

# Microsoft Teams Integration for Alchemer Survey

## Overview

Microsoft Teams is a collaboration and communication platform used by organizations to chat, meet, and share information across teams and channels.

The Alchemer integration with Microsoft Teams supports sending automated messages and adaptive cards to Teams channels. The Alchemer Microsoft Teams integration allows surveys to trigger notifications, alerts, and structured card content directly into Teams when responses are submitted.

## Common uses for the Alchemer Microsoft Teams integration

- Send alerts or notifications to Teams channels based on survey responses
- Automate workflow updates by posting structured or formatted data into Teams
- Send adaptive cards to allow users to view survey details inside Teams
- Increase visibility for real-time survey submissions across teams
- Reduce manual communication steps by auto-posting data to Teams channels
- Trigger formatted or JSON-based messages for advanced integrations

## What can the Alchemer Microsoft Teams integration do?

- [Send a message](#)
- [Advanced send message](#)
- [Send adaptive card](#)

## Why use the Alchemer Microsoft Teams integrations?

Your browser does not support HTML5 video.

## You will need

- Microsoft Teams login
- An Alchemer plan that includes integrations and the Integration Manager permission enabled.
  - [Contact us](#) if you are unsure if your plan includes integrations.

---

## Setup Alchemer Microsoft Teams integrations in surveys

## Microsoft Teams | Send message

### You will need:

- Microsoft Teams login
- A team and channel you want to send a message to
- Survey field containing the message you want to send

### Configure the action

Your browser does not support HTML5 video.

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Microsoft Teams**.
5. Select **Microsoft Teams | Send message**
6. **Microsoft Teams | Authentication:** Select an existing authentication or [create a new authentication](#) using your Teams login.
7. **Microsoft Teams | Select Team:** Select which team has a channel you want to send your message to
8. **Microsoft Teams | Select Channel:** Select which channel you want to send your message to
9. **Microsoft Teams | Select message and formatting options:** Select which field contains the message you want to send.
  - a. **Message format | text:** Recommended for plain text. We recommend stripping HTML if you are sending plain text.
  - b. **Message format | html:** Choose this only if intentionally sending HTML content.
10. **Microsoft Teams | Get data back:** Optional metadata such as returned message content or status codes.
11. Save the action.

### Status codes

- 200: Message successfully sent to Microsoft Teams
- 400: Microsoft Teams returned an error

---

## Microsoft Teams | Advanced send message

### You will need:

- Microsoft Teams login
- A team and channel you want to send a message to
- Survey field containing the JSON message you want to send

### Configure the action

Your browser does not support HTML5 video.

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Microsoft Teams**.
5. Select **Microsoft Teams | Advanced send message**
6. **Microsoft Teams | Authentication:** Select an existing authentication or [create a new authentication](#) using your Teams login.
7. **Microsoft Teams | Select Team:** Select which team has a channel you want to send your message to
8. **Microsoft Teams | Select Channel:** Select which channel you want to send your message to
9. **Microsoft Teams | Select message and formatting options:** Select the field containing your JSON message.
  - a. If using a Hidden Value Action, the JSON must be on a single line to avoid inserted HTML.
10. **Microsoft Teams | Get data back:** Select metadata fields to get back such as message or status code to help debug the action.
11. Save the action.

### Status codes

- 200: JSON message successfully sent
- 400: Microsoft Teams returned an error

---

## Microsoft Teams | Send adaptive card

### You will need:

- Microsoft Teams login
- A team and channel you want to send a message to
- An Adaptive Card JSON object (must follow adaptive card schema)
  - We recommend using an adaptive card generator tool.

### How to build an adaptive card:

This video will show you how we recommend building and storing an adaptive card to set. We highly recommend watching this before configuring your integration.

Your browser does not support HTML5 video.

### Configure the action

Your browser does not support HTML5 video.

1. Open your survey in **Survey Builder**.
2. Select **Add New: Action**.
3. In the Add Action modal, scroll to the **Integrations** section.
4. Select **Microsoft Teams**.
5. Select **Microsoft Teams | Send adaptive card**
6. **Microsoft Teams | Authentication:** Select an existing authentication or [create a new authentication](#) using your Teams login.
7. **Microsoft Teams | Select Team:** Select which team has a channel you want to send your message to
8. **Microsoft Teams | Select Channel:** Select which channel you want to send your message to
9. **Microsoft Teams | Select message and formatting options:** Choose the field containing the adaptive card JSON.
10. **Microsoft Teams | Get data back:** Select metadata fields to get back such as message or status code to help debug the action.
11. Save the action.

### Status codes

- 200: Adaptive card successfully sent
- 400: The external integration returned an error

---

## Testing and Troubleshooting

### Testing and Validation

#### How to test

- Submit a survey response that triggers the integration action.
- Confirm that the message appears in the selected Microsoft Teams channel.
- Use metadata fields returned to verify debugging details.

## How to verify results

- Check the Teams channel for the posted message or card.
  - Ensure the content matches your expected formatting or JSON structure.
- 

## Monitoring Integration Activity

### Where to find logs

- Go to **Results** → **Individual Responses**.
- Select the response you want to inspect.
- Open the **Action Log** tab.

### What logs display

- **Success or failure status**
  - **Timestamp**
  - **Input and output values**
  - **Returned status codes from Microsoft Teams**
- 

## Troubleshooting

### Message or JSON errors

- Malformed JSON in Advanced or Adaptive Card messages
  - Unsupported HTML in basic Send message
  - JSON not in single-line format when stored in a Hidden Value Action
  - Adaptive card JSON using schema 1.6 when your Teams environment does not support it yet
- 

## FAQs

### What permissions do I need?

Integration Manager in Alchemer and a valid Microsoft Teams webhook.

### When does the integration run?

In real time when a survey response is submitted.

### Can I use multiple Microsoft Teams actions in one survey?

Yes. Actions can work independently or in sequence.

### Why isn't my message appearing in Teams?

Check the Action Log for JSON errors, formatting issues, or webhook problems.

### What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

Related Articles

---