Microsoft Teams Webhook Setup Guide

AI Agent Integration - Configuration Steps

Overview

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

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

Part 1: Incoming Webhook Setup Phase 1

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

Prerequisites

Before starting, verify you have:

Requirement	Description
Teams Admin Access	Or member permissions to add connectors
Channel Access	Access to the target channels (Alerts, Reports, General)
Member Permissions	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
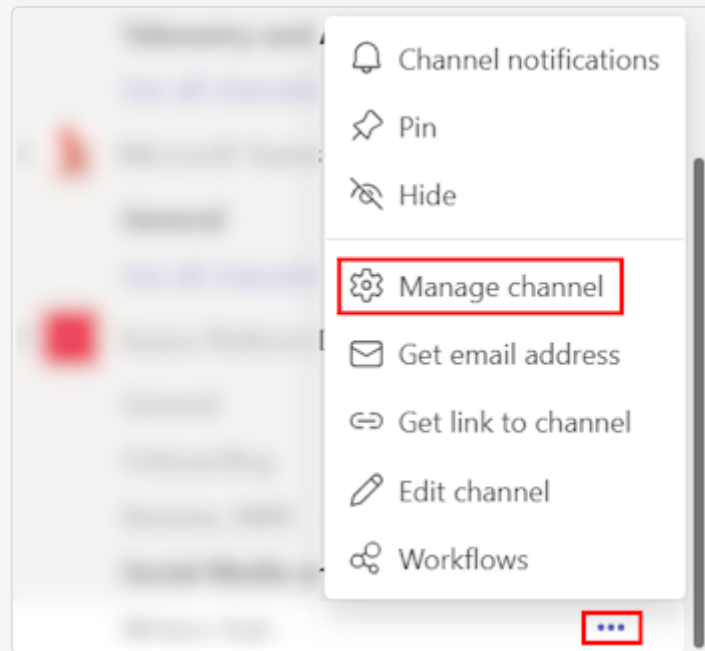
2. Select **"Manage channel"**

Figure 1: Click "..." and select "Manage channel"
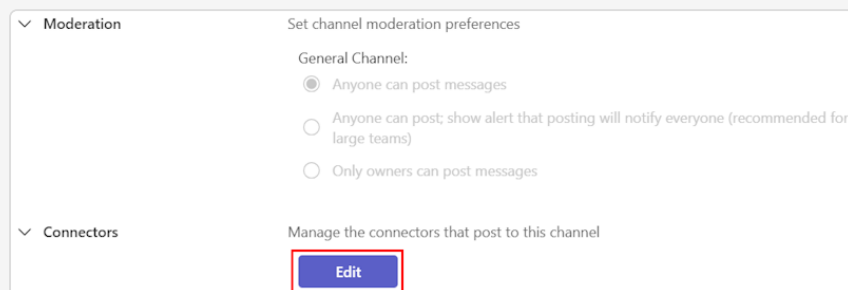
1. Select **"Edit"** under the Connectors section

Figure 2: Click "Edit" under Connectors

For Classic Teams Client:

1. Click the **"..."** (More options) button in the upper-right corner

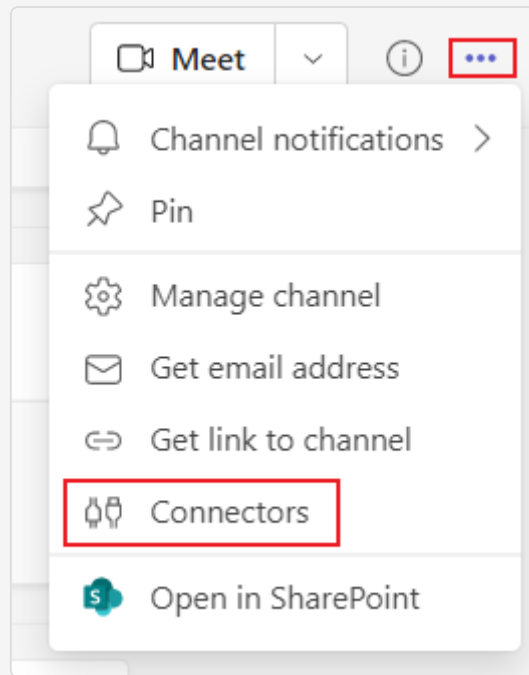2. Select **"Connectors"** from the dropdown menu

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

③ Add Incoming Webhook

1. In the connectors list, search for **"Incoming Webhook"**

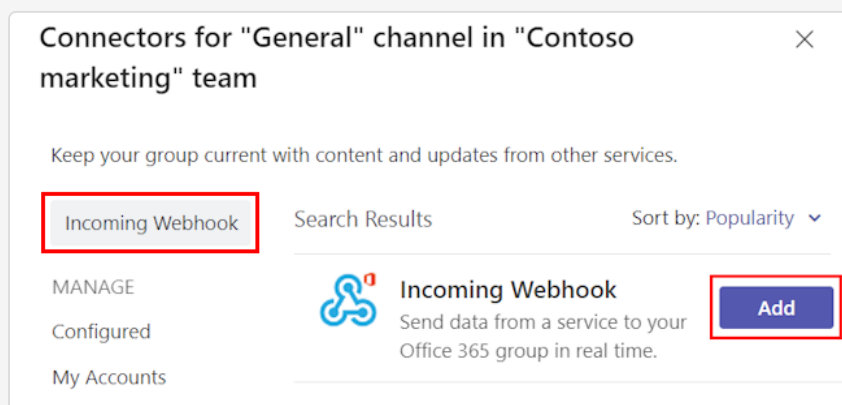2. Click **"Add"** next to Incoming Webhook

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

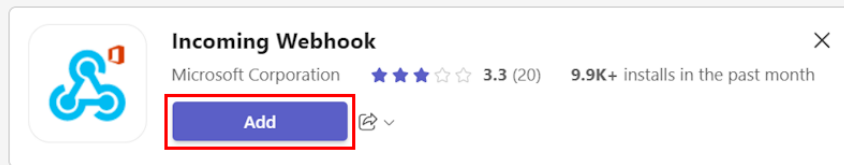1. Click **"Add"** again in the confirmation dialog

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
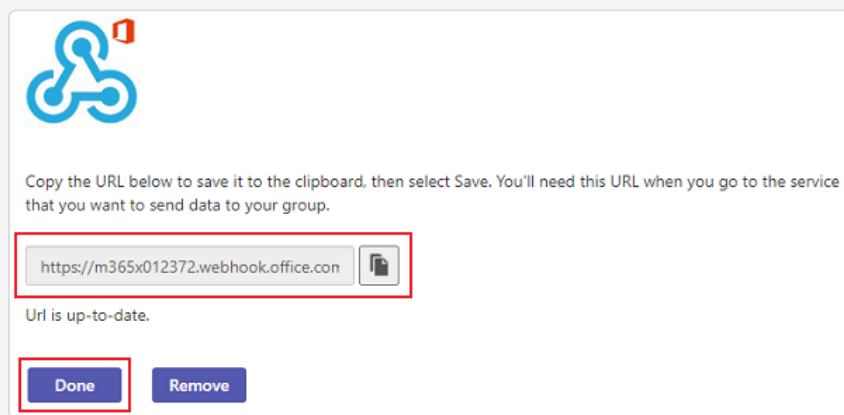4. Click **"Done"**

Copy the URL below to save it to the clipboard, then select Save. You'll need this URL when you go to the service that you want to send data to your group.

https://m365x012372.webhook.office.con

Url is up-to-date.

Done   Remove

Figure 7: Copy the webhook URL before closing

Example URL format:

```
https://outlook.office.com/webhook/xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxxxxxxxx-xxx
```

6 Repeat for Each Channel

Repeat Steps 1-5 for each channel:

Channel	Webhook Name	Status
Alerts	Agent Notifications - Alerts	☐ Pending

Channel	Webhook Name	Status
Reports	Agent Notifications - Reports	☐ Pending
General	Agent Notifications - General	☐ 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.

Part 2: Outgoing Webhook Setup Phase 2 - Optional

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

> **Note:** This is only required for Phase 2 (Teams → Agent communication).

Prerequisites

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

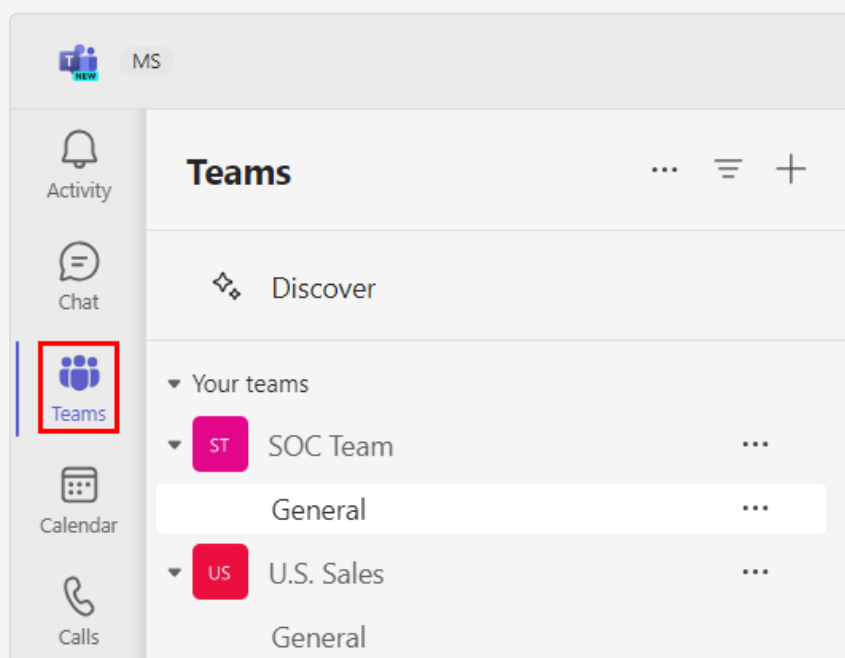### 1 Navigate to Team Settings

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

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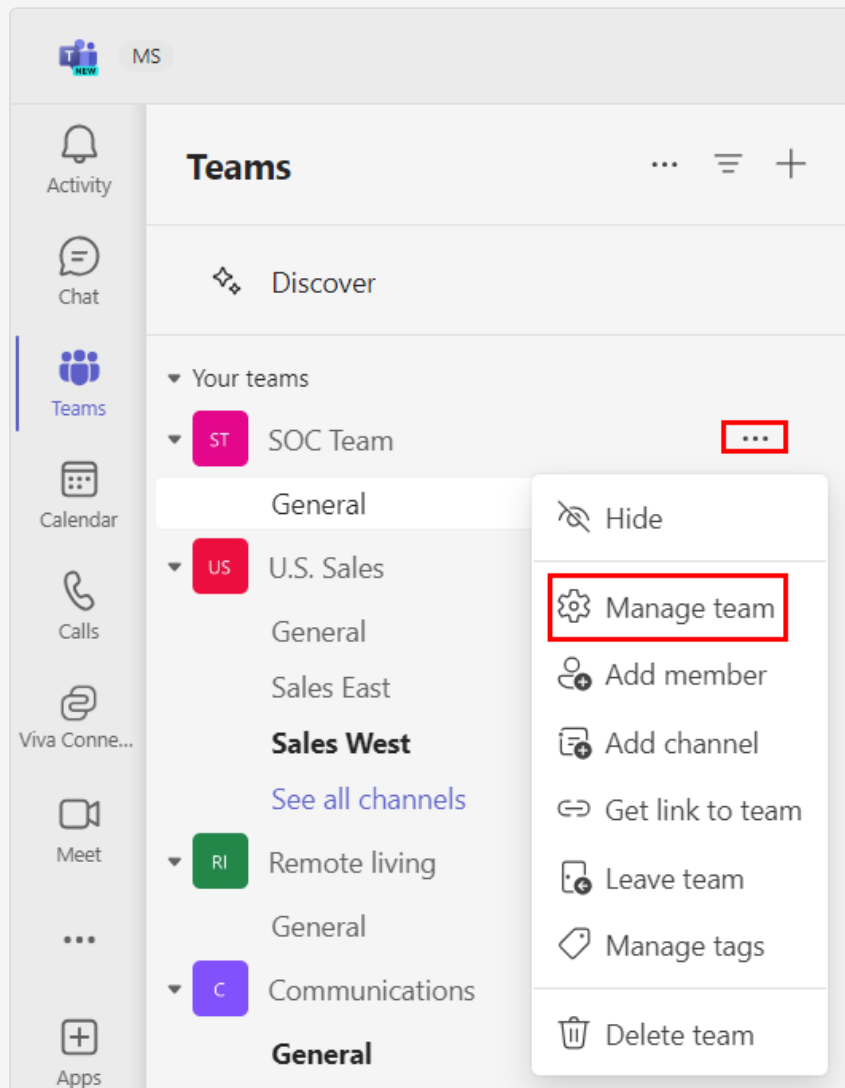2. Select **"Manage team"**

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

2 Access Apps Configuration

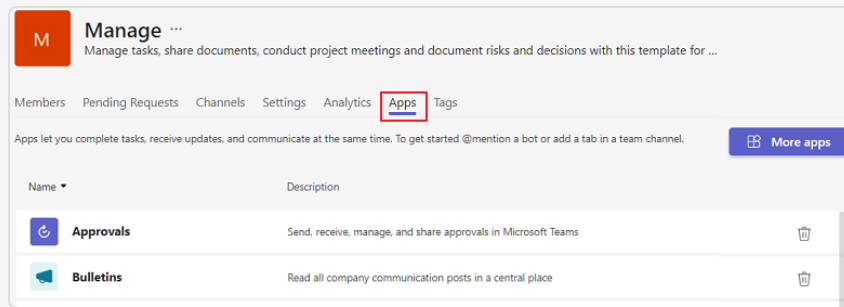1. Select the **"Apps"** tab on the channel page

Figure 10: Select the "Apps" tab

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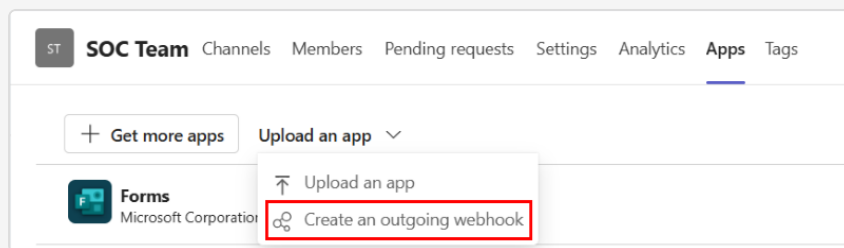
2. Click on it to open the configuration dialog

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	`https://your-agent.example.com/webhook`
Description	Brief description	`AI Agent for HR queries`

Field	Value	Example
Profile Picture	(Optional) Upload an icon	-

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.

Technical Specifications

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	**5 seconds** (connection terminates after)
Channel Type	Public channels only
Trigger	Requires @mention
Supported Actions	Only `openURL` action

Important Notes

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

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

Summary - What We Need From You

Phase 1 (Required Now)   Required

Alerts Webhook URL:

Reports Webhook URL:

General Webhook URL:

Phase 2 (Optional - Later) **Optional**

HMAC Security Token:

Callback URL:

Support

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