# Adaptive

Collaboration Adapter for Cherwell to enhance Microsoft Teams

Adaptive Collaboration Adapter

Never has service delivery teams required the capability to service their customers with such a variety of different collaboration platforms available today. With options ranging from Microsoft Teams, Slack and WhatsApp, users expect almost instant service via their channel of choice. Recent changes have led to a shift to increased remote activities and support for users and resolvers alike. With an ever-increasing distance between these individuals, the need for teams to collaborate has become a mandatory feature in addressing immediate support and request activities.
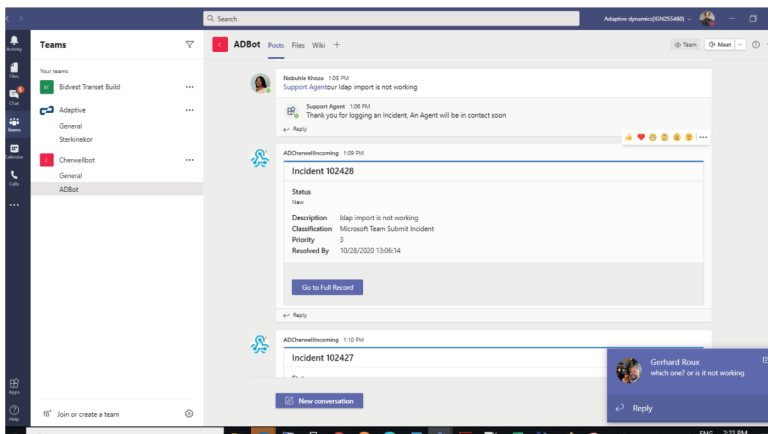
One of the biggest shifts in collaboration has been the rapid increase in users leveraging Microsoft Teams for better collaboration and teamwork. Microsoft saw an impressive 200 million users per day in April 2020 at the height of our shift towards remote working. Since April they have had an average of 75 million daily active users on their platform.
A dramatic shift in the way we work has led to the increased user base and is expected to remain in place for the foreseeable future.

Features

- Create Incident, Problem, Change or Service Requests from Microsoft Teams

- Enable Chat in Microsoft Teams

- Send a Channel Message in Microsoft Teams based on variety of triggers

- Create a Microsoft Teams meeting from within Cherwell

- Manage Change Requests, Approvals and Updates via Microsoft Teams

- Add or update a record in Cherwell from Microsoft Teams

- Journaling Interactions from Microsoft Teams in Cherwell.

Adaptive Collaboration Adapter (continued) :

The Microsoft Teams Collaboration Adapter allows you to connect your favorite service management platform with the industry leading collaboration tool from Microsoft. Through this we enable the automation of tedious and manual processes and create a seamless user experience to help customers through their respective incident or request journey's.

The Collaboration Adapter allows the delivering of end-to end Teams experiences for requesters and resolvers alike. For example, meeting extensibility lets service agents more easily interact with the Cherwell platform, collaborate in group chats, channels, and conferences, and respond to incidents. By embedding natively within Teams, employees can submit requests, receive updates on in progress requests, take action on notifications, initiate Teams meetings, chat and connect with live agents for assistance and much more – all without ever leaving Microsoft Teams.

"Allowing service staff and customers to stay connected and organized from anywhere"

At Adaptive we are continuously evolving our Collaboration Adapter to find innovative ways for workflow to elevate engagement, collaboration and deliver excellent service. Our development roadmap includes further enhancements to the current version as well as Adapters for WhatsApp, Slack and other collaboration tools.

Contact us today for your personal overview of the Adaptive Collaboration Adapter and see how it can help your teams increase collaboration.

Available Triggers

- **New Record** - Triggers when a record is created

- **Record Updated** - Triggers when a record is updated

- **Microsoft Teams** - New Channel Message

- **New Channel Message** - Triggers when a new Message is Posted to a selected Channel

Available Actions

- **Send a Chat Message** - Send a new Chat Message

- **Send a Channel Message** - Send a Message to a selected channel

- **Create a Channel** - Create a new Channel in Microsoft Teams

- **Add a Record** - Add a record to the table