

# BMS Integration with Microsoft Teams

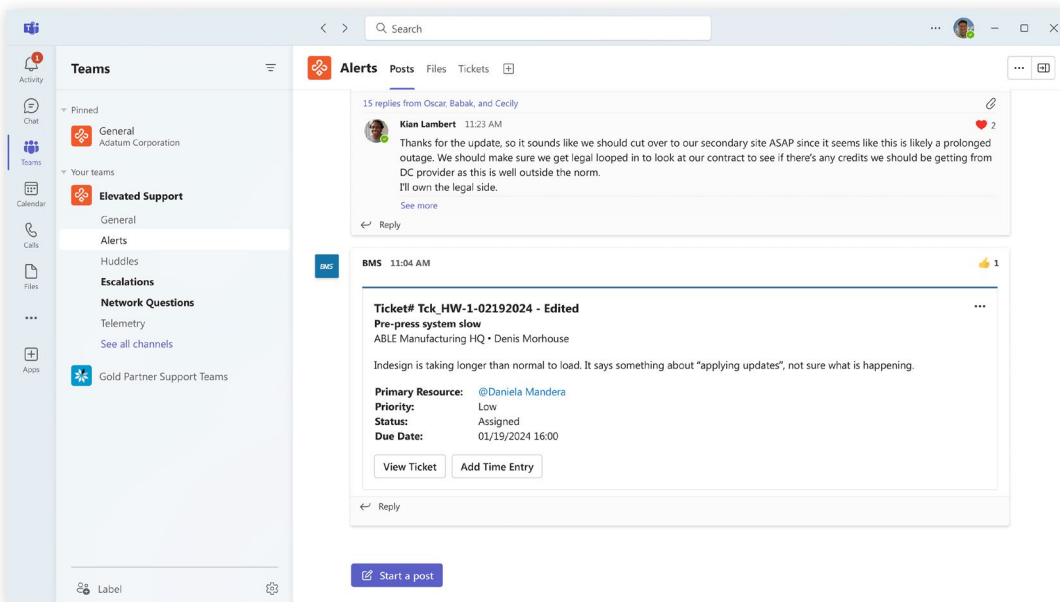
Stay on top of important activity within BMS by receiving instant posts to Teams channels.

Organize your notifications and discuss solutions with your colleagues in real time by sending posts to Microsoft Teams channels when a BMS Workflow is triggered. Reduce back-office burden by eliminating the need to manually “true-up” quantities of sell-through products every month.

- Respond faster to critical alerts with instant notifications in Teams, compared to traditional email.
- Reduce tedious email discussion by collaborating and discussing tickets with your colleagues using the native Teams features, such as @mentions, reactions and attachments.
- Easily act in alerts with contextual deep links to view the ticket or add a time entry in BMS.
- Customize your process by creating tailored Teams and Channels to segment notifications. Let your creativity run wild with BMS' powerful Workflows to segment by type, customer, priority, assignee, etc.

## Microsoft Teams Integration Details

- In addition to email, BMS Workflows can post to a specific Microsoft Teams Channel. Use a combination of Workflows and Channels to customize and route your notifications to the right team members.
- BMS will @mention the primary resource assigned, ensuring accountability for the individual ultimately responsible for the ticket.
- Each post contains concise, pertinent ticket details to stay focused, along with two contextual deep links to view, or add a time entry to the related ticket in BMS.



# BMS™

## At-a-Glance Benefits

- Cut through the email clutter with concise, instant notifications of BMS activities in Microsoft Teams.
- Enhance collaboration by discussing resolution with native Teams features.
- Easily act on notifications with contextual deep links to BMS.

## Getting Started

Create new BMS Workflows or update existing ones to include a Microsoft Teams Channel notification. Visit the BMS Knowledge Base for detailed step-by-step instructions.

BMS customers requiring assistance with the integration can contact support by submitting a request in KaseyaOne.

## Interested in BMS?

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