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Logic App Automation

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CST8920 Highly Effective Teams

**CST8917 – Serverless Applications**

Lab 3: Implementing a Teams Chat Content Moderation Service

Title: ChatWatch Content Moderation Service Report

# GitHub: <https://github.com/ahmadsuperman/LAB3Logicapp>

# Introduction

This report details the design, implementation, testing, and challenges of the "ChatWatch" Logic App, developed to monitor Microsoft Teams messages for inappropriate content and notify administrators.

# Design Choices

## Logic App and Microsoft Teams Integration

* Trigger: The Logic App is triggered by new messages in specific Microsoft Teams channels, scanning for keywords like "Bad," "Fat," and "Hell."
* Channels Monitored: Selected channels are based on their relevance and likelihood of containing critical communications needing moderation.

Email Notification System

* Email Service: Office 365 is used to send email notifications, leveraging its reliability and integration ease.
* Email Content: Notifications contain details about the message, including the content, channel ID, and Teams ID.

# Implementation Process

## Logic App Configuration

1. Trigger Setup: A webhook trigger in Logic App starts the process when specified keywords are mentioned in the Teams channels.
2. Email Action: The 'Send\_an\_email\_(V2)' action is configured to dispatch emails through Office 365 when the trigger condition is met.

## Azure Environment

* Resource Group: Lab3
* Location: Canada Central
* Subscription ID: Used for tracking and billing purposes.

# Testing Strategy

## Keyword Detection

* Test Cases: Messages containing the specified keywords ("Bad," "Fat," "Hell") were sent in the monitored channels.
* Trigger Verification: Ensured that each instance of the keywords triggered the Logic App.

## Email Notification

* Recipient Validation: Tested with email address sult0054@algonquinlive.com to ensure prompt receipt of notifications.
* Content Accuracy: Checked the details in the email body for correctness and completeness.

# Challenges Faced

Configuration Issues

* Connection IDs: Initially faced difficulties in locating and setting up the correct connectionId for Teams and Office 365 in the Logic App.
* Keyword Trigger Sensitivity: Tuning the Logic App to respond accurately to keywords without generating false positives.

Integration Complexities

* Teams Channel Identification: Determining the correct channel identifiers (channelId and groupId) for the trigger required careful verification.

# Conclusion

The "ChatWatch" Logic App now effectively monitors specified Teams channels for inappropriate language and sends alerts through email. This system enhances our ability to maintain a professional and respectful communication environment in Microsoft Teams.