



Build a modern workplace with Microsoft Teams and Power Apps



Power Apps is a high-productivity low-code **application development** platform from Microsoft that can be used to customize everything from SharePoint forms to end-to-end solutions. When integrated with Microsoft Teams, it allows an organization to easily build a modern workplace that can reduce time-to-market, rapidly streamline processes, improve customer satisfaction, and most of all, enhance worker productivity.

Currently, most organizations rely on legacy applications and systems to facilitate workplace collaboration, with employees having to jump between several different systems through a series of bookmarks or company portals to access the tools and data they needed. This constant switching can be incredibly disruptive. According to a June 2015 UC Irvine study, "The Cost of

Interrupted Work: More Speed and Stress," it can take upwards of 23 minutes for a person to regain productivity after such an interruption.

Both the productivity hit from constant context switching and the time constraints caused by routine tasks can quickly add up. A modern workplace aims to address these deficiencies in the status

quo by providing a seamless experience that avoids disrupting employees, while simultaneously automating redundant or routine tasks that get in the way of much more valuable work.

This e-book will explore how integrating Microsoft Teams and Power Apps is key to empowering the new modern workplace.

A powerful merger for productivity

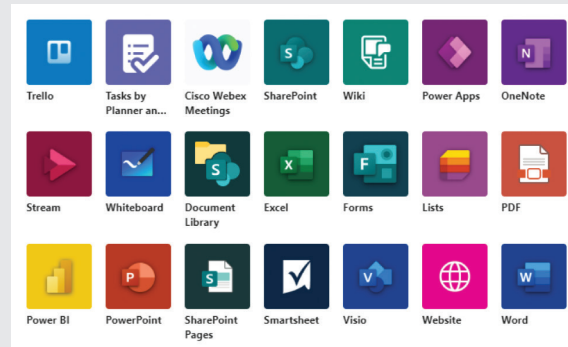
Microsoft Teams is a hub that brings together the most common tasks that employees need under a single roof, such as chats, meetings, calls, and the productivity suite of Office 365. However, there will always be business processes that are unique to a company that require tailored solutions. This is where Power Apps can be used to fill in those gaps.

Different types of apps to meet every need

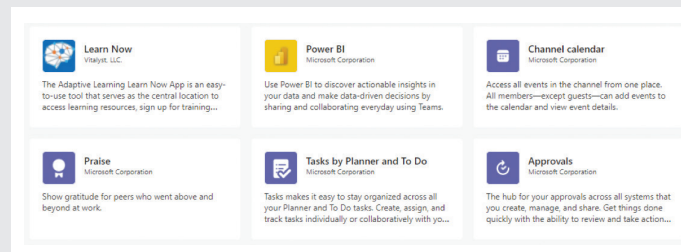
Under the Microsoft Teams and Power Apps umbrella, there are several types of apps that organizations can utilize to better work together.

Microsoft Teams has two different app modes that offer ready-built apps for users: tab apps and personal apps:

- Tab apps can be pinned at the top of a Teams channel for quick access to a collaborative workspace. Below are a few examples:



- Personal apps are out-of-the-box applications that are used by specific persons or groups within an organization and are usually accessible within the Teams left-side app bar. Examples include time tracking, field service applications, and HR-related apps. Below are a few examples:



Microsoft Power Apps is a low-code suite of apps, services, connectors, and data platform templates that provides a rapid application development environment for your business needs. Users can build custom applications in hours—not months—that connect to business data on-premises or in the cloud. These custom applications can then be accessed through the Microsoft Teams left-side app bar.

There are three different styles of Power Apps: canvas, model-driven, and portal:

- Canvas apps utilize connectors to access data and services.
- Model-driven apps are built on top of the data modeled in a database environment.
- Portal apps allows employees to expose data stored in the Common Data Service by creating a public-facing website.

Use case

A sales team might use several tools over the course of a typical sales cycle, among them PowerPoint decks, a customer relationship management (CRM) database, and various reporting tools.

1. A team can open a PowerPoint deck directly within Microsoft Teams while reviewing and editing the deck in line with the Teams platform.
2. What's more, a sales enablement team member using a custom designed power app can embed a customer/prospect view into Microsoft Teams while inputting all relevant data into their CRM.
3. Finally, the team can utilize the meeting and call features baked into Microsoft Teams to close the deal with a customer.

Tools for a new generation of work

Organizations worldwide have adopted tools like Microsoft Teams to support working-from-home and hybrid work. Integrating Power Apps into these processes better serves customers, streamlines workflows, and improves employee productivity.



Contact us today to learn how your organization can optimize Microsoft Teams with a Microsoft Power Apps integration.

About CBTS

CBTS is a leading technology provider to more than 3,000 organizations in all industries, including dozens of Fortune 500 and Global 2000 companies. From Unified Communications to Cloud Services and beyond, CBTS combines deep technical expertise with a full suite of flexible technology solutions to mitigate risk, optimize collaboration, drive innovation, and leverage intelligence for its clients.



For more information, please visit www.cbts.com.
