Microsoft Teams Integration for Alchemer Workflow

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 workflows to trigger notifications, alerts, and structured card content directly into Teams when workflow runs execute.

Common uses for the Alchemer Microsoft Teams integration

- Send alerts or notifications to Teams channels based on workflow-triggered events
- Automate workflow updates by posting structured or formatted data into Teams
- Send adaptive cards to allow users to view workflow details inside Teams
- Increase visibility for real-time workflow activity 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 message
- Advanced send message
- Send adaptive card

Why use the Alchemer Microsoft Teams integrations?

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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 workflows

Microsoft Teams | Send message

You will need:

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

Configure the action

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1. Open your workflow in **Workflow Builder**.

2. On the right side, drag and drop the **Microsoft Teams** connection where you want the action to trigger.

3. Click the pencil icon in the connection step.

4. Select **Microsoft Teams | Send message**.

5. **Microsoft Teams | Authentication:** Select an existing authentication or create a new authentication using your Teams login.

6. **Microsoft Teams | Select Team:** Choose the team that contains your target channel.

7. **Microsoft Teams | Select Channel:** Choose the channel where the message will be posted.

8. **Microsoft Teams | Select message and formatting options:** Choose the workflow field containing the message.
   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.

9. **Microsoft Teams | Get data back:** Optional metadata such as returned message content or status codes.

10. 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
- A workflow field containing the JSON message you want to send

Configure the action

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1. Open your workflow in **Workflow Builder**.

2. Drag and drop the **Microsoft Teams** connection where you want the action to run.

3. Open the step and select **Microsoft Teams | Advanced send message**.

4. **Microsoft Teams | Authentication:** Select an existing authentication or create a new authentication using your Teams login.

5. **Microsoft Teams | Select Team:** Choose the team where the message will be posted.

6. **Microsoft Teams | Select Channel:** Select the target channel.

7. **Microsoft Teams | Select message:** 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.

8. **Microsoft Teams | Get data back:** Select which metadata you want returned.

9. 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.

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Configure the action

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1. Open your workflow in **Workflow Builder**.

2. Drag the **Microsoft Teams** connection step into your workflow.

3. Select **Microsoft Teams | Send adaptive card**.

4. **Microsoft Teams | Authentication:** Select an existing authentication or create a new authentication using your Teams login.

5. **Microsoft Teams | Select Team:** Select the team containing your channel.

6. **Microsoft Teams | Select Channel:** Select the channel where the adaptive card will be posted.

7. **Microsoft Teams | Select message:** Choose the field containing the adaptive card JSON.

8. **Microsoft Teams | Get data back:** Select metadata fields to return.

9. 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
- Trigger the workflow so the Teams step runs.
- Go to the **Monitor** tab of the workflow to review run data.
- Confirm the message appears in the selected Microsoft Teams channel.
- Use metadata outputs to verify message details.

How to verify results
- Check the Teams channel for the posted message or adaptive card.
- Ensure formatting or JSON structure matches expected output.

Monitoring Integration Activity

Where to find logs
- Go to **Results ➜ Monitor**.
- Select the integration step you want to inspect.

What logs display
- Success or failure status
- Timestamps
- Input and output values
- Status codes returned by 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

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FAQs

What permissions do I need?

Integration Manager in Alchemer and a valid Microsoft Teams login.

When does the integration run?

When the workflow triggers and reaches the Microsoft Teams step.

Can I use multiple Microsoft Teams actions in one workflow?

Yes. Actions can work independently or in any order you design.

Why isn't my message appearing in Teams?

Check workflow logs for JSON issues, formatting errors, or authentication problems.

What if I need additional functionality?

Contact Alchemer Support for enhancement requests.

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