Uber Service Request Automation - Step-by-Step Guide

This guide outlines how to automate Uber service request approvals using Microsoft Forms, Power Automate, Teams Adaptive Cards, and SharePoint.

Step 1: Create Microsoft Form

- Create a new Microsoft Form titled "Uber Service Request"

- Add required fields such as:

    - Requester Name

    - Request Date

    - Reason for Travel

    - Line Manager Email

Step 2: Create a SharePoint List

- Create a SharePoint List (e.g., "Uber Requests") with columns:

    - Requester Name (Single line of text)

    - Request Date (Date and Time)

    - Reason for Travel (Multiple lines of text)

    - Line Manager Email (Single line of text)

    - Status (Choice: Pending, Approved, Declined)

Step 3: Create the First Flow in Power Automate

- Trigger: "When a new response is submitted" (Microsoft Forms)

- Action: "Get response details"

- Action: "Create item" in SharePoint

    - Use dynamic content to fill in SharePoint fields from form response

Step 4: Post Adaptive Card in Teams and Wait for Response

- Action: "Post Adaptive Card and wait for a response" (Teams)

- Paste JSON payload in Message field (see below)

- Recipient: Line Manager Email from dynamic content

- Use this sample JSON:

```
{
  "type": "AdaptiveCard",
  "body": [
    {
      "type": "TextBlock",
      "text": "Uber Service Request Approval",
      "weight": "Bolder",
      "size": "Medium"
    },
    {
      "type": "TextBlock",
      "text": "Requester: @{triggerOutputs()?['body/RequesterName']}"
    },
    {
      "type": "TextBlock",
      "text": "Reason: @{triggerOutputs()?['body/Reason']}"
    },
    {
      "type": "TextBlock",
```

```json
        "text": "Date: @{triggerOutputs()?['body/RequestDate']}"
      },
      {
        "type": "Input.ChoiceSet",
        "id": "approvalDecision",
        "style": "expanded",
        "choices": [
          {
            "title": "Approve",
            "value": "Approve"
          },
          {
            "title": "Decline",
            "value": "Decline"
          }
        ],
        "isMultiSelect": false
      }
    ],
    "actions": [
      {
        "type": "Action.Submit",
        "title": "Submit"
      }
    ],
    "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
```

```
  "version": "1.3"

}
```

Step 5: Add a Condition

- Condition: If "approvalDecision" equals "Approve"

    Expression:

        = equals(body('Post_Adaptive_Card_and_wait_for_a_response')?['data']?['approvalDecision'],

'Approve')

Step 6: Based on Condition Outcome

- If Yes:

    - Update SharePoint item: Status = Approved

    - Send email to requester: "Your Uber request has been approved."

- If No:

    - Update SharePoint item: Status = Declined

    - Send email to requester: "Your Uber request has been declined."

This completes the automated approval workflow.