# Enabling Microsoft Teams Notifications for Live Chat in Routing Forms

When a guest requests a live chat or instant call, you can receive notifications in Microsoft Teams via webhooks.

# Key Benefits of Microsoft Teams Notifications for Live Chats

- Real-time Alerts: Get instantly notified when guests request live assistance.
- Customizable Channels: Route notifications to specific channels to better organize your team.

# Step 1: Create an Incoming Webhook in Microsoft Teams

To enable notifications, start by creating an incoming webhook in Microsoft Teams. Microsoft Teams will generate a unique webhook URL that you will need to paste in OnceHub.

For more information on this, we recommend taking a look at **Microsoft's help center**.

## Step 2: Add the Webhook in OnceHub

Now, add your webhook URL from Microsoft Teams to OnceHub to start receiving notifications:

### Navigating to the Flow Builder

- 1. Click on **Routing Forms** in the left-hand navigation menu.
- 2. Select the form you want to get Microsoft Teams notifications for.

### Adding the Webhook URL

- 1. Select the **Live chat** action.
- 2. Add the URL to **Webhook Notifications**.
- 3. Click on **Save**.

# Step 3: Test the Integration

Once everything is set up:

- 1. Click the Test button in OnceHub's Live chat action settings to send a test notification to Microsoft Teams.
- 2. Confirm that you received the test message to ensure the integration is working.