NetOp Cloud Microsoft Teams Integration Guide

This guide provides a complete walkthrough for integrating NetOp Cloud with Microsoft Teams, covering all scenarios for **Admins vs. Non-Admins**, and steps for both **New Teams** and **Classic Teams** interfaces.

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1. Understanding Permissions: Admin vs. Non-Admin Users

Admin Users (Microsoft 365 Admin, Teams Admin)

- Can configure organization-wide settings.
- Enable or disable third-party apps, including Incoming Webhooks or Workflows.
- Access advanced Teams policies and permissions.

Non-Admin Users (Team Owners & Members)

- Have limited permissions.
- May require administrator approval to install connectors, bots, or webhooks.
- If you do not see the relevant option, contact your Teams Administrator for assistance.

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2. Integration Options Based on Teams Version

For New Teams

Admin Users:

1. Open **Microsoft Teams** and navigate to the desired channel.
2. Click on **••• (More Options)** next to the channel name.
3. Select **Manage Channel** → **Edit**.
4. Look for **Workflows** or **Incoming Webhook** in the list of apps:
    - If Workflows is available:
        - Proceed to create a new workflow (steps below).
    - If Incoming Webhook is still enabled for your organization:
        - Follow the webhook setup steps (provided in the next section).
5. Follow configuration steps for **Workflows** or **Incoming Webhooks**, as applicable.

Non-Admin Users:

1. Open **Microsoft Teams** and navigate to the desired channel.
2. Click on **••• (More Options)**.
3. Select **Connectors** or **Apps**.
4. Search for **Workflows** or **Incoming Webhook**:
    - If Workflows is available, proceed with its configuration.
    - If Incoming Webhook is enabled by your admin, follow the webhook setup instructions below.
5. Contact your admin if permissions are restricted.

For Classic Teams

Admin Users:

1. Navigate to the desired Microsoft Teams channel.
2. Click on **••• (More Options)** next to the channel name.
3. Select **Manage Team** → **Settings**.
4. Ensure third-party apps are enabled.
5. Choose either:
    - **Workflows** for the most up-to-date integration method.
    - **Incoming Webhook** if it is still supported in your organization.

Non-Admin Users:

1. Navigate to the desired channel in Teams.
2. Click on **••• (More Options)**.
3. Select **Connectors**.
4. Search for **Workflows** or **Incoming Webhook**:
    - If available, proceed with the relevant setup.
5. Contact your Teams Administrator if you lack access.

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3. Steps for Workflows (Preferred Method)

Creating a Workflow in Teams:

1. Open **Microsoft Teams** and navigate to the desired channel.
2. Click on **••• (More Options)** → **Workflows**.
3. Select **Create a Workflow**.
4. Choose the trigger: **When a Teams webhook request is received**.
5. Name your workflow (e.g., **NetOp Cloud Alerts**).

6. Define actions to be performed when the trigger is activated (e.g., post a message to the channel).
7. Save the workflow, and copy the **Webhook URL** generated.
8. Paste the Webhook URL into **NetOp Cloud** to complete the integration.

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4. Steps for Incoming Webhook (Deprecated)

Note: Incoming Webhooks are being phased out. Use Workflows if available.

Creating an Incoming Webhook in Teams:

1. Open Microsoft Teams and navigate to the desired channel.
2. Click on **••• (More Options)** → **Connectors**.
3. Search for **Incoming Webhook** and click **Add**.
4. Provide a name for the webhook (e.g., **NetOp Alerts**).
5. *(Optional)* Upload a custom NetOp icon.
6. Click **Create**, and copy the **Webhook URL** generated.
7. Paste the Webhook URL into **NetOp Cloud**.

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5. Troubleshooting Tips

- **Cannot find Workflows or Incoming Webhook?**
  Ensure your Teams admin has enabled the necessary permissions.
- **Missing settings in Classic Teams?**
  Switch to New Teams for updated options.
- **Deprecation of Incoming Webhooks:**
  Use **Workflows**, as Microsoft is retiring Incoming Webhooks in favor of this new and flexible feature.
- **Non-Admin Issues:**
  Request admin approval if permissions are restricted.

Configure Microsoft Teams Webhook in NetOp Cloud

1️⃣ Log into NetOp Cloud Dashboard

- Access your dashboard: **NetOp Cloud Dashboard**.

2️⃣ Go to Settings > Integration > Microsoft Teams

- Locate the **Microsoft Teams integration** settings under the **Integration** section.

3️⃣ Paste Webhook URL

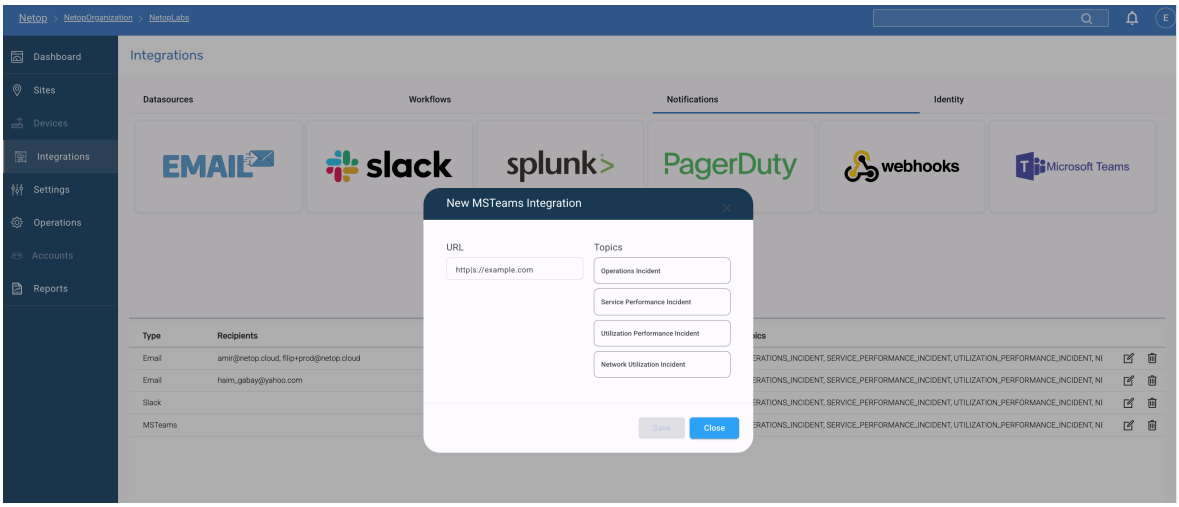
- Paste the **Microsoft Teams Webhook URL** you generated earlier.

4️⃣ Select Incident Types

- Choose from the following incident types (based on your preferences):
  - 🔴 **Operations Incident**
  - 📊 **Service Performance Incident**
  - 🔵 **Utilization Performance Incident**
  - 🌐 **Network Utilization Incident**

5️⃣ Press "Save" 💾

- Your Microsoft Teams Webhook is now successfully integrated with NetOp Cloud!


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Settings
Operations
Accounts
Reports
Integrations
Datasources
Workflows
Notifications
Identity
EMAIL
slack
splunk>
PagerDuty
webhooks
Microsoft Teams
New MSTeams Integration
URL
https://example.com
Topics
Operations Incident
Service Performance Incident
Utilization Performance Incident
Network Utilization Incident
Save
Close
Type
Recipients
Email
amir@netop.cloud, filip+prod@netop.cloud
Email
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