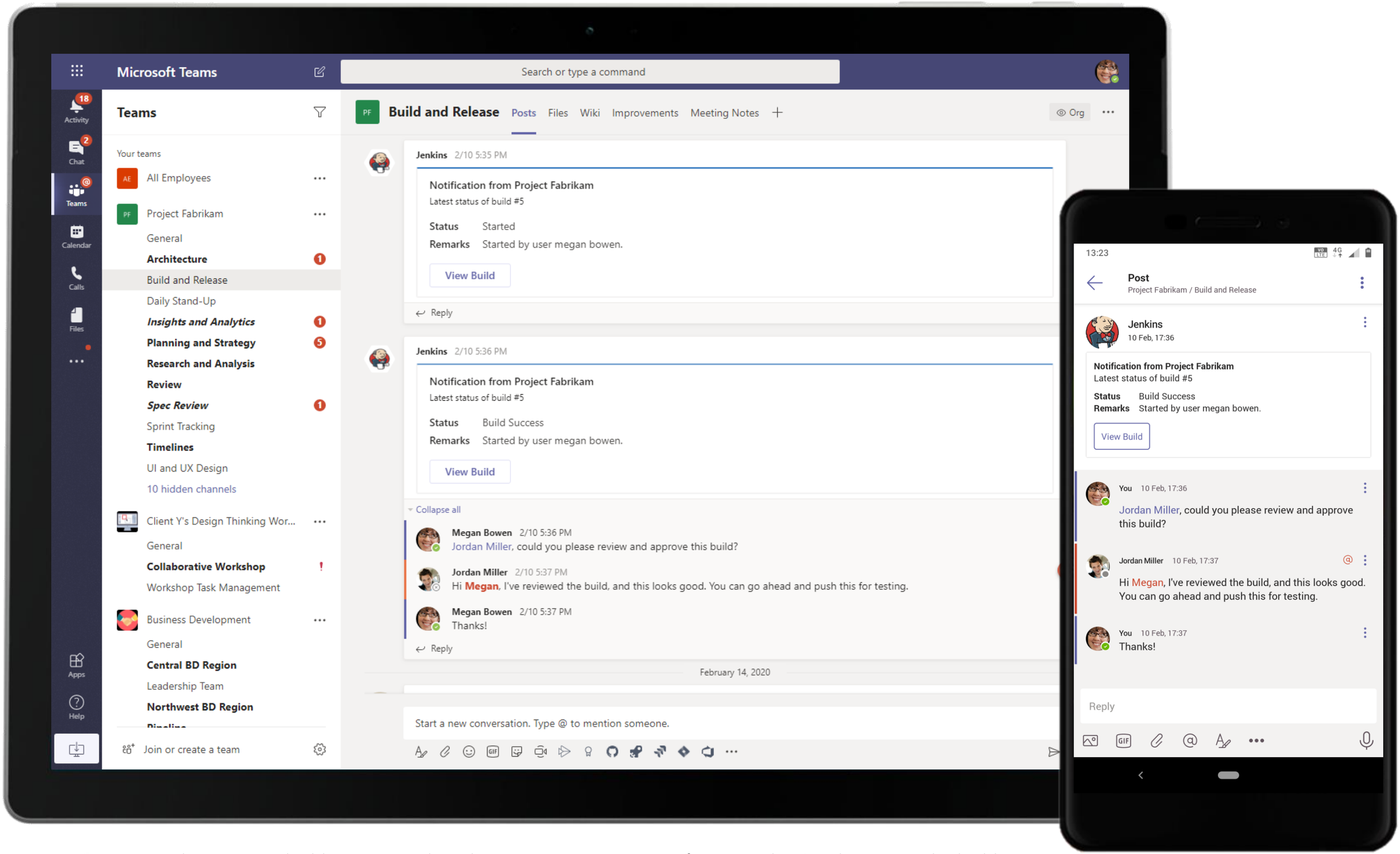
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Scheduling Assistant feature suggests times that are optimal for all attendees.

Microsoft

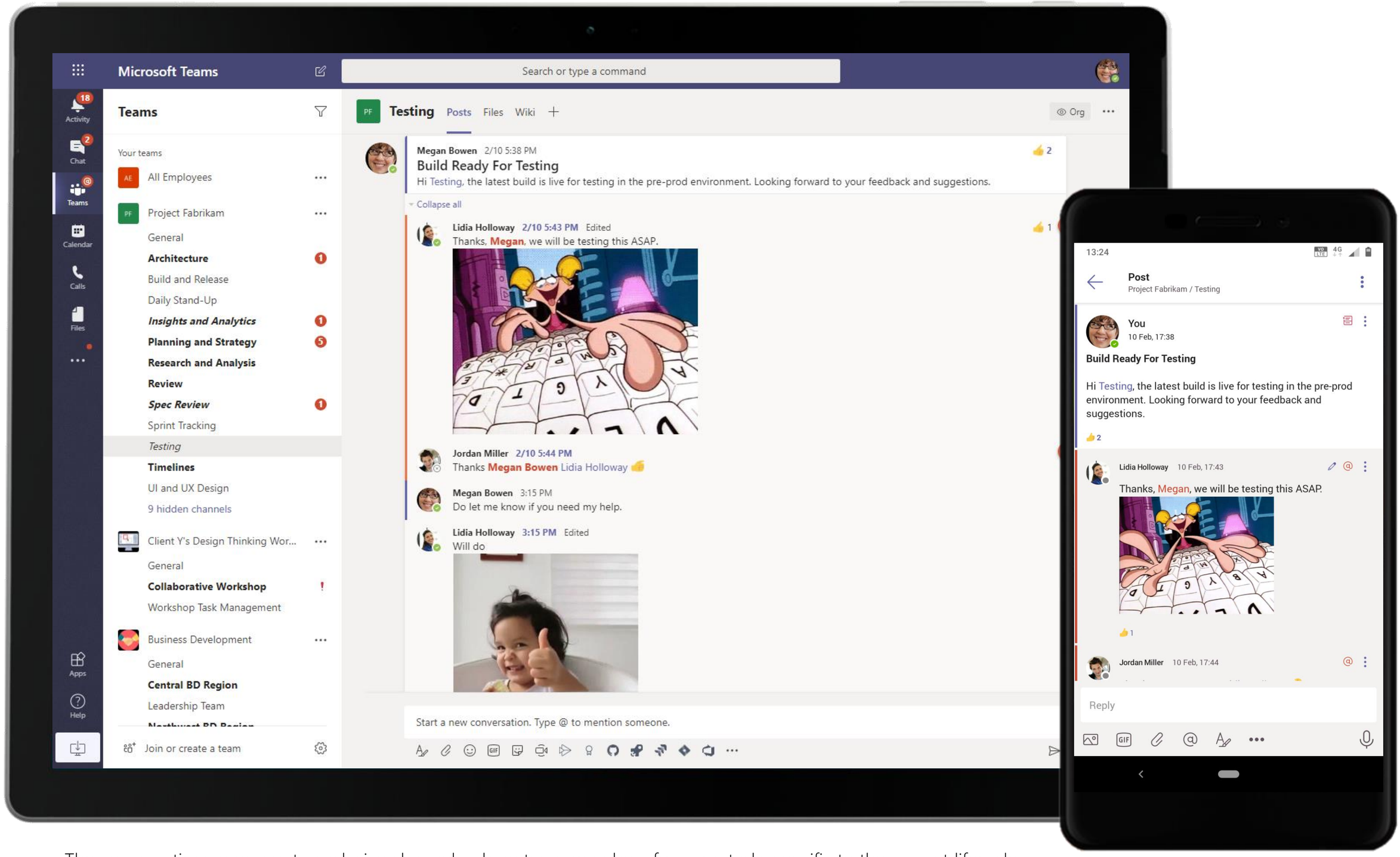


Code better together with GitHub and Microsoft Teams. The Developer views the list of issues and improvements in a GitHub tab pinned to the channel.

Microsoft



Stay up-to-date on your build activities with Jenkins integration in Microsoft Teams. The Developer gets the build approved and ready for testing.



The conversations progress to exclusive channels where team members focus on tasks specific to the current lifecycle of the project. The Developer seeks feedback from the testing team.



Bug Management

Developer

Scenario Walkthrough

The Developer incorporates a new search feature in the application and informs the team about it. The Tester notifies the Developer of some issues in the new feature. She addresses the issue and reports that the issue is fixed and pushes the final code for build and deployment.

- Pushes the new code on GitHub.
- Receives notification from tester about a bug in the new code through Jira Cloud.
- Fixes the bug and informs the Tech Lead that it is ready for deployment.
- Tech Lead approves the revised code.

How did Microsoft Teams help the Developer execute her roles and responsibilities?

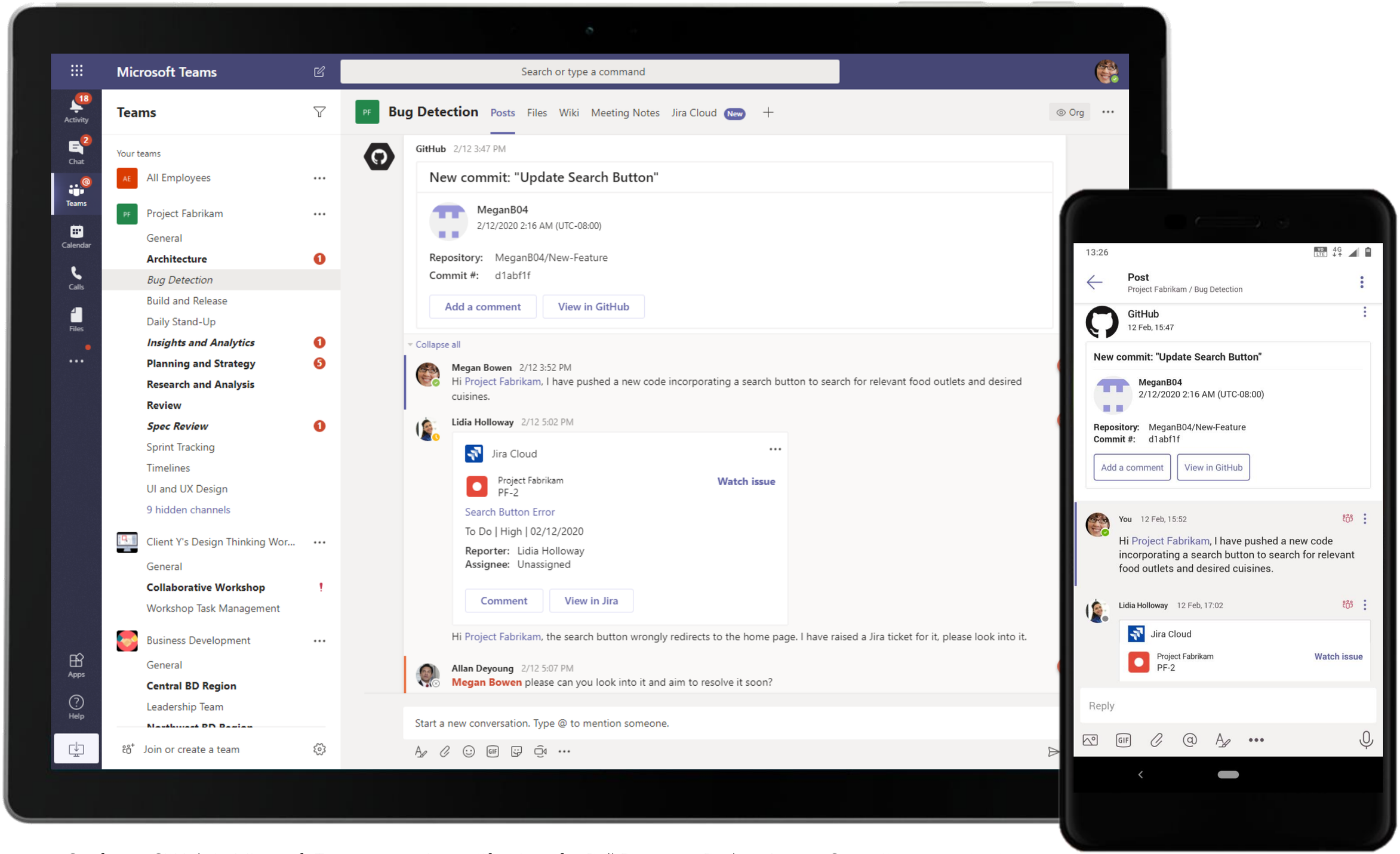
- Manage code and receive notifications related to project activities using GitHub.
- Track, resolve and assign bugs right within Microsoft Teams using Jira Cloud.

Which app integrations on Teams made it possible?

GitHub

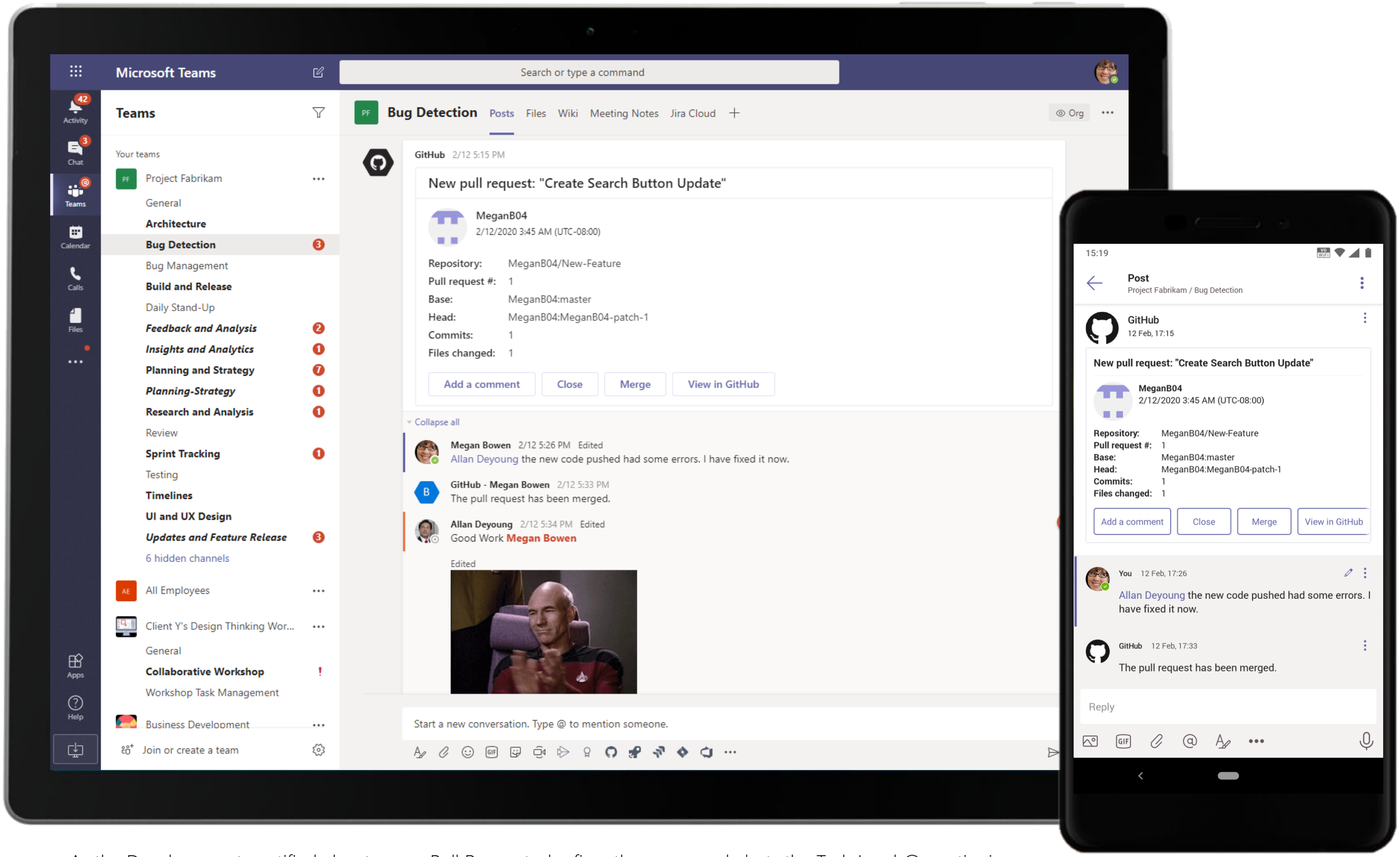
Jira Cloud

Microsoft



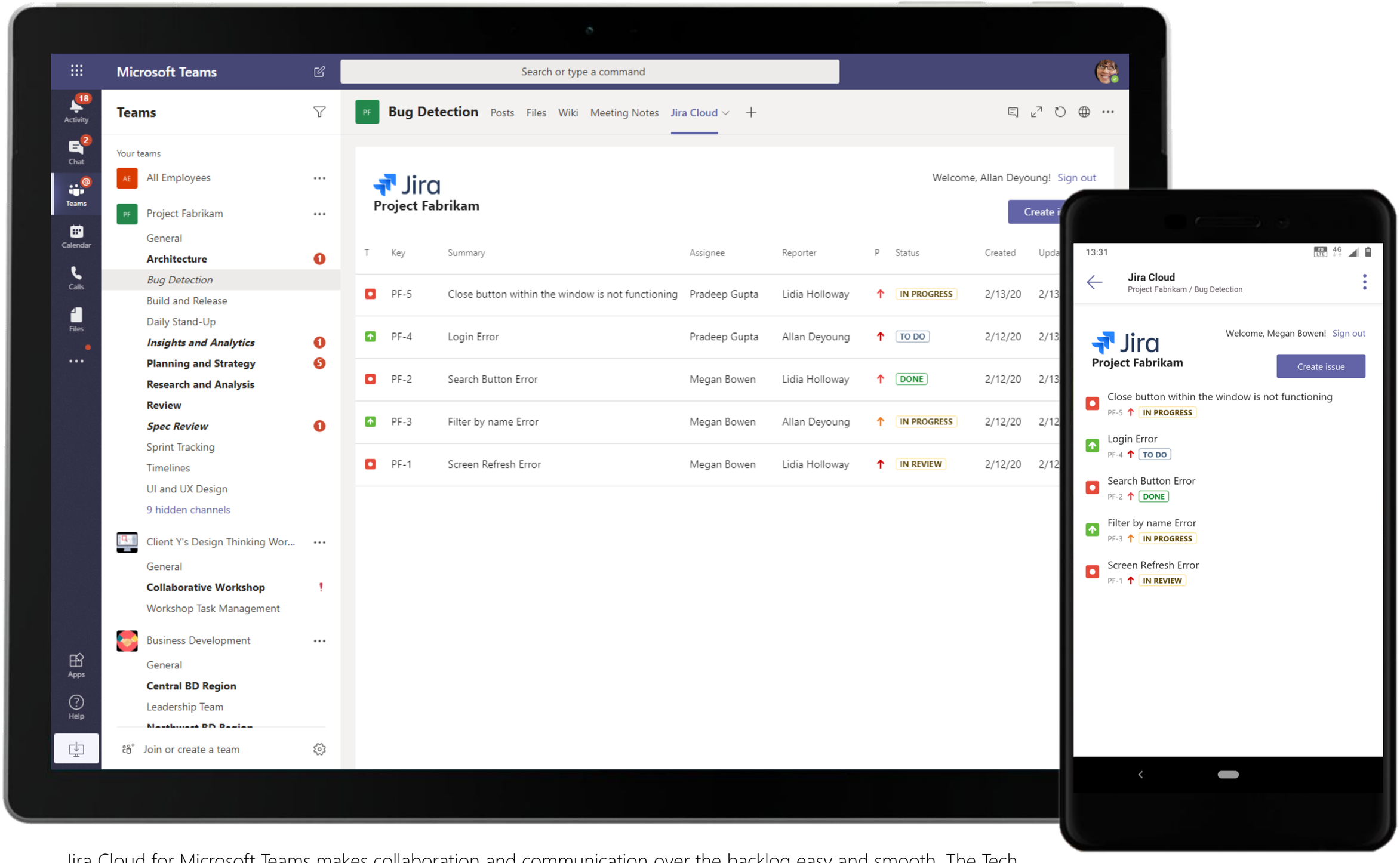
Configure GitHub in Microsoft Teams to receive notifications for Pull Requests, Pushes, Issues, Commit comments etc. Jira Cloud bot enables team members to easily find issues, assign them to team members, make edits, log time against an issue, watch/unwatch and vote/unvote on the issue.

Microsoft



As the Developer gets notified about a new Pull Request, she fixes the errors and alerts the Tech Lead @mentioning him in the channel.

Microsoft



Jira Cloud for Microsoft Teams makes collaboration and communication over the backlog easy and smooth. The Tech Lead views issues and the progress in the Jira Cloud tab.



Reducing Turnaround Time for the Testing Cycle

Tech Lead

Scenario Walkthrough

The duration of the testing cycle is leading to rework, as the developers have been receiving delayed feedback with coders adding codes in buggy versions. See how Tech Lead uses Microsoft Teams to suggest a process for cutting down on turnaround time (TAT) in the testing cycle.

- Schedules a channel meeting to discuss the issues with the testing cycle.
- Refers to the current status to clear the backlog for work items with Jira Cloud.
- Sets WIP limits to the workflow stages in the Jira Cloud board.
- Suggests a process for reducing the testing cycle and uses Word for documentation of the same.

How did Microsoft Teams help the Tech Lead execute his roles and responsibilities?

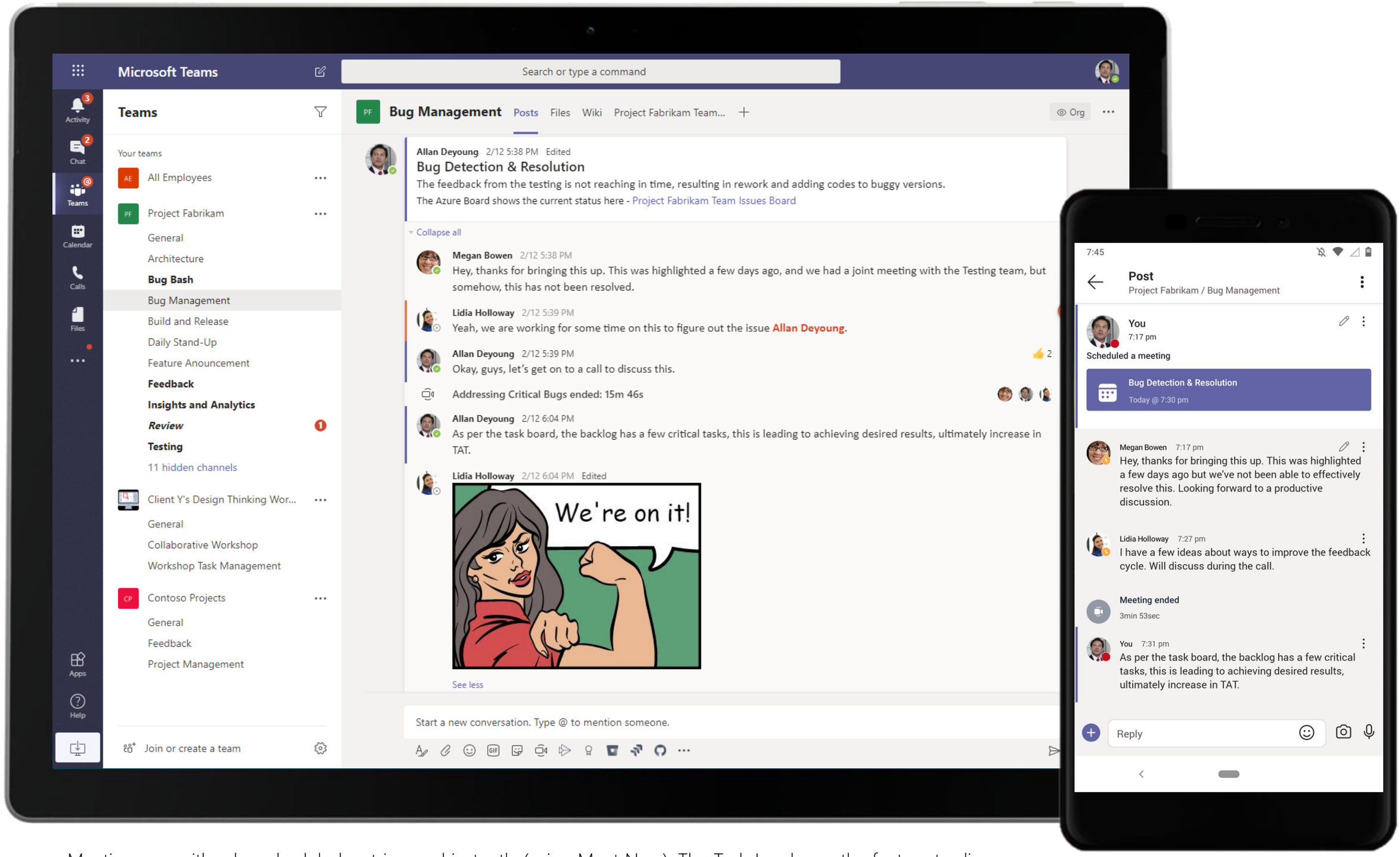
- Channel meetings and conversations keep discussions in context with key players.
- Monitor work item activity in your projects, create new work items, search and share work items with your colleagues with Jira Cloud.
- Integrate Word to share and assess various documents right within Microsoft Teams.

Which app integrations on Teams made it possible?

Jira Cloud

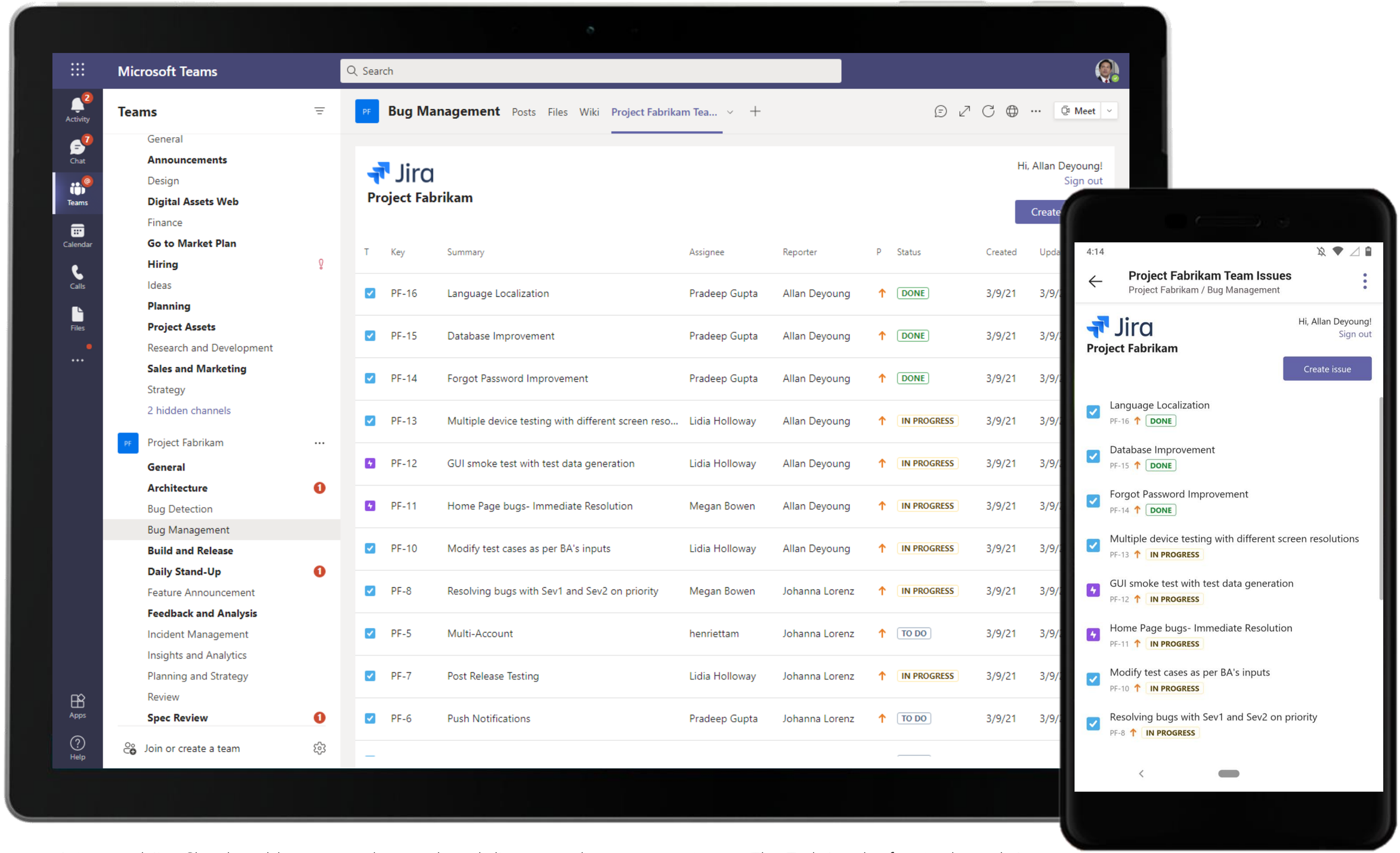
Word

Microsoft



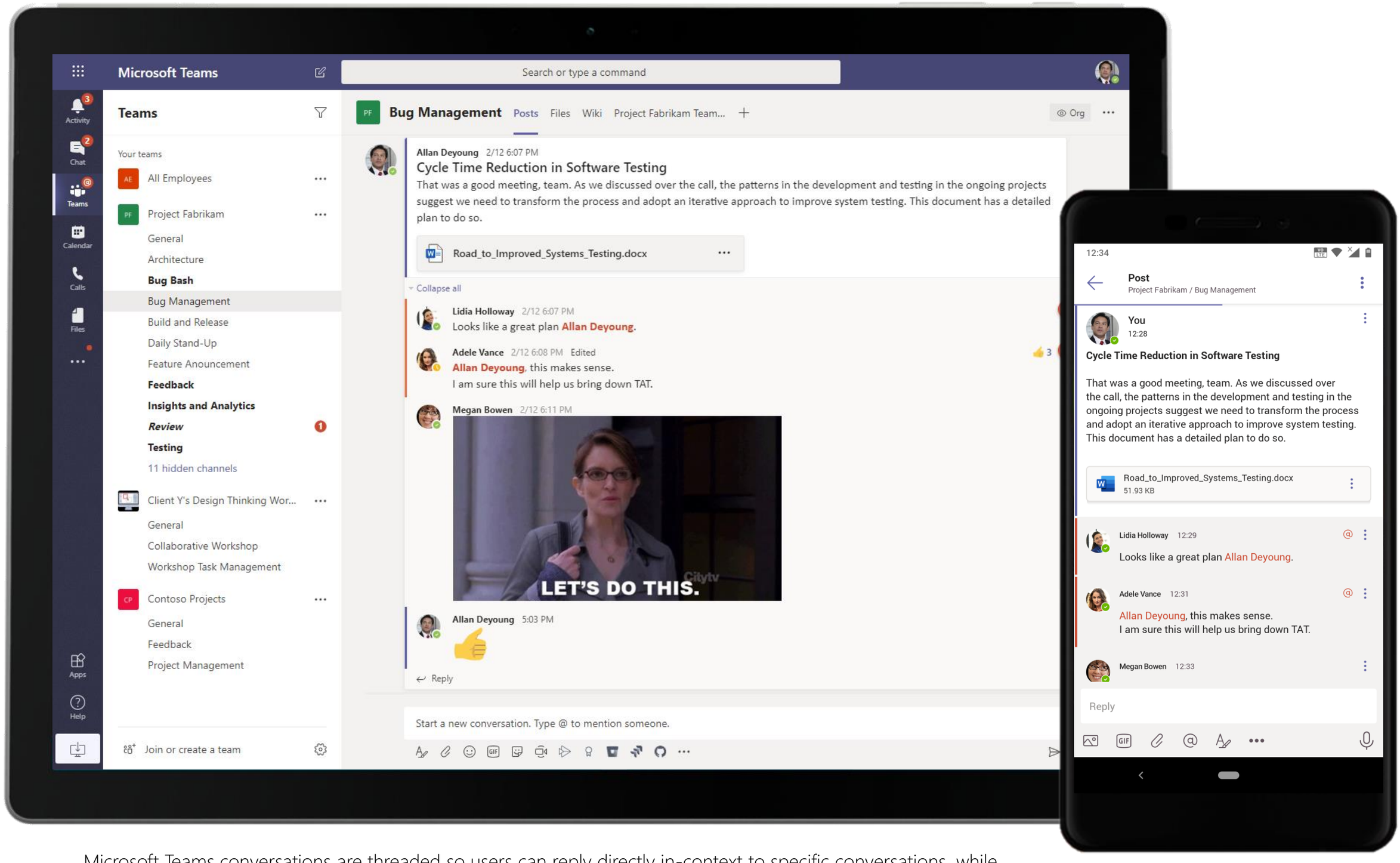
Meetings can either be scheduled or triggered instantly (using Meet Now). The Tech Lead uses the feature to discuss with the team how to improve turn-around time.

Microsoft



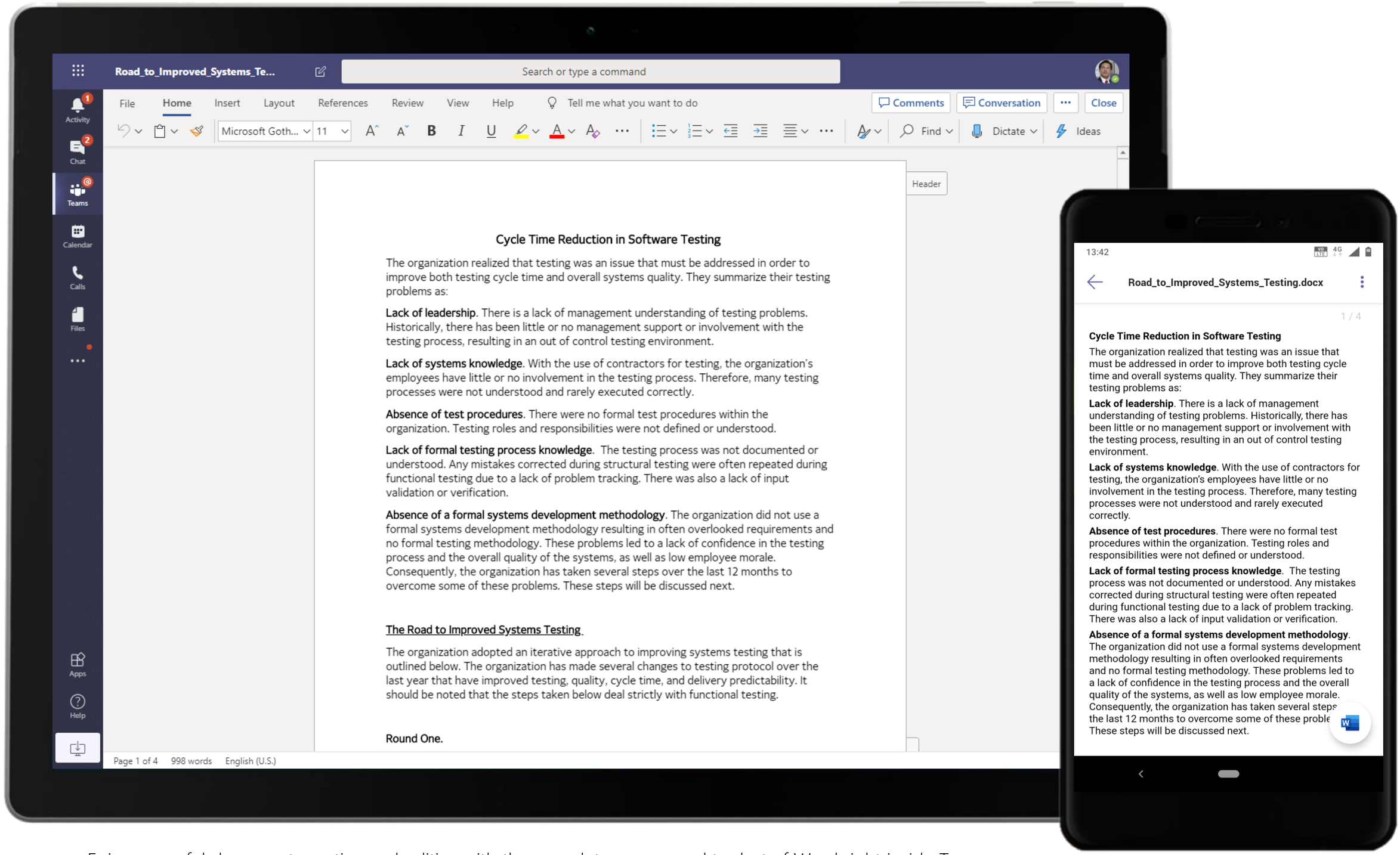
Integrated Jira Cloud enables you to plan, track and discuss work across your teams. The Tech Lead refers to the tasks' status to clear the backlog.

Microsoft

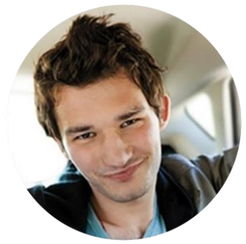


Microsoft Teams conversations are threaded so users can reply directly in-context to specific conversations, while keeping relevant discussions and files grouped together.

Microsoft



Enjoy powerful document creation and editing with the complete canvas and toolset of Word right inside Teams. Collaborate on team documents easily and quickly store them in Files for each channel.



Monitor and Approve Release Deployments

Release Manager

Scenario Walkthrough

The Release Manager at Contoso understands the need to ensure that the team follows a quick and efficient software release procedure. He sets an Bitbucket connector within Microsoft Teams and subscribes to an event to effectively monitor the deployment process. He reviews the pre-deployment builds and communicates with the Developer to ensure that the team is ready to deploy the latest build.

- Sets up an Bitbucket connector within a channel to ensure that a notification is sent when the build is ready for approval.
- Receives a notification regarding a new commit via Bitbucket.
- Responds to the Developer who requests him to approve the build via channel communications.
- Tracks the deployment and receives a notification that the build has been successfully deployed via Bitbucket.

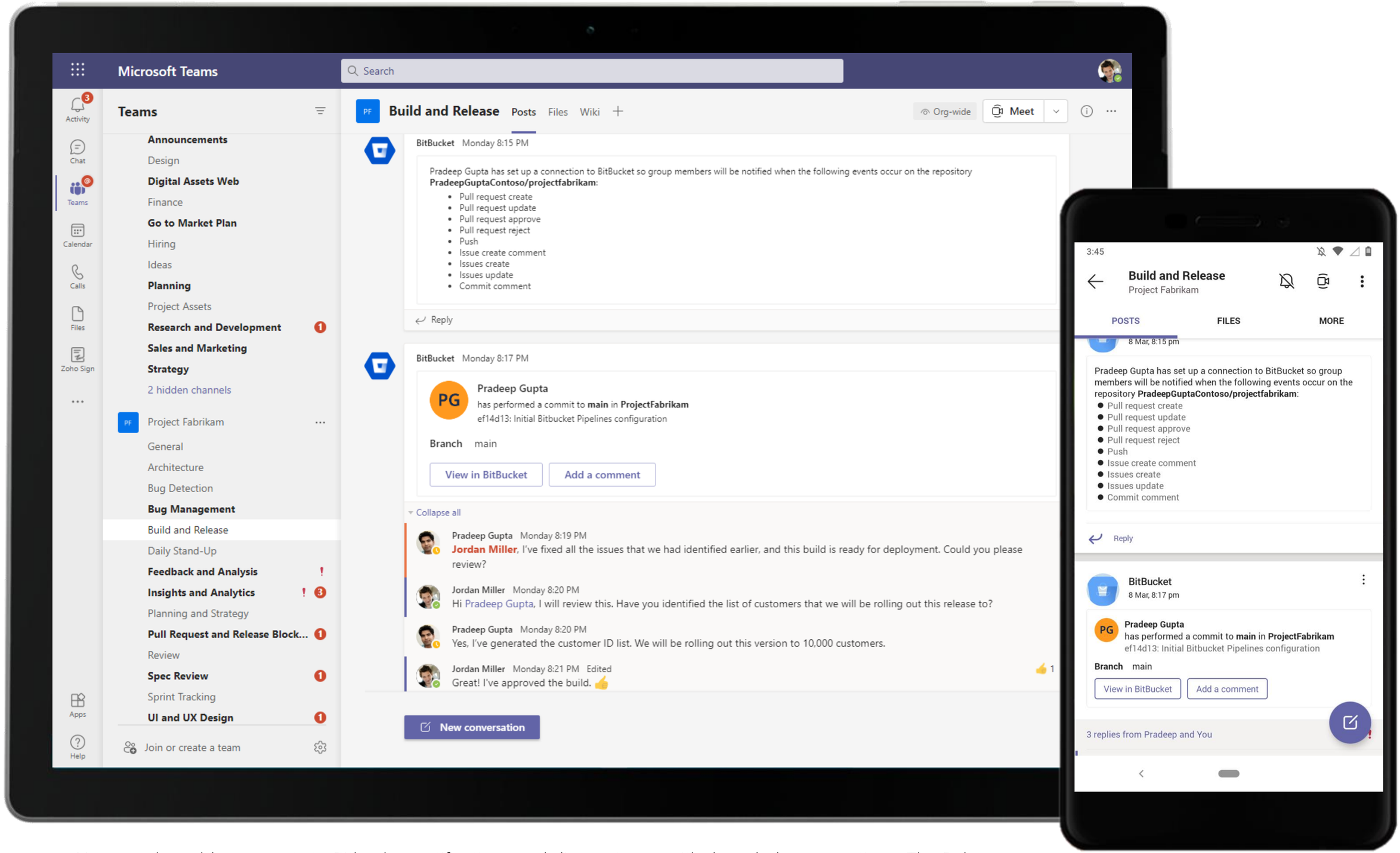
How did Microsoft Teams help the Release Manager execute his roles and responsibilities?

- Track build pipelines and collaborate on your code projects with Bitbucket.
- Keep track of responses with alerts in the activity feed, thanks to @mentions and reply notifications.
- Get quick updates from team members within a personal chat.

Which app integrations on Teams made it possible?

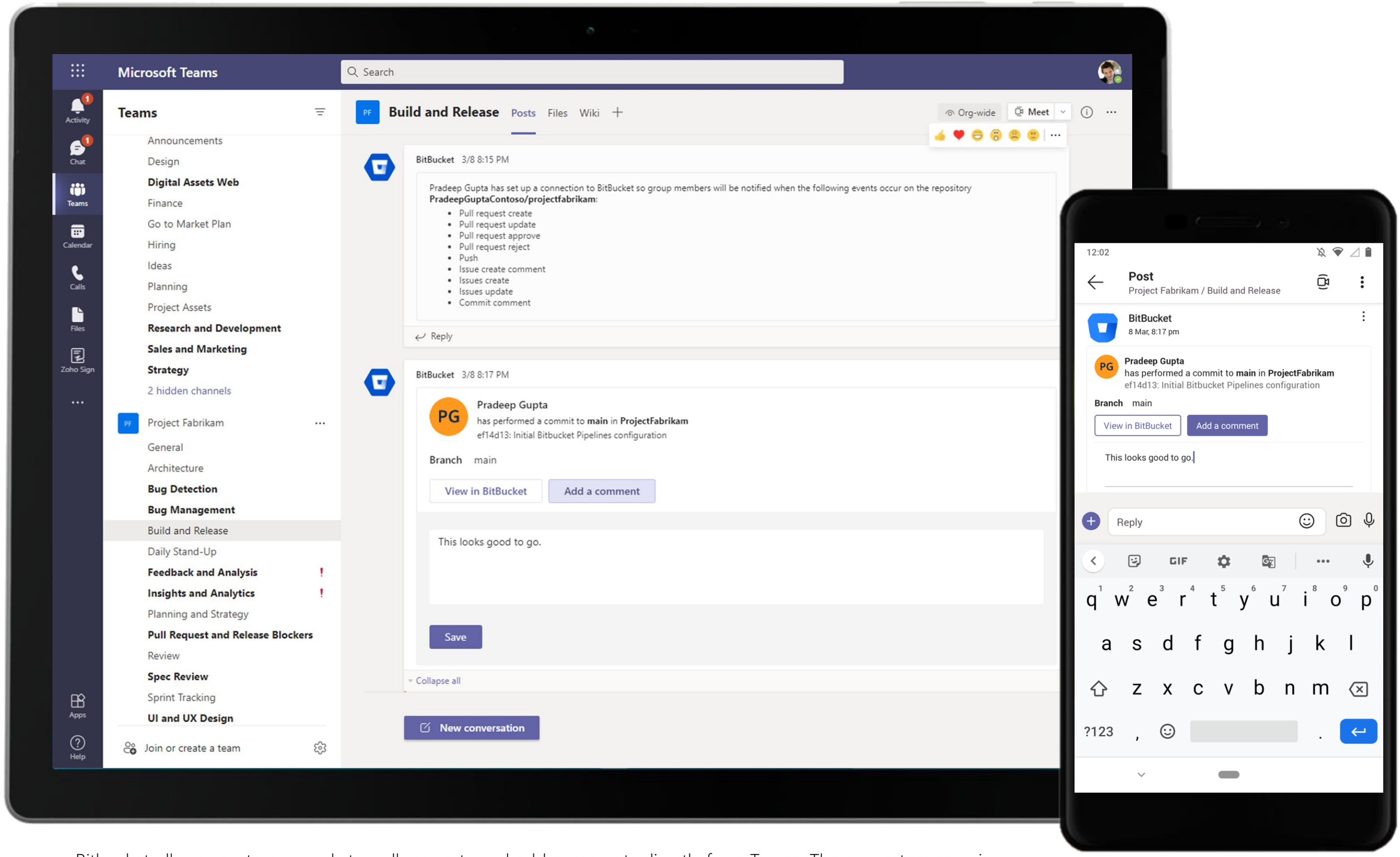
Bitbucket

Microsoft



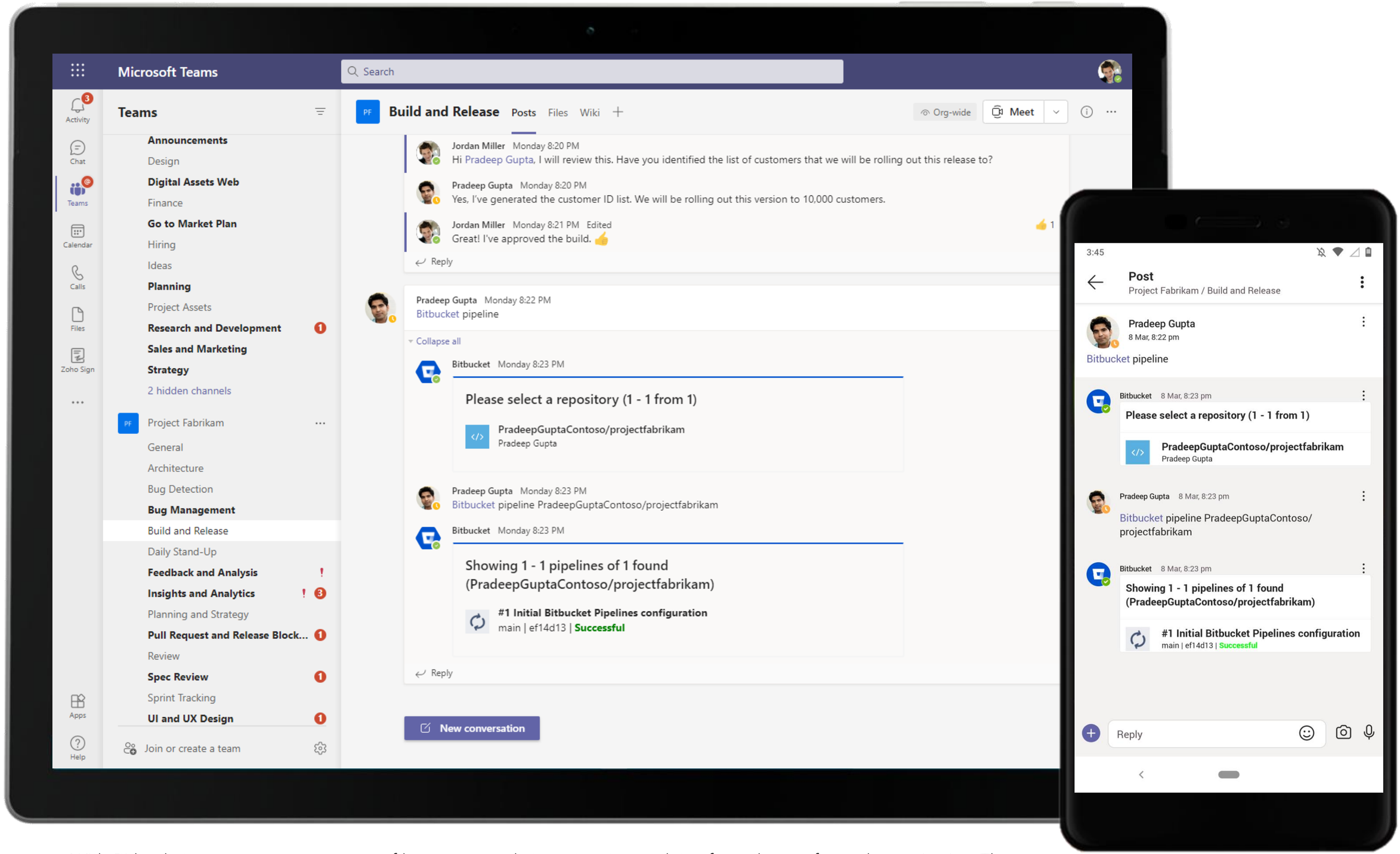
You can also add comments to Bitbucket notifications and discuss issues with threaded conversations. The Release Manager approves the build for deployment.

Microsoft



Bitbucket allows you to responds to pull requests and add comments directly from Teams. The requesters can view comments and make changes accordingly.

Microsoft



With Bitbucket, users can use a range of bot commands to get status updates from the configured repositories. The Bitbucket app sends an update that the build has been successfully deployed.

Maintain an App and Website in Teams

In this playbook, you will see how Contoso team works on a software development project using Microsoft Teams. Contoso is expected to upgrade the food delivery website and create a mobile application for their client Fabrikam. The team uses integration of essential apps throughout the whole project lifecycle.

DevOps Superpowers in Teams

Capabilities and features used...

- Schedule meetings using synced calendars, or a meet now feature
- Participate in instant, open-channel communication
- Store documents within a cloud-enabled repository using Files section or channel tabs
- Create and co-author documents, spreadsheets, presentations and more in the cloud with Office 365
- Channel tabs for everyone to stay on the same page
- Protectively collaborate with teammates on multiple projects from within a single environment

Apps that enable an immersive experience in Teams

Word, PowerPoint, OneNote, YellowAnt, Asana, Wrike

GitHub, Jira Cloud, Lucidchart, Bitbucket, Site24x7, xMatters

Confluence Cloud, Zoho Projects, MURAL, Jenkins, Tasks by Planner and To Do, ScrumGenius

Meet the Business Decision Makers

Maintain



Project Manager

"Being a Project Manager is like being an artist; you have different colored process streams combining into a work of art."

- Monitor the progress of work and assign task to employees
- Ensure on time delivery of the project
- Ensure minimum or zero bugs in the final document
- Escalate any risk or delays that can impact the project



Tech Lead

"To successfully implement continuous delivery, you need to change the culture of how an entire organization views software development effort."

- Collaborate with delivery teams providing guidance and subject matter expertise on the software
- Create software deployment strategies to successfully deploy the software
- Update configuration management tools for implementation and supportability



Product Manager

"Your most unhappy customers are your greatest source of learning."

- Define the product vision, strategy and roadmap
- Work closely with engineering, sales, marketing, and support to ensure business case and customer satisfaction goals are met
- Ensure quality product delivery using technical product knowledge or specific domain expertise



Reporting a Release Blocker

Project Manager

Scenario Walkthrough

The Project Manager understands the importance of ensuring all the feature release timelines are met to have the most impact. When the team working on launching a new 'Quick Delivery Service' feature receives a notification regarding a critical bug that could potentially put user privacy at risk, the Project Manager, along with other team members coordinates to ensure that the issue is fixed without causing any major delay in timelines.

- Shares feature release timelines with the entire team using Asana.
- Receives a notification regarding a high priority bug within a channel using Jira Cloud bot.
- Communicates with the Tech Lead and Developers on the notification thread using channel communication.
- Responds to the Tech lead and takes a call on pushing the feature release by a day via tab conversations.
- Creates a channel message and informs team members of the successful performance of the feature via channel communication.
- Updates the task status and marks the 'Feature Launch' as completed using Asana within Microsoft Teams.

How did Microsoft Teams help the Project Manager execute her roles and responsibilities?

- Keep track of major issues to plan and release world-class software within Microsoft Teams using Jira Cloud.
- Assign tasks and due dates to stay accountable to each other using Asana.
- Appreciate and encourage team members using Praise.
- Communicate quickly and effectively using 1:1 chat.

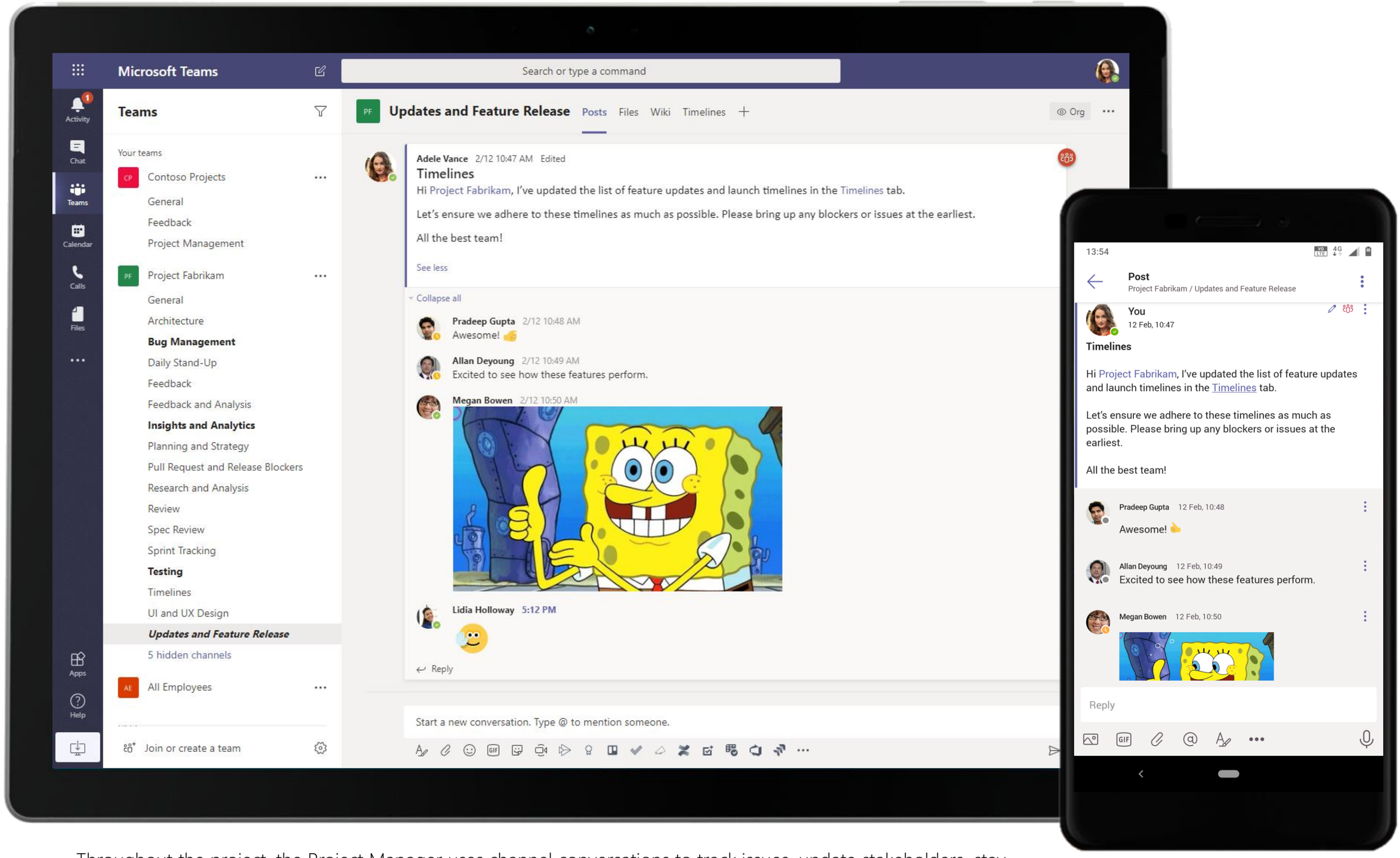
Which app integrations on Teams made it possible?

Asana

Praise

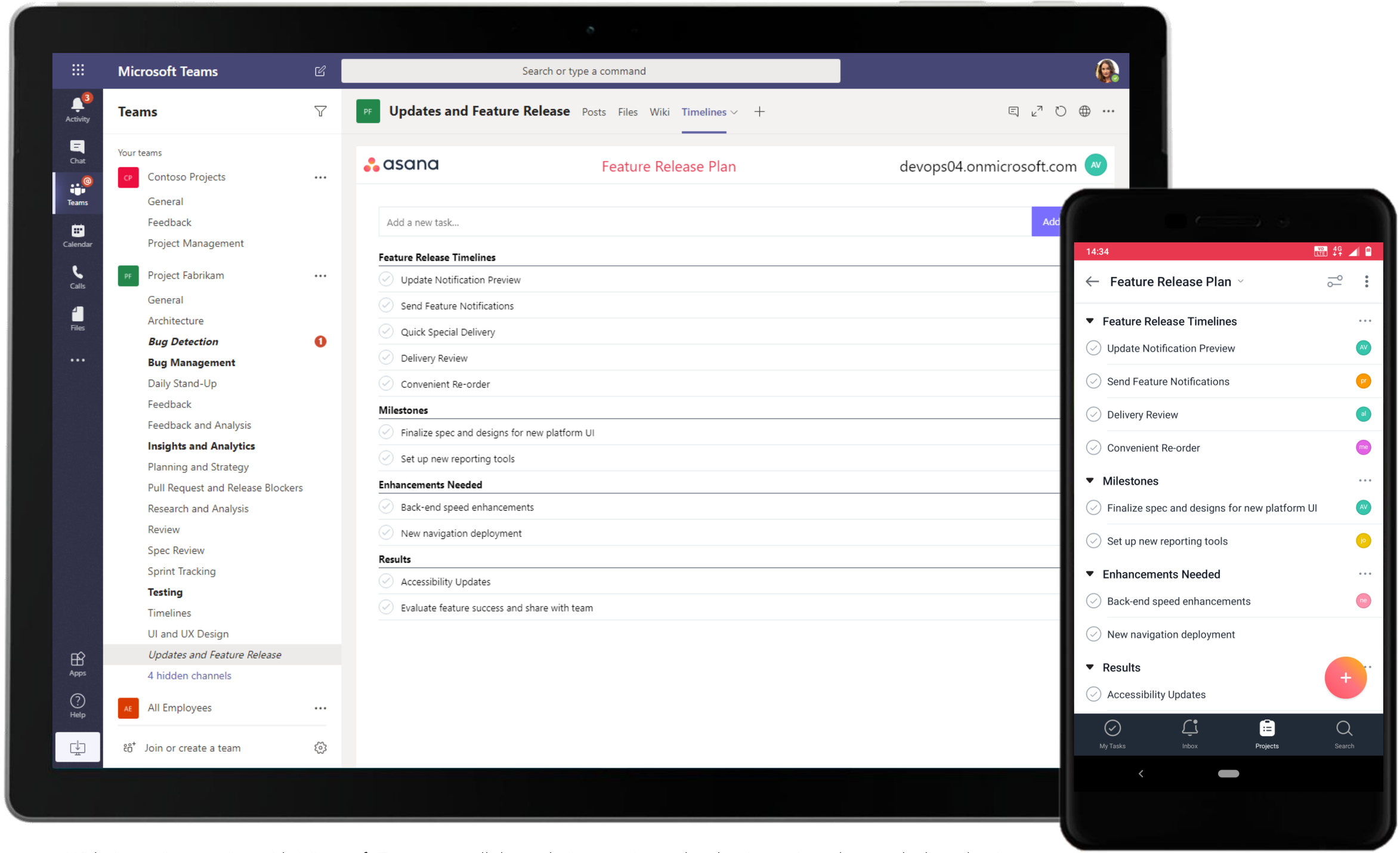
Jira Cloud

Microsoft



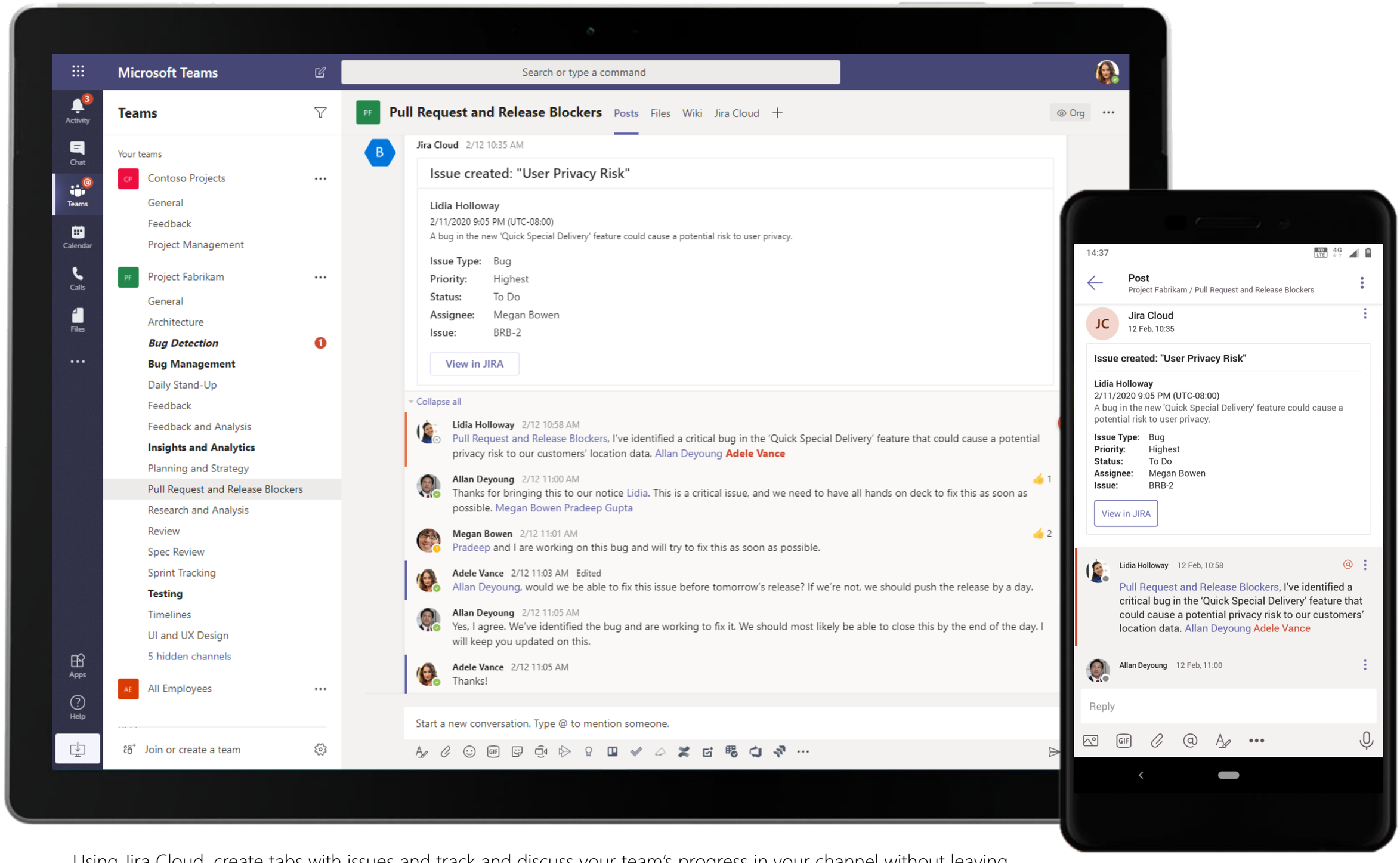
Throughout the project, the Project Manager uses channel conversations to track issues, update stakeholders, stay updated with tasks, deadlines etc. and to communicate with team members to ensure on-time delivery.

Microsoft



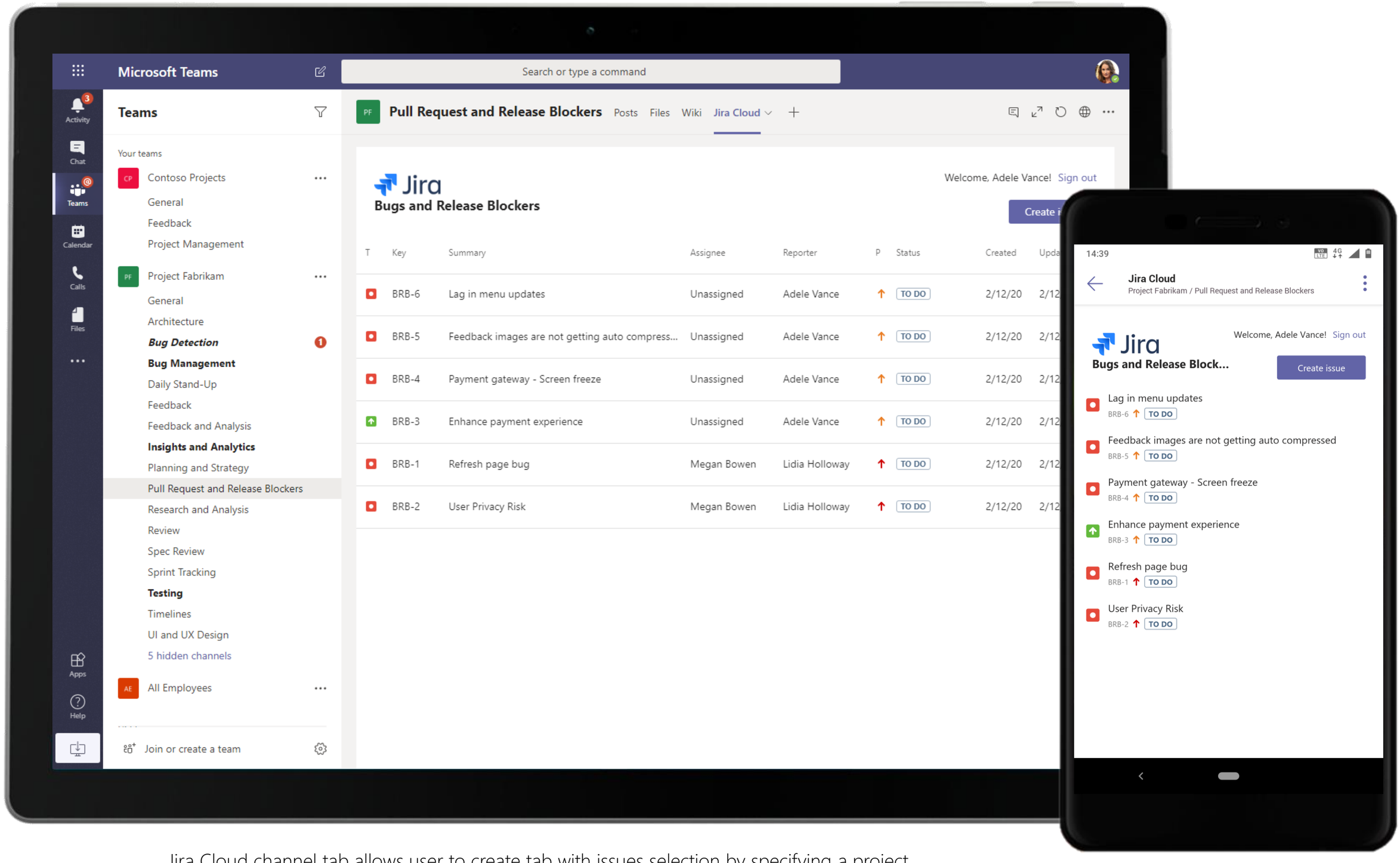
With Asana integration with Microsoft Teams, see all the tasks in a project, who they're assigned to, and when they're due. The Project Manager views and shares the tasks with her team using Asana.

Microsoft



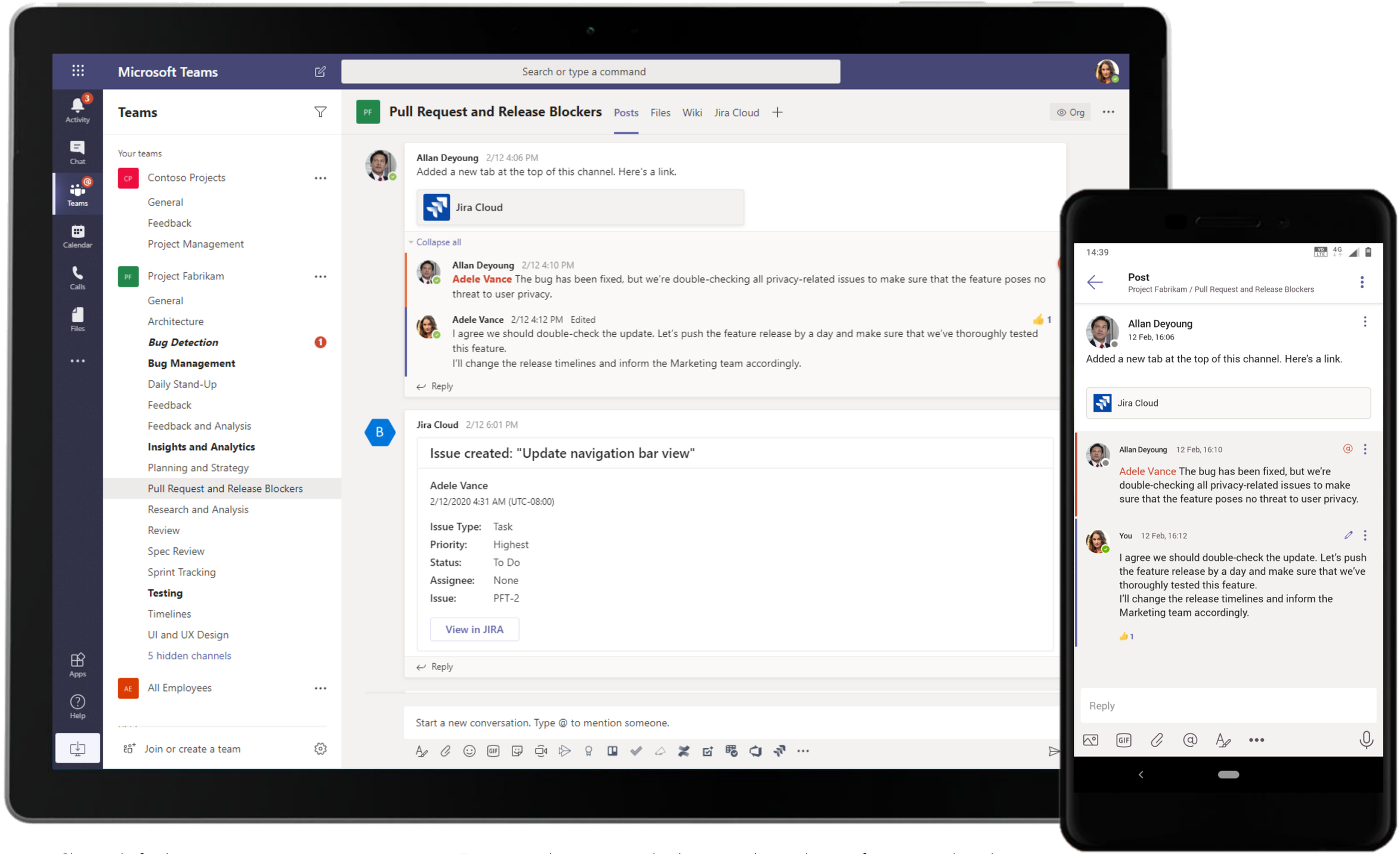
Using Jira Cloud, create tabs with issues and track and discuss your team's progress in your channel without leaving Microsoft Teams. The Project Manager gets to know about a critical bug that could expose user privacy.

Microsoft



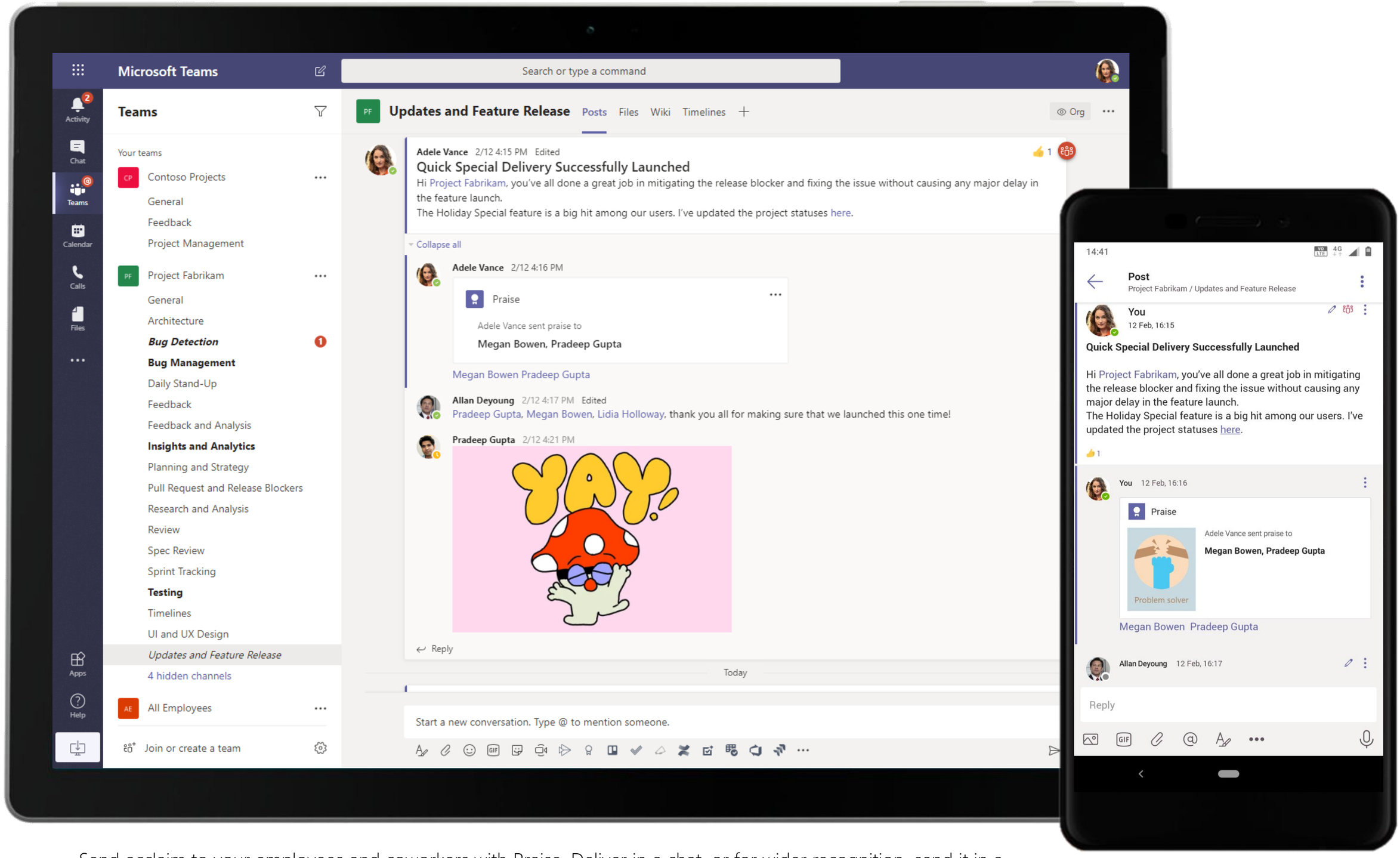
Jira Cloud channel tab allows user to create tab with issues selection by specifying a project, issues status (all, open, in progress, done). The Project Manager views the issues status in the Jira Cloud channel tab.

Maintain – Reporting a Release Blocker



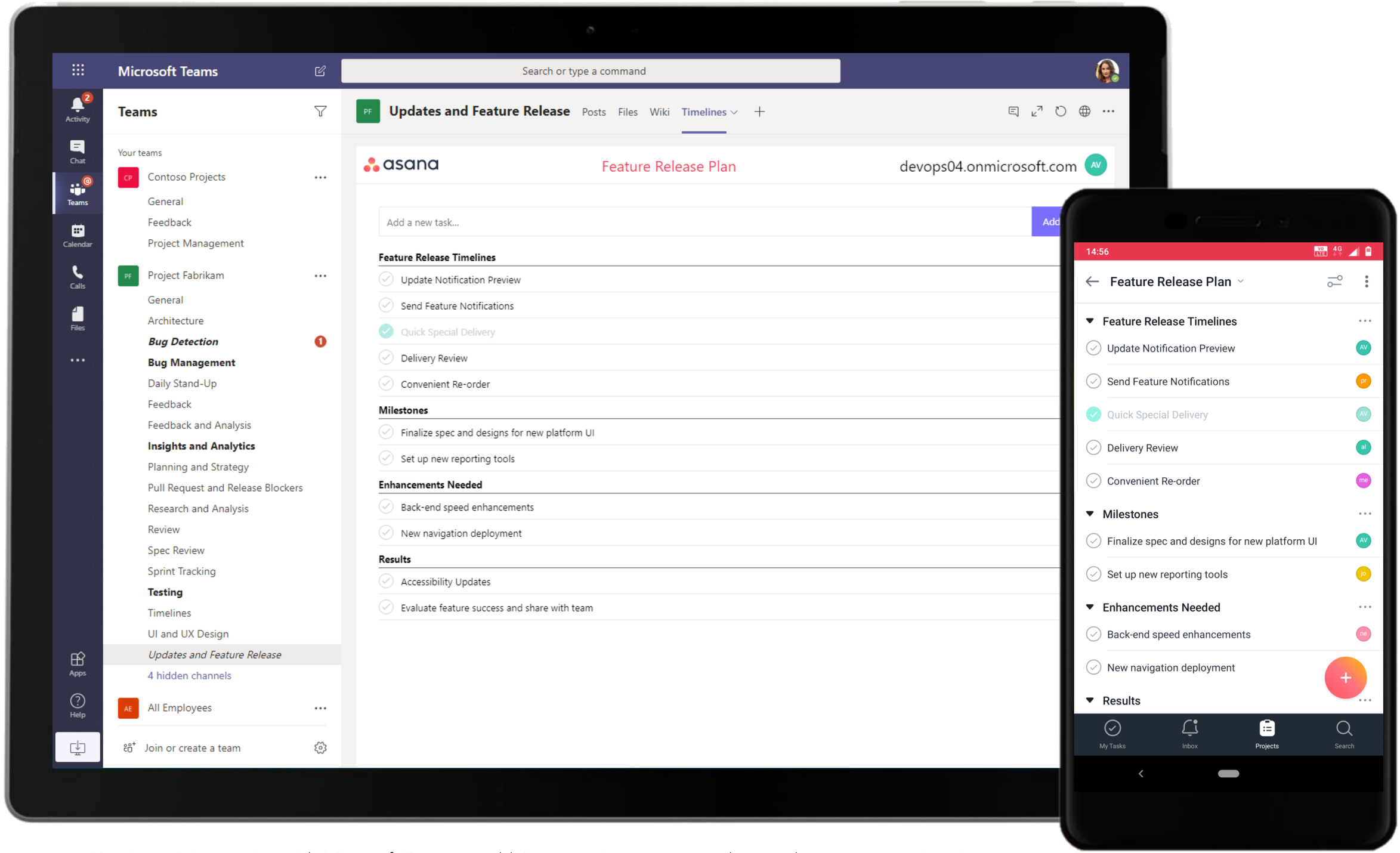
Channels facilitate instant group communication. Team members stay in the know and can share information directly in the conversation thread to accelerate decision making. The Project Manager decides to push the release by a day to ensure the feature is safe to push.

Microsoft



Send acclaim to your employees and coworkers with Praise. Deliver in a chat, or for wider recognition, send it in a channel conversation. The Project Manager hails team members for a job well done using Praise.

Microsoft



Use Asana's integration with Microsoft Teams to add Asana projects to group chats and turn conversations into actionable work, all in one place.



Probing the Software for Possible Bugs

Tech Lead

Scenario Walkthrough

The Tech Lead has received insights into the app performance through Azure Cloud bot. He notices a steep decline in the number of server requests. He suspects some bugs may be present and schedules a bug bash for the entire team to probe and find any issue that may be present in the software.

- Receives alert from Site24x7 that the monitor is down.
- Informs the team of this insight and that he suspects a bug.
- Schedules a channel meeting to conduct a bug bash.
- Tracks the resolution of the issue within channel communications and Bitbucket notifications.
- Replies to the thread and assigns issues that need to be investigated to the developers.
- Tracks the status of the monitor using Site24x7 and appreciates the team for the quick resolution of the issue using Praise.

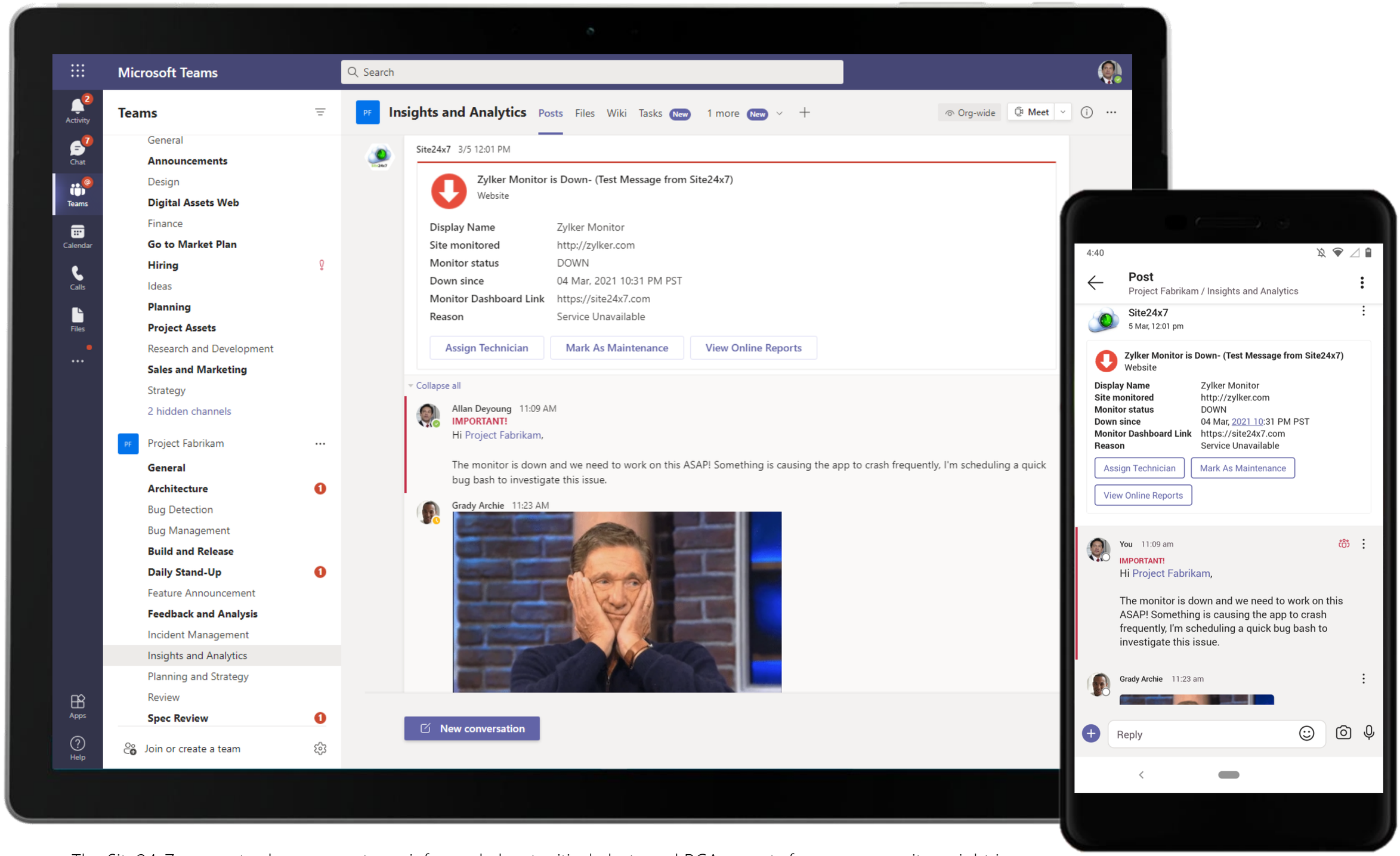
How did Microsoft Teams help the Tech Lead execute his roles and responsibilities?

- Flexible uptime and performance monitoring from the cloud with Site24x7.
- Effective channel communication helps to discuss out all issues.
- Distributed version control system of Bitbucket helps to fix the code fast.
- Show gratitude for peers who went above and beyond at work.

Which app integrations on Teams made it possible?

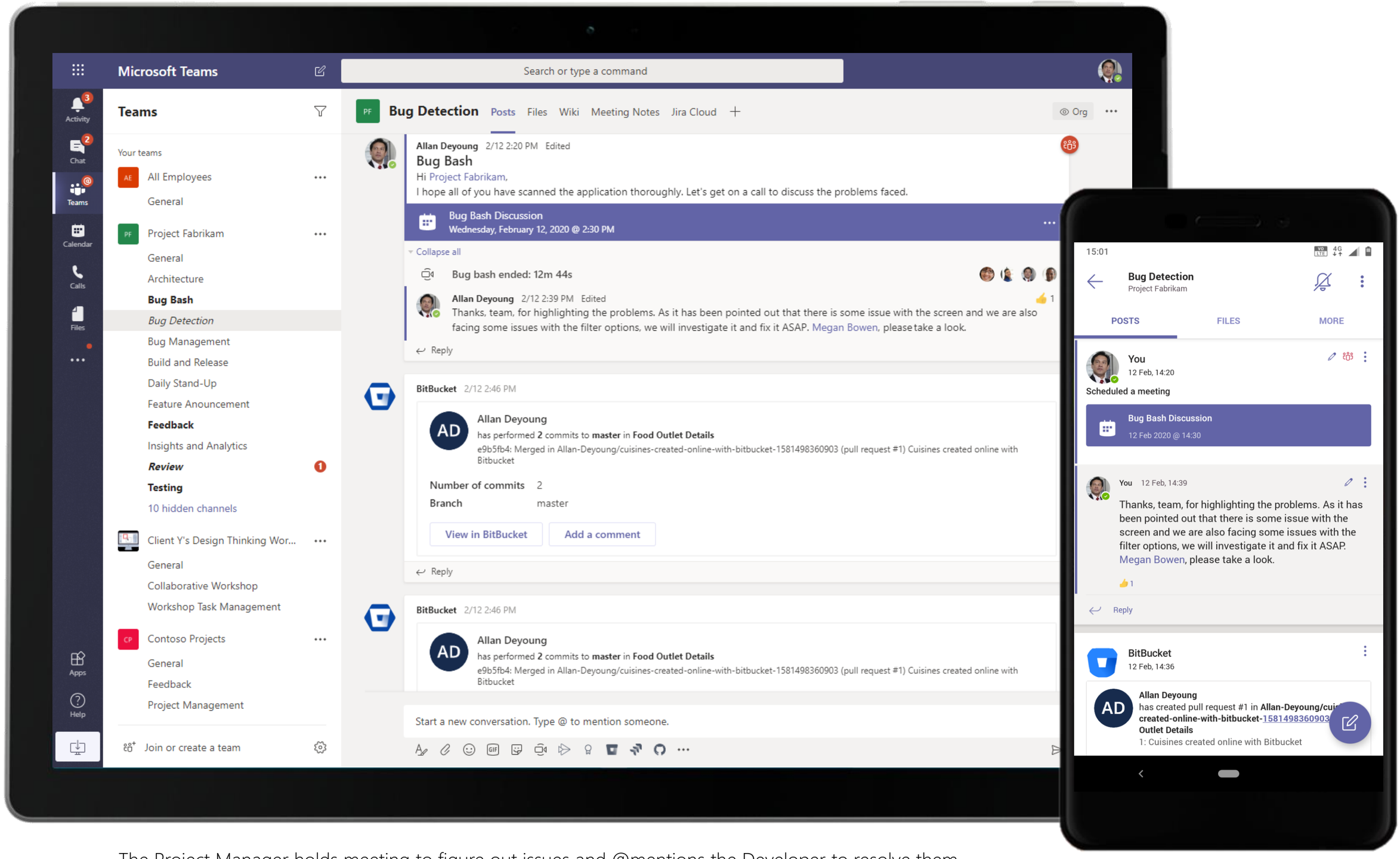
Site24x7 Bitbucket Praise

Microsoft



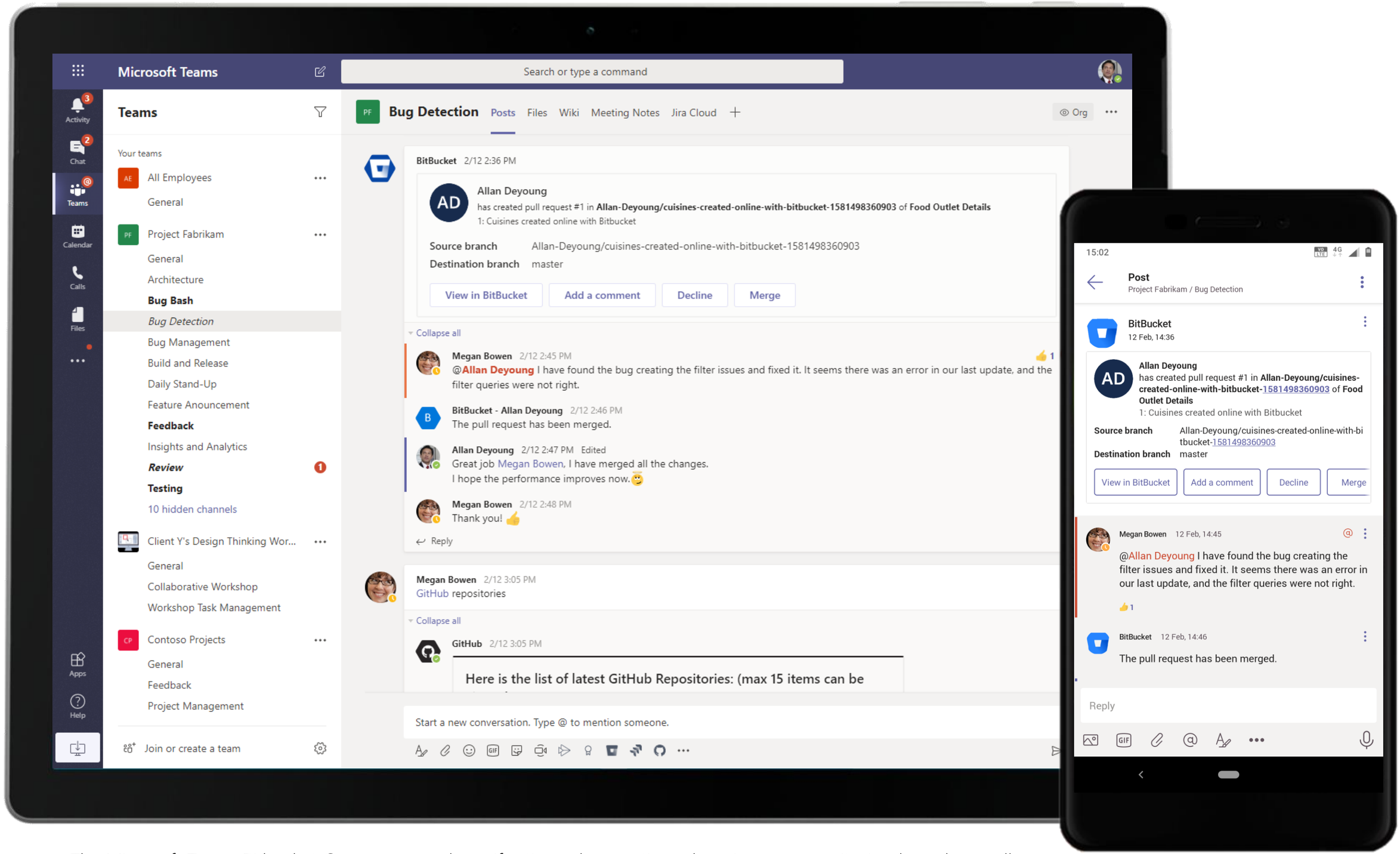
The Site24x7 connector keeps your team informed about critical alerts and RCA reports from your monitors right in your Microsoft Teams channel. The Tech Lead gets the team to work on an issue after receiving a notification that the monitor is down.

Microsoft



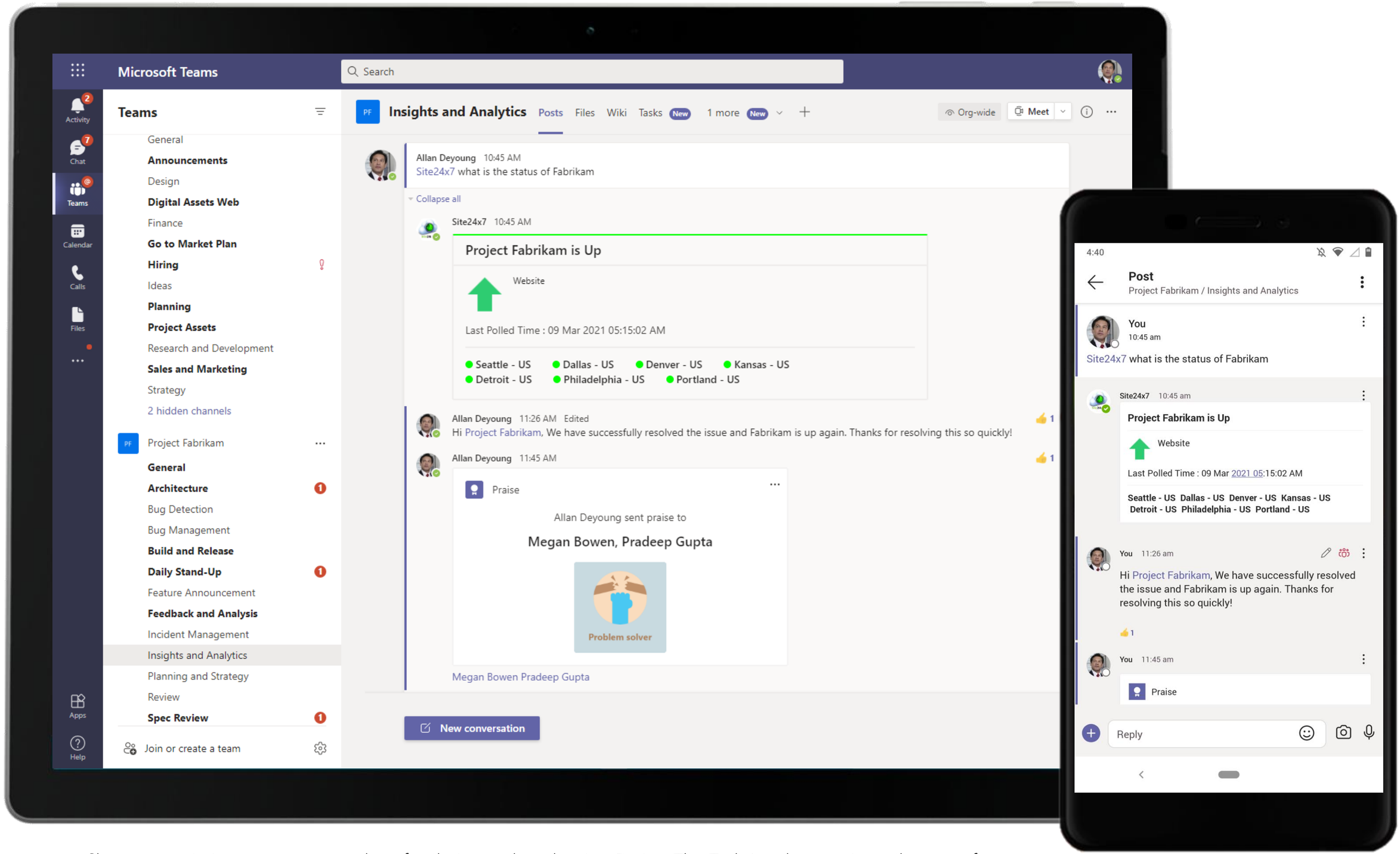
The Project Manager holds meeting to figure out issues and @mentions the Developer to resolve them.

Microsoft



The Microsoft Teams Bitbucket Connector sends notifications about actions done in your repositories, branches, pull requests to Microsoft Teams channels.

Microsoft



Show appreciation to your co-workers for their good work using Praise. The Tech Lead appreciates the team for quickly resolving the issue with the monitor.



Live Site Incident Triage and Management

Tech Lead

Scenario Walkthrough

Sudden failure in the source code has resulted in a glitch that is declining the customers from availing an introductory offer for new restaurants. After identifying and analyzing the issues, the Tech Lead plans how exactly the mitigation process will go ahead. See how the Tech Lead collaborates over Microsoft Teams with the associated members of the project to plan a resolution of the same.

- Receives notification for a ticket regarding an error on live site with a detailed summary via Zendesk.
- Schedules a meeting to discuss the issue and shares the incident ticket via xMatters.
- Assigns tasks to the team and starts the mitigation process via Trello.
- Invites the team members over a meeting for quick planning.
- Manages the incident ticket through its different stages, i.e., triggering, opening, acknowledging, and resolving.

How did Microsoft Teams help the Tech Lead execute his roles and responsibilities?

- Receive relevant incident updates within Teams and stay ahead of possible incidents with Zenduty.
- Collaborate on ticket resolution and discuss tickets within a meeting using xMatters
- Assign tasks and stay on top of the mitigation cycle using Trello.
- Access GitHub repositories for all the source code used in the project from the very start and aid your team members with GitHub bot.

Which app integrations on Teams made it possible?

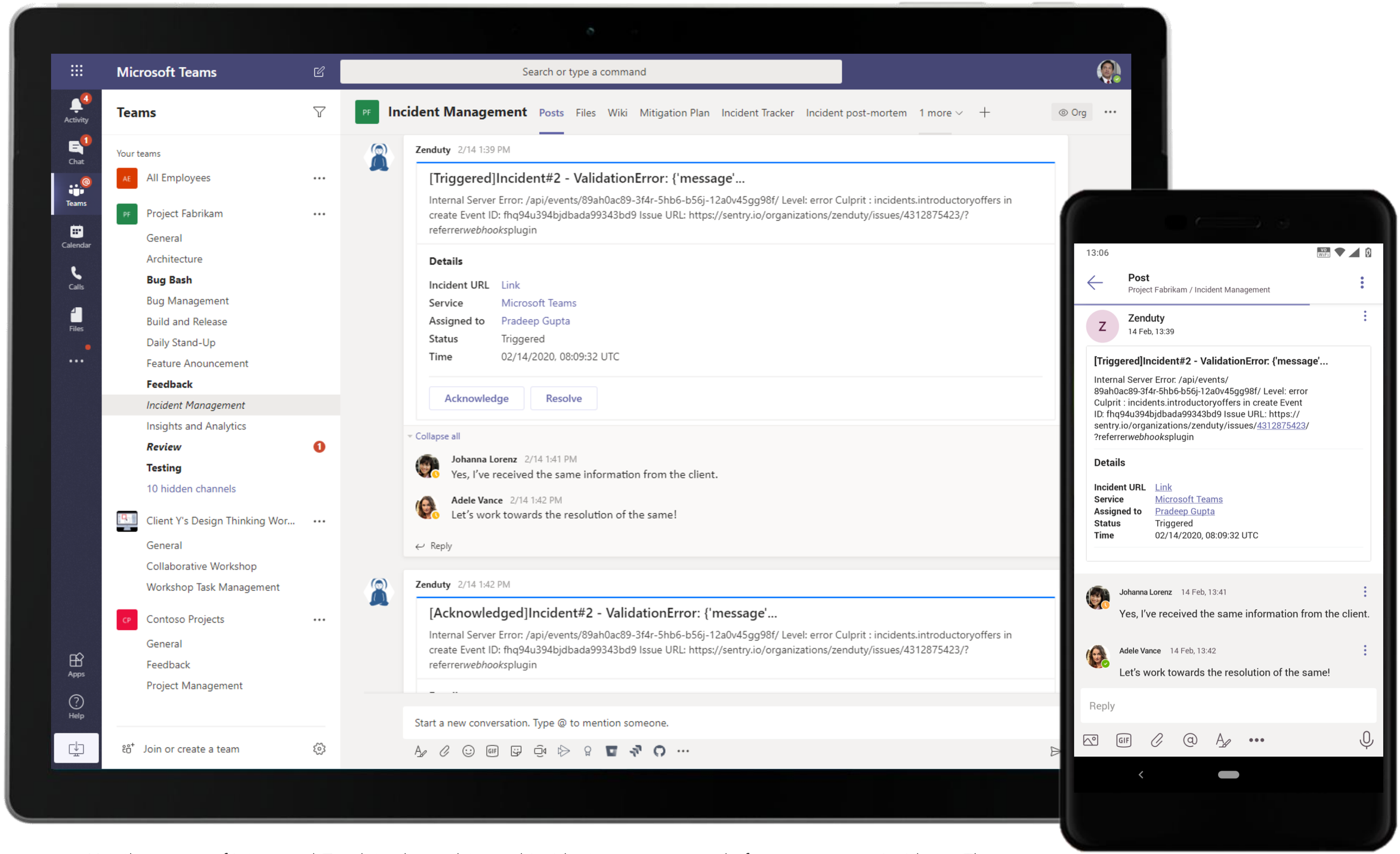
xMatters

Zenduty

Trello

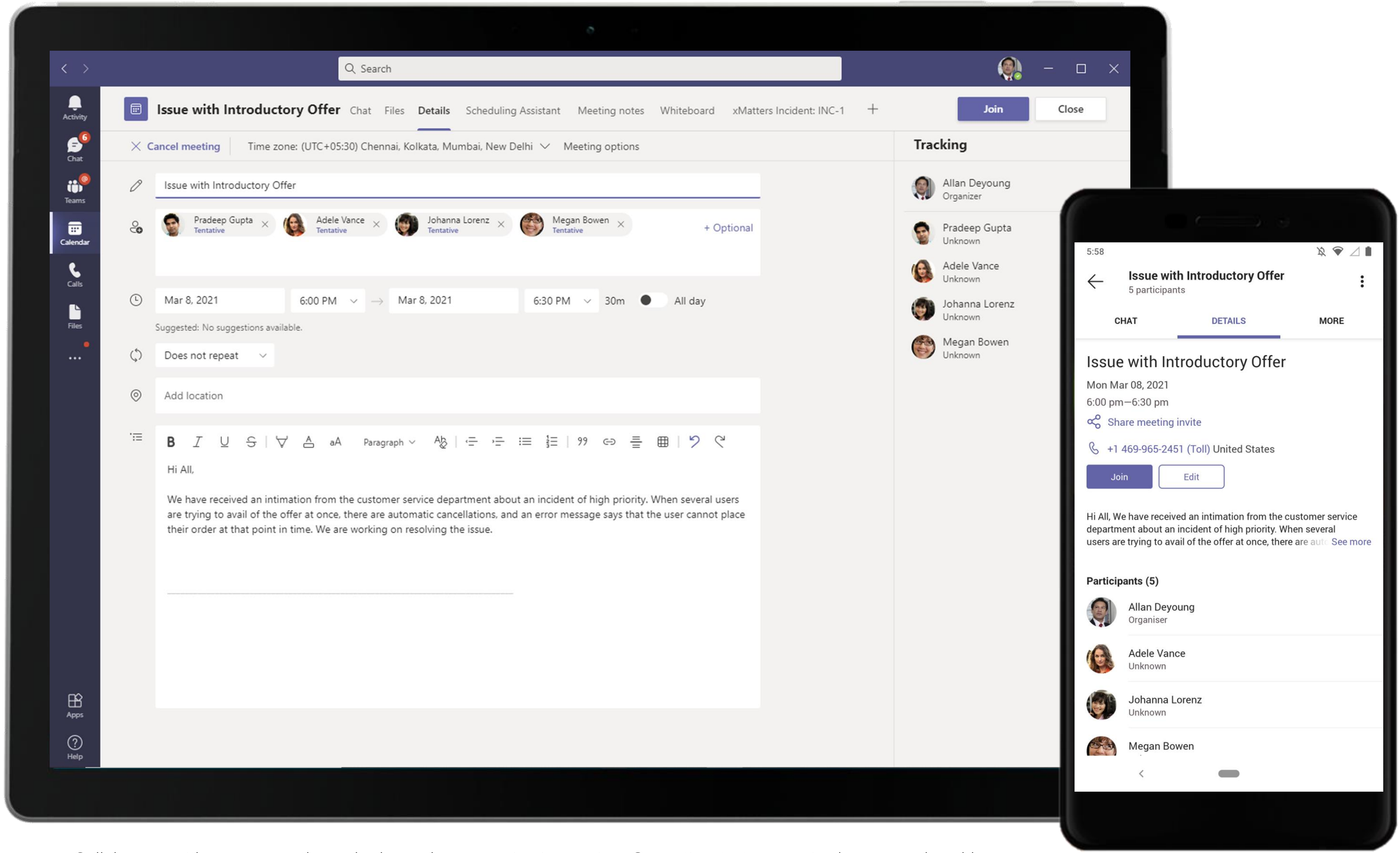
GitHub

Microsoft



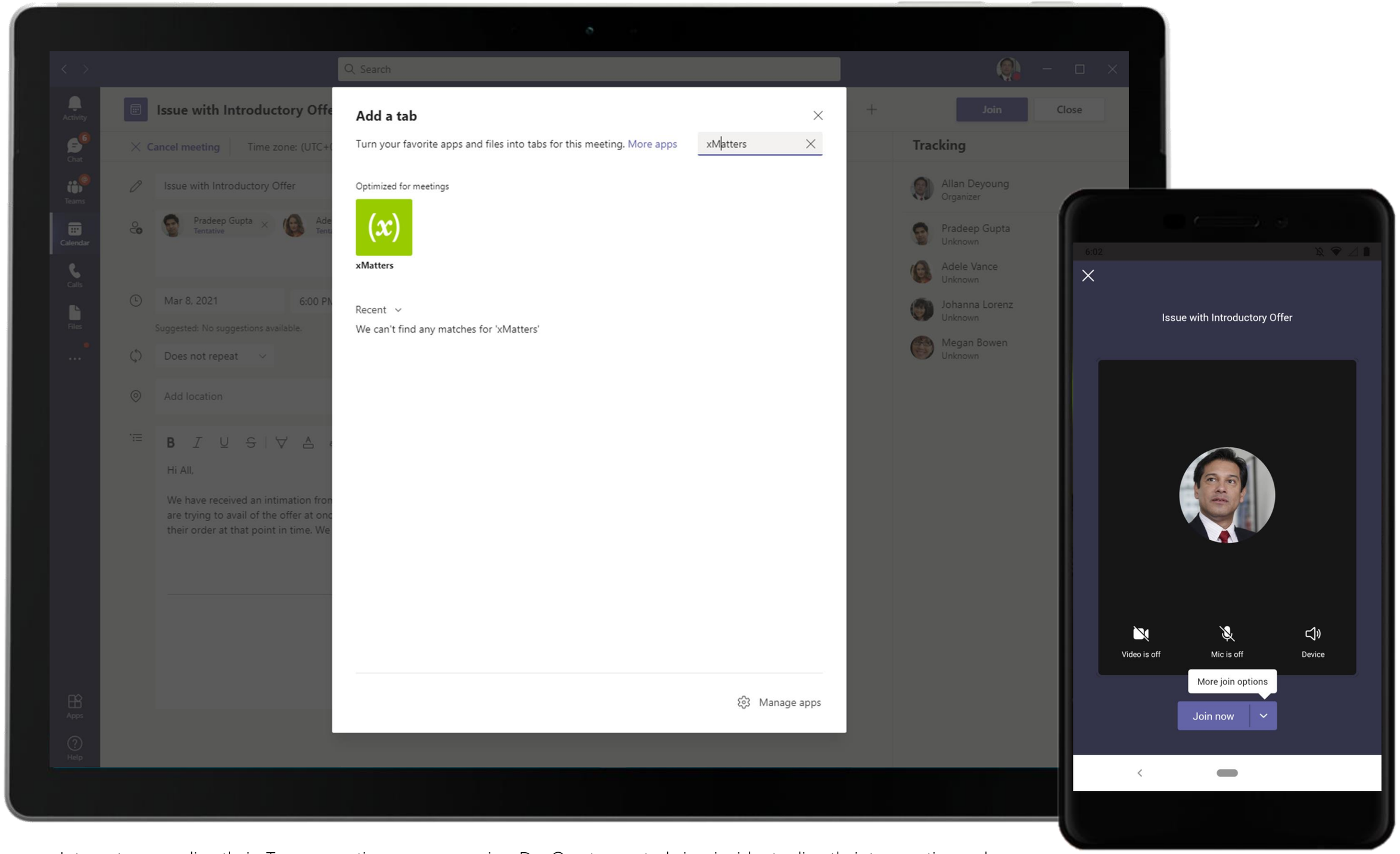
Use the power of integrated Zenduty, the end-to-end incident management platform to manage incidents. The Product Manager and the Project Manager view the notification about the incident.

Microsoft



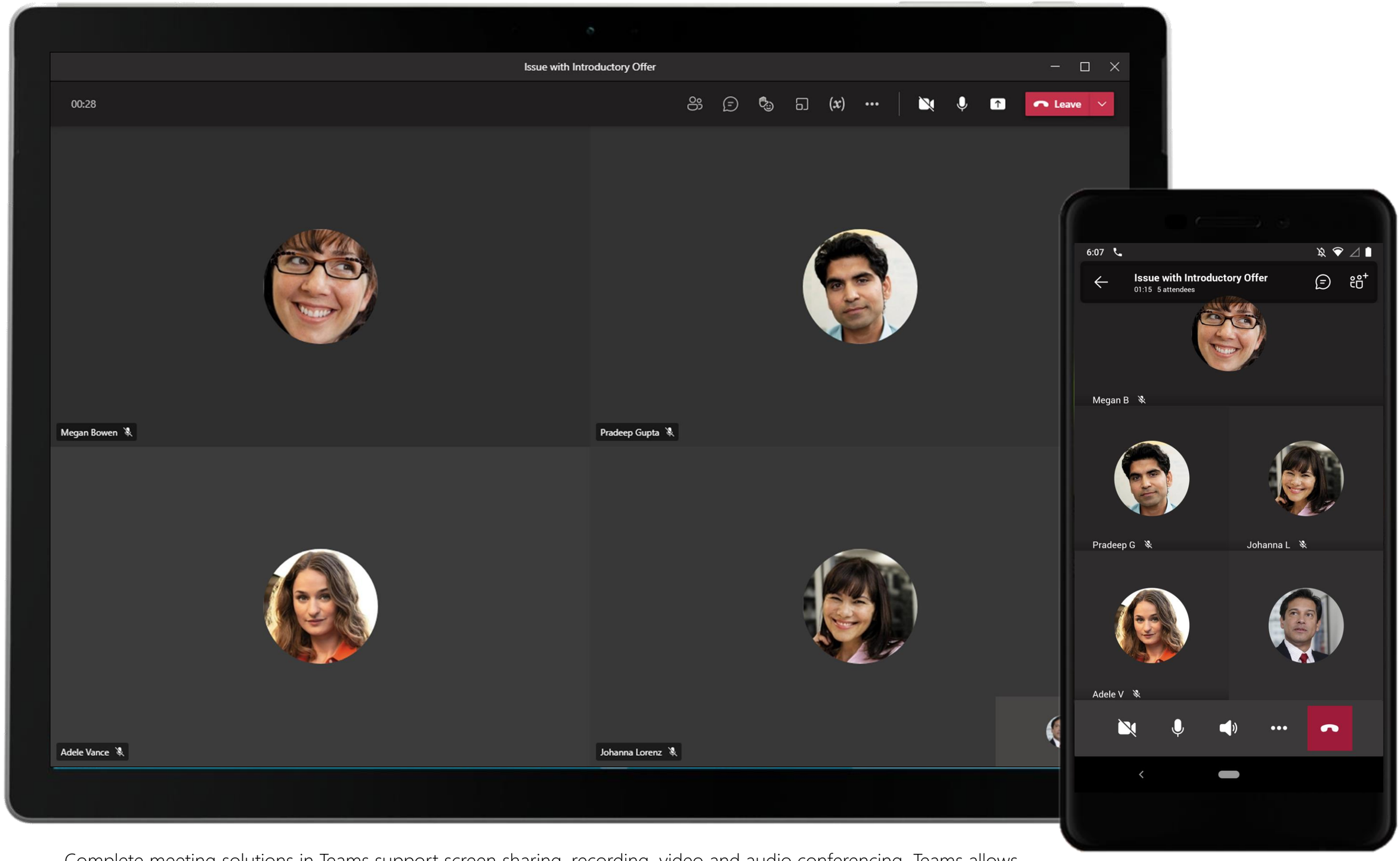
Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread. The Tech Lead alerts the team about a high priority incident.

Microsoft



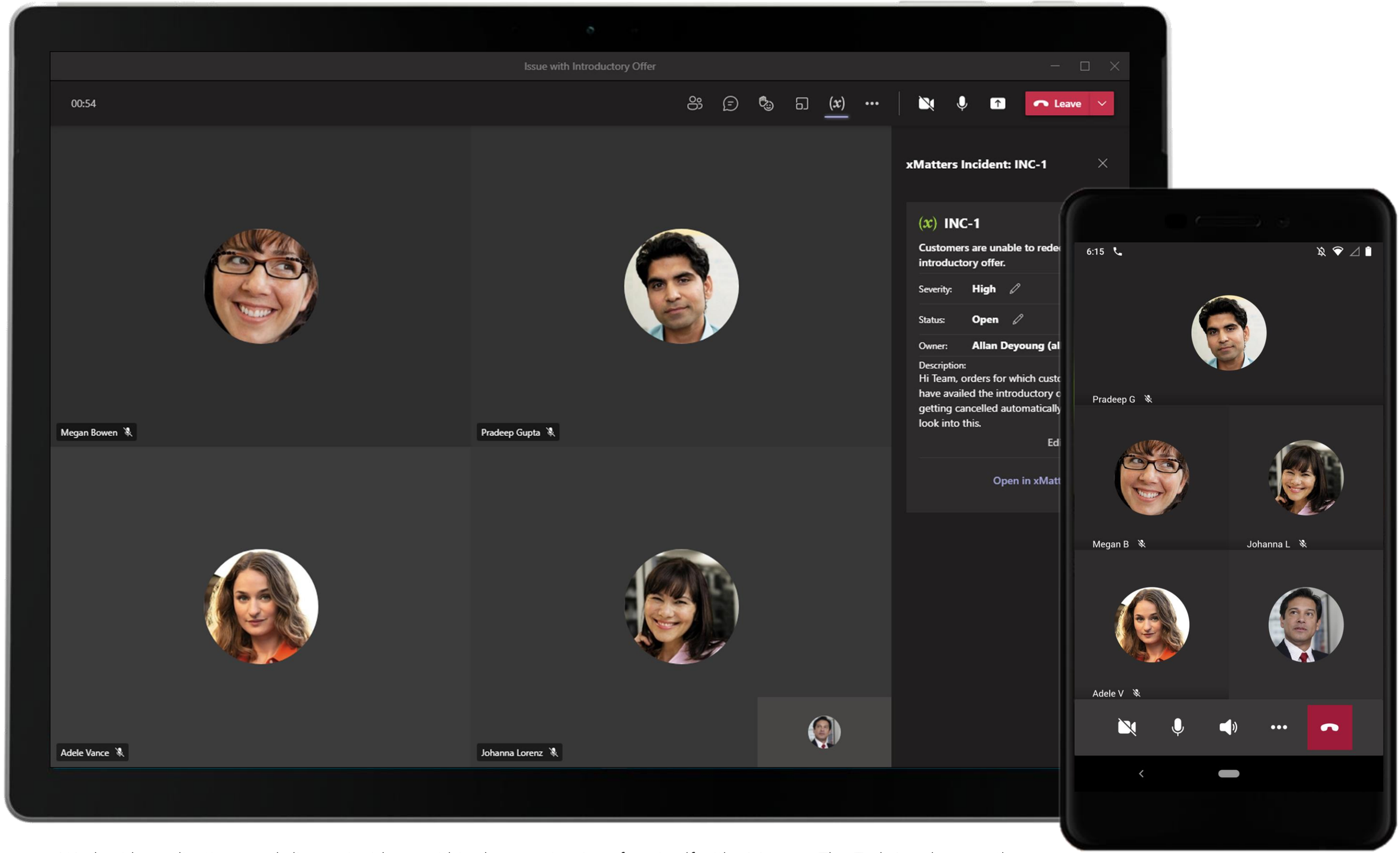
Integrate apps directly in Teams meetings– empowering DevOps teams to bring incidents directly into meetings where they can collaborate and resolve issues in real-time, directly within the app in the meeting itself.

Microsoft



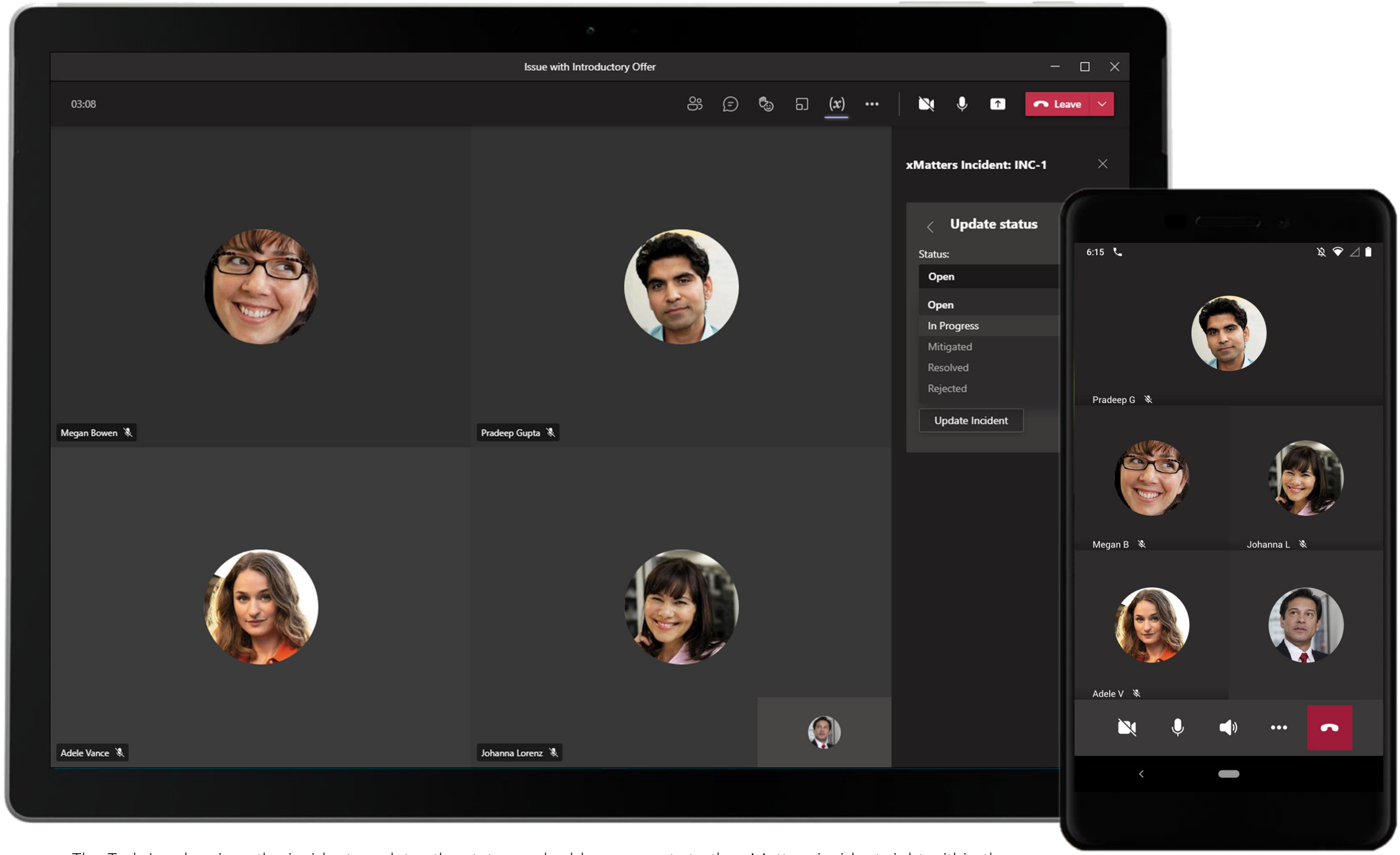
Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Teams allows you to also attach documents or share relevant information over chat for an engaging meeting experience.

Microsoft



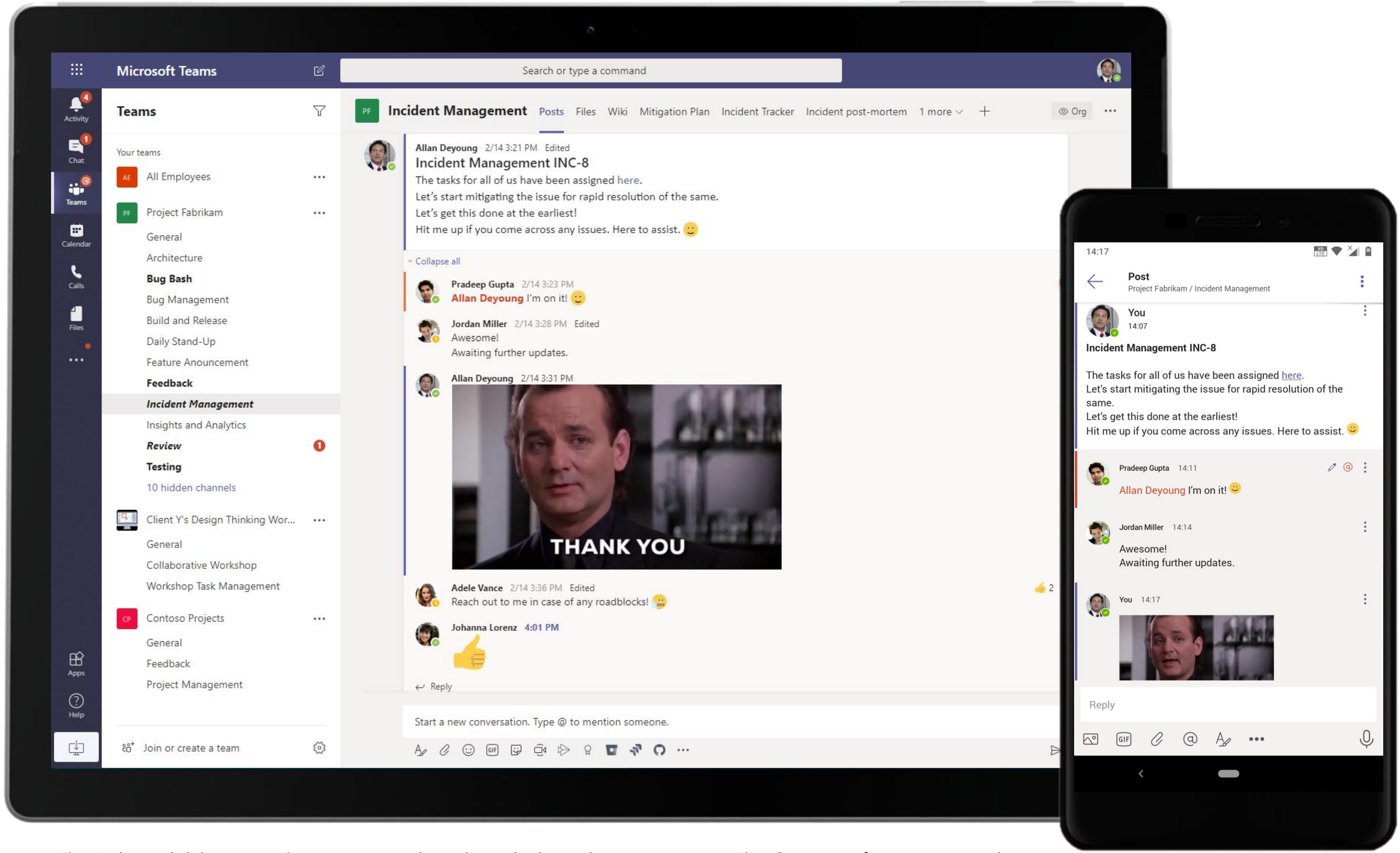
Work with applications and discuss incidents within the meeting interface itself with xMatters. The Tech Lead opens the xMatters incident during the meeting to discuss the issue and mitigation plan.

Microsoft



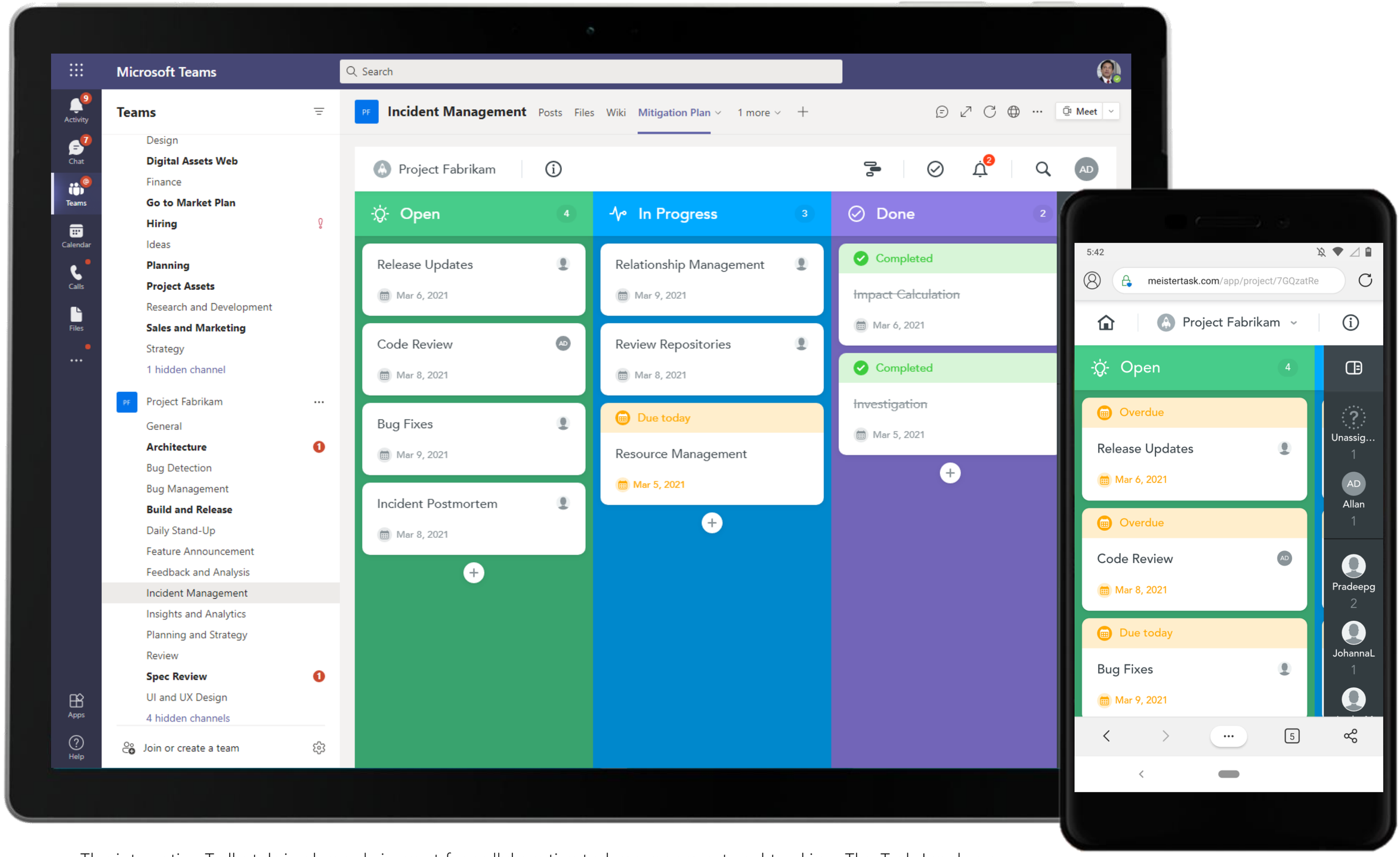
The Tech Lead assigns the incident, updates the status and adds comments to the xMatters incident right within the meeting so that everyone is on the same page.

Microsoft



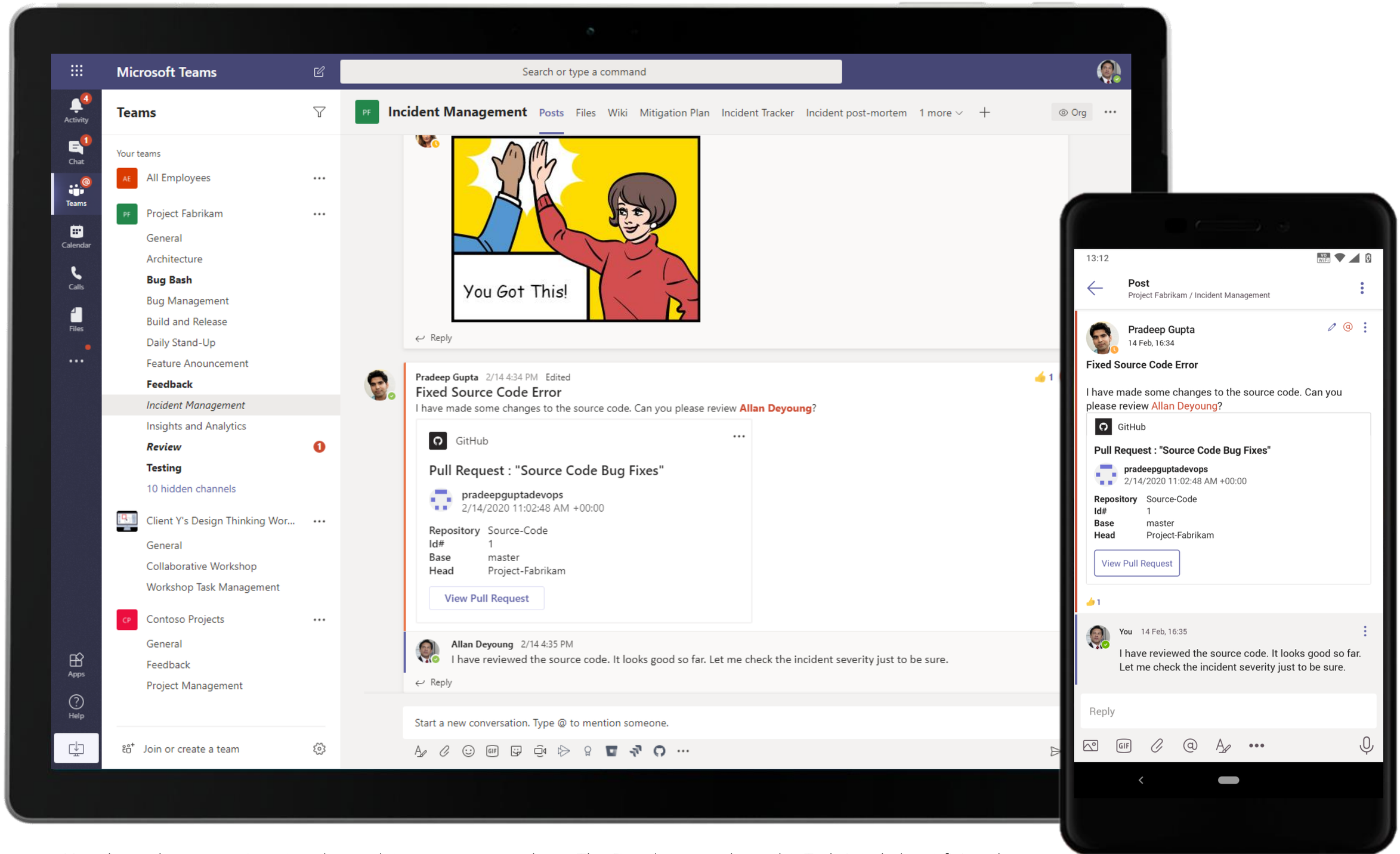
The Tech Lead delegates tasks to team members through channel communication. The @mention feature ensures that team members don't miss out on messages that need their attention!

Microsoft



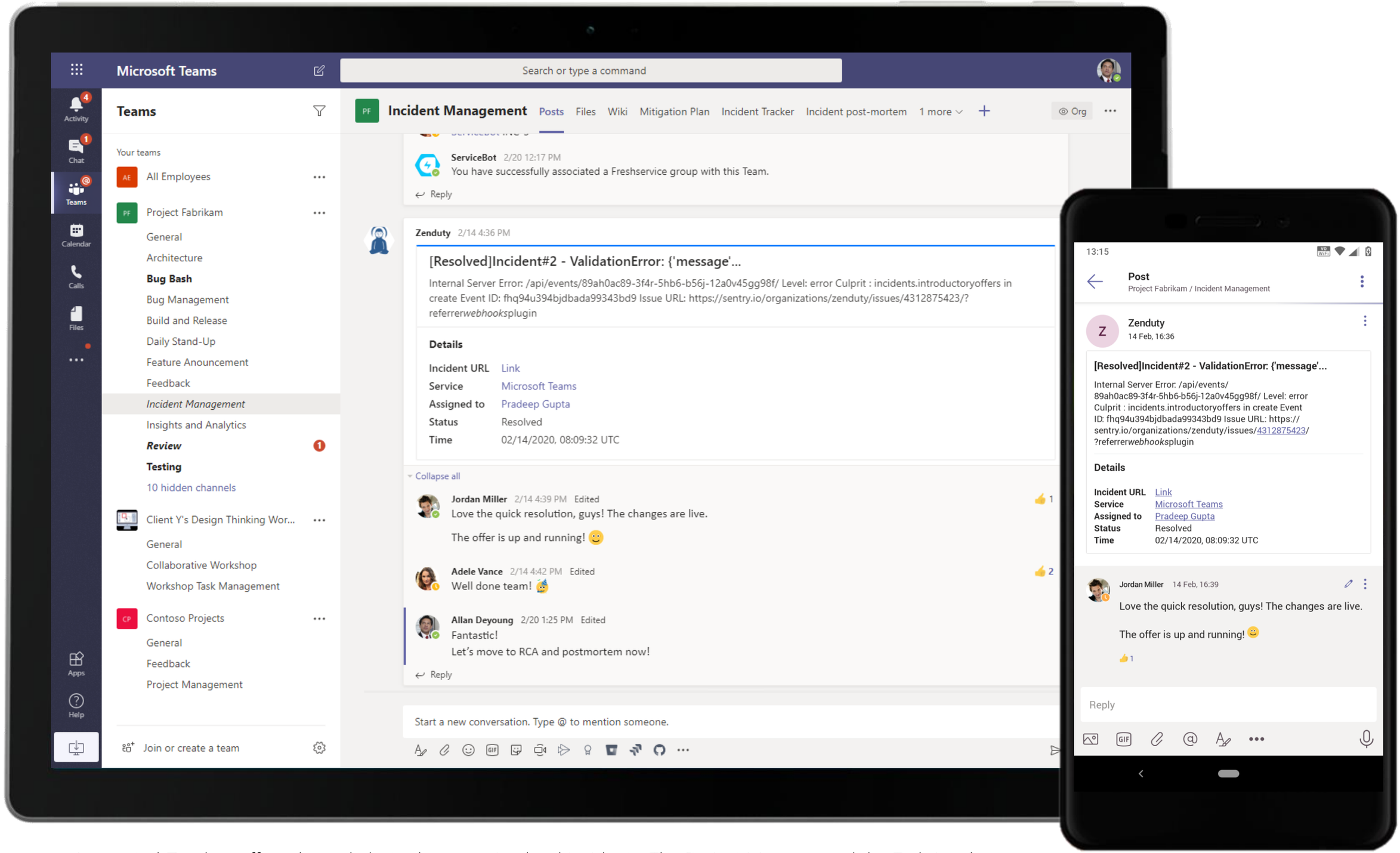
The interactive Trello tab in channels is great for collaborative task management and tracking. The Tech Lead uses Trello to track tasks for the mitigation of the incident.

Microsoft



Use channel conversations to relay updates to team members. The Developer updates the Tech Lead about fixing the source code error and raises a Pull Request using integrated GitHub.

Microsoft



Integrated Zenduty offers channel alerts about service-level incidents. The Project Manager and the Tech Lead are thrilled with quick resolution of the incident.



Root Cause Analysis

Tech Lead

Scenario Walkthrough

Conducting a post-mortem of an incident is integral to the process of continually improving the functioning of a live product. The Tech Lead schedules a post-mortem to discuss the probable cause and implement preventive measures to avoid incidences like the recent incident that caused automatic order cancellation.

- Creates an automated system for a new SharePoint list to be created after the resolution of each incident by integrating PagerDuty and SharePoint with Power Automate.
- Notifies team members of the planned incident post-mortem and shares updates regarding the next steps to be followed via channel communications.
- Views analysis and insights shared by the team members regarding the incident via OneNote.
- Views the incident list and the number of users affected by the incident using an integrated SharePoint tab.
- Schedules a meeting to discuss a post-mortem of the incident and the findings of team members via channel meetings.

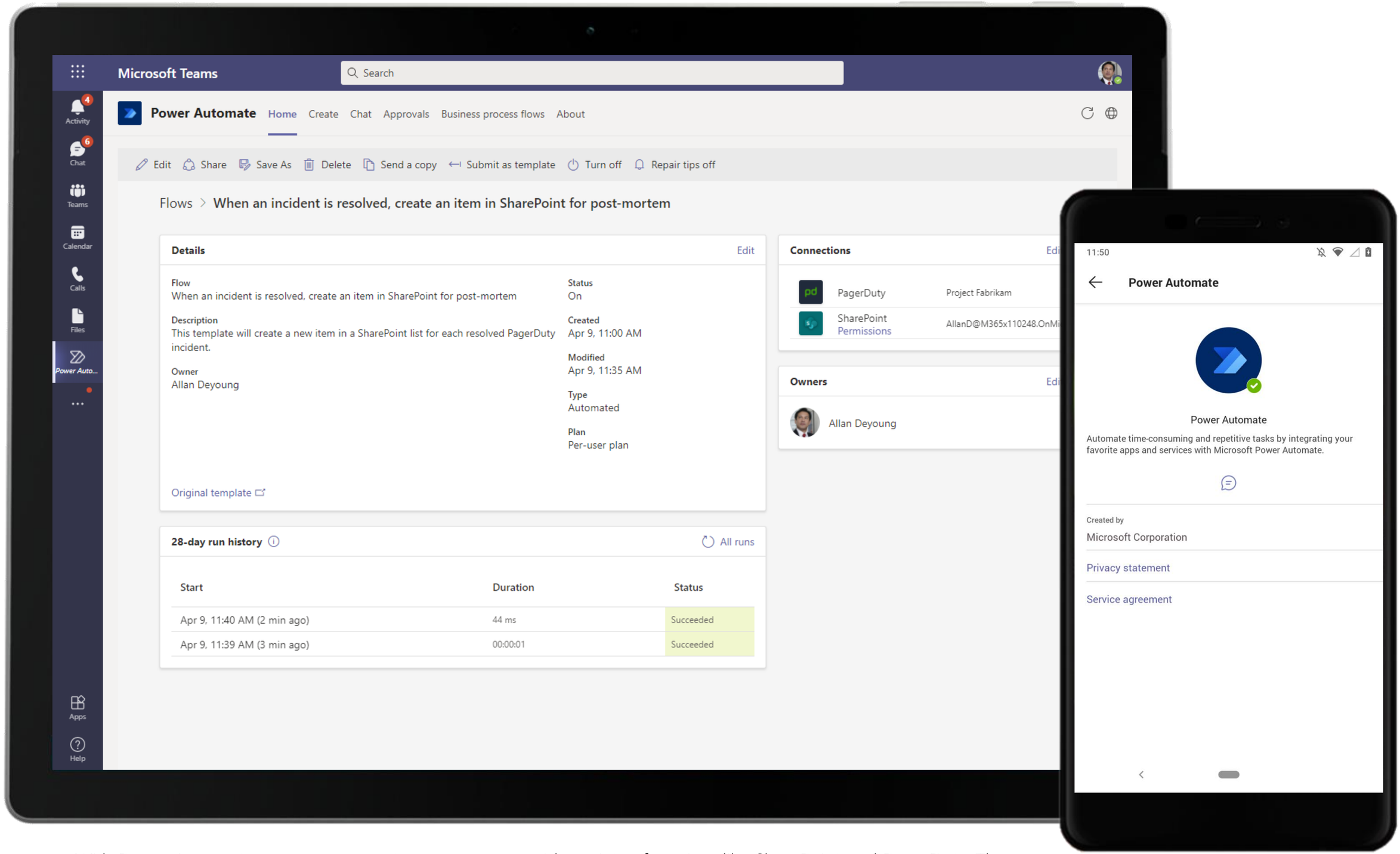
How did Microsoft Teams help the Tech Lead execute his roles and responsibilities?

- Automate time-consuming and repetitive tasks by integrating essential applications and services using Power Automate.
- Add a page or list within a chat or channel using SharePoint for Microsoft.
- Collaborate on digital content and share it with the team using the OneNote notebook.
- Communicate quickly and effectively with channel meetings.

Which app integrations on Teams made it possible?

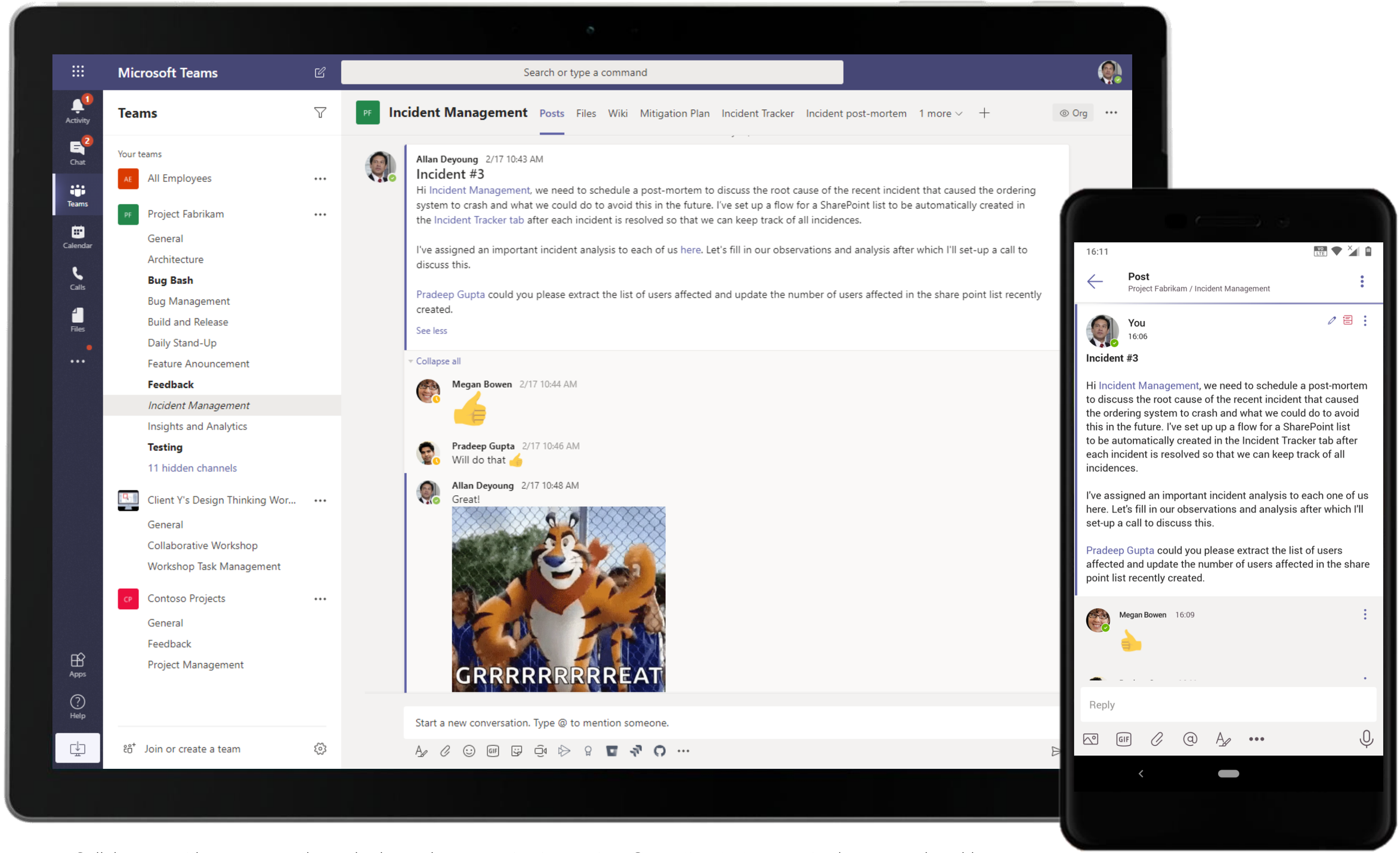
OneNote PagerDuty SharePoint Power Automate

Microsoft



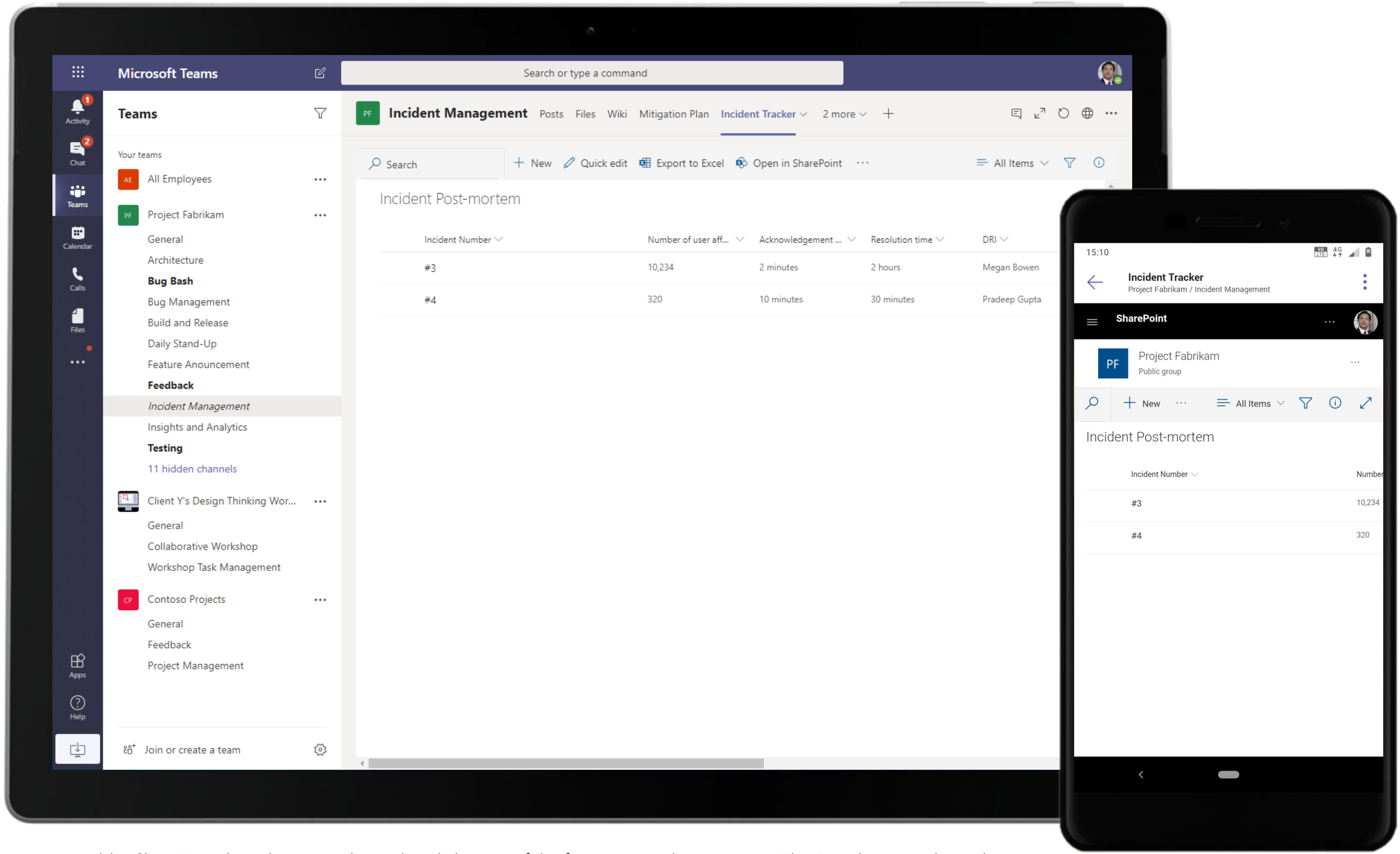
With Power Automate, you can connect your team to a wide variety of services like SharePoint and PagerDuty. The Tech Lead creates automated system for a new SharePoint list to be created after every incident.

Microsoft



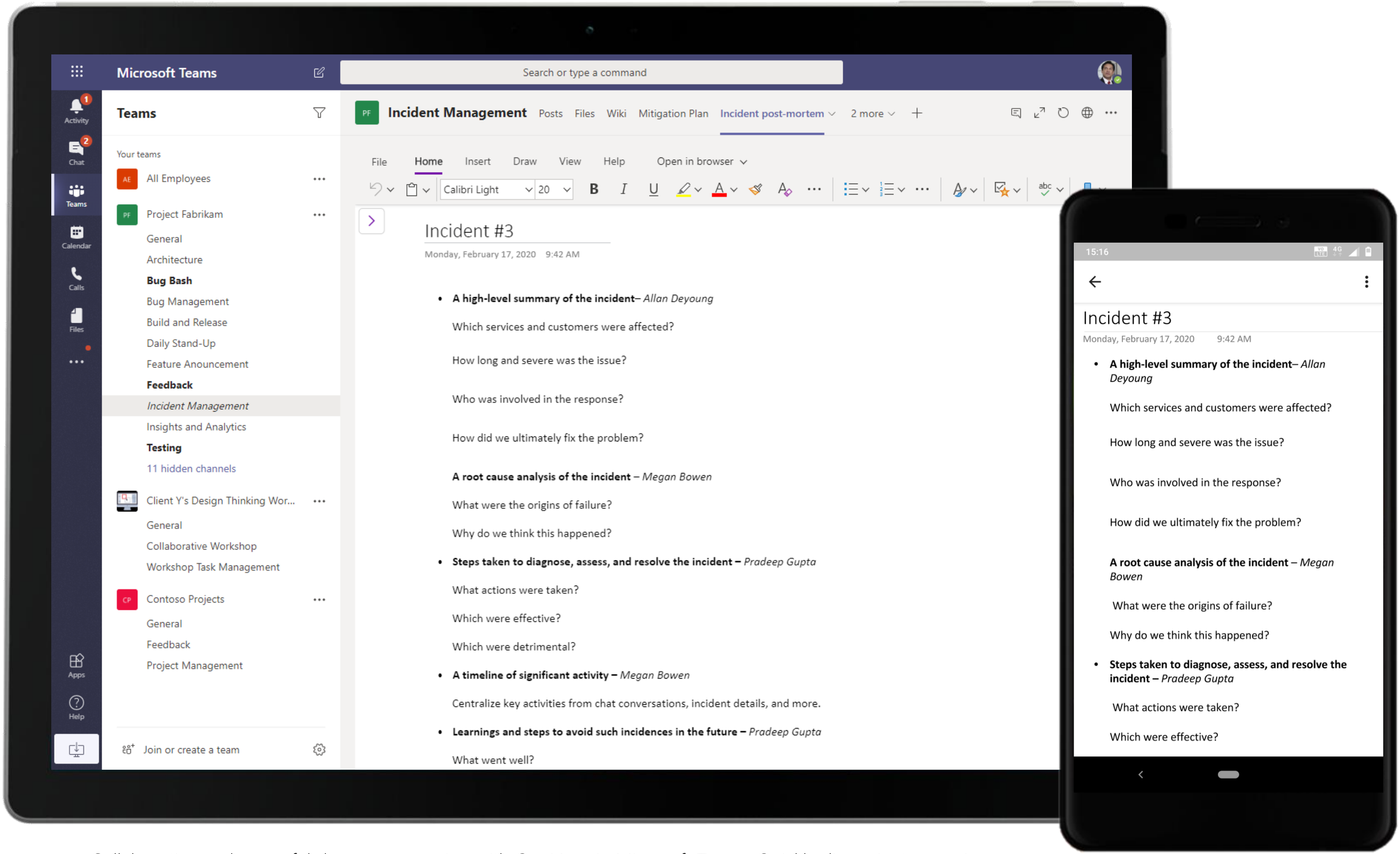
Collaborate with your team through channel communications using @mention to tag required personnel and keep conversations around the topic in a single thread. The Tech Lead initiates the postmortem process to discuss the root cause of the incident.

Microsoft



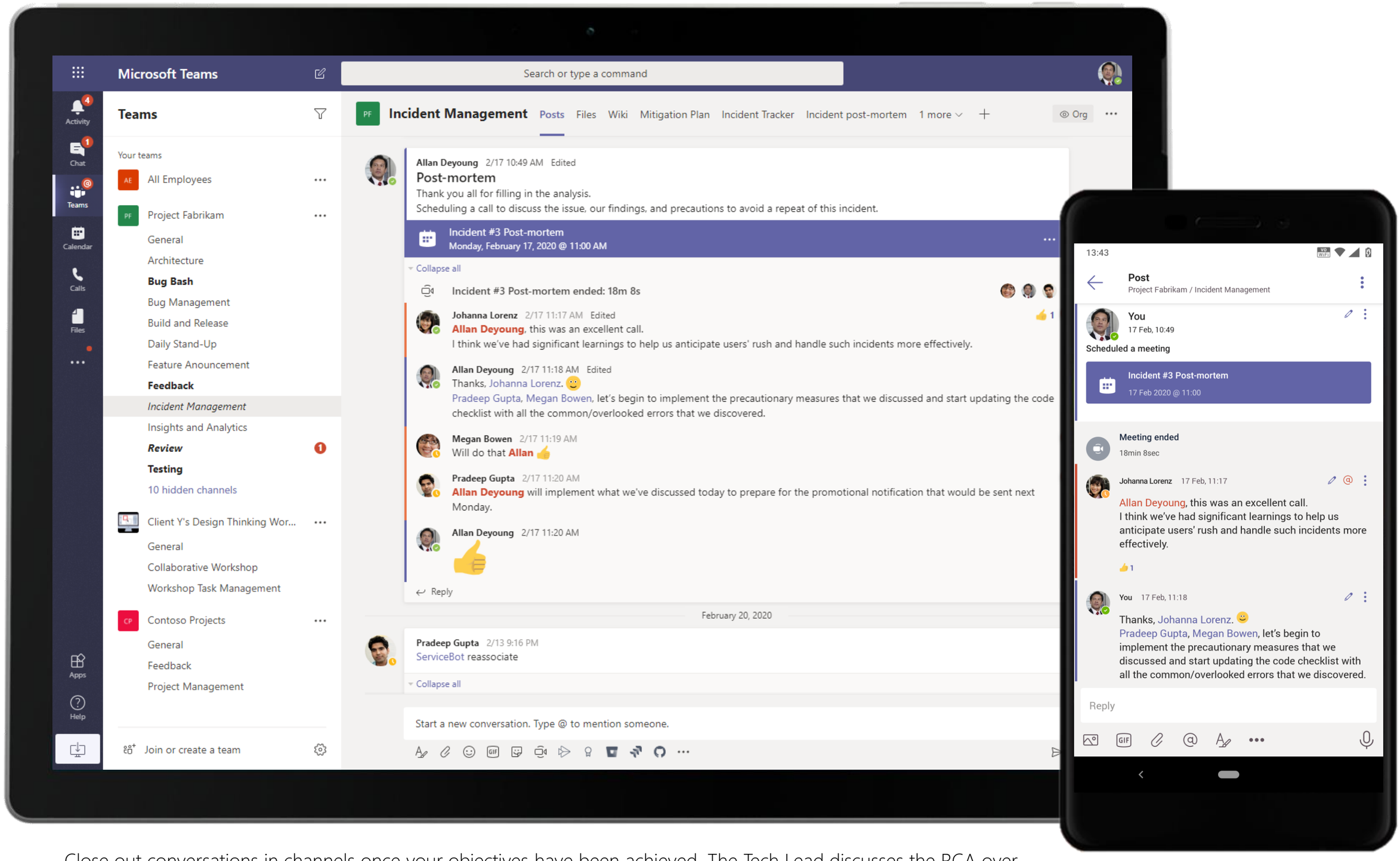
Add a SharePoint list tab to any channel and share useful information with your team. The Developer updates the statistics in the Incident Management tab.

Microsoft



Collaborative and powerful document creation with OneNote in Microsoft Teams. Quickly disseminate meeting outcome, notes and action items among team members with OneNote tabs that can be pinned to any channel.

Microsoft



Close out conversations in channels once your objectives have been achieved. The Tech Lead discusses the RCA over a call and sets in motion creation of a checklist of the common errors.



Creating a Report and Discussing Findings

Product Manager

Scenario Walkthrough

Contoso has launched the beta version of the app and is closely monitoring the performance of the app as well as the connected website. The Product Manager uses the dashboard to analyze the performance of the product so far and identify areas that have led to decreased user engagement. She identifies issues that are most likely the cause of decreased engagement and schedules a meeting to discuss her findings with the team. Microsoft teams and its varied list of apps help the team to collaborate coherently on one platform.

- Studies the dashboard of the app performance matrix using Power BI statistics and Site24x7.
- Identifies possible causes of reduced user engagement.
- Schedules a meeting with the team to discuss findings and act on it.
- Assigns the tasks to the respective people through Trello.

How did Microsoft Teams help the Product Manager execute her roles and responsibilities?

- Clear picture of app performance is obtained using Power BI.
- Detailed view of website performance using Site 24x7.
- Native features like Meetings allow discussion over findings.
- Integration of Trello helps to assign tasks to the team easily.

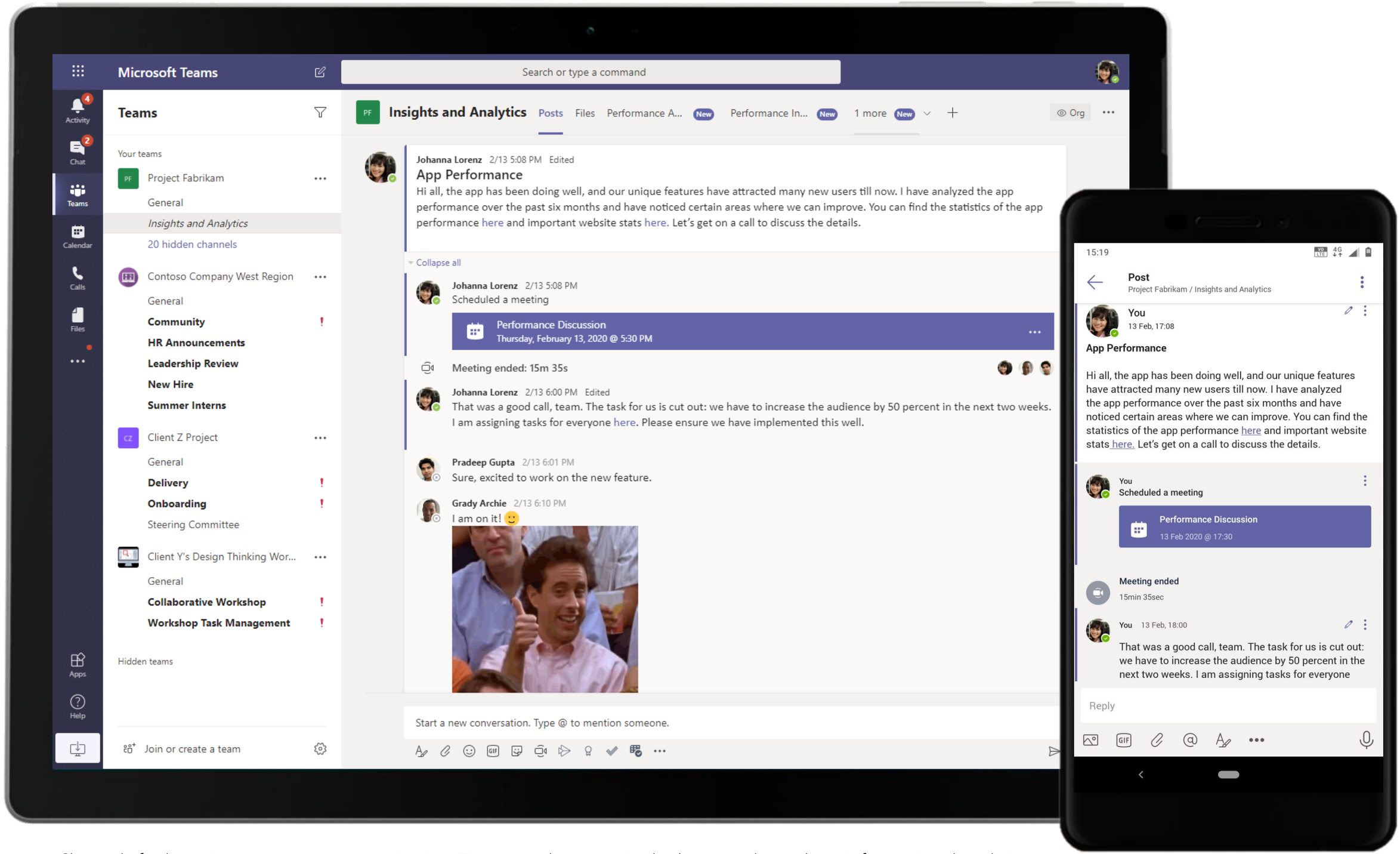
Which app integrations on Teams made it possible?

Power BI

Trello

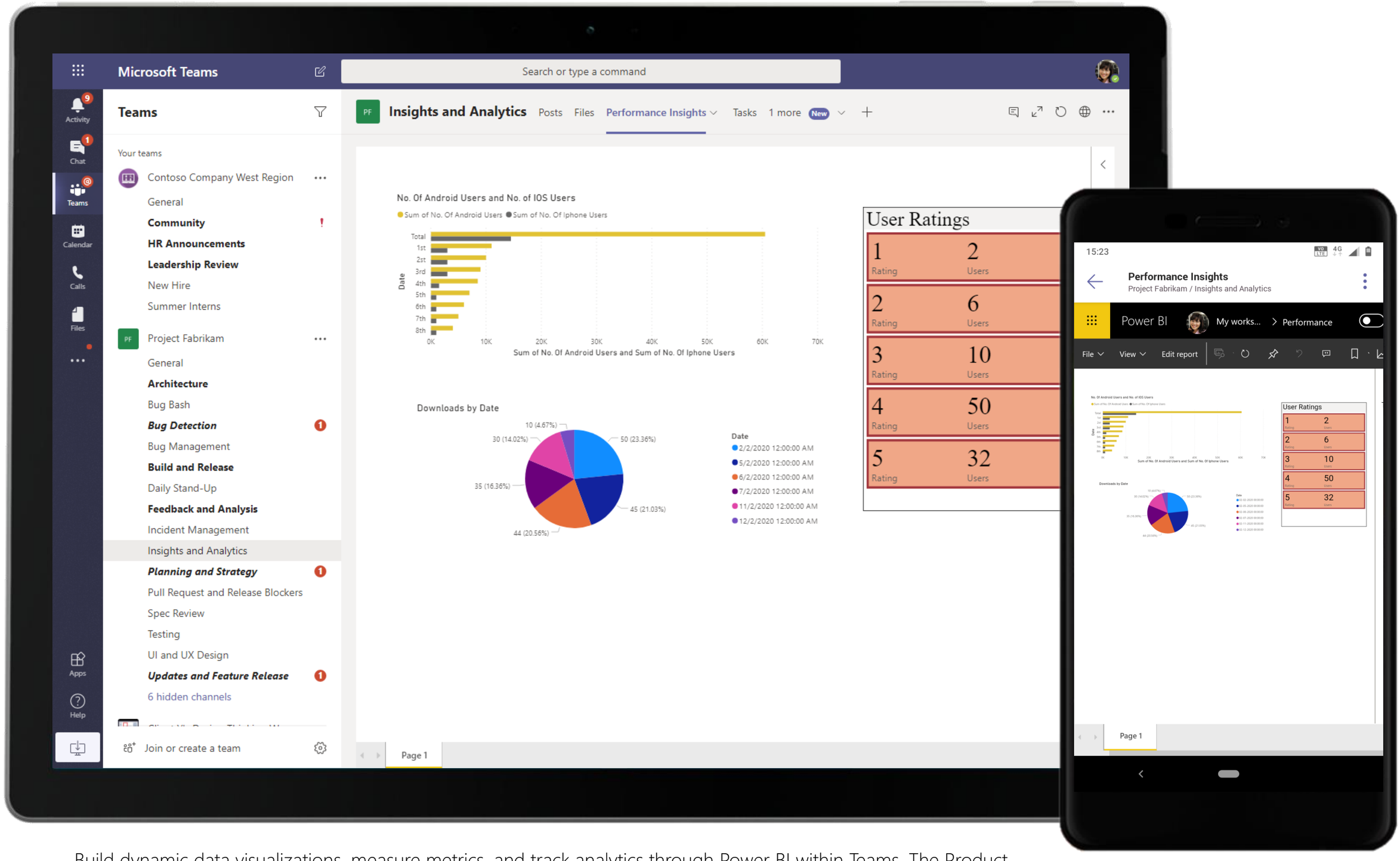
Site24x7

Microsoft



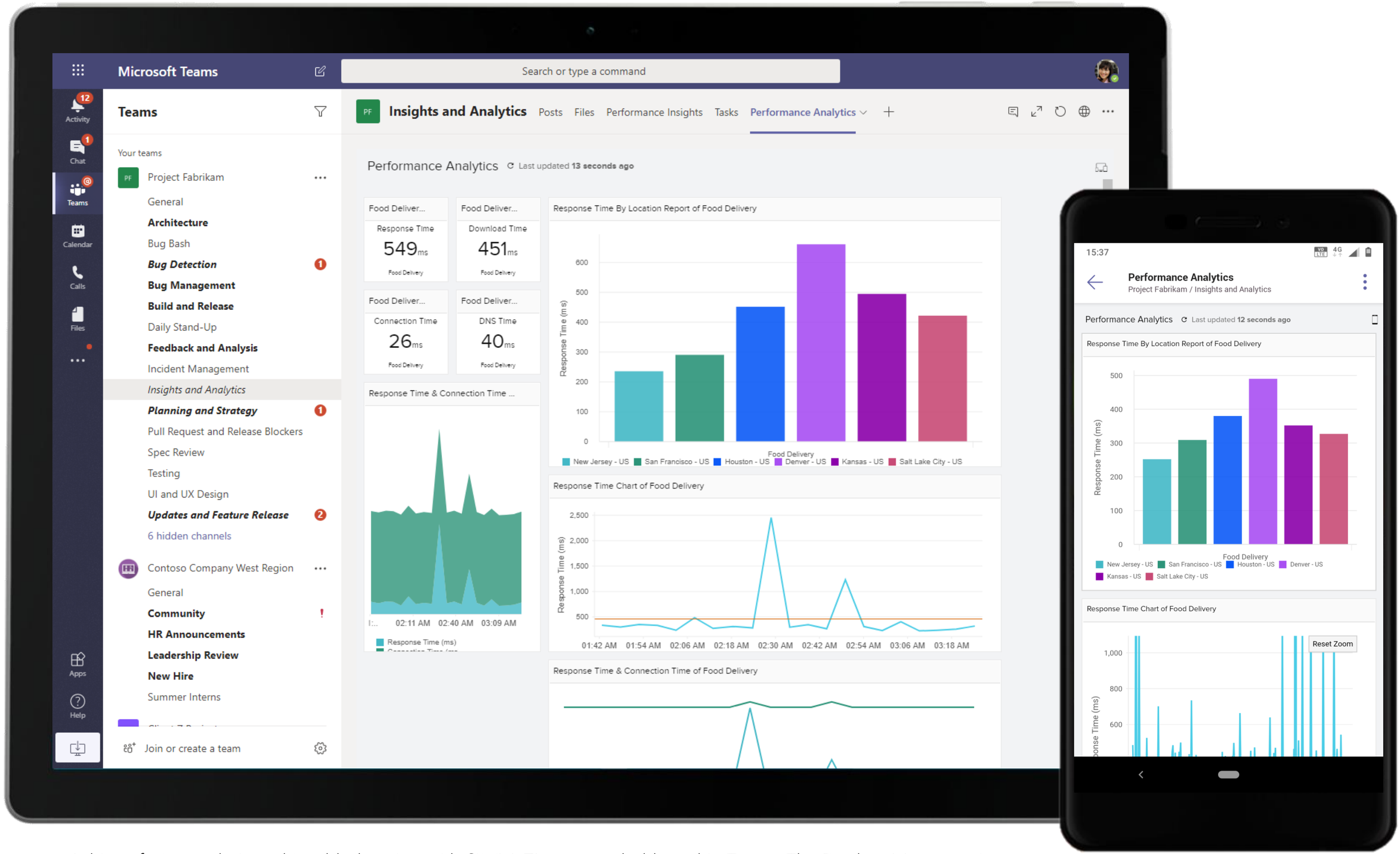
Channels facilitate instant group communication. Team members stay in the know and can share information directly in the conversation thread to accelerate decision making. The Product Manager initiates discussion over app performance and schedules a meeting.

Microsoft



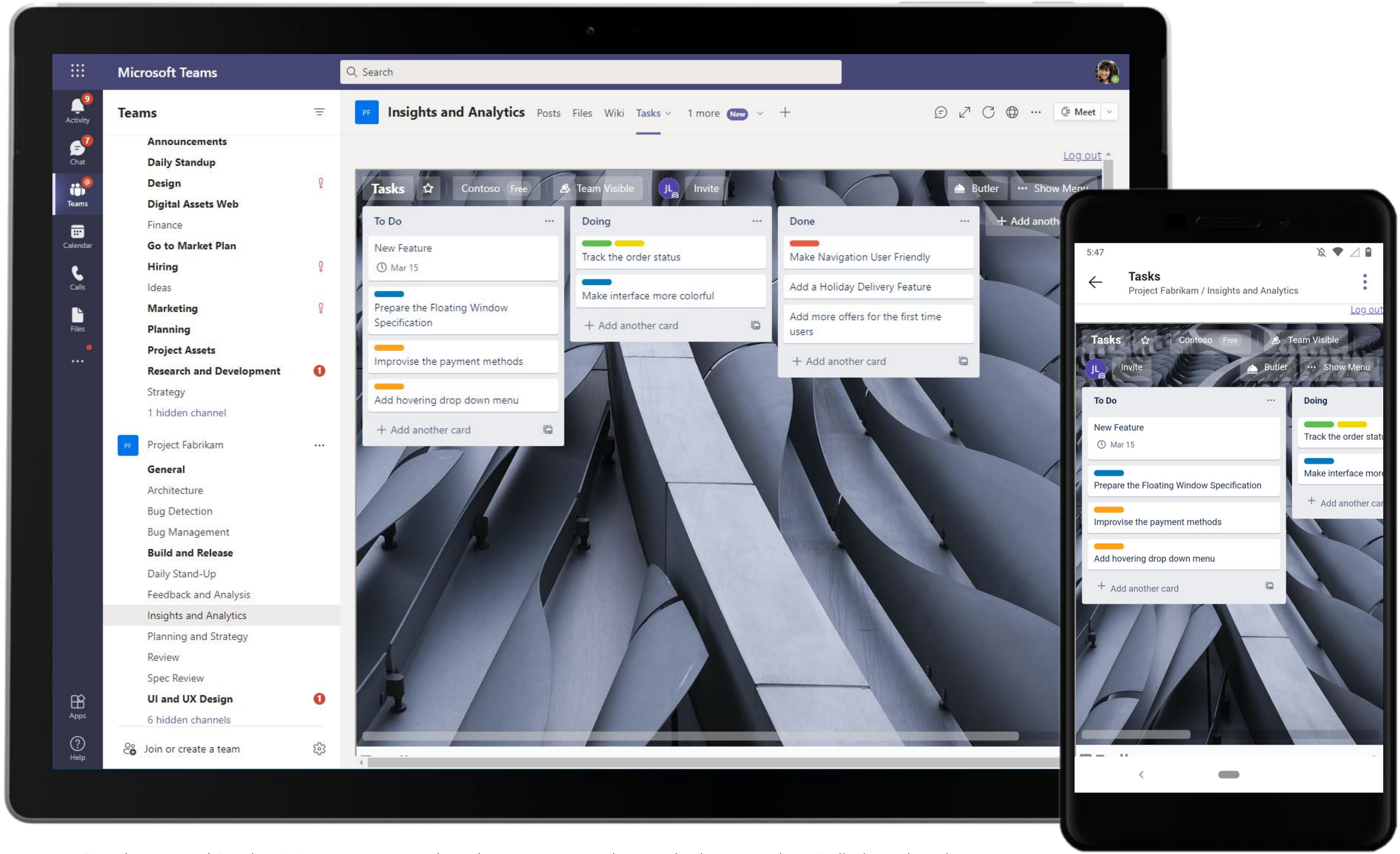
Build dynamic data visualizations, measure metrics, and track analytics through Power BI within Teams. The Product Manager can dive into this wealth of analytical data shared using Power BI.

Microsoft



Achieve faster analysis and troubleshooting with Site24x7's custom dashboard in Teams. The Product Manager views performance analytics provided by integrated Site24X7.

Microsoft



Developers and Product Managers can track and create new work items by bringing their Trello boards right into Microsoft Teams. The Product Manager assigns tasks to relevant team members using Trello integration.



Spec Review

Product Manager

Scenario Walkthrough

Contoso is continuously working on maintaining the app launched and increasing the target audience. The Product Manager plans to add a new feature in the next build to grow the target audience by the end of next quarter. She schedules a meeting with the Engineering team to discuss and finalize a list of new product features to be incorporated and released in the upcoming build.

- Informs the team of new features to be incorporated in the next build via channel communications.
- Schedules a spec review with team members using channel meetings.
- Creates and shares a Jira Cloud item within the review thread.
- Shares detailed spec with team members using Confluence Cloud.
- Discusses the proposed feature and takes a call on execution and implementation via a channel meeting.

How did Microsoft Teams help the Product Manager execute her roles and responsibilities?

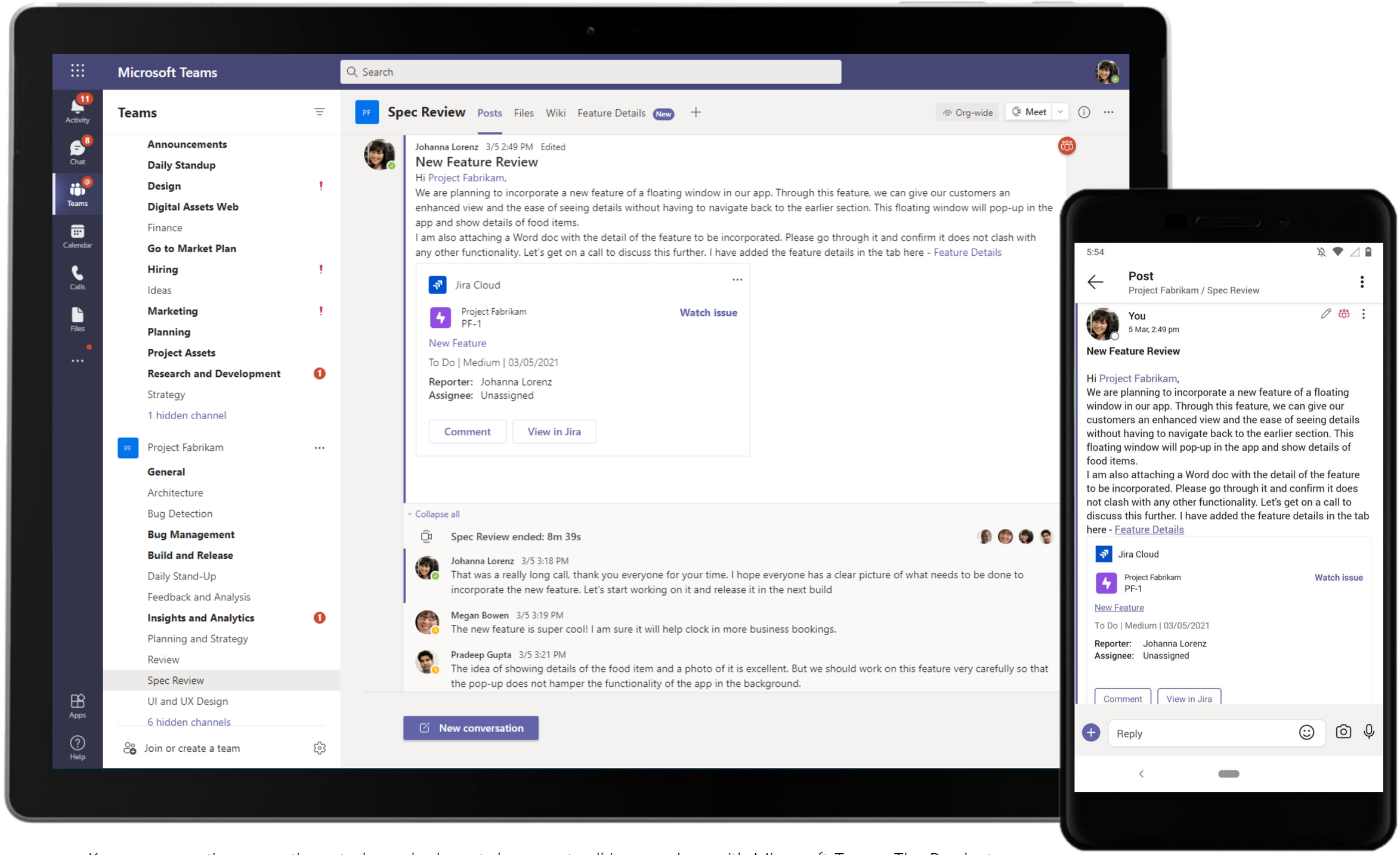
- Create and share work items with your team with Jira Cloud.
- Create and manage project documentation with Confluence Cloud.
- Complex set of hurdles overcome without communication gaps with channel meetings and conversations.

Which app integrations on Teams made it possible?

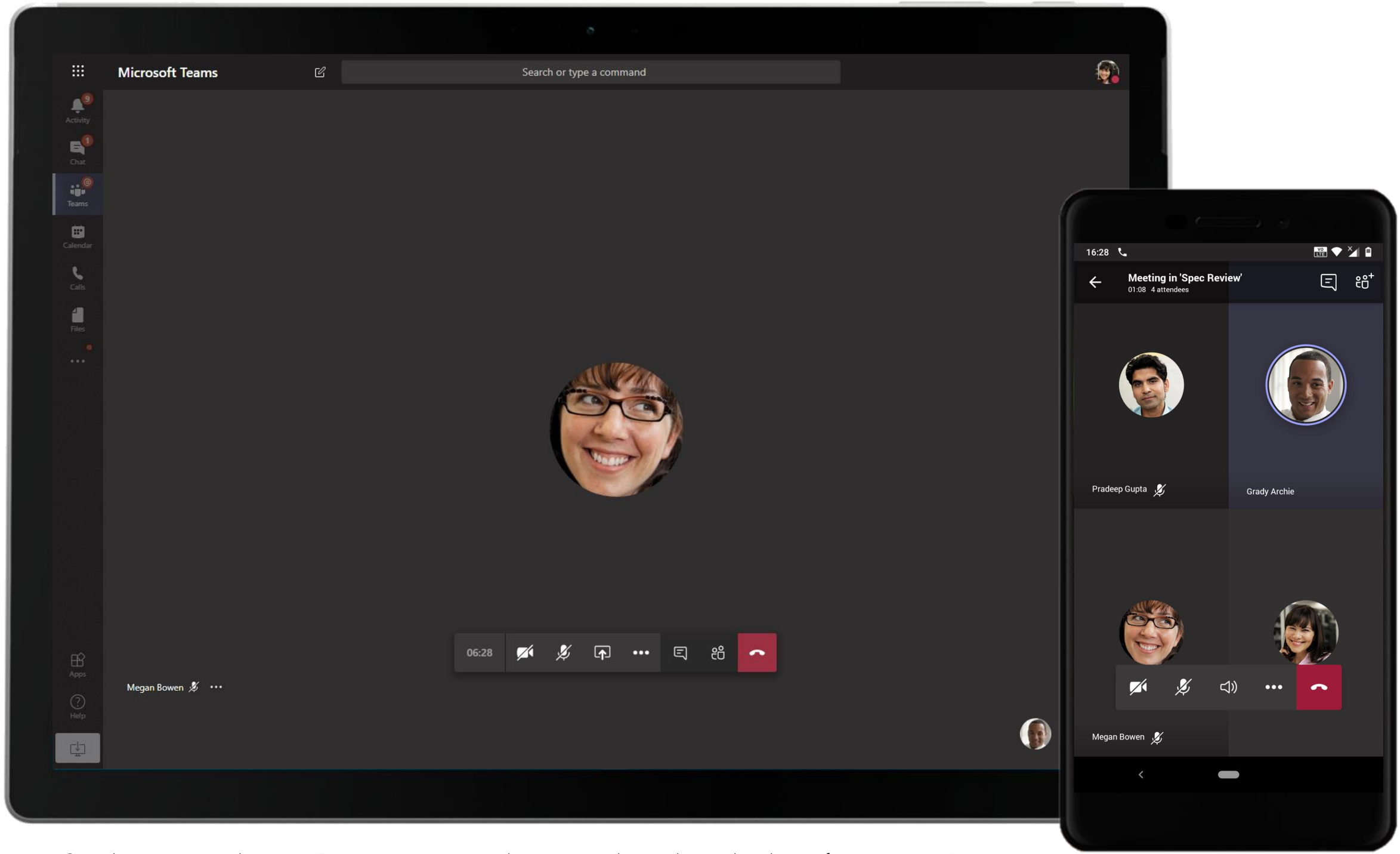
Jira Cloud

Confluence Cloud

Microsoft

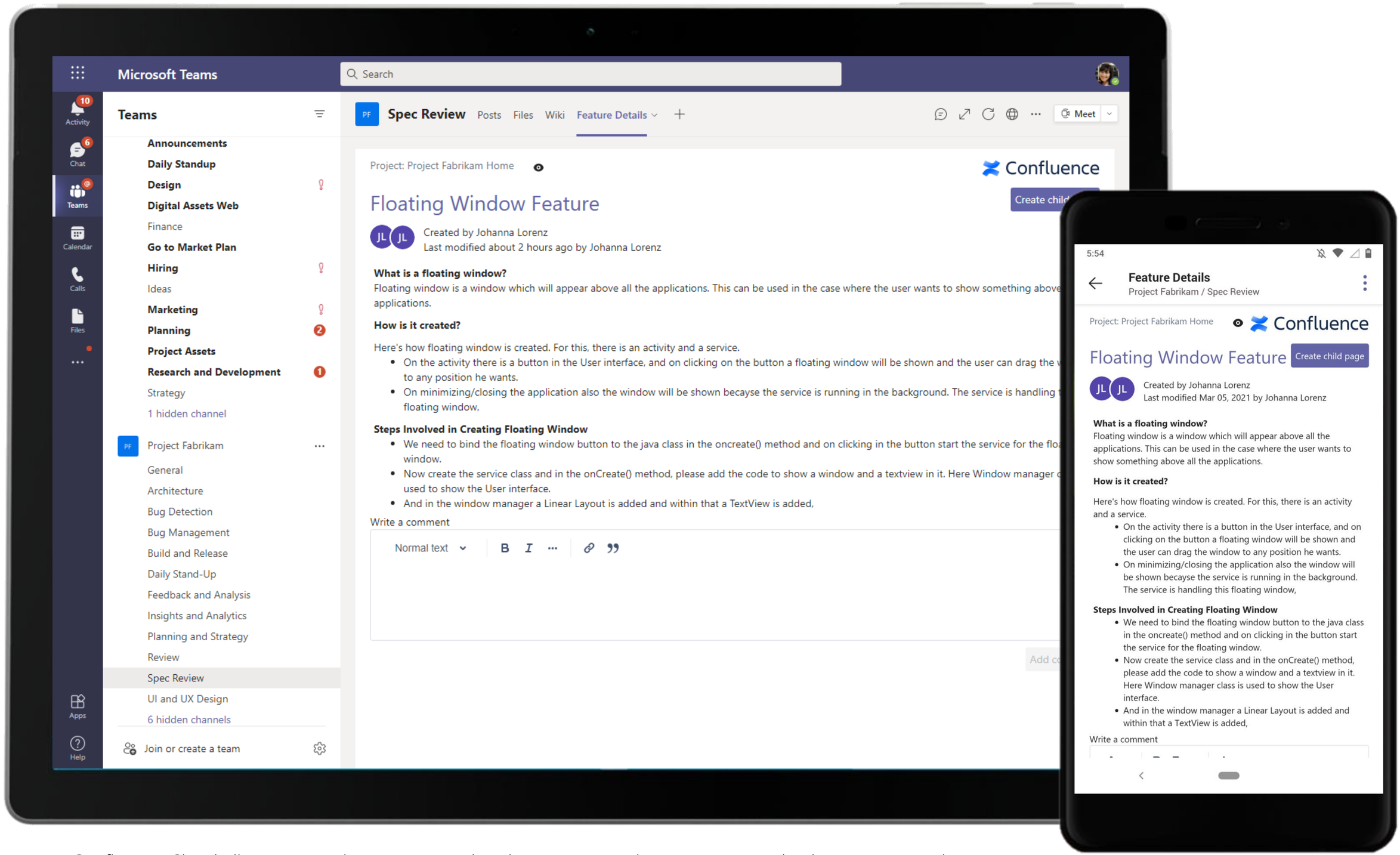


Keep conversations, meetings, tasks and relevant documents all in one place with Microsoft Teams. The Product Manager provides context to the meeting through a channel post and shares a Jira Cloud item within the channel.



Complete meeting solutions in Teams support screen sharing, recording, video and audio conferencing. Meetings can either be scheduled or triggered instantly (using Meet Now).

Microsoft



Confluence Cloud allows you to discuss your work with your team with an interactive tab where team members can view the content and add comments. The Product Manager shares the feature details with the team using Confluence Cloud.



New Feature Announcement

Tech Lead

Scenario Walkthrough

The team has created the development design for adding the ‘floating window’ feature in the mobile application, and the Tech Lead is now making an announcement for the same. See how Microsoft Teams helps him seamlessly coordinate and add respective stakeholders to the discussion for the rapid escalation of the process.

- Announces the addition of a new feature in a dedicated channel.
- Reviews the code snippets posted by the Developer.
- Creates meeting notes for the meeting within Teams using Confluence Cloud.
- Stays connected with the Tester and Developer for upgrades, and bug detection and resolution through Jira Cloud tab integration in the channel.

How did Microsoft Teams help the Tech Lead execute his roles and responsibilities?

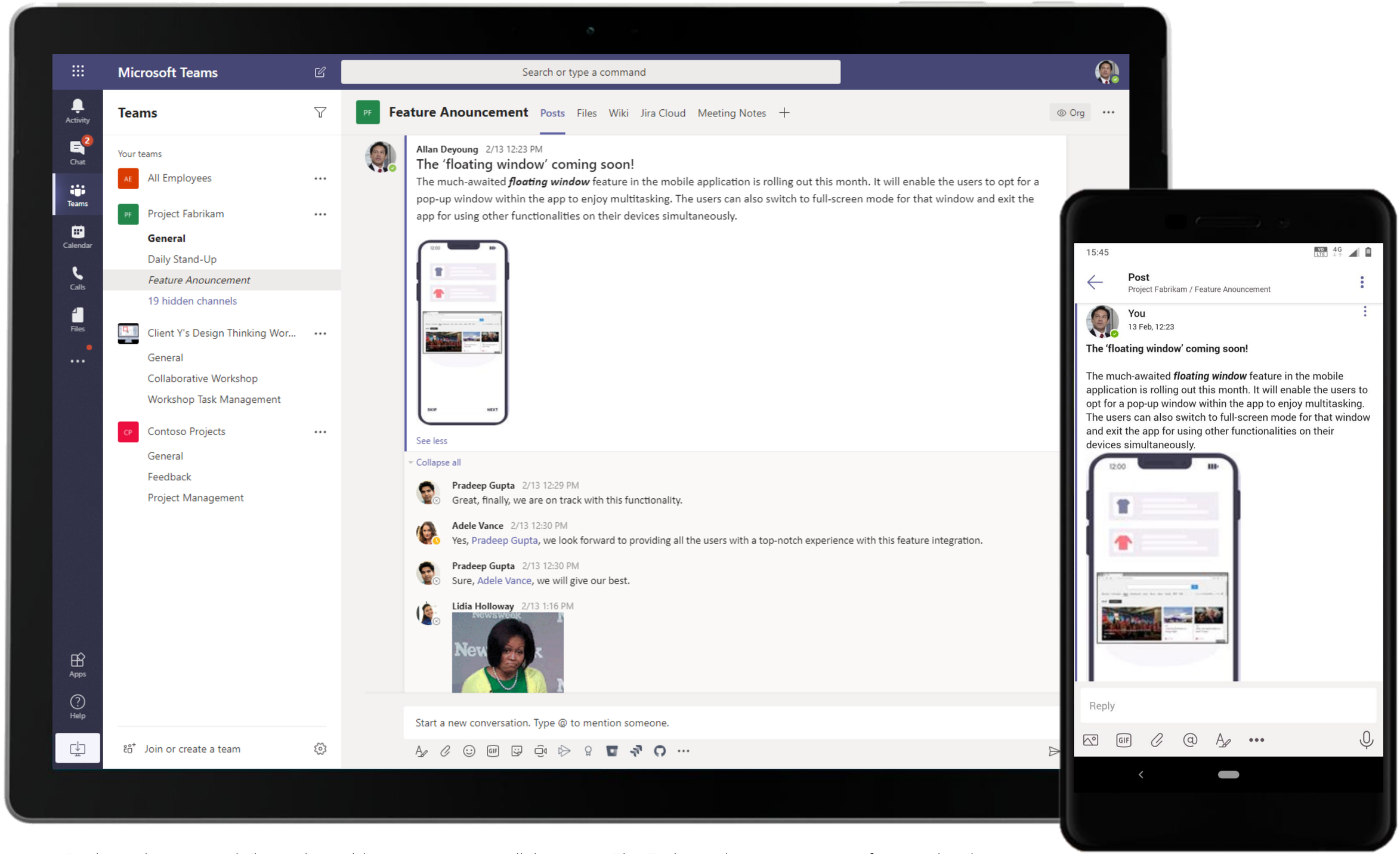
- Quick teamwork and action made possible through channel communication.
- Create and manage project documentation using Confluence Cloud.
- Real-time tracking of bugs via a dedicated channel set up in Teams.
- Jira Cloud tab integration in the channel to build bug notifications.

Which app integrations on Teams made it possible?

Jira Cloud

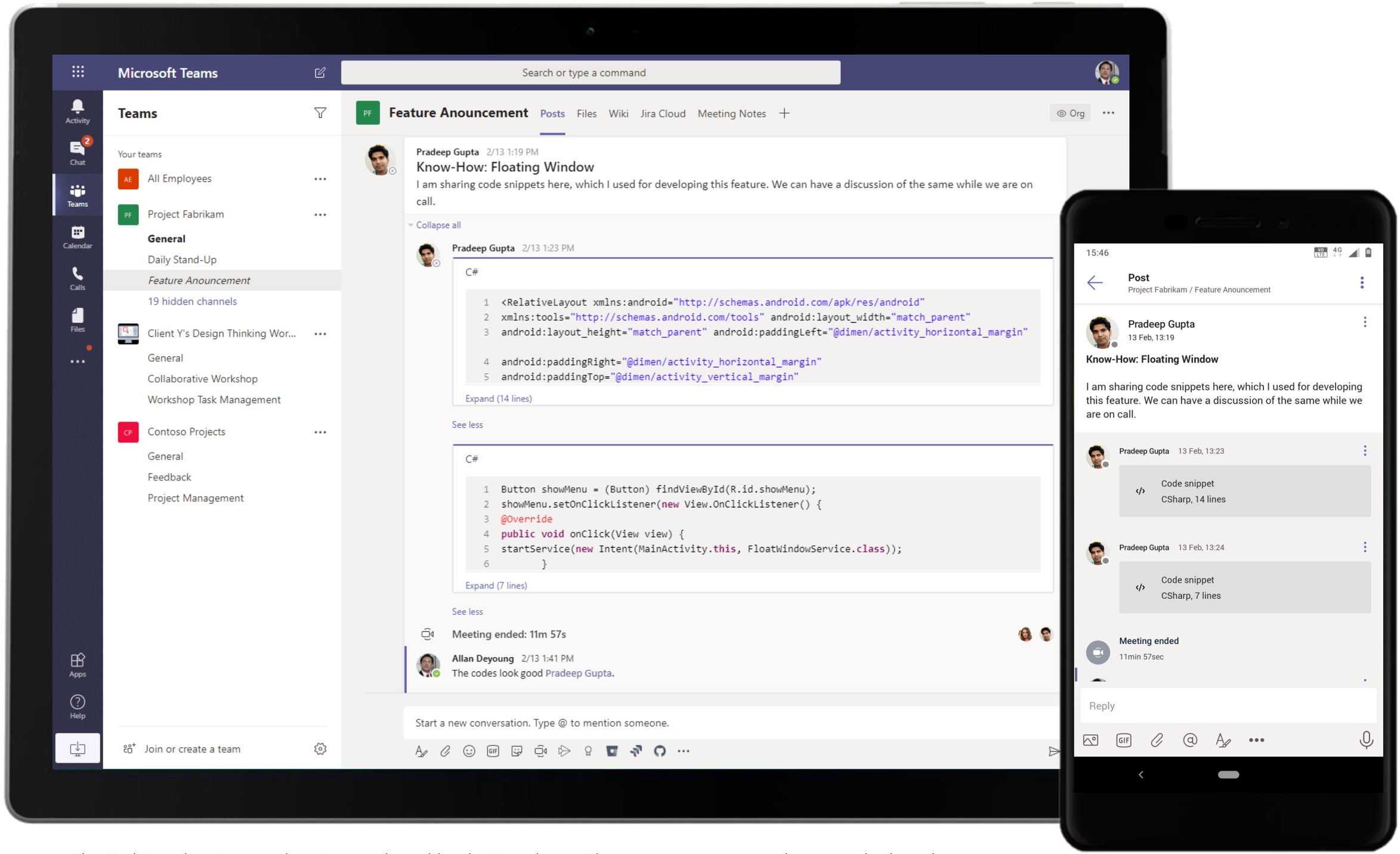
Confluence Cloud

Microsoft



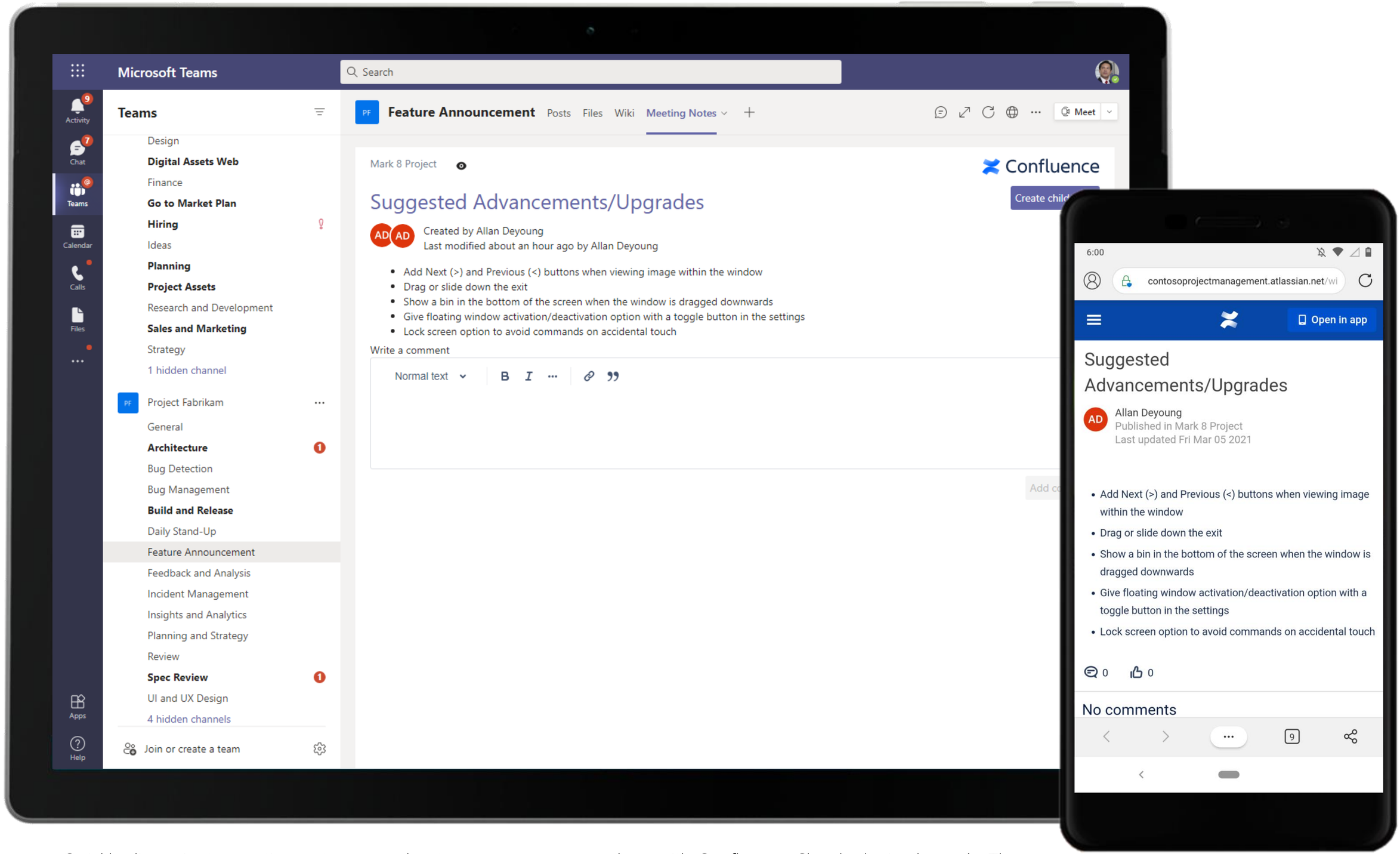
Dedicated teams and channels enable instant group collaboration. The Tech Lead announces new feature details in a dedicated channel.

Microsoft



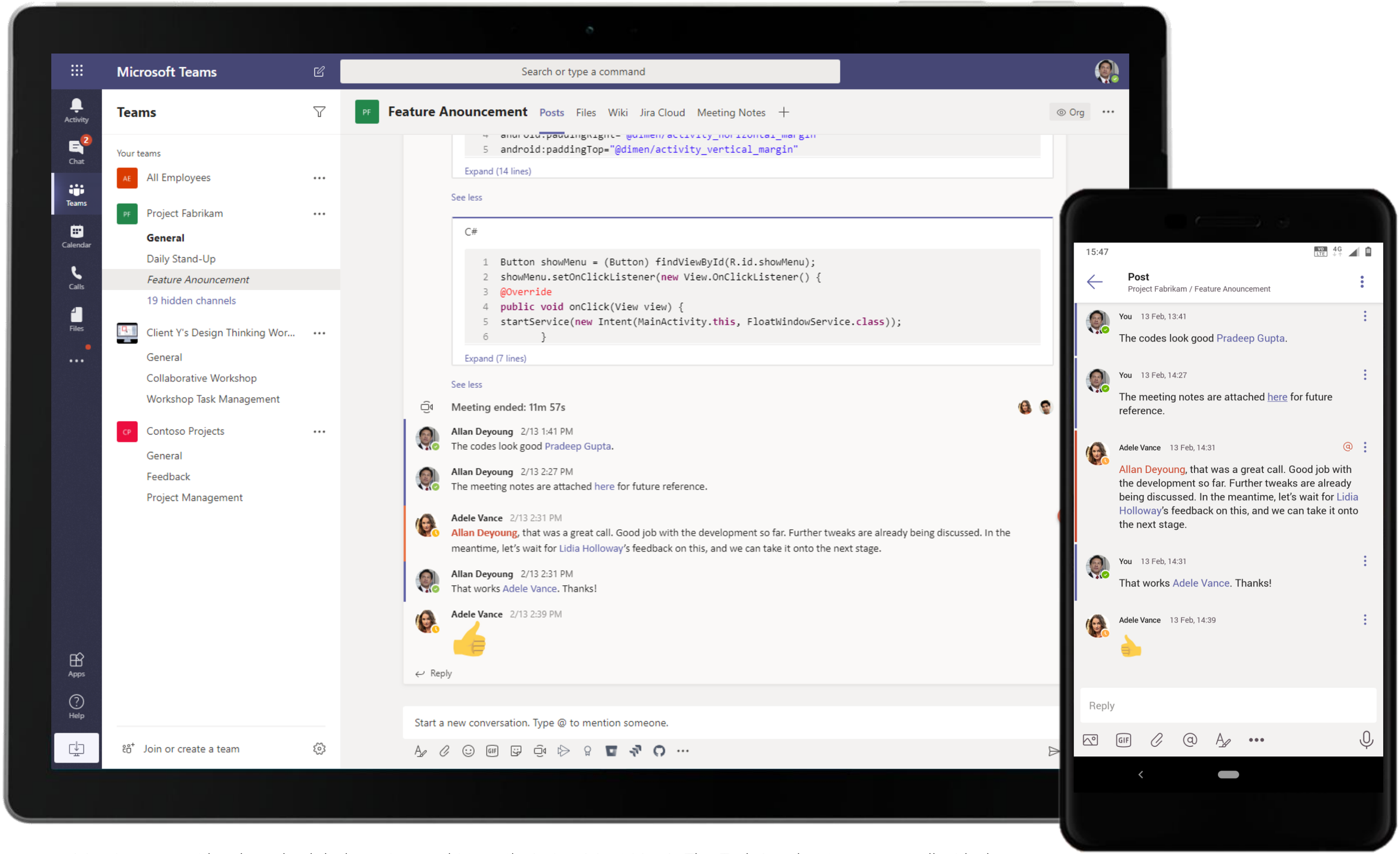
The Tech Lead reviews code snippets shared by the Developer. The compose extension has an in-built code snippet option for sharing codes.

Microsoft



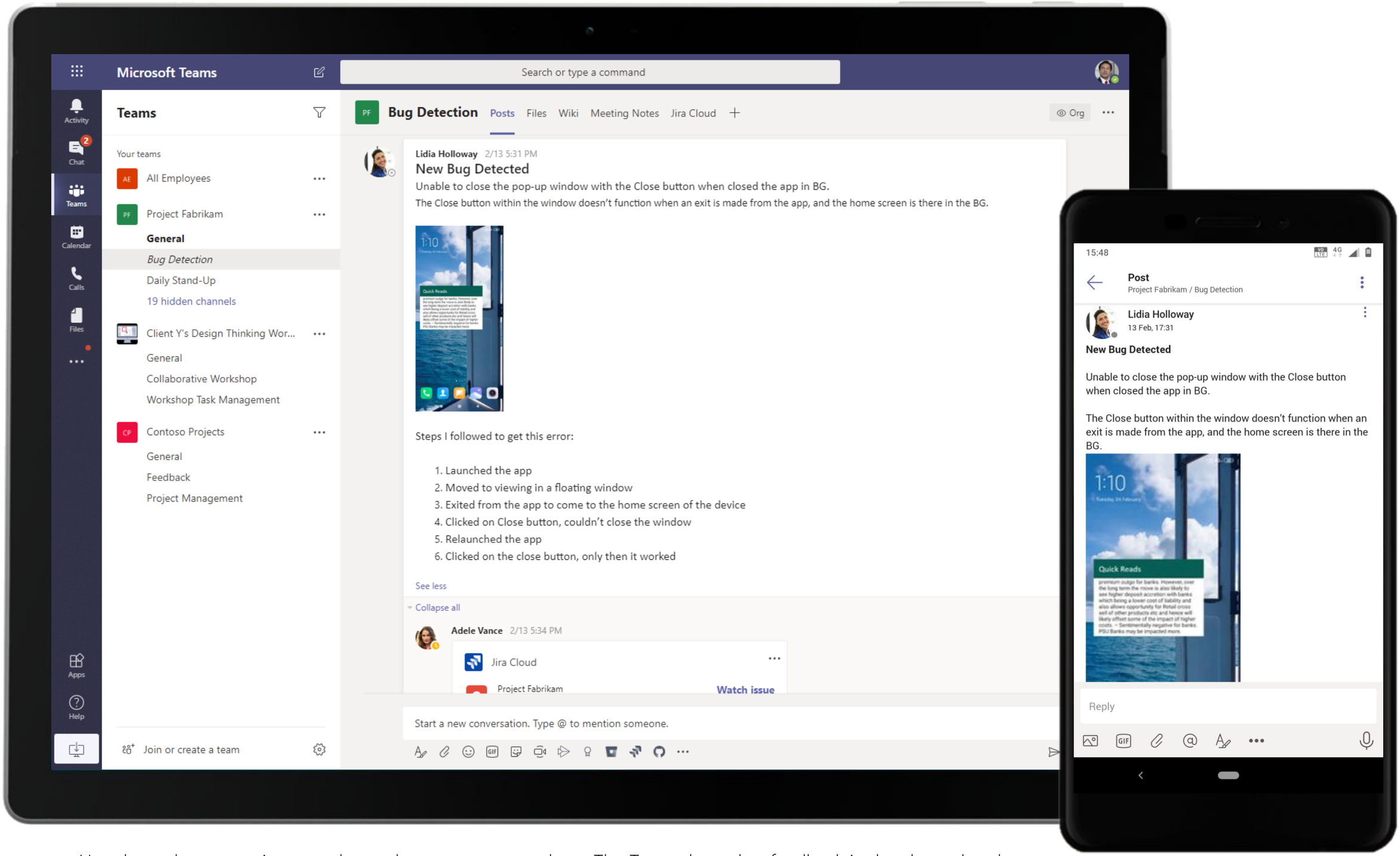
Quickly disseminate meeting outcome and notes among team members with Confluence Cloud tabs in channels. The Tech Lead captures actionable items using Confluence Cloud and shares them with the team,

Microsoft



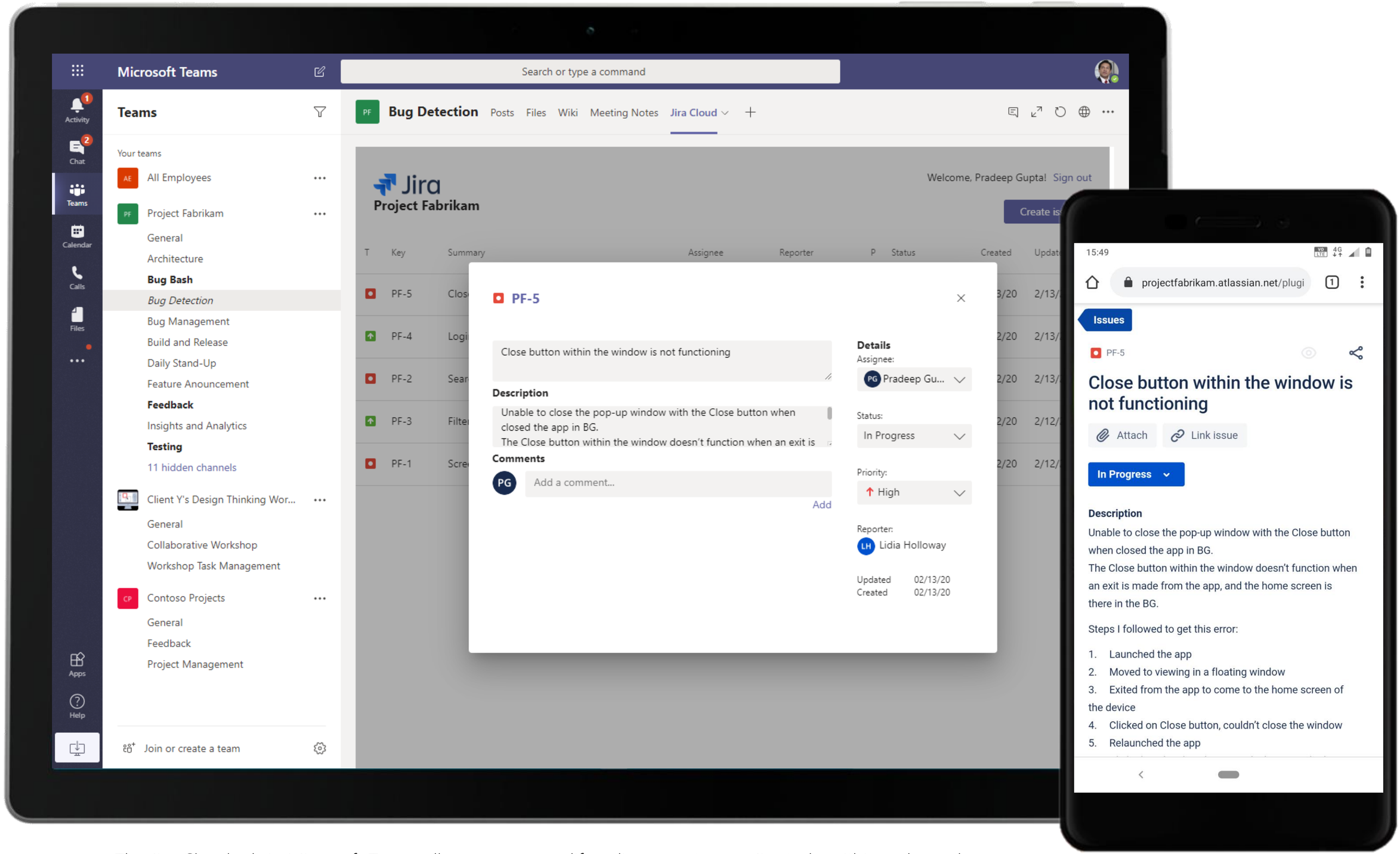
Meetings can either be scheduled or triggered instantly (using Meet Now). The Tech Lead gets on to a call with the Developer to discuss code.

Microsoft



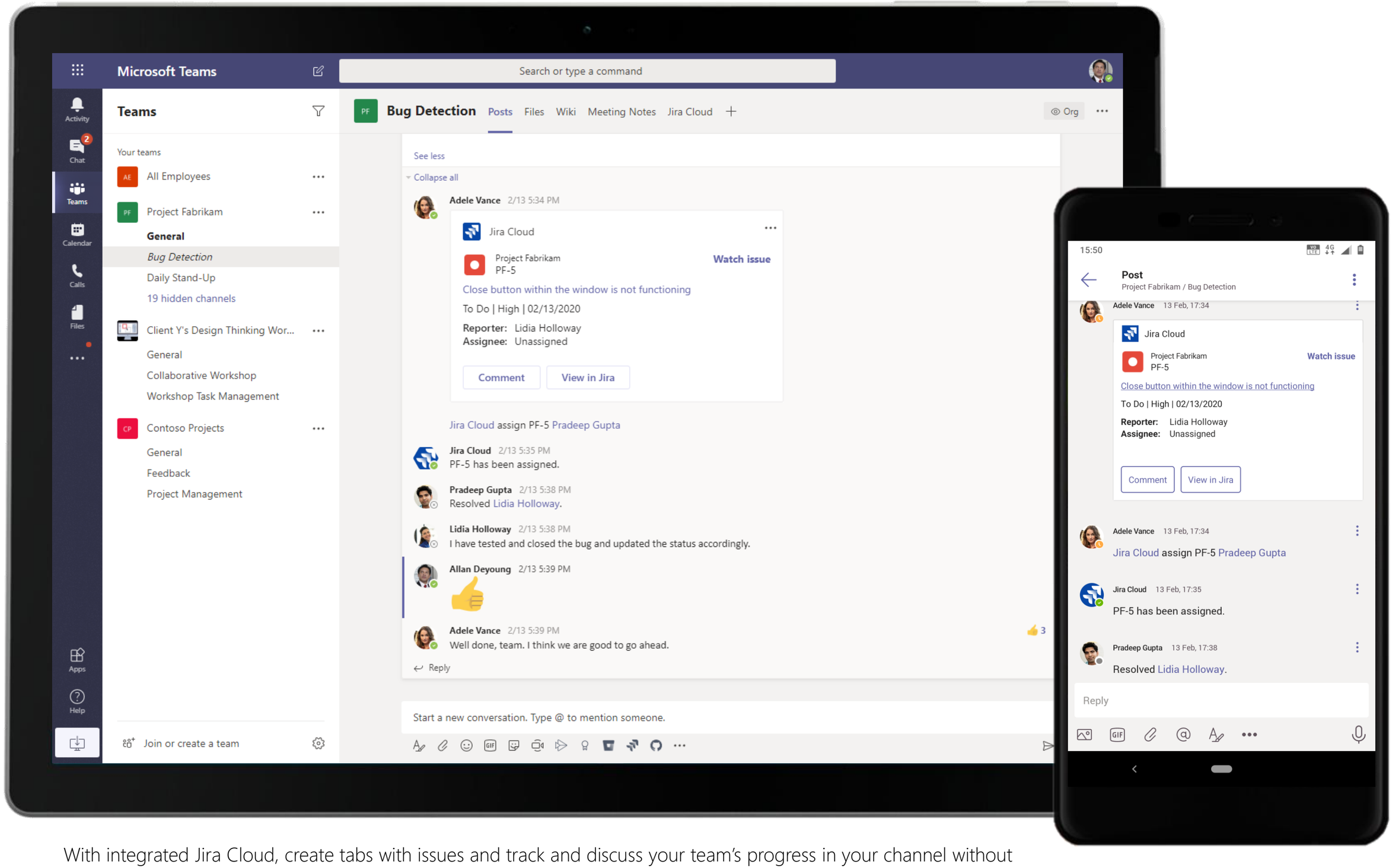
Use channel conversations to relay updates to team members. The Tester shares her feedback in the channel and alerts the team about a bug.

Microsoft



The Jira Cloud tab in Microsoft Teams allows you to modify, edit or create new Jira tasks within a channel.

Microsoft



With integrated Jira Cloud, create tabs with issues and track and discuss your team's progress in your channel without leaving Microsoft Teams.

Microsoft | Microsoft Teams

Ready to ship?

aka.ms/goTeams

