



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.

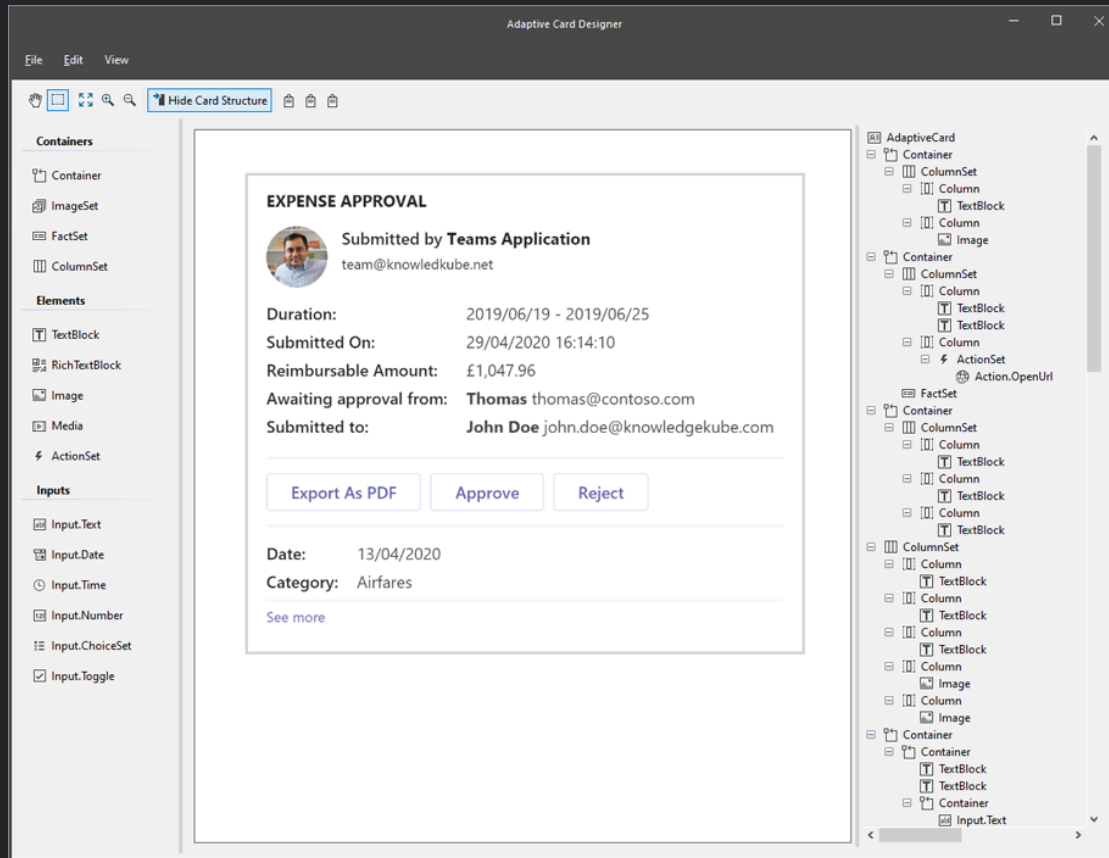
KnowledgeKube allows you to build web, mobile and service-driven applications, publishing them directly into Microsoft Teams and SharePoint, all securely managed with Office 365.

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



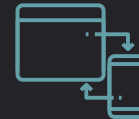
All the benefits of low-code with all the benefits of Teams

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

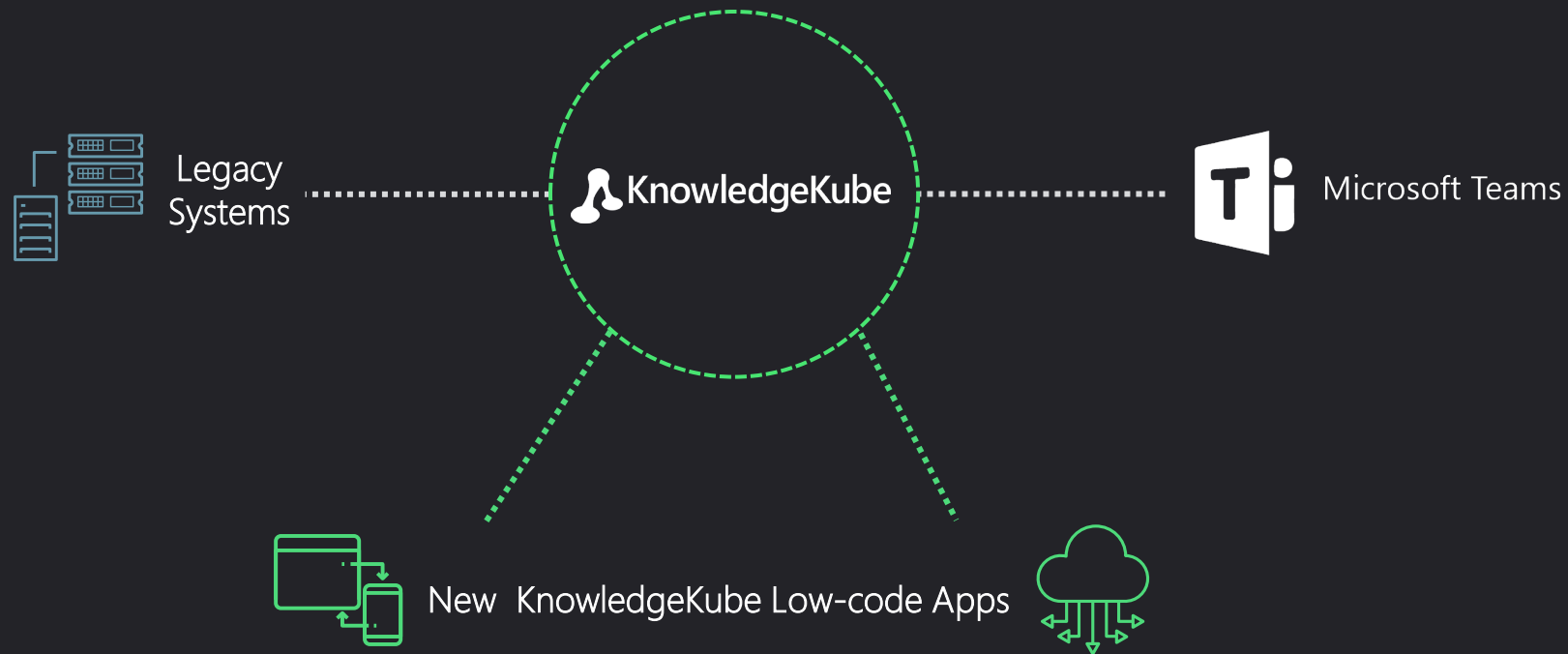
Automatically pre-fill your manifest files, so you can focus on your applications and not tracking down publishing errors

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

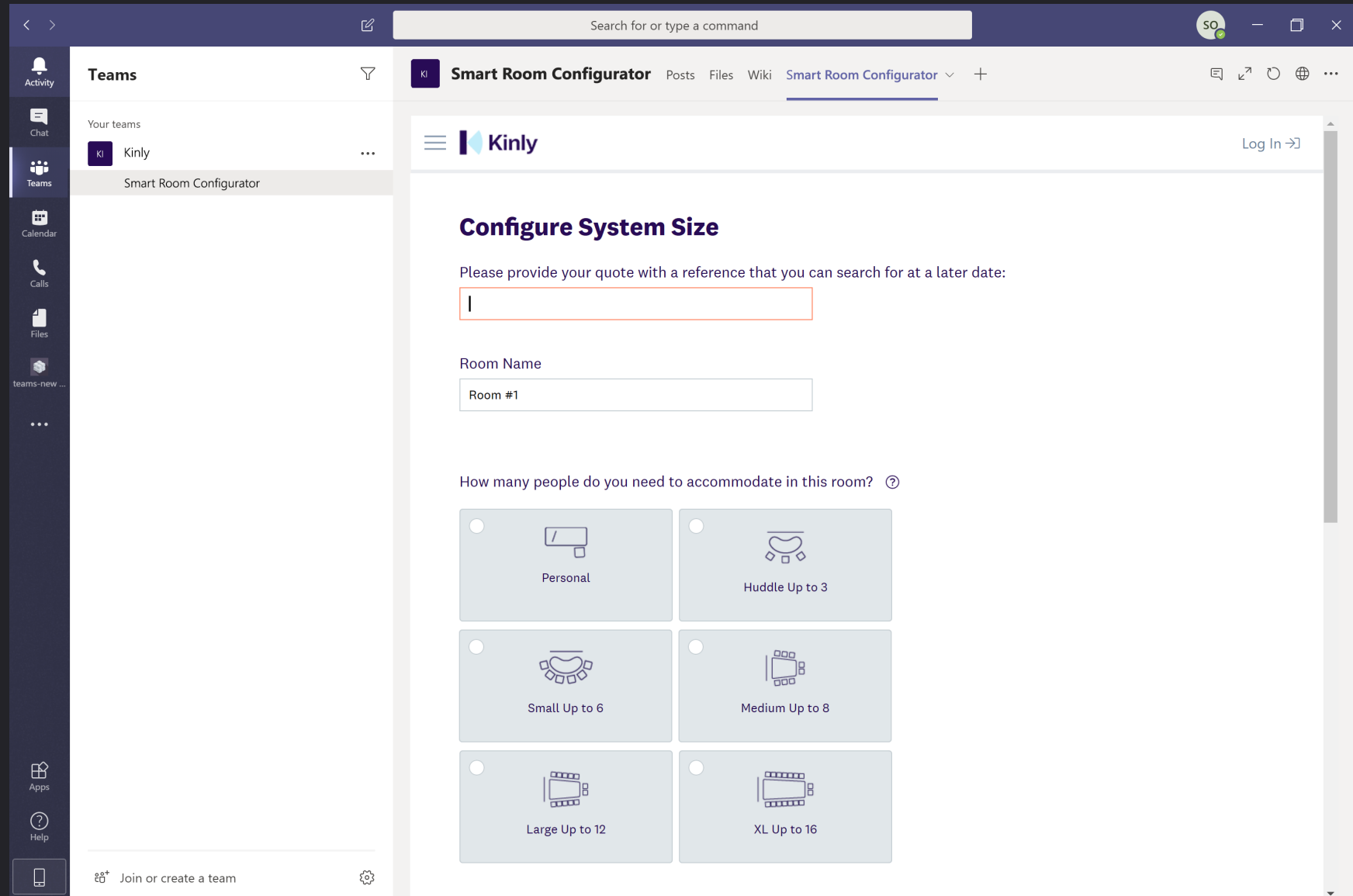
KnowledgeKube empowers you to connect both your legacy systems and new technologies seamlessly together while also enabling you to expand out your systems and implement process automation – True Digital Transformation



Solution Examples

Kinly

Embedded Smart Room Configurator and
Quoting System



The screenshot displays a Microsoft Teams interface. On the left is a dark blue sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and a bottom section with Apps, Help, and a mobile app icon. The main area is divided into two panes. The left pane, titled 'Teams', shows a list of teams under 'Your teams', including 'Kinly' and 'Smart Room Configurator'. The right pane shows the 'Smart Room Configurator' app interface. At the top of this app is a search bar with the placeholder 'Search for or type a command'. Below the search bar is the Kinly logo and a 'Log In' link. The main content area is titled 'Configure System Size' and contains the following elements:

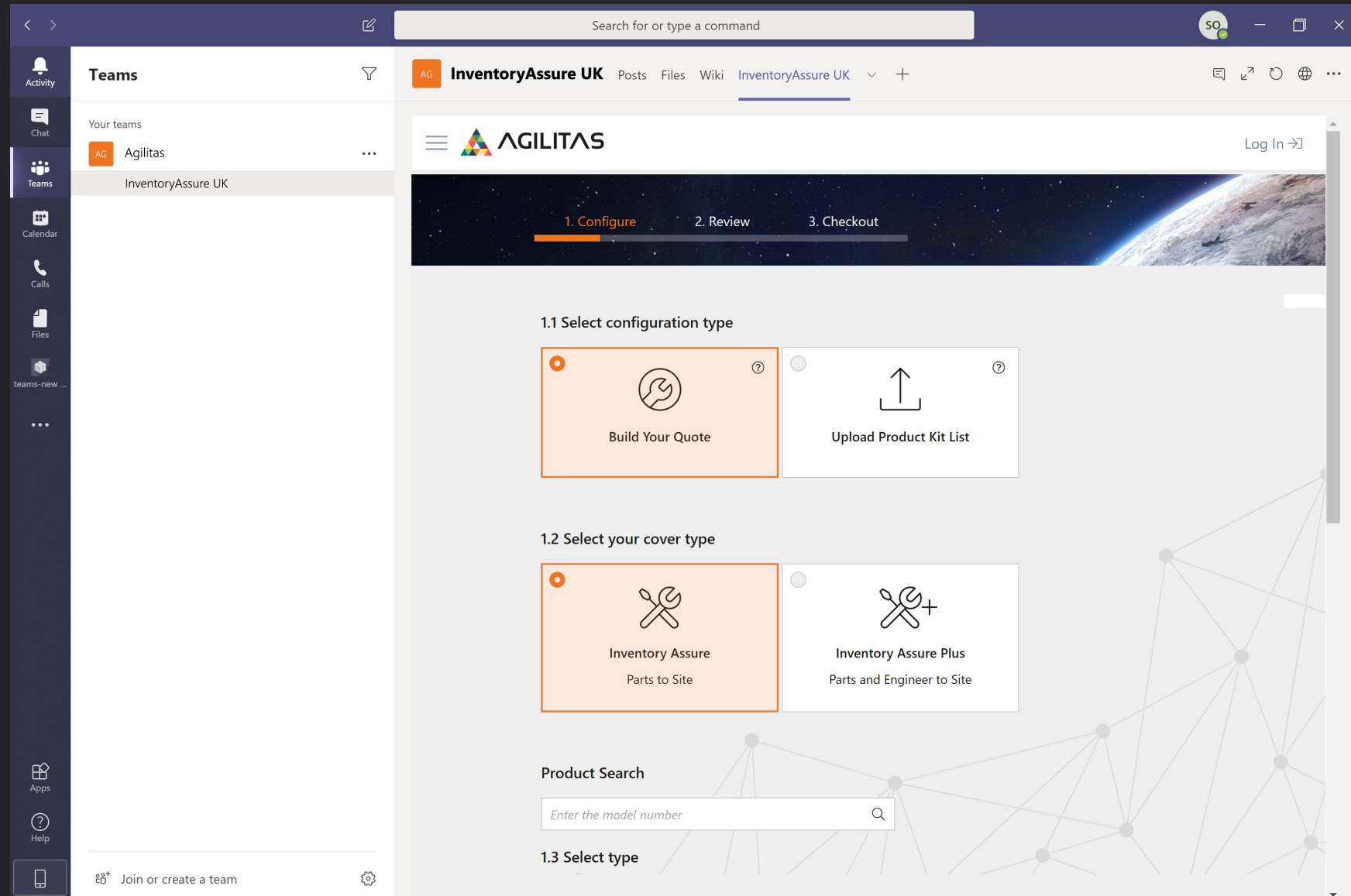
- A text prompt: 'Please provide your quote with a reference that you can search for at a later date:' followed by a text input field containing a single character 'I'.
- A 'Room Name' section with a text input field containing 'Room #1'.
- A question: 'How many people do you need to accommodate in this room?' with a help icon.
- A grid of six selectable room configuration options, each with a radio button, an icon, and a label:
 - Personal (icon of a single person)
 - Huddle Up to 3 (icon of three people in a circle)
 - Small Up to 6 (icon of six people in a circle)
 - Medium Up to 8 (icon of eight people in a circle)
 - Large Up to 12 (icon of twelve people in a circle)
 - XL Up to 16 (icon of sixteen people in a circle)

At the bottom of the app interface is a footer bar with a 'Join or create a team' button and a settings gear icon.

Solution Examples

Agilitas

InventoryAssure UK Maintenance Services
Quote Configurator



The screenshot displays the Agilitas InventoryAssure UK Quote Configurator interface, accessed via a Microsoft Teams application. The interface is divided into three main sections: a left-hand navigation pane, a top header, and a main content area.

Left-hand Navigation Pane: This pane contains icons for Activity, Chat, Teams, Calendar, Calls, Files, and a "teams-new ..." button. The "Teams" icon is currently selected.

Top Header: The header includes a search bar with the placeholder text "Search for or type a command". To the right of the search bar are icons for a profile picture (labeled "SO"), a minus sign, a square, and a close button. Below the search bar, the text "InventoryAssure UK" is displayed, followed by links for "Posts", "Files", "Wiki", and "InventoryAssure UK".

Main Content Area: The main content area features the Agilitas logo at the top left. A progress bar at the top indicates the current step in the configuration process: "1. Configure" (highlighted in orange), "2. Review", and "3. Checkout".

1.1 Select configuration type: This section contains two options:

- Build Your Quote:** Represented by an orange box with a wrench icon.
- Upload Product Kit List:** Represented by a white box with an upload icon.

1.2 Select your cover type: This section contains two options:

- Inventory Assure Parts to Site:** Represented by an orange box with a wrench and screwdriver icon.
- Inventory Assure Plus Parts and Engineer to Site:** Represented by a white box with a wrench and screwdriver icon.

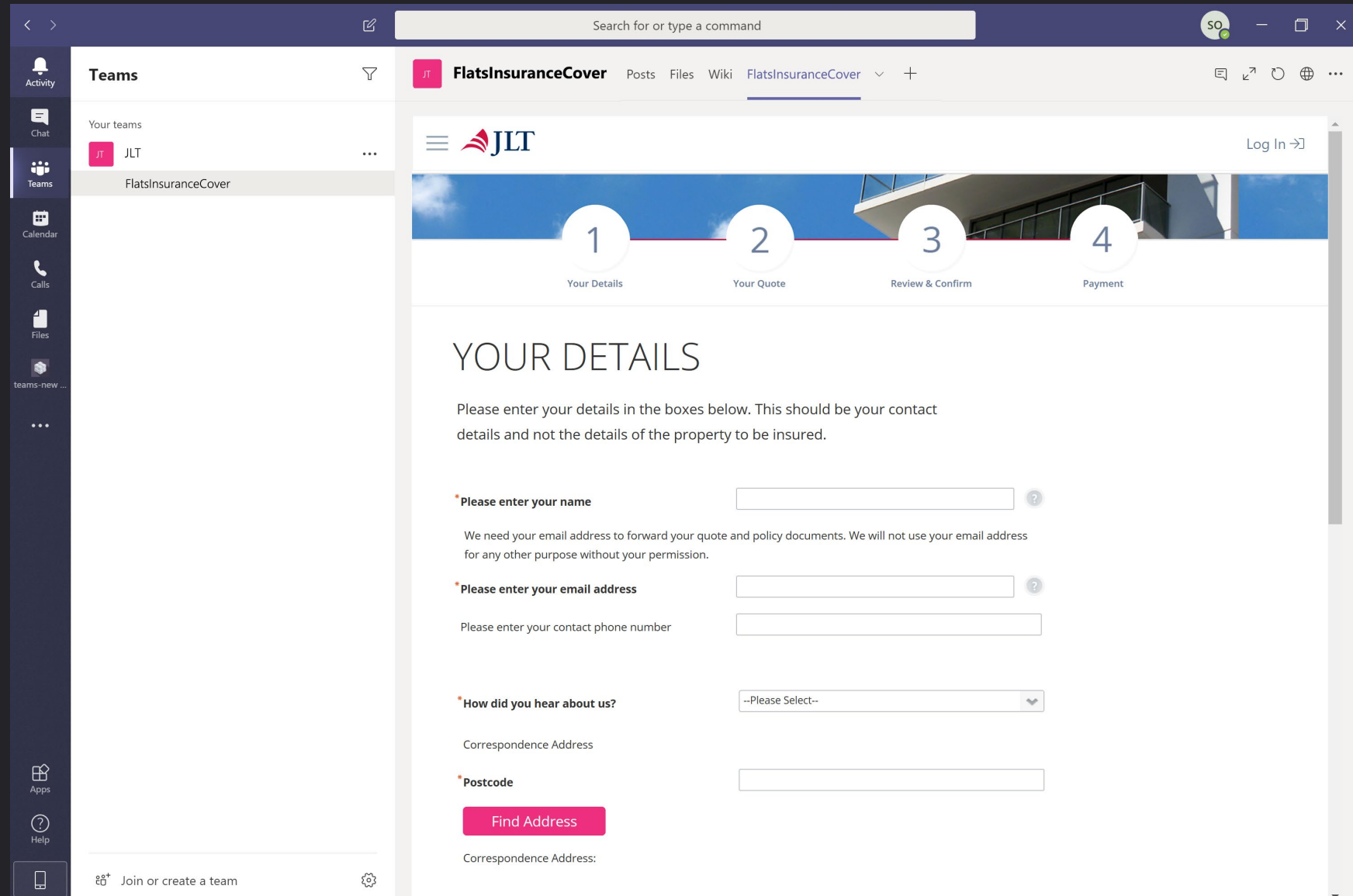
Product Search: This section includes a search bar with the placeholder text "Enter the model number" and a magnifying glass icon.

1.3 Select type: This section is partially visible at the bottom of the screen.

Solution Examples

JLT

Flats Insurance Cover Quoting and Insurance Policy System



The screenshot displays a Microsoft Teams interface on the left and a web application on the right. The Teams sidebar shows the 'Teams' tab selected, with a list of teams including 'JLT' and 'FlatsInsuranceCover'. The web application, titled 'FlatsInsuranceCover', features a navigation bar with 'Posts', 'Files', 'Wiki', and 'FlatsInsuranceCover'. The main content area shows a progress bar with four steps: 1. Your Details, 2. Your Quote, 3. Review & Confirm, and 4. Payment. The 'Your Details' section is active, displaying a form with the following fields and labels:

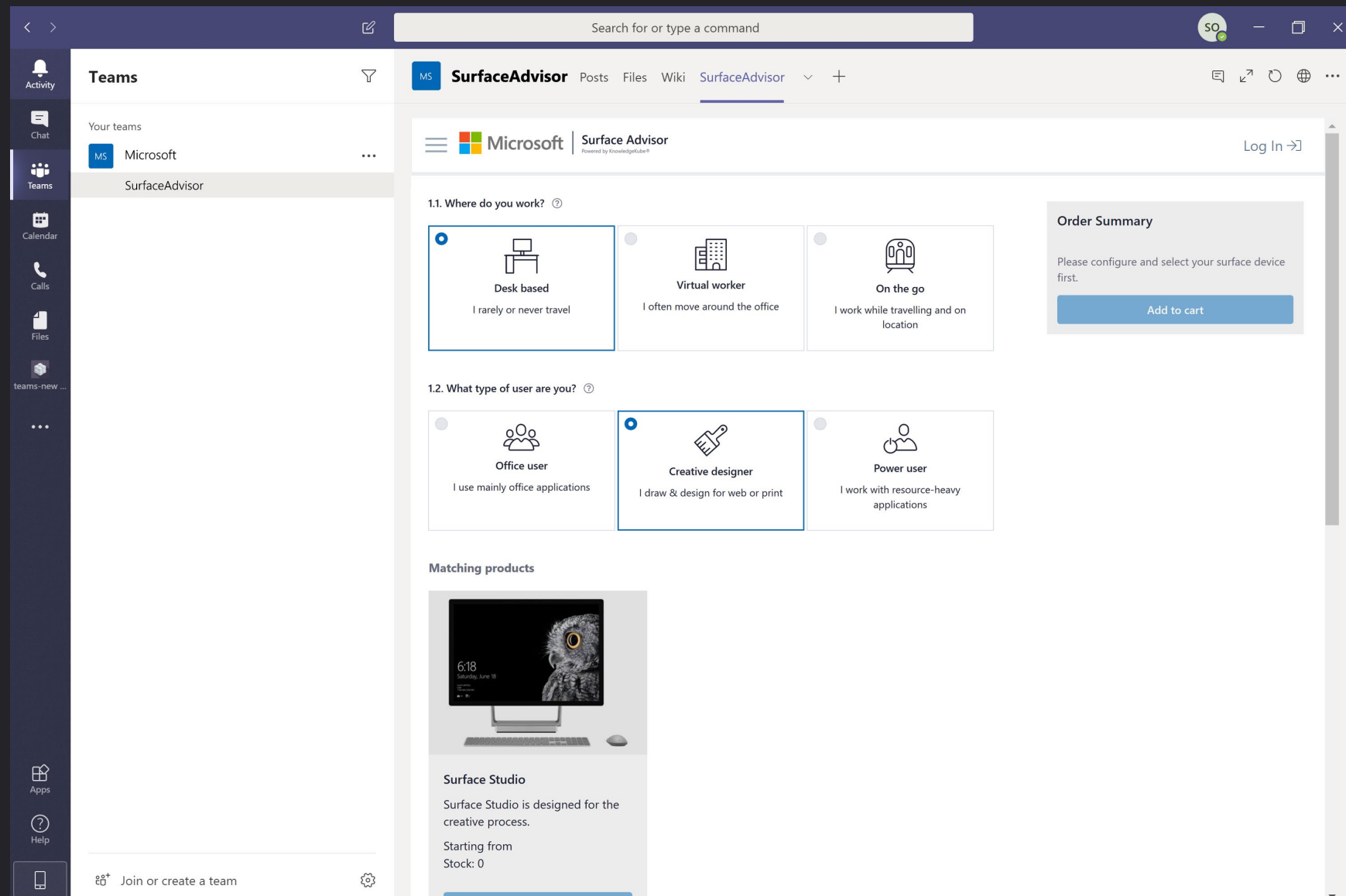
- *Please enter your name**: A text input field with a help icon.
- *Please enter your email address**: A text input field with a help icon. Below it, a note states: "We need your email address to forward your quote and policy documents. We will not use your email address for any other purpose without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

At the bottom of the Teams sidebar, there is a 'Join or create a team' button and a settings icon.

Solution Examples

Microsoft

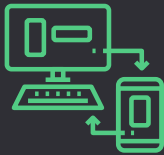
Microsoft Surface Advisor
Configuration and Procurement System



The screenshot displays the Microsoft Surface Advisor configuration interface, accessed via a Teams application. The interface is divided into several sections:

- Teams Sidebar:** Shows the 'Microsoft' team and the 'SurfaceAdvisor' channel.
- Search Bar:** Located at the top right of the Teams interface.
- Microsoft Surface Advisor Header:** Includes the Microsoft logo and the text 'Surface Advisor Powered by KnowledgeKube®'. A 'Log In' button is visible in the top right corner.
- 1.1. Where do you work?:** Three options are presented:
 - 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?:** Three options are presented:
 - 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
- Matching products:** A product card for 'Surface Studio' is shown, featuring an image of the device and the text: 'Surface Studio is designed for the creative process. Starting from Stock: 0'.
- Order Summary:** A sidebar on the right with the text 'Please configure and select your surface device first.' and an 'Add to cart' button.

Building Teams Applications with KnowledgeKube



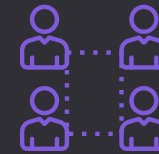
KnowledgeKube comes with rich support for publishing

- + 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

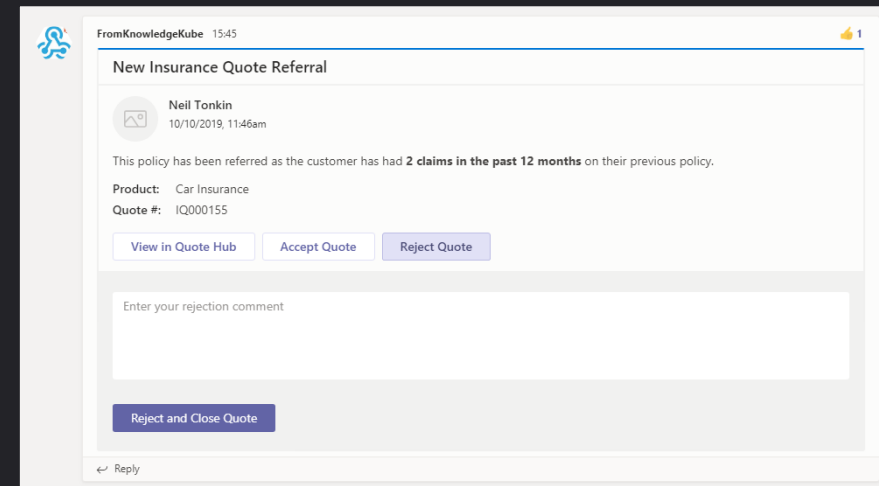
Example deployment Insurance Quote Referral

- 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



The screenshot shows a Teams message card from KnowledgeKube. It includes a header with the KnowledgeKube logo and the text 'From KnowledgeKube 15:45'. The main title is 'New Insurance Quote Referral'. Below this, there is a profile picture placeholder and the name 'Neil Tonkin' with a timestamp '10/10/2019, 11:46am'. A text block states: 'This policy has been referred as the customer has had **2 claims in the past 12 months** on their previous policy.' Below this, the 'Product' is 'Car Insurance' and the 'Quote #' is 'IQ000155'. There are three buttons: 'View in Quote Hub', 'Accept Quote', and 'Reject Quote'. A text input field is labeled 'Enter your rejection comment'. At the bottom, there is a 'Reject and Close Quote' button. The card is shown in a Teams chat interface with a 'Reply' button at the bottom left.

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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Earlier Today [See only top activities](#)

4:00 PM

 Adaptive Cards

 msn.com - Microsoft Edge


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Stunning Photos of Blue Ice as High as Story Building For

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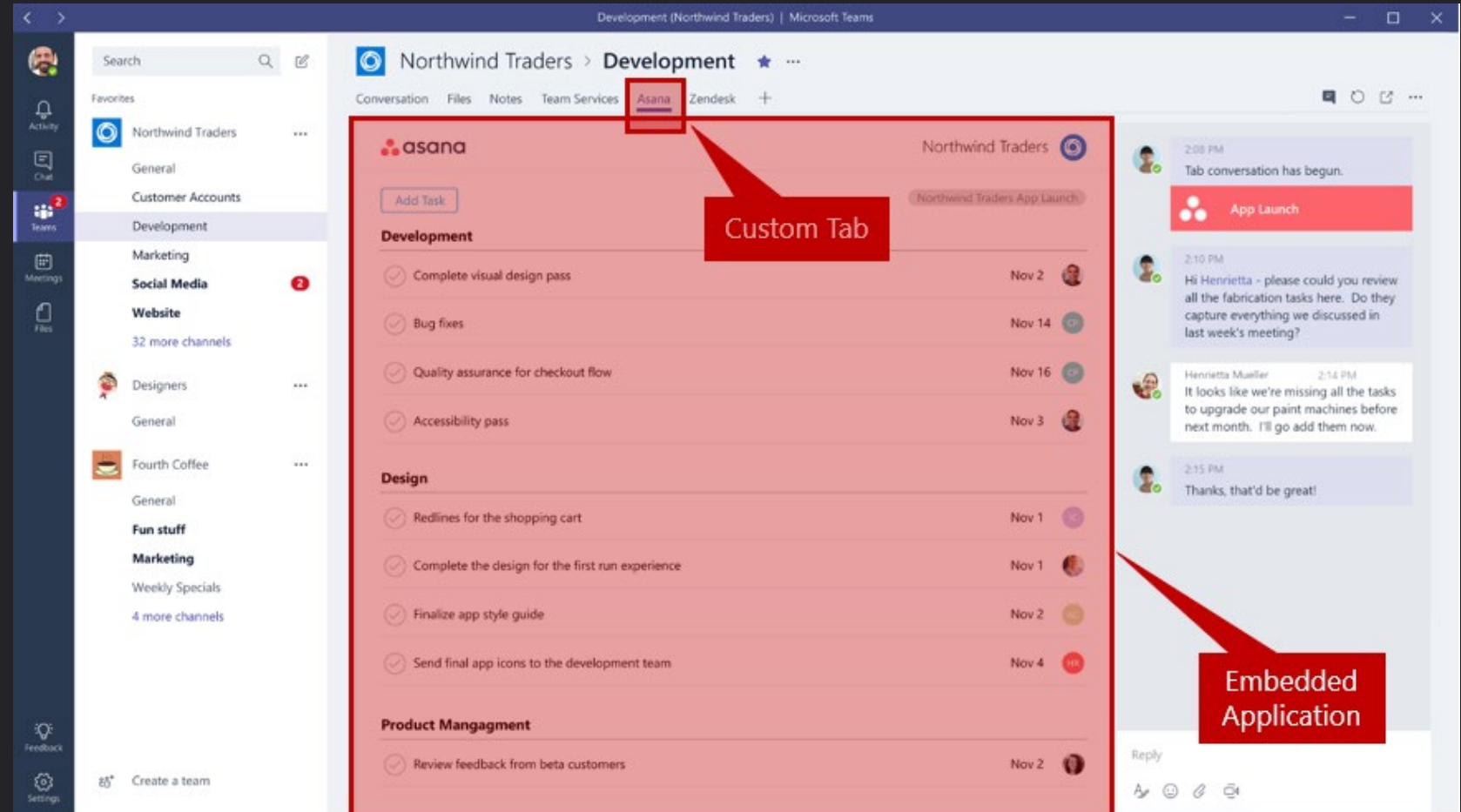
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Tabs

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.



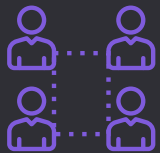
Bots



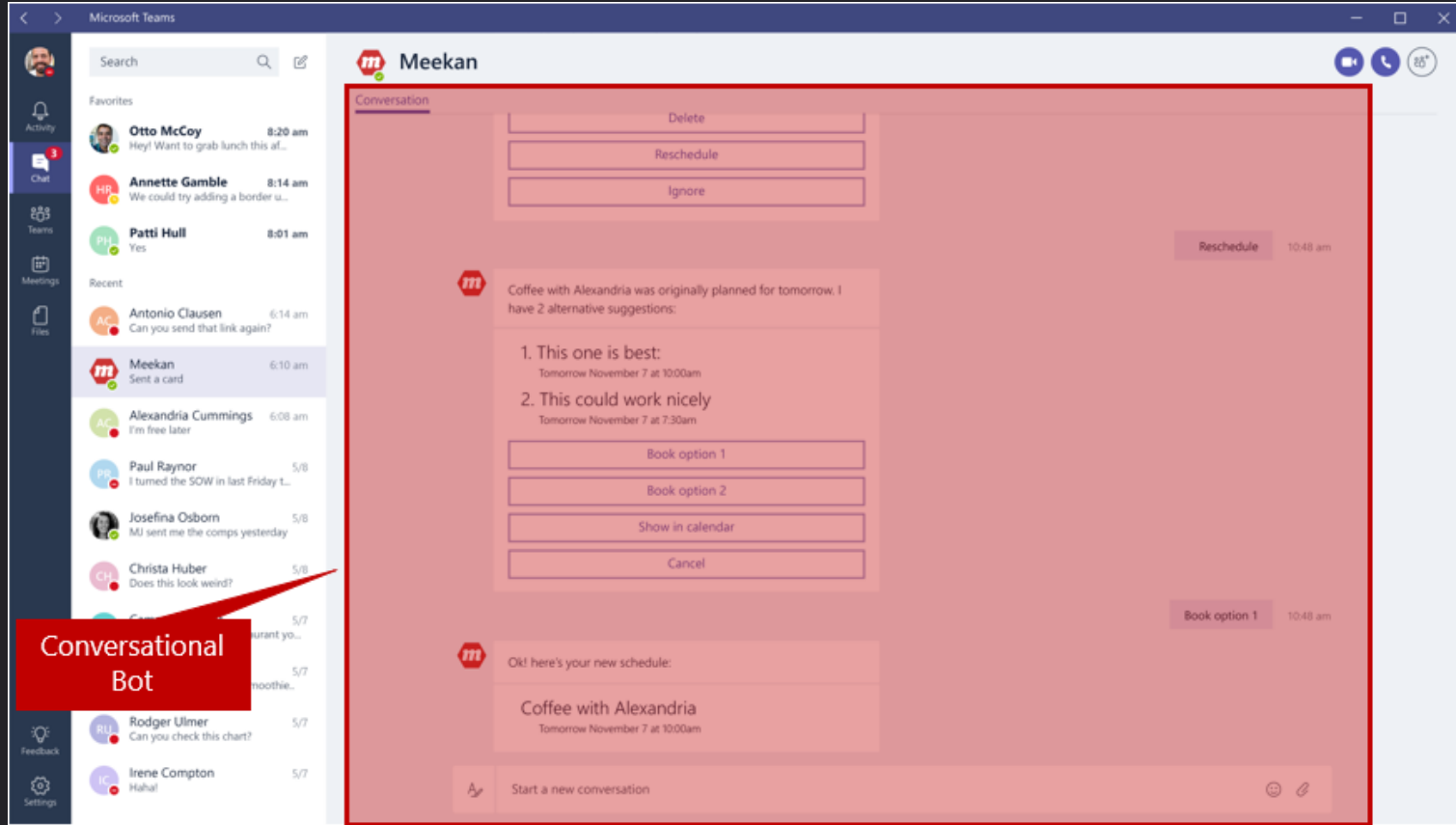
The simplest way to describe bots, are as chat engines. And being able to integrate a bot that can interact with users naturally, through a chat or command-line interface, broadens the Teams experience.



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.



Microsoft Teams

Search

Activity

Chat

Teams

Meetings

Files

Feedback

Settings

Meekan

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

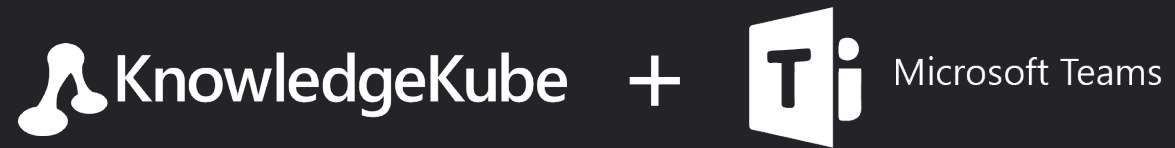
Book option 1 10:48 am

Ok! here's your new schedule:

Coffee with Alexandria
Tomorrow November 7 at 10:00am

Start a new conversation

Conversational Bot



The perfect solution



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