

Enabling Microsoft Teams Notifications for Live Engagements in Chatbots

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 Engagements

- **Real-time Alerts:** Get instantly notified when guests request live assistance.
 - **Customizable Channels:** Route notifications to specific channels to better organize your team.
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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 **Chatbot** in the left-hand navigation menu.
2. Select the bot you want to get Microsoft Teams notifications for.

Adding the Webhook URL

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