Tweelin for Microsoft Teams
User Quick Start Guide

Feb 4, 2024.

Prerequisites

This User Quick Start Guide applies to users belonging to organizations that set up Tweelin following the Admin Ecosystem Setup Guide, therefore:

- Tweelin for Microsoft Teams is already available to the user.
- The Tweelin app is already pinned in the left navigation menu.

Make your first wish

Tweelin allows you to make "**wishes**" to talk to coworkers; after a wish is accepted, Tweelin synergizes **device telemetry** and **calendar availability** to pinpoint the **perfect time** for an **impromptu conversation**, suggesting the **best communication channel** available on both users' active devices. All of it happens **without scheduling any calendar event**.

To make a wish follow these steps:

1. **Open Microsoft Teams**, either desktop or mobile version.

2. **Go to the 1:1 chat** with the person you want to talk to - must be in your organization and enabled to use Tweelin.

3. Type *"@tweelin"*, select the Tweelin bot from the suggested list.
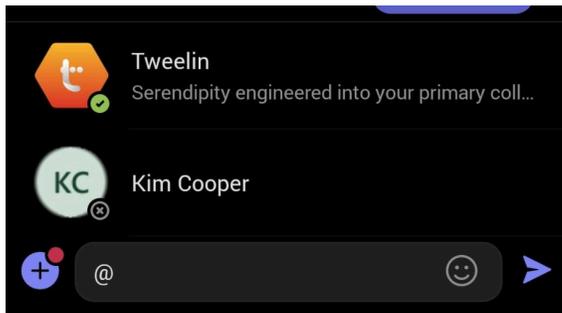
4. Type *"wish"* or select "wish" from the list of suggested commands, then press Enter (desktop) or tap the send icon (mobile).
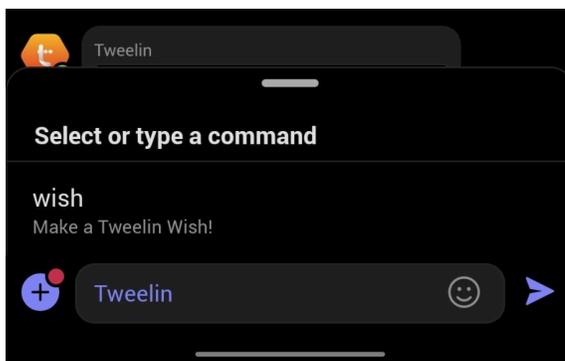

5. Open the chat with the Tweelin bot and **add the details to your wish**, then press Send.
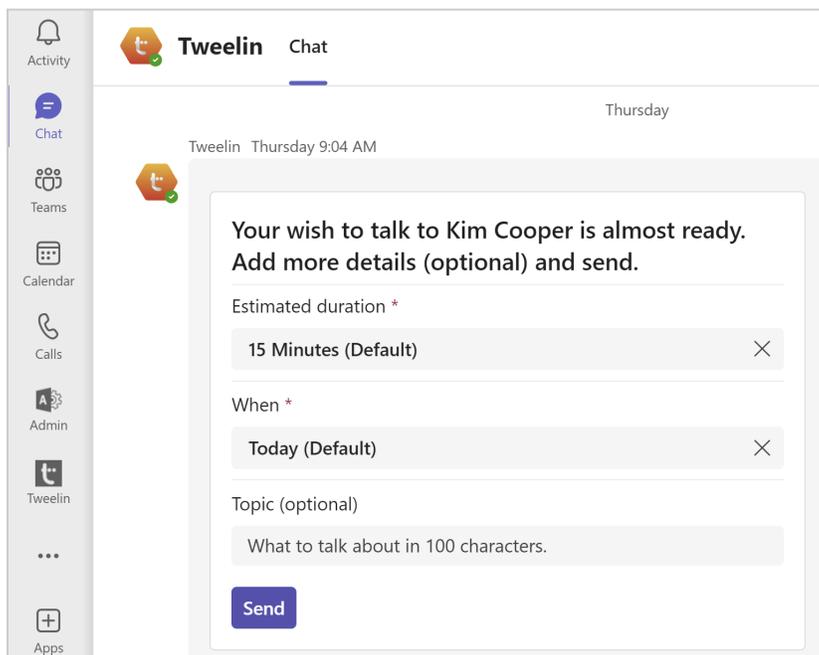
6. Once the receiver of your wish **accepts or rejects** your request to talk, you get notified in the Tweelin bot channel.

Tweelin Monday 7:31 AM

👍 Vivek accepted your wish

Tweelin will determine the right moment to talk about 'Sync on Metrics' and will suggest you to call Vivek.
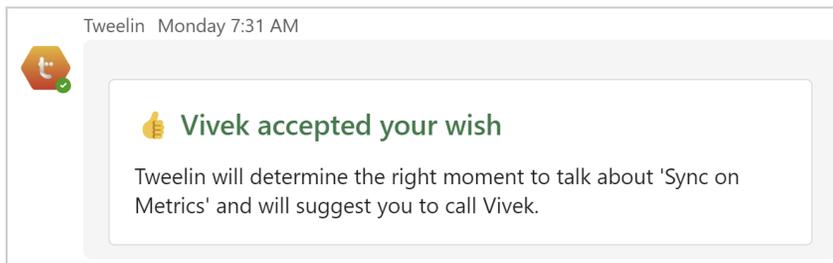
7. At the **right moment for both you** and the person you want to talk to, you get notified in the Tweelin bot channel.

Tweelin Monday 9:52 AM

⚡ It's the right moment to talk!

It looks like a good moment to talk to Vivek Kakkar for 15 minutes about 'Sync on Metrics'
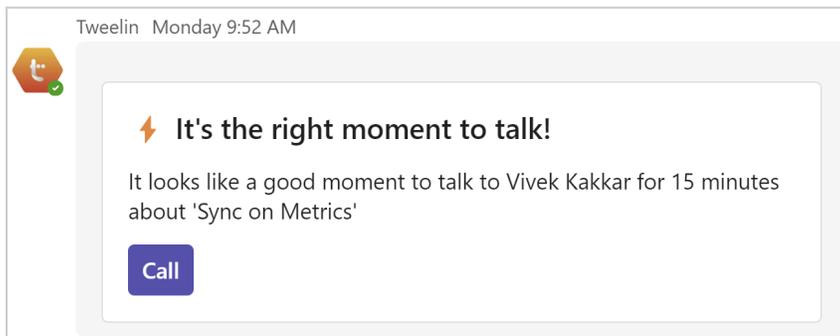
Call

8. After pressing "Call", Tweelin starts an **impromptu Microsoft Teams meeting** and calls both you and the receiver of your wish. Answer the call to join the meeting. If both parties join, the wish is considered **fulfilled**.

Setup your calendar access

Tweelin considers your calendar(s) status (busy/free) when finding the right moment to talk. You can grant Tweelin secure "read" access to your calendar events by pressing on the **Tweelin icon** in the navigation bar, then selecting the **Settings** tab.
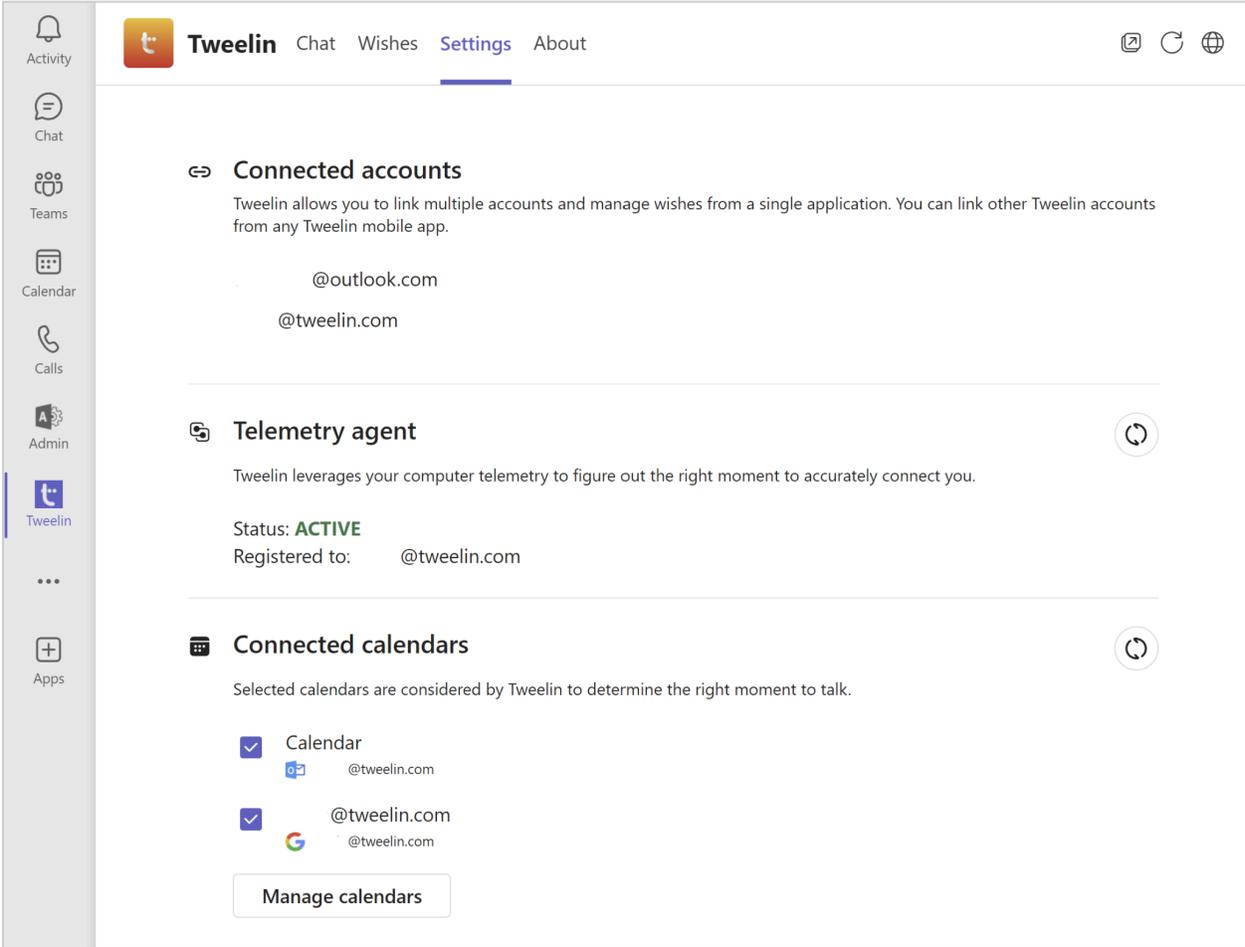
You will find a **Connected calendar** section where you will be able to add/manage your calendars.

Every time you make or receive a wish and Tweelin detects no access to any of your calendars, you will be suggested to configure the calendar access in the Tweelin bot channel.

Setup the Tweelin Telemetry Agent

Tweelin relies on your **computer telemetry to figure out your availability**. Therefore, it requires the lightweight Tweelin Telemetry Agent to be installed and registered to your email.

Every time you make or accept a wish and Tweelin detects no laptop telemetry, you will be suggested to download the Tweelin Telemetry Agent and register it with your email.

Note: if your IT administrator has remotely installed the Tweelin Telemetry Agent on your computer, then you will only need to register it with your email address.
If already installed, you can find the Tweelin Telemetry Agent in your Windows System Tray.
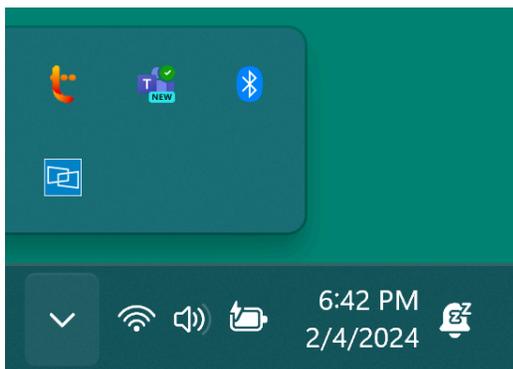
If you are able to install applications on your work computer, you can **download and install the Tweelin Telemetry Agent** directly from the Tweelin website:
https://tweelin.com/tweelin-telemetry-agent/

Manage wishes

All your wishes can be managed from the **Wishes** tab.
Press on the **Tweelin icon** in the navigation bar, then select the **Wishes** tab.
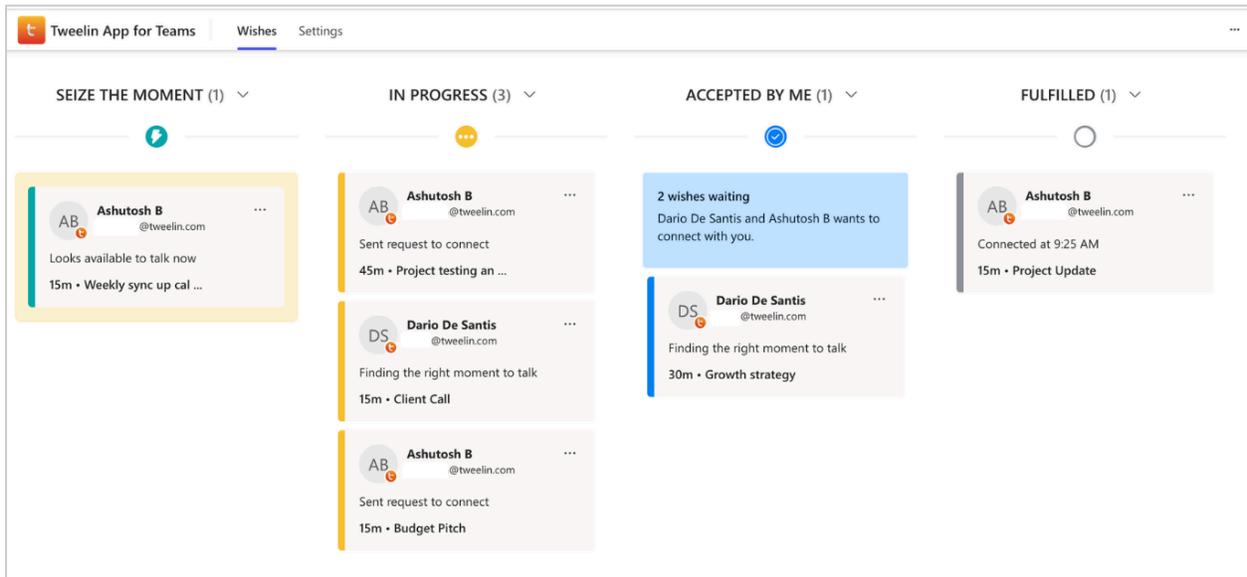
You will find all your wishes divided in the following categories:

- **Seize the Moment**
  Wishes ready to be executed. Click/tap on a wish to open its details and then "Call".

- **In Progress**
  These are wishes you made to talk to someone.

- **Accepted by Me**
  These are wishes someone made to talk to you. At the top of this column you will see the list of pending wishes that you haven't accepted yet.

- **Fulfilled**
  It shows the wishes fulfilled in the last 24 hours, with the ability to reactivate wishes that may have been fulfilled erroneously.

Receive a wish

Every time someone wants to talk to you and makes a Tweelin wish, you receive a card in the Tweelin bot channel.
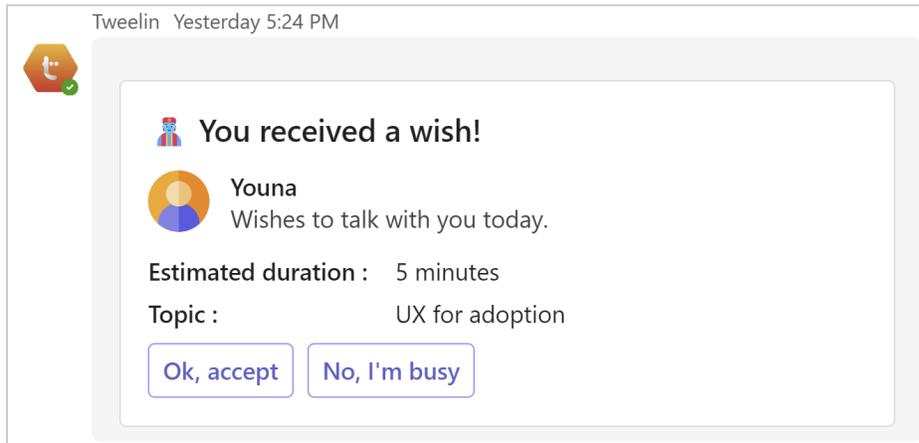
Tweelin mobile apps

For **maximum accuracy** of the right moment to talk, we strongly recommend to get the Tweelin Mobile app on all your mobile phones.

The Tweelin app for mobile allows your phone telemetry to be considered when finding the right moment to talk.

For example, this means no one will call you on Teams while you are on a mobile phone call and vice versa.

Learn more and get Tweelin for Mobile from the Tweelin website:
https://tweelin.com/tweelin-for-mobile/

Or **download directly** from Google Play Store or Apple App Store.