



Removing the human bottleneck

Enterprise User Quick Start Guide

Last updated: 09/23/2026

Find the right people at the right moment — without scheduling another calendar meeting.

This guide starts after IT deployment. Your organization should already have provisioned Tweelin for Microsoft Teams and the Tweelin Telemetry Agent on your supported work device.

THE 5-MINUTE PATH

1

Open Tweelin — Use the Tweelin app in Microsoft Teams.

2

Make a wish — Tell Tweelin who you want to talk to.

3

Set the context — Choose participants, duration, when, and an optional topic.

4

Let Tweelin find the moment — Tweelin looks for a suitable moment and channel.

5

Click Call — When the right-moment card appears, start the conversation.

1. Before you start

Tweelin is designed for short, timely conversations — from a quick 1:1 to a 2–6 person micro-huddle — when you need the right people but do not need another calendar event.

ENTERPRISE PREREQUISITES

- Your IT team has deployed Tweelin for Microsoft Teams and the Tweelin Telemetry Agent.
- You are signed in to Microsoft Teams with your organization account.
- Calendar access is normally provisioned by your administrator. If it is not, Tweelin will prompt you the first time you make a wish.
- Keep the Tweelin Telemetry Agent running. It is required for Tweelin to identify suitable moments.

What is a wish? A wish is a request to have a short conversation with one or more people when Tweelin determines that the timing and communication channel are suitable.

HOW TWEELIN WORKS

1

You express intent — Create a wish instead of finding a calendar slot.

2

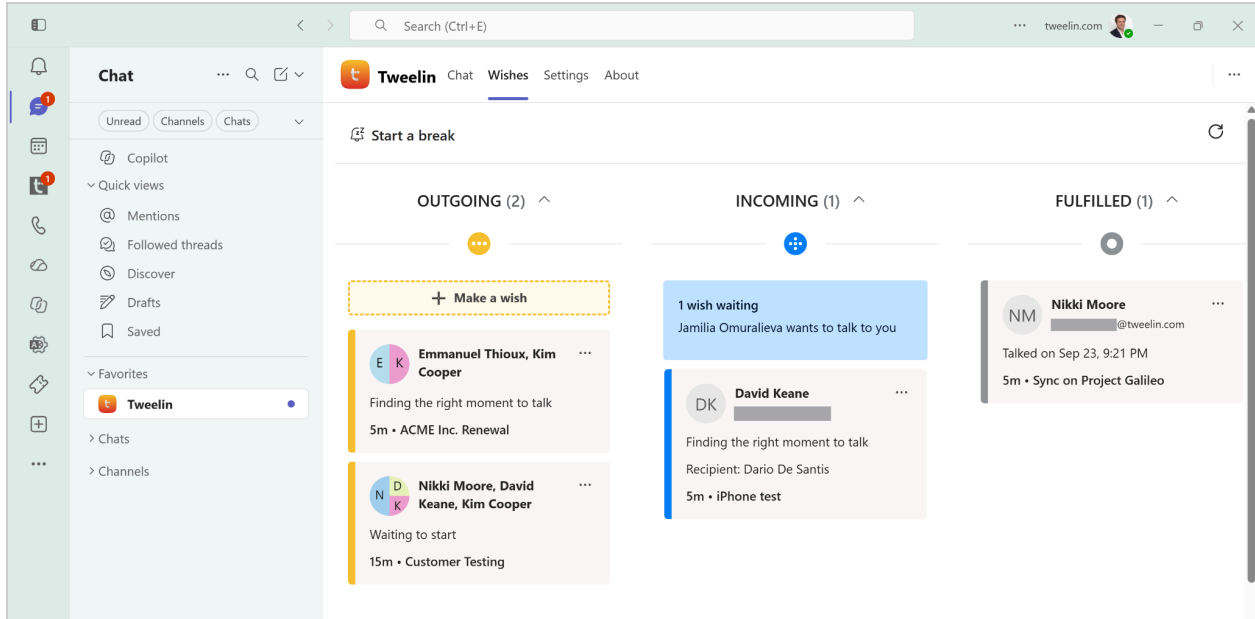
Tweelin looks for a suitable moment — It uses a limited set of device telemetry and availability signals across participants.

3

Tweelin connects the group — Microsoft Teams is prioritized for enterprise conversations; regular calls or WhatsApp may be used for supported mobile 1:1 conversations.

4

Tweelin can also spot an earlier opportunity — For an existing calendar meeting, Tweelin can identify an opportunity to accelerate the conversation and surface a Talk Earlier suggestion to the meeting host.



Overview of Tweelin for Microsoft Teams

2. Make a wish

The Wishes tab is the easiest way to create and manage wishes. You can also start a wish from Tweelin's Chat tab using the **wish** command.

OPTION A – USE THE WISHES TAB

1

Open Tweelin → Wishes — Select Make a wish.

2

Add required attendees — Search by name or email. For an external contact, choose a recent Outlook contact or paste a known email address.

3

Add optional attendees — Include people who may be useful to the conversation.

4

Choose an estimated duration — The default is 15 minutes; select the duration that best matches the conversation.

5

Choose when — The default is Today (= asap); select when you want Tweelin to look for the conversation opportunity.

6

Add a topic — Optional, up to 100 characters. A short, specific topic helps participants understand the purpose.

7

Send — Tweelin activates the wish and begins the workflow described in the next section.

2–6 person micro-huddles. Enterprise users can create multi-person wishes directly from the same interface. Multi-person conversations are fulfilled through Microsoft Teams.

The screenshot shows the Tweelin application interface with the 'Wishes' tab selected. A modal titled 'Who do you want to talk to?' is open, allowing users to create a wish. The modal includes sections for 'Required attendees' (with Nikki Moore and David Keane selected), 'Optional attendees' (with Kim Cooper selected), 'Estimated duration' (set to 10 minutes), 'When' (set to Tomorrow), and a 'Topic (optional)' field (set to New Sales Pitch). 'Close' and 'Send' buttons are at the bottom.

Tweelin Chat Wishes Settings About

Start a break

OUTGOING (1) INCOMING (1) FULFILLED (0)

Who do you want to talk to?

Required attendees

NM Nikki Moore X DK David Keane X

Type a name or email

Optional attendees

KC Kim Cooper X Type a name or email

Estimated duration When

10 minutes X Tomorrow X

Topic (optional)

New Sales Pitch

Close Send

Making a wish from the Wishes tab

OPTION B – USE THE CHAT TAB

Open Tweelin's Chat tab, type **wish**, and follow the prompts from the Tweelin bot component. Use this path when you prefer a conversational flow instead of the Wishes interface.

3. What happens after you send a wish

IF EVERYONE IS IN THE SAME ORGANIZATION

- The wish is automatically accepted for internal participants.
- Participants can still decline the wish.
- Tweelin begins looking for a suitable moment using availability and device telemetry signals.

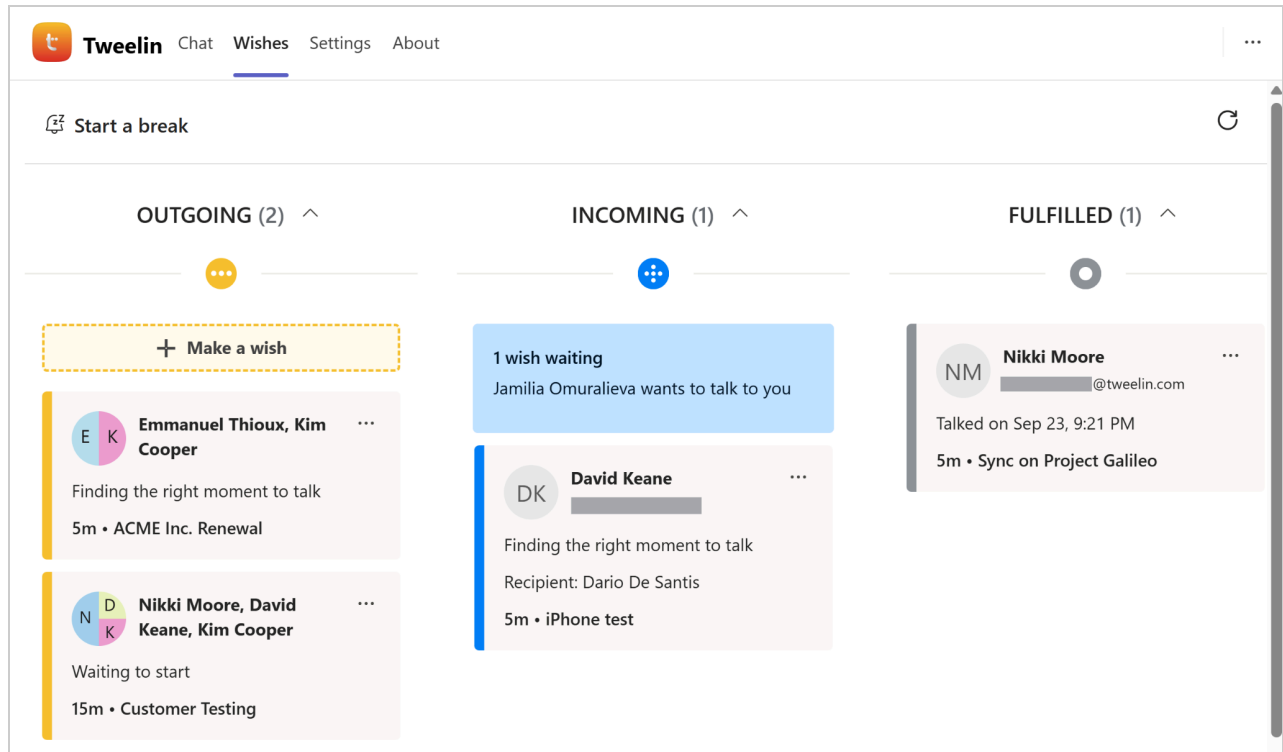
IF A PARTICIPANT IS IN ANOTHER ORGANIZATION

- The external participant must accept the wish before Tweelin can fulfill it.
- External participants can decline.
- Known external contacts may appear from recent Outlook contacts; you can also paste an email address you already know.

Waiting is normal. A wish is not a scheduled meeting. After it becomes active, Tweelin continues evaluating participant availability and device signals until it identifies a suitable moment and channel.

WHERE TO SEE YOUR WISHES

- **Outgoing** – wishes you created.
- **Incoming** – wishes directed to you. External wishes may require your acceptance.
- **Fulfilled** – wishes that have been completed.



Managing wishes in the Wishes tab

4. Connect when the right moment arrives

When Tweelin finds a suitable moment, the wish maker receives a right-moment card in Microsoft Teams. The card shows the conversation topic, estimated duration, and participants.

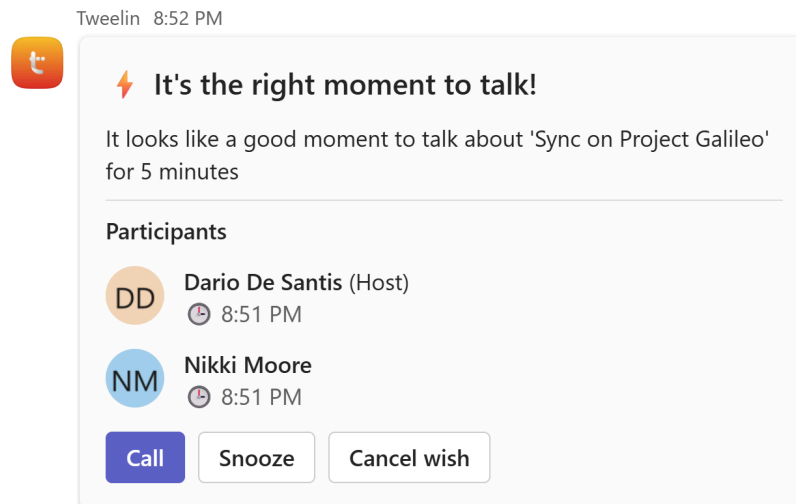
THE WISH MAKER CAN

- **Call** — start the Microsoft Teams meeting.
- **Snooze** — defer the opportunity and let Tweelin look again later.
- **Cancel wish** — stop the wish if the conversation is no longer needed.

Important. After clicking Call, the wish maker joins first. Once the wish maker is in the meeting, Tweelin contacts the other required and optional participants.

HOW OTHER PARTICIPANTS ARE CONNECTED

- Participants in the same organization are called into the meeting.
- Participants in another organization receive a Join meeting card.



Right Moment Card surfaced to the wish maker in Microsoft Teams

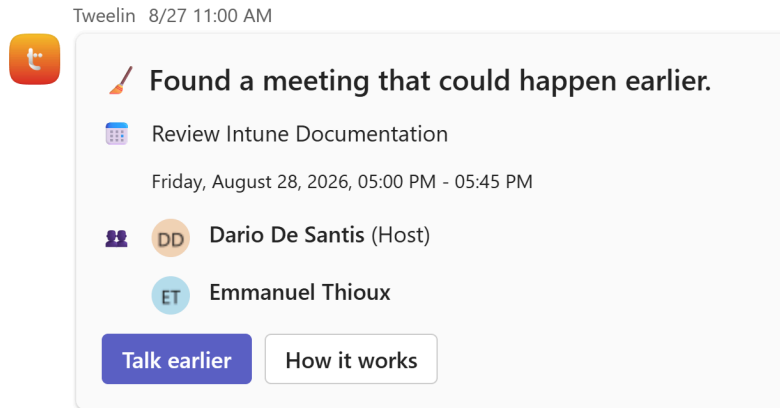
5. Talk earlier: accelerate an existing meeting

Tweelin can also identify opportunities to accelerate meetings that are already on your calendar. When Tweelin detects that an upcoming meeting could potentially happen sooner, it can surface a Talk earlier card to the meeting host.

WHEN YOU RECEIVE A TALK EARLIER CARD

- Review the meeting title, currently scheduled time, and participants shown on the card.
- Select **Talk earlier** if you want to act on the opportunity to have the conversation sooner.
- Select How it works if you want more information about the feature before proceeding.

Tip. Talk earlier is proactive. You do not need to create a wish first; Tweelin identifies the opportunity from an existing calendar meeting and surfaces it to the host.



Talk earlier suggestion surfaced to the meeting host in Microsoft Teams

HOW TALK EARLIER IS DIFFERENT FROM A WISH

A wish starts with you: you tell Tweelin who you want to talk to. Talk earlier is proactive: Tweelin spots an opportunity in an existing calendar meeting and surfaces that opportunity to the meeting host. You do not need to create a wish first.

6. Manage wishes

Use the Wishes tab as your control center. Execute actionable wishes, review active wishes, respond to incoming requests, and keep track of completed conversations.

OUTGOING

Check wishes you created and their current status. If a conversation is no longer needed, use the available card actions to cancel it.

INCOMING

Review wishes from other people. Wishes from your own organization are autoaccepted; wishes from external organizations require acceptance. You can decline a wish when needed.

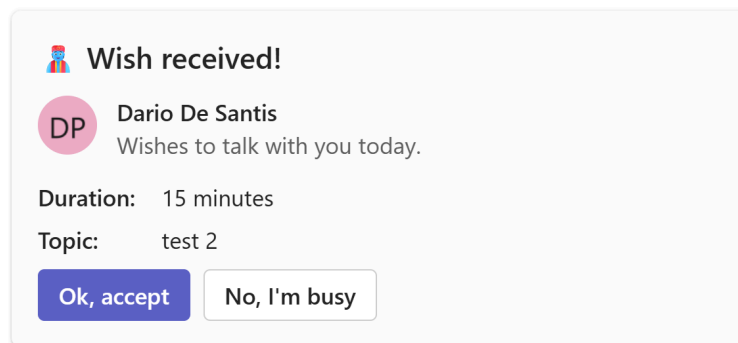
FULFILLED

Use this column to see wishes that have already been completed in the last 24 hours.

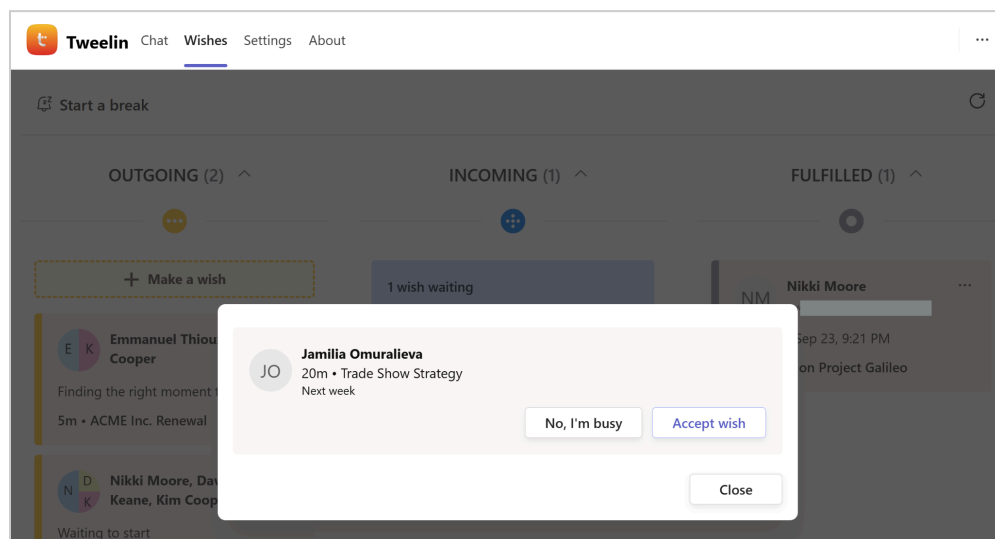
Tip. If Tweelin finds a good moment but the timing is temporarily inconvenient, use Snooze on the right-moment card instead of recreating the wish.

7. Talk across organizations

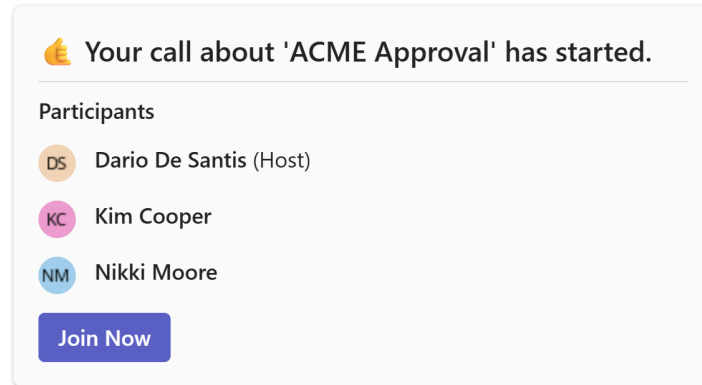
- Search for a known external contact surfaced from your recent Outlook contacts, or paste the person's email address.
- The external participant must accept the wish before it can be fulfilled.
- When the conversation starts, external participants receive a Join meeting card rather than an internal call notification.



Acceptance from "Wish received" card



Acceptance from Wishes tab



Join meeting card

8. Tweelin on mobile

Tweelin also supports a mobile 1:1 experience. The mobile apps contribute phone telemetry to improve timing accuracy and let users create and fulfill wishes with their contacts.

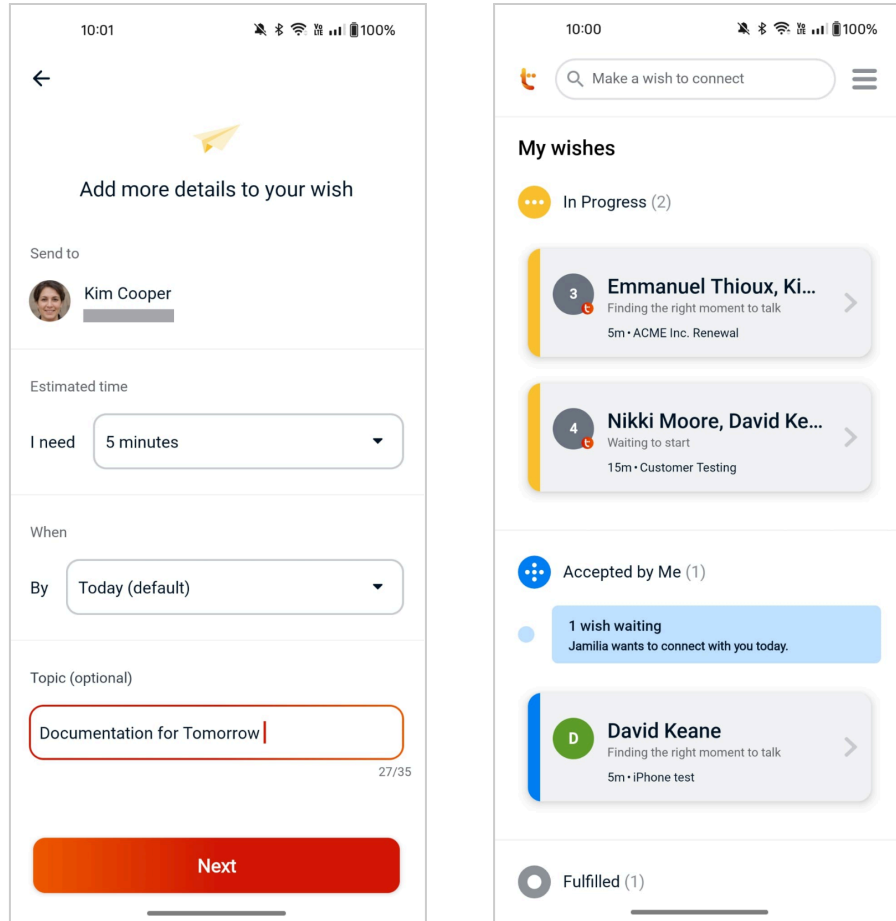
SUPPORTED DEVICES

- Smartphones: Android 10 or newer. Android tablets are not supported.
- iPhones: iOS 16 or newer. iPads are not supported.

WHAT YOU CAN DO ON MOBILE

- Create 1:1 wishes with your contacts.
- Fulfill supported 1:1 wishes through a regular phone call or WhatsApp.
- Use the mobile-to-mobile 1:1 experience without an enterprise deployment.

For groups of 2–6 people. Use Tweelin for Microsoft Teams with an enterprise deployment. Multi-person micro-huddles are not fulfilled through the mobile-only experience.



Tweelin for Android: making a wish and managing wishes

9. Good habits for better results

- Use Tweelin for short conversations that need the right people more than they need a fixed calendar slot.
- Write a clear topic. “Approve Q4 discount” is more useful than “Quick chat.”
- Choose a realistic duration so Tweelin can look for an appropriate opening.
- Use required attendees for people whose participation is essential; add others as optional attendees.
- Avoid creating a duplicate calendar meeting for the same conversation unless you truly need a fixed time.
- Respond promptly to right-moment cards. Use Snooze when the conversation is still needed but the specific moment is inconvenient.

COMMON USE CASES

- Get a quick approval or decision.
- Unblock a project or customer issue.
- Bring 2–6 must-decide people together for a focused micro-huddle.
- Ask a manager or subject-matter expert a time-sensitive question.
- Connect with a recent external contact without scheduling back-and-forth.
- Accelerate an existing calendar meeting when Tweelin spots an opportunity to talk sooner.

10. Troubleshooting

Issue	What to do
Tweelin is not visible in Teams	Your organization may not have pinned it to the sidebar. Search your organization's available Teams apps or contact IT. This guide assumes deployment is already complete.
I get a calendar-access prompt	Follow the on-screen permission flow. This appears when calendar access was not provisioned by your administrator.
I cannot find an external person	Paste the person's known email address. Recent external Outlook contacts may also appear in search.
My wish is still waiting	This can be normal. Tweelin waits for a suitable moment. For cross-organization wishes, make sure the external participant has accepted.
I am not receiving right-moment notifications	Make sure the Tweelin Telemetry Agent is running and that Teams/mobile notifications are enabled. If the issue continues, contact your IT team or Tweelin Support.
I clicked Call but others were not contacted	The wish maker must first join the Teams meeting. Tweelin then contacts the other participants.

11. Need help?

For product help, troubleshooting, and current support information, visit Tweelin Support:

<https://tweelin.com/support/>

For enterprise deployment issues. Contact your organization's IT administrator first if Tweelin or the Telemetry Agent has not been provisioned, is not running, or is blocked by an enterprise policy.

QUICK REFERENCE

Create a wish	Wishes tab → Make a wish, or Chat tab → type "wish"
Internal recipient	Autoaccepted; recipient can decline
External recipient	Must accept before fulfillment
Right-moment actions	Call, Snooze, Cancel wish
Enterprise group size	2–6 people via Microsoft Teams
Talk earlier	Tweelin may identify an existing calendar meeting that could happen sooner and surface the opportunity to the meeting host