

# Microsoft Teams Webhook Setup Guide

AI Agent Integration - Configuration Steps

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## Overview

This guide covers the setup of Microsoft Teams webhooks for AI Agent integration:

Webhook Type	Direction	Purpose
<b>Incoming Webhook</b>	Agent → Teams	Send notifications to Teams channels
<b>Outgoing Webhook</b>	Teams → Agent	Receive messages from Teams users

## Part 1: Incoming Webhook Setup

**Purpose:** Allow the AI Agent to send notifications to Teams channels.

### Prerequisites

Before starting, verify you have:

Requirement	Description
<b>Teams Admin Access</b>	Or member permissions to add connectors
<b>Channel Access</b>	Access to the target channels (Alerts, Reports, General)
<b>Member Permissions</b>	Teams Settings → Member permissions → "Allow members to create, update, and remove connectors" must be enabled

### 1 Navigate to the Channel

1. Open **Microsoft Teams**
2. Select **Teams** from the left sidebar
3. Navigate to the team containing your target channel
4. Select the channel where notifications will be sent (e.g., "Alerts")

### 2 Access Channel Settings

#### For New Teams Client:

1. Click the "..." (More options) button to the right of the channel name
2. Select "**Manage channel**"

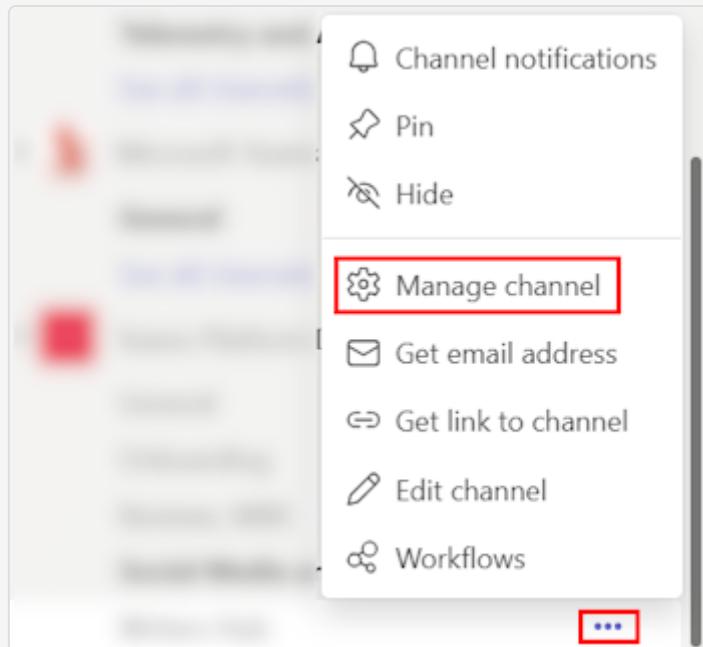


Figure 1: Click "..." and select "Manage channel"

## 1. Select "**Edit**" under the Connectors section

A screenshot of the 'Edit' page for connectors. It shows two sections: 'Moderation' and 'Connectors'. Under 'Moderation', there is a 'General Channel:' section with three radio button options: 'Anyone can post messages' (selected), 'Anyone can post; show alert that posting will notify everyone (recommended for large teams)', and 'Only owners can post messages'. Under 'Connectors', it says 'Manage the connectors that post to this channel' and has a blue 'Edit' button highlighted with a red box.

Figure 2: Click "Edit" under Connectors

## For Classic Teams Client:

1. Click the "..." (More options) button in the upper-right corner
2. Select "**Connectors**" from the dropdown menu

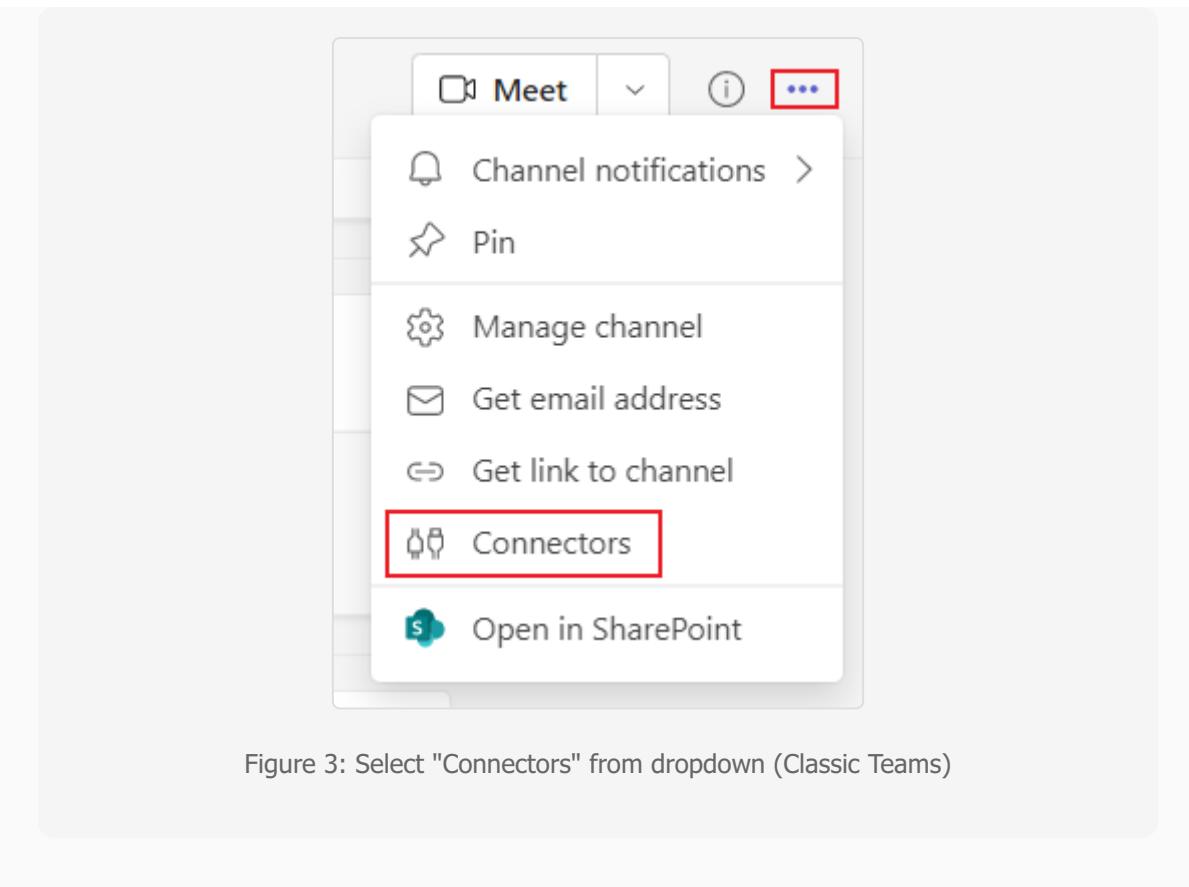


Figure 3: Select "Connectors" from dropdown (Classic Teams)

### 3 Add Incoming Webhook

1. In the connectors list, search for "**Incoming Webhook**"
2. Click "**Add**" next to Incoming Webhook

A screenshot of the 'Incoming Webhook' search results page. The title is 'Connectors for "General" channel in "Contoso marketing" team'. A red box highlights the 'Incoming Webhook' search result. Another red box highlights the 'Add' button next to the result.

Figure 4: Search for "Incoming Webhook" and click "Add"

1. Click "**Add**" again in the confirmation dialog

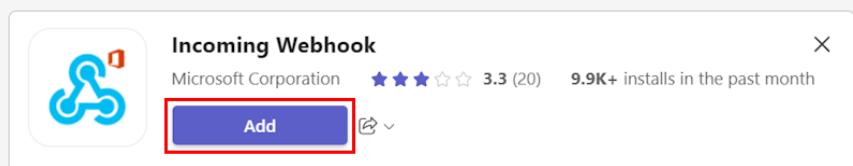


Figure 5: Confirm by clicking "Add"

## 4 Configure the Webhook

- 1. Name:** Enter a descriptive name (e.g., "Agent Notifications - Alerts")
- 2. Image:** (Optional) Upload an icon for the webhook
- 3. Click "Create"**

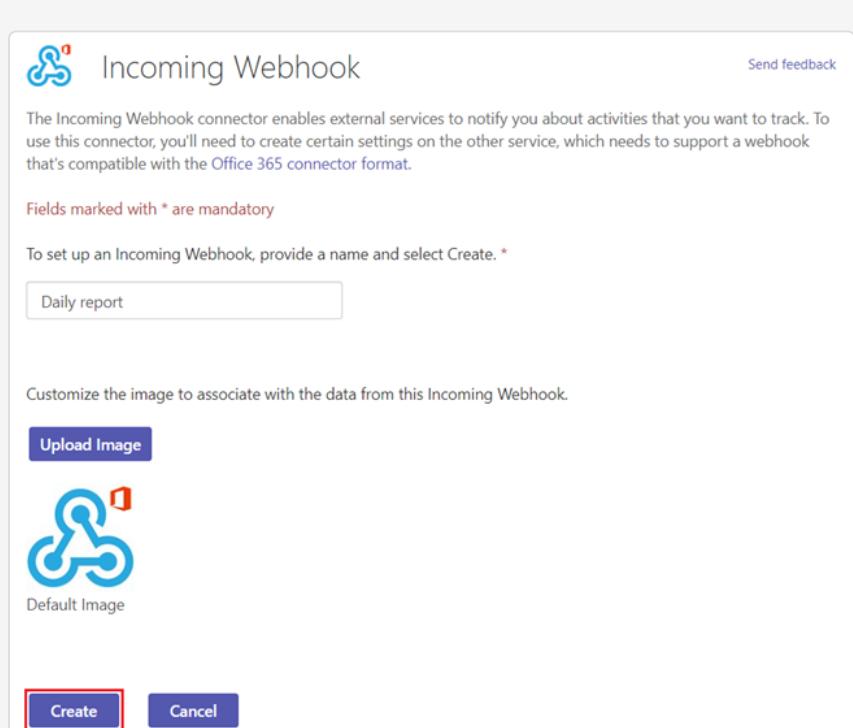


Figure 6: Configure the webhook name and click "Create"

## 5 Copy the Webhook URL

**⚠️ IMPORTANT:** The webhook URL is only shown once. Copy it immediately before closing the dialog.

1. After clicking "Create", a unique webhook URL will be displayed
2. Click "**Copy**" to copy the URL to your clipboard
3. **Save this URL securely** - you will need to send it to the development team
4. Click "**Done**"

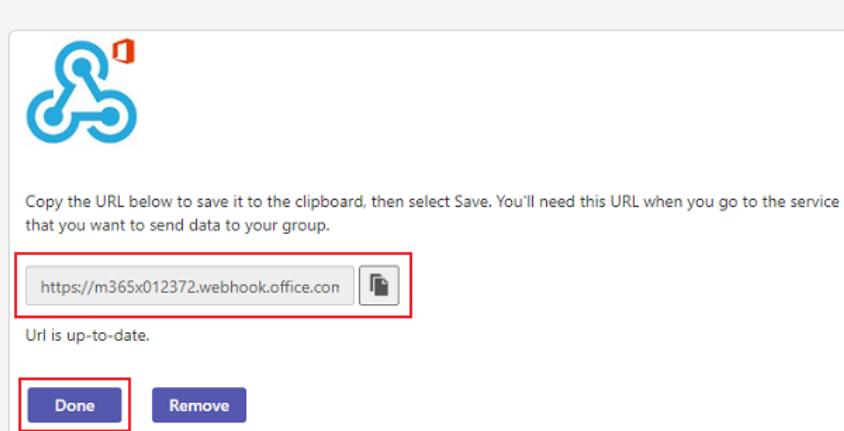


Figure 7: Copy the webhook URL before closing

### Example URL format:

https://outlook.office.com/webhook/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxx-xxxxxxxx-xxxx

## 6 Repeat for Each Channel

Repeat Steps 1-5 for each channel:

Channel	Webhook Name	Status
Alerts	Agent Notifications - Alerts	<input type="checkbox"/> Pending

Channel	Webhook Name	Status
Reports	Agent Notifications - Reports	<input type="checkbox"/> Pending
General	Agent Notifications - General	<input type="checkbox"/> Pending

## Verification

To verify the webhook is working, you can send a test message using curl:

```
curl -X POST "YOUR_WEBHOOK_URL" \
-H "Content-Type: application/json" \
-d '{"text": "Hello from the AI Agent! Webhook configured successfully."}'
```

If successful, you should see the message appear in the Teams channel.

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## Part 2: Outgoing Webhook Setup

**Purpose:** Allow Teams users to send messages to the AI Agent using @mentions.

### Prerequisites

Requirement	Description
<b>Team Owner Access</b>	Only team owners can create outgoing webhooks
<b>Public Channel</b>	Outgoing webhooks only work in public channels
<b>HTTPS Endpoint</b>	A publicly accessible HTTPS URL for your agent

### 1 Navigate to Team Settings

1. Select **Teams** from the left sidebar

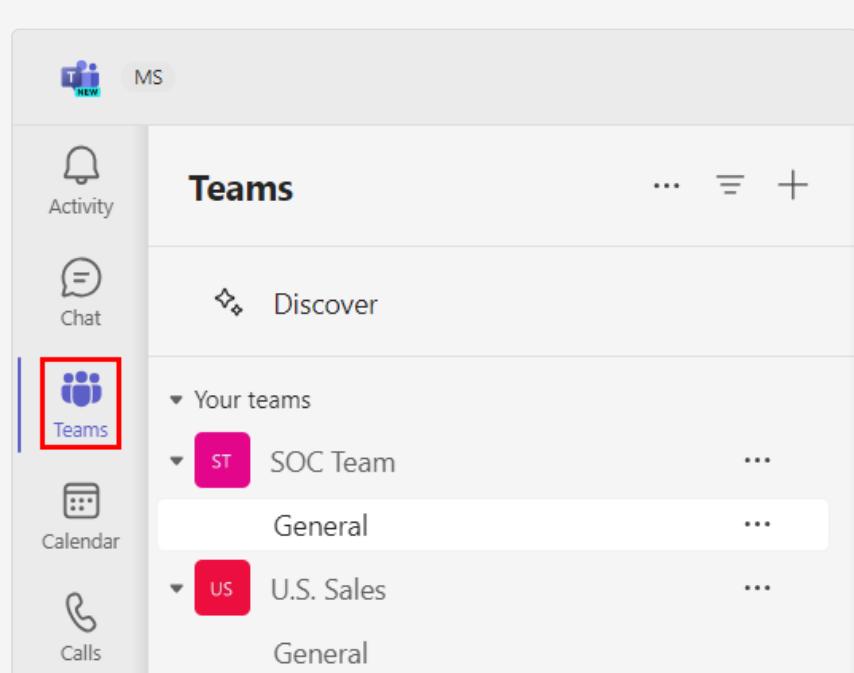


Figure 8: Select Teams from the sidebar

1. Find your team and click "..." (More options)
2. Select "**Manage team**"

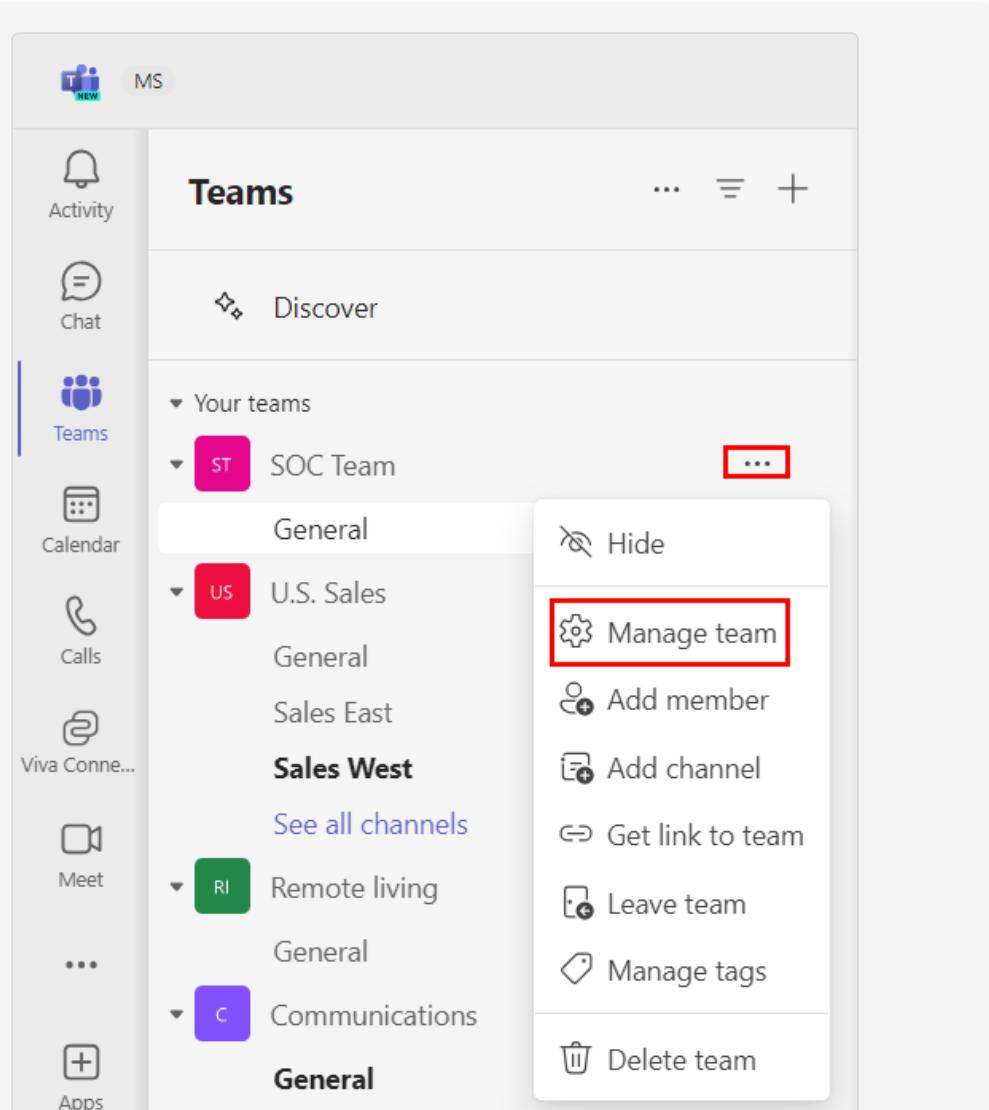


Figure 9: Click "..." and select "Manage team"

## 2 Access Apps Configuration

1. Select the "**Apps**" tab on the channel page

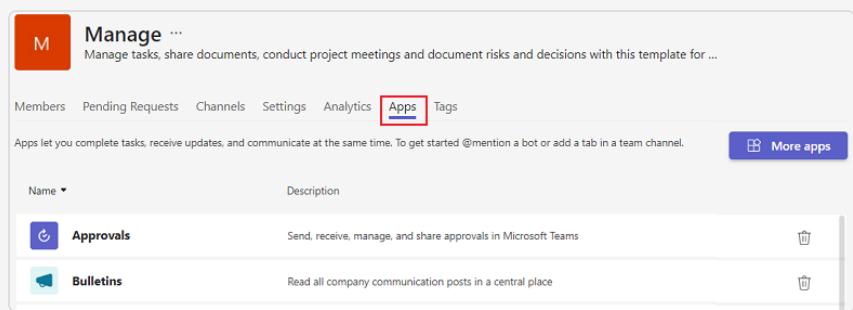


Figure 10: Select the "Apps" tab

1. Scroll to "**Create an outgoing webhook**" (under "Upload an app" section)
2. Click on it to open the configuration dialog

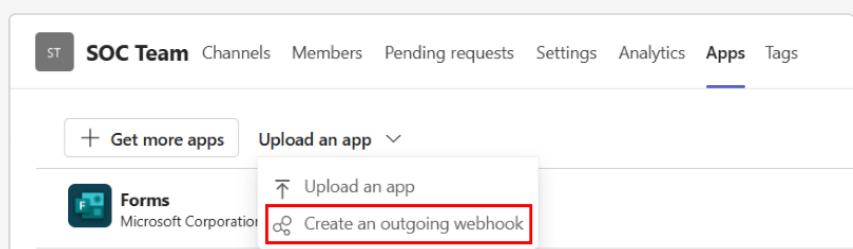


Figure 11: Click "Create an outgoing webhook"

### 3 Configure the Outgoing Webhook

Fill in the following details:

Field	Value	Example
Name	Bot display name	AI Agent
Callback URL	Your agent's HTTPS endpoint	<a href="https://your-agent.example.com/webhook">https://your-agent.example.com/webhook</a>
Description	Brief description	AI Agent for HR queries

Field	Value	Example
<b>Profile Picture</b>	(Optional) Upload an icon	-

**Create an outgoing webhook** X

Outgoing webhooks allow you to send commands to services that respond with messages and rich cards. While you control whether data is sent to or received from third parties, Microsoft recommends that you only integrate with trusted systems. [Click to learn more](#) about outgoing webhooks.

Name \*

MyOutgoingWebHook

Callback URL \*

<https://myoutgoingwebhook.contoso.com/messages>

Description \*

Configuration example

Profile picture (optional) - 30K max, png only

B [Upload image](#)

Cancel
Create

Figure 12: Fill in the webhook configuration

## 4 Save the Security Token

1. Click "Create"
2. A dialog will appear with the **HMAC security token**

**⚠ CRITICAL:** Copy and save this token securely. This token is used to verify messages are from Teams.

**Note:** The HMAC token does not expire and is unique to this webhook configuration.

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# Technical Specifications

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## Incoming Webhook Limits

Specification	Limit
Message Size	28 KB maximum
Rate Limit	4 requests per second
Card Version	Adaptive Cards v1.4
Supported Actions	All card actions

## Outgoing Webhook Limits

Specification	Limit
Response Timeout	<b>5 seconds</b> (connection terminates after)
Channel Type	Public channels only
Trigger	Requires @mention
Supported Actions	Only <code>openURL</code> action

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## Important Notes

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### Deprecation Notice

**⚠ Microsoft Notice:** Microsoft 365 Connectors (including Incoming Webhooks) are scheduled for deprecation. While existing webhooks continue

to work, consider migrating to **Power Automate Workflows** for new implementations.

## Security Considerations

- 1. Keep webhook URLs private** - Anyone with the URL can send messages to your channel
- 2. Rotate webhooks** if URLs are compromised
- 3. HMAC verification** is required for outgoing webhooks to prevent spoofing

## Troubleshooting

Issue	Solution
Can't find "Connectors" option	Check member permissions in Team Settings
Webhook URL not shown	You may have closed the dialog - delete and recreate
Messages not appearing	Verify the URL is correct and channel is accessible
429 Too Many Requests	You're exceeding 4 requests/second rate limit

## Checklist

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Before sending the configuration back, verify:

- Incoming Webhook created for **Alerts** channel
- Incoming Webhook created for **Reports** channel
- Incoming Webhook created for **General** channel
- All webhook URLs copied and saved
- Test message sent successfully to each channel
- (Optional) Outgoing Webhook created with HMAC token saved

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## Support

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If you encounter any issues during setup, please contact us. We're happy to schedule a call to walk through the setup together.

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