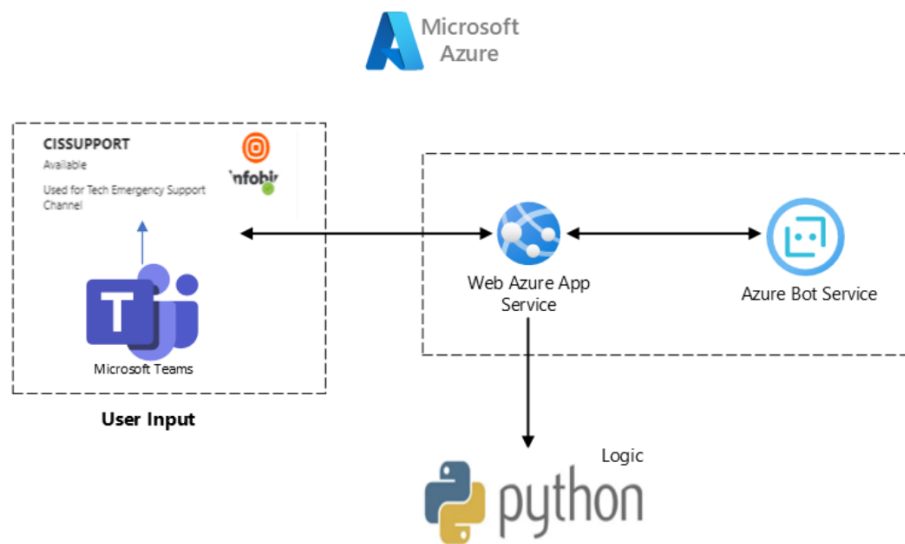


Microsoft Teams CIS Support bot how it works overview



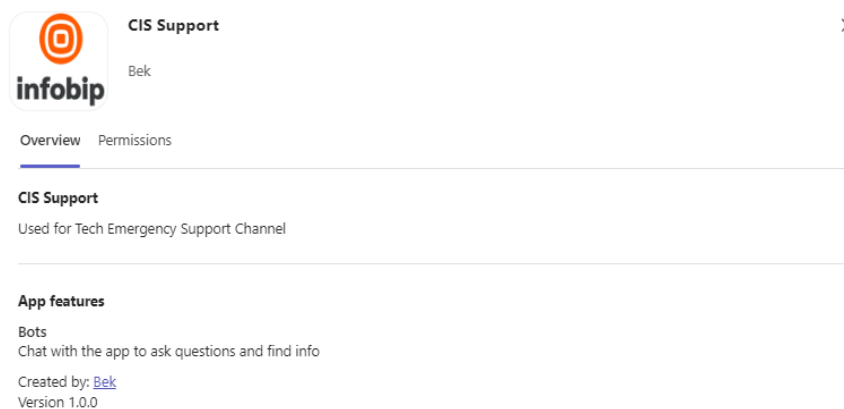
Key Components in the System:

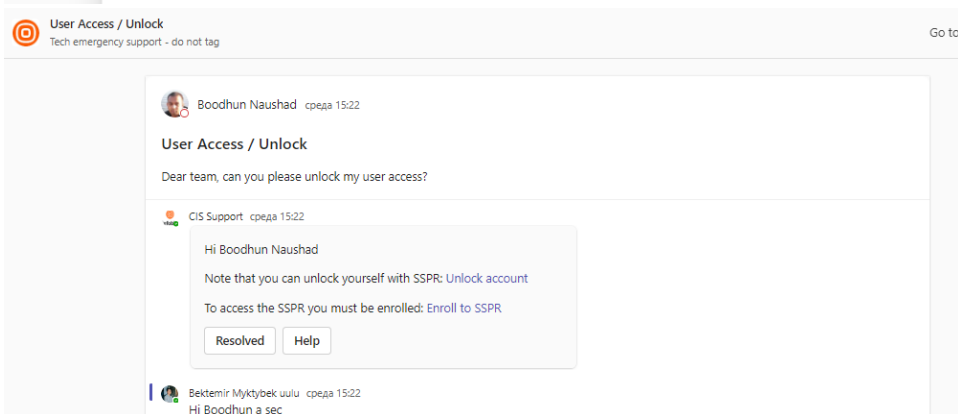
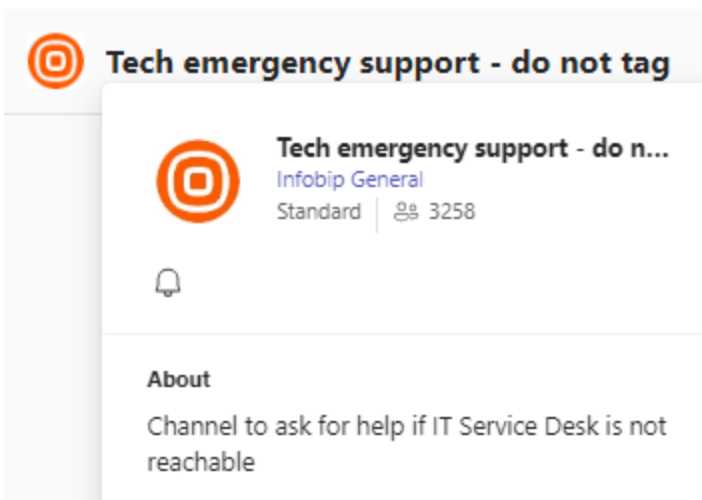
- **Microsoft Teams:** The platform where users interact with the bot.
- **Azure Bot Service:** Manages communication between Microsoft Teams and the bot's backend logic.
- **Web Azure App Service:** Hosts the bot's logic, which is written in **Python version 3.8**
- **Python Logic:** The core code that determines how the bot responds to user inputs.

1. User Interaction via Microsoft Teams:



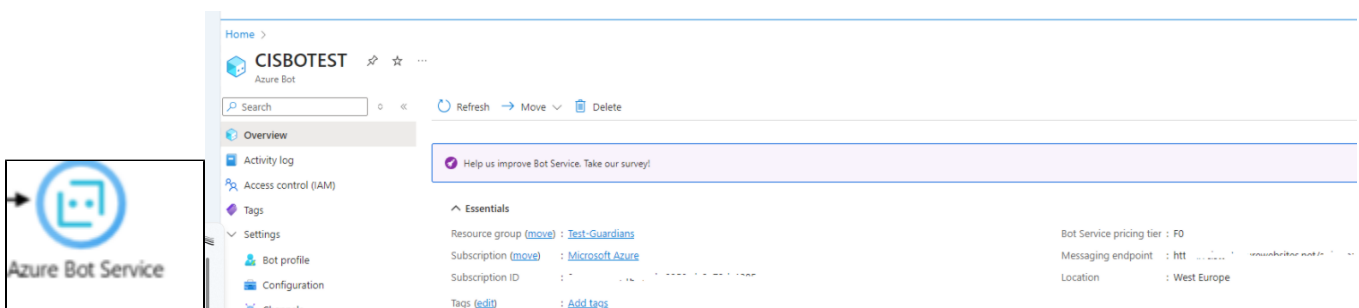
- A user interacts with the bot by posting a message within the Microsoft Teams application in our case it is **tech emergency channel**





- This message represents the **User Input** in the diagram (Post to the channel)
- **CIS Support** is subscribed to all incoming posts but responds to only specified keyword phrases in the logic

2. Message Routing to Azure Bot Service:



- Microsoft Teams(**CIS Support**) forwards the user's message to the **Azure Bot Service**.
- The Azure Bot Service acts as the central hub that manages the communication between **Microsoft Teams** and the **bot logic**.

Channels Microsoft Teams Healthy Microsoft Teams Channel [Open in Teams](#)



3. Logic Execution with Python:

- The Azure Bot Service routes the message to the **Web Azure App Service**, where the bot's logic is hosted.
- This logic is written in **Python (version 3.8)**. The Python code processes the user's input, making decisions
- For example, if it is related to DUO /Password expiration or locked account it will send back the response related to the user post topic

David Castiblanco 02.08 22:30 Edited

Lose DUO action

Hey team!
Hope you are doing great, I lost my cell phone related with duo and I can't deploy in the new one. Can you help me to the procure.

1

CIS Support 02.08 22:30

Hi David Castiblanco

If you need to re-enroll in DUO 2FA, please raise a ticket here: [Raise Ticket](#)

Resolved Help

4. Response from Bot Logic:

- Once the Python logic processes the input, it generates a response.
- This response is sent back through the **Azure Bot Service**, which handles the communication.

5. Returning the Response to the User:

- The Azure Bot Service sends the processed response back to the Microsoft Teams application (**CIS Support**).
- The user sees the bot's reply in the Teams interface, completing the interaction cycle

Recovery Key
Tech emergency support - do not tag

Dianne Marie Chan 09.08 4:26

Recovery Key

Please help provide bitlocker recovery key for [Aarathi Kuppusamy](#)

CIS Support 09.08 4:26

Hi Dianne Marie Chan

Please send the first 8 digits of your recovery key so the IT agent will provide with unlock recovery key.

Resolved Help

- an example of logic code for the response

```

# Check for specific keyword groups and return corresponding responses
if any(word in user_message_lower for word in bitlocker_keywords):
    return "Please send the first 8 digits of your recovery key so the IT agent will provide with unlock recovery key."
elif any(word in user_message_lower for word in lock_keywords):
    return (
        "Note that you can unlock yourself with SSPR:\n"
        "[Unlock account](https://confluence.infobip.com/display/CMT/SSPR+-+how+to+unlock+your+account)\n\n"
        "To access the SSPR you must be enrolled:\n"
        "[Enroll to SSPR](https://confluence.infobip.com/display/CMT/Self+service+password+reset+-+add+additional+sign-in+metho
    )
elif any(word in user_message_lower for word in password_keywords):
    return "Password has expired ?:\n[Reset Password](https://account.activedirectory.windowsazure.com/ChangePassword.aspx)"
elif any(word in user_message_lower for word in duo_keywords):
    return "If you need to re-enroll in DUO 2FA, please raise a ticket here:\n[Raise Ticket](https://jira.infobip.com/plugins/
else:
    return None

```

Summary:

- The user interacts with the bot in Teams channel
- The input is sent to the Azure Bot Service.
- The bot logic in Python, hosted on a Web Azure App Service, processes the input.
- The bot's response is returned to the user via the Azure Bot Service and displayed in Teams.

This architecture ensures a smooth and scalable bot experience within Microsoft Teams, leveraging Azure's robust services and Python's programming flexibility

Useful Links:

[Create a basic bot - Bot Service | Microsoft Learn](#)

[Teams Specific Context for Bot - Teams | Microsoft Learn](#)

[Microsoft-Teams-Samples/samples/bot-initiate-thread-in-channel/python/Images/TeamsThread.gif at main · OfficeDev/Microsoft-Teams-Samples · GitHub](#)