Node Guide: Send Message (Teams)

Overview

The **Send Message** node is used to send a direct message to a user on Microsoft Teams. It's typically used at the end of a workflow to notify someone or respond to a conversation.

You can use it to send static messages or dynamic content gathered from earlier steps in the flow.

How It Works

When this node executes:

- It connects to Microsoft Teams using a predefined Teams configuration.

- It sends a message to the user in an ongoing conversation.

- The message can be static (typed in directly) or dynamic (pulled from a variable).

- Once the message is sent, the workflow continues.
  This node does not return any output.

What You Need to Configure

1. Text Message

The message you want to send to the user.
 This can be:

- A fixed custom message (e.g., "Your request is complete.")

- A variable passed from previous steps (e.g., response from another system)

2. Service URL

The Teams service URL required to deliver the message.
(Usually available from the Teams connector or configuration.)

3. Conversation ID

The unique identifier of the Teams conversation with the user.
(Needed to ensure the message reaches the correct user or group.)

4. Teams Configuration

Choose from the **Teams configurations** set under **Global Configurations**, which contain your app ID, secret, and endpoint setup.

Output

This node performs an action—**sending a message to the Teams user**—but does **not return any output**.

When to Use

Use the Send Message node when your workflow needs to:

- Send a confirmation or status update on Teams

- Respond to a user query within an existing conversation

- Deliver results from another system (like a ticket number, approval status, etc.)

- Complete a Teams-based automation by messaging the user

Example Flow: Notify a User When Their Ticket Is Resolved

Scenario

A user reports an issue via Teams. After the issue is resolved by the system, a message should be sent back to the user confirming the resolution.

Flow Steps

1. **Capture Message from Teams**
   Triggered when a user sends a message (e.g., "I'm facing a login issue").

2. **Create Ticket in Jira**
   A support ticket is created using the Jira Node.

3. **Wait for Resolution**
   The workflow waits until the ticket is marked as resolved.

4. **Send Message**
   This node sends a message back to the user in the same Teams conversation:

   ○ Message: "Your issue has been resolved. Ticket ID: 12345"

   ○ Uses the Service URL and Conversation ID from earlier

Summary of the Flow

● A user reports a problem on Teams

● The system handles it and tracks the status

● Once completed, the user is notified automatically via Teams using this node