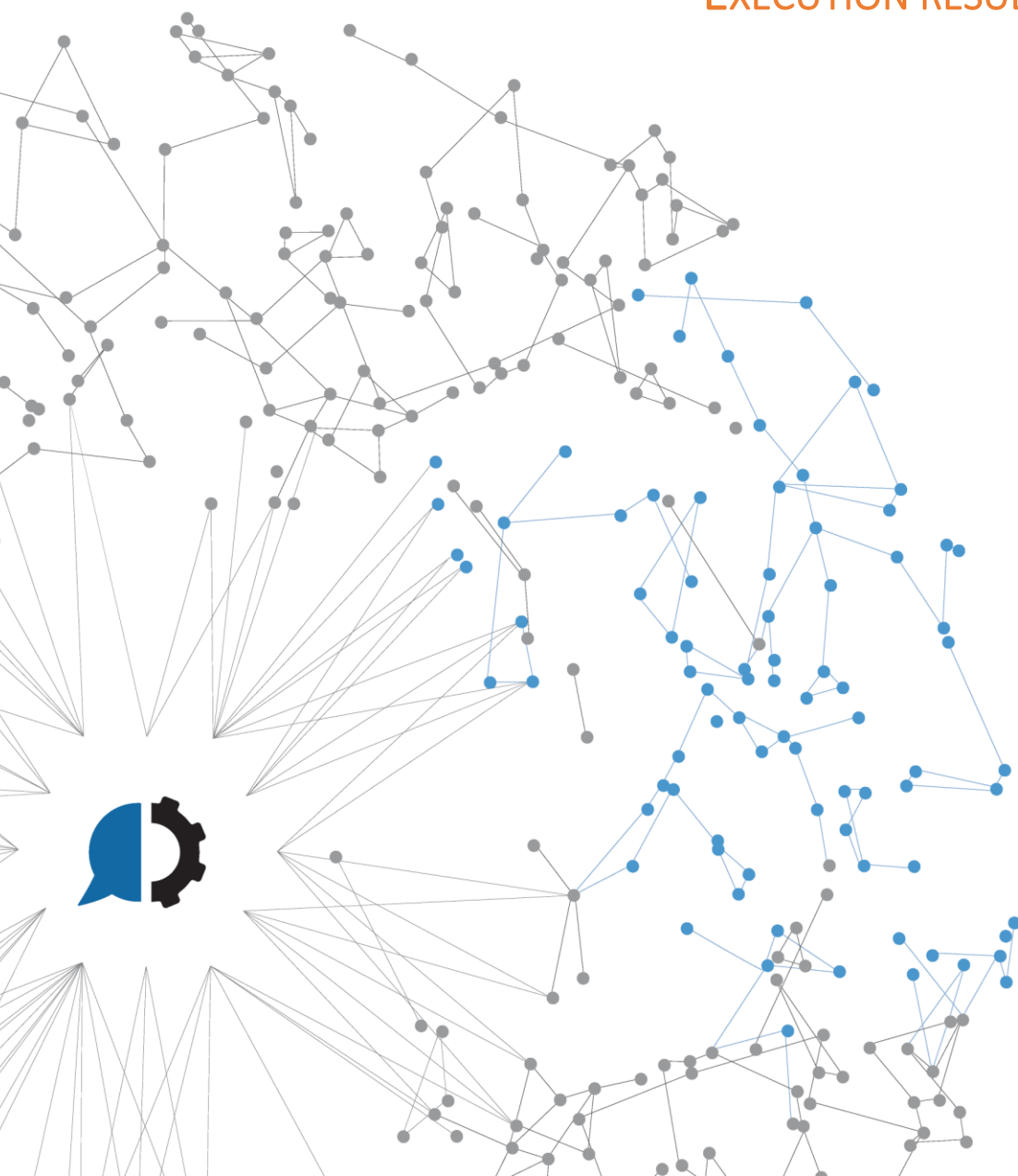




MICROSOFT TEAMS BOT

EXECUTION RESULT NOTIFICATIONS





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OVERVIEW

This how to guide introduces the *Microsoft Teams Bot - Execution Result Notifications*. Instead of spending precious time and resources on repetitive, manual tasks, let Automate go to work and streamline your IT and business processes with robotic process automation. Automate can take over manual steps which greatly reduces the repetitive activities and improves the quality and consistency of the work. The top processes being automated are report generation, file movement, data import and export, notifications, and scheduling batch processing.

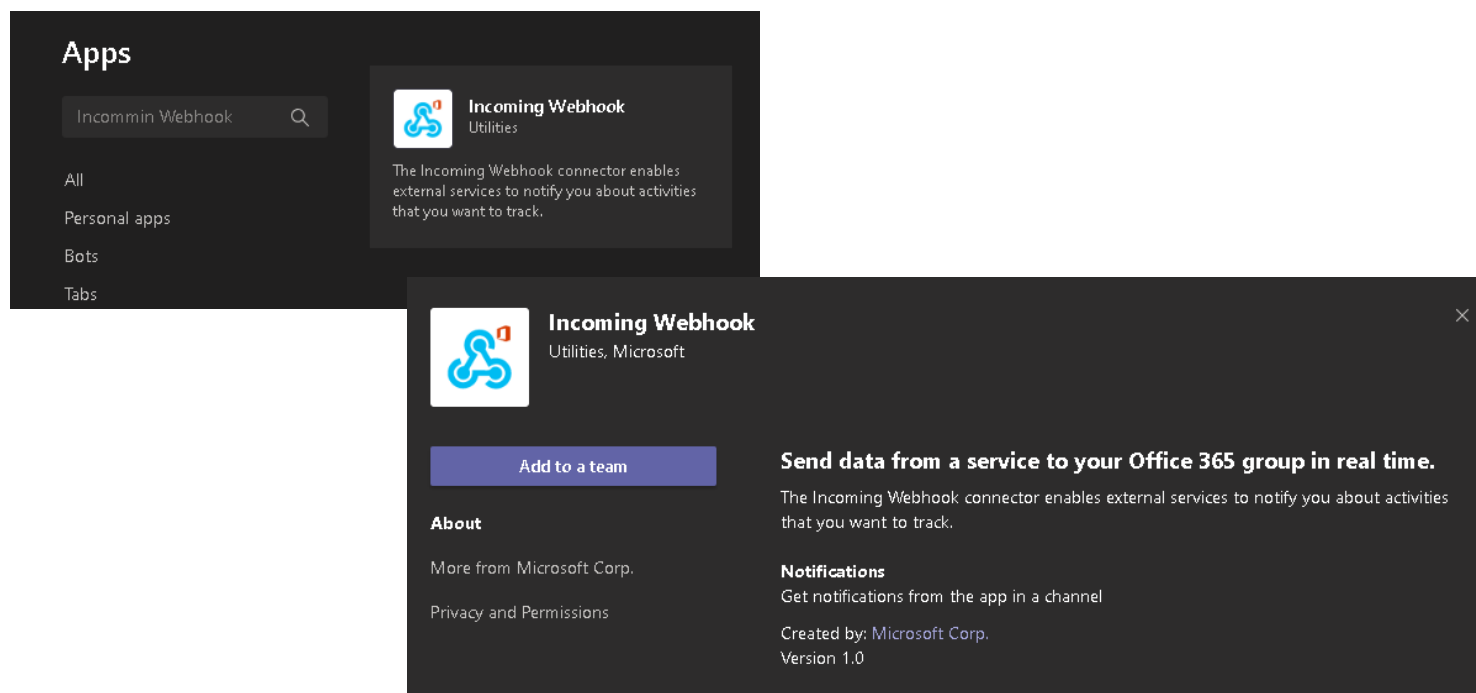
The ***Microsoft Teams Bot - Execution Result Notifications***, is based in the ***Teams Incoming Webhook*** connector/app. It sends custom notifications/messages to a particular Teams channel. It can be used within a Workflow execution and you will be able to set the name of the task or workflow, the type of message (*Success or Failure*), and the cause in case of failure. In the case that you have HelpSystems Insite for Automate, you will also be able to set its URL in order to able to go directly to the Automate Enterprise Activity view from the notification to see the details and manage the workflow's execution.

This way, your team will be always aware of the execution result of any critical automated process in your organization.



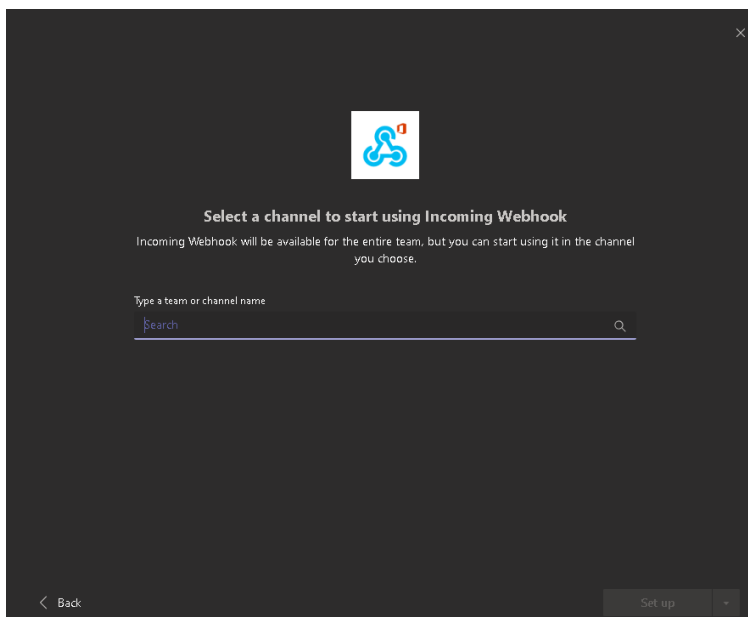
PREREQUISITES

- **Automate:** The Microsoft Teams bot depends on Automate software in order to work. The minimal supported versions are:
 - [Automate Ultimate 11.2](#)
 - [Automate Plus 11.2](#)
 - [Automate Desktop 11.2](#)
- **Automate Markup Language file (.AML):** The primary file type used in Automate which contains the steps of our Microsoft Teams bot task
- **Teams:** Our minimal requirements are:
 - **Teams App – Incoming Webhook:** In order to install and configure the Incoming Webhook app you need to:
 1. Within Microsoft Teams, open the Apps menu and search for Incoming Webhook. Select it and then click on the “Add to a Team” button.






2. Select a channel to start using Incoming Webhook. The channels are associate to a Team within Teams. There is a General one created by default for every Team and new channels can be created if needed to select the particular set of members.



3. Give the connector a name, upload a customized image if desired, and click Create.

 Incoming Webhook [Send feedback](#)


The Incoming Webhook connector enables external services to notify you about activities that you want to track. To use this connector, you'll need to create certain settings on the other service, which needs to support a webhook that's compatible with the Office 365 connector format.

Fields marked with * are mandatory

To set up an Incoming Webhook, provide a name and select Create. *

Customize the image to associate with the data from this Incoming Webhook.

[Upload Image](#)




Default Image

[Create](#) [Cancel](#)



- **Teams Incoming Webhook URL:** It represents the URL obtained in the step by step described before after clicking on Create. It is associated to the Team channel and the Team to whom the notifications will be sent. See below:

 Incoming Webhook [Send feedback](#)

The Incoming Webhook connector enables external services to notify you about activities that you want to track. To use this connector, you'll need to create certain settings on the other service, which needs to support a webhook that's compatible with the [Office 365 connector format](#).


Fields marked with * are mandatory

Enter a name for your IncomingWebhook connection. *


Automate Notifications

Customize the image to associate with the data from this Incoming Webhook.

[Upload Image](#)



Copy the URL below to save it to the clipboard, then select Save. You'll need this URL when you go to the service that you want to send data to your group.

<https://outlook.office.com/webhook/8392> 

- **Automate constants to be created to set the Teams connection values:**
 - **const_TeamsWebhookURL:** The Teams Webhook URL that you obtained before.

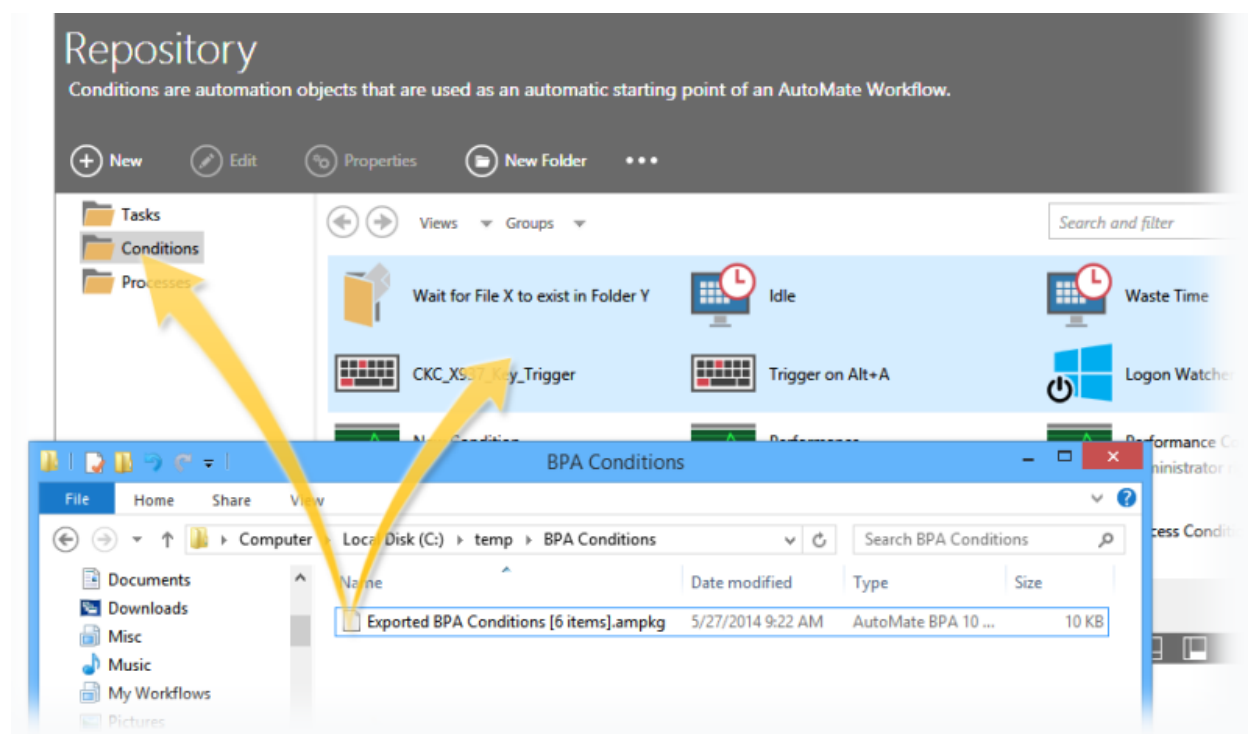


HOW TO IMPORT AN AUTOMATE TASK

Compatible file types can be imported to the repository via drag-and-drop.

From the [Server Management Console](#), navigate to the Repository section.

Drag the desired file(s) from its original location and drop it into the folder in the [SMC](#). Files can be dropped into the folder icon or the main panel (as shown below). Imported object(s) are automatically placed into their corresponding repository location.



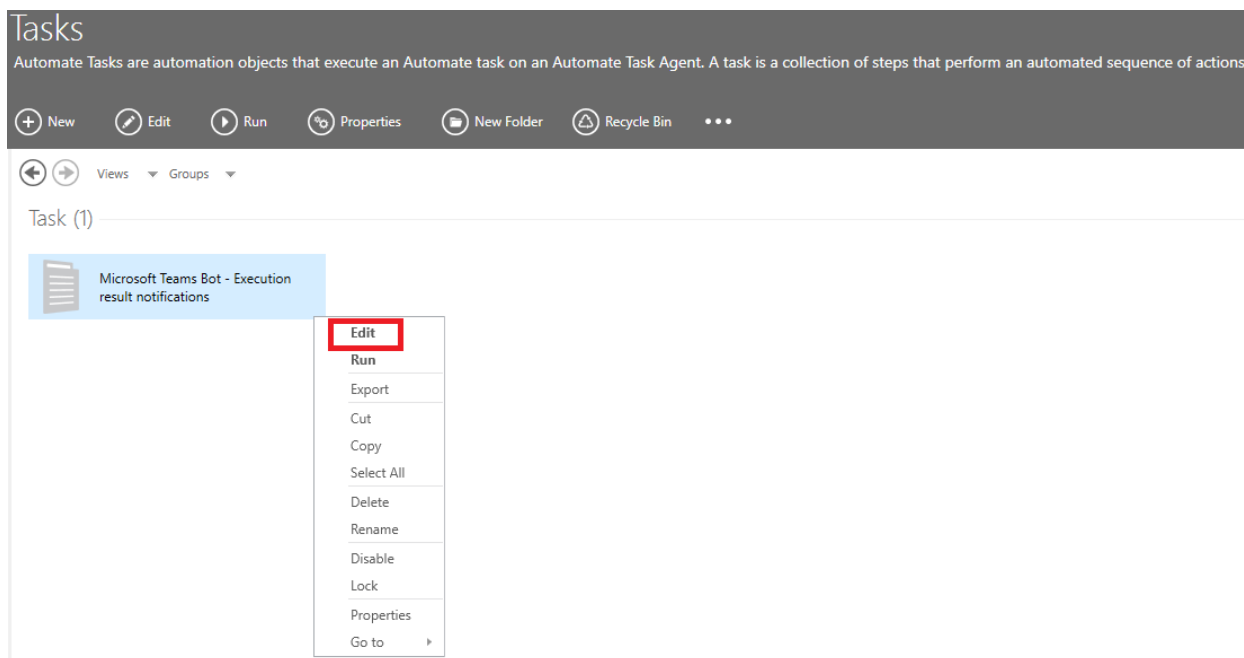


HOW TO EXECUTE THE MICROSOFT TEAMS BOT - EXECUTION RESULT NOTIFICATIONS

If this is the first time running this task, we will need to set some parameters.

Open the [Server Management Console](#) and locate the imported task.

Edit the imported task by right clicking on the task and selecting [edit](#).



From [step 2](#) edit the next variables according to your desired output:

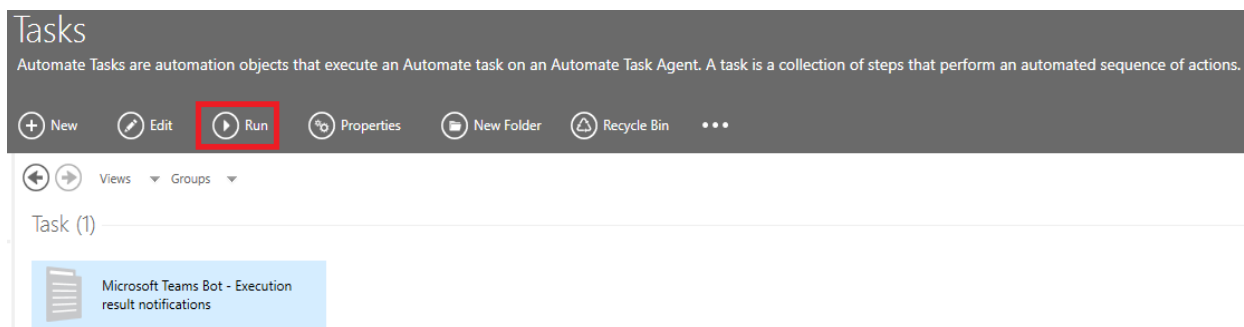
- **var_WorkflowName:** The name of the Workflow from within the task that was executed. By default we use the function “GetWorkflowName()” to get it automatically.
- **var_TaskName:** The name of the executed Task. By default it is set to “GetTaskName()” to get it automatically.
- **var_Execution_Result:** The result of the execution. It can be set to SUCCESS or FAILURE depending on the severity type of the message to be sent.
- **var_Execution_Critical_Message:** The text with the error cause in case of failure execution.
- **var_InsiteURL:** The URL for accessing HelpSystems Insite for Automate to manage the workflow executions.

Note: These variables can be set dynamically within a workflow by using shared variables.

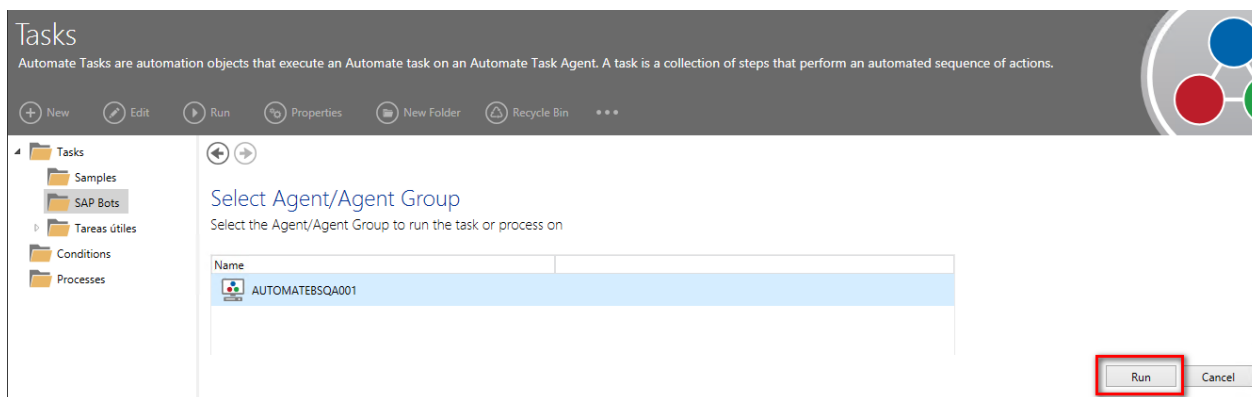
[Save and close](#) the task.



Select the task and click on [Run](#).



Select your [Agent](#) and click on [Run](#) again.






APPENDIX A – TEAMS NOTIFICATIONS EXAMPLES

When execution succeeds:

Automate Notifications Yesterday 12:12 PM

✅ Workflow/Task: has been executed ✅

Task Name Microsoft Teams Bot - Execution result notifications

Date 27/04/2020 12:12:39 PM


Result Status SUCCESS

[Go to Insite for Automate...](#)

← Reply

When execution fails:

Automate Notifications Yesterday 12:15 PM

⚠ Workflow/Task: has been executed ⚠

Task Name Microsoft Teams Bot - Execution result notifications

Date 27/04/2020 12:15:07 PM

Result Status FAILURE

Error found in execution!

[Go to Insite for Automate...](#)

← Reply



APPENDIX B – TROUBLESHOOTING

- Logs: Each iteration of our BOT creates a Log file for troubleshooting. You can locate the log file under C:\Automate\Tasks\<<TASK NAME>>. By Default, the task name is *Microsoft Teams Bot - Execution result notifications*.



About HelpSystems

Organizations around the world rely on HelpSystems to make IT lives easier and keep business running smoothly. Our software and services monitor and Automate processes, encrypt and secure data, and provide easy access to the information people