Node Guide: Message Card Template (Microsoft Teams)

Overview

The **Message Card Template** node is used to send a custom-designed message card to a user on Microsoft Teams. These cards can act as interactive forms or clickable messages and are especially useful when you want the user to take an action—like submitting information or opening a link.

This node allows full customization of the message layout, design, and content, making it ideal for interactive workflows.

How It Works

When this node runs:

- It connects to Microsoft Teams using the selected configuration

- It sends a rich message card (form or action card) to the target user

- The card can have custom content, styling, and buttons (Submit or Open URL)

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

What You Need to Configure

1. Service URL

The Teams service URL required to send the message card.
(Typically retrieved from the initial Teams message or system config.)

2. Conversation ID

The ID of the specific conversation where you want to send the card.
(Ensures the card goes to the right user or thread.)

3. Teams Configuration

Use a predefined Teams configuration (set under Global Configurations) that includes your Teams bot setup and authentication details.

4. Action Type

Select what kind of interaction the card will offer:

- **Submit**: User can submit form responses

- **Open URL**: Card includes a button that opens a web page or link

5. Custom Message Card Template

Design your own message card or form with:

- Text fields, buttons, dropdowns

- Font size, font style, layout adjustments
(This gives full flexibility to match your brand or workflow needs.)

Output

This node performs an action by **sending a message card to the Teams user**, but it does **not produce any output variables**.

When to Use

Use the Message Card Template node when you want to:

- Collect user input through a form inside Teams

- Send structured data with clear formatting

- Share buttons or actions like "View Details" or "Approve"

● Send a user-friendly message with rich styling

Example Flow: Collect Feedback via Teams Form

Scenario

After resolving a user issue, the system should ask the user to provide feedback via a form card in Teams.

Flow Steps

1. **User Reports an Issue**
   Triggered through a Teams message.

2. **Issue Handled Automatically**
   A ticket is created, resolved, and closed.

3. **Send Feedback Form (Message Card Template)**

   ○ A custom card is sent using this node

   ○ Action Type: Submit

   ○ The card asks: "How satisfied are you with the resolution?"

      ■ Options: Very Satisfied, Neutral, Not Satisfied

   ○ The user's response is captured in the next step (via a follow-up node)

Summary of the Flow

● The system finishes processing a task

● It sends a custom form using the Message Card Template

● The user fills out and submits feedback right inside Teams