

Microsoft Teams Integration with Low-code & KnowledgeKube



Microsoft Teams

The New Culture of Work

As a new culture of work is emerging, there are increasingly diverse requirements for businesses, organisations, and individuals. Often spanning multiple devices, geographies and time zones, application development and deployment can struggle to meet the demands of an organisation.

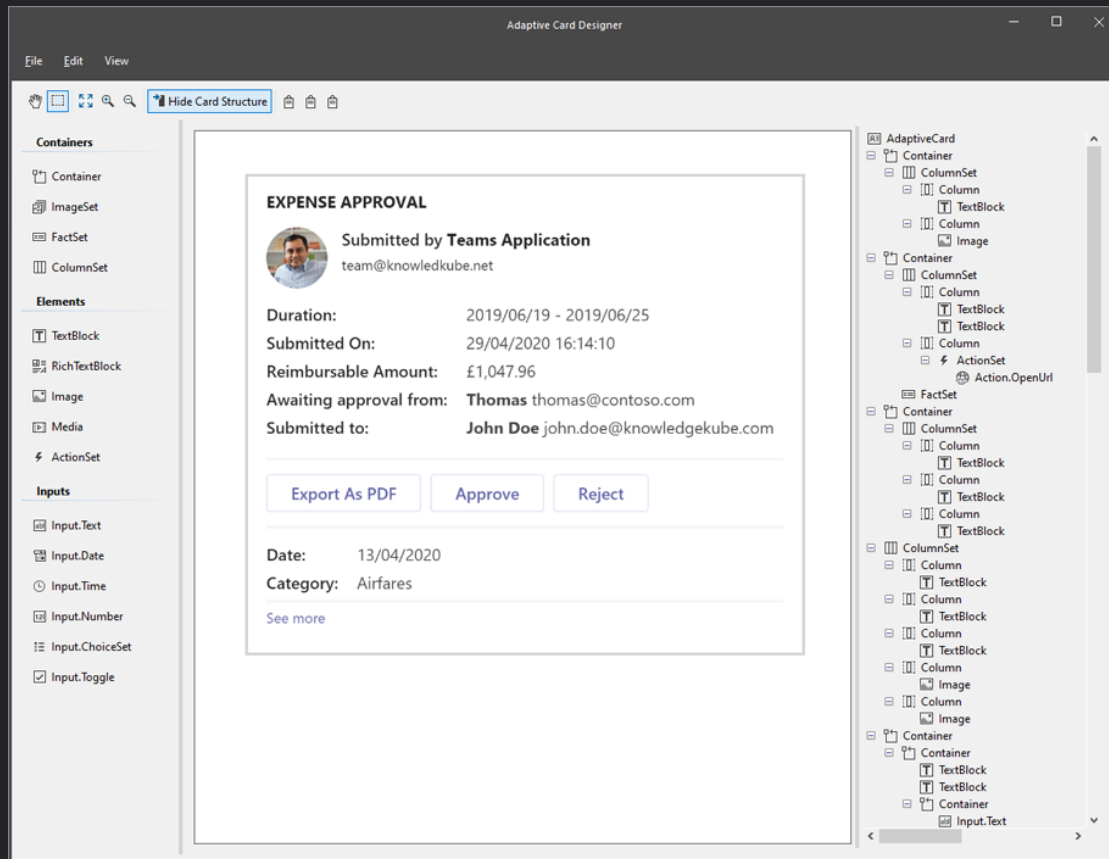
KnowledgeKube allows you to build web, mobile and service-driven applications, publishing them directly into Microsoft Teams and SharePoint, all securely managed with Office 365.

Empower your organisation with low-code applications and services through a single shared hub – Microsoft Teams.



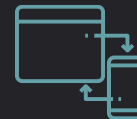
All the benefits of low-code with all the benefits of Teams

KnowledgeKube provides everything you need to build complete cloud-first applications and securely deploy them to Teams...



Build

Rapidly create custom content, web applications and micro-services. Incorporate organisational assets, document templates and brand. Create a new application in minutes using our Teams templates or convert an existing application.



User Experience

Use HTML, native mobile, or cross-platform Adaptive Card technology to build your application user interface. Use our cloud events to connect disparate systems together.



Deploy

Integrate your KnowledgeKube applications and business logic into Teams Tabs and Chats, Webhook connectors and Bots. Our built-in manifest editor makes building Teams and SharePoint deployments simple.

Why KnowledgeKube for Teams?

Everything you need to build and deploy applications and services to Microsoft Teams

Low-code platform for building cloud-first web, Windows 10, Android, and iOS applications

Easily publish your KnowledgeKube applications and business logic into Teams Tabs, Chats, Bots and webhook connectors

Meet the minimum requirements for building and deploying Teams applications using our templates

Build your own templates and securely share them within your organisation or partner network

Use our content delivery system to build re-usable Adaptive Card templates that contain data from 150+ applications, services, and formats

Use our content delivery system to embed complete web applications into custom Teams tab pages

Dynamically control your content and data using role-based logic

Integrated Adaptive Card editor for building cross-platform user experiences

Integrated manifest editor for publishing to Office 365 and Microsoft AppSource

Automatically pre-fill your manifest files, so you can focus on your applications and not tracking down publishing errors

Add real-time events to your applications and services to enhance your end-user collaboration experience

The fastest way to monetise your IP with Microsoft AppSource

Connecting and Expanding

KnowledgeKube empowers you to connect both your legacy systems and new technologies seamlessly together while also enabling you to expand out your systems and implement process automation – True Digital Transformation



Solution Examples

Kinly

Embedded Smart Room Configurator and Quoting System

The screenshot shows a Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, Files, and a 'Join or create a team' button at the bottom. The main area is a chat window for a team named 'Kinly', with a sub-tab for 'Smart Room Configurator'. The embedded application, 'Kinly', has a header with its logo and a 'Log In' button. The main content of the application is titled 'Configure System Size' and includes a text input field for a quote reference, a 'Room Name' input field with 'Room #1' entered, and a section for room capacity with six selectable options: Personal, Huddle Up to 3, Small Up to 6, Medium Up to 8, Large Up to 12, and XL Up to 16.

Solution Examples

Agilitas

InventoryAssure UK Maintenance Services
Quote Configurator

The screenshot shows a Microsoft Teams interface with a channel named 'InventoryAssure UK'. The channel content displays a web application for 'AGILITAS' with a progress bar showing three steps: 1. Configure, 2. Review, and 3. Checkout. The 'Configure' step is currently active and contains two sub-sections:

- 1.1 Select configuration type**: This section has two options: 'Build Your Quote' (highlighted with an orange border and a red progress indicator) and 'Upload Product Kit List'.
- 1.2 Select your cover type**: This section has two options: 'Inventory Assure Parts to Site' (highlighted with an orange border and a red progress indicator) and 'Inventory Assure Plus Parts and Engineer to Site'.

Below these options is a 'Product Search' section with a search bar containing the placeholder text 'Enter the model number'. At the bottom of the channel, there is a '1.3 Select type' section and a 'Join or create a team' button.

Solution Examples

JLT

Flats Insurance Cover Quoting and Insurance Policy System

The screenshot displays a Microsoft Teams interface. On the left is the Teams navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, Files, and a 'teams-new...' button. The main area shows a channel named 'FlatsInsuranceCover' with a search bar at the top. The channel content is a web application for JLT insurance. The application has a header with the JLT logo and a 'Log In' button. Below the header is a progress bar with four steps: 1. Your Details, 2. Your Quote, 3. Review & Confirm, and 4. Payment. The current step is 'YOUR DETAILS'. The form includes the following fields and instructions:

- Please enter your name**: A text input field with a help icon.
- Please enter your email address**: A text input field with a help icon. Below it, a note states: "We need your email address to forward your quote and policy documents. We will not use your email address for any other purpose without your permission."
- Please enter your contact phone number**: A text input field.
- How did you hear about us?**: A dropdown menu with "--Please Select--" and a downward arrow.
- Correspondence Address**: A text input field.
- Postcode**: A text input field.

At the bottom of the form is a pink button labeled "Find Address". Below the button, the text "Correspondence Address:" is visible. At the bottom of the Teams interface, there is a "Join or create a team" button and a settings gear icon.

Solution Examples

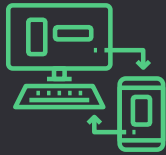
Microsoft

Microsoft Surface Advisor
Configuration and Procurement System

The screenshot displays the Microsoft Surface Advisor configuration interface within a Teams environment. The interface is divided into several sections:

- Navigation:** A left sidebar contains navigation options: Activity, Chat, Teams (selected), Calendar, Calls, Files, and a 'Join or create a team' button at the bottom.
- Teams List:** Under 'Your teams', the 'Microsoft' team is listed with a sub-team 'SurfaceAdvisor'.
- Search Bar:** A search bar at the top right contains the text 'Search for or type a command'.
- Header:** The main header includes the Microsoft logo, 'Surface Advisor' (Powered by KnowledgeKube), and a 'Log In' button.
- 1.1. Where do you work?:** A section with three options:
 - Desk based:** I rarely or never travel (Selected)
 - Virtual worker:** I often move around the office
 - On the go:** I work while travelling and on location
- 1.2. What type of user are you?:** A section with three options:
 - Office user:** I use mainly office applications
 - Creative designer:** I draw & design for web or print (Selected)
 - Power user:** I work with resource-heavy applications
- Order Summary:** A box on the right with the text 'Please configure and select your surface device first.' and an 'Add to cart' button.
- Matching products:** A section showing a product card for 'Surface Studio' with a description: 'Surface Studio is designed for the creative process. Starting from Stock: 0'.

Building Teams Applications with KnowledgeKube



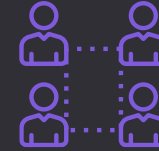
KnowledgeKube comes with rich support for publishing

- + Adaptive Card templates
- + Message Card templates
- + Webhooks
 - + Listeners
 - + Post



Adaptive cards can be incorporated directly into

- + KnowledgeKube Applications
- + KnowledgeKube Services
- + Office 365 Actionable Messages
- + and more...



Our end-users can utilise KnowledgeKube to provide rich Enterprise support for Office 365 Connectors today

The Challenge

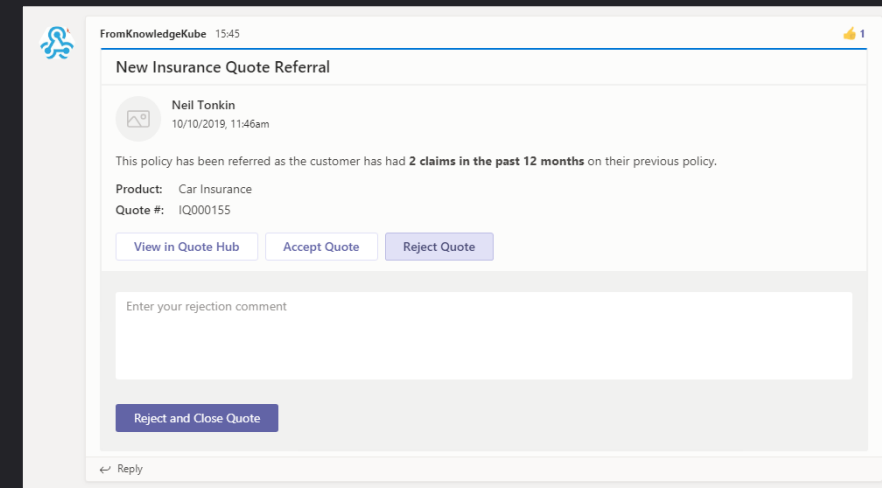
Example deployment Insurance Quote Referral

- 1 An Insurance company operates teams of remote referral agents
- 2 Each team specialises in one or more product referrals
- 3 Product referrals are generated by customers using the organisations online quoting system built in KnowledgeKube
- 4 When a referral trigger is hit, the organisation want to distribute a notification to the relevant team channel
- 5 When a referral hits the Teams channel, the organisation wants an operator to be able to
 - + Take ownership of the referral
 - + Securely interact with the source data and assess the referral conditions
 - + Accept or reject the quotation
 - + Continue to interact with colleagues in Teams channels

The Solution

Realising in KnowledgeKube

- 1 Create the following Actions
 - + Assign a Referral
 - + Accept a Quotation
 - + Reject a Quotation
 - + Generate Referral Message Card
- 2 Publish the Actions as RESTful services to receive HTTP POST messages from Teams
- 3 Create a Message Card
 - + Add Asset Tags into the template to render client specific data and content
 - + Data Designer data masking will support data compliance rules
- 4 Add a punchout handler to securely accept incoming data requests (view quote)
- 5 Add an expression to the rating model that pushes our new Message Card to a Teams Incoming Web Hook



Adaptive Cards <https://adaptivecards.io>

Adaptive Cards is an open source toolset that helps applications and services exchange rich snippets of native UI



Create service-delivered forms

- + Asset driven
- + Fully declarative
- + Automatically styled
- + Safe!



Designed for the sharing and exchange of content



Integrate into

- + KnowledgeKube web and native applications
- + KnowledgeKube cloud services
- + Bot Framework
- + Microsoft Teams
- + Outlook Actionable Messages
- + Windows Timeline
- + Skype
- + Cisco WebEx Teams
- + Third-party application developers



Use KnowledgeKube to author, distribute and consume templates



Use KnowledgeKube asset tags to provide rich runtime content



Re-deliver KnowledgeKube Adaptive Card assets directly into third-party apps without having to embed an entire application



Embed the Adaptive Card designer directly into your KnowledgeKube applications giving the ultimate in visual extensibility



Use directly in KnowledgeKube events



Get templates directly from the Adaptive Card template service

Adaptive Cards & Asset Tags

KnowledgeKube provides an asset tag for Adaptive Card rendering

```
<%# ADAPTIVECARD() %>
```

Can render to the following elements

- + HTML container
- + KnowledgeKube Placeholder control
- + String
- + Image

The Adaptive Card asset host fully supports all CDS declarative asset tags

- Embed data from any KnowledgeKube data source
- Embed keywords, expression, assets and localised content
- Control what content is rendered using roles

Adaptive Card Example


1 Build a card or import from a third-party template

2 Add data from KnowledgeKube

3 Render

- + Microsoft Teams
- + Windows Timeline
- + Outlook
- + As an actionable message
- + KnowledgeKube applications
- + KnowledgeKube service
- + Cortana Skills
- + Bot Framework


Publish Adaptive Card schema

 **Matt Hiding**
Created Tue, Feb 14, 2017

Now that we have defined the main rules and features of the format, we need to produce a schema and publish it to GitHub. The schema will be the starting point of our reference documentation.

Board: Adaptive Card
List: Backlog
Assigned to: Matt Hiding
Due date: Not set


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dd/mm/yyyy

Earlier Today [See only top activities](#)

4:00 PM

 Adaptive Cards  msn.com - Microsoft Edge

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Stunning Photos
Blue Ice as High a
Story Building Fo



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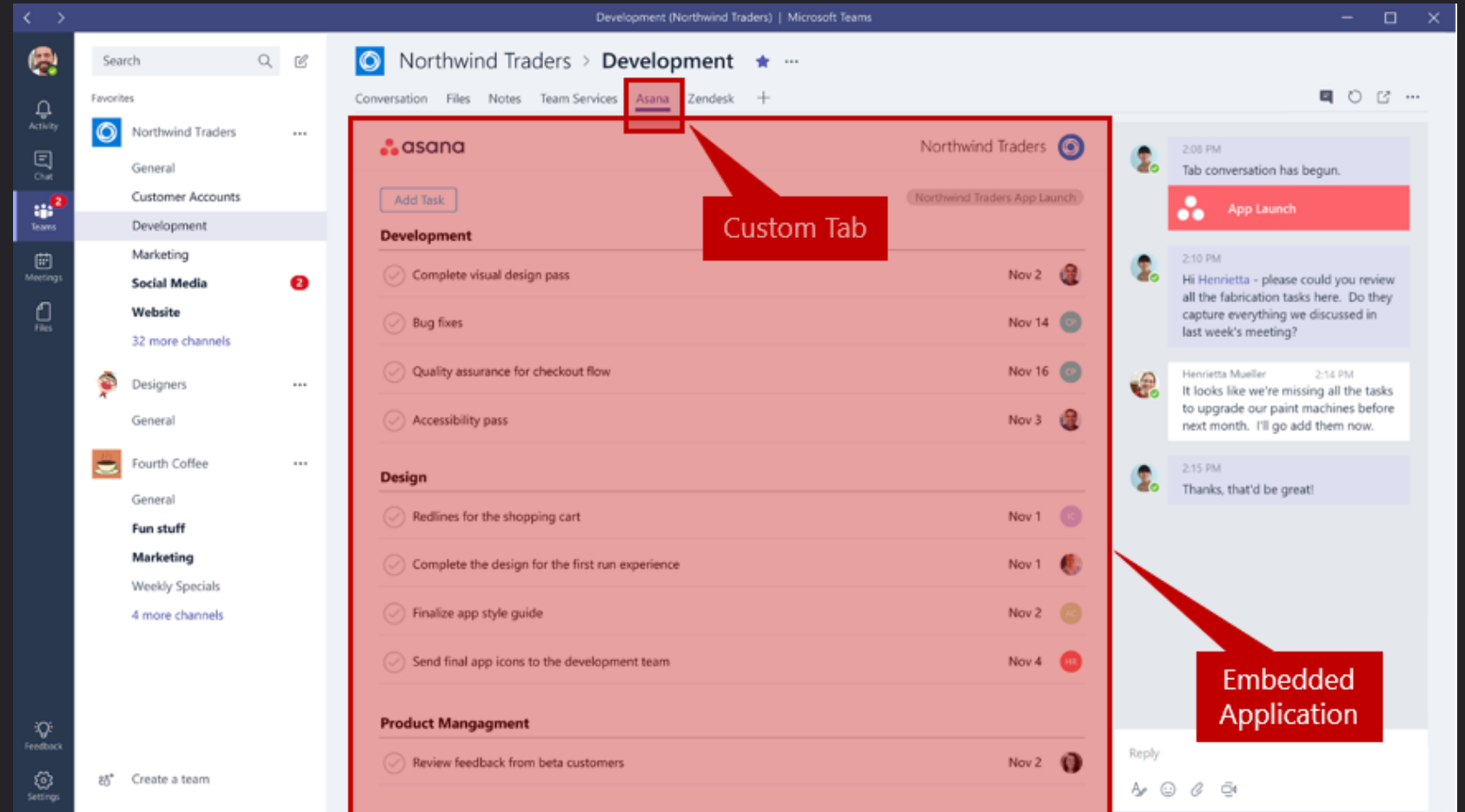
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KnowledgeKube is the best low-code platform.

Tabs

Tabs offer more extensive integration by allowing you to view entire third-party services within Microsoft Teams. As such, they're especially convenient when you don't just need brief snapshots of activity but need to manage a large amount of info yourself. For example, if your support team needs to track outstanding tickets or your sales team needs to review its latest orders, tabs are the perfect solution.

- + A tab opens in a separate Microsoft Teams window which is hosted on Teams.
- + Tab-level integration starts with creating a manifest of the information that needs to be included in the tab. The link to the configuration page is included in that manifest. Using the configuration page, users can easily adjust various settings for icons, text, and other tab features. Manifests are simply XML files; the whole package is provided to the user as a zip.
- + Tabs maintain persistent information and provide a dedicated window to a third-party app within the canvas of a given Teams channel. Users can easily view a tab while still chatting with the members of their channel. This allows for smoother collaboration and multi-tasking.



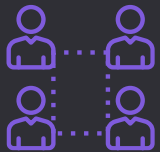
Bots



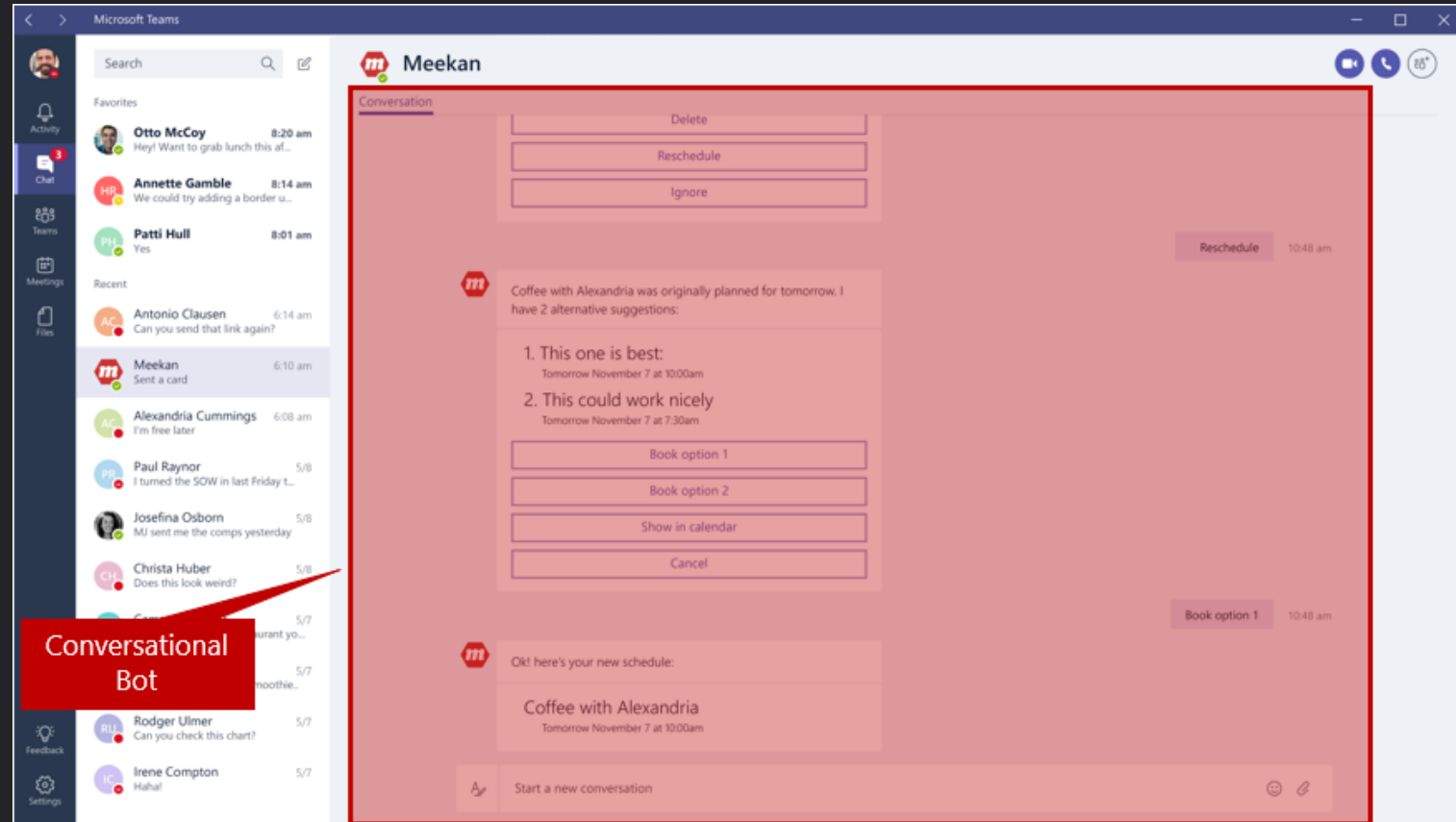
The simplest way to describe bots, are as chat engines. And being able to integrate a bot that can interact with users naturally, through a chat or command-line interface, broadens the Teams experience.



For a third-party bot to be integrated with Teams, it must have been uploaded to the Microsoft Bot Directory after being built with the Microsoft Bot Framework.



Since bots are fully customizable, they allow you to deliver a richer and more interactive experience to your users. Bots can be programmed to provide a structured set of responses to user messages, serve specific roles in Teams chat, and even help users find what they're looking for.



The screenshot shows a Microsoft Teams chat window with a sidebar on the left containing a search bar, activity feed, chat list, and recent files. The main chat area shows a conversation with the Meekan bot. The bot's message includes a card with the following content:

Conversation

Delete

Reschedule

Ignore

Reschedule 10:48 am

Coffee with Alexandria was originally planned for tomorrow. I have 2 alternative suggestions:

1. This one is best:
Tomorrow November 7 at 10:00am
2. This could work nicely
Tomorrow November 7 at 7:30am

Book option 1

Book option 2

Show in calendar

Cancel

Book option 1 10:48 am

Ok! here's your new schedule:

Coffee with Alexandria
Tomorrow November 7 at 10:00am

Start a new conversation

A red callout box with the text "Conversational Bot" points to the Meekan bot's name in the chat list.



The perfect solution



www.knowledgekube.co.uk/features/microsoft-teams-integration