

# Power of the Cloud

January 29th, 2021

8:30am - 4:30pm EST



Power of the Cloud Conference 2021

<https://powerofthecloud.net/>

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# Lab 1 - MS Teams beyond Chat and Meetings

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## Goals for this lab



Explore simple ways to create reminders and notifications in your day-to-day life at work without leaving the MS Teams App

Learning:

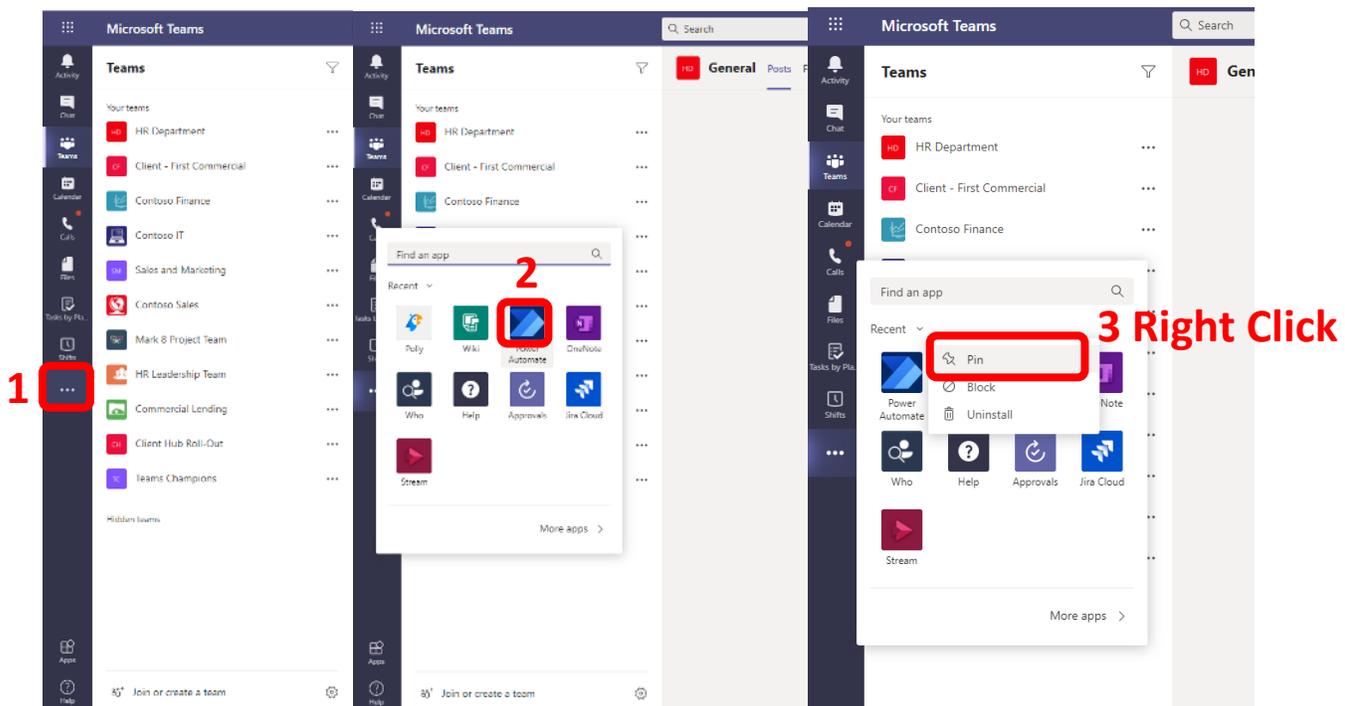
- Add Power Automate app to Teams
- Build workflows
- Flows & Notifications with adaptive cards

## Task 1: Create a reminder to follow up on a message in MS Teams.

The purpose of this reminder is to send you a subtle nudge to reply to a message from a Chat or a Teams Post. We are all busy working on many projects, initiatives and having multiple conversations.

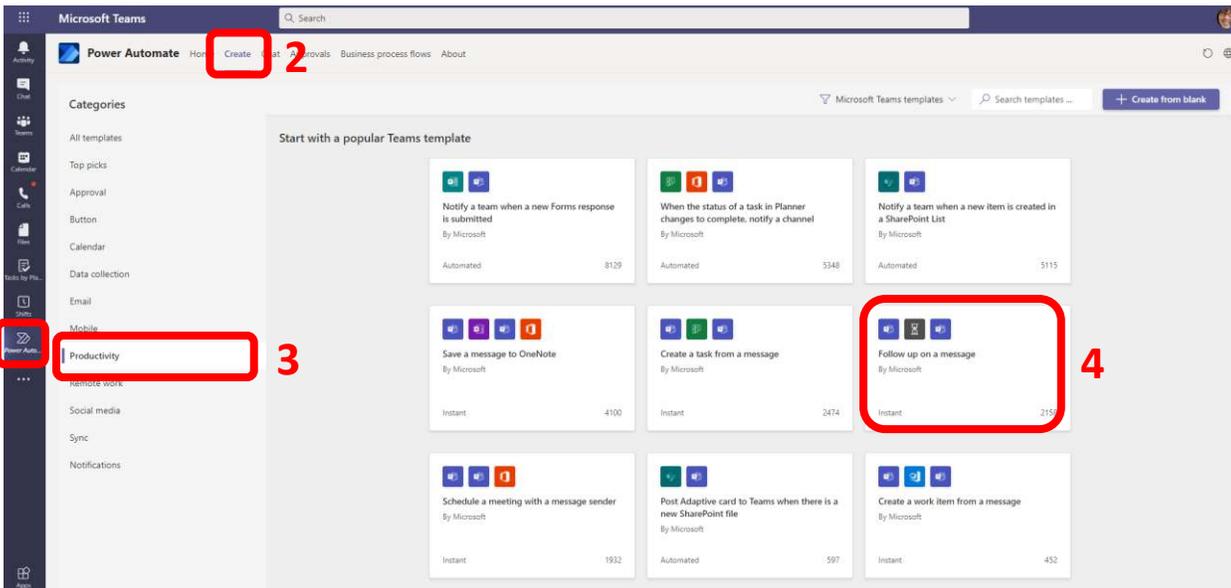
Try the following steps to see how you can create simple reminders for yourself, so you don't let things slip into an abyss.

### Step 1: Add and Pin the Power Automate app to your App bar.



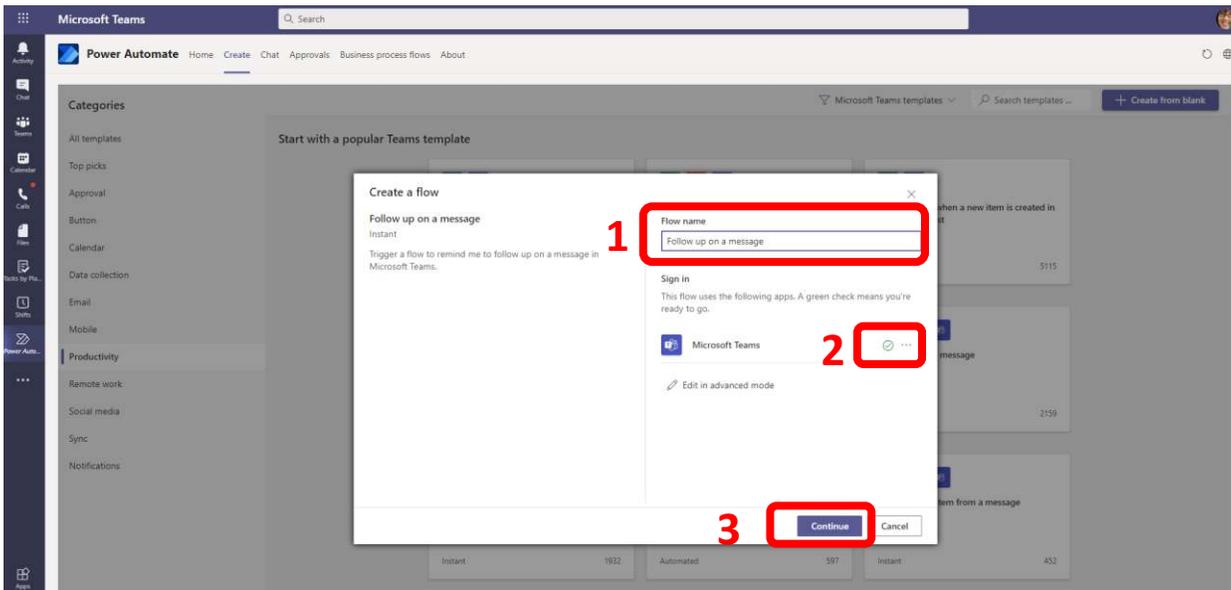
### Step 2: Find and select the templated reminder flow.

1. Navigate to the Power Automate app
2. Select **“Create”** in the tab – located at the top of your screen
3. Select **“Productivity”** from the list of Categories displayed
4. Select the template **“Follow up on a message”**



### Step 3: Create and connect the flow

1. Name your flow as you would like it to appear (e.g. Follow up on a message)
2. Wait for the green check mark to appear
3. Click **Continue**
4. You will receive a pop up confirming your flow has been created – Select **Done**

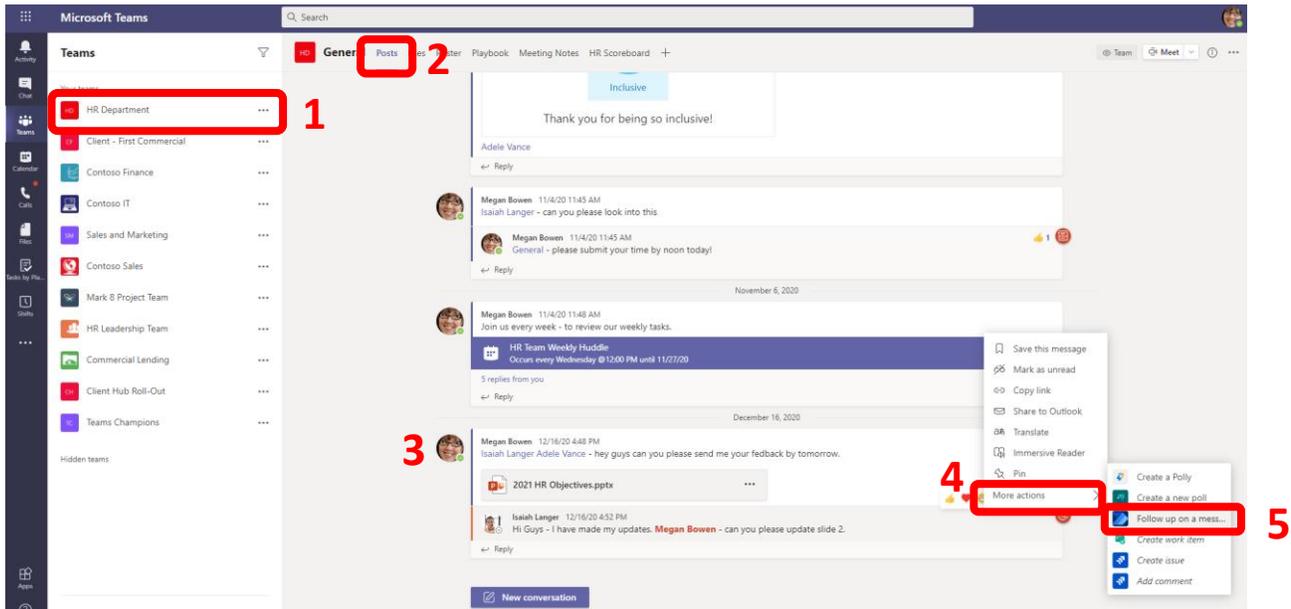


Congratulations – you have created your first flow! Now let's test it.

### Step 4: Create a reminder

1. Navigate to a Team you have access to – click on the **General channel**

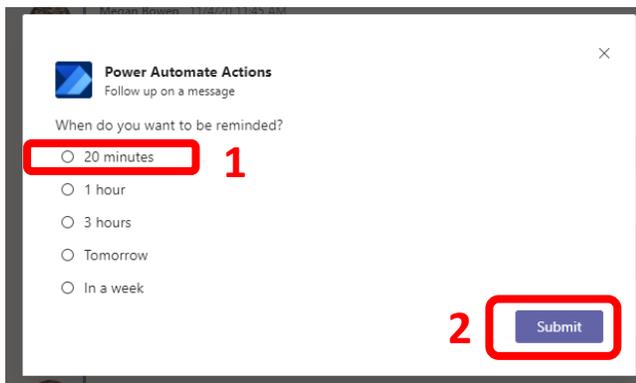
2. Click on the **Posts** tab in the team
3. Scroll to a conversation
4. Hover over a message to the right - Click “...” + Select “**More Actions**”
5. Find your flow according to the name you gave it in Step 3.1



## Step 5: Decide when you want to be reminded?

The action card is pre-populated with specific reminder intervals out of the box. Should you wish to edit these, this can be found in the advanced settings of your flow.

1. Select your **time interval** – try 20 minutes for this lab
2. **Submit** your action
3. Wait 20 minutes!



## Task 2: Schedule a meeting instantly

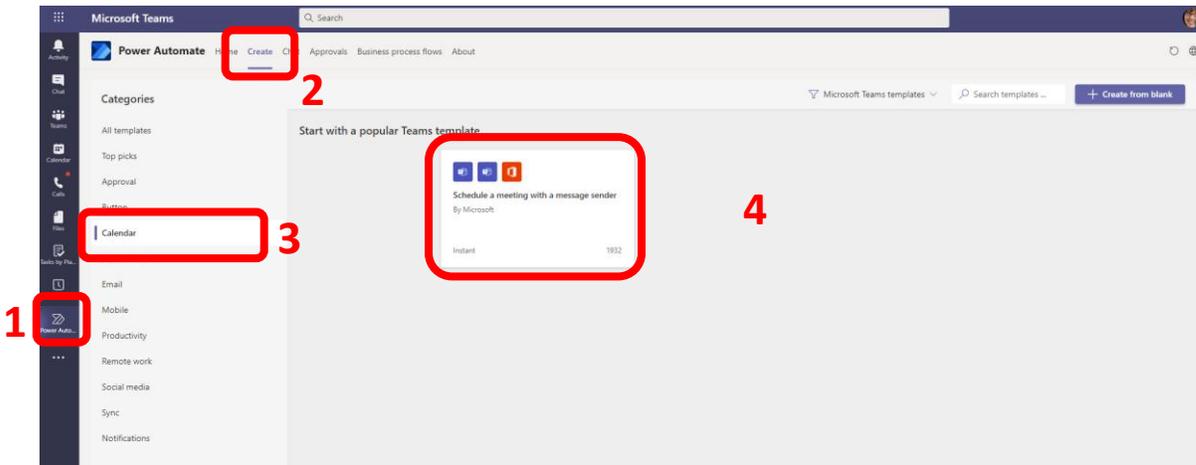
Very often we find ourselves in the middle of conversations with our colleagues. At times, we would like to continue the conversation at a later time with some time booked off in calendars.

Scheduling meetings is a simple task, however, may result in having you to navigate away from your work to your Outlook Calendar and/or your Teams Calendar (essentially the same thing).

Implementing the following flow will eliminate the step of having to navigate away from your work, saving you just a little bit more time in your day!

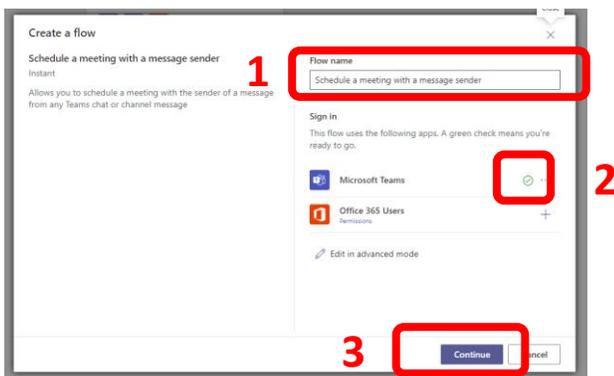
### Step 1: Find and select the templated flow

1. Navigate to your pinned Power Automate app
2. Select Create
3. Navigate to the “Calendar” category
4. Select the template called “Schedule a meeting with a message sender”



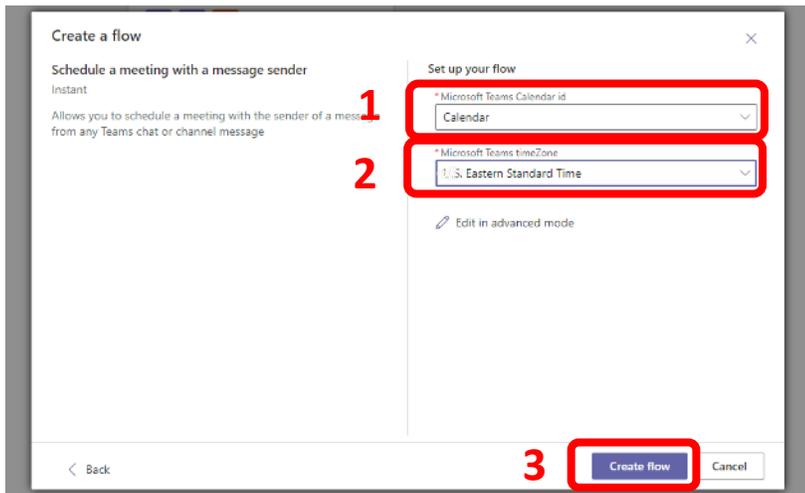
### Step 2: Create and connect the flow

1. Enter a **name** for your flow (e.g. Schedule a meeting)
2. Ensure the connection is successful with a green check mark – click continue



### Step 3: Setup your flow

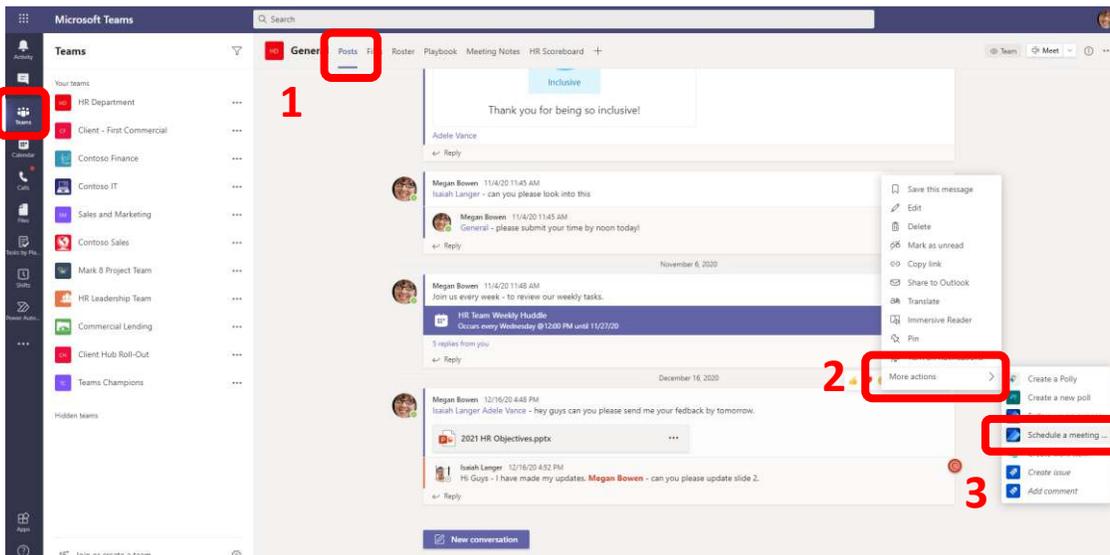
1. Select the Calendar you would like to connect to – “Calendar” is normally your default exchange calendar
2. Select the timezone – “Eastern Standard Time”
3. Click “Create flow”



Congratulations – you have created your second flow! Now let’s test it.

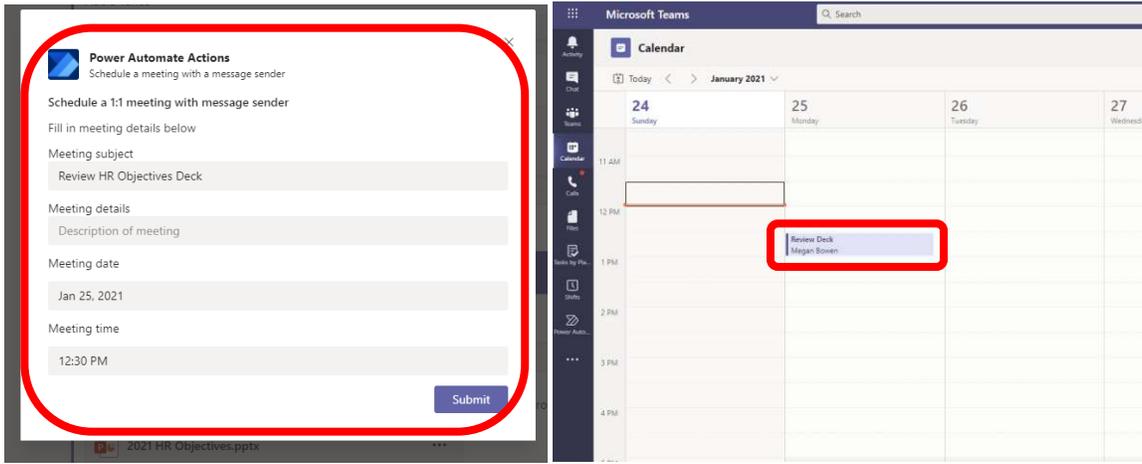
#### Step 4: Schedule a meeting with a colleague

1. Navigate to a Team **conversation** or Chat conversation
2. Select a conversation and “...More Actions”
3. Select the flow you created (the name you selected will appear) “**Schedule a meeting**”



#### Step 5: Submit meeting details

1. An action card will pop-up for you to **fill in the meeting details**
2. Ensure to enter a date/time in the future 😊
3. Click **Submit** – this will trigger the flow to start and generate a meeting invitation in your calendar with your colleague as an attendee



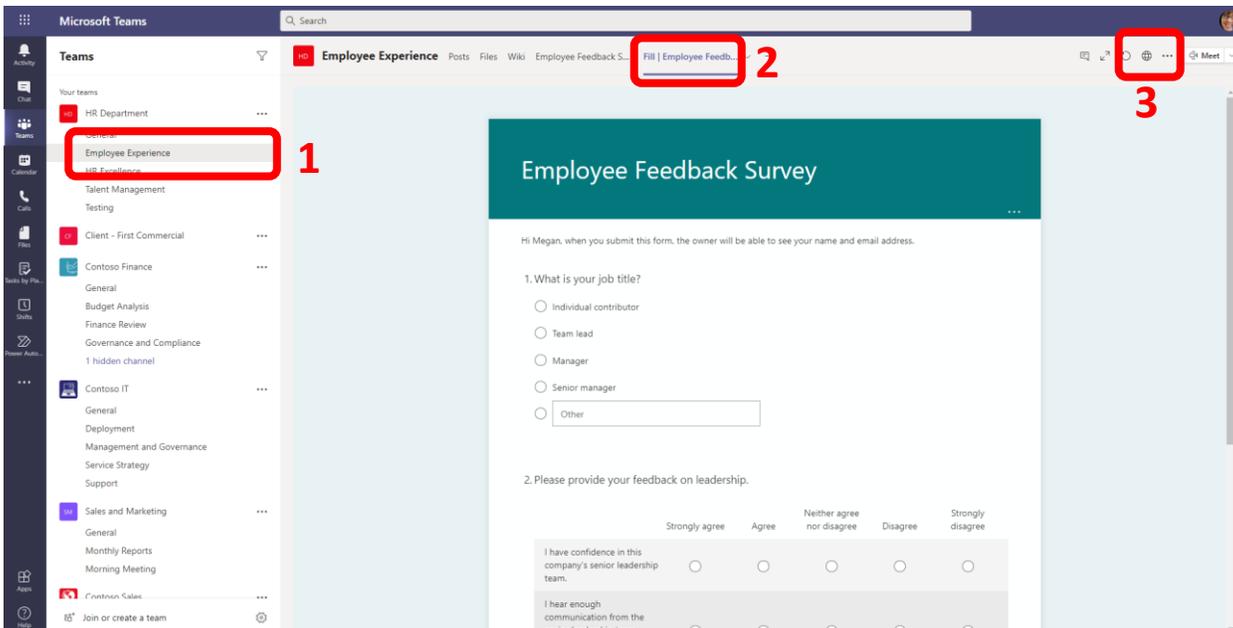
### Task 3: Get a notification when a response has been submitted to an Employee Survey generated with a MS Form.

The purpose of this flow is to post a message in a Teams channel when a response has been submitted to a Microsoft Form. This can be especially useful when a MS Form has been circulated for responses, with a team responsible for addressing responses within a specific timeframe with the ability to have conversations and collaboration.

#### Step 1: Obtain your MS Form ID

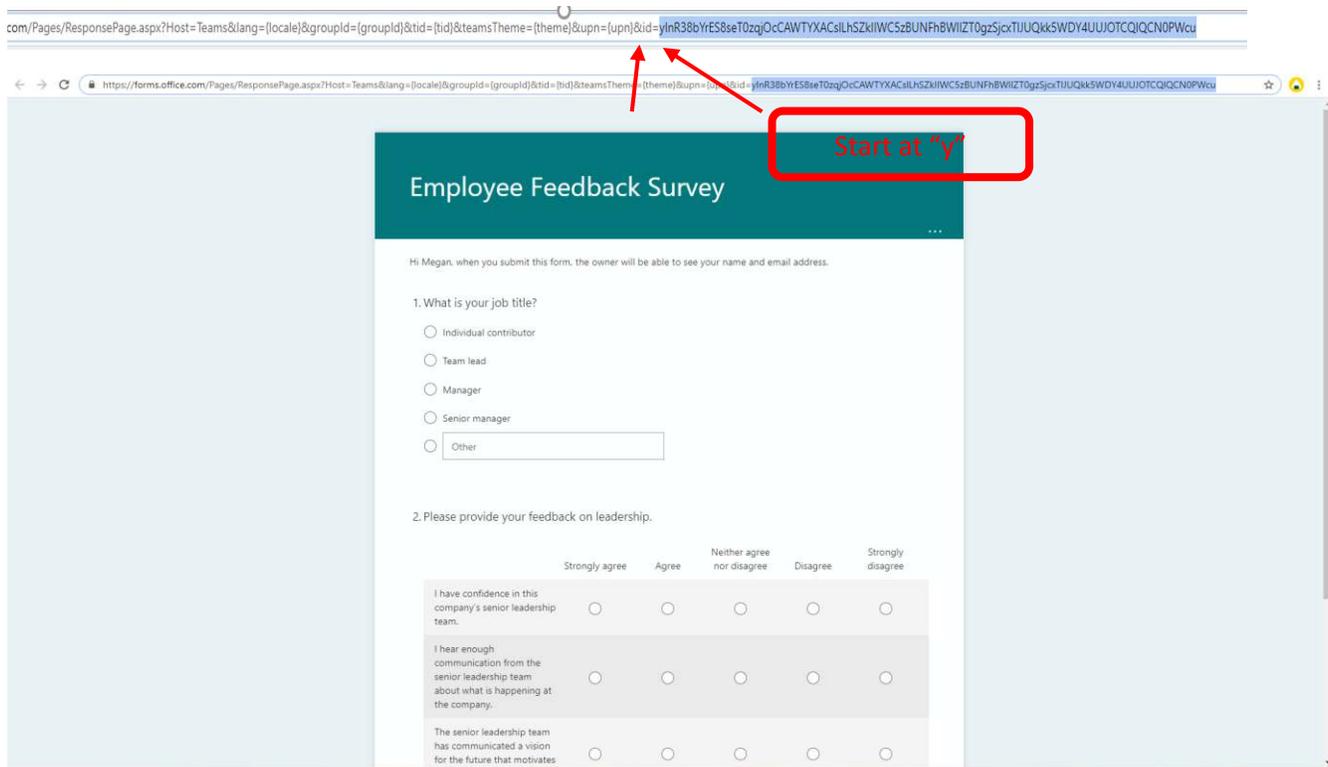
This step may or may not be required, however, I would recommend it is best to copy the Form ID, if possible, in case Power Automate is unable to automatically retrieve the Form ID for you.

1. Navigate to the **HR Department Team – Employee Experience Channel**
2. Select the **Employee Feedback Survey Tab**
3. Open in browser



## Step 2: Copy the Form ID to your clipboard

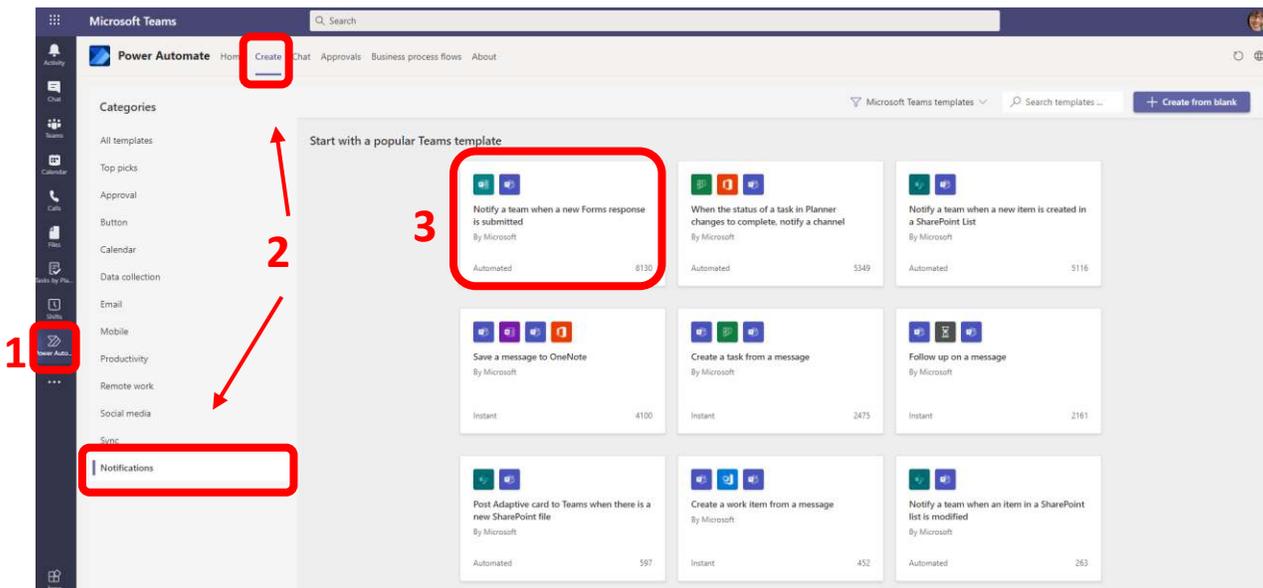
1. Open the browser window with the MS Form open
2. Highlight and **copy** the portion of the URL after “&id=”, starting with a letter. The Form ID will look like a string of random numbers and letters.



Great! Now you have the Form ID copied to your clipboard.

## Step 3: Create and Connect the flow

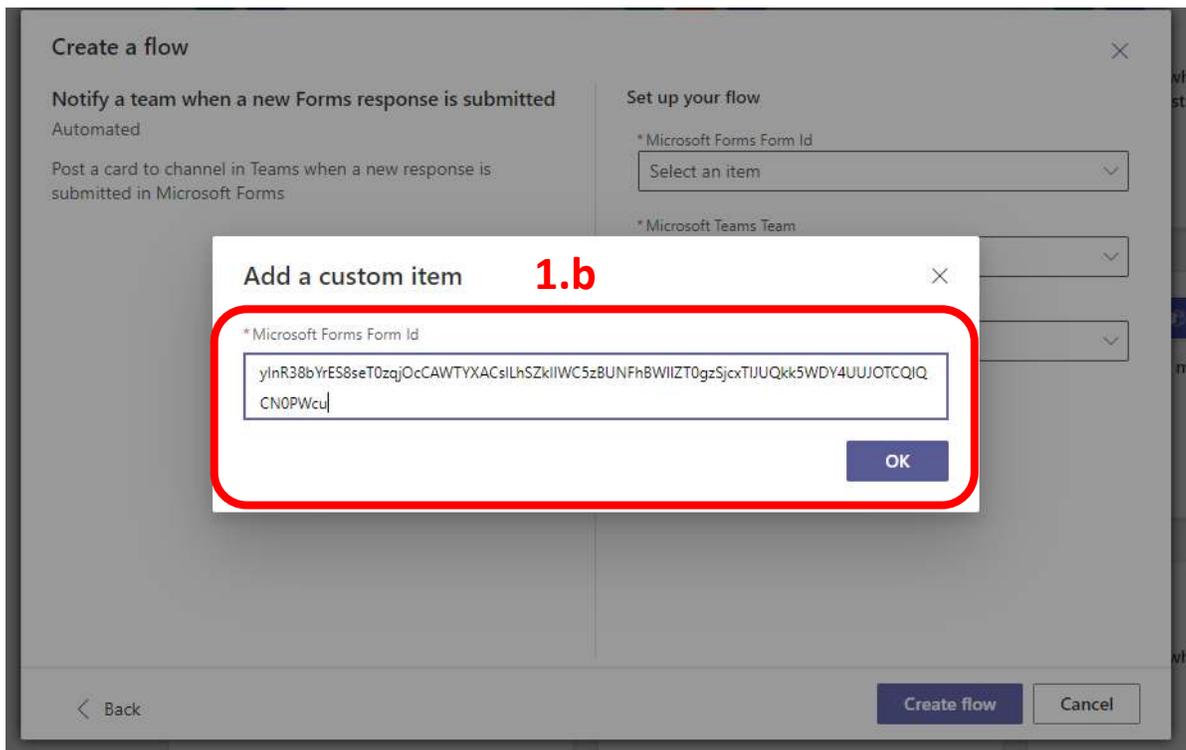
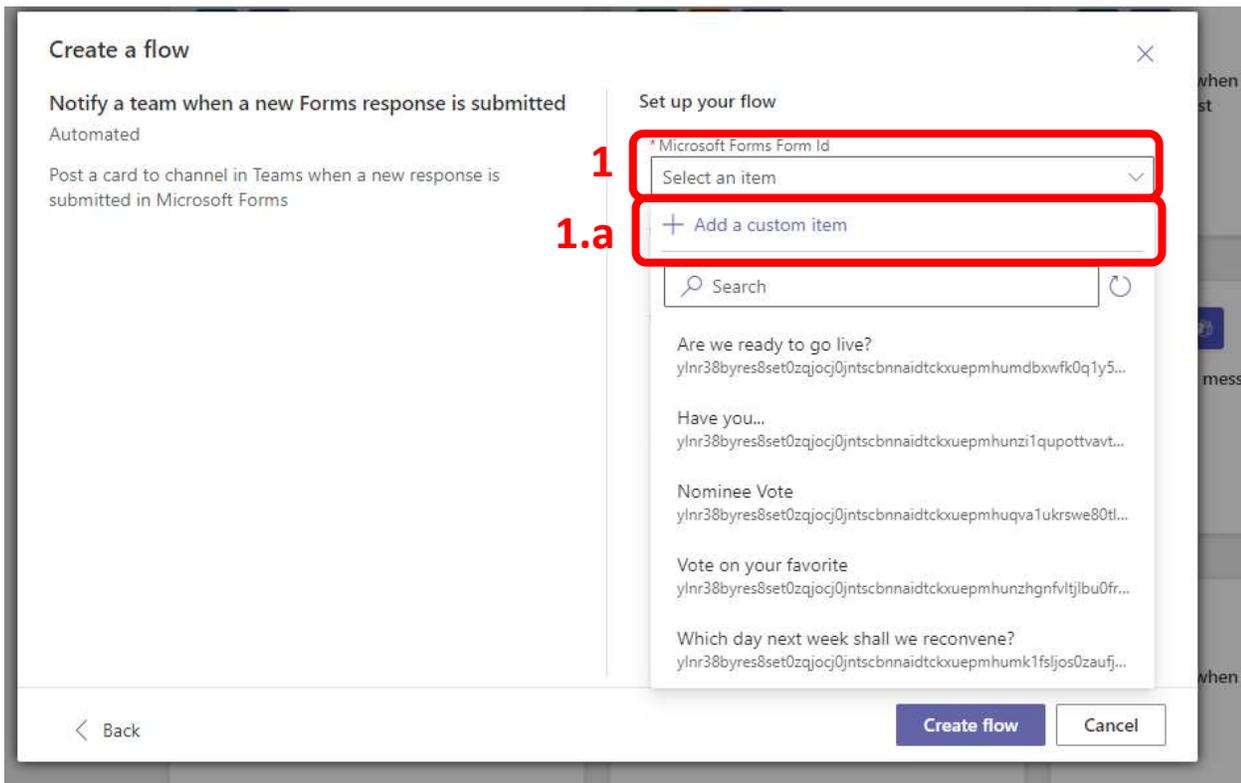
1. Navigate to your Power Automate app
2. Select **Create** and then **Notifications** under Categories
3. Select the template “Notify a team when a Forms response is submitted”

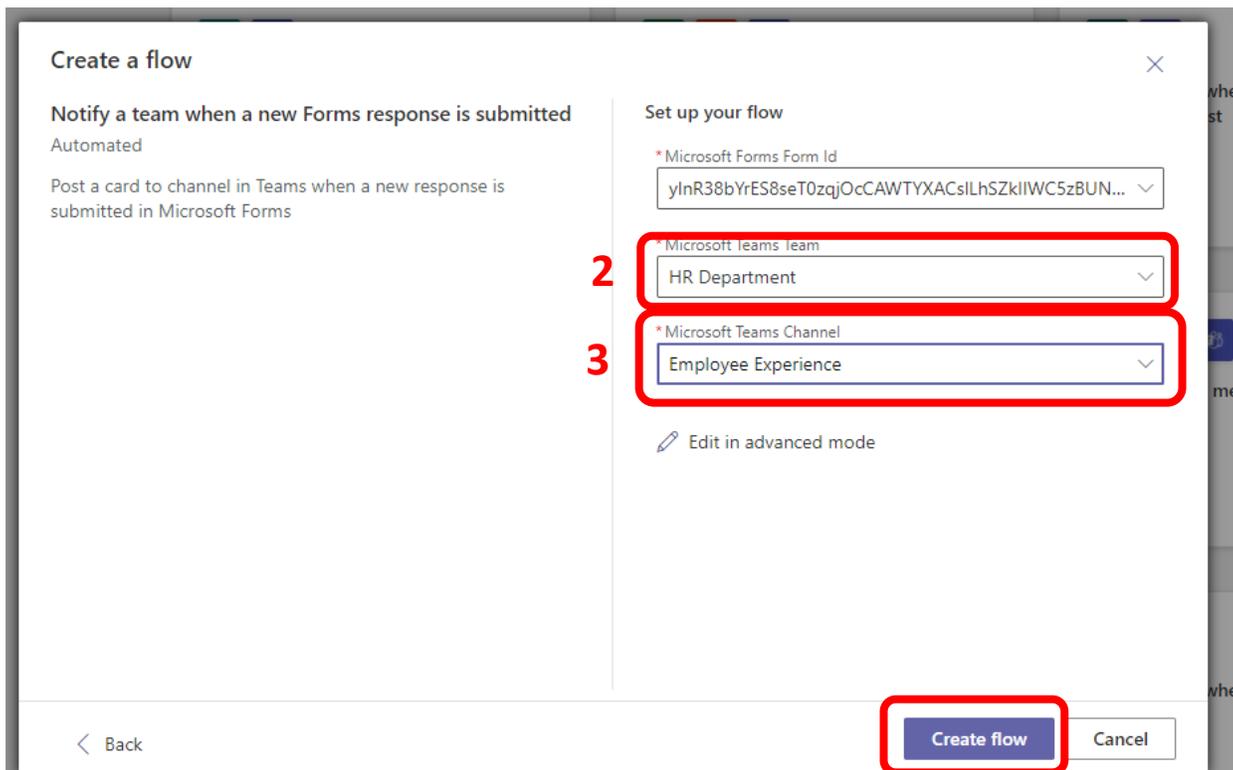


4. Name your flow as you please – “Notify a team when a Forms response is submitted”
5. Confirm the connection is successful and click Continue

#### Step 4: Connect your flow to a MS Form and a MS Team Channel

1. Select the field “Microsoft Forms Form ID” – this field will generate recommended Forms – not always the form you are wishing to connect.
  - a. If the form you are connecting does NOT appear in the drop down, select “+Add a custom item”
  - b. **Paste the Forms ID** you copied to clipboard in the dialogue box – Click Ok
2. Select the Microsoft Team to connect to – in this case it will be HR Department
3. Select the Microsoft Teams Channel to post notifications to – select a channel you prefer





Congratulations! You have now created your third and last flow for this lab. If you have made it this far, consider yourself a superstar. 😊

Now let's go and test this flow!

1. Navigate to the HR Department Team – Employee Experience Channel
2. Select the Employee Feedback Form
3. Fill in the form with your responses
4. Confirm your response has been submitted
5. Navigate to the Teams Channel you connected your flow to for notifications
6. Select the Posts tab in that channel
7. You will see an adaptive card posted such as:



# Lab 2 - Putting the rails on and Managing the Microsoft Teams Super Highway

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## Goals for this lab



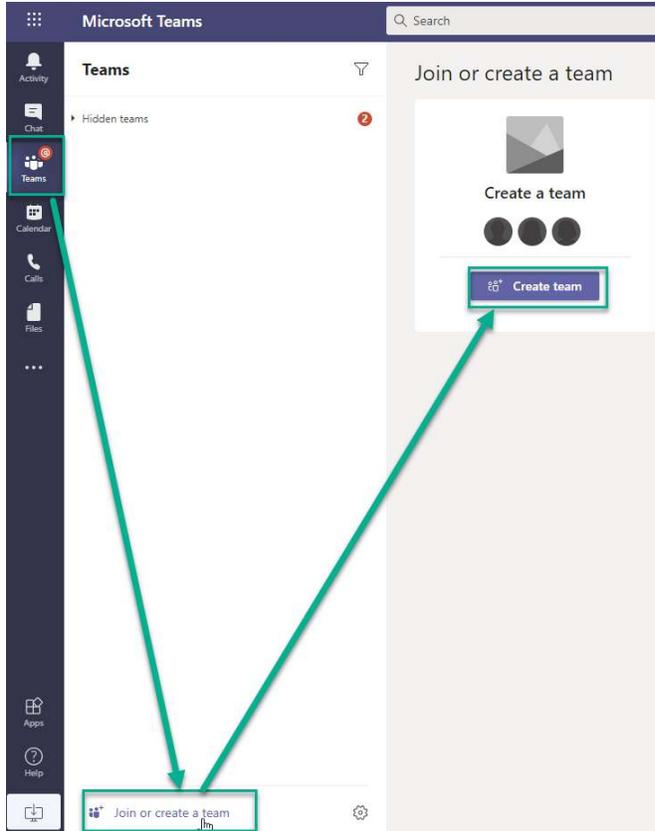
In this lab, we will be covering how to:

- Create a Team from a Template
- Modify Team and channel settings
- Create a private channel
- Restrict the use of the General files tab.

## Task 1: Create a new team from a Template

We will be creating a new Team using a Microsoft Teams template that you created or an existing one.

1. Browse to <https://teams.microsoft.com>
2. From the left-hand menu select > Teams
3. In the bottom left-hand corner select > Join or create a team
4. In the middle right select > Create a Team



5. Select from a template > Select one of the existing templates in the list, here is the **Manage a Project** template that was selected.

## Create a team



### From scratch

We'll help you create a basic team.



### From a group or team

Create your team from an Microsoft 365 group that you own or from an another...

## Select from a template



### Adopt Office 365

General

Create a Champion community to drive adoption.



### Manage a Project

General

Coordinate your project.



### Manage an Event

General



### Onboard Employees

General

6. The next screen explains what is contained in in the template > Click Start

## Manage a Project



Manage tasks, share documents, conduct project meetings and document risks and decisions with this template for general project management.



### 4 channels

General  
Announcements   
Resources  
Planning



### 4 apps

 Lists  
 OneNote  
 Tasks by Planner and To Do  
 Wiki

7. Select if you want your team to be Public or Private > Select **Private**

## What kind of team will this be?



### Private

People need permission to join



### Public

Anyone in your org can join

8. Enter a Team name and description -> Click **Create**

**Some quick details about your private team** ×

Team name Required

Give your team a name ⓘ

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Description

Let people know what this team is all about

I

**Creating the team...**

Feel free to close this window and go do other things.  
We'll let you know when it's ready.

Close

9. The team is now being provisioned.

- a. PRO TIP: This process takes may take a few minutes to complete

10. Add member to Teams > Click **Skip**

**Add members to Team Name 1**

Start typing a name, distribution list, or mail enabled security group to add to your team.

Start typing a name or group

Add

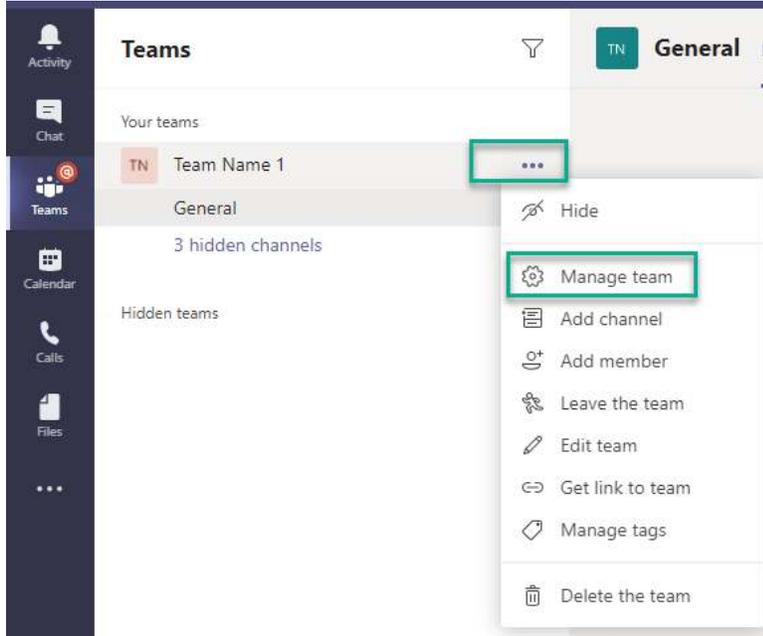
Skip

## Task 2: Modify Team permissions and settings

So, we've just created our new Team and we want to apply some governance, most configurations are done from in the Microsoft Admin Centers. However, your IT Department may have left it open for you to decide how to manage your team.

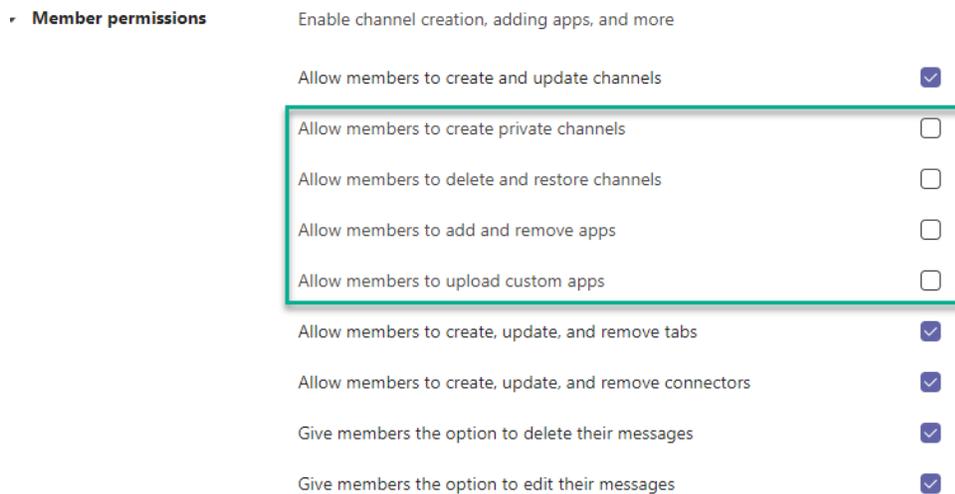
Let's get started.

1. Click on the newly created team name -> Click the ellipsis > Manage team



2. Click Settings – We will be modifying the Member permissions, @Mentions, Fun stuff, Tags
3. Click Member permissions

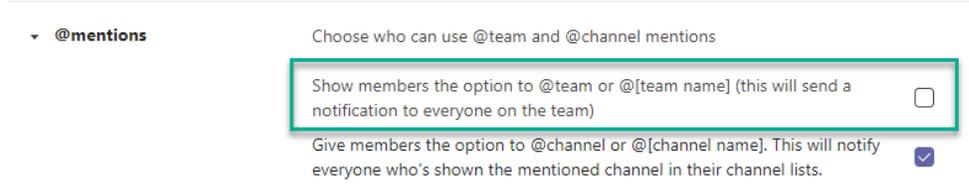
We want to restrict members of the team to not be able to create private channels, add or delete channels and the ability from adding published or custom apps.



- a. Uncheck Allow members to create private channels
  - b. Uncheck Allow members to delete and restore channels
  - c. Uncheck Allow members to add and remove apps
  - d. Uncheck Allow members to upload custom apps
4. Click @mentions

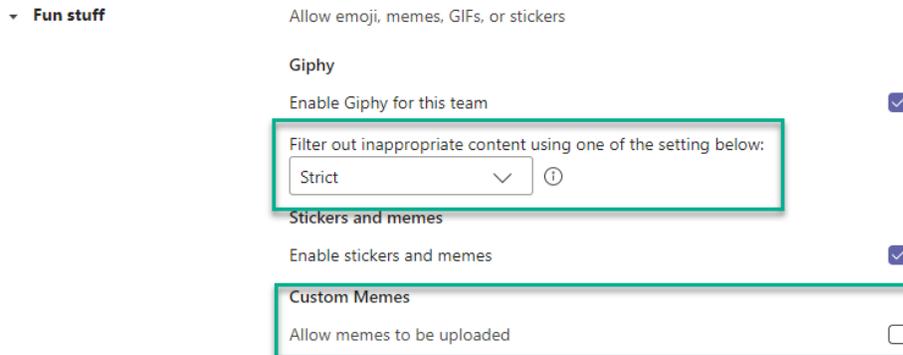
We want to restrict @mentions to only the channels.

- a. Uncheck Show members the option to @team or @[team name] (this will send a notification to everyone on the team) Show members the option to @channel or @[channel name] (this will send a notification to everyone on the team) 1



5. Click Fun stuff

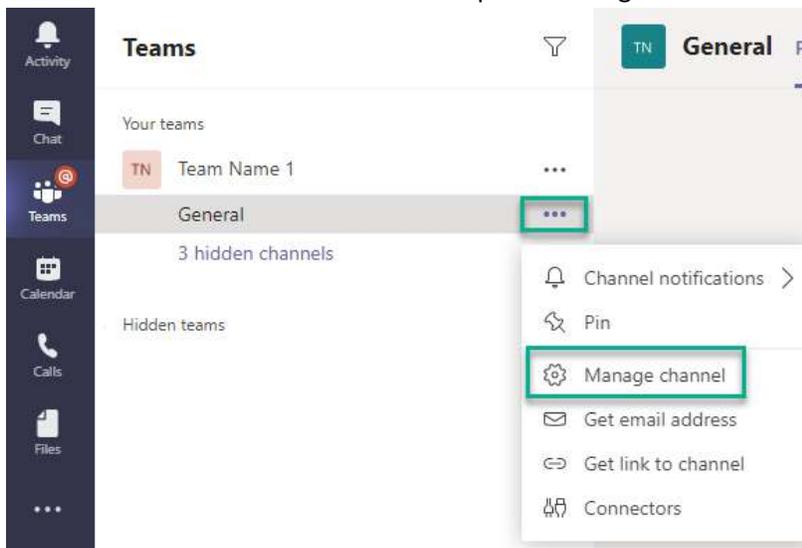
We want to restrict the Giphy rating and the ability to upload custom memes



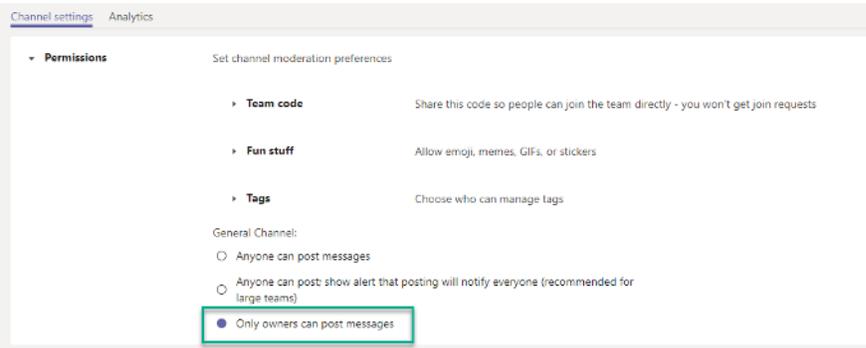
- a. In the Giphy menu > from the drop list select Strict
- b. In the Custom Memes menu > Uncheck Allow memes to be uploaded

6. Next, we don't want our users to be able to post in the General channel, we want to restrict the it to only allow posts from Team owners

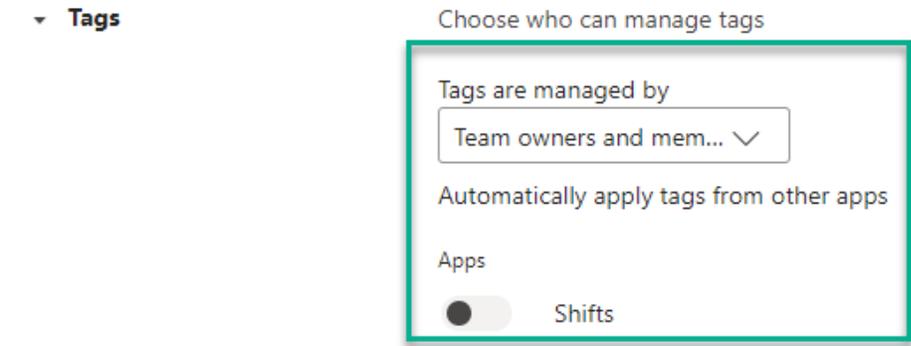
7. Click the General channel > Click the ellipsis > Manage channel



8. In the Permissions menu > Select only owners can post messages



9. Click the Tags menu

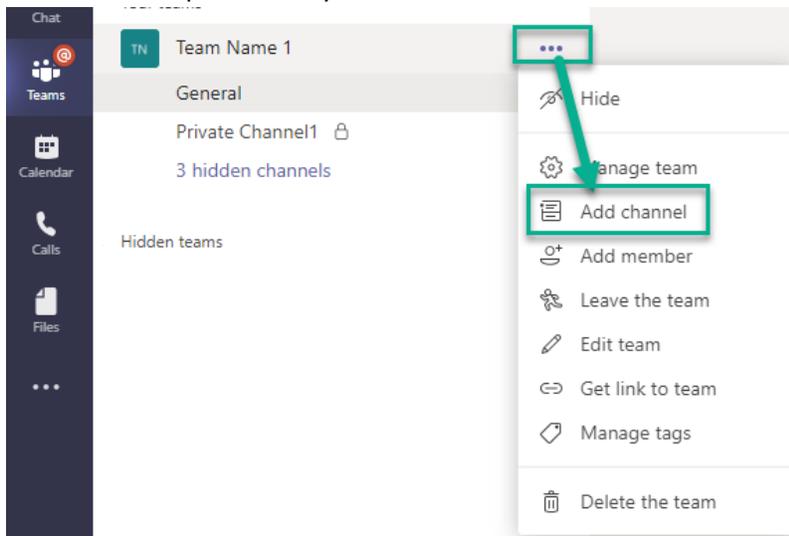


- a. From the drop down list select Team owners and members
- b. Turn off Apps -> Shifts

### Task 3: Create a Private Channel

We now want to create a private channel private channel for a subset of users to be contained in, and modify the settings.

1. Click on the ellipsis beside your Team name > Click add channel



2. Provide a name and description of the channel > Select **Private**, under the **Privacy** drop down list > Click **Next**

Create a channel for "Team Name 1" team

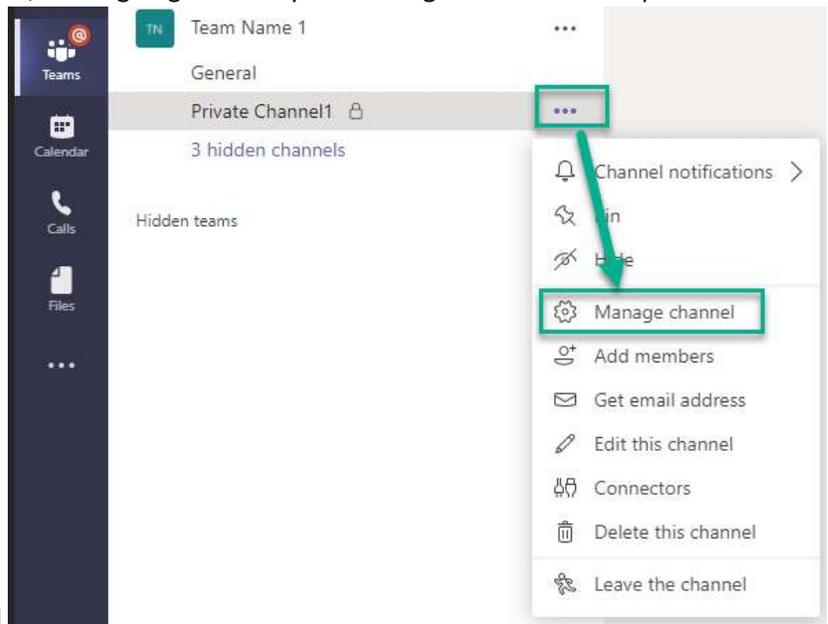
Channel name  
Private Channel1

Description (optional)  
Help others find the right channel by providing a description

Privacy  
Private - Accessible only to a specific group of people within the team

Cancel Next

3. Now that your private channel is created, we're going to modify the settings. Click on the ellipsis beside the



channel name > Click **Manage channel**

- 4. We want to restrict this channel from members making any changes
- 5. Click Settings > In the Member permissions menu
  - a. Uncheck Allow members to create, update, and remove tabs

Member permissions Change member permissions

Allow members to create, update, and remove tabs

Give members the option to delete their messages

Give members the option to edit their messages

6. NOTE: From Section 2 the settings are inherited from the Teams settings level for Giphy and Customs memes. But can be changed on the private channel.

▼ **@mentions** Choose if @channel mention is allowed

Give members the option to @channel or @[channel name]. This will notify everyone who's shown the mentioned channel in their channel lists.

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▼ **Fun stuff** Allow emoji, memes, GIFs, or stickers

**Giphy**

Enable Giphy for this channel

Filter out inappropriate content using one of the setting below:

Strict

**Stickers and memes**

Enable stickers and memes

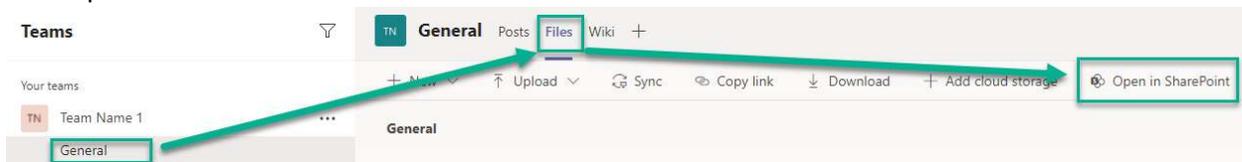
**Custom Memes**

Allow memes to be uploaded

## Task 4: Disable members from uploading files to General channel.

There are instances as a team owner where you would only like the general channel to be used for Informational purposes only. We have previously restricted members from posting within the channel, now we want to restrict them from uploading files in the files tab. To do so we have to change the permissions in the Teams SharePoint site.

1. Click on the General channel
2. Click the Files tab
3. Click Open in SharePoint



The screenshot shows the Microsoft Teams interface. At the top, there are tabs for 'General', 'Posts', 'Files', and 'Wiki'. The 'Files' tab is currently selected. Below the tabs, there is a toolbar with buttons for 'New', 'Upload', 'Sync', 'Copy link', 'Download', and 'Add cloud storage'. The 'Open in SharePoint' button is highlighted with a red box. A red arrow points from the 'General' channel name in the left sidebar to the 'Files' tab, and another red arrow points from the 'Files' tab to the 'Open in SharePoint' button.

4. As an owner you have full control of your Teams SharePoint site, we will need to modify the permissions of this folder.

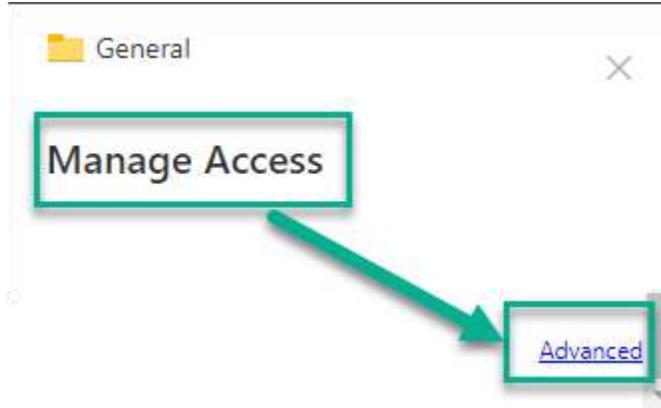
5. When the SharePoint site loads click on Documents from the menu



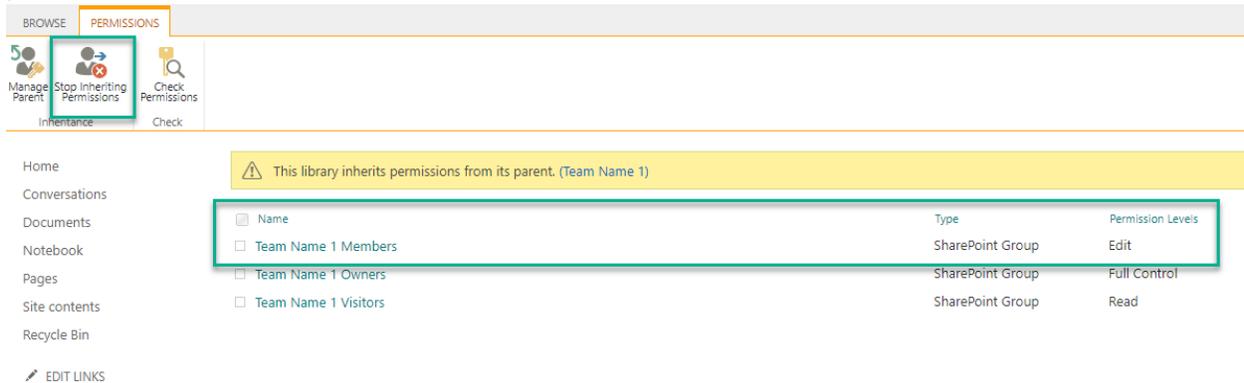
6. Click on the ellipsis next to the General folder (Channel)



7. Under General > Manage Access > Scroll to the bottom and click Advanced



8. We want to change the Members Permissions to read, in order to achieve this we have to stop Inheriting permissions.



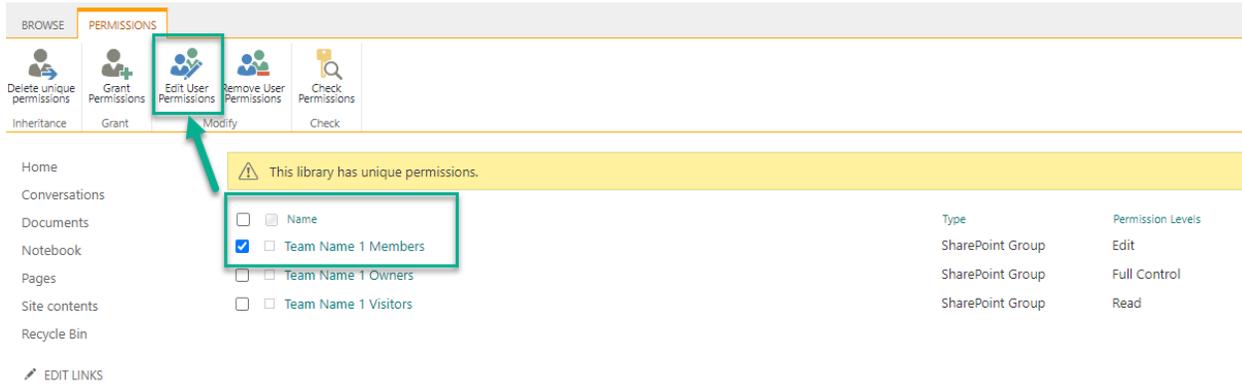
9. When Prompted that you will be stopping inheritance and creating unique permissions for this document library > Click Ok. (note these changes can be reverted at any time we will show that below)

m365x075514.sharepoint.com says

You are about to create unique permissions for this document library.  
Changes made to the parent site permissions will no longer affect this document library.



10. Now that the inheritance is stopped > Click Members group > Click Edit User Permissions



11. In the Permissions window

- a. Uncheck Edit - Can add, edit and delete lists; can view, add, update and delete list items and documents.
- b. Check Read - Can view pages and list items and download documents.

Permissions:

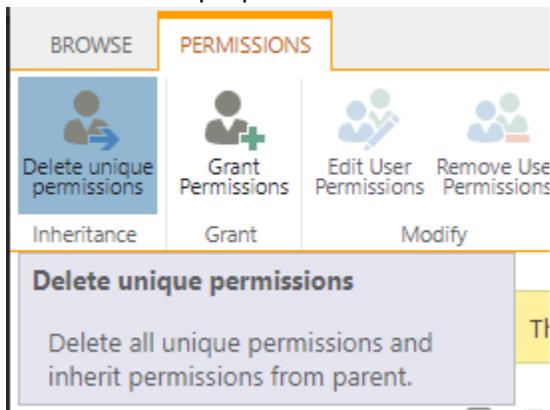
- Full Control - Has full control.
- Design - Can view, add, update, delete, approve, and customize.
- Edit - Can add, edit and delete lists; can view, add, update and delete list items and documents.
- Contribute - Can view, add, update, and delete list items and documents.
- Read - Can view pages and list items and download documents.
- Restricted View - Can view pages, list items, and documents. Documents can be viewed in the browser but not downloaded.

c. Click OK

12. You have now restricted the Files tab in the General channel to read only for all members

13. If you would like to revert these changes in the future follow the steps above to access the permissions menu

14. Click Delete unique permissions > Click Ok and inheritance will be re-applied.



Congratulations on completing the governance hands on lab, for more information on how to apply governance, adoption, roll out of Microsoft teams go to: <http://aka.ms/successwithteams>

# Lab 3 - Building Power Platform Solutions using Microsoft Dataverse for Teams

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## Goals for this lab



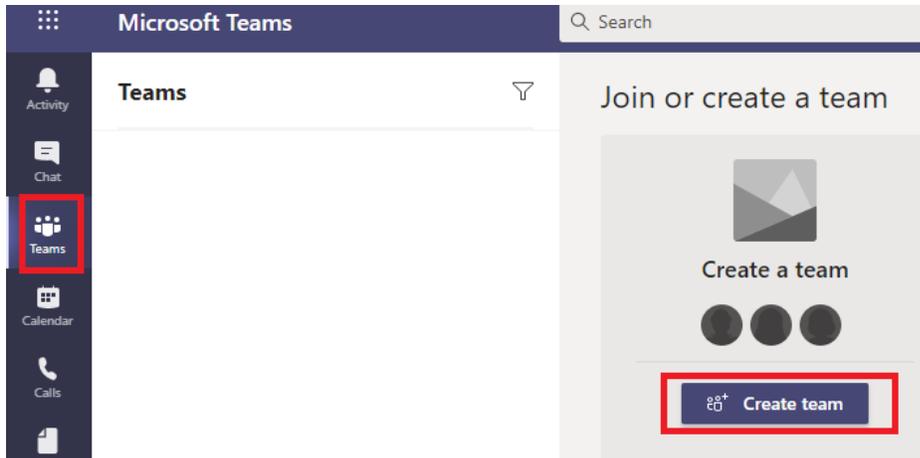
Build a Help Desk Solution so users can create requests (tickets), check ticket status & add an approval process using flow.

Learning:

- Creating Tables
- Build App
- Flow to post adaptive cards for ticket approvals in Teams

## Task 1: Create Power App with Microsoft Dataverse for Teams

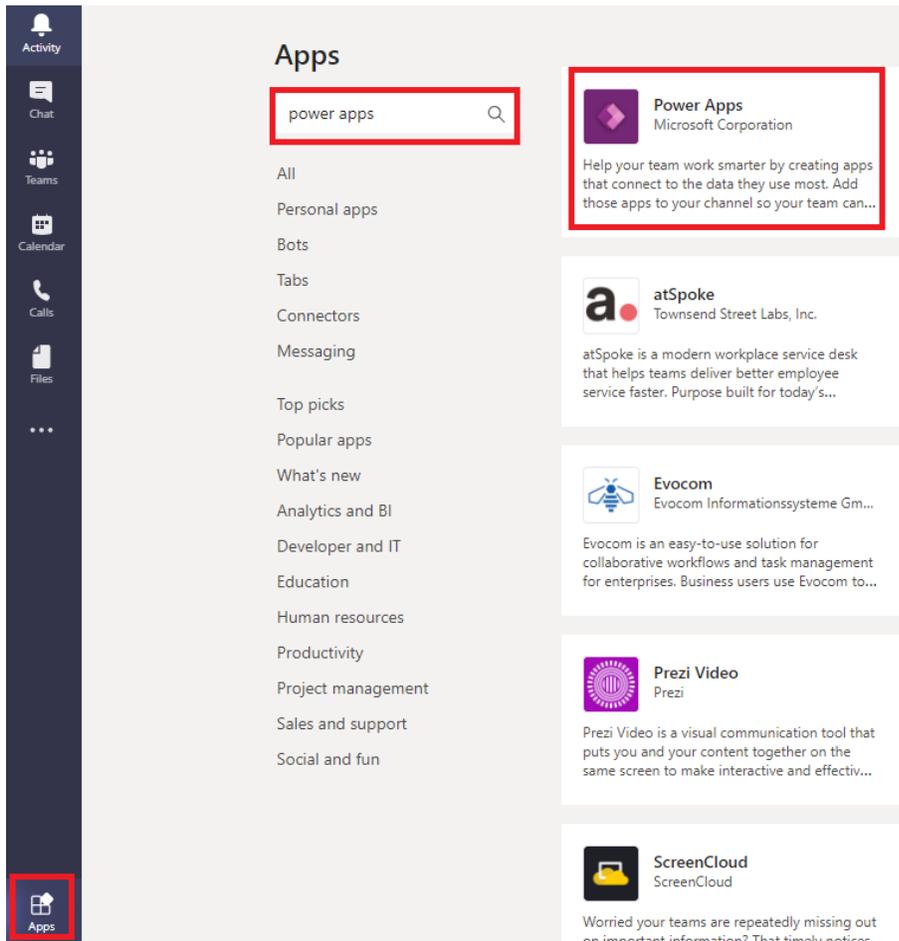
1. Login to <https://teams.microsoft.com/> using an account with a valid Office license
2. **Skip steps 2-5 if you want to leverage an existing Team.** Select 'Teams' on left hand navigation and then click on 'Create a team' option.



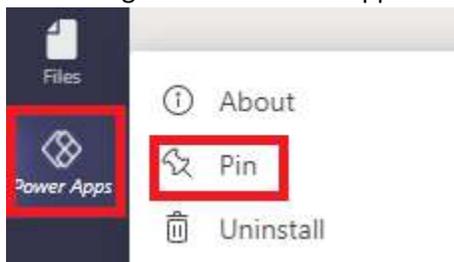
3. Click template as 'From scratch' > 'Private team' and give your Team any name of your choice and click Create
4. You can add any users as members or just skip adding any members.
5. You should now have a Team created. We will leverage this Team to create our Dataverse for Teams environment.

## Task 2: Create the Help Desk App

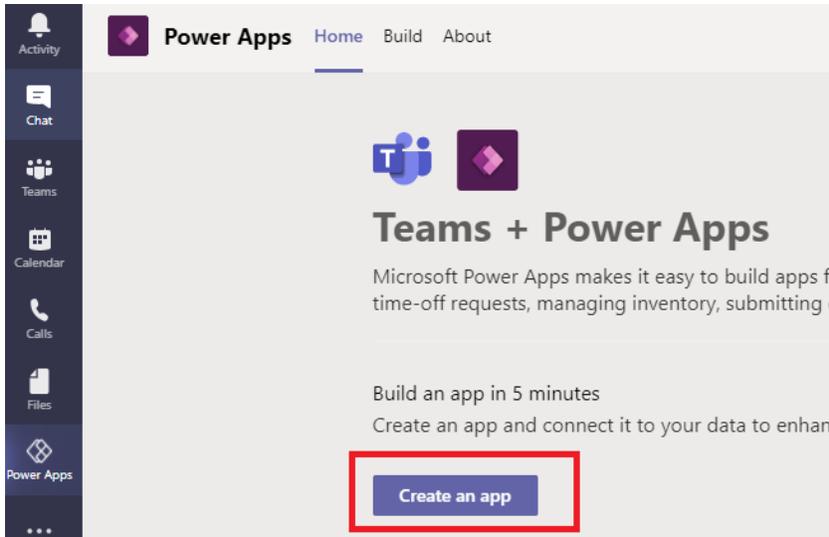
1. In <https://teams.microsoft.com/> on the left-hand navigation, select Apps and search for “Power Apps” and select the “Power Apps” App from the App Store and “Add” the App.



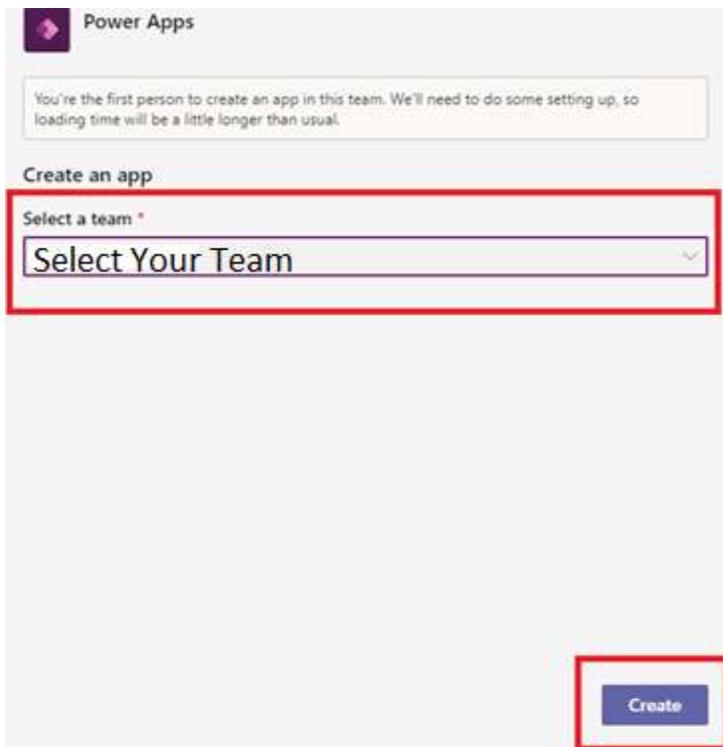
2. Once you add the App, it will show up on the left-hand navigation rail. Right-click on the App icon in the left-hand navigation and Pin the App so that it is Pinned to the navigation.



3. Select the “Power Apps” Teams App and click on “Create an App”



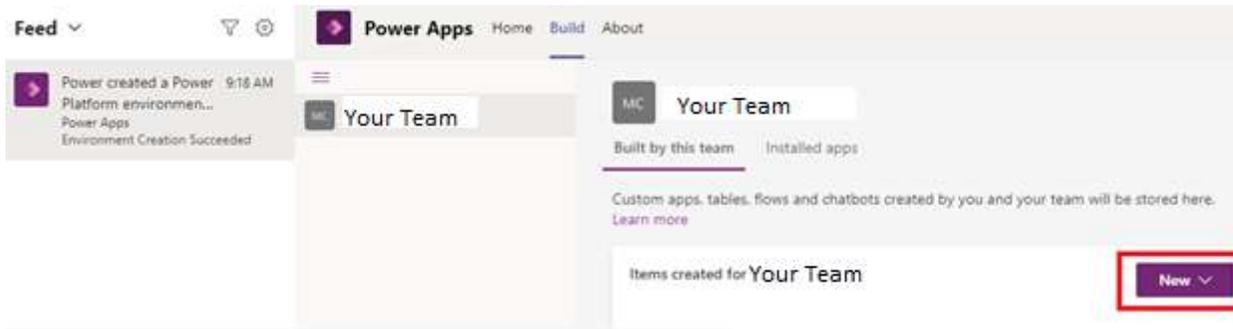
4. Select the Microsoft Team for which you want to build an App and click “Create”



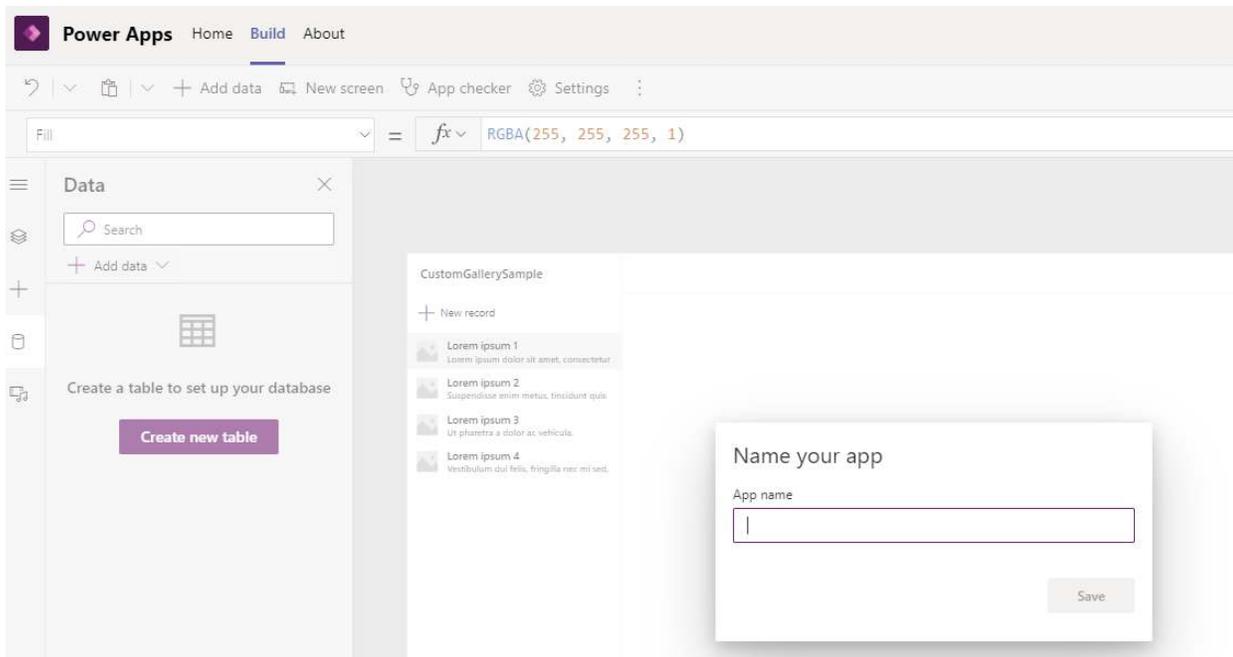
Note:

If you are the first person to create an app in this team then loading time will be a little longer than usual. You will be notified in Teams once the Teams environment is ready for use.

5. If you click on the notification once environment is ready or go the “Build” tab of the Power Apps Teams App, then you can select the “New” button and create new “App”

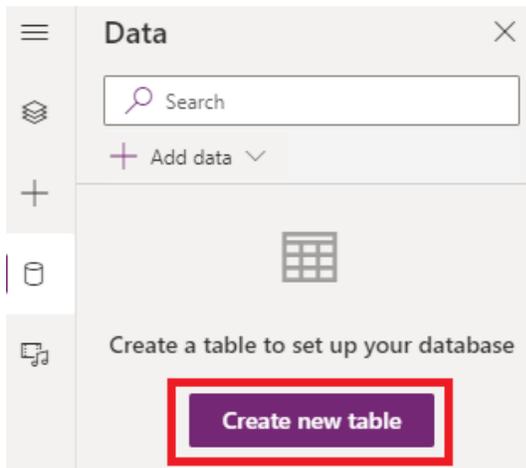


6. Once the “Power App” make experience opens in the Teams context, give your App a name “Help Desk” and click Save.

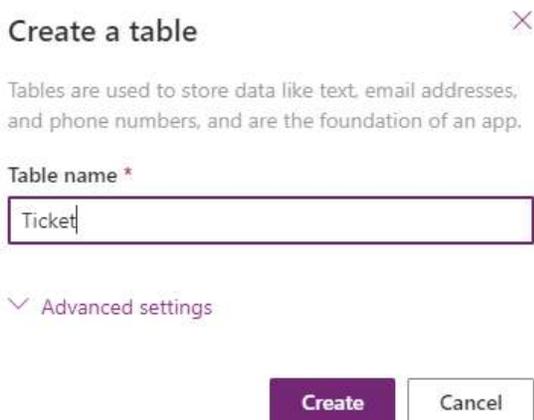


- Next, we will create Tables to store information for “Tickets” and create a related table to store information of ticket category and approver.

Click on “Create new Table”

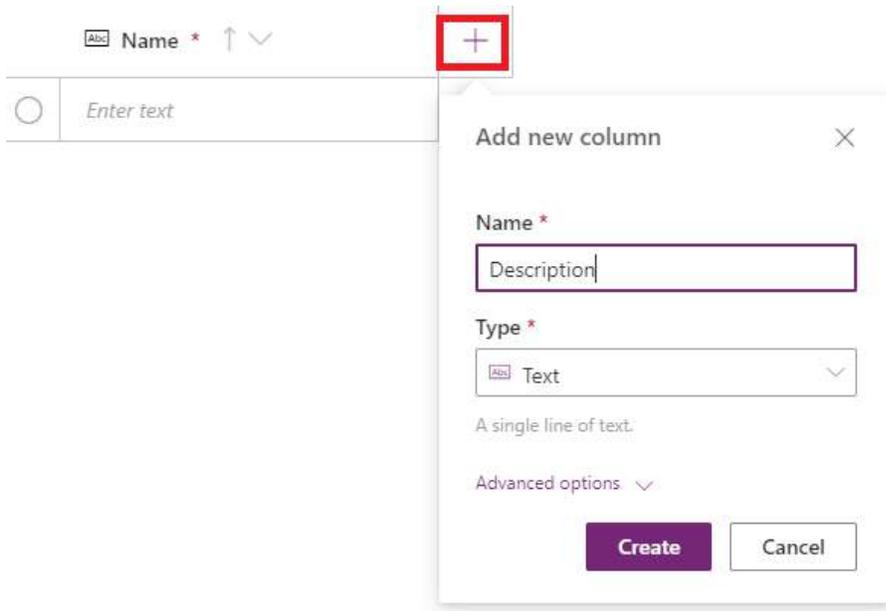


Give Table name as “Ticket” and click Create.

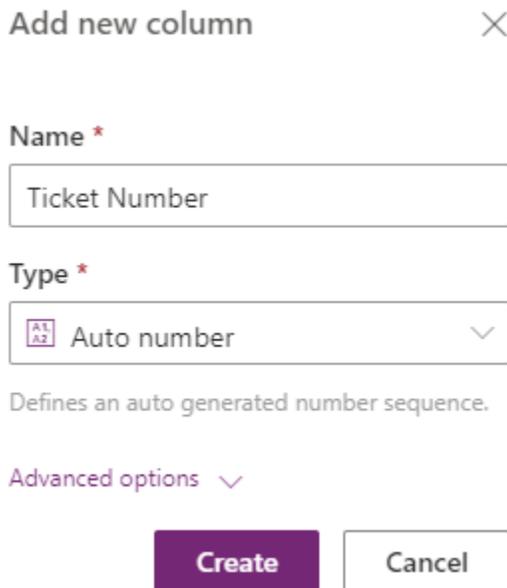
A screenshot of a "Create a table" dialog box. It includes a close button (X) in the top right, a descriptive paragraph about tables, a "Table name \*" field containing the text "Ticket", and a collapsed "Advanced settings" section. At the bottom are "Create" and "Cancel" buttons.

8. This will lead you to the Table creation experience in Quick Edit Mode.

We will create “Description” column of type “Text” by clicking on the + Icon.



9. Next, create a column named “Ticket Number” of type “Auto number”



10. Create column named "Priority" of type "Choice" and enter Choices as Low. Medium & High.

Add new column ✕

Name \*

Type \*

Allow people to select one choice from a list.

Choices

+ New choice

11. Create column named "Due Date" of type "Date"

Add new column ✕

Name \*

Type \*

Allow users to enter or search for a date.

12. Next, close the table editor experience by clicking on Close button

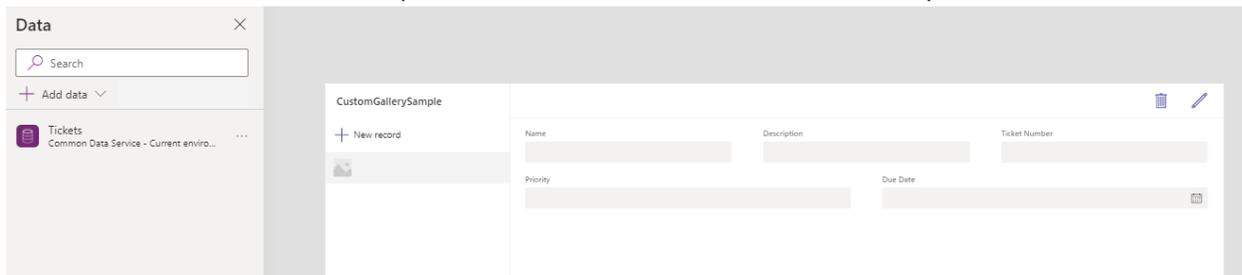
Tickets 

+ Add row + Add column  Show/hide columns  Refresh

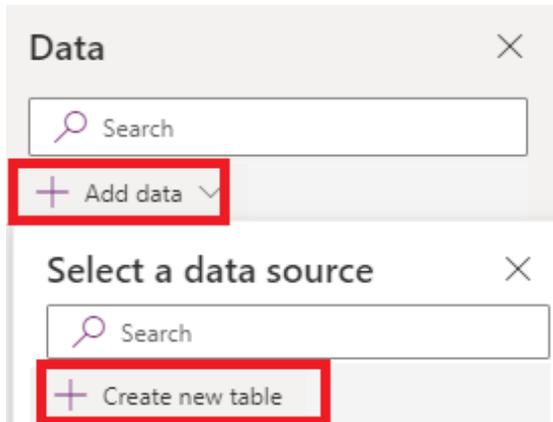
Name * ↑ ↓	Description ↓	Ticket Number ↓	Priority ↓	Due Date ↓	+
 Enter text	Enter text		Select option	Enter or pick date	



13. The Table will be saved, and the App will automatically include the Table as a connection. Also, the home screen will now have a connected Gallery and Form control associated with the newly created Table.



14. We will add another table to create Category information for tickets.  
Go to Add Data and then click on Create new Table



Name the Table "Ticket Category" and click Create

**Create a table** ✕

Tables are used to store data like text, email addresses, and phone numbers, and are the foundation of an app.

Table name \*

∨ Advanced settings

**Create** Cancel

15. Add a column named Approver of type Email

Add new column ✕

Name \*

Type \*

Text in email format.

Advanced options ∨

16. Enter sample data into Table and define your approvers for each Category. You can set yourself as the approver.

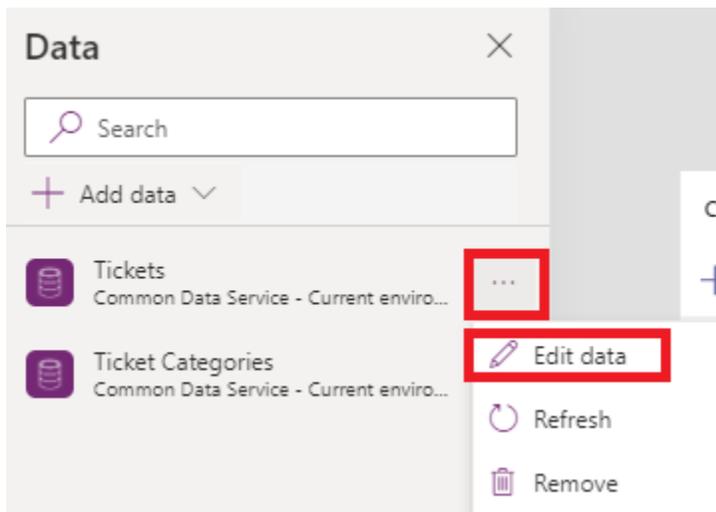
+ Add row + Add column ⌵ Show/hide columns ↻ Refresh

<input type="checkbox"/>	<span>ABC</span> Name * <span>↑</span> <span>∨</span>	<span>✉</span> Approver <span>∨</span>	<span>+</span>
<input type="radio"/>	IT	labuser1@M365x692826.onmicr...	
<input type="radio"/>	Facilities	labuser1@M365x692826.onmicr...	
<input type="radio"/>	HR	labuser1@M365x692826.onmicr...	
<input type="radio"/>	<i>Enter text</i>	<i>Enter email</i>	

Once complete, click on Close button to Save the Table

17. Next, we will create an association(relationship) between the Tickets table and the Ticket Categories table.

Got to Data Sources, select 3 ellipses on the Tickets Table and click on Edit data.

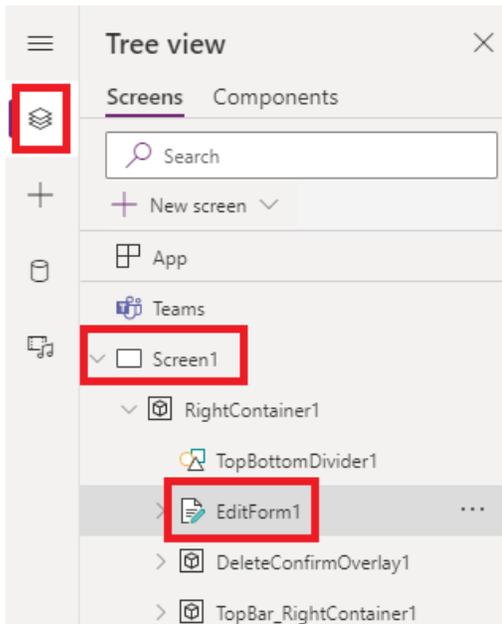


Add column named "Category", select type as Lookup and select the Related Table as "Ticket Category".

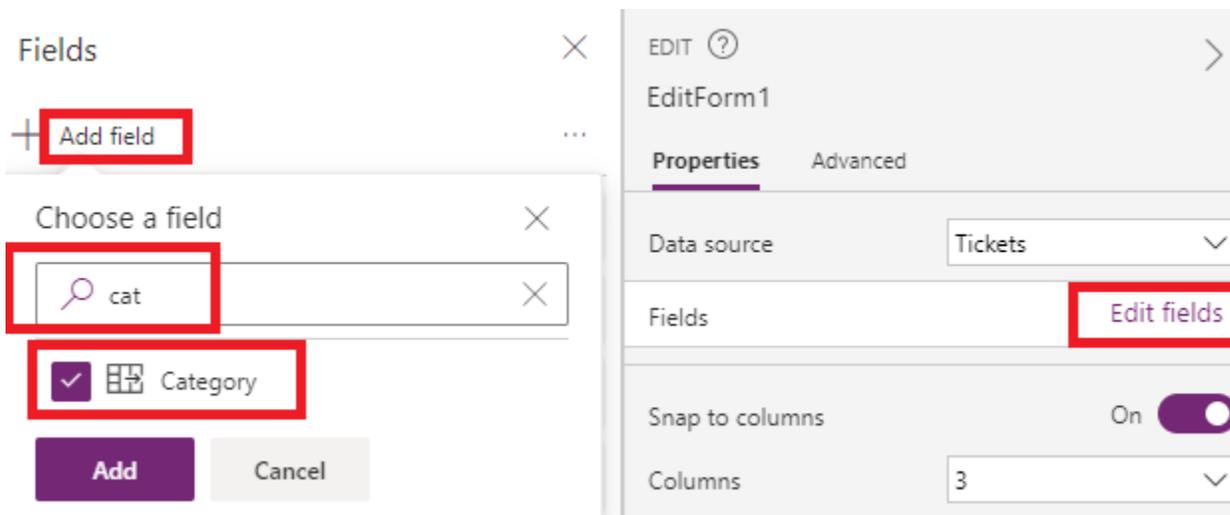
A screenshot of the 'Add new column' dialog box. It has a title bar with 'Add new column' and a close button. The 'Name' field contains 'Category'. The 'Type' dropdown menu is set to 'Lookup'. Below the dropdown is the text 'Reference a primary column in another table.' The 'Related table' dropdown menu is set to 'Ticket Category'. At the bottom are 'Create' and 'Cancel' buttons.

Close the Table edit experience.

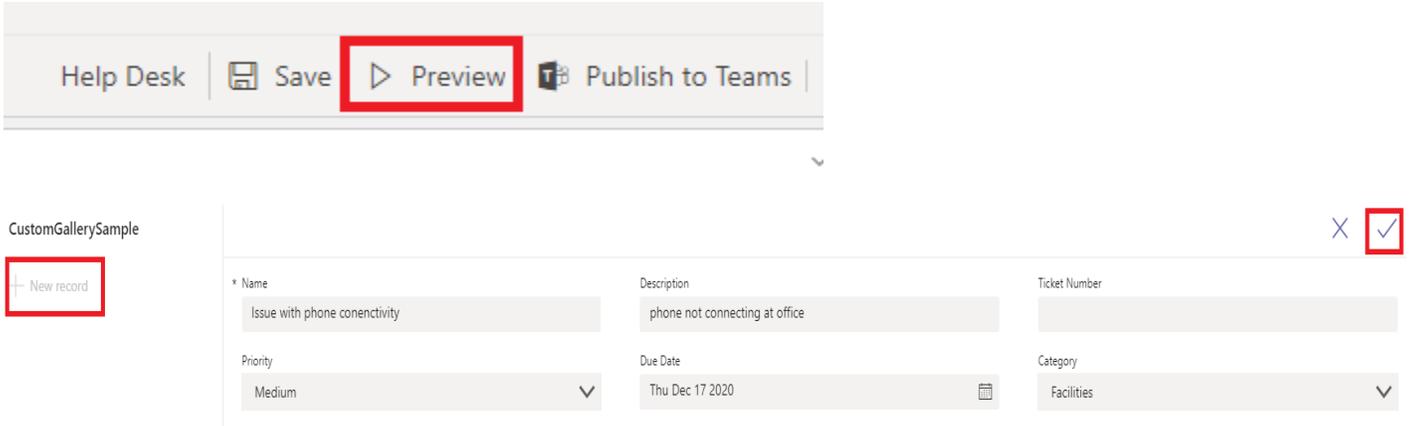
18. Next, we will go to the tree view and select the Form Control to add the newly created column to the form.



Edit fields and add the Category column to the Form



19. Preview the App and Add records. Try modifying and deleting data. The App provides full CRUD (Create, Read, Update, Delete) operations.

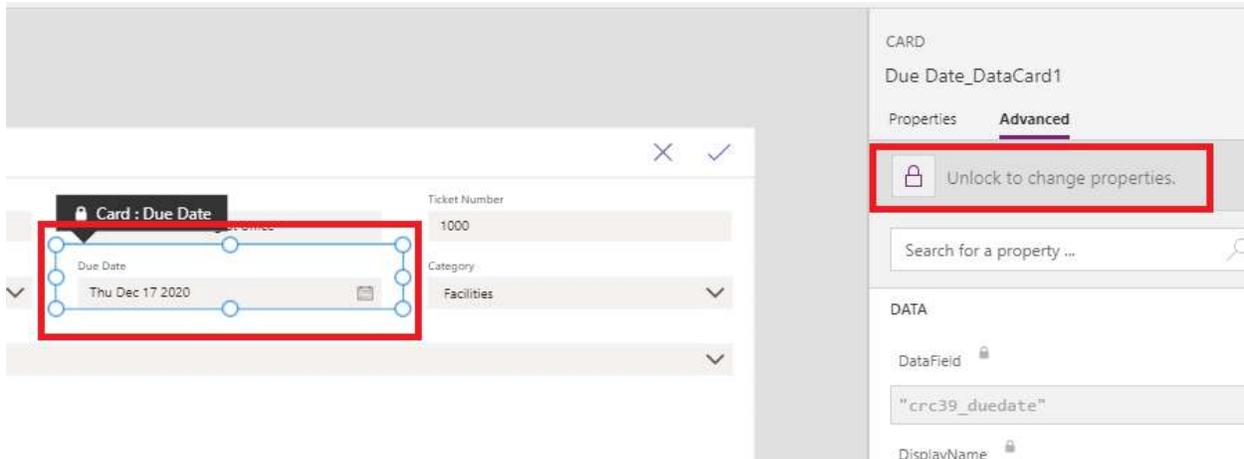


Notice how the Ticket Number is auto-generated once record is Saved.

Also, the Category column information is coming from the Related Table.

20. Next, add a column to the Tickets Table called Ticket Status of type Choices and add the following Choices – Pending, Rejected, Approved. Add the newly added column to the Tickets Form on screen. Same steps as before.

21. Select the “Due Date” data card in the form control, go to advanced properties tab and unlock the card.



Set Default property of the data card as follows:

```
If(
  EditForm1.Mode = FormMode.New || ThisItem.Priority <> DataCardValue4.Selected.Value,
  Switch(
    DataCardValue4.Selected.Value,
    'Priority (Tickets)'.Low,
    DateAdd(
      Today(),
      14
    ),
    'Priority (Tickets)'.Medium,
    DateAdd(
      Today(),
      7
    ),
    'Priority (Tickets)'.High,
    DateAdd(
      Today(),
      3
    ),
    ThisItem.'Due Date'
  ),
  ThisItem.'Due Date'
)
```

Where EditForm1 is name of your form control

And DataCardValue4 is the priority choice field combobox control name.

22. Next, set the display mode property of the Due Date data card to `DisplayMode.View`

Now if you preview the App, the due date will be automatically calculated based on the selected priority when you create a new ticket.

23. Next, unlock the Ticket Status data card, set Display mode to `DisplayMode.View`,

Set Default property as follows:

```
If(EditForm1.Mode<>FormMode.New, ThisItem.'Ticket Status', 'Ticket Status (Tickets)'.Pending)
```

Set visible property as

```
EditForm1.Mode<>FormMode.New
```

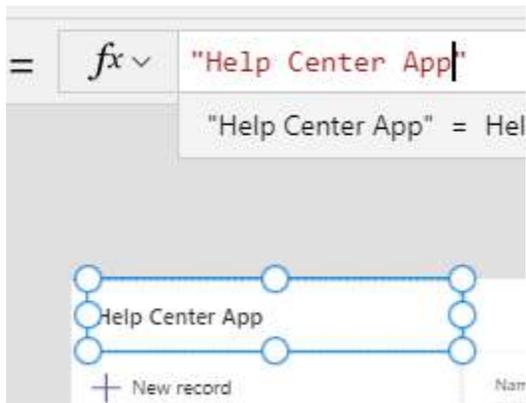
This will ensure the Status is set to “Pending” when new record is created and the Status is read only when record is edited.

Now if you preview the App, and create a new item, you can see the Status column in action.

24. Next, unlock the Priority, Description and Category data cards and make them required by setting the required property to **true**.

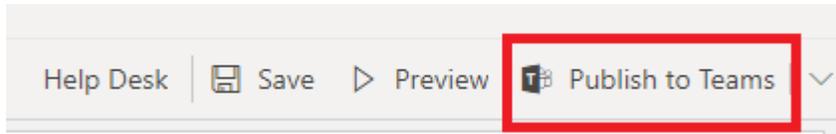
25. Rename, AppNameLabel label to

"Help Center App - " & Teams.ThisTeam.DisplayName



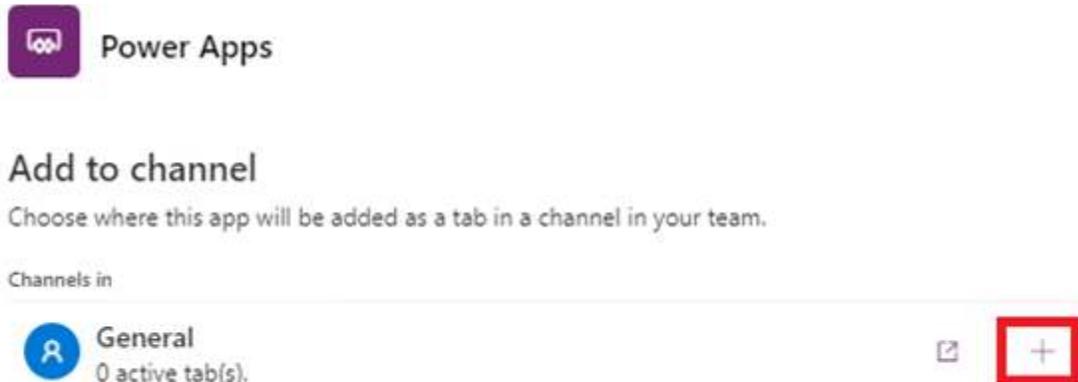
The Teams object will add the team name once we publish the App to Teams.

26. Next, click on Publish to Teams



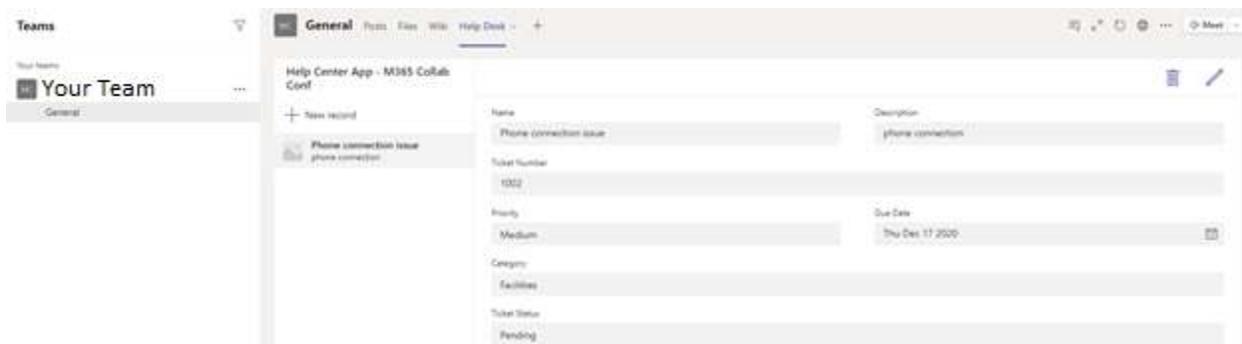
Click Next (this will Publish the App).

Next, it will list out all the channels associated with your current Team. To add the App as a tab to any of your Team's channels, select the + icon and then "Save and close" button.



27. Now go to the Team's channel and select the Tab with your App Name.

The App will now be available within Teams and will also work on the Teams Mobile App.



28. Test your App and try adding new records.

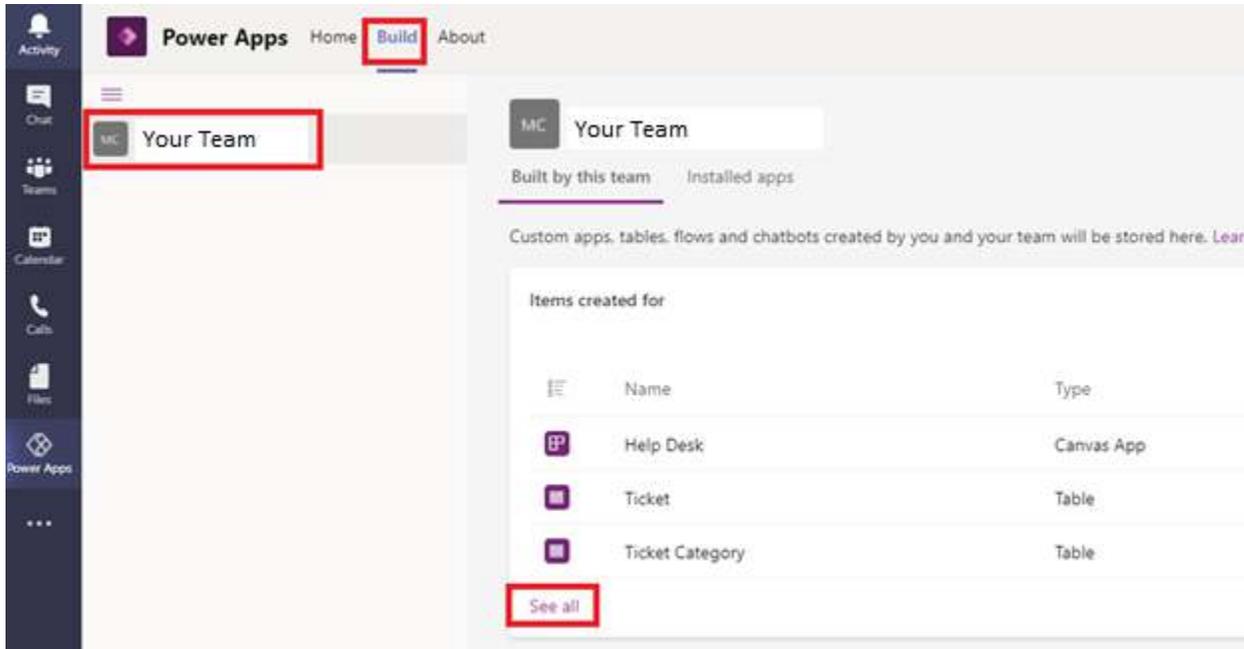
29. Congratulations!!! You have successfully built an App in Dataverse for Teams.

## Task 3: Create flow for Approvals of Tickets

1. In Teams, select the Power Apps Teams App and go to the Build Tab.

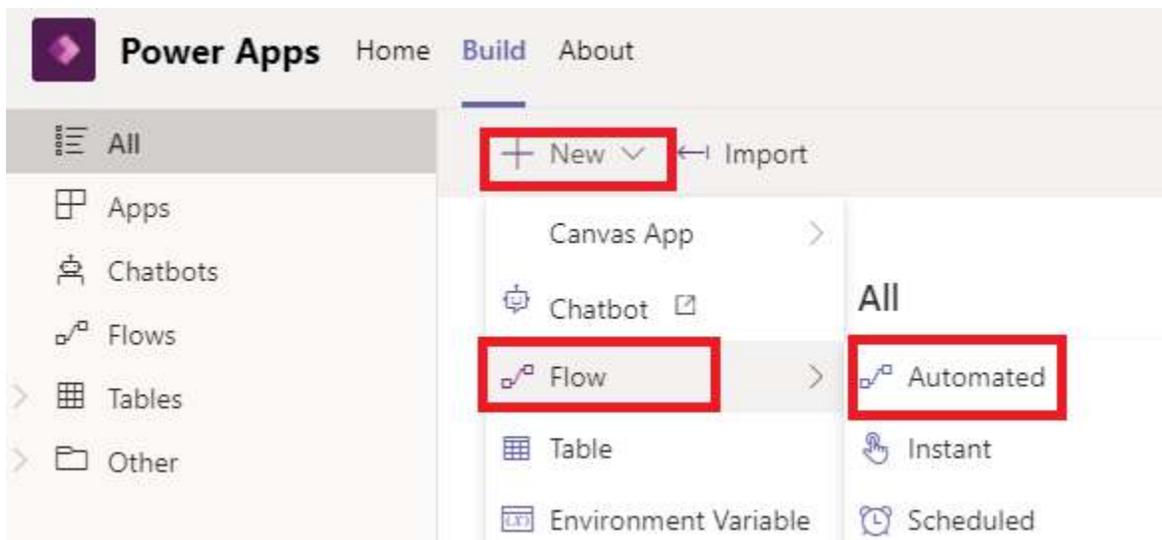
This will list out all the Teams that have a Dataverse for Teams environment setup.

Select your Team and click on See All.



This will list out all the artifacts created within the Team's environment.

2. Select New, Flow and then select Automated flow.



3. Click Get Started if a pop-up message appears.

Name your flow "Approval for Help Center Tickets" and select the trigger "When a record is created, updated or deleted" for the CDS current environment connector and click Create.

**Flow name**

Approval for Help Center Tickets

**Choose your flow's trigger \*** ⓘ

when a record

-  When a record is created, updated o...  
Common Data Service (current environment) ⓘ
-  When a new section is created  
OneNote (Business) ⓘ
-  When an item is deleted  
SharePoint ⓘ
-  When a new response is submitted  
Microsoft Forms ⓘ
-  When a build completes  
Azure DevOps ⓘ
-  When code is checked in (TFVC)  
Azure DevOps ⓘ

Skip Create Cancel

4. Set trigger action as follows:

 **When a record is created, updated or deleted** ⓘ ...

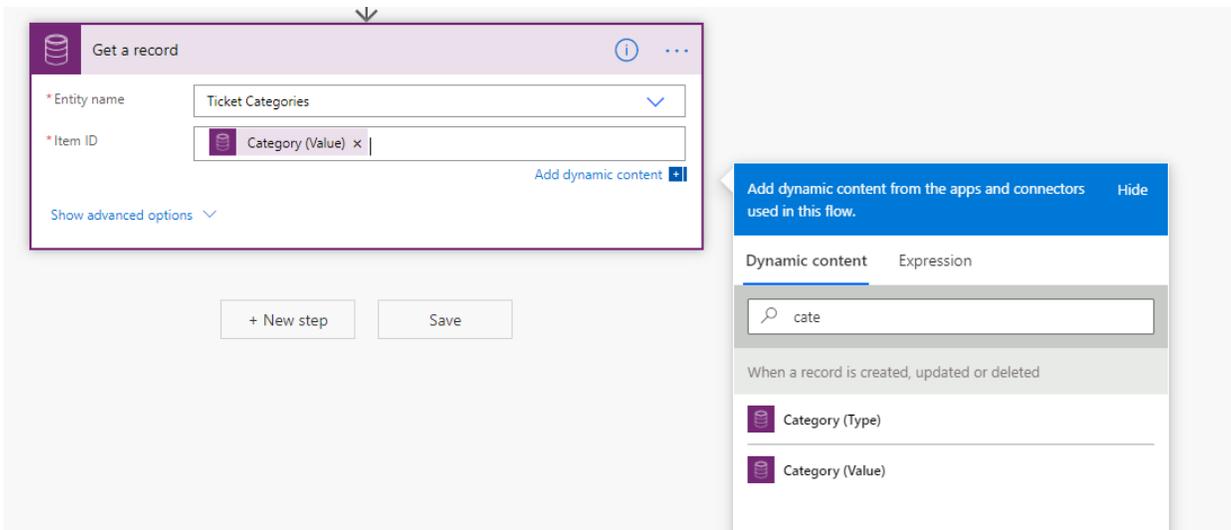
\*Trigger condition  ▼

\*The entity name  ▼

\*Scope  ▼

Show advanced options ▼

5. Next add the “Get a record” action for the CDS current environment connector and configure as follows. We will query the related table to fetch the Approver name for the selected Category.

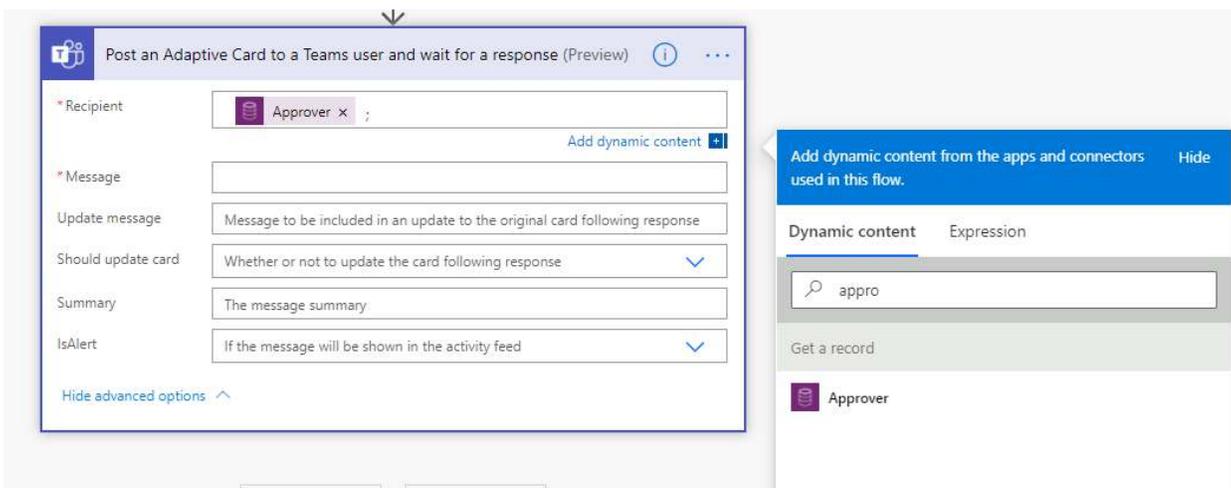


For the Item ID, select the Category (Value) dynamic content.

The Category Value includes the guid for the associated ticket category.

6. Next add the action “Post an adaptive card to a Teams user and wait for a response (preview)” from the Microsoft Teams connector.

Set Recipient from the Dynamic Content “Approver” obtained from the Get a record action.



7. Set Message as follows:

The screenshot shows the configuration for a step titled "Post an Adaptive Card to a Teams user and wait for a response (Preview)". The configuration includes:

- \* Recipient:** Approver x ;
- \* Message:** Ticket {Ticket Number} Approval Request
- Update message:** Message to be included in an update to the original card following response
- Should update card:** Whether or not to update the card following response
- Summary:** The message summary
- IsAlert:** If the message will be shown in the activity feed

Buttons for "+ New step" and "Save" are visible below the configuration. On the right, the "Dynamic content" pane shows a search for "ticket n" and a list of fields: "Ticket Category", "Ticket Number" (highlighted with a red box), and "Ticket Status".

Set remaining properties as follows:

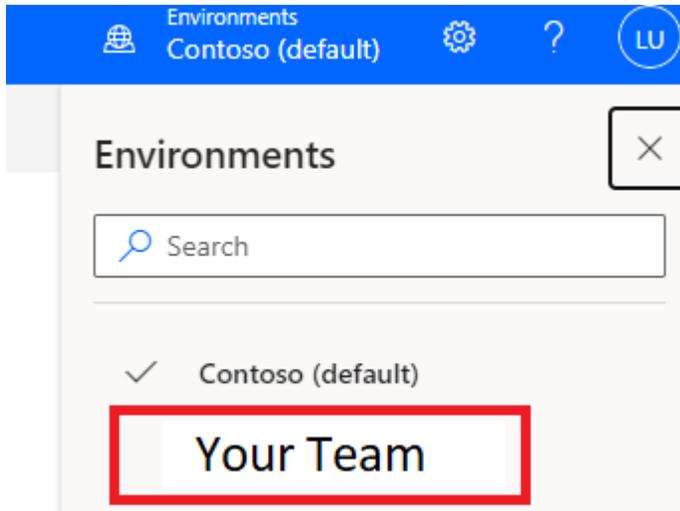
The screenshot shows the updated configuration for the step:

- \* Recipient:** Approver x ;
- \* Message:** Ticket {Ticket Number} Approval Request
- Update message:** Ticket {Ticket Number} Approval Response Received.
- Should update card:** Yes
- Summary:** test
- IsAlert:** Yes

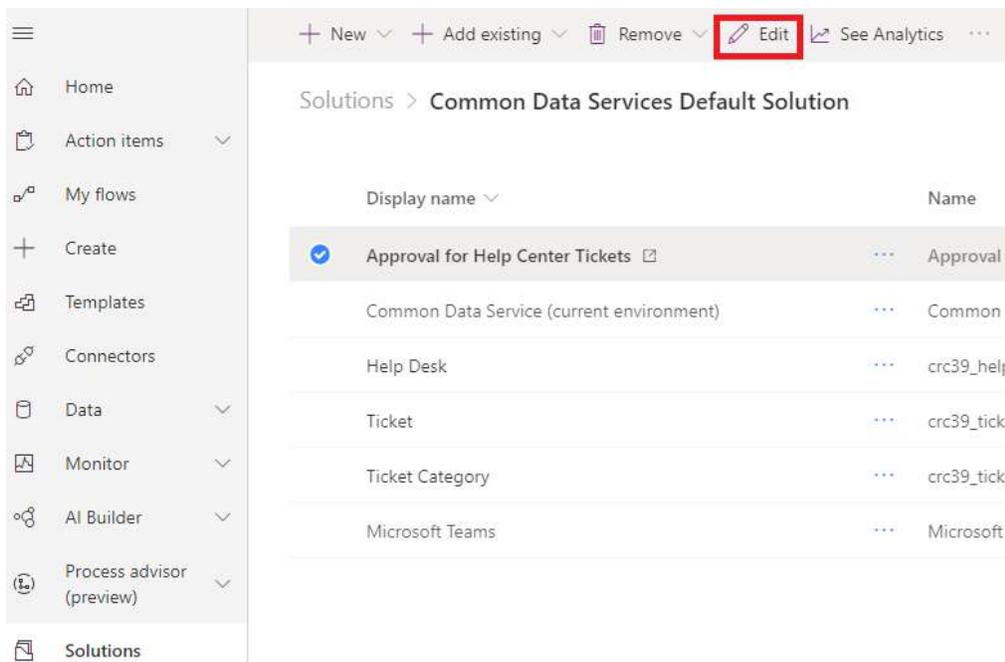
The "Hide advanced options" link is visible at the bottom of the configuration pane.

8. Save the flow.

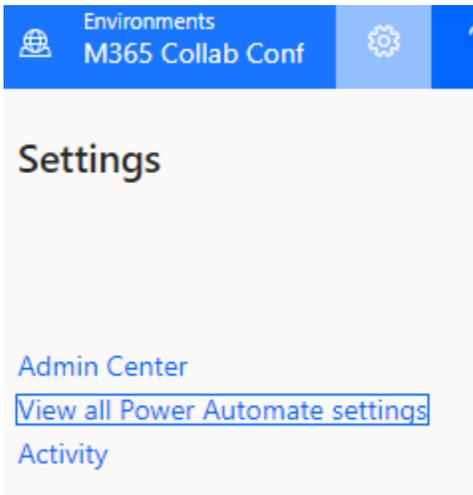
9. Following steps are needed due to certain preview features which are required for this Task .Now go to flow.microsoft.com and select the environment with your Team Name



Next, go to Solutions > Common Data Services Default Solution > Select your flow and click Edit.



10. Next go to settings gear on top right-hand corner and select “View all Power Automate Settings”



Enter settings as follows and click Save

Settings ×

**Language**  
Choose display language.  
English ▾

**Regional format (locale)**  
The regional format you choose will determine the date and time formats for your language.  
United States ▾

**Experimental Features**  
These features might change, break, or disappear at any time.  
 On

If prompted to reload the page, say Yes.

11. Now open the Teams Adaptive card action, you should see a “Edit Adaptive Card” button as follows.

Post an Adaptive Card to a Teams user and wait for a response (Preview) ⓘ ⋮

\* Recipient

Message

**Edit Adaptive Card**

Update message

Should update card  ▼

Summary

IsAlert  ▼

[Hide advanced options](#) ^

12. Next, add a compose action and select the Ticket Number dynamic content

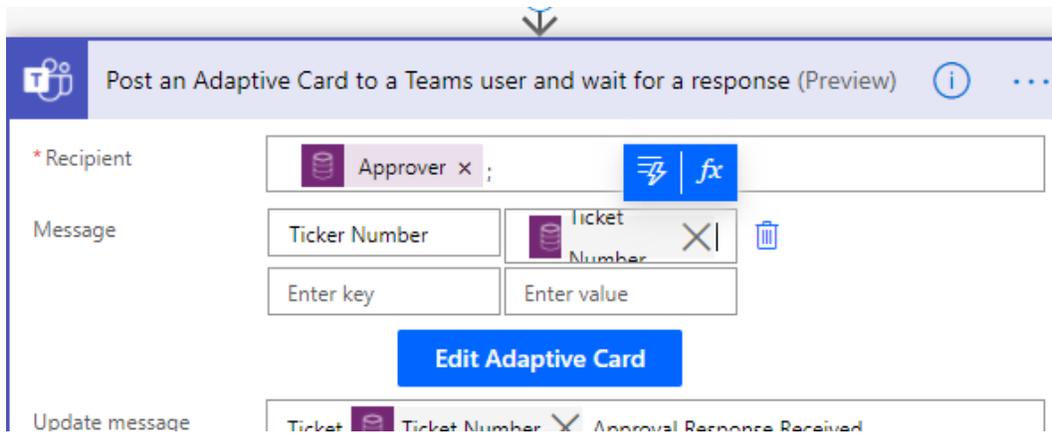
Compose { } ⚙️ fx

Inputs\*

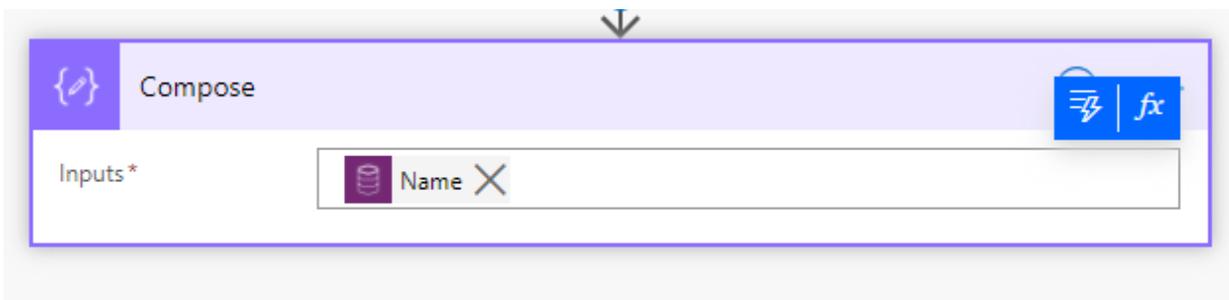
Dynamic Value [Learn more](#) X

Copy the Ticket Number dynamic content by using ctrl A + Ctrl C

13. Now for the Teams action, add a Key called "Ticket Number" and for the value paste the Ticket Number dynamic content that was copied. If it does not paste on first attempt, then try again.

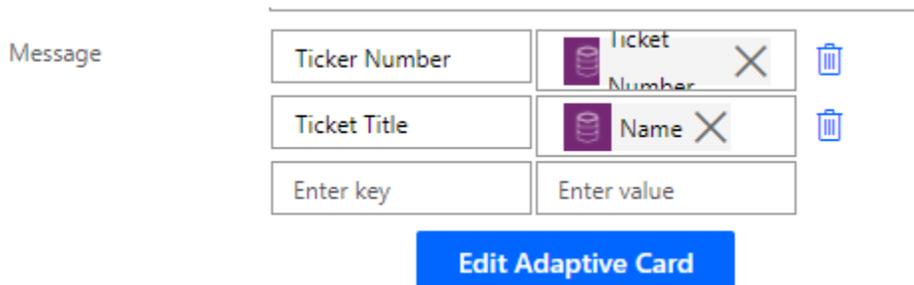


14. Back to the Compose action, delete the ticket number dynamic content and add the Name dynamic content from the flow trigger. (Important to select the dynamic content from the flow trigger action "When a record is created, updated or deleted")



Copy the dynamic content value (You may have to try multiple times.)

Back to the Teams action, add Ticket Title key and set value to the Name dynamic content (paste the Name dynamic content copied in compose) as shown in figure below:



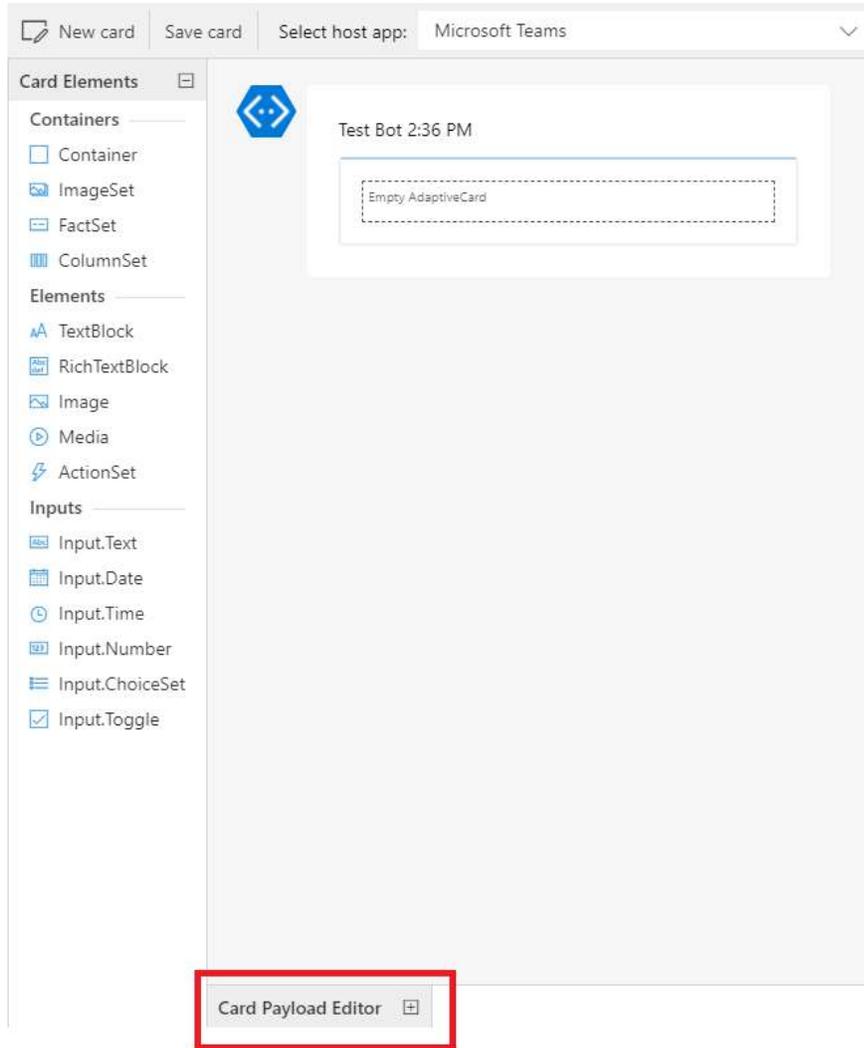
15. Repeat above steps again and select the Ticket Description & Due Date.

Your adaptive card action should look like below

The screenshot shows the Microsoft Teams Adaptive Card editor interface. At the top, there is a header bar with the Teams icon, the text "Post an Adaptive Card to a Teams user and wait for a response (Preview)", an information icon, and a menu icon. Below the header, the "Recipient" field contains "Approver x ;". The "Message" section displays four adaptive card elements: "Ticker Number", "Ticket Name", "Ticket Description", and "Due Date". Each element has a trash icon to its right. A blue "Edit Adaptive Card" button is positioned below the message elements. The "Update message" field contains the text "Ticket Ticket Number X Approval Response Received." and the "Should update card" dropdown menu is set to "Yes".

16. Next Click on the Edit adaptive card button and select card payload editor + icon at bottom

### Adaptive Card



17. Next add the following payload and replace the current payload.

```
{
  "$schema": "http://adaptivecards.io/schemas/adaptive-card.json",
  "version": "1.2",
  "type": "AdaptiveCard",
  "body": [
    {
      "type": "Image",
      "url": "https://www.wsps.org/Home/ShowPublishedImage/2713/637342193161670000",
      "height": "100px",
      "horizontalAlignment": "Center",
      "separator": true,
      "spacing": "Medium"
    },
    {
      "text": "New Ticket Approval Request - {$root.Ticket Number}",
      "type": "TextBlock",
      "weight": "Bolder",
      "fontType": "Default",
      "color": "Accent"
    },
    {
      "type": "ColumnSet",
      "columns": [
        {
          "width": "stretch",
          "type": "Column",
          "items": [
            {
              "type": "TextBlock",
              "text": "Title"
            },
            {
              "text": "Description",
              "type": "TextBlock"
            },
            {
              "text": "Due Date",
              "type": "TextBlock"
            }
          ]
        },
        {
          "width": "stretch",
          "type": "Column",
          "items": [
            {
              "text": "{$root.Ticket Title}",
              "type": "TextBlock"
            }
          ]
        }
      ]
    }
  ]
}
```

```

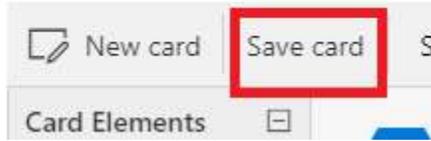
    },
    {
      "text": "{$root.Ticket Description}",
      "type": "TextBlock"
    },
    {
      "text": "{$root.Due Date}",
      "type": "TextBlock"
    }
  ]
}
],
"bleed": true,
"style": "emphasis"
},
{
  "type": "ColumnSet",
  "columns": [
    {
      "width": "stretch",
      "type": "Column",
      "items": [
        {
          "text": "Decision",
          "type": "TextBlock"
        }
      ]
    },
    {
      "width": "stretch",
      "type": "Column",
      "items": [
        {
          "choices": [
            {
              "title": "Approved",
              "value": "Approved"
            },
            {
              "title": "Rejected",
              "value": "Rejected"
            }
          ],
          "placeholder": "Decision",
          "type": "Input.ChoiceSet",
          "id": "acDecision"
        }
      ]
    }
  ]
}
],
},

```

```
{
  "type": "ActionSet",
  "actions": [
    {
      "title": "Submit Response",
      "type": "Action.Submit"
    }
  ],
  "horizontalAlignment": "Center"
}
]
```

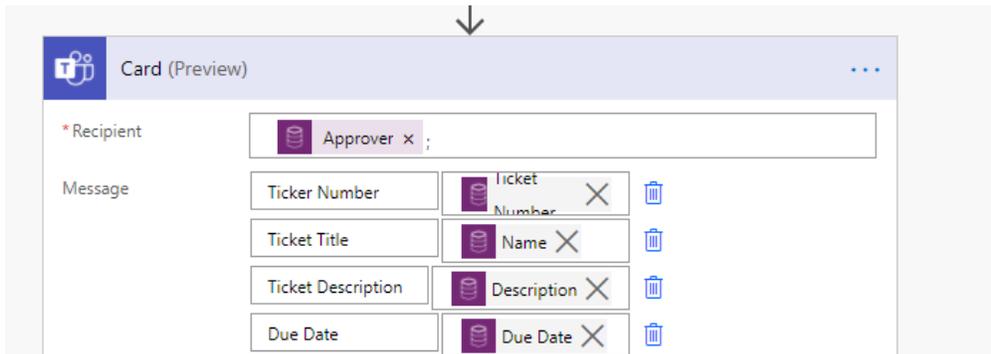
18. Save the card

## Adaptive Card

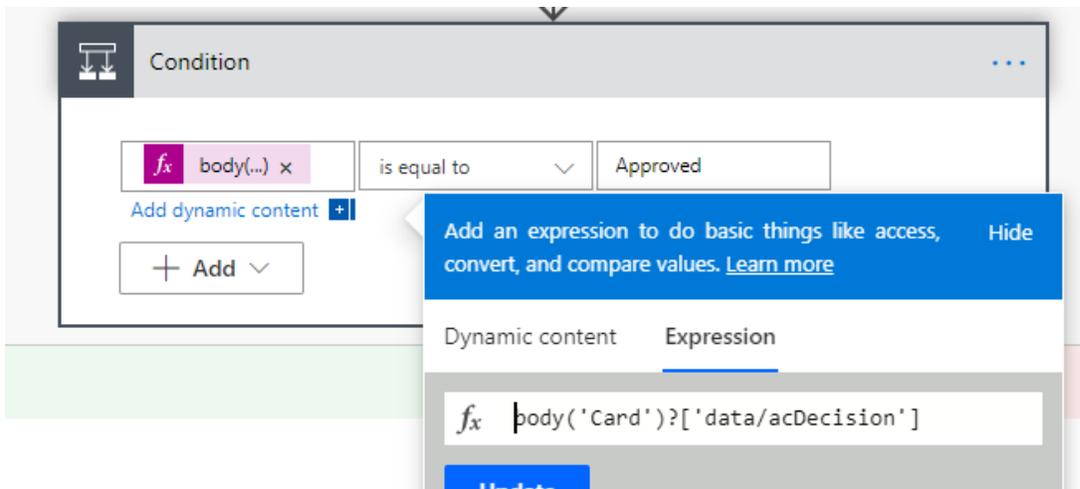


19. Delete the compose action.

20. Rename the Teams action to Card

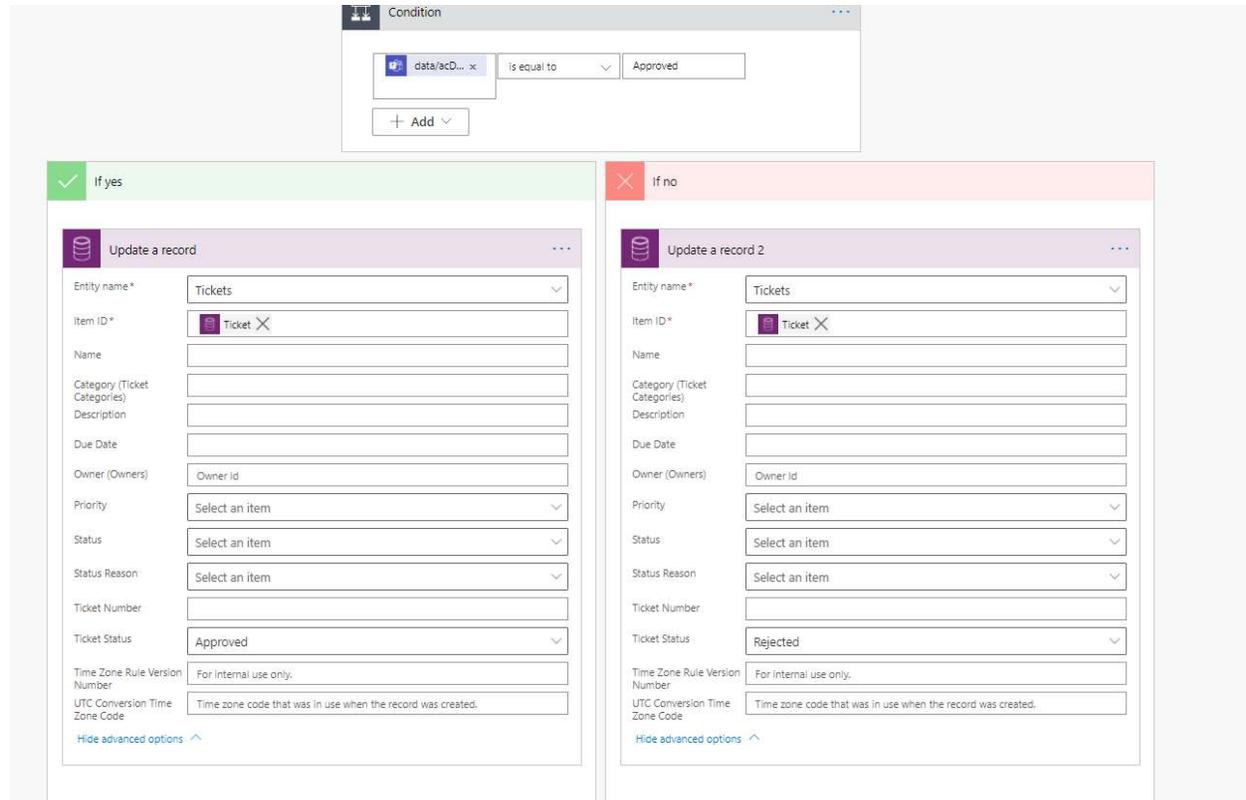


21. Add a condition and an expression to check the response of the adaptive card as follows. Check to see if response is "Approved". For the condition ensure to use the expression dialog. Expression - `body('Card')?['data/acDecision']`



22. For the Yes branch add the “Update a record” action, select Entity as Tickets, select item ID as Ticket and set Ticket Status to Approved.

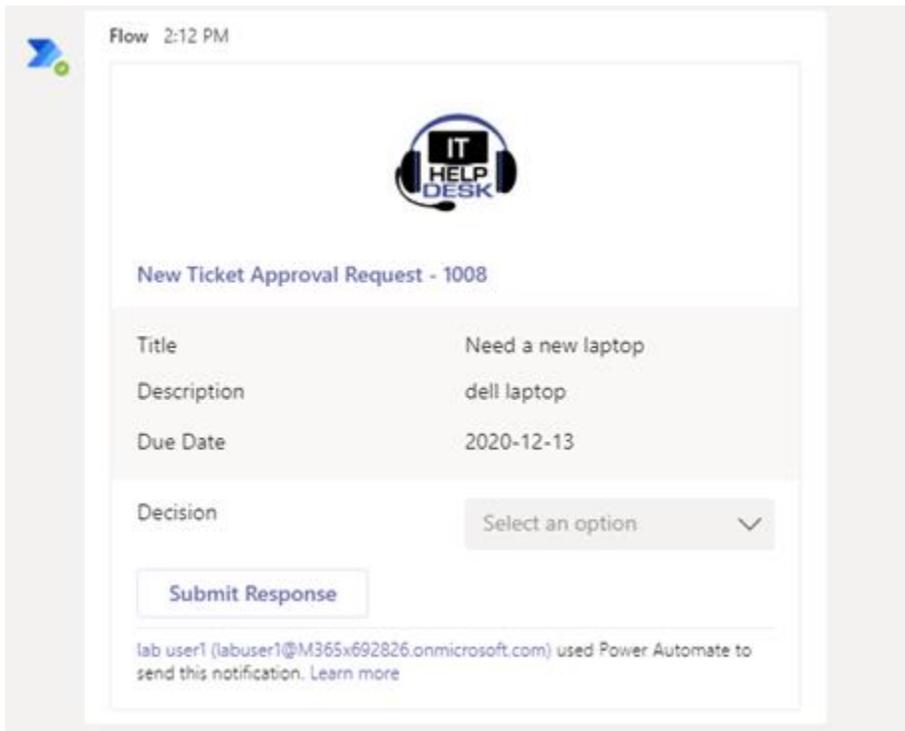
For the No branch add the “Update a record” action, select Entity as Tickets, select item ID as Ticket and set Ticket Status to Approved.



23. Save the flow.

24. Go back to your App in Teams and create a new ticket.

25. Once a new ticket is created, the flow will trigger (can take from 5-10 mins to trigger for first flow created in Dataverse for Teams environment), and it will send the Approver (based on the Category selected) an adaptive card in Teams.



26. The Approver can then take their decision and Submit their response directly within Teams.

Once response is submitted the card will close as shown below.



**27.** The ticket status in the App will be updated based on the Approver's decision.

---

Name

Need a new laptop

Priority

High

Ticket Status

Approved

**28.** Congratulations!!! You have successfully built a flow in Dataverse for Teams.