

Microsoft Teams Integration

Pre-Requisites:

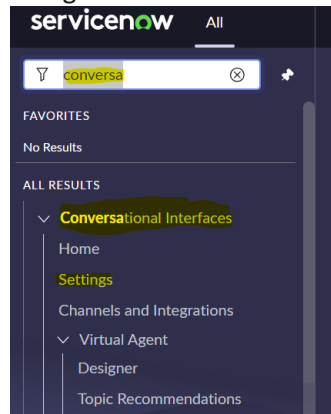
ServiceNow Instance	Rome or above	
ServiceNow Plugins	Microsoft Integrations - Core (sn_now_teams)	
	IT Service Management integration with Microsoft Teams	
	Conversational integration with Microsoft teams	
	Name	
	Glide Virtual Agent [com.glide.cs.chatbot]	
	Glide Virtual Agent Lite	
	sssITSM Virtual Agent Conversations	
ITSM NLU Model for Virtual Agent Conversations - sn_itsm_nlu		
Azure &Microsoft User/Role/Email	https://portal.azure.com/ → with below mentioned roles. https://admin.teams.microsoft.com Roles: Either “Global Administrator” or both “Teams Administrator” and “Application Administrator” roles Email: The email for the user you plan the integration. If you're testing things out with your own Azure instance, your email should look like the following: “<user id>@<domainname>.onmicrosoft.com”.	
ServiceNow User/Role/Email	Role: “admin” Email: Use the email for the respective Microsoft/Azure User	
Pre-Knowledge	Basic Virtual agent, Live agent chat	

We will cover the below topics as a part of full-fledged Microsoft Teams Integration.

- 1) Virtual agent with Microsoft Teams Integration
- 2) Employee Center in MS Teams
- 3) Start Microsoft Teams Chat in Tasks.

1) Virtual agent with Microsoft Teams Integration

- a. Navigate to **All > Conversational Interfaces > Settings**.

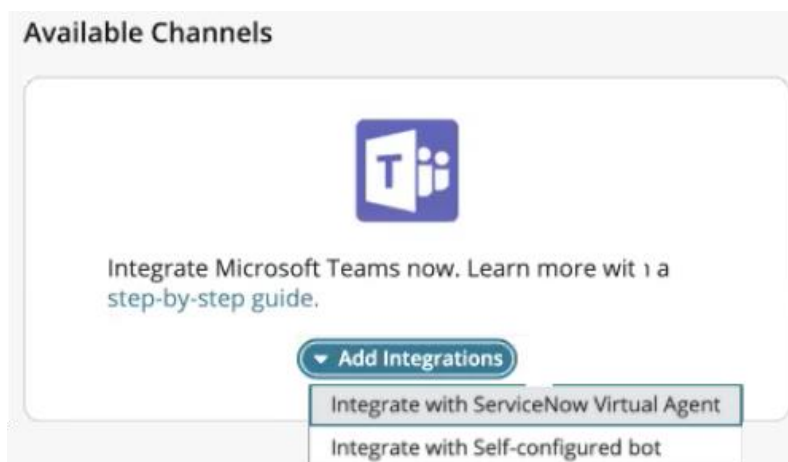
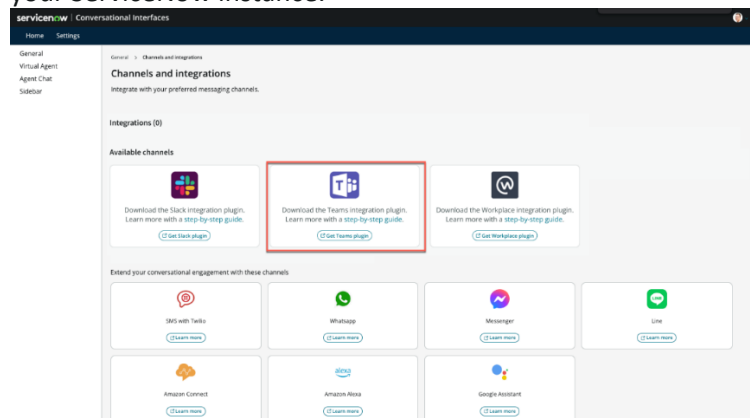


- b. In **General Settings** under **Channels and integrations**, click **View All**.

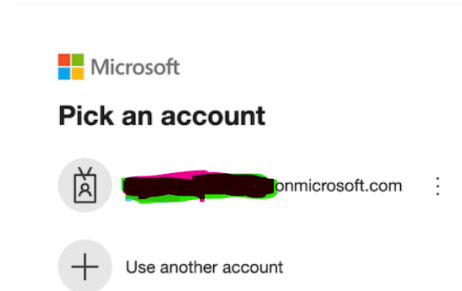
The Channels and integrations page opens.

- c. Under the Available Channels section in the Microsoft Teams tile, click **Add Integrations**.

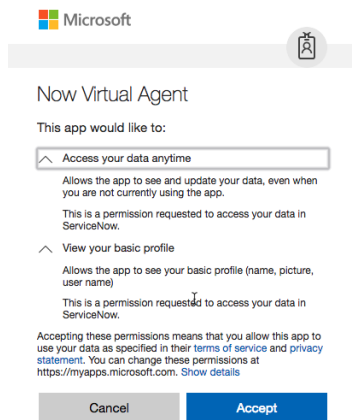
Note: The **Add Integrations** drop-down is available only after installing the Conversational Integration with Microsoft Teams plugin (sn_va_teams) on your ServiceNow instance.



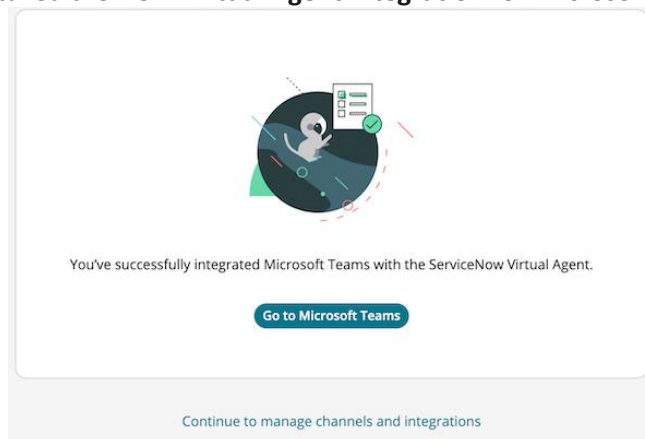
- d. From the **Add Integrations** drop-down, select **Integrate with ServiceNow Virtual Agent**.
- e. In the Microsoft Pick an account screen, select a Microsoft Teams account that you would like to use for the integration.



- f. Login to the selected Microsoft Teams account.
- g. In the ServiceNow Virtual Agent screen, click **Accept** to accept the permissions for the app.



Installation starts in the background. After the installation completes, a message confirms that you successfully installed the **Now Virtual Agent integration for Microsoft Teams**.



- h. Click **Go to Microsoft Teams** to manage your Microsoft Teams app.

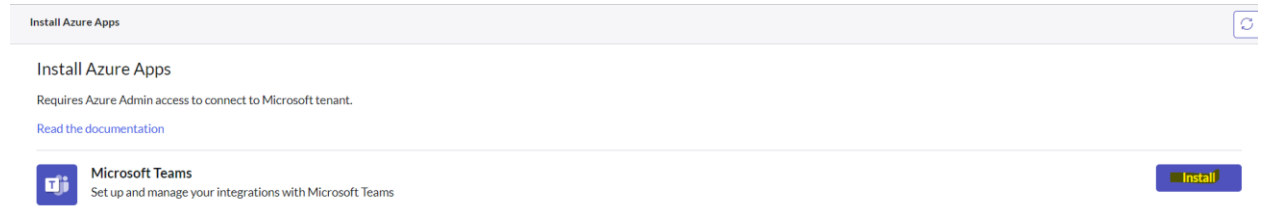
- i. Click **Continue to manage channels and integrations** to manage the integration on your ServiceNow instance.

The Microsoft Teams application appears in the list of integrations.

Connect your ServiceNow instance to your Microsoft Teams tenant:

- a. Navigate to **All > ServiceNow for Microsoft Teams > Install Azure apps**.
- b. Click **Install**.

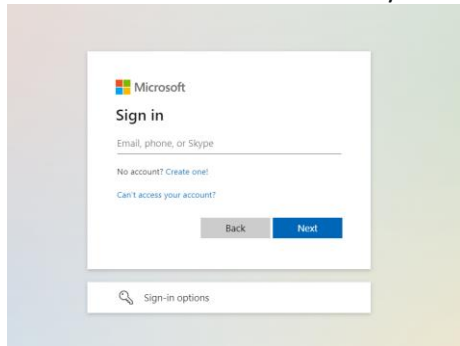
This step connects your tenant to the ServiceNow instance.



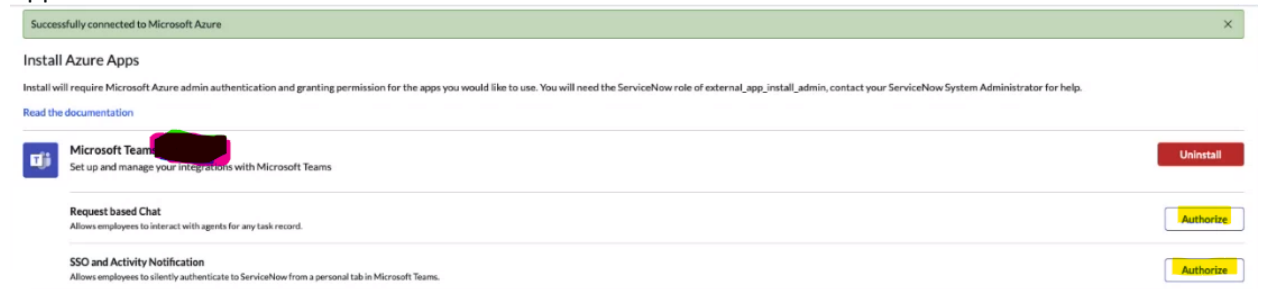
- c. Select the Consent **on behalf of your organization** option to provide the consent/permissions for all your users and click **Accept** button to provide the admin consent.

These permissions allow the app to do the following:

- Maintain access to data you have given access to.
- Sign in and read user profiles.
- Sent a teamwork activity to any user.





- d. When the apps are successfully installed, page displays the details of tenant and available Azure Apps to authorize.



Install Azure Apps

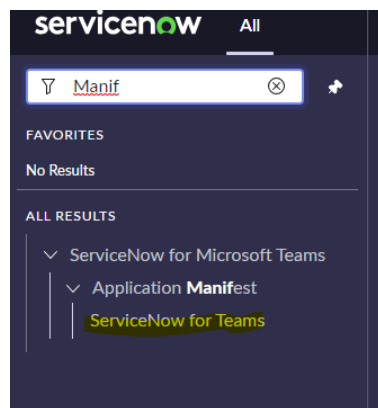
Install will require Microsoft Azure admin authentication and granting permission for the apps you would like to use. You will need the ServiceNow role of external_app_install_admin, contact your ServiceNow System Administrator for help.

[Read the documentation](#)

	Microsoft Teams Set up and manage your integrations with Microsoft Teams	Uninstall
	Request based Chat Allows employees to interact with agents for any task record.	Installed
	SSO and Activity Notification Allows employees to silently authenticate to ServiceNow from a personal tab in Microsoft Teams.	Installed

Create and download the manifest file for pre-published apps:

- A. Navigate to **All > ServiceNow for Microsoft Teams > Application Manifest > ServiceNow for Teams**.



- a. Click **New**.
The **Generic Info** tab appears.
- b. In the **Generic Info** section, enter the details.
- Short name:** Option to provide a short name for the manifest file.
 - Full name:** Option to provide the complete name for the manifest file.
 - Version:** Version of the manifest file.
Ex: 1.0.0

<

ServiceNow for Microsoft Teams Manifest

New record

?

...

Submit

The color image and outline image should be in PNG format and should not be more than 80KB. [Click Here](#) for more information.

Generic Info

Configure Virtual Agent

Configure Tab

Ready

Retired

* Short name ⓘ

ServiceNow for Teams

* Version ⓘ

1.0.0

* Full name ⓘ

ServiceNow for Teams

Unfurl links

☒

* Short description ⓘ

Find answers, file requests and complete routine ServiceNow tasks within chat.

* Description ⓘ

The ServiceNow for Teams allows you to perform routine ServiceNow actions directly in Teams, so you can work more efficiently using chat. With ServiceNow for Teams you can execute routine ServiceNow actions via chat, exchange data seamlessly with your existing ServiceNow apps, find answers to frequently asked questions, and resolve common IT requests and HR tasks across your ServiceNow cloud services. Please note that users must have an active ServiceNow account with virtual agent capabilities to use this application in Teams.

Branding

* Accent color ⓘ

#01B5A1

Use default images

☒

Submit

- c. **Unfurl Links:** Option to unfurl the links in Microsoft Teams.
Link unfurling generates a content-rich preview (adaptive card) when a supported link is shared in a conversation with a user in Microsoft Teams.
- d. **Short description:** short description about the manifest file.
- e. **Description:** Detailed description about the manifest file.
- f. **Accent Color:** Option to choose a custom color for the conversations in Microsoft Teams as per the company branding and the accent color should be in HTML color code format.
Note: If you want to customize the company branding, clear the **Use default images** option and then upload the icons.
- g. Then Right click on the banner and Save the Record.

Then click on Next:

- B. In the **Configure Virtual Agent** section, do one of the following.

- If you want to connect one ServiceNow instance to a Microsoft Teams tenant, select **Connect a single ServiceNow instance to your Microsoft Teams Tenant**. The Virtual Agent Bot ID is auto populated if you select this option.
- If you want to connect multiple ServiceNow instances to one Microsoft Teams tenant, select **Connect multiple ServiceNow instances to your Microsoft Teams tenant**.

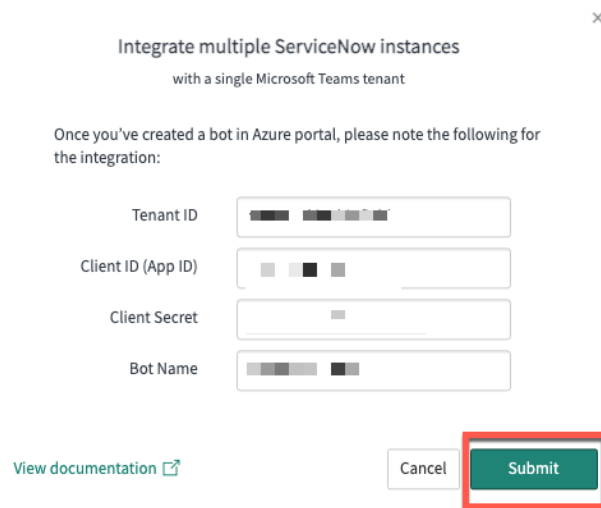
a. Click **Configure Virtual Agent**.

I have chosen 1st one as I will implement **one Microsoft Teams Tenant**.

Once you click on **Configure Virtual agent**, it will redirect to below page in new tab. Then click **Install on Setup a single Microsoft Teams Tenant**.

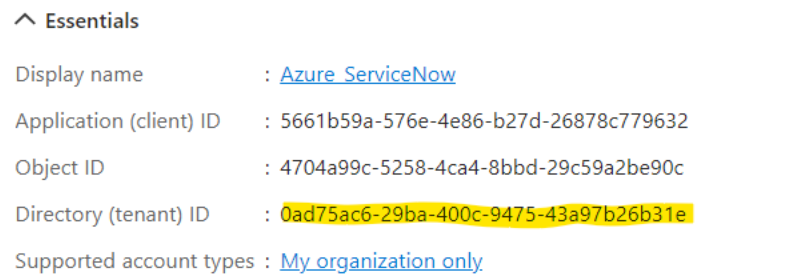
- b. Once you click on the install, it will start installing in the background and will open new popup with below form.

On the form, fill the fields as per my below comments.



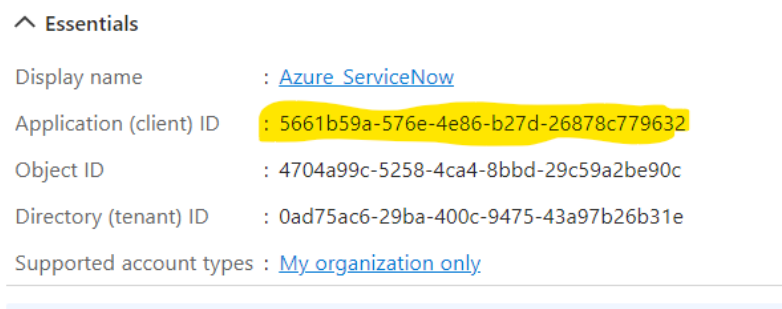
- c. **Tenant ID:** Option to enter the tenant ID. Capture the tenant ID of the Azure app from the Azure portal.

For Tenant ID/Directory ID – Need to login to <https://portal.azure.com/> and search for app registration. **And search your ServiceNow azure application. There you can see Tenant ID as shown in below image.**



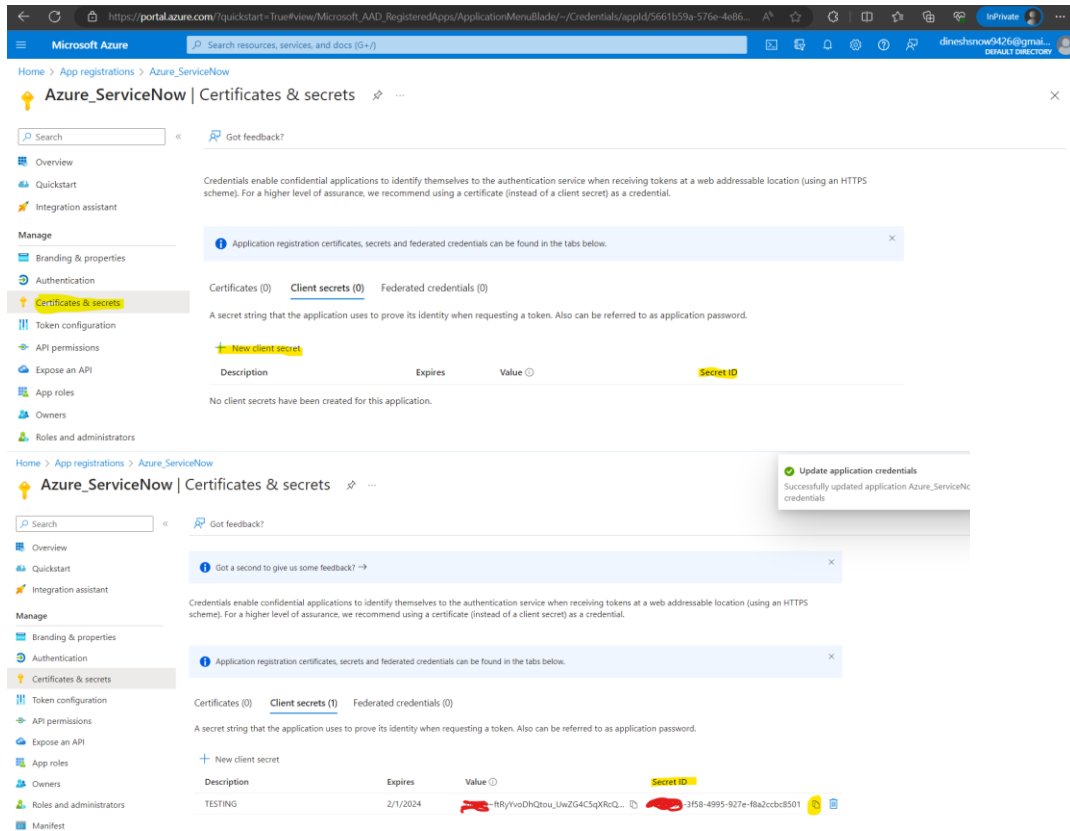
- d. **Client ID (App ID):** Option to enter the client ID. Capture the client ID of the Azure app from the Azure portal.

For Client ID/App ID – Need to login to <https://portal.azure.com/> and search for app registration. **And search your ServiceNow azure application. There you can see Tenant ID as shown in below image.**



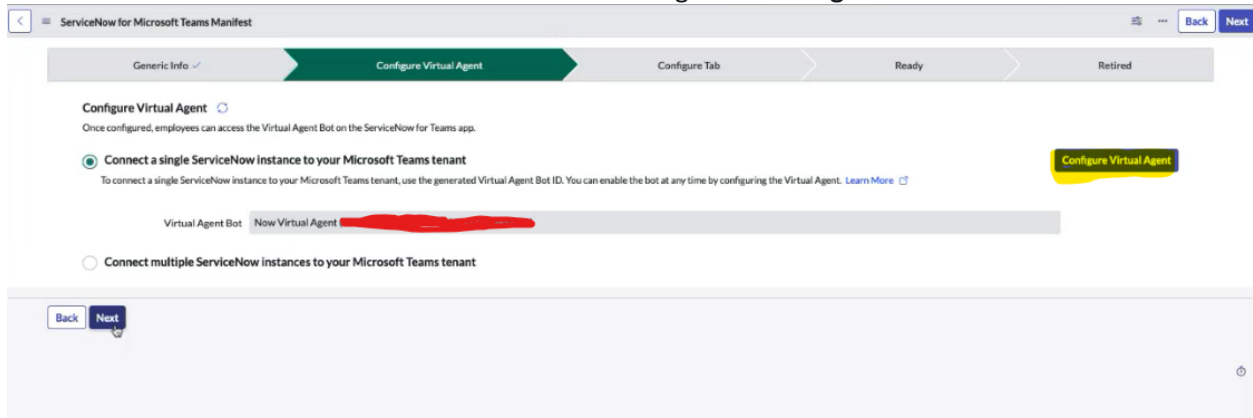
- e. **Client Secret:** Option to enter the client secret. Capture the client secret of the Azure app from the Azure portal.

For Client Secret as shown in the below image, navigate to App registration → your Servicenow Application → **Certificates & secrets** in Azure app.



- f. **Bot Name:** Option (Anything which you like) to provide the bot's name.
g. Click **Submit**.

Now in Point number “B” – Click on Next to navigate to **Configure Tab** as shown below.



C. In the **Configure Tab** section, enter the following.

- a. **Enable tabs:** Option to add tabs in Microsoft Teams application and this is selected by default.
- b. **Tab name:** Option to provide a name for the Service portal tab that appears in Microsoft Teams.
- c. **Enable Activity Feed:** Option to enable activity feed to receive campaign notifications in Microsoft Teams and this option is selected by default.
- d. Click **Next**.

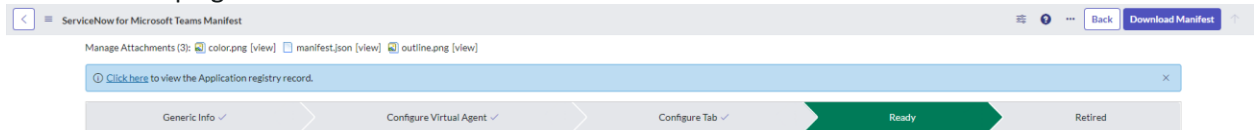
For self-configured app, you must provide the Application (client) ID and Directory (tenant) ID in the **Configure Tab** section.

And at the same time create or update “**sn_now_teams.portal.suffix**” system property to suffix of your portal which you want to display in Teams. Ex: esc

Name	Value	Type	Application	Description
Search	esc	Search	Search	Search
sn_now_teams.portal.suffix	esc	string	Microsoft Integrations - Core	The url suffix of the portal that should...

D. This will navigate to **Ready** section:

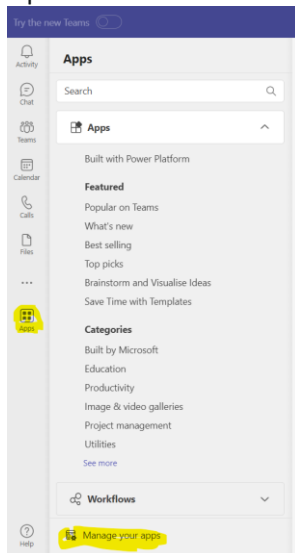
- a. In the **Ready** section, select **Enable Activity Feed** option to receive notifications for campaigns.



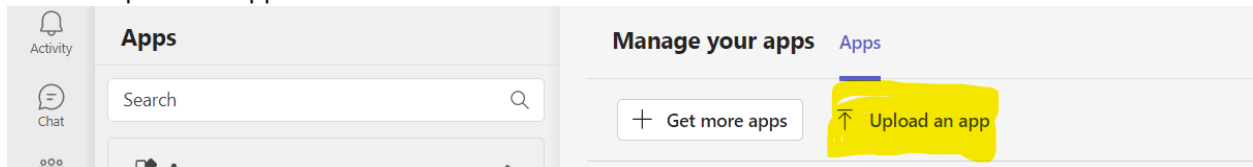
- b. Verify the details provided and click **Download Manifest** to download the manifest file.

Upload manifest file in Microsoft Teams:

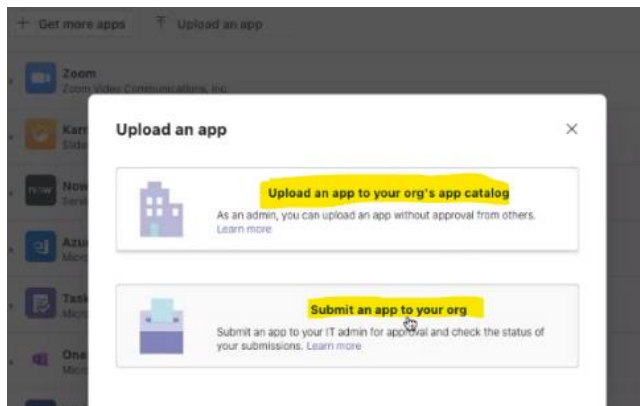
Open a Microsoft teams app→ Apps → Manage your Apps as shown in below.



Click on Upload an app:

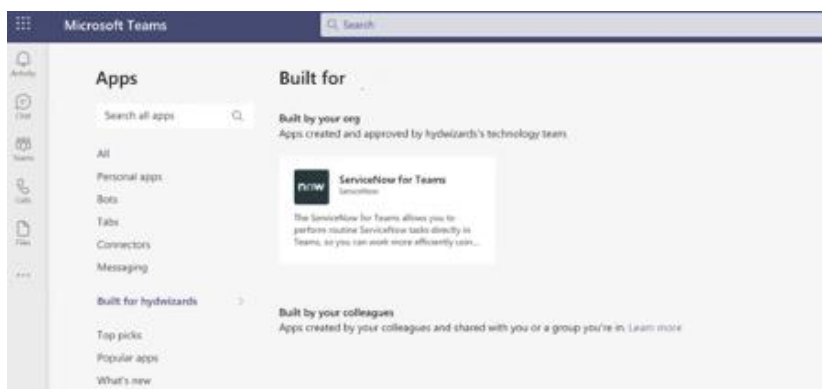


If you have admin access to your <https://admin.teams.microsoft.com> then click on Upload an app to your org's app catalog. If you don't have admin access, click on second one Submit an app to your org(required approvals from admin).



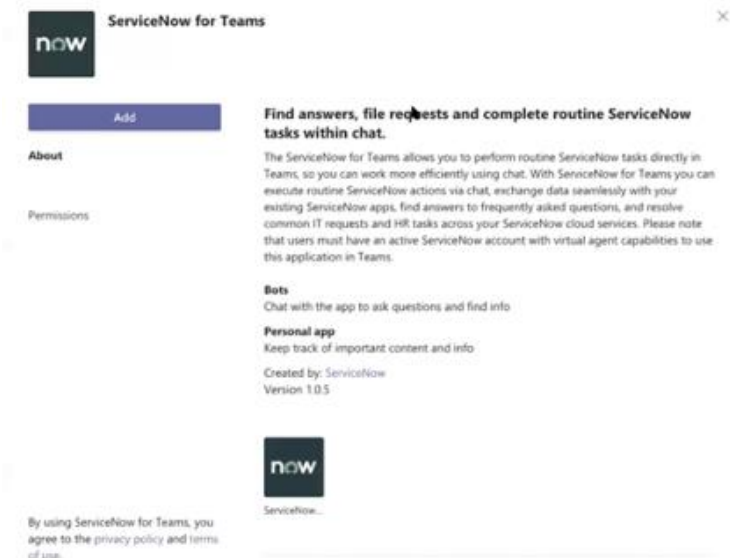
Then Upload **Manifest** file which downloaded from point number D-> b.

Then search in apps with the name of manifest record name (Name can find in point number A→b record name).



The **ServiceNow for Teams** (depends on your manifest file name) appears in **Apps** screen.

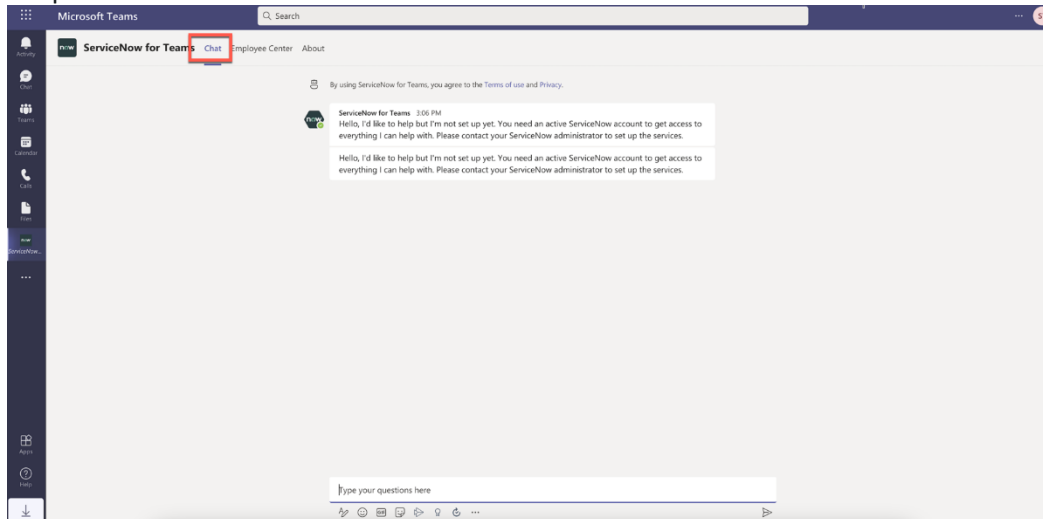
Then click on add.



The ServiceNow for Teams app appears in Microsoft Teams.

- **Chat:** Begin your conversation with the Virtual Agent to get help.
- **Topics:** You can also raise request by using topics
- **Live chat:** You can also chat with Live agent.

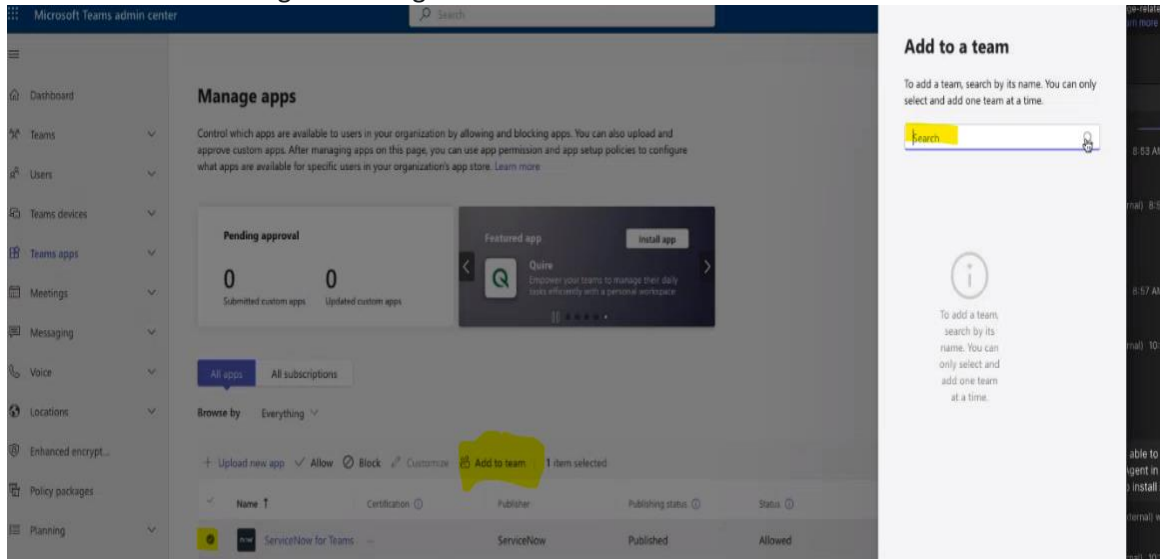
Output 1:



How to add group of people in teams:

In order to populate **ServiceNow for team chat** for all members in your organization or for some particular group or for particular members → then login to Admin Microsoft teams account as an admin (<https://admin.teams.microsoft.com>) → Manage apps → select ServiceNow app → add to team (as shown in below image)

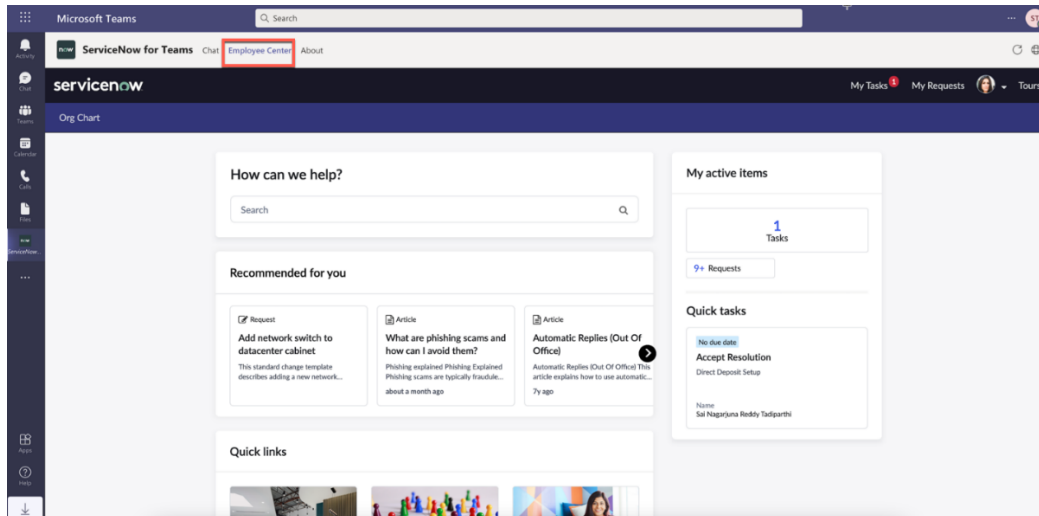
Then ask added members to logout and login to teams.



2. Employee Center in MS Teams

Click **Employee Center** tab to view the organization updates and the status on your tasks and requests. As we already configured in manifest file (point number 1 → C (In Manifest Configure Tab))

Output 2:

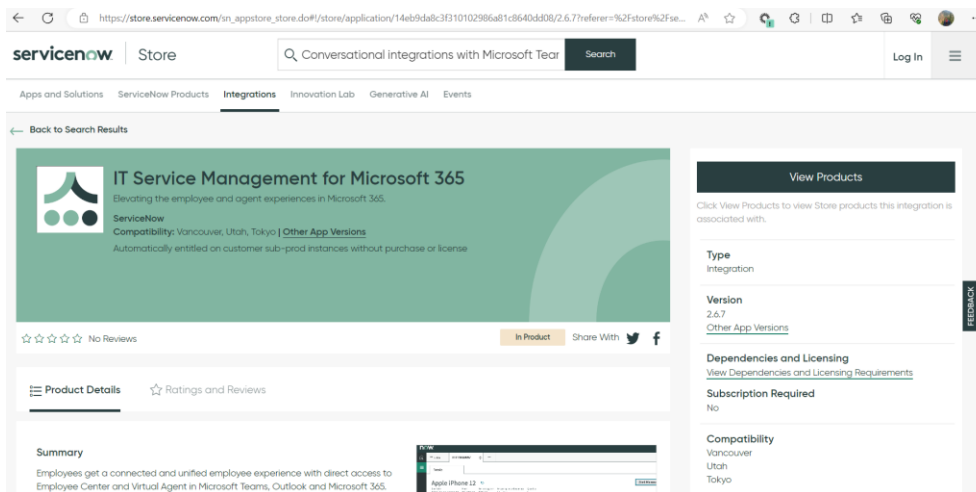


3) Enable Start Microsoft Teams chat in Tasks:

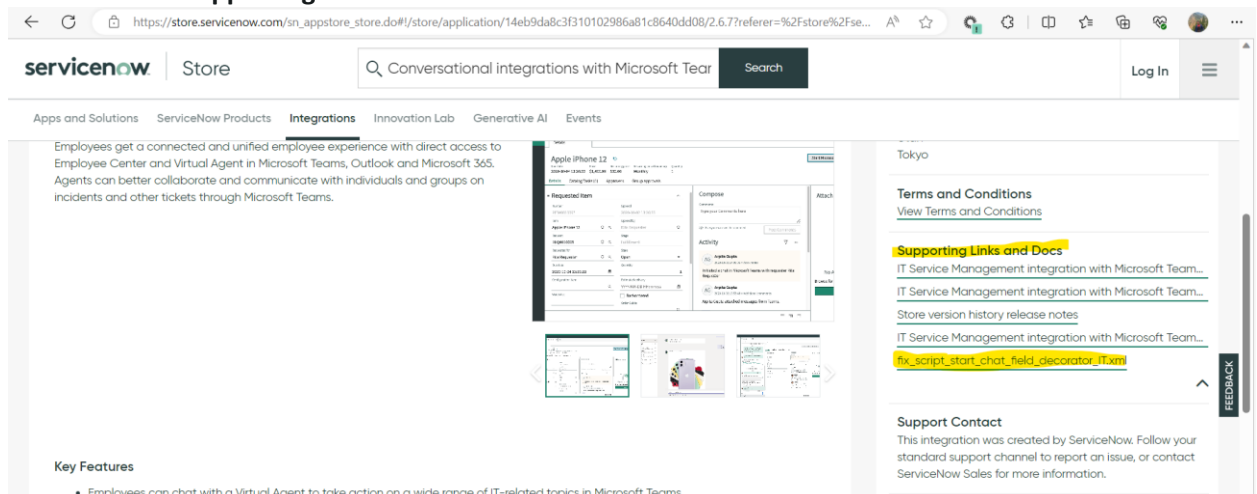
Open Below Link:

https://store.servicenow.com/sn_appstore_store.do#!/store/application/14eb9da8c3f310102986a81c8640dd08/2.6.7?referer=%2Fstore%2Fsearch%3Flistingtype%3Dallintegrations%25253Bancillary_app%25253Bcertified_apps%25253Bcontent%25253Bindustry_solution%25253Boem%25253Butility%25253Btemplate%25253Bgenerative_ai%26q%3DConversational%2520integrations%2520with%2520Microsoft%2520Teams&sl=sh

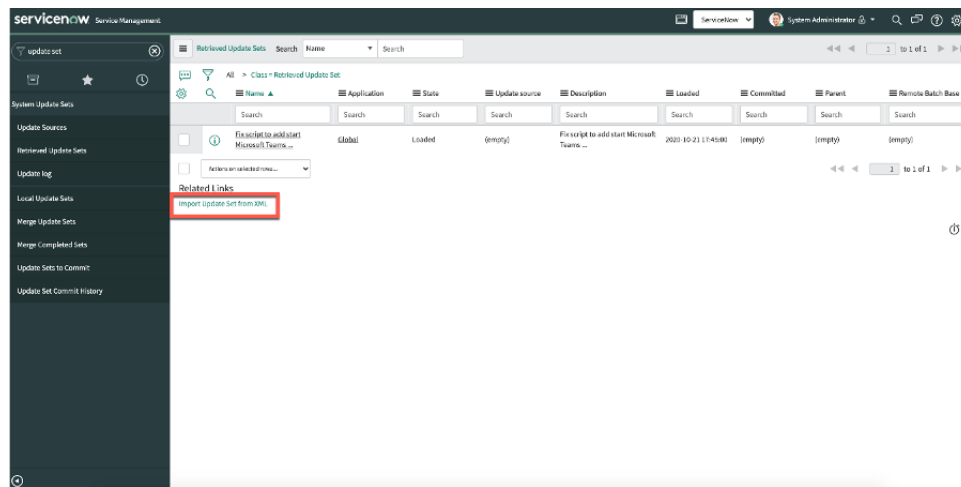
[ServiceNow Store](#)



Scroll down and check **supporting links:**

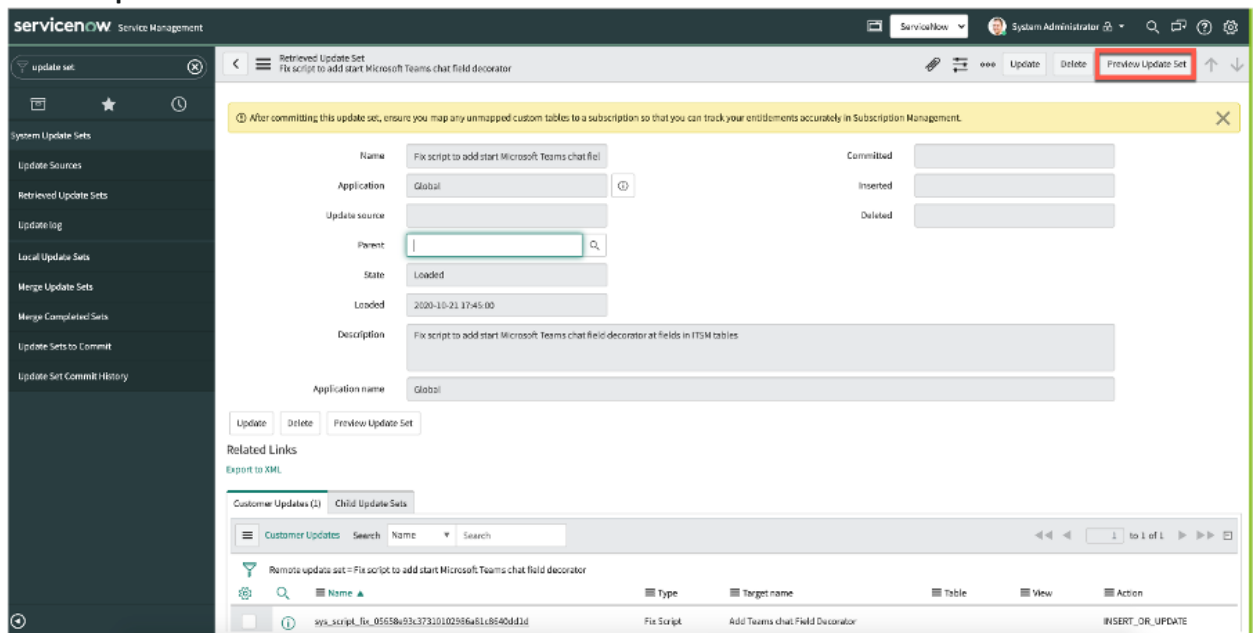


Download update set XML and Navigate to **All > System Update Sets > Retrieved Update Sets > Related Links > Import Update Set from XML.**



In the XML file field, click **Choose file** button and select **fix_script_start_chat_field_decorator_IT** XML file and upload the XML file. Click **Fix script to add start Microsoft Teams chat field decorator**.

Click **Preview Update Set**



Click **Commit Update Set**.

The screenshot shows the 'Commit Update Set' form in ServiceNow. The form is for an update set named 'Fix script to add start Microsoft Teams chat field decorator'. The 'Name' field is 'Fix script to add start Microsoft Teams chat field', 'Application' is 'Global', 'Update source' is empty, 'Parent' is empty, 'State' is 'Previewed', 'Loaded' is '2020-10-21 17:45:00', and 'Description' is 'Fix script to add start Microsoft Teams chat field decorator at fields in ITSM tables'. The 'Application name' is 'Global'. The 'Committed' field is empty, 'Inserted' is 0, 'Updated' is 1, 'Deleted' is 0, 'Collisions' is 0, and 'Total' is 1. The 'Update' button is highlighted in red. Below the form, there is a 'Related Links' section with a link to 'Show All Preview Records'. At the bottom, there is a table of 'Customer Updates' with one row: 'Fix script to add start Microsoft Teams chat field decorator' with a type of 'Fix Script' and a target name of 'Add Teams chat Field Decorator'.

Name	Committed	Inserted	Updated	Deleted	Collisions	Total
Fix script to add start Microsoft Teams chat field		0	1	0	0	1

Name	Type	Target name	Table	View	Action
Fix script to add start Microsoft Teams chat field decorator	Fix Script	Add Teams chat Field Decorator			INSERT_OR_UPDATE

The Fix script to add **start Microsoft Teams chat** field decorator will be in Committed state.

The screenshot shows the 'Retrieved Update Sets' table in ServiceNow. The table has columns: Name, Application, State, Update source, Description, Loaded, Committed, Parent, and Remote Batch Base. The 'State' column is highlighted in red. The table contains one row: 'Fix script to add start Microsoft Teams chat field decorator' with Application 'Global', State 'Committed', Update source '(empty)', Description 'Fix script to add start Microsoft Teams chat field decorator', Loaded '2020-10-21 17:45:00', Committed '2021-02-24 16:32:19', Parent '(empty)', and Remote Batch Base '(empty)'. The 'Committed' state is highlighted in red.


Name	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
Fix script to add start Microsoft Teams chat field decorator	Global	Committed	(empty)	Fix script to add start Microsoft Teams chat field decorator	2020-10-21 17:45:00	2021-02-24 16:32:19	(empty)	(empty)

Navigate to **System Definition > Fix Scripts**.

In the **Name** search field, enter Add Teams chat Field Decorator.

Click **Add Teams chat Field Decorator** fix script.

Click **Run Fix Script** button.

The  icon is displayed as a field decorator in a record.

Output 3:

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New Section
INC0010222

Follow

Update

Resolve

Start Microsoft Teams Chat

Delete

New

In Progress

On Hold

Resolved

Closed

Canceled

Number

INC0010222

* Caller

ITIL

Category

-- None --

Subcategory

-- None --

Configuration item

Channel

-- None --

State

New

Impact

3 - Low

Urgency

3 - Low

Priority

4 - Low

Assignment group

Assigned to

* Short description

TEST

Description

Related Search Results

>