

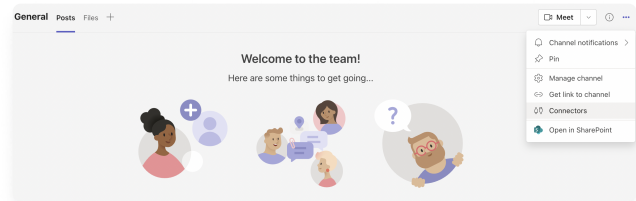
# Microsoft Teams Integration

This quick guide explains how to create chat notifications in Microsoft Teams that are triggered by specific responses to your surveys. This guide presumes you have already decided what the threshold for these are via a trigger.

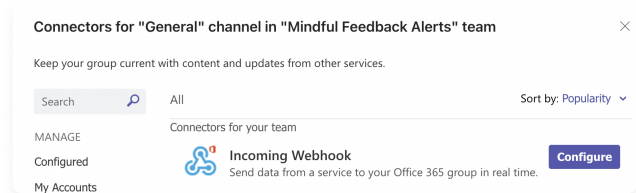
## Creating Webhook in Microsoft Teams and Creating POST to URL Trigger & Event:

- 1 Create a new channel in Teams, or go to an existing channel that you'd like to receive the notifications.

Click the ellipse button and select **connectors**

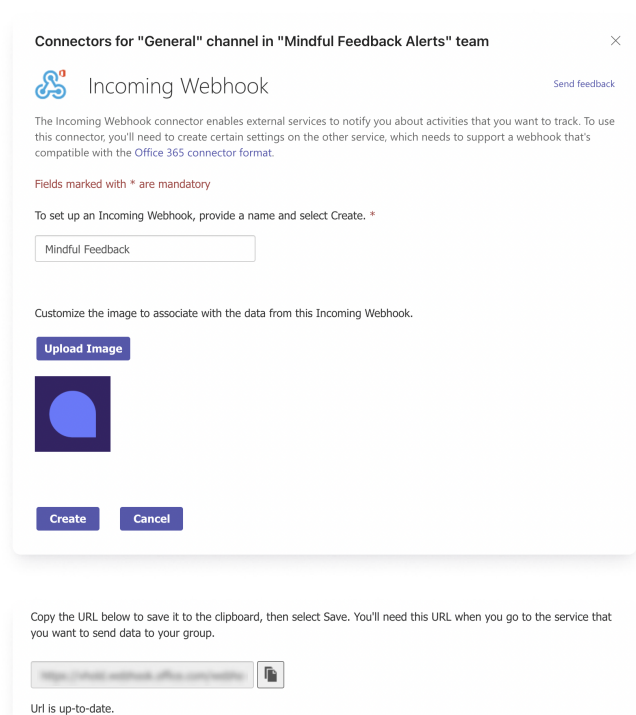


- 2 Select the Configure button on the Incoming Webhook connector



- 3 Name the Webhook Mindful Feedback and upload our logo. Then click Create.

After being created, you will see a URL pop up. Click the copy button to the right of the URL. This is your Webhook URL.



**But wait, there's more ...**

- 4 Drag the Post to URL event into your predetermined trigger. Paste the webhook into the URL field.

**Custom Trigger**

contains

0

Trigger Description:

Wait for data

**Post to URL**

HTTP Method: POST

URL:

Authentication Method: None

Body:

- 5 Paste the following into the body:

*Note: If you need any help creating the body of the notification, please reach out to your Customer Success Manager for assistance.*

```
{ "type": "message", "attachments": \[{"contentType": "application/vnd.microsoft.card.aaptive", "content": {"body": \[{"type": "TextBlock", "text": "[Your text here. You can use interaction variables that Mindful Feedback will automatically fill with text .And use \n\n to break lines]", "wrap": true}\], "actions": \[{"type": "Action.OpenUrl", "title": "View in Mindful Feedback", "url": "%details_link_uuid%"}\]\]} }
```

- 6 Test the survey using a dummy web survey and ensure that the chat notification functions as you desire.

Mindful Feedback 2:42 PM

A customer has used the word competitor in their feedback about Jeremy, which should be reviewed as soon as possible!

Helpfulness: 3 out of 5

Satisfaction: 4 out of 5

Knowledge: 2 out of 5

Resolution: No

NPS: 4 out of 5

Feedback: I was extremely disappointed with how my call was handled. I just wanted to change how my comouter was being billed. I will be researching your competitor.

[View in Mindful Feedback](#)