

How to send an iceMonitor Alert to a Microsoft Teams Channel

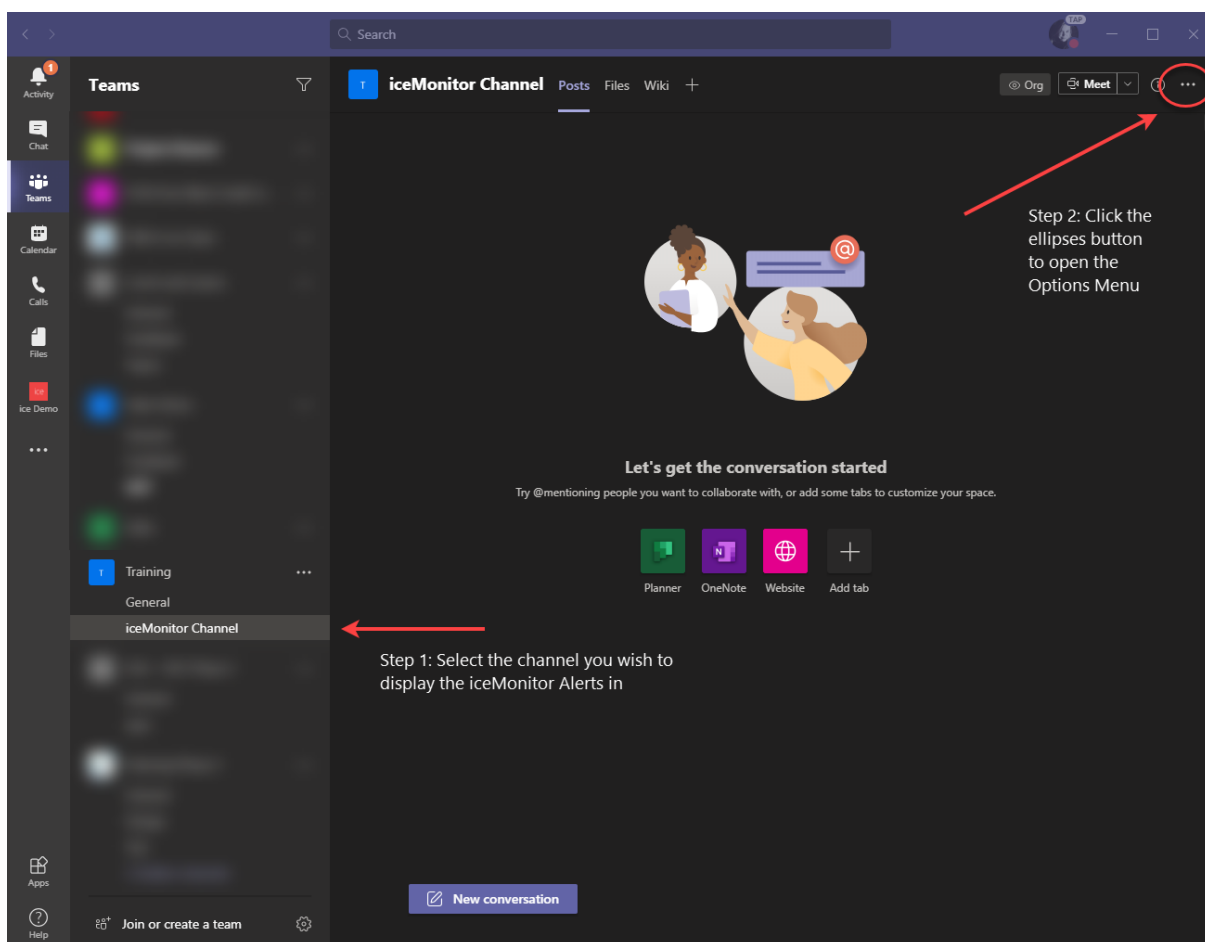
This document provides details for setting up iceMonitor Alert notification to be displayed in a Microsoft Teams Channel.

There are two steps to follow for this configuration.

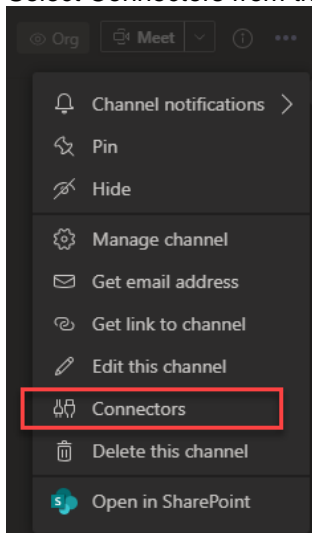
1. Configure the Microsoft Teams Channel to accept iceMonitor Alerts using an Incoming Webhook Connector.
2. Configure iceMonitor Alerts via iceMonitor to be displayed in the Microsoft Teams Channel.

How to add the Incoming Webhook Connector to your Microsoft Teams channel

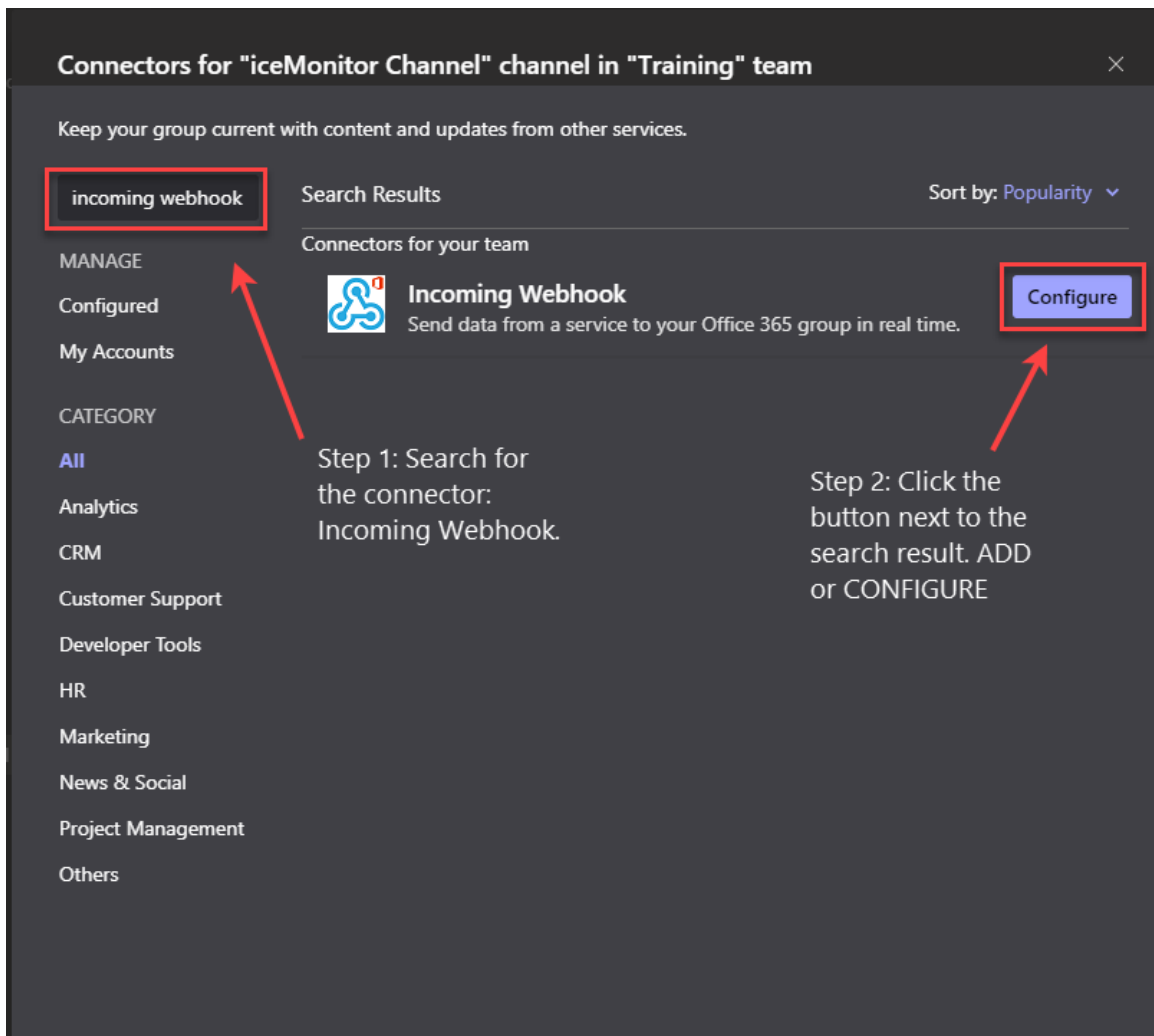
1. Open the channel you wish to use for iceMonitor Alerts in your Microsoft Teams client.
2. Click the Ellipses button to open the Options menu.



3. Select Connectors from this menu.



4. In the new window, search for the following: Incoming Webhook. Click Configure or Add once the search result window has updated.



- Now you will configure the Webhook name: eg. iceMonitor Alerts

Connectors for "iceMonitor Channel" channel in "Training" team

Incoming Webhook

[Send feedback](#)

The Incoming Webhook connector enables external services to notify you about activities that you want to track. To use this connector, you'll need to create certain settings on the other service, which needs to support a webhook that's compatible with the [Office 365 connector format](#).


Fields marked with * are mandatory

To set up an Incoming Webhook, provide a name and select Create. *

iceMonitor Alerts

Customize the image to associate with the data from this Incoming Webhook.

[Upload Image](#)



Default Image

[Create](#) [Cancel](#)

- Optional – you can change the image that you use for this notification to be the ice logo.
- Click Create.

8. Copy the URL provided – you will use this at a later step.

Connectors for "iceMonitor Channel" channel in "Training" team



Incoming Webhook

[Send feedback](#)

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Fields marked with * are mandatory

Enter a name for your IncomingWebhook connection. *

iceMonitor Alerts


Customize the image to associate with the data from this Incoming Webhook.

Upload Image



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://outlook.office.com/webhook/989c



9. Scroll down and click Done.

Now your connector has been setup, this channel is ready accept any iceMonitor Alerts you wish to send. Next, you will use iceMonitor to configure your Alert.

How to configure the iceMonitor alert notification

In the following steps we will outline how to set up the Webhook option in iceMonitor Alerts section.

The steps for creating a Monitor Alert remain the same as before.

You will set up all the conditions for the alert as well as the time restriction should that be required.

In the notification section of the alert, the follow steps are required:

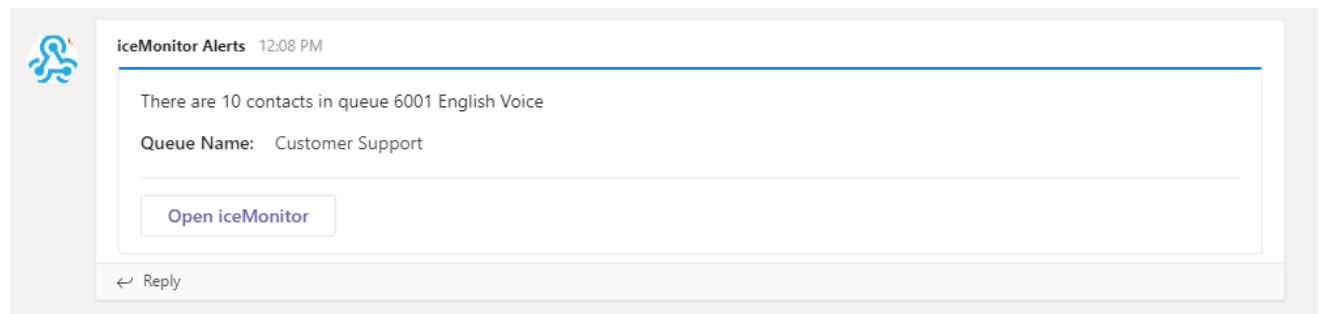
1. Select the Webhook radio button.
2. Enter the copied URL from the previous section into the Address field and select Add Address. (This is the address that the notification will be sent to, and in turn this address will post the message to the Microsoft Teams Channel)
3. Copy the following script template and paste it into the Notification Message field.
This is an example of a script that will display information about the queue.
The text that is bolded will need to be modified for each alert:
 - Title,
 - Name and Values for the different Fields,
 - The URL for the action button.

```

{
  "@type": "MessageCard",
  "@context": "http://schema.org/extensions",
  "summary": "Notification from ice",
  "themeColor": "0075FF",
  "sections": [
    {
      "heroImage": {
        "image": "http://www.computer-talk.com/images/stories/ice-logo.jpg"
      }
    },
    {
      "startGroup": true,
      "title": "There are <@NumberContactsQueued@> contacts in queue <@QueueID@>",
      "facts": [
        {
          "name": "Queue Name:",
          "value": "<@QueueName@>"
        },
        {
          "name": "Oldest Contact:",
          "value": "<@LongestQueuedTime@> seconds"
        },
        {
          "name": "Number of Agents Logged In:",
          "value": "<@NumberUsersLoggedOn@>"
        },
        {
          "name": "Number of Agents NR:",
          "value": "<@NumberUsersNotReady@>"
        }
      ]
    }
  ],
  {
    "potentialAction": [
      {
        "@type": "OpenUri",
        "name": "Open iceMonitor",
        "targets": [
          {
            "os": "default",
            "uri": "https://ice.com/iceManager/monitor"
          }
        ]
      }
    ]
  }
]
}

```

When the alert conditions are met, the following will be displayed in the teams channel



You are able to create multiple alerts that are sent to the same channel.