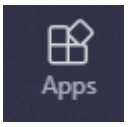
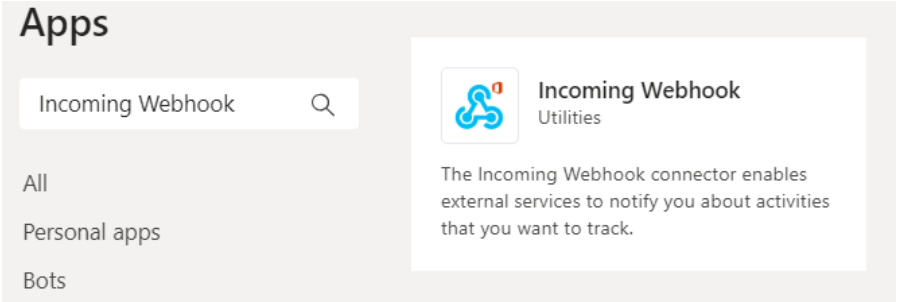
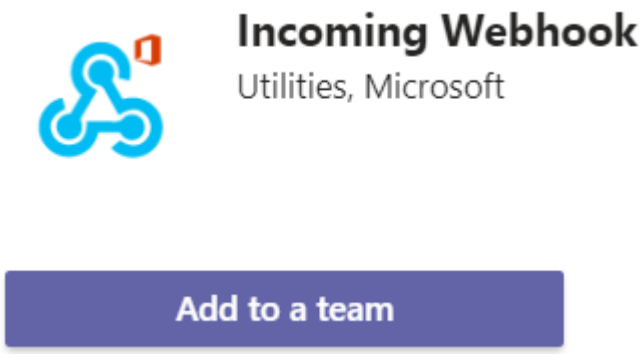
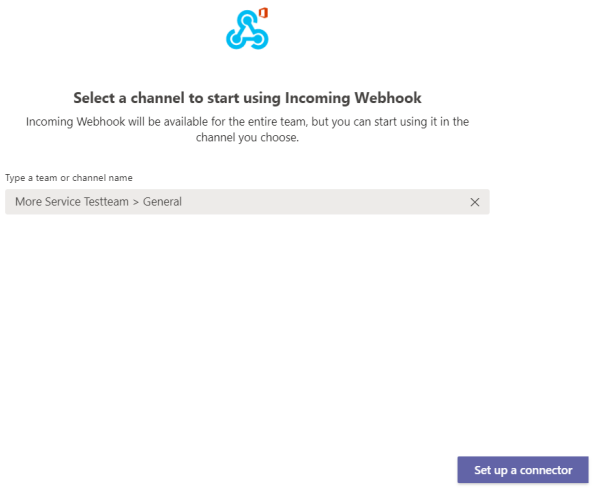
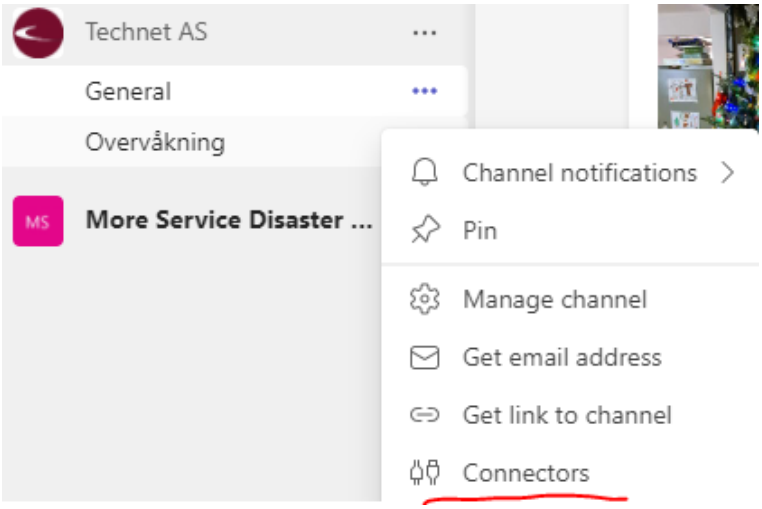
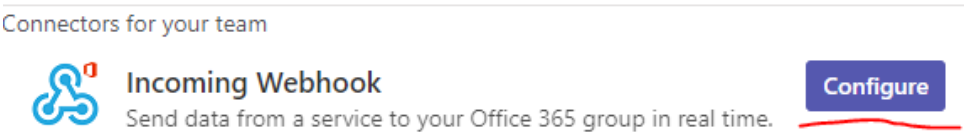
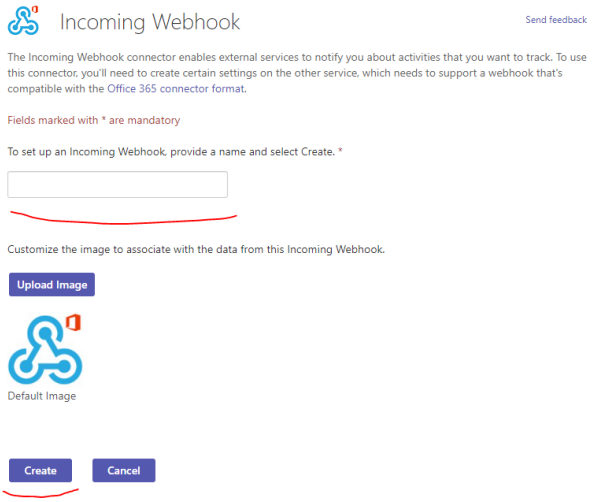
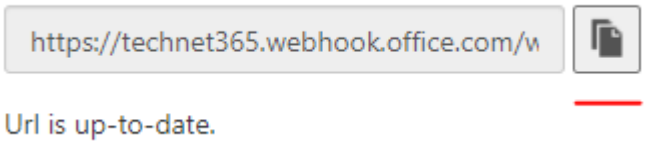
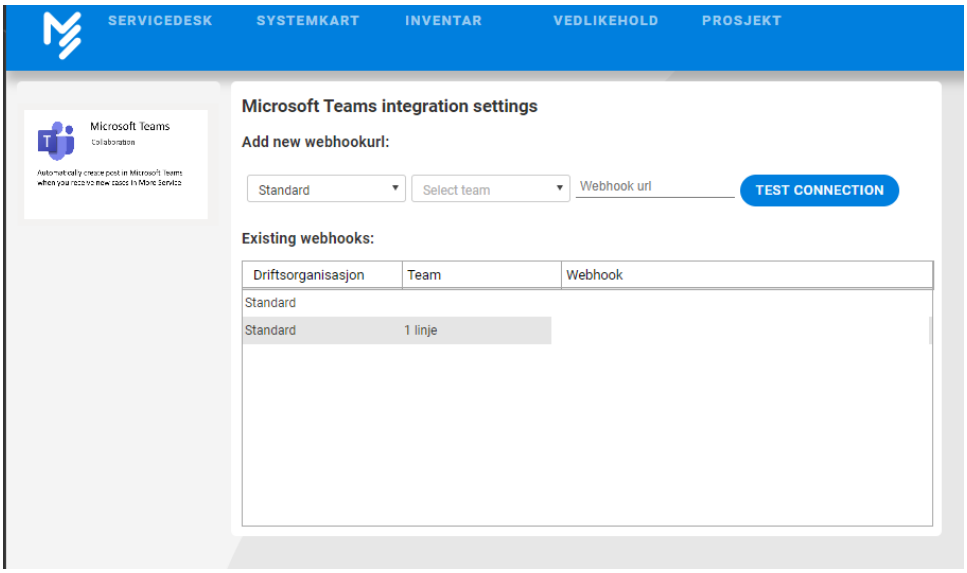
Microsoft Teams App

This article describes how to set up integration between More Service and Microsoft Teams

1	Open Microsoft Teams on your PC
2	Click "Apps" 
3	Seach for "Incoming Webhook" 
4	Click "Incoming Webhook" in the search result. Then click "Add to a team". 

5	Input the team name to add the integration to, then click "Set up a connector" 
6	Locate the channel you want to receive notifications from More Service. Click the three dots next to the channel name. Select "Connectors" 
7	Click "Configure". If you dont have it click "Add" and follow the following procedures unit you can configure. 

6	Give the Webhook a fitting name and click "Create" 
9	A new URL has been generated. Copy it and click "Done" 
10	Open your More Service Agent Portal
11	Open Moreservice
12	Go to "Settings" (Cogwheel in the upper right corner) "Apps" "Configure"
13	Click "Microsoft Teams" 
14	Paste the URL into "Webhook URL"
15	Click "Test connection"
16	If the test is successful, click "Save"
17	New cases that arrive to More Service, are now relayed to Microsoft Teams.