Apex AIOps Incident Management and MS Teams Integration

REV 2.0

Table of Contents

Introduction

The Power Automate Flow in the Github repository is provided as is with no warranties. The Power Automate Flow is delivered as a framework and intended for you to modify based the desired use cases. Log a ticket through the Support Portal and enter an issue if you would like to report a defect. For further assistance, please contact your account technical representative. This integration was developed by the Product Management team.

The term Dell AIM (Dell Apex AIOps Incident Management) is used throughout this documentation and was formerly known as Moogsoft.

Send notifications to Microsoft Teams

You can enable bidirectional communication between Dell AIM and Microsoft Teams. This integration provides the following features:

- Dell AIM can notify a specific Teams channel when an incident is generated or updated.
- Incidents in Dell AIM Outbound Tab contain links to their corresponding team channels in Microsoft Teams.

- Notifications in Microsoft Team channels contain links to their corresponding Dell AIM incidents Situation Room.
- Comments from Dell AIM can be sent to the Microsoft Teams Channel
- Comments from the Microsoft Teams Channel can be sent to the Dell AIM Incident
- You can perform the following actions on open Moogsoft incidents from within the Microsoft Teams Channel (These can be change in the PowerAutomate flow:
  - Assign to me
  - Resolve
  - Close
  - Comment
  - Create dedicated IM channel
- The MS Teams room channel is defined using the $assigned_groups substitution in the json payload of the webhook.
- Watchers can also be used in MS Teams by replicating this entire section and using $tags.watcher_groups as the substitution

The messages sent by this integration are displayed as adaptive cards. This allows you to customize the functionality and appearance of messages. For a detailed explanation of how Adaptive Cards work, read Adaptive Cards Overview.

> **Note**
>
> The default time limit for using the buttons on each message card is two hours. If no action has been taken after two hours, the process will stop listening and cancel the flow.
> **You can extend this time limit per instance of the flow, but doing so may res ult in flow failures.**

Before you begin

Before you set up your Microsoft Teams integration:

- Make sure that you have created a new, interactive integration user within Microsoft Teams with a premium Power Automate license.
A premium license is required for these instructions to work.

  For information on Power Automate licensing, read Power Automate Pricing.

Note

The display name of the integrations user is what will appear in the messages sent by this integration. To change your display name, read this topic from the Microsoft documentation.

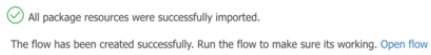
- Make sure that you have created a new integration user in Dell AIM and that you are signed in to Moogsoft as this user. Set the first name of the integration user to "MS" and the last name to "Teams." This allows for incoming Comments to be associated with MS Teams.
- Make sure that you are signed into your Dell AIM instance as the above user.
- Make sure you have downloaded the Moogsoft Teams Integration Flow package from Github. Click here to download package from Github Moogsoft Support.
- Make sure you have a valid Dell AIM API key created by the MS Teams user, that you can copy and paste when needed.

Configure Microsoft Teams using Power Automate

1. Sign in to Microsoft Power Automate using the credentials for the integration user you created.
2. Upload the flow package:
    1. From the left hand menu, click **My flows**.
    2. Click **Import** > **Import Package (Legacy)**.
    3. Click **Upload** and select the Moogsoft Teams Integration Flow package. Wait for the package to finish uploading.
    4. Under the **Review Package Content** section, click **Create as new** in the row for "Moogsoft Teams Integration Flow."

5. In the **Import setup** window that appears, change the setup type to **Create as new**.
6. Click **Save**.

3. Create a new connection:
    1. Under **Review Package Content** > **Related resources**, click **Select during import**.
    2. In the **Import setup** window that appears, click the plus sign (+) next to **Create new**. This opens up a new page in your browser.
    3. In the new page, click **New connection**.
    4. Search for the **Microsoft Teams** connection and select it.
    5. In the pop-up dialog that appears, click **Create**.
    6. When prompted to pick an account, select the account of the integration user you created.
    7. Confirm that your new connection is listed under the **Connections** page.
4. Finish importing the flow package:
    1. In your browser, navigate back to the original **Import package** page.
    2. Within the **Import setup** window, select the new connection you just created from the list of connections. If your connection does not appear, refresh the list.
    3. Click **Save**.
    4. Click **Import** at the bottom of the page to import the package.
    5. When the package has finished uploading, the following message should appear at the top of the page:



       Click **Open flow**. This will take you to a new page in your browser, where you can edit the imported flow.
5. Add the flow URL:

1. Within the new page for editing the imported flow, click on the first action in the flow: **manual**
2. Copy the **HTTP POST URL**.
3. Click the second action in the flow: **Initialize variable - Flow URL**
4. In the **Value** field, paste the HTTP POST URL that you copied.

6. Add your Moogsoft API key to the flow:
    1. Click the third action in the flow: **Initialize variable - WebhookApiKey**
    2. In the **Value** field, paste your Moogsoft API key.
    3. **Save** the flow.
7. Activate the flow:
    1. From the left hand menu, navigate back to **My flows**.
    2. Select **Moogsoft Teams Integration Flow** from the list of flows.
    3. From the menu bar at the top of the page, click **Turn on** to activate the flow.
8. Add the integration user and "Incidents" channel to your teams in Microsoft Teams:
    1. Open Microsoft Teams. From the left-hand menu, navigate to **Teams**.
    2. Add the integration user to all the teams that you want messages to be posted to.

       For instructions on adding a new user to a team, read this topic from the Microsoft Documentation.
    3. Add a new channel called "Incidents" to all the teams that you want messages to be posted to. If you are using Watchers in MS Teams, add a new “Watchers” channel as well.

       For instructions on adding a new channel to a team, read this topic from the Microsoft Documentation.

       Note

       "Incidents" must be spelled exactly as shown (case-sensitive), or else the integration will not work. If you want to change the channel name to something else, edit the value of the `channel_name` variable in the outbound webhook payloads.

Configure the CREATE Incident webhook in Dell AIM

To create the outbound webhook:

1. Within Moogsoft, navigate to **Integrations** > **Outbound Integrations** > **Webhook Endpoint** > **Incident Webhook Endpoint**.

2. Click **Add an Incident Webhook Endpoint** and enter "MS Teams CREATE" as the name of the webhook. Optionally, provide a description.
3. Complete each section of the webhook according to the following:
    1. Skip the **Triggers** section.
    2. Configure the **Endpoint**:
        0. Set the **Request Method** to **POST**.
        1. Under **URL**, paste the **Webhook URL** that you copied from the Power Automate Flow in section 5.2.
        2. For **Authorization**, make sure **No auth** is selected.
    3. Specify the **Payload Body**:

        Replace the default payload in the **Key/Value Editor** with the following:

```
{
  "incidentID":"$id",
  "severity":"$severity",
  "description":"$description",
  "services": "$services",
  "priority": "$priority",
  "status":"$status",
  "incidentURL":"$incident_url",
  "payload_type":"New",
  "team_name":"$assigned_groups",
  "channel_name":"Incidents",
  "assignee":"$assignee"
}
```

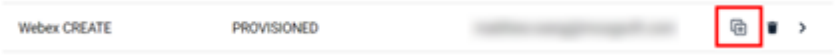
        Click At the top of the page, click **Test** to test the webhook.
    1. Click **Save**.

Configure the UPDATE Incident webhook in Dell AIM

Next, create a MS Teams **UPDATE** webhook, which sends notifications to MS Teams when Dell AIM incidents are updated.

To configure the UPDATE webhook:

1. Navigate to **Integrations** > **Outbound Integrations** > **Webhook Endpoint** > **Incident Webhook Endpoint**.
2. At the far right side of the "MS Teams CREATE" webhook you just configured, click on the copy icon:



3. Enter "MS Teams UPDATE" for the name of the duplicate webhook and click **Duplicate**.
4. Click on the "MS Teams UPDATE" webhook to open it.
5. Click **Edit**.
6. Under the **Triggers** section, select the conditions that you would like to trigger the webhook.

   The URL should already be defined
   Specify the **Payload Body**:
   Replace the default payload in the **Key/Value Editor** with the following:

```
{
  "incidentID":"$id",
  "severity":"$severity",
  "description":"$description",
  "services": "$services",
  "priority": "$priority",
  "status":"$status",
  "incidentURL":"$incident_url",
  "payload_type":"Updated",
  "team_name":"$assigned_groups",
  "channel_name":"Incidents",
  "assignee":"$assignee"
}
```

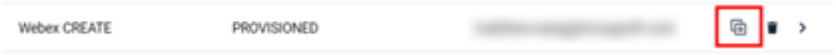
8. Click At the top of the page, click **Test** to test the webhook.
9. Click **Save**.

Configure the COMMENT Incident webhook in Dell AIM

Next, create a MS Teams **COMMENT** webhook, which sends notifications to MS Teams when Dell AIM incident Comments are updated.

To configure the Comment webhook:

7. Navigate to **Integrations** > **Outbound Integrations** > **Webhook Endpoint** > **Incident Webhook Endpoint**.
8. At the far right side of the "MS Teams UPDATE" webhook you just configured, click on the copy icon:



9. Enter "MS Teams COMMENT" for the name of the duplicate webhook and click **Duplicate**.
10. Click on the "MS Teams COMMENT" webhook to open it.
11. Click **Edit**.
12. Under the **Triggers** section, select the COMMENT trigger ONLY to trigger the webhook.

    The URL should already be defined
    Specify the **Payload Body**:
    Replace the default payload in the **Key/Value Editor** with the following:

```
{
  "incidentID":"$id",
  "severity":"$severity",
  "description":"$description",
  "services": "$services",
  "priority": "$priority",
  "status":"$status",
  "incidentURL":"$incident_url",
  "payload_type":"Comment",
  "team_name":"$assigned_groups",
  "channel_name":"Incidents",
  "assignee":"$assignee",
  "comment_by": "$last_comment.created_by",
  "comment": "$last_comment.comment"
}
```

10. Click **Save**.

Configure the CREATE Incident workflow in Dell AIM

Configure an incident workflow called MS Teams **CREATE Workflow**, which triggers the "MS Teams CREATE" webhook when an incident is created in AIM. If you already have a Create Workflow configured, you can use this for all your outbound webhooks.

To configure the CREATE workflow:

1. Log into AIM and navigate to **Correlate & Automate** > **Workflow Engine** > **Incident Workflows**.

2. Click **Add Workflow** and enter "MS Teams CREATE Workflow" as the name of the workflow. Optionally, provide a description.
3. For the **Trigger**, select **New Incident Only**.
   If desired, add a filter condition on the incidents that you wish to forward to MS Teams.
4. Click **Add Action**, select the **Send to Endpoint** action and then click **Add Selected Action**.
5. Select the new **Send to Endpoint** action complete each section according to the following:
6. **Webhook**: Select the "MS Teams CREATE" outbound incident webhook that you created earlier.
7. Skip all other sections.
8. **Save** and **Enable** the workflow.

Configure the UPDATE Incident workflow in Dell AIM

Next, configure another incident workflow called MS Teams **UPDATE Workflow**, which triggers the "MS Teams UPDATE" webhook to send data when an incident is updated in Dell AIM. Again, if you have an update workflow for all outbound webhooks, you can include it there.

To configure the UPDATE workflow:

1. Navigate to **Correlate & Automate** > **Workflow Engine** > **Incident Workflows**.
2. Click **Add Workflow** and enter "Google Chat UPDATE Workflow" as the name of the workflow. Optionally, provide a description.
3. For the **Trigger**, select **Changed Incidents Only**.
4. Click **Add Action**, select the **Send to Endpoint** action and then click **Add Selected Action**.
5. Select the new **Send to Endpoint** action and complete each section as follows:
    1. **Webhook**: Select the "MS Teams UPDATE" outbound incident webhook that you created earlier.
    - Skip all remaining sections.

6. **Save** and **Enable** the workflow.

Configure the COMMENT Incident workflow in Dell AIM

Finally, configure another incident workflow called MS Teams **COMMENT Workflow**, which triggers the "MS Teams COMMENT" webhook to send data when an incident is updated in Dell AIM with comments. Again, if you have an update Comments workflow for all outbound webhooks, you can include it there.

To configure the COMMENT workflow:

1. Navigate to **Correlate & Automate** > **Workflow Engine** > **Incident Workflows**.
2. Click **Add Workflow** and enter "MS Teams COMMENT Workflow" as the name of the workflow. Optionally, provide a description.
3. For the **Trigger**, select **Changed Incidents Only**.
4. For the **Filter**, add “changes in (comments)”
5. Click **Add Action**, select the **Send to Endpoint** action and then click **Add Selected Action**.
6. Select the new **Send to Endpoint** action and complete each section as follows:
7. **Webhook**: Select the "MS Teams COMMENT" outbound incident webhook that you created earlier.
8. Skip all remaining sections.
9. **Save** and **Enable** the workflow.