



How To Update Chime App Name And Icon On MS Teams

April 2020

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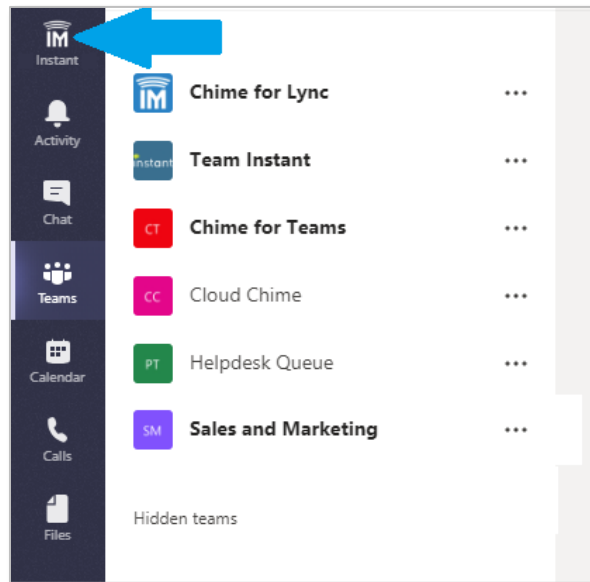
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HOW TO UPDATE CHIME APP NAME AND ICON ON MS TEAMS

OVERVIEW DISCUSSION

In many cases, a customer may want to expose one, or more Chime based queues, on the left side of the Microsoft Teams client. This will provide easy access to users within the tenant (Teams deployment) and provides a very nice user experience for employees.

This document will outline the steps required to create an application package for an Instant Chime based Microsoft Teams queue (application)

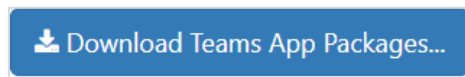


GENERATE A CHIME MS TEAMS APP PACKAGE.

1. Go to My Manager Home → Manage Queues then click on the Queue Settings for the queue you would like to update.

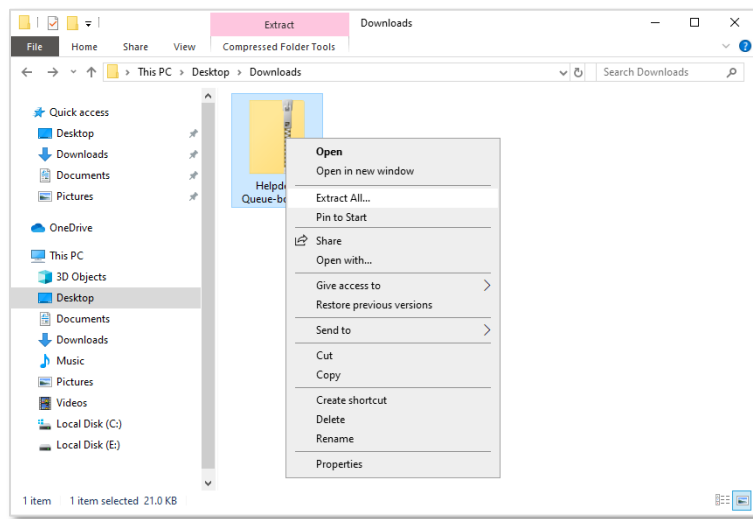


2. Edit the Chime queue name. Note that this is your Teams' app name that will show up in your Teams main navigation.
3. Save queue settings.
4. Click the **Download Teams App Packages...** button. This will give you a zip file containing the queue dispatcher bot and bot aliases.

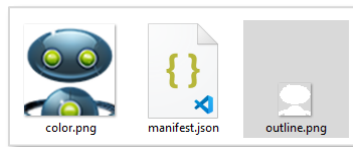


CREATE A CHIME TEAMS APP PACKAGE.

1. Extract the zip that you download from the previous step.



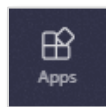
2. Open the extracted folder from the previous step.
3. Extract the Chime app zip. This zip should have your queue name.
4. Open the extracted Chime app folder.
5. Replace the icons with your new icons. Please follow this documentation for Teams app icons specification: <https://docs.microsoft.com/en-us/microsoftteams/platform/concepts/build-and-test/apps-package> .



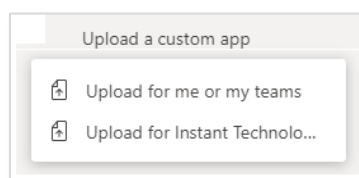
6. Zip/Compress color.png, manifest.json, and outline.png to create a new Teams app package. Note that you will need to upload this file to Teams.

UPLOAD THE APP PACKAGE FROM TEAMS.

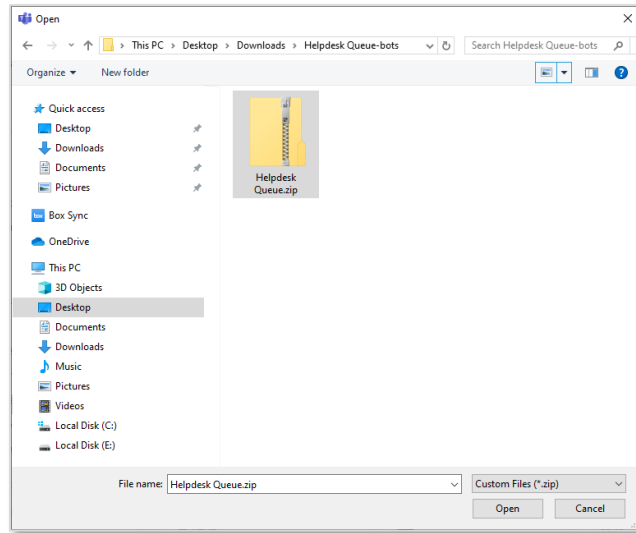
1. Open Teams.
2. Click Apps on the bottom left side of the main window.



3. Click **Upload a custom app**.



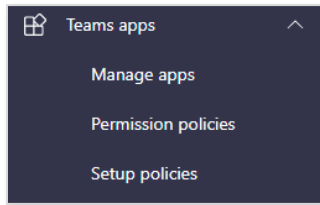
- Click Upload for [your organization name]
- Select the app package (.zip) that you created from Section 2 of this document.



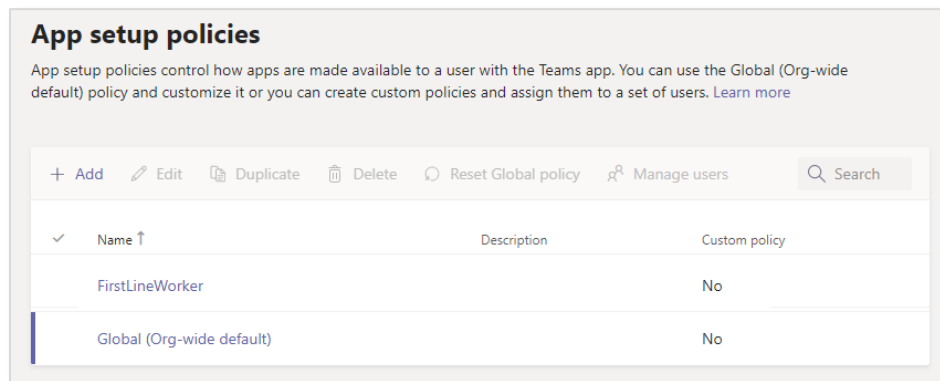
- Find your app that you just uploaded and click on it.
- Click Add.
- For more details please refer to this page on how to upload custom app to teams <https://docs.microsoft.com/en-us/microsoftteams/platform/concepts/deploy-and-publish/apps-upload> .

ADD YOUR APP INTO TEAMS MAIN NAVIGATION.

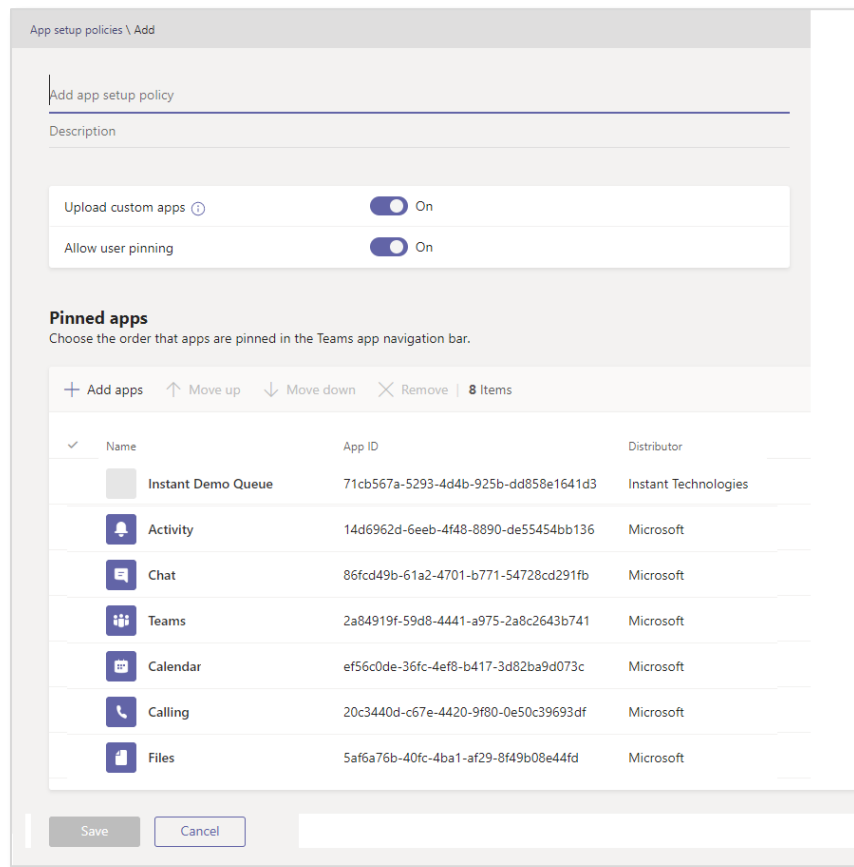
- Go to <https://admin.teams.microsoft.com/> . Note that this step requires admin access.
- Navigate to Teams apps > Setup policies (<https://admin.teams.microsoft.com/policies/app-setup>).



- Open Global (Org-wide default).



4. Click Add apps.
5. Select the app that you just uploaded.
6. Click Add.



7. Finally click save. Note that it can take up to 24 hours for your app to appear on your Teams main navigation.